Our Ref: TM/dmy/DR180315

David Rees AM
Chair
Health and Social Care Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

March 18, 2015

Dear David,

Health and Social Care Committee Short Inquiry into Ambulance Service Performance

Many thanks for the opportunity to appear before Committee and discuss the many challenges and opportunities we face as an ambulance service.

This letter addresses the issues about which Committee Members indicated they would like more information, and which were outlined in your letter of March 6. For ease of reference, your points are addressed in the order in which they are raised.

Details of Pilot Schemes Across Wales to Improve Ambulance Services

Committee members were aware of the many improvement actions and initiatives we have underway to improve performance across Wales.

We are working with the Chief Ambulance Services Commissioner and his team to ensure the impact of such initiatives is known and that those delivering benefits are progressed.

I detail below, by Health Board area, the improvement initiatives which are currently in place, all of which are focused on improving the quality and efficiency of care we provide to patients.

Aneurin Bevan Health Board (ABHB)

Falls area Response Service (FaRS): a three-month "Plan, Do, Study, Act" (PDSA) trial (Jan – Mar 2015) to test the impact of introducing a dedicated falls response

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team. A suitably equipped (WAST) vehicle is targeting 'falls' patients, with a view to providing alternatives to hospital admission, including access to appropriate alternative routes for treatment, e.g. a falls pathway.

Physician Response Unit (PRU): funded by the Health Board, the Physician Response Unit (PRU) is a trial in the Newport area that commenced in December 2014. Emergency Department Consultants are deployed alongside a Paramedic in a Rapid Response Vehicle to respond to low acuity calls, with a view to providing appropiate care at scene and avoiding the need for an admission to the Emergency Department. The team also attends acute and trauma cases if required.

Specialist Paramedic Hub: funded by the Health Board, the Specialist Paramedic Trial commenced in December 2014. Data analysis for the first month of operation indicates that conveyance rates in ABHB have reduced by circa 10 per cent. Upward of 50 per cent of patients are not conveyed, with patients being referred to alternatives (Assessment Units, Minor Injuries Units, GP or discharged at home) as opposed to going to the Emergency Department.

Betsi Cadwaladr University Health Board

GP / Trainee Advanced Paramedic Practitioner trial: with the exception of the first month, this initiative has been funded by the Health Board and involves Ambulance Service Trainee Advanced Paramedic Practitioners (TAPPs) working with the GP Out-of-Hours service in the North East area of Wales (Wrexham/Flintshire) during the weekends to manage and co-ordinate patient care. The trial commenced in January and has been extended until May.

Emergency Department Consultant based in North Wales Clinical Contact Centre at Llanfairfechan: funded by the Health Board, an ED consultant works on an ad hoc basis in our Clinical Contact Centre in Llanfairfechan to provide `hear and treat` advice to crews and, in discussion with other Health Care Professionals, to seek alternative care pathways for patients.

Cardiff and Vale University Health Board

Rapid Response Resuscitation Unit (3RU): this involves the British Heart Foundation funding a dedicated vehicle to respond to confirmed and suspected cardiac arrests in the Cardiff and Vale University Health Board area.

Cwm Taf University Health Board

An Improvement Group, with representation from both the Health Board and the Ambulance Service, and with support from both Executive Teams, has been established to implement a range of improvement initiatives to drive forward immediate service improvements.

Activities include a "wayfinder" exercise to ringfence Cwm Taf resources within the area, ensuring rapid "return to footprint" on those occasions where local ambulances are unavoidably working outside their 'home' area, for example, conveying a patient to a clinical centre of excellence.

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Welsh Ambulance Services
NHS Trust

GIG
NHS

Alternative Care Pathways

In addition, we are working with our Health Board colleagues across Wales to develop a range of Alternative Care Pathways and Care Bundles designed to improve clinical outcomes and patient flow. By way of example, these include:

(i)   Community Integrated Assessment Service (CIAS) pathway
(ii)   Ambulatory Care pathway
(iii)   Mental health pathway
(iv)   Social Services pathway

The Number of Category A Emergency Calls and Related Incidents etc

You will see that I have included this data at Appendix 1 (under separate cover). In the interests of completeness, I have provided the generic data requested by Committee Members, as well as a breakdown by Health Board area since 2012.

