



Special Meeting – People Scrutiny Committee

Shoeburyness Ambulance Station

Background

- An Independent Service Review identified the need for more capacity (resources) that was commissioned to commence delivery April 2018.
- The focus was to improve and stabilise performance across the East of England, which would involve addressing patients who wait the longest.
- To achieve this recruitment was key, along with ensuring our ambulances were rostered in the right place and the right time.
- A number of other efficiency workstreams were essential, which included improved fleet, review of estates, and implementation of make ready services

Data-driven Process



Data Identify sources
Test reliability

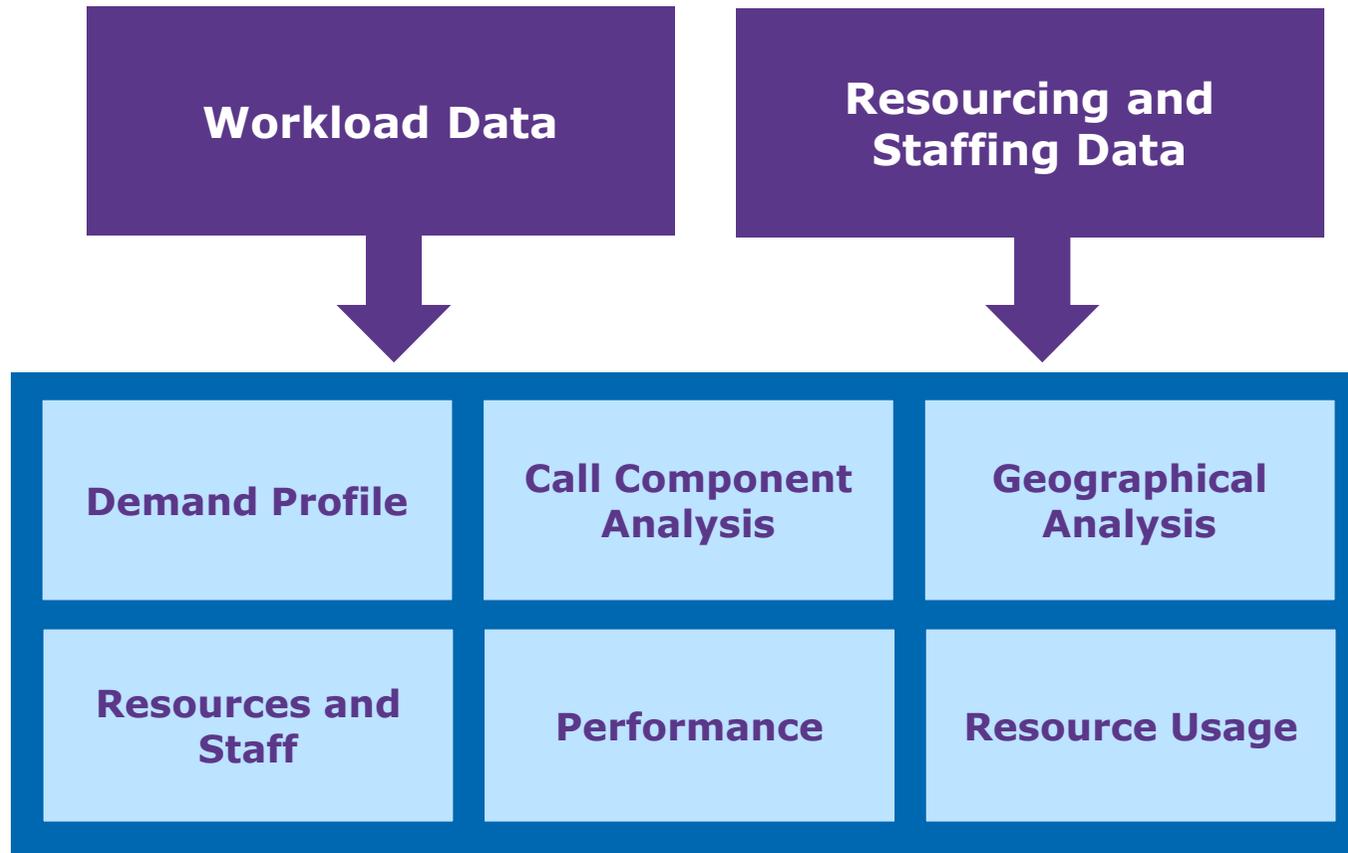
Analysis Service understanding
Inform modelling

