

AGENDA

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

Place: Gloucestershire Council, Council Offices, Castle Street,
Thornbury, Bristol

Date: Friday 28 January 2011

Time: 11.00 am

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Bath & North East
Somerset Council



Gloucestershire
COUNTY COUNCIL



North
Somerset
COUNCIL



South Gloucestershire
Council



SWINDON
BOROUGH COUNCIL



Wiltshire Council
Where everybody matters

GREAT WESTERN AMBULANCE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Date & Time: 28th January 2011 at 11.00 am

Venue: South Gloucestershire Council, Council Offices, Castle Street, Thornbury, Bristol, BS35 1HF. (A location map is included in these papers.)

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 17th September 2010**
To approve the Minutes of the Meeting for signature by the Chair.
6. **RUH, Bath A&E Handover - Sharing Good Practice**
Verbal report.
7. **Monthly Performance Information Comprising:**
 - A. **Commissioners' Monthly Report For Activity In December 2010;**
 - B. **Board Performance Report – December 2010;**

	<p>C. Hospital Handover Times - December 2010. To comment and note.</p>
8.	<p>Update from HOSCs To note the above.</p>
9.	<p>Report from the LINK Joint Working Group To consider the above.</p>
10.	<p>Short Life Group Update Report To comment on and agree.</p>
11.	<p>Recruitment Process To comment and note.</p>
12.	<p>Work Programme To agree the priorities for future meetings of the Committee.</p>
13.	<p>Dates of Future Meetings Proposed date of next meeting: 10th June 2011 at 11.00 am – venue - Gloucestershire County Council Urgent Business</p>

Date of Dispatch: 20th January 2011

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.

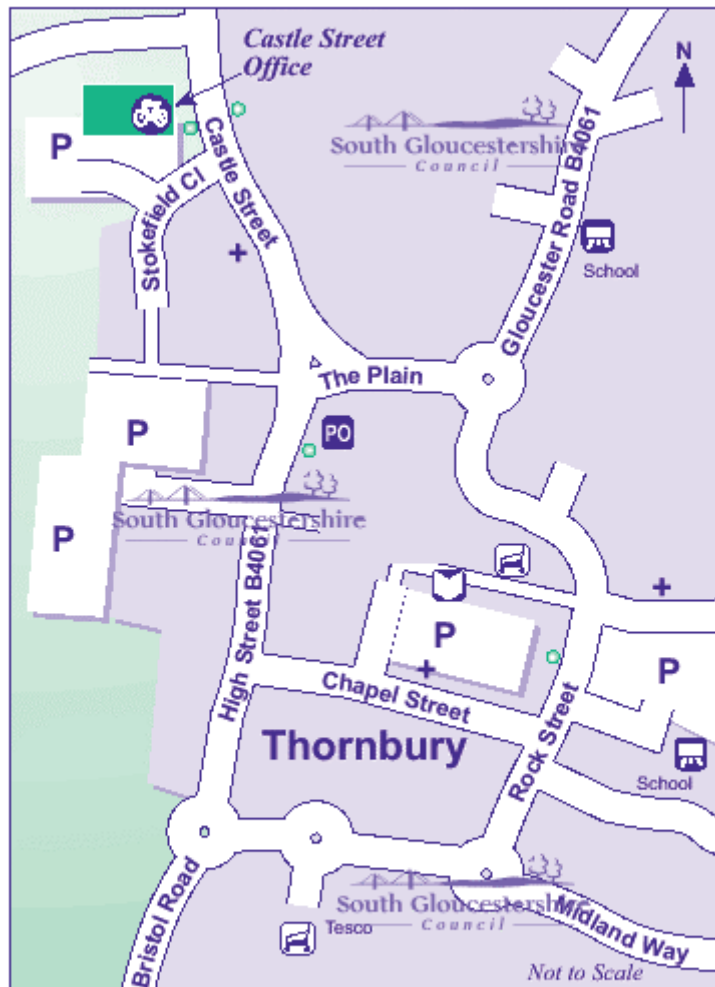
If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Scrutiny Officers whose name and numbers appear at the top of this agenda.

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Emergency Evacuation Procedure – Thornbury

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Thornbury Offices



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Bike Rack Service

Nearest Bus Stops

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Parking:

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The nearest long and short stay car parks are in Castle Court (off the High Street) and Rock Street.

Great Western Ambulance Service Joint Health Overview and Scrutiny Committee

Friday 17 September 2010

Gloucestershire County Council, Shire Hall

MINUTES

Present:

Councillors:

Councillor Andrew Gravells (Gloucestershire County Council) – Chair. Councillors Anthony Clarke (Bath & North East Somerset Council), Adrian Inker (Bath & North East Somerset Council), Lesley Alexander (Bristol City Council), Sylvia Townsend (Bristol City Council), Jenny Smith (Bristol City Council), Ron Allen (Gloucestershire County Council), Sheila Jeffery (Cotswold District Council), Sue Hope (South Gloucestershire Council), Reyna Knight (North Somerset Council), Andrew Bennett (Swindon Borough Council), Christine Crisp (Wiltshire Council), Mike Hewitt (Wiltshire Council), Ian McLennan (Wiltshire Council)

Others:

Jonathan Lofthouse (Great Western Ambulance Service), Tim Stockings (Great Western Ambulance Service), Victoria Eld (Great Western Ambulance Service), John Oliver (Great Western Ambulance Service), Nicki Millin (NHS Gloucestershire), Becky Parish (NHS Gloucestershire), Albert Weager (Gloucestershire LINK), Ros Low (Wiltshire Council), Romaine de Fonseca (Bristol City Council), Sally Smith (Swindon Borough Council), Elizabeth Power (Gloucestershire County Council).

Apologies:

Councillors Sharon Ball (Bath & North East Somerset Council), Sandra Grant (South Gloucestershire Council), Andy Perkins (South Gloucestershire Council), Ann Harley (North Somerset Council), Anne Kemp (North Somerset Council), Michael Bray (Swindon Borough Council), Peter Mallinson (Swindon Borough Council).

135. Declarations of Interest (Agenda Item 2)

There were no declarations of interest.

136. Public Question Time (Agenda Item 3)

No public questions were received.

137. Chair's Update (Agenda Item 4)

The Chairman reported that he was very proud to put his name to a recent press release about GWAS becoming the most improved ambulance service in England. He said that the improvement over the last three years was impressive. He asked Jonathan Lofthouse to take congratulations back to all GWAS staff and to pass on the message that all elected members in the GWAS region appreciated the work done to achieve this improvement.

138. Minutes of the meeting held on 11 June 2010 (Agenda Item 5)

Resolved – that the minutes be approved as a correct record.

139. Monthly Performance Information (Agenda Item 6)

Jonathan Lofthouse (Director of Service Delivery, GWAS) introduced this report, comprising (i) the Commissioners' Monthly Report for activity in July 2010, (ii) the Board Performance Report August 2010 and (iii) Hospital Handover Times – July 2010.

Jonathan Lofthouse and Nicki Millin responded to individual members' specific questions on the following topics:

- Drop in South Gloucestershire, Cotswold and Kennet figures

The Primary Care Community is in the process of amending some of the service access pathways. The GP community is exploring different care pathways prior to GWAS involvement, e.g. PCT staff carrying out health screening. The developing new system might affect statistics and ability to respond, as one fleet is used across all categories. GWAS is talking to South Gloucestershire PCT to ensure that concerns are managed.

Patients are often diverted to Frenchay from Bristol Royal Infirmary (BRI) and Royal United Hospital, Bath (RUH). Efforts to improve patient flow have been successful but diversions slow it down again.

Kennet continues to be a concern regarding available resource. It is very expensive to keep a 24-hour resource in areas where call volume is low. The Wiltshire Fire and Rescue Co-Responder Schemes will continue to improve response times. GWAS will supply the Wiltshire Fire service with a Rapid Response Vehicle (crew of two), which can deploy quicker than the fire appliance (crew of six). Wiltshire Council is already working with the PCT and providing funding.

Cotswold performance is still below 75% although there has been some improvement. The Co-Responders scheme is being taken forward quickly with Gloucestershire Fire

and Rescue Service and St John's Ambulance. From November there will a new vehicle and crew on duty from Cirencester Hospital. There will also be 30 new full-time paramedics, funded by NHS Gloucestershire. There was discussion of whether PCSOs and/or the police force could be part of the co-responder scheme.

Resolved – (1) That GWAS send further figures relating to South Gloucestershire to Councillor Sue Hope

(2) That the Chairman writes to the Chief Executives of the Acute Trusts of BRI and Frenchay to ask what they are doing to address the diversion issues. Copies to David Whiting, South Gloucestershire PCT, Gloucestershire Hospitals NHS Foundation Trust, NHS Gloucestershire and local MPs

(3) That the Chairman writes to the Chief Executive of Royal United Hospital Bath to congratulate the Trust on its handover times and ask that they share their successful methods with the committee and with other Trusts in the region.

(4) That GWAS will share the contact details for the CFR Lead Manager for Wiltshire with local Members

(5) That the Chairman email Dave Whiting and ask for his thoughts about working with police authorities and PCSOs

(6) That Jonathan Lofthouse take concerns back to the Gloucestershire CFR management team about responding to people interested in becoming CFRs, and that they respond to Cllr Gravells and Cllr Jeffery.

- GP screening

Primary care staff are encouraged to use alternative care pathways, which may be more appropriate than an ambulance. A lot of areas are using a Single Point of Clinical Access (SPCA). This enables a GP to phone and ask advice about appropriate treatment.

- Appropriate care pathways

All 999 calls are screened in the same way across the country. Ambulance crews are encouraged to manage patients appropriately, for example by calling another health professional to take over if A&E treatment is not required. The service is changing and delays may occur while new processes settle.

- Charging for ambulances

GWAS does not charge anyone who uses its ambulances. Under the Road Traffic Act, insurance companies can charge a policy holder if an ambulance responds to a road

traffic accident. A charge of £21.40 is paid to The Treasury to contribute to the care of the patient. Members expressed concerns that rumours in the community about charges could put people off calling an ambulance.

- Air Support Unit Sickness Absence (page 48)

The Air Support Unit has a staff of six. Any absence therefore shows as a large percentage.

- Patient handover

The local LINK plans to carry out unannounced Enter and View visits to Gloucestershire Royal Hospital with reference to patient handover. Penalties for significant delays have been applied by NHS Gloucestershire and will follow in the other counties from next financial year. The Chairman said he already receives ambulance handover delays on a weekly basis and is in regular email contact with the Acute Trust Chief Executive about them. GWAS communicates daily with the Acute Trusts about delays. Ambulance crews are allowed 15 minutes to hand the patient into hospital care, and 15 minutes to prepare the ambulance for the next patient. A project is running to improve the data capture of crews going into hospitals. Data terminals are used in A&E to enter information, and this is monitored 24/7. Crews can see the impact that their performance is having on patient flow.

- Trust Education Plan (page 47)

This is an education programme to up-skill staff. Historically, ambulance technicians and care assistants have been released from duties to follow OU programmes. In the next three to five years, the majority of training will be university-based, for 20-25 people per year. The Strategic Plan states that there will be a paramedic on every frontline vehicle by 2013. All frontline staff still receive mandatory training on four days per year.

- Ambulance crews and security

Hospitals are not unduly penalised for poor performance caused by crews being delayed by having to manage challenging and difficult patients.

- AED

The AED gives spoken instructions in English, and has a schematic diagram on the lid of the case. Different models of AED are available, but they all work in the same way and can be used by anyone.

140. Update from HOSCs (Agenda Item 7)

There was discussion of the following issues:

- Patient Transport Service (North Somerset Council)

The PTS Contract covering Bristol Royal Infirmary, Frenchay and Weston Hospitals was secured by GWAS through a national tender process, to go live on October 1st. The use of taxi firms will be reduced, and the number of substantive staff employed by GWAS will be increased, so that PTS vehicles are staffed by trained health professionals. Smaller, single wheelchair vehicles will be used, which will improve passenger comfort and journey time. There are transferrable benefits and efficiencies in this particular model which could be transferred to other Patient Transport Services without the need to re-tender. NHS Gloucestershire will review the roll-out of the new service and use that information to improve the service.

- Health White Paper

Resolved – (1) There was broad agreement that the committee make the following recommendations to the Department of Health:

- (i) That the scrutiny function remains
- (ii) That scrutiny committees retain their power to refer to the Secretary of State
- (iii) That joint committees remain

141. Report from Joint Working Group (Agenda Item 8)

The Chairman thanked Albert Weager for his report, which was noted.

142. Review of Terms of Reference of GWAS Joint Health Scrutiny Committee (Agenda Item 9)

The revisions to the Terms of Reference were agreed. A further revision to membership (page 70) was proposed by Albert Weager.

Councillor Gravells was nominated for the position of Chairman by Sylvia Townsend and seconded by Sheila Jeffery, and was duly elected.

It was agreed that the necessity to meet four times a year no longer exists.

Resolved - (1) That the TOR be amended to name the LINK as a non-voting co-optee.

(2) That Cllr Gravells be re-appointed as Chairman for a further 12 months

(3) That the committee will meet every four months from now on

143. Work Programme and Dates of Future Meetings (Agenda Items 10 & 11)

The work programme for the next meeting was agreed. The proposed dates of 21 and 28 January 2010 will be checked again with South Gloucestershire Council which has offered to host the meeting.

144. Urgent Business (Agenda Item 12)

Jonathan Lofthouse announced that he was to leave GWAS to return to London after a 15 month placement. In that time GWAS had improved and stabilised. He thanked the committee for their healthy challenge, and said that it had been a pleasure to work with the JHSC. On behalf of the committee, the Chairman thanked Mr Lofthouse for his contribution to turning GWAS around. He thanked him for his professionalism and courteous answers to questions, and wished him the best of luck in his future career.

The meeting closed at 12.35pm.

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
28th January 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (December 2010)
- the Board Performance Report for December (covering activity in December 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 (December 2010) outlines GWAS performance by month, broken down by sector, PCT and local authority. This is attached at Appendix A.

2.2 The Board Performance Report for December 2010 is attached at Appendix B.

2.3 Attached at Appendix C 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 (December 2010), Great Western Ambulance NHS Trust

Appendix B: Board Performance Report for August (covering activity in December 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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- PAGE 11: CONTRACT SUMMARY - CONTRACTED ACTIVITY (INCIDENTS WITH RESPONSE) VS ACTUAL ACTIVITY BROKEN DOWN BY PCT



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	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618
2010/11 Contract	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	199,732
2010/11 Actual	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002
Variance from Contract	269	438	-384	-510	-891	-21	-906	-736	1,010	*	*	*	-1,730
Variance from Contract %	1.3%	2.0%	-1.8%	-2.3%	-4.0%	-0.1%	-3.9%	-3.3%	4.2%	*	*	*	-0.9%
Variance from 2009/10	890	1,083	335	268	-137	581	-8	-76	1,448	*	*	*	4,384
Variance from 2009/10 %	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

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	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	126,943
2010/11 Contract	13,703	14,448	13,881	14,190	14,117	14,207	15,348	14,785	16,072	14,917	13,393	15,058	130,751
2010/11 Actual	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383	*	*	*	131,685
Variance from Contract	198	305	315	172	6	159	-266	-266	311	*	*	*	934
Variance from Contract %	1.4%	2.1%	2.3%	1.2%	0.0%	1.1%	-1.7%	-1.8%	1.9%	*	*	*	0.7%
Variance from 2009/10	597	726	719	585	417	573	181	165	779	*	*	*	4,742
Variance from 2009/10 %	4.5%	5.2%	5.3%	4.2%	3.0%	4.2%	1.2%	1.1%	5.0%	*	*	*	3.7%

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%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.6%
2010/11 Actual	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%	*	*	*	66.5%
Variance from 2009/10 %	0.0%	0.0%	2.4%	1.9%	2.4%	0.9%	0.8%	1.0%	-0.7%	*	*	*	0.9%

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%	75.82%	74.42%	74.92%	73.84%	64.69%	*	*	*	74.6%
Variance from Target	0.5%	1.9%	0.0%	1.5%	0.0%	-1.8%	-1.4%	-1.6%	-10.1%	*	*	*	-1.7%
Variance from 2009/10	2.3%	0.7%	-0.9%	4.8%	-1.4%	-1.4%	0.1%	-1.2%	-5.3%	*	*	*	-0.4%

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%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	96.39%	95.58%	95.79%	95.8%
2010/11 Actual	95.98%	96.01%	94.93%	95.67%	95.20%	95.41%	94.75%	94.90%	90.32%	*	*	*	94.7%
Variance from Target	-0.4%	-0.3%	-0.7%	0.3%	-0.8%	-0.7%	-0.8%	-0.7%	-5.2%	*	*	*	-1.2%
Variance from 2009/10	0.1%	-0.4%	-0.9%	0.4%	-0.4%	-0.3%	-0.4%	-0.3%	-2.9%	*	*	*	-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%	92.84%	91.69%	91.43%	91.64%	84.57%	*	*	*	91.5%
Variance from Target	0.7%	1.2%	0.9%	0.8%	1.0%	-0.3%	-3.6%	-3.4%	-10.4%	*	*	*	-2.0%
Variance from 2009/10	0.8%	0.9%	-0.6%	1.5%	1.0%	-0.5%	1.7%	1.8%	-1.9%	*	*	*	0.8%

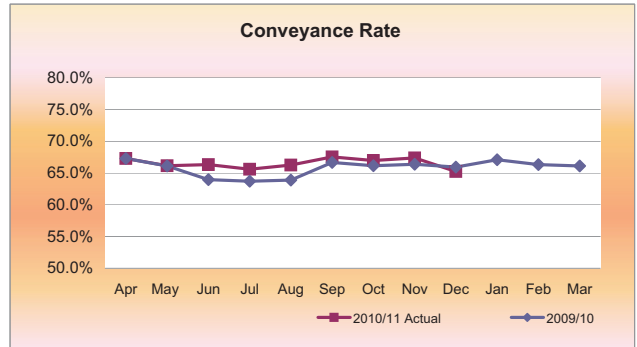
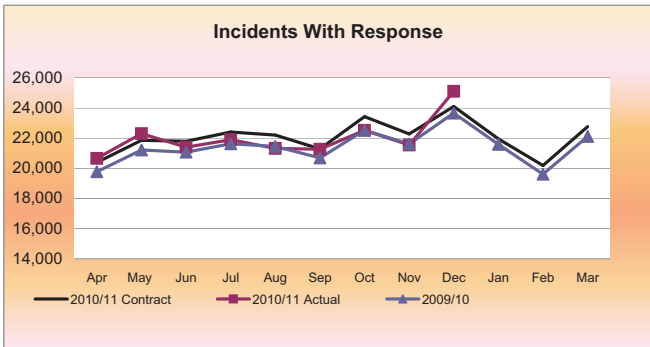
Category C Performance: *

	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	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2010/11 Actual	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%	*	*	*	80.3%
Variance from Target	5.7%	5.5%	1.4%	4.0%	5.1%	-0.3%	0.4%	-3.6%	-12.9%	*	*	*	0.3%
Variance from 2009/10	-6.4%	-6.8%	-11.6%	-7.6%	-5.4%	-11.1%	-6.0%	-9.6%	-14.0%	*	*	*	-7.6%

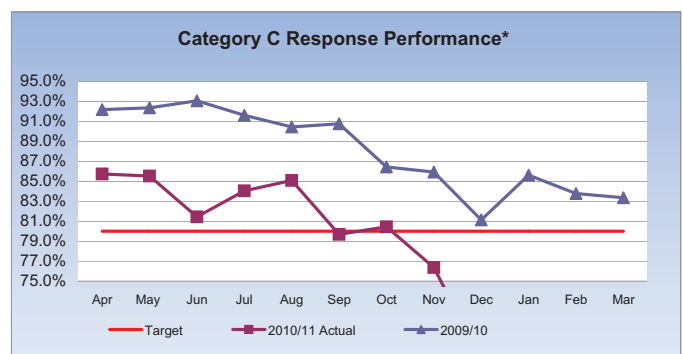
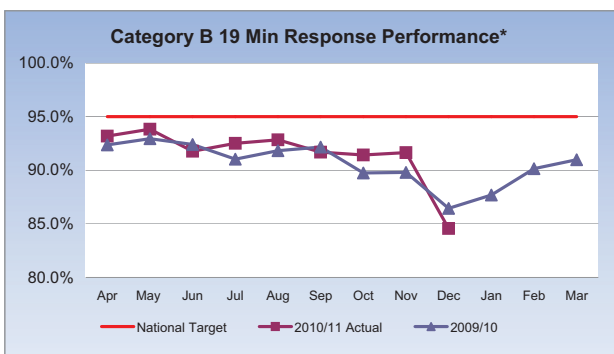
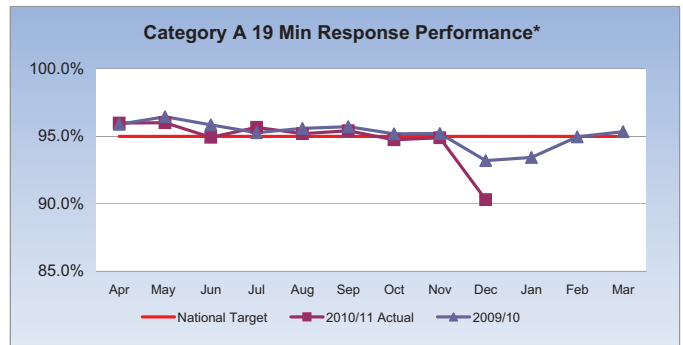
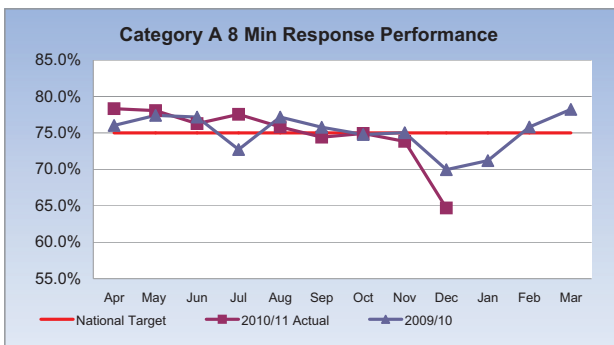


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

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	3529	3373	3293	3637	3531	4320	*	*	*	31,677
Gloucestershire	1811	1919	1797	1819	1794	1807	2055	2019	2468	*	*	*	17,489
Wiltshire	2409	2755	2626	2732	2607	2593	2806	2683	3264	*	*	*	24,475
Other/Unknown	40	59	39	46	52	48	51	40	57	*	*	*	432
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	2717	2583	2441	2781	2533	2677	*	*	*	23,485
Gloucestershire	1437	1496	1399	1446	1369	1372	1547	1564	1593	*	*	*	13,223
Wiltshire	1905	2148	2020	2133	1973	1934	2067	2005	2264	*	*	*	18,449
Other/Unknown	11	11	7	6	9	14	10	7	6	*	*	*	81
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

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%	76.6%	77.0%	76.5%	71.74%	76.5%	61.97%	*	*	74.1%
Gloucestershire	79.3%	78.0%	77.9%	79.5%	76.3%	75.9%	75.3%	77.46%	64.55%	*	*	*	75.6%
Wiltshire	79.1%	78.0%	76.9%	78.1%	75.7%	74.6%	73.7%	74.73%	69.36%	*	*	*	75.4%
Other/Unknown	27.5%	18.6%	17.9%	13.0%	17.3%	29.2%	19.6%	17.50%	10.53%	*	*	*	18.8%
Total	78.3%	78.1%	76.3%	77.6%	75.8%	74.4%	74.9%	73.8%	64.7%	*	*	*	74.6%

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	553	556	667	564	681	*	*	*	5,269
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
Gloucestershire	1,911	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,468	*	*	*	17,489
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
South Gloucestershire	752	814	713	728	788	712	795	897	1,073	*	*	*	7,262
Swindon	612	710	655	736	674	697	669	735	852	*	*	*	6,340
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	*	*	*	13,611
Other/Unknown	40	60	40	46	53	49	53	42	59	*	*	*	442
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	413	418	490	423	451	*	*	*	3,934
Bristol	1,396	1,518	1,467	1,567	1,500	1,429	1,542	1,377	1,459	*	*	*	13,255
Gloucestershire	1,437	1,496	1,399	1,446	1,369	1,372	1,547	1,564	1,593	*	*	*	13,223
North Somerset	543	602	496	630	525	499	633	563	573	*	*	*	5,064
South Gloucestershire	538	602	474	477	515	463	548	557	595	*	*	*	4,769
Swindon	566	636	596	654	615	604	587	640	740	*	*	*	5,638
Wiltshire	976	1,084	1,044	1,071	988	962	1,048	978	1,122	*	*	*	9,273
Other/Unknown	11	11	7	6	9	14	10	7	7	*	*	*	82
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

