ITEM NO: 55.00

TITLE	**South Central Ambulance Service – Update on Impact of Closure of Wokingham Call Centre**
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 27 November 2012
WARD	None Specific

Duncan Burke, Director of Communications and Public Engagement

Keith Boyes, Area Manager

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Berkshire Complaints

Upheld Complaints

There were only 6 complaints upheld in the first 2 Quarters April – September 2012

Quarter 1 – 2 Complaints Received:

1 – Staff Attitude – attitude of staff was not to the professional standard required of them;
1 – Clinical Care – clinical care provided was not to the professional standard required;

Quarter 2 – 4 Complaints Received:

2 – Staff Attitude – attitude of staff was not to the professional standard required of them;

1 – Clinical Care – clinical care provided was not to the professional standard required;
1 – 999 delay – error by call taker in triage of emergency call;

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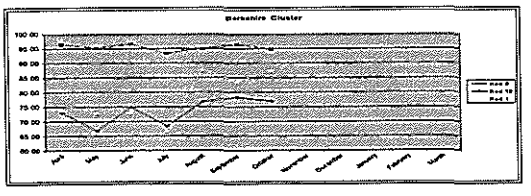
Berkshire Cluster Performance



- Contract enquiry to identify contractual arrangements for year end
- July- Introduction of RED1 (target resources to critical life threatening incidents)
- Aug – Improvement in RED8 performance

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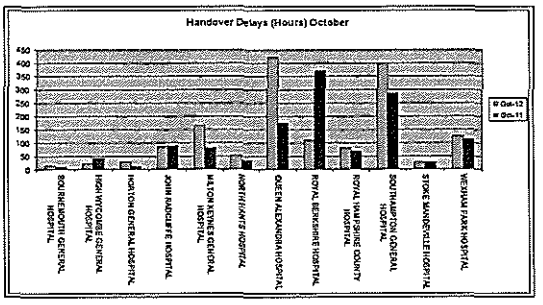
Hospital Handover Delays



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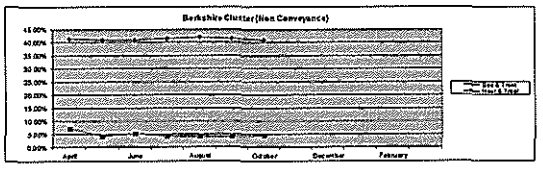
Non Conveyance – GP Triage



- Hear and Treat – Clinicians in the EOC support the patient by telephone
- See and Treat – Clinician attend to the patient (normally with the assistance of the patient GP) is not taken to hospital Emergency Department.

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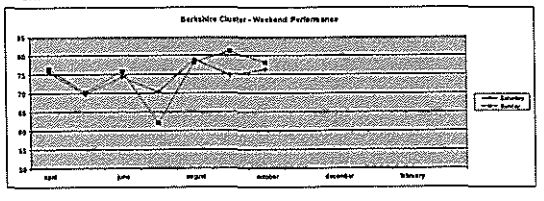
Weekend Performance



- Sat and Sun – High investment in resources performance has improved but still variable (patient has reduced access to other health care services)

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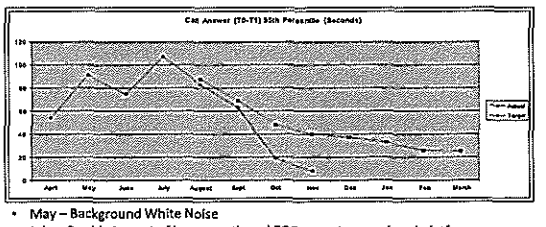
Emergency Call Answer



- May – Background White Noise
- July – Double impact of busy month and EOC move to *one virtual platform*
- Oct/Nov – SCAS now performing in the top quartile of UK Ambulance Services

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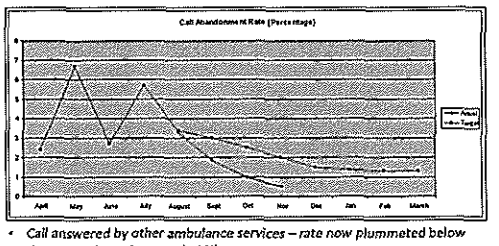
Emergency Call Abandonment Rate



- *Call answered by other ambulance services – rate now plummeted below* the national requirement (1.3%)

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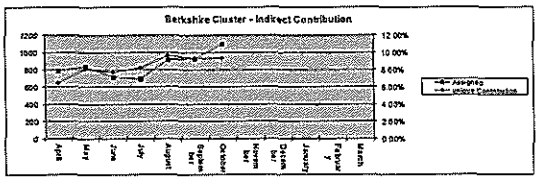
Indirect Contribution



Indirect Support Desk – Improving the activation of Community Responders

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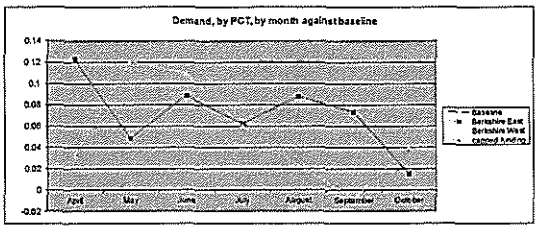
Contract Activity



- Plus 3% funded
- Plus 3-4.5% funded at 40%
- Plus 4.5% and over not funded

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Management of Demand

- Chose Well Campaign
- Hear & Treat (telephone)
- See & Treat (in general patients have an expectation to be taken to the ED)
- *Consistent approach to the development of* 24/7 alternative pathways across Berkshire
- GP Education
- Consistent approach to patients accessing *mental health services* 24/7 across Berkshire

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