

Report to:	ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE
NWAS Attendees:	Area Director, Matt Cooper, Consultant Paramedic, Matt Dunn and Fylde Sector Manager, Jennie Peall
Date of meeting:	28 September 2023

NORTH WEST AMBULANCE SERVICE NHS TRUST 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

2.0 Recommendation(s)

- 2.1 That the committee note the report

3.0 Reason for recommendation(s)

- 3.1 So the committee is appraised of NWAS activity, performance, resources and initiatives in the Fylde area

- 3.1 Is the recommendation contrary to a plan or strategy approved by the Council? N/A

- 3.2 Is the recommendation in accordance with the Council's approved budget? N/A

4.0 Other alternative options to be considered

None

5.0 Council priority

- 5.1 The relevant Council priority is:
- 'Communities: Creating stronger communities and increasing resilience'

6.0 Background and key information

- 6.1 North West Ambulance Service last presented to this committee in October 2022

- 6.2 The service has 1 central hub ambulance station which serves the Fylde area – this is located on Waterloo road in Blackpool.
- 6.3 The trust estates portfolio in the area has changed significantly in the last year, with the launch of the new hub station and the closure of some of the surround smaller station. There is more detail about this in this report.
- 6.4 Resources in the Fylde area include 15 emergency ambulances, 2 rapid response vehicles, 16 senior/advanced paramedics, 77 paramedics, 58 emergency medical technicians of which 12 are student paramedics.
- 6.5 Additional funding to support urgent and emergency care recovery is allowing us to introduce two new ambulances providing 168 hrs of cover per week into the Fylde area.
- 6.6 We have also been able to add an additional 42hrs to our current rosters to improve working patterns for our staff and deliver extended hours of cover. This additional 210hrs of newly funded cover (about 9% increase on our current cover in the area) will support our response to some of the sickest patients in the area.
- 6.7 We are in the process of recruiting additional EMTs and Paramedics and procuring the new vehicles to allow us to phase these resources in over the winter months.
- 6.8 We have also recruited additional clinicians for our control centre to allow us to manage more patients over the telephone when their clinical needs can be met without deploying an ambulance for a face-to-face assessment.

7.0 Activity

- 7.1 The figures provided in last year's report covered the time period of 1 April to (and including) 1 September 2022. For the purposes of this report, the activity reported here covers the same time period.

AREA: CL Fylde

Measure Group	Measure	YDY	WTD	MTD	QTD	YTD
		01.09.2023 01.09.2023	28.08.2023 01.09.2023	01.09.2023 01.09.2023	01.07.2023 01.09.2023	01.04.2023 01.09.2023
Calls	Emergency CAD Contacts	225	1120 (224)	225 (225)	14694 (233)	34982 (227)
	of which, duplicates	37	188 (38)	37 (37)	2592 (41)	5912 (38)
	of which, no outcomes (excl. dupl)	40	138 (28)	40 (40)	1702 (27)	3831 (25)
	CPU Measured	182	844 (169)	182 (182)	11088 (176)	26105 (170)
	CPU (<5s)	98.90%	99.41%	98.90%	97.47%	97.40%
	A1 Calls Answered		(0)	(0)	(0)	(0)
	A3 Mean Call Answer Time	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	A5 Call Answer Time - 95th Percentile	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	A114 Call Answer Time - 90th Percentile	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Incidents	Incidents	148	794 (159)	148 (148)	10400 (165)	25239 (164)
	Incidents with no F2F response	22	125 (25)	22 (22)	1774 (28)	4175 (27)
	H&T %	14.86%	15.74%	14.86%	17.06%	16.54%
	Incidents with F2F response	126	669 (134)	126 (126)	8626 (137)	21064 (137)
	S&T	45	262 (52)	45 (45)	2938 (47)	7040 (46)
	S&T%	30.41%	33.00%	30.41%	28.25%	27.89%
	S&C	81	407 (81)	81 (81)	5688 (90)	14024 (91)
	S&C%	54.73%	51.26%	54.73%	54.69%	55.56%
	% of Incidents with S&C to nonAE dept	7.43%	5.79%	7.43%	5.50%	5.17%
	C1 Incidents	11	68 (14)	11 (11)	1013 (16)	2478 (16)
	As % of all activity	7.43%	8.56%	7.43%	9.74%	9.82%
	C2 Incidents	83	411 (82)	83 (83)	5488 (87)	13222 (86)
	As % of all activity	56.08%	51.76%	56.08%	52.77%	52.39%
	C3 Incidents	39	210 (42)	39 (39)	2510 (40)	6364 (41)
	As % of all activity	26.35%	26.45%	26.35%	24.13%	25.21%
	C4 Incidents	1	7 (1)	1 (1)	120 (2)	310 (2)
	As % of all activity	0.68%	0.88%	0.68%	1.15%	1.23%
	C5 Incidents	10	53 (11)	10 (10)	740 (12)	1535 (10)
	As % of all activity	6.76%	6.68%	6.76%	7.12%	6.08%
	HCP & IFT 3/4 Incidents	4	45 (9)	4 (4)	529 (8)	1330 (9)
	As % of all activity	2.70%	5.67%	2.70%	5.09%	5.27%

