



E-mail: democratic.services@wokingham.gov.uk

To:- All Committee Members

HEALTH OVERVIEW AND SCRUTINY COMMITTEE - WEDNESDAY, 16TH MARCH, 2022

I am now able to enclose, for consideration at the next Wednesday, 16th March, 2022 meeting of the Health Overview and Scrutiny Committee, the following reports that were marked as 'to follow' on the agenda sent out recently.

Agenda No	Item
------------------	-------------

62.	<u>South Central Ambulance Service</u> (Pages 3 - 22)
-----	--

To receive an update on South Central Ambulance Service.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Susan Parsonage'.

Susan Parsonage
Chief Executive

This page is intentionally left blank



NHS

**South Central
Ambulance Service**
NHS Foundation Trust

3 **South Central Ambulance Service NHS Trust**

Wokingham Health Overview and Scrutiny
Committee

Kirsten Willis-Drewett BEM, Head of Operations

Mark Ainsworth, Director of Operations



NHS

South Central
Ambulance Service
NHS Foundation Trust

4

- Performance
 - Demand
 - Nationally mandated KPI's
 - Acute Trusts
 - Patient Outcome
 - Compliments and complaints.
- Challenges
 - Recruitment and Attrition
 - CoViD-19 impacts
- System working



NHS

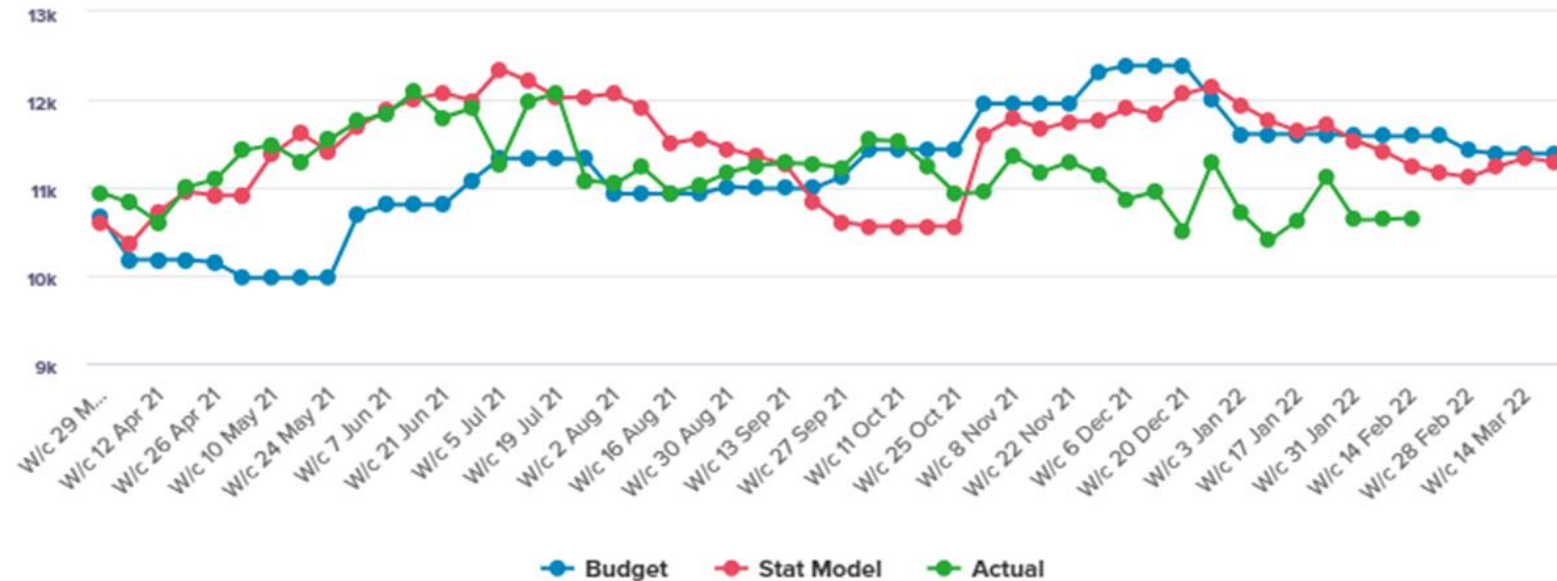
**South Central
Ambulance Service**
NHS Foundation Trust

