



NHS

**South Western
Ambulance Service**
NHS Foundation Trust



North Somerset CCG Performance Report



Source of Incidents

- Incident data for 2017-18 is presented below for information.
- 64% of calls came from the general public through 999, 15% through Healthcare Professionals and 21% through the NHS 111 service.
- Activity increased by 3.10% on 2016-17.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	1,788	1,953	1,849	1,830	1,921	1,776	1,896	1,797	2,077	1,836	1,799	1,904	22,426
Healthcare Professional (HCP)	412	436	448	455	390	393	424	436	428	491	444	436	5,193
NHS 111 Service	576	544	501	569	560	533	649	649	739	697	585	653	7,255
Total	2,776	2,933	2,798	2,854	2,871	2,702	2,969	2,882	3,244	3,024	2,828	2,993	34,874

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	64.41%	66.59%	66.08%	64.12%	66.91%	65.73%	63.86%	62.35%	64.03%	60.71%	63.61%	63.62%	64.31%
Healthcare Professional (HCP)	14.84%	14.87%	16.01%	15.94%	13.58%	14.54%	14.28%	15.13%	13.19%	16.24%	15.70%	14.57%	14.89%
NHS 111 Service	20.75%	18.55%	17.91%	19.94%	19.51%	19.73%	21.86%	22.52%	22.78%	23.05%	20.69%	21.82%	20.80%

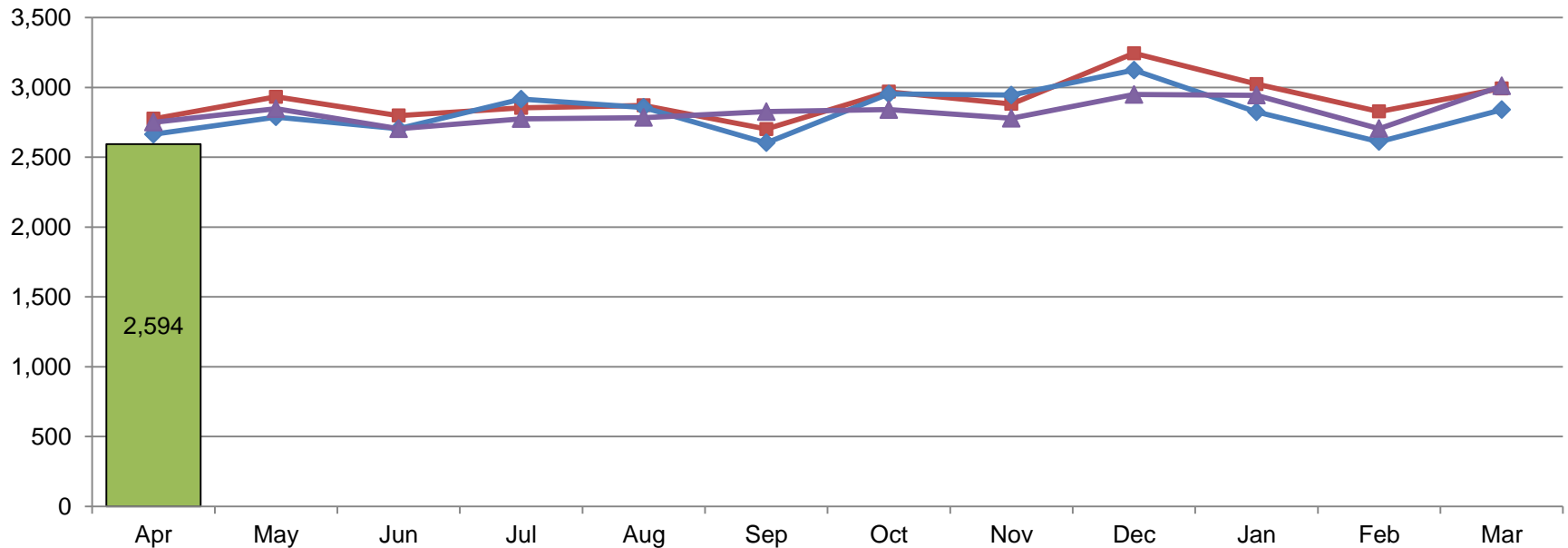


Average Number of Ambulance Incidents per day

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2015.16	92	92	90	90	90	94	92	93	95	95	97	97	92
2016.17	89	90	90	94	92	87	95	98	101	91	93	92	89
2017.18	93	95	93	92	93	90	96	96	105	98	101	97	93
2018.19	86												86

