



North West  
Ambulance Service  
NHS Trust



# Urgent and Emergency Care Showcase



North West Region

# Key Questions for NWAS

- How can we work together to ensure that no patient is harmed as a result of delays?
- Key areas of focus:
  - Delays picking up the phone
  - Delays dispatching help
  - Delays on scene
  - Delays at A&E with handover
  - Delays in triage, assessment and treatment

# Improvement Aim: Reduce Hospital Handover to 20 mins

## Step 1

- **Super Six** Oct 2018-Apr 2019
- Method: Improvement Collaborative (BTS)

## Step 2

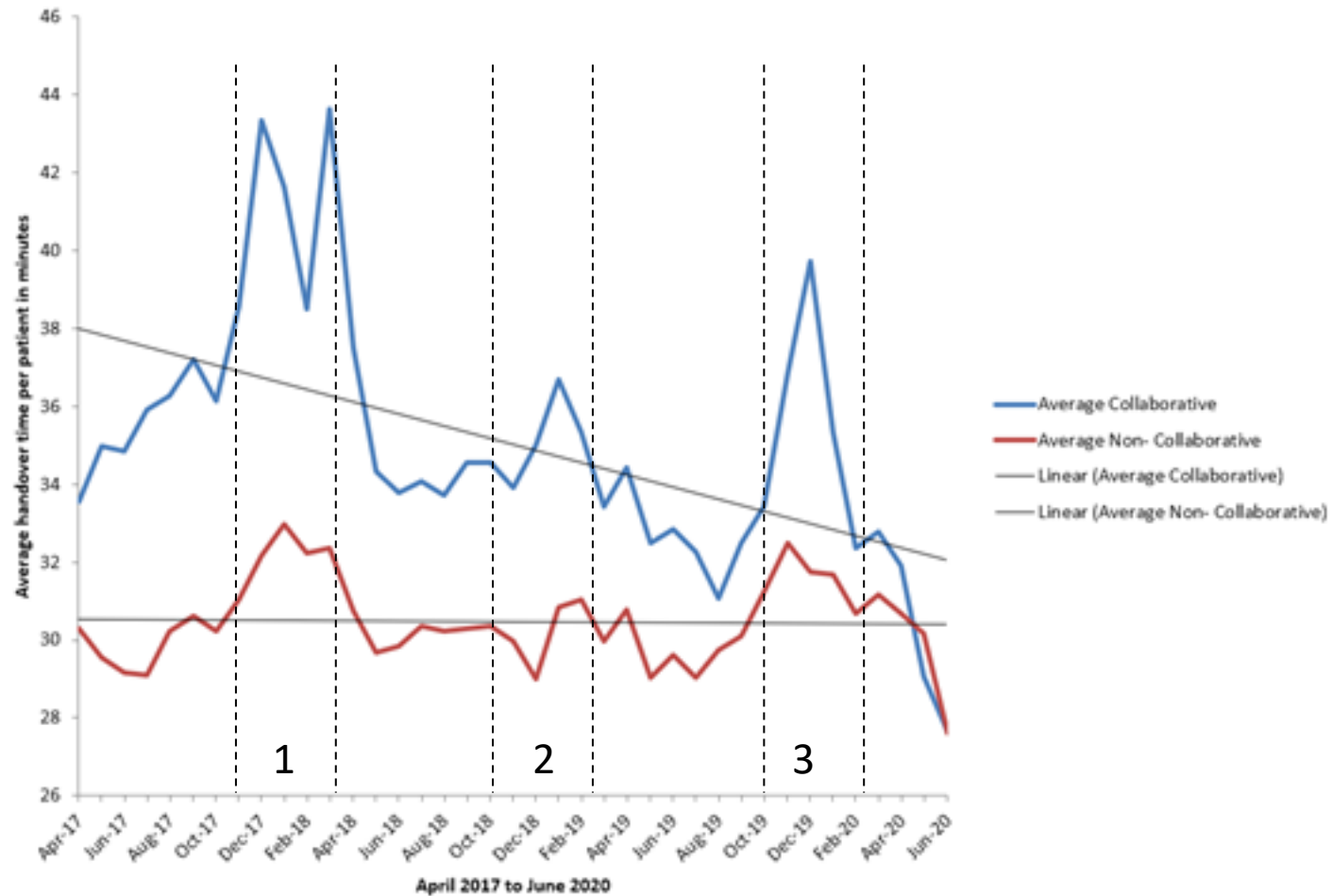
- **Super Six plus 8 new sites**
- Sept 2019- Apr 2019
- Method: Rapid BTS & Knowledge x change

