

*Warwickshire County Council
Health Overview and
Scrutiny Committee*

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28th March 2007



- The West Midlands Region
- Organisational Structure
- Challenges & Opportunities
- Operational Performance
- Key Objectives and Priorities

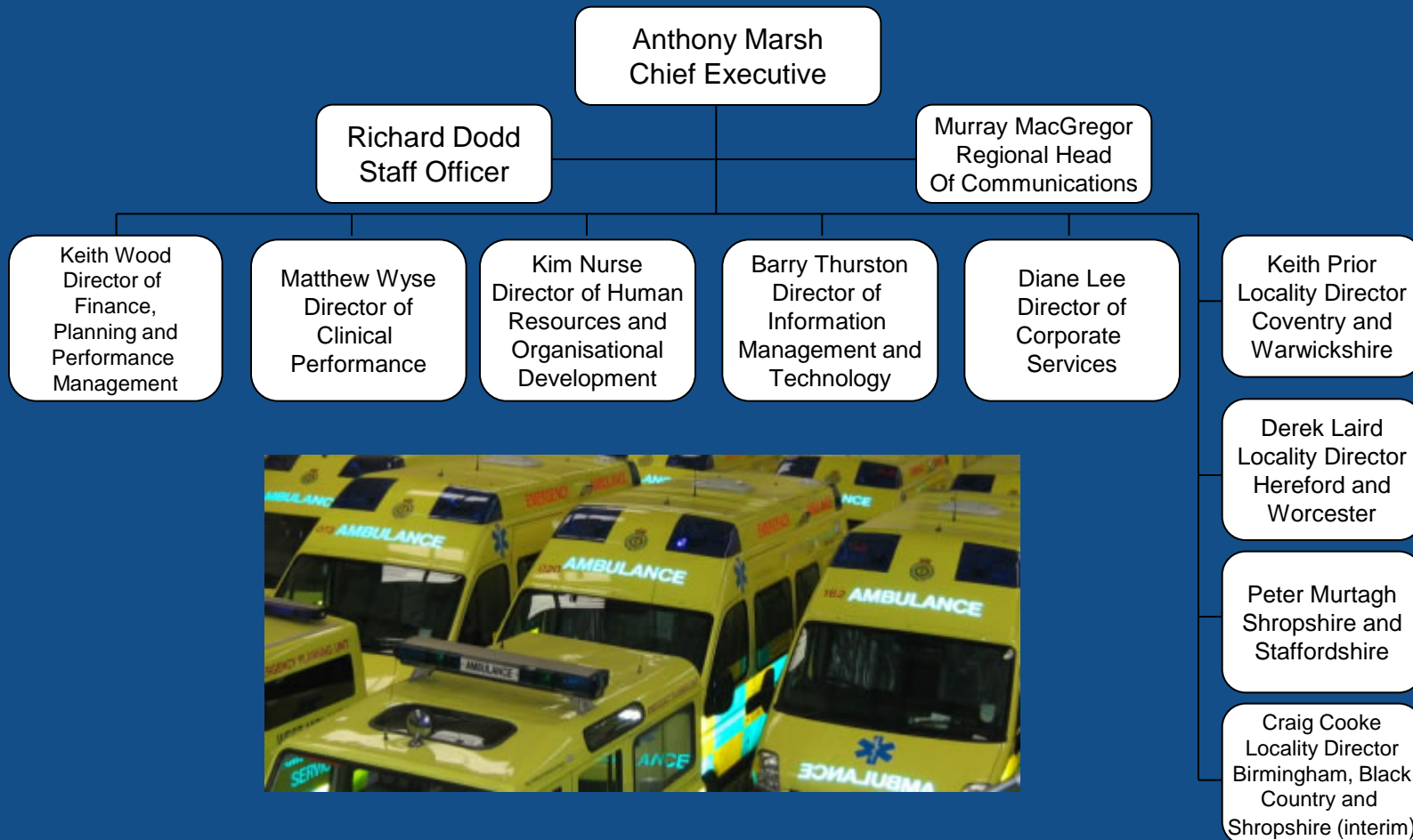


The West Midlands Region



- Area of over 13000 km² (5000 miles²)
- Population of 5.3 million
- 80% of the region is rural
- More than half of the region's population (3 million) live in the large conurbation areas
- 1.9m Patient Journeys – 425,000 Emergencies

