

**Report to:**

## **ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE**

**Relevant Officer:**

Dave Rigby, Sector Manager West Sector, North West Ambulance Service

**Date of Meeting:**

13 February 2019

## **NORTH WEST AMBULANCE SERVICE PERFORMANCE REPORT**

### **1.0 Purpose of the report:**

1.1 To update the committee on the performance and activity of North West Ambulance Service NHS Trust in the Blackpool area.

### **2.0 Recommendation(s):**

2.1 To consider the report and challenge the performance of the Trust, identifying any areas for further scrutiny work and engagement.

### **3.0 Reasons for recommendation(s):**

3.1 That the committee is fully informed as to the performance, activity and initiatives being undertaken by North West Ambulance Service and satisfied with performance.

3.2 Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.3 Is the recommendation in accordance with the Council's approved budget? Yes

### **4.0 Other alternative options to be considered:**

4.1 None.

### **5.0 Council priority:**

5.1 The relevant Council priority is:

- Communities: Creating stronger communities and increasing resilience.

### **6.0 Background information**

6.1 North West Ambulance Service NHS trust was formed in 2006 following the merger of Lancashire, Merseyside, Cumbria and Greater Manchester ambulance services.

6.2 The trust has five stations which serve the Blackpool area: Blackpool, Fleetwood, Thornton, Wesham and Lytham.

These stations are bases for 20 emergency ambulances, five rapid response vehicles, 16 senior/advanced paramedics, 51 paramedics, 14 student paramedics, 73 emergency medical technicians and three urgent care staff.

### 6.3 Performance

In August 2017 the Government changed the ambulance performance targets, introducing new categories and measures.

The targets are as follows:

**Category 1 (C1)** (purple) life-threatening: - 7 minute mean response time, and 15 minute response 9 out of 10 times (90<sup>th</sup> percentile)

**Category 2 (C2)** (amber) Emergency: - 18 minute mean response time and 40 minute response 9 out of 10 times (90<sup>th</sup> percentile)

**Category 3 (C3)** (yellow) Urgent: two hour response time 9 out of 10 times (90<sup>th</sup> percentile)

**Category 4 (C4)** (green) Less urgent: three hour response time 9 out of 10 times (90<sup>th</sup> percentile)

The performance for the Fylde area, including Blackpool is as follows.

	C1 Mean 7 mins	C1 90 <sup>th</sup> 15 mins	C2 Mean 18 mins	C2 90 <sup>th</sup> 40 mins	C3 Mean 60 mins	C3 90 <sup>th</sup> 120 min	C4 90 <sup>th</sup> 180 min
Morecambe Bay	08:11	14:51	17:10	36:50	00:36:02	01:26:22	02:13:14
Fylde	07:31	13:19	22:04	48:55	00:56:16	02:19:38	03:17:12
South Lancashire	08:49	15:19	25:36	54:32	01:06:02	02:31:00	03:31:03
East Lancashire	08:26	14:51	22:15	46:30	01:00:17	02:23:33	03:05:18

#### 6.4 Activity in the Fylde

- Total Calls Received = 65,000
- Calls Sourced by 111 = 10,039
- Calls with F2F Response = 46,102
  - See and Treat Year to Date = 13,686 (27.8%)
  - Hear and Treat Year to Date = 3,122 (6.34%)

#### 6.5 Performance Improvement Plan:

- Increase numbers of double crew ambulances
- Increase see and treat, and hear and treat
- Reduce ratio of responding vehicles
- More clinicians in our control centres
- Early identification of most life threatening calls by use of key words
- More informed dispatch for other calls.
- Work with partners to enhanced turnaround target of 30 minutes
- Fylde Coast – 4 new 12hr emergency ambulances, 7 days per week

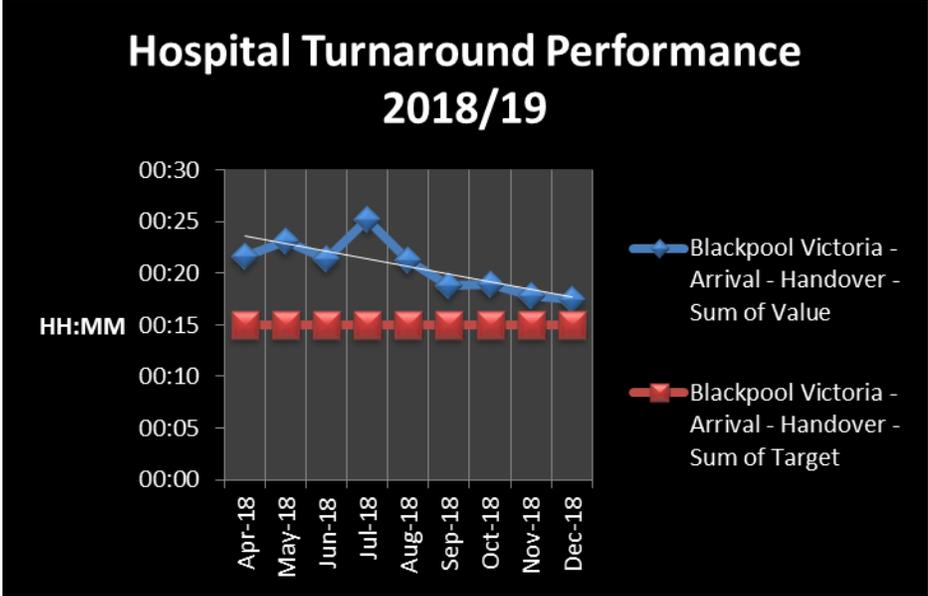
#### 6.6 Blackpool CCG Initiatives:

- Introduction of mental health tri-service response model
- Low risk chest pain pathway
- 90 day turnaround programme
- Extension of Night Safe Haven
- Community Access

#### 6.7 Hospital Handover

Hospital handover is the time it takes for an ambulance crew to transfer the care of the patient from NWS to the receiving hospital. The target is 15 minutes. Achieving this target is crucial to enable NWS to respond to patients in the community in a timely manner – while ambulances are waiting at hospital Accident and Emergency departments to handover a patient, they are not in the community responding which can mean patients being left waiting longer than they should be.

A great deal of work has been undertaken with regard to Blackpool Victoria handover times in recent months and this is now having positive results with times greatly improving since July 2018. We will continue to work with our NHS colleagues to maintain this improvement, particularly through these challenging winter months.



**Summary**

The Trust continues to work within the commissioning governance framework, with CCGs, Acute Trusts, and other providers to assist in continuing to develop & improve provision of urgent and emergency care thereby ensuring 'Right care, at the right time, in the right place'.

Does the information submitted include any exempt information? No

**7.0 List of Appendices:**

7.1 None.

**8.0 Legal considerations:**

8.1 None.

**9.0 Human resources considerations:**

9.1 None.

**10.0 Equalities considerations:**

10.1 None.

**11.0 Financial considerations:**

11.1 None.

**12.0 Risk management considerations:**

12.1 None.

**13.0 Ethical considerations:**

13.1 None.

**14.0 Internal/external consultation undertaken:**

14.1 None.

**15.0 Background papers:**

15.1 None.