



# North West Ambulance Service NHS Trust.

West Craven Area Committee 28 February 2023

**Matt Cooper – Area Director for Cumbria & Lancashire**

**Dave Dixon - Sector Manager, East Lancashire**

**Shaun Sproule – Chain of Survival Regional Lead**

# About us.



- 5 counties
- 5,400 square miles
- 7.5 million population
- 106 ambulance stations
- 10 contact centres (999, PTS and 111)
- Part of Northern Ambulance Alliance

1003 vehicles\*



7,358 staff\*



£371m budget\*



Paramedic Emergency  
Service



Patient Transport Service



NHS 111



Resilience

Corporate Services

# Integrated Care Systems (ICS).



Integrated care systems (ICSs) became legal bodies in July 2022.

ICSs are made up of commissioners of NHS services, health and care providers and other partner organisations

ICSs share four goals: working together and supporting integration, reducing bureaucracy, improving public confidence and accountability, and supporting public health, social care, quality and safety.

NWAS is the only NHS organisation in the North West that operates across five ICSs (inc. Glossop. Derbyshire)

# Our Strategy.

# Our vision:

Our vision is to deliver the right care, at the right time, in the right place, every time.



## Right Care

We will provide outstanding care that is safe, effective and focussed on the needs of the patient.

## Right Time

We will achieve all operational performance standards for our paramedic emergency service, NHS 111 and patient transport service.

## Right Place

We will provide care in the most appropriate setting for each patient's needs, taking fewer people to emergency departments by providing safe care closer to home or referring people to other health and care pathways.

## Every time

We will provide services which are consistent, reliable and sustainable



Our vision is ambitious. To achieve it we need to balance getting the basics right while continuously striving for excellence

**Get the basics**

**right**



**Strive for**

**excellence**



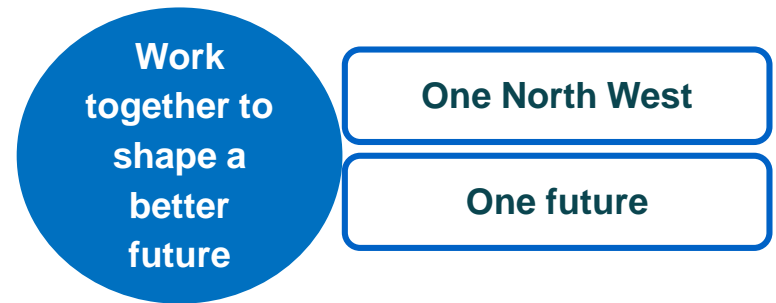
# Our strategic aims and objectives:



# What does this mean for local communities?



- We will focus on safety to prevent harm and improve quality of care.
- We will use evidence to improve our services and achieve the best possible outcome for our patients.
- We will work with our patients and the wider public to make sure our services are accessible and offer an excellent experience for everyone.



- We will work together to improve the services we provide. We will work with our partners and the public to design solutions which improve access, outcomes and experience for everyone.

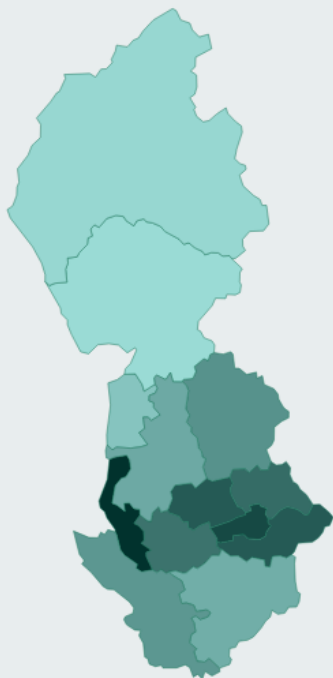


# Performance & Activity – North West

1 Nov '22 – 31 Jan '23



Activity by Sector (deeper shade is more)



Date Range	Category	Area / Sector	CCG	MPDS
01/11/2022 31/01/2023	Multiple selecti... ▾	Multiple selecti... ▾	All ▾	All ▾

