

West Midlands Ambulance Service NHS Trust Herefordshire Division

New Structure

West Midlands Ambulance Service (WMAS) is currently undergoing a restructure to fall inline with the new PCT commissioning clusters, of which Herefordshire falls within the West Mercia cluster, which also incorporates Shropshire and Worcestershire. Each of the new cluster areas has an appointed General Manager and Nick Henry has been appointed for West Mercia, who was previously the Divisional Commander for Worcestershire. The new appointments took effect on 1st June 2010 and it is envisaged that the management structure below the General Managers will be concluded over the coming months to include improved clinical supervision and support for staff, which will continue to further benefit patient care.

Performance for 2010/2011

	A8 %		A19 %		B19 %		C combined %	
	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS
2009/10	71.7	72.7	93.2	97.6	92.5	94.2	96.3	95.1
April	73.0	81.0	95.1	98.7	93.9	97.2	97.7	97.9
May	73.6	78.6	93.2	98.4	93.9	95.6	98.1	96.0

Due to the county being rural and the relatively low number of calls, it is difficult to consistently achieve and maintain the National Key Performance Indicators in the county and we are committed trying to improve this by continuing to recruit Community First Responders (CFR's). You will see on the comparison charts for April and May below that we are continuing to improve the performance standards compared to previous years with calls volumes increasing.

Currently we have a new Community First Response Car operating in Leominster, the car has been donated to the scheme and the Trust has provided a new Ambulance Radio Project (ARP) communications set and training which enables the Emergency Operational Centre to track the responder car, like a WMAS responder car. This also gives the CFR's better communications, especially where reception for mobile phones is reduced. The Trust is meeting the cost of the ARP sets and the maintenance required. The car also has the benefit of advertising the CFR scheme whilst giving the responders a mode of transport to assist patients. We are hoping to move all the CFR schemes to follow this system in the future and a full update of this will be given by the CFR Manager at the September meeting.

