

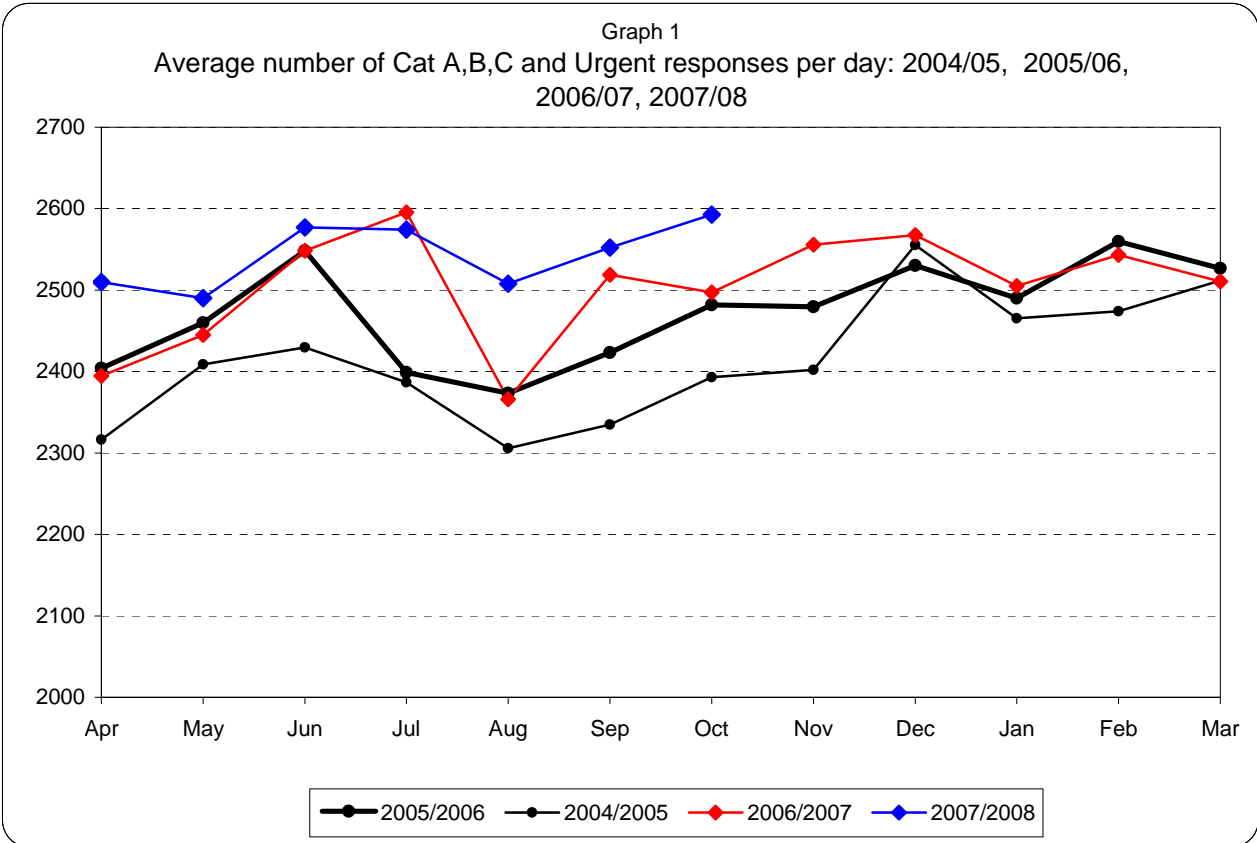


London Ambulance Service
NHS Trust

Information Pack for Trust Board

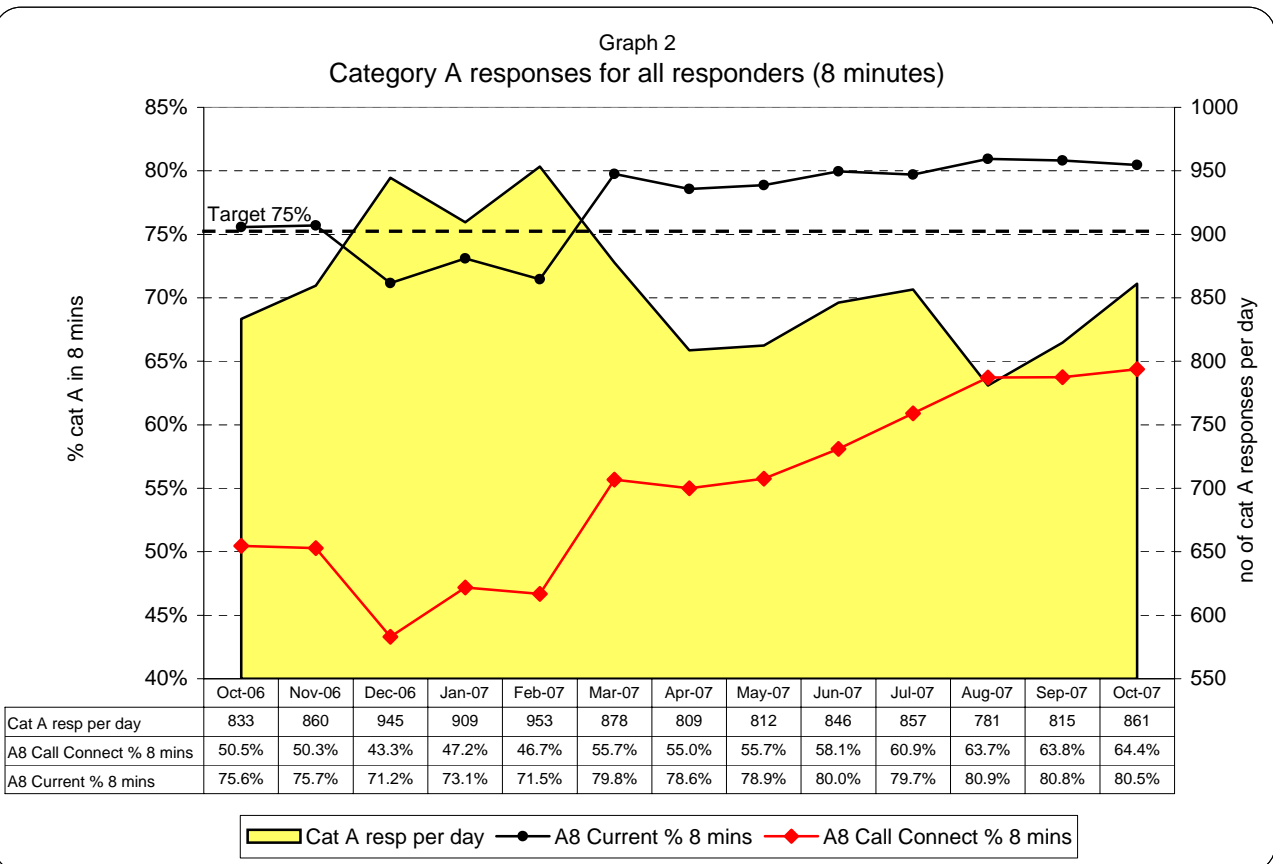
