



North East London

London Ambulance Service

Meeting name: ONEL JHOSC

Presenter: Patrick Brooks, System Partnership Transformation Manager

Date: 16 April 2024

North East London performance report

- We have had **47,111 face-to-face responses** across the sector this year (1 January – 14 March).
- Response times for our sickest patients (**Category 1**) have remained below **8 minutes** between December 2023 – February 2024 and **our Category 2 response times have fallen 30% (52.12 to 39.46)** over the same period.
- We continue to **work with our NHS partners in North East London** to reduce delays and safely release ambulance crews from hospitals and this is making a big difference for our medics and patients, freeing up our clinicians to attend to those who need the most urgent care.
- Introduction of **45-minute handover process** has reduced handover times at King George Hospital from an average of 50 minutes in the first three months of 2023 to 24 minutes by March 2024. At Queen's Hospital, the number of patient handovers taking more than an hour has fallen from 491 in February 2023 to 59 in February 2024.
- Our new **Teams Based Working** approach is empowering our frontline staff to choose their preferred way of working, shape their rotas and make sure they have better access to their managers and training days. Surveys show staff are happier, feel more part of a team and have more opportunities.
- NEL instigated the **Future Dispatch Model** at LAS, an initiative between the Clinical Hub and end of life care teams which means clinicians are co-located with the dispatch team. This enables calls to be clinically reviewed with decisions made jointly on the correct response or suitability for onward assessment and referral.

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- We have **additional ambulances, response vehicles, control room staff and clinicians** who are able to advise patients who have called 999.
- We also continue to manage demand using some of our specialist resources including our **mental health cars** and our urgent **community response cars**, which mean patients can be treated in their own homes or referred to care in their community rather than having to go to hospital.
- We have a **frailty support line**, which helps crews convey patients to specialist frailty units for definitive care and contact specialists while on scene for advice and guidance for the patient and their family.
- We champion the use of **Alternative Care Pathways** within North East London to reduce unnecessary conveyances of patients to emergency departments and ensure our patients are getting the most appropriate care for their needs. This means NEL regularly has the lowest patients conveyed to Emergency Departments across LAS.
- **Training opportunities** in North East London are being used to discuss a range of topics, such as end-of-life-care and mental health. This has increased our crews' confidence in their decision-making and improved patient care, while increasing non-A&E conveyances.
- 2022/23 saw our biggest ever recruitment drive with **1,600 new starters**, including over 900 frontline ambulance staff and almost 400 call handling staff. As of December 2023, the number of staff hours on the road in emergency vehicles and caring for patients **increased by 10%** compared to this time last year. We are also supporting our clinicians on scene and maximising the number of solo responders we have available.

Our performance across NEL in numbers

Ambulance response times - December 2023 –February 2024

Source: [NHS England](#)

Month	NEL	LAS-wide	England	NEL	LAS-wide	England
	Cat 1 Mean	Cat 1 Mean	Cat 1 Mean	Cat 2 Mean	Cat 2 Mean	Cat 2 Mean
Dec-23	00:07:59	00:08:00	00:08:44	00:56:12	00:52:06	00:45:57
Jan-24	00:07:36	00:07:25	00:08:26	00:40:06	00:36:50	00:40:06
Feb-24	00:07:36	00:07:21	00:08:25	00:39:46	00:37:01	00:36:20

Handover times: Jan 1 - Mar 14 2024 average

Emergency department	Average arrival-to-patient handover (HH:MM:SS)
Homerton	00:12:23
King George	00:24:01
Newham	00:33:06
Queens	00:32:41
Royal London	00:23:08
Whipps Cross	00:31:02