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3 South Central Ambulance Service NHS Trust

Wokingham Health Overview and Scrutiny
Committee

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Mark Ainsworth, Director of Operations



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4

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



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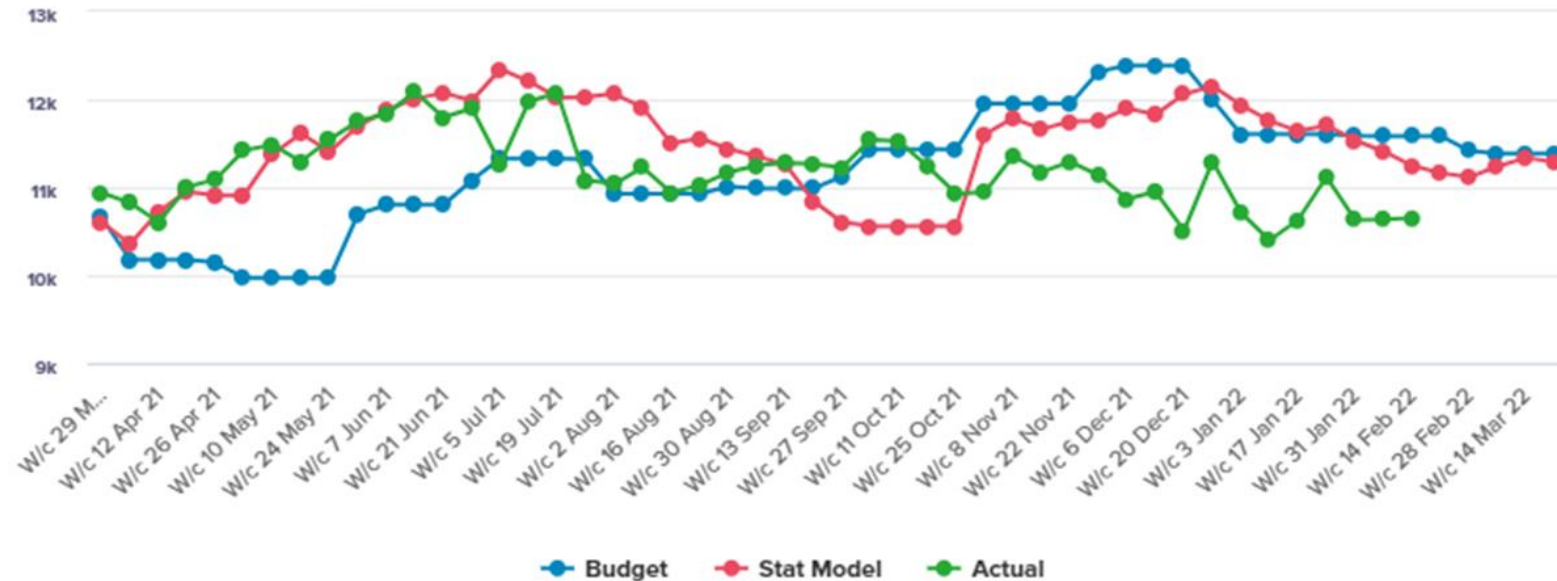
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Demand

