

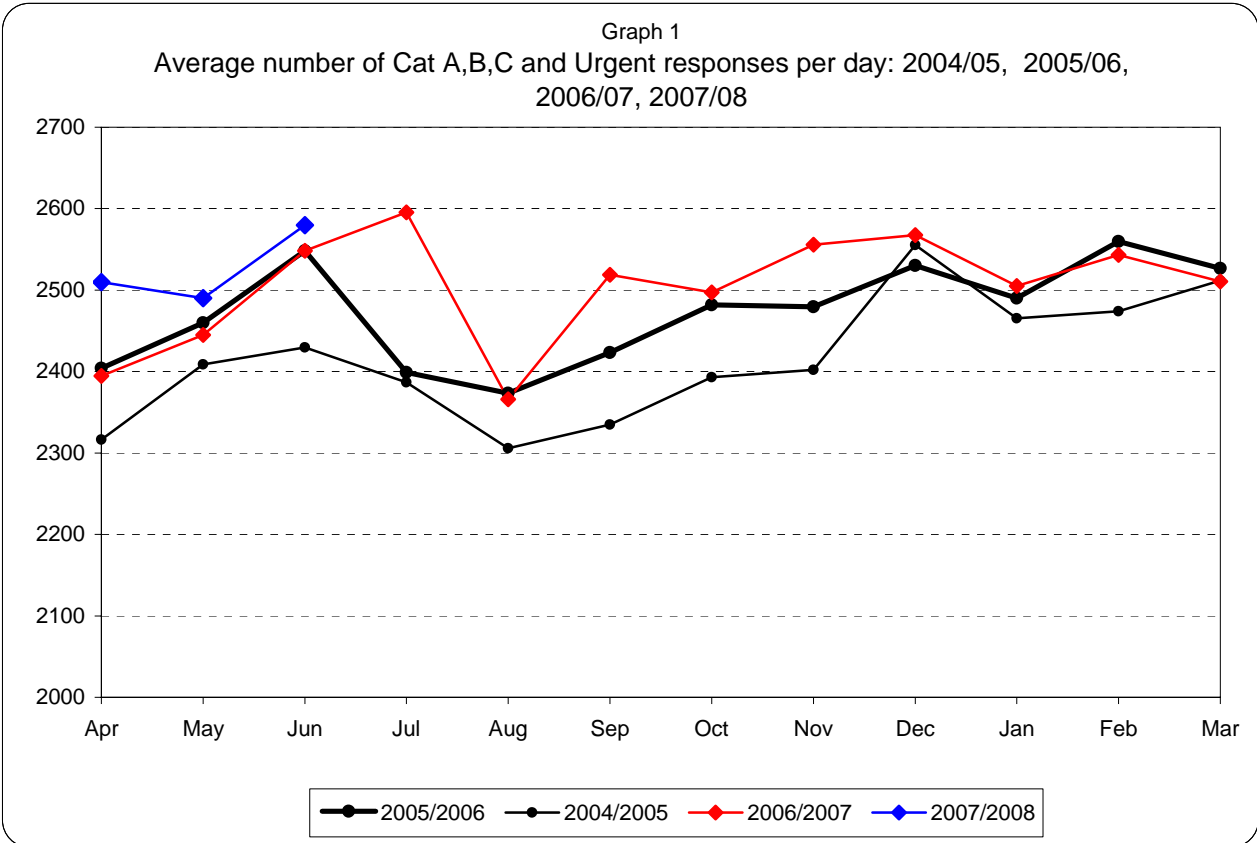


London Ambulance Service
NHS Trust

Information Pack for Trust Board

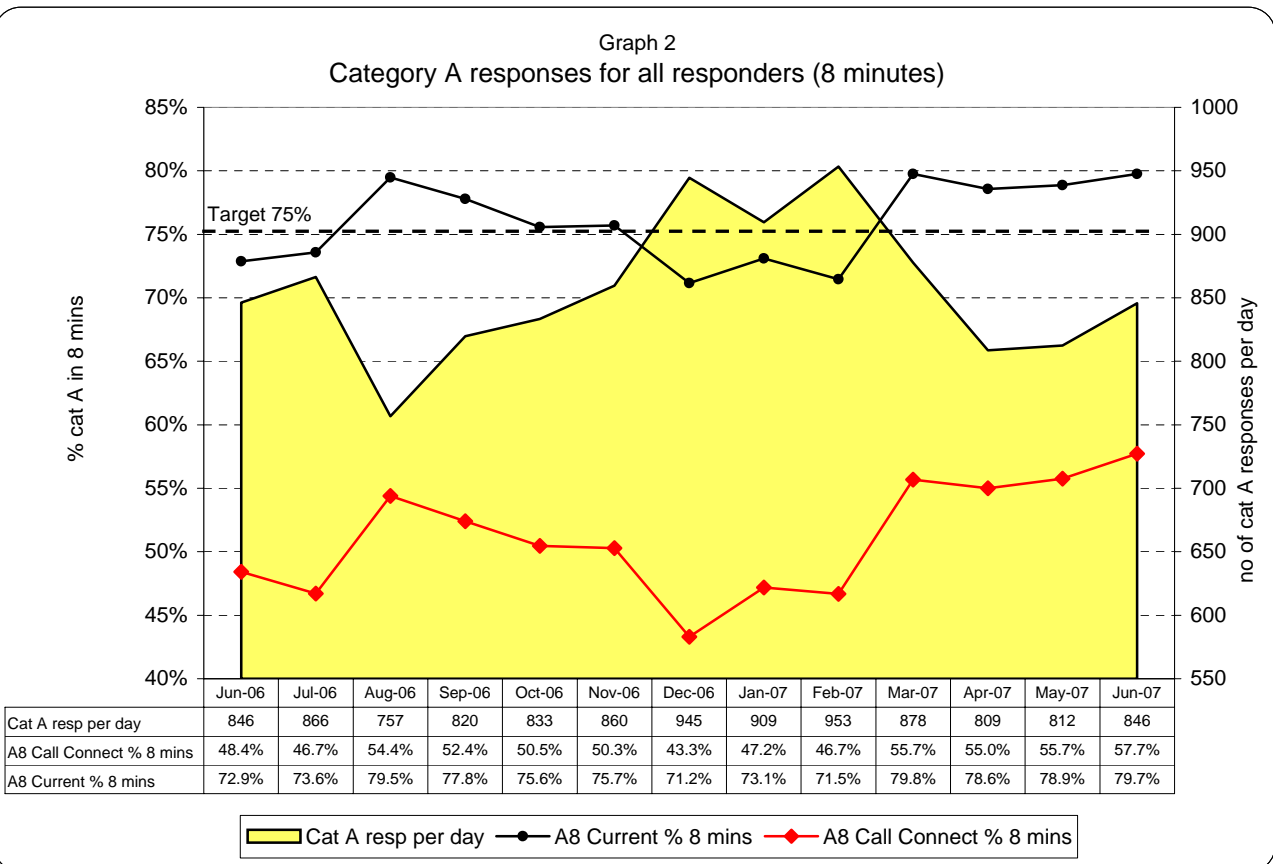
June 2007

