

AGENDA

Meeting: Great Western Ambulance Service
Joint Health Overview & Scrutiny Committee

Place: Gloucestershire County Council, Shire Hall, Westgate Street,
Gloucester

Date: Friday 17 September 2010

Time: 11.00 am

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

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GREAT WESTERN AMBULANCE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Date & Time: 17th September 2010 at 11.00 am

Venue: Gloucestershire County Council, Shire Hall, Westgate Street,
Gloucester, GL1 2TG. (A location map is at

http://www.gloucestershire.gov.uk/utilities/action/act_download.cfm?mediaid=32320)

Members of the Committee:

- Councillor Andrew Gravells, Gloucestershire County Council (Chair)
- Councillor Sharon Ball, Bath & North East Somerset Council
- Councillor Anthony Clarke, Bath & North East Somerset Council
- Councillor Adrian Inker, Bath & North East Somerset Council
- Councillor Lesley Alexander, Bristol City Council
- Councillor Sylvia Townsend, Bristol City Council
- Jenny Smith, Bristol City Council
- Councillor Ron Allen, Gloucestershire County Council
- Councillor Sheila Jeffery, Cotswold D C (Glos CC)
- Councillor Sandra Grant, South Gloucestershire Council
- Councillor Sue Hope, South Gloucestershire Council
- Councillor Andy Perkins, South Gloucestershire Council
- Councillor Ann Harley, North Somerset Council
- Councillor Anne Kemp, North Somerset Council
- Councillor Reyna Knight, North Somerset Council
- Councillor Andrew Bennett, Swindon Borough Council
- Councillor Michael Bray, Swindon Borough Council
- Councillor Peter Mallinson, Swindon Borough Council
- Councillor Christine Crisp, Wiltshire Council
- Councillor Mike Hewitt, Wiltshire Council

- Councillor Ian McLennan, Wiltshire Council

Contact Officers:

Romayne de Fonseca, Bristol City Council, 0117 9222770, romayne.de.Fonseka@bristol.gov.uk or Norman Cornthwaite, Bristol City Council, 0117 9222390, norman.cornthwaite@bristol.gov.uk

Web site addresses:

Bath & North East Somerset Council - www.bathnes.gov.uk

Bristol City Council – www.bristol.gov.uk

Gloucestershire County Council – www.gloucestershire.gov.uk

North Somerset Council – www.n-somerset.gov.uk

South Gloucestershire Council -www.southglos.gov.uk

Swindon Borough Council – www.swindon.gov.uk

Wiltshire Council – www.wiltshire.gov.uk

AGENDA

1. **Apologies for Absence**
To receive and note any apologies from Members of the Committee.
2. **Declarations of Interest**
Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.
3. **Public Question Time**
See explanatory note below. Please contact the Officers whose names and numbers appear at the top of this agenda if you need further guidance.
4. **Chair's Update**
To receive any information from the Chair. There will not normally be any discussion on this item.
5. **Minutes of the Meeting Held 11th June 2010**
To approve the Minutes of the Meeting for signature by the Chair.
6. **Monthly Performance Information Comprising:**
 - A. **Commissioners' Monthly Report For Activity In July 2010;**
 - B. **Board Performance Report - August 2010;**

	<p>C. Hospital Handover Times - July 2010. To comment and note.</p>
7.	<p>Update from HOSCs To note the above.</p>
8.	<p>Report from Joint Working Group To consider the above.</p>
9.	<p>Review of Terms of Reference of GWAS Joint Health Scrutiny Committee To comment on and agree.</p>
10.	<p>Work Programme To agree the priorities for future meetings of the Committee.</p>
11.	<p>Dates of Future Meetings Proposed date of next meeting: 17th December 2010 at 11.00 am – venue - South Gloucestershire Council</p>
12.	<p>Urgent Business</p>

Date of Dispatch: 9th September 2010

Public Question Time

Up to 15 minutes will be allowed at the start of all Joint Committee meetings for questions to the Chair from members of the public about the work of the Committee. Questions must be relevant, clear and concise. Because of time constraints, Public Question Time is not an opportunity to make speeches or statements. Prior notice of a question to the Scrutiny Officers supporting the Joint Committee is desirable, particularly if detailed information is needed.

Access Arrangements

The Venue is wheelchair accessible and an infrared receiver hearing system is provided. If you would wish to attend the meeting but have any special requirement to enable you to do so please contact the Scrutiny Officers whose names and numbers appear at the top of this agenda as soon as possible prior to the date of the meeting.

If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Scrutiny Officers whose name and numbers appear at the top of this agenda.

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**Great Western Ambulance Service Joint Health Overview and
Scrutiny Committee**

Friday 11th June 2010

Swindon Borough Council, Civic Offices

MINUTES

Present:

Councillors:

Councillor Andrew Gravells (Gloucestershire County Council) – Chair
Councillors Sue Hope (South Gloucestershire Council), Andy Perkins (South Gloucestershire Council), Adrian Inker (Bath & North East Somerset Council), Sharon Ball (Bath & North East Somerset Council), Sandra Grant (South Gloucestershire Council), Sylvia Townsend (Bristol City Council), Terry Hale (Gloucestershire County Council), Sheila Jeffery (Cotswold District Council), Ron Allen (Gloucestershire County Council), Stephanie Exell (Swindon Borough Council), Mike Hewitt (Wiltshire Council), Christine Crisp (Wiltshire County Council), Ian McLennan (Wiltshire Council), Mick Bray (Swindon Borough Council and Andrew Bennett (Swindon Borough Council)

Others:

David Whiting (Great Western Ambulance Service), Tim Stockings (Great Western Ambulance Service), S Rawthorn (Great Western Ambulance Service), Albert Weager (LINKs), Keith Smith (Swindon LINK), Caroline Pickford (Wiltshire Council), Sally Smith (Swindon Borough Council), Elizabeth Power (Gloucestershire County Council) and Romyne de Fonseca (Bristol City Council)

Apologies:

Councillors Lesley Alexander (Bristol City Council), Reyna Knight (North Somerset Council) and Jenny Smith (Bristol City Council)

124. Declarations of interest (Agenda Item 2)

Councillor Andy Perkins made a personal and non-prejudicial interest in respect of his wife's employment at University Hospital Bristol NHS Foundation Trust.

125. Public Question Time (Agenda Item 3)

No public questions were received.

126. Chair's update (Agenda Item 4)

The Chair referred to the recent GWAS Awards ceremony that he had attended and congratulated the Chief Executive on what he felt had been an excellent event and showcase for the Ambulance Service. He advised that he had invited award winners to attend the next meeting of their Health Overview and Scrutiny Committee to make a short presentation on their work and to members the opportunity to publicly congratulate them on their achievements.

127. Minutes of the Meeting held 29th January 2010 (Agenda Item 5)

Resolved – (1) That the minutes be approved as a correct record.

(2) That, with reference to Minute 122, it be noted that the one outstanding core standard had now been met.

(3) That, with reference to Minute 120, the advice from GWAS, that the increased number of paramedics and additional staff and the re-alignment of operational cover to the demand profile would ensure that the Category B19 response target would be met, be noted.

(4) That it be noted that the work in relation to Community First Responders still needed to be expanded upon in some rural areas and that the GWAS CR Management team be asked to consider how this might best be achieved.

128. Monthly Performance Information for March/April 2010 (Agenda Item 6)

David Whiting (Chief Executive, GWAS) introduced this report, comprising (i) the Commissioners' Monthly Report for activity In March and April 2010, (ii) the Board Performance Report and (iii) Hospital Handover Times - April 2010.

Mr Whiting provided a summary of the major elements within the data, commenting that, at the 2009/10 year-end, the trust had achieved its targets for responding to Category A calls for the first time in its history, and that this standard of performance had been continued into the current year. He also advised that, in relation to its call answering targets, recognising the importance of this function to the public, 97.3% of all 999 calls had been answered within 5 seconds, with an average response time of 1 second, the best response time in the UK.

The Chair acknowledged the significance of the achievements made by GWAS in relation to its performance standard targets, improving its national ranking overall from 11th in 2008/9 to 6th in 2009/10, and, on behalf of the Committee, congratulated Mr Whiting on this positive and sustained progress and asked that a note conveying the Committee's congratulations be sent to all GWAS staff. The Chair also asked that the Lead Commissioning Officer and the Strategic Health Authority be copied in on this e-mail.

Mr Whiting responded to individual members' specific questions on the following topics:

- enhancement of CFR coverage in the Cotswold, Forest of Dean and Kennet areas
- operational flexibility and arrangement to mitigate the effects of the migration ambulance resources across service area boundaries
- the audit of emergency calls to verify the accuracy of categorisation
- Hospital handover target times and definitions and the requirement for each Trust to a plan with GWAS to minimise patients' access to hospital services
 - the Gloucester scheme

129. AGW Cardiac and Stroke Network (Agenda Item 7)

Dr. Tim Cribbs, Consultant Cardiologist and Clinical Lead for the Cardiac Network, made a presentation to the meeting on the topic of Primary Percutaneous Angioplasty, outlining the significant developments in recent years and the shift from the use of drugs to treat coronary artery blockage (thrombolysis) to the more "high tech" angioplasty treatment, using a balloon catheter to restore blood flow. Dr. Cribbs commented on the time sensitivity for primary angioplasty and advised that studies had established that a significant number of patients in the AGWS Network area would benefit from having angioplasty rather than thrombolysis. It was noted that the Department of Health, in 2008, had recommended that the principle of primary angioplasty should be adopted nationwide within 3 years. Dr. Cribbs advised that the Network was committed to the delivery of a "24/7" Primary Angioplasty service with equal and early access for patients, wherever possible, and outlined the current plan for the delivery of services through the Swindon, Bath, Gloucester, Cheltenham and Bristol West hospitals (9 to 5) and through regional centres in Bristol and Taunton (out of hours). It was noted that the local hospitals were committed to extending the service hours (7 to 7).

Members were given the opportunity to put questions to Dr. Cribbs. Issues raised included:

- the time sensitivity for treatment and the feasibility of primary angioplasty being provided in the Birmingham area for patients north of Moreton in Marsh
- the change in the attitude of the medical profession that angioplasty is superior to thrombolysis in almost every case
- the success of primary prevention in reducing the incidence of heart attack and heart disease (40% fall in deaths from heart disease in the last 10 years)
- the services provided through the Bristol Heart Institute and its capacity to provide primary angioplasty services
- the financial basis for the service provision, each PCT meeting the cost of service on the basis of a pre-determined tariff

Resolved – That Dr. Cribbs be thanked for attending the meeting and for his informative presentation on the issue of Primary Angioplasty.

130. Update from HOSCs (Agenda Item 8)

The Committee received an update from the Wiltshire Health and Adult Social Care select Committee on activity undertaken in relation to GWAS.

Resolved – That the report be noted

131. Report from Joint Working Group (Agenda Item 9)

The Committee received an update from the Local Involvement Network Joint Working Group.

Resolved – That the report be noted

132. Short Life Group on rural response times – Update (Agenda Item 10)

The Committee received a report on the outcomes of the Short Life Group on rural response times and ways of improving performance in rural areas. The report sought members' comments on the Group's recommendations for further action. Issues raised by members during the Committee's debate of the matter included:

- the focus of CFR schemes in larger populated areas with a recognised demand for the service and the identification of priority areas for future enhanced coverage
- the availability and cost of automatic external defibrillators (AEDs) for use by CFRs
- the nature and location of current CFR schemes
- GWAS engagement with the localities regarding the use and development of alternative care pathways

Resolved – (1) That the report be noted and the recommendations for further action be accepted.

(2) That the importance of the work being carried out by the Short Life Group is recognised and that the members of the Short Life Group be thanked for their commitment and hard work in support of the group.

(3) That, in recognising the good work being carried out to improve rural response times, and the need to maintain this momentum and enhance CFR schemes in lower populated rural areas, GWAS arrange a further meeting of the Short Life Group for, approximately, 6 months' time (Dec 2010/Jan 2011).

133. Quality Accounts (Background) and GWAS Quality Accounts 2009/10 (Agenda Items 11 and 12)

The Committee received a report on the requirement for NHS provider trusts to publish an annual quality account, and inviting members' comments on the content of the draft GWAS Quality Account 2009/10.

Resolved – (1) That the report and the draft GWAS Quality Account 2009/10 be noted.

(2) That members be provided with copies of the GWAS "Goals agreed with commissioners", referred to in Section 2.4.4 of the Quality Accounts.

134. Work Programme and dates of future meetings (Agenda Items 13 and 14)

The Committee received a report outlining the next stages of its work programme for 2010/11.

Resolved – (1) That the Committee's Work Programme for the remainder of the year be agreed.

(2) That the proposed date and hosting arrangements for the September meeting of the Committee, and the provisional arrangements for the December meeting, be agreed.

(3) That the issue of the frequency of meetings of the Committee be addressed at its September meeting, when the Committee is due to consider its revised terms of reference.

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Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
17th September 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (July 2010)
- the Board Performance Report for August (covering activity in July 2010)
- Handover times/delays broken down by hospital

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Consider the appended reports and identify any issues requiring further clarification or discussion with the Great Western Ambulance NHS Trust or NHS Gloucestershire as lead commissioners.

1.0 Reasons

1.1 The Great Western Ambulance Joint Health Scrutiny Committee had previously resolved to review the monthly “Managing Our Performance” Report that was presented to the Great Western Ambulance NHS Trust Board. This report has subsequently been revised and renamed as the “Board Performance Report”.

2.0 Detail

2.1 The Commissioners Monthly Report (July 2010) outlines GWAS performance by month, broken down by sector, PCT and local authority. This is attached at Appendix 1.

2.2 The Board Performance Report for August is attached at Appendix 2.

2.3 Attached at Appendix 3 is a full breakdown of handover times/delays by hospital. This provides more detailed information as the Board Performance Report only indicates average handover time.

3.0 Background Papers and Appendices

Appendices

Appendix A: Commissioners Monthly Report (July 2010), Great Western Ambulance NHS Trust

Appendix B: Board Performance Report for August (covering activity in July 2010), Great Western Ambulance NHS Trust

Appendix C: Breakdown of handover times/delays by hospital, Great Western Ambulance NHS Trust



ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2010/11

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TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	19,768	21,215	21,067	21,624	*	*	*	*	*	*	*	*	83,674
2010/11 Contract	20,389	21,860	21,786	22,402	*	*	*	*	*	*	*	*	86,437
2010/11 Actual	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249
Variance from Contract	269	438	-384	-511	*	*	*	*	*	*	*	*	-188
Variance from Contract %	1.3%	2.0%	-1.8%	-2.3%	*	*	*	*	*	*	*	*	-0.2%
Variance from 2009/10	890	1,083	335	267	*	*	*	*	*	*	*	*	2,575
Variance from 2009/10 %	4.5%	5.1%	1.6%	1.2%	*	*	*	*	*	*	*	*	3.1%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	13,304	14,027	13,477	13,777	*	*	*	*	*	*	*	*	54,585
2010/11 Contract	13,703	14,448	13,881	14,190	*	*	*	*	*	*	*	*	56,223
2010/11 Actual	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211
Variance from Contract	198	305	315	171	*	*	*	*	*	*	*	*	988
Variance from Contract %	1.4%	2.1%	2.3%	1.2%	*	*	*	*	*	*	*	*	1.8%
Variance from 2009/10	597	726	719	584	*	*	*	*	*	*	*	*	2,626
Variance from 2009/10 %	4.5%	5.2%	5.3%	4.2%	*	*	*	*	*	*	*	*	4.8%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	67.3%	66.1%	64.0%	63.7%	*	*	*	*	*	*	*	*	65.2%
2010/11 Actual	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%
Variance from 2009/10 %	0.0%	0.0%	2.4%	1.9%	*	*	*	*	*	*	*	*	1.1%

PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	76.03%	77.41%	77.17%	72.72%	77.17%	75.77%	74.78%	75.04%	69.97%	71.21%	75.81%	78.24%	75.0%
2010/11 Target	77.85%	76.17%	76.27%	76.03%	75.81%	76.19%	76.30%	75.43%	74.78%	75.69%	77.01%	78.00%	76.3%
2010/11 Actual	78.32%	78.07%	76.28%	77.55%	*	*	*	*	*	*	*	*	77.6%
Variance from Target	0.5%	1.9%	0.0%	1.5%	*	*	*	*	*	*	*	*	1.3%
Variance from 2009/10	2.3%	0.7%	-0.9%	4.8%	*	*	*	*	*	*	*	*	2.5%

Category A 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	95.89%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
2010/11 Target	96.36%	96.28%	95.59%	95.40%	95.97%	96.15%	95.53%	95.56%	95.52%	96.39%	95.58%	95.79%	95.8%
2010/11 Actual	95.98%	96.01%	94.93%	95.66%	*	*	*	*	*	*	*	*	95.6%
Variance from Target	-0.4%	-0.3%	-0.7%	0.3%	*	*	*	*	*	*	*	*	-0.2%
Variance from 2009/10	0.1%	-0.4%	-0.9%	0.4%	*	*	*	*	*	*	*	*	0.5%

Category B 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.36%	92.95%	92.40%	91.04%	91.82%	92.16%	89.75%	89.80%	86.45%	87.69%	90.15%	90.98%	90.7%
2010/11 Target	92.52%	92.60%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	93.4%
2010/11 Actual	93.18%	93.83%	91.77%	92.52%	*	*	*	*	*	*	*	*	92.8%
Variance from Target	0.7%	1.2%	0.9%	0.8%	*	*	*	*	*	*	*	*	-0.6%
Variance from 2009/10	0.8%	0.9%	-0.6%	1.5%	*	*	*	*	*	*	*	*	2.2%

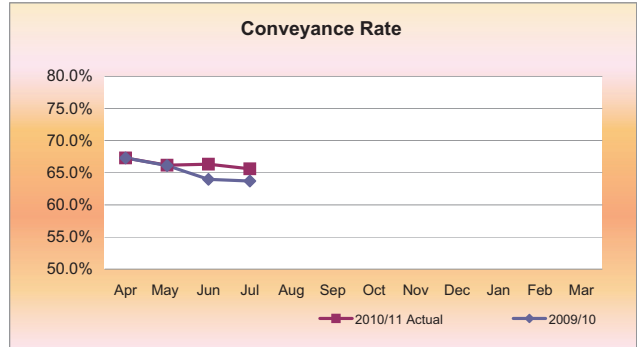
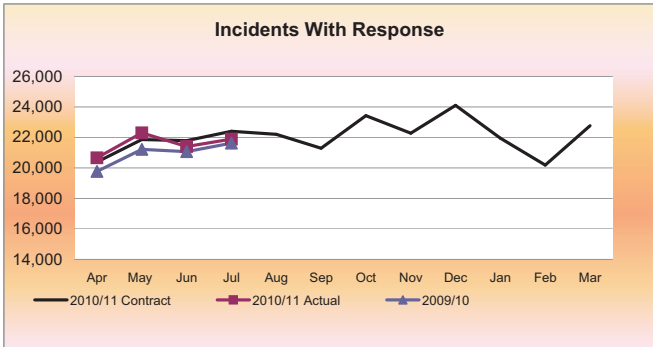
Category C Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
2010/11 Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
2010/11 Actual	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%
Variance from Target	-9.3%	-9.5%	-13.6%	-11.0%	*	*	*	*	*	*	*	*	-10.8%
Variance from 2009/10	-6.4%	-6.8%	-11.6%	-7.6%	*	*	*	*	*	*	*	*	-3.8%

