

**NHS VALE OF YORK CLINICAL
COMMISSIONING GROUP**

GOVERNING BODY MEETING



Vale of York

Clinical Commissioning Group

Meeting Date: 6 June 2013

Report Sponsor:

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Executive Nurse

Report Author:

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1. Title of Paper: Yorkshire Ambulance Service Performance

2. Strategic Objectives supported by this paper

- Improve healthcare outcomes
- Improve the quality and safety of commissioned services
- Improve efficiency

3. Executive Summary

This report provides insight into the current performance issues related to Yorkshire Ambulance Service (YAS) in the NHS Vale of York CCG area, and details the establishment of the YAS Quality and Performance Group on which NHS Vale of York Clinical Commissioning Group has representation.

4. Evidence Base

N/A

5. Risks relating to proposals in this paper

Compliance with action plans and maintaining strong representation on quality and performance group.



6. Summary of any finance / resource implications

N/A

7. Any statutory / regulatory / legal / NHS Constitution implications

Compliance with 2013/14 NHS Contract Key Performance indicators

8. Equality Impact Assessment

N/A

9. Any related work with stakeholders or communications plan

Discussions with YAS and other North Yorkshire CCGs

10. Recommendations / Action Required

The Governing Body is asked to note the contents of this paper

11. Assurance

Assurance will be provided via the YAS Quality and Performance Group feeding into the CCG Quality and Performance Committee.



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Yorkshire Ambulance Service Performance

1. Background to Key Issues

1.1 Patient Transport Services (PTS)

1.1.1 YOR Local Medical Committee (YORLMC) has been made aware of instances where practices have experienced long delays when trying to book non-urgent transport through the new ambulance pathway, and of problems resulting because of capacity within the service, such as practices being asked to dial 999 for non-urgent calls as non-urgent transport does not have capacity to fulfil the bookings. YORLMC has raised these issues with Harrogate and Rural District Clinical Commissioning Group, which is responsible for management of the contract with YAS on behalf of NHS Vale of York Clinical Commissioning Group and other North Yorkshire CCGs.

1.1.2 The NHS Vale of York CCG GPs have been reporting that the 0300 330 0295 phone number is not always getting answered, leaving clinicians unable to book transport services. If a clinician manages to contact the provider they appear to be having issues fulfilling demand, therefore the provider is using the 'ambulance crew, option 4' which is at significantly greater cost. As per the YAS transport decision tree (see appendix 1), the clinician can decide to opt for option 2 or option 3 whichever is more appropriate to the patient's clinical and mobility needs. To provide the car service it costs, option 2 £28.00 and option 3 from £62.00. The ambulance crew, option 4 costs £288. The extra costs that are being incurred are of concern to the CCG as is the apparent lack of usage and availability of the car service including out of hours.

1.2 YAS Performance Analysis

1.2.1 Response Times

Our Commissioning Support Unit Business Intelligence Team has provided data that clarifies the position on response times. Percentage of Red 1 999 calls and Red 2 999 calls responded to within 8 minutes, target of 75% during 2012/13 not being achieved. The following charts identify the figures that reflect activity of patients over the Vale of York geographical patch.

Red 1 calls are the most time critical and cover cardiac arrest patients who are not breathing and do not have a pulse, and other severe conditions.

Percentage of Red 1 999 calls responded to within 8 minutes

Minimum of 75% during 2012 - 13

Target	Red 1, 8 mins				
CCG Name	Vale of York				
Period	Number of responses under 8 mins	Number of responses Over 8 mins	Total responses	% within target	% within target YTD
Apr-12	65	19	84	77%	77.4%
May-12	54	22	76	71%	74.4%
Jun-12	45	25	70	64%	71.3%
Jul-12	57	18	75	76%	72.5%
Aug-12	54	21	75	72%	72.4%
Sep-12	62	34	96	65%	70.8%
Oct-12	64	24	88	73%	71.1%
Nov-12	62	17	79	78%	72.0%
Dec-12	80	35	115	70%	71.6%
Jan-13	55	26	81	68%	71.3%
Feb-13	56	25	81	69%	71.1%
Grand Total	654	266	920	71%	

