



North East Ambulance Service 
NHS Foundation Trust

Ambulance emergency care report

**Activity relating to patients in Hartlepool; Stockton on Tees;
Darlington; Middlesbrough; Redcar & Cleveland**

1. Introduction

- 1.1. This report provides an update on ambulance A&E activity to help Tees Valley joint health scrutiny committee to understand the overall current provision of emergency care services.
- 1.2. NEAS is commissioned to deliver emergency care and PTS ambulance services by Clinical Commissioning Group (CCG) areas and our data collection and monitoring is based at this level. This reports shows activity and response data by CCG area
 - North Tees & Hartlepool – covering Stockton on Tees and Hartlepool local authority
 - South Tees – covering Middlesbrough and Redcar & Cleveland local authority
 - Darlington
- 1.3. The Tees Valley OSC also requested data for each local authority area. This is not routinely collected or monitored since the abolition of Primary Care Trusts whose boundaries were coterminous with local government. However, a special data extraction has been undertaken to assist members in seeing ambulance activity by local authority area. This appears in the appendices.

2. Summary of key findings

- 2.1. Emergency Care performance saw improvements during the early part of 2015/16, with all three Trust's national targets, Red 1 and Red 2 and Red 19 being achieved in Quarter 1. These standards were also met in July 2015 but all three underperformed in August and September, which has had an adverse effect on performance for quarter 2 and year to date.
- 2.2. The reason for this deterioration continues to be a shortage of paramedics in the service, although progress is being made in addressing this. While this is a national issue, NEAS is confident of reaching full establishment by September 2016.
- 2.3. There has been a reduction in the use of third parties since August 2015 in line with financial recovery planning. A more targeted use of third party providers has been implemented and went live from 14 September. Further refinement is being planned to target this flexible resource.
- 2.4. Overall, national performance deteriorated over the summer. Only five trusts achieved Red 1 including NEAS in July, four achieved Red 2 including NEAS and only three achieved R19, including NEAS.
- 2.5. System pressure remains the same. In July 2015 the average handover time remained at 8 minutes but with fewer delays.
- 2.6. NEAS incident levels overall continue to remain relatively low, but for the last couple of months Red activity has increased by 800-1000 incidents. Historically we have seen increases in July which did not seem unusual but the level of Red incidents has continued into August where we had five weekends in the month.
- 2.7. Winter planning is in progress and a regional 'Getting Ready for Winter' event is planned for 8 October. All organisations are preparing readiness statements and CCGs are seeking assurances.

3. Ambulance activity

Category A response times by Ambulance Trust

3.1. Potentially life-threatening calls are known as Category A Red calls. These are split into Red 1 and Red 2 incidents, depending on the nature of incident. All Red cases should receive an emergency response within 8 minutes in 75% of cases across the NEAS operational area. They should also receive a patient transport response within 19 minutes in 95% of cases. The charts below show some of the detail of NEAS performance.

Figure 1: Red 1 performance over the last 12 months:

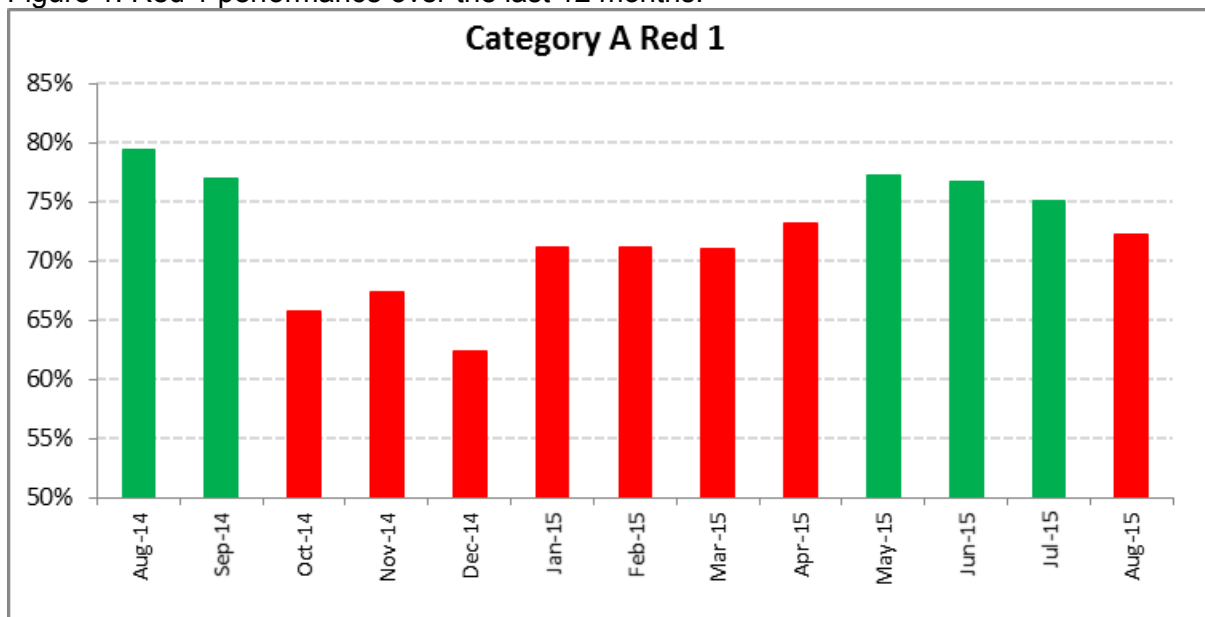


Figure 2: Red 2 performance over the last 12 months:

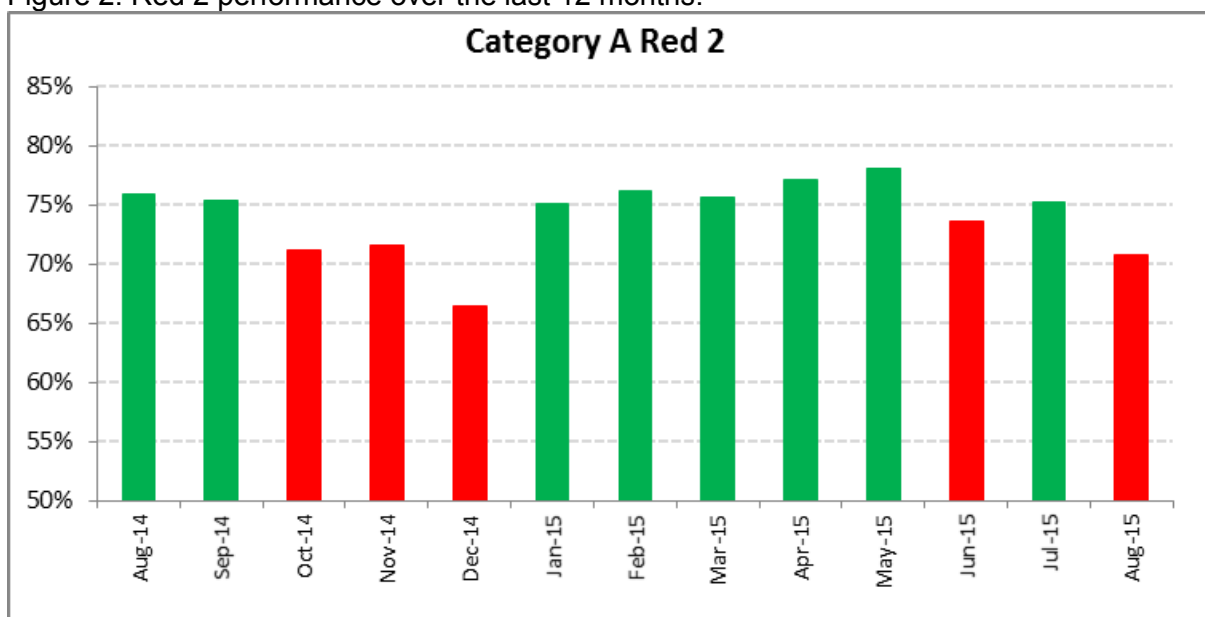
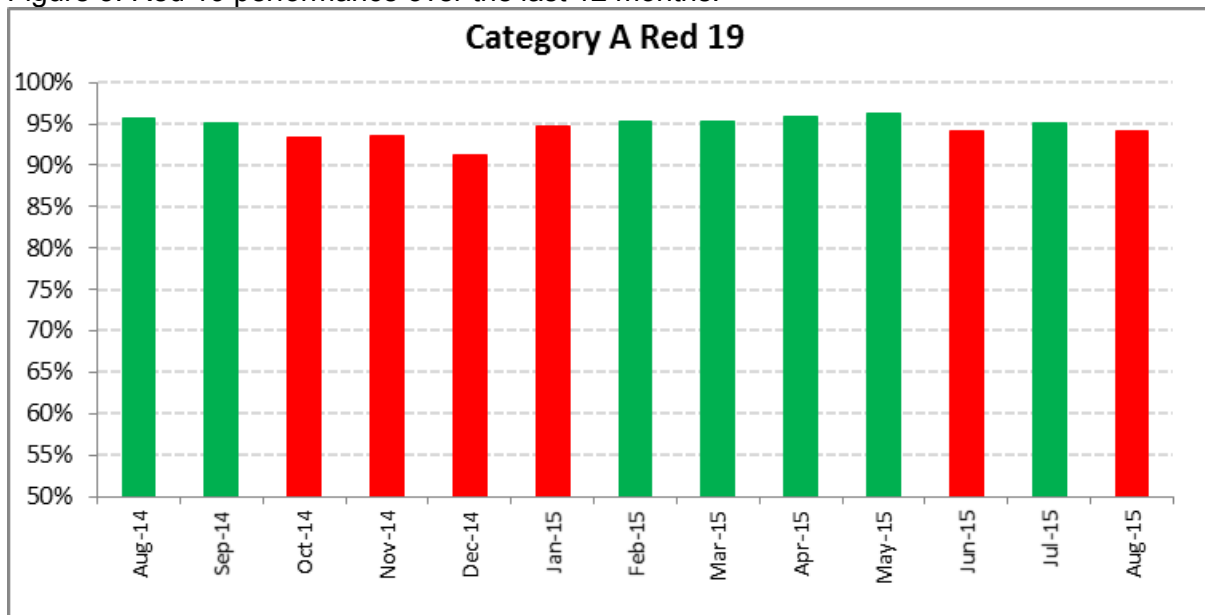
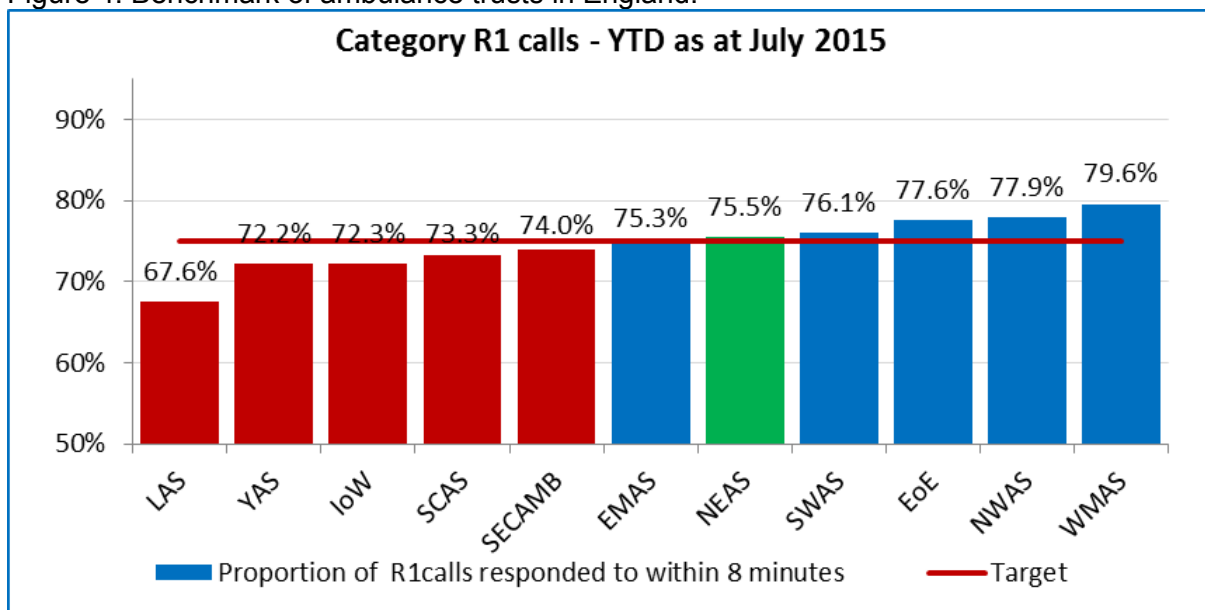


