



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 30<sup>th</sup> October 2017

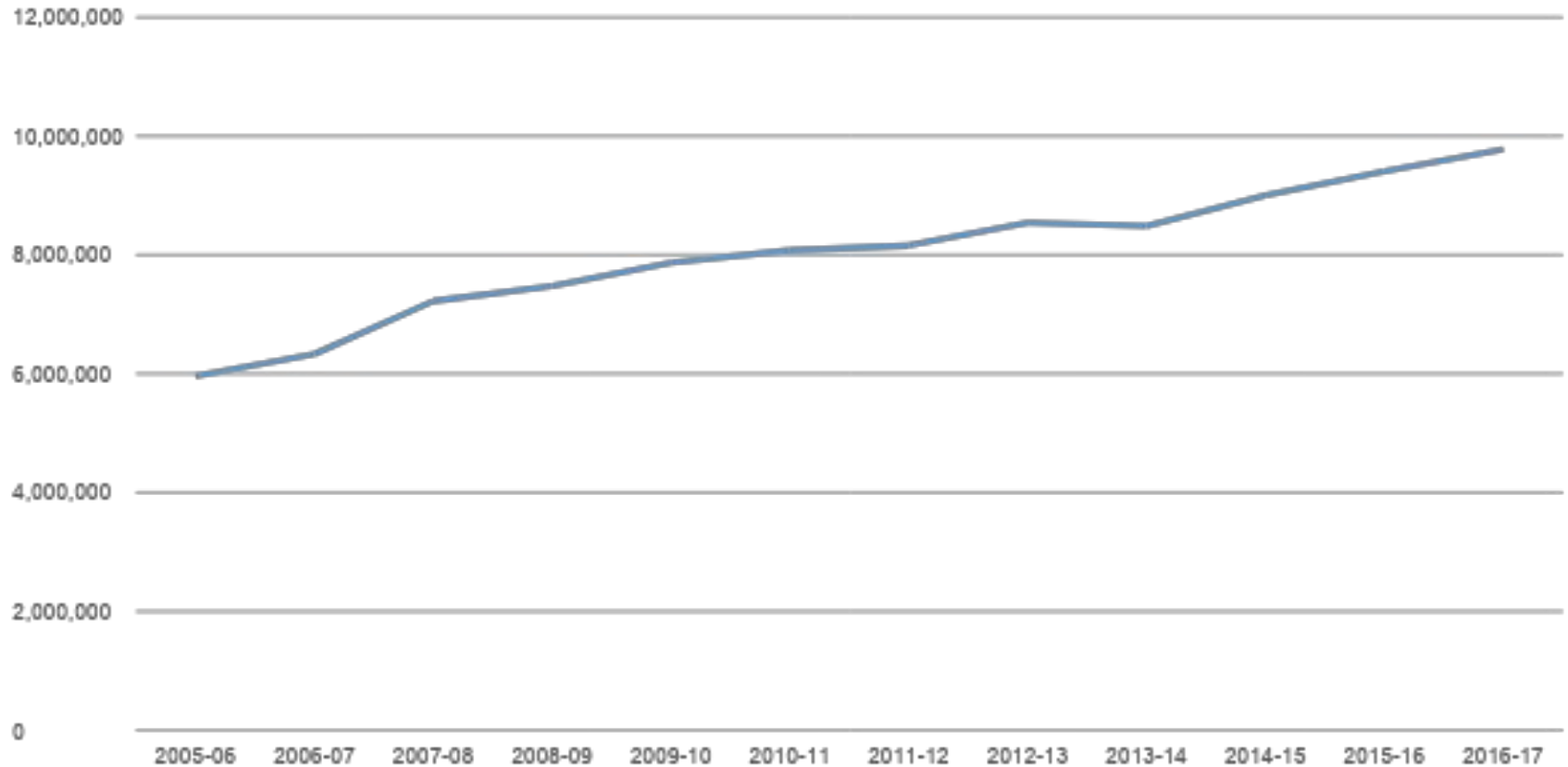
Call Type	Call definition	Response time	
Red 1	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Red 2	Time-critical life-threatening call	8 minutes in 75% of cases	19 minutes in 95% of cases
Green 1	Serious clinical need	No standard	Aim to respond in 20 mins to 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

<b>Call type</b>	<b>Call definition</b>	<b>Average response time</b> <small>(100% of all cases)</small>	<b>90% response time</b>
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.		

