

The background of the slide is a blue-tinted photograph showing several ambulance staff members in a clinical or ambulance setting. One person in the foreground is wearing a headset and smiling. Other staff members are visible in the background, some looking at equipment or documents.

# Ambulance Response Standards

**Vicky Court**

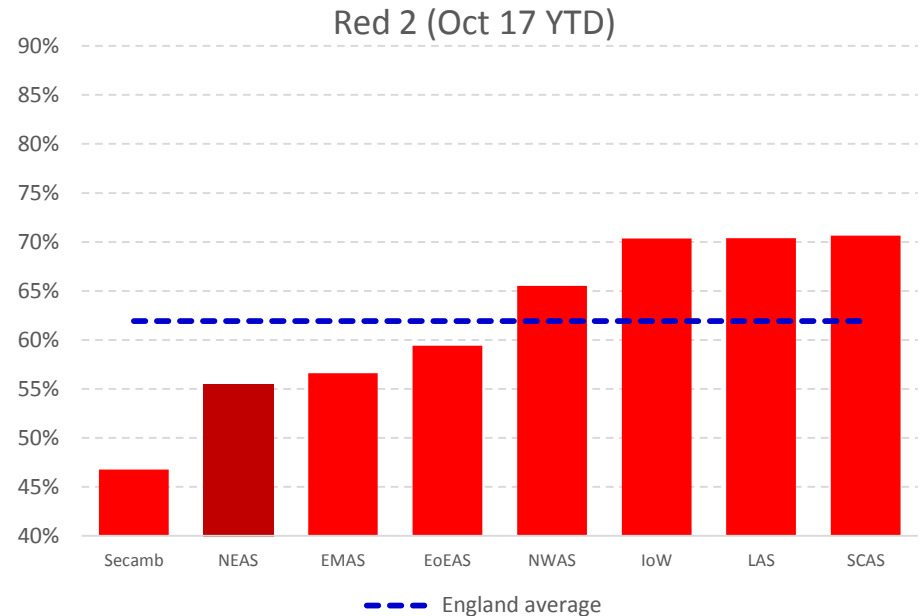
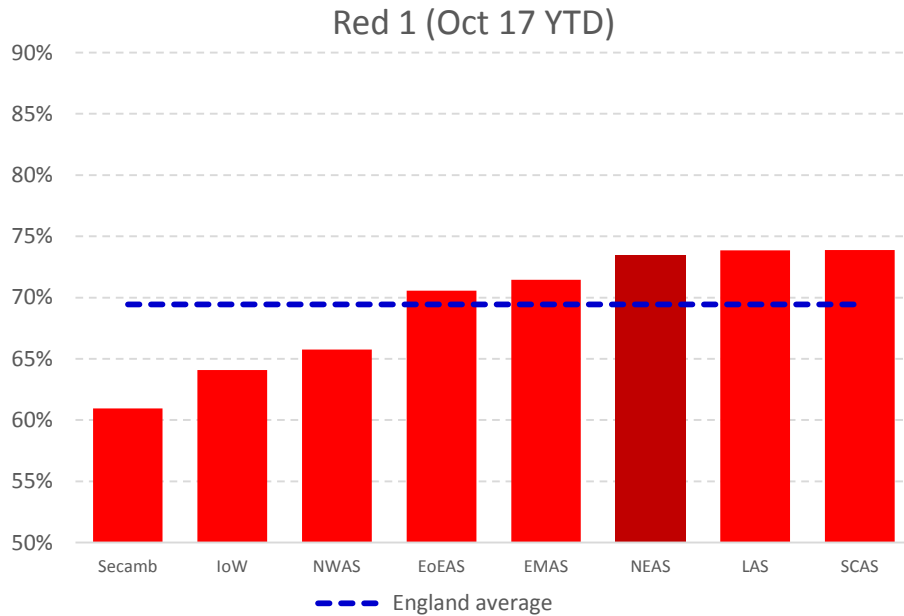
**Deputy Chief Operating Officer**

