London Ambulance Service
NHS Trust

Monthly Performance Report

May 2018

Incidents are subject to change with validation

This report refers to April 2018 **(M1)** data unless otherwise stated

All data is based on LONDON Clinical Commissioning Groups only, unless otherwise stated.

This data is correct as of 10th May and is subject to change.

EXECUTIVE SUMMARY
Ambulance Response Programme – Definition & Overview

Since February 2015, three other ambulance services - South West, Yorkshire and West Midlands - have been involved in trials led by NHS England of the new standards. They focused on four main areas:

- Identifying the most seriously ill patients as early as possible through processes known as Pre-Triage Sieve and Nature of Call.
- Giving control room staff more time (up to 240 seconds) to assess incidents through a process known as Dispatch on Disposition.
- Developing new clinical code sets and response categories using the best available clinical evidence.
- Developing new targets, indicators and measures.

The trials have also been independently reviewed by the University of Sheffield.

Category	Percentage of calls per Category	National Standard	How long does the ambulance service have to make a decision?	What stops the clock?
Category 1	8%	• 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	48%	• 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	34%	• 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	10%	• 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.

The new 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.

Due to the nature and impact of these changes, the previous performance measures are not comparable. However, NHS England have published National Standard for a number of the key measures which are included here.

EXECUTIVE SUMMARY
Ambulance Response Programme – Performance Summary

	C1 Mean (00:07:00)	C1 90th Centile (00:15:00)	C1T Mean (00:19:00)	C1T 90th Centile (00:30:00)	C2 Mean (00:18:00)	C2 90th Centile (00:40:00)	C3 90th Centile (02:00:00)	C4 90th Centile (03:00:00)
Previous month (M12)	00:07:24	00:11:58	00:13:13	00:22:48	00:23:21	00:49:21	02:52:50	02:36:36
Last month (M1)	00:06:51	00:11:15	00:11:34	00:19:31	00:16:55	00:33:16	01:49:52	02:05:05
Current YTD (2018/19) * from 1st April 2018 – 30th April 2018	00:06:51	00:11:15	00:11:34	00:19:31	00:16:55	00:33:16	01:49:52	02:05:05

Demand

- A total of **90,372** incidents were provided with a face to face response.
- **Category 2** incidents reached a total of **50,041**. This accounts for 55% of face-to-face responses.
- **8,193** incidents were categorised as **Category 1** and provided with a face-to-face response.

Performance

- April shows **all 6 key** performance measures **achieving** response times **within** the various National Standards.
- April shows **91%** of calls received into EOC were **answered within 5 seconds**.
- C3 90th centile measure saw the most significant improvement in performance. This was from just under 3 hours in March to 2 hours 49 seconds in April.

Performance Overview
Response Times by Category

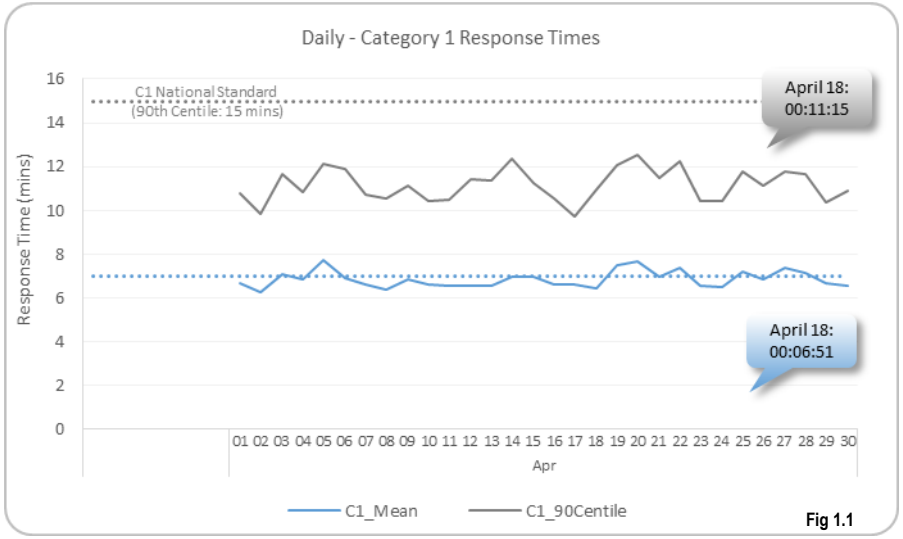


Fig 1.1

Category 1

The NEW Category 1 (C1) measure is expected to comprise of approximately 8% of all incidents and covers a wider range of conditions than the former Red 1 category. These are to be responded to within an average time of seven minutes.

Fig 1.1 shows the time taken to respond to patients triaged as Category 1 (C1)

- The grey line shows the LAS 90th centile response time.
  - The dotted grey line shows the National Standard of 15 minutes 90th centile response time.
- The blue line shows the LAS **daily** average (mean) response time
  - The dotted blue line shows the National Standard of 7 minutes average (mean) response time.

