



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.

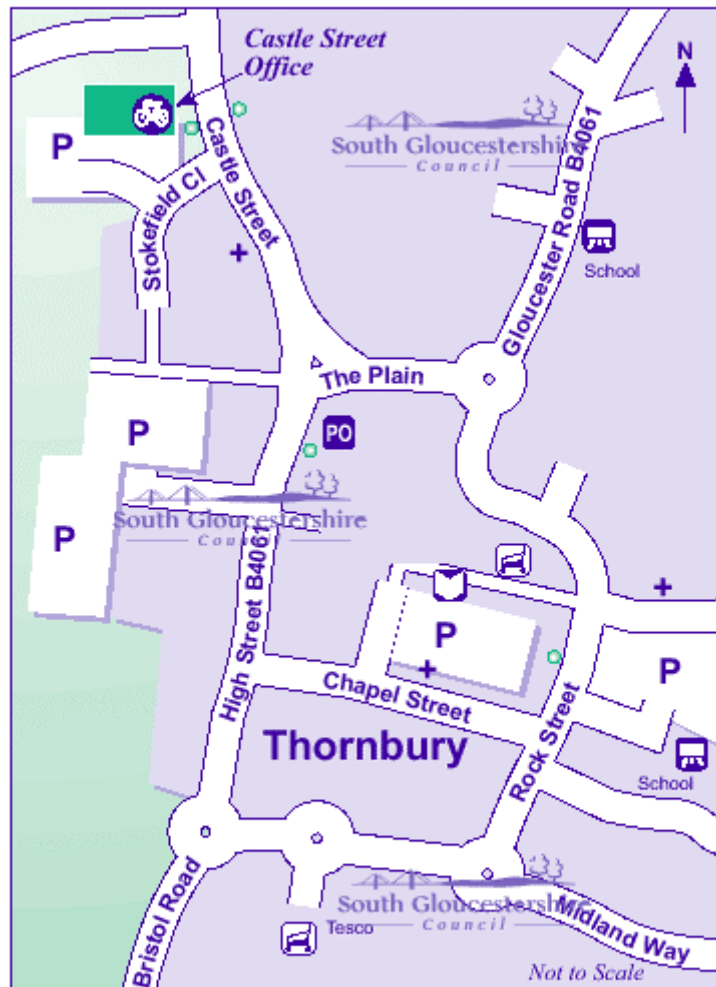
If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Scrutiny Officers whose name and numbers appear at the top of this agenda.

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Emergency Evacuation Procedure – Thornbury

If the fire alarm sounds, leave the Chamber via the staircase behind the Chair and assemble in Stokefield Close. Do not run or use the lifts. If you have mobility problems tell the Democratic Services Officer and he/she will assist you.

Thornbury Offices



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 Bike Rack Service

 Nearest Bus Stops

The main way into Thornbury is from the A38 and the Bristol Road, B4061 (at the bottom of the map).

Parking:

There is some visitor car parking by the Council offices and there are free public car parks in the town, just a short walk away.

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 be 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.

Agenda Item No. 7

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 3: PERFORMANCE AGAINST CATEGORY A 8 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
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- PAGE 9: ACTIVITY LEVELS - TOTAL NUMBER OF RESPONDING RESOURCES BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 10: ACTIVITY LEVELS - TOTAL NUMBER OF PATIENTS TRANSPORTED BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- 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% | 95.59% | 95.40% | 95.97% | 96.15% | 95.53% | 95.56% | 95.52% | 96.39% | 95.58% | 95.79% | 95.8% |
| 2010/11 Actual | 95.98% | 96.01% | 94.93% | 95.67% | 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% |

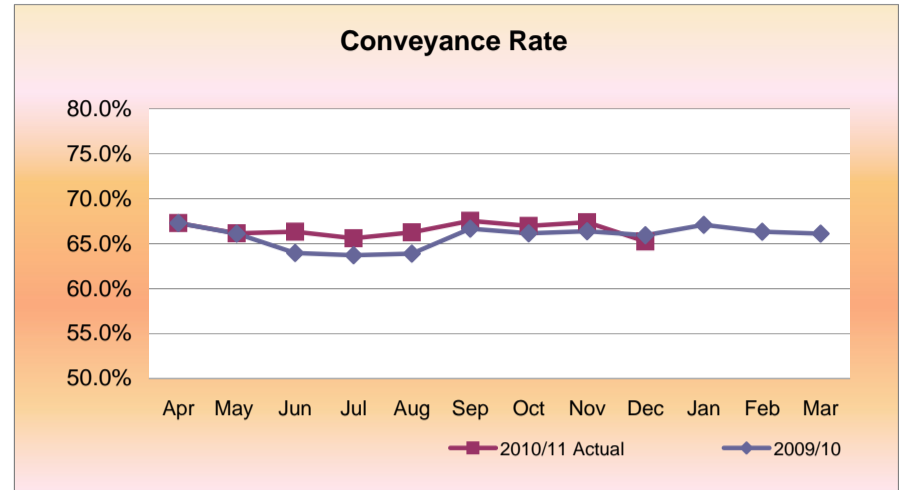
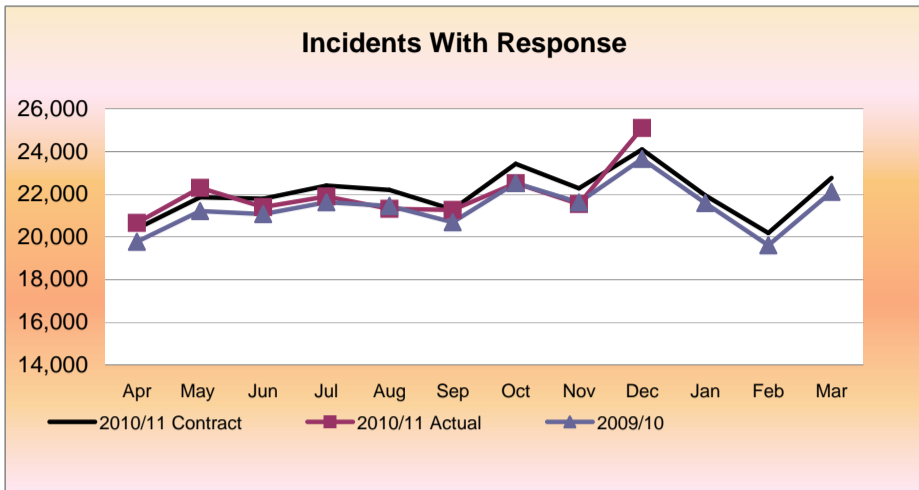
Category C Performance: *

| | 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% |

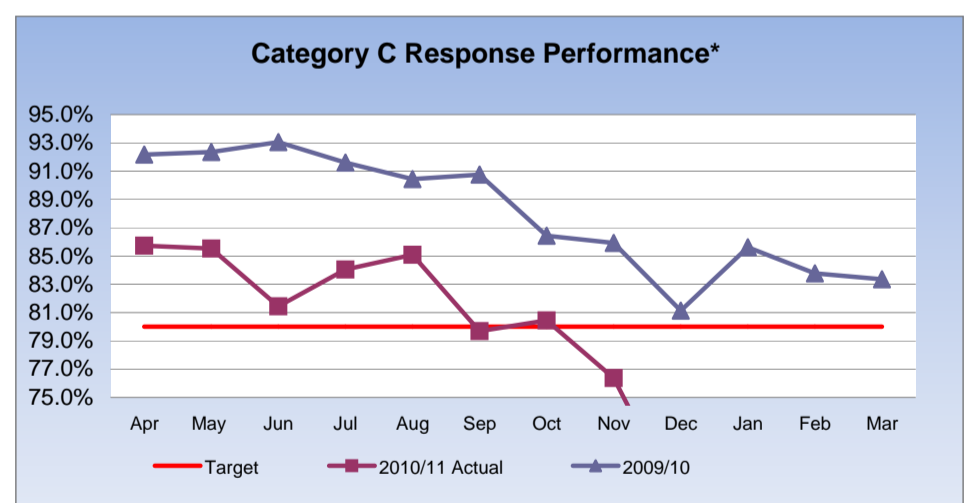
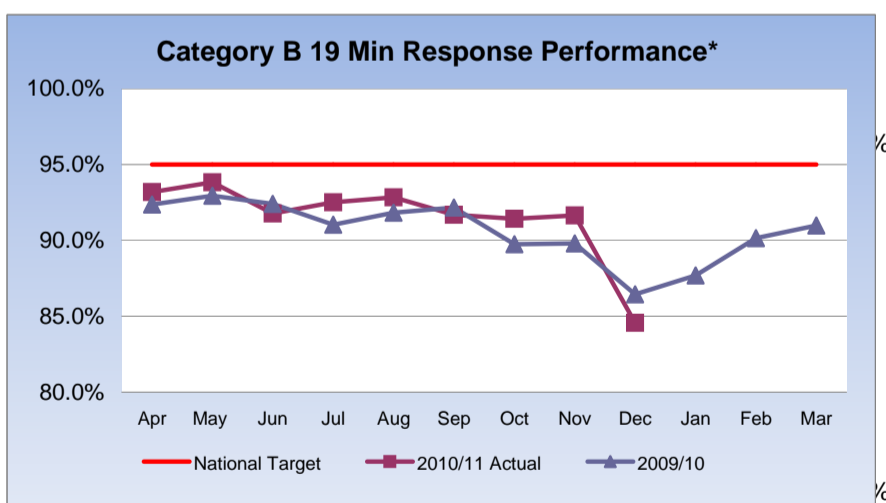
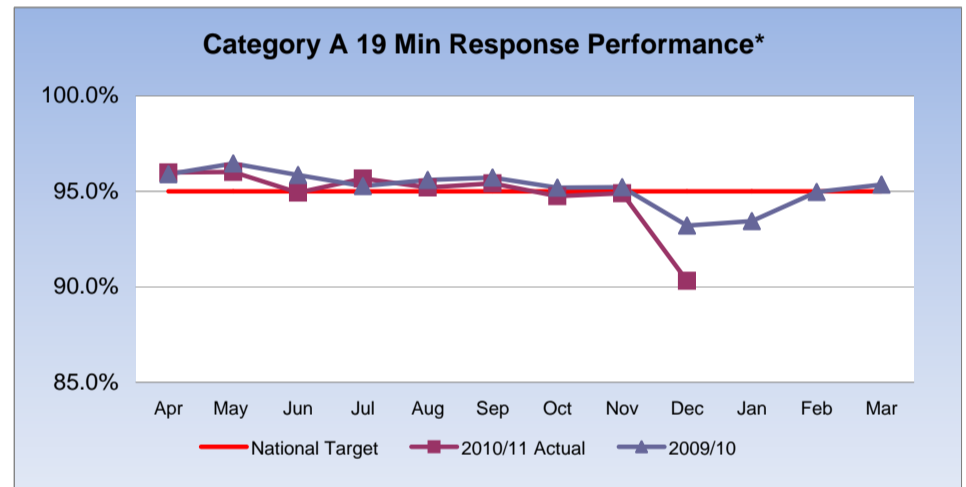
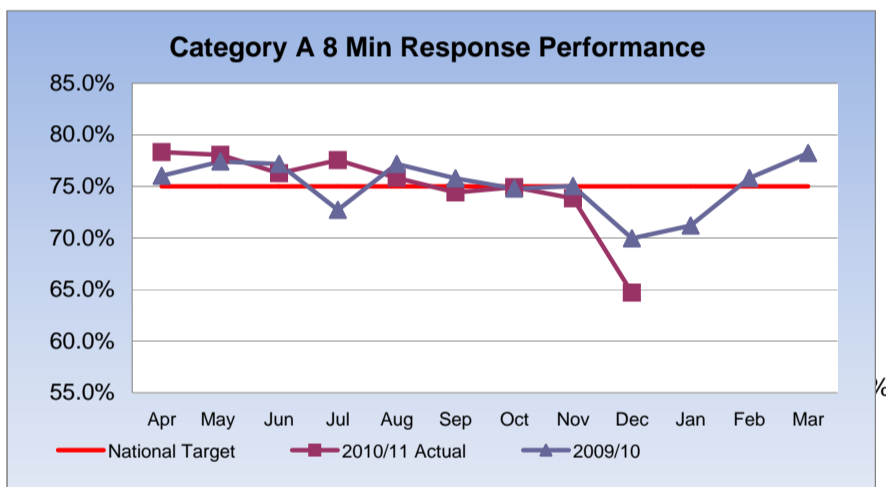