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%	74.7%	75.2%	73.46%	75.00%	66.23%	*	*	*	74.7%
Bristol	84.20%	84.19%	82.65%	82.82%	85.18%	81.47%	81.89%	76.76%	66.47%	*	*	*	80.3%
Gloucestershire	79.35%	77.96%	77.85%	79.49%	76.31%	75.93%	75.28%	77.46%	64.55%	*	*	*	75.6%
North Somerset	73.18%	75.53%	69.27%	75.90%	71.14%	67.52%	73.18%	72.09%	61.15%	*	*	*	70.9%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	65.36%	65.03%	68.93%	62.80%	55.45%	*	*	*	65.7%
Swindon	92.48%	89.58%	90.99%	88.86%	91.25%	86.66%	87.74%	87.07%	86.85%	*	*	*	88.9%
Wiltshire	72.30%	71.55%	70.07%	71.07%	67.44%	67.41%	67.09%	67.40%	60.85%	*	*	*	68.1%
Other/Unknown	27.50%	18.33%	17.50%	13.04%	16.98%	28.57%	18.87%	16.67%	11.86%	*	*	*	18.6%
Total	78.3%	78.1%	76.3%	77.6%	75.8%	74.4%	74.9%	73.8%	64.7%	*	*	*	74.6%

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	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
South Gloucestershire	752	814	713	728	788	712	795	897	1,073	*	*	*	7,262
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Forest of Dean	225	246	259	249	258	249	268	229	319	*	*	*	2,322
Cotswold	219	218	242	259	248	228	256	260	277	*	*	*	2,207
Tewkesbury	211	187	202	222	216	226	246	241	301	*	*	*	2,052
Cheltenham	405	433	355	342	335	410	444	477	551	*	*	*	3,752
Gloucester	431	481	454	430	425	421	483	490	608	*	*	*	4,223
Stroud	320	354	285	317	312	273	338	322	412	*	*	*	2,933
Kennet	205	234	244	224	229	202	257	259	298	*	*	*	2,152
North Wiltshire	372	445	417	478	434	403	418	409	499	*	*	*	3,875
Swindon	606	700	645	727	662	684	656	729	848	*	*	*	6,257
West Wiltshire	464	484	428	454	462	471	471	442	598	*	*	*	4,274
Salisbury	309	352	401	351	340	351	416	341	449	*	*	*	3,310
Other/Unknown	46	70	50	55	65	62	66	48	63	*	*	*	525
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	1,567	1,500	1,429	1,542	1,377	1,459	*	*	*	13,255
South Gloucestershire	538	602	474	477	515	463	548	557	595	*	*	*	4,769
North Somerset	543	602	496	630	525	499	633	563	573	*	*	*	5,064
Bath and North East Somerset	404	473	411	451	413	418	490	423	451	*	*	*	3,934
Forest of Dean	137	147	171	176	157	145	168	145	152	*	*	*	1,398
Cotswold	137	117	123	162	125	132	136	148	128	*	*	*	1,208
Tewkesbury	164	142	152	173	171	163	185	173	180	*	*	*	1,503
Cheltenham	376	409	333	322	321	376	420	441	428	*	*	*	3,426
Gloucester	400	437	420	384	382	387	431	443	487	*	*	*	3,771
Stroud	223	244	200	229	213	169	207	214	218	*	*	*	1,917
Kennet	136	130	131	129	129	101	144	139	154	*	*	*	1,193
North Wiltshire	277	317	299	347	294	276	282	286	290	*	*	*	2,668
Swindon	564	634	593	650	613	601	586	639	740	*	*	*	5,620
West Wiltshire	347	378	321	333	338	329	340	307	375	*	*	*	3,068
Salisbury	216	259	293	262	227	256	282	246	303	*	*	*	2,344
Other/Unknown	13	13	10	10	11	17	11	8	7	*	*	*	100
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

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
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Category A 19 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	3529	3373	3293	3637	3531	4320	*	*	*	31,677
Gloucestershire	1811	1919	1797	1819	1794	1807	2065	2019	2468	*	*	*	17,489
Wiltshire	2409	2755	2626	2732	2607	2593	2806	2683	3264	*	*	*	24,475
Other/Unknown	40	59	39	46	52	48	51	40	57	*	*	*	432
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	3122	3373	3123	3404	3225	3164	3487	3357	3918	*	*	*	30,173
Gloucestershire	1734	1842	1723	1740	1722	1733	1951	1941	2205	*	*	*	16,591
Wiltshire	2309	2638	2462	2596	2468	2454	2626	2528	2971	*	*	*	23,052
Other/Unknown	30	45	27	34	35	35	36	25	36	*	*	*	303
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 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	96.5%	96.6%	95.7%	96.5%	95.6%	96.1%	95.9%	95.1%	90.69%	*	*	*	95.3%
Gloucestershire	95.7%	96.0%	95.9%	95.7%	96.0%	95.9%	94.9%	96.1%	89.34%	*	*	*	94.9%
Wiltshire	95.8%	95.8%	93.8%	95.0%	94.7%	94.6%	93.6%	94.2%	91.02%	*	*	*	94.2%
Other/Unknown	75.0%	76.3%	69.2%	73.9%	67.3%	72.9%	70.6%	62.5%	63.16%	*	*	*	70.1%
Total	96.0%	96.0%	94.9%	95.7%	95.2%	95.4%	94.7%	94.9%	90.3%	*	*	*	94.7%

Category A 19 Minute Performance by PCT

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	553	556	667	564	681	*	*	*	5,269
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
Gloucestershire	1,811	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,468	*	*	*	17,489
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
Swindon	612	710	655	736	674	697	669	735	852	*	*	*	6,340
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	*	*	*	13,611
Other/Unknown	40	60	40	46	53	49	53	42	59	*	*	*	442
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	514	581	504	535	520	535	615	529	616	*	*	*	4,949
Bristol	1,627	1,761	1,714	1,855	1,691	1,699	1,826	1,730	2,039	*	*	*	15,942
Gloucestershire	1,734	1,842	1,723	1,740	1,722	1,733	1,951	1,941	2,205	*	*	*	16,591
North Somerset	694	755	665	784	698	695	816	741	801	*	*	*	6,649
South Gloucestershire	720	784	686	696	756	685	758	822	987	*	*	*	6,894
Swindon	602	702	647	725	668	687	665	728	838	*	*	*	6,262
Wiltshire	1,274	1,427	1,368	1,405	1,359	1,316	1,431	1,333	1,607	*	*	*	12,520
Other/Unknown	30	46	28	34	36	36	38	27	37	*	*	*	312
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 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	96.8%	95.6%	93.2%	94.2%	94.0%	96.2%	92.20%	93.79%	90.46%	*	*	*	93.9%
Bristol	98.13%	97.67%	96.56%	98.04%	96.02%	96.86%	96.97%	96.43%	92.89%	*	*	*	96.53%
Gloucestershire	95.75%	95.99%	95.88%	95.66%	95.99%	95.90%	94.94%	96.14%	89.34%	*	*	*	94.9%
North Somerset	93.53%	94.73%	92.88%	94.46%	94.58%	94.05%	94.34%	94.88%	85.49%	*	*	*	93.1%
South Gloucestershire	95.74%	96.31%	96.21%	95.60%	95.94%	96.21%	95.35%	92.67%	91.99%	*	*	*	94.9%
Swindon	98.37%	98.87%	98.78%	98.51%	99.11%	98.57%	99.40%	99.05%	98.36%	*	*	*	98.8%
Wiltshire	94.37%	94.19%	91.81%	93.23%	92.76%	92.22%	91.61%	91.87%	87.15%	*	*	*	92.0%
Other/Unknown	75.00%	76.67%	70.00%	73.91%	67.92%	73.47%	71.70%	64.29%	62.71%	*	*	*	70.6%
Total	96.0%	96.0%	94.9%	95.7%	95.2%	95.4%	94.7%	94.9%	90.3%	*	*	*	94.7%

Category A 19 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	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Forest of Dean	225	246	259	249	258	249	298	229	319	*	*	*	2,322
Cotswold	219	218	242	259	248	228	256	260	277	*	*	*	2,207
Tewkesbury	211	187	202	222	216	226	246	241	301	*	*	*	2,052
Cheltenham	405	433	355	342	335	410	444	477	551	*	*	*	3,752
Gloucester	431	481	454	430	425	421	483	490	608	*	*	*	4,223
Stroud	320	354	285	317	312	273	338	322	412	*	*	*	2,933
Kennet	205	234	244	224	229	202	257	259	298	*	*	*	2,152
North Wiltshire	372	445	417	478	434	403	418	409	499	*	*	*	3,875
Swindon	606	700	645	727	662	684	656	729	848	*	*	*	6,257
West Wiltshire	464	494	428	454	462	471	471	442	598	*	*	*	4,274
Salisbury	309	352	401	351	340	351	416	341	449	*	*	*	3,310
Other/Unknown	46	70	50	55	65	62	66	48	63	*	*	*	525
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

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	1,627	1,761	1,714	1,855	1,691	1,699	1,826	1,730	2,039	*	*	*	15,942
South Gloucestershire	720	784	686	696	756	685	758	822	987	*	*	*	6,894
North Somerset	694	755	665	784	698	695	816	741	801	*	*	*	6,649
Bath and North East Somerset	514	581	504	535	520	535	615	529	616	*	*	*	4,949
Forest of Dean	214	233	250	237	238	235	268	218	275	*	*	*	2,168
Cotswold	185	178	202	223	219	212	196	209	190	*	*	*	1,812
Tewkesbury	207	186	199	221	212	223	239	238	284	*	*	*	2,009
Cheltenham	402	430	355	336	334	408	440	474	521	*	*	*	3,700
Gloucester	428	476	449	427	424	416	479	487	583	*	*	*	4,169
Stroud	298	339	268	296	302	255	316	307	352	*	*	*	2,733
Kennet	186	214	219	199	207	178	226	225	251	*	*	*	1,905
North Wiltshire	349	416	390	446	402	371	382	366	422	*	*	*	3,044
Swindon	596	692	637	717	656	675	652	722	834	*	*	*	6,181
West Wiltshire	448	465	391	429	435	437	440	419	531	*	*	*	3,995
Salisbury	291	332	368	331	315	330	383	323	403	*	*	*	3,076
Other/Unknown	36	56	38	42	48	48	51	33	41	*	*	*	393
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
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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	3200	3221	3283	3050	3354	*	*	*	29,236
Gloucestershire	1807	1933	1796	1864	1772	1769	1898	1795	2017	*	*	*	16,651
Wiltshire	2522	2733	2613	2592	2657	2530	2624	2399	2737	*	*	*	23,407
Other/Unknown	74	80	91	78	64	81	69	56	70	*	*	*	663
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957
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	2932	2889	2972	2716	2688	*	*	*	26,192
Gloucestershire	1719	1822	1743	1766	1692	1697	1771	1698	1756	*	*	*	15,604
Wiltshire	2406	2586	2413	2415	2477	2359	2407	2235	2430	*	*	*	21,728
Other/Unknown	48	62	69	53	41	54	49	41	42	*	*	*	459
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983
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%	91.6%	89.7%	90.5%	89.0%	80.14%	*	*	*	89.6%
Gloucestershire	95.1%	94.3%	95.4%	94.7%	95.5%	94.2%	93.3%	94.6%	87.06%	*	*	*	93.7%
Wiltshire	95.4%	94.6%	92.3%	93.2%	93.2%	91.7%	93.2%	88.78%	*	*	*	*	92.8%
Other/Unknown	64.9%	77.5%	75.8%	67.9%	64.1%	66.7%	71.0%	73.2%	60.00%	*	*	*	69.2%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	*	*	*	91.5%

Category B 19 Minute Performance by PCT

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	556	531	586	492	602	*	*	*	4,907
Bristol	1,768	1,892	1,795	1,740	1,752	1,742	1,799	1,613	1,769	*	*	*	15,870
Gloucestershire	1,807	1,933	1,796	1,864	1,772	1,769	1,898	1,795	2,017	*	*	*	16,651
North Somerset	724	705	721	798	714	722	702	711	748	*	*	*	6,545
South Gloucestershire	621	703	695	683	662	675	701	656	744	*	*	*	6,140
Swindon	636	723	713	765	701	650	662	636	715	*	*	*	6,201
Wiltshire	1,400	1,536	1,438	1,389	1,471	1,430	1,453	1,340	1,510	*	*	*	12,967
Other/Unknown	74	81	92	79	65	82	73	57	73	*	*	*	676
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957
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	501	502	529	450	531	*	*	*	4,528
Bristol	1,634	1,786	1,627	1,599	1,619	1,578	1,633	1,443	1,430	*	*	*	14,349
Gloucestershire	1,719	1,822	1,713	1,766	1,692	1,667	1,771	1,698	1,756	*	*	*	15,604
North Somerset	638	658	637	740	662	649	643	655	608	*	*	*	5,890
South Gloucestershire	559	638	619	607	591	594	626	561	573	*	*	*	5,368
Swindon	625	705	705	750	694	632	647	624	682	*	*	*	6,064
Wiltshire	1,315	1,423	1,281	1,251	1,341	1,292	1,298	1,217	1,292	*	*	*	11,710
Other/Unknown	48	63	70	54	42	55	52	42	44	*	*	*	470
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983
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%	97.7%	92.0%	93.2%	90.1%	94.5%	90.27%	91.46%	88.21%	*	*	*	92.3%
Bristol	92.42%	94.40%	90.64%	91.90%	92.41%	90.59%	90.77%	89.46%	80.84%	*	*	*	90.4%
Gloucestershire	95.13%	94.26%	95.38%	94.74%	95.49%	94.23%	93.31%	94.60%	87.06%	*	*	*	93.7%
North Somerset	88.12%	93.33%	88.35%	92.73%	92.72%	89.89%	91.60%	92.12%	81.28%	*	*	*	90.0%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	89.27%	88.00%	89.30%	85.52%	77.02%	*	*	*	87.4%
Swindon	98.27%	97.51%	98.88%	98.04%	99.00%	97.23%	97.73%	98.11%	95.38%	*	*	*	97.8%
Wiltshire	93.93%	92.64%	89.08%	90.06%	91.16%	90.35%	89.33%	90.82%	85.56%	*	*	*	90.3%
Other/Unknown	64.86%	77.78%	76.09%	68.35%	64.62%	67.07%	71.23%	73.68%	60.27%	*	*	*	69.5%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	*	*	*	91.5%

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	1,752	1,742	1,799	1,613	1,769	*	*	*	15,870
South Gloucestershire	621	703	695	683	662	675	701	656	744	*	*	*	6,140
North Somerset	724	705	721	798	714	722	702	711	748	*	*	*	6,545
Bath and North East Somerset	553	561	528	498	556	531	586	492	602	*	*	*	4,907
Forest of Dean	231	247	217	285	228	205	251	233	259	*	*	*	2,151
Cotswold	189	242	213	230	214	211	240	199	238	*	*	*	1,975
Tewkesbury	198	192	200	204	184	221	200	214	254	*	*	*	1,867
Cheltenham	402	387	374	345	361	353	387	340	415	*	*	*	3,364
Gloucester	495	503	459	494	438	491	518	517	532	*	*	*	4,447
Stroud	293	362	333	306	347	288	302	292	319	*	*	*	2,842
Kennet	216	251	216	259	246	228	228	189	233	*	*	*	2,066
North Wiltshire	356	387	393	361	357	358	360	349	379	*	*	*	3,300
Swindon	627	717	710	755	697	643	652	632	709	*	*	*	6,142
West Wiltshire	468	514	464	416	463	468	485	450	522	*	*	*	4,250
Salisbury	360	384	365	353	405	376	380	352	376	*	*	*	3,351
Other/Unknown	83	87	95	89	69	89	83	61	79	*	*	*	735
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957
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	1,619	1,578	1,633	1,443	1,430	*	*	*	14,349
South Gloucestershire	559	638	619	607	591	594	626	561	573	*	*	*	5,368
North Somerset	638	658	637	740	662	649	643	655	608	*	*	*	5,890
Bath and North East Somerset	528	537	486	464	501	502	529	450	531	*	*	*	4,528
Forest of Dean	216	227	201	259	209	187	221	208	205	*	*	*	1,933
Cotswold	145	189	178	192	181	169	186	169	161	*	*	*	1,570
Tewkesbury	194	185	196	196	180	216	192	209	229	*	*	*	1,797
Cheltenham	397	383	369	341	359	350	385	335	385	*	*	*	3,314
Gloucester	489	498	455	487	428	477	506	495	492	*	*	*	4,327
Stroud	278	340	314	291	335	288	281	282	274	*	*	*	2,663
Kennet	193	223	180	222	208	198	187	153	180	*	*	*	1,752
North Wiltshire	337	355	360	327	328	331	322	321	316	*	*	*	2,987
Swindon	616	699	702	740	691	625	639	620	678	*	*	*	6,010
West Wiltshire	442	486	405	379	422	421	436	413	449	*	*	*	3,853
Salisbury	343	359	336	323	383	344	353	330	337	*	*	*	3,108
Other/Unknown	57	69	73	64	45	62	60	46	48	*	*	*	524
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983
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%	92.41%	90.59%	90.77%	89.46%	80.84%	*	*	*	90.4%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	89.27%	88.00%	89.30%	85.52%	77.02%	*	*	*	87.4%
North Somerset	88.12%	93.33%	88.35%	92.73%	92.72%	89.89%	91.60%	92.12%	81.28%	*	*	*	90.0%
Bath and North East Somerset	95.48%	95.72%	92.05%	93.17%	90.11%	94.54%	90.27%	91.46%	88.21%	*	*	*	92.3%
Forest of Dean	93.51%	91.90%	92.63%	90.88%	91.67%	91.22%	88.05%	89.27%	79.15%	*	*	*	89.7%
Cotswold	77.13%	78.10%	83.57%	83.48%	84.58%	80.09%	77.50%	84.92%	67.65%	*	*	*	79.5%
Tewkesbury	97.98%	96.35%	98.00%	96.08%	97.83%	97.74%	96.00%	97.66%	90.16%	*	*	*	96.3%
Cheltenham	98.76%	98.97%	98.66%	98.84%	99.45%	99.15%	99.48%	98.53%	95.18%	*	*	*	98.5%
Gloucester	98.79%	99.01%	99.13%	98.58%	97.72%	97.15%	97.68%	95.74%	92.48%	*	*	*	97.3%
Stroud	94.88%	93.92%	94.29%	95.10%	96.54%	93.06%	93.05%	96.58%	85.89%	*	*	*	93.7%
Kennet	89.35%	88.84%	83.33%	85.71%	84.55%	85.96%	82.02%	80.95%	81.55%	*	*	*	84.8%
North Wiltshire	94.66%	91.73%	91.60%	90.58%	91.88%	92.46%	89.44%	91.98%	83.38%	*	*	*	90.8%
Swindon	98.25%	97.49%	98.87%	98.01%	99.14%	97.20%	98.01%	98.10%	95.63%	*	*	*	97.9%
West Wiltshire	94.44%												

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	2169	2345	2314	2268	2717	*	*	*	21,067
Gloucestershire	1541	1577	1539	1521	1607	1606	1664	1624	1853	*	*	*	14,532
Wiltshire	1768	1933	1894	1974	1911	1864	2000	1962	2132	*	*	*	17,438
Other/Unknown	29	27	33	28	38	29	27	33	20	*	*	*	264
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722	*	*	*	53,301

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	1736	1695	1743	1571	1581	*	*	*	15,654
Gloucestershire	1406	1381	1342	1354	1407	1354	1384	1328	1332	*	*	*	12,288
Wiltshire	1572	1659	1595	1713	1694	1581	1684	1572	1584	*	*	*	14,654
Other/Unknown	27	25	30	26	34	27	20	25	16	*	*	*	230
Total	4,746	5,024	4,747	4,941	4,871	4,657	4,831	4,496	4,513	*	*	*	42,826

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%	80.0%	72.3%	75.3%	69.3%	58.19%	*	*	*	74.3%
Gloucestershire	91.2%	87.6%	87.2%	89.0%	87.6%	84.3%	83.2%	81.8%	71.88%	*	*	*	84.6%
Wiltshire	88.9%	85.8%	84.2%	86.8%	86.6%	84.8%	84.2%	80.1%	74.30%	*	*	*	84.0%
Other/Unknown	93.1%	92.6%	90.9%	92.9%	89.5%	93.1%	74.1%	75.8%	80.00%	*	*	*	87.1%
Total	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%	*	*	*	80.3%

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	375	431	442	449	435	*	*	*	3,784
Bristol	1,044	1,120	1,076	1,095	1,050	1,032	1,102	1,102	1,284	*	*	*	9,905
Gloucestershire	1,541	1,577	1,539	1,521	1,607	1,606	1,664	1,624	1,853	*	*	*	14,532
North Somerset	509	493	560	514	483	573	511	479	609	*	*	*	4,731
South Gloucestershire	596	656	649	681	580	684	631	616	743	*	*	*	5,836
Swindon	389	448	421	477	444	427	451	471	481	*	*	*	4,009
Wiltshire	1,050	1,120	1,116	1,152	1,146	1,061	1,176	1,113	1,294	*	*	*	10,228
Other/Unknown	29	27	34	32	40	30	28	33	23	*	*	*	276
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722	*	*	*	53,301

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	328	363	366	348	307	*	*	*	3,129
Bristol	812	913	803	848	843	718	800	719	711	*	*	*	7,167
Gloucestershire	1,406	1,381	1,342	1,354	1,407	1,354	1,384	1,328	1,332	*	*	*	12,288
North Somerset	432	436	438	431	386	441	424	369	392	*	*	*	3,749
South Gloucestershire	456	552	485	518	462	495	469	429	438	*	*	*	4,304
Swindon	348	401	374	424	418	379	391	401	390	*	*	*	3,526
Wiltshire	928	937	926	984	991	879	977	877	924	*	*	*	8,423
Other/Unknown	27	25	31	29	36	28	20	25	19	*	*	*	240
Total	4,746	5,024	4,747	4,941	4,871	4,657	4,831	4,496	4,513	*	*	*	42,826

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%	87.47%	84.22%	82.81%	77.51%	70.57%	*	*	*	82.7%
Bristol	77.78%	81.52%	74.63%	77.44%	80.29%	69.57%	72.60%	65.25%	55.37%	*	*	*	72.4%
Gloucestershire	91.24%	87.57%	87.20%	89.02%	87.55%	84.31%	83.17%	81.77%	71.88%	*	*	*	84.6%
North Somerset	84.87%	88.44%	78.21%	83.85%	79.92%	76.96%	82.97%	77.04%	64.37%	*	*	*	79.2%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	79.66%	72.37%	74.33%	69.64%	58.95%	*	*	*	73.7%
Swindon	89.46%	89.51%	88.84%	88.89%	94.14%	88.76%	86.70%	85.14%	81.08%	*	*	*	88.0%
Wiltshire	88.38%	83.66%	82.97%	85.42%	86.47%	82.85%	83.08%	78.80%	71.41%	*	*	*	82.4%
Other/Unknown	93.10%	92.59%	91.18%	90.63%	90.00%	93.33%	71.43%	75.76%	82.61%	*	*	*	87.0%
Total	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%	*	*	*	80.3%

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	1,050	1,032	1,102	1,102	1,284	*	*	*	9,905
South Gloucestershire	596	656	649	681	580	684	631	616	743	*	*	*	5,836
North Somerset	509	493	560	514	483	573	511	479	609	*	*	*	4,731
Bath and North East Somerset	378	433	434	407	375	431	442	449	435	*	*	*	3,784
Forest of Dean	186	216	202	201	211	202	217	243	246	*	*	*	1,926
Cotswold	239	264	277	222	262	241	260	225	272	*	*	*	2,262
Tewkesbury	181	172	175	191	193	172	210	198	216	*	*	*	1,708
Cheltenham	330	286	311	341	336	338	332	339	387	*	*	*	3,000
Gloucester	338	352	335	312	320	380	368	355	420	*	*	*	3,180
Stroud	265	287	239	254	285	273	277	264	312	*	*	*	2,456
Kennet	176	163	199	180	181	162	200	161	192	*	*	*	1,614
North Wiltshire	292	320	269	340	329	294	296	278	364	*	*	*	2,772
Swindon	383	444	414	471	432	425	440	467	479	*	*	*	3,955
West Wiltshire	343	377	364	362	336	360	383	383	430	*	*	*	3,338
Salisbury	239	260	284	270	300	255	297	291	308	*	*	*	2,504
Other/Unknown	35	31	41	38	52	32	39	37	25	*	*	*	330
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722	*	*	*	53,301