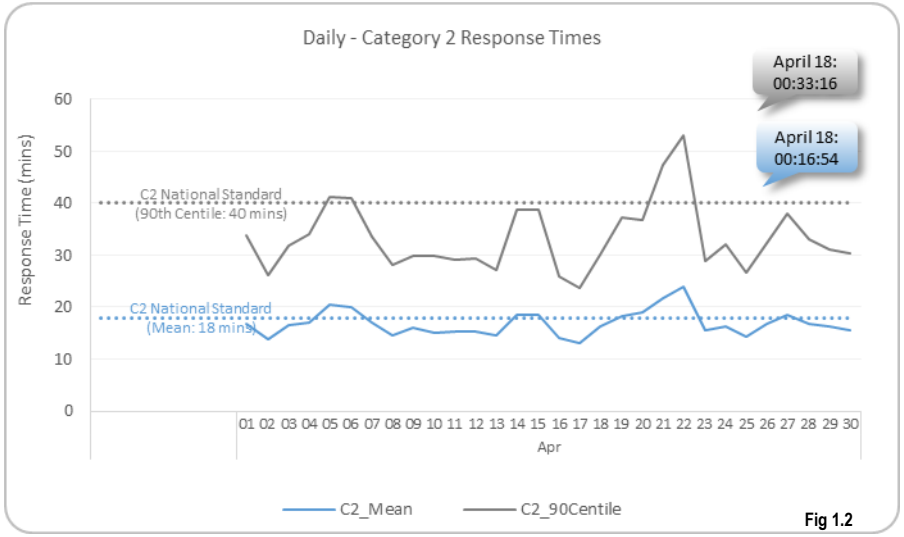


Fig 1.2

Category 2

The NEW Category 2 (C2) measure is expected to comprise of approximately 48% of all incidents. These are to be responded to within an average time of 18 minutes.

Fig 1.2 shows the response time for patients triaged as Category 2 (C2)

- The grey line shows the LAS 90th centile response time.
  - The dotted grey line shows the National Standard of 40 minutes 90th centile response time.
- The blue line shows the LAS **daily** average (mean) response time
  - The dotted blue line shows the National Standard of 18 minutes average (mean) response time.

Performance Overview
Response Times by Category

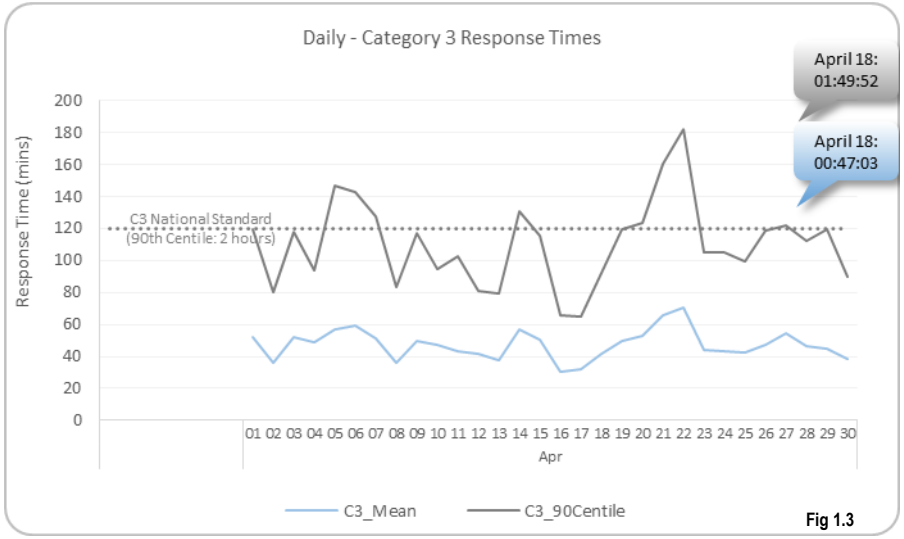


Fig 1.3

Category 3

The NEW Category 3 (C3) measure is expected to comprise of approximately 34% of all incidents.

Fig 1.3 shows the time taken to respond to patients triaged as Category 3 (C3)

- The grey line shows the LAS 90th centile response time.
  - The dotted grey line shows the National Standard of 120 minutes (2 hours) 90th centile response time.
- The blue line shows the LAS **daily** average (mean) response time.
  - There is no National Standard for the mean response time.

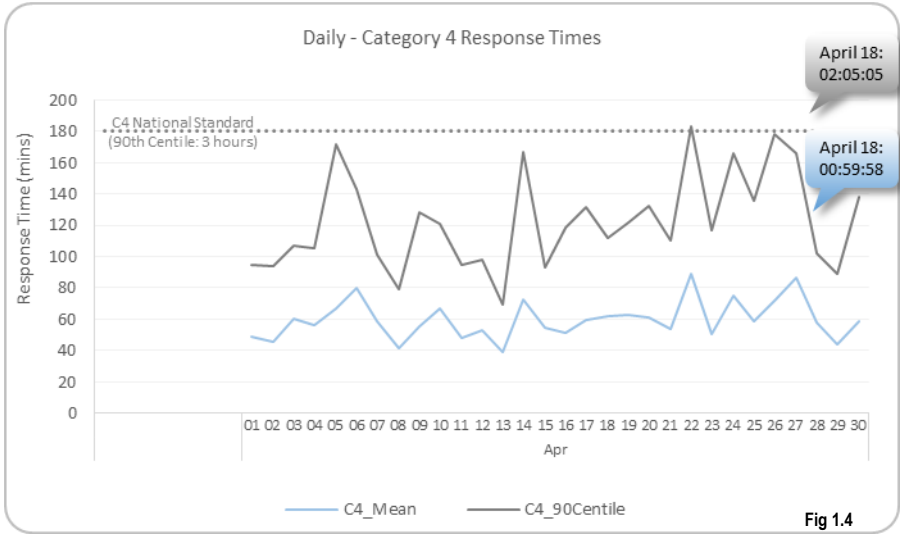


Fig 1.4

Category 4

The NEW Category 4 (C4) measure is expected to comprise of approximately 10% of all incidents.

Fig 1.4 shows the response time for patients triaged as Category 4 (C4)

- The grey line shows the LAS 90th centile response time.
  - The dotted grey line shows the National Standard of 180 minutes (3 hours) 90th centile response time.
- The blue line shows the LAS **daily** average (mean) response time.
  - There is no National Standard the mean response time.

