North East Ambulance Service **NHS**
NHS Foundation Trust

Tees Valley Joint Health Scrutiny

Ambulance performance

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Ambulance performance

Contents

- Scheduled care patient transport
- Call-taking performance
- 999 ambulance response performance
- Plans for new ambulance response standards

Ambulance performance - scheduled care

Scheduled care – timeliness indicators

Arrival Time performance has remained stable between for a number of consecutive months in terms of On Time arrivals, although there has been a decrease in Early Arrivals and an increase in Late Arrivals.

There has been a small decrease in the performance for Collection within 60 minutes and Time on Vehicle, with both measures continuing to achieve local standard.

The overall proportion of Completed Journeys has remained static for a number of months, although there has been a large monthly increase in the number of total completed journeys.
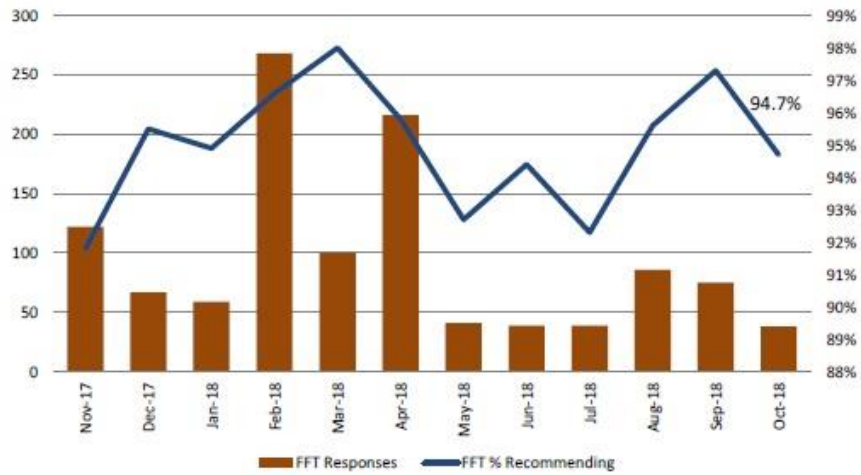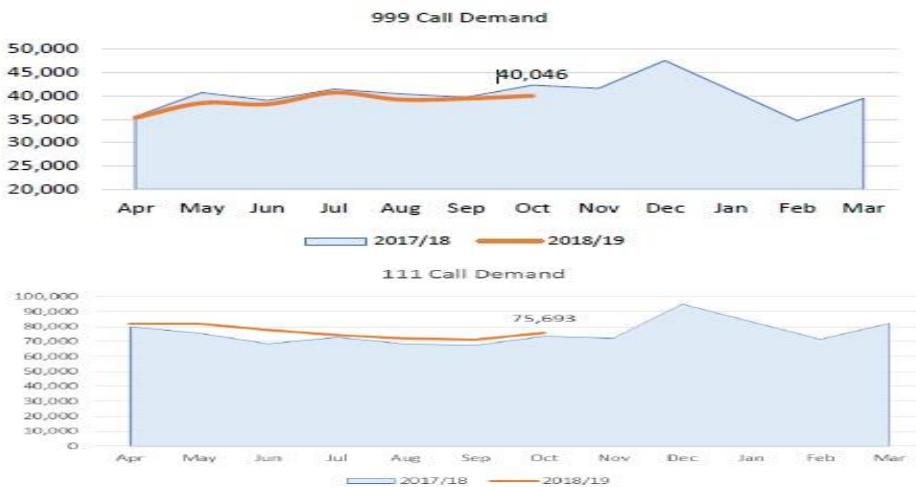