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

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% | 74.1% | 76.5% | 71.74% | 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 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 | 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 | 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 | 288 | 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 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|

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 | 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 | 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 | 288 | 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 | 1,627 | 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 | 212 | 196 | 209 | 217 | 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 | * | * | * | 3,544 |
| 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 |
|--|--------|--------|--------|--------|--------|--------|
|--|--------|--------|--------|--------|--------|--------|

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 | 1713 | 1766 | 1692 | 1667 | 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% | 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% | 95.7% | 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 | * | * | * | 2,156 |
| Cotswold | 188 | 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 | 395 | * | * | * | 3,314 |
| Gloucester | 489 | 498 | 455 | 487 | 428 | 477 | 506 | 495 | 492 | * | * | * | 4,327 |
| Stroud | 278 | 340 | 314 | 291 | 335 | 268 | 281 | 282 | 274 | * | * | * | 2,663 |
| Kennet | 193 | 223 | 180 | 222 | 208 | 196 | 187 | 153 | 190 | * | * | * | 1,752 |
| North Wiltshire | 337 | 355 | 360 | 327 | 328 | 331 | 322 | 321 | 316 | * | * | * | 2,997 |
| 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 |
|--|--------|--------|--------|--------|--------|--------|--------|
|--|--------|--------|--------|--------|--------|--------|--------|

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% | 88.6% | 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 | 188 | 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 |
| Kenet | 176 | 163 | 199 | 180 | 181 | 162 | 200 | 161 | 192 | * | * | * | 1,614 |
| North Wiltshire | 292 | 320 | 269 | 340 | 329 | 284 | 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 |
| Kenet | 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 | | | | | | | | | | | | | |

Incidents with Response by Sector

| <i>Current Year</i> | 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 |

| <i>2009/10</i> | 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 |

| <i>Variance Year on Year</i> | 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% | 1.0% | 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

| <i>Current Year</i> | 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 |

| <i>2009/10</i> | 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 | 1,932 | 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 |

| <i>Variance Year on Year</i> | 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

| <i>Current Year</i> | 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 |

| <i>2009/10</i> | 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 | 1,956 | 2,151 | 1,979 | 2,118 | 1,951 | 2,010 | 2,254 | 2,138 | 2,321 | 2,177 | 1,966 | 2,197 | 18,878 |
| North Somerset | 1,829 | 1,858 | 1,831 | 1,887 | 2,294 | 1,924 | 1,932 | 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 | 711 | 685 | 736 | 699 | 660 | 757 | 710 | 825 | * | * | * | 6,428 |
| Cotswold | 657 | 727 | 733 | 714 | 726 | 681 | 757 | 684 | 787 | * | * | * | 6,456 |
| Tewkesbury | 572 | 551 | 579 | 617 | 597 | 620 | 656 | 653 | 773 | * | * | * | 5,636 |
| 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 | 648 | 644 | 673 | 658 | 592 | 686 | 610 | 723 | * | * | * | 5,837 |
| North Wiltshire | 908 | 1,040 | 1,079 | 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 | 993 | 911</ | | |

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 | * | * | * | 55,450 |
| 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% | 68.80% | 68.18% | 68.66% | 67.21% | * | * | * | 67.7% |
| Gloucestershire | 67.67% | 66.78% | 66.64% | 67.55% | 67.01% | 68.67% | 66.68% | 67.63% | 63.54% | * | * | * | 66.8% |
| Wiltshire | 65.76% | 65.54% | 64.38% | 63.75% | 64.22% | 65.61% | 65.68% | 64.26% | 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 | 69.56% | 69.04% | 69.10% | 67.84% | 68.53% | 68.12% | 71.68% | 68.17% | 65.13% | * | * | * | 68.6% |
| Bristol | 66.68% | 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% | 66.68% | 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% | 62.67% | 63.33% | 63.92% | 64.99% | 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 | 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 |

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 |
| Tewkesbury | 409 | 37 | | | | | | | | | | | |

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 | 7788 | 7926 | 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 | 2,600 | 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 | 7,926 | 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 PCT | 9.5% | 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 | 2,600 | 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 | 13,879 |
| 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 | 95 | | | |

Total Number of Patients Transported by Sector

| <i>Current Year</i> | 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 |

| <i>2009/10</i> | 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

| <i>Current Year</i> | 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 |

| <i>2009/10</i> | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 | Jan-10 | Feb-10 | Mar-10 | YTD |
|------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Bath and North East Somerset | 1,064 | 1,102 | 1,037 | 1,091 | 1,009 | 1,083 | 1,237 | 1,169 | 1,177 | 1,163 | 965 | 1,121 | 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

| <i>Current Year</i> | 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 | 761 | 736 | 781 | 827 | 809 | 896 | * | * | * | 7,147 |
| Gloucester | 889 | 923 | 844 | 866 | 794 | 891 | 941 | 943 | 1,021 | * | * | * | 8,112 |
| Stroud | 559 | 641 | 524 | 537 | 584 | 542 | 562 | 583 | 655 | * | * | * | 5,187 |
| Kenet | 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 |

| <i>2009/10</i> | 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 | 1,169 | 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 | 768 | 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 |
| Kenet | 432 | 403 | 447 | 416 | 451 | 466 | 492 | 452 | 454 | 464 | 406 | 448 | 4,013 |
| North Wiltshire | 612 | 701 | 693 | 734 | 715 | 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 | 1 | | | | | | | |

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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 | Under Development | Capital Resource Limit (£'000) | |
| P.T.S - Pick up in under 45 Mins | Under Development | Project Management Office | |
| P.T.S - Call Answering | Under Development | Clinical Desk Review | |
| People | | A&E Redesign | |
| Absence Levels | | Indirect Resources | |
| F.T.E against Plan | | Absence Management | |
| Total Front Line hours Abstracted | | PTS Transformation | |
| Governance & Risk | | ECP Review | |
| Care Quality Commission Summary | | CTL Review | |
| NHS Litigation Summary | | Support Directorates VFM Review | |
| Information Governance Summary | | Strategic Estates Review | |
| Corporate Risk Register - No. of Minor Risks | 2 | <div style="display: flex; align-items: center; justify-content: center;"> <div style="width: 20px; height: 10px; background-color: #00ff00; margin-right: 5px;"></div> Contract Indicators </div> | |
| Corporate Risk Register - No. of Medium Risks | 12 | | |
| Corporate Risk Register - No. of Serious Risks | 34 | | |
| Corporate Risk Register - No. of Significant Risks | 12 | | |

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 | | 1 | |
| High | 1 | 7 | 13 | 9 | 1 |
| Medium | | 6 | 9 | 5 | 1 |
| Low | | 4 | 1 | | |
| 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 | DSD / Clinical Director / ADFO | Ongoing | |
| | | | | | Review role. Implement findings. | DSD / Clinical Director / ADFO | March 2010 | |
| 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. | AD FO / LGM's | March 2010 | |
| | | | | | GWAS involvement with BNSSG regarding generic Escalation Plans | AD FO / LGM Avon | Ongoing | |
| | | | | | GWAS engagement with NHS Gloucester short life working group to deliver solution | AD FO / LGM Glos | 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 | PMO Office / Project Manager | September 2009 | |
| | | | | | Secure Project approval from DG | Clinical Director | October 2009 | |
| | | | | | 24/7 desk coverage | AD OSS / Head of EOC's | 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 | Head of F&L | | |
| | | | | | Stop screen updating | Head of I.T. | September 2010 | |
| | | | | | Revised Op instruction required when fix in place. | 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 | Renew focus on RTW interviews | HR Managers | Ongoing | |
| | | | | | Monitor absences against Absence policy | HR Managers | Ongoing | |
| 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 | Target university cohorts to recruit graduates. | Due for review | | |
| | | | | | Workforce & recruitment plans to determine skill mix required to move from 901 to 956 by Oct 2010. | Due for review | | |
| | | | | | 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. | Due for review | | |
| HR44 | Non timely/ non existent/erratic and late RIDDOR via Datix leading to non compliance with RIDDOR legislation | 16 | 16 | | Update and re-circulate guidance to all managers | Head of HS | October 2010 | |
| | | | | | Implement RIDDOR monitoring | Head of HS | October 2010 | |
| F2 | Failure to deliver CRES leading to budgetary overspend and potential failure to achieve statutory break even duty | 12 | 16 | Due for review | mitigating actions where CRES not delivered | Deputy Director of Finance | August 2010 | |
| | | | | | Strengthen the degree of financial challenge and performance meetings | Deputy Director of Finance | August 2010 | |
| 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 | Implementation of ALE Action plan | Deputy Director of Finance /HoG | June 2010 | |
| F36 | Slippage to capital programme with potential of underperformance on achievement of CRL | 16 | 16 | 12 | Regular monitoring to AMC/Board | Deputy Director of Finance | December 2010 | |
| | | | | | Identification of alternative courses of action | Deputy Director of Finance | December 2010 | |
| | | | | | Review structures to ensure there is technical capability within Finance to manage capital plan | Deputy Director of Finance | September 2010 | |

| Ref | Risk | Nov | Oct | Sep | Mitigating Action | Who | Due Date | Status for Mitigating Action |
|-------|--|-----|-----|----------------|---|------------------------------------|----------------|------------------------------|
| F38 | Breaches in SFI's 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 | Head of Information | March 2010 | |
| | | | | | Establishment of Data Quality Working Group | Head of Information | June 2010 | |
| | | | | | Production of Data Quality Policy | IG Manager | April 2011 | |
| | | | | | Implementation of data quality action plan | Head of IG | April 2011 | |
| | | | | | Audit procedures which have been implemented through Data Quality Policy | IG Manager | April 2011 | |
| FG3 | No remaining archive capacity resulting in inadequate/inappropriate storage and difficult record retrievals. | 16 | 16 | Due for review | Records audit to identify which records can be destroyed or archived | IG Manager | December 2010 | |
| | | | | | Longer term solution through estates strategy to be considered | IG Manager/Head of Estates | 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. | IG Manager | June 2010 | |
| | | | | | Production of Police Request Policy | IG Manager | June 2010 | |
| | | | | | Records Audit to identify which records held where | IG Manager | December 2010 | |
| | | | | | Additional function on ICAD to monitor PRF completion | IG Manager/Head of IT | January 2010 | |
| | | | | | Resolve problems with scanning | IG Manager | October 2010 | |
| | | | | | I.T to determine solution to access legacy Glos CAD data | Head of I.T. | February 2011 | |
| FIT29 | National cancellation of Enterprise agreement will have an ICT staff & financial resource impact on the Trust | 12 | 15 | Due for review | ICT to establish current position & likely costs before cut of date - Sept 30th 2010 | Director of Finance / Head of I.T. | September 2010 | |
| | | | | | Current Trust licence position being established - SHA meeting being set up & Ambulance Trusts in communications on possible joint agreement. | Head of I.T. | September 2010 | |
| | | | | | Implement and complete project | Head of Comms | 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.

