



North East Ambulance Service



NHS Foundation Trust

ForLife

Ambulance Response Programme



Ambulance Performance Standards

Barry Dews
Mark Cotton

14 ambulance stations across the county:

- 14 double crew ambulances
- 2 rapid response
- 4 community paramedics
- 4 urgent care ambulances



Response time standards up to 30th October 2017

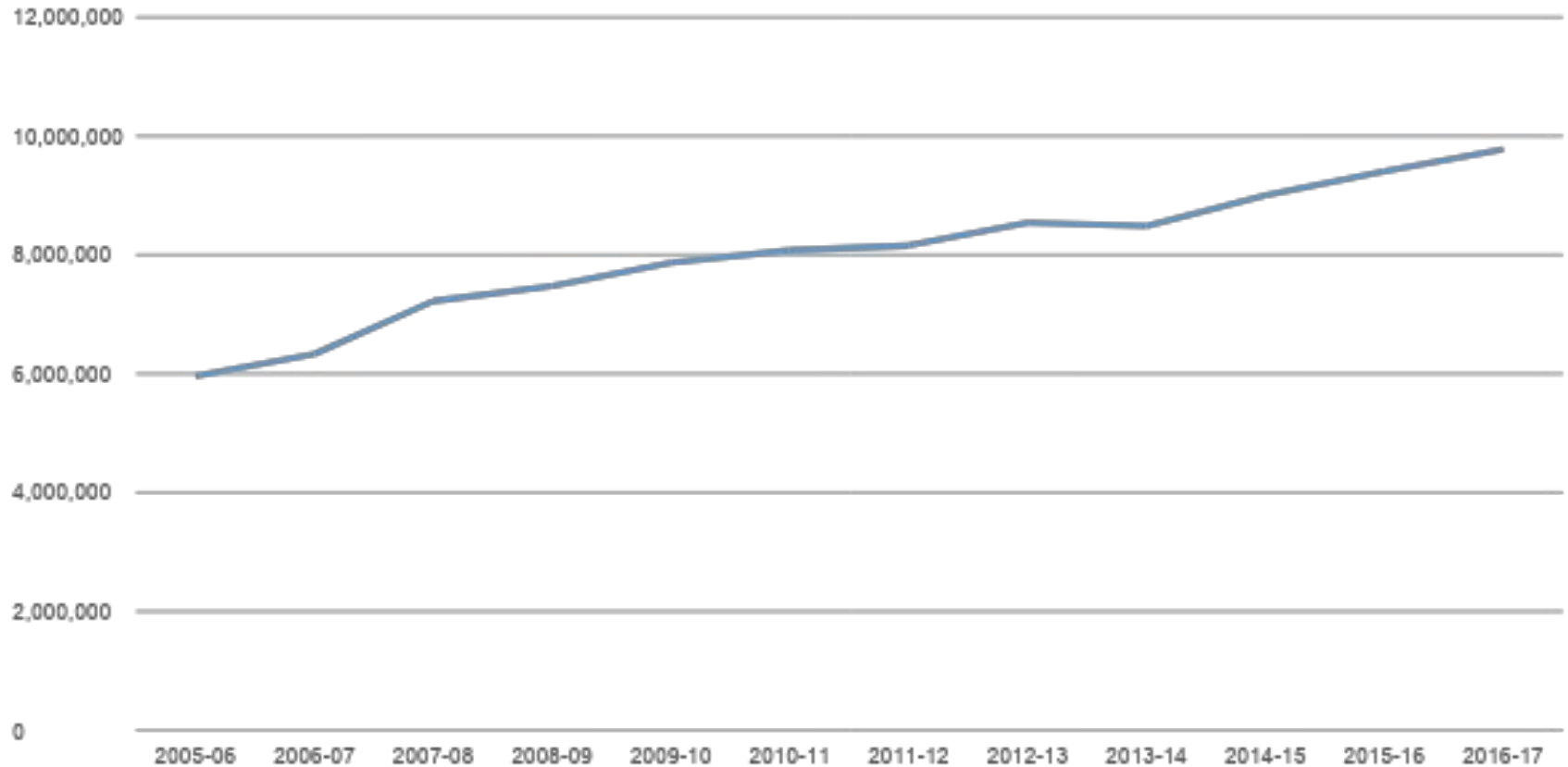
Call Type	Call definition	Response time	
Red 1	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Red 2	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Green 1	Serious clinical need	No standard	Aim to respond in 20 mins to any case
Green 2	Less serious clinical need	No standard	Aim to respond in 30 mins to any case
Green 3	Not an emergency	No standard	Aim to respond in 60 mins to any case
Green 4	Not an emergency	No standard	Telephone assessment and referral

