



Date: Monday, 21 March 2016
Time: 10.00 am
Venue: Shrewsbury Room, Shirehall, Shrewsbury, SY2 6TD
Contact: Amanda Holyoak, Committee Officer
Tel: 01743 252718
Email: amandaholyoak@shropshire.gov.uk

HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE

TO FOLLOW REPORT (S)

6 West Midlands Ambulance Service Response Times (Pages 1 - 30)

Representatives of West Midland Ambulance Service have been invited to attend the meeting to explain the contributing factors underlying the deteriorating trend in response times in Shropshire – especially rural areas – and discuss what is being done to address these concerns

Michelle Brotherton - General Manager for West Mercia, Mark Docherty - Director of Clinical Commissioning and Service Development and Diane Scott - Deputy Chief Executive Officer, West Midlands Ambulance Service will be present at the meeting.

Dr Julie Davies - Director of Strategy and Service Redesign and Emma Pyrah - Commissioner Urgent Care, Shropshire CCG will also be present.

To follow: WMAS Performance information for Shropshire February 2016, a report on comments received by Healthwatch regarding the Ambulance Service and a presentation provided by West Midlands Ambulance Service. These will all be available in advance of the meeting.

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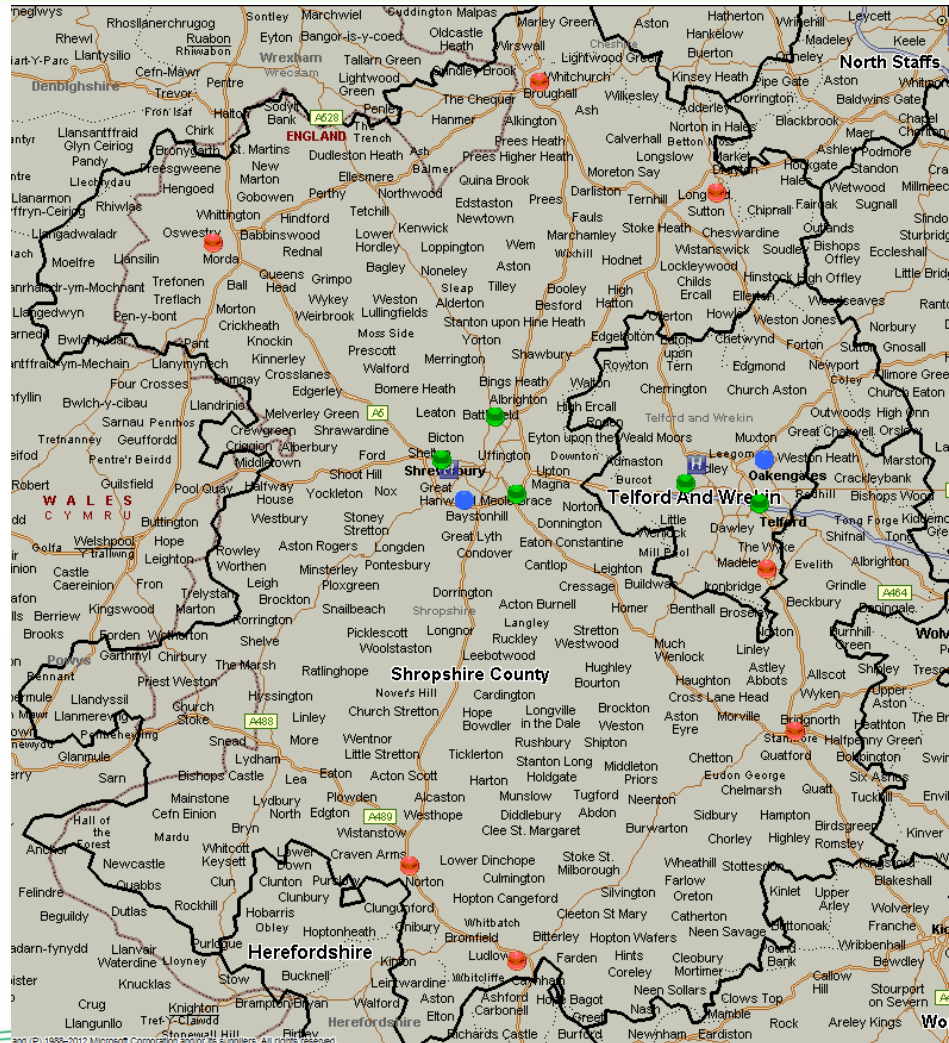
Shropshire County HOSC



Michelle Brotherton

Data is from March 2015 to February 2016.

Trust us **to care.**



- Stand By
- HUBs
- CAS Sites
- H Hospitals WMAS Peripheral
- H Hospitals WMAS

Rural areas supported by CAS sites

Arterial roads provide access

Concern over Welsh Borders

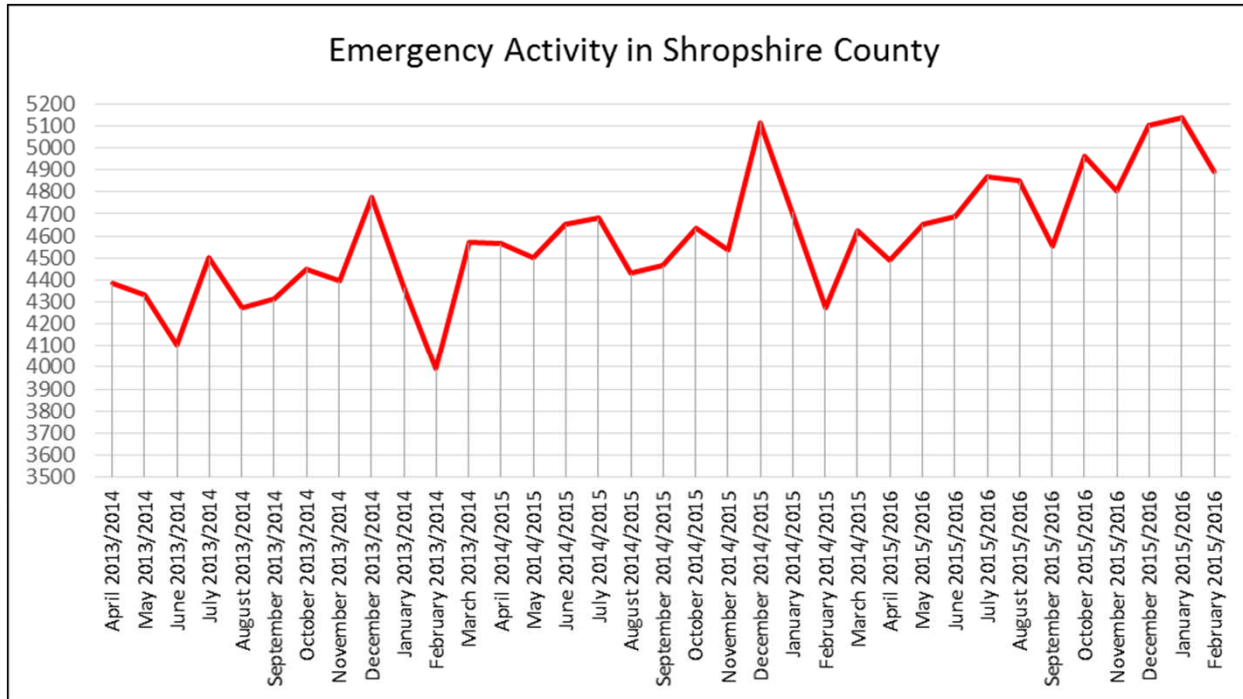


Current YTD performance

Bulletin Board		Red 1 75% 8min		Red 2 75% 8min		Red 19min 95% 19min		Green 2 90% 30min		Green 4 90% triage in 60min		Referral 90%	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
01/04/2015 to 09/03/2016													
Shropshire	Shropshire	987	58.3 %	15147	63.2 %	16134	86.7 %	16652	91.7 %	1603	99.9 %	3472	92.3 %
	Telford & Wrekin	586	76.6 %	9309	78.6 %	9895	98.5 %	9212	96.5 %	971	99.9 %	1946	96.0 %
	County Total	1573	65.1 %	24456	69.1 %	26029	91.2 %	25864	93.4 %	2574	99.9 %	5418	93.6 %



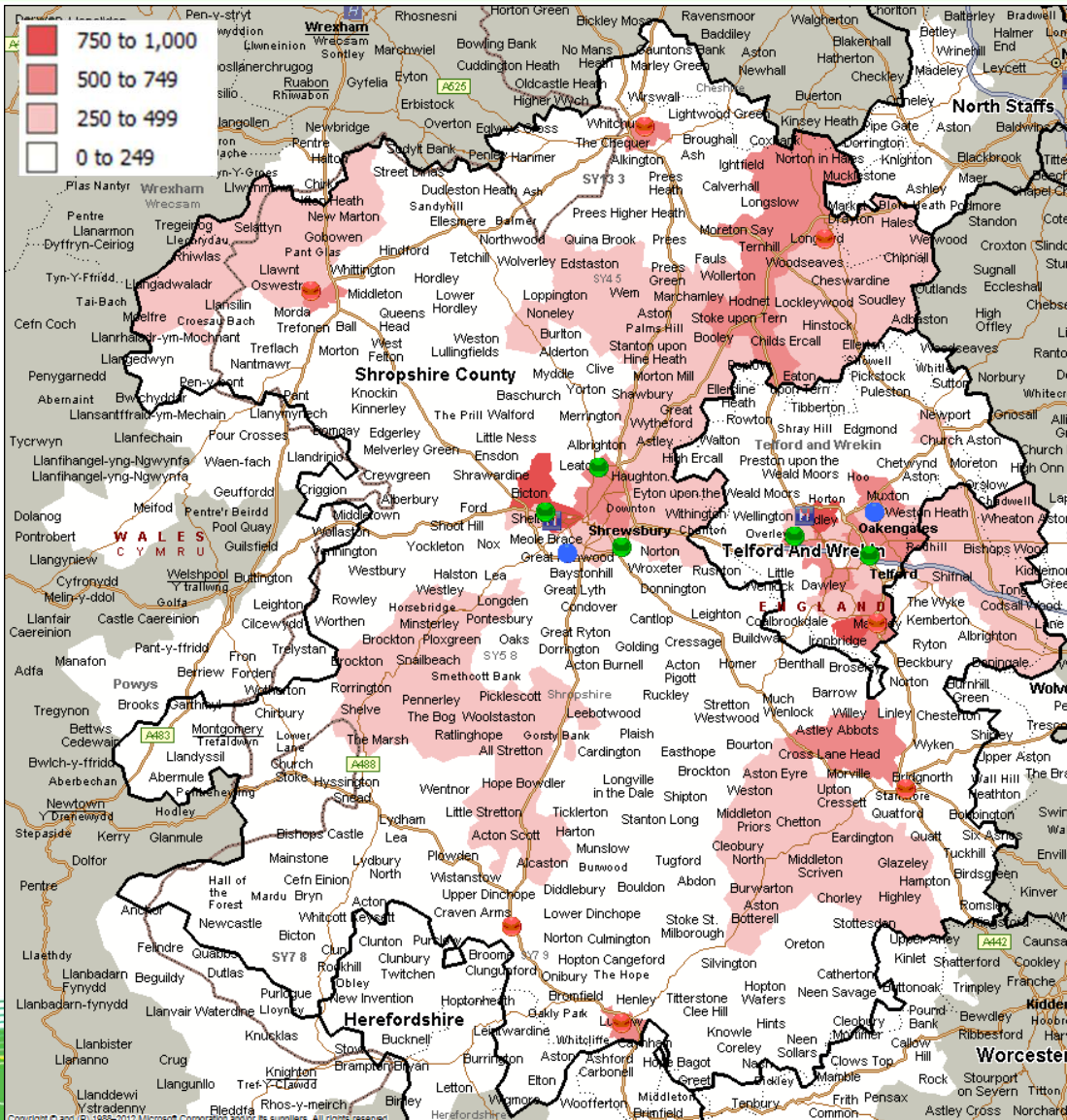
Emergency activity in Shropshire County – from April 2013 to February 2016



Activity Spikes in December

February is always quieter but busier year on year.

