INEQUALITIES BETWEEN LONDON BOROUGH AMBULANCE RESPONSE TIMES

The maps on the following pages plot the June 2023 ambulance response times by borough for the 'C2 Mean' and 'C1 Mean' NHS ARP performance standards. Each map is supported by a bar chart.

June 2023 performance has been extracted from the Deputy Chief Executives' report to the 20th July 2023 meeting of the LAS Board.

ARP is the acronym for the NHS Ambulance Response Programme, which resulted in the introduction of national response time performance standards in 2017. The ARP introduced four categories of ambulance call and six performance measures. Page 6 contains further information about the ARP.

Borough shading used on attached maps

Boroughs where the NHS ARP standard was achieved are shaded **green**.

Boroughs where the NHS ARP standard was <u>not</u> achieved are shaded in varying graduations of **red**. The intensity of the red shading provides an indication of the extent by which the NHS ARP standard was not achieved.

Observations

The variations between borough response times are concerning and are potentially indicative of inequalities between boroughs in the provision of ambulance services.

These borough level variations are particularly concerning as the available ambulances, i.e. excluding those waiting to off-load at hospital emergency departments, are administered on a pan-London basis.

Monthly Borough level performance response time information for all six NHS ARP performance standards is essential if management time is to be focused on investigating and addressing the reasons why the residents of some boroughs receive poorer response times than the residents of neighbouring boroughs.

There is a clear expectation that resource allocation in the NHS should be informed by transparent performance information which reports both good and bad news. This expectation is summarised in the following quotes.
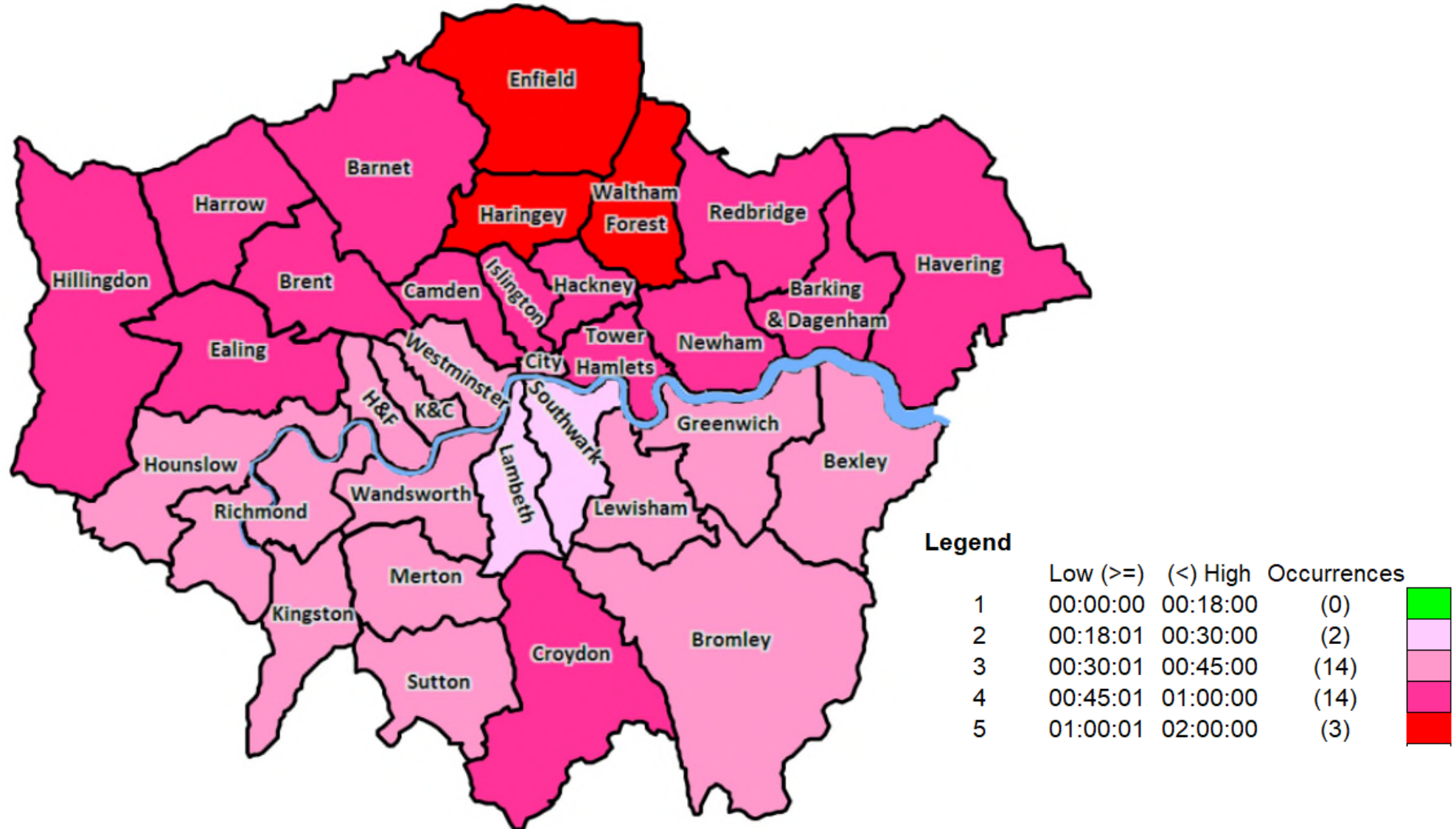
- Amanda Pritchard said that under her leadership the message was clear that **"transparency is good"**, adding that she wanted a **"culture that seeks to know and doesn't try to hide away from bad news"**.
  Sunday Times 16th October 2022, page 15 – Interview with the NHS Chief Executive.