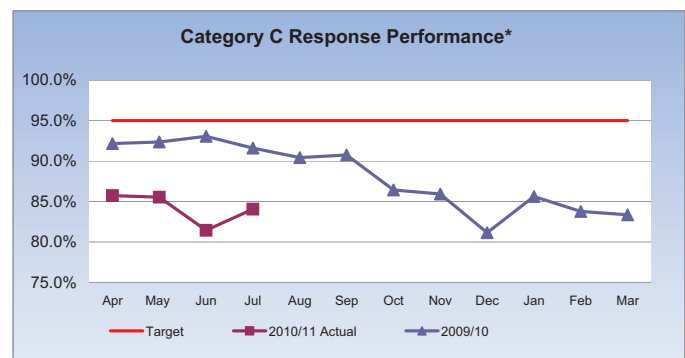
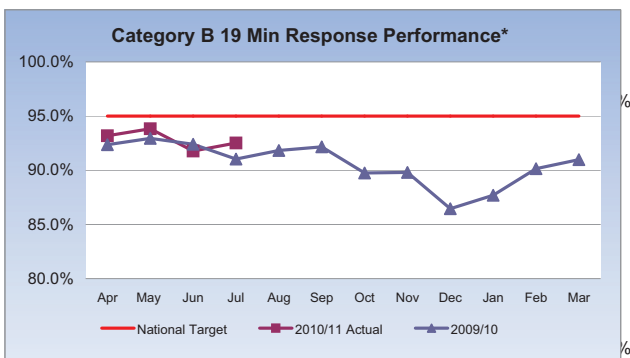
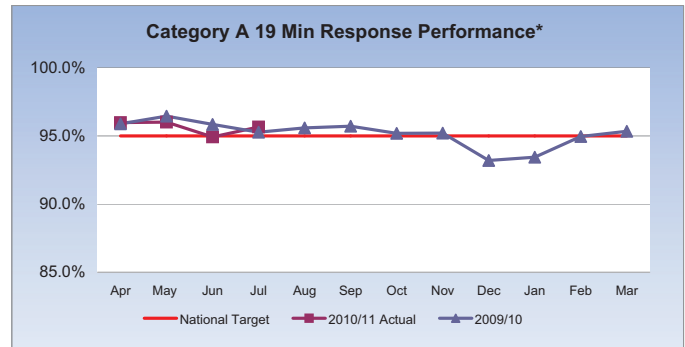
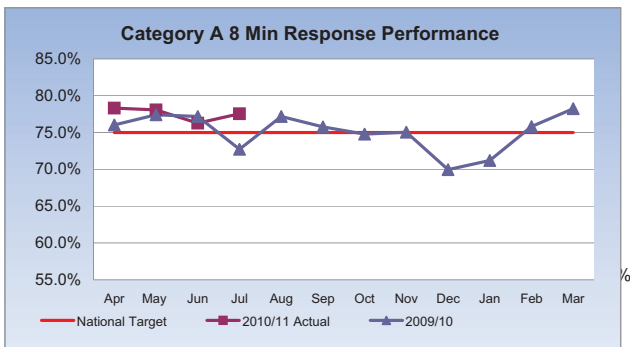


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:



PERFORMANCE:



Category A 8 Minute Performance by Sector

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3236	3493	3265	3528	*	*	*	*	*	*	*	*	13,522
Gloucestershire	1811	1919	1797	1819	*	*	*	*	*	*	*	*	7,346
Wiltshire	2409	2755	2626	2732	*	*	*	*	*	*	*	*	10,522
Other/Unknown	40	59	39	46	*	*	*	*	*	*	*	*	184
Total	7,496	8,226	7,727	8,125	*	*	*	*	*	*	*	*	31,574

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2518	2767	2468	2716	*	*	*	*	*	*	*	*	10,469
Gloucestershire	1437	1496	1399	1446	*	*	*	*	*	*	*	*	5,778
Wiltshire	1905	2148	2020	2133	*	*	*	*	*	*	*	*	8,206
Other/Unknown	11	11	7	6	*	*	*	*	*	*	*	*	35
Total	5,871	6,422	5,894	6,301	*	*	*	*	*	*	*	*	24,488

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	77.8%	79.2%	75.6%	77.0%	*	*	*	*	*	*	*	*	77.4%
Gloucestershire	79.3%	78.0%	77.9%	79.5%	*	*	*	*	*	*	*	*	78.7%
Wiltshire	79.1%	78.0%	76.9%	78.1%	*	*	*	*	*	*	*	*	78.0%
Other/Unknown	27.5%	18.6%	17.9%	13.0%	*	*	*	*	*	*	*	*	19.0%
Total	78.3%	78.1%	76.3%	77.6%	*	*	*	*	*	*	*	*	77.6%

Category A 8 Minute Performance by PC1

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	531	608	541	568	*	*	*	*	*	*	*	*	2,248
Bristol	1,658	1,803	1,775	1,891	*	*	*	*	*	*	*	*	7,127
Gloucestershire	1,911	1,919	1,797	1,819	*	*	*	*	*	*	*	*	7,346
North Somerset	742	797	716	830	*	*	*	*	*	*	*	*	3,085
South Gloucestershire	752	814	713	728	*	*	*	*	*	*	*	*	3,007
Swindon	612	710	655	736	*	*	*	*	*	*	*	*	2,713
Wiltshire	1,350	1,515	1,490	1,507	*	*	*	*	*	*	*	*	5,862
Other/Unknown	40	60	40	46	*	*	*	*	*	*	*	*	186
Total	7,496	8,226	7,727	8,125	*	*	*	*	*	*	*	*	31,574

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	404	473	411	451	*	*	*	*	*	*	*	*	1,739
Bristol	1,396	1,518	1,467	1,566	*	*	*	*	*	*	*	*	5,947
Gloucestershire	1,437	1,496	1,399	1,446	*	*	*	*	*	*	*	*	5,778
North Somerset	543	602	496	630	*	*	*	*	*	*	*	*	2,271
South Gloucestershire	538	602	474	477	*	*	*	*	*	*	*	*	2,091
Swindon	566	636	596	654	*	*	*	*	*	*	*	*	2,452
Wiltshire	976	1,084	1,044	1,071	*	*	*	*	*	*	*	*	4,175
Other/Unknown	11	11	7	6	*	*	*	*	*	*	*	*	35
Total	5,871	6,422	5,894	6,301	*	*	*	*	*	*	*	*	24,488

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	76.1%	77.8%	76.0%	79.4%	*	*	*	*	*	*	*	*	77.4%
Bristol	84.20%	84.19%	82.65%	82.81%	*	*	*	*	*	*	*	*	83.4%
Gloucestershire	79.35%	77.96%	77.85%	79.49%	*	*	*	*	*	*	*	*	78.7%
North Somerset	73.18%	75.53%	69.27%	75.90%	*	*	*	*	*	*	*	*	73.6%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	*	*	*	*	*	*	*	*	69.5%
Swindon	92.48%	89.58%	90.99%	88.86%	*	*	*	*	*	*	*	*	90.4%
Wiltshire	72.30%	71.55%	70.07%	71.07%	*	*	*	*	*	*	*	*	71.2%
Other/Unknown	27.50%	18.33%	17.50%	13.04%	*	*	*	*	*	*	*	*	18.8%
Total	78.3%	78.1%	76.3%	77.6%	*	*	*	*	*	*	*	*	77.6%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,658	1,803	1,775	1,891	*	*	*	*	*	*	*	*	7,127
South Gloucestershire	752	814	713	728	*	*	*	*	*	*	*	*	3,007
North Somerset	742	797	716	830	*	*	*	*	*	*	*	*	3,085
Bath and North East Somerset	531	608	541	568	*	*	*	*	*	*	*	*	2,248
Forest of Dean	225	246	259	249	*	*	*	*	*	*	*	*	979
Cotswold	219	218	242	259	*	*	*	*	*	*	*	*	938
Tewkesbury	211	187	202	222	*	*	*	*	*	*	*	*	822
Cheltenham	405	433	355	342	*	*	*	*	*	*	*	*	1,535
Gloucester	431	481	454	430	*	*	*	*	*	*	*	*	1,796
Stroud	320	354	285	317	*	*	*	*	*	*	*	*	1,276
Kennet	205	234	244	224	*	*	*	*	*	*	*	*	907
North Wiltshire	372	445	417	478	*	*	*	*	*	*	*	*	1,712
Swindon	606	700	645	727	*	*	*	*	*	*	*	*	2,678
West Wiltshire	464	484	428	454	*	*	*	*	*	*	*	*	1,830
Salisbury	309	352	401	351	*	*	*	*	*	*	*	*	1,413
Other/Unknown	46	70	50	55	*	*	*	*	*	*	*	*	221
Total	7,496	8,226	7,727	8,125	*	*	*	*	*	*	*	*	31,574

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,396	1,518	1,467	1,566	*	*	*	*	*	*	*	*	5,947
South Gloucestershire	538	602	474	477	*	*	*	*	*	*	*	*	2,091
North Somerset	543	602	496	630	*	*	*	*	*	*	*	*	2,271
Bath and North East Somerset	404	473	411	451	*	*	*	*	*	*	*	*	1,739
Forest of Dean	137	147	171	176	*	*	*	*	*	*	*	*	631
Cotswold	137	117	123	162	*	*	*	*	*	*	*	*	539
Tewkesbury	164	142	152	173	*	*	*	*	*	*	*	*	631
Cheltenham	376	409	333	322	*	*	*	*	*	*	*	*	1,440
Gloucester	400	437	420	384	*	*	*	*	*	*	*	*	1,641
Stroud	223	244	200	229	*	*	*	*	*	*	*	*	896
Kennet	136	130	131	129	*	*	*	*	*	*	*	*	526
North Wiltshire	277	317	299	347	*	*	*	*	*	*	*	*	1,240
Swindon	564	634	593	650	*	*	*	*	*	*	*	*	2,441
West Wiltshire	347	378	321	333	*	*	*	*	*	*	*	*	1,379
Salisbury	216	259	293	262	*	*	*	*	*	*	*	*	1,030
Other/Unknown	13	13	10	10	*	*	*	*	*	*	*	*	46
Total	5,871	6,422	5,894	6,301	*	*	*	*	*	*	*	*	24,488

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	84.2%	84.2%	82.6%	82.8%	*	*	*	*	*	*	*	*	83.4%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	*	*	*	*	*	*	*	*	69.5%
North Somerset	73.18%	75.53%	69.27%	75.90%	*	*	*	*	*	*	*	*	73.6%
Bath and North East Somerset	76.08%	77.80%	75.97%	79.40%	*	*	*	*	*	*	*	*	77.4%
Forest of Dean	60.89%	59.76%	66.02%	70.68%	*	*	*	*	*	*	*	*	64.5%
Cotswold	62.56%	53.67%	50.83%	62.55%	*	*	*	*	*	*	*	*	57.5%
Tewkesbury	77.73%	75.94%	75.25%	77.93%	*	*	*	*	*	*	*	*	76.8%
Cheltenham	92.84%	94.46%	93.80%	94.15%	*	*	*	*	*	*	*	*	93.8%
Gloucester	92.81%	90.85%	92.51%	89.30%	*	*	*	*	*	*	*	*	91.4%
Stroud	69.69%	68.93%	70.18%	72.24%	*	*	*	*	*	*	*	*	70.2%
Kennet	66.34%	55.56%	53.69%	57.59%	*	*	*	*	*	*	*	*	58.0%
North Wiltshire	74.46%	71.24%	71.70%	72.59%	*	*	*	*	*	*	*	*	72.4%
Swindon	93.07%	90.57%	91.94%	89.41%	*	*	*	*	*	*	*	*	91.2%
West Wiltshire	74.78%	78.10%	75.00%	73.35%	*	*	*	*	*	*	*	*	75.4%
Salisbury	69.90%	73.58%	73.07%	74.64%	*	*	*	*	*	*	*	*	72.9%
Other/Unknown	28.26%	18.57%	20.00%	18.18%	*	*	*	*	*	*	*	*	20.8%
Total	78.3%	78.1%	76.3%	77.6%	*	*	*	*	*	*	*	*	77.6%

Category B 19 Minute Performance by Sector

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3180	3388	3278	3282	*	*	*	*	*	*	*	*	13,128
Gloucestershire	1807	1933	1796	1864	*	*	*	*	*	*	*	*	7,400
Wiltshire	2522	2733	2613	2592	*	*	*	*	*	*	*	*	10,460
Other/Unknown	74	80	91	78	*	*	*	*	*	*	*	*	323
Total	7,583	8,134	7,778	7,816	*	*	*	*	*	*	*	*	31,311

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2893	3162	2943	2997	*	*	*	*	*	*	*	*	11,995
Gloucestershire	1719	1822	1713	1766	*	*	*	*	*	*	*	*	7,020
Wiltshire	2406	2586	2413	2415	*	*	*	*	*	*	*	*	9,820
Other/Unknown	48	62	69	53	*	*	*	*	*	*	*	*	232
Total	7,066	7,632	7,138	7,231	*	*	*	*	*	*	*	*	29,067

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	91.0%	93.3%	89.8%	91.3%	*	*	*	*	*	*	*	*	91.4%
Gloucestershire	95.1%	94.3%	95.4%	94.7%	*	*	*	*	*	*	*	*	94.9%
Wiltshire	95.4%	94.6%	92.3%	93.2%	*	*	*	*	*	*	*	*	93.9%
Other/Unknown	64.9%	77.5%	75.8%	67.9%	*	*	*	*	*	*	*	*	71.8%
Total	93.2%	93.8%	91.8%	92.5%	*	*	*	*	*	*	*	*	92.8%

Category B 19 Minute Performance by PC1

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	553	561	528	498	*	*	*	*	*	*	*	*	2,140
Bristol	1,768	1,892	1,795	1,740	*	*	*	*	*	*	*	*	7,195
Gloucestershire	1,807	1,933	1,796	1,864	*	*	*	*	*	*	*	*	7,400
North Somerset	724	705	721	798	*	*	*	*	*	*	*	*	2,948
South Gloucestershire	621	703	695	683	*	*	*	*	*	*	*	*	2,702
Swindon	636	723	713	765	*	*	*	*	*	*	*	*	2,837
Wiltshire	1,400	1,536	1,438	1,389	*	*	*	*	*	*	*	*	5,763
Other/Unknown	74	81	92	79	*	*	*	*	*	*	*	*	326
Total	7,583	8,134	7,778	7,816	*	*	*	*	*	*	*	*	31,311

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	528	537	486	464	*	*	*	*	*	*	*	*	2,015
Bristol	1,634	1,786	1,627	1,599	*	*	*	*	*	*	*	*	6,646
Gloucestershire	1,719	1,822	1,713	1,766	*	*	*	*	*	*	*	*	7,020
North Somerset	638	658	637	740	*	*	*	*	*	*	*	*	2,673
South Gloucestershire	559	638	619	607	*	*	*	*	*	*	*	*	2,423
Swindon	625	705	705	750	*	*	*	*	*	*	*	*	2,785
Wiltshire	1,315	1,423	1,281	1,251	*	*	*	*	*	*	*	*	5,270
Other/Unknown	48	63	70	54	*	*	*	*	*	*	*	*	235
Total	7,066	7,632	7,138	7,231	*	*	*	*	*	*	*	*	29,067

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	95.5%	95.7%	92.0%	93.2%	*	*	*	*	*	*	*	*	94.2%
Bristol	92.42%	94.40%	90.64%	91.90%	*	*	*	*	*	*	*	*	92.4%
Gloucestershire	95.13%	94.26%	95.38%	94.74%	*	*	*	*	*	*	*	*	94.9%
North Somerset	88.12%	93.33%	88.35%	92.73%	*	*	*	*	*	*	*	*	90.7%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	*	*	*	*	*	*	*	*	89.7%
Swindon	98.27%	97.51%	98.88%	98.04%	*	*	*	*	*	*	*	*	98.2%
Wiltshire	93.93%	92.64%	89.08%	90.06%	*	*	*	*	*	*	*	*	91.4%
Other/Unknown	64.86%	77.78%	76.09%	68.35%	*	*	*	*	*	*	*	*	72.1%
Total	93.2%	93.8%	91.8%	92.5%	*	*	*	*	*	*	*	*	92.8%

Category B 19 Minute Performance by District Council / Unitary Authority

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,768	1,892	1,795	1,740	*	*	*	*	*	*	*	*	7,195
South Gloucestershire	621	703	695	683	*	*	*	*	*	*	*	*	2,702
North Somerset	724	705	721	798	*	*	*	*	*	*	*	*	2,948
Bath and North East Somerset	553	561	528	498	*	*	*	*	*	*	*	*	2,140
Forest of Dean	231	247	217	285	*	*	*	*	*	*	*	*	980
Cotswold	188	242	213	230	*	*	*	*	*	*	*	*	873
Tewkesbury	198	192	200	204	*	*	*	*	*	*	*	*	794
Cheltenham	402	387	374	345	*	*	*	*	*	*	*	*	1,508
Gloucester	495	503	459	494	*	*	*	*	*	*	*	*	1,951
Stroud	293	362	333	306	*	*	*	*	*	*	*	*	1,294
Kennet	216	251	216	259	*	*	*	*	*	*	*	*	942
North Wiltshire	356	387	393	361	*	*	*	*	*	*	*	*	1,497
Swindon	627	717	710	755	*	*	*	*	*	*	*	*	2,809
West Wiltshire	468	514	464	416	*	*	*	*	*	*	*	*	1,862
Salisbury	360	384	365	353	*	*	*	*	*	*	*	*	1,462
Other/Unknown	83	87	95	89	*	*	*	*	*	*	*	*	354
Total	7,583	8,134	7,778	7,816	*	*	*	*	*	*	*	*	31,311

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,634	1,786	1,627	1,599	*	*	*	*	*	*	*	*	6,646
South Gloucestershire	559	638	619	607	*	*	*	*	*	*	*	*	2,423
North Somerset	638	658	637	740	*	*	*	*	*	*	*	*	2,673
Bath and North East Somerset	528	537	486	464	*	*	*	*	*	*	*	*	2,015
Forest of Dean	216	227	201	259	*	*	*	*	*	*	*	*	903
Cotswold	145	189	178	192	*	*	*	*	*	*	*	*	704
Tewkesbury	194	185	196	196	*	*	*	*	*	*	*	*	771
Cheltenham	397	383	369	341	*	*	*	*	*	*	*	*	1,490
Gloucester	489	498	455	487	*	*	*	*	*	*	*	*	1,929
Stroud	278	340	314	291	*	*	*	*	*	*	*	*	1,223
Kennet	193	223	180	222	*	*	*	*	*	*	*	*	818
North Wiltshire	337	355	360	327	*	*	*	*	*	*	*	*	1,379
Swindon	616	699	702	740	*	*	*	*	*	*	*	*	2,757
West Wiltshire	442	486	405	379	*	*	*	*	*	*	*	*	1,712
Salisbury	343	359	336	323	*	*	*	*	*	*	*	*	1,361
Other/Unknown	57	69	73	64	*	*	*	*	*	*	*	*	263
Total	7,066	7,632	7,138	7,231	*	*	*	*	*	*	*	*	29,067

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	92.42%	94.40%	90.64%	91.90%	*	*	*	*	*	*	*	*	92.4%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	*	*	*	*	*	*	*	*	89.7%
North Somerset	88.12%	93.33%	88.35%	92.73%	*	*	*	*	*	*	*	*	90.7%
Bath and North East Somerset	95.48%	95.72%	92.05%	93.17%	*	*	*	*	*	*	*	*	94.2%
Forest of Dean	93.51%	91.90%	92.63%	90.88%	*	*	*	*	*	*	*	*	92.1%
Cotswold	77.13%	78.10%	83.57%	83.48%	*	*	*	*	*	*	*	*	80.6%
Tewkesbury	97.98%	96.35%	98.00%	96.08%	*	*	*	*	*	*	*	*	97.1%
Cheltenham	98.76%	98.97%	98.66%	98.84%	*	*	*	*	*	*	*	*	98.8%
Gloucester	98.79%	99.01%	99.13%	99.58%	*	*	*	*	*	*	*	*	99.9%
Stroud	94.88%	93.92%	94.29%	95.10%	*	*	*	*	*	*	*	*	94.5%
Kennet	89.35%	88.84%	83.33%	85.71%	*	*	*	*	*	*	*	*	86.8%
North Wiltshire	94.66%	91.73%	91.60%	90.58%	*	*	*	*	*	*	*	*	92.1%
Swindon	98.25%	97.49%	98.87%	98.01%	*	*	*	*	*	*	*	*	98.1%
West Wiltshire	94.44%	94.55%	87.28%	91.11%	*	*	*	*	*	*	*	*	91.9%
Salisbury	95.28%	93.49%	92.05%	91.50%	*	*	*	*	*	*	*	*	93.1%
Other/Unknown	68.67%	79.31%	76.84%	71.91%	*	*	*	*	*	*	*	*	74.3%
Total	93.2%	93.8%	91.8%	92.5%	*	*	*	*	*	*	*	*	92.8%