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	843	718	800	719	711	*	*	*	7,167
South Gloucestershire	456	552	485	518	462	495	469	429	438	*	*	*	4,304
North Somerset	432	436	438	431	386	441	424	369	392	*	*	*	3,749
Bath and North East Somerset	337	379	348	353	328	363	366	348	307	*	*	*	3,129
Forest of Dean	172	189	178	188	186	170	184	202	183	*	*	*	1,652
Cotswold	199	225	219	182	222	184	209	165	183	*	*	*	1,788
Tewkesbury	167	161	156	172	177	150	178	174	170	*	*	*	1,505
Cheltenham	305	259	279	308	303	285	286	278	298	*	*	*	2,601
Gloucester	319	308	304	285	279	337	305	280	295	*	*	*	2,712
Stroud	244	239	206	219	240	228	222	229	203	*	*	*	2,030
Kennet	150	131	160	157	158	133	170	132	141	*	*	*	1,332
North Wiltshire	258	268	236	293	280	243	242	209	257	*	*	*	2,286
Swindon	343	397	369	419	406	377	383	397	389	*	*	*	3,480
West Wiltshire	299	318	295	307	283	285	308	299	291	*	*	*	2,685
Salisbury	221	220	235	227	270	218	257	237	235	*	*	*	2,120
Other/Unknown	32	29	36	34	48	30	28	29	20	*	*	*	286
Total	4,746	5,024	4,747	4,941	4,871	4,657	4,831	4,496	4,513	*	*	*	42,826

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%	80.29%	69.57%	72.60%	65.25%	55.37%	*	*	*	72.4%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	79.66%	72.37%	74.33%	69.64%	58.95%	*	*	*	73.7%
North Somerset	84.87%	88.44%	78.21%	83.85%	79.92%	76.96%	82.97%	77.04%	64.37%	*	*	*	79.2%
Bath and North East Somerset	89.15%	87.53%	80.18%	86.73%	87.47%	84.22%	82.81%	77.51%	70.57%	*	*	*	82.7%
Forest of Dean	91.49%	87.50%	88.12%	93.53%	88.15%	84.16%	84.79%	83.13%	74.39%	*	*	*	85.8%
Cotswold	83.26%	85.23%	79.06%	81.98%	84.73%	76.35%	80.38%	73.33%	67.28%	*	*	*	79.0%
Tewkesbury	92.27%	93.60%	89.14%	90.05%	91.71%	87.21%	84.76%	87.88%	78.70%	*	*	*	88.1%
Cheltenham	92.42%	90.56%	89.71%	90.32%	90.18%	84.32%	86.14%	82.01%	77.00%	*	*	*	86.7%
Gloucester	94.38%	87.50%	90.75%	91.35%	87.19%	88.68%	82.88%	78.87%	70.24%	*	*	*	85.3%
Stroud	92.08%	83.28%	86.19%	86.22%	84.21%	83.52%	80.14%	86.74%	65.06%	*	*	*	82.7%
Kennet	85.23%	80.37%	80.40%	87.22%	87.29%	82.10%	85.00%	81.99%	73.44%	*	*	*	82.5%
North Wiltshire	88.36%	83.75%	87.73%	86.18%	85.11%	85.56%	81.76%	75.18%	70.60%	*	*	*	82.5%
Swindon	89.56%	89.41%	89.13%	88.96%	93.98%	88.71%	87.05%	85.01%	81.21%	*	*	*	88.0%
West Wiltshire	87.17%	84.35%	81.04%	84.81%	84.23%	79.17%	80.42%	78.07%	67.87%	*	*	*	80.4%
Salisbury	92.47%	84.82%	82.75%	84.07%	90.00%	85.49%	86.53%	81.44%	76.30%	*	*	*	84.7%
Other/Unknown	91.43%	93.55%	87.80%	89.47%	85.41%	95.56%	71.79%	78.38%	80.00%	*	*	*	86.7%
Total	85.7%	85.5%	81.4%										

Incidents with Response by Sector

Current Year													YTD
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	9160	8737	8855	9235	8851	10393	*	*	*	81,918
Gloucestershire	5160	5434	5141	5208	5181	5187	5619	5441	6342	*	*	*	48,713
Wiltshire	6697	7418	7137	7299	7179	6988	7432	7046	8132	*	*	*	65,328
Other/Unknown	194	261	229	225	217	237	232	205	243	*	*	*	2,043
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10													YTD
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	8371	8919	8596	9017	9014	8546	9316	8819	9662	8966	8028	9133	80,260
Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	46,918
Wiltshire	6324	6993	7268	7241	7105	6909	7535	7268	8000	7147	6590	7297	64,643
Other/Unknown	81	129	193	236	227	199	230	238	264	190	183	203	1,797
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618

Variance Year on Year													YTD
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
Avon	2.8%	3.0%	3.5%	1.6%	-3.1%	3.6%	-0.9%	0.4%	7.6%	*	*	*	2.1%
Gloucestershire	3.4%	5.0%	2.6%	1.5%	1.5%	3.1%	3.2%	2.8%	10.6%	*	*	*	3.8%
Wiltshire	5.9%	6.1%	-1.8%	0.8%	1.1%	-1.4%	-3.1%	1.7%	*	*	*	*	1.1%
Other/Unknown	139.5%	102.3%	18.7%	-4.7%	-4.4%	19.1%	0.9%	-13.9%	-8.0%	*	*	*	13.7%
Total	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

Incident with Response by PCT

Current Year													YTD
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	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
Gloucestershire	5,160	5,434	5,141	5,208	5,181	5,187	5,619	5,441	6,342	*	*	*	48,713
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
Swindon	1,635	1,881	1,790	1,977	1,819	1,774	1,782	1,842	2,046	*	*	*	16,546
Wiltshire	3,800	4,168	4,045	4,049	4,086	3,919	4,193	3,906	4,649	*	*	*	36,815
Other/Unknown	194	263	232	230	221	240	239	208	251	*	*	*	2,078
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10													YTD
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	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	14,063
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	41,840
Gloucestershire	4,992	5,174	5,010	5,130	5,105	5,032	5,445	5,294	5,736	5,283	4,802	5,477	46,918
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,924	1,876	2,067	1,912	1,765	1,972	17,498
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	18,878
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	1,839	1,681	1,848	15,704
Wiltshire	3,569	3,926	4,350	4,191	4,129	3,960	4,250	4,057	4,478	3,953	3,747	4,035	36,910
Other/Unknown	81	130	193	237	230	203	231	238	264	192	183	206	1,807
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618

Variance Year on Year													YTD
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
Bath and North East Somerset PCT	-0.2%	2.0%	5.8%	-4.2%	3.1%	1.4%	-3.3%	-10.0%	0.8%	*	*	*	-0.7%
Bristol PCT	2.4%	2.0%	1.2%	-1.3%	-0.1%	2.8%	-2.4%	-0.6%	4.9%	*	*	*	1.0%
Gloucestershire PCT	3.4%	5.0%	2.6%	1.5%	1.5%	3.1%	3.2%	2.8%	10.6%	*	*	*	3.8%
North Somerset PCT	7.8%	7.3%	9.0%	13.5%	-15.6%	5.8%	7.6%	5.2%	11.0%	*	*	*	5.3%
South Gloucestershire PCT	0.6%	0.33%	3.84%	-1.27%	3.95%	3.03%	-5.63%	0.98%	10.30%	*	*	*	1.8%
Swindon PCT	8.2%	10.65%	5.36%	13.82%	4.66%	6.87%	1.19%	1.77%	-2.01%	*	*	*	5.4%
Wiltshire PCT	6.5%	6.16%	-7.01%	-3.39%	-1.04%	-1.04%	-1.34%	-3.72%	3.82%	*	*	*	-0.3%
Other/Unknown	139.5%	102.3%	20.2%	-3.0%	-3.9%	18.2%	3.5%	-12.6%	-4.9%	*	*	*	15.0%
Total	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

Incidents with Response by District Council/Unitary Authority

Current Year													YTD
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	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Forest of Dean	645	711	685	736	699	660	757	710	825	*	*	*	6,428
Cotswold	647	727	733	714	726	681	757	684	787	*	*	*	6,456
Tewkesbury	590	551	579	617	597	620	656	653	773	*	*	*	5,636
Cheltenham	1,137	1,107	1,040	1,028	1,032	1,100	1,163	1,155	1,354	*	*	*	10,116
Gloucester	1,263	1,335	1,247	1,236	1,183	1,292	1,369	1,361	1,560	*	*	*	11,846
Stroud	878	1,003	857	877	944	834	917	878	1,043	*	*	*	8,231
Kennet	597	648	660	663	658	592	686	610	723	*	*	*	5,837
North Wiltshire	1,020	1,150	1,079	1,179	1,121	1,045	1,074	1,036	1,242	*	*	*	9,946
Swindon	1,613	1,861	1,770	1,952	1,791	1,752	1,748	1,828	2,034	*	*	*	16,349
West Wiltshire	1,275	1,375	1,256	1,233	1,262	1,298	1,339	1,275	1,550	*	*	*	11,863
Salisbury	908	995	1,050	974	1,045	984	1,094	985	1,134	*	*	*	9,169
Other/Unknown	216	283	252	255	249	262	273	222	263	*	*	*	2,275
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10													YTD
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	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	41,840
South Gloucestershire	1,996	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	18,878
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,924	1,876	2,067	1,912	1,765	1,972	17,498
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	14,063
Forest of Dean	638	630	625	622	708	655	679	645	788	655	636	685	5,990
Cotswold	657	675	709	686	659	678	711	646	786	699	615	705	6,207
Tewkesbury	572	628	585	627	581	571	633	626	698	641	561	644	5,521
Cheltenham	1,094	1,068	1,055	1,056	1,066	1,034	1,192	1,142	1,176	1,161	998	1,243	9,883
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	1,210	1,170	1,266	11,398
Stroud	878	998	813	888	808	865	872	947	950	917	822	934	7,919
Kennet	607	571	644	673	658	592	686	610	723	655	609	682	5,972
North Wiltshire	908	1,040	1,399	1,161	1,087	1,012	1,160	1,056	1,230	1,069	1,003	1,103	10,053
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	1,820	1,654	1,824	15,555
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	1,226	1,224	1,283	11,522
Salisbury	891	1,057	1,147	1,047	1,047	1,009	1,032	1,039	1,094				

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	9160	8737	8855	9235	8851	10393	*	*	*	81,918
Gloucestershire	5160	5434	5141	5208	5181	5187	5619	5441	6342	*	*	*	48,713
Wiltshire	6697	7418	7137	7299	7179	6988	7432	7046	8132	*	*	*	65,328
Other/Unknown	194	261	229	225	217	237	232	205	243	*	*	*	2,043
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

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	6057	5905	6092	6296	6077	6985	*	*	*	55,540
Gloucestershire	3492	3629	3426	3518	3472	3562	3747	3680	4030	*	*	*	32,556
Wiltshire	4404	4862	4595	4653	4610	4570	4876	4628	5226	*	*	*	42,424
Other/Unknown	114	159	131	134	136	142	163	134	142	*	*	*	1,255
Total	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383	*	*	*	131,685

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	54,044
Gloucestershire	3301	3308	3206	3240	3335	3362	3591	3407	3817	3526	3137	3523	30,567
Wiltshire	4186	4597	4444	4534	4507	4517	4887	4781	5047	4646	4242	4755	41,500
Other/Unknown	34	55	87	103	100	82	120	122	129	112	105	61	832
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	126,943

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%	67.59%	67.59%	68.80%	68.18%	68.66%	67.21%	*	*	67.7%
Gloucestershire	67.67%	66.78%	66.84%	67.55%	67.01%	68.07%	68.67%	66.88%	67.63%	63.54%	*	*	66.8%
Wiltshire	65.76%	65.54%	64.38%	63.75%	64.22%	65.40%	65.61%	65.61%	65.68%	64.26%	*	*	64.9%
Other/Unknown	58.76%	60.92%	57.21%	59.56%	62.67%	59.92%	70.26%	65.37%	58.44%	*	*	*	61.4%
Total	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%	*	*	*	66.5%

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	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
Gloucestershire	5,160	5,434	5,141	5,208	5,181	5,187	5,619	5,441	6,342	*	*	*	48,713
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
Swindon	1,635	1,881	1,790	1,977	1,819	1,774	1,782	1,842	2,046	*	*	*	16,546
Wiltshire	3,800	4,168	4,045	4,049	4,086	3,919	4,193	3,906	4,649	*	*	*	36,815
Other/Unknown	194	263	232	230	221	240	239	208	251	*	*	*	2,078
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

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	1,017	1,034	1,215	1,026	1,119	*	*	*	9,574
Bristol	2,980	3,075	2,993	2,967	2,933	2,962	3,095	2,950	3,390	*	*	*	27,345
Gloucestershire	3,492	3,629	3,426	3,518	3,472	3,562	3,747	3,680	4,030	*	*	*	32,556
North Somerset	1,389	1,404	1,433	1,497	1,362	1,454	1,519	1,424	1,627	*	*	*	13,109
South Gloucestershire	1,384	1,461	1,474	1,451	1,455	1,514	1,506	1,570	1,805	*	*	*	13,620
Swindon	1,064	1,222	1,143	1,239	1,152	1,153	1,139	1,216	1,323	*	*	*	10,651
Wiltshire	2,461	2,696	2,554	2,553	2,593	2,542	2,693	2,516	2,940	*	*	*	23,548
Other/Unknown	114	160	133	137	139	145	168	137	149	*	*	*	1,282
Total	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383	*	*	*	131,685

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	69.66%	69.04%	69.10%	67.84%	68.53%	68.12%	71.68%	68.17%	65.13%	*	*	*	68.6%
Bristol	66.88%	64.08%	64.52%	62.85%	64.32%	65.50%	64.69%	65.42%	64.57%	*	*	*	64.7%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	67.01%	68.67%	66.88%	67.63%	63.54%	*	*	*	66.8%
North Somerset	70.47%	70.45%	71.83%	69.89%	70.39%	71.41%	73.06%	72.17%	70.92%	*	*	*	71.2%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	71.75%	73.10%	70.80%	72.72%	70.51%	*	*	*	70.9%
Swindon	65.08%	64.97%	63.85%	62.87%	63.33%	64.99%	63.92%	66.02%	64.66%	*	*	*	64.4%
Wiltshire	64.76%	64.68%	63.14%	63.05%	63.46%	64.86%	64.23%	64.41%	63.24%	*	*	*	64.0%
Other/Unknown	58.76%	60.84%	57.33%	59.57%	62.90%	60.42%	70.29%	65.87%	59.36%	*	*	*	61.7%
Total	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%	*	*	*	66.5%

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	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Forest of Dean	645	711	685	738	699	660	757	710	825	*	*	*	6,428
Cotswold	647	727	733	714	726	681	757	684	787	*	*	*	5,966
Tewkesbury	590	551	579	617	597	620	656	653	773	*	*	*	5,636
Cheltenham	1,137	1,107	1,040	1,028	1,032	1,100	1,163	1,155	1,354	*	*	*	10,116
Gloucester	1,263	1,335	1,247	1,236	1,183	1,292	1,369	1,361	1,560	*	*	*	11,846
Stroud	878	1,003	857	877	944	834	917	878	1,043	*	*	*	8,231
Kennet	597	648	660	663	658	592	686	610	723	*	*	*	5,837
North Wiltshire	1,020	1,150	1,079	1,179	1,121	1,045	1,074	1,036	1,242	*	*	*	9,946
Swindon	1,613	1,861	1,770	1,952	1,791	1,752	1,748	1,828	2,034	*	*	*	16,349
West Wiltshire	1,275	1,375	1,256	1,233	1,191	1,298	1,339	1,225	1,350	*	*	*	11,863
Salisbury	908	995	1,050	974	1,045	984	1,094	985	1,134	*	*	*	9,189
Other/Unknown	216	283	252	255	249	262	273	222	263	*	*	*	2,275
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

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	2,967	2,933	2,962	3,095	2,950	3,390	*	*	*	27,345
South Gloucestershire	1,384	1,461	1,474	1,451	1,455	1,514	1,506	1,570	1,805	*	*	*	13,620
North Somerset	1,389	1,404	1,433	1,497	1,362	1,454	1,519	1,424	1,627	*	*	*	13,109
Bath and North East Somerset	1,017	1,106	1,040	1,000	1,017	1,034	1,215	1,026	1,119	*	*	*	9,574
Forest of Dean	448	477	469	473	459	465	480	451	485	*	*	*	4,207
Cotswold	459	484	499	475	507	486	525	473	506	*	*	*	4,414
Tewkes													

Total Number of Responses 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	12485	13679	13169	13241	12837	13396	14160	13609	15784	*	*	*	122,360
Gloucestershire	7704	8178	7807	7782	7793	7936	8695	8697	9941	*	*	*	74,518
Wiltshire	9994	11160	10615	11009	10867	10787	11590	11002	12586	*	*	*	99,610
Other/Unknown	197	222	200	214	192	214	198	163	213	*	*	*	1,813
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301
	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	12165	12735	12406	12948	12731	12239	13190	12642	13945	12672	11470	13460	115,001
Gloucestershire	7087	7290	6978	7246	7242	7274	7853	7680	8412	7524	6965	8144	67,062
Wiltshire	9368	10359	10420	10580	10384	10252	11245	10763	11794	10320	9710	10851	95,165
Other/Unknown	72	119	196	237	230	196	224	264	247	193	197	193	1,785
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	279,013
	Variance Year on Year												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.6%	7.4%	6.2%	2.3%	0.8%	9.5%	7.4%	7.6%	13.2%	*	*	*	6.4%
Gloucestershire	8.7%	12.2%	11.9%	7.4%	7.5%	9.0%	10.7%	13.2%	18.2%	*	*	*	11.1%
Wiltshire	6.7%	7.7%	1.9%	4.1%	4.7%	5.2%	3.1%	2.2%	6.7%	*	*	*	4.7%
Other/Unknown	173.6%	86.6%	2.0%	-9.7%	-16.5%	9.2%	-11.6%	-38.3%	-13.8%	*	*	*	1.6%
Total	5.9%	9.0%	6.0%	4.0%	3.6%	7.9%	6.6%	6.8%	12.0%	*	*	*	6.9%

Total Number of Responses 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	2,152	2,358	2,193	2,163	2,222	2,263	2,800	2,294	2,622	*	*	*	20,867
Bristol	6,508	7,191	6,909	6,850	6,730	6,968	7,435	6,951	7,991	*	*	*	63,533
Gloucestershire	7,704	8,178	7,807	7,782	7,788	7,928	8,695	8,697	9,941	*	*	*	74,518
North Somerset	2,906	2,990	2,985	3,180	2,872	2,993	3,151	3,011	3,469	*	*	*	27,557
South Gloucestershire	2,761	3,148	2,982	2,920	2,922	3,085	3,211	3,340	3,912	*	*	*	28,281
Swindon	2,425	2,760	2,610	2,928	2,688	2,704	2,742	2,850	3,107	*	*	*	24,814
Wiltshire	5,727	6,389	6,102	6,201	6,264	6,165	6,599	6,160	7,256	*	*	*	56,863
Other/Unknown	197	225	203	222	198	219	210	168	226	*	*	*	1,868
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301
	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	2,090	2,276	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	20,126
Bristol	6,446	6,879	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	61,084
Gloucestershire	7,087	7,290	6,978	7,246	7,242	7,274	7,853	7,680	8,412	7,524	6,965	8,144	67,062
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,607	2,923	24,868
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	26,234
Swindon	2,202	2,464	2,450	2,478	2,502	2,436	2,576	2,636	3,058	2,628	2,507	2,746	22,802
Wiltshire	5,377	5,894	6,192	6,202	6,147	5,963	6,459	6,120	6,685	5,791	5,559	6,059	55,039
Other/Unknown	72	121	196	239	232	201	226	264	247	197	197	200	1,798
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	279,013
	Variance Year on Year												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.0%	3.6%	6.2%	-2.1%	9.9%	5.2%	2.5%	-2.7%	8.3%	*	*	*	3.7%
Bristol PCT	1.0%	4.5%	3.1%	-2.2%	0.4%	9.2%	5.9%	5.2%	9.0%	*	*	*	4.0%
Gloucestershire PCT	8.7%	12.2%	11.9%	7.4%	7.5%	9.0%	10.7%	13.2%	18.2%	*	*	*	11.1%
North Somerset	9.7%	14.2%	12.7%	18.9%	-6.3%	8.3%	15.1%	11.3%	15.5%	*	*	*	10.8%
South Gloucestershire PCT	-0.1%	6.32%	7.65%	-1.25%	9.32%	10.49%	3.58%	12.19%	20.78%	*	*	*	7.8%
Swindon PCT	10.1%	12.01%	6.53%	18.16%	7.43%	11.00%	6.44%	8.12%	1.60%	*	*	*	8.8%
Wiltshire PCT	6.5%	8.40%	-1.45%	-0.02%	1.90%	3.39%	2.17%	0.65%	8.54%	*	*	*	3.3%
Other/Unknown	173.6%	86.0%	3.6%	-7.1%	-14.7%	9.0%	-7.1%	-36.4%	-8.5%	*	*	*	3.9%
Total	5.9%	9.0%	6.0%	4.0%	3.6%	7.9%	6.6%	6.8%	12.0%	*	*	*	6.9%

Total Number of Responses 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	6,508	7,191	6,909	6,850	6,730	6,968	7,435	6,951	7,991	*	*	*	63,533
South Gloucestershire	2,761	3,148	2,982	2,920	2,922	3,085	3,211	3,340	3,912	*	*	*	28,281
North Somerset	2,906	2,990	2,985	3,180	2,872	2,993	3,151	3,011	3,469	*	*	*	27,557
Bath and North East Somerset	2,152	2,358	2,193	2,163	2,222	2,263	2,800	2,294	2,622	*	*	*	20,867
Forest of Dean	1,001	1,115	1,066	1,126	1,090	1,074	1,192	1,119	1,333	*	*	*	10,116
Cotswold	968	1,086	1,081	1,043	1,084	1,039	1,200	1,119	1,177	*	*	*	9,797
Tewkesbury	900	847	899	966	913	968	1,059	1,053	1,247	*	*	*	8,852
Cheltenham	1,666	1,650	1,554	1,514	1,535	1,655	1,769	1,785	2,078	*	*	*	15,206
Gloucester	1,836	1,959	1,884	1,789	1,722	1,903	2,032	2,164	2,423	*	*	*	17,712
Stroud	1,333	1,521	1,323	1,344	1,444	1,287	1,443	1,457	1,683	*	*	*	12,835
Kennet	885	995	992	1,004	988	927	1,041	938	1,109	*	*	*	8,879
North Wiltshire	1,566	1,835	1,712	1,872	1,776	1,709	1,752	1,697	2,002	*	*	*	15,921
Swindon	2,396	2,732	2,577	2,888	2,647	2,668	2,692	2,826	3,089	*	*	*	24,515
West Wiltshire	1,938	2,093	1,904	1,896	1,963	2,072	2,108	2,000	2,447	*	*	*	18,421
Salisbury	1,338	1,466	1,494	1,429	1,537	1,457	1,698	1,525	1,698	*	*	*	13,642
Other/Unknown	226	253	236	262	239	255	260	192	244	*	*	*	2,167
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301
	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	6,446	6,879	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	61,084
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	26,234
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,607	2,923	24,868
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	20,126
Forest of Dean	934	923	863	899	1,046	937	1,021	950	1,186	974	936	1,050	8,759
Cotswold	950	925	987	936	885	966	1,033	939	1,131	970	899	1,050	8,752
Tewkesbury	824	927	852	908	844	848	928	927	1,044	944	837	973	8,102
Cheltenham	1,513	1,465	1,455	1,472	1,453	1,465	1,678	1,641	1,737	1,631	1,424	1,773	13,878
Gloucester	1,632	1,770	1,662	1,745	1,806	1,763	1,932	1,842	1,936	1,712	1,649	1,897	16,088
Stroud	1,234	1,280	1,159	1,286	1,208	1,295	1,261	1,381	1,378	1,293	1,220	1,401	11,482
Kennet	933	840	979	967	979	1,030	1,070	982	1,100	957	887	1,012	8,880
North Wiltshire	1,397	1,644	1,948	1,757	1,671	1,576	1,818	1,667	1,928	1,629	1,563	1,731	15,406
Swindon	2,175	2,439	2,417	2,453	2,480	2,397	2,573	2,628	3,007	2,601	2,470	2,709	22,569
West Wiltshire	1,772	1,898	1,693	1,992	1,979	1,875	2,086	1,966	2,073	1,831	1,823	1,932	17,334
Salisbury	1,275	1,512	1,572	1,486	1,518	1,482	1,485	1,505	1,584	1,374	1,286	1,384	13,419
Other/Unknown	99	146	229	264	254	237	229	272	298	224	234	237	2,028
Total	28,692	30,503	30,000	31,011	30,587	29,958	32,512	31,349	34,398	30,709	28,342	32,648	279,010
	Variance Year on Year												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	1.0%	4.5%	3.1%	-2.2%	0.4%	9.2%	5.9%	5.2%	9.0%	*	*	*	4.0%
South Gloucestershire	-0.1%	6.32%	7.65%	-1.25%	9.32%	10.49%	3.58%	12.19%	20.78%	*	*	*	15.5%
North Somerset	9.5%	14.2%	12.7%	18.9%	-6.3%	8.3%	15.1%	11.3%	15.5%	*	*	*	10.8%
Bath and North East Somerset	3.0%	3.6%	6.2%	-2.1%	9.9%	5.2%	2.5%	-2.7%	8.3%	*	*	*	3.7%
Forest of Dean	7.2%	20.8%	23.5%	25.3%									