October 2007

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

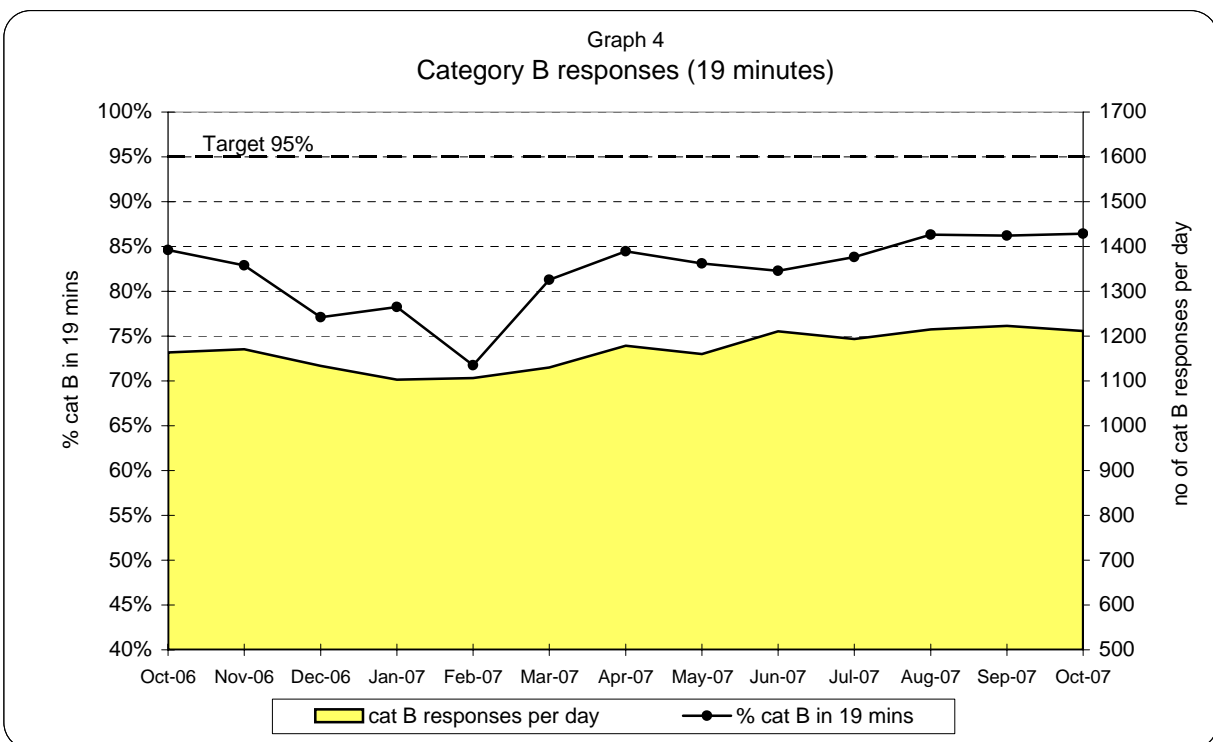
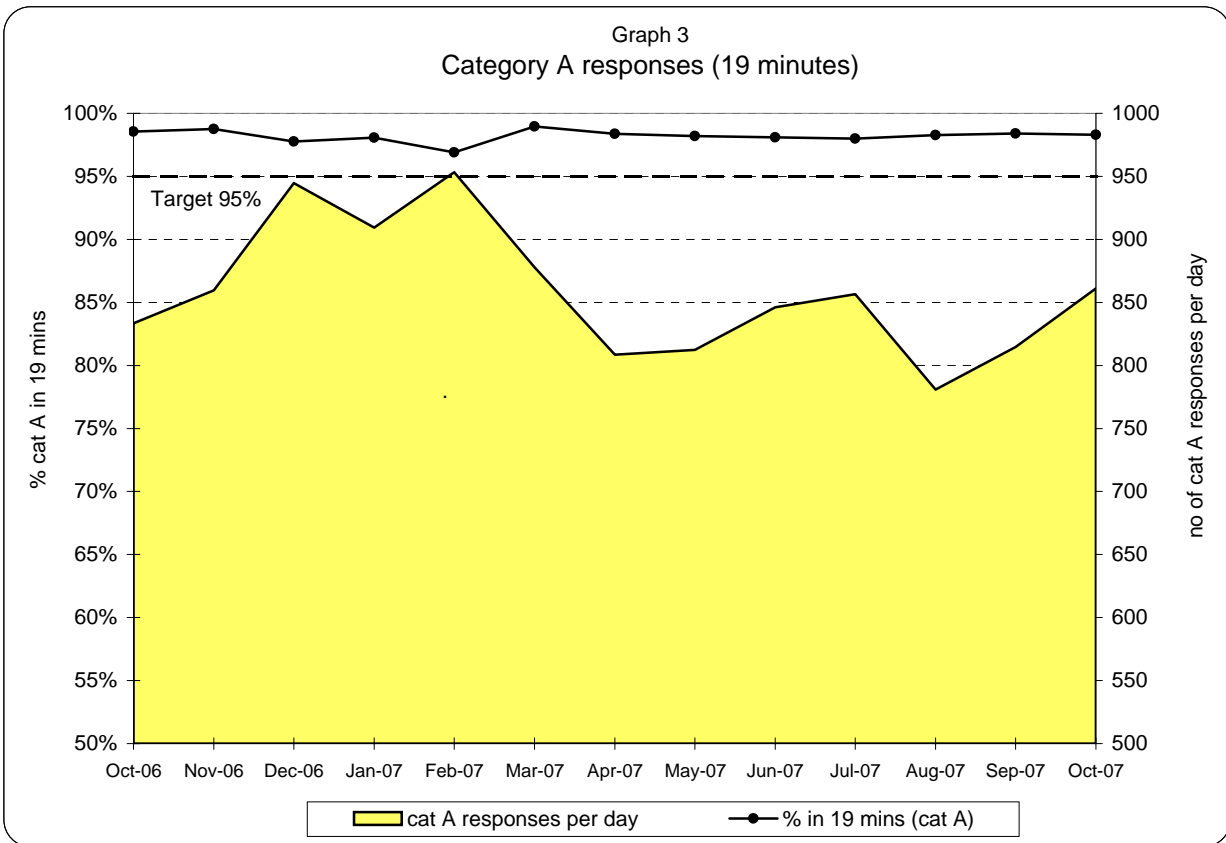


