

# 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
August	72.9	78.7	95.0	98.4	94.1	95.5	97.5	96.7
September	74.8	78.7	94.5	98.3	94.1	95.7	98.2	96.8
October	76.0	77.6	94.9	98.2	92.6	94.7	97.0	96.1
November	74.1	76.9	93.8	98.3	91.2	95.7	97.0	97.4

The Category A8 National Key Performance Indicator (KPI) for Herefordshire County has been achieved during the month of October, this is during a period of sustained increase in the amount of Category A calls received, 15% for August, 23% for September, 28% in October and 13% in November compared to last year. As an update the Year to Date figure remains 75.0%, 1st April to 30<sup>th</sup> November 2010.

There is a continuing theme across the county in regards to the reducing number of Category B calls which has seen demand falling between 3 - 8% from August to November 2010.

The management team continues to monitor the demand profile and endeavours to match this with the appropriate amount of forecasted resource required, utilising the data provided from the Trusts Performance Cell. This is now overseen by a dedicated Logistics Manager for the whole of West Mercia, as part of the new management structure.

### Hospital to Conveyance

During the increased demand period stated above data is showing, it is important to keep the committee informed that of all incidents that have been attended only 67% of patients are being transported to hospital, non-conveyance rate of 33% which is in line with the requirement of this years commissioning. This is achieved by the use of treatments on scene for patients or the use of appropriate alternative pathways, to ensure the right treatment, first time.

### Hospital Turnaround

WMAS continues to work closely with the Acute Trust to ensure that a speedy handover of patients to all wards and release of ambulance staff. In doing this appropriately the patients experience of the NHS is improved and the ambulance staff are made available quicker to assist further patients. For the last 4 months the average turnaround of the ambulance crews are as follows:

August 2010 – 24 mins 54 secs

September 2010 – 26 mins 19 secs

October 2010 – 26 mins 46 secs

November 2010 – 27 mins 26 secs

Work will continue to reduce these times down further to enable WMAS to provide better cover with the extra time that this would release crews back in the system, so that we are able to deliver a better service to patients.

### **Financial Position**

The Division continues to operate within budget.

### **Other Matters**

1. A new response point at South Wye Police Station has gone live in partnership with West Mercia Police.