Complaints and appreciations

Scheduled care
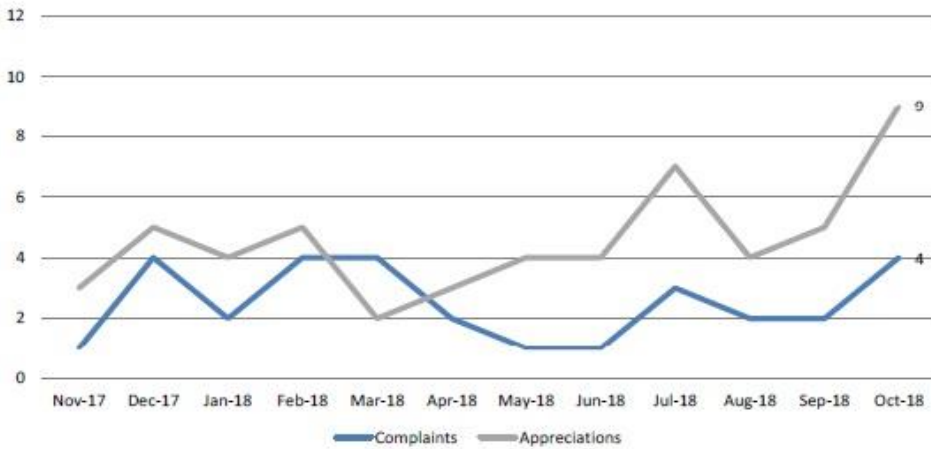
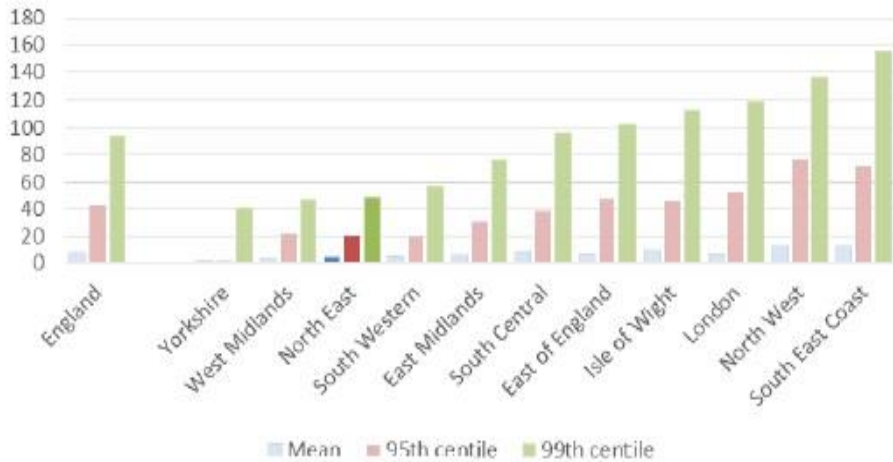ForLife

Friends & Family Test

Scheduled care

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Ambulance call demand

999 and 111 call demand

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Ambulance performance

Call answer times (seconds) Benchmarking

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Ambulance Standards

New response performance 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

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Ambulance Standards

New response performance standards

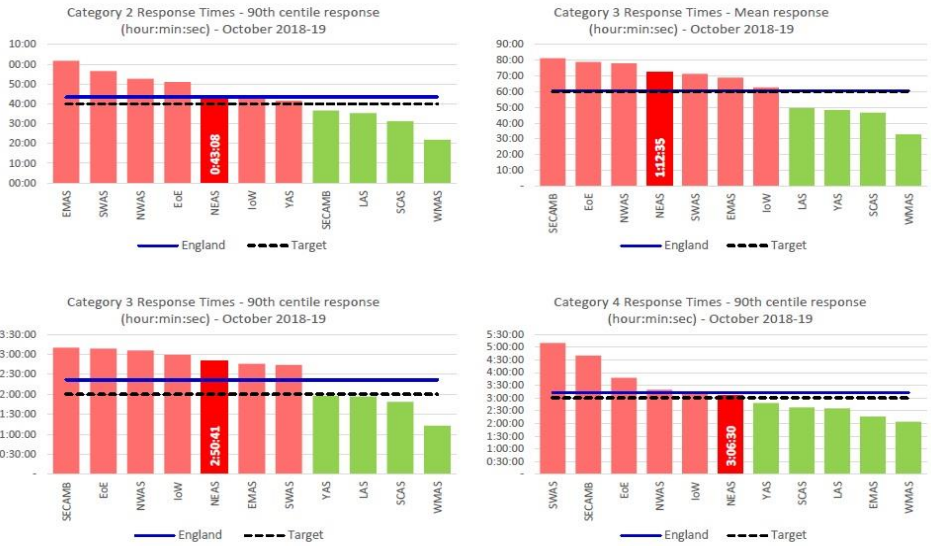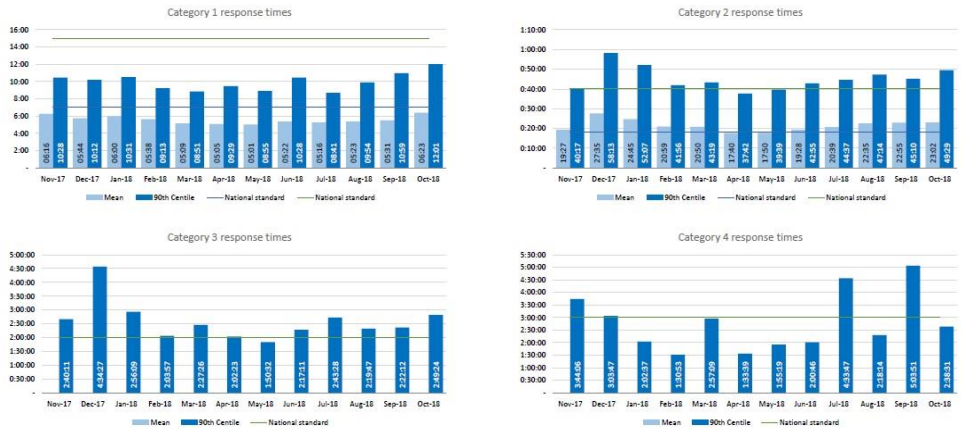| Call type	Call definition	Average response time (100% of all cases)	90% response time
Category 1	Time-critical life-threatening event	00:06:06	00:10:24
Category 2	Potentially serious conditions	00:18:25	00:37:51
Category 3	Urgent problems not immediately life-threatening		02:28:18
Category 4	Non-urgent; needs telephone or face-to-face assessment		02:35:01

