



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

Our Ref: PR/AH/JT

Date: 17th March 2015

WHTN: 1787 3302

Mr David Rees
Chair,
Health and Social Care Committee
Cardiff Bay
Cardiff
CF99 1NA

Dear David,

I am writing in response to your letter dated 6th March requesting additional information to inform the short enquiry into the performance of the ambulance service in Wales. This information is outlined as follows:

Ambulance attendances

The summary of ambulances attending emergency departments within ABMU Health Board during the month of February was as follows:

Morrison Hospital	2,122
Princess of Wales Hospital	996
Singleton Hospital	143
Total	3,261

The breakdown of these attendances by ambulance station is attached in Appendix 1 for information.

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- Chairman/Cadeirydd: [Professor Andrew Davies](#)
 - Chief Executive/ Prif Weithredydd: [Mr Paul Roberts](#)

Improvement actions

We are working very closely with WAST, and whilst we recognise that the main reason for our more recent deterioration in ambulance performance has been exit block from the Emergency Department, caused by the volume of patients being admitted to hospital beds, there are various initiatives that we have either put in place or are currently planning to better manage ambulance demand and improve performance. This includes compliance with the new National Ambulance Handover Guidance. **These initiatives are outlined in Appendix 2 at the end of this letter for your information.**

If you require any further information before the next Committee meeting on 25th March 2015, please do not hesitate to contact me

Yours sincerely

Alexandra Howell

PR: **PAUL ROBERTS**
CHIEF EXECUTIVE

Encls.

-
- Chairman/Cadeirydd: **Professor Andrew Davies**
 - Chief Executive/ Prif Weithredydd: **Mr Paul Roberts**



Ambulance Attendances at Accident & Emergency

February 2015

Station Name	Abertawe Bro Morgannwg			
	Morrison Hospital Swansea	Princess Of Wales Bridgend	Singleton Hospital Swansea	TOTAL
BLACKWEIR STATION	-	23	-	23
WREXHAM AMB STATION	-	-	-	-
DOBSHILL MAKE READY DEPOT	-	-	-	-
SWANSEA AMBULANCE STATION	602	9	31	642
BARRY STATION	-	21	-	21
BASSALEG STATION	2	-	-	2
HAWTHORN STATION	-	8	1	9
CARDIFF EAST STATION	-	6	-	6
RHYL AMBULANCE STATION	-	-	-	-
ABERDARE STATION	-	-	-	-
NEWPORT STATION	1	-	-	1
BRYNCETHIN AMBULANCE STN	32	376	4	412
GELLI STATION	1	1	-	2
MERTHYR STATION	-	-	-	-
LLANELLI AMBULANCE STATION	107	2	9	118
CARMARTHEN AMBULANCE STATION	37	-	4	41
ABERCONWY AMBULANCE STATION	-	-	-	-
BARGOED STATION	-	-	-	-
NEATH AMBULANCE STATION	256	65	11	332
PEMBROKE DOCK AMB STN	5	-	-	5
COWBRIDGE STATION	1	33	-	34
CWMBRAN STATION	-	-	-	-
ABERBEEG STATION	-	-	-	-
FERNDALE STATION	-	1	-	1
CAERPHILLY STATION	-	1	-	1
CHEPSTOW STATION	-	-	-	-
ABERGAVENNY STATION	-	-	-	-
TREDEGAR AMBULANCE STATION	-	-	-	-
PONTYCLUN STATION	-	3	-	3
COLWYN BAY AMBULANCE STATION	-	-	-	-
NELSON STATION	-	-	-	-
PONTYPOOL STATION	-	-	-	-
WHITLAND AMBULANCE STATION	19	-	-	19
PORT TALBOT AMBULANCE STATION	104	57	13	174
BLACKWOOD STATION	-	-	-	-
ABERYSTWYTH AMBULANCE STATION	4	-	2	6

