

Bromley Scrutiny Committee

11th July 2012

Who are we?

- Busiest ambulance service in the UK
- 1.6 million 999 calls last year
- More than 4,500 staff
- Just over 800 vehicles
- National ambulance demand is increasing by 6-7% per year

Call Categories

- Immediately life-threatening
- Not immediately life-threatening

Standards for patients waiting times

- Call connect: answering 999 calls within 5 seconds
- Cat A: 75% within 8 mins
 95% within 19 mins (transport)
- Cat C1: 93% within 20mins
- Cat C2: 93% within 30mins
- Cat C3 and 4: Telephone assessments (within 20 and 60 minutes)

Bromley Demand

	Cat A incidents	Cat A incidents one year ago	% difference
April 2012	1293	1138	13.62%
May 2012	1377	1117	23.28%
June 2012	1346	1108	Month

Bromley Patient Waiting Times

April 2011 – March 2012

	CAT A	CAT A 19	C1	C2
Bromley	75.30	99.33	81.05	81.73
LAS	75.74	99.15	80.65	82.22
Demand	14988		1715	7947

Additional demand – C1/ 3577 calls and C2 / 7361

Total demand –April 2011 – Mar 2012 = 35,588

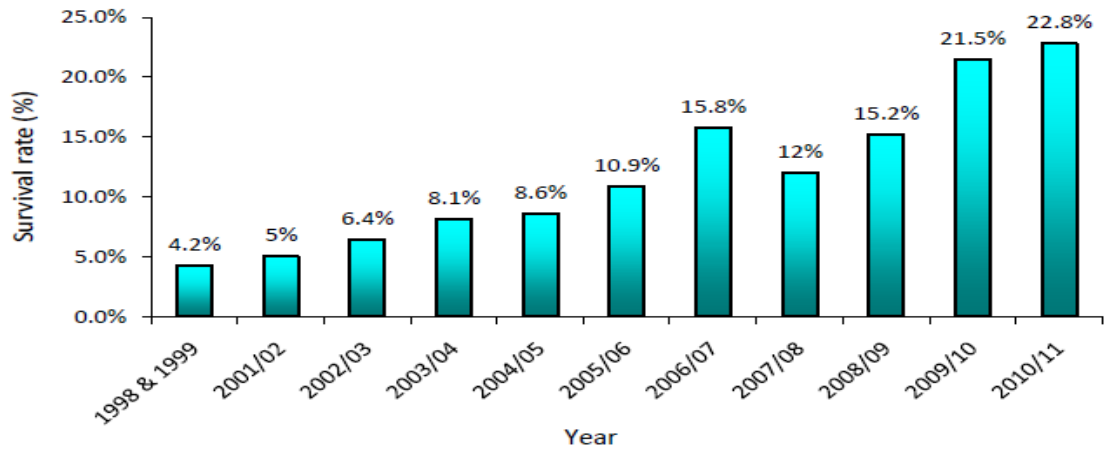
This year currently running at 76.4

Top 10 illness by PCT

Illness type	Bromley	
Other medical conditions	824	11.5%
Pain - Other	638	8.9%
Abdominal pains	519	7.3%
Generally unwell	483	6.8%
Pain - Chest	446	6.2%
No injury or illness	417	5.8%
Dyspnoea	388	5.4%
Head injury (minor)	349	4.9%
Vomiting	307	4.3%
Fracture/possible fracture	283	4.0%

Heart Attacks

- LAS have been bypassing A&E to convey STEMI patients to specialist cardiac centres since 2006
- Improved patient outcomes
 - Reduced length of stay
 - Reduction in occurrence of heart attacks
 - Reduced risk of stroke & major bleeding
 - Reduced incidence of death
- Associated long term cost saving



Cardiac Arrest Survival rate (London)

Bromley – Patient return of Spontaneous circulation – April 41% / May 21%

Tracy Pidgeon - Ambulance Operations Manager Bromley

David Gibson-Stark – Duty Station Officer Bromley