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Ambulance performance

Unscheduled care benchmarking

Ambulance performance

Unscheduled care benchmarking

Category 2 Response Times - 90th centile response (hour:min:sec) - October 2018-19

Category 3 Response Times - Mean response (hour:min:sec) - October 2018-19

Category 3 Response Times - 90th centile response (hour:min:sec) - October 2018-19

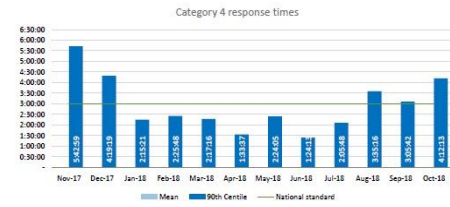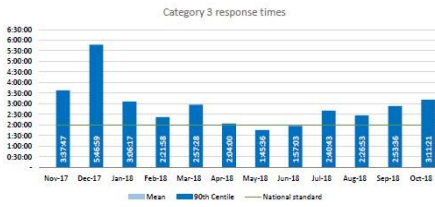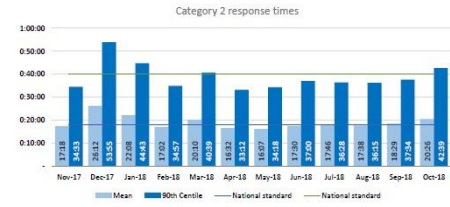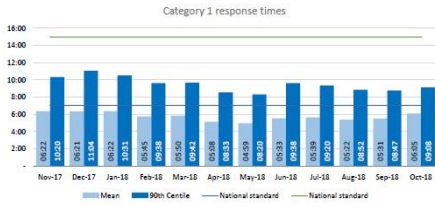Category 4 Response Times - 90th centile response (hour:min:sec) - October 2018-19

Ambulance performance

Darlington CCG

Category 1 response times

Category 2 response times

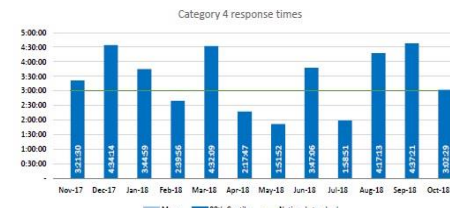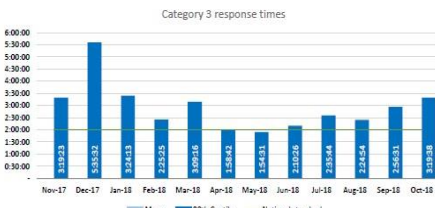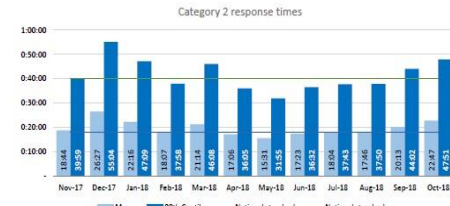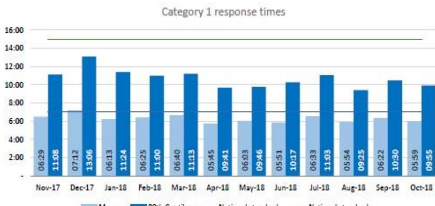Category 3 response times

