London Ambulance Service
NHS Trust

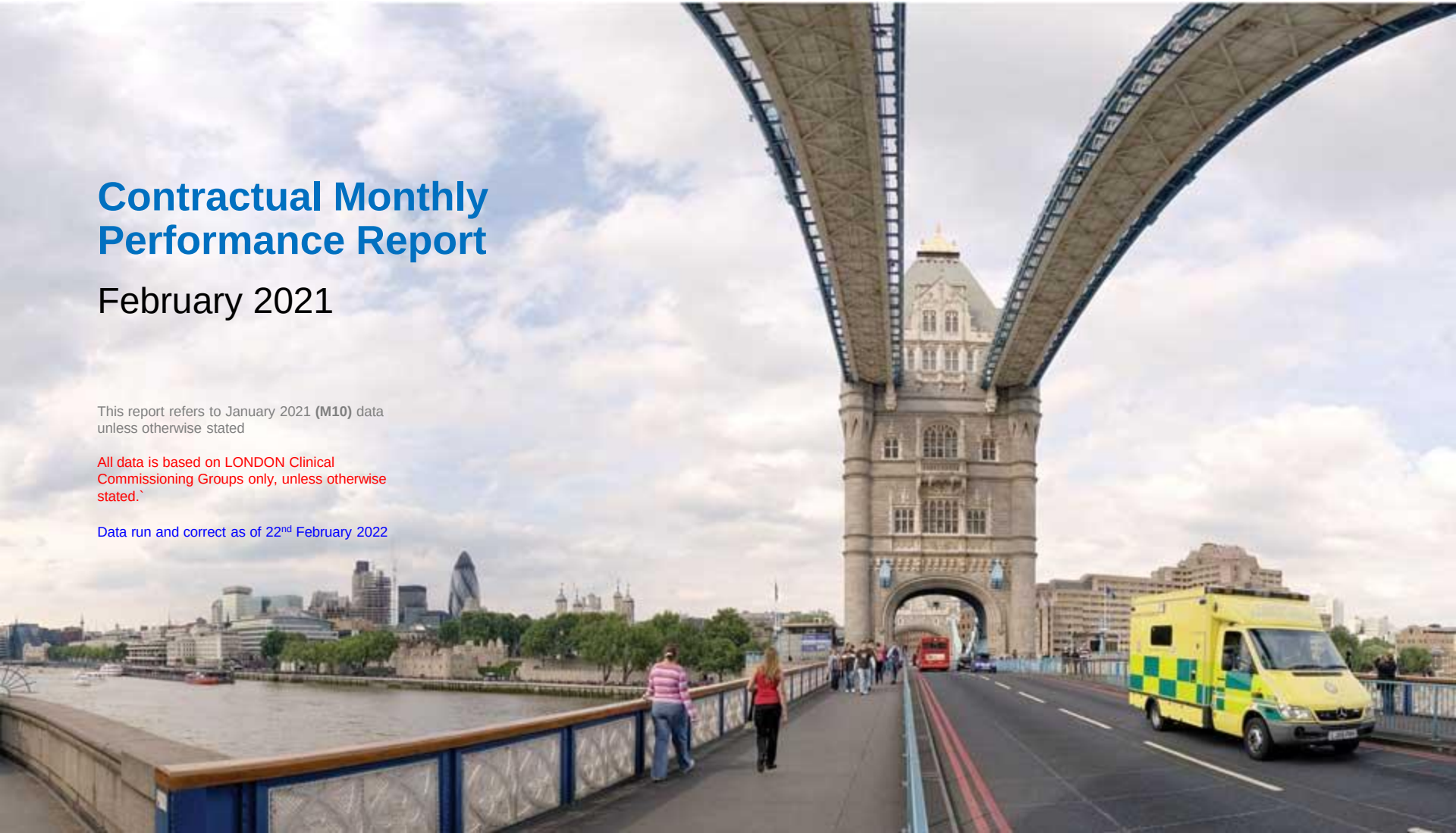
Contractual Monthly Performance Report

February 2021

This report refers to January 2021 **(M10)** data unless otherwise stated

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

Data run and correct as of 22nd February 2022



EXECUTIVE SUMMARY
Ambulance Response Programme – Definition & Overview

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

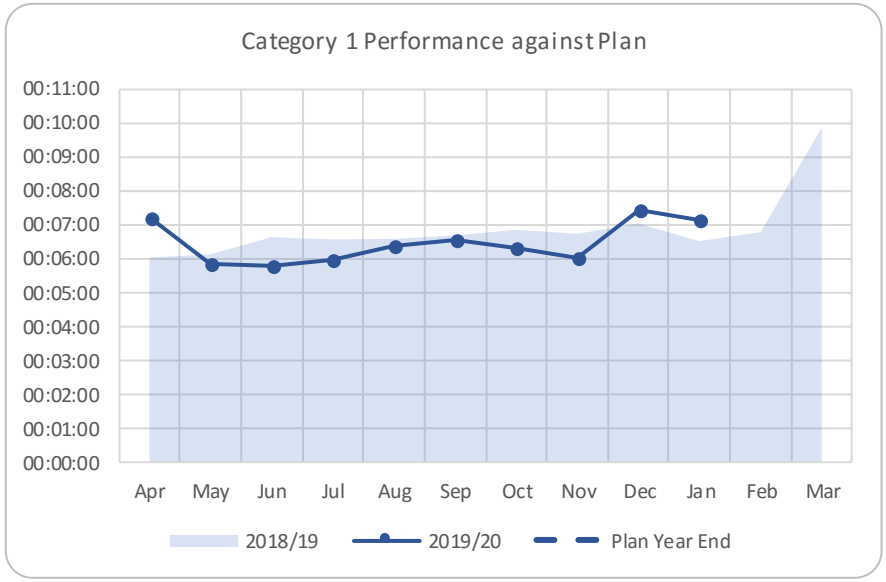
Category	Percentage of calls per Category	National Standard	How long does the ambulance service have to make a decision?	What stops the clock?
Category 1	8%	• 7 minutes mean response time • 15 minutes 90th centile response time	The earliest of: • The problem being identified • An ambulance response being 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%	• 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	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.