- The Prime Minister, Rishi Sunak is also driven by access to high quality information. He is an admirer of his father-in-law's saying: **"In God we trust. Everyone else must bring data to the table."**
  Times Friday 28th October 2022, page 25 – article about The Prime Minister, Rishi Sunak.

James Guest   July 2023

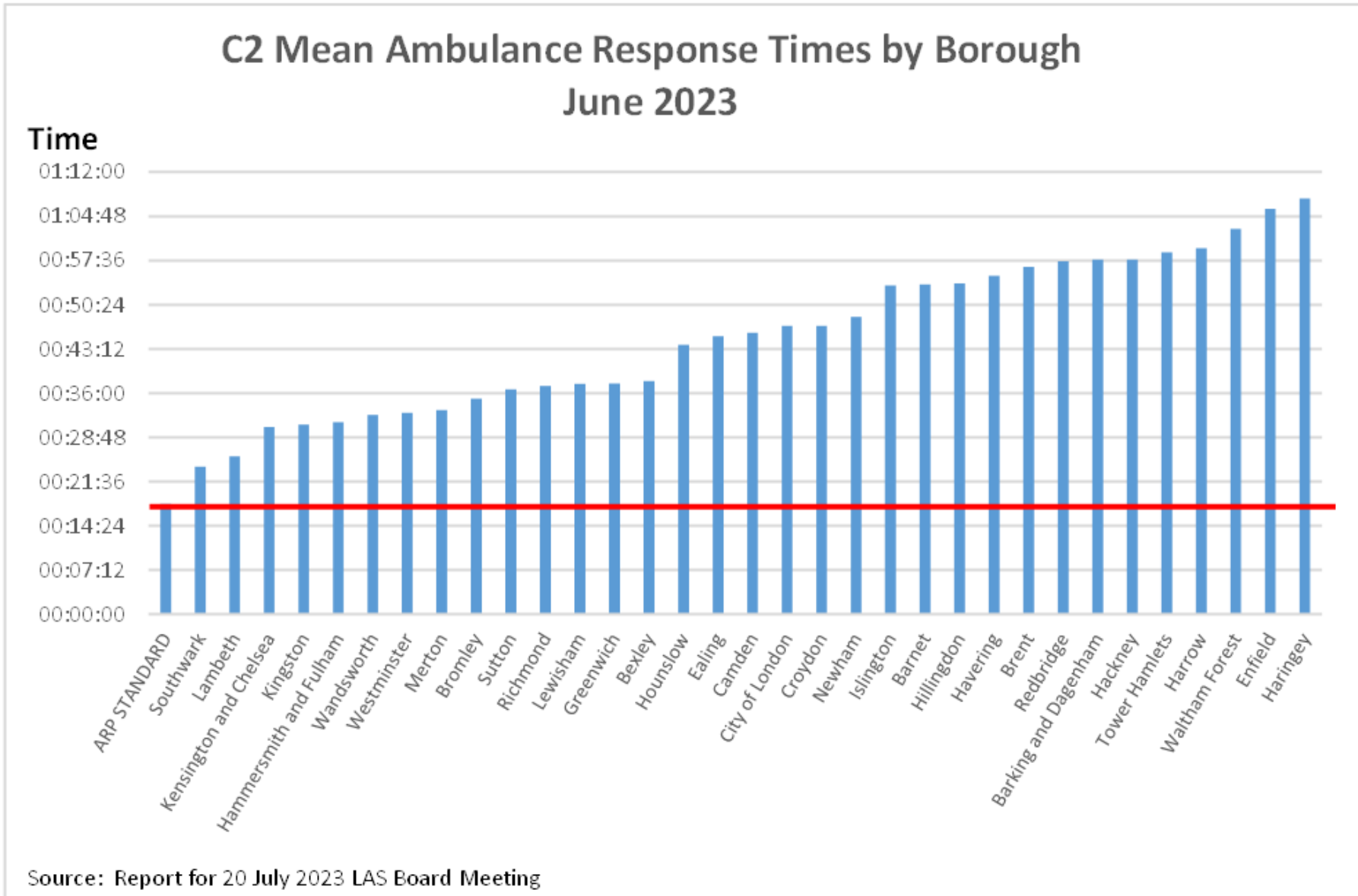# INEQUALITIES BETWEEN LONDON BOROUGH AMBULANCE RESPONSE TIMES

Category C2 'mean' ambulance response times by Borough - June 2023

