



North West Ambulance Service NHS Trust

Matt Cooper, Area Director Cumbria & Lancashire


Matt Cooper – Area Director for Cumbria & Lancashire

Dave Dixon - Sector Manager, East Lancashire

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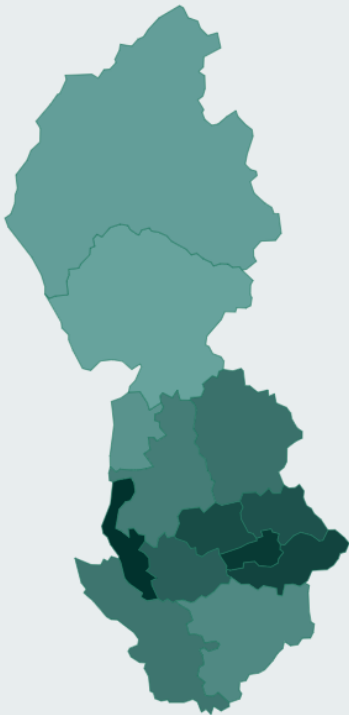
In the last year.....

In 23/24...

- A new partnership initiative to identify undiagnosed high blood pressure was successfully piloted and we are now working to scale this up to be rolled out region-wide.
 - We launched the Insight app which supports both audio language line and British Sign Language (BSL) video interpretation to allow our operational crews to interact with patients via a translator or BSL.
 - We were awarded the Recruit Lancashire People Award following our Widening Access Team's continuous work supporting and inspiring individuals and job seekers into employment.
 - As part of the NHS Ambulance Radio Programme (ARP), we successfully migrated our Emergency Operations Centres (EOC) to a new radio system. This provides critical communications from the EOC to our crews on the road, helping us improve patient care and supporting the resilience of our service.
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Performance & Activity – North West

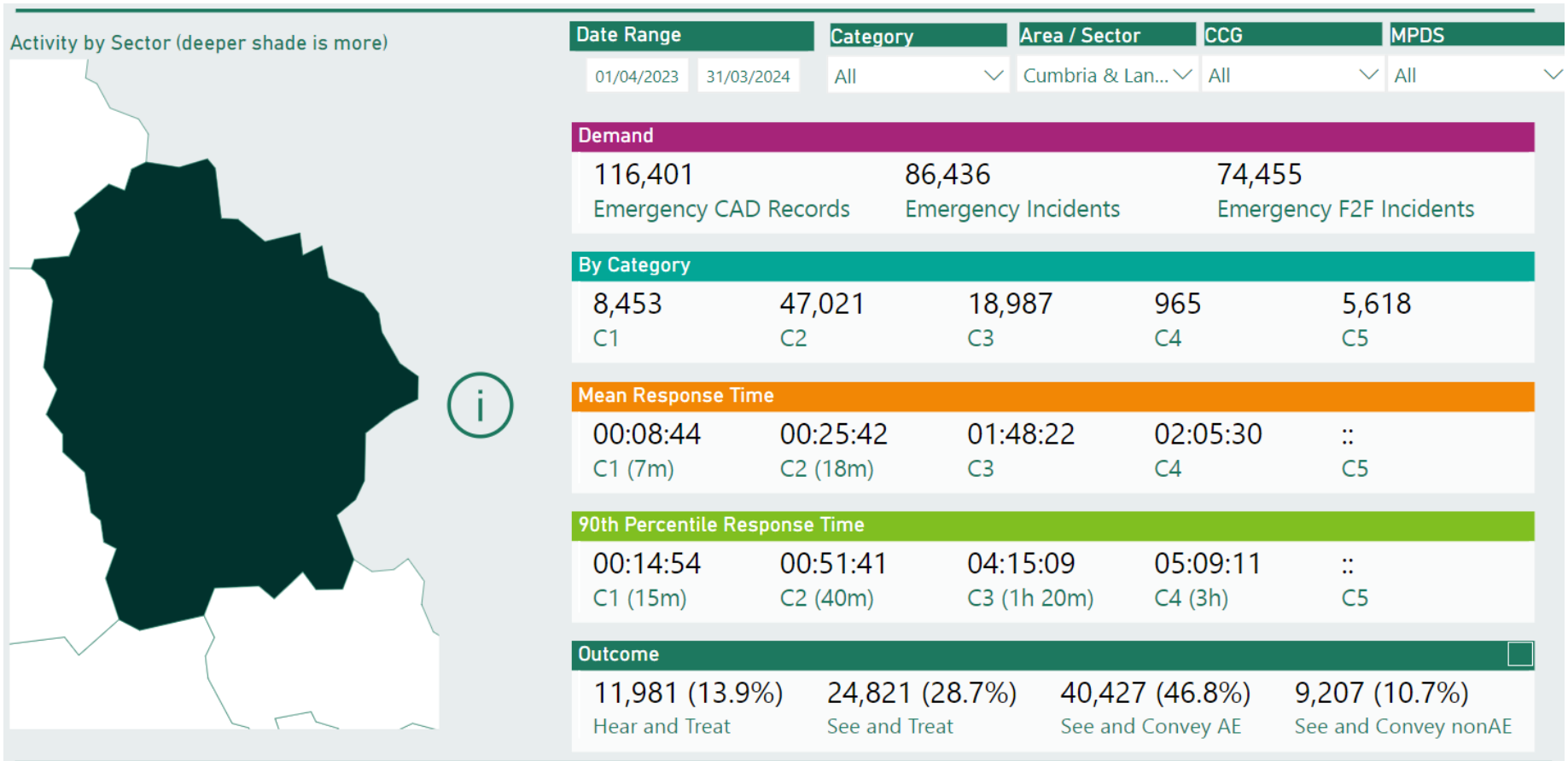
Activity by Sector (deeper shade is more)



