



South West Wiltshire Area Board Meeting

25 May 2016

Title:	Performance and community response report
Main aim:	To update South West Wiltshire Area Board members on activity and performance within South Western Ambulance Service NHS Foundation Trust and Wiltshire
Recommendations:	To note the contents of the report

1. Definitions

- 1.1 The Red1 category refers to those patients who are suffering an immediately life-threatening emergency; cardiac arrest, respiratory arrest, choking. The standard for these calls is to arrive on scene within eight minutes, 75% of the time.
- 1.2 The Red2 category refers to those patients who are suffering a potentially life-threatening emergency; heart attack, severe breathing problems, serious bleeding. The standard for these calls is to arrive on scene within eight minutes, 75% of the time.
- 1.3 The Red19T standard requires the attendance of a vehicle that is suitable to convey the patient, to arrive on scene within 19 minutes, 95% of the time.

2. Trust performance

- 2.1 In 2015-16 (1 April 2015 – 31 March 2016), the Trust was been required to manage 18,423 Red1 incidents across and 314,056 Red2 calls across the south west. Combined, this is an increase of almost 3% on the previous year.
- 2.2 For 2015-16, the Trust responded to 73.7% of Red1 calls within eight minutes and was one of the top performing ambulance trusts (third of the 11 English ambulance trusts), with only one trust managing to meet the 75% target. Red2 (63.6%, target 78%) and Red19 (89.4%, target 95%) performance fell short of the required level but this is largely connected with the national trial the Trust was taking part in, dispatch on disposition - where a call was not immediately life-threatening, call-handlers were given extra assessment time, making sure patients got the right care, in the right place, at the right time, first time. This enabled the Trust to provide a more appropriate response and therefore better patient care. More patients have been given advice over the telephone – hear and treat – without the need for an ambulance response.



- 2.3 The Trust is one the best performing English ambulance trust for 999 calls resolved over the telephone. In 2015-16, 11.4% of calls were resolved over the telephone, with the national average being 10.2%.
- 2.4 The Trust continues to be the best performing English ambulance trust for the percentage of patients cared for through alternative healthcare pathways – avoiding unnecessary admissions to hospital emergency departments. In 2015-16, 52.4% of patients were not transported to an emergency department – the national average being 37.9%.
- 2.5 The Trust continues to closely monitor the number of handover delays and the associated time lost. Winter pressures had a huge impact on hospitals and subsequently the emergency departments.

3. Performance in Wiltshire

- 3.1 In 2015-16, the Trust was been required to manage 2,566 Red1 incidents across Wiltshire and 45,023 Red2 calls. Combined, this is an increase of almost 8% on the previous year.
- 3.2 For 2015, the Trust responded to 69.60% of the Red1 calls within eight minutes and 63.43% of Red2 incidents within eight minutes.
- 3.3 Red19 performance for 2015-16 was 89.09%.
- 3.4 Again, both the Red2 and Red19 performance were impacted by the Dispatch on Disposition trial.
- 3.5 Whilst we continue to see improvements in our performance across the south west, we are still finding it a challenge to meet response times in our more rural areas, especially parts of Wiltshire. Low number of calls the wide geographical spread of incidents in rural areas means that journey times can exceed the eight minute target. A call to a patient in a rural part of Wiltshire can result in a two-hour round trip. It is also important to note that an ambulance resource remains on scene for an average of two hours, thus temporarily reducing the resources available on the road during the time a patient is being treated. This is why co-responders (fire service) and community responders play such crucial roles in the delivery of timely life-saving interventions in our most rural areas – please see points 4, 5 and 6.

4. Community responders and defibrillators

- 4.1 Community first responders (CFRs) are volunteer members of the public who are recruited, carefully vetted and then trained to respond to local emergencies within their communities. There are at least four recruitment opportunities every year in Wiltshire run by the Trust's Responder Department. CFRs can be recruited either by the Trust through NHS Jobs or by St John Ambulance through their own recruitment process.



Since the start of 2015, the Trust has recruited around 60 new CFRs in Wiltshire, approximately 30 are still in the training phase.

- 4.2 The Trust is targeting a number of semi-urban and rural communities in our recruitment, which is focused on areas in and around Pewsey, Westbury, Calne, Amesbury, Warminster, Malmesbury, Tidworth and Melksham.
- 4.3 The number of volunteers attached to each group or call sign varies, from single responders to seven individuals. All CFRs are aligned to a responder liaison officer (RLO). RLOs are local Trust paramedics who support CFRs in their spare time and also run monthly training evenings (they do get paid for these evening events). There are five RLOs in Wiltshire, three based in the south of the county.
- 4.4 The move to a single CAD (computer aided dispatch – the computer system used to log emergency calls and dispatch resources within our control rooms) across the Trust in February 2016 has enabled greater resilience around activation and monitoring from all control rooms in the Trust. This has necessitated upgrading the Tetra Messenger devices so that they are fully compatible with the new CAD.
- 4.5 With reporting tools on activity profiles, the Trust is able to review each group and work towards matching availability to activity levels. This ensures CFRs are available where and when they are needed most.
- 4.6 The Trust has an existing partnership with the Dorset and Wiltshire Fire and Rescue Service (DWFRS) which provides us with seven co-responder fire stations. These stations include Mere, Tisbury, Bradford-upon-Avon and Ludgershall in the southern half of the county.

5. Defibrillators

The total number of defibrillators available within Wiltshire communities, registered with the Trust are:

Static sites: 123

Community public access defibrillators (cPADs): 196

6. Highlights

- 6.1 The Trust has been concerned about the appropriateness of the referrals from NHS 111 in the north division of SWASFT (Bristol, North Somerset, South Gloucestershire, Wiltshire, Gloucestershire and Bath). Issues are identified through feedback from ambulance crews and patient outcomes – this is then passed to the NHS 111 provider for those areas.
- 6.2 The Trust is now fully engaged with the Wiltshire Area Boards and the Council's community engagement managers.



- 6.3 Working with St John Care Homes across Wiltshire to install nineteen cPAD facilities, many in rural locations.
- 6.4 Continually seeking more defibrillators that we are unaware of through our accreditation scheme.
- 6.5 Working with a number of Parish Councils where they have funded and located community defibrillators. This has also given Parish Councils the opportunity to update their community emergency plans.
- 6.6 New SWASFT Assistant Community Responder Officer (ACRO) has started and is developing new static and cPAD sites in north Wiltshire.
- 6.7 There will be a further three Trust CFR recruitment campaigns in 2016-17 via NHS Jobs.
- 6.8 Development with St John Ambulance for them to provide a sustainable infrastructure of support to responders and the appointment of their new regional CFR lead based in Bristol.
- 6.9 Supporting many organisations that are purchasing their own defibrillators and ensuring they are accredited.