



## Overview and Scrutiny Committee Minutes

The minutes of the Overview and Scrutiny Committee meeting of Wyre Borough Council held on Monday, 11 February 2019 in committee room 2 Civic Centre, Poulton-le-Fylde.

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**Overview and Scrutiny Committee members present:**

Councillors Ibison, I Amos, R Amos, Ballard, C Birch, Ellison, Fail, Gibson, Hodgkinson, Robinson and Shewan

**Apologies for absence:**

Councillors Ormrod, E Stephenson and Matthew Vincent

**Other councillors present:**

Councillor Raynor

**Officers present:**

Peter Foulsham, Scrutiny Officer

No members of the public or press attended the meeting.

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**46        Declarations of interest**

None.

**47        Confirmation of minutes**

**It was agreed** that the minutes of the meeting of the committee held on 7 January 2019 be confirmed as a correct record.

**48        North West Ambulance Service**

The Head of Service for Cumbria and Lancashire, Peter Mulcahy, made a presentation which covered North West Ambulance Service's strategy, objectives, performance and priorities. He responded to comments made and questions posed by members of the committee. The presentation slides are appended to these minutes.

In response to questions from councillors, Mr Mulcahy made the following additional comments:

- A frequent-caller team arranged multi-agency meetings to agree plans

to help frequent callers access health services more effectively.

- Reports on 'long waits' were dealt with every day in order to ensure that NWAS was accountable. In Cumbria and Lancashire this typically included about three or four C1 (the most urgent) calls per day.
- There was a growing group of Community First Responders using the Good SAM App. They were a community of 'Good Samaritans', happy to assist if they were the closest person to an emergency.
- Community defibrillators had made a very positive impact; early defibrillation had been shown to deal with early cardiac arrest very effectively.

The Chairman thanked Mr Mulcahy for his valuable and informative presentation to the committee.

#### **49 Business Plan 2018/19 - Quarterly Performance Statement**

The Service Director Performance and Innovation, Marianne Hesketh, submitted a report, the 3<sup>rd</sup> Quarter Performance Statement 2018/19, October – December 2018. Members considered this report alongside the report for the previous quarter.

Concern was expressed about several measures, specifically:

- (i) Number of affordable dwellings planning permission is granted for
- (ii) Number of businesses supported
- (iii) Town centre vacancy rates

#### **It was agreed**

- (i) that reports be requested in respect of each of these three measures, with a view to exploring whether scrutiny task group reviews should be undertaken, and
- (ii) that the report be noted.

#### **50 Training and development for councillors**

The committee discussed a number of training and development ideas, prompted by the feedback provided at the previous meeting by Councillor Emma Ellison following her attendance at the Centre for Public Scrutiny's Annual Conference in December.

It was suggested that there was benefit in reminding councillors about the fundamental principles of effective scrutiny, this being of relevance to councillors newly elected in May 2019 and the Overview and Scrutiny Committee, as appointed at the Annual Meeting in May 2019. It was important that the committee was clear about what should be scrutinised and how that process should be carried out.

Agreeing a challenging O&S Work Programme for the coming year was essential. The Corporate Management Team should be invited to make suggestions for topics to be investigated, which would be considered by the committee for inclusion in the Programme.

**It was agreed** that specific training on scrutiny should be provided to new councillors (this was already included in the new councillors' Induction Programme for 2019) and also for the committee to be appointed at the Annual Meeting.

**It was further agreed** that the Corporate Management Team should be invited to make suggestions for topics to be included in the O&S Work Programme 2019/20.

## **51 Overview and Scrutiny Work Programmes 2018/19 and 2019/20 - update report**

The Chairman indicated that, following on from the previous item, consideration needed to be given to identifying topics for inclusion in the O&S Work Programme 2019/20, an early draft of which had been published with the agenda.

A proposal was made that the committee should play a greater role in scrutinising the budget, as had been the case some years ago, and in reviewing the Council's Constitution. The committee was aware of a review of the Constitution that was currently being undertaken and agreed that they should ask to see the final report and recommendations when they had been completed. They acknowledged that it was Full Council's responsibility to amend the Constitution.

It was also suggested that the committee should make its recommendations to the Full Council and not to the Cabinet in order that a wider discussion might take place about proposals. This was consistent with one of the recommendations that was expected to be included in the forthcoming Revised Scrutiny Guidance following the Select Committee review in 2018. There was broad support for this proposal, which would be explored in more detail once the new committee had been appointed in May 2019.

