

West Midlands Ambulance Service NHS Trust

Herefordshire Division Quarterly Review

Independent Review

As set out at our last report, the independent review on the resourcing and performance levels of WMAS is continuing.

A company named Lightfoot have been appointed into this role. Progress so far has been as follows:

- Data Collection
- Data Analysis
- Supplemental Data –Interim Report – this is due in the last week of July and will enable costings to be undertaken.
- Formal Presentation – this will take place in the first week of August. The presentation will be to the PCTs and to WMAS.

The aspects of contract costings and performance levels continue to be part of this review.

Local Review

The local performance review is ongoing. This uses historical data to consider the optimum resource levels on individual days.

Extra crews have been on duty both on day shifts and night shifts. This is in an effort to increase resources to assist with improving performance.

EOC Reconfiguration

On the 1st December, 2008 Bransford closed and our Emergency Operations Centre moved to Brierley Hill, West Midlands. December saw an unprecedented increase in call volume which has continued to be an issue.

On 12th May, 2009 the new Computer Aided Dispatch system (CAD) was introduced. Performance has taken a hit due to the huge new software package being implemented coupled with the increase in demand.

A restructure has taken place within the EOC that has maintained the presence of the former Hereford and Worcester staff in key positions so that local knowledge has not been lost.

Demand Trends

The number of calls received by WMAS has continued at the high level that began in December 2008. The largest increase is in category A calls, but there has been no drop in the number of Category B calls, thus the increase is a total volume increase, not merely a shift in the category of call.

The new CAD has an improved mapping system and street index so that the number of unmatched addresses has reduced.

The Swine Flu pandemic has also resulted in an increase in the number of calls.

Demand comparisons

		Cat A	Cat B	Cat C	Referrals
April	2008	269	475	253	155
	2009	406	566	224	232
	Variance	+50.9%	+19.2%	-11.5%	+49.7%
May	2008	284	543	274	144
	2009	457	602	255	214
	Variance	+60.9%	+10.8%	-6.9%	+48.6%
June	2008	255	569	259	137
	2009	480	597	275	205
	Variance	+88.2%	+4.9%	+6.2%	+49.6%
July (to 22 nd)	2008	219	362	212	123
	2009	325	487	205	130
	Variance	+48.4%	+34.5%	-3.3%	+5.7%

Performance for 2009

	A8	A19	B19	C
April	71.5%	93.1%	92.9%	96.9%
May	68.1%	90.8%	90.7%	94.6%
June	73.5%	94.2%	90.8%	98.9%

Financial Position

The Division is operating within its budget.