



North West Ambulance Service **NHS**  
NHS Trust



Delivering the right care, at the right time, in the right place

# North West Ambulance Service

## Greater Manchester Health Scrutiny Committee

Derek Cartwright, Director of Operations  
Kevin Mackway-Jones, Medical Director

**November 2013**

# Our Services

- § 999 Paramedic Emergency Service
- § Urgent Care
- § Patient Transport Service (Cheshire, Merseyside, Cumbria & Lancashire)
- § Major Incident Management



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# Facts & Figures

- § 7 million population over 5,400 square miles
- § Employs some 5,000 staff
- § Three emergency control rooms
- § 1.1 million 999 calls a year (900,000 emergency patient episodes)
- § 1.2 million PTS journeys

# Greater Manchester Headline Performance

§ Call increase of 0.5% compared to the same period last year

OVERALL PERFORMANCE	Number of calls	R1 <8m%	R2 <8m%
April-October 2012	240,083	76.8%	78.5%
April-October 2013	241,322	76.01%	77.05%

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# Greater Manchester Information

- § 33 stations serve the Greater Manchester area
- § 456 Paramedics, 36 Senior Paramedics, 14 Advanced Paramedics, 68 Student Paramedics
- § 398 Emergency Medical Technicians (Grades 1&2)
- § 61 Rapid Response Vehicles (RRVs)
- § 125 Emergency ambulances
- § Regional HQ in Bolton, area office in Whitefield
- § Emergency Control Centre, Parkway
- § HART team, Old Trafford

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# Operational Workings

- § NWAS Reviewing its estates portfolio especially Ambulance stations
- § Ambulance stations mainly empty buildings
- § Only around 30% of 999's are deployed to from Ambulance stations
- § Mobile Resource available anywhere – borders invisible to NWAS
- § Any resource can be sent to any incident in the North West from any control room