Category C Compliance by Sector

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2198	2337	2363	2356	*	*	*	*	*	*	*	*	9,254
Gloucestershire	1541	1577	1539	1521	*	*	*	*	*	*	*	*	6,178
Wiltshire	1768	1933	1894	1974	*	*	*	*	*	*	*	*	7,569
Other/Unknown	29	27	33	28	*	*	*	*	*	*	*	*	117
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	1741	1959	1780	1848	*	*	*	*	*	*	*	*	7,328
Gloucestershire	1406	1381	1342	1354	*	*	*	*	*	*	*	*	5,483
Wiltshire	1572	1659	1595	1713	*	*	*	*	*	*	*	*	6,539
Other/Unknown	27	25	30	26	*	*	*	*	*	*	*	*	108
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	79.2%	83.8%	75.3%	78.4%	*	*	*	*	*	*	*	*	79.2%
Gloucestershire	91.2%	87.6%	87.2%	89.0%	*	*	*	*	*	*	*	*	88.8%
Wiltshire	88.9%	85.8%	84.2%	86.8%	*	*	*	*	*	*	*	*	86.4%
Other/Unknown	93.1%	92.6%	90.9%	92.9%	*	*	*	*	*	*	*	*	92.3%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

Category C Compliance by PCT

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	378	433	434	407	*	*	*	*	*	*	*	*	1,652
Bristol	1,044	1,120	1,076	1,095	*	*	*	*	*	*	*	*	4,335
Gloucestershire	1,541	1,577	1,539	1,521	*	*	*	*	*	*	*	*	6,178
North Somerset	509	493	560	514	*	*	*	*	*	*	*	*	2,076
South Gloucestershire	596	656	649	681	*	*	*	*	*	*	*	*	2,582
Swindon	389	448	421	477	*	*	*	*	*	*	*	*	1,735
Wiltshire	1,050	1,120	1,116	1,152	*	*	*	*	*	*	*	*	4,438
Other/Unknown	29	27	34	32	*	*	*	*	*	*	*	*	122
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	337	379	348	353	*	*	*	*	*	*	*	*	1,417
Bristol	812	913	803	848	*	*	*	*	*	*	*	*	3,376
Gloucestershire	1,406	1,381	1,342	1,354	*	*	*	*	*	*	*	*	5,483
North Somerset	432	436	438	431	*	*	*	*	*	*	*	*	1,737
South Gloucestershire	456	552	485	518	*	*	*	*	*	*	*	*	2,011
Swindon	348	401	374	424	*	*	*	*	*	*	*	*	1,547
Wiltshire	928	937	926	984	*	*	*	*	*	*	*	*	3,775
Other/Unknown	27	25	31	29	*	*	*	*	*	*	*	*	112
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	89.15%	87.53%	80.18%	86.73%	*	*	*	*	*	*	*	*	85.8%
Bristol	77.78%	81.52%	74.63%	77.44%	*	*	*	*	*	*	*	*	77.9%
Gloucestershire	91.24%	87.57%	87.20%	89.02%	*	*	*	*	*	*	*	*	88.8%
North Somerset	84.87%	88.44%	78.21%	83.85%	*	*	*	*	*	*	*	*	83.7%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	*	*	*	*	*	*	*	*	77.9%
Swindon	89.46%	89.51%	88.84%	88.89%	*	*	*	*	*	*	*	*	89.2%
Wiltshire	88.38%	83.66%	82.97%	85.42%	*	*	*	*	*	*	*	*	85.1%
Other/Unknown	93.10%	92.59%	91.18%	90.63%	*	*	*	*	*	*	*	*	91.8%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

Category C Compliance by District Council / Unitary Authority

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,044	1,120	1,076	1,095	*	*	*	*	*	*	*	*	4,335
South Gloucestershire	596	656	649	681	*	*	*	*	*	*	*	*	2,582
North Somerset	509	493	560	514	*	*	*	*	*	*	*	*	2,076
Bath and North East Somerset	378	433	434	407	*	*	*	*	*	*	*	*	1,652
Forest of Dean	188	216	202	201	*	*	*	*	*	*	*	*	807
Cotswold	239	264	277	222	*	*	*	*	*	*	*	*	1,002
Tewkesbury	181	172	175	191	*	*	*	*	*	*	*	*	719
Cheltenham	330	286	311	341	*	*	*	*	*	*	*	*	1,268
Gloucester	338	352	335	312	*	*	*	*	*	*	*	*	1,337
Stroud	265	287	239	254	*	*	*	*	*	*	*	*	1,045
Kennet	176	163	199	180	*	*	*	*	*	*	*	*	718
North Wiltshire	292	320	269	340	*	*	*	*	*	*	*	*	1,221
Swindon	383	444	414	471	*	*	*	*	*	*	*	*	1,712
West Wiltshire	343	377	364	362	*	*	*	*	*	*	*	*	1,446
Salisbury	239	260	284	270	*	*	*	*	*	*	*	*	1,053
Other/Unknown	35	31	41	38	*	*	*	*	*	*	*	*	145
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	812	913	803	848	*	*	*	*	*	*	*	*	3,376
South Gloucestershire	456	552	485	518	*	*	*	*	*	*	*	*	2,011
North Somerset	432	436	438	431	*	*	*	*	*	*	*	*	1,737
Bath and North East Somerset	337	379	348	353	*	*	*	*	*	*	*	*	1,417
Forest of Dean	172	189	178	188	*	*	*	*	*	*	*	*	727
Cotswold	199	225	219	182	*	*	*	*	*	*	*	*	825
Tewkesbury	167	161	156	172	*	*	*	*	*	*	*	*	656
Cheltenham	305	259	279	308	*	*	*	*	*	*	*	*	1,151
Gloucester	319	308	304	285	*	*	*	*	*	*	*	*	1,216
Stroud	244	239	206	219	*	*	*	*	*	*	*	*	908
Kennet	150	131	160	157	*	*	*	*	*	*	*	*	598
North Wiltshire	258	268	236	293	*	*	*	*	*	*	*	*	1,055
Swindon	343	397	369	419	*	*	*	*	*	*	*	*	1,528
West Wiltshire	299	318	295	307	*	*	*	*	*	*	*	*	1,219
Salisbury	221	220	235	227	*	*	*	*	*	*	*	*	903
Other/Unknown	32	29	36	34	*	*	*	*	*	*	*	*	131
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	77.78%	81.52%	74.63%	77.44%	*	*	*	*	*	*	*	*	77.9%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	*	*	*	*	*	*	*	*	77.9%
North Somerset	84.87%	88.44%	78.21%	83.85%	*	*	*	*	*	*	*	*	83.7%
Bath and North East Somerset	89.15%	87.53%	80.18%	86.73%	*	*	*	*	*	*	*	*	85.8%
Forest of Dean	91.49%	87.50%	88.12%	93.53%	*	*	*	*	*	*	*	*	90.1%
Cotswold	83.26%	85.23%	79.06%	81.98%	*	*	*	*	*	*	*	*	82.3%
Tewkesbury	92.27%	93.60%	89.14%	90.05%	*	*	*	*	*	*	*	*	91.2%
Cheltenham	92.42%	90.56%	89.71%	90.32%	*	*	*	*	*	*	*	*	90.8%
Gloucester	94.38%	87.50%	90.75%	91.35%	*	*	*	*	*	*	*	*	90.9%
Stroud	92.08%	83.29%	86.19%	86.22%	*	*	*	*	*	*	*	*	86.9%
Kennet	85.23%	80.37%	80.40%	87.22%	*	*	*	*	*	*	*	*	83.3%
North Wiltshire	88.36%	83.75%	87.73%	86.18%	*	*	*	*	*	*	*	*	86.4%
Swindon	89.56%	89.41%	89.13%	88.96%	*	*	*	*	*	*	*	*	89.3%
West Wiltshire	87.17%	84.35%	81.04%	84.81%	*	*	*	*	*	*	*	*	84.3%
Salisbury	92.47%	84.62%	82.75%	84.07%	*	*	*	*	*	*	*	*	85.8%
Other/Unknown	91.43%	93.55%	87.80%	89.47%	*	*	*	*	*	*	*	*	90.3%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

Conveyance Rates by Sector

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8607	9185	8895	9159	*	*	*	*	*	*	*	*	35,846
Gloucestershire	5160	5434	5141	5208	*	*	*	*	*	*	*	*	20,943
Wiltshire	6697	7418	7137	7299	*	*	*	*	*	*	*	*	28,551
Other/Unknown	194	261	229	225	*	*	*	*	*	*	*	*	909
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	5891	6103	6044	6056	*	*	*	*	*	*	*	*	24,094
Gloucestershire	3492	3629	3426	3518	*	*	*	*	*	*	*	*	14,065
Wiltshire	4404	4862	4595	4653	*	*	*	*	*	*	*	*	18,514
Other/Unknown	114	159	131	134	*	*	*	*	*	*	*	*	538
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

Incidents with transport 2009/10

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5783	6067	5740	5900	5764	5832	6303	6044	6611	6199	5519	6280	72,042
Gloucestershire	3301	3308	3206	3240	3335	3362	3591	3407	3817	3526	3137	3523	40,753
Wiltshire	4186	4597	4444	4534	4507	4517	4887	4781	5047	4646	4242	4755	55,143
Other/Unknown	34	55	87	103	100	82	120	122	129	112	105	61	1,110
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	169,048

Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	68.44%	66.45%	67.95%	66.12%	*	*	*	*	*	*	*	*	67.2%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	*	*	*	*	*	*	*	*	67.2%
Wiltshire	65.76%	65.54%	64.38%	63.75%	*	*	*	*	*	*	*	*	64.8%
Other/Unknown	58.76%	60.92%	57.21%	59.56%	*	*	*	*	*	*	*	*	59.2%
Total	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%

Conveyance Rates by PCT

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,462	1,602	1,505	1,474	*	*	*	*	*	*	*	*	6,043
Bristol	4,469	4,799	4,639	4,720	*	*	*	*	*	*	*	*	18,627
Gloucestershire	5,160	5,434	5,141	5,208	*	*	*	*	*	*	*	*	20,943
North Somerset	1,971	1,993	1,995	2,142	*	*	*	*	*	*	*	*	8,101
South Gloucestershire	1,967	2,158	2,055	2,091	*	*	*	*	*	*	*	*	8,271
Swindon	1,635	1,881	1,790	1,977	*	*	*	*	*	*	*	*	7,283
Wiltshire	3,800	4,168	4,045	4,049	*	*	*	*	*	*	*	*	16,062
Other/Unknown	194	263	232	230	*	*	*	*	*	*	*	*	919
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,017	1,106	1,040	1,000	*	*	*	*	*	*	*	*	4,163
Bristol	2,980	3,075	2,993	2,966	*	*	*	*	*	*	*	*	12,014
Gloucestershire	3,492	3,629	3,426	3,518	*	*	*	*	*	*	*	*	14,065
North Somerset	1,389	1,404	1,433	1,497	*	*	*	*	*	*	*	*	5,723
South Gloucestershire	1,384	1,461	1,474	1,451	*	*	*	*	*	*	*	*	5,770
Swindon	1,064	1,222	1,143	1,239	*	*	*	*	*	*	*	*	4,668
Wiltshire	2,461	2,696	2,554	2,553	*	*	*	*	*	*	*	*	10,264
Other/Unknown	114	160	133	137	*	*	*	*	*	*	*	*	544
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	69.56%	69.04%	69.10%	67.84%	*	*	*	*	*	*	*	*	68.9%
Bristol	66.68%	64.08%	64.52%	62.84%	*	*	*	*	*	*	*	*	64.5%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	*	*	*	*	*	*	*	*	67.2%
North Somerset	70.47%	70.45%	71.83%	69.89%	*	*	*	*	*	*	*	*	70.6%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	*	*	*	*	*	*	*	*	69.8%
Swindon	65.08%	64.97%	63.85%	62.67%	*	*	*	*	*	*	*	*	64.1%
Wiltshire	64.76%	64.68%	63.14%	63.05%	*	*	*	*	*	*	*	*	63.9%
Other/Unknown	58.76%	60.84%	57.33%	59.57%	*	*	*	*	*	*	*	*	59.2%
Total	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%

Conveyance Rates by District Council / Unitary Authority

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	4,469	4,799	4,639	4,720	*	*	*	*	*	*	*	*	18,627
South Gloucestershire	1,967	2,158	2,055	2,091	*	*	*	*	*	*	*	*	8,271
North Somerset	1,971	1,993	1,995	2,142	*	*	*	*	*	*	*	*	8,101
Bath and North East Somerset	1,462	1,602	1,505	1,474	*	*	*	*	*	*	*	*	6,043
Forest of Dean	645	711	685	736	*	*	*	*	*	*	*	*	2,777
Cotswold	647	727	733	714	*	*	*	*	*	*	*	*	2,821
Tewkesbury	590	551	579	617	*	*	*	*	*	*	*	*	2,337
Cheltenham	1,137	1,107	1,040	1,028	*	*	*	*	*	*	*	*	4,312
Gloucester	1,263	1,335	1,247	1,236	*	*	*	*	*	*	*	*	5,081
Stroud	878	1,003	857	877	*	*	*	*	*	*	*	*	3,615
Kennet	597	648	660	663	*	*	*	*	*	*	*	*	2,568
North Wiltshire	1,020	1,150	1,079	1,179	*	*	*	*	*	*	*	*	4,428
Swindon	1,613	1,861	1,770	1,952	*	*	*	*	*	*	*	*	7,196
West Wiltshire	1,275	1,375	1,256	1,233	*	*	*	*	*	*	*	*	5,139
Salisbury	908	965	1,050	974	*	*	*	*	*	*	*	*	3,927
Other/Unknown	216	283	252	255	*	*	*	*	*	*	*	*	1,006
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	2,980	3,075	2,993	2,966	*	*	*	*	*	*	*	*	12,014
South Gloucestershire	1,384	1,461	1,474	1,451	*	*	*	*	*	*	*	*	5,770
North Somerset	1,389	1,404	1,433	1,497	*	*	*	*	*	*	*	*	5,723
Bath and North East Somerset	1,017	1,106	1,040	1,000	*	*	*	*	*	*	*	*	4,163
Forest of Dean	448	477	469	473	*	*	*	*	*	*	*	*	1,867
Cotswold	459	484	499	475	*	*	*	*	*	*	*	*	1,917
Tewkesbury	409	375	367	446	*	*	*	*	*	*	*	*	1,597
Cheltenham	781	769	750	751	*	*	*	*	*	*	*	*	3,051
Gloucester	847	902	828	845	*	*	*	*	*	*	*	*	3,422
Stroud	548	622	513	528	*	*	*	*	*	*	*	*	2,211
Kennet	403	444	448	420	*	*	*	*	*	*	*	*	1,715
North Wiltshire	664	730	704	753	*	*	*	*	*	*	*	*	2,961
Swindon	1,050	1,208	1,126	1,224	*	*	*	*	*	*	*	*	4,808
West Wiltshire	781	846	724	731	*	*	*	*	*	*	*	*	3,082
Salisbury	613	676	678	649	*	*	*	*	*	*	*	*	2,616
Other/Unknown	128	174	150	152	*	*	*	*	*	*	*	*	604
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol, City of	66.68%	64.08%	64.52%	62.84%	*	*	*	*	*	*	*	*	64.5%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	*	*	*	*	*	*	*	*	69.8%
North Somerset	70.47%	70.45%	71.83%	69.89%	*	*	*	*	*	*	*	*	70.6%
Bath and North East Somerset	69.56%	69.04%	69.10%	67.84%	*	*	*	*	*	*	*	*	68.9%
Forest of Dean	69.46%	67.09%	68.47%	64.27%	*	*	*	*	*	*	*	*	67.2%
Cotswold	70.94%	66.57%	68.										

Total Number of Patients Transported by Sector

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	6048	6260	6202	6251	*	*	*	*	*	*	*	*	24,761
Gloucestershire	3607	3712	3487	3586	*	*	*	*	*	*	*	*	14,392
Wiltshire	4517	4957	4650	4738	*	*	*	*	*	*	*	*	18,862
Other/Unknown	129	178	145	149	*	*	*	*	*	*	*	*	601
Total	14,301	15,107	14,484	14,724	*	*	*	*	*	*	*	*	58,616

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5855	6164	5795	6004	5895	5932	6434	6186	6760	6347	5644	6406	73,422
Gloucestershire	3322	3362	3231	3291	3394	3409	3635	3468	3902	3612	3202	3581	41,409
Wiltshire	4233	4675	4501	4621	4604	4574	4996	4871	5132	4758	4339	4834	56,138
Other/Unknown	37	60	91	110	113	89	127	142	144	127	124	68	1,232
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,309	14,889	172,201

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	3.3%	1.6%	7.0%	4.1%	*	*	*	*	*	*	*	*	-63.1%
Gloucestershire	8.6%	10.4%	7.9%	9.0%	*	*	*	*	*	*	*	*	-62.0%
Wiltshire	6.7%	6.0%	3.3%	2.5%	*	*	*	*	*	*	*	*	-63.2%
Other/Unknown	248.6%	196.7%	59.3%	35.3%	*	*	*	*	*	*	*	*	-48.4%
Total	6.4%	5.9%	6.4%	5.0%	*	*	*	*	*	*	*	*	-62.7%

Total Number of Patients Transported by PCT

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,040	1,127	1,056	1,014	*	*	*	*	*	*	*	*	4,237
Bristol	3,060	3,157	3,082	3,080	*	*	*	*	*	*	*	*	12,379
Gloucestershire	3,607	3,712	3,487	3,586	*	*	*	*	*	*	*	*	14,392
North Somerset	1,430	1,444	1,469	1,546	*	*	*	*	*	*	*	*	5,889
South Gloucestershire	1,417	1,494	1,503	1,481	*	*	*	*	*	*	*	*	5,895
Swindon	1,096	1,242	1,157	1,260	*	*	*	*	*	*	*	*	4,755
Wiltshire	2,522	2,752	2,583	2,605	*	*	*	*	*	*	*	*	10,462
Other/Unknown	129	179	147	152	*	*	*	*	*	*	*	*	607
Total	14,301	15,107	14,484	14,724	*	*	*	*	*	*	*	*	58,616

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	36,937
Gloucestershire	3,322	3,362	3,231	3,291	3,394	3,409	3,635	3,468	3,902	3,612	3,202	3,581	41,409
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,476	16,336
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	18,292
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,292	1,182	1,085	1,211	13,292
Wiltshire	2,369	2,609	2,540	2,637	2,709	2,597	2,816	2,688	2,845	2,587	2,427	2,651	31,475
Other/Unknown	37	60	91	111	114	92	127	142	144	129	124	71	1,242
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,309	14,889	172,201

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-2.3%	2.3%	1.8%	-7.1%	*	*	*	*	*	*	*	*	-65.0%
Bristol PCT	2.9%	0.1%	3.8%	0.8%	*	*	*	*	*	*	*	*	-63.3%
Gloucestershire PCT	8.6%	10.4%	7.9%	9.0%	*	*	*	*	*	*	*	*	-62.0%
North Somerset PCT	9.4%	7.4%	15.0%	15.9%	*	*	*	*	*	*	*	*	-60.4%
South Gloucestershire PCT	0.1%	-2.16%	7.05%	1.44%	*	*	*	*	*	*	*	*	-64.65%
Swindon PCT	14.4%	12.60%	8.33%	20.57%	*	*	*	*	*	*	*	*	-60.64%
Wiltshire PCT	6.5%	5.48%	1.69%	-1.21%	*	*	*	*	*	*	*	*	-63.70%
Other/Unknown	248.6%	198.3%	61.5%	36.9%	*	*	*	*	*	*	*	*	-48.2%
Total	6.4%	5.9%	6.4%	5.0%	*	*	*	*	*	*	*	*	-62.7%

Total Number of Patients Transported by District Council/Unitary Authority

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	3,060	3,157	3,082	3,080	*	*	*	*	*	*	*	*	12,379
South Gloucestershire	1,417	1,494	1,503	1,481	*	*	*	*	*	*	*	*	5,895
North Somerset	1,430	1,444	1,469	1,546	*	*	*	*	*	*	*	*	5,889
Bath and North East Somerset	1,040	1,127	1,056	1,014	*	*	*	*	*	*	*	*	4,237
Forest of Dean	468	492	476	480	*	*	*	*	*	*	*	*	1,916
Cotswold	471	497	508	489	*	*	*	*	*	*	*	*	1,965
Tewkesbury	419	382	376	453	*	*	*	*	*	*	*	*	1,630
Cheltenham	801	777	759	761	*	*	*	*	*	*	*	*	3,098
Gloucester	689	923	844	866	*	*	*	*	*	*	*	*	3,522
Stroud	559	641	524	537	*	*	*	*	*	*	*	*	2,261
Kennet	416	456	453	426	*	*	*	*	*	*	*	*	1,751
North Wiltshire	679	735	710	773	*	*	*	*	*	*	*	*	2,897
Swindon	1,080	1,226	1,140	1,244	*	*	*	*	*	*	*	*	4,690
West Wiltshire	796	867	733	741	*	*	*	*	*	*	*	*	3,137
Salisbury	631	694	687	665	*	*	*	*	*	*	*	*	2,677
Other/Unknown	145	195	164	168	*	*	*	*	*	*	*	*	672
Total	14,301	15,107	14,484	14,724	*	*	*	*	*	*	*	*	58,616

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	36,937
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	18,292
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,476	16,336
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Forest of Dean	424	425	400	389	478	439	451	426	526	457	431	450	5,296
Cotswold	466	446	486	458	451	450	501	440	548	482	435	489	5,652
Tewkesbury	372	414	381	404	404	391	423	441	473	455	367	432	4,957
Cheltenham	737	705	697	706	703	716	804	768	838	798	655	764	8,891
Gloucester	765	835	771	822	842	837	922	833	951	843	816	853	10,090
Stroud	558	537	496	512	516	576	534	560	566	577	498	593	6,523
Kennet	432	403	447	416	451	466	492	452	454	464	406	448	5,331
North Wiltshire	612	701	693	734	715	648	793	704	816	706	668	736	8,526
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,269	1,168	1,060	1,191	13,125
West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	810	9,188
Salisbury	626	741	686	731	733	724	717	731	768	690	626	657	8,430
Other/Unknown	50	73	105	121	124	109	129	147	167	143	149	91	1,408
Total	13,447	14,261	13,618	14,026	14,006	14,003	15,192	14,667	15,938	14,844	13,309	14,889	172,200

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	2.9%	0.1%	3.8%	0.8%	*	*	*	*	*	*	*	*	-63.3%
South Gloucestershire	0.1%	-2.2%	1.4%	1.4%	*	*	*	*	*	*	*	*	-64.6%
North Somerset	9.4%	7.4%	15.0%	15.9%	*	*	*	*	*	*	*	*	-60.4%
Bath and North East Somerset	-2.3%	2.3%	1.8										

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Great Western Ambulance Service 
NHS Trust

Board Performance Report August 2010

This report presents the performance of the Trust against its 2010/2011 Business Plan and consists of :

An overview of how Great Western Ambulance Service is performing against national targets and internal Trust indicators
Detailed information relating to exceptions to national target and indicator performance

Commentary, and where appropriate graphical representation, of deviations in performance is provided with detail of remedial action being taken to bring performance back to agreed tolerance levels

Red:
Amber:
Green:

Variance from target/plan requiring exception actions
Variance from target/plan requiring managed actions
Variance within tolerance levels to be maintained



Denotes improvement in performance
Denotes a reduction in performance

Aim: Timely access to services

Objective: Achievement of all accident and emergency performance standards – A8, A19, B19

Narrative

We achieved A8/A19 & B19 targets this month with slight improvements across the board on the previous month. We are continuing to build on the encouraging results of the 1st quarter.

