



NHS

London Ambulance Service
NHS Trust

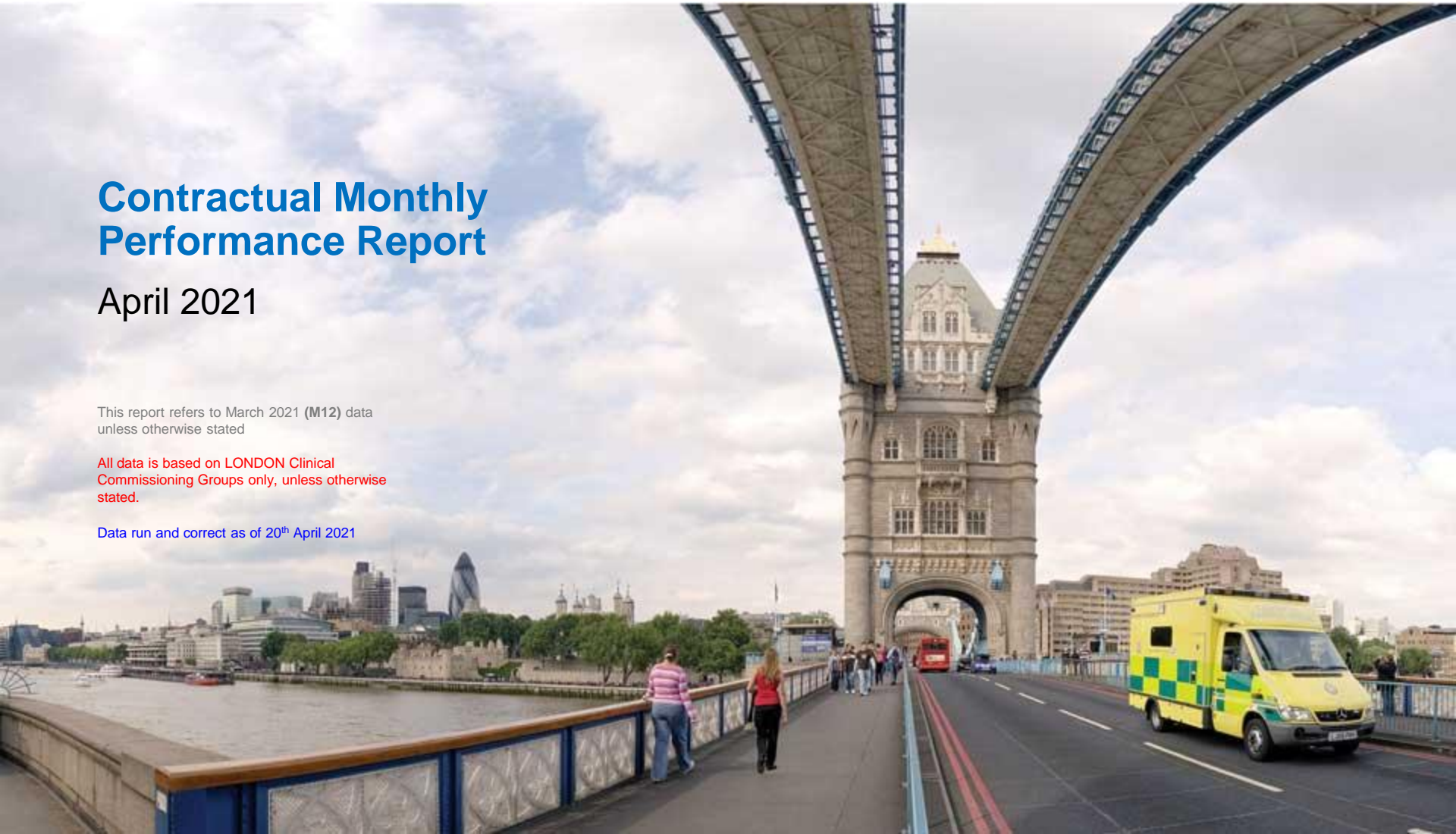
Contractual Monthly Performance Report

April 2021

This report refers to March 2021 (M12) data
unless otherwise stated

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

Data run and correct as of 20th April 2021



EXECUTIVE SUMMARY

Ambulance Response Programme – Definition & Overview



These are the National Standards issued to all Ambulance Trusts by NHS England

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%	<ul style="list-style-type: none"> 7 minutes mean response time 15 minutes 90th centile response time 	The earliest of: <ul style="list-style-type: none"> 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%	<ul style="list-style-type: none"> 18 minutes mean response time 40 minutes 90th centile response time 	The earliest of: <ul style="list-style-type: none"> 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%	<ul style="list-style-type: none"> 60 minutes mean response time 120 minutes 90th centile response time 	The earliest of: <ul style="list-style-type: none"> 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%	<ul style="list-style-type: none"> 180 minutes 90th centile response time 	The earliest of: <ul style="list-style-type: none"> 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.

