



**NHS**

**London Ambulance Service**  
NHS Trust

# Contractual Monthly Performance Report

January 2021

This report refers to December 2020 (M9)  
data unless otherwise stated

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

Data run and correct as of 20<sup>th</sup> January 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%	<ul style="list-style-type: none"> <li>7 minutes mean response time</li> <li>15 minutes 90<sup>th</sup> centile response time</li> </ul>	The earliest of: <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>30 seconds from the call being connected</li> </ul>	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"> <li>18 minutes mean response time</li> <li>40 minutes 90<sup>th</sup> centile response time</li> </ul>	The earliest of: <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul>	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"> <li>60 minutes mean response time</li> <li>120 minutes 90<sup>th</sup> centile response time</li> </ul>	The earliest of: <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul>	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"> <li>180 minutes 90<sup>th</sup> centile response time</li> </ul>	The earliest of: <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul>	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.

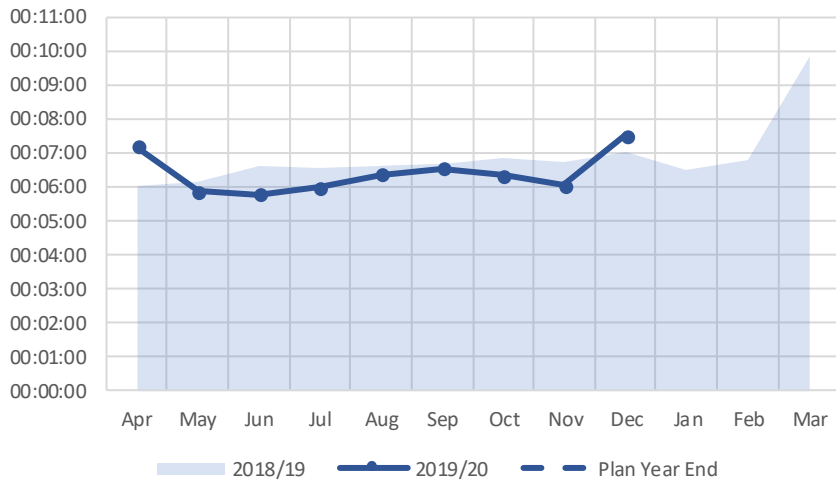
# EXECUTIVE SUMMARY

## Performance Summary

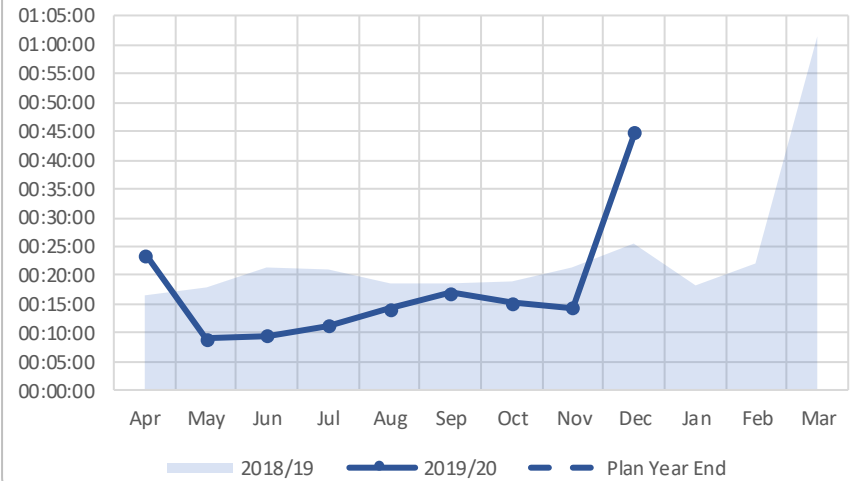


LAS Performance Variance to National Standard	C1 Mean		C1 90 <sup>th</sup> Centile		C1T Mean		C1T 90 <sup>th</sup> Centile		C2 Mean		C2 90 <sup>th</sup> Centile		C3 Mean		C3 90 <sup>th</sup> Centile		C4 90 <sup>th</sup> Centile	
	(00:07:00)	Variance	(00:15:00)	Variance	(00:19:00)	Variance	(00:30:00)	Variance	(00:18:00)	Variance	(00:40:00)	Variance	(01:00:00)	Variance	(02:00:00)	Variance	(03:00:00)	Variance
Previous month (M7)	00:06:20	00:00:40	00:10:35	00:04:25	00:09:14	00:09:46	00:15:50	00:14:10	00:15:13	00:02:47	00:29:12	00:10:48	00:39:20	00:20:40	01:31:31	00:28:29	02:51:29	00:08:31
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
Last month (M9)	00:07:30	00:00:30	00:12:24	00:02:36	00:11:33	00:07:27	00:19:30	00:10:30	00:44:48	00:26:48	01:48:04	01:08:04	01:41:50	00:41:50	04:12:02	02:12:02	06:35:58	03:35:58
Current YTD (2020/21) <small>* from 01 Apr 19 - 31 Dec 20</small>	00:06:26	00:00:34	00:10:52	00:04:08	00:09:12	00:09:48	00:15:39	00:14:21	00:18:19	00:00:19	00:35:26	00:04:34	00:41:21	00:18:39	01:31:32	00:28:28	02:42:20	00:17:40

Category 1 Performance against Plan



Category 2 Performance against Plan



\* Incident data is correct as of 20<sup>th</sup> January and is subject to change due to data validation.

# EXECUTIVE SUMMARY

## Performance Summary



### Demand

- 99,907 incidents were provided with a face to face response in M9. This is an increase of 5.7% when compared to the previous month.
- C1 incidents increased by 27.9% when compared to the previous month.

### Performance

- Some key performance indicators performed within the various standards during M9.