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	6047	6260	6202	6252	6080	6216	6447	6221	7208	*	*	*	56,933
Gloucestershire	3607	3712	3487	3586	3537	3614	3815	3760	4113	*	*	*	33,231
Wiltshire	4517	4957	4650	4733	4688	4667	4969	4721	5335	*	*	*	43,237
Other/Unknown	129	178	145	149	144	152	176	146	173	*	*	*	1,392
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

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	55,025
Gloucestershire	3322	3362	3231	3291	3394	3409	3635	3468	3902	3612	3202	3581	31,014
Wiltshire	4233	4675	4501	4621	4604	4574	4996	4871	5132	4758	4339	4834	42,207
Other/Unknown	37	60	91	110	113	89	127	142	144	127	124	68	913
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	129,159

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%	3.1%	4.8%	0.2%	0.6%	6.6%	*	*	*	3.5%
Gloucestershire	8.6%	10.4%	7.9%	9.0%	4.2%	6.0%	5.0%	8.4%	5.4%	*	*	*	7.1%
Wiltshire	6.7%	6.0%	3.3%	2.4%	1.8%	2.0%	-0.5%	-3.1%	4.0%	*	*	*	2.4%
Other/Unknown	248.6%	196.7%	59.3%	35.5%	27.4%	70.8%	38.6%	2.8%	20.1%	*	*	*	52.5%
Total	6.3%	5.9%	6.4%	4.9%	3.2%	4.6%	1.4%	1.2%	5.6%	*	*	*	4.4%

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	1,045	1,051	1,246	1,048	1,144	*	*	*	9,771
Bristol	3,060	3,157	3,082	3,081	3,014	3,029	3,175	3,029	3,509	*	*	*	28,136
Gloucestershire	3,607	3,712	3,487	3,586	3,537	3,614	3,815	3,760	4,113	*	*	*	33,231
North Somerset	1,430	1,444	1,469	1,546	1,396	1,481	1,545	1,451	1,673	*	*	*	13,435
South Gloucestershire	1,416	1,494	1,503	1,481	1,506	1,542	1,544	1,606	1,858	*	*	*	13,950
Swindon	1,096	1,242	1,157	1,256	1,174	1,186	1,171	1,246	1,351	*	*	*	10,879
Wiltshire	2,522	2,752	2,583	2,604	2,630	2,591	2,730	2,559	3,001	*	*	*	23,972
Other/Unknown	129	179	147	152	147	155	181	149	180	*	*	*	1,419
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

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	1,177	1,177	1,163	965	1,121	9,969
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	27,787
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	31,014
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	12,239
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	13,608
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,292	1,182	1,085	1,211	9,814
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	23,810
Other/Unknown	37	60	91	111	114	92	127	142	144	129	124	71	918
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	129,159

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%	3.6%	-3.0%	0.7%	-10.4%	-2.8%	*	*	*	-2.0%
Bristol PCT	2.9%	0.1%	3.8%	0.8%	1.2%	3.3%	-1.6%	-1.5%	2.7%	*	*	*	1.3%
Gloucestershire PCT	8.6%	10.4%	7.9%	9.0%	4.2%	6.0%	5.0%	8.4%	5.4%	*	*	*	7.1%
North Somerset PCT	9.4%	7.4%	15.0%	15.9%	3.1%	9.0%	10.9%	6.5%	10.9%	*	*	*	9.8%
South Gloucestershire PCT	0.0%	-2.16%	7.05%	1.44%	5.98%	3.63%	-6.54%	1.13%	12.47%	*	*	*	2.5%
Swindon PCT	14.4%	12.60%	8.33%	20.19%	14.31%	13.71%	5.97%	6.22%	4.57%	*	*	*	10.9%
Wiltshire PCT	6.5%	5.48%	1.69%	-1.25%	-2.92%	-0.23%	-3.05%	-4.80%	5.48%	*	*	*	0.7%
Other/Unknown	248.6%	198.3%	61.5%	36.9%	28.9%	68.5%	42.5%	4.9%	25.0%	*	*	*	54.6%
Total	6.3%	5.9%	6.4%	4.9%	3.2%	4.6%	1.4%	1.2%	5.6%	*	*	*	4.4%

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	3,081	3,014	3,029	3,175	3,029	3,509	*	*	*	28,136
South Gloucestershire	1,416	1,494	1,503	1,481	1,506	1,542	1,544	1,606	1,858	*	*	*	13,950
North Somerset	1,430	1,444	1,469	1,546	1,396	1,481	1,545	1,451	1,673	*	*	*	13,435
Bath and North East Somerset	1,040	1,127	1,056	1,014	1,045	1,051	1,246	1,048	1,144	*	*	*	9,771
Forest of Dean	468	492	476	480	464	476	487	460	495	*	*	*	4,298
Cotswold	471	497	508	489	521	494	533	487	521	*	*	*	4,521
Tewkesbury	419	382	376	453	438	430	465	478	525	*	*	*	3,966
Cheltenham	801	777	759	767	736	781	827	809	896	*	*	*	7,147
Gloucester	889	923	944	961	974	891	941	943	1,021	*	*	*	8,112
Stroud	559	641	524	537	584	542	582	582	655	*	*	*	5,087
Kennet	416	456	453	425	426	411	465	401	460	*	*	*	3,913
North Wiltshire	679	735	710	773	724	694	727	691	810	*	*	*	6,543
Swindon	1,080	1,226	1,140	1,240	1,155	1,169	1,148	1,234	1,342	*	*	*	10,734
West Wiltshire	796	867	733	741	753	792	789	751	908	*	*	*	7,130
Salisbury	631	694	687	665	727	694	749	716	823	*	*	*	6,386
Other/Unknown	145	195	164	168	166	172	204	161	189	*	*	*	1,564
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

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	27,787
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	13,608
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	12,239
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,177	1,177	1,163	965	1,121	9,969
Forest of Dean	424	425	400	389	478	439	451	426	526	457	431	450	3,958
Cotswold	466	446	486	458	451	450	501	440	548	482	435	489	4,246
Tewkesbury	372	414	381	404	404	391	423	441	473	455	367	432	3,703
Cheltenham	737	705	697	706	703	716	804	788	838	798	655	764	6,674
Gloucester	765	835	771	822	842	837	922	833	951	843	816	853	7,578
Stroud	558	537	496	512	516	576	534	560	566	577	498	593	4,855
Kennet	432	403	447	416	451	466	492	452	454	464	406	448	4,013
North Wiltshire	612	701	693	734	745	648	793	704	816	706	668	736	6,416
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,269	1,168	1,060	1,191	9,706
West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	810	6,924
Salisbury	626	741	686	731	733	724	717	731	768	690	626	657	6,457
Other/Unknown	50	73	105	121	124	109	129	147	167	143	149	91	1,025
Total	13,447	14,261											

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Great Western Ambulance Service



NHS Trust

Board Performance Report November-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:	Variance from target/plan requiring exception actions
Amber:	Variance from target/plan requiring managed actions
Green:	Variance within tolerance levels to be maintained

- ↑ Denotes improvement in performance
- ↓ Denotes a reduction in performance



GWAS Performance Scorecard YTD at November 2010

Performance		Quality
Cat A8 performance		No of formal complaints received
Cat A19 performance		Formal complaints responded to within 25 days
Cat B19 performance		CQUIN 1 - Asthma
Cat C performance		CQUIN 2 - Fast+ve
% A&E Calls answered in 5 seconds		CQUIN 3 - Stroke Prevention
No of Wrap ups in excess of 15 mins		CQUIN 4 - Falls pathway tool
% O.O.H Calls answered in 60 seconds		CQUIN 5 - Patient & Public Involvement
Triage under 20 minutes		CQUIN 6 - Dementia Awareness
Urgent visits under 2 hours		Resources
Coveyance Rate from 999 calls		Income & Expenditure (£'000)
Performance against Activity Plan		Delivery of Cost Improvement (£'000)
P.T.S Pick up in under 45 Mins		Capital Resource Limit (£'000)
P.T.S Pick up in under 45 Mins		Project Management Office
P.T.S - Call Answering		Clinical Desk Review
		A&E Redesign
Absence Levels		Indirect Resources
F.T.E against Plan		Absence Management
Total Front Line hours Abstracted		PTS Transformation
		ECP Review
		CTL Review
Governance & Risk		Support Directorates VFM Review
Care Quality Commission Summary		Strategic Estates Review
NHS Litigation Summary		
Information Governance Summary		
Corporate Risk Register - No. of Minor Risks		Contract Indicators
Corporate Risk Register - No. of Medium Risks		
Corporate Risk Register - No. of Serious Risks		
Corporate Risk Register - No. of Significant Risks		

Current Risk Register Summary November 2010

Directorate	Minor 1-4	Medium 5-8	Serious 9-12	Significant 15-25	Total	Controlled risks
Finance	0(0)	3(-1)	13(-1)	7(-1)	23	1
Service Delivery	1(+1)	1(1)	9(9)	3(-1)	14	0
HR	3(+2)	5(-1)	0(+1)	2(-1)	10	1
Clinical	1(1)	3(+1)	6(+1)	0(0)	10	1
Communications	0(0)	2(2)	0(+7)	0(0)	2	0
Total	5	14	28	12	59	3

Minor, medium and serious risks are reviewed through the trusts governance arrangements and the summary is presented to the board for comparative purposes only.

Time spent on Risk Register					
Directorate	0-3 months	3-6 months	6-11 months	Over 1 years	Total
Finance	1	4	7	11	23
Service Delivery	0	0	4	10	14
HR	1	0	3	6	10
Clinical	0	0	0	10	10
Communications	0	0	1	1	2
Total	2	4	15	38	59

Extreme	1	13	9	1
High	7	9	5	1
Medium	6	1		
Low	4			
Negligible				
Rare	Unlikely	Possible	Likely	Almost Certain

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
A&E12b	Staffing - Dropped shifts impacting on performance / CTL capacity and capability to deliver required portfolios	16	16	Due for review	Ongoing training. Team funding currently 5/5.LOP funding for 6/4 LOP funding Provide 24/7 clinical desk support. Confirm additional funding arrangements post.09/10 Review role. Implement findings.	DSD / Clinical Director / ADFO	Ongoing	
A&E15	Acute hospital delays and turnaround times impacting on ambulance performance	16	16	Due for review	Turnaround - engage with CTL's - 15 Min Handover/15 minutes wrap up. GWAS involvement with BNSSG regarding generic Escalation Plans GWAS engagement with NHS Gloucester short life working group to deliver solution	AD FO / LGM's AD FO / LGM Avon AD FO / LGM Glos	March 2010 Ongoing October 2009	
A&E48	Clinical desk staffing 24/7 impacting on conveyance rates / clinical support to crews and provision of clinical pathways	16	16	16	Clinical desk programme of work to reconfigure Secure Project approval from DG 24/7 desk coverage	PMO Office / Project Manager Clinical Director AD OSS / Head of EOC's	September 2009 October 2009 February 2010	
A&E63	Terrafix in RRV's - touch screen technology impacting on safe operation of solo vehicles	16	16	16	Identify no's of vehicles involved Stop screen updating Revised Op instruction required when fix in place.	Head of F&L Head of I.T. AD OSS		

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
HR3	Employee relations –high levels of absence contributing to high levels of dropped shifts in A&E and EOC	16	16	12	<p>Renew focus on RTW interviews</p> <p>Monitor absences against Absence policy</p>	<p>HR Managers</p> <p>HR Managers</p>	<p>Ongoing</p> <p>Ongoing</p>	<p></p> <p></p>
HR21	Inability to recruit sufficient paramedics by target date will make transition in A&E establishment from 901 to 956 by October 2010 challenging in respect of the effectiveness of the implementation of A&E service design.	16	16	Due for review	<p>Target university cohorts to recruit graduates.</p> <p>Workforce & recruitment plans to determine skill mix required to move from 901 to 956 by Oct 2010.</p> <p>Review whether there is a skill mix requirement to progress Techs to Practitioner - subject to completion of HEI prep course, mentor course and availability to be allocated to a paramedic course.</p>	<p>Due for review</p> <p>Due for review</p> <p>Due for review</p>		<p></p> <p></p> <p></p>
HR44	Non timely/ non existent/erratic and late RIDDOR via Datix leading to non compliance with RIDDOR legislation	16	16		<p>Update and re-circulate guidance to all managers</p> <p>Implement RIDDOR monitoring</p>	<p>Head of HS</p> <p>Head of HS</p>	<p>October 2010</p> <p>October 2010</p>	<p></p> <p></p>
F2	Failure to deliver CRES leading to budgetary overspend and potential failure to achieve statutory break even duty	12	16	Due for review	<p>mitigating actions where CRES not delivered</p> <p>Strengthen the degree of financial challenge and performance meetings</p>	<p>Deputy Director of Finance</p> <p>Deputy Director of Finance</p>	<p>August 2010</p> <p>August 2010</p>	<p></p> <p></p>
F35	Failure to implement ALE action plan within the required timescale resulting in non achievement of ALE Level 3 for 2010/11	12	16	Due for review	<p>Implementation of ALE Action plan</p>	<p>Deputy Director of Finance /HoG</p>	<p>June 2010</p>	
F36	Slippage to capital programme with potential of underperformance on achievement of CRL	16	16	12	<p>Regular monitoring to AMC/Board</p> <p>Identification of alternative courses of action</p> <p>Review structures to ensure there is technical capability within Finance to manage capital plan</p>	<p>Deputy Director of Finance</p> <p>Deputy Director of Finance</p> <p>Deputy Director of Finance</p>	<p>December 2010</p> <p>December 2010</p> <p>September 2010</p>	<p></p> <p></p> <p></p>

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
F38	Breaches in SFIs because correct procurement arrangements are not being followed	16	20	20	Delivery against action plan developed and presented to A & R Committee	Director of Finance	March 2011	
FG33	Insufficient/inadequate arrangements in place to ensure the accuracy of data entry resulting in the production of data of poor quality	20	20	Due for review	Internal Audit Recommendations Action Plan completion Establishment of Data Quality Working Group Production of Data Quality Policy Implementation of data quality action plan	Head of Information Head of Information IG Manager	March 2010 June 2010 April 2011	
FG3	No remaining archive capacity resulting in inadequate/inappropriate storage and difficult record retrievals.	16	16	Due for review	Audit procedures which have been implemented through Data Quality Policy Records audit to identify which records can be destroyed or archived Longer term solution through estates strategy to be considered	Head of IG IG Manager IG Manager/Head of Estates	April 2011 April 2011 December 2010 March 2011	
FG4	Records management arrangements do not support the trusts ability to comply with statutory requirements for subject access requests	16	16	Due for review	Production of more specific guidance to include in Records Management Policy for creation, storage, archiving and destruction of records. Production of Police Request Policy Records Audit to identify which records held where Additional function on ICAD to monitor PRF completion Resolve problems with scanning	IG Manager IG Manager IG Manager IG Manager/Head of IT IG Manager	June 2010 June 2010 December 2010 January 2010 October 2010 February 2011	
FIT29	National cancellation of Enterprise agreement will have an ICT staff & financial resource impact on the Trust	12	15	Due for review	I.T. to determine solution to access legacy Glos CAD data ICT to establish current position & likely costs before cut of date - Sept 30th 2010 Current Trust licence position being established - SHA meeting being set up & Ambulance Trusts in communications on possible joint agreement. Implement and complete project	Head of I.T. Director of Finance / Head of I.T. Head of I.T. Head of Comms	September 2010 September 2010 September 2010 August 2010	

Aim: Timely access to services

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

Narrative

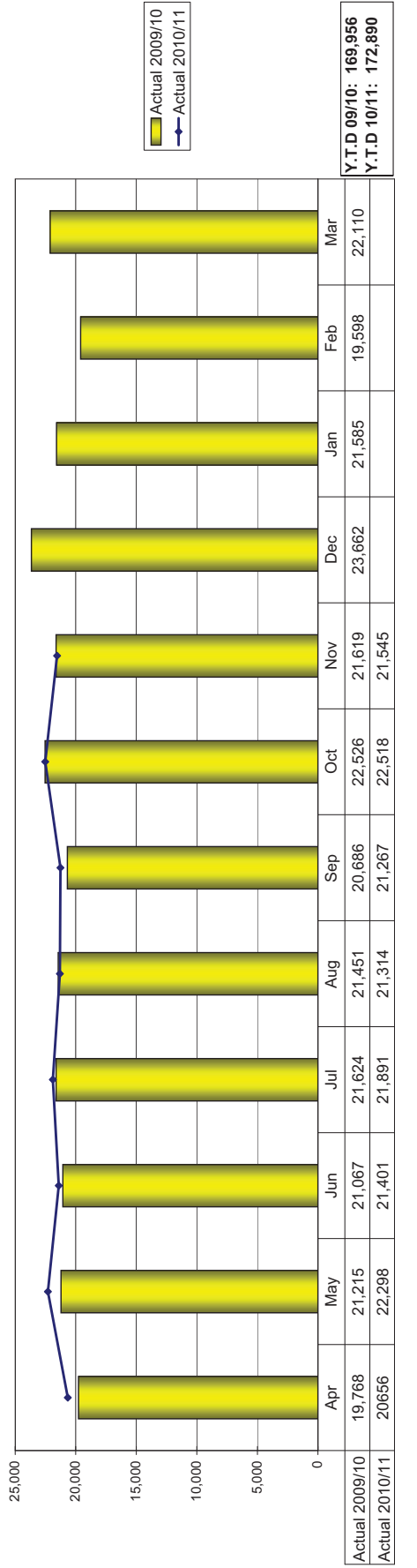
There was a drop in performance for cat A8 & and a slight improvement in A19 & B19 performance from October. This was set against a period of significant change, with the bedding in of new shift patterns after the A&E redesign. There has also been extra demand caused by the winter conditions and hospitals are under greater pressure as well.

Call answering continued to exceed target.

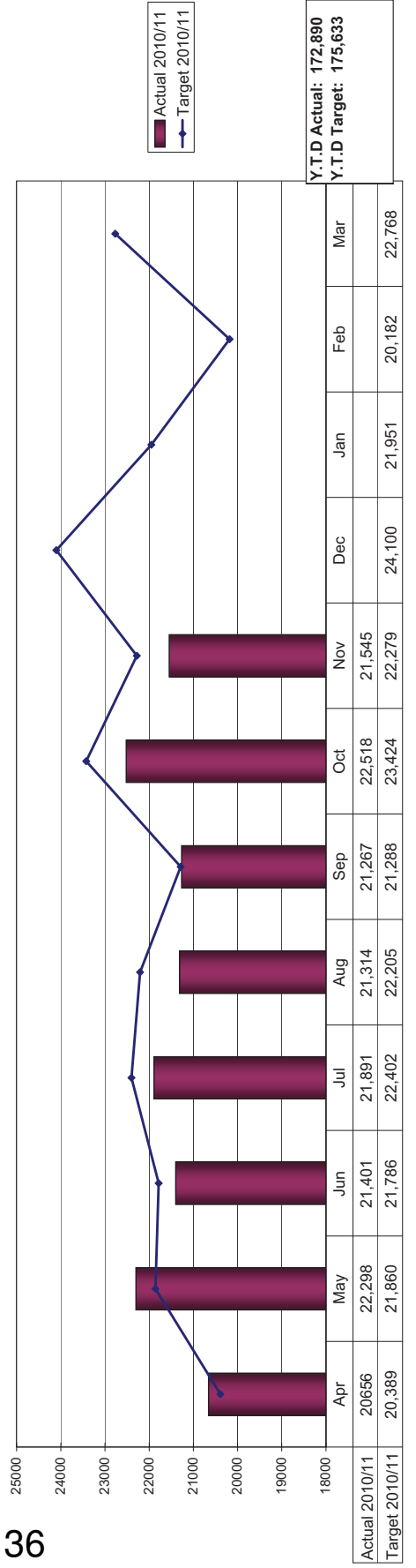
Accident & Emergency										
Description	Year end Target	Monthly Plan	Latest month Nov 2010	Movement on previous month	Nov 2010 Year to date 2010-2011	Year to date Variance against Plan	Year to date 2009-2010	Movement on previous year	Year end forecast	
Volume of responses:										
Number of Category A	90,269	8032	8273	↓	63964	+4836	57523	↑		
% of Category A			38.40%	↑	37.00%		33.84%	↑		
Number of Category B	97,556	7,633	7300	↓	61779	-3753	63164	↓		
% of Category B			33.88%	↓	35.73%		37.16%	↑		
Number of Category C	76,809	6,614	5889	↓	46581	-3574	48788	↓		
% of Category C			27.33%	↓	26.94%		28.70%	↓		
(Activity does not include additional 3% funded as part of the clinical desk investment)	264,634	22,279	21,545	↓	172,894	-2,004	169,956	↑	265,957	
Responses to Category A calls within 8 minutes	75%	75.43%	73.84%	↓	76.13%	0.17%	75.72%	↑	76%	
Responses to Category A calls within 19 minutes	95%	95.56%	94.90%	↑	95.35%	-0.12%	95.62%	↓	95.83%	
Responses to Category B calls within 19 minutes	95%	95.00%	91.64%	↑	92.37%	-2.53%	91.56%	↑	93.42%	
Response to Category C calls within 60 minutes	80%	80.00%	76.38%	↓	82.25%	3.10%	90.18%	↓		
There is a difference in the sum of the Categorised responses and the emergency incidents with a response. This is due to calls received from other ambulance services (Xassist), which we respond too and count in total activity, but not against categorised performance.										

