

SUPPLEMENT TO THE AGENDA FOR

Health & Social Care Overview and Scrutiny Committee

Tuesday 9 June 2015

2.00 pm

Chamber, Shire Hall, Hereford

	Pages
7. ACCOUNTABILITY SESSION: WEST MIDLANDS AMBULANCE SERVICE	19 - 32
To hold a public accountability session to discuss the performance of the West Midlands Ambulance Trust.	



MEETING:	HEALTH AND SOCIAL CARE OVERVIEW & SCRUTINY COMMITTEE
MEETING DATE:	9 June 2015
TITLE OF REPORT:	WEST MIDLANDS AMBULANCE NHS FOUNDATION TRUST ACCOUNTABILITY SESSION
REPORT BY:	DEMOCRATIC SERVICES OFFICER

1. Classification

Open

2. Key Decision

This is not an executive decision

3. Wards Affected

County-wide

4. Purpose

- 4.1 To hold a public accountability session to discuss the performance of the West Midlands Ambulance Trust.

5. Recommendation

THAT: The Committee considers and discusses the presentation from the Trust.

6. Alternative Options

There are no relevant alternative options.

7. Reasons for Recommendations

- 7.1 Accountability sessions are a concept that Staffordshire Council developed as a result of the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. The intention is to get interconnected health bodies together with the public and Councillors in order to enable them to challenge and question the relevant organisations in a more joined up way.

Each body has provided a presentation that focuses on:

- the key work that the body has completed through the previous year
- any success throughout the previous year
- any challenges throughout the previous year
- key areas of concentration for the coming year

- areas of risk for the coming year
- areas that might be beneficial of an input by scrutiny ie in task and finish groups.

8. Financial Implications

8.1 There are no financial implications to this report.

9. Legal Implications

9.1 There are no legal implications to this report.

10. Background Papers

10.1 None identified.



Health and Social Care Overview and Scrutiny Committee

Tuesday 9th June 2015



Michelle Brotherton

General Manager, West Mercia
(Herefordshire, Shropshire and Worcestershire)
West Midlands Ambulance NHS Foundation Trust

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Vision

Delivering the right patient care, in the right place, at the right time, through a skilled and committed workforce, in partnership with local health economies

Strategic Objectives

Achieve Quality and Excellence

Accurately assess patient need and direct resources appropriately


Establish market position as an Emergency Healthcare Provider

Work in Partnership

Values


- World Class Service
- Patient Centred
- Dignity and Respect for All
- Skilled Workforce
- Teamwork
- Effective Communication

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Resource model

- Hubs located in **Hereford**
- Community Paramedic Schemes established in market towns of:
 - Bromyard
 - Ledbury
 - Leominster
 - Ross-on-Wye
- Response Posts:
 - Cargills
 - South Wye



Legend

- CP
- HUB
- RP

West Midlands Ambulance Service 
NHS Foundation Trust

Workforce

- 1 HUB Manager
- 5 Area Support Officers
- 3 ECPs
- 68 Paramedics
- 24 Technicians
- 6 Trainee Technician's
- 4 ECAs
- 5 AFAs
- 1 Mechanic
- 1 Admin

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Key work completed during the year 2014/15

- 50.9% PDR's completed ytd + 100% rolling 12 months
- 90% clinical up date training completed
- 100% workbooks completed
- Sickness at 4.30% for the year
- New premises in Ross will be operational by end June 2015