A number of other topics were mentioned as possibilities for inclusion in the Work Programme.

**It was agreed** that the committee consider the following for inclusion in the Work Programme, subject to comments from officers:

- Budget
- Affordable housing
- Number of businesses supports
- Town centre vacancy rates
- Health and wellbeing
- The council's responsibilities in the provision of social care

The meeting started at 6.00 pm and finished at 7.47 pm.

**Date of Publication:** 13 February 2019



# Presentation to 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.



Delivering the right care, at the right time, in the right place

# Ambulance Response Programme Pilot

On 7<sup>th</sup> August 2017, North West Ambulance Service joined the Ambulance Response Programme Pilot (v2.3)

The aim of the pilot is to ensure:

- **all patients** receive the **most appropriate response** for their needs
- the **sickest patients receive treatment without delay.**

Largest study of an ambulance system ever completed, anywhere in the world:

- research by academics at Sheffield University
- more than *14 million* ambulance calls monitored
- no patient safety incidents found

# Why ARP?

- Increased demand on the Ambulance Service
- Little or no increase in front line services
- Timeframes overruling patient care
- High diverting figures with crews on blue lights
- Patients not being conveyed for longer periods whilst RRVs were considered to be giving care...

# ARP Objectives

- Timely response to patients with life threatening conditions
- Right clinical resources to meet the needs of patients
- Reducing multiple allocations
- Reducing the diversion of resources
- Increasing hear and treat
- Increasing see and treat
- Conveying (transporting) resource availability

# What are the changes?

- Change in focus – fastest v's *best* and *most appropriate* response
- Call handlers have more time to assess 999 calls which enables better identification of patients' needs to send the most *appropriate* response first time.
- Under the new model, response times to ALL patients are considered in the standards, versus the old model in which only the performance of the *most life threatening* calls were monitored, and of which only 75% of incidents were required to meet the standards

# How Do The Changes Benefit Patients?

- 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

\*NB: In some circumstances it may still be necessary to send multiple vehicles e.g. cardiac arrest

# New Measures

**Mean** = NWAS performance will be based upon the (mean) average time for **all** incidents.

**90<sup>th</sup> Percentile** = NWAS performance will be based upon meeting the standard 9 out of 10 times.

# ARP 2.3 Response Standards

Category	Mean	90 <sup>th</sup> Percentile
Life threatening Category 1	7 minutes	15 minutes
Emergency Category 2	18 minutes	40 minutes
Urgent Category 3	60 minutes	120 minutes
Less Urgent Category 4	-	180 minutes

# So how are we doing in Fylde YTD?

	C1 Mean 7 mins	C1 90 <sup>th</sup> 15 mins	C2 Mean 18 mins	C2 90 <sup>th</sup> 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 Demand Apr 18 - YTD

- Total Calls Received = **65000** (214)
- Calls Sourced by 111 = **10039**
- Calls with F2F Response = **46102**
  - S&T YTD = **13686** (27.8%)
  - H&T YTD = **3122** (6.34%)

# Performance Improvement Plan

1. Increase numbers of DMA
2. Increase S&T and H&T
3. Reduce ratio of responding vehicles
4. More clinicians in EOC
5. Early identification of most life threatening calls by use of key words
6. More informed dispatch for other calls.
7. Work with partners to enhanced turnaround target of 30 mins

# 15 New DMAs across Lancashire

## 1. Achieved by:

(Reduction of RRV, Conversion of UCS and £1.16m investment CAL)

1. Morecambe Bay – 2 new 12hr DMA 7 days per week
2. Fylde Coast – 4 new 12hr DMA 7 days per week
3. South Lancashire – 6 new 12hr DMA 7 days per week
4. East Lancashire – 3 New 12hr DMA 7 days per week

# Wider NWAS Initiatives

- Introduction of electric powered vehicles
- Planning permission in place for brand new build estate (Hub & Spoke/Make Ready model)
- 100% of paramedic grades trained in MTS
- Introduction of Electronic Patient Records (access to SCR's) Web-based access

