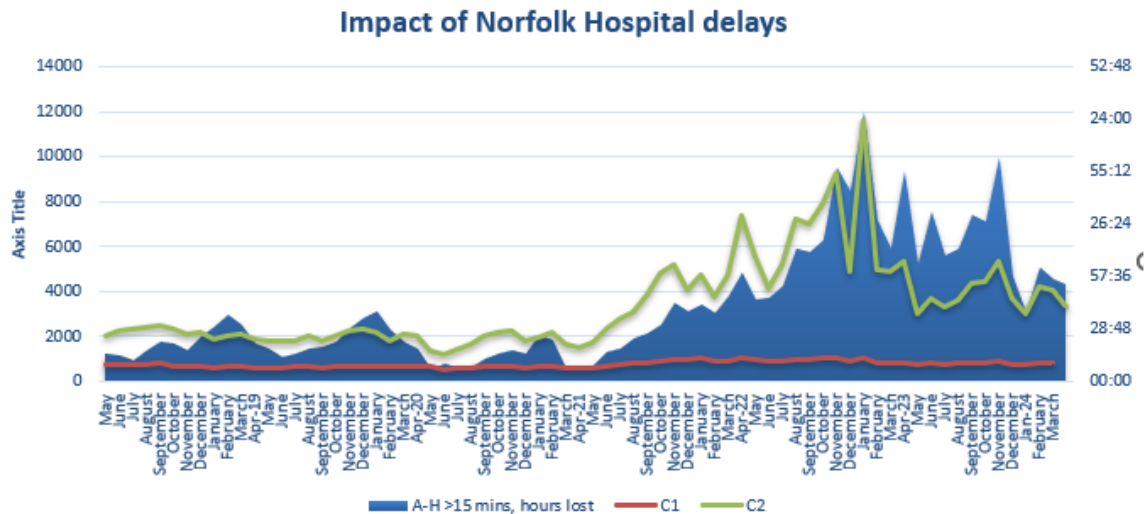


## North Norfolk District Council Overview and Scrutiny Committee

### Briefing item: July 2024 EEAST update

Category 1 performance across the whole of Norfolk and Waveney for June 2023-May 2024 was 9 minutes 52 seconds. Category 2 performance was 46 minutes.

The biggest challenge to achieving an improved C2 response are arrival to handover delays.



As seen above, the correlation between arrival to handover delays and C2 response is stark and has the highest correlation in any sector in the East of England.

It is acknowledged that the arrival to handover delays have reduced from a very high position of 12000 lost hours in December 2022 to 4500 in March 2024.

We have got support from the Medical Director within N&W ICB to progress discussions regarding the 45-minute drop and go to reduce handover delays and enable a response to our communities.

#### Average arrival to handover times for each hospital in Norfolk and Waveney

1 June 2023- 31 May 2024

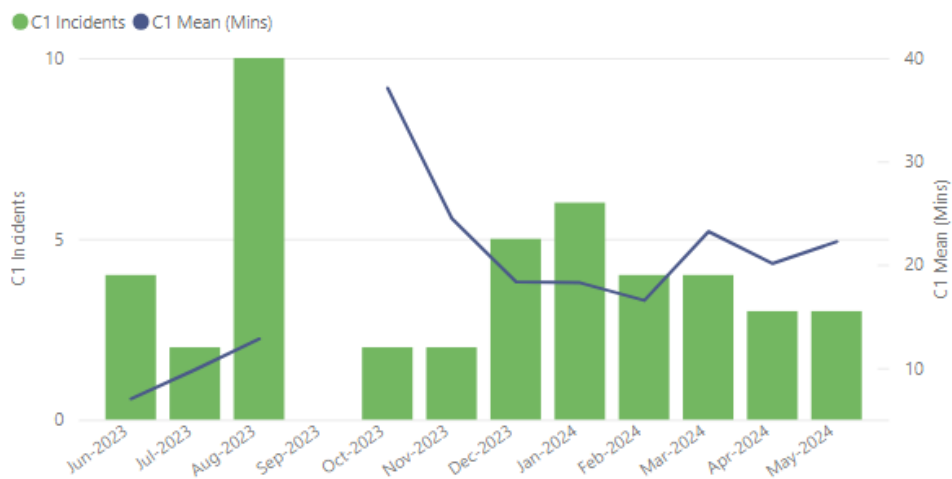
Hospital	Average arrival to handover time	Percentage of ambulances handed over patients within 15 minutes
James Paget	59 minutes 29 seconds	27.37%
Norfolk & Norwich	1 hour 26 seconds	37.37%
Queen Elizabeth Hospital	51 minutes 16 seconds	29.49%

