

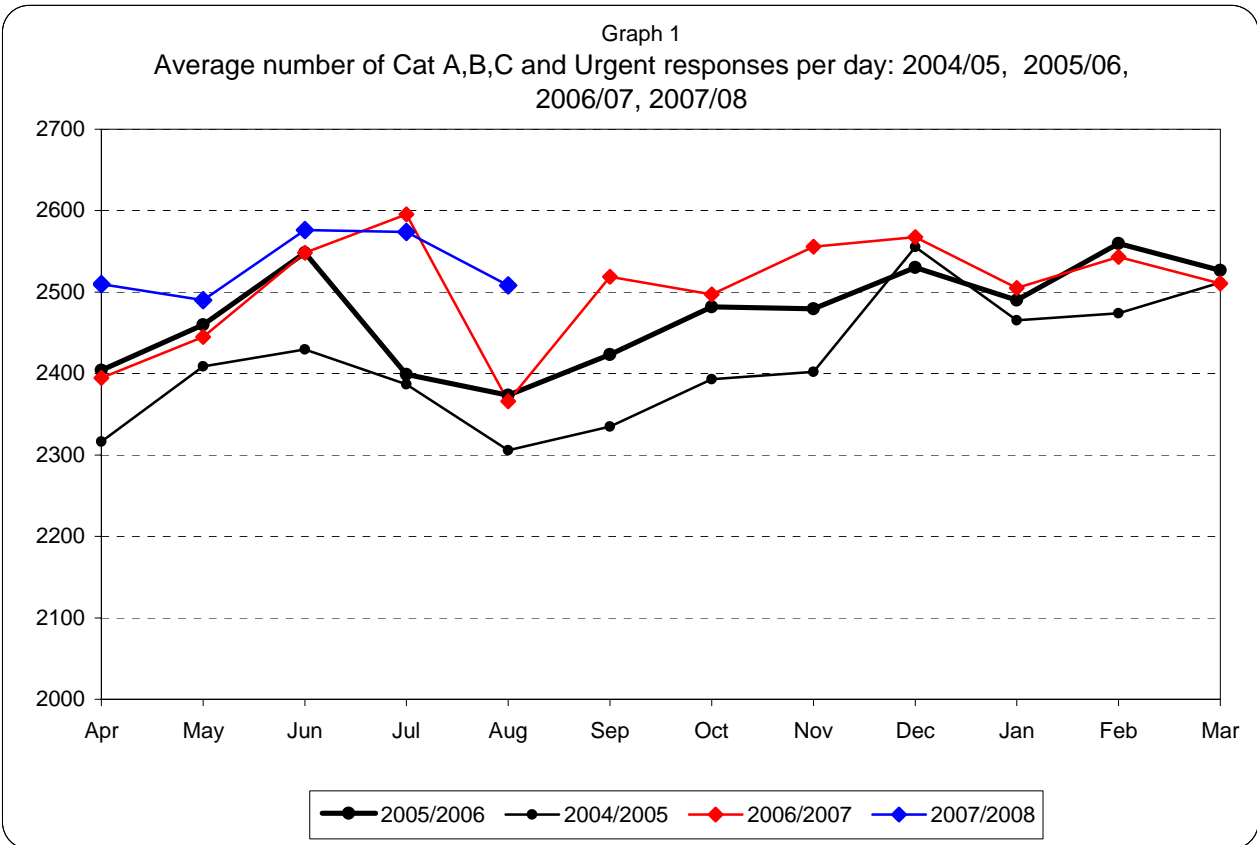


London Ambulance Service  
NHS Trust

# **Information Pack for Trust Board**

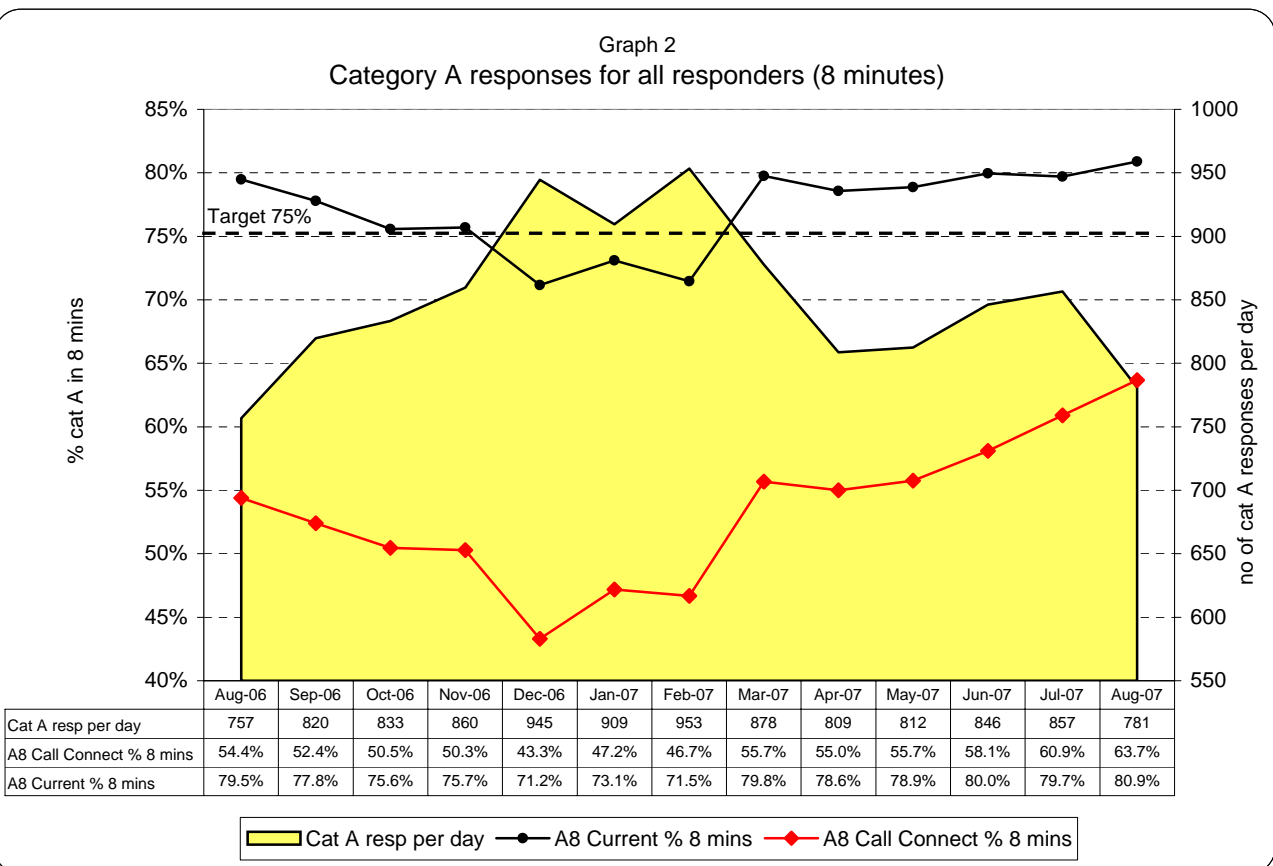