EXECUTIVE SUMMARY

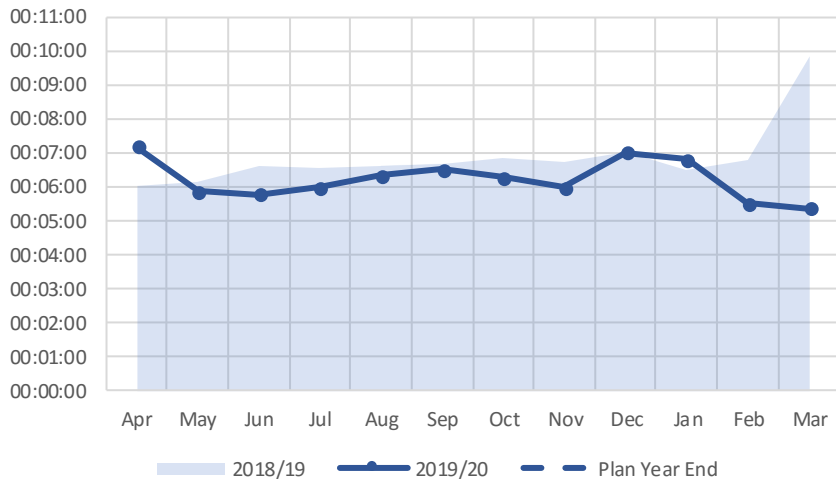
Performance Summary



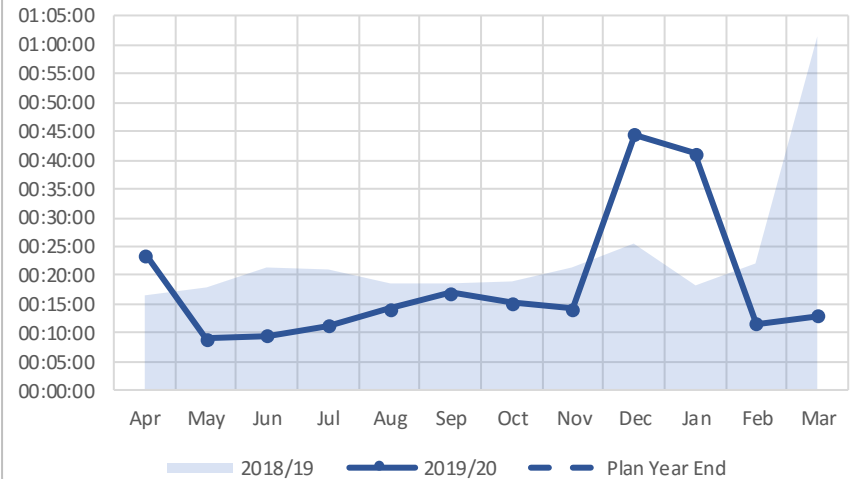
LAS Performance Variance to National Standard	C1 Mean (00:07:00)		C1 90 th Centile (00:05:00)		C1T Mean (00:19:00)		C1T 90 th Centile (00:30:00)		C2 Mean (00:18:00)		C2 90 th Centile (00:40:00)		C3 Mean (01:00:00)		C3 90 th Centile (02:00:00)		C4 90 th Centile (03:00:00)	
		Variance		Variance		Variance		Variance		Variance		Variance		Variance		Variance		Variance
Previous month (M10)	00:06:48	00:00:12	00:11:28	00:03:32	00:10:28	00:08:32	00:17:36	00:12:24	00:41:15	00:23:15	01:40:32	01:00:32	01:23:18	00:23:18	03:31:27	01:31:27	05:07:14	02:07:14
Previous month (M11)	00:05:30	00:01:30	00:09:14	00:05:46	00:08:04	00:10:56	00:13:41	00:16:19	00:11:32	00:06:28	00:20:37	00:19:23	00:28:03	00:31:57	01:01:01	00:58:59	02:19:00	00:41:00
Last month (M12)	00:05:21	00:01:39	00:08:57	00:06:03	00:08:00	00:11:00	00:14:11	00:15:49	00:13:01	00:04:59	00:24:06	00:15:54	00:33:47	00:26:13	01:16:46	00:43:14	03:23:05	00:23:05
Current YTD (2020/21)	00:06:16	00:00:44	00:10:38	00:04:22	00:09:02	00:09:58	00:15:25	00:14:35	00:19:38	00:01:38	00:38:21	00:01:39	00:42:43	00:17:17	01:33:38	00:26:22	02:51:48	00:08:12

* 01Apr 20 - 31Mar 21

Category 1 Performance against Plan



Category 2 Performance against Plan



* Incident data is correct as of 20th April and is subject to change due to data validation.

EXECUTIVE SUMMARY

Performance Summary



Demand

- 92,553 incidents were provided with a face to face response in M12.
- Face to face incidents decreased by 11% when compared to the previous month.

Performance

- M12 saw all key metrics perform well within the various standards.

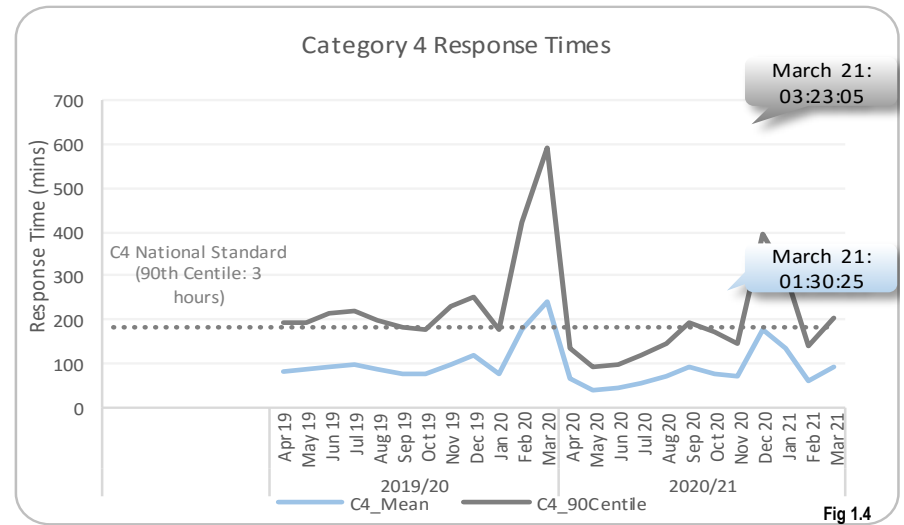
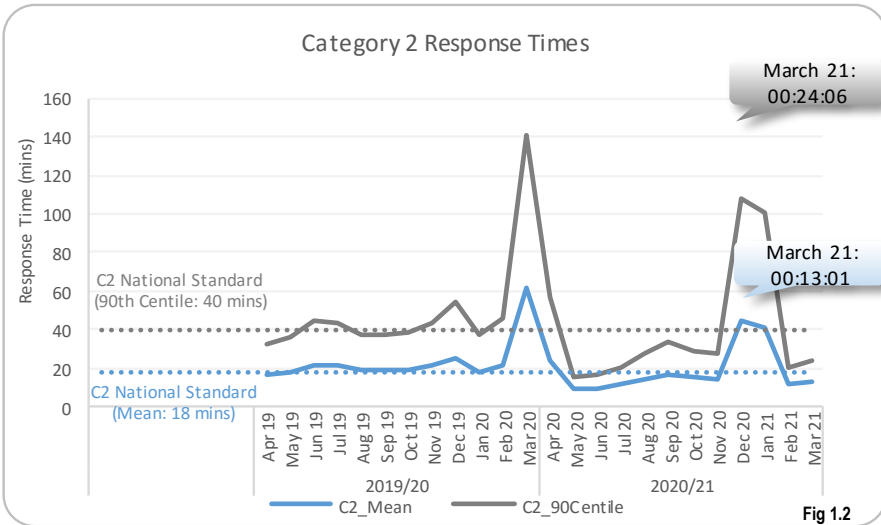
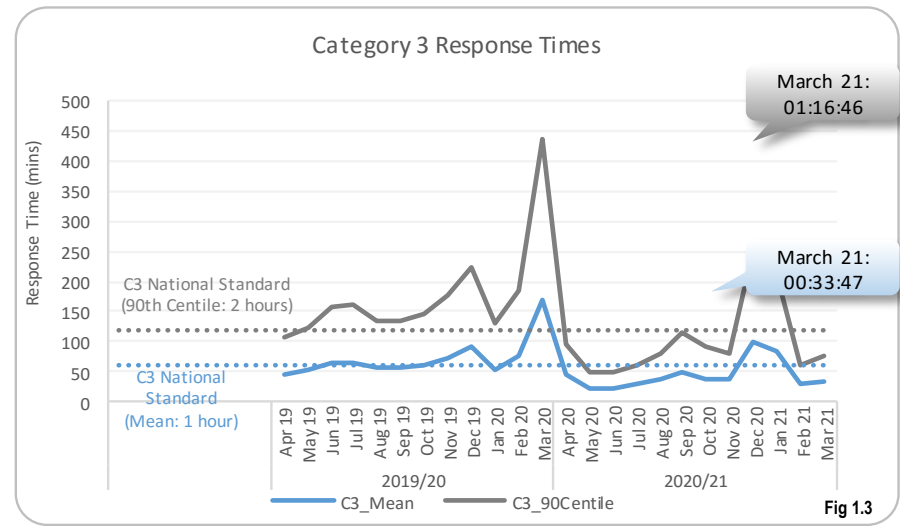
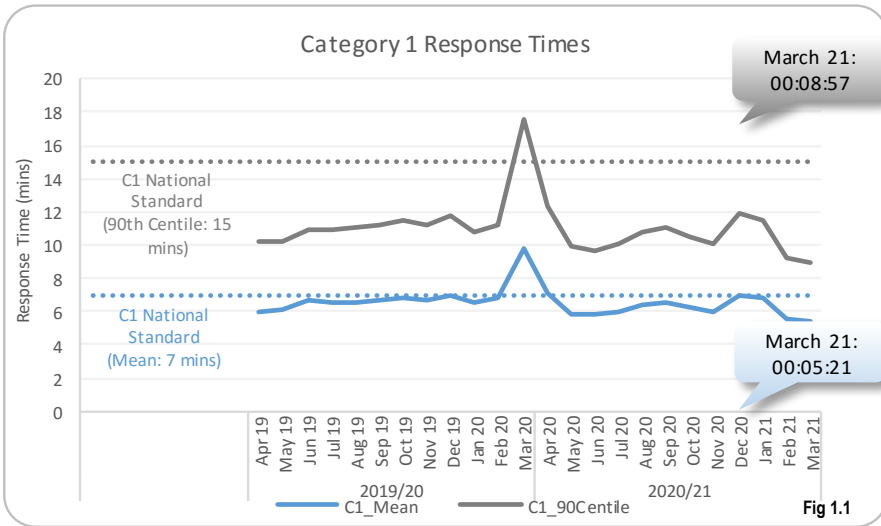
Outliers