Green shading = response time within ARP 18 minute standard,   Red shading = outside ARP 18 minute standard

Legend	Low (>=)	(<) High	Occurrences	
1	00:00:00	00:18:00	(0)	
2	00:18:01	00:30:00	(2)	
3	00:30:01	00:45:00	(14)	
4	00:45:01	01:00:00	(14)	
5	01:00:01	02:00:00	(3)	

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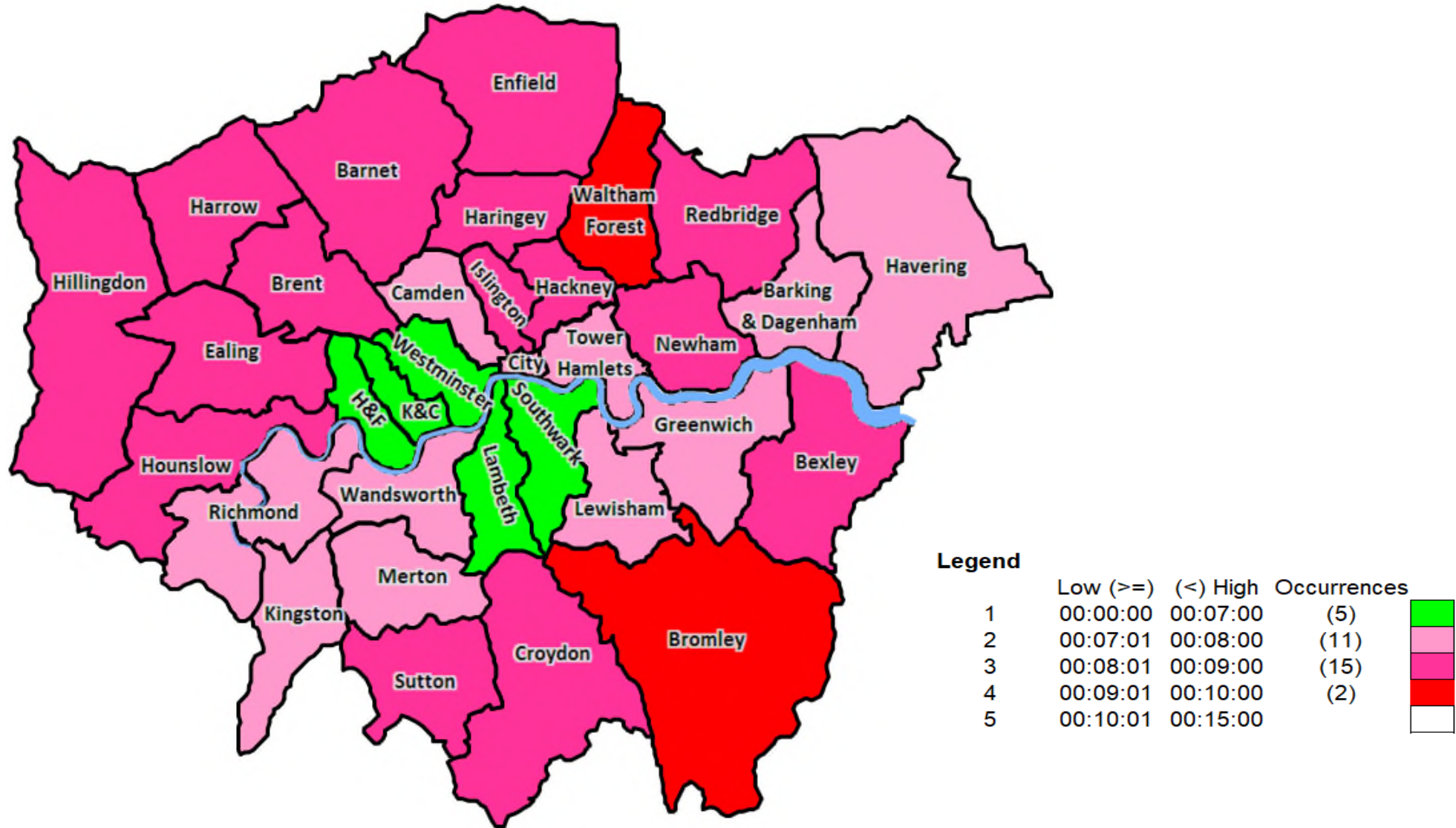**INEQUALITIES BETWEEN LONDON BOROUGH AMBULANCE RESPONSE TIMES**