Cat A,B,C and Urgent responses: monthly and year to date comparison

October 07 v October 06	year so far 07 v year so far 06
+3.8%	+2.5%

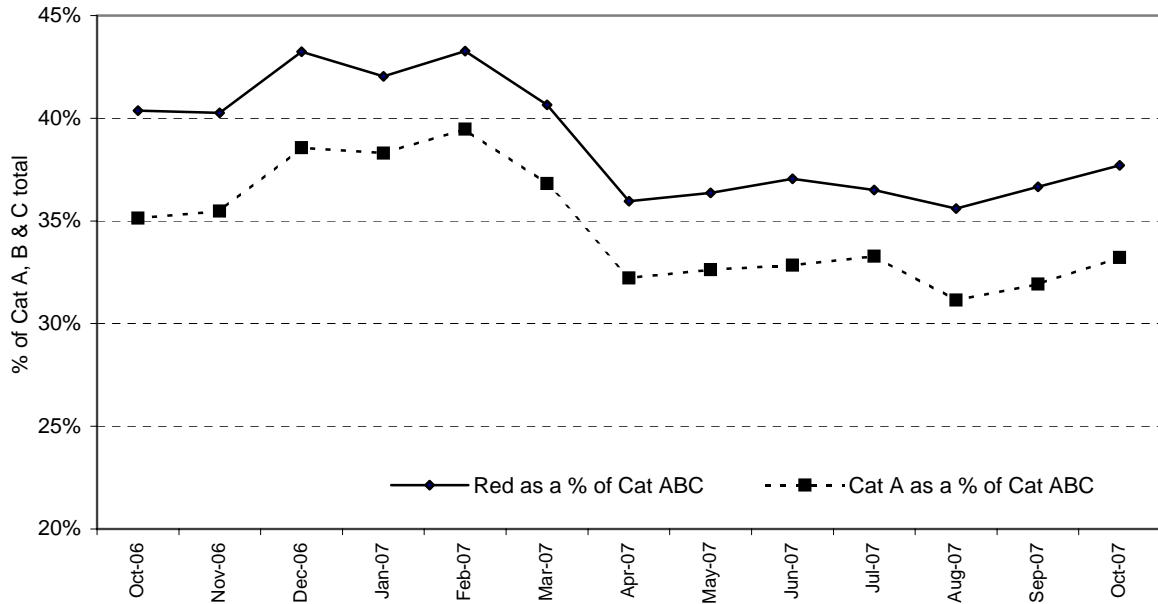


**London Ambulance Service NHS Trust
Accident and Emergency Service
Category A and Category B 19 minute response activity and performance**



