



Date: Monday, 20 May 2019

Time: 9.30 am

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire,
SY2 6ND

Contact: Amanda Holyoak, Committee Officer
Tel: 01743 257714
Email: amanda.holyoak@shropshire.gov.uk

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

TO FOLLOW REPORT (S)

8 **West Midlands Ambulance Service** (Pages 1 - 16)

Information Pack from West Midlands Ambulance Service attached

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West Midlands Ambulance Service
University NHS Foundation Trust



Shropshire Health, Overview and Scrutiny Committee



Information Pack

Trust us to care.

Performance by Postcode 2018/19

Please note, due to the implementation of the Ambulance Response Programme in September 2017, the only full year of reporting under the new standards is 2018/19. Presenting previous periods in the same report may lead to incorrect comparisons.

Shropshire CCG Postcode Areas

	Category 1					Category 2					Category 3					Category 4				
	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt
	10:44	20:26				17:54	33:29				33:33	71:19					101:36			

CW3	17:31	19:05	19:05	19:05	3	19:05	25:37	30:39	38:30	39	36:19	84:32	102:59	110:31	39	38:28	73:36	73:36	73:36	7
DY12	15:06	31:43	31:43	31:43	8	20:45	35:54	43:46	50:31	66	55:33	122:18	144:34	258:10	54	47:35	77:58	77:58	77:58	5
DY14	18:19	23:32	25:23	37:36	34	27:28	41:16	46:05	59:27	278	48:05	83:03	117:31	171:53	200	65:54	144:04	232:37	232:37	15
DY7					-					-					-					-
LD7	44:20	52:19	52:19	52:19	4	46:47	66:58	71:18	71:18	15	65:15	98:23	98:23	98:23	4					-
LL14	15:20	26:49	26:49	26:49	4	20:17	35:35	40:47	50:09	39	27:24	46:09	79:45	83:35	20					-
N/V	12:56	27:37	30:02	36:14	27	19:00	34:29	42:00	64:49	214	29:48	58:43	80:44	164:12	183	48:12	96:33	96:33	96:33	4
ST19					-	20:53	23:50	23:50	23:50	2	25:25	31:52	31:52	31:52	7					-
SY1	7:31	11:46	13:08	18:58	322	12:26	21:14	28:13	48:08	2,400	27:14	59:38	82:15	159:11	2,166	40:50	101:39	125:11	199:51	117
SY10	11:41	22:44	25:50	29:16	81	21:24	37:13	44:00	64:54	858	38:18	80:38	110:00	154:23	596	48:25	103:40	104:43	119:46	27
SY11	10:39	21:49	24:11	27:31	263	18:40	34:53	41:55	64:14	2,118	34:40	76:51	106:03	180:42	1,591	41:09	109:35	141:48	171:48	98
SY12	16:28	26:59	29:03	41:22	58	25:15	40:43	48:12	71:11	436	43:57	92:05	115:13	210:46	448	62:56	126:55	215:26	258:33	29
SY13	13:21	22:49	27:28	32:42	154	25:11	39:54	46:59	72:49	1,337	39:54	81:19	101:45	150:38	962	60:42	130:43	191:51	215:49	49
SY15	17:34	27:37	27:37	27:37	3	32:53	45:55	54:08	54:08	18	59:09	131:38	150:10	150:10	16					-
SY2	6:24	9:10	9:51	11:33	156	11:31	20:34	26:41	43:16	1,189	25:46	56:42	84:43	149:46	1,144	41:25	128:39	156:48	207:30	80