MAESTEG AMBULANCE STATION	25	142	2	169
GORSEINON AMBULANCE STATION	150	1	8	159
CAERNARFON AMB STATION	-	-	-	-
SKETTY AMBULANCE STATION	145	2	18	165
CHIRK AMBULANCE STATION	-	-	-	-
HAVERFORDWEST AMBULANCE STN	3	-	-	3
DENBIGH AMBULANCE STATION	-	-	-	-
MORRISTON AMBULANCE STATION	134	8	11	153
AMMANFORD AMBULANCE STATION	24	-	2	26
TUMBLE AMBLULANCE STATION	29	-	5	34
LLANDUDNO AMB STATION	-	-	-	-
LAMPETER AMBULANCE STATION	2	-	-	2
BANGOR AMBULANCE STATION	-	-	-	-
GLYNNEATH AMBULANCE STATION	115	12	8	135
PORTHCAWL AMBULANCE STATION	17	112	2	131
LLANRWST AMB STATION	-	-	-	-
CARDIGAN AMBULANCE STATION	1	-	-	1
LLANGFNI AMB STATION	-	-	-	-
CYMMER AMBULANCE STATION	38	75	4	117
YSTRADGYNLAIS AMB STATION	99	6	1	106
FAENOL STANDBY POINT	-	-	-	-
MONMOUTH STATION	-	-	-	-
PORTHMADOG AMB STATION	-	-	-	-
FISHGUARD AMBULANCE STATION	2	-	-	2
PONTARDAWE AMBULANCE STATION	91	6	6	103
HOLYHEAD AMBULANCE STATION	-	-	-	-
MILFORD HAVEN AMB STN	3	-	-	3
BRECON AMBULANCE STATION	20	2	-	22
PWLLHELI AMB STATION	-	-	-	-
TENBY AMBULANCE STATION	-	-	-	-
CRICKHOWELL AMBULANCE STATION	1	1	1	3
BALA AMBULANCE STATION	-	-	-	-
LLANDEILO AMBULANCE STATION	9	-	-	9
AMLWCH AMBULANCE STATION	-	-	-	-
NEW QUAY AMBULANCE STATION	1	-	-	1
SOUTH EAST REGIONAL H.Q.	-	1	-	1
BARMOUTH AMB STATION	-	-	-	-
CORWEN AMBULANCE STATION	-	-	-	-
DOLGELLAU AMBULANCE STATION	-	-	-	-
ST JOHNS BASE CARDIFF	-	2	-	2
LLANDOVERY AMBULANCE STATION	6	-	-	6
MACHYNLLETH AMBULANCE STATION	-	-	-	-
RHUTHIN AMBULANCE STATION	-	-	-	-
LLANDRINDOD WELLS AMB STN	-	-	-	-
BLAENAU FFESTINIOG AMB STN	-	-	-	-
TYWYN AMBULANCE STATION	-	-	-	-
MERSEYSIDE AMBULANCE SERVICE	-	-	-	-
HENSOL STATION	-	-	-	-
BRONLLYS AMBULANCE STATION	5	-	-	5
EWLOE STANDBY POINT	-	-	-	-