### Outliers

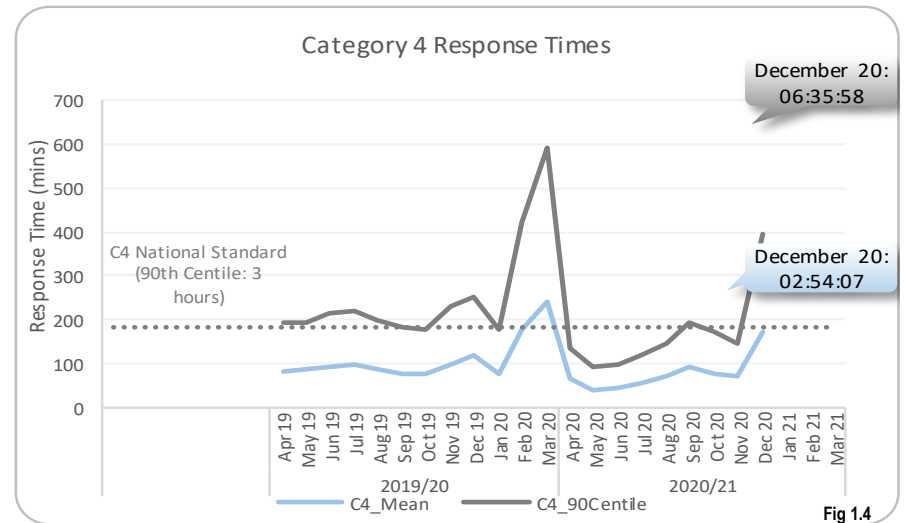
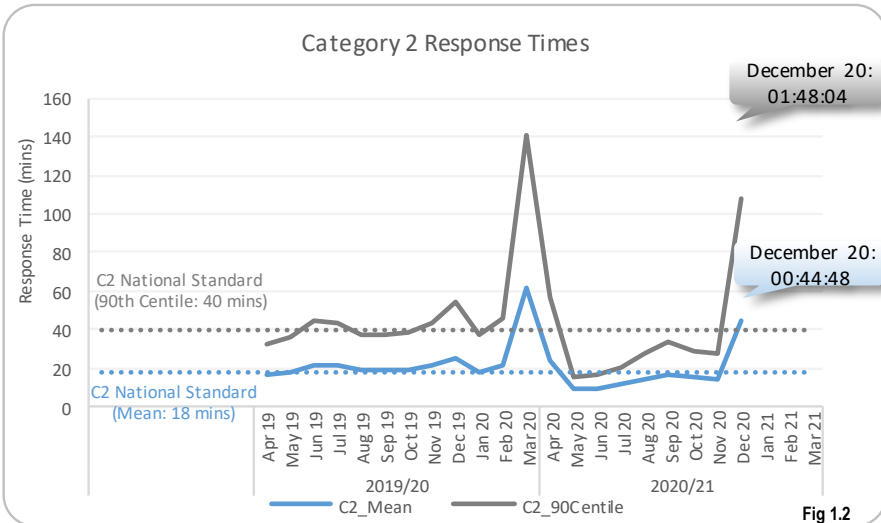
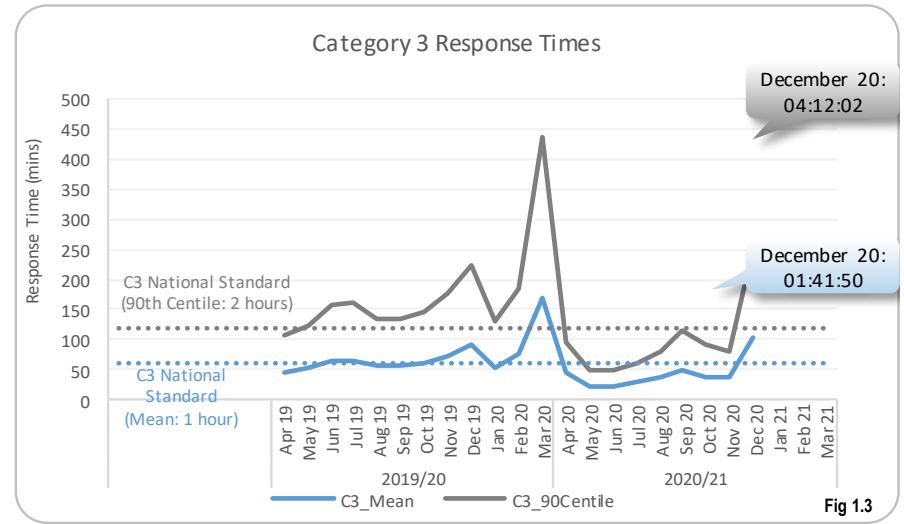
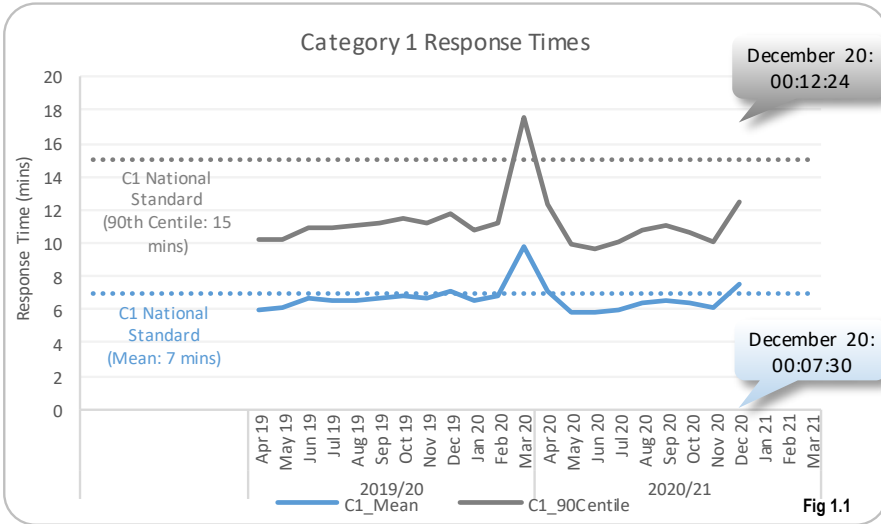
- The table opposite shows the outlier CCGs with long responses for the C4 90<sup>th</sup> centile measure. The table shows the top chief complaints and the number of incidents per CCG.
- This month all of these long responses were categorised as 111 Transfers.

