



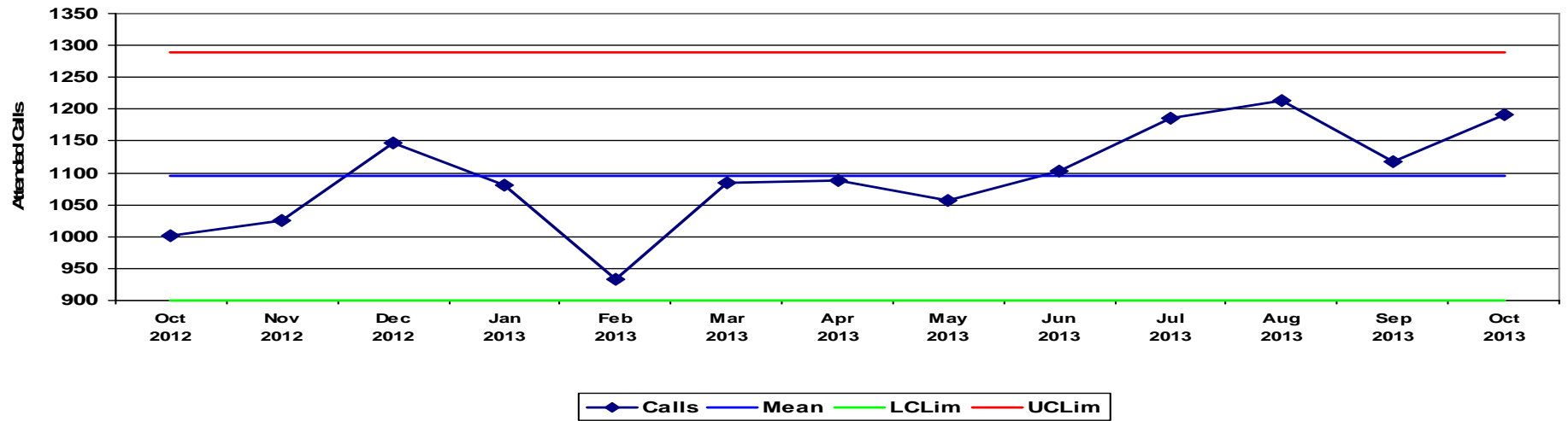
South Central Ambulance Service **NHS**
NHS Foundation Trust

SUE BYRNE
Chief Operating Officer
South Central Ambulance Service
NHS Foundation Trust

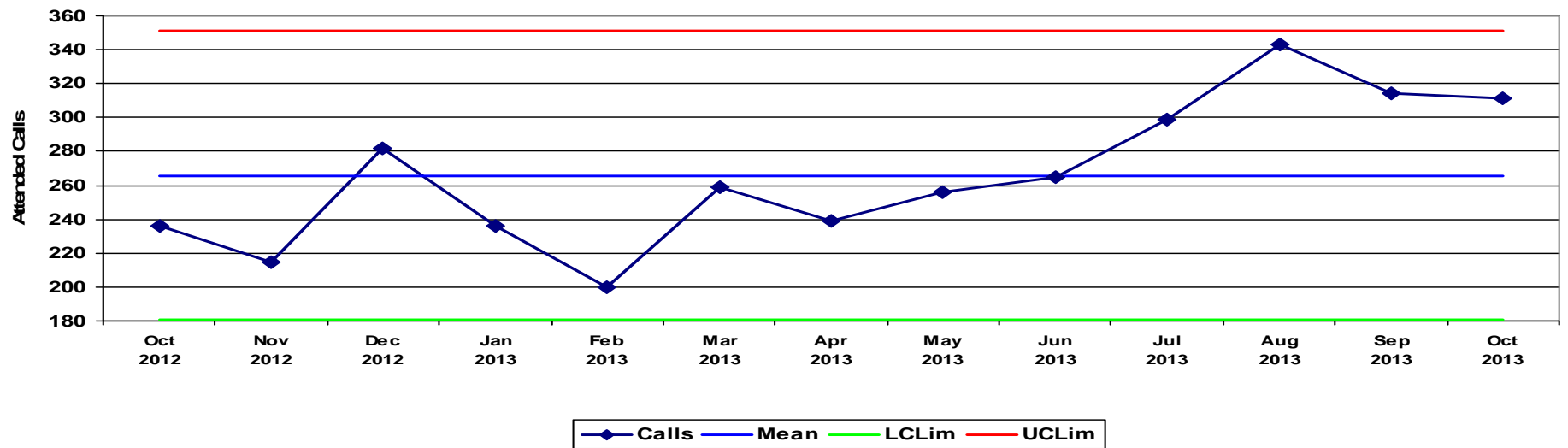
Update on why the Ambulance handover delays, crew clear delays and Ambulance response time targets (as outlined in the Wokingham CCG's Performance Outcomes Reports) were not being achieved and what action is being taken to address these matters.

Get involved

All Demand : Wokingham District (13 Months - 17 Nov 2013)



Demand : All Red : Wokingham District (13 Months - 17 Nov 2013)





Increase in Demand

- Increasing the resources to the area
- Escalation of clinically trained managers
- Forecasting demand (by hour by day)
- Realignment of rota's to meet the new profile that are being presented mostly by 111 activity.

Get involved



20-11-2013 Royal Berkshire Hospital Handover Daily Report

Summary (Emergency & Urgents) - Committed Time

Hospital	Grade	Emergency	Urgent
ROYAL BERKSHIRE HOSPITAL	Arrivals	77	12
ROYAL BERKSHIRE HOSPITAL	Handovers	72	9
ROYAL BERKSHIRE HOSPITAL	H15 (> 15 minutes)	7	1
ROYAL BERKSHIRE HOSPITAL	H15 Compliance (%)	90.28	88.89
ROYAL BERKSHIRE HOSPITAL	Max Handover	0:25:39	0:20:14
ROYAL BERKSHIRE HOSPITAL	Min Handover	0:03:15	0:07:06
ROYAL BERKSHIRE HOSPITAL	Average Handover	0:09:53	0:10:21
ROYAL BERKSHIRE HOSPITAL	Excess Handover	0:19:29	0:05:14
ROYAL BERKSHIRE HOSPITAL	-0000000-		
ROYAL BERKSHIRE HOSPITAL	C15 (> 15 minutes)	11	0
ROYAL BERKSHIRE HOSPITAL	C15 Compliance (%)	84.72	100.00
ROYAL BERKSHIRE HOSPITAL	Max Clear Up	0:42:01	0:14:07
ROYAL BERKSHIRE HOSPITAL	Min Clear Up	0:00:39	0:01:45
ROYAL BERKSHIRE HOSPITAL	Average Clear Up	0:09:46	0:06:28
ROYAL BERKSHIRE HOSPITAL	Excess Clear Up	1:04:58	0:00:00

Get involved



Hospital clear up times

- Double verification introduced
 - RBH good hospital handover poor clear up times
- Team Leader attendance at Hospital
- Introduction of Hospital Ambulance Liaison Officers (HALO) during the winter period

Get involved