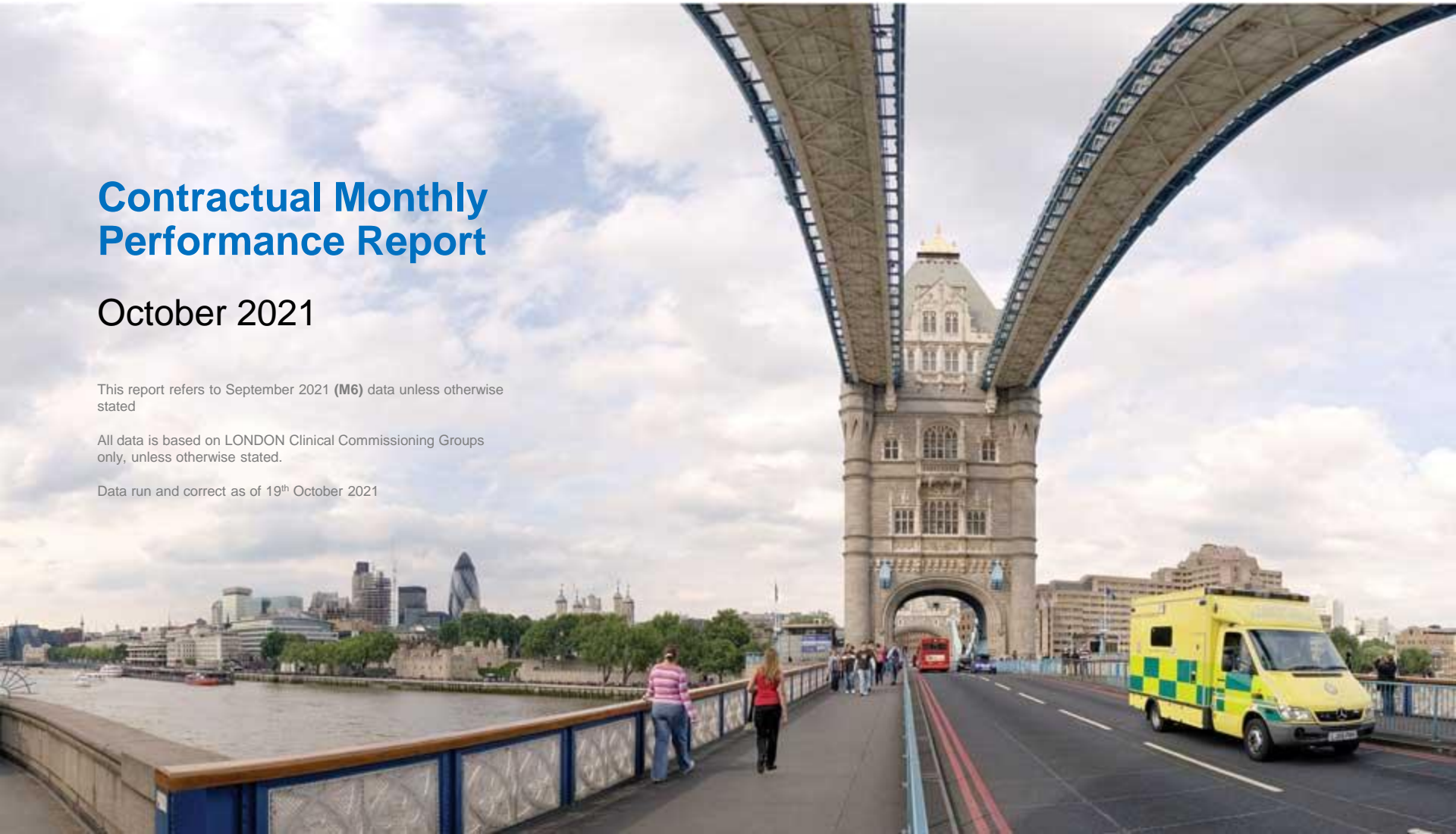# Contractual Monthly Performance Report

October 2021

This report refers to September 2021 **(M6)** data unless otherwise stated

All data is based on LONDON Clinical Commissioning Groups only, unless otherwise stated.
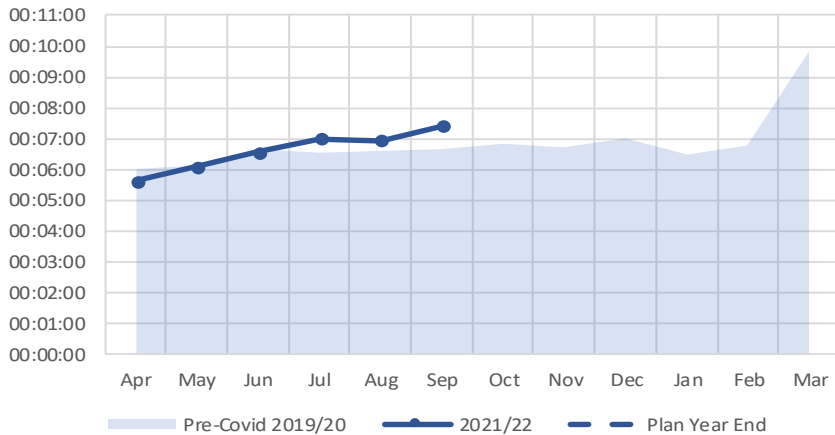
Data run and correct as of 19th October 2021

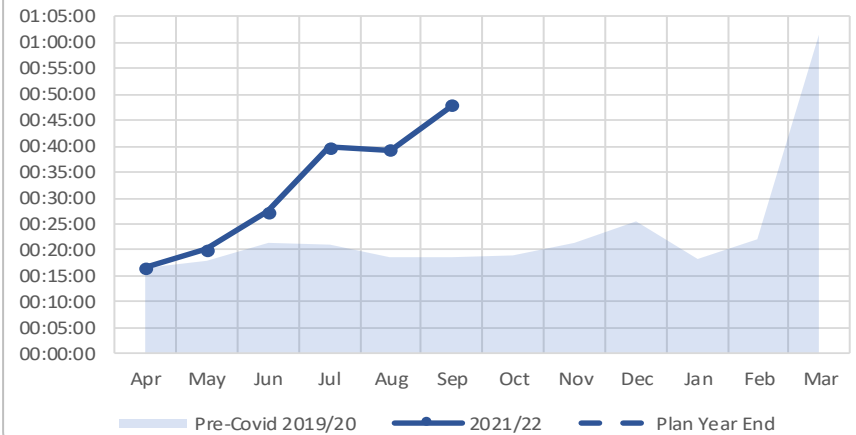| LAS Performance Variance to National Standard	C1 Mean (00:07:00)	Variance	C1 90th Centile (00:15:00)	Variance	C1T Mean (00:19:00)	Variance	C1T 90th Centile (00:30:00)	Variance	C2 Mean (00:18:00)	Variance	C2 90th Centile (00:40:00)	Variance	C3 Mean (01:00:00)	Variance	C3 90th Centile (02:00:00)	Variance	C4 90th Centile (03:00:00)	Variance
Previous month (M4)	00:06:59	00:00:01	00:11:49	00:03:11	00:10:49	00:08:11	00:18:43	00:11:17	00:39:50	00:21:50	01:26:27	00:46:27	01:45:05	00:45:05	04:27:15	02:27:15	07:47:25	04:47:25
Previous month (M5)	00:06:57	00:00:03	00:11:47	00:03:13	00:11:01	00:07:59	00:18:49	00:11:11	00:39:15	00:21:15	01:24:35	00:44:35	01:43:07	00:43:07	04:13:07	02:13:07	07:35:49	04:35:49
Last month (M6)	00:07:25	00:00:25	00:12:40	00:02:20	00:12:12	00:06:48	00:21:18	00:08:42	00:47:56	00:29:56	01:44:07	01:04:07	01:53:13	00:53:13	04:41:56	02:41:56	08:23:59	05:23:59
Current YTD (2021/22) * 1 Apr - 30 Sep 21	00:06:40	00:00:20	00:11:22	00:03:38	00:10:37	00:08:23	00:18:16	00:11:44	00:31:44	00:13:44	01:12:05	00:32:05	01:22:35	00:22:35	03:28:41	01:28:41	07:00:27	04:00:27
2020/21 (M6)	00:05:45	00:01:15	00:09:49	00:05:11	00:09:00	00:10:00	00:15:31	00:14:29	00:16:53	00:01:07	00:33:42	00:06:18	00:47:18	00:12:42	01:53:42	00:06:18	03:14:10	00:14:10

Category 1 Mean Performance against Plan

Legend: Pre-Covid 2019/20 — 2021/22 — Plan Year End

Category 2 Mean Performance against Plan

Legend: Pre-Covid 2019/20 — 2021/22 — Plan Year End

* Incident data is correct as of 19th October and is subject to change due to data validation.

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Demand

- 88,110 incidents were provided with a face to face response in September 2021. This is a 7.2% decrease compared to September 2019 (Disregarding September 2020 due to Covid)

- Category 1 incidents increased by 11.8% in September 2021 compared to September 2019 (disregarding September 2020 due to Covid)

- High acuity incidents (C1 & C2) increased by 1.5% when compared to September 2019

Performance

- The C1 Mean performed above the 7 minute National Standard for the first time since April 2020 (at the height of Covid).