Demand

Forecasted Demand vs Actual Offered



999 responses



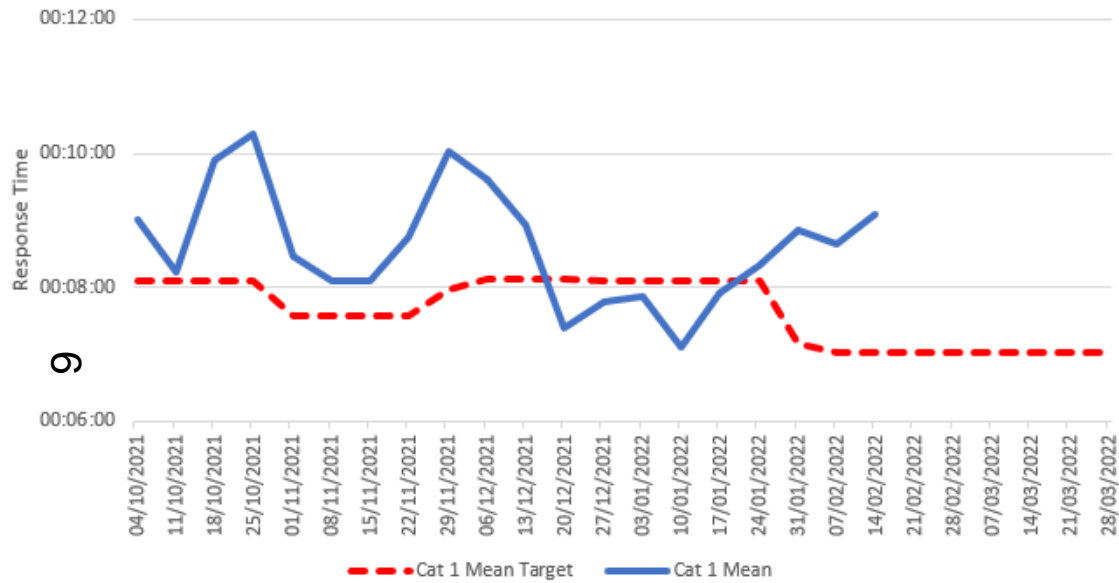


NHS

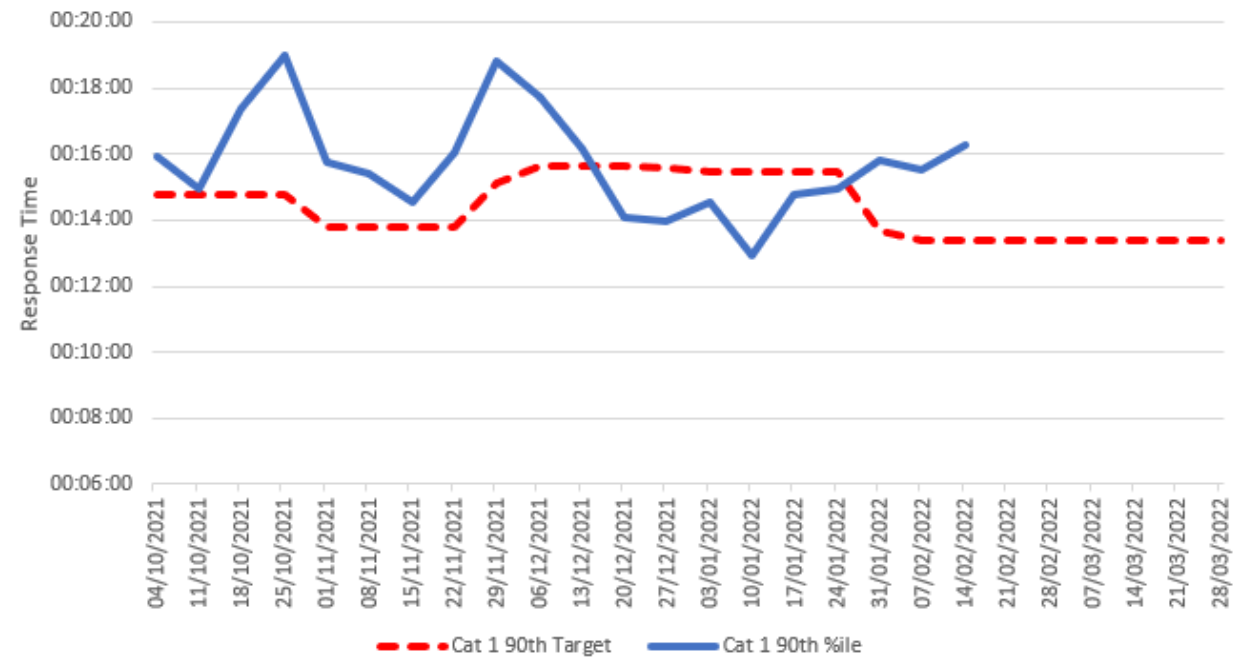
**South Central
Ambulance Service**
NHS Foundation Trust

999 Performance

Cat 1 Mean Performance



Cat 1 90th Percentile Performance



National Target is 7 minute mean
and 15 minutes for 90th percentile

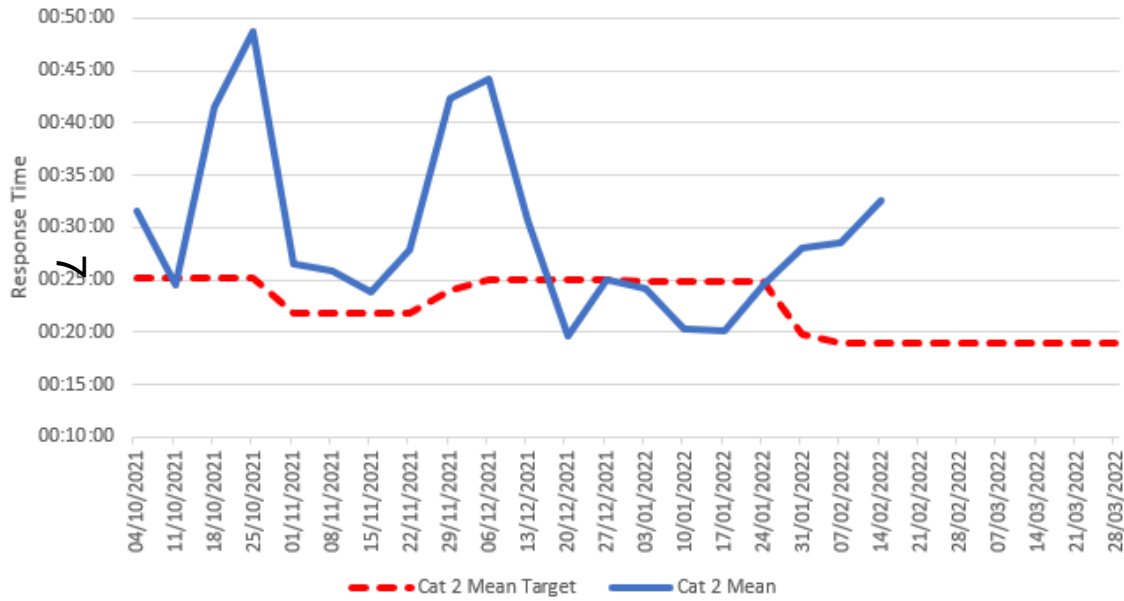


NHS

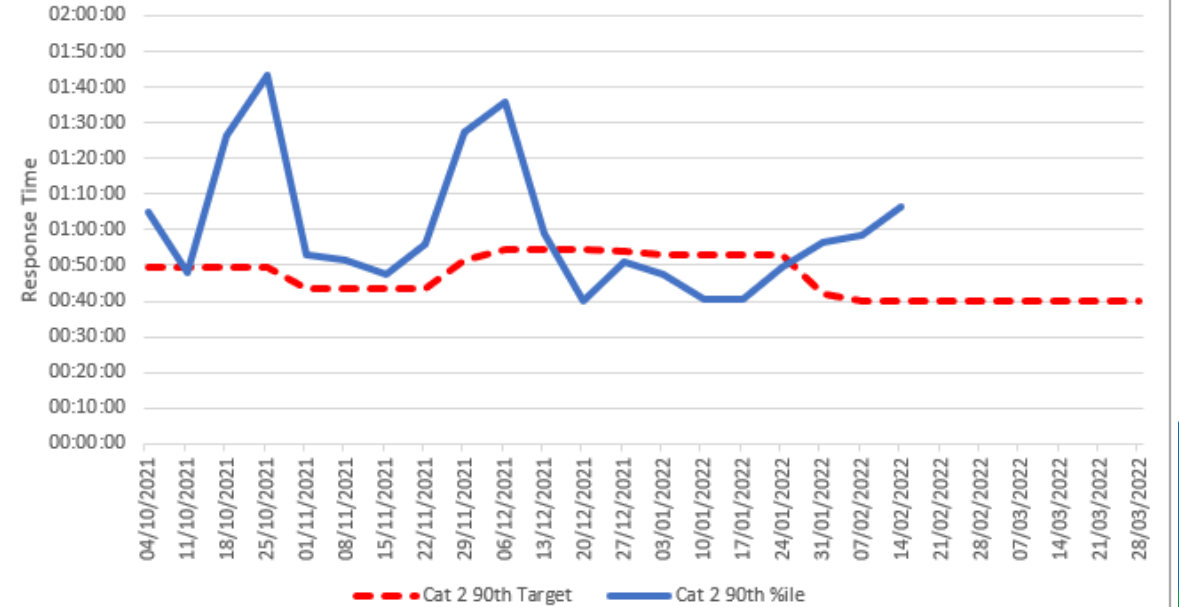
**South Central
Ambulance Service**
NHS Foundation Trust