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



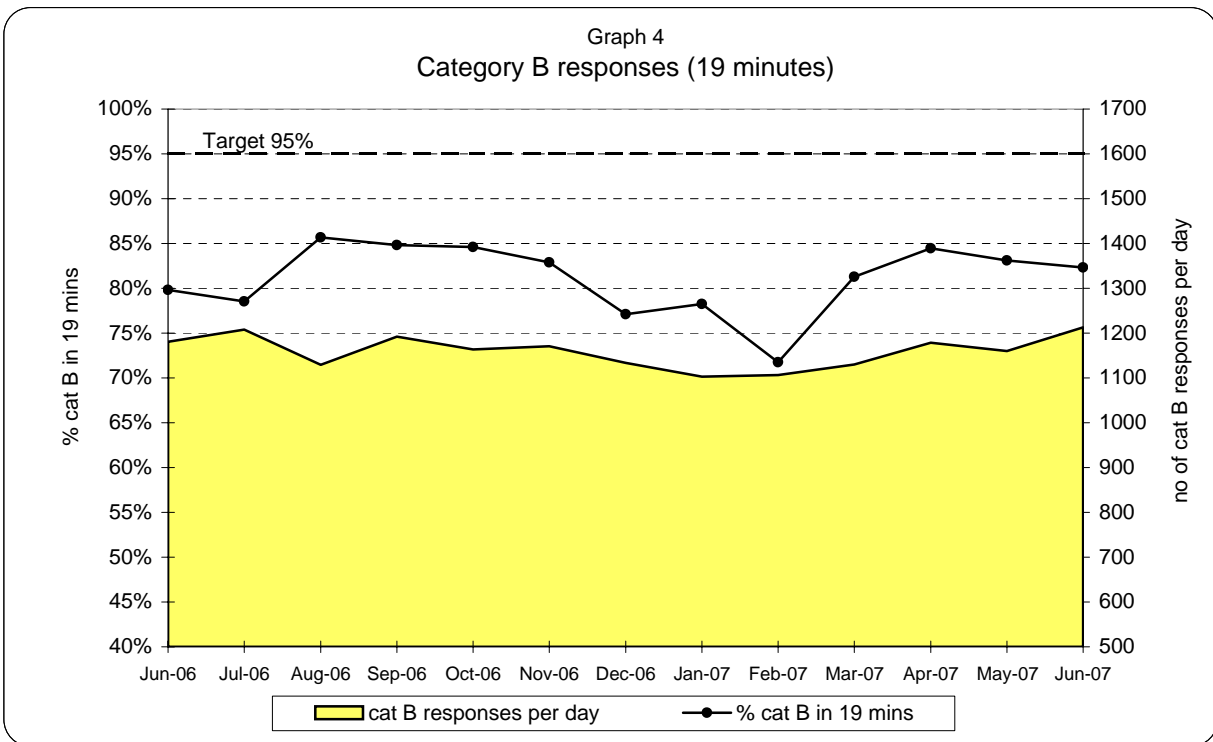
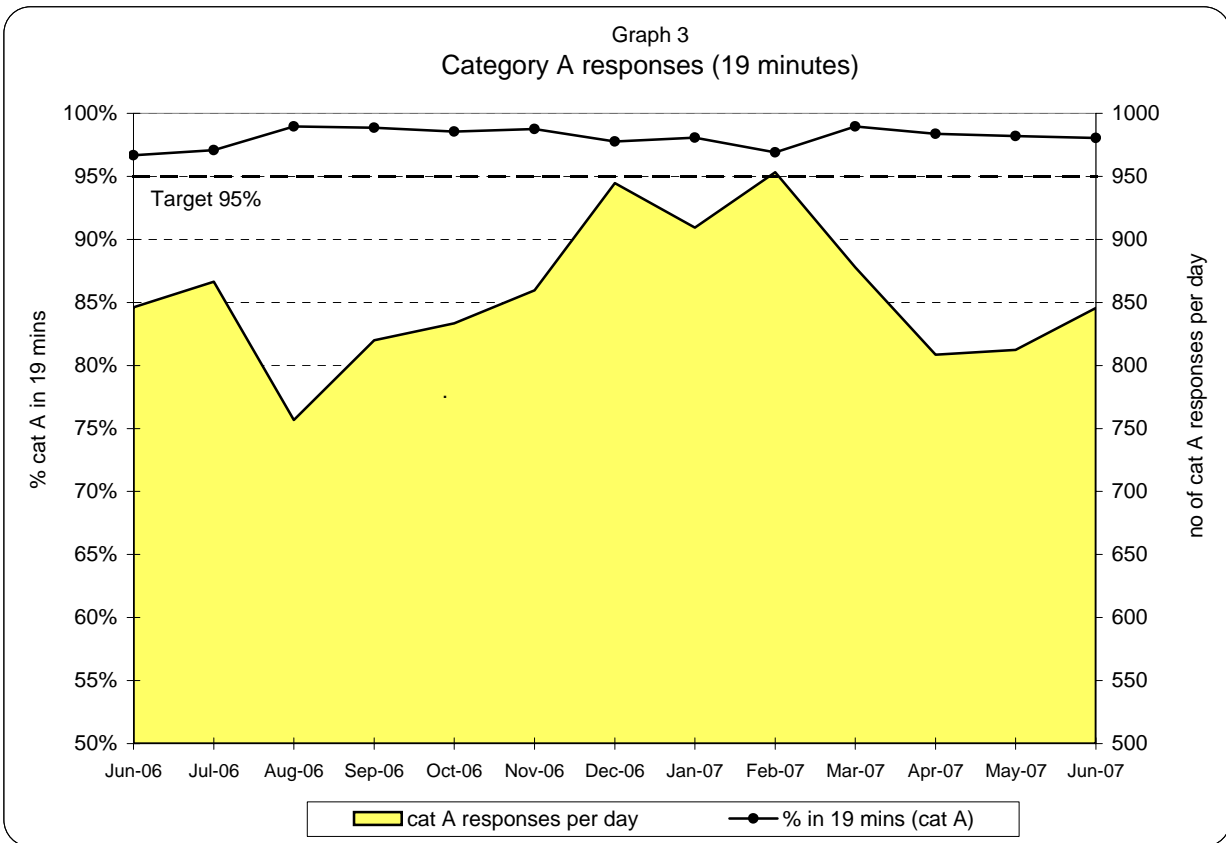
Cat A,B,C and Urgent responses: monthly and year to date comparison

June 07 v June 06	year so far 07 v year so far 06
+1.2%	+2.6%



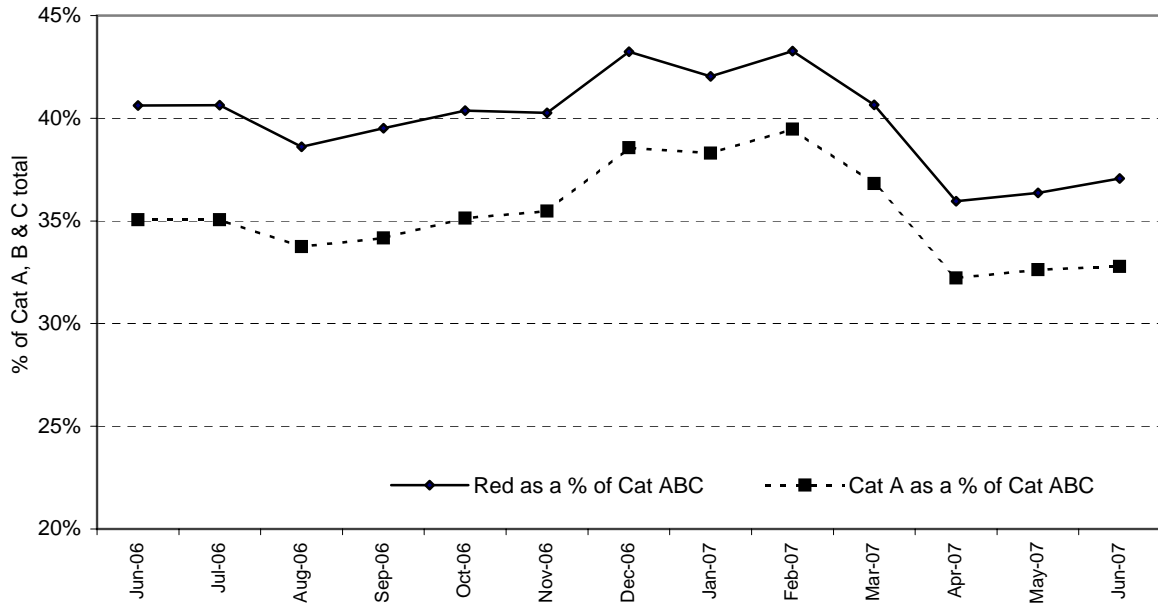
Cat A resp per day	846	866	757	820	833	860	945	909	953	878	809	812	846
A8 Call Connect % 8 mins	48.4%	46.7%	54.4%	52.4%	50.5%	50.3%	43.3%	47.2%	46.7%	55.7%	55.0%	55.7%	57.7%
A8 Current % 8 mins	72.9%	73.6%	79.5%	77.8%	75.6%	75.7%	71.2%	73.1%	71.5%	79.8%	78.6%	78.9%	79.7%

