



Agenda Item No. 9

Great Western Ambulance Service



NHS Trust



Ambulance Quality Indicators

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Joint HOSC - 14th October 2011

Ambulance Quality Indicators

- 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.

Ambulance Quality Indicators

- 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.

Ambulance Quality Indicators

Version: 3.14

Help

Ambulance Clinical Quality Indicators July 2011



Click a region to go to that Trusts data



Overview

Trust View

Month View

Compare

Charts

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Ambulance Quality Indicators



Ambulance CQI Recontact 24hrs On Scene July 2011

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Recontact 24hrs On Scene

July 2011

Percentage re-contact rate following discharge of care on scene

		Incidents	Performance (%)
East Midlands Ambulance Service NHS Trust	5.2	13,779	5.2
East of England Ambulance Service NHS Trust	7.1	21,387	7.1
Great Western Ambulance Service NHS Trust	4.0	7,171	4.0
Isle of Wight NHS PCT	0.9	433	0.9
London Ambulance Service NHS Trust	3.9	38,427	3.9
North East Ambulance Service NHS Trust	6.3	6,197	6.3
North West Ambulance Service NHS Trust	6.2	13,673	6.2
South Central Ambulance Service NHS Trust	6.0	12,062	6.0
South East Coast Ambulance Service NHS Foundation Trust	2.7	14,799	2.7
South Western Ambulance Service NHS Foundation Trust	9.6	11,539	9.6
West Midlands Ambulance Service NHS Trust	4.1	19,010	4.1
Yorkshire Ambulance Service NHS Trust	8.1	9,725	8.1

Overall for period
Lower is better
168,202
5.4

Ambulance Quality Indicators



Ambulance CQI Stroke - 60
April 2011

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Stroke - 60

April 2011

Percentage of Face Arm Speech Test (FAST) positive stroke patients (assessed face to face) potentially eligible for stroke thrombolysis, who arrive at a hyperacute stroke centre within 60 minutes of call

		Incidents	Performance (%)
East Midlands Ambulance Service NHS Trust	52.3	86	52.3
East of England Ambulance Service NHS Trust	46.6	116	46.6
Great Western Ambulance Service NHS Trust	65.2	66	65.2
Isle of Wight NHS PCT		22	0.0
London Ambulance Service NHS Trust	64.0	478	64.0
North East Ambulance Service NHS Trust	90.9	164	90.9
North West Ambulance Service NHS Trust	83.9	186	83.9
South Central Ambulance Service NHS Trust	62.3	175	62.3
South East Coast Ambulance Service NHS Foundation Trust	65.6	366	65.6
South Western Ambulance Service NHS Foundation Trust	53.9	421	53.9
West Midlands Ambulance Service NHS Trust	77.0	209	77.0
Yorkshire Ambulance Service NHS Trust	72.2	418	72.2

Overall for period

Higher is better

2,707

66.2

Ambulance Quality Indicators

Stroke

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

Ambulance Quality Indicators

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.

Ambulance Quality Indicators

- 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

Ambulance Quality Indicators

Thank you