# Our CLEAR vision

**C**linical

**L**eadership

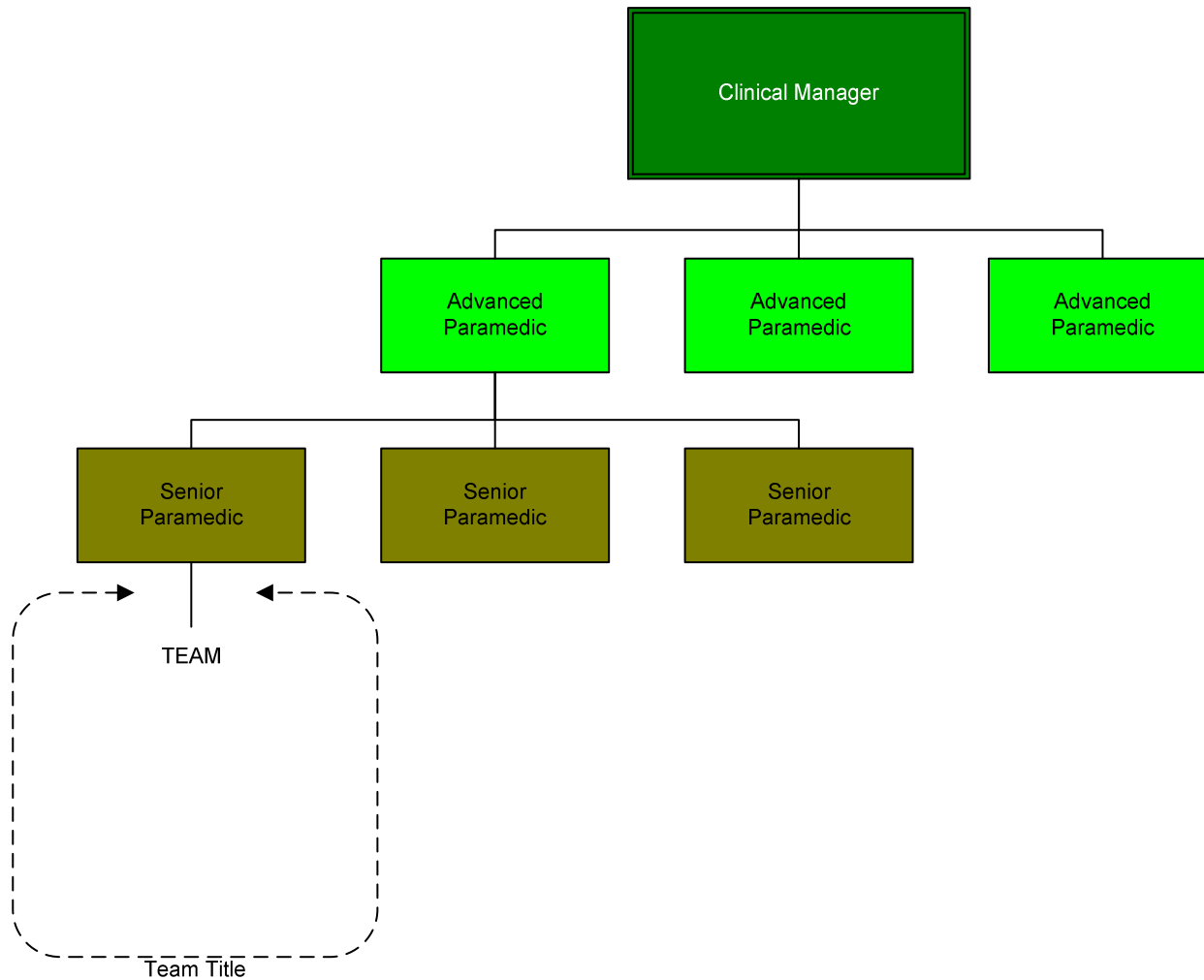
**E**ducation

**A**ccountability

**R**esponsibility

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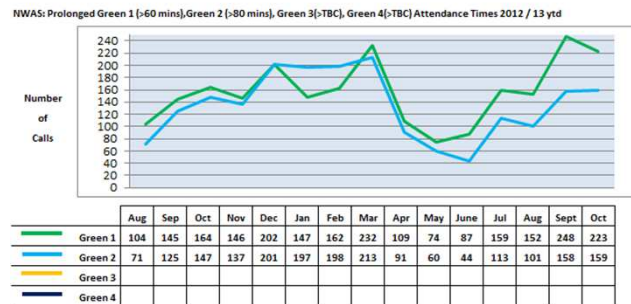
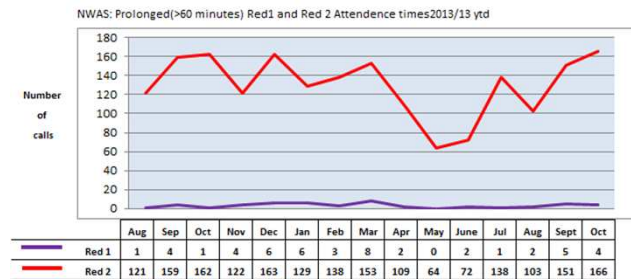
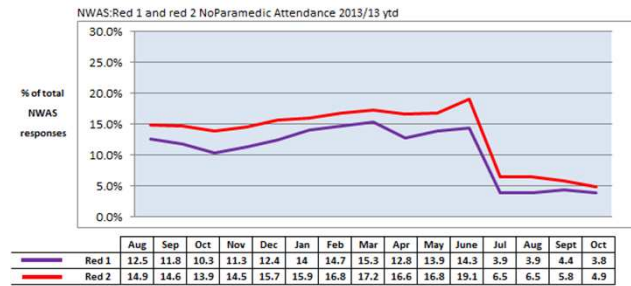
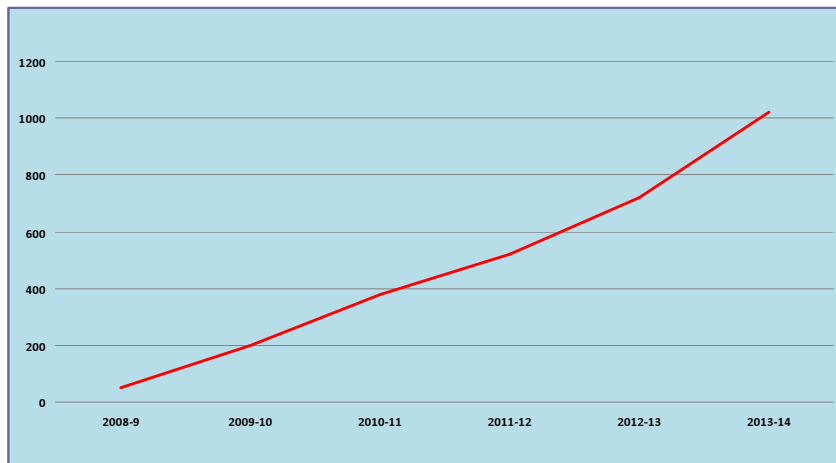
# Clinical leadership