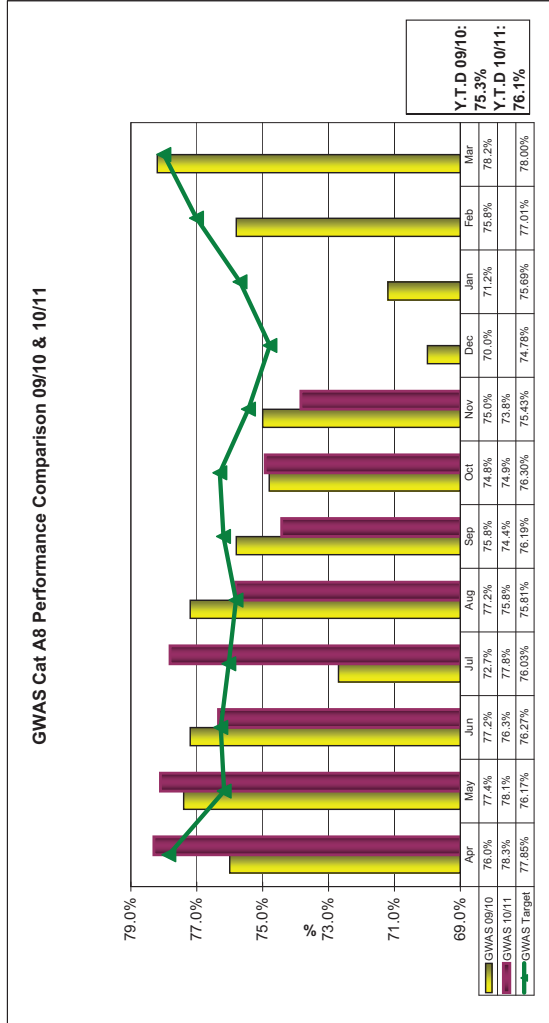
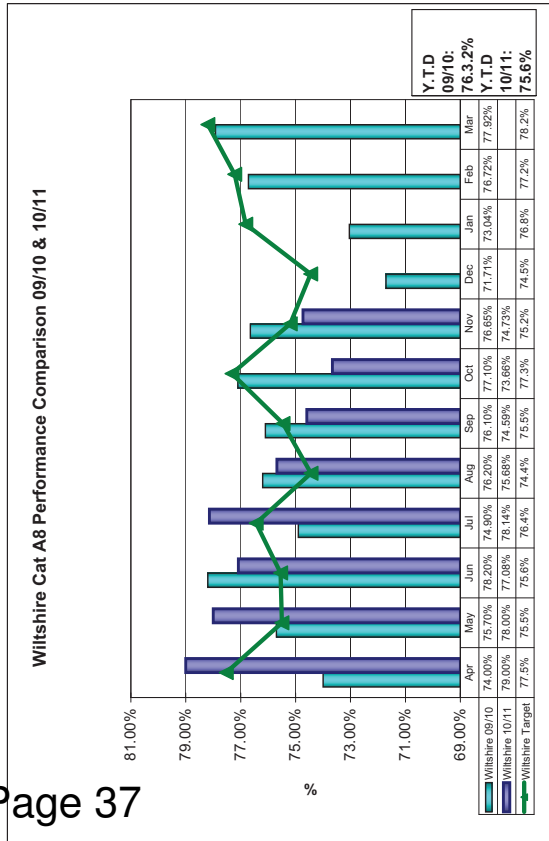
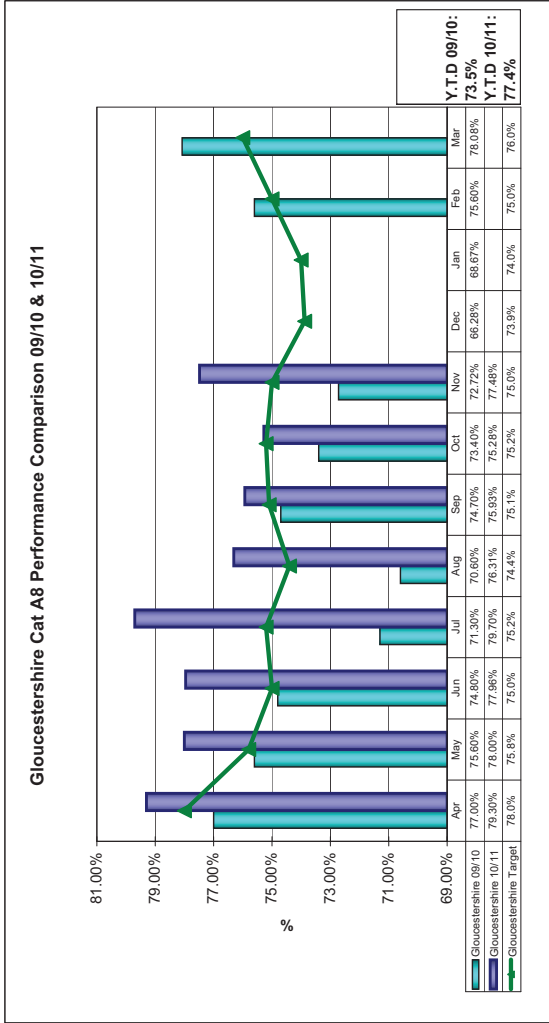
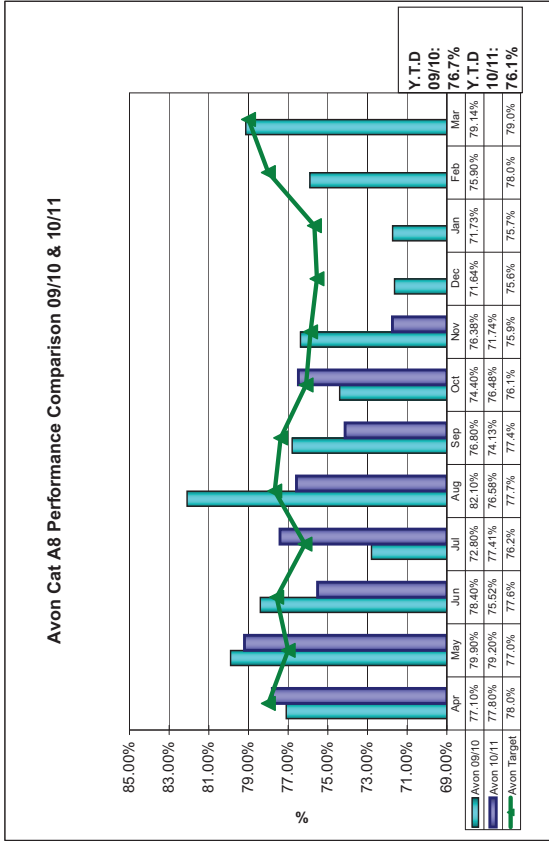
Accident & Emergency										
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year to date Variance against Plan	Year to date 2009-2010	Movement on previous year	Year end forecast	
Call answering (999 calls)	95% in 5 secs		96.49%	↑	96.13%	1.08%	97.56%	↓	97.60%	
Total front line hours delivered (including agency)	1,370,210	112,620	112,667	↑	988,794	-32,596	773,432	↑	1,479,140	
Total front line hours abstracted	27%		28491 27.93%	↓	307439 28.95%	-1.95%				
Handover delays (at A&E departments)(average time for month)			12:26	↑	12:36		14:33	↑		
Number of handovers in excess of 15 minutes	0		2524	↓	20830		26,846	↑		
Wrap up time(average time for month)			14:38	↓	14:41		17:15	↑		
Number of Wrap ups in excess of 15 minutes	0		4602	↓	36238		42,129	↑		
Conveyance rate (All)	65%	65%	67.40%	↓	66.68%	1.58%	65.90%	↓	65.80%	
Conveyance rate from 999 members of the public	60%	60%	60.40%	↓	59.68%	-0.42%	60.01%	↑		
Conveyance rate to other destinations (eg MILU, WIC) (Excludes hospital transfers and health care professional calls)			0.40%	↓	0.33%		0.60%	↑		
All Category C calls			7,222	↑	55,831		57,087	↓		
Category C calls from members of the public suitable for clinical desk triage			3,520	↑	26,213		29,844	↓		
Category C calls passed to NHSD			389 5.39%	↑	2356 4.22%		2423 4.24%	↓		
Category C calls triaged by clinical desk			1471	↑	7870					
Category C calls closed by clinical desk			423	↓	2117		164			
			12.02%		8.08%		0.55%	↑		

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

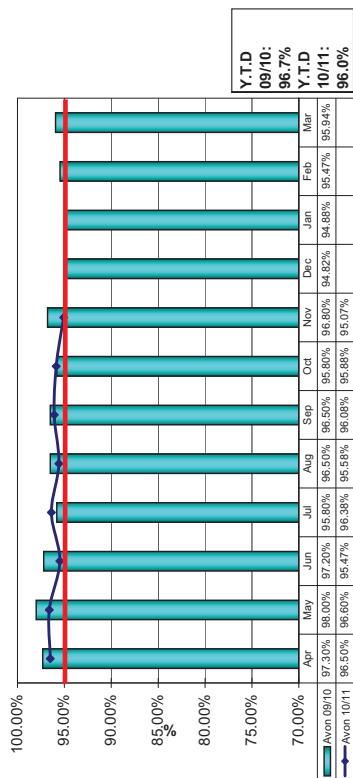


Number of Emergency Incidents with Response Actual vs Target 10/11





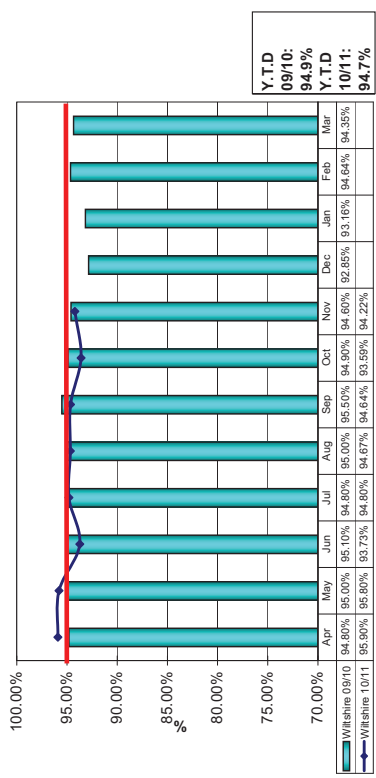
Avon Cat A19 Performance Comparison 09/10 & 10/11



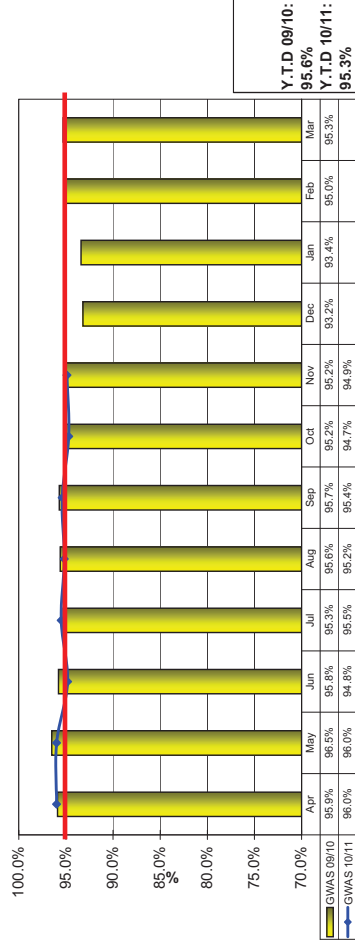
Gloucestershire Cat A19 Performance Comparison 09/10 & 10/11

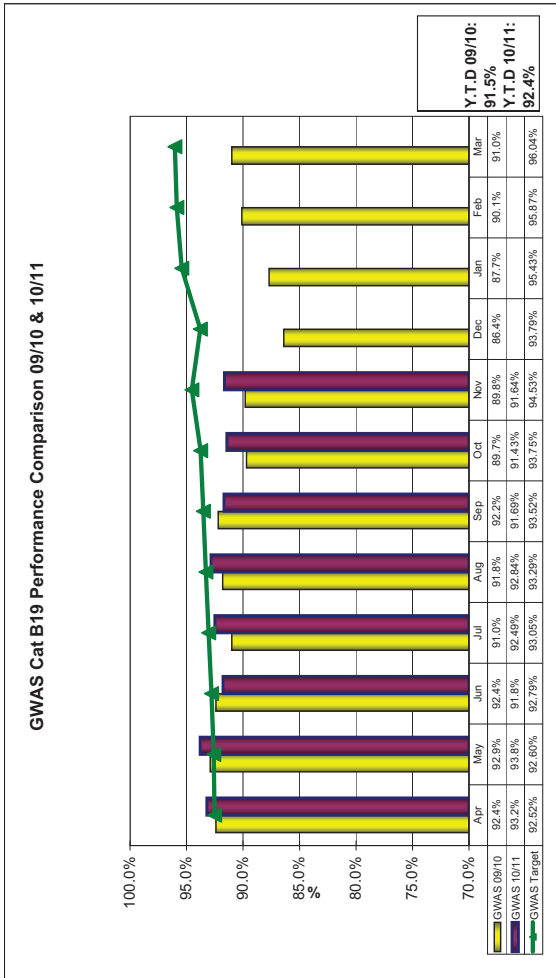
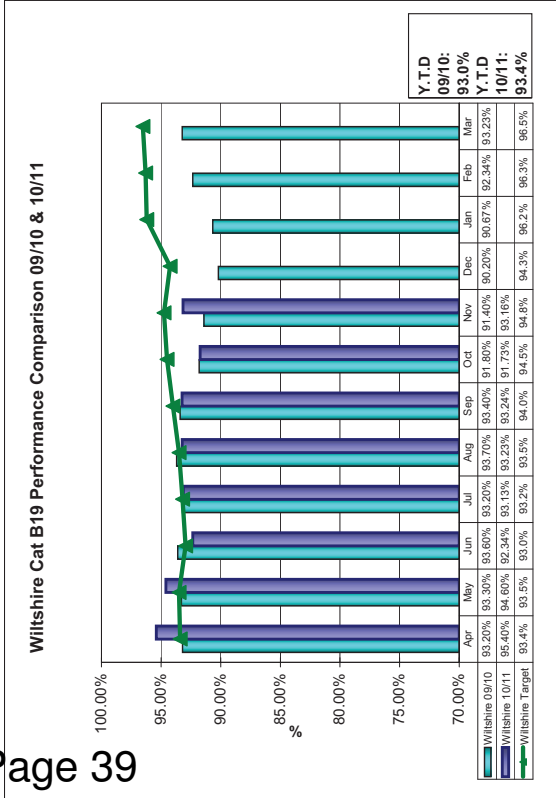
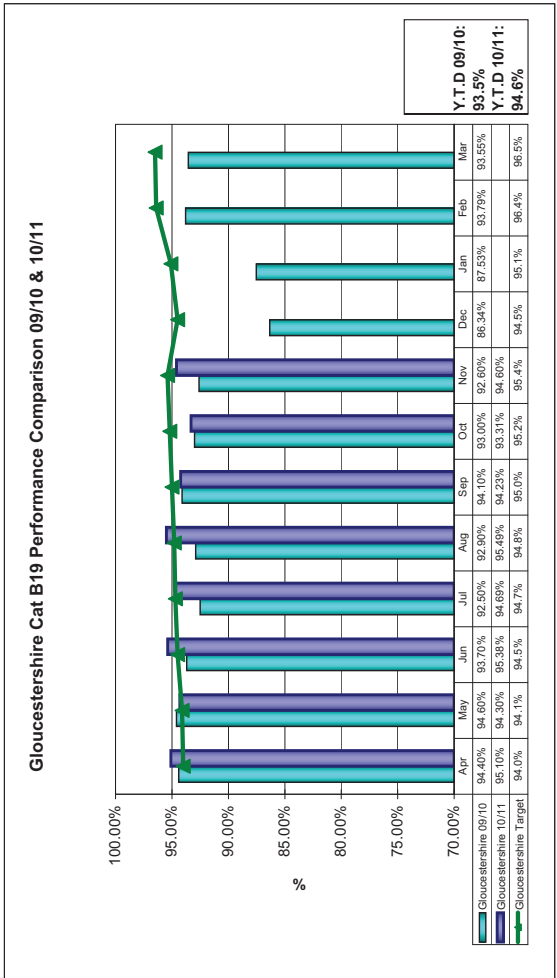
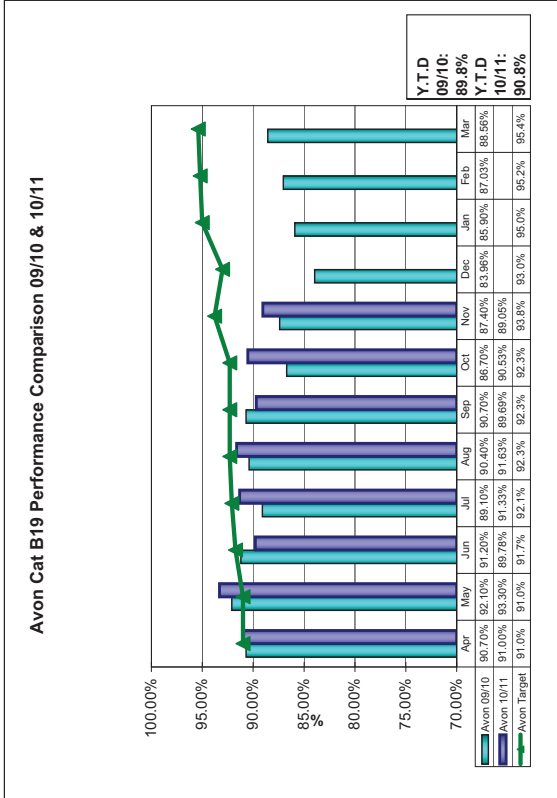


Wiltshire Cat A19 Performance Comparison 09/10 & 10/11

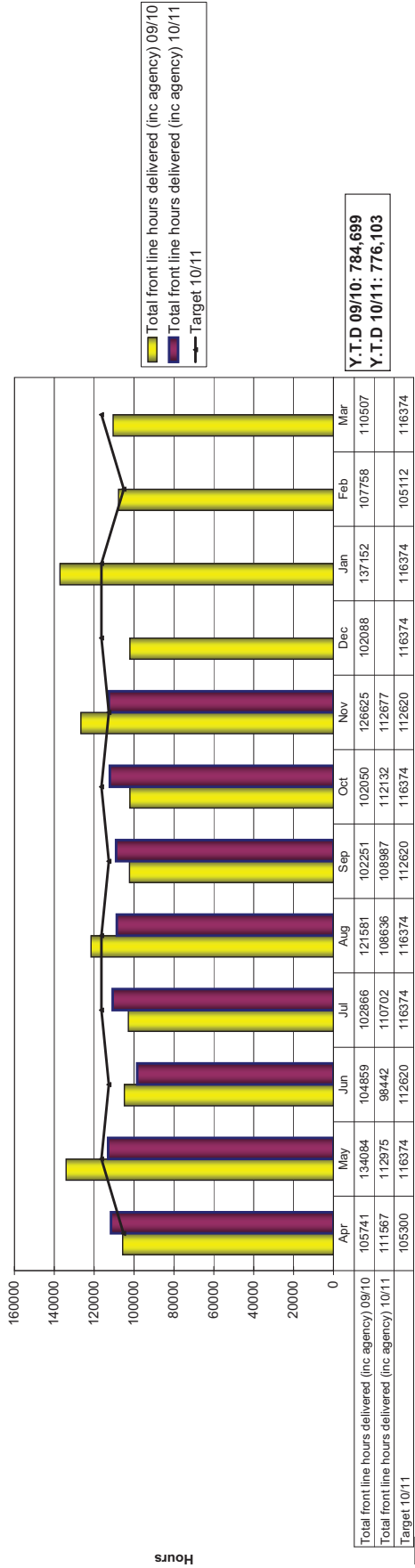


GWAS Cat A19 Performance Comparison 09/10 & 10/11

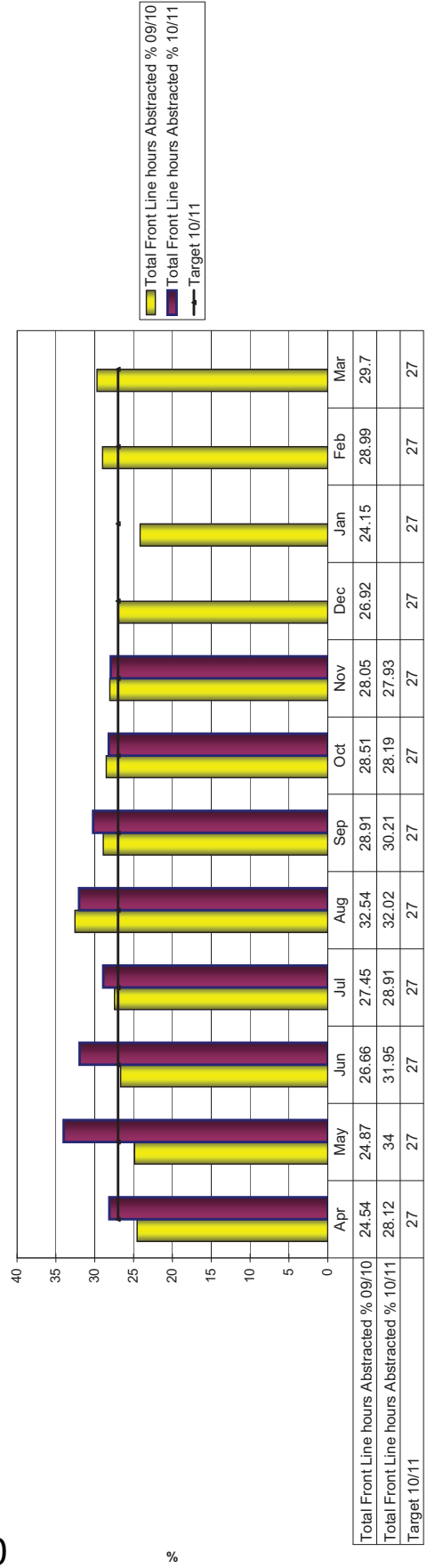




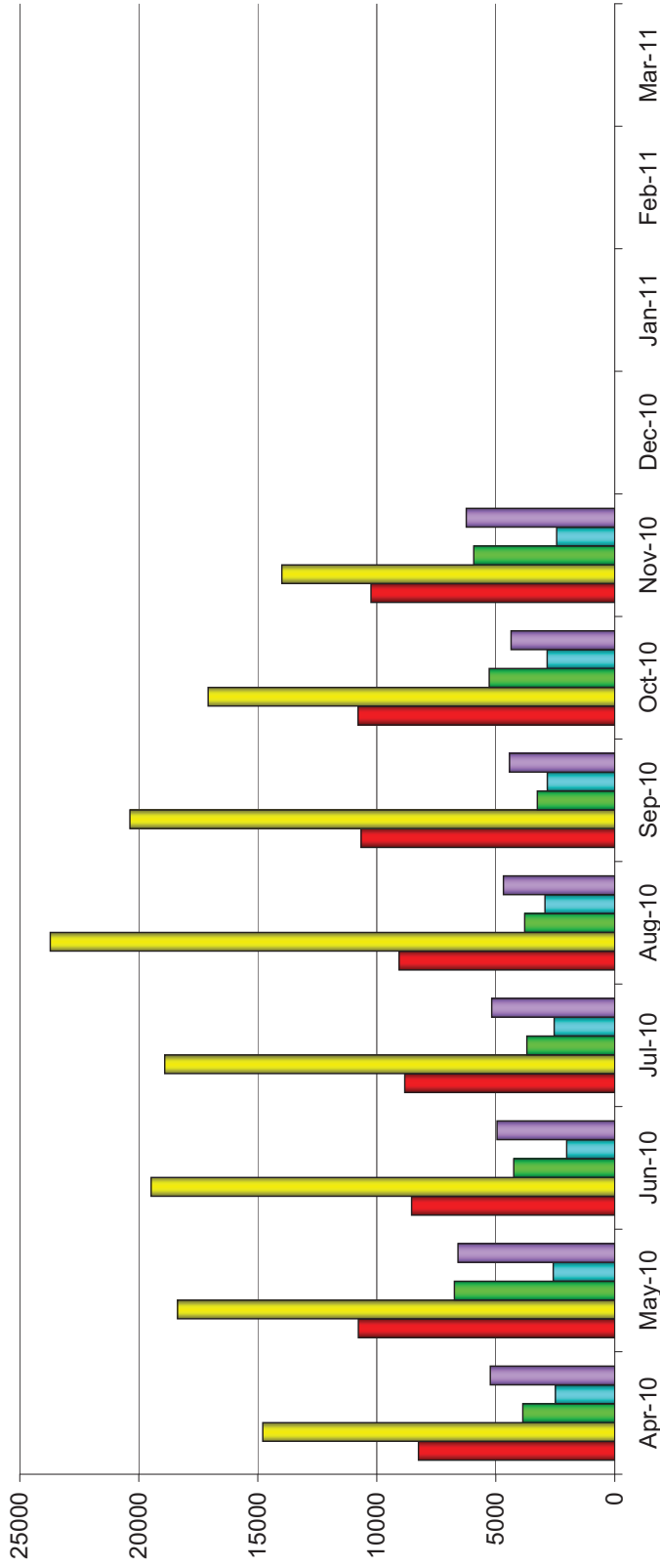
Total Hours Delivered (Including Agency) Comparisons 09/10 & 10/11



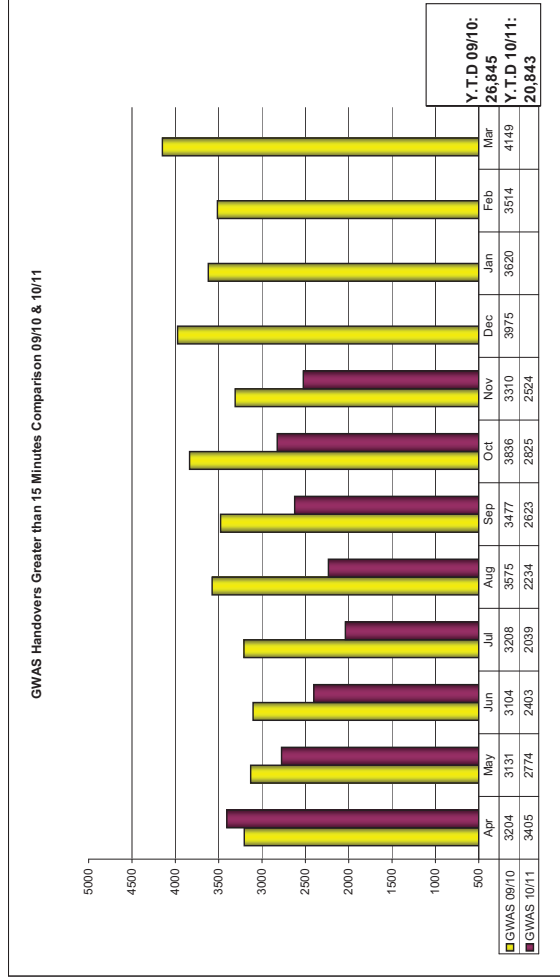
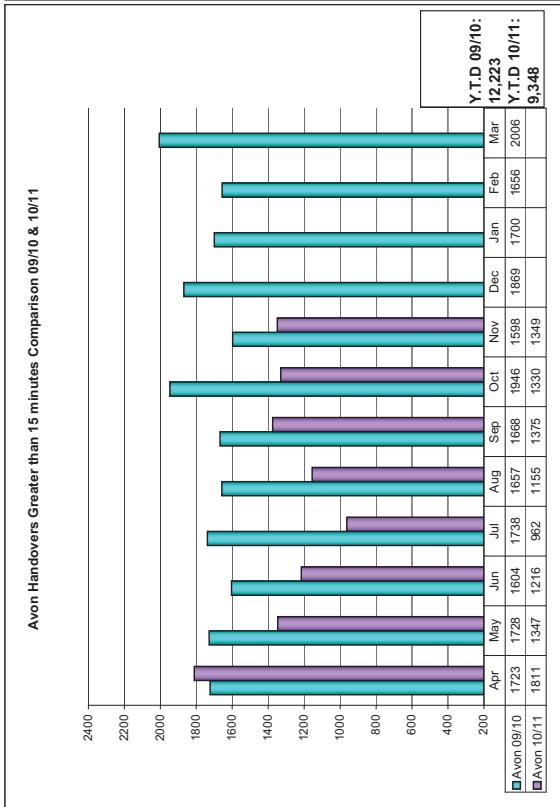
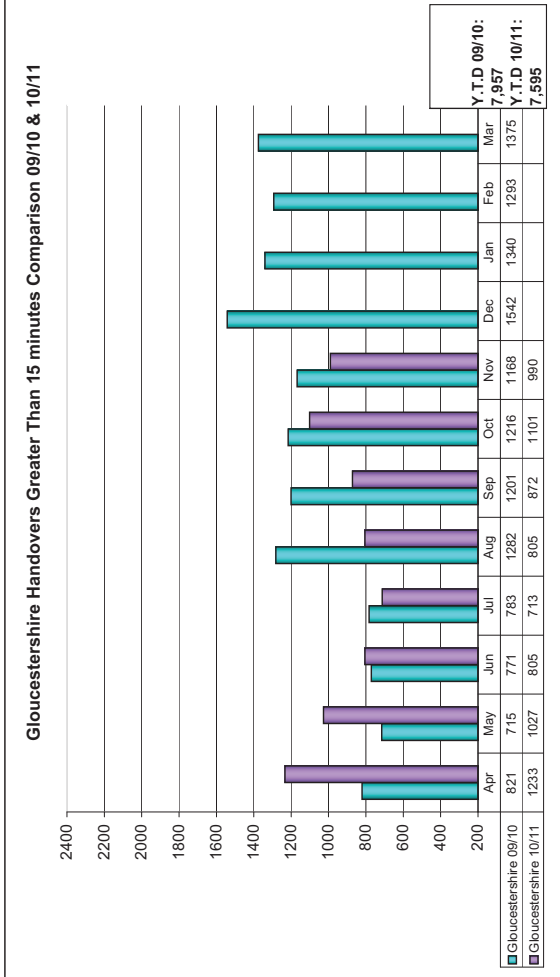
Total Front Line Hours Abstracted Comparison 09/10 & 10/11 (%)

