



London Ambulance Service  
NHS Trust

# Information Pack for Trust Board

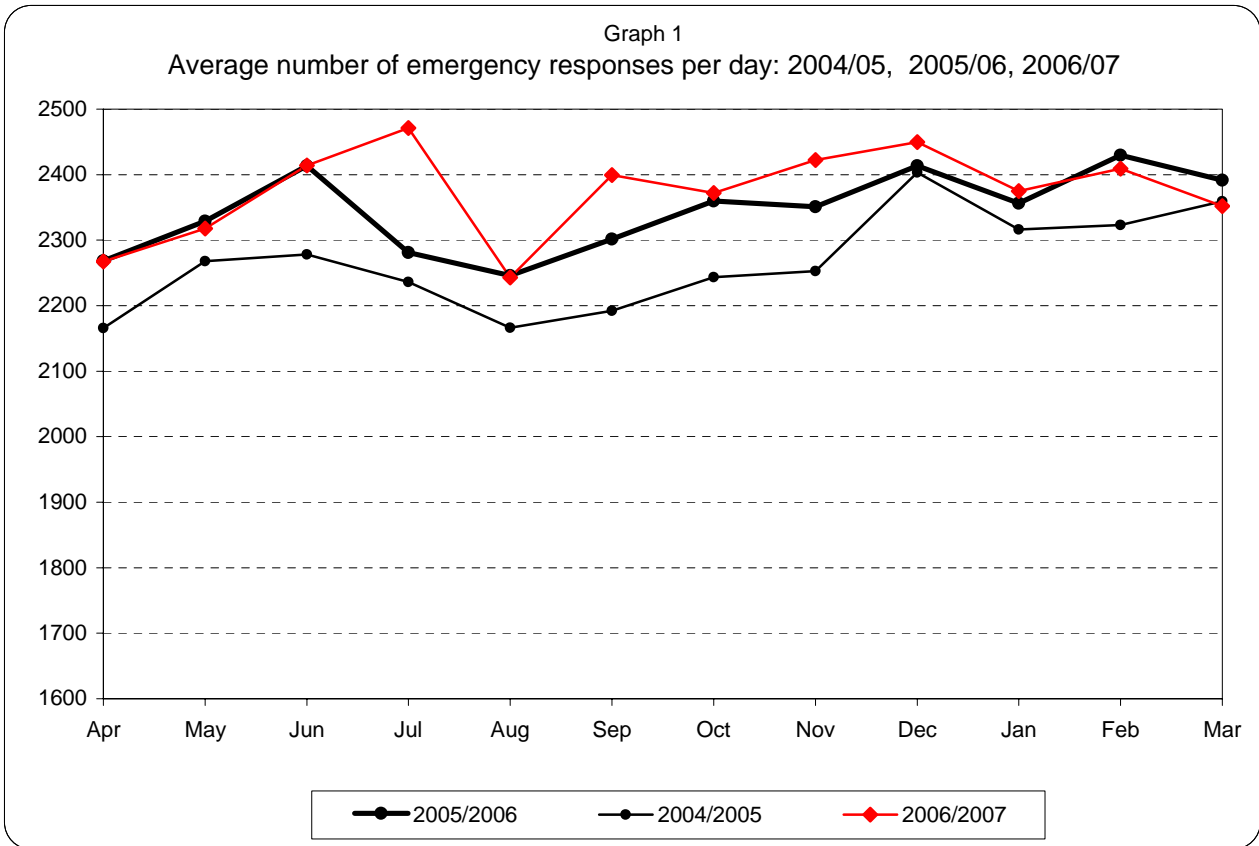
## February 2007

**Please note:**

PRF data entry is up to 07/03/07

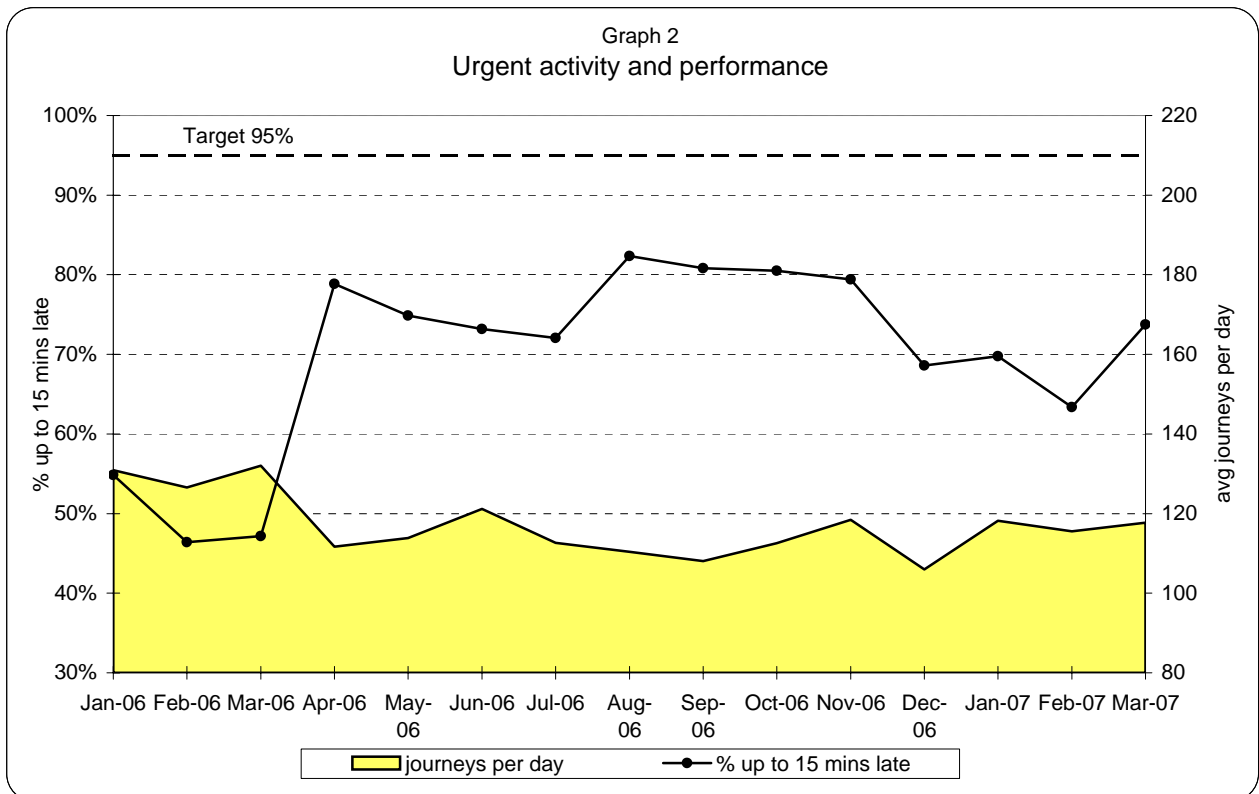
Data for March has been included, up to the 18th March 07