Performance Overview
Demand by Category

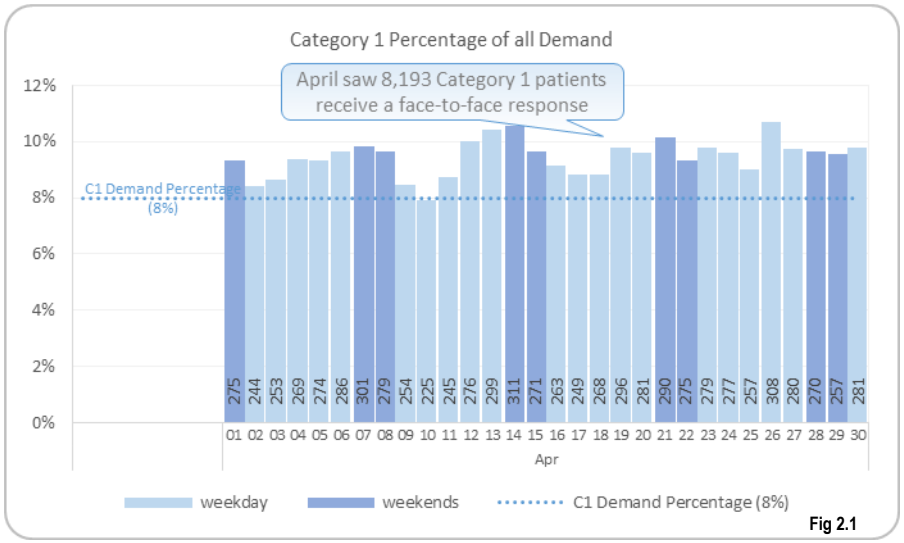


Fig 2.1

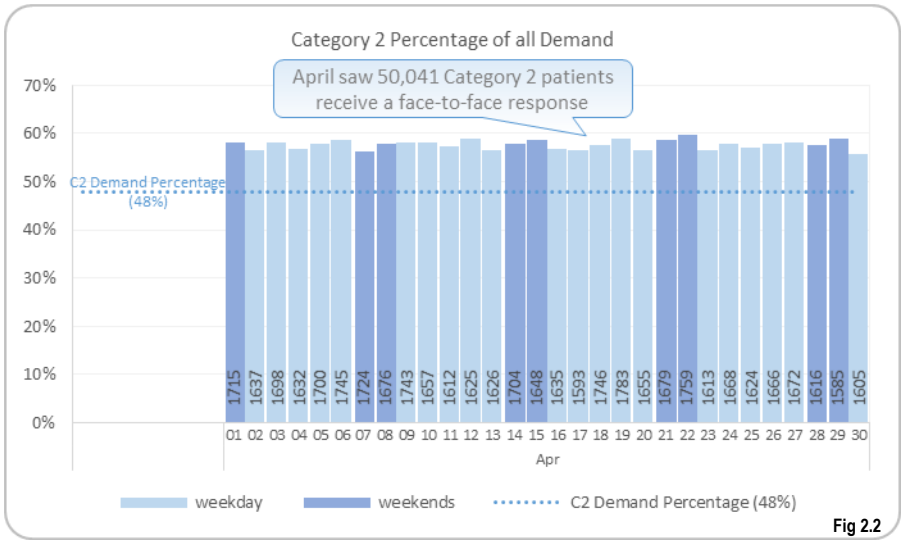


Fig 2.2

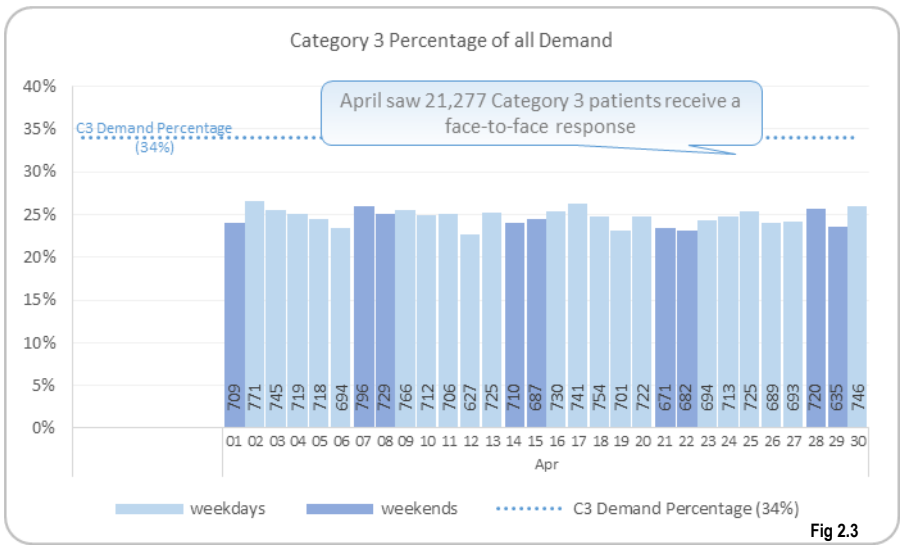


Fig 2.3

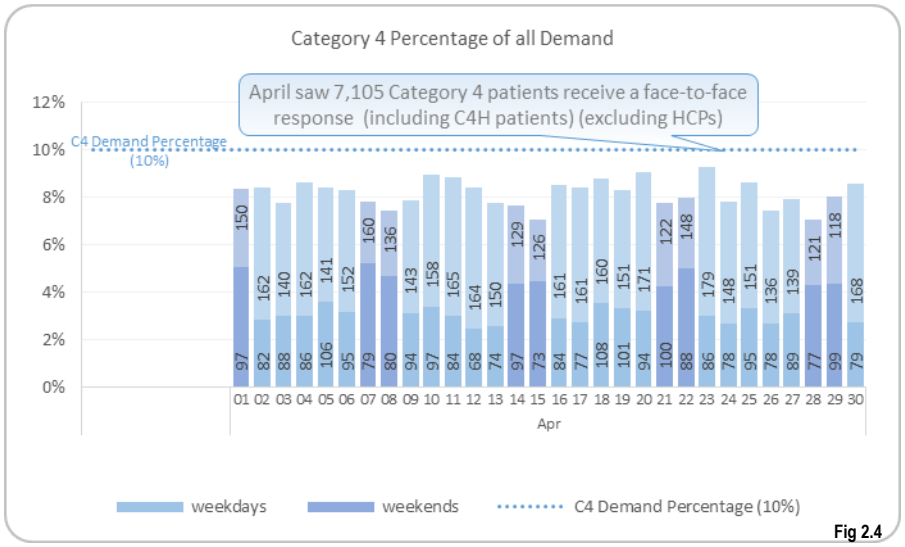


Fig 2.4

Performance Overview
90th Centile Performance

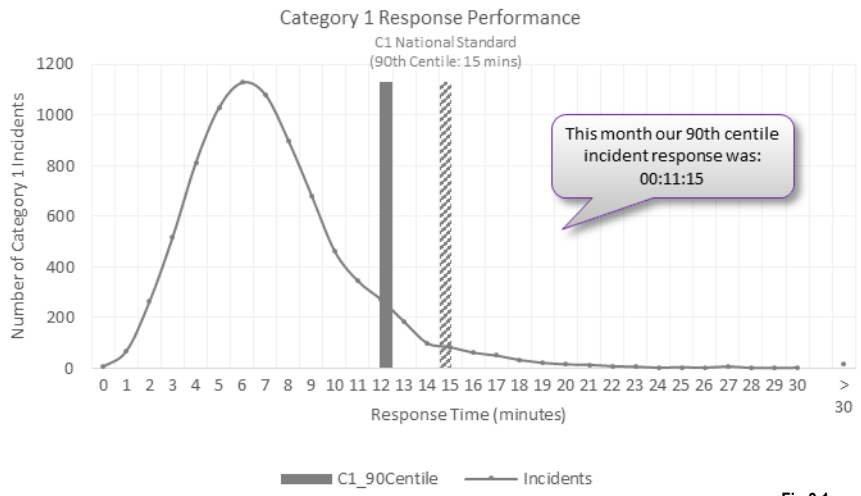


Fig 3.1

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

The 90th centile response time in **April** was **00:11:15** minutes, **within** the 15 minutes National Standard as set out in the guidelines by NHSI.

Of the 8,193 incidents requiring a Category 1 response, 7,374 incidents received a face to face response within 00:11:15 minutes.

The LAS 90th centile has been **consistently within the 15 minutes** standard **each week** since ARP was implemented.

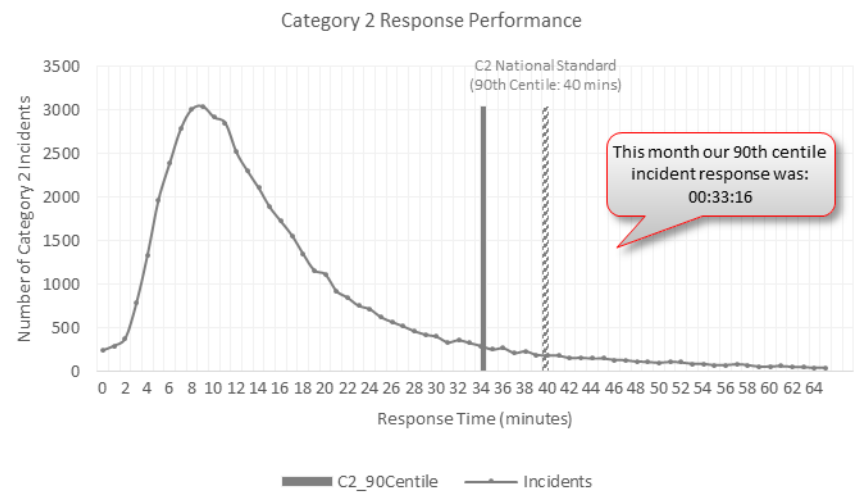