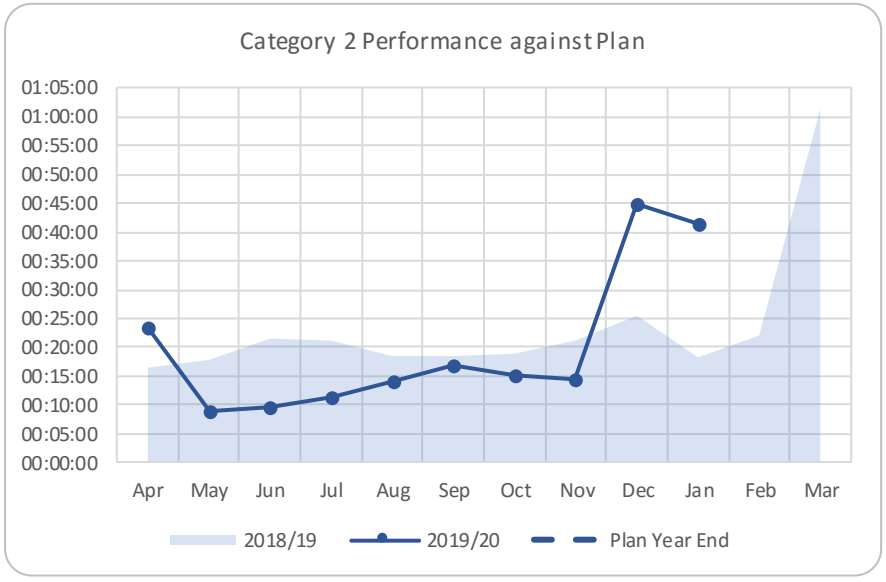
The new standards are intended to:

- 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.

EXECUTIVE SUMMARY
Performance Summary

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 (M8)	00:06:03	00:00:57	00:10:07	00:04:53	00:08:47	00:10:13	00:14:56	00:15:04	00:14:16	00:03:44	00:27:08	00:12:52	00:36:04	00:23:56	01:21:33	00:38:27	02:23:53	00:36:07
Previous month (M9)	00:07:27	00:00:27	00:12:24	00:02:36	00:11:29	00:07:31	00:19:30	00:10:30	00:44:48	00:26:48	01:48:04	01:08:04	01:41:53	00:41:53	04:12:10	02:12:10	06:37:30	03:37:30
Last month (M10)	00:07:09	00:00:09	00:11:56	00:03:04	00:10:30	00:08:30	00:17:44	00:12:16	00:41:30	00:23:30	01:41:00	01:01:00	01:23:50	00:23:50	03:32:00	01:32:00	05:07:26	02:07:26
Current YTD (2020/21) * from 01 Apr 19 - 31 Jan 21	00:06:31	00:00:29	00:11:01	00:03:59	00:09:20	00:09:40	00:15:53	00:14:07	00:21:07	00:03:07	00:42:57	00:02:57	00:45:13	00:14:47	01:40:01	00:19:59	02:51:22	00:08:38





* Incident data is correct as of 22nd February and is subject to change due to data validation.

EXECUTIVE SUMMARY
Performance Summary

Demand

- 101,858 incidents were provided with a face to face response in M10.
- M10 saw the highest number of face to face incidents, since the introduction of the ARP.
- C2 incidents increased by 4.2% when compared to the previous month.

Performance

- M10 saw the C1 performance over the 7 minute target for the second consecutive month, since the beginning of the pandemic.
- Although M10 shows some of the key indicators as performing above the targets, there has been and improvement across all indicators.

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	18
NHS Islington CCG	NHS 111 Transfer	15
NHS Waltham Forest CCG	NHS 111 Transfer	11

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Performance Overview
Response Times by Category