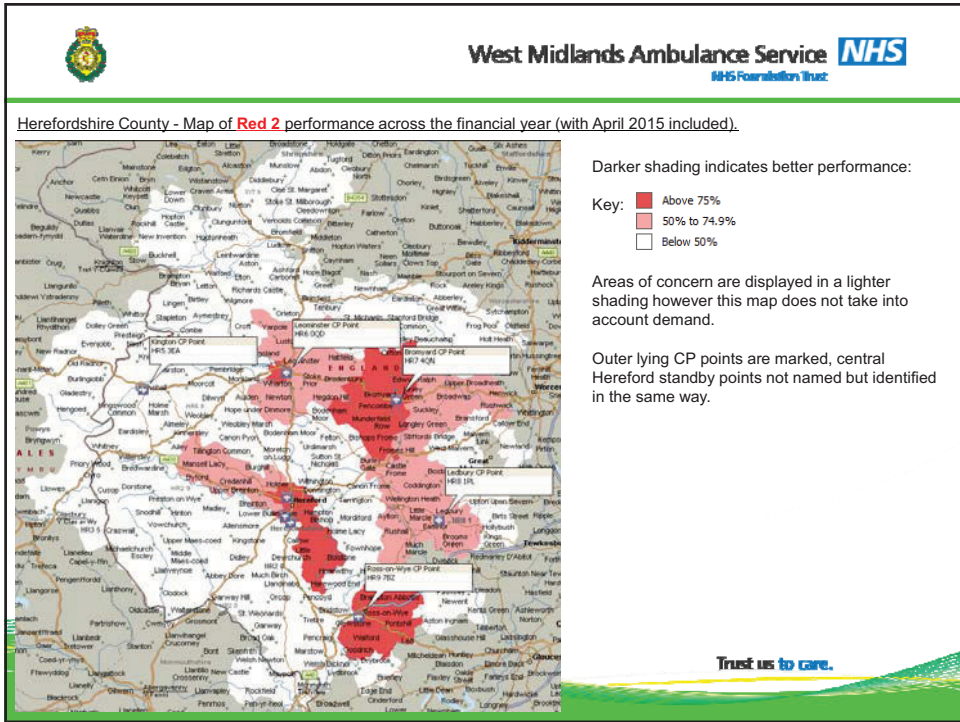
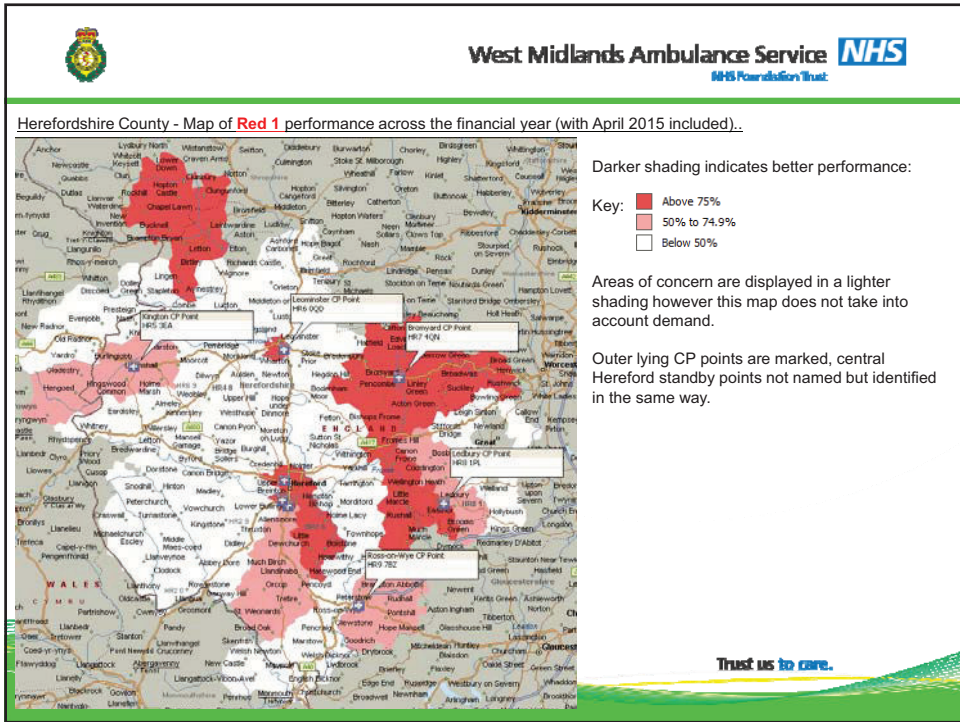
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Herefordshire performance – April 2014 to April 2015 (inclusive)