West Midlands Ambulance Service NHS Trust Executive Team Structure

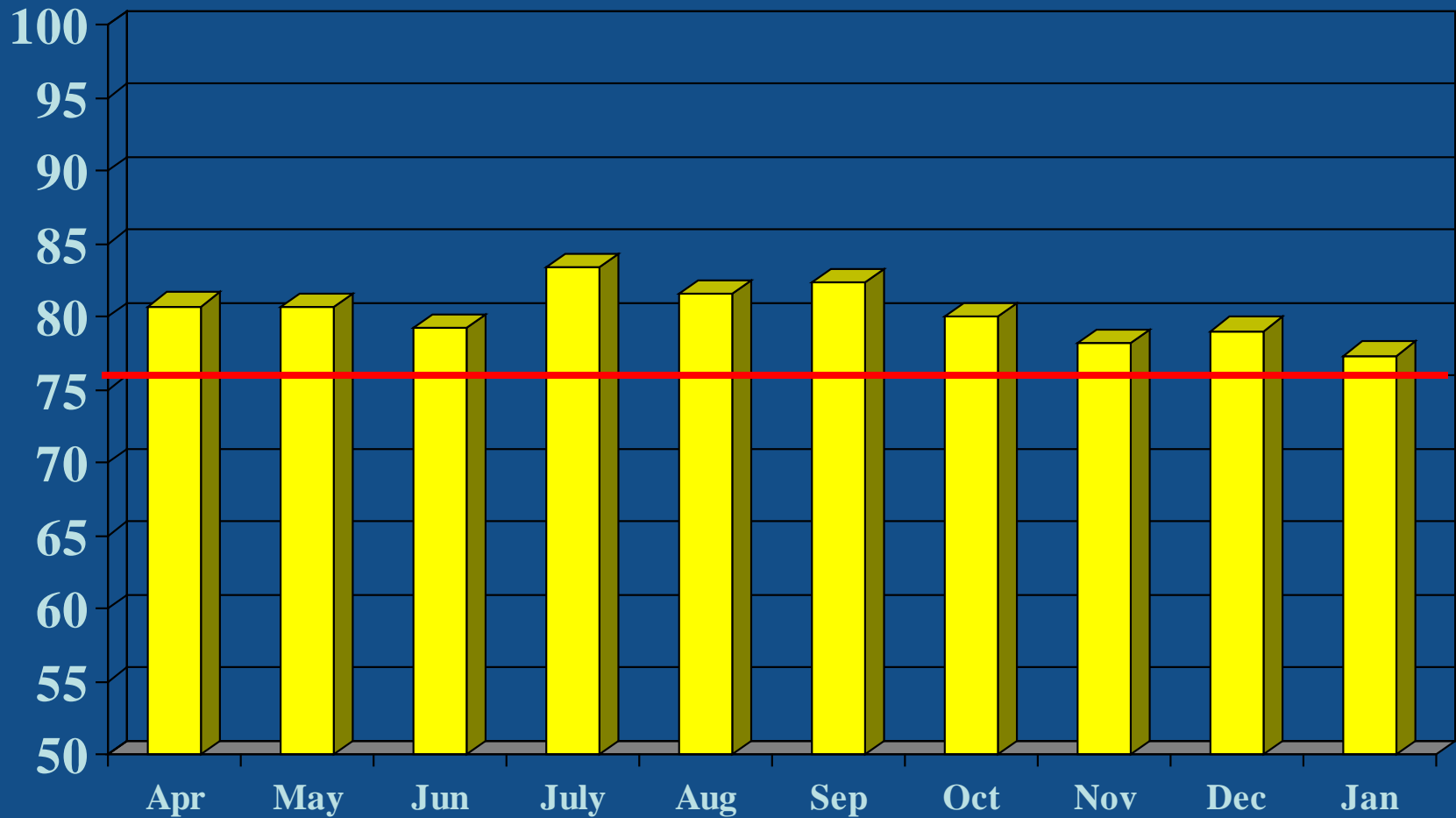


Challenges & Opportunities

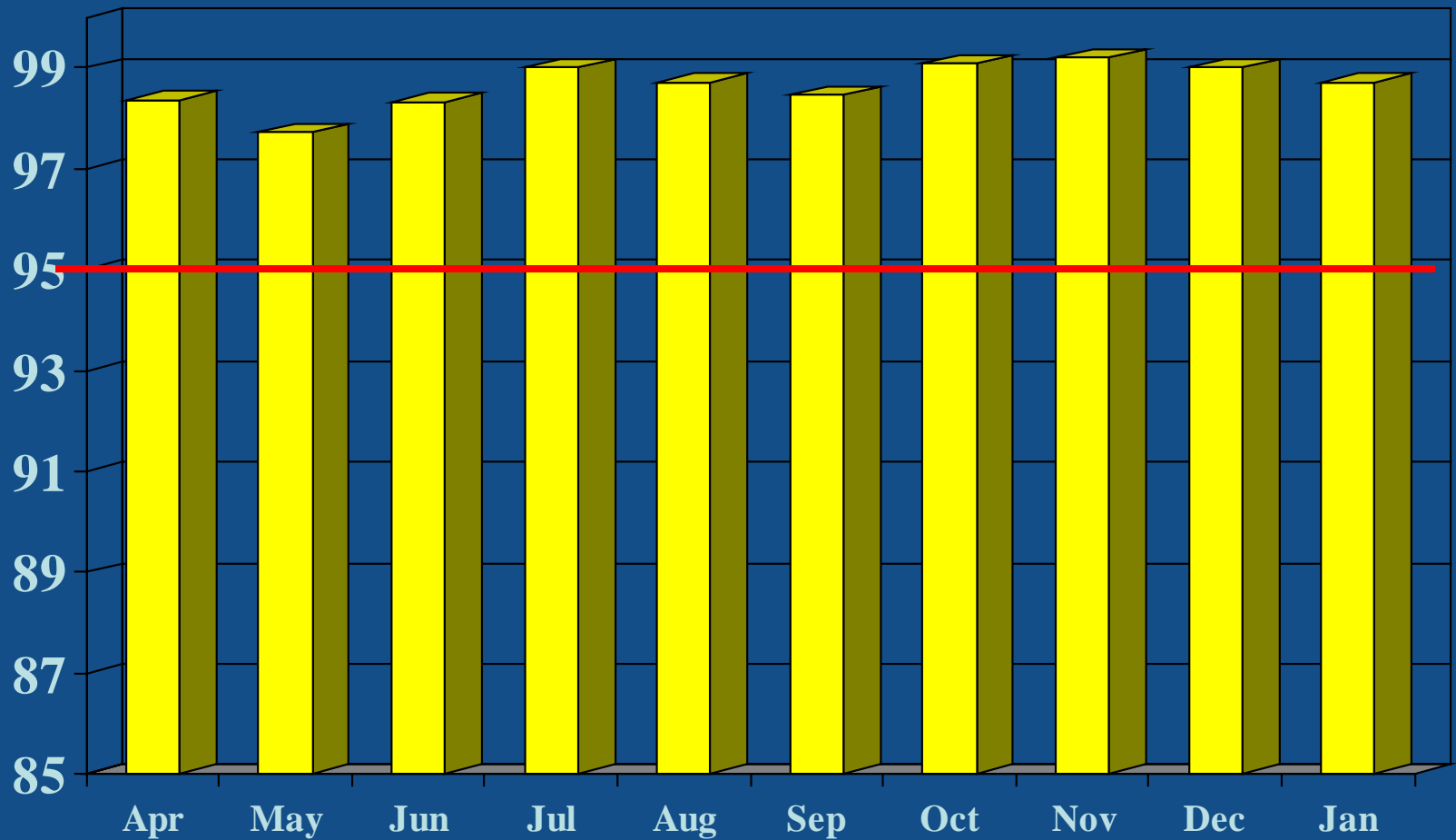
- Demand rising by approx 6% a year
- Achievement of Call Connect standard 2008
- Ambulance Turnarounds at Hospitals
- Implementation of Acute Services Review



