



North East Ambulance Service **NHS**
NHS Foundation Trust

AMBULANCE SERVICE AND HOSPITAL INTERFACES

Northumberland County Council Health and Wellbeing Overview and Scrutiny Committee

Tuesday 16th January 2018

AMBULANCE SERVICE AND HOSPITAL INTERFACES

Purpose of this Presentation

- Describe pressures across the health sector;
- Set out the initiatives to help address those pressures, including handover delays;
- Set out alternatives to conveyance to hospital;
- Set out ideas being explored across the health sector.

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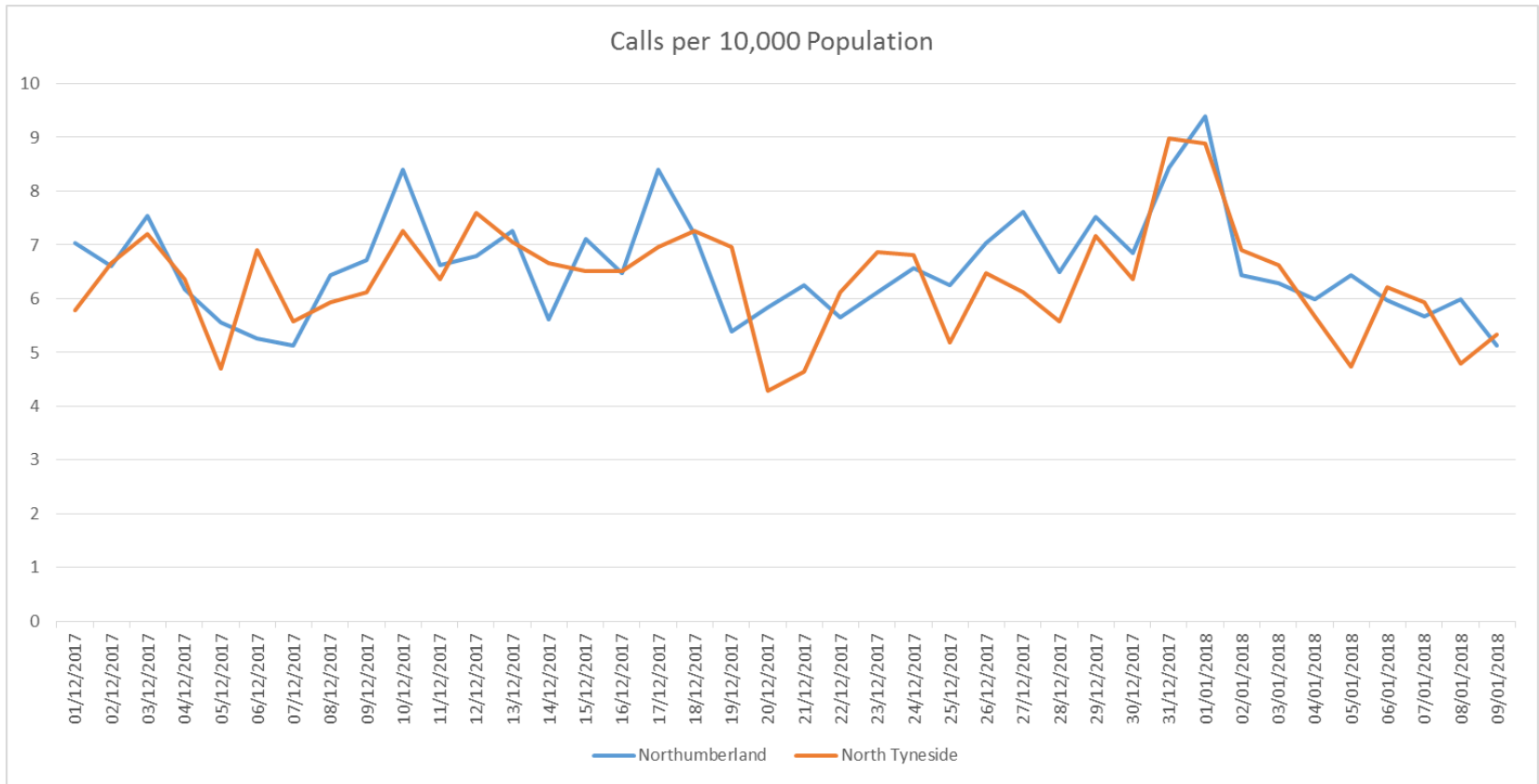
Issues and Pressures in the Healthcare System

- Increased volume of calls to 999 and 111;
- Handover delays at Accident and Emergency departments;
- Lack of alternative dispositions.

