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May 2011

Dear Colleague

Subject: Stakeholder Report

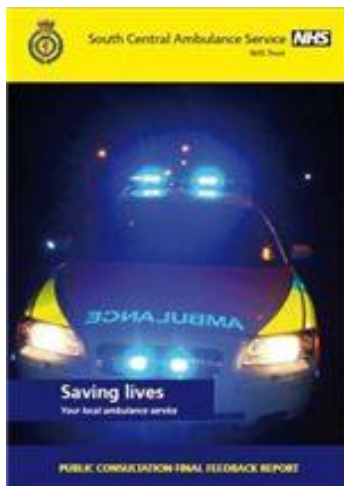
Welcome once again to our quarterly stakeholder newsletter which provides an overview of our performance for 2010-11 and an update on new developments including our Foundation trust application.

It has been a hugely successful year with SCAS proving to be one of the country's top performing ambulance trusts, both in terms of clinical performance and the national response time standards.

We have gone a long way to developing our service into one that is truly clinically-led and patient focussed.

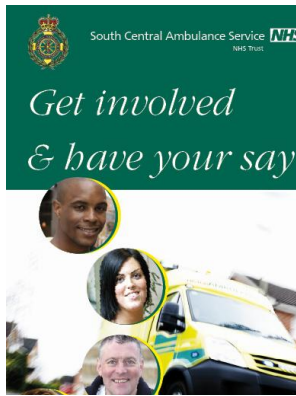
We are proud of our achievements and wish to place on record our gratitude to our staff and colleagues who have made this happen. We are committed to continue on this journey of improvement and the provision of an Ambulance Service that our public, patients and stakeholders can be proud of.

Update on our Foundation Trust application



Our application to become a Foundation Trust was passed to the Department of Health (DH) on the 1 April 2011. There has been a few months delay due to revised Monitor financial assumptions, announced in April, which has necessitated some revision to our financial projections. We are addressing the feedback received from the DH Technical Committee and our application is scheduled to be considered by the DH Applications Committee in July. It is now anticipated that the earliest date that SCAS can become an FT is January 2012.

Our public consultation, which ended on the 28 February, was overwhelmingly supportive of SCAS becoming a Foundation Trust. We have published a feedback report which is available at: <http://www.southcentralambulance.nhs.uk/foundation-trust/foundationtrustconsultation.ashx>



We hope that if you haven't joined our Trust you will consider joining, if you are a resident of Berkshire, Buckinghamshire, Hampshire or Oxfordshire. Getting involved makes a real difference to our future.

Your involvement helps ensure that we are more able to understand what is important to our public and partners and adapt accordingly.

Membership details are available via this link:

<http://www.southcentralambulance.nhs.uk/foundation-trust/becomeamember.ashx>



The election of our Council of Governors will take place in the autumn and we are keen to attract really strong governors, if you or anyone you know would like to be a public governor with our Trust full details can be found via this link:

<http://www.southcentralambulance.nhs.uk/foundation-trust/foundationtrustgovernors.ashx>

Performance

Clinical Improvements

Our Clinical Performance Indicators are the best in the country

The last published clinical benchmark results (cycle 5) showed SCAS as having the best performance overall of any English Ambulance Service and were the top performing Ambulance Trust for Stroke, Heart attacks (STEMI), were second placed for Cardiac arrest and Asthma and third for Hypoglycaemia.

Provision Cycle 5 data for this year indicates that SCAS remains top performing overall and for STEMI, and Stroke. We are ranked second for the management of cardiac arrest and asthma and third for hypoglycaemia.

The performance margins between Trusts are narrowing as quality governance improves across the country. Cycle 6 results are due to be published in July/August.

Emergency Performance April-December 2010

Category A8 performance was the best in England Emergency demand has increased by 3.07% over last year

The improvement in SCAS's emergency performance this year has been exceptional and we are grateful to both our staff and our health partners for their efforts in enabling efficiency improvements to be made.

Chairman Mr Trevor Jones – Chief Executive Mr Will Hancock

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The following table illustrates half year performance by PCT and alongside this the timeframe in which we achieved the target. The table puts the response times in perspective and provides the assurance that the margin between successfully achieving the targets and failing them is small. Clearly it is important to understand the extent of any impact on clinical effectiveness, patient experience and safety and the Trust has comprehensive systems in place to govern this area.

There continues to be improved performance in all areas and we are continually reviewing data and processes to see where further improvements can be made.

