



# Health and Social Care Overview and Scrutiny Committee

Tuesday 9<sup>th</sup> June 2015



## Michelle Brotherton

General Manager, West Mercia  
(Herefordshire, Shropshire and Worcestershire)  
West Midlands Ambulance NHS Foundation Trust

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### Vision

Delivering the right patient care, in the right place, at the right time, through a skilled and committed workforce, in partnership with local health economies

### Strategic Objectives

Achieve Quality and Excellence

Accurately assess patient need and direct resources appropriately

Establish market position as an Emergency Healthcare Provider

Work in Partnership

### Values


- World Class Service
- Patient Centred
- Dignity and Respect for All
- Skilled Workforce
- Teamwork
- Effective Communication

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## Resource model

- Hubs located in **Hereford**
- Community Paramedic Schemes established in market towns of:
  - Bromyard
  - Ledbury
  - Leominster
  - Ross-on-Wye
- Response Posts:
  - Cargills
  - South Wye



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## Workforce

- 1 HUB Manager
- 5 Area Support Officers
- 3 ECPs
- 68 Paramedics
- 24 Technicians
- 6 Trainee Technician's
- 4 ECAs
- 5 AFAs
- 1 Mechanic
- 1 Admin

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### Key work completed during the year 2014/15

- 50.9% PDR's completed ytd + 100% rolling 12 months
- 90% clinical up date training completed
- 100% workbooks completed
- Sickness at 4.30% for the year
- New premises in Ross will be operational by end June 2015

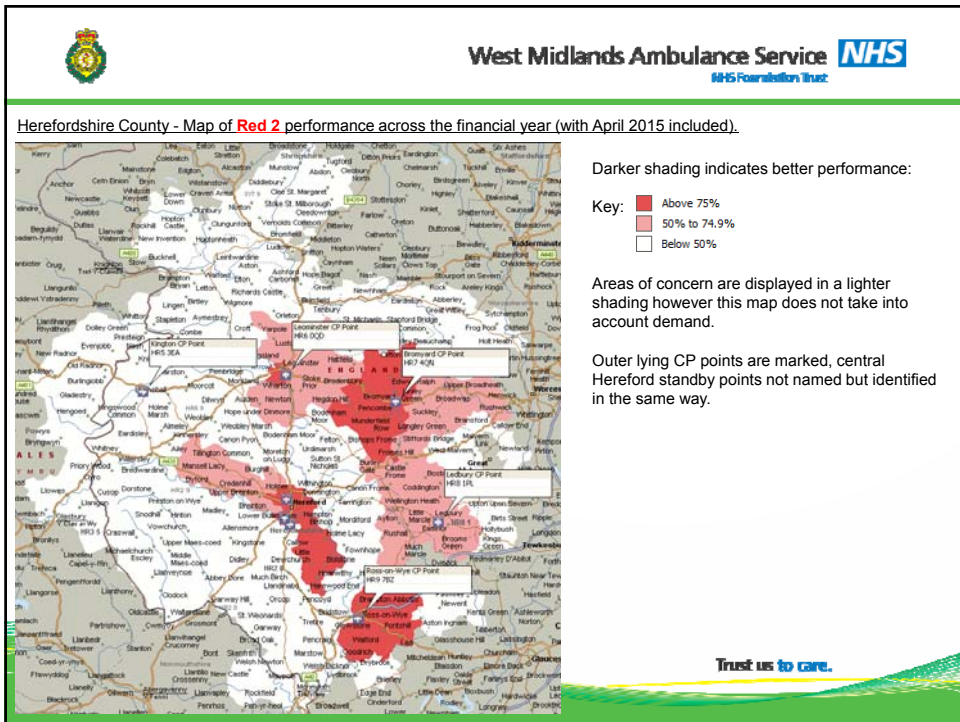
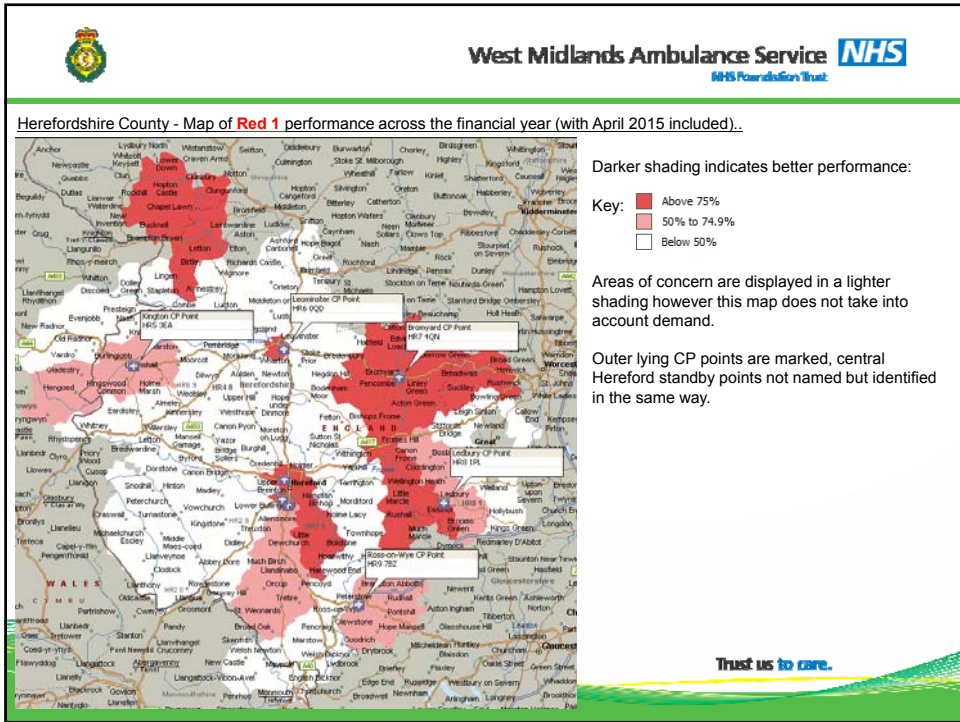
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### Herefordshire performance – April 2014 to April 2015 (inclusive)