Forecasted Demand vs Actual Offered



999 responses



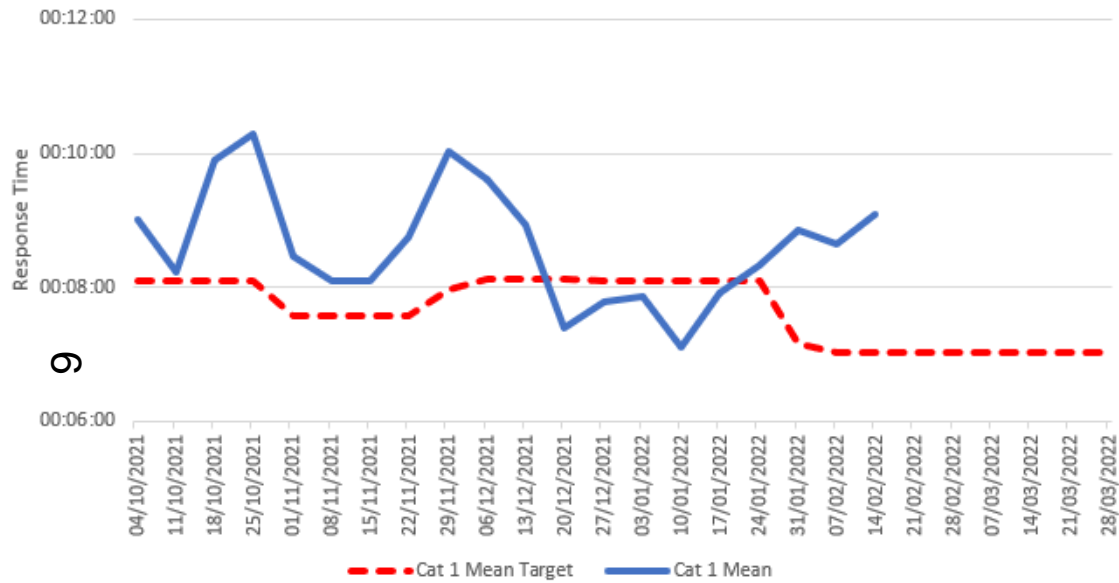


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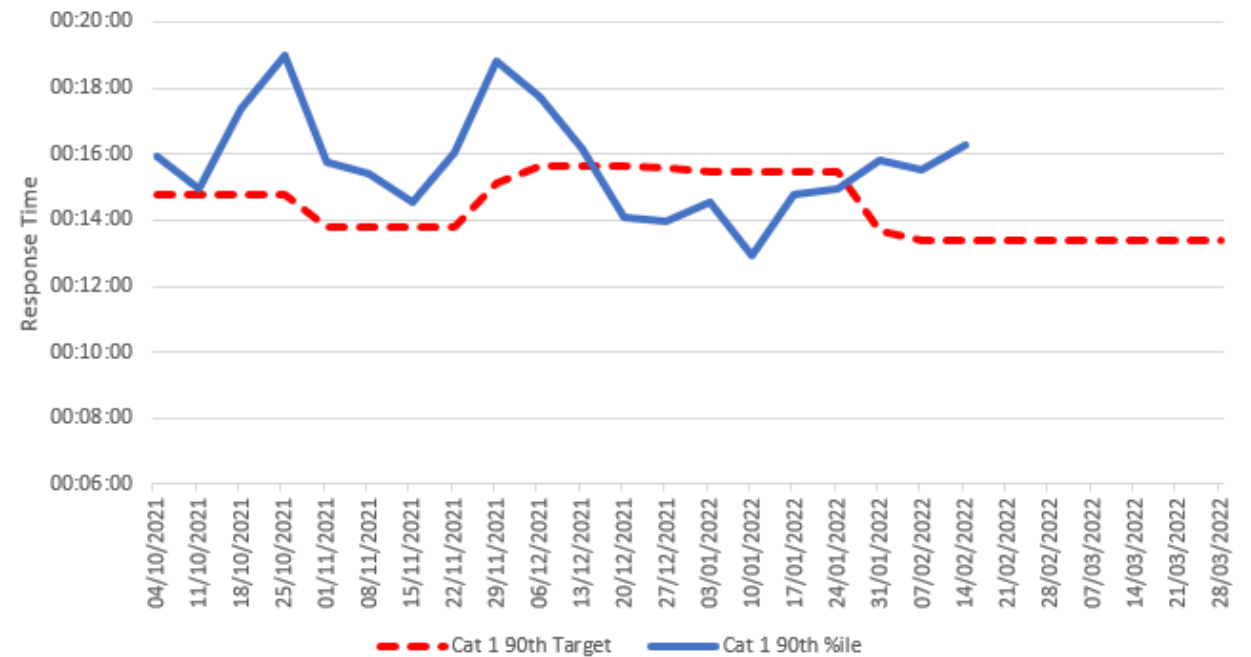
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999 Performance

Cat 1 Mean Performance



Cat 1 90th Percentile Performance



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

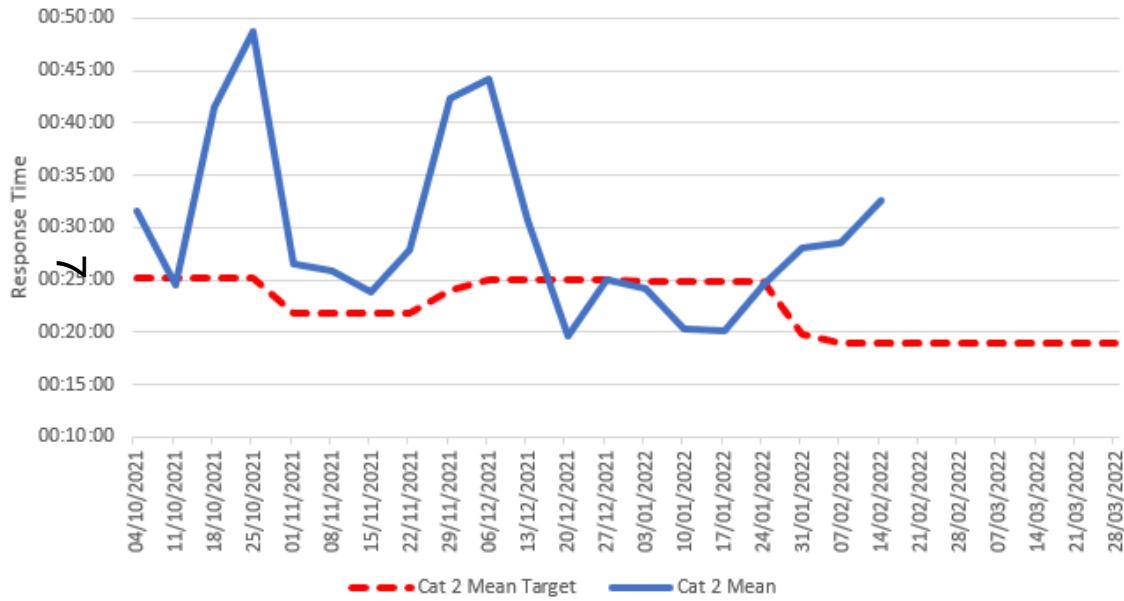


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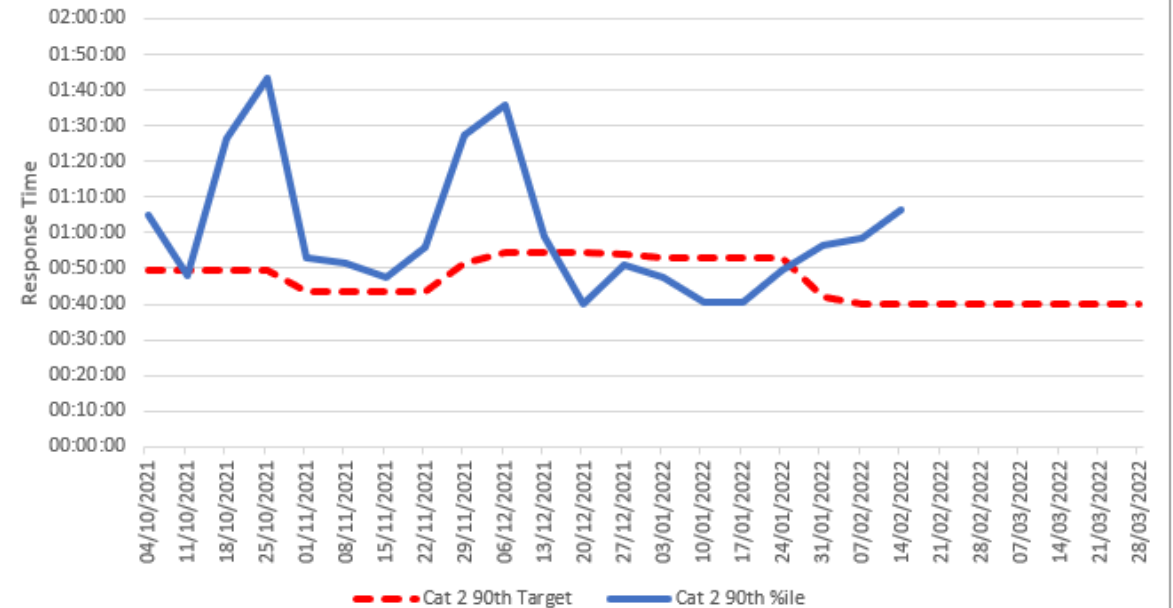
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999 Performance

Cat 2 Mean Performance



Cat 2 90th Percentile Performance



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



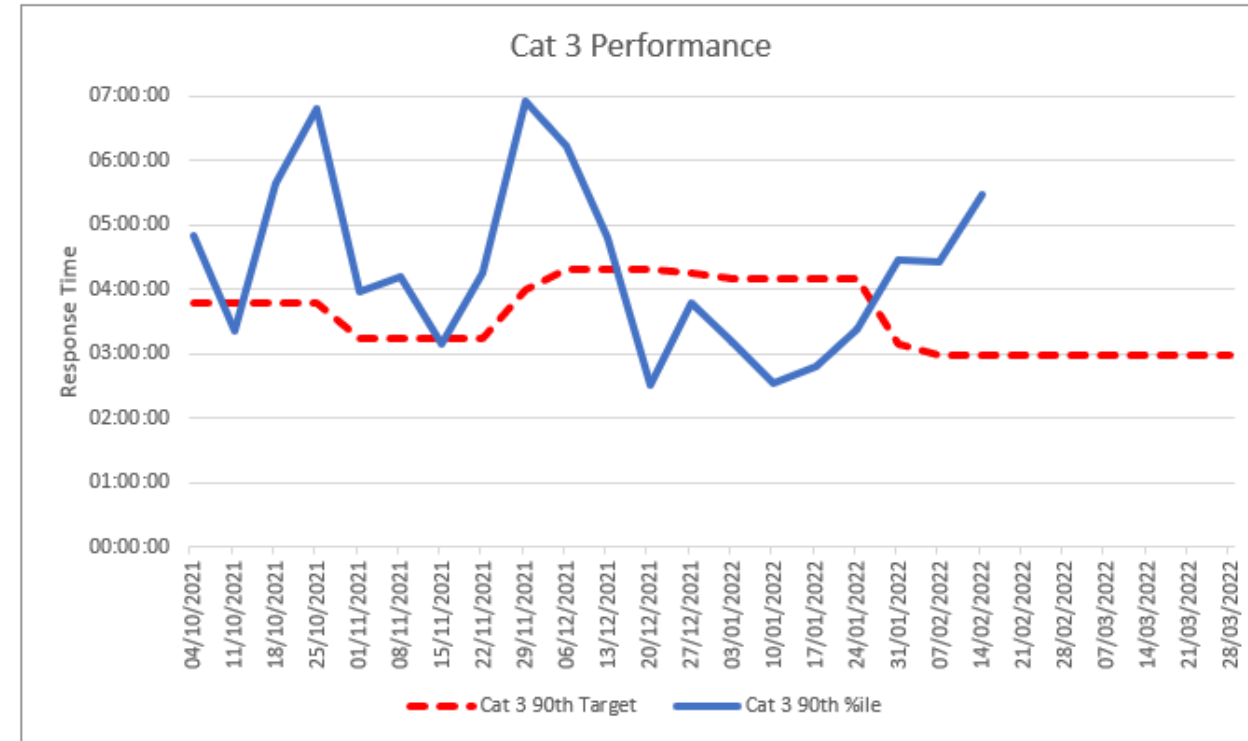
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National Target is 2 hours for the 90th percentile

