



North West Ambulance Service **NHS**
NHS Trust



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

North West Ambulance Service

Blackburn with Darwen Health Scrutiny Committee

November 2013

Our Services

- 999 Paramedic Emergency Service
- Urgent Care
- Patient Transport Service (Cheshire, Merseyside, Cumbria & Lancashire)
- Major Incident Management



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

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)
- 1.2 million PTS journeys
- Covers the North West footprint – PCT clusters, 5 LATs with 33 CCGs, 28 provider trusts

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

What the presentation will cover

- Key Achievements
- Headline Performance
- Blackburn with Darwen Information
- Estates review
- Complaints and Compliments
- FT

Key Achievements

- One of the top performing ambulance trusts nationally despite activity increases
- Excellent CQC 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 liP Award
- National recognition for Channel 4 series “999: What’s your emergency?”

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

Blackburn with Darwen Headline Performance

- Call increase of 4.4% compared to the same period last year

OVERALL PERFORMANCE	Number of calls	R1 <8m%	R2 <8m%
April-September 2012	13,335	84.5%	85.4%
April-September 2013	13,927	83.9%	84.8%

Blackburn with Darwen Information

- 10 stations serve the East Lancashire area
- 132 Paramedics
- 113 Emergency Medical Technicians (1&2)
- 6 Rapid Response Vehicles (RRVs)
- 24 Emergency ambulances
- Between Oct '13 & Jan '14 an additional 9 Paramedics and 2 EMTs due to start in the sector
- 35 Patient Transport Service vehicles
- 57 Patient Transport Service staff

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

Blackburn with Darwen Community Care

- Active community first responder teams in Blackburn, Darwen & Accrington
- Teams in Rishton & Great Harwood soon to be launched
- 7 new members being trained for Blackburn team
- Working with local schools to place defibrillators and provided training
- Defibrillators installed in all Blackburn & Accrington Asda stores
- Work with council to install defibrillators in council sites
- Blackburn awarded British Heart Foundation's 'Heart Town' title

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

Blackburn with Darwen Initiatives

- Diabetes pathway for Paramedics to refer patients to a specialist diabetes nurse
- Discussions with Bolton Careline with the aim of establishing a lifting service for falls patients
- Community care plans for patients with chronic disease – to avoid unnecessary trips to A&E
- Stroke, PPCI and specialist major trauma pathways

Complaints & Compliments (East Lancashire)

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

Complaints	Compliments
51	170

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 NWSAS "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
- **Barnoldswick** – successful co-location with police in refurbished police station
- **Clitheroe** – work undertaken to accommodate NWAS within hospital site. Scheduled move May 2014
- **Darwen** – station in poor state of repair, discussions taking place for co-location in fire station 200m away

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
- Due to run until the end of February



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

Any questions?

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