



North East Ambulance Service **NHS**
NHS Foundation Trust

Adults Wellbeing & Health Scrutiny

Performance: ambulance response standards progress

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Ambulance Standards

New response performance standards

Call type	Call definition	Average response time (100% of all cases)	90% response time
Category 1	Time-critical life-threatening event	7 minutes	15 minutes
Category 2	Potentially serious conditions	18 minutes	40 minutes
Category 3	Urgent problems not immediately life-threatening		120 minutes
Category 4	Non-urgent; needs telephone or face-to-face assessment		180 minutes

Ambulance Standards

New response performance standards (YTD to 31 Jan 2019)

Call type	Call definition	Average response time (100% of all cases)	90% response time
Category 1	Time-critical life-threatening event	00:06:11	00:10:35
Category 2	Potentially serious conditions	00:20:51	00:43:48
Category 3	Urgent problems not immediately life-threatening		02:49:57
Category 4	Non-urgent; needs telephone or face-to-face assessment		02:52:03

Capacity and Demand Review

Achieving the new ambulance standards

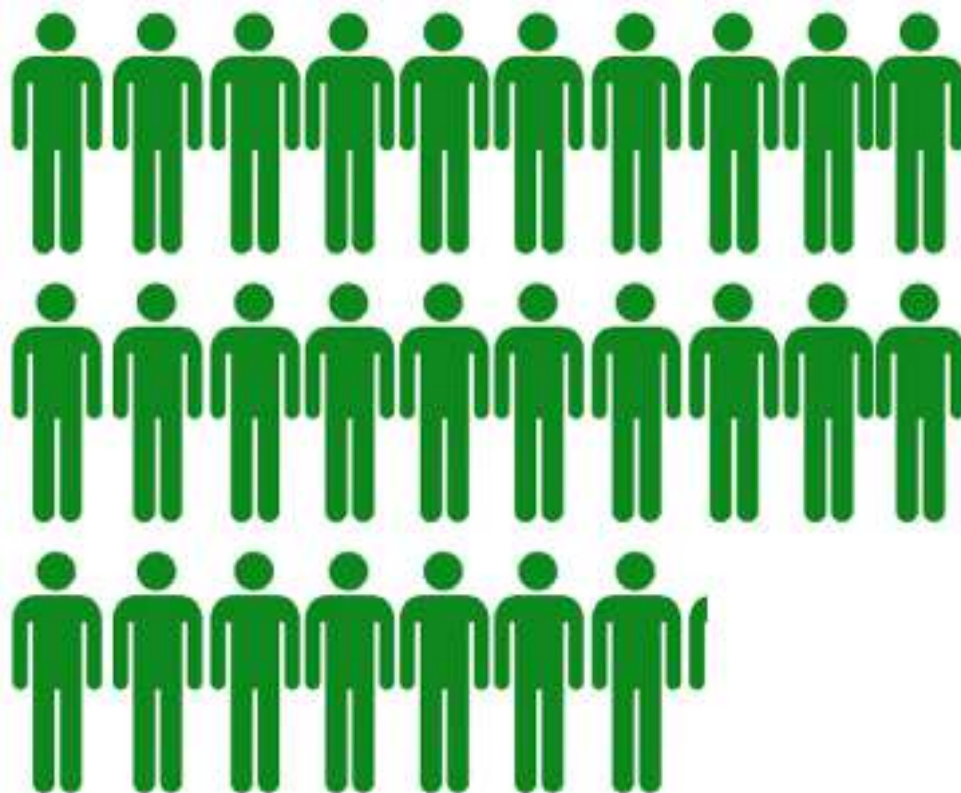
The aim of the review was to determine the underlying capacity required to deliver ambulance response time performance across the North East Ambulance operational area, designed to meet the new national ambulance targets

Scope of the review

- Demand predictions to 2021
- Model performance to 2021 with current resourcing
- Identify potential efficiencies
- Model performance impact of each potential efficiency
- Model resource needs to bridge any performance shortfall