- All the other Performance metrics deteriorated slightly compared to the previous month

Outliers

- The table opposite shows the outlier areas with long responses for the C4 90th centile measure. The table shows the top chief complaints and the number of incidents per area.

- This month all of these long responses were categorised as 111 Transfers.

NHS 111 Transfer is a chief complaint that is directly transferred from the 111 system into the LAS 999 call taking system. As these calls can not be re-triaged no further diagnostic information is available.

CCG Name	Chief Complaint	Total
NHS Enfield CCG	NHS 111 Transfer	41
NHS Hillingdon CCG	NHS 111 Transfer	24
NHS Islington CCG	NHS 111 Transfer	19
NHS Waltham Forest CCG	NHS 111 Transfer	12

* Incident data is correct as of 19th October and is subject to change due to data validation.

3

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EXECUTIVE SUMMARY
North Central CCG Summary

- **Performance**

North Central CCG	C1 Mean		C1 90th Centile		C2 Mean		C2 90th Centile		C3 Mean		C3 90th Centile		C4 Mean		C4 90th Centile	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	00:07:50	00:06:49	00:13:19	00:11:34	00:57:15	00:19:28	02:00:20	00:39:13	02:14:31	01:04:39	05:22:11	02:39:29	04:18:18	01:28:45	08:45:43	03:18:22
Aug-21	00:07:15	00:06:40	00:12:41	00:11:16	00:46:25	00:18:41	01:39:48	00:37:29	02:01:41	00:59:47	04:51:32	02:30:30	03:51:31	01:28:28	07:40:20	03:21:58
Jul-21	00:07:26	00:06:40	00:12:28	00:11:14	00:47:36	00:22:42	01:43:57	00:47:47	02:06:08	01:19:53	05:13:18	03:24:33	04:02:16	01:53:49	08:12:43	03:44:48

- **Demand**

North Central CCG	C1		C2		C3		C4		HCP/IFT	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	1,677	1,501	8,880	9,706	2,458	3,296	225	360	272	534
Aug-21	1,563	1,729	9,500	9,905	2,766	3,436	245	320	314	557
Jul-21	1,714	2,138	10,290	10,284	2,853	3,186	266	333	281	519

Face to Face Incidents North Central

- **Top 5 Chief Complaints**

The most often presenting complaints recorded at the call taking stage per month for the above named CCG. (The presenting complaints shown have been shortened)

North Central

Presenting Complaint	Sep-21	Presenting Complaint	Aug-21	Presenting Complaint	Jul-21
NHS 111 Transfer	2,880	NHS 111 Transfer	3,326	NHS 111 Transfer	3,497
Pandemic / Epidemic /	1,396	Pandemic / Epidemic /	1,567	Pandemic	1,596
Falls	1,046	Falls	1,090	Falls	1,159
_unknow n	892	Unconscious / Fainting (Near)	960	Unconscious / Fainting (Near)	1,038
HEALTH CARE PROFESSIONAL	876	HEALTH CARE PROFESSIONAL	911	Chest Pain / Chest Discomfort	927

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- **Performance**

North East CCG	C1 Mean		C1 90th Centile		C2 Mean		C2 90th Centile		C3 Mean		C3 90th Centile		C4 Mean		C4 90th Centile	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	00:07:45	00:06:29	00:12:39	00:10:42	00:55:03	00:17:45	01:58:09	00:35:03	02:01:48	00:59:17	05:15:19	02:26:59	04:26:42	01:28:23	09:12:01	03:23:53
Aug-21	00:07:02	00:06:18	00:11:45	00:10:32	00:47:31	00:17:03	01:39:09	00:34:07	01:55:48	00:55:00	04:48:53	02:09:09	03:49:00	01:36:36	07:36:51	03:31:35
Jul-21	00:07:07	00:06:27	00:11:57	00:10:45	00:47:16	00:19:56	01:41:27	00:40:47	01:51:26	01:07:51	04:53:47	02:44:33	04:02:07	01:42:39	08:41:55	03:50:40

- **Demand**

North East CCG	C1		C2		C3		C4		HCP/IFT	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	2,395	2,024	13,143	13,227	3,046	4,389	226	467	345	460
Aug-21	2,298	2,385	13,534	13,125	3,350	4,782	251	430	280	418
Jul-21	2,443	2,875	14,472	13,308	3,299	4,518	239	399	327	519

Face to Face Incidents North East
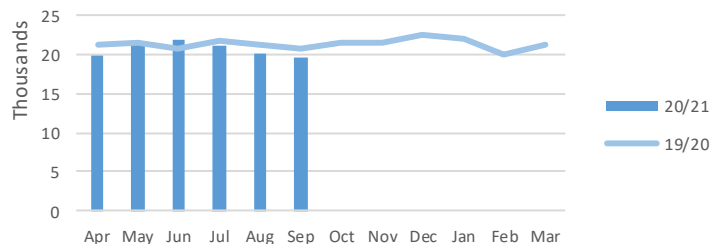
- **Top 5 Chief Complaints**

The most often presenting complaints recorded at the call taking stage per month for the above named CCG. (The presenting complaints shown have been shortened)

North East

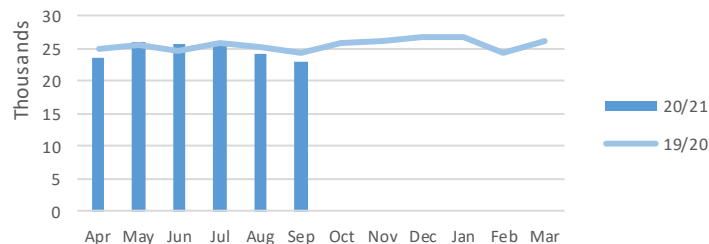| Presenting Complaint	Sep-21	Presenting Complaint	Aug-21	Presenting Complaint	Jul-21
NHS 111 Transfer	4,419	NHS 111 Transfer	4,507	NHS 111 Transfer	4,675
Pandemic / Epidemic /	1,921	Pandemic / Epidemic /	2,068	Pandemic	2,246
Chest Pain / Chest Discomfort	1,367	Falls	1,461	Unconscious / Fainting (Near)	1,499
Falls	1,360	Chest Pain / Chest Discomfort	1,397	Falls	1,436
Breathing Problems	1,351	Unconscious / Fainting (Near)	1,264	Chest Pain / Chest Discomfort	1,379

EXECUTIVE SUMMARY
North West CCG Summary

- **Performance**

North West CCG	C1 Mean		C1 90th Centile		C2 Mean		C2 90th Centile		C3 Mean		C3 90th Centile		C4 Mean		C4 90th Centile	
	20/21	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20
Sep-21	00:06:55	00:06:47	00:12:05	00:11:34	00:48:04	00:17:51	01:42:49	00:35:45	01:55:24	00:51:19	04:46:27	02:03:02	04:24:40	01:15:55	09:17:06	03:02:47
Aug-21	00:06:51	00:06:36	00:11:15	00:11:01	00:33:01	00:18:15	01:08:42	00:37:10	01:37:00	00:52:06	04:00:28	02:01:45	03:44:18	01:18:53	07:56:18	03:01:10
Jul-21	00:06:41	00:06:33	00:11:12	00:10:59	00:34:42	00:21:35	01:13:03	00:44:25	01:40:27	01:06:30	04:19:50	02:44:01	03:55:17	01:38:51	07:54:10	03:49:17

- **Demand**

North West CCG	C1		C2		C3		C4		HCP/IFT	
	20/21	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20
Sep-21	2,576	2,303	15,185	14,760	3,838	5,528	289	590	504	837
Aug-21	2,395	2,570	15,751	14,936	4,700	5,771	359	578	529	863
Jul-21	2,549	3,201	16,839	15,387	4,684	5,384	384	586	542	930

Face to Face Incidents North West

- **Top 5 Chief Complaints**

The most often presenting complaints recorded at the call taking stage per month for the above named CCG. (The presenting complaints shown have been shortened)

North West

Presenting Complaint	Sep-21	Presenting Complaint	Aug-21	Presenting Complaint	Jul-21
NHS 111 Transfer	4,680	NHS 111 Transfer	4,924	NHS 111 Transfer	5,039
Pandemic / Epidemic /	2,380	Pandemic / Epidemic /	2,444	Pandemic	2,659
Falls	1,738	Falls	1,920	Unconscious / Fainting (Near)	1,833
Unconscious / Fainting (Near)	1,634	Unconscious / Fainting (Near)	1,764	Falls	1,809
HEALTH CARE PROFESSIONAL	1,490	HEALTH CARE PROFESSIONAL	1,600	HCP Protocol	1,648

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- **Performance**

South East CCG	● C1 Mean		● C1 90th Centile		● C2 Mean		● C2 90th Centile		● C3 Mean		● C3 90th Centile		● C4 Mean		● C4 90th Centile	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	00:07:08	00:06:40	00:12:24	00:11:17	00:37:37	00:18:43	01:22:32	00:38:47	01:38:23	00:53:08	03:58:49	02:09:35	03:13:48	01:10:55	06:23:11	02:34:54
Aug-21	00:06:45	00:06:42	00:11:41	00:10:54	00:34:30	00:19:26	01:15:08	00:40:29	01:34:02	00:59:22	03:47:23	02:27:27	03:03:54	01:31:12	06:41:52	03:28:41
Jul-21	00:06:46	00:06:35	00:11:23	00:10:51	00:34:08	00:20:51	01:13:39	00:44:05	01:34:12	01:00:32	03:51:41	02:23:31	03:04:15	01:24:04	06:15:49	03:21:23