# Response time standards up to 30<sup>th</sup> October 2017

Call Type	Call definition	Response time	
Red 1	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Red 2	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Green 1	Serious clinical need	No standard	Aim to respond in 20 mins to any case
Green 2	Less serious clinical need	No standard	Aim to respond in 30 mins to any case
Green 3	Not an emergency	No standard	Aim to respond in 60 mins to any case
Green 4	Not an emergency	No standard	Telephone assessment and referral

# National Benchmarking – Pre ARP

## October 2017 Year to Date Red Performance

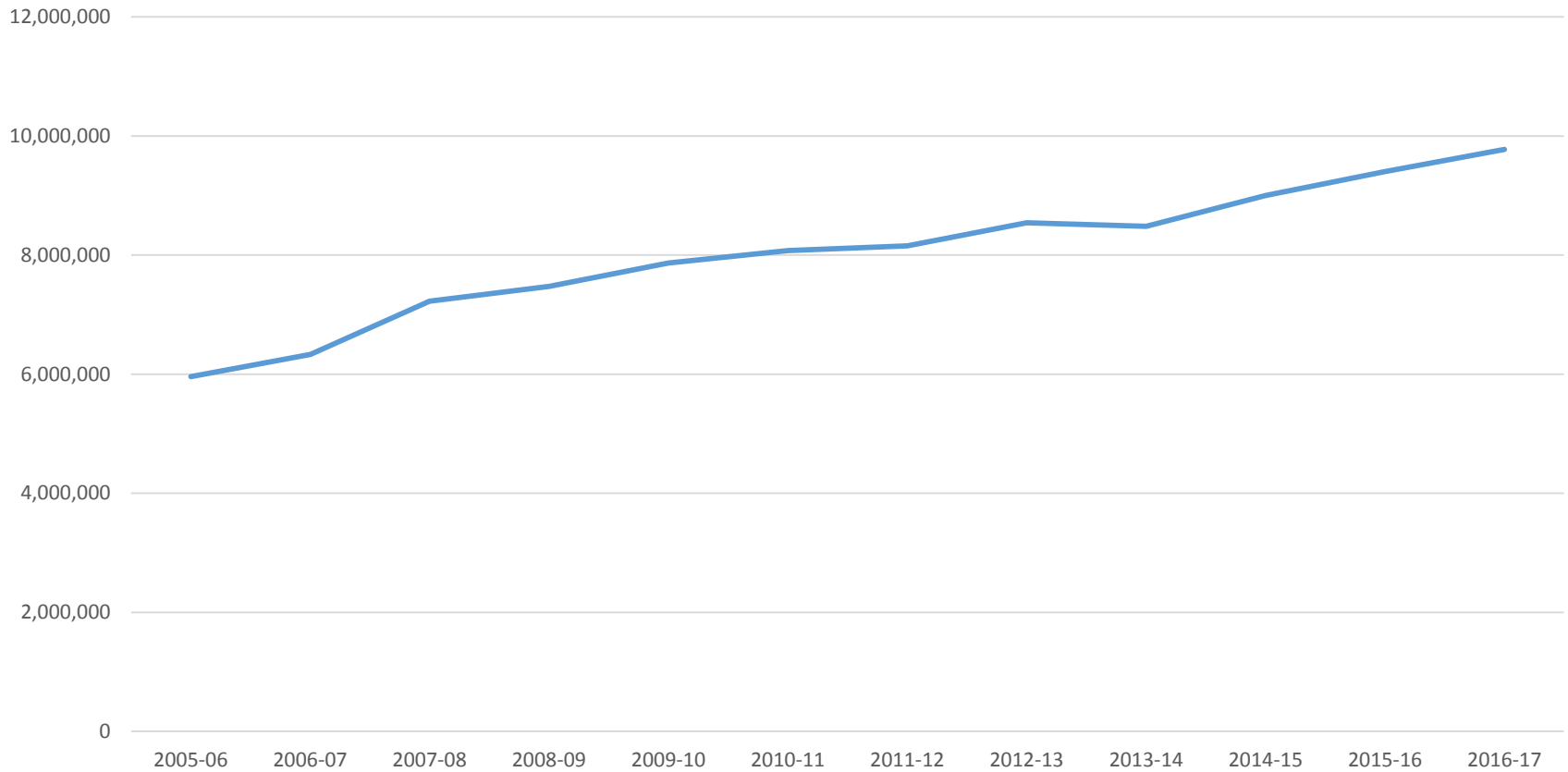


Data Source: NHS England, Ambulance Quality Indicators

National submissions exclude data from South West Ambulance Service, West Midlands Ambulance Service and Yorkshire Ambulance Service for the full year and East Midlands Ambulance Service and North West Ambulance Service as of August 2017 following implementation of ARP