SY21	22:53	32:24	32:24	32:24	3	26:49	49:18	75:39	75:39	16	63:14	73:54	73:54	73:54	2					-
SY22	13:28	21:17	21:17	21:17	5	26:37	47:27	70:35	143:46	34	39:46	53:26	156:58	156:58	16					-
SY3	5:38	9:09	10:44	16:03	338	10:06	20:41	27:11	43:47	2,773	23:11	55:22	79:12	137:09	2,048	36:18	88:36	122:59	200:10	142
SY4	13:42	20:44	22:40	27:19	162	20:40	31:21	37:45	54:13	1,483	37:50	75:15	105:07	170:27	1,322	45:52	80:51	120:10	215:53	107
SY5	11:50	19:19	22:21	31:17	131	17:50	29:33	35:05	57:24	1,095	33:01	69:34	99:14	153:43	913	37:39	67:19	123:30	199:05	58
SY6	14:14	21:50	24:42	25:25	76	20:01	33:20	39:43	68:36	485	32:46	64:03	87:50	166:12	472	58:30	118:55	321:36	324:00	34
SY7	13:11	23:45	26:51	28:37	52	23:09	43:55	52:06	70:49	535	39:10	78:40	114:41	187:43	445	63:03	104:25	220:16	252:59	28
SY8	12:50	20:47	30:17	35:13	157	22:00	41:34	49:51	67:42	1,236	38:20	79:04	104:00	174:42	1,147	49:23	99:18	118:57	305:25	55
SY9	19:29	32:45	34:00	39:59	24	31:34	48:28	58:05	74:23	200	49:19	102:40	122:52	162:24	148	56:07	93:26	93:26	93:26	8
TF10	10:24	12:03	12:03	12:03	2	17:56	26:27	44:28	44:28	17	26:45	39:53	41:16	84:36	21	26:22	26:22	26:22	26:22	1
TF11	8:20	13:05	14:59	17:45	58	13:35	23:55	27:42	39:47	620	29:18	64:50	84:21	151:54	552	39:06	64:30	138:14	298:45	26
TF12	13:13	25:09	28:52	30:35	25	20:26	30:09	36:14	51:30	325	40:34	79:43	107:44	159:01	278	43:58	68:07	107:10	107:10	14
TF13	12:49	26:43	29:09	32:03	29	18:28	26:38	32:26	42:22	211	34:37	64:56	93:42	184:36	221	46:04	159:15	159:15	159:15	8
TF2					-					-	15:18	19:25	19:25	19:25	2					-
TF6	18:54	18:54	18:54	18:54	1	14:14	22:35	23:33	23:33	11	42:11	66:05	180:19	180:19	14	27:06	27:06	27:06	27:06	1
TF8	12:54	15:38	15:38	15:38	3	18:30	31:56	35:34	55:16	38	35:38	71:53	95:42	134:42	33	17:41	17:41	17:41	17:41	1
TF9	10:51	20:17	22:30	25:43	174	18:06	30:07	35:36	52:22	1,347	32:57	69:45	89:33	147:07	1,194	43:30	84:48	102:52	240:40	62
WR15	17:01	23:06	24:03	25:47	25	24:47	37:12	40:32	61:21	140	42:03	77:44	91:34	193:58	91	31:03	52:19	52:19	52:19	7
WV15	10:35	19:10	20:36	32:54	71	18:12	29:07	33:51	44:41	657	36:32	75:12	98:45	142:39	433	72:26	150:17	171:44	206:00	23
WV16	12:34	23:09	25:58	30:41	135	22:03	36:10	41:56	55:30	1,348	40:13	79:41	103:00	183:53	1,135	50:30	98:15	109:28	247:28	83
WV5	25:54	36:06	36:06	36:06	2	18:54	25:19	34:17	51:03	59	42:36	80:51	106:43	123:21	40	130:21	130:21	130:21	130:21	1
WV6	11:38	14:24	14:24	14:24	3	21:26	32:35	39:06	60:45	25	47:57	89:56	109:14	196:05	23	43:16	58:07	58:07	58:07	3
WV7	11:25	19:02	20:57	26:33	45	16:15	23:14	26:59	38:10	423	32:43	65:17	89:27	179:21	371	50:33	110:22	138:45	167:50	23
WV8	21:30	21:30	21:30	21:30	1					-	44:47	50:51	50:51	50:51	2					-

Telford and Wrekin CCG Postcode Areas

	Category 1					Category 2					Category 3					Category 4				
	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	95th centile (mm:ss)	99th centile (mm:ss)	Inc Cnt
NHS Telford & Wrekin CCG	6:52	11:12	13:02	17:41	1,710	11:57	22:12	27:13	42:22	14,445	28:06	63:06	85:59	149:28	11,723	41:16	97:04	146:41	226:48	561

N/V	6:54	11:48	12:24	13:58	44	12:32	22:52	29:08	48:56	372	28:11	60:13	92:14	156:47	301	37:22	132:43	137:04	155:05	21
SY4	13:13	16:05	17:20	17:20	10	21:01	34:52	44:10	44:10	18	46:14	81:04	186:10	186:10	12	97:04	97:04	97:04	97:04	1
TF1	5:54	9:41	10:55	13:33	393	10:36	20:34	25:14	38:33	3,836	26:18	58:15	82:34	151:22	2,720	35:32	86:00	116:07	217:41	126
TF10	9:13	13:15	14:56	18:09	125	14:24	23:52	27:42	47:34	1,010	31:02	67:57	92:11	150:57	998	39:56	83:56	95:16	184:54	54
TF11	13:25	13:25	13:25	13:25	1	20:15	30:12	30:12	30:12	2					-					-
TF2	4:55	7:34	9:27	19:35	339	10:13	21:34	26:26	39:47	2,900	25:20	59:18	82:01	130:48	2,482	38:39	116:26	163:41	219:36	135
TF3	6:54	10:30	11:28	17:28	273	12:04	21:54	27:41	47:56	2,003	27:45	61:01	86:02	142:54	1,746	57:37	142:19	154:49	419:12	40
TF4	7:34	11:00	12:29	17:41	191	12:57	22:56	27:27	44:51	1,548	28:31	63:24	86:14	129:58	1,316	41:51	84:48	137:24	264:44	85
TF5	6:14	10:01	10:04	10:09	23	11:03	20:21	24:27	31:50	235	26:49	61:40	78:44	174:22	152	22:26	50:39	50:39	50:39	9
TF6	9:12	13:52	16:06	32:56	61	14:49	23:48	28:54	38:38	368	28:08	59:40	74:26	130:31	254	40:27	86:39	131:49	131:49	13
TF7	8:21	13:00	14:12	18:03	236	14:02	23:48	29:21	41:54	2,012	32:59	71:28	94:09	170:55	1,632	50:00	90:21	193:56	300:20	74
TF8	10:33	16:16	17:13	17:13	14	16:23	26:04	30:02	41:49	141	36:17	81:28	101:58	133:36	110	43:24	57:46	57:46	57:46	3
TF9					-					-					-					-

