



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

# Lancashire County Council

## 2<sup>nd</sup> June 2015

Bob Williams, CEO NWAS

# About NWS

- Covers the North West footprint = **33 CCGs, 1,420 GP practices, 29 acute trusts**
- Population of 7m people – growth of 3% by 2017
- Employs approximately 5,000 staff
- Annual income of £280 million
- 1.3 million 999 calls per year
- 950,000 patient episodes
- Three emergency control rooms – virtual call taking
- 1 million NHS111 calls predicted 2015/16
- 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 and potentially life threatening, eg cardiac arrests, breathing difficulties
- 75% of these calls within 8 minutes and 95% of these calls within 19 minutes.
- NWSAS 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 appropriate.

# Activity 2014/15

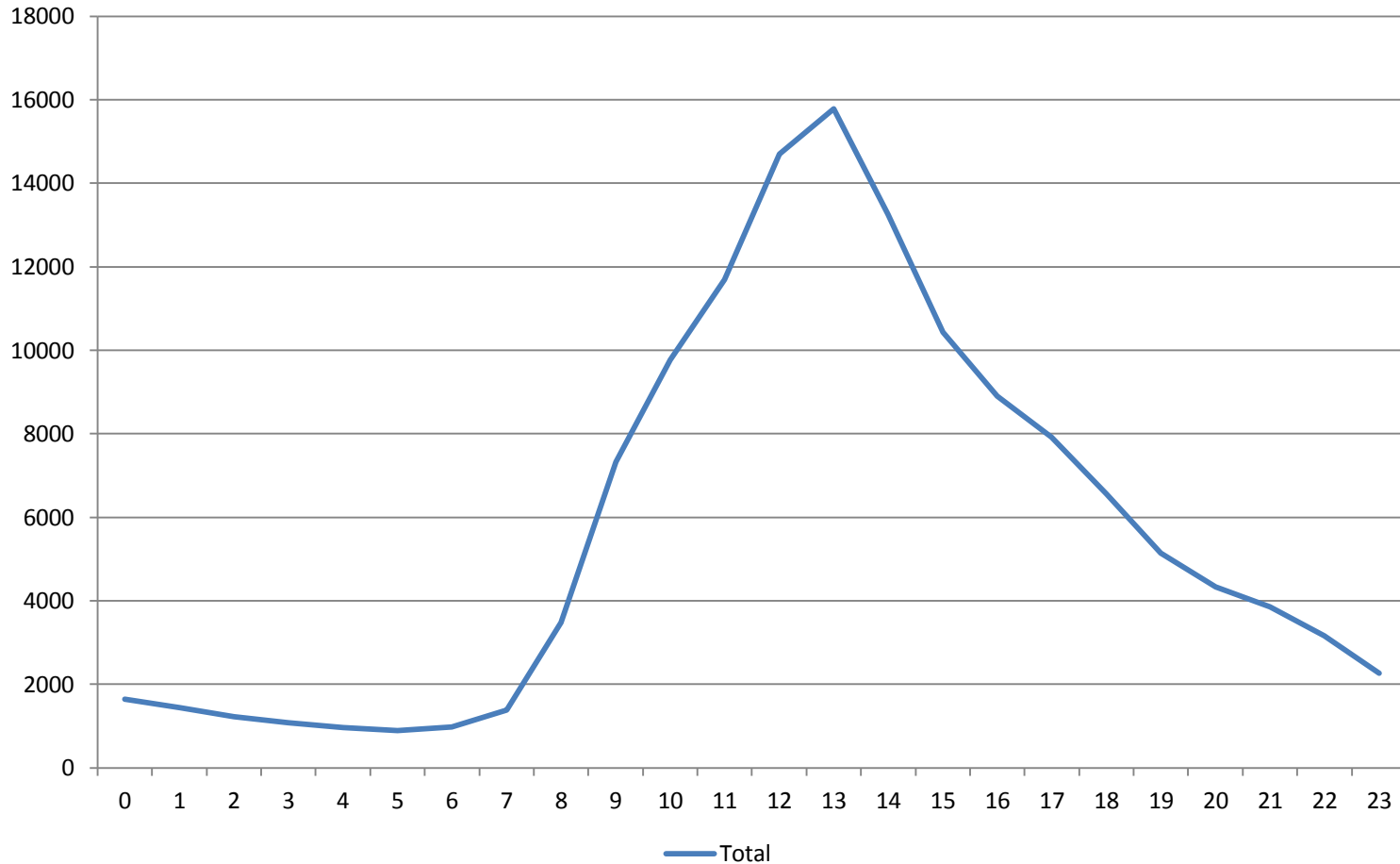
- **NWAS Activity Volumes:**
  - 430,947 Reds (+9.1% vs Plan)
  - 598,873 Greens (-1.7% vs Plan)
  - 1,029,820 Overall (+2.3% vs Plan)
  
- **Lancashire County Activity Volumes:**
  - 92,603 Reds (+11.9% vs Plan)
  - 129,834 Greens (-2.1% vs Plan)
  - 222,437 Overall (+3.3% vs Plan)

# 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%
<b>Lancashire</b>	<b>68.4%</b>	<b>69.0%</b>	<b>91.3%</b>
<b>NWAS</b>	<b>69.2%</b>	<b>69.5%</b>	<b>93.1%</b>

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# HCP Activity by Hour



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# Top Five Calls

Excluding HCP &  
NHS 111 calls

Falls

Breathing  
Problems

Chest  
Pains

Unconscious /  
Fainting

Sick  
Person

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# 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



