

NORTH YORKSHIRE COUNTY COUNCIL

SCRUTINY OF HEALTH COMMITTEE

19 November 2010

Yorkshire Ambulance Service – Developments across the Service and specifically in the Stokesley and Great Ayton areas

Purpose of Report

1. The purpose of this report is to provide an opportunity for the Committee to be updated on recent developments in the Yorkshire Ambulance Service (YAS) and to contribute to the future service priorities.

Introduction

2. Mr Vince Larvin, Assistant Director of A&E Operations, YAS, will be attending the meeting to give a presentation on:
 - YAS's forthcoming priorities,
 - an update on Accident & Emergency operations,
 - an update on the Patient Transport Services
 - information on quality improvement (measuring patient safety, clinical effectiveness and patient experience).
3. Yorkshire Ambulance Service Monthly Update - October 2010 is attached.

Context

Local Developments

4. Mr Larvin will also review arrangements introduced last year under which the Stokesley and Great Ayton areas are now covered by a paramedic based in Stokesley and ambulances from Northallerton. Previously the area was covered by a North East Ambulance Service vehicle based at Coulby Newham.

Quality Accounts, Care Quality Commission (CQC) and Response Times

5. In May of this year the Committee commented that response times should have featured more prominently in YAS' Quality Account for 2009/10.
6. These concerns around response times were shared by the CQC which licenses NHS trusts when it commented at the time of registration in April 2010, that YAS was failing to meet the target requiring ambulances to respond to 75% of Category A calls (life threatening situations) within eight minutes. As a result the CQC placed a condition on YAS' registration and required it to take urgent action by 31 October 2010.

7. In September the CQC decided that YAS had made sufficient improvement to emergency response times and lifted the condition it had imposed.

Recommendation

8. That Members offer comment and advice on YAS' future priorities.

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11 November 2010

Background Documents: None



Yorkshire Ambulance Service Monthly Update October 2010

Dear Colleague

Welcome to the Yorkshire Ambulance Service (YAS) Monthly Update - a regular bulletin to keep stakeholders briefed on the Trust's performance and key priorities.

In this issue, you will find information on the following:

- CQC Condition Removal
- Performance
- Other Trust News

Our Annual Report and Quality Accounts for 2009-10 were published in September, and you can access these by following the link below. The report details the financial activities of the Trust and gives you an insight into the improvements and progress made by YAS over the last year. You can also read about our achievements, challenges and how we continue to make it our priority to provide high quality care for our patients.

<http://www.yas.nhs.uk/Publications/docs/20010-11/Annual%20Report%2C%20Quality%20Accounts%20%26%20Financial%20Summary%202009-10.pdf>

If you have any feedback regarding the Annual Report and Quality Accounts please email corp-comms@yas.nhs.uk

CQC Condition Removal

In September the Care Quality Commission (CQC) officially removed the condition it had placed on the Trust's registration. This condition related to the achieving of national response time targets, and the removal of the condition is a result of our significant efforts in ensuring the necessary improvements in this area were made.

The CQC made two visits to YAS in June and July 2010 and found that:

- response times had improved markedly with YAS responding to 76.1% of category A calls within eight minutes from April to August 2010, with the figure for August being 78.82% at the time of the review
- a new rota system will ensure that staffing levels are matched to the expected demand for services at any time
- the Trust is working with local hospitals to reduce handover times to A&E staff

- the Trust is using rapid response vehicles as an initial response to incidents, which are then backed up by double-manned ambulances as appropriate.