**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Emergency activity and Urgent activity and performance**

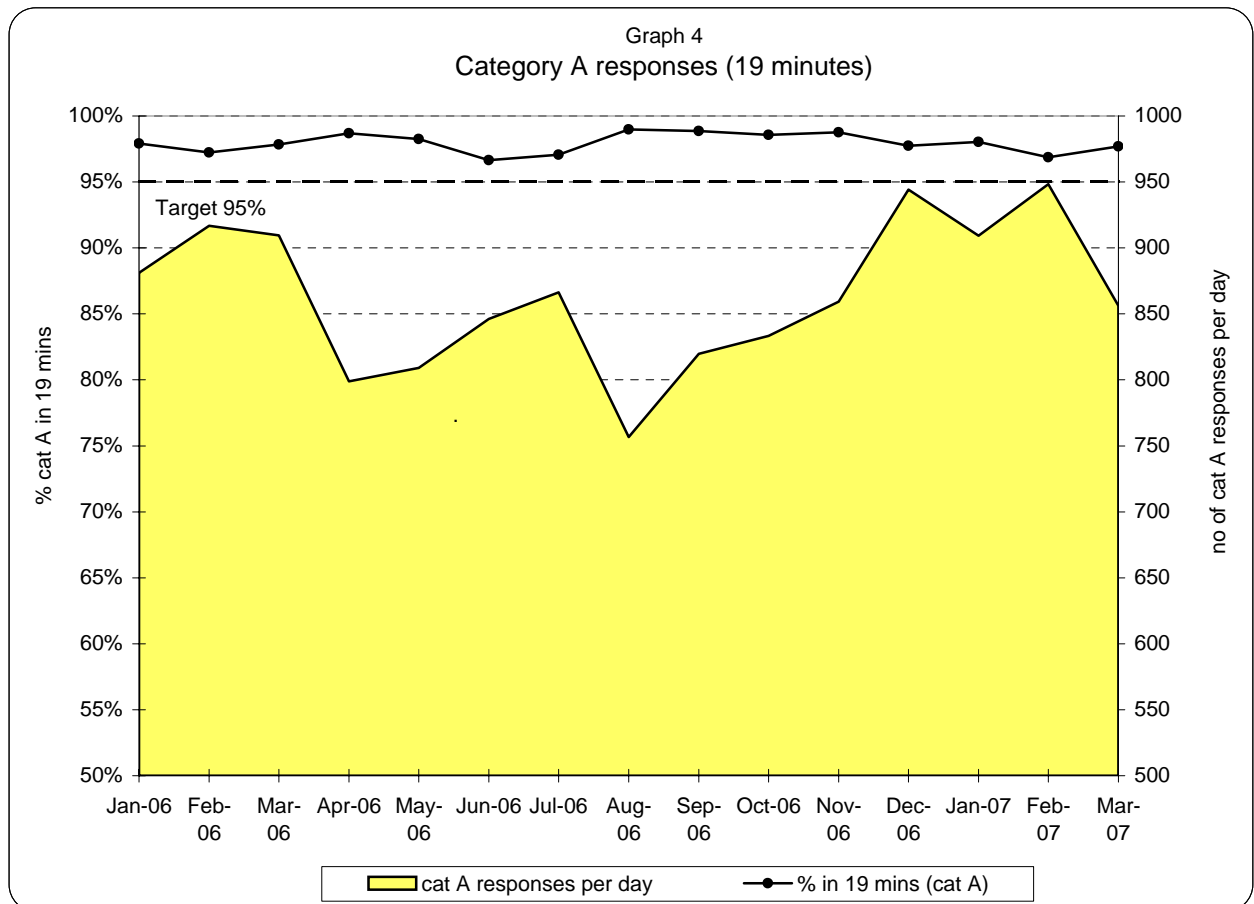
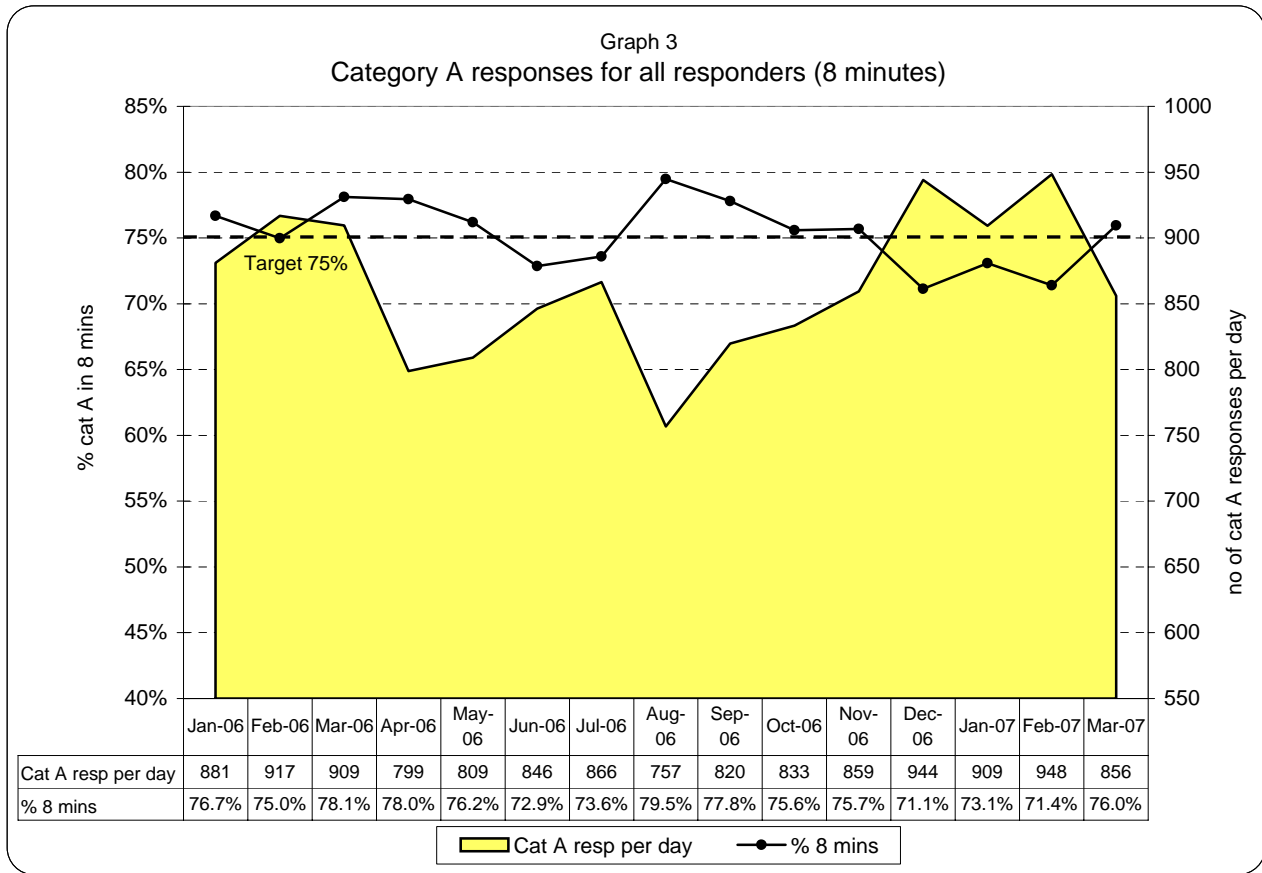


