

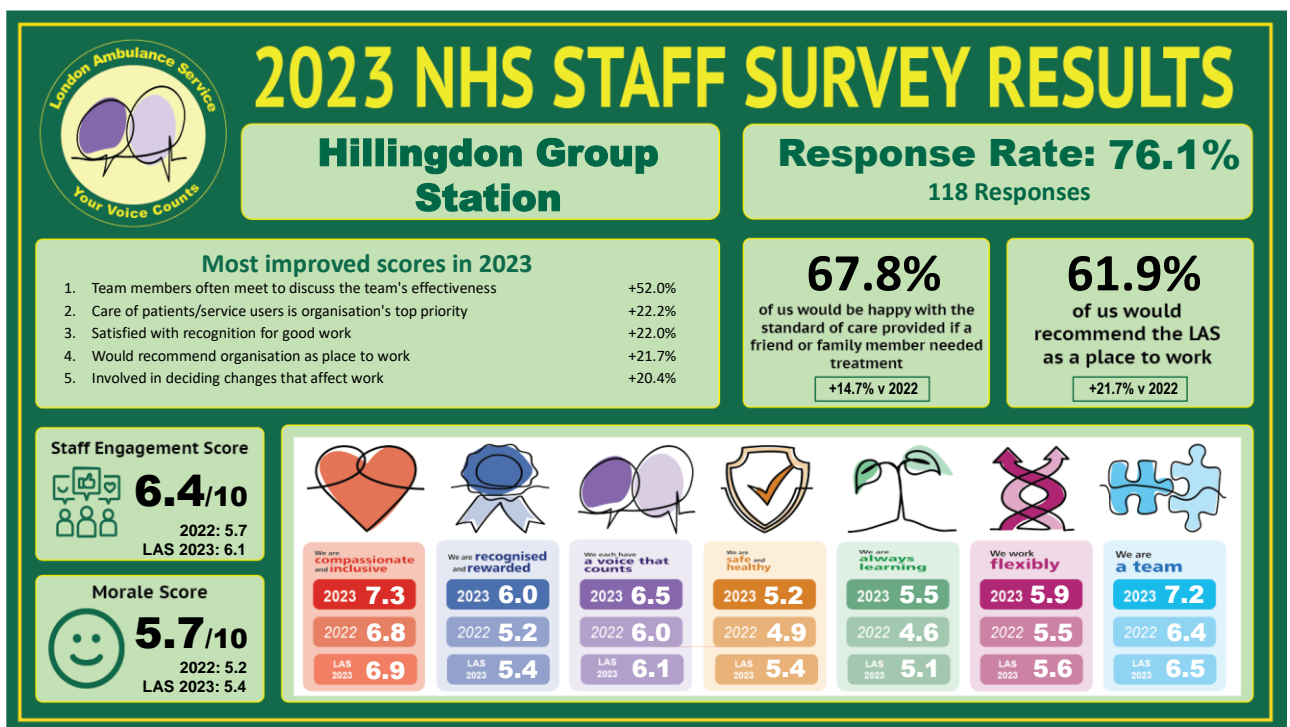


Update for Hillingdon Health and Social Care Select Committee – 22nd May 2024

London Ambulance Service – Hillingdon Group

Work that the organisation has undertaken over the last six months:

- Staff survey results have now been published for the Trust as well as individual groups. Overall we are very pleased with the improvements seen, especially on a local level and this reflects the work that has taken place over the last year.



- Hillingdon Group are taking part in a new trial involving staff who report sick. Historically, an external company were involved in this process and after feedback we are looking at ways to improve this process.
- Our fleet of vehicles are now 'tethered' to each group, moving away from the previous flexible fleet model. This gives staff greater ownership and accountability towards the vehicles and equipment within it. Vehicle and staff resourcing now involves local management (rather than just a centralised department) which means it can be more intelligence led.
- The Trust has introduced 132 brand new double crewed ambulances, with new equipment to ease manual handling tasks. A further 83 awaiting delivery (expected by July 24). Staff are being trained to use these vehicles as quickly as possible to provide more cover for the community.



5. Hillingdon Group are also involved two clinical trials in line with the Clinical Audit and Research Unit (CARU) that help shaped and develop future practice. These are the Spinal Immobilisation Study and Paramedic 3 trial.

What target your organisation has been working towards

The LAS launched its 2023-2028 Strategy in September 2023. The full document is available online at [Our plans for the future - London Ambulance Service NHS Trust](#). This strategy was the result of extensive engagement both inside our organisation, with our partners and with our patients on how they would like to see us develop. The strategy sets out three missions:

1. Our Care: Delivering outstanding emergency and urgent care whenever and wherever needed.
2. Our Organisation: Being an increasingly inclusive, well led and highly skilled organisation people are proud to work for.
3. Our London: Using our unique pan-London position to contribute to improving the health of the capital.

Your organisation's performance against these targets during the last year and how this compares to recent years

- In North West London, the average response time to category 1 patients since 1/1/24 was 7 mins 05 seconds. This is 15 second improvement from the previous report.
- The Trust is currently operating at REAP (Resource Escalation Action Plan) level 3 (Major Pressure).

The Resource Escalation Action Plan is to support a consistent ambulance sector approach to strategic escalation pressure levels that provide alignment with the NHS Operational Pressures Escalation Framework (OPEL) whereby the symbolising of pressure levels is consistent and understood across the wider NHS. REAP provides NHS Ambulance Services with a consistent and coordinated approach across the organisation to the management of its response in situations where demand or other significant factors within the ambulance service see an increase and a challenge to the capacity to manage it.

- Staff sickness rates within the Hillingdon Group have increased slightly from 6.09% to 6.12%.
- The average on scene times for our time critical patients is 36.9 minutes since 1/1/24. This is compared to a Trust average of 39.4 minutes and the quickest group within the Trust. This means that we are getting our sickest patients to definitive care quicker than any other LAS group of stations.
- We continue to champion the use of Alternative Care Pathways (ACPs) within the Hillingdon Group and to reduce the conveyance of patients to the Emergency Department and ensure our patients are getting the most appropriate care for their needs. The LAS recently conducted an audit into the appropriateness of LAS conveyances to Hillingdon Hospital and are addressing any areas of learning that have arisen from this audit. Since the 1/1/24, 51.2% of patients in Hillingdon were taken to an Emergency Department.

- Clinical Quality continues to be reviewed within the Hillingdon Group and is measured in a number of different ways including Clinical Performance Indicators (CPIs), Cardiac and Stroke Care bundles and Cardiac Arrest Care bundles. This is achieved by reviewing the care provided by our clinicians and ensuring that the appropriate care has been delivered. Some key highlights from recent reports:
 - 97% of staff within the Hillingdon Group have received Clinical Performance Indicator feedback within the last six months.
 - 55% of cardiac arrest patients attended by a Hillingdon Crew sustained a return of spontaneous circulation (ROSC) on arrival at hospital. Downloads of the Defib used in all cardiac arrest patients take place to provide feedback and assurance that all guidelines are followed with cardiac arrest management (Feb 2024 report).
 - 100% of Stroke patients received the appropriate and full care bundle (Jan 2024 report)