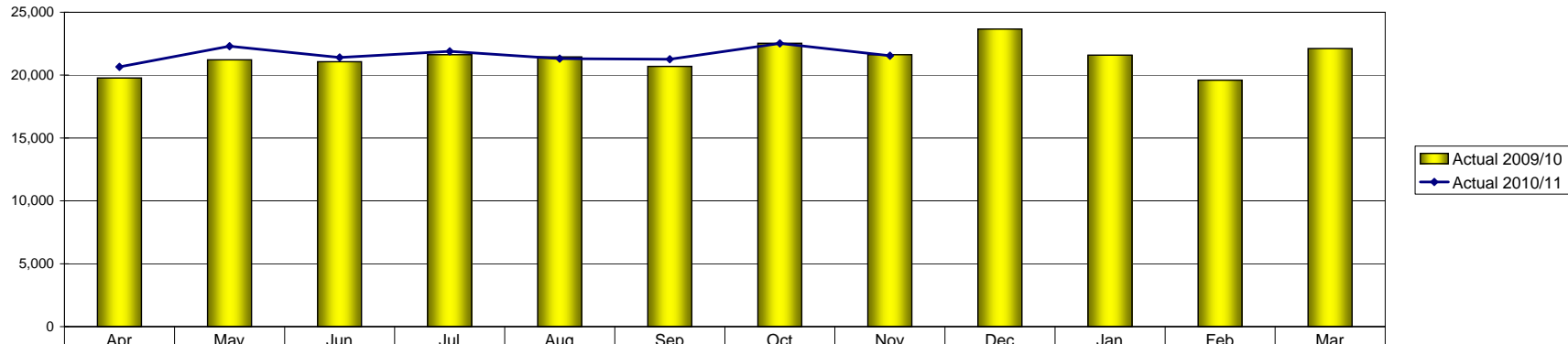
Call answering continued to exceed target.

| 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

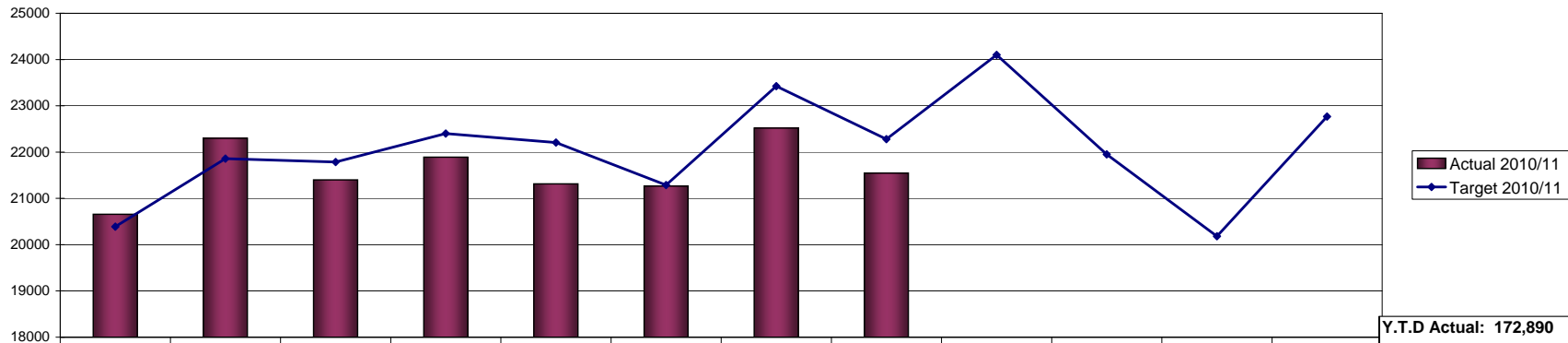
| Description | Year end Target | Monthly Plan | Latest month | Movement on previous month | Year to date 2010-2011 | Year to date Variance against Plan | Year to date 2009-2010 | Movement on previous year | Year end forecast |
|--|------------------|--------------|-----------------|----------------------------|------------------------|------------------------------------|------------------------|---------------------------|-------------------|
| 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 MIU, 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 12.02% | ↓ | 2117 8.08% | | 164 0.55% | ↑ | |

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



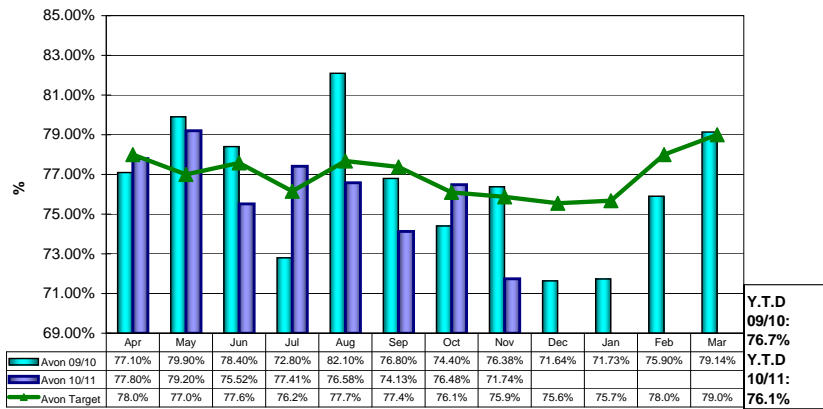
| | | | | | | | | | | | | | |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------------|
| Actual 2009/10 | 19,768 | 21,215 | 21,067 | 21,624 | 21,451 | 20,686 | 22,526 | 21,619 | 23,662 | 21,585 | 19,598 | 22,110 | Y.T.D 09/10: 169,956 |
| Actual 2010/11 | 20,656 | 22,298 | 21,401 | 21,891 | 21,314 | 21,267 | 22,518 | 21,545 | | | | | Y.T.D 10/11: 172,890 |

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

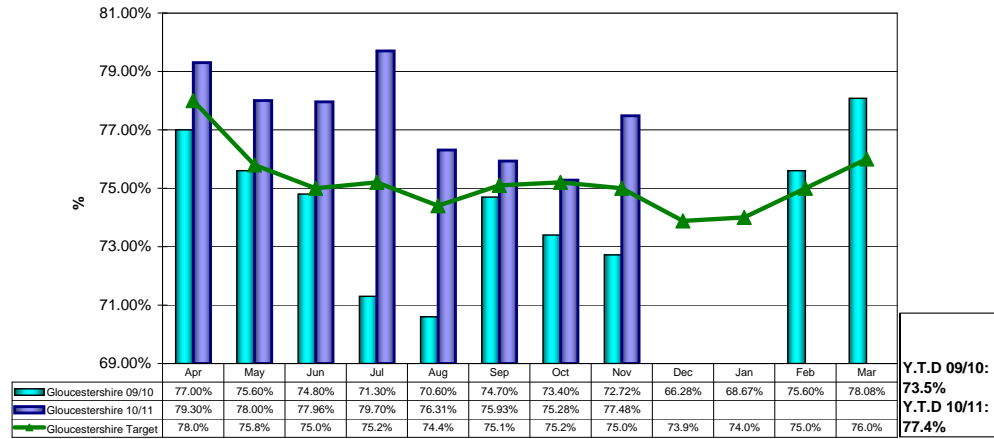


| | | | | | | | | | | | | | |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------------|
| Actual 2010/11 | 20,656 | 22,298 | 21,401 | 21,891 | 21,314 | 21,267 | 22,518 | 21,545 | | | | | Y.T.D Actual: 172,890 |
| Target 2010/11 | 20,389 | 21,860 | 21,786 | 22,402 | 22,205 | 21,288 | 23,424 | 22,279 | 24,100 | 21,951 | 20,182 | 22,768 | Y.T.D Target: 175,633 |

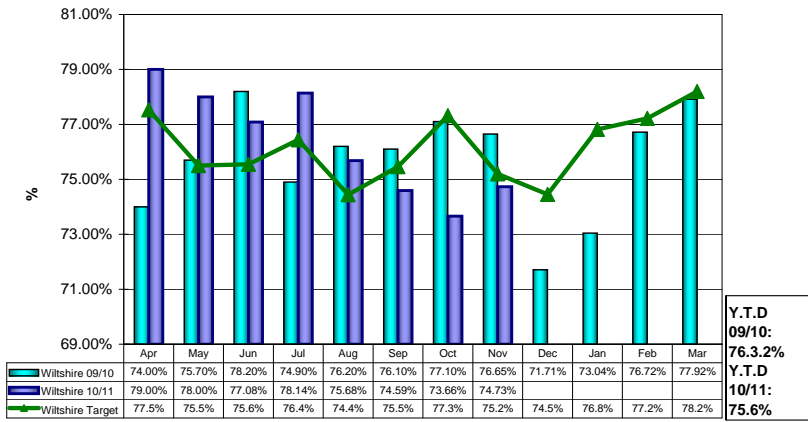
Avon Cat A8 Performance Comparison 09/10 & 10/11



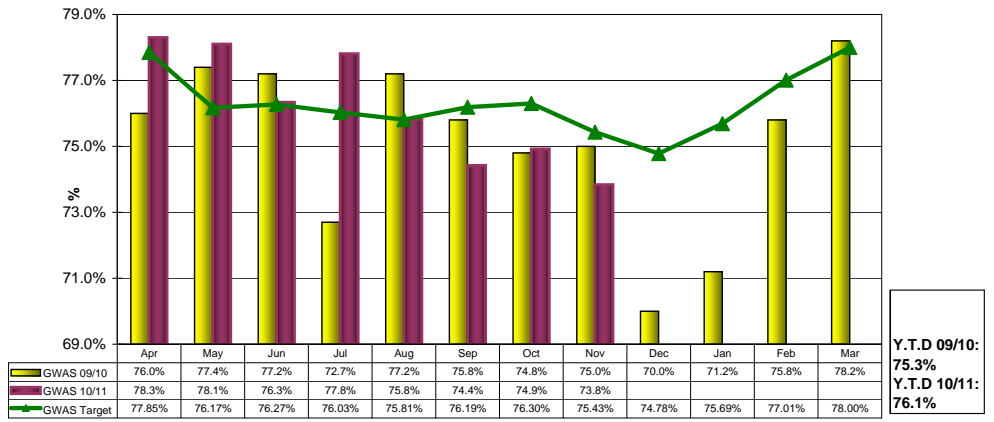
Gloucestershire Cat A8 Performance Comparison 09/10 & 10/11



