

Advise, resolve and learn

Claims in the Ambulance sector – challenges and solutions

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@NHSresolution

Our priorities

1. Resolution

We will resolve concerns and disputes fairly and effectively.

2. Intelligence

We will provide analysis and expert knowledge to the healthcare and civil justice systems, to drive improvement.

3. Intervention

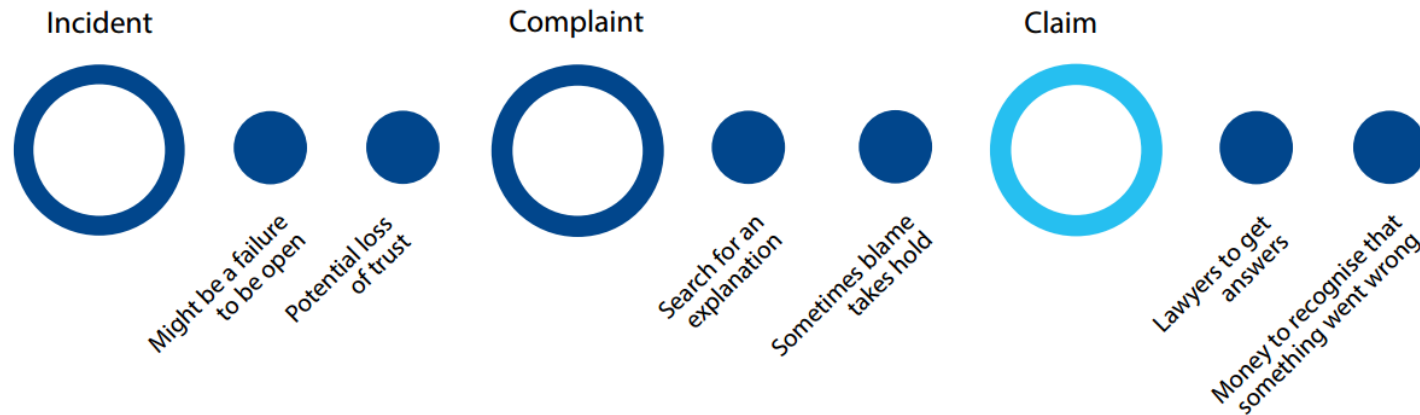
We will deliver in partnership, interventions and solutions that improve safety and save money.

4. Fit for purpose

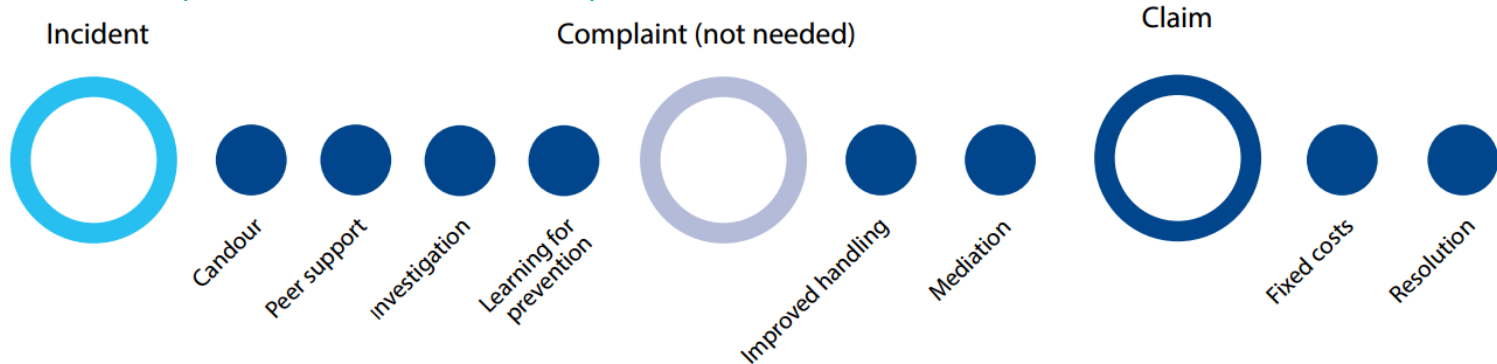
We will be fit for purpose by offering best value and developing our people, relationships and infrastructure.

Our role ... moving upstream

Current (worst case scenario)



Future (best case scenario)



Source: Delivering fair resolution and learning from harm – Our strategy to 2022

All claims for ambulance trusts

(incident date 01/04/2012-31/03/2017)



Resolution

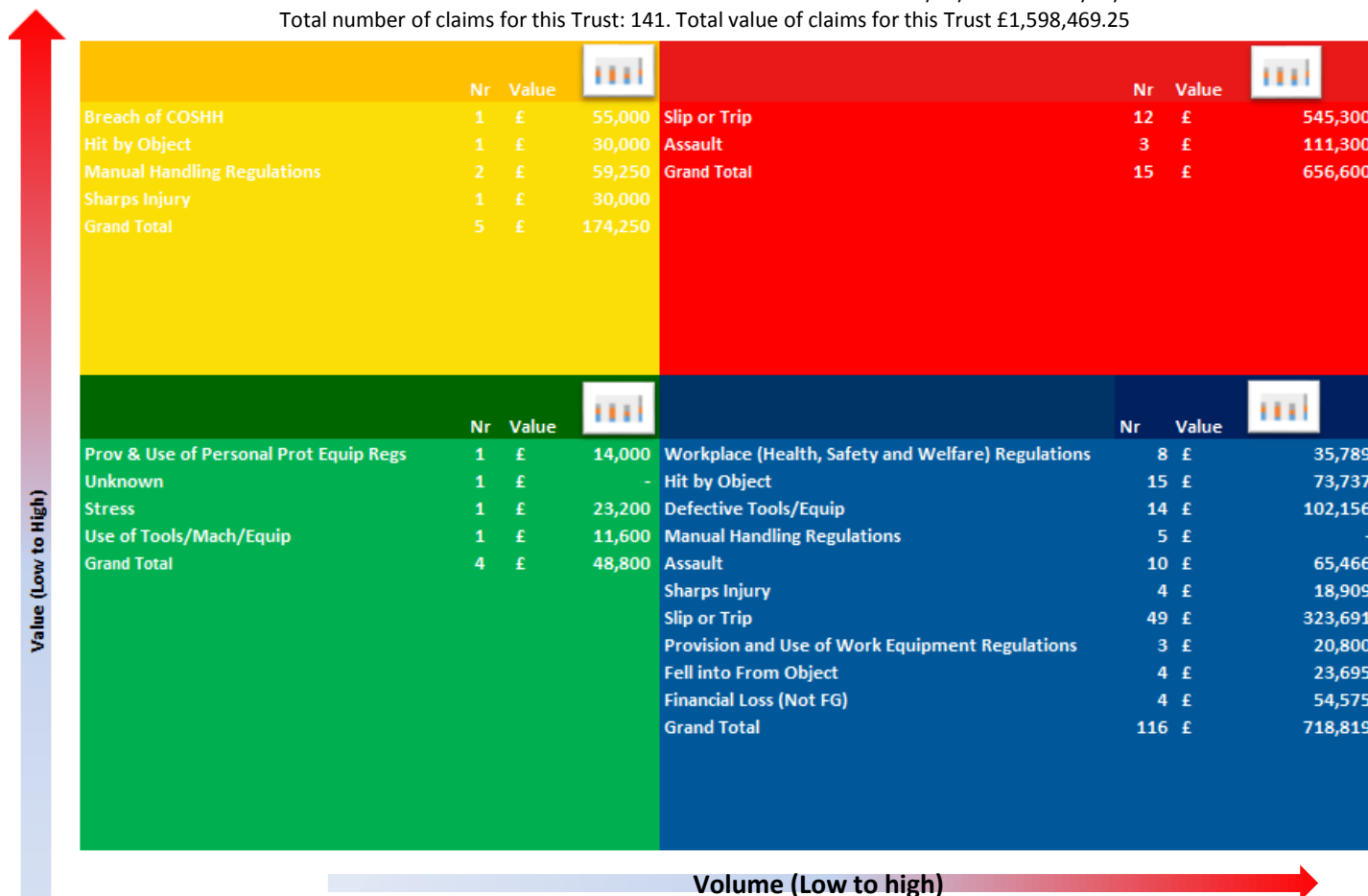
	Open				Successful			
	claimant costs	Defence costs	Damages	Total claim	claimant costs	Defence costs	Damages	Total claim
Clinical								
2012/13	£765,967	£620,063	£2,217,639	£27,950,957	£758,355	£153,532	£773,073	£1,684,960
2013/14	£83,500	£372,044	£145,769	£41,248,580	£152,349	£54,764	£239,125	£446,237
2014/15	£122,000	£300,188	£644,495	£40,802,784	£88,641	£23,470	£211,039	£323,150
2015/16	£16,123	£162,261	£69,397	£22,259,364	£8,175	£3,781	£27,953	£39,909
2016/17	£0	£30,571	£0	£7,770,250	£0	£2,000	£2,250	£4,250
Clinical total	£987,589	£1,485,127	£3,077,300	£140,031,935	£1,007,520	£237,547	£1,253,439	£2,498,506
Non-clinical								
2012/13	£456,989	£324,535	£526,780	£4,367,760	£1,943,641	£235,626	£2,039,265	£4,218,532
2013/14	£163,461	£214,552	£500,926	£8,099,179	£803,833	£73,333	£1,068,629	£1,945,795
2014/15	£78,213	£26,265	£199,014	£3,641,211	£337,100	£25,755	£576,554	£939,409
2015/16	£25,268	£32,692	£57,027	£2,381,913	£157,354	£6,359	£239,654	£403,367
2016/17	£4,334	£2,314	£4,190	£1,998,918	£27,627	£0	£56,599	£84,226
Non-clinical total	£728,266	£600,358	£1,287,938	£20,488,982	£3,269,555	£341,072	£3,980,701	£7,591,329
Grand Total	£1,715,856	£2,085,485	£4,365,238	£160,520,917	£4,277,075	£578,619	£5,234,141	£10,089,835