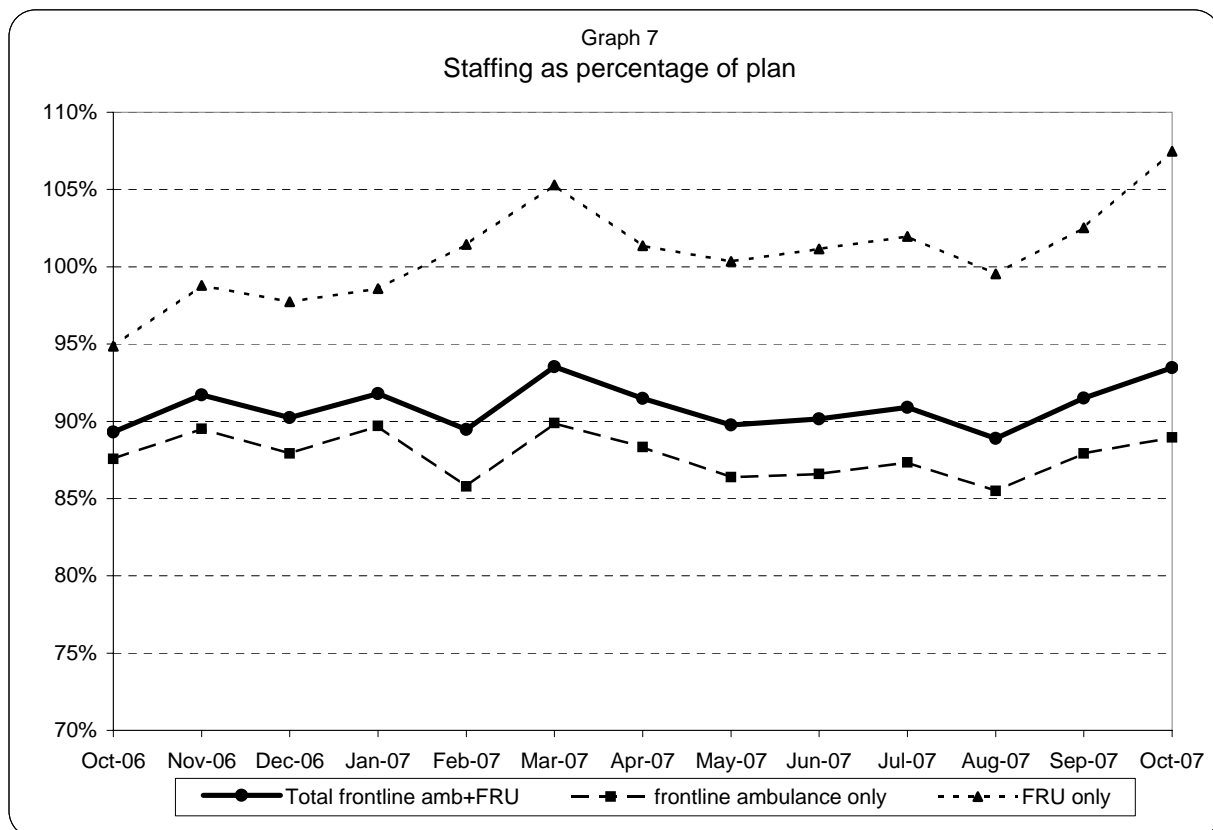
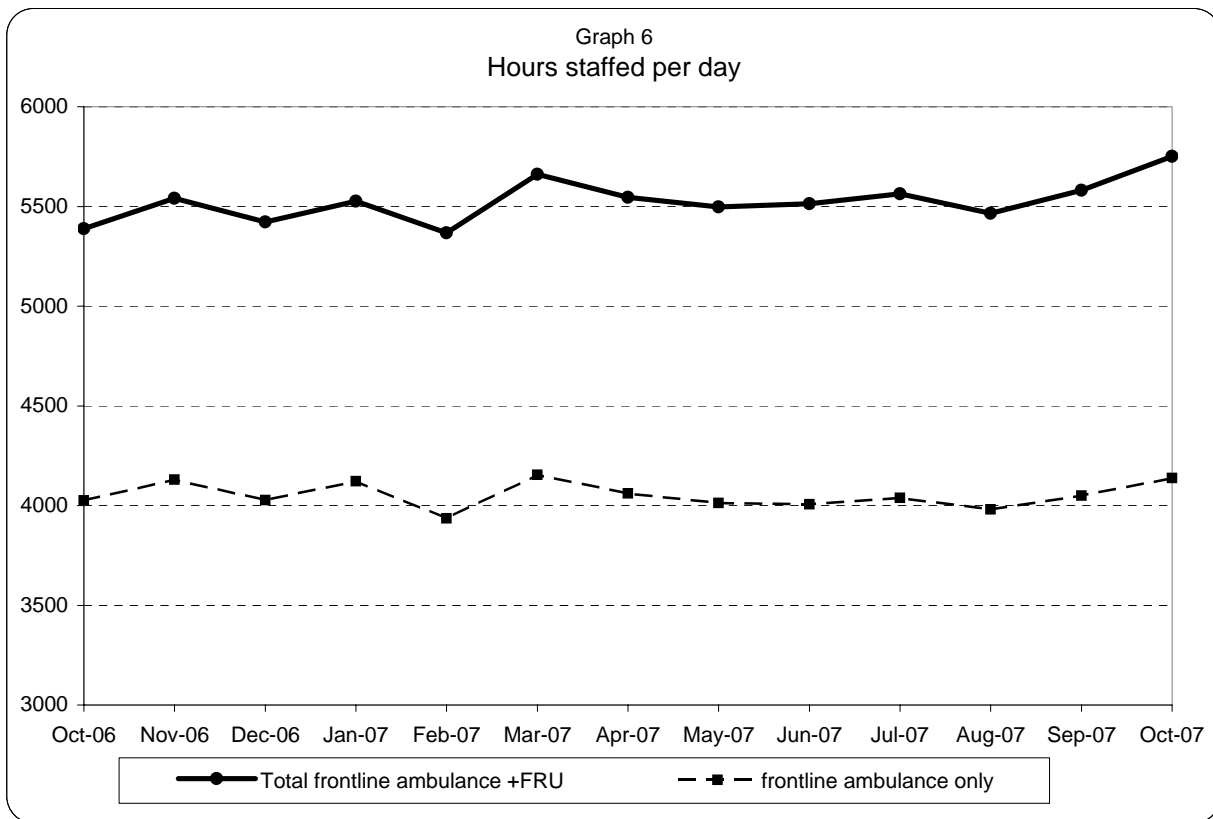
**London Ambulance Service NHS Trust
Accident and Emergency Service
Category A and Red Responses as a percentage of the total Cat A, B & C demand**

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



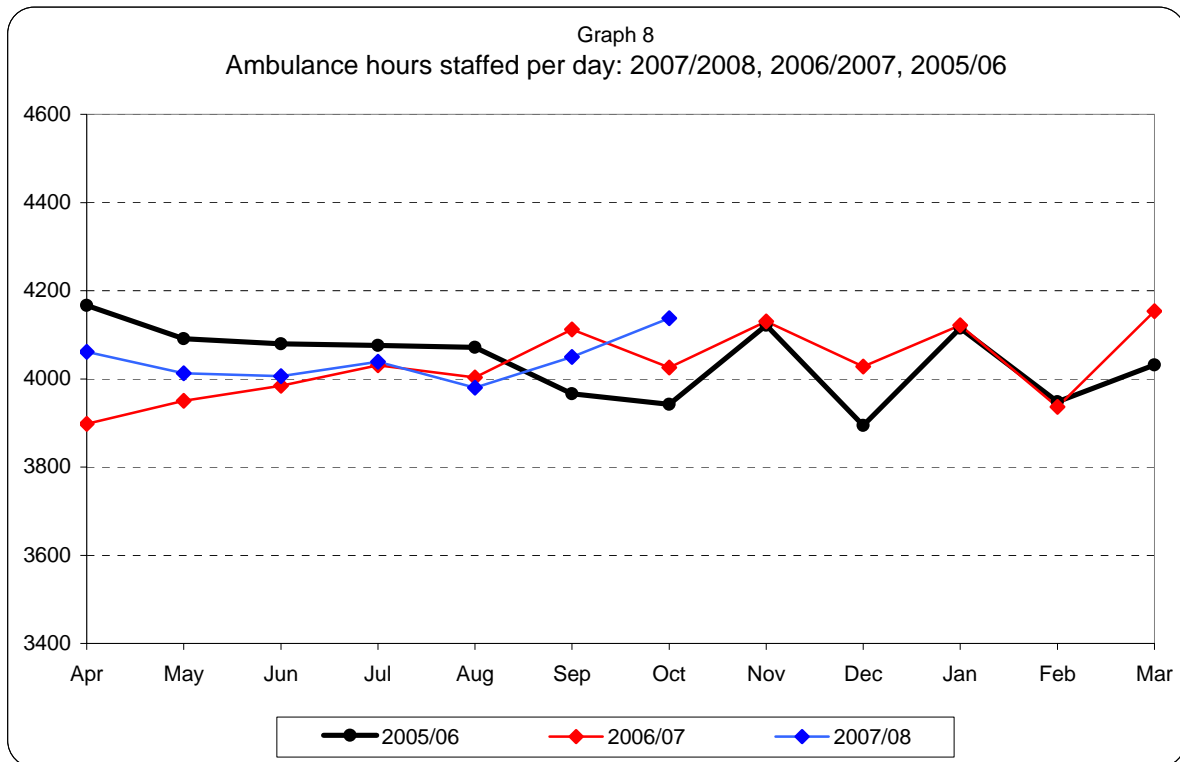
	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
Red as a % of Cat ABC	40%	40%	43%	42%	43%	41%	36%	36%	37%	37%	36%	37%	38%
Cat A as a % of Cat ABC	35%	35%	39%	38%	39%	37%	32%	33%	33%	33%	31%	32%	33%

