



Resident Experience Board
02 February 2017

SFRS Immediate Emergency Care Response pilot (co-responding)

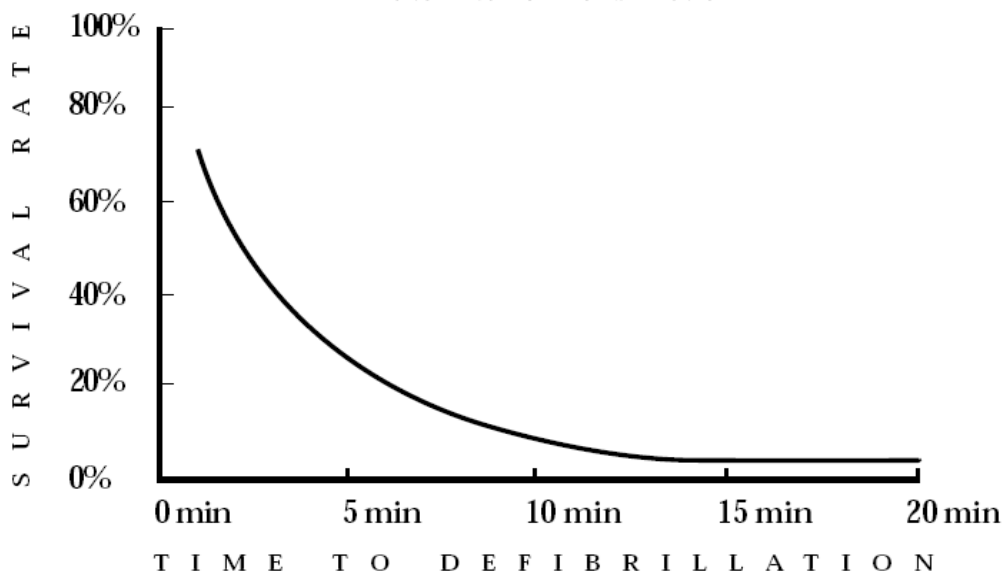
Purpose of the report: Policy Development and Review

Surrey Fire and Rescue Service will be presenting Cabinet with a range of options regarding the continuation of Immediate Emergency Care Response when the initial pilot ends in February 2017.

Introduction: What is Immediate Emergency Care Response and why is SFRS involved?

1. Since September 2015, Surrey Fire and Rescue Service (SFRS) has taken part in a National Joint Council (NJC) pilot where crews and officers co-respond alongside South East Coast Ambulance Service (SECamb), to deliver Immediate Emergency Care to residents. This was taken forward by the Emergency Services Collaboration Programme. This is a partnership of the six emergency services across Surrey and Sussex.
2. Demand for ambulance services is increasing each year by around 7% with recent SECamb demand spiking to 15% above the normal expected demand, meanwhile demand for traditional fire and rescue services is reducing. The co-responding initiative utilises available capacity within fire and rescue to support SECamb in providing the best outcomes for Surrey's residents.
3. SECamb have national attendance times to meet – for example calls classified as immediately life threatening e.g. Cardiac Arrest known as a Red 1, have a target of responding to 75% within 8 minutes. Achieving this target across SECamb's region is challenging and every minute counts. The chances of a successful defibrillation declines at a rate of around 10% with each minute of delay. SFRS can attend some incidents more quickly than SECamb and can start lifesaving treatment before the arrival of the ambulance service. The below chart shows the importance of speed in the use of defibrillators and the impact upon survival rates.