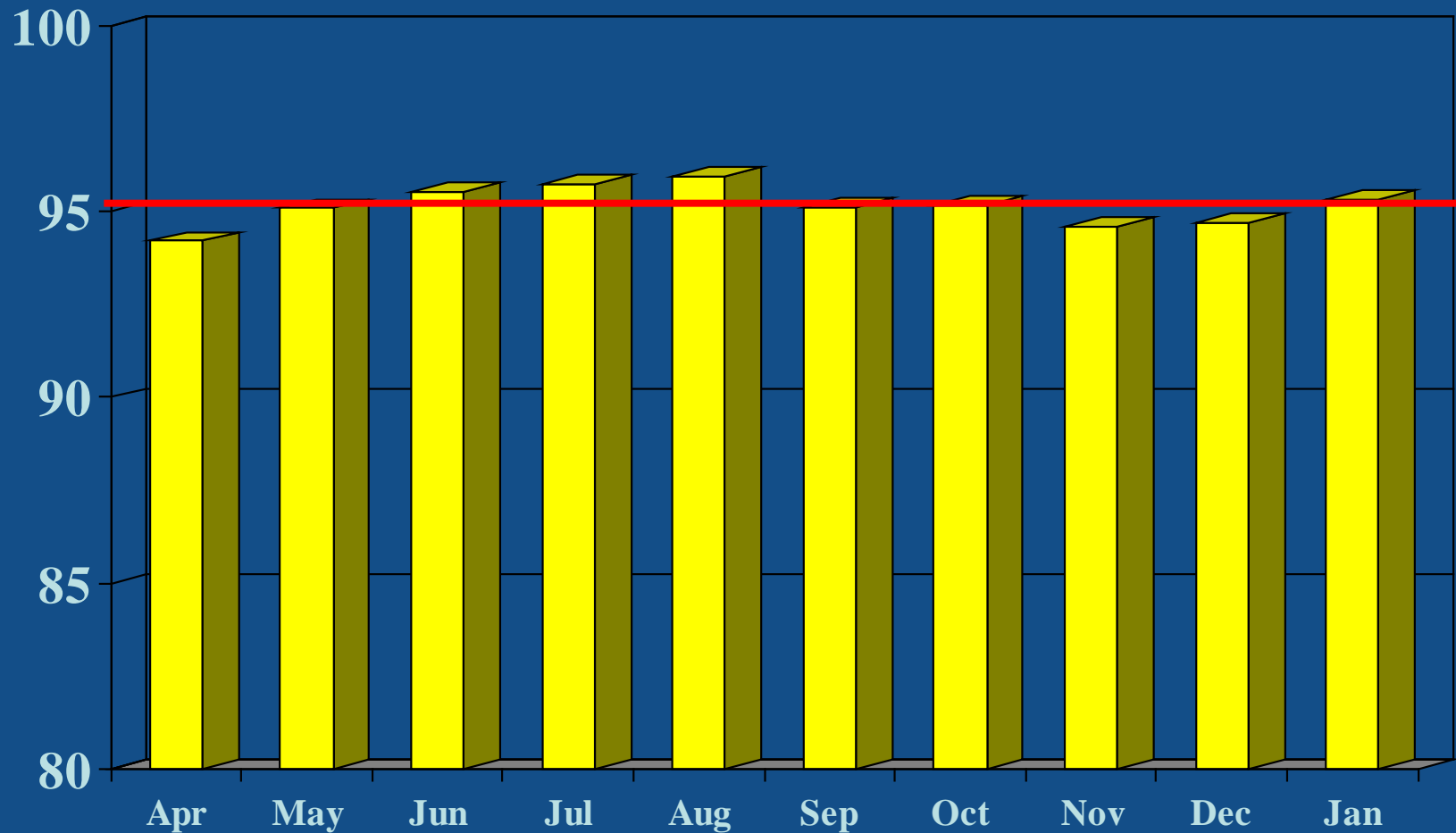
Operational Performance – Category A8



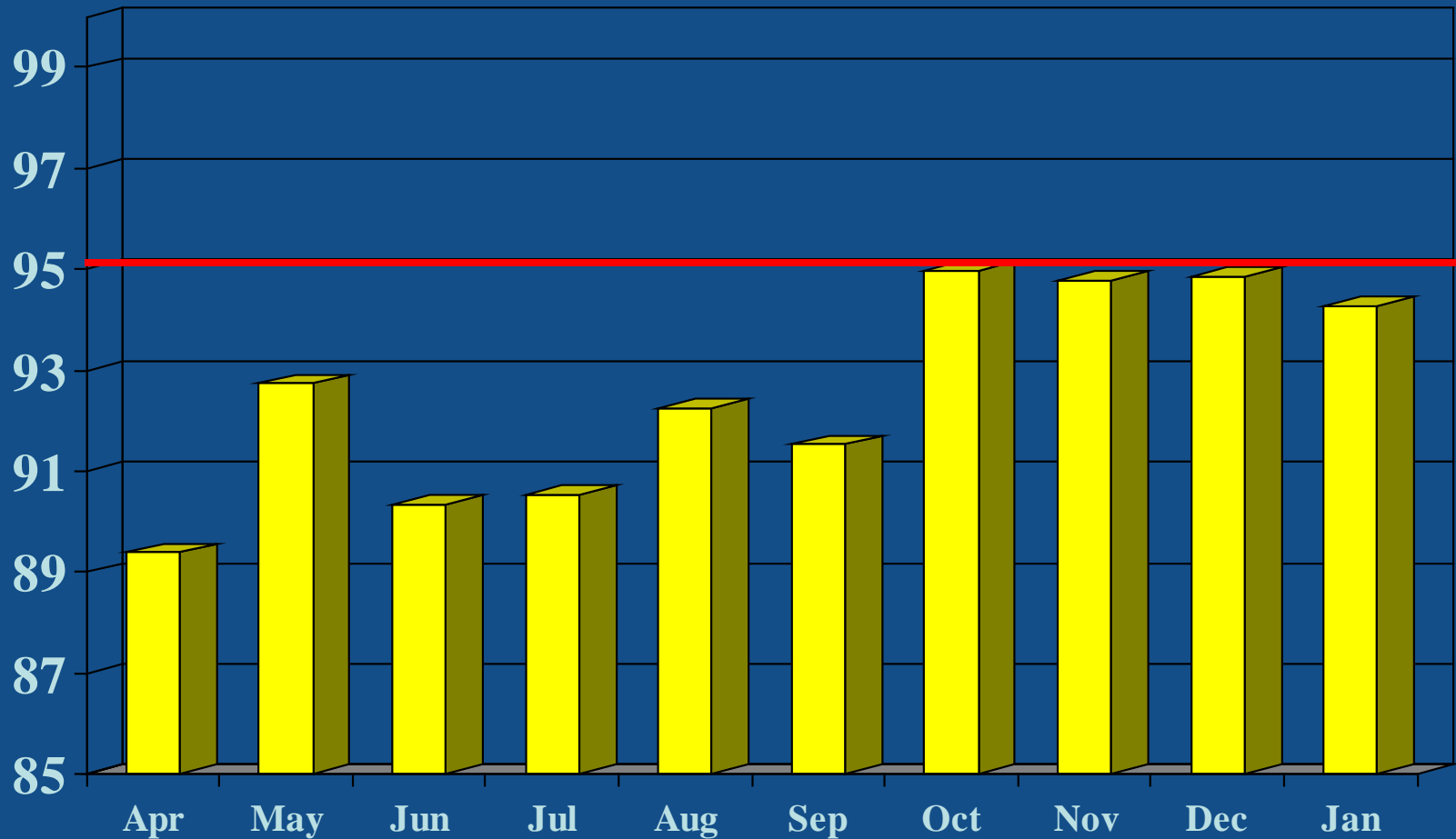
Operational Performance – Category A19



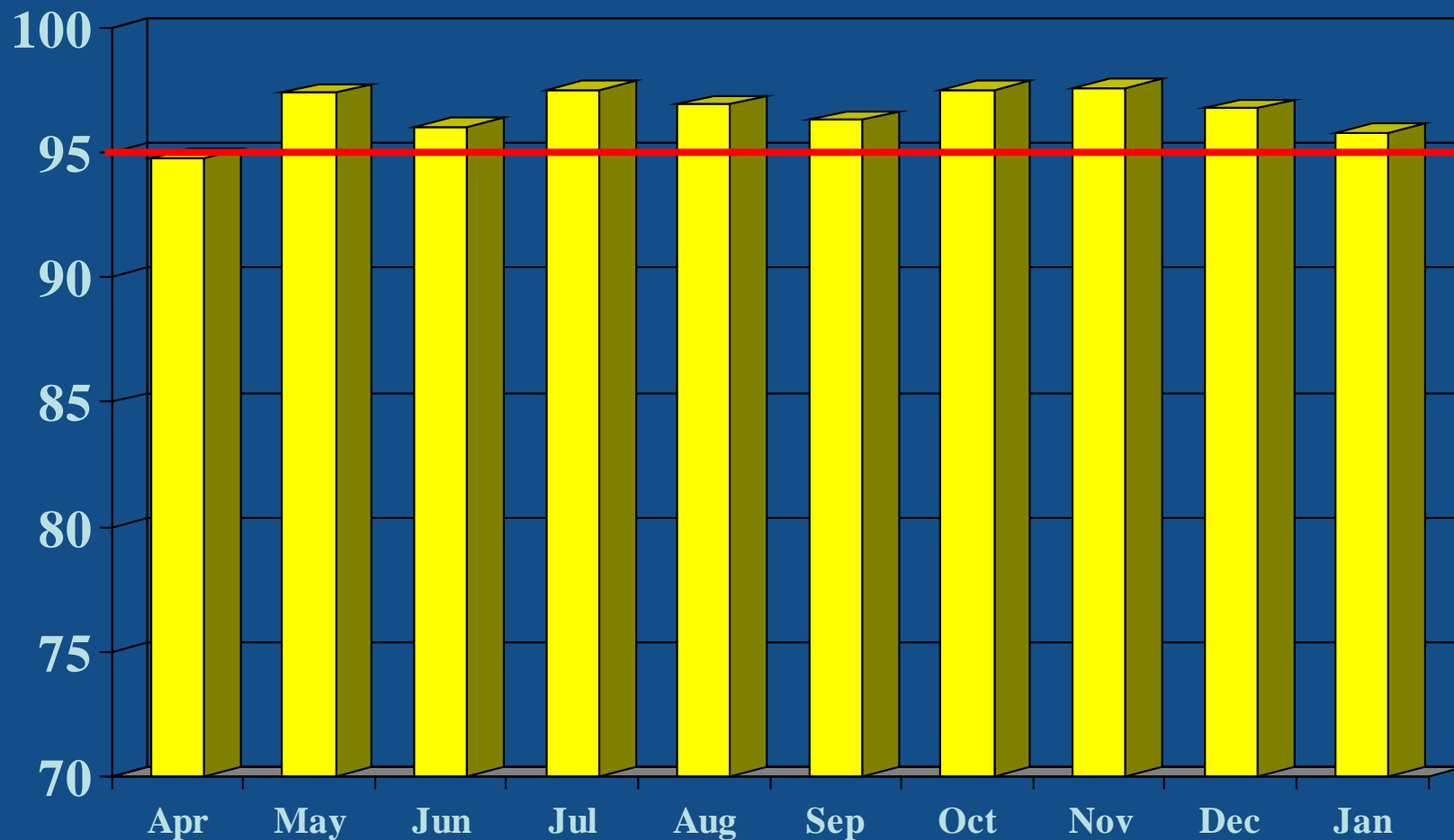
Operational Performance – Category B19



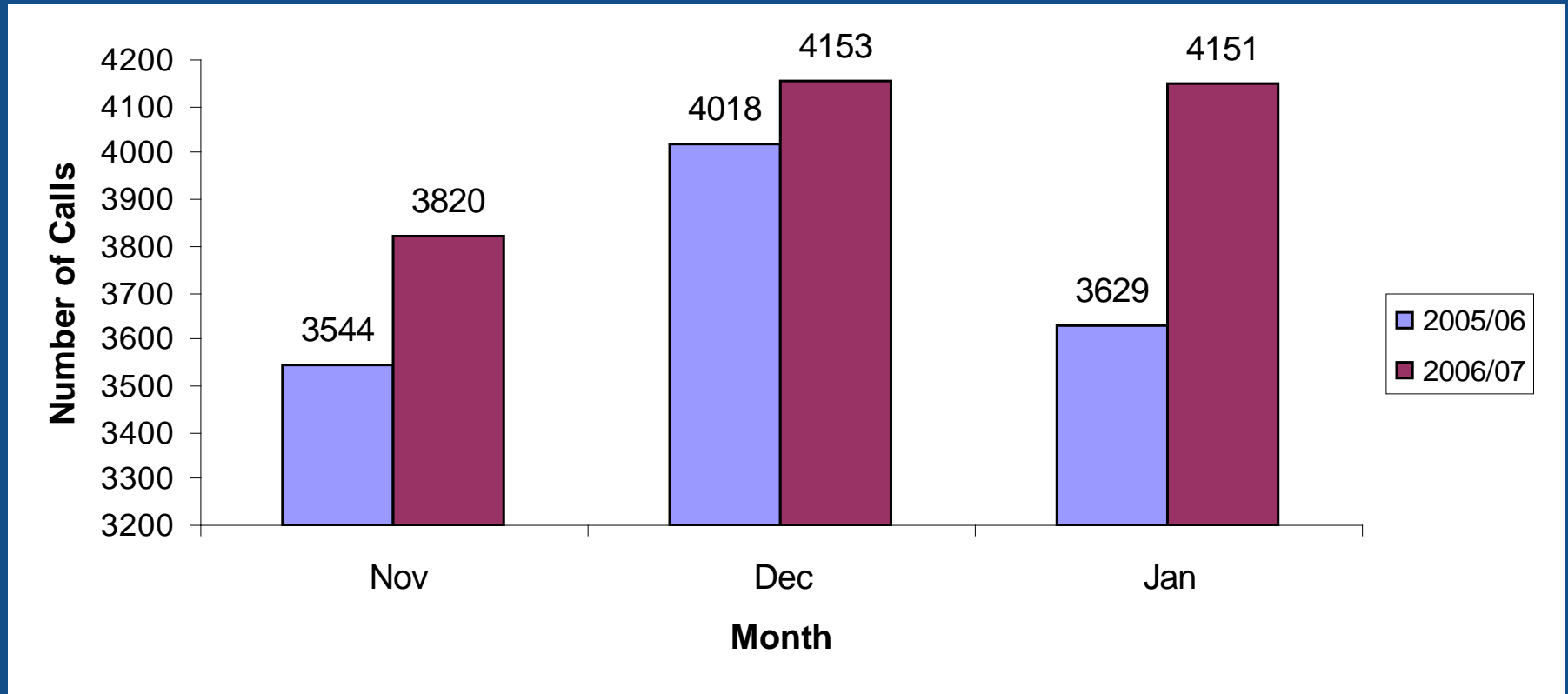
Operational Performance – Category C19



