

Agenda Item No. 7

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
28th January 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (December 2010)
- the Board Performance Report for December (covering activity in December 2010)
- Handover times/delays broken down by hospital

Recommendation

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

Consider the appended reports and identify any issues requiring further clarification or discussion with the Great Western Ambulance NHS Trust or NHS Gloucestershire as lead commissioners.

1.0 Reasons

- 1.1 The Great Western Ambulance Joint Health Scrutiny Committee had previously resolved to review the monthly "Managing Our Performance" Report that was presented to the Great Western Ambulance NHS Trust Board. This report has subsequently been revised and renamed as the "Board Performance Report".

2.0 Detail

- 2.1 The Commissioners Monthly Report (December 2010) outlines GWAS performance by month, broken down by sector, PCT and local authority. This is attached at Appendix A.
- 2.2 The Board Performance Report for December 2010 is attached at Appendix B.
- 2.3 Attached at Appendix C is a full breakdown of handover times/delays by hospital. This provides more detailed information as the Board Performance Report only indicates average handover time.

3.0 Background Papers and Appendices

Appendices

Appendix A: Commissioners Monthly Report (December 2010), Great Western Ambulance NHS Trust

Appendix B: Board Performance Report for August (covering activity in December 2010), Great Western Ambulance NHS Trust

Appendix C: Breakdown of handover times/delays by hospital, Great Western Ambulance NHS Trust



ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2010/11

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TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618
2010/11 Contract	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	199,732
2010/11 Actual	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002
Variance from Contract	269	438	-384	-510	-891	-21	-906	-736	1,010	*	*	*	-1,730
Variance from Contract %	1.3%	2.0%	-1.8%	-2.3%	-4.0%	-0.1%	-3.9%	-3.3%	4.2%	*	*	*	-0.9%
Variance from 2009/10	890	1,083	335	268	-137	581	-8	-76	1,448	*	*	*	4,384
Variance from 2009/10 %	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	126,943
2010/11 Contract	13,703	14,448	13,881	14,190	14,117	14,207	15,348	14,785	16,072	14,917	13,393	15,058	130,751
2010/11 Actual	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383	*	*	*	131,685
Variance from Contract	198	305	315	172	6	159	-266	-266	311	*	*	*	934
Variance from Contract %	1.4%	2.1%	2.3%	1.2%	0.0%	1.1%	-1.7%	-1.8%	1.9%	*	*	*	0.7%
Variance from 2009/10	597	726	719	585	417	573	181	165	779	*	*	*	4,742
Variance from 2009/10 %	4.5%	5.2%	5.3%	4.2%	3.0%	4.2%	1.2%	1.1%	5.0%	*	*	*	3.7%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.6%
2010/11 Actual	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%	*	*	*	66.5%
Variance from 2009/10 %	0.0%	0.0%	2.4%	1.9%	2.4%	0.9%	0.8%	1.0%	-0.7%	*	*	*	0.9%

PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	76.03%	77.41%	77.17%	72.72%	77.17%	75.77%	74.78%	75.04%	69.97%	71.21%	75.81%	78.24%	75.0%
2010/11 Target	77.85%	76.17%	76.27%	76.03%	75.81%	76.19%	76.30%	75.43%	74.78%	75.69%	77.01%	78.00%	76.3%
2010/11 Actual	78.32%	78.07%	76.28%	77.55%	75.82%	74.42%	74.92%	73.84%	64.69%	*	*	*	74.6%
Variance from Target	0.5%	1.9%	0.0%	1.5%	0.0%	-1.8%	-1.4%	-1.6%	-10.1%	*	*	*	-1.7%
Variance from 2009/10	2.3%	0.7%	-0.9%	4.8%	-1.4%	-1.4%	0.1%	-1.2%	-5.3%	*	*	*	-0.4%

Category A 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	95.89%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
2010/11 Target	96.36%	96.28%	95.59%	95.40%	95.97%	96.15%	95.53%	95.56%	95.52%	96.39%	95.58%	95.79%	95.8%
2010/11 Actual	95.98%	96.01%	94.93%	95.67%	95.20%	95.41%	94.75%	94.90%	90.32%	*	*	*	94.7%
Variance from Target	-0.4%	-0.3%	-0.7%	0.3%	-0.8%	-0.7%	-0.8%	-0.7%	-5.2%	*	*	*	-1.2%
Variance from 2009/10	0.1%	-0.4%	-0.9%	0.4%	-0.4%	-0.3%	-0.4%	-0.3%	-2.9%	*	*	*	-0.5%

Category B 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.36%	92.95%	92.40%	91.04%	91.82%	92.16%	89.75%	89.80%	86.45%	87.69%	90.15%	90.98%	90.7%
2010/11 Target	92.52%	92.60%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	93.4%
2010/11 Actual	93.18%	93.83%	91.77%	92.52%	92.84%	91.69%	91.43%	91.64%	84.57%	*	*	*	91.5%
Variance from Target	0.7%	1.2%	0.9%	0.8%	1.0%	-0.3%	-3.6%	-3.4%	-10.4%	*	*	*	-2.0%
Variance from 2009/10	0.8%	0.9%	-0.6%	1.5%	1.0%	-0.5%	1.7%	1.8%	-1.9%	*	*	*	0.8%

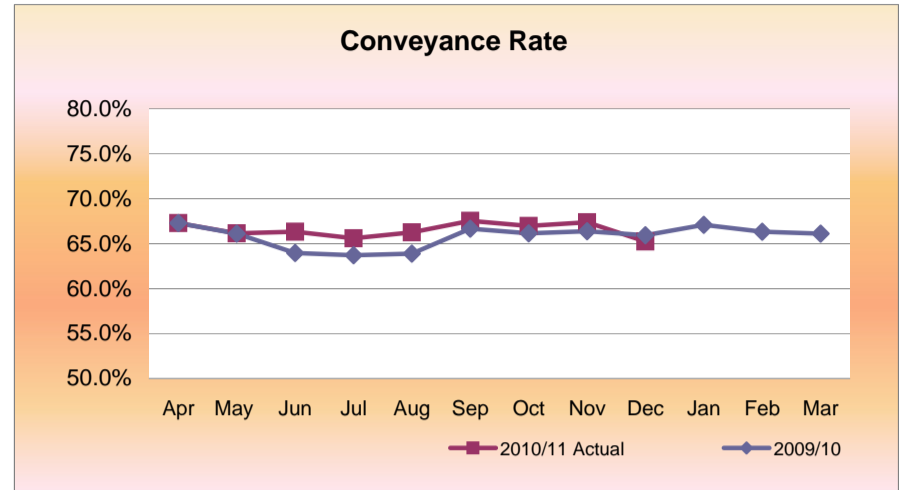
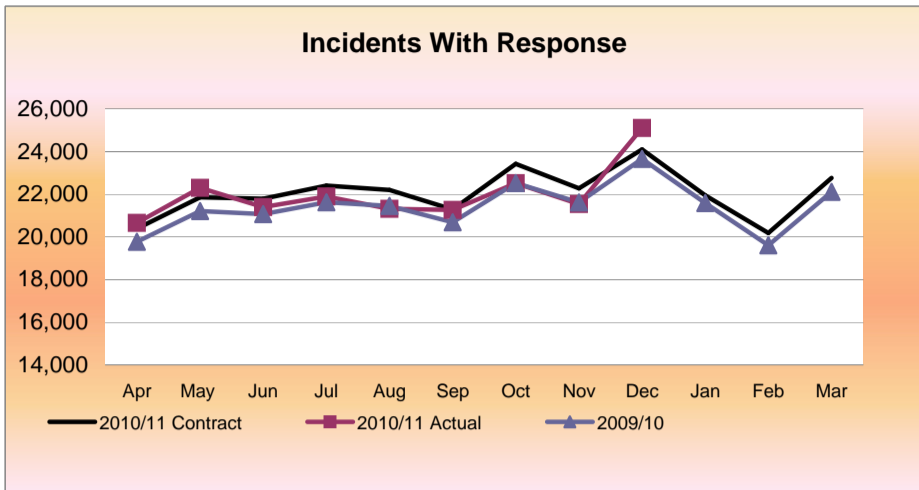
Category C Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
2010/11 Target	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%
2010/11 Actual	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%	*	*	*	80.3%
Variance from Target	5.7%	5.5%	1.4%	4.0%	5.1%	-0.3%	0.4%	-3.6%	-12.9%	*	*	*	0.3%
Variance from 2009/10	-6.4%	-6.8%	-11.6%	-7.6%	-5.4%	-11.1%	-6.0%	-9.6%	-14.0%	*	*	*	-7.6%

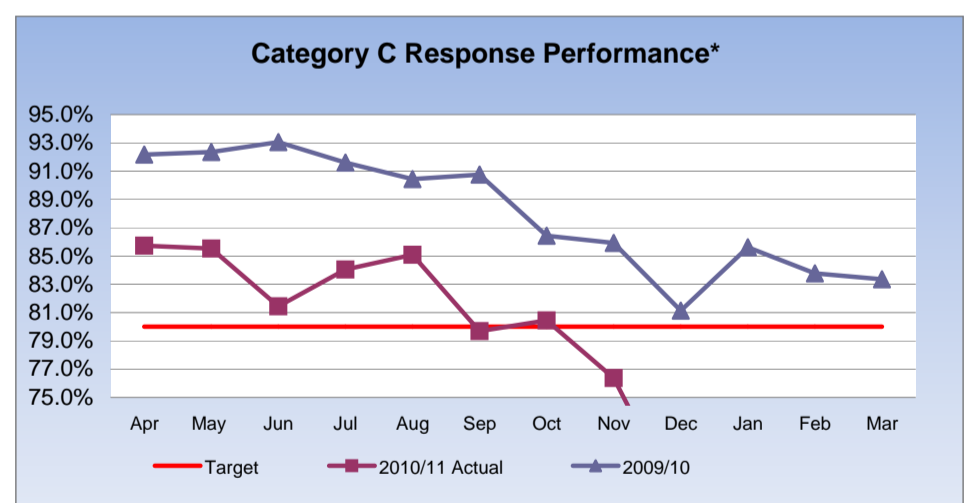
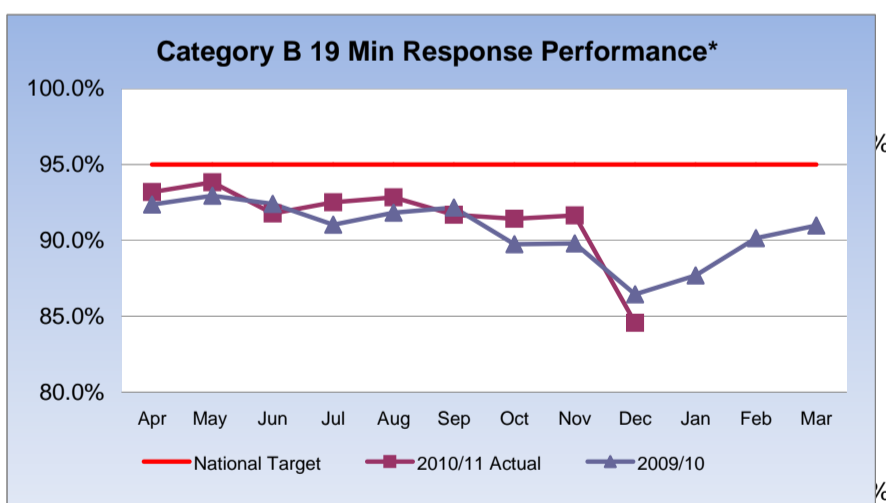
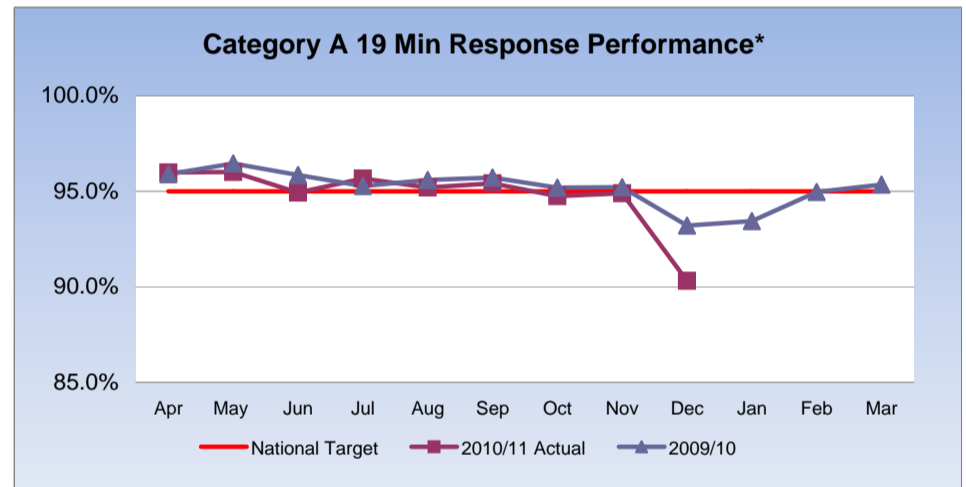
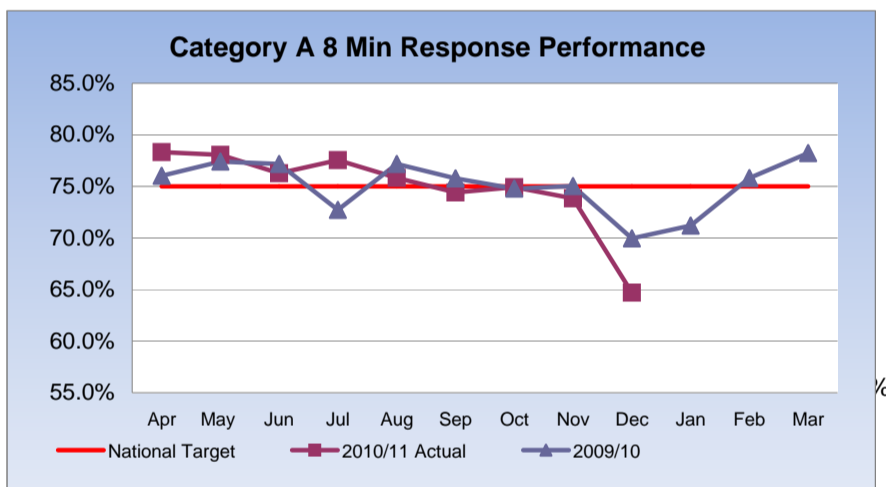


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:



PERFORMANCE:



Category A 8 Minute Performance by Sector

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3236	3493	3265	3529	3373	3293	3637	3531	4320	*	*	*	31,677
Gloucestershire	1811	1919	1797	1819	1794	1807	2055	2019	2468	*	*	*	17,489
Wiltshire	2409	2755	2626	2732	2607	2593	2806	2683	3264	*	*	*	24,475
Other/Unknown	40	59	39	46	52	48	51	40	57	*	*	*	432
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2518	2767	2468	2717	2583	2441	2781	2533	2677	*	*	*	23,485
Gloucestershire	1437	1496	1399	1446	1369	1372	1547	1564	1593	*	*	*	13,223
Wiltshire	1905	2148	2020	2133	1973	1934	2067	2005	2264	*	*	*	18,449
Other/Unknown	11	11	7	6	9	14	10	7	6	*	*	*	81
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	77.8%	79.2%	75.6%	77.0%	76.6%	74.1%	76.5%	71.74%	61.97%	*	*	*	74.1%
Gloucestershire	79.3%	78.0%	77.9%	79.5%	76.3%	75.9%	75.3%	77.46%	64.55%	*	*	*	75.6%
Wiltshire	79.1%	78.0%	76.9%	78.1%	75.7%	74.6%	73.7%	74.73%	69.36%	*	*	*	75.4%
Other/Unknown	27.5%	18.6%	17.9%	13.0%	17.3%	29.2%	19.6%	17.50%	10.53%	*	*	*	18.8%
Total	78.3%	78.1%	76.3%	77.6%	75.8%	74.4%	74.9%	73.8%	64.7%	*	*	*	74.6%

Category A 8 Minute Performance by PCT

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
Gloucestershire	1,811	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,468	*	*	*	17,489
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
Swindon	612	710	655	736	674	697	669	735	852	*	*	*	6,340
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	*	*	*	13,611
Other/Unknown	40	60	40	46	53	49	53	42	59	*	*	*	442
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	404	473	411	451	413	418	490	423	451	*	*	*	3,934
Bristol	1,396	1,518	1,467	1,567	1,500	1,429	1,542	1,377	1,459	*	*	*	13,255
Gloucestershire	1,437	1,496	1,399	1,446	1,369	1,372	1,547	1,564	1,593	*	*	*	13,223
North Somerset	543	602	496	630	525	499	633	563	573	*	*	*	5,064
South Gloucestershire	538	602	474	477	515	463	548	557	595	*	*	*	4,769
Swindon	566	636	596	654	615	604	587	640	740	*	*	*	5,638
Wiltshire	976	1,084	1,044	1,071	988	962	1,048	978	1,122	*	*	*	9,273
Other/Unknown	11	11	7	6	9	14	10	7	7	*	*	*	82
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	76.1%	77.8%	76.0%	79.4%	74.7%	75.2%	73.46%	75.00%	66.23%	*	*	*	74.7%
Bristol	84.20%	84.19%	82.65%	82.82%	85.18%	81.47%	81.89%	76.76%	66.47%	*	*	*	80.3%
Gloucestershire	79.35%	77.96%	77.85%	79.49%	76.31%	75.93%	75.28%	77.46%	64.55%	*	*	*	75.6%
North Somerset	73.18%	75.53%	69.27%	75.90%	71.14%	67.52%	73.18%	72.09%	61.15%	*	*	*	70.9%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	65.36%	65.03%	68.93%	62.80%	55.45%	*	*	*	65.7%
Swindon	92.48%	89.58%	90.99%	88.86%	91.25%	86.66%	87.74%	87.07%	86.85%	*	*	*	88.9%
Wiltshire	72.30%	71.55%	70.07%	71.07%	67.44%	67.41%	67.09%	67.40%	60.85%	*	*	*	68.1%
Other/Unknown	27.50%	18.33%	17.50%	13.04%	16.98%	28.57%	18.87%	16.67%	11.86%	*	*	*	18.6%
Total	78.3%	78.1%	76.3%	77.6%	75.8%	74.4%	74.9%	73.8%	64.7%	*	*	*	74.6%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Forest of Dean	225	246	259	249	258	249	288	229	319	*	*	*	2,322
Cotswold	219	218	242	259	248	228	256	260	277	*	*	*	2,207
Tewkesbury	211	187	202	222	216	226	246	241	301	*	*	*	2,052
Cheltenham	405	433	355	342	335	410	444	477	551	*	*	*	3,752
Gloucester	431	481	454	430	425	421	483	490	608	*	*	*	4,223
Stroud	320	354	285	317	312	273	338	322	412	*	*	*	2,933
Kennet	205	234	244	224	229	202	257	259	298	*	*	*	2,152
North Wiltshire	372	445	417	478	434	403	418	409	499	*	*	*	3,875
Swindon	606	700	645	727	662	684	656	729	848	*	*	*	6,257
West Wiltshire	464	484	428	454	462	471	471	442	598	*	*	*	4,274
Salisbury	309	352	401	351	340	351	416	341	449	*	*	*	3,310
Other/Unknown	46	70	50	55	65	62	66	48	63	*	*	*	525
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,396	1,518	1,467	1,567	1,500	1,429	1,542	1,377	1,459	*	*	*	13,255
South Gloucestershire	538	602	474	477	515	463	548	557	595	*	*	*	4,769
North Somerset	543	602	496	630	525	499	633	563	573	*	*	*	5,064
Bath and North East Somerset	404	473	411	451	413	418	490	423	451	*	*	*	3,934
Forest of Dean	137	147	171	176	157	145	168	145	152	*	*	*	1,398
Cotswold	137	117	123	162	125	132	136	148	128	*	*	*	1,208
Tewkesbury	164	142	152	173	171	163	185	173	180	*	*	*	1,503
Cheltenham	376	409	333	322	321	376	420	441	428	*	*	*	3,426
Gloucester	400	437	420	384	382	387	431	443	487	*	*	*	3,771
Stroud	223	244	200	229	213	169	207	214	218	*	*	*	1,917
Kennet	136	130	131	129	129	101	144	139	154	*	*	*	1,193
North Wiltshire	277	317	299	347	294	276	282	286	290	*	*	*	2,668
Swindon	564	634	593	650	613	601	586	639	740	*	*	*	5,620
West Wiltshire	347	378	321	333	338	329	340	307	375	*	*	*	3,068
Salisbury	216	259	293	262	227	256	282	246	303	*	*	*	2,344
Other/Unknown	13	13	10	10	11	17	11	8	7	*	*	*	100
Total	5,871	6,422	5,894	6,302	5,934	5,761	6,405	6,109	6,540	*	*	*	55,238

