



Pre-Hospital Critical Care and Retrieval Service

Governance Report – Summary

Reporting period: 1 to 31 July 2010



This report is a summary of the monthly Governance Report submitted to the Clinical Governance Committee, and shared with the Ambulance Trust as a means of reporting against our Service Level Agreement. The full report is available from the Helimedix Manager, Natalie Norman, if required. It includes additional sections on:-

- Team member's currency
- Maintenance status of transport platforms and equipment
- Duty Advice Doctor (DAD) activity
- Significant Events

The SLA commenced in September 2007 and much of the report will show our achievement from this date as well as the current month and previous month.

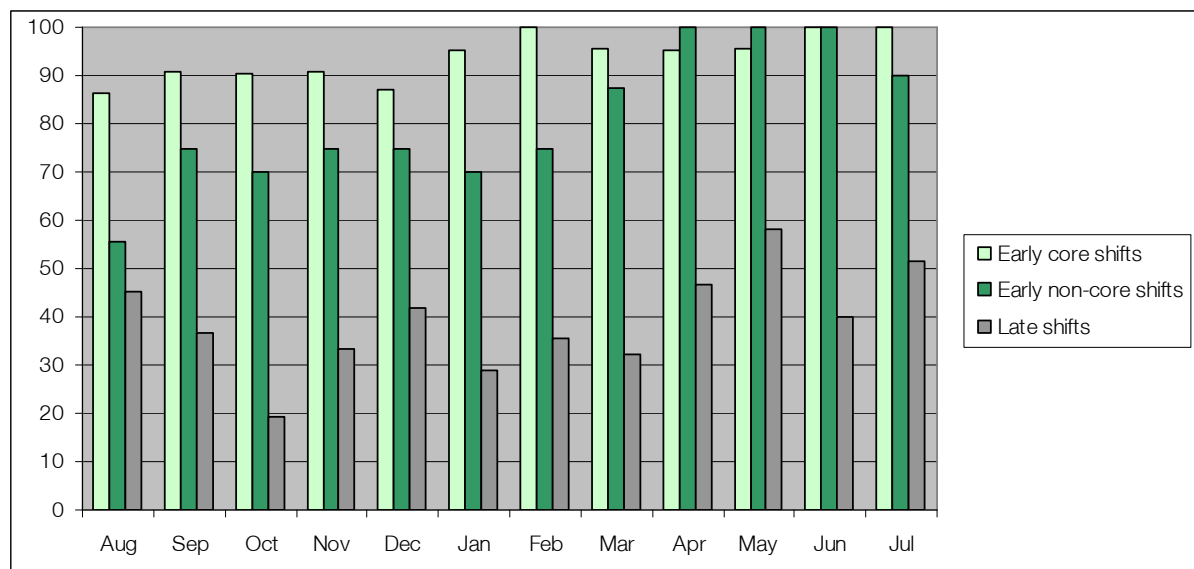
1.0 Staffing

1.1 The table below summarises the staffing of the service during July 2010.

A shift is staffed only with a current EMT Doctor and EMT Paramedic, and there are 2 shifts each day – early (0700-1700) and late (1600-0100). We refer to ‘core’ shifts which are those agreed within the terms of the SLA i.e. early shifts Sunday to Thursday.