	Red 1 75% 8min	Red 2 75% 8min	Green 2 90% 30min	Green 4 90% triage in 60min	Referral 90%
Financial Month	Red 1	Red 2	Green 2	Green 4	Referral
April 2014/2015	65.4%	71.7%	95.9%	100.0%	94.2%
May 2014/2015	85.0%	74.2%	94.7%	98.6%	94.4%
June 2014/2015	75.0%	72.7%	95.7%	100.0%	93.8%
July 2014/2015	57.9%	74.7%	96.5%	100.0%	97.0%
August 2014/2015	63.2%	75.5%	95.2%	100.0%	95.7%
September 2014/2015	62.5%	73.9%	95.4%	98.7%	96.0%
October 2014/2015	68.1%	71.6%	93.9%	98.6%	91.9%
November 2014/2015	76.2%	76.3%	96.3%	100.0%	97.1%
December 2014/2015	70.8%	72.2%	94.3%	100.0%	91.8%
January 2014/2015	70.6%	73.8%	95.8%	98.7%	95.0%
February 2014/2015	66.7%	73.2%	92.5%	98.6%	93.8%
March 2014/2015	70.8%	72.9%	95.9%	100.0%	95.4%
April 2015/2016	72.1%	76.1%	96.1%	100.0%	98.6%
Grand Total	70.2%	73.7%	95.3%	99.5%	95.0%

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Challenges during 2014/2015

- Demand and performance
- Workforce
- Inter-hospital transfers and turnarounds

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Hospital turnaround – April 2014 Vs. April 2015.


April 2015

Destination Hospital	Total	0-15 mins	0-15 mins %	15-30 mins	15-30 mins %	30-45 mins	30-45 mins %	45-60 mins	45-60 mins %	Over 1 hr	Over 1 hr %	n/a's	n/a's %	Total >30	max (turns)	avg (turns)
Hereford County	1334	94	7.0%	892	66.9%	296	22.2%	35	2.6%	17	1.3%			348	1:52:30	0:26:16

April 2014

Destination Hospital	Total	0-15 mins	0-15 mins %	15-30 mins	15-30 mins %	30-45 mins	30-45 mins %	45-60 mins	45-60 mins %	Over 1 hr	Over 1 hr %	n/a's	n/a's %	Total >30	max (turns)	avg (turns)
Hereford County	1317	179	13.6%	928	70.5%	176	13.4%	21	1.6%	13	1.0%			210	1:35:35	0:23:22

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Key work for 2015/16

- **Maintain performance with a focus on improving Red 1 performance**
- **To reduce on scene times to enable resources are available to respond to other calls**
- **To reduce sickness to below 4%**

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West Midlands Ambulance Service **NHS**
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Any opportunities or suggestions for future scrutiny work

- **New premises in Ross will be completed by end June 2015 to enable 2 resources.**
- **Identify premises in HR2**
- **Increase the 3 ECPs to 5**
- **Increase CFRs in rural areas where required**