Public Access Defibrillator Locations

The White Horse 24 hr access	SY7 8JA
Sitwell Arms - Bucknell Community (part of Clun Valley AED)	SY7 0AA
Newcastle Community Centre (part of Clun Valley AED)	SY7 8QL
The Anchor Inn (part of Clun Valley AED)	SY7 8PR
Bettws-Y-Crwyn Village Hall (part of Clun Valley AED)	SY7 8PQ
Mardu/Whitcott Keysett Community (part of Clun Valley AED)	SY7 8QG
The Kangaroo Inn (part of Clun Valley AED)	SY7 8EW
Beckbury Village Hall	TF11 9DQ
Dudley Taylor Pharmacy	SY9 5AE
Cyril Bason	SY7 9NG
Myddle Scheme	SY4 3RP
Ludlow Assembly Rooms	SY8 1AZ
SMC Operations, Shawbury Heath Business Park	SY4 4EA
Telephone Kiosk - Clive AED	SY4 3JL
Loppington AED	SY4 5ST
Public Toilets - Ellesmere Town Council	SY12 0AW
Red Lion Inn	TF9 2RS
Kempton Village Hall (part of Clun Valley AED)	SY7 0JG
Leintwardine Fire Station (part of Clun Valley AED)	SY7 0LB
The Corbett School (part of Baschurch AED)	SY4 2AX
Criftins Parish Hall (part of Ellesmere AED)	SY12 9LE
Richards Castle Village Hall	SY8 4EQ

Lydbury English Centre Ltd	SY7 8AU
Rock Spring Community Centre	SY8 1SX
Ludlow Homecare DIY	SY8 1PE
Ashford Carbonell Village Hall	SY8 4BX
Woore Country Store	CW3 9SD
Mace Shop/Post Office (Friends of Clee Hill Village Forum)	SY8 3LZ
Clunbury Village Hall (part of Clun Valley AED)	SY7 0HF
Co-op Store - Wem	SY4 5NY
Blymhill & Weston Village Hall	TF11 8LT
Mereside Cottage - (part of Ellesmere AED)	SY12 0PA
Wem rural responders (part of Wem AED)	SY4 5PA
Hadnall Village Hall	SY4 4AD
The Bridges Public House (Ratlinghope AED Scheme)	SY5 0ST
Norton Village Hall - Stockton Parish Council	TF11 9EQ
Oswestry & Border Chronicle - (Oswestry Community)	SY11 2NU
Powis Hall Market, Oswestry Town Council - (Oswestry Community)	SY11 1PZ
Wynnstay Hotel - (Oswestry Community)	SY11 2SZ
Woodhead Sales & Lettings	SY11 2NL
Much Wenlock Fire Station - Much Wenlock AED Scheme	TF13 6DB
Rushbury Parish Council	SY6 7DS
Bomere Heath Village Hall	SY4 3NX
Ludlow Mascall Centre - (Ludlow AED Scheme)	SY8 1RZ

Alveley Food Stores - Alveley Patient Group	WV15 6LS
All Stretton Village Hall	SY6 6JR
Alveley Old Chapel - Alveley Patient Group	WV15 6NP
Cressage Parish Council - Village Hall	SY5 6DH
Mainstone Village Hall	SY9 5LQ
Carrick Cottage, Old Granary (Eaton-Upon-Tern Community AED)	TF9 2BX
The Hinds Head, Norton in Hales AED Scheme	TF9 4AT
Edgmond Village Hall (Edgmond Community AED)	TF10 8JW
Church Stretton Co-op	SY6 6BX
Telford Town Park, Borough of Telford & Wrekin	TF3 4EP
Kemberton Parish Council	TF11 9LJ
Community Shop - Tibberton	TF10 8PB
St John the Baptist School (Ruyton XI Towns AED)	SY4 1LA
Stiperstones & Snailbeach AED	SY5 0LZ
Thinkidea Ltd	SY5 7PZ
Ludlow Culmington Village Hall	SY8 2DA
Bog Visitor Centre	SY5 0NG
Fernwood Caravan Park	SY12 0QF
Telephone Kiosk - Milson and Neen Sollars Parish Council	DY14 0AX
Telephone Kiosk - Milson and Neen Sollars Parish Council	DY14 0AH
Spartan Football Club	WV16 5JD
Clunton (part of Clun Valley AED)	SY7 0HP
The Hundred House Inn (part of Clun Valley AED)	SY7 0HJ
Leintwardine Library (part of Clun Valley AED)	SY7 0LZ
The Plough Inn (part of Clun Valley AED)	SY7 8DG
Clungunford (part of Clun Valley AED)	SY7 0PN