A change in the use of agency to improve clinical quality of care has been introduced - agency resources can no longer respond to Cat A calls unless there is a paramedic on board (change from previous use of agency). This may have an impact on performance

We continue to apply efforts across rural areas to bring performance closer to GWAS targets.

Our call answering is delivering an excellent service

A specific project has been initiated to focus on improving wrap up performance, which we will be monitoring closely.

A19 Performance

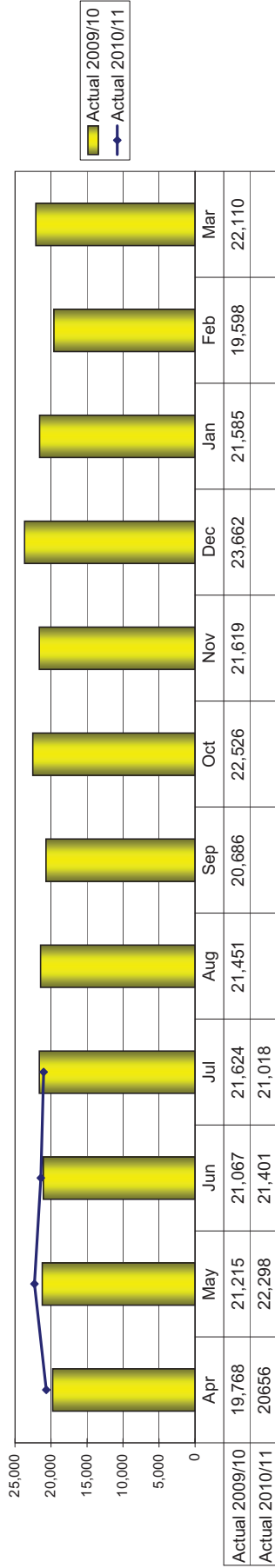
The impact of high demand activity in the Wiltshire & Gloucester localities makes the delivery of the A19/B19 targets challenging particularly in rural areas.

Despite an increase in activity in both the Wiltshire & Gloucester localities, there has been minimal change in A19 performance between Apr-Jul 2010 and the same months the previous year. This is due to an improvement in efficiency.

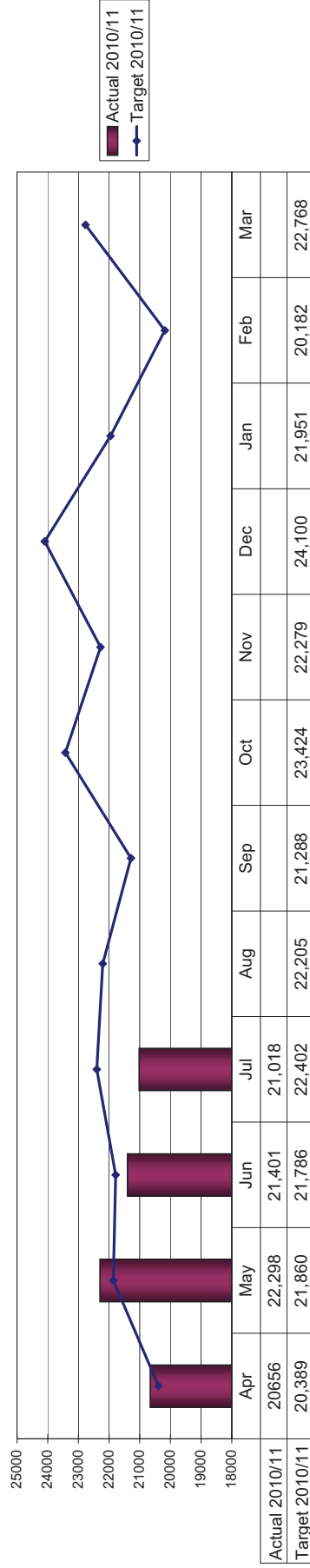
Description	Target	Monthly Plan	(July)	Year to date	previous month	Year end forecast
Accident & Emergency						
Volume of responses:						
% of Category A			35.04%	36.09%	↓	
% of Category B			36.69%	36.55%	↑	
% of Category C (excluding uncategoryed calls)			27.95%	27.07%	↑	
Activity (emergency incidents with response) (Activity does not include additional 3% funded as part of the clinical desk investment)	264,634	21,786	21,891	86,249	↑	265,957
Responses to Category A calls within 8 minutes	75%	76.27%	77.55%	77.62%	↑	76%
Responses to Category A calls within 19 minutes	95%	95.59%	95.66%	96.62%	↑	95.83%
Responses to Category B calls within 19 minutes	95%	90.87%	92.52%	92.83%	↑	93.42%

Emergency Incidents with Response

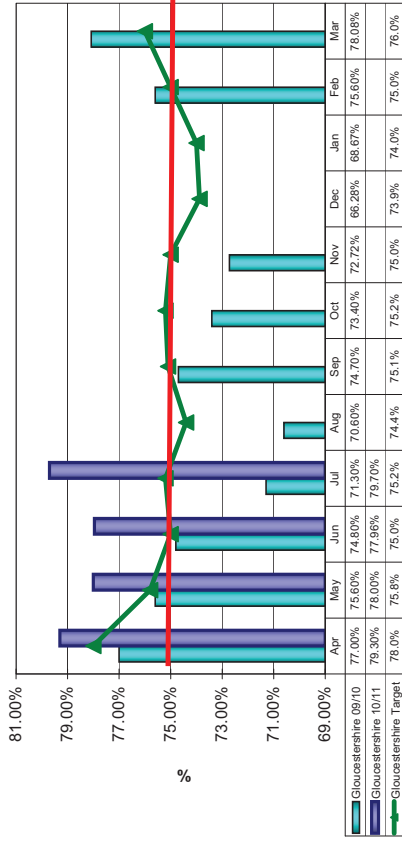
Number of Emergency Incidents with Response Comparison 09/10 & 10/11



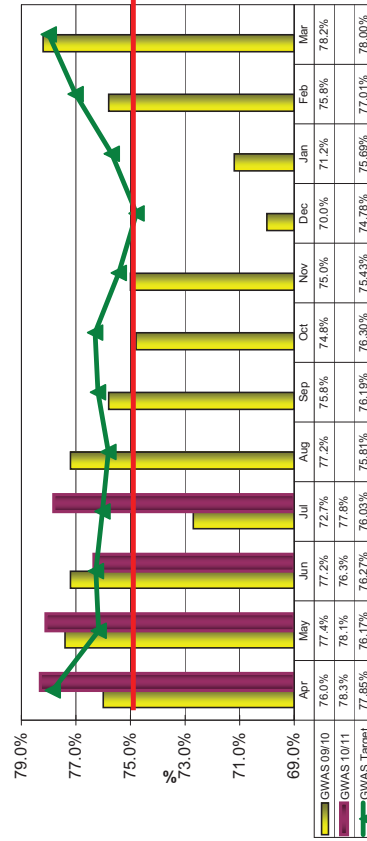
Number of Emergency Incidents with Response Actual vs Target 10/11



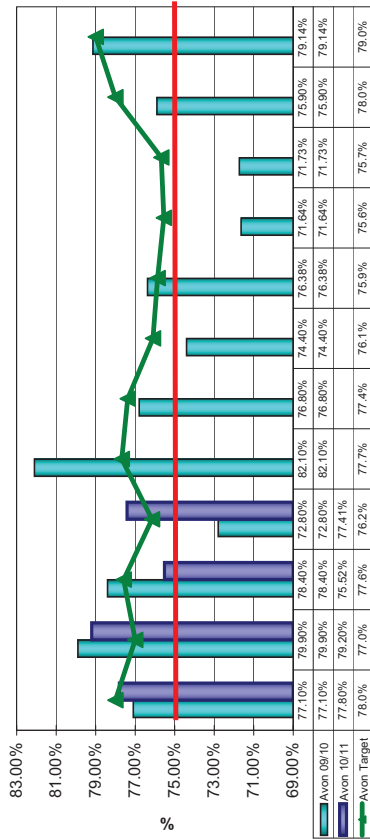
Gloucestershire Cat A8 Performance Comparison 09/10 & 10/11



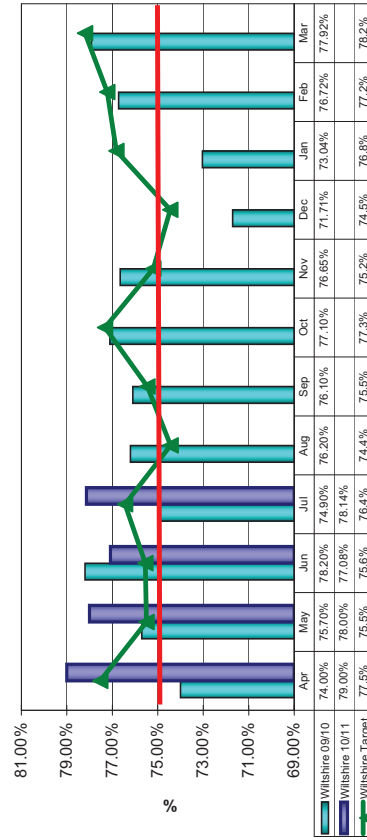
GWAS Cat A8 Performance Comparison 09/10 & 10/11



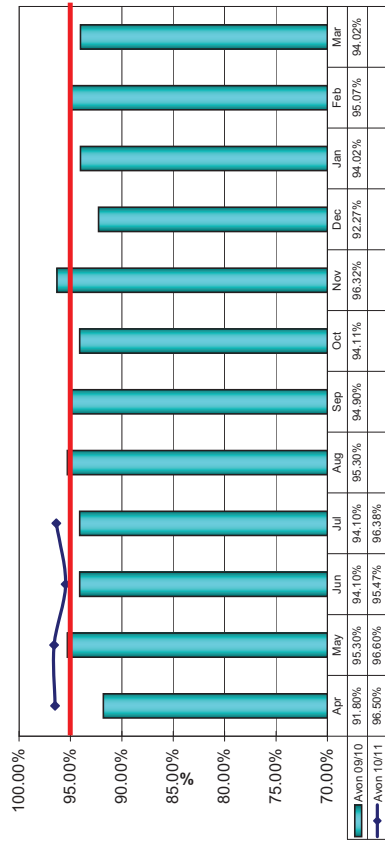
Avon Cat A8 Performance Comparison 09/10 & 10/11



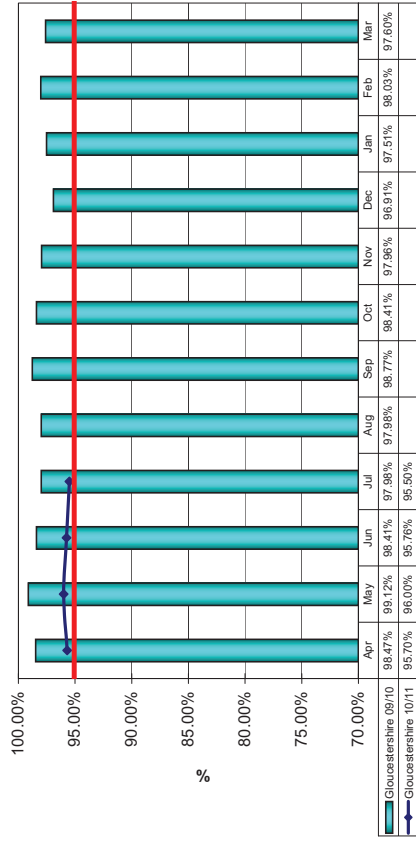
Wiltshire Cat A8 Performance Comparison 09/10 & 10/11



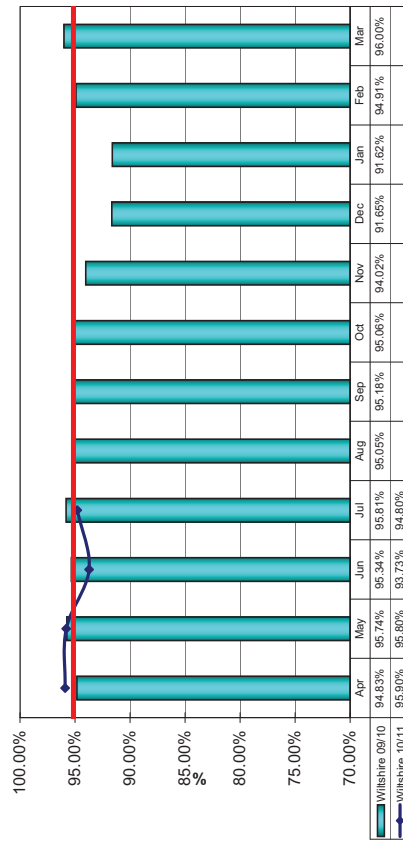
Avon Cat A19 Performance Comparison 09/10 & 10/11



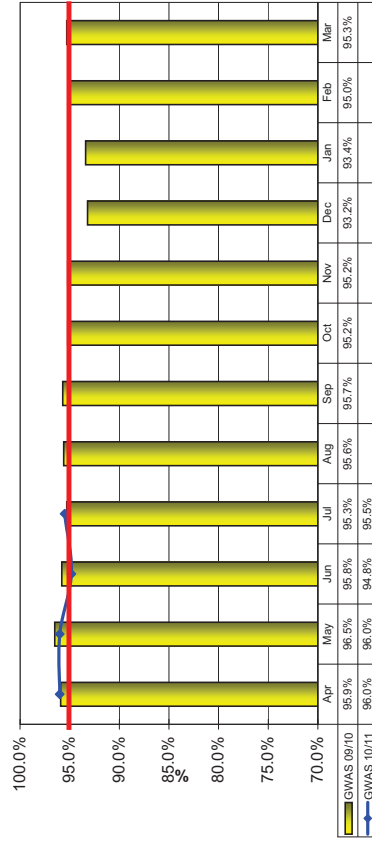
Gloucestershire Cat A19 Performance Comparison 09/10 & 10/11



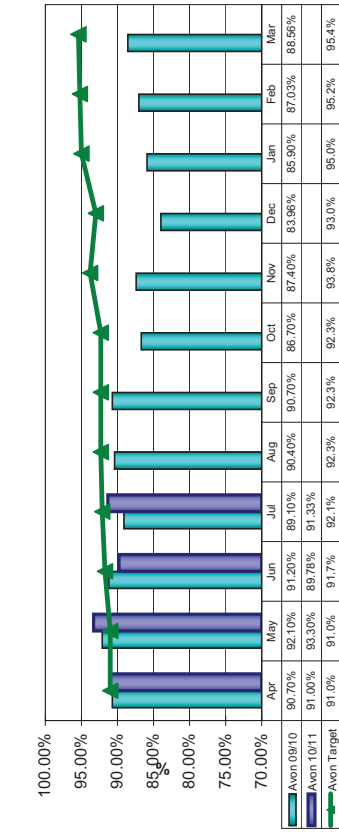
Wiltshire Cat A19 Performance Comparison 09/10 & 10/11



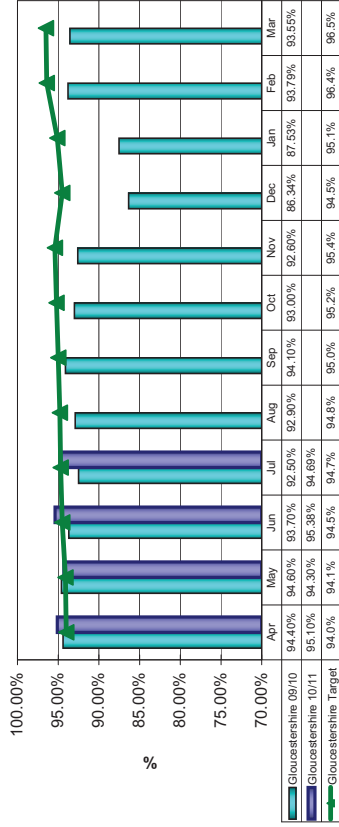
GWAS Cat A19 Performance Comparison 09/10 & 10/11



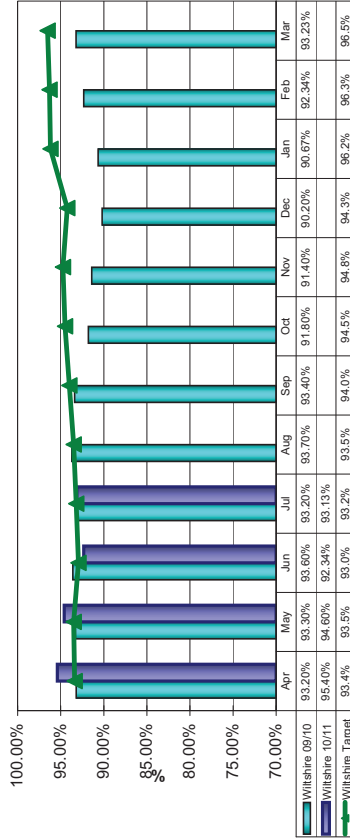
Avon Cat B19 Performance Comparison 09/10 & 10/11