999 Performance

Cat 2 Mean Performance



Cat 2 90th Percentile Performance



National Target is 18 minute mean and 40 minutes for 90th percentile



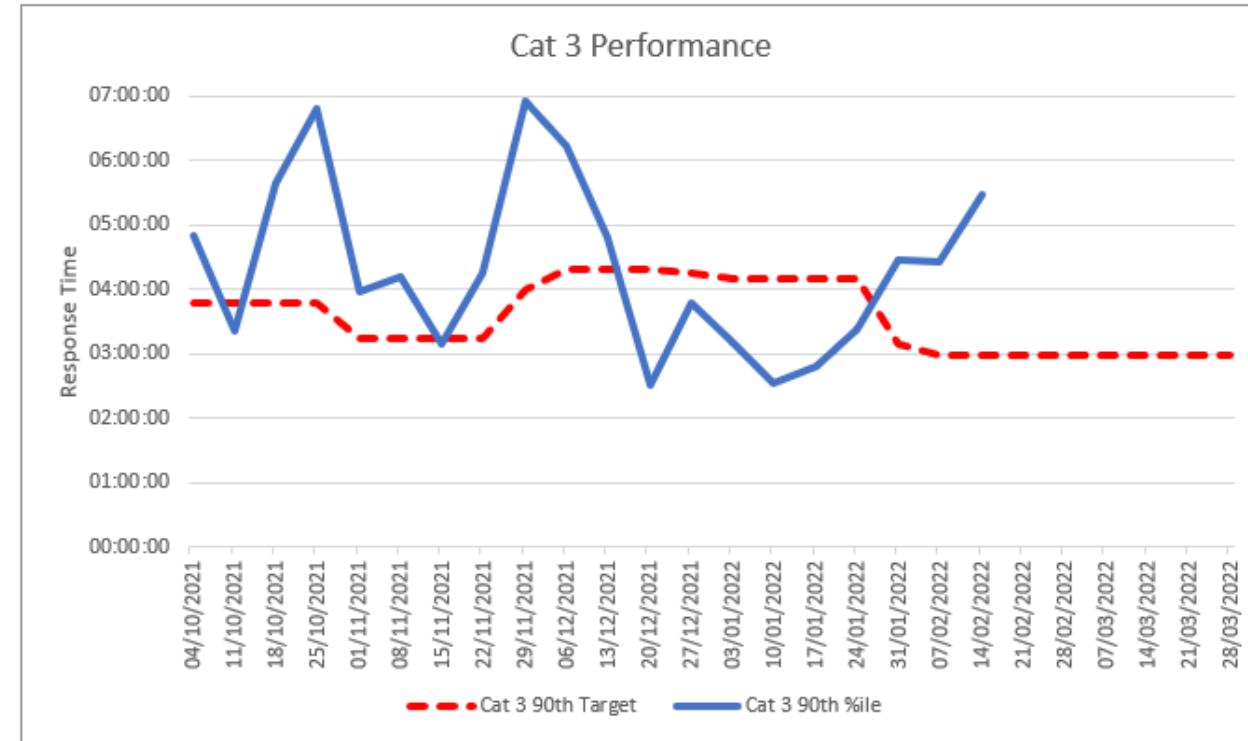
NHS

**South Central
Ambulance Service**
NHS Foundation Trust

999 Performance

National Target is 2 hours for the 90th percentile

8





NHS

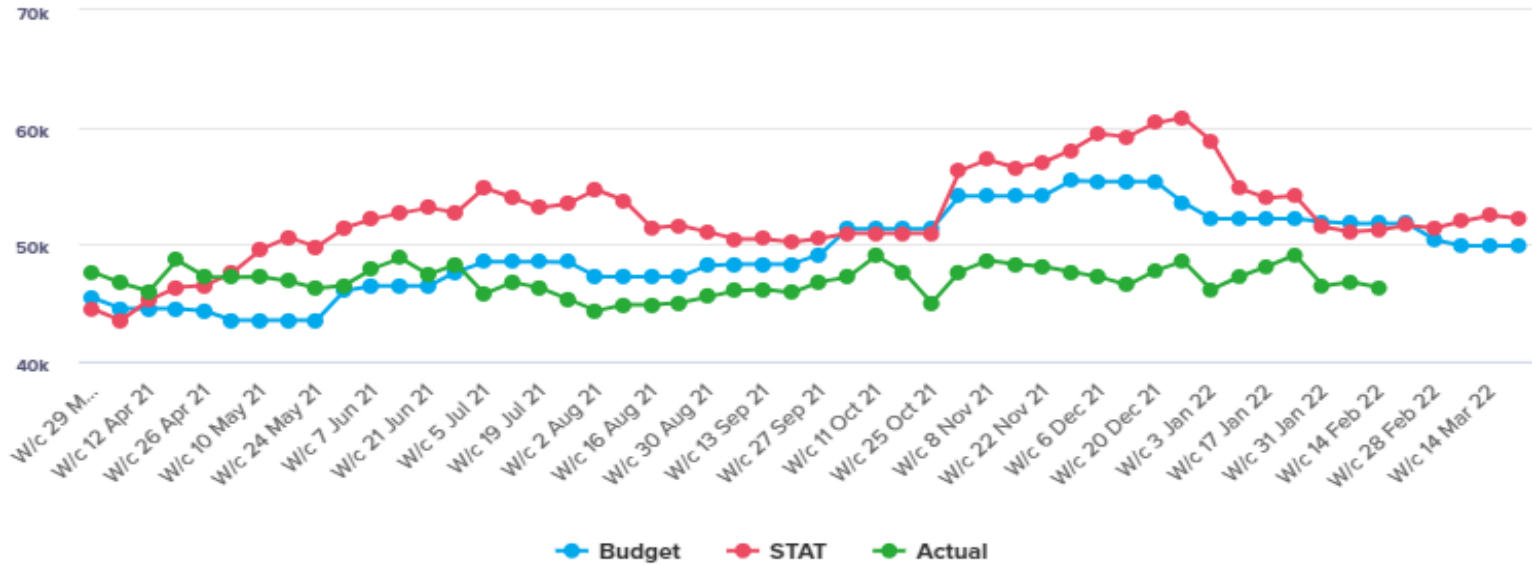
**South Central
Ambulance Service**
NHS Foundation Trust

