

**South Central Ambulance Service performance update report for
Oxfordshire Health Overview and Scrutiny Committee meeting
March 8th 2012**

Response time performance

The following information shows response time performance for Oxfordshire broken down into District areas.

The following commentary supports the information:

- Overall 999 and Urgent demand continues to trend upwards approximately 16.3% in January compared to last January.
- Red Call (the most urgent) performance has held well and shows improvement over the last year – remaining above the national standard for the PCT/Oxfordshire area.
- Red 8 minute performance remains well within national performance standard despite relocation of resources into West Oxfordshire which has shown a 10% improvement. However there has been a decline of 6% in South Oxfordshire and the Vale of the White Horse performance has also seen a very slight reduction. Work continues in all areas to improve performance.
- Following a reorganisation Bicester EOC (call centre) will shortly assume additional responsibility in the South Oxfordshire(Henley area). To date this area has been controlled by our Berkshire EOC. Our expectation is that performance improvements will follow.
- Emergency Control room computer system (CAD) was introduced into Bicester. This is the final phase across SCAS and now means that all three of our control rooms operate on the same CAD, allowing true integration and resilience across the whole of SCAS. The impact on performance was very well mitigated enabling SCAS to recover more quickly to 77% by September which has remained above national standard to date.

Chipping Norton First Aid Unit Update

The PCT in partnership with SCAS have taken the decision to extend the FAU (first aid unit) service for another two years until 2014. Since a recent publicity drive in partnership with the PCT and the Hospital League of Friends, we have seen increasing numbers attending the FAU. Over the coming months we will be undertaking further publicity and strengthening links with local GP services.

Other Developments

Misuse Costs Lives campaign

SCAS has launched a public awareness campaign to discourage misuse of the ambulance service. Responding to your stories of people misusing the service and the audit run earlier this year, the campaign has been designed to highlight all major types of ambulance misuse. The campaign has gone live with a short hard-hitting film. The campaign launch received extensive positive coverage. The campaign has been well received by the public and our partners across our four counties.

The film has been seen by 65,000 people so far and we plan for the campaign to carry on for the foreseeable future. A second film has now been added, called 'crews views'. The two films can be seen via these links.

You Tube:

<http://www.youtube.com/watch?v=0de4RQn91Cs&feature=related>

Crews Views

<http://www.youtube.com/watch?v=KfCTa1KSbh8>

Any assistance in promoting this message will be very welcome.

New Area Manager for Oxfordshire

Aubrey Bell has become the Area Manager responsible for Oxfordshire. Aubrey has extensive experience within the health service and is a welcome addition to the Operations Team.

Foundation Trust Status

The Trust's application for Foundation Trust status has been referred by the Department of Health to Monitor. Monitor's decision is expected on the 1st March 2012.

February 2012

Duncan Burke
Director of Communications & Public Engagement
South Central Ambulance Service