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

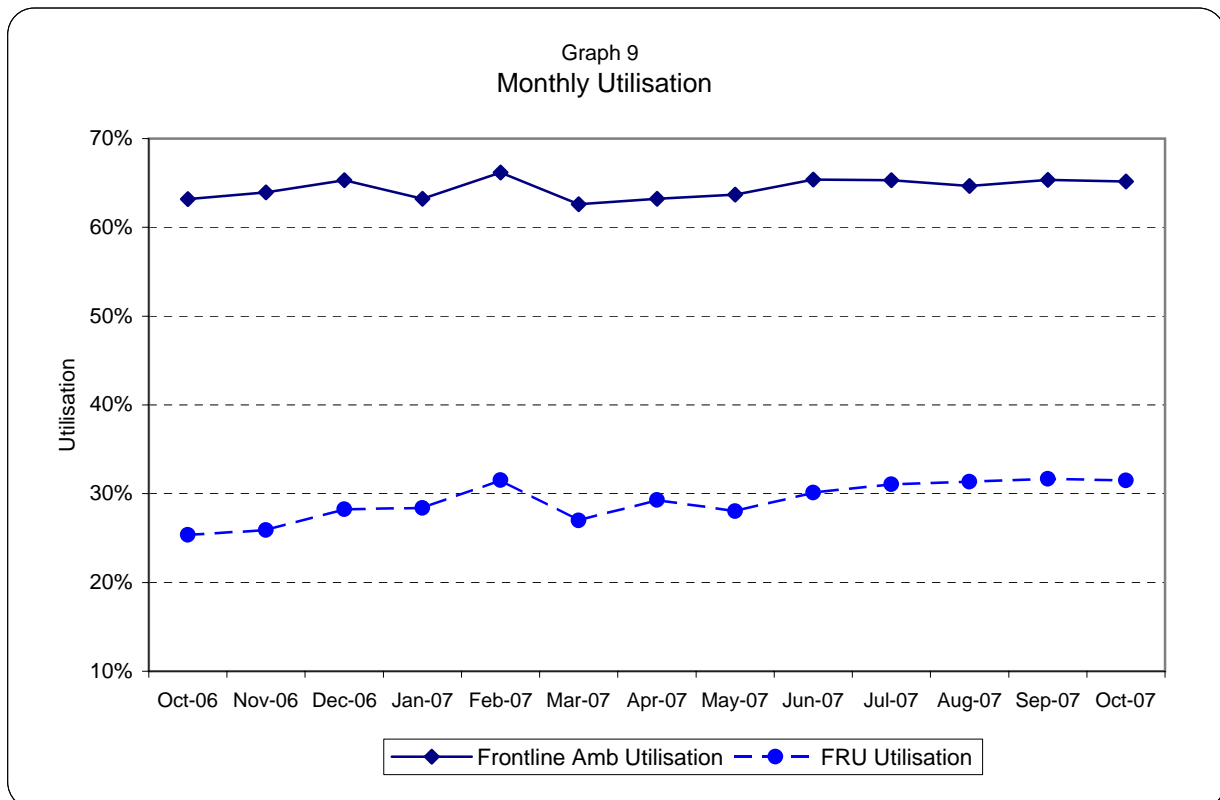


Note: staffed = (plan + additional - unmanned - single)/plan

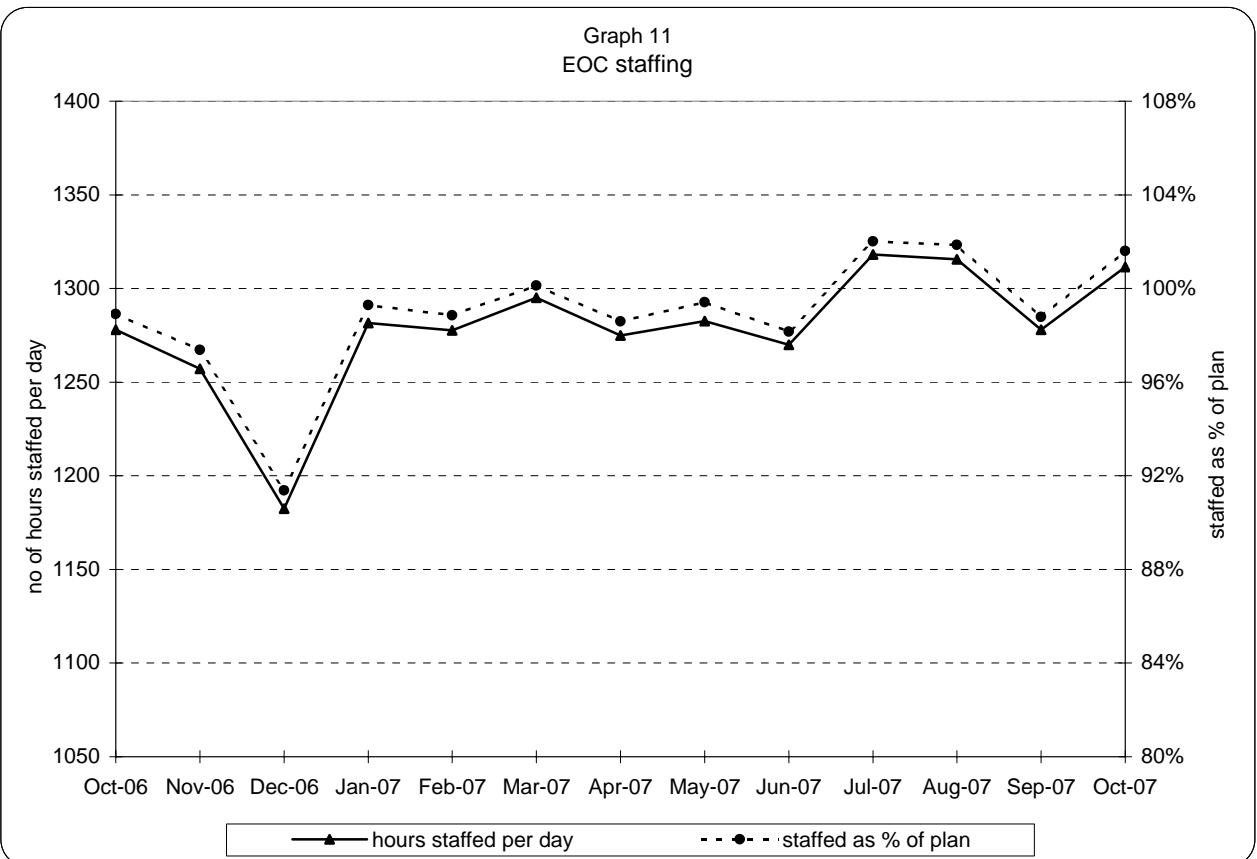
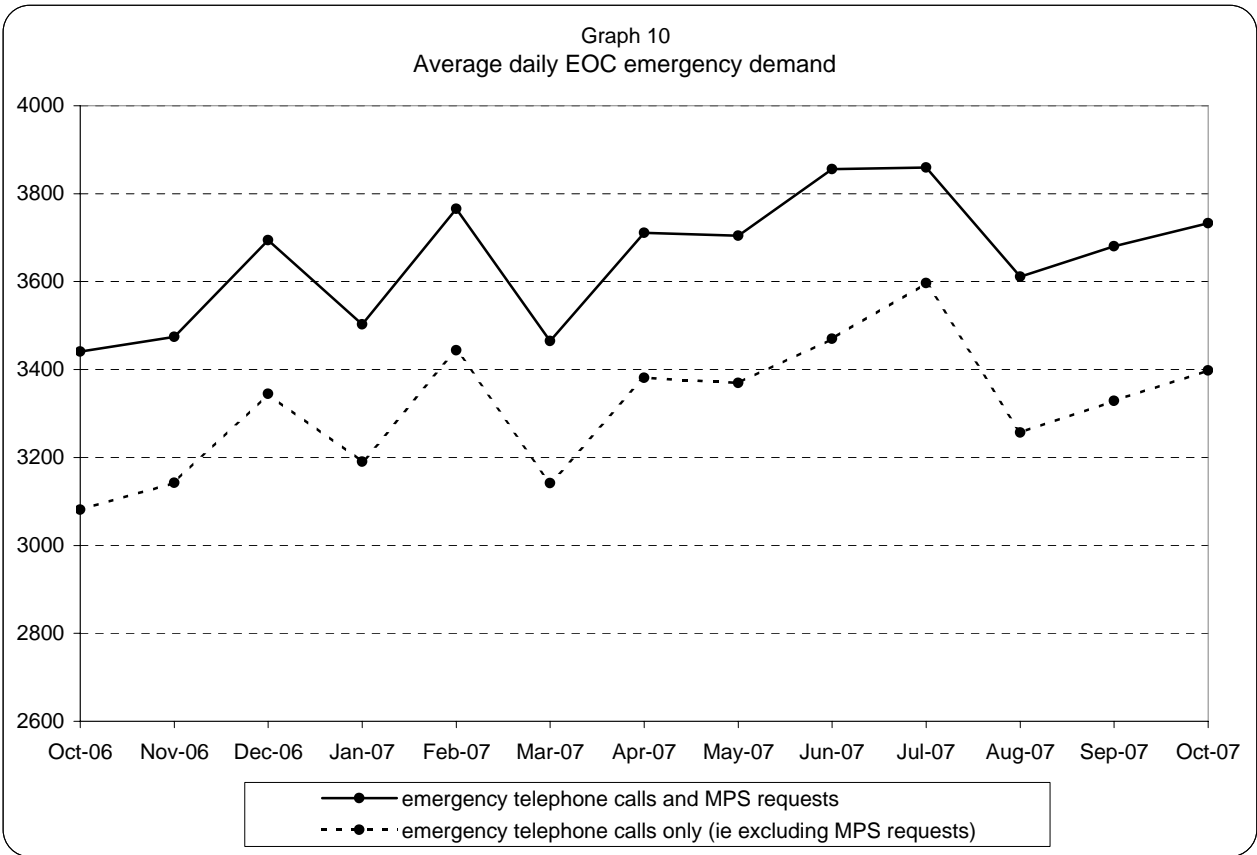