Fig 3.2

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

The 90th centile response time in **April** was **00:33:16** minutes, **within** the 40 minutes National Standard as set out in the guidelines by NHSI.

Of the 50,041 incidents requiring a Category 2 response, 45,031 incidents received a face to face response within 00:33:16 minutes.

April 2018 is the second time this measure has performed **within** the national standard, **since ARP** began in November 2017 (00:36:28)

Performance Overview
90th Centile Performance

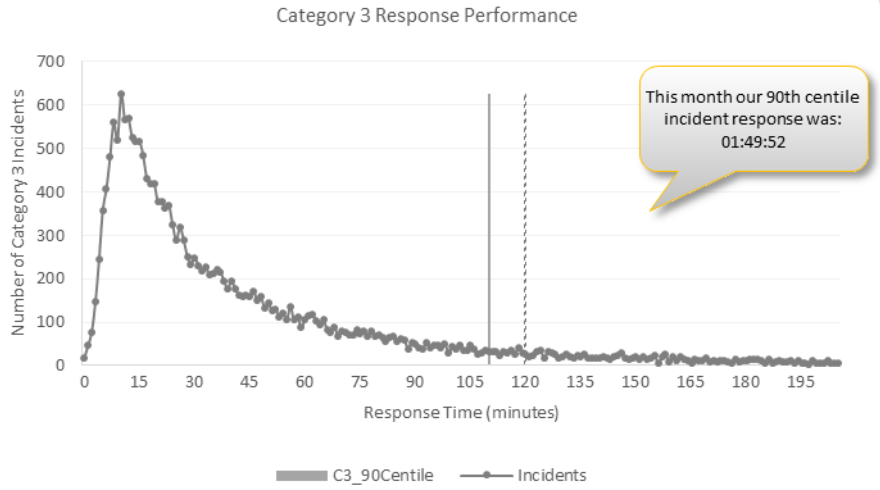


Fig 3.3

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

The LAS 90th centile response time in **April** was **01:49:52**

This is **within** the 120 minutes (2 hours) National Standard as set out in the guidelines by NHSI.

