



South Central Ambulance Service NHS Trust **HOSP Portsmouth Update October 2014**

Performance

This quarter South Central Ambulance Service has continued to see a considerable hike in overall demand across the South East Hampshire area against last year.

We are pleased to confirm that we continue to reach the emergency response targets of 75.13% (75%) on the Red 8 minute category and 96.42% (95%) against the Red 19 target.

Equally, the service to the area delivers a high level of non-conveyance which is a key indicator that the staff are able to access and utilise the alternative pathways available to them which results in the patient getting the appropriate treatment in a timely fashion.

It has been a challenging time for the whole health economy but all health partners continue to work tirelessly in managing the demand. The demands being placed on our services do not appear to have either a specific cause, or an alignment to specific conditions, although both are monitored for trends by all partners.

We have reviewed our vehicle positioning and continue to utilise standby points across the area, both serviced and un-serviced, which allows the flexibility for us to respond to these demands. We have also introduced additional response in the South Eastern area around Petersfield on a trial basis to manage pressures in that area.

We continue to utilise some of the legacy stations as standby points as these have been retained as bases for the new Patient Transport Service which SCAS has recently commenced in the area.

New South East Hampshire Resource Centre

The new resource centre at North Harbour has commenced its formal Operation with the staff moving in throughout May and June 2014. The station has been specifically designed for the modern day ambulance service and its facilities are second to none in the SCAS region.

This has been an exciting time for the service; not only in its new operating centre but also in delivering the service in a slightly different way. We are starting to realise the benefits of having such a centre with training and staffing being more efficient in its delivery. The site currently operates all of the ambulance resource previously shared across the area with the retention of a rapid response base on the Fareham and Gosport peninsula.

Equally, Petersfield continues as a site in its own right and continues to service the North East of our area.

Electronic Patient records

This is a new national initiative in which the Trust and its partners are working towards. Having seen the new units going 'Live' in the North Hampshire area this month we are looking for a the introduction of these units in the South East later in October or early November.

The units not only provide staff with more access to patient information and detail of alternative pathways available to them, but also provide the facility for proactively forwarding patient information securely to the Acute Trust in advance of arrival.

The benefits of this system will hopefully improve the reporting and continuity of patient information, especially in sharing with the key health care providers associated with an individual's health care needs.

Patient Transport Service

South Central Ambulance service are also pleased to announce that they have recently secured Patient Transport Services across Hampshire and have recently initiated the service in the South East Hampshire, which is a new delivery area for the Trust.

It is an essential part of the service and our ability to provide this service along with the Emergency and Urgent contract is an extremely positive move and something that the Trust is looking forward to expanding over the coming years.