These figures show the clear rise in demand for our services, reflecting the comments made at Committee.

The data provided does not include any 2015 data as, barring January, this data is not yet in the public domain. Should members require the data for the final quarter of 2014/15 (i.e. first three months of the 2015 calendar year), then this will be available at the end of April and I will be very happy to provide this under separate cover.

Maternity Care at Glan Clwyd Hospital

Members will recall the question about whether the Welsh Ambulance Services NHS Trust had been consulted, or involved in, the decision made to suspend consultant-led maternity care at Glan Clwyd Hospital.

I can confirm that I discussed the issue with Dr Matthew Makin, Medical Director of Betsi Cadwalader University Health Board (BCU), on Monday, February 9, 2015 by telephone, following efforts made by Dr Makin to make contact with me the previous week.

This discussion occurred before the pertinent meeting of the Betsi Cadwalader Board. Dr Makin and I agreed that, pending the deliberations of the BCU Board on the matter, the Trust would work with colleagues from BCU to assess the implications from an ambulance service perspective and agree how the Trust could support Health Board colleagues to deliver a safe service.
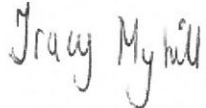
Following the Health Board's decision to suspend consultant-led maternity care at Ysbyty Glan Clwyd, senior representatives from our North Wales team are now actively involved in the Health Board's service change working group related to transport matters. This group is working through the transport implications of the change and developing an appropriate plan to address them, with a focus on maintaining patient safety and providing timely pre-hospital care.

Trust Improvement Plan

Our plan is currently being updated as part of our three-year Integrated Medium Term Plan (IMTP). The IMTP has not yet been approved by our commissioners or the Trust Board and will follow in due course.

I trust this information is helpful to Committee Members. In the interim, should you require any additional information, please do not hesitate to contact me.

Best Regards

Tracy Myhill

Tracy Myhill
Chief Executive (Interim)

cc: Mick Giannasi, Chair

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Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
NHS Trust

Health Informatics Reference: 8041

Data Period:	1st January 2012 - 31st December 2014 (Inclusive)
Data Source:	Emergency Medical Service Cube
Selection Criteria:	Categorisation: Category A Calls
	Valid Calls
	Verified Incidents
	KPI A8 Denominator
	KPI A8 Numerator
	KPI A8 Percentage
	WAST Operation Area (Operational Area)
	Incident Location (LHB)
	Calendar (All Wales)

Caveat:

The data does not include any 2015 data, which is the result of some figures not having yet been officially released in accordance with the UK Statistics Authority Code of Practice.

Verified Incident

A Valid call is all 999 calls answered by Control, excluding calls made in error, test calls, calls to other ambulance control rooms, Information and duplicate calls.

Question

The number of Category A emergency calls made in 2012,2013 and 2014;
The number of incidents to which those calls relate
The number which resulted in an emergency response arriving at the scene and
The number which is resulted in an emergency response arriving at the scene within eight minutes

