West Midlands Ambulance Service **NHS**
NHS Foundation Trust

# Herefordshire HOSC – 16 November 2017



**Pippa Wall**

Trust us **to care.**

# Activity Against Contract

| | | variance: Red = 'above contract' Green = 'within contract' | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | Apr '17 | May '17 | Jun '17 | Jul '17 | Aug '17 | Sep '17 | Oct '17 | ytd |
| NHS Herefordshire CCG | actual | 2,277 | 2,633 | 2,509 | 2,506 | 2,394 | 2,431 | 2,518 | 17,268 |
| | contract | 2,331 | 2,386 | 2,334 | 2,460 | 2,363 | 2,330 | 2,474 | 16,678 |
| | variance vol +/- | -55 | 247 | 174 | 46 | 30 | 101 | 45 | 589 |
| | variance % +/- | -2.35% | 10.37% | 7.46% | 1.88% | 1.29% | 4.34% | 1.81% | 3.53% |

Activity against contract is up for Herefordshire CCG (3.53% YTD). Of the 22 CCGs in the West Midlands, only 3 (Stoke, Cannock Chase and East Staffs) have activity below contract for each of the months in the first quarter. The regional position is activity up by 3.36% for June 2017.

# Non-Conveyance

| Disposition - All Incidents | Disposition - Emergencies Only | | | | | | |
|---|---|---|---|---|---|---|---|
| CCG | Hear & Treat | | See & Treat | | See & Convey | | Incidents |
| NHS Herefordshire CCG | 55 | 2.4% | 811 | 36.1% | 1,383 | 61.5% | 2,249 |

Non-Conveyance of 38.5% is slightly below the Regional average, but is high when compared to the rest of England

# Ambulance Usage per Head of Population

| CCG | Incidents per 1,000 population |
|---|---|
|  |  |
| NHS Dudley CCG | 148.5 |
| NHS Walsall CCG | 190.7 |
| NHS Wolverhampton CCG | 192.3 |
| NHS Sandwell and West Birmingham CCG | 170.2 |
| NHS Birmingham CrossCity CCG | 195.7 |
| NHS Birmingham South and Central CCG | 118.4 |
| NHS Solihull CCG | 136.2 |
| NHS North Staffordshire CCG | 160.3 |
| NHS Stoke on Trent CCG | 193.6 |
| NHS Cannock Chase CCG | 178.9 |
| NHS East Staffordshire CCG | 135.3 |

Trust us to care.

# Ambulance Usage per Head of Population

| | |
|---|---|
| **NHS South East Staffs and Seisdon and Peninsular CCG** | **166.0** |
| **NHS Stafford and Surrounds CCG** | 165.4 |
| **NHS Shropshire CCG** | 137.5 |
| **NHS Telford & Wrekin CCG** | 135.1 |
| **NHS Coventry and Rugby CCG** | 149.5 |
| **NHS Warwickshire North CCG** | 160.3 |
| **NHS South Warwickshire CCG** | 139.9 |
| **NHS Herefordshire CCG** | 151.9 |
| **NHS Wyre Forest CCG** | 136.5 |
| **NHS Redditch and Bromsgrove CCG** | 147.7 |
| **NHS South Worcestershire CCG** | 150.2 |

# Ambulance Response Programme

The following changes have been made to ambulance response standards (please see table of the new categories):

- Amending Dispatch on Disposition. This will allow all ambulance trusts additional time to determine the most appropriate response to all calls (except the most serious Category 1 999 calls). This will give ambulance trusts additional time (up to 240 seconds more) to decide on the most appropriate resource required. In addition to this three pre-triage questions have been added to ensure that new 'category 1' calls are dealt with in less time (30 seconds).

- Introduce new target response standards. Ambulances will now be expected to reach the most seriously ill patients in an average of seven minutes. New times are also introduced to cover every single patient, not just those in immediate need. This is intended to improve performance management of these waits (classed as "green") by introducing mean and 90th centile measures.

- Amending "stop the clock" definitions. The rules are being changed around what "stops the clock" meaning that only resources able to meet the specific needs of the patient count.

- Introducing condition-specific measures.  This is to track the time from the 999 call to hospital treatment for heart attack and strokes.

# Ambulance Response Programme

| Category | Types of calls | Response standard | Likely % of workload | Response details |
|---|---|---|---|---|
| Category 1 (Life-threatening event) | Previous Red 1 calls and some Red 2s, including:<br>• Cardiac arrests<br>• Choking?<br>• Unconscious<br>• Continuous fitting<br>• Not alert after a fall or trauma<br>• Allergic reaction with breathing problems | 7 minutes mean response time<br><br>15 minutes 90th centile response time | Approx 250 incidents a day (8% of total workload) | • Response time measured with arrival of first emergency responder<br>• Will be attended by single responders and ambulance crews<br>• The only category that rest breaks will be interrupted to attend |
| Category 2 (Emergency – potentially serious incident) | Previous Red 2 calls and some previous C1s, including:<br>• Stroke patients<br>• Fainting – not alert<br>• Chest pain<br>• RTCs<br>• Major burns<br>• Sepsis | 18 minutes mean response time<br><br>40 minutes 90th centile response time | 48% | • Response time measured with arrival of transporting vehicle (or first emergency responder if patient does not need to be conveyed)<br>• Some Category 2 calls will be attended by single responder if an ambulance is not available for dispatch within eight minutes of call being received |
| Category 3 (Urgent problem) | • Falls<br>• Fainting – now alert<br>• Diabetic problems<br>• Isolated limb fractures<br>• Abdominal pain | Maximum of 120 minutes<br><br>(120 minutes 90th centile response time) | 34% | • Response time measured with arrival of transporting vehicle |
| Category 4 (Less urgent problem) | • Diarrhoea<br>• Vomiting<br>• Non-traumatic back pain<br>• HCP admission | Maximum of 180 minutes<br><br>(180 minutes 90th centile response time) | 10% | • Maybe managed through hear and treat<br>• Response time measured with arrival of transporting vehicle |