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999 Call Volumes (per 10,000 population): Northumberland versus North Tyneside

Period 1st December 2017 to 9th January 2018

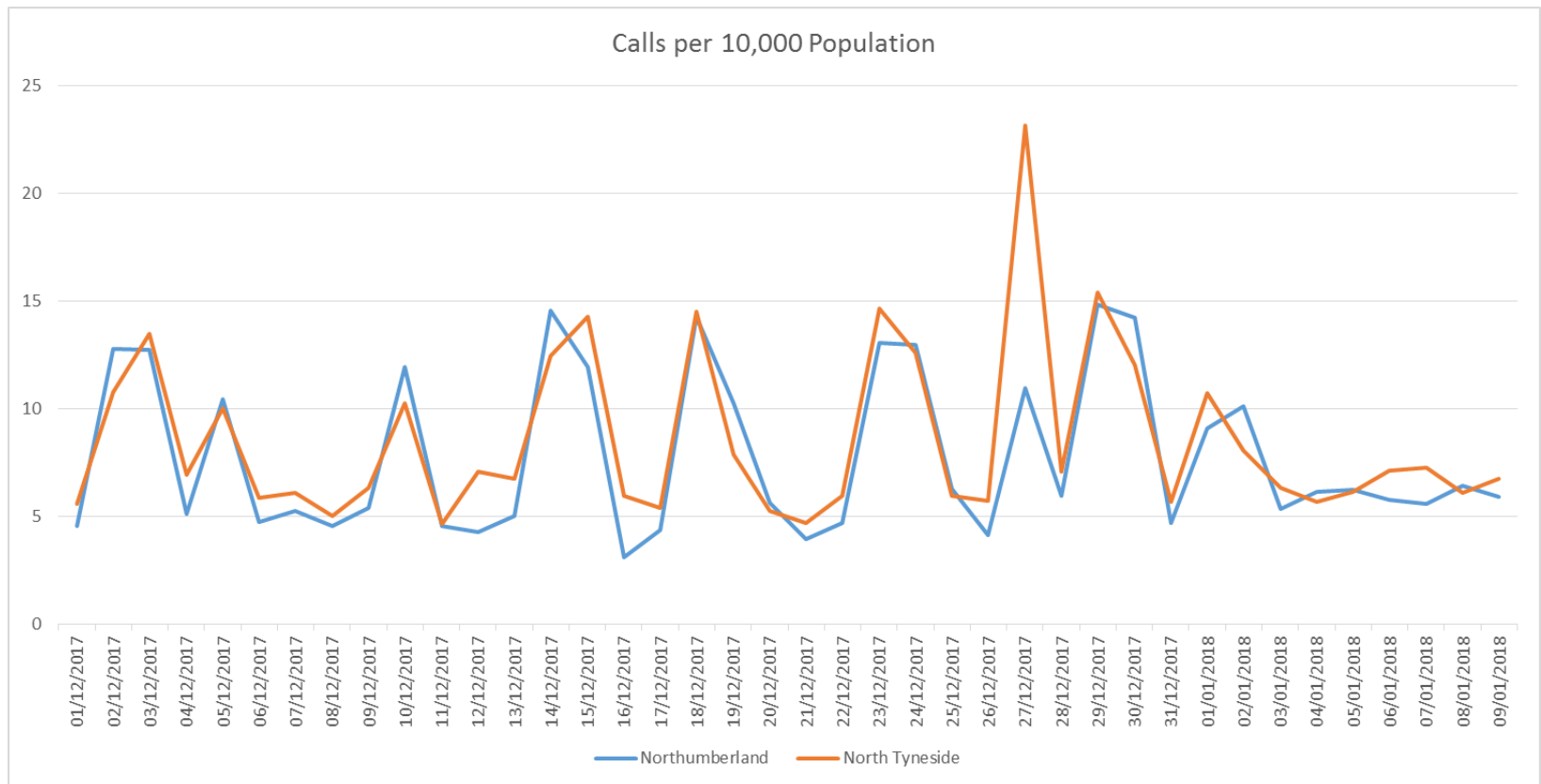


Population source: ONS Mid year 2015 Estimates

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111 Call Volumes (per 10,000 population): Northumberland versus North Tyneside