## 2. Increase in S&T and H&T

H&T January 2018 was 4.49%

H&T for January 2019 8.21%

Fylde S&T year to date sits at 27.80% against a target of 24.35%

## 3. Reduce ratio of responding Vehicles

Jan 2019 – 1.08 Vehicles to Category 2 Calls

Jan 2019 – 2.0 Vehicles to Category 1 Calls

## 4. More Clinicians in EOC

Team of dedicated EOC Clinicians in Lancashire Control room supporting patients and control room staff at the first point of patient contact

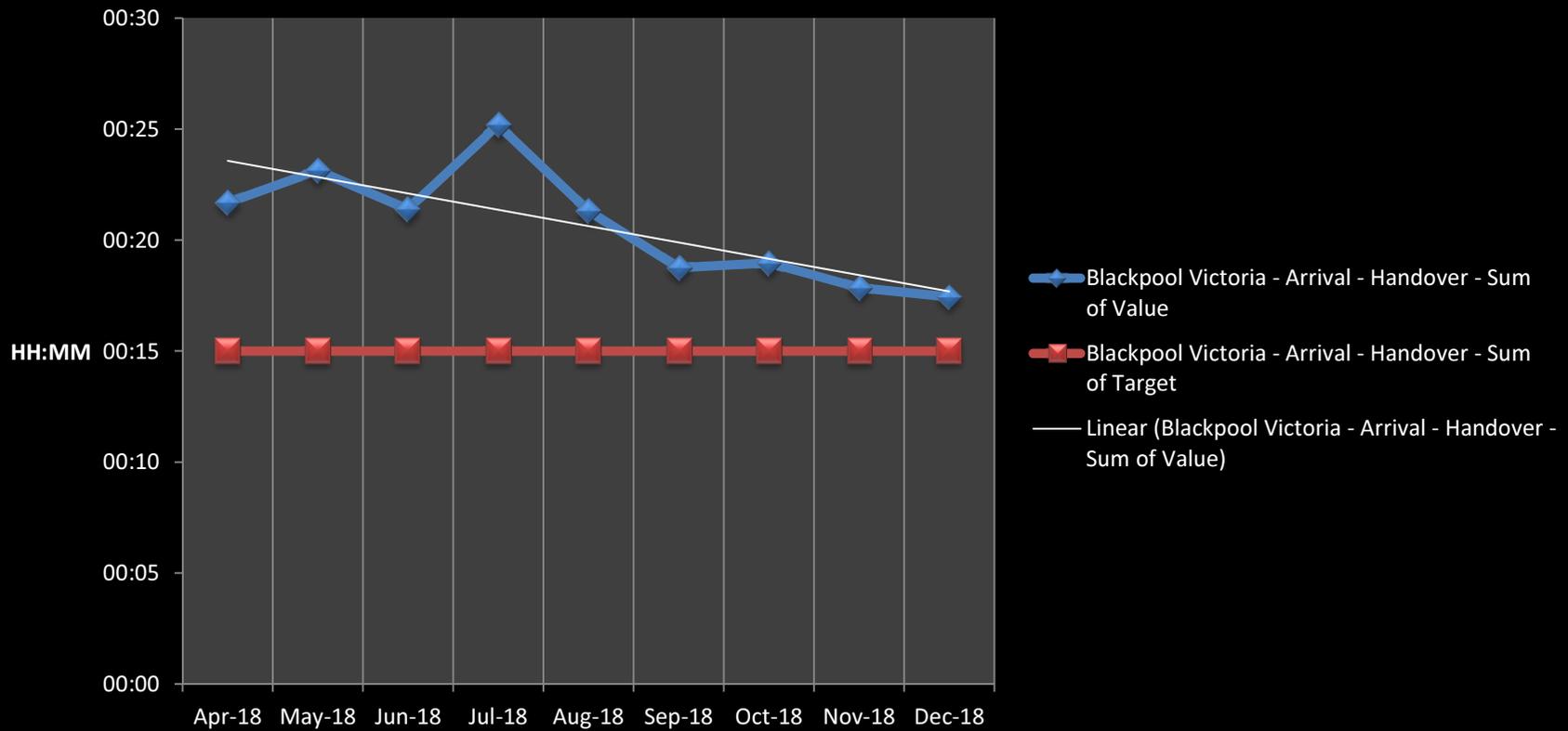
## 5. Early identification of most life threatening calls by use of key words