- The table opposite shows the outlier CCGs with long responses for the C4 90th centile measure. The table shows the top chief complaints and the number of incidents per CCG.
- This month all of these long responses were categorised as 111 Transfers.

CCG Name	Chief Complaint	Total
NHS Enfield CCG	NHS 111 Transfer	43
NHS Islington CCG	NHS 111 Transfer	18
NHS Waltham Forest CCG	NHS 111 Transfer	14

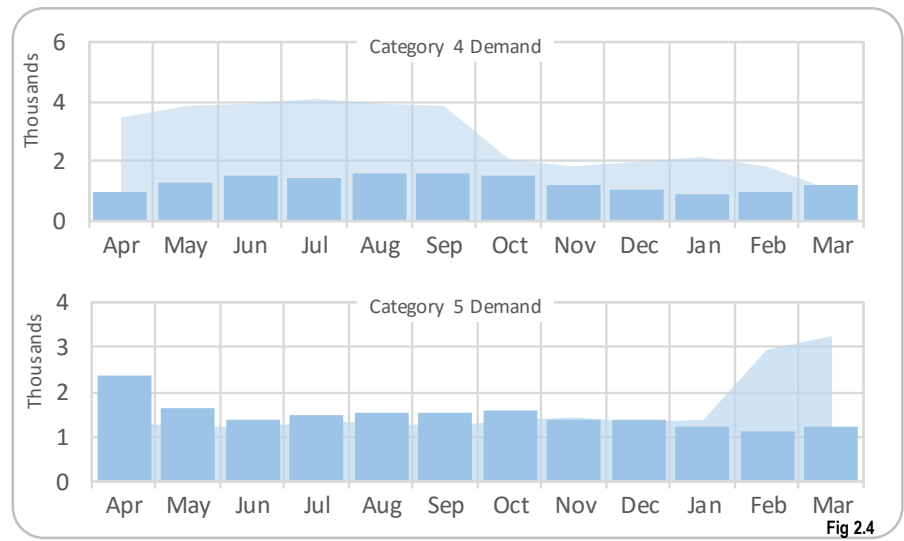
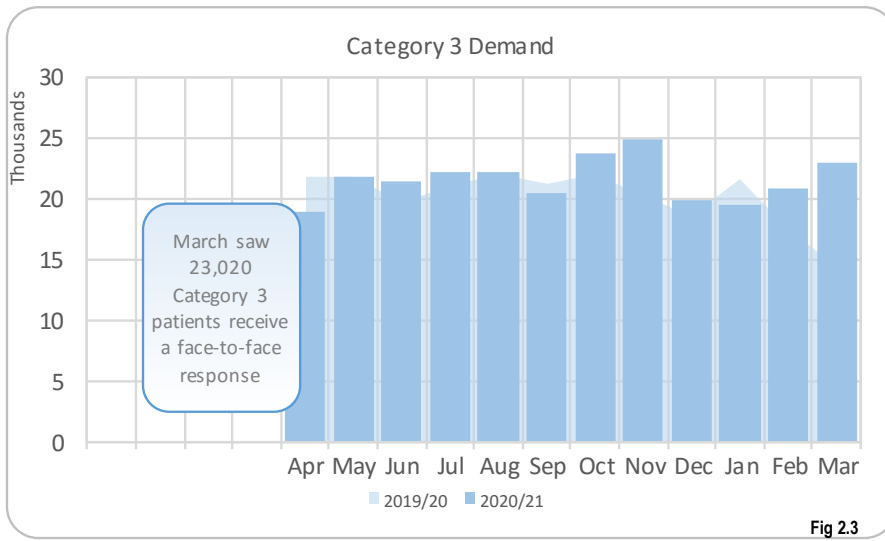
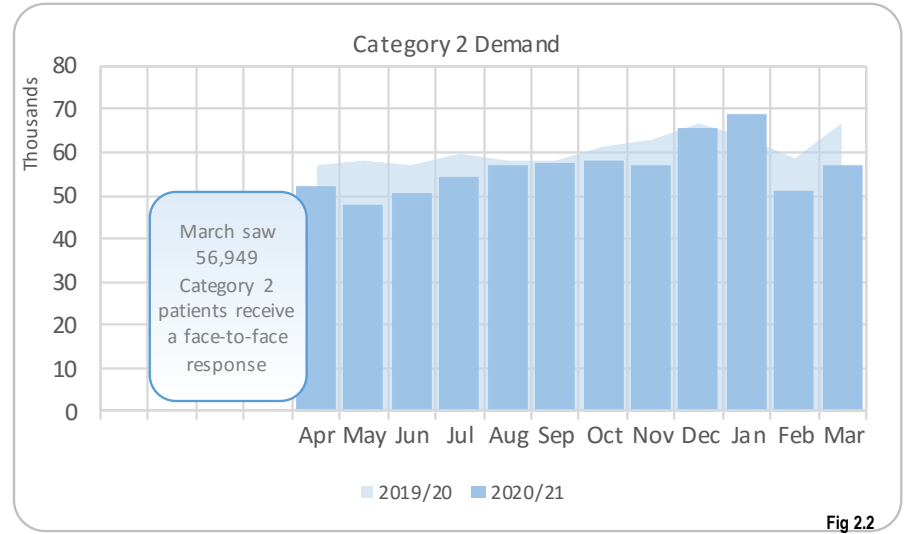
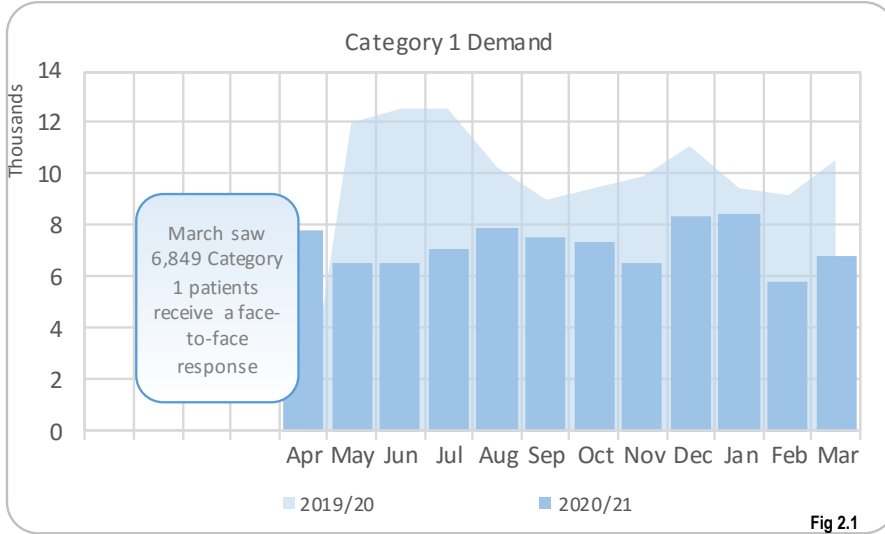
Performance Overview