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



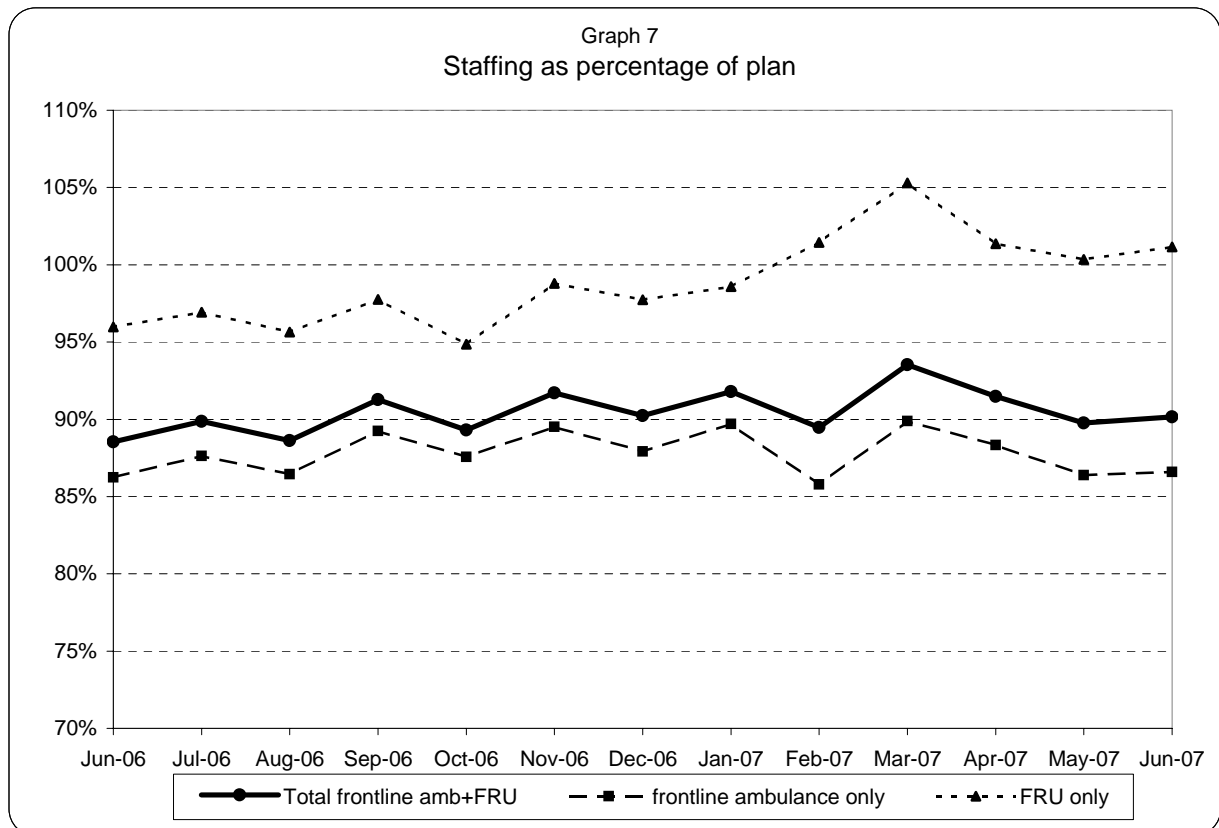
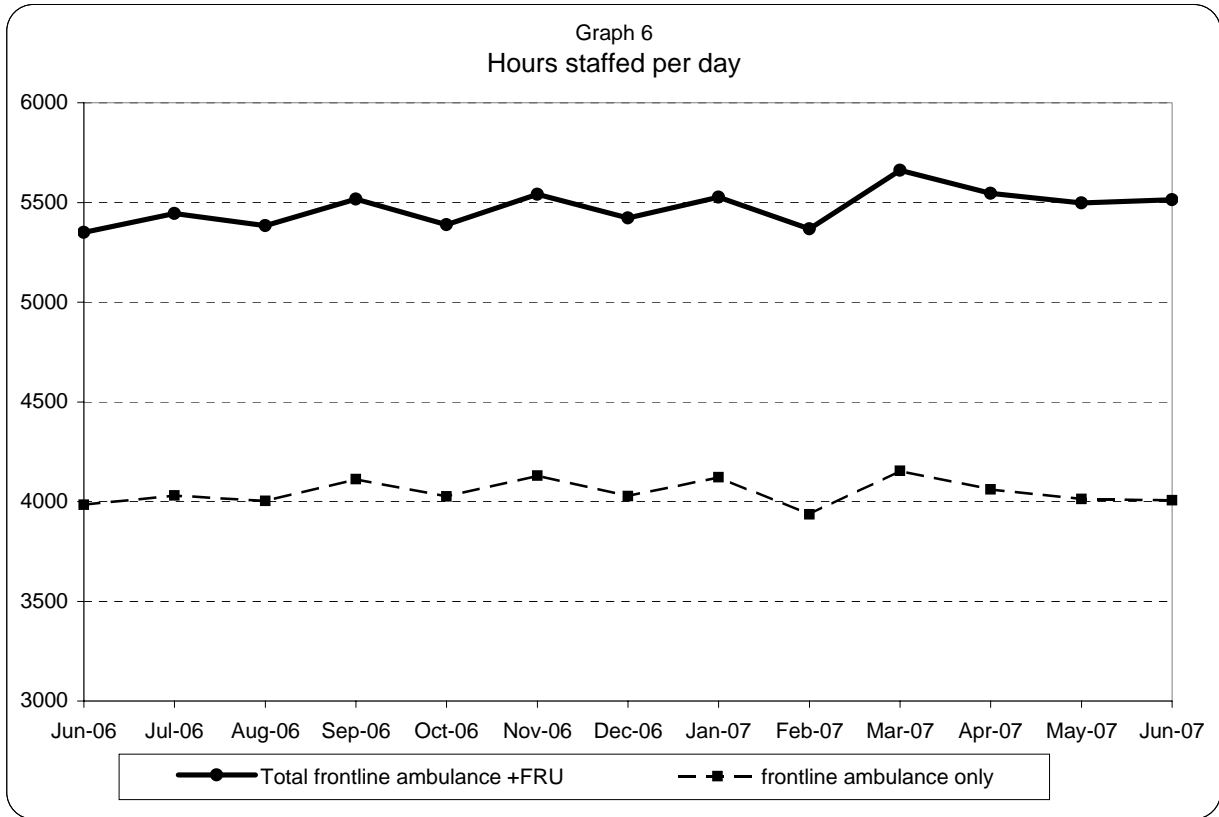
**London Ambulance Service NHS Trust
Accident and Emergency Service
Category A and Red Responses as a percentage of the total Cat A, B & C demand**

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



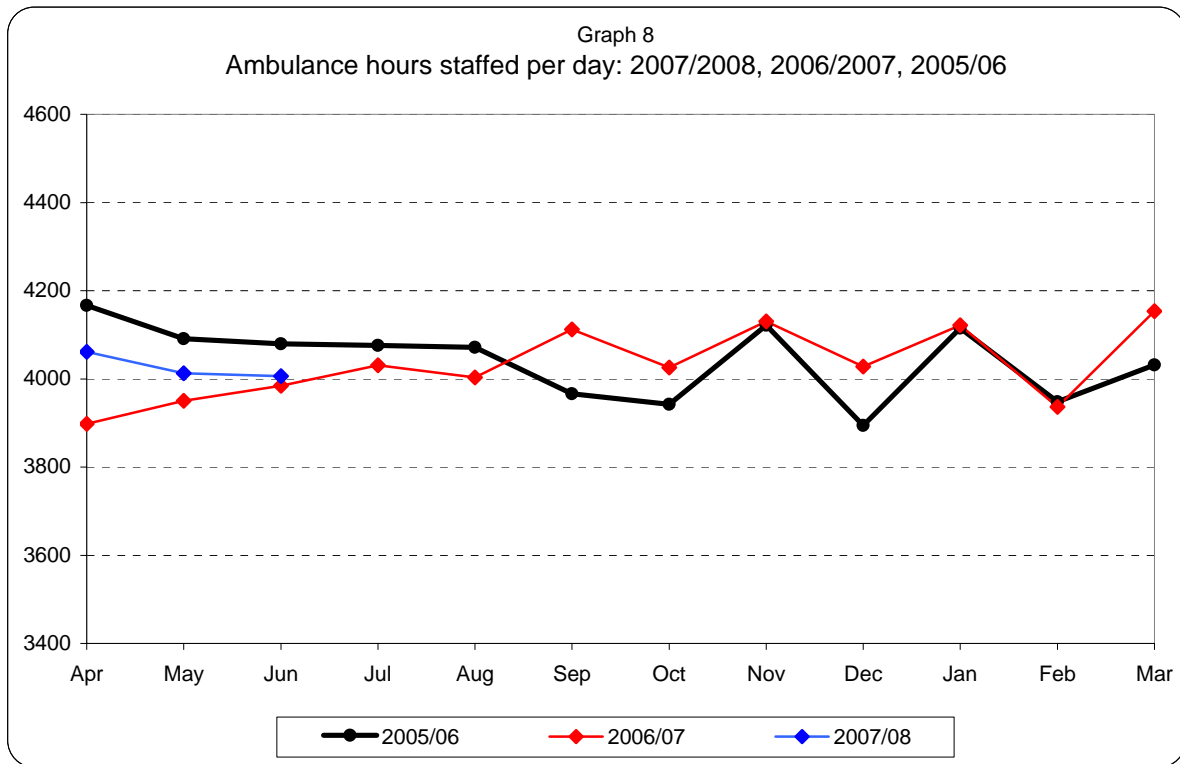
	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Red as a % of Cat ABC	41%	41%	39%	40%	40%	40%	43%	42%	43%	41%	36%	36%	37%
Cat A as a % of Cat ABC	35%	35%	34%	34%	35%	35%	39%	38%	39%	37%	32%	33%	33%