**Emergency responses: monthly and year to date comparison**

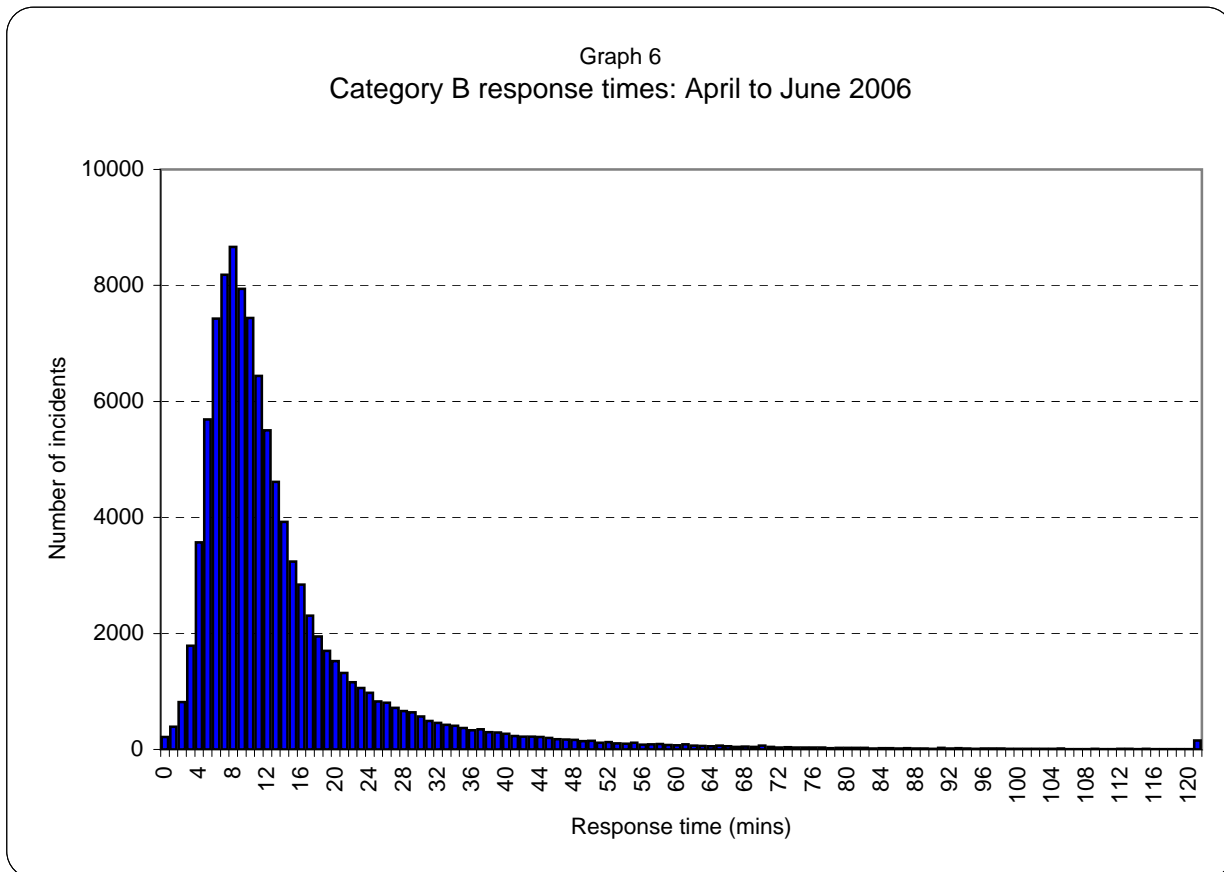
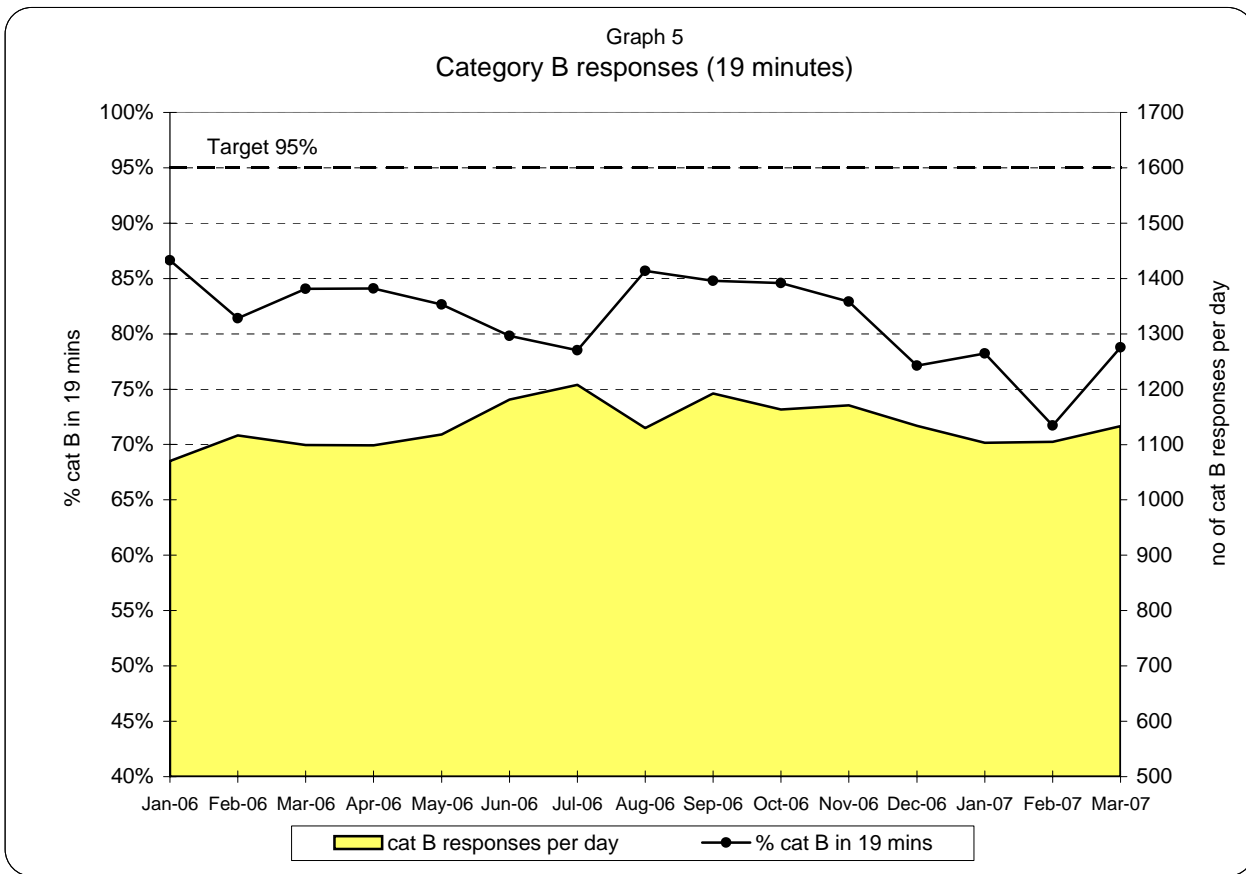
Feb 07 v Feb 06	Apr 06-Feb 07 v Apr 05-Feb 06
-0.8%	+1.5%



**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Emergency responses: 8 and 19 minute response activity and performance**