Lydham Village Hall	SY9 5HD
The Bear Inn, Bridgnorth High Street CPAD	WV16 4ET
West Felton Village Hall	SY11 4EH
Westbury Defibrillator Group - Village Hall	SY5 9QU
Calverhall Village Hall	SY13 4PE
Prees Cricket and Recreation Club	SY13 2DX
Hodnet Community Defib	TF9 3JD
Stanton Arms	SY4 4LR
Telephone Kiosk, Sawmill Cottage, Badger Parish Council	WV6 7JP
Victoria Hall, Broseley CPAD	TF12 5EX
Public Toilets, Ironbridge	TF8 7AQ
Oswestry Church Bowling Club	SY11 2SY
Little Wenlock Parish Council	TF6 5BH
Bus Shelter, Longville, Rushbury Parish Council	TF13 6DS
Dolphin Hotel, Carreghofa Community Council	SY22 6ER
Knowbury Memorial Hall	SY8 3JL
Corner House Shop - Morda	SY10 9NP
Trefonen Village Hall	SY10 9DY
Rhydycroesau Village Hall	SY10 7PS
Habberley Village Hall	SY5 0TP
Priest Weston Community Village Hall	SY15 6DE
Morville Village Hall	WV16 5NB
Lyneal-cum-Colemere WI - Colemere Country Park	SY12 0QL
St Peters School	SY4 5BX
The Three Horseshoes Pub - Wheathill Community	WV16 6QT
Whole Life Centre	SY11 2LQ

The Barley	TF10 7AQ
Adderley Village Hall - Adderley Parish Council	TF9 3TF
Clee St Margaret Parish Council - Steppes Cottage	SY7 9DT
Ryton Village Church	SY5 7LW
Crown Inn	SY9 5EE
St Andrew's Church	TF10 9JG
The Swan	TF10 7BQ
Stapleton Village Hall	SY5 7EF
Cardington Village Hall	SY6 7JZ
Picklescott Village Hall	SY6 6NT
Quatford Village Hall	WV15 6QH
Chetton Village Hall	WV16 6UE
Wigmore Village Hall (Wigmore Group Parish Council)	HR6 9UL
Shifnal War Memorial Club (Shifnal Shockers)	TF11 8AD
Shifnal Village Hall (Shifnal Shockers)	TF11 8DW
Shifnal FC Social Club (Shifnal Shockers)	TF11 8BP
Public Toilets (Shifnal Shockers)	TF11 9AZ
Bicton C E Primary School	SY3 8EH
Park House Hotel (Shifnal Shockers)	TF11 9BA
Shifnal Scout & Guide HQ (Shifnal Shockers)	TF11 8EJ
The Cedars Social Club - Severn Valley Caravan Park	WV15 6QL
Bridgnorth Hockey and Cricket Club	WV15 4LB
Eardington Village Hall	WV16 5JZ
Shifnal Cricket Club (Shifnal Shockers)	TF11 8HD
St Andrews Shifnal Youth Club (Shifnal Shockers)	TF11 9PB
Stores & Post Office - Berrington Parish Council	SY5 6JJ

Hollins Park Residents	WV15 6QP
Bromfield Post Office - Bromfield Defib Project	SY8 2JR
Moreton Millennium Community Centre	TF10 9DS
Public Toilets - Madeley Parish Council	TF7 5AQ
Nesscliffe Service Station - Great Ness & Little Ness PC	SY3 0EP
Red Phone Box - Great Ness & Little Ness PC	SY4 2AR
Nesscliffe Training Camp - Great Ness & Little Ness PC	SY4 1BH
Shifnal Library - (Shifnal Shockers)	TF11 8AZ
Beeches Medical Practice - Bayston Hill Parish Council	SY3 0PF
Castlewright Farm - Mainstone AED	SY15 6TW
Norbury Village Hall	SY9 5DX
Cherrington Butchers - Shawbury Parish Council	SY3 7TP
Hopton Wafers Garage - Hopton Wafers Parish Council	DY14 0HE
The Burlton Inn	SY4 5TB
Oswestry Memorial Hall	SY11 2EG
Telephone Box - The Willey Estate	TF12 5JN
The Cock Inn - Brockton & Worthen Defib Group	SY5 9HU
Londis Stores - Brockton & Worthen Defib Group	SY5 9HW
Bridgnorth Tennis Club	WV16 4LB
Westbrook Park	SY8 4AU
Smithy Park - see comments	SY15 6ND
Telephone Box - Morton Outwoods & Bromstead Community Centre	TF10 9EB
The Glen Caravan Park	DY14 8EL
Ash Village Hall - Ash Jubilee Recreation Ground Trust	SY13 4DR
Billingsley Parish Council - Bus Shelter	WV16 6PS
Burwarton Parish Council - Telephone Kiosk	WV16 6QG