	Red 1 75% 8min	Red 2 75% 8min	Green 2 90% 30min	Green 4 90% triage in 60min	Referral 90%
Financial Month	Red 1	Red 2	Green 2	Green 4	Referral
April 2014/2015	65.4%	71.7%	95.9%	100.0%	94.2%
May 2014/2015	85.0%	74.2%	94.7%	98.6%	94.4%
June 2014/2015	75.0%	72.7%	95.7%	100.0%	93.8%
July 2014/2015	57.9%	74.7%	96.5%	100.0%	97.0%
August 2014/2015	63.2%	75.5%	95.2%	100.0%	95.7%
September 2014/2015	62.5%	73.9%	95.4%	98.7%	96.0%
October 2014/2015	68.1%	71.6%	93.9%	98.6%	91.9%
November 2014/2015	76.2%	76.3%	96.3%	100.0%	97.1%
December 2014/2015	70.8%	72.2%	94.3%	100.0%	91.8%
January 2014/2015	70.6%	73.8%	95.8%	98.7%	95.0%
February 2014/2015	66.7%	73.2%	92.5%	98.6%	93.8%
March 2014/2015	70.8%	72.9%	95.9%	100.0%	95.4%
April 2015/2016	72.1%	76.1%	96.1%	100.0%	98.6%
<b>Grand Total</b>	<b>70.2%</b>	<b>73.7%</b>	<b>95.3%</b>	<b>99.5%</b>	<b>95.0%</b>

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## Challenges during 2014/2015

- Demand and performance
- Workforce
- Inter-hospital transfers and turnarounds

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## Hospital turnaround – April 2014 Vs. April 2015.


**April 2015**

Destination Hospital	Total	0-15 mins	0-15 mins %	15-30 mins	15-30 mins %	30-45 mins	30-45 mins %	45-60 mins	45-60 mins %	Over 1 hr	Over 1 hr %	n/a's	n/a's %	Total >30	max (turns)	avg (turns)
Hereford County	1334	94	7.0%	892	66.9%	296	22.2%	35	2.6%	17	1.3%			348	1:52:30	0:26:16

**April 2014**

Destination Hospital	Total	0-15 mins	0-15 mins %	15-30 mins	15-30 mins %	30-45 mins	30-45 mins %	45-60 mins	45-60 mins %	Over 1 hr	Over 1 hr %	n/a's	n/a's %	Total >30	max (turns)	avg (turns)
Hereford County	1317	179	13.6%	928	70.5%	176	13.4%	21	1.6%	13	1.0%			210	1:35:35	0:23:22

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### Key work for 2015/16

- **Maintain performance with a focus on improving Red 1 performance**
- **To reduce on scene times to enable resources are available to respond to other calls**
- **To reduce sickness to below 4%**

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### Any opportunities or suggestions for future scrutiny work

- **New premises in Ross will be completed by end June 2015 to enable 2 resources.**
- **Identify premises in HR2**
- **Increase the 3 ECPs to 5**
- **Increase CFRs in rural areas where required**

