



## **South Central Ambulance Service NHS Trust** **HOSP Portsmouth update February 2015**

### **Performance**

It remains a challenging time for the whole health economy in the South East Hampshire area and South Central Ambulance Service has continued to work closely with our partners to maintain its service to the public.

As widely reported across the media hospitals and ambulance services up and down the country have seen unprecedented levels of demand for their services over the last couple of months and this reached a hiatus over the Christmas Period, this continued into early January 2015.

Our performance through the last quarter has been effected by the demand levels being placed on both ourselves and the acute trusts, however, we can confirm that we reach the emergency response targets in South East Hants of 75.01% (75%) on the red 8 minute category and 96.5%(95%) against the red 19 target. Overall as SCAS we have achieved at 72.4% and 94.3% for quarter 3.

South Central Ambulance Service has continued to deliver a high level of non-conveyance in the area, currently at 48.43%, which is a key indicator that the staff are able to access and utilize the alternative pathways available to them which results in the patient getting the appropriate treatment in a timely fashion

In order to support the agenda for establishing and consolidating new pathways of care outside of the hospital arena we are, as a Trust, endeavouring to develop the specialist paramedic role and Emergency Care Practitioner into a larger cohort with additional skills to address conditions in the home and with the community teams. This is expected to take some time however, we feel that the phasing of such an initiative will see benefits as we progress.

### **Recruitment and Retention**

Another area which has been widely reported is that of the recruitment and retention of staff and again something being experienced across the country is the shortage of paramedics.

We have experienced a loss of staff over the last 12 months to associated careers as the transition of skills are being recognized by other health care providers in both the public and private sectors. This has affected us as a Trust and we are actively looking at new initiatives in accessing staff.

We have recently engaged with Paramedics abroad to scope the options and possibilities for us to recruit and will be continuing to progress this in the near future.

## **111 Service**

The performance for 111 over the last three months has increase by around 6% on last year but we have maintained the percentage to 999 and ED, which remains under the national target across the year, and we have actually identified a slight decrease in 999 and ED referrals over the last three months

## **Patient Transport Service**

As mentioned South Central Ambulance service has secured Patient transport Services across Hampshire and commenced the service in South East Hampshire, which is a new delivery area for the Trust. We continue to work with the Portsmouth Hospital Trust and our fellow providers in ensuring that we meet the new terms of the contract in delivering this service to our patients. The transitional period of any contract often offers new challenges and we are keen to develop these as we progress.

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 the trust is looking forward to expanding over the coming years.

South Central continue to be committed to working with all partners and stakeholders in the South East Hampshire to both meet the challenges presented to us and to improve our delivery to patients and the public.