

Date: 10 November 2023

Health and Care Overview and Scrutiny Committee - Monday 13th November 2023

Dear Sir / Madam,

I have recently forwarded to you a copy of the agenda for the next meeting of the Health and Care Overview and Scrutiny Committee.

I am now able to enclose a copy of the following presentation.

4. **West Midlands Ambulance Service WMAS Performance Update** (Pages 1 - 12)

WMAS will be in attendance at the meeting to provide further data and narrative around performance, and respond to the Committees questions.

John Tradewell
Deputy Chief Executive and Director for Corporate Services

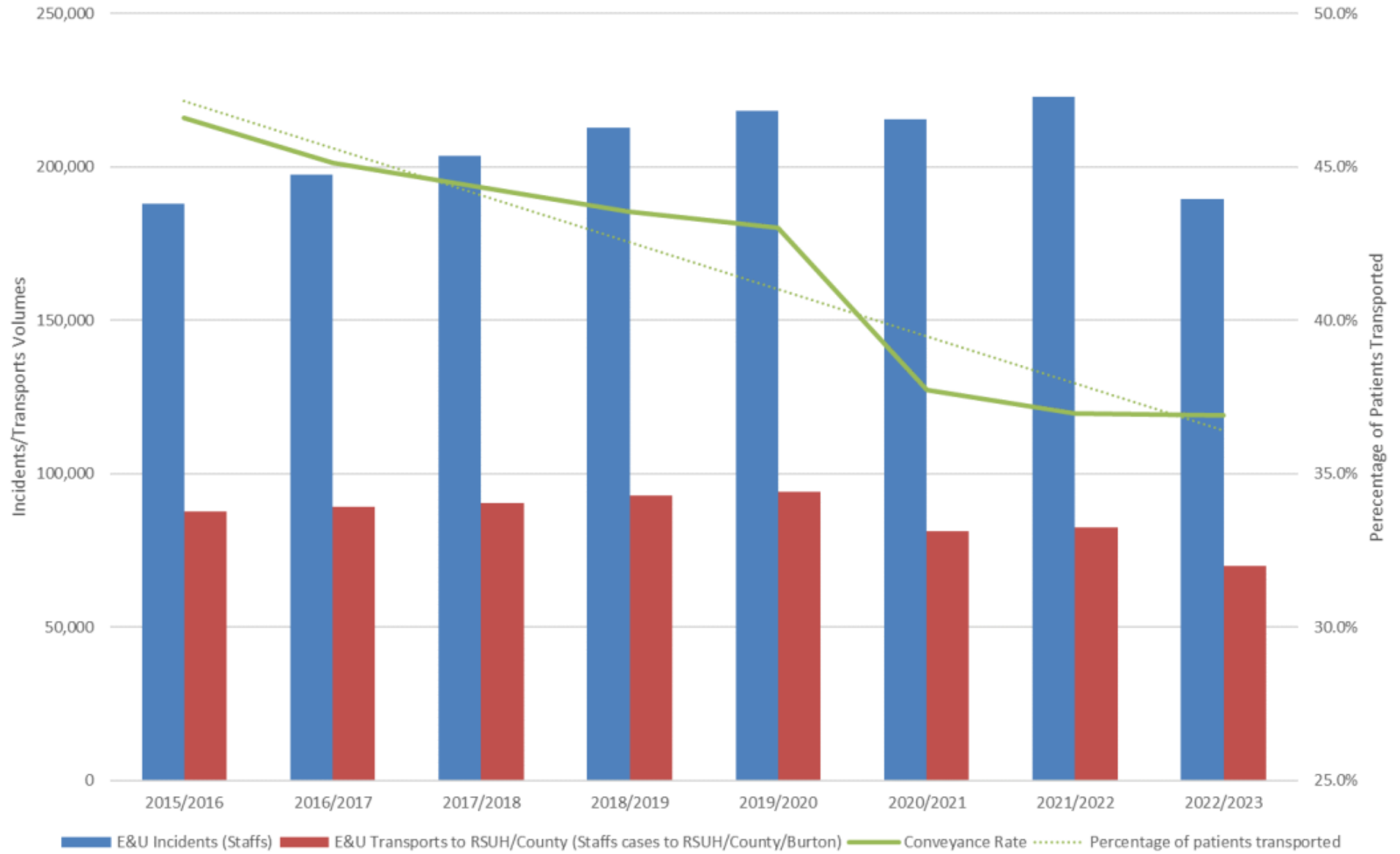


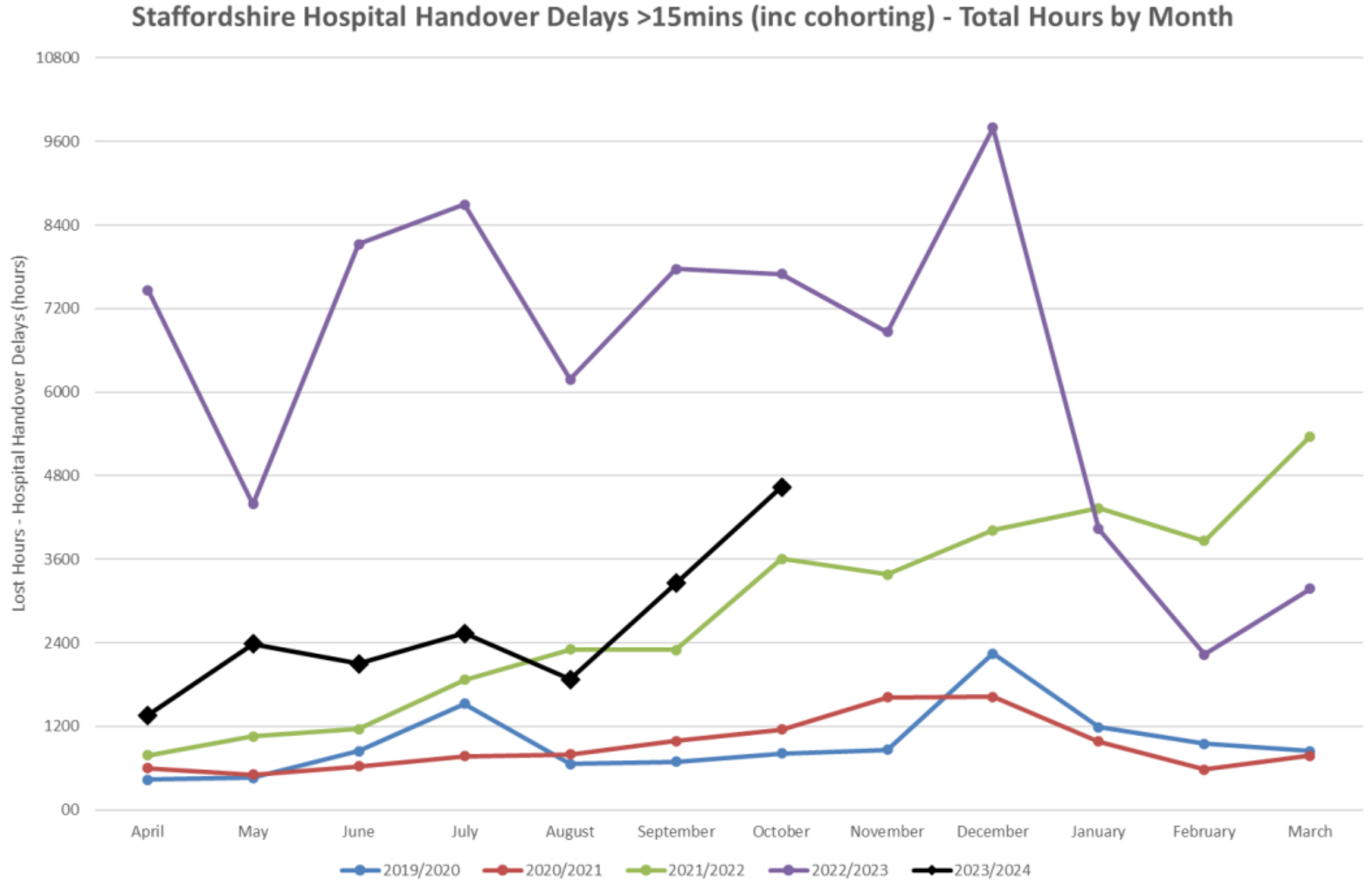


Staffordshire Health Overview and Scrutiny Committee

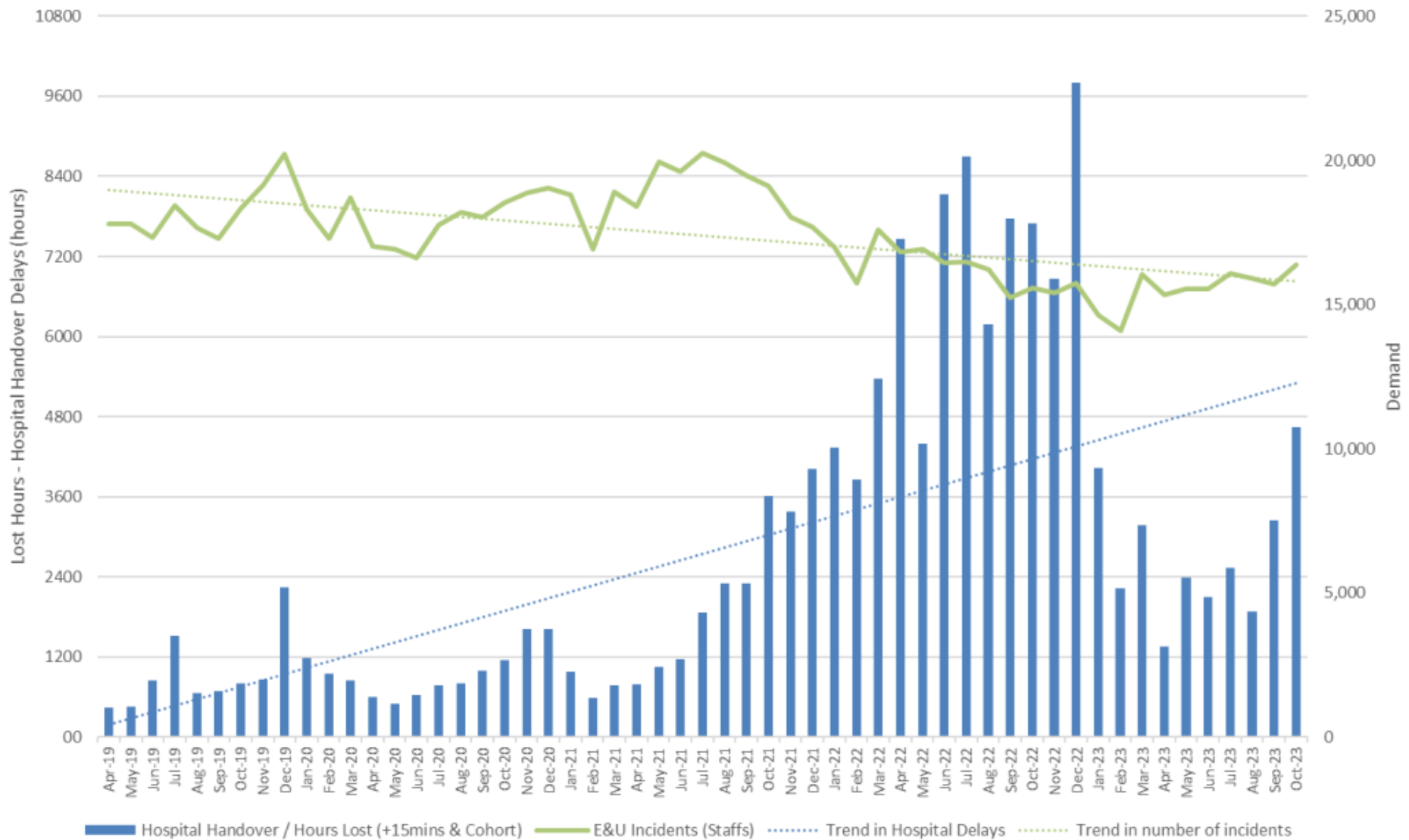
November 2023

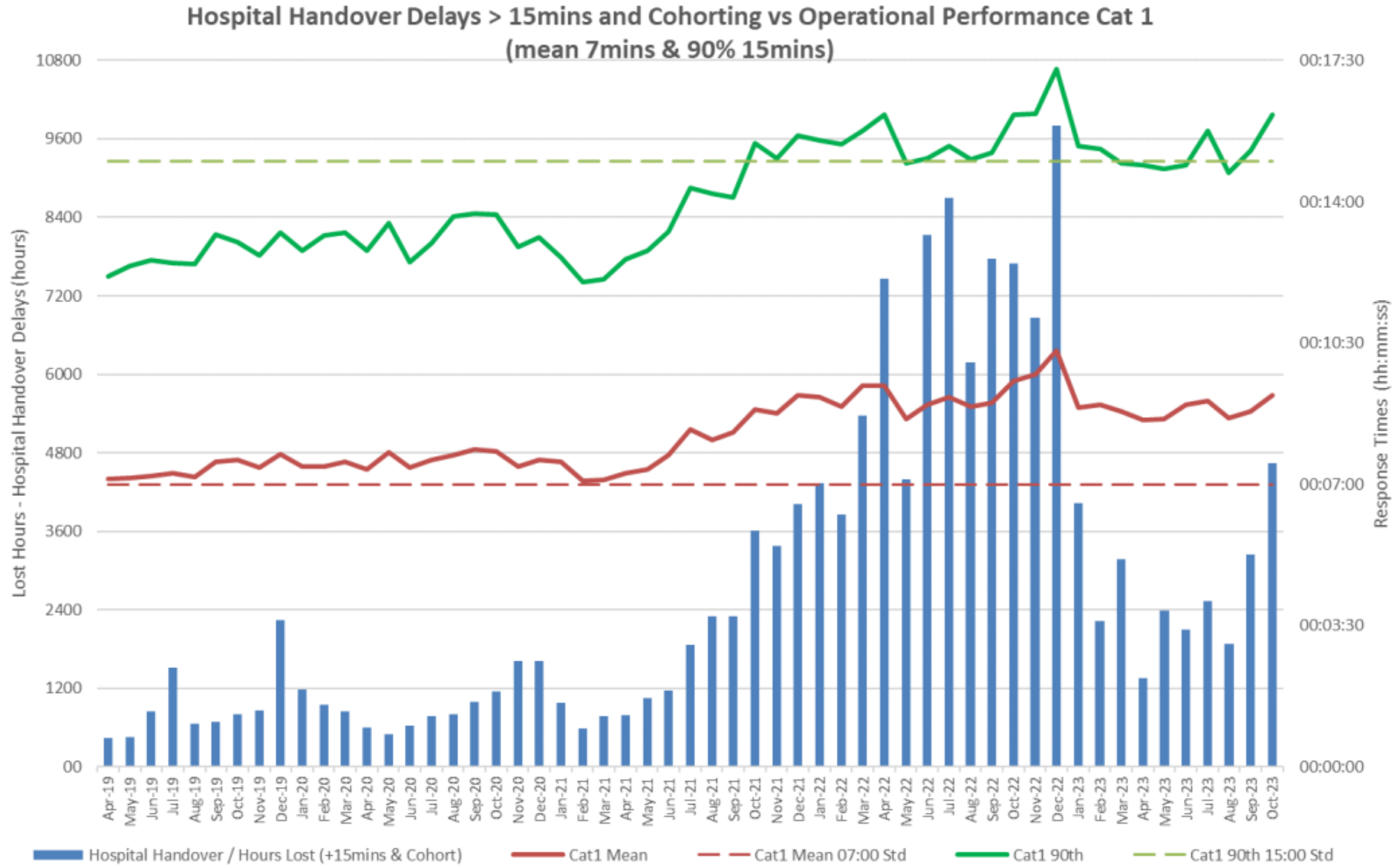
Incidents, Transports & Conveyance Rate Year on Year