CCG Name	Chief Complaint	Total
NHS Enfield CCG	NHS 111 Transfer	36
NHS Islington CCG		18
NHS Waltham Forest CCG		8

\* Incident data is correct as of 20<sup>th</sup> January and is subject to change due to data validation.

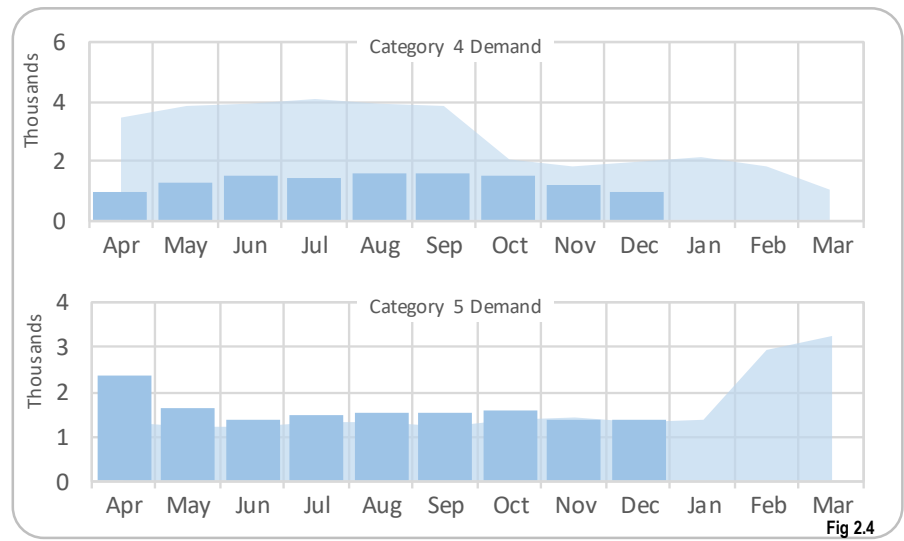
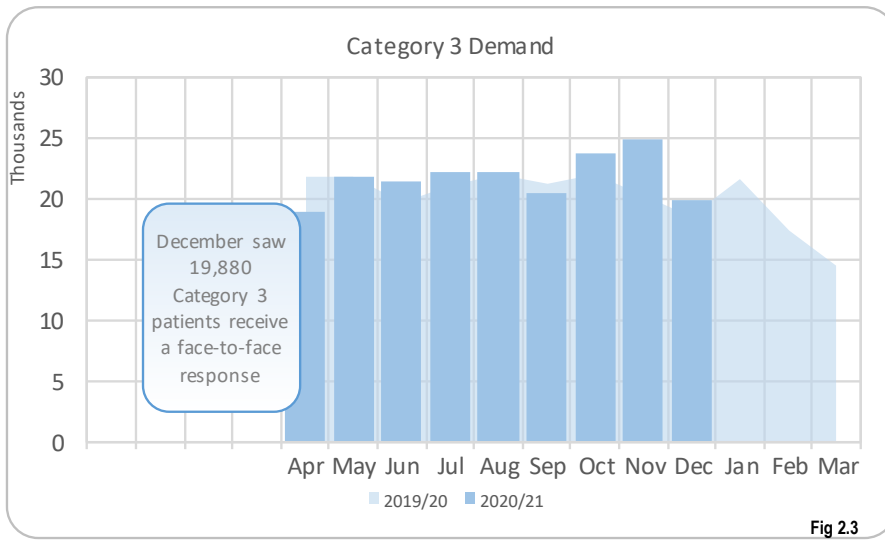
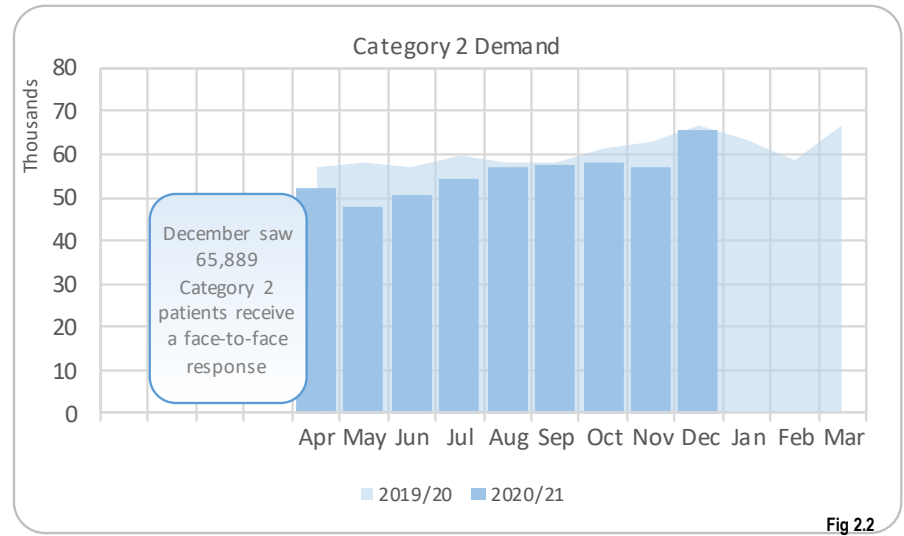
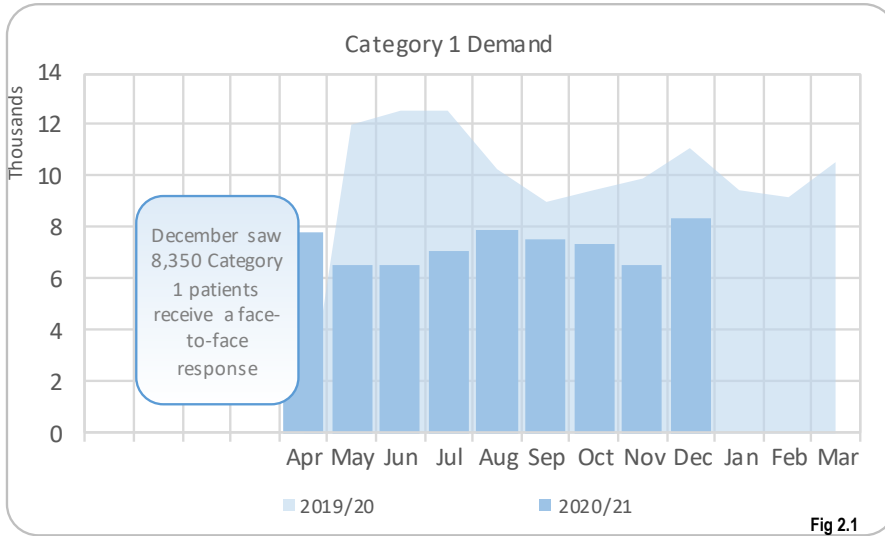
# Performance Overview