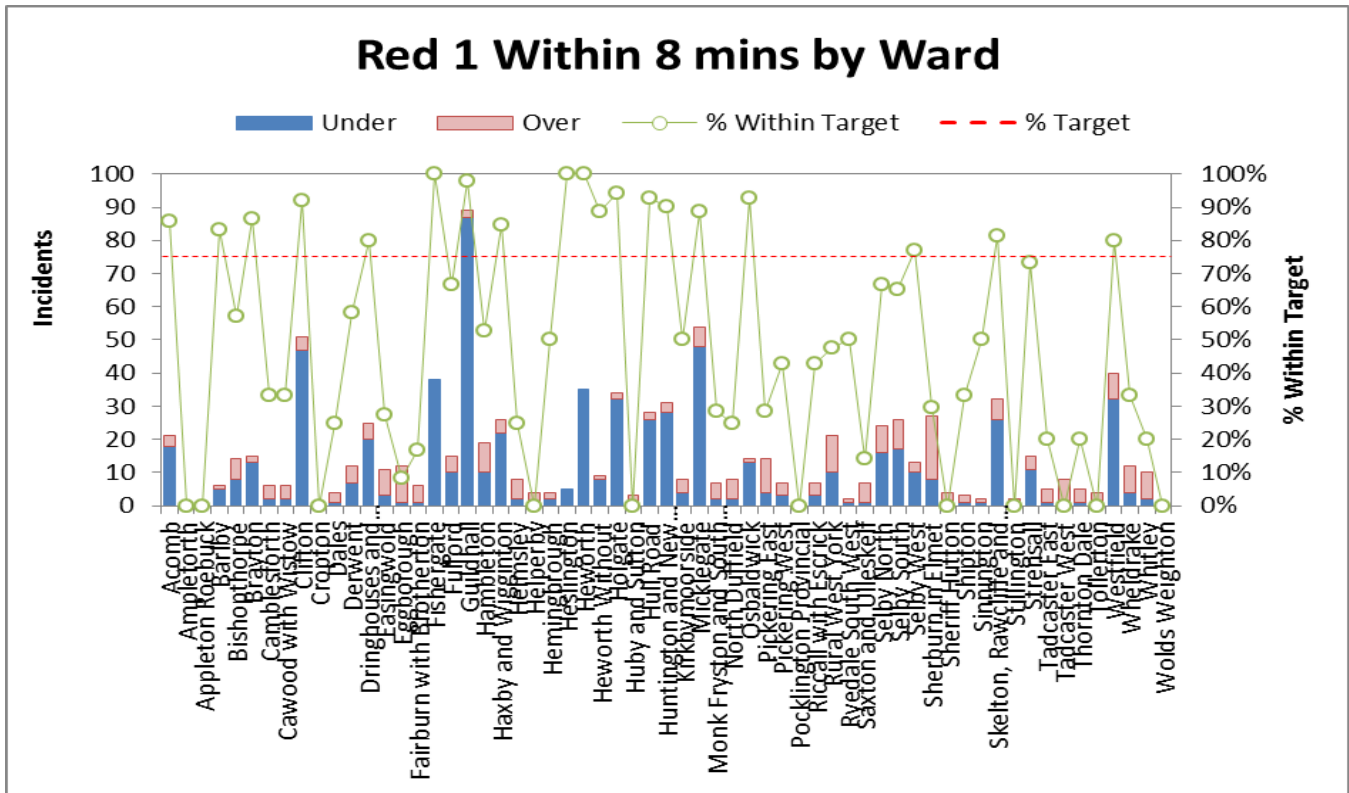
Red 2 calls, which are serious but less immediately time critical and cover conditions such as stroke and fits.