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

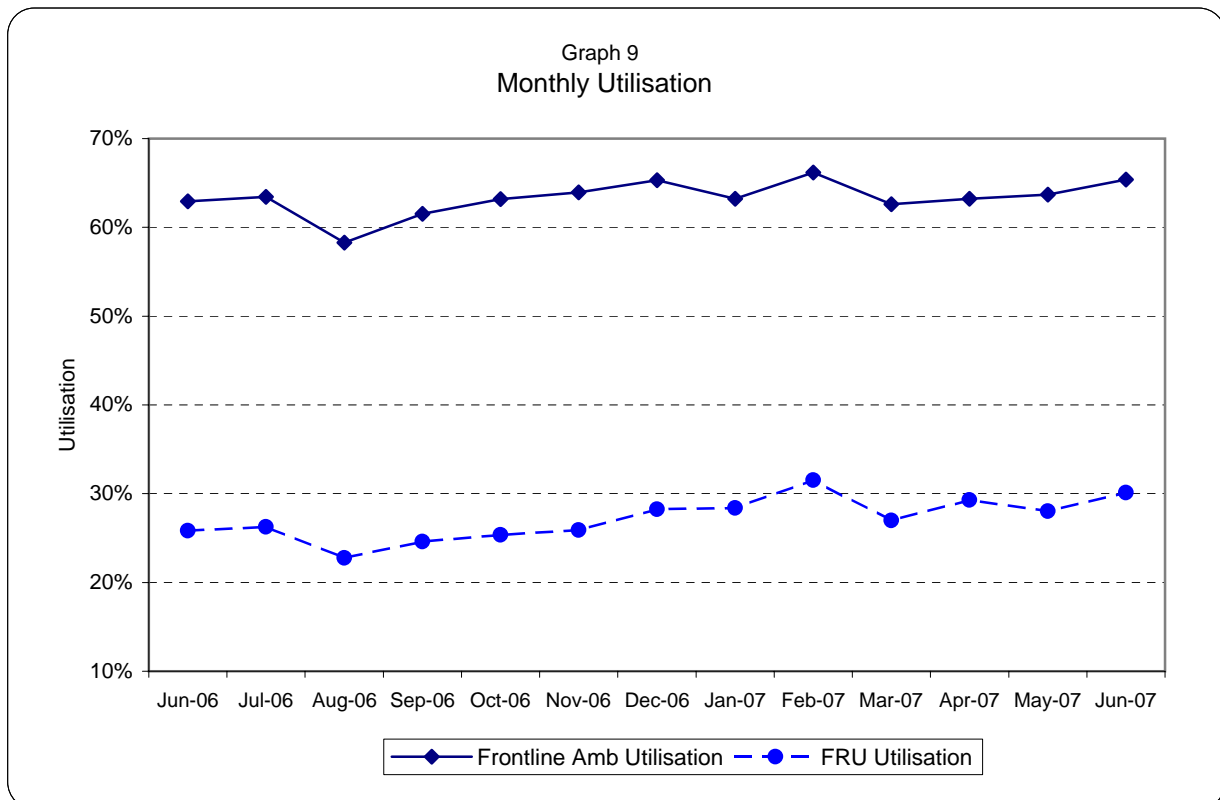


Note: staffed = (plan + additional - unmanned - single)/plan

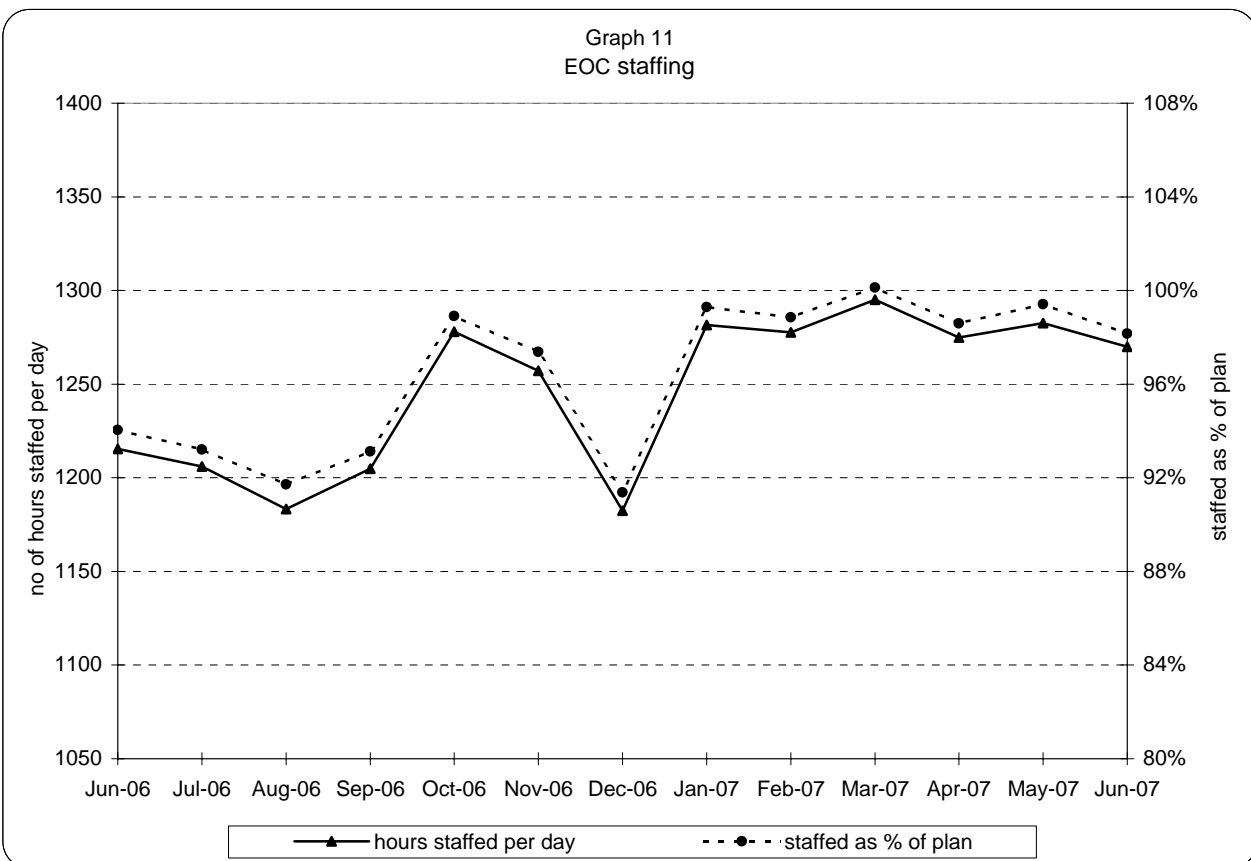
