



Report to Oxfordshire County Council PHOSC
24 May 2012

Response Standards and Demand – Full Year 2011/12

South Central Ambulance Service NHS Foundation Trust achieved the required performance standard for Red calls, both corporately and at PCT “Cluster” level.

There are three PCT clusters, being:

- 1 Hampshire, Portsmouth and Southampton
- 2 Berkshire East and Berkshire West
- 3 Oxfordshire, Buckinghamshire and (albeit outside of the Strategic Health Authority area) Milton Keynes

This standard was achieved at the Oxfordshire PCT level.

Whilst not commissioned to achieve this standard at any geographical level below “Cluster”, SCAS continues to work closely with individual PCTs and their associated Health and Social Care economies to consider and introduce methods and processes to improve our ability to respond quickly to our patients irrespective of where they are across our whole geography.

The table below shows our response performance, by year, for Oxfordshire County Area as a whole and by individual Oxfordshire District Council areas. Note that this area is not quite co-terminus with Oxfordshire PCT area. More detailed monthly information is attached as an appendix.

The information shows the percentage of “Red” calls with a response within 8 minutes (the national standard is 75%) and the percentage of occasions a suitable transporting ambulance is on scene within 19 minutes (the national standard is 95%).

	2009/10		2010/11			2011/12		
	Red 8	Red 19	Red 8	Red 19	Growth	Red 8	Red 19	Growth
Oxon	72.82%	92.16%	77.24%	93.85%	4.7%	77.69%	95.29%	5.3%
Cherwell	79.95%	93.93%	83.85%	96.55%	6.8%	84.12%	96.87%	8.5%
Ox City	86.73%	96.39%	89.58%	99.72%	2.3%	90.04%	99.035	7.1%
S Ox	58.96%	90.05%	65.99%	90.57%	1.4%	60.87%	93.26%	6.2%
VoWH	69.17%	91.99%	72.4%	92.59%	9.8%	71.42%	93.58%	5.7%
West Ox	53.65%	83.5%	61.86%	84.59%	5.6%	70.48%	90.62%	14.1%

Under 25% of our emergency demand is categorised as being Red (potentially life threatening).

Last year, in Oxfordshire, demand rose by 6.65% for “Red” calls and rose overall by 8.6%.

More specifically, this demand increase was concentrated in the last quarter where we experienced nearly 12% more overall emergency demand than the equivalent quarter the previous year. Red demand was up just over 11% using the same comparison periods.

Both Oxford and Cherwell Districts performed well and good progress has been made in West Oxfordshire.

The increase in demand has shown itself in a slight reduction in performance across both Vale of White Horse and South Oxfordshire District areas.

There has been a continued improvement in our ability to provide our patients with the right care first time. This is evidenced through a steady increase in the number of patients handled locally within their primary care setting, rather than inappropriately transferring them into an Emergency Department (ED) (see Chart One at Appendix).

An indirect consequence of this is a slight reduction in the “average” job cycle time. This is measured as the time from an ambulance resource being allocated to an emergency, to the time that resource has finished dealing with that patient and is again clear to respond to another emergency (see Chart Two at Appendix).

With financial/resource allocations (our contract with our PCTs) and the level of savings required now agreed for this year, re-modelling activity is underway to further review our deployment methodologies and processes.

This includes:

- 1 Reviewing staff rotas in the light of current demand profiles (using last year’s data)
- 2 Better integration with “primary” and other “out of hospital” care pathways (note that Oxfordshire 111 is due to launch during this year)
- 3 Re-mapping areas where community/co-responder schemes may be of use

Revised working rotas will enable the team structure to fully develop. Operational staff are now working within teams (of around eighteen staff) each with a Team Leader and an embedded Clinical Mentor. Area, team and individual balanced score cards are in place and being used to focus on quality (of care) and clinical decision making.

Our Quality Accounts have been published and forwarded to each Council for comment.