Relationship Between VF Survival Rate and Time to External Defibrillation



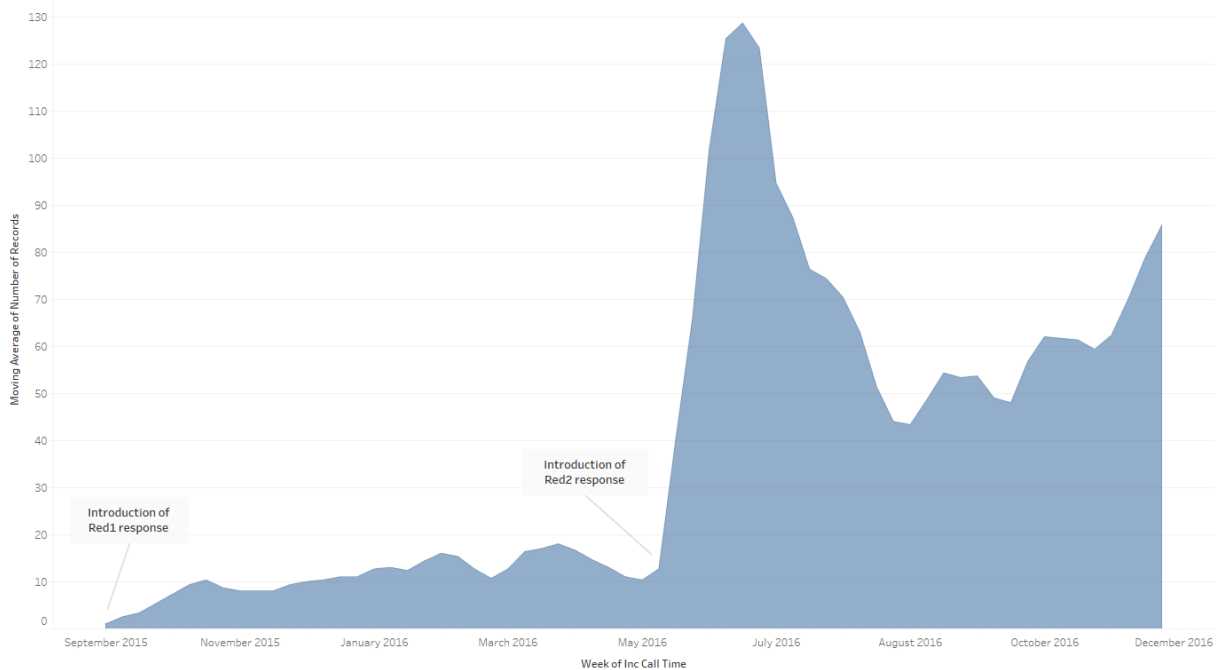
4. Firefighters and officers taking part in this pilot have been given extra training in conjunction with SECamb to allow them to respond to certain life-threatening emergencies, such as cardiac arrests, breathing problems and chest pains. They have also been trained to use a defibrillator which are now installed on all fire appliances. This was aided by a grant of £150,000 from the Leader of Surrey County Council.
5. At all times our Joint Emergency Communication Centre's officers retain the control of whether SFRS attends a request from SECamb or not. Our priority is to protect life and to maintain our legal responsibilities as a fire authority. As the chart in Annex 1 shows, co-responding has not impacted on our ability to perform our statutory duties.

What types of incident does SFRS attend?

6. The pilot began with trained firefighters and officers attending cardiac arrests only, known as Red 1s. From 23 May 2016, the trial was extended to cover Red 2 incidents – these include breathing difficulties, fitting, chest pains and unconsciousness. From April 2017, the Ambulance Service nationally will change the way it categorises calls, known as the Ambulance Response Programme (ARP). This will remove the distinction between a Red 1 and Red 2 – they will all be classified as Red. Some calls that are currently Red 2 calls will become 'Amber', which we will not respond to.
7. The Service has trained over 400 firefighters and officers in Immediate Emergency Care Response skills, and over 260 currently volunteer to take part in the pilot. The Service is yet to train 250 further firefighters. 23 of 26 stations are active, covering all shift patterns. 15 officers from the flexi and strategic rota also take part in the trial.
8. The Service saw a significant increase in co-responding incidents in May 2016 when Red 2 calls were introduced, coupled with more firefighters

being brought into the scheme. The numbers of incidents attended has reduced since August when the Service decided to limit the attendance of Red 2 calls for on-call stations from a full fire engine, to using a Multi-Role Vehicle (MRV). This decision was taken in order to reduce the cost of calling out four on-call firefighters to crew a fire engine, replacing with one or two firefighters in an MRV.

Co-responding attendances



How has this impacted on residents?

- 9. As of 17th January 2017, SFRS has been requested 3921 times and attended 2800 incidents
- 10. This ensures that help is getting there earlier to patients who require a Red response and increases opportunity to save life. It is also up-skilling our firefighters to provide life-saving care at the scenes of fires or road traffic incidents, prior to the ambulance arriving. Future benefits include the potential to offer Safe and Well Visits when attending Red 2 calls, as possible vulnerable people are identified.