ARP C2 Mean standard response time of 18:00 minutes shown by horizontal red line.

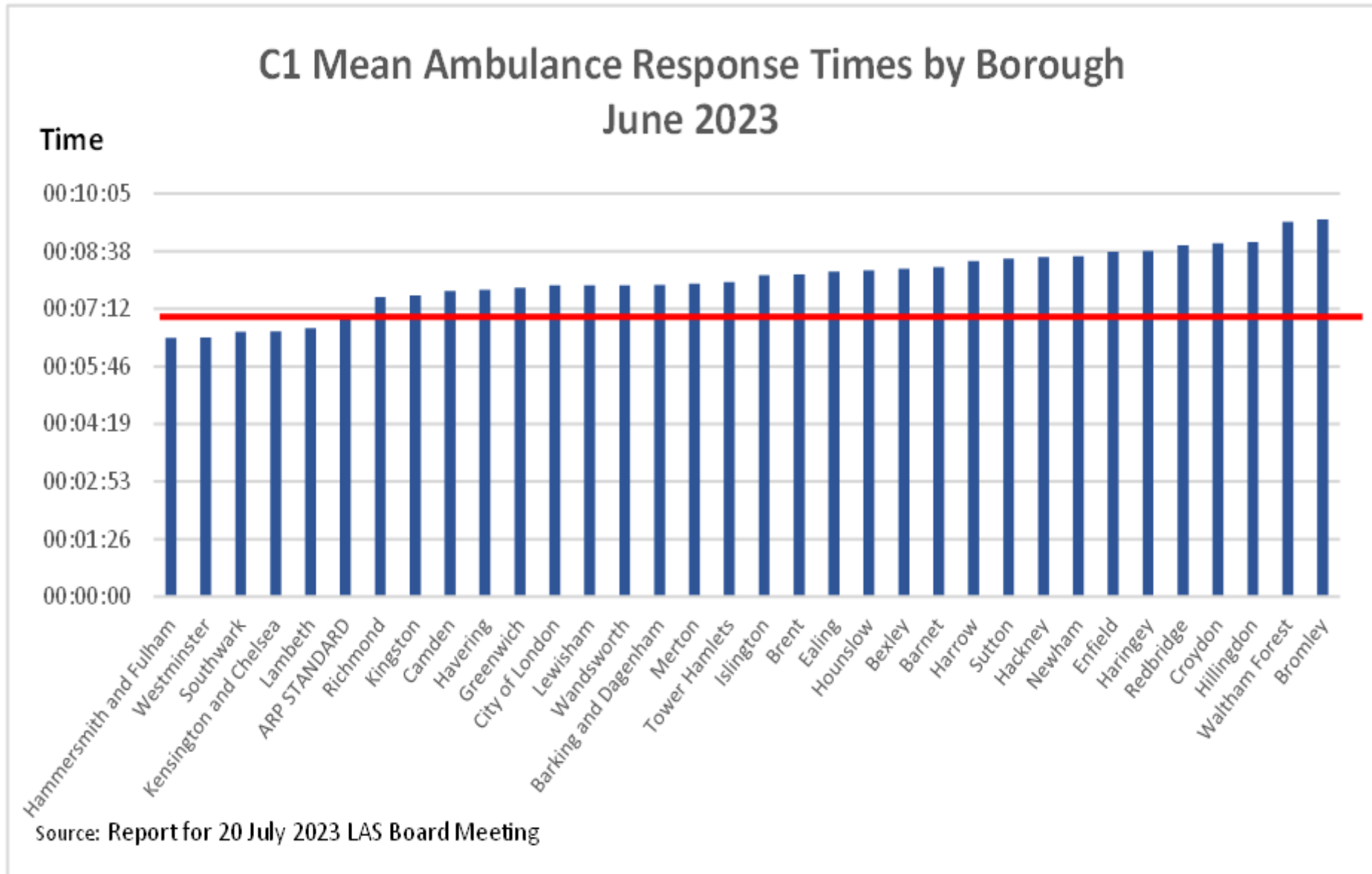# INEQUALITIES BETWEEN LONDON BOROUGH AMBULANCE RESPONSE TIMES

Category C1 'mean' ambulance response times by Borough - June 2023

Green shading = response time within ARP 7 minute standard,   Red shading = outside ARP 7 minute standard

Legend

	Low (>=)	(<) High	Occurrences	
1	00:00:00	00:07:00	(5)	(green)
2	00:07:01	00:08:00	(11)	(pink)
3	00:08:01	00:09:00	(15)	(magenta)
4	00:09:01	00:10:00	(2)	(red)
5	00:10:01	00:15:00		(white)

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INEQUALITIES BETWEEN LONDON BOROUGH AMBULANCE RESPONSE TIMES

ARP C1 Mean standard response time of 7:00 minutes shown by horizontal red line.

INEQUALITIES BETWEEN BOROUGH AMBULANCE RESPONSE TIMES

Ambulance Response Programme (ARP)

In 2017 the NHS implemented national standards for ambulance response time, namely the time it takes for an appropriate paramedic to reach a patient. These standards have been incorporated as an Addendum to the NHS Constitution.

The standards were developed after extensive research. They are intended to ensure that each category of emergency receives appropriate paramedical support within a predetermined timescale. **The timescales have been specified by the NHS in order to minimise the deterioration of patients in need of emergency medical care.**

Emergencies are classified into four categories of call. The national NHS response time standards are as follows.

Category	Response Time Standard
Category 1 Calls – Life threatening specifically cardiac arrest	
• Average response time	7 minutes
• Response time for 90% of calls	15 minutes
Category 2 Calls – Emergency such as stroke patients	
• Average response time	18 minutes
• Response time for 90% of calls	40 minutes
Category 3 Calls – Urgent such as abdominal pains, and which will include patients to be treated in their own home.	
• Average response time	-
• Response time for 90% of calls	120 minutes
Category 4 Calls – Non-urgent such as diarrhoea and vomiting and back pain	
• Average response time	-
• Response time for 90% of calls	180 minutes

Web links for ARP

NHS overview: NHS England » Ambulance Response Programme

NHS pre-implementation research: NHS England » Ambulance Response Programme – Evaluation of Phase 1 and Phase 2 Final Report

NHS post -implementation review: NHS England » The Ambulance Response Programme Review

NHS letter 13th July 2017: Microsoft Word - 13.7.17 Jeremy Hunt - Ambulance Response Programme letter (england.nhs.uk)