

<b>Overview and Scrutiny Committee</b>		
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.*’<sup>1</sup>
- 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%
<b>NHS Lewisham CCG</b>	<b>57.0%</b>	<b>54.6%</b>	<b>56.4%</b>	<b>62.1%</b>	<b>57.5%</b>
NHS Bromley CCG	55.7%	51.7%	54.8%	59.1%	55.3%
<b>LAS Total</b>	<b>61.1%</b>	<b>56.6%</b>	<b>58.2%</b>	<b>64.8%</b>	

Source: London Ambulance Service NHS Trust

<sup>1</sup> 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

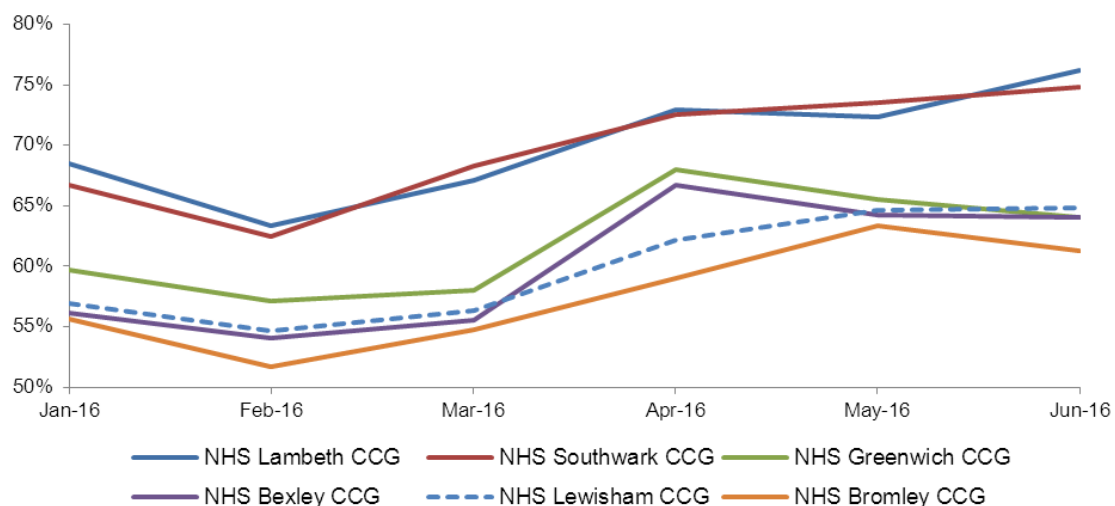
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Average
NHS Lambeth CCG	68.5%	63.3%	67.1%	72.9%	72.3%	76.2%	70.1%
NHS Southwark CCG	66.7%	62.5%	68.3%	72.5%	73.6%	74.8%	69.7%
NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	65.6%	64.0%	62.1%
NHS Bexley CCG	56.2%	54.0%	55.5%	66.7%	64.2%	64.0%	60.1%
<b>NHS Lewisham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

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.

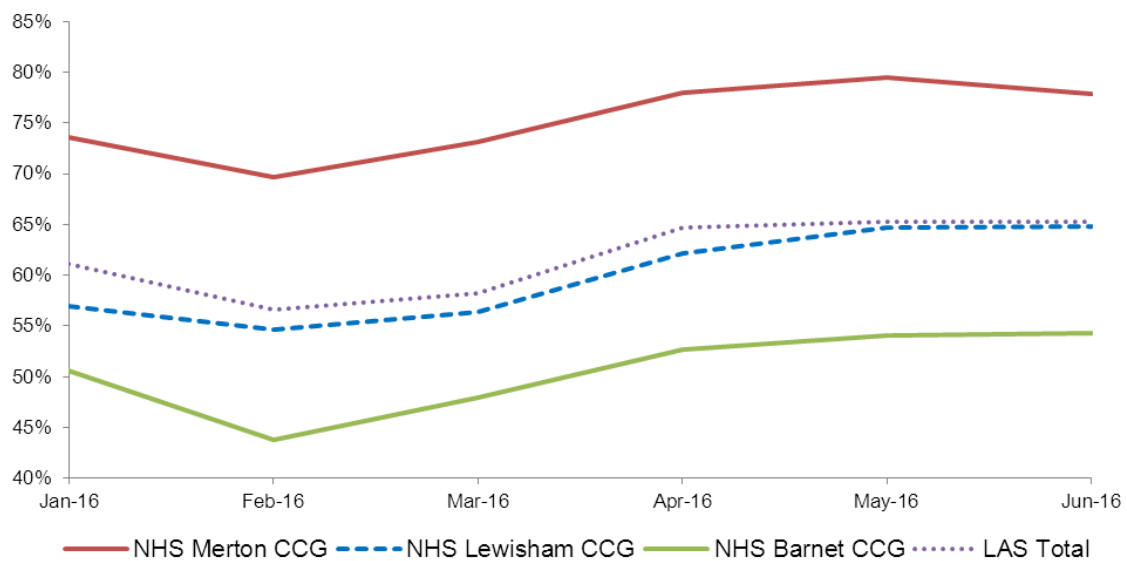
**Category A (immediately life-threatening) response times: target 70% within eight minutes**

	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%
<b>NHS Lewisham CCG</b>	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](mailto: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)

	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 Kingston CCG	68.0%	64.1%	68.8%	77.5%	72.6%	72.1%	70.5%
NHS Central London CCG	72.4%	63.6%	67.5%	70.9%	71.8%	75.4%	70.3%
NHS Lambeth CCG	68.5%	63.3%	67.1%	72.9%	72.3%	76.2%	70.1%
NHS Hammersmith and Fulham CCG	68.3%	62.9%	67.3%	74.3%	73.0%	74.0%	70.0%
NHS Southwark CCG	66.7%	62.5%	68.3%	72.5%	73.6%	74.8%	69.7%
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	66.7%	58.8%	63.6%	70.9%	69.8%	68.3%	66.4%
NHS West London CCG	63.3%	59.6%	63.6%	70.7%	68.2%	67.3%	65.4%
NHS Havering CCG	59.9%	60.7%	58.0%	67.0%	66.4%	69.7%	63.6%
NHS City and Hackney CCG	61.8%	58.3%	56.1%	66.6%	65.7%	68.3%	62.8%
NHS Islington CCG	63.7%	56.1%	56.4%	65.6%	66.5%	67.5%	62.6%
NHS Greenwich CCG	59.7%	57.1%	58.1%	68.0%	65.6%	64.0%	62.1%
NHS Hillingdon CCG	60.5%	59.9%	59.9%	63.8%	63.4%	63.5%	61.8%
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%
<b>NHS Lewisham CCG</b>	<b>57.0%</b>	<b>54.6%</b>	<b>56.4%</b>	<b>62.1%</b>	<b>64.7%</b>	<b>64.8%</b>	<b>59.9%</b>
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 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%
<b>Average</b>	<b>61.1%</b>	<b>56.6%</b>	<b>58.2%</b>	<b>64.8%</b>	<b>65.3%</b>	<b>65.2%</b>	

Source: London Ambulance Service NHS Trust