Cat A 8 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
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Category A 19 Minute Performance by Sector

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3236	3493	3265	3529	3373	3293	3637	3531	4320	*	*	*	31,677
Gloucestershire	1811	1919	1797	1819	1794	1807	2055	2019	2468	*	*	*	17,489
Wiltshire	2409	2755	2626	2732	2607	2593	2806	2683	3264	*	*	*	24,475
Other/Unknown	40	59	39	46	52	48	51	40	57	*	*	*	432
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3122	3373	3123	3404	3225	3164	3487	3357	3918	*	*	*	30,173
Gloucestershire	1734	1842	1723	1740	1722	1733	1951	1941	2205	*	*	*	16,591
Wiltshire	2309	2638	2462	2596	2468	2454	2626	2528	2971	*	*	*	23,052
Other/Unknown	30	45	27	34	35	35	36	25	36	*	*	*	303
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	96.5%	96.6%	95.7%	96.5%	95.6%	96.1%	95.9%	95.1%	90.69%	*	*	*	95.3%
Gloucestershire	95.7%	96.0%	95.9%	95.7%	96.0%	95.9%	94.9%	96.1%	89.34%	*	*	*	94.9%
Wiltshire	95.8%	95.8%	93.8%	95.0%	94.7%	94.6%	93.6%	94.2%	91.02%	*	*	*	94.2%
Other/Unknown	75.0%	76.3%	69.2%	73.9%	67.3%	72.9%	70.6%	62.5%	63.16%	*	*	*	70.1%
Total	96.0%	96.0%	94.9%	95.7%	95.2%	95.4%	94.7%	94.9%	90.3%	*	*	*	94.7%

Category A 19 Minute Performance by PCT

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
Gloucestershire	1,811	1,919	1,797	1,819	1,794	1,807	2,055	2,019	2,468	*	*	*	17,489
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
Swindon	612	710	655	736	674	697	669	735	852	*	*	*	6,340
Wiltshire	1,350	1,515	1,490	1,507	1,465	1,427	1,562	1,451	1,844	*	*	*	13,611
Other/Unknown	40	60	40	46	53	49	53	42	59	*	*	*	442
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	514	581	504	535	520	535	615	529	616	*	*	*	4,949
Bristol	1,627	1,761	1,714	1,855	1,691	1,699	1,826	1,730	2,039	*	*	*	15,942
Gloucestershire	1,734	1,842	1,723	1,740	1,722	1,733	1,951	1,941	2,205	*	*	*	16,591
North Somerset	694	755	665	784	698	695	816	741	801	*	*	*	6,649
South Gloucestershire	720	784	686	696	756	685	758	822	987	*	*	*	6,894
Swindon	602	702	647	725	668	687	665	728	838	*	*	*	6,262
Wiltshire	1,274	1,427	1,368	1,405	1,359	1,316	1,431	1,333	1,607	*	*	*	12,520
Other/Unknown	30	46	28	34	36	36	38	27	37	*	*	*	312
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	96.8%	95.6%	93.2%	94.2%	94.0%	96.2%	92.20%	93.79%	90.46%	*	*	*	93.9%
Bristol	98.13%	97.67%	96.56%	98.04%	96.02%	96.86%	96.97%	96.43%	92.89%	*	*	*	96.53%
Gloucestershire	95.75%	95.99%	95.88%	95.66%	95.99%	95.90%	94.94%	96.14%	89.34%	*	*	*	94.9%
North Somerset	93.53%	94.73%	92.88%	94.46%	94.58%	94.05%	94.34%	94.88%	85.49%	*	*	*	93.1%
South Gloucestershire	95.74%	96.31%	96.21%	95.60%	95.94%	96.21%	95.35%	92.67%	91.99%	*	*	*	94.9%
Swindon	98.37%	98.87%	98.78%	98.51%	99.11%	98.57%	99.40%	99.05%	98.36%	*	*	*	98.8%
Wiltshire	94.37%	94.19%	91.81%	93.23%	92.76%	92.22%	91.61%	91.87%	87.15%	*	*	*	92.0%
Other/Unknown	75.00%	76.67%	70.00%	73.91%	67.92%	73.47%	71.70%	64.29%	62.71%	*	*	*	70.6%
Total	96.0%	96.0%	94.9%	95.7%	95.2%	95.4%	94.7%	94.9%	90.3%	*	*	*	94.7%

Category A 19 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,658	1,803	1,775	1,892	1,761	1,754	1,883	1,794	2,195	*	*	*	16,515
South Gloucestershire	752	814	713	728	788	712	795	887	1,073	*	*	*	7,262
North Somerset	742	797	716	830	738	739	865	781	937	*	*	*	7,145
Bath and North East Somerset	531	608	541	568	553	556	667	564	681	*	*	*	5,269
Forest of Dean	225	246	259	249	258	249	288	229	319	*	*	*	2,322
Cotswold	219	218	242	259	248	228	256	260	277	*	*	*	2,207
Tewkesbury	211	187	202	222	216	226	246	241	301	*	*	*	2,052
Cheltenham	405	433	355	342	335	410	444	477	551	*	*	*	3,752
Gloucester	431	481	454	430	425	421	483	490	608	*	*	*	4,223
Stroud	320	354	285	317	312	273	338	322	412	*	*	*	2,933
Kennet	205	234	244	224	229	202	257	259	298	*	*	*	2,152
North Wiltshire	372	445	417	478	434	403	418	409	499	*	*	*	3,875
Swindon	606	700	645	727	662	684	656	729	848	*	*	*	6,257
West Wiltshire	464	484	428	454	462	471	471	442	598	*	*	*	4,274
Salisbury	309	352	401	351	340	351	416	341	449	*	*	*	3,310
Other/Unknown	46	70	50	55	65	62	66	48	63	*	*	*	525
Total	7,496	8,226	7,727	8,126	7,826	7,741	8,549	8,273	10,109	*	*	*	74,073

Compliant Cat A Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,627	1,761	1,714	1,855	1,691	1,699	1,826	1,730	2,039	*	*	*	15,942
South Gloucestershire	720	784	686	696	756	685	758	822	987	*	*	*	6,894
North Somerset	694	755	665	784	698	695	816	741	801	*	*	*	6,649
Bath and North East Somerset	514	581	504	535	520	535	615	529	616	*	*	*	4,949
Forest of Dean	214	233	250	237	238	235	268	218	275	*	*	*	2,168
Cotswold	185	178	202	223	212	196	209	217	190	*	*	*	1,812
Tewkesbury	207	186	199	221	212	223	239	238	284	*	*	*	2,009
Cheltenham	402	430	355	336	334	408	440	474	521	*	*	*	3,700
Gloucester	428	476	449	427	424	416	479	487	583	*	*	*	4,169
Stroud	298	339	268	296	302	255	316	307	352	*	*	*	2,733
Kennet	186	214	219	199	207	178	226	225	251	*	*	*	1,905
North Wiltshire	349	416	390	446	402	371	382	366	422	*	*	*	3,544
Swindon	596	692	637	717	656	675	652	722	834	*	*	*	6,181
West Wiltshire	448	465	391	429	435	437	440	419	531	*	*	*	3,995
Salisbury	291	332	368	331	315	330	383	323	403	*	*	*	3,076
Other/Unknown	36	56	38	42	48	48	51	33	41	*	*	*	393
Total	7,195	7,898	7,335	7,774	7,450	7,386	8,100	7,851	9,130	*	*	*	70,119

Cat A 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
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Category B 19 Minute Performance by Sector

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	3180	3388	3278	3282	3200	3221	3283	3050	3354	*	*	*	29,236
Gloucestershire	1807	1933	1796	1864	1772	1769	1898	1795	2017	*	*	*	16,651
Wiltshire	2522	2733	2613	2592	2657	2530	2624	2399	2737	*	*	*	23,407
Other/Unknown	74	80	91	78	64	81	69	56	70	*	*	*	663
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2893	3162	2943	2997	2932	2889	2972	2716	2688	*	*	*	26,192
Gloucestershire	1719	1822	1713	1766	1692	1667	1771	1698	1756	*	*	*	15,604
Wiltshire	2406	2586	2413	2415	2477	2359	2407	2235	2430	*	*	*	21,728
Other/Unknown	48	62	69	53	41	54	49	41	42	*	*	*	459
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	91.0%	93.3%	89.8%	91.3%	91.6%	89.7%	90.5%	89.0%	80.14%	*	*	*	89.6%
Gloucestershire	95.1%	94.3%	95.4%	94.7%	95.5%	94.2%	93.3%	94.6%	87.06%	*	*	*	93.7%
Wiltshire	95.4%	94.6%	92.3%	93.2%	93.2%	93.2%	91.7%	93.2%	88.78%	*	*	*	92.8%
Other/Unknown	64.9%	77.5%	75.8%	67.9%	64.1%	66.7%	71.0%	73.2%	60.00%	*	*	*	69.2%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	*	*	*	91.5%

Category B 19 Minute Performance by PCT

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	553	561	528	498	556	531	586	492	602	*	*	*	4,907
Bristol	1,768	1,892	1,795	1,740	1,752	1,742	1,799	1,613	1,769	*	*	*	15,870
Gloucestershire	1,807	1,933	1,796	1,864	1,772	1,769	1,898	1,795	2,017	*	*	*	16,651
North Somerset	724	705	721	798	714	722	702	711	748	*	*	*	6,545
South Gloucestershire	621	703	695	683	662	675	701	656	744	*	*	*	6,140
Swindon	636	723	713	765	701	650	662	636	715	*	*	*	6,201
Wiltshire	1,400	1,536	1,438	1,389	1,471	1,430	1,453	1,340	1,510	*	*	*	12,967
Other/Unknown	74	81	92	79	65	82	73	57	73	*	*	*	676
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	528	537	486	464	501	502	529	450	531	*	*	*	4,528
Bristol	1,634	1,786	1,627	1,599	1,619	1,578	1,633	1,443	1,430	*	*	*	14,349
Gloucestershire	1,719	1,822	1,713	1,766	1,692	1,667	1,771	1,698	1,756	*	*	*	15,604
North Somerset	638	658	637	740	662	649	643	655	608	*	*	*	5,890
South Gloucestershire	559	638	619	607	591	594	626	561	573	*	*	*	5,368
Swindon	625	705	705	750	694	632	647	624	682	*	*	*	6,064
Wiltshire	1,315	1,423	1,281	1,251	1,341	1,292	1,298	1,217	1,292	*	*	*	11,710
Other/Unknown	48	63	70	54	42	55	52	42	44	*	*	*	470
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	95.5%	95.7%	92.0%	93.2%	90.1%	94.5%	90.27%	91.46%	88.21%	*	*	*	92.3%
Bristol	92.42%	94.40%	90.64%	91.90%	92.41%	90.59%	90.77%	89.46%	80.84%	*	*	*	90.4%
Gloucestershire	95.13%	94.26%	95.38%	94.74%	95.49%	94.23%	93.31%	94.60%	87.06%	*	*	*	93.7%
North Somerset	88.12%	93.33%	88.35%	92.73%	92.72%	89.89%	91.60%	92.12%	81.28%	*	*	*	90.0%
South Gloucestershire	90.02%	90.75%	89.06%	88.87%	89.27%	88.00%	89.30%	85.52%	77.02%	*	*	*	87.4%
Swindon	98.27%	97.51%	98.88%	98.04%	99.00%	97.23%	97.73%	98.11%	95.38%	*	*	*	97.8%
Wiltshire	93.93%	92.64%	89.08%	90.06%	91.16%	90.35%	89.33%	90.82%	85.56%	*	*	*	90.3%
Other/Unknown	64.86%	77.78%	76.09%	68.35%	64.62%	67.07%	71.23%	73.68%	60.27%	*	*	*	69.5%
Total	93.2%	93.8%	91.8%	92.5%	92.8%	91.7%	91.4%	91.6%	84.6%	*	*	*	91.5%

Category B 19 Minute Performance by District Council / Unitary Authority

Category B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,768	1,892	1,795	1,740	1,752	1,742	1,799	1,613	1,769	*	*	*	15,870
South Gloucestershire	621	703	695	683	662	675	701	656	744	*	*	*	6,140
North Somerset	724	705	721	798	714	722	702	711	748	*	*	*	6,545
Bath and North East Somerset	553	561	528	498	556	531	586	492	602	*	*	*	4,907
Forest of Dean	231	247	217	285	228	205	251	233	259	*	*	*	2,156
Cotswold	188	242	213	230	214	211	240	199	238	*	*	*	1,975
Tewkesbury	198	192	200	204	184	221	200	214	254	*	*	*	1,867
Cheltenham	402	387	374	345	361	353	387	340	415	*	*	*	3,364
Gloucester	495	503	459	494	438	491	518	517	532	*	*	*	4,447
Stroud	293	362	333	306	347	288	302	292	319	*	*	*	2,842
Kennet	216	251	216	259	246	228	228	189	233	*	*	*	2,066
North Wiltshire	356	387	393	361	357	358	360	349	379	*	*	*	3,300
Swindon	627	717	710	755	697	643	652	632	709	*	*	*	6,142
West Wiltshire	468	514	464	416	463	468	485	450	522	*	*	*	4,250
Salisbury	360	384	365	353	405	376	380	352	376	*	*	*	3,351
Other/Unknown	83	87	95	89	69	89	83	61	79	*	*	*	735
Total	7,583	8,134	7,778	7,816	7,693	7,601	7,874	7,300	8,178	*	*	*	69,957

Compliant Cat B Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,634	1,786	1,627	1,599	1,619	1,578	1,633	1,443	1,430	*	*	*	14,349
South Gloucestershire	559	638	619	607	591	594	626	561	573	*	*	*	5,368
North Somerset	638	658	637	740	662	649	643	655	608	*	*	*	5,890
Bath and North East Somerset	528	537	486	464	501	502	529	450	531	*	*	*	4,528
Forest of Dean	216	227	201	259	209	187	221	208	205	*	*	*	1,933
Cotswold	145	189	178	192	181	169	186	169	161	*	*	*	1,570
Tewkesbury	194	185	196	196	180	216	192	209	229	*	*	*	1,797
Cheltenham	397	383	369	341	359	350	385	335	395	*	*	*	3,314
Gloucester	489	498	455	487	428	477	506	495	492	*	*	*	4,327
Stroud	278	340	314	291	335	268	281	282	274	*	*	*	2,663
Kennet	193	223	180	222	208	196	187	153	190	*	*	*	1,752
North Wiltshire	337	355	360	327	328	331	322	321	316	*	*	*	2,997
Swindon	616	699	702	740	691	625	639	620	678	*	*	*	6,010
West Wiltshire	442	486	405	379	422	421	436	413	449	*	*	*	3,853
Salisbury	343	359	336	323	383	344	353	330	337	*	*	*	3,108
Other/Unknown	57	69	73	64	45	62	60	46	48	*	*	*	524
Total	7,066	7,632	7,138	7,231	7,142	6,969	7,199	6,690	6,916	*	*	*	63,983

Cat B 19 Min Performance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
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Category C Compliance by Sector

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	2198	2337	2363	2356	2169	2345	2314	2268	2717	*	*	*	21,067
Gloucestershire	1541	1577	1539	1521	1607	1606	1664	1624	1853	*	*	*	14,532
Wiltshire	1768	1933	1894	1974	1911	1864	2000	1962	2132	*	*	*	17,438
Other/Unknown	29	27	33	28	38	29	27	33	20	*	*	*	264
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722				53,301

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	1741	1959	1780	1848	1736	1695	1743	1571	1581	*	*	*	15,654
Gloucestershire	1406	1381	1342	1354	1407	1354	1384	1328	1332	*	*	*	12,288
Wiltshire	1572	1659	1595	1713	1694	1581	1684	1572	1584	*	*	*	14,654
Other/Unknown	27	25	30	26	34	27	20	25	16	*	*	*	230
Total	4,746	5,024	4,747	4,941	4,871	4,657	4,831	4,496	4,513				42,826

Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	79.2%	83.8%	75.3%	78.4%	80.0%	72.3%	75.3%	69.3%	58.19%	*	*	*	74.3%
Gloucestershire	91.2%	87.6%	87.2%	89.0%	87.6%	84.3%	83.2%	81.8%	71.88%	*	*	*	84.6%
Wiltshire	88.9%	85.8%	84.2%	86.8%	88.6%	84.8%	84.2%	80.1%	74.30%	*	*	*	84.0%
Other/Unknown	93.1%	92.6%	90.9%	92.9%	89.5%	93.1%	74.1%	75.8%	80.00%	*	*	*	87.1%
Total	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%				80.3%

Category C Compliance by PCT

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	378	433	434	407	375	431	442	449	435	*	*	*	3,784
Bristol	1,044	1,120	1,076	1,095	1,050	1,032	1,102	1,102	1,284	*	*	*	9,905
Gloucestershire	1,541	1,577	1,539	1,521	1,607	1,606	1,664	1,624	1,853	*	*	*	14,532
North Somerset	509	493	560	514	483	573	511	479	609	*	*	*	4,731
South Gloucestershire	596	656	649	681	580	684	631	616	743	*	*	*	5,836
Swindon	389	448	421	477	444	427	451	471	481	*	*	*	4,009
Wiltshire	1,050	1,120	1,116	1,152	1,146	1,061	1,176	1,113	1,294	*	*	*	10,228
Other/Unknown	29	27	34	32	40	30	28	33	23	*	*	*	276
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722				53,301

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	337	379	348	353	328	363	366	348	307	*	*	*	3,129
Bristol	812	913	803	848	843	718	800	719	711	*	*	*	7,167
Gloucestershire	1,406	1,381	1,342	1,354	1,407	1,354	1,384	1,328	1,332	*	*	*	12,288
North Somerset	432	436	438	431	386	441	424	369	392	*	*	*	3,749
South Gloucestershire	456	552	485	518	462	495	469	429	438	*	*	*	4,304
Swindon	348	401	374	424	418	379	391	401	390	*	*	*	3,526
Wiltshire	928	937	926	984	991	879	977	877	924	*	*	*	8,423
Other/Unknown	27	25	31	29	36	28	20	25	19	*	*	*	240
Total	4,746	5,024	4,747	4,941	4,871	4,657	4,831	4,496	4,513				42,826

Category C Compliance

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	89.15%	87.53%	80.18%	86.73%	87.47%	84.22%	82.81%	77.51%	70.57%	*	*	*	82.7%
Bristol	77.78%	81.52%	74.63%	77.44%	80.29%	69.57%	72.60%	65.25%	55.37%	*	*	*	72.4%
Gloucestershire	91.24%	87.57%	87.20%	89.02%	87.55%	84.31%	83.17%	81.77%	71.88%	*	*	*	84.6%
North Somerset	84.87%	88.44%	78.21%	83.85%	79.92%	76.96%	82.97%	77.04%	64.37%	*	*	*	79.2%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	79.66%	72.37%	74.33%	69.64%	58.95%	*	*	*	73.7%
Swindon	89.46%	89.51%	88.84%	88.89%	94.14%	88.76%	86.70%	85.14%	81.08%	*	*	*	88.0%
Wiltshire	88.38%	83.66%	82.97%	85.42%	86.47%	82.85%	83.08%	78.80%	71.41%	*	*	*	82.4%
Other/Unknown	93.10%	92.59%	91.18%	90.63%	90.00%	93.33%	71.43%	75.76%	82.61%	*	*	*	87.0%
Total	85.7%	85.5%	81.4%	84.0%	85.1%	79.7%	80.4%	76.4%	67.1%				80.3%