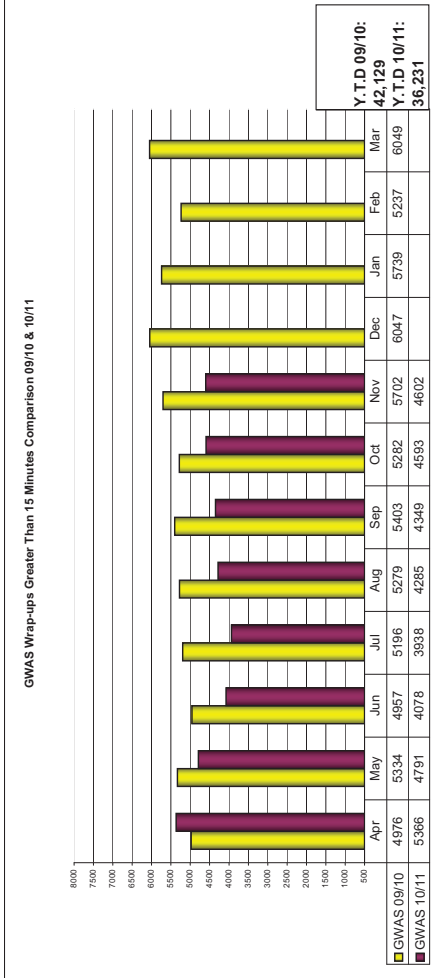
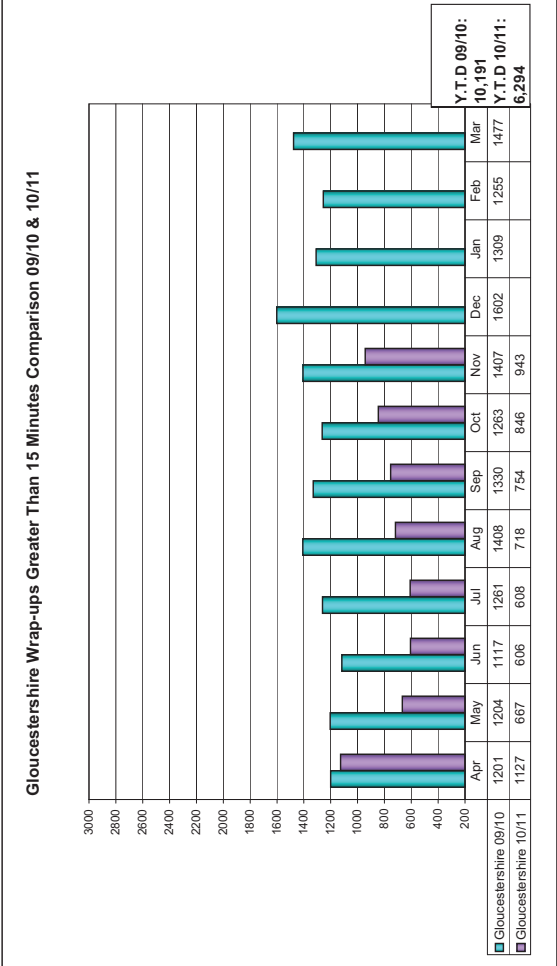


Breakdown of Abstracted hours by Reason 2010-2011

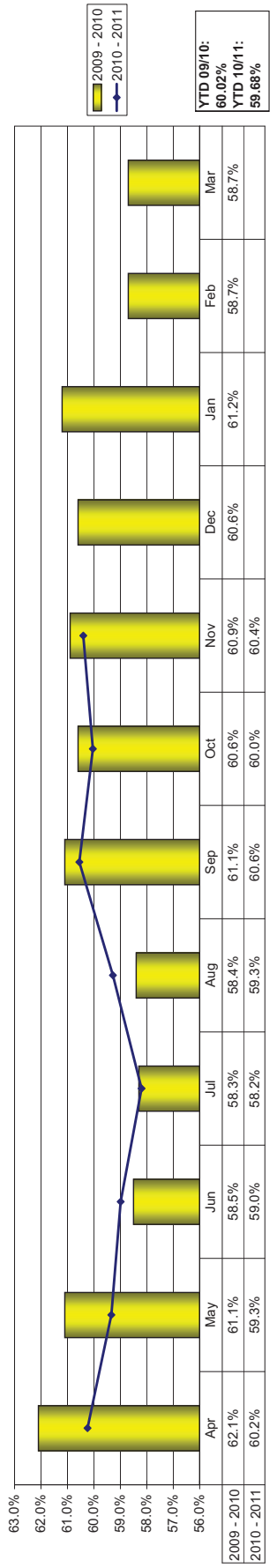


	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Sick hours	8251	10774	8534	8828	9064	10654	10789	10241				
A/L hours	14792	18370	19484	18910	23722	20372	17085	13989				
Training hours	3864	6742	4243	3694	3786	3253	5276	5922				
Maternity	2495	2587	2024	2545	2933	2836	2840	2439				
Other	5230	6590	4947	5171	4679	4424	4354	6243				

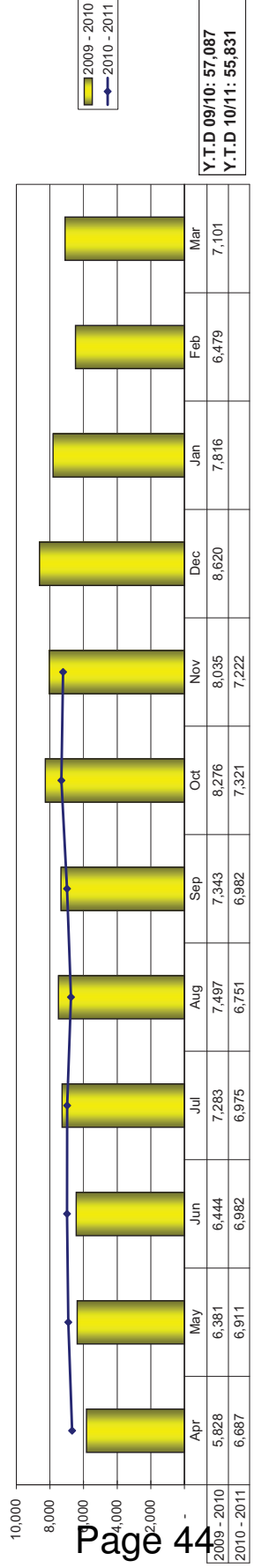




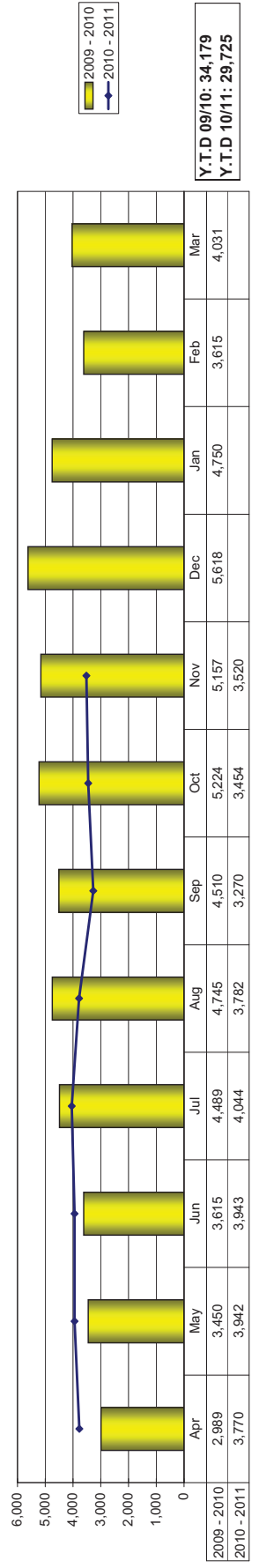
Conveyance Rates - 999 calls from the Public Comparison 09/10 & 10/11



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



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



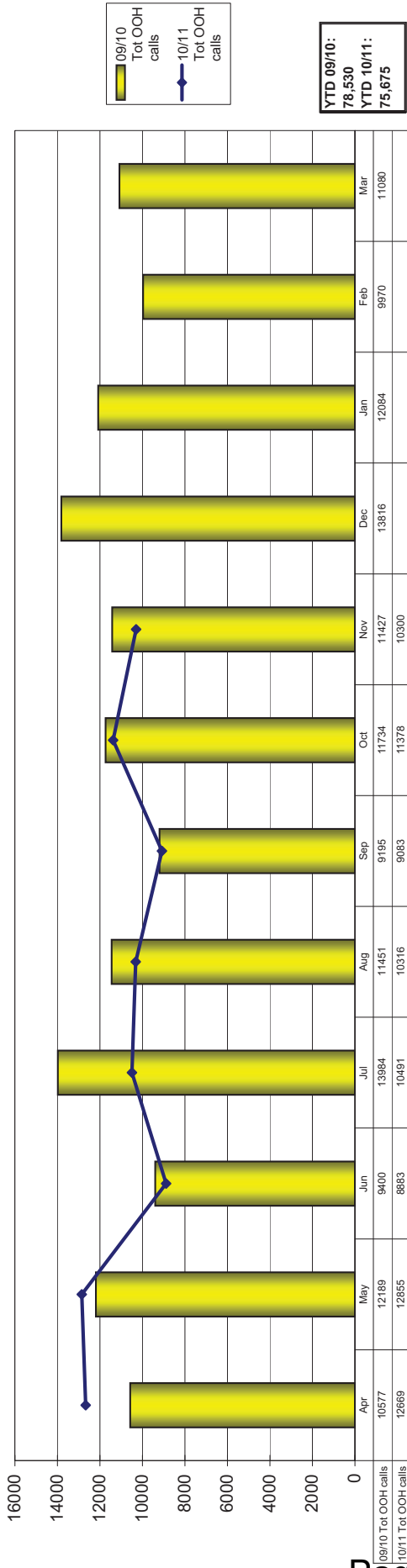
Out of Hours Service

Narrative

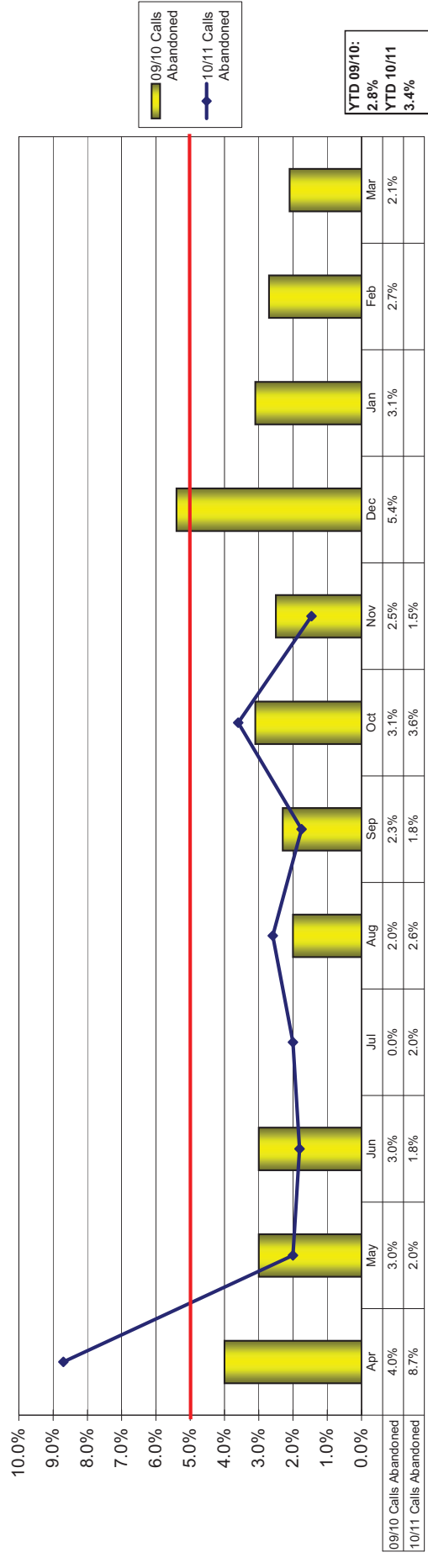
Performance for the month of November was fully compliant. The vacant call taking positions have now been recruited to and new recruits have been inducted.

Out of Hours Service									
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year to date 2009-2010	Movement on previous year	Year end forecast	
Total number OOH calls received			10,300	↓	85,975	89,957	↓		
Calls abandoned	< 5%		1.46%	↑	3.18%	2.78%	↓	3%	
Calls engaged	< 1%		0%	↔	0%	0%	↔	0%	
Percentage of calls answered under 60 seconds	95% in 60 seconds		100.00%	↑	96.25%	96.03%	↑	95.20%	
Triage under 20 minutes	> 95%		99.45%	↑	98.02%	96.40%	↑	> 98%	
Triage under 60 minutes	> 95%		100.00%	↑	99.75%	99.35%	↑	> 99.3%	
Emergency Visit under 1 hour	95%		100%	↔	98.48%	97.48%	↑	98.20%	
Urgent Visit under 2 hours	95%		98.08%	↑	95.99%	94.02%	↑	96.00%	
Routine Visit under 6 hours	95%		97.78%	↑	96.83%	96.60%	↑	97%	

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

Thrombolysis figures to the end of September 13/23 = 56.5%. South Wilts thrombolysis remains challenging due to poor mobile adversely effecting telemetry confirmation of ST elevation, also geographic conditions contribute to extended journey times. Access to Southampton PPCI commenced from the 6th December 2010.

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 (SEPTEMBER figures)	68%		66.70%	56.52%	↔	68%
% under 150 minutes call to balloon time(SEPTEMBER figures)	75%	75%	86.10%	81.30%	↓	75%

GWAS CQUINS SUMMARY

Goal No	Description of Goal	Indicator Details	Milestones	Due	RAG Status	Comments
1	Improvement in delivery of Asthma Clinical Indicator from attending crew	1A - % improvement and recording of Oxygen Saturation for patients with a crew diagnosis of asthma	25% Achievement	End Q2	Completed	Continued delivery in excess of 75% CQUINS target delivered every month April to October. Audit of availability of SpO2 monitors being undertaken by Operations - awaiting results. Marked improvement in quality of PCR data being received. PEFR for Sept 73%, increasing to 75% in October.
			50% Achievement	End Q3	Completed	
			75% Achievement	End Q4	Green	
			70% Achievement	End Q2	Completed	
2	Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales	1B - Peak flow pre treatment for patients with a crew diagnosis of asthma	90% Achievement	End Q3	Amber	The inclusion of the ABCD2 box has been added to the PCR from August. Audit of these PCR's will, allowing for the delivery lag, be available from September. This data will be used as a quarter 2 baseline. Baseline data received low volume and further discussions with CQRG ongoing to establish baseline
			95% Achievement	End Q4	Amber	
			Agree Baseline	End Q2	Completed	
3	Implementation of GWAS Health promotion - Stroke Prevention Strategy	Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales	Improvement on Q2	End Q3	Green	The staff and patient information leaflets and record form has been circulated. The audit of the PCR's will take place in quarter 3 and form the baseline for onward improvement.
			Improvement on Q3	End Q4	Green	
		Recording of patients screened for:	Implementation of project	End Q2	Green	
		3A - Atrial Fibrillation	Complete 1st audit report for both AF & BP	End Q3	Green	
	3B - High Blood Pressure	Provision of 2nd Audit	End Q4	Green		
	3C - Evidence of implementation of Staff Awareness Campaign					

Goal No	Description of Goal	Indicator Details	Milestones	Due	RAG Status	Comments
4	Falls. Introduction of GWAS falls pathway and assessment tool	Increase the % of patients referred into the falls alternative care pathway	To be agreed following establishment of baseline during Q1 & Q3		Amber	Falls' - patient workbook now distributed to operational staff . Pathway to be implemented to support onward referral through single point of access via a directory of service. Non conveyance rate of this pateitn group continues to improve
5	Patient & Public Involvement	Providers to demonstrate how they have encouraged patients & carers to provide 4 C's feedback by use of innovative means of capture such as video boxes and internet surveys, particularly relating to patients & carers from seldom heard groups Repeat and complete Cat C survey by end of Q3 Report and action plan by end of Q4	Project proposal and plan for 4 C's patient feedback innovation	End Q2	Green	'Patient Opinion' now live, with a number of 'postings, being received . Publicity material being developed for distribution this month . The survey of category C patients is ongoing to plan
			Cat C Survey	End Q3	Green	
			Implementation plan for 4 C's innovation project in readiness for implementation in 2011/2012	End Q4	Green	
			Cat C Survey action plan	End Q4	Green	
6	Dementia Awareness	Dementia Awareness training will be delivered using GWAS staff information leaflets and in-house e-learning tool currently being developed	Implementation of E-learning tool	End Q1	Completed	On line e-learning tool now available. Publicised via CEO briefing & accessed Intranet, SME and ECA training. 30+ staff accessed in first two weeks
			30% of staff completed training	End Q4	Amber	
			Over 30% staff completed training	End Q4	Amber	

CLINICAL DIRECTORATE MONTHLY CPI REPORT

(Internal circulation only)

October 2010

	October 2010					Year To Date			Last National CPI Cycle Comparator				
	Avon %	Glos %	Wiltshire %	GWAS %	Variance from target	Target	Avon %	Glos %	Wiltshire %	GWAS %	Variance from target	High	Low
STEMI													
M1 Aspirin	100.00	100.00	93.33	97.78	95	95	98.27	100.00	97.95	98.53	3.53	100.00	91.60
M2 GTN	92.86	100.00	78.57	90.24	95	95	93.24	96.79	91.01	93.43	-1.57	100.00	79.20
M3 Two or More pains scores	70.59	92.31	71.43	77.27	95	95	86.04	86.34	77.57	83.09	-11.91	94.90	50.00
M4 Morphine given	45.45	88.89	75.00	66.75	95	95	67.17	73.99	80.63	72.80	-22.20	84.20	53.70
M5 Analgesia given (morphine and or entonox)	54.55	100.00	83.33	78.13	95	95	74.18	80.34	83.33	78.53	-16.47	87.90	54.70
Cardiac Arrest													
C1 ROSC on arrival at hospital	26.32	31.25	12.50	23.53	20	20	20.05	21.41	21.31	21.13	1.13	37.20	6.50
C2 ALS Provider on Scene ¹	100.00	100.00	100.00	100.00	95	95	100.00	100.00	100.00	100.00	5.00	100.00	94.50
C3 Response time ≤4 mins.	42.11	56.25	43.75	47.06	0	0	35.39	51.19	44.63	42.48	42.48	32.40	6.70
Stroke													
S1 FAST recorded	100.00	100.00	96.97	99.07	95	95	99.67	99.47	98.07	99.06	4.06	100.00	75.00
S2 Blood glucose recorded	96.00	96.15	93.94	95.41	95	95	95.21	98.52	95.35	96.16	1.16	96.33	87.79
S3 Blood pressure recorded	100.00	100.00	100.00	100.00	95	95	100.00	99.47	100.00	99.88	4.88	100.00	93.56
Hypoglycaemia ¹													
H1 Blood glucose before treatment	97.96	100.00	100.00	99.19	95	95	98.54	98.44	98.45	98.48	3.48	100.00	96.20
H2 Blood glucose after treatment	95.92	100.00	93.48	94.31	95	95	97.73	99.68	97.46	97.91	2.91	100.00	93.20
H3 Treatment recorded	97.96	100.00	100.00	99.19	95	95	99.40	100.00	100.00	99.77	4.77	100.00	84.90
Asthma ²													
A1 Respiratory rate recorded	100.00	100.00	100.00	100.00	95	95	99.69	100.00	99.57	99.74	4.74	100.00	96.30
A2 PEFr recorded before treatment	71.43	76.19	83.33	75.41	95	95	72.49	67.36	59.93	66.85	-28.15	57.80	14.90
A3 SpO2 recorded before treatment	81.25	82.76	80.00	81.25	95	95	87.65	81.25	82.84	83.66	-11.34	100.00	75.30
A4 Beta-2 agonist recorded	100.00	100.00	97.14	99.11	95	95	99.33	100.00	98.96	99.38	4.38	100.00	85.20
A5 Oxygen administered	100.00	96.55	94.29	97.32	95	95	99.02	99.09	98.23	98.71	3.71	100.00	59.60

Updated 07th December 2010
Still subject to validation

Note¹⁺² For each of these CPIs one case excluded since the service was provided by an external agency

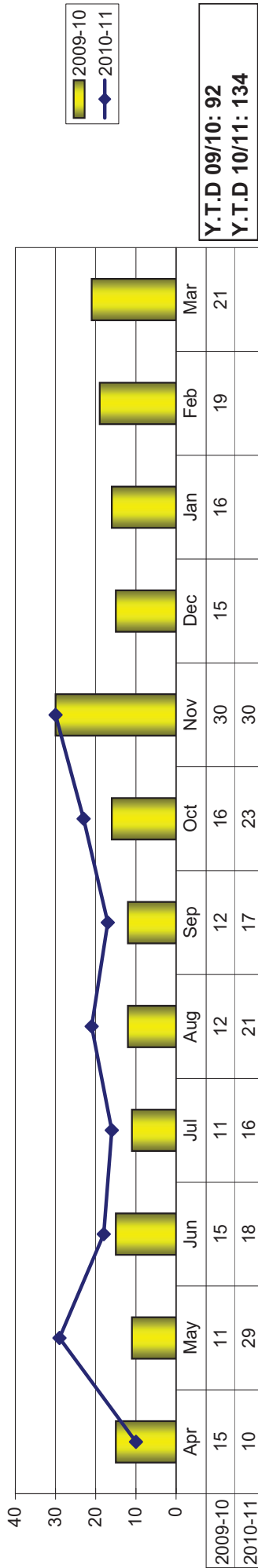
Narrative: Complaints

External complaints from patients and the public continue to exceed the number received for the same period last year. The last few weeks have shown a marked increase in PTS complaints and centre around timeliness and communication. Further review is being carried out in regard to complaints involving attitude of staff, particularly A&E staff

	Current Month	Year to Date 2010/2011	Movement on Previous Month	Year to date 2009/2010	Movement on Previous Year
Page					
Number of Compliments	42	286	↓	479	↑
Number of Complaints	30	170	↓	122	↓
Number of PALs enquiries	70	451	↓	604	↑
Number of SUIs	0	10	↑	19	↑
Number of Internal Incidents	158	1281	↓	1292	↑

Number of complaints received from patients and the public this year to date compared with 2009-10