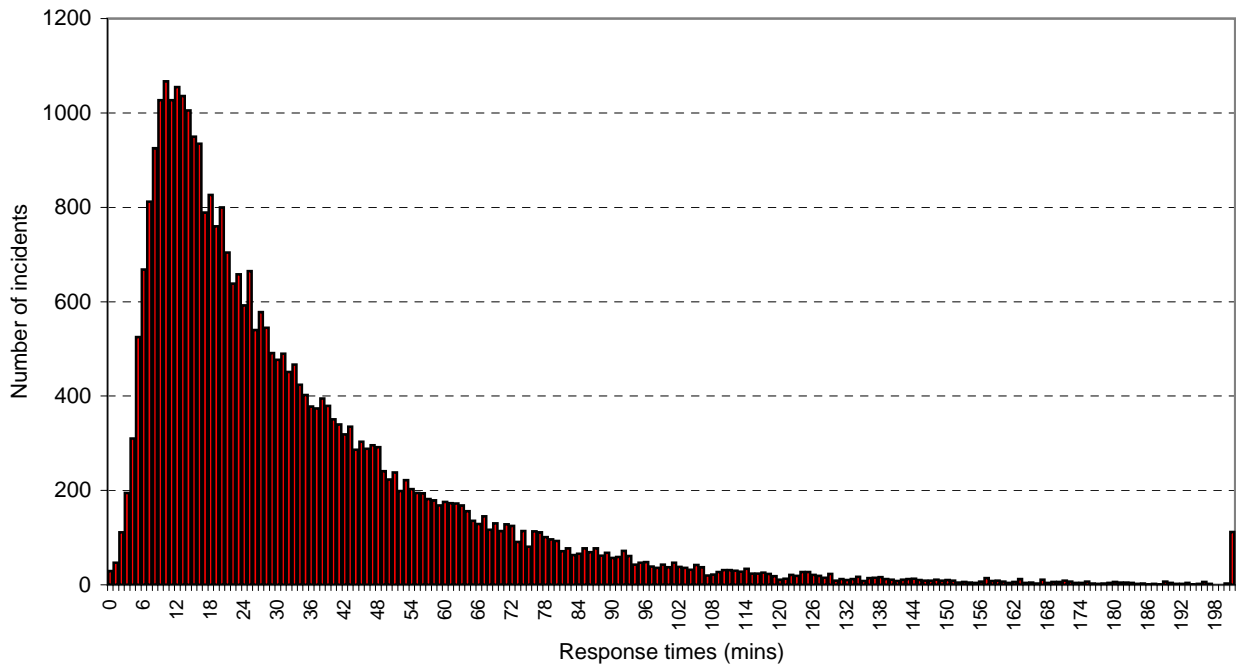


**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Category B 19 minute performance**

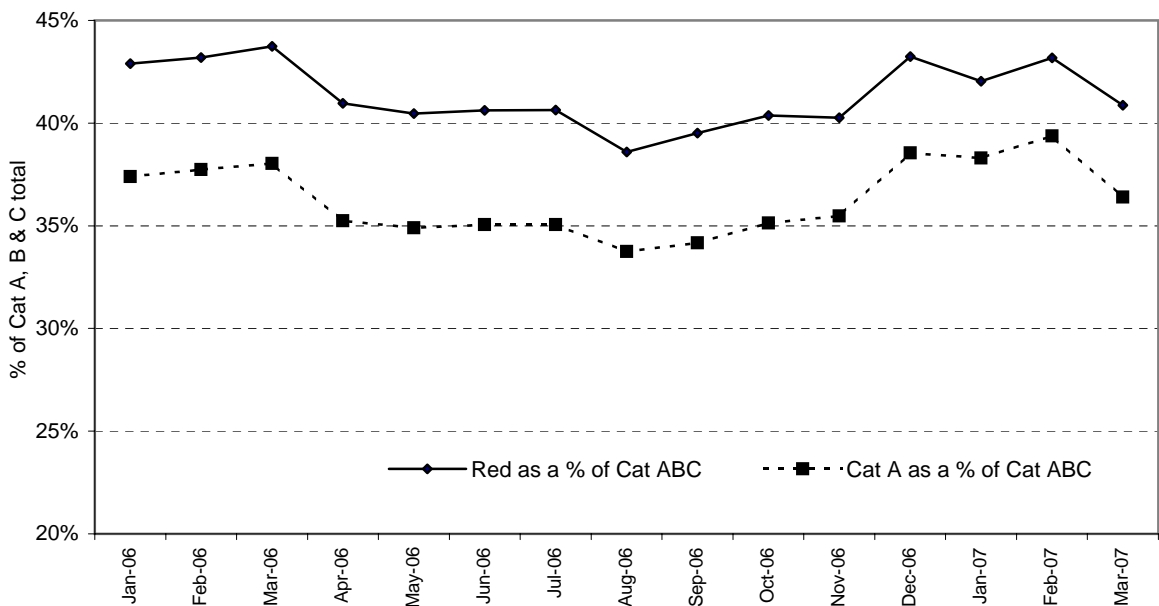


**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Category C response times and Category A and Red Responses**

Graph 7  
Category C response times: April to June 2006

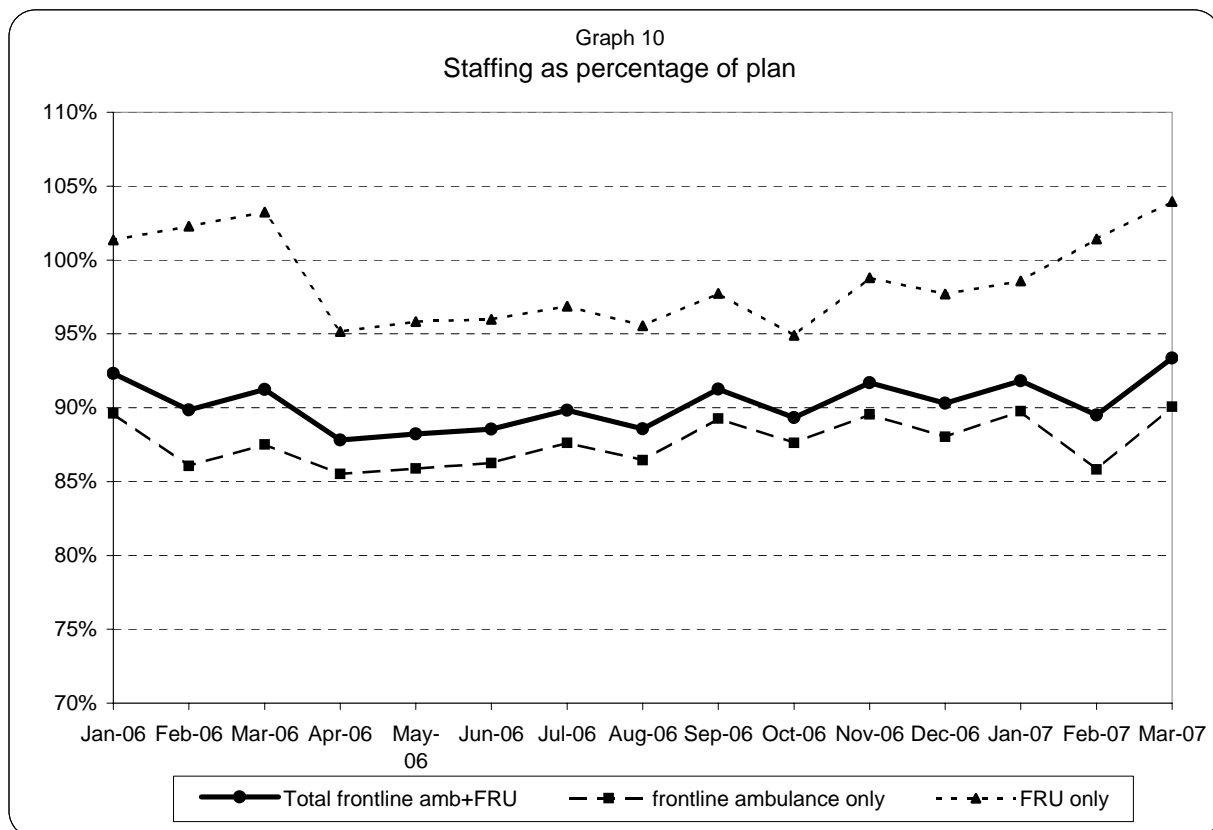
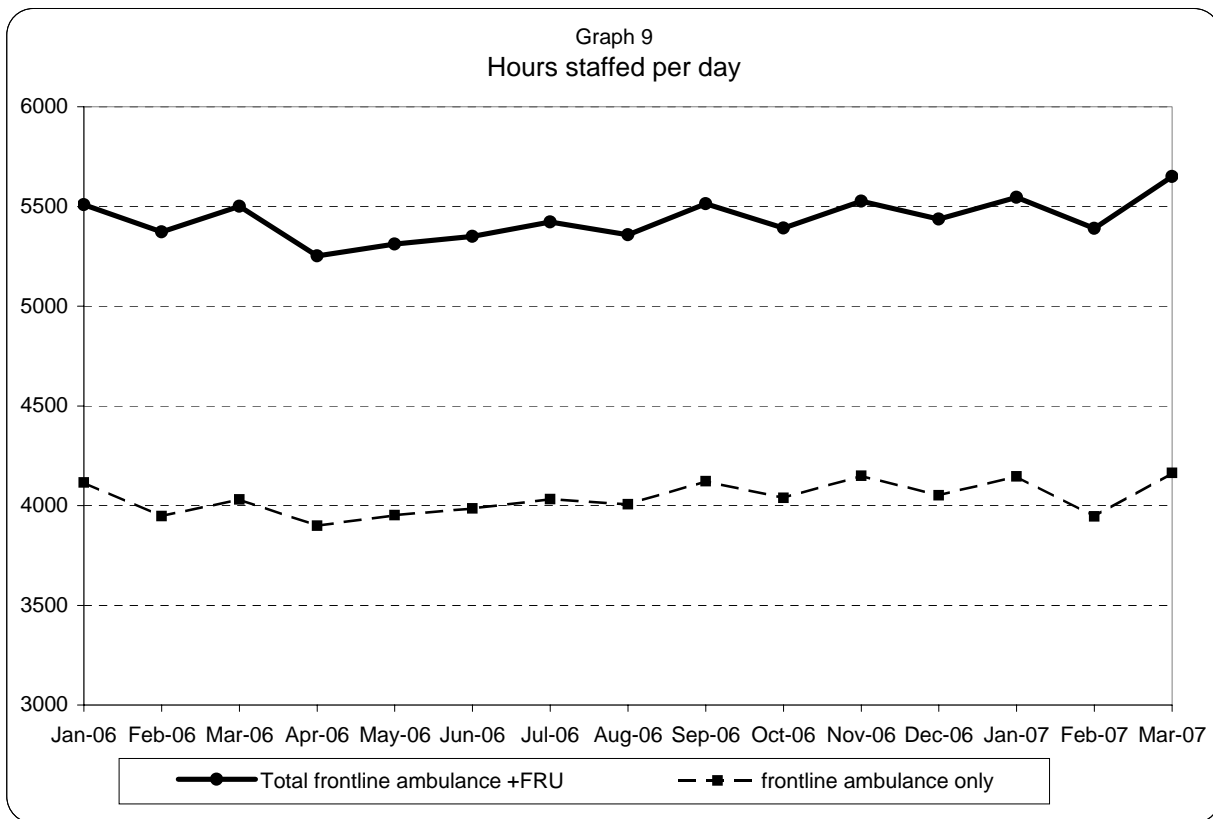