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage
2012	186,481	166,426	161,199	102,393	63.5%
2013	201,147	169,903	164,585	99,506	60.5%
2014	217,326	172,210	166,130	90,102	54.2%
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage
2012	**186,481**	**166,426**	**161,199**	**102,393**	**63.5%**
Abertawe Bro Morgannwg	33,142	28,186	27,305	17,694	64.8%
Aneurin Bevan	34,768	31,396	30,686	18,708	61.0%
Betsi Cadwaladr	40,463	38,337	37,963	24,899	65.6%
Cardiff and Vale	27,481	24,692	24,028	16,349	68.0%
Cwm Taf	18,542	16,429	16,006	8,935	55.8%
Hywel Dda	21,725	19,431	18,969	12,072	63.6%
Out of Area	2,923	1,565	0	0	0.0%
Powys	7,437	6,390	6,242	3,736	59.9%
2013	**201,147**	**169,903**	**164,585**	**99,506**	**60.5%**
Abertawe Bro Morgannwg	35,712	28,263	27,369	17,120	62.6%
Aneurin Bevan	37,244	32,012	31,321	17,875	57.1%
Betsi Cadwaladr	42,497	39,043	38,581	24,888	64.5%
Cardiff and Vale	30,481	25,937	25,160	15,485	61.5%
Cwm Taf	20,051	16,691	16,291	8,570	52.6%
Hywel Dda	24,170	20,113	19,589	11,923	60.9%
Out of Area	3,044	1,427	0	0	0.0%
Powys	7,948	6,417	6,274	3,645	58.1%
2014	**217,326**	**172,210**	**166,130**	**90,102**	**54.2%**
Abertawe Bro Morgannwg	37,935	28,136	27,117	16,340	60.3%
Aneurin Bevan	40,168	32,537	31,552	15,193	48.2%
Betsi Cadwaladr	47,245	40,518	39,821	23,570	59.2%
Cardiff and Vale	33,328	26,615	25,614	13,560	52.9%
Cwm Taf	21,305	16,834	16,379	7,283	44.5%
Hywel Dda	25,597	19,837	19,273	10,633	55.2%
Out of Area	3,155	1,214	0	0	0.0%
Powys	8,593	6,519	6,374	3,523	55.3%
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage
2012	**186,481**	**166,426**	**161199**	**102393**	**63.5%**
Abertawe Bro Morgannwg	**33,142**	**28,186**	**27305**	**17694**	**64.8%**
Bridgend	8,958	6,777	6566	3846	58.6%
Neath Port Talbot	8,835	7,823	7616	4657	61.1%
Swansea	15,349	13,586	13123	9191	70.0%
Aneurin Bevan	**34,768**	**31,396**	**30686**	**18708**	**61.0%**
Blaenau Gwent	4,777	4,235	4143	2443	59.0%
Caerphilly	10,730	9,819	9638	5731	59.5%
Monmouth	4,738	4,064	3964	2401	60.6%
Newport	9,104	8,318	8073	5410	67.0%
Torfaen	5,419	4,960	4868	2723	55.9%
Betsi Cadwaladr	**40,463**	**38,337**	**37963**	**24899**	**65.6%**
Conwy & Denbighshire	14,362	13,640	13528	9634	71.2%
Flintshire & Wrexham	15,033	14,292	14152	9197	65.0%
Gwynedd & Isle of Anglesey	11,068	10,405	10283	6068	59.0%
Cardiff And Vale	**27,481**	**24,692**	**24028**	**16349**	**68.0%**
Cardiff	20,523	18,551	18004	12481	69.3%
Vale of Glamorgan	6,958	6,141	6024	3868	64.2%
Cwm Taf	**18,542**	**16,429**	**16006**	**8935**	**55.8%**
Merthyr Tydfil	3,783	3,378	3266	1987	60.8%
Rhondda Cynon Taff	14,759	13,051	12740	6948	54.5%
Hywel Dda	**21,725**	**19,431**	**18969**	**12072**	**63.6%**
Carmarthen	10,535	9,383	9121	5732	62.8%
Ceredigion	3,921	3,505	3426	2090	61.0%
Pembrokeshire	7,269	6,543	6422	4250	66.2%
Out of Area	**2,923**	**1,565**	**0**	**0**	**0.0%**
Out of Area	2,923	1,565	0	0	0.0%
Powys	**7,437**	**6,390**	**6242**	**3736**	**59.9%**
North Powys	3,512	3,017	2950	1769	60.0%
