

West Midlands Ambulance Service NHS Trust Herefordshire Division

Independent Review

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

The outcome of the review is to be published shortly.

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. Some of the extra crews are used to crew the ambulance in Ledbury during the night. This continues on an ad hoc basis.

Demand Trends

The number of calls received by WMAS is also under scrutiny. A general increase in the number of calls has been attributed to many factors, including the introduction of the new Computer Aided Dispatch system (CAD) as well as a general increase in call volume.

Performance for 2009

	A8		A19		B19		C	
	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS
June	73.5%	69.6%	94.2%	No Comparative Figure	90.8%	92.7%	98.9%	No Comparative Figure
July	67.7%	61.6%	89.9%	As above	92.9%	88.6%	95.9%	As above
August	71.4%	68.2%	92.8%	As above	92.3%	93.4%	96.4%	As above

Performance by post code (A detailed breakdown is appended)

Cat A

The Cat A (8) performance was achieved in 2 of the 17 post code areas.

The Cat A (19) performance was achieved in 5 of the 17 post code areas.

Three post code areas had no Cat A calls in the month.

A further eight had less than one call per day in August.

Cat B (19)

All post code areas had at least one Cat B (19) call in the month.

Performance was achieved in 9 of the 17 post code areas.

Eleven had less than one call per day in August.

Cat C (Emergency)

This target was met in 10 post code areas.

Five post code areas had no Cat C (Emergency) calls in August

Cat C (Referral)

This target was met in 8 post code areas.

Five post code areas had no Cat C (Emergency) calls in August

Financial Position

The Division is operating within its budget.

Other Matters

1. CQC inspections – West Midlands Ambulance Service were visited by the Care Quality Commission. This inspection has resulted in new processes and procedures being adopted across the region. The inspections centre around Infection Prevention and Control. No stations in Herefordshire were included in the visits.
2. Stand By Facilities – We are looking to improve the facilities for our staff whilst on stand by, providing dynamic cover. The areas we wish to review are within Hereford city. Crews are deployed into the city both day and night in order to ensure cover on both sides of the river.
3. Bransford – The site at Bransford has not yet been sold. It is still in use by the Training Department.