

**Ambulance Performance
Update on Modelling for SCCG
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Background:-

- * Shropshire CCG has historically been unable to achieve the Local or national Performance standards in a consistent way.
- * A number of external agencies have reported on this issue and suggested that rural counties should expect a lower level of performance than Urban due to the geographical difficulties and lower activity numbers. (Lightfoot, ORH reports)
- * The public of Shropshire have rightly asked why this is the case and what investment would be required to ensure they are able to have the same standard of service as the more urban areas.
- * In partnership with the Shropshire CCG, WMAS agreed to look at this issue again and model some scenarios based on three simple questions posed by the CCG on behalf of the communities.

Question 1

- * What resources would be required by the West Midlands Ambulance Service within Shropshire to achieve all performance standards within every Postcode sector?
- * *This also covers the infrastructure changes that may be required to facilitate this standard.*

Question 2

- * What resources would be required by the West Midlands Ambulance Service within Shropshire to attain all the performance standards for the CCG as a whole?
- * *This will also covers any infrastructure changes that may be required to facilitate this standard.*

Question 3

- * What is the level of performance that can be expected within the Shropshire CCG with the level of resource currently available?
- * This resource is as identified by the West Midlands Ambulance Service to operate within Shropshire in FY 2014-15.

Ambulance Performance- SCCG

Year	Red 1- 8min Target -75%	Red 2 – 8min Target- 75%	Red - 19min Target 95%
2012/13	67.2%	72.0%	91.1%
2013/14	63.2%	68.0%	91.3%
2014/15 YTD	60.9%	65.2%	88.3%

Year 14/15 YTD	Hear & Treat	See & Treat	See & Convey	Convey to hospital	Convey to MIU
Shropshire CCG	3.5%	42.0%	54.5%	54.3%	0.25%

Question 1 – to achieve in all post codes

- * Current staff in county is ~ 200
- * Additional staffing required +203 for ambulances (DCA) and 307 staff for additional rapid response vehicles (RRV)- total additional staff required would be 510
- * An additional 23 facilitated posts would be required for the geographical coverage.
- * An increase in operational DCA and RRV fleet.
 - * DCAs – 7 , RRVs – 30
- * **Unaffordable within current resources both workforce and financial**

Question 2 – to achieve for SCCG as a whole

- * Current staff in county is ~ 200
- * Additional staffing required +203 for ambulances and 165 staff for additional RRVs- total additional staff required would be 368
- * An additional 7 facilitated posts would be required for the geographical coverage.
- * An increase in operational DCA and RRV fleet.
 - * DCAs – 7
 - * RRVs – 10
- * **Unaffordable within current resources both workforce and financial**

Question 3 – Best performance within current resources

Year	Red 1- 8min Target -75%	Red 2 – 8min Target- 75%	Red - 19min Target 95%
2013/14	63.2%	68.0%	91.3%
2014/15 predicted	69%	71%	92%