Category C Compliance by District Council / Unitary Authority

Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	1,044	1,120	1,076	1,095	1,050	1,032	1,102	1,102	1,284	*	*	*	9,905
South Gloucestershire	596	656	649	681	580	684	631	616	743	*	*	*	5,836
North Somerset	509	493	560	514	483	573	511	479	609	*	*	*	4,731
Bath and North East Somerset	378	433	434	407	375	431	442	449	435	*	*	*	3,784
Forest of Dean	188	216	202	201	211	202	217	243	246	*	*	*	1,926
Cotswold	239	264	277	222	262	241	260	225	272	*	*	*	2,262
Tewkesbury	181	172	175	191	193	172	210	198	216	*	*	*	1,708
Cheltenham	330	286	311	341	336	338	332	339	387	*	*	*	3,000
Gloucester	338	352	335	312	320	380	368	355	420	*	*	*	3,180
Stroud	265	287	239	254	285	273	277	264	312	*	*	*	2,456
Kennet	176	163	199	180	181	162	200	161	192	*	*	*	1,614
North Wiltshire	292	320	269	340	329	284	296	278	364	*	*	*	2,772
Swindon	383	444	414	471	432	425	440	467	479	*	*	*	3,955
West Wiltshire	343	377	364	362	336	360	383	383	430	*	*	*	3,338
Salisbury	239	260	284	270	300	255	297	291	308	*	*	*	2,504
Other/Unknown	35	31	41	38	52	32	39	37	25	*	*	*	330
Total	5,536	5,874	5,829	5,879	5,725	5,844	6,005	5,887	6,722				53,301

Compliant Category C Responses

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	812	913	803	848	843	718	800	719	711	*	*	*	7,167
South Gloucestershire	456	552	485	518	462	495	469	429	438	*	*	*	4,304
North Somerset	432	436	438	431	386	441	424	369	392	*	*	*	3,749
Bath and North East Somerset	337	379	348	353	328	363	366	348	307	*	*	*	3,129
Forest of Dean	172	189	178	188	186	170	184	202	183	*	*	*	1,652
Cotswold	199	225	219	182	222	184	209	165	183	*	*	*	1,788
Tewkesbury	167	161	156	172	177	150	178	174	170	*	*	*	1,505
Cheltenham	305	259	279	308	303	285	286	278	298	*	*	*	2,601
Gloucester	319	308	304	285	279	337	305	280	295	*	*	*	2,712
Stroud	244	239	206	219	240	228	222	229	203	*	*	*	2,030
Kennet	150	131	160	157	158	133	170	132	141	*	*	*	1,332
North Wiltshire	258	268	236	293	280	243	242	209	257	*	*	*	2,286
Swindon	343	397	369	419	406	377	383	397	389	*	*	*	3,480
West Wiltshire	299	318	295	307	283	285	308	299	291	*	*	*	2,685
Salisbury	221	220	235	227	270	218	257	237	235	*	*	*	2,120
Other/Unknown	32	29	36	34	48	30	28	29	20	*	*	*	286
Total													

Incidents with Response by Sector

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8607	9185	8895	9160	8737	8855	9235	8851	10393	*	*	*	81,918
Gloucestershire	5160	5434	5141	5208	5181	5187	5619	5441	6342	*	*	*	48,713
Wiltshire	6697	7418	7137	7299	7179	6988	7432	7046	8132	*	*	*	65,328
Other/Unknown	194	261	229	225	217	237	232	205	243	*	*	*	2,043
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8371	8919	8596	9017	9014	8546	9316	8819	9662	8966	8028	9133	80,260
Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	46,918
Wiltshire	6324	6993	7268	7241	7105	6909	7535	7268	8000	7147	6590	7297	64,643
Other/Unknown	81	129	193	236	227	199	230	238	264	190	183	203	1,797
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.8%	3.0%	3.5%	1.6%	-3.1%	3.6%	-0.9%	0.4%	7.6%	*	*	*	2.1%
Gloucestershire	3.4%	5.0%	2.6%	1.5%	1.5%	3.1%	3.2%	2.8%	10.6%	*	*	*	3.8%
Wiltshire	5.9%	6.1%	-1.8%	0.8%	1.0%	1.1%	-1.4%	-3.1%	1.7%	*	*	*	1.1%
Other/Unknown	139.5%	102.3%	18.7%	-4.7%	-4.4%	19.1%	0.9%	-13.9%	-8.0%	*	*	*	13.7%
Total	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

Incident with Response by PCT

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
Gloucestershire	5,160	5,434	5,141	5,208	5,181	5,187	5,619	5,441	6,342	*	*	*	48,713
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
Swindon	1,635	1,881	1,790	1,977	1,819	1,774	1,782	1,842	2,046	*	*	*	16,546
Wiltshire	3,800	4,168	4,045	4,049	4,086	3,919	4,193	3,906	4,649	*	*	*	36,815
Other/Unknown	194	263	232	230	221	240	239	208	251	*	*	*	2,078
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	14,063
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	41,840
Gloucestershire	4,992	5,174	5,010	5,130	5,105	5,032	5,445	5,294	5,736	5,283	4,802	5,477	46,918
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,765	1,972	17,498
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	18,878
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	1,839	1,681	1,848	15,704
Wiltshire	3,569	3,926	4,350	4,191	4,129	3,960	4,250	4,057	4,478	3,953	3,747	4,035	36,910
Other/Unknown	81	130	193	237	230	203	231	238	264	192	183	206	1,807
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,586	19,603	22,110	193,618

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-0.2%	2.0%	5.8%	-4.2%	3.1%	1.4%	-3.3%	-10.0%	0.8%	*	*	*	-0.7%
Bristol PCT	2.4%	2.0%	1.2%	-1.3%	-0.1%	2.8%	-2.4%	-0.6%	4.9%	*	*	*	1.0%
Gloucestershire PCT	3.4%	5.0%	2.6%	1.5%	1.5%	3.1%	3.2%	2.8%	10.6%	*	*	*	3.8%
North Somerset PCT	7.8%	7.3%	9.0%	13.5%	-15.6%	5.8%	7.6%	5.2%	11.0%	*	*	*	5.3%
South Gloucestershire PCT	0.6%	0.33%	3.84%	-1.27%	3.95%	3.03%	-5.63%	0.98%	10.30%	*	*	*	1.8%
Swindon PCT	8.2%	10.65%	5.36%	13.82%	4.66%	6.87%	1.19%	-1.77%	-2.01%	*	*	*	5.4%
Wiltshire PCT	6.5%	6.16%	-7.01%	-3.39%	-1.04%	-1.04%	-1.34%	-3.72%	3.82%	*	*	*	-0.3%
Other/Unknown	139.5%	102.3%	20.2%	-3.0%	-3.9%	18.2%	3.5%	-12.6%	-4.9%	*	*	*	15.0%
Total	4.5%	5.1%	1.6%	1.2%	-0.6%	2.8%	0.0%	-0.4%	6.1%	*	*	*	2.3%

Incidents with Response by District Council/Unitary Authority

Current Year	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Forest of Dean	645	711	685	736	699	660	757	710	825	*	*	*	6,428
Cotswold	647	727	733	714	726	681	757	684	787	*	*	*	6,456
Tewkesbury	590	551	579	617	597	620	656	653	773	*	*	*	5,636
Cheltenham	1,137	1,107	1,040	1,028	1,032	1,100	1,163	1,155	1,354	*	*	*	10,116
Gloucester	1,263	1,335	1,247	1,236	1,183	1,292	1,369	1,361	1,560	*	*	*	11,846
Stroud	878	1,003	857	877	944	834	917	878	1,043	*	*	*	8,231
Kennet	597	648	660	663	658	592	686	610	723	*	*	*	5,837
North Wiltshire	1,020	1,150	1,079	1,179	1,121	1,045	1,074	1,036	1,242	*	*	*	9,946
Swindon	1,613	1,861	1,770	1,952	1,791	1,752	1,748	1,828	2,034	*	*	*	16,349
West Wiltshire	1,275	1,375	1,256	1,233	1,262	1,298	1,339	1,275	1,550	*	*	*	11,863
Salisbury	908	995	1,050	974	1,045	984	1,094	985	1,134	*	*	*	9,169
Other/Unknown	216	283	252	255	249	262	273	222	263	*	*	*	2,275
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110	*	*	*	198,002

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	41,840
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	18,878
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,765	1,972	17,498
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	14,063
Forest of Dean	638	711	685	736	699	660	757	710	825	*	*	*	6,428
Cotswold	657	727	733	714	726	681	757	684	787	*	*	*	6,456
Tewkesbury	572	628	585	627	581	571	633	626	698	641	561	644	5,521
Cheltenham	1,094	1,068	1,055	1,056	1,066	1,034	1,192	1,142	1,176	1,161	998	1,243	9,883
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	1,210	1,170	1,266	11,398
Stroud	878	1,003	857	877	944	834	917	878	1,043	*	*	*	8,231
Kennet	597	648	660	663	658	592	686	610	723	*	*	*	5,837
North Wiltshire	1,020	1,150	1,079	1,179	1,121	1,045	1,074	1,036	1,242	*	*	*	9,946</

Conveyance Rates by Sector

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8607	9185	8895	9160	8737	8855	9235	8851	10393	*	*	*	81,918
Gloucestershire	5160	5434	5141	5208	5181	5187	5619	5441	6342	*	*	*	48,713
Wiltshire	6697	7418	7137	7299	7179	6988	7432	7046	8132	*	*	*	65,328
Other/Unknown	194	261	229	225	217	237	232	205	243	*	*	*	2,043
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110				198,002

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	5891	6103	6044	6057	5905	6092	6296	6077	6985	*	*	*	55,450
Gloucestershire	3492	3629	3426	3518	3472	3562	3747	3680	4030	*	*	*	32,556
Wiltshire	4404	4862	4595	4653	4610	4570	4876	4628	5226	*	*	*	42,424
Other/Unknown	114	159	131	134	136	142	163	134	142	*	*	*	1,255
Total	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383				131,685

Incidents with transport 2009/10

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5783	6067	5740	5900	5764	5832	6303	6044	6611	6199	5519	6280	54,044
Gloucestershire	3301	3308	3206	3240	3335	3362	3591	3407	3817	3526	3137	3523	30,567
Wiltshire	4186	4597	4444	4534	4507	4517	4887	4781	5047	4646	4242	4755	41,500
Other/Unknown	34	55	87	103	100	82	120	122	129	112	105	61	832
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,003	14,619	126,943

Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	68.44%	66.45%	67.95%	66.12%	67.59%	68.80%	68.18%	68.66%	67.21%	*	*	*	67.7%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	67.01%	68.67%	66.68%	67.63%	63.54%	*	*	*	66.8%
Wiltshire	65.76%	65.54%	64.38%	63.75%	64.22%	65.61%	65.68%	64.26%	*	*	*	*	64.9%
Other/Unknown	58.76%	60.92%	57.21%	59.56%	62.67%	59.92%	70.26%	65.37%	58.44%	*	*	*	61.4%
Total	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%				66.5%

Conveyance Rates by PCT

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
Gloucestershire	5,160	5,434	5,141	5,208	5,181	5,187	5,619	5,441	6,342	*	*	*	48,713
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
Swindon	1,635	1,881	1,790	1,977	1,819	1,774	1,782	1,842	2,046	*	*	*	16,546
Wiltshire	3,800	4,168	4,045	4,049	4,086	3,919	4,193	3,906	4,649	*	*	*	36,815
Other/Unknown	194	263	232	230	221	240	239	208	251	*	*	*	2,078
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110				198,002

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,017	1,106	1,040	1,000	1,017	1,034	1,215	1,026	1,119	*	*	*	9,574
Bristol	2,980	3,075	2,993	2,967	2,933	2,962	3,095	2,950	3,390	*	*	*	27,345
Gloucestershire	3,492	3,629	3,426	3,518	3,472	3,562	3,747	3,680	4,030	*	*	*	32,556
North Somerset	1,389	1,404	1,433	1,497	1,362	1,454	1,519	1,424	1,627	*	*	*	13,109
South Gloucestershire	1,384	1,461	1,474	1,451	1,455	1,514	1,506	1,570	1,805	*	*	*	13,620
Swindon	1,064	1,222	1,143	1,239	1,152	1,153	1,139	1,216	1,323	*	*	*	10,651
Wiltshire	2,461	2,696	2,554	2,553	2,593	2,542	2,693	2,516	2,940	*	*	*	23,548
Other/Unknown	114	160	133	137	139	145	168	137	149	*	*	*	1,282
Total	13,901	14,753	14,196	14,362	14,123	14,366	15,082	14,519	16,383				131,685

Conveyance Rate

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	69.56%	69.04%	69.10%	67.84%	68.53%	68.12%	71.68%	68.17%	65.13%	*	*	*	68.6%
Bristol	66.68%	64.08%	64.52%	62.85%	64.32%	65.50%	64.69%	65.42%	64.57%	*	*	*	64.7%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	67.01%	68.67%	66.68%	67.63%	63.54%	*	*	*	66.8%
North Somerset	70.47%	70.45%	71.83%	69.89%	70.39%	71.41%	73.06%	72.17%	70.92%	*	*	*	71.2%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	71.75%	73.10%	70.80%	72.72%	70.51%	*	*	*	70.9%
Swindon	65.08%	64.97%	63.85%	62.67%	63.33%	63.92%	66.99%	66.02%	64.66%	*	*	*	64.4%
Wiltshire	64.76%	64.68%	63.14%	63.05%	63.46%	64.86%	64.23%	64.41%	63.24%	*	*	*	64.0%
Other/Unknown	58.76%	60.84%	57.33%	59.57%	62.90%	60.42%	70.29%	65.87%	59.36%	*	*	*	61.7%
Total	67.3%	66.2%	66.3%	65.6%	66.3%	67.6%	67.0%	67.4%	65.2%				66.5%

Conveyance Rates by District Council / Unitary Authority

Incidents with a response

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	4,469	4,799	4,639	4,721	4,560	4,522	4,784	4,509	5,250	*	*	*	42,253
South Gloucestershire	1,967	2,158	2,055	2,091	2,028	2,071	2,127	2,159	2,560	*	*	*	19,216
North Somerset	1,971	1,993	1,995	2,142	1,935	2,036	2,079	1,973	2,294	*	*	*	18,418
Bath and North East Somerset	1,462	1,602	1,505	1,474	1,484	1,518	1,695	1,505	1,718	*	*	*	13,963
Forest of Dean	645	711	685	736	699	660	757	710	825	*	*	*	6,428
Cotswold	647	727	733	714	726	681	757	684	787	*	*	*	6,456
Tewkesbury	590	551	579	617	597	620	656	653	773	*	*	*	5,636
Cheltenham	1,137	1,107	1,040	1,028	1,032	1,100	1,163	1,155	1,354	*	*	*	10,116
Gloucester	1,263	1,335	1,247	1,236	1,183	1,292	1,369	1,361	1,560	*	*	*	11,846
Stroud	878	1,003	857	877	944	834	917	878	1,043	*	*	*	8,231
Kennet	597	648	660	663	658	592	686	610	723	*	*	*	5,837
North Wiltshire	1,020	1,150	1,079	1,179	1,121	1,045	1,074	1,036	1,242	*	*	*	9,946
Swindon	1,613	1,861	1,770	1,952	1,791	1,752	1,748	1,828	2,034	*	*	*	16,349
West Wiltshire	1,275	1,375	1,256	1,233	1,262	1,298	1,339	1,275	1,550	*	*	*	11,863
Salisbury	908	995	1,050	974	1,045	984	1,094	985	1,134	*	*	*	9,169
Other/Unknown	216	283	252	255	249	262	273	222	263	*	*	*	2,275
Total	20,658	22,298	21,402	21,892	21,314	21,267	22,518	21,543	25,110				198,002

Incidents with transport

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	2,980	3,075	2,993	2,967	2,933	2,962	3,095	2,950	3,390	*	*	*	27,345
South Gloucestershire	1,384	1,461	1,474	1,451	1,455	1,514	1,506	1,570	1,805	*	*	*	13,620
North Somerset	1,389	1,404	1,433	1,497	1,362	1,454	1,519	1,424	1,627	*	*	*	13,109
Bath and North East Somerset	1,017	1,106	1,040	1,000	1,017	1,034	1,215	1,026	1,119	*	*	*	9,574
Forest of Dean	448	477	469	473	459	465	480	451	485	*	*	*	4,207
Cotswold	459	484	499	475	507	486	525	473	506	*	*	*	4,414
Tewkesbury	409	375	367	446	432								

Total Number of Responses by Sector

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	12485	13679	13169	13241	12837	13396	14160	13609	15784	*	*	*	122,360
Gloucestershire	7704	8178	7807	7782	7788	7926	8695	8697	9941	*	*	*	74,518
Wiltshire	9994	11160	10615	11009	10867	10787	11590	11002	12586	*	*	*	99,610
Other/Unknown	197	222	200	214	192	214	198	163	213	*	*	*	1,813
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	12165	12735	12406	12948	12731	12239	13190	12642	13945	12672	11470	13460	115,001
Gloucestershire	7087	7290	6978	7246	7242	7274	7853	7680	8412	7524	6965	8144	67,062
Wiltshire	9368	10359	10420	10580	10384	10252	11245	10763	11794	10320	9710	10851	95,165
Other/Unknown	72	119	196	237	230	196	224	264	247	193	197	193	1,785
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	279,013

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.6%	7.4%	6.2%	2.3%	0.8%	9.5%	7.4%	7.6%	13.2%	*	*	*	6.4%
Gloucestershire	8.7%	12.2%	11.9%	7.4%	7.5%	9.0%	10.7%	13.2%	18.2%	*	*	*	11.1%
Wiltshire	6.7%	7.7%	1.9%	4.1%	4.7%	5.2%	3.1%	2.2%	6.7%	*	*	*	4.7%
Other/Unknown	173.6%	86.6%	2.0%	-9.7%	-16.5%	9.2%	-11.6%	-38.3%	-13.8%	*	*	*	1.6%
Total	5.9%	9.0%	6.0%	4.0%	3.6%	7.9%	6.6%	6.8%	12.0%	*	*	*	6.9%

Total Number of Responses by PCT

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	2,152	2,358	2,193	2,163	2,222	2,263	2,600	2,294	2,622	*	*	*	20,867
Bristol	6,508	7,191	6,909	6,850	6,730	6,968	7,435	6,951	7,991	*	*	*	63,533
Gloucestershire	7,704	8,178	7,807	7,782	7,788	7,926	8,695	8,697	9,941	*	*	*	74,518
North Somerset	2,906	2,990	2,985	3,180	2,872	2,993	3,151	3,011	3,469	*	*	*	27,557
South Gloucestershire	2,761	3,148	2,982	2,920	2,922	3,085	3,211	3,340	3,912	*	*	*	28,281
Swindon	2,425	2,760	2,610	2,928	2,688	2,704	2,742	2,850	3,107	*	*	*	24,814
Wiltshire	5,727	6,389	6,102	6,201	6,264	6,165	6,599	6,160	7,256	*	*	*	56,863
Other/Unknown	197	225	203	222	198	219	210	168	226	*	*	*	1,868
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	20,126
Bristol	6,446	6,879	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	61,084
Gloucestershire	7,087	7,290	6,978	7,246	7,242	7,274	7,853	7,680	8,412	7,524	6,965	8,144	67,062
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,607	2,923	24,868
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	26,234
Swindon	2,202	2,464	2,450	2,478	2,502	2,436	2,576	2,636	3,058	2,628	2,507	2,746	22,802
Wiltshire	5,377	5,894	6,192	6,202	6,147	5,963	6,459	6,120	6,685	5,791	5,559	6,059	55,039
Other/Unknown	72	121	196	239	232	201	226	264	247	197	197	200	1,798
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	279,013

Variance Year on Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.0%	3.6%	6.2%	-2.1%	9.9%	5.2%	2.5%	-2.7%	8.3%	*	*	*	3.7%
Bristol PCT	1.0%	4.5%	3.1%	-2.2%	0.4%	9.2%	5.9%	5.2%	9.0%	*	*	*	4.0%
Gloucestershire PCT	8.7%	12.2%	11.9%	7.4%	7.5%	9.0%	10.7%	13.2%	18.2%	*	*	*	11.1%
North Somerset PCT	9.5%	14.2%	12.7%	18.9%	-6.3%	8.3%	15.1%	11.3%	15.5%	*	*	*	10.8%
South Gloucestershire PCT	-0.1%	6.32%	7.65%	-1.25%	9.32%	10.49%	3.58%	12.19%	20.78%	*	*	*	7.8%
Swindon PCT	10.1%	12.01%	6.53%	18.16%	7.43%	11.00%	6.44%	8.12%	1.60%	*	*	*	8.8%
Wiltshire PCT	6.5%	8.40%	-1.45%	-0.02%	1.90%	3.39%	2.17%	0.65%	8.54%	*	*	*	3.3%
Other/Unknown	173.6%	86.0%	3.6%	-7.1%	-14.7%	9.0%	-7.1%	-36.4%	-8.5%	*	*	*	3.9%
Total	5.9%	9.0%	6.0%	4.0%	3.6%	7.9%	6.6%	6.8%	12.0%	*	*	*	6.9%

Total Number of Responses by District Council/Unitary Authority

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	6,508	7,191	6,909	6,850	6,730	6,968	7,435	6,951	7,991	*	*	*	63,533
South Gloucestershire	2,761	3,148	2,982	2,920	2,922	3,085	3,211	3,340	3,912	*	*	*	28,281
North Somerset	2,906	2,990	2,985	3,180	2,872	2,993	3,151	3,011	3,469	*	*	*	27,557
Bath and North East Somerset	2,152	2,358	2,193	2,163	2,222	2,263	2,600	2,294	2,622	*	*	*	20,867
Forest of Dean	1,001	1,115	1,066	1,126	1,090	1,074	1,192	1,119	1,333	*	*	*	10,116
Cotswold	968	1,086	1,081	1,043	1,084	1,039	1,200	1,119	1,177	*	*	*	9,797
Tewkesbury	900	847	899	966	913	968	1,059	1,053	1,247	*	*	*	8,852
Cheltenham	1,666	1,650	1,554	1,514	1,535	1,655	1,769	1,785	2,078	*	*	*	15,206
Gloucester	1,836	1,959	1,884	1,789	1,722	1,903	2,032	2,164	2,423	*	*	*	17,712
Stroud	1,333	1,521	1,323	1,344	1,444	1,287	1,443	1,457	1,683	*	*	*	12,835
Kennet	885	995	992	1,004	988	927	1,041	938	1,109	*	*	*	8,879
North Wiltshire	1,566	1,835	1,712	1,872	1,776	1,709	1,752	1,697	2,002	*	*	*	15,921
Swindon	2,396	2,732	2,577	2,888	2,647	2,668	2,692	2,826	3,089	*	*	*	24,515
West Wiltshire	1,938	2,093	1,904	1,896	1,963	2,072	2,108	2,000	2,447	*	*	*	18,421
Salisbury	1,338	1,466	1,494	1,429	1,537	1,457	1,698	1,525	1,698	*	*	*	13,642
Other/Unknown	226	253	236	262	239	255	260	192	244	*	*	*	2,167
Total	30,380	33,239	31,791	32,246	31,684	32,323	34,643	33,471	38,524	*	*	*	298,301

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	6,446	6,879	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	61,084
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	26,234
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,607	2,923	24,868
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	20,126
Forest of Dean	934	923	863	899	1,046	937	1,021	950	1,186	974	936	1,050	8,759
Cotswold	950	925	987	936	885	966	1,033	939	1,131	970	899	1,050	8,752
Tewkesbury	824	927	852	908	844	848	928	927	1,044	944	837	973	8,102
Cheltenham	1,513	1,465	1,455	1,472	1,453	1,465	1,678	1,641	1,737	1,631	1,424	1,773	13,879
Gloucester	1,632	1,770	1,662	1,745	1,806	1,763	1,932	1,842	1,936	1,712	1,649	1,897	16,088
Stroud	1,234	1,280	1,159	1,286	1,208	1,295	1,261	1,381	1,378	1,293	1,220	1,401	11,482
Kennet	933	840	979	967	979	1,030	1,070	982	1,100	957	887	1,012	8,880
North Wiltshire	1,397	1,644	1,948	1,757	1,671	1,576	1,818	1,667	1,928	1,629	1,563	1,731	15,406
Swindon	2,175	2,439	2,417	2,453	2,480	2,397	2,573	2,628	3,007	2,601	2,470	2,709	22,569
West Wiltshire	1,772	1,898	1,693	1,992	1,979	1,875							

Total Number of Patients Transported by Sector

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
	Avon	6047	6260	6202	6252	6080	6216	6447	6221	7208	*	*	*
Gloucestershire	3607	3712	3487	3586	3537	3614	3815	3760	4113	*	*	*	33,231
Wiltshire	4517	4957	4650	4733	4688	4667	4969	4721	5335	*	*	*	43,237
Other/Unknown	129	178	145	149	144	152	176	146	173	*	*	*	1,392
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5855	6164	5795	6004	5895	5932	6434	6186	6760	6347	5644	6406	55,025
Gloucestershire	3322	3362	3231	3291	3394	3409	3635	3468	3902	3612	3202	3581	31,014
Wiltshire	4233	4675	4501	4621	4604	4574	4996	4871	5132	4758	4339	4834	42,207
Other/Unknown	37	60	91	110	113	89	127	142	144	127	124	68	913
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,309	14,889	129,159

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	3.3%	1.6%	7.0%	4.1%	3.1%	4.8%	0.2%	0.6%	6.6%	*	*	*	3.5%
Gloucestershire	8.6%	10.4%	7.9%	9.0%	4.2%	6.0%	5.0%	8.4%	5.4%	*	*	*	7.1%
Wiltshire	6.7%	6.0%	3.3%	2.4%	1.8%	2.0%	-0.5%	-3.1%	4.0%	*	*	*	2.4%
Other/Unknown	248.6%	196.7%	59.3%	35.5%	27.4%	70.8%	38.6%	2.8%	20.1%	*	*	*	52.5%
Total	6.3%	5.9%	6.4%	4.9%	3.2%	4.6%	1.4%	1.2%	5.6%	*	*	*	4.4%

Total Number of Patients Transported by PCT

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
	Bath and North East Somerset	1,040	1,127	1,056	1,014	1,045	1,051	1,246	1,048	1,144	*	*	*
Bristol	3,060	3,157	3,082	3,081	3,014	3,029	3,175	3,029	3,509	*	*	*	28,136
Gloucestershire	3,607	3,712	3,487	3,586	3,537	3,614	3,815	3,760	4,113	*	*	*	33,231
North Somerset	1,430	1,444	1,469	1,546	1,396	1,481	1,545	1,451	1,673	*	*	*	13,435
South Gloucestershire	1,416	1,494	1,503	1,481	1,506	1,542	1,544	1,606	1,858	*	*	*	13,950
Swindon	1,096	1,242	1,157	1,256	1,174	1,186	1,171	1,246	1,351	*	*	*	10,879
Wiltshire	2,522	2,752	2,583	2,604	2,630	2,591	2,730	2,559	3,001	*	*	*	23,972
Other/Unknown	129	179	147	152	147	155	181	149	180	*	*	*	1,419
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	9,969
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	27,787
Gloucestershire	3,322	3,362	3,231	3,291	3,394	3,409	3,635	3,468	3,902	3,612	3,202	3,581	31,014
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,476	12,239
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	13,608
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,292	1,182	1,085	1,211	9,814
Wiltshire	2,369	2,609	2,540	2,637	2,709	2,597	2,816	2,688	2,845	2,587	2,427	2,651	23,810
Other/Unknown	37	60	91	111	114	92	127	142	144	129	124	71	918
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,309	14,889	129,159


<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-2.3%	2.3%	1.8%	-7.1%	3.6%	-3.0%	0.7%	-10.4%	-2.8%	*	*	*	-2.0%
Bristol PCT	2.9%	0.1%	3.8%	0.8%	1.2%	3.3%	-1.6%	-1.5%	2.7%	*	*	*	1.3%
Gloucestershire PCT	8.6%	10.4%	7.9%	9.0%	4.2%	6.0%	5.0%	8.4%	5.4%	*	*	*	7.1%
North Somerset PCT	9.4%	7.4%	15.0%	15.9%	3.1%	9.0%	10.9%	6.5%	10.9%	*	*	*	9.8%
South Gloucestershire PCT	0.0%	-2.16%	7.05%	1.44%	5.98%	3.63%	-6.54%	1.13%	12.47%	*	*	*	2.5%
Swindon PCT	14.4%	12.60%	8.33%	20.19%	14.31%	13.71%	5.97%	6.22%	4.77%	*	*	*	10.9%
Wiltshire PCT	6.5%	5.48%	1.69%	-1.25%	-2.92%	-0.23%	-3.05%	-4.80%	5.48%	*	*	*	0.7%
Other/Unknown	248.6%	198.3%	61.5%	36.9%	28.9%	68.5%	42.5%	4.9%	25.0%	*	*	*	54.6%
Total	6.3%	5.9%	6.4%	4.9%	3.2%	4.6%	1.4%	1.2%	5.6%	*	*	*	4.4%

Total Number of Patients Transported by District Council/Unitary Authority

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
	Bristol	3,060	3,157	3,082	3,081	3,014	3,029	3,175	3,029	3,509	*	*	*
South Gloucestershire	1,416	1,494	1,503	1,481	1,506	1,542	1,544	1,606	1,858	*	*	*	13,950
North Somerset	1,430	1,444	1,469	1,546	1,396	1,481	1,545	1,451	1,673	*	*	*	13,435
Bath and North East Somerset	1,040	1,127	1,056	1,014	1,045	1,051	1,246	1,048	1,144	*	*	*	9,771
Forest of Dean	468	492	476	480	464	476	487	460	495	*	*	*	4,298
Cotswold	471	497	508	489	521	494	533	487	521	*	*	*	4,521
Tewkesbury	419	382	376	453	438	430	465	478	525	*	*	*	3,966
Cheltenham	801	777	759	761	736	781	827	809	896	*	*	*	7,147
Gloucester	889	923	844	866	794	891	941	943	1,021	*	*	*	8,112
Stroud	559	641	524	537	584	542	562	583	655	*	*	*	5,187
Kenet	416	456	453	425	426	411	465	401	460	*	*	*	3,913
North Wiltshire	679	735	710	773	724	694	727	691	810	*	*	*	6,543
Swindon	1,080	1,226	1,140	1,240	1,155	1,169	1,148	1,234	1,342	*	*	*	10,734
West Wiltshire	796	867	733	741	753	792	789	751	908	*	*	*	7,130
Salisbury	631	694	687	665	727	694	749	716	823	*	*	*	6,386
Other/Unknown	145	195	164	168	166	172	204	161	189	*	*	*	1,564
Total	14,300	15,107	14,484	14,720	14,449	14,649	15,407	14,848	16,829	*	*	*	134,793

<i>2009/10</i>	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	27,787
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	13,608
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,248	1,476	12,239
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	9,969
Forest of Dean	424	425	400	389	478	439	451	426	526	457	431	450	3,958
Cotswold	466	446	486	458	451	450	501	440	548	482	435	489	4,246
Tewkesbury	372	414	381	404	404	391	423	441	473	455	367	432	3,703
Cheltenham	737	705	697	706	703	716	804	768	838	798	655	764	6,674
Gloucester	765	835	771	822	842	837	922	833	951	843	816	853	7,578
Stroud	558	537	496	512	516	576	534	560	566	577	498	593	4,855
Kenet	432	403	447	416	451	466	492	452	454	464	406	448	4,013
North Wiltshire	612	701	693	734	715	648	793	704	816	706	668	736	6,416
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,269	1,168	1,060	1,191	9,706
West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	810	6,924
Salisbury	626	741	686	731	733	724	717	731	768	690	626	657	6,457
Other/Unknown	50	73	105	121	124	109	129	147	167	143	149	91	1,025
Total	13,447	14,261	13,618	14,026	14,006	14,003	15,192	14,667					



Great Western Ambulance Service 
NHS Trust

Board Performance Report November-2010

This report presents the performance of the Trust against its 2010/2011 Business Plan and consists of :

An overview of how Great Western Ambulance Service is performing against national targets and internal Trust indicators
Detailed information relating to exceptions to national target and indicator performance

Commentary, and where appropriate graphical representation, of deviations in performance is provided with detail of remedial action being taken to bring performance back to agreed tolerance levels

Red:	Variance from target/plan requiring exception actions
Amber:	Variance from target/plan requiring managed actions
Green:	Variance within tolerance levels to be maintained

↑ **Denotes improvement in performance**
↓ **Denotes a reduction in performance**



GWAS Performance Scorecard YTD at November 2010

Performance		Quality	
Cat A8 performance		No of formal complaints received	
Cat A19 performance		Formal complaints responded to within 25 days	
Cat B19 performance		CQUIN 1 - Asthma	
Cat C performance		CQUIN 2 - Fast+ve	
% A&E Calls answered in 5 seconds		CQUIN 3 - Stroke Prevention	
No of Wrap ups in excess of 15 mins		CQUIN 4 - Falls pathway tool	
% O.O.H Calls answered in 60 seconds		CQUIN 5 - Patient & Public Involvement	
Triage under 20 minutes		CQUIN 6 - Dementia Awareness	
Urgent visits under 2 hours		Resources	
Coveyance Rate from 999 calls		Income & Expenditure (£'000)	
Performance against Activity Plan		Delivery of Cost Improvement (£'000)	
P.T.S - Pick up in under 45 Mins	Under Development	Capital Resource Limit (£'000)	
P.T.S - Pick up in under 45 Mins	Under Development	Project Management Office	
P.T.S - Call Answering	Under Development	Clinical Desk Review	
People		A&E Redesign	
Absence Levels		Indirect Resources	
F.T.E against Plan		Absence Management	
Total Front Line hours Abstracted		PTS Transformation	
Governance & Risk		ECP Review	
Care Quality Commission Summary		CTL Review	
NHS Litigation Summary		Support Directorates VFM Review	
Information Governance Summary		Strategic Estates Review	
Corporate Risk Register - No. of Minor Risks	2	<div style="display: flex; align-items: center; justify-content: center;"> <div style="width: 20px; height: 10px; background-color: #00ff00; margin-right: 5px;"></div> Contract Indicators </div>	
Corporate Risk Register - No. of Medium Risks	12		
Corporate Risk Register - No. of Serious Risks	34		
Corporate Risk Register - No. of Significant Risks	12		

Current Risk Register Summary November 2010

Directorate	Minor 1-4	Medium 5-8	Serious 9-12	Significant 15-25	Total	Controlled risks
Finance	0(0)	3(-1)	13(-1)	7(-1)	23	1
Service Delivery	1(+1)	1(1)	9(9)	3(-1)	14	0
HR	3(+2)	5(-1)	0(+1)	2(-1)	10	1
Clinical	1(1)	3(+1)	6(+1)	0(0)	10	1
Communications	0(0)	2(2)	0(+7)	0(0)	2	0
Total	5	14	28	12	59	3

Minor, medium and serious risks are reviewed through the trusts governance arrangements and the summary is presented to the board for comparative purposes only.

Time spent on Risk Register

Directorate	0-3 months	3-6 months	6-11 months	Over 1 years	Total
Finance	1	4	7	11	23
Service Delivery	0	0	4	10	14
HR	1	0	3	6	10
Clinical	0	0	0	10	10
Communications	0	0	1	1	2
Total	2	4	15	38	59

Extreme		1		1	
High	1	7	13	9	1
Medium		6	9	5	1
Low		4	1		
Negligible					
	Rare	Unlikely	Possible	Likely	Almost Certain

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
A&E12b	Staffing - Dropped shifts impacting on performance / CTL capacity and capability to deliver required portfolios	16	16	Due for review	Ongoing training. Team funding currently 5/5.LOP funding for 6/4 LOP funding Provide 24/7 clinical desk support. Confirm additional funding arrangements post 09/10	DSD / Clinical Director / ADFO	Ongoing	
					Review role. Implement findings.	DSD / Clinical Director / ADFO	March 2010	
A&E15	Acute hospital delays and turnaround times impacting on ambulance performance	16	16	Due for review	Turnaround - engage with CTL's - 15 Min Handover/15 minutes wrap up.	AD FO / LGM's	March 2010	
					GWAS involvement with BNSSG regarding generic Escalation Plans	AD FO / LGM Avon	Ongoing	
					GWAS engagement with NHS Gloucester short life working group to deliver solution	AD FO / LGM Glos	October 2009	
A&E48	Clinical desk staffing 24/7 impacting on conveyance rates / clinical support to crews and provision of clinical pathways	16	16	16	Clinical desk programme of work to reconfigure	PMO Office / Project Manager	September 2009	
					Secure Project approval from DG	Clinical Director	October 2009	
					24/7 desk coverage	AD OSS / Head of EOC's	February 2010	
A&E63	Terrafix in RRV's - touch screen technology impacting on safe operation of solo vehicles	16	16	16	Identify no's of vehicles involved	Head of F&L		
					Stop screen updating	Head of I.T.	September 2010	
					Revised Op instruction required when fix in place.	AD OSS		

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
HR3	Employee relations –high levels of absence contributing to high levels of dropped shifts in A&E and EOC	16	16	12	Renew focus on RTW interviews	HR Managers	Ongoing	
					Monitor absences against Absence policy	HR Managers	Ongoing	
HR21	Inability to recruit sufficient paramedics by target date will make transition in A&E establishment from 901 to 956 by October 2010 challenging in respect of the effectiveness of the implementation of A&E service design.	16	16	Due for review	Target university cohorts to recruit graduates.	Due for review		
					Workforce & recruitment plans to determine skill mix required to move from 901 to 956 by Oct 2010.	Due for review		
					Review whether there is a skill mix requirement to progress Techs to Practitioner - subject to completion of HEI prep course, mentor course and availability to be allocated to a paramedic course.	Due for review		
HR44	Non timely/ non existent/erratic and late RIDDOR via Datix leading to non compliance with RIDDOR legislation	16	16		Update and re-circulate guidance to all managers	Head of HS	October 2010	
					Implement RIDDOR monitoring	Head of HS	October 2010	
F2	Failure to deliver CRES leading to budgetary overspend and potential failure to achieve statutory break even duty	12	16	Due for review	mitigating actions where CRES not delivered	Deputy Director of Finance	August 2010	
					Strengthen the degree of financial challenge and performance meetings	Deputy Director of Finance	August 2010	
F35	Failure to implement ALE action plan within the required timescale resulting in non achievement of ALE Level 3 for 2010/11	12	16	Due for review	Implementation of ALE Action plan	Deputy Director of Finance /HoG	June 2010	
F36	Slippage to capital programme with potential of underperformance on achievement of CRL	16	16	12	Regular monitoring to AMC/Board	Deputy Director of Finance	December 2010	
					Identification of alternative courses of action	Deputy Director of Finance	December 2010	
					Review structures to ensure there is technical capability within Finance to manage capital plan	Deputy Director of Finance	September 2010	

Ref	Risk	Nov	Oct	Sep	Mitigating Action	Who	Due Date	Status for Mitigating Action
F38	Breaches in SFI's because correct procurement arrangements are not being followed	16	20	20	Delivery against action plan developed and presented to A & R Committee	Director of Finance	March 2011	
FG33	Insufficient/inadequate arrangements in place to ensure the accuracy of data entry resulting in the production of data of poor quality	20	20	Due for review	Internal Audit Recommendations Action Plan completion	Head of Information	March 2010	
					Establishment of Data Quality Working Group	Head of Information	June 2010	
					Production of Data Quality Policy	IG Manager	April 2011	
					Implementation of data quality action plan	Head of IG	April 2011	
					Audit procedures which have been implemented through Data Quality Policy	IG Manager	April 2011	
FG3	No remaining archive capacity resulting in inadequate/inappropriate storage and difficult record retrievals.	16	16	Due for review	Records audit to identify which records can be destroyed or archived	IG Manager	December 2010	
					Longer term solution through estates strategy to be considered	IG Manager/Head of Estates	March 2011	
FG4	Records management arrangements do not support the trusts ability to comply with statutory requirements for subject access requests	16	16	Due for review	Production of more specific guidance to include in Records Management Policy for creation, storage, archiving and destruction of records.	IG Manager	June 2010	
					Production of Police Request Policy	IG Manager	June 2010	
					Records Audit to identify which records held where	IG Manager	December 2010	
					Additional function on ICAD to monitor PRF completion	IG Manager/Head of IT	January 2010	
					Resolve problems with scanning	IG Manager	October 2010	
					I.T to determine solution to access legacy Glos CAD data	Head of I.T.	February 2011	
FIT29	National cancellation of Enterprise agreement will have an ICT staff & financial resource impact on the Trust	12	15	Due for review	ICT to establish current position & likely costs before cut of date - Sept 30th 2010	Director of Finance / Head of I.T.	September 2010	
					Current Trust licence position being established - SHA meeting being set up & Ambulance Trusts in communications on possible joint agreement.	Head of I.T.	September 2010	
					Implement and complete project	Head of Comms	August 2010	

Aim: Timely access to services

Objective: Achievement of all accident and emergency performance standards – A8, A19, B19

Narrative

There was a drop in performance for cat A8 & and a slight improvement in A19 & B19 performance from October. This was set against a period of significant change, with the bedding in of new shift patterns after the A&E redesign. There has also been extra demand caused by the winter conditions and hospitals are under greater pressure as well.