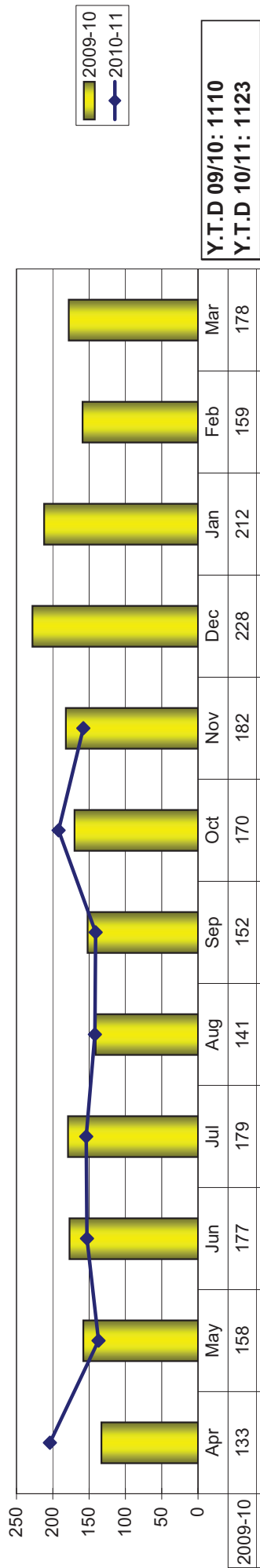
Number of external complaints received comparison 09/10 & 10/11



Page 52

Number of internal incidents received this year to date, compared with 2009-10

Number of internal incidents received comparison 09/10 & 10/11



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

<u>Narrative</u>	
<p><u>Staff Pledge 1:</u> <u>Roles & Responsibilities</u></p>	<p>Staff Target Changes: HART from 42 to 45 - now includes admin/training/management; EOC from 173.2 to 178.2 - now includes clinical desk manager and 4 HART/ASU despatchers; PTS to 225.5 - this figure now agreed with Finance; Support staff figure reduced to allow for HART changes.</p> <p>Recruitment plans are continuing to bring A&E to full establishment. 20 ECAs commenced training in November and 7 Graduate/Qualified Paramedics commenced in November 2010. A further 17 offers for clinician vacancies have been made to commence by March 2011. Further assessments for Paramedics are scheduled to take place during December.</p> <p>Recruitment activity is currently underway for a number of posts within EOC including the additional Triage Clinician positions for the clinical desk. Dispatcher and EMD adverts have been placed and shortlisting has been undertaken. Interviews were held at the end of November.</p> <p>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. The Chief Executive post was advertised with an interview date scheduled for 9 December 2010. Appraisal compliance continues to be monitored at the monthly Performance Meetings. Turnover in EOC in November was above the trust target of 10%, OOH turnover reduced for the month of November. The YTD figure has reduced 9.3% in October to 8.7% in November and remains below the annual target.</p>
<p><u>Staff Pledge 2:</u> <u>Development</u></p>	<p>The deficit between the monthly plan and the latest monthly actuals can be accounted for by the non attendance on SORT and SME4 courses, this comes to a total of 172 hours. The remainder of the deficit can be explained by the fact that the scheduled 'see and treat' / 'clinical update' courses did not occur as originally planned.</p>
<p><u>Staff Pledge 3:</u> <u>Health & Wellbeing</u></p>	<p>The Trust absence figure for November remained at 5.6%. The YTD figure remains the same at 5.7%. 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. Occupational Health referrals are made using the online system which will improve the speed and efficiency of the referrals process. In service areas where absence exceeds 5% absence 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 continues to be about embedding the application of the Management of Attendance Policy and strengthening compliance with existing processes and procedures. Training sessions for managers on managing absence commenced in November and further sessions are scheduled to take place in December. The Absence Management Project has also started to analyse short term sickness absence to identify trends on absence reasons, teams, roles etc. The Trust ergonomist is providing support and advice to staff who are absent from work with musculo-skeletal injuries to support their return to work.</p>
<p><u>Staff Pledge 4:</u> <u>Engagement</u></p>	<p>The 3rd edition of HR4U was released in November to publicise the various initiatives we are running to meet the criteria set out in the NHS Constitution with a particular focus on the four main staff pledges which are designed to build and sustain a patient-led staff conscious healthcare service.</p>

Key Workforce Indicators

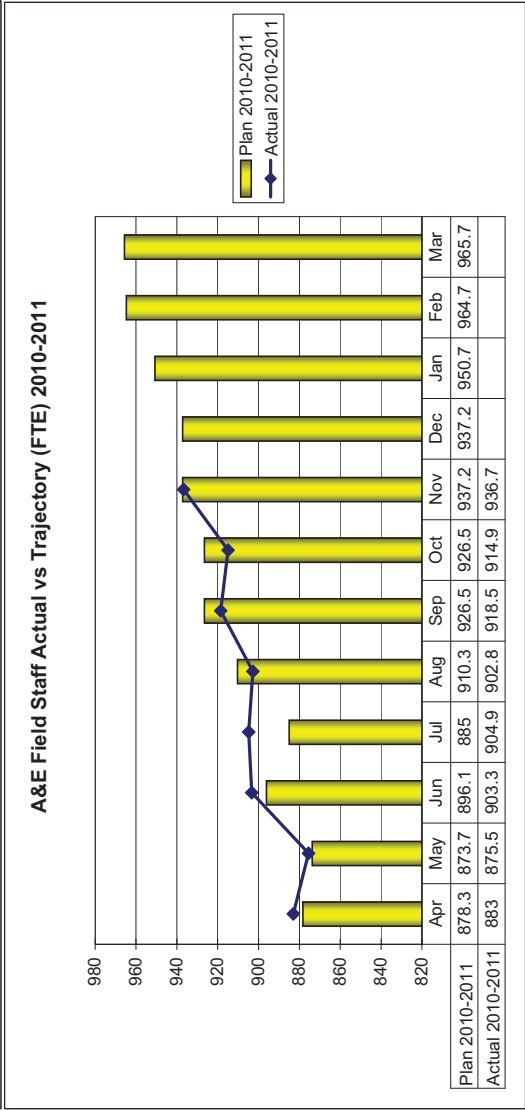
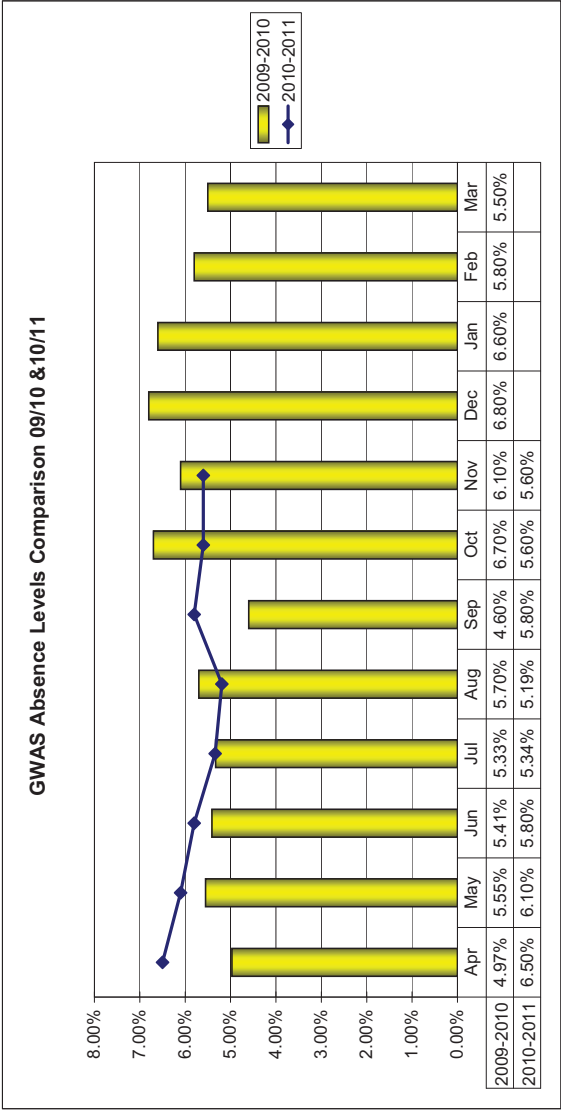
Roles & Responsibilities

	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year end
Staff – FTE* A&E(field)	958.4	937.2	27.0	↑	936.7	958.4
ASU	14.8	14.2	0.0	↔	14.3	14.8
HART	45.0	43.0	0.0	↑	44.0	45.0
EOC	178.2	161.9	6.4	↑	159.3	178.2
OOH	39.5	33.4	0.8	↓	32.8	39.5
PTS	225.5	205.7	1.0	↓	205.6	225.5
Support staff	229.7	196.7	1.5	↑	197.2	229.7
Total	1691.1	1592.1	36.7	↑	1589.9	1691.1

*year end target may be subject to change

	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year end
Staff – Annualised Turnover A&E(field)	10%	<10%	2.5%	↑	6.1%	<10%
ASU			0.0%	↔	10.0%	
HART			0.0%	↔	0.0%	
EOC			13.9%	↑	16.6%	
OOH			0.0%	↔	16.0%	
PTS			0.0%	↑	14.0%	
Support staff			5.7%	↓	8.0%	
Total			3.5%	↑	8.7%	
Percentage of staff undertaken an appraisal (from April 2010)	80%	8.3%	26.2%	↑	29.50%	80%

	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year end
Development						
Trust Education Plan (paid release) Training hours A&E field	67600	7575	6277.5	↔	44591	64000
Number of clinical staff completed mandatory training (Face to face)	90%	8.3%	8.3%	↔	59.30%	90%
Number of staff completed mandatory training (Workbook)*			98.5%	↑	98.5%	97%
* from November 2008 – November 2011 three year cycle						
Health & Wellbeing						
Sickness A&E(field)			6.4%	↑	6.3%	
ASU			14.4%	↓	9.4%	
HART			3.0%	↑	2.0%	
EOC			4.2%	↑	5.7%	5%
OOH		<5%	5.4%	↓	3.7%	
PTS			5.6%	↓	5.6%	
Support staff			2.5%	↑	3.4%	
Total			5.6%	↔	5.7%	
Number of RIDDOR reportable incidents	50	<4.3	3	26	↓	
Accident frequency rates	9	9	8	7	↓	
Number of violence and aggression incidents	136	<11	3	70	↓	
Number of manual handling incidents	100	<8.5	7	72	↓	
Number of stress incidents	4.5	<0.35	0	1	↔	
Engagement						



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

Finance Commentary

The Trust is forecast to achieve its surplus on Income and Expenditure of £800k and achieve its Capital Resource and External Financing Limit.

Cost Improvement plans are behind target by £49k year to date and work continues with managers to identify further savings schemes to mitigate the risk of under delivery against the annual plan. As at Month 8 £739k further in year savings have been identified to help mitigate the under achievement of the planned Cost Improvement plan. The CEO & Clinical Director have offered further non recurring CIP's of £184k that will be reflected in the month 9 finance position.

Finance Target	Annual Plan	Month 8	Month 8	Month 8	Variance to	Last	Forecast
	£'000	Plan	Actual	Plan	Plan	Month	Outturn
		£'000	£'000	£'000	£'000	Variance	£'000
						£'000	
Income & Expenditure	800	541	543	2	2	-34	800
Delivery of Cost Improvement	4431	2551	2502	-49	-49	-221	4431
Capital Resource Limit	10293	6284	4141	-2143	-2143	-2449	10293
Better Payment Practice Code							
- Number	95%	95%	99.2%	4.2%	4.2%		95%
- Value	95%	95%	97.6%	2.6%	2.6%		95%
External Financing Limit	5100	N/A	N/A				5100
Rate of Return on Capital	3.5%	3.5%	3.5%				3.5%

Corporate Governance

Description	Measure	Year end Target	Status	QRP
Care Quality Commission				
Respecting and involving people who use services	Maintain registration with the Care Quality Commission with no conditions	No breaches in regulations		
Consent to care and treatment				
Care and welfare of people who use services				
Co-operating with other providers				
Safeguarding people who use services from abuse				
Cleanliness and infection control				
Management of medicines				
Safety and suitability of premises				
Safety, availability and suitability of equipment				
Requirements relating to workers				
Staffing				
Supporting workers				
Assessing and monitoring the quality of service provisions				
Complaints				
Records				

Description	Measure	Year end Target	Status
NHS Litigation Authority			
Governance	Compliance with a minimum of 7/10 criteria in each standard at level 2	6/10	
Competent and capable workforce		5/10	
Safe environment		5/10	
Clinical care		6/10	
Learning from experience		6/10	

Description	Measure	Year end Target	Status
Information Governance Toolkit			
Information governance management	Achievement of level 2 in each requirement	5/5	
Confidentiality and data protection assurance		7/7	
Information security assurance		13/13	
Clinical information assurance		4/4	
Corporate information assurance		3/3	

Commentary

Care Quality Commission - information from the quality and risk profile has been included as a comparison to the trusts reported position. Review of the provider compliance assessments is to become a standing agenda item on directorate team meeting agendas.

NHS Litigation Authority - An action plan for the trust to achieve compliance at level 2 with 50% of the standards by March 2011 was presented to the Audit and Risk Committee on 2 December 2010.

Information Governance Toolkit - a review of the information security standard requirements has been undertaken and the information governance action plan amended. A task and finish group has been set up to develop an action plan to satisfy the use of NHS numbering requirement.

Aim: Develop effective partnership and stakeholder engagement

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

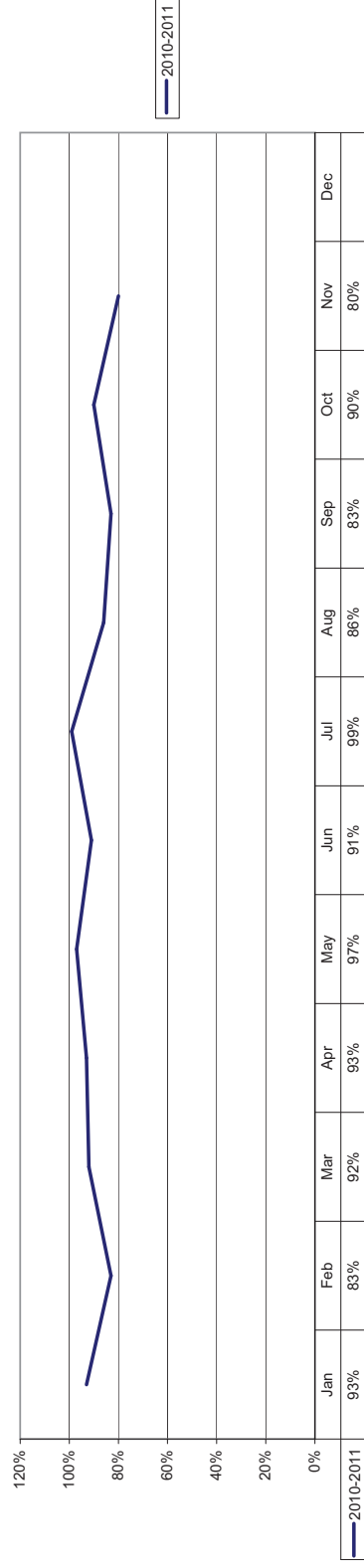
Narrative

This month we saw 24 articles (websites, newspapers and TV) considered balanced or negative. These all focused on the A&E redesign rota changes and with many claims from UNISON that they were unsafe for staff and also caused childcare issues for some. Some of the coverage about David Whiting leaving was also linked to this with UNISON voicing concerns about his departure at such a critical time. Most articles contained quotes from UNISON but also had quotes from GWAS assuring the public that the changes were being made to ensure a more efficient and effective service – putting more ambulance crews on the road during busy times. Some of the articles talked about UNISON balloting members regarding strike action – this did not go down very well with the public and many blogs/comments on newspaper websites were not in support of the unions or staff if strike action were to go ahead.

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Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers Daily Weekly			57 11	420 161		
Podcasts TV			1 2	4 39		
Other			1 49	13 290		
Stakeholder activity			0	37		
Station visits			0	5		
HOSC meetings			0	2		
External Reference Group			1	5		
LINKs						

% Positive Media Coverage GWAS by Calendar Year 2010-2011

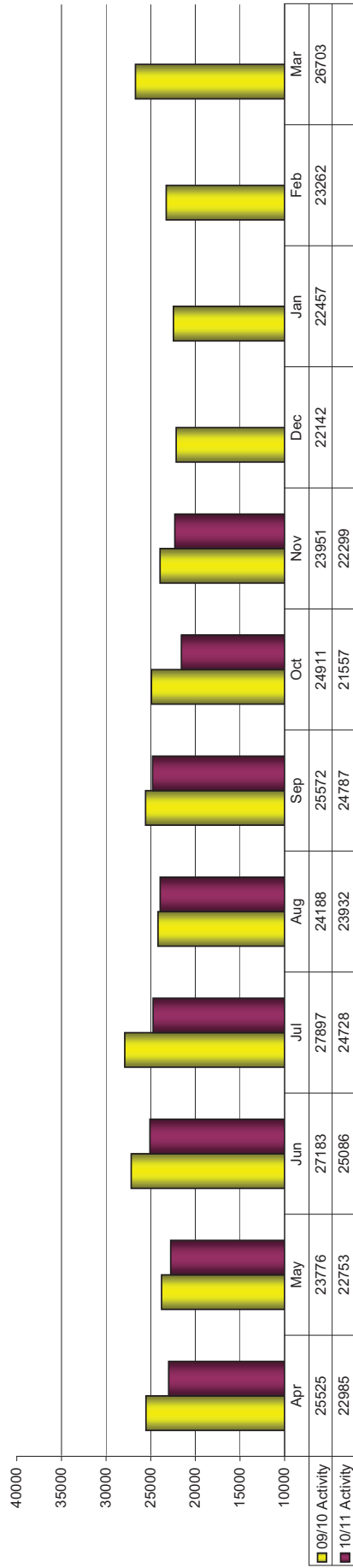


Patient Transport Service

Narrative

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services			22,299	188,127	↑	
Activity						

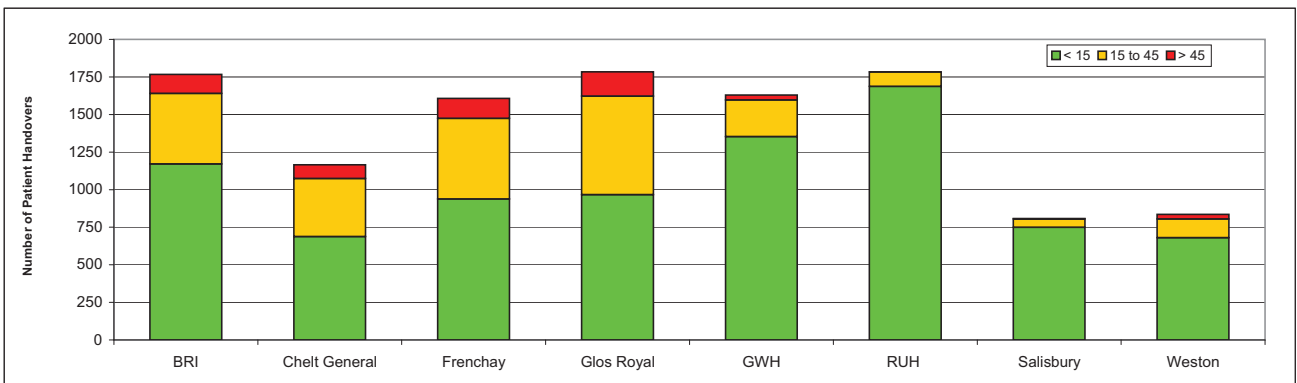
PTS Activity Comparison 09/10 & 10/11



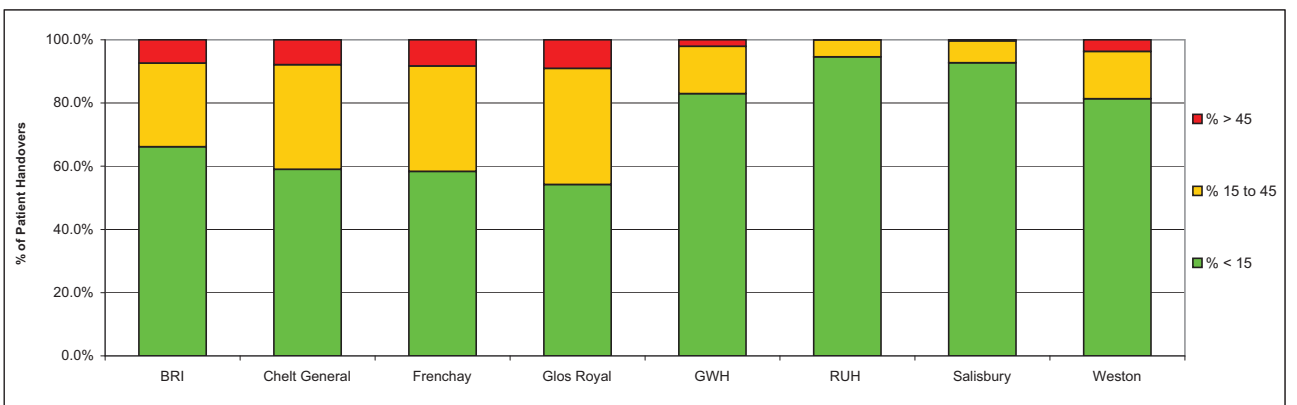
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GWAS MONTHLY A&E HANDOVER SUMMARY - December 2010

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	1171	186	93	75	50	35	30	41	71	15	2	2	600	131	1771
Cheltenham General Hospital	688	150	87	62	37	29	21	47	42	3			478	92	1166
Frenchay Hospital	938	194	111	93	53	43	42	63	68	2			669	133	1607
Gloucester Royal Hospital	967	276	144	92	58	43	42	67	82	13			817	162	1784
Great Western Hospital	1353	116	49	24	23	20	12	23	9	1	1		278	34	1631
Royal United Hospital	1687	74	13	5	1	1	2	1					97	1	1784
Salisbury District Hospital	749	45	4	1	3	2	1	2	1				59	3	808
Weston General Hospital	680	75	25	5	4	10	6	10	21				156	31	836
Overall Total	8233	1116	526	357	229	183	156	254	294	34	3	2	3154	587	11387



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	66.1%	10.5%	5.3%	4.2%	2.8%	2.0%	1.7%	2.3%	4.0%	0.8%	0.1%	0.1%	33.9%	7.4%	100%
Cheltenham General Hospital	59.0%	12.9%	7.5%	5.3%	3.2%	2.5%	1.8%	4.0%	3.6%	0.3%			41.0%	7.9%	100%
Frenchay Hospital	58.4%	12.1%	6.9%	5.8%	3.3%	2.7%	2.6%	3.9%	4.2%	0.1%			41.6%	8.3%	100%
Gloucester Royal Hospital	54.2%	15.5%	8.1%	5.2%	3.3%	2.4%	2.4%	3.8%	4.6%	0.7%			45.8%	9.1%	100%
Great Western Hospital Swindon	83.0%	7.1%	3.0%	1.5%	1.4%	1.2%	0.7%	1.4%	0.6%	0.1%	0.1%		17.0%	2.1%	100%
Royal United Hospital Bath	94.6%	4.1%	0.7%	0.3%	0.1%	0.1%	0.1%	0.1%					5.4%	0.1%	100%
Salisbury District Hospital	92.7%	5.6%	0.5%	0.1%	0.4%	0.2%	0.1%	0.2%	0.1%				7.3%	0.4%	100%
Weston General Hospital	81.3%	9.0%	3.0%	0.6%	0.5%	1.2%	0.7%	1.2%	2.5%				18.7%	3.7%	100%
GWAS Average	72.3%	9.8%	4.6%	3.1%	2.0%	1.6%	1.4%	2.2%	2.6%	0.3%	0.0%	0.0%	27.7%	5.2%	100%



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Agenda Item No. 8

Update from Individual Health Overview and Scrutiny Committees

Great Western Ambulance Joint Health Scrutiny Committee 28th January 2011

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 A – Extract from minute of South Gloucestershire Health Scrutiny Select Committee Meeting, December 1st 2010

**SOUTH GLOUCESTERSHIRE HEALTH SCRUTINY SELECT COMMITTEE
MEETING**

1ST DECEMBER 2010

EXTRACT MINUTE

**UPDATE ON GREAT WESTERN AMBULANCE SERVICE NHS TRUST
(GWAS): PERFORMANCE AND PATIENT HANDOVERS (Agenda Item 12)**

Lizanne Harland, Service Development Manager – Urgent and Emergency Care introduced the update report on the Great Western Ambulance Service NHS Trust (GWAS): Performance and Patient Handovers.

During the ensuing discussion the following points were covered:

In response to how GWAS would be performance managed once PCTs had been abolished Lizanne Harland explained that NHS South Gloucestershire had not yet received clear guidance from the Department of Health, but it believed that it would be beneficial for ambulance commissioning to remain local.

In reply to a question about the work around improving non-urgent care pathways, Lizanne Harland reported that the service change in South Gloucestershire would support the use of the clinical desk including 'hear and treat' (not despatching an ambulance) and 'see and treat' (ambulance clinicians treating patients on the scene where appropriate without transporting them to hospital), and referral to community and primary care services. It was felt that this would reduce unnecessary conveyance to Emergency Departments enabling South Gloucestershire residents to receive more treatment closer to their homes, and also support timely ambulance handover times through a reduction in unnecessary admissions to hospital. She added that NHS South Gloucestershire also hoped to lead a pilot on crew referral to community services, whether that be via the clinical desk or the Single Point of Access (SPA). Guy Stenson added that use of the clinical desk would also help address issues that could currently occur when contact was made during out of hours.

