

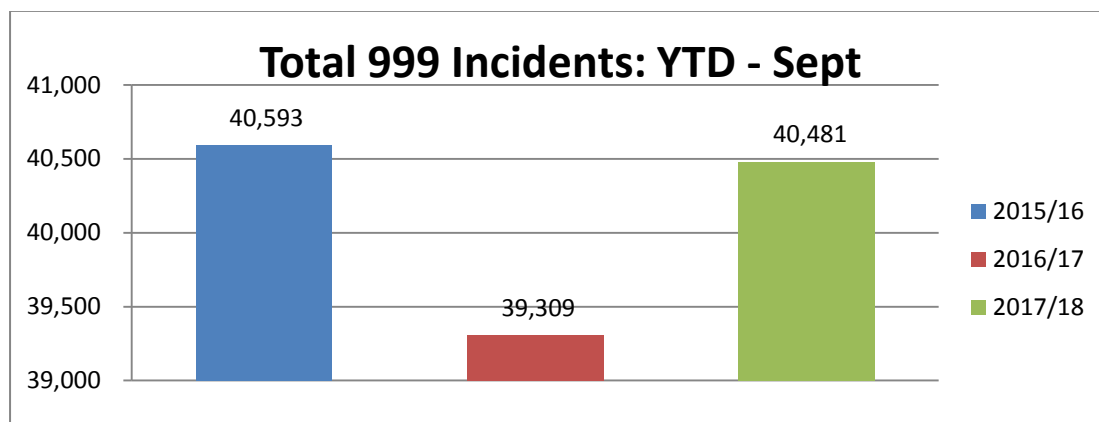
Ambulance 999 Activity and Performance

Introduction

This paper provides an update on ambulance performance times.

Background

Demand for 999 services continues to grow in activity this year.



The Year to Date position for Oxfordshire shows an increase of 2.84% in Red 1 and an increase of 8.23% in Red 2 (life-threatening) call demand in Oxfordshire compared to the same periods in 2016/17. This also shows an increase in demand for Red 19 ambulances of 7.92%. Despite this significant increase, SCAS outperformed many other ambulance services across the country. They are working hard to help as many people as they can where they are without conveyance to hospital.

Year to date activity has significantly increased overall with significant increase in Red See, Treat and Convey as compared to the same period last year. This means people who they can offer solutions for on scene and then must bring to hospital. See overleaf.

YTD to August %Inc/(dec) versus prior year								
	<i>Calls</i>	Hear & Treat	RED See & Treat	RED See, Treat and Convey	GREEN See & Treat	GREEN See, Treat and Convey	HCP's	Subtotal incidents
Oxfordshire	5.7%	20.7%	-9.3%	17.6%	-9.9%	-1.7%	-4.4%	1.6%
SCAS	3.8%	10.0%	-7.5%	13.2%	-5.3%	-3.3%	-1.4%	1.6%

Oxfordshire 999 Performance:

	Red 1 incidents within 8 minute target – threshold 75%	Red 2 incidents within 8 minute target – threshold 75%	Red 19 incidents within 19 minute target threshold 95%
July 2017	74.4%	70.0%	93.0%
August 2017	70.5%	69.1%	92.4%
September 2017	63.6%	66.8%	92.0%

SCAS continue to fall behind the target for performance due to higher activity and difficulties in resourcing. Actions are underway but are yet to have anticipated full impacts. It is noted however that SCAS remains one of the top performing ambulance trusts across the country.

Name	Red 1	Red 2	Red 19
England	67.9%	60.5%	89.7%
East Midlands Ambulance Service NHS Trust	68.2%	52.8%	82.7%
East of England Ambulance Service NHS Trust	70.4%	57.2%	88.6%
Isle of Wight NHS Trust	54.8%	65.0%	89.5%
London Ambulance Service NHS Trust	72.4%	68.5%	94.1%
North East Ambulance Service NHS Foundation Trust	73.1%	53.5%	85.1%
North West Ambulance Service NHS Trust	64.7%	64.2%	89.8%
South Central Ambulance Service NHS Foundation Trust	75.5%	71.0%	94.8%
South East Coast Ambulance Service NHS Foundation Trust	57.5%	45.7%	86.5%
South Western Ambulance Service NHS Foundation Trust	-	-	-
West Midlands Ambulance Service NHS Foundation Trust	-	-	-
Yorkshire Ambulance Service NHS Trust	-	-	-

Following a successful 18 month trial of the national Ambulance Response Programme at SCAS, all English Ambulance Services have now been mandated by NHS England to adopt

the new Ambulance Response Standards. These new standards have been designed to deliver a more clinically appropriate response to 999 calls to drive clinically focused behaviour to ensure the most clinically appropriate response to the patient first time. Key elements of the programme are:

- The use of a new set of pre-triage questions to identify those patients in need of the fastest response at the earliest opportunity.
- Dispatch of the most clinically appropriate vehicle to each patient within a timeframe that meets their clinical need.
- A new evidence-based set of clinical prioritisation codes that better describe the patient's presenting condition and subsequent response/resource requirement.
- A full review of ambulance service measures and quality indicators.

From now on call handlers will be given more time to assess 999 calls that are not immediately life-threatening, which will enable them to identify patients' needs better and send the most appropriate response. There will be four categories of call. Category 1 is for calls about people with life-threatening injuries and illnesses. These will be responded to in an average time of seven minutes. Category 2 is for emergency calls. These will be responded to in an average time of 18 minutes. Stroke patients will get to hospital or a specialist stroke unit quicker because we can send the most appropriate vehicle first time. Category 3 is for urgent calls. These types of calls will be responded to at least 9 out of 10 times before 120 minutes often as a see and treat. Category 4 is non-urgent calls often referred to another service such as a GP. These less urgent calls will be responded to at least 9 out of 10 times before 180 minutes. In these cases the patient will generally be at home.

Evaluation of the pilot provided strong evidence that the introduction of longer call assessment times produces clear benefits for operational efficiency and this is translated in to better response time performance for the most seriously ill patients. SCAS will go live with the Ambulance Response Programme from 31 October.

One of the continuing aims within the transformation of the ambulance service into a mobile healthcare provider is to increase the number of patients that the ambulance service can hear and treat, where advice is provided over the phone with appropriate signposting and see and treat, where the patient is seen by an ambulance clinician and then either treated within their home or referred to the most appropriate care. Oxfordshire's performance during the winter period is shown overleaf:

% of Total Calls:

	Hear and Treat	See and Treat	See, Treat and Convey
July 2017	11.05%	36.47%	52.49%
August 2017	9.80%	35.98%	54.21%
September 2017	10.04%	35.97%	53.99%

As shown within the table above, SCAS continues to only convey approximately half the patients that dial 999 by providing healthcare closer to home.