Response Times by Category



Performance Overview

Demand by Category



* Incident data is correct as of 20th April and is subject to change due to data validation.

Performance Overview

90th Centile Performance

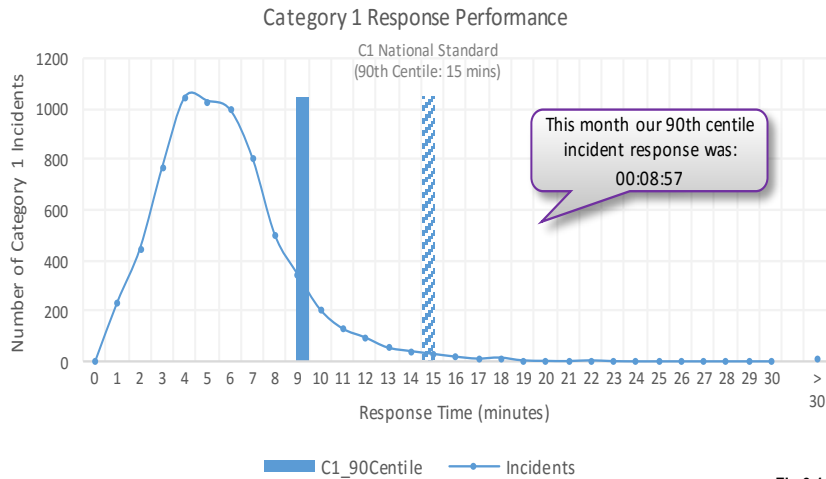


Fig 3.1

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

The 90th centile response time in March was 00:08:57 minutes, within the 15 minute National Standard as set out in the guidelines by NHSI.

Of the 6,849 incidents requiring a Category 1 response, 6,164 incidents received a face to face response within 00:08:57 minutes.

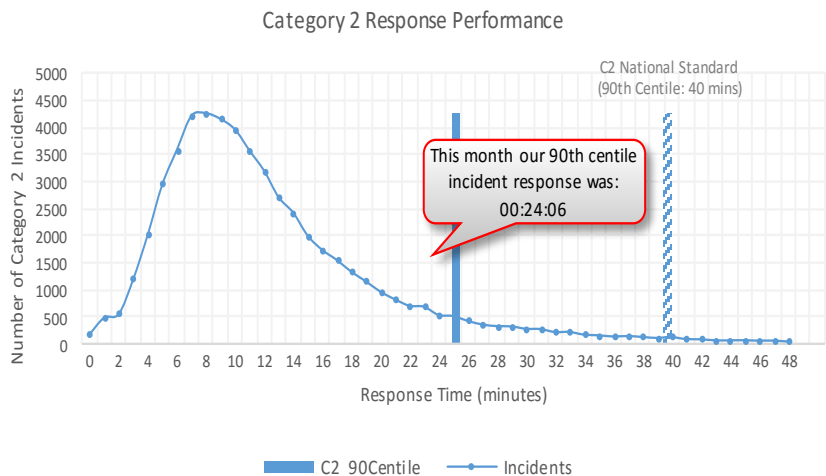


Fig 3.2

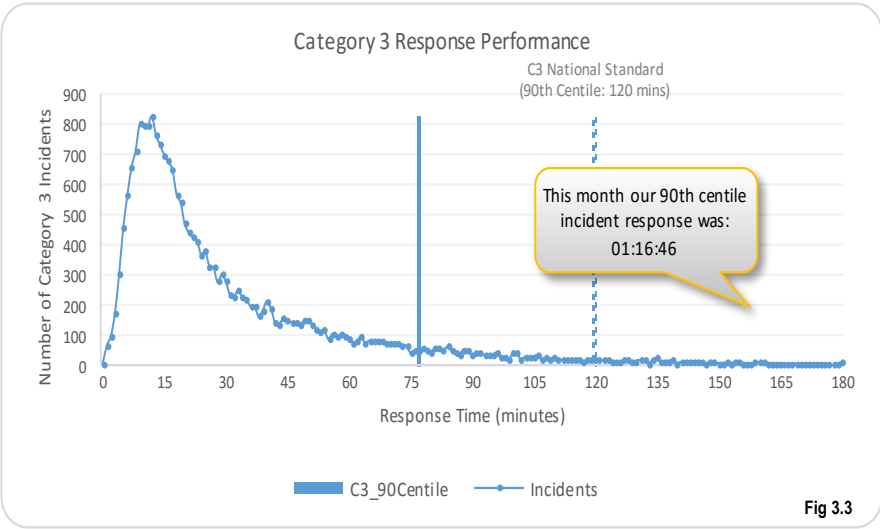
■ Fig 3.2 Demonstrates the response distribution for Category 2 incidents.