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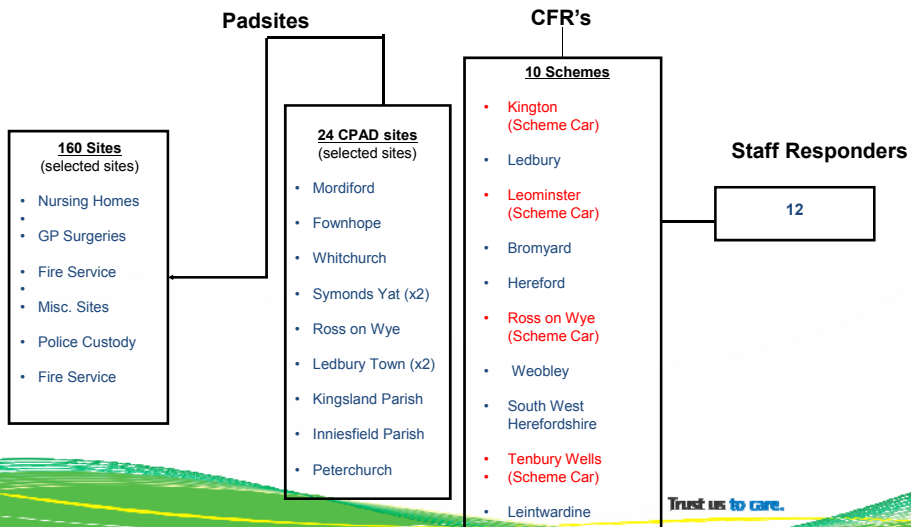
# Patient Experience

- Complaints = 36 for West Mercia 1:4703
  - 5 complaints and 13 PALS for Hereford
- Compliments = 304 for West Mercia
  - 60 relate to Hereford

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## Herefordshire Divisional Structure

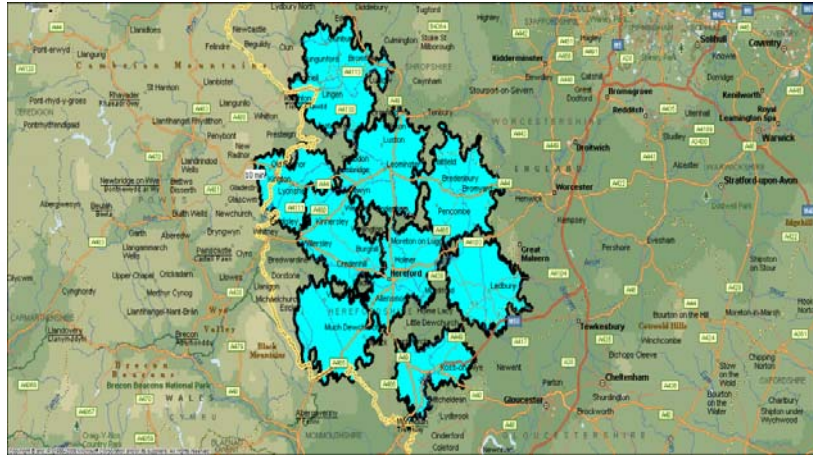


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### Herefordshire Community Response Schemes

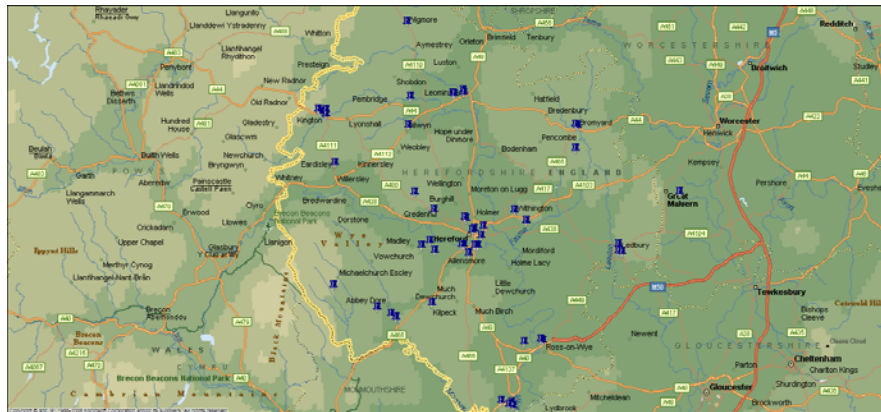


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### Community First Responders



