

4 April 2024

West Midlands Ambulance Service Update

Ward(s): All

Portfolios: Councillor G. Flint (Wellbeing, Leisure and Public Spaces)

1. Aim

To appraise Committee members on ambulance response times in the Borough of Walsall and the timeliness of ambulance handovers at Walsall Manor Hospital.

2. Recommendations

The Committee are recommended to recognise the comparatively good performance within the Borough of Walsall, as well as the extent of mutual aid Walsall Healthcare NHS Trust provides neighbouring Trusts with, by way of receipt of intelligently conveyed ambulances.

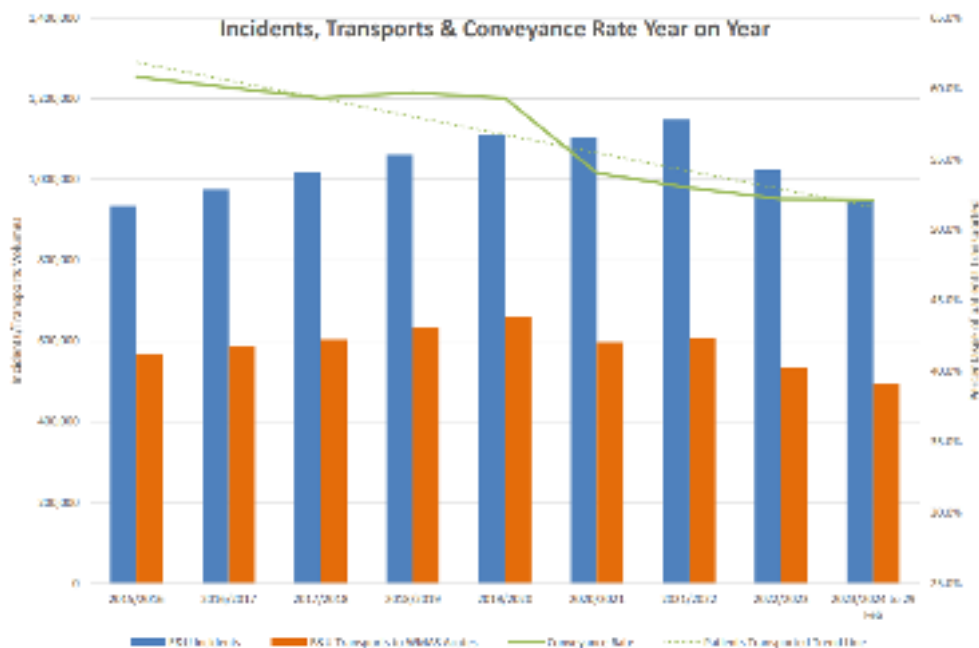
The Committee are also recommended to recognise that any delay in both ambulance response and ambulance handover has the potential to cause harm to the patient.

Finally, the committee are asked to offer support for an independent capacity review for ambulance provision.

3. Report detail

3.1 Ambulance response times

Walsall Healthcare NHS Trust has submitted information to the committee (with proactive engagement with WMAS) on response times for the residents of Walsall. The Trust operates within the Black Country ICB footprint, the Black Country ICB has amongst the best category 2 response times of all 48 ICBs nationally, see below:



Regarding lost hours to ambulance handover delays, Walsall is a regional and indeed national exemplar site. Despite being amongst the busier hospitals for ambulance activity in the region, the handover performance is amongst the very best regionally and therefore nationally to.

It should be noted that Walsall is also a net importer of ambulances, through the “intelligent conveyance” system. This is where we proactively move ambulances from sites with long waits to those with lower waits to handover.

Walsall is a reference site for other Trusts and systems in more difficulty to learn how to improve.

The table below sets out the lost hours by receiving hospital site.

Hospital	2023												2024	
	January	February	March	April	May	June	July	August	September	October	November	December	January	February
Almonds	634	467	639	396	494	423	448	654	713	1,099	778	1,114	1,932	835
Bham Childrens	21	15	16	15	12	18	13	18	30	24	30	30	24	29
Burton	383	250	488	170	250	205	123	176	300	387	462	588	826	338
City (Bham)	282	253	291	140	140	133	312	564	664	942	702	863	875	638
George Eliot	443	219	270	201	162	187	184	249	219	301	267	363	342	521
Good Hope	1,154	721	1,179	864	597	568	814	843	1,668	1,722	1,538	1,182	2,627	1,433
Heartlands	1,631	1,306	1,668	908	853	794	1,154	1,751	2,574	2,737	2,235	1,385	4,377	2,568
Hereford	270	185	194	305	296	185	238	212	331	259	436	514	278	287
New Cross	882	253	547	130	181	400	466	444	742	1,145	1,323	1,128	1,715	928
Olney	30	28	36	64	39	28	21	37	54	123	131	185	148	141
Princess Royal	882	1,147	1,642	683	713	823	1,318	1,231	1,325	1,486	2,119	1,893	2,997	1,814
Queen Elizabeth	1,282	1,314	1,323	796	858	888	1,107	1,138	1,658	1,862	1,800	1,884	2,776	1,860
Royal Shrewsbury	1,029	1,253	1,638	978	1,158	788	1,985	1,117	1,368	1,838	2,131	1,629	1,760	1,623
Royal Stoke	3,072	1,818	2,553	1,842	1,960	1,741	2,296	1,558	2,711	4,147	4,722	4,201	5,267	2,521
Sutton Hill	1,242	612	863	371	303	223	678	851	1,247	1,356	1,460	1,988	2,566	678
Sandwell	421	425	578	362	286	420	715	732	870	1,483	1,228	1,426	1,312	1,067
Stafford County	123	43	51	56	34	67	81	61	82	183	126	247	237	181
St Helier City & Warwick	1,488	994	673	560	753	543	752	668	946	1,280	1,279	1,628	2,141	1,080
Walsall Manor	228	142	381	118	96	233	188	286	338	354	334	546	341	237
Warwick	454	180	185	68	185	67	81	117	158	95	118	293	305	165
Warwick Royal	1,576	1,520	2,666	1,762	2,117	1,822	1,678	2,235	2,946	3,659	3,325	1,801	2,947	2,784
Total	17,531	12,951	18,628	9,781	11,880	11,198	14,481	16,034	21,312	26,727	26,738	29,788	34,023	22,767

6. Decide

Nothing is tabled for decision.

7. Respond

Any response from the Committee will be taken forward by the Trust.

If the matter is within control of the Trust, that will be taken forward via our executive management board.

If the matter is within the remit of the broader NHS Black Country Integrated Care Board, that will be taken forward via the lead commissioner for Integrated Urgent and Emergency Care, based within the Black Country ICB.

Author

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