



West Midlands Ambulance Service
University NHS Foundation Trust



MONTHLY Briefing

November 2023



Follow us on social media
by searching for
OfficialWMAS

WE WILL REMEMBER THEM

WMAS falls silent on Armistice Day to pay respect to those that made the ultimate sacrifice for our country...page 7



Also this month....Cardiac Arrest Survivor Thanks Ambulance Staff; WMAS Has The Best Hear and Treat Rates; Introducing New Mental Health Response Vehicles and much more...

Trust us to care.

Top Stories.....

Cardiac Arrest Survivor Thanks Ambulance Staff

Hearing a patient wants to reach out to thank you for saving their life after a cardiac arrest is hugely rewarding, but hearing they have gone on to train for the London Marathon reflects what the life-saving work of ambulance staff did for Mr Ali. Last month, Neil Hawkins and Adam Knights from Erdington and Morgan Thornton and Rachel

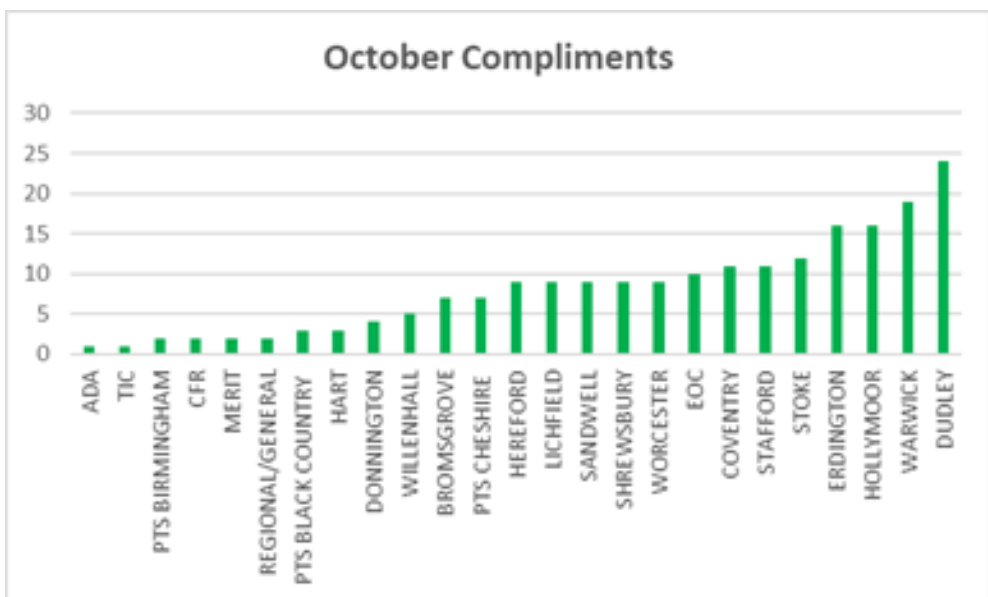


Drew from Hollymoor were reunited with Mr Ali at Hollymoor Hub. Rachel said: "We were honoured that Mr Ali got in touch asking to meet us. We are proud of the job we do and that we were able to help him when he needed us. He is a fantastic inspiration to all those who suffer from and are lucky enough to survive a cardiac arrest, he is planning on running the London Marathon for British Heart Foundation and is spreading the news about learning CPR. Meeting him was a real encouragement to all of us and shows that early CPR saves lives."

Over 200 Compliments

Despite rising hospital handover delays and longer response times, the public have made their feelings clear by sending in 203 compliments during October. While our work is, once again, becoming challenged, the difference we make to patients cannot be underestimated.

Trust Chief Executive, Anthony Marsh, said: "It is all too easy to see all the problems out there and forget the reasons why we joined the service – our ability to make a difference to the lives of others. Whatever role staff play within our Trust, they help to save lives and the fact that so many people have chosen to write, email or contact us via social media shows just how important our job is. While not everyone will have received a personal note of thanks, they should be under no illusion that the job they do makes a difference and we should all be immensely proud of that."



