



North West Ambulance Service **NHS**
NHS Trust



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

North West Ambulance Service NHS Trust

Halton Overview and Scrutiny Committee

March 2014

Our Services

- 999 Paramedic Emergency Service
- Urgent Care
- Patient Transport Service
- Major Incident Management
- Provide 111 services in the North West (NW) from October 2013



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Facts & Figures

- 7 million population over 5,400 square miles
- Employs approximately 5,000 staff
- Annual income of £260 million
- Three emergency control rooms
- 1.1 million 999 calls a year (900,000 emergency patient episodes)
- 2 million Patient Transport Service journeys
- Covers the NW footprint – 5 Local Area Teams with 33 Clinical Commissioning Groups, 28 provider trusts

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What the presentation will cover

- Key Achievements
- Headline Performance
- Halton Information
- Estates review
- Complaints and Compliments
- Foundation Trust (FT) status

Key Achievements

- One of the top performing ambulance trusts nationally despite activity increases
- Excellent Care Quality Committee inspection
- Pathfinder and urgent care development
- Membership targets for FT achieved
- Established clinical leadership structure
- National innovation award for Patient Experience
- First ambulance service to get Gold Investors in People Award
- National recognition for Channel 4 series “999: What’s your emergency?”

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Halton Information

- Two stations serve the Halton area – Widnes and Runcorn
- Widnes:
 - 16 Paramedics and 12 Emergency Medical Technicians (Grades 1 & 2)
 - 2 emergency ambulances
 - 2 Rapid response vehicles (RRVs)

Halton Information - Continued

- Runcorn:
 - 16 Paramedics and 12 Emergency Medical Technicians (Grades 1&2)
 - 2 emergency ambulances and 2 rapid response vehicles (RRVs)
- Patient Transport Service (PTS) operate from Warrington, Widnes and Runcorn stations
- Total of 26 PTS staff and 13 PTS vehicles

Halton (WA7) Headline Performance

- Call increase of 5.1% compared to the same period last year

OVERALL PERFORMANCE	Number of 999 calls	R1 <8m%	R2 <8m%
April-December 2012	12,978	71.5%	77.5%
April-December 2013	13,646	73.2%	77.5%

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In the Community

- Two active Community First Responders
- Assisted Cheshire Fire and Rescue with purchase and placement of defibrillator in Widnes, Asda
- 10 October 2013 – 17 public defibrillators installed in sites throughout Halton
- Advanced Paramedic working with Community Care to put diabetic and falls pathways in place
- Work undertaken with care and nursing homes to prevent unnecessary hospital attendance

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Complaints & Compliments

- Complaints, and concerns expressed via the N WAS Patient Advisory Liaison Service (PALS), are now being counted as one
- For the time period of April – December 2013, the Trust has received the following:

	2012	2013
Complaints	12	26
Compliments	60	46

Foundation Trust Status

- August 2013, Monitor announced the Trust's application had unfortunately been deferred for a period of 12 months.
- Monitor stated the reason for deferral as being that NWS "could not demonstrate that its Board had the necessary processes in place to govern how the Trust provides the required quality of care for its patients."
- Monitor did not identify any issues relating to the provision of services, quality of services, performance or finance.
- The deferral period given to allow the Trust to make improvements and strengthen its governance capabilities.

Estates Review

- Launched a review of Trust's estate portfolio
- Looking at the future of all stations/properties and the following options:
 - Refurbishment
 - Closure
 - Relocation
 - Co-location with fire, police or other NHS organisations
 - Savings made to be reinvested in frontline services
 - No current developments in Halton

There's More to Your Ambulance Service

- #team999 launched in September 2013
- Campaign aims to show 999 callers may not always get an ambulance or be taken to hospital
- Profiles members of #team999 to show the varied roles involved in patient care



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Any questions?

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