Capacity

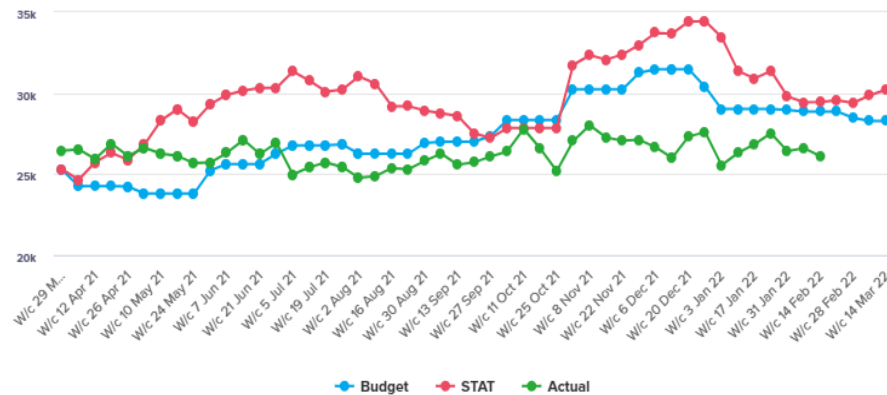
Challenges with meeting operational hours requirement to meet the demand.
Circa 5,000 hours short per week

