

# Kent HOSC

# 29 January 2016

#### Geraint Davies, Director of Commissioning







- Re-triage process
- Performance up-date & challenges:
  - + 999
  - NHS 111
- Preparing for winter
- Performance reporting defibrillators
- Key developments





South East Coast Ambulance Service

## **Re-triage process**

- Introduced during Winter 2014/15
- Background of significant system pressures & real risks to patient care
- Process saw clinicians taking up to an extra ten minutes to 're-triage' calls that had come across from 111 to 999 as requiring an emergency response, during a period when we simply did not have sufficient resources available to respond to the demand.
- It allowed the clinicians to spot immediately life-threatened patients (Red 1s) amongst these, who needed a very quick response, as well as those calls that could wait a little longer for a response.



//mfo/performanceEMR/calloiistEMR.aspx?StartDate=01/11/2014%2000.00:00%EndDate=20/12/2014%2( 🔎 - 🗘	20 x2C Amb Performance Screen	Calls list								
23255566 08:06:35	E Bleeding 00:14:40	672 00:09:48								
23313412 19/12/2014	Mental Health Issues 00:24:45									
23267118 28111/2014 13:54:92	Diabetic Probs 00:20:37									
23249966 23/11/2014 02:65:02 23249942 23/11/2014 23249942 02:83/47	Allergic Reaction 00:13:43 Trauma 00:28:01		00:00:04		Caset /	بالبيما ممد ف				
23249942 02:33:47 23202910 04/11/2014	Trauma 00.20.01	172 00:10:04	JTL 00:00:40	ו East י	Coast F	Ampuia	ance Se	rvice		
23243753 2001/2014 23243753 2002/06	Stroke/Neurological 00:27:11									
23259002 26/11/2014	Chest Pain/Cardiac 00:20:17 Prob					NH	IS Foundatio	ວn Trust		
23207066 06/11/2014 13:10:06	Diabetic Probe	ARA DO 10.17		0014952020-00	0:00&EndDate=20/12/2					
23257824 05-5346	Stroke/Neura 20247040 09.5	53.28	CasparStartoott	1711/2014/1200	1008EndLone - ctv - ctv	0149920	SECAmb Performance	e Scheen	ou.re.uo	00.02.24
23213763 09/11/2014 00:37:02	Dieeding 23304459 12/1	12/2014					Assault	00:18:1072	00:13:25	00:00:11
23310862 14/12/2014	NHS 111 23298444 10/1	12/2014 02:10					Chest Pain/Cardiac Prob	00:16:5072	00:13:26	00:01:13
23266437 29/11/2014 09/97/21 22244005 19/11/2014	Prob Chest PainX 23313286 15/1	12/2014					Breathing/ENT Problems	00:18:0272	00:13:27	00:00:08
22241095 10112014 18:29:14 23234003 20:35:30	Mental Healt 23274761 02/1	12/2014					Minor Ailment/Injury	00:20:5872	00:13:45	00:01:40
23234003 20:35:30 23218376 10/11/2014 18:48.17	NHS 111 23289670 07/1 13.6	0.57					999 HCP	00 26 52 72		00:00 02
23210370 18;48;17 23328706 18;72117 23328706 18;72117	Falls <128 23253359 24/1	/2:46					Ghest Pain/Gardiac	00:19:1972		00:00:26
23307682 22:30:41	Falls <12ft 15/1	/5:25					Prob	00:19:1972		00:00:26
23290636 07/12/2014 20:46:56	Chest PainX 23313950 22:3 Prob 02405050 02/1	15:24								
23256176 28/11/2014 12/58/28 12/12/014	Back Pain 23196269 01:3						Allergic Reaction	00:25:2572		00:00:05
3261 02:44:00 02:44:00 07:12:2014	Unconsciou 23268925 02:4	43:18					NHS 111 Chest Pain/Cardiac	00:26:2272		00:00:04
23288100 07/12/2014 02:26:14 23193666 01/11/2014 23193666 03.092/6	Mental Healt 23287862 07/1 00.4 Problems 23282082 05/1	46:21				1	Prob	00:17:2372		00:00:32