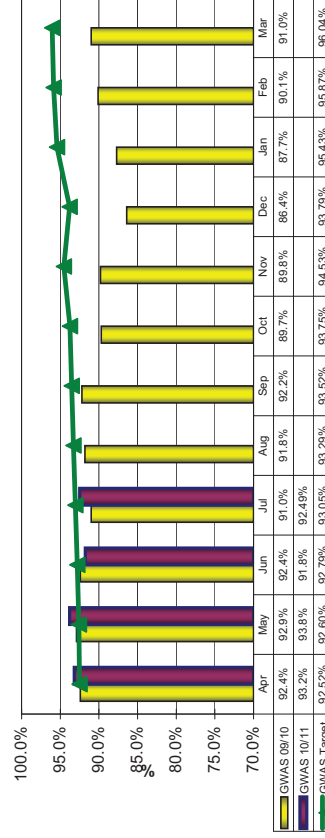
Gloucestershire Cat B19 Performance Comparison 09/10 & 10/11



Wiltshire Cat B19 Performance Comparison 09/10 & 10/11



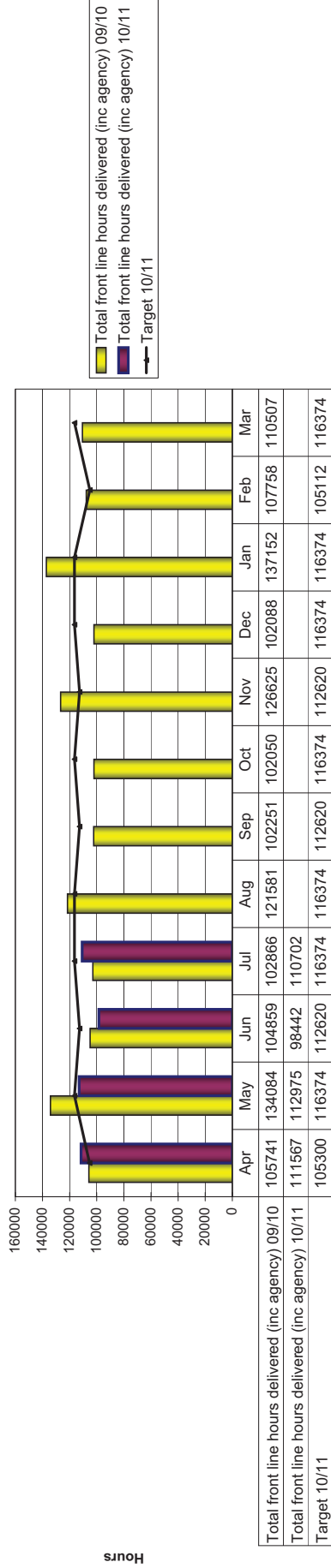
GWAS Cat B19 Performance Comparison 09/10 & 10/11



Accident & Emergency							
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast	
Call answering (999 calls)	95% in 5 seconds		96.69%	96.73%	↑	97.60%	
Total front line hours delivered (including agency)	1,370,210		98,442	322,984	↓	1,295,485	
Total front line hours abstracted	27%		41,436 (31.45%)	118,121 (28.82%)	↑		
Handover delays (at A&E departments)(average time for month)			11:23	12:53	↑		
Number of handovers in excess of 15 minutes	0		2,039	10,619	↑		
Wrap up time(average time for month)			14:07	15:02	↓		
Number of Wrap ups in excess of 15 minutes	0		3,938	18,172	↑		
Average total turnaround			25:30	27:55	↑		

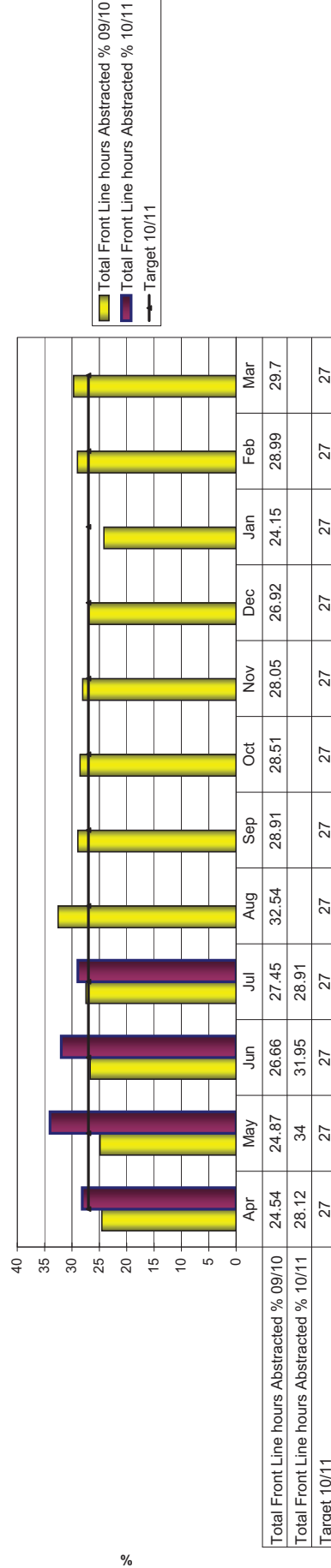
Total Hours Delivered (Including Agency)

Total Hours Delivered (Including Agency) Comparisons 09/10 & 10/11

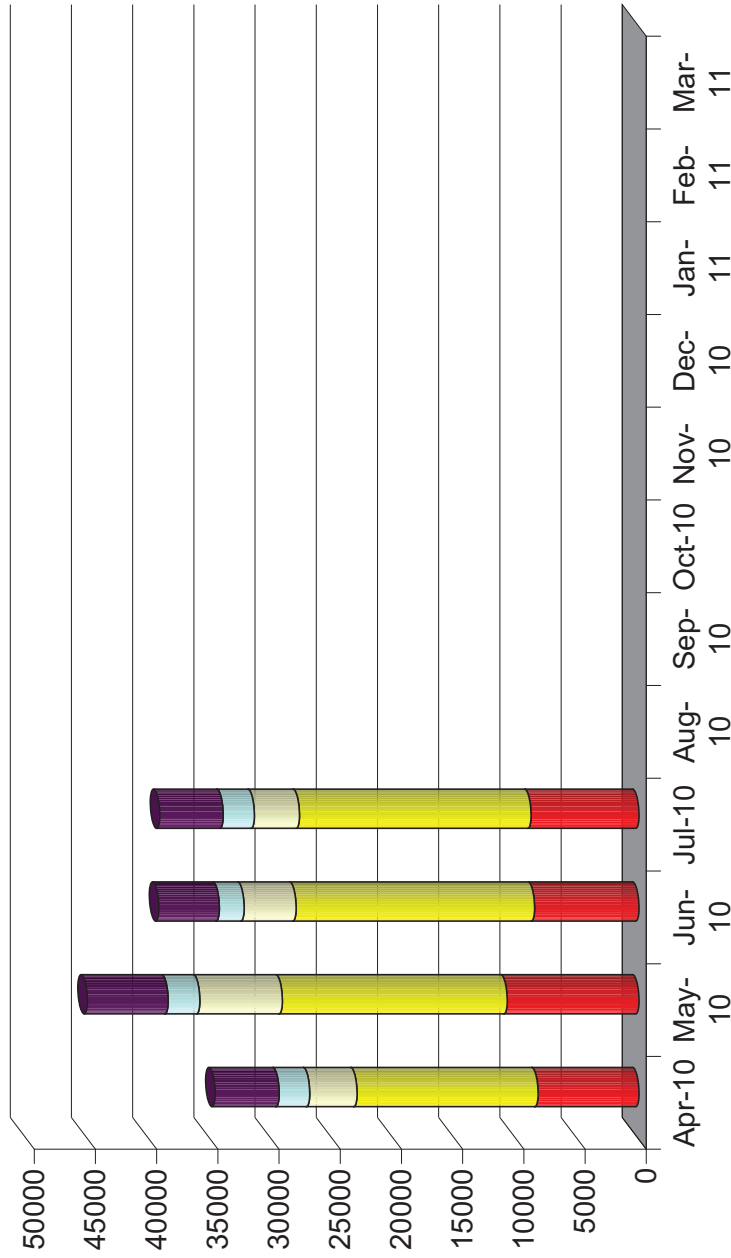


Total Front Line Hours Abstracted

Total Front Line Hours Abstracted Comparison 09/10 & 10/11 (%)

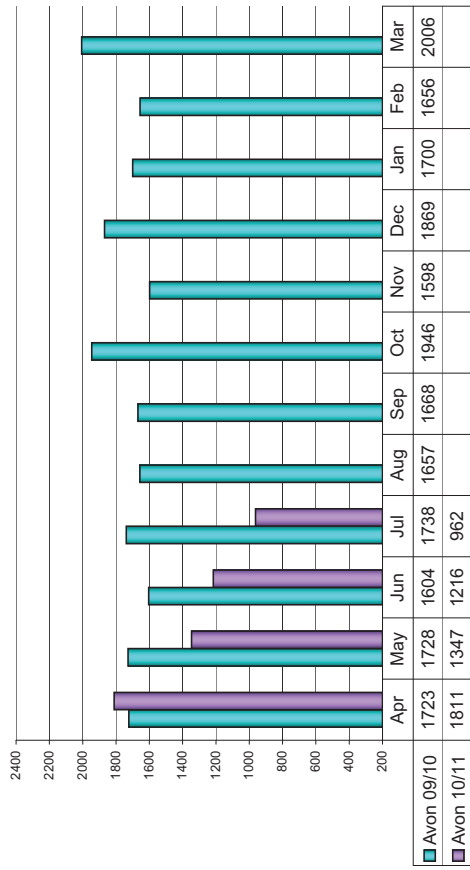


Breakdown of Abstracted hours by Reason 2010-2011

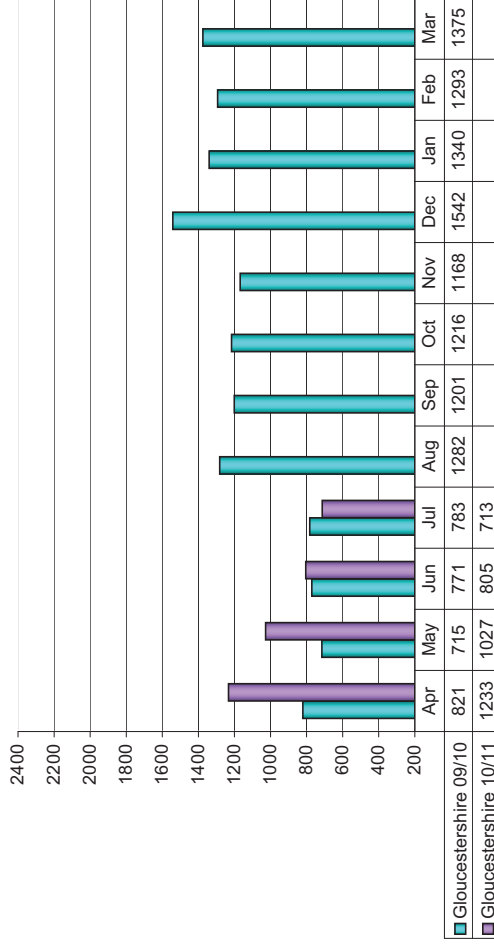


	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Other	5230	6590	4947	5171								
Maternity	2495	2587	2024	2545								
Training hours	3864	6742	4243	3694								
A/L hours	14792	18370	19484	18910								
Sick hours	8251	10774	8534	8828								

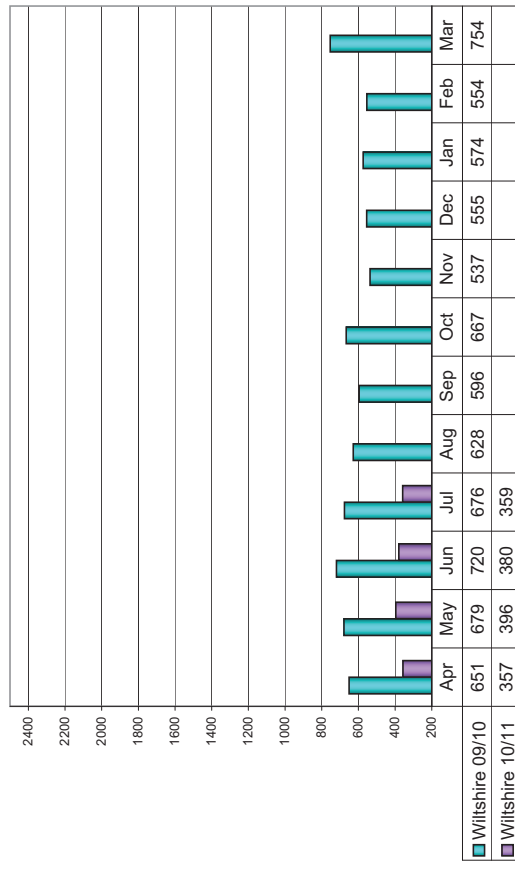
Avon Handovers Greater than 15 minutes Comparison 09/10 & 10/11



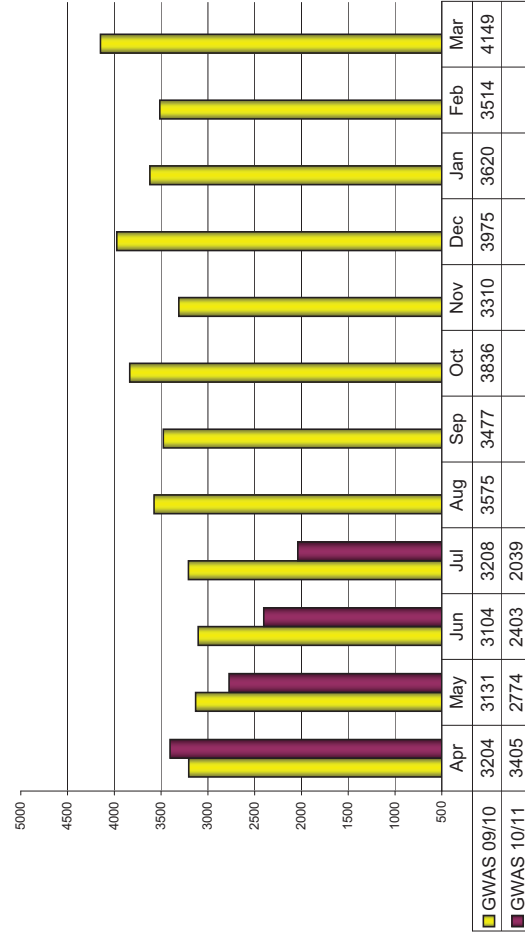
Gloucestershire Handovers Greater Than 15 minutes Comparison 09/10 & 10/11

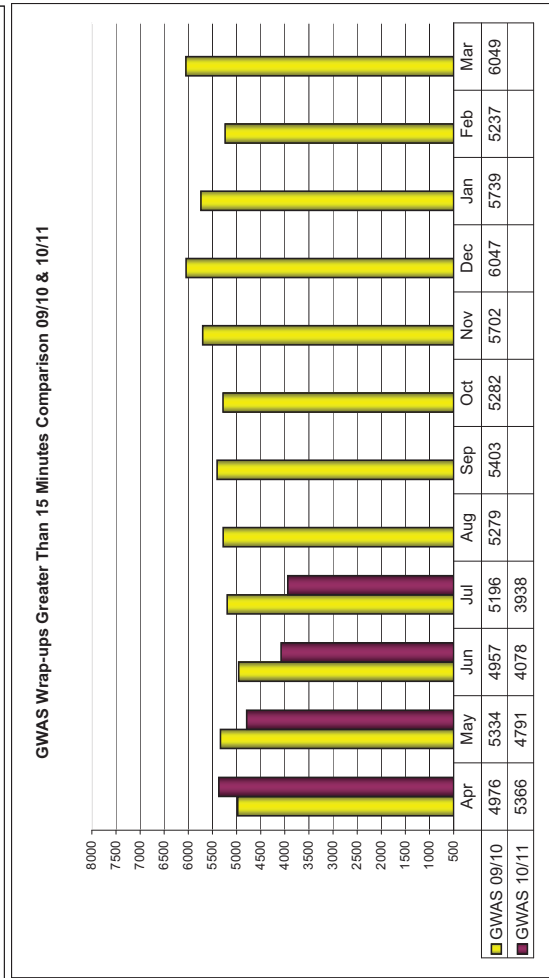
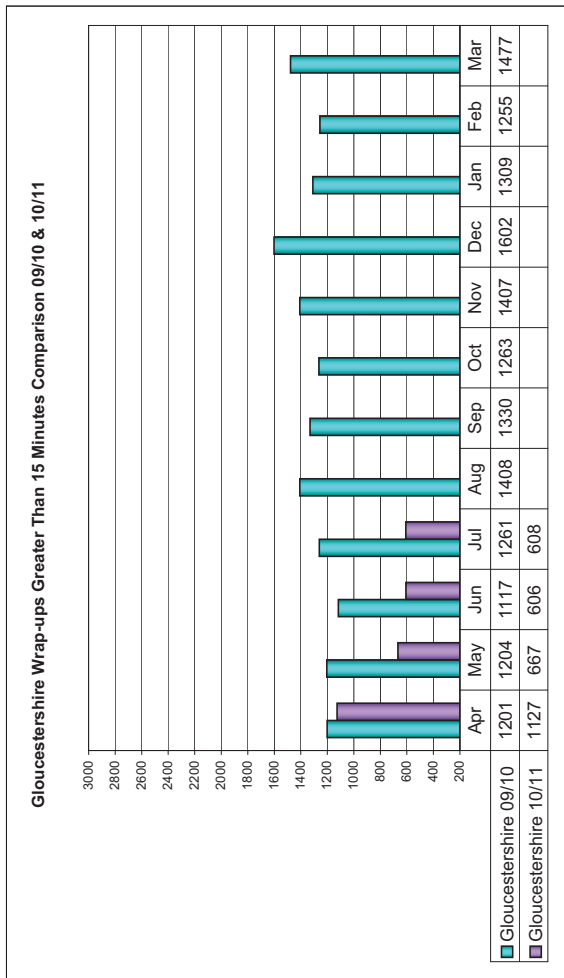
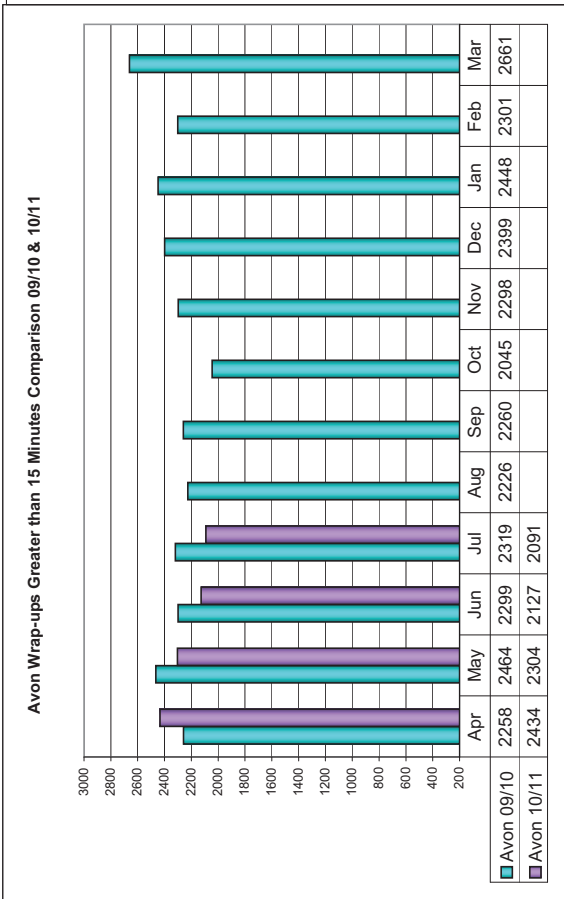