## 6. More informed dispatch for other calls.

Introduction of the NOC list by NWAS in all Control rooms

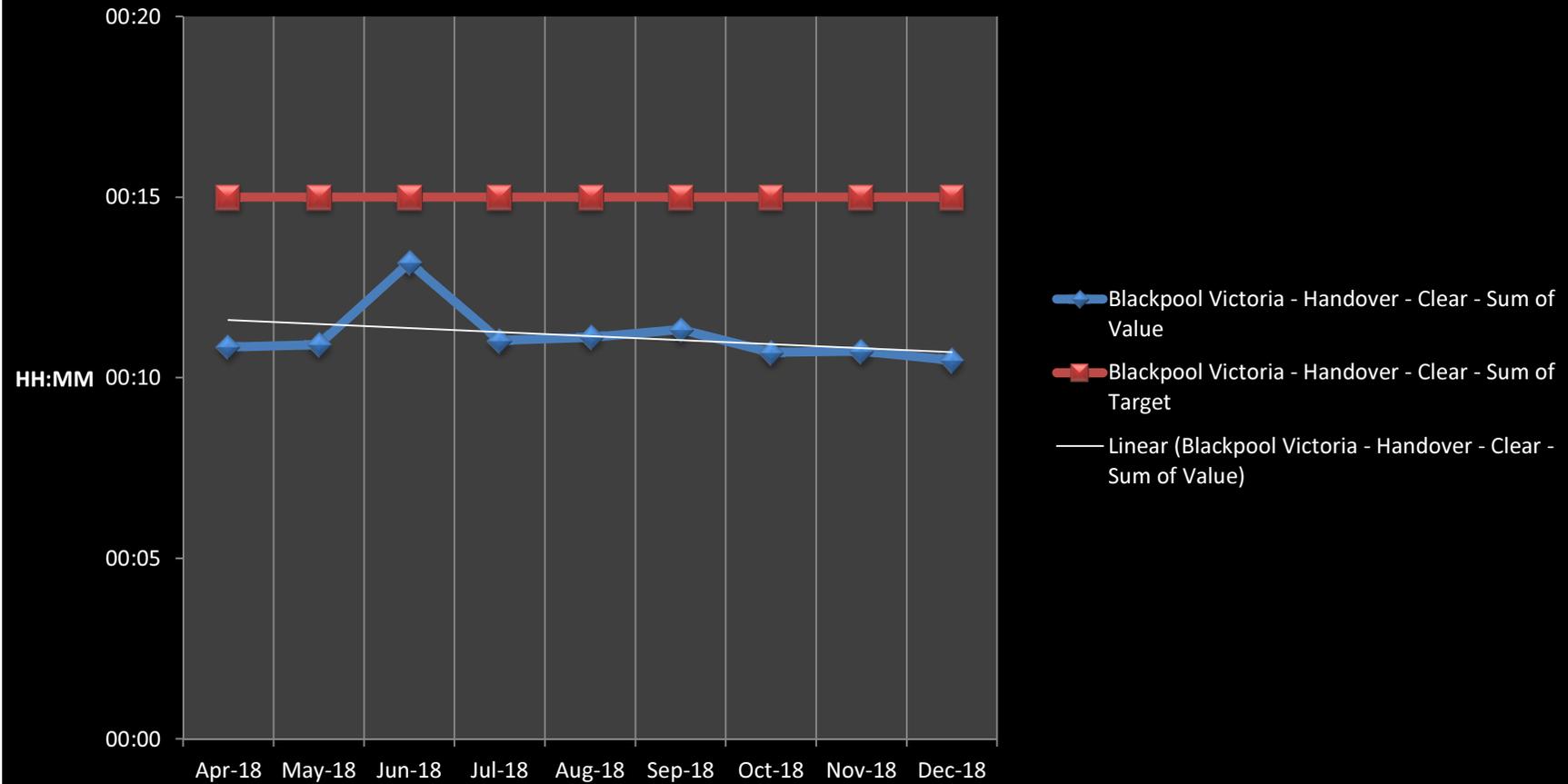
# Arrival to Handover

Hospital Turnaround Performance  
2018/19



# Handover to Clear

## Hospital Turnaround Performance 2018/19



# Summary

- The Trust continues to work within the commissioning governance framework, with CCGs, Acute Trusts, and other providers to assist in continuing to develop & improve provision of urgent & emergency care thereby ensuring...

Right care, at the right time, in the right place.

Thank you.

# Any questions?