February 2016 was 23% busier than February 2014.



Red shading denotes Red Activity – from March 2015 to February 2016

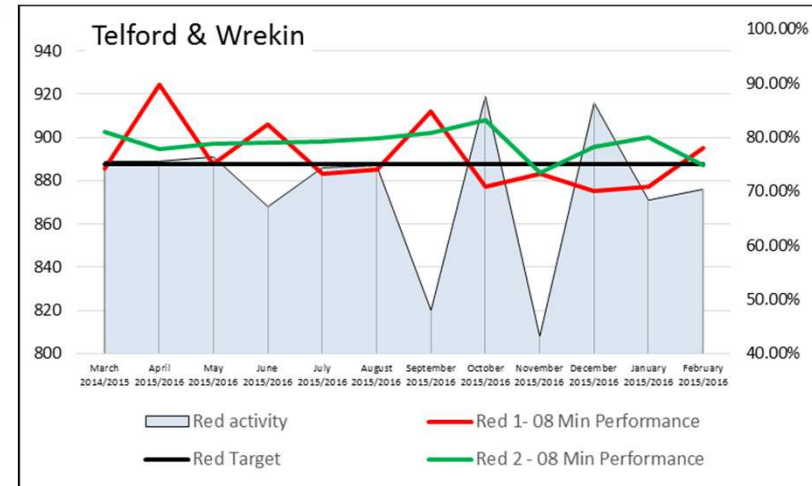
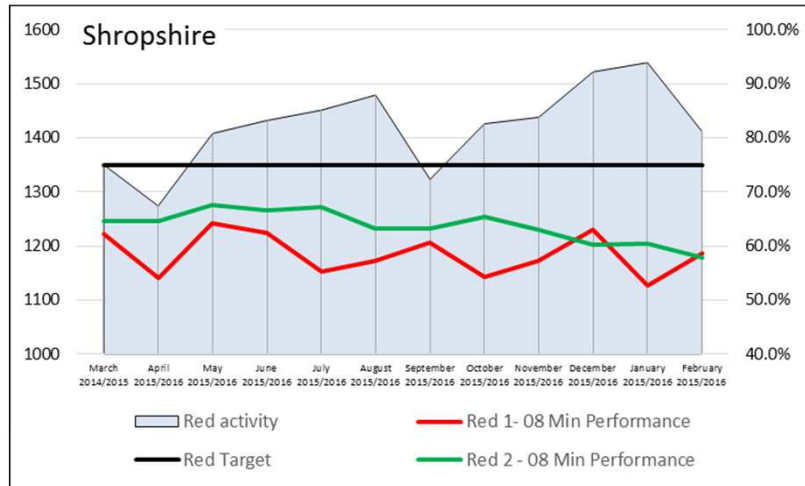
Focus in heavily populated areas.

Position of CAS and Standby points provides access via arterial roads to areas of higher demand.



Emergency Activity is steadily increasing in Shropshire, fluctuating heavily in Telford and Wrekin.

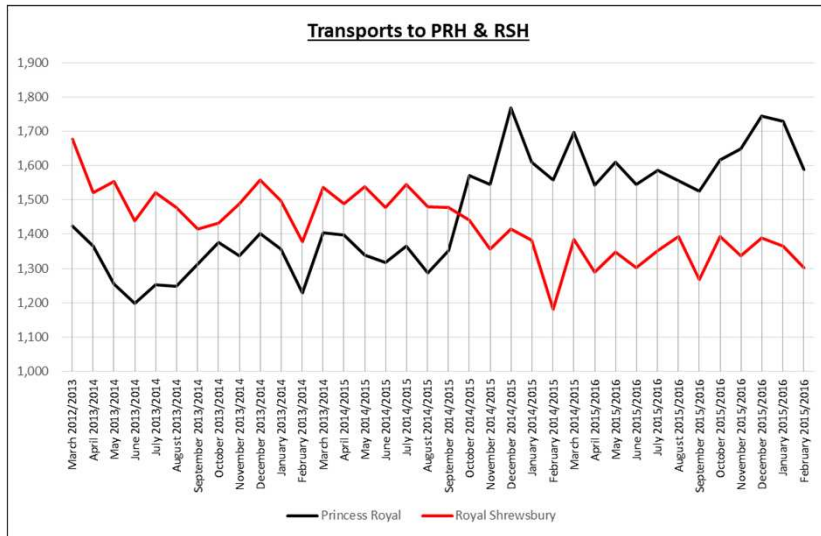
The following charts detail 'Red' Emergency activity against Red 1 and Red 2 performance.



Performance remains sub-target across the period as demand pressures compound increased delays at Hospital (see next slide).

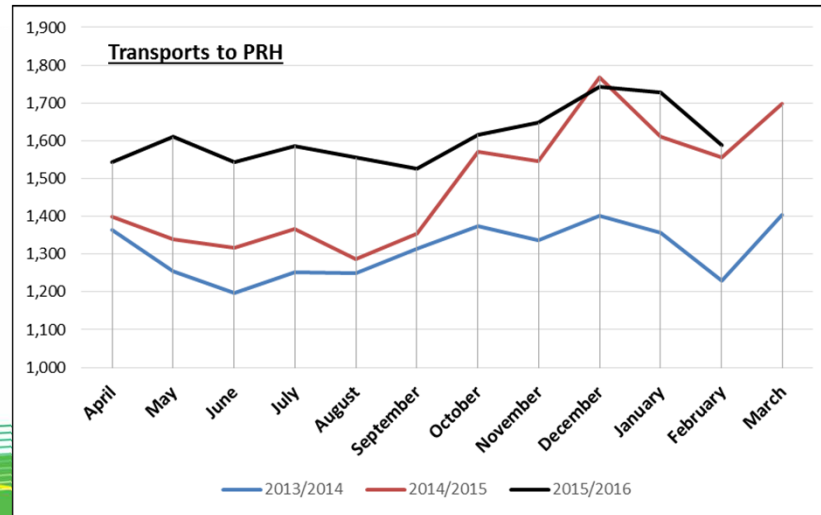
Larger and most disparate geography.

Heavily fluctuating [Red] demand allows for some good performance but with a much smaller (and localised) geography, resources travel less distance to incidents and onto Hospital.



Transports to PRH have increased as those to RSH have declined.

This chart details emergency transports only.

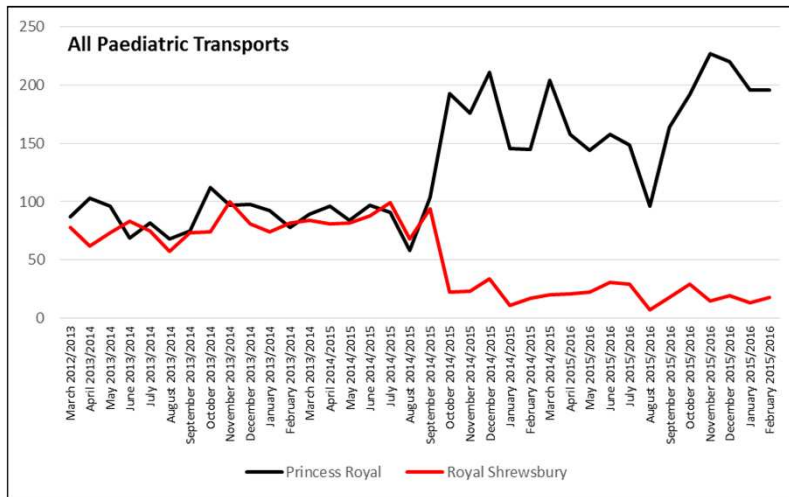


Transports to PRH have increased year on year – April to September significantly higher.

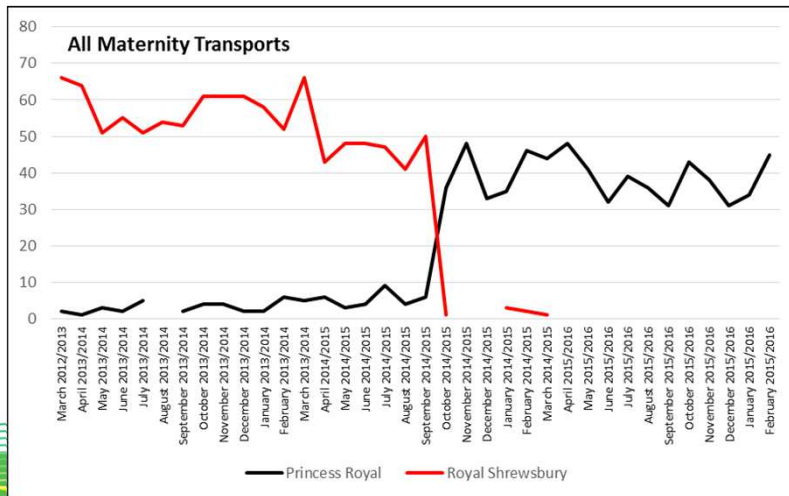
This chart details emergency transports only.



Emergency transports to PRH for Paediatrics & Maternity



The sharp rise in Transports to PRH is driven by Paediatric patients....



...and patients requiring support during Pregnancy.



Delays at Hospital have fluctuated – losses to WMAS are continuous; this table contains data from January 2015 to February 2016:

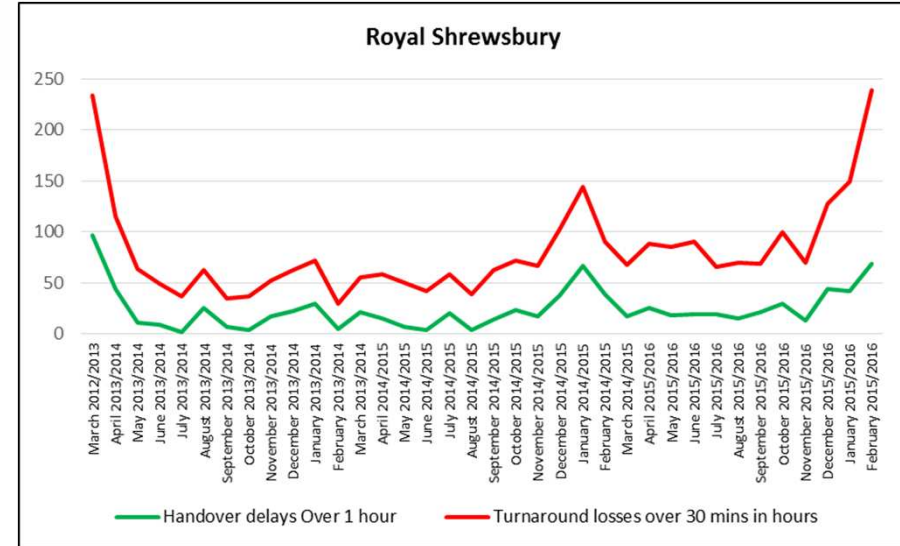
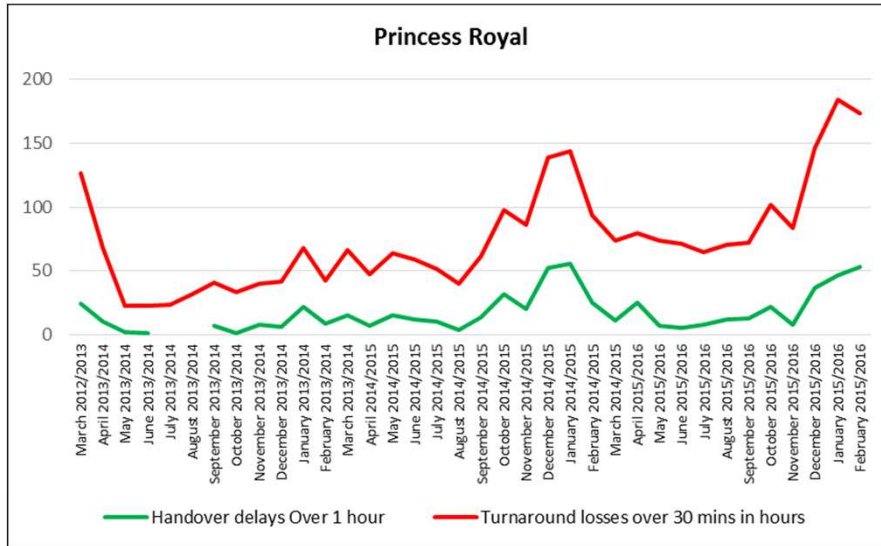
Financial Month	Princess Royal			Royal Shrewsbury			Red Incident Count in Shropshire County	Red Incidents - 8 min Target met	Red Incidents - 8 min Target Failed	Red - 08 Min Performance	Red performance without Turnaround losses @ PRH*	Red performance uplift without Turnaround losses @ RSH*	Red performance uplift if no delays at either site*
	Time lost in Hours (over 30 mins)	Equivalent 12 hour WMAS shifts	Potential Reds not attended due to delays (5 per shift)	Time lost in Hours (over 30 mins)	Equivalent 12 hour WMAS shifts	Potential Reds not attended due to delays (5 per shift)							
January 14/15	143.5	12	60	143.9	12	60	2355	1710	645	72.6%	75.2%	75.2%	77.7%
February 14/15	93.2	8	39	90.8	8	38	2053	1430	623	69.7%	71.5%	71.5%	73.4%
March 14/15	74	6	31	67.8	6	28	2239	1588	651	70.9%	72.3%	72.2%	73.6%
April 15/16	79.4	7	33	88.2	7	37	2163	1511	652	69.9%	71.4%	71.6%	73.1%
May 15/16	73.4	6	31	85.6	7	36	2299	1650	649	71.8%	73.1%	73.3%	74.7%
June 15/16	71	6	30	90.6	8	38	2300	1637	663	71.2%	72.5%	72.8%	74.1%
July 15/16	64.9	5	27	65.9	5	27	2337	1663	674	71.2%	72.3%	72.3%	73.5%
August 15/16	70.2	6	29	69.4	6	29	2366	1636	730	69.2%	70.4%	70.4%	71.6%
September 15/16	72.3	6	30	68.5	6	29	2143	1498	645	69.9%	71.3%	71.2%	72.6%
October 15/16	102	9	43	99.7	8	42	2345	1679	666	71.6%	73.4%	73.4%	75.2%
November 15/16	84	7	35	70	6	29	2246	1493	753	66.5%	68.0%	67.8%	69.3%
December 15/16	146	12	61	127	11	53	2438	1631	807	66.9%	69.4%	69.1%	71.6%
January 15/16	184.2	15	77	148.8	12	62	2410	1614	796	67.0%	70.2%	69.5%	72.7%
February 15/16	173.2	14	72	239.2	20	100	2288	1474	814	64.4%	67.6%	68.8%	71.9%

* assuming the target was met on each Incident



Handover delays over 1 hour compared against Turnaround losses (over 30 minutes) in hours

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Based on an 11 month period (April to February) – **Period averages per Hospital**

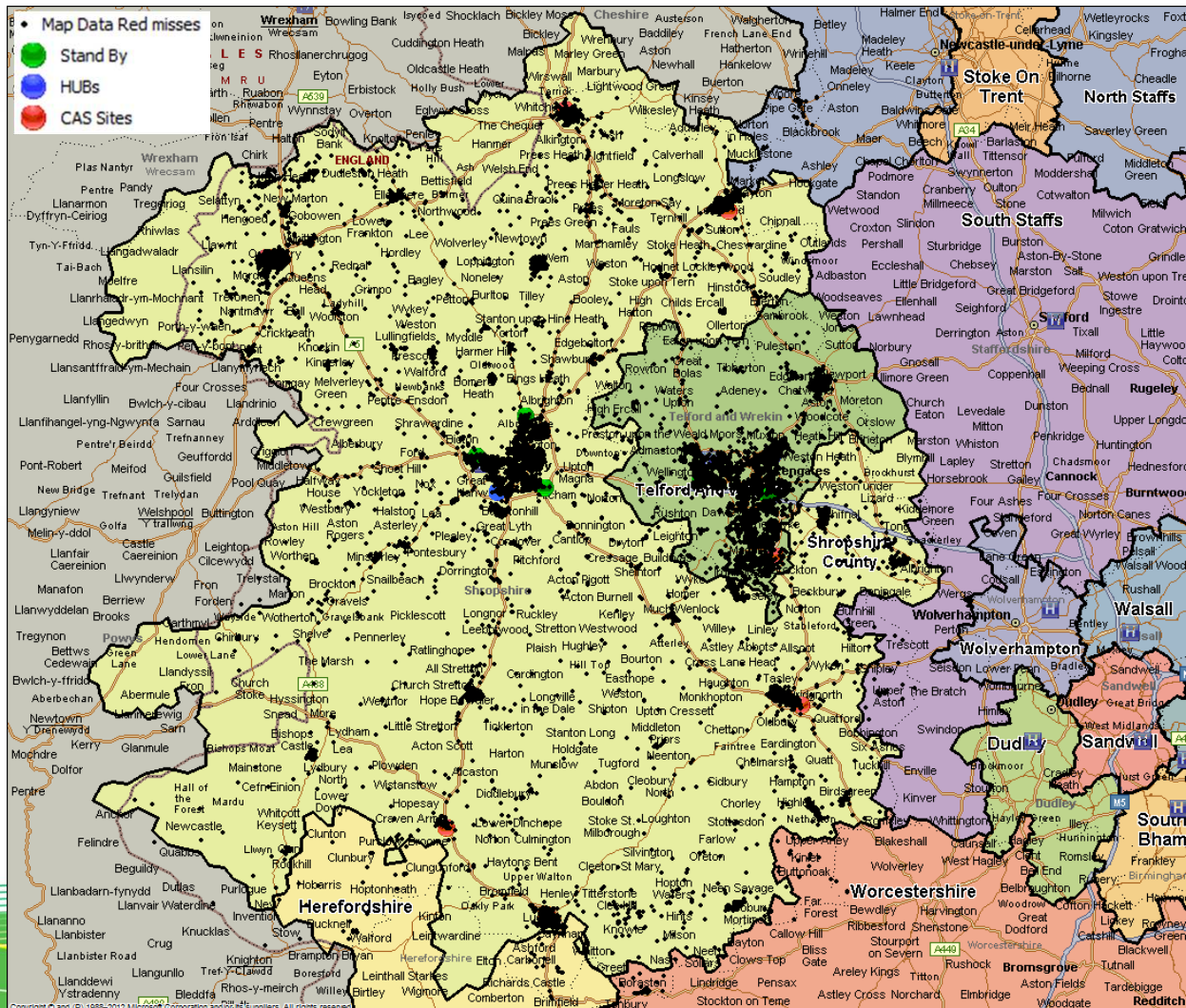
	Princess Royal	
April to February	Handover delays - Over 1 hour	Turnaround losses over 30 mins - in hours
2013/2014	7.3	39.5
2014/2015	22.5	80.2
2015/20106	21.5	101.9

	Royal Shrewsbury	
April to February	Handover delays - Over 1 hour	Turnaround losses over 30 mins - in hours
2013/2014	16.0	55.8
2014/2015	22.5	71.5
2015/20106	28.6	104.8

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Red Incident Misses. This map provides all Red misses from March 2015 to February 2016.

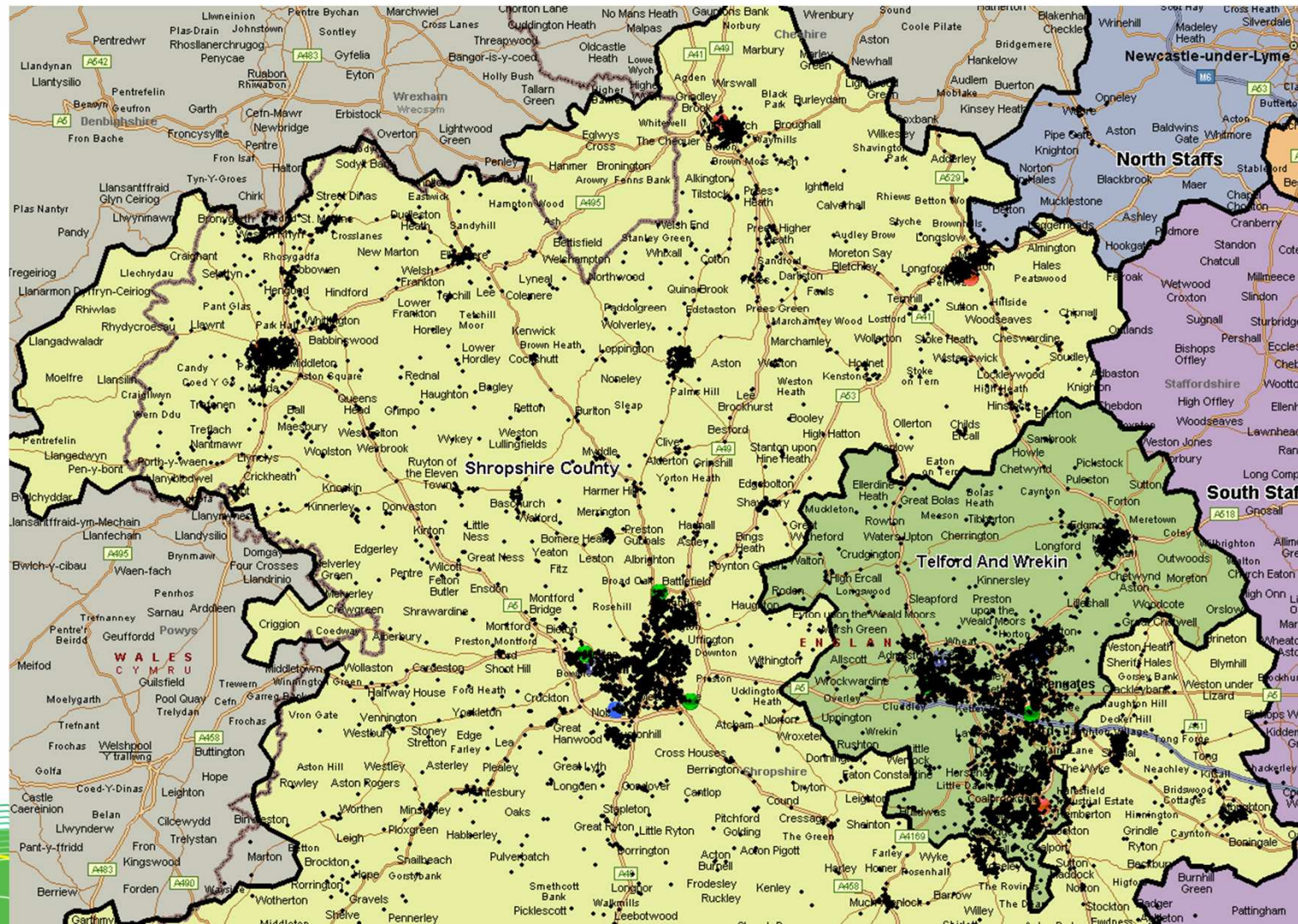


Misses are focussed in areas of high population.

