

Ambulance / 111 Commissioning in the North West

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The North West

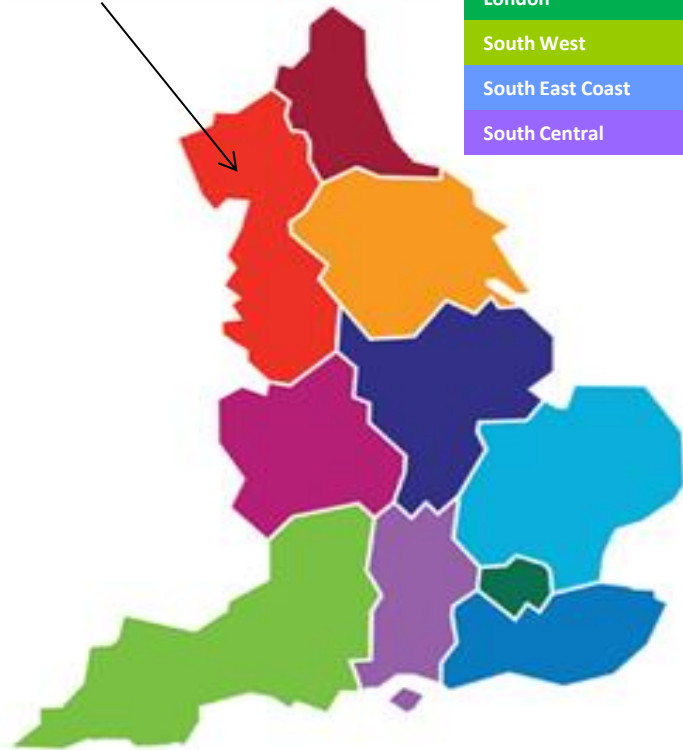


- Population of 7.5 million people
- Geography of 5,469 square miles
- A mix of rural and urban areas
- 33 Clinical Commissioning Groups
- 1 Ambulance Trust (NWS)
- 23 Acute Hospital Trusts
 - 8 Mental Health
 - 7 Specialist
- 18 Out of Hour Services (OOH)