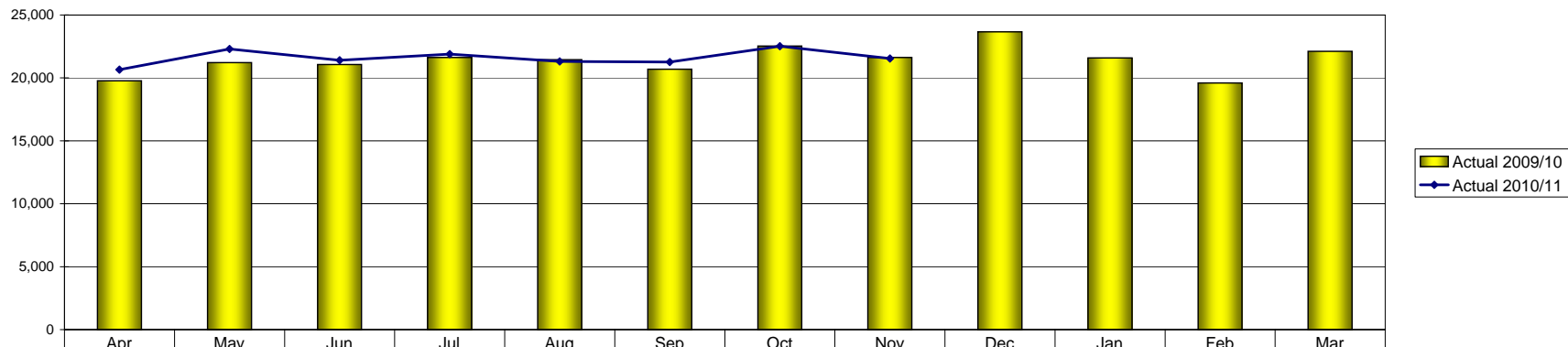
Call answering continued to exceed target.

Accident & Emergency									
Description	Year end Target	Monthly Plan	Latest month Nov 2010	Movement on previous month	Nov 2010 Year to date 2010-2011	Year to date Variance against Plan	Year to date 2009-2010	Movement on previous year	Year end forecast
Volume of responses:									
Number of Category A	90,269	8032	8273	↓	63964	+4836	57523	↑	
% of Category A			38.40%	↑	37.00%		33.84%	↑	
Number of Category B	97,556	7,633	7300	↓	61779	-3753	63164	↓	
% of Category B			33.88%	↓	35.73%		37.16%	↑	
Number of Category C	76,809	6,614	5889	↓	46581	-3574	48788	↓	
% of Category C			27.33%	↓	26.94%		28.70%	↓	
(Activity does not include additional 3% funded as part of the clinical desk investment)	264,634	22,279	21,545	↓	172,894	-2,004	169,956	↑	265,957
Responses to Category A calls within 8 minutes	75%	75.43%	73.84%	↓	76.13%	0.17%	75.72%	↑	76%
Responses to Category A calls within 19 minutes	95%	95.56%	94.90%	↑	95.35%	-0.12%	95.62%	↓	95.83%
Responses to Category B calls within 19 minutes	95%	95.00%	91.64%	↑	92.37%	-2.53%	91.56%	↑	93.42%
Response to Category C calls within 60 minutes	80%	80.00%	76.38%	↓	82.25%	3.10%	90.18%	↓	
There is a difference in the sum of the Categorised responses and the emergency incidents with a response. This is due to calls received from other ambulance services (Xassist), which we respond too and count in total activity, but not against categorised performance.									

Accident & Emergency

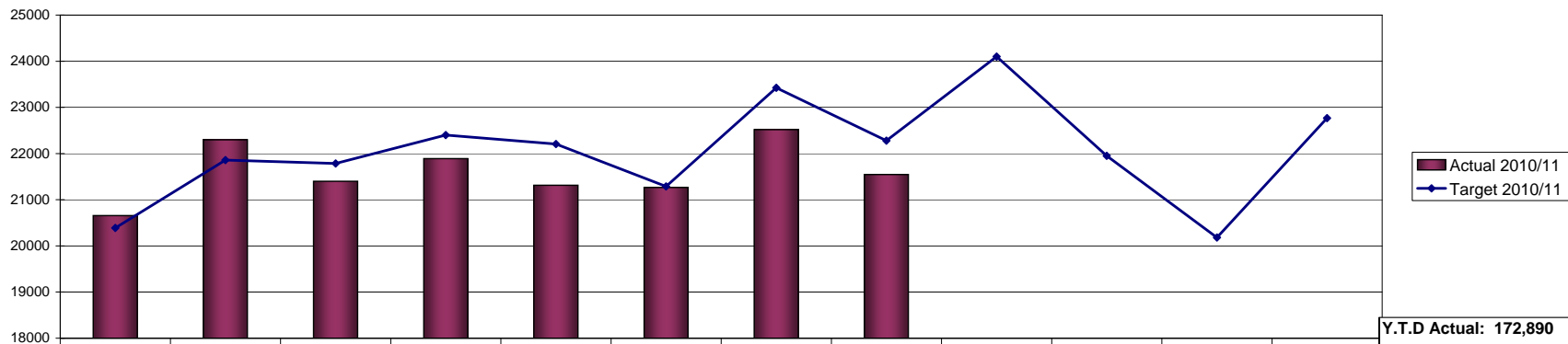
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year to date Variance against Plan	Year to date 2009-2010	Movement on previous year	Year end forecast
Call answering (999 calls)	95% in 5 secs		96.49%	↑	96.13%	1.08%	97.56%	↓	97.60%
Total front line hours delivered (including agency)	1,370,210	112,620	112,667	↑	988,794	-32,596	773,432	↑	1,479,140
Total front line hours abstracted	27%		28491 27.93%	↓	307439 28.95%	-1.95%			
Handover delays (at A&E departments)(average time for month)			12:26	↑	12:36		14:33	↑	
Number of handovers in excess of 15 minutes	0		2524	↓	20830		26,846	↑	
Wrap up time(average time for month)			14:38	↓	14:41		17:15	↑	
Number of Wrap ups in excess of 15 minutes	0		4602	↓	36238		42,129	↑	
Conveyance rate (All)	65%	65%	67.40%	↓	66.68%	1.58%	65.90%	↓	65.80%
Conveyance rate from 999 members of the public	60%	60%	60.40%	↓	59.68%	-0.42%	60.01%	↑	
Conveyance rate to other destinations (eg MIU, WIC) (Excludes hospital transfers and health care professional calls)			0.40%	↓	0.33%		0.60%	↑	
All Category C calls			7,222	↑	55,831		57,087	↓	
Category C calls from members of the public suitable for clinical desk triage			3,520	↑	26,213		29,844	↓	
Category C calls passed to NHSD			389 5.39%	↑	2356 4.22%		2423 4.24%	↓	
Category C calls triaged by clinical desk			1471	↑	7870				
Category C calls closed by clinical desk			423 12.02%	↓	2117 8.08%		164 0.55%	↑	

Number of Emergency Incidents with Response Comparison 09/10 &10/11



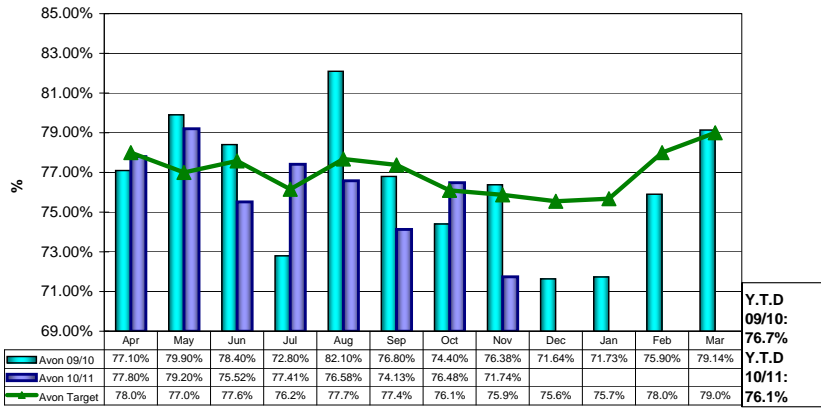
Actual 2009/10	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	Y.T.D 09/10: 169,956
Actual 2010/11	20,656	22,298	21,401	21,891	21,314	21,267	22,518	21,545					Y.T.D 10/11: 172,890

Number of Emergency Incidents with Response Actual vs Target 10/11

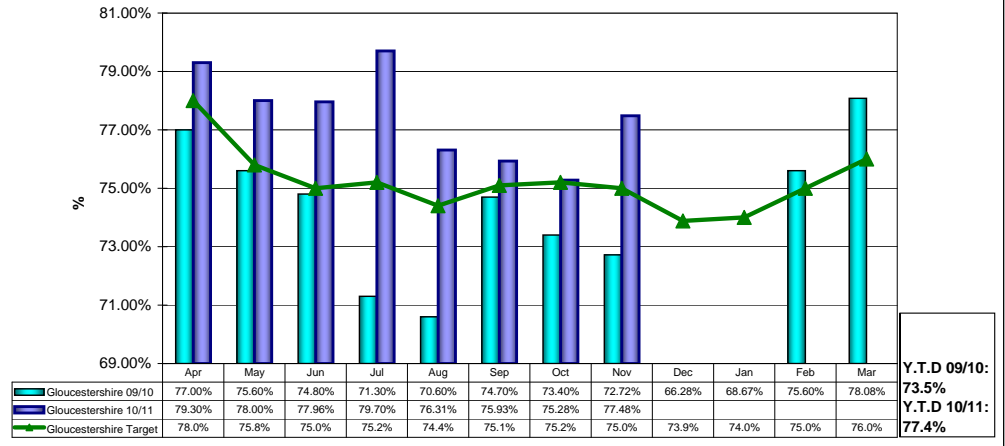


Actual 2010/11	20,656	22,298	21,401	21,891	21,314	21,267	22,518	21,545					Y.T.D Actual: 172,890
Target 2010/11	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	Y.T.D Target: 175,633

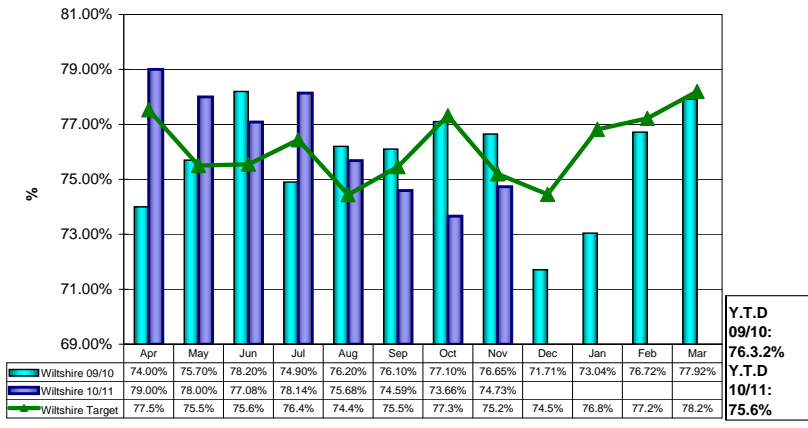
Avon Cat A8 Performance Comparison 09/10 & 10/11



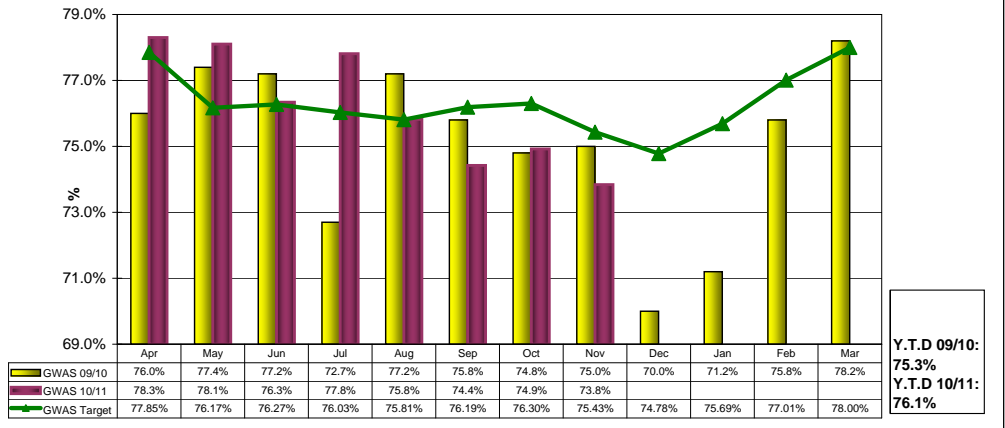
Gloucestershire Cat A8 Performance Comparison 09/10 & 10/11



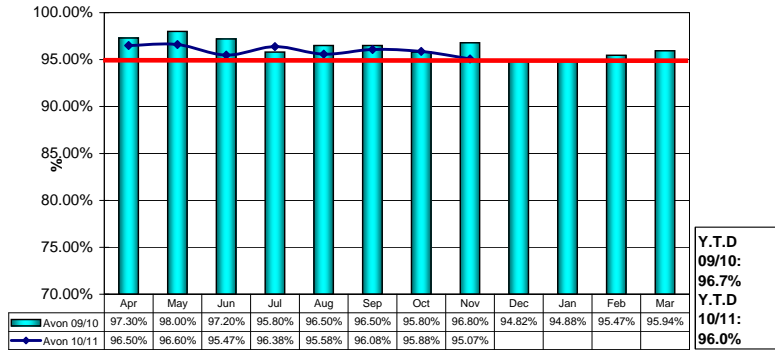
Wiltshire Cat A8 Performance Comparison 09/10 & 10/11



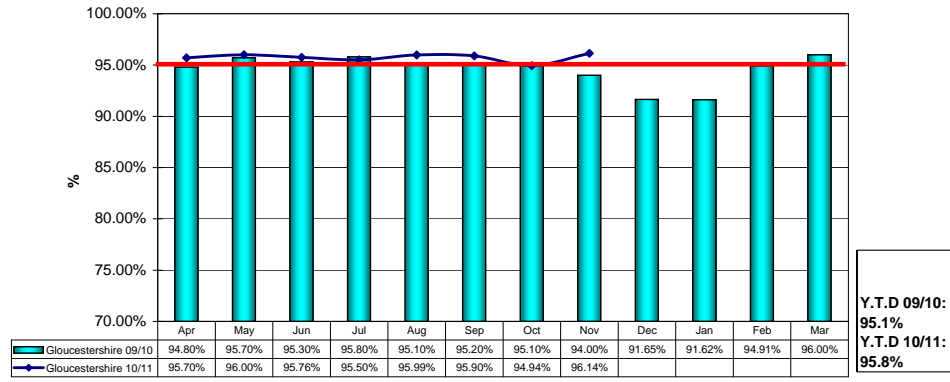
GWAS Cat A8 Performance Comparison 09/10 & 10/11



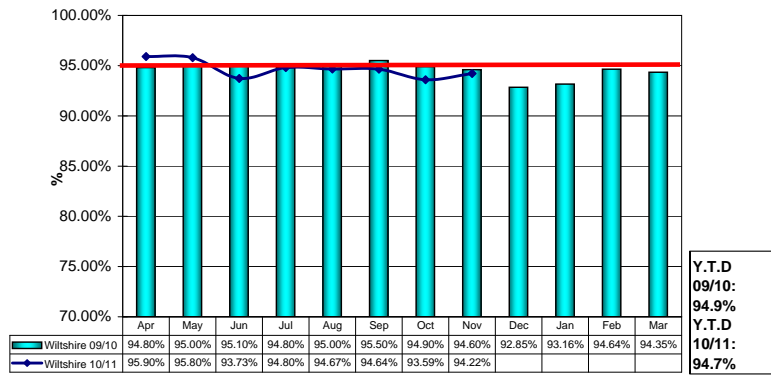
Avon Cat A19 Performance Comparison 09/10 & 10/11



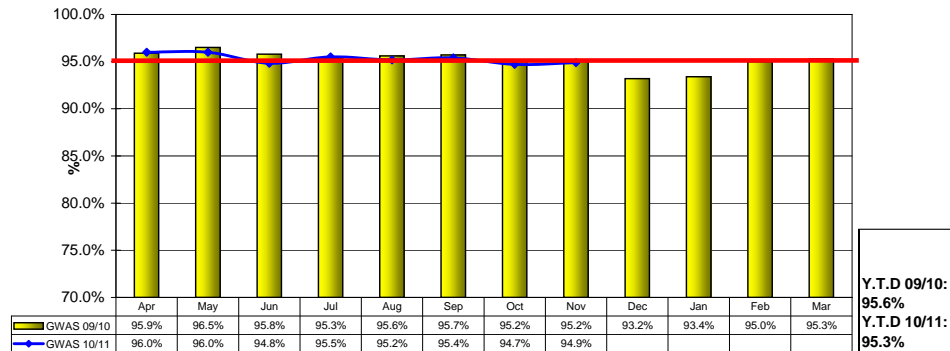
Gloucestershire Cat A19 Performance Comparison 09/10 & 10/11



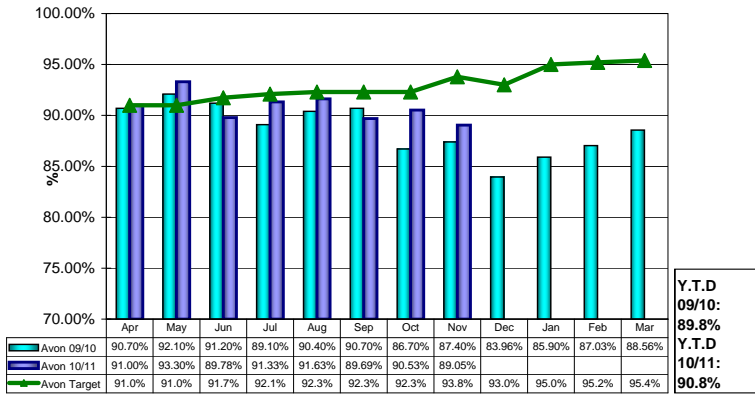
Wiltshire Cat A19 Performance Comparison 09/10 & 10/11



