



Derbyshire Division Update

Emergency Care | Urgent Care | We Care

Date: January 2017

Name: Martin Watts, General Manager





Headlines



Headlines

- Performance remains an ongoing challenge but a sustainable improvement is being seen currently
- Resourcing also remains a challenge but again, things are improving
- Integrated work with community providers is underway
- Staff engagement work is ongoing
- Patient Transport Services (PTS) contract began on 1 August 2016

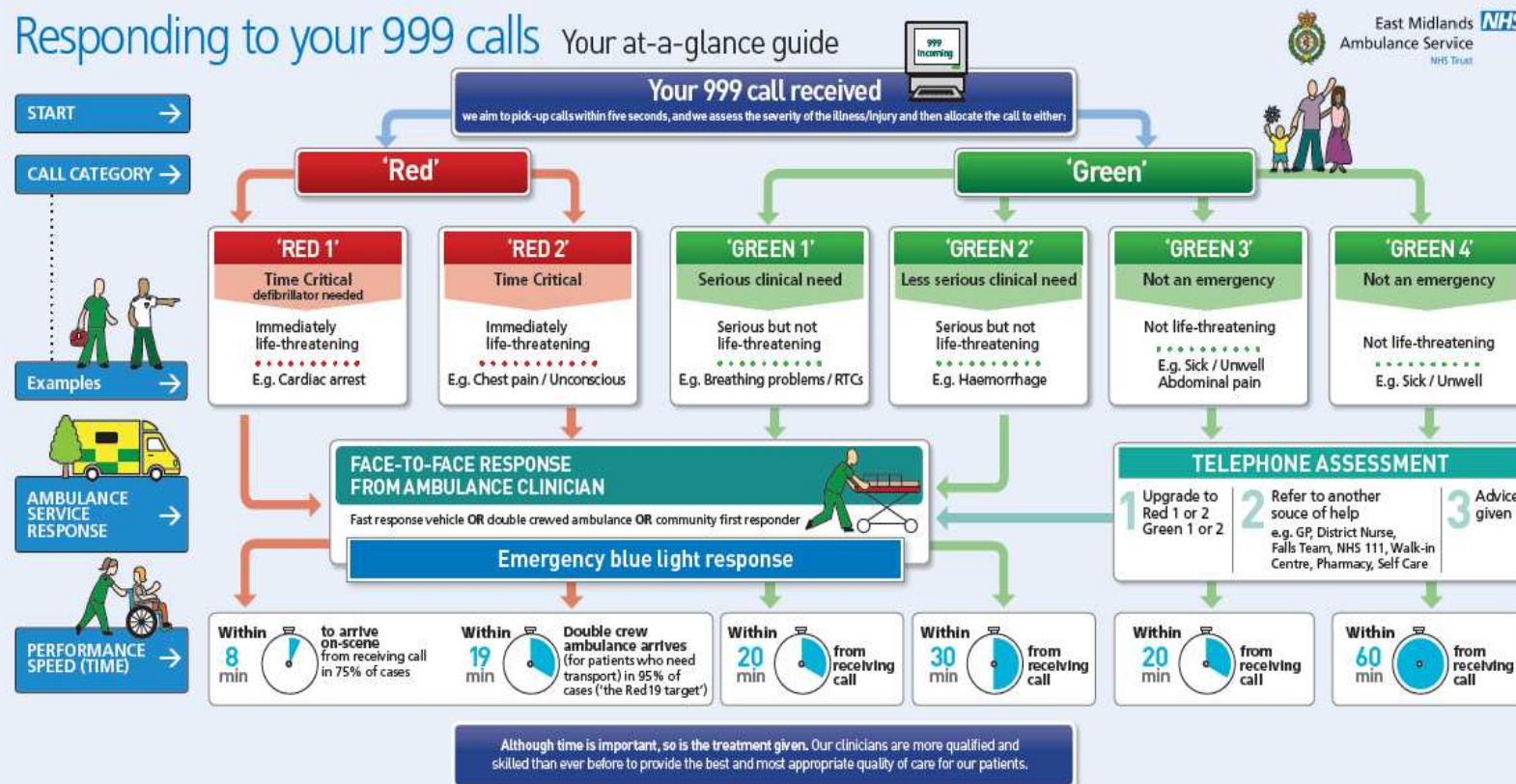


Performance



Performance

Responding to your 999 calls Your at-a-glance guide





Actions taken to improve performance

- Fast Response Vehicles (FRV) have been designated to red performance delivery, with a particular focus on Red 1
- These vehicles are based in the following locations:
 - Bolsover Fire Station
 - Chesterfield – Whitmore Island
 - Raynesway
 - Ilkeston Community Hospital
 - Ripley – Watchorn Island
 - Long Eaton
- New high dependency crews are being used throughout the county to focus on HCP referrals
- Joined up working with community teams are due to begin in the next few weeks
- Rotas have been amended to reflect demand
- Minimum numbers of FRVs have been designated so any additional shifts can be placed on ambulances to help maintain and improve A19 performance



Patient Transport Service



Patient Transport Service

- Service started 1 August 2016
- The call centre at Horizon Place is taking around 800 calls a day
- Crews take Derbyshire patients to appointments across the county and beyond including down to London and as far up as Newcastle on Tyne
- There are crews based at 16 bases across Derbyshire
- Work is planned by a team at the call centre at HP
- There is a control desk at Royal Derby Hospital and HP



Any questions?