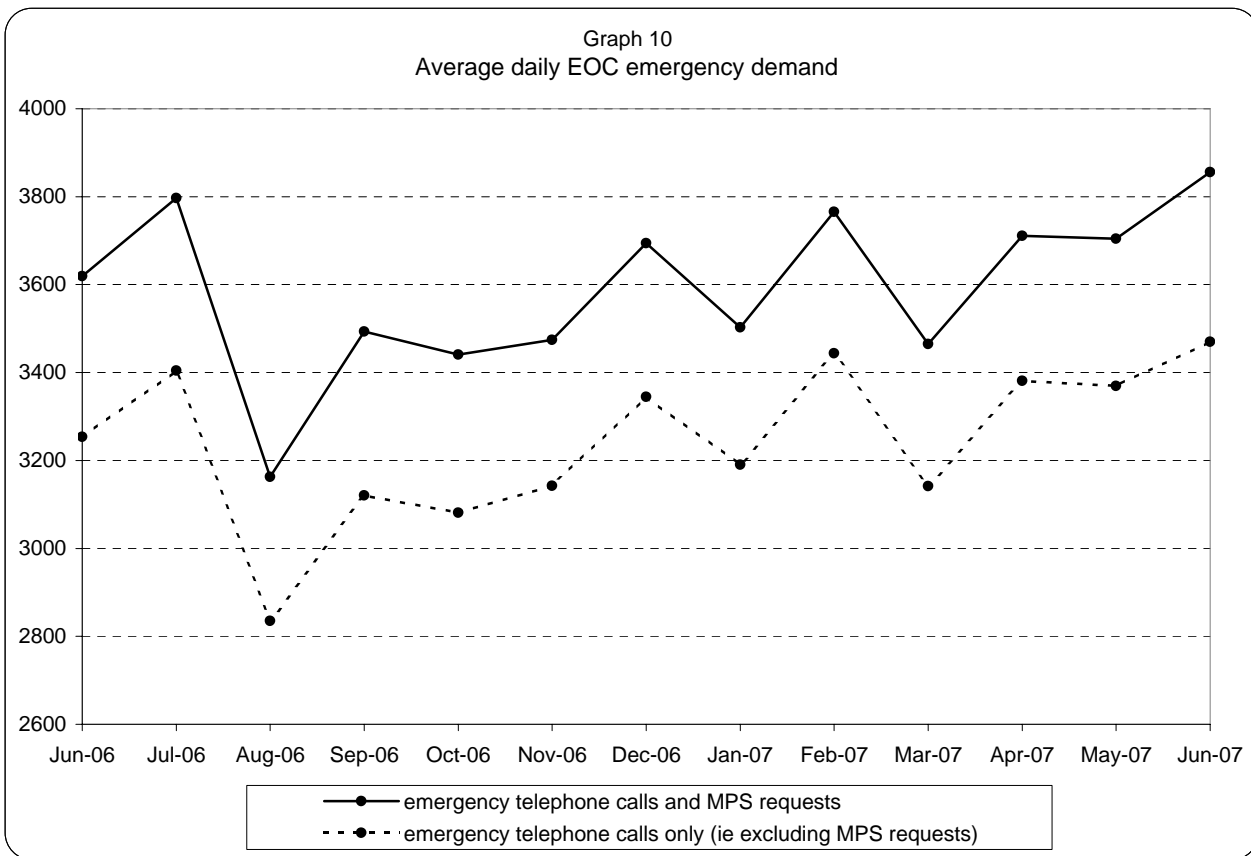
**London Ambulance Service NHS Trust
Accident and Emergency Service
Yearly comparison of ambulance staffing and Average Monthly Utilisation**