**London Ambulance Service NHS Trust
Accident and Emergency Service
Yearly comparison of ambulance staffing and Average Monthly Utilisation**



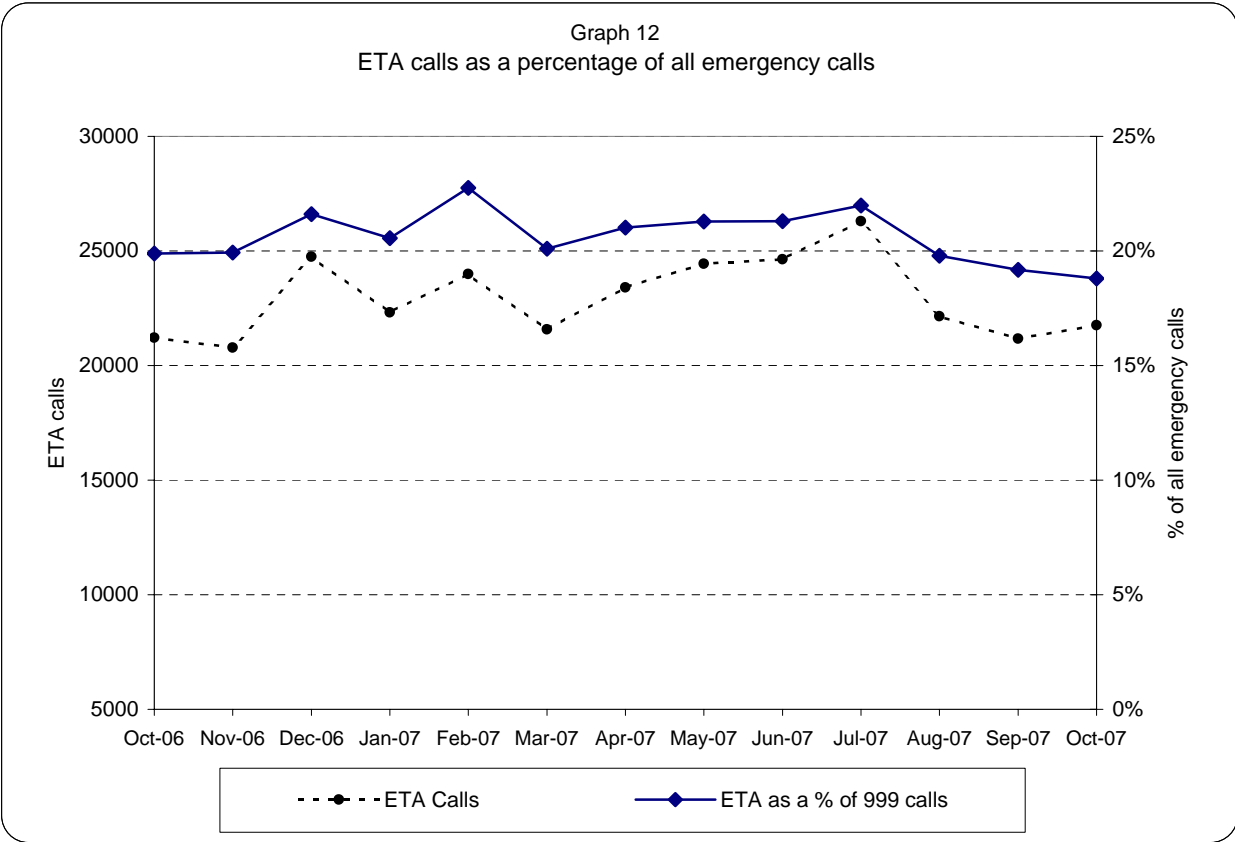
Note: staffed = plan + additional - unmanned - single