Claims Incident Scorecard Example

Wimbledon Common NHS Trust

Selection Criteria: LTPS claims received with an Incident Date between 01/04/2011 and 31/03/2016

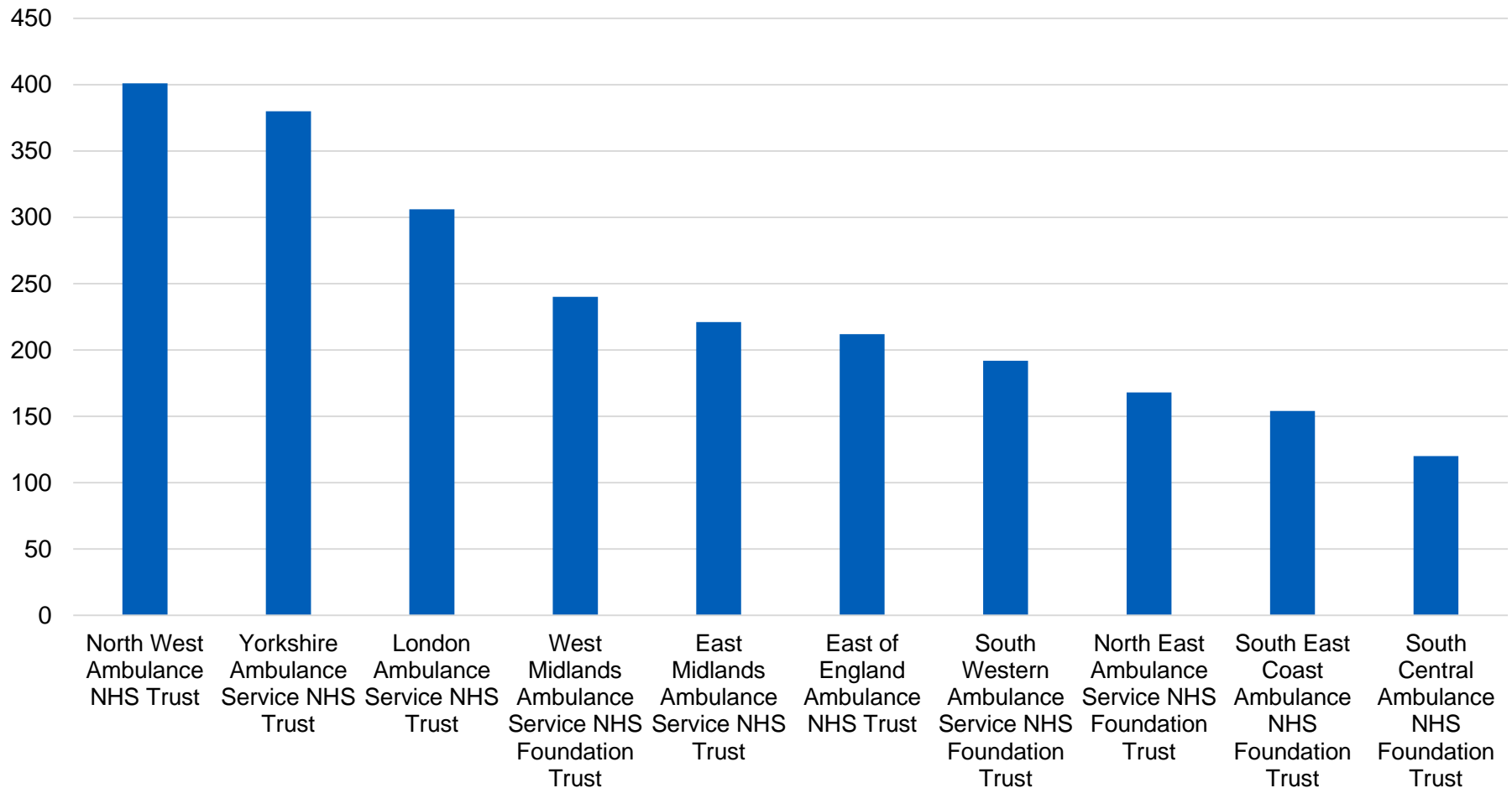
Total number of claims for this Trust: 141. Total value of claims for this Trust £1,598,469.25