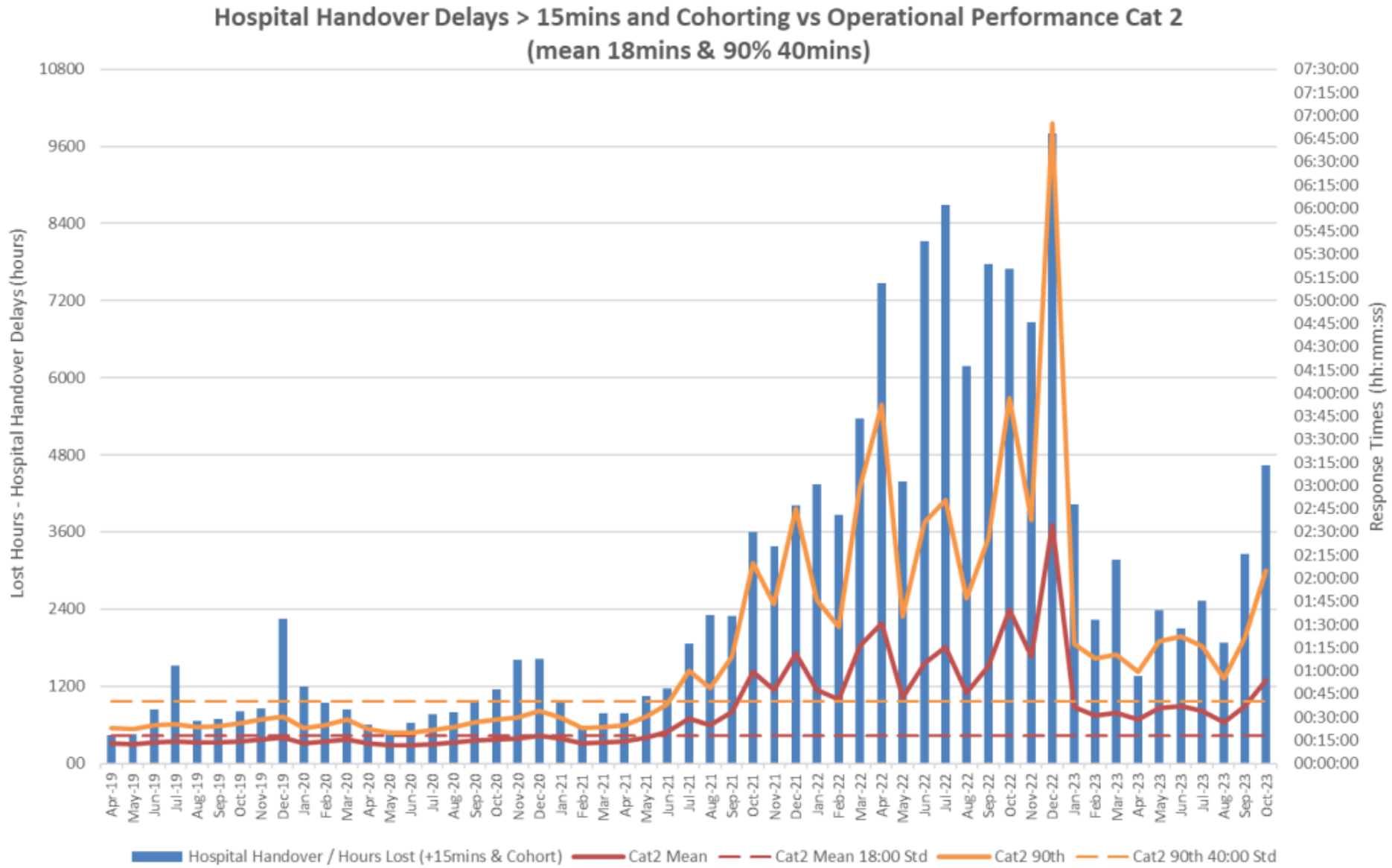


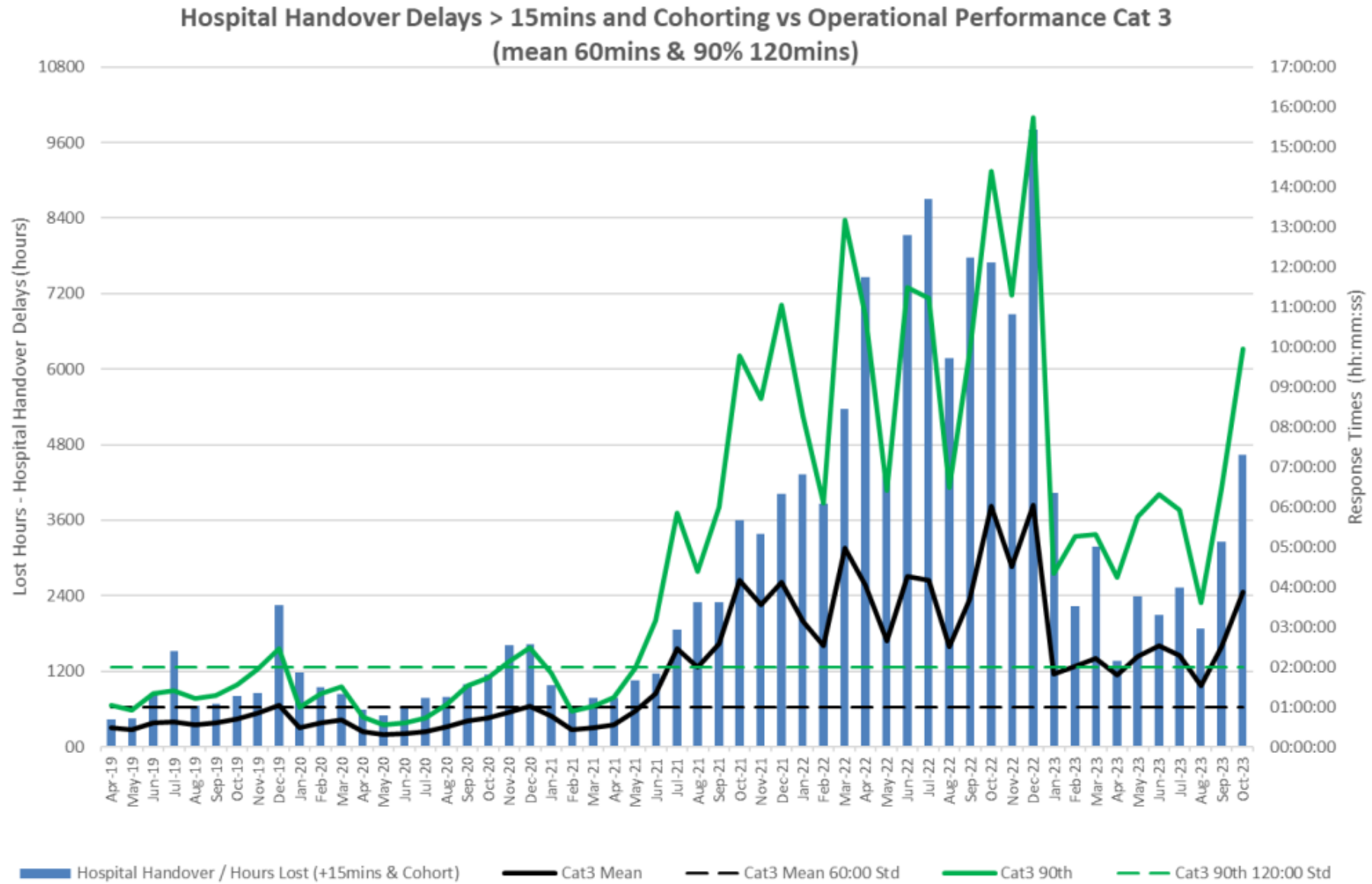


Operational Demand & Handover Delays



