



London Ambulance Service
NHS Trust

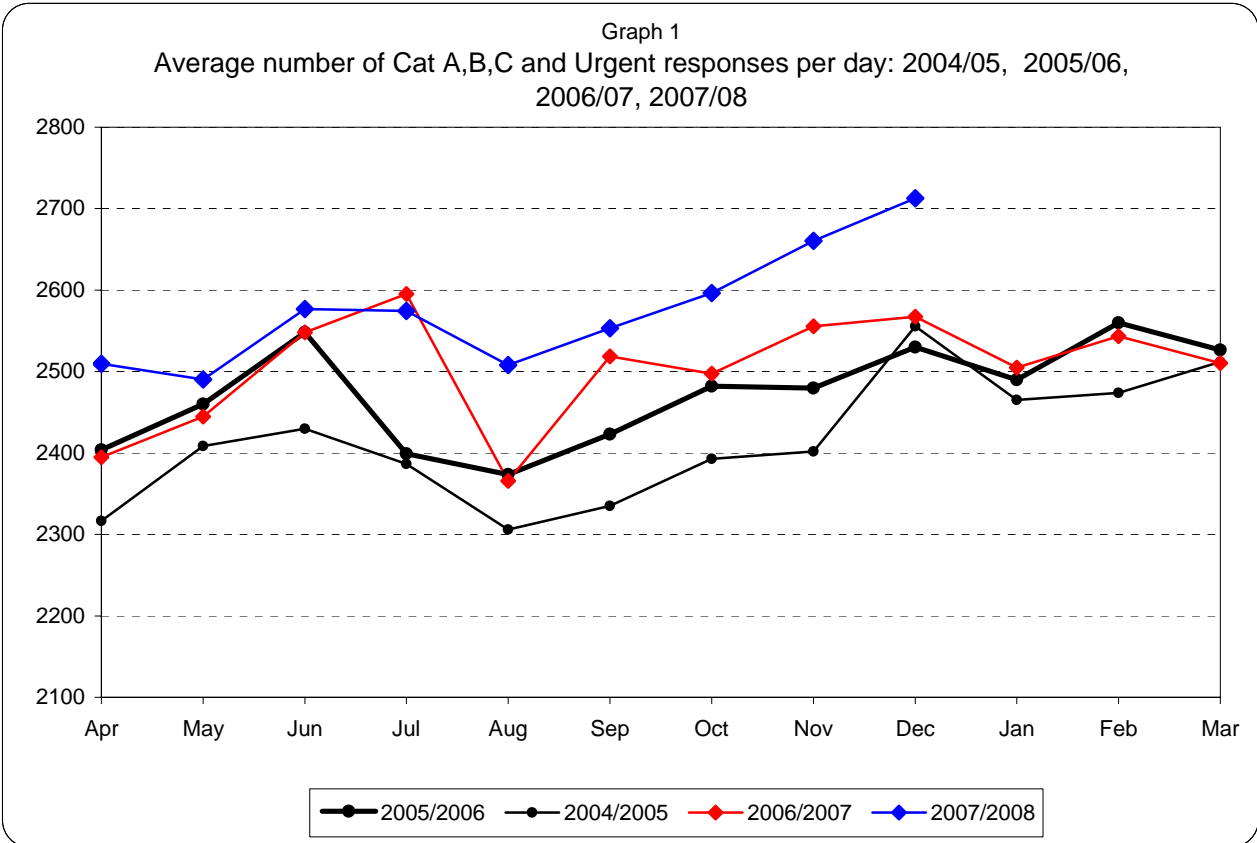
Information Pack for Trust Board

December 2007

Please note:

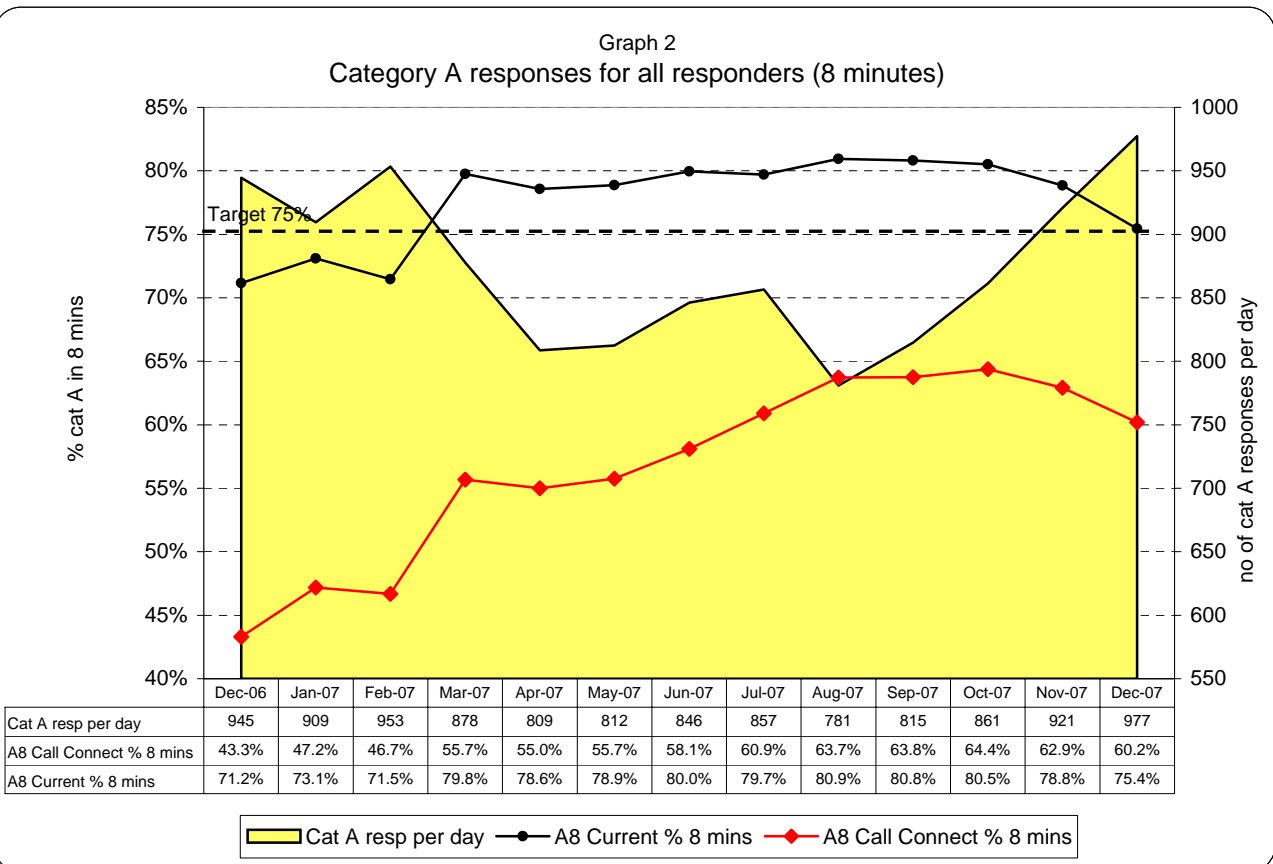
PRF data entry is up to 23/12/07

London Ambulance Service NHS Trust Accident and Emergency Service Activity and Category A and performance