Zoomed views follow this slide

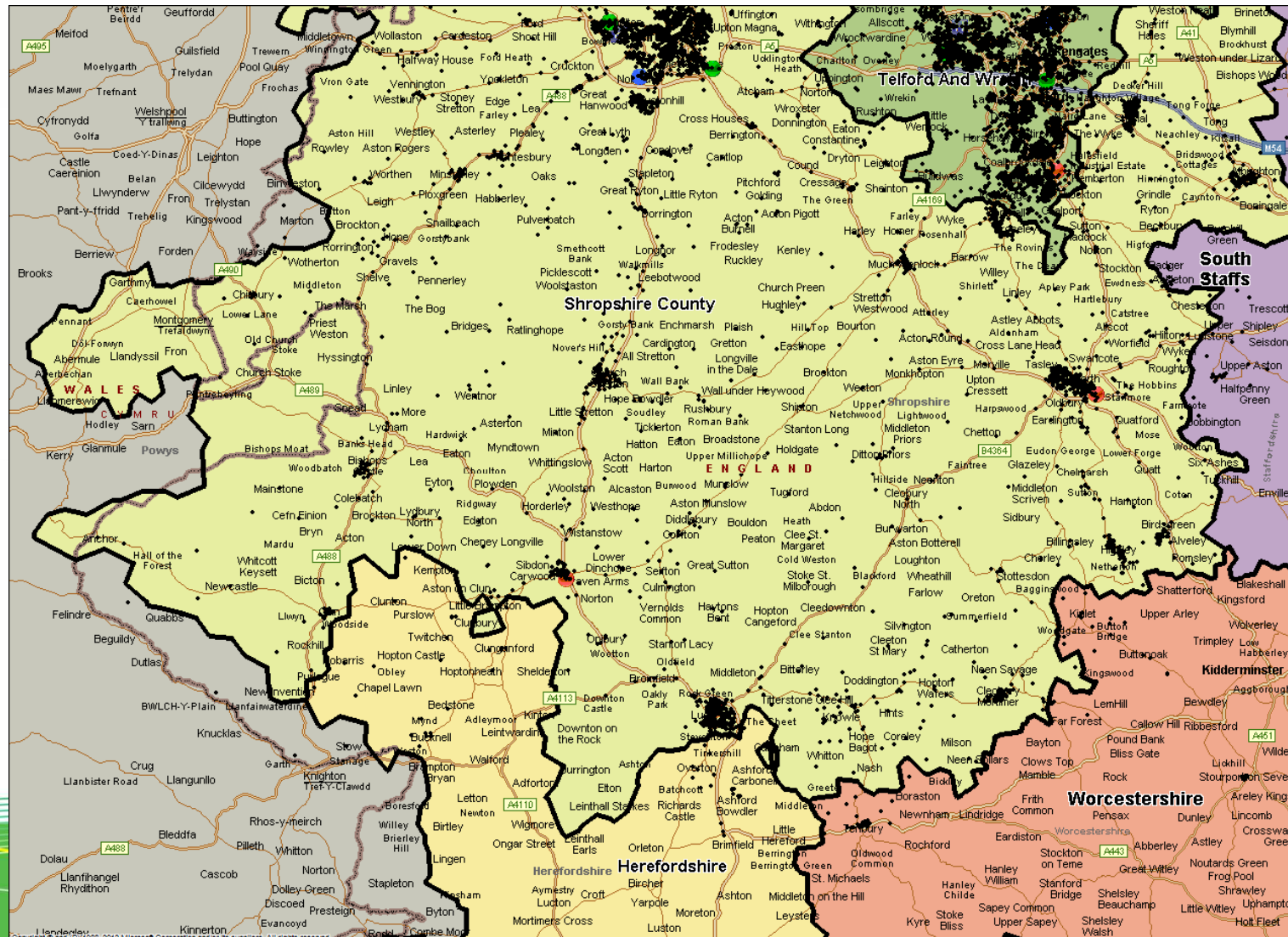


Red Incident Misses. This map provides all Red misses from March 2015 to February 2016 – North Zoom





Red Incident Misses. This map provides all Red misses from March 2015 to February 2016 – South Zoom



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Page

- 1: Index
- 2: Red Performance And Incident Volume
- 3: Hospital Turnaround And Handover Activity
- 4: Post Code Area Performance By CCG
- 5: Glossary Of Terms

Note:

- 1: Referring to Post Code Area performance on page 3; WMAS performance targets are on a regional basis only and not by Post Code Area, therefore please note that this is for information only.
- 2: Where WMAS figures are stated: This relates to Trust activity as a whole and not CCG's combined, unless otherwise stated.
- 3: If clarification is required on any section of this report, then please contact information@wmas.nhs.uk .

Glossary:

- 1: Information correct on 8th March 2016.
- 2: At time of collation, all previous months are collated.
- 3: Green text/cell shading indicates that target has been met.
- 4: Red text/cell shading indicates that target has not been met.
- 5: Red incidents are classified as either Red 1 or Red 2. There are no other classifications of Red calls for the purposes of measuring initial response time on scene.
- 6: Red 1 and Red 2 incidents have a target of 75% within the response time of 8mins. Such initial help may be via a first response vehicle or similar resource, which may or may not be capable of providing onward transport if needed.
- 7: Red 19 Incident Count equals the total of Red 1 + Red 2 incidents. The % figure shows what proportion of these had a conveying vehicle arrive within 19mins, These may or may not have been by a second vehicle following-up after the initial response on scene.

Patients

Hospital Turnaround And Handover Activity

Turnaround By Timeband Duration							
Hospital	0-30 mins	30-60 mins	Over 60 mins	Avg Time (mins)	Lost Hrs (hh:mm:ss)	Total	F/cast Total
Birmingham Childrens	544	145		0:25	14:25:44	689	679
Russells Hall	2,052	988	20	0:28	102:58:42	3,060	2,835
Good Hope	1,366	1,109	16	0:29	132:43:37	2,491	2,261
Heartlands	1,708	1,921	33	0:32	260:22:11	3,662	3,397
Solihull	441	322	1	0:29	27:21:59	764	675
New Cross	2,077	1,771	32	0:30	184:23:58	3,880	3,344
City (Birmingham)	1,351	866	11	0:29	82:23:40	2,228	2,361
Sandwell	1,274	799	9	0:29	88:26:46	2,082	1,870
New Queen Elizabeth Hosp	1,763	1,738	30	0:30	197:07:15	3,531	3,133
Walsall Manor	1,704	1,052	33	0:29	139:31:44	2,789	2,484
Hereford County	887	525	41	0:30	117:22:51	1,453	1,287
Princess Royal	817	695	76	0:33	173:14:18	1,588	1,464
Royal Shrewsbury	690	534	78	0:40	239:11:24	1,302	1,323
Alexandra	776	651	47	0:33	129:11:11	1,474	1,326
Worcestershire Royal	1,163	1,400	60	0:35	294:40:11	2,623	2,288
George Elliot	682	457	18	0:29	60:03:48	1,157	1,044
St Cross	1	1		0:24	0:00:10	2	18
Uni Hospital Cov & War	2,256	1,973	35	0:30	255:02:07	4,264	3,942
Warwick	861	447	2	0:27	36:08:35	1,310	1,276
Burton	1,077	288	4	0:26	26:23:33	1,369	1,256
County Hospital (Stafford)	925	55		0:23	3:55:53	980	1,054
Royal Stoke Univ Hosp	3,770	1,337	5	0:26	99:45:25	5,112	4,656

Volume Of Turnarounds Greater Than 30 minutes														
Hospital	Apr '15	May '15	Jun '15	Jul '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	ytd	
Birmingham Childrens	153	141	140	136	101	151	170	188	184	152	145			1,661
Russells Hall	1,331	1,146	1,151	1,150	1,100	921	619	663	857	1,013	1,008			10,959
Good Hope	988	905	979	927	974	963	1,119	1,178	1,116	1,236	1,125			11,510
Heartlands	1,800	1,746	1,625	1,704	1,640	1,624	1,769	1,829	1,930	2,058	1,954			19,679
Solihull	219	208	221	203	205	217	229	230	252	299	323			2,606
New Cross	1,247	1,393	1,289	1,285	1,308	1,381	1,680	1,611	1,792	1,851	1,803			16,640
City (Birmingham)	1,149	1,131	1,096	991	1,062	1,017	1,138	988	1,099	951	877			11,499
Sandwell	601	720	695	509	494	549	566	636	818	932	808			7,328
New Queen Elizabeth Hosp	1,471	1,463	1,668	1,593	1,604	1,604	1,774	1,753	1,722	1,851	1,768			18,271
Walsall Manor	834	722	683	704	659	981	1,218	1,108	1,123	1,276	1,085			10,393
Hereford County	348	378	342	405	359	377	433	400	492	466	566			4,566
Princess Royal	545	589	581	566	562	553	696	654	773	830	771			7,120
Royal Shrewsbury	466	442	452	421	479	425	516	457	549	606	612			5,425
Alexandra	577	503	509	467	576	588	515	517	608	636	698			6,194
Worcestershire Royal	1,042	992	1,098	1,238	1,225	1,268	1,448	1,397	1,421	1,406	1,460			13,995
George Elliot	301	341	319	323	334	306	368	354	474	513	475			4,108
St Cross				2	1	1		1			1			6
Uni Hospital Cov & War	1,787	1,864	1,819	1,716	1,648	1,755	1,927	1,974	2,046	2,302	2,008			20,846
Warwick	472	347	340	330	348	427	419	457	455	445	449			4,489
Burton	189	242	167	197	182	217	223	251	296	294	292			2,550
County Hospital (Stafford)	85	67	92	70	48	56	55	96	77	91	55			792
Royal Stoke Univ Hosp	1,324	1,321	1,231	1,216	1,092	1,344	1,436	1,398	1,264	1,604	1,342			14,572

Handover By Timeband Duration					
Hospital	0-30 mins	30-60 mins	Over 60 mins	Avg Time (mins)	Total
Birmingham Childrens	642	47		0:11:26	689
Russells Hall	2,932	118	10	0:13:08	3060
Good Hope	2,301	182	8	0:16:46	2491
Heartlands	3,363	284	15	0:17:50	3662
Solihull	743	21		0:13:47	764
New Cross	3,654	207	18	0:15:23	3879
City (Birmingham)	2,110	116	2	0:14:34	2228
Sandwell	1,994	84	4	0:14:35	2082
New Queen Elizabeth Hosp	3,195	315	21	0:17:18	3531
Walsall Manor	2,549	234	6	0:15:32	2789
Hereford County	1,182	242	29	0:23:40	1453
Princess Royal	1,277	258	53	0:22:54	1588
Royal Shrewsbury	976	257	69	0:30:47	1302
Alexandra	1,291	159	24	0:20:02	1474
Worcestershire Royal	2,194	399	29	0:24:31	2622
George Elliot	1,059	92	6	0:17:44	1157
St Cross	1	1		0:24:36	2
Uni Hospital Cov & War	3,647	599	18	0:18:43	4264
Warwick	1,273	36	1	0:14:50	1310
Burton	1,327	40	2	0:12:24	1369
County Hospital (Stafford)	971	9		0:10:17	980
Royal Stoke Univ Hosp	4,838	272	2	0:13:00	5112

