Overview and Scrutiny Committee						
Title: London ambulance service response times in 2016: update						
Author:	Scrutiny Manager (Healthier Communities Select Committee)	19 July 2016				

1. Background

- 1.1 In September 2015, the Public Spending in Lewisham Working Group found that, between July 2014 and July 2015, the ambulance response times for Category A (immediately life-threatening) calls in Lewisham in were below target and below the response times in neighbouring boroughs.
- 1.2 The Working Group recommended that the London ambulance service 'focus its attention on understanding and addressing the reasons behind this discrepancy, and report their findings to the Overview and Scrutiny Committee.'1
- 1.3 In May, the Chair of the Committee asked for a short briefing on London ambulance response times up to April 2016. Since then, the London ambulance service has published data for May and June 2016 as well.

2. Recommendation

2.1 It is recommended that:

The Committee notes the content of the report – and the additional information from the London Ambulance Patients' Forum – and directs questions to officers in attendance at the meeting on 19 July.

3. Response times – January to April 2016

3.1 Between January and April 2016, 57.5% of ambulance responses to category A incidents in Lewisham were within the target time of eight minutes. This was more than ten percentage points below the target of 70% and the best performing area in south-east London – Lambeth (68%).

Category A (immediately life-threatening) response times: target 70% within eight minutes

	Jan-16	Feb-16	Mar-16	Apr-16	Average
NHS Lambeth CCG	68.5%	63.3%	67.1%	72.9%	68.0%
NHS Southwark CCG	66.7%	62.5%	68.3%	72.5%	67.5%
NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	60.7%
NHS Bexley CCG	56.2%	54.0%	55.5%	66.7%	58.1%
NHS Lewisham CCG	57.0%	54.6%	56.4%	62.1%	57.5%
NHS Bromley CCG	55.7%	51.7%	54.8%	59.1%	55.3%
LAS Total	61.1%	56.6%	58.2%	64.8%	

Source: London Ambulance Service NHS Trust

The Public Spending in Lewisham Working Group, *Public Spending in Lewisham*, September 2015

4. Response times – January to June 2016

4.1 As the table below shows, like most other areas across London, response times in Lewisham have improved over the course of the year. In January, 57% of ambulance responses to category A incidents were within eight minutes – by June this figure was 64.8%. The average across London for January was 61.1% – by June this was 65.2%. See full table in appendix.

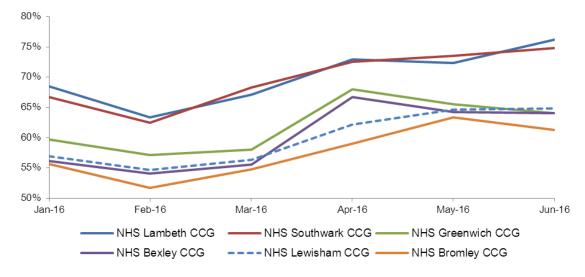
Category A (immediately life-threatening) response times: target 70% within eight minutes

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Average
NHS Lambeth CCG	68.5%	63.3%	67.1%	72.9%	72.3%	76.2%	70.1%
NHS Southwark CCG	66.7%	62.5%	68.3%	72.5%	73.6%	74.8%	69.7%
NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	65.6%	64.0%	62.1%
NHS Bexley CCG	56.2%	54.0%	55.5%	66.7%	64.2%	64.0%	60.1%
NHS Lewisham CCG	57.0%	54.6%	56.4%	62.1%	64.7%	64.8%	59.9%
NHS Bromley CCG	55.7%	51.7%	54.8%	59.1%	63.4%	61.2%	57.6%
LAS Total	61.1%	56.6%	58.2%	64.8%	65.3%	65.2%	

Source: London Ambulance Service NHS Trust

- 4.2 The latest data also shows that the average in Lewisham has increased from 57.5% (over January to April) to 59.9% (over January to June). The number of on-target responses was 64.8% in the month of June this is less than 0.5% below the London average for that month.
- 4.3 As the chart below highlights, Lewisham also had the third highest average in south-east London in June. However, the gap between Lewisham and second-placed Southwark was 10%.

% of ambulance responses with eight minutes, 2016



5. Best and worst response times across London

5.1 Across London, between January and June 2016, the highest proportion of ambulance response times within the target time was in Merton – 77.9%. This is 13 percentage points higher than Lewisham.

5.2 From January to June, the number of on target response times in Merton increased by around four percentage points. Over the same period, the number of on-target response times in Lewisham increased by nearly eight percentage points. Only Southwark (8.1%) and Havering (9.8%) had larger increases – see appendix for full table.

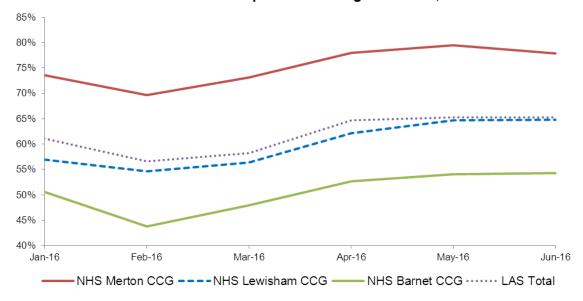
Category A (immediately life-threatening) response times: target 70% within eight minutes

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Average
NHS Merton CCG	73.6%	69.7%	73.2%	78.0%	79.5%	77.9%	75.3%
NHS Lewisham CCG	57.0%	54.6%	56.4%	62.1%	64.7%	64.8%	59.9%
NHS Barnet CCG	50.6%	43.8%	48.0%	52.7%	54.1%	54.4%	50.6%
LAS Total	61.1%	56.6%	58.2%	64.8%	65.3%	65.2%	

Source: London Ambulance Service NHS Trust

5.3 Between January and June, Barnet remains the area with the lowest proportion of ambulance response times within the target time – with 50.6%. This is more than nine percentage points lower than Lewisham.

% of ambulance responses with eight minutes, 2016



For further information please contact John Bardens, Scrutiny Manager, on 02083149976 or email john.bardens@lewisham.gov.uk,

Appendix – data for whole of London, ranked by average for 2016

Category A (immediately life-threatening) response times (target 70% within eight minutes)