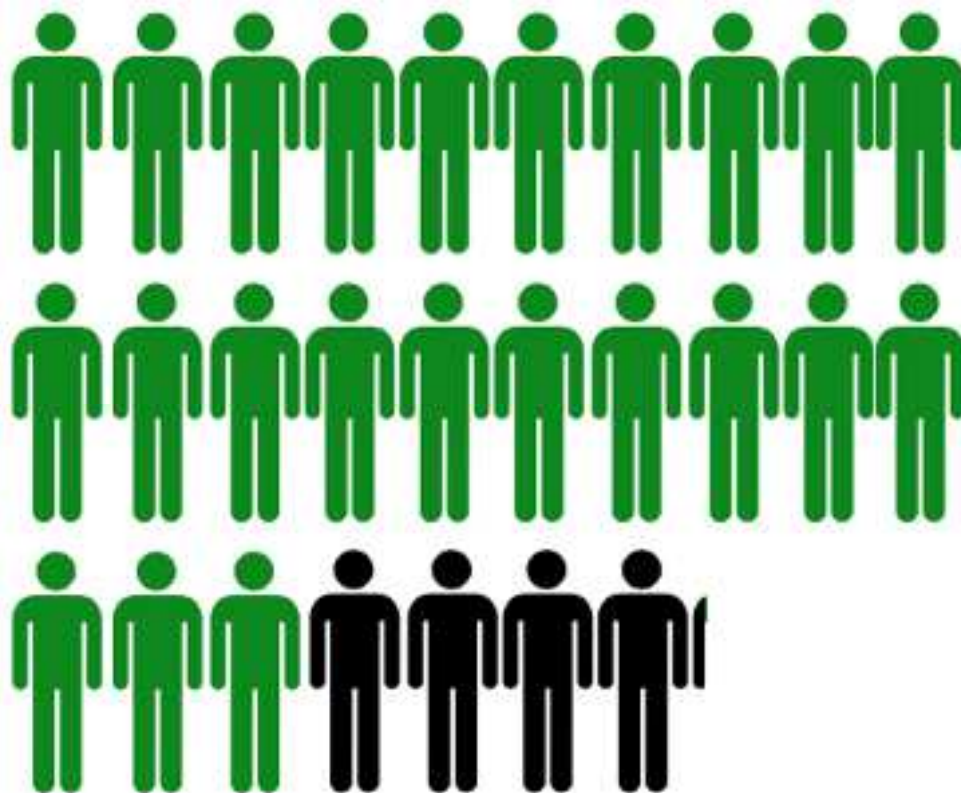
Bridging the Gap

Based on 2017-18 resources



272 additional paramedics are required to meet response performance standards

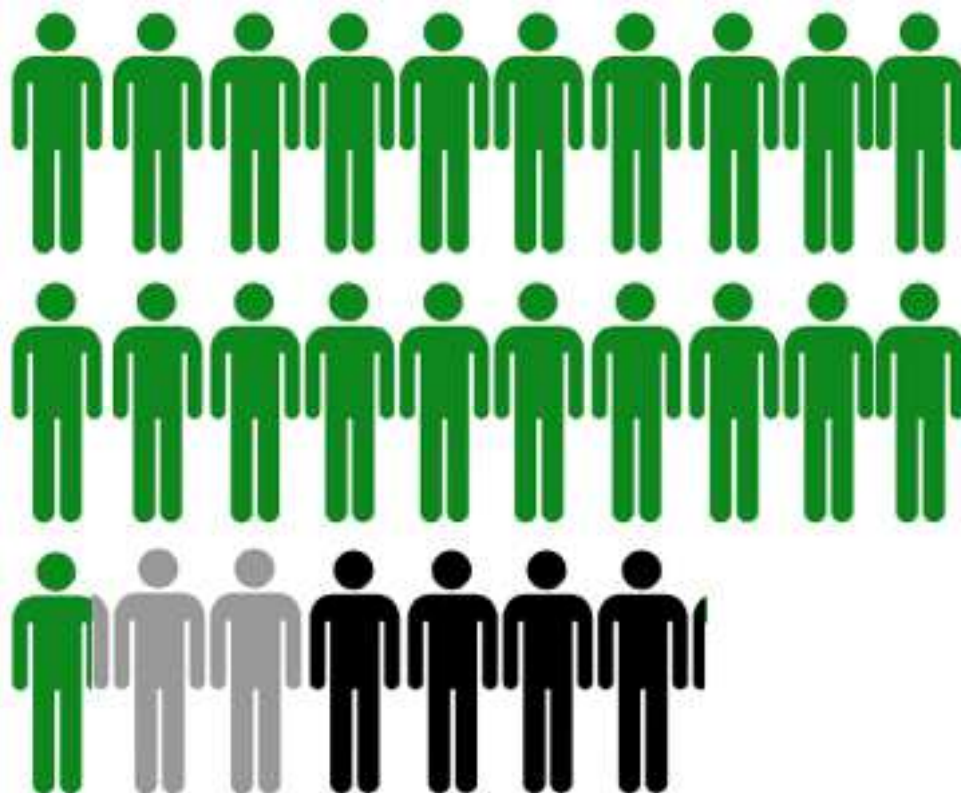