South Powys	3,925	3,373	3292	1967	59.8%
2013	**201,147**	**169,903**	**164585**	**99506**	**60.5%**
Abertawe Bro Morgannwg	**35,712**	**28,263**	**27369**	**17120**	**62.6%**
Bridgend	9,760	7,001	6765	4009	59.3%
Neath Port Talbot	9,764	8,006	7778	4675	60.1%
Swansea	16,188	13,256	12826	8436	65.8%
Aneurin Bevan	**37,244**	**32,012**	**31321**	**17875**	**57.1%**
Blaenau Gwent	5,091	4,251	4159	2297	55.2%
Caerphilly	11,485	10,038	9862	5342	54.2%
Monmouth	5,420	4,413	4300	2388	55.5%
Newport	9,427	8,208	7981	5217	65.4%
Torfaen	5,821	5,102	5019	2631	52.4%
Betsi Cadwaladr	**42,497**	**39,043**	**38581**	**24888**	**64.5%**
Conwy & Denbighshire	15,117	13,921	13756	9701	70.5%
Flintshire & Wrexham	15,757	14,545	14383	9125	63.4%
Gwynedd & Isle of Anglesey	11,623	10,577	10442	6062	58.1%
Cardiff And Vale	**30,481**	**25,937**	**25160**	**15485**	**61.5%**
Cardiff	22,412	19,298	18716	11742	62.7%
Vale of Glamorgan	8,069	6,639	6444	3743	58.1%
Cwm Taf	**20,051**	**16,691**	**16291**	**8570**	**52.6%**
Merthyr Tydfil	4,041	3,389	3293	1831	55.6%
Rhondda Cynon Taff	16,010	13,302	12998	6739	51.8%
Hywel Dda	**24,170**	**20,113**	**19589**	**11923**	**60.9%**
Carmarthen	11,650	9,682	9421	5582	59.3%
Ceredigion	4,423	3,681	3574	2108	59.0%
Pembrokeshire	8,097	6,750	6594	4233	64.2%
Out of Area	**3,044**	**1,427**	**0**	**0**	**0.0%**
Out of Area	3,044	1,427	0	0	0.0%
Powys	**7,948**	**6,417**	**6274**	**3645**	**58.1%**
North Powys	3,572	2,920	2853	1656	58.0%
South Powys	4,376	3,497	3421	1989	58.1%
2014	**217,326**	**172,210**	**166130**	**90102**	**54.2%**
Abertawe Bro Morgannwg	**37,935**	**28,136**	**27117**	**16340**	**60.3%**
Bridgend	10,518	6,997	6662	3918	58.8%
Neath Port Talbot	9,995	7,685	7476	4405	58.9%
Swansea	17,422	13,454	12979	8017	61.8%
Aneurin Bevan	**40,168**	**32,537**	**31552**	**15193**	**48.2%**
Blaenau Gwent	5,527	4,287	4175	1884	45.1%
Caerphilly	11,996	10,026	9763	4350	44.6%
Monmouth	5,871	4,403	4274	1967	46.0%
Newport	10,497	8,635	8293	4761	57.4%
Torfaen	6,277	5,186	5047	2231	44.2%
Betsi Cadwaladr	**47,245**	**40,518**	**39821**	**23570**	**59.2%**
Conwy & Denbighshire	16,695	14,454	14225	9162	64.4%
Flintshire & Wrexham	17,942	15,402	15135	8638	57.1%
Gwynedd & Isle of Anglesey	12,608	10,662	10461	5770	55.2%
Cardiff And Vale	**33,328**	**26,615**	**25614**	**13560**	**52.9%**
Cardiff	24,538	19,861	19049	10140	53.2%
Vale of Glamorgan	8,790	6,754	6565	3420	52.1%
Cwm Taf	**21,305**	**16,834**	**16379**	**7283**	**44.5%**
Merthyr Tydfil	4,298	3,401	3287	1659	50.5%

Rhondda Cynon Taff	17,007	13,433	13092	5624	43.0%
Hywel Dda	**25,597**	**19,837**	**19273**	**10633**	**55.2%**
Carmarthen	12,509	9,666	9366	5002	53.4%
Ceredigion	4,601	3,562	3459	1874	54.2%
Pembrokeshire	8,487	6,609	6448	3757	58.3%
Out of Area	**3,155**	**1,214**	**0**	**0**	**0.0%**
Out of Area	3,155	1,214	0	0	0.0%
Powys	**8,593**	**6,519**	**6374**	**3523**	**55.3%**
North Powys	3,925	2,984	2918	1625	55.7%
South Powys	4,668	3,535	3456	1898	54.9%
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**