Glazeley Parish Council - Telephone Kiosk	WV16 6AB
Middleton Scriven Parish Council - Telephone Kiosk	WV16 6AJ
Stanton Lacy Village Hall - Stanton Lacy Parish Council	SY8 2AT
The White Horse Inn - Pulverbatch Village Hall	SY5 8DS
Homelands Park	WV16 6PP
Lawley & Overdale Parish Council	TF3 5HT
Higher Heath Village Hall	SY13 2HE
Adams House	SY4 5DT
The Navigation Inn	SY10 8JB
St Martins Centre	SY11 3AY
Doddington Heights Park Homes - Hopton Wafers Parish Council	DY14 0NJ
Hopton Wafers Village Hall - Hopton Wafers Parish Council	DY14 0NA
Telephone Kiosk - Bridgnorth Winter Darts League	WV15 6AG
Telephone Kiosk - Cleobury North Parish Council	WV16 6RW
Telephone Kiosk - Monkhopton Parish Council	WV16 6SD
Market Drayton Sports Association	TF9 3SL
Edinburgh House	SY4 5DB
Faccenda Foods	TF1 7GL
Kinnerley Parish Hall	SY10 8DB
Maesbrook Village Hall	SY10 8QW
Chetwode Arms	TF9 4HD
Church Farm Studios - Stanton Lacy Parish Council	SY8 2AE
Telephone Box - Stanton Lacy Parish Council	SY8 3DX
Birchfield Centre	TF12 5LP
Asterley Village	SY5 0AW
Tilstock Bradbury Village Hall	SY13 3JL

Cound Moor Village Hall	SY5 6BB
Tuck Hill Village Hall - Tuck Hill AED Group	WV15 6EQ
Telephone Kiosk - Farlow Parish Council	DY14 0TH
Telephone Kiosk - Blakedown & Churchill Parish Council	DY10 3LF
Community Rooms - Condoover Parish Council - see comments	SY5 7AT
The Stables Tea Rooms - Tuck Hill AED Group	WV15 6EG
Cound Guildhall - Cound Parish Council	SY5 6EW
Ellesmere Rangers Football Club	SY12 0BZ
Newport Salop Rugby Club	TF10 8BU
Hare & Hounds Public House - Withington Parish Council	SY4 4PY
Telephone Kiosk	SY10 7DH
Snailbeach Village Hall	SY5 0NX
William Farr House - Shropshire Community Health NHS Trust	SY3 8XL
Minsterley Village Hall - Minsterley Parish Council	SY5 0EH
Haygate Vets	TF2 8NQ
Donnington Community Hub	TF2 7PR
Public Toilets - Donnington Parish Council	TF2 8EH
McColls Shop - Llanymynech & Pant Parish Council	SY10 9QF
Cross Guns Pub - Llanymynech & Pant Parish Council	SY10 9QR
Little Hereford Parish Hall	SY8 4LL
Ford Village Hall	SY5 9LU
Community Building Hanwood - Great Hanwood Parish Council	SY5 8RH
Albrighton Parish Council - Red House	WV7 3LU
Gobowen Post Office - Selattyn & Gobowen Parish Council	SY11 3JL
Queensway Car Park - Whitchurch Alport Juniors FC & Queensway Park Committee	SY13 1HA

Ellesmere Primary School	SY12 9EU
Market Drayton Town Council - Town Hall	TF9 3AX
Market Drayton Town Council - Bus Station Toilet Block	TF9 3AA
Weston Rhyn Village Hall	SY10 7RQ
Lambert Leonard & May	SY13 4AQ
Love Fitness at Salop Leisure	SY5 6QS
Telephone Kiosk - Hope & Bentlawnt Village Hall	SY5 0ES
Keith Aldersons Butchers - Bridgnorth First Responders	WV16 4PP
Bridgnorth Rugby Club	WV15 5AE
Telephone Box - Caynham Parish Council	SY8 3BP
Tana Leas Farm - Clee St Margaret Parish Council	SY7 9DZ
Telephone Box - Clee St Margaret Parish Council	SY7 9DY
Tesco - Ludlow	SY8 2PQ
Broseley Cricket Club	TF12 5PX
Nix Service Station	TF10 7JR
Public Toilets - Pontesbury Parish Council	SY5 0PP
Knockin Heath Parish Telephone Box	SY10 8EB
Woore Tennis Club - see comments	CW3 9SF
Wrockwardine Wood and Trench Parish Council - Holy Trinity Church	TF2 7AH
Mereside Primary School	SY2 6LE
Llanymynech Village Hall - Lanymynech & Pant PC	SY22 6EE
Knockin Village Hall	SY10 8HJ
Bedstone & Hopton Castle Village Hall	SY7 0BE
Cockshutt C of E Primary School	SY12 0JE
Jackfield Village Hall	TF8 7ND
Ashley Surgery	TF9 4LF

