



**Scottish Ambulance Service**  
**Quarterly Report**  
**Highland**

<b>Reporting Period</b>	<b>From:</b> April 2016	<b>To:</b> August 2016	<b>Prepared by:</b> Graham MacLeod
-------------------------	----------------------------	---------------------------	---------------------------------------

## 1. Performance

### 1. Cat A Performance and Immediate life threatening ILT

Sector – Highlands	YTD	Last Year
Immediately Life Threatening	58.7%	65.5%
Category A	67.9%	66.5%

#### The reasons for YTD Cat A Performance are outlined below

**Immediately Life Threatening** - we have seen ILT performance response times move down by 6.8% in comparison to the same period last year whilst category A calls have shown improvement of 1.4%. From a qualitative clinical outcome perspective we have also seen our VF/VT Return of Spontaneous Circulation when handed over at hospital improve from 29.4% last year to 45% this year. We have also seen the comparison drop by 2 from 21 to 19 cases so far Year to Date

**Increase in A&E Demand** in the North Division over the last three years. Overall this year Cat A & Cat B Emergency demand is still up, the increase in demand has been approximately 1.3% in cat A and 9.0% in Cat B calls as a comparison to this time last year. Service time for ambulance crews is increasing and is being affected by changes to patient flows.

- **Geographical distances** between patients, ambulances and hospitals in remote and rural parts of the Division. Cat A Performance Target of 75% is not sustainably achievable in Highland and the Islands.
- **On Call and Home Worker Locations** have seen an increase in out of hours workload in recent years. Crew members may also need to pick each other up before responding to incidents.
- **A&E Vacancies.** The North Division has recruited throughout last year and into this year. There are currently 11 vacancies across Highland.
- **Glasgow Caledonian University (GCU) Students** are unable to work alongside other GCU Students during their first 12 months of training. This has presented problems for service planning in remote and rural areas.

#### Actions being taken to improve the YTD Cat A Performance

- Continue to implement shift patterns including revised shift patterns.
- Intention to progress new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to support the use of Specialist Paramedics to increase see and treat and reduce inappropriate admissions to hospital. 10 new post in the division, 3 posts in Highland area.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available. Inverness and Caithness area's are now live.
- Working to improve service delivery through Hear & Treat See and Treat pathways.

#### North Division Cat A Performance Trajectory

North Division	70%
----------------	-----

**2. Cat A Cardiac Arrest Performance**

Sector	YTD	Last Year
Highland arrival within 8 mins	67.9%	66.5%
Return of Spontaneous Circulation (ROSC)	21.3%	19.5%
VF/VT ROSC	45%	29.4%

The reasons for YTD Cat A Cardiac Arrest Performance are outlined in the Cat A Performance section but will also include the Out of Hospital Cardiac Arrest Strategy which is to have more than a single crew response attend these category of calls.

**Actions being taken to improve the YTD Cat A Cardiac Arrest Performance**

- As outlined in the Cat A Performance Section
- Developing new community first responder schemes and working with local communities to install Public Access defibrillators and map these onto the C3 System
- Continuing to provide Heart Start Training and working with BASICs Scotland around Out of Hospital Cardiac Arrest (OHCA) responses
- Targeting another resource to attend all Cardiac Arrest calls as well as the initial response

**North Division Cat A Cardiac Arrest Performance Trajectory**

Highland	80%
----------	-----

**3. Cat B Performance**

Sector	YTD	Last Year
Highland	78.9%	82.7%

The reasons for YTD Cat B Performance are outlined in the Cat A Performance Section and also include

- Increase in A&E Demand
- Changes to Key Performance Indicators (KPIs) for responding to Cat B Calls from 21 minutes during 2011/12 to 19 minutes from 2012/13 has had an impact on Cat B Performance in the North Division
- The continual increase on demand

