



Our Ref: GU/js

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BOROUGH OF PENDLE DEMOCRATIC/LEGAL SERVICES			
26 AUG 2015			
SECTION	JD DL	COPIES TO	

25 August 2015

Dear Mr Langton

Ambulance Response Times in Pendle

Thank you for your letter regarding ambulance response times in the Pendle area and in particular post code BB18. I have raised your concerns with the lead ambulance commissioners, Blackpool CCG, and North West Ambulance Service (NWAS) and would comment as follows.

Both NWAS and CCG commissioners inform me they are doing whatever is practical to improve urgent and emergency response in the Pendle area. The rural nature of the area together with the low number of incidents requiring an ambulance service response will undoubtedly impact on performance.

I have updated the performance figures you enclosed to include July and these are attached. The average number of Red 1 and Red 2 calls in BB18 are 1 and 11 per week. Taking red incidents together, this equates to an average of 1.7 per day. These could occur simultaneously or at any time during a 24 hour period and missing just one will result in performance levels of 50% or less.

To invest in dedicated resources for this area would not represent best use of scarce NHS resources, nor would it guarantee improved performance.

I understand this was explained to some of your councillors in August 2013 by NWAS and Blackpool CCG staff and they acknowledged it was not necessarily what they were seeking. Looking at the Pendle area, performance is better but less than the national standards; a similar situation when viewed at East Lancashire level, but this improves at county and North West level.

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Like the majority of ambulance services in the UK during the past 12 months, NWAS saw activity in general rise at an unprecedented rate. In particular the red calls contributed significantly to the missing of response time targets.

However, this is not to say we are complacent, and continually strive for improvements. Accordingly an additional £10m has been made in NWAS by CCGs throughout the North West. This has resulted in a planned increase of 400+ staff and 60 extra ambulance/response vehicles.

This investment is now starting to have an impact on performance which will permeate down to the respective county and CCG levels. However, there will be differences in each area because of the factors previously explained.

In your letter you mention frequent caller schemes, community first responders and community paramedics. These initiatives are in place and are designed to provide treatment prior to the arrival of the paramedic, reduce demand or provide local capacity.

I am informed that meetings to review East Lancashire residents' access to urgent and emergency care have taken place with NWAS and the CCG. These meetings have provided significant challenge to NWAS, but also enabled a better understanding of the issues faced in responding to large increases in emergency calls.

I trust I have answered your questions and whilst I am not able to assure you of improved response times in BB18. I have made clear our ambition to ensure the best possible service within resources is available.

Yours sincerely



Graham Urwin
Director of Commissioning Operations
Lancashire & Greater Manchester Region
NHS England

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NWAS R1, R2 & A19 performance from April to July 2015

Please see below performance figures for April to July 2015 for BB18:

Month	Red 1 Incidents	R1 <8m%	Red 2 Incidents	R2 <8m%	A19
April 2015	6	17%	42	67%	87%
May 2015	4	25%	40	52%	82%
June 2015	4	25%	55	50%	85%
July 2015	4	50%	54	65%	88%

Red 1 responses greater than 8 minutes:

BB18	Date	Response Time (mins)	Details
RED1	01/04/2015	17.35	Short of breath, patient treated at home - no hospital transfer
RED1	07/04/2015	19.47	Fainting episode - no hospital transfer
RED1	14/04/2015	13.53	Unconscious but breathing - patient transferred to hospital
RED1	20/04/2015	13.2	Deceased patient - no hospital transfer (police dealt with incident)
RED1	27/04/2015	12.7	Incident dealt with by Yorkshire Ambulance Service - patient not breathing/ deceased - no hospital transfer
RED1	05/05/2015	18.25	Suicide patient deceased - call from Police requesting attendance for confirmation
RED1	17/05/2015	16.12	Incident dealt with by Yorkshire Ambulance Service & NWAS CFR - patient not breathing/ deceased - no hospital transfer
RED1	22/05/2015	19.67	Deceased patient - no hospital transfer (police dealt with incident)
RED1	09/06/2015	11.6	Breathing problems - patient transferred to hospital
RED1	23/06/2015	9.73	Male head injury (motorbike RTC) - patient transferred to hospital

Please see below performance figures for April to July 2015 for Pendle:

Month	Red 1 Incidents	R1 <8m%	Red 2 Incidents	R2 <8m%	A19
April 2015	36	63.9%	413	71%	94%
May 2015	27	63%	392	73%	95%
June 2015	23	57%	407	69%	95%
July 2015	31	74%	424	71%	93%

Please see below performance figures for April to July 2015 for East Lancashire:

Month	Red 1 Incidents	R1 <8m%	Red 2 Incidents	R2 <8m%	A19
April 2015	126	59%	1822	68%	91%

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May 2015	124	75%	1806	76%	95%
June 2015	121	64%	1825	72%	94%
July 2015	127	65%	2001	72%	93%

Please see below performance figures for April to June 2015 for Lancashire:

Month	Red 1 Incidents	R1 <8m%	Red 2 Incidents	R2 <8m%	A19
April 2015	524	67%	7313	70%	91%
May 2015	513	78%	7285	77%	96%
June 2015	483	76%	7336	75%	95%
July 2015	508	74%	7822	74%	93%

Please see below performance figures for April to June 2015 for NWAS:

Month	Red 1 Incidents	R1 <8m%	Red 2 Incidents	R2 <8m%	A19
April 2015	2411	71%	33355	72%	93%
May 2015	2471	82%	33908	79%	96%
June 2015	2279	80%	34548	78%	96%
July 2015	2308	80%	34799	76%	95%

Please note: NWAS is commissioned to deliver performance for the region as a whole, rather than for individual areas.

Warning: This report represents our current best knowledge of CCG boundary definition using a static postcode lookup table. There are known issues with this approach including maintainability & postcode/VVG incompatibility. We are working with MIS to deliver a more accurate and resilient method for deriving this information.

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