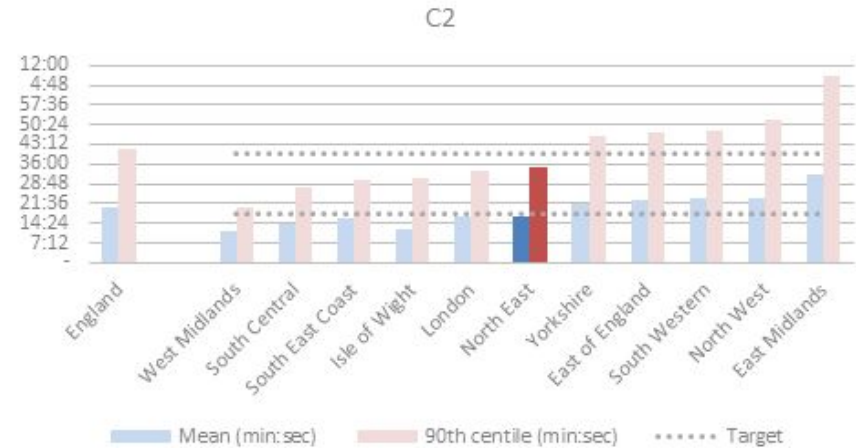
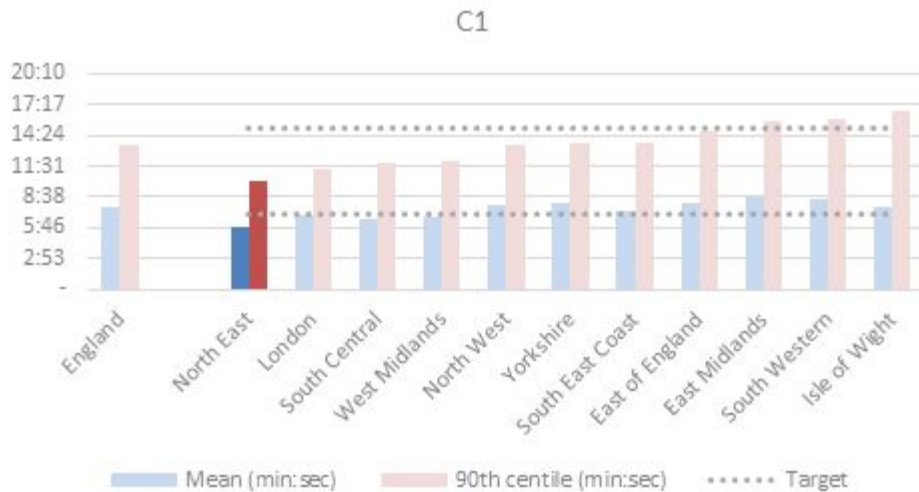
# Ambulance Response Objectives

- 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



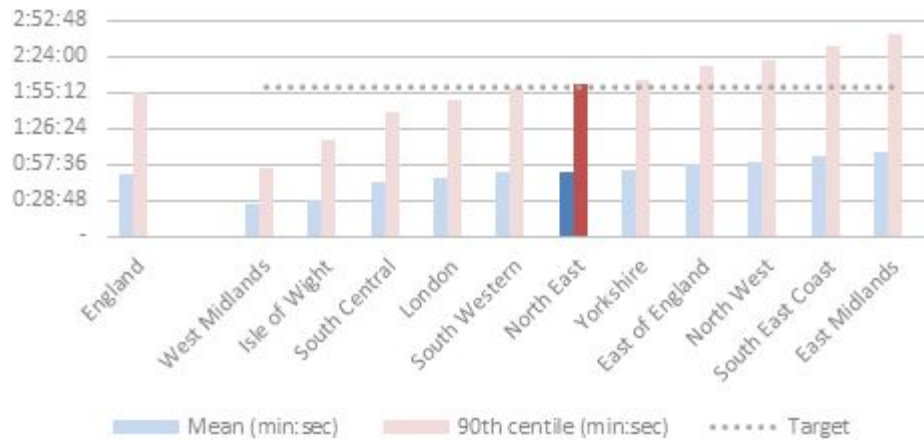
NEAS has been the best performing Ambulance Trust for Category 1 incidents since we implemented the new system, consistently achieving both mean and 90<sup>th</sup> centile targets.