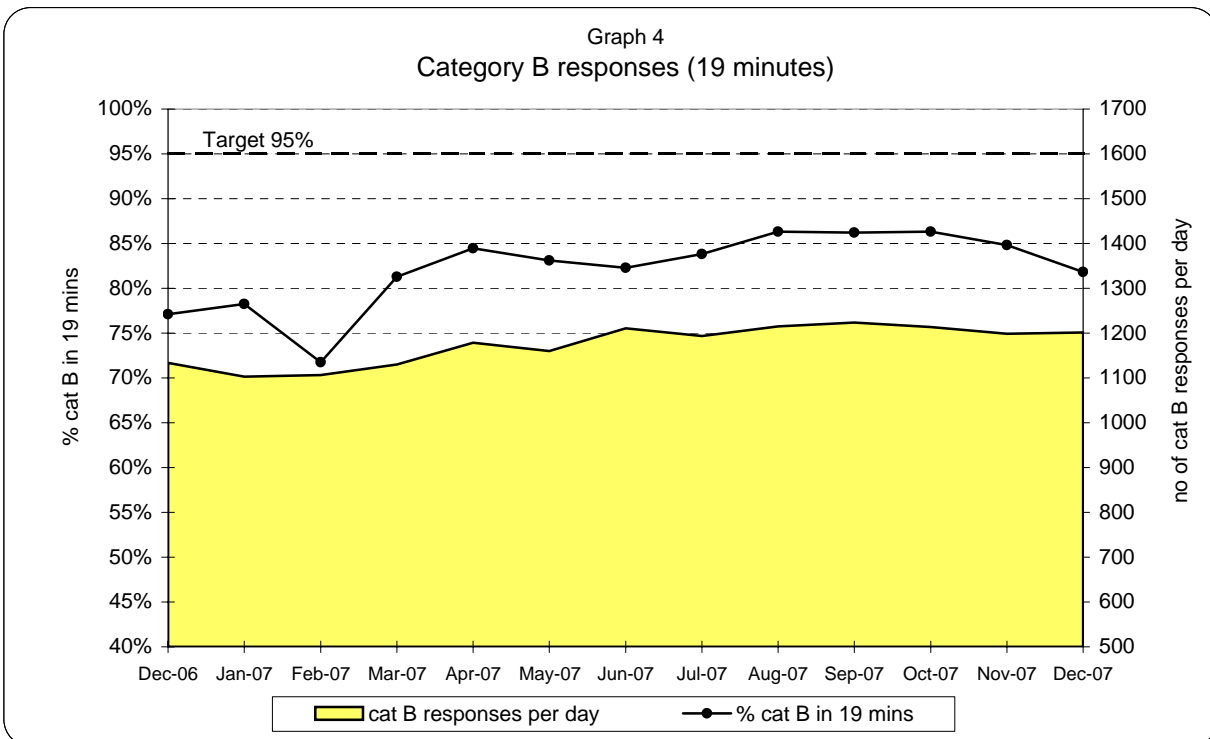
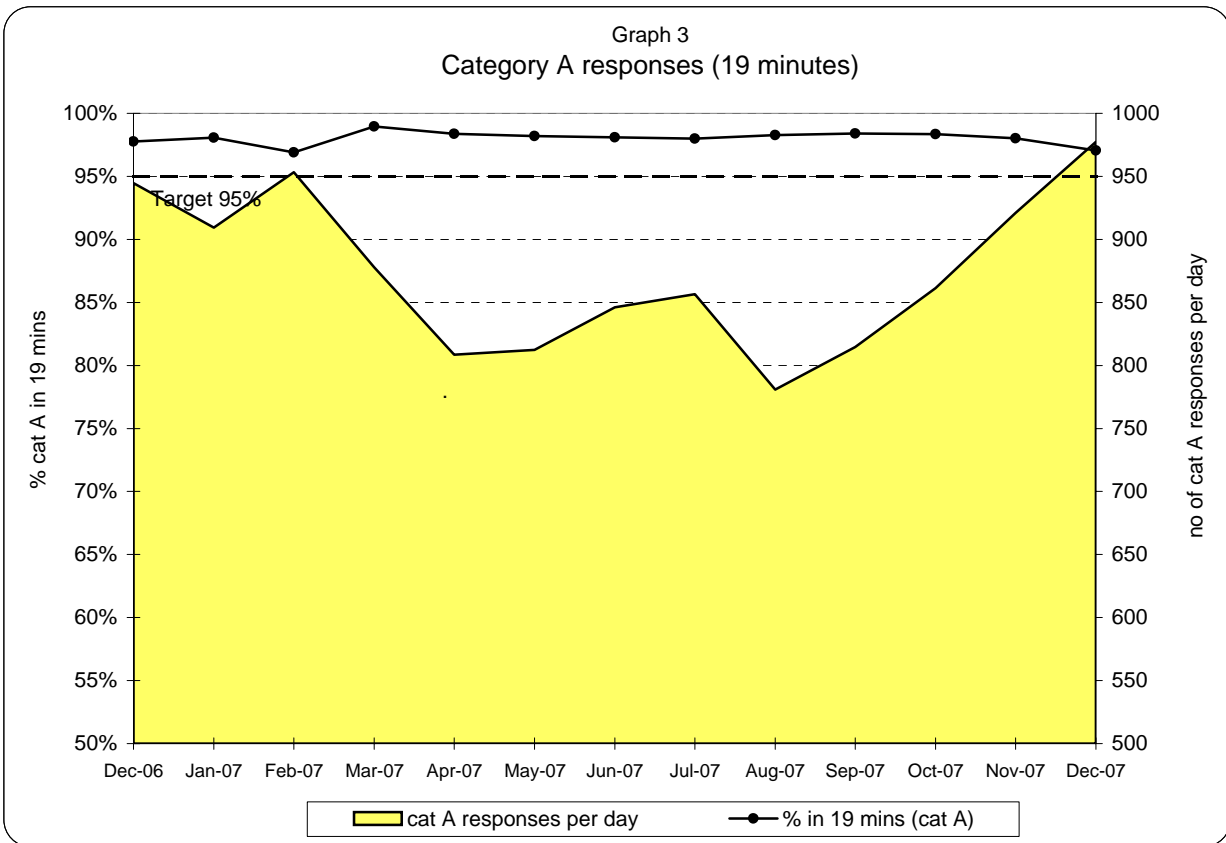


