



Great Western Ambulance Service



NHS Trust

Joint HOSC Meeting

To be held at 11am on Friday 28 January 2011
at South Gloucestershire Council office, Thornbury

Short Life Group update report

- 1 To update the Joint Health Overview and Scrutiny Committee on the progress of the Short Life Group on ambulance response standards in rural areas**
- 2 The report has been prepared by the Chairman of the Great Western Ambulance Service Short Life Working Group – Rural Response Standards**
- 3 The Joint HOSC is requested to: note the achievements as identified in section 5, agree the next steps as outlined in section 6 and obtain members' views on termination of the group and the future of meeting as per the Gloucestershire model.**

David Whiting
Chief Executive Officer
Great Western Ambulance Service

19 January, 2011

1 Introduction

At the Great Western Ambulance Joint Health Scrutiny Committee meeting on 30 October 2009, the committee agreed to establish a short life group to explore ways of improving performance in rural areas. The areas identified as being of particular concern, and would therefore form the remit of the work of the group, were Forest of Dean, Cotswolds and Kennet (now part of Wiltshire Council). Terms of Reference are attached at Appendix 1.

The Committee agreed that one member from each of the three areas would participate in the Group, together with the appropriate officers from GWAS. The Committee requested that the Group provide regular updates on progress to the Committee. The last report to the committee was 23 April 2010 followed by an update report on 11 June 2010.

Great Western Ambulance Service (GWAS) would like to thank all members of the group for their advice and assistance; in particular Councillor Terry Hale and Councillor Sheila Jeffery who have worked hard with the GWAS Community Responder Manager, Kevin Dickens to make improvements in their respective areas.

2 Detail

To date, the Group has met on four occasions; these are 28 January, 4 March, 22 April and 17 December. The Group has focussed its attention in 2 main areas, Community First Responders (CFR) schemes, how to best to increase the number of responders within each scheme where there are insufficient members and the provision of Automatic External Defibrillators (AEDs).

Following further analysis of rural performance and understanding the difficulties in improving performance in the rural areas, it was agreed that the group should focus on a number of key areas for improving the current CFR schemes; these were:-

Forest of Dean

- Sedbury
- Tidenham

Cotswolds

- Bourton-on-the-Water
- Stow-on-the-Wold

Wiltshire

- Pewsey
- Tidworth

3 Short Life Working Group Activity

This section highlights the work that has been undertaken in these areas during the life of the working group, this includes any additional direct resources that have been put in place as a result of the service redesign project.

Note: The service redesign project is trust-wide; the primary objective is to match resources with patient activity.

It should also be noted that due to a change of membership within the group and a delay in nominating the target areas, all of the work has focussed in Gloucestershire. As you will see from the recommendations contained in the report, it was the group's view that this work should be replicated in other areas.

3.1 Direct Resources - Gloucestershire

As part of the service redesign project, the trust has employed an additional 30 staff in Gloucestershire and introduced additional resources as follows:-

Cirencester	1 double crewed ambulance 12 hours per day 7 days per week
Stroud	1 rapid response vehicle 12 hours per day 7 days per week
Stroud	1 rapid response vehicle 8 hours Friday/Saturday nights

All other additional resources (3 RRVs) have been based in the Cheltenham and Gloucester areas. These additional resources will improve cover in the Cotswolds and reduce the number of occasions when rural based vehicles will be required to assist in the urban areas.

3.2 Automatic external defibrillators (AEDs) – Gloucestershire

GWAS has taken a policy decision to place AEDs and provide appropriate training to establishments where there are 12 or more life-threatening (Category A) calls per annum. It should be noted that whilst GWAS will assist organisations to obtain AEDs and train staff where there are less than 12 calls per annum, these will not be funded by GWAS.

Following the above criteria, a number of establishments have been identified and, with the assistance of the councillors concerned, they have been placed in the following locations:

Forest of Dean

- Heywood Community School, Cinderford
- Royal Forest of Dean College, Coleford
- Whitecross Leisure Centre, Lydney
- Newent Community School
- Wyedean School, Sedbury
- Council Offices, Coleford

Cotswolds

- Chipping Campden School
- Bourton-on-the-Water School
- Farmor's School, Fairford
- Cirencester Leisure Centre
- Cotswold Water Park

This represents an investment of £17,600 by GWAS.

There have been a number of non-funded AED schemes established during the life of the group; these include Dean Magna School, Mitcheldean, Cotswolds Hills Golf Club and Whitemead Park, Parkend.

3.3 Community First Responder Schemes - Gloucestershire

As previously stated, the areas selected to improve CFR schemes are Sedbury, Tidenham, Bourton-on-the-Water and Stow-on-the-Wold. The following table (Table 1) shows the membership of the schemes as of 1 January 2010 and as of 1 January 2011.