8





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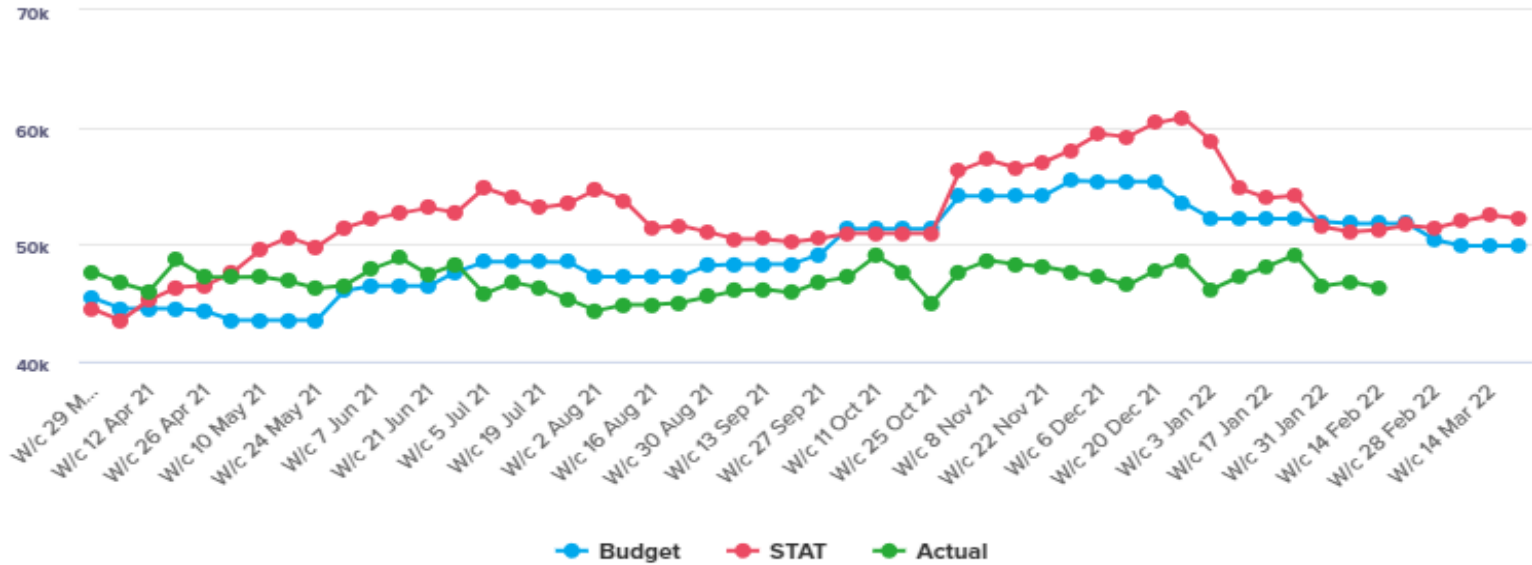
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Capacity

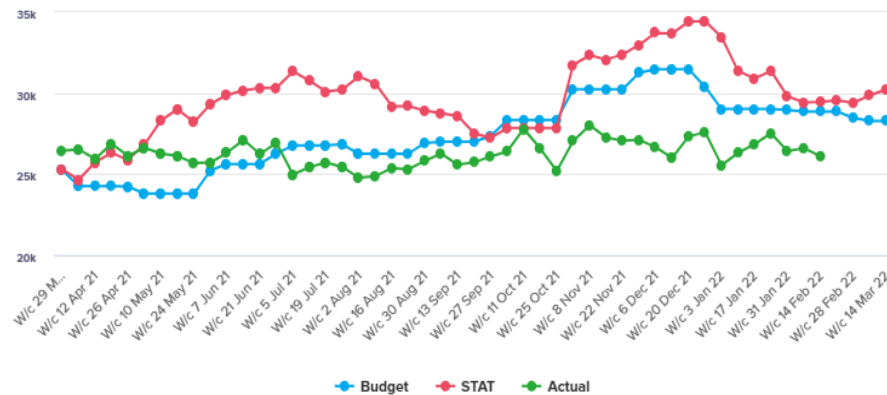
Challenges with meeting operational hours requirement to meet the demand.
Circa 5,000 hours short per week