## Response times in North Norfolk

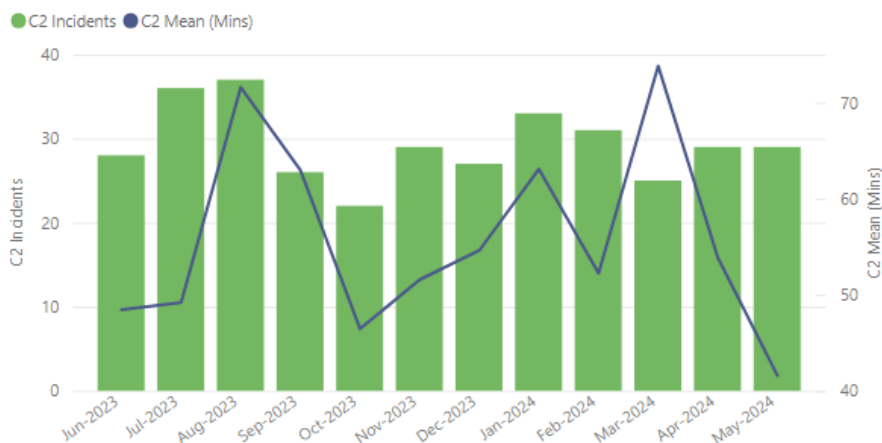
NR23 – Wells, Wighton

Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Jun-2023	4	00:07:01	00:07:52	28	00:48:27	01:28:41
Jul-2023	2	00:09:51	00:15:27	36	00:49:10	01:44:10
Aug-2023	10	00:12:49	00:27:13	37	01:11:36	02:43:24
Sep-2023	0			26	01:02:59	03:12:08
Oct-2023	2	00:37:05	00:37:38	22	00:46:27	01:22:49
Nov-2023	2	00:24:28	00:39:49	29	00:51:34	01:26:53
Dec-2023	5	00:18:20	00:39:28	27	00:54:36	01:47:16
Jan-2024	6	00:18:15	00:31:47	33	01:03:05	02:17:50
Feb-2024	4	00:16:32	00:23:04	31	00:52:15	01:20:30
Mar-2024	4	00:23:12	00:32:33	25	01:13:48	02:20:44
Apr-2024	3	00:20:06	00:29:00	29	00:53:52	02:00:55
May-2024	3	00:22:13	00:31:57	29	00:41:34	01:37:48