Why change?

- Increased demand
- Time frames over-ruling patient care
- High volume of crews diverted between cases
- Rapid Response on scene for longer periods for a conveying resource

Ambulance call volumes

2005/06 to 2016/17



Ambulance performance standards

Professor Keith Willett, NHS England's Medical Director for Acute Care

“Paramedics are rightly frustrated that under the current ‘stop the clock’ system they are frequently dispatched to simply hit targets.

“This has led to the inefficient use of ambulances, with the knock-on effect of ‘hidden waits’.

"This is about ***updating a decade old system*** to respond to modern needs. In most 999 calls we know the best clinical outcome for patients is ***most appropriate response***, not the fastest response

Ambulance Standards

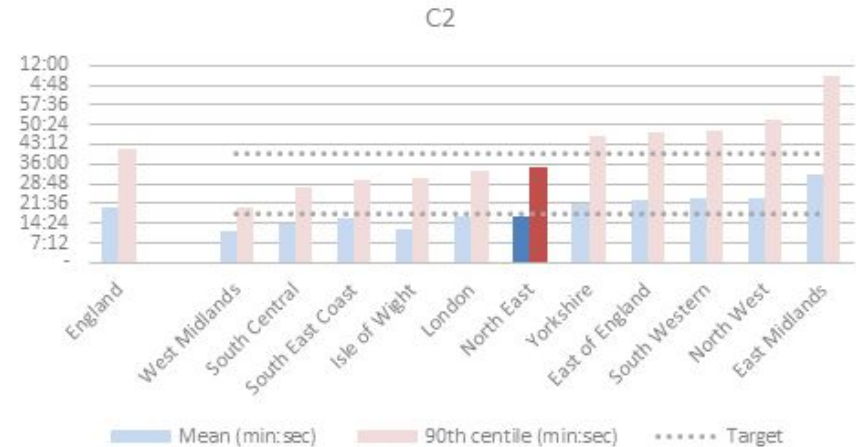
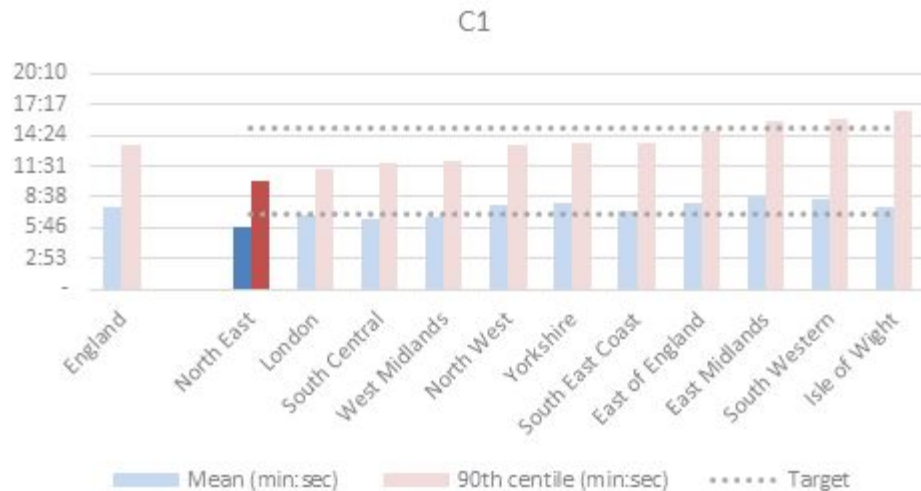
Call type	Call definition	Average response time <small>(100% of all cases)</small>	90% response time
Category 1	Time-critical life-threatening event	7 minutes	15 minutes
Category 2	Potentially serious conditions	18 minutes	40 minutes
Category 3	Urgent problems not immediately life-threatening		120 minutes
Category 4	Non-urgent; needs telephone or face-to-face assessment		180 minutes
Specialist response	Hazardous area, specialist rescue, mass casualty.		