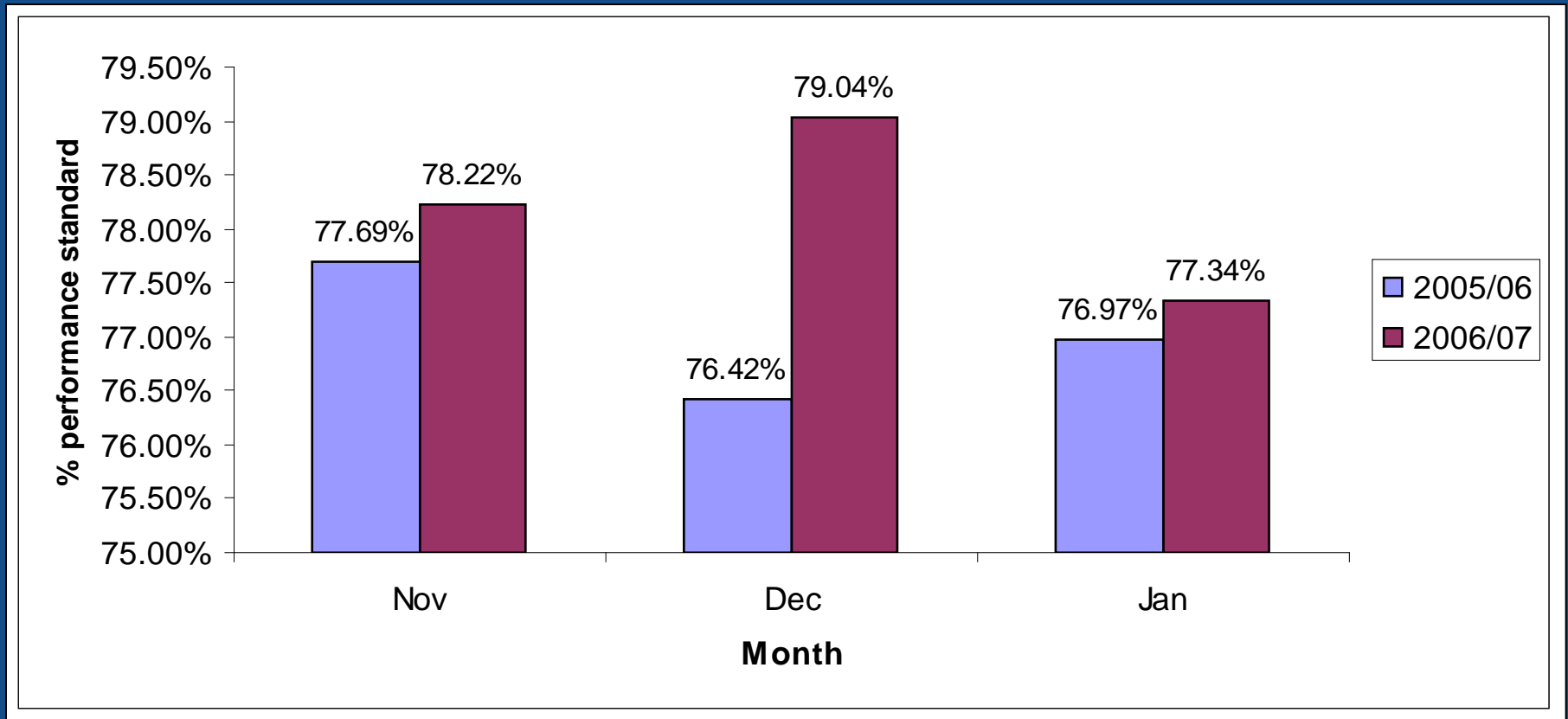
Operational Performance – Urgent



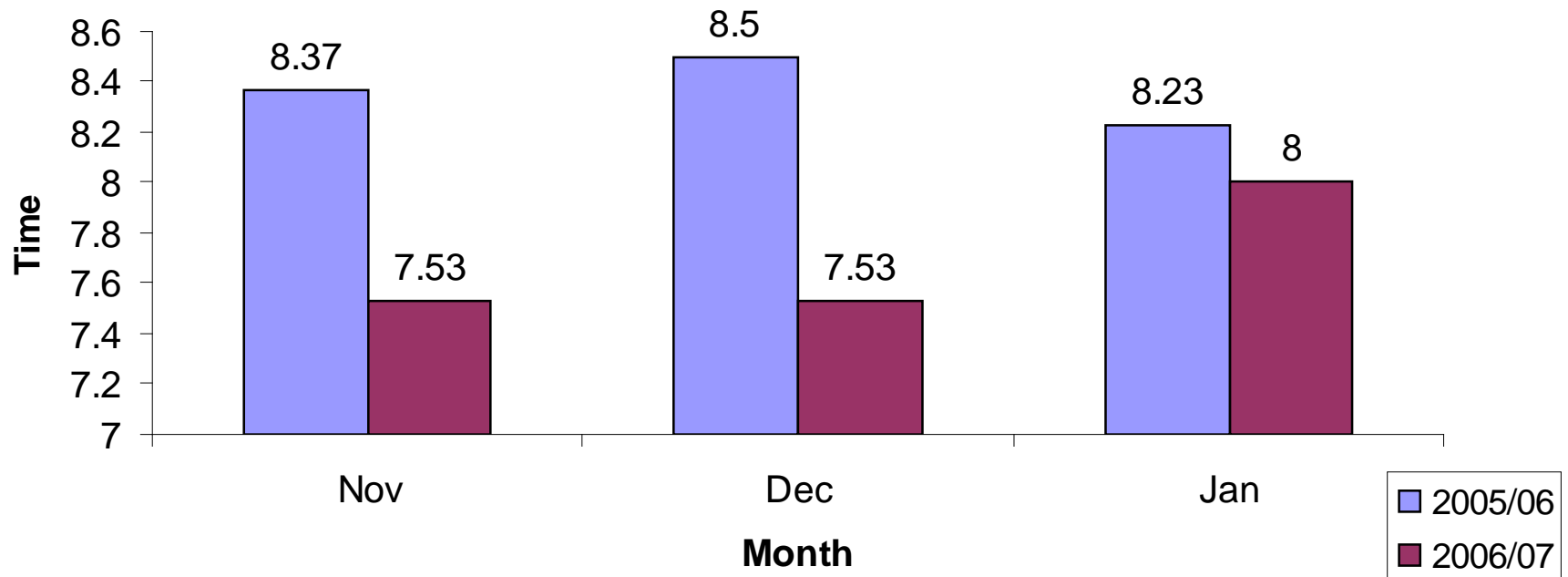
Emergency Responses in Warwickshire



Category A8 Minute - Warwickshire



Average Emergency Response Time - Warwickshire



Key Objectives and Priorities

1. Improving Quality and Consistency of Care

- developing clinical and outcome indicators
