



## South Central Ambulance Service NHS Foundation Trust

### SCAS update for the September 2012 Portsmouth City Council HOSP

#### Introduction

This paper is to update the Portsmouth Health and Overview Scrutiny Panel on projects and initiatives being undertaken by SCAS in the South East Hampshire area

#### The New SE Hants Resource Centre

We are pleased to confirm that detailed plans have been agreed with the landlords of a site in North Harbour and contractual arrangements have been confirmed and signed. SCAS project team are in the process of establishing a project team to undertake the management of the conversion. It is hoped that this will be in place over the next month and the tender process can be concluded by the end of November 2012. It is expected to take approximately 8 months to achieve completion following commencement.

#### Standby facilities and locations

SCAS has recently introduced a trial standby position for ambulances in Southsea and Fareham.

**Southsea** - is located with the lifeguards on the promenade, this is a shared facility during the opening hours and SCAS only out of hours. It is a small facility and is being operated as a trial for 3 months to identify the benefits and whether there is opportunity to expand this through the winter period. SCAS are confident that geographically, the site is ideal and places the resource in a good position to service the bottom of the island and meet demand, although the practicality of the site has to be assessed.

**Fareham** – SCAS have worked with UKSAS (Private Ambulance Service) from a contractor perspective and we are now in a position to operate from a shared Standby Point with the host organisation at their provision on Wickham Road, again this on a trial basis and will be supplemented by the current station and unserved points in Fareham and surrounding areas.

We are continuing with work on sites in Havant, Gosport and North Portsmouth over the coming months.

### **111 launch**

The 111 process is ongoing with staff coming into position and commencing training, it is planned for a 'Soft launch' (to the internal Health economy) in October and the 'Hard Launch' to the general public in November 2012. It is envisaged that the communication strategy will be in line with the national programme and will commence in the near future.

### **Complaint raised by Councillor Vernon-Jackson (in The News) re response times**

I can confirm that this incident was fully investigated and a formal response offered to Councillor Vernon-Jackson.

It was found that there was a delay in telephone response to the call made by the councillor and others in the vicinity of this incident. However, the system utilised by the trust enables us to establish the location of the caller and present the information to the Ambulance dispatcher prior to the call actually being answered. It is acknowledged there was a delay in the process and the staff have undertaken support from their mentors.

However, I would like to confirm that as a Road Traffic Collision and after assessment, this incident was coded as an amber call requiring a 20 minute response, the ambulance attended with 15 minutes of the original call (time of being accepted by the 'switch' not call answer)

The patient was treated at scene and injuries did not warrant the need to travel to QAH, Cosham.

This is an extremely disappointing event and something we endeavour to keep to a minimum, although occasionally demand does temporarily outstrip the call taker numbers. We continually recruit and train to these positions to ensure we have the relevant staff available throughout the 24hr period and we also assess our call volumes and rosters to meet demands.

We were somewhat perturbed that we were not given the opportunity to investigate and to respond to the councillor's concerns prior to the involvement of 'The News' and their representatives as we feel that caused concern to the public of Portsmouth, however, we have requested that we have permission to share the formal response with the 'News' in order to reassure them that their calls are being reviewed despite an apparent delay in answer.

**Update re. your campaign to reduce hoax and un-necessary 999 calls inc. successes and future activity.**

As you can appreciate we are still in the relatively early stages of this campaign and it is probably too early to establish the true impact. However, we are continuing to use the campaign at all levels of the organisation as we communicate with our stakeholders. Our levels of Hoax calls reached 1,235 in 2011 with many other calls which were inappropriate. We are confident that we will help educate the public and see an improvement in these figures over the year.

The campaign has experienced 70,000 hits on you tube and the campaign is also supported through Twitter@SCAS999. The campaign also focuses on providing the public with information surrounding alternative pathways for them as opposed to utilising ambulance or the emergency departments. As you can appreciate we operate approximately one ambulance resource per 33,000 people so they are a valuable commodity.

We are also very proud to announce that we were awarded a silver award in the consumer film category and bronze award in the mixed media category at the IPA Best of Health Awards in June

**Update on year on year increase in 999 calls.**

We are currently experiencing a 2.41% increase the SCAS figure is much higher. It is difficult to pinpoint the exact reasoning for the continued uplift in demand, however, as a Health Economy we are continuing to work in partnership to introduce new pathways and to ensure the general public utilise the most appropriate service rather than revert to either ambulance 999 or the emergency department at Queen Alexandra Hospital.

We have continued with the 'Choose well' campaign we have also published our mis-use campaign, as previously mentioned, and we are continuing to focus on clinical referrals and pathways to avoid unnecessary admission.