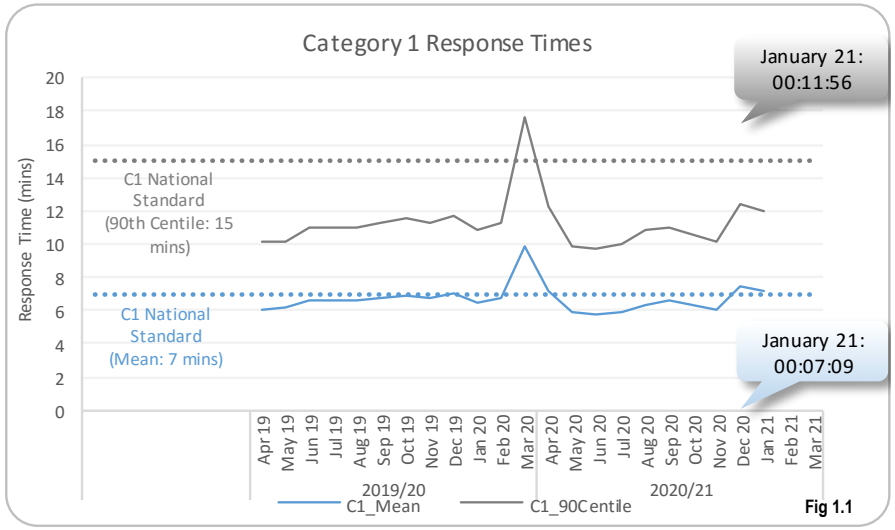

Fig 1.1

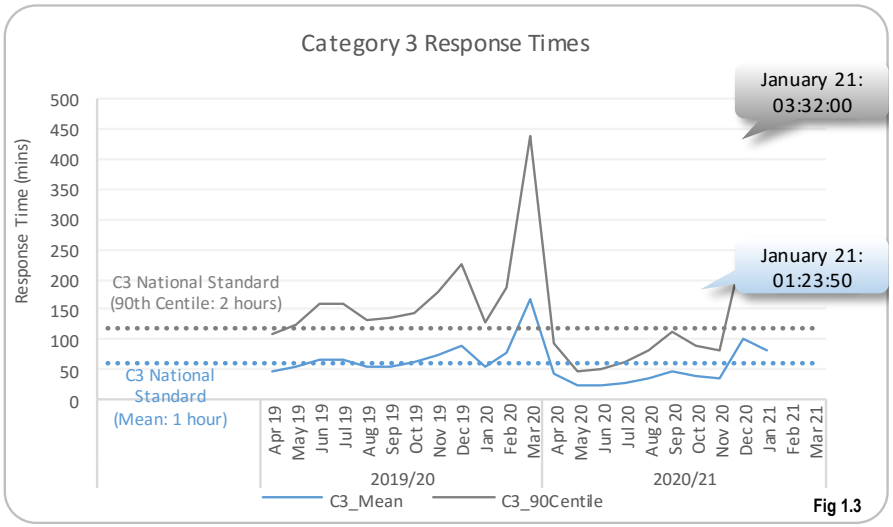

Fig 1.3

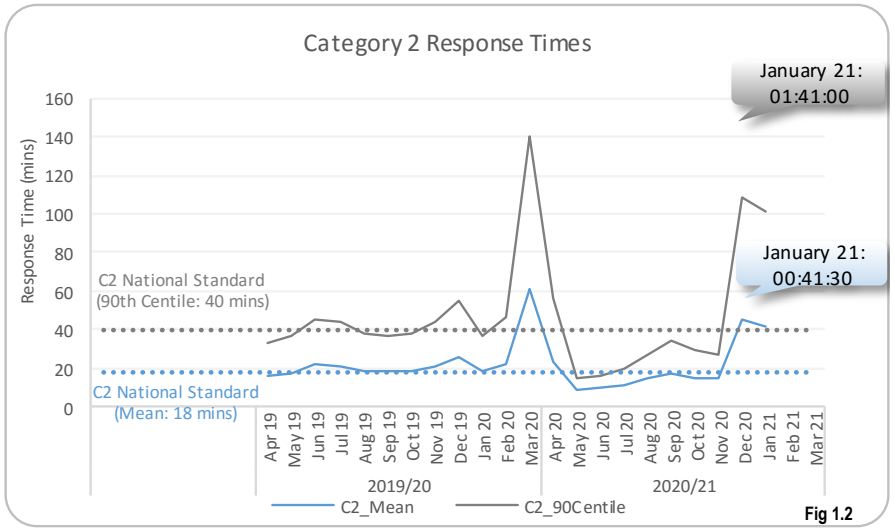

Fig 1.2

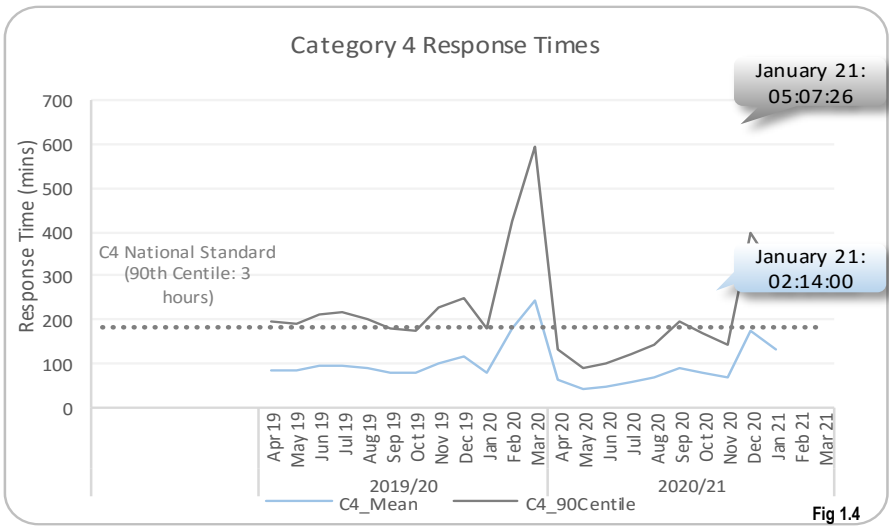

Fig 1.4

Performance Overview
Demand by Category

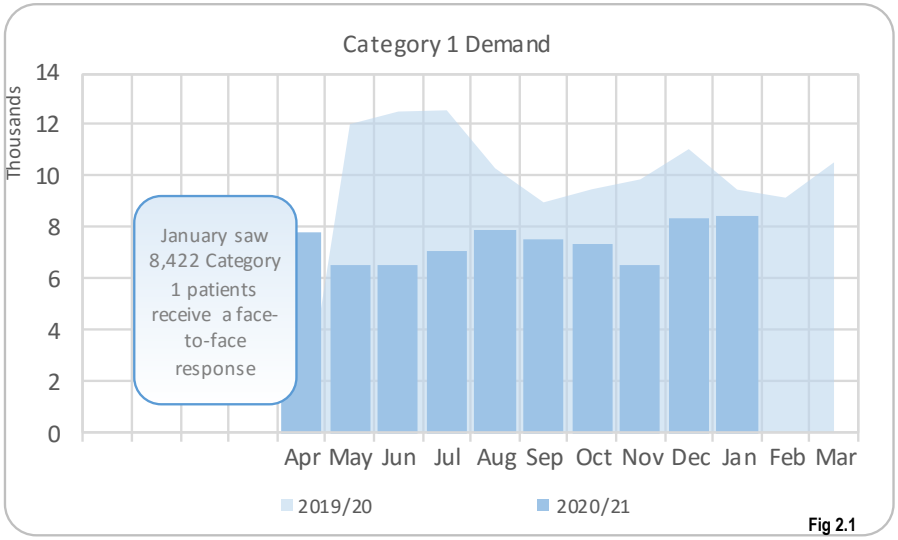

Fig 2.1

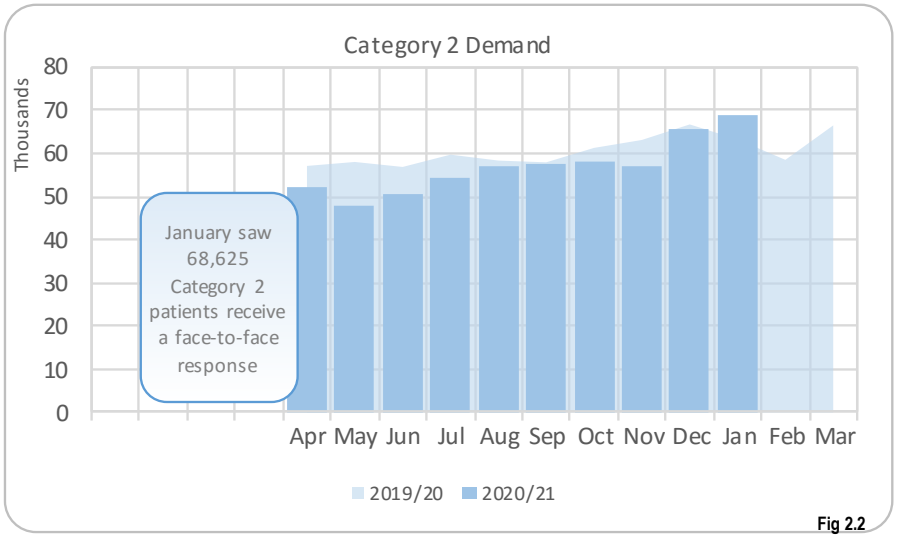

Fig 2.2

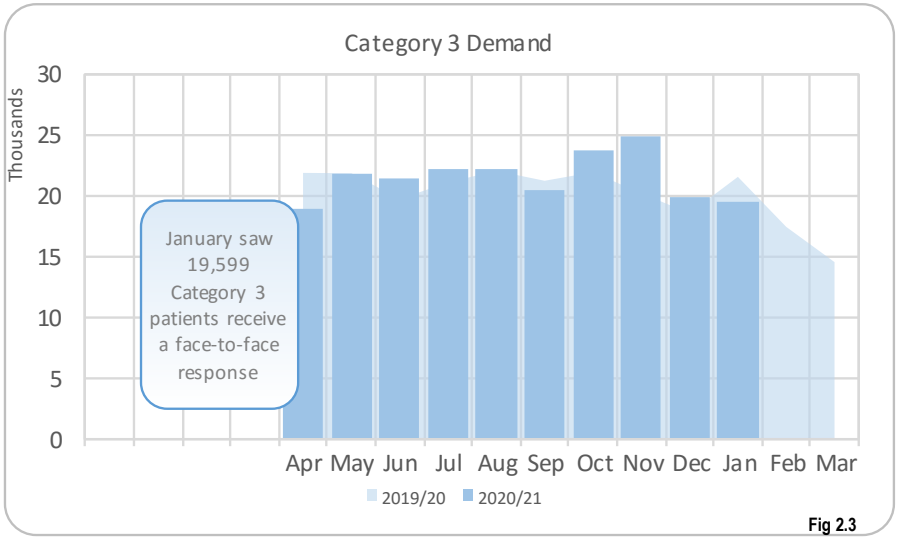

Fig 2.3

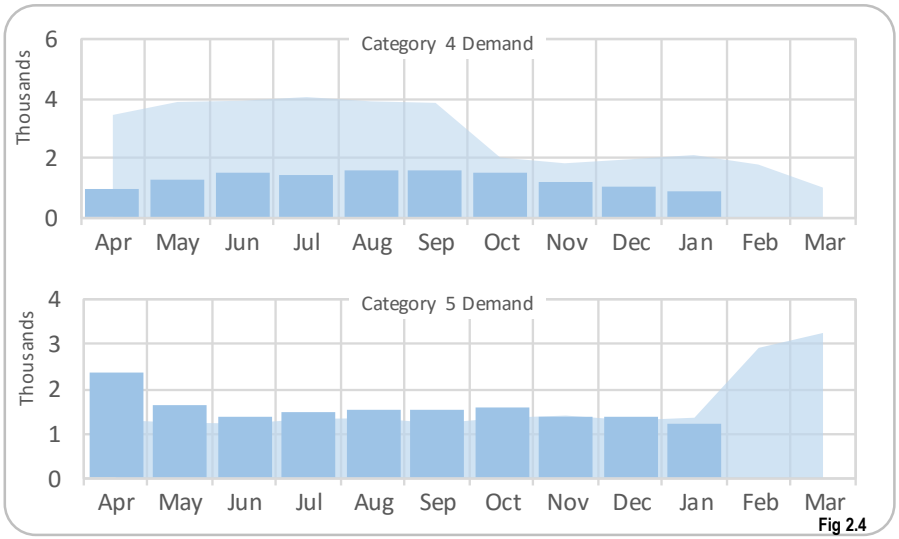

Fig 2.4

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Performance Overview
90th Centile Performance

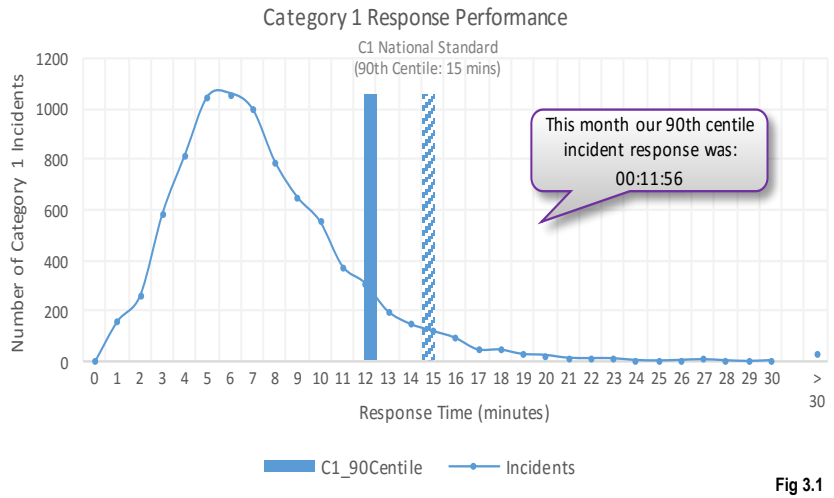