Graph 8  
Category A and Red Responses as a percentage of the total Cat A, B & C demand



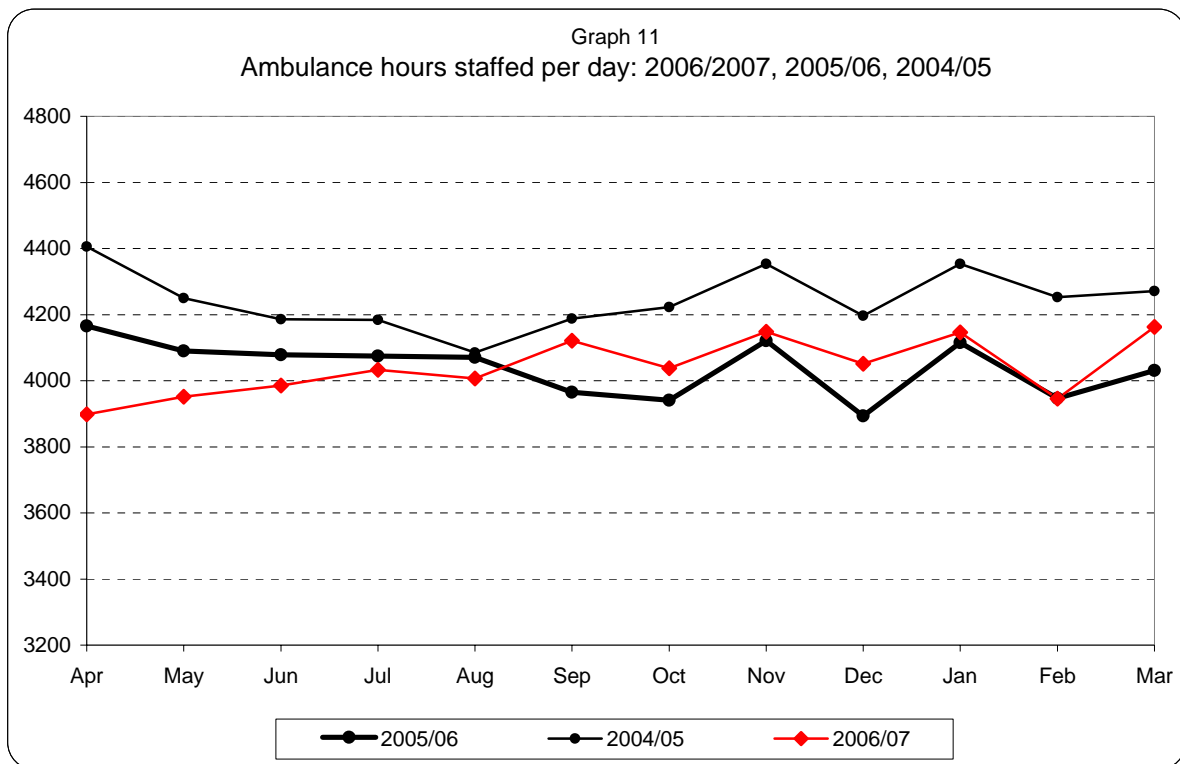
	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Red as a % of Cat ABC	43%	43%	44%	41%	40%	41%	41%	39%	40%	40%	40%	43%	42%	43%	41%
Cat A as a % of Cat ABC	37%	38%	38%	35%	35%	35%	35%	34%	34%	35%	35%	39%	38%	39%	36%

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



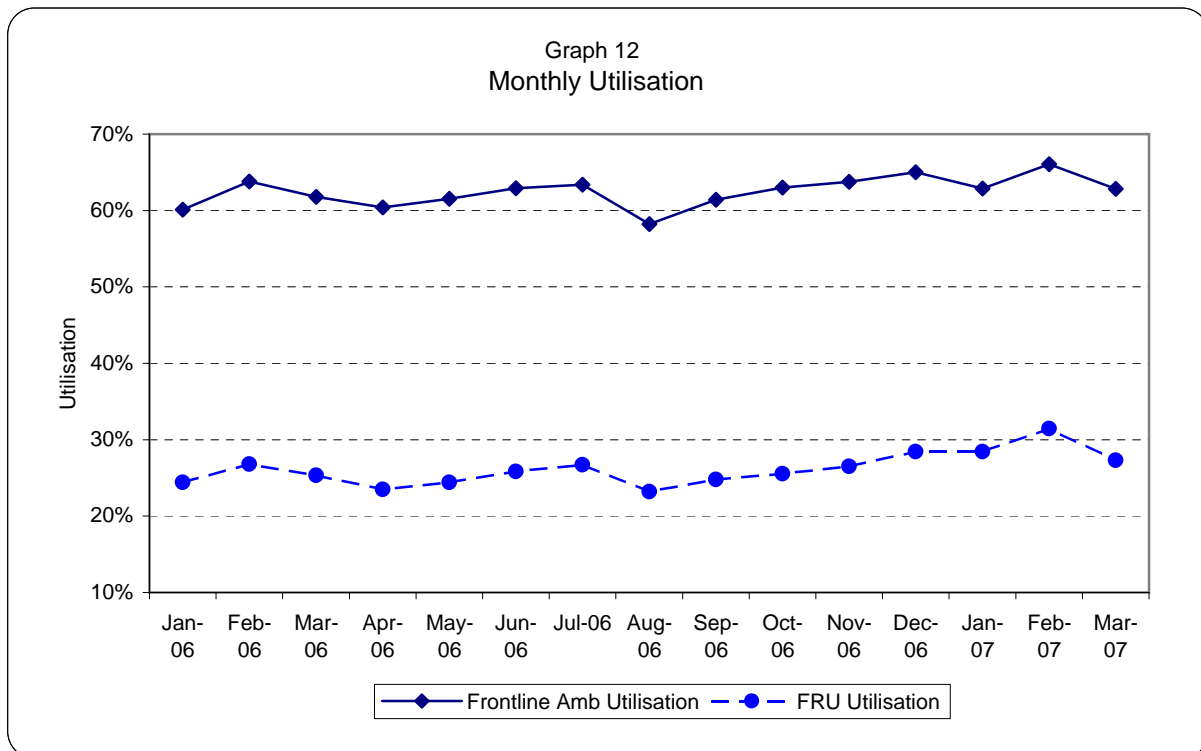
Note: staffed = (plan + additional - unmanned - single)/plan