Cat A,B,C and Urgent responses: monthly and year to date comparison

December 07 v December 06	year so far 07 v year so far 06
+5.7%	+3.1%

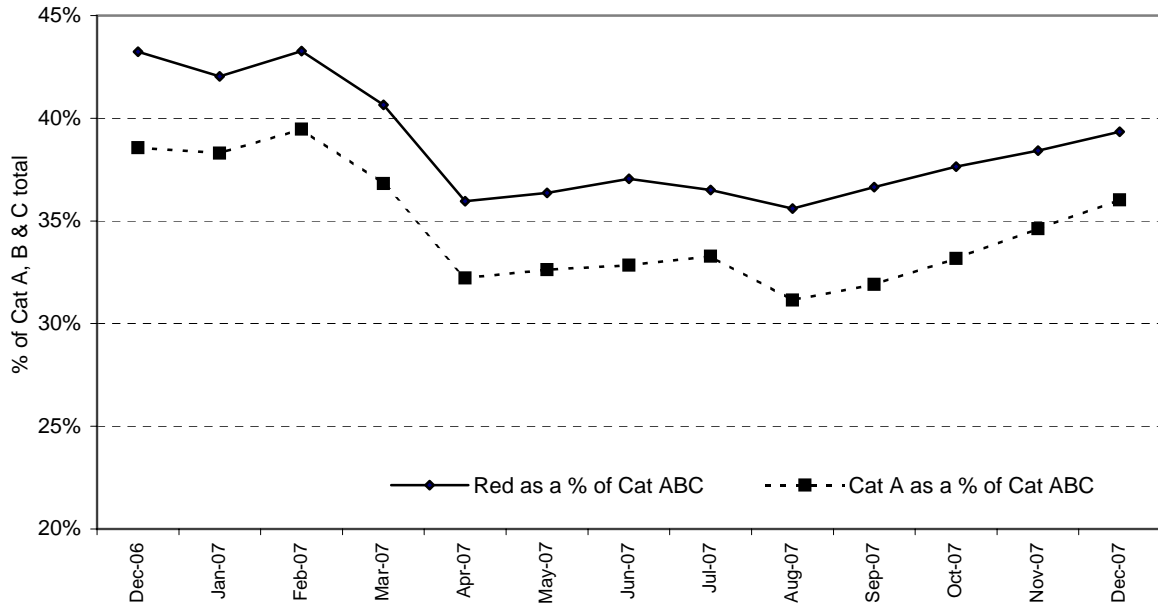


**London Ambulance Service NHS Trust
Accident and Emergency Service
Category A and Category B 19 minute response activity and performance**



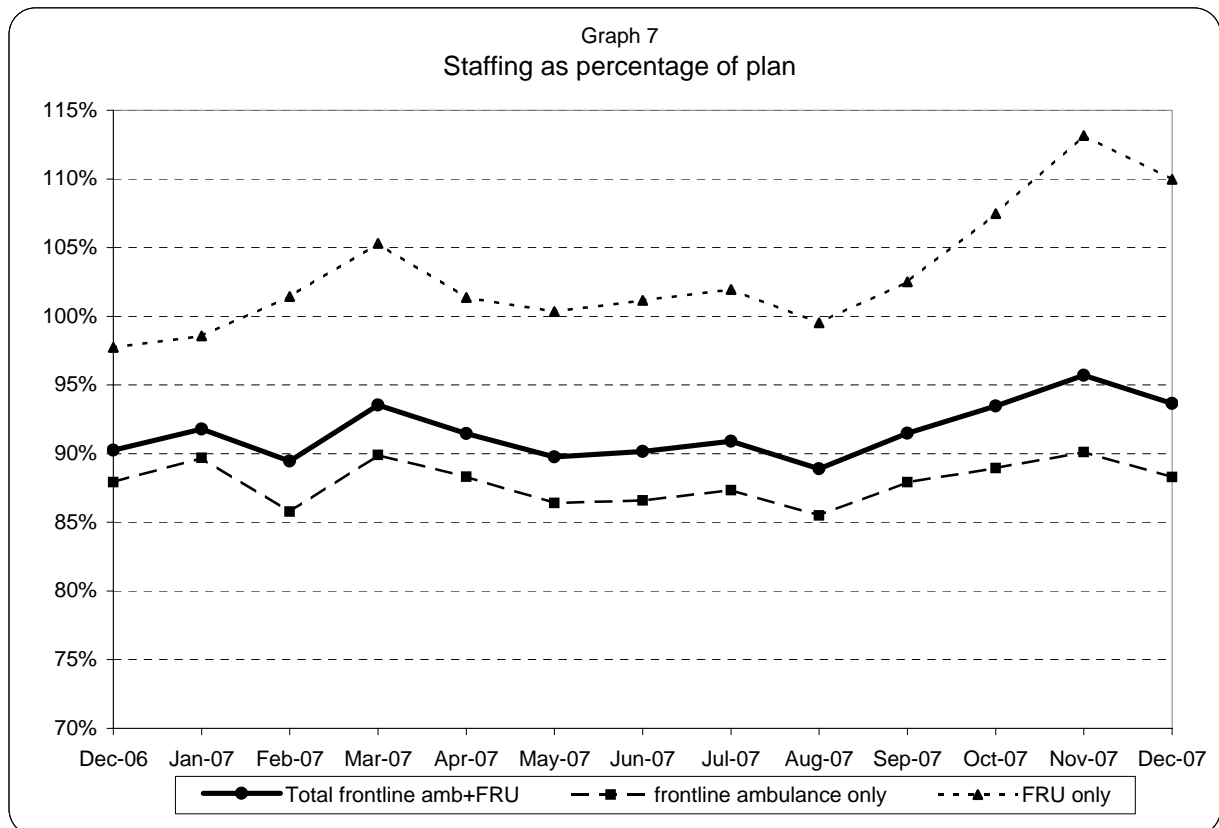
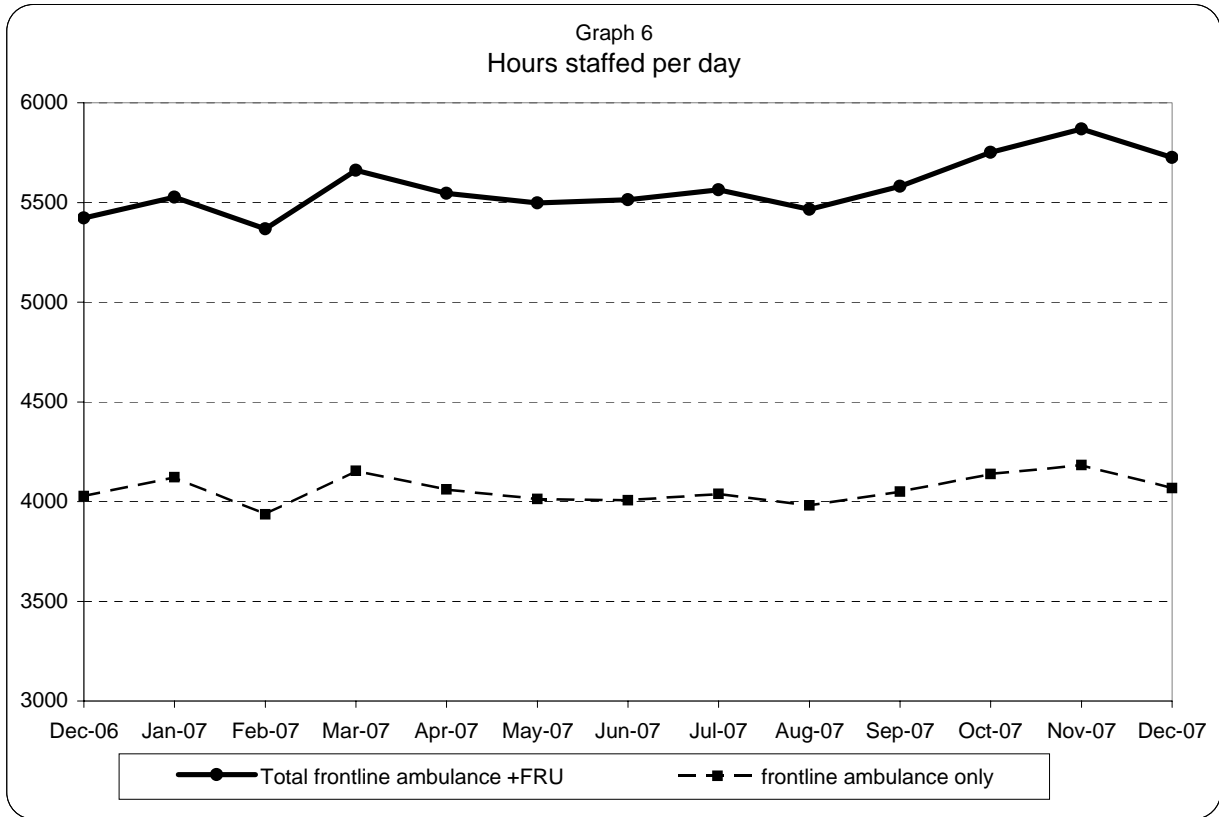
**London Ambulance Service NHS Trust
Accident and Emergency Service
Category A and Red Responses as a percentage of the total Cat A, B & C demand**