Percentage of Red 2 999 calls responded to within 8 minutes

Minimum of 75% during 2012 - 13

Target	Red 2, 8 mins				
CCG Name	Vale of York				
Period	Number of responses under 8 mins	Number of responses Over 8 mins	Total responses	% within target	% within target YTD
Apr-12	827	255	1082	76%	73.1%
May-12	794	300	1094	73%	72.9%
Jun-12	803	205	1008	80%	74.3%
Jul-12	849	277	1126	75%	74.5%
Aug-12	757	286	1043	73%	74.2%
Sep-12	744	294	1038	72%	73.9%
Oct-12	833	294	1127	74%	73.9%
Nov-12	791	280	1071	74%	73.9%
Dec-12	849	370	1219	70%	73.4%
Jan-13	835	294	1129	74%	73.5%
Feb-13	702	257	959	73%	73.5%
Grand Total	8784	3112	11896	74%	

1.2.2 Response Times by Location



N.B This chart has been replicated at the back for ease of reading (appendix 2). Particular areas of challenge appear to be South of York, Sherburn in Elmet, Tadcaster and Pocklington as highlighted within the graph.

1.3 YAS reported Serious Incidents

Six serious incidents (SIs) have been declared by YAS relating to patients in the Vale of York CCG area between November and January. The details of these cases and any root causes identified along with lessons learned will be discussed in a future Quality and Performance Committee.

2. CCG Response

2.1 NHS Standard Contract 2013/14

As per the 2013/14 Standard Acute Contract, Schedule 4 Quality Requirements, new targets, subject to agreement will be included and financial penalties and agreed actions in regard to improvement will be invoked as a consequence of breaches in line with final agreement reached. These relate to:

Operational Standards:

Recording of **compliance** with patient handover arrangements in A&E. All handovers between ambulance and A & E must take place within 15 minutes.

2.2 Direction on Improving Accident & Emergency Performance

The Issue; long waiting times in Accident & Emergency (A&E) departments (often experienced by those awaiting admission and hence ill patients) not only deliver poor quality in terms of patient experience, they also compromise patient safety and reduce clinical effectiveness. *(NHS England: Improving A&E Performance)*

To gain improvement in the turnaround of ambulance times, we are working closely with YAS and YFT. Prompt booking of ambulances to avoid delays will be an issue that YAS and the CCG will address together. Additionally YAS and YFT are both fully engaged in a wider Ambulance Performance Improvement Collaborative.

2.3 NHS Vale of York CCG and Scarborough and Ryedale CCG Service Development Improvement Plan

Subject to final agreement, the CCGs propose to reinvest a proportion of the C.Difficile penalty applied in improving ambulance handover. Below is an extract from the draft Improvement Plan. Other issues in the plan relate to work on improving overall A&E performance which should have a direct impact on the ability of ambulance staff to be back on the road in a more timely manner.

Issue	Ambulance Turnaround Times
Intended Outcome	Improve ambulance turnaround times to make over 30 minutes waits the exception Improve triage systems to prevent inappropriate admissions
Action	1 - All parties signed up to regional turnaround collaborative 2 - YAS Clinical Supervisor in place in A&E 3 - Further enhance and develop triage of minors (crew referral) CCG to support finding right clinician support 4 - Agree standpoint for ambulances
Success Measure	Trust to provide evidence of improvement trajectory each quarter throughout 13/14

3. Future Performance Monitoring and Reporting

- 3.1 The Yorkshire Ambulance Service NHS Trust and North Yorkshire CCGs Quality and Performance Sub Group, has been established to provide support to the North Yorkshire CCGs / YAS Quality, Contract and Performance Group (QCP). Membership of the group consists of representation from Yorkshire Ambulance Service NHS Trust, Harrogate and Rural District CCG, Hambleton, Richmondshire and Whitby CCG, NHS Vale of York CCG and Scarborough and Ryedale CCG.
- 3.2 The sub group will identify scope, and design performance and quality improvements to 999 emergency services across North Yorkshire. The group will meet on a monthly basis and will report to the QCP Group via the chair. CCG reporting will be via the CCG Quality and Performance Committee.
- 3.3 The first meeting of the sub group is planned to take place on 11 June 2013 at the YAS Office, Fairfield, York. For information, the draft agenda for the forthcoming meeting (appendix 3) and draft Terms of Reference (appendix 4) are attached.