C1 Mean NR23



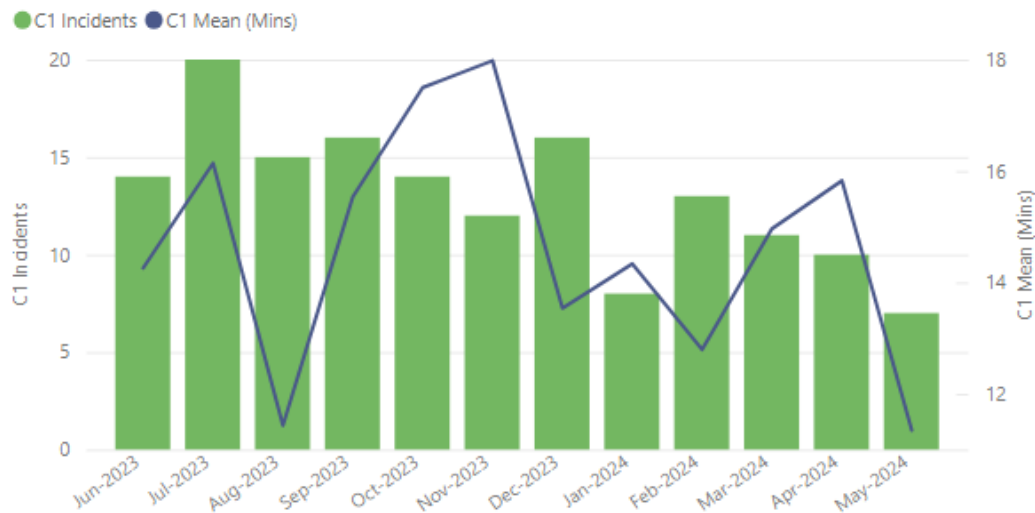
C2 Mean NR23



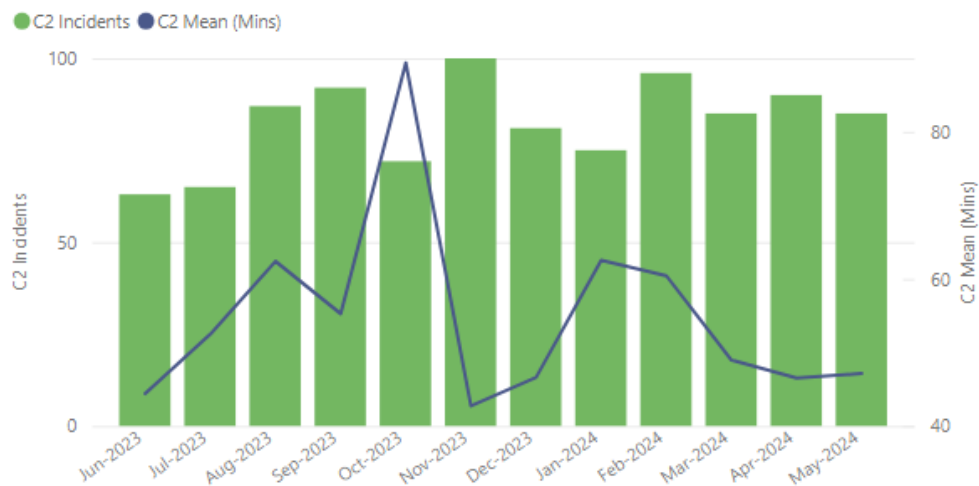
NR25 – Holt, Blakeney, Langham, Cley

Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Jun-2023	14	00:14:16	00:21:08	63	00:44:23	01:24:40
Jul-2023	20	00:16:08	00:26:53	65	00:52:29	01:55:00
Aug-2023	15	00:11:26	00:17:13	87	01:02:23	02:04:19
Sep-2023	16	00:15:32	00:24:29	92	00:55:16	01:58:30
Oct-2023	14	00:17:30	00:34:00	72	01:29:22	03:08:22
Nov-2023	12	00:17:59	00:29:34	100	00:42:43	01:12:16
Dec-2023	16	00:13:32	00:19:42	81	00:46:36	01:23:26
Jan-2024	8	00:14:20	00:25:14	75	01:02:32	02:12:55
Feb-2024	13	00:12:48	00:17:43	96	01:00:25	02:04:53
Mar-2024	11	00:14:58	00:14:32	85	00:48:57	01:48:07
Apr-2024	10	00:15:50	00:20:37	90	00:46:32	01:24:06
May-2024	7	00:11:21	00:17:34	85	00:47:08	01:32:38

