



North West Ambulance Service **NHS**
NHS Trust



Delivering the right care, at the right time, in the right place

Quality Account 2013/14

Blackpool Health Scrutiny Committee
17 July 2014

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Assistant Director for Quality Improvement

Our Vision

Delivering the right care, at the right
time, and in the right place

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Our progress 2013/14

- Successful delivery of Red 1 & 2 - 8 minutes and A19 national targets for the year
- Sound Financial Position
- Received excellent CQC Inspection Report on inspection Cheshire & Mersey area in March 2014
- Foundation Trust application on hold
- New Board appointments
- Commitment to going from “Good to Great”
- Public engagement through Team 999

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Quality Improvement Areas 2013/14

The Trust identified four additional areas for quality improvement in 2013/14

- Improving care for patients with Mental Health issues
- Safer Care Closer to Home (Falls)
- Management of patient waiting times (long waits)
- Isolated Lower Limb Fracture

Good progress reported in each

2013/14 Response Time Performance

	Red 1	Red 2	A19%
Greater Manchester	76.1%	77.1%	96.1%
Lancashire	75.3%	78.1%	95.9%
Cheshire	72.2%	74.0%	96.0%
Merseyside	82.0%	81.9%	96.7%
Cumbria	67.7%	71.9%	89.7%
NWAS Overall	75.9%	77.4%	95.8%

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Clinical Performance Indicators 2013/14

Clinical Performance Indicator	2013/14 Performance Target (%)	Actual Q4 Performance 2013/14 (%)
Asthma Management	88.9	88.1
Cardiac Chest Pain Management	76.9	79.7
Hypoglycaemia Management	≥95.0	98.2
Pain Management	94.8	93.6
Patient Pathway	76.3	78.9
PRF Completion	91.3	93.0
Stroke Management	89.2	91.0
Paediatric Care: Febrile Convulsion	61.3	73.0
Trauma Care: Below Knee Fracture	52.9	63.8

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Patient Transport Services

Indicator	Target	Mar 14	2013/14
Arrival to Appointment: -45 minutes to +15 minutes	90%	85%	74%
Time on vehicle – No greater than 60 minutes	80%	92%	90%
Collection after treatment within 60 minutes	80%	83%	82%
Collection after treatment within 90 minutes	90%	92%	92%
PTS Calls Answered	90%	96%	89%
PTS Calls answered in 20 Seconds	75%	76%	73%
PTS Average Answer Delay	1 min	0:24	0:51

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Complaints

- New national approach including complaints PALS and enquiries make year on year comparison difficult
- Broadly the number of contacts remains constant at approximately 2500

Patient Experience

- Increased focus on gathering information from all patients – PTS, Emergency and Urgent Care
- 3911 Programme surveys received
- Continued high levels of satisfaction
- Emphasis on lessons learned
- 97.08% of PES patients surveyed either agreed or strongly agreed that they were treated with dignity, respect, kindness and compassion

Quality Improvement Areas for 2014/15

- Introduction of a Clinical Performance Indicator for Mental Health patients
- Introduction of a Clinical Performance Indicator for patients suffering falls
- Improvements in care provided to patients with dementia through the Dementia Action Alliance
- Improving the experience of PTS patients
- Introduction of the MERIT (Medical Emergency Response Incident Team)

Future challenge

- Tightening financial position
- Significant increase in activity so far this year
- Maintaining PES performance
 - Address local variations
- Maintain improvements in PTS
- Service reconfiguration
- CQC Inspection w\c 18 August 2014

Communications and Engagement – #Team 999

- The #Team999 campaign launched last year to educate the public about what to expect from us when calling 999.
- Not all calls require an ambulance to be dispatched or a trip to hospital; some patients may receive care within the community and others could be given self-care advice over the phone.
- #Team999 highlights the various care options available to patients and is made up of seven representative members; who ultimately determine which route of care the patient will follow
- www.nwas.nhs.uk



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NWAS – Going from Good2Great Trust launches its five year business plan

We are about people. We are here to serve the community of the North West and provide care to those patients that need us by delivering the **Right Care**, at the **Right Time**, in the **Right Place**.

We are already a **good** organisation, with **good** staff and a **good** reputation... and we want to be even better. This is our five year plan to be **great**.

We want to ensure the **NHS culture of caring** underpins everything we do by:

- **Delivering safe care closer to home**
- **A great place to work**
- **Cause no harm**

Plan circulated to stakeholders

Dedicated website

www.good2great.nwas.nhs.uk

Feedback: g2g@nwas.nhs.uk

NHS Culture of Caring

- Working together for patients
- Respect and dignity
- Commitment to quality of care
- Compassion
- Improving lives
- Everyone counts

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