Wiltshire Handovers Greater than 15 Minutes Comparison 09/10 & 10/11



GWAS Handovers Greater than 15 Minutes Comparison 09/10 & 10/11





Out of Hours Service

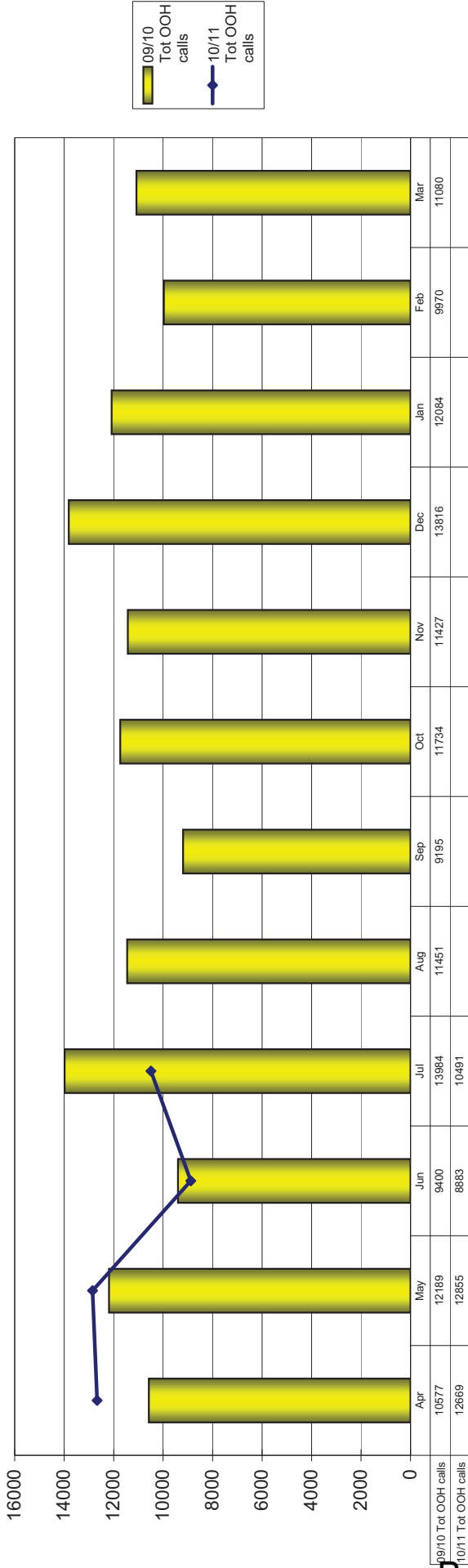
Narrative

Out of Hours has turned in a really pleasing first quarter, which we expect to continue. We are not complacent and are working to add robustness to our performance, improving those areas currently not meeting targets

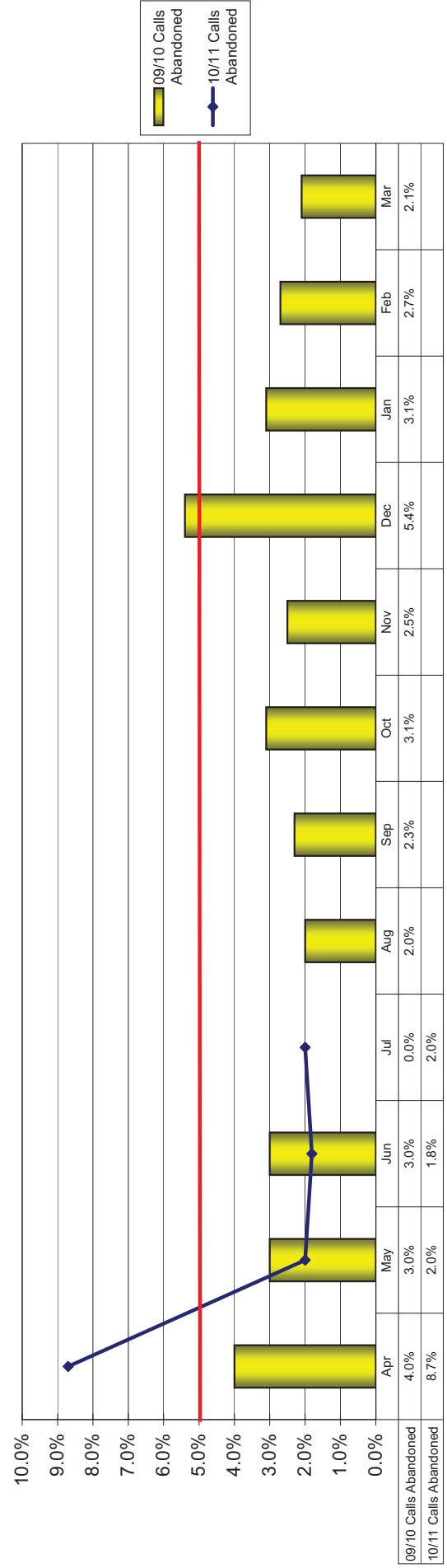
Performance for the month of June was fully compliant and it is anticipated with the implementation of the Tough Notebooks on the vehicles and Version 3 of Adastra to increase the mobile performance and efficiency of dispatching.

Out of Hours Service						
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Total number OOH calls received		13,984	10,491	44,898	↑	
Calls abandoned	< 5%		2.00%	3.70%	↓	3%
Calls engaged	< 1%		0%	0%	↔	0%
Percentage of calls answered under 60 seconds	95% in 60 seconds		97.00%	96.00%	↔	95.2% in 60 seconds
Triage under 20 minutes	> 95%		98.00%	97.00%	↔	> 95.9%
Triage under 60 minutes	> 95%		99.00%	99.00%	↔	> 99.3%
Emergency Visit under 1 hour	95%		100%	98.00%	↔	98.20%
Urgent Visit under 2 hours	95%		95.00%	95.00%	↔	93.50%
Routine Visit under 6 hours	95%		98.00%	97.00%	↑	95%

Total number of Out of Hours calls received Comparison 09/10 & 10/11



Out of Hours Abandoned calls Comparison 09/10 & 10/11 (%)



Aim: Provision of high quality clinical care

Objective: Achievement of reperfusion standard and introduction of clinical performance indicators

Narrative

Reperfusion

Trend of reducing number of PHT continues as PPCI becomes more available. Performance of 20.00% (5/1) achieved for June based on data received to date. YTD June, currently at 50.00% (16/8) which is below national requirement of 68% . Poor performance in South Wiltshire (SFT 4/1) due to lack of PPCI service and telemetry issues. Investigations underway.

Call to balloon performance for May is 83.0% (53/44). There was one additional case which was an interhospital transfer, which is excluded from the criteria. YTD is 83.3%, small 0.4% reduction

Conveyance

Conveyance reporting now excludes G.P. admissions and inter hospital transfers, this is a better reflection on opportunities that clinicians have to find alternatives to the emergency department.

The figure for all calls are provided for historical comparison purposes only.

Conveyance rates have maintained a downward trend despite the increasing interventions of the clinical desk in stopping responses which has the paradoxical affect of increasing conveyance rates.

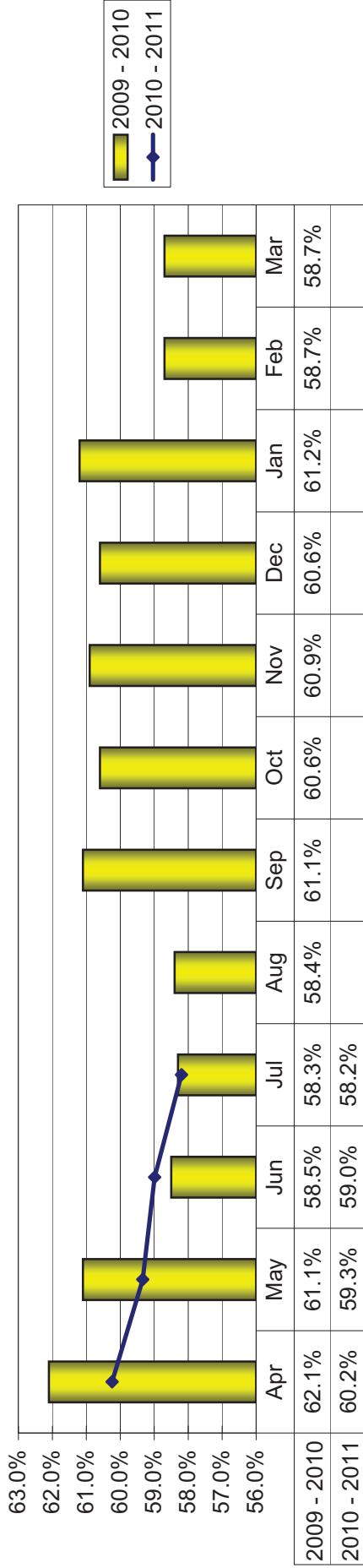
The number of Cat C calls triaged and closed by the clinical desk rose from the previous month

Recruitment to the desk has been disappointing with a limited number of successful applicants. Work is underway to recruit more individuals to maintain the benefits trajectory of the desk. At the present time the objective of having 12 triage clinicians in post and trained for 1st November looks at risk

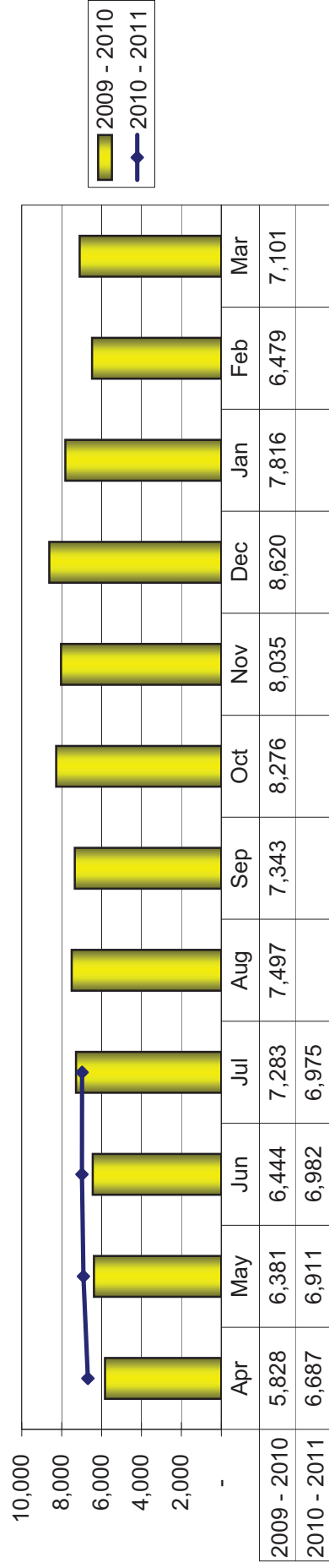
Clinical Care

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% under 60 minutes call to needle time (May figures)	68%		20.00%	50% *(8/16 cases)	↓ 51.4%	68%
% under 150 minutes call to balloon time(April figures)	75%	75%	83.00%	83.50%	—	75%
Conveyance rate (All)	65%	65%	65.51%	66.31%	↓	65.80%
Conveyance rate from 999 members of the public	60%	60%	58.19%	59.19%	↑	
Conveyance rate to other destinations (eg MIU, WIC) (Excludes hospital transfers and health care professional calls)			0.37%	3.60%	↓	
All Category C calls			6,975	27,555	↓	
Category C calls from members of the public suitable for clinical desk triage			3,345	12,850	↑	
Category C calls passed to NHSD			259 7.14%	1073 8.35%	↓	
Category C calls triaged by clinical desk			922	3546	↑	
Category C calls closed by clinical desk			266 7.95%	847 6.59%	↑	

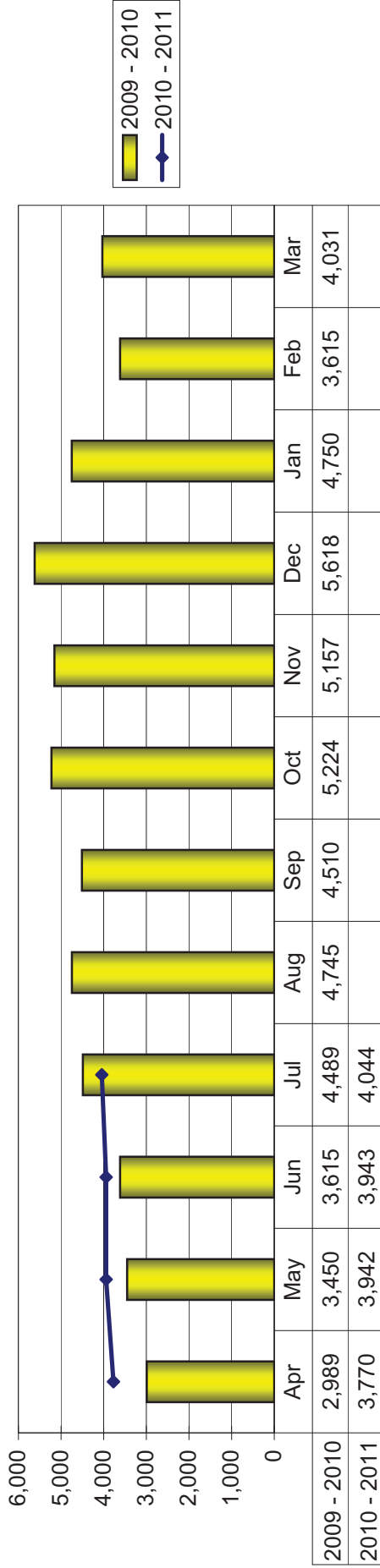
Conveyance Rates - 999 calls from the Public Comparison 09/10 & 10/11



All Cat C Calls Comparison 09/10 & 10/11



Cat C Calls (999 calls from public only) Comparison 09/10 & 10/11

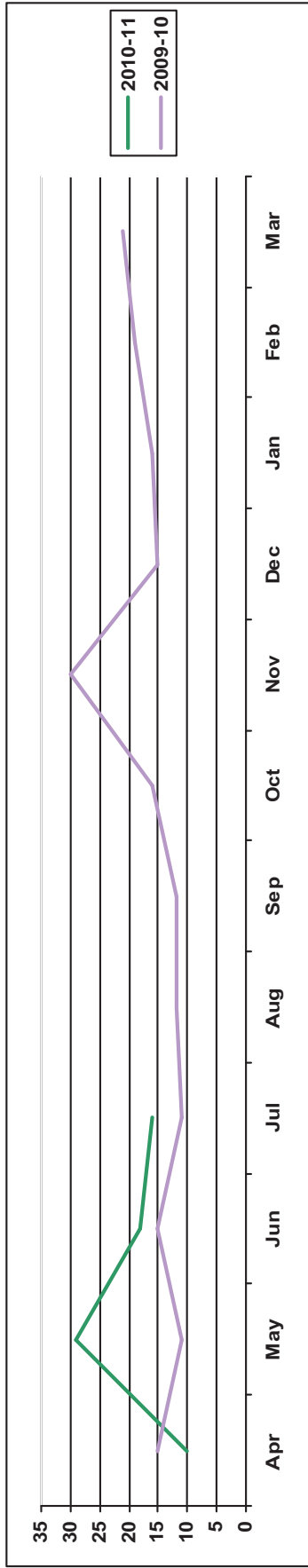


Narrative

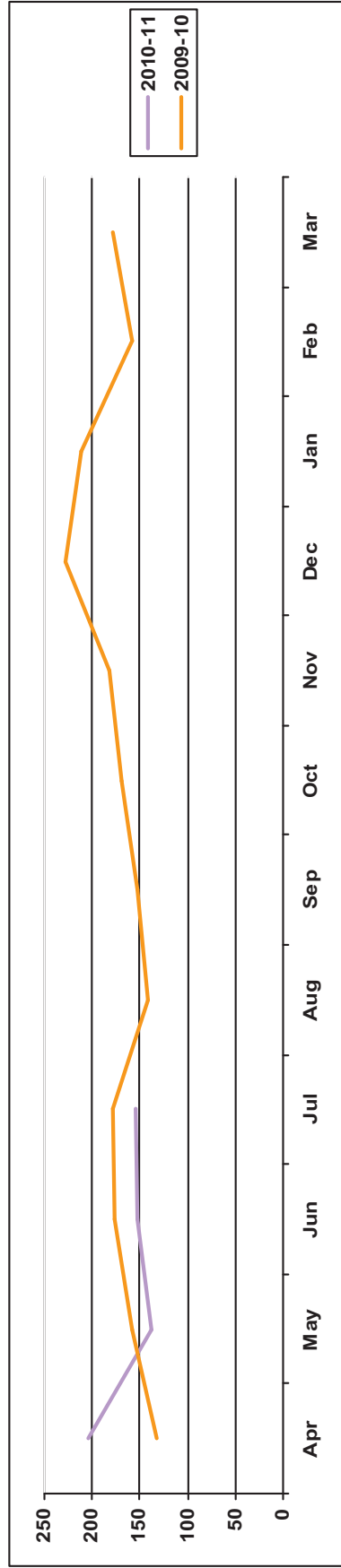
Since May 2010, the Incidents Officer has noticed a reduction in incident reporting. In particular, there has been reduced Emergency Operations Centre (EOC) reporting. Work is ongoing to identify reasons behind this overall decrease.

Complaints						
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Number of formal complaints received			16	77	↑	
Formal complaints acknowledged within 3 working days	100%	100%	(16) 100%	(77) 100%	↔	100%
Formal complaints responded to within 25 working days (or agreed extension):	100%	100%	10	53	↑	97.60%
Formal complaints not completed within time			2	3	↓	
Formal complaints still ongoing, within time			4	7		
Number of serious untoward incidents			0	6	↑	
Number of patient safety incidents			12	57	↓	

The graph below illustrates the number of complaints received from patients and the public this year to date compared with 2009-10 and 2008-09



The graph illustrates the number of internal incidents received this year to date, compared with 2009-10



Aim: Develop a highly skilled, professional and flexible workforce
Objective: Implement a staff survey action plan to address key developmental areas

Staffing levels

Data Source: Target & Forecast align with the budget at 1 April 2010. Monthly Plan is calculated taking the previous month's Year to Date figure, subtracting projected turnover & adding projected recruitment. Latest month is monthly recruitment from ESR. Year to Date is ESR staff list at last day of month. Movement has up arrow to show improvement; down arrow deteriorated, horizontal no change.

Recruitment plans are underway to bring A&E to full establishment. 17 Emergency Care Assistants commenced training on 5 July 2010 and a further 17 commenced on 26 July 2010, with an additional cohort of 22 scheduled to commence on 6 September 2010. Recruitment assessments took place for Graduate and Qualified Paramedics during w/c 26 June 2010 and 19 offers have been made, with further assessments scheduled in August 2010. Recruitment activity is currently underway for a number of posts within EOC including the additional Triage Clinician positions for the clinical desk. Interviews for EMDs are taking place w/c 9 August 2010.

A full recruitment programme to recruit to the new PTS structure contained in the BNSSG tender proposal is being carried out. In accordance with this plan offers were made to successful candidates in July ready to commence the training programme in August and September.

Vacancies within support services are spread across a number of directorates. Recruitment is being managed at a local level in accordance with service delivery requirements.

Staff turnover

Data Source: Headcount & leavers from ESR (excluding bank staff). Monthly turnover is calculated as leavers for the month divided by average headcount for the month, multiplied by 12 to give an annualised figure. The year to date figure is calculated in a similar fashion.

Turnover was at 7.4% in July and remains on target as does the YTD figure. The high percentage of staff turnover in July within OOH is due to the relatively low numbers of staff within the service. Turnover does not represent any cause for concern in any of the service lines.

Sickness Absence

Data Source: Primarily ESR. The sickness rate is calculated as FTE Calendar Days Lost divided by FTE Calendar Days Available. This is the standard ESR calculation for sickness absence. In order to provide sickness data for the month immediately preceding the Board meeting, some processing of raw data prior to its input to ESR by our payroll provider is necessary.

The Trust absence figure for July reduced to at 5.3% from 5.8% . The YTD figure also reduced to 5.7% from 5.9% in June.

In service areas where absence exceeds the 5% target, all long term absence cases are kept under weekly review ensuring appropriate contact is made with the employee and information is obtained from Occupational Health. As part of the transition to the new Occupational Health provider, all long term cases are being reviewed to ensure they are being managed in the most appropriate way. In support of this absence trajectories are being developed to reduce absence to 5% over the next 12-18 months and will include key deliverables and milestones to achieve the plan.

Initially, all staff with 5 or more absences in a rolling 12 month period are being managed and reviewed to ensure they are at the correct stage of the management of attendance policy. Absence in these service areas continues to be monitored and reviewed at operational level on a weekly basis, with support and input from HR. The primary focus of the Absence Management Project between now and the end of the year will be to embed the application of the Management of Attendance Policy and improve the availability and visibility of compliance with the policy.

Trust Education Plan (paid release) training hours A&E Field

Reports a deficit of 465 hours. 225 hours of the deficit was due to postponed annual leave commitments within the education team. 15 hours were due to staff annual leave commitments that were not recorded on PROMIS when allocated, and the remaining 225 hours related to a combination of sickness absence, work commitments, short notice cancellations, date changes and person reasons. This will need to be recouped throughout the year in order to achieve the plan.

Appraisals

Appraisal activity during July has been low and is being reviewed at performance meetings with managers. Appraisal trajectories have been requested from each service line.

