



Title	SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST – AN OVERVIEW
To	Health Overview and Scrutiny Panel - Portsmouth
Author	Tracy Redman MSc Head of Operations SE South Central Ambulance Service NHS Foundation Trust (SCAS)
Date	November 2020

Contents

- Developments
 - Integrated Urgent Care
- Performance
- Challenges
 - COVID-19
 - Hospital/System resilience and capacity - impact on Hospital Handover delays

Developments

Integrated Urgent Care

SCAS continue to work with partners across health and care to provide the most appropriate care to our patients at the right time and the right place.

SCAS have clinicians working closely with multi-disciplinary teams and partners in the community as well within the SCAS Coordination centre. In addition, there are enhanced arrangements in place to improve working directly with GP colleagues and hospital specialities.

Ongoing work continues to progress out of hospital and non-ED pathways to further enhance the patient care and experience; this work is supported by innovation and developments in technology.

Performance

Year on year the demand on SCAS 999 service has increased across all areas. The below details performance by Clinical Commissioning Group (CCG) area against national targets. Ongoing developments and embedding of the SCAS transformation programme, and a reduction in hospital delays will further enhance performance.

PORTSMOUTH		Q2 19/20		Q2 20/21	
Category	National or Local HCP Standard	Mean	90th	Mean	90th
Cat 1	7 Mins (Mean); 15 Mins (90th)	0:05:49	0:09:30	0:05:02	0:08:46
Cat 1T	Internal Transport Measure 18 Mins (Mean)	0:07:17	0:11:52	0:06:24	0:11:04
Cat 2	18 Mins (Mean); 40 Mins (90th)	0:13:46	0:27:29	0:13:16	0:27:02
Cat 3	120 Mins (90th)	0:47:25	1:50:36	0:43:48	1:43:19
Cat 4	180 Mins (90th)	1:10:12	3:03:52	1:11:07	2:45:07
Conveyance to ED		49.0%		47.7%	

SOUTH EASTERN HANTS		Q2 19/20		Q2 20/21	
Category	National or Local HCP Standard	Mean	90th	Mean	90th
Cat 1	7 Mins (Mean); 15 Mins (90th)	0:08:12	0:14:43	0:07:21	0:13:12
Cat 1T	Internal Transport Measure 18 Mins (Mean)	0:09:44	0:16:16	0:08:57	0:15:24
Cat 2	18 Mins (Mean); 40 Mins (90th)	0:16:49	0:32:42	0:15:31	0:29:21
Cat 3	120 Mins (90th)	0:50:54	1:59:37	0:43:37	1:42:44
Cat 4	180 Mins (90th)	1:10:13	2:45:22	1:05:07	2:43:14
Conveyance to ED		51.7%		50.1%	

FAREHAM & GOSPORT		Q2 19/20		Q2 20/21	
Category	National or Local HCP Standard	Mean	90th	Mean	90th
Cat 1	7 Mins (Mean); 15 Mins (90th)	0:07:25	0:13:13	0:06:09	0:10:51
Cat 1T	Internal Transport Measure 18 Mins (Mean)	0:11:48	0:19:56	0:12:11	0:22:22
Cat 2	18 Mins (Mean); 40 Mins (90th)	0:18:28	0:35:14	0:17:23	0:31:46
Cat 3	120 Mins (90th)	0:52:40	1:59:06	0:48:14	1:49:14
Cat 4	180 Mins (90th)	1:22:37	3:02:22	1:14:36	2:56:07
Conveyance to ED		49.4%		49.9%	

Challenges

COVID-19

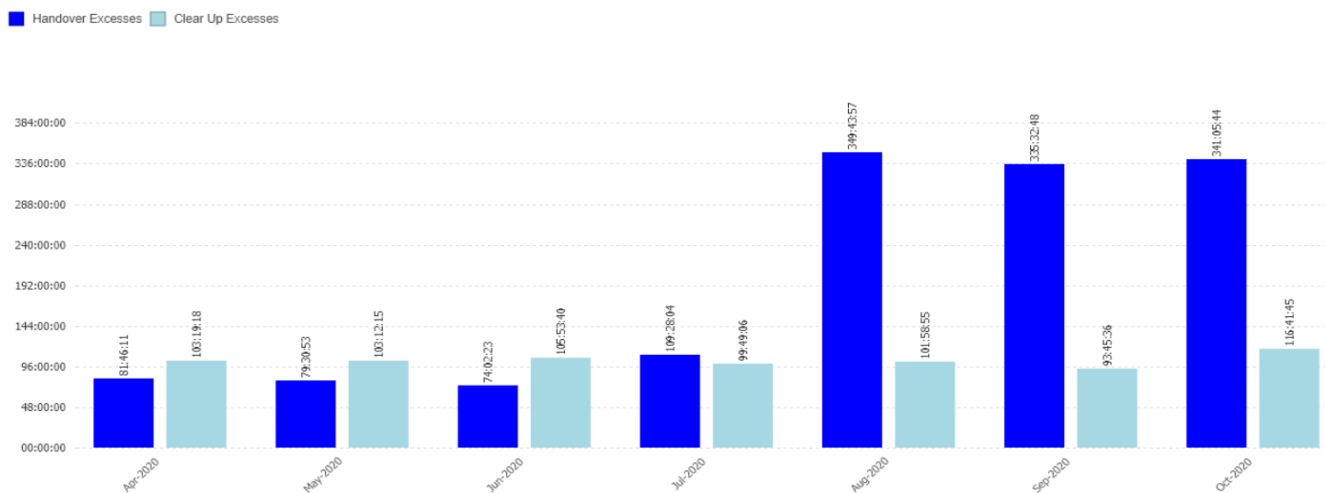
COVID-19 wave one saw a number of challenges including those around understanding and managing the changing demand at different times in different parts of the organisation, and staff health safety & welfare.

At the time of writing the position is fairly dynamic in terms of activity and actions. SCAS continue to work closely with partners to ensure the best possible understanding of predicted demand and capacity, its impacts, and the subsequent actions required.

SCAS have plans in place to enhance operational capacity including established support from the military and Fire & Rescue Services. The command structure is in place with the ability to escalate its activity and functions as required.

Hospital/System resilience and capacity - Impact on Hospital Handover delays

Hospital handover delays have seen improvement but remain a significant challenge to SCASs service delivery; the chart below shows the number of Ambulance hours lost (handover excesses) by month from April 20 – Oct 20.



SCAS continue to work closely with Portsmouth Hospitals University Trust and other health and social care providers to mitigate the effects of these delays on patient care, and the impact on staff.