

Agenda Item 6

Review of Issues Arising from 'Managing Our Performance' Report April 2008 **Great Western Ambulance Joint Health Scrutiny Committee** **23rd May 2008**

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Purpose

To present Members with the April 'Managing Our Performance' Report that was presented to the Great Western Ambulance NHS Trust Board.

Recommendation

The Joint Health Scrutiny Committee is requested to:

- Consider the 'Managing Our Performance' Report and identify any issues requiring further clarification or discussion with the Great Western Ambulance NHS Trust or Gloucestershire Primary Care Trust as lead commissioners.

1. Reasons

- 1.1 The Great Western Ambulance Joint Health Scrutiny Committee has previously resolved to review the monthly 'Managing Our Performance' Report that is presented to the Great Western Ambulance NHS Trust.

2. Detail

- 2.1 The April performance report is attached at Appendix 1. The report outlines the key performance indicators for the Great Western Ambulance NHS Trust and the latest performance data against these targets.
- 2.2 Key issues arising from the report in relation to response times include:
 - In March 2008, 77.9% of Category 'A8' (life threatening) calls were responded to within the 8 minute national standard against a target of 75% - GREEN
 - 94.8% of Category 'A19' (life threatening) calls requesting transport were responded to within the 19 minute national standard against a target of 95% - AMBER
 - 90.1% of Category 'B19' (serious but not life threatening) calls were responded to within the 19 minute national standard - RED

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- 2.3 Members are reminded that the new 'call Connect' national standard was introduced from 1st April. This means that response times are measured from the point when the call hits the telephone switchboard:
- 66.7% of Category A calls responded to within 8 minutes against the Call Connect standards
 - 90.1% of Category 'B19' calls responded to within 19 minutes against the Call Connect standards
- 2.4 In relation to hospital handover times, Weston, Frenchay and the Gloucester Royal had the highest number of handovers totalling 45 minutes or more. (See Page 8 of Appendix 1).
- 2.5 The Trust has set a target of reducing all sickness absence within Operations to 5% by September 2008 and the overall trajectory for 2008/09 remains at 4.5%. The Scrutiny Officer has requested figures for March 2008, which were not available when the Performance Report was originally published.
- 2.6 As at 1st April 2008, an appraisal had been completed for 53% of staff. The Trust has had difficulties releasing staff from operational duties in order to prepare and complete the appraisal process. The number of staff on maternity leave, long term sickness and on initial paramedic training have also impacted on this figure. (See Page 17 of Appendix 1).
- 2.7 An Emergency Care Assistant recruitment campaign is planned in Gloucestershire to increase the pool of candidates from this area. In addition there are 5 Emergency Care Practitioner vacancies remaining across the Trust. (See Page 19 of Appendix 1).

3. Background Papers and Appendices

- Appendix 1 – 'Managing Our Performance' Report, 24 April 2008