

Hampshire Health & Social Care Scrutiny Committee Update from South East Coast Ambulance Service June 2016

Purpose

This document is intended to update committee members with regard to the performance of the South East Coast Ambulance Service, which provides services to patients in Kent & Medway, Surrey, Sussex, and North East Hampshire. It will outline performance against the improvement trajectory we have agreed with Commissioners at Trust level, with the performance specifically for North East Hampshire & Farnham CCG area also included for information.

South East Coast Ambulance Service Performance

For 2016/17, SECamb has agreed a performance improvement trajectory for the 3 main ambulance quality indicators:

- Percentage of Red 1 calls receiving a response within 8 minutes
- Percentage of Red 2 calls receiving a response within 8 minutes
- Percentage of Red 1 & 2 calls receiving a transport-capable response within 19 minutes

The agreed trajectory is shown in Figure 1 below:

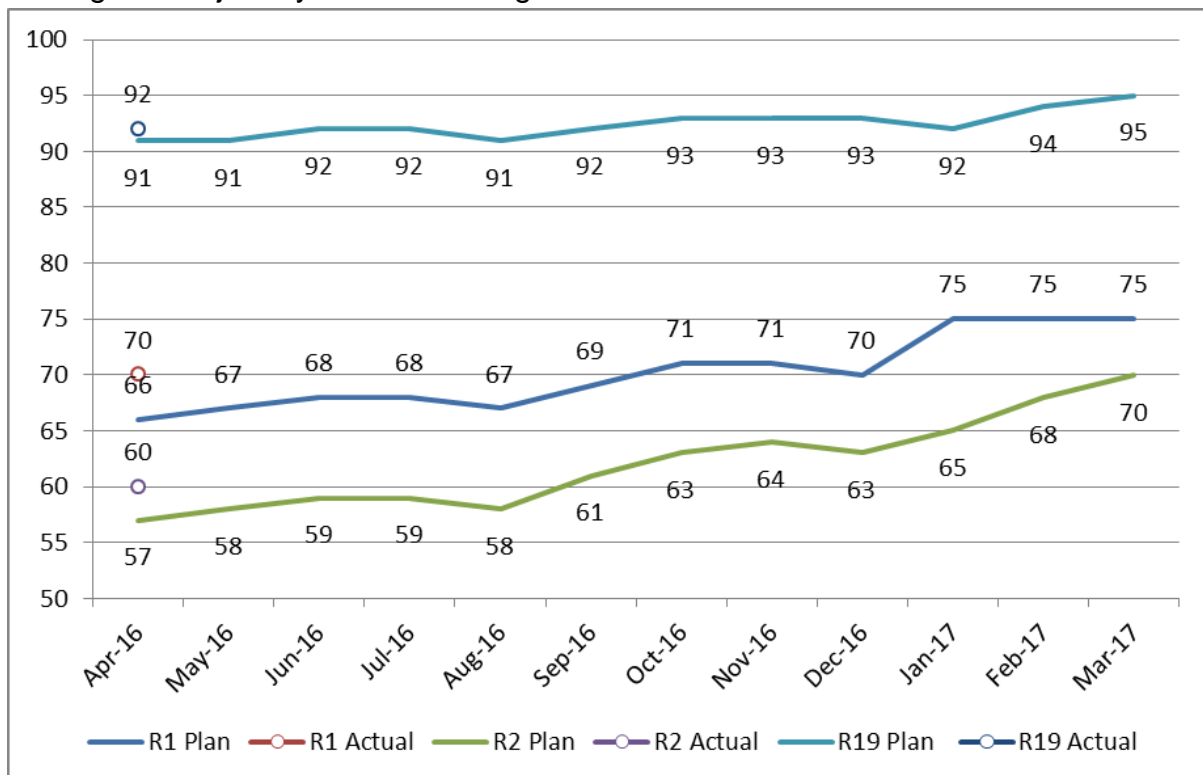


Figure 1: 999 Performance Improvement Trajectory

To date, the following performance has been achieved against the trajectory:

SECamb performance	April 2016	May 2016	Jun 2016
Red 1 trajectory	66%	67%	68%
Red 1 actual	70%	66%	Not yet available
Red 2 trajectory	57%	58%	59%
Red 2 actual	60%	57%	Not yet available
Red 19 trajectory	91%	91%	92%
Red 19 actual	92%	91%	Not yet available

SECamb met the trajectory for all three targets in April 2016, and narrowly missed targets for Red 1 and Red 2 in May 2016. Whilst the targets above apply at whole of Trust level, the local performance achieved in North East Hampshire & Farnham CCG area is shown for information below:

NE Hants & Farnham CCG performance	April 2016	May 2016
Red 1	58%	73%
Red 2	56%	50%
Red 19	94%	93%

The significant variation in local Red 1 performance is driven by the very low number of incidents (37 and 38 in April and May respectively).

Factors Affecting Performance

SECamb is finalising a Trust-wide Recovery Plan, focusing on operational performance, improvements in quality, governance and culture, and delivery of major projects. This plan will be agreed with our Commissioners by June 30th 2016.

The 999 elements of this Plan will drive achievement of the trajectory outlined above through a focus on key factors within our control including:

- 1) Provision of sufficient response capacity (unit hours) to meet expected activity. This will require accurate forecasting and planning, and maintenance of appropriate staff skill mix and vehicle provision mix in each local area. Alongside this, we will minimise loss of hours due to absences and sickness.
- 2) Effective demand management through appropriate clinical management of calls transferred to 999 from NHS 111. The Trust will improve the proportion of calls resolved through 'Hear & Treat' (for example, by improving our management of

frequent callers), and maximising our available capacity to meet peak demand through effective planning and escalation processes.

3) Delivering response time improvement by improving 999 call answer performance, and the effectiveness with which resources are dispatched.

4) Maximise the use of available capacity, by identifying safe and appropriate ways to reduce job cycle time and working with the wider healthcare system to minimise loss of hours due to hospital handover delays.

SECamb's performance is also affected by a range of external factors over which we have limited influence. The most important amongst these are explained below.

Where activity levels exceed those for which SECamb has been commissioned and funded, the level of capacity available 'per incident' is reduced and overall response time reliability will be reduced. During April and May 2016, activity exceeded our commissioned plan by 2.5% and 5.6% respectively which will have reduced the level of performance it was possible to deliver

Delays to patient handover at hospitals further reduce the capacity available to respond to new incidents. During 2015/16, SECamb lost over 47,000 hours to hospital delays – an increase of over 60% on the level of hours lost in 2013/14.

Unfortunately, the general trend remains one of increasing losses of resource hours to handover delays, with 4600 and 4800 hours lost in April and May 2016 respectively. Alongside the impact on response performance, these delays present a significant risk to patient experience and safety whilst awaiting handover, and the safety of patients in the wider community who will receive a slower response to their emergency needs.