Demand		
358,792	234,446	210,646
Emergency CAD Records	Emergency Incidents	Emergency F2F Incidents

By Category				
28,742	147,125	55,557	3,022	(Blank)
C1	C2	C3	C4	C5

Mean Response Time				
00:09:06	00:49:09	03:26:39	04:06:26	
C1 (7m)	C2 (18m)	C3	C4	C5

90th Percentile Response Time				
00:15:34	01:55:07	08:42:35	09:32:51	
C1 (15m)	C2 (40m)	C3 (1h 20m)	C4 (3h)	C5

Outcome			
23,800 (10.2%)	72,805 (31.1%)	123,838 (52.8%)	14,003 (6.0%)
Hear and Treat	See and Treat	See and Convey AE	See and Convey nonAE

# Performance & Activity Breakdown - East Lancashire Sector

1 Nov '22 – 31 Jan '23



Activity by Sector (deeper shade is more)



Date Range	Category	Area / Sector	CCG	MPDS
01/11/2022 31/01/2023	Multiple selecti...	Multiple selecti...	All	All

## Demand

26,393	19,078	17,155
Emergency CAD Records	Emergency Incidents	Emergency F2F Incidents

## By Category

2,218	12,219	4,397	244	(Blank)
C1	C2	C3	C4	C5

## Mean Response Time

00:09:34	00:36:10	02:30:18	02:57:14	
C1 (7m)	C2 (18m)	C3	C4	C5

## 90th Percentile Response Time

00:17:03	01:19:01	06:23:24	06:50:28	
C1 (15m)	C2 (40m)	C3 (1h 20m)	C4 (3h)	C5

## Outcome

1,923 (10.1%)	5,772 (30.3%)	9,788 (51.3%)	1,595 (8.4%)
Hear and Treat	See and Treat	See and Convey AE	See and Convey nonAE


# Our Resources.

- 1 ambulance station in Pendle with 1x emergency ambulance
- Area also served by Burnley station with 10x emergency ambulances