Figure 3: Red 19 performance over the last 12 months:



3.2. Deterioration in performance is being seen across the country with a number of other ambulance services also having a challenge in responding to demand:

Figure 4: Benchmark of ambulance trusts in England:



3.3. Rural areas of NEAS typically see lower response standards than urban areas, as a result of a number of lower volumes of activity among smaller populations who are more sparsely distributed across a larger geographical area, sometimes with fewer routes and road networks linking communities together:

Figure 5: Red 8-minute performance April to September 2015 by CCG area

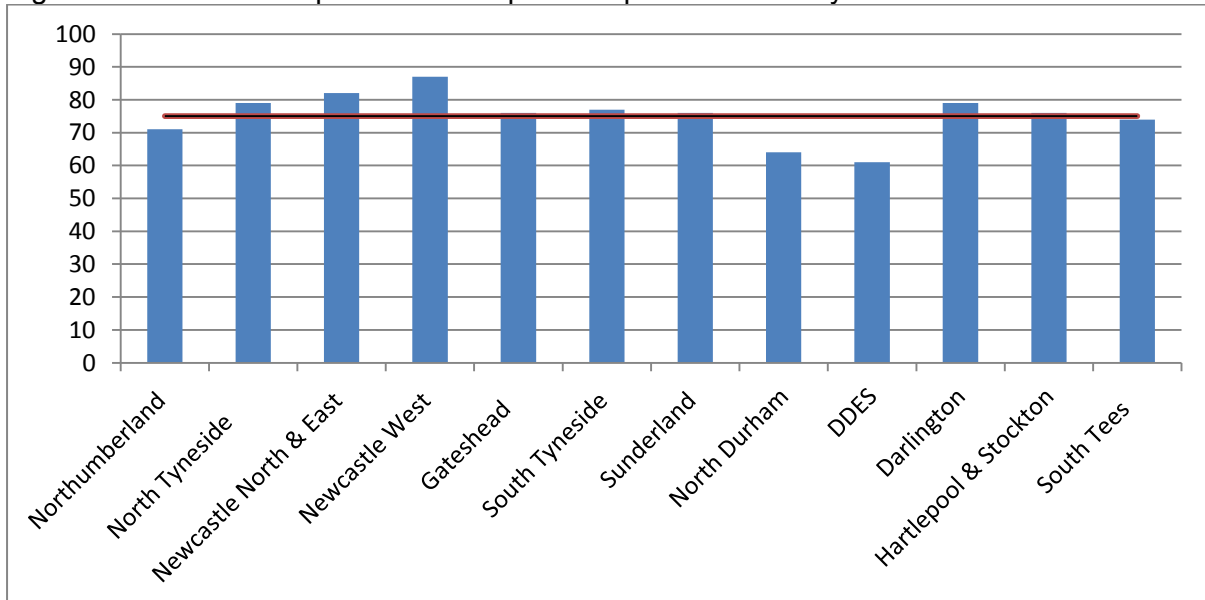
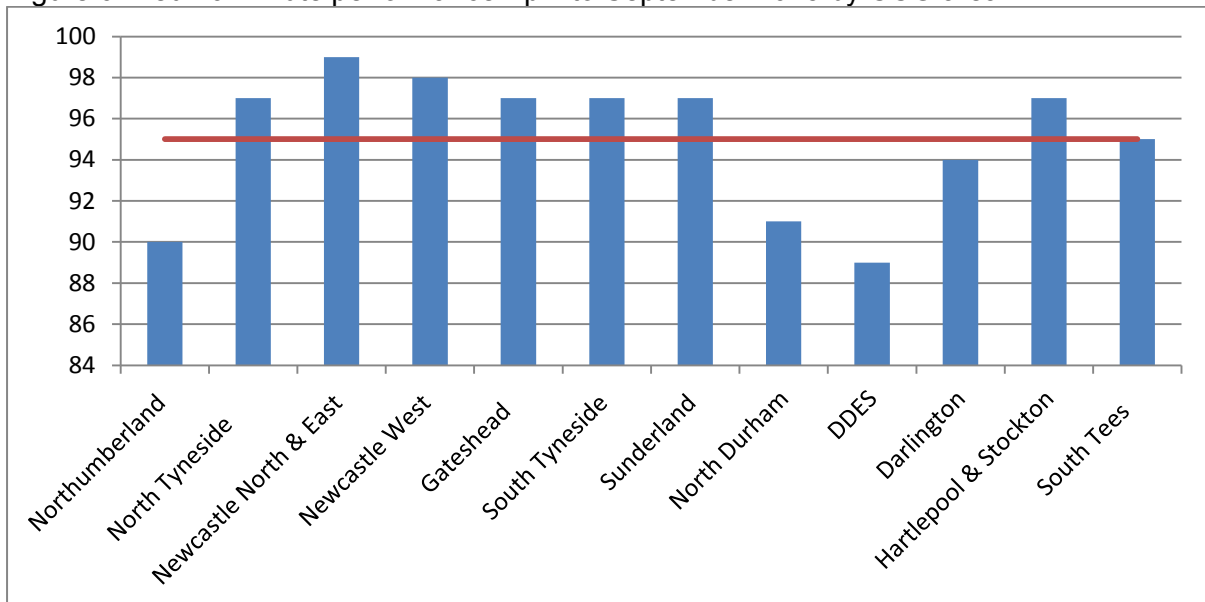
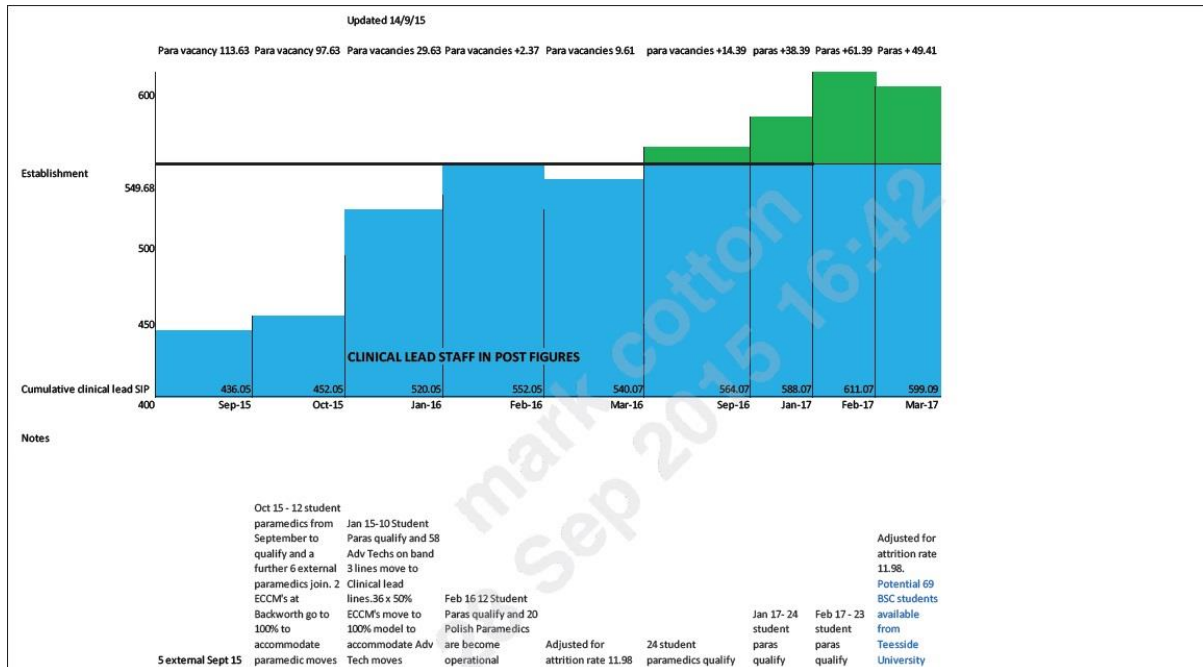


