



London Ambulance Service
NHS Trust

Patient Forum Pack

April 2019

This report refers to March 2019 (M12) data unless otherwise stated

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

Incident re-categorisation has been applied retrospectively; impacting previously reported response times and demand per category.



Performance Overview

Key Metric Variation



Category	Measure	LAS Monthly Performance (M12)	National Standard	Variance
Category 1	Mean Response Time	00:06:18	7 minutes	00:00:42
	90 th centile	00:10:23	15 minutes	00:04:37
Category 1 T	Mean Response Time	00:10:59	18 minutes	00:08:01
	90 th centile	00:18:57	30 minutes	00:11:03
Category 2	Mean Response Time	00:18:15	18 minutes	00:00:15
	90 th centile	00:37:12	40 minutes	00:02:48
Category 3	Mean Response Time	00:50:12	60 minutes	00:09:48
	90 th centile	01:58:00	120 minutes	00:02:00
Category 4	90 th centile	02:53:42	180 minutes	00:06:18

Performance Overview Performance by CCG & STP



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

Hospital Handover Summary

Hospital Conveyance Lost Hours



Non-blue calls. Arrival at hospital to patient handover, March 2019

	Total Conveyances	Arrived to Handover				Total time lost over 15 mins (hrs)	Handovers exceeding 30 mins	Handovers exceeding 60 mins	12 Week Trend
		Total Handovers	% over 15 mins	Overrun per breach (mins)	Handovers exceeding 15 mins				
Barnet	1708	1637	1092	67%	10	182	243	7	
North Middlesex	2933	2849	1824	64%	9	283	374	3	
Royal Free	1665	1568	1122	72%	11	206	280	27	
University College	1974	1873	870	46%	8	119	120	12	
Whittington	1576	1466	763	52%	9	114	127	12	
Homerton	1462	1413	538	38%	5	43	32	0	
King Georges	1319	1272	1085	85%	11	201	287	4	
Newham	2082	1950	1599	82%	11	297	461	4	
Queens Romford	3164	3063	2467	81%	11	468	678	8	
Royal London	2458	2351	1417	60%	7	170	192	0	
Whipps Cross	1988	1881	1544	82%	15	389	614	45	
Charing Cross	1274	1212	911	75%	8	122	119	3	
Chelsea & West	1487	1424	574	40%	6	54	36	1	
Ealing	1407	1355	444	33%	7	48	50	1	
Hillingdon	2006	1918	902	47%	13	201	264	32	
Northwick Park	3277	3184	1349	42%	14	309	394	49	
St Marys	2012	1876	1288	69%	10	218	292	7	
St Thomas'	2615	2467	1217	49%	6	121	74	2	
West Middlesex	2047	1988	729	37%	5	58	21	1	
Kings College	2342	2186	1432	66%	11	274	398	26	
Lewisham	1577	1459	921	63%	10	160	156	23	
Princess Royal	1992	1853	714	39%	10	124	140	29	
Queen Elizabeth II	2587	2453	533	22%	7	62	49	11	
Croydon	2536	2436	1649	68%	11	290	313	43	
Kingston	1744	1675	1128	67%	6	117	55	1	
St Georges	2193	2108	1590	75%	12	309	423	26	
St Helier	1434	1380	1016	74%	11	195	198	35	
LAS TOTAL	54,859	52,297	30,718	59%	9	5134	6,390	412	

Non-blue calls. Patient Handover to Green, March 2019

	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	1708	1637	842	51%	5	74	54	2	
North Middlesex	2933	2849	1446	51%	7	160	128	8	
Royal Free	1665	1568	707	45%	6	71	42	1	
University College	1974	1873	1068	57%	7	129	97	8	
Whittington	1576	1466	699	48%	6	68	44	1	
Homerton	1462	1413	727	51%	6	76	49	6	
King Georges	1319	1272	611	48%	5	48	33	1	
Newham	2082	1950	962	49%	6	96	76	6	
Queens Romford	3164	3063	1512	49%	5	130	81	8	
Royal London	2458	2351	1319	56%	6	142	114	5	
Whipps Cross	1988	1881	987	52%	6	103	78	2	
Charing Cross	1274	1212	537	44%	6	51	35	3	
Chelsea & West	1487	1424	760	53%	6	78	56	5	
Ealing	1407	1355	698	52%	5	55	20	3	
Hillingdon	2006	1918	927	48%	5	71	40	2	
Northwick Park	3277	3184	1591	50%	6	155	77	9	
St Marys	2012	1876	865	46%	6	81	56	4	
St Thomas'	2615	2467	1189	48%	6	111	74	5	
West Middlesex	2047	1988	945	48%	5	72	24	1	
Kings College	2342	2186	1060	48%	5	94	55	4	
Lewisham	1577	1459	657	45%	4	48	30	4	
Princess Royal	1992	1853	964	52%	6	90	46	6	
Queen Elizabeth II	2587	2453	1081	44%	3	57	33	2	
Croydon	2536	2436	1341	55%	5	113	57	5	
Kingston	1744	1675	809	48%	4	57	27	1	
St Georges	2193	2108	1058	50%	5	81	42	7	
St Helier	1434	1380	641	46%	4	44	19	3	
LAS TOTAL	54,859	52,297	26,003	50%	5	2357	1,487	112	