Of the 21,277 incidents requiring a Category 3 response, 19,228 incidents received a face to face response within 01:49:52 minutes.

April 2018 is the first month this measure has performed **within** the national standard, **since the implementation of ARP**.

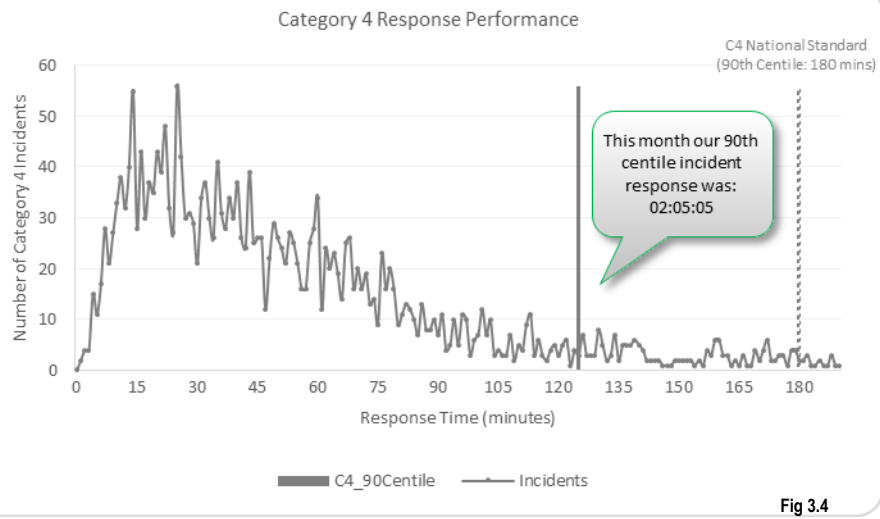


Fig 3.4

- Fig 3.2 Demonstrates the response distribution for Category 4 incidents.

The 90th centile response time in **April** was **02:05:05** minutes, **within** the 3 hours National Standard as set out in the guidelines by NHSI.

Of the 2,633 incidents requiring a Category 4 response, 2,368 incidents received a face to face response within 02:05:05 minutes.

The LAS 90th centile has been well **within** the 3 hour standard for the 6 **months** since ARP was implemented.

Performance Overview
Key Metric Variation

Category	Measure	LAS Monthly Performance (M1)	National Standard	Variance
Category 1	Mean Response Time	**00:06:51**	7 minutes	**00:00:09**
	90th centile	**00:11:15**	15 minutes	**00:03:45**
Category 2	Mean Response Time	**00:16:55**	18 minutes	**00:01:05**
	90th centile	**00:33:17**	40 minutes	**00:06:43**
Category 3	90th centile	**01:49:52**	120 minutes	**00:10:08**
Category 4	90th centile	**02:05:05**	180 minutes	**00:54:55**

Performance Overview
Benchmarking - National Picture

M1

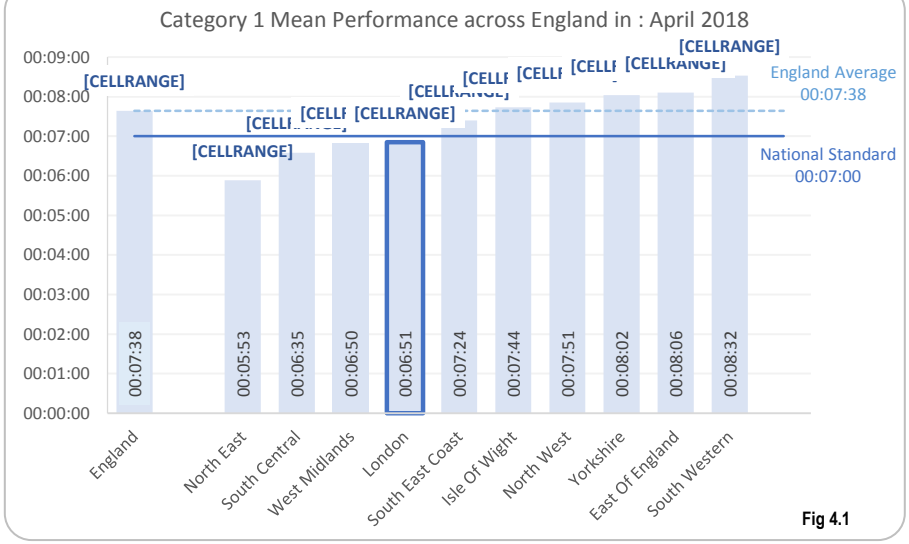


Fig 4.1

- Fig 4.1 Illustrates the Category 1 Mean Response Performance for Ambulance Trusts across England during April 2018.

Additional information also displayed :
The National Standard (00:07:00)
The average for England (00:07:38)
The ranking position for each Trust

- LAS achieved **6 minutes and 51 seconds** for the **mean** response time for **Category 1** patients. This is **within** the 7 minute national standard.
- LAS ranked **fourth** when compared to 9 other Ambulance Trusts across England.
- LAS also performed **within** the England average by **46 seconds**.

Fig. 4.2 Displays the six key ARP performance measures for each Ambulance Trust across England during April 2018.

- **LAS ranked 2nd** in the **Category 1 90th centile** performance measure, compared to the other Trusts.
- For the **Category 2 mean**, **LAS remained stable ranked at 5th** compared to the other Trusts.