North West Ambulance Service



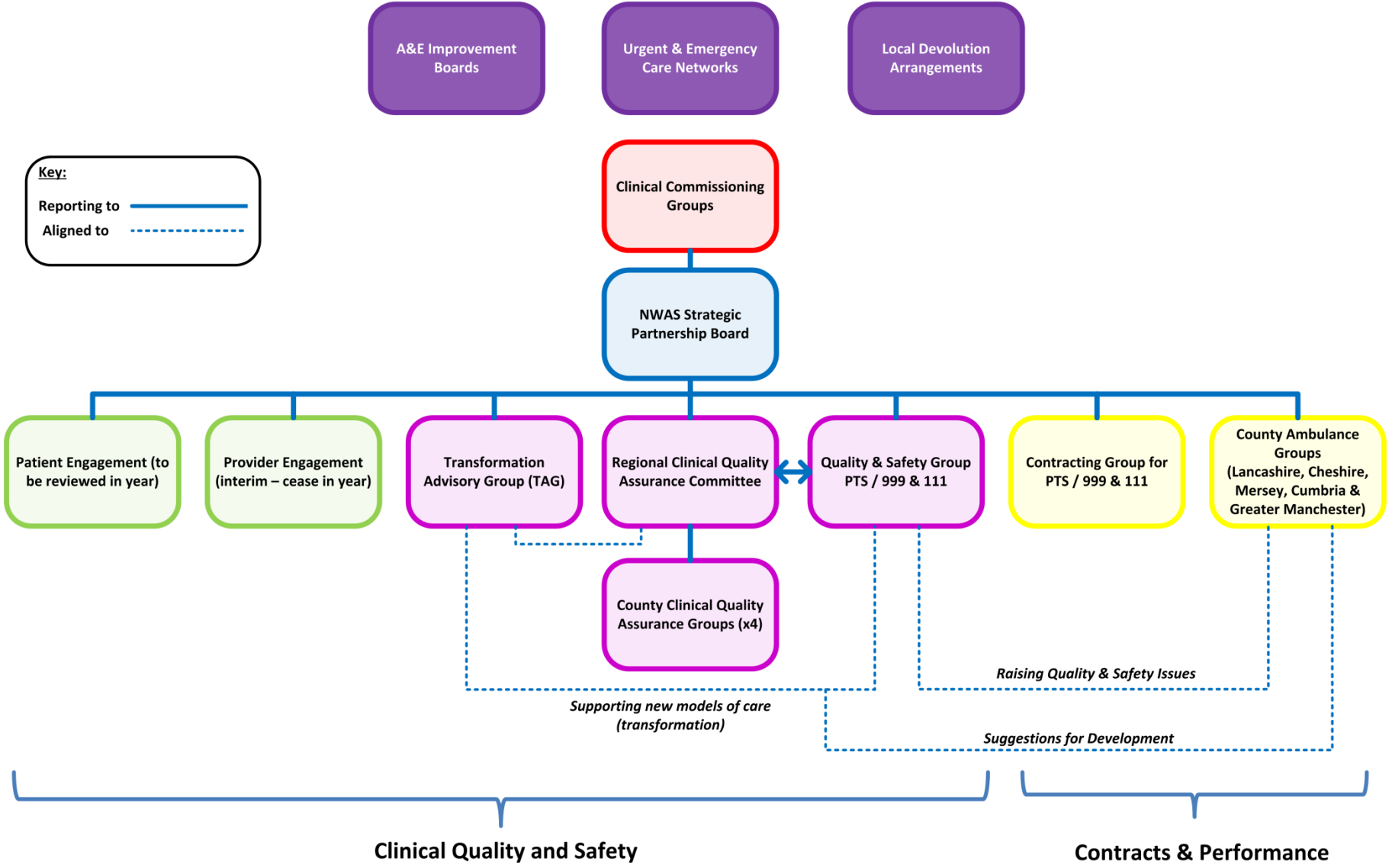
North West Ambulance Service NHS Trust



- 1 of 11 Ambulance Trusts
- Largest in terms of Geography
- 2nd Largest in terms of Activity
- Providing 3 Core Services
 - Emergency Ambulances (PES)
 - Patient Transport Services (PTS)
 - NHS 111 (with FCMS & UC24)
- Commissioned by Blackpool CCG
- Total Budget of circa £320m
 - Emergency Ambulances £250m
 - Patient Transport £40m
 - NHS 111 £20m

Collaborative Governance Arrangements

North West 999/PTS/NHS 111 Collaborative Commissioning Governance Arrangements



Paramedic Emergency Services

- 'Blue Light' Emergency Ambulances
- 2015/16 Activity
 - 1,216,754 Calls
 - 1,163,288 Incidents
- 2016/17 Activity (to the end of July)
 - 405,493 Calls
 - 401,983 Incidents

- Call Categorisation:
 - Red 1
 - Immediately Life Threatening (eg. Cardiac Arrest, Patient Not Breathing)
 - Account for 2.5% of total incidents (29,984 in 2015/16)
 - Red 2
 - Serious but not Immediately Life Threatening (Stroke, Serious Injury, Trauma, Stabbing)
 - Account for 38.9% of total incidents (452,121 in 2015/16)
 - Green
 - Serious but of lower acuity
 - Further sub divided into Green 1 to Green 4
 - Account for 57.6% of total incidents (670,580 in 2015/16)



National Ambulance Response Targets

- Red 1 (Immediately Life Threatening)
 - 75% of Red 1 incidents to have a response at scene within 8 minutes from the point of 'call connect' (the time the call hits the 999 switchboard)
- Red 2 (Serious but not Immediately Life Threatening)
 - 75% of Red 2 incidents to have a response at scene within 8 minutes from the first of:
 - Identifying the 'Chief Complaint'
 - Dispatching a Vehicle, or
 - 60 seconds
- Category A19
 - 95% of Red (R1+R2) incidents to have a vehicle capable of conveying a patient at scene within 19 minutes



NWAS Performance (end of July)

- Red 1
 - 73.6% against the 75% target
- Red 2
 - 65.6% against the 75% target
- Category A19
 - 91.2% against the 95% target
- BUT:
 - all Ambulance Services nationally are struggling to meet targets due to significant continuing activity increases (Red activity is 12.8% up on last year)
 - NWAS are best performer nationally in responding to R1 incidents and 2nd best performer for R2 incidents