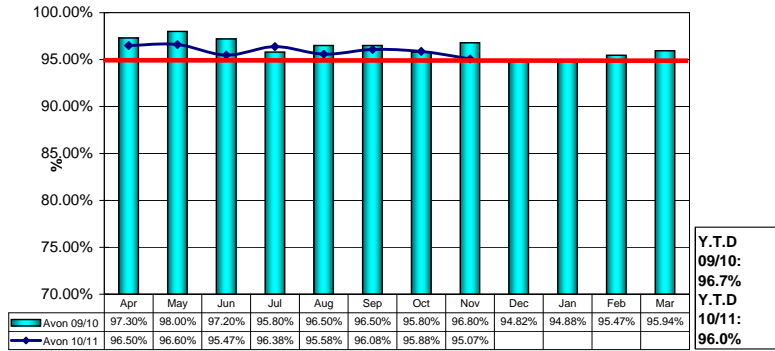
Wiltshire Cat A8 Performance Comparison 09/10 & 10/11



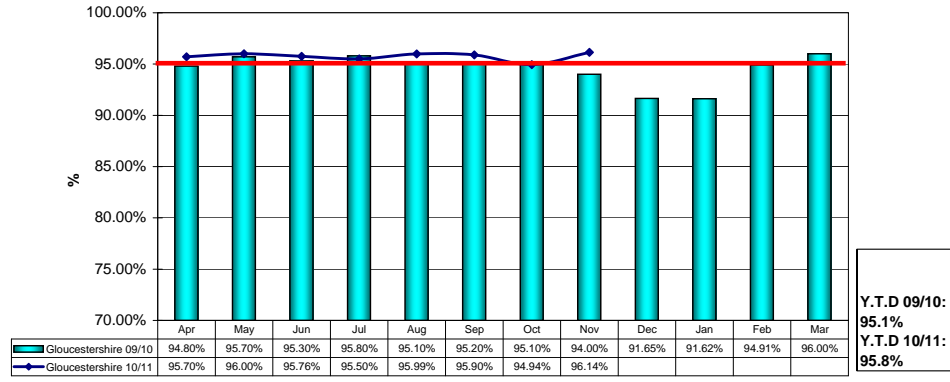
GWAS Cat A8 Performance Comparison 09/10 & 10/11



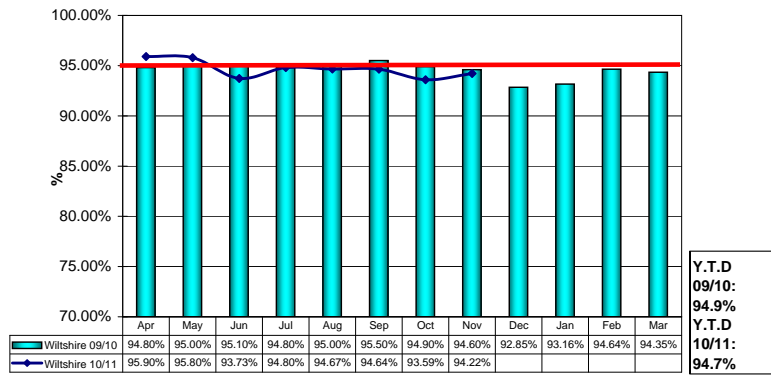
Avon Cat A19 Performance Comparison 09/10 & 10/11



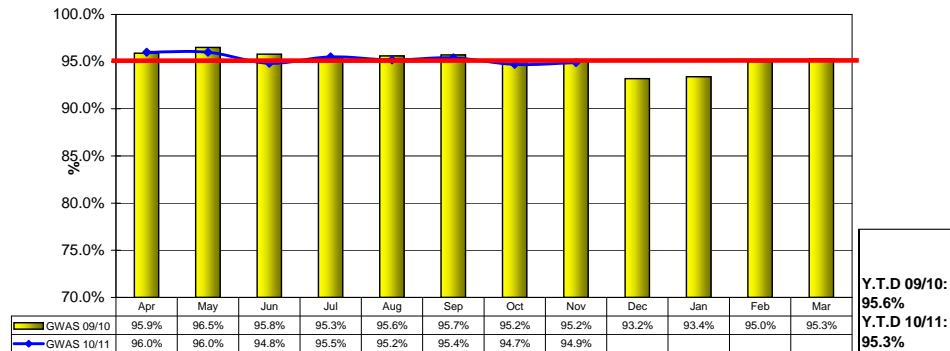
Gloucestershire Cat A19 Performance Comparison 09/10 & 10/11



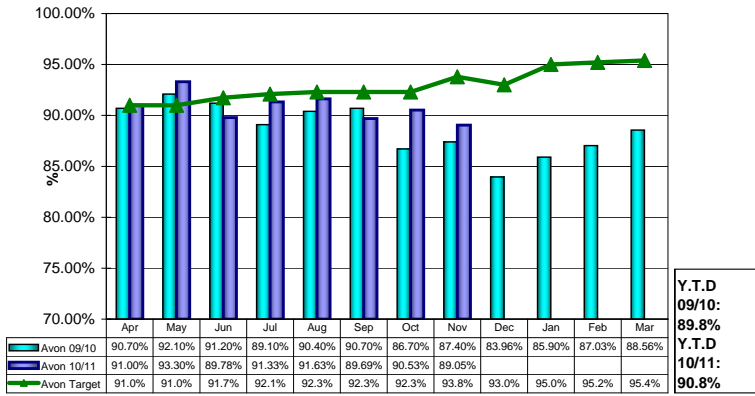
Wiltshire Cat A19 Performance Comparison 09/10 & 10/11



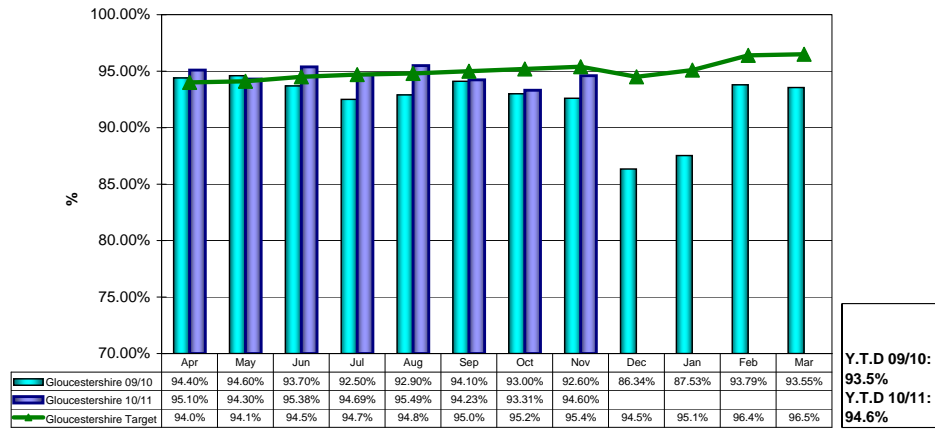
GWAS Cat A19 Performance Comparison 09/10 & 10/11



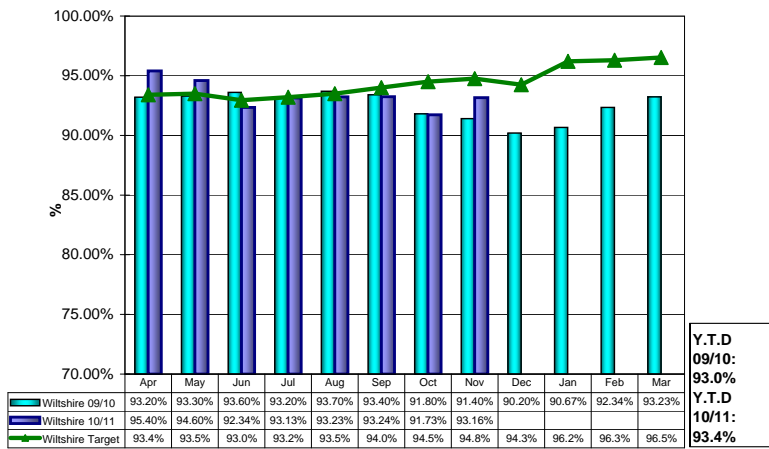
Avon Cat B19 Performance Comparison 09/10 & 10/11



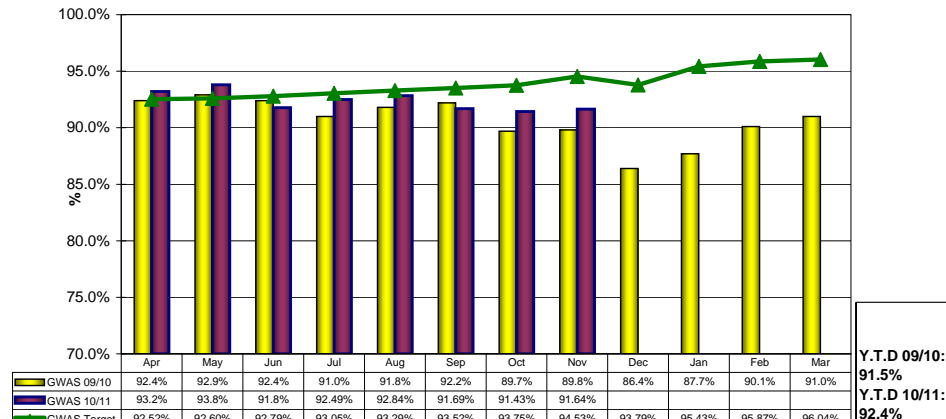
Gloucestershire Cat B19 Performance Comparison 09/10 & 10/11



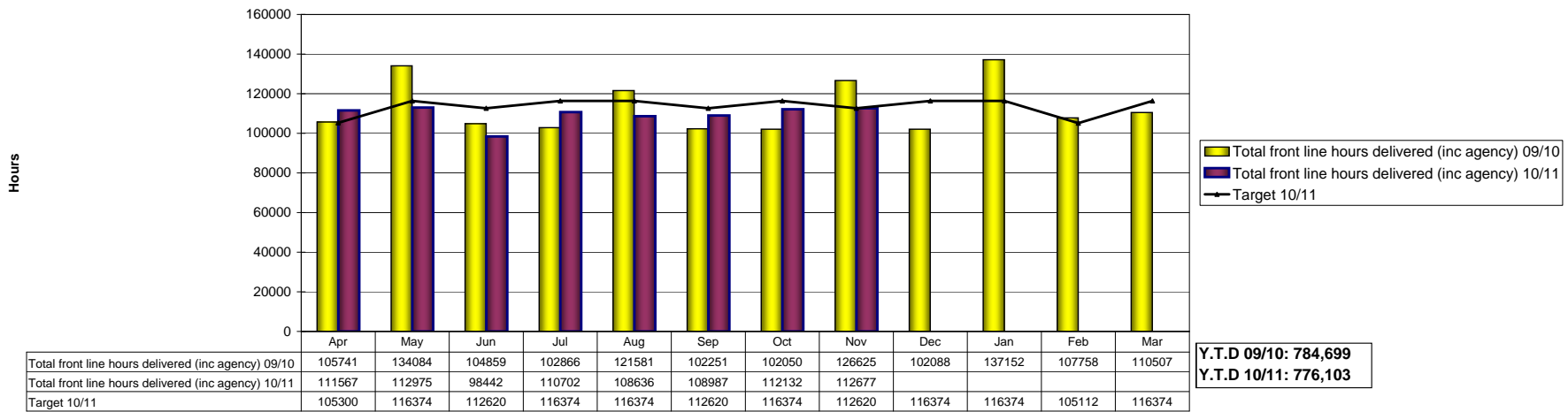
Wiltshire Cat B19 Performance Comparison 09/10 & 10/11