All claims for ambulance trusts

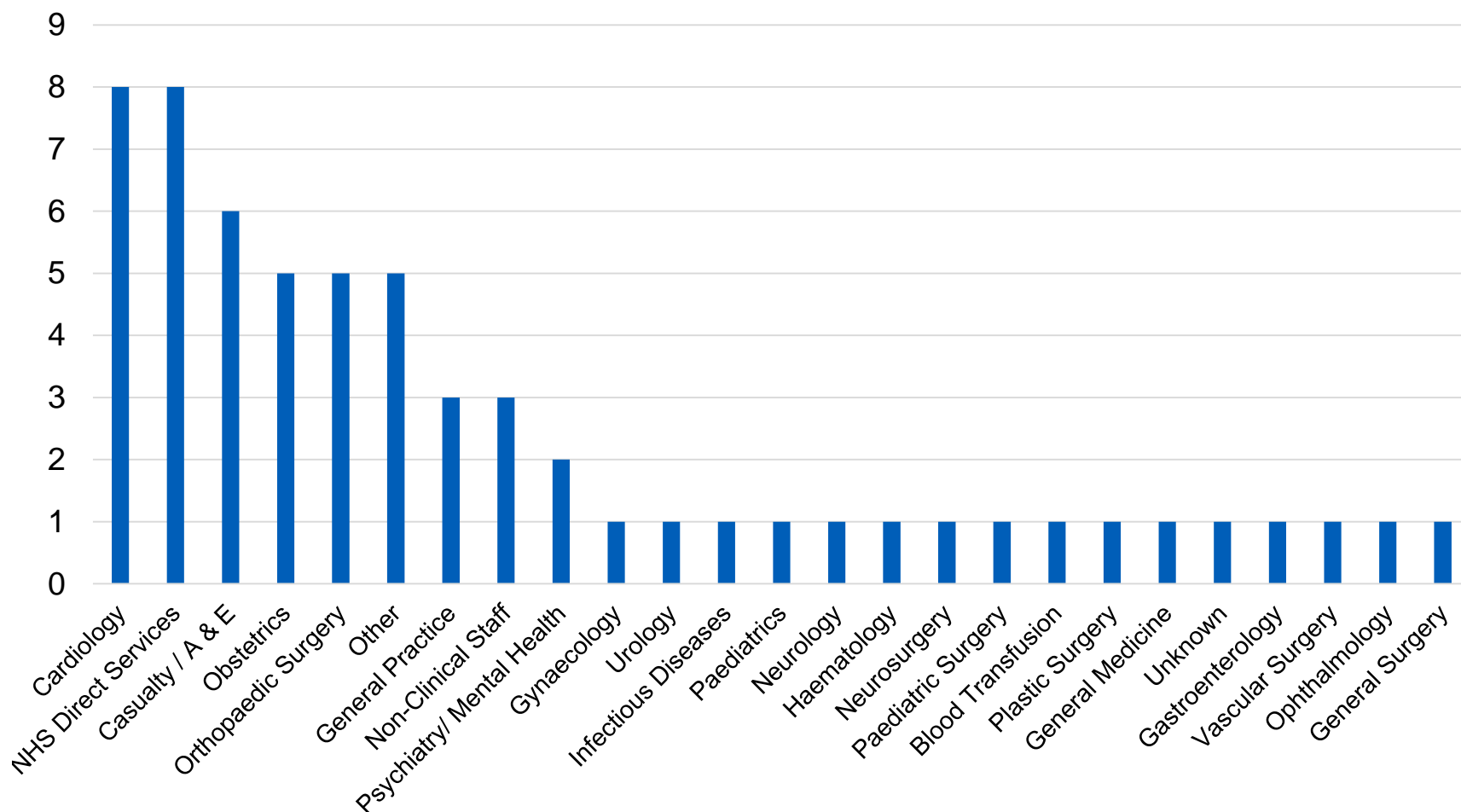
(incident date 01/04/2012-31/03/2017)