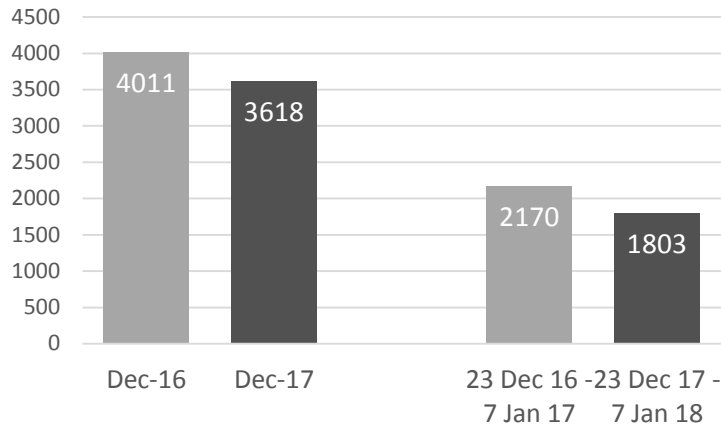
Period 1st December 2017 to 9th January 2018



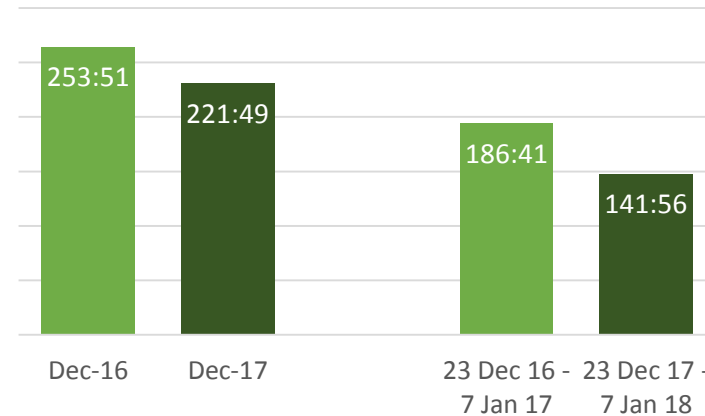
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Handover Performance – NSECH Comparative Data, 2016 and 2017

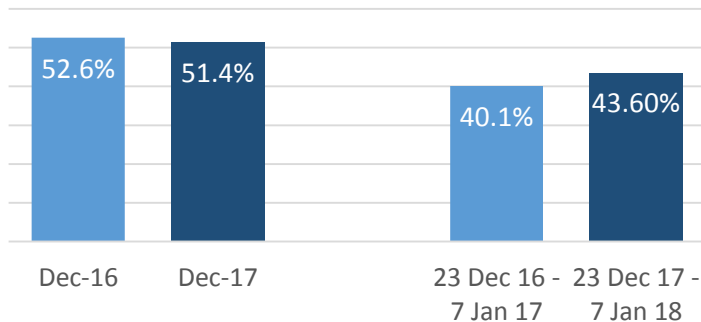
Ambulance Arrivals



Hours Lost to Handover



% Handovers within 15 mins



Ambulance arrivals at NSECH have reduced compared to the previous year with almost 10% less arrivals in December 2017 compared to December 2016.

Improvements have been seen in handover performance during the winter period with fewer hours lost to handover compared to the previous year.

Handovers completed within 15 minutes saw an improvement over the Christmas and New Year period, although a small reduction was seen in December 2017 overall.