## Step 3

- **All NAWAS sites**
- Jan 2020 – Apr 2020
- Virtual BTS & Knowledge x change

# Hospital Handover: 3 years

Average Turnaround Time (minutes per patient)



# Average turnaround time in minutes 14 collaborative sites

| Site                         | January 2018<br>Average: 41.5 | January 2019<br>Average: 35.8 (-14%) | January 2020<br>Average: 34.5 (-4%) |
|------------------------------|-------------------------------|--------------------------------------|-------------------------------------|
| Arrowe Park (Super 6)        | 43                            | 37 ↓                                 | 35 ↓                                |
| Blackpool Victoria (Super 6) | 37                            | 29 ↓                                 | 28 ↓                                |
| Royal Blackburn (Super 6)    | 49                            | 35 ↓                                 | 30 ↓                                |
| Royal Liverpool              | 39                            | 36 ↓                                 | 30 ↓                                |
| Southport                    | 55                            | 39 ↓                                 | 36 ↓                                |
| Wigan (Super 6)              | 48                            | 44 ↓                                 | 38 ↓                                |
| Lancaster                    | 32                            | 43 ↑                                 | 35 ↓                                |
| Warrington                   | 36                            | 38 ↑                                 | 36 ↓                                |
| Royal Preston (Super 6)      | 41                            | 25 ↓                                 | 26 ↑                                |
| Furness General              | 37                            | 36 ↓                                 | 36 ↔                                |
| Aintree (Super 6)            | 38                            | 33 ↓                                 | 39 ↑                                |
| Stepping Hill                | 41                            | 38 ↓                                 | 40 ↑                                |
| Whiston                      | 44                            | 36 ↓                                 | 40 ↑                                |
| Wythenshawe                  | 37                            | 39 ↑                                 | 40 ↑                                |

# Average turnaround time in minutes 16 non collaborative sites

| Site                       | January 2018<br>Average: 35.3 | January 2019<br>Average: 33 (-7%) | January 2020<br>Average: 33.6 (+2%) |
|----------------------------|-------------------------------|-----------------------------------|-------------------------------------|
| Countess of Chester        | 39                            | 36 ↓                              | 35 ↓                                |
| Manchester Royal Infirmary | 35                            | 33 ↓                              | 30 ↓                                |
| Salford Royal              | 35                            | 34 ↓                              | 31 ↓                                |
| West Cumberland            | 33                            | 31 ↓                              | 27 ↓                                |
| Fairfield                  | 30                            | 32 ↑                              | 31 ↓                                |
| Leighton                   | 28                            | 30 ↑                              | 29 ↓                                |
| Chorley District           | 33                            | 25 ↓                              | 27 ↑                                |
| North Manchester General   | 37                            | 31 ↓                              | 32 ↑                                |
| Royal Bolton               | 39                            | 27 ↓                              | 37 ↑                                |
| Royal Oldham               | 39                            | 36 ↓                              | 38 ↑                                |
| Tameside                   | 37                            | 34 ↓                              | 35 ↑                                |
| Airedale General           | 27                            | 27 ↔                              | 28 ↑                                |
| Alder Hey                  | 24                            | 24 ↔                              | 27 ↑                                |
| Macclesfield               | 32                            | 32 ↔                              | 35 ↑                                |
| Ormskirk General           | 23                            | 23 ↔                              | 25 ↑                                |
| Cumberland Infirmary       | 30                            | 32 ↑                              | 33 ↑                                |