Accident Frequency Rates

Total number of incidents (verbal abuse not included) X 100, 000 divided by total hours worked

Violence and Aggression

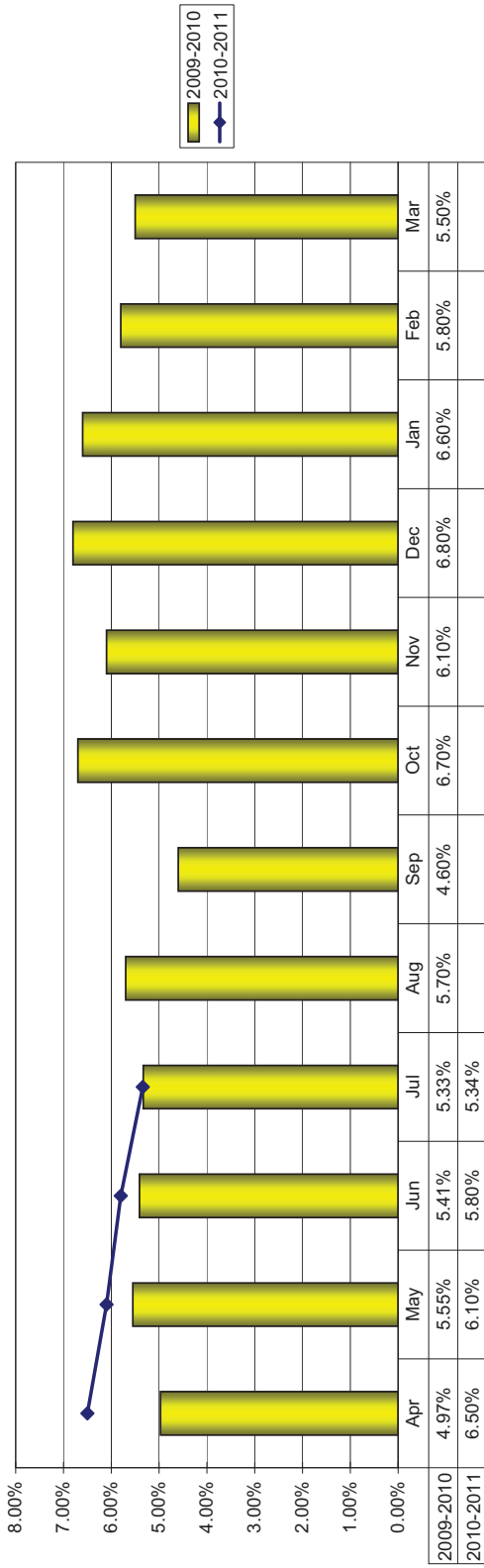
Two of the reported eleven incidents were physical assaults. Whilst the number of incidents are slightly higher than projected, the number of physical assaults remains low by contrast indicating a reduction in the severity of reported incidents.

Manual Handling

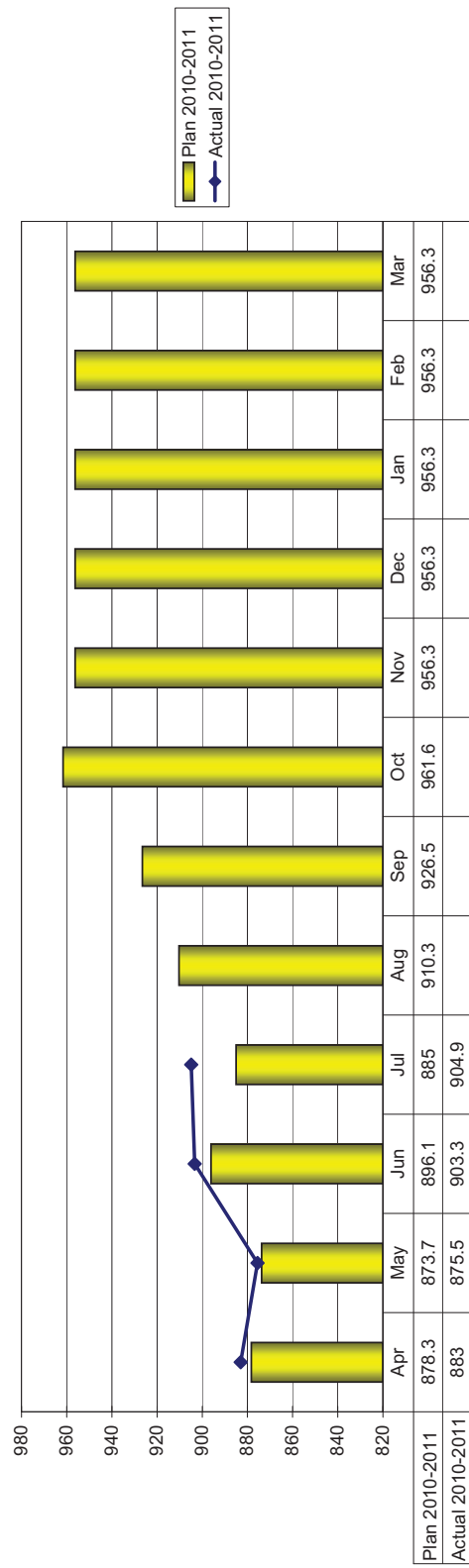
Overall there is a general downward trend in manual handling incidents with one spike in June which was outside this trend.

Sickness & Absence Levels							
Description	Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end	
Staff – FTE*	958.4	900.7	1.5	904.9	↑	958.4	
A&E(field)	14.8	14.0	0.0	14.0	↔	14.8	
ASU	42	32.0	23.0	32.0	↑	42	
HART	173.2	155.2	3.5	152.8	↓	173.2	
EOC	(166.2)						
EOC (pre P.E)	39.5	35.4	0.0	34.8	↓	39.5	
OOH	180.4	174.8	0.4	176.0	↓	180.4	
PTS	231.4	199.2	1.6	196.4	↓	231.4	
Support staff	1639.7	1511.2	30.0	1510.8	↑	1639.7	
Total							
*year end target may be subject to change							
*Staff – Turnover							
A&E(field)			3.8%	5.4%	↑		
ASU			0.0%	0.0%	↔		
HART			0.0%	0.0%	↔		
EOC	10%	<10%	21.8%	12.6%	↓		
OOH			50.0%	18.8%	↓		
PTS			11.9%	12.1%	↔		
Support staff			0.0%	7.3%	↑		
Total			7.4%	7.5%	↑		<10%
*annualised							
*Sickness							
A&E(field)			5.6%	6.1%	↑		
ASU			17.3%	7.9%	↓		
HART			2.2%	1.6%	↓		
EOC	5%	<5%	5.6%	6.4%	↑		5%
OOH			1.7%	3.4%	↑		
PTS			6.0%	6.0%	↔		
Support staff			3.7%	3.9%	↑		
Total			5.3%	5.7%	↑		
Trust Education Plan (paid release) Training hours A&E field	67,600	5,325	4860	21,352	↑	65,037	
Training hours general (PTS, OOH, Support Directorate, Mgmt)	1,000	111	69	207		1,000	
Number of clinical staff completed mandatory training (Face to face)	90%	8.3%	31.2%	34.3%	↑	9000	
Number of staff completed mandatory training (Workbook)*	90%		97.8%	97.8%		97%	
* from November 2008 – November 2011 three year cycle							
Percentage of staff undertaken an appraisal (from April 2010)	80%	8.3%	3.0%	7.4%	↓	80%	
Number of RIDDOR reportable incidents	50	<4.3	4	9	↔		
Accident frequency rates	9	9	8	6	↑		
Number of violence and aggression incidents	136	<11	11	51	↓		
Number of manual handling incidents	100	<8.5	8	41	↓		
Number of stress incidents	4.5	<0.35	1	1	↔		

GWAS Sickness Levels Comparison 09/10 & 10/11



A&E Field Staff Actual vs Trajectory (FTE) 2010-2011



Aim: To become a competitive and effective organisation

Objectives: Financial balance
 Governance – achievement of Auditors Local Evaluation
 Full compliance with Care Quality Commission Standards
 Development and implementation of full Foundation Trust programme

Narrative

The Audit Commission has confirmed they have discontinued the use of scored assessments, which means that ALE work will not be undertaken in the future. Further information about the approach will be included in the 2011/12 work programme and scale of fees consultation in September 2010. However, given that meeting ALE level 3 requirements would suggest that the Trust is performing well, the Audit Commission has suggested the Trust may wish to continue with the development of an action plan to achieve. Therefore the action plan for the achievement of ALE level 3 will be presented to the Audit and Risk Committee on 26 August 2010. The NHSLA assessment is due to take place on 15/16 September and it is planned to have the necessary arrangements in place by end August. A position paper will be presented to the reconvened Governance Committee when a date has been agreed.

An updated version (v8) of the Information Governance Toolkit was issued in June 2010. There remains the requirement to achieve a minimum of Level 2 performance and the two areas where the trust remains at level 1, data quality and use of NHS number. There are a number of other areas where the updated toolkit requirements will impact on trust performance and these are being assessed through the revision of the action plan which is presented to the Information Governance Steering Group. Of particular concern are the stringent training requirements and a delivery plan is being discussed with the training department

Finance Target	Annual Plan £'000	Month 4 Plan £'000	Month 4 Actual £'000	Variance to Plan £'000	Last Month Variance £'000	Forecast Outturn £'000
Income & Expenditure	800	283	242	41	-	800
Delivery of Cost Improvement	4,431	945	869	76	-	4,431
Capital Resource Limit	10,293	1,642	425	1,217	421	10,293
Better Payment Practice Code						
- Number	95%	95%	98.5%	3.5%	3.5%	95%
- Value	95%	95%	95.9%	0.9%	1.3%	95%
External Financing Limit	5100	N/A	N/A			5100
Rate of Return on Capital	3.5%	3.5%	3.5%			3.5%

Description	Measure	Year end Target	Status	Comments
Care Quality Commission	Maintain registration with the Care Quality Commission with no conditions	No breaches in regulations		Further work being undertaken to ensure wider organisation engagement and compliance
NHS Litigation Authority	Maintain and consolidate Level 1	Level 1		Action plan developed. Feedback to governance committee
NHS Litigation Authority	Develop and implement action plan for achieving Level 2			
Information Governance	Delivery and implementation of IGT action plan	75%		Action plan to IGS group July, further work being undertaken to ensure wider organisation engagement and compliance

Aim: Develop effective partnership and stakeholder engagement

Objective Improvement of the reputation of the Trust and the development of effective working relationships and partnerships

Narrative

Balanced and positive media coverage is assigned to articles that either praise the ambulance service or contain no information or comments/quotes which could be

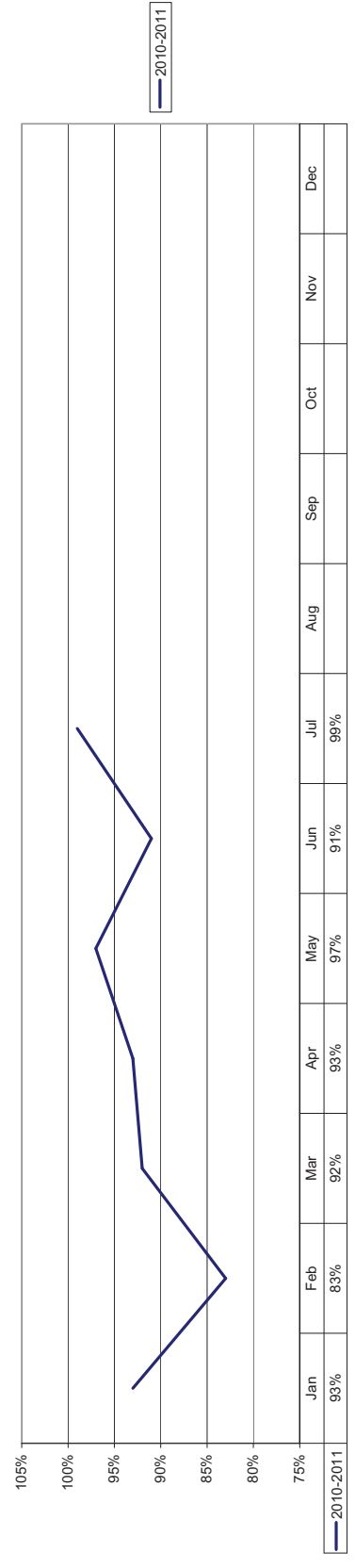
86/87 balanced/positive media coverage = 99%

One item of negative coverage – Forrest of Dean and Wye Valley Review: *Ambulance 999 responses lag well behind the best* was about GWAS meeting its A8 target across the trust but that this is still not the case in some of the rural areas the trust covers, including the FoD. The article did include quotes from GWAS stating that we have many schemes underway to improve the responses in rural areas.

The public engagement activity for July consisted of GWAS attendance at the South Gloucestershire HOSC

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers Daily			44	264		
Weekly			23	91		
Broadcasts TV			1	3		
Radio			2	15		
Other Websites			16	126		
Stakeholder activity			1	3		
Station visits			13	36		
HOSC meetings			1	3		
External Reference Group			0	1		
LINKS			0	3		

% Positive Media Coverage GWAS by Calendar Year 2010-2011

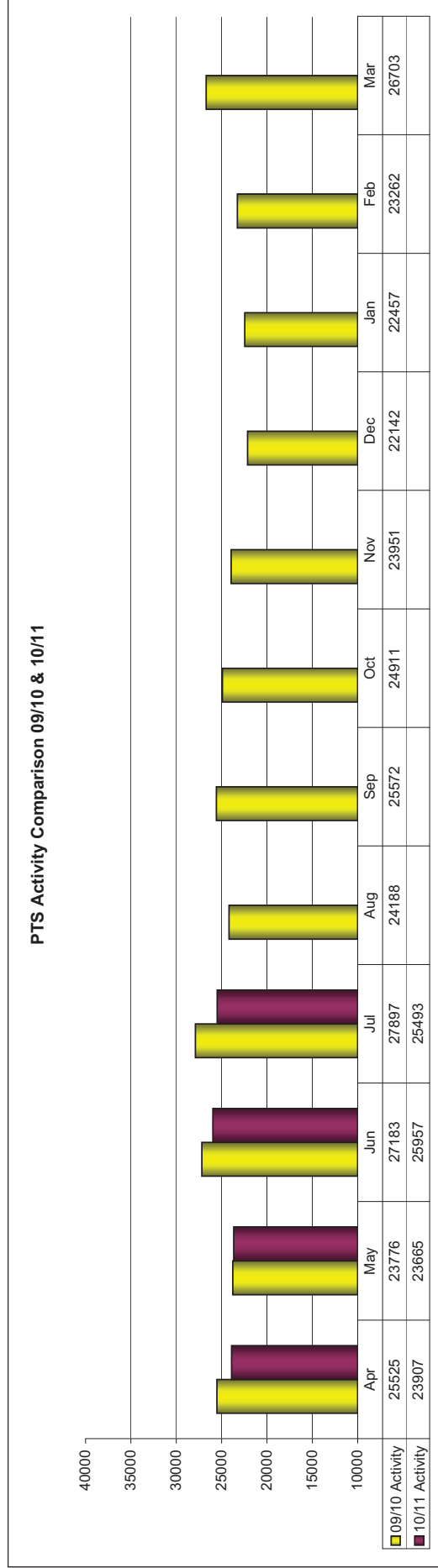


Patient Transport Service

Narrative

Four months into the year PTS activity is broadly in line with predicted levels and service delivery is matching demand. The implementation plan for the BNSSG project is on track, with excellent feedback from staff so far on the training currently being delivered to support the new service model. Contract negotiations are underway to ensure service commencement on the 1st of October is delivered as per the tender specification.

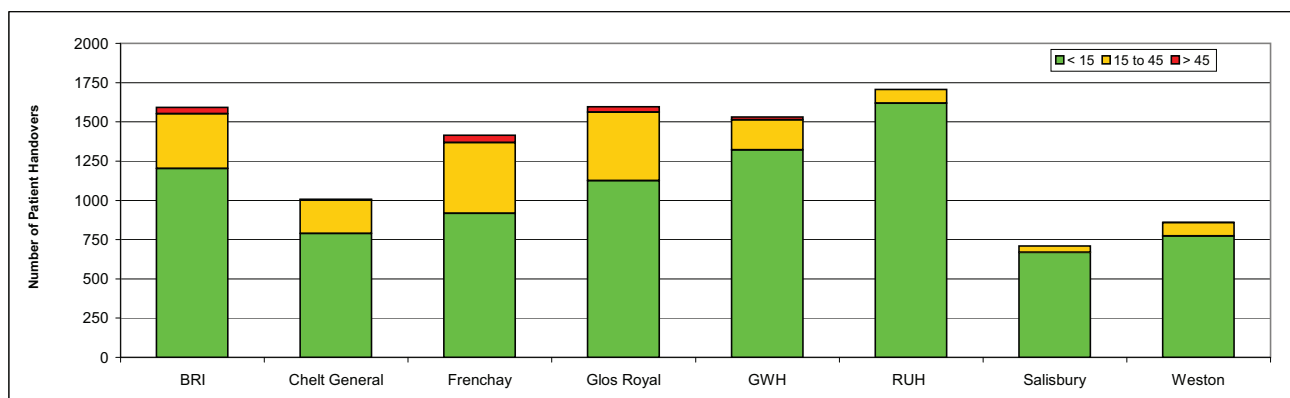
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services						
Activity		25,464	25,493	99,022	↓	260,812



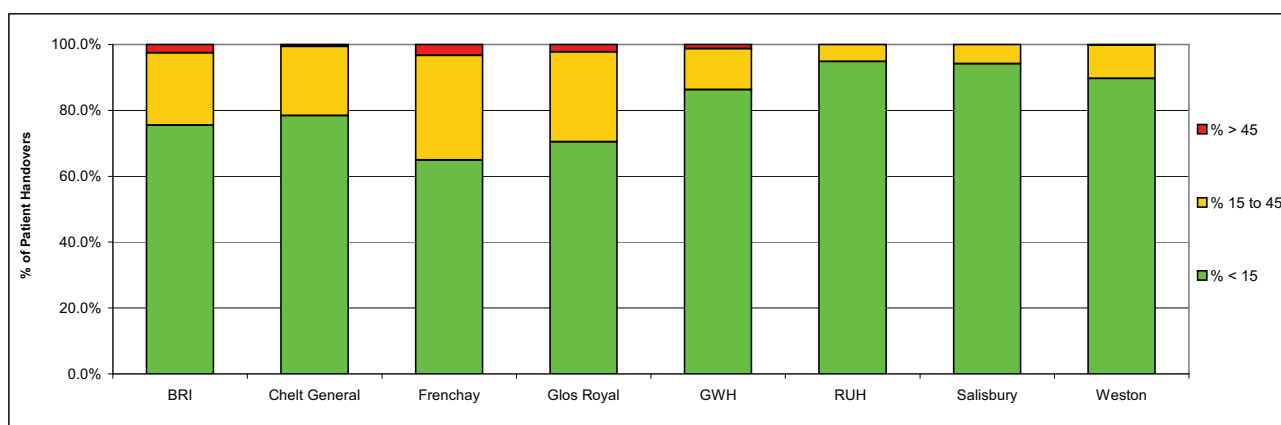
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GWAS MONTHLY A&E HANDOVER SUMMARY - July 2010

Acute Hospital	<= 15:00	15:00 - 19:59	20:00 - 24:59	25:00 - 29:59	30:00 - 34:59	35:00 - 39:59	40:00 - 44:59	45:00 - 59:59	1 - 2 Hrs	2 - 3 Hrs	3 - 4 Hrs	> 4 Hrs	Total 15 Mins and Over	Total 45 Mins and Over	Total
Bristol Royal Infirmary	1203	164	78	45	34	17	11	20	18	3			390	41	1593
Cheltenham General Hospital	790	111	43	33	12	6	6	5	1				217	6	1007
Frenchay Hospital	918	187	98	69	45	31	19	23	21	3			496	47	1414
Gloucester Royal Hospital	1125	210	84	63	36	23	20	26	10				472	36	1597
Great Western Hospital	1321	113	24	15	16	15	8	11	8				210	19	1531
Royal United Hospital	1618	82	4	2									88	0	1706
Salisbury District Hospital	668	30	6	4	1								41	0	709
Weston General Hospital	772	65	13	3	5	1		2					89	2	861
Overall Total	8415	962	350	234	149	93	64	87	58	6			2003	151	10418



Acute Hospital	% < 15:00	% 15:00-19:59	% 20:00 - 24:59	% 25:00 - 29:59	% 30:00 - 34:59	% 35:00 - 39:59	% 40:00 - 44:59	% 45:00 - 59:59	% 1-2 Hours	% 2-3 Hours	% 3-4 Hours	% > 4hrs	% 15 Mins and Over	% 45 Mins and Over	Total
Bristol Royal Infirmary	75.5%	10.3%	4.9%	2.8%	2.1%	1.1%	0.7%	1.3%	1.1%	0.2%			24.5%	2.6%	100%
Cheltenham General Hospital	78.5%	11.0%	4.3%	3.3%	1.2%	0.6%	0.6%	0.5%	0.1%				21.5%	0.6%	100%
Frenchay Hospital	64.9%	13.2%	6.9%	4.9%	3.2%	2.2%	1.3%	1.6%	1.5%	0.2%			35.1%	3.3%	100%
Gloucester Royal Hospital	70.4%	13.1%	5.3%	3.9%	2.3%	1.4%	1.3%	1.6%	0.6%				29.6%	2.3%	100%
Great Western Hospital Swindon	86.3%	7.4%	1.6%	1.0%	1.0%	1.0%	0.5%	0.7%	0.5%				13.7%	1.2%	100%
Royal United Hospital Bath	94.8%	4.8%	0.2%	0.1%									5.2%	0.0%	100%
Salisbury District Hospital	94.2%	4.2%	0.8%	0.6%	0.1%								5.8%	0.0%	100%
Weston General Hospital	89.7%	7.5%	1.5%	0.3%	0.6%	0.1%		0.2%					10.3%	0.2%	100%
GWAS Average	80.8%	9.2%	3.4%	2.2%	1.4%	0.9%	0.6%	0.8%	0.6%	0.1%			19.2%	1.4%	100%



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Agenda Item No. 7

Update from Individual Health Overview and Scrutiny Committees

Great Western Ambulance Joint Health Scrutiny Committee 17th September 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To enable individual Health Overview and Scrutiny Committees to advise the Joint Committee of any work they are undertaking in relation to ambulance services and the outcomes of such work.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Note the written and verbal updates provided by Health Overview and Scrutiny Committees and determine whether the Joint Committee requires any further action.