Trust us to care.

Top Stories.....

WMAS Has Best Hear and Treat Rates

Figures released at the recent Trust Board meeting show WMAS has the best hear and treat rates in the country. It comes after the Trust invested heavily in paramedics and nurses in the control rooms. The statistics show that so far this year 18.1% of calls have been dealt with over the phone. The data also shows that only 49.1% of patients are taken to A&E with a further 3.7% taken to other locations including Same Day Emergency Care services and alternative treatment centres. However, there is regional variation: the highest H&T rate is in Birmingham & Solihull at 22.2%; Shropshire Telford & Wrekin has the highest See and Treat rate at 32.4%; the highest conveyance rate is in Hereford & Worcester at 56.7%; and Staffordshire and Stoke has the highest conveyance rate to non ED locations at 5.6%. Director of Performance and Improvement, Nathan Hudson, said: "The call handlers and Clinical Validation Team have been doing an exceptional job in reducing the pressure on frontline crews, which should be highlighted and welcomed by us all. It is perhaps no surprise that there is regional variation given the alternative services in Birmingham are more numerous than some of the rural areas, but the work of crews in those rural areas must also be highlighted for the way they find ways of getting patients the treatment they need without having to take them to hospital."

Incredibly Busy Month With No Improvement in Delays

October proved to be an incredibly busy month for the Trust with the worst hospital delays this year. In total, over 9,000 patients waited over an hour to be handed over with the longest delay 18 hours 5 minutes; 27,591 hours were lost by crews waiting outside hospitals. With the Trust assisting other services a total of 178,087 emergency calls were taken by call assessors in Stafford and Brierley Hill. Trust Chief Executive, Anthony Marsh said: "We all know that long delays are bad for patients and staff. There is now an acceptance that there is a direct correlation that long delays lead to long response times and sadly we have seen a rise in patients coming to harm, mainly in the community when we simply don't get there quickly enough but also patients on stretchers outside A&E departments who are developing pressure sores. I do not underestimate the impact it has on you our staff too, with delayed meal breaks, late finishes and the impact it has on your home life. Only yesterday, NHS England wrote to all of the ICBs in the region urging them to redouble their efforts to make the necessary changes to reduce delays so that harm to patients and staff are reduced."



Trust Raises Risk Ratings Back to 25

An extraordinary meeting of Trust Board has once again raised the risk rating for hospital handover delays and call stacking to 25; the highest possible. Board members were told that increasing hospital handover delays were tracking almost exactly the same as 2021-22 which led onto the worst delays ever. Trust Chairman, Prof. Ian Cumming, said: "This move signifies just how seriously we take the current situation. The data clearly shows that hospital handovers are leading to harm coming to patients and having a massive impact on staff with missed mealbreaks and late finishes." Delays have increased steadily this year from 10,671 lost hours in April to 15,777 in August, before rising rapidly to 22,510 in September, and 27,591 for October. Trust Chief Executive, Anthony Marsh, added: "Raising the risk to 25 shows everyone just how serious the situation is for patients and staff alike. Sadly, we are nowhere near the level of response that we would want to see and that is bad news for everyone. Before the pandemic, crews used to attend eight jobs in a shift; now they are lucky to get to three or four! Today we are losing up to 70 12-hour shifts a day due to the delays. That leads to a direct correlation between delays and how quickly we get to patients. We can see the impact this has on staff wellbeing and it has also led to a rise in Serious Incidents where harm has come to our patients."

Top Stories.....