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

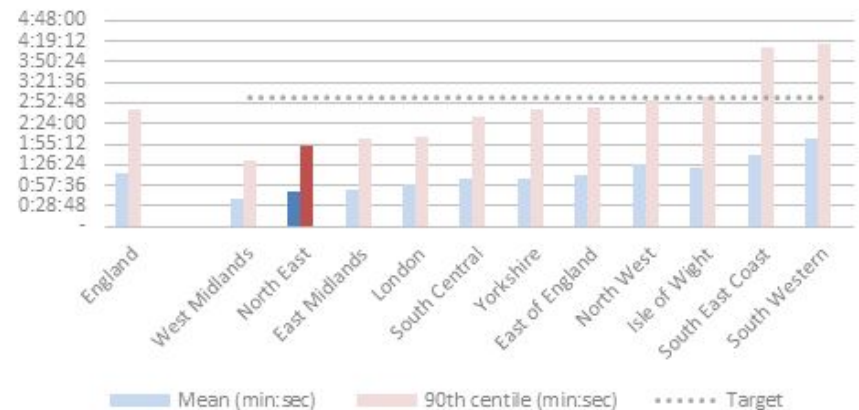
# ARP Categories 3 and 4

## April 2018 Benchmark

C3



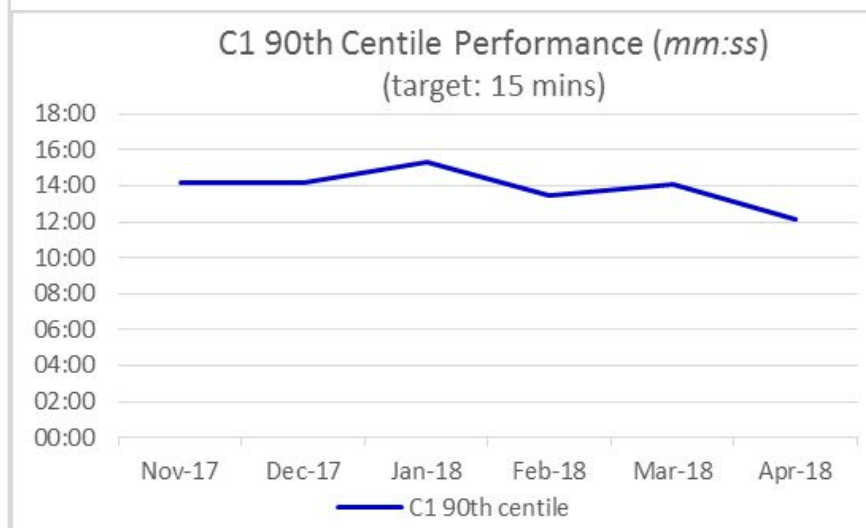
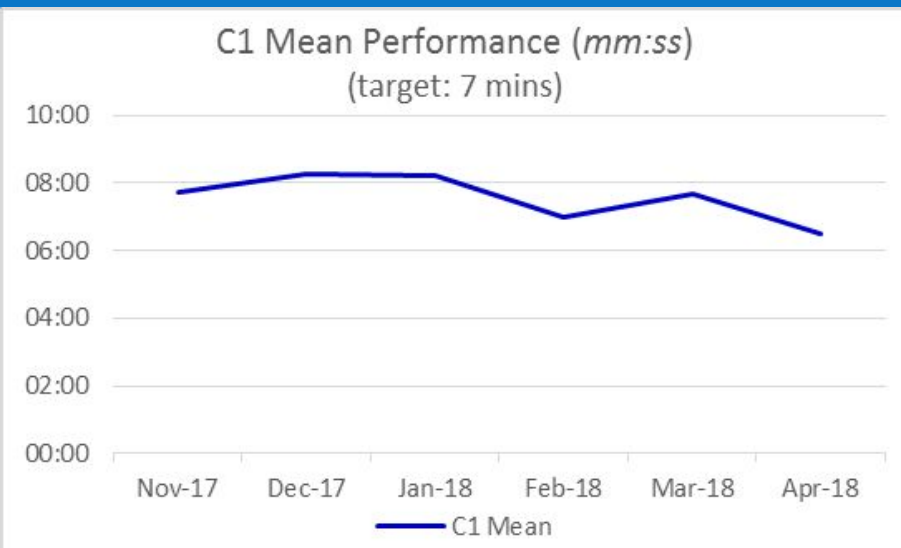
C4



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.