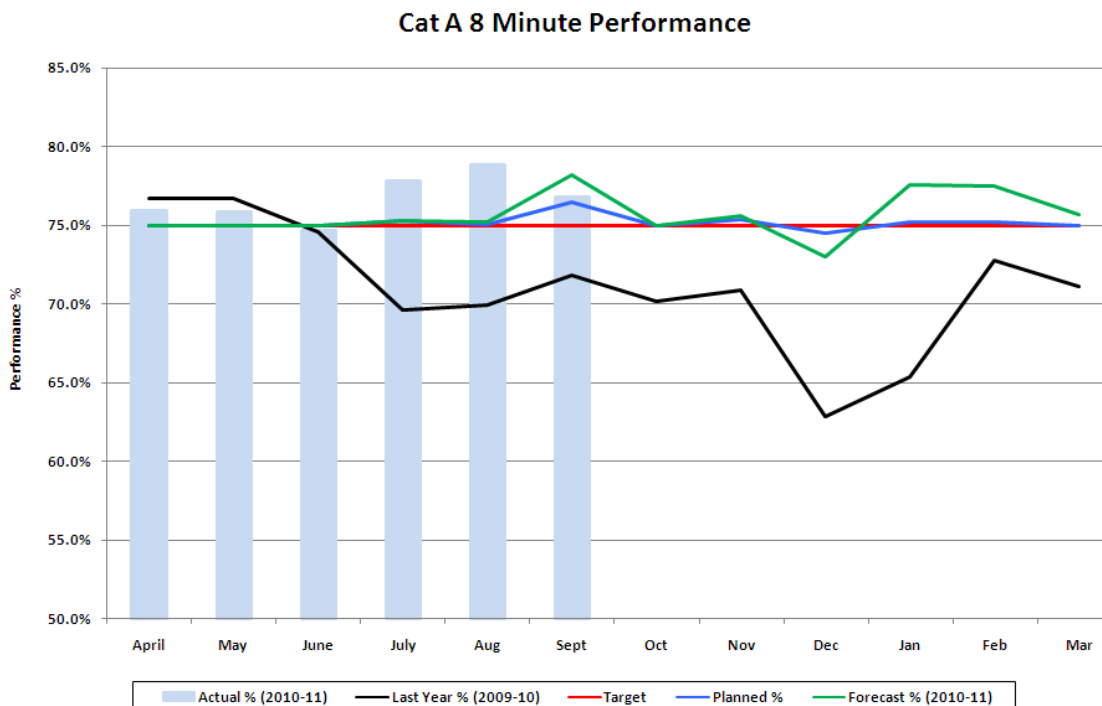
The removal of the condition is excellent news for the Trust, and we are committed to sustaining this level of performance - patients remain our highest priority and we will work closely with our healthcare partners to further improve response times and continue to provide a high quality ambulance service in Yorkshire.

Response Time Performance

Getting the right care to patients who find themselves in a life-threatening emergency is YAS's top priority.

We are committed to achieving the national response time standards on a sustainable basis and are currently achieving the Category A target to reach 75% in eight minutes for the year.

We continued to meet our category A performance targets in September, achieving 76.8% for the month, and our year-to-date position at the end of September was 76.7%.



Performance against YAS Operational Improvement Plan - September 2010

Category	Planned - Sept 2010	Actual - Sept 2010	Year-to-Date (end of Sept)	National target
A8	75%	76.8%	76.7%	75%
A19	95%	97.6%	97.8%	95%
B19	95%	94.7%	94.7%	95%

Category A8 year-to-date performance at the end of September was 76.7%, above the national target of 75%. Category A19 performance was above the national target of 95% for September, though performance for B19 is slightly below target for the year to date. Performance is strong in October so we are confident that we will achieve our year-end targets.

National Ambulance Service Performance Table

Throughout October YAS has been ranked in the middle of the national ambulance performance league table.

