

About NWS

- Covers the North West footprint = **33 CCGs, 1,420 GP practices, 29 acute trusts**
- 1.3 million 999 calls per year
- 950,000 patient episodes
- Population of 7m people – growth of 3% by 2017
- Employs approximately 5,000 staff
- Annual income of £260 million
- Three emergency control rooms – virtual call taking
- 1.2 million PTS journeys in Cheshire, Lancashire, Merseyside and Cumbria



Performance Standards for 999

- All calls prioritised to determine appropriate level of response
- **Red calls** - immediately life threatening, eg cardiac arrests, breathing difficulties
- **75% of these calls within 8 minutes and 95% of these calls within 19 minutes.**
- NWAS commissioned to achieve the national targets on a regional basis only
- **Green calls** - less serious, and are not immediately life threatening. No national targets set, we endeavor to respond as follows:

Activity 2014/15

- **NWAS Activity Volumes:**
 - 430,947 Reds (+9.1% vs Plan)
 - 598,873 Greens (-1.7% vs Plan)
 - 1,029,820 Overall (+2.3% vs Plan)

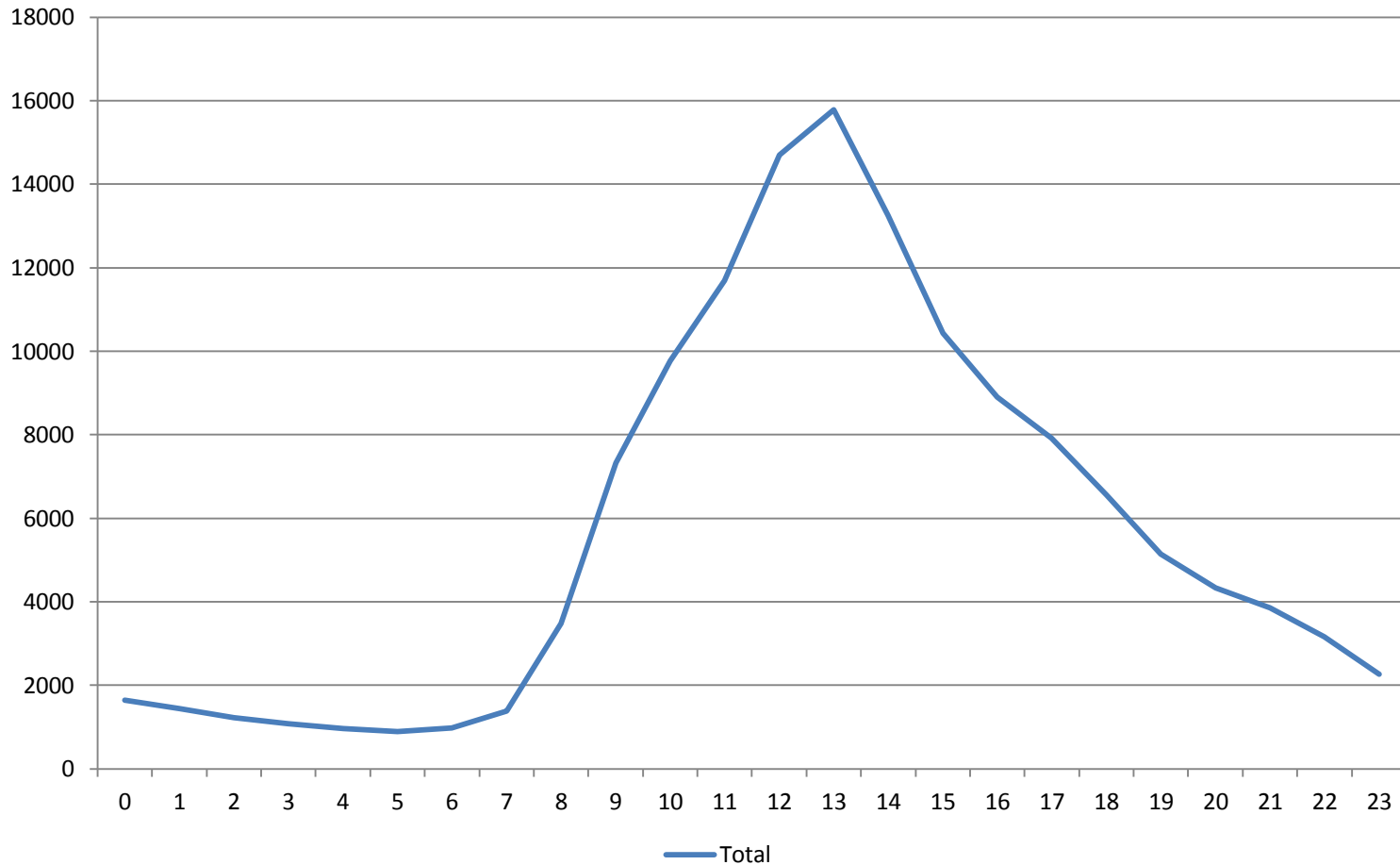
- **Lancashire County Activity Volumes:**
 - 92,603 Reds (+11.9% vs Plan)
 - 129,834 Greens (-2.1% vs Plan)
 - 222,437 Overall (+3.3% vs Plan)