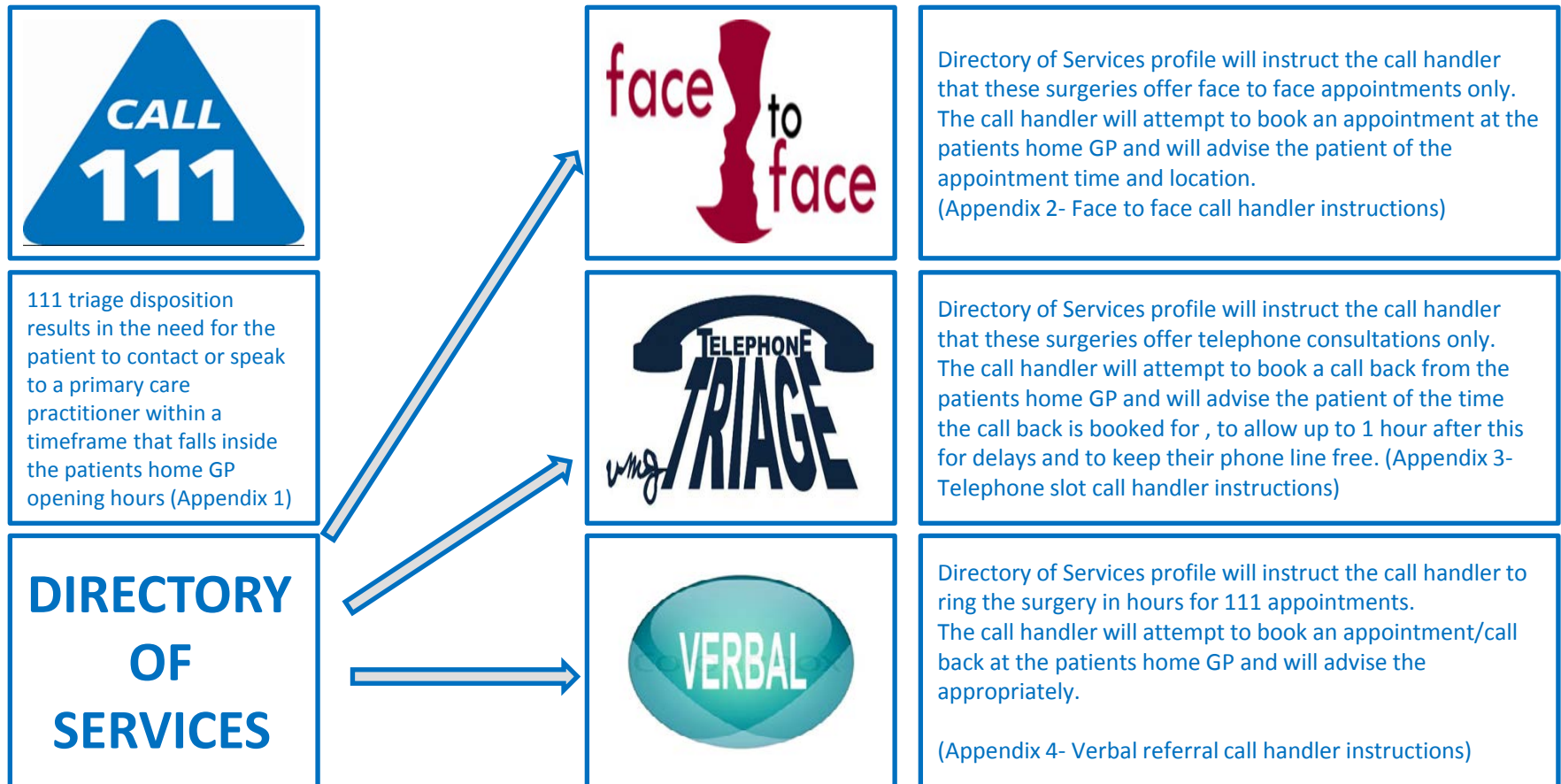
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Addressing the Healthcare Pressures

- GP Direct Booking;
- Improved Hear and Treat;
- Improved See and Treat;
- Community Services Urgent Response Service;
- Handover initiatives to more quickly release ambulance crews, including implementation of a Standard Operating Procedure (SOP);
- Weekly conference calls.