## Response Times by Category



# Performance Overview

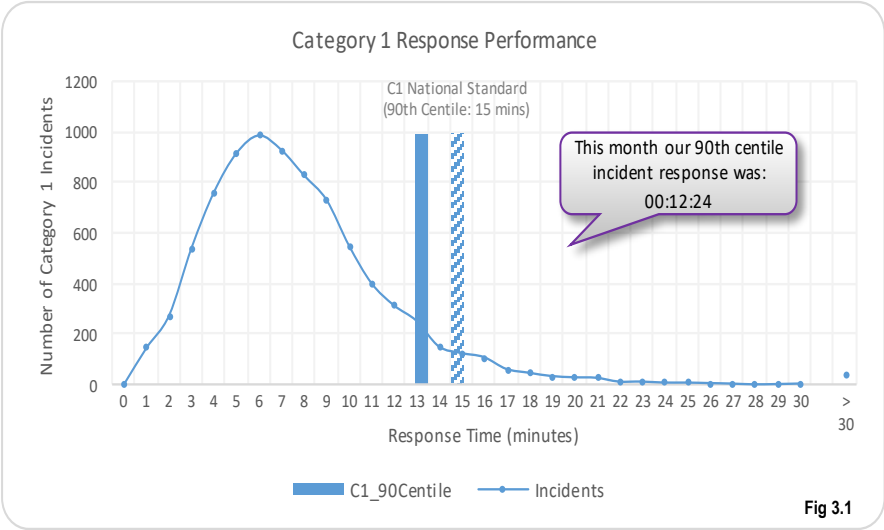
## Demand by Category



\* Incident data is correct as of 20<sup>th</sup> January and is subject to change due to data validation.

# Performance Overview

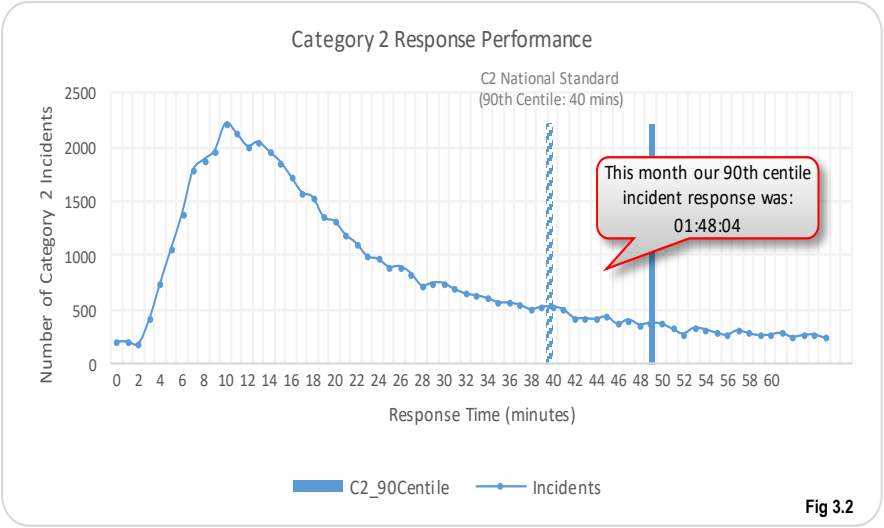
## 90<sup>th</sup> Centile Performance



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

The 90<sup>th</sup> centile response time in **December** was **00:12:24** minutes, **within** the 15 minute National Standard as set out in the guidelines by NHSE.

Of the 8,350 incidents requiring a Category 1 response, 7,515 incidents received a face to face response within 00:12:24 minutes.



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

The 90<sup>th</sup> centile response time in **December** was **01:48:04** minutes, **above** the 40 minute National Standard as set out in the guidelines by NHSE.

Of the 65,889 incidents requiring a Category 2 response, 59,310 incidents received a face to face response within 01:48:04 minutes.

# Performance Overview

## 90<sup>th</sup> Centile Performance

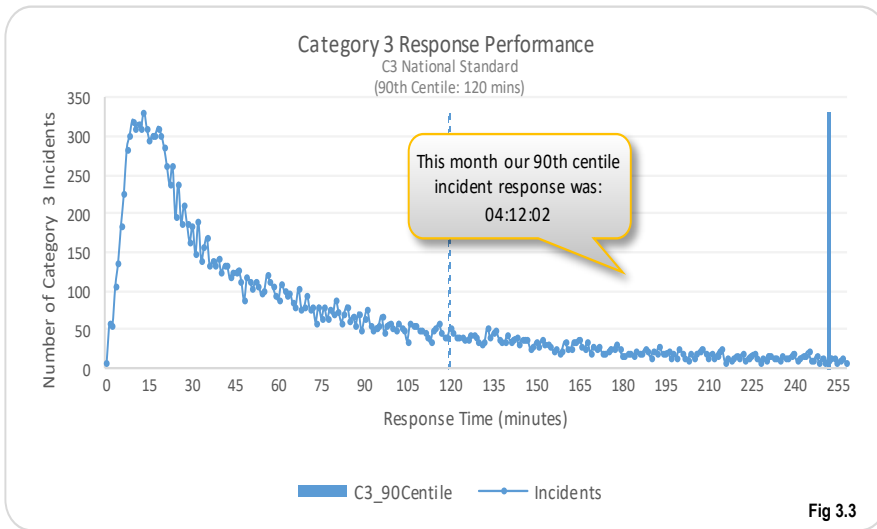


Fig 3.3

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

The 90<sup>th</sup> centile response time in **December** was **04:12:02** minutes, **above** the 2 hour National Standard as set out in the guidelines by NHSE.