Fig 3.1

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

The 90th centile response time in January was 00:11:56 minutes, within the 15 minute National Standard as set out in the guidelines by NHSI.

Of the 8,422 incidents requiring a Category 1 response, 7,579 incidents received a face to face response within 00:11:56 minutes.

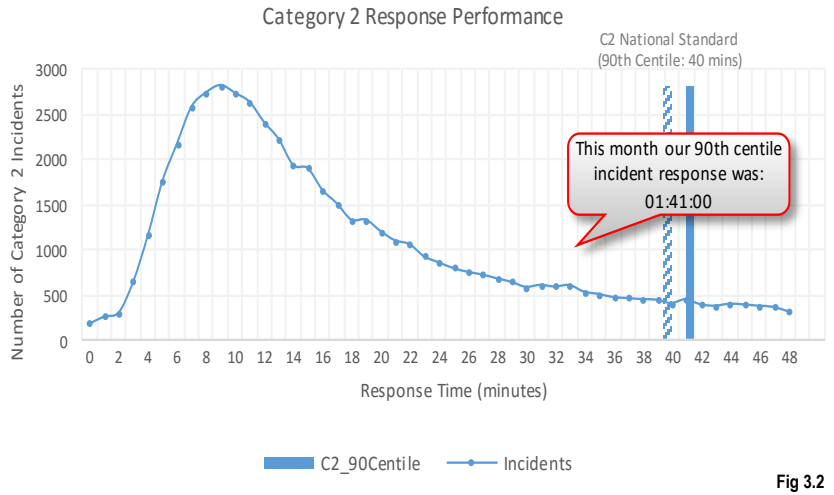


Fig 3.2

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

The 90th centile response time in January was 01:41:00 minutes, above the 40 minute National Standard as set out in the guidelines by NHSI.