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

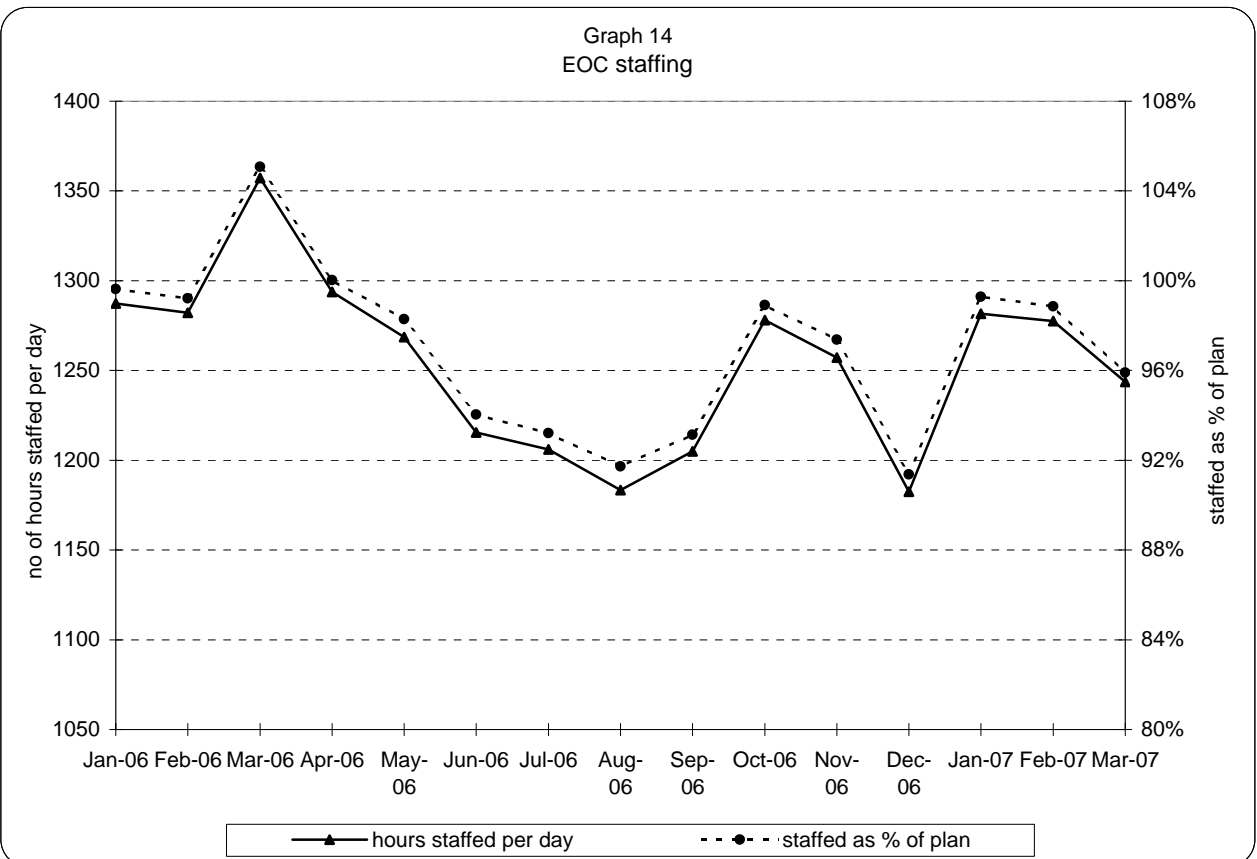
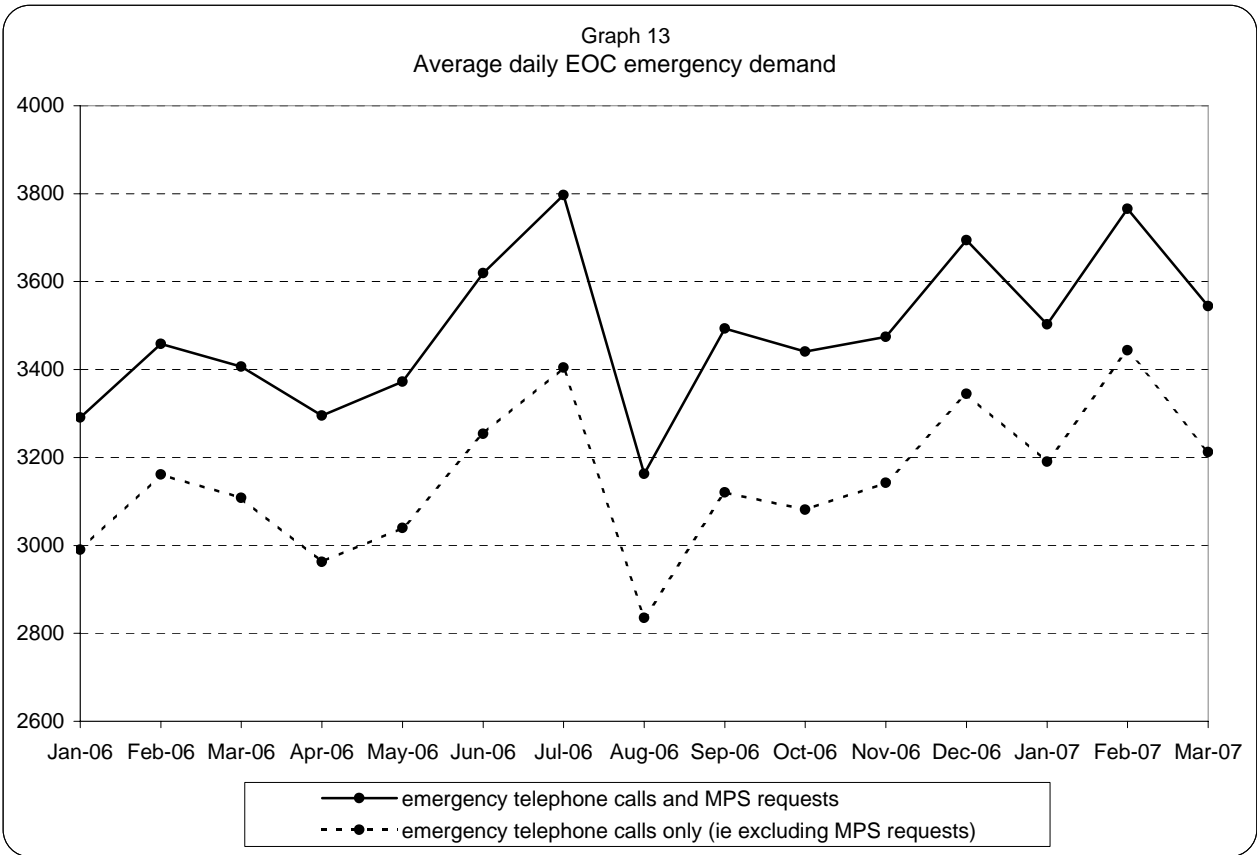


Note: staffed = plan + additional - unmanned - single

The 04/05 figures are taken from the old manning system. 05/06 figures onwards are from the new system



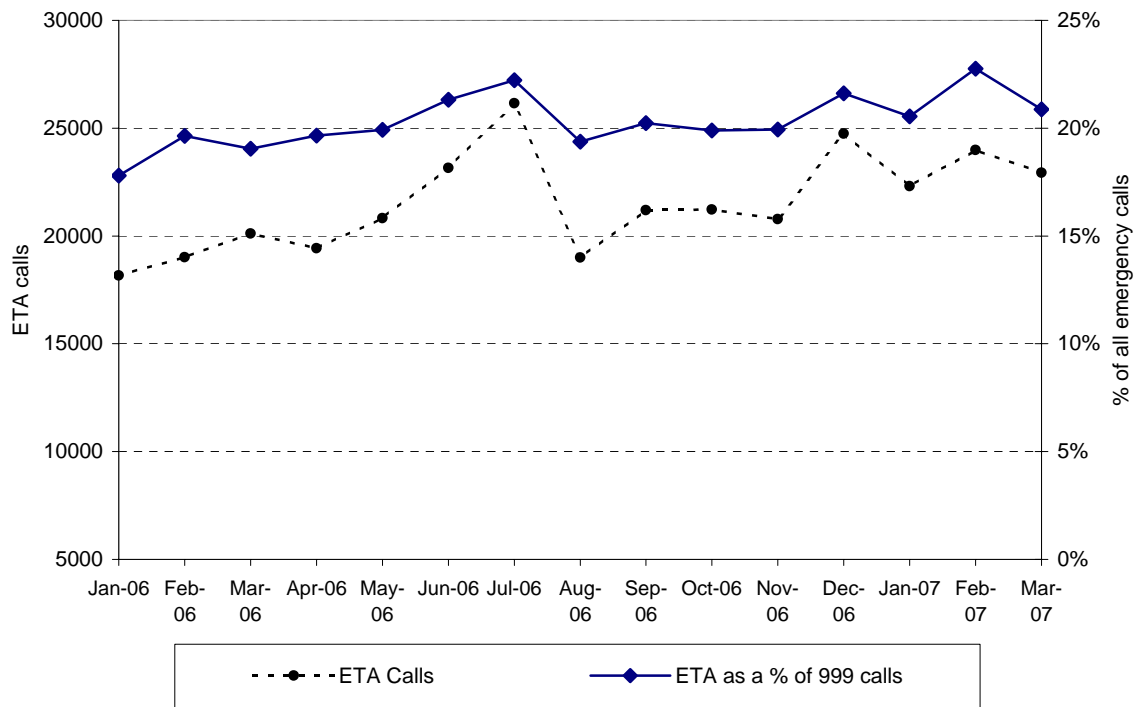
**London Ambulance Service NHS Trust  
Accident and Emergency Service  
EOC activity and staffing**