Managing Incidents Differently

- Significant focus by Commissioners and NWS on managing activity differently through the national ambulance 'currencies':
 - Hear & Treat
 - See & Treat
 - See, Treat & Convey
- NWS are managing significantly more patients without taking them to hospital
 - 11.3% of patients have been managed through Hear & Treat
 - 21.4% of patients have been managed through See & Treat
 - 67.3% of patients have been conveyed to hospital
- Despite activity increases, NWS are taking less people to hospital



Handover & Turnaround

- NHS Standard Contractual Requirements:
 - Patients arriving by ambulance to be handed over to acute clinical colleagues within 30 minutes
 - Ambulance crews must clear site within 30 minutes of handover being completed
 - Fines are applied to both Acute and Ambulance Providers
- Handover & Turnaround times are deteriorating across the North West with average handover times around 35 minutes
- ECIP events overseeing Handover Concordat Agreements to improve the position

NHS 111

- **111** is a free-to-call, non-emergency, medical helpline operating in England as part of the country's NHS telephone triage and advice services
- Available 24 hours-a-day, the NHS 111 Service is intended for '**urgent but not life-threatening**' health issues
- **Provided nationwide**, you are able to pick up the phone at any location in England and Scotland and ring 111 and receive the same level of care
- Procurement of the service was completed and the service went live in October 2015 based on a 5 year contract