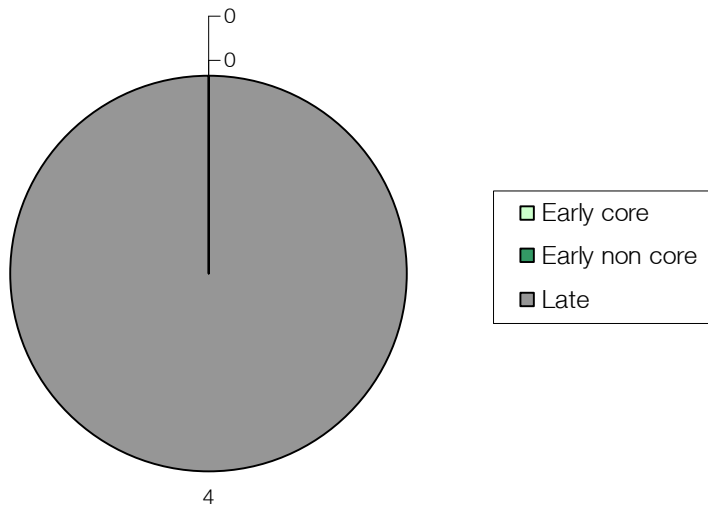
Shifts and staffing (% of hours provided)	July 2010	June 2010	SLA To date (from 10 September 2007)
Core Shift Cover Sun to Thu, 07.00 to 17.00	100%	100%	95.5%
All Shift Cover Sun to Sat, 07.00 to 01.00	74.2%	70%	57.2%