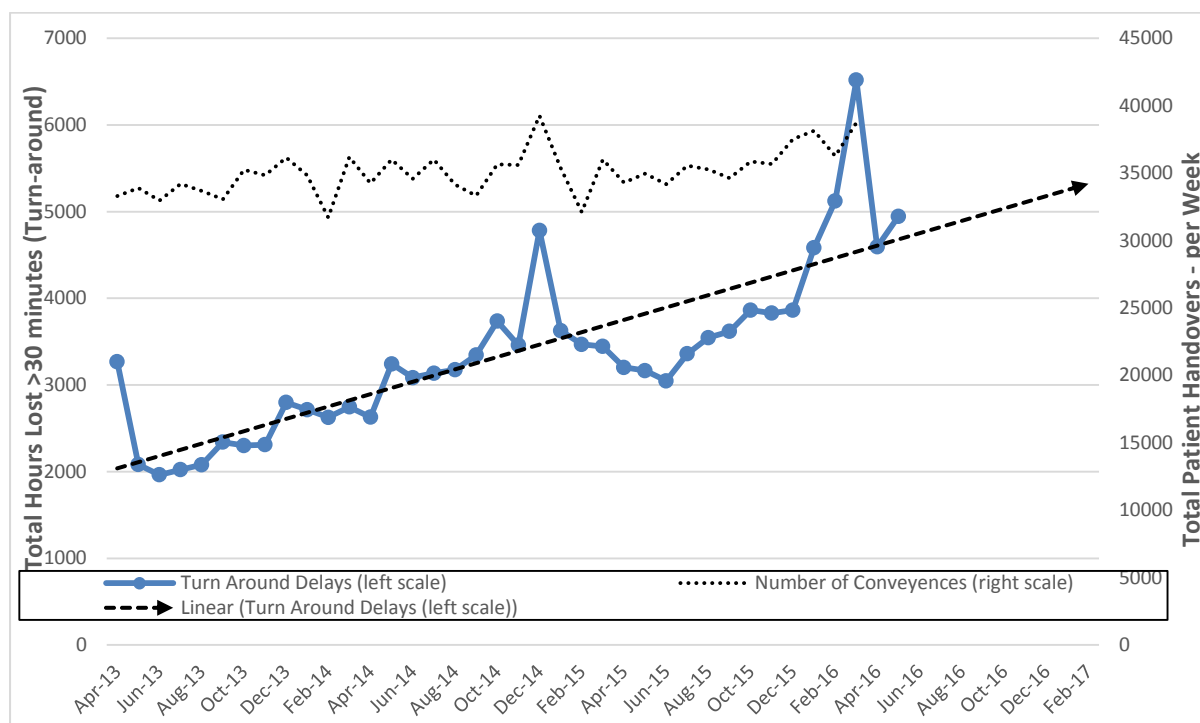
The impact of handover delays and the trends over the past several years are summarised in Appendix One.

Recommendations

The committee is asked to note the content of the above report. Regular updates on performance against the agreed improvement trajectory will be made available in due course.

Appendix One – Hospital Handover and Turnaround Performance

The graph and table below show the trends in hours lost to delays in patient handover at hospitals across the area SECAMB serves:



Hours lost to hospital handover and turnaround delays, April 2013 to May 2016

Area	2013-14 (to specified month)	2014-15 (to specified month)	2015-16 (to specified month)	% Growth From 2014-15 to 15-16	% Growth From 2013-14 to 15-16
SECAMB (Hours Lost)	29251	41134	47720	16%	63%
Kent Area	9247	12132	14337	18%	55%
Darent Valley Hospital	1780	2254	3245	44%	82%
Kent and Canterbury Hospital	426	651	869	34%	104%
Maidstone Hospital	376	656	627	-4%	67%
Medway Hospital	3562	3987	3185	-20%	-11%
Queen Elizabeth The Queen Mother Hospital	684	1072	1549	44%	126%
Tunbridge Wells Hosp	1103	1666	1984	19%	80%
William Harvey Hospital (Ashford)	1315	1846	2877	56%	119%
Surrey Area	7731.61	12751.98	15447.41	21%	100%
East Surrey	2187	3757	5248	40%	140%
Epsom General Hospital	585	914	1124	23%	92%
Frimley Park Hospital	1461	2439	2979	22%	104%
Royal Surrey County Hospital	1314	2132	2592	22%	97%
St Peters Hospital, Chertsey	2184	3511	3505	0%	60%
Sussex Area	12272.42	16249.45	17935.58	10%	46%
Conquest Hospital	2279	2850	3284	15%	44%
Eastbourne DGH	2279	2396	2755	15%	21%
Princess Royal	605	955	1107	16%	83%
Royal Sussex County	4635	6320	6269	-1%	35%
St Richards	972	1358	1854	37%	91%
Worthing	1502	2371	2667	12%	78%

Annualised trends in hours lost to handover and turnaround delays at key hospital sites