- **Demand**

South East CCG	● C1		● C2		● C3		● C4		HCP/IFT	
	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20	20/21	19/20
Sep-21	1,897	1,798	12,060	11,474	3,425	4,761	232	528	465	642
Aug-21	1,958	2,084	12,162	11,664	3,741	4,740	269	448	458	655
Jul-21	1,975	2,549	12,657	11,896	3,730	4,598	272	460	473	731

Face to Face Incidents South East
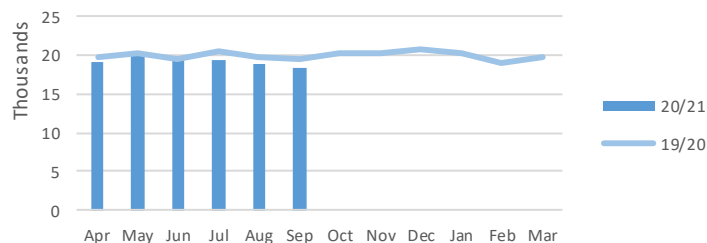
Legend: 20/21, 19/20

- **Top 5 Chief Complaints**

The most often presenting complaints recorded at the call taking stage per month for the above named CCG. (The presenting complaints shown have been shortened)

South East

Presenting Complaint	Sep-21	Presenting Complaint	Aug-21	Presenting Complaint	Jul-21
NHS 111 Transfer	3,804	NHS 111 Transfer	3,924	NHS 111 Transfer	4,127
Pandemic / Epidemic /	1,821	Pandemic / Epidemic /	1,869	Pandemic	1,939
Falls	1,580	Falls	1,617	Falls	1,539
_unknow n	1,315	Unconscious / Fainting (Near)	1,257	HCP Protocol	1,275
Unconscious / Fainting (Near)	1,203	HEALTH CARE PROFESSIONAL	1,193	Unconscious / Fainting (Near)	1,269

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EXECUTIVE SUMMARY
South West CCG Summary

• Performance

South West CCG	C1 Mean		C1 90th Centile		C2 Mean		C2 90th Centile		C3 Mean		C3 90th Centile		C4 Mean		C4 90th Centile	
	20/21	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20
Sep-21	00:07:39	00:06:42	00:13:20	00:11:01	00:41:37	00:19:11	01:31:28	00:38:53	01:39:12	00:53:36	04:01:01	02:05:56	03:41:57	01:13:34	07:19:43	02:55:07
Aug-21	00:06:58	00:06:45	00:12:12	00:11:28	00:36:30	00:19:27	01:21:03	00:40:38	01:32:25	00:52:17	03:45:35	02:03:07	03:18:07	01:27:19	07:01:38	03:30:54
Jul-21	00:07:02	00:06:40	00:12:09	00:11:02	00:36:46	00:20:53	01:20:21	00:43:10	01:38:44	01:00:24	04:05:20	02:22:28	03:02:13	01:25:33	06:55:09	03:15:36

• Demand

South West CCG	C1		C2		C3		C4		HCP/IFT	
	20/21	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20	**20/21**	19/20
Sep-21	1,489	1,350	8,620	8,783	2,568	3,330	188	453	395	644
Aug-21	1,464	1,535	8,814	8,727	2,904	3,394	192	420	446	623
Jul-21	1,516	1,797	9,297	8,855	2,964	3,485	196	386	489	659
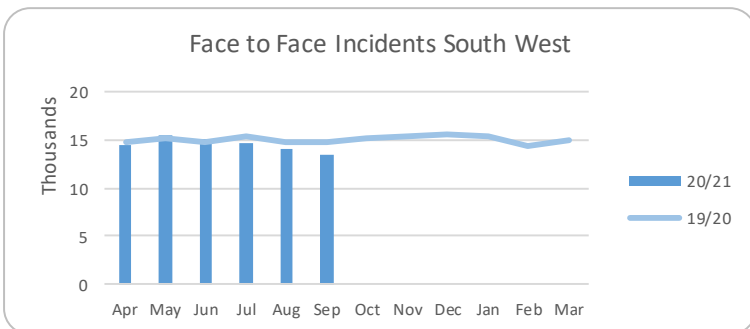
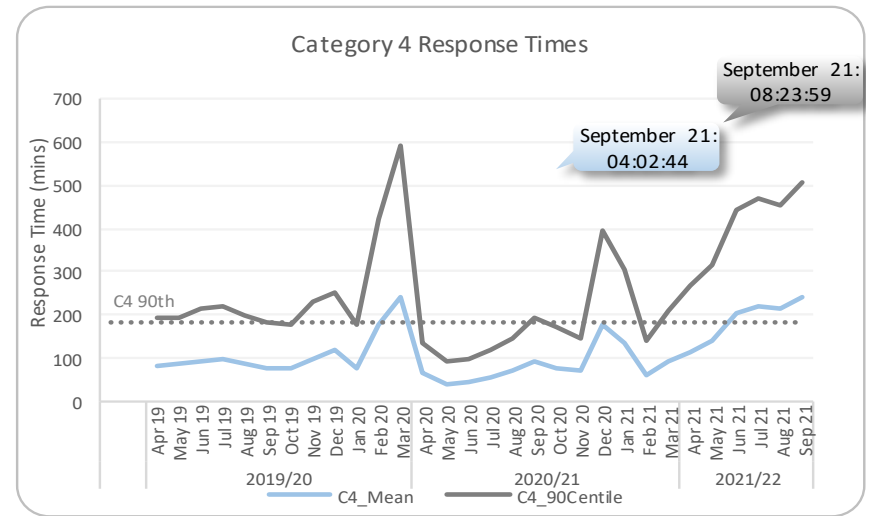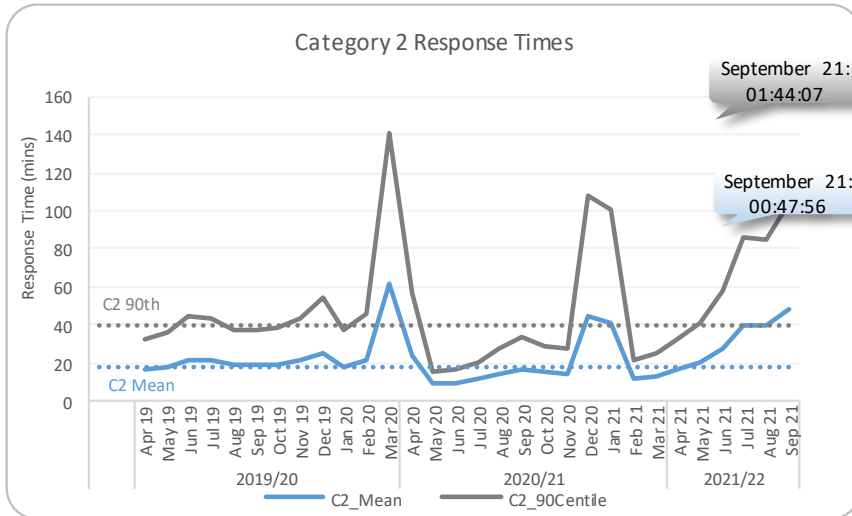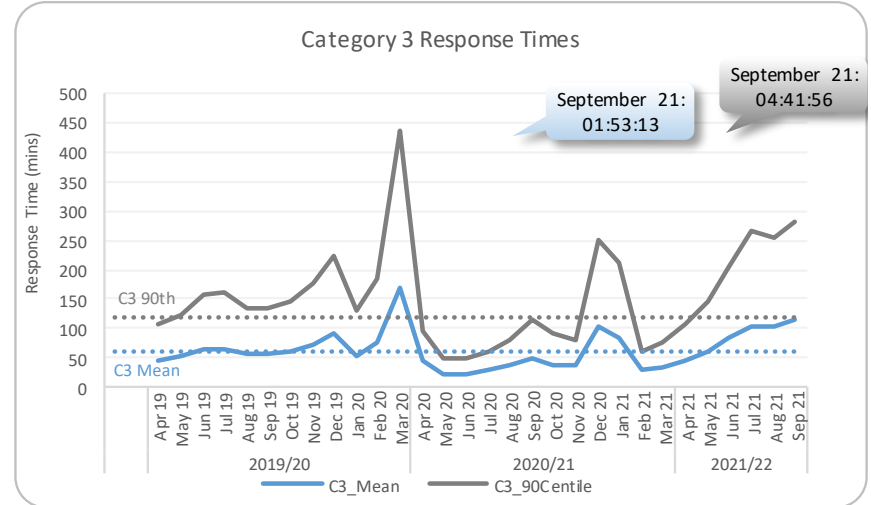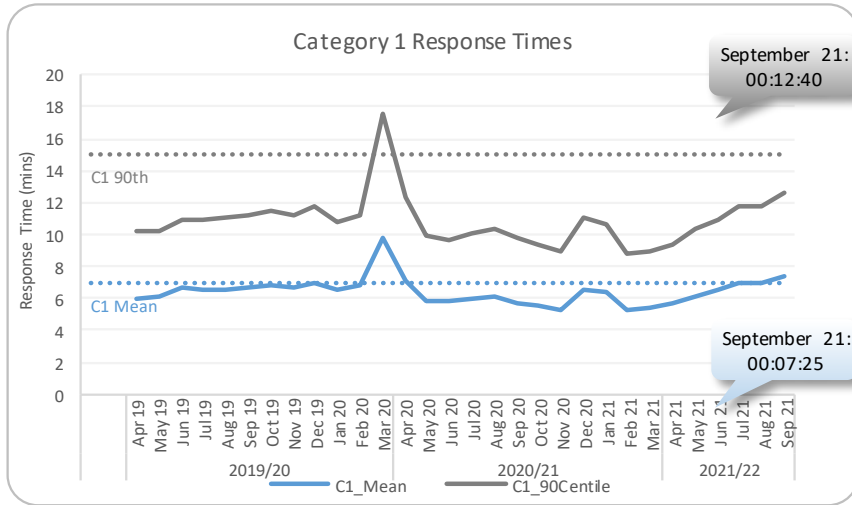**Face to Face Incidents South West**