Ambulance Response Objectives

- Timely response to patients with life-threatening conditions
- Right clinical resources to meet the needs of patients
- Reducing multiple dispatches
- Reducing the diversion of resources
- Increasing hear and treat
- Increasing see and treat

ARP Categories 1 and 2

April 2018 Benchmark



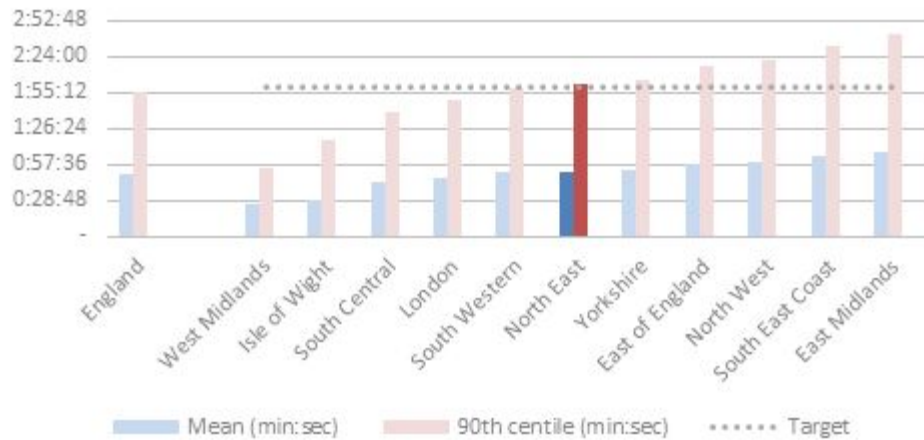
NEAS has been the best performing Ambulance Trust for Category 1 incidents since we implemented the new system, consistently achieving both mean and 90th centile targets.

Category 2 targets have not been achieved, however our performance is better than the national average, with only 1 Trust nationally achieving both standards.

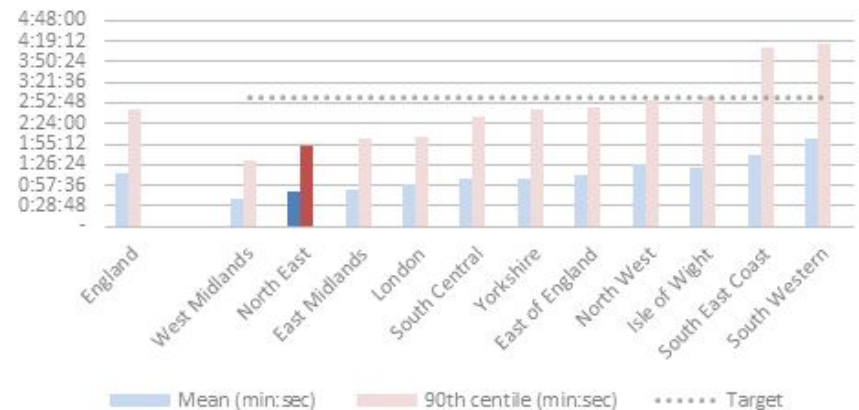
ARP Categories 3 and 4

April 2018 Benchmark

C3



C4



National benchmarking data for April 2018 shows NEAS performing better than the national average for all categories, except C3. Category 3 incidents remains our biggest challenge, marginally missing the target for April 2018.

Category 4 performance continues to improve month on month, achieving the target for April 2018. NEAS performance continues to perform better than the national average.



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www.neas.nhs.uk



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