## **August 2007**

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

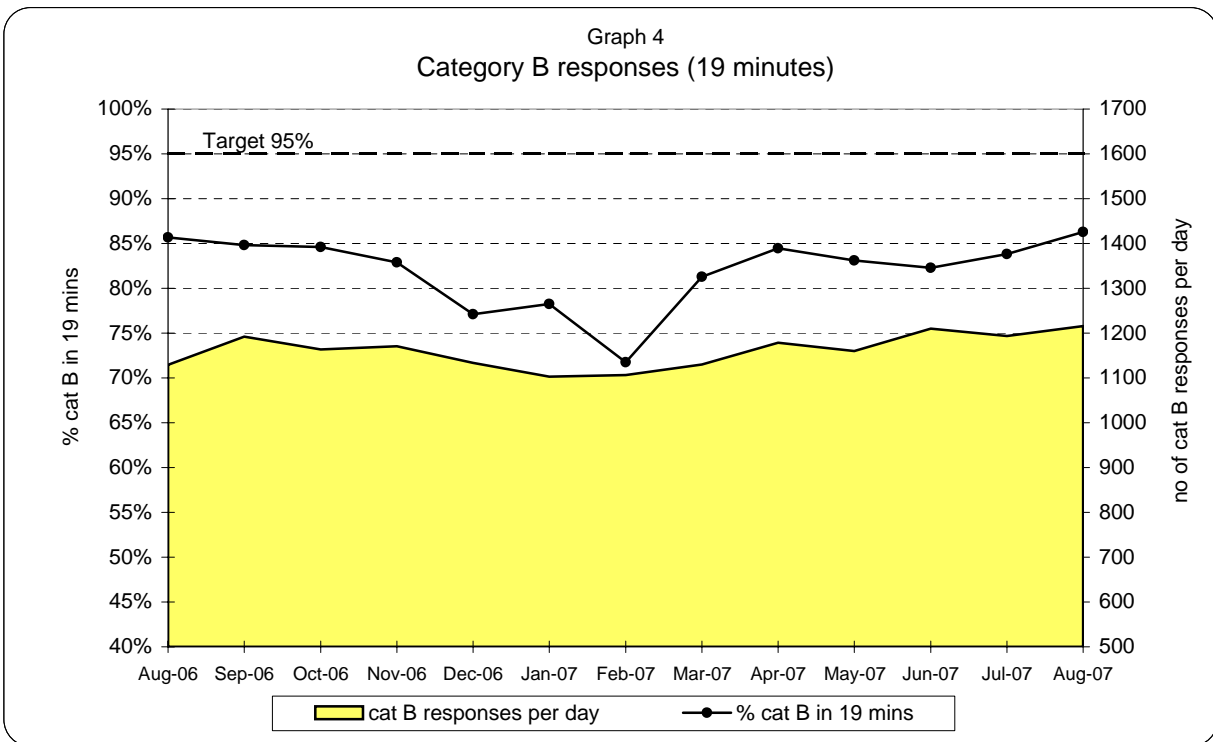
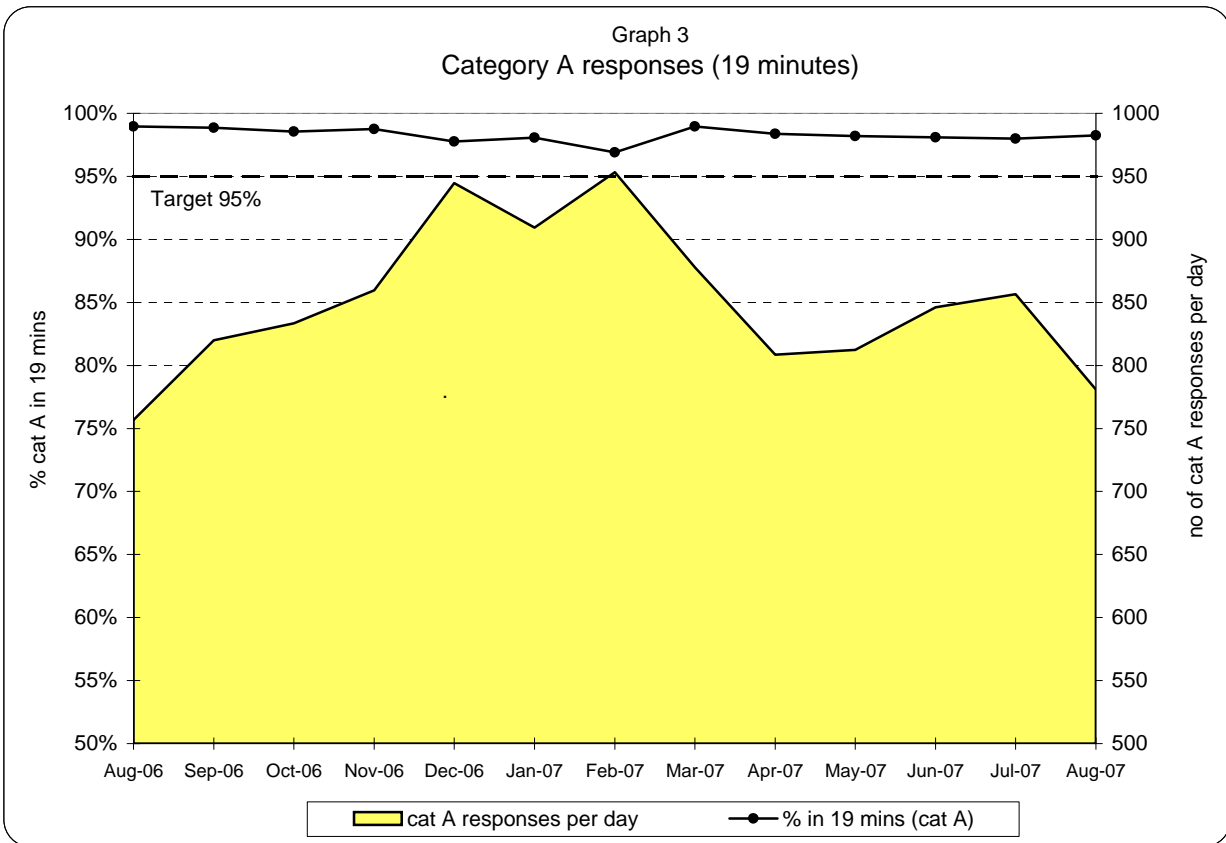