April 2018	Mean Category 1	90th Centile Category 1	Mean Category 2	90th Centile Category 2	90th Centile Category 3	90th Centile Category 4
National Standard	00:07:00	00:15:00	00:18:00	00:40:00	02:00:00	03:00:00
England	00:07:38	00:13:26	00:20:15	00:41:42	01:55:52	02:43:12
East Midlands	00:08:36	00:15:39	00:31:57	01:08:06	02:41:18	02:01:50
East of England	00:08:06	00:14:44	00:22:43	00:47:23	02:17:03	02:47:28
London	00:06:51	00:11:15	00:16:54	00:33:16	01:49:47	02:05:08
North East	00:05:53	00:10:05	00:17:09	00:34:56	02:01:38	01:52:32
North West	00:07:51	00:13:24	00:23:38	00:51:59	02:21:50	02:56:37
South Central	00:06:35	00:11:50	00:14:13	00:27:46	01:40:08	02:33:04
South East Coast	00:07:24	00:13:45	00:16:08	00:30:17	02:32:34	04:10:57
South Western	00:08:32	00:15:50	00:23:25	00:48:24	01:58:50	04:15:42
West Midlands	00:06:50	00:12:04	00:11:23	00:20:24	00:55:17	01:32:40
Yorkshire	00:08:02	00:13:44	00:21:39	00:45:53	02:05:16	02:44:53
Isle of Wight	00:07:44	00:16:37	00:12:21	00:30:52	01:17:58	03:01:40

Fig 4.2

MONTH

Performance Overview
Performance by CCG & STP

These tables show 6 key performance measures for April 2018 profiled by STP.

April performance shows the improved performance compared to March. This improvement could be attributed to the warmer weather experiences and the school holidays over the Easter period. This also follows a similar pattern from previous years

All STP areas remained **within** the national standard for almost **all key measures**.

- The **C3 90th centile** performance in the **North Central** STP, although **just above** the national standard, shows the **highest improvement** of over 1 hour 25 minutes.
- **C4 90th centile** in the **South West** STP was the only measure to increase. (by just over 2 minutes) Despite this increase this measure remains **within** the **national standard** of **3 hours**.

(M1) STP Position	C1 Mean (00:07:00)	C1 90th Centile (00:15:00)	C2 Mean (00:18:00)	C2 90th Centile (00:40:00)	C3 90th Centile (02:00:00)	C4 90th Centile (03:00:00)
North Central	00:06:47	00:10:46	00:17:54	00:35:27	02:05:50	02:02:31
North East	00:07:00	00:11:18	00:17:05	00:33:05	01:57:16	02:13:36
North West	00:06:44	00:11:16	00:17:10	00:34:14	01:56:23	01:58:06
South East	00:06:54	00:11:27	00:15:31	00:30:13	01:32:42	02:01:11
South West	00:06:50	00:11:27	00:16:56	00:33:12	01:39:23	02:03:17

Ambulance Turnaround

- This table opposite shows the Data Completeness for Ambulance Turnarounds for the previous three months.
- The Year To Date position is also shown.

Ambulance Turnaround	(M12)	YTD 2017/18		(M1)	YTD 2018/19
Patient Handover to Green (15 mins)	54.26%	53.84%		54.86%	54.86%
Data Completeness (arrival)	99.85%	99.96%		99.75%	99.75%
Data Completeness (green)	99.95%	99.99%		99.94%	99.94%