6

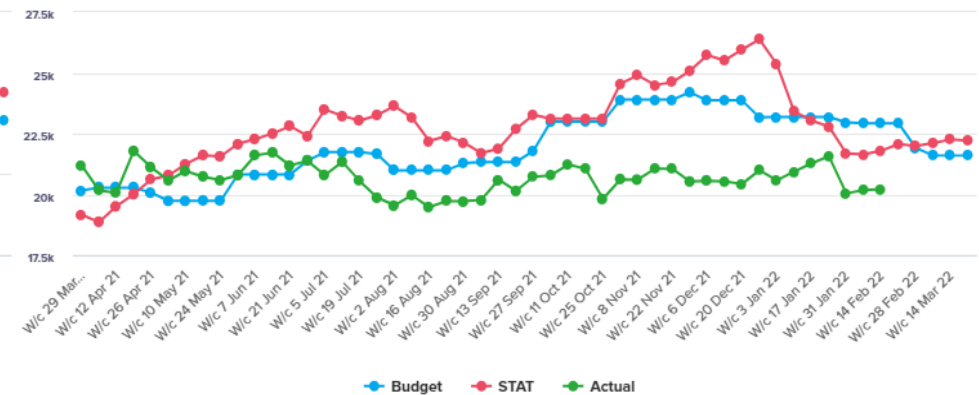
Staff Hours



North



South



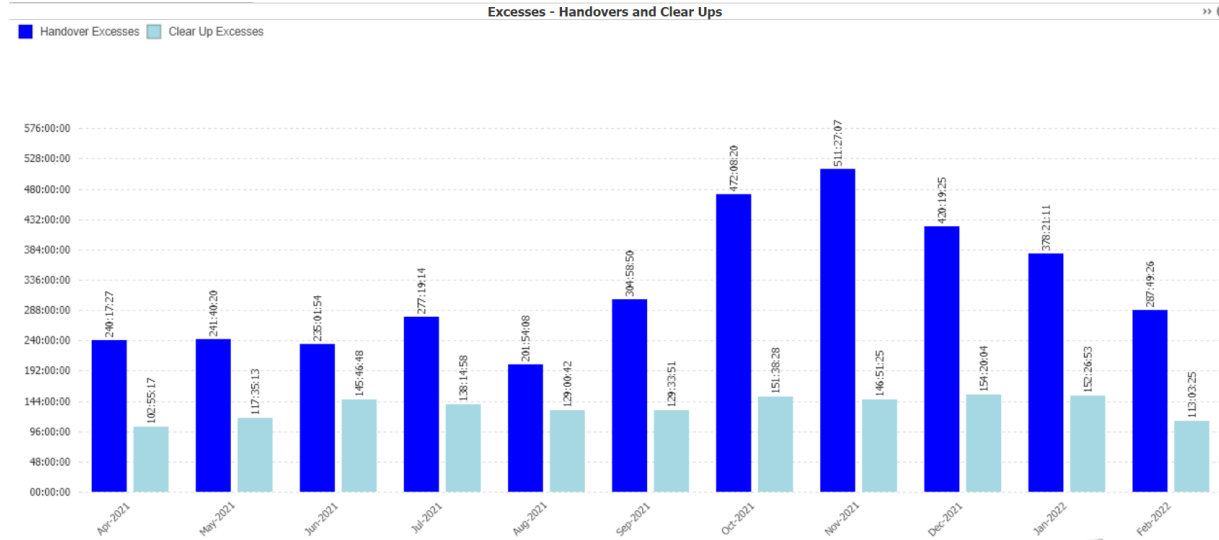


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Performance Acute Trust Handover

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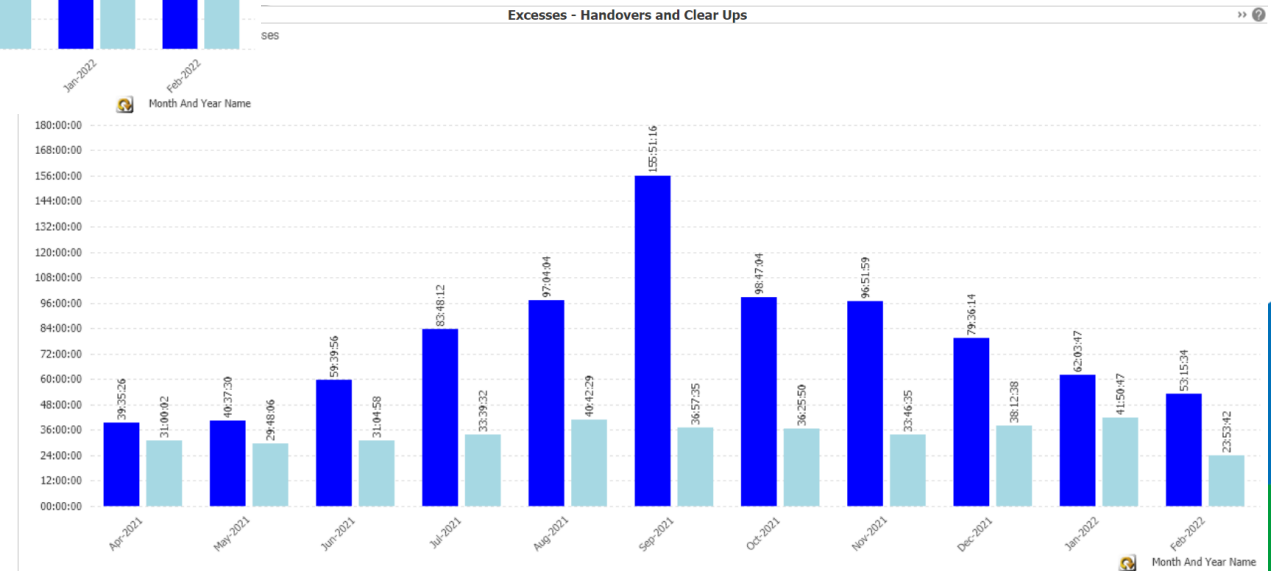


Royal Berkshire Hospital

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.





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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



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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 |



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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