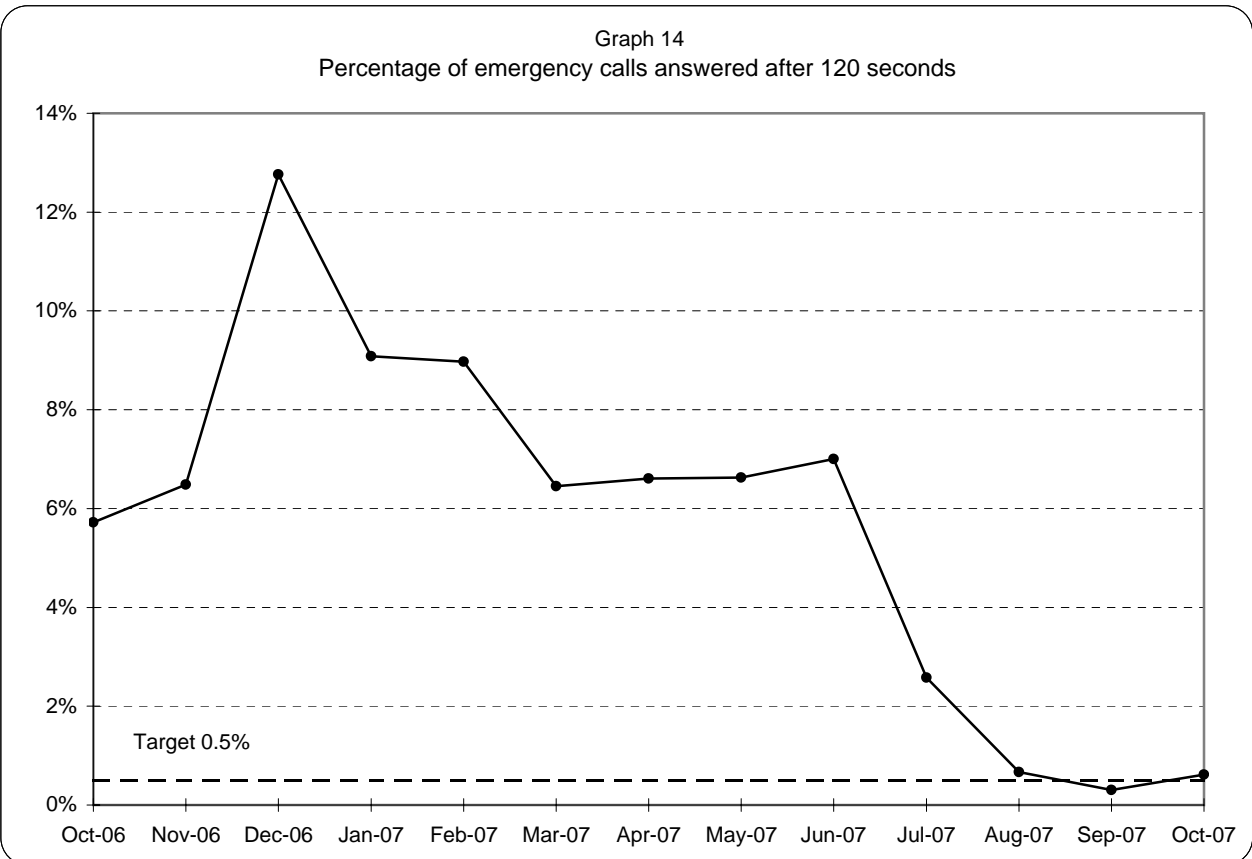
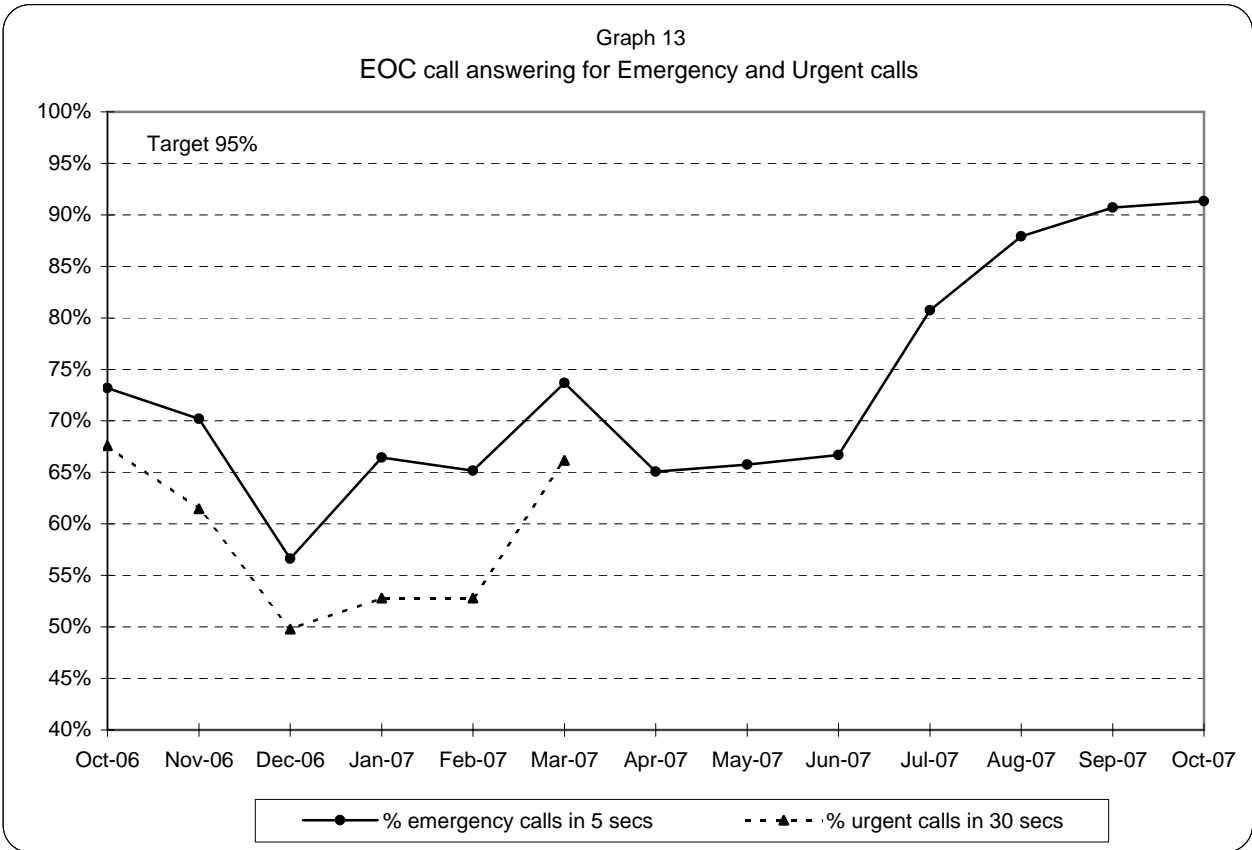
**London Ambulance Service NHS Trust
Accident and Emergency Service
EOC activity and staffing**