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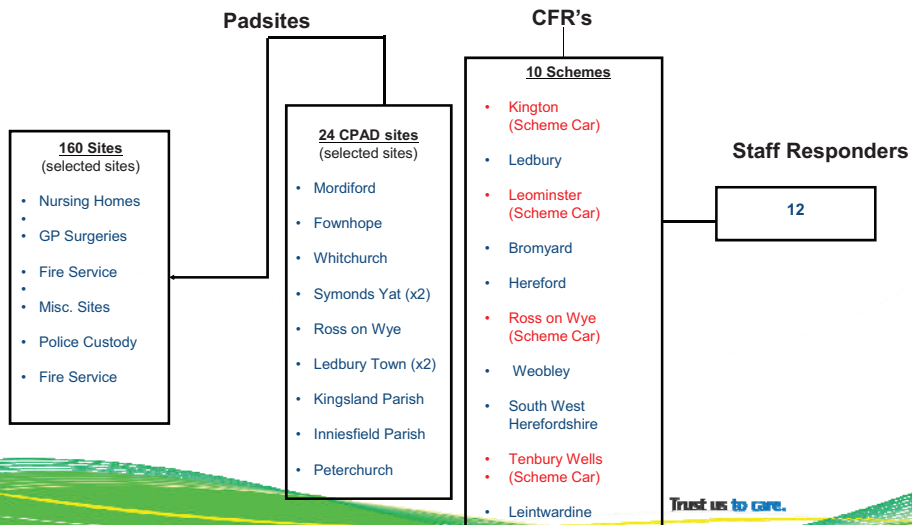
Patient Experience

- Complaints = 36 for West Mercia 1:4703
 - 5 complaints and 13 PALS for Hereford
- Compliments = 304 for West Mercia
 - 60 relate to Hereford

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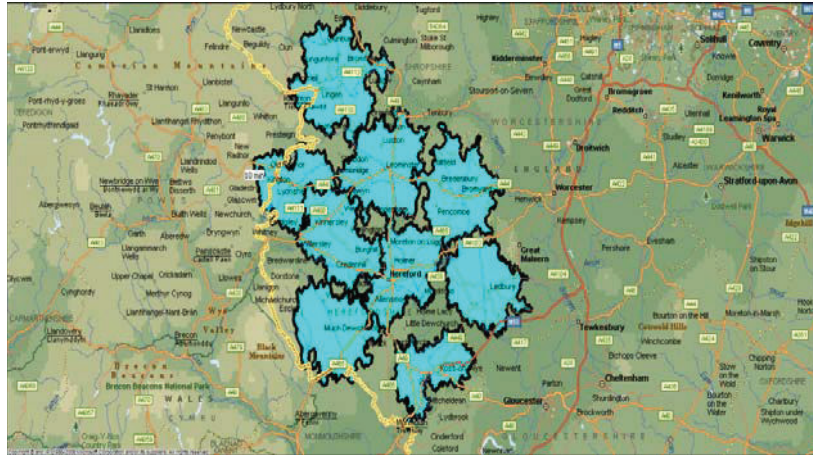
Herefordshire Divisional Structure



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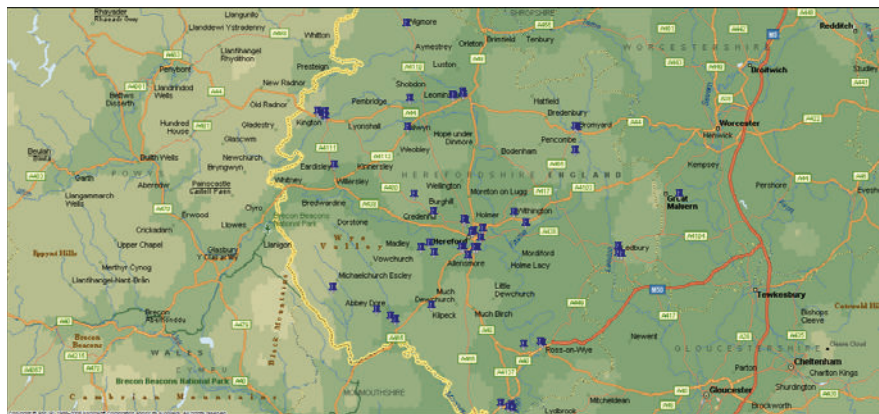
Herefordshire Community Response Schemes



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Community First Responders

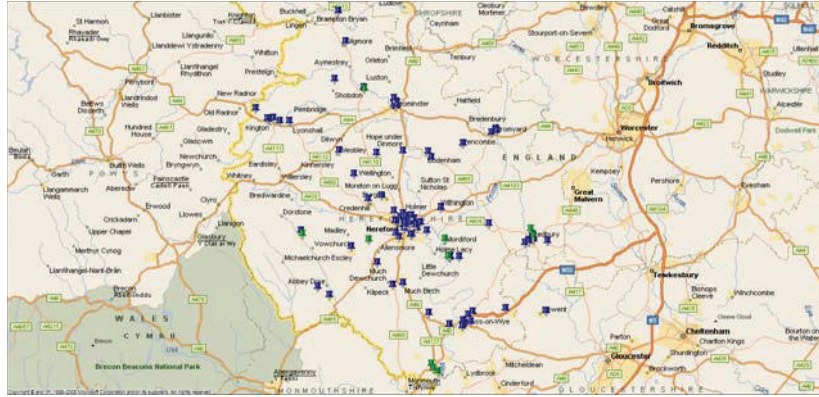


CFR locations based upon postcode of home address

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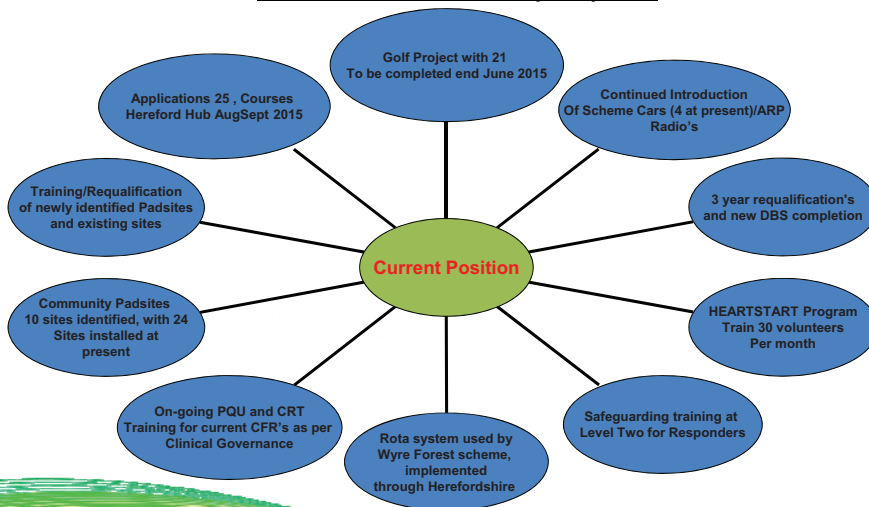
PADSITES/CPADS



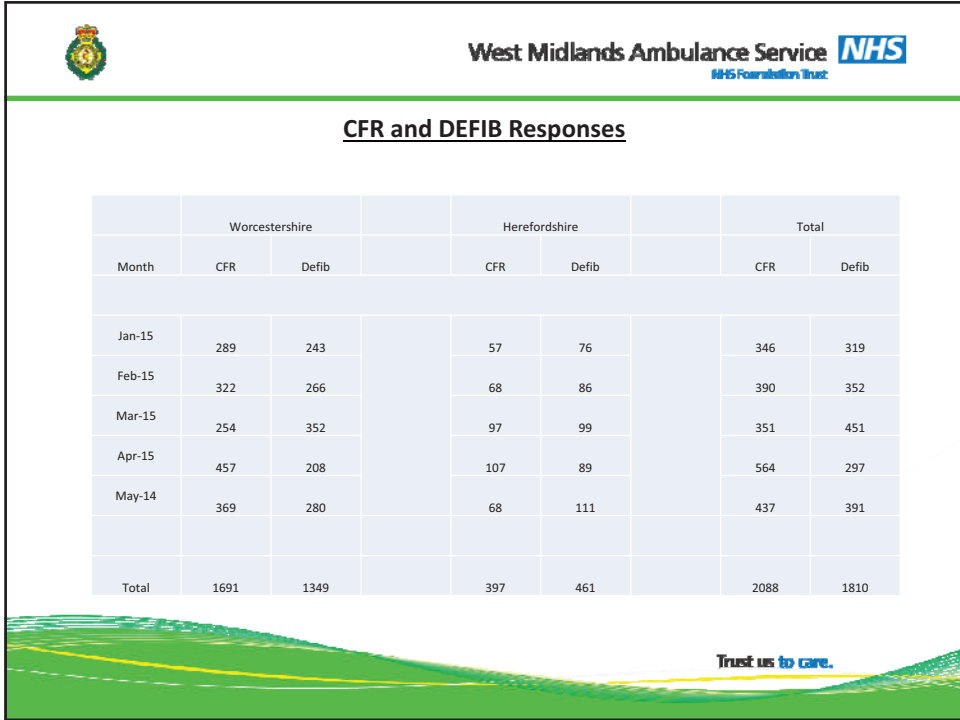
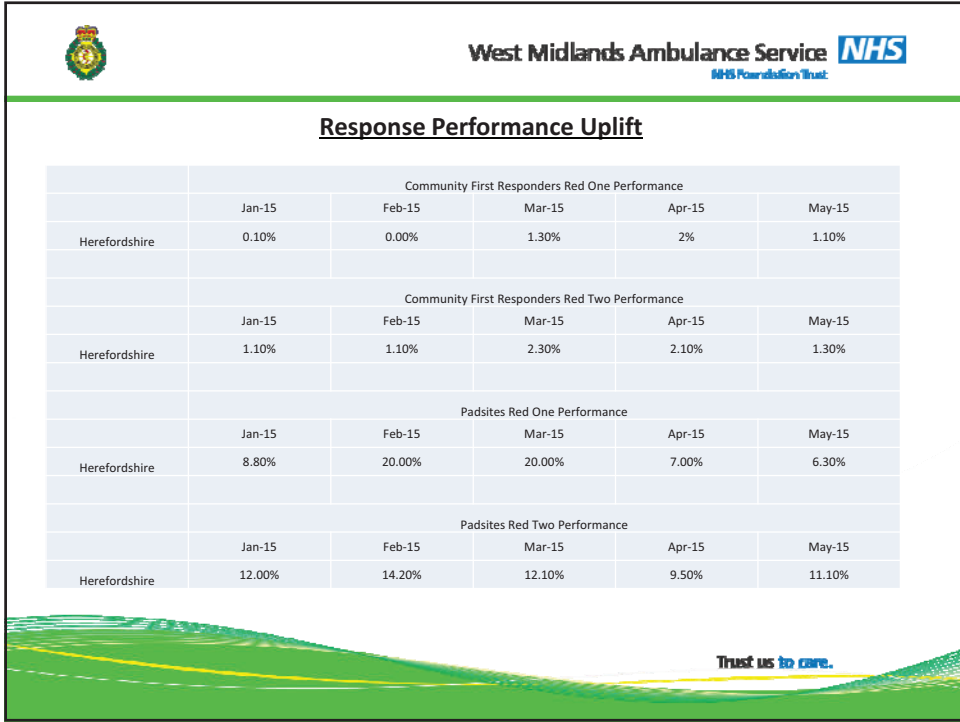
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Herefordshire Community Response



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On Going Plans 2015

Implementation of Golf Project

- Alexander Park Resort
- Leominster Golf Club
- The Grove Golf & Bowl Centre
- Brampton Golf and Leisure
- Burghill Valley Golf Club
- Cadmore Lodge Hotel & Country Club
- South Herefordshire Golf Club
- Summerhill Golf Club

Other Projects

- BHF- Heartstart program, training of 30 members
- of the public per month with training completed on all Community PAD sites.
- British Red Cross CFR-Co Responders (initial trial in Worcestershire)

24 New Community First Responders

- HR2-Dewchurch/SW Herefordshire Area
- HR6 –Leominster Area
- HR9- Ross On Wye Area
- HR1/2 Hereford Area
- HR5 Kington Area
- As well as increasing resources in existing groups
- All schemes/Rota System
- Increase Scheme Cars

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