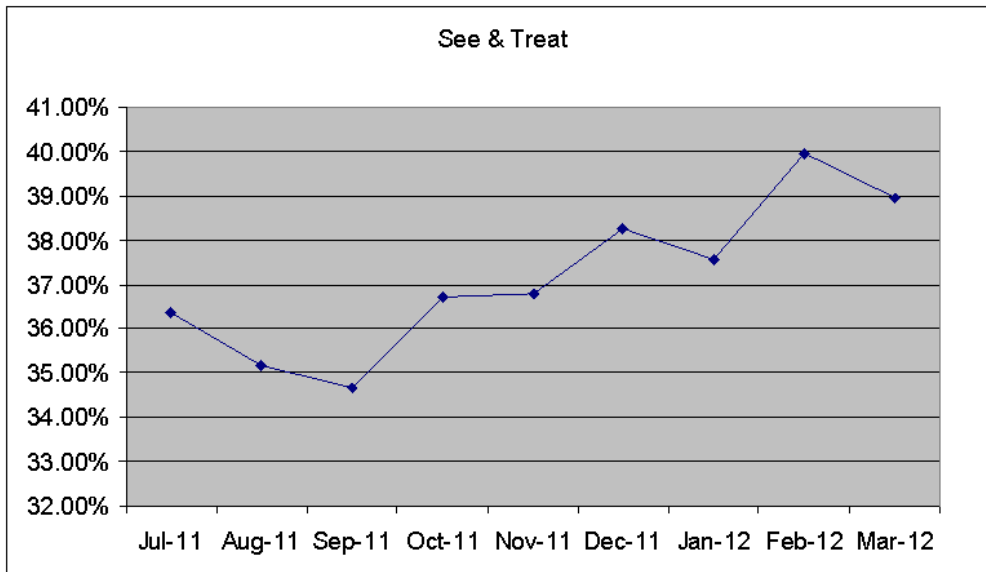
The National Trauma network will become fully established across South Central during the year. This establishes a network of “Regional Trauma Centres” (John Radcliffe site is one). All SCAS clinical staff have received specific training to ensure they are able to correctly apply the new trauma protocols to determine the appropriate destination for patients (which may well now mean bypassing the nearest ED to go straight to a Regional Centre).

SCAS is providing (in conjunction with Oxford Health NHS Foundation Trust) Oxfordshire's 111 service, due to launch during this year. This initiative will greatly enhance our collective ability to provide "Right Care, First Time".

Further changes to emergency response standards are expected to be announced by the Government during this year. It is anticipated that these changes will reflect a greater degree of call type differentiation, such that greater emphasis is placed on those (fewer in number) truly time critical incidents.

	Cherwell			Oxford			South Oxfordshire			Vale of White Horse			West Oxfordshire		
Month/Year	A8 Perf	A19 Perf	Total Demand	A8 Perf	A19 Perf	Total Demand	A8 Perf	A19 Perf	Total Demand	A8 Perf	A19 Perf	Total Demand	A8 Perf	A19 Perf	Total Demand
Apr-2009	80.79%	93.38%	1000	88.55%	96.44%	1410	65.38%	94.20%	923	73.60%	93.26%	708	60.61%	85.86%	731
May-2009	83.39%	93.02%	1059	89.45%	95.68%	1555	66.06%	91.71%	991	75.89%	90.63%	805	56.25%	86.98%	762
Jun-2009	83.22%	95.39%	1058	90.28%	96.76%	1548	61.36%	94.55%	1039	77.42%	95.83%	739	47.88%	83.90%	797
Jul-2009	81.85%	95.03%	1069	87.08%	96.19%	1580	64.02%	89.96%	1003	71.36%	92.69%	768	55.41%	81.98%	737
Aug-2009	83.19%	93.91%	1120	88.48%	96.86%	1407	61.54%	93.59%	989	75.12%	90.05%	754	54.14%	81.77%	699
Sep-2009	78.34%	93.77%	1081	88.03%	95.74%	1442	57.71%	90.91%	945	67.86%	90.77%	744	59.91%	87.17%	733
Oct-2009	80.24%	93.71%	1187	86.84%	97.46%	1645	56.75%	91.27%	931	68.75%	94.92%	875	53.08%	83.41%	738
Nov-2009	79.74%	89.39%	1000	86.94%	95.95%	1569	57.14%	91.63%	942	68.85%	93.85%	816	50.00%	81.38%	721
Dec-2009	75.55%	92.86%	1245	85.22%	94.57%	1603	55.32%	83.63%	1044	68.26%	91.74%	816	50.21%	80.43%	828
Jan-2010	71.78%	92.58%	1157	78.52%	93.61%	1423	44.79%	85.33%	938	62.74%	87.68%	754	42.13%	80.56%	758
Feb-2010	82.59%	96.25%	995	87.34%	97.89%	1292	59.62%	86.06%	793	57.35%	90.69%	708	58.58%	82.84%	632
Mar-2010	81.14%	98.93%	1110	83.82%	99.75%	1582	61.66%	89.72%	957	63.01%	90.87%	826	58.03%	86.01%	689
Total 09/10	79.95%	93.93%	13081	86.73%	96.39%	18056	58.96%	90.05%	11495	69.17%	91.99%	9313	53.65%	83.50%	8825
Apr-2010	85.98%	97.78%	1045	86.22%	99.41%	1448	62.44%	87.32%	881	69.50%	93.50%	762	57.89%	86.32%	666
May-2010	81.40%	95.09%	1102	82.86%	98.44%	1549	63.73%	89.22%	930	68.22%	87.61%	850	58.85%	84.29%	742
Jun-2010	79.70%	96.62%	1079	84.93%	99.71%	1462	61.65%	88.78%	946	74.07%	90.28%	845	60.47%	80.81%	712
Jul-2010	80.00%	97.70%	1140	87.03%	98.38%	1582	66.67%	90.43%	959	70.64%	92.61%	832	57.79%	81.31%	782
Aug-2010	88.73%	95.09%	1262	93.58%	99.08%	1391	66.83%	93.14%	912	70.53%	93.24%	808	61.08%	88.65%	748
Sep-2010	86.99%	98.13%	1135	92.60%	99.70%	1445	69.04%	90.79%	982	77.60%	93.19%	778	77.84%	90.21%	758
Oct-2010	89.01%	98.17%	1168	94.02%	99.73%	1642	69.60%	89.43%	1021	75.12%	94.84%	880	63.47%	90.78%	834
Nov-2010	83.45%	97.59%	1166	90.83%	99.17%	1527	71.84%	93.88%	987	77.24%	94.69%	895	62.76%	83.16%	817
Dec-2010	75.68%	91.21%	1445	85.23%	98.55%	1638	54.86%	84.82%	1154	68.12%	88.73%	1003	49.32%	71.95%	900
Jan-2011	80.46%	97.07%	1179	91.34%	99.21%	1596	65.00%	91.82%	1037	72.40%	94.57%	897	62.63%	82.83%	837
Feb-2011	85.61%	97.72%	1037	94.44%	100.00%	1489	72.93%	92.27%	883	72.06%	93.14%	795	68.94%	88.82%	766
Mar-2011	90.51%	98.10%	1217	92.65%	99.75%	1705	68.75%	95.54%	962	74.87%	96.41%	882	63.89%	87.78%	759
Total 10/11	83.85%	96.55%	13975	89.58%	99.25%	18474	65.99%	90.57%	11654	72.40%	92.59%	10227	61.86%	84.59%	9321
Apr-2011	87.67%	96.00%	1210	91.32%	99.72%	1626	68.62%	96.81%	954	76.97%	94.94%	854	81.43%	93.33%	828
May-2011	88.58%	98.27%	1186	91.14%	99.44%	1580	69.38%	96.17%	1016	74.60%	97.88%	868	75.89%	92.86%	841
Jun-2011	87.34%	97.40%	1254	92.80%	99.74%	1724	62.44%	91.37%	940	77.30%	92.97%	863	74.89%	90.87%	842
Jul-2011	84.14%	97.24%	1262	89.53%	99.50%	1602	57.62%	95.71%	975	71.36%	95.77%	867	64.45%	90.52%	891
Aug-2011	79.29%	97.73%	1231	87.85%	99.07%	1418	58.10%	92.34%	1013	70.74%	97.87%	831	62.96%	93.12%	781
Sep-2011	86.96%	96.74%	1169	91.48%	99.17%	1572	57.59%	93.72%	993	72.96%	96.94%	880	65.56%	92.12%	842
Oct-2011	82.12%	97.68%	1244	89.88%	98.82%	1802	58.77%	92.89%	1076	70.27%	92.79%	930	72.18%	91.13%	860
Nov-2011	82.99%	98.29%	1169	92.18%	98.58%	1672	66.94%	93.95%	1077	70.00%	92.17%	894	62.66%	90.04%	853
Dec-2011	83.11%	96.51%	1467	88.71%	98.35%	1651	55.56%	90.37%	1163	70.72%	88.69%	993	68.13%	84.80%	1065
Jan-2012	83.98%	96.74%	1308	87.11%	97.84%	1656	58.47%	93.95%	1071	72.08%	91.33%	942	74.14%	91.03%	980
Feb-2012	81.51%	92.78%	1266	90.36%	98.96%	1737	57.36%	90.36%	963	68.12%	91.26%	930	70.72%	90.99%	878
Mar-2012	82.41%	97.07%	1392	88.27%	99.49%	1753	61.38%	92.28%	1137	64.83%	91.95%	962	72.53%	90.11%	971
Total 11/12	84.12%	96.87%	15158	90.04%	99.03%	19793	60.87%	93.26%	12378	71.42%	93.58%	10814	70.48%	90.62%	10632

**Percentage of Patients Managed within Primary Care Setting
(Not unnecessarily taken into an ED Department)**



Average Job Cycle Times and the Impact of Reducing This

