



A Decade of Change: The Capacity Challenge

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Introduction

- ORH has been working with Ambulance Services in the UK for over 30 years.
- During this time we have witnessed substantial change both in the demands placed on Ambulance Services and how that demand is dealt with.

Aim

The aim of this presentation is to try to highlight some areas **where capacity has been released** within the ambulance service over the past decade and **where some constraints to efficient ambulance operations** have been introduced.

We have taken analysis for six English Trusts from 10 years ago and compared key characteristics to the same Trusts using recent data.

Demand Changes

	10 Years Ago	Last 12 Months
Patient contacts per day	15,700	21,200 (+ 35%)
Annual demand per 1,000 People	111	139 (+ 25%)
Patients not responded to	700 (5%)	2,200 (10%)
Patients responded to and <u>not</u> transported	3,500 (22%)	5,200 (25%)
Patients responded to and transported	11,500 (73%)	13,800 (65%)

Resourcing

Over the 10 years, responded patient contacts have increased by **27%**, while front line staffing numbers have risen by **22%**.



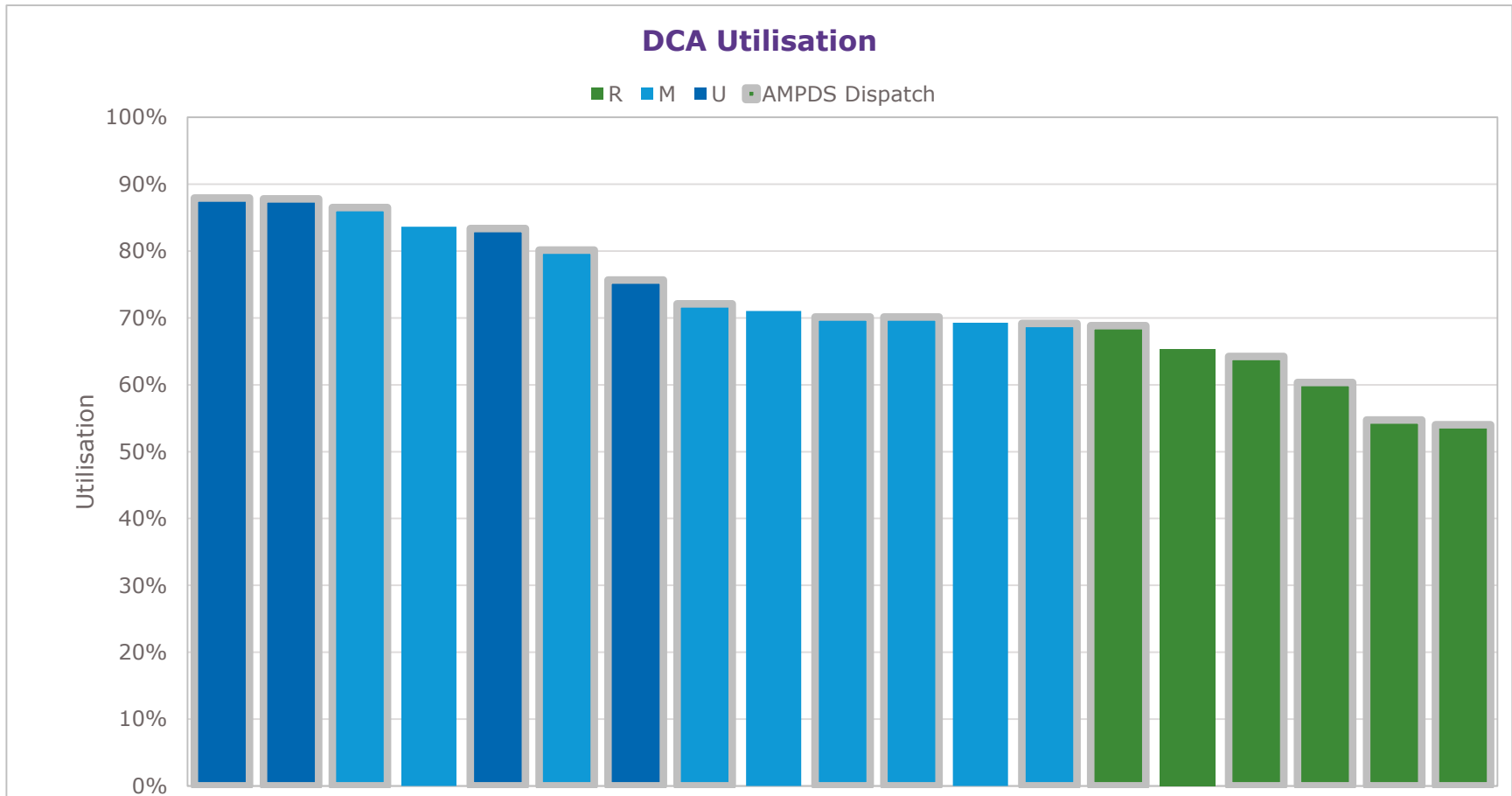
Utilisation

Even though demand and staffing increases are similar, utilisation rates have increased significantly.

Utilisation	DCA	RRV
Past	54%	27%
Present	70%	45%
Difference	16%	18%



Ambulance Utilisation Benchmarking



Changing Practices

Over the last decade, Ambulance Services have altered the way in which patients are treated by:

- Changing processes within EOC
- Changing the skill mix of responding staff
- Working with Health Care partners to set up and efficiently use Alternative Care Pathways



Impact of Altering Demand Currencies

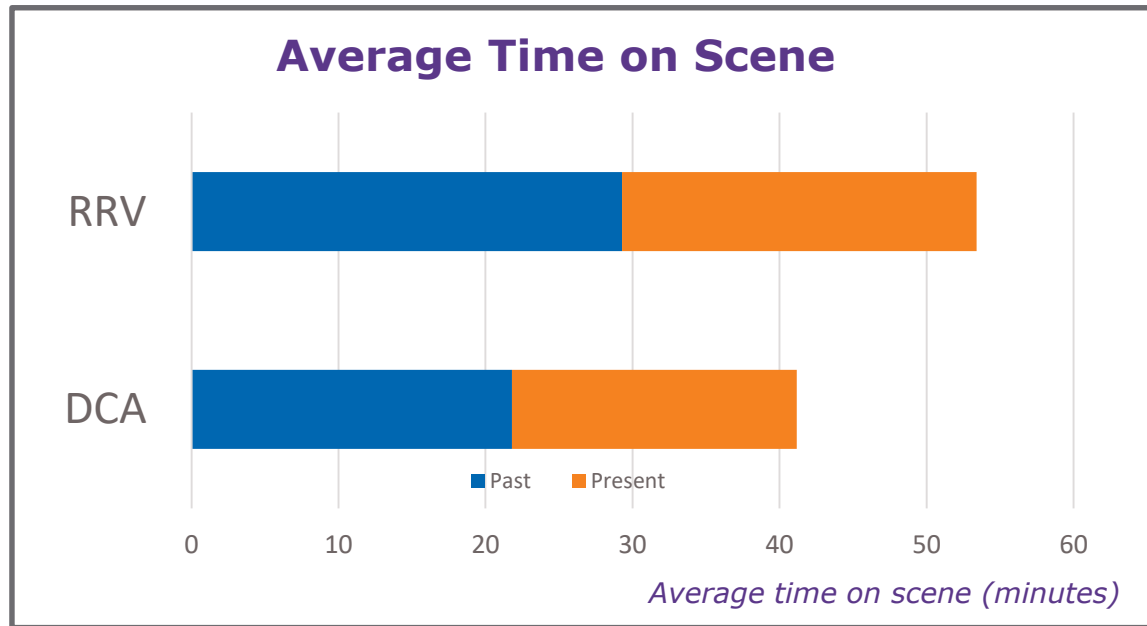
Had Hear & Treat, See & Treat, and See, Treat & Convey not changed over the past decade, Ambulance Services would be:

Responding
to an additional **1,300**
patients per day

Transporting
an additional **1,700**
patients per day

These changes to H&T, S&T and ST&C save **2,000** hours of ambulance activity per day.