**Actions being taken to improve the Cat B Performance Target**

- Implementing Optima including revised shift patterns and Urgent Tier Resources
- Paramedic Response Unit Pilot running in Easter Ross at the weekends
- Progressing new Community First Responder Schemes. This is a phased approach due to the resources required to implement these.
- Ongoing dialogue with NHS Boards and NHS24 around the reasons for increasing SAS A&E Demand and the need to put in place alternative pathways of care to reduce inappropriate admissions to hospital. This is being progressed through the NHS Boards Unscheduled Care Work Streams.
- Continuing to support the use of Community Paramedics and Nurse Practitioners to increase see and treat and reduce inappropriate admissions to hospital.
- Continuing to work with NHS Boards to fully utilise Profession to Profession lines
- Working with partners to fully develop Falls pathways for A&E Crews to access along with access to rapid response teams and hospital at home teams with responsive care packages where available
- Working to improve service delivery through See and Treat figures

**North Division Cat B Performance Trajectory**

Highland	88%
----------	-----

**4. Conveying Resource on Scene within 19 mins**

Sector	YTD	Last Year
Highland	89.9%	88.9%

The reasons for YTD Conveying resource within 19 mins are outlined in the Cat A Performance Section

**Actions being taken to improve Conveying Resource within 19 min Performance Target**

- Same as those outlined in the Cat A and Cat B Performance actions

**5 Highland Health Board Sector Comparison (PTS)**

**6 Scheduled Care Update**

Punctuality for Appointment is currently at 84% against a measurement of 75% compared with 84.5% the previous year.

Punctuality for Pickup after Appointment is currently at 93.8% against a new measurement of 80% compared with 95.1% the previous year.

Journeys cancelled by SAS in the North Division is currently at 3.3% YTD against 3.0% the previous year.

The following work will continue to be undertaken throughout 2016/17 which will help contributed to the improvement in performance:

- Succession planning for ACA posts with all CRES costs identified
- PDSA Pilot of Capacity Management in Highland to improve cancellation rates (Live 1<sup>st</sup> August)
- Reviewing & Monitor Sickness / Absence levels
- Different ways of working and engaging with Health Boards & Third Sector

**North Division Scheduled Care Performance**

Area Name	Responsible DHA Desc	A2 % in Performance (75%)	A3 % In Performance (80%)	AR 14: PTS Cancelled No Resource % (<=0.5%)	AR 15: PTS Cancelled At Call Taking % (<=0.2%)	EP03a: PTS Aborts % (<=6%)	EP03b: PTS Cancels % (<=8%)
	Highland	86.3%	92.6%	3.3%	1.5%	4.5%	8.6%

**Pressure areas**

High cancellations in Highland – This is directly associated with the limited relief capacity available to cover annual leave, sickness or training. There is an association with the higher demand of patients requiring assistance from trained ambulance staff and the removal of the Volunteer Car Service from 1<sup>st</sup> April 2016. It is envisaged that cancellations will continue to increase through the further reduction of ACA posts in Scheduled Care for CRES in Inverness (Skye Relief) and Aviemore. An SBAR report has been approved for PDSA cycle to be undertaking on Capacity Management systems and a pilot commenced on the 1<sup>st</sup> August 2016. It is envisaged that after a bedding in period this will start to show signs of improvements in short notice cancellations.

Period 2 : 01/04/2016 - 31/08/2016				
Area	Registered Journey Count	Period 2 No Resource	% Cancelled	No Resource Variance
Alness & Invergordon	1,377	40	2.90%	1.83%
Aviemore	262	13	4.96%	-1.07%
Caithness	1,013	129	12.73%	6.23%
Dingwall	701	28	3.99%	1.03%
Fort William	1,604	72	4.49%	-0.30%
Gairloch	156	9	5.77%	-7.17%
Golspie	440	30	6.82%	1.04%
Inverness	10,803	243	2.25%	0.63%
Nairn	592	20	3.38%	2.37%
Skye & Lochalsh	479	55	11.48%	6.89%
Tain	339	4	1.18%	-0.45%
Ullapool/KLB	150	20	13.33%	-1.62%

Increased cancellations across Highland but with specific focus on Caithness due to staff with medical conditions that temporarily prevent them being single crewed. Effected staff are being managed through the Attendance Management and Employee Capability policies accordingly with assistance from Occupational Health. Increase in cancellations has occurred due to two staff on long term absence.

Cancellations at Booking Stage – The Division will continue to monitor this but is unable to extend appointment time windows at present due to challenges in meeting existing demand during peak times. Opportunities are being taken to extend shift patterns to reduce overtime costs associated with historical workload and once this is complete and cancellations reduce opportunities will be explored to increase appointment time windows.