Of the 68,625 incidents requiring a Category 2 response, 61,772 incidents received a face to face response within 01:41:00 minutes.

Performance Overview
90th Centile Performance

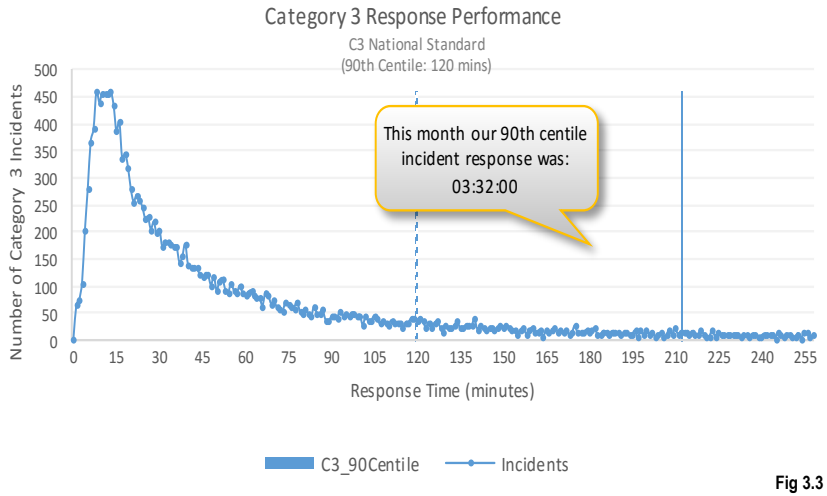


Fig 3.3

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

The 90th centile response time in January was 03:32:00 minutes, above the 2 hour National Standard as set out in the guidelines by NHSI.

Of the 19,599 incidents requiring a Category 3 response, 17,726 incidents received a face to face response within 03:32:00 minutes.

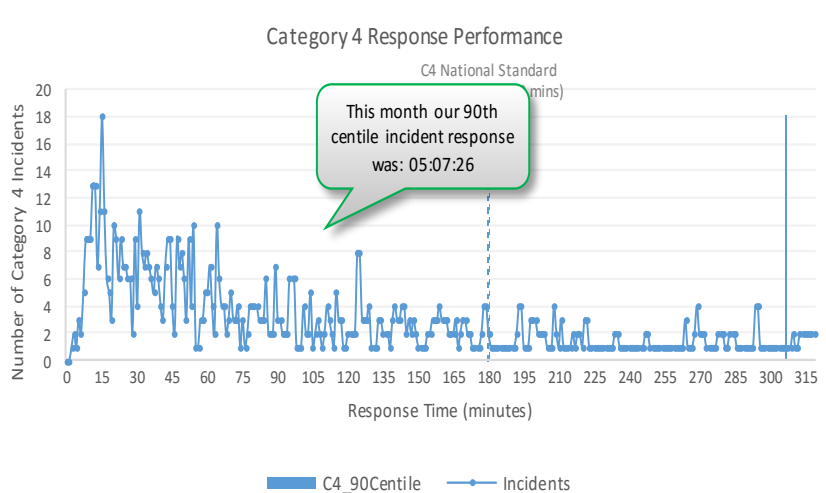


Fig 3.4

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

The 90th centile response time in January was 05:07:26 minutes, above the 3 hour National Standard as set out in the guidelines by NHSI.

Of the 868 incidents requiring a Category 4 response, 781 incidents received a face to face response within 05:07:26 minutes.

Performance Overview
Benchmarking - National Picture

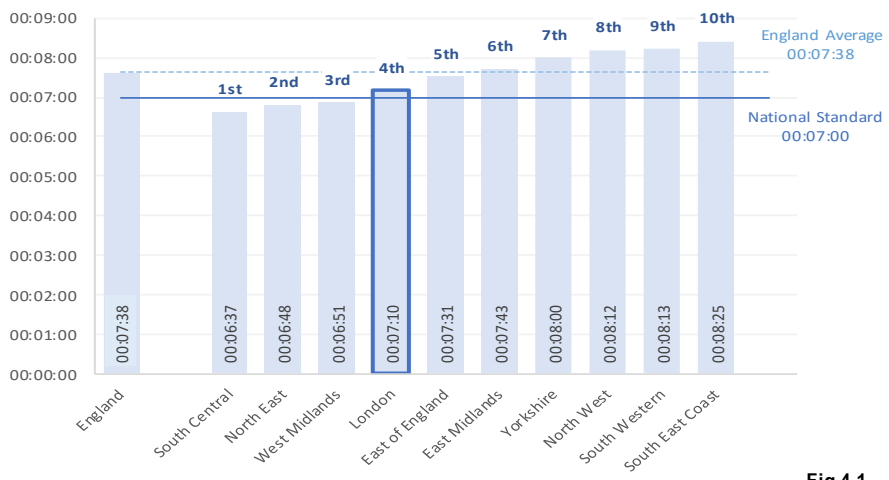


Fig 4.1

- 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 7 minutes 10 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 4th in the Category 1 Mean performance measure, compared to the other Trusts.

- LAS also ranked 2.5th in the Category 1 90th Centile measure, compared to the other Trusts.