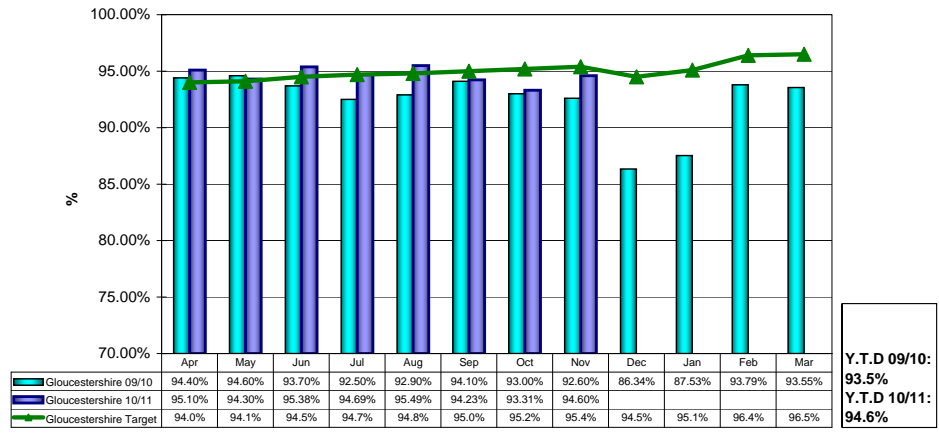
GWAS Cat A19 Performance Comparison 09/10 & 10/11



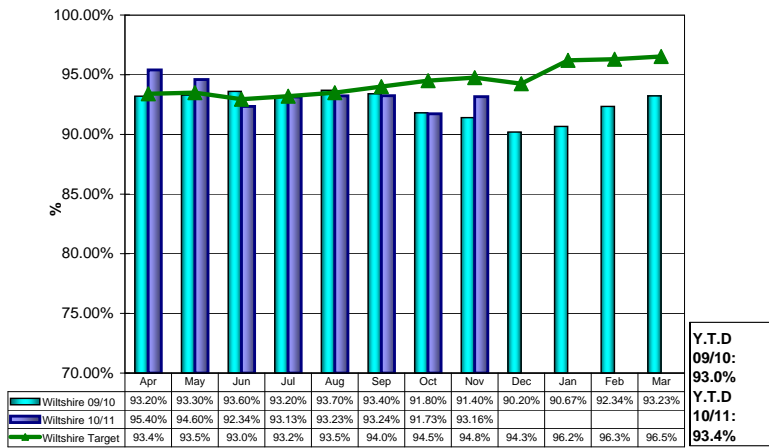
Avon Cat B19 Performance Comparison 09/10 & 10/11



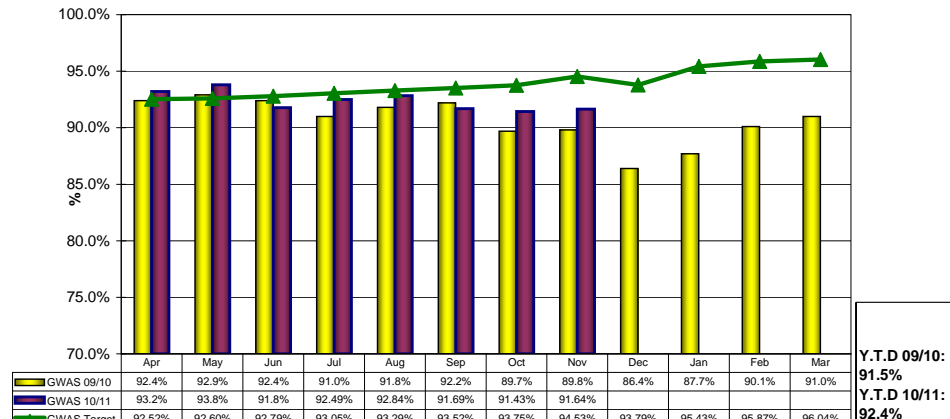
Gloucestershire Cat B19 Performance Comparison 09/10 & 10/11



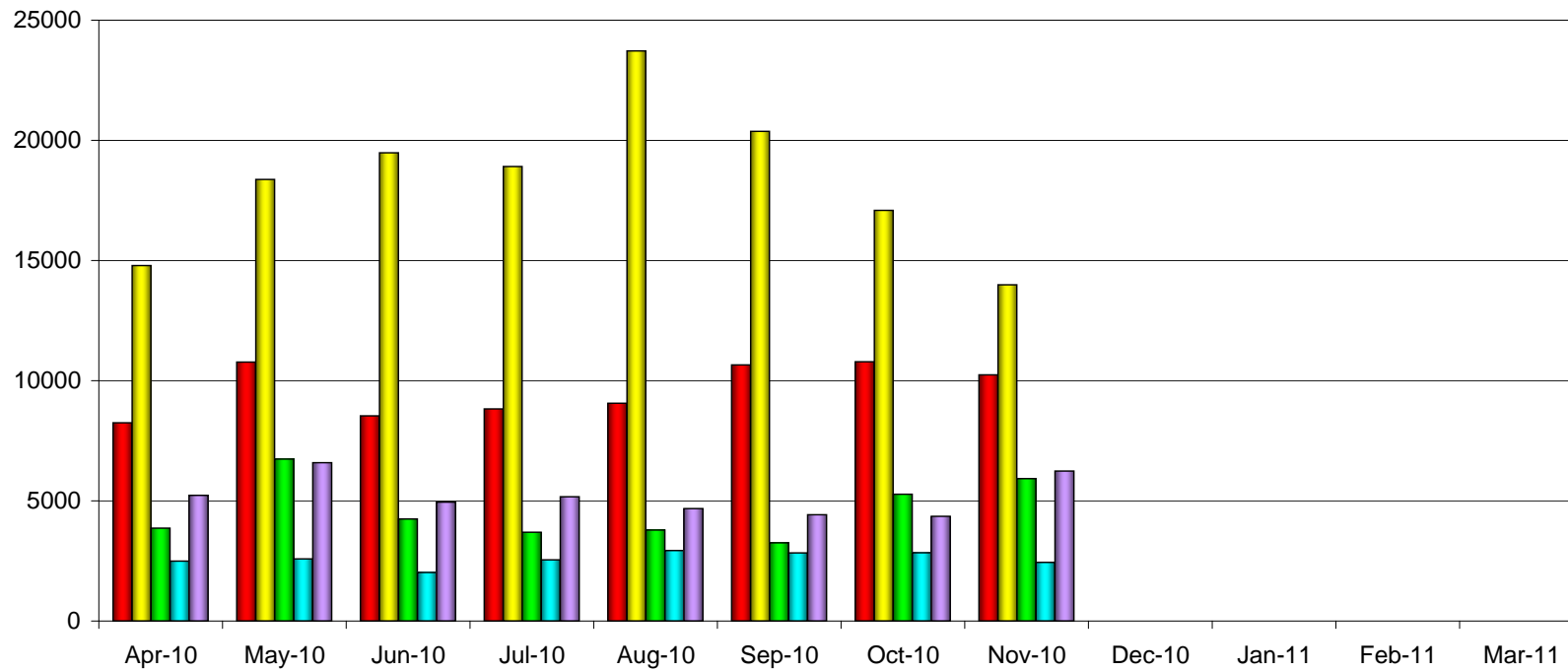
Wiltshire Cat B19 Performance Comparison 09/10 & 10/11



GWAS Cat B19 Performance Comparison 09/10 & 10/11

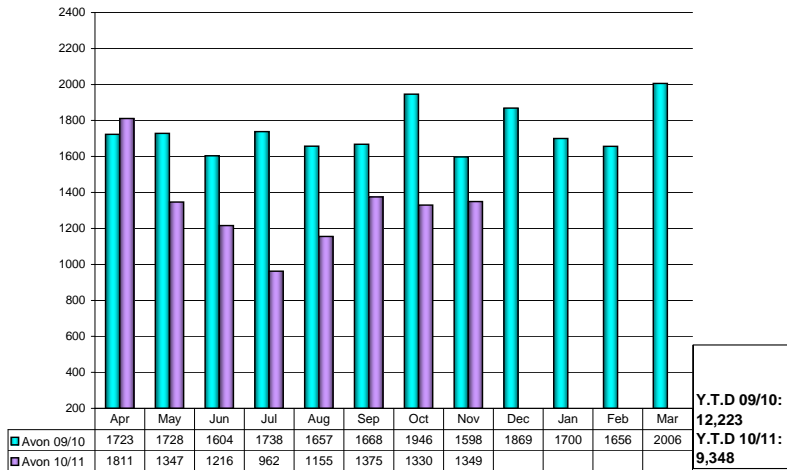


Breakdown of Abstracted hours by Reason 2010-2011

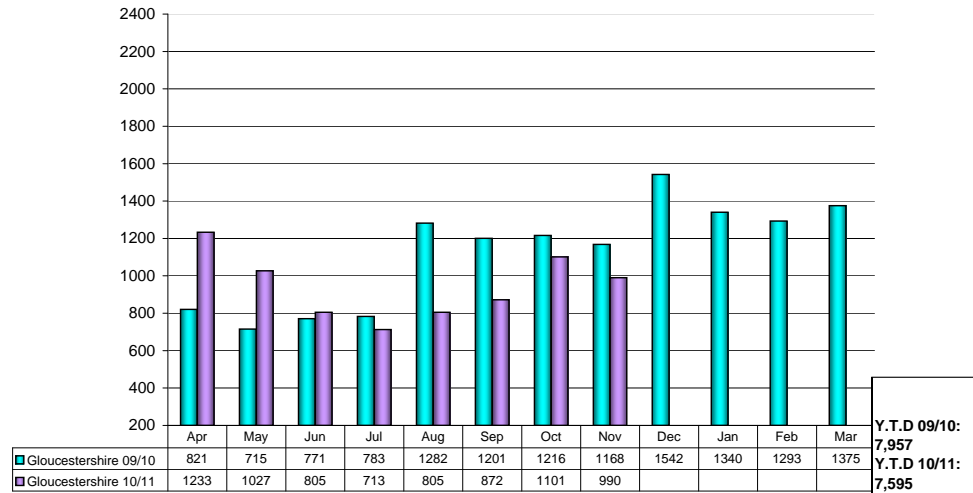


	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
■ Sick hours	8251	10774	8534	8828	9064	10654	10789	10241				
■ A/L hours	14792	18370	19484	18910	23722	20372	17085	13989				
■ Training hours	3864	6742	4243	3694	3786	3253	5276	5922				
■ Maternity	2495	2587	2024	2545	2933	2836	2840	2439				
■ Other	5230	6590	4947	5171	4679	4424	4354	6243				

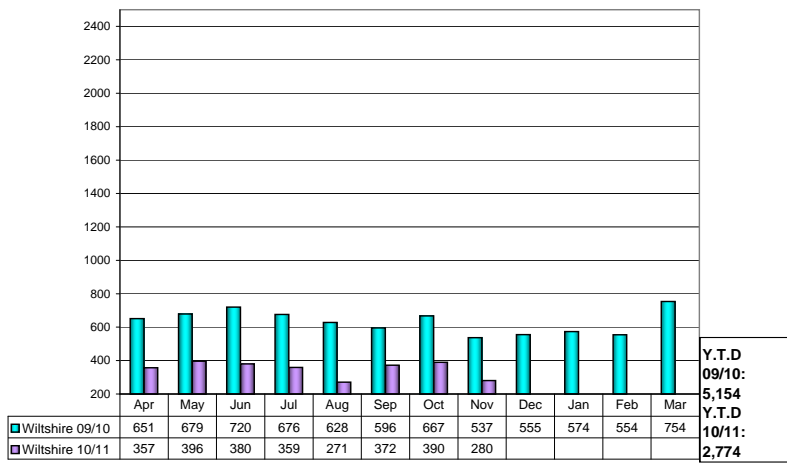
Avon Handovers Greater than 15 minutes Comparison 09/10 & 10/11



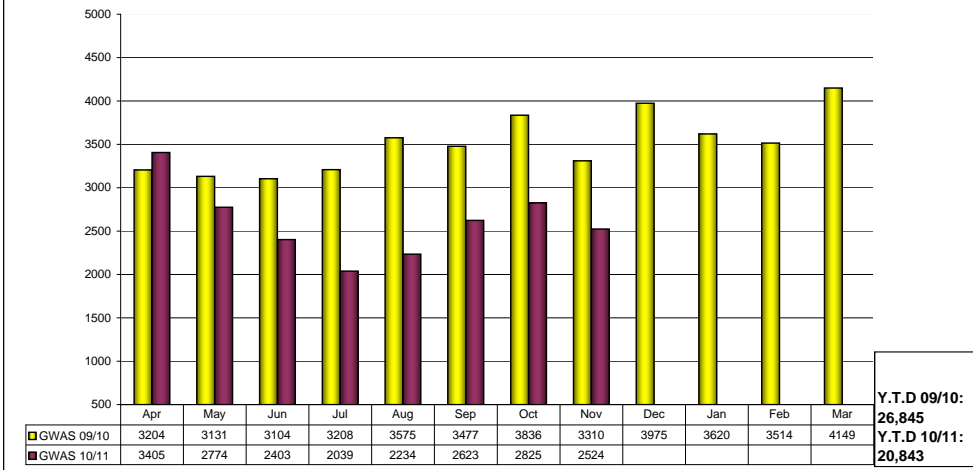
Gloucestershire Handovers Greater Than 15 minutes Comparison 09/10 & 10/11



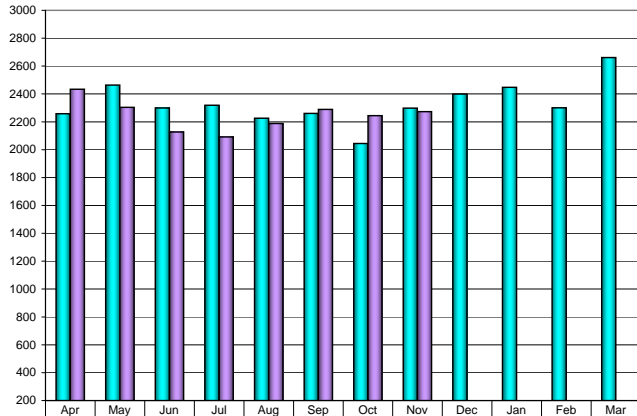
Wiltshire Handovers Greater than 15 Minutes Comparison 09/10 & 10/11



GWAS Handovers Greater than 15 Minutes Comparison 09/10 & 10/11

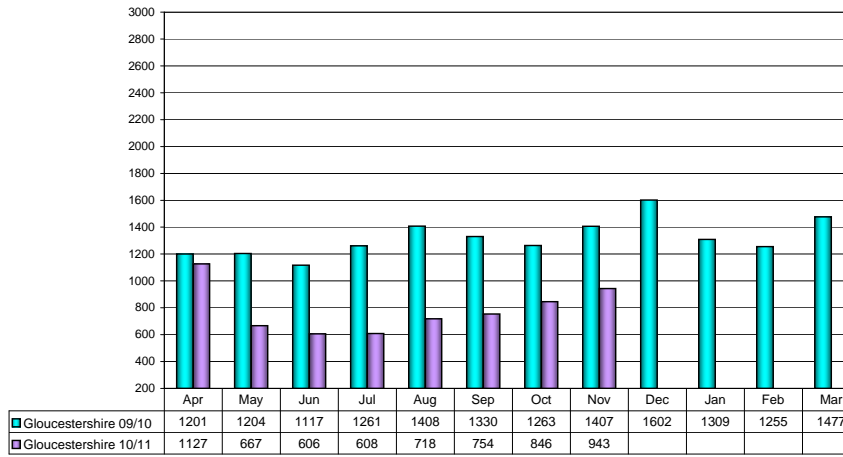


Avon Wrap-ups Greater than 15 Minutes Comparison 09/10 & 10/11



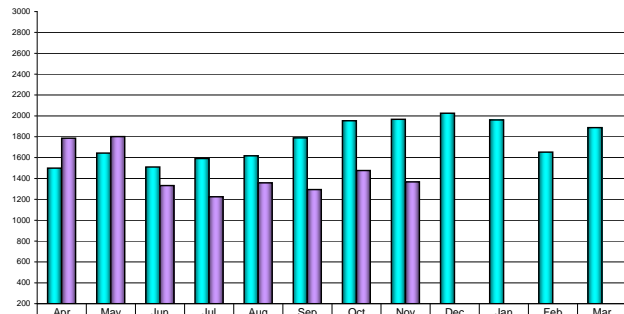
Y.T.D 09/10:
16,100
Y.T.D 10/11:
16,029

Gloucestershire Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11



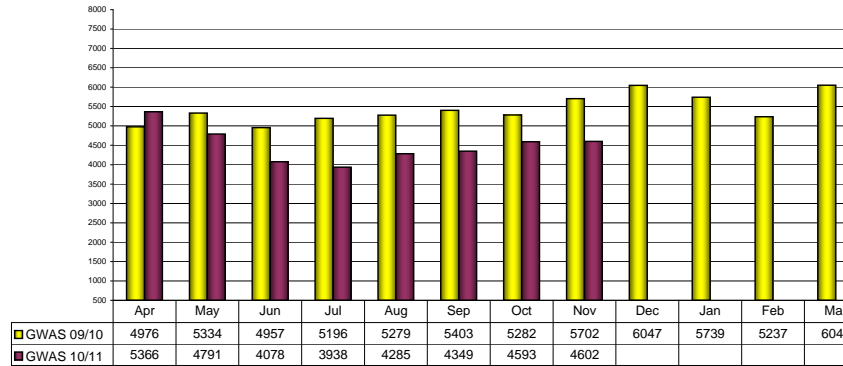
Y.T.D 09/10:
10,191
Y.T.D 10/11:
6,294

Wiltshire Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11



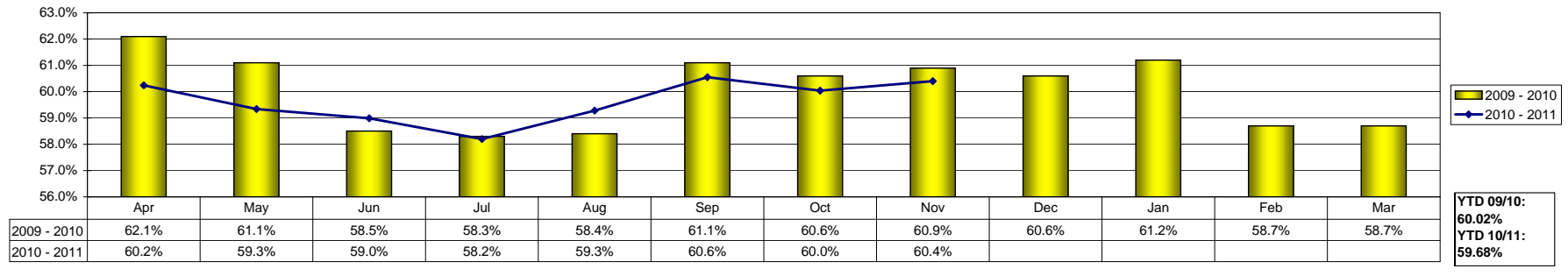
Y.T.D
09/10:
12,972
Y.T.D
10/11:
11,720

GWAS Wrap-ups Greater Than 15 Minutes Comparison 09/10 & 10/11

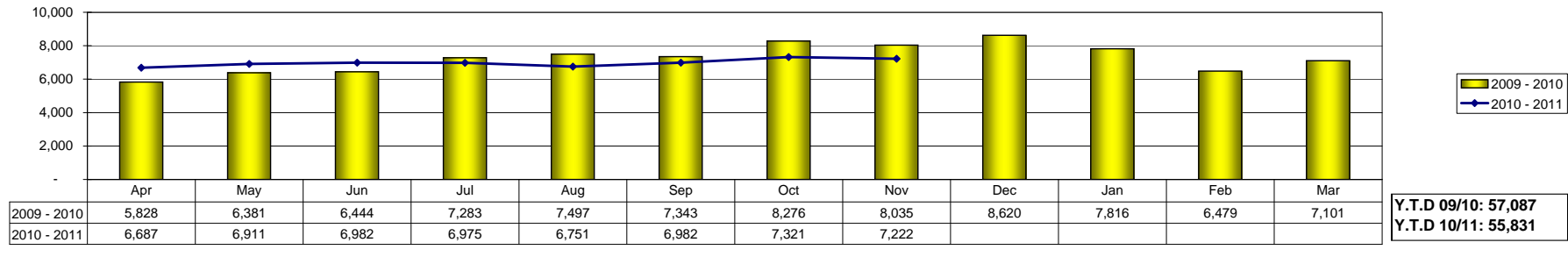


Y.T.D 09/10:
42,129
Y.T.D 10/11:
36,231

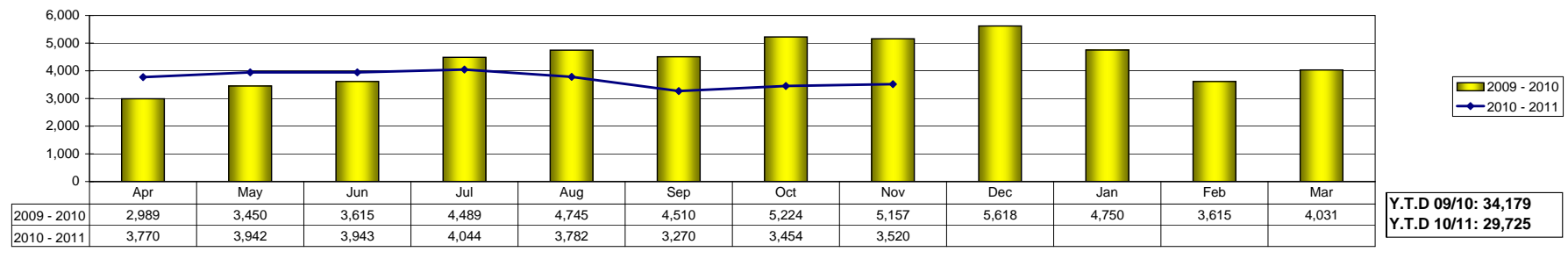
Conveyance Rates - 999 calls from the Public Comparison 09/10 &10/11