Less Than 10% of Jobs Are Out of Area

Figures released at last month's Regional Partnership Forum show that only 6.7% of cases during October were carried out by crews who were out of their own area. Black Country crews did most cases out of area at 2,851, more than 1,300 of which were in Birmingham; the other areas were all net importers of ambulance resources. Director of Performance and Improvement, Nathan Hudson, said: "Of the 69,112 cases that crews responded to, just 4,634 were from crews out of their own area. We are working very hard to keep staff close to their own hubs. Sandwell crews did the biggest proportion of their cases out of their own area (17% / 988), with Dudley next (16% / 1,093) and Willenhall (13% / 770). Through our policies we are trying to reduce the number of out of area cases, particularly at the end of shifts but accept there is more work to be done."

| October 2023 | Hubs | | | | | | |
|------------------------------------|-------|------|-----|--------|-----|-------|-------|
| | B'ham | BC | C&W | Staffs | H&W | Shrop | Total |
| Birmingham & Solihull ICS | | 1321 | 152 | 33 | 114 | 10 | 1630 |
| Black Country ICS | 303 | | 0 | 115 | 22 | 26 | 466 |
| Coventry & Warwickshire ICS | 107 | 34 | | 58 | 70 | 0 | 269 |
| Staffordshire & Stoke on Trent ICS | 86 | 963 | 65 | | 3 | 80 | 1197 |
| Hereford & Worcester ICS | 254 | 370 | 33 | 1 | | 49 | 707 |
| Shropshire, Telford & Wrekin ICS | 4 | 163 | 1 | 71 | 126 | | 365 |
| Total | 754 | 2851 | 251 | 278 | 335 | 165 | |

Trust to Increase Operational Manager Numbers

As a result of the increasing hospital handover delays, the Trust is to double run Ops Managers at a number of larger sites. With many more crews stuck for extended periods at hospital, there has been a rise in the number of cases that OMs are being sent to as the only resource available for Cat 1s such as cardiac arrests. Director of Performance and Improvement, Nathan Hudson, told the regional Partnership Forum that he recognises the pressure that our OMs are under. He said: "Many of them have told me that they are not getting the time to support staff due to the number of cases that they are responding to, so by double running, I hope that we can not only support staff, but also support our OMs. Almost 40 development OMs have just completed their training which provides us with a bit of flexibility, which is timely. We will keep the situation under control and if we need to go further, we will do so."

Chief's "Thank You" to NACC Staff Officers

The National Ambulance Co-ordination Centre is hosted by WMAS and has been 'stood up' for over four years. Initially for winter pressures, it has played a huge role in supporting the ambulance sector through challenges including flooding, the pandemic and industrial action. NHS England has now brought the role into the national operations centre, but the NACC remains able to be stood up, should it be required, for example in the event of mutual aid being required following a major incident. Chief Executive, Anthony Marsh, thanked the staff for their incredible work, and said: "I recognise the importance of their working on behalf of the National Ambulance Resilience Unit. You have had a real impact on emergency preparedness, resilience and response nationally. Your work is held in extremely high regard due to the professionalism and expertise shown by those working in it". The staff will return to their substantive roles. Chief of Staff and Head of Enhanced Car, Aidan Brown, said: "I am hugely grateful for the hard work of the team, and want to thank all of the staff who've worked there over the years."



Trust us to care.

News.....

Introducing New Mental Health Response Vehicles

Ambulance staff will know just how much of an increase there has been in the number of mental health patients we see, so will welcome the launch of the new Mental Health Response Vehicles (MHRVs) across five of the six Integrated Care Systems. Having launched recently, the MHRVs, which will be based at



at

Coventry, Hollymoor, Shrewsbury, Stoke and Worcester will provide a first-line specialist response to mental health presentations and help deliver high quality, safe and effective care to this extremely vulnerable group of patients. The vehicles will be staffed by Specialist Mental Health Paramedics, who have recently completed an intensive three-week training programme, and either a student paramedic or technician who will have the opportunity to enhance their understanding and knowledge of managing mental health presentations. Head of Clinical Practice (Mental Health), Richard Corral, said: "We are grateful to the five ICBs for supporting this exciting new service. We recognise there is more we can do to support these patients and direct them to the most appropriate pathways. This represents a huge opportunity for the Trust to meet their needs and establish parity of esteem between physical and mental health needs."