Response times

	R1 in 8 mins % (target 75% at County)	R2 in 8 mins % (target 75% at County)	REDS in 19 mins % (target 95% at County)
NHS Fylde and Wyre CCG	51.1%	57.0%	89.2%
NHS Blackburn with Darwen CCG	76.3%	75.4%	94.2%
NHS Blackpool CCG	84.6%	82.1%	94.5%
NHS East Lancashire CCG	65.1%	64.6%	89.3%
NHS Greater Preston CCG	76.0%	74.9%	93.9%
NHS Chorley and South Ribble CCG	69.9%	72.7%	91.9%
NHS Lancashire North CCG	59.3%	63.0%	90.3%
NHS West Lancashire CCG	48.6%	55.9%	84.9%
Lancashire	68.4%	69.0%	91.3%
NWAS	69.2%	69.5%	93.1%

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

HCP Activity by Hour



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

Top Five Calls

Excluding HCP &
NHS 111 calls

Falls

Breathing
Problems

Chest
Pains

Unconscious /
Fainting

Sick
Person

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

Ambulance handover problem

March 2014	<15 mins	%	>15 mins	Actual mins
Lancashire	6065	56.1%	4078	88500
NWAS	26398	66.9%	13049	296625

For Lancashire equates to 1,475 lost hours or 4 crews per day
= 10% of the ambulance resource at cost of over £2m

For NWAS equates to 4,943 lost hours or 13 crews per day
= 7% of the ambulance resource at cost of over £7m

Service Delivery Factors

- Patient Pathways eg stroke, trauma
- Hospital reconfigurations
- The doughnut effect
- Community First Responders/AEDs

The Doughnut Effect



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

Evolving Role

- Enhanced treatment role - a community based provider of mobile urgent care and emergency health care
- Safely manage more patients at scene, treating them at home or referring them to a more appropriate community based service
- Further opportunities to assess, prescribe, manage exacerbations of chronic illness
- Working even closer with GPs and community services



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

Why?



