## **Overview and Scrutiny Committee**

Agenda Item No 6.

### 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:

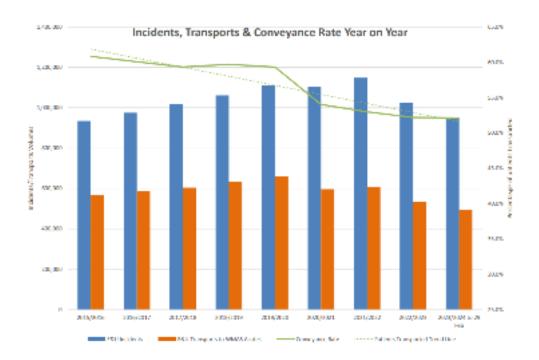
THE PROPERTY AND ADDRESS OF THE PARTY AND ADDR	-		15/200001	Name of	minute.	19/12/9029	MALE PARTY	Divisioni.	MATERIA	340700	No learners	201200	ship below
Company of the Compan	ENGLES OF	96 SA/SE	B100	2000.00	30 March	30,3434	2012/31	9010 m.	ALPERO	90.00.00	0.00	300,86.64	Motor
many beautiful to the control of the post of the special control of	KART -	00.4646	CARRIES	- Section 64	96 (KD)	20,000	964(3)	601047	199800	00 NO.	100 mm	THE REAL PROPERTY.	THEFTON
THE REST PROJECTS AND LIST COLUMN TO A LIST THE REST.	8.661	201118	800	MARCON	20.00	20.0034	201144	10 NO. 81	15/0/05	31,8978	98.1000	001104	100 63.04
MAY NO AND TRUE OF COMPANY OF THE ROAD.	SSET .	6193Y	876-6	MACHINE.	WWW.	SCR-11	MARKET .	84'W	TOTAL OF	90909	899	ments	GHACK.
AND DESCRIPTION AND DESCRIPTION OF PERSONS AND ADDRESS.	most	1190	101000	12.000	20.0		100,000.00	96(0)-61	10.001	100,000.00	1 M 10 TH	THE REAL PROPERTY.	90700.00
AND DESCRIPTION OF THE PERSON NAMED IN COLUMN TWO IS NOT THE OWNER.	2007	44.00	MARK IN	1000	0.407	0.00	40404	1000	14 (19)	31,400	444	400,000	200
MEDICAL SERVICE SERVICE SERVICE SERVICE STATE SERVICE	Carried Street	200	THE RESERVE		200	20.0011	000100	200	1010010	2014118	200	0004444	M19518
WE COUNTY IN COMPANY OF TAXABLE PARKETS AND TAXABLE	per.	95.9614	874.6	807000	- 00.00-00	W110	00-012	0.00	16.8.00	10.00	-00 (m.s.	100.00.04	15 M S
WE CALL STORY AND AND AND AND ADDRESS.	040	1100 WHILE	10 MODES	MIC 1976	20.9656	2010	009144	M-5 /6	MONEY.	201107	4000	200 84 84	M155-W
THE RESERVE CO. LANSING MICHIGAN PROPERTY.	200	200	min in	1000	200	BURN	00318	820.0	96-70-67	46,814	***	20.65.51	20.000
STATISTICS STREET, STR	to the last of the	***	- White	make to	W10111	90.0079	THE STATE OF	2001	Minter and	911134	842	Service 14	901000
	_											_	_
ACROPA STORING ATTRACTORS STATE	at.	AM (8) (4)	Militar	Modern	At No.	0.611	(0.40.04	BUCK	10,7000	25,000	Men	THE REAL PROPERTY.	Arrest No.
THE THE PROPERTY OF THE PROPER	46	2011	200	811.0	CHARGO.	W-4111	004041	200.0	Perfect	30 43 GA	20.00	200.00	944
MA SOURCE AND ADDRESS NATIONALED AND ROOMS.	2	00 Mg (st)	TWOCH	1000	20.00/4	00.47M	Total Section 1	WM N	1140.00	W10 W	***	70.0144	THE REAL PROPERTY.
and countries and a control decrease in control and section		10 in to	and at	BOARS.	milets.	- marrer	SERVE.	M-0.31	#E76-00	001114	222	200 27 25	
THE REST SECTION AND ADDRESS OF THE PARTY OF	1957 6 5534		200	122	200.00	200	CHAR	H08	861	200	* 10.0	-5555-	72117
MATERIAL CONTRACTOR SECURITY CONTRACTOR CONTRACTOR	10/21	#WW.	F-9-5	SECURITY.	901000	20,810	NI DOM	W1075	18900	NAME OF	***	2000	10000
NAMES OF STREET PARTY OF STREET	9636	m (U.S.)	-		-	DESCRIPTION OF THE PERSON NAMED IN	10000	-	90.0030	200	-	-100	200.00
THE LEGISLAND MET WATER COMMENTS OF THE STREET	many.	100 54 50	W10145	200	30 PM	W2122	THE WAY	Acre.	90.40.00	AC 1754	270	70.5110	Miles No.
THE RESIDENCE AND PROPERTY AND PERSONS AND ADDRESS OF THE PARTY AND PARTY.	660	-811	800	A111	211.0	20.8111	N 11 11 11 11 11 11 11 11 11 11 11 11 11	BA1	200	D1001	WHILE	W110	CONTRACT.
THE PROPERTY AND ADDRESS OF THE PARTY OF THE	With a national	- Table	- world	200	WMW.	men.	men	- 0000	20.00	2010/00	100	- Marie 1	100.04 hr.