7.2 In summary, the figures above show:

- A decrease in the number of 999 calls made from the Fylde area of 14%
- An increase in the number of incidents attended of 1%
- A decrease in the number of Category 1 incidents of 38%
- An increase in the number of Category 2 incidents of 9%
- An increase in the number of Category 3 incidents of 11%

7.3 Performance against standards

Category	YDY 01.09.2023 01.09.2023	WTD 29.08.2023 01.09.2023	MTD 01.09.2023 01.09.2023	QTD 01.07.2023 01.09.2023	YTD 01.04.2023 01.09.2023
C1 mean (target <00:07:00)	00:07:53	00:07:38	00:07:53	00:07:56	00:08:06
C1 90 th percentile (<00:15:00)	00:15:17	00:15:17	00:15:17	00:14:04	00:14:21
C2 mean (<00:18:00)	00:25:19	00:27:06	00:25:19	00:30:03	00:26:24
C2 90 th percentile (<00:40:00)	00:47:56	00:54:32	00:47:56	01:06:01	00:57:15
C3 mean (<01:00:00)	01:23:26	01:30:02	01:23:26	01:51:19	01:43:02
C3 90 th percentile (<02:00:00)	02:58:36	03:47:27	02:58:36	04:19:29	03:57:33
C4 90 th percentile (03:00:00)	00:00:00	01:39:05	00:00:00	05:19:37	05:19:14

7.4 Hospital Handovers

7.5 Hospital handovers – the time taken for an ambulance crew to transfer a patient into the care of hospital staff, is one the major challenges affecting the ambulance sector. The target for this is 15 mins but frequently, this is far exceeded, preventing ambulance crews from returning out onto the road and available to respond to patients. This can leave patients waiting longer than we would like for a response.

7.6 Delays at hospital emergency departments and the significant number of hours lost to ambulance services continues to put pressure on the trust. This is an issue seen nationally and is high on the agenda of ambulance services and the NHS. Many are in agreement that the main reason for this is the inability to discharge patients safely due to the pressures on the social community care sector.

7.7 Data below taken for the w/c 4 September 2023 – the lost hours represents the equivalent of 17 double crewed ambulance lost in the week, a total of 409 hours with a daily average of 58 hours.



7.8

KEY Sites with less than 100 attendances a week

Site	Attendances	Average turnaround time (hh:mm)	Average patient handover time (hh:mm)	Average vehicle handover to clear (hh:mm)
Royal Lancaster Infirmary	328	00:30	00:19	00:10
Chorley and South Ribble District	61	00:30	00:18	00:09
Royal Preston	457	00:33	00:24	00:10
Royal Blackburn	700	00:34	00:24	00:10
Blackpool Victoria	582	00:53	00:42	00:11
Grand Total	2128	00:38	00:29	00:10

7.8 Local Initiatives/Partnerships

7.9 Since 16 January 2023, patients who live and are registered with a GP from Blackpool, Fylde & Wyre catchment areas, can be referred to Fylde Coast Medical Services GP visiting service (FCMS 24-hour GP AVS) by electronic format and without requiring a clinician-to-clinician discussion.

7.10 Blackpool Hub and Spoke

7.11 Our new Blackpool Hub and Spoke station on Waterloo Road was officially opened on 14 March 2023 by the Lord Lieutenant of Lancashire, the Rt Hon Lord Shuttleworth. The Lord Lieutenant was also joined by children from the local primary schools, Blackpool Gateway Academy and Waterloo Primary Academy, who have both been involved in various activities throughout the build, as part of our aim to involve the local community in the project

7.12 One of the key features is the 'make ready' facility, which ensures that ambulances are deep cleaned, maintenance checked, fully stocked with equipment and medicines and are ready go operational to respond to patients without a clinician having to undertake these checks first.