The 90th centile response time in March was 00:24:06 minutes, within the 40 minute National Standard as set out in the guidelines by NHSI.

Of the 56,949 incidents requiring a Category 2 response, 51,260 incidents received a face to face response within 00:24:06 minutes.

Performance Overview

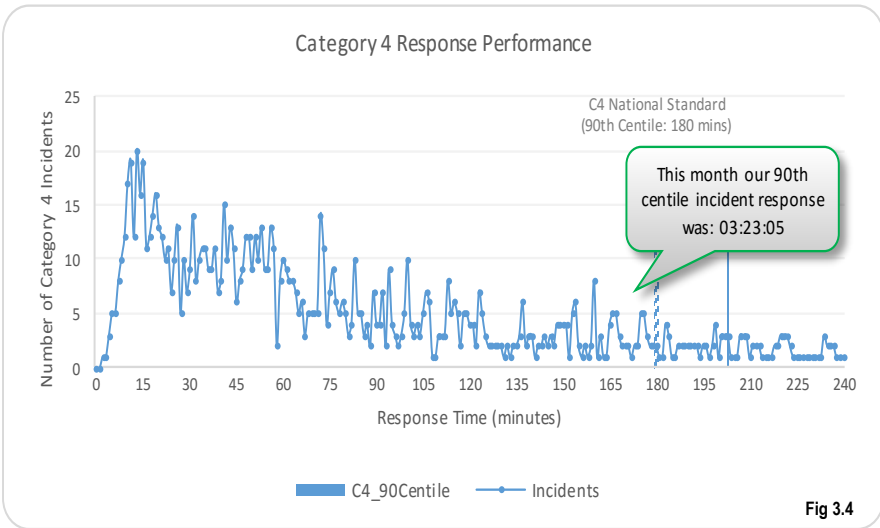
90th Centile Performance



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

The 90th centile response time in March was 01:16:46 minutes, within the 2 hour National Standard as set out in the guidelines by NHSI.

Of the 23,020 incidents requiring a Category 3 response, 20,808 incidents received a face to face response within 01:16:46 minutes.



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

The 90th centile response time in March was 03:23:05 minutes, above the 3 hour National Standard as set out in the guidelines by NHSI.

Of the 1,232 incidents requiring a Category 4 response, 1,108 incidents received a face to face response within 03:23:05 minutes.

Performance Overview

Benchmarking - National Picture

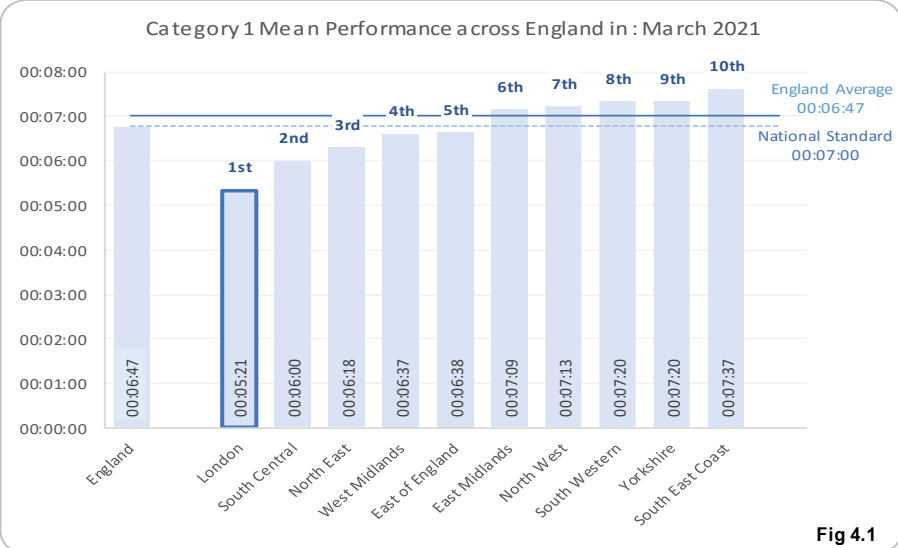


Fig 4.1

■ 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 5 minutes 21 seconds for the mean response time for Category 1 patients. This is within 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 1st in the Category 1 Mean performance measure, compared to the other Trusts.
- LAS also ranked 1st in the Category 1 90th Centile measure, compared to the other Trusts.

March 2021	Category 1		Category 2		Category 3		Category 4	
	Mean	90 th Centile	Mean	90 th Centile	Mean	90 th Centile	Mean	90 th Centile
National Standard	00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	03:00:00	
England	00:06:47	Rank 00:11:58	00:18:24	Rank 00:36:16	00:49:21	Rank 01:53:37	02:54:34	Rank
East Midlands	00:07:09 (6)	00:12:39 (8)	00:23:54 (11)	00:48:58 (11)	01:05:52 (10)	02:37:00 (10)	02:42:57 (5)	
East of England	00:06:38 (5)	00:12:14 (6)	00:18:18 (5)	00:36:44 (6)	00:45:29 (3)	01:50:41 (4)	02:58:38 (6)	
London	00:05:21 (1)	00:08:57 (1)	00:13:00 (2)	00:24:05 (2)	00:33:46 (2)	01:16:39 (2)	03:21:40 (7)	
North East	00:06:18 (3)	00:10:56 (2)	00:22:10 (9)	00:44:10 (8)	00:55:36 (6)	02:10:48 (7)	02:11:37 (3)	
North West	00:07:13 (7)	00:12:08 (5)	00:20:44 (7)	00:41:03 (7)	00:56:37 (8)	02:08:06 (6)	04:02:05 (10)	
South Central	00:06:00 (2)	00:10:57 (3)	00:13:50 (3)	00:26:35 (3)	00:46:32 (4)	01:42:10 (3)	02:19:27 (4)	
South East Coast	00:07:37 (10)	00:14:14 (10)	00:18:37 (6)	00:34:46 (5)	01:14:28 (11)	02:49:03 (11)	03:31:00 (8)	
South Western	00:07:20 (9)	00:13:32 (9)	00:22:37 (10)	00:45:23 (10)	00:56:05 (7)	02:11:48 (8)	03:32:58 (9)	
West Midlands	00:06:37 (4)	00:11:27 (4)	00:12:14 (1)	00:22:15 (1)	00:28:24 (1)	01:00:29 (1)	01:37:16 (1)	
Yorkshire	00:07:20 (9)	00:12:34 (7)	00:21:19 (8)	00:44:26 (9)	00:58:54 (9)	02:24:57 (9)	04:09:13 (11)	
Isle of Wight	00:08:16 (11)	00:15:23 (11)	00:16:46 (4)	00:30:18 (4)	00:51:51 (5)	01:55:05 (5)	01:57:33 (2)	