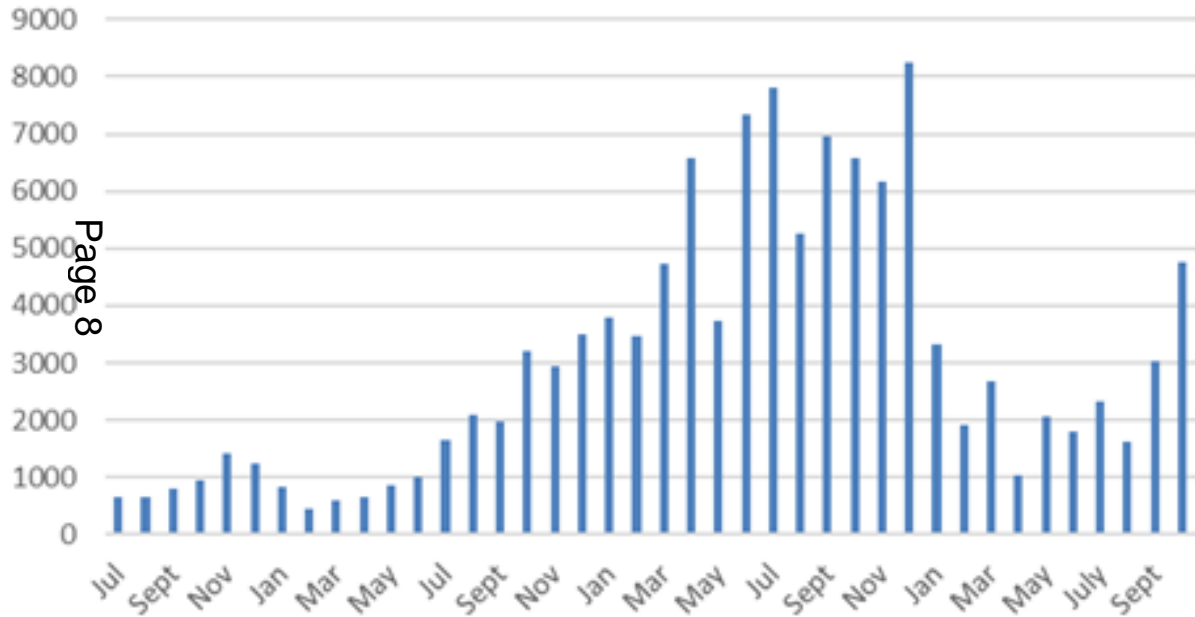




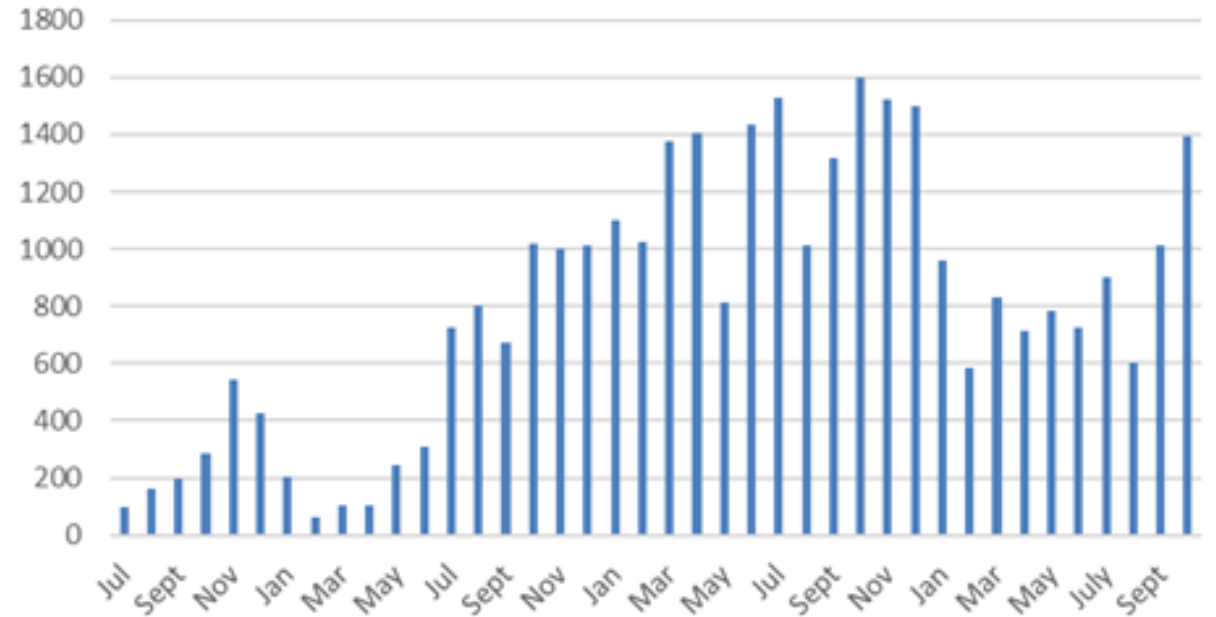


Lost Hours outside RSUH (UHNM)