# Ambulance call volumes

2005/06 to 2016/17



# Ambulance performance standards

*Professor Keith Willett, NHS England's Medical Director for Acute Care*

“Paramedics are rightly frustrated that under the current ‘stop the clock’ system they are frequently dispatched to simply hit targets.

“This has led to the inefficient use of ambulances, with the knock-on effect of ‘hidden waits’.

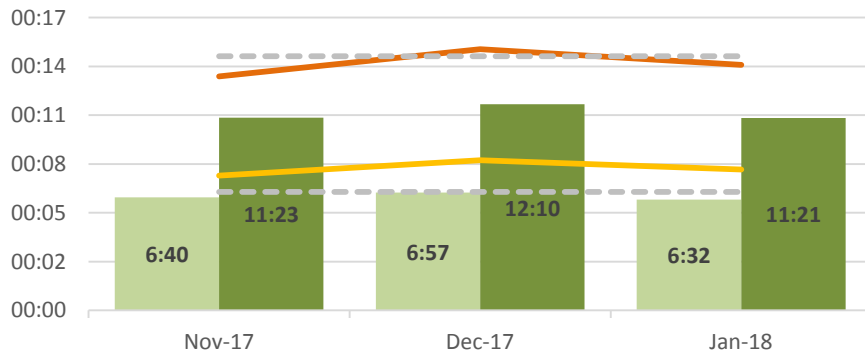
"This is about ***updating a decade old system*** to respond to modern needs. In most 999 calls we know the best clinical outcome for patients is ***most appropriate response***, not the fastest response

# Ambulance Standards

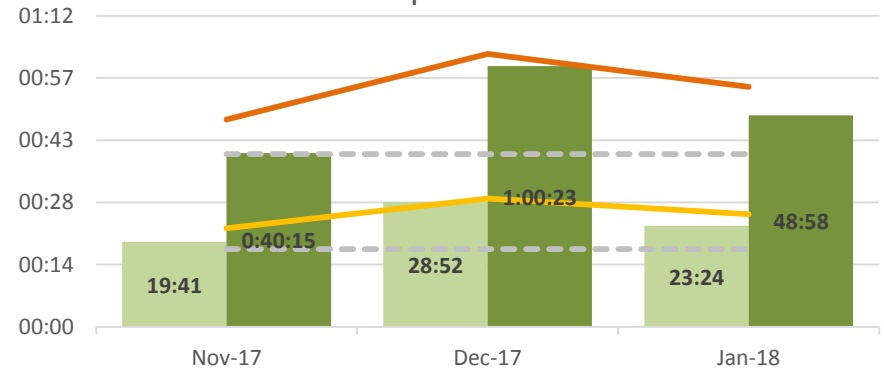
Call type	Call definition	Average response time  (100% of all cases)	90% response time
Category 1	Time-critical life-threatening event	7 minutes	15 minutes
Category 2	Potentially serious conditions	18 minutes	40 minutes
Category 3	Urgent problems not immediately life-threatening		120 minutes
Category 4	Non-urgent; needs telephone or face-to-face assessment		180 minutes
Specialist response	Hazardous area, specialist rescue, mass casualty.		