# NHS Herefordshire CCG Performance

| Category 1 | *Sep '17 | | | Oct '17 | | |
|---|---|---|---|---|---|---|
| | Inc Total | Mean | 90th | Inc Total | Mean | 90th |
| NHS Herefordshire CCG | 116 | 9:24 | 21:27 | 136 | 8:38 | 17:04 |

| Category 2 | *Sep '17 | | | Oct '17 | | |
|---|---|---|---|---|---|---|
| | Inc Total | Mean | 90th | Inc Total | Mean | 90th |
| NHS Herefordshire CCG | 709 | 14:44 | 29:54 | 957 | 15:04 | 29:51 |

| Category 3 | *Sep '17 | | | Oct '17 | | |
|---|---|---|---|---|---|---|
| | Inc Total | Mean | 90th | Inc Total | Mean | 90th |
| NHS Herefordshire CCG | 849 | 22:17 | 48:03 | 1,050 | 21:30 | 45:53 |

| Category 4 | *Sep '17 | | | Oct '17 | | |
|---|---|---|---|---|---|---|
| | Inc Total | Mean | 90th | Inc Total | Mean | 90th |
| NHS Herefordshire CCG | 55 | 39:52 | 94:25 | 50 | 36:43 | 87:13 |

# Making the Comparison

|  |  | **Pre ARP** | | |  | **Post ARP** | |
|---|---|---|---|---|---|---|---|
| **Clock start to a Double Crewed Ambulance on scene for all conveyed patients** |  | **Category** | **Avg time Minutes Seconds** |  |  | **Priority** | **Avg time Minutes Seconds** |
|  |  | Red 1 | 09:36 |  |  | Category 1 | 09:24 |
|  |  | Red 2 | 12:42 |  |  | Category 2 | 11:42 |
|  |  | Green 2 | 21:06 |  |  | Category 3 | 20:12 |
|  |  | Green 4 | 39:00 |  |  | Category 4 | 38:48 |
|  |  | Total | 16:48 |  |  | Total | 15:54 |

| **Stroke Patients: Clock start to Double Crewed Ambulance on scene** |  | **Pre ARP** | **Avg time Minutes Seconds** |  | **Post ARP** | **Avg time Minutes Seconds** |
|---|---|---|---|---|---|---|
|  |  |  | 13:48 |  |  | 12:42 |

| **Responses Per Incident (RPI)** |  | **Category** |  |  |  | **Priority** |  |
|---|---|---|---|---|---|---|---|
|  |  | Red 1 | 1.65 |  |  | Category 1 | 1.28 |
|  |  | Red 2 | 1.26 |  |  | Category 2 | 1.06 |
|  |  | Green 2 | 1.18 |  |  | Category 3 | 1.06 |
|  |  | Green 4 | 1.15 |  |  | Category 4 | 1.05 |
|  |  | Total | 1.23 |  |  | Total | 1.07 |

| **Current performance** |  |  | **Target** | | **Perfromance** | |
|---|---|---|---|---|---|---|
|  | **Category** |  | **Mean** | **90th** | **Mean** | **90th** |
|  | Category 1 R |  | 07:00 | 15:00 | 06:49 | 11:24 |
|  | Category 2 |  | 18:00 | 40:00 | 10:15 | 18:14 |
|  | Category 3 |  |  | 2:00:00 | 18:11 | 38:16 |
|  | Category 4 |  |  | 3:00:00 | 33:08 | 79:40 |
|  | Urgent |  | 75% | | 86.50% | |
|  | Call Answering |  | 95% under 5 seconds | | 96% | |

# Top 5 Chief Complaints (Year to Date)

|  | Year To Date | | | | |
|---|---|---|---|---|---|
|  | Abdo Pain Problems | Breathing Problems | Chest Pain | Falls | Medical / Generally Ill |
| NHS Herefordshire CCG | 845 | 1,542 | 1,818 | 869 | 3,196 |

Trust us to care.

# Achievements over last year

- Highest performing ambulance service in the country
- Only ambulance service achieving all new ARP standards
- Newest fleet of vehicles – none over 5 years old
- More ambulances, and fewer cars deployed across the Region each day
- Paramedic on every front-line vehicle
- Reduced responses per incident (1.23 to 1.07)
- Total ambulance miles travelled reduced by 5% and reducing further (-15%)
- Fewer estate locations
- Faster response across all priority call categories
- No 'stacking of calls'

Trust us to care.

West Midlands Ambulance Service NHS
NHS Foundation Trust

**Thank You
Any
Questions?**

Trust us to care.