Number of claims clinical and non-clinical

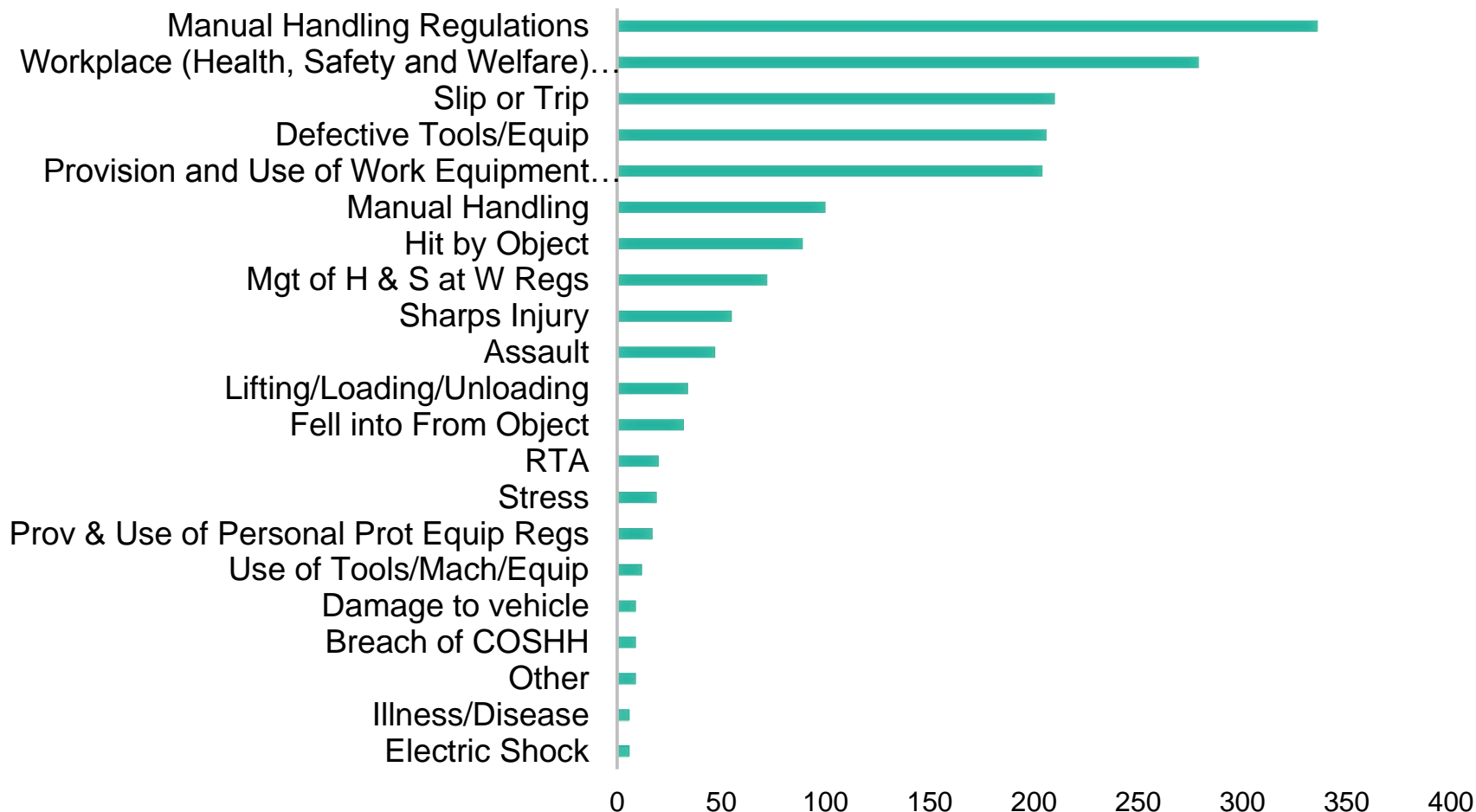


All claims for ambulance trusts between the (incident date 01/04/2012-31/03/2017)

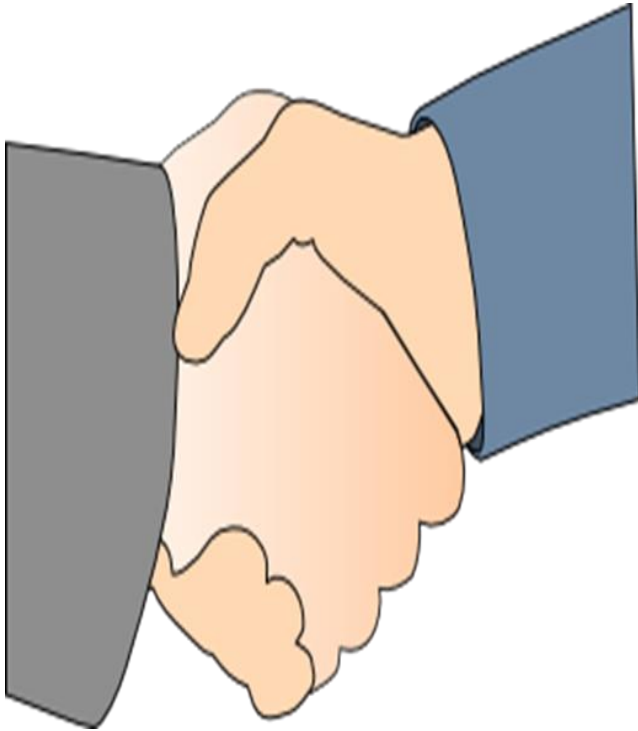
Total claims by specialty (excluding 'Ambulance')



Top 20 causes of non-clinical claims (incident date 01/04/2012-31/03/2017)



