

# EXECUTIVE SUMMARY

## Ambulance Response Programme 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%	<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>	<p>The earliest of:</p> <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>	<p>The earliest of:</p> <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>• 120 minutes 90<sup>th</sup> centile response time</li> </ul>	<p>The earliest of:</p> <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>	<p>The earliest of:</p> <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.

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.



# Performance Overview Key Metric Variance

March 2018

Category	Measure	LAS Monthly Performance (Mar 18)	National Standard	Variance
Category 1	Mean Response Time	00:07:26	7 minutes	00:00:26
	90 <sup>th</sup> centile	00:11:59	15 minutes	00:03:01
Category 2	Mean Response Time	00:23:21	18 minutes	00:05:21
	90 <sup>th</sup> centile	00:49:20	40 minutes	00:09:20
Category 3	90 <sup>th</sup> centile	02:52:21	120 minutes	00:52:21
Category 4	90 <sup>th</sup> centile	02:35:52	180 minutes	00:24:08

# Performance Overview

## Performance by STP & Ambulance Turnaround



This tables show 6 key performance measures for March 2018 profiled by STP.

March performance shows an **improvement in C1 mean across 3 of the 5 STP areas.** Although C1 90<sup>th</sup> centile shows a marginal increase, all areas remained well within the 15 minute National Standard.

- C2 mean and 90<sup>th</sup> centile performance shows an improvement in March across 3 of the 5 STPs.
- The C3 90<sup>th</sup> centile has seen the most improvement in March showing a **reduction in 4 of the 5 STPs.**
- North Central improved considerably in March by reducing the C4 90<sup>th</sup> centile to 2 hours 42 seconds. This is well within the 3 hour National Standard.
- The C4 90<sup>th</sup> Centile increased in the North East to just over 3 hours.

March 2018	C1 Mean (00:07:00)	C1 90 <sup>th</sup> Centile (00:15:00)	C2 Mean (00:16:00)	C2 90 <sup>th</sup> Centile (00:40:00)	C3 90 <sup>th</sup> Centile (02:00:00)	C4 90 <sup>th</sup> Centile (03:00:00)
STP Position						
North Central	00:07:36	00:12:16	00:25:51	00:55:40	03:31:09	02:42:54
North East	00:07:31	00:12:21	00:25:30	00:53:59	03:04:55	03:06:51
North West	00:07:12	00:11:46	00:22:39	00:47:54	03:02:18	02:47:21
South East	00:07:15	00:11:48	00:20:45	00:43:52	02:19:48	02:15:21
South West	00:07:37	00:12:03	00:21:45	00:45:02	02:33:37	02:01:10

### 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	Jan-18	Feb-18	Mar-18	YTD 2017/18
Patient Handover to Green (15 mins)	53.41%	54.51%	54.26%	53.84%
Data Completeness (arrival)	100%	99.99%	99.85%	99.96%
Data Completeness (green)	100%	99.99%	99.95%	99.99%