	Mean		90th Centile		Mean		90th Centile		Mean		90th Centile		90th Centile	
January 2021	**Category 1**		**Category 1**		**Category 2**		**Category 2**		**Category 3**		**Category 3**		**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	00:07:38	Rank	00:13:26	Rank	00:29:40	Rank	01:04:12	Rank	01:27:33	Rank	03:32:03	Rank	04:53:52	Rank
East Midlands	00:07:43	(6)	00:13:37	(5)	00:29:51	(7)	01:01:41	(6)	01:38:25	(7)	03:57:22	(6)	03:49:14	(5)
East of England	00:07:31	(5)	00:14:06	(8)	00:29:36	(6)	01:03:31	(7)	01:36:54	(6)	04:13:31	(9)	04:53:11	(8)
London	00:07:10	(4)	00:11:57	(2.5)	00:41:30	(11)	01:41:00	(11)	01:23:37	(5)	03:31:43	(5)	05:07:48	(9)
North East	00:06:48	(2)	00:11:44	(1)	00:35:56	(10)	01:13:21	(9)	02:01:46	(10)	04:57:15	(10)	03:37:52	(3)
North West	00:08:12	(8)	00:13:47	(7)	00:35:35	(9)	01:17:58	(10)	01:44:39	(9)	04:09:50	(8)	07:32:06	(11)
South Central	00:06:37	(1)	00:12:08	(4)	00:23:12	(2)	00:48:55	(2)	01:22:20	(3)	03:16:11	(3)	03:41:25	(4)
South East Coast	00:08:25	(10)	00:15:16	(10)	00:25:52	(4)	00:51:18	(3)	02:26:29	(11)	05:38:22	(11)	06:23:52	(10)
South Western	00:08:13	(9)	00:15:04	(9)	00:29:03	(5)	00:59:50	(5)	01:22:41	(4)	03:24:32	(4)	04:35:47	(7)
West Midlands	00:06:51	(3)	00:11:57	(2.5)	00:14:48	(1)	00:27:49	(1)	00:51:45	(1)	02:00:38	(1)	02:29:09	(1)
Yorkshire	00:08:00	(7)	00:13:43	(6)	00:24:30	(3)	00:52:00	(4)	01:03:08	(2)	02:34:58	(2)	04:08:48	(6)
Isle of Wight	00:09:28	(11)	00:17:09	(11)	00:33:11	(8)	01:12:07	(8)	01:38:36	(8)	04:04:48	(7)	03:02:18	(2)

NOT FOR PUBLICATION

Fig 4.2

Performance Overview
Performance by CCG & STP

	(M10) CCG Name	00:07:00 C1 Mean	00:15:00 C1 90th centile	00:18:00 C2 Mean	00:40:00 C2 90th centile	01:00:00 C3 Mean	02:00:00 C3 90th centile	03:00:00 C4 90th centile
North Central	NHS Barnet CCG	00:07:05	00:11:51	00:40:03	01:34:15	01:26:16	03:35:40	05:12:24
	NHS Camden CCG	00:06:34	00:10:46	00:22:41	00:50:18	01:02:41	02:29:10	05:03:46
	NHS Enfield CCG	00:07:03	00:12:03	00:58:40	02:19:23	01:57:04	04:51:08	11:48:12
	NHS Haringey CCG	00:07:03	00:11:55	00:59:30	02:26:45	01:52:28	04:44:14	10:35:09
	NHS Islington CCG	00:06:29	00:10:29	00:26:45	00:58:04	01:12:27	03:07:22	05:43:55
	Total	**00:06:55**	**00:11:48**	**00:44:04**	**01:44:58**	**01:31:13**	**03:54:30**	**09:23:23**
North East	NHS Barking and Dagenham CCG	00:07:33	00:12:07	01:07:08	02:49:19	01:51:23	05:21:46	10:12:11
	NHS City and Hackney CCG	00:06:50	00:11:29	00:40:30	01:40:36	01:34:51	04:25:49	05:51:42
	NHS Havering CCG	00:08:35	00:14:36	01:04:18	02:42:04	01:45:57	04:14:37	04:25:16
	NHS Newham CCG	00:07:00	00:11:23	01:01:21	02:48:39	01:45:34	04:29:27	03:24:31
	NHS Redbridge CCG	00:07:12	00:11:50	01:07:16	02:51:08	02:04:06	05:19:56	06:37:49
	NHS Tower Hamlets CCG	00:06:51	00:10:46	00:45:03	01:57:12	01:25:02	03:42:49	03:45:00
	NHS Waltham Forest CCG	00:08:32	00:12:19	01:07:20	02:50:29	02:00:14	05:24:01	03:40:12
	Total	**00:07:29**	**00:11:57**	**00:58:52**	**02:33:03**	**01:46:11**	**04:35:43**	**05:47:19**
North West	NHS Brent CCG	00:06:30	00:11:11	00:28:25	01:02:49	01:13:06	02:55:16	03:43:28
	NHS Central London (Westminster) CCG	00:06:11	00:10:04	00:19:06	00:44:06	00:53:29	02:16:17	05:56:32
	NHS Ealing CCG	00:06:44	00:11:37	00:31:34	01:13:35	01:18:52	03:19:39	06:18:04
	NHS Hammersmith and Fulham CCG	00:05:34	00:08:47	00:17:23	00:37:55	00:55:03	02:20:57	02:52:59
	NHS Harrow CCG	00:06:58	00:12:07	00:30:43	01:09:07	01:26:12	03:59:06	05:03:24
	NHS Hillingdon CCG	00:06:30	00:10:50	00:32:48	01:15:27	01:16:50	03:11:27	02:44:54
	NHS Hounslow CCG	00:06:24	00:11:26	00:32:13	01:15:49	01:23:14	03:55:30	04:31:43
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:45	00:09:41	00:16:25	00:35:40	00:52:11	02:00:48	04:04:57
	Total	**00:06:25**	**00:11:11**	**00:27:45**	**01:03:34**	**01:10:52**	**03:00:50**	**04:28:27**
South East	NHS Bexley CCG	00:09:25	00:16:17	00:56:51	02:12:38	01:54:54	04:56:59	04:47:21
	NHS Bromley CCG	00:08:30	00:14:55	00:40:22	01:40:19	01:13:57	02:54:31	03:50:58
	NHS Greenwich CCG	00:08:39	00:13:21	00:55:56	02:29:20	01:45:11	04:16:14	03:45:00
	NHS Lambeth CCG	00:06:18	00:10:17	00:30:17	01:09:46	01:13:51	03:19:43	03:46:04
	NHS Lewisham CCG	00:07:20	00:12:15	00:44:35	01:54:20	01:22:07	03:18:29	05:06:27
	NHS Southwark CCG	00:05:55	00:09:43	00:25:36	00:57:59	01:03:40	02:48:03	04:37:06
	Total	**00:07:39**	**00:12:47**	**00:41:14**	**01:40:46**	**01:22:58**	**03:31:37**	**04:28:19**
South West	NHS Croydon CCG	00:07:58	00:13:45	00:55:39	02:27:02	01:39:00	04:01:46	03:51:22
	NHS Kingston CCG	00:06:56	00:11:50	00:21:37	00:53:16	00:45:30	01:49:29	02:33:13
	NHS Merton CCG	00:06:38	00:10:33	00:27:14	01:09:28	00:59:58	02:19:18	03:02:18
	NHS Richmond CCG	00:07:05	00:13:03	00:27:03	01:01:59	00:52:36	02:09:52	03:23:58
	NHS Sutton CCG	00:08:35	00:12:56	00:31:15	01:17:29	01:12:17	03:05:08	07:46:35
	NHS Wandsworth CCG	00:06:19	00:10:07	00:30:00	01:09:20	01:12:06	03:03:18	04:56:08
	Total	**00:07:20**	**00:12:32**	**00:36:38**	**01:27:42**	**01:12:04**	**03:02:29**	**04:26:55**