Of the 19,880 incidents requiring a Category 3 response, 17,977 incidents received a face to face response within 04:12:02 minutes.

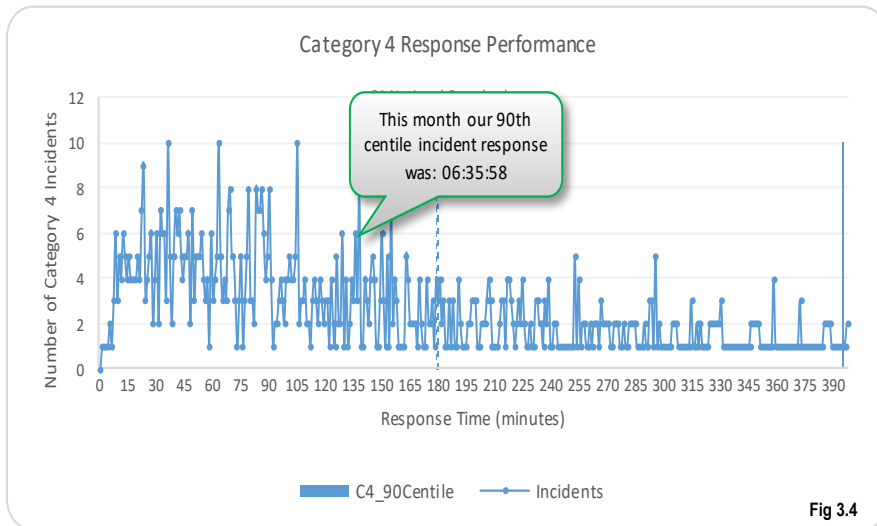


Fig 3.4

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

The 90<sup>th</sup> centile response time in **December** was **06:35:58** minutes, above the 3 hour National Standard as set out in the guidelines by NHSE.

Of the 1,005 incidents requiring a Category 4 response, 904 incidents received a face to face response within 06:35:58 minutes.



# Performance Overview

## Benchmarking - National Picture



Category 1 Mean Performance across England in : November 2020

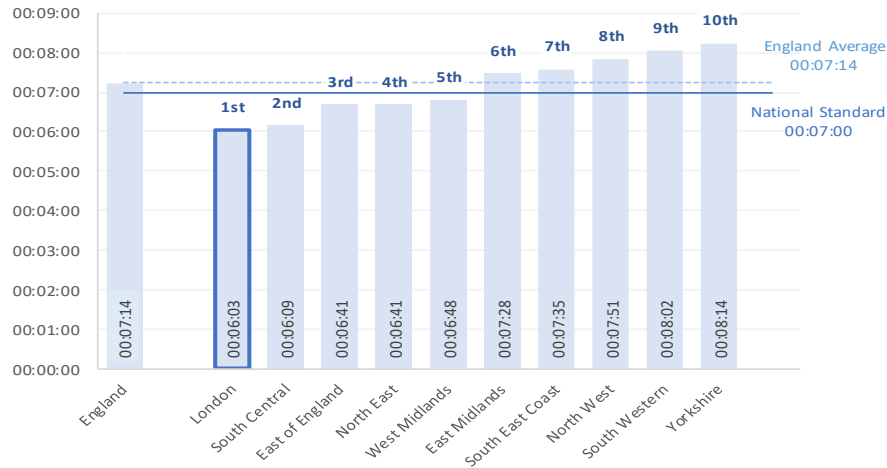


Fig 4.1

■ 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 6 minutes 3 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.

November 2020	Mean		90 <sup>th</sup> Centile		Mean		90 <sup>th</sup> Centile		90 <sup>th</sup> Centile					
	Category 1	Category 1	Category 2	Category 2	Category 3	Category 3	Category 3	Category 3	Category 4	Category 4				
National Standard	00:07:00	00:15:00	00:18:00	00:40:00	01:00:00	02:00:00	02:00:00	02:00:00	03:00:00	03:00:00				
England	00:07:14	Rank	00:12:42	Rank	00:21:16	Rank	00:42:50	Rank	00:58:31	Rank	02:18:33	Rank	03:17:09	Rank
East Midlands	00:07:28	(6)	00:13:06	(7)	00:27:48	(9)	00:57:42	(9)	01:21:30	(9)	03:18:28	(10)	03:15:02	(6)
East of England	00:06:41	(4)	00:12:26	(5)	00:19:54	(6)	00:40:31	(6)	00:49:28	(4)	02:03:28	(4)	02:33:33	(4)
London	00:06:03	(1)	00:10:07	(1)	00:14:16	(2)	00:27:08	(2)	00:36:07	(1)	01:21:35	(1)	02:27:05	(3)
North East	00:06:41	(4)	00:11:35	(3)	00:31:18	(11)	01:03:01	(11)	01:43:25	(11)	04:16:46	(11)	03:40:16	(9)
North West	00:07:51	(8)	00:12:57	(6)	00:28:57	(10)	01:01:20	(10)	01:23:30	(10)	03:16:03	(9)	04:48:41	(11)
South Central	00:06:09	(2)	00:11:09	(2)	00:14:34	(3)	00:27:54	(3)	00:41:57	(2)	01:35:51	(2)	02:16:55	(2)
South East Coast	00:07:35	(7)	00:13:49	(8)	00:17:34	(4)	00:32:19	(4)	01:14:25	(8)	02:52:45	(8)	03:56:04	(10)
South Western	00:08:02	(9)	00:14:45	(10)	00:23:51	(7)	00:47:29	(7)	01:00:49	(6)	02:25:18	(6)	03:25:45	(8)
West Midlands	00:06:48	(5)	00:11:50	(4)	00:13:39	(1)	00:25:29	(1)	00:42:49	(3)	01:39:02	(3)	02:14:41	(1)
Yorkshire	00:08:14	(10)	00:14:08	(9)	00:24:36	(8)	00:52:07	(8)	01:03:38	(7)	02:35:25	(7)	03:23:35	(7)
Isle of Wight	00:09:18	(11)	00:17:28	(11)	00:19:02	(5)	00:36:45	(5)	00:54:34	(5)	02:04:14	(5)	02:59:39	(5)

Fig 4.2

# Performance Overview

## Performance by CCG & STP



(M9)		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 <sup>th</sup> centile	C2 Mean	C2 90 <sup>th</sup> centile	C3 Mean	C3 90 <sup>th</sup> centile	C4 90 <sup>th</sup> centile
North Central	NHS Barnet CCG	00:07:16	00:12:00	00:49:08	01:55:20	02:05:20	05:21:08	08:14:55
	NHS Camden CCG	00:06:17	00:11:31	00:28:37	01:03:16	01:39:35	04:07:25	04:56:32
	NHS Enfield CCG	00:09:20	00:13:38	01:17:54	03:03:01	02:52:40	08:24:46	07:47:09
	NHS Haringey CCG	00:08:42	00:13:26	01:15:26	03:07:12	02:53:49	08:44:29	11:00:41
	NHS Islington CCG	00:06:42	00:11:04	00:37:01	01:24:40	01:44:34	04:12:51	08:16:34
	<b>Total</b>	<b>00:07:54</b>	<b>00:12:29</b>	<b>00:55:58</b>	<b>02:21:49</b>	<b>02:14:03</b>	<b>06:04:23</b>	<b>08:16:05</b>
North East	NHS Barking and Dagenham CCG	00:07:44	00:12:45	01:27:53	03:38:53	03:03:18	07:55:26	08:08:25
	NHS City and Hackney CCG	00:06:50	00:10:50	00:44:32	01:48:34	02:09:40	05:58:58	08:19:03
	NHS Havering CCG	00:08:48	00:15:39	01:30:22	03:37:04	02:50:45	07:38:14	05:20:15
	NHS Newham CCG	00:07:30	00:12:59	01:04:19	02:34:43	02:25:44	06:32:29	08:21:52
	NHS Redbridge CCG	00:07:49	00:12:33	01:27:36	03:32:48	03:00:55	08:23:53	10:54:38
	NHS Tower Hamlets CCG	00:07:28	00:12:58	00:50:03	02:06:27	02:13:43	06:44:26	04:01:29
	NHS Waltham Forest CCG	00:09:32	00:14:31	01:15:17	02:58:39	02:26:48	06:53:57	10:01:41
	<b>Total</b>	<b>00:07:55</b>	<b>00:13:02</b>	<b>01:10:37</b>	<b>02:53:54</b>	<b>02:34:36</b>	<b>07:06:38</b>	<b>08:55:49</b>
North West	NHS Brent CCG	00:06:39	00:11:14	00:29:04	01:01:18	01:32:04	03:50:42	05:14:26
	NHS Central London (Westminster) CCG	00:06:05	00:10:16	00:20:55	00:45:56	00:54:54	02:14:02	04:37:57
	NHS Ealing CCG	00:07:00	00:11:47	00:26:51	00:55:39	01:25:18	03:33:36	05:29:03
	NHS Hammersmith and Fulham CCG	00:06:13	00:11:25	00:19:15	00:39:55	01:05:40	02:31:37	04:41:57
	NHS Harrow CCG	00:07:03	00:11:32	00:29:02	01:03:30	01:32:32	03:52:50	06:55:45
	NHS Hillingdon CCG	00:07:15	00:11:45	00:31:40	01:11:28	01:22:27	03:22:55	05:08:38
	NHS Hounslow CCG	00:06:49	00:11:08	00:26:19	00:54:50	01:17:45	03:16:56	04:03:04
	NHS West London (Kensington and Chelsea, Queen's Park and Paddington) CCG	00:05:52	00:09:48	00:18:45	00:38:00	01:04:43	02:34:43	05:25:43
	<b>Total</b>	<b>00:06:41</b>	<b>00:11:08</b>	<b>00:26:07</b>	<b>00:56:47</b>	<b>01:17:52</b>	<b>03:12:15</b>	<b>05:24:59</b>
South East	NHS Bexley CCG	00:09:07	00:15:40	00:55:10	02:10:52	02:08:30	05:13:13	08:01:28
	NHS Bromley CCG	00:07:55	00:12:29	00:35:09	01:20:30	01:20:46	03:15:29	04:34:05
	NHS Greenwich CCG	00:07:32	00:12:57	00:53:52	02:14:03	01:50:11	04:41:49	04:36:02
	NHS Lambeth CCG	00:06:37	00:11:56	00:26:30	01:02:06	01:11:33	02:53:30	04:49:04
	NHS Lewisham CCG	00:07:15	00:11:19	00:43:36	01:44:53	01:39:43	04:23:37	07:59:37
	NHS Southwark CCG	00:07:38	00:10:57	00:25:53	00:58:18	01:03:55	02:31:10	04:33:35
	<b>Total</b>	<b>00:07:38</b>	<b>00:12:43</b>	<b>00:39:14</b>	<b>01:33:59</b>	<b>01:28:57</b>	<b>03:39:23</b>	<b>06:22:56</b>
South West	NHS Croydon CCG	00:08:21	00:13:56	00:45:06	01:46:12	01:47:24	04:04:43	06:15:56
	NHS Kingston CCG	00:07:10	00:11:57	00:23:10	00:52:00	01:04:52	02:50:44	03:09:17
	NHS Merton CCG	00:06:33	00:10:45	00:26:06	00:54:25	01:01:57	02:38:20	04:57:13
	NHS Richmond CCG	00:06:39	00:10:47	00:26:40	00:57:25	01:05:43	02:29:04	06:07:16
	NHS Sutton CCG	00:07:31	00:13:08	00:27:46	00:58:47	01:02:59	02:28:05	03:15:55
	NHS Wandsworth CCG	00:06:25	00:10:28	00:27:08	00:56:17	01:08:55	02:44:08	05:14:37
	<b>Total</b>	<b>00:07:19</b>	<b>00:12:16</b>	<b>00:31:58</b>	<b>01:13:36</b>	<b>01:16:14</b>	<b>03:01:46</b>	<b>04:58:04</b>