Date Range		Category	Area / Sector	CCG	MPDS
01/04/2023	31/03/2024	All	All	All	All
Demand					
1,599,754		1,121,403		963,425	
Emergency CAD Records		Emergency Incidents		Emergency F2F Incidents	
By Category					
109,801	609,575	239,959	14,758	88,686	
C1	C2	C3	C4	C5	
Mean Response Time					
00:08:07	00:28:44	02:14:53	02:34:36	00:45:09	
C1 (7m)	C2 (18m)	C3	C4	C5	
90th Percentile Response Time					
00:13:45	01:00:33	05:17:59	06:00:46	::	
C1 (15m)	C2 (40m)	C3 (1h 20m)	C4 (3h)	C5	
Outcome					
157,978 (14.1%)		312,715 (27.9%)		569,688 (50.8%)	
81,022 (7.2%)					
Hear and Treat	See and Treat	See and Convey AE		See and Convey nonAE	

Performance & Activity Breakdown

- East Lancashire Sector



Our Resources.

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

Community First Responders

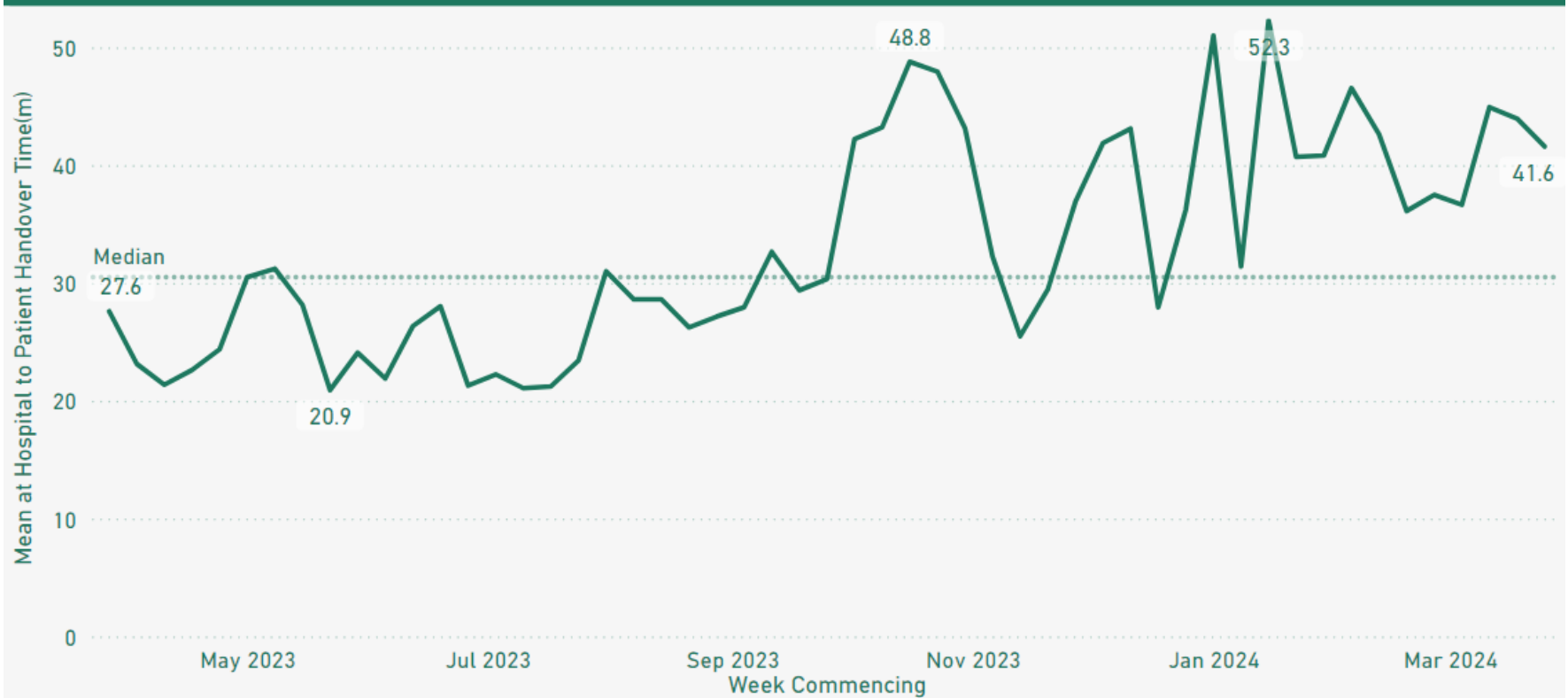
- Colne 5 CFRs - 4 active
- Earby 2 CFRs - 1 active
- Barnoldswick 2 CFRs - 1 active
- Nelson / Barrowford (also covered by Burnley CFRs) 9 CFRs – 7 active

Our challenges in West Craven/Pendle

- Nearest hospitals
 - Royal Blackburn A&E – 21 miles
 - Airedale A&E – 14 miles
 - Burnley UC – 9 miles
- Increasing hospital handover times
- Rural location


Hospital Handover

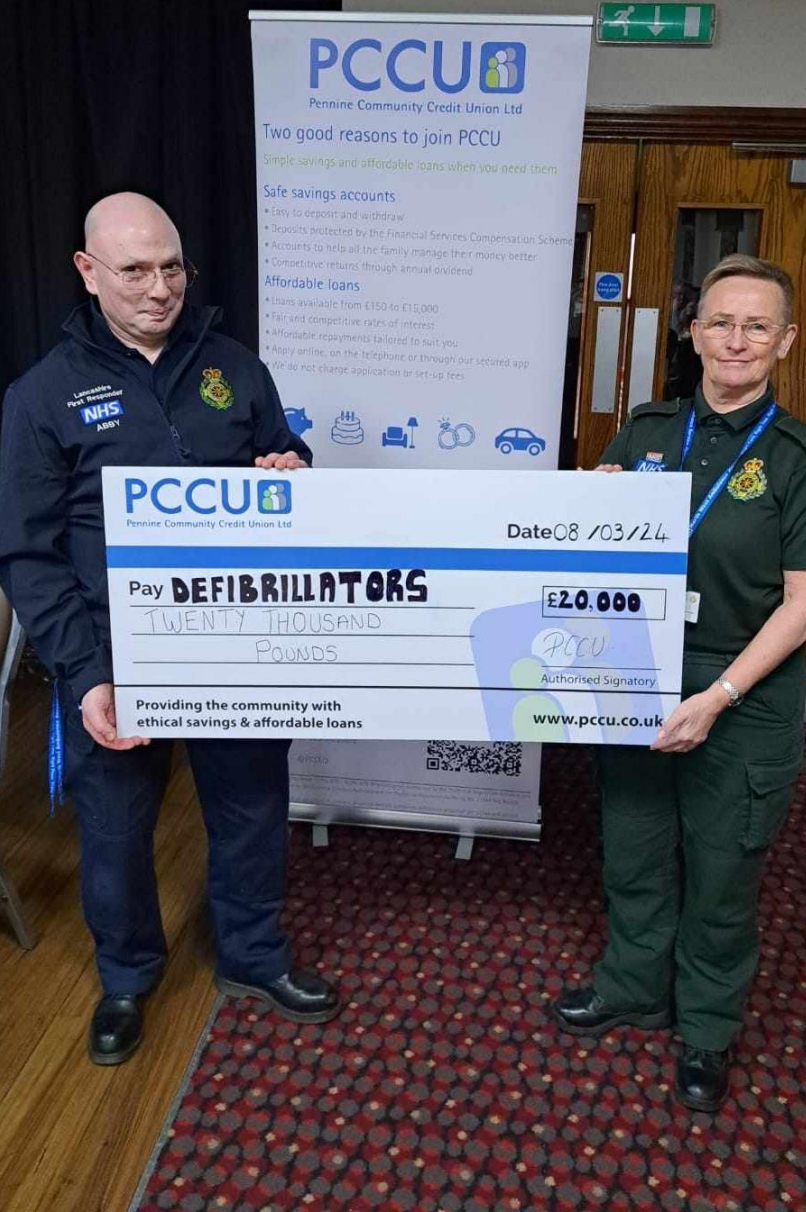
Weekly Averages - Arrival to Patient Handover



Community Resilience.

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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Since we last met.....

- Pennine Community Credit Union Ltd has donated £20,000 for the purchase of community defibrillators
- These have all been purchased and will be placed in publicly accessible locations within the Pendle/West Craven area

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?