# Considerations

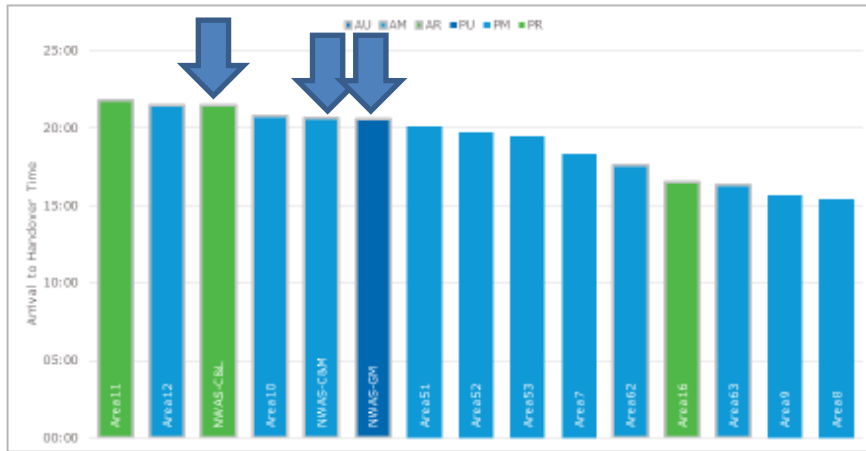
Current Performance

```
graph LR; A[Current Performance] --- B[ ]; B --- C[Impact of COVID 19]; C --- D[ ]; D --- E[National HH programme]; E --- F[ ]
```

