



North West Ambulance Service NHS Trust

Briefing for Wyre Overview & Scrutiny Committee

11 February 2019

Our Strategy

- Our ambition is to be the best ambulance service in the UK by providing the right care, at the right time, in the right place, every time.
- We will achieve this by taking clinical decisions early in the patient journey to ensure no patient is needlessly waiting.

Changes to how our performance is measured:

- A new set of *pre-triage questions* recognise patients in need of the fastest response, earlier in the call e.g. cardiac arrest
- The *most appropriate vehicle* will be sent first time e.g. stroke
- Sending the correct vehicle first time and not multiple vehicles* will help to free up resources to respond to other emergencies

Fylde Performance:

	C1 Mean 7 mins	C1 90 th 15 mins	C2 Mean 18 mins	C2 90 th 40 mins	C3 Mean 60 mins	C3 90th 120 min	C4 90th 180 min
Morecambe Bay	08:11	14:51	17:10	36:50	00:36:02	01:26:22	02:13:14
Fylde	07:31	13:19	22:04	48:55	00:56:16	02:19:38	03:17:12
South Lancashire	08:49	15:19	25:36	54:32	01:06:02	02:31:00	03:31:03
East Lancashire	08:26	14:51	22:15	46:30	01:00:17	02:23:33	03:05:18

Fylde Activity (April 2018 – YTD)

- Total Calls Received = 65,000 (214)
- Calls Sourced by 111 = 10,039
- Calls with F2F Response = 46,102
 - S&T YTD = 13,686 (27.8%)
 - H&T YTD = 3,122 (6.34%)

Performance Improvement Plan:

- Increase numbers of double crew ambulances
- Increase see and treat, and hear and treat
- Reduce ratio of responding vehicles
- More clinicians in our control centres
- Early identification of most life threatening calls by use of key words
- More informed dispatch for other calls.
- Work with partners to enhanced turnaround target of 30 mins
- Fylde Coast – 4 new 12hr emergency ambulances, 7 days per week

Blackpool CCG Initiatives:

- Introduction of mental health tri-service response model
- Low risk chest pain pathway
- 90 day turnaround programme
- Extension of Night Safe Haven
- Community Access

Hospital Turnaround:

