



Scottish Ambulance Service Report – Highland

Subject: SAS Performance Update - Highlands	DMT Date 13/06/2013
Compiled by: G MacLeod Head of Services	

Subject	Cat A Performance	Cat B
Comments	April 72.4%	89.8%
	May 71.6%	89.2%
	YTD 71.4%	89.5%
	NB Cat B changed target from 21 mins to 19 minutes Response	
	Urgent Calls 94.8% YTD	

Subject	Scheduled Care
Comments	<ul style="list-style-type: none"> • Punctuality for Appointment 88.4% YTD • Punctuality after Appointment 88.7% YTD • Journeys Cancelled 1.3% YTD

Subject	Clinical Excellence
Comments	<ul style="list-style-type: none"> • Return of Spontaneous Circulation 21.4% YTD • ROSC in VT/VF 60% YTD • Hyper acute stroke <60 mins 72.7% YTD • Appropriate Incidents with Paramedic 88.8% YTD

Subject	A&E Recruitment
Comments	<ul style="list-style-type: none"> • 5 x GCU for Highland started late April/May • GCU – 7 on course commencing 12th May • Vacancies for Rest Break agreement – Complete • Nairn went live 24/7 on 29th April (4 new staff – all Paramedics) • Fort William – new shifts commenced with less On Call

Subject	Staff Vacancies- Patient Transport Service
Comments	<ul style="list-style-type: none"> ➤ 1 x Portree ➤ 1 x Invss 0.5 WTE Discharge vehicle ➤ 1 x Wick ➤ 1 x Ft William ➤ 1 x Thurso P/T (recruited & commences June)

Subject	Emergency Incidents Treated @ Scene
Comments	<ul style="list-style-type: none"> • 15.2% YTD

Subject	Hospital turnaround
Comments	<ul style="list-style-type: none"> • 72.8% (<15:00) or an average time of 14:24 minutes

Subject	Conveyance to Hospital
Comments	<ul style="list-style-type: none"> • 70.4% YTD

Subject	Air Ambulance
Comments	<ul style="list-style-type: none"> • Scotland's Charity Air Ambulance service commenced operations from Perth in May.



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Subject: SAS Performance Update - Highlands	Date: September 2013
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Subject	Cat A Performance	Cat B	
Comments	July	69.2%	87.1%
	August	67.8%	88.8%
	MTD	72.7%	92.1%
	YTD	70.5%	88.9%
	NB Cat B changed target changed from 21 mins to 19 minutes Response		
	Urgent Calls	94.7% YTD	

Subject	Scheduled Care (Patient Transport)
Comments	<ul style="list-style-type: none"> • Punctuality for Appointment 86.5% YTD • Punctuality after Appointment 86.8% YTD • Journeys Cancelled 2.2% YTD

Subject	Clinical Excellence
Comments	<ul style="list-style-type: none"> • Return of Spontaneous Circulation 15.8% YTD • ROSC in VT/VF 35.7% YTD • Hyper acute stroke <60 mins 65.2% YTD • Appropriate Incidents with Paramedic 88.1% YTD

Subject	A&E Recruitment
Comments	<ul style="list-style-type: none"> • 5 students returned from Glasgow Caledonian University (GCU) this month • 3 commenced GCU September • Nairn went live 24/7 on 29th April (4 new staff – all Paramedics) • Fort William – new shifts commenced with less On Call • Currently 8 vacancies

Subject	Staff Vacancies- Patient Transport Service
Comments	<ul style="list-style-type: none"> ➤ 1 x Invss 0.5 WTE Discharge vehicle ➤ 1 x Wick ➤ 1 x Ft William ➤ 1 x Tain



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Subject	Emergency Incidents Treated @ Scene
Comments	<ul style="list-style-type: none">• 15.4% YTD

Subject	Hospital turnaround
Comments	<ul style="list-style-type: none">• 72.8% (<15:00) or an average time of 14:24 minutes

Subject	Conveyance to Hospital
Comments	<ul style="list-style-type: none">• 69.8% YTD

Subject	Air Ambulance
Comments	<ul style="list-style-type: none">• Scotland's Charity Air Ambulance service commenced operations from Perth in May.• Operating 10 hours a day



Glossary And Target Measures

Emergency Calls

Category A – Life threatening call response Target of 8 Minutes for 75% of calls

Category B – Emergency call response target of 19 minutes for 95% of calls

Category C – Emergency call that could be responded to in a given timeframe or passed to another service provider

Urgent Call - Unplanned call from NHS 24, Doctor, midwife that has a timescale for admission to hospital. 91% target

Scheduled Care –

Punctuality for appointment at hospital - Target 72%

Punctuality after appointment (uplift) - Target 90%

Journeys cancelled - Target <0.5%

Glossary

GCU Glasgow Caledonian University

RoSC Return of Spontaneous Circulation (Target of between 12-20%)

VT Ventricular Tachycardia (Target of 20%)

VF Ventricular Fibrillation (Target of 20%)