1.0 Reasons

1.1 Recommendation 5 of the Great Western Ambulance Joint Health Scrutiny Committee's *"Review of the Operation of the Great Western Ambulance Joint Health Scrutiny Committee, February - October 2008"* required that a standing agenda item be included at each meeting of the Joint Committee to enable individual Health Overview and Scrutiny Committees (HOSCs) to provide an update on any work they are undertaking in relation to ambulance services and the outcomes of such work.

2.0 Detail

2.1 The rationale for this recommendation was to ensure that the Joint Committee was kept informed of any local work that is being carried out by individual HOSCs. This will enable the Joint Committee to identify any issues that may benefit from its involvement and will reduce the likelihood of duplication of work occurring between the Joint Committee and individual HOSCs.

2.2 Submissions from those local authority HOSCs which are undertaking any such work are included in the appendices to this report for the information of Members.

- 2.3 Members from each local authority HOSC may also wish to provide the Joint Committee with a verbal update.
- 2.4 Members are requested to consider the updates provided by HOSCs and determine whether any further action is required by the Joint Committee in relation to any of the issues raised.

3.0 Background Papers and Appendices

Appendices

Appendix 1 – South Gloucestershire Health Scrutiny Select Committee – Draft extract minute

SOUTH GLOUCESTERSHIRE HEALTH SCRUTINY SELECT COMMITTEE

DRAFT EXTRACT MINUTE

7TH JULY 2010

19 SIX MONTHLY REPORT ON THE GREAT WESTERN AMBULANCE SERVICE (GWAS) NHS TRUST (Agenda Item 14)

Lizanne Harland, Service Development Manager – Urgent and Emergency Care introduced the report on GWAS performance against its national performance targets and on actions being taken locally to reduce ambulance handover delays. The Manager updated the figures contained in the report with performance for May 2010:

Category A8 – 78.8%

Category A19 – 96.24%

The Manager also provided figures specifically for South Gloucestershire. 2009-10:

Category A8 – 68.5%

Category A19 – 95.6%

Category B – 87.9%

April 2010:

Category A8 – 71.5%

Category A19 – 95.7%

The Manager reported that in terms of telephone responses GWAS was now the best ambulance service in the country. 65% of all calls had an ambulance despatched before the caller had even spoken to the operator. For Category B calls, GWAS was due to meet its target in November 2010.

There were also additional targets around patient and public involvement.

During the ensuing discussion the following points were covered:

- In reply to how calls were escalated, the Manager confirmed that work was currently being undertaken. In most cases as soon as a call was made an ambulance was despatched to the location, however, if during the call it was determined that the matter was less urgent then the priority was scaled down accordingly and the initial ambulance might be reallocated to a more serious call.
- In reply to a question on page 31 and the introduction of an electronic handover recording system, the Manager explained that this was about to go live at Gloucestershire Royal Hospital and would then be rolled out across the area. The system would provide accurate information on patient handovers because at the time of a handover both the hospital staff and ambulance personnel had to access the system and confirm that the handover had occurred. Also, the ambulance crew

had to access the system again when they had cleaned down and were ready for redeployment.

- In response to a comment that more work was needed in South Gloucestershire around performance against the A8 and A19 targets, and whether there were sanctions for consistent dips in performance, the Manager said that the PCT was looking at these and monthly meetings were held with GWAS. There were issues with performance in South Gloucestershire and North Somerset, largely due to the rural nature of the areas. For consistent dips in performance NHS Gloucestershire (the lead commissioning PCT) could issue an Exception Report, which might result in a remedial action plan to rectify the breach or performance failure. It was a stepped process. From the issuing of the first Exception Report in respect of a Provider breach of a Remedial Action Plan, the coordinating commissioning PCT could instruct the commissioners to withhold up to 2% of all the monthly sums payable by the commissioners up to a maximum of 10%. The coordinating commissioning PCT could also instruct commissioners to permanently withhold these sums on the issuing of a second Exception Report. She said that GWAS was issued with an Exception Notice at the end of June.
- In response to a question around staff training the Manager reported that all GWAS staff had received training on dementia, and other conditions such as asthma and Transient Ischemic Attacks (TIAs) or mini strokes.
- In response to questions on Community First Responders, the Manager reported that the Trust was currently reviewing how to get the most benefit from them and it would provide details on the number of incidents attended and outcomes. She said the PCT was also working hard to determine demand for ambulance services in the area to see if services needed be provided in a different way, and it had recently launched its “Well Aware” campaign to all households, details of which would be circulated to the Committee outside of the meeting. The Chair added that it would also be helpful if all councillors could publicise the existence of Community First Responders via their parish/town councils.
- In reply to a question around emergency planning and the preparations for the flu pandemic last year, the Chief Executive said the PCT had learnt a lot around processes for vaccinations, how it would manage an outbreak and surge plans were now in place to deal with future emergencies. This work would be referred to when the Winter Planning round started again.

RESOLVED:

1. That the Manager be thanked for the report and the content be noted.
2. That further details be provided to the Committee on the number of incidents attended to by Rapid Response Cars/Community First Responders and the outcomes.
3. That details of the Well Aware campaign be provided to the Committee outside of the meeting.

4. That a further performance report be received by the Committee in six months time.

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Great Western Ambulance Service (GWAS)

Local Involvement Network Joint Working Group (JWG)

Report to Joint Health and Overview Scrutiny Committee (JHOSC)

September 2010

The chair, Albert Weager, has attended meetings of the GWAS Clinical Forum and the ECP Review Project Board.

Points of interest from the Forum are the future development of the Electronic Patient Record Form (EPRF) and GWAS communication procedures for patients with learning disabilities.

The ECP Review is moving forward and an early pilot scheme in the Wiltshire sector is being recommended.

The June meeting of the JWG was attended by Vicky O'Leary of GWAS, the national lead for an ambulance services project on dementia. The JWG received a well presented and informative account of the work to date and of steps needed to move forward. These include close links with PCTs, education and training of staff, support for carers and alternative care pathways.

Members of the JWG have been asked to enquire about local commissioning of ambulance services, including Patient Transport Services (PTS).

Members of the group continue to represent LINKs at various relevant meetings.

The September meeting of the JWG will be attended by David Whiting, CEO, GWAS, who will advise the group on future developments of the service.

The November meeting will be attended by Patrick Mulcahy, of GWAS, to discuss the participation of the JWG in the 2010-11 Quality Accounts process.

A handwritten signature in black ink that reads "Albert Weager".

Albert Weager
Chair, Joint Working Group
8th September 2010

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Agenda Item No. 9

Review of the role and Terms of Reference of the Joint Committee

Great Western Ambulance Joint Health Scrutiny Committee 17th September 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To review the Terms of Reference of the Joint Committee and to determine whether it should continue to meet.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

- **Review the Terms of Reference of the Joint Committee**
- **Re-appoint a Chair for a further 12 month period**
- **Confirm whether the meeting cycle should change from three monthly to four monthly**
- **Request that the Chairs of each participating local authority Health Overview and Scrutiny Committee seek the approval of their Full Council in relation to any revisions agreed to the Terms of Reference, if necessary**

1.0 Reasons

- 1.1 The Terms of Reference of the Great Western Ambulance Joint Health Scrutiny Committee requires that the effectiveness of the Joint Committee and its Terms of Reference are reviewed on an annual basis.

2.0 Detail

- 2.1 The Committee's Terms of Reference were last revised in January 2009. Suggested changes are highlighted in red, with the majority of these being minor technical changes for accuracy. There are also two suggested amendments under "Mission Statement" and "Rationale" respectively. These are intended to cover issues that may arise from the recent White Paper on Health, and work identified by the recent Short Life Group on Rural Response Times
- 2.2 Members are requested to re-appoint a Chair for a further 12 month period.

- 2.2 Members are requested to confirm whether they wish the Committee to continue to meet, and if so, if they wish meetings to change to a four monthly cycle.
- 2.3 Members are requested to confirm the Terms of Reference, with any amendments required.

Background Papers and Appendices

Appendices

Appendix A: Terms of Reference (revised January 2009) with suggested amendments highlighted.

Great Western Ambulance Joint Health Scrutiny Committee

Terms of Reference (Revised January 2009 September 2010)

Mission Statement

To collectively scrutinise the planning, design and delivery of services provided by the Great Western Ambulance NHS Trust (GWAS) to:

- Hold GWAS to account for its performance on a Trust-wide basis
- To review and develop policy that affects all local authority areas served by GWAS
- To scrutinise the impact of the services provided by GWAS on all local communities served by the Trust
- To review the impact of legislative changes which directly or indirectly affect the provision of ambulance services in the area served by GWAS

Rationale

Local authority Health Overview and Scrutiny Committees (HOSCs) have statutory powers to scrutinise the provision of healthcare services to their local communities. HOSCs have an important role in:

- Involving local people and community organisations in scrutiny activity
- Developing a dialogue with service providers and other stakeholders outside the council
- Taking up issues of concern to local people
- Reviewing whether goals are being achieved
- Examining what can be done to solve problems and enhance performance and achievement
- Assisting GWAS achieve their aims through providing practical support where possible and appropriate

Where health services are delivered by a single provider across a number of local authority areas, as is the case with ambulance services provided by the Great Western Ambulance NHS Trust, it is recognised that there are benefits of the relevant local authorities coming together to scrutinise the planning, design and delivery of these services in partnership.

This will ensure:

- A co-ordinated approach to the scrutiny process
- A common understanding of issues affecting all local authorities within the GWAS region
- A single forum for the discussion and review of issues affecting all local authorities within the GWAS region
- An identified body to respond to proposals to vary or develop services that have been determined to be a “substantial variation” by two or more local authority HOSCs

Legal Framework

The Health and Social Care Act 2012 provides local authority Health Overview and Scrutiny Committees to scrutinise the planning, design and development of local health services.

The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2012 state in Paragraph 7:

“(1) Two or more local authorities may appoint a joint committee (a "joint overview and scrutiny committee") of those authorities and arrange for relevant functions in relation to any (or all) of those authorities to be exercised by the joint committee subject to such terms and conditions as the authorities may consider appropriate.”

Aims and Objectives

The Great Western Ambulance Joint Health Scrutiny Committee will meet to scrutinise matters relating to:

- The performance of the Great Western Ambulance NHS Trust against national and local performance indicators
- Any issue in relation to the planning, design or delivery of healthcare services by the Great Western Ambulance NHS Trust that impacts on two or more local authorities within the area served by the Trust
- Proposals by the Great Western Ambulance NHS Trust or Gloucestershire Primary Care Trust as lead commissioner to vary or develop ambulance services where two or more local authority Health Overview and Scrutiny Committees have found the proposal to constitute a “substantial variation”.

To have specific responsibility (but not limited to):

- The scrutiny of performance against national and local response time targets
- The scrutiny of performance against other national and local targets
- The scrutiny of the strategic direction of the planning, design and delivery of healthcare services provided by the Great Western Ambulance NHS Trust
- The scrutiny of the commissioning of ambulance services within the area served by the Great Western Ambulance NHS Trust

The remit of the Great Western Ambulance Joint Health Scrutiny Committee excludes:

- The scrutiny of any matters relating to the planning, design and delivery of healthcare services provided by the Great Western Ambulance NHS Trust that impacts on a single local authority, without first seeking the approval of the relevant local authority
- The scrutiny of individual cases
- The scrutiny of the management of staff

Task Groups

The Joint Committee may establish a task group comprising of at least two members to carry out an in depth review of a specific issue. A named lead officer will administer each Task Group, with additional support by other local authority scrutiny officers as appropriate.

As part of its decision as to whether to establish a Task Group, the Joint Committee will consider any funding implications.

Scrutiny by Individual HOSCs

Individual HOSCs retain the right to scrutinise any matter relating to the planning, design or delivery of ambulance services within their area.

It is requested that individual HOSCs advise the Joint Committee of their intention to carry out such a review in order to:

- Prevent duplication
- Identify whether the issue also impacts on other local authorities
- Identify any support that could be provided by the Joint Committee

The final decision to scrutinise an issue remains with the individual HOSC.

The Joint Committee will ensure that copies of its agenda, minutes and work programme are sent to the Chairs of all individual HOSCs.

Membership

Each participating local authority will nominate 3 members of their HOSC to sit on the Joint Committee. Substitutes may attend if required. The following local authorities are members of the Joint Committee:

- Bristol City Council
- Gloucestershire County Council
- North Somerset Council
- South Gloucestershire Council
- Swindon Borough Council
- Wiltshire ~~County~~ Council
- [Bath and North East Somerset](#)

The Joint Committee shall be entitled to appoint a number of non-voting co-optees.

The Chair will be appointed for a period of 12 months and will be reviewed in [February 2009- September 2011](#). In the absence of the Chair, a member of the Joint Committee from the local authority at which the meeting is being hosted will be appointed to act as Chair. The Chair will not receive a Chair's allowance.

[All meetings of the Joint Committee will be held in public.](#) A 15 minute public forum will be held at the start of every Joint Committee meeting.

Administrative Support

Scrutiny Officers from the participating local authorities will support the Joint Committee. The Scrutiny Officer from [Swindon Borough Bristol City](#) Council will be the lead officer to co-ordinate support arrangements.

[Agenda papers and minutes will be made available on the website of the lead local authority. Each local authority will be responsible for displaying agenda papers and minutes on their own websites.](#)

Support arrangements will be reviewed on a quarterly basis.

Funding

Participating local authorities are not required to make a financial contribution for the support of the Joint Committee.

Individual local authority Scrutiny Officers will be responsible for printing papers for their members.

The venue of meetings of the Joint Committee will be rotated amongst the participating local authorities. The host local authority will meet the costs of providing hospitality.

The Joint Committee will monitor on a quarterly basis, whether any local authority in supporting the Joint Committee has incurred any additional costs.

Frequency of Meetings

The Joint Committee will meet on a quarterly basis. Additional meetings may be arranged if required.

Attendance at Meetings and Provision of Information

As outlined in the Health and Social Care Act 2001, NHS organisations are obliged to respond to requests for information made by the Joint Committee and to attend meetings of the Joint Committee if required.

This duty also extends to scrutiny reviews being carried out by individual HOSCs.

Review of Terms of Reference

The effectiveness of the Joint Committee and its Terms of Reference will be reviewed on an annual basis. The next review will place in ~~October 2009~~ October 2011.

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Work Programme

Great Western Ambulance Joint Health Scrutiny Committee
17th September 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To agree the next stages of the work programme for the Great Western Ambulance Joint Health Scrutiny Committee for 2010/11.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

- Agree the future items on the Work Programme and authorise the Chair and support officers to make arrangements for the delivery of the Work Programme
- Agree the proposed date and hosting arrangements for the forthcoming meeting in December or January

1.0 Reasons

- 1.1 In order to facilitate the preparation of meetings, the Great Western Ambulance Joint Health Scrutiny Committee has agreed to develop a work programme that outlines its priorities.

2.0 Detail

- 2.1 At the last meeting on 11th June 2010, Members agreed a work programme up to the 17th September 2010.
- 2.2 Members are requested to confirm the date of the next meeting. The proposed date is either Friday 17th December if the cycle of meetings remains at three months, or Friday 21st or 28th January if it changes to four monthly. The next meeting of the Committee will be hosted by South Gloucestershire.
- 2.3 Members are requested to confirm work programme priorities for the next meeting of the Committee.
- 2.4 A draft Work Programme is attached, which includes the standing items that are reported to every meeting of the Committee.

3.0 Background Papers and Appendices

Appendices

Appendix A - Great Western Ambulance Joint Health Scrutiny Committee
Work Programme 20010/11

Appendix A

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2010/11 (Updated 12th July 2010)

Please note:

- Where possible, a 45 minute pre-meeting will be held before all formal Committee meetings. These will be held in private.
- Members are reminded that the Work Programme is a live document and will be reviewed at every Committee meeting to ensure that it remains relevant and to plan future meetings.

Friday 17th September 2010 at 11.00am at Gloucestershire Council

Agenda Item	Issues to be Considered	Witnesses Required	Evidence Required
<p>To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)</p>	<ul style="list-style-type: none"> • To consider the latest data regarding key performance information • To raise any issues with officers from GWAS and Gloucestershire PCT • To determine whether any further action is required by the Joint Committee 	<ul style="list-style-type: none"> • Representative from GWAS • Representative from Gloucestershire PCT 	<ul style="list-style-type: none"> • Commissioners Monthly Report, GWAS • Board Performance Report, GWAS • Handover times/delays by hospital • District Response Times

Report from Joint Working Group	<ul style="list-style-type: none"> Local LINK rep 	<ul style="list-style-type: none">
Review of Terms of Reference of GWAS Joint Health Scrutiny Committee	<ul style="list-style-type: none"> Terms of Reference of GWAS Joint Health Scrutiny Committee 	<ul style="list-style-type: none">
GWAS Joint Health Scrutiny Committee Work Programme	<ul style="list-style-type: none"> Scrutiny Officer 	<ul style="list-style-type: none">
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Extracts of minutes from local authority HOSCs

Friday 17th December 2010 OR Friday 21st / 28th January 2011 at South Gloucestershire Council, Council Offices, Castle Street, Thornbury, BS35 1HF)
(NB. Original date on three month cycle was to be 17th December 2010)

Proposed Outcome	Issues to be Considered	Witnesses Required	Evidence Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	<ul style="list-style-type: none"> To consider the latest data regarding key performance information To raise any issues with officers from GWAS and Gloucestershire PCT To determine whether any 	<ul style="list-style-type: none"> Representative from GWAS Representative from Gloucestershire PCT 	<ul style="list-style-type: none"> Commissioners Monthly Report, GWAS Board Performance Report, GWAS Handover times/delays by hospital District Response Times

	further action is required by the Joint Committee		
Six month update on locally focussed work (from Short Life Group on Rural Response Times)	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Report from Joint Working Group	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Local LINK rep 	<ul style="list-style-type: none"> •
GWAS Joint Health Scrutiny Committee Work Programme	<ul style="list-style-type: none"> • To review the Committee's work programme to ensure that it remains relevant 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	<ul style="list-style-type: none"> • To enable individual HOSCs to advise the Joint Committee of any work they are undertaking and the outcomes of such work 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Extracts of minutes from local authority HOSCs

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