

East of England Ambulance Service

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Cambridgeshire and
Peterborough

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Innovative. Responsive. Excellent. Always community focused. Always patient driven.



Hospitals covered across Cambridgeshire and Peterborough



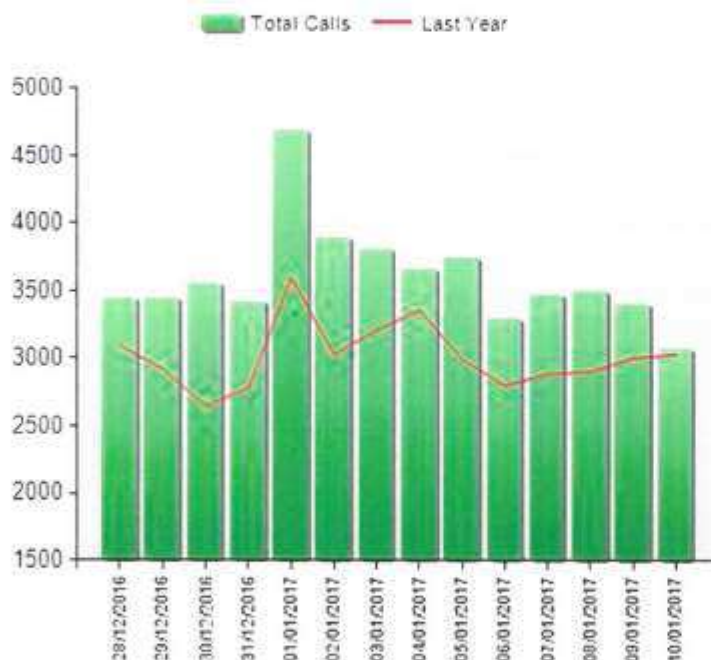
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What has the demand been for EEAST?

Daily call volume for the East of England Ambulance Trust



Year on year increase
in call volume

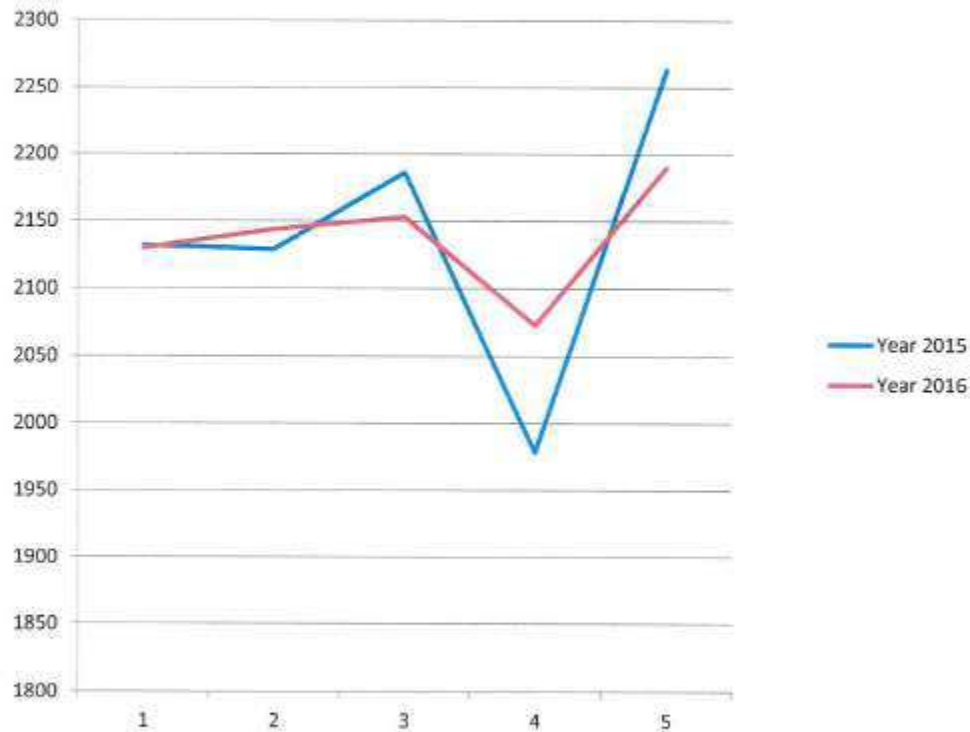
New years day saw
1000 extra calls
compared to 2016

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Demand across Cambridgeshire

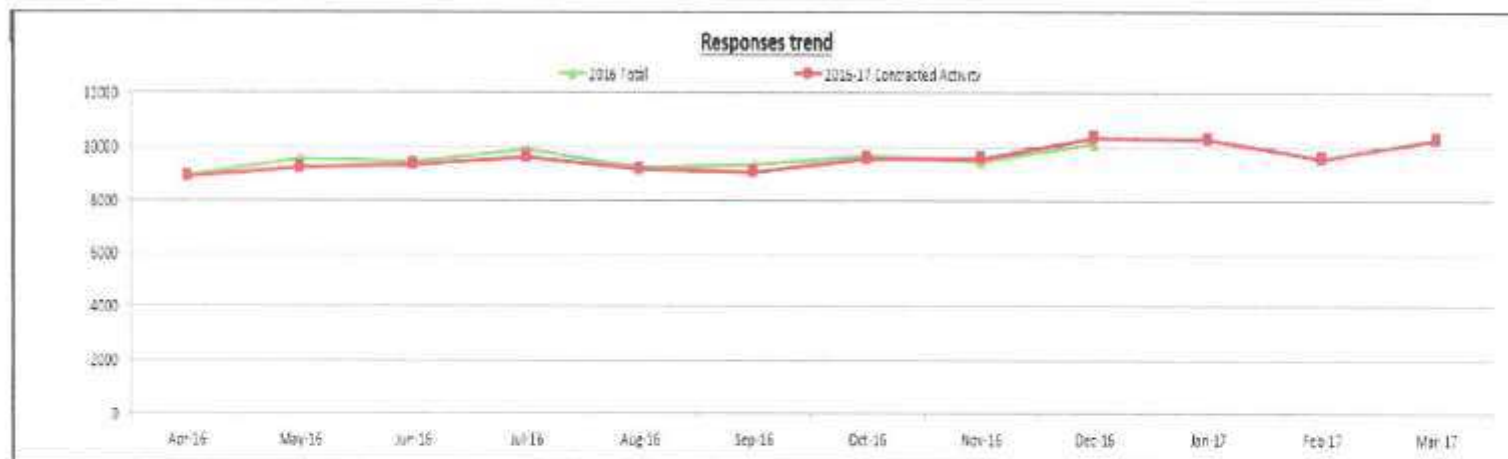


- Comparing the 5 week period over December the 999 demand has been similar to 2015
- There was a sharp increase this year the week before Christmas





How does this fit in with the contract?



Current demand is remaining in line with our contracted activity for 2016/17





Red 1 performance

Infographic Report

In-depth Report

1. RED 1 PERFORMANCE

A Red 1 priority is assigned to patients in cardiac arrest. A cardiac arrest happens when your heart stops pumping blood around your body. If someone has collapsed, is not breathing normally and is unresponsive, they are in cardiac arrest. This is a time critical priority.

Ambulance services are expected to reach 75% of Red 1 calls within 8 minutes.

Last 12 months



Performance across EEAST is improving month on month and EEAST's performance national is currently 5th out of the 10 Ambulance Trusts in England

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How does our performance relate to patient care?

Infographic Report

In-depth Report

5. RETURN OF SPONTANEOUS CIRCULATION

This is a measure of the number of patients who have suffered a cardiac arrest, but as a result of life-support started or continued by the ambulance service, had a pulse again by the time they arrived at hospital.



JULY 2016



NATIONAL
AVERAGE

27%



RESULT

31%

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How does our performance relate to patient care?

Infographic Report

In-depth Report

6. RETURN OF SPONTANEOUS CIRCULATION – UTSTEIN

This is a measure of the number of patients who have suffered a cardiac arrest, but as a result of life-support started or continued by the ambulance service, had a pulse again by the time they arrived at hospital, and went on to be discharged from hospital.



JULY 2016



NATIONAL
AVERAGE

53%



RESULT

65%

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How does our performance relate to patient care?

Infographic Report

In-depth Report

7. CARDIAC ARREST – SURVIVAL RATES

This is a measure of the overall number of patients suffering a cardiac arrest, but as a result of life-support started or continued by the ambulance service, and treatment in hospital, they were successfully resuscitated and survived.



JULY 2016

 **NATIONAL AVERAGE**
9%

 **RESULT**
10%

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How does our performance relate to patient care?

Infographic Report

9. TREATMENT OF A HEART ATTACK – ARRIVAL AT A SPECIALIST CENTRE

This is a measure of the number of patients who have suffered a specific type of heart attack and need what's called a 'stent' fitted to free a blockage in their heart. This graph shows the percentage that were fitted with a stent at a specialist hospital within 24 hours of their 999 call.



In-depth Report

JULY 2016

 NATIONAL AVERAGE
87%

 RESULT
91%

Infographic Report

10. TREATMENT OF A HEART ATTACK BY AMBULANCE CREW

This is a measure of the proportion of patients who have suffered a specific type of heart attack (called a ST-elevation myocardial infarction, or STEMI), and received the correct treatment in line with ambulance guidelines. This includes certain drugs being given and observations being taken and recorded.



In-depth Report

JULY 2016

 NATIONAL AVERAGE
80%

 RESULT
95%

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How does our performance relate to patient care?

Infographic Report

11. STROKE – ARRIVAL AT STROKE CENTRE

Patients who have suffered a confirmed stroke can be eligible for treatment with a clot-busting drug. This is called stroke thrombolysis. This graph is a measure of the percentage of patients that arrived at a thrombolysis centre within 60 minutes of their 999 call.



In-depth Report

JULY 2016



NATIONAL
AVERAGE
55%

RESULT
52%

Cambridgeshire continues to perform well in the Ambulance Care Quality indicator care bundles with Stroke and STEMI care bundles regular receiving 100% compliance.

Infographic Report

12. STROKE – CARE AND TREATMENT BY AMBULANCE CREW

This is a measure of the percentage of suspected stroke patients who were assessed and received the correct treatment in line with ambulance guidelines. This includes certain observations being taken and recorded.



In-depth Report

JULY 2016



NATIONAL
AVERAGE
98%

RESULT
100%

Arrival at HASU within 60 minutes of 999 call remains a challenge due to the geography of EEA

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CQC report



Last rated
9 August 2016

No services within
EEAST were rated as
inadequate.

East of England Ambulance Service NHS Trust

East of England Ambulance Service NHS Trust Headquarters



	Safe	Effective	Caring	Responsive	Well led	Overall
Emergency operations centre (EOC)	Requires improvement	Good	Outstanding	Good	Good	Good
Patient transport services (PTS)	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Emergency and urgent care	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement

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CQC report



Last rated
9 August 2016

East of England Ambulance Service NHS Trust

East of England Ambulance Service were the only ambulance service in the country to achieve outstanding for caring.

Overall rating

Requires improvement

Are services

Safe?

Requires improvement

Effective?

Requires improvement

Caring?

Outstanding

Responsive?

Requires improvement

Well led?

Requires improvement

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