1.2 The graph below shows the percentage of cover provided for each month, for the past 12 months.

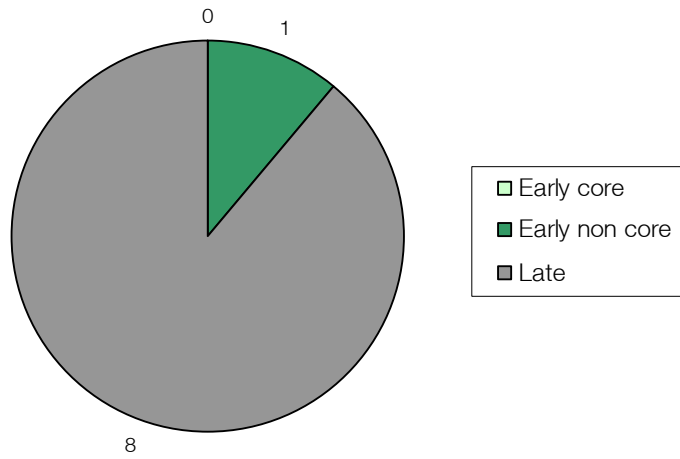


1.3 Of the 62 shifts available during July, 16 were not covered for the following reasons:

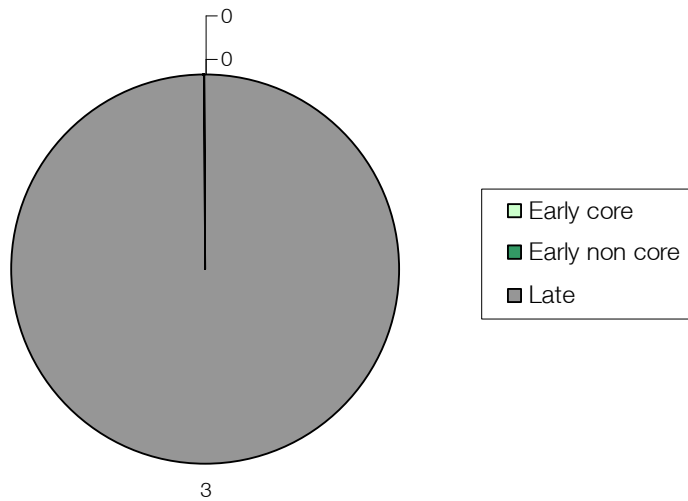
No Doctor Available



No Team Available



No Paramedic Available



2.0 Activity

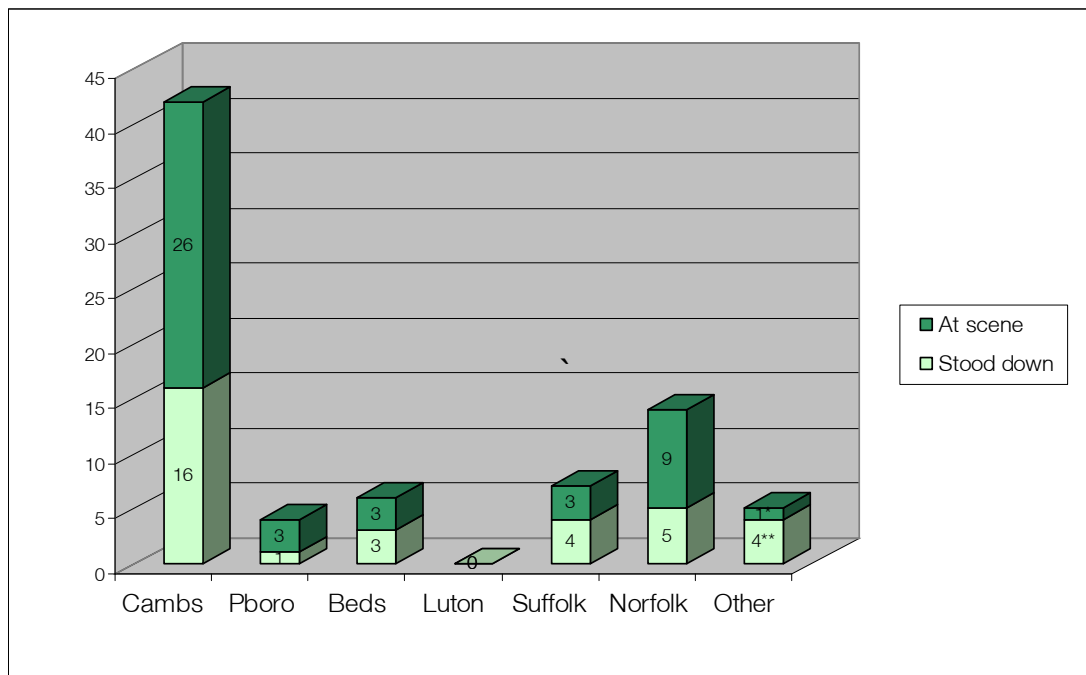
2.1 The table below summarises the activity of the service during July 2010.

Operational Activity - All Shifts	July 2010	June 2010	SLA To date (from 10 September 2007)
Number of automated notifications	342	346	19862
Number of activations	78	72	2441
Average number of activations per day	2.52	2.4	2.32
Stood down following activation	33	30	1126
Stand down rate	42.31%	41.67%	46.13
Number of scene attendances	45	42	1315

2.2 Area of activity

The Team responds primarily to incidents within the counties of Cambridgeshire and Bedfordshire, but is able to respond to all counties in the East of England and those neighbouring areas. We report our activity by Primary Care Trust (PCT) area which in some cases may differ to county boundaries.

Graph 1 – activations (split into ‘stood down following activation’ and ‘scene attendances’) by PCT in Cambs and Beds (Cambridgeshire, Peterborough, Bedfordshire, Luton, Suffolk, Norfolk and Other)