Chiefs Discuss Mental Health Cases

Chief Executive Anthony Marsh has met his opposite number at West Midlands Police with mental health one of the key topics discussed. Mr Marsh met Craig Guilford to discuss topics ranging from JESIP and challenges across the



blue light sector, but the matter that took up most time was how the two organisations can ensure mental health patients get the most appropriate responses and care. They were joined by Chief Superintendent, Kim Madill, who is the mental health lead for West Midlands Police. Mr Marsh said: "I was really pleased with the discussions. While it is true that the police have rightly stepped back from many routine mental health cases, Mr Guildford was absolutely clear on his commitment that officer would be there to support our crews if we are dealing with a violent case. We also agreed to work together to ensure the flags that are on addresses for violence and other similar concerns are kept up to date so that staff have the latest information available before they arrive at an address. Staff should be reassured by our meeting and our shared vision of supporting each other."

Trust us to care.

News.....

Launch of Student Network

The new Student Network got up and running last month with a launch event that highlighted the shared vision of breaking down barriers. The event, which took place at Sandwell Hub, brought both internal student paramedics together with those who are undertaking their learning with the Trust's partner universities. Head of Student Engagement, Safety & Wellbeing, Suman Bhambra-Thompson, said: "The Network is aimed at external and internal students, apprentices and other learners and will sit alongside the five existing networks. It will be run by the students and apprentices and provide a safe space to chat through issues. From our discussions, we all felt it that it would provide an opportunity for peer support for individuals who may be facing challenge in the learning environment or their studies. I'm looking forward to the Network appointing a chair or co-chairs and I'm delighted that Nick Henry, our Paramedic Practice & Patient Safety Director, will be our Executive Sponsor. It was a really positive start and I hope many more students and other learners will come and join us as we go forward with the Network so that we can positively influence change."



Trust's First Culture Day is a Big Success

Tasty treats, tales of cultural journeys and Reiki sessions were the order of the day at Sandwell Hub as the ONE Network hosted the Trust's first Culture Day. The day began with a session from Freedom To Speak Up Lead Guardian Pippa Wall and Guardian, Lucy Butler, before Shrewsbury paramedic Neil Jones talked about his cultural journey and how he has discovered holistic treatments and the benefits they bring. The lunch break not only provided a chance to enjoy some fantastic food, but also lots of networking, before Paramedic Patient Safety Director, Nick Henry, discussed his career journey with WMAS and his cultural upbringing. There was also time for some Reiki for anyone who wanted to give it a go, with Neil offering taster sessions. Co-Chair of the ONE Network, Karina Graham, said: "It was fantastic to see so many people coming along throughout the day to learn about other people's cultures and share their own stories at the same time. It was a productive day and we are hopeful of turning it into an annual event, that will continue to grow. I would like to say a big thank you to everyone who made the day possible and for everyone who came along and took part."



Remembering the Victims of Our Roads

In November, thousands of people across Britain took time to remember the victims of our roads. The World Day of Remembrance for Road Traffic Victims is commemorated on the third Sunday of November each year. This year it was particularly poignant for the remembrance service in Warwickshire as it marked the 30th anniversary of a fatal minibus crash on the M40 which claimed the lives of 12 children and an adult. Operational Support Service Director, Craig Cooke, attended the service to represent the Trust along with colleagues from Police, Fire and Warwickshire Road Safety Partnership. Craig said: "Whilst I wasn't on duty that night, I worked at Warwick Station at the time and worked alongside many of the staff who attended this incident. Many of the staff have since retired so I hope my attendance was a fitting memory to the work they did on that tragic night 30-years ago. Sadly, far too many of us have been involved in serious and fatal crashes in one role or another, so it was a privilege to represent you and pay respects to all those who have been affected by road traffic accidents."