Managing the demand is
unsustainable
if change doesn't happen



Less than **10%** of
incidents are actually
life threatening



Fallers
make up **17%** of all
999 activity



31% of all PES activity
between
12:00 and 15:00
is from HCPs



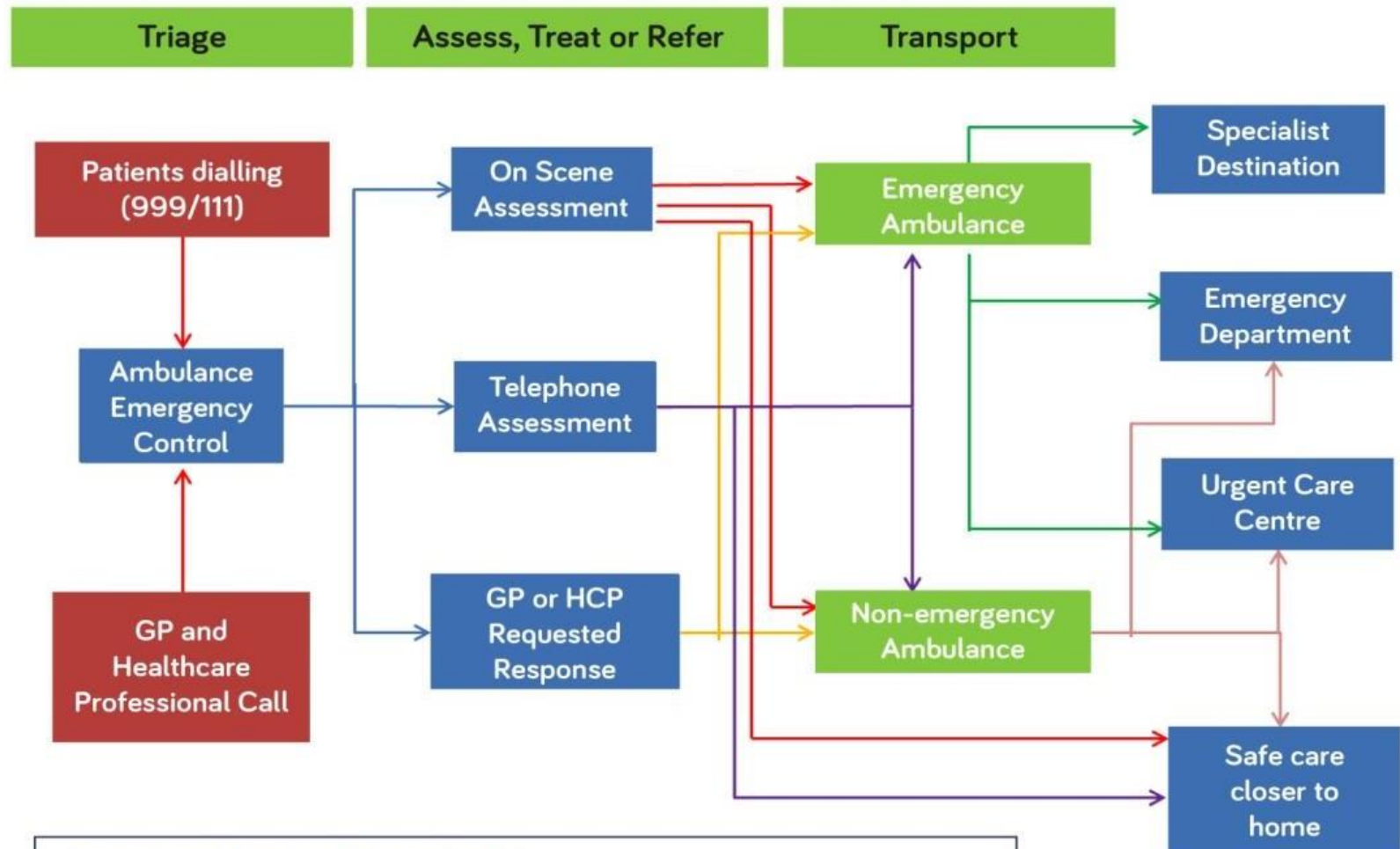
Patients with known long
term conditions call 999
six times more often
than other service users



54% of patients arriving at
ED by ambulance end up in
a **hospital bed**
(75% of admissions over
65 years of age)

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

Emergency Service Delivery Model



Principles of Service Delivery Model

Hear and Treat: Clinical advice given over the phone.

See and Treat: Treating patients at the scene.

Treat and Convey: Conveying patients from the scene to an appropriate care destination.

Working Differently

- Paramedic Pathfinder
- Community Care Pathways and Plans
- Acute visiting scheme
- Community Paramedics
- GP Bureau
- Urgent Care Desk
- Frequent Callers Initiative
- Mental Health care



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

Educating the Public (and our partners)

- Closing the gap between the public perception/expectation and the ambulance offer
- Calling 999 does always means an ambulance or a trip to hospital
- Breaking down the complex service offer into digestible, consumer friendly chunks.



North West Ambulance Service **NHS**
NHS Trust

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



Future Options

- Whole System Solution