

Great Western Ambulance Service



NHS Trust

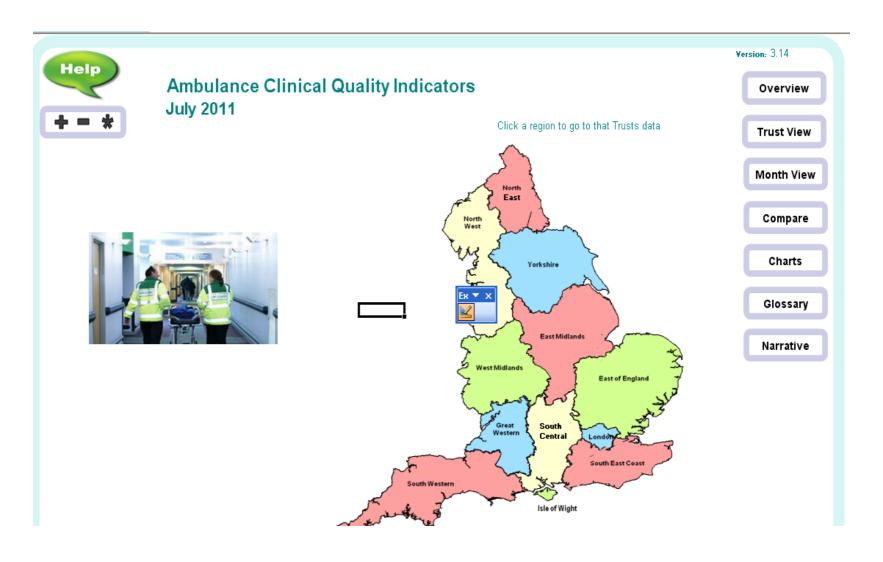


Ambulance Quality Indicators

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- End of 2010, UK Government announced a shift in the focus from time targets to quality of care.
- 11 new ambulance quality indicators for England's ambulance services.
- Used to measure patient experience and outcomes.

- Outcome from STEMI
- Outcome from cardiac arrest return of spontaneous circulation
- Outcome from cardiac arrest survival to discharge
- Outcome following stroke
- Proportion of calls closed with telephone advice or managed without transport to A&E (where this is clinically appropriate)
- Unplanned re-contact from the patient within 24hrs of discharge of care
- Call abandonment rate
- Time to answer calls
- Patient experience
- Red 8 minute and 19 minute response times
- Time-to-treatment by ambulance dispatched health professional for Red calls.







Stroke

- Call to hospital door within 60mins
- Clinical Performance Indicator 'care bundle' for stroke:
 - FAST positive
 - Blood pressure
 - Blood glucose level

Stroke

- April call to hospital door within 60mins performance = 65%
- No 'target'
- Improvement plan root cause analysis
- Ambulance clinicians to report on patient care record reason why call to hospital door greater than 60mins.

- Monthly total: cardiac arrest, plus STEMI, plus stroke = about 400 patients.
- Per month GWAS manages about 20000 public 999 calls.
- Expand quality indicators to increase the evidence of the quality of our care.
- End of Life preferred place of death

Thank you