All Cat C Calls Comparison 09/10 &10/11



Cat C Calls (999 calls from public only) Comparison 09/10 &10/11



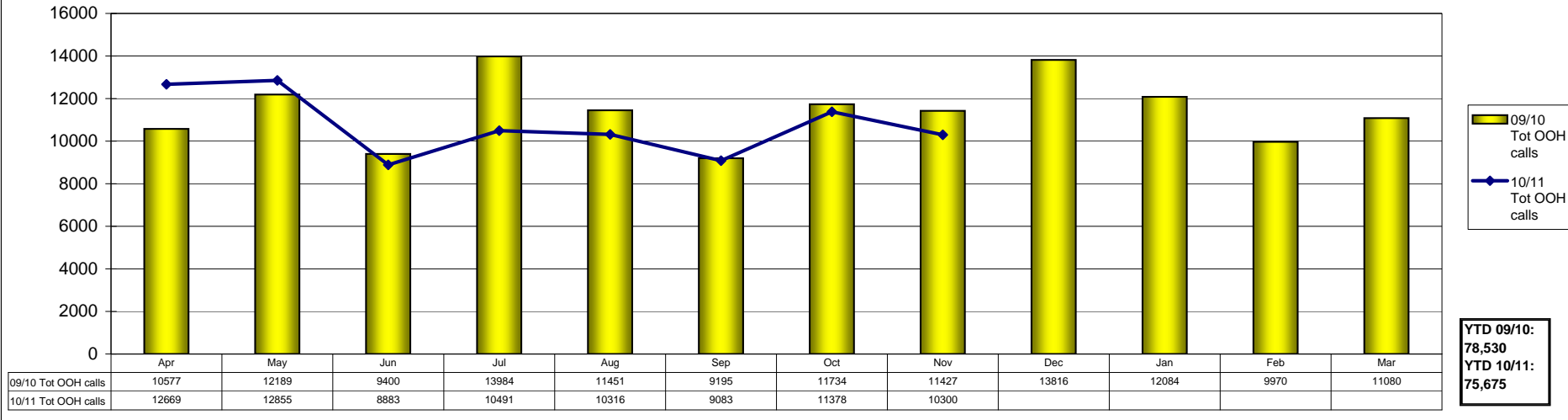
Out of Hours Service

Narrative

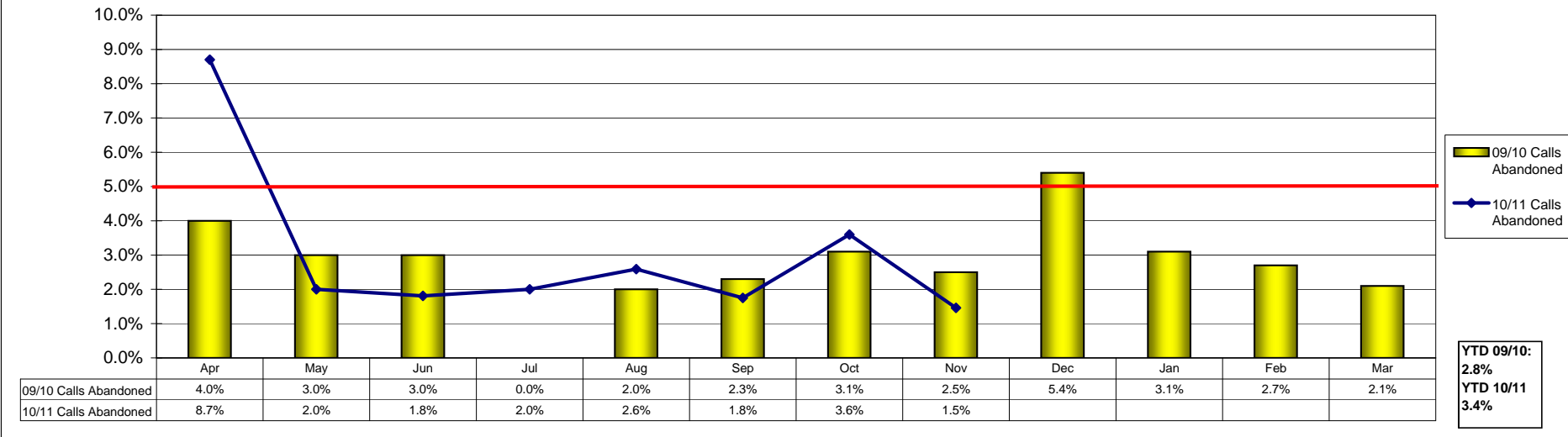
Performance for the month of November was fully compliant. The vacant call taking positions have now been recruited to and new recruits have been inducted.

Out of Hours Service								
Description	Year end Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year to date 2009-2010	Movement on previous year	Year end forecast
Total number OOH calls received			10,300	↓	85,975	89,957	↓	
Calls abandoned	< 5%		1.46%	↑	3.18%	2.78%	↓	3%
Calls engaged	< 1%		0%	↔	0%	0%	↔	0%
Percentage of calls answered under 60 seconds	95% in 60 seconds		100.00%	↑	96.25%	96.03%	↑	95.20%
Triage under 20 minutes	> 95%		99.45%	↑	98.02%	96.40%	↑	> 98%
Triage under 60 minutes	> 95%		100.00%	↑	99.75%	99.35%	↑	> 99.3%
Emergency Visit under 1 hour	95%		100%	↔	98.48%	97.48%	↑	98.20%
Urgent Visit under 2 hours	95%		98.08%	↑	95.99%	94.02%	↑	96.00%
Routine Visit under 6 hours	95%		97.78%	↑	96.83%	96.60%	↑	97%

Total number of Out of Hours calls received Comparison 09/10 & 10/11



Out of Hours Abandoned calls Comparison 09/10 & 10/11 (%)



Aim: Provision of high quality clinical care

Objective: Achievement of reperfusion standard and introduction of clinical performance indicators

Narrative

Reperfusion

Thrombolysis figures to the end of September 13/23 = 56.5%. South Wilts thrombolysis remains challenging due to poor mobile adversely effecting telemetry confirmation of ST elevation, also geographic conditions contribute to extended journey times. Access to Southampton PPCI commenced from the 6th December 2010.

Clinical Care

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% under 60 minutes call to needle time (SEPTEMBER figures)	68%		66.70%	56.52%	↔	68%
% under 150 minutes call to balloon time(SEPTEMBER figures)	75%	75%	86.10%	81.30%	↓	75%

GWAS CQUINS SUMMARY

Goal No	Description of Goal	Indicator Details	Milestones	Due	RAG Status	Comments
1	Improvement in delivery of Asthma Clinical Indicator from attending crew	1A - % improvement and recording of Oxygen Saturation for patients with a crew diagnosis of asthma	25% Achievement	End Q2	Completed	Continued delivery in excess of 75% CQUINS target delivered every month April to October. Audit of availability of SpO2 monitors being undertaken by Operations - awaiting results. Marked improvement in quality of PCR data being received. PEFR for Sept 73%, increasing to 75% in October.
			50% Achievement	End Q3	Completed	
			75% Achievement	End Q4	Green	
		1B - Peak flow pre treatment for patients with a crew diagnosis of asthma	70% Achievement	End Q2	Completed	
			90% Achievement	End Q3	Amber	
			95% Achievement	End Q4	Amber	
2	Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales	Calls not identified as FAST+ve ie TIA Crews should follow ABCD2 assessment protocol and refer to TIA clinic within timescales	Agree Baseline	End Q2	Completed	The inclusion of the ABCD2 box has been added to the PCR from August. Audit of these PCR's will, allowing for the delivery lag, be available from September. This data will be used as a quarter 2 baseline. Baseline data received low volume and further discussions with CQRG ongoing to establish baseline
			Improvement on Q2	End Q3	Green	
			Improvement on Q3	End Q4	Green	
3	Implementation of GWAS Health promotion - Stroke Prevention Strategy	Recording of patients screened for: 3A - Atrial Fibrillation 3B - High Blood Pressure 3C - Evidence of implementation of Staff Awareness Campaign	Implementation of project	End Q2	Green	The staff and patient information leaflets and record form has been circulated. The audit of the PCR's will take place in quarter 3 and form the baseline for onward improvement.
			Complete 1st audit report for both AF & BP	End Q3	Green	
			Provision of 2nd Audit	End Q4	Green	

Goal No	Description of Goal	Indicator Details	Milestones	Due	RAG Status	Comments
4	Falls. Introduction of GWAS falls pathway and assessment tool	Increase the % of patients referred into the falls alternative care pathway	To be agreed following establishment of baseline during Q1 & Q3		Amber	Falls' - patient workbook now distributed to operational staff . Pathway to be implemented to support onward referral through single point of access via a directory of service. Non conveyance rate of this pateitn group continues to improve
5	Patient & Public Involvement	Providers to demonstrate how they have encouraged patients & carers to provide 4 C's feedback by use of innovative means of capture such as video boxes and internet surveys, particularly relating to patients & carers from seldom heard groups Repeat and complete Cat C survey by end of Q3 Report and action plan by end of Q4	Project proposal and plan for 4 C's patient feedback innovation	End Q2	Green	'Patient Opinion' now live, with a number of 'postings, being received Publicity material being developed for distribution this month . The survey of category C patients is ongoing to plan
			Cat C Survey	End Q3	Green	
			Implementation plan for 4 C's innovation project in readiness for implementation in 2011/2012	End Q4	Green	
			Cat C Survey action plan	End Q4	Green	
6	Dementia Awareness	Dementia Awareness training will be delivered using GWAS staff information leaflets and in-house e-learning tool currently being developed	Implementation of E-learning tool	End Q1	Completed	On line e-learning tool now available. Publicised via CEO briefinig & accessed Intranet, SME and ECA training. 30+ staff accessed in first two weeks
			30% of staff completed training	End Q4	Amber	
			Over 30% staff completed training	End Q4	Amber	

CLINICAL DIRECTORATE MONTHLY CPI REPORT

(internal circulation only)

		October 2010						Year To Date						Last National CPI Cycle Comparitor				
		Avon	%	Glos	Wilts	%	GWAS	Target	Variance from target	Avon	%	Glos	Wilts	%	GWAS	Variance from target	High	Low
STEMI	M1 Aspirin	100.00	100.00	93.33	97.78		95	2.78	98.27	100.00	97.95	98.53	3.53	100.00	91.60			
	M2 GTN	92.86	100.00	78.57	90.24		95	-4.76	93.24	96.79	91.01	93.43	-1.57	100.00	79.20			
	M3 Two or More pains scores	70.59	92.31	71.43	77.27		95	-17.73	86.04	86.34	77.57	83.09	-11.91	94.90	50.00			
	M4 Morphine given	45.45	88.89	75.00	66.75		95	-28.25	67.17	73.99	80.63	72.80	-22.20	84.20	53.70			
	M5 Analgesia given (morphine and or entonox)	54.55	100.00	83.33	78.13		95	-16.87	74.18	80.34	83.33	78.53	-16.47	87.90	54.70			
Cardiac Arrest	C1 ROSC on arrival at hospital	26.32	31.25	12.50	23.53		20	3.53	20.05	21.41	21.31	21.13	1.13	37.20	6.50			
	C2 ALS Provider on Scene ¹	100.00	100.00	100.00	100.00		95	5.00	100.00	100.00	100.00	100.00	5.00	100.00	94.50			
	C3 Response time ≤4 mins.	42.11	56.25	43.75	47.06		0	47.06	35.39	51.19	44.63	42.48	42.48	32.40	6.70			
Stroke	S1 FAST recorded	100.00	100.00	96.97	99.07		95	4.07	99.67	99.47	98.07	99.06	4.06	100.00	75.00			
	S2 Blood glucose recorded	96.00	96.15	93.94	95.41		95	0.41	95.21	98.52	95.35	96.16	1.16	96.33	87.79			
	S3 Blood pressure recorded	100.00	100.00	100.00	100.00		95	5.00	100.00	99.47	100.00	99.88	4.88	100.00	93.56			
Hypoglycaemia ¹	H1 Blood glucose before treatment	97.96	100.00	100.00	99.19		95	4.19	98.54	98.44	98.45	98.48	3.48	100.00	96.20			
	H2 Blood glucose after treatment	95.92	100.00	93.48	94.31		95	-0.69	97.73	99.68	97.46	97.91	2.91	100.00	93.20			
	H3 Treatment recorded	97.96	100.00	100.00	99.19		95	4.19	99.40	100.00	100.00	99.77	4.77	100.00	84.90			
Asthma ²	A1 Respiratory rate recorded	100.00	100.00	100.00	100.00		95	5.00	99.69	100.00	99.57	99.74	4.74	100.00	96.30			
	A2 PEFr recorded before treatment	71.43	76.19	83.33	75.41		95	-19.59	72.49	67.36	59.93	66.85	-28.15	57.80	14.90			
	A3 SpO2 recorded before treatment	81.25	82.76	80.00	81.25		95	-13.75	87.65	81.25	82.84	83.66	-11.34	100.00	75.30			
	A4 Beta-2 agonist recorded	100.00	100.00	97.14	99.11		95	4.11	99.33	100.00	98.96	99.38	4.38	100.00	85.20			
	A5 Oxygen administered	100.00	96.55	94.29	97.32		95	2.32	99.02	99.09	98.23	98.71	3.71	100.00	59.80			

Updated 07th December 2010

Still subject to validation

Note¹⁼² For each of these CPIs one case excluded since the service was provided by an external agency

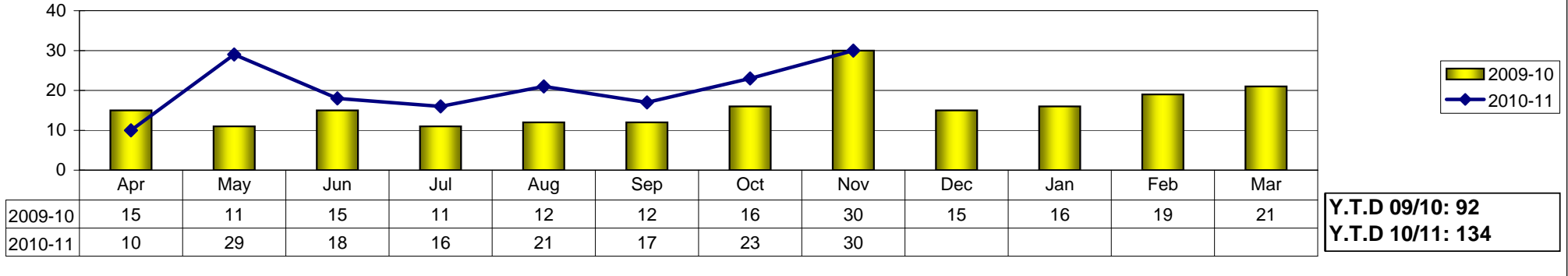
Narrative: Complaints

External complaints from patients and the public continue to exceed the number received for the same period last year. The last few weeks have shown a marked increase in PTS complaints and centre around timeliness and communication. Further review is being carried out in regard to complaints involving attitude of staff, particularly A&E staff

	Current Month	Year to Date 2010/2011	Movement on Previous Month	Year to date 2009/2010	Movement on Previous Year
Number of Compliments	42	286	↓	479	↑
Number of Complaints	30	170	↓	122	↓
Number of PALs enquiries	70	451	↓	604	↑
Number of SUIs	0	10	↑	19	↑
Number of Internal Incidents	158	1281	↓	1292	↑

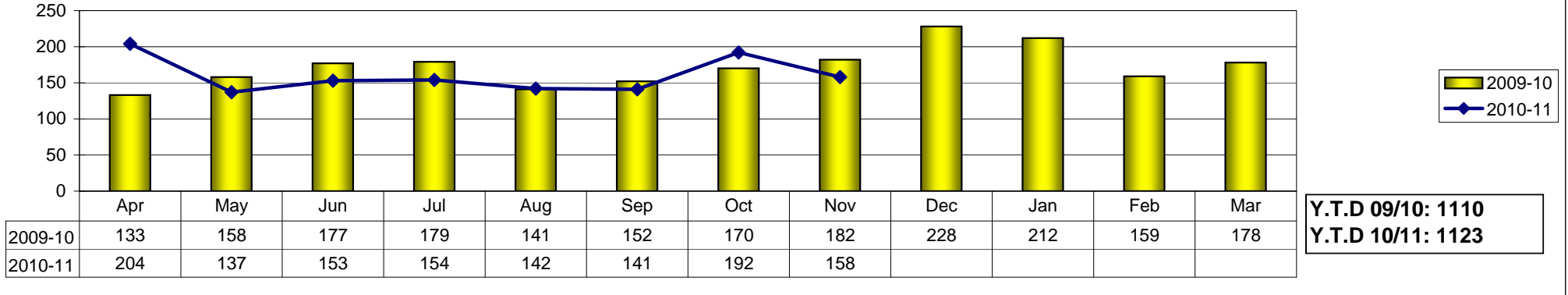
Number of complaints received from patients and the public this year to date compared with 2009-10

Number of external complaints received comparison 09/10 & 10/11



Number of internal incidents received this year to date, compared with 2009-10

Number of internal incidents received comparison 09/10 & 10/11



Aim: Develop a highly skilled, professional and flexible workforce
Objective: Implement a staff survey action plan to address key developmental areas

Narrative

<p><u>Staff Pledge 1: Roles & Responsibilities</u></p>	<p>Staff Target Changes: HART from 42 to 45 - now includes admin/training/management; EOC from 173.2 to 178.2 - now includes clinical desk manager and 4 HART/ASU despatchers; PTS to 225.5 - this figure now agreed with Finance; Support staff figure reduced to allow for HART changes.</p> <p>Recruitment plans are continuing to bring A&E to full establishment. 20 ECAs commenced training in November and 7 Graduate/Qualified Paramedics commenced in November 2010. A further 17 offers for clinician vacancies have been made to commence by March 2011 . Further assessments for Paramedics are scheduled to take place during December.</p> <p>Recruitment activity is currently underway for a number of posts within EOC including the additional Triage Clinician positions for the clinical desk. Dispatcher and EMD adverts have been placed and shortlisting has been undertaken. Interviews were held at the end of November.</p> <p>Vacancies within support services are spread across a number of directorates. Recruitment is being managed at a local level in accordance with service delivery requirements. The Chief Executive post was advertised with an interview date scheduled for 9 December 2010. Appraisal compliance continues to be monitored at the monthly Performance Meetings. Turnover in EOC in November was above the trust target of 10%, OOH turnover reduced for the month of November. The YTD figure has reduced 9.3% in October to 8.7% in November and remains below the annual target.</p>
<p><u>Staff Pledge 2: Development</u></p>	<p>The deficit between the monthly plan and the latest monthly actuals can be accounted for by the non attendance on SORT and SME4 courses, this comes to a total of 172 hours. The remainder of the deficit can be explained by the fact that the scheduled 'see and treat' / 'clinical update' courses did not occur as originally planned.</p>
<p><u>Staff Pledge 3: Health & Wellbeing</u></p>	<p>The Trust absence figure for November remained at 5.6%. The YTD figure remains the same at 5.7%. All long term absence cases are kept under weekly review ensuring appropriate contact is made with the employee and information is obtained from Occupational Health. Occupational Health referrals are made using the online system which will improve the speed and efficiency of the referrals process. In service areas where absence exceeds 5% absence continues to be monitored and reviewed at operational level on a weekly basis, with support and input from HR. The primary focus of the Absence Management Project between now and the end of the year continues to be about embedding the application of the Management of Attendance Policy and strengthening compliance with existing processes and procedures. Training sessions for managers on managing absence commenced in November and further sessions are scheduled to take place in December. The Absence Management Project has also started to analyse short term sickness absence to identify trends on absence reasons, teams, roles etc. The Trust ergonomist is providing support and advice to staff who are absent from work with musculo-skeletal injuries to support their return to work.</p>
<p><u>Staff Pledge 4: Engagement</u></p>	<p>The 3rd edition of HR4U was released in November to publicise the various initiatives we are running to meet the criteria set out in the NHS Constitution with a particular focus on the four main staff pledges which are designed to build and sustain a patient-led staff conscious healthcare service.</p>

