

Agenda Item No. 7

Benchmarking of Great Western Ambulance Service – Performance and Financial Data

Great Western Ambulance Joint Health Scrutiny Committee
29th January 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To enable the Joint Health Scrutiny Committee to consider the attached performance comparative data.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Consider the attached performance comparative data and to raise any issues as required.

1.0 Detail

- 1.1 The attached information provides comparative performance data which allows members to consider the figures relating to Great Western Ambulance Service in the context of other ambulance services across the country.
- 1.2 Members are requested to consider the information provided and determine whether any further action is required by the Joint Committee in relation to any of the issues raised.

2.0 Background Papers and Appendices

Appendices

Appendix A – Benchmarking Data for Ambulance Services

Benchmarking data for Ambulance services

Performance ratings for Ambulance Trusts 2008-09

Trust name	08/09 overall quality score	08/09 financial management score	08/09 core standards score (as a provider of services)	08/09 existing commitments score (as a provider of services)	08/09 national priorities score (as a provider of services)
East Midlands Ambulance Service NHS Trust	Fair	Good	Almost Met	Fully Met	Fair
East of England Ambulance Service NHS Trust	Fair	Fair	Partly Met	Partly Met	Good
Great Western Ambulance Service NHS Trust	Weak	Fair	Almost Met	Not Met	Weak
London Ambulance Service NHS Trust	Fair	Excellent	Fully Met	Partly Met	Fair
North East Ambulance Service NHS Trust	Good	Good	Fully Met	Fully Met	Good
North West Ambulance Service NHS Trust	Fair	Good	Almost Met	Partly Met	Fair
South Central Ambulance Service NHS Trust	Weak	Good	Fully Met	Not Met	Weak
South East Coast Ambulance Service NHS Trust	Fair	Good	Fully Met	Almost Met	Fair
South Western Ambulance Service NHS Trust	Good	Good	Almost Met	Almost Met	Excellent
West Midlands Ambulance Service NHS Trust	Fair	Good	Fully Met	Fully Met	Fair
Yorkshire Ambulance Service NHS Trust	Weak	Good	Partly Met	Not Met	Excellent

2008-09 Response data

Cat A calls within 8 mins

	Cat A calls within 8 mins		Cat A calls within 19 mins		Cat B calls within 19 mins	
	Total number of incidents with emergency response	Response within 8 minutes	Total number of incidents with ambulance vehicle arriving	Response within 8 minutes	Total number of incidents with ambulance vehicle arriving	Response within 8 minutes
England	1,940.7	74.3	1,934.7	96.9	2,553.3	91.0
South Western	108.1	78.0	90.8	99.0	5.5	96.2
Isle of Wight	5.5	77.0	319.6	98.6	158.5	95.6
East Midlands	174.8	76.0	199.3	98.0	284.8	95.4
North East	90.8	75.7	174.7	97.3	237.1	95.0
London	319.7	75.5	158.7	96.9	213.9	94.6
West Midlands	199.3	75.4	320.9	96.5	148.4	94.2
South East Coast	159.1	75.2	4.8	96.4	261.9	93.3
East of England	190.0	74.6	202.1	96.1	204.9	90.6
North West	322.9	74.3	189.0	95.8	166.5	88.0
South Central	89.8	72.6	107.8	95.8	346.8	87.6
Yorkshire	203.1	69.4	89.5	94.5	96.6	87.4
Great Western	77.6	68.4	77.5	94.0	428.4	84.5

GWAS April 09 to September 09

	Cat A calls within 8 mins		Cat A calls within 19 mins		Cat B calls within 19 mins	
	Total number of incidents with emergency response	Response within 8 minutes	Total number of incidents with ambulance vehicle arriving	Response within 8 minutes	Total number of incidents with ambulance vehicle arriving	Response within 8 minutes
Great Western	-	75.5%	-	95.7%	-	92.1%

Emergency and urgent (1) patient journeys per 100 incidents by ambulance service, 2004-05 to 2008-09, and by category of call by ambulance service for 2008-09

Ambulance Service	2004-05	2005-06	2006-07	2007-08	All emergency and urgent journeys	2008/09		
	All emergency journeys	All emergency journeys	All emergency journeys	All emergency and urgent journeys		Category A	Category B	Category C
	73	73	70	72	73	78	69	75
North East	81	80	75	79	79	82	72	86
North West	77	79	77	80	83	85	80	84
Yorkshire	78	78	75	79	80	85	75	80
East Midlands	78	79	73	71	70	71	65	77
West Midlands ⁽³⁾	66	67	60	71	70	79	68	66
East of England	68	66	65	65	64	70	58	65
London	74	75	76	76	79	82	77	80
South East Coast	74	66	64	67	70	77	64	70
South Central	66	65	62	62	66	70	59	74
Great Western	77	75	70	68	66	70	60	71
South Western	64	63	62	64	65	68	59	69
Isle of Wight	70	67	63	76	80	75	75	89

Source: Form KA34

Emergency and urgent calls⁽¹⁾ by ambulance service, 2004-05 to 2008-09

thousands

Ambulance Service	Emergency Calls			Emergency and Urgent Calls ⁽¹⁾	
	2004-05	2005-06	2006-07	2007-08	2008-09
England	5,623.8	5,960.1	6,333.4	7,225.5	7,477.2
North East	279.7	291.8	362.0	398.0	405.0
North West	779.7	832.0	887.0	1,009.8	1,033.6
Yorkshire	522.6	552.6	555.5	627.0	671.7
East Midlands	473.2	459.7	523.3	631.9	667.5
West Midlands ⁽²⁾	607.7	668.0	666.8	772.2	796.1
East of England	543.3	581.1	625.6	718.3	733.2
London	1,153.9	1,231.6	1,288.8	1,389.7	1,423.5
South East Coast	460.3	493.0	494.4	554.8	580.1
South Central	330.0	336.6	356.1	446.5	432.4
Great Western	200.9	219.8	232.5	278.8	289.6
South Western	259.5	280.5	328.1	380.6	423.7
Isle of Wight	13.0	13.4	13.3	18.1	20.8

Source: Form
KA34

⁽¹⁾ For 2007-08 urgent calls were included (previous years relate to emergency calls only), therefore comparisons of absolute numbers between 2007-08 and previous years are not possible.

⁽²⁾ On the 1st October 2007 Staffordshire Ambulance Service NHS Trust merged with West Midlands Ambulance Service NHS Trust. For comparability, data for these two trusts have been merged for all previous years.