C1 Mean NR25



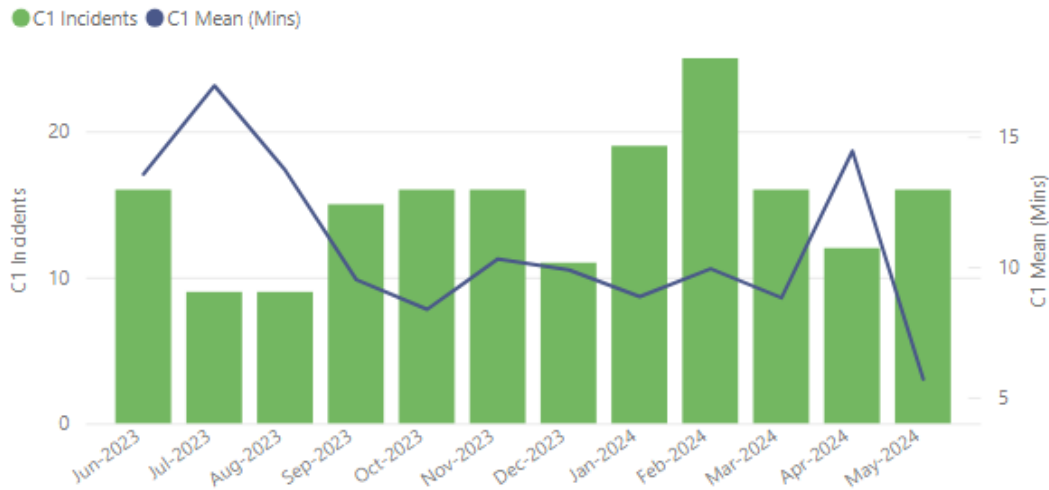
C2 Mean NR25



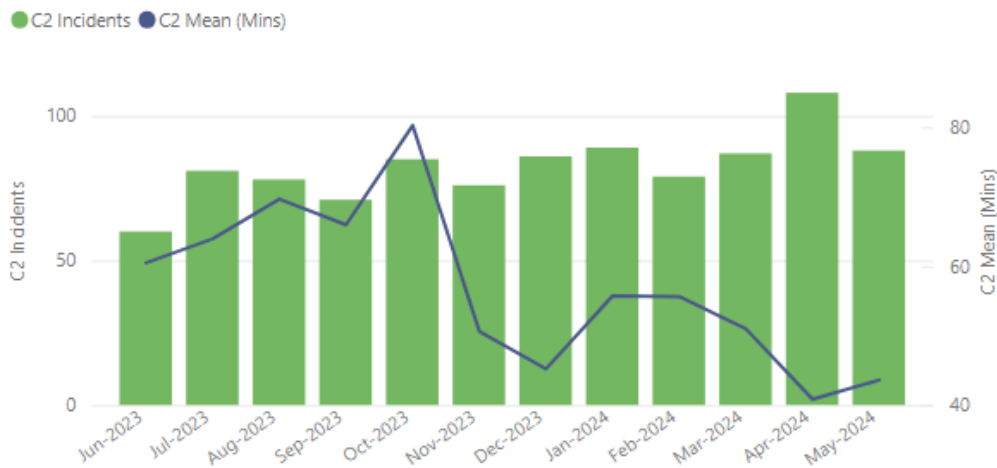
NR26 – Sheringham

Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Jun-2023	16	00:13:34	00:29:01	60	01:00:29	01:41:55
Jul-2023	9	00:16:56	00:45:02	81	01:03:57	02:11:17
Aug-2023	9	00:13:42	00:30:21	78	01:09:41	02:15:39
Sep-2023	15	00:09:30	00:17:30	71	01:05:59	02:36:54
Oct-2023	16	00:08:22	00:13:52	85	01:20:18	03:32:58
Nov-2023	16	00:10:18	00:37:17	76	00:50:38	01:38:54
Dec-2023	11	00:09:53	00:17:58	86	00:45:11	01:42:35
Jan-2024	19	00:08:51	00:17:24	89	00:55:43	02:02:32
Feb-2024	25	00:09:55	00:22:57	79	00:55:37	01:48:40
Mar-2024	16	00:08:49	00:18:44	87	00:50:58	01:56:13
Apr-2024	12	00:14:26	00:41:06	108	00:40:50	01:31:10
May-2024	16	00:05:41	00:10:38	88	00:43:35	01:44:30