Performance Overview
Performance by CCG & STP

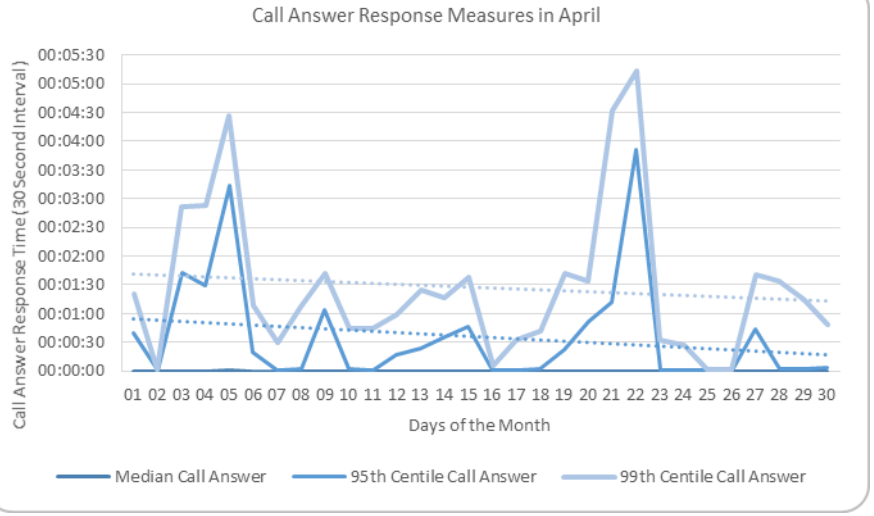
(M1)	CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:07:27	00:11:31	00:18:07	00:35:04	01:55:50	02:15:59
	NHS Camden CCG	00:06:01	00:09:53	00:14:30	00:28:01	01:41:17	02:10:49
	NHS Enfield CCG	00:06:34	00:10:36	00:21:24	00:43:39	02:28:15	01:40:10
	NHS Haringey CCG	00:07:11	00:11:28	00:18:20	00:35:45	02:24:17	01:48:53
	NHS Islington CCG	00:06:39	00:10:14	00:16:06	00:30:55	01:52:01	02:11:50
	Total	**00:06:47**	**00:10:46**	**00:17:54**	**00:35:27**	**02:05:50**	**02:02:31**
North East	NHS Barking and Dagenham CCG	00:07:02	00:11:11	00:16:25	00:31:17	01:48:59	02:10:08
	NHS City and Hackney CCG	00:06:51	00:11:24	00:17:14	00:31:51	01:51:57	02:18:59
	NHS Havering CCG	00:07:24	00:11:30	00:16:45	00:34:36	01:34:45	01:58:22
	NHS Newham CCG	00:07:07	00:11:30	00:16:17	00:31:06	02:04:53	02:57:47
	NHS Redbridge CCG	00:07:05	00:11:25	00:17:26	00:33:24	02:14:43	02:00:09
	NHS Tower Hamlets CCG	00:06:16	00:10:28	00:15:56	00:31:30	01:42:35	01:29:47
	NHS Waltham Forest CCG	00:07:32	00:12:20	00:19:58	00:38:34	02:23:08	02:38:17
	Total	**00:07:00**	**00:11:18**	**00:17:05**	**00:33:05**	**01:57:16**	**02:13:36**
North West	NHS Brent CCG	00:07:18	00:11:05	00:16:01	00:30:13	01:35:08	01:35:11
	NHS Central London (Westminster) CCG	00:06:27	00:11:40	00:13:43	00:27:05	01:26:14	01:21:29
	NHS Ealing CCG	00:06:57	00:11:37	00:18:07	00:35:22	02:18:46	01:35:20
	NHS Hammersmith and Fulham CCG	00:06:11	00:10:49	00:13:54	00:26:40	01:48:05	01:21:34
	NHS Harrow CCG	00:06:49	00:10:50	00:15:42	00:30:33	01:36:40	02:14:47
	NHS Hillingdon CCG	00:07:05	00:12:19	00:21:45	00:49:11	02:19:11	02:29:56
	NHS Hounslow CCG	00:06:36	00:11:15	00:20:14	00:42:48	02:10:35	02:39:20
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:06:02	00:10:31	00:15:38	00:29:30	01:55:33	02:01:51
	Total	**00:06:44**	**00:11:16**	**00:17:10**	**00:34:14**	**01:56:23**	**01:58:06**
South East	NHS Bexley CCG	00:08:06	00:12:26	00:19:54	00:40:33	01:56:14	02:08:28
	NHS Bromley CCG	00:06:58	00:12:05	00:15:39	00:31:01	01:26:40	01:40:51
	NHS Greenwich CCG	00:06:24	00:11:03	00:16:39	00:33:32	01:37:40	02:09:28
	NHS Lambeth CCG	00:06:28	00:10:26	00:14:04	00:26:40	01:24:16	01:53:27
	NHS Lewisham CCG	00:07:01	00:11:39	00:15:13	00:28:32	01:34:10	01:52:31
	NHS Southwark CCG	00:06:55	00:10:49	00:13:03	00:25:01	01:24:22	01:43:06
	Total	**00:06:54**	**00:11:27**	**00:15:31**	**00:30:13**	**01:32:42**	**02:01:11**
South West	NHS Croydon CCG	00:07:23	00:12:08	00:19:49	00:39:18	01:48:00	02:20:19
	NHS Kingston CCG	00:06:51	00:12:19	00:19:07	00:38:59	01:37:40	01:58:04
	NHS Merton CCG	00:06:29	00:11:30	00:12:51	00:23:43	01:18:25	01:33:57
	NHS Richmond CCG	00:06:41	00:10:38	00:18:45	00:35:54	01:40:54	01:56:05
	NHS Sutton CCG	00:06:34	00:10:40	00:16:02	00:29:24	01:34:05	01:33:40
	NHS Wandsworth CCG	00:06:27	00:10:08	00:13:44	00:24:16	01:35:57	01:50:36
	Total	**00:06:50**	**00:11:27**	**00:16:56**	**00:33:12**	**01:39:23**	**02:03:17**

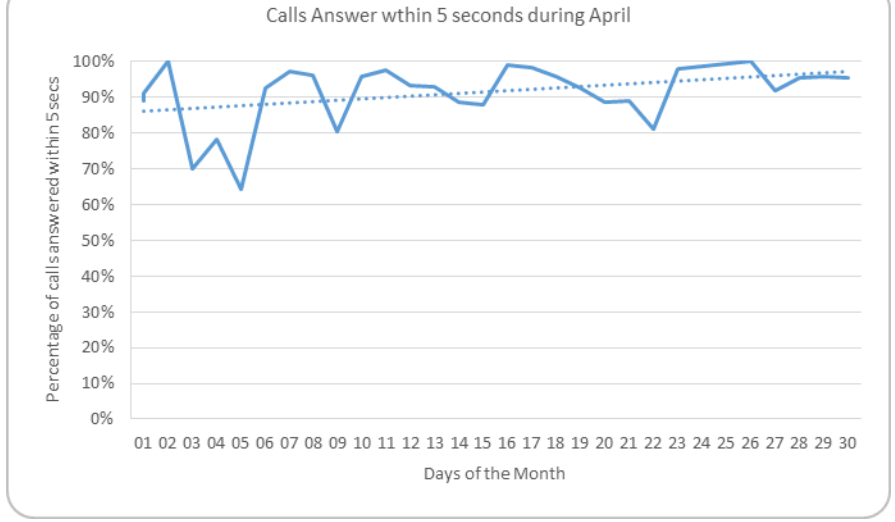
Performance Overview
Performance by CCG & STP

YTD

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

Performance Overview
Call Answering Performance





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

- 120,868 calls were received into the EOC in April 2018 (M1).
  - 120,868 calls have been received into the EOC in for the YTD.

- During April 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 **39 seconds**.
  - In other words 95 out of every 100 calls were answered in less than 39 seconds.

- This is a **considerable improvement** compared to the performance in March 2018. The dotted lines demonstrate this improvement.

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

- 90,372 incidents received a face-to-face response in April 2018 (M1).
  - 90,372 incidents received a face-to-face response for the YTD.

The new ARP standards no longer use this performance measure and for that reason there is longer a requirement to report it.

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

- In April **91%** of all **calls** received into the EOC were answered **within five seconds**. This is a significant improvement when compared to previous months.

- **Calls answered within 5 seconds** achieved **over 90%** for 20 of the 30 days in April.