Overall Ambulance Incidents

2018.19 2017.18 2016.17 2015.16





Outcome of Incidents

- North Somerset CCG area continues to see good See & Convey to ED performance, with an average of 49.91% of patients conveyed in 2017-18.
- Over 40% of patients are managed through Hear & Treat or See & Treat.
- The Trust continues to promote Right Care 2, focusing on providing the most appropriate care for each patient.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hear & Treat	285	335	300	326	344	372	374	340	492	352	330	386	4,236
See & Treat	834	857	792	902	861	789	921	883	926	872	845	863	10,345
See & Convey Non ED	269	266	259	294	312	223	238	198	231	196	182	221	2,889
See & Convey ED	1,388	1,475	1,447	1,332	1,354	1,318	1,436	1,461	1,595	1,604	1,471	1,523	17,404
Total	2,776	2,933	2,798	2,854	2,871	2,702	2,969	2,882	3,244	3,024	2,828	2,993	34,874

%

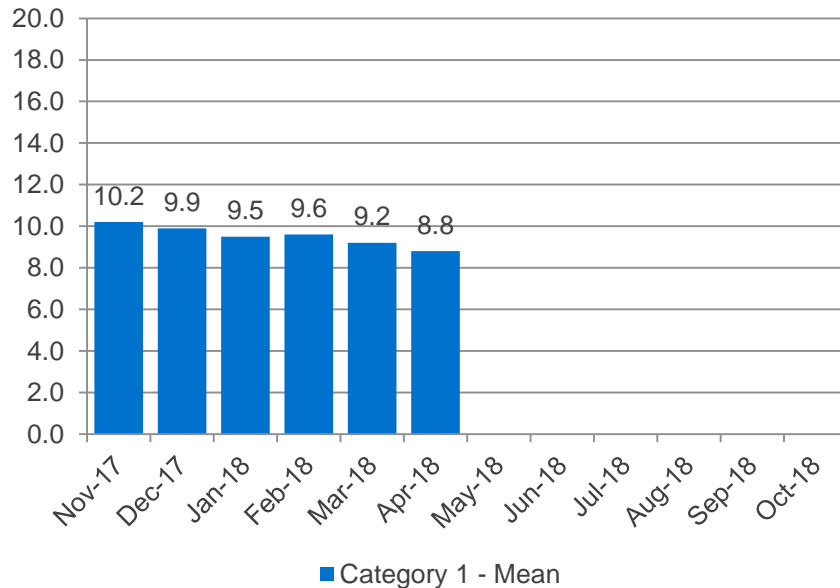
Hear & Treat	10.27%	11.42%	10.72%	11.42%	11.98%	13.77%	12.60%	11.80%	15.17%	11.64%	11.67%	12.90%	12.15%
See & Treat	30.04%	29.22%	28.31%	31.60%	29.99%	29.20%	31.02%	30.64%	28.55%	28.84%	29.88%	28.83%	29.66%
See & Convey Non ED	9.69%	9.07%	9.26%	10.30%	10.87%	8.25%	8.02%	6.87%	7.12%	6.48%	6.44%	7.38%	8.28%
See & Convey ED	50.00%	50.29%	51.72%	46.67%	47.16%	48.78%	48.37%	50.69%	49.17%	53.04%	52.02%	50.89%	49.91%