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# 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



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# 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



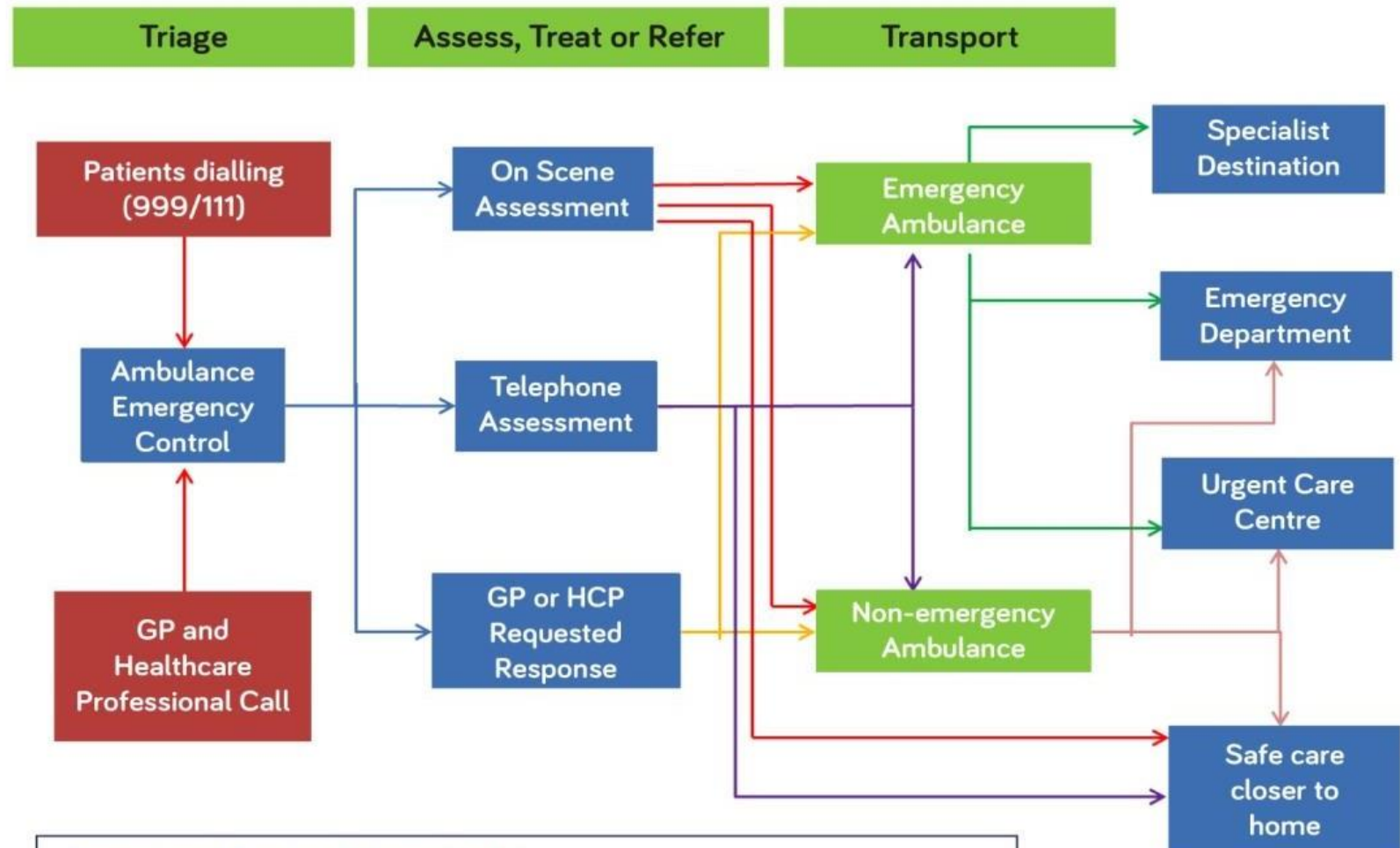
Patients with known long  
term conditions call 999  
**six times** more often  
than other service users



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

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## 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
- **Future options – Whole System Solutions**



# Progress this year - N WAS

	2014/15	May 2015
999 Activity	3234 per day	3010 per day
Call handling (5 sec)	84.5%	97.5%
Hear & Treat	3.8%	10.2%
Red 1 A8	<b>69.2%</b>	<b>81.5%</b>
Red 2 A8	<b>69.5%</b>	<b>79.4%</b>
Red A19	<b>93.1%</b>	<b>96.4%</b>
See & Treat	26.5%	30.5%
Hospital Turnaround	29.5 minutes	27.5 minutes

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# Progress this year - Lancashire

Red 1/Red 2	2014/15	May 2015
NHS Fylde and Wyre CCG	51.1%/57.0%	64.1%/63.8%
NHS Blackburn with Darwen CCG	76.3%/75.4%	90.0%/81.2%
NHS Blackpool CCG	84.6%/82.1%	88.2%/88.6%
NHS East Lancashire CCG	65.1%/64.6%	75.0%/75.1%
NHS Greater Preston CCG	76.0%/74.9%	78.6%/81.4%
NHS Chorley and South Ribble CCG	69.9%/72.7%	87.0%/85.0%
NHS Lancashire North CCG	59.3%/63.0%	76.5%/68.3%
NHS West Lancashire CCG	48.6%/55.9%	70.8%/68.7%
<b>Lancashire</b>	<b>68.4%/69.0%</b>	<b>76.7%/76.0%</b>



# 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

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