### Highland Health Board Sector Comparison

	Demand		Difference	
	Period 1 - 01/04/2016 - 31/08/2016	Period 2 - 01/04/2015 - 31/08/2015	Demand	Demand Variance
Registered Journey Count	19131	20969	-1838	-8.77%
Journey Count	15324	17050	-1726	-10.12%
Medical Escort Count	1264	1252	12	0.96%
Relative Escort Count	953	764	189	24.74%
Cancel Count	3807	3919	-112	-2.86%
Abort Count	692	814	-122	-14.99%
W (C)	569	2304	-1735	-75.30%
W1, WT1, WC1 (C1)	11647	10362	1285	12.40%
W2, WT2, WC2 (C2)	2300	3527	-1227	-34.79%
Stretcher	797	829	-32	-3.86%
A&E	11	28	-17	-60.71%
Admission	281	302	-21	-6.95%
Day Patient	1578	2588	-1010	-39.03%
Discharge	1153	1222	-69	-5.65%
House to House Transfer	19	35	-16	-45.71%
Out Patient	11624	12194	-570	-4.67%
Transfer	669	709	-40	-5.64%

Highlands has continued to see a steady reduction year or year a similar position since the introduction of direct patient booking in 2007.

In Highland we have seen significant reductions in W category patients since the introduction of the Patient Needs Assessment and this continues to be a common development

Although significant reductions have been seen in W category patients we continue to see an increase in those requiring the assistance of one. This increase is prevalent in patients attending Haemodialysis with an extra resource funded by NHS Highland currently working on a Saturday. We continue close working relationship with NHS Highland Renal Units to review patient needs using the Patient Needs Assessment with discussion focusing on a joint way forward to create a more sustainable six day service and resourcing funded accordingly by the Health Board. Discussions are ongoing with Managers from the Day Hospital, Royal Northern Infirmary Inverness, around the utilisation of ambulance resources to meet the needs of patients who may be more suited to an alternative transport provider. Through direct patient booking to ACC for Day Hospital Services activity has been reduced by 65.59% since 1<sup>st</sup> June 2016.

The Highlands are seeing a reduction in Outpatient activity and continued dialogue with NHS Highland about different ways of working such as Telehealth continues.

We are seeing a reduction in Outpatient activity allowing potential scope to reinvest our Ambulance Care Assistants into undertaking more suitable low acuity urgent work assisting in the ongoing pressures around Inter-hospital transfers and 999 calls on the Unscheduled Service.

Team Leader attends daily huddles at Raigmore Hospital providing information on Pre-planned v Un-planned bookings, hospital turnaround times for A&E, working with ACC to co-ordinate short notice requests and producing weekly report on activity. This role is improving communications between the Service and NHS Highland however some longer term work requires to be undertaken to address some of the discharge planning processes.

As of the 1<sup>st</sup> August 2016 Highland has been piloting Capacity Management to improve Service Delivery following feedback from external stakeholders and patients. Health Board Managers, MSP's, MP's, local Councillors and Health and Social Care District Partnerships have been informed. Early indications has shown reductions across most areas of Highland ranging from 3-5% with the exceptions of Caithness (due to 2 x long term absences & restricted duties), Skye and Lochalsh (due to 2 long term absences). When all staff return to work these cancellations are anticipated to reduce.

**North Division PTS SAS Cancelled Resource Trajectory**

Highland	1%
----------	----

In the Highlands number of patients allocated to Emergency Ambulances has increased due to bed pressures placed on Raigmore Hospital and to allow Patient Transport Vehicles to undertake long distance with higher priority work whilst the Emergency Ambulance remains local

**9. Hyper Acute Stroke to Hospital < 60 mins**

Sector	YTD	Last Year
Highland	52.5%	65.1%

**Actions being taken to improve the YTD Hyper Acute Stroke to Hospital < 60 mins Performance**

- As outlined in the Cat A Performance Section
- Crews to take less time at location if they can achieve getting the patient to hospital within 1 hour from the call.
- Return from call under blue lights to hospital.
- Working with the Air Desk to task air assets to appropriate Stroke Calls
- Profession to profession support
- The target is influenced by geography and proximity to a CT Scanner.