ELY FIRE STATION STANDBY	-	-	-	-
LLANIDLOES AMBULANCE STATION	-	-	-	-
QUEENSFERRY AMB STATION	-	-	-	-
BRYN TIRION CONTROL	-	-	-	-
SINGLETON HOSPITAL	16	2	-	18
AMBULANCE CONTROL CARMARTHEN	9	6	-	15
NEWTOWN AMBULANCE STATION	-	-	-	-
MOLD AMBULANCE STATION	-	-	-	-
VALLEY STANDBY POINT	-	-	-	-
MOLD FIRE STATION	-	-	-	-
ST JOHNS BASE NEWPORT	-	-	-	-
AMBULANCE HQ ST ASAPH	-	-	-	-
FLINT FIRE STATION	-	-	-	-
WITHYBUSH HOSP HAVERFORDWEST	-	-	-	-
WELSHPOOL AMBULANCE STATION	-	-	-	-
SOUTH EAST HCP	-	-	-	-
LLANFYLLIN AMBULANCE STATION	-	-	-	-
OUT OF AREA (NOT IN WALES)	-	-	-	-
PRINCESS OF WALES BRIDGEND	1	4	-	5
HART BASE	-	5	-	5
WORKSHOP BLACKWOOD	-	-	-	-
WORKSHOP BLACKWEIR	-	-	-	-
YSBYTY GWYNEDD BANGOR	-	-	-	-
MORRISTON HOSPITAL SWANSEA	3	-	-	3
KNIGHTON AMBULANCE STATION	-	-	-	-
ST DAVIDS HOSP STANDBY POINT	-	1	-	1
ABERGELE STANDBY POINT	-	-	-	-
TY GNOLL NEWYDD STAND BY POINT	2	-	-	2
OSWESTRY AMBULANCE STATION	-	-	-	-
RHAYADER FIRST RESPONDER	-	-	-	-
MAESTEG FIREST RESPONDERS	-	1	-	1
NORTH WALES HELIMED BASE	-	-	-	-
GLAN CLWYD HOSP BODELWYDDAN	-	-	-	-
FLINT AMBULANCE STATION	-	-	-	-
CARMARTHEN COMMUNITY CFR	-	-	-	-
PRESTATYN STANDBY POINT	-	-	-	-
RAF VALLEY AIR BASE	-	-	-	-
MEDSERVE DOCTORS RESPONSE	-	1	-	1
PONTYBEREM FIRST RESPONDERS	-	-	-	-
CAERNARFON CFR	-	-	-	-
HOLYWELL AMB STATION	-	-	-	-
NARBERTH FIRST RESPONDERS	-	-	-	-
TOTAL	2,122	996	143	3,261

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The Information contained within this report forms part of the Trust's Official Figures for Welsh

Appendix 2

ABMU/WAST INITIATIVES TO REDUCE HANDOVER DELAYS

A number of local initiatives are being progressed between the Health Board and WAST to drive and support improvements in the delivery and performance of local ambulance/pre hospital services within ABMU Health Board.

These initiatives fall into 3 main categories:

- Choose Well/Communication – signposting patients to the right service at the right time – evidence that regular communication during January impacted on redirection of patients with minor injuries and illnesses.
- Continually reinforcing and strengthening current operating protocols, patient handover arrangements and existing patient pathways eg downgraded 999's to Singleton constantly being reinforced with control and crews, and ensuring we comply with the National Handover protocol.
- The development of new models of care/pathways/ways of working. Examples of these are:
 - The use of taxis to convey appropriate patients to hospital as opposed to an ambulance vehicle - In place from mid January with a positive uptake.
 - Multi agency Help point plus service (Swansea) to support admission avoidance from the city centre at weekends/bank holidays. In place since the Autumn.
 - Tele-health pilot being progressed between WAST, 15 Care homes and the GP out of hours service to provide additional support to care home staff to maintain residents within the care home, with the aim of reducing conveyances to hospital- go live date April 15.
 - WAST jointly working with Primary care and care homes to pilot the provision of Manga Elks (lifting equipment) into the highest user nursing homes, top 5 in each locality. WAST will provide training for the staff in the use of this equipment for patients who have fallen, to reduce conveyances to hospital - end of March.
 - Clinical triage of patients on the ambulance stack by the GP out of hours team to direct patients to the most appropriate service – in place.
 - Multi disciplinary/agency meetings to agree management plans for frequent attenders, with evidence of reduced attendances – in place.
 - The development of new pathways between WAST and community resource teams to maintain patients at home eg patients with chronic pain.
 - Revised rostering arrangements for WAST staff to better align demand and capacity (April 15).

- Consideration of the pilot of an enhanced/dedicated falls service with WAST – to reduce the conveyance rate for this group of patients who account for a significant proportion of our demand – pilot proposal being developed and awaiting feedback from the early pilot in Gwent).
- Advice line available for paramedic crews to speak to ED consultants to support clinical decision making.
- WAST colleagues participating in the patient flow programme to understand constraints in services and to work with HB colleagues to redesign pathways.
- British Red Cross working in our Emergency Departments – with a particular focus on supporting elderly patients, providing discharge transport and a hospital to home service.
- Introduction of Paramedic Pathfinder – over 80% of WAST staff now trained within ABMU.