Table 1

Area	Scheme Members Jan 10	Scheme Members Jan 11
Sedbury	1	2
Tidenham	1	1
Bourton-on-the-Water	2	2
Stow-on-the-Wold	2	2

Whilst recruitment has been slow, group members have been campaigning hard in these areas and to date we have two new members in Bourton-on-the-Water and one in Stow-on-the-Wold who will be on the next training course in January 2011. Recruitment continues and a further course is planned for February 2011.

In addition to the above, a new scheme has been established in Winchcombe; this scheme is flourishing and gaining in strength, enthusiasm and commitment month-on-month. A new scheme is also set to be rolled out in Kemble, operating from Cotswolds Airport.

3.4 Co Responding

A new type of co-responder scheme is being trialled in Chipping Campden, where retained firefighters respond in an ambulance service vehicle which is equipped with life-saving equipment and two-way data to speed up the response process. If this proves to be successful then this will be rolled out in other areas.

3.5 Public Access Defibrillators

GWAS has received a number of enquiries from rural communities in regards to public access defibrillators (PADs). PADs are not funded by GWAS, they are funded by communities where they would like access to an AED within their village. The communities that have PADs in place are Chedworth and Newnham-on-Severn; presentations are also scheduled for the communities of Lower Slaughter, Lower Swell and South Cerney.

4 Ambulance Response Times

The following details the ambulance response standards for the rural areas and the areas identified for improvement:-

4.1 Rural Performance

The following table (Table 2) shows the category A8 performance for Gloucestershire, Forest of Dean and Cotswolds. The current requirement is that GWAS reaches 75% of all life threatening calls within 8 minutes; this is a trust standard therefore it does not imply that this level of performance must be achieved in each individual area.

Table 2

Area	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10	Nov 10	Yr
Gloucestershire	79.3	78.0	77.09	79.5	76.3	75.9	75.3	77.46	77.4
Forest of Dean	60.8	59.76	66.02	70.68	60.85	58.23	58.33	63.62	62.2
Cotswolds	62.56	53.67	50.83	62.55	50.4	57.89	53.13	56.92	56.0

In order to reach 75% in the Forest of Dean, we need to reach an average of 32 more calls per month (just over 1 per day) and in the Cotswolds area 45 (1 ½ calls per day).

4.2 Individual Area Performance

The following tables show the performance for the areas identified for improvement:-

Table 3 Bourton-on-the-Water

Bourton On The Water Area Cat A Performance April 2010 to November 2010									
Bourton On The Water	April	May	June	July	August	September	October	November	Total
Cat A Call	18	13	19	17	13	17	26	15	138
Cat A Response	18	12	17	16	13	16	21	15	128
Cat A8 Compliant	5	3	5	4	5	4	8	9	43
A8 Performance	27.78%	25.00%	29.41%	25.00%	38.46%	25.00%	38.10%	60.00%	33.59%
Cat A19 Compliant	14	10	13	14	9	13	14	13	100
A19 Performance	77.78%	83.33%	76.47%	87.50%	69.23%	81.25%	66.67%	86.67%	78.13%

Table 4 Stow-on-the-Wold

Stow On The Wold Area Cat A Performance April 2010 to November 2010									
Stow On The Wold	April	May	June	July	August	September	October	November	Total
Cat A Call	16	14	22	11	20	17	23	12	135
Cat A Response	16	11	21	10	19	14	23	11	125
Cat A8 Compliant	7	4	10	7	9	7	9	2	55
A8 Performance	43.75%	36.36%	47.62%	70.00%	47.37%	50.00%	39.13%	18.18%	44.00%
Cat A19 Compliant	13	8	19	8	15	10	18	9	100
A19 Performance	81.25%	72.73%	90.48%	80.00%	78.95%	71.43%	78.26%	81.82%	80.00%

Table 5 Tidenham

Tidenham Area Cat A Performance April 2010 to November 2010									
Tidenham	April	May	June	July	August	September	October	November	Total
Cat A Call	12	23	16	17	23	20	18	20	149
Cat A Response	11	21	15	16	17	20	16	15	131
Cat A8 Compliant	2	7	12	7	7	5	8	7	55
A8 Performance	18.18%	33.33%	80.00%	43.75%	41.18%	25.00%	50.00%	46.67%	41.98%
Cat A19 Compliant	9	17	13	13	11	13	13	10	99
A19 Performance	81.82%	80.95%	86.67%	81.25%	64.71%	65.00%	81.25%	66.67%	75.57%

Table 6 Sedbury

Sedbury Area Cat A Performance April 2010 to November 2010									
Sedbury	April	May	June	July	August	September	October	November	Total
Cat A Call	11	26	16	18	23	19	19	19	151
Cat A Response	10	23	15	17	17	19	17	14	132
Cat A8 Compliant	2	7	12	7	7	5	9	7	56
A8 Performance	20.00%	30.43%	80.00%	41.18%	41.18%	26.32%	52.94%	50.00%	42.42%
Cat A19 Compliant	8	19	13	13	11	13	13	10	100
A19 Performance	80.00%	82.61%	86.67%	76.47%	64.71%	68.42%	76.47%	71.43%	75.76%

The points of note from the above tables are that A8 has improved in Bourton-on-the-Water. This is partially due to improved staffing of the rapid-response vehicle (RRV) at Moreton-in-Marsh and therefore being able to use the standby point at Bourton more frequently; A19 has improved in the Cotswolds due to increased resources, in particular the additional ambulance at Cirencester. The actions in Sedbury are focussing on the nursing home as we have a high number of Category A calls there. Initial discussions have taken place with the establishment with a view to locating an AED there; this needs to be followed up with a second visit.