- progressively tighter focus on response times

2. Improving Efficiency and Effectiveness

- effective use of technology
- new models of service delivery



3. Developing an Organisation that is fit for purpose

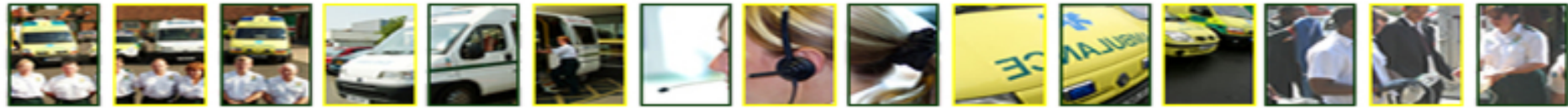
- improving clinical and managerial leadership
- organisation structure, culture and style

4. Supporting Performance Improvement

- consistent measurement
- service re-design

5. Further development of the Workforce

- capable of meeting patient needs



Operational Priorities

- Sustain Key Performance Targets
- Restructure Localities to match Operational need
- Purchase New Vehicles
- Integration of Services with Primary Care Providers
- Investment in Clinical Training
- Further Education
- Maintain PTS services as the preferred provider

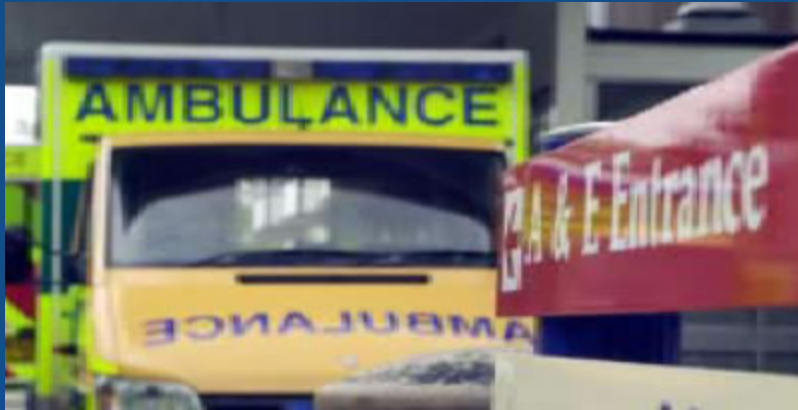


The New West Midlands Ambulance Service



- A service that responds appropriately to *all* our patients
- A service that looks, feels, behaves and delivers differently

Thank You



Any Questions