23193666 03.6926 23256942 26/11/2014 23256942 19:01:21	2020200 02:1	2/2014 19:47					Abdominal/Plank Pain	n 00:20:1372		00:01:11
23296842 99:01:21 23291112 00:40:2014 00:40:10	Generally Ur 23305206 04:5						Unconscious/Faint	00:25:3872	00:14:34	00:00:00
23260065 00259.57	Alcohol 23309841 14/1	12/2014 42:36					NHS 111	00:19:5972	00:14:49	00:02:29
23231864 10214 23231864 02142:06	Bleeding 23219025 11/1	11/2014				1	Generally Unwell	00:31:3472	00:14:52	00:00:13
	23289519 07/1	12/2014					Stroke/Neurological	00:23:4572	00:15:03	00:02:07
							Maternity Issues	00:43:4272	00:15:07	00:00:48
	2332336 04:1	2:16					Bleeding	00:47:2072		00:00:05
	23285501	.9:43						00:21:30 72		00:00:15
	23288501 06-5	4:20					Prob 999 HCP	00:19:4572		00:00:15
	07/1	11/2014						00:19:4572		
experiormancet/MR/calisistEMR aspxr5tartDate=01/11/2014%2000.00008cEndDate=20/12/2014%20 2024/040 09:63:28	· O SECAMB Performano	y) 00.24.00 12	Calls list	£ .£.4			Stroke/Neurological Chest Pain/Cardiac	00:19:3372		00:00:43
23304459 22:32:12	Assault	00:18:1072	00:13:25 00:00			_	Prob Chest Pain/Cardiac			00:00:42
23298444 19:02:10	Chest Pain/Cardiac Prob	00:16:5072	00-13-26 00:01	4-13			Prob	00:35:1272	00:16:33	
23313286 15/12/2014 18:36:38	Breathing/ENT Problems	00:18:0272	oc							:05
23274761 02/12/2014 09:20:57	Minor Ailmentinjury	00:20:5872	oc							1.11
23289670 07/12/2014 13:62:46	999 HCP	00:26:5272	oc							:06
23253359 24/11/2014 11:05:25	Chest Pain/Cardiac Prob	00:19:1972	00							34.6
23313950 22:35:24	Folio =12ft	00:25:0372	oc 23288104 07/12	9:41			Headache		00:16:55	
23196269 02/11/2014 01-32:22	Allergic Reaction	00:25:2572	oc 23328680 20/12 19:09	2/2014 9:59			Minor Allment	t/injury 00:29:5372	00:17:02	00:01:48
23268925 30/11/2014 02:43:18	NHS 111	00:26:2272	OC 23244691 21/11 08:17	1/2014 7:51			Back Pain	00:44:3572	00:17:21	00:00:04
23287862 07/12/2014 00:46:21	Chest Pain/Cardiac Prob	00:17:2372	00 23247713 22/11 10:49	1/2014			Back Pain	00:56:5572	00:17:45	00:00:05
23282082 08/12/2014 02:19:47	Abdominel/Flank Pain	00:20:1372	23273770 01/12 00 23273770 01/12 21:21	9:54 2:2014			Alcohol			
23305206 13/12/2014 04:58:41	Unconscious/Faint	00:25:3872	00 2327 37 70 21:21	1:08			Intoxication/Re Breathing/ENT	elated		
23309841 15:42:36	NHS 111	00:19:5972	oc 23316446 19:26	2/2014 6:26			Breathing/ENT Problems	IT 00:21:0172		
23219025 00:34:22	Generally Unwell	00:31:3472	oc 23198681 02 11 23 42	1/2014 2:02			Fitting	00:44:5171	00:19:43	00:00:20
23289619 07/12/2014 13:33:33	Stroke/Neurological	00:23:4572	00 23313540 15/12 19:57	2/2014			Generally Unw	well 00:23:0672	2 00:19:54	00:00:14
16/12/2014		00:43:4272	00 23253615 12:49	1/2014			999 HCP	00:33:3672		
63312100 18:12:18	Maternity Is sues						WWW COLUMN			
23312760 16/12/2014 15/12/16 2332336 19/12/2014	Bleeding	00:47:2072	00 23218453 10.11	9:03			Chest Pain/Ca	vidiac	CC-04-33	00:00:17
2332336 04-19-43 23288501 06-64-28		00:47:2072	23218453 10 11	1/2014 4:44			Prob	00:39:5172		
2332336 04.19.43 2328850 06.54.28 23270722 30/11/2014 10.01.38	Bleeding		0C 23218453 10 11 0C 23290072 07/12 0C 23290072 07/12	1/2014 4:44 2/2014 4:59				ardiac 00:39:5172 00:41:2272		00:00:48