Bridging the Gap



272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18 (in post)

Bridging the Gap

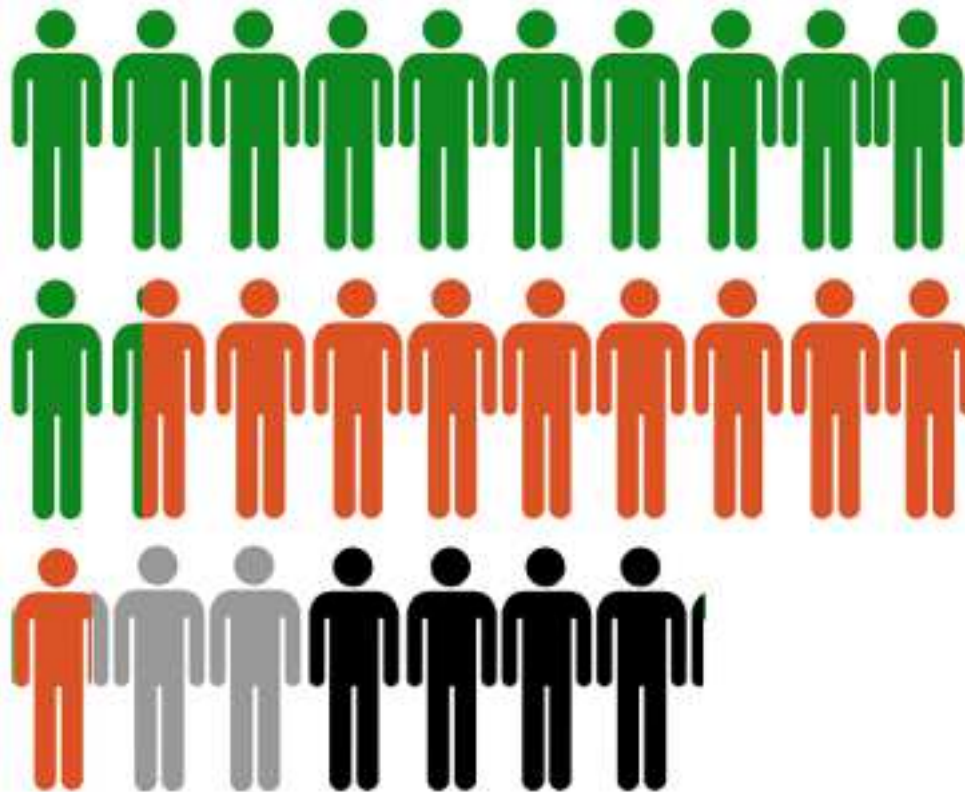


272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins (11 in year 1)