C1 Mean NR26



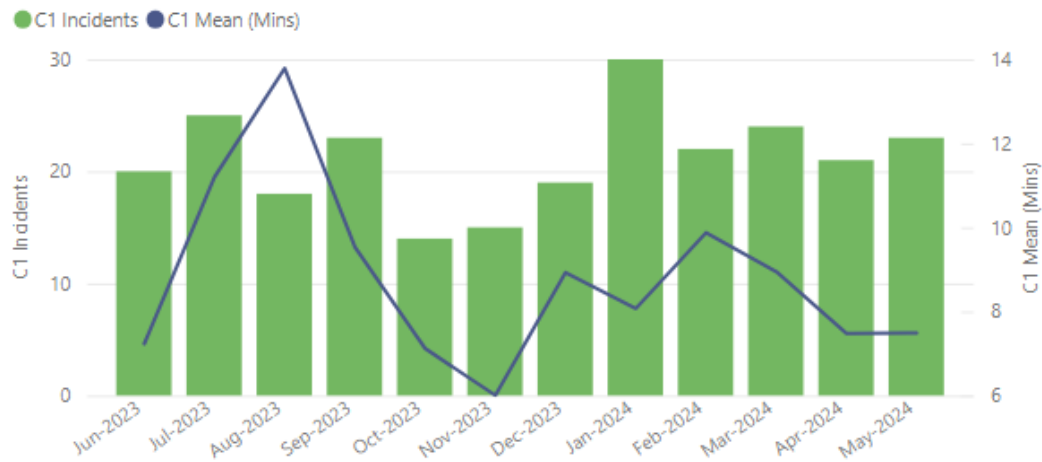
C2 Mean NR26



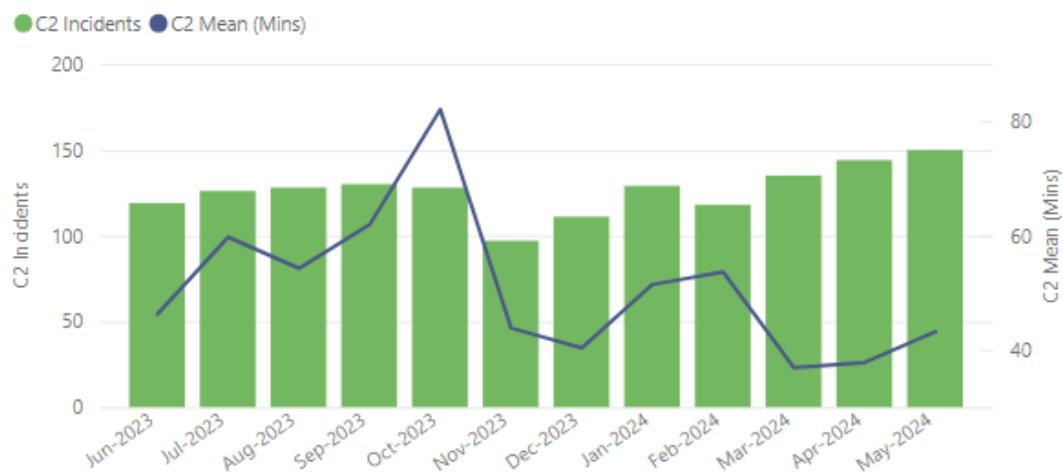
NR27 – Cromer, Overstand, Runtons

Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Jun-2023	20	00:07:14	00:12:23	119	00:46:17	01:36:42
Jul-2023	25	00:11:12	00:29:36	126	00:59:44	02:33:54
Aug-2023	18	00:13:47	00:33:26	128	00:54:17	02:09:25
Sep-2023	23	00:09:32	00:20:22	130	01:01:54	02:21:41
Oct-2023	14	00:07:07	00:10:27	128	01:22:03	03:04:33
Nov-2023	15	00:06:00	00:12:35	97	00:43:51	01:20:23
Dec-2023	19	00:08:56	00:24:05	111	00:40:21	01:29:17
Jan-2024	30	00:08:04	00:18:07	129	00:51:27	02:03:18
Feb-2024	22	00:09:52	00:17:52	118	00:53:37	02:02:38
Mar-2024	24	00:08:57	00:15:00	135	00:36:54	01:26:58
Apr-2024	21	00:07:29	00:12:55	144	00:37:49	01:08:31
May-2024	23	00:07:29	00:12:12	150	00:43:13	01:33:09

C1 Mean NR27



C2 Mean NR27



## **Community First Responders**

Our volunteers are ordinary people who do something extraordinary in their spare time. We are actively looking for new community first responders across Norfolk and Waveney. Full training is provided.

There are 63 active volunteer groups in Norfolk and Waveney consisting of three fire cardiac responding stations, one Military Co-Response and 59 CFR groups totalling 222 EEAST volunteers in the area.

If you know anyone that would be interested in joining our community first responder team please ask them to complete our [online application form](#) or to email [CFR@eastamb.nhs.uk](mailto:CFR@eastamb.nhs.uk)

## **Co-response**

EEAST works in collaboration with Beds, Herts, Cambs and Norfolk Fire and Rescue Service to provide a response to C1 calls from 16 stations.

The four stations in Norfolk are Cromer, Sheringham, North Walsham and Dereham.

For the year-to-date