Key Workforce Indicators

Roles & Responsibilities

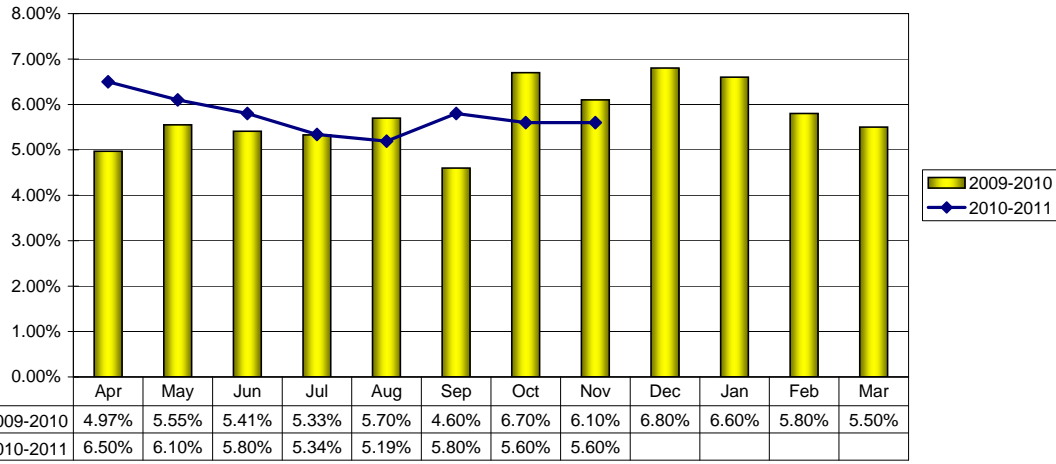
	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year end
Staff – FTE* A&E(field)	958.4	937.2	27.0	↑	936.7	958.4
ASU	14.8	14.2	0.0	↔	14.3	14.8
HART	45.0	43.0	0.0	↑	44.0	45.0
EOC	178.2	161.9	6.4	↑	159.3	178.2
OOH	39.5	33.4	0.8	↓	32.8	39.5
PTS	225.5	205.7	1.0	↓	205.6	225.5
Support staff	229.7	196.7	1.5	↑	197.2	229.7
Total	1691.1	1592.1	36.7	↑	1589.9	1691.1

***year end target may be subject to change**

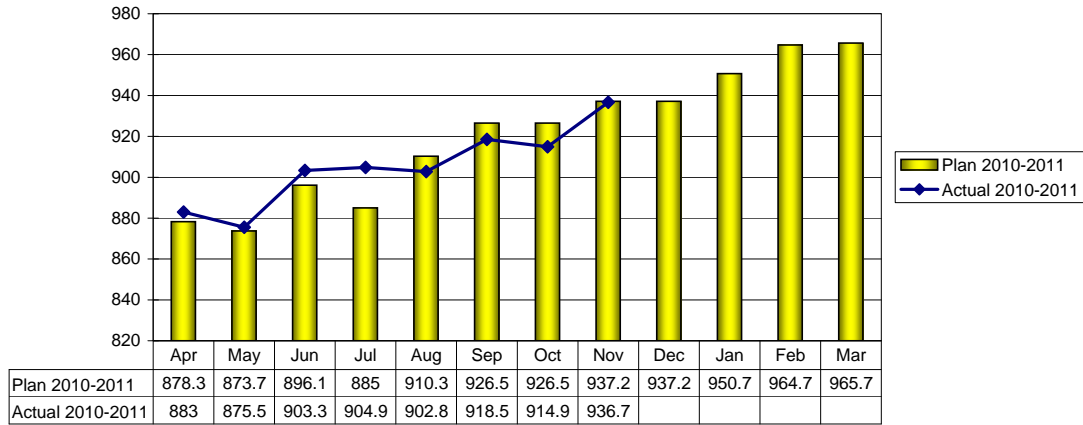
Staff – Annualised Turnover A&E(field)	10%	<10%	2.5%	↑	6.1%	<10%
ASU			0.0%	↔	10.0%	
HART			0.0%	↔	0.0%	
EOC			13.9%	↑	16.6%	
OOH			0.0%	↔	16.0%	
PTS			0.0%	↑	14.0%	
Support staff			5.7%	↓	8.0%	
Total			3.5%	↑	8.7%	
Percentage of staff undertaken an appraisal (from April 2010)	80%	8.3%	26.2%	↑	29.50%	80%

	Target	Monthly Plan	Latest month	Movement on previous month	Year to date 2010-2011	Year end
Development						
Trust Education Plan (paid release) Training hours A&E field	67600	7575	6277.5	↔	44591	64000
Number of clinical staff completed mandatory training (Face to face)	90%	8.3%	8.3%	↔	59.30%	90%
Number of staff completed mandatory training (Workbook)*						
* from November 2008 – November 2011 three year cycle	90%		98.5%	↑	98.5%	97%
Health & Wellbeing						
Sickness A&E(field)			6.4%	↑	6.3%	
ASU			14.4%	↓	9.4%	
HART			3.0%	↑	2.0%	
EOC			4.2%	↑	5.7%	
OOH	5%	<5%	5.4%	↓	3.7%	5%
PTS			5.6%	↓	5.6%	
Support staff			2.5%	↑	3.4%	
Total			5.6%	↔	5.7%	
Number of RIDDOR reportable incidents	50	<4.3	3	26	↓	
Accident frequency rates	9	9	8	7	↓	
Number of violence and aggression incidents	136	<11	3	70	↓	
Number of manual handling incidents	100	<8.5	7	72	↓	
Number of stress incidents	4.5	<0.35	0	1	↔	
Engagement						

GWAS Absence Levels Comparison 09/10 &10/11



A&E Field Staff Actual vs Trajectory (FTE) 2010-2011



Aim: To become a competitive and effective organisation

Objectives: Financial balance

Governance – achievement of Auditors Local Evaluation

Full compliance with Care Quality Commission Standards

Development and implementation of full Foundation Trust programme

Finance Commentary

The Trust is forecast to achieve its surplus on Income and Expenditure of £800k and achieve its Capital Resource and External Financing Limit.

Cost Improvement plans are behind target by £49k year to date and work continues with managers to identify further savings schemes to mitigate the risk of under delivery against the annual plan. As at Month 8 £739k further in year savings have been identified to help mitigate the under achievement of the planned Cost Improvement plan. The CEO & Clinical Director have offered further non recurring CIP's of £184k that will be reflected in the month 9 finance position.

Finance Target	Annual Plan £'000	Month 8 Plan £'000	Month 8 Actual £'000	Variance to Plan £'000	Last Month Variance £'000	Forecast Outturn £'000
Income & Expenditure	800	541	543	2	-34	800
Delivery of Cost Improvement	4431	2551	2502	-49	-221	4431
Capital Resource Limit	10293	6284	4141	-2143	-2449	10293
Better Payment Practice Code						
- Number	95%	95%	99.2%	4.2%		95%
- Value	95%	95%	97.6%	2.6%		95%
External Financing Limit	5100	N/A	N/A			5100
Rate of Return on Capital	3.5%	3.5%	3.5%			3.5%

Corporate Governance

Description	Measure	Year end Target	Status	QRP
Care Quality Commission				
Respecting and involving people who use services	Maintain registration with the Care Quality Commission with no conditions	No breaches in regulations		
Consent to care and treatment				
Care and welfare of people who use services				
Co-operating with other providers				
Safeguarding people who use services from abuse				
Clenliness and infection control				
Management of medicines				
Safety and suitability of premises				
Safety, availability and suitability of equipement				
Requirements relating to workers				
Staffing				
Supporting workers				
Assessing and monitoring the quality of service provisions				
Complaints				
Records				

Description	Measure	Year end Target	Status
NHS Litigation Authority			
Governance	Compliance with a minimum of 7/10 criteria in each standard at level 2	6/10	
Competent and capable workforce		5/10	
Safe environment		5/10	
Clinical care		6/10	
Learning from experience		6/10	

Description	Measure	Year end Target	Status
Information Governance Toolkit			
Information governance management	Achievement of level 2 in each requirement	5/5	Red
Confidentiality and data protection assurance		7/7	Yellow
Information security assurance		13/13	Red
Clinial information assurance		4/4	Red
Corporate information assurance		3/3	Red

Commentary

Care Quality Commission - information from the quality and risk profile has been included as a comparison to the trusts reported position. Review of the provider compliance assessments is to become a standing agenda item on directorate team meeting agendas.

NHS Litigation Authority - An action plan for the trust to achieve compliance at level 2 with 50% of the standards by March 2011 was presented to the Audit and Risk Committee on 2 December 2010.

Information Governance Toolkit - a review of the information security standard requirements has been undertaken and the information governance action plan amended. A task and finish group has been set up to develop an action plan to satisfy the use of NHS numbering requirement.

Aim: Develop effective partnership and stakeholder engagement

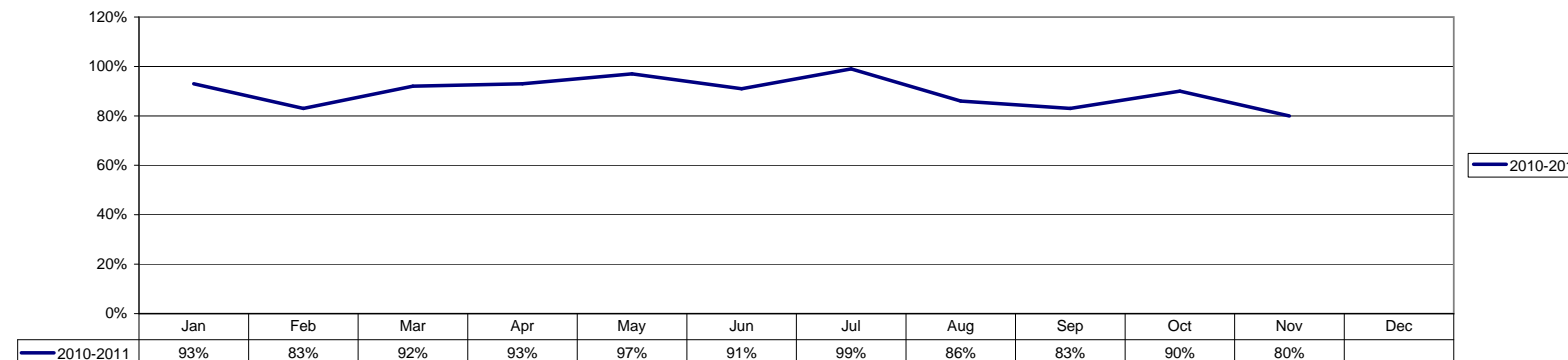
Objective Improvement of the reputation of the Trust and the development of effective working relationships and partnerships

Narrative

This month we saw 24 articles (websites, newspapers and TV) considered balanced or negative. These all focused on the A&E redesign rota changes and with many claims from UNISON that they were unsafe for staff and also caused childcare issues for some. Some of the coverage about David Whiting leaving was also linked to this with UNISON voicing concerns about his departure at such a critical time. Most articles contained quotes from UNISON but also had quotes from GWAS assuring the public that the changes were being made to ensure a more efficient and effective service – putting more ambulance crews on the road during busy times. Some of the articles talked about UNISON balloting members regarding strike action – this did not go down very well with the public and many blogs/comments on newspaper websites were not in support of the unions or staff if strike action were to go ahead.

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers Daily			57	420		
Weekly			11	161		
Broadcasts TV			1	4		
Radio			2	39		
Other			1	13		
Websites			49	290		
Stakeholder activity			0	37		
Station visits			0	5		
HOSC meetings			0	2		
External Reference Group			1	5		
LINKs						

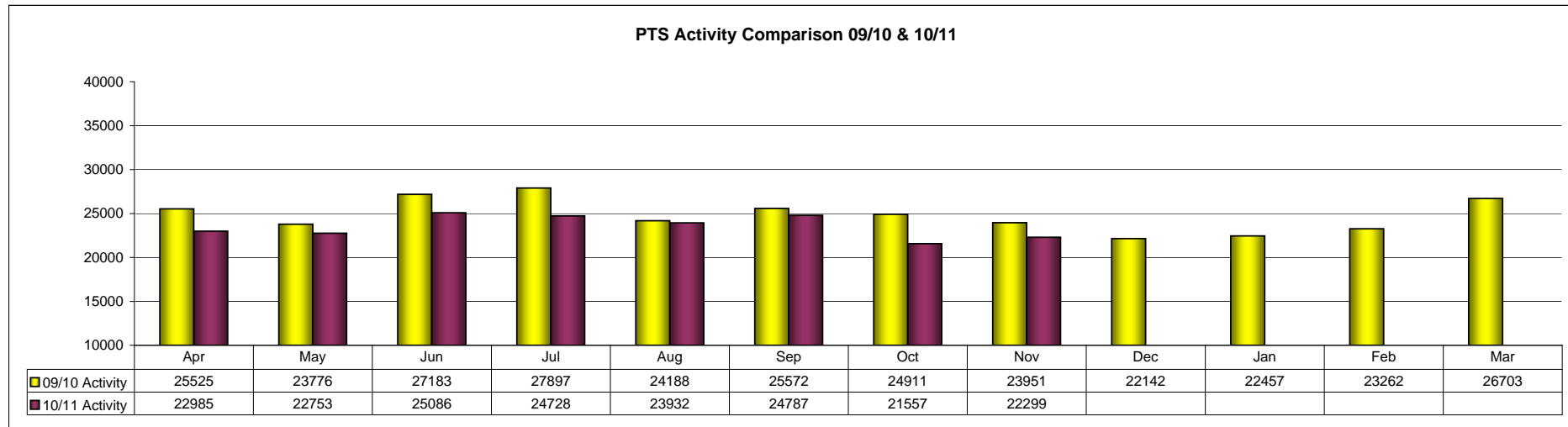
% Positive Media Coverage GWAS by Calendar Year 2010-2011



Patient Transport Service

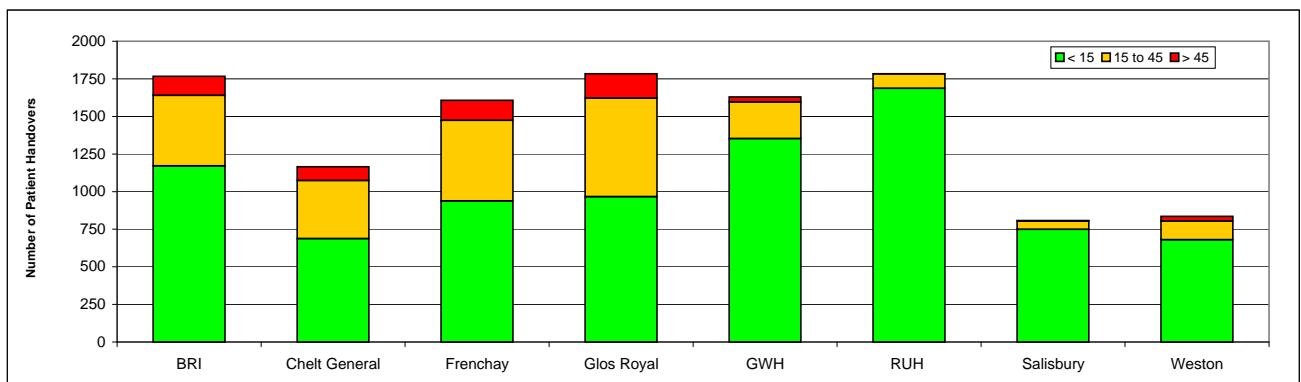
Narrative

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services						
Activity			22,299	188,127	↑	



GWAS MONTHLY A&E HANDOVER SUMMARY - December 2010

Acute Hospital	≤ 15:00	15:00 - 19:59	20:00 - 24:59	25:00 - 29:59	30:00 - 34:59	35:00 - 39:59	40:00 - 44:59	45:00 - 59:59	1 - 2 Hrs	2 - 3 Hrs	3 - 4 Hrs	> 4 Hrs	Total 15 Mins and Over	Total 45 Mins and Over	Total
Bristol Royal Infirmary	1171	186	93	75	50	35	30	41	71	15	2	2	600	131	1771
Cheltenham General Hospital	688	150	87	62	37	29	21	47	42	3			478	92	1166
Frenchay Hospital	938	194	111	93	53	43	42	63	68	2			669	133	1607
Gloucester Royal Hospital	967	276	144	92	58	43	42	67	82	13			817	162	1784
Great Western Hospital	1353	116	49	24	23	20	12	23	9	1	1		278	34	1631
Royal United Hospital	1687	74	13	5	1	1	2	1					97	1	1784
Salisbury District Hospital	749	45	4	1	3	2	1	2	1				59	3	808
Weston General Hospital	680	75	25	5	4	10	6	10	21				156	31	836
Overall Total	8233	1116	526	357	229	183	156	254	294	34	3	2	3154	587	11387



Acute Hospital	% < 15:00	% 15:00-19:59	% 20:00 - 24:59	% 25:00 - 29:59	% 30:00 - 34:59	% 35:00 - 39:59	% 40:00 - 44:59	% 45:00 - 59:59	% 1-2 Hours	% 2-3 Hours	% 3-4 Hours	% > 4hrs	% 15 Mins and Over	% 45 Mins and Over	Total
Bristol Royal Infirmary	66.1%	10.5%	5.3%	4.2%	2.8%	2.0%	1.7%	2.3%	4.0%	0.8%	0.1%	0.1%	33.9%	7.4%	100%
Cheltenham General Hospital	59.0%	12.9%	7.5%	5.3%	3.2%	2.5%	1.8%	4.0%	3.6%	0.3%			41.0%	7.9%	100%
Frenchay Hospital	58.4%	12.1%	6.9%	5.8%	3.3%	2.7%	2.6%	3.9%	4.2%	0.1%			41.6%	8.3%	100%
Gloucester Royal Hospital	54.2%	15.5%	8.1%	5.2%	3.3%	2.4%	2.4%	3.8%	4.6%	0.7%			45.8%	9.1%	100%
Great Western Hospital Swindon	83.0%	7.1%	3.0%	1.5%	1.4%	1.2%	0.7%	1.4%	0.6%	0.1%	0.1%		17.0%	2.1%	100%
Royal United Hospital Bath	94.6%	4.1%	0.7%	0.3%	0.1%	0.1%	0.1%	0.1%					5.4%	0.1%	100%
Salisbury District Hospital	92.7%	5.6%	0.5%	0.1%	0.4%	0.2%	0.1%	0.2%	0.1%				7.3%	0.4%	100%
Weston General Hospital	81.3%	9.0%	3.0%	0.6%	0.5%	1.2%	0.7%	1.2%	2.5%				18.7%	3.7%	100%
GWAS Average	72.3%	9.8%	4.6%	3.1%	2.0%	1.6%	1.4%	2.2%	2.6%	0.3%	0.0%	0.0%	27.7%	5.2%	100%