Lizanne Harland added that until recently GWAS had no community care pathway, however it had recently developed a pathway for falls, which meant that a considerable number of patients who had fallen were now treated without being transported to hospital ('see and treat'), GPs were also provided with details of the incident, which was not a matter of course previously.

In response to a concern that handover issues at Frenchay were affecting response times, Lizanne Harland said that this was not the sole reason. Weston General and the Royal United Hospital, Bath had better ambulance handover times but still had problems with response times.

In response to the future changes in how Category B (serious but not life threatening) calls would be handled so that where it was safe and appropriate patients were treated without being transported by ambulance to an Emergency Department, and how this message would be publicised, Lizanne Harland said that this was being considered for the 2011-12 contract with GWAS and further work was needed around the public's expectations of the ambulance service.

In response to a question about there being a "111" number as a single point of access for all non-emergency care services in the future, Lizanne Harland said there were currently two pilots in the country. NHS South Gloucestershire was working on the assumption that there would eventually be a 111 number, and it would need strong pathways in place once it was operational. Grant Addison added that the intention of the number was to reduce inappropriate 999 calls, however, there was currently no national timetable for implementation.

Grant Addison reported that reducing inappropriate admissions to hospital was closely related to the overall work to transfer more services into the community out of acute hospital. Both the public and the system needed to be re-educated and there needed to be earlier interventions in a patient's journey to reduce the likelihood of them being inappropriately admitted to hospital in the first place. Lizanne Harland added that transporting patients unnecessarily could actually be worse for them, for example in the case of patients with dementia.

In response to a concern about the public being led to believe that community transport might be an alternative to the ambulance service, when it was already flooded with calls and had limited resources, Lizanne Harland confirmed that the volunteer transport service was being looked at where people did not require an ambulance but NHS South Gloucestershire was conscious of the limitations of community transport. She agreed to discuss this further outside of the meeting.

In response to a question about medical beds not always being available for patients, and the implications this had for handover and the flow of patients from the Emergency Department to a medical bed to discharge, Lizanne Harland acknowledged the issue. To try to address this she said that last year direct admission was included in the contract so, if appropriate, the Emergency Department could be bypassed. They were also looking at short-stay admissions that could be provided in the community and Hot Clinics had recently been set up.

In reply to a comment about the waiting times at the Emergency Department, Lizanne Harland reported that discussions were ongoing and NHS South Gloucestershire was trying to publicise the other options open to patients via its Choose Well campaign. However, patients could choose to present at the Emergency Department, rather than a Minor Injury Unit, even though a Minor Injury Unit might be more appropriate for them. One option NHS South

Gloucestershire was considering whether to redirect patients with minor injuries from the Emergency Department so that they would be seen quicker and reduce waits at the Emergency Department.

In relation to the Choose Well leaflet and how it was distributed, Lizanne Harland explained that the leaflet had not been sent to every household because of the cost, however, there had been a targeted distribution, which included GP surgeries and Emergency Departments, and it had been attached to repeat prescription bags. The LINK had also received details with the intention of putting it onto its website.

In response to whether there were instances of calls being incorrectly categorised by GWAS, Lizanne Harland said that this had not been an issue. GWAS used algorithms to ensure that calls were correctly categorised as A, B or C.

In reply to a question on Emergency Care Practitioners (ECPs), Lizanne Harland confirmed that they were employed by both GWAS and NHS South Gloucestershire. The latter employed ECPs directly within provider services, for example with doctor surgeries and alongside the out of hours service. GWAS also employed ECPs and Advanced Paramedics and next year there would be 'see and treat' and 'hear and treat' tariffs in order to incentivise GWAS to train paramedics to an advanced level to treat more people in the community. It was hoped that there would be a pilot on this next year.

In reply to a question around the monitoring of GWAS' performance Lizanne Harland said that there were now meetings for the whole of BNSSG, and NHS South Gloucestershire also met monthly with NHS Gloucestershire (the lead commissioner). She added that if performance dropped she personally contacted GWAS to find out what was happening and the Joint Scrutiny Committee for GWAS also received details.

In answer to a question regarding delayed discharge, Lizanne Harland said that her colleague met regularly with the Council and NBT to monitor the situation. She explained that it was a constant learning process and there were lots of options for tackling it. Discharge rates had been improving recently, but winter pressures were now having an impact.

RESOLVED:

- 1 That the Service Manager be thanked for the report and the content be noted.
- 2 That the improvement in GWAS performance in 2010-11 be noted.
- 3 That the performance monitoring arrangements in place within NHS South Gloucestershire be noted.
- 4 That the non-conveyance project to re-triage Category B and C calls to community based services be noted.
- 5 That the joint actions to address ambulance handover delays both locally and across BNSSG area be noted.

- 6 That the suggested commissioning intentions for 2011-12 be noted.
- 7 That a further update report be presented to the Select Committee in due course.



**LOCAL INVOLVEMENT NETWORK (LINK)
Joint Working Group (JWG)
UPDATE FOR THE JOINT OVERVIEW AND SCRUTINY COMMITTEE (JOSC)**

January 2011

Patrick Mulcahy, Head of Clinical Quality and Quality Account Engagement, Great Western Ambulance Service (GWAS) attended the November meeting of the JWG to discuss the outline and aspects of the 2010-11 GWAS quality account. Following this presentation the group accepted the trust's invitation to become actively involved in the development of this account and a small sub group, led by JWG vice chair, Anna Farquhar, was appointed to meet with Patrick. The first meeting has taken place with a further one arranged.

The January meeting of the JWG was attended by Linda Prosser, Lead commissioners, NHS Gloucestershire. Linda has a responsibility for the commissioning of ambulance services. Of particular interest was the clinical desk and aspects of unscheduled care.

Linda was unaware that JWG members from the Bath and North East Somerset LINK and South Gloucestershire LINK had been fully involved with the award of the Patient Transport contract and that opportunities for continued participation were being pursued. The group felt that such participation should be part of the decision making processes around unscheduled care. Linda said it was too late for 2011 but agreed that this should be considered for 2012.

The chair advised the group that new Clinical Quality Indicators for A&E were being introduced from April 1st. 2011, which would be challenging for emergency departments. Similar indicators for ambulance services will also apply.

The Gloucestershire LINK carried out two unannounced visits to the ED at Gloucestershire Royal Hospital (the report will follow).

The Wiltshire LINK has been invited to participate in the transformation of community services being led by Great Western Hospital.

The North East Somerset LINK has completed a review of transport access to healthcare centres, and the Gloucestershire LINK has embarked on a similar short term venture.

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

Albert Weager (Chair)
20th January 2011

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Great Western Ambulance Service **NHS**

NHS Trust

Joint HOSC Meeting

To be held at 11am on Friday 28 January 2011
at South Gloucestershire Council office, Thornbury

Short Life Group update report

- 1 To update the Joint Health Overview and Scrutiny Committee on the progress of the Short Life Group on ambulance response standards in rural areas**
- 2 The report has been prepared by the Chairman of the Great Western Ambulance Service Short Life Working Group – Rural Response Standards**
- 3 The Joint HOSC is requested to: note the achievements as identified in section 5, agree the next steps as outlined in section 6 and obtain members' views on termination of the group and the future of meeting as per the Gloucestershire model.**

David Whiting
Chief Executive Officer
Great Western Ambulance Service

19 January, 2011

1 Introduction

At the Great Western Ambulance Joint Health Scrutiny Committee meeting on 30 October 2009, the committee agreed to establish a short life group to explore ways of improving performance in rural areas. The areas identified as being of particular concern, and would therefore form the remit of the work of the group, were Forest of Dean, Cotswolds and Kennet (now part of Wiltshire Council). Terms of Reference are attached at Appendix 1.

The Committee agreed that one member from each of the three areas would participate in the Group, together with the appropriate officers from GWAS. The Committee requested that the Group provide regular updates on progress to the Committee. The last report to the committee was 23 April 2010 followed by an update report on 11 June 2010.

Great Western Ambulance Service (GWAS) would like to thank all members of the group for their advice and assistance; in particular Councillor Terry Hale and Councillor Sheila Jeffery who have worked hard with the GWAS Community Responder Manager, Kevin Dickens to make improvements in their respective areas.

2 Detail

To date, the Group has met on four occasions; these are 28 January, 4 March, 22 April and 17 December. The Group has focussed its attention in 2 main areas, Community First Responders (CFR) schemes, how to best to increase the number of responders within each scheme where there are insufficient members and the provision of Automatic External Defibrillators (AEDs).

Following further analysis of rural performance and understanding the difficulties in improving performance in the rural areas, it was agreed that the group should focus on a number of key areas for improving the current CFR schemes; these were:-

Forest of Dean

- Sedbury
- Tidenham

Cotswolds

- Bourton-on-the-Water
- Stow-on-the-Wold

Wiltshire

- Pewsey
- Tidworth

3 Short Life Working Group Activity

This section highlights the work that has been undertaken in these areas during the life of the working group, this includes any additional direct resources that have been put in place as a result of the service redesign project.

Note: The service redesign project is trust-wide; the primary objective is to match resources with patient activity.

It should also be noted that due to a change of membership within the group and a delay in nominating the target areas, all of the work has focussed in Gloucestershire. As you will see from the recommendations contained in the report, it was the group's view that this work should be replicated in other areas.

3.1 Direct Resources - Gloucestershire

As part of the service redesign project, the trust has employed an additional 30 staff in Gloucestershire and introduced additional resources as follows:-

Cirencester	1 double crewed ambulance 12 hours per day 7 days per week
Stroud	1 rapid response vehicle 12 hours per day 7 days per week
Stroud	1 rapid response vehicle 8 hours Friday/Saturday nights

All other additional resources (3 RRVs) have been based in the Cheltenham and Gloucester areas. These additional resources will improve cover in the Cotswolds and reduce the number of occasions when rural based vehicles will be required to assist in the urban areas.

3.2 Automatic external defibrillators (AEDs) – Gloucestershire

GWAS has taken a policy decision to place AEDs and provide appropriate training to establishments where there are 12 or more life-threatening (Category A) calls per annum. It should be noted that whilst GWAS will assist organisations to obtain AEDs and train staff where there are less than 12 calls per annum, these will not be funded by GWAS.

Following the above criteria, a number of establishments have been identified and, with the assistance of the councillors concerned, they have been placed in the following locations:

Forest of Dean

- Heywood Community School, Cinderford
- Royal Forest of Dean College, Coleford
- Whitecross Leisure Centre, Lydney
- Newent Community School
- Wyedean School, Sedbury
- Council Offices, Coleford

Cotswolds

- Chipping Campden School
- Bourton-on-the-Water School
- Farmor's School, Fairford
- Cirencester Leisure Centre
- Cotswold Water Park

This represents an investment of £17,600 by GWAS.

There have been a number of non-funded AED schemes established during the life of the group; these include Dean Magna School, Mitcheldean, Cotswolds Hills Golf Club and Whitemead Park, Parkend.

3.3 Community First Responder Schemes - Gloucestershire

As previously stated, the areas selected to improve CFR schemes are Sedbury, Tidenham, Bourton-on-the-Water and Stow-on-the-Wold. The following table (Table 1) shows the membership of the schemes as of 1 January 2010 and as of 1 January 2011.

Table 1

Area	Scheme Members Jan 10	Scheme Members Jan 11
Sedbury	1	2
Tidenham	1	1
Bourton-on-the-Water	2	2
Stow-on-the-Wold	2	2

Whilst recruitment has been slow, group members have been campaigning hard in these areas and to date we have two new members in Bourton-on-the-Water and one in Stow-on-the-Wold who will be on the next training course in January 2011. Recruitment continues and a further course is planned for February 2011.

In addition to the above, a new scheme has been established in Winchcombe; this scheme is flourishing and gaining in strength, enthusiasm and commitment month-on-month. A new scheme is also set to be rolled out in Kemble, operating from Cotswolds Airport.

3.4 Co Responding

A new type of co-responder scheme is being trialled in Chipping Campden, where retained firefighters respond in an ambulance service vehicle which is equipped with life-saving equipment and two-way data to speed up the response process. If this proves to be successful then this will be rolled out in other areas.

3.5 Public Access Defibrillators

GWAS has received a number of enquiries from rural communities in regards to public access defibrillators (PADs). PADs are not funded by GWAS, they are funded by communities where they would like access to an AED within their village. The communities that have PADs in place are Chedworth and Newnham-on-Severn; presentations are also scheduled for the communities of Lower Slaughter, Lower Swell and South Cerney.

4 Ambulance Response Times

The following details the ambulance response standards for the rural areas and the areas identified for improvement:-

4.1 Rural Performance

The following table (Table 2) shows the category A8 performance for Gloucestershire, Forest of Dean and Cotswolds. The current requirement is that GWAS reaches 75% of all life threatening calls within 8 minutes; this is a trust standard therefore it does not imply that this level of performance must be achieved in each individual area.

Table 2

Area	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10	Nov 10	Yr
Gloucestershire	79.3	78.0	77.09	79.5	76.3	75.9	75.3	77.46	77.4
Forest of Dean	60.8	59.76	66.02	70.68	60.85	58.23	58.33	63.62	62.2
Cotswolds	62.56	53.67	50.83	62.55	50.4	57.89	53.13	56.92	56.0

In order to reach 75% in the Forest of Dean, we need to reach an average of 32 more calls per month (just over 1 per day) and in the Cotswolds area 45 (1 ½ calls per day).

4.2 Individual Area Performance

The following tables show the performance for the areas identified for improvement:-

Table 3 Bourton-on-the-Water

Bourton On The Water Area Cat A Performance April 2010 to November 2010									
Bourton On The Water	April	May	June	July	August	September	October	November	Total
Cat A Call	18	13	19	17	13	17	26	15	138
Cat A Response	18	12	17	16	13	16	21	15	128
Cat A8 Compliant	5	3	5	4	5	4	8	9	43
A8 Performance	27.78%	25.00%	29.41%	25.00%	38.46%	25.00%	38.10%	60.00%	33.59%
Cat A19 Compliant	14	10	13	14	9	13	14	13	100
A19 Performance	77.78%	83.33%	76.47%	87.50%	69.23%	81.25%	66.67%	86.67%	78.13%

Table 4 Stow-on-the-Wold

Stow On The Wold Area Cat A Performance April 2010 to November 2010									
Stow On The Wold	April	May	June	July	August	September	October	November	Total
Cat A Call	16	14	22	11	20	17	23	12	135
Cat A Response	16	11	21	10	19	14	23	11	125
Cat A8 Compliant	7	4	10	7	9	7	9	2	55
A8 Performance	43.75%	36.36%	47.62%	70.00%	47.37%	50.00%	39.13%	18.18%	44.00%
Cat A19 Compliant	13	8	19	8	15	10	18	9	100
A19 Performance	81.25%	72.73%	90.48%	80.00%	78.95%	71.43%	78.26%	81.82%	80.00%

Table 5 Tidenham

Tidenham Area Cat A Performance April 2010 to November 2010									
Tidenham	April	May	June	July	August	September	October	November	Total
Cat A Call	12	23	16	17	23	20	18	20	149
Cat A Response	11	21	15	16	17	20	16	15	131
Cat A8 Compliant	2	7	12	7	7	5	8	7	55
A8 Performance	18.18%	33.33%	80.00%	43.75%	41.18%	25.00%	50.00%	46.67%	41.98%
Cat A19 Compliant	9	17	13	13	11	13	13	10	99
A19 Performance	81.82%	80.95%	86.67%	81.25%	64.71%	65.00%	81.25%	66.67%	75.57%

Table 6 Sedbury

Sedbury Area Cat A Performance April 2010 to November 2010									
Sedbury	April	May	June	July	August	September	October	November	Total
Cat A Call	11	26	16	18	23	19	19	19	151
Cat A Response	10	23	15	17	17	19	17	14	132
Cat A8 Compliant	2	7	12	7	7	5	9	7	56
A8 Performance	20.00%	30.43%	80.00%	41.18%	41.18%	26.32%	52.94%	50.00%	42.42%
Cat A19 Compliant	8	19	13	13	11	13	13	10	100
A19 Performance	80.00%	82.61%	86.67%	76.47%	64.71%	68.42%	76.47%	71.43%	75.76%

The points of note from the above tables are that A8 has improved in Bourton-on-the-Water. This is partially due to improved staffing of the rapid-response vehicle (RRV) at Moreton-in-Marsh and therefore being able to use the standby point at Bourton more frequently; A19 has improved in the Cotswolds due to increased resources, in particular the additional ambulance at Cirencester. The actions in Sedbury are focussing on the nursing home as we have a high number of Category A calls there. Initial discussions have taken place with the establishment with a view to locating an AED there; this needs to be followed up with a second visit.

5 Group Achievements

The following are the achievements of the short life working group:-

- a) Members of the group have found the meetings to be very beneficial to understand the difficulties of meeting response standards in rural areas and to get a better understanding of the service provided by GWAS. Whilst the short life working group is to be disbanded, at the last meeting it was agreed to continue meeting in Gloucestershire on a quarterly basis; this is to ensure that

the current level of momentum is sustained. It is recommended that this is replicated in other council areas where there is appetite to do so.

- b) There has been great success in rolling out the automatic external defibrillators, with 11 being rolled out in the target areas. This has involved discussions with the establishments concerned, training of their staff to the required standard and the provision of the equipment. GWAS has invested in the order of £17,600 to make this happen.
- c) There is a realisation that it can be difficult to recruit sufficient volunteers to make a scheme viable; with the assistance of councillors there has been hard campaigning in the target areas and we are now seeing some success. The campaign is set to continue with a view to enrolling more volunteers onto the February course.
- d) There have been added benefits from the working of the group, these include the identification of council owned properties, against which the activity has been matched and used to identify the AED schemes. GWAS now has improved notification of public events so these can be taken into consideration when planning ambulance cover. An example of where this information has been used is the use of a mobile treatment centre at the Stow horse fair, Newent onion fair and town centre initiatives to match the demand of the night time economy.
- e) Publicity work has started in the target areas to assist GWAS to locate properties when attending emergency calls. This includes identifying properties (landmarks etc), making the property visible (turning lights on, hazard warning lights on car etc) and obtaining grid references for properties.
- f) Presentations are being given to communities where they have approached councillors for additional information on public access defibrillators. Presentations are scheduled for Lower Slaughter, Lower Swell and South Cerney.

6 Next Steps

The following are the next steps being recommended by members of the group:-

- a) That the short life working group is discontinued;
- b) The Gloucestershire group will meet again in April 2011 to establish progress and agree next steps. The group would like to invite a Stroud representative to the meeting given the rural nature of the area;
- c) To continue with scheme publicity and to recruit new members for the February training course;

- d) Continue with the property identification publicity project;
- e) Identify new sites for the placement of AEDs and target Sedbury Nursing Home;
- f) Evaluate the Chipping Campden co-responder model.



Draft Terms of Reference Short Life Group on Ambulance Rural Response Times

Authority

The meeting has been established following a proposal at the Joint Overview & Scrutiny Committee (JHOSC)

Membership

Membership of the group will consist of the following:

Keith Scott, Locality Director
Kim Morrissey, CFR Manager (Avon)
Kevin Dickens, CFR Manager (Gloucestershire)
Terry Hale, Gloucestershire HOSC
Sheila Jeffery, Gloucestershire HOSC
Pip Ridout, Wiltshire HOSC

Other members of GWAS or the Joint HOSC will be asked to attend as required.

Frequency

This is a short life working group and it is envisaged that the work will be completed in 3 months. Three working meetings have been planned.

Duties

The purpose of the Group is to review Category A8 performance (this may need to be expanded to include other categories) in Cotswold, Forest of Dean and Kennet (within Wiltshire) in partnership with the Joint Health Overview & Scrutiny Committee (JHOSC). Action areas will be agreed from the first meeting.

The following are the desired outcomes from this short life working group:

- For joint understanding of ambulance response standard performance in rural areas.
- Joint understanding of the role of Emergency Care Practitioners (ECPs), Static Defibrillators, Public Assess Defibrillators, Co Responders, Community First Responders (CFRs), Charity Responders and Retained CFR schemes.

- Joint understanding of what improvements can be made to response standards in the rural areas.
- Have an agreed action plan that can be shared with the JHOSC.
- Joint understanding on how members of the JHOSC and the District Councils can be of assistance to the ambulance service to move the agreed action plan forward.

Reporting

The group will report back to the Joint Overview & Scrutiny Committee (JHOSC).

Administrative arrangements

GWAS will record the meetings and any subsequent actions arising from the meetings. The responsibility for producing HOSC papers will rest with full time officers who support the joint HOSC.

Date: 29/01/10

Signed:

Chair:



Great Western Ambulance Service **NHS**

NHS Trust

Joint HOSC Meeting

To be held at 11am on Friday, 28 January, 2011
at South Gloucestershire Council offices, Thornbury

Recruitment process

- 1 The purpose of this paper is to outline the typical recruitment process used to recruit new staff into frontline A&E services within Great Western Ambulance Service.**
- 2 The paper has been prepared following a request from Joint HOSC Chairman, Cllr Andrew Gravells.**

David Whiting
Chief Executive Officer
Great Western Ambulance Service

19 January, 2011

Background

The trust acknowledges that staff are its most important resource in the delivery of high quality patient care. Effective and successful recruitment is essential in finding people with the necessary skills, expertise, qualifications and capacity to develop and the ability to make a positive contribution to the aims and the values of the trust. To support this delivery, all recruitment is undertaken in accordance with the trust's Recruitment and Selection Policy thus ensuring that the process is fair, credible, systematic, effective and provides equality of opportunity.

NHS Jobs

NHS Jobs is the dedicated online recruitment service for the NHS, used by all NHS trusts in England and Wales to advertise job opportunities. It attracts over six million web visits and receives applications from more than 250,000 jobseekers every month. The service provides jobseekers with access to vacancies across the NHS through a single portal. Candidates can search and apply for jobs online and track the progress of their application online. NHS Jobs also shares vacancy information directly with Jobcentre Plus, helping the NHS support employment in the local community.

GWAS uses NHS Jobs to advertise all its vacancies, providing information about the job role, job description and person specification.

Recruitment Process

- Vacancy is posted on NHS Jobs.
- Applications received by the closing date are shortlisted against the essential criteria outlined in the person specification to ensure consistency and transparency. The shortlisting manager only has access to part b of the application form containing the employment history and supporting information; they do not have access to any personal details or monitoring information.
- All candidates are advised the outcome of their application at each stage of the recruitment process. Candidates who have not been shortlisted are notified in writing via email. Shortlisted applications are invited in writing to attend an assessment centre and the outcome of the selection process is confirmed to each candidate in writing to conclude the process.
- Due to the very high number of applications received for frontline vacancies such as the emergency care assistant role, typically in excess of 500 per advert, it is not possible to routinely offer feedback to every candidate. However, if a request for feedback is received from an applicant, the recruitment team would endeavour to provide it as soon as possible.

Summary

All recruitment is based on agreed job descriptions and selection is based on relevant knowledge, skills, aptitude and experience and physical ability to do the job as set out in the person specification. This process enables the recruiting manager to establish the most suitable candidate(s) for employment, ensuring that no applicant receives less favourable treatment.

No. 12

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee
28th January 2011

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 June (proposed)

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 17th September 2010, Members agreed a work programme up to the 28th January 2011.

2.2 Members are requested to confirm the date of the next meeting. The proposed date is Friday 10th June 2011. The next meeting of the Committee will be hosted by Gloucestershire County Council.

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 2010/11

Appendix A

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2010/11 (Updated 18th January 2011)

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 28th January 2011 at South Gloucestershire Council, Council Offices, Castle Street, Thornbury, BS35 1HF)

Agenda Item	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 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

A&E handovers – sharing of good practice	<ul style="list-style-type: none"> To investigate the RUH's working arrangements which have contributed to good performance on A&E handover times 	<ul style="list-style-type: none"> James Rimmer, Mandy Rumble, RUH NHS Trust 	
Six month update on locally focussed work (from Short Life Group on Rural Response Times)	<ul style="list-style-type: none"> To determine the impact of the locally focused work 	<ul style="list-style-type: none"> Representative from GWAS 	<ul style="list-style-type: none"> Information on number of calls received and response time performance
Staff recruitment		<ul style="list-style-type: none"> GWAS 	Paper requested from David Whiting by Andrew Gravells
Report from Joint Working Group		<ul style="list-style-type: none"> Local LINK rep and/or Chair of JWG 	
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
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"> Scrutiny Officer 	

Friday 10th June 2011 at Bristol City Council, The Council House, College Green, Bristol BS1 5TR

Agenda Item	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 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 and/or Chair of JWG 	<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
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"> Scrutiny Officer 	<ul style="list-style-type: none">

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