Staff Safety and Patient Safety

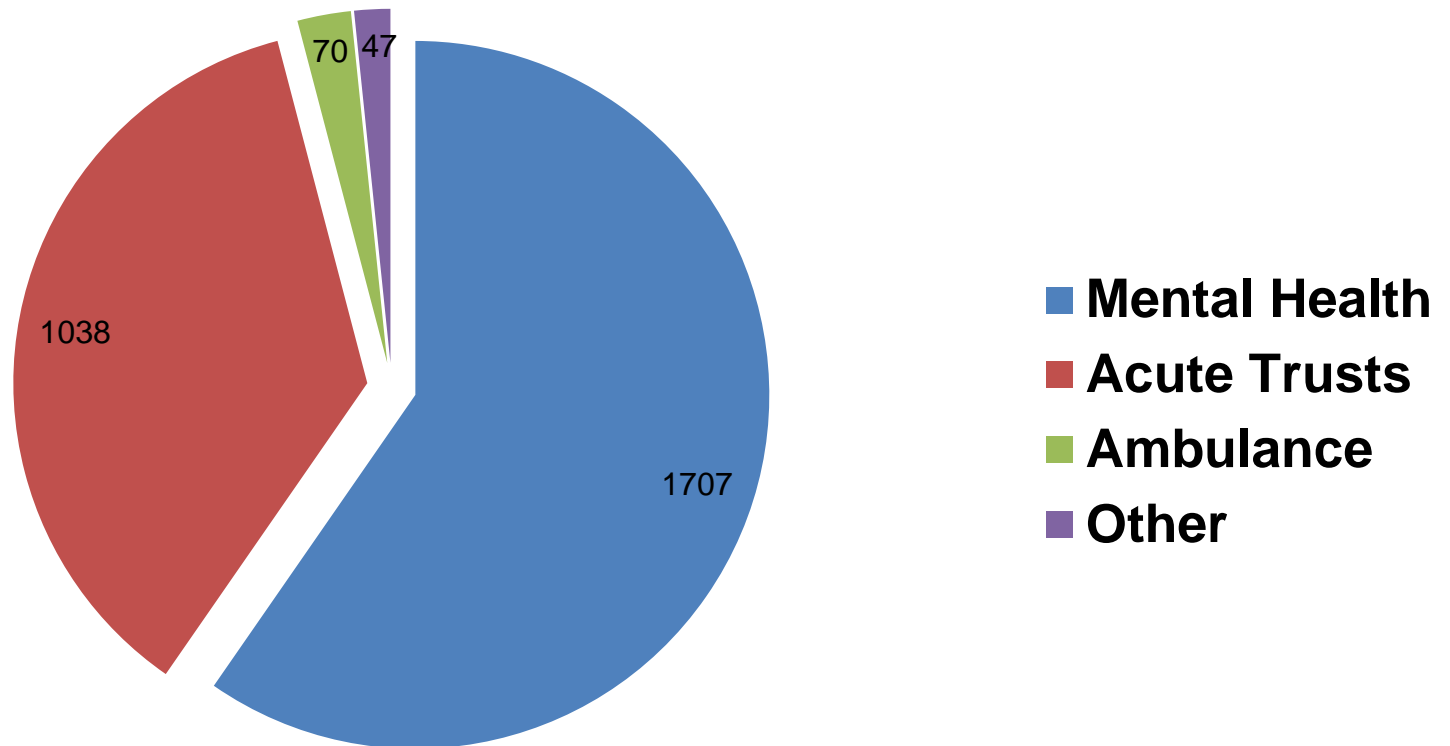


**If your staff are not
safe, neither are
your patients**

**Why is staff safety
still being ignored?**

2862 Assaults on staff

Fiscal years 2012-2017



Other themes

- Non-clinical claims – costs will always be higher than appears due to hidden costs for backfill for staff
- Other themes in incident descriptions – bariatric or high BMI patients are an increasing trend and cause of incidents and claims. Less about the weight but the girth with equipment not being designed/coping for what staff are having to manage (wheelchairs, trolleys)
- Manual handling and the bags – a common source of claims, crews often do not know how many flights of stairs they have to carry them up
- Needlestick injuries – some trusts have great conversion rates to safer sharps others do not, so recommend checking use of safer sharps as per legislation