**Cat A,B,C and Urgent responses: monthly and year to date comparison**

<b>August 07 v August 06</b>	<b>year so far 07 v year so far 06</b>
<b>+6.0%</b>	<b>+2.5%</b>

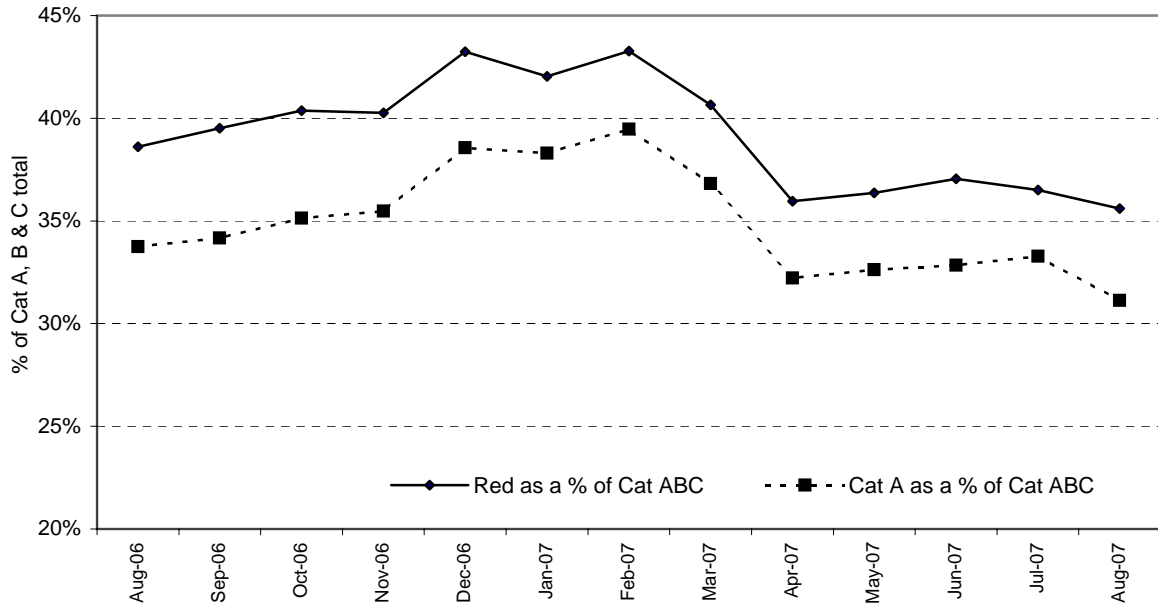


**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Category A and Category B 19 minute response activity and performance**