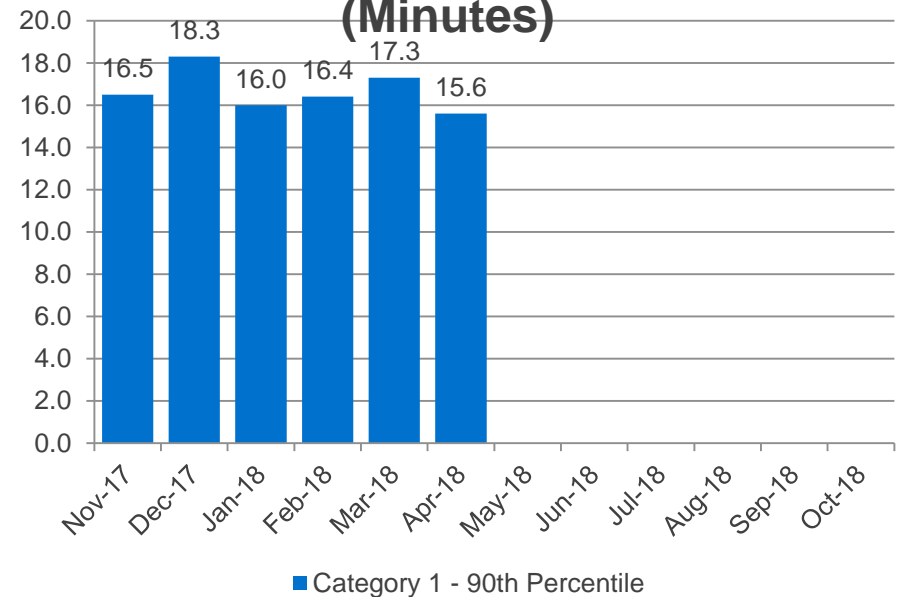
Category 1 Performance

- Since the introduction of ARP 2.3 metrics, the North Somerset CCG area shows a continued improvement in response to Category 1 calls. Ongoing actions continue to further improve this towards the National standard of 7 minutes (mean) and 15 minutes (90th centile).
- SWAST have identified a funding gap of around £12M that is required to deliver National performance standards.

Category 1 Incident Mean Response Times (Minutes)



Category 1 Incident 90th centile Response Times (Minutes)