Access to the most appropriate care



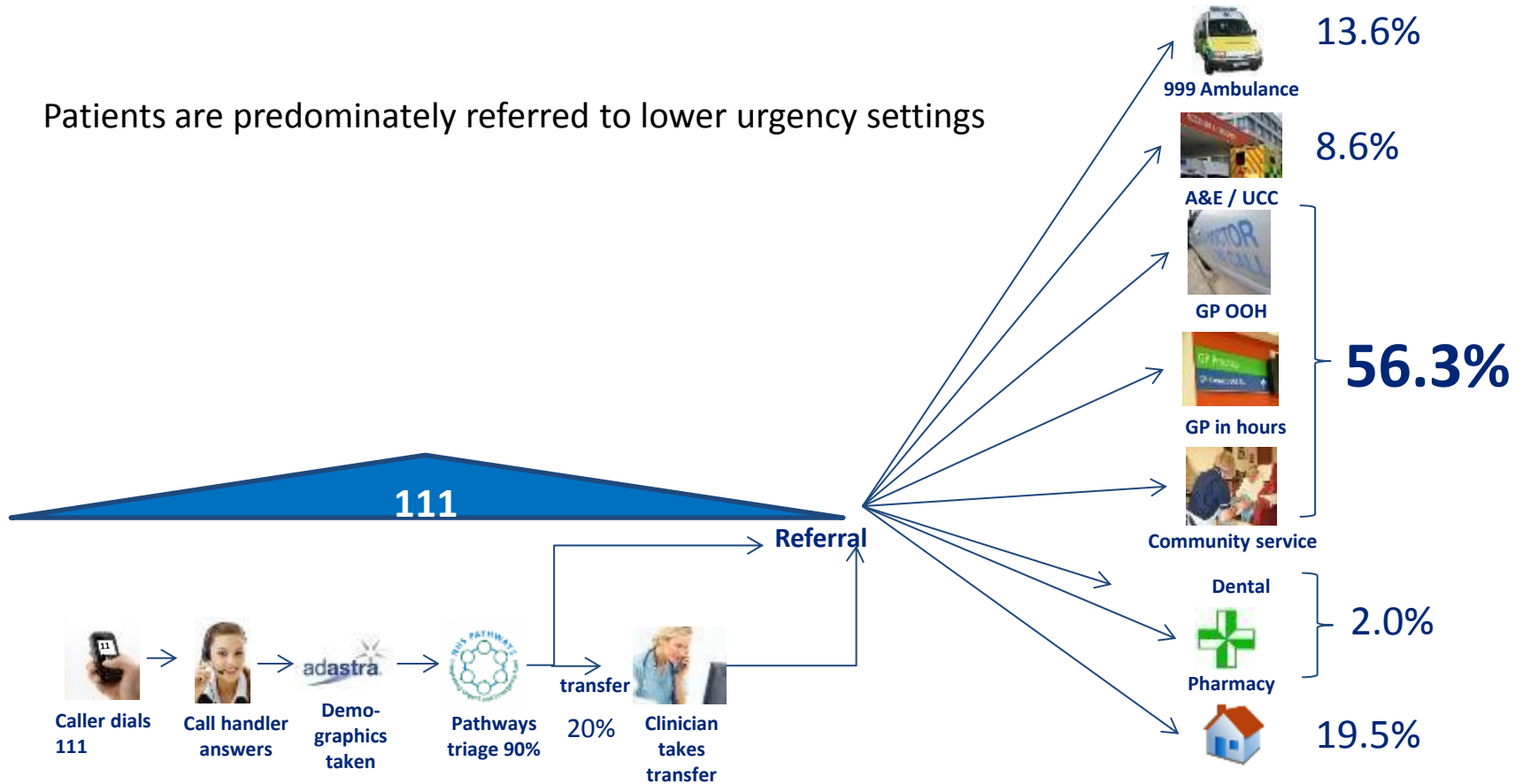
111 National Targets

- 4 Primary KPIs measuring effectiveness of the service:
 - Call Waiting Time
 - 95% of all calls must be answered within 60 seconds of the end of the introductory message
 - Abandoned Calls
 - No more than 5% of abandoned calls (as a percentage of total calls offered and reaching 30 seconds following being queued for an advisor)
 - Warm Transfers
 - At least 75% of the total calls that are transferred to a clinical advisor must be “warm transfers” i.e. transferred while the call was live or the caller was on hold
 - Time taken for call back
 - Where a warm transfer cannot be achieved due to call centre demand, call backs should be successfully undertaken within 10 minutes of the end of the interim disposition in at least 75% of all call backs



Where Callers Are Referred To

Patients are predominately referred to lower urgency settings



when it's less urgent than 999

Patient Transport Services

- Pre-planned transport for eligible patients receiving NHS funded care
- Covers all North West patients irrespective of destination
- Delivers circa 2.2 million patients journeys per year
- Provided through 5 North West Contracts managed by Blackpool CCG:-
 - Lancashire
 - Cumbria
 - Greater Manchester
 - Merseyside
 - Cheshire

NWAS

WMAS



Patient Transport Services

- 3 Specifications Covering (for the Lancashire contract):
 - Planned Journeys
 - Routine transport eg. Outpatient Appointments
 - Monday to Friday 8am to 6pm
 - Unplanned Journeys
 - Short Notice / 'On The Day' bookings eg. discharges
 - Monday to Friday 8am to 8pm
 - Weekends 10am to 6pm
 - Including Bank Holiday Services
 - Enhanced Priority Services
 - more time critical service for patients receiving renal / oncology treatment
 - Monday to Saturday 6:30am to 1:00am the following day
 - Including Bank Holiday Services
- Sliding scale of charges based on patient mobility and distance travelled
- 3 Sets of Quality Indicators; one set for each specification



PTS KPIs – Planned / Unplanned

- No national KPIs for Patient Transport Services
- Commissioners included stringent KPIs in the tender process covering:
 - Call Answering
 - 75% within 20 seconds
 - Ensuring only eligible Patients access the service
 - 98% eligibility check
 - Patients travel time on vehicle
 - 80% of patients spend less than 60 minutes on vehicle
 - Patients arriving in time for appointments
 - 90% of patients arrive in time for their appointment (up to 60 minutes)
 - Patients being picked up quickly after appointments
 - 80% of patients collected within 60 minutes after their appt.