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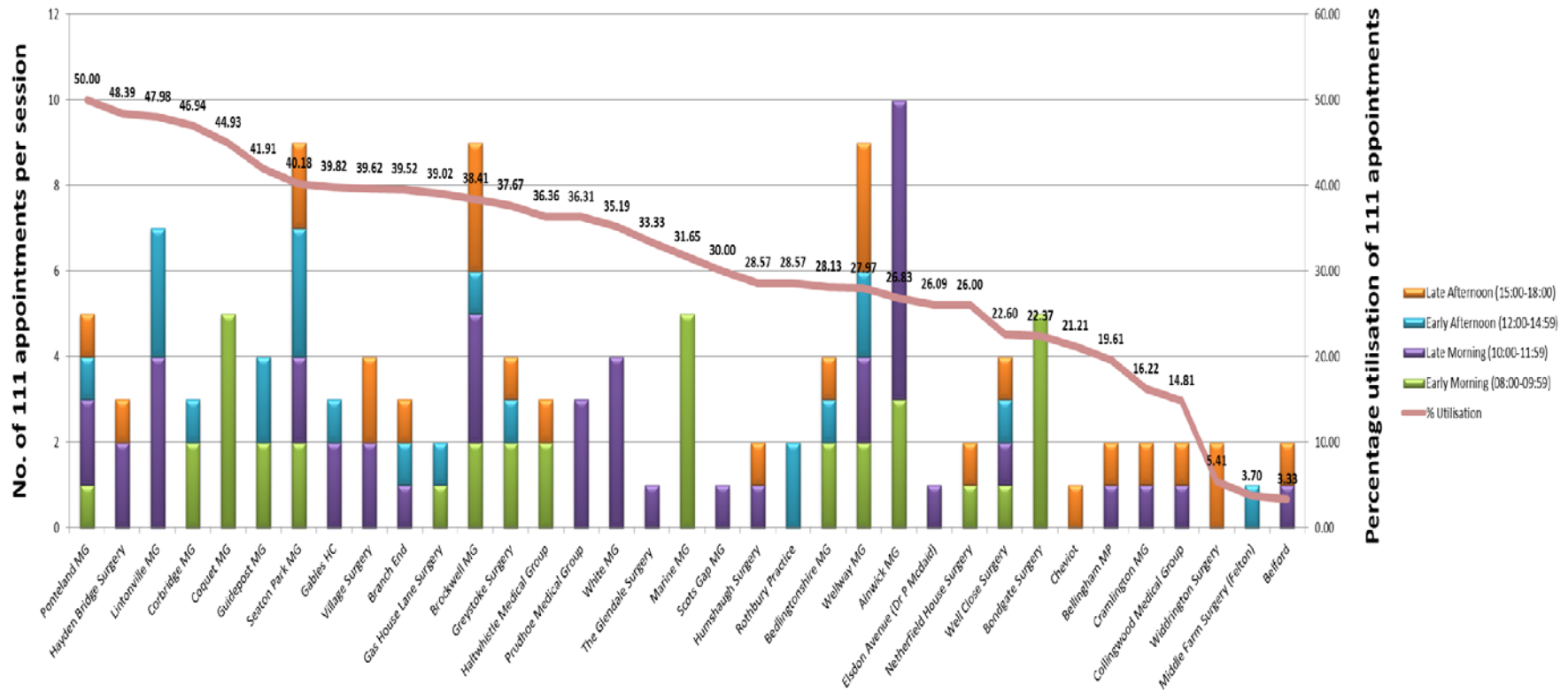
GP In-Hours Direct Booking – How It Works



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GP In-Hours Direct Booking – Performance, June 2016 to November 2017

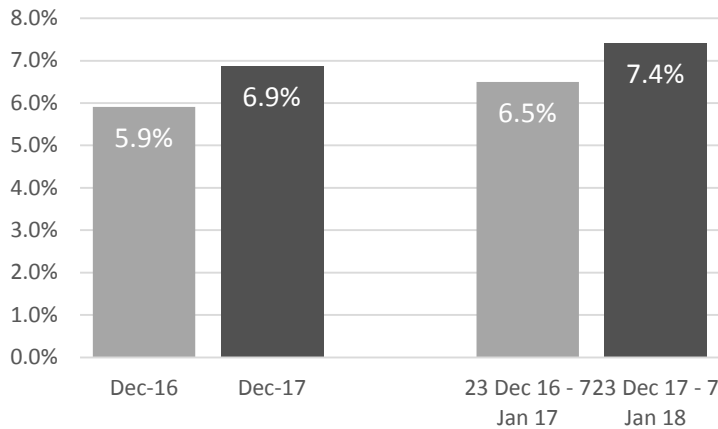
111 Appointment Utilisation vs Session Time Appointment Released