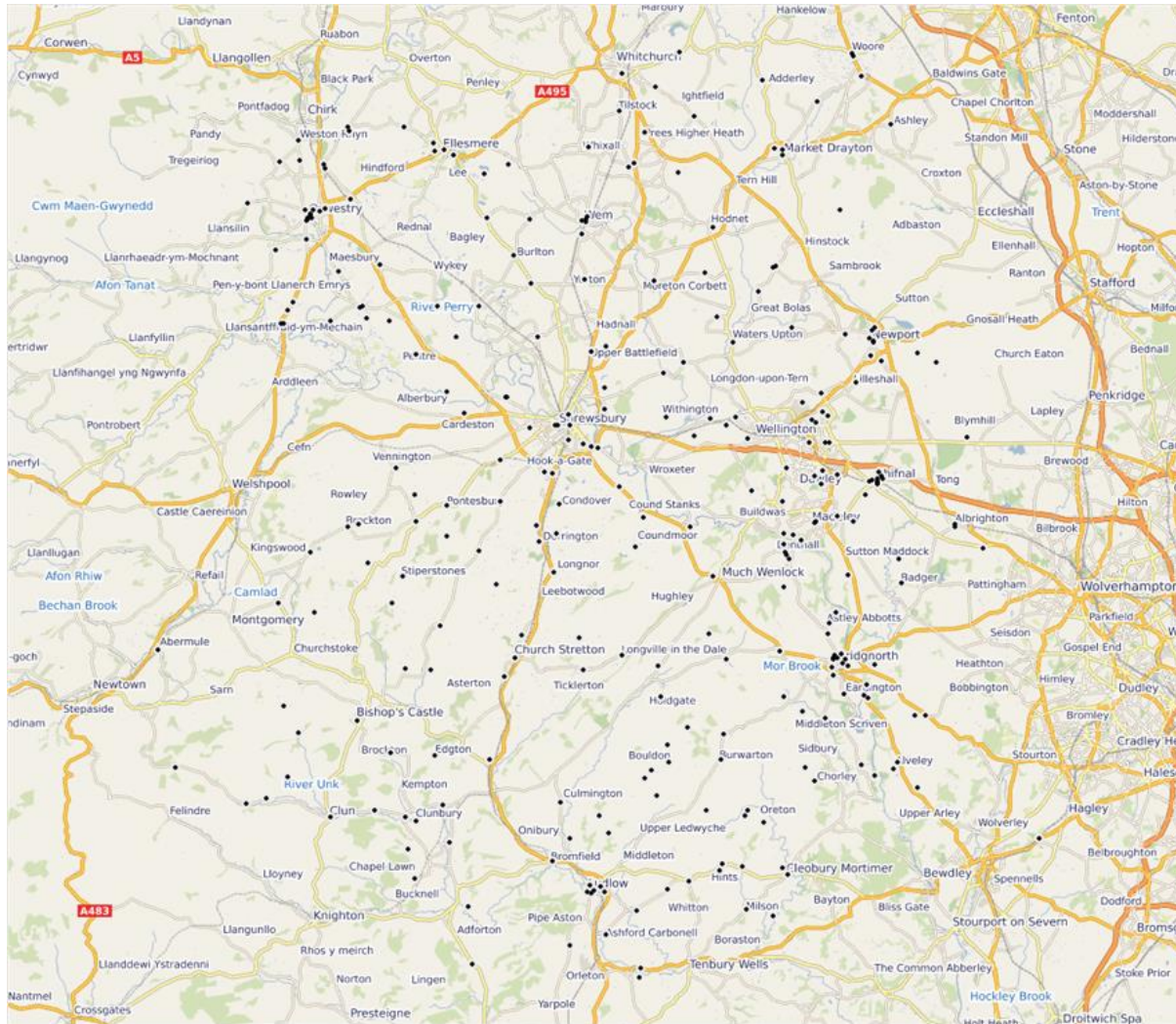
Dorrington Village Hall	SY5 7LD
Marton Shop	SY21 8JR
Last Inn	SY10 7EU
Bramble Ridge Street Light	WV16 4SQ
Classic Motor Cars Ltd - WMSR	WV16 5HP
Prees Village Hall	SY13 2DQ
Fauls Church Hall	SY13 2AS
Whittington Senior Citizens Club	SY11 4BS
Vision Homes Association - Ludlow Defib4You	SY8 1TQ
United Reformed Church	TF9 2EB
Ellerdine Village Hall - Ercall Magna Parish Council	TF6 6QT
High Ercall Village Store - Ercall Magna Parish Council	TF6 6AG
1 Roden Lane - Ercall Magna Parish Council	TF6 6BJ
Hopton Castle Telephone Box	SY7 0QF
Telephone Kiosk - Uffington Parish Council	SY4 4SN
Astley Abbots Village Hall	WV16 4SJ
Shipton Village Hall	TF13 6JU
Oldbury Village Hall	WV16 5EY
Telephone Kiosk - Easthope Parish Council	TF13 6DW
The Kings Arms	DY14 8BS
Astley Abbots Parish Council - St Calixtus Church	WV16 4SW
Telephone Kiosk - Stanton Long Parish Council	TF13 6LH
Telephone Kiosk - Ditton Priors Parish Council	WV16 6TP
Friends of Bowring Park	TF1 2BJ
Astley Village Hall	SY4 4BP
Midlands Financial Advisers Ltd	TF2 6AH