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# Clinical Education



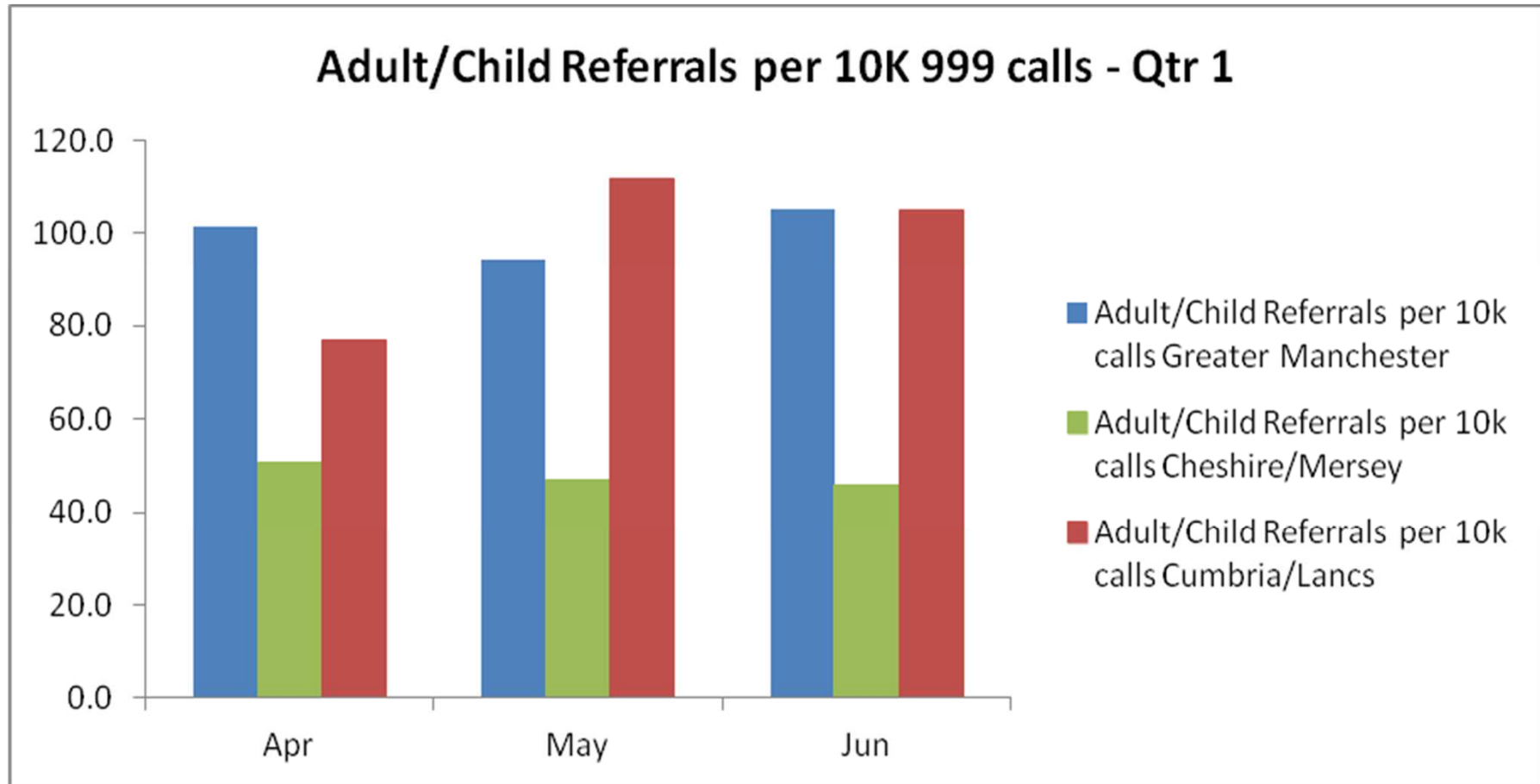
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# Clinical accountability