# Northumberland CCG – C1 Performance (Mean and 90<sup>th</sup> Centile)

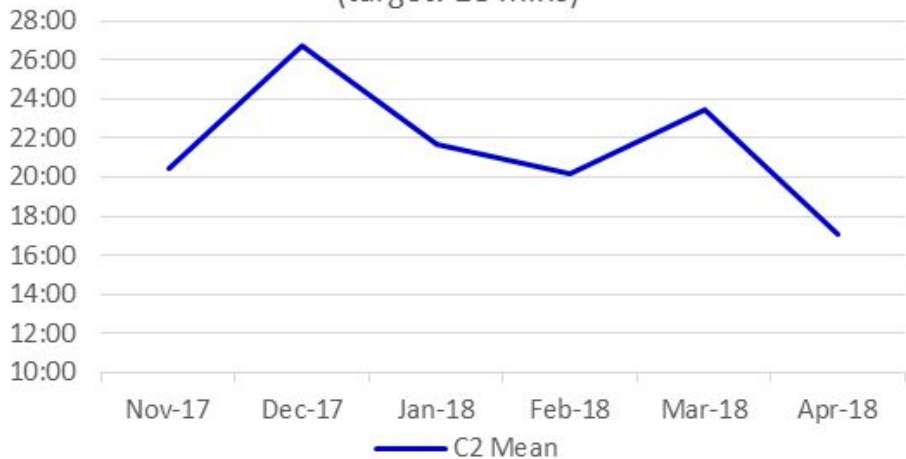


The new ambulance response measures were introduced in early October 2017. For those patients with the most urgent need, Category 1, ambulance services are measured against both the mean and 90<sup>th</sup> centile for performance with targets at a regional level.

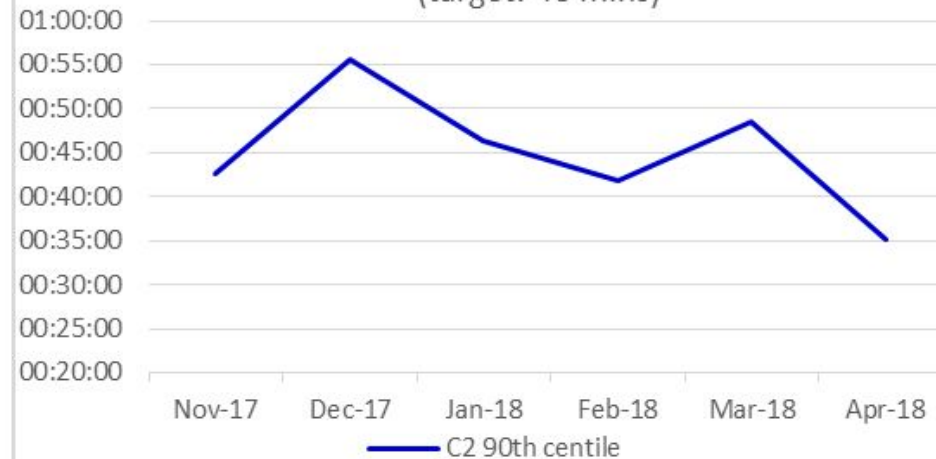
Within the Northumberland CCG area, NEAS has seen improvements over the past 3 months.

# Northumberland CCG – C2 Performance (Mean and 90<sup>th</sup> Centile)

C2 Mean Performance (mm:ss)  
(target: 18 mins)