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

Performance Overview
Call Answering Performance

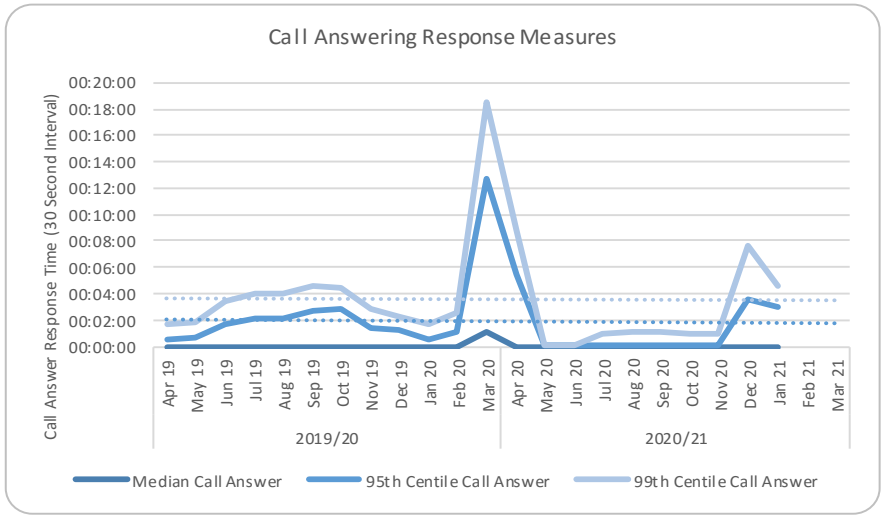


Fig 5.1

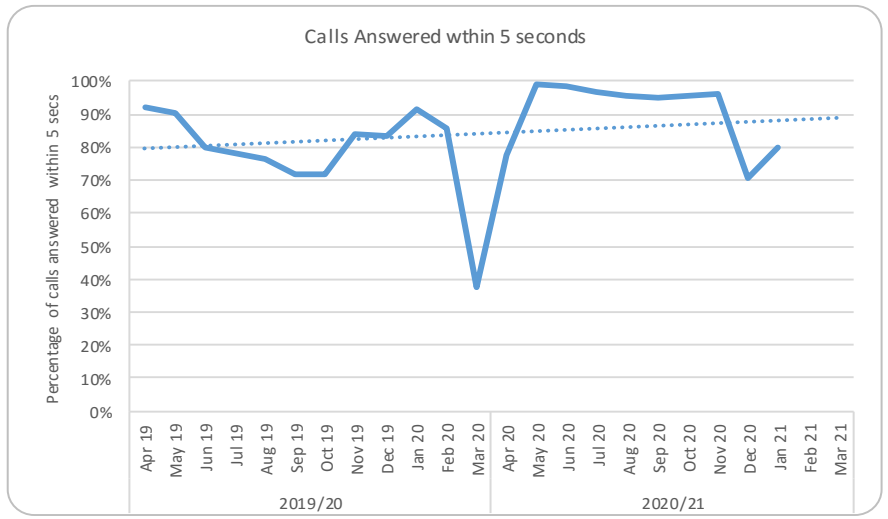


Fig 5.2

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

- 144,417 calls were received into the EOC in January 2021 (M10).
  - 1,672,770 calls have been received into the EOC for the YTD.

- During January 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 180 seconds. (approx. 3 minutes)
  - In other words 95 out of every 100 calls were answered in less than 180 seconds.

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

- 101,858 incidents received a face-to-face response in January 2021 (M10).
  - 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 January 80% of all calls received into the EOC were answered within five seconds.

* Incident data is correct as of 22nd February and is subject to change due to data validation.

Activity Overview
Activity vs. agreed Profiles

		in-month	*cumulative*	
		Jan-21	**Year To Date**	**Year-end Target**
Hear & Treat %	%	14.27%	10.81%	
	(n)			
See & Treat %	LAS	35.90%	32.56%	
	Target			
See & Convey to Other % (Excl. HASU & Cath Lab)	LAS	2.70%	4.60%	
	Target			
ED conveyance % (Excl. HASU & Cath Lab)	LAS	45.87%	50.77%	
	Target			
See & Convey to Other % (HASU & Cath Lab)	LAS	1.26%	1.26%	
	Target			

* Incident data is correct as of 22nd February 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, January 2021

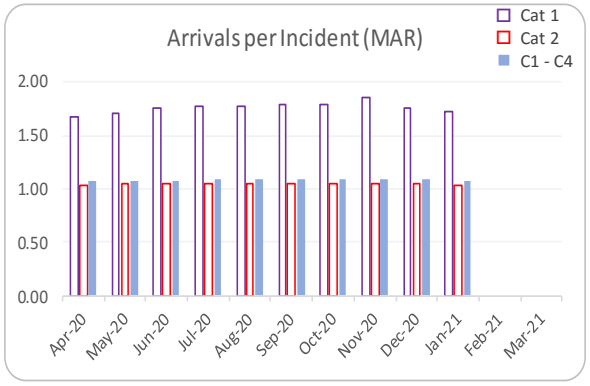
	Arrived to Handover								
	Total Conveyances	Total Handovers	Handovers exceeding 15 mins	% over 15 mins	Overrun per breach (mins)	Total time lost over 15 mins (hrs)	Handovers exceeding 30 mins	Handovers exceeding 60 mins	12 Week Trend
Barnet	1381	1339	1199	90%	25	508	528	164	
North Middlesex	2016	1946	1752	90%	26	761	967	254	
Royal Free	1492	1407	1247	89%	14	295	342	63	
University College	1118	1084	517	48%	6	54	54	3	
Whittington	1329	1255	963	77%	19	299	337	101	
Homerton	1313	1223	747	61%	8	99	104	4	
King Georges	1127	1064	1005	94%	31	525	535	124	
Newham	1330	1230	1144	93%	22	426	538	97	
Queens Romford	2166	1985	1877	95%	32	1001	1084	235	
Royal London	1838	1697	1401	83%	13	303	333	44	
Whipps Cross	1175	1073	974	91%	30	490	494	159	
Charing Cross	1420	1382	461	33%	6	44	32	4	
Chelsea & West	1237	1177	691	59%	5	59	20	0	
Ealing	1340	1288	699	54%	22	251	252	86	
Hillingdon	1549	1469	767	52%	13	160	181	26	
Northwick Park	2605	2511	1421	57%	22	524	508	187	
St Marys	1686	1623	1171	72%	11	217	271	19	
West Middlesex	1886	1832	1167	64%	15	287	314	72	
Kings College	2061	1943	1683	87%	13	374	491	41	
Lewisham	1559	1444	1218	84%	22	443	444	156	
Princess Royal	1685	1564	1124	72%	24	458	356	152	
Queen Elizabeth II	1710	1617	858	53%	14	204	181	56	
St Thomas'	1735	1673	1128	67%	7	134	105	3	
Croydon	1578	1518	1336	88%	33	727	565	273	
Kingston	1470	1392	1066	77%	8	138	80	2	
St Georges	1789	1656	1298	78%	11	247	341	11	
St Helier	1223	1151	918	80%	16	246	253	77	
LAS TOTAL	42,818	40,543	29,832	74%	17	9271	9,710	2,413	