**North Division Hyper Acute Stroke to Hospital < 60 mins Performance Trajectory**

Highland	70%
----------	-----

**2. Issues/workstream updates during current reporting period**

- Year on Year Increase in Demand
- A&E Vacancies – 8 vacancies Patient Transport Vacancies - 2
- Ongoing implementation of Optima Shift Recommendations including changes to rosters, shift patterns, skill mix.
- Engaging with Health Boards around the Strategic Options Framework (SOF), Scheduled and Unscheduled Care. This includes reviewing demand and working with partners to identify alternative pathways of care i.e falls, Stroke, community alarms and police calls
- Development of the new clinical strategy and workforce plan to 2020 and beyond
- Introduction of a new Specialist Paramedic role – first course due to commence at Glasgow Caledonian University in September.
- Working on the introduction of new SVQ route into front line Accident & Emergency Service which will allow more localised training
- Working with NHS Highland specifically around Caithness Area
- Work ongoing around Inter Hospital Transfers
- Work is currently underway with NHS Highland and the Centre for Health Science to scope out the potential for some ambulance crews to test mobile Ultrasound in a Pre Hospital environment and relay images through to an Emergency Department Consultant.
- 

**3. Performance overall summary**

The Highland area is continuing to experience high levels of A&E Demand, a high number of lost operational hours, however recruitment has progressed and there are currently only 4 vacancies across Highland area.. There continues to be an ongoing focus on areas where performance is below target. Discussions are ongoing with Health Boards around Unscheduled Care and Scheduled Care with a focus on

- Successful recruitment across the area
- Increasing the number of patients that we see and treat at scene,
- Introduction of new Falls pathway referrals in Inverness and Wick area.
- Introduction of Out of Hospital Cardiac Arrest initiative.
- reducing inappropriate admissions to hospital,
- referring patients to appropriate alternative pathways of care
- using profession to profession support
- referring patients who do not meet the Patient Needs Assessment (PNA) to alternative transport providers
- Capacity management implemented to try to help reduce the number of late notice cancellations

- focusing resources on patients who have a clinical need for the scheduled care service
- continuing to develop Paramedic Practitioners
- identifying opportunities to utilise telehealth to access advice and support for patients in remote and rural communities
- Continuing the Public Access Defibrillation Schemes (PADS) across the division
- Working in Partnership with NHS Highland developing the Rural Support Team.
-





## 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 (A2) - Target 75%

Punctuality after appointment (uplift) (A3) - Target 90%

Journeys cancelled by SAS (A10) - Target <0.5%

W (formerly Category C) Walking patient (no assistance required)

W1, WT1, WC1 (formerly Category C1) Walking patient (requires assistance)

W2, WT2, WC2 (formerly Category C2) Chair patient

### **Glossary of Abbreviations**

ACA Ambulance Care Assistant

ACC Ambulance Control Centre

ASM Area Service Manager

GCU Glasgow Caledonian University

HOSRED	Hospital Emergency call (no on site team to deal with the incident)	
Optima	Shift review across Scotland matching previous demand data to best fit into new shift rosters	
PNA	Patient Needs Assessment	
PRU	Paramedic Response Unit	
PTS	Patient Transport Service	
RoSC	Return of Spontaneous Circulation (Target of between 12-20%)	
SAS	Scottish Ambulance Service	
SOF	Strategic Options Framework (plan re emergency & urgent responses in remote and rural communities)	
VT	Ventricular Tachycardia	(Target of 20%)
VF	Ventricular Fibrillation	(Target of 20%)

### **Terminology**

Urgent Tier Resources - Ambulance crew who are made up with a skill mix for Urgent calls – usually Ambulance Care Assistant and a Technician.

See and Treat - Cases where the crew attend a call but discharge the patient at home

Profession to Profession lines - clinician out on calls having direct contact to another Clinician who can add advice

Falls pathways - Protocol for patients who have fallen that have alternatives to hospital admission

BASICs Scotland - British Association for Immediate Care

The C3 system - Ambulance Command & Control System used in the Control Centres

Performance/Resource Trajectory - Plans for levels of delivery in either Performance targets or resources

Autoplan - New system in Patient Transport that will assist in planning journeys automatically

Paramedic Practitioner - Paramedic with advanced skills and education