



HOSC Update





Aim

- To provide the HOSC with an overview:
- SECAmb performance deep dive
- Performance review of Surrey PTS contract



Planning Assumptions – Centre Locations May 12





Surrey

- ✚ 3 MRCs – Chertsey (opened Jan 08), Tongham Station, Merstham.
- ✚ 18 old stations replaced by 29 patient led ACRPs.





Performance Ytd (Jan13)

+ SECamb

+ Ytd planned activity (January 13)	527,617
+ Ytd actual activity	556,508
+ Ytd over performance	5.5%
+ Ytd Cat A performance	76.4%

+ Surrey

+ Ytd planned activity (January 13)	113,643
+ Ytd actual activity	121,994
+ Ytd over performance	7.3%
+ Ytd Cat A performance	74.9%





Conveyance rates (excl HCP)

✚ SECAmb Ytd (Jan 13) 55.9%

✚ Surrey Ytd (Jan 13) 54.5%

✚ Numbers of A&E patients conveyed to Hosp in Surrey Ytd (Jan 13) 74,512





Changes to ambulance response time categories

- From 1 June 2012 the A& measure (immediately life threatening) was split into two parts, Red 1 and Red 2





Red 1 Calls

- Red 1 calls are the most time critical and cover cardiac arrest patients who are not breathing and do not have a pulse, and other severe conditions. For Red 1 calls, the existing call connect clock start will remain, ensuring that patients who require immediate emergency ambulance care will continue to receive the most rapid response





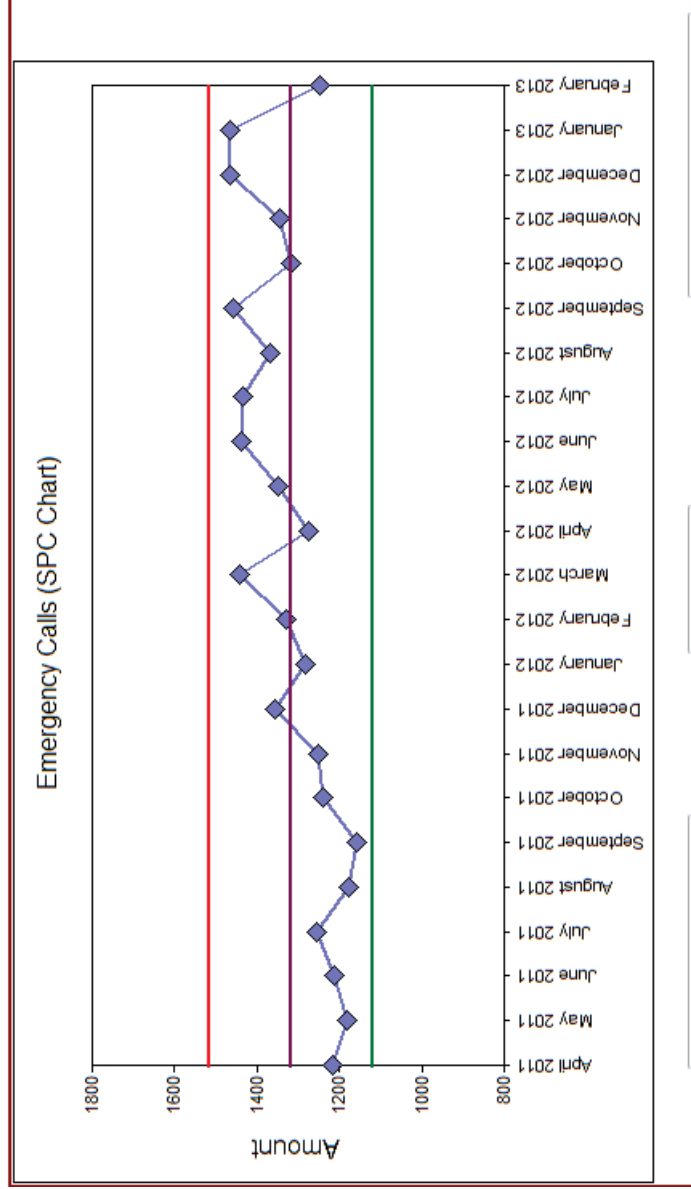
Red 2 Calls

- Red 2 calls are serious but less immediately time critical and cover conditions such as stroke and fits, a new clock start will allow call handlers to get more information about patients so that they receive the most appropriate ambulance resource based on their specific clinical needs