The rising costs of claims

- The overall value of claims against Ambulance services
- The impact of legal costs
- The hidden costs and knock on effects

Assaults on staff – taking action

- Personal costs
- Compensation
- Action being taken to protect staff
- A case study

The cost of claims



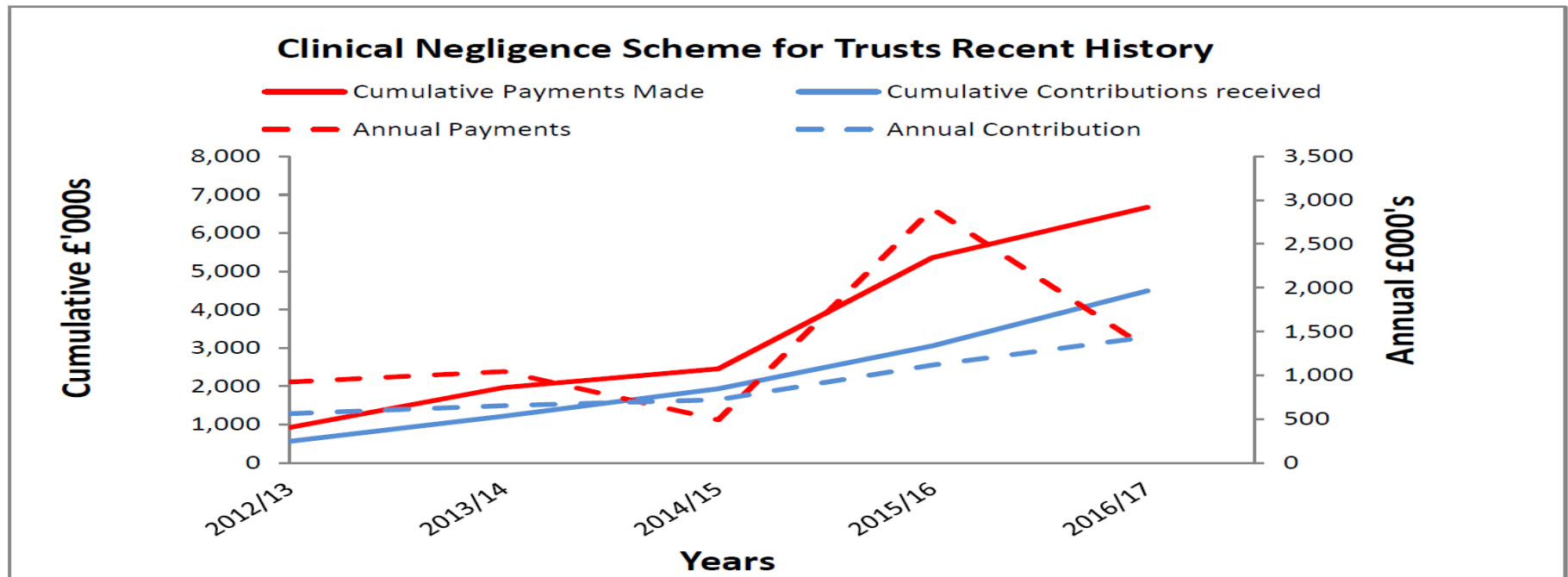
- Taking the total cost of paid claims for last year
- This could have funded :
 - 144 new fully equipped ambulances
 - 399 paramedics

Key messages

- With increased system pressure, more hear and treat and see and treat greater exposure to clinical claims
- The rising costs of litigation
- The need to learn, use of scorecard
- Further training and support

West Midlands Ambulance Service NHS Foundation Trust

	2012/13	2013/14	2014/15	2015/16	2016/17	Total
	£000	£000	£000	£000	£000	£000
Annual Payments	923	1,042	492	2,903	1,312	6,672
Annual Contribution	562	654	720	1,116	1,437	4,489
Variance	-361	-388	228	-1,787	125	-2,183



Questions and discussion

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