Note: staffed = plan + additional - unmanned - single

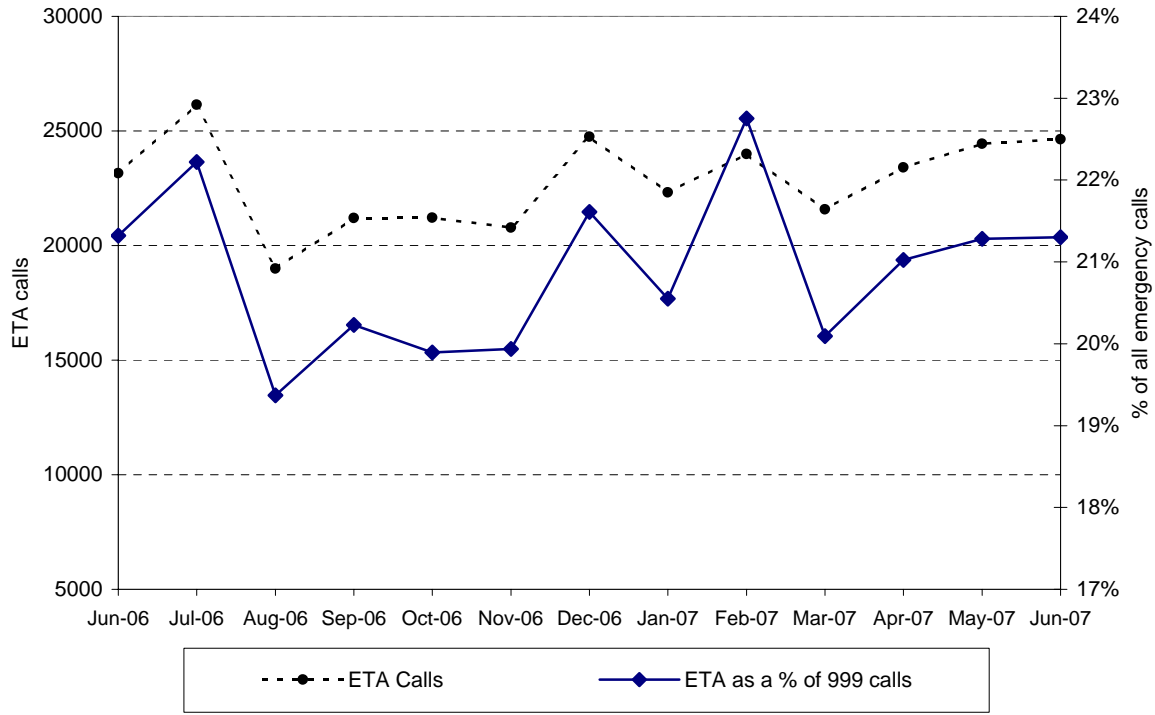


**London Ambulance Service NHS Trust
Accident and Emergency Service
EOC activity and staffing**

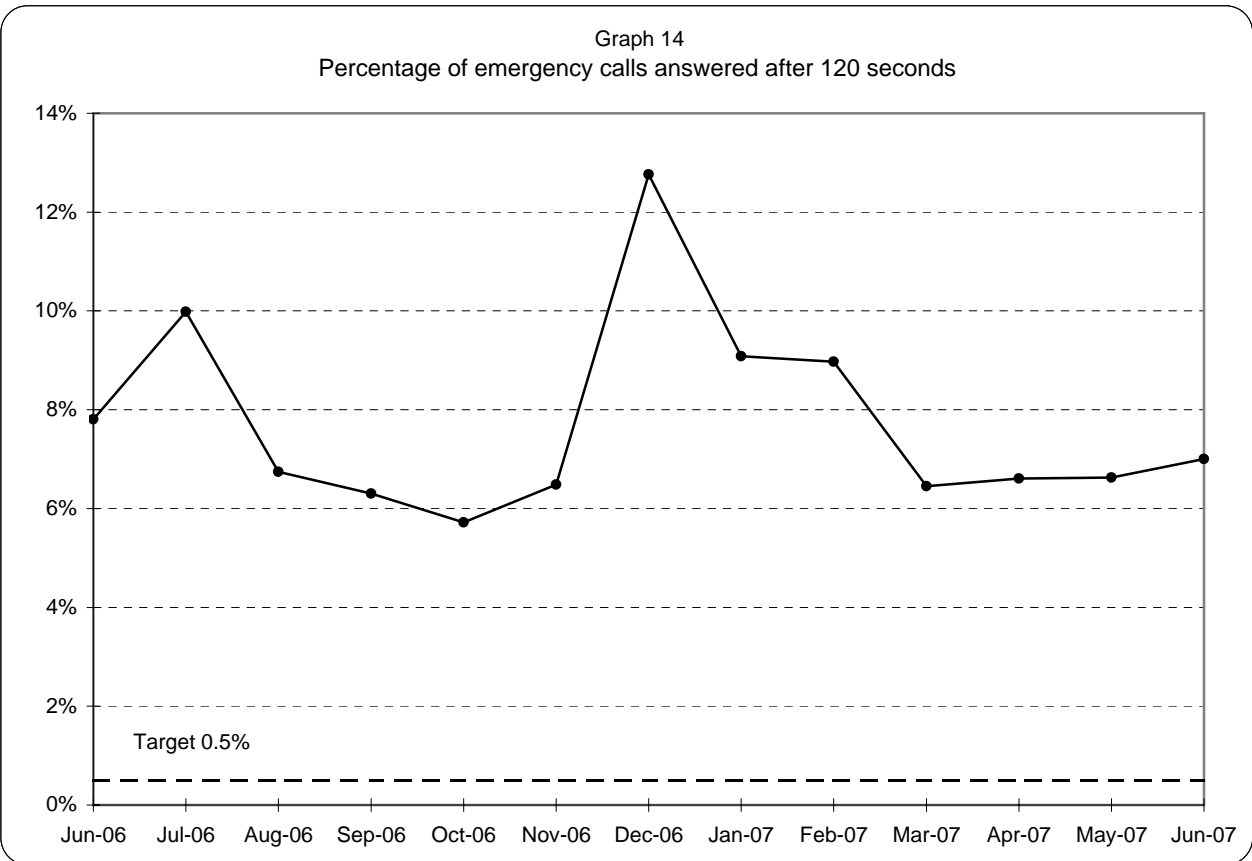
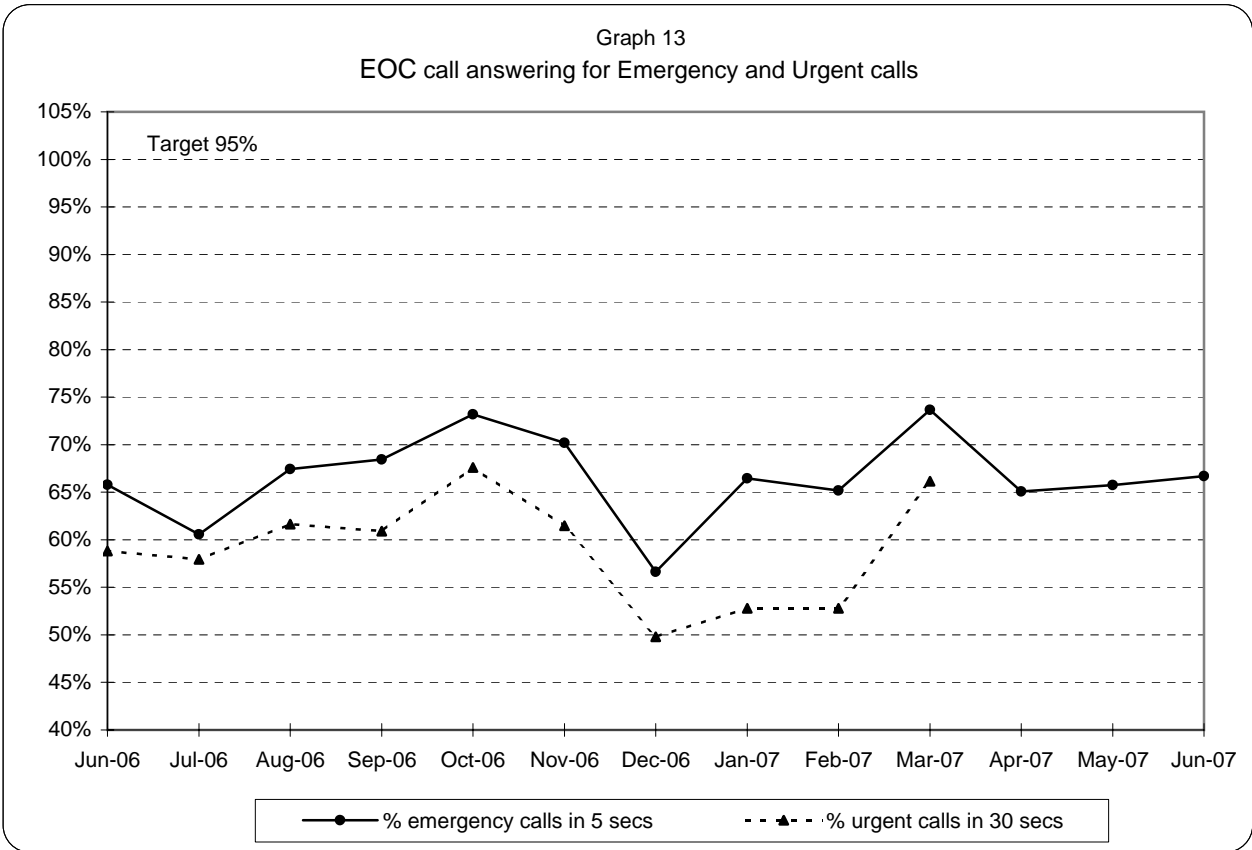