A&E Performance by PCT in September 2010

	All incidents		Category A incidents				Category B incidents				Category C incidents	
	% incidents variance		% incidents variance		% in 8 minutes		% incidents variance		% in 19 minutes		% incidents variance	
	Sept	YTD	Sept	YTD	Sept	YTD	Sept	YTD	Sept	YTD	Sept	YTD
North Yorkshire and York PCT	5.9	6.0	11.4	12.4	69.5	69.0	2.6	1.0	91.8	91.3	0.7	4.0
North Yorkshire CBU	5.9	6.1	11.4	12.4	69.5	69.0	2.6	1.0	91.8	91.3	0.7	4.0
East Riding of Yorkshire PCT	6.5	6.9	10.2	13.5	69.2	70.5	6.3	-0.2	92.2	90.5	-1.8	10.8
Hull PCT	5.2	0.8	2.2	3.1	92.1	89.6	8.3	0.4	98.3	98.5	1.2	0.1
East Yorkshire CBU	5.8	3.6	6.2	8.2	80.2	79.9	7.4	0.1	95.6	94.9	-0.1	5.0
Bradford and Airedale PCT	4.4	0.3	2.6	-1.1	76.1	75.5	1.3	-4.3	93.3	92.7	25.1	10.9
Calderdale PCT	4.2	4.7	8.0	2.6	83.1	81.0	7.9	3.4	94.0	92.9	1.4	1.3
Kirklees PCT	4.4	3.4	8.3	0.8	76.6	74.4	3.3	0.9	93.1	93.4	0.3	9.7
Brad/Cald/Kirk CBU	4.4	2.1	5.3	0.1	77.4	76.1	3.1	-1.2	93.4	93.0	11.4	8.8
Wakefield District PCT	7.6	6.7	6.6	3.4	80.1	79.3	6.6	6.9	94.2	95.4	15.0	13.8
Leeds PCT	5.1	4.3	2.6	0.4	76.3	76.3	5.9	0.3	94.3	95.6	6.2	13.2
Leeds and Wakefield CBU	5.9	5.1	3.8	1.3	77.5	77.2	6.1	2.3	94.3	95.6	8.6	13.4
Barnsley PCT	8.5	2.6	8.7	3.8	78.2	80.3	4.3	3.3	97.8	97.9	8.7	2.2
Doncaster PCT	0.9	4.4	0.9	7.3	77.0	77.7	5.2	0.3	97.1	97.1	0.0	2.7
Rotherham PCT	-1.7	-1.5	2.0	2.0	79.6	78.8	3.0	-3.1	97.3	96.6	-3.1	-0.5
Sheffield PCT	3.5	2.8	1.7	6.0	78.5	80.5	1.9	-2.3	97.0	96.6	11.3	5.0

South Yorkshire CBU	2.8	2.3	2.8	5.1	78.3	79.5	3.2	-0.9	97.2	96.9	5.3	2.8
YAS SLA TOTAL	4.7	3.6	5.2	4.4	76.8	76.7	4.3	0.2	94.7	94.7	6.2	7.2

* CBU refers to YAS's clinical business units.