NO DESCRIPTION OF THE PERSON NAMED IN COLUMN 2 IS NOT THE OWNER.	make low	20.00	200	Total St.	W14.46	200	0.01	890	MARKET	M 14.14	***	CALL ST	2017
THE COLUMN TWO DESCRIPTIONS OF THE PARTY.	Witness.	CHIP(A)	rbrakken	TO MOVE BY	1099901	trained to	THE WORLD	13000	NAME:	1-000-	de biol	THE REST	CHILD'S
THE LABOUR TO SELECT THE REAL PROPERTY AND ADDRESS OF THE PARTY AND ADD	WINN	2000	F #16.65	BOOK.	1 444		WHA	900	9.00	1000	200	100 W T	TRACTIC .
and Local Retipology (san Bread	mined	W 3.4	ADD	1000	W100	THE REAL PROPERTY.	MAIN	8.67	8.00		1-E22-	THE ACLE	16,14,4
THE REPORT OF THE PARTY OF THE	TRACT.	W 1414	740	BWW.	EM50	200	10.00	200	200	00 to 12	- British	TIMM	W1115
WHEN PARTY AND PERSON AND PERSON AND PERSON AND PERSON AND PERSON.		THE REAL PROPERTY.		#IRR	- 682	- maga	CHARL	No.	- 200	0.001	W. N. O.	mmn.	
THE COMPANY AND THE PARTY WITH THE PARTY WHEN PARTY WHEN THE PARTY WHEN PARTY	1957	-57.56.56	C BOOK OF	10000	T STAM	00 POM		- MOCH.	-	TIME	200	2.00	2000
will desire a fill desire to the fields.	count.	4444	1.000	1000	1 222	1000	200.0	850	0.00	1100	A debt	858.0	1004
an death and the party and a party	tent?	NAME OF TAXABLE PARTY.	DOM: NO	Catalog .	DOM: N	COLUMN TWO	THE OWNER OF	<b>CORPOR</b>	100.00	200	- Walter	THE PARTY NAMED IN	
TO A SHADOW STORY OF THE PERSON.	100	11.0010	8797	BOK N		30,000	20,000	777	MARK	ALCOY.	422	2012	CHARGO
ACKNOWN			-				-			-		- MINISTER	-500
WE SPRING BY LANGE AND ADDRESS LANGE AND ADDRESS.	wate	MANA.	AWW	8.69	IR 1914	200	20.00	200	- 816/01	200	200	200	MINERAL TO
AND DESCRIPTION OF REAL PROPERTY.	white .	THEN	STREET, STREET	W307	TOWNS	W1000	W0000	<b>ELWINDED</b>	00.000	-922	-	W 900	
AND ADDRESS OF THE PARTY OF THE	west.	- 001514	8/73	B-797	- CO. LO. CO.	- TAME	- 00 81 F3	1 mmn.	WAR.	manan		TOARS	M1111
the season has been proposed by the party		- 244	1-993	- E-313-	1.511		-1107-	200	100	227	222	1000	2111
THE CHARGE TO THE REAL PROPERTY AND ADDRESS OF THE PARTY.	WHAL	NEW	200	-	200	10.1111	10 (N.L.)	W-07-20	10.00	District of	***	MON	1196.0
- Participation of the Company of th	1000		1.000	-535						200		555	1100-
THE CONTRACTOR AND ADDRESS OF THE PARTY OF T	10.0	11,87.76				200	2000	800	200		- 577	1000	1000
		4114	W/8/41	- 80000	494				. P. J. W.			-	
ALCOHOLD STANDARD STAND	16	- 原从水	1-500	-888	-888-	36,600	363100	5.00	Note (8)	0.00	-0.00	30.500	-886-
NO MET THROUGH THROUGH EARTH	TTI			100 (34) (41)	m je je	00.0144	M(M) (4)	Concession (	N-931	0.001	***	#100	3610

However, the table above also shows how other parts of the West Midlands have far less favourable response times.

This is linked to hospital handover delays, to illustrate this the chart below reflects the correlation between handover delays and category 2 response times.



In an effort to support systems and Urgent and Emergency Care pressures, WMAS has been working with partners to reduce the numbers of patients conveyed to hospital and increasingly make use of alternative care pathways. The chart below sets out (orange bars) the numbers of patients taken to hospital each year:



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.



#### 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**

Vivek Khashu

Strategy and Engagement Director – West Midlands Ambulance University NHS Foundation Trust.