**London Ambulance Service NHS Trust
Accident and Emergency Service
ETA calls as a percentage of all emergency calls**

Graph 12
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	Feb-07	Mar-07	Apr-07	May-07
EMT 1	976	1086	1506	1510
Whitework	1077	1113	1067	1119
PTS	266	173	139	150
ECP	279	287	314	282
CTA	3642	4527	4018	3892
UCS Total (green, urgent, non urgent & CTA)	6240	7186	7044	6953
Non UCS Total (green, urgent, non urgent)	12544	14818	14496	14887
TOTAL	18784	22004	21540	21840
% of total by UCS	33.2%	32.7%	32.7%	31.8%

* 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

		Apr-07			May-07			Jun-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	863	681	79%	973	791	81%	983	805	82%	2,819	2,277	81%
5HX	Ealing PCT	988	749	76%	1,032	818	79%	1,000	805	81%	3,020	2,372	79%
5H1	Hammersmith & Fulham PCT	566	472	83%	548	465	85%	571	477	84%	1,685	1,414	84%
5K6	Harrow PCT	547	478	87%	619	523	84%	600	517	86%	1,766	1,518	86%
5AT	Hillingdon PCT	867	701	81%	907	711	78%	878	717	82%	2,652	2,129	80%
5HY	Hounslow PCT	677	529	78%	705	536	76%	726	554	76%	2,108	1,619	77%
5LA	Kensington & Chelsea PCT	421	354	84%	449	362	81%	440	351	80%	1,310	1,067	81%
5LC	Westminster PCT	1,058	879	83%	1,137	943	83%	1,220	1,022	84%	3,415	2,844	83%
5A9	Barnet PCT	864	656	76%	922	688	75%	924	744	81%	2,710	2,088	77%
5K7	Camden PCT	795	719	90%	885	778	88%	905	771	85%	2,585	2,268	88%
5C1	Enfield PCT	953	774	81%	944	766	81%	861	711	83%	2,758	2,251	82%
5C9	Haringey PCT	855	648	76%	812	618	76%	861	679	79%	2,528	1,945	77%
5K8	Islington PCT	707	596	84%	759	623	82%	775	645	83%	2,241	1,864	83%
5C2	Barking & Dagenham PCT	651	508	78%	652	494	76%	653	514	79%	1,956	1,516	78%
5C3	City & Hackney PCT	893	678	76%	928	710	77%	956	722	76%	2,777	2,110	76%
5A4	Havering PCT	649	470	72%	679	514	76%	662	504	76%	1,990	1,488	75%
5C5	Newham PCT	910	701	77%	1,019	796	78%	1,050	802	76%	2,979	2,299	77%
5NA	Redbridge PCT	719	542	75%	697	542	78%	752	552	73%	2,168	1,636	75%
5C4	Tower Hamlets PCT	859	642	75%	853	675	79%	871	708	81%	2,583	2,025	78%
5NC	Waltham Forest PCT	705	530	75%	752	597	79%	762	569	75%	2,219	1,696	76%
5AX	Bexley PCT	575	437	76%	571	446	78%	557	450	81%	1,703	1,333	78%
5A7	Bromley PCT	758	551	73%	794	598	75%	793	603	76%	2,345	1,752	75%
5A8	Greenwich PCT	748	583	78%	783	635	81%	845	690	82%	2,376	1,908	80%
5LD	Lambeth PCT	988	762	77%	1,077	842	78%	1,033	797	77%	3,098	2,401	78%
5LF	Lewisham PCT	846	686	81%	830	645	78%	868	682	79%	2,544	2,013	79%
5LE	Southwark PCT	1,076	850	79%	1,091	839	77%	1,060	853	80%	3,227	2,542	79%
5K9	Croydon PCT	1,060	778	73%	1,063	828	78%	1,014	803	79%	3,137	2,409	77%
5A5	Kingston PCT	390	305	78%	435	331	76%	363	293	81%	1,188	929	78%
5M6	Richmond & Twickenham PCT	383	294	77%	392	290	74%	404	311	77%	1,179	895	76%
5M7	Sutton & Merton PCT	874	679	78%	899	673	75%	985	793	81%	2,758	2,145	78%
5LG	Wandsworth PCT	766	593	77%	724	543	75%	759	561	74%	2,249	1,697	75%
	Lowest (excl out of London)			72%			74%			73%			75%
	Highest (excl out of London)			90%			88%			86%			88%
	Range			18%			14%			13%			13%