Impact of COVID 19

National HH programme

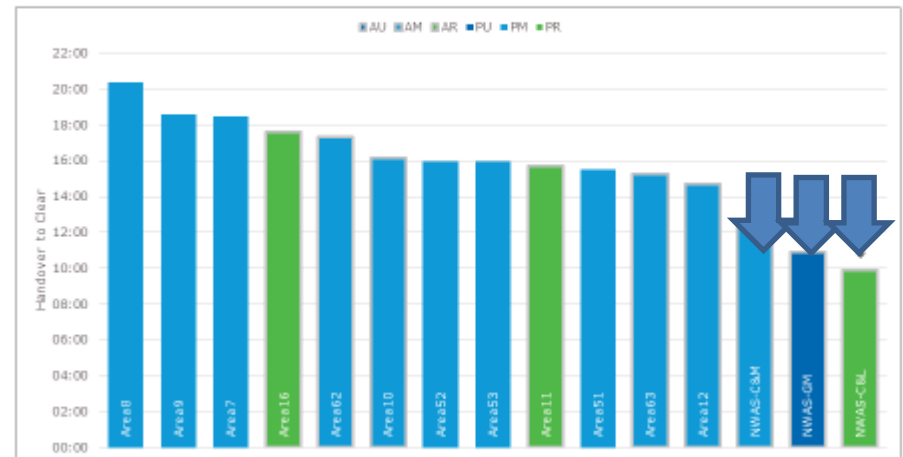
## Arrival to Handover



NWAS has some of the shortest Handover to clear times in the country



## Handover to Clear

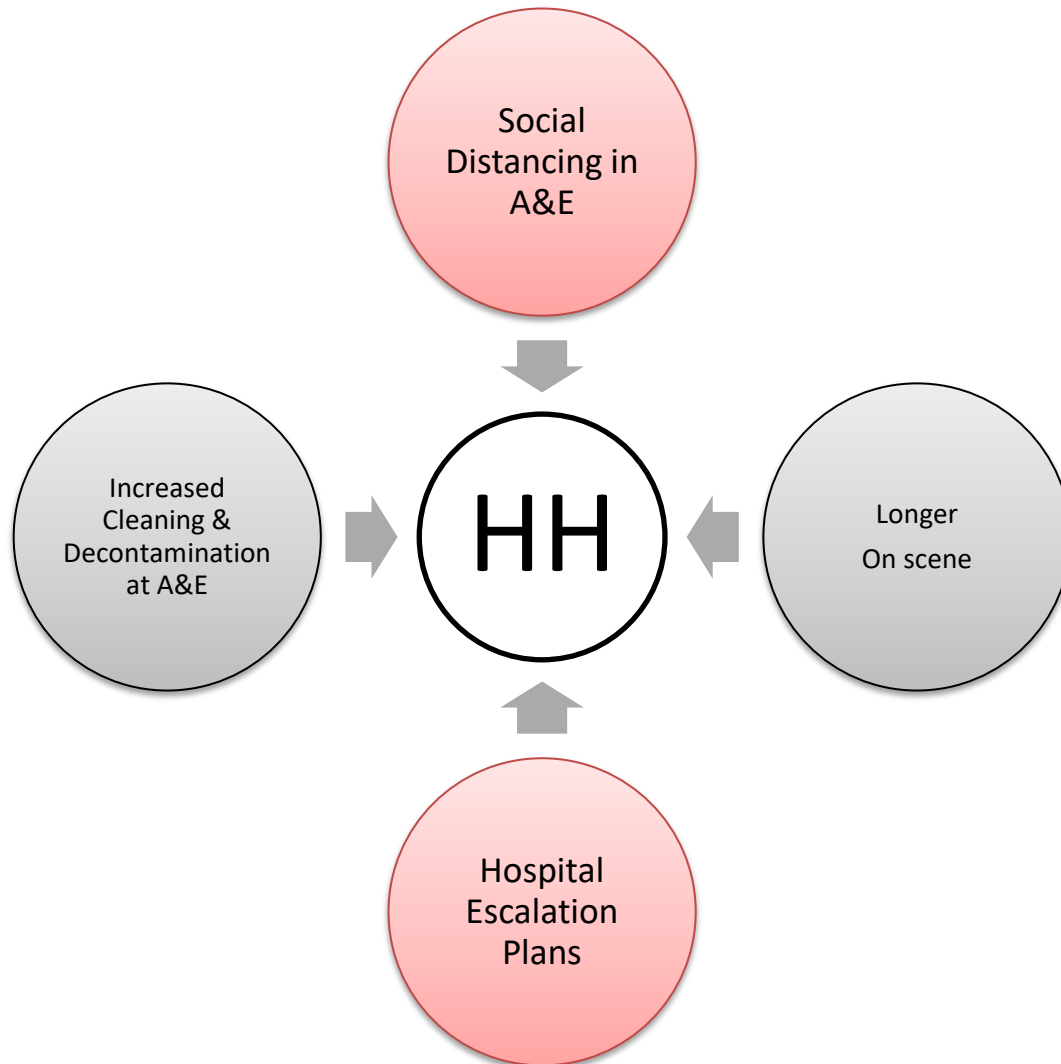


NWAS has some of the longest arrival to handover times in the country





# Impact of Covid 19



# National Hospital Handover Programme

Stepping Hill

Whiston

Oldham

- Collaborative participation

PLUS

- Increased Monitoring via NHSI / E
- Local Improvement Plans
- Support offered via ECIST (if required)
- Focus from NWAS on A&E delivery board

# What we don't want to see.....

- Incident WEB86946 (August 2020)  
Patient delayed at XX Hospital for 45 minutes – left on the Ambulance Stretcher.
- Incident WEB86436 (August 2020)  
Bariatric patient delayed at XX for approx. 3.5 hours
- Incident WEB85950 (August 2020)  
Delayed handover at XX
- Incident WEB85938 (August 2020)  
Arrived hospital XX at 22:39 and clear hospital 02:02, spent over 3.5 hours waiting at CIC
- Incident WEB85850 (August 2020)  
Pre-Alert to XX PPCI; stand by provided. On arrival no Doctor or Nurse, Delay of 15 mins awaiting for staff to arrive. Patient went into cardiac arrest and termination of resus.

# Collaborative Delivery Plan

**Cycle 1**  
Oct – Nov 2020

**Cycle2**  
Nov – Dec 2020

**Cycle 3**  
Jan – Feb 2021

**Virtual  
Launch**

**23<sup>rd</sup> Oct 20**  
**(2 hours)**

**Learning  
Sets**

**Group 1**  
**Group 2**  
**Group 3**

**Taught  
session (2)**

**24<sup>th</sup> Nov 20**

**Learning  
Sets**

**Group 1**  
**Group 2**  
**Group 3**

**Taught  
session (3)**

**13<sup>th</sup> Jan 21**

**Learning  
Sets**

**Group 1**  
**Group 2**  
**Group 3**



**Coaching support**

- **Weekly call**
- **Monthly calls**

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- **Weekly call**
- **Monthly calls**
- **Celebration event**  
**30th March 2021**

Monthly data packs and attendance at A&E Board if required  
Optional master classes i.e. process mapping, measurement for improvement etc  
Weekly newsletter