Graph 5
Category A and Red Responses as a percentage of the total Cat A, B & C demand



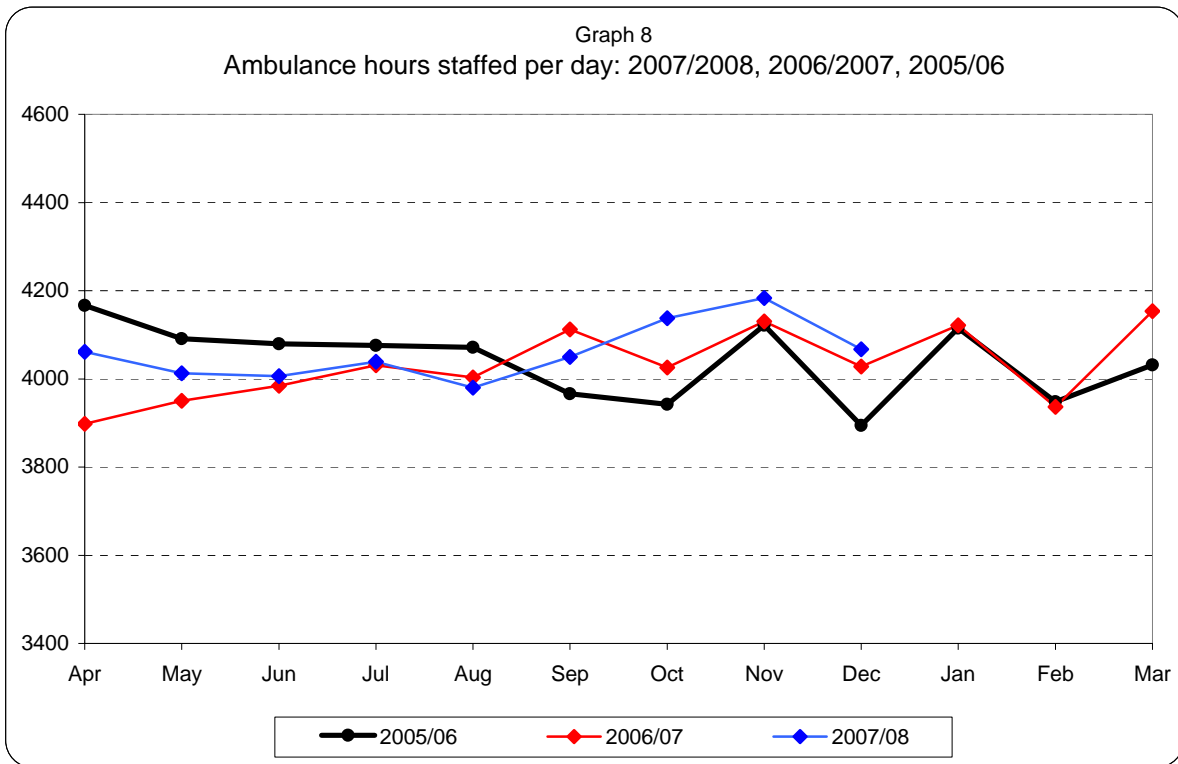
	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
Red as a % of Cat ABC	43%	42%	43%	41%	36%	36%	37%	37%	36%	37%	38%	38%	39%
Cat A as a % of Cat ABC	39%	38%	39%	37%	32%	33%	33%	33%	31%	32%	33%	35%	36%