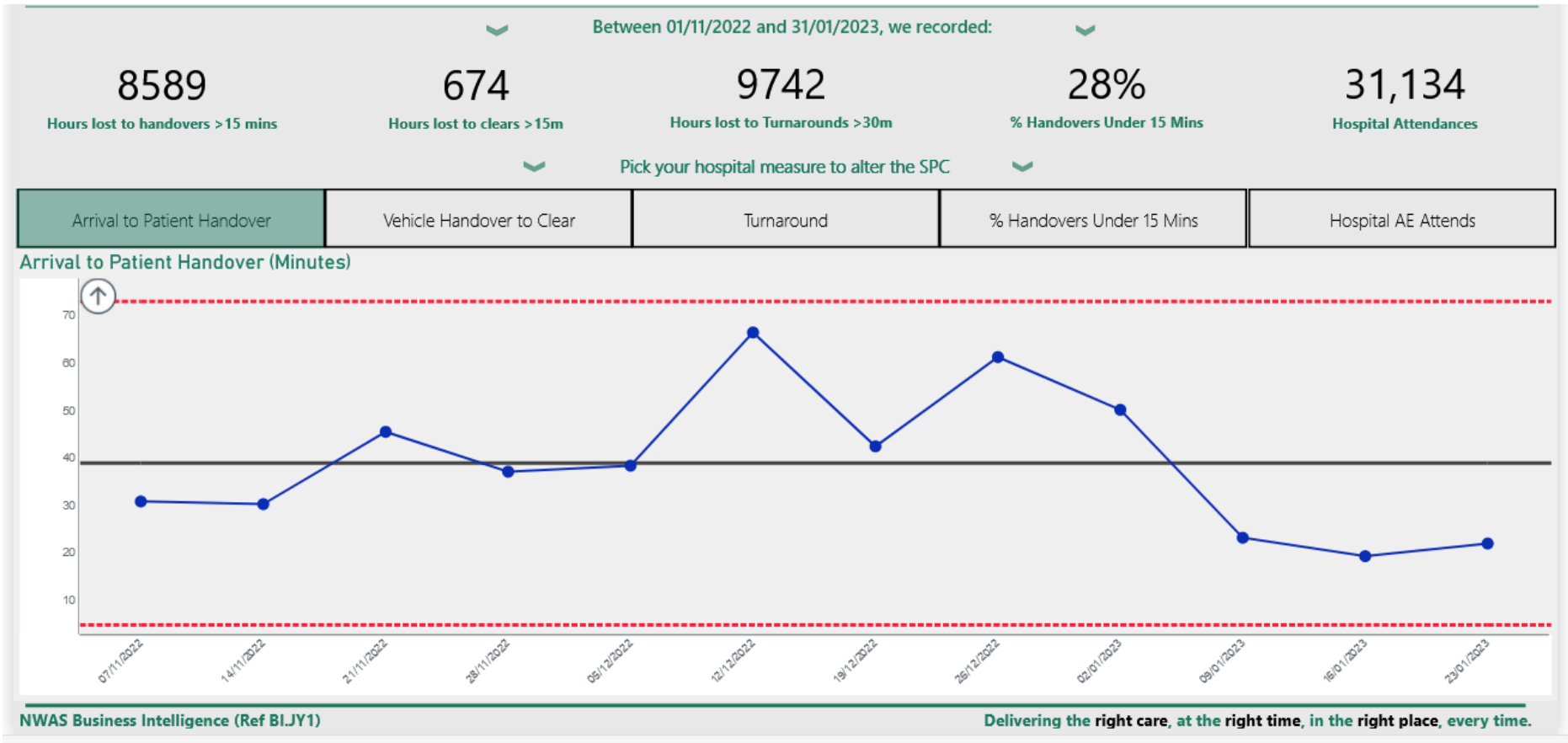
## Community First Responders

- Colne 5 CFRs - 4 active
- Earby 2 CFRs - 1 active
- Barnoldswick 2 CFRs - 1 active
- Nelson / Barrowford (also covered by Burnley CFRs) 9 CFRs – 7 active

# Our challenges in West Craven/Pendle

- Nearest hospitals
    - Royal Blackburn A&E - 21 miles
    - Airedale A&E - 14 miles
    - Burnley UC - 9 miles
  - Lengthy hospital handover times
  - Rural location
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# Hospital Handover



Data from Lancashire hospitals with date range 1/11/22- 31/01/23


# Community Resilience.

# Public Defibrillators.





# Why Public Defibrillators?


- Around 60,000 out-of-hospital cardiac arrests occur in the UK every year
  - On average, only eight out of 100 people for whom resuscitation is attempted by emergency services in England survive to leave the hospital, and each minute without intervention reduces the chance of survival.
  - Each minute of delay to defibrillation is estimated to reduce by 10% the probability of long-term survival after ventricular fibrillation cardiac arrest
  - The median survival rate was 22% (range 4% to 78% across 22 studies) if attended to by any non-medical first responder.
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# Why Community First Responders?

- Rural communities experience difficulties in accessing health care for reasons such as challenging geography, distance from service centres
- CFRs fulfil a community-based voluntary role in emergency service provision and are trained to provide basic level of 'first person on the scene' first aid training including patient resuscitation, basic wound care, and use of defibrillators.
- In a study conducted by BMC Health Services Research, CFR response times were, on average, 10.19 minutes earlier than ambulance response times
  - 9.8 minutes in the urban schemes
  - 10.14 minutes in the most remote rural schemes
- CFRs are contributing to the response gap in rural communities, providing basic life support that patients wouldn't otherwise have.

# How we can help?

- Active campaign to recruit more CFR teams and then subsequent training
  - Support with obtaining and registering community accessible defibrillators
  - Active campaign to encourage businesses, community groups, schools etc to install defibrillators
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# Comments or questions?