Telephone Kiosk - Montford Parish Council - Shrawardine Heart Start	SY4 1AH
Abdon Village Hall	SY7 9HZ
Farlow CE Primary School	DY14 0RQ
Farlow Parish Council - Well Farm	DY14 0RG
Chirbury Village Hall	SY15 6BH
Knockin Cricket Club	SY10 8HN
Telephone Box - Stoke St Milborough Parish Council	SY8 2EJ
Ragleth Inn - Little Stretton Village Society	SY6 6RB
Bicton Village Hall	SY3 8EL
High Hatton Village - Stanton Upon Hine Heath PC	SY4 4EZ
Childs Ercall Working Men's Club	TF9 2DA
Woodhouse Fields Farm	TF13 6QN
Romsley Telephone Kiosk	WV15 6HW
Shrewsbury Rugby Club	SY4 4RR
Star Housing - Greenfields Court	WV16 4SS
Star Housing - Arden Way	WV15 6NR
Star Housing - Rhea Hall	WV16 6HZ
Star Housing - Wilkins Close	WV16 6HQ
Star Housing - Walker Close	WV15 5EP
Star Housing - Pinefields Close	TF11 8SJ
Star Housing - Wilkinson Avenue	TF12 5DY
Star Housing - Sitka Drive	SY2 6LG
Star Housing - Llwyn Fields	SY11 1HG
Star Housing - Monkmoor Road	SY11 2XF
Star Housing - Sheldon Court	WV7 3QY
Star Housing - Cedar Close	SY11 3QF

Star Housing - Fairfield Close	SY11 3PF
Star Housing - Yorkfields	SY11 1PD
AFC Bridgnorth Football Club	WV16 4HN
Castlefields Community Centre - Shrewsbury Town Council	SY1 2LD
Abbey Foregate Toilet Block - Shrewsbury Town Council	SY2 6AH
Market Hall - Shrewsbury Town Council	SY1 1HQ
Quarry Park Toilet Block - Shrewsbury Town Council	SY1 1RN
Whixall Social Centre	SY13 2NA
Admaston House - Wrockwardine Parish Council	TF5 0BN
Wrockwardine Parish Hall - Wrockwardine Parish Council	TF6 5DZ
Telephone Kiosk Allscott - Wrockwardine Parish Council	TF6 5EB
August House - Wrockwardine Parish Council	TF6 5EU
Longden Village Shop - Longden Parish Council	SY5 8EX
Telford & Wrekin Clinical Commissioning Group	TF7 4BF
The Wheatsheaf Pub - Chetwynd Aston & Woodcote Parish Council	TF10 9LF
Identify (Used to be Egerton) Hair Salon - Newport 1st Responders & Lilleshall Parish Council	TF2 8LR
Lilleshall Youth Club - Newport 1st Responders & Lilleshall Parish Council	TF10 9EZ
Newport Naval Association	TF10 7AJ
Telford & Wrekin CVS - Wellbeing Madeley Community Café	TF7 5AR
Randlay Community Centre	TF3 2LH
Hollinsworth Neighbourhood Centre	TF3 2EW
Tamlite Battens & Trems (Xcite Indoor)	TF3 3BJ
The Robin Hood Pub	TF8 7HQ
Wrockwardine Wood Junior School	TF2 7HG
Janines Haircare	TF2 9JU

The Oak Centre	TF4 3EG
Waters Upton Parish Council Centre	TF6 6NL
Silver Poplars Resident's Association	WV7 3AP
Edgton Village Hall	SY7 8HN
St Georges Cricket Club	TF2 9LX

The defibrillators listed above are shown on the following map using the central latitude and longitude of each postcode area:



CFR Schemes – numbers, locations, support arrangements

The following areas have active Community First Response Schemes. The schemes vary in size from of one person to many, some with a scheme car and some who respond in their own cars. The times of operation are based on the volunteers' availability and is therefore not documented formally. The schemes are supported by a Community Response Manager in each area.

Albrighton	Crew Greens	Leintwardine and Bucknell	Shawbirch
All Stretton	Dawley	Little Dawley	Shawbury
Alveley	Ditton Priors	Loppington	Shrewsbury
Aquaduct	Dorrington	Ludlow	Shifnal
Arleston	Eaton on Tern	Lydbury North	South Shropshire
Baschurch	Ellesmere	Madeley	St Georges
Bayston Hill	Gobowen	Malinslee	St Martins
Bishops Castle	Hadley	Market Drayton	Stapleton
Bratton	Highley	Monkmoor	Stirchley
Bridgenorth	Hilton	Muchwenlock	Stotteston
Broseley	Hinstock	Muxton	Telford
Bucknell	Hollingswood	Newport	Wellington
Church Stretton	Horsehay	North Shropshire	Wem
Claverley	Kenley	Oswesty	Westbury
Cleobury Mortimer	Kinlet	Pontsebury	Weston Rhyn
Clunton	Kinnerley	Priorslee	Whitchurch
Cosford	Knighton	Rea Valley	Woodside
Craven Arms			

Resourcing Arrangements

The continuing trend has seen activity rise month on month. The table below shows the actual activity (number of assigned incidents) compared to the contracted level during 2018/19. With activity running between 8% and 12% above contract for the year, resources continue to be stretched to meet demand.