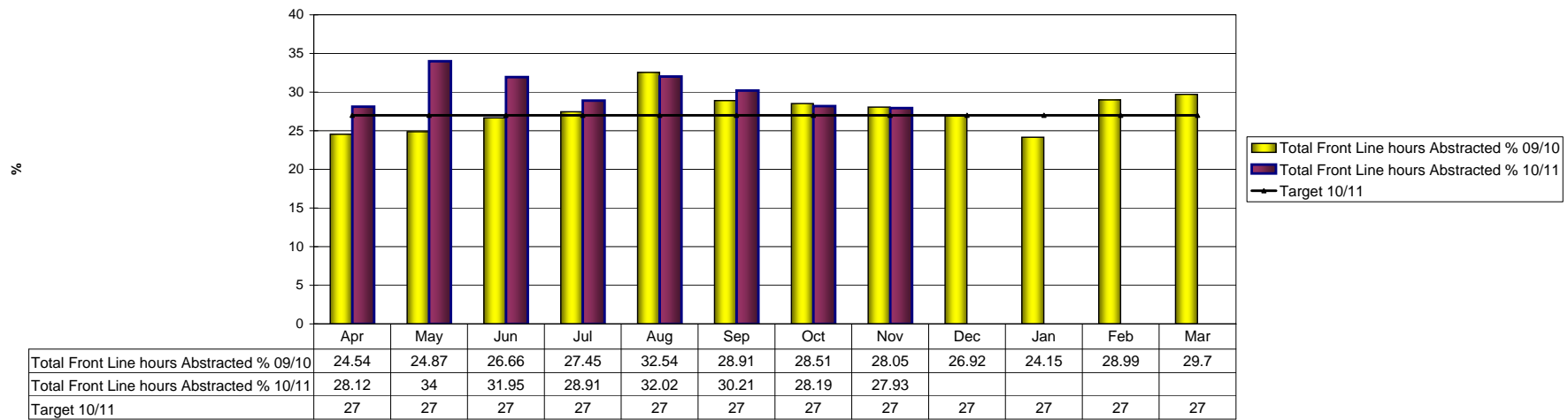
GWAS Cat B19 Performance Comparison 09/10 & 10/11



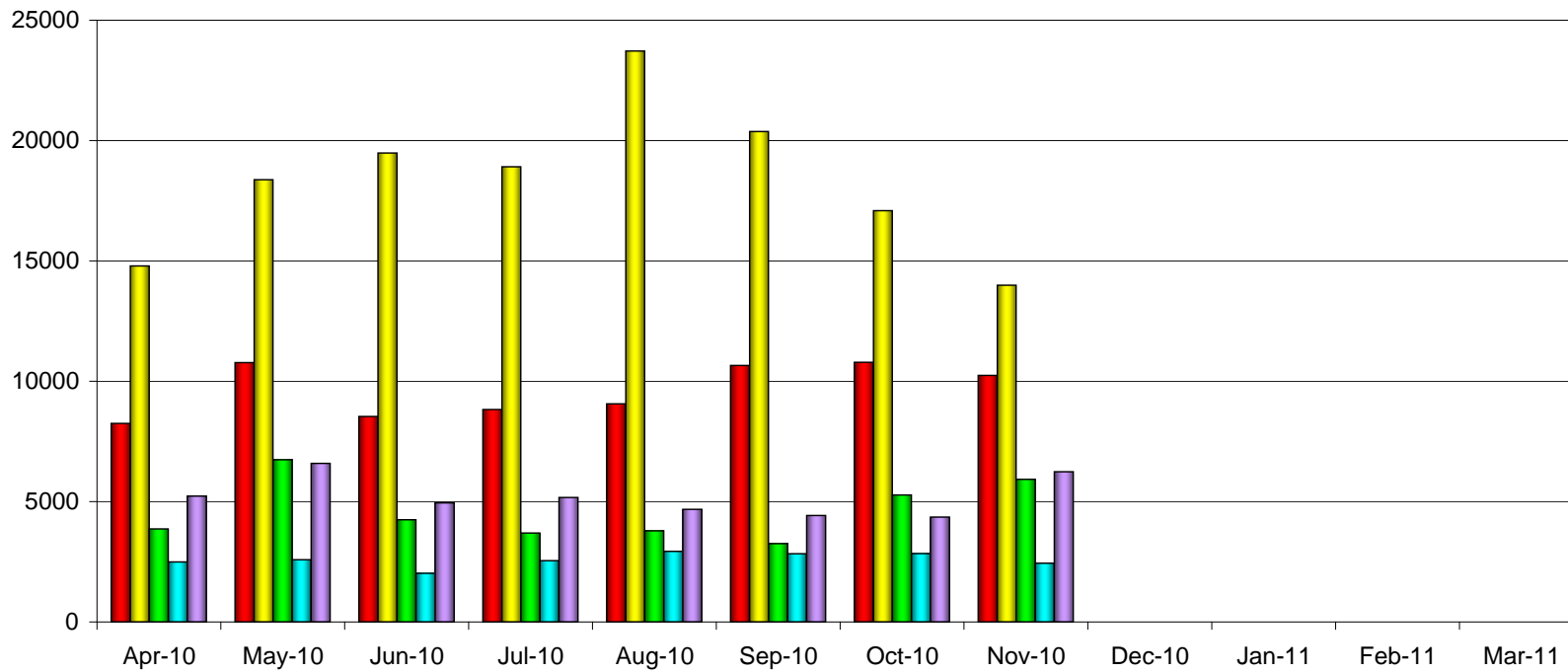
Total Hours Delivered (Including Agency) Comparisons 09/10 & 10/11



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

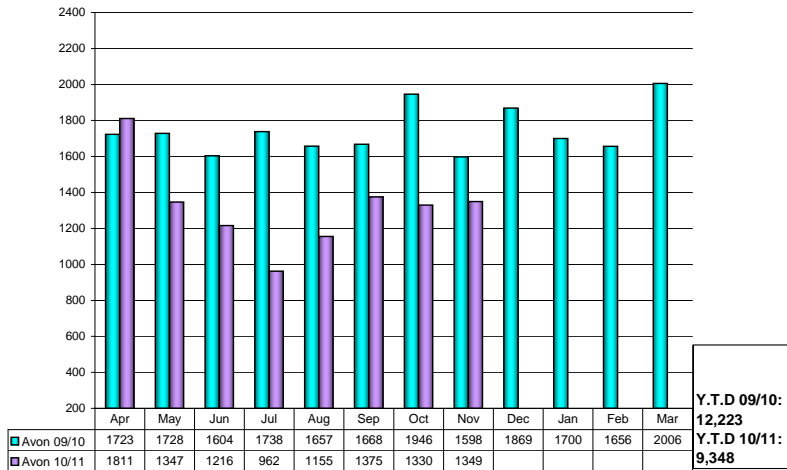


Breakdown of Abstracted hours by Reason 2010-2011

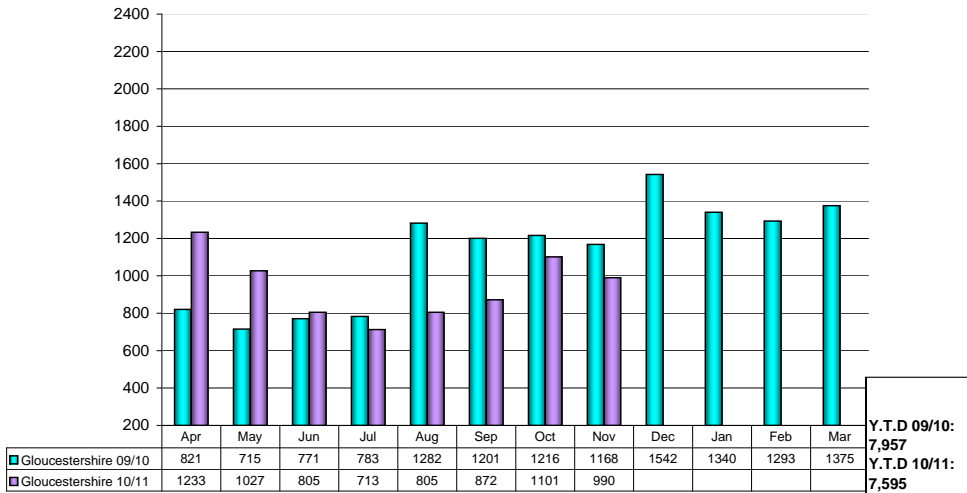


| | Apr-10 | May-10 | Jun-10 | Jul-10 | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ■ Sick hours | 8251 | 10774 | 8534 | 8828 | 9064 | 10654 | 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 | | | | |

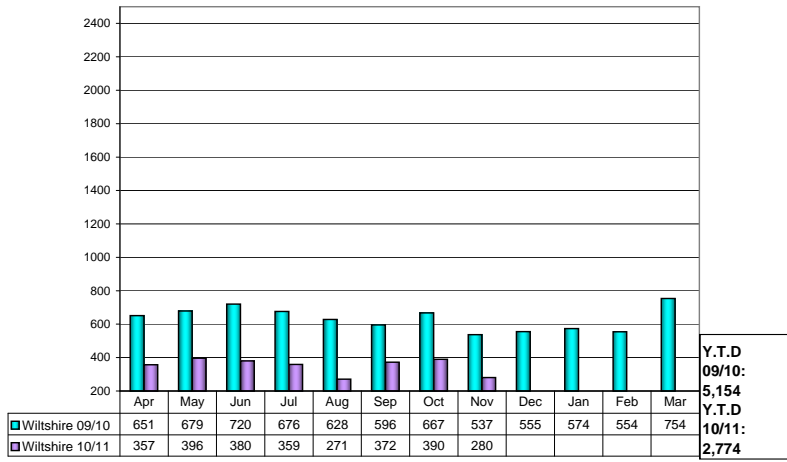
Avon Handovers Greater than 15 minutes Comparison 09/10 & 10/11



