



BRIEFING FOR HEALTH OVERVIEW AND SCRUTINY COMMITTEES

Trust Performance

Despite 2010/11 being a challenging year with some of the most difficult conditions we have ever experienced through high demand and winter weather, WMAS continued to provide excellent service and was one of only two ambulance services to achieve all national targets.

	Cat A8	Cat A 19min	Cat B19	5 Second Answer
West Midlands	76.8%	98.0%	95.0%	98.1%
South Western	76.9%	96.1%	95.6%	81.6%
South Central	77.5%	95.3%	91.4%	84.3%
South East Coast	76.0%	97.7%	94.3%	89.7%
London	75.1%	99.0%	87.2%	90.1%
Great Western	74.3%	95.1%	91.7%	94.9%
East of England	74.6%	95.6%	93.1%	86.3%
North East	75.8%	98.5%	93.5%	98.1%
Yorkshire	73.7%	97.4%	93.7%	94.9%
North West	73.6%	95.6%	87.0%	97.6%
East Midlands	72.4%	93.5%	88.3%	88.1%

For the year ending March 2012 we are again exceeding all national Targets despite a further increase in activity, and a very ambitious programme of service change taking place.

WMAS Performance

	TARGET	Q1	Q2	Q3	Q4TD	YTD
CAT A8	75.0%	77.5%	77.3%	75.8%	75.7%	76.8%
CAT A19	95.0%	98.1%	98.0%	98.0%	97.8%	98.0%
GREEN 2	95.0%	98.5%	98.0%	97.4%	97.3%	97.8%
GREEN 4	95.0%	98.7%	97.2%	99.7%	99.5%	98.5%
5 Second call Answer	95.0%	98.4%	93.1%	94.9%	95.8%	95.5%

Herefordshire Performance

	TARGET	YTD
CAT A8	75.0%	74.9%
CAT A19	95.0%	92.3%
GREEN 2	95.0%	98.5%
GREEN 4	95.0%	99.1%

National Ambulance Clinical Performance Indicators

A new set of ambulance quality indicators have been introduced by the Department of Health that aim to provide patients with the information they need, to be able to see the quality of care being delivered by ambulance services. These indicators will be published regularly and will be made available by each individual ambulance trust. This will mean that there will be information available to allow comparisons between one ambulance service and another. The new set of indicators is designed to give a comprehensive picture of the quality of care.

Our latest performance against these standards is set out below, the position listed is against the 11 English ambulance services.

	National Mean	Position
STEMI Pats to Hosp (150 mins)	87.5%	6th
STEMI Care Bundle	71.7%	1st
Stroke Pats to Hosp (60 mins)	65.7%	4th
Stroke Care Bundle	92.7%	6th
ROSC	23.8%	4th
Cardiac Arrest – Patient Discharged	6.6%	3rd

Foundation Trust

The Trust continues to work towards becoming a Foundation Trust having completed public consultation early in 2011. A report outlining the consultation findings is available on WMAS' website www.wmas.nhs.uk.

We have been scrutinised by the SHA (who have passed us through to the Department of Health) and we are currently in the final stages of approval with the DH prior to our application being determined by the Secretary of State. Once approved by the Secretary of State we will be passed to Monitor for the final stages of authorisation.

Integrated Business Plan

Our Integrated Business Plan outlines our plans for the next five years and we have produced a summary which we will make available to you at the meeting, it is also available via the Trust's website. In addition to describing the Trust's activities it highlights the three strategic service developments. Through these service developments we aim to reach our strategic objectives over the next five years and deliver even further improvements to patient care for West Midlands' communities:

- **Staff development**
We aim to achieve a paramedic skill mix of 70% which will ensure a paramedic on every ambulance so that the patient is treated in the best possible way. Paramedic skill mix as at 31 January 2012 was WMAS – 55%, Herefordshire – 63% both above the planned levels to achieve 70% by 2016/17.
- **Streamlining Operations**
We are extending the Make Ready system which operates successfully in Staffordshire across the Region. Make Ready ensures ambulances are prepared on a standard quality assured basis and leads to better infection prevention control, and increases the amount of time that ambulances are available for clinical work. Herefordshire is well

advanced in its progress with implementing Make Ready and the new Hub (Station) due to be completed imminently.

- **Care Pathway Redesign**

We are at the forefront of development of NHS Pathways (NHSP) system in the Region and the development of a Directory of Services (DOS) which was implemented at Tollgate Emergency Operations Centre (EOC) in June 2011 for Staffordshire, Coventry and Warwickshire and also implemented at Brierley Hill EOC in September 2011 for the remainder of the Region.

The implementation of NHSP and DOS is a major service development not just for WMAS but for the whole of the health economy. Through this development we will be better able to identify patients' needs, allocate our resources more effectively and treat more patients in the community without the need to convey them to emergency departments.

Organisational Development

Our staff are our most valuable asset and almost every member of staff (95%) completed their mandatory training update in 2010/11 and undertook an appraisal. That programme will continue in the current year to ensure their skills are kept up to date and also we take account of their personal development plans.

The Trust held Clinical Conferences in April and July 2011 which were well attended by managers from across the organisation who had the opportunity to hear expert presentations from a number of speakers including Professor Matthew Cooke, National Urgent Care Director. The Clinical Conferences were opportunities to review clinical performance and the new clinical quality indicators and also consider the priorities for 2011/12. Feedback from these events was excellent and it is planned to hold four Clinical Conferences each year

Briefing Follow Up

If additional information or further explanation is required on any of the above or any other item please do not hesitate to contact my office or

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