	A8	75% achieved	A19	95% achieved	B19	95% achieved
Berkshire East PCT	79.98%	00:07:27	97.61%	00:14:55	93.56%	00:20:53
Berkshire West PCT	76.71%	00:07:51	96.90%	00:16:23	92.90%	00:21:51
Buckinghamshire PCT	68.94%	00:08:58	94.97%	00:19:06	91.52%	00:22:05
Milton Keynes PCT	85.19%	00:06:55	99.05%	00:11:05	98.03%	00:14:36
NHS Hampshire	74.30%	00:08:07	92.02%	00:22:05	87.18%	00:27:27
Oxfordshire PCT	77.45%	00:07:44	94.12%	00:19:43	92.09%	00:21:18
Portsmouth PCT	85.92%	00:06:48	97.87%	00:13:19	94.03%	00:20:12
Southampton PCT	82.95%	00:07:05	97.82%	00:14:12	91.18%	00:23:54
SCAS	77.52%	00:07:45	95.31%	00:18:35	91.39%	00:22:57

Figure 1: Emergency Performance Table – 2010-11

Emergency Demand

Despite a number of initiatives with our PCT partners, emergency demand has continued to rise and ended the year 3.79% above 2009-10 levels. The following table illustrates emergency demand in comparison with the same period last year.

Berkshire East PCT	1.69%
Berkshire West PCT	-0.78%
Buckinghamshire	2.80%
Milton Keynes	7.61%
Hampshire PCT	4.99%
Oxfordshire PCT	7.05%
Portsmouth PCT	4.42%
Southampton City PCT	0.50%
SCAS	3.79%

Figure 2: Growth in Demand by PCT

Non Conveyance to Emergency Departments -

SCAS continues to improve its non-conveyance rates and continues to be the national leader in the field with 42.5% of patients being treated without having to be transported to hospital – an increase of 3.9% over last year.

There is however considerable variation in non conveyance rates across the region as displayed by the following table and we need to undertake further work to better understand why these variances occur.

	% Non conveyed
Berkshire East PCT	45.8%
Berkshire West PCT	52.2%
Buckinghamshire PCT	43.6%
Milton Keynes PCT	35.6%
NHS Hampshire	40.9%
Oxfordshire PCT	39.8%
Portsmouth PCT	40.4%
Southampton PCT	42.8%

Figure 3: Non Conveyance Analysis by PCT

Developments

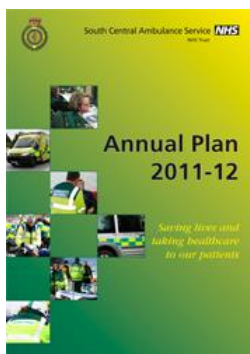
New 111 Urgent Care Number – SCAS is continuing to work with PCTs in the development of new local 111 call centres forming part of a wider integrated health and social care hub. We believe that our experience and success in providing ‘hear and treat’ and ‘see and treat’ care pathways provides a strong platform from which we can develop new services which signpost patients to appropriate care. Current projections are that the first 111 service will be operating within the SCAS region by the autumn of this year.

The health and social care hub concept remains in the early stages of development. There is undoubtedly considerable scope for improved efficiencies and economies by bringing together health and social care call centres and sharing resources, capacity and technology.

New ambulance performance standards – With effect from 1 April 2011 new clinical quality indicators for ambulance services have been introduced which includes modified response time standards as follows:

- Red A8: Response within 8 minutes (standard 75%) - Unchanged
- Red A19: Conveying response within 19 minutes (standard 95%) - Unchanged
- Amber 20: response within 20 minutes – Largely replaces the former B19
- Green 60: response within 60 minutes – Category C calls

Annual Plan 2011/12



We have published our Annual plan for 2011/12 and this is available on our website at: <http://www.southcentralambulance.nhs.uk/about-us/freedom-of-information/freedom-of-information-publication-what-are-our-priorities-and-how-we-are-doing.ashx>

Conclusion

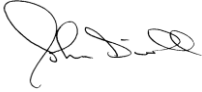
We are now almost 2 months into the new financial year and performance and are continuing to improve on last year’s performance. As at 23 May year to date performance stands at

- Red A8 – 80.4%
- Red 19 – 96.6%

There is little doubt that the coming year will be a challenge for us all. There are enormous changes taking place both in health, social care and other local government services. In delivering these changes there is new opportunity for reducing duplication of services and developing greater partnership working.

SCAS remains committed to working with its partners to develop new services and systems of working.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Divall', written in a cursive style.

John Divall MBE
Foundation Trust Project Director