Training

- 11. The expected standard for all firefighters in Surrey is that they are trained to co-responding standard. This enables them to provide life-saving care at the scenes of fires or road traffic incidents, prior to the ambulance arriving. This takes skill levels beyond the first aid skills that they previously had and means that a higher quality of care can be given to residents when attending our statutory calls. There are still around 250 staff to be trained until all the operational personnel are skilled to the same level. SECamb are producing a bid to receive funding to support this training and the outcome will be known in Spring 2017.

Financial information

12. SFRS was awarded £340,000 through the Fire Transformation Fund to support the initial equipment purchase and cost of delivering training. This was supplemented by £150,000 grant from the Leader of Surrey County Council.
13. Using the funds received, SFRS has provided 150 defibrillators, ensuring that they are on all our fire engines, Multi Role Vehicles and officer's vehicles across the Service. In addition, the Service has provided public-access defibrillators to every Fire Station. Over 100 trauma bags with associated equipment have been purchased to support the wide range of incidents that firefighters attend as part of the trial, which can also support patient care at scenes of traditional fire and rescue incidents.
14. The majority of the funding (£184,954) has supported the operational response of SFRS to be able to release personnel for the five day required training. There is a need to reduce these costs, and so action has been taken to reduce the course to four longer days.
15. It is relatively cost-neutral for wholetime staff and flexi officers, as they are already on duty and available to respond to any kind of call. Over a 12 month period (1 October 2015-31 October 2016) an additional cost of £4,605 has been incurred due to overtime at co-responding incidents.
16. The Service has reviewed the use of on-call personnel in co-responding as the costs associated with their mode of mobilisation (with a fire engine) were high (£36,259 over the same 12 months period). The Service has changed the way on-call mobilise to co-responding incidents and now attend Red 2 calls in a Multi Role Vehicle, which reduces the number of personnel that are called in and sent out down to 1 or 2. Red 1 calls are still attended in the fire engine.
17. All staff who currently take part in the voluntary trial have been awarded a £40 monthly payment. This was provided to staff as a goodwill gesture for taking part in the trial and for the requirement of receiving a hepatitis B vaccination during their own time. This money was provided via the Fire Transformation Fund grant funding, and over 14 months has cost £99,057. This money will cease being paid to SFRS staff once the NJC co-responding trial ends in February 2017 as the Service does not have the funding to continue doing so.

End of the pilot

18. The NJC trial is due to close on 28 February 2017. The NJC and the Executive Council (representative bodies) will then review the data supplied by the fire and rescue services and decide if medical response should be included as part of a firefighters' 'role map' – which sets the parameters that firefighters work within. The decision should be made by July 2017.

19. Surrey Fire and Rescue Service will be presenting Cabinet with a range of options regarding the continuation of co-responding when the initial pilot ends in February 2017.

Options for Cabinet to consider

20. These options will be presented to Cabinet, with the recommendation being to support Option 1.

Option 1

21. Cabinet to consider allowing SFRS to continue to respond to Red 1 and Red 2 calls, using all available staff across all shift patterns, at all fire stations, including flexi officers, using the current mobilising format. This is the model currently used and would provide a seamless transition if the NJC and Executive Council choose to include medial response as part of the role map of a firefighter.

Option 2

22. Cabinet to consider allowing SFRS to continue with Red 1 calls unamended, but to only respond to Red 2 calls with wholetime staff and officers. This would reduce the cost of on-call co-responding attendances, but could impact on communities served by on-all firefighters.

Option 3

23. Cabinet to consider allowing SFRS to respond to Red 1 calls only, using all available staff across all shift patterns, at all fire stations, including flexi officers. This would mean that Red 2 calls would not be responded to, impacting the service that residents receive.

Option 4

24. Cabinet to cease co-responding from March 2017 when the trial ends. This would impact on health outcomes for residents and potentially go against the decision when made from the NJC, the direction from central government on the duty to collaborate.

Recommendations:

25. SFRS requests that the Resident Experience Board review the options regarding co-responding and make representations to Cabinet about their agreed view on the future direction for the Service.

Next steps:

A report will be presented to Cabinet on 28 February 2017.