Care Bundle Topic	Improvement Target 2013/14	Greater Manchester Aug	
		Performance	PRF Audited
Asthma	88.9	86.8	129
Cardiac Chest Pain	76.9	77.3	370
Hypoglycaemia	≥95.0	99.4	161
Paediatric care: Febrile convulsion	61.3	76.0	25
Pain Management	94.8	92.0	501
Patient Pathway	76.3	74.1	997
PRF Completion	91.3	91.8	1046
Stroke	89.2	91.5	141
Trauma Care: Below Knee	52.9	51.9	27

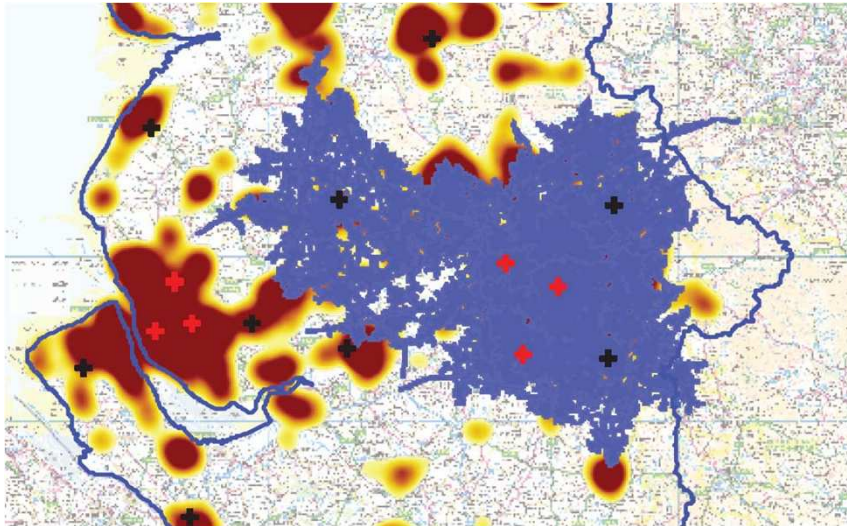
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# Clinical responsibility

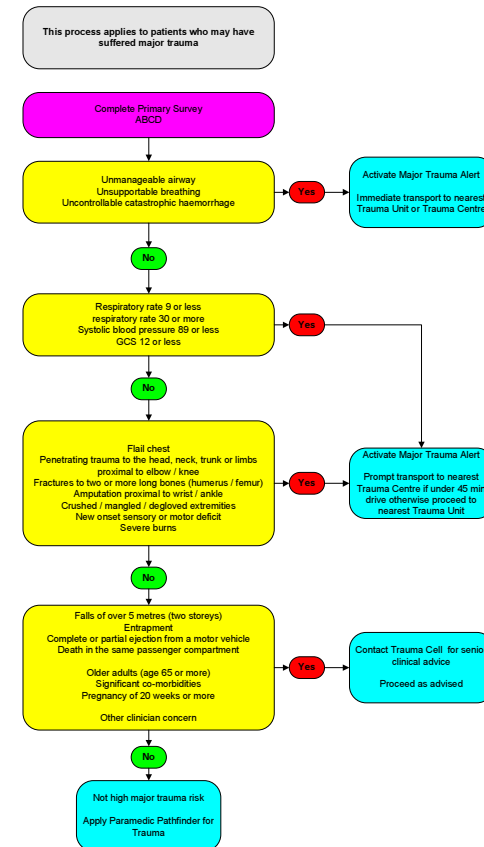


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# GM System changes and NWSAS



