

# Presentation to Joint Health and Overview Scrutiny Committee

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# Handovers

## Average Arrive Hospital to Trolley Clear

Hospital	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Barnet	14.9	19.6	15.9	12.4	11.7	11.8	12.6	11.9
North Mid	21.7	21.4	21.0	21.2	17.6	18.8	19.6	18.6

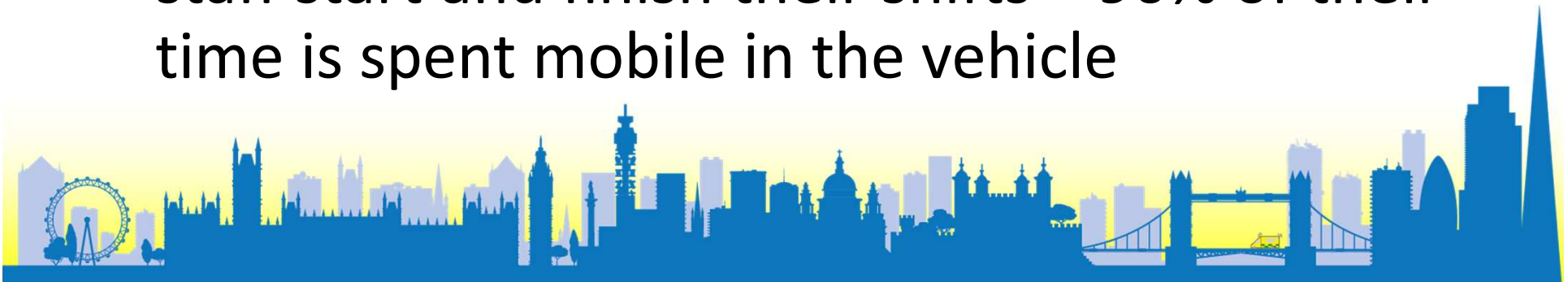
## Average Trolley Clear to Green

Hospital	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Barnet	14.9	14.6	14.9	15.2	15.5	15.6	15.1	15.6
North Mid	13.9	13.7	14.1	14.2	15.1	15.2	14.4	15.5



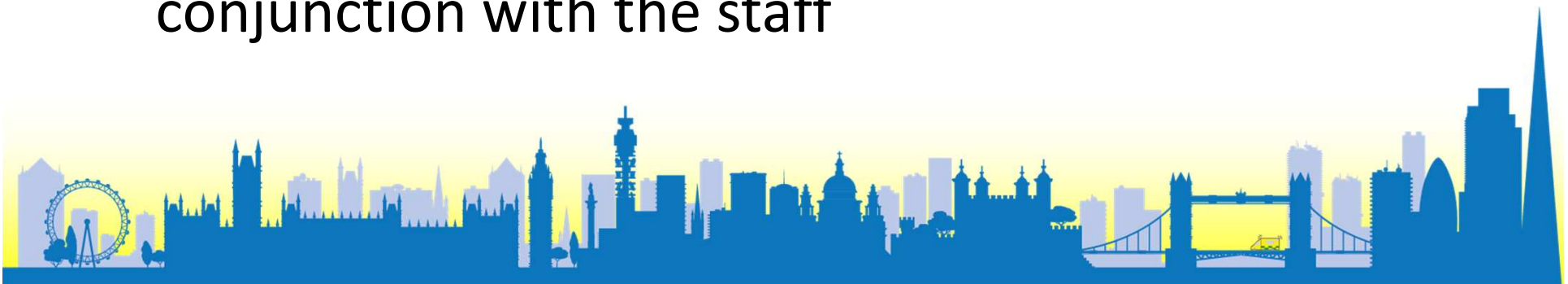
# Deployment

- Recent remodelling of LAS demand has taken in to account the ambulance movements due to the reconfiguration of the Emergency Department at Chase Farm
- We have rostered the appropriate resource numbers to meet demand now and the future in the area
- Ambulance stations are now locations where staff start and finish their shifts – 90% of their time is spent mobile in the vehicle



# Shift Times

- We have developed new staff rotas that will ensure we have staff working when our patients need us most
- New roster implementation 08<sup>th</sup> September 2014
- Shift lengths at complexes within Enfield and Haringay CCGs vary from 7.5 hours to 12 hours
- These have been derived from the modelled call demand seen in these communities, in conjunction with the staff



# Recruitment

- We have launched a recruitment campaign, both nationally and internationally, to recruit 500 frontline staff
- We have developed a clinical career structure to provide staff with opportunities to develop their skills and progress their career within our Service
- We continue to work with regional local education and training boards to secure funding for our clinical staff to develop
- TEAC courses are well under way



# Use of Private Ambulances

- We are currently using approved private ambulance services to support our gaps until we recruit sufficient staff
- We have agreed this with our commissioners who are supporting the funding for this
- Private ambulances are targeted to areas where we have vehicle gaps – to ensure we are able to deliver a quality service



# Intelligent Conveyancing

- One of the key issues for both Barnet and North Middlesex hospitals was the additional work that East of England Ambulance Service (EEAST) brings in
- LAS now sees the incoming ambulances from EEAST to both hospitals and is working on integrating their data into our systems as part of the IC review
- The data is monitored on a separate PC now and conveyance options are taking their vehicles into account manually



# Nursing/Care Home / Palliative Care

- All CCGs have had the activity from these locations shared. Monthly updates are available from North West London
- Enfield and Haringey have two pathways in place and these are agreed by OPAU and ICT
- Staff now have confidence in their use so we are working with them
- Barnet have had a joint CCG/LAS pathway signed off in the last month for Nursing and care home patients