Figure 6: Red 19-minute performance April to September 2015 by CCG area



4. Reasons for performance and demand

4.1. There is a paramedic vacancy level of 118.63 whole-time equivalent posts, but NEAS remains on track to achieve full paramedic establishment by September 2016:



4.2. Vacancy levels are being addressed through the introduction of a paramedic worker bank; recruitment from Europe; engagement of BSc university students to attract them to work for NEAS post-graduation at Teesside University; working with Sunderland University to develop a new undergraduate Paramedic Science course.

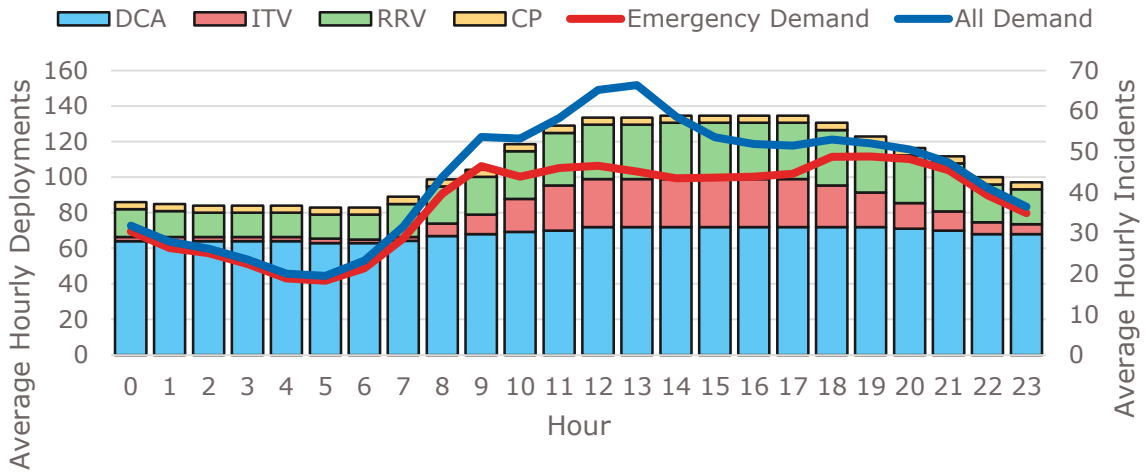
4.3. There are currently 96.73 WTE Student Paramedics filling emergency care assistant roles. The number of Student Paramedics who are salaried employees of the Trust is expected to decrease as the move to the three year full time BSc in Paramedic Science continues. This will have an impact on filling Band 3 roles in the longer term.

4.4. There were 16 qualified paramedics recruited in past 12 months.

4.5. However, recruiting to establishment will not address all of the demands made upon the NEAS. A recent analysis of shift patterns and demand shows variation in the number of resources to meet demand throughout the day:

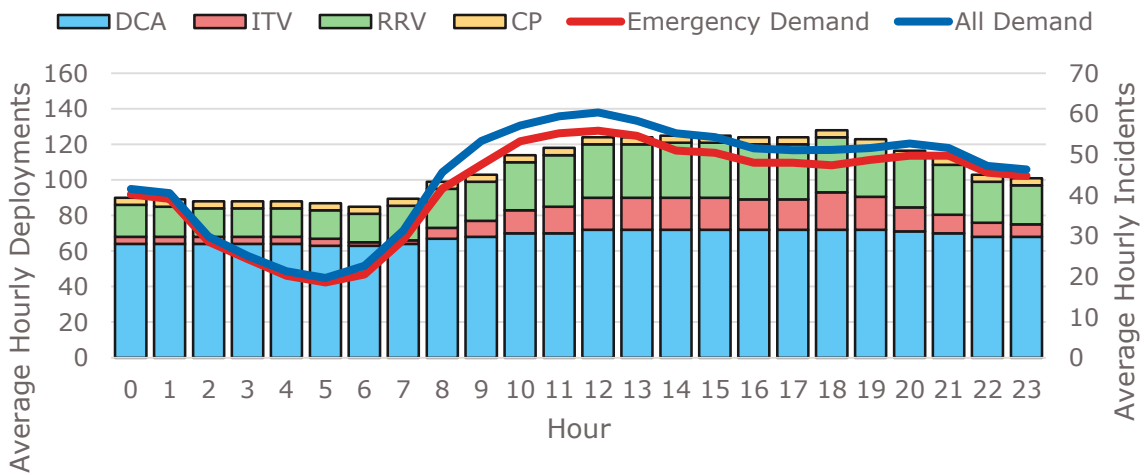
Trust Wide - Weekdays

1st May to 30th November 2014



Trust Wide - Weekends

1st May to 30th November 2014



5. Clinical Commissioning Group (CCG) level data

R, 8 Minute Response

<u>Trustwide Annual Performance Target: 75%</u>		Quarter 1			Quarter 2			YTD Total
Division	CCG	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	
South	Nhs Darlington Ccg	80.57%	82.89%	79.55%	79.92%	76.37%	72.58%	78.76%
	Nhs Hartlepool And Stockton-on-tees Ccg	77.71%	79.78%	75.31%	77.93%	72.29%	73.78%	76.12%
	Nhs South Tees Ccg	76.34%	75.85%	71.57%	76.29%	70.63%	71.13%	73.68%