# Ambulance Response Programme

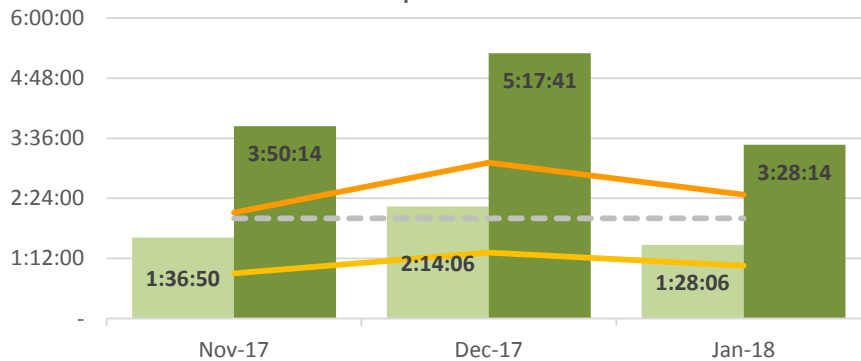
## C1 Response Times



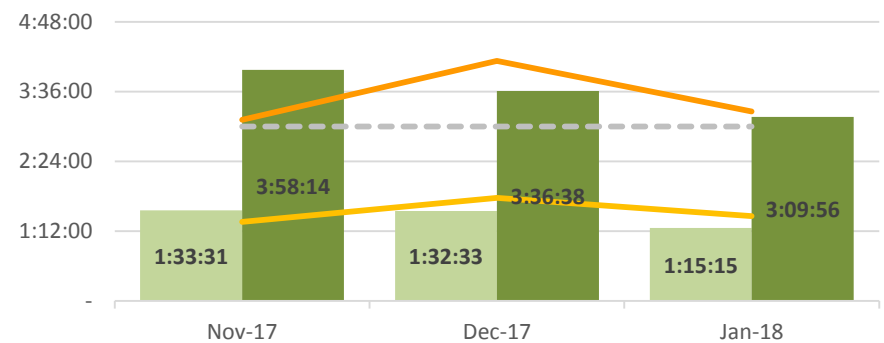
## C2 Response Times



## C3 Response Times



## C4 Response Times

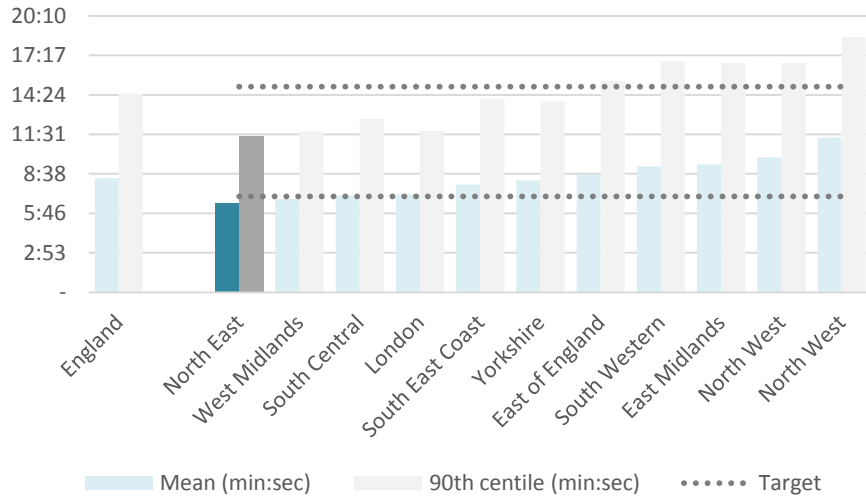


NEAS Mean
NEAS 90<sup>th</sup> Centile
 England Average Mean
  England Average 90<sup>th</sup> Centile
  National Standard