6

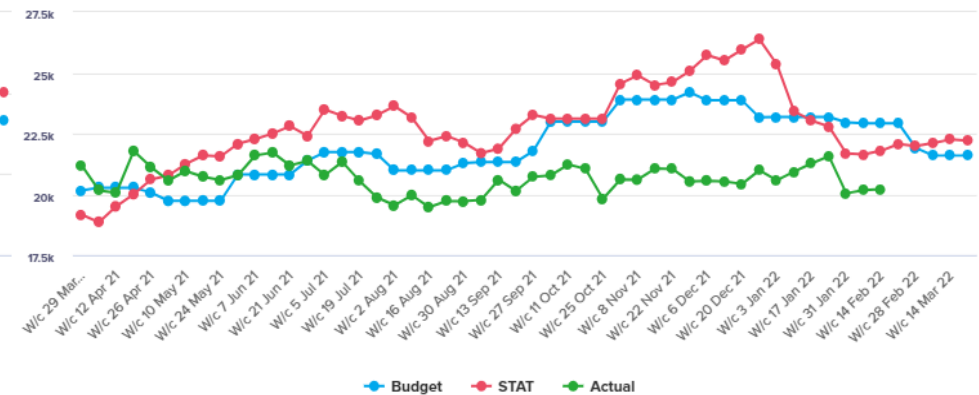
Staff Hours



North



South



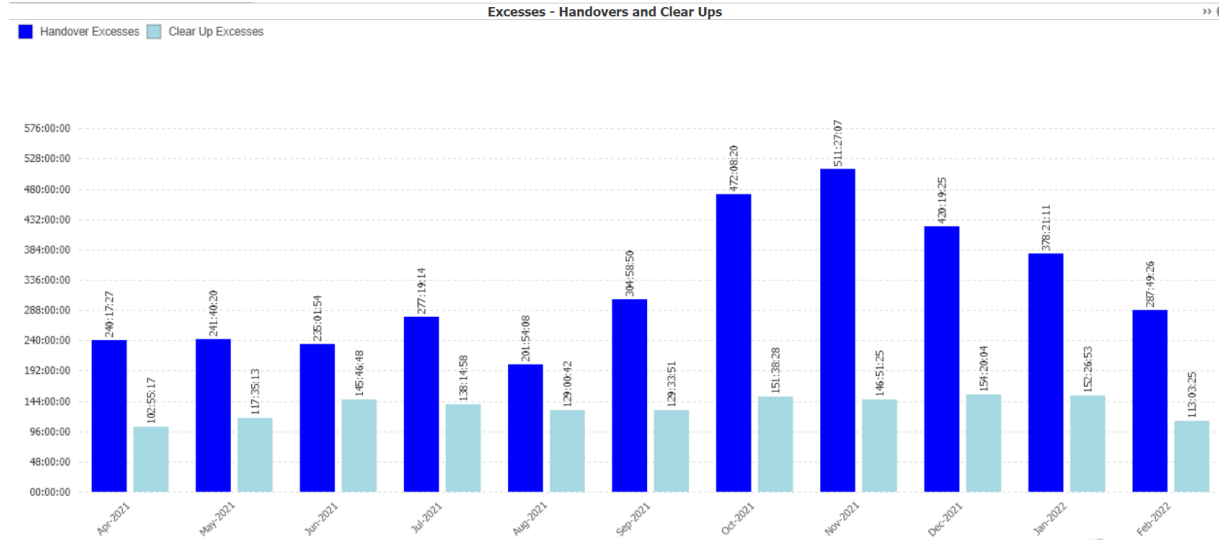


NHS

**South Central
Ambulance Service**
NHS Foundation Trust

Performance Acute Trust Handover

10

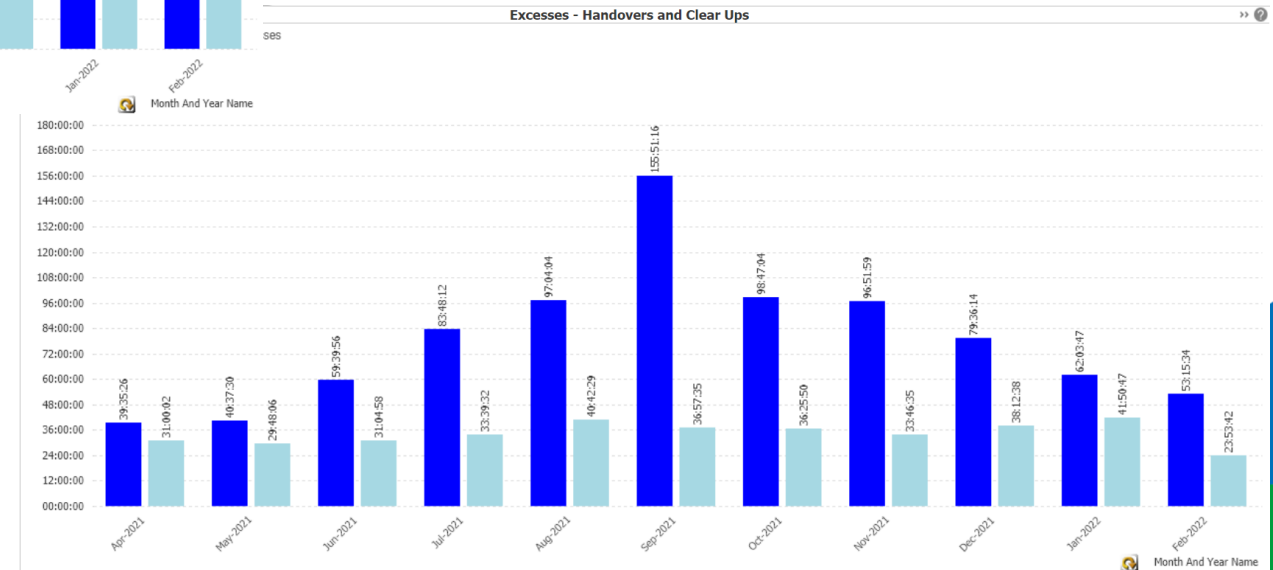


Royal Berkshire Hospital

RBH was most challenged regarding ambulance handover delays in October, November and December, with a steady improvement being seen into January and February.

Frimley Park Hospital

Frimley were more challenged earlier in the year, with a steady improvement from October onwards.





NHS

South Central
Ambulance Service
NHS Foundation Trust

RBH extended delays data

Hospital Name	Quarter	Q1	Q2	Q3	Q4
ROYAL BERKSHIRE HOSPITAL	Arrivals	9,957	9,895	10,240	7,118
	Handovers	8,338	8,113	8,650	6,016
	H15 (> 15 Mins)	4,534	4,649	5,550	3,701
	H15 Compliance (...)	45.62%	42.70%	35.84%	38.48%
	H30 (> 30 Mins)	622	716	1,040	657
	H60 (> 60 Mins)	93	85	295	140
	H90 (> 90 Mins)	37	30	126	65
	H120 (> 2 Hrs)	8	22	66	34
	H180 (> 3 Hrs)	2	4	6	7
	Average Handover	00:18:34	00:19:20	00:23:34	00:21:57
	Max Handover	04:41:30	04:21:24	04:14:07	04:30:31
	Excess Handover	746:12:52	813:15:55	1448:29:21	852:58:50

The number of over 30 minutes handover delays increased exponentially into Q.3 along with over 60 and 90 minute holds, this is now however beginning to show signs of improvement in Q.4



NHS

**South Central
Ambulance Service**
NHS Foundation Trust

National Position

Trust	Cat 1 Mean Rank	Cat 1 90th %ile Rank	Cat 2 Mean Rank	Cat 2 90th %ile Rank	Cat 3 90th %ile Rank	Cat 4 90th %ile Rank	HCP L3 90th %ile Rank	Call Answer 90th %ile Rank
EMAS	8:31 5	15:21 6	38:50 7	1:23:24 7	5:01:28 6	4:36:33 4	3:34:22 4	3 1
EoE	9:56 9	18:09 9	46:09 9	1:40:17 8	5:36:59 7	6:05:19 6	9:47:50 10	117 9
LAS	6:37 1	11:03 1	34:55 6	1:17:42 6	3:58:12 4	6:47:55 8	4:10:35 5	54 7
NEAS	6:48 2	11:45 2	31:22 3	1:06:35 3	3:16:10 2	2:40:42 1	2:47:04 2	44 5
NWAS	8:31 5	14:32 5	43:37 8	1:41:35 9	5:39:43 8	11:07:52 10	5:27:55 8	33 3
SCAS	7:52 3	14:27 4	22:58 1	45:47 1	3:06:59 1	4:24:13 3	2:29:01 1	111 8
SECAMB	8:44 7	15:57 8	28:21 2	56:54 2	4:34:40 5	6:21:52 7	5:27:36 7	38 4
NWAS	10:14 10	18:53 10	57:25 10	2:08:19 10	6:13:26 9	5:17:41 5	5:35:27 9	152 10
WMAS	8:10 4	14:21 3	34:44 5	1:16:10 5	6:29:35 10	6:57:07 9	5:23:43 6	21 2
YAS	8:55 8	15:45 7	32:43 4	1:13:03 4	3:31:29 3	3:33:07 2	3:28:57 3	44 5
England	8:31	15:05	38:04	1:23:35	4:47:18	5:52:28	4:29:25	59



NHS

South Central
Ambulance Service
NHS Foundation Trust

Recruitment

- Challenges with recruiting ECT in Bicester
 - Recruitment and retention premium being trialled
- Part of HEE pilot for Australia recruitment
 - Plan for 48 Newly Qualified Paramedics
- Reviewing options for Eastern European Recruitment with London Ambulance Service
- Risk of losing Paramedics to PCN as funded through NHS to recruit Paramedics
- High cost of living in SCAS region with national pay banding
- Backfill with Private Providers