Trust us to care.

News.....

Two Nominations, One National Winner

Two staff from the Finance Department received prestigious nominations for national awards recently. Remone Williams and Rob Lampitt were recognised for their work at the annual One NHS Finance Value Maker Conference. The event sees staff from NHS Finance meet to share learning and best practice and recognises achievements within NHS finance nationally. Head of Financial Management, Kim da Silva, said: "There are 100's of nominations from across the country so to have two WMAS staff reach the finals is a huge achievement. I couldn't be happier as they both richly deserve the recognition." The nominations were assessed by an independent panel made up of finance professional from across the country. Remone was not only nominated but was also the overall winner in his category and was presented with his award by Susanne Robinson, Chief Finance Officer at Greater Manchester Mental Health NHS Foundation Trust."



Remone Williams, Senior Income, Contracts & Planning Accountant, was recognised as the Champion of Change. Rob Lampitt, Stores Manager, was recognised as the Team Player. Both staff were nominated for their exceptional work and leadership within the Finance Department.

- **Champion of Change - Remone Williams, Senior Income, Contracts & Planning Accountant:** This recognises an individual who demonstrates a deep understanding of embracing and enabling change in their daily job. Remone is always keen to improve things for the better designing new systems, recording webinars or hosting training to ensure all staff are comfortable with the process and, if needed, book 1-2-1 sessions. He is a credit to the team and the NHS.
- **Team Player - Rob Lampitt, Stores Manager:** Whether it's supporting the Commonwealth Games, managing the roll-out of the Trust's flu programme or moving the entire team into a new location, Rob gets straight in there and comes up with practical solutions. Based on strong leadership, excellent planning, and communication skills, Rob leads with pride and compassion and as a result his team receive endless thank you messages.

We Will Remember Them

Staff and volunteers from across the region took time to pay their respects on Armistice Day and also Remembrance Sunday to those who made the ultimate sacrifice. Staff and volunteers from across all roles within the Trust took part in no fewer than 34 events in the region as well as at the Cenotaph in London. Operational Support Service Director Craig Cooke, who joined the Trust's Ceremonial Unit in Birmingham, said: "As ever, it is a privilege to represent the ambulance service remembering those who have served or lost their lives. Thank you to all staff and volunteers who represented the Trust at parades around the Region." Head of Diversity and Inclusion, Mohammed Ramzan said: "At 11am on the 11th November, the nation fell silent in honour of all our fallen soldiers, past and present, their sacrifices and that of all the families, both here in Britain and abroad. As more and more time passes it becomes more important than ever for us to share the realities of the Great War and remind ourselves that even then it was the strength of our diversity and the involvement of people from across the British Empire that helped us to succeed."



Trust us to care.



WMAS Round-Up

November 2023: The Numbers



Welcome to the latest monthly stats round-up where we look at performance and demand across the 999 emergency service, control rooms and the Trust's Patient Transport Service.

999 Emergency Service



164,493 emergency contacts (inc. all 999 calls, duplicates, events & 111 referrals). **10.5% increase** on Nov '22

84,218 unique incidents
Average of 2,807 a day
0.5% decrease on Nov '22

27,448 hours lost due to regional hospital handover delays - **9.3% decrease** on Nov '22

Hear & Treat
15,806 patients treated over the phone
18.6% increase on Nov '22

See & Convey
45,257 patients conveyed for further treatment
0.3% decrease on Nov '22



159,889 999 calls received compared to 144,869, an **increase** of 10.3% on Nov '22

0 mins 02 seconds, the mean answering time compared to 0.12 in Nov '22

78.2% of addresses matched in less than 60 seconds, compared to 77.2% in Nov '22

Patient Transport Service



68,527 journeys undertaken across all contracts
6.5% decrease on Nov '22

34,224 Renal journeys (including aborted)
3.2% decrease on Nov '22

3,628 aborted journeys
9.1% decrease on Nov '22