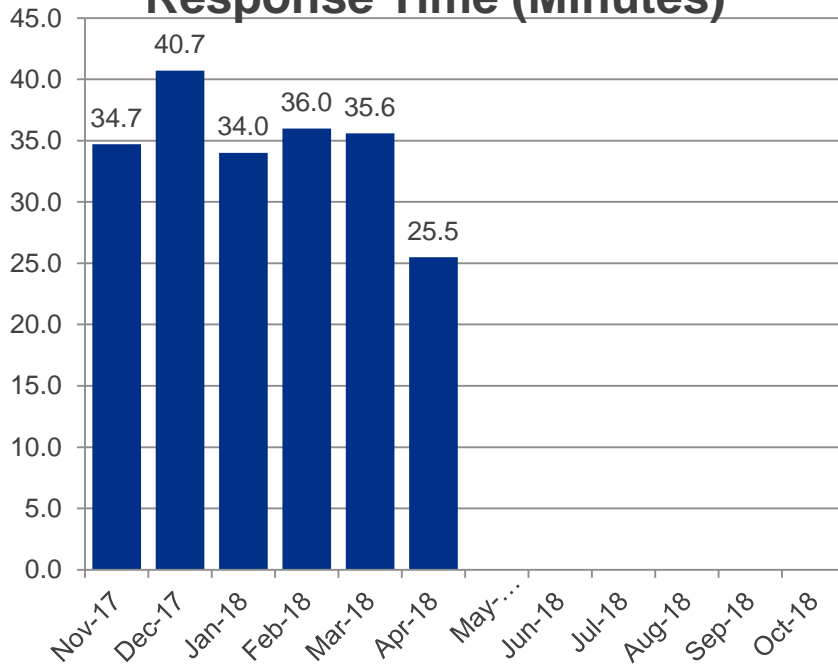




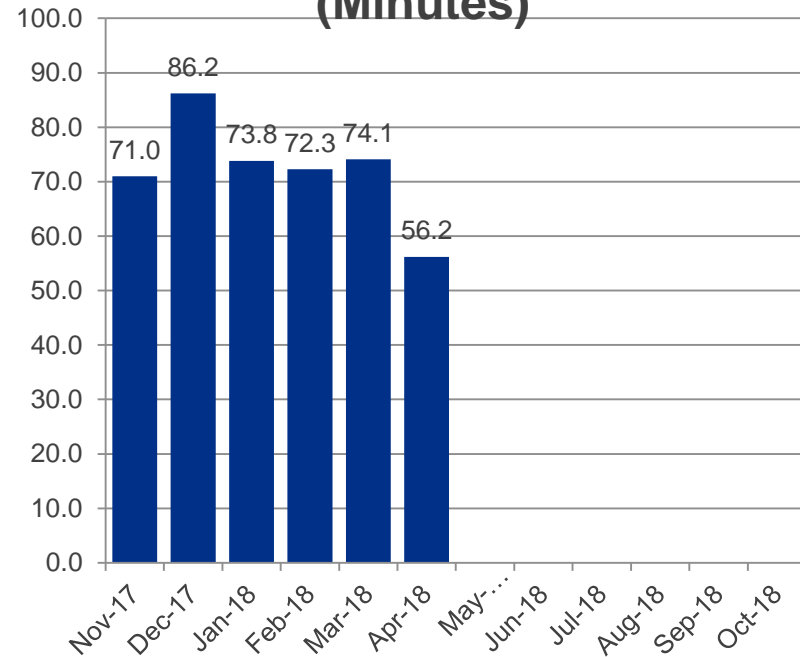
Category 2 Performance

- Improvements have also been seen in Category 2 performance with work again ongoing to maximise the position. This is against the National standard of 18 minutes (mean) and 40 minutes (90th centile).

Category 2 Incidents Mean Response Time (Minutes)



Category 2 Incidents 90th centile Response Time (Minutes)