Category 4 response times

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Ambulance performance
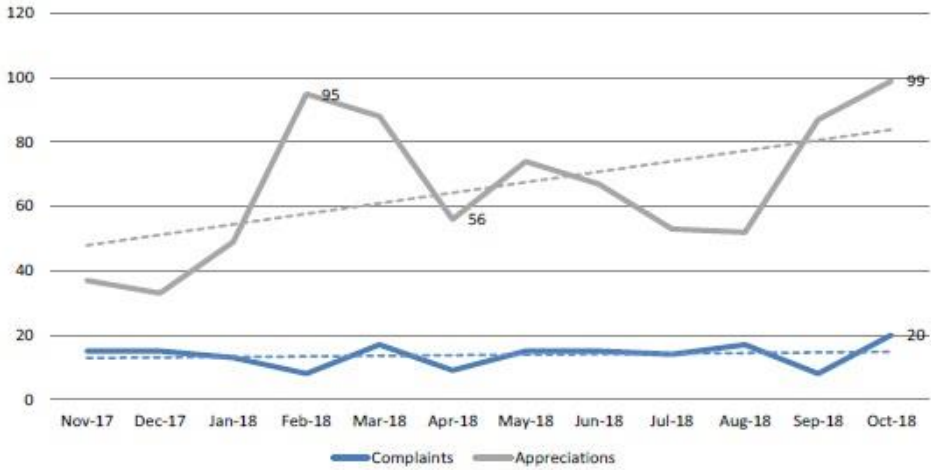## Hartlepool and Stockton CCG

Ambulance performance
South Tees CCG

Complaints and appreciations

Unscheduled care

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Friends & Family Test

Unscheduled care

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Violence and aggression

Unscheduled care crews

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Capacity and Demand Review

Achieving the new ambulance standards

The aim of the review was to determine the underlying capacity required to deliver ambulance response time performance across the North East Ambulance operational area, designed to meet the new national ambulance targets

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Scope of the review

- Demand predictions to 2021
- Model performance to 2021 with current resourcing
- Identify potential efficiencies
- Model performance impact of each potential efficiency
- Model resource needs to bridge any performance shortfall
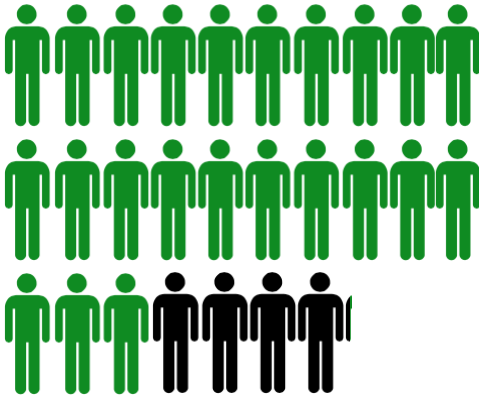
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Bridging the Gap

Based on 2017-18 resources

272 additional paramedics are required to meet response performance standards

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Bridging the Gap

272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18 (in post)

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Bridging the Gap

272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins (11 in year 1)
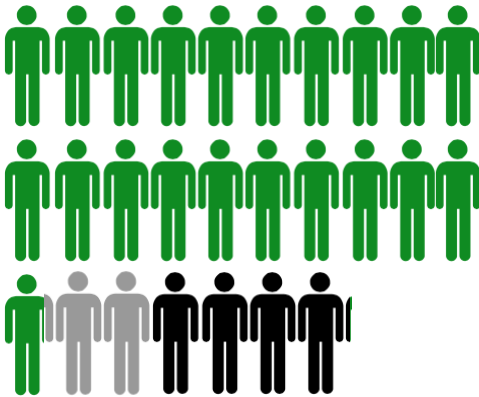
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Bridging the Gap

272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins

95 to be delivered through reducing abstractions (32 in year 1)