2332396 04 1945 23288501 06:04:28 22270722 20/11/2014 23210271 07/11/2014 23210271 07/11/2014	Bleeding Prob 999 HCP Stroke/Neurological	00:21:3872	oc 23218453 10,11 0C 23218453 19,14 0C 23290072 07/12 0C 2332300 19/12 03.08	1/2014 4/44 2/2014 4/59 2/2014 8/17			Prob	00:39:5172	2 00:22:28	
2332396 04 1945 2328850 06.9428 23270722 0112014 100136 23210271 07/132014 2328961 07/132014 2328961 07/132014	Bleeding Prob 999 HCP Stroke/Neurological Chest Pain/Cardiac	00:21:3872 00:19:4572	oc 23218453 10,11 0C 23218453 19,14 0C 23290072 07/12 0C 2332300 19/12 03.08	1/2014 4/44 2/2014 4/59 2/2014 8/17			Prob Headache	00:34:1172	2 00:22:28 2 00:22:38	00:01:55
2332396 04.1943 23288601 06.84.28 23270722 20/11/2014 18/22/2014 22210271 18/22/2014 22298961 0/11/2014 22329861 0/11/2014 2331440 00.316/21	Bleeding Prob 999 HCP Stroke/Neurological Chest Pair/Cardiac	00:21:3872 00:19:4572	0C 23218453 0C 23290072 07/12 0C 2332300 03.08 0C 23323300 03.08 0C 23311187 02:42	1/2014 4/44 2/2019 4/55 2/2014 8/17 2/2014 2/2014 2/52			Prob Headache 999 HCP	00:34:1172	2 00.22:28 2 00.22:38 2 00.22:41	00:01:51
2332356 04.19.45 23208001 06.54.28 23270722 20112014 2321027 107112014 2322007 102227 2328961 07112014 2322007 1022014	Bleeding Prob 999 HCP Stroke/Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac	00:21:3072 00:19:4572 00:19:3372	oc 23218453 0c 23290072 0c 23290072 17:04 0c 2332300 0:308 0:23311187 0:42 0:42 0:42 0:42 0:42 0:42 0:42 0:42	12014 4/44 2/2019 2/2014 8/17 2/2014 8/17 2/2014 8/57 2/52 1/2014 8/57			Prob Headache 999 HCP Unconscious/ Bleeding	00:39:5172 00:41:2272 00:34:1172 /Faint 00:32:2572 00:32:2172	2 00.22:28 2 00.22:38 2 00.22:41 2 00.22:52	00:01:51 00:01:07 00:02:56
2332364 04.19.45 2328860 06.84.28 23270722 2011.2014 18.22.2014 18.22.2014 18.22.2014 18.22.2014 18.22.2014 19.12.2014 2331440 01.12.10 19.12.2014 2330790 14.12.10 19.12.2014 2330790 14.12.2014 2330790 14.12.2014	Dieeding Prob 999 HCP Stroke/Neurological Creat Pain/Cardiac Prob Prob	00:21:3072 00:19:4572 00:19:3372	oc         23218453         19 14           oc         23290072         0772           oc         23323300         19/12           oc         23311187         05/242           oc         23254872         24/11           oc         23257322         25/11	12014 434 222014 4359 222014 887 12014 8857 12014 237			Prob Headache 999 HCP Unconscious/ Bieeding Back Pain	00:39:3172 00:41:2272 00:34:1172 #Faint 00:32:2572 00:32:2172 00:25:0672	2 00-22:28 2 00-22:38 2 00-22:41 2 00-22:52 2 00-23:33	00:01:55 00:01:07 00:02:56 00:00:05
2332369 0 04.19.45 2328850 0 06.84.28 23270722 20.11.2014 23210271 10.11.36 2328951 17.12.2014 2328951 10.12.2014 2331440 0 16.12.2014 2331440 0 16.12.2014 2330750 14.12.2014 2330750 14.12.2014 2340750 14.12.2014 2340750 14.12.2014 2340750 14.12.2014 23	Bleeding Prob 999 HCP Stroke-Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac Prob	00:21:3672 00:19:4572 00:19:3372 00:36:1272	oc         23218451         10.11           oc         2329072         07.12           oc         2332300         19/12           oc         2332300         03/06           oc         2332310         19/12           oc         2332340         13/06           oc         2332340         23/06           oc         2331187         12/12           oc         23254872         24/11           oc         23254872         24/11           oc         23254872         22/12           oc         23313984         5/12           oc         23313984         5/12	12014 444 22014 455 22014 867 22014 857 12014 857 12014 237 22014 028			Prob Headache 999 HCP Unconscious/ Bleeding	00:39:3172 00:41:2272 00:34:1172 %Faint 00:32:2572 00:32:2172 00:25:0672	2 00-22:28 2 00-22:38 2 00-22:41 2 00-22:52 2 00-23:33	00:01:55 00:01:07 00:02:56 00:00:05
233336 0 04 19 45 2328850 0 06 94 28 23270722 2011 2014 2321027 1 07112014 2321027 1 07112014 2329961 07122014 142120 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 122014 233040 1 12200 233040 1 1200 233040 1 1200 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400	Bleeding Prob 999 HCP Stroke-Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac Prob	00:21:38 72 00:19:45 72 00:19:33 72 00:38:12 72 00:38:12 72 00:37:58 72	oc         23218451         10.11           oc         2329072         07.12           oc         2332300         19/12           oc         2332300         03/06           oc         2332310         19/12           oc         2332340         13/06           oc         2332340         23/06           oc         2331187         12/12           oc         23254872         24/11           oc         23254872         24/11           oc         23254872         22/12           oc         23313984         5/12           oc         23313984         5/12	12014 444 22014 455 22014 867 22014 857 12014 857 12014 237 22014 028			Prob Hesdsche 999 HCP Unconscious/ Bleeding Back Pain Breathing/ENT	00.39:5172 00:41:2272 00:34:1172 00:32:2572 00:32:2172 00:25:0672	2 00:22:28 2 00:22:38 2 00:22:41 2 00:22:52 2 00:23:33 2 00:24:19	00:01:51 00:01:07 00:02:56 00:00:05 00:00:46
2332369 0 04.19.45 2328850 0 06.84.28 23270722 20.11.2014 23210271 10.11.36 2328951 17.12.2014 2328951 10.12.2014 2331440 0 16.12.2014 2331440 0 16.12.2014 2330750 14.12.2014 2330750 14.12.2014 2340750 14.12.2014 2340750 14.12.2014 2340750 14.12.2014 23	Bleeding Prob 999 HCP Stroke/Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac Prob Unerod seringes on - Accidental Prestache	00:21:38 72 00:19:45 72 00:19:33 72 00:36:12 72 00:36:12 72 00:37:55 72 00:21:08 72	0         2218453         10.41           0         2321807         07.4           0         2329007         07.4           0         232300         1914           0         232300         17.04           0         23311187         1612           0         23254672         2411           0         2257322         2511           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         22304531         22.2           0         2304531         23.0	12014 444 22014 455 22014 807 22014 252 12014 857 12014 237 22014 237 22014 0028 22014 855			Prob Headache 999 HCP Unconscious# Bleeding Back Pain Breathing/EN Problem s	00.39/5172 00:41:2272 00:34:1172 00:32:2572 00:32:2172 00:32:2072	<ul> <li>00 22:28</li> <li>00 22:38</li> <li>00 22:41</li> <li>00 22:52</li> <li>00 23:33</li> <li>00 24:19</li> <li>00 31:14</li> </ul>	00:01:51 00:01:07 00:02:54 00:00:05 00:00:46 00:00:05
233336 0 04 19 45 2328850 0 06 94 28 23270722 2011 2014 2321027 1 07112014 2321027 1 07112014 2329961 07122014 142120 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 122014 233040 1 12200 233040 1 1200 233040 1 1200 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400	Bleeding Prob 999 HCP Stroke/Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac Prob Unerod seringes on - Accidental Prestache	00:21:38 72 00:19:45 72 00:19:33 72 00:36:12 72 00:36:12 72 00:37:55 72 00:21:08 72	0         2218453         10.4           0         2321807         07.4           0         2329007         07.4           0         232300         912           0         23311187         16.7           0         23211187         16.7           0         23254672         24.11           0         2257322         25.11           0         2257322         22.11           0         2304531         2.2           0         23254672         24.11           0         2257322         25.11           0         2331187         16.2           0         23254672         24.11           0         23254372         22.13           0         2304531         2.3           0         2304531         2.3           22         2304531         2.3           22         2304531         2.3           22         2304530         1.4	12014 444 22014 455 22014 8617 22014 252 12014 857 12014 237 22014 237 22014 20214 20214 12014 20214 012			Prob Headache 999 HCP Unconscious# Bieeding Back Pain Breathing/ENT Problem s Stroke/Neurolo	U0.39:5172 00:34:12272 00:34:1172 UFaint 00:32:2572 00:32:2172 00:25:0672 IT 00:34:0872 Iogical 00:56:3472 01:06:3272	00.22:28           00.22:38           00.22:38           00.22:52           00.22:52           00.23:33           00.24:19           00.31:14           00.31:32	00:01:51 00:01:07 00:02:56 00:00:05 00:00:46 00:00:01 00:00:12
233336 0 04 19 45 2328850 0 06 94 28 23270722 2011 2014 2321027 1 07112014 2321027 1 07112014 2329961 07122014 142120 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 04122014 233040 1 122014 233040 1 12200 233040 1 1200 233040 1 1200 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400 23400	Bleeding Prob 999 HCP Stroke/Neurological Chest Pain/Cardiac Prob Chest Pain/Cardiac Prob Unerod seringes on - Accidental Prestache	00:21:38 72 00:19:45 72 00:19:33 72 00:36:12 72 00:36:12 72 00:37:55 72 00:21:08 72	0         2218453         10.41           0         2321807         07.4           0         2329007         07.4           0         232300         1914           0         232300         17.04           0         23311187         1612           0         23254672         2411           0         2257322         2511           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         2257322         2212           0         22304531         22.2           0         2304531         23.0	12014 444 22014 455 22014 8617 22014 252 12014 857 12014 237 22014 237 22014 20214 20214 12014 20214 012			Prob Headache 999 HCP Unconscious# Bieeding Back Pain Breathing/ENT Problem Stroke/Neurolit Falls <122	U0.39:5172 00:34:12272 00:34:1172 UFaint 00:32:2572 00:32:2172 00:25:0672 IT 00:34:0872 Iogical 00:56:3472 01:06:3272	<ul> <li>00 22:28</li> <li>00 22:38</li> <li>00 22:41</li> <li>00 22:52</li> <li>00 23:33</li> <li>00 24:19</li> <li>00 31:14</li> </ul>	00:01:51 00:01:07 00:02:56 00:00:05 00:00:46 00:00:01 00:00:12