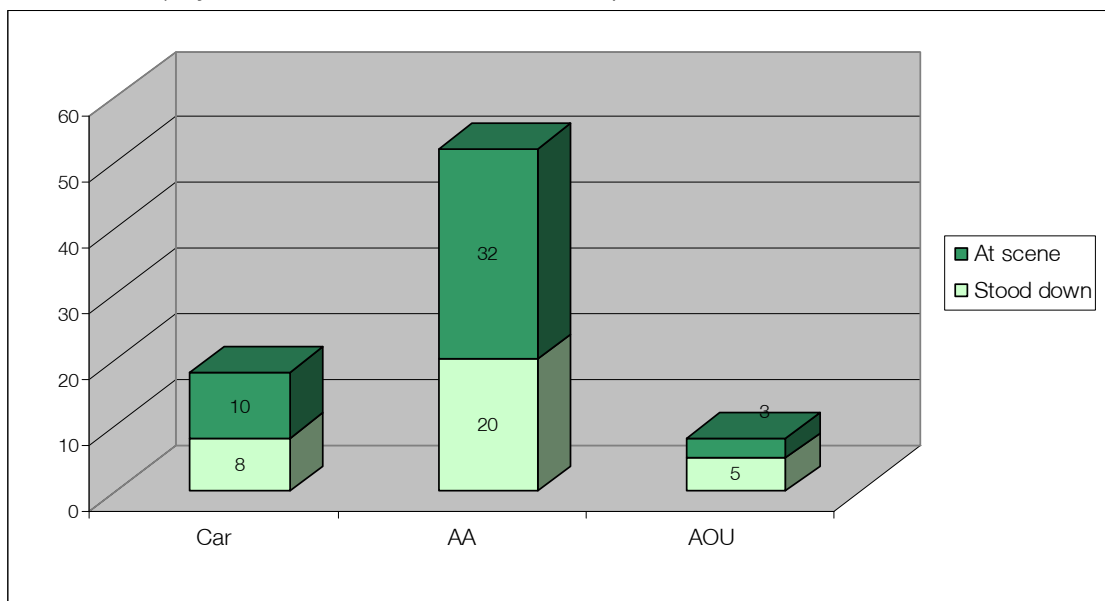


* The Helimedix team attended one incident in Northampton.

** The Helimedix team was stood down from one incident in Essex, two E N Hertfordshire and one Northants.

2.3 Operational activity by transport platform

Graph 2 – activations (split into ‘stood down following activation’ and ‘scene attendances’) by road, Air Ambulance, and Air Operations Unit.



2.4 Transport platform availability

2.4.1 Availability of the transport platforms during service operating hours

	Response Vehicle (Lexus) (actual number of hours and % of total possible)	Air Ambulance (actual number of hours and % of total possible)	Police Helicopter (actual number of hour and % of total possible)
All early shifts (07:00 to 17:00)	299.5/310 96.6%	231.5/310 74.7%	223.5/310 72.1%
Core early (Sun-Thur 07:00 to 17:00)	199.5/210 95%	171.92/210 81.9%	138.5/210 66%
Non-core early (Fri/Sat 07:00 to 17:00)	100/100 100%	59.58/100 59.6%	85/100 85%
Late shifts (16:00 to 01:00*)	240/248 96.8%	4.17/248 1.7%	183.75/248 74.1%
All possible shifts	547.5/558 98.1%	235.67/558 42.2%	407.25/558 73.0%
All possible shifts July 2010	540/540 100%	245.42/540 45.4%	452.5/540 83.8%
All possible shifts SLA to Date (10 September 2007)	17952.5/19008 94.4%	572.58/19008 34.6%	10707.67/19008 56.3%

* Figures calculated on 9 hour shift duration so that 16:00-17:00 period isn't duplicated between Early & Late shifts.

3.0 Regional activity

The Clinical Coordination Centre (CCC) was introduced on a 12 month trial from 1st April 2010. The main purpose of the centre is to identify and dispatch the appropriate specialist resources (four air ambulance assets, HART/USAR and BASICS). The CCC operates between the hours of 07:00 – 18:00 7 days a week.

A monthly report is produced by the centre which reports on the regional activity and is circulated to all organisations involved in the delivery of the services. This report does not detail any deployments outside of the current CCC operating hours.

3.1 Summary table of regional air ambulance activity

	Early Shifts	Early shifts with doctors	Late shifts with doctor	Early shift scene attendances	Late shift scene attendances
Essex – EHAAT (08.00 to 18.00)	DATA NOT PROVIDED BY EEA				
Herts - EHAAT (08.30 to 16.00)					
Norwich - EAAA (07.30 to 17.30)					
Wyton - Magpas (early 07.00 to 17.00 late 16.00 to 01.00)	30/31 96.8%	30/31 96.8%	16/31 51.6%	38	7

4.0 Clinical care

4.1 The Team made contact with 41 patients within this period, and patient report forms have been completed satisfactorily and reviewed for 41 patients. All cases involving a pre-hospital emergency anaesthetic, procedural sedation or death will be reviewed by the Helimedix Clinical Director with the Team at the Pre-hospital Forum.

