

West Midlands Ambulance Service NHS Trust Herefordshire Division

Performance for 2010/2011

	A8 %		A19 %		B19 %		C combined %	
	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS	Hfds	WMAS
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
June	76.5	76.7	93.2	98.0	92.7	94.2	99.7	98.1
July	78.5	78.2	93.8	98.1	92.9	95.1	99.7	98.5

The performance for June and July has seen Herefordshire County achieve the Category A8 National Key Performance Indicator (KPI), this is during a period of sustained increase in the amount of Category A calls received, 16.8% for June and 37% in July compared to last year. This achievement has seen the Year to Date improve to above 75% standard.

There is a continuing theme across the region in regards to the reducing number of Category B calls which is reflected more so during July when there was a reduction of 7%, which makes this challenging to achieve the KPI, given the normal low number of the calls for the county. The average number of Cat B calls per day is currently 20.6 which means that to achieve the KPI of 95%, all calls must be achieved. If 1 call is not achieved the daily standard is 92.2%.

The management team continue to monitor the demand profile and endeavour to match this with the appropriate amount of resource, utilising the data provided from the Trusts Performance Cell. Added to this is the continual use of the System Status Plan (SSP) to ensure that the County has cover at all of the response points when resources are not attending patients.

Make Ready

The Trust's Five Year Strategy sets out clearly the need to do things differently. Our driving aim is to improve patient care whilst meeting the Government requirement to reduce costs in line with the austere times that we live in. For this reason it is accepted that the best way to achieve these competing aims is to move to a system known as Make Ready. This is a process that every ambulance service in England is either considering or implementing as it brings significant benefits for patients.

Make Ready is a system whereby large central hubs are established in strategic locations close to major A&E Hospitals such as Hereford County, Worcester Royal etc. Vehicles will start and finish at the hubs but are immediately spread out across the area/ County that they cover.

They move to Community Response Posts (CRPs) which are located in the areas where there is a high probability of an emergency call being received. Although the Trust has some of these at fire stations such as in Hereford City, we have already increased the numbers with new posts in areas such as the ones at Cargill's and Belmont. The net effect is that the Trust ends up with more CRPs than it has traditional ambulance stations at present, though many will be smaller than the current style of station. However, the important thing is that the CRPs are in places close to where patients are, similar to conventional ambulance station locations but are leased rather than owned to reduce costs. The Trust operates Make Ready in Staffordshire which has had some of the best response times in the country for many years.

It is important to note that some of the existing stations may be well placed to act as CRPs; however, the Trust may look at relocating some of these facilities to other locations. There is absolutely no question that the Trust will continue to have a location in Ledbury and each of the other towns where it currently has them. The difference is that there will be other new sites as well.

What is important to note is that the move leads to very significant improvements in areas such as infection, prevention and control; staff being available to respond to incidents and cover levels across the County.

Financial Position

The Division continues to operate within budget.

New Structure

An update on the management restructure is that the General Managers teams will be in post by the end of October 2010. This will enable staff to be better supported clinically and managerially, to improve the service provided to patient.

Other Matters

1. 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.
2. The management team and operational clinicians continue to work with the local Health Community to ensure that patients are treated in the correct setting by the development and use of alternative pathways.