7.13 It also means that in the event a vehicle has to be removed from operation, a fast turnaround can ensure the clinicians are back on the road responding to patients without any significant delays.

7.14 Other Fylde stations

7.15 The hub and spoke model means the closure of smaller, usually suburban stations. Instead all staff are based at the main 'hub' and take ambulances to start their shifts at 'spoke' sites in the surrounding areas. The stations affected by this are Fleetwood, Lytham, Wesham and Thornton. Over the last year, work has been undertaken to identify spoke sites and make them operational – progress on this is as follows

7.16 **Thornton** - The trust is considering leasing a newly built unit on Bristol Avenue in Bispham. This will be a combined Thornton and Bispham site. Subject to NWAS executive approval, we expect to have lease agreement in place imminently and would expect unit to be ready for use by early December.

7.17 **Fleetwood** - The trust is considering leasing space at the former Fleetwood Hospital. Site is now owned by a charitable trust who are keen for NWAS to join them on site. Subject to NWAS executive approval, we expect to have lease agreement imminently and would expect unit to be ready for use by early December.

7.18 **Wesham** - Initially the trust was looking to occupy space at the Wesham Rehabilitation Centre but these discussions proved to be in vain. Discussions are now taking place with Lancashire Police around potentially co-locating at their Kirkham Customer Service Reception on Freckleton St. Discussions are still at an early stage but it has been discussed by their estates / local management team and they are happy to move the idea forward. We are now waiting for the Senior management team to confirm that the principle of co-location is agreed and we can start looking at the detail.

7.19 **Lytham** – The station has now been closed and the spoke is now fully operational at Clifton Hospital. We have not seen any negative impact on performance but it is important to remember that due to how busy the sector has been, use of the spoke sights has been minimal as in between meals crews are ordinarily committed to incidents.

8.0 NWAS 111

8.1 NWAS operates the 111 service in the North West and this compliments the national 111 online service operated by NHSE. The trust has three call centres suites for 111 in Bolton, Liverpool and Carlisle.

8.2 111 is widely considered as the primary point of contact for people with health concerns, however a great deal of work nationally and locally has been undertaken to sign post the public to the online service in the first instance. For this reason, NWAS' public engagement work cites 111 online has been the main point of contact and if further help or information is required, people will be advised to call 111.

8.3 As part of our winter plan, we encourage other NHS trusts and ICBs to support this message using our own materials and those produced nationally by NHSE

8.4 For winter 23/24, the specific focus on 111 will be on repeat prescriptions – one of the most common reasons for calling, and one which can be avoided by ordering repeat medications in good time for the festive and new year bank holidays.

8.5 By reducing the number of calls for these, we hope to be able to free staff up to respond to other health concerns and we will be asking GPs, pharmacies and other NHS colleagues to support us in this.

8.6 We also have a suite of materials to use when the 111 and 999 service face sudden upsurges in activity. These can be rolled out quickly on social media to alert the public that there is high demand and again, directs them to 111 online which, in many cases, can provide them with the information or advice they need much quicker.

8.7 We respectfully ask that any health related public engagement work undertaken by the council also uses 111 online as the first point of call.

8.8 The opening of the new Blackpool Ambulance Hub has been a really positive step for service delivery in the Fylde. The purpose built hub includes a wellbeing room which has gym equipment and can be accessed by all staff working for NWAS in the sector. We now also have a large training and meeting room meaning that all sector training activity can use the facility without incurring any external hire costs. Other teams within NWAS (including our corporate teams) have also used the rooms for meetings. Recently NWAS commander training has been taking place at Blackpool Hub saving operational, tactical,

and strategic commanders from having to travel to Manchester for the training. The site is a 'digital station' and has features such as digital wallboards for signing in and out, digital key safes, and smart lighting, and has allowed us to go paperless on station. The station also has incorporated a make ready service, preparing ambulances for clinicians to deploy on, saving them having to spend time stocking and cleaning vehicles and allowing them to focus on delivering clinical care.

9.0 List of appendices

9.1 None

10.0 Financial considerations

10.1 None

11.0 Legal considerations

11.1 None

12.0 Risk management considerations

12.1 None

13.0 Equalities considerations and the impact of this decision for our children and young people

13.1 None

14.0 Sustainability, climate change and environmental considerations

14.1 None

15.0 Internal/external consultation undertaken

15.1 None

16.0 Background papers

16.1 None