Bridging the Gap



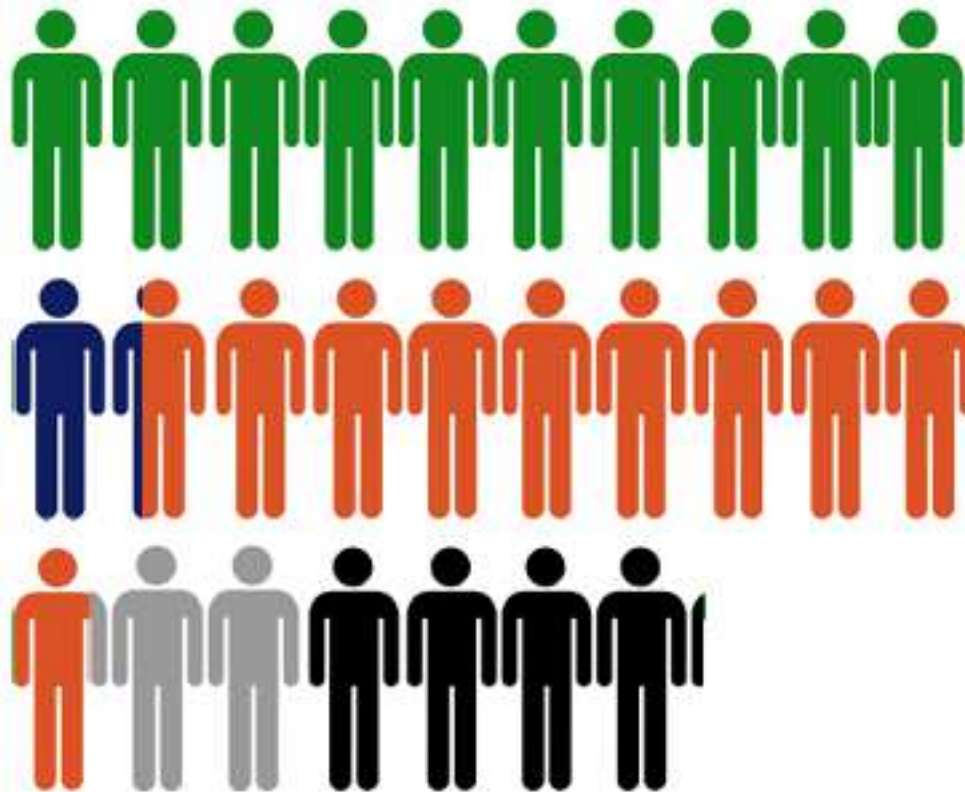
272 additional paramedics are required to meet response performance standards

42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins

95 to be delivered through reducing abstractions (32 in year 1)

Bridging the Gap



272 additional paramedics are required to meet response performance standards

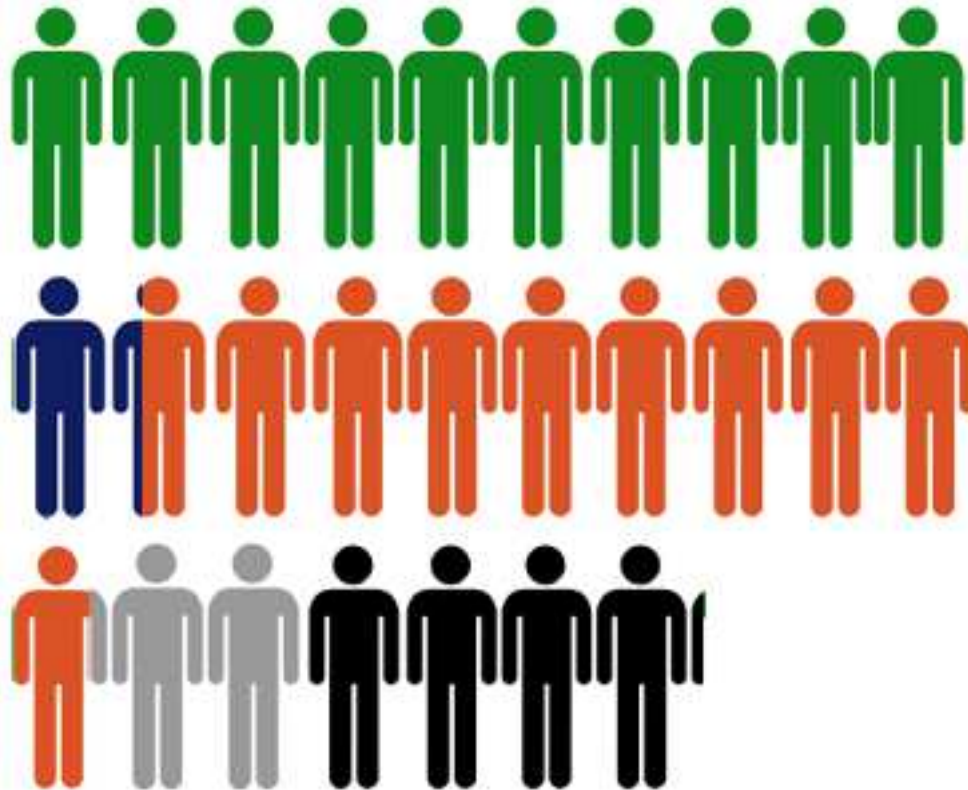
42 have been funded through additional investment in 2017/18