• Top 5 Chief Complaints

The most often presenting complaints recorded at the call taking stage per month for the above named CCG. (The presenting complaints shown have been shortened)

South West

Presenting Complaint	Sep-21	Presenting Complaint	Aug-21	Presenting Complaint	Jul-21
NHS 111 Transfer	2,811	NHS 111 Transfer	2,933	NHS 111 Transfer	2,936
Pandemic / Epidemic /	1,340	Pandemic / Epidemic /	1,359	Pandemic	1,446
Falls	1,166	Falls	1,237	Falls	1,299
HEALTH CARE PROFESSIONAL	1,057	HEALTH CARE PROFESSIONAL	1,107	HCP Protocol	1,158
Unconscious / Fainting (Near)	897	Unconscious / Fainting (Near)	922	Unconscious / Fainting (Near)	961

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Category 1 Response Times

September 21: 00:12:40

September 21: 00:07:25

Category 3 Response Times

September 21: 01:53:13

September 21: 04:41:56

Category 2 Response Times

September 21: 01:44:07

September 21: 00:47:56

Category 4 Response Times

September 21: 04:02:44

September 21: 08:23:59

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Performance Overview
Demand by Category

Category 1 Demand

September saw 10,034 Category 1 patients receive a face-to-face response

Legend: 2020/21, 2021/22

Category 3 Demand

September saw 15,335 Category 3 patients receive a face-to-face response

Legend: 2020/21, 2021/22

Category 2 Demand

September saw 57,888 Category 2 patients receive a face-to-face response

Legend: 2020/21, 2021/22

Category 4 Demand

Category 5 Demand

* Incident data is correct as of 19th October and is subject to change due to data validation.

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Category 1 Response Performance

C1 National Standard
(90th Centile: 15 mins)

This month our 90th centile incident response was:
00:12:40

Fig 3.1

- **Fig 3.1** Demonstrates the response distribution for Category 1 incidents.

The 90th centile response time in September was 00:12:40 minutes, within the 15 minute National Standard as set out in the guidelines by NHSI.

Of the 10,034 incidents requiring a Category 1 response, 9,030 incidents received a face to face response within 00:12:40

Category 2 Response Performance

C2 National Standard
(90th Centile: 40 mins)

This month our 90th centile incident response was:
01:44:07

Fig 3.2
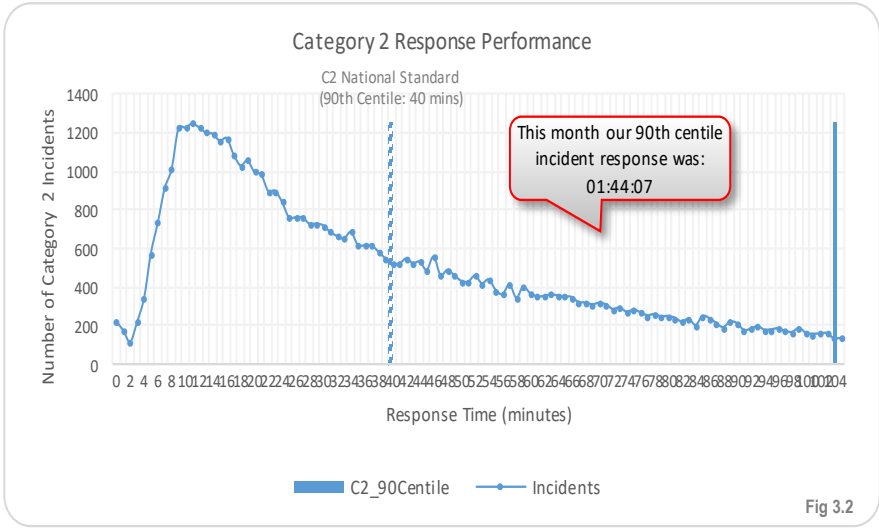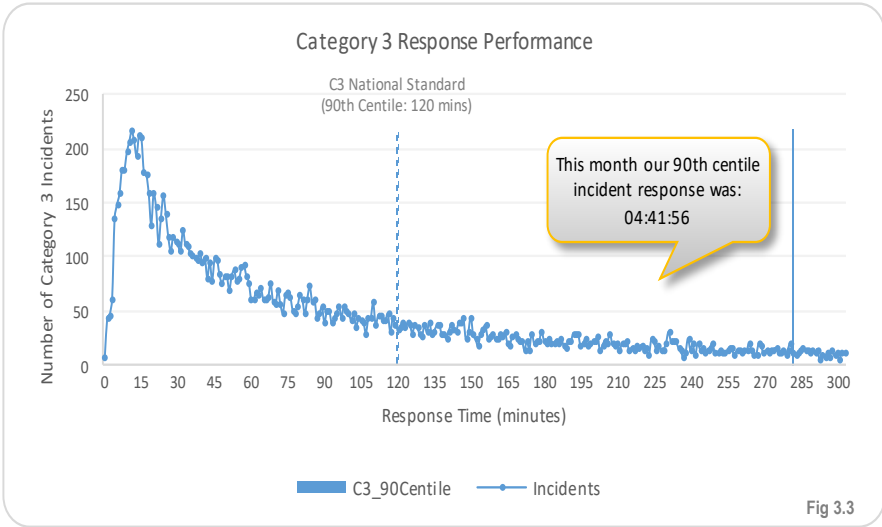
- Fig 3.2 Demonstrates the response distribution for Category 2 incidents.

The 90th centile response time in September was 01:44:07, above the 40 minute National Standard as set out in the guidelines by NHSI.

Of the 57,888 incidents requiring a Category 2 response, 52,100 incidents received a face to face response within 01:44:07

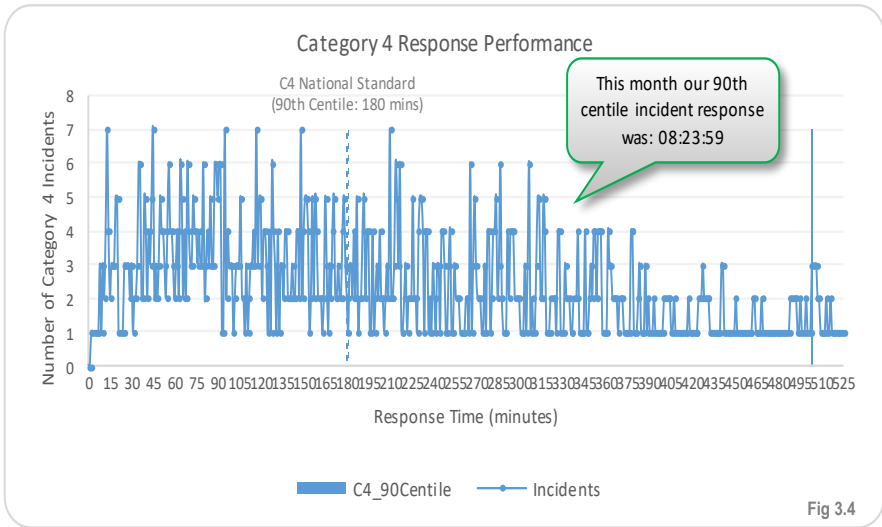**Respectful | Professional | Innovative | Collaborative**

Category 3 Response Performance

C3 National Standard
(90th Centile: 120 mins)

This month our 90th centile incident response was: 04:41:56

C3_90Centile — Incidents

Fig 3.3

- Fig 3.3 Demonstrates the response distribution for Category 3 incidents.

The 90th centile response time in September was 04:41:56, above the 2 hour National Standard as set out in the guidelines by NHSI.

Of the 15,335 incidents requiring a Category 3 response, 13,881 incidents received a face to face response within 04:41:56

Category 4 Response Performance

C4 National Standard
(90th Centile: 180 mins)

This month our 90th centile incident response was: 08:23:59

C4_90Centile — Incidents

Fig 3.4

- Fig 3.4 Demonstrates the response distribution for Category 4 incidents.

The 90th centile response time in September was 08:23:59, above the 3 hour National Standard as set out in the guidelines by NHSI.