**London Ambulance Service NHS Trust
Accident and Emergency Service
Ambulance and FRU staffing**

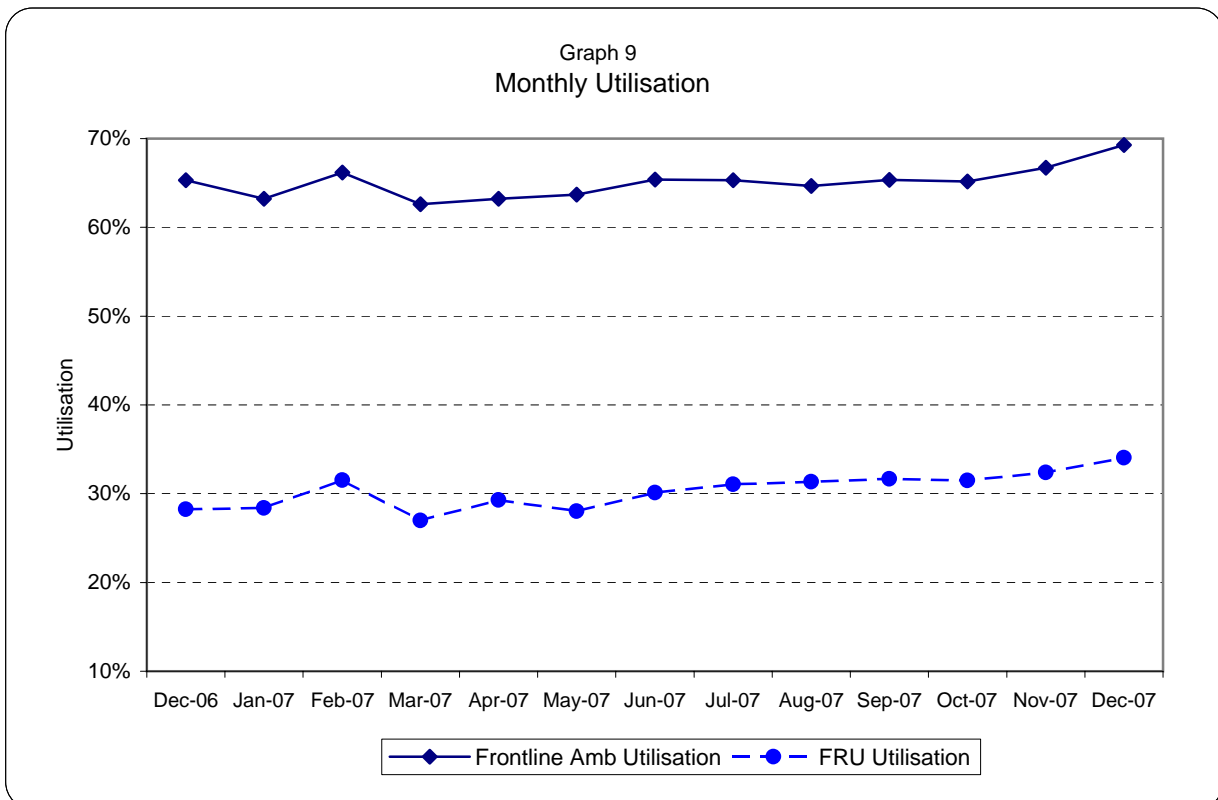


Note: $\text{staffed} = (\text{plan} + \text{additional} - \text{unmanned} - \text{single}) / \text{plan}$