NHS Kingston CCG NHS Central London CCG 72.4% 68.8% 67.5% 77.5% 72.6% 77.5% 77		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Average
NHS Central London CCG NHS Lambeth CCG 68.5% 63.3% 67.1% 72.9% 72.3% 75.2% 70.0% NHS Hammersmith and Fulham CCG 68.5% 66.8% 62.9% 67.3% 74.3% 73.0% 74.0% 70.0% NHS Southwark CCG 66.7% 62.5% 68.3% 72.2% 71.7% 73.3% 69.2% NHS Wandsworth CCG 66.7% 66.6% 62.5% 68.3% 72.2% 71.7% 73.3% 69.2% NHS Camden CCG 66.9% 61.3% 66.9% 61.3% 66.4% 72.1% 69.7% 71.8% 68.1% NHS Tower Hamlets CCG 66.6% 63.5% 66.6% 63.5% 60.6% 70.7% 69.8% 68.3% 68.3% 66.4% NHS West London CCG 66.7% 58.8% 63.6% 70.7% 68.2% 67.3% 68.3% 66.4% NHS West London CCG 66.7% 58.8% 63.6% 70.7% 68.2% 67.3% 68.3% 66.4% NHS West London CCG 63.3% 59.6% 63.6% 70.7% 68.2% 67.3% 68.3% 66.4% NHS West London CCG 63.3% 59.6% 63.6% 70.7% 68.2% 67.3% 65.4% NHS Bavering CCG 61.8% 58.3% 56.1% 56.4% 66.6% 65.5% 66.5% 66.5% 66.5% 66.5% 67.5% 68.3% 62.6% NHS Greenwich CCG 69.5% 59.9% 57.1% 58.1% 68.0% 65.6% 64.0% 62.1% NHS Newham CCG 62.4% 57.0% 56.4% 68.6% 64.5% 64.5% 65.1% 64.0% 62.1% NHS Newham CCG 61.8% 55.4% 60.8% 66.6% 64.3% 63.5% 61.8% NHS Richmond CCG 61.3% 56.5% 57.3% 65.6% 64.3% 62.1% 64.3% 62.1% 64.3% 62.1% 64.3% 62.1% 64.3% 64.9% 63.9% 61.3% NHS Barking and Dagenham CCG 61.2% 58.8% 58.8% 58.8% 58.8% 63.4% 63.4% 63.9% 61.3% NHS Barking and Dagenham CCG 59.6% 55.0% 55.0% 56.8% 66.8% 66.8% 60.9% 60.8% 60.6% 60	NHS Merton CCG	73.6%	69.7%	73.2%	78.0%	79.5%	77.9%	75.3%
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NHS Hammersmith and Fulham CCG	NHS Central London CCG	72.4%	63.6%	67.5%	70.9%	71.8%	75.4%	70.3%
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NHS Wandsworth CCG 67.8% 60.9% 69.3% 72.2% 71.7% 73.3% 69.2% NHS Camden CCG 66.9% 61.3% 66.4% 72.1% 69.7% 71.8% 68.1% NHS Tower Hamlets CCG 66.6% 63.5% 60.6% 70.7% 72.6% 71.3% 67.5% NHS Sutton CCG 66.6% 63.5% 60.6% 70.7% 72.6% 71.3% 67.5% NHS West London CCG 63.3% 59.6% 63.6% 70.9% 69.8% 68.3% 65.4% NHS Havering CCG 59.9% 60.7% 58.0% 67.0% 66.4% 69.7% 63.6% NHS Gity and Hackney CCG 61.8% 58.3% 56.1% 66.6% 65.7% 68.3% 62.8% NHS Islington CCG 63.7% 56.1% 56.6% 66.5% 67.5% 62.6% NHS Greenwich CCG 59.7% 57.1% 58.1% 66.6% 65.7% 62.6% NHS Billington CCG 60.5% 59.9% 59.9% 63.8% <td< td=""><td>NHS Hammersmith and Fulham CCG</td><td>68.3%</td><td>62.9%</td><td>67.3%</td><td>74.3%</td><td>73.0%</td><td>74.0%</td><td>70.0%</td></td<>	NHS Hammersmith and Fulham CCG	68.3%	62.9%	67.3%	74.3%	73.0%	74.0%	70.0%
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NHS Newham CCG 62.4% 57.0% 56.1% 65.6% 64.5% 65.1% 61.8% NHS Richmond CCG 58.5% 55.4% 60.8% 66.7% 64.3% 62.1% 61.3% NHS Hounslow CCG 61.3% 56.5% 57.3% 65.3% 63.4% 63.7% 61.3% NHS Barking and Dagenham CCG 61.2% 58.8% 54.3% 63.1% 64.9% 63.9% 61.1% NHS Bexley CCG 56.2% 54.0% 55.5% 66.7% 64.2% 64.0% 60.1% NHS Lewisham CCG 57.0% 54.6% 56.4% 62.1% 64.7% 64.8% 59.9% NHS Ealing CCG 59.6% 55.0% 56.8% 61.8% 62.4% 60.3% 59.3% NHS Redbridge CCG 61.5% 57.4% 53.5% 58.5% 60.9% 60.9% 58.8% NHS Brent CCG 56.2% 54.1% 56.8% 59.2% 64.3% 59.8% 58.4% NHS Bromley CCG 55.7% 51.7% 54.8%	NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	65.6%	64.0%	62.1%
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NHS Ealing CCG 59.6% 55.0% 56.8% 61.8% 62.4% 60.3% 59.3% NHS Redbridge CCG 61.5% 57.4% 53.5% 58.5% 60.9% 60.9% 58.8% NHS Brent CCG 56.2% 54.1% 56.8% 59.2% 64.3% 59.8% 58.4% NHS Harrow CCG 56.9% 55.3% 53.1% 60.8% 58.9% 63.9% 58.2% NHS Bromley CCG 55.7% 51.7% 54.8% 59.1% 63.4% 61.2% 57.6% NHS Croydon CCG 55.7% 51.8% 54.4% 58.6% 58.9% 59.2% 56.4% NHS Waltham Forest CCG 55.0% 51.7% 48.9% 54.4% 61.1% 60.5% 55.2% NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Barnet CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Bexley CCG	56.2%	54.0%	55.5%	66.7%	64.2%	64.0%	60.1%
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NHS Brent CCG 56.2% 54.1% 56.8% 59.2% 64.3% 59.8% 58.4% NHS Harrow CCG 56.9% 55.3% 53.1% 60.8% 58.9% 63.9% 58.2% NHS Bromley CCG 55.7% 51.7% 54.8% 59.1% 63.4% 61.2% 57.6% NHS Croydon CCG 55.7% 51.8% 54.4% 58.6% 58.9% 59.2% 56.4% NHS Waltham Forest CCG 55.0% 51.7% 48.9% 54.4% 61.1% 60.5% 55.2% NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Ealing CCG	59.6%	55.0%	56.8%	61.8%	62.4%	60.3%	59.3%
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NHS Bromley CCG 55.7% 51.7% 54.8% 59.1% 63.4% 61.2% 57.6% NHS Croydon CCG 55.7% 51.8% 54.4% 58.6% 58.9% 59.2% 56.4% NHS Waltham Forest CCG 55.0% 51.7% 48.9% 54.4% 61.1% 60.5% 55.2% NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Brent CCG	56.2%	54.1%	56.8%	59.2%	64.3%	59.8%	58.4%
NHS Croydon CCG 55.7% 51.8% 54.4% 58.6% 58.9% 59.2% 56.4% NHS Waltham Forest CCG 55.0% 51.7% 48.9% 54.4% 61.1% 60.5% 55.2% NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Harrow CCG	56.9%	55.3%	53.1%	60.8%	58.9%	63.9%	58.2%
NHS Waltham Forest CCG 55.0% 51.7% 48.9% 54.4% 61.1% 60.5% 55.2% NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Bromley CCG	55.7%	51.7%	54.8%	59.1%	63.4%	61.2%	57.6%
NHS Enfield CCG 54.9% 46.1% 47.1% 55.5% 56.6% 54.1% 52.4% NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Croydon CCG	55.7%	51.8%	54.4%	58.6%	58.9%	59.2%	56.4%
NHS Haringey CCG 56.1% 44.4% 45.7% 53.3% 56.8% 52.1% 51.4% NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Waltham Forest CCG	55.0%	51.7%	48.9%	54.4%	61.1%	60.5%	55.2%
NHS Barnet CCG 50.6% 43.8% 48.0% 52.7% 54.1% 54.4% 50.6%	NHS Enfield CCG	54.9%	46.1%	47.1%	55.5%	56.6%	54.1%	52.4%
	NHS Haringey CCG	56.1%	44.4%	45.7%	53.3%	56.8%	52.1%	51.4%
Average 61.1% 56.6% 58.2% 64.8% 65.3% 65.2%	NHS Barnet CCG	50.6%	43.8%	48.0%	52.7%	54.1%	54.4%	50.6%
	Average	61.1%	56.6%	58.2%	64.8%	65.3%	65.2%	

Source: London Ambulance Service NHS Trust