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

# Performance Overview

## Call Answering Performance

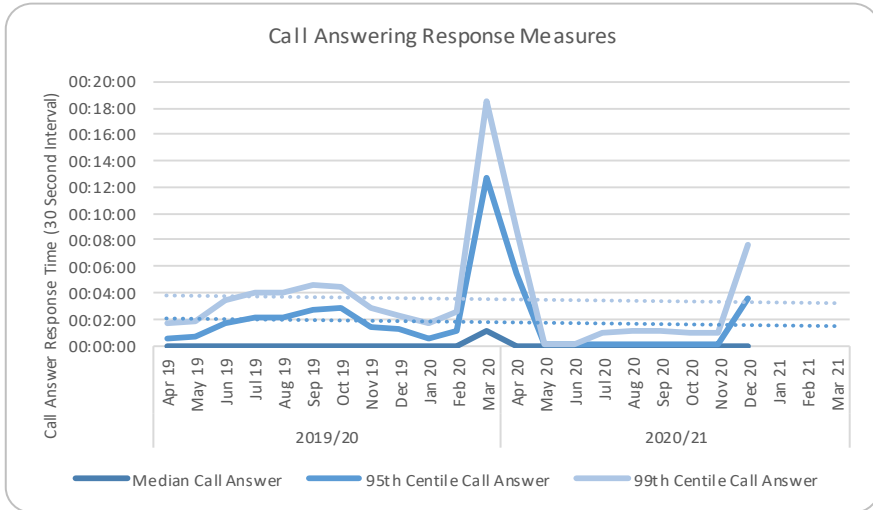


Fig 5.1

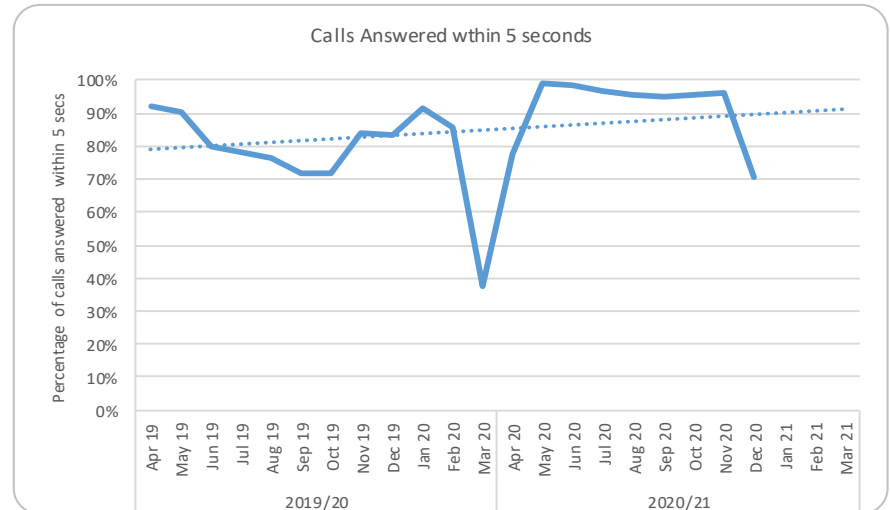


Fig 5.2

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

- 151,868 calls were received into the EOC in December 2020 (M9).
  - 1,672,770 calls have been received into the EOC for the YTD.
- During December 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 217 seconds. (approx. 3 minutes)
  - In other words 95 out of every 100 calls were answered in less than 217 seconds.

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

- 99,907 incidents received a face-to-face response in December 2020 (M9).
- 1,179,574 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 December 71% of all calls received into the EOC were answered within five seconds.

\* Incident data is correct as of 20<sup>th</sup> January and is subject to change due to data validation.

# Activity Overview

## Activity vs. agreed Profiles



		<i>in-month</i>	<i>cumulative</i>	
		<b>Dec-20</b>	<b>Year To Date</b>	<b>Year-end Target</b>
<b>Hear &amp; Treat %</b>	%	13.29%	10.36%	
	(n)			
<b>See &amp; Treat %</b>	LAS	33.51%	32.13%	
	Target			
<b>See &amp; Convey to Other %</b> (Excl. HASU & Cath Lab)	LAS	3.63%	4.84%	
	Target			
<b>ED conveyance %</b> (Excl. HASU & Cath Lab)	LAS	48.30%	51.40%	
	Target			
<b>See &amp; Convey to Other %</b> (HASU & Cath Lab)	LAS	1.26%	1.26%	
	Target			

\* Incident data is correct as of 20<sup>th</sup> January 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, December 2020

	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	1468	1423	1174	83%	28	539	475	162	
North Middlesex	2197	2117	1889	89%	28	892	1022	260	
Royal Free	1496	1427	1218	85%	16	332	348	82	
University College	1302	1262	649	51%	8	85	78	6	
Whittington	1403	1325	1011	76%	21	360	331	132	
Homerton	1434	1336	800	60%	12	161	118	35	
King Georges	1039	952	900	95%	50	748	582	239	
Newham	1335	1223	1121	92%	30	554	640	167	
Queens Romford	1996	1840	1724	94%	36	1022	1047	271	
Royal London	1898	1772	1465	83%	14	338	326	60	
Whipps Cross	1168	1065	941	88%	45	700	553	237	
Charing Cross	1307	1274	385	30%	4	27	16	0	
Chelsea & West	1317	1252	737	59%	5	67	12	2	
Ealing	1402	1356	646	48%	13	135	179	19	
Hillingdon	1631	1567	608	39%	18	183	161	54	
Northwick Park	2878	2798	1534	55%	24	620	608	237	
St Marys	1820	1744	1244	71%	12	258	325	33	
West Middlesex	1993	1948	1161	60%	10	199	172	32	
Kings College	1951	1866	1578	85%	12	303	400	24	
Lewisham	1356	1285	936	73%	19	296	250	102	
Princess Royal	1739	1601	1091	68%	29	521	439	196	
Queen Elizabeth II	2124	2017	865	43%	15	214	171	63	
St Thomas'	1949	1875	1268	68%	7	157	142	1	
Croydon	1846	1784	1454	82%	25	613	495	227	
Kingston	1632	1570	1127	72%	8	150	102	4	
St Georges	1954	1822	1401	77%	12	272	380	11	
St Helier	1278	1220	951	78%	16	252	207	78	
<b>LAS TOTAL</b>	<b>44,913</b>	<b>42,721</b>	<b>29,878</b>	<b>70%</b>	<b>19</b>	<b>9998</b>	<b>9,579</b>	<b>2,734</b>	