2021-22 M10 – 999 Vacancy Map - TV

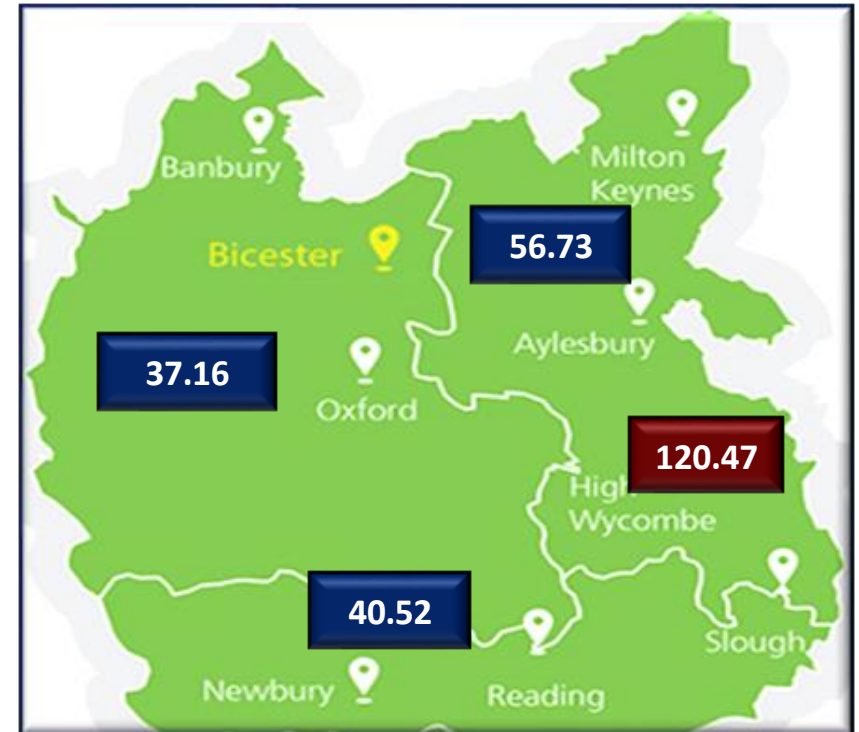
999 THAMES VALLEY - VACANCIES

M10

TV VACANCY FTE	POSITION VACANCIES						TOTAL
	TL	CM	SP	Clinical	Band 4	ECA	
NORTH - NORTH	0.00	1.00	0.62	35.40	6.07	13.65	56.73
NORTH - EAST	0.15	-1.91	2.00	67.14	6.24	46.85	120.47
NORTH - SOUTH	-1.00	1.41	-0.60	25.95	10.69	4.07	40.52
NORTH - WEST	1.00	2.61	0.98	17.05	14.49	1.03	37.16
TOTAL THAMES VALLEY	0.15	3.11	3.00	145.54	37.49	65.59	254.88

TV STUDENTS	OF WHICH, CURRENTLY IN TRAINING			
	STUDENT PARA	APPRENTICE PARA	TRAINEE AAP	TOTAL
N - NORTH	0.00	4.96	1.00	0.00
N - EAST	0.00	7.00	2.00	0.00
N - SOUTH	0.00	16.00	0.00	0.00
N - WEST	0.00	23.00	5.00	0.00
TOTAL THAMES VALLEY	0.00	50.96	8.00	0.00

TV VACANCY %	VACANCY % INCLUDING STUDENTS IN POST						TOTAL
	TL	CM	SP	Clinical	Band 4	ECA	
NORTH - NORTH	0%	8%	5%	39%	34%	15%	24%
NORTH - EAST	1%	-16%	17%	46%	52%	33%	36%
NORTH - SOUTH	-7%	9%	-5%	22%	71%	3%	14%
NORTH - WEST	6%	14%	7%	12%	52%	1%	10%
TOTAL THAMES VALLEY	0%	5%	6%	29%	51%	13%	21%





NHS

South Central
Ambulance Service
NHS Foundation Trust

Patient Outcome

- Patients can be dealt with through-
 - Hear and Treat by a clinician in our EOC
 - See and Treat by a clinician face to face with the patient
 - See treat and convey to Emergency department
 - See treat and convey to non ED location