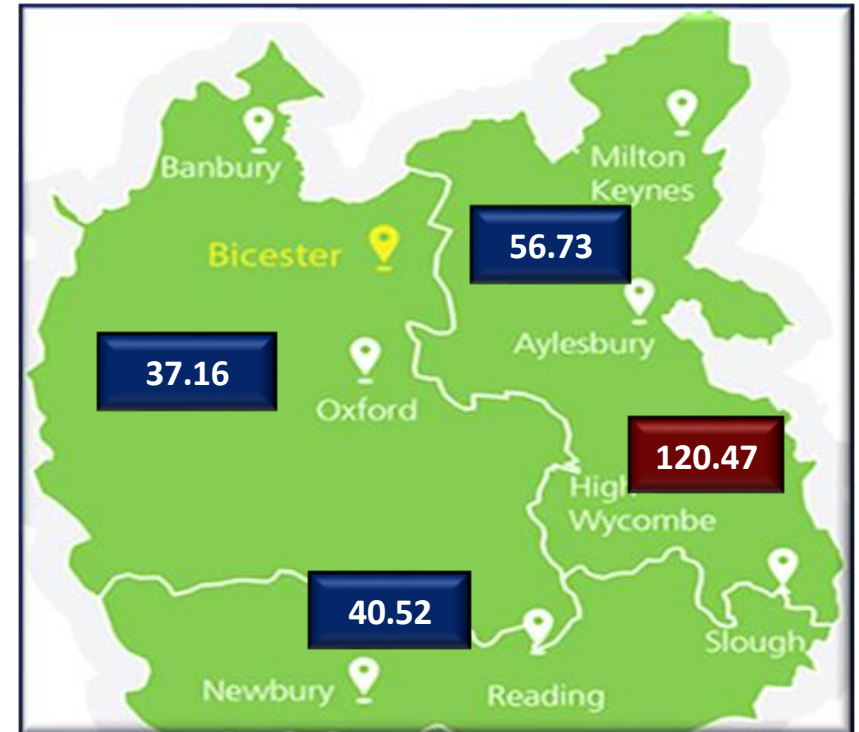
999 THAMES VALLEY - VACANCIES

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% |





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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



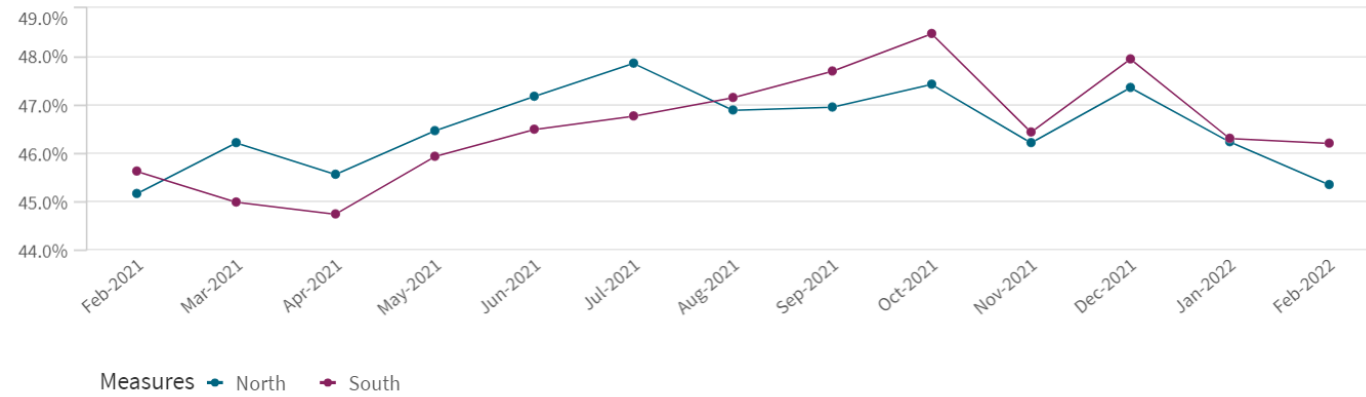
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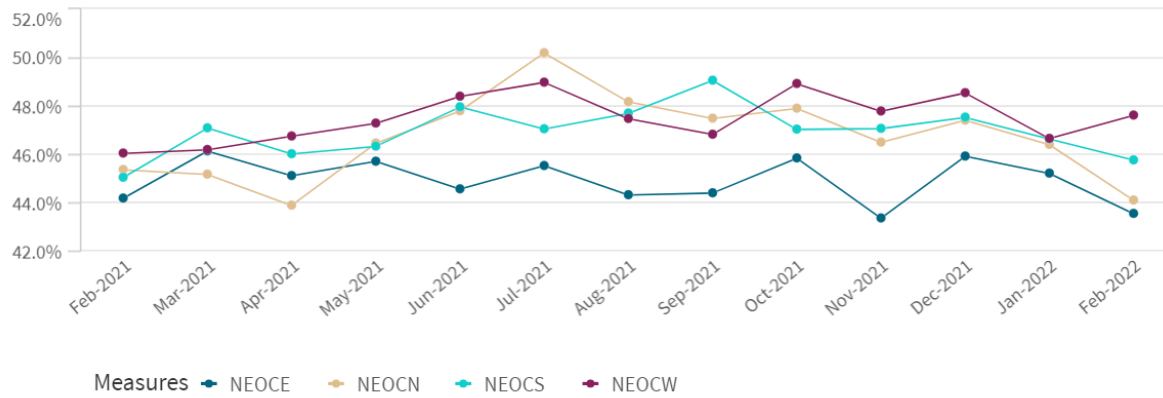
Non-Conveyance : HT & ST

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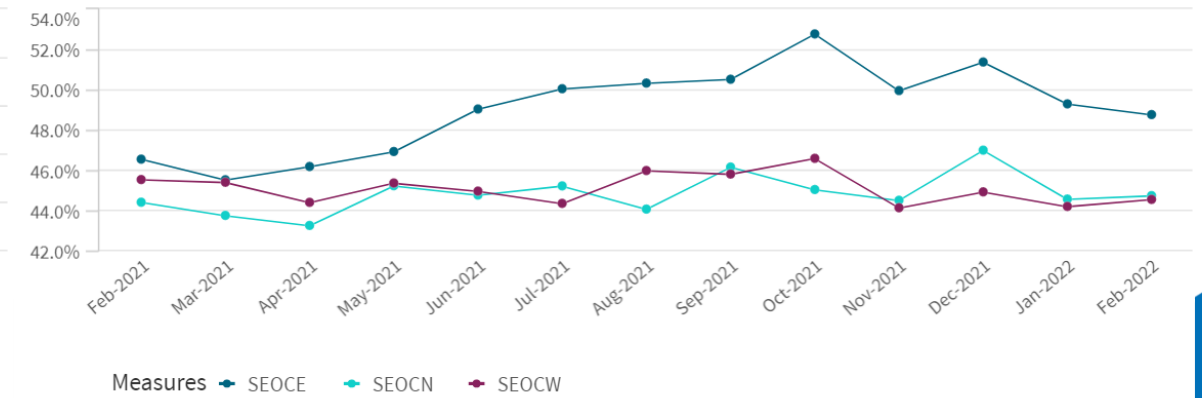
HT & ST