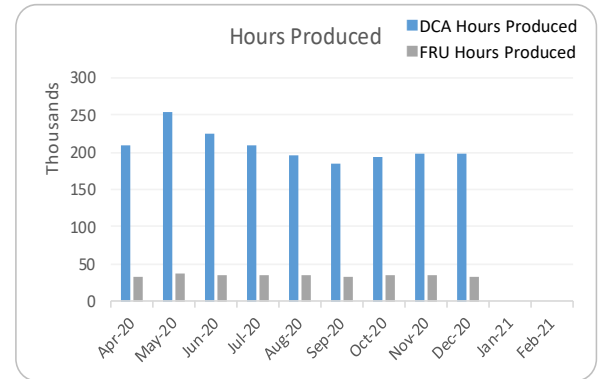
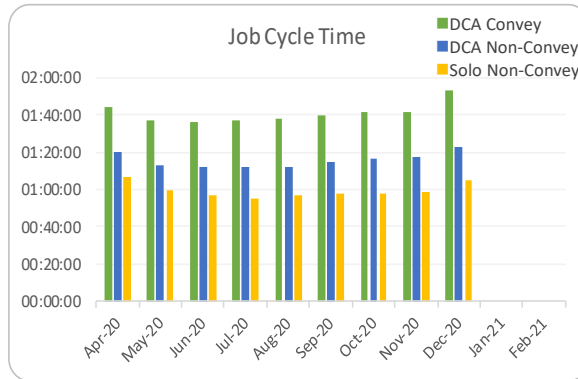
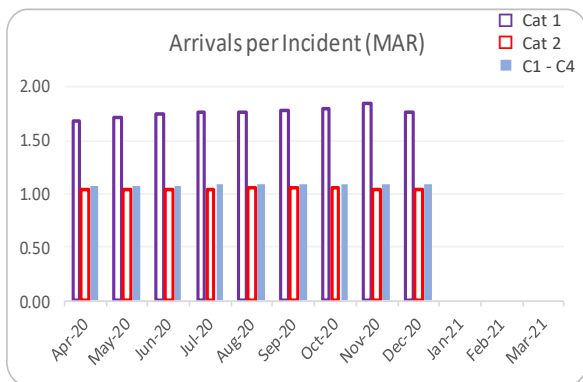
Non-blue calls. Patient Handover to Green, December 2020

	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
1468	1423	762	54%	7	86	73	3		
2197	2117	1217	57%	10	208	195	25		
1496	1427	717	50%	10	126	92	13		
1302	1262	766	61%	9	114	109	9		
1403	1325	703	53%	9	102	106	6		
1434	1336	777	58%	10	135	131	17		
1039	952	482	51%	11	91	59	13		
1335	1223	664	54%	10	106	115	14		
1996	1840	1007	55%	10	175	141	40		
1898	1772	960	54%	9	138	130	15		
1168	1065	568	53%	12	111	108	24		
1307	1274	708	56%	7	78	56	2		
1317	1252	714	57%	8	90	77	6		
1402	1356	757	56%	7	89	53	6		
1631	1567	861	55%	7	107	67	11		
2878	2798	1625	58%	8	229	178	24		
1820	1744	965	55%	7	114	103	5		
1993	1948	1036	53%	6	99	69	4		
1951	1866	1005	54%	6	104	83	4		
1356	1285	678	53%	6	68	60	7		
1739	1601	906	57%	6	96	64	11		
2124	2017	1118	55%	6	112	81	13		
1949	1875	1037	55%	7	119	88	7		
1846	1784	998	56%	7	113	62	9		
1632	1570	983	63%	7	117	95	11		
1954	1822	1035	57%	7	127	101	11		
1278	1220	658	54%	6	67	51	3		
<b>44,913</b>	<b>42,721</b>	<b>23,707</b>	<b>55%</b>	<b>8</b>	<b>3118</b>	<b>2,547</b>	<b>313</b>		

# 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			
Cat2 Arrivals per Incident (MAR)	1.04	1.04	1.04	1.05	1.05	1.05	1.05	1.05	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			
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			
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			
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			
OOS % of Hours Lost	9.7%	7.7%	8.1%	8.3%	9.2%	9.7%	9.2%	8.3%	9.1%			
DCA Hours Produced	209,758	255,420	224,155	208,497	195,498	184,773	193,923	198,431	197,378			
FRU Hours Produced	32,915	36,516	34,238	34,720	34,217	33,153	34,817	35,834	33,038			
PAS/VAS Hours Produced	12,782	8,205	6,184	6,307	5,360	4,321	2,716	2,166	4,239			
Non-Patient Facing Hours Produced	50,306	55,670	50,092	48,773	44,674	43,779	47,210	47,751	46,997			



# 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
<b>Planned Resource Level ^</b>	DCA	180,593	186,686	180,605	186,705	186,607	180,557	186,777	180,551	186,586			
	FRU *	44,940	46,413	44,937	46,446	46,405	44,944	46,430	44,916	46,444			
<b>Current Resource Level (GRS)</b>	DCA	206,822	253,629	220,854	204,855	192,018	179,271	189,651	192,162	191,933			
	FRU *	32,039	35,395	33,156	34,125	33,671	32,489	34,265	35,282	32,390			
<b>Current Resource Gap</b>	DCA	26,228	66,943	40,249	18,149	5,411	-1,285	2,874	11,612	5,348			
	FRU	-12,901	-11,018	-11,781	-12,320	-12,734	-12,455	-12,165	-9,634	-14,054			

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
<a href="#">Patient Handover to Green (15 mins)</a>	47.7%	54.2%	56.0%	54.3%	53.2%	51.8%	51.8%	52.0%	48.2%				52.2%
Data Completeness (arrival)	99.7%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	100.0%	99.8%				99.9%
Data Completeness (green)	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%				100.0%