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



**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	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
EMT 1	1381	1645	1558	1591	1774
Whitework	944	1015	1105	874	1106
PTS	108	59	46	62	84
ECP	279	365	288	302	253
VAS	8	8	5	29	2
CTA	3642	4450	4260	4674	5340
UCS Total (green, urgent, non urgent & CTA)	6362	7542	7262	7532	8559
Non UCS Total (green, urgent, non urgent)	14526	14906	14702	14337	14567
TOTAL	20888	22448	21964	21869	23126
% of total by UCS	30.5%	33.6%	33.1%	34.4%	37.0%

* 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

		Aug-07			Sep-07			Oct-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	874	721	82%	877	733	84%	979	818	84%	6,530	5,340	82%
5HX	Ealing PCT	983	781	79%	958	754	79%	1,076	848	79%	7,101	5,598	79%
5H1	Hammersmith & Fulham PCT	585	492	84%	603	507	84%	625	507	81%	4,174	3,501	84%
5K6	Harrow PCT	556	484	87%	597	527	88%	654	564	86%	4,180	3,609	86%
5AT	Hillingdon PCT	828	698	84%	895	748	84%	944	783	83%	6,236	5,126	82%
5HY	Hounslow PCT	700	528	75%	706	546	77%	786	610	78%	5,078	3,910	77%
5LA	Kensington & Chelsea PCT	495	396	80%	400	338	85%	433	343	79%	3,119	2,526	81%
5LC	Westminster PCT	1,081	902	83%	1,096	909	83%	1,241	1,035	83%	8,070	6,738	83%
5A9	Barnet PCT	817	636	78%	929	745	80%	962	777	81%	6,362	4,983	78%
5K7	Camden PCT	862	754	87%	831	728	88%	920	814	88%	6,146	5,397	88%
5C1	Enfield PCT	859	738	86%	841	707	84%	971	840	87%	6,411	5,340	83%
5C9	Haringey PCT	779	635	82%	806	599	74%	858	668	78%	5,816	4,528	78%
5K8	Islington PCT	727	608	84%	797	655	82%	833	696	84%	5,412	4,494	83%
5C2	Barking & Dagenham PCT	624	502	80%	595	468	79%	685	555	81%	4,505	3,533	78%
5C3	City & Hackney PCT	891	707	79%	954	732	77%	964	722	75%	6,551	5,026	77%
5A4	Havering PCT	636	521	82%	648	521	80%	715	584	82%	4,728	3,690	78%
5C5	Newham PCT	950	731	77%	923	748	81%	1,000	777	78%	6,869	5,352	78%
5NA	Redbridge PCT	714	554	78%	731	594	81%	754	606	80%	5,142	3,956	77%
5C4	Tower Hamlets PCT	824	681	83%	764	654	86%	931	759	82%	6,086	4,914	81%
5NC	Waltham Forest PCT	710	544	77%	746	536	72%	755	587	78%	5,231	3,976	76%
5AX	Bexley PCT	547	460	84%	552	441	80%	601	444	74%	4,022	3,162	79%
5A7	Bromley PCT	702	552	79%	732	577	79%	830	642	77%	5,365	4,125	77%
5A8	Greenwich PCT	814	690	85%	824	683	83%	898	726	81%	5,805	4,738	82%
5LD	Lambeth PCT	1,041	792	76%	1,003	770	77%	1,029	811	79%	7,237	5,579	77%
5LF	Lewisham PCT	828	669	81%	906	730	81%	947	741	78%	6,124	4,892	80%
5LE	Southwark PCT	1,037	865	83%	1,037	867	84%	1,163	966	83%	7,523	6,082	81%
5K9	Croydon PCT	1,089	834	77%	1,025	810	79%	1,193	938	79%	7,594	5,890	78%
5A5	Kingston PCT	374	300	80%	383	296	77%	394	320	81%	2,758	2,157	78%
5M6	Richmond & Twickenham PCT	374	264	71%	415	315	76%	459	352	77%	2,856	2,150	75%
5M7	Sutton & Merton PCT	890	704	79%	902	730	81%	1,063	852	80%	6,570	5,157	78%
5LG	Wandsworth PCT	689	530	77%	771	601	78%	861	641	74%	5,383	4,088	76%
	Lowest (excl out of London)			71%			72%			74%			75%
	Highest (excl out of London)			87%			88%			88%			88%
	Range			17%			16%			15%			13%