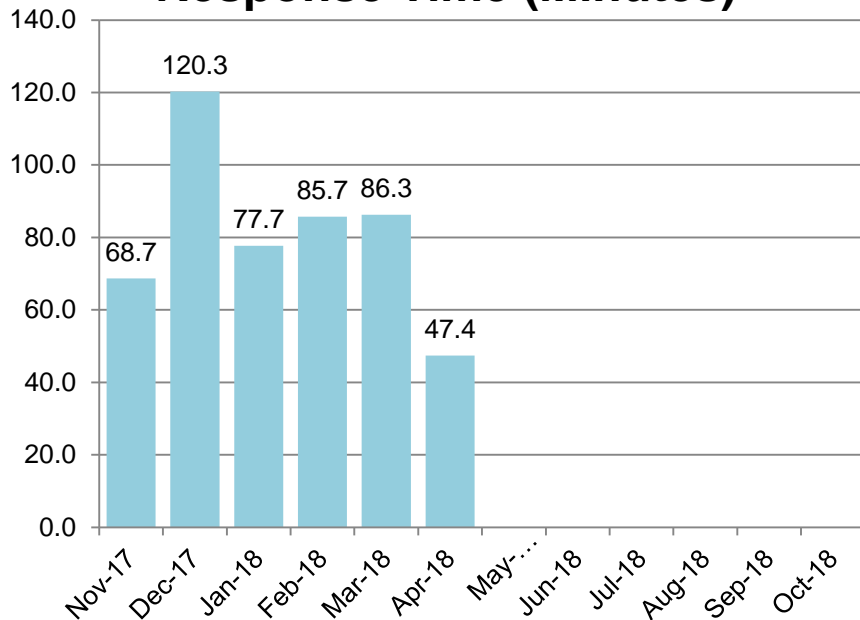




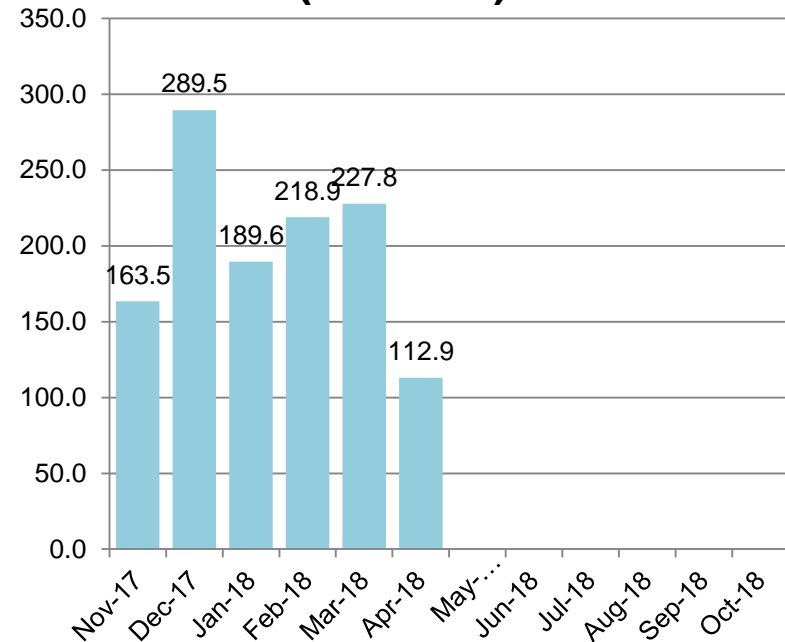
Category 3 Performance

- Although the Trust monitors Category 3 mean and 90th centile performance, the National standard is currently 120 minutes for 90th centile.

Category 3 Incidents - Mean Response Time (Minutes)



Category 3 Incidents - 90th centile Response Time (Minutes)

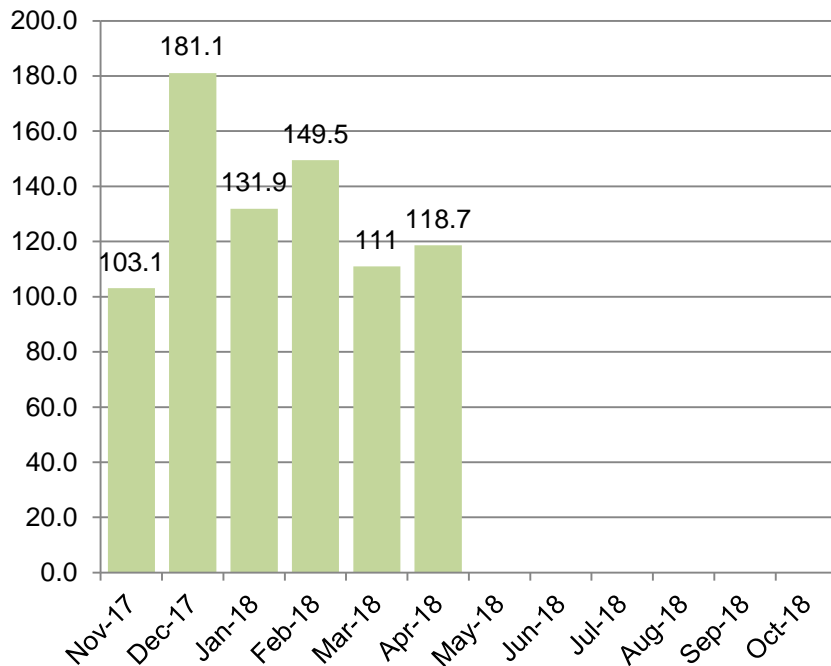




Category 4 Performance

- Whilst the Trust records mean and 90th centile figures, the National monitoring standard is against 90th centile and is set at 180 minutes.

Category 4 (999) - Mean Response Time (Minutes)



Category 4 (999) - 90th centile Response Time (Minutes)