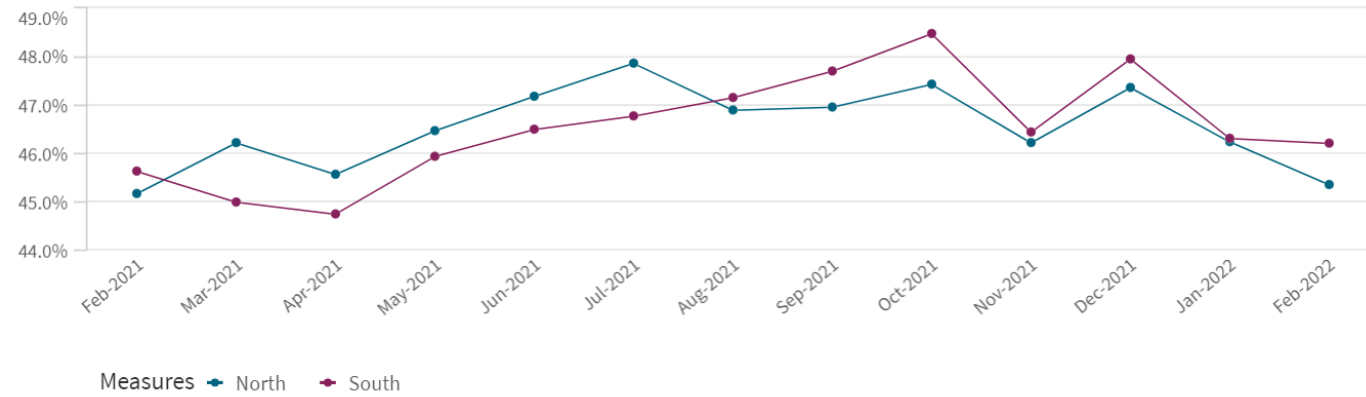
NHS

**South Central
Ambulance Service**
NHS Foundation Trust

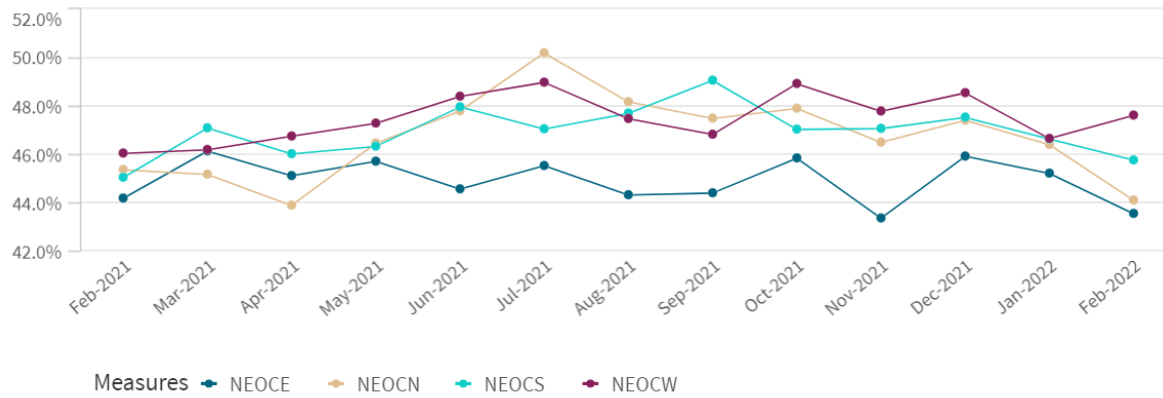
Non-Conveyance : HT & ST

16

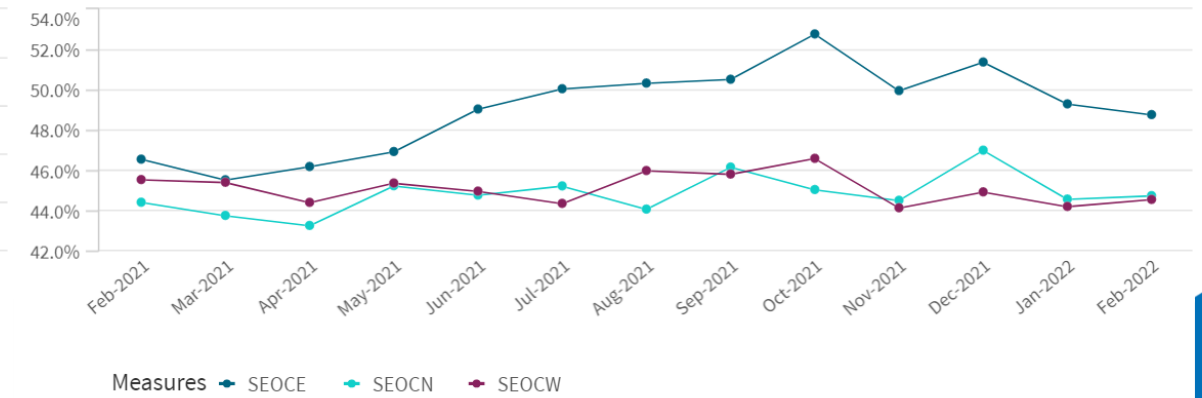
HT & ST



North : HT & ST



South : HT & ST

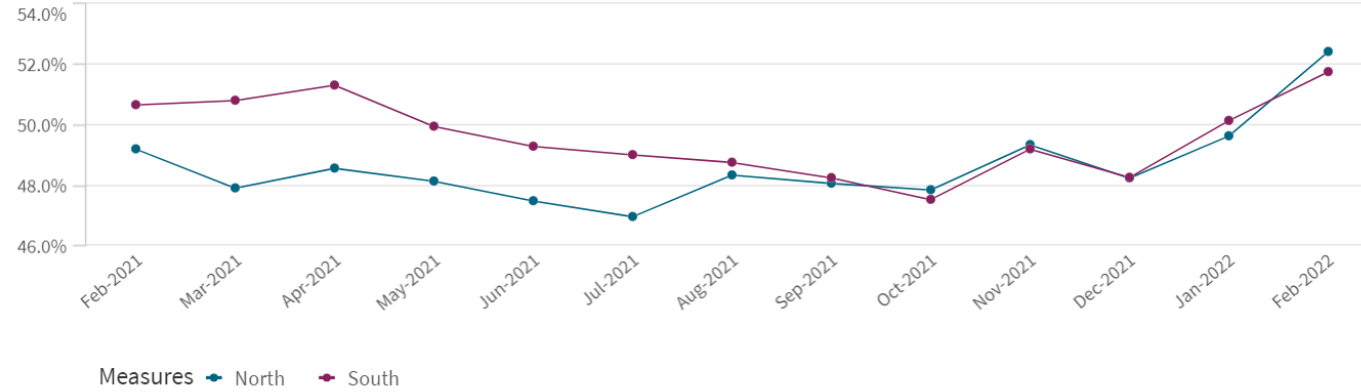




NHS

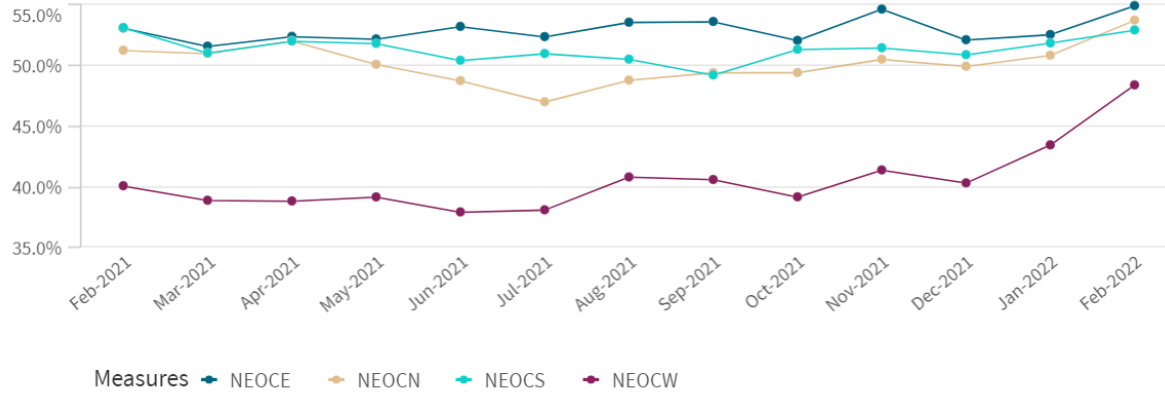
**South Central
Ambulance Service**
NHS Foundation Trust