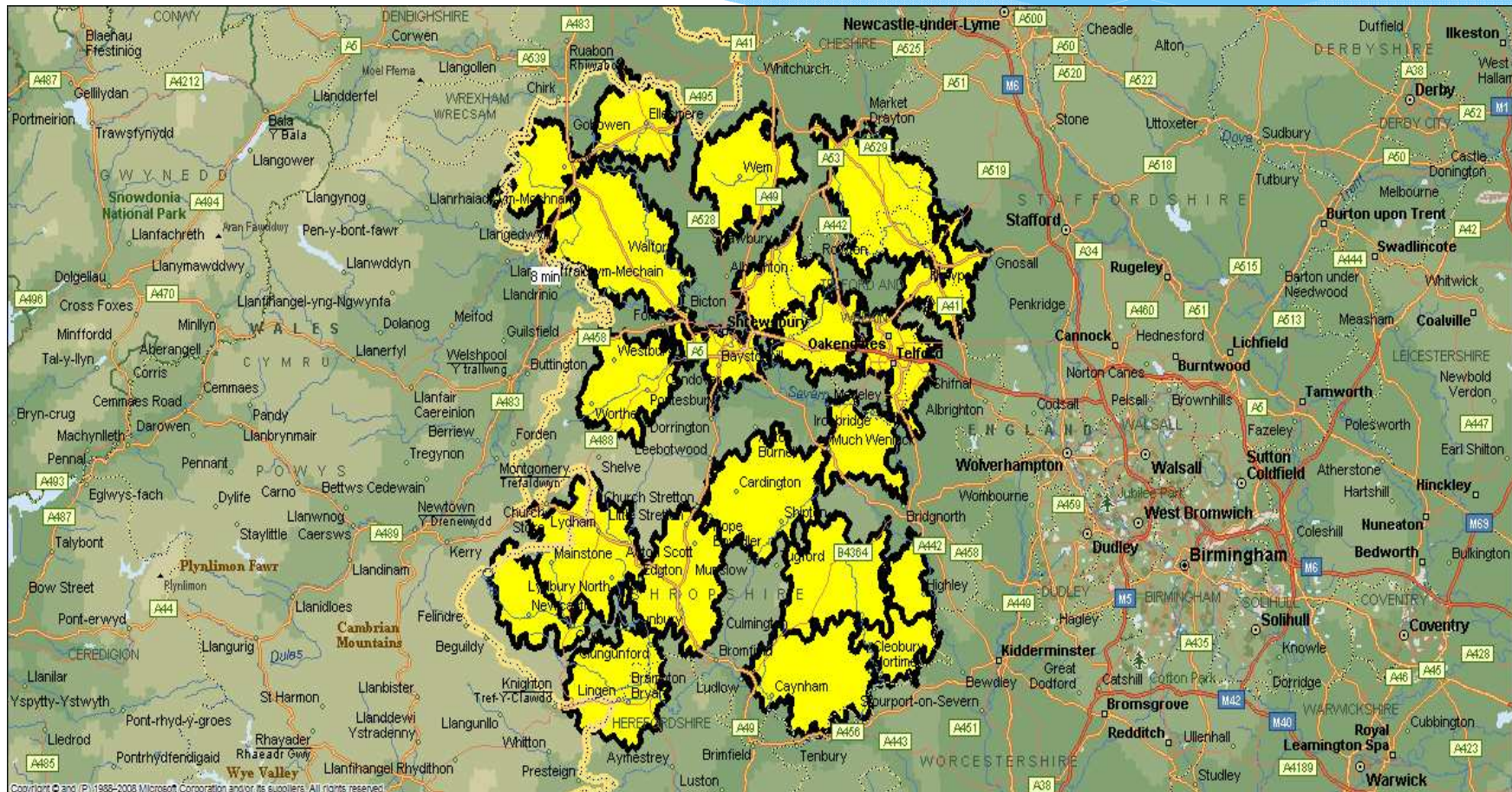
Need to validate and benchmark this against similar rural locations – requested equivalent data from NHS England but proving difficult to obtain

Key assumptions

- * No growth in activity over 13/14 level + planned increase –currently YTD 1.5% above plan. Plan included 4.5% growth built in
- * No major changes to the hospital provision within the county
- * No increase in community first responder teams

Current CFR coverage

126 active CFRs across the county



Current actions to improve performance to best predicted level

- * Monthly local meetings with WMAS to review performance by postcode, quality and ensure delivery of planned improvement actions
- * Recent actions taken directly by WMAS:-
 - * Converted some Rapid Response Vehicles to Double Crewed Ambulances to reduce long waits for ambulances
 - * Additional staff being brought into the county (22 between Sept-March 15) – these will crew DCAs next year
 - * Re-jigging rotas to match where demand is greatest

Current actions to improve performance to best predicted level

- * Recent actions taken directly by WMAS continued:-
 - * 4 additional Health Care Referral Team staff to deal with the GP urgent admissions – one crew from Telford x 5 days a week and one crew from Shrewsbury x 5 days a week
 - * Introduction of clinical hub to make best use of alternative services locally available
 - * DCA's now reporting directly to Bridgnorth, Oswestry, Craven Arms and Market Drayton
 - * 300 defibrillators funded by WMAS and associated training spread across the county.

Current actions to improve performance to best predicted level

- * Pilot of a of new community response post including RRV at Wem
- * Further promotion of CFR schemes particularly in SY4 and SY5 areas.
- * Working with local businesses to sponsor dedicated CFR vehicles.
- * Escalating cross border issues which are directly impacting on local resource being available for local demand
- * Continually seeking patient experience and involvement in assuring quality and safety of services

Planned actions:-

- * Reduce demand to allow current resource to focus on 999 calls:-
 - * Plan to use non-emergency patient transport to take clinically appropriate GP admissions
 - * Review of frequent users of 999 and multi disciplinary reviews of these patients with GP practice to manage need differently
 - * Working with patients and public re responsible use of 999 to ensure ambulance is available when needed not wanted
- * Focus efforts to reduce longest waits for ambulance

Summary

- * Within current resources performance targets cannot be delivered at local CCG level.
- * Best performance that can be achieved locally is Red 1 69%, Red 2 71% and Red 19 92%.
- * Continue to ensure clinical quality is delivered
- * By reducing demand and increasing CFR coverage we can make further incremental improvements
- * Reduce the number of waits for an ambulance >1hr
- * Whole community needs to work with the CCG and WMAS to make this happen!

Conclusion

- * The board is asked to:-
 - * endorse the option of best performance achievable within current resources
 - * approve the actions outlined to achieve this and further incremental improvements as possible
 - * support the development of a communications plan with WMAS and patient reps to improve public awareness and responsible use of ambulance resources within the county
 - * support the further development of this work into a rural strategic plan for ambulance services to align with Future Fit