Volume Of Handovers Greater Than 30 minutes														
Hospital	Apr '15	May '15	Jun '15	Jul '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	ytd	
Birmingham Childrens	38	48	42	33	35	51	53	57	48	36	47			488
Russells Hall	187	139	108	101	92	70	63	44	77	154	128			1,163
Good Hope	210	148	168	156	175	197	208	216	175	210	190			2,053
Heartlands	329	268	241	231	211	242	286	346	268	282	299			3,003
Solihull	23	19	29	11	11	17	11	14	19	16	21			191
New Cross	90	118	120	138	122	180	218	232	300	199	225			1,942
City (Birmingham)	194	169	153	120	119	137	133	128	146	102	118			1,519
Sandwell	55	92	61	60	40	57	67	59	111	136	88			826
New Queen Elizabeth Hosp	312	263	366	353	340	314	377	328	319	321	336			3,629
Walsall Manor	174	105	98	136	103	220	325	274	284	309	240			2,268
Hereford County	153	164	172	185	185	144	200	169	218	258	271			2,119
Princess Royal	148	150	150	136	158	175	223	207	278	334	311			2,270
Royal Shrewsbury	194	158	181	158	162	161	203	168	227	285	326			2,223
Alexandra	145	80	81	61	113	117	56	81	114	178	183			1,209
Worcestershire Royal	385	252	305	380	383	428	499	437	413	425	428			4,335
George Elliot	21	57	48	30	26	18	38	51	82	122	98			591
St Cross				2	1	1		1			1			6
Uni Hospital Cov & War	542	530	574	457	422	495	539	611	677	893	617			6,357
Warwick	44	37	30	22	24	28	27	24	26	20	37			319
Burton	31	19	23	29	23	15	30	19	43	32	42			306
County Hospital (Stafford)	14	3	6	7	6	5	6	3	8	10	9			77
Royal Stoke Univ Hosp	292	245	242	246	188	218	299	284	260	322	274			2,870

Note:

- Volumes shown are all transports with a known hospital code/name and known turnaround time periods, regardless of incident location.
- Turnaround calculated from 'time of arrival at hospital' to 'vehicle clear' where times are known.
- Handover calculated from 'time of arrival at hospital' to 'patient handover'. If 'patient handover' time field has not been completed then 'vehicle clear' time is used where times are known.
- 'Patient handover' times that have a time prior to the 'time of arrival at hospital' are excluded from handover data.
- Turnaround time lost is the total time lost above 30 minutes and does not include the 30 mins prior.

Post Code Area Performance By CCG

Note:
 1: WMAS performance targets are on a regional basis only and not by Post Code Area, therefore please note that is for information only.
 2: Performance by CCG can be found on page 2 of this report.

NHS Birmingham CrossCity CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B1	5	80.0 %	82	87.8 %	87	100 %	54	88.9 %	7	100 %	
B10	12	91.7 %	182	62.1 %	194	97.4 %	136	77.9 %	31	100 %	
B11	2	50.0 %	54	75.9 %	56	100 %	36	86.1 %	9	100 %	
B12	6	66.7 %	57	68.4 %	63	100 %	45	80.0 %	9	100 %	
B13	4	100 %	112	67.9 %	116	99.1 %	150	78.0 %	21	100 %	
B14	8	87.5 %	126	69.0 %	134	97.8 %	168	73.8 %	23	100 %	
B15	7	100 %	178	91.0 %	185	98.9 %	183	83.6 %	20	100 %	
B16	1	100 %	87	75.9 %	88	98.9 %	94	84.0 %	11	100 %	
B17	6	83.3 %	142	83.8 %	148	100 %	159	86.8 %	22	100 %	
B23	18	88.9 %	314	80.6 %	332	99.4 %	368	77.2 %	72	100 %	
B24	11	100 %	191	84.8 %	202	99.0 %	203	83.3 %	33	100 %	
B25	6	100 %	95	77.9 %	101	100 %	77	79.2 %	6	100 %	
B26	17	82.4 %	191	70.2 %	208	99.0 %	193	81.3 %	29	100 %	
B27	7	85.7 %	146	67.1 %	153	99.3 %	181	80.7 %	40	100 %	
B28	7	100 %	146	63.7 %	153	99.3 %	142	73.9 %	22	100 %	
B29	8	87.5 %	108	85.2 %	116	99.1 %	122	81.1 %	19	100 %	
B30	0	0%	8	87.5 %	8	100 %	10	90.0 %	2	100 %	
B31	8	87.5 %	148	85.1 %	156	99.4 %	142	90.8 %	37	100 %	
B32	15	80.0 %	215	77.2 %	230	100 %	278	86.0 %	35	100 %	
B33	10	90.0 %	240	75.4 %	250	99.2 %	250	76.8 %	29	100 %	
B34	5	60.0 %	124	73.4 %	129	100 %	143	80.4 %	20	100 %	
B35	8	100 %	66	83.3 %	74	97.3 %	96	79.2 %	10	100 %	
B36	6	83.3 %	83	65.1 %	89	98.9 %	84	79.8 %	16	100 %	
B4	6	100 %	70	88.6 %	76	98.7 %	78	76.9 %	4	100 %	
B42	1	0%	17	64.7 %	18	100 %	19	78.9 %	1	100 %	
B43	0	0%	6	50.0 %	6	100 %	9	100 %	1	100 %	
B44	13	76.9 %	225	59.1 %	238	98.7 %	271	77.5 %	44	100 %	
B45	9	88.9 %	112	80.4 %	121	98.3 %	108	93.5 %	23	100 %	
B5	11	90.9 %	156	77.6 %	167	100 %	137	79.6 %	12	100 %	
B6	0	0%	1	0%	1	100 %	7	71.4 %	0	0%	
B62	0	0%	3	100 %	3	100 %	0	0%	1	100 %	
B7	7	100 %	72	79.2 %	79	100 %	74	81.1 %	16	100 %	
B72	3	100 %	48	85.4 %	51	100 %	61	77.0 %	8	100 %	
B73	6	83.3 %	79	79.7 %	85	100 %	114	81.6 %	11	100 %	
B74	5	80.0 %	58	58.6 %	63	100 %	88	72.7 %	8	100 %	
B75	5	60.0 %	147	80.3 %	152	95.4 %	160	80.0 %	17	100 %	
B76	8	100 %	76	82.9 %	84	100 %	86	82.6 %	10	100 %	
B8	18	83.3 %	290	79.3 %	308	98.1 %	210	79.5 %	47	100 %	
B9	8	75.0 %	205	79.0 %	213	100 %	145	77.2 %	27	100 %	
B92	0	0%	0	0%	0	0%	2	100 %	1	100 %	
N/V	0	0%	4	75.0 %	4	100 %	6	100 %	1	100 %	

NHS Birmingham South and Central CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B10	0	0%	12	58.3 %	12	100 %	7	71.4 %	2	100 %	
B11	17	70.6 %	235	73.2 %	252	100 %	192	70.8 %	37	100 %	
B12	5	100 %	124	70.2 %	129	100 %	96	87.5 %	17	100 %	
B13	1	100 %	82	56.1 %	83	100 %	68	80.9 %	18	100 %	
B14	6	83.3 %	108	60.2 %	114	100 %	169	78.7 %	18	100 %	
B15	0	0%	2	100 %	2	100 %	3	100 %	0	0%	
B17	0	0%	2	100 %	2	100 %	1	100 %	0	0%	
B28	0	0%	8	62.5 %	8	100 %	7	57.1 %	2	100 %	
B29	10	80.0 %	106	88.7 %	116	100 %	121	81.0 %	22	100 %	
B30	8	100 %	165	83.0 %	173	100 %	202	85.1 %	26	96.2 %	
B31	13	92.3 %	169	75.1 %	182	99.5 %	221	88.7 %	25	100 %	
B38	10	80.0 %	116	62.9 %	126	98.4 %	142	81.0 %	23	100 %	
B5	2	100 %	30	80.0 %	32	100 %	27	81.5 %	5	100 %	
N/V	0	0%	0	0%	0	0%	2	100 %	0	0%	

NHS Cannock Chase CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
Post Code Area										
ST19	0	0%	1	0%	1	100%	0	0%	0	0%
WS11	11	81.8%	321	68.8%	332	97.0%	346	88.4%	53	100%
WS12	9	77.8%	145	66.2%	154	96.1%	187	90.9%	31	96.8%
WS15	12	66.7%	189	56.6%	201	87.6%	212	88.2%	43	100%
WS3	0	0%	0	0%	0	0%	1	100%	0	0%
WS6	4	75.0%	118	60.2%	122	96.7%	125	77.6%	15	100%
WV10	0	0%	6	66.7%	6	100%	8	87.5%	0	0%
WV11	0	0%	25	76.0%	25	92.0%	21	90.5%	4	100%

NHS Coventry and Rugby CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
Post Code Area										
CV1	14	78.6%	324	79.9%	338	97.9%	347	75.5%	49	100%
CV11	0	0%	4	25.0%	4	100%	3	33.3%	0	0%
CV12	0	0%	1	0%	1	100%	2	100%	0	0%
CV2	23	87.0%	342	80.1%	365	98.6%	403	77.7%	72	100%
CV21	19	84.2%	173	78.0%	192	89.1%	244	84.8%	32	100%
CV22	6	83.3%	185	72.4%	191	82.2%	206	77.2%	27	100%
CV23	4	75.0%	57	54.4%	61	96.7%	96	86.5%	10	100%
CV3	19	78.9%	309	66.7%	328	98.8%	391	79.0%	56	100%
CV4	5	100%	138	43.5%	143	90.2%	190	70.0%	32	100%
CV5	12	75.0%	146	61.0%	158	98.1%	205	79.5%	36	100%
CV6	27	66.7%	550	73.8%	577	98.1%	507	74.6%	92	100%
CV7	1	0%	16	81.3%	17	100%	20	85.0%	2	100%
CV8	3	33.3%	20	25.0%	23	95.7%	23	100%	1	100%
LE10	0	0%	6	16.7%	6	83.3%	1	100%	0	0%
LE17	0	0%	0	0%	0	0%	1	100%	0	0%

NHS Dudley CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
Post Code Area										
B62	3	33.3%	77	62.3%	80	97.5%	105	82.9%	9	100%
B63	9	44.4%	167	46.7%	176	98.3%	197	85.3%	22	100%
B65	0	0%	1	100%	1	100%	1	100%	0	0%
DY1	13	100%	231	86.6%	244	100%	215	89.8%	28	100%
DY2	19	73.7%	193	77.7%	212	99.5%	209	85.2%	32	100%
DY3	7	100%	146	70.5%	153	98.0%	161	87.6%	24	100%
DY4	0	0%	9	88.9%	9	100%	6	66.7%	0	0%
DY5	17	76.5%	228	82.0%	245	99.6%	242	85.1%	28	96.4%
DY6	1	100%	121	69.4%	122	99.2%	128	88.3%	21	100%
DY8	11	63.6%	226	52.7%	237	96.2%	255	78.8%	50	100%
DY9	9	55.6%	98	54.1%	107	98.1%	121	81.0%	15	100%
N/V	1	0%	0	0%	1	100%	0	0%	0	0%
WV14	4	100%	89	67.4%	93	100%	83	72.3%	12	100%
WV4	0	0%	3	66.7%	3	100%	3	100%	1	100%

NHS East Staffordshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
Post Code Area										
DE13	14	64.3%	202	59.4%	216	93.5%	199	88.9%	22	100%
DE14	8	87.5%	220	85.0%	228	96.1%	226	89.4%	22	100%
DE15	3	66.7%	92	64.1%	95	92.6%	134	85.1%	11	100%
DE6	0	0%	9	33.3%	9	66.7%	10	80.0%	0	0%
N/V	0	0%	0	0%	0	0%	2	100%	0	0%
ST10	0	0%	3	0%	3	100%	5	80.0%	1	100%
ST14	4	75.0%	116	76.7%	120	94.2%	115	94.8%	18	100%
WS13	0	0%	8	62.5%	8	100%	17	94.1%	4	100%
WS15	2	50.0%	11	54.5%	13	84.6%	15	93.3%	4	100%