ST&C ED Only

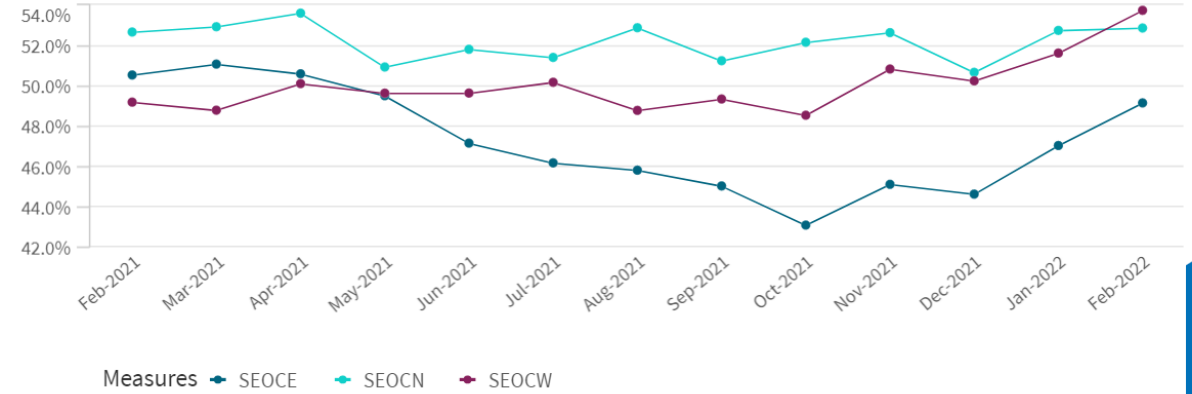


17

North : ST&C ED Only



South : ST&C ED Only



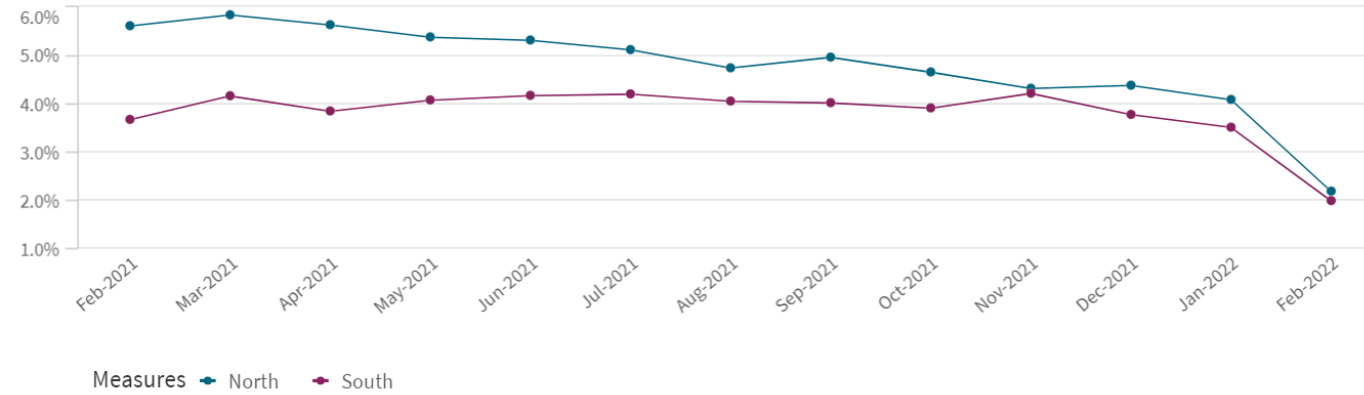


NHS

South Central Ambulance Service NHS Foundation Trust

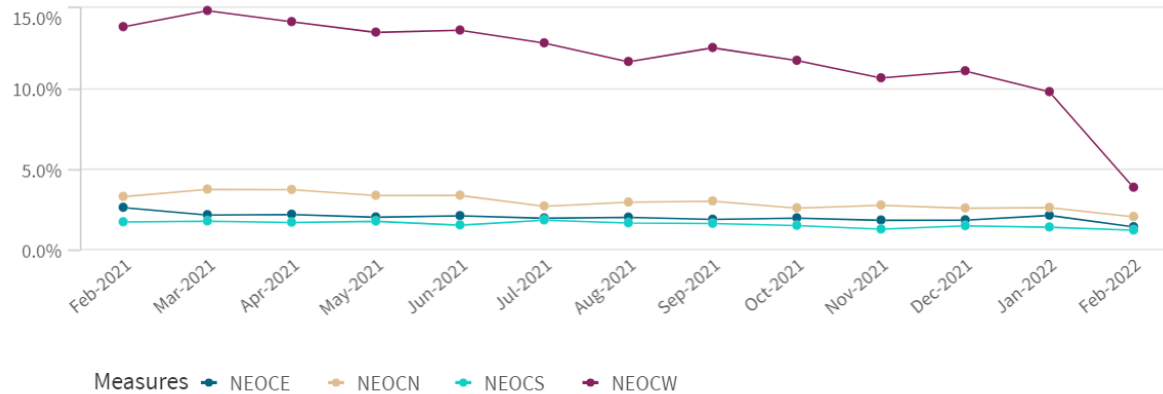
Non-Conveyance : ST&C Non-ED

ST&C Non-ED

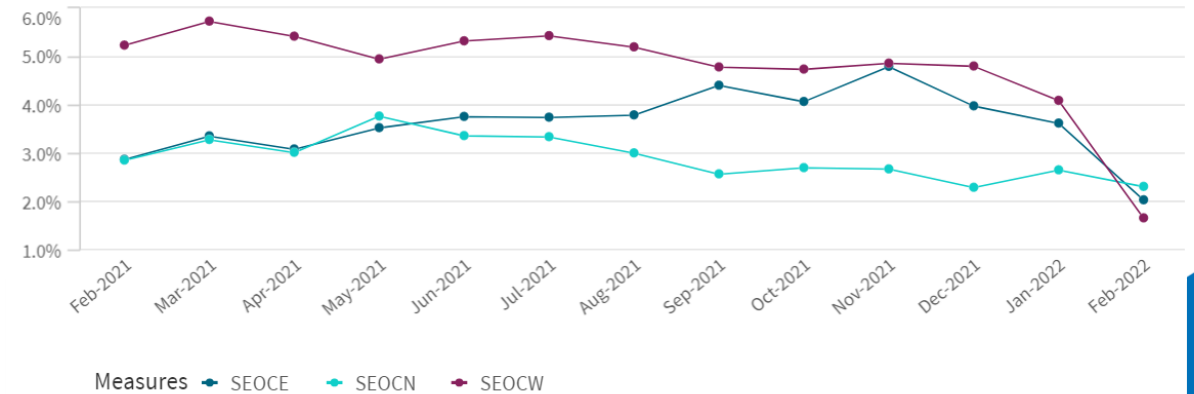


18

North : ST&C Non-ED



South : ST&C Non-ED





NHS

South Central
Ambulance Service
NHS Foundation Trust

COVID Impacts

- Absence levels above expected and budgeted.
- Impacts on estate and capacity at operational bases due to social distancing
- Delayed ambulance handovers due to 'green' vs 'red' patients. (Red being those with either a positive test or symptomatic)
- Detrimental impact on the H&WB of our staff who have worked in high stress situations for an extended period. Significant toll on individuals' mental health and wellness.



NHS

South Central
Ambulance Service
NHS Foundation Trust

Community Support

- We continue to work closely with colleagues from our community partners, utilising pathways which avoid conveyance to the acute trust emergency departments.
- We have a dedicated team of urgent care pathway leads, who identify and implement these pathways and ensure that staff are using so that that community teams provide the care of patients as close to home as possible.
- We continue to work closely with our whole system colleagues and have good open dialogue with them.
- Our community responder volunteers have continued to support us in the pandemic to great effect and we continue to recruitment more volunteers locally.



NHS

**South Central
Ambulance Service**
NHS Foundation Trust

Thank you

This page is intentionally left blank