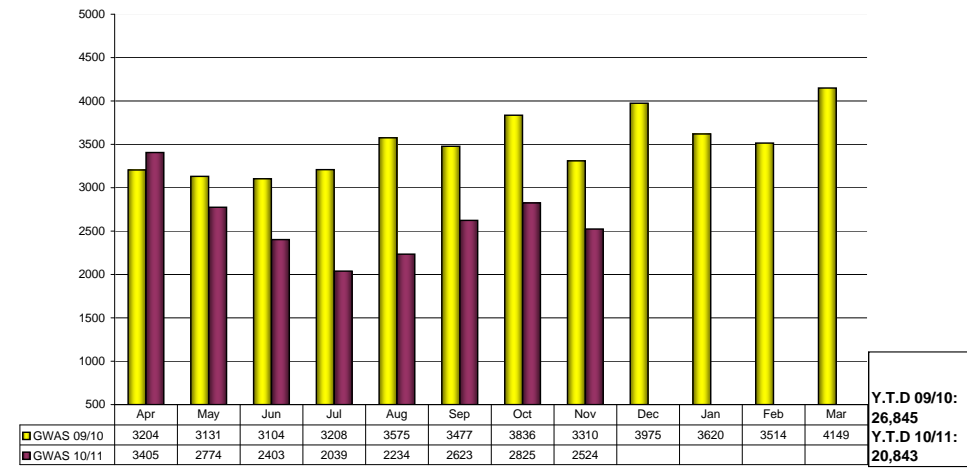
Gloucestershire Handovers Greater Than 15 minutes Comparison 09/10 & 10/11



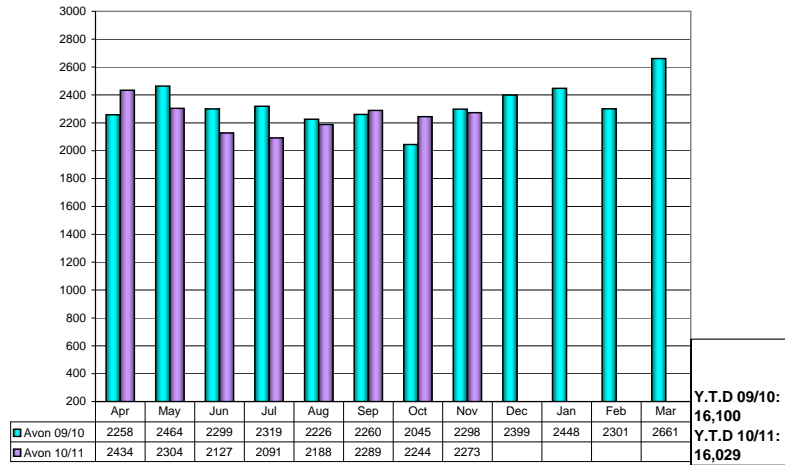
Wiltshire Handovers Greater than 15 Minutes Comparison 09/10 & 10/11



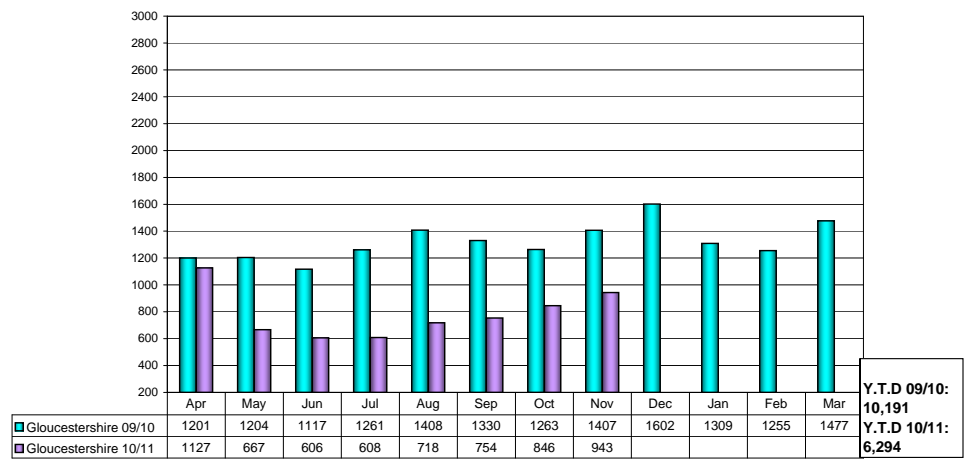
GWAS Handovers Greater than 15 Minutes Comparison 09/10 & 10/11



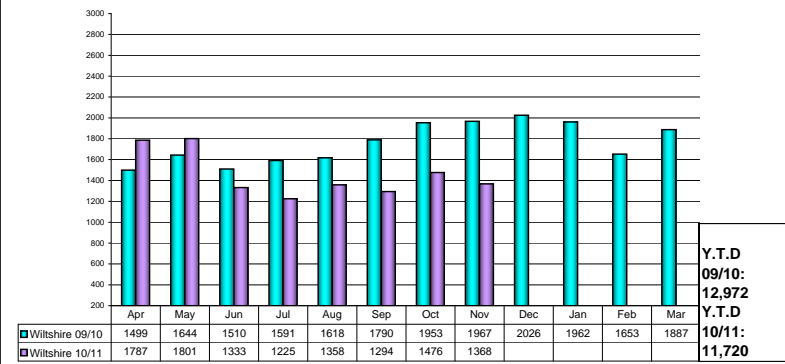
Avon Wrap-ups Greater than 15 Minutes Comparison 09/10 & 10/11



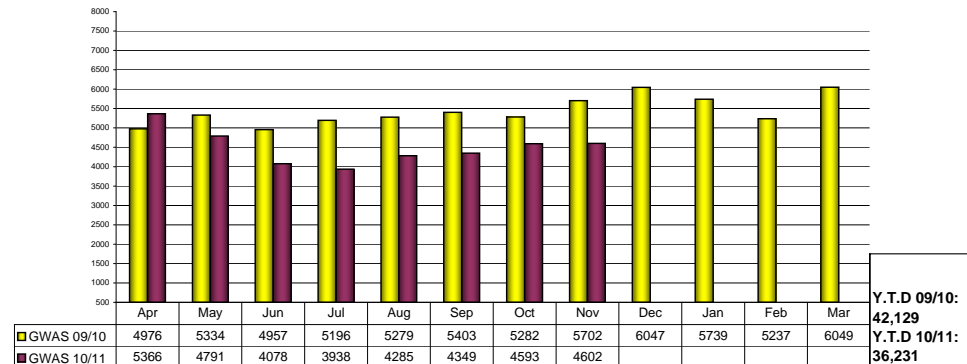
Gloucestershire Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11



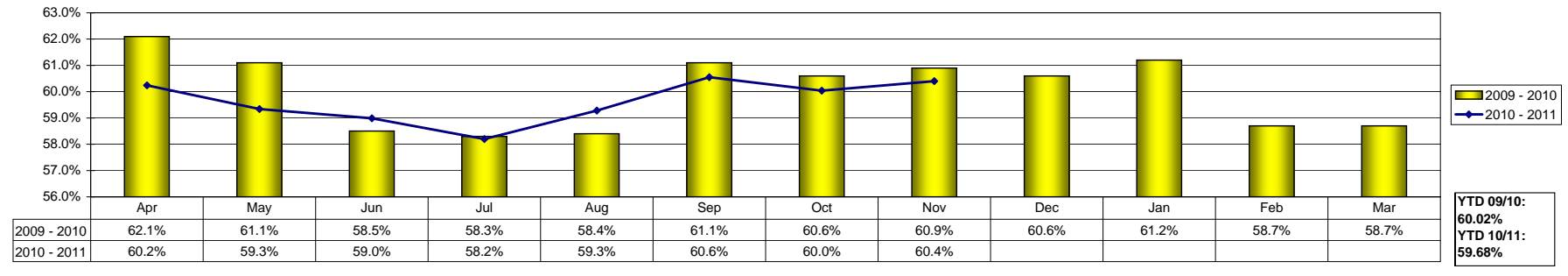
Wiltshire Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11



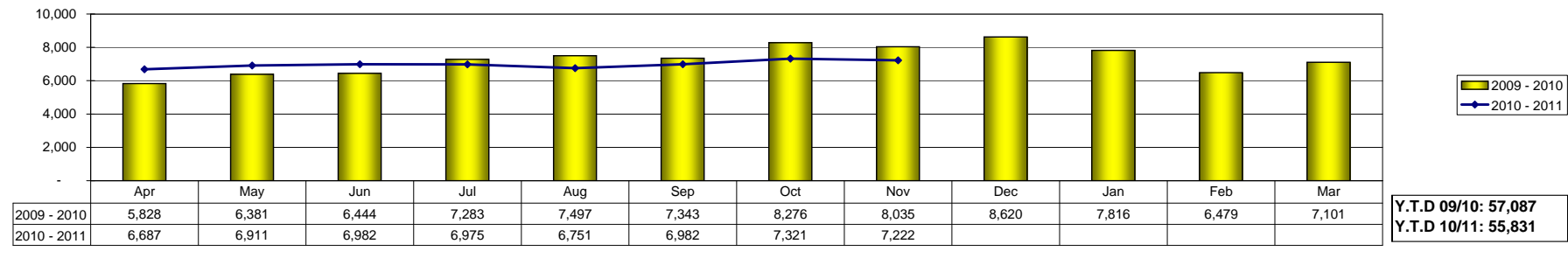
GWAS Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11



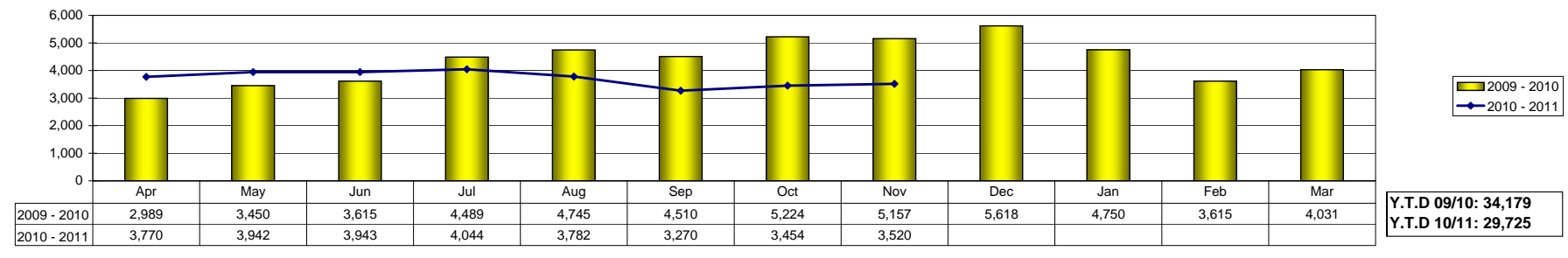
Conveyance Rates - 999 calls from the Public Comparison 09/10 &10/11