Of the 1,160 incidents requiring a Category 4 response, 1,044 incidents received a face to face response within 08:23:59

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Category 1 Mean Performance across England in : September 2021

Chart values (England Average 00:09:01, National Standard 00:07:00):
- England: 00:09:01
- 1st North East: 00:07:07
- 2nd London: 00:07:26
- 3rd West Midlands: 00:07:43
- 4th South Central: 00:08:27
- 5th South East Coast: 00:09:00
- 6th North West: 00:09:12
- 7th East Midlands: 00:09:27
- 8th Yorkshire: 00:09:44
- 9th East of England: 00:09:55
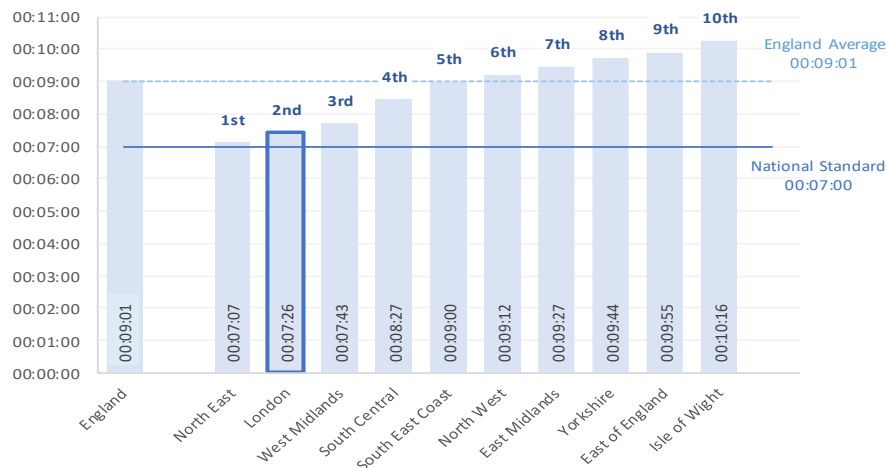- 10th Isle of Wight: 00:10:16

Fig 4.1

- Fig 4.1 Illustrates the Category 1 Mean Response Performance for Ambulance Trusts across England.

Additional information also displayed :

- The National Standard
- The average for England
- The ranking position for each Trust

- LAS achieved 7 minutes 26 seconds for the mean response time for Category 1 patients. This is above the 7 minute national standard.

- LAS performed within the England average.

Fig. 4.2 Displays the seven key ARP performance measures for each Ambulance Trust across England.

- LAS ranked 2nd in the Category 1 Mean performance measure, compared to the other Trusts.

- LAS also ranked 2nd in the Category 1 90th Centile measure, compared to the other Trusts.

September 2021	Mean Category 1		90th Centile Category 1		Mean Category 2		90th Centile Category 2		Mean Category 3		90th Centile Category 3		90th Centile Category 4	
National Standard	00:07:00		00:15:00		00:18:00		00:40:00		01:00:00		02:00:00		03:00:00	
England	00:09:01	Rank	00:15:56	Rank	00:45:30	Rank	01:38:03	Rank	02:35:45	Rank	06:23:17	Rank	06:58:14	Rank
East Midlands	00:09:27	(7)	00:17:01	(8)	00:52:36	(9)	01:53:36	(9)	03:18:03	(10)	08:00:52	(10)	09:15:05	(9)
East of England	00:09:55	(9)	00:17:57	(9)	00:48:34	(8)	01:44:51	(8)	02:30:37	(7)	06:11:12	(6)	09:02:04	(8)
London	00:07:26	(2)	00:12:40	(2)	00:47:54	(7)	01:44:07	(7)	01:53:05	(2)	04:41:51	(3)	08:23:59	(6)
North East	00:07:07	(1)	00:12:21	(1)	00:43:34	(6)	01:29:53	(6)	02:22:29	(5)	06:17:23	(7)	03:40:30	(2)
North West	00:09:12	(6)	00:15:35	(5)	00:57:12	(10)	02:06:26	(10)	03:46:43	(11)	09:25:36	(11)	-	(-)
South Central	00:08:27	(4)	00:15:31	(4)	00:28:17	(2)	00:58:48	(2)	02:03:02	(4)	04:40:09	(2)	05:42:44	(3)
South East Coast	00:09:00	(5)	00:16:25	(6)	00:30:58	(3)	01:00:37	(3)	03:07:15	(9)	07:12:48	(8)	09:19:10	(10)
South Western	00:11:04	(11)	00:20:21	(11)	01:06:12	(11)	02:25:55	(11)	02:55:20	(8)	07:56:38	(9)	08:59:36	(7)
West Midlands	00:07:43	(3)	00:13:30	(3)	00:30:59	(4)	01:07:01	(4)	02:27:18	(6)	05:59:51	(5)	06:29:24	(4)
Yorkshire	00:09:44	(8)	00:16:47	(7)	00:37:56	(5)	01:21:03	(5)	01:58:54	(3)	04:50:53	(4)	06:41:07	(5)
Isle of Wight	00:10:16	(10)	00:18:41	(10)	00:28:01	(1)	00:56:56	(1)	01:27:29	(1)	03:12:47	(1)	03:35:14	(1)

Fig 4.2

Performance Overview
Performance by CCG & Locality

	Areas (formerly known as CCGs)	C1 Mean 00:07:00	C1 90th centile 00:15:00	C2 Mean 00:18:00	C2 90th centile 00:40:00	C3 Mean 01:00:00	C3 90th centile 02:00:00	C4 90th centile 03:00:00
(M6)								
North Central	Barnet	00:07:13	00:12:22	00:54:53	01:55:21	02:16:11	05:27:07	08:50:47
	Camden	00:07:13	00:11:44	00:45:15	01:43:06	01:40:11	04:12:20	08:07:35
	Enfield	00:08:32	00:14:11	01:07:00	02:12:52	02:47:49	06:05:53	09:02:33
	Haringey	00:07:54	00:13:31	01:06:53	02:14:10	02:18:16	05:24:18	07:53:19
	Islington	00:08:14	00:12:44	00:50:37	01:42:52	02:01:03	04:50:48	08:19:08
	Total	**00:07:50**	**00:13:19**	**00:57:15**	**02:00:20**	**02:14:31**	**05:22:11**	**08:45:43**
North East	Barking and Dagenham	00:07:17	00:11:49	00:55:33	01:56:47	01:59:07	05:06:22	05:49:23
	City and Hackney	00:07:22	00:11:47	00:46:05	01:40:31	01:43:15	04:44:40	09:50:02
	Havering	00:07:44	00:13:29	00:53:38	01:51:46	01:57:47	04:34:58	07:26:30
	Newham	00:08:11	00:11:48	00:56:40	02:06:13	02:06:11	05:11:57	09:05:57
	Redbridge	00:07:51	00:12:04	00:56:40	01:58:20	02:11:09	05:29:17	08:49:38
	Tower Hamlets	00:06:49	00:11:46	00:46:25	01:45:16	01:54:16	05:19:37	10:23:48
	Waltham Forest	00:09:14	00:14:38	01:11:56	02:34:30	02:28:57	06:52:07	10:25:15
	Total	**00:07:45**	**00:12:39**	**00:55:03**	**01:58:09**	**02:01:48**	**05:15:19**	**09:12:01**
North West	Brent	00:06:41	00:11:18	00:44:38	01:31:06	01:53:22	04:29:34	06:36:59
	Central London (Westminster)	00:05:49	00:10:49	00:43:55	01:35:48	01:28:42	03:59:07	09:47:25
	Ealing	00:07:37	00:13:00	00:53:02	01:51:38	02:12:02	05:07:41	08:10:11
	Hammersmith and Fulham	00:06:12	00:11:27	00:48:04	01:41:47	01:54:25	04:49:27	08:57:17
	Harrow	00:07:36	00:13:10	00:42:49	01:29:13	01:52:49	04:35:05	07:08:06
	Hillingdon	00:07:41	00:13:24	00:52:11	01:59:09	01:58:07	04:53:23	07:37:47
	Hounslow	00:06:50	00:11:41	00:51:11	01:47:02	01:58:23	04:56:55	09:37:05
	West London	00:06:34	00:11:02	00:45:44	01:36:27	01:58:31	04:55:57	10:47:23
	Total	**00:06:55**	**00:12:05**	**00:48:04**	**01:42:49**	**01:55:24**	**04:46:27**	**09:17:06**
South East	Bexley	00:08:06	00:14:20	00:42:45	01:28:45	01:47:04	04:16:45	07:04:01
	Bromley	00:08:14	00:13:55	00:41:13	01:30:49	01:38:58	03:59:19	04:49:47
	Greenwich	00:07:18	00:12:16	00:41:58	01:31:03	01:37:52	03:52:11	06:21:35
	Lambeth	00:06:03	00:11:02	00:29:51	01:04:58	01:30:45	03:40:22	06:48:52
	Lewisham	00:07:03	00:12:34	00:42:21	01:28:09	02:00:02	04:44:46	08:17:36
	Southwark	00:06:31	00:10:57	00:30:15	01:06:59	01:22:13	03:17:49	05:18:28
	Total	**00:07:08**	**00:12:24**	**00:37:37**	**01:22:32**	**01:38:23**	**03:58:49**	**06:23:11**
South West	Croydon	00:08:32	00:15:40	00:49:11	01:42:03	01:48:14	04:19:20	06:25:43
	Kingston	00:07:00	00:12:00	00:39:46	01:29:08	01:34:24	04:17:57	07:07:08
	Merton	00:07:08	00:11:22	00:35:30	01:12:41	01:36:15	03:50:00	08:34:20
	Richmond	00:06:55	00:11:09	00:44:24	01:39:36	01:23:59	03:30:28	05:58:03
	Sutton	00:07:53	00:13:27	00:38:06	01:19:38	01:35:15	03:53:12	07:42:45
	Wandsworth	00:07:03	00:11:29	00:36:18	01:21:20	01:43:13	04:09:48	06:25:26
	Total	**00:07:39**	**00:13:20**	**00:41:37**	**01:31:28**	**01:39:12**	**04:01:01**	**07:19:43**

