

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of Richard Henderson, Acting Chief Executive
East Midlands Ambulance Service NHS Trust

Report to	Health Scrutiny Committee for Lincolnshire
Date:	18 May 2016
Subject:	East Midlands Ambulance Service (EMAS) - Improvements and Performance

Summary:

This report outlines the key areas of performance within the East Midlands Ambulance Service (EMAS) and in particular the Lincolnshire Division. This also includes an update on the work and ongoing projects being carried out to enhance and support performance.

Actions Required:

To consider and comment on the performance summary, the ongoing work and the progress to date.

1. Purpose

This report provides the Lincolnshire Health Scrutiny Committee with an update on East Midlands Ambulance Service NHS Trust (EMAS) performance.

2. EMAS Performance – Quarter Three/Quarter Four

Quarter Three - Lincolnshire Division did not achieve Red 1 (72.29%). Red 2 continues to be a challenge and the Division fell short of the required target (68.37%).

Quarter Four – Red 1 performance was not achieved (68.84%). Red 2 performance dropped by 7% compared with quarter three and this coincided with changes to response criteria and removal of EMAS ability to downgrade red calls. As a direct result EMAS as a

Trust and Lincolnshire Division witnessed an increase in Red two calls (29%) requiring a response which proved challenging to manage.

Year End Figures

Red 1 – 73.53%

Red 2 – 59.95%

A19 – 86.16%

Staff engagement and recruitment has seen greater emphasis, being mobilised through an NHS initiative termed “Listening into Action” that is being led personally by our Chief Executive.

Staff recruitment and the workforce plan is fully committed for the current financial year with new staff joining the service from April 2015 to March 2016.

EMAS has noted that inter facility transfers (IFTs) have increased compared with last year and this is currently being reviewed to understand the reasons and identify site specific actions to address.

The Division has worked closely with ULHT to pro-actively manage handover delays but this is an ongoing issue and being reviewed under the ULHT recovery plan. In December through to March the Division deployed a clinical navigator within Pilgrim Hospital and Lincoln County to liaise with ULHT staff to signpost patients efficiently and free up EMAS resources to respond. This is currently being evaluated to inform future deployment to this role. Hospital Liaison Officers will continue to be deployed to all sites where pressures are identified.

The CQC visited EMAS in November 2015 and the report on findings are due to be published on 10 May 2016.

EMAS is actively engaged in supporting the ULHT recovery plan

Quarter Three Performance (October, November, December 2015)

	Performance - Incidents (Response)		
	RED 1 (75%)	RED 2 (75%)	A19 (95%)
Lincolnshire	72.29%	68.37%	86.21%
<i>NHS Lincolnshire East CCG</i>	64.47%	63.25%	80.60%
<i>NHS Lincolnshire West CCG</i>	82.12%	77.68%	91.71%
<i>NHS North East Lincolnshire CCG</i>	83.87%	74.00%	91.03%
<i>NHS North Lincolnshire CCG</i>	74.82%	69.79%	90.71%
<i>NHS South Lincolnshire CCG</i>	60.64%	56.54%	80.74%
<i>NHS South West Lincolnshire CCG</i>	58.95%	63.37%	79.94%

**Quarter Four Performance
(January, February, March 2016)**

	Performance - Incidents (Response)		
	RED 1 (75%)	RED 2 (75%)	A19 (95%)
Lincolnshire	68.84%	61.24%	81.59%
<i>NHS Lincolnshire East CCG</i>	58.85%	56.08%	72.87%
<i>NHS Lincolnshire West CCG</i>	80.09%	69.64%	89.88%
<i>NHS North East Lincolnshire CCG</i>	78.95%	69.50%	90.59%
<i>NHS North Lincolnshire CCG</i>	73.60%	64.84%	86.30%
<i>NHS South Lincolnshire CCG</i>	55.56%	48.57%	74.48%
<i>NHS South West Lincolnshire CCG</i>	54.55%	54.28%	73.97%

Notes & Assumptions

Reportable Performance is measured against the locally and nationally agreed targets. County performance is now based on the CCG's within that county area.

Quarter Three Handover Delays

	No Of Vehicles At Hospital	No Of Usable Handover Times	Handovers Over 15mins	% Delayed over 15	Handovers Over 20mins	% Delayed over 20	Handovers Over 30mins	% delayed over 30	Handovers Over 45mins	% Delayed over 40	30 To 59 minutes	1 To 2 Hours	2 to 4 Hours	4 to 6+ Hours
Hospitals														
Boston Pilgrim Hospital	6263	6263	3188	51%	2336	37%	1362	22%	673	11%	965	326	76	1
Grantham and District Hospit	1385	1385	783	57%	560	40%	280	20%	132	10%	223	64	2	0
Grimsby Diana Princess Of W	5610	5610	3310	59%	2392	43%	1141	20%	337	6%	1057	88	0	0
Lincoln County Hospital	8015	8014	5411	68%	4075	51%	2158	27%	982	12%	1644	491	45	0
Peterborough City Hospital	2442	2442	1091	45%	728	30%	343	14%	126	5%	283	64	4	0
Scunthorpe General Hospital	4672	4672	2948	63%	2271	49%	1296	28%	546	12%	1058	235	11	0
Skegness and District Hospital	98	98	26	27%	14	14%	10	10%	5	5%	9	2	0	0
Grand Total	28485	28484	16757	59%	12376	43%	6590	23%	2801	10%	5239	1270	138	1