PTS KPIs – Enhanced Priority Service

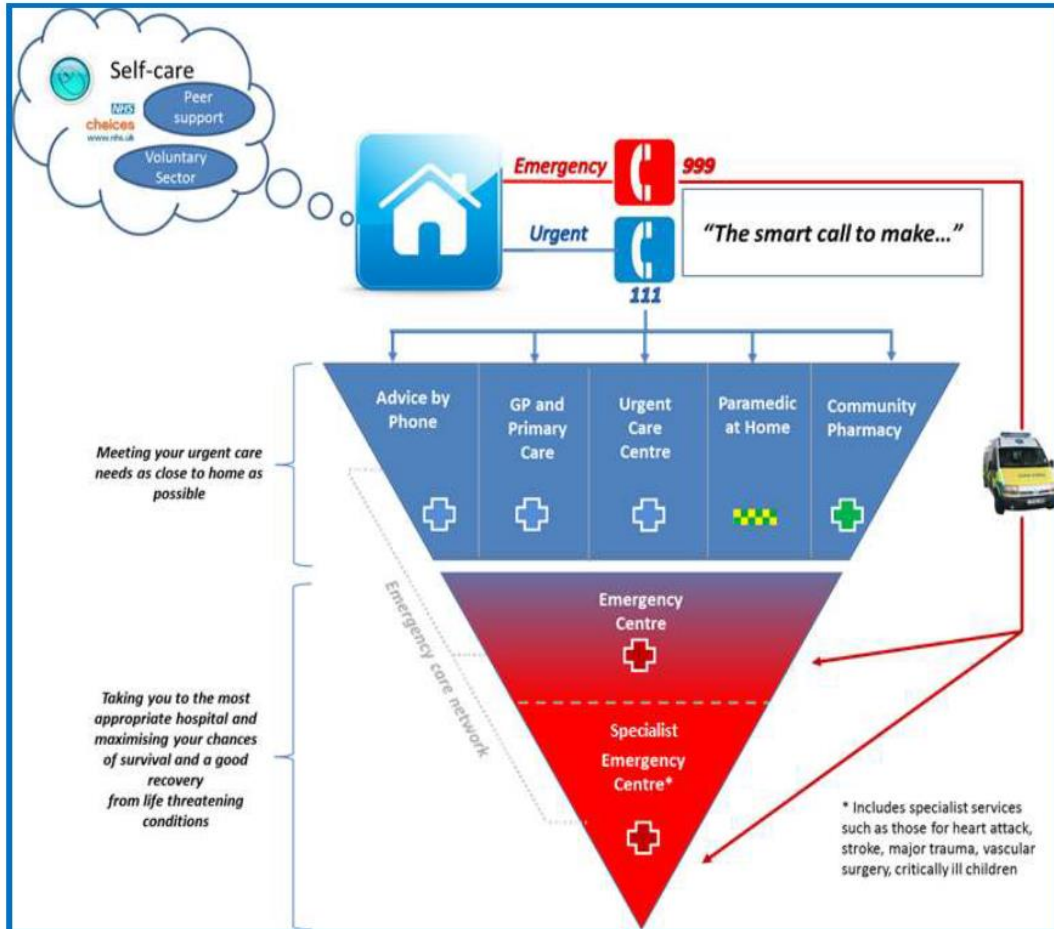
- More stringent KPIs for Patients receiving renal / oncology treatment:
 - Patients travel time on vehicle
 - 85% of patients spend less than 60 minutes on vehicle
 - Patients arriving in time for appointments
 - 90% of patients arrive in time for their appointment (up to 45 minutes)
 - Patients being picked up quickly after appointments
 - 85% of patients collected within 60 minutes after their appt.



Integrated Urgent Care

- Commissioning Standards:
 - “A single entry point to fully integrated urgent care services in which organisations collaborate to deliver high quality, clinical assessment, advice and treatment and to shared standards and processes and with clear accountability and leadership”
 - Central to this will be the development of a “Clinical Hub”