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



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



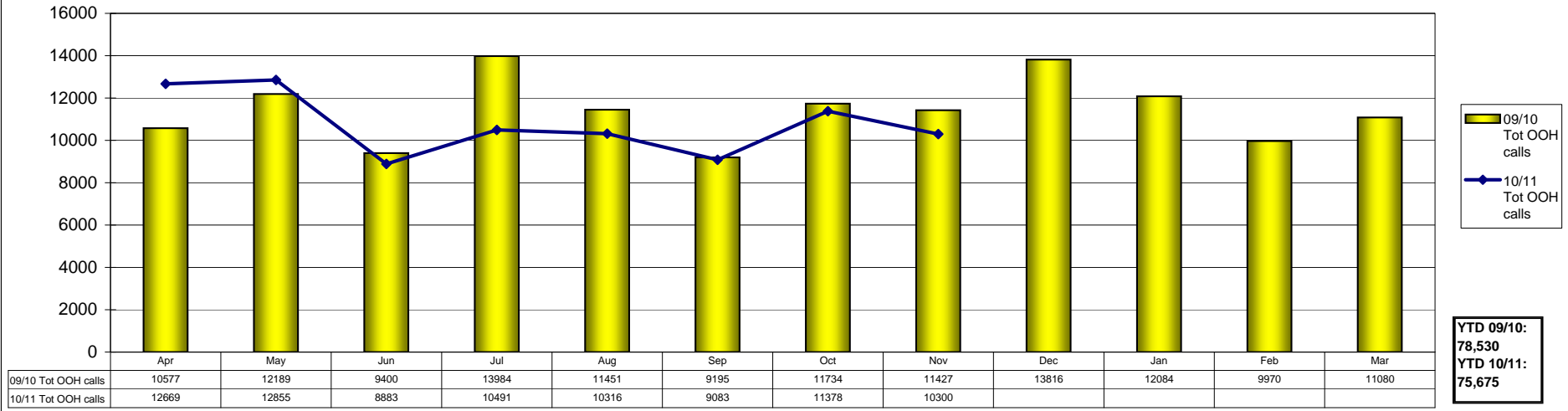
Out of Hours Service

Narrative

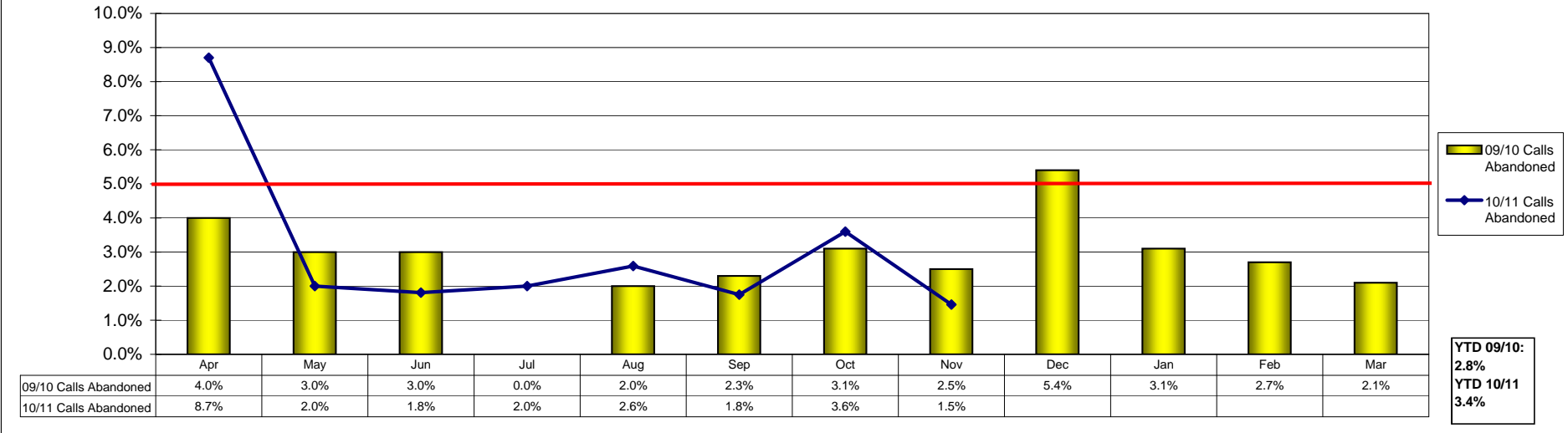
Performance for the month of November was fully compliant. The vacant call taking positions have now been recruited to and new recruits have been inducted.

| 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 | |
| | | 1B - Peak flow pre treatment for patients with a crew diagnosis of asthma | 70% Achievement | End Q2 | Completed | |
| | | | 90% Achievement | End Q3 | Amber | |
| | | | 95% Achievement | End Q4 | Amber | |
| 2 | Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales | Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales | Agree Baseline | End Q2 | Completed | 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 |
| | | | Improvement on Q2 | End Q3 | Green | |
| | | | Improvement on Q3 | End Q4 | Green | |
| 3 | Implementation of GWAS Health promotion - Stroke Prevention Strategy | Recording of patients screened for: | Implementation of project | End Q2 | 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. |
| | | 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 briefinig & 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 | | | | | | Year To Date | | | | | | Last National CPI Cycle Comparitor | | | | |
|----------------------------|--|--------------|--------|--------|--------|---|------|--------------|----------------------|--------|--------|--------|--------|------------------------------------|-------|----------------------|------|-----|
| | | Avon | % | Glos | Wilts | % | GWAS | Target | Variance from target | Avon | % | Glos | Wilts | % | GWAS | Variance from target | High | Low |
| | | | | % | | | % | | | | | % | | | % | | | |
| STEMI | M1 Aspirin | 100.00 | 100.00 | 93.33 | 97.78 | | 95 | 2.78 | 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 | -4.76 | 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 | -17.73 | 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 | -28.25 | 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 | -16.87 | 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 | 3.53 | 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 | 5.00 | 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 | 47.06 | 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 | 4.07 | 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 | 0.41 | 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 | 5.00 | 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 | 4.19 | 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 | -0.69 | 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 | 4.19 | 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 | 5.00 | 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 | -19.59 | 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 | -13.75 | 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 | 4.11 | 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 | 2.32 | 99.02 | 99.09 | 98.23 | 98.71 | 3.71 | 100.00 | 59.80 | | | |

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

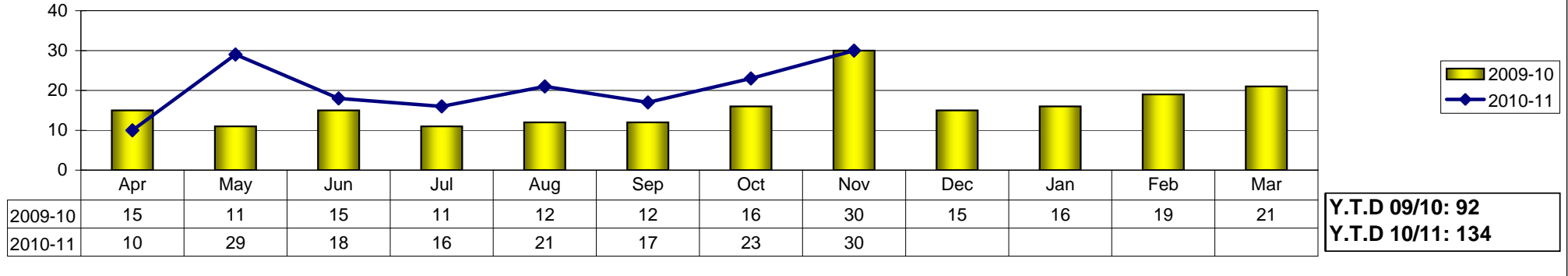
Narrative: Complaints

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 |
|-------------------------------------|---------------|------------------------|----------------------------|------------------------|---------------------------|
| 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 | ↑ |

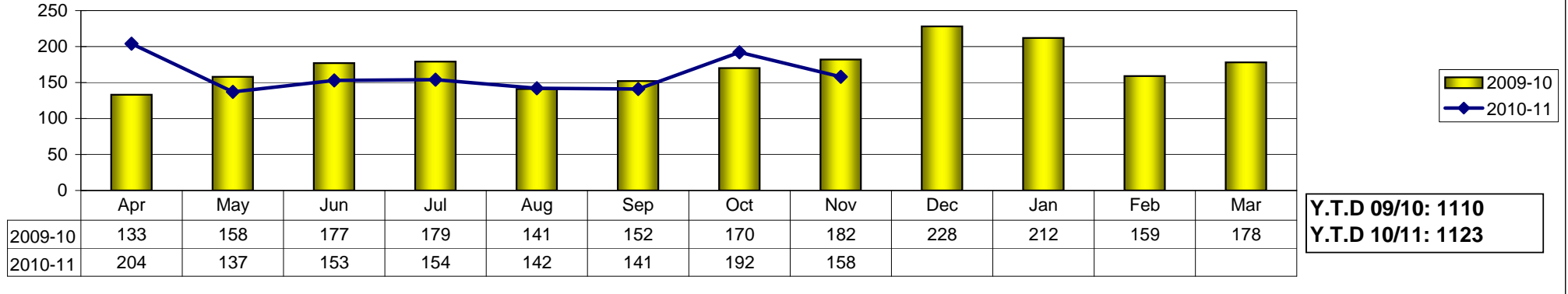
Number of complaints received from patients and the public this year to date compared with 2009-10

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



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

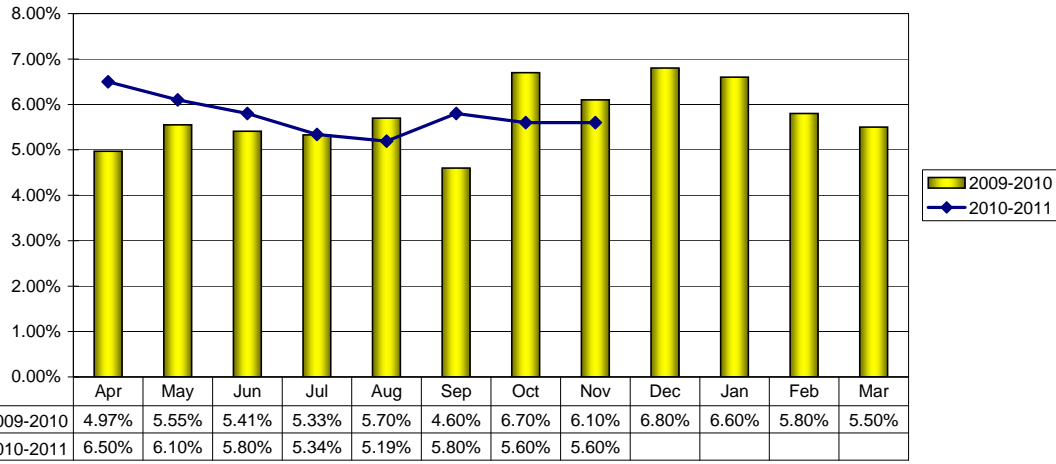
| <u>Narrative</u> | |
|---|--|
| <p><u>Staff Pledge 1: Roles & Responsibilities</u></p> | <p>Staff Target Changes: HART from 42 to 45 - now includes admin/training/management; EOC from 173.2 to 178.2 - now includes clinical desk manager and 4 HART/ASU despatchers; PTS to 225.5 - this figure now agreed 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: 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: 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: 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