Quarter Four Handover Delays

	No Of Vehicles At Hospital	No Of Usable Handover Times	Handovers Over 15mins	% Delayed over 15	Handovers Over 20mins	% Delayed over 20	Handovers Over 30mins	% delayed over 30	Handovers Over 45mins	% Delayed over 40	30 To 59 minutes	1 To 2 Hours	2 to 4 Hours	4 to 6+ Hours
Hospitals														
Boston Pilgrim Hospital	6420	6420	3410	53%	2475	39%	1402	22%	705	11%	987	362	55	0
Grantham and District Hospital	1359	1359	892	66%	682	50%	384	28%	179	13%	293	88	8	0
Grimsby Diana Princess Of Wales	5549	5549	3683	66%	2836	51%	1647	30%	633	11%	1417	229	7	0
Lincoln County Hospital	7687	7686	4779	62%	3570	46%	1943	25%	997	13%	1373	473	103	2
Peterborough City Hospital	2527	2527	1551	61%	1207	48%	792	31%	471	19%	500	240	66	1
Scunthorpe General Hospital	4687	4686	3247	69%	2590	55%	1562	33%	807	17%	1142	383	42	0
Skegness and District Hospital	90	90	27	30%	17	19%	3	3%	0	0%	3	0	0	0
Grand Total	28319	28317	17589	62%	13377	47%	7733	27%	3792	13%	5715	1775	281	3

2.1 Performance Summary

The Committee is asked to consider the areas of work being carried out and the direct effect they are having on Ambulance Service performance within Lincolnshire. Although in the present contract EMAS are not commissioned to achieve national standards within Lincolnshire, the Commissioners within Lincolnshire do expect to see a continuous improvement towards national standards.

The Trust is active with Healthwatch and has formed an EMAS Healthwatch Task Group to look at and action initiatives in response to local needs.

Engagement with both System Resilience Groups (SRGs) and Urgent Care Working Groups is well established and representation and participation is regular and inclusive.

Work on unique initiatives with partner organisations such as CCGs, the Integration Executive, Local Resilience Forum (LRF) and others are on-going in support of the improvements necessary for the wider Lincolnshire health economy.

Pro-active work on hospital delays with ULHT staff has shown improvement, but there is a lot more work to do in this area.

External expert and consultant support, advice, critique and audit has been sourced and the results of this work and findings shared with commissioners to ensure the EMAS plan is robust and sufficiently focussed to deliver the required outcomes. Commissioner feedback on this has been very positive and supportive through their attendance at all relevant Board and Working Group meetings.

The development of:

- Mental Health Car Initiative
- Mobile Incident Unit, Butlins, Skegness
- Clinical Assessment Car Initiative
- South Lincolnshire Investments/Initiatives
- Joint Ambulance Conveyance Project (JACP) – Stamford, Woodhall Spa and Long Sutton
- Addressing patient handover delays at the acute trusts.
- Emergency Care Practitioner utilisation
- Blue Light Collaboration (Estates)

2.2 Joint Ambulance Conveyance Project (JACP) Data

Quarter Three

Combined JACP Performance period 01/10/15 – 31/12/15 inclusive

Number of Co Responder incidents attended	1,084
Number of Non Conveyances	310
Number of Conveyances	774
Incidents transported by FRV	69
Incidents transported by DCA	464
Incidents transported by JACP	216
Incidents transported by Other Resource	25
Conveyance Rate	71%
FRV Conveyances	9%
DCA Conveyances	60%
JACP Conveyances	28%
Other Conveyances	3%

Quarter Four

Combined JACP Performance period 01/01/16 – 31/03/16 inclusive

Number of Co Responder incidents attended	380
Number of Non Conveyances	124
Number of Conveyances	256
Incidents transported by FRV	32
Incidents transported by DCA	284
Incidents transported by JACP	58
Incidents transported by Other Resource	73
Conveyance Rate	67%
FRV Conveyances	13%
DCA Conveyances	111%
JACP Conveyances	23%
Other Conveyances	29%

2.3. LIVES First Responder Performance

Contribution to Red 1 and Red 2 Performance

Quarter Three (October to December 2015)

	Red1			Red2			
Resource Type	Responses	Hits	Perf	Responses	Hits	Perf	
Lives Responder Scheme	138	84	9.78%	2280	1265	7.76%	

Quarter Four (January to March 2016)

	Red1			Red2			
Resource Type	Responses	Hits	Perf	Responses	Hits	Perf	
Lives Responder Scheme	137	73	8.36%	2746	1243	6.96%	

3. Consultation

This is not a consultation item.

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

All sources of information and data referred to in this report can be found at:

www.emas.nhs.uk

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