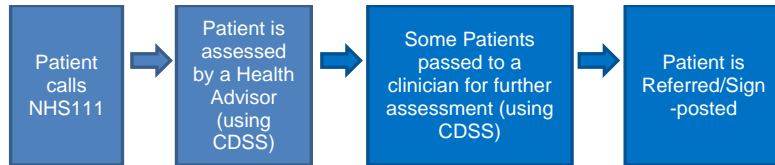
The Urgent & Emergency Care Review



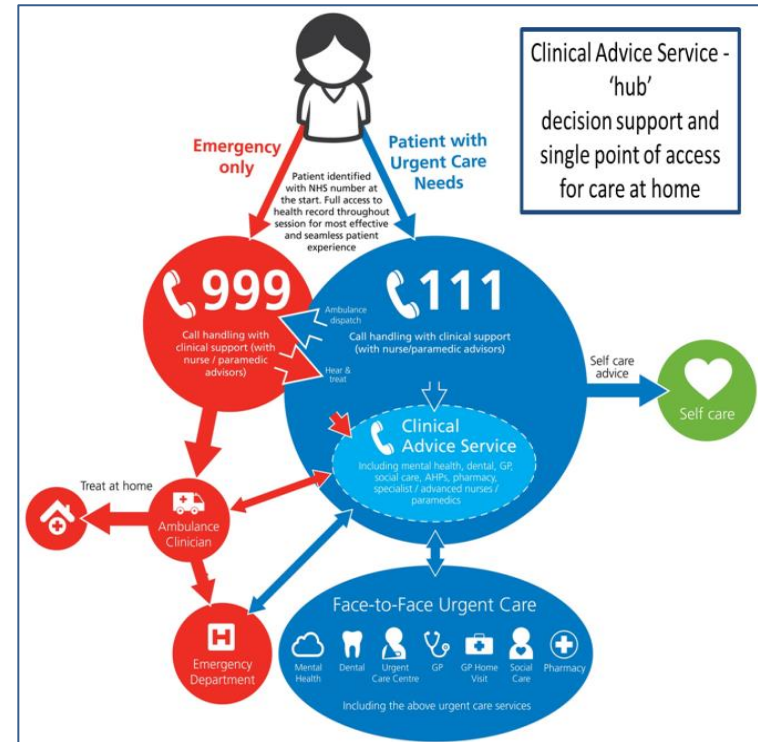
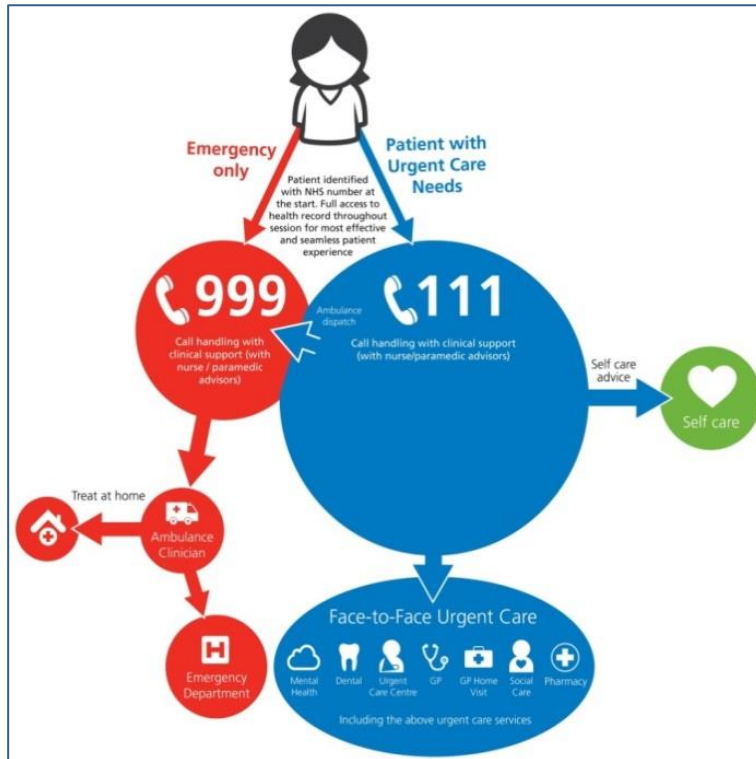
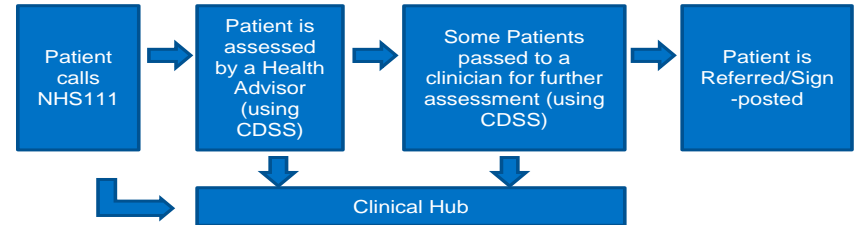
- Set out objectives for ensuring patients get safer care, closer to home through development of seamless access points into the urgent and emergency care system

The Virtual Clinical Hub

Current Patient Journey



Proposed Patient Journey





Questions