Fig 4.2

Performance Overview

Performance by CCG & STP



(M12)		00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	03:00:00
CCG Name		C1 Mean	C1 90 th centile	C2 Mean	C2 90 th centile	C3 Mean	C3 90 th centile	C4 90 th centile
North Central	NHS Barnet CCG	00:05:30	00:09:06	00:15:00	00:28:02	00:41:37	01:37:40	04:23:53
	NHS Camden CCG	00:04:43	00:07:56	00:11:00	00:19:20	00:30:18	01:08:11	04:39:22
	NHS Enfield CCG	00:05:44	00:09:20	00:16:07	00:31:12	00:46:35	01:45:25	04:59:41
	NHS Haringey CCG	00:06:05	00:08:45	00:16:03	00:30:07	00:48:04	01:35:07	05:39:29
	NHS Islington CCG	00:06:13	00:09:54	00:13:27	00:24:16	00:36:20	01:20:22	03:30:44
	Total	00:05:39	00:09:06	00:14:34	00:27:58	00:41:07	01:31:05	04:39:22
North East	NHS Barking and Dagenham CCG	00:05:50	00:08:55	00:13:57	00:24:43	00:36:52	01:17:58	02:44:14
	NHS City and Hackney CCG	00:05:14	00:09:19	00:12:20	00:21:39	00:36:03	01:28:58	05:39:52
	NHS Havering CCG	00:05:31	00:09:29	00:13:29	00:25:41	00:32:53	01:08:07	02:45:01
	NHS Newham CCG	00:05:32	00:09:37	00:13:35	00:25:23	00:37:32	01:22:38	03:46:19
	NHS Redbridge CCG	00:05:24	00:08:53	00:14:09	00:25:47	00:42:44	01:38:46	02:16:39
	NHS Tower Hamlets CCG	00:05:22	00:08:45	00:11:34	00:21:40	00:34:23	01:19:56	03:17:22
	NHS Waltham Forest CCG	00:06:00	00:09:54	00:16:06	00:30:15	00:43:57	01:37:16	02:59:44
	Total	00:05:32	00:09:15	00:13:34	00:25:14	00:37:36	01:24:09	03:19:28
North West	NHS Brent CCG	00:05:09	00:08:27	00:13:45	00:24:55	00:36:06	01:21:11	04:25:06
	NHS Central London (Westminster) CCG	00:04:02	00:07:00	00:09:51	00:18:57	00:25:54	00:56:08	01:56:06
	NHS Ealing CCG	00:05:09	00:08:40	00:13:58	00:24:19	00:36:54	01:17:14	03:47:07
	NHS Hammersmith and Fulham CCG	00:04:16	00:08:09	00:10:41	00:19:10	00:30:47	01:11:45	02:37:13
	NHS Harrow CCG	00:05:24	00:08:25	00:13:26	00:26:52	00:31:22	01:12:23	04:00:10
	NHS Hillingdon CCG	00:05:32	00:09:16	00:14:47	00:29:41	00:36:44	01:22:14	02:09:50
	NHS Hounslow CCG	00:05:09	00:09:39	00:13:41	00:24:54	00:35:28	01:23:04	03:31:58
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:04:28	00:07:42	00:10:40	00:19:19	00:31:02	01:08:14	03:37:58
	Total	00:04:58	00:08:35	00:13:01	00:24:21	00:33:38	01:15:52	03:38:54
South East	NHS Bexley CCG	00:06:03	00:09:35	00:14:23	00:26:29	00:33:23	01:16:38	02:33:49
	NHS Bromley CCG	00:05:50	00:09:13	00:10:59	00:19:20	00:24:10	00:50:55	01:58:04
	NHS Greenwich CCG	00:05:33	00:09:14	00:13:02	00:23:41	00:33:02	01:15:45	02:43:14
	NHS Lambeth CCG	00:04:53	00:08:07	00:10:20	00:17:56	00:27:24	01:03:34	02:19:41
	NHS Lewisham CCG	00:05:24	00:09:17	00:12:26	00:21:35	00:32:15	01:10:46	03:14:06
	NHS Southwark CCG	00:04:40	00:07:25	00:09:10	00:16:16	00:22:22	00:46:01	02:34:02
	Total	00:05:22	00:08:52	00:11:36	00:20:53	00:28:27	01:04:18	02:37:04
South West	NHS Croydon CCG	00:05:44	00:10:20	00:14:43	00:27:15	00:36:29	01:28:34	03:02:23
	NHS Kingston CCG	00:04:40	00:08:11	00:10:02	00:19:38	00:21:52	00:49:26	01:26:18
	NHS Merton CCG	00:05:11	00:08:12	00:09:57	00:17:47	00:24:55	00:53:36	02:20:39
	NHS Richmond CCG	00:05:01	00:08:28	00:12:22	00:21:04	00:25:53	00:53:33	01:44:40
	NHS Sutton CCG	00:05:46	00:09:29	00:11:14	00:20:46	00:27:49	01:05:56	02:07:26
	NHS Wandsworth CCG	00:05:05	00:08:24	00:11:30	00:18:21	00:29:31	01:04:04	02:43:47
	Total	00:05:20	00:08:59	00:12:13	00:21:59	00:29:17	01:06:51	02:42:32