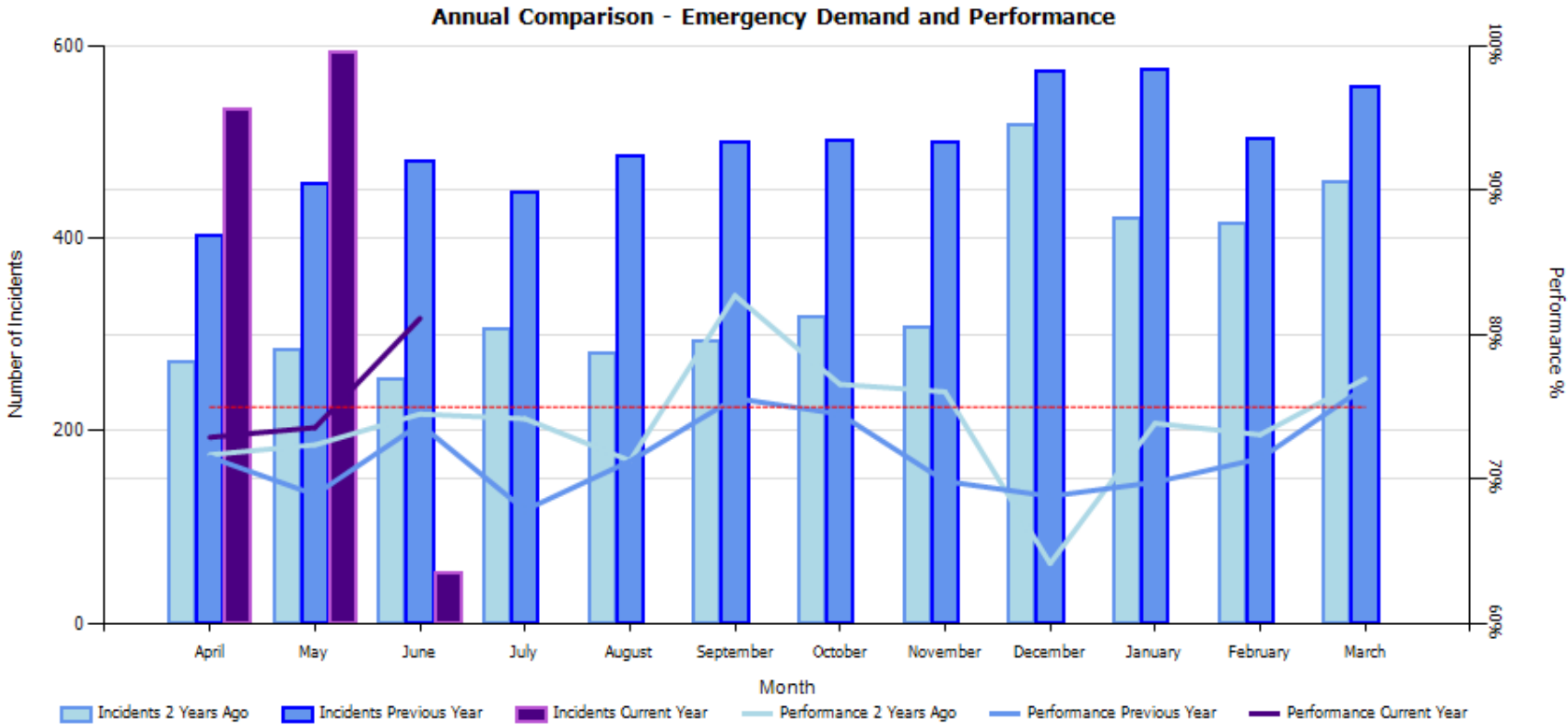
Financial Position

The Division is operating within its budget.

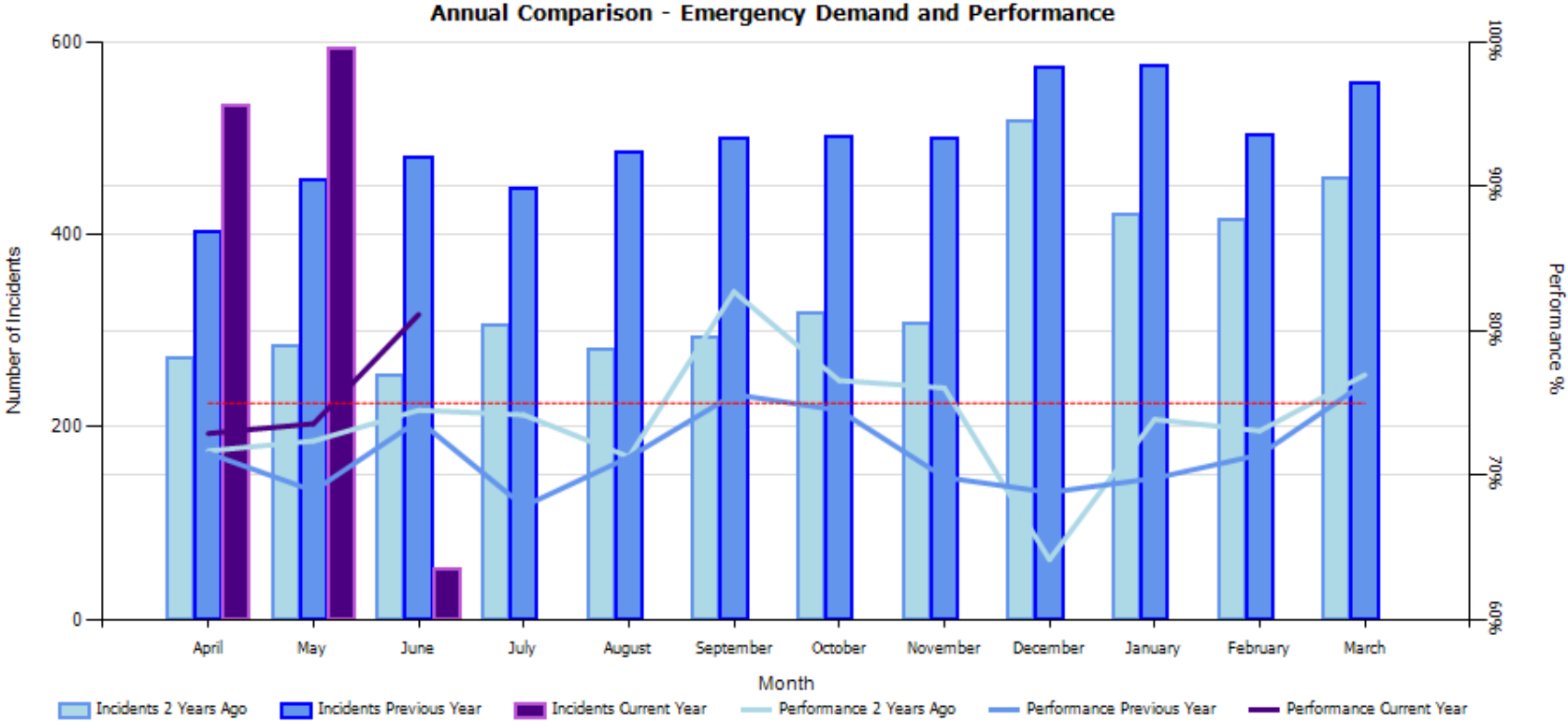
Other Matters

1. Stand By Facilities – A new facility has been found in the Belmont area and we are hopeful to move in soon.
2. There is a current drive by the Community Response Manager and his team to recruit more CFRs in areas that need them. There is also a constant focus to ensure that CFRs are utilised to their full potential and dispatched accordingly by members of staff within EOC.

Category A comparison charts



Category B comparison charts



Category C comparison charts