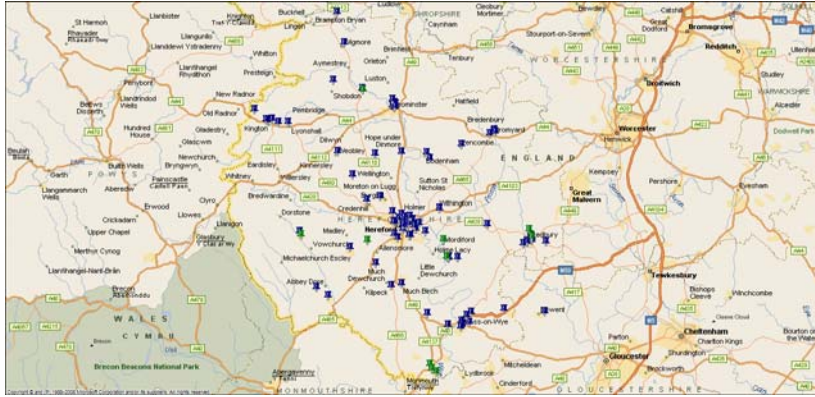
CFR locations based upon postcode of home address

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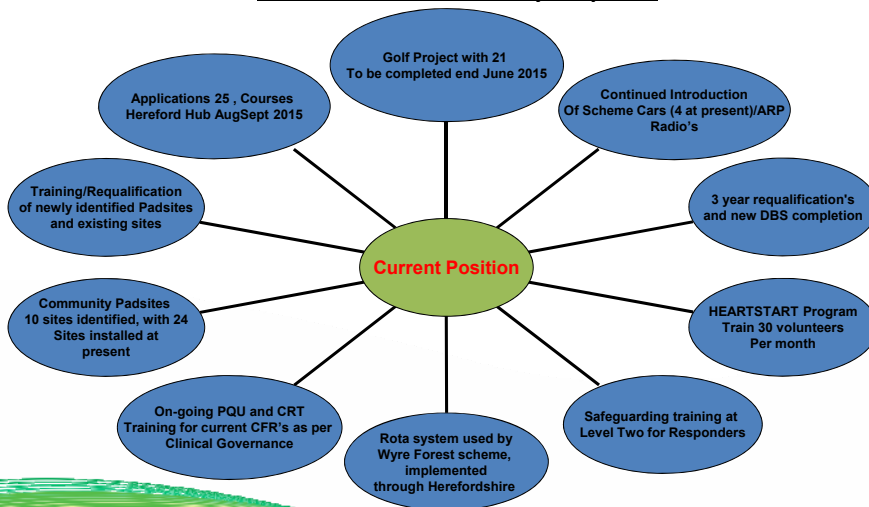
PADSITES/CPADS




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Herefordshire Community Response



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### Response Performance Uplift

Community First Responders Red One Performance					
	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Herefordshire	0.10%	0.00%	1.30%	2%	1.10%

Community First Responders Red Two Performance					
	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Herefordshire	1.10%	1.10%	2.30%	2.10%	1.30%


  


Padsites Red One Performance					
	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Herefordshire	8.80%	20.00%	20.00%	7.00%	6.30%

Padsites Red Two Performance					
	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Herefordshire	12.00%	14.20%	12.10%	9.50%	11.10%

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### CFR and DEFIB Responses

Month	Worcestershire		Herefordshire		Total	
	CFR	Defib	CFR	Defib	CFR	Defib
Jan-15	289	243	57	76	346	319
Feb-15	322	266	68	86	390	352
Mar-15	254	352	97	99	351	451
Apr-15	457	208	107	89	564	297
May-14	369	280	68	111	437	391
<b>Total</b>	<b>1691</b>	<b>1349</b>	<b>397</b>	<b>461</b>	<b>2088</b>	<b>1810</b>

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## On Going Plans 2015

### Implementation of Golf Project

- Alexander Park Resort
- Leominster Golf Club
- The Grove Golf & Bowl Centre
- Brampton Golf and Leisure
- Burghill Valley Golf Club
- Cadmore Lodge Hotel & Country Club
- South Herefordshire Golf Club
- Summerhill Golf Club

### Other Projects

- BHF- Heartstart program, training of 30 members
- of the public per month with training completed on all Community PAD sites.
- British Red Cross CFR-Co Responders (initial trial in Worcestershire)

### 24 New Community First Responders

- HR2-Dewchurch/SW Herefordshire Area
- HR6 –Leominster Area
- HR9- Ross On Wye Area
- HR1/2 Hereford Area
- HR5 Kington Area
- As well as increasing resources in existing groups
- All schemes/Rota System
- Increase Scheme Cars

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