**North West Ambulance Service NHS Trust**  
 Paramedic Pathfinder - Major Trauma in Adults      V 1.2 31 Oct 2011



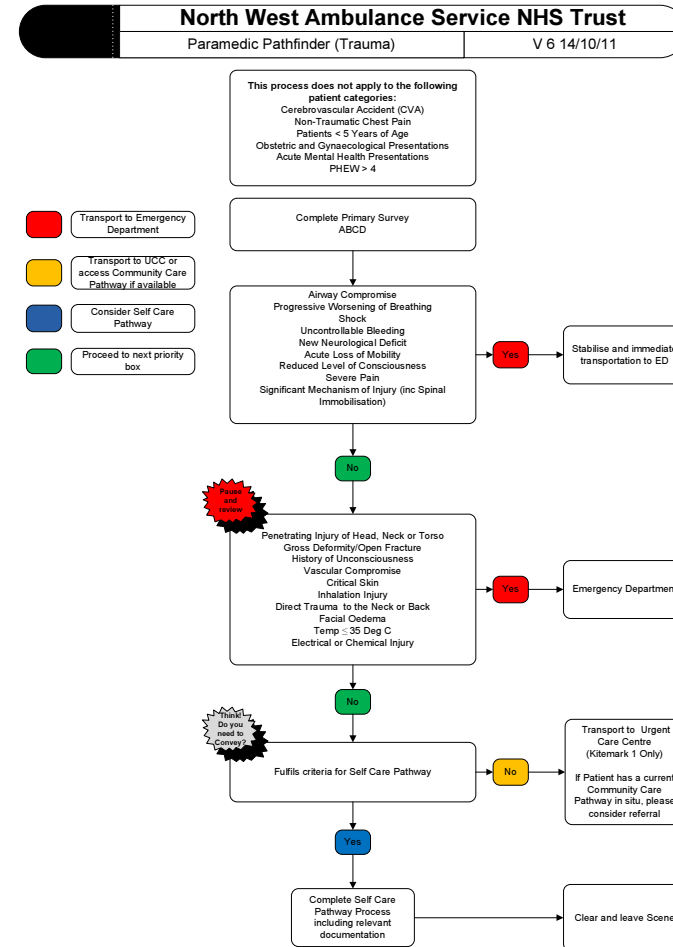
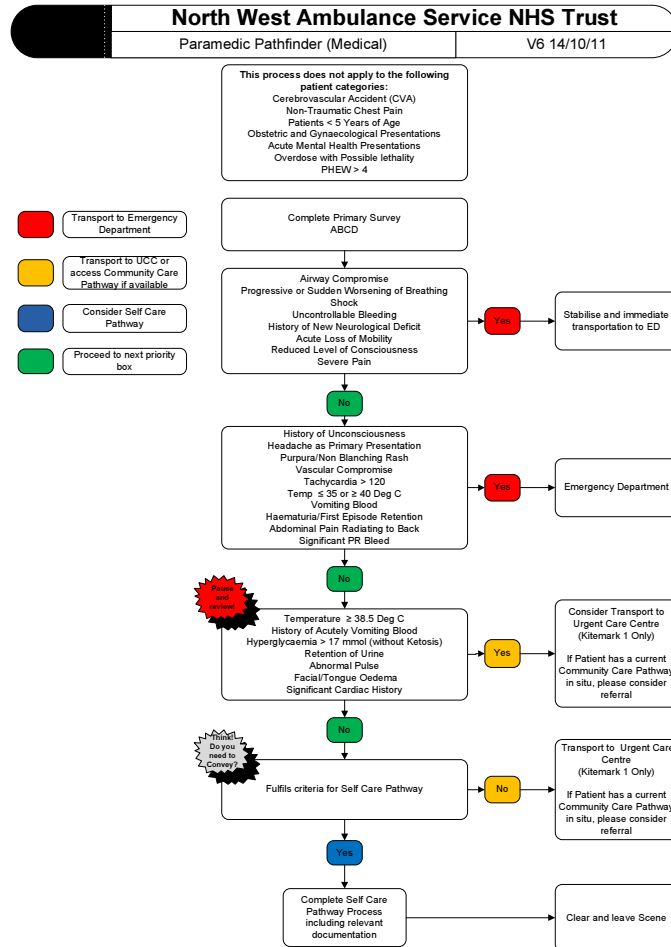
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# Clinical Strategy

Safe care closer to home

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# Paramedic Pathfinder



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# Any questions?

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