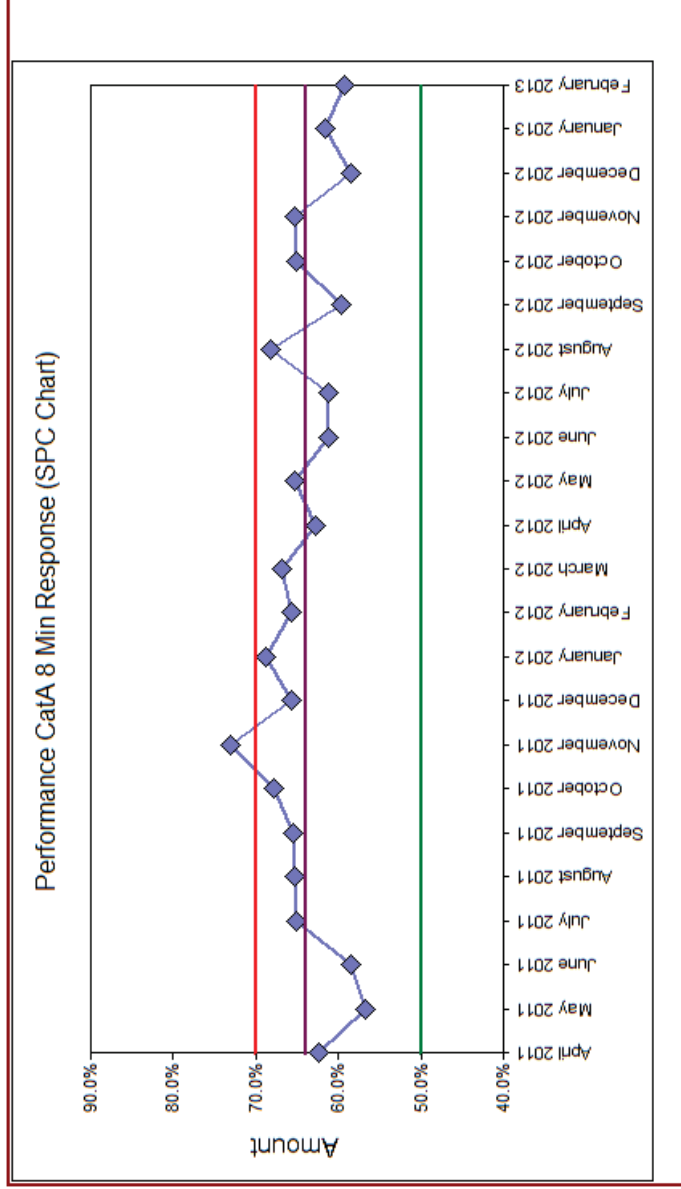


Waverley Number of R1 and R2 calls in total from 1st April 2011 to date



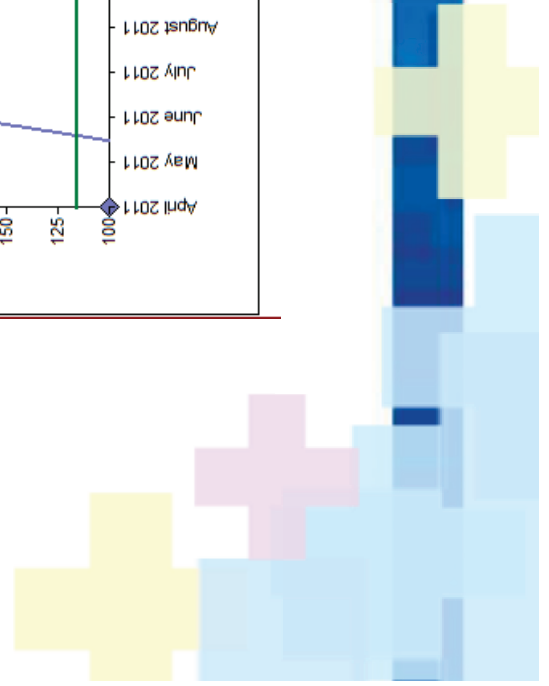
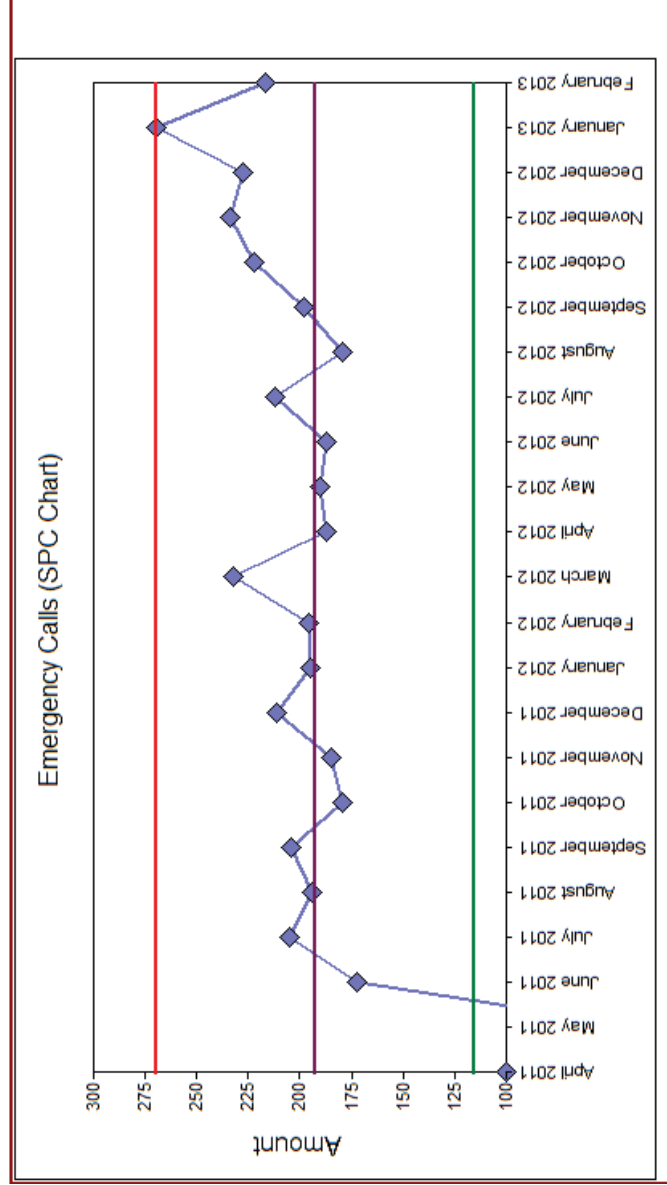


Waverley R1 and R2 (Cat A) performance 1st April to date





Waverley HCP Calls April 2011 to February 2013





Update on 111

- ✚ Planned service go live for March 2013
- ✚ Public Marketing will be towards end of March 2013 although communications have gone out to all local GPs and Service Providers
- ✚ Surrey Clinical Governance Group will oversee all clinical aspects of the local service





PTS update

- SECAmb awarded Surrey PTS contract
1st April 2012 go live 1st October 2012
- Contract covers Surrey, North Hampshire
and Berkshire
- Secondary work cross border with
Hounslow, Richmond & Twickenham,
Sutton and Merton, Kingston for Surrey
Patients





PTS Update

- Where are we now 6 month's post go live?
- What's working;
 - New fleet (60 vehicles) rolled out across surrey mid February 13
 - Delivering 18,000 transports a month (Surrey)
 - 85% of patient transports on time
 - 91% of patients on vehicle for less than an hour
 - Good working relationship with SCC





PTS Update

- + What's working continued
- + Working with patient groups to agree the application of the eligibility criteria
- + Plan for roll out of the technical solution for booking service with SCC developed
- + Plan for roll out of ebooking solution to Hospital Trusts in development
- + Workshop with Acute Trusts to work through issues held 6th March
- + Contract meetings in place





PTS Update

- + What's going less well;
- + Underpinning contracts for PTS not agreed (as at 20th Feb) with NHS Surrey
- + Underpinning contract for Booking Solution not agreed(as at 20th Feb) with NHS Surrey
- + Roll out of technical solution for eligibility criteria delayed to September 13
- + Delays to or missed appointments still happening (<0.5%)





PTS Update

- Solutions
 - Short term
 - All team leader posts and operational manager posts fully recruited to
 - Monthly meeting with Trusts and Commissioners to resolve issues
 - Longer term
 - New rotas in place 1st April – right resource right time right location
 - Technical solutions for CBS and ebookings in place



CFRS

- + CFRS 13
- + Members 167
- + Staff responders 26
- + Co responder schemes 10





South East Coast Ambulance Service
NHS Foundation Trust

Q&A Session