NHS Herefordshire CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
GL17	0	0%	1	0%	1	100%	1	100%	0	0%	
HR1	11	72.7%	167	79.6%	178	98.3%	179	98.2%	14	100%	
HR2	8	37.5%	165	74.5%	173	95.4%	194	97.4%	16	100%	
HR3	1	0%	6	16.7%	7	57.1%	8	75.0%	0	0%	
HR4	9	88.9%	119	79.8%	128	98.4%	172	97.1%	11	100%	
HR5	3	0%	33	30.3%	36	22.2%	43	60.5%	3	100%	
HR6	5	60.0%	102	69.6%	107	84.1%	124	95.2%	9	100%	
HR7	3	66.7%	36	69.4%	39	79.5%	29	96.6%	6	100%	
HR8	2	0%	63	68.3%	65	86.2%	55	92.7%	5	100%	
HR9	4	75.0%	102	68.6%	106	93.4%	124	92.7%	13	100%	
LD8	0	0%	1	0%	1	0%	0	0%	0	0%	
NP25	0	0%	1	0%	1	100%	5	100%	0	0%	
SY7	0	0%	13	7.7%	13	38.5%	4	50.0%	1	100%	
SY8	0	0%	8	50.0%	8	75.0%	13	84.6%	1	100%	
WR13	0	0%	17	35.3%	17	94.1%	19	94.7%	4	100%	
WR14	0	0%	0	0%	0	0%	2	50.0%	0	0%	
WR6	1	0%	8	37.5%	9	100%	8	87.5%	0	0%	

NHS North Staffordshire CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
CW3	2	50.0%	19	42.1%	21	85.7%	44	93.2%	4	100%	
DE6	0	0%	4	0%	4	100%	1	100%	0	0%	
SK11	0	0%	2	0%	2	100%	5	80.0%	1	100%	
SK17	1	0%	7	14.3%	8	75.0%	5	80.0%	1	100%	
ST10	4	25.0%	126	77.8%	130	83.8%	107	89.7%	19	100%	
ST11	2	100%	19	42.1%	21	100%	22	86.4%	2	100%	
ST13	7	57.1%	166	79.5%	173	89.6%	186	93.5%	22	100%	
ST2	0	0%	5	80.0%	5	100%	7	100%	1	100%	
ST3	0	0%	1	100%	1	100%	0	0%	0	0%	
ST4	0	0%	4	100%	4	100%	6	100%	1	100%	
ST5	35	85.7%	450	82.7%	485	99.4%	595	93.6%	57	100%	
ST7	5	20.0%	136	41.9%	141	97.9%	161	93.2%	23	100%	
ST8	3	100%	113	85.0%	116	96.6%	119	87.4%	14	100%	
ST9	1	100%	30	36.7%	31	96.8%	31	90.3%	3	100%	
TF9	1	0%	16	50.0%	17	70.6%	16	81.3%	0	0%	

NHS Redditch and Bromsgrove CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B14	0	0%	0	0%	0	0%	1	100%	0	0%	
B32	0	0%	5	60.0%	5	100%	2	100%	0	0%	
B38	6	33.3%	14	42.9%	20	100%	10	80.0%	0	0%	
B45	4	75.0%	57	73.7%	61	100%	59	89.8%	1	100%	
B47	3	33.3%	33	36.4%	36	100%	45	84.4%	4	100%	
B48	2	50.0%	21	38.1%	23	95.7%	39	87.2%	3	100%	
B60	7	85.7%	97	80.4%	104	100%	145	91.0%	19	100%	
B61	9	66.7%	131	80.9%	140	100%	138	90.6%	21	100%	
B62	2	50.0%	10	30.0%	12	91.7%	10	80.0%	2	100%	
B80	0	0%	1	0%	1	100%	0	0%	0	0%	
B90	1	0%	5	60.0%	6	100%	4	100%	2	100%	
B96	0	0%	11	81.8%	11	90.9%	9	88.9%	3	100%	
B97	7	85.7%	159	69.2%	166	97.0%	208	91.3%	24	95.8%	
B98	8	75.0%	277	83.4%	285	97.5%	298	93.6%	25	96.0%	
DY10	0	0%	1	0%	1	100%	0	0%	0	0%	
DY8	1	100%	1	0%	2	100%	0	0%	0	0%	
DY9	0	0%	25	32.0%	25	100%	48	81.3%	2	100%	
N/V	0	0%	3	100%	3	100%	0	0%	1	100%	

NHS Sandwell and West Birmingham CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B1	3	66.7 %	72	91.7 %	75	98.7 %	43	86.0 %	7	100 %	
B16	4	100 %	65	72.3 %	69	100 %	47	78.7 %	9	100 %	
B18	5	100 %	195	83.1 %	200	99.0 %	133	75.9 %	22	100 %	
B19	10	90.0 %	171	83.6 %	181	98.3 %	142	77.5 %	22	100 %	
B2	3	66.7 %	59	79.7 %	62	100 %	83	84.3 %	4	100 %	
B20	12	100 %	210	63.8 %	222	97.7 %	170	80.0 %	36	100 %	
B21	12	91.7 %	215	73.5 %	227	98.2 %	162	79.6 %	51	100 %	
B3	2	50.0 %	32	90.6 %	34	100 %	26	88.5 %	2	100 %	
B4	3	100 %	46	89.1 %	49	100 %	49	73.5 %	1	100 %	
B42	3	66.7 %	90	68.9 %	93	98.9 %	96	76.0 %	20	100 %	
B43	5	60.0 %	100	52.0 %	105	98.1 %	83	69.9 %	19	100 %	
B44	0	0%	3	33.3 %	3	100 %	2	100 %	0	0%	
B5	0	0%	4	75.0 %	4	100 %	4	75.0 %	0	0%	
B6	7	85.7 %	133	75.2 %	140	100 %	81	82.7 %	32	100 %	
B62	0	0%	2	100 %	2	100 %	3	100 %	0	0%	
B64	10	60.0 %	75	60.0 %	85	100 %	97	82.5 %	19	94.7 %	
B65	10	90.0 %	136	71.3 %	146	98.6 %	132	84.1 %	19	100 %	
B66	15	93.3 %	193	75.6 %	208	99.0 %	180	83.3 %	42	100 %	
B67	7	100 %	170	68.2 %	177	96.0 %	148	77.7 %	44	100 %	
B68	8	87.5 %	178	73.6 %	186	97.3 %	176	76.7 %	34	100 %	
B69	9	66.7 %	161	79.5 %	170	99.4 %	210	88.6 %	31	100 %	
B70	15	80.0 %	266	79.3 %	281	99.6 %	246	82.9 %	37	100 %	
B71	13	76.9 %	243	80.2 %	256	100 %	254	85.4 %	31	100 %	
DY4	33	87.9 %	296	76.4 %	329	99.4 %	282	87.6 %	30	100 %	
N/V	1	0%	5	100 %	6	83.3 %	0	0%	0	0%	
WS10	15	80.0 %	200	71.0 %	215	98.1 %	167	86.2 %	21	100 %	
WS5	2	100 %	33	48.5 %	35	94.3 %	35	77.1 %	9	100 %	
WV14	0	0%	3	33.3 %	3	100 %	2	100 %	0	0%	

NHS Shropshire CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
CW3	0	0%	4	0%	4	75.0 %	3	100 %	0	0%	
DY12	2	50.0 %	2	50.0 %	4	50.0 %	4	75.0 %	0	0%	
DY14	1	0%	19	26.3 %	20	55.0 %	17	76.5 %	2	100 %	
LD7	0	0%	1	0%	1	0%	3	66.7 %	1	100 %	
LL14	0	0%	0	0%	0	0%	4	100 %	0	0%	
N/V	0	0%	3	33.3 %	3	100 %	0	0%	0	0%	
SY1	10	60.0 %	168	71.4 %	178	93.3 %	169	92.3 %	19	100 %	
SY10	4	100 %	54	55.6 %	58	81.0 %	47	83.0 %	7	100 %	
SY11	8	87.5 %	117	71.8 %	125	80.8 %	146	80.8 %	16	100 %	
SY12	5	0%	21	33.3 %	26	73.1 %	38	97.4 %	6	100 %	
SY13	7	57.1 %	78	64.1 %	85	72.9 %	64	89.1 %	8	100 %	
SY15	0	0%	2	0%	2	0%	2	0%	0	0%	
SY2	9	77.8 %	70	61.4 %	79	98.7 %	112	94.6 %	19	100 %	
SY21	0	0%	1	0%	1	100 %	0	0%	0	0%	
SY22	0	0%	3	0%	3	66.7 %	1	100 %	0	0%	
SY3	11	81.8 %	163	85.3 %	174	97.1 %	193	94.3 %	14	100 %	
SY4	4	50.0 %	87	29.9 %	91	85.7 %	93	90.3 %	12	100 %	
SY5	4	25.0 %	74	28.4 %	78	75.6 %	70	90.0 %	6	100 %	
SY6	0	0%	32	34.4 %	32	59.4 %	36	83.3 %	3	100 %	
SY7	0	0%	16	68.8 %	16	81.3 %	41	75.6 %	3	100 %	
SY8	5	60.0 %	78	66.7 %	83	89.2 %	92	85.9 %	9	100 %	
SY9	2	50.0 %	8	62.5 %	10	0%	13	53.8 %	1	100 %	
TF10	0	0%	0	0%	0	0%	2	100 %	0	0%	
TF11	2	0%	34	55.9 %	36	100 %	40	95.0 %	2	100 %	
TF12	0	0%	17	47.1 %	17	88.2 %	15	86.7 %	0	0%	
TF13	1	100 %	11	0%	12	75.0 %	15	93.3 %	3	100 %	
TF2	0	0%	1	0%	1	100 %	0	0%	0	0%	
TF6	0	0%	0	0%	0	0%	2	50.0 %	0	0%	
TF8	0	0%	5	40.0 %	5	100 %	3	100 %	0	0%	
TF9	4	50.0 %	88	51.1 %	92	79.3 %	97	93.8 %	11	100 %	
WR15	2	50.0 %	13	46.2 %	15	66.7 %	10	90.0 %	0	0%	
WV15	4	50.0 %	45	57.8 %	49	85.7 %	34	85.3 %	3	100 %	
WV16	6	33.3 %	81	53.1 %	87	64.4 %	89	85.4 %	7	100 %	
WV5	0	0%	4	25.0 %	4	50.0 %	4	50.0 %	2	100 %	
WV6	0	0%	3	0%	3	100 %	3	100 %	0	0%	
WV7	1	100 %	16	43.8 %	17	94.1 %	18	100 %	5	100 %	
WV8	0	0%	1	0%	1	100 %	1	100 %	0	0%	