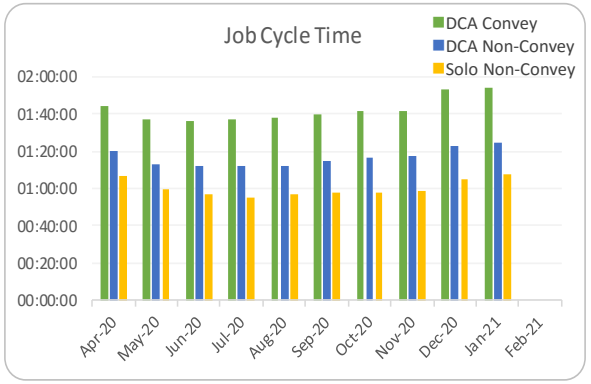
Non-blue calls. Patient Handover to Green, January 2021

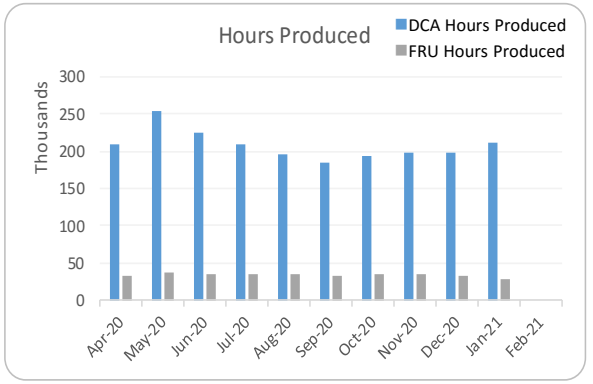
	Handover to Green								
	Total Conveyances	Total Handovers To Green	Handovers exceeding 14 mins	% Over 14min	Overrun Per Breach (Mins)	Total Time Lost Over 14 Minutes (Hrs)	Handovers exceeding 30 mins	Handovers exceeding 60 mins	12 Week Trend
Barnet	1381	1339	741	55%	9	116	79	8	
North Middlesex	2016	1946	1192	61%	10	194	198	19	
Royal Free	1492	1407	751	53%	8	100	85	5	
University College	1118	1084	727	67%	10	127	131	8	
Whittington	1329	1255	727	58%	8	102	98	7	
Homerton	1313	1223	713	58%	10	114	115	11	
King Georges	1127	1064	629	59%	9	94	85	6	
Newham	1330	1230	714	58%	11	135	168	16	
Queens Romford	2166	1985	1167	59%	9	168	156	26	
Royal London	1838	1697	916	54%	10	158	162	7	
Whipps Cross	1175	1073	611	57%	11	116	124	18	
Charing Cross	1420	1382	842	61%	8	108	89	9	
Chelsea & West	1237	1177	733	62%	9	109	101	10	
Ealing	1340	1288	718	56%	8	99	76	12	
Hillingdon	1549	1469	787	54%	7	93	53	8	
Northwick Park	2605	2511	1544	61%	9	220	182	27	
St Marys	1686	1623	948	58%	8	124	109	9	
West Middlesex	1886	1832	967	53%	6	101	70	7	
Kings College	2061	1943	1121	58%	8	141	114	11	
Lewisham	1559	1444	809	56%	7	88	72	7	
Princess Royal	1685	1564	955	61%	8	124	91	9	
Queen Elizabeth II	1710	1617	915	57%	7	105	85	9	
St Thomas'	1735	1673	932	56%	7	111	84	5	
Croydon	1578	1518	877	58%	9	131	69	10	
Kingston	1470	1392	832	60%	6	84	58	2	
St Georges	1789	1656	992	60%	7	112	84	4	
St Helier	1223	1151	677	59%	7	78	48	5	
	42,818	40,543	23,537	58%	8	3250	2,786	275	

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		
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		
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		
JCT - Conveying DCA (hh:mm:ss)	01:44:02	01:37:24	01:36:14	01:37:18	01:38:18	01:40:06	01:41:52	01:41:58	01:53:35	01:54:09		
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		
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	00:57:50	00:58:45	01:05:08	01:07:41		
OOS % of Hours Lost	9.7%	7.7%	8.1%	8.3%	9.2%	9.7%	9.2%	8.3%	9.1%	9.4%		
DCA Hours Produced	209,758	255,420	224,155	208,497	195,498	184,773	193,923	198,431	197,378	212,891		
FRU Hours Produced	32,915	36,516	34,238	34,720	34,217	33,153	34,817	35,834	33,038	29,274		
PAS/VAS Hours Produced	12,782	8,205	6,184	6,307	5,360	4,321	2,716	2,166	4,239	5,985		
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		







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		
	FRU *	44,940	46,413	44,937	46,446	46,405	44,944	46,430	44,916	46,444	46,413		
Current Resource Level (GRS)	DCA	206,822	253,629	220,854	204,855	192,018	179,271	189,651	192,167	191,955	207,454		
	FRU *	32,039	35,395	33,156	34,125	33,671	32,489	34,265	35,283	32,366	28,568		
Current Resource Gap	DCA	26,228	66,943	40,249	18,149	5,411	-1,285	2,874	11,616	5,369	20,768		
	FRU	-12,901	-11,018	-11,781	-12,320	-12,734	-12,455	-12,165	-9,633	-14,078	-17,846		

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%			51.4%
Data Completeness (arrival)	99.7%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	100.0%	99.8%	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%

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