#### South East Coast Ambulance Service MHS



**NHS** Foundation Trust

00:44:3572         00:           00:56:5572         00:           elated         00:31:0172         00:           T         00:21:0172         00:           00:33:3672         00:           well         00:39:5172         00:           00:34:1172         00:         00:           ardiac         00:32:2572         00:           00:32:2172         00:         00:           00:32:2672         00:         00:           00:32:2672         00:         00:           00:32:2672         00:         00:	
00:56:5572       00:         elated       00:31:0172       00:         T       00:21:0172       00:         00:44:5171       00:         00:33:3672       00:         ardiac       00:39:5172       00:         00:34:1172       00:         00:32:2572       00:         7       00:34:0872       00:         00:34:0872       00:         100:34:0872       00:	Minor Allment/Injury 00:29:5372 0
olo:31:0172         olo: 00:21:0172         olo: 00: 00:33:3672         olo: 00: 00:33:3672           ardiac         00:39:5172         olo: 00:34:1172         olo: 00: 00:32:2572         olo: 00: 00: 00:32:2172           AFaint         00:34:0872         olo: 00: 00:34:0872         olo: 00: 00: 00: 00: 00: 00: 00: 00: 00: 0	Back Pain 00:44:3572 0
entraned         output         output <thoutput< th=""> <thoutput< th=""> <thoutput< <="" td=""><td>Back Pain 00:56:5572 0</td></thoutput<></thoutput<></thoutput<>	Back Pain 00:56:5572 0
00:21:01 72         00:           00:44:51 71         00:           well         00:23:06 72         00:           00:33:36 72         00:           ardiac         00:39:51 72         00:           00:34:11 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:25 72         00:           00:32:21 72         00:           00:34:08 72         00:           10gical         00:56:34 72           01:05:32 72         00:	Alcohol Intoxication/Related 00:31:01 72 0
well         00:23:06 72         00: 00:33:36 72         00: 00: 00:39:51 72         00: 00: 00:39:51 72         00: 00: 00: 00:34:11 72         00: 00: 00: 00: 00:32:25 72         00: 00: 00: 00: 00: 00: 00: 00:34:08 72         00: 00: 00: 00: 00: 00: 00: 00: 00: 00:	Breathing/ENT 00:21:01.72 0
00:33:3672         00:           ardiac         00:39:5172         00:           00:41:2272         00:           00:34:1172         00:           00:32:2572         00:           00:32:2172         00:           00:34:0872         00:           T         00:34:0872         00:           10gical         00:56:3472         00:	Fitting 00:44:5171 0
ardiaic         00:39:5172         00:30           00:41:2272         00:30           00:34:1172         00:30           /Faint         00:32:2572         00:30           00:32:2172         00:30           00:34:0872         00:30           100:34:0872         00:30           00:34:0872         00:30           00:34:0872         00:30           00:35:3272         00:30	erally Unwell 00:23:06 72 0
00:39:5172         00:3           00:41:2272         00:3           00:34:1172         00:3           /Faint         00:32:2572         00:3           00:32:2172         00:3           00:34:0872         00:3           100:34:0872         00:3           00:34:0872         00:3           00:35:3272         00:3	HCP 00:33:3672 0
00:34:1172         00:3           /Faint         00:32:2572         00:3           00:32:2172         00:3           00:32:2172         00:3           00:32:2172         00:3           00:34:0872         00:3           Iogical         00:56:3472         00:3           01:05:3272         00:3	Chest Pain/Cardiac 00:39:51 72 0
/Faint       00:32:25 72       00:32:21 72         00:32:21 72       00:32:21 72       00:32:21 72         00:25:06 72       00:32:21 72       00:32:21 72         T       00:34:08 72       00:32:21 72         logical       00:56:34 72       00:32:21 72         01:05:32 72       00:32:21 72       00:32:21 72	eadache 00:41:22.72 0
00:32:21 72 00: 00:25:06 72 00: T 00:34:08 72 00: logical 00:56:34 72 00: 01:05:32 72 00:	
00:25:06 72 00: T 00:34:08 72 00: logical 00:56:34 72 00: 01:05:32 72 00:	9 HCP 00:34:1172 0
T 00:34:08 72 00: logical 00:56:34 72 00: 01:05:32 72 00:	
logical 00:56:3472 00: 01:05:3272 00:	Unconscious/Faint 00:32:2572 0
01:05:3272 00:	Unconscious/Faint 00:32:2572 0 Bleeding 00:32:2172 0
*	Unconscious/Faint 00:32:2572 0 Bleeding 00:32:2172 0 Back Pain 00:25:0672 0 Breathing/ENT
T 01:02:3872 00:	Unconscious/Faint 00:32:2572 0 Bleeding 00:32:2172 0 Back Pain 00:25:0672 0 Breathing/ENT 00:34:0872 0
	Unconscious/Faint 00:32:2572 0 Bleeding 00:32:2172 0 Back Pain 00:25:0672 0 Breathing/ENT 00:34:0872 0 Stroke/Neurological 00:56:3472 0



South East Coast Ambulance Service NHS

**NHS Foundation Trust** 

## **Review process**

- Reviews undertaken to date have recognised that the pilot was undertaken to ensure that the right response was provided to patients
- During the pilot period, 26,000 calls were transferred from the 111 service to 999
- As part of the review:
  - 899 incidents were reviewed
  - 25 incidents were identified, that were linked to the Red 3 process in some way
  - 7 Serious Incidents reported
- No identifiable patient harm attributable to the pilot has been identified to date
- But reviews have also revealed that the pilot was not well implemented and we did not use our own internal governance processes properly to manage it = serious findings.





South East Coast Ambulance Service

**NHS Foundation Trust** 

Your service



### **Review process – contd./**

- Action plan in place & reviewed with CCGs via contractual route
- Process with Monitor underway, includes:
  - **Forensic Review** undertaken by Deloittes during November & December 2015, looking to establish the 'how, why, who & when' facts
  - Patient Impact Review to be led by SECAmb Medical Director, Dr Rory McCrea and supported by Dr Andy Carson from WMAS. This has already commenced, with a likely timescale of four to six months, due to report in April 2016.
  - **Governance Review** a wide-ranging review, covering all aspects of the Trust's governance arrangements. This will be shaped by the outcome of the Forensic Review and therefore will not start until the end of January/February 2016. It is likely to take circa three months to complete.