14

YTD 2021/22	00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	03:00:00
Areas (formerly known as CCGs)	C1 Mean	C1 90th centile	C2 Mean	C2 90th centile	C3 Mean	C3 90th centile	C4 90th centile
North Central							
Barnet	00:06:50	00:11:36	00:35:18	01:17:48	01:33:29	03:45:32	06:21:28
Camden	00:06:28	00:10:58	00:28:59	01:07:36	01:24:18	03:38:09	08:00:58
Enfield	00:07:27	00:12:49	00:43:55	01:39:41	01:54:13	04:46:20	09:02:59
Haringey	00:07:07	00:11:50	00:42:30	01:37:28	01:51:34	04:41:01	07:29:57
Islington	00:07:04	00:11:28	00:32:59	01:14:52	01:28:51	03:34:12	06:35:07
Total	**00:07:01**	**00:11:53**	**00:37:06**	**01:25:13**	**01:38:39**	**04:08:33**	**07:39:37**
North East							
Barking and Dagenham	00:06:40	00:11:05	00:36:08	01:21:50	01:22:33	03:29:37	06:14:52
City and Hackney	00:06:35	00:11:01	00:33:58	01:17:37	01:33:51	04:15:59	08:57:35
Havering	00:07:13	00:11:48	00:35:32	01:20:55	01:18:12	03:16:29	05:36:17
Newham	00:07:01	00:11:27	00:36:43	01:22:31	01:35:29	04:07:26	08:16:21
Redbridge	00:06:52	00:11:23	00:37:51	01:25:55	01:35:23	04:00:54	06:35:14
Tower Hamlets	00:06:07	00:10:40	00:33:02	01:17:08	01:27:34	03:55:08	08:24:54
Waltham Forest	00:07:48	00:12:45	00:44:20	01:39:40	01:53:53	04:56:12	09:44:42
Total	**00:06:52**	**00:11:28**	**00:36:42**	**01:23:42**	**01:31:58**	**03:58:40**	**07:48:15**
North West							
Brent	00:06:32	00:11:13	00:28:59	01:01:58	01:26:34	03:32:14	06:35:07
Central London (Westminster)	00:05:30	00:09:52	00:26:36	01:01:25	01:09:52	02:59:49	07:54:55
Ealing	00:06:48	00:11:24	00:30:04	01:04:56	01:23:22	03:26:19	06:56:07
Hammersmith and Fulham	00:05:30	00:09:52	00:25:59	00:58:36	01:19:49	03:30:17	07:55:39
Harrow	00:06:43	00:11:36	00:28:41	01:01:59	01:21:04	03:23:55	06:32:18
Hillingdon	00:06:55	00:11:43	00:32:14	01:13:14	01:15:45	03:12:58	06:43:15
Hounslow	00:06:01	00:10:14	00:29:05	01:04:28	01:17:17	03:09:13	07:23:26
West London	00:06:18	00:10:12	00:26:05	00:59:18	01:20:11	03:24:56	07:41:50
Total	**00:06:21**	**00:10:54**	**00:28:51**	**01:04:04**	**01:19:36**	**03:21:04**	**07:16:52**
South East							
Bexley	00:07:20	00:12:51	00:33:03	01:13:10	01:20:41	03:19:33	06:48:07
Bromley	00:07:17	00:12:24	00:27:27	01:01:33	01:02:26	02:29:17	04:22:52
Greenwich	00:06:35	00:11:19	00:30:13	01:09:00	01:18:24	03:17:30	06:31:23
Lambeth	00:05:50	00:10:07	00:24:09	00:53:17	01:14:02	03:03:06	06:37:02
Lewisham	00:06:21	00:11:10	00:29:47	01:06:32	01:21:39	03:26:46	06:00:36
Southwark	00:05:58	00:09:48	00:22:48	00:50:18	01:06:18	02:45:05	05:36:18
Total	**00:06:29**	**00:11:13**	**00:27:38**	**01:02:10**	**01:13:14**	**03:02:33**	**06:01:07**
South West							
Croydon	00:07:19	00:13:05	00:34:15	01:18:05	01:26:58	03:32:40	06:13:09
Kingston	00:06:25	00:11:18	00:25:45	00:58:08	01:01:32	02:25:04	05:00:33
Merton	00:06:42	00:10:50	00:24:32	00:54:56	01:06:50	02:46:17	05:53:28
Richmond	00:06:05	00:10:17	00:28:29	01:02:36	01:03:58	02:34:12	04:35:55
Sutton	00:07:12	00:12:03	00:27:28	01:00:43	01:10:48	02:57:32	07:07:42
Wandsworth	00:06:18	00:10:16	00:26:32	00:58:52	01:13:14	03:00:12	06:21:13
Total	**00:06:47**	**00:11:35**	**00:28:50**	**01:05:38**	**01:13:18**	**03:01:56**	**06:09:29**

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Call Answering Response Measures

Fig 5.1

Calls Answered wthin 5 seconds

Fig 5.2
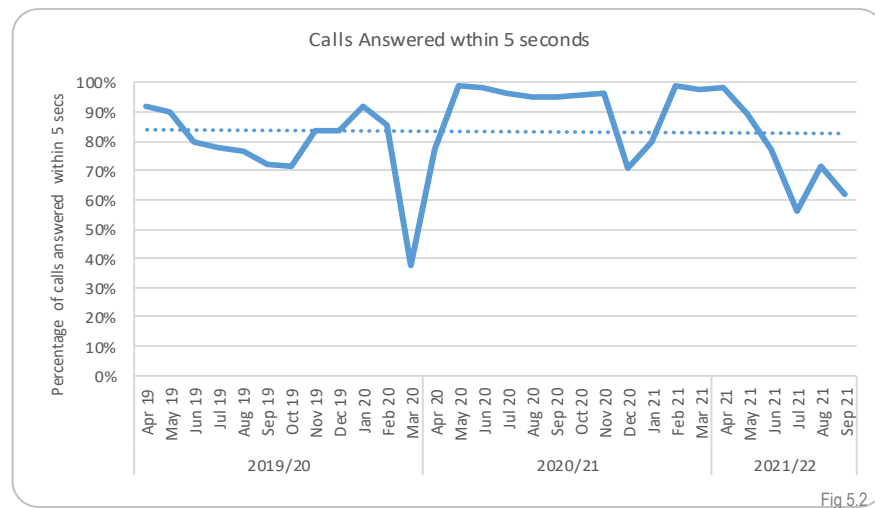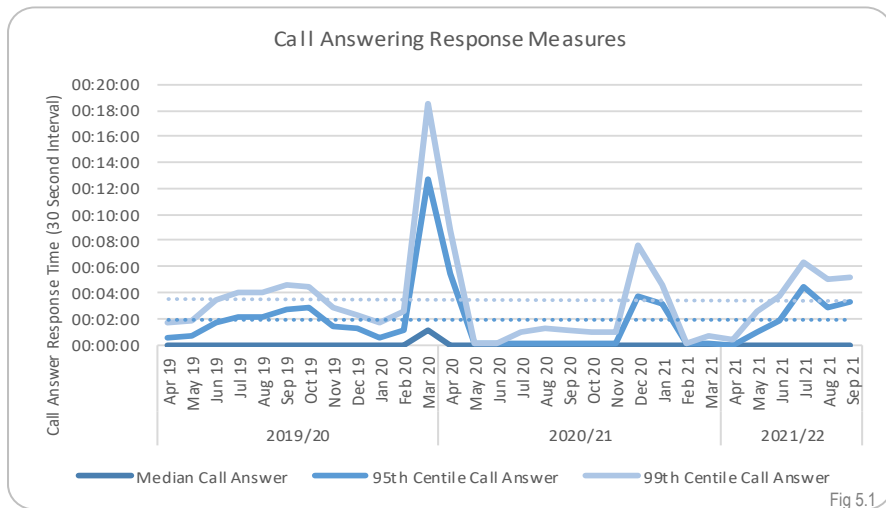
- ■ Figure 5.1 demonstrates three key measures for call answering under the Ambulance Response Programme (ARP).

- 151,685 calls were received into the EOC in September 2021 (M6).
  - · 844,490 calls have been received into the EOC for the YTD.

- During September the median call answering was zero seconds.
  - · This means 50% or half of all calls received into the Emergency Operations Centre (EOC) were answered immediately.

- The 95th centile was 195 seconds. (approx. 3 minutes)
  - · In other words 95 out of every 100 calls were answered in less than 195 seconds.