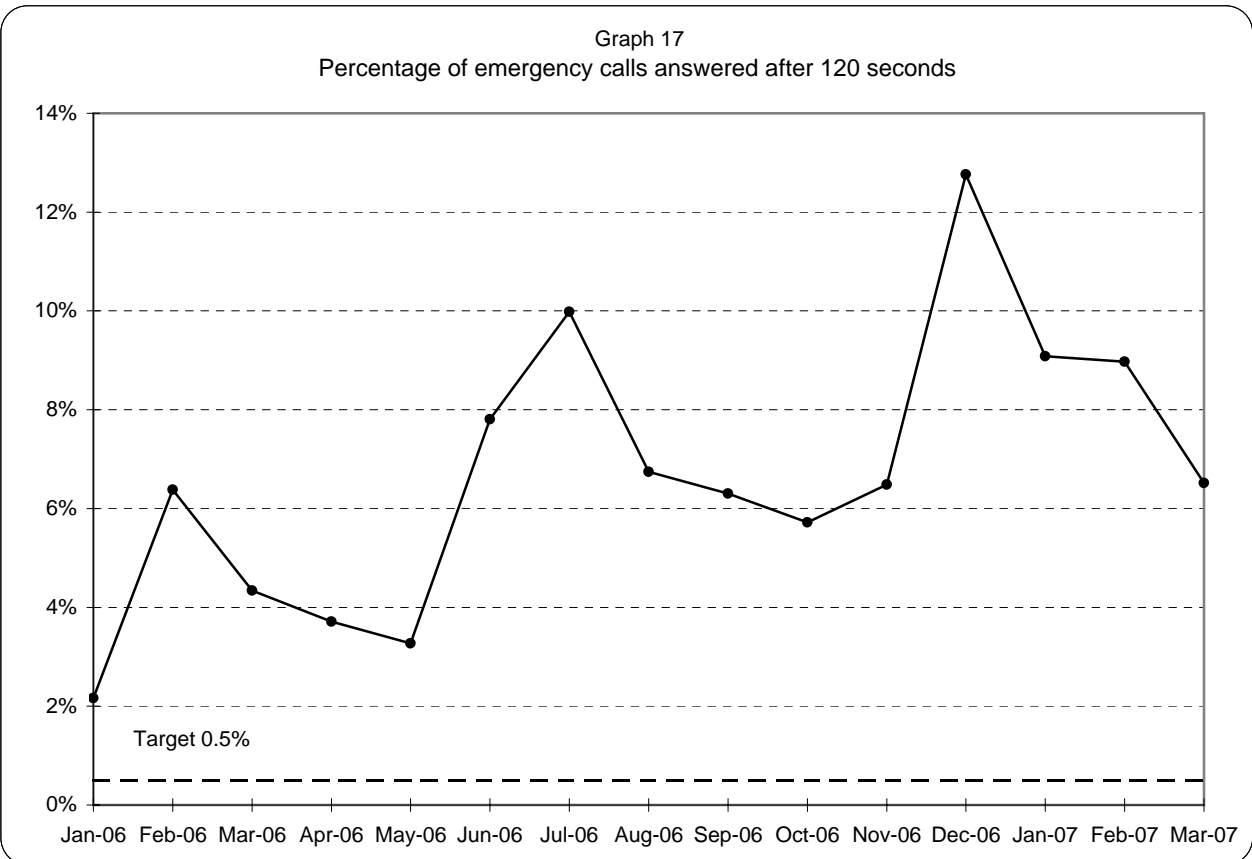
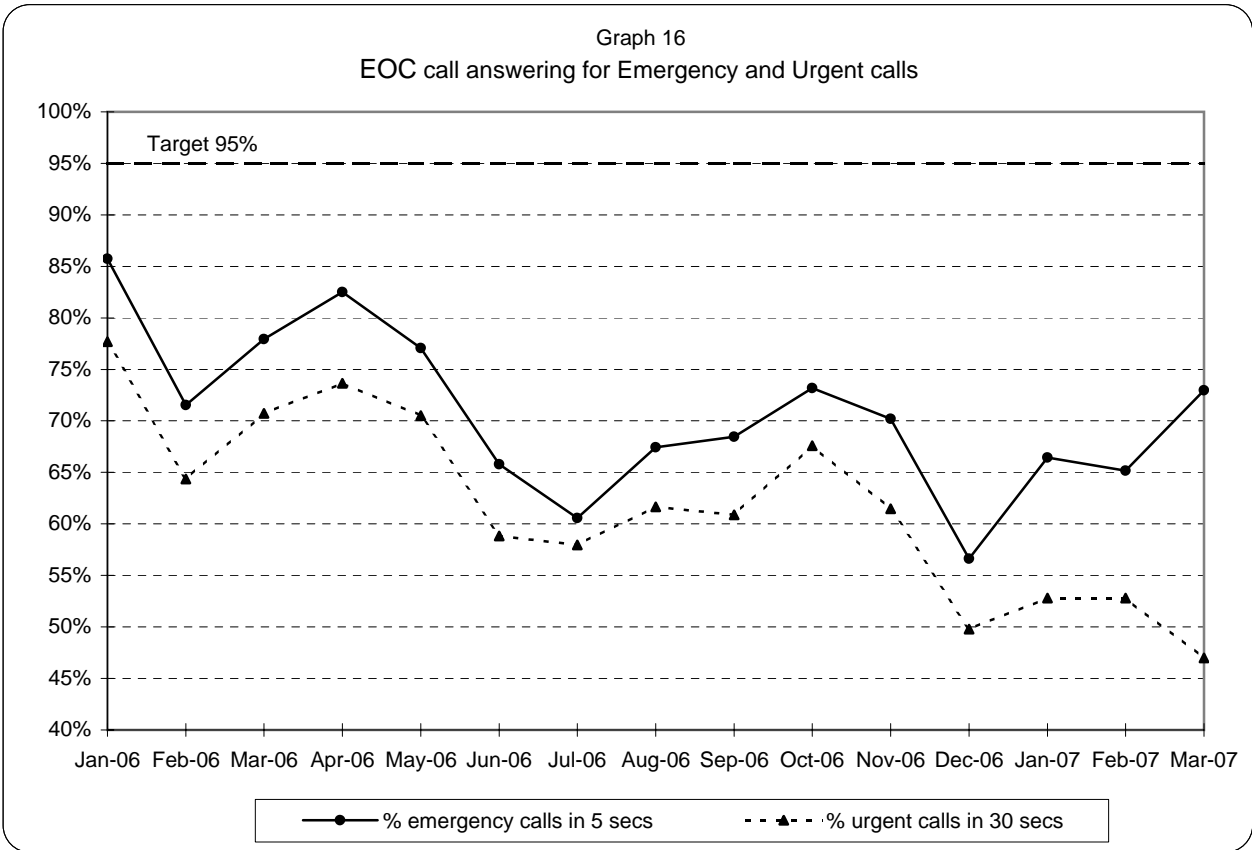


**London Ambulance Service NHS Trust  
Accident and Emergency Service  
ETA calls as a percentage of all emergency calls**

Graph 15  
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  
Rest Break analysis and Urgent Care Service workload**