Incidents at which patient attended:

AMPDS Code	Categories	Qty (in Jul)
01	Abdominal pains	
02	Allergies	2
03	Animal attack	1
04	Assaults	1
05	Non-traumatic back pain	
06	Breathing problems	1
07	Burns/explosions	
08	Carbon monoxide	
09	Cardiac/respiratory arrest	1
10	Chest pain	1
11	Choking	1
12	Convulsions/fitting	2
13	Diabetic problems	
14	Drowning/diving incidents	
15	Electrocution	
16	Eye problems/injuries	
17	Falls/traumatic back injury	3

AMPDS Code	Categories	Qty (in Jul)
18	Headache	
19	Heart problems	
20	Heat/Cold exposure	
21	Haemorrhage/laceration	
22	Industrial/machinery accident	1
23	Overdose/ingestion/poisoning	
24	Pregnancy/childbirth/miscarriage	
25	Psychiatric/suicide attempt	
26	Sick person (specific diagnosis)	
27	Stab/Gunshot wound	
28	Stroke (CVA)	
29	Traffic Accidents (RTC)	18
30	Traumatic Injury (specific)	3
31	Unconscious/passing out	
32	Unknown problem	
35	Healthcare Professional on scene	
T	Pre-arranged transfers	1

Age range of patients attended

0-8	9-15	16-35	36-60	>60
2	1	13	16	9

Area in which patient attended

Cambs	Pboro	Beds	Suffolk	Norfolk	Other
21	3	3	7	6	1

* One patient was attended in Northampton.

4.2 Team members undertook **eight** pre-hospital emergency anaesthetics during July.

4.2.1 Team members undertook **three** procedural sedations in July.

4.2.2 Team members attended **four** pre-hospital cardiac arrests in Jun.

4.3 Hospital disposition

4.3.1 Hospital patient conveyed to

Addenbrooke's	Hinchingbrooke	Peterborough	Bedford	LTDUN	Other
16	6	3	0	0	8

4.3.2 Four patients were discharged with advice from the scene of the incident by the Helimedix team and were not conveyed to hospital.

4.3.3 Four patients were pronounced dead on the scene of the incident by the Helimedix.

3.5.1 Eight patients were conveyed to another hospital in the region.

- Lister Hospital (1)
- Norfolk & Norwich (1)
- Queen Elizabeth Hospital, Kings Lynn (3)
- West Suffolk General (2)
- Papworth (1)

4.4 Secondary Transfer

4.4.1 **One** patient was transferred by the team in July.

5.0 Compliments and Complaints

5.1 No compliments had been received.

5.2 No complaints had been received.

6.0 Media and Public Relations activity

6.1 Activity and publicity advised to media by news line and emailed press releases during June regarding PHCCRS:

Date	Incident	Location
30/06/2010	RTC	A1065, Swaffham
01/07/2010	Cardiac Arrest	Dogsthorpe, Peterborough
04/07/2010	RTC	A43, Nr Corby
03/07/2010	RTC	Wisbech Road, Wisbech
07/07/2010	Industrial Injury	Whittington, Bury St Edmunds
08/07/2010	Fall from ladder	Cambridge
11/07/2010	RTC Motorbike v car	Fengate, Peterborough
11/07/2010	3 vehicle rtc	Brandon Road, Lakenheath
13/07/2010	Choking	Littleport
14/07/2010	Fall from horse	Chapel Lane, Souldrop, Bedfordshire
17/07/2010	Clay Pigeon Trap	Yeldon, Bedfordshire
18/07/2010	Stung by wasp	Allotment Gardens, Northgate, Dereham
19/07/2010	RTC lorry	A14 Clover Leaf Turnoff, Girton
20/07/2010	Stung by wasp	Kimbolton School, Kimbolton
23/07/2010	Car v moped	Pages Lane, Saham Toney, Thetford
31/07/2010	RTC	A14 Spaldwick
31/07/2010	RTC	A17 Terrington St Clements, Norfolk