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Bridging the Gap

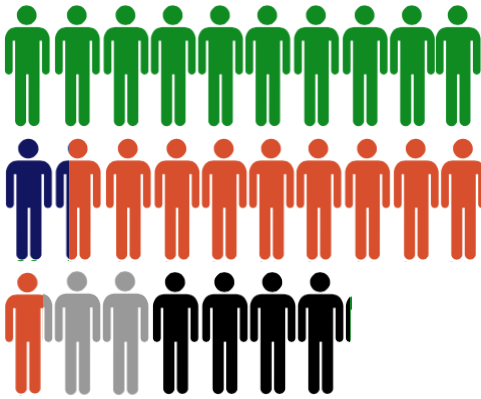272 additional paramedics are required to meet response performance standards

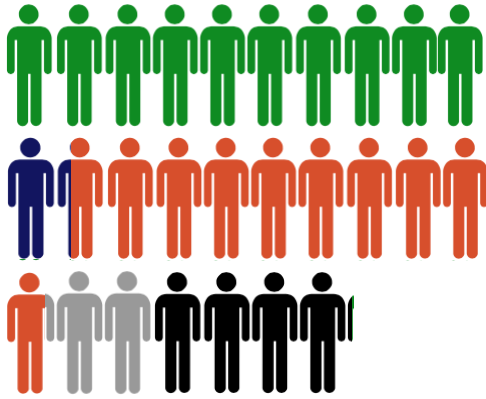42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins

95 to be delivered through reducing abstractions

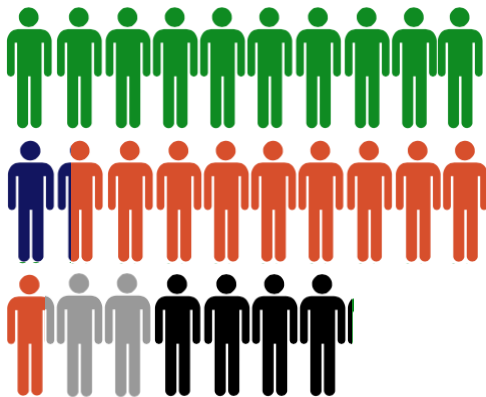**13 to be delivered through 8 hour shift re-roster** (13 in year 1)

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Bridging the Gap

This reduces the gap in paramedic establishment to 100
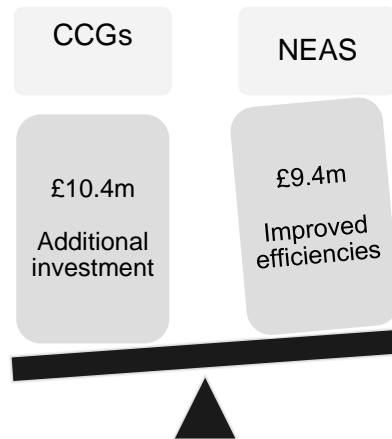
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Bridging the Gap

Our contribution through delivering these efficiencies will save almost £9.4 million:

- £1.7m from reducing turnaround
- £6.9m from reducing abstractions
- £0.8m from 8-hour shift

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Balance of responsibilities and accountability

Funding the changes to achieve the new standards

CCGs

NEAS

£10.4m

Additional investment

£9.4m

Improved efficiencies

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Ambulance future resourcing

	CURRENT VEHICLES			FUTURE VEHICLES			CHANGE IN VEHICLE NUMBERS		
	Rapid Response	Two-crew vehicles	Inter tier	Rapid Response	Two-crew vehicles	Inter tier	Rapid Response	Two-crew vehicles	Inter tier
VEHICLE TOTALS	38	74	27	18	112	18	-20	+38	-9
	CURRENT STAFFING			FUTURE STAFFING			CHANGE IN STAFFING		
	Para	CCA	ECT	Para	CCA	ECT	Para	CCA	ECT
OVERALL STAFFING	540	450	70	641	540	47	+101	+90	-23

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Ambulance resources across Tees Valley

DCA= double-crew ambulance; **RRV** =rapid response car; **ITV**= intermediate tier vehicle

Local authority area	Future resources	Changes	Changes
Darlington	2x DCA, 1x RRV		-1 RRV (24 to 12 hours)
Hartlepool	6 x DCA, 1x RRV, 2x ITV	+3 DCA	-2 RRV (24 to 12 hours) -2 ITV
Stockton on Tees	3 x DCA, 1 x RRV, 1x ITV	+1 ITV	
Middlesbrough	8 x DCA, 2 x RRV, 2 x ITV	+3 DCA +2 RRV	-1 DCA (0200h-0700h) -2 RRV -1 ITV
Redcar & Cleveland	6 x DCA	+2 DCA	-2 RRV

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