Modelling Optimised solutions
Test options for change

**Consultation with the client
throughout**

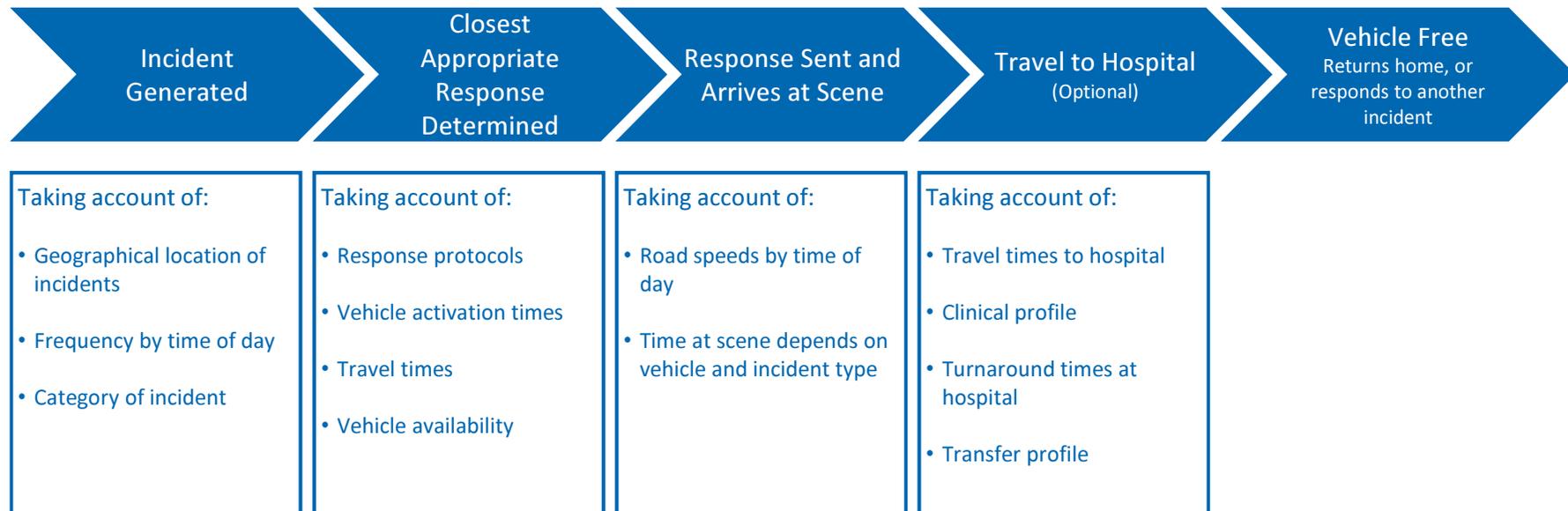


Analysis Framework for Operations



AmbSim

- AmbSim simulates the entire life-cycle of emergency incidents
- Validated to reflect the analyses position of the service
- Used to assess changes to operations and demand



Modelling

A series of modelling assumptions based on information (work undertaken and data already held):

- Demand projections
- Acuity
- Conveyance
- Handover delays
- Staffing

What practically would it mean?

- Recruit 333 more staff
- A series of internal efficiencies
- Rostering ambulances when they were needed
- Change the focus from response cars to ambulance to improve our response and experience to patients
- Improvement in our fleet
- Review our estates

Ambulance Provision



The focus on improvement was to profile our ambulance provision and increase them where they were most needed:

Location	Ambulances Now	Ambulances Future
Shoeburyness	1	2
Southend	6	10
Canvey Island	1	3
Rayleigh	4	3

Make Ready

In order to maximise ambulance availability, and reduce downtime a model was required to provide preparation services. By maximising efficiency we would have ambulances more available.

This builds a hub and spoke model of delivery consisting of:

- On site mechanics – manage minor running repairs, reducing the need to use off site contractors
- Make ready operatives – prepare vehicles and ensure IPC compliance, leaving clinicians to care for patients.
- Have better estates that are good places to work

Our performance for NHS Southend



April 19 to December 19								
	C1		C2		C3		C4	
	Mean Response Time (≤7min)	90th centile (≤15min)	Mean Response Time (≤18min)	90th centile (≤40min)	Mean Response Time	90th centile (≤120min)	Mean Response Time	90th centile (≤180min)
NHS Southend - April 19-December 19	06:37	11:16	28:50	61:42	154:12	391:39	150:49	359:25

Current Position

- One ambulance based out of Shoeburyness, second ambulance starts/finishes via the Southend Hub
- Recruitment continues for the area to get to establishment by July 2020
- Modelling review being undertaken as part of our contract review
- Performance improvement methodology being rolled out across each operational area (Mid and South Essex – Chelmsford, Basildon and Southend areas)



Thank you