Job Cycle Time – Time at Scene

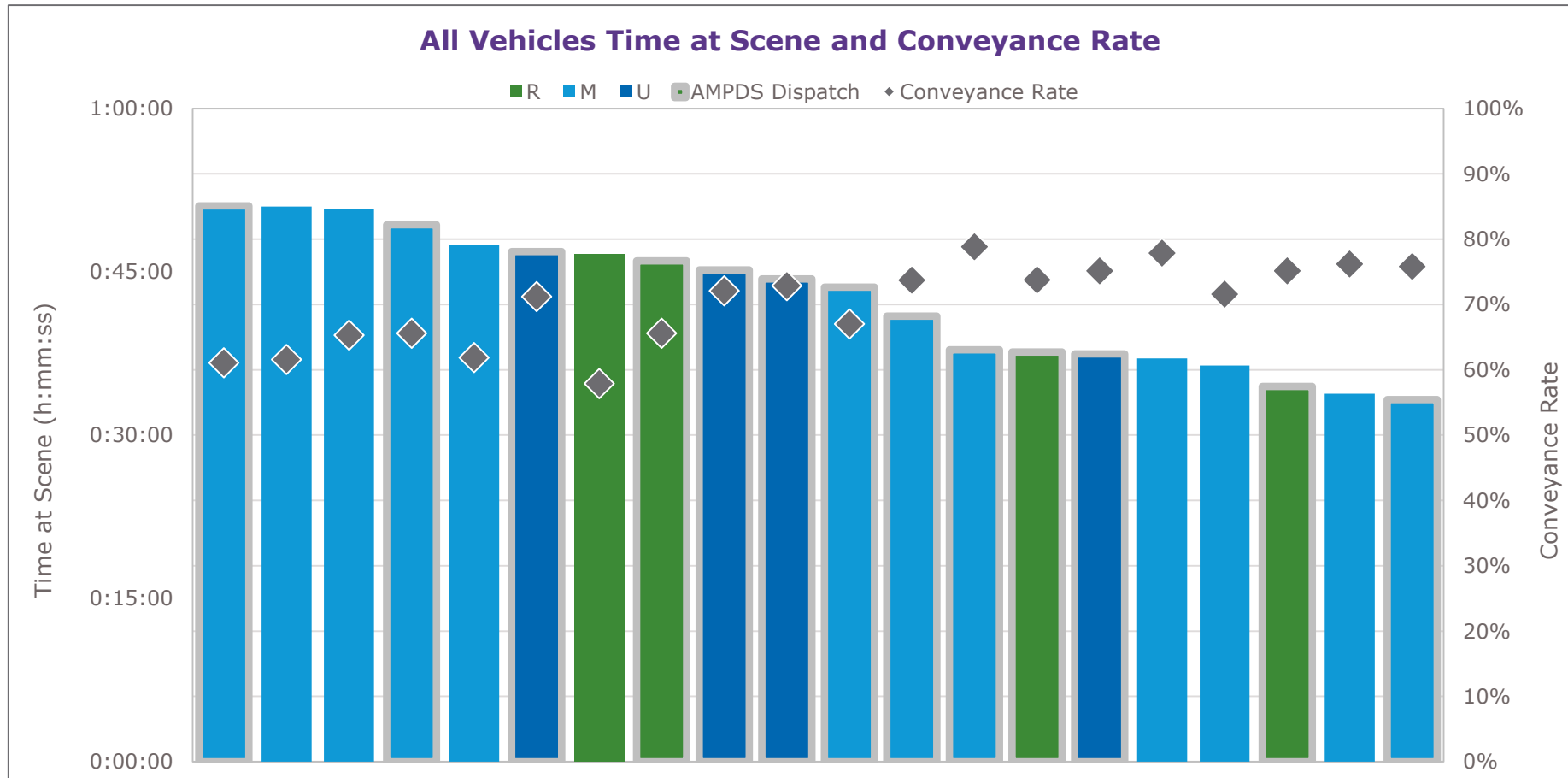


Time on scene has increased by an average of 20 minutes.

This increase has resulted in an extra **6,000 hours** of ambulance activity every day.

Therefore, changes to times on scene and S&T and S&C rates have a net increase of **4,000 hours**.

Time at Scene and Conveyance Rate Benchmarking



Time at Hospital

Over the past decade, the average time an ambulance spends at hospital has increased from 26.5 minutes to 36 minutes – an increase of 9.5 minutes per patient.