RSUH - Total Lost Hours



RSUH Over Hour Delays



Performance for October 2023 by post code – Staffs and Stoke on Trent

	Category 1			Category 2			Category 3		
	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt	Mean (mm:ss)	90th centile (mm:ss)	Inc Cnt
NHS STAFFORDSHIRE AND STOKE ON TRENT	9:13	16:10	1,757	53:51	124:48	8,173	232:48	596:50	2,677

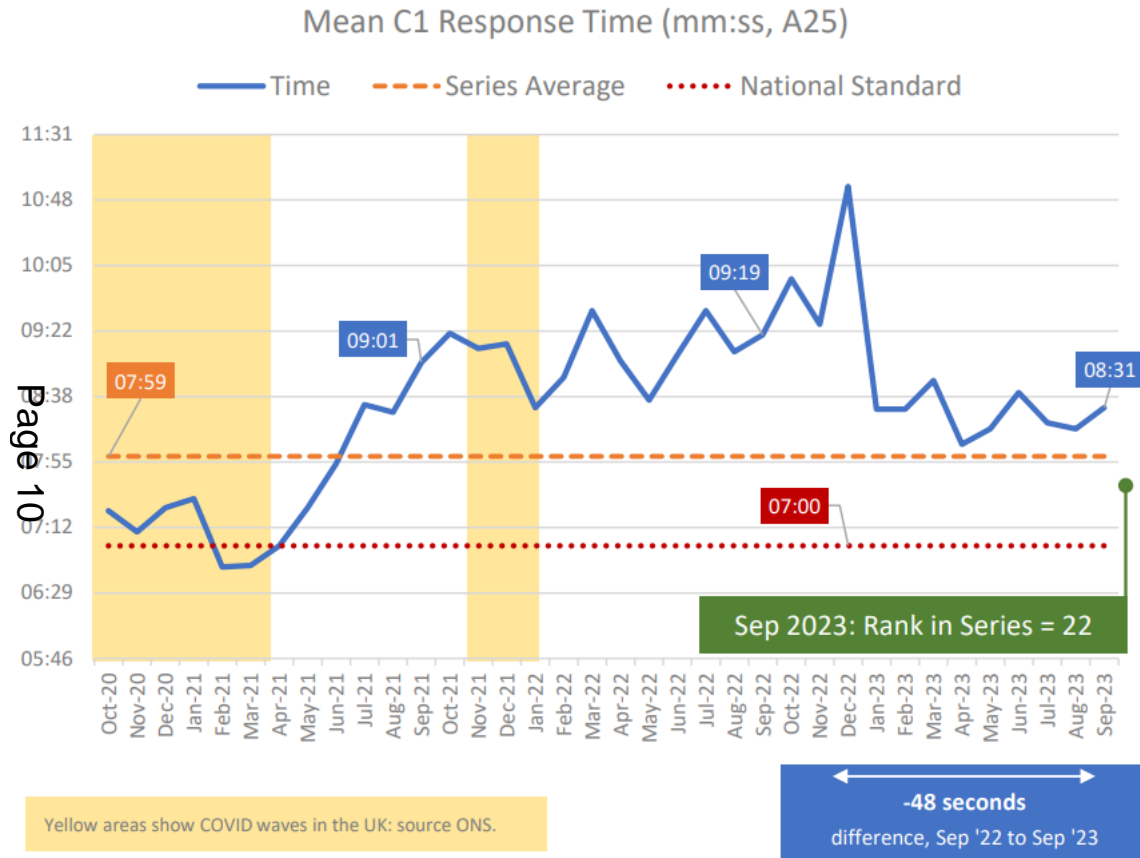
Page 9

B74	13:12	18:38	3	49:27	111:20	22	1136:25	1136:25	1			-
B75			-			-	29:21	29:21	1			-
B77	11:24	18:57	73	67:00	158:08	274	263:38	596:50	122	533:50	731:23	2
B78	11:07	16:16	25	58:31	127:47	99	68:36	108:03	11	301:40	452:39	4
B79	11:29	18:57	37	60:07	135:03	182	297:49	738:25	53	33:52	33:52	1
CW12			-	32:09	32:09	1			-			-
CW2	16:28	16:28	1			-			-			-
CW3	13:04	19:34	5	38:36	62:35	33	371:51	903:41	11			-
DE13	10:16	19:03	48	59:50	146:50	287	285:21	666:38	100			-
DE14	10:31	17:21	52	57:33	138:11	204	210:46	485:44	75	94:34	239:01	3
DE15	13:27	22:42	21	70:23	153:42	107	271:26	511:50	37	79:03	79:03	1
DE6	20:06	20:06	1	72:37	125:50	17	426:05	680:10	6	1007:16	1007:16	1
DY10			-			-			-			-
DY11			-			-			-			-
DY3	9:52	12:27	6	25:44	49:35	40	230:25	567:25	17	221:14	221:14	1
DY6	8:56	8:56	1	17:42	27:39	4			-			-
DY7	10:42	14:33	5	28:40	51:12	70	113:55	274:11	26			-
DY8			-			-			-			-
N/V	6:53	11:14	3	48:53	101:22	34	213:22	593:51	9			-
SK11	18:32	18:32	1	72:50	125:10	4	268:36	268:36	1			-
SK17	16:27	24:27	8	120:48	211:29	6	105:46	164:58	3			-
ST1	5:45	8:40	90	44:36	114:30	268	219:34	573:05	102	532:38	981:09	2
ST10	13:50	23:11	29	66:12	143:36	157	254:33	703:04	40	215:00	622:04	3
ST11	11:51	16:56	14	55:30	109:00	61	281:57	870:04	26	334:06	334:06	1
ST12	8:56	11:28	4	63:48	123:29	25	218:59	477:04	14			-
ST13	14:14	21:28	36	56:30	142:13	178	266:30	724:36	56	348:08	369:15	2
ST14	14:06	23:03	30	54:10	115:38	148	249:06	691:32	48	379:50	433:55	2
ST15	9:48	16:23	27	44:52	89:33	163	152:57	420:37	50			-
ST16	6:04	11:23	63	39:51	82:57	279	163:18	398:04	98	88:36	127:51	2
ST17	7:35	11:34	52	45:11	94:35	235	224:07	564:28	66	143:56	333:02	3