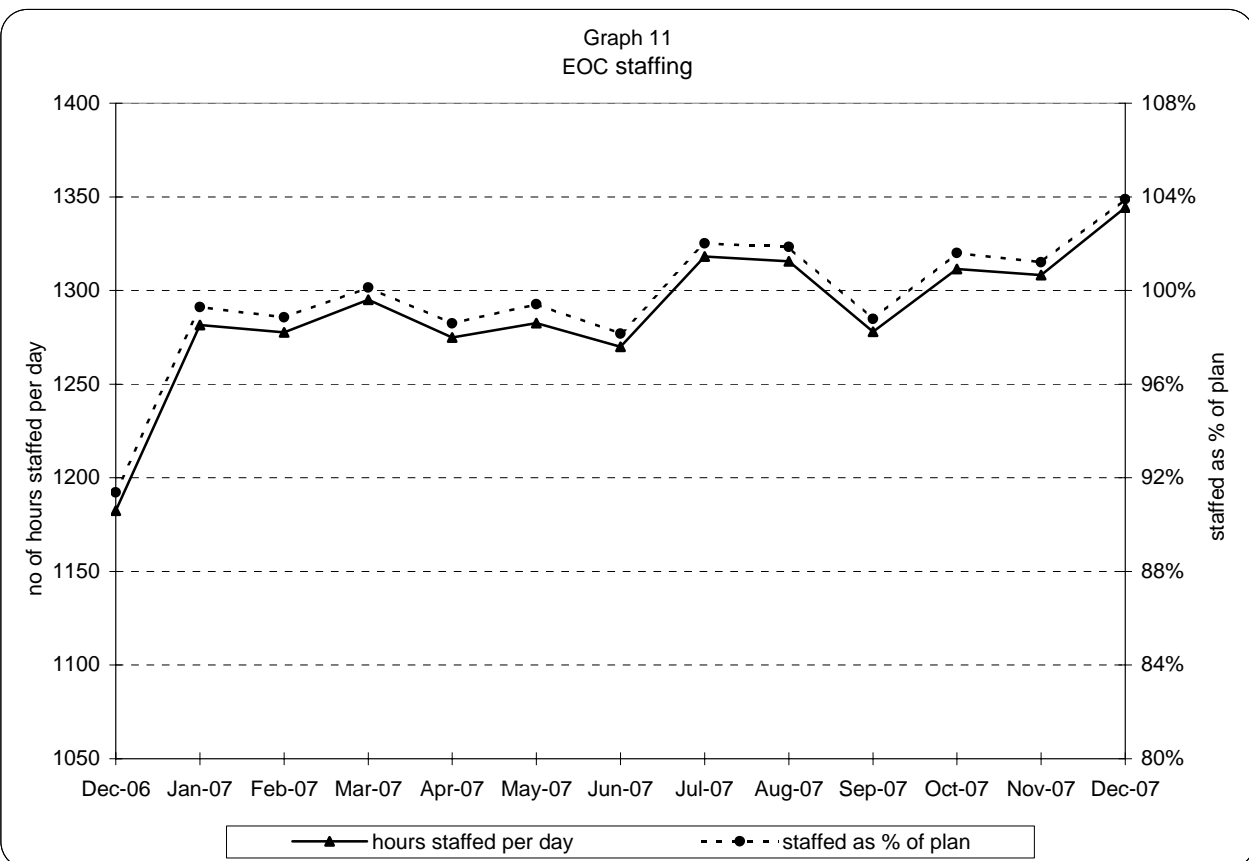
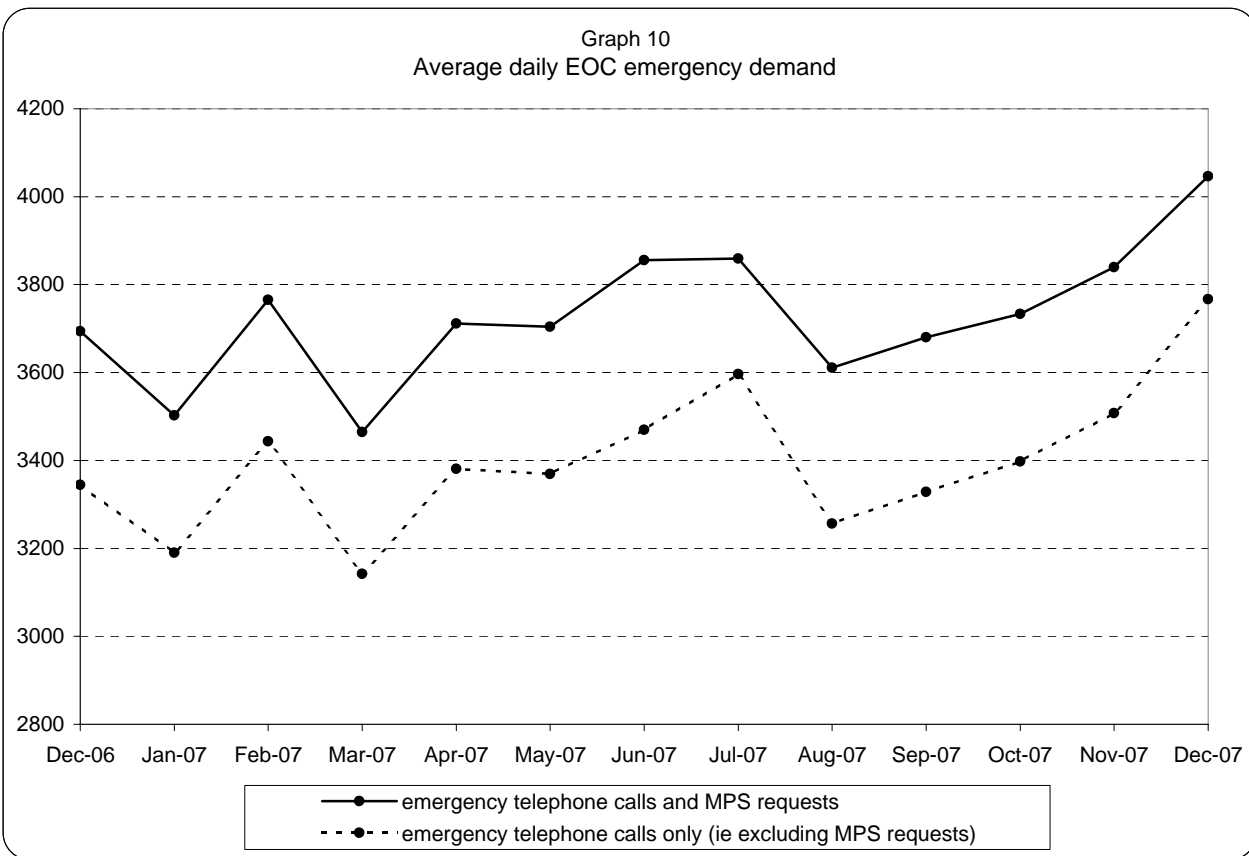
**London Ambulance Service NHS Trust
Accident and Emergency Service
Yearly comparison of ambulance staffing and Average Monthly Utilisation**



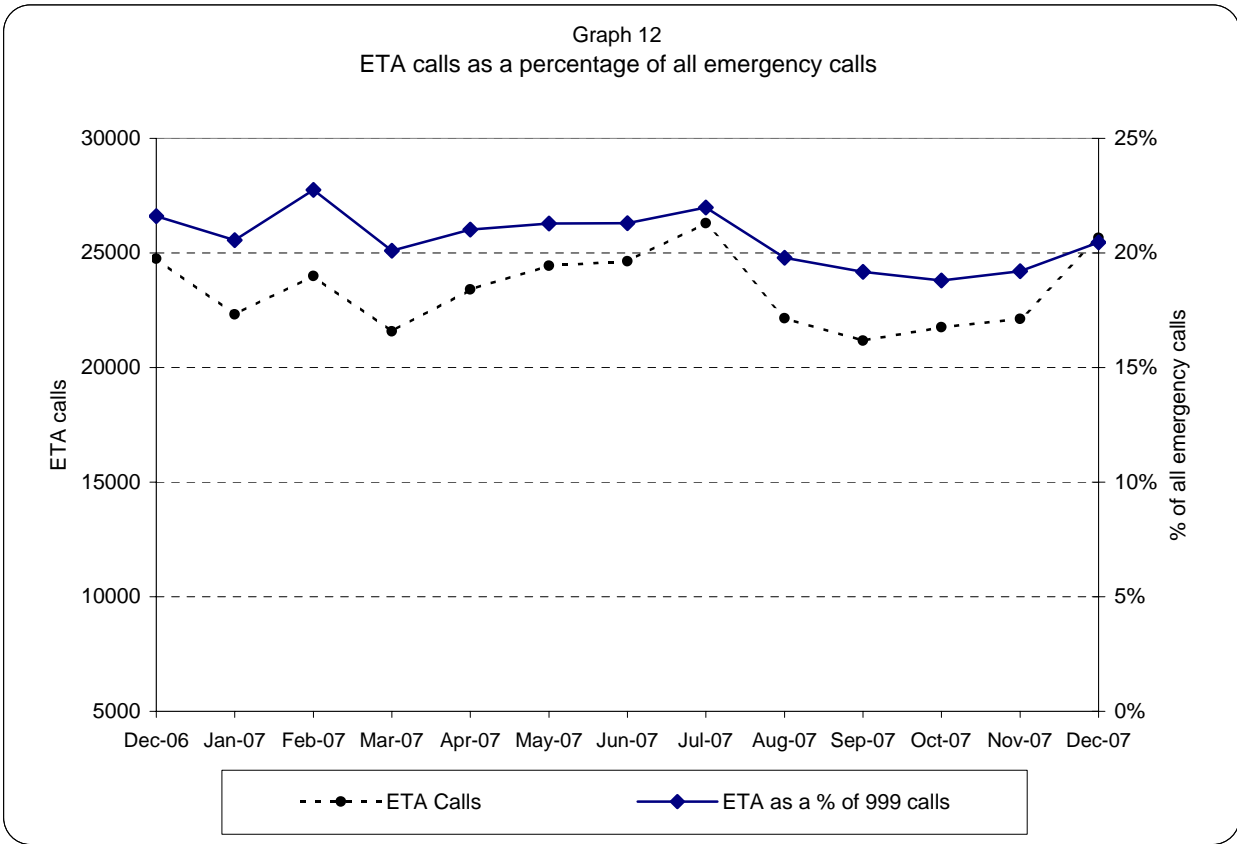
Note: staffed = plan + additional - unmanned - single