Performance Overview

Performance by CCG & STP



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

Performance Overview

Call Answering Performance

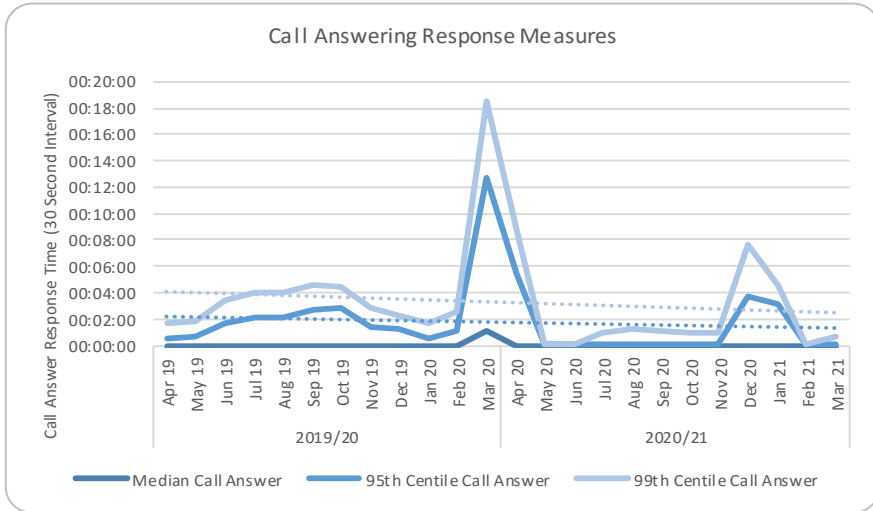


Fig 5.1

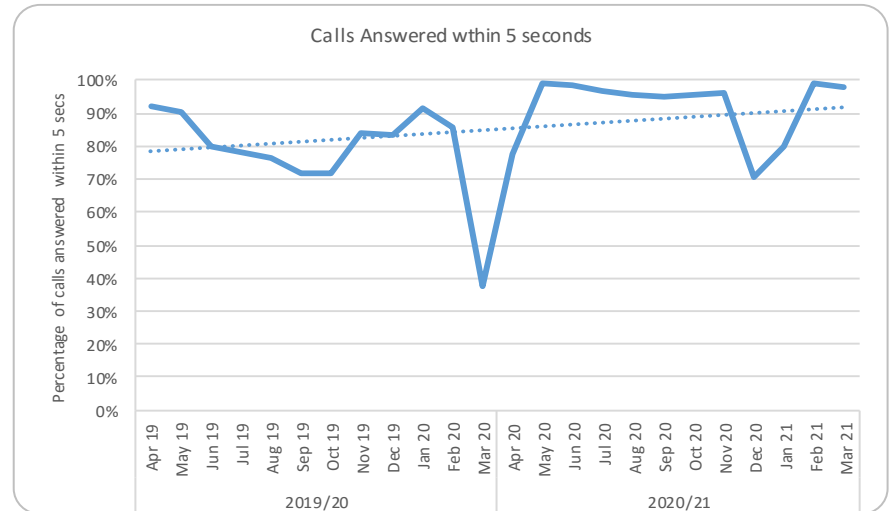


Fig 5.2

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

- 105,254 calls were received into the EOC in March 2021 (M12).
 - 1,672,765 calls have been received into the EOC for the YTD.
- During March 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 2 seconds. (approx. 0 minutes)
 - In other words 95 out of every 100 calls were answered in less than 2 seconds.

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

- 92,553 incidents received a face-to-face response in March 2021 (M12).
 - 1,179,576 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 March 98% of all calls received into the EOC were answered within five seconds.

* Incident data is correct as of 20th April and is subject to change due to data validation.

Activity Overview

Activity vs. agreed Profiles



		<i>in-month</i>	<i>cumulative</i>	
		Mar-21	Year To Date	Year-end Target
Hear & Treat %	%	10.84%	10.82%	
	(n)			
See & Treat %	LAS	29.85%	32.29%	
	Target			
See & Convey to Other % (Excl. HASU & Cath Lab)	LAS	4.74%	4.58%	
	Target			
ED conveyance % (Excl. HASU & Cath Lab)	LAS	52.93%	51.00%	
	Target			
See & Convey to Other % (HASU & Cath Lab)	LAS	1.63%	1.32%	
	Target			

* Incident data is correct as of 20th April and is subject to change due to data validation.
Overall Activity here is all Hear & Treat and to Face to Face incidents.

Hospital Handover Summary

Hospital Conveyance Lost Hours



Non-blue calls. Arrival at hospital to patient handover, March 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	12 Week Trend
Barnet	1645	1581	1227	78%	10	203	215	4	
North Middlesex	2603	2485	2035	82%	14	476	712	46	
Royal Free	1486	1397	1152	82%	9	171	183	12	
University College	1175	1125	392	35%	6	39	28	3	
Whittington	1528	1406	1047	74%	10	171	222	13	
Homerton	1264	1142	651	57%	5	57	41	3	
King Georges	1075	1001	897	90%	12	181	258	9	
Newham	1681	1500	1352	90%	12	269	410	4	
Queens Romford	2738	2600	2427	93%	17	671	1105	37	
Royal London	1816	1630	1309	80%	9	200	171	7	
Whipps Cross	1638	1464	1281	88%	16	332	487	54	
Charing Cross	1272	1214	282	23%	4	19	16	0	
Chelsea & West	1321	1201	578	48%	5	45	9	0	
Ealing	1205	1179	169	14%	4	12	10	0	
Hillingdon	1827	1727	586	34%	6	63	48	0	
Northwick Park	3293	3144	1089	35%	6	115	102	12	
St Marys	1710	1621	963	59%	7	113	105	0	
West Middlesex	2090	2021	1015	50%	7	121	90	1	
Kings College	1950	1844	1478	80%	10	240	276	10	
Lewisham	1485	1311	731	56%	8	103	85	10	
Princess Royal	1840	1609	928	58%	12	179	174	46	
Queen Elizabeth II	2310	2090	628	30%	5	54	24	2	
St Thomas'	1887	1786	1180	66%	6	122	60	1	
Croydon	2213	2071	1321	64%	6	136	72	6	
Kingston	1551	1435	1086	76%	7	125	52	0	
St Georges	1889	1631	1172	72%	9	180	230	3	
St Helier	1295	1228	835	68%	7	103	77	3	
LAS TOTAL	47,787	44,443	27,811	63%	9	4499	5,262	286	