North : HT & ST



South : HT & ST

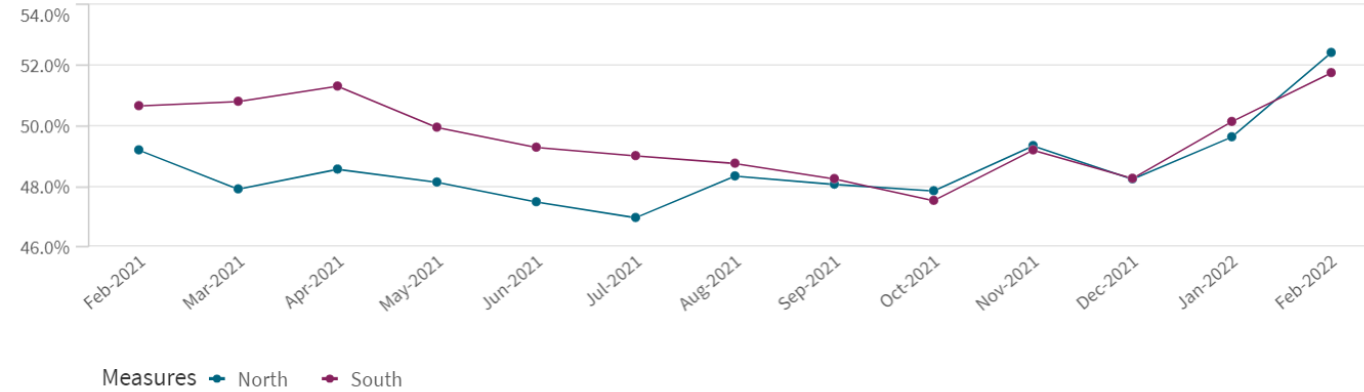




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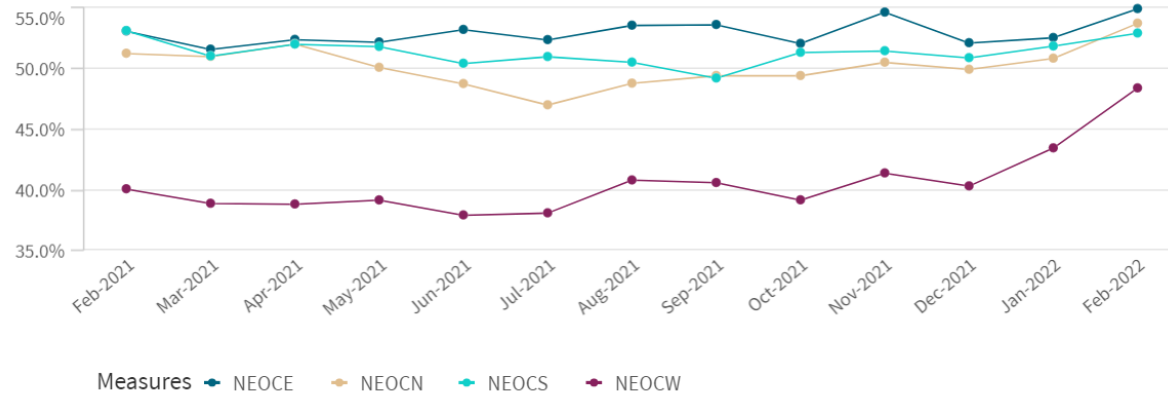
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ST&C ED Only