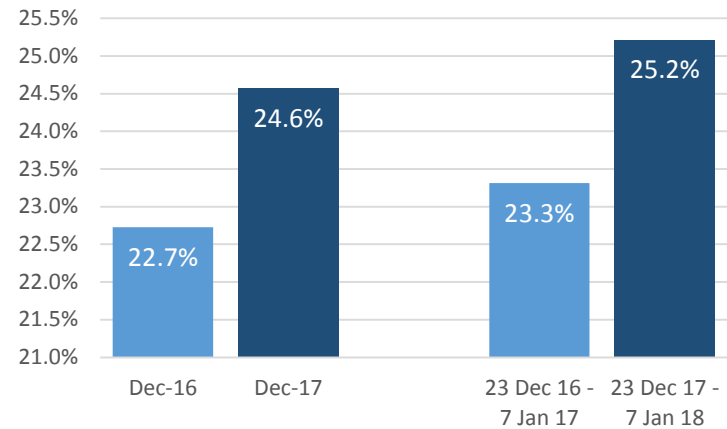
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Outcomes – Northumberland and North Tyneside CCG

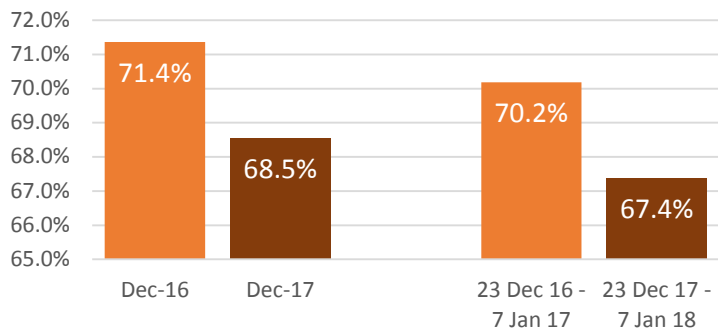
Hear and Treat



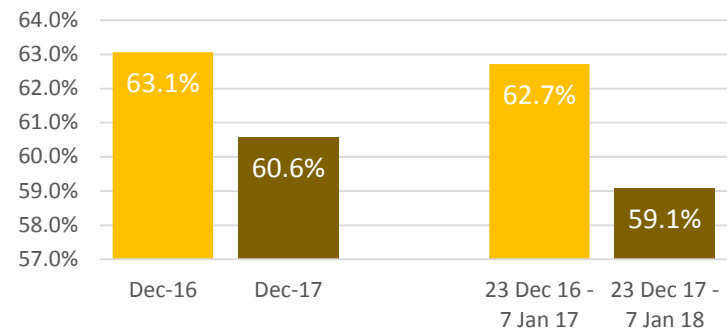
See and Treat



See and Convey



Convey to ED



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Community Services Urgent Response Service

- Started 21st December 2017;
- Aim is to help identify alternatives to conveyance to A&E Departments, thereby reducing pressures;
- Telephone support for ambulance crews, provided by Northumbria Healthcare;
- Team consists of Community Nurse/Matrons, Therapists and Social Workers;
- Available 24/7, every day of the week

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Handover Initiatives

- Single PIN;
- Dedicated ambulance patient area at Northumbria.

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Collaborative Working – Commissioners, Northumbria Healthcare and NEAS (1)

- Process improvement event held in October 2017;
- Data analysis to aid understanding;
- Identification of improvement opportunities, including:
 - ✓ More alternative dispositions planned across Northumbria;
 - ✓ Better use of Foundry House service;
 - ✓ Consistency and more information of current alternative dispositions, e.g. at Urgency Care Centres.

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Collaborative Working – Commissioners, Northumbria Healthcare and NEAS (2)

- Continuing the Process Improvement work by:
 - ✓ Developing an “improvement dashboard” with key indicators;
 - ✓ Site visits to other acute trusts to discover if anything can be learnt and implemented in Northumbria;
 - ✓ Ongoing monitoring and drill down into key performance data.

Questions?



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