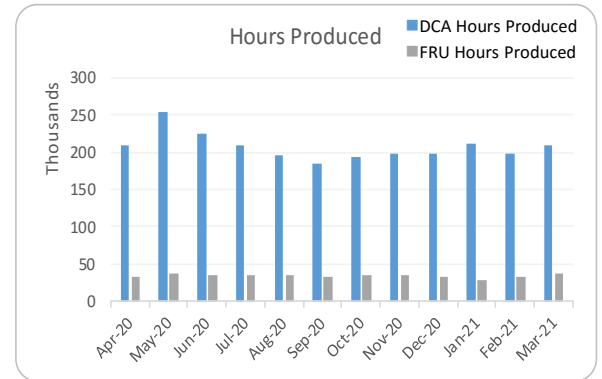
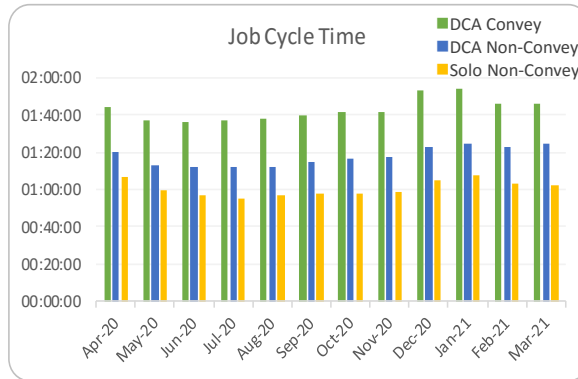
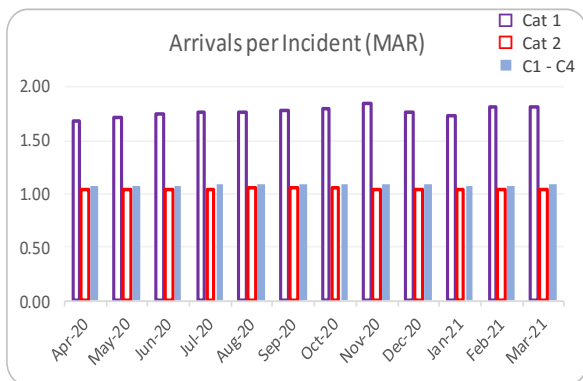
Non-blue calls. Patient Handover to Green, March 2021

	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	12 Week Trend
1645	1581	932	59%	8	129	112	5		
2603	2485	1546	62%	10	250	279	11		
1486	1397	752	54%	8	102	96	4		
1175	1125	747	66%	10	119	128	9		
1528	1406	786	56%	9	119	126	12		
1264	1142	711	62%	9	111	105	7		
1075	1001	586	59%	7	71	56	3		
1681	1500	916	61%	10	156	169	12		
2738	2600	1498	58%	6	157	120	11		
1816	1630	954	59%	10	167	201	12		
1638	1464	890	61%	11	164	186	18		
1272	1214	722	59%	7	88	74	8		
1321	1201	761	63%	9	111	111	11		
1205	1179	713	60%	7	87	67	8		
1827	1727	921	53%	6	88	55	7		
3293	3144	1925	61%	8	258	235	16		
1710	1621	947	58%	8	128	112	9		
2090	2021	1096	54%	6	117	81	9		
1950	1844	1023	55%	8	131	91	12		
1485	1311	779	59%	7	91	83	7		
1840	1609	943	59%	7	102	87	5		
2310	2090	1243	59%	6	129	96	10		
1887	1786	1002	56%	7	115	107	5		
2213	2071	1329	64%	7	157	95	7		
1551	1435	824	57%	7	98	88	8		
1889	1631	1006	62%	8	129	116	9		
1295	1228	734	60%	6	71	44	2		
47,787	44,443	26,286	59%	8	3443	3,120	237		

Resourcing Capacity & Efficiency



	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Cat1 Arrivals per Incident (MAR)	1.68	1.71	1.75	1.76	1.77	1.79	1.79	1.85	1.76	1.72	1.82	1.82
Cat2 Arrivals per Incident (MAR)	1.04	1.04	1.04	1.05	1.05	1.05	1.05	1.05	1.04	1.04	1.04	1.05
Cat1-Cat4 Arrivals per Incident (MAR)	1.08	1.08	1.08	1.08	1.09	1.09	1.09	1.08	1.08	1.08	1.08	1.09
JCT - Conveying DCA (hh:mm:ss)	01:44:02	01:37:24	01:36:14	01:37:18	01:38:18	01:40:06	01:41:54	01:41:58	01:53:35	01:54:09	01:46:33	01:46:24
JCT - Non Conveying DCA (hh:mm:ss)	01:19:53	01:13:04	01:11:54	01:12:21	01:12:37	01:15:03	01:16:57	01:17:44	01:22:49	01:24:25	01:23:18	01:24:27
JCT - Non Conveying Solo (hh:mm:ss)	01:06:47	00:59:35	00:56:35	00:55:39	00:56:35	00:57:57	00:57:51	00:58:45	01:05:08	01:07:41	01:03:01	01:02:19
OOS % of Hours Lost	9.7%	7.7%	8.1%	8.3%	9.2%	9.7%	9.2%	8.3%	9.1%	9.4%	8.4%	8.1%
DCA Hours Produced	209,758	255,420	224,155	208,497	195,498	184,773	193,923	198,431	197,378	212,891	199,440	208,728
FRU Hours Produced	32,915	36,516	34,238	34,720	34,217	33,153	34,817	35,834	33,038	29,274	32,202	37,127
PAS/VAS Hours Produced	12,782	8,205	6,184	6,307	5,360	4,321	2,716	2,166	4,239	5,985	4,106	4,456
Non-Patient Facing Hours Produced	50,306	55,670	50,092	48,773	44,674	43,779	47,210	47,751	46,997	46,415	42,638	46,685



Resourcing Plan vs. Actual



Vehicle Hours	Responder Type	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Planned Resource Level ^	DCA	180,593	186,686	180,605	186,705	186,607	180,557	186,777	180,551	186,586	186,686	168,580	186,589
	FRU *	44,940	46,413	44,937	46,446	46,405	44,944	46,430	44,916	46,444	46,413	41,935	46,442
Current Resource Level (GRS)	DCA	206,822	253,629	220,854	204,855	192,018	179,271	189,651	192,167	191,952	207,410	195,472	204,489
	FRU *	32,039	35,395	33,156	34,125	33,671	32,489	34,265	35,283	32,366	28,568	31,737	36,598
Current Resource Gap	DCA	26,228	66,943	40,249	18,149	5,411	-1,285	2,874	11,616	5,366	20,725	26,892	17,899
	FRU	-12,901	-11,018	-11,781	-12,320	-12,734	-12,455	-12,165	-9,633	-14,078	-17,846	-10,199	-9,844

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 scheduled hours and as such it does not include pre or post shift overtime hours.

* Including MRU

^ ORH plan

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 2020/21
Patient Handover to Green (15 mins)	47.7%	54.2%	56.0%	54.3%	53.2%	51.8%	51.8%	52.0%	48.2%	44.7%	46.7%	46.0%	50.6%
Data Completeness (arrival)	99.7%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	100.0%	99.8%	99.7%	99.7%	99.6%	99.8%
Data Completeness (green)	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%



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