Summing this over the 13,800 patients transported to hospital per day, this is equivalent to:

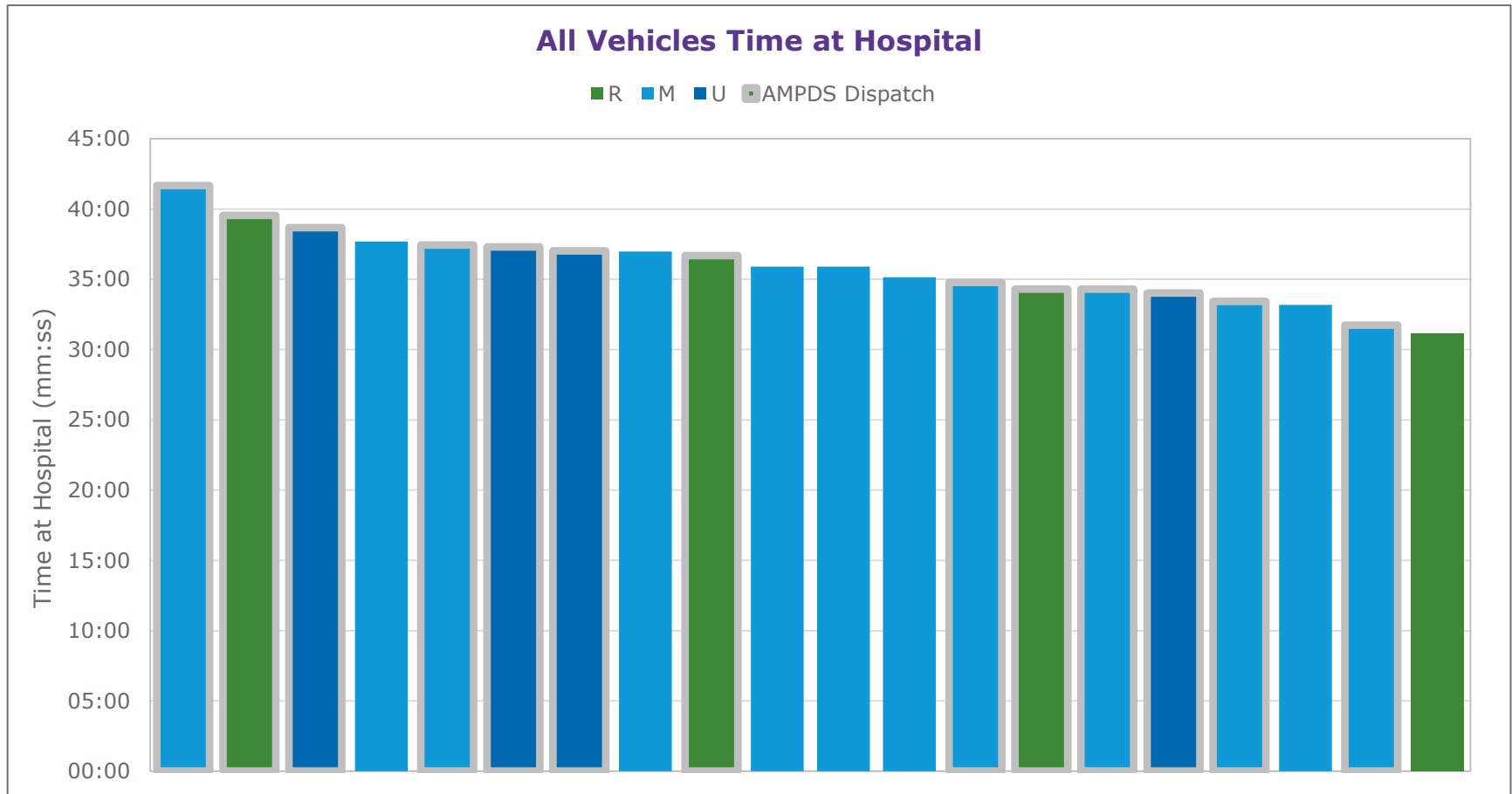
- 15,500 vehicle hours per week

or

- 1,700 staff

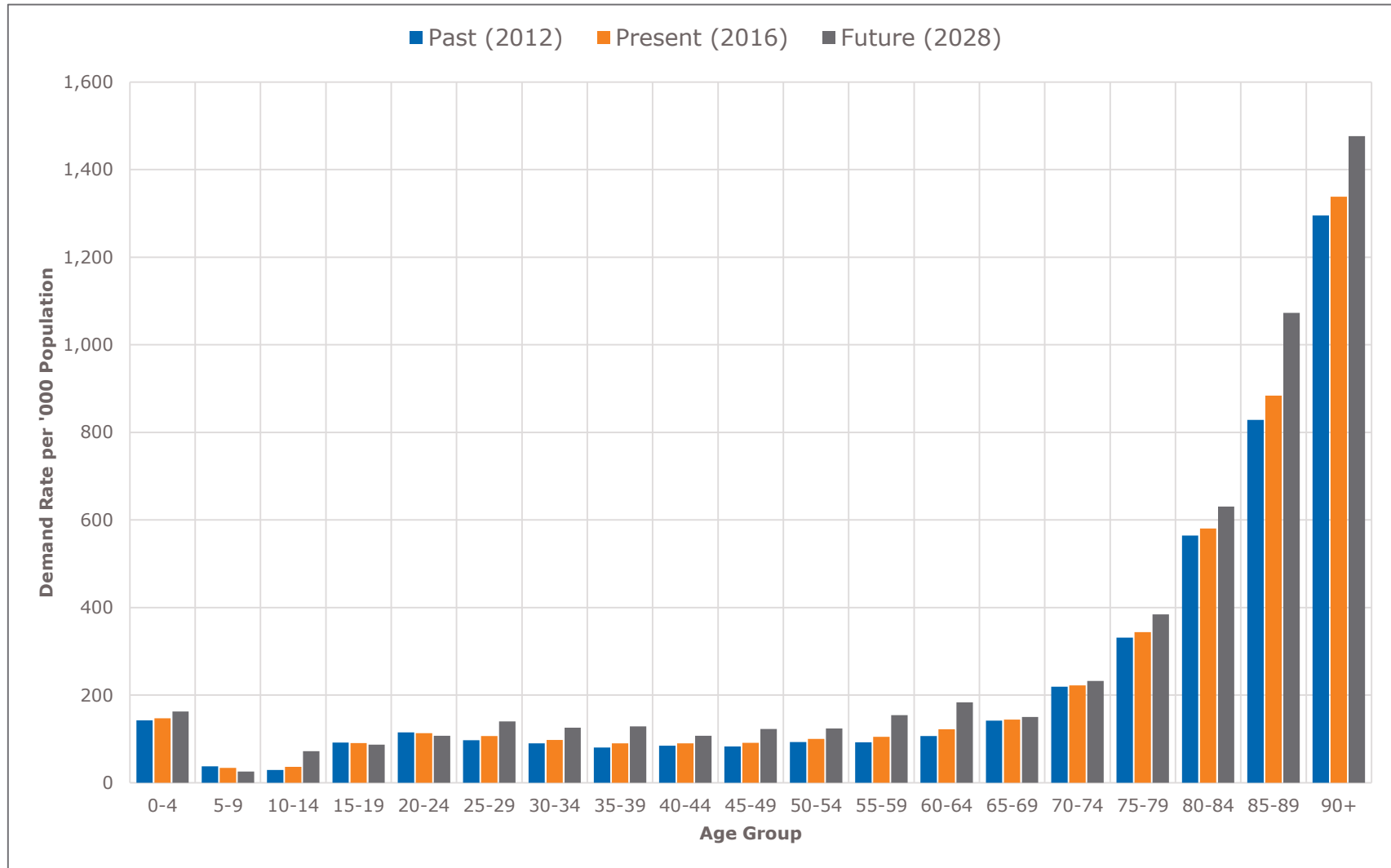


Time at Hospital Benchmarking



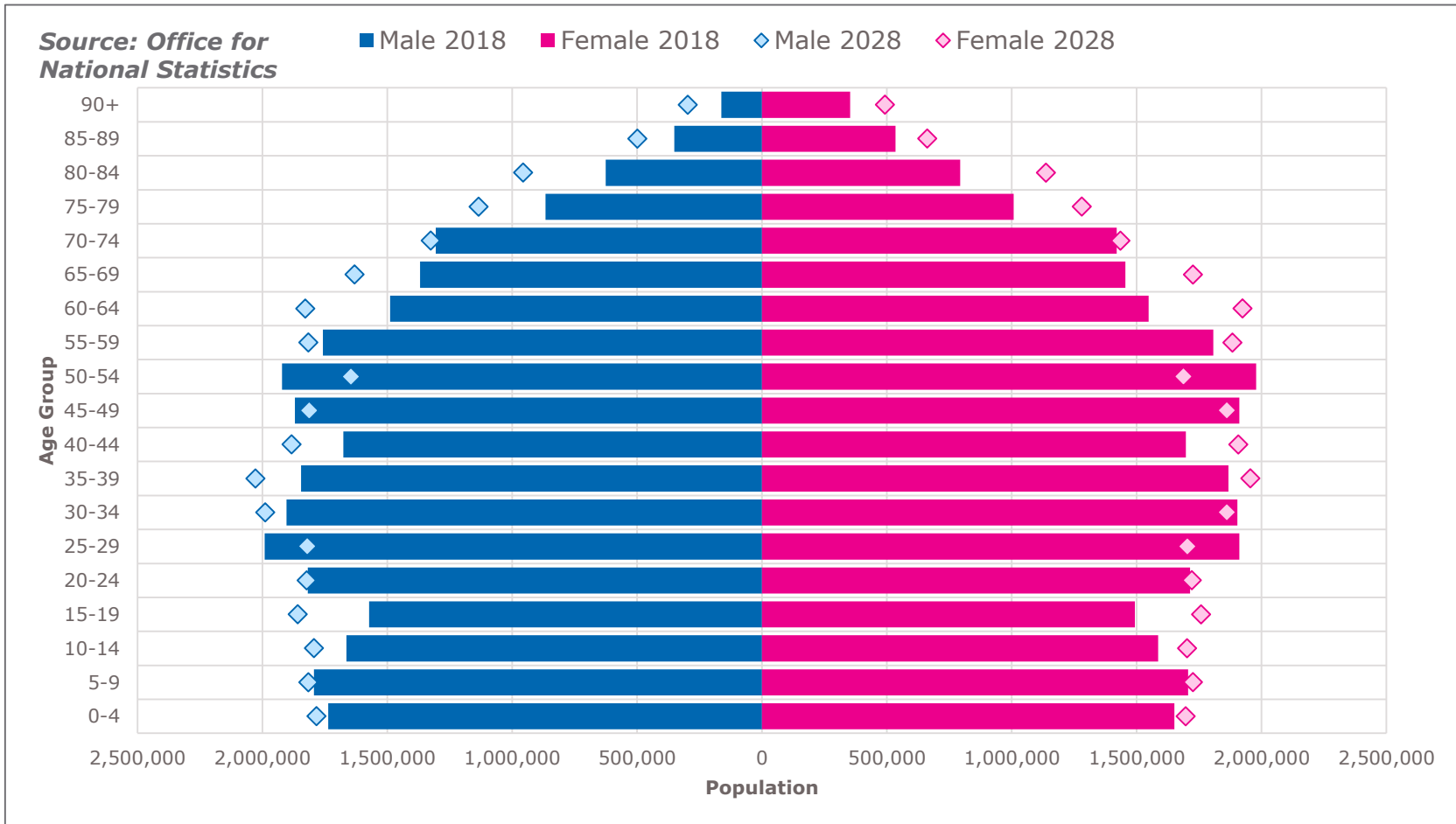
Future Demand?

Demand Rates per '000 Population



Example, including Hear & Treat

Population Pyramid



Population is expected to increase by 7% over the next 10 years.
The over-85s population is expected to increase by 39%.

Potential Future Demand

	10 Years Ago	Last 12 Months	10 Years' Time
Patient contacts per day	15,700	21,200 (+ 35%)	29,200 (+ 38%)
Annual demand per 1,000 People	111	139 (+ 25%)	178 (+ 28%)

Summary

- Demand has increased by 35% over the last 10 years
- Utilisation rates have increased from 56% to 70% for ambulances.
- While changes to H&T and S&T have released 2,000 ambulance hours per day, we are responding to and transporting more patients than ever before.
- The change seen in time at hospital is equivalent to 1,700 staff.

What will need to occur if demand increases by another 38% in 10 years?

Questions?

Find Out More

- You can find out more about our range of services at:

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