



Emergency Ambulance Risks



Presentation Overview

- Overview – targets & performance
- NWAS Position
- Two risks breakdown
- Risk one – actions, options & discussions
- Risk two – actions, options & discussions
- Opportunity for questions – Agree final position.
- Summary

Red One & Two Performance Targets Overview

Red 1

(Respiratory / cardiac
arrest)

Response in 8 minutes

Red 2

(All other life threatening
emergencies.)

Response in 8 minutes

Current Performance

Standard	Measure	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Trendlines	
75.00%	RED 1 (8mins)	73.68%	67.50%	65.70%	62.07%	69.57%	51.85%	56.60%	58.00%	61.64%	58.82%		Up is GOOD
	Call Volume	57	40	36	29	46	54	54	51	73	52		
75.00%	RED 2 (8mins)	63.80%	63.50%	66.10%	60.91%	59.64%	56.57%	58.66%	57.67%	55.18%	55.42%		Up is GOOD
	Call Volume	847	907	938	828	846	808	965	895	1,031	945		

Key:
=> std
<5% std
=>-5% std

NWAS - Facts and Figures

- Covers an area of over 5,400 square miles with a population of over seven million people
- Employs over 4,900 staff
- Accounts for 16% of all national activity (999)
- Receives over 1.1 million emergency calls each year
- Emergency crews attend over 952,000 incidents each year



Strategic Partnership Board (999 & 111 Services)

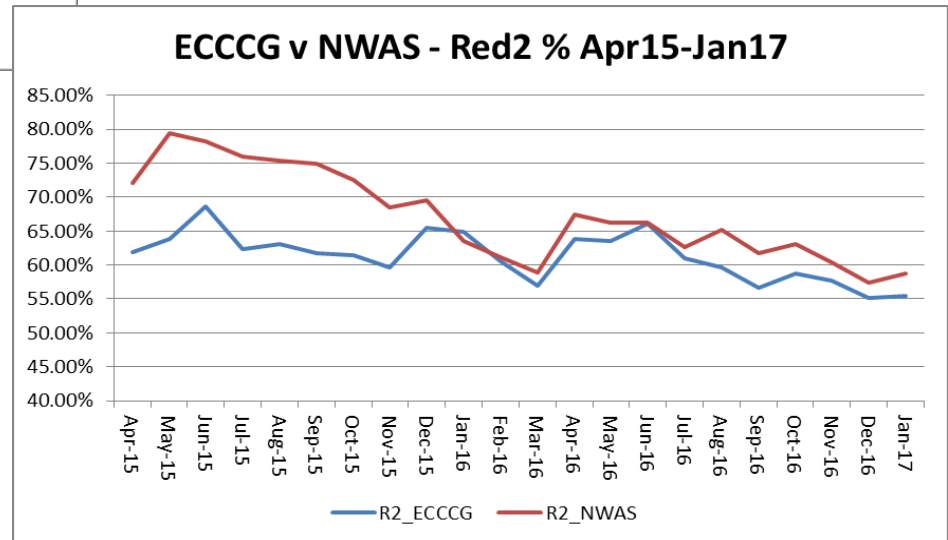
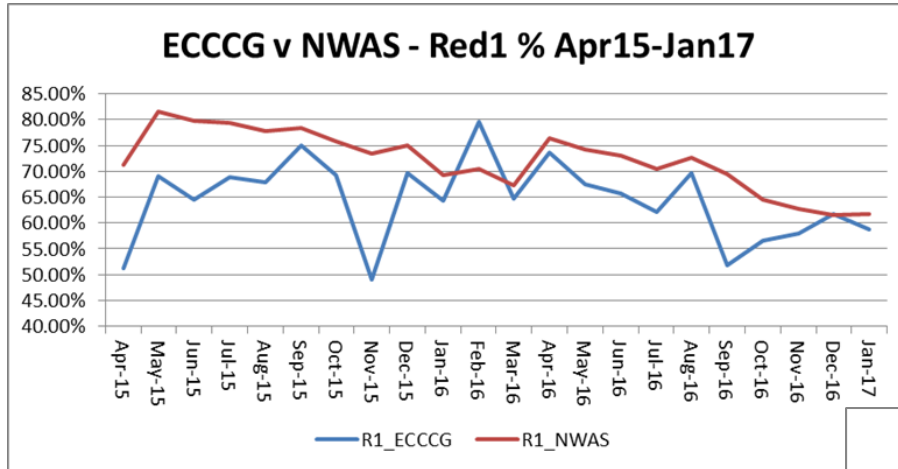
- The coordinating commissioner for NWAS is NHS Blackpool, which works on behalf of the CCGs across the North West within an agreed commissioning governance framework.
- The governance framework includes the Strategic Partnership Board (SPB) that is responsible for setting the strategic direction of ambulance service provision, comprising membership of the sub-regional CCG Chief Operating Officers Leads and NWAS Executive Directors.
- The SPB is further supported by local area based ambulance commissioning groups in Manchester, Cumbria, Lancashire, Cheshire and Merseyside.
- Within the North West there are a total of 33 CCGs grouped together at the sub-regional county level - Cumbria, Cheshire, Lancashire, Manchester and Merseyside. There are 3 local representatives on this group.

Risk One

- It is a strategic risk based on achievement of red one and two targets across the North West footprint
- This risk is managed by the Strategic Partnership Board
- The targets are measured on a Northwest (NWAS) footprint and not at a CCG level
- There is disparity in performance across the North West and no statutory requirement to achieve target at a CCG level.



Performance Gap



The gap in the performance difference between NWS as a whole and ECCCG has reduced over the last year.

Actions

Actions :

- CQUINS – Initiatives applied – applied to ring fence by changing the management of the Green Call outs (*hear and treat, see and treat, see and convey, & clinical assessment service*).
- Dispatch on disposition – Emphasis on 4 mins additional triage time - right care, right service first time.
- Hospital Ambulance waits – project focused on turn around times.

Options

- Do we maintain the risk? (*Recognising the mitigating actions at a North West level*).
- Or close the risk?



Risk Two

- Risk Two relates to the local Risk associated with non achievement of the targets within ECCCG.
- Yet NWAS does not have any statutory requirement to address the non achievement at a CCG level.
- A number of actions have been taken to reduce disparity and improve performance.

Local actions

- CQUINs in place as per risk one.
- Worked with the scrutiny committee.
- CCG written to NHS England – *(no decision to address made)*

Other local Initiatives

- Acute Visiting Service, Care Home improvement work & introduction of local falls service.
- Continue to work with NWAS.

Risk Two Options

Do we

1. Maintain the risk?

- Recognising that the CCG is limited in what it can materially do to improve the performance locally.
- Explore other mitigating actions – but limited.

2. Park/Close?

- Agree limited around any further actions.

Summary

Risk One (North West footprint)	Risk Two (Local footprint)
A North West footprint risk managed by the Strategic Partnership Board (SPB)	CCG is limited in what it can materially do to improve the performance
Range of actions in place on a North West footprint	Limited actions available to us locally.
Maintain or close?	Maintain or close?

Any questions?

Julia Curtis

Head of Clinical Quality - Eastern Cheshire CCG

julia.curtis2@nhs.net