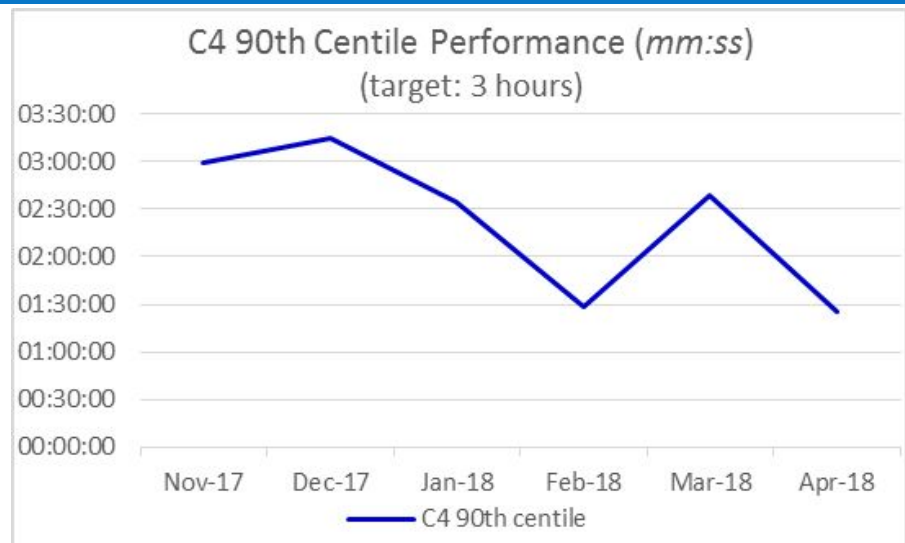
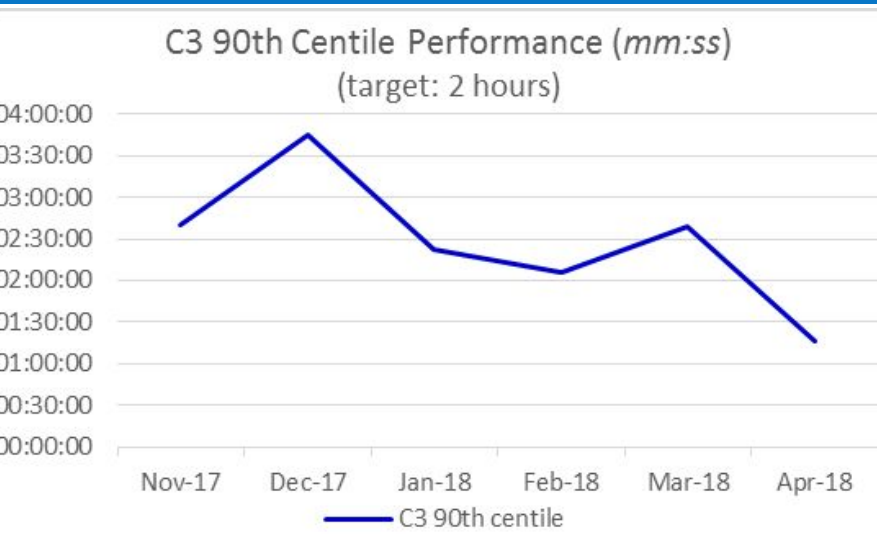
C2 90th Centile Performance (mm:ss)  
(target: 40 mins)



For those patients with a less urgent need than C1, Category 2, ambulance services are measured against both the mean and 90<sup>th</sup> centile for performance with targets, again, at a regional level.

Within the Northumberland CCG area, NEAS has seen improvements since December 2017.

# Northumberland CCG – C3 and C4 Performance (90<sup>th</sup> Centile)



For Category 3 and 4 incidents, ambulance services are measured against the 90<sup>th</sup> centile for performance with targets, again, at a regional level.

Within the Northumberland CCG area, NEAS has seen improvements since December 2017.

# Northumberland CCG – Performance against the new Ambulance Response Programme standards

		Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
<b>C1</b>	Mean	00:07:43	00:08:16	00:08:13	00:07:00	00:07:41	00:06:30
	90th centile	00:14:11	00:14:08	00:15:22	00:13:26	00:14:07	00:12:10
<b>C2</b>	Mean	00:20:24	00:26:45	00:21:42	00:20:12	00:23:26	00:17:05
	90th centile	00:42:37	00:55:31	00:46:18	00:41:45	00:48:31	00:35:11
<b>C3</b>	90th centile	02:39:59	03:44:30	02:22:58	02:05:49	02:39:23	01:16:19
<b>C4</b>	90th centile	02:59:00	03:14:50	02:34:53	01:28:35	02:39:09	01:25:08

The new ambulance response measures were introduced in early October 2017. For those patients with the most urgent needs, Category 1 and 2, ambulance services are measured against both the mean and 90<sup>th</sup> centile for performance with targets at a regional level, with C3 and C4 measured against the 90<sup>th</sup> centile. Within the Northumberland CCG area, NEAS has seen improvements over the past 3 months.



*For Life*

[www.neas.nhs.uk](http://www.neas.nhs.uk)



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