- ■ Figure 5.2 shows the percentage of calls answered within five seconds.

- 88,110 incidents received a face-to-face response in September 2021 (M6).
  - · 567,400 incidents received a face-to-face response for the YTD.

However, to illustrate the graph shows the daily call taking performance in the month.

- In September 62% of all calls received into the EOC were answered within five seconds.

The "answered within 5 seconds" metric was previously part of the National Ambulance Performance Indicators, it's shown here for historial context.
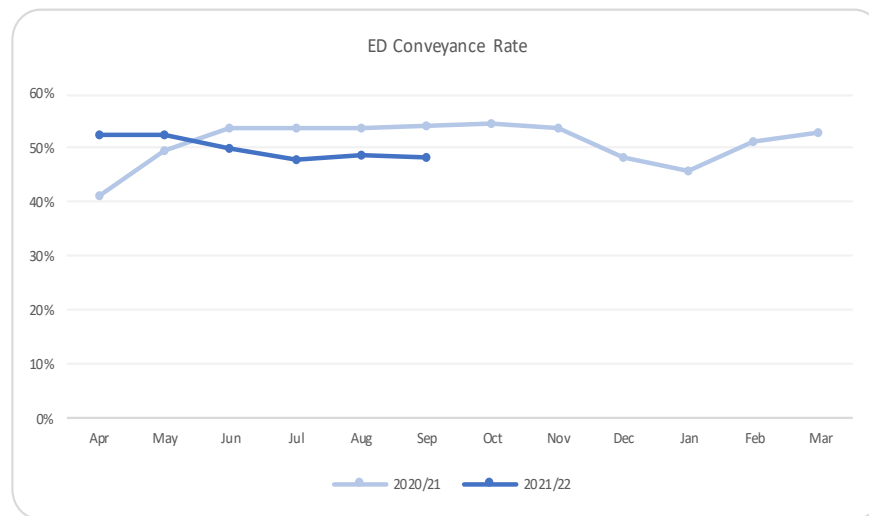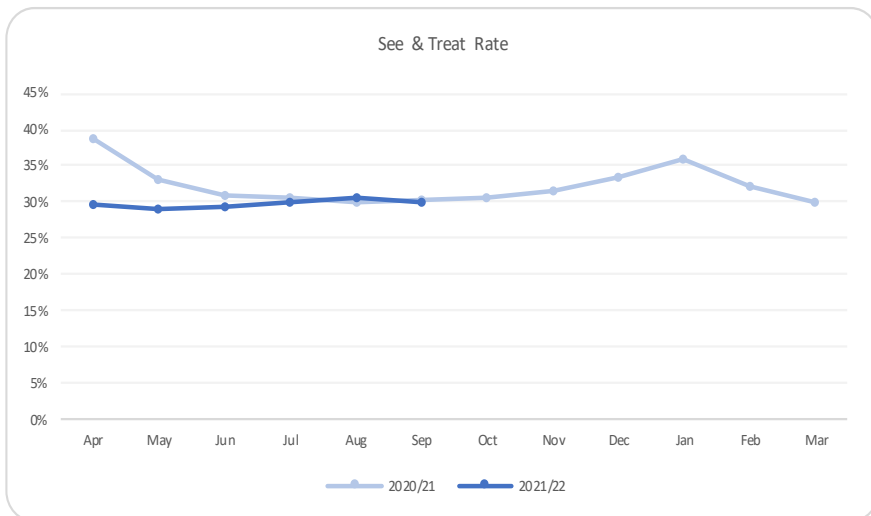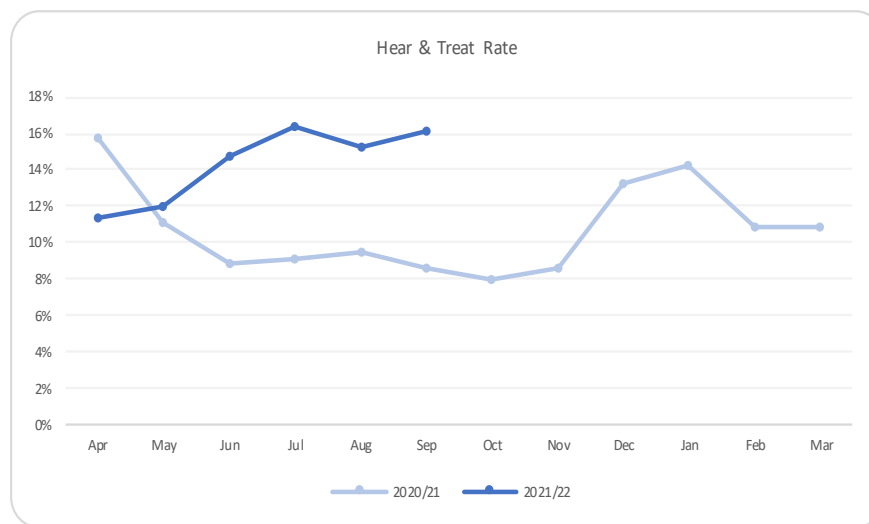
* Incident data is correct as of 19th October and is subject to change due to data validation.

16

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		in-month	cumulative	
		Sep-21	**Year To Date**	**Year-end Target**
Hear & Treat %	%	16.14%	14.33%	
	(n)	16,953	94,907	
See & Treat %	LAS	30.03%	29.84%	
	Target	-	-	
See & Convey to Other % (Excl. HASU & Cath Lab)	LAS	4.06%	4.51%	
	Target	-	-	
ED conveyance % (Excl. HASU & Cath Lab)	LAS	48.37%	49.91%	
	Target	-	-	
See & Convey to Other % (HASU & Cath Lab)	LAS	1.40%	1.40%	
	Target	-	-	-

Hear & Treat Rate

See & Treat Rate

ED Conveyance Rate

* Incident data is correct as of 19th October and is subject to change due to data validation.
Overall Activity here is all Hear & Treat and to Face to Face incidents.

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Hospital Handover Summary
Hospital Conveyance Lost Hours

Non-blue calls. Arrival at hospital to patient handover

September 2021		Arrived to Handover						
	Total Conveyances	Total Handovers	Handovers exceeding 15 mins	% over 15 mins	Overrun per breach (mins)	Total time lost over 15 mins (hrs)	Handovers exceeding 30 mins	Handovers exceeding 60 mins
North Central								
Barnet ED	1189	1118	1040	93%	28	491	466	163
North Middlesex ED	2036	1904	1665	87%	24	665	991	178
Royal Free ED	1297	1130	1047	93%	20	346	458	104
University College ED	1318	1232	689	56%	11	128	133	36
Whittington ED	1194	1075	881	82%	12	172	252	15
North East								
Homerton ED	1272	1125	659	59%	7	78	76	5
King Georges ED	1090	959	934	97%	32	500	635	117
Newham ED	1534	1259	1150	91%	23	434	600	125
Queens Romford ED	2005	1725	1664	96%	40	1115	1217	303
Royal London ED	1828	1553	1273	82%	11	233	265	11
Whipps Cross ED	1277	1059	873	82%	36	519	416	195
North West								
Charing Cross ED	1060	991	272	27%	4	19	7	0
Chelsea & West ED	1284	1109	639	58%	7	69	40	2
Ealing ED	1176	1126	437	39%	13	95	106	22
Hillingdon ED	1652	1524	853	56%	12	177	228	24
Northwick Park ED	2950	2805	1375	49%	23	524	583	173
St Marys ED	1511	1382	960	69%	13	202	261	20
West Middlesex ED	1764	1690	895	53%	8	124	136	4
South East								
Kings College ED	1820	1641	1363	83%	15	330	506	36
Lewisham ED	1289	1113	836	75%	17	239	284	85
Princess Royal ED	1506	1270	855	67%	30	421	342	158
Queen Elizabeth II ED	2182	1951	638	33%	13	142	94	45
St Thomas' ED	1976	1782	1202	67%	11	212	251	20
South West								
Croydon ED	1947	1791	1484	83%	11	274	239	45
Kingston ED	1460	1280	897	70%	11	166	182	19
St Georges ED	1743	1391	1026	74%	13	220	344	13
St Helier ED	1181	1042	822	79%	11	156	165	25
LAS TOTAL	42,541	38,027	26,429	70%	17	8049	9,277	1,943