R, 19 Minute Response

<u>Trustwide Annual Performance Target: 95%</u>		Quarter 1			Quarter 2			YTD Total
Division	CCG	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	
South	Nhs Darlington Ccg	95.19%	94.88%	93.84%	94.93%	94.09%	92.32%	94.24%
	Nhs Hartlepool And Stockton-on-tees Ccg	97.33%	96.89%	96.33%	96.38%	96.34%	96.18%	96.57%
	Nhs South Tees Ccg	95.50%	96.24%	94.59%	96.55%	94.33%	93.80%	95.19%

6. Appendix 1:

Location and numbers of ambulances across Tees Valley local authority areas



Appendix 2:

7. Local authority level performance data

NEAS performance is commissioned and monitored at CCG level. However, the CCG boundaries do not always assist members in understanding the response times in their local authority area. This section provides NEAS responses by local authority area; however, it should be noted that NEAS is not commissioned or monitored at this level. These boundaries were last updated when Primary Care Trusts existed and so new locations may be missing from this data:

report post code pct text	Year	month	Is R1	R1 in8	Is R2	R2 in8	Is G1	G1 in20	Is G2	G2 in30	Is G3	G3 in60
Darlington Pct	2015	July	30	83.33%	482	79.88%	33	63.64%	404	51.49%	56	75.00%
		August	42	73.81%	501	76.65%	32	62.50%	329	43.16%	40	62.50%
		September	23	82.61%	471	72.40%	34	38.24%	345	44.35%	39	66.67%
		Total	95	78.95%	1454	76.34%	99	54.55%	1078	46.66%	135	68.89%
	Total	95	78.95%	1454	76.34%	99	54.55%	1078	46.66%	135	68.89%	
Hartlepool Pct	2015	July	31	77.42%	591	81.56%	18	44.44%	375	43.20%	41	73.17%
		August	46	69.57%	518	69.50%	31	48.39%	339	37.46%	54	53.70%
		September	24	75.00%	506	76.09%	26	38.46%	320	37.19%	50	70.00%
		Total	101	73.27%	1615	75.98%	75	44.00%	1034	39.46%	145	64.83%
	Total	101	73.27%	1615	75.98%	75	44.00%	1034	39.46%	145	64.83%	
Middlesbrough Pct	2015	July	67	80.60%	942	82.48%	25	60.00%	609	59.77%	88	65.91%
		August	50	78.00%	916	78.28%	29	72.41%	580	48.28%	71	70.42%
		September	66	86.36%	867	76.93%	50	52.00%	543	47.88%	69	75.36%
		Total	183	81.97%	2725	79.30%	104	59.62%	1732	52.19%	228	70.18%
	Total	183	81.97%	2725	79.30%	104	59.62%	1732	52.19%	228	70.18%	
North Tees Pct	2015	July	60	71.67%	917	76.12%	38	71.05%	696	56.90%	88	68.18%
		August	63	74.60%	954	73.79%	52	55.77%	635	48.35%	74	75.68%
		September	58	77.59%	906	72.19%	64	56.25%	614	41.86%	64	62.50%
		Total	181	74.59%	2777	74.04%	154	59.74%	1945	49.36%	226	69.03%
	Total	181	74.59%	2777	74.04%	154	59.74%	1945	49.36%	226	69.03%	
Redcar And Cleveland Pct	2015	July	43	62.79%	798	69.17%	50	56.00%	580	50.69%	108	77.78%
		August	50	68.00%	728	60.58%	79	62.03%	516	41.09%	67	55.22%
		September	31	70.97%	724	62.98%	87	54.02%	442	39.59%	55	58.18%
		Total	124	66.94%	2250	64.40%	216	57.41%	1538	44.28%	230	66.52%
	Total	124	66.94%	2250	64.40%	216	57.41%	1538	44.28%	230	66.52%	
Total			2627	73.32%	42781	72.37%	2582	59.84%	31498	47.13%	3767	68.73%