ST18	8:40	14:05	24	45:42	90:19	120	227:00	616:13	42			-
ST19	12:40	20:29	11	51:04	108:57	114	211:12	511:23	52	429:53	429:53	1
ST2	8:21	14:13	61	54:38	139:05	365	225:32	570:05	85	213:04	359:51	4

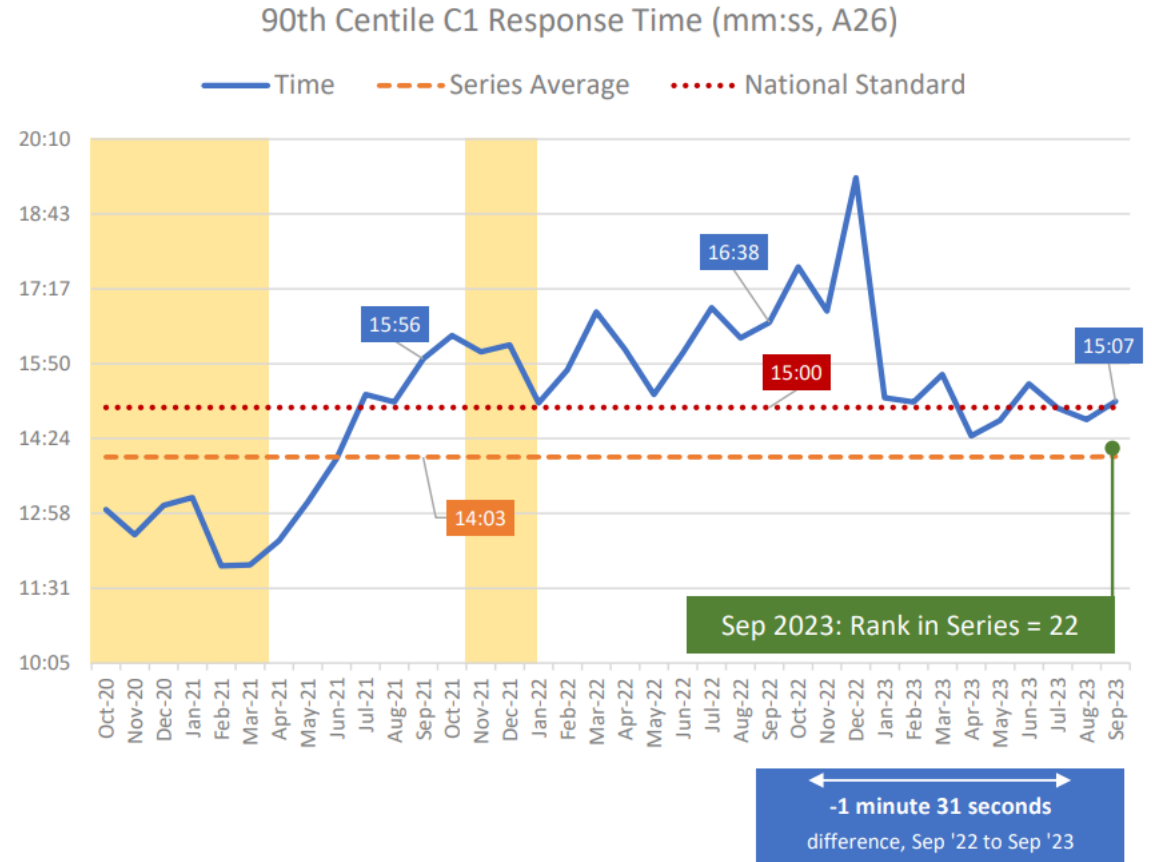
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ST21	14:07	19:21	15	51:13	119:43	29	266:01	475:11	13	44:17	44:17	1
ST3	8:13	11:53	107	54:18	132:04	483	240:36	566:28	144	392:11	1409:33	5
ST4	6:37	10:14	117	54:39	139:07	483	174:31	448:27	161	66:49	145:49	4
ST5	7:15	11:55	148	54:13	133:07	567	232:18	611:28	224	215:34	508:15	5
ST6	8:06	12:20	146	63:11	149:06	556	270:15	717:48	131	237:36	393:56	11
ST7	11:11	16:49	46	53:29	118:53	210	291:07	661:16	72	390:22	846:08	3
ST8	12:38	18:01	23	82:19	190:44	123	260:49	717:01	42			-
ST9	10:20	17:27	9	48:59	112:45	75	191:45	536:12	28	237:10	326:42	2
TF10			-	69:23	191:07	7	147:38	347:54	3			-
TF11			-	80:22	142:02	2	466:06	466:06	1			-
TF9	18:04	22:10	4	60:20	131:33	18	257:50	527:43	3			-
WS11	9:25	16:08	84	56:09	122:32	375	244:30	568:12	123	185:19	518:48	5
WS12	9:01	15:49	50	56:52	114:50	249	257:28	679:05	81	178:46	264:07	2
WS13	6:48	9:32	34	55:13	125:26	259	258:33	571:52	99	127:25	127:25	1
WS14	7:28	11:56	29	51:01	125:55	108	226:33	502:56	40			-
WS15	10:00	16:00	74	46:08	88:57	288	198:11	505:14	111	319:49	586:31	3
WS3			-			-			-			-
WS6	8:54	12:12	24	59:23	125:15	157	227:32	679:41	48	108:58	129:27	2
WS7	10:17	15:14	45	56:51	110:17	207	286:09	621:02	68	206:37	592:31	4
WS8	12:42	12:42	1			-			-			-
WS9	7:30	10:16	3	25:29	45:19	9	500:53	692:38	2			-
WW10	11:41	17:42	13	34:04	66:15	79	164:23	670:14	8	248:16	485:19	2
WW11	11:16	20:03	4	26:57	67:14	39	110:33	264:37	11			-
WW15			-	48:13	48:13	1			-			-
WW3			-	22:29	34:26	3			-			-
WW4	8:42	14:52	4	30:36	47:11	16	19:43	19:43	1	1053:28	1053:28	1
WW5	8:57	11:59	17	35:40	54:26	93	129:52	216:44	30			-
WW6	12:19	18:21	11	40:31	86:21	58	163:09	385:28	24			-
WW7			-	47:16	57:25	2			-			-
WW8	9:26	16:31	13	37:04	81:46	106	227:01	514:48	43	365:04	492:52	2
WW9	16:23	25:59	4	26:00	50:01	32	170:12	295:13	3			-