NHS Solihull CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B26	1	100 %	25	92.0 %	26	100 %	25	92.0 %	0	0%	
B27	0	0%	8	100 %	8	100 %	13	84.6 %	4	100 %	
B28	0	0%	1	0%	1	100 %	1	0%	0	0%	
B36	13	92.3 %	139	61.2 %	152	97.4 %	134	83.6 %	28	100 %	
B37	12	41.7 %	198	56.6 %	210	99.5 %	241	75.5 %	26	96.2 %	
B40	1	0%	19	73.7 %	20	100 %	31	74.2 %	2	100 %	
B46	0	0%	0	0%	0	0%	1	100 %	0	0%	
B90	17	76.5 %	187	51.9 %	204	96.6 %	208	81.3 %	27	100 %	
B91	6	100 %	240	81.7 %	246	90.7 %	247	73.7 %	31	100 %	
B92	19	94.7 %	173	66.5 %	192	97.4 %	217	73.3 %	32	100 %	
B93	6	66.7 %	88	69.3 %	94	91.5 %	96	71.9 %	5	100 %	
B94	0	0%	7	28.6 %	7	100 %	11	72.7 %	3	100 %	
CV4	0	0%	0	0%	0	0%	1	100 %	0	0%	
CV5	0	0%	0	0%	0	0%	4	100 %	0	0%	
CV7	5	20.0 %	24	16.7 %	29	96.6 %	50	68.0 %	7	100 %	
CV8	0	0%	3	0%	3	100 %	3	100 %	0	0%	

NHS South East Staffs and Seisdon and Peninsular CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B74	1	0%	8	50.0 %	9	100 %	11	81.8 %	1	100 %	
B75	0	0%	0	0%	0	0%	3	100 %	0	0%	
B77	12	75.0 %	262	54.2 %	274	94.9 %	273	81.3 %	42	100 %	
B78	12	91.7 %	109	87.2 %	121	88.4 %	99	84.8 %	17	100 %	
B79	5	40.0 %	139	59.7 %	144	94.4 %	204	79.4 %	19	100 %	
DY10	1	0%	0	0%	1	100 %	0	0%	0	0%	
DY3	0	0%	14	35.7 %	14	92.9 %	14	85.7 %	0	0%	
DY6	0	0%	1	0%	1	100 %	1	100 %	0	0%	
DY7	0	0%	37	13.5 %	37	94.6 %	32	62.5 %	2	100 %	
DY8	0	0%	1	0%	1	100 %	0	0%	0	0%	
WS13	6	100 %	157	77.7 %	163	94.5 %	204	83.8 %	25	100 %	
WS14	6	50.0 %	70	68.6 %	76	98.7 %	86	80.2 %	17	100 %	
WS15	0	0%	4	75.0 %	4	75.0 %	7	100 %	0	0%	
WS7	12	58.3 %	144	48.6 %	156	94.9 %	159	82.4 %	30	100 %	
WS9	0	0%	6	50.0 %	6	100 %	14	71.4 %	2	100 %	
WV10	3	66.7 %	57	87.7 %	60	93.3 %	26	80.8 %	4	100 %	
WV11	0	0%	2	50.0 %	2	100 %	4	75.0 %	0	0%	
WV3	0	0%	0	0%	0	0%	1	0%	1	100 %	
WV4	1	100 %	8	50.0 %	9	100 %	13	69.2 %	1	100 %	
WV5	4	75.0 %	72	36.1 %	76	97.4 %	83	78.3 %	16	100 %	
WV6	6	16.7 %	38	21.1 %	44	90.9 %	39	66.7 %	3	100 %	
WV7	1	0%	1	0%	2	50.0 %	4	100 %	0	0%	
WV8	4	50.0 %	65	50.8 %	69	92.8 %	77	72.7 %	14	100 %	
WV9	1	0%	2	100 %	3	100 %	4	75.0 %	0	0%	

NHS South Warwickshire CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B49	6	50.0 %	59	47.5 %	65	86.2 %	76	89.5 %	13	100 %	
B50	0	0%	16	18.8 %	16	100 %	28	75.0 %	3	100 %	
B80	1	100 %	29	79.3 %	30	96.7 %	27	96.3 %	3	100 %	
B93	0	0%	0	0%	0	0%	1	100 %	0	0%	
B94	3	0%	13	7.7 %	16	93.8 %	26	84.6 %	5	100 %	
B95	1	0%	25	20.0 %	26	92.3 %	46	95.7 %	3	100 %	
B96	0	0%	1	100 %	1	100 %	3	100 %	0	0%	
B97	0	0%	0	0%	0	0%	2	100 %	0	0%	
CV3	0	0%	5	60.0 %	5	80.0 %	7	71.4 %	0	0%	
CV31	10	80.0 %	149	65.8 %	159	99.4 %	192	84.4 %	34	100 %	
CV32	11	54.5 %	169	65.7 %	180	97.2 %	217	92.2 %	18	100 %	
CV33	3	0%	21	28.6 %	24	95.8 %	18	88.9 %	2	100 %	
CV34	10	90.0 %	134	85.8 %	144	95.8 %	188	90.4 %	22	100 %	
CV35	8	50.0 %	67	34.3 %	75	94.7 %	93	91.4 %	5	100 %	
CV36	6	66.7 %	44	65.9 %	50	64.0 %	50	96.0 %	6	100 %	
CV37	13	69.2 %	166	72.3 %	179	93.9 %	301	88.0 %	44	100 %	
CV4	0	0%	2	50.0 %	2	100 %	0	0%	1	100 %	
CV47	5	60.0 %	46	32.6 %	51	82.4 %	69	82.6 %	10	100 %	
CV8	12	50.0 %	92	48.9 %	104	100 %	159	83.6 %	15	100 %	
GL56	0	0%	0	0%	0	0%	2	50.0 %	0	0%	
N/V	0	0%	0	0%	0	0%	3	100 %	0	0%	
NN11	0	0%	1	0%	1	0%	0	0%	0	0%	
OX15	0	0%	3	0%	3	33.3 %	3	33.3 %	0	0%	
OX17	0	0%	6	33.3 %	6	83.3 %	4	0%	0	0%	
WR11	1	100 %	8	12.5 %	9	100 %	15	73.3 %	1	100 %	

NHS South Worcestershire CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B49	0	0%	3	33.3 %	3	100 %	1	100 %	0	0%	
B60	0	0%	4	50.0 %	4	100 %	1	100 %	0	0%	
B61	0	0%	2	100 %	2	100 %	0	0%	0	0%	
B96	0	0%	6	33.3 %	6	83.3 %	4	75.0 %	0	0%	
B97	0	0%	0	0%	0	0%	0	0%	0	0%	
CV37	0	0%	1	0%	1	100 %	1	0%	0	0%	
DY10	0	0%	0	0%	0	0%	3	100 %	0	0%	
DY11	0	0%	9	55.6 %	9	100 %	10	70.0 %	0	0%	
DY13	0	0%	12	50.0 %	12	100 %	8	100 %	0	0%	
DY14	0	0%	2	0%	2	50.0 %	3	100 %	1	100 %	
GL19	1	0%	4	0%	5	60.0 %	3	100 %	1	100 %	
GL20	1	0%	18	27.8 %	19	63.2 %	26	88.5 %	1	100 %	
N/V	0	0%	7	85.7 %	7	85.7 %	12	91.7 %	0	0%	
WR1	5	100 %	129	94.6 %	134	100 %	129	95.3 %	11	100 %	
WR10	8	62.5 %	86	58.1 %	94	97.9 %	102	92.2 %	6	100 %	
WR11	14	71.4 %	197	63.5 %	211	89.1 %	246	90.2 %	32	100 %	
WR12	2	100 %	33	18.2 %	35	80.0 %	27	88.9 %	2	100 %	
WR13	1	100 %	17	35.3 %	18	94.4 %	19	100 %	2	100 %	
WR14	4	75.0 %	168	76.2 %	172	95.9 %	236	91.9 %	21	100 %	
WR15	1	0%	31	19.4 %	32	68.8 %	37	94.6 %	2	100 %	
WR2	8	62.5 %	145	80.7 %	153	98.0 %	153	94.1 %	15	100 %	
WR3	8	100 %	95	77.9 %	103	99.0 %	116	94.8 %	12	100 %	
WR4	11	90.9 %	133	88.0 %	144	100 %	116	96.6 %	13	100 %	
WR5	8	100 %	188	93.1 %	196	100 %	164	97.6 %	14	100 %	
WR6	4	0%	33	24.2 %	37	78.4 %	25	84.0 %	3	100 %	
WR7	0	0%	17	76.5 %	17	94.1 %	23	95.7 %	7	100 %	
WR8	6	50.0 %	31	22.6 %	37	86.5 %	37	91.9 %	4	100 %	
WR9	8	75.0 %	142	71.8 %	150	99.3 %	204	96.1 %	16	100 %	

NHS Stafford and Surrounds CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
ST10	0	0%	2	0%	2	100 %	0	0%	0	0%	
ST11	1	0%	15	80.0 %	16	100 %	17	82.4 %	3	100 %	
ST12	1	100 %	23	34.8 %	24	87.5 %	20	95.0 %	3	100 %	
ST15	9	44.4 %	91	52.7 %	100	92.0 %	118	93.2 %	16	100 %	
ST16	9	100 %	208	90.4 %	217	98.2 %	272	88.6 %	22	100 %	
ST17	3	100 %	178	74.7 %	181	97.8 %	239	87.4 %	38	100 %	
ST18	5	80.0 %	93	57.0 %	98	94.9 %	104	88.5 %	11	100 %	
ST19	4	75.0 %	59	47.5 %	63	87.3 %	97	86.6 %	8	100 %	
ST20	3	33.3 %	20	30.0 %	23	78.3 %	25	76.0 %	2	100 %	
ST21	2	0%	16	62.5 %	18	100 %	22	90.9 %	5	100 %	
ST3	4	75.0 %	6	50.0 %	10	100 %	21	95.2 %	3	100 %	
ST4	1	100 %	2	50.0 %	3	100 %	4	100 %	0	0%	
ST5	0	0%	2	50.0 %	2	100 %	2	100 %	0	0%	
TF10	0	0%	7	0%	7	71.4 %	2	100 %	1	100 %	
TF11	0	0%	1	100 %	1	0%	2	100 %	1	100 %	
WS15	0	0%	0	0%	0	0%	1	100 %	0	0%	
WV10	0	0%	1	100 %	1	100 %	1	100 %	0	0%	
WV8	0	0%	1	0%	1	100 %	1	100 %	0	0%	
WV9	1	0%	5	0%	6	100 %	7	100 %	0	0%	

NHS Stoke on Trent CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
N/V	0	0%	0	0%	0	0%	0	0%	0	0%	
ST1	26	88.5 %	274	81.8 %	300	99.3 %	333	92.8 %	36	100 %	
ST10	0	0%	2	50.0 %	2	100 %	1	100 %	0	0%	
ST11	1	100 %	1	100 %	2	100 %	9	77.8 %	0	0%	
ST12	0	0%	0	0%	0	0%	1	100 %	0	0%	
ST2	9	55.6 %	212	58.0 %	221	97.3 %	254	91.3 %	32	100 %	
ST3	33	81.8 %	472	68.0 %	505	98.2 %	428	95.1 %	56	100 %	
ST4	18	77.8 %	395	88.6 %	413	99.3 %	452	92.3 %	45	100 %	
ST6	35	80.0 %	565	77.9 %	600	99.0 %	619	91.6 %	54	100 %	
ST7	1	100 %	5	80.0 %	6	100 %	9	100 %	1	100 %	
ST8	0	0%	5	80.0 %	5	100 %	3	100 %	0	0%	
ST9	1	100 %	15	60.0 %	16	93.8 %	20	85.0 %	2	100 %	

NHS Telford & Wrekin CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
N/V	0	0%	1	100 %	1	100 %	4	100 %	0	0%	
SY4	0	0%	0	0%	0	0%	0	100 %	0	0%	
TF1	8	75.0 %	209	89.5 %	217	98.2 %	217	94.5 %	16	100 %	
TF10	3	66.7 %	57	35.1 %	60	90.0 %	78	89.7 %	5	100 %	
TF2	15	73.3 %	183	83.1 %	198	100 %	174	95.4 %	24	100 %	
TF3	5	100 %	126	77.0 %	131	100 %	155	94.8 %	15	100 %	
TF4	5	60.0 %	86	65.1 %	91	97.8 %	89	96.6 %	14	100 %	
TF5	0	0%	13	84.6 %	13	100 %	13	92.3 %	4	100 %	
TF6	1	100 %	10	30.0 %	11	100 %	19	94.7 %	2	100 %	
TF7	2	100 %	141	66.7 %	143	95.8 %	112	94.6 %	16	100 %	
TF8	2	100 %	9	44.4 %	11	100 %	7	57.1 %	1	100 %	

