

  
**Chiltern**  
**Clinical Commissioning Group**

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3<sup>rd</sup> February 2014

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Dear Angela

Thank you for your letter of 20 January regarding the response time performance of South Central Ambulance Service (SCAS) in Buckinghamshire. I understand you have also written to Aylesbury Vale CCG; this response is on behalf of both CCGs.

As you know, December saw unprecedented demand for 999 and this, along with wider pressures in the urgent care system, affected performance. There was an increase in hospital handover delays at both Wexham and Stoke Mandeville, and there were also periods where diverserts were in place due to systems declaring “Black” escalation.

Regarding your specific questions:

- Do you receive data on the number of red category calls each month that do not receive a response time within the target?

*Yes. This data is published each month in the Operational Performance Report and included in the Governing Body papers available to the public.*

- For these cases do you then receive data on how long the patient had to wait, and whether this wait had a detrimental impact on their outcome?

*We do not receive analysis of individual cases. SCAS review all breaches and impact of those delays, and cases of harm are escalated as Serious Incidents. The reasons for*

*the delay are reviewed to determine and implement improvement action. We receive this review data on a quarterly basis*

- Are you able to share the latest data you have, and provide some reassurance that patients are not being harmed by ambulance response times?

*The long wait data for December is as follows (average times; long wait is >30 minutes):*

<b>CCG</b>	<b>Red 1 (75%) in 8 minutes</b>	<b>Long waits</b>	<b>Red 2 (75%) in 8 minutes</b>	<b>Long waits</b>	<b>Red 19 (95% in 19 minutes)</b>	<b>Long waits</b>
Aylesbury	8 mins 41 sec	0	9mins 28 sec	30	23 minutes 14 sec	39
Chiltern	9 mins 50 sec	1	10 mins 1 sec	21	23 minutes 8 sec	69

For context the November data is in the table below, please note we only receive Red 19 data quarterly.

<b>CCG</b>	<b>Red 1 (75%) in 8 minutes</b>	<b>Long waits</b>	<b>Red 2 (75%) in 8 minutes</b>	<b>Long waits</b>	<b>Red 19 (95% in 19 minutes)</b>	<b>Long waits</b>
Aylesbury	7 minutes 30 sec	0	8mins 23 sec	3	Data only received qtrly	Data only received qtrly
Chiltern	9 mins 58 sec	0	9 mins 35 sec	9	Data only received qtrly	Data only received qtrly

As you can see, the December performance showed more long waits – as suggested by the performance challenges outlined. The audits on long waits have shown minimal harm but poor patient experience (for example, waiting in pain).

Nationally SCAS are monitored at an organisation-wide level (Thames Valley, Milton Keynes, Southampton, Isle of Wight, Portsmouth and Hampshire). We have agreed for the first time this year that they will report county-level performance on all national indicators, not just Thames Valley wide as formerly, although they continue to be performance monitored under our contract at the Thames Valley level. If performance on any parameter falls below standard for 3 consecutive months, SCAS is required to submit a rectification plan.

SCAS are continuing to expand their initiatives to improve performance, through work with the fire brigade to include Wycombe, Chesham and Amersham and at a later stage Aylesbury and Buckingham.

Yours sincerely



Dr Annet Gamell  
**Chief Clinical Officer**

Cc: Steve West, SCAS Local Area Director  
James Povey, Heath & Social Care Select Committee  
Lou Patten, Chief Officer, Aylesbury Vale CCG