22 to be delivered through reducing average turnaround to 30 mins

95 to be delivered through reducing abstractions

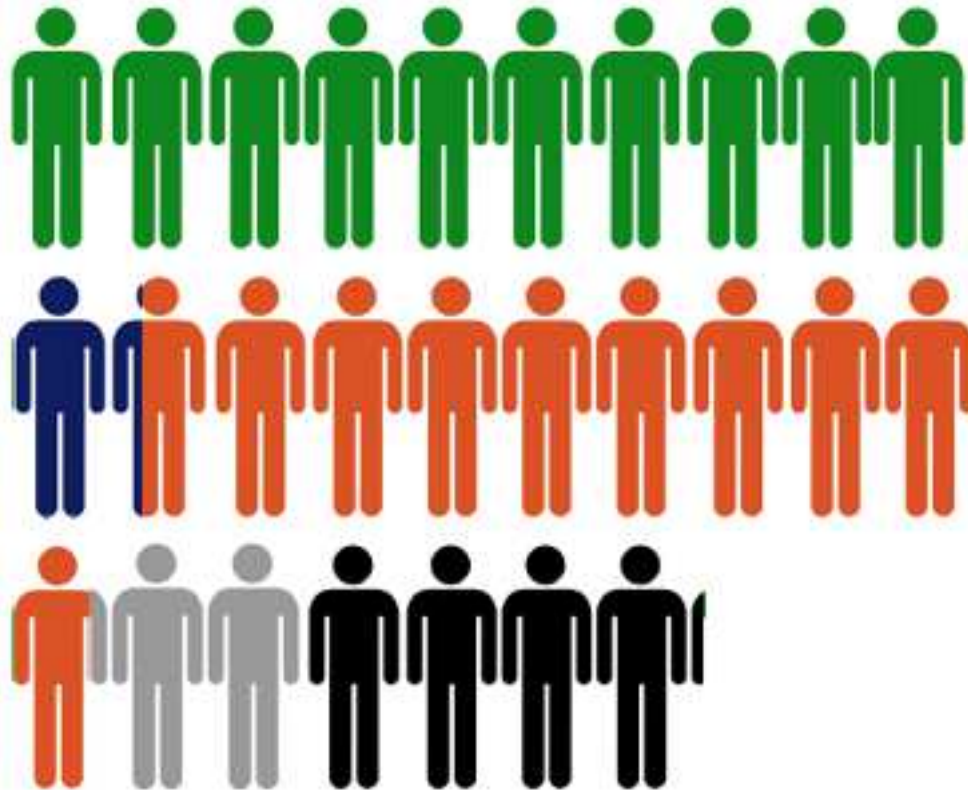
13 to be delivered through 8 hour shift re-roster (13 in year 1)