Activity Overview
Plan vs. Activity

	18-19 Plan						18-19 Actuals						Variance from Plan					
	C1	C2	C3	C4	C4H	Total	C1	C2	C3	C4	C4H	Total	C1	C2	C3	C4	C4H	Total
M1	7,784	51,119	20,403	6,403	4,188	89,896	8,193	50,041	21,277	6,389	4,472	90,372	409	-1,078	874	-14	284	476
M2	8,270	54,314	21,678	6,803	4,450	95,514												
M3	7,978	52,397	20,913	6,563	4,293	92,143												
M4	8,270	54,314	21,678	6,803	4,450	95,514												
M5	7,978	52,397	20,913	6,563	4,293	92,143												
M6	7,784	51,119	20,403	6,403	4,188	89,896												
M7	8,173	53,675	21,423	6,723	4,398	94,391												
M8	8,075	53,036	21,168	6,643	4,345	93,267												
M9	8,465	55,592	22,188	6,963	4,555	97,762												
M10	8,367	54,953	21,933	6,883	4,502	96,638												
M11	7,589	49,841	19,893	6,243	4,083	87,649												
M12	8,562	56,231	22,444	7,043	4,607	98,886												
Total	97,294	638,985	255,038	80,033	52,352	1,123,700												

Key	Pre-Flex	Flex	Freeze

Activity Overview
Plan vs. Activity

Hear and Treat			
Incidents with no face to face response			
	Target	Pre-Flex Actual	% of Overall Activity
M1		3,313	3.53%
YTD			

See and Treat			
Face to face response but no transport			
	Target	Pre-Flex Actual	% of Overall Activity
M1		24,065	25.67%
YTD			

See and Convey			
Incidents with face to face response and transport			
	Target	Pre-Flex Actual	% of Overall Activity
M1		66,384	70.8%
YTD			

See and Convey to ED (T1 and T2) Transport to ED			
A53/A7 (TRC)	Target	Actual	YTD
Current Mo			
YTD			

Conveyance Other Transport not to ED			
A54/A7	Target	Actual	YTD

To Be Agreed

Hospital Handover Summary
Hospital Conveyance Lost Hours

Non-blue calls. Arrival at hospital to patient handover, April 2018

	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	12 Week Trend
Barnet	1597	1519	708	47%	12	147	181	32	
North Middlesex	2453	2299	1432	62%	11	264	334	17	
Royal Free	1511	1419	1005	71%	13	215	290	42	
University College	1706	1603	1190	74%	13	261	356	40	
Whittington	1568	1485	780	53%	8	105	112	11	
Homerton	1356	1304	342	26%	5	28	21	1	
King Georges	1366	1293	1164	90%	13	260	453	7	
Newham	2093	1851	1587	86%	12	324	503	7	
Queens Romford	2863	2748	2192	80%	16	570	689	76	
Royal London	2150	2021	1187	59%	7	145	169	0	
Whipps Cross	1830	1716	1204	70%	11	212	304	15	
Charing Cross	1287	1223	712	58%	7	80	71	2	
Chelsea & West	1331	1262	529	42%	6	54	39	0	
Ealing	1246	1190	543	46%	10	90	130	4	
Hillingdon	1812	1732	1346	78%	19	417	584	76	
Northwick Park	2856	2727	1359	50%	19	422	596	78	
St Marys	1921	1819	1122	62%	9	164	177	2	
St Thomas'	2183	2042	1310	64%	8	165	148	1	
West Middlesex	1898	1852	770	42%	6	81	50	0	
Kings College	2228	2101	1677	80%	10	283	334	6	
Lewisham	1514	1390	871	63%	8	110	88	6	
Princess Royal	1734	1631	729	45%	18	224	237	88	
Queen Elizabeth II	2394	2322	582	25%	10	97	89	25	
Croydon	2163	2061	1467	71%	11	264	320	32	
Kingston	1644	1590	1060	67%	6	111	55	1	
St Georges	2086	1988	1313	66%	9	200	234	15	
St Helier	1275	1230	814	66%	9	122	111	15	
LAS TOTAL					11	5413			

Non-blue calls. Patient Handover to Green, April 2018

	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	12 Week Trend
Barnet	1597	1519	783	52%	7	86	70	5	
North Middlesex	2453	2299	1293	56%	8	179	203	8	
Royal Free	1511	1419	695	49%	7	79	56	5	
University College	1706	1603	937	58%	8	125	124	5	
Whittington	1568	1485	831	56%	8	105	92	5	
Homerton	1356	1304	735	56%	7	92	83	3	
King Georges	1366	1293	597	46%	6	64	64	4	
Newham	2093	1851	857	46%	7	97	94	6	
Queens Romford	2863	2748	1484	54%	7	164	152	7	
Royal London	2150	2021	1180	58%	8	153	150	12	
Whipps Cross	1830	1716	867	51%	7	107	93	6	
Charing Cross	1287	1223	535	44%	6	50	38	4	
Chelsea & West	1331	1262	675	53%	6	69	46	4	
Ealing	1246	1190	546	46%	5	43	19	0	
Hillingdon	1812	1732	785	45%	5	70	47	5	
Northwick Park	2856	2727	1314	48%	6	141	99	10	
St Marys	1921	1819	873	48%	7	98	71	6	
St Thomas'	2183	2042	987	48%	6	102	83	3	
West Middlesex	1898	1852	829	45%	5	73	35	9	
Kings College	2228	2101	959	46%	6	98	72	5	
Lewisham	1514	1390	585	42%	4	43	28	1	
Princess Royal	1734	1631	772	47%	5	60	30	6	
Queen Elizabeth II	2394	2322	1007	43%	3	56	25	5	
Croydon	2163	2061	1075	52%	5	88	31	5	
Kingston	1644	1590	717	45%	5	58	34	4	
St Georges	2086	1988	1028	52%	5	82	50	2	
St Helier	1275	1230	575	47%	4	40	13	2	
LAS TOTAL					6	2421			

Data correct as of 21/05/2018

LP4 – Updated JCT measures

To Be Agreed