		variance: Red = 'above contract' Green = 'within contract'												
		Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Total
NHS Shropshire CCG	actual	3,820	4,206	4,126	4,425	4,236	4,248	4,292	4,457	4,653	4,600	4,302	4,416	51,781
	contract	3,836	3,926	3,841	4,047	3,889	3,834	4,070	3,986	4,353	4,135	3,825	4,170	47,913
	variance vol +/-	-15	280	284	378	347	414	222	471	300	465	476	246	3868
	variance % +/-	-0.40%	7.14%	7.40%	9.34%	8.92%	10.79%	5.45%	11.81%	6.89%	11.24%	12.45%	5.90%	8.07%
NHS Telford & Wrekin CCG	actual	2,417	2,642	2,534	2,760	2,607	2,516	2,731	2,747	2,934	2,888	2,595	3,089	32,459
	contract	2,318	2,373	2,321	2,446	2,350	2,317	2,460	2,409	2,631	2,499	2,312	2,520	28,956
	variance vol +/-	99	269	213	314	257	199	271	338	303	389	284	569	3504
	variance % +/-	4.26%	11.36%	9.16%	12.83%	10.93%	8.60%	11.03%	14.02%	11.52%	15.55%	12.27%	22.56%	12.10%

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In 2018-19, there were **214,238** hours forecast to be rostered in Shropshire. The forecast is calculated based upon a regional model including all influencing factors, such as average job cycle time, meal breaks, hospital handover and other known downtime including police interviews, vehicle breakdown etc. The forecast reflects the ever-increasing volume of calls and incidents across the region. The regional forecasting model is applied to each area, creating a local forecast. A certain amount of caution should be used when applying forecasts at sub-regional level, as the variation in activity, particularly in a rural area such as Shropshire, can decrease the accuracy of the forecast. The actual hours on duty during the year were **173,312**. Resources are allocated across the region to meet the largest volumes of demand and key areas requiring resource.

	Apr '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Total
Forecast	16901.6	17680.4	17327.2	18013.6	17257.4	17129.1	18204.7	18017.3	19406.9	18839.3	16972.8	18488	214,238.40
Plan/ Act	14029.9	14315.2	13169.8	14017.8	13568.3	14322.1	14538.1	14430.3	15767	15532.4	14089.9	15531.6	173,312.30
For v Plan	-2871.7	-3365.2	-4157.5	-3995.9	-3689.1	-2807	-3666.6	-3587.1	-3639.9	-3306.9	-2882.8	-2956.4	-40,926.00

In order to respond to the demand in Shropshire, there are approximately 25 double crewed ambulances in operation on a normal weekday and 13 at night. The resource plan is dynamic and is adjusted according to day of the week, time of day and seasonal dates of note, such as bank holidays.

Longest 10 Response Times 2017/18

Category	PT age	Gender	Chief Complaint	CCG	Postcode Area	Response Time	validation comments
Cat3	89	M	Breathing Problems	NHS Telford & Wrekin CCG	TF3	05:47:31	valid. Apologies for delays
Cat4	77	F	Trauma	NHS Shropshire CCG	SY11	05:47:20	valid. No notes
Cat4	24	F	Trauma	NHS Telford & Wrekin CCG	TF10	05:19:40	valid. No notes
Cat4	70	F	Medical Minor	NHS Shropshire CCG	SY8	05:13:16	valid. Apologies for delays
C4T	67	F	Medical Minor	NHS Telford & Wrekin CCG	TF4	05:01:57	valid. No notes
Cat3	81	M	Diabetic Problems	NHS Telford & Wrekin CCG	TF3	04:58:51	valid. Other vehicles diverted
C4T	85	F	Trauma	NHS Shropshire CCG	SY11	04:56:53	valid. Delays
Cat3	29	F	Assault Domestic	NHS Shropshire CCG	TF11	04:53:40	valid. No notes
Cat3	60	F	Stroke Neurological	NHS Shropshire CCG	TF11	04:53:14	valid. No notes
Cat4	40's	F	Fall Non Injury	NHS Telford & Wrekin CCG	TF1	04:49:31	valid. No notes

Longest 10 Response Times 2018/19

Category	PT age	Gender	Chief Complaint	CCG	Postcode Area	Response Time	Notes
Cat4	49	M	Medical	NHS Telford & Wrekin CCG	TF3	06:59:12	VALID. Stated hospital delays no crews
Cat3	59	F	Medical Minor	NHS Telford & Wrekin CCG	TF1	05:38:06	VALID. No notes
Cat3	61	F	Medical Minor	NHS Shropshire CCG	SY12	05:32:25	VALID. Multiple crews diverted to higher priorities
Cat4	49	F	Trauma	NHS Shropshire CCG	SY6	05:24:00	VALID. Notes to apologise for delay.
Cat4	82	M	Medical	NHS Shropshire CCG	SY6	05:21:36	VALID. Notes to apologise for delay.
Cat3	20 Months	M	Medical Minor	NHS Shropshire CCG	SY11	05:09:04	VALID. Multiple call backs, Wales unable to assist
Cat4	57	F	Medical	NHS Shropshire CCG	SY8	05:05:25	VALID. No notes
Cat3	17	M	Medical Minor	NHS Shropshire CCG	SY13	05:02:32	VALID. No notes
Cat4	87	F	Medical	NHS Telford & Wrekin CCG	TF7	05:00:20	VALID. No notes
Cat4	88	F	Trauma	NHS Shropshire CCG	TF11	04:58:45	VALID. Multiple crews diverted to higher priorities

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