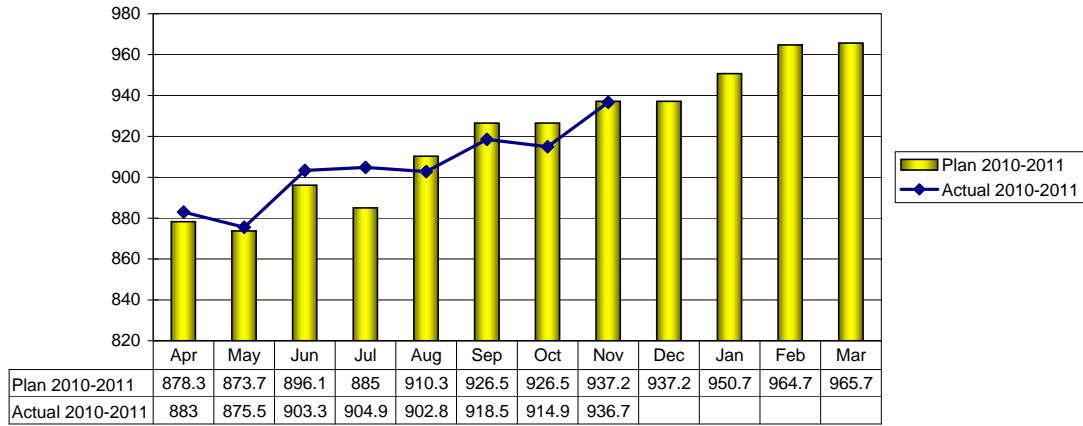
| Roles & Responsibilities | | | | | | |
|---|---------------|---------------|--------------|----------------------------|------------------------|---------------|
| | Target | Monthly Plan | Latest month | Movement on previous month | Year to date 2010-2011 | Year end |
| Staff – FTE* A&E(field) | 958.4 | 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 | | | | | | |
| 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)* | | | | | | |
| * from November 2008 – November 2011 three year cycle | 90% | | 98.5% | ↑ | 98.5% | 97% |
| 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% | |
| OOH | 5% | <5% | 5.4% | ↓ | 3.7% | 5% |
| 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 | | | | | | |

GWAS Absence Levels Comparison 09/10 &10/11



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



Aim: To become a competitive and effective organisation

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

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 £'000 | Month 8 Plan £'000 | Month 8 Actual £'000 | Variance to Plan £'000 | Last Month Variance £'000 | Forecast Outturn £'000 |
|------------------------------|----------------------|--------------------------|----------------------------|------------------------------|------------------------------------|------------------------------|
| Income & Expenditure | 800 | 541 | 543 | 2 | -34 | 800 |
| Delivery of Cost Improvement | 4431 | 2551 | 2502 | -49 | -221 | 4431 |
| Capital Resource Limit | 10293 | 6284 | 4141 | -2143 | -2449 | 10293 |
| Better Payment Practice Code | | | | | | |
| - Number | 95% | 95% | 99.2% | 4.2% | | 95% |
| - Value | 95% | 95% | 97.6% | 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 | | | | |
| Clenliness and infection control | | | | |
| Management of medicines | | | | |
| Safety and suitability of premises | | | | |
| Safety, availability and suitability of equipement | | | | |
| 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 | Red |
| Confidentiality and data protection assurance | | 7/7 | Yellow |
| Information security assurance | | 13/13 | Red |
| Clinial information assurance | | 4/4 | Red |
| Corporate information assurance | | 3/3 | Red |

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

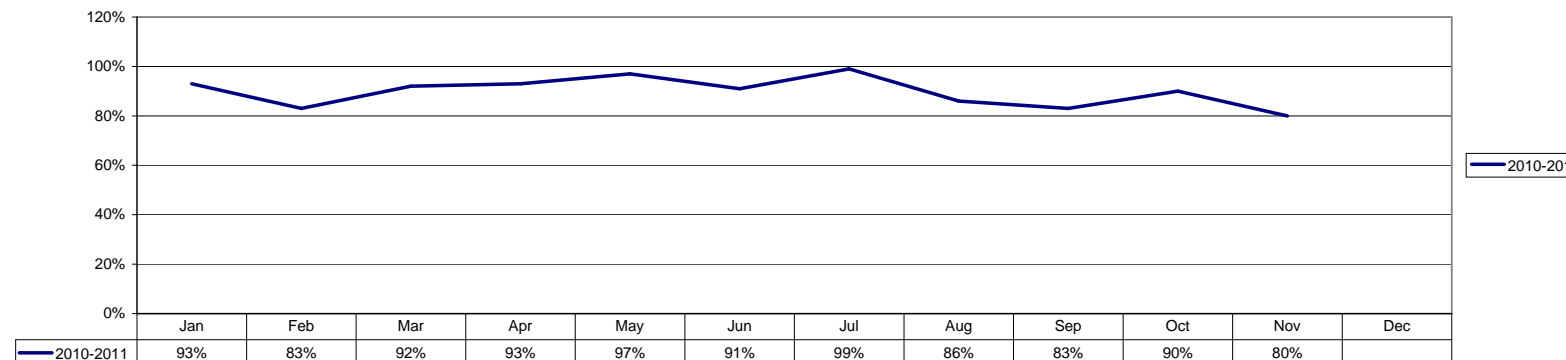
Objective Improvement of the reputation of the Trust and the development of effective working relationships and partnerships

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.

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

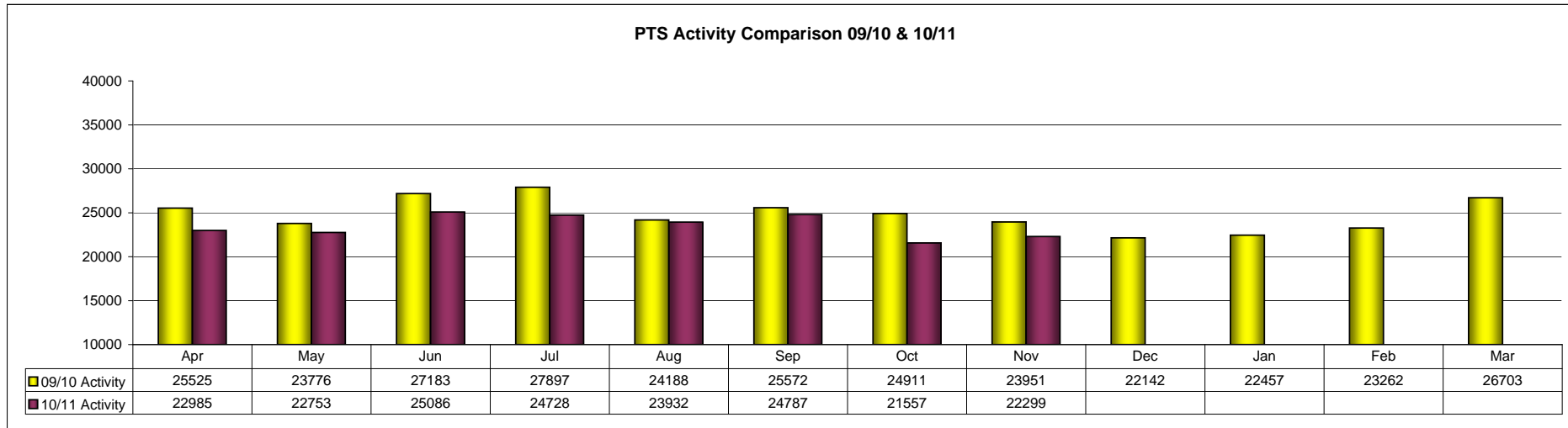
% Positive Media Coverage GWAS by Calendar Year 2010-2011



Patient Transport Service

Narrative

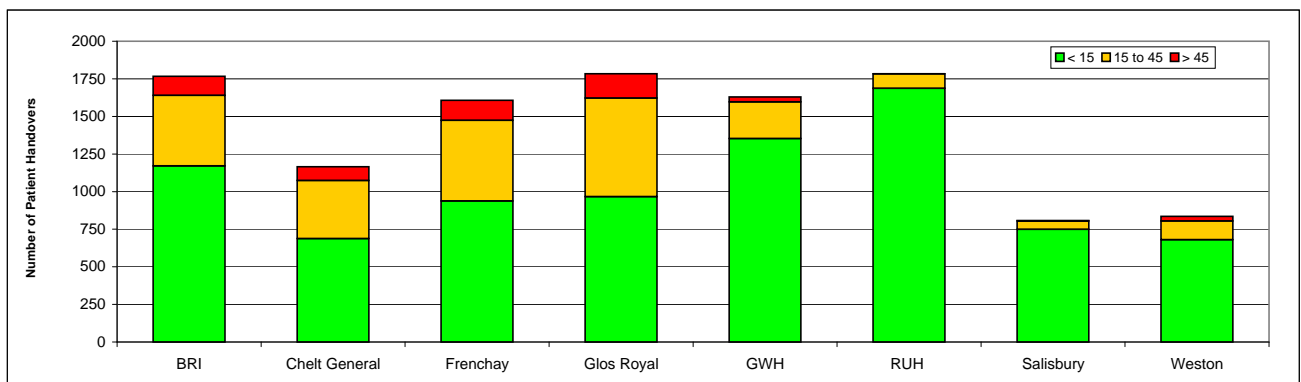
| Description | Year end Target | Monthly Plan | Latest month | Year to date | Movement on previous month | Year end forecast |
|-----------------------------------|-----------------|--------------|--------------|--------------|----------------------------|-------------------|
| Patient Transport Services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



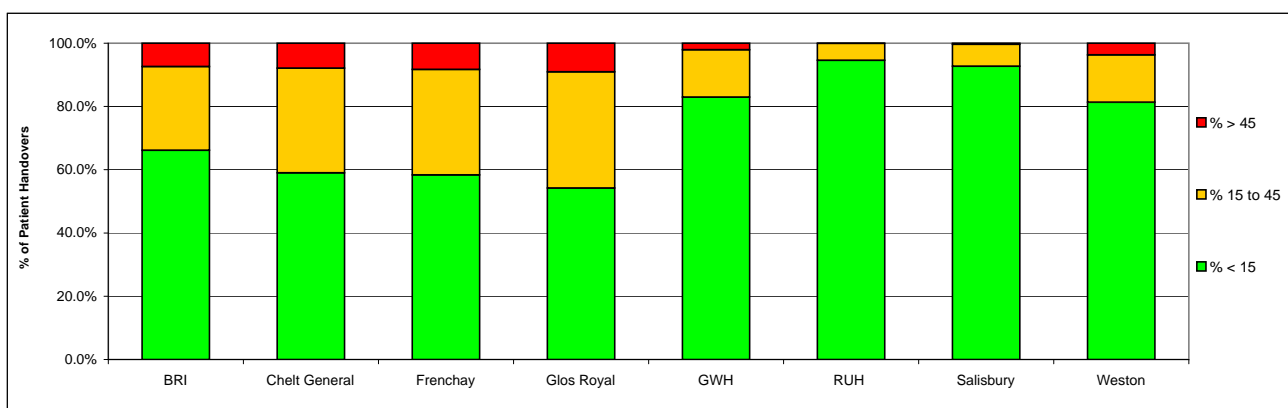
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GWAS MONTHLY A&E HANDOVER SUMMARY - December 2010

| 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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