5 Group Achievements

The following are the achievements of the short life working group:-

- a) Members of the group have found the meetings to be very beneficial to understand the difficulties of meeting response standards in rural areas and to get a better understanding of the service provided by GWAS. Whilst the short life working group is to be disbanded, at the last meeting it was agreed to continue meeting in Gloucestershire on a quarterly basis; this is to ensure that

the current level of momentum is sustained. It is recommended that this is replicated in other council areas where there is appetite to do so.

- b) There has been great success in rolling out the automatic external defibrillators, with 11 being rolled out in the target areas. This has involved discussions with the establishments concerned, training of their staff to the required standard and the provision of the equipment. GWAS has invested in the order of £17,600 to make this happen.
- c) There is a realisation that it can be difficult to recruit sufficient volunteers to make a scheme viable; with the assistance of councillors there has been hard campaigning in the target areas and we are now seeing some success. The campaign is set to continue with a view to enrolling more volunteers onto the February course.
- d) There have been added benefits from the working of the group, these include the identification of council owned properties, against which the activity has been matched and used to identify the AED schemes. GWAS now has improved notification of public events so these can be taken into consideration when planning ambulance cover. An example of where this information has been used is the use of a mobile treatment centre at the Stow horse fair, Newent onion fair and town centre initiatives to match the demand of the night time economy.
- e) Publicity work has started in the target areas to assist GWAS to locate properties when attending emergency calls. This includes identifying properties (landmarks etc), making the property visible (turning lights on, hazard warning lights on car etc) and obtaining grid references for properties.
- f) Presentations are being given to communities where they have approached councillors for additional information on public access defibrillators. Presentations are scheduled for Lower Slaughter, Lower Swell and South Cerney.

6 Next Steps

The following are the next steps being recommended by members of the group:-

- a) That the short life working group is discontinued;
- b) The Gloucestershire group will meet again in April 2011 to establish progress and agree next steps. The group would like to invite a Stroud representative to the meeting given the rural nature of the area;
- c) To continue with scheme publicity and to recruit new members for the February training course;

- d) Continue with the property identification publicity project;
- e) Identify new sites for the placement of AEDs and target Sedbury Nursing Home;
- f) Evaluate the Chipping Campden co-responder model.



Great Western Ambulance Service **NHS**

NHS Trust

Draft Terms of Reference Short Life Group on Ambulance Rural Response Times

Authority

The meeting has been established following a proposal at the Joint Overview & Scrutiny Committee (JHOSC)

Membership

Membership of the group will consist of the following:

Keith Scott, Locality Director
Kim Morrissey, CFR Manager (Avon)
Kevin Dickens, CFR Manager (Gloucestershire)
Terry Hale, Gloucestershire HOSC
Sheila Jeffery, Gloucestershire HOSC
Pip Ridout, Wiltshire HOSC

Other members of GWAS or the Joint HOSC will be asked to attend as required.

Frequency

This is a short life working group and it is envisaged that the work will be completed in 3 months. Three working meetings have been planned.

Duties

The purpose of the Group is to review Category A8 performance (this may need to be expanded to include other categories) in Cotswold, Forest of Dean and Kennet (within Wiltshire) in partnership with the Joint Health Overview & Scrutiny Committee (JHOSC). Action areas will be agreed from the first meeting.

The following are the desired outcomes from this short life working group:

- For joint understanding of ambulance response standard performance in rural areas.
- Joint understanding of the role of Emergency Care Practitioners (ECPs), Static Defibrillators, Public Assess Defibrillators, Co Responders, Community First Responders (CFRs), Charity Responders and Retained CFR schemes.

- Joint understanding of what improvements can be made to response standards in the rural areas.
- Have an agreed action plan that can be shared with the JHOSC.
- Joint understanding on how members of the JHOSC and the District Councils can be of assistance to the ambulance service to move the agreed action plan forward.

Reporting

The group will report back to the Joint Overview & Scrutiny Committee (JHOSC).

Administrative arrangements

GWAS will record the meetings and any subsequent actions arising from the meetings. The responsibility for producing HOSC papers will rest with full time officers who support the joint HOSC.

Date: 29/01/10

Signed:

Chair: