

# Performance Against Standards

HEAT summary: health improvement, efficiency, access to treatment and treatment

**Achieve a return of spontaneous circulation for VF/VT patients on arrival at hospital**

Target: > 40%  
2017/18: 42.3% 2016/17: 40.3%

**% of cardiac arrest patients responded to within 8 minutes**

Target: 80%  
2017/18: 71.2% 2016/17: 70.4%

**% of immediately life-threatening incidents responded to within 8 minutes**

Target: 75%  
2017/18: 61.5% 2016/17: 63.8%

2016/17 measured from 23 November 2016. 2017/18 from October 2017 phase 2 of new clinical response model changed process and therefore unable to make direct comparison.

**Immediately Life Threatening (ILT) Response Times**

Target: Median < 7 min 2017/18: 6.47  
Percentile <15min 2017/18: 14.55

New target for 2017/18.

**Purple Response Times**

Target: Median < 6 min 2017/18: 5.45  
Percentile <15min 2017/18: 12.49

New target for 2017/18.

**% of unscheduled cases managed by telephone or face-to-face assessment**

Target: >32%  
2017/18: 32.7% 2016/17: 31.2%

**% of hyper acute stroke patients who receive the pre hospital care bundle**

Target: >70%  
2017/18: 78.7% 2016/17: n/a

Since the introduction of the new Terrapace software the rate has been 96.1% (January to March 2018).

**% of recorded use of peripheral vascular cannula (PVC) insertion care bundle**

Target: >85%  
2017/18: 89.2% 2016/17: 82.5%

Since the introduction of the new Terrapace software the rate has been 94.9% (January to March 2018).

**% employee engagement score**

Target: >60%  
2017/18: 67% 2016/17: 67%

Score measured twice a year. Reported scores as at November 2017.

**Reduce sickness absence to a target of 5%**

Target: <5%  
2017/18: 7.6% 2016/17: 7.6%

The 2017/18 figure reflects the performance from April 2017 to March 2018.

**Finance** All three 2017/18 obligatory financial targets were met and the Service delivered the full quantum of savings required for financial year 2017/18 at: **£8,652k**



**Scottish Ambulance Service**

*Taking Care to the Patient*



# At a Glance

## Annual Review 2017/2018

### Improving Patient Care, Saving More Lives

➔ During 2017/18, the delivery of high quality patient care was at the heart of our work. Good progress is being made with a 43% increase in 30 day survival (1,182 more people) reported in the first year of our New Clinical Response Model. We are now delivering a smarter response to our 999 calls, meaning the patient is getting the right response first time. We have also focused on improving care on scene, treating patients at home and improving staff experience, while managing rising demand, patient expectations and budget pressures.



Since November 2016, we have piloted a new response system so that patients with immediately life threatening conditions,

such as cardiac arrest, are prioritised and receive the fastest response. This means in less urgent cases, call handlers may spend more time with patients (or their representatives) to better understand their health needs and ensure we send the most appropriate resource for their condition.

We are also enhancing our Ambulance Control Centres and working collaboratively with flow and discharge centres. By recognising the multidisciplinary roles of those on the frontline, we have re-banded paramedics and technicians as well as developing advanced practice roles. This burgeoning scheme has seen advanced practice paramedics working in multidisciplinary roles, including GP practices, in community settings across Scotland.

Working with other NHS Boards, Integrated Joint Boards and third sector health and social care organisations, we are ensuring patients are getting the right treatment by better identifying their particular needs. This means that falls patients and those with mental health needs, for example, get the right care by ensuring those patients can access the help they need within their local communities through shifting the balance of care. We also established a 24/7 specialist services desk and a major trauma triage tool which is having a positive impact in helping trauma patients who need highly specialised treatments.

Our staff do a tremendous job – often in challenging circumstances – and we would like to acknowledge the fantastic contribution they have made over the past year towards the continuous improvement of the care we provide for patients. Alongside providing excellent patient care and working as part of a whole system of care in Scotland, we are committed to investing in our staff.

Indeed, they will remain one of our key priorities over the coming years as we continue to implement our 2020 strategy in line with our intent to provide the best possible care to the people of Scotland.

## Our 2017/18 Activity



Calls received:

**1,478,972**



A&E incidents responded to:

**764,201**



Planned patient journeys delivered:

**692,756**



SCOTSTAR retrievals undertaken:

**2,518**



Air ambulance service missions flown:

**3,721**



Inter hospital transfers

**56,621**

## Progress Towards Strategic Objectives

### Our Clinical Services Transformation Programme

We have completed the introduction and evaluation of a New Clinical Response Model (NCRM) to save more lives and improve patient care.



NCRM - Phase 2 (dispatch on disposition) was **successfully introduced** in October 2017



The model **identifies** patients with immediate life threatening conditions earlier in the call cycle



**78.5%** of cardiac arrest patients are now identified earlier, enabling a faster response and access to life saving CPR



NCRM has enabled us to **identify and dispatch three responders to all purple response category calls** resulting in an increase of over 40% of patients receiving a triple response

### Stroke Pathway Improvements



Introduced a **National Clinical Stroke Pathway** to ensure uniformity in the care we deliver



Reliable implementation (**96.1%** recorded between January – March 2018) of a Pre Hospital Stroke bundle

### Scheduled Care Service



A **revised Patient Needs Assessment** was implemented in December 2017 to ensure we appropriately identify patient needs



Test of scheduled care support of patient transport requests from GPs resulted in an **improvement in response time** for these patients, with an increase in the number of suitable patients being supported via the Patient Transport Service

### Hear, See Treat and Refer



**14%** 'hear and treat' achieved, against 2017/18 aim of 12%



Recruited **additional clinical advisors** and supervisors to establish clinical services hub within the Ambulance Control Centres



Joint working with NHS24 to **improve the experience, safety and efficiency for people** who can be safely treated or referred by telephone triage



**18.7%** 'see and treat' achieved, against 2017/18 aim of 19%



100 paramedics have undergone **urgent and primary care specialist training** to equip them with the skills to treat more people at home



Paramedics with an **enhanced scope of practice in urgent and primary care** are working in 10 GP practices and 4 out-of-hours services across Scotland supporting GPs in providing care at home

### Alternative Pathways

Working with key partners to **improve access** to alternative care pathways

Regions working to **develop, establish and improve pathways**, prioritising falls, respiratory conditions, mental health and direct admissions

**Key member** of the Scottish Government's Active and Independent Living Programme

### Out of Hospital Cardiac Arrest

Saved more lives through **increased Return of Spontaneous Circulation (ROSC)**

**Extended** our 3RU response model to cardiac arrests

**Introduced Sandpiper Wildcat** in February 2017, which has responded to more than 152 call outs

As a key partner in Save a Life for Scotland, contributed to **the equipping of over 200,000 people** in Scotland with bystander CPR

### Improvements in Major Trauma

Key partner of the Scottish Trauma Network, responsible for **ensuring patients are taken to the most appropriate facility** and receive access to expert specialist care

**Major Trauma Triage Tool** developed for ambulance crews to support decision-making on major trauma patients

Development of **advanced practitioners in critical care** to support advanced care in the pre-hospital setting

### Our Patient Experience

Co-produced **patient experience framework**

Participated in **development of Our Voice** framework

Widening our Public Engagement to not just patient reps but **representatives from the third sector** and other community groups

Changed our policy with regards to how we categorise complaints to **better reflect patient feedback**

### Our Technology



Replaced the cab-based technology hardware in more than 500 unscheduled care ambulances



Completed the roll-out of a new electronic Patient Record (ePR)



Completed development and testing of a paramedic information app (called the 'SAS app'). Roll-out is planned for completion by the beginning of 2019



£78 million investment plan agreed and business case approved in support of a programme to introduce almost 1,000 new vehicles between 2016 and 2020



Circa 200 vehicles replaced during financial year 2017-18

### Our Workforce

**2017/18** Recruitment and training delivery aims informed by 2020 workforce targets

**137** Paramedics and **187** Technicians recruited

**82** Ambulance Care Assistants appointed.

**30** additional specialist paramedics recruited

**Implement** the first undergraduate paramedic programme in Scotland