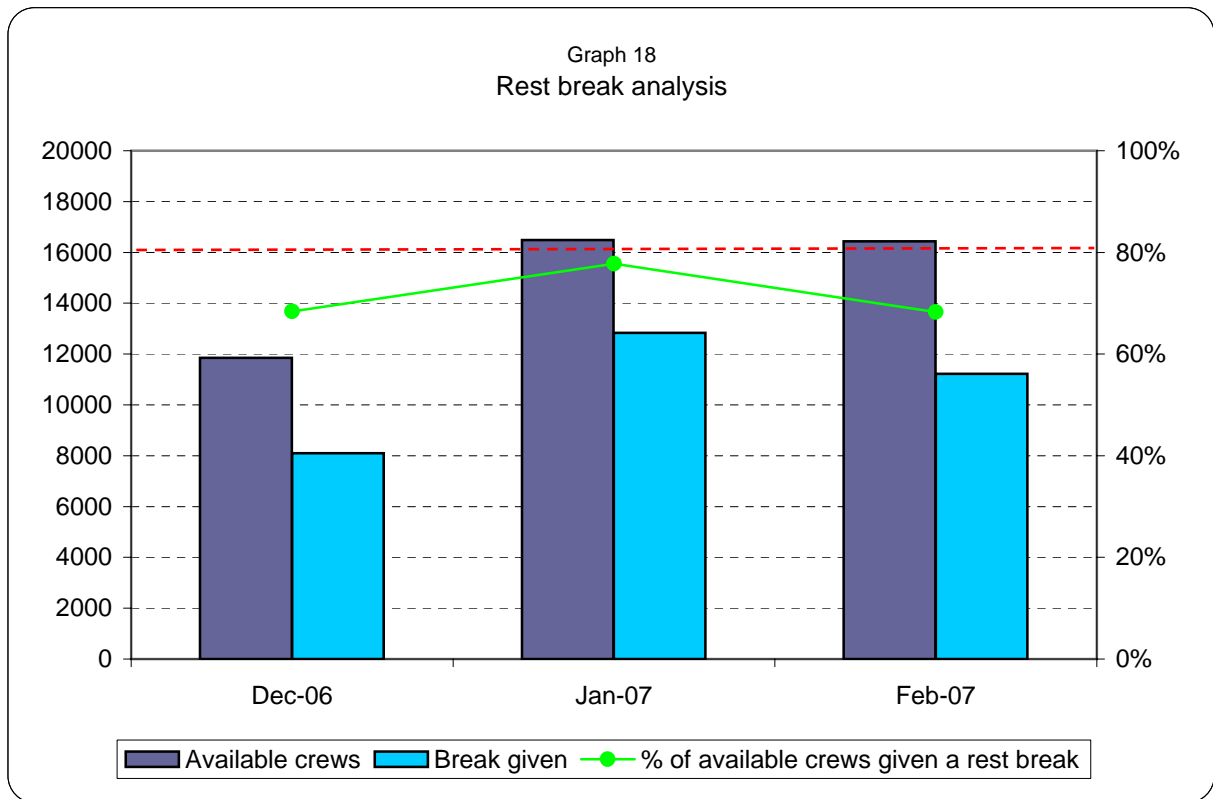


Table 1: Workload by UCS crews, for Green, Urgent, Non Urgent and CTA

Crew type	Dec-06	Jan-07	Feb-07
EMT 1	1179	1331	975
Whitework	1149	1237	1071
PTS	303	357	266
ECP	566	470	280
CTA	3941	4359	3642
<b>UCS Total</b> (green, urgent, non urgent & CTA)	<b>7138</b>	<b>7754</b>	<b>6234</b>
<b>Non UCS Total</b> (green, urgent, non urgent)	<b>13955</b>	<b>13888</b>	<b>12570</b>
<b>TOTAL</b>	<b>21093</b>	<b>21642</b>	<b>18804</b>
% of total by UCS	33.8%	35.8%	33.2%

\* 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

		Dec-06			Jan-07			Feb-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	1,102	775	70%	1,064	794	75%	998	719	72%	10,509	7,671	73%
5HX	Ealing PCT	1,163	753	65%	1,130	725	64%	1,179	758	64%	11,542	8,123	70%
5H1	Hammersmith & Fulham PCT	719	537	75%	690	537	78%	573	453	79%	6,777	5,328	79%
5K6	Harrow PCT	685	519	76%	676	527	78%	628	478	76%	6,663	5,331	80%
5AT	Hillingdon PCT	1,062	764	72%	985	759	77%	998	716	72%	10,260	7,946	77%
5HY	Hounslow PCT	862	580	67%	835	578	69%	793	525	66%	8,319	6,090	73%
5LA	Kensington & Chelsea PCT	508	372	73%	455	325	71%	497	378	76%	5,048	3,827	76%
5LC	Westminster PCT	1,295	989	76%	1,163	913	79%	1,135	896	79%	12,677	9,998	79%
<b>North West London Strategic HA</b>		<b>7,396</b>	<b>5,289</b>	<b>72%</b>	<b>6,998</b>	<b>5,158</b>	<b>74%</b>	<b>6,801</b>	<b>4,923</b>	<b>72%</b>	<b>71,795</b>	<b>54,314</b>	<b>76%</b>
5A9	Barnet PCT	1,051	739	70%	1,197	822	69%	961	661	69%	10,583	7,487	71%
5K7	Camden PCT	921	766	83%	913	767	84%	869	731	84%	9,615	8,155	85%
5C1	Enfield PCT	1,070	785	73%	1,062	838	79%	992	732	74%	10,131	7,825	77%
5C9	Haringey PCT	1,006	703	70%	970	708	73%	884	625	71%	9,658	7,165	74%
5K8	Islington PCT	885	729	82%	808	629	78%	727	569	78%	8,635	6,994	81%
<b>North Central London Strategic HA</b>		<b>4,933</b>	<b>3,722</b>	<b>75%</b>	<b>4,950</b>	<b>3,764</b>	<b>76%</b>	<b>4,433</b>	<b>3,318</b>	<b>75%</b>	<b>48,622</b>	<b>37,626</b>	<b>77%</b>
5C2	Barking & Dagenham PCT	794	502	63%	748	514	69%	761	489	64%	7,565	5,382	71%
5C3	City & Hackney PCT	1,080	755	70%	1,039	757	73%	1,020	680	67%	10,762	7,858	73%
5A4	Havering PCT	817	507	62%	759	516	68%	683	467	68%	7,183	5,020	70%
5C5	Newham PCT	1,126	807	72%	1,139	820	72%	1,050	721	69%	11,187	8,099	72%
5NA	Redbridge PCT	852	570	67%	838	578	69%	766	484	63%	8,116	5,826	72%
5C4	Tower Hamlets PCT	990	634	64%	915	614	67%	934	596	64%	9,575	6,509	68%
5NC	Waltham Forest PCT	812	607	75%	847	603	71%	772	525	68%	8,552	6,320	74%
<b>North East London Strategic HA</b>		<b>6,471</b>	<b>4,382</b>	<b>68%</b>	<b>6,285</b>	<b>4,402</b>	<b>70%</b>	<b>5,986</b>	<b>3,962</b>	<b>66%</b>	<b>62,940</b>	<b>45,014</b>	<b>72%</b>
5AX	Bexley PCT	744	523	70%	715	505	71%	656	454	69%	6,746	5,102	76%
5A7	Bromley PCT	946	609	64%	896	629	70%	764	541	71%	8,981	6,424	72%
5A8	Greenwich PCT	897	612	68%	875	627	72%	838	623	74%	9,042	6,782	75%
5LD	Lambeth PCT	1,148	833	73%	1,018	733	72%	1,048	732	70%	11,626	8,682	75%
5LF	Lewisham PCT	981	717	73%	994	741	75%	918	707	77%	9,628	7,212	75%
5LE	Southwark PCT	1,235	935	76%	1,148	881	77%	1,096	839	77%	12,179	9,363	77%
<b>South East London Strategic HA</b>		<b>5,951</b>	<b>4,229</b>	<b>71%</b>	<b>5,646</b>	<b>4,116</b>	<b>73%</b>	<b>5,320</b>	<b>3,896</b>	<b>73%</b>	<b>58,202</b>	<b>43,565</b>	<b>75%</b>
5K9	Croydon PCT	1,225	800	65%	1,162	779	67%	1,112	766	69%	11,726	8,492	72%
5A5	Kingston PCT	517	368	71%	463	341	74%	402	278	69%	4,456	3,359	75%
5M6	Richmond & Twickenham PCT	557	374	67%	456	319	70%	443	292	66%	4,855	3,437	71%
5M7	Sutton & Merton PCT	1,042	724	69%	1,048	774	74%	1,041	762	73%	10,430	7,863	75%
5LG	Wandsworth PCT	871	643	74%	861	656	76%	798	570	71%	8,812	6,678	76%
<b>South West London Strategic HA</b>		<b>4,212</b>	<b>2,909</b>	<b>69%</b>	<b>3,990</b>	<b>2,869</b>	<b>72%</b>	<b>3,796</b>	<b>2,668</b>	<b>70%</b>	<b>40,279</b>	<b>29,829</b>	<b>74%</b>
	Lowest (excl out of London)			62%			64%			63%			68%
	Highest (excl out of London)			83%			84%			84%			85%
	Range			21%			20%			21%			17%