Non-blue calls. Patient Handover to Green

September 2021	Handover to Green						
	Total Conveyances	Total Handovers To Green	Handovers exceeding 14 mins	% Over 14min	Overrun Per Breach (Mins)	Total Time Lost Over 14 Minutes (Hrs)	Handovers exceeding 30 mins	Handovers exceeding 60 mins
Barnet ED	1189	1118	651	58%	11	117	130	16
North Middlesex ED	2036	1904	1123	59%	11	199	222	26
Royal Free ED	1297	1130	599	53%	10	98	104	10
University College ED	1318	1232	793	64%	12	156	186	8
Whittington ED	1194	1075	614	57%	10	102	122	7
Homerton ED	1272	1125	662	59%	10	108	116	7
King Georges ED	1090	959	606	63%	10	96	101	12
Newham ED	1534	1259	685	54%	9	105	115	11
Queens Romford ED	2005	1725	1066	62%	9	168	146	26
Royal London ED	1828	1553	918	59%	11	170	178	22
Whipps Cross ED	1277	1059	613	58%	10	104	118	11
Charing Cross ED	1060	991	627	63%	8	84	68	8
Chelsea & West ED	1284	1109	709	64%	10	120	112	11
Ealing ED	1176	1126	656	58%	8	88	69	7
Hillingdon ED	1652	1524	833	55%	7	103	74	12
Northwick Park ED	2950	2805	1657	59%	8	230	196	12
St Marys ED	1511	1382	831	60%	9	132	121	10
West Middlesex ED	1764	1690	975	58%	7	119	80	7
Kings College ED	1820	1641	983	60%	9	142	125	11
Lewisham ED	1289	1113	634	57%	7	76	66	3
Princess Royal ED	1506	1270	738	58%	8	98	77	8
Queen Elizabeth II ED	2182	1951	1091	56%	7	122	99	12
St Thomas' ED	1976	1782	1045	59%	8	140	121	4
Croydon ED	1947	1791	1140	64%	8	154	112	12
Kingston ED	1460	1280	789	62%	8	107	84	10
St Georges ED	1743	1391	868	62%	10	138	123	14
St Helier ED	1181	1042	600	58%	9	85	69	12
LAS TOTAL	42,541	38,027	22,506	59%	9	3359	3,134	309

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Resourcing
Capacity & Efficiency

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Cat1 Arrivals per Incident (MAR)	1.81	1.78	1.74	1.71	1.71	1.67						
Cat2 Arrivals per Incident (MAR)	1.05	1.06	1.06	1.05	1.06	1.05						
Cat1-Cat4 Arrivals per Incident (MAR)	1.10	1.10	1.10	1.10	1.10	1.10						
JCT - Conveying DCA (hh:mm:ss)	01:47:19	01:47:24	01:48:16	01:50:41	01:51:20	01:54:04						
JCT - Non Conveying DCA (hh:mm:ss)	01:23:56	01:23:34	01:22:14	01:23:15	01:23:45	01:24:19						
JCT - Non Conveying Solo (hh:mm:ss)	01:02:28	01:02:33	01:03:12	01:04:46	01:06:07	01:08:22						
OOS % of Hours Lost	8.4%	8.8%	9.3%	9.3%	9.2%	9.5%						
DCA Hours Produced	196,336	200,261	190,330	185,077	176,132	173,375						
FRU Hours Produced	34,819	34,759	33,162	33,109	30,889	30,335						
PAS/VAS Hours Produced	4,628	5,553	4,693	4,842	4,302	3,965						
Non-Patient Facing Hours Produced	41,804	43,439	41,636	41,970	42,427	41,276						

Arrivals per Incident (MAR)

Job Cycle Time

Hours Produced

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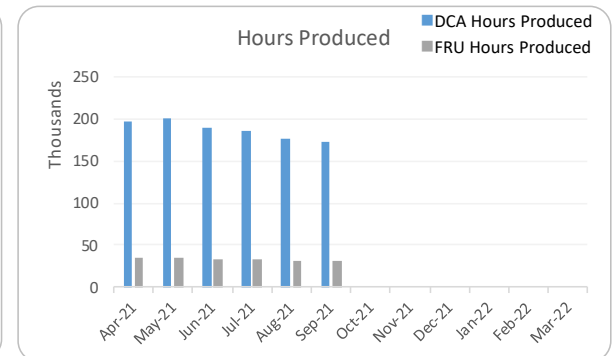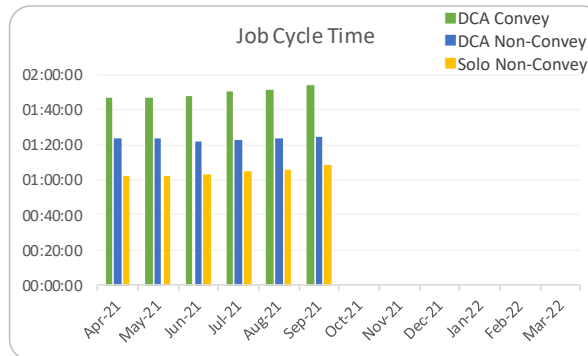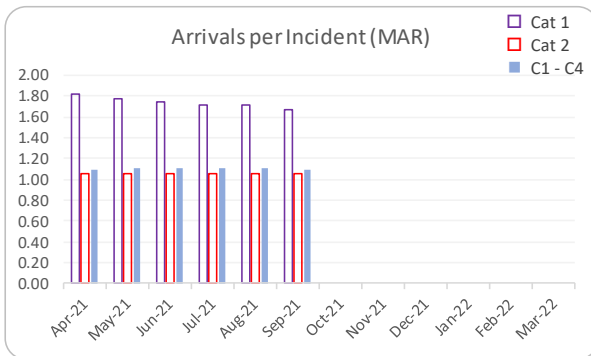
Resourcing
Plan vs. Actual

Vehicle Hours	Responder Type	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Planned Resource Level ^	DCA	180,721	186,607	180,557	186,777	186,543	180,593						
	FRU *	44,941	46,405	44,944	46,430	46,420	44,940						
Current Resource Level (GRS)	DCA	191,840	196,165	186,597	181,639	172,224	169,529						
	FRU *	34,313	34,281	32,669	32,645	30,253	29,901						
Current Resource Gap	DCA	11,118	9,558	6,041	-5,138	-14,320	-11,065						
	FRU	-10,628	-12,123	-12,275	-13,784	-16,167	-15,039						

Fig 6.1

- Figure 6.1 shows a breakdown of resource levels, in patient facing vehicle hours.

- The **Planned Resource Level** is the ORH plan for patient facing vehicle hours. This is profiled by responder type.

- The **Current Resource Level (GRS)** are the actual patient facing hours produced profiled by responder type.

- The **Current Resource Gap** is shown to demonstrate the gap in resourcing for these responder types each month.

GRS data shows <u>scheduled hours</u> and as such it does not include pre or post shift overtime hours.

* Including MRU

^ ORH plan

20

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Hospital Handover Summary
Ambulance Turnaround

The table below shows the hospital handover measures for ambulance turnaround

- The Patient Handover to Green measure, demonstrates the percentage of handovers **within** 15 minutes

- The Data Completeness measures, demonstrate the accuracy of the data recorded on the PRF for conveyed patients

Ambulance Turnaround	(M1)	(M2)	(M3)	(M4)	(M5)	(M6)	(M7)	(M8)	(M9)	(M10)	(M11)	(M12)	YTD 2021/22
Patient Handover to Green (15 mins)	45.2%	44.7%	43.8%	42.9%	42.9%	43.2%							43.8%
Data Completeness (arrival)	99.5%	99.4%	99.3%	99.4%	99.4%	99.3%							99.4%
Data Completeness (green)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%

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Glossary

Abbreviations / Acronyms Explained

ARP	Ambulance Response Programme
JCT	Job Cycle Time
DCA	Double Crewed Ambulance
FRU	Fast Response Unit
PAS/VAS	Private Ambulance Service / Volunteer Ambulance Service
MRU	Motorbike Response Unit
ORH	Operational Research in Health
GRS	Global Rostering System
MAR	Multiple Attendance Ratio
OOS	Out Of Service
EOC	Emergency Operations Centre

Commonly used Terms Explained

Hear & Treat	The outcome of a call where clinical advise was given over the phone and no vehicle response was sent
See & Treat	The outcome of a call where a vehicle response was sent, that resulted in a non-conveyance
See & Conveyed	The outcome of a call where a vehicle response was sent, that resulted in a conveyance
ED Conveyance	The outcome of a call where the patient was conveyed to an Emergency Department
See & Conveyed to Other	The outcome of a call where the patient was conveyed to a NON Emergency Department

For further detailed definitions please see link below
https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2019/09/20190912-AmbSYS-specification.pdf

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Glossary

These are the <u>National Standards</u> issued to all Ambulance Trusts by NHS England

Category	National Standard	How long does the ambulance service have to make a decision?	What stops the clock?
Category 1	• 7 minutes mean response time • 15 minutes 90th centile response time	The earliest of: • The problem being identified • An ambulance response being dispatched • 30 seconds from the call being connected	The first emergency vehicle that arrives on scene stops the clock (there is an additional Category 1 transport standard to ensure that these patients also receive early ambulance transportation).
Category 2	• 18 minutes mean response time • 40 minutes 90th centile response time	The earliest of: • The problem being identified • An ambulance response being • dispatched • 240 seconds from the call being connected	If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock. If the patient does not need transport, the first emergency vehicle arriving at the scene of the incident stops the clock.
Category 3	• 60 minutes mean response time • 120 minutes 90th centile response time	The earliest of: • The problem being identified • An ambulance response being • dispatched • 240 seconds from the call being connected	If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock. If the patient does not need transport, the first emergency vehicle arriving at the scene of the incident stops the clock.
Category 4	• 180 minutes 90th centile response time	The earliest of: • The problem being identified • An ambulance response being • dispatched • 240 seconds from the call being connected	Category 4T: If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock.

These standards are intended to:

• Prioritise the sickest patients quickly to ensure they receive the fastest response.
• Ensure national response targets to apply to every patient for the first time – so ending 'hidden waits' for patients in lower categories.
• Ensure more equitable response for patients across the call categories.
• Improve care for stroke and heart attack patients through sending the right resource first time.

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