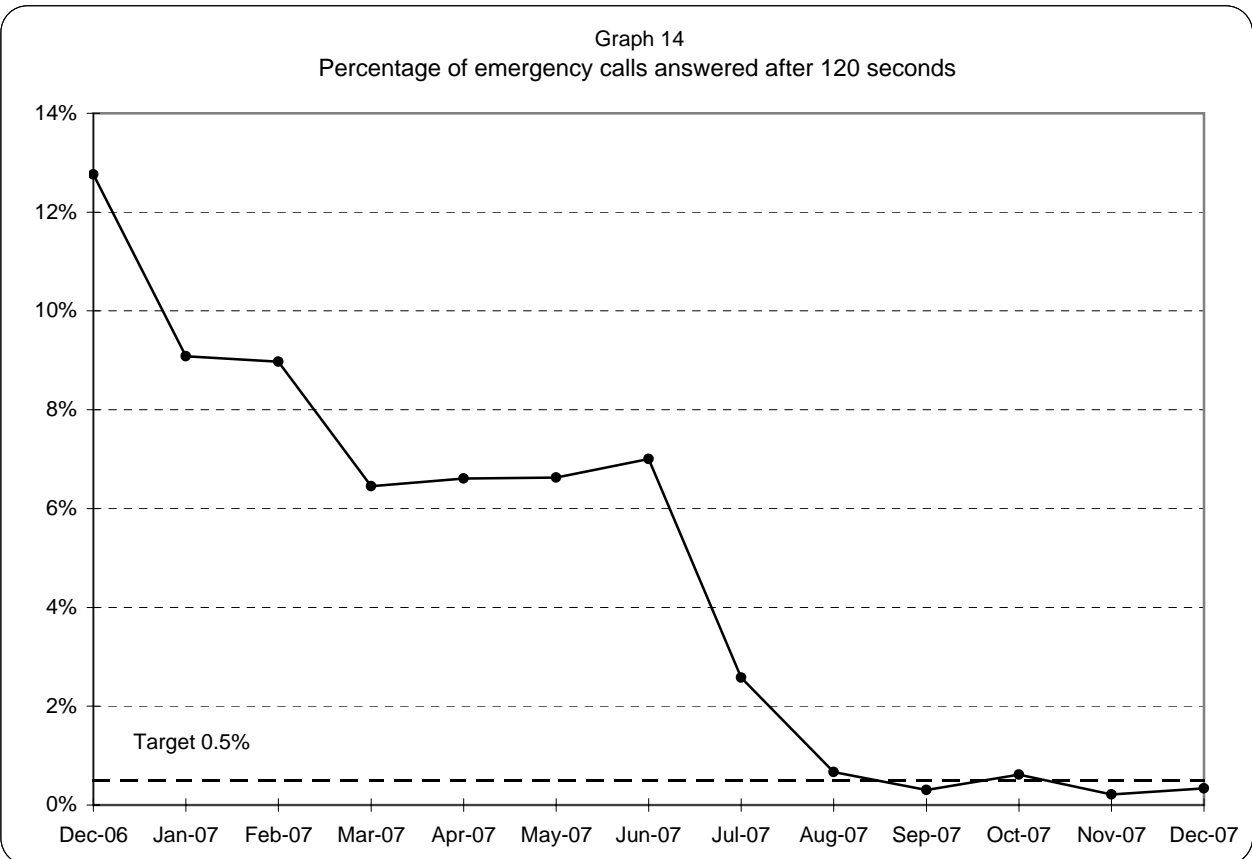
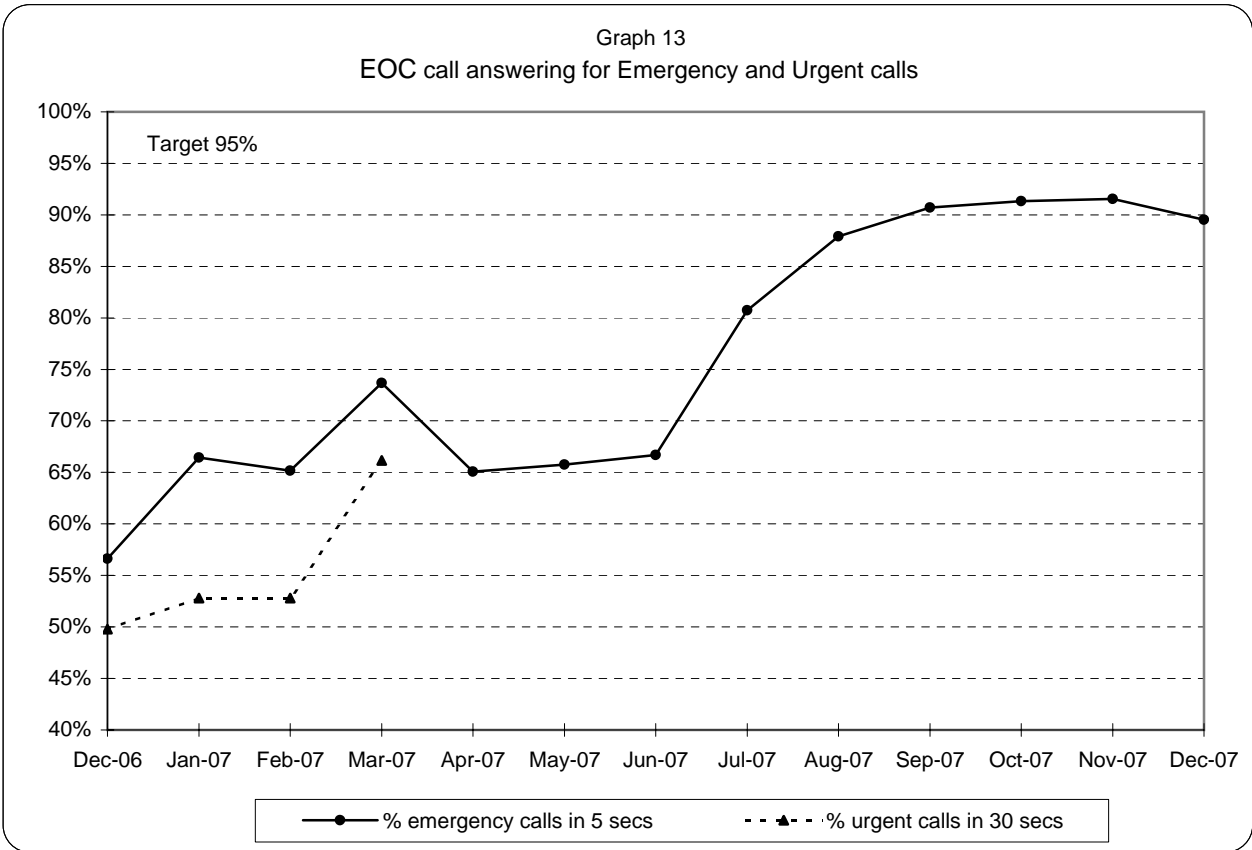
**London Ambulance Service NHS Trust
Accident and Emergency Service
EOC activity and staffing**