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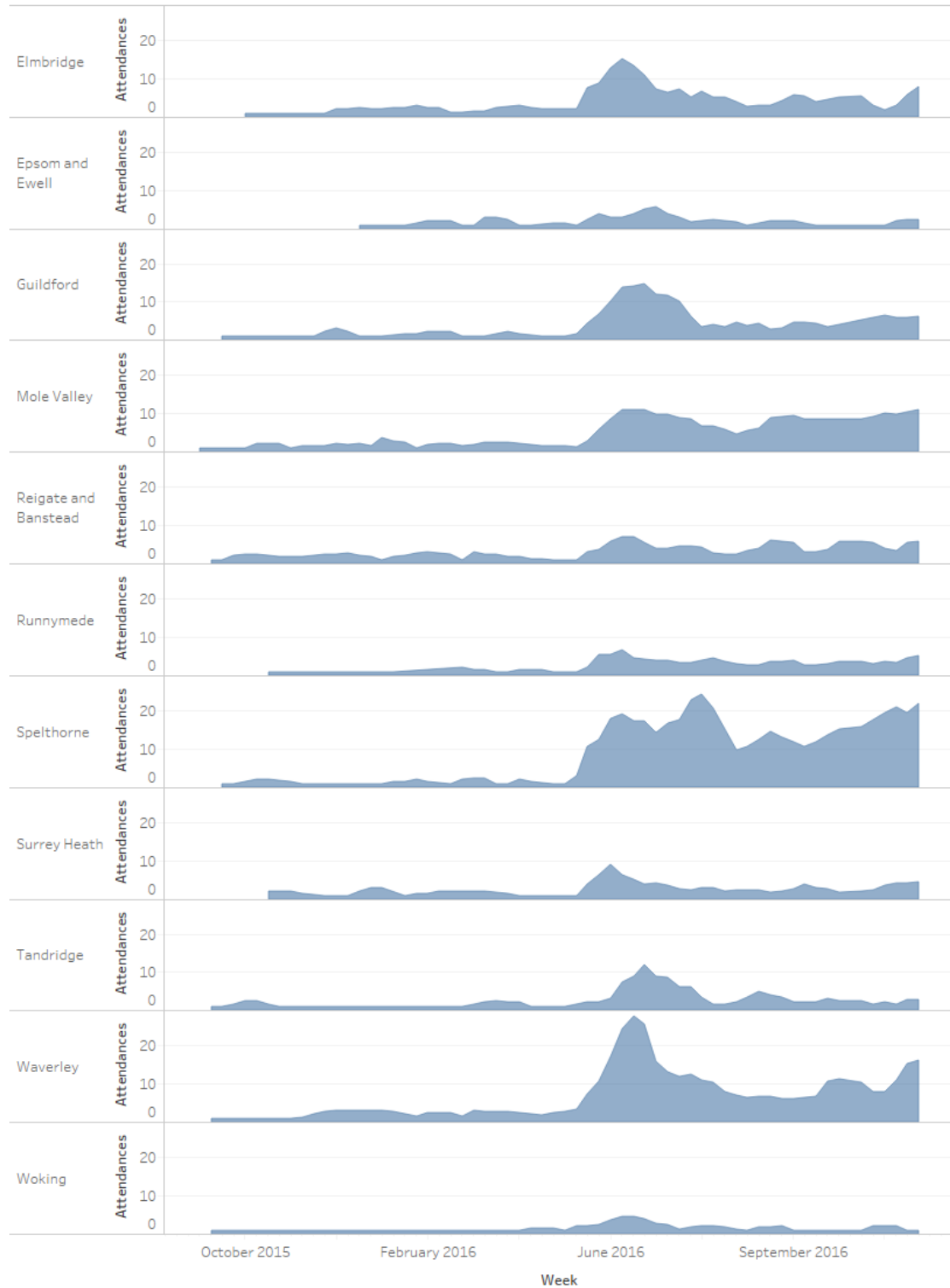
Annexes

Annex 1 – data and charts

Annex 1 – data and charts

The below chart shows the levels of activities within the districts and boroughs of Surrey. Esher, Woking and Chertsey are not able yet to provide voluntary cover for co-responding, however Esher and Woking will begin co-responding by February 2017. The peaks in activity are explained by the increase in calls due to the introduction of Red 2 calls in May 2016.

Co-responding attendances



The below graph shows the demand on the Service, demonstrating the number of traditional fire and rescue incidents and co-responding. It is interesting to note that they peak at different times of day. This confirms the Service's observations that co-responding is not impacting on the ability to perform its statutory duties.

Incidents by Hour of day