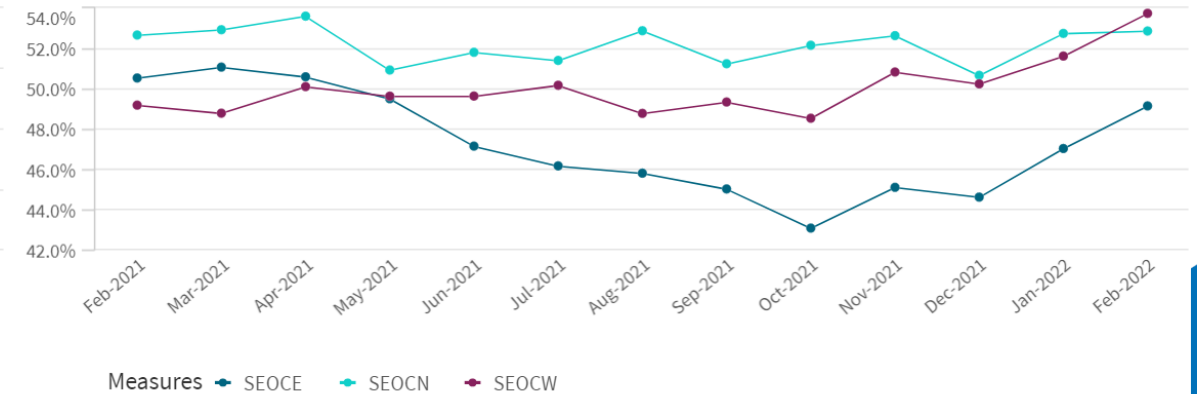


17

North : ST&C ED Only



South : ST&C ED Only



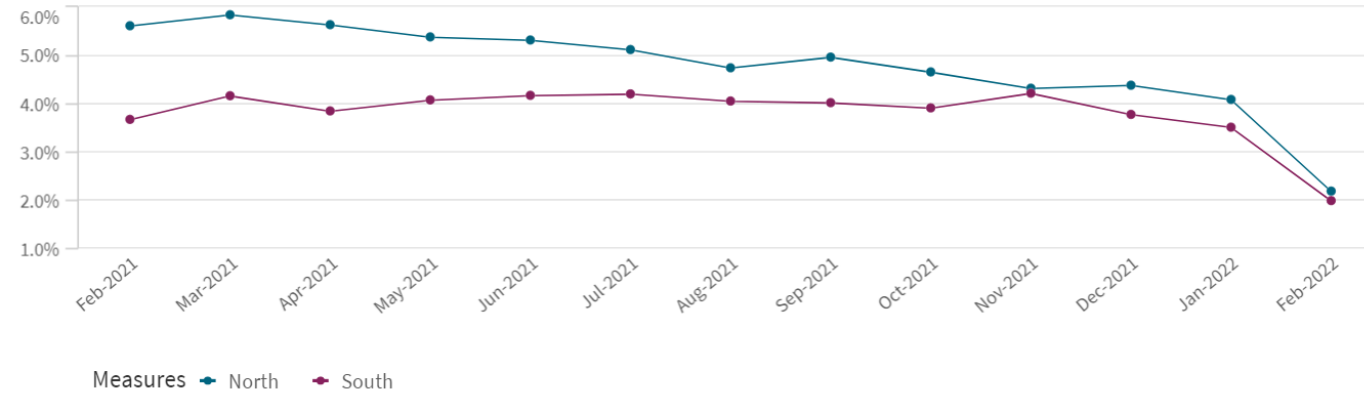


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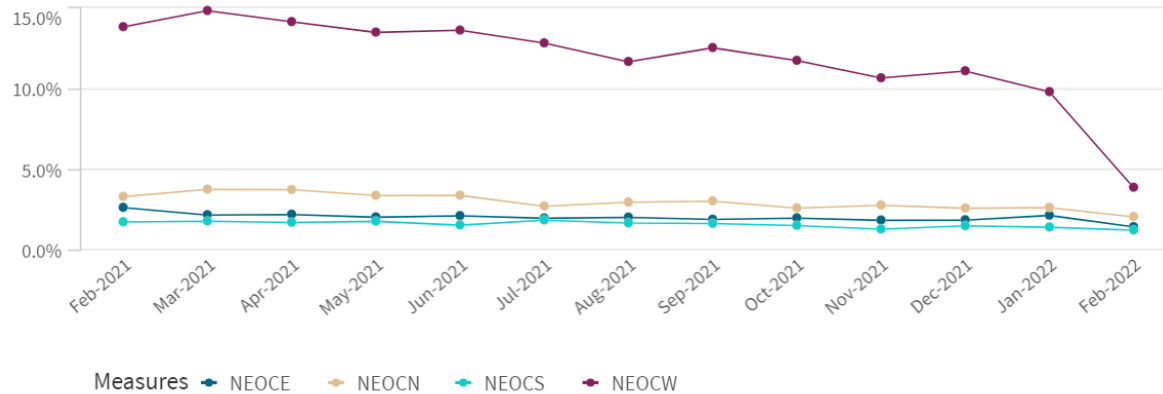
Non-Conveyance : ST&C Non-ED

ST&C Non-ED

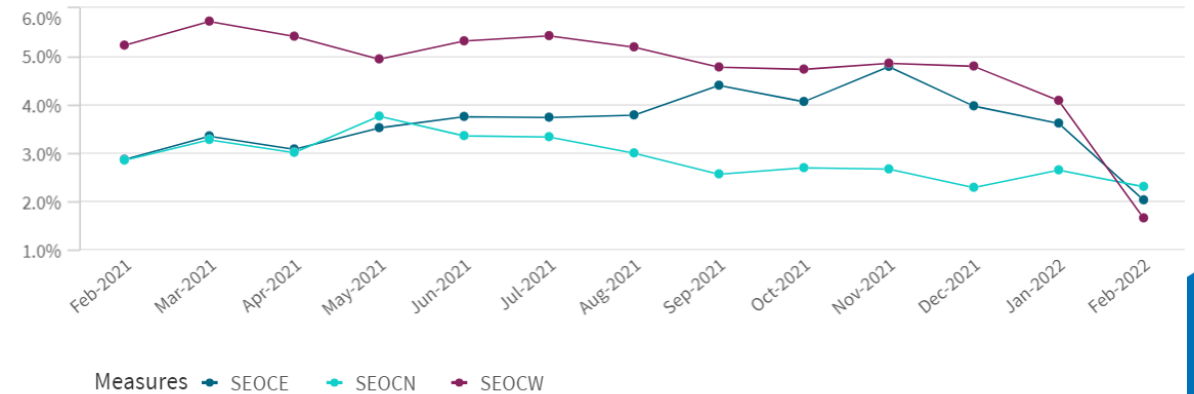


18

North : ST&C Non-ED



South : ST&C Non-ED





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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.



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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.



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Thank you

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