NHS Walsall CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B43	4	25.0 %	31	45.2 %	35	100 %	28	89.3 %	8	100 %	
B74	1	0%	36	44.4 %	37	100 %	54	85.2 %	6	100 %	
N/V	0	0%	0	0%	0	0%	3	100 %	0	0%	
WS1	16	81.3 %	264	72.3 %	280	99.3 %	235	83.8 %	44	100 %	
WS10	7	71.4 %	155	75.5 %	162	100 %	135	85.9 %	17	100 %	
WS2	24	83.3 %	360	86.1 %	384	98.7 %	311	86.8 %	38	100 %	
WS3	15	86.7 %	375	67.7 %	390	98.5 %	413	80.4 %	74	100 %	
WS4	5	60.0 %	102	66.7 %	107	98.1 %	81	77.8 %	12	100 %	
WS5	6	66.7 %	70	64.3 %	76	100 %	78	79.5 %	8	100 %	
WS8	6	83.3 %	98	45.9 %	104	98.1 %	98	66.3 %	22	100 %	
WS9	4	75.0 %	142	57.0 %	146	100 %	158	74.1 %	27	100 %	
WV11	0	0%	4	75.0 %	4	100 %	3	100 %	0	0%	
WV12	6	83.3 %	137	86.9 %	143	99.3 %	170	81.8 %	24	100 %	
WV13	8	87.5 %	117	87.2 %	125	98.4 %	77	89.6 %	13	100 %	
WV14	1	100 %	7	85.7 %	8	100 %	10	70.0 %	2	100 %	

NHS Warwickshire North CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
B46	5	40.0 %	65	26.2 %	70	94.3 %	86	72.1 %	9	100 %	
B75	0	0%	4	75.0 %	4	100 %	1	0%	0	0%	
B76	0	0%	12	41.7 %	12	91.7 %	12	91.7 %	1	100 %	
B77	0	0%	0	0%	0	0%	1	0%	0	0%	
B78	6	50.0 %	51	45.1 %	57	96.5 %	85	72.9 %	9	100 %	
B79	0	0%	8	0%	8	75.0 %	6	100 %	0	0%	
CV10	6	66.7 %	291	73.9 %	297	94.3 %	307	77.2 %	17	100 %	
CV11	10	80.0 %	218	70.6 %	228	97.8 %	250	85.6 %	16	100 %	
CV12	11	90.9 %	158	64.6 %	169	97.6 %	207	84.5 %	25	100 %	
CV6	1	100 %	5	80.0 %	6	100 %	10	100 %	1	100 %	
CV7	6	16.7 %	90	54.4 %	96	93.8 %	114	87.7 %	8	100 %	
CV9	6	50.0 %	68	51.5 %	74	90.5 %	137	84.7 %	11	100 %	
N/V	0	0%	0	0%	0	0%	1	0%	0	0%	

NHS Wolverhampton CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
WV1	10	90.0 %	223	83.0 %	233	99.1 %	230	83.9 %	39	100 %	
WV10	21	85.7 %	407	77.9 %	428	97.9 %	342	82.5 %	74	100 %	
WV11	12	91.7 %	209	78.0 %	221	99.5 %	212	82.1 %	30	100 %	
WV12	1	100 %	3	100 %	4	100 %	9	77.8 %	2	100 %	
WV13	2	50.0 %	39	84.6 %	41	100 %	26	88.5 %	6	100 %	
WV14	12	91.7 %	257	77.0 %	269	100 %	239	80.8 %	37	100 %	
WV2	10	50.0 %	143	70.6 %	153	98.7 %	106	79.2 %	18	100 %	
WV3	12	83.3 %	184	64.1 %	196	99.0 %	168	75.6 %	34	100 %	
WV4	6	83.3 %	207	65.7 %	213	99.1 %	199	75.9 %	43	100 %	
WV6	11	81.8 %	210	64.3 %	221	95.5 %	202	82.2 %	32	100 %	
WV8	0	0%	14	42.9 %	14	85.7 %	18	66.7 %	5	100 %	
WV9	0	0%	10	70.0 %	10	100 %	14	64.3 %	3	100 %	

NHS Wyre Forest CCG	Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
		Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
DY10	5	100 %	157	68.2 %	162	96.3 %	221	92.3 %	21	100 %	
DY11	11	72.7 %	167	78.4 %	178	91.6 %	233	85.4 %	18	100 %	
DY12	3	0%	60	46.7 %	63	84.1 %	60	78.3 %	4	100 %	
DY13	4	50.0 %	96	72.9 %	100	97.0 %	103	88.3 %	7	100 %	
DY14	0	0%	9	11.1 %	9	77.8 %	4	100 %	0	0%	
DY9	0	0%	5	60.0 %	5	100 %	0	0%	0	0%	
WR9	0	0%	1	0%	1	100 %	0	0%	0	0%	



Glossary Of Terms

This is not the reporting definitions used, it is a terminology guide only.

Activity

- Incident - All calls that result in a response being dispatched and arriving on the scene on the incident (Inc Cnt)..
- Conveyance/transport - An incident that results in a patient(s) being transported to hospital or an alternative place of care.

Priority

- Red 1 - Life threatening emergency - primarily cardiac arrest patients - target response time 8 minutes.
- Red 2 - Life Threatening emergency - target response time 8 minutes.
- Red 19 - Red 1 and Red 2 incidents, measuring the time to get a conveying vehicle to scene - target response time 19 minutes.
- Green 2 - Non immediate life threatening emergency - target response time 30 minutes.
- Green 4 - Non life threatening emergency - target response time - response in 60 minutes or telephone triage in 30 minutes.

Hospitals

- Hospital Turnaround - Time between an ambulance arriving at hospital and being clear for another incident.
- Hospital Handover - Time between an ambulance arriving at hospital and handover of clinical responsibility of patient to the hospital staff.
- Lost Hours - Time above 30 minutes turnaround per incident. which ambulance crews are delayed at hospital.

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WMAS HOSC & Healthwatch

February 2015/2016

Collated on 08/03/2016 at 11:35:06 - Report ref 446

NHS SHROPSHIRE CCG.

Post Code Area	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %
CW3	0	0%	4	0%	4	75.0 %	3	100 %	0	0%
DY12	2	50.0 %	2	50.0 %	4	50.0 %	4	75.0 %	0	0%
DY14	1	0%	19	26.3 %	20	55.0 %	17	76.5 %	2	100 %
LD7	0	0%	1	0%	1	0%	3	66.7 %	1	100 %
LL14	0	0%	0	0%	0	0%	4	100 %	0	0%
N/V	0	0%	3	33.3 %	3	100 %	0	0%	0	0%
SY1	10	60.0 %	168	71.4 %	178	93.3 %	169	92.3 %	19	100 %
SY10	4	100 %	54	55.6 %	58	81.0 %	47	83.0 %	7	100 %
SY11	8	87.5 %	117	71.8 %	125	80.8 %	146	80.8 %	16	100 %
SY12	5	0%	21	33.3 %	26	73.1 %	38	97.4 %	6	100 %
SY13	7	57.1 %	78	64.1 %	85	72.9 %	64	89.1 %	8	100 %
SY15	0	0%	2	0%	2	0%	2	0%	0	0%
SY2	9	77.8 %	70	61.4 %	79	98.7 %	112	94.6 %	19	100 %
SY21	0	0%	1	0%	1	100 %	0	0%	0	0%
SY22	0	0%	3	0%	3	66.7 %	1	100 %	0	0%
SY3	11	81.8 %	163	85.3 %	174	97.1 %	193	94.3 %	14	100 %
SY4	4	50.0 %	87	29.9 %	91	85.7 %	93	90.3 %	12	100 %
SY5	4	25.0 %	74	28.4 %	78	75.6 %	70	90.0 %	6	100 %
SY6	0	0%	32	34.4 %	32	59.4 %	36	83.3 %	3	100 %
SY7	0	0%	16	68.8 %	16	81.3 %	41	75.6 %	3	100 %
SY8	5	60.0 %	78	66.7 %	83	89.2 %	92	85.9 %	9	100 %
SY9	2	50.0 %	8	62.5 %	10	0%	13	53.8 %	1	100 %
TF10	0	0%	0	0%	0	0%	2	100 %	0	0%
TF11	2	0%	34	55.9 %	36	100 %	40	95.0 %	2	100 %
TF12	0	0%	17	47.1 %	17	88.2 %	15	86.7 %	0	0%
TF13	1	100 %	11	0%	12	75.0 %	15	93.3 %	3	100 %
TF2	0	0%	1	0%	1	100 %	0	0%	0	0%
TF6	0	0%	0	0%	0	0%	2	50.0 %	0	0%
TF8	0	0%	5	40.0 %	5	100 %	3	100 %	0	0%
TF9	4	50.0 %	88	51.1 %	92	79.3 %	97	93.8 %	11	100 %
WR15	2	50.0 %	13	46.2 %	15	66.7 %	10	90.0 %	0	0%
WV15	4	50.0 %	45	57.8 %	49	85.7 %	34	85.3 %	3	100 %
WV16	6	33.3 %	81	53.1 %	87	64.4 %	89	85.4 %	7	100 %
WV5	0	0%	4	25.0 %	4	50.0 %	4	50.0 %	2	100 %
WV6	0	0%	3	0%	3	100 %	3	100 %	0	0%
WV7	1	100 %	16	43.8 %	17	94.1 %	18	100 %	5	100 %
WV8	0	0%	1	0%	1	100 %	1	100 %	0	0%

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To Adult Health and Social Care Scrutiny Committee 21 March 2016

I regret I shall be unable to attend this Scrutiny Committee meeting and so I have prepared a summary of comments received by Healthwatch Shropshire about West Midlands Ambulance Services over the year from March 2015.

Please note that Healthwatch Shropshire is designating its 'hot topic' in May for experiences of ambulance and NHS transport services.

23 comments were received, of which eight were complimentary about the service and/or the quality of care received. Several comments were expressed in the course of Healthwatch Shropshire's work on community engagement, when we meet with small groups around and about in the county.

Positive comments included:

- "Experience with Paramedics has been very good".
- One family had reason to call the ambulance service twice in a few weeks. They said, in both cases, "each crew showed exemplary professionalism, concern and care for their father and in responding to his wishes".
- "Ambulance service is very good. Used on two occasions and it felt like they were here in no time".
- "Emergency service contacted after my husband had a seizure. First responder appeared within about 6 minutes, another paramedic about 10 minutes later and an ambulance took about 35 minutes".
- "My mum, who is in her mid-80s, had a very bad fall at home, which resulted in a painful fracture of her arm. The paramedics who attended to her were fantastic – they worked in a calm and professional fashion and made sure she had sufficient pain control before they moved my mum onto the ambulance".
- "Can't fault WMAS. First responders and an ambulance came to take my husband to hospital".

Several (8 comments received) people commented negatively on long waits for an ambulance or perceived deterioration of service after the re-organisation of ambulance stations around the county.

Availability of ambulances

- Four people in Whitchurch regretted the closure of the local ambulance station.
- Three people commented on the long delays for an ambulance to get to Clun. One said "We have to wait 57 minutes on average".

Other comments covered a wide range of issues.



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