National position (up to and including September 2023)

1. Mean

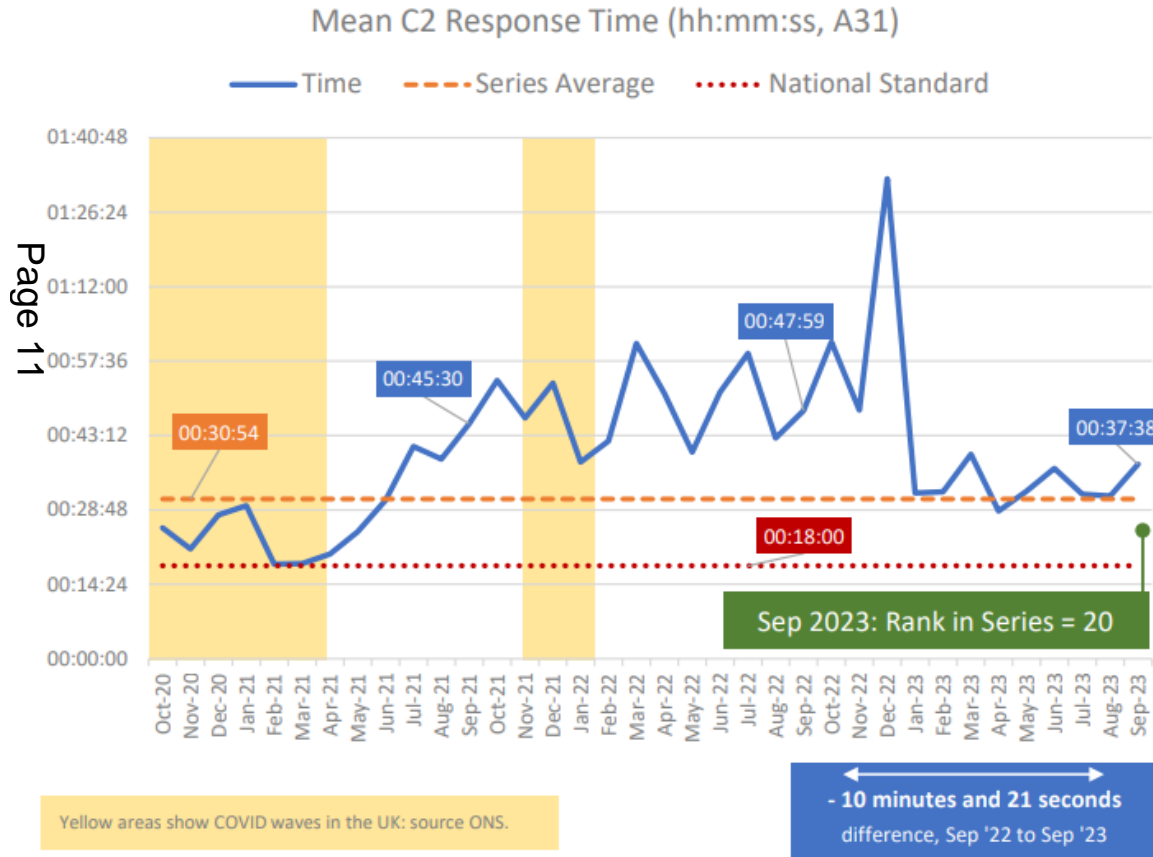


2. 90th Centile



Category-2 incidents saw response times slow for both measures. The Mean increased to 37-and-a-half minutes, and the 90th Centile to one-hour and 21-minutes. Although both slower than their relevant national standards, equally these times are faster than those recorded in September 2022.

1. Mean



2. 90th Centile