**London Ambulance Service NHS Trust
Accident and Emergency Service
ETA calls as a percentage of all emergency calls**



**London Ambulance Service NHS Trust
Accident and Emergency Service
EOC call answering performance**



Note: 95% target applies to both Emergency and Urgent call answering

**London Ambulance Service NHS Trust
Accident and Emergency Service
Urgent Care Service workload**

Table 1: Workload by UCS crews, for Green, Urgent, Non Urgent and CTA

Crew type	Sep-07	Oct-07	Nov-07	Dec-07
EMT 1	1682	1918	1972	2277
Whitework	874	1152	1154	952
PTS	62	84	92	170
ECP	302	255	283	329
VAS	63	78	51	17
CTA	4674	5340	5167	5921
UCS Total (green, urgent, non urgent & CTA)	7657	8827	8719	9666
Non UCS Total (green, urgent, non urgent)	14248	14618	14653	14701
TOTAL	21905	23445	23372	24367
% of total by UCS	35.0%	37.6%	37.3%	39.7%

* Workload here refers to all arrivals on scene and will therefore include multiple responses to an incident (except for CTA, which refers to all calls passed to CTA)

London Ambulance Service NHS Trust
Accident and Emergency Service
Category A activity and performance by Primary Care Trust

Table 2

		Oct-07			Nov-07			Dec-07			Year to date		
		Cat A resp	Cat A in 8	% cat A resp in 8 mins	Cat A resp	Cat A in 8	% cat A resp in 8 mins	Cat A resp	Cat A in 8	% cat A resp in 8 mins	Cat A resp	Cat A in 8	% cat A resp in 8 mins
5K5	Brent PCT	979	818	84%	1,078	832	77%	1,125	835	74%	8,733	7,007	80%
5HX	Ealing PCT	1,076	848	79%	1,077	800	74%	1,261	901	71%	9,439	7,299	77%
5H1	Hammersmith & Fulham PCT	625	507	81%	683	555	81%	664	546	82%	5,521	4,602	83%
5K6	Harrow PCT	654	564	86%	667	561	84%	717	595	83%	5,564	4,765	86%
5AT	Hillingdon PCT	944	788	83%	977	815	83%	1,083	887	82%	8,296	6,833	82%
5HY	Hounslow PCT	786	610	78%	831	629	76%	922	687	75%	6,831	5,226	77%
5LA	Kensington & Chelsea PCT	433	343	79%	521	399	77%	495	382	77%	4,135	3,307	80%
5LC	Westminster PCT	1,242	1,036	83%	1,294	1,066	82%	1,325	1,043	79%	10,690	8,848	83%
5A9	Barnet PCT	962	777	81%	979	763	78%	1,107	839	76%	8,448	6,585	78%
5K7	Camden PCT	920	814	88%	919	804	87%	1,053	873	83%	8,118	7,074	87%
5C1	Enfield PCT	971	840	87%	1,026	832	81%	1,151	945	82%	8,588	7,117	83%
5C9	Haringey PCT	858	668	78%	880	693	79%	1,046	744	71%	7,742	5,965	77%
5K8	Islington PCT	833	696	84%	871	708	81%	858	683	80%	7,141	5,885	82%
5C2	Barking & Dagenham PCT	685	555	81%	759	590	78%	769	558	73%	6,033	4,681	78%
5C3	City & Hackney PCT	964	722	75%	936	702	75%	1,010	737	73%	8,497	6,465	76%
5A4	Havering PCT	715	584	82%	733	584	80%	853	618	72%	6,314	4,892	77%
5C5	Newham PCT	1,000	777	78%	1,100	867	79%	1,179	862	73%	9,148	7,081	77%
5NA	Redbridge PCT	754	606	80%	771	606	79%	872	640	73%	6,785	5,202	77%
5C4	Tower Hamlets PCT	931	759	82%	950	758	80%	986	758	77%	8,022	6,430	80%
5NC	Waltham Forest PCT	755	587	78%	793	614	77%	909	666	73%	6,933	5,256	76%
5AX	Bexley PCT	601	444	74%	672	522	78%	804	558	69%	5,498	4,242	77%
5A7	Bromley PCT	830	642	77%	845	628	74%	1,038	735	71%	7,248	5,488	76%
5A8	Greenwich PCT	898	726	81%	881	736	84%	973	778	80%	7,659	6,252	82%
5LD	Lambeth PCT	1,029	811	79%	1,076	799	74%	1,158	831	72%	9,471	7,209	76%
5LF	Lewisham PCT	947	741	78%	1,046	827	79%	1,079	798	74%	8,249	6,517	79%
5LE	Southwark PCT	1,163	966	83%	1,159	948	82%	1,232	966	78%	9,914	7,996	81%
5K9	Croydon PCT	1,193	938	79%	1,121	857	76%	1,304	949	73%	10,019	7,696	77%
5A5	Kingston PCT	394	321	81%	400	308	77%	491	360	73%	3,649	2,826	77%
5M6	Richmond & Twickenham PCT	459	352	77%	484	360	74%	514	359	70%	3,854	2,869	74%
5M7	Sutton & Merton PCT	1,063	851	80%	1,047	814	78%	1,183	888	75%	8,800	6,858	78%
5LG	Wandsworth PCT	861	641	74%	886	657	74%	884	616	70%	7,153	5,361	75%
	Lowest (excl out of London)			74%			74%			69%			74%
	Highest (excl out of London)			88%			87%			83%			87%
	Range			15%			13%			14%			13%