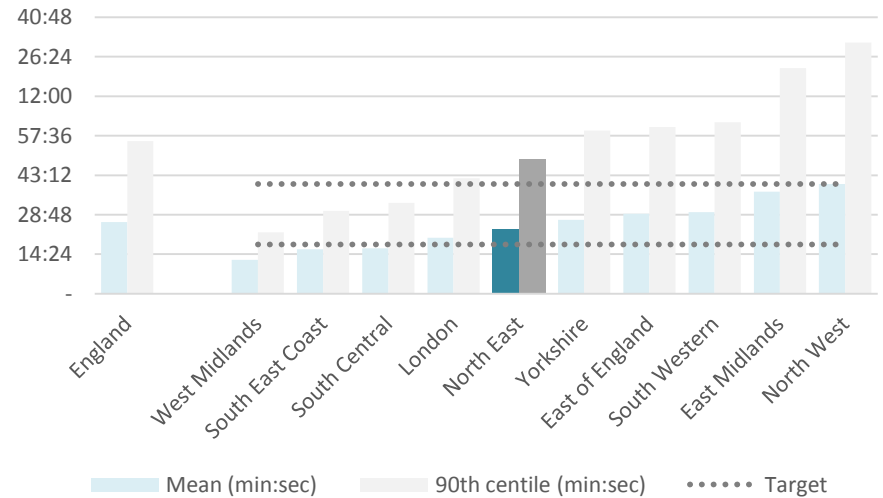
# ARP Categories 1 and 2

## January 2018 Benchmark

C1



C2



NEAS has been the best performing Ambulance Trust for Category 1 incidents since we implemented the new system, consistently achieving both mean and 90<sup>th</sup> centile targets.

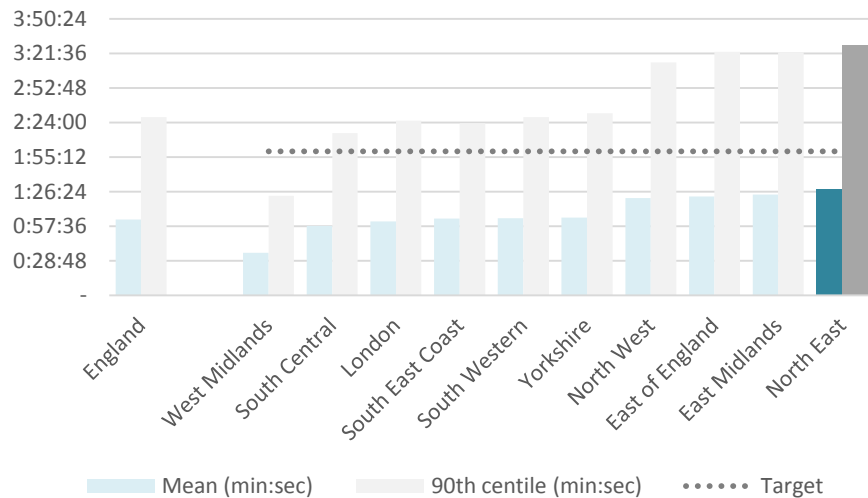
Category 2 targets have not been achieved, however our performance is better than the national average, with only 3 Trusts nationally achieving the standard.



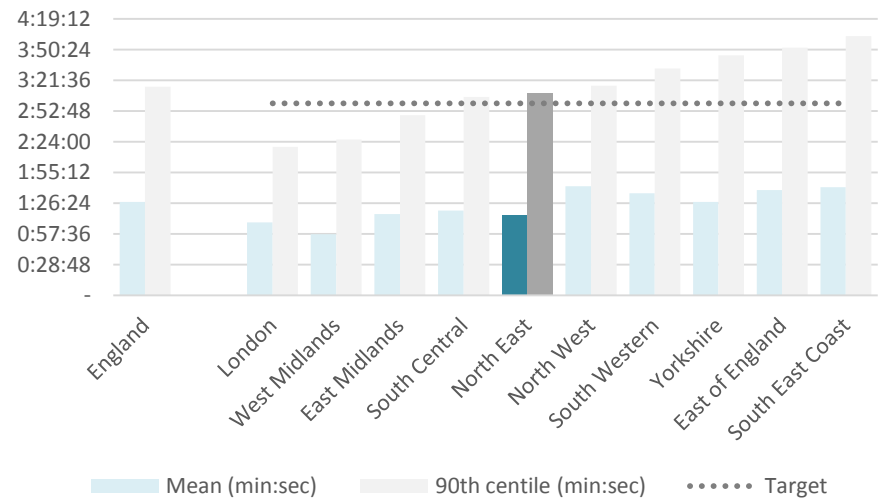
# ARP Categories 3 and 4

## January 2018 Benchmark

C3



C4



Category 3 incidents remains our biggest challenge, with all but one Trust nationally not meeting the standard.

Category 4 performance continues to improve month on month, only narrowly missing the target for January 2018. NEAS performance continues to perform better than the national average.



*For Life*

[www.neas.nhs.uk](http://www.neas.nhs.uk)



/North East Ambulance Service



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