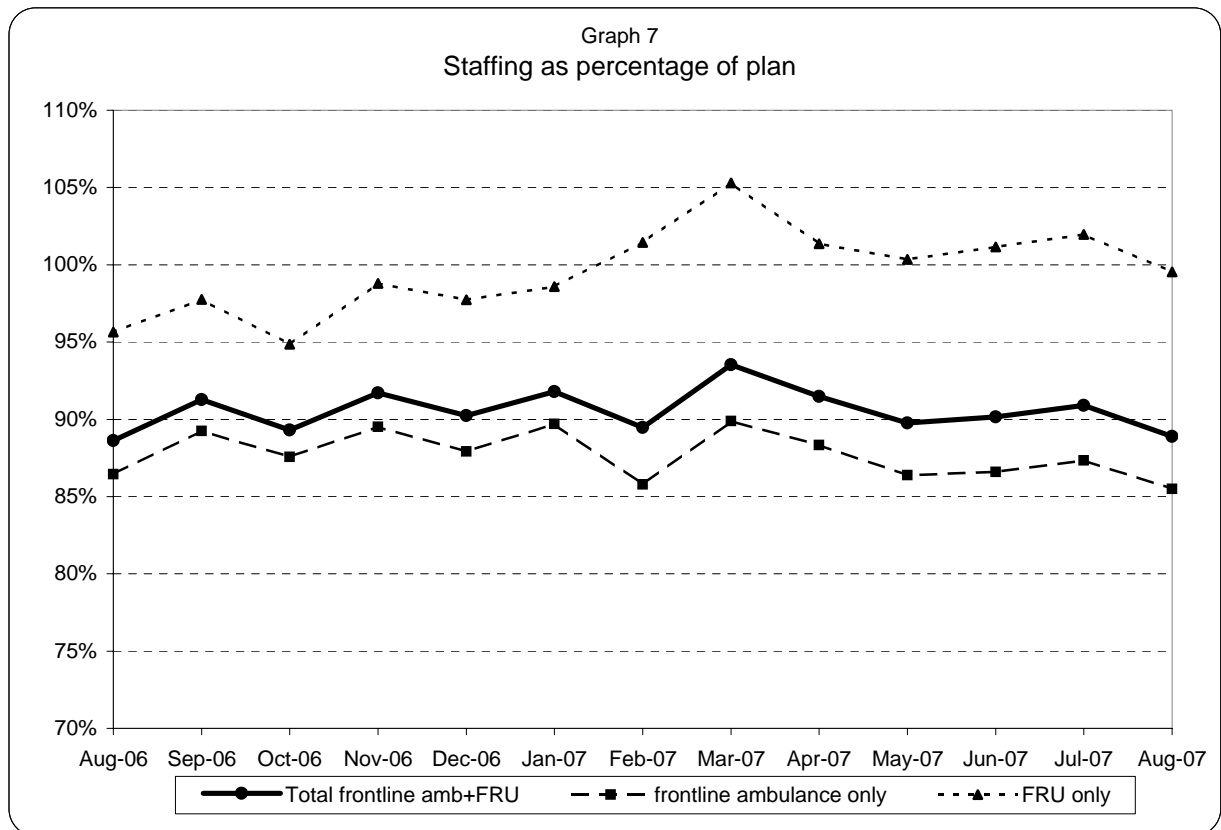
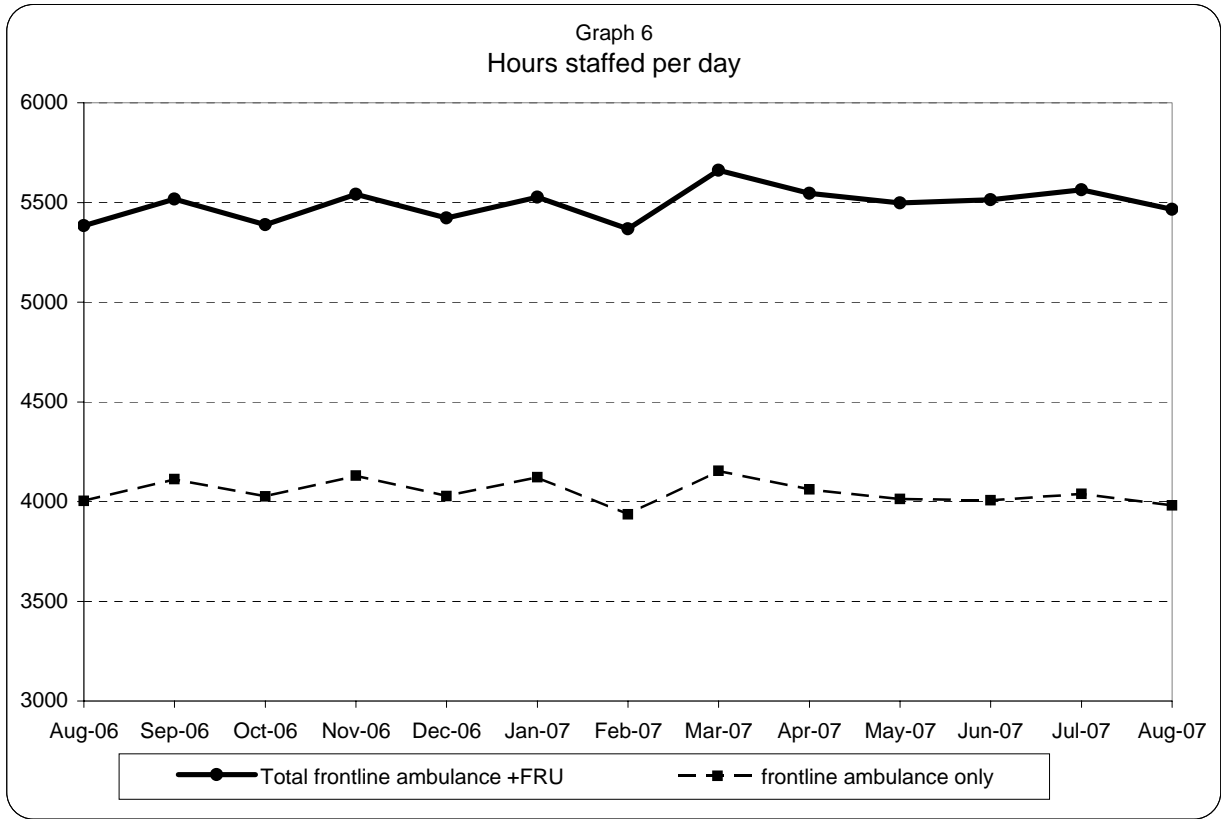
**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Category A and Red Responses as a percentage of the total Cat A, B & C demand**

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



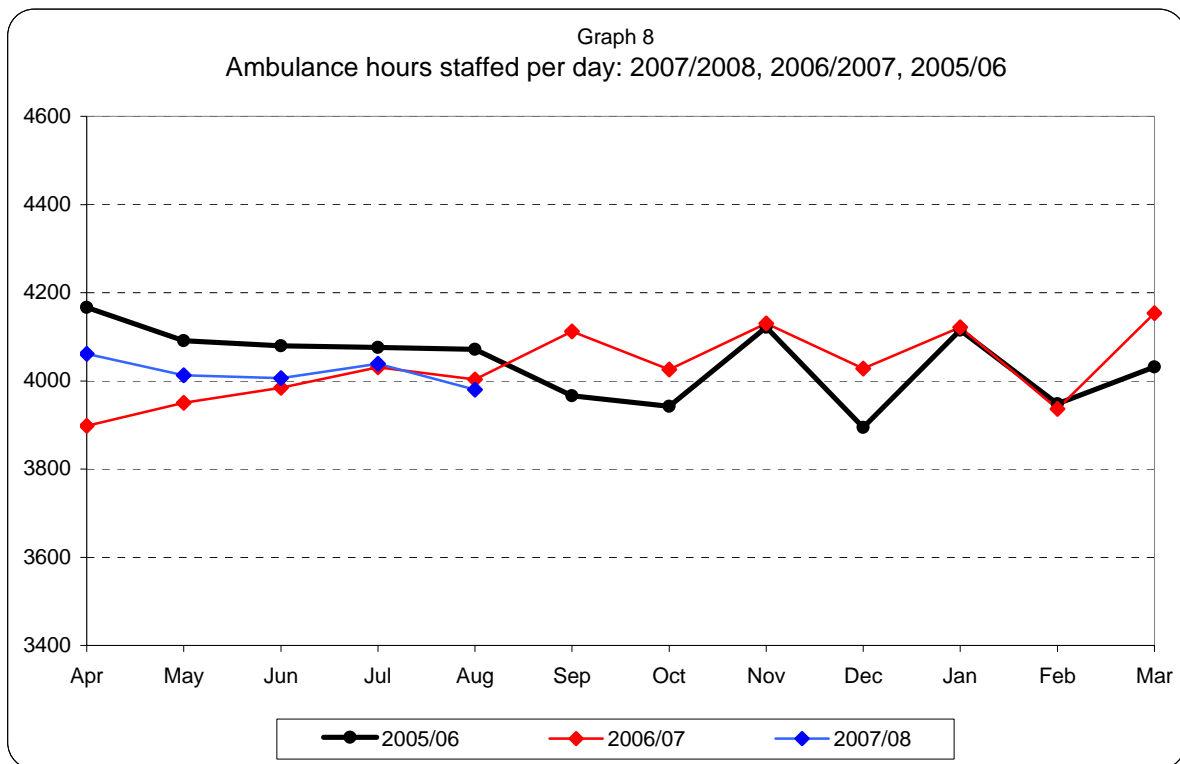
	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07
Red as a % of Cat ABC	39%	40%	40%	40%	43%	42%	43%	41%	36%	36%	37%	37%	36%
Cat A as a % of Cat ABC	34%	34%	35%	35%	39%	38%	39%	37%	32%	33%	33%	33%	31%

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

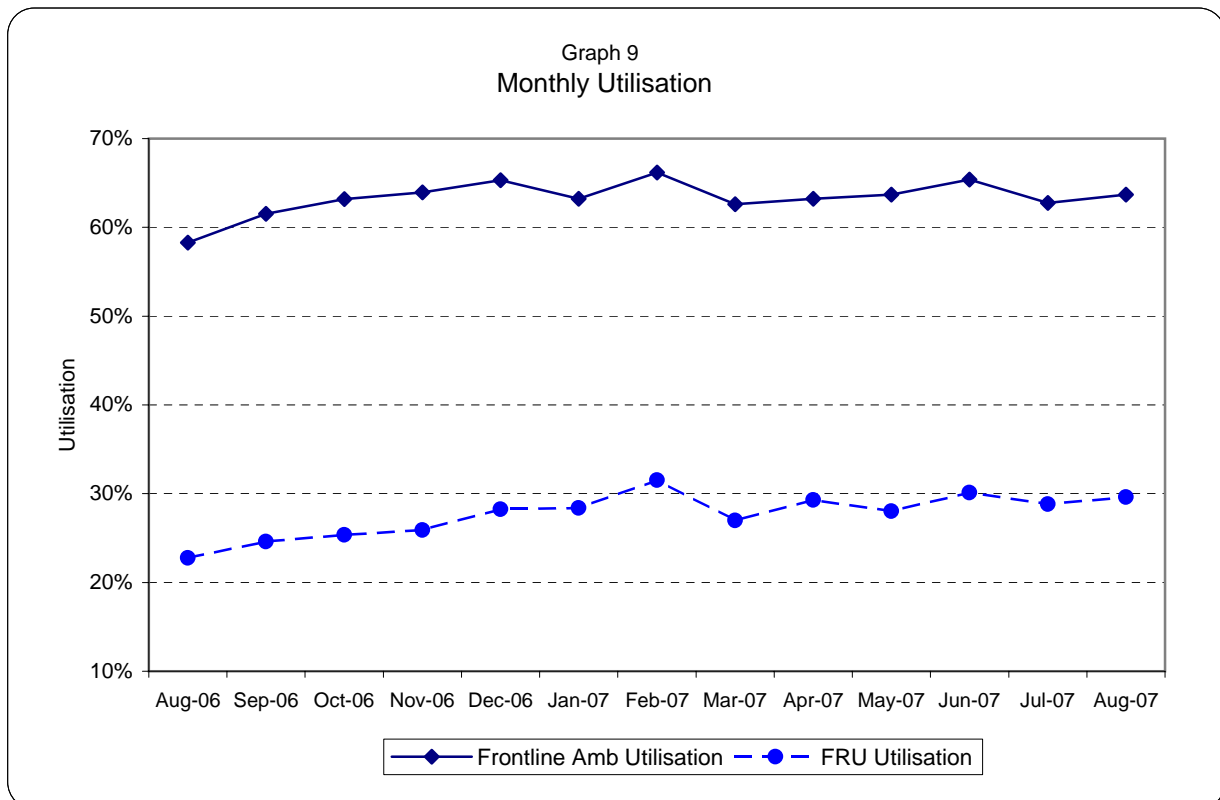


Note: staffed = (plan + additional - unmanned - single)/plan

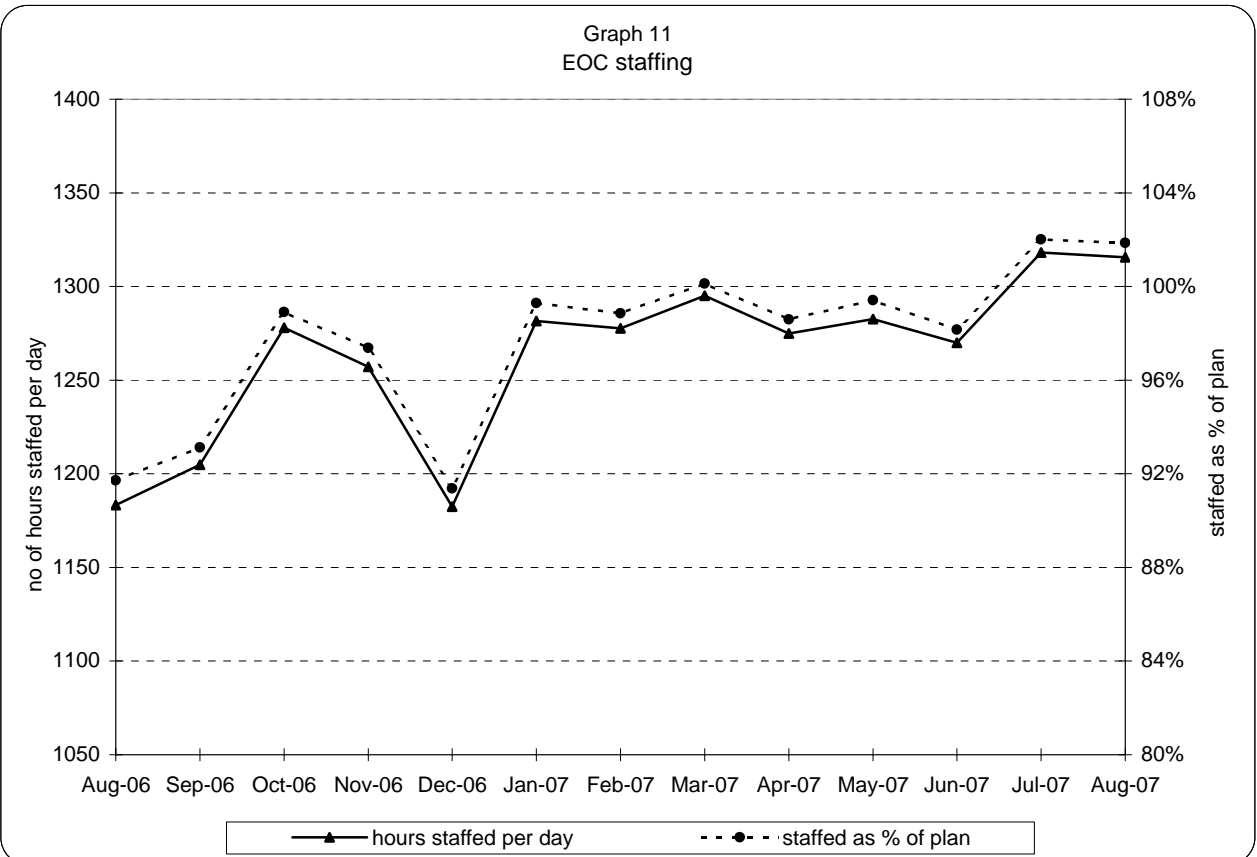
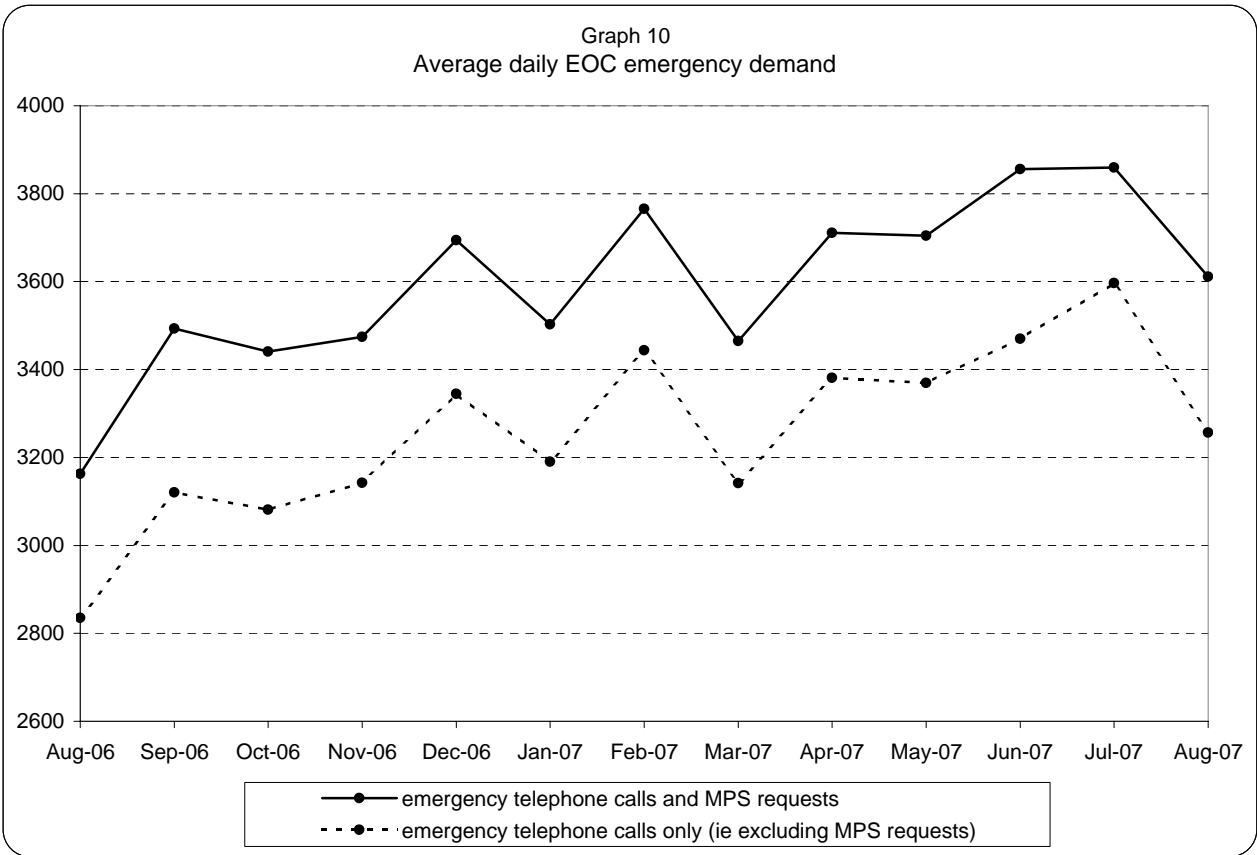
**London Ambulance Service NHS Trust  
Accident and Emergency Service  
Yearly comparison of ambulance staffing and Average Monthly Utilisation**



Note: staffed = plan + additional - unmanned - single

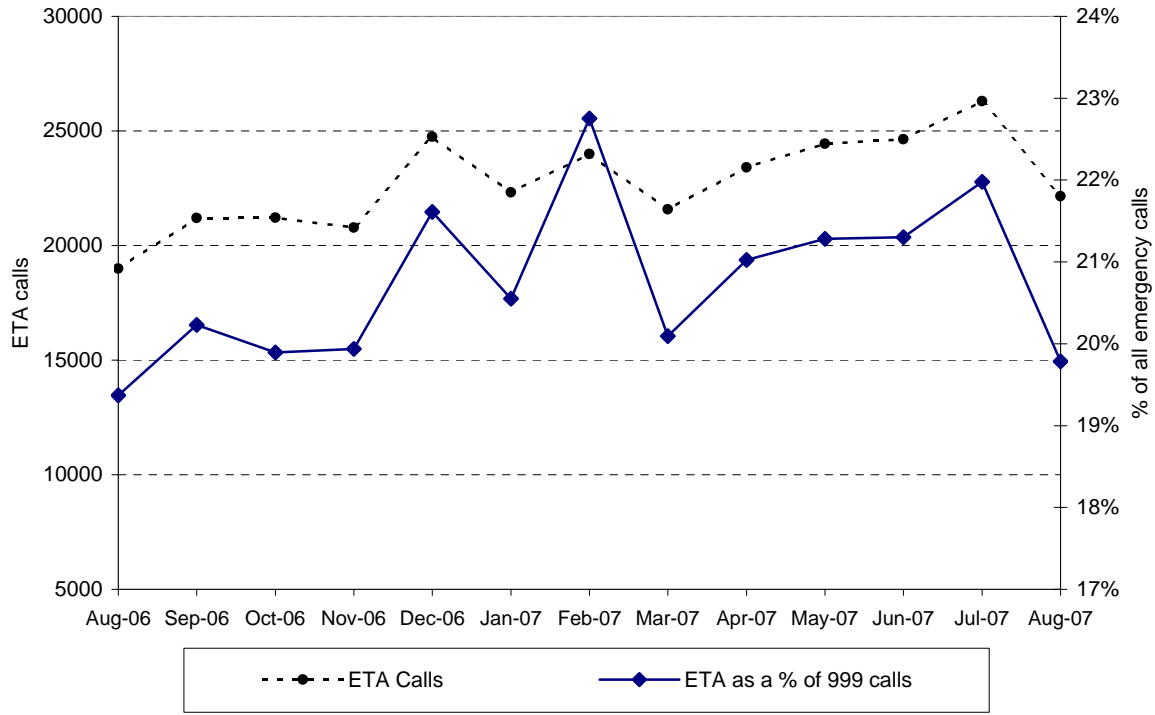


**London Ambulance Service NHS Trust  
Accident and Emergency Service  
EOC activity and staffing**



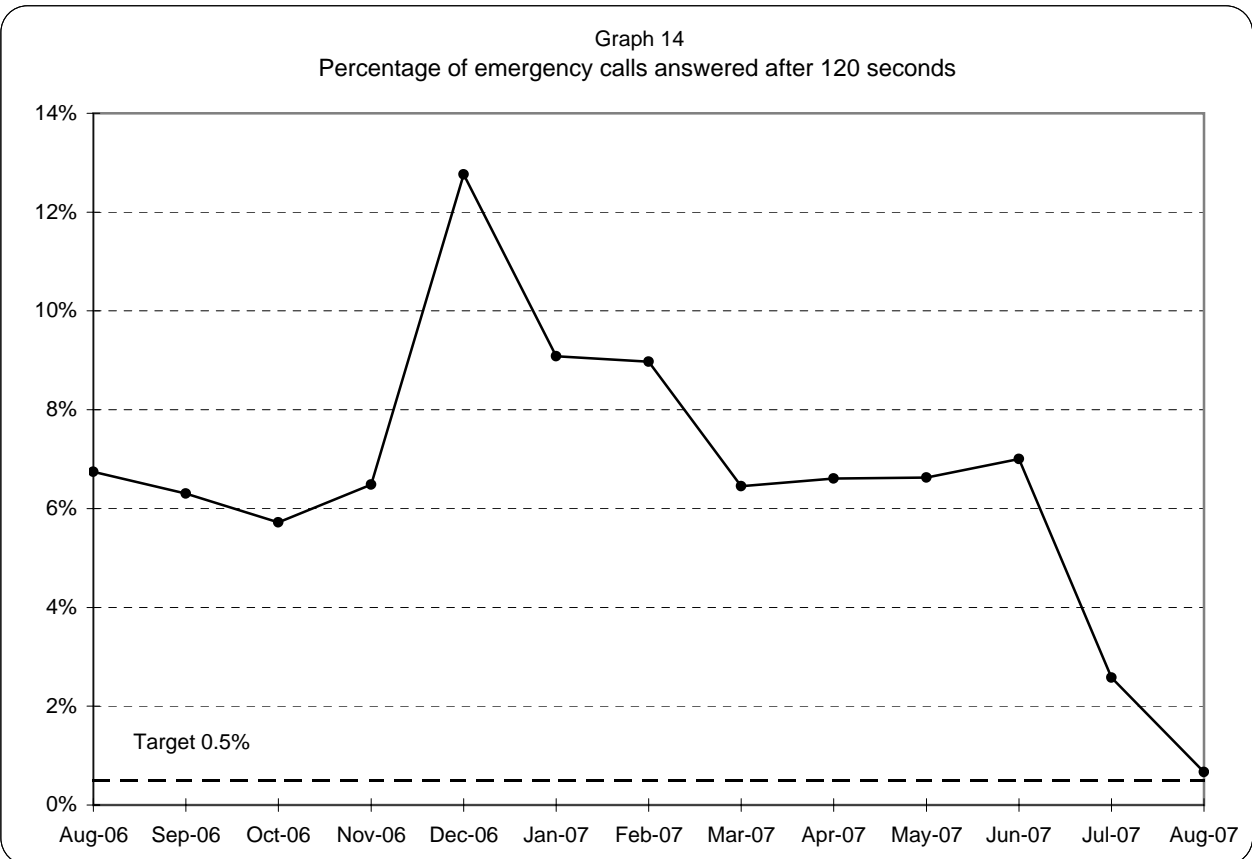
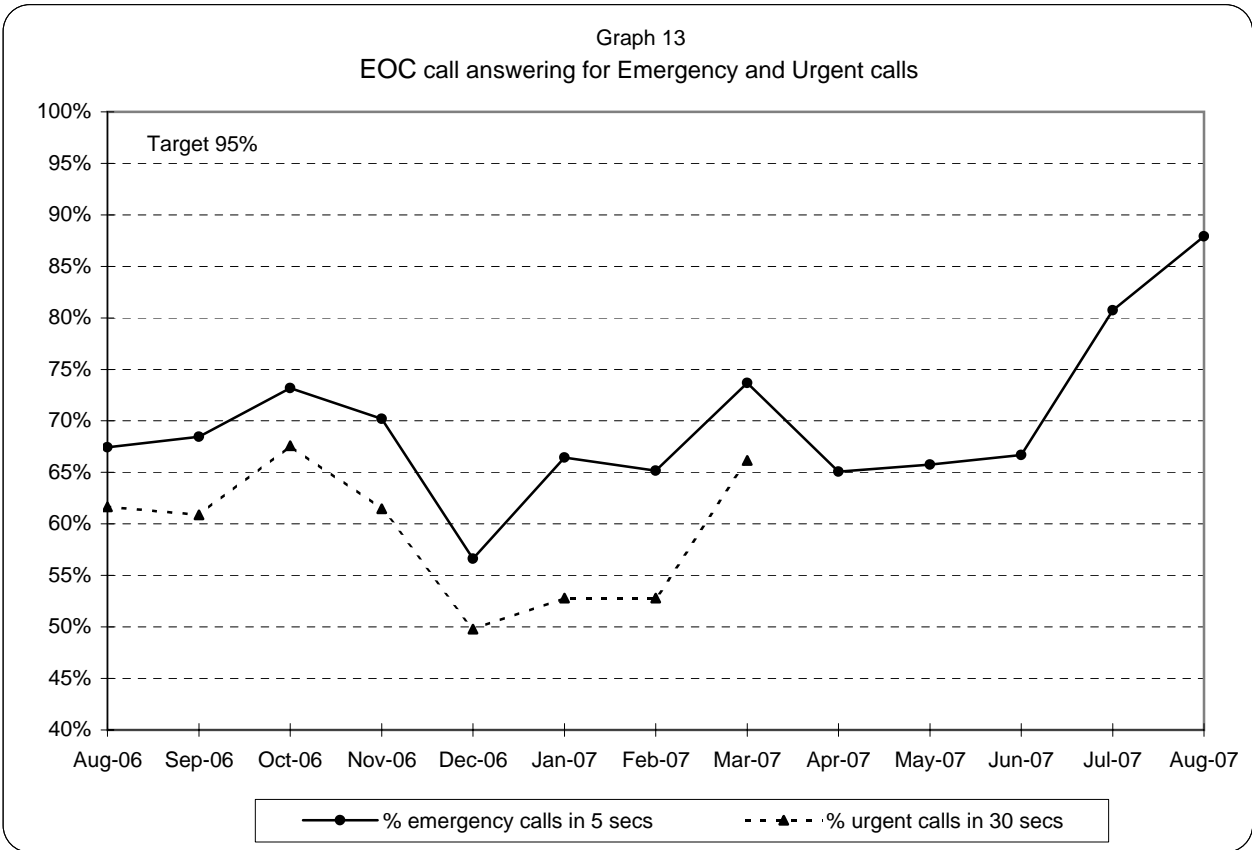
**London Ambulance Service NHS Trust  
Accident and Emergency Service  
ETA calls as a percentage of all emergency calls**

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

<b>Crew type</b>	<b>May-07</b>	<b>Jun-07</b>	<b>Jul-07</b>	<b>Aug-07</b>
EMT 1	1510	1381	1645	1551
Whitework	1119	944	1015	1066
PTS	24	13	5	4
ECP	282	279	365	288
CTA	4077	3642	4450	4260
<b>UCS Total</b> (green, urgent, non urgent & CTA)	7012	6259	7480	7169
<b>Non UCS Total</b> (green, urgent, non urgent)	14889	14527	14908	14650
<b>TOTAL</b>	21901	20786	22388	21819
% of total by UCS	32.0%	30.1%	33.4%	32.9%

\* 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

		Jun-07			Jul-07			Aug-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	982	804	82%	982	792	81%	874	721	82%	4,674	3,789	81%
5HX	Ealing PCT	1,000	805	81%	1,064	843	79%	983	781	79%	5,067	3,996	79%
5H1	Hammersmith & Fulham PCT	571	477	84%	676	581	86%	585	493	84%	2,946	2,488	84%
5K6	Harrow PCT	598	516	86%	610	518	85%	556	484	87%	2,929	2,518	86%
5AT	Hillingdon PCT	876	734	84%	919	751	82%	829	697	84%	4,398	3,594	82%
5HY	Hounslow PCT	724	556	77%	780	605	78%	700	529	76%	3,586	2,755	77%
5LA	Kensington & Chelsea PCT	440	352	80%	480	380	79%	495	395	80%	2,285	1,843	81%
5LC	Westminster PCT	1,220	1,027	84%	1,237	1,043	84%	1,081	900	83%	5,733	4,792	84%
5A9	Barnet PCT	920	745	81%	948	736	78%	817	636	78%	4,471	3,461	77%
5K7	Camden PCT	906	777	86%	947	827	87%	862	754	87%	4,395	3,855	88%
5C1	Enfield PCT	859	710	83%	984	805	82%	859	738	86%	4,599	3,793	82%
5C9	Haringey PCT	860	678	79%	846	682	81%	779	635	82%	4,152	3,261	79%
5K8	Islington PCT	775	645	83%	814	671	82%	727	608	84%	3,782	3,143	83%
5C2	Barking & Dagenham PCT	652	513	79%	646	493	76%	624	502	80%	3,225	2,510	78%
5C3	City & Hackney PCT	957	726	76%	964	750	78%	892	708	79%	4,634	3,573	77%
5A4	Havering PCT	658	501	76%	743	579	78%	636	521	82%	3,365	2,585	77%
5C5	Newham PCT	1,049	806	77%	1,018	793	78%	950	731	77%	4,946	3,827	77%
5NA	Redbridge PCT	750	551	73%	777	567	73%	714	554	78%	3,657	2,756	75%
5C4	Tower Hamlets PCT	868	707	81%	987	796	81%	824	681	83%	4,391	3,501	80%
5NC	Waltham Forest PCT	760	567	75%	803	615	77%	710	544	77%	3,730	2,853	76%
5AX	Bexley PCT	556	449	81%	620	485	78%	547	460	84%	2,869	2,277	79%
5A7	Bromley PCT	789	605	77%	760	600	79%	702	551	78%	3,803	2,905	76%
5A8	Greenwich PCT	844	689	82%	894	732	82%	814	690	85%	4,083	3,329	82%
5LD	Lambeth PCT	1,031	796	77%	1,068	806	75%	1,041	792	76%	5,205	3,998	77%
5LF	Lewisham PCT	866	680	79%	901	741	82%	828	670	81%	4,271	3,422	80%
5LE	Southwark PCT	1,061	855	81%	1,058	840	79%	1,037	864	83%	5,323	4,248	80%
5K9	Croydon PCT	1,014	801	79%	1,150	901	78%	1,089	831	76%	5,376	4,139	77%
5A5	Kingston PCT	360	290	81%	422	315	75%	374	300	80%	1,981	1,541	78%
5M6	Richmond & Twickenham PCT	404	311	77%	429	324	76%	373	263	71%	1,981	1,482	75%
5M7	Sutton & Merton PCT	985	794	81%	957	725	76%	890	704	79%	4,605	3,575	78%
5LG	Wandsworth PCT	759	560	74%	813	620	76%	689	531	77%	3,751	2,847	76%
	Lowest (excl out of London)			73%			73%			71%			75%
	Highest (excl out of London)			86%			87%			87%			88%
	Range			13%			14%			17%			13%