Bridging the Gap



This reduces the gap in paramedic establishment to 100

Bridging the Gap

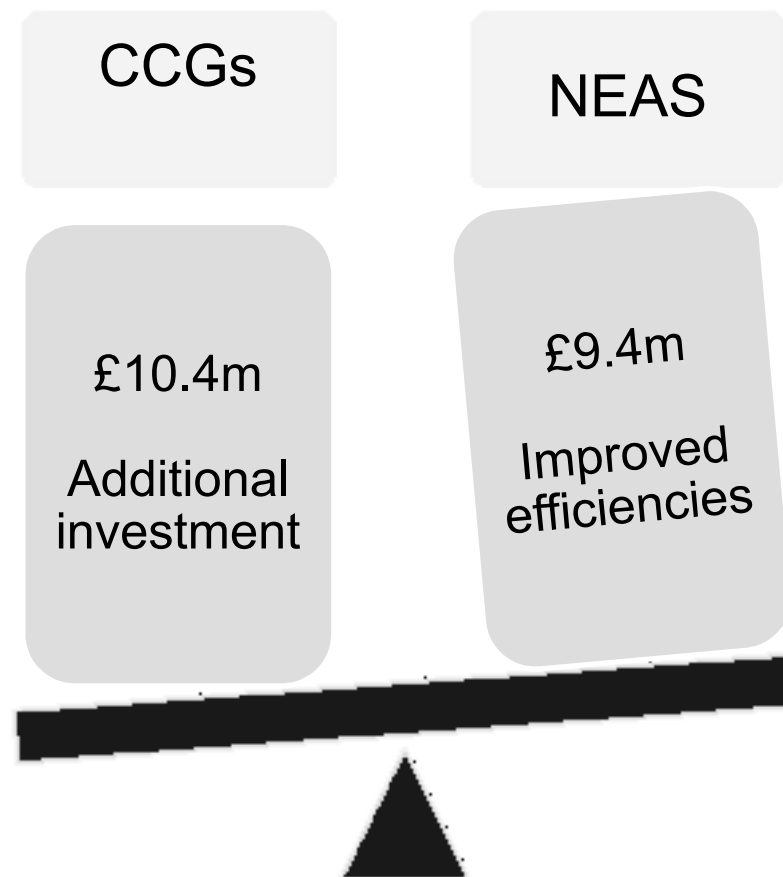


Our contribution through delivering these efficiencies will save almost £9.4 million:

- £1.7m from reducing turnaround
- £6.9m from reducing abstractions
- £0.8m from 8-hour shift