South East Coast Ambulance Service NHS

**NHS Foundation Trust** 

#### **999 Performance**

 Current performance – challenges around achieving Red 1, Red 2 and A19 targets

	December 2015		YTD (April to Dec 15)			
Indicator	SECAmb	Kent	SECAmb	Kent		
Red 1	74.6%	75.0%	73.6%	72.5%		
Red 2	71%	71.6%	73.4%	72.7%		
A 19	95.4%	96.1%	95.0%	96.2%		

Performance remedial plan agreed with commissioners:

- Focus on call answer time aim to get to 95% within 5 seconds by year end
- Focus on improving allocation of resources forecasting, operational hubs, new management structure
- Transition to Operating Units





#### **999 Performance – key challenges**

- Volume of hours lost to handover & turnaround delays = over 3,800 in December 2015
  - The position has worsened considerably in the first two weeks of January 2016
  - Handover delay is an issue at most sites but key priorities in Kent are Darent Valley, William Harvey, Pembury & Medway
  - For SECAmb overall, year to date delays are 50% up on same period in 2013 (impact on our response capacity and patient safety & experience)
- OOH GP capacity pressures causing severe impact on 111 and 999
- On-going recruitment pressures front-line staff
- Finite capacity to recruit & train required additional EMA and EOC staff (rate-limiting step) required





# **NHS 111 Performance**

- Current YTD performance improving but challenges around call answer times & abandonment rate, especially at weekends
- Performance reviewed through contractual process
- Key internal challenge recruitment/retention of Health Advisors (call handlers)
- Failure of OOH services, especially at weekends = significant risk





- Detailed action plans developed for 999, PTS & 111
- ✤ Key focus period 1 December to 12 January
- **●** 999 :
  - Maximise availability of front-line resources on the road & EOC:
    - Managers, Private Providers, CFRs & Co-responders (ESFRS)
    - Reduce leave & other abstractions
    - Offer enhanced overtime for 'hard to fill' shifts
  - Ensure availability of support services fleet, logistics, operational hubs
  - Logistic preparations winter tyres, 4x4s, back-up systems
  - Includes escalation options regional & national





South East Coast Ambulance Service NHS

NHS Foundation Trust

## Preparing for winter – contd./

- ✤ NHS 111:
  - Maximise availability of Health Advisors (call-takers) & Clinical Advisors
  - Identification of key 'pinch points'
  - Identification of 'surge' options e.g. front-end message
- Key risks (across all service areas):
  - System issues:
    - Availability/accessibility of other health & social care services
    - System capacity hospital handover/OOHs
- Good performance over Christmas and New Year across 999 and 111
- Key pinch points/system pressures during January





## **Performance reporting - defibrillators**

- We believe passionately in the widespread availability of Public Access Defibrillators (PADs) across our area
- ✤ 789 PADs currently in Kent & 2,227 across our region as a whole
- Defibrillators & national performance reporting the current position:
  - The Association of Ambulance Chief Executives (AACE), the representative body for all English ambulance services, provides guidance on interpretation of Ambulance Quality Indicators (AQIs) to ensure they are applied consistently and correctly by everyone in all ambulance trusts
  - We carefully consider how to define whether a defibrillator is available at an incident location and we have detailed rules governing this





## **Performance reporting - defibrillators**

- For Red 1 patients, the 'clock stop' only counts if the defibrillator is actually by the patient's side.
- For Red 2 patients, the clock will only stop if there is someone able to collect the defibrillator and bring it to the patient and that the AED is accessible at the time of the call. Red 2 calls include incidents where there is a chance of cardiac arrest so there is a potential need for a defibrillator but it is not immediately required
- This process was used for approximately 5,000 calls in 2014/15 and should be seen in the context of the more than 850,000 total calls we received (which includes more than 200,000 Red 1 and Red 2 calls)
- We believe have been compliant with guidance independent review currently underway to ensure
- Wider discussions underway, locally & nationally, on whether national reporting needs to change in this area - some changes made already

Your service,



# A key role in supporting & delivering system change

- Key enabler = professionalisation of clinical workforce
  - Development & utilisation of Paramedics & Paramedic Practitioners
  - Broader utilisation of range of clinicians including nurses, pharmacists, mental health professionals
- Sustainability & Transformation Plans
  - Integration of emergency & urgent care including 999, 111, GP OOH, Care Navigation & system support
- Development of integrated Community Paramedic role
  - Whitstable pilot