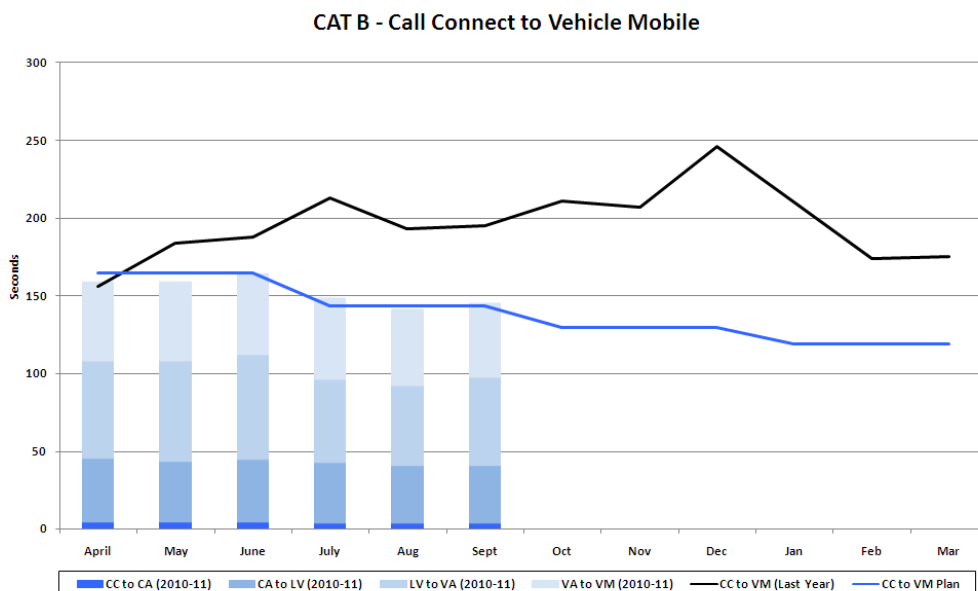
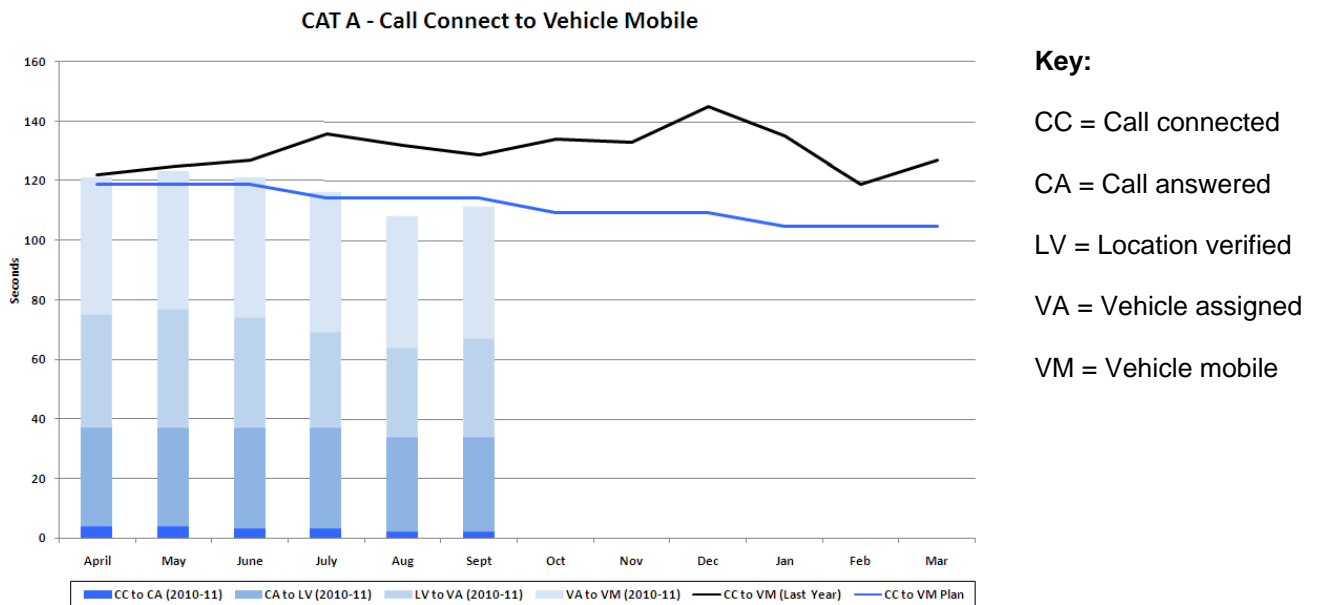
A&E System Performance

We have already achieved 4% efficiency and continue to implement our A&E Operational Improvement Plan.

One of the key elements of this is activation times (see graphs below).

Our Cat A activation times (the time it takes from a call being connected to a vehicle being mobilised and sent to the patient) are currently ahead of plan and showing significant improvement on last year.

Cat A and B Activation



Quality - Clinical Performance Indicator Charts

One way in which we can measure clinical quality is by benchmarking YAS's performance against the five clinical performance indicators (CPIs) for ambulance services which are STEMI, Hypoglycaemia, Stroke, Cardiac Arrest and Asthma.

The latest CPI audit results can be seen in the tables, which show that YAS is performing consistently well on all indicators against the national averages.

YAS Local Hypo CPI	National Average Cycle 3 August 09	YAS May 10	YAS June 10	YAS July 10
H1 Blood Glucose Before Treatment	98.05	92.62	98.66	98.66
H2 Blood Glucose After Treatment	96.75	97.96	97.32	96.64
H3 Treatment for Hypoglycaemia Recorded	97.49	98.66	99.32	100
H4 Direct Referrals made to an appropriate health	26.81	45.65	62.3	38.03
Care Bundle H1, H2 and H3	92.3	90.48	95.95	95.24

YAS Local STEMI CPI	National Average Cycle 4 November 09	YAS June 10	YAS July 10
M1 Aspirin	93.99	97.67	92.63
M2 GTN	90.04	84.71	90.1
M3 Two Pain Scores recorded	77.56	72.94	92.93
M4 Morphine Given	64.94	66.67	69.33
M5 Analgesia Given	66.36	70.83	78.21
M7 Spo2 Recorded	94.29	98.91	96.12
Care Bundle M1, M2, M3 and M5	53.03	52	54.12

YAS Stroke CPI Local	National Average Cycle 3 July 09	YAS June 10	YAS July 10
S1 FAST Test recorded	93.03	95.45	94.07
S2 Blood Glucose Recorded	88.68	97.26	95.3
S3 Blood Press Recorded	99.01	99.33	100
S4 Time of Onset Recorded	55.82	51.56	57.58
Care Bundle S1, S2 and S3	83.13	90.84	89.78

YAS Local Asthma CPI	National Average Cycle 4 September 09	YAS June 10	YAS July 10
A1 Resp rate recorded	98.04	96.67	100
A2 PEFR recorded before Treatment	31.54	50.47	45.63
A3 Spo2 recorded before Treatment	88.64	97.33	87.25
A4 Beta 2 Agonist recorded	92.15	89.33	92.25
A5 O2 administered	89.42	90	88.97
Care bundles A1, A2, A3 and A4	27.78	44.07	37.74

YAS Local Asthma CPI	National Average Cycle 4 September 09	YAS June 10	YAS July 10
A1 Resp rate recorded	98.04	96.67	100
A2 PEFR recorded before Treatment	31.54	50.47	45.63
A3 Spo2 recorded before Treatment	88.64	97.33	87.25
A4 Beta 2 Agonist recorded	92.15	89.33	92.25
A5 O2 administered	89.42	90	88.97
Care bundles A1, A2, A3 and A4	27.78	44.07	37.74

Other Trust News

Awards Success

Individuals and teams at YAS have been recognised and rewarded for their achievements at recent award ceremonies.

At the regional Health and Social Care Awards held at Saviles Hall in Leeds on 7 October, our Clinical Hub Team Leader, Annette Strickland, won the category of Success in Partnership Working. Annette won the award due to her work on YAS's Frequent Caller Project which aims to reduce the amount of calls being received by persistent and frequent callers. The success of this project can be demonstrated by the fact that in 2009-10 there was an 8% reduction in calls, and the year to date is showing a reduction of 10%.

On the same night, Mick Farmer, our Assistant Director of Fleet, was named Public Service Fleet Manager of the Year at the Green Fleet Awards held in London. Mick was nominated for demonstrating innovation, dedication and a commitment to making carbon reduction a priority in his day-to-day duties.

Finally, Steven Harvey, a clinical advisor in our Wakefield Communications Centre, won the inaugural Clinician of the Year Award at the Psiam User Group Conference in Birmingham. Steven won the award for his work on the Clinical Hub and alternative pathways development.

Helicopter Heroes

The fourth series of Helicopter Heroes, a fly-on-the-wall documentary about the Yorkshire Air Ambulance (YAA) which also includes footage of YAS's ground-based crews, has moved to a prime-time evening slot on BBC1, with the first episode aired on Wednesday 20 October.

A selection of programmes from the series, which has been well-received by daytime viewers, will be repeated at 7.30pm for a six-week period.

For further information contact the YAS Corporate Communications team, email: corp-comms@yas.nhs.uk or tel: 0845 120 0048 or Abby McClymont, YAA Marketing and Communications Coordinator, email: A.McClymont@yaa.org.uk or tel: 07825 458600.

Hazardous Area Response Team - *Yorkshire Post*

A feature about YAS's Hazardous Area Response team (HART) appeared in the *Yorkshire Post* on Thursday 28 October. This focused on the role and capabilities of the HART. For further information or a copy of the article, please contact the YAS Corporate Communications team, email: corp-comms@yas.nhs.uk or tel: 0845 120 0048.

Summary

We welcome your comments and feedback on this newsletter and our new approach to keep in touch with stakeholders. Please send these to me at: simon.worthington@yas.nhs.uk

Yours faithfully

Simon Worthington
Acting Chief Executive