Balance of responsibilities and accountability

Funding the changes to achieve the new standards



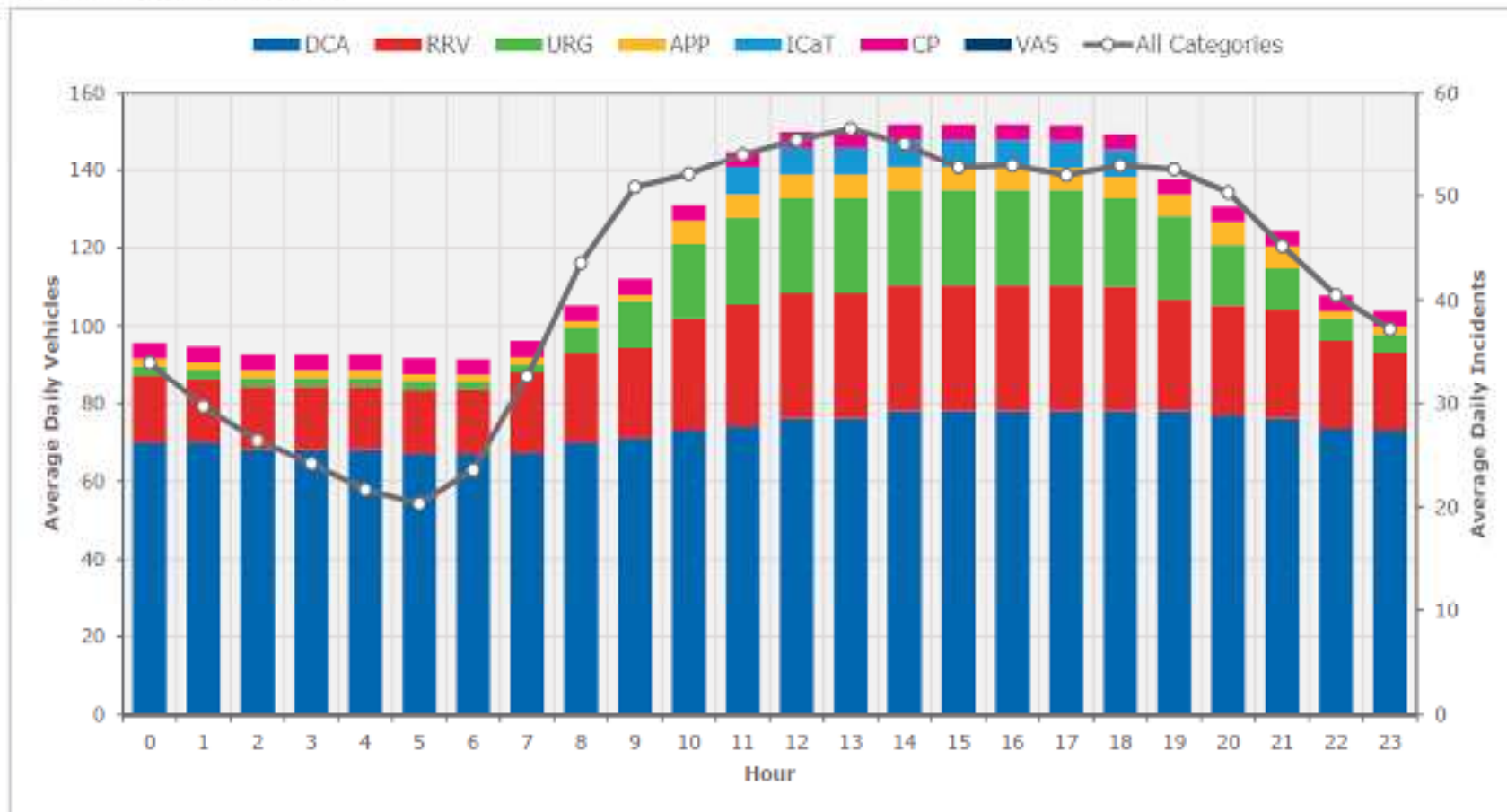
Ambulance future resourcing

	CURRENT VEHICLES			FUTURE VEHICLES			CHANGE IN VEHICLE NUMBERS		
	Rapid Response	Two-crew vehicles	Inter tier	Rapid Response	Two-crew vehicles	Inter tier	Rapid Response	Two-crew vehicles	Inter tier
VEHICLE TOTALS	38	74	27	18	112	18	-20	+38	-9
	CURRENT STAFFING			FUTURE STAFFING			CHANGE IN STAFFING		
	Para	CCA	ECT	Para	CCA	ECT	Para	CCA	ECT
OVERALL STAFFING	540	450	70	646	544	47	+107	+94	-23

Current shifts with existing resources

DCA= double-crew ambulance; **RRV**= rapid response car; **URG**= urgent care; **APP**= advanced practitioner; **ICaT**= intermediate tier vehicle; **CP**= community paramedic; **VAS**= voluntary ambulance service

Planned Shifts



Ambulance resources across North of Tyne

DCA= double-crew ambulance; **RRV** =rapid response car; **ITV**= intermediate tier vehicle

Local authority area	Future resources	Net changes
Northumberland	20 x DCA, 4 x RRV, 3 x ITV	+ 6 DCA -2 RRV (24 to 12 hours) -2 ITV (24 to 12 hours)
North Tyneside	7 x DCA, 2 x RRV, 1 x ITV	+3 DCA -1 ITV
Newcastle	9 x DCA, 1 x RRV, 2 x ITV	+4 DCA -1 DCA (0200h – 0600h) -3 RRV

Ambulance resources across South of Tyne

DCA= double-crew ambulance; **RRV** =rapid response car; **ITV**= intermediate tier vehicle

Local authority area	Future resources	Net changes
Gateshead	4 x DCA, 1 x RRV	-
South Tyneside	7 x DCA, 1 x RRV,	+3 DCA
Sunderland	9 x DCA, 1 x RRV, 1 x ITV	+5 DCA -1 DCA (0000h-0800h) -3 RRV (24 & 12 hours) -3 ITV
Durham	31 x DCA, 5 x RRV, 2 x ITV	+14 DCA -2 DCA (0200h-0700h) -1 RRV

Ambulance resources across Tees Valley

DCA= double-crew ambulance; **RRV** =rapid response car; **ITV**= intermediate tier vehicle

Local authority area	Future resources	Net changes
Darlington	2x DCA, 1 x RRV	-1 RRV (24 to 12 hours)
Hartlepool	6 x DCA, 1 x RRV, 2x ITV	+3 DCA -2 RRV (24 to 12 hours) -2 ITV
Stockton on Tees	3 x DCA, 1 x RRV, 1x ITV	+1 ITV
Middlesbrough	8 x DCA, 2 x RRV, 2 x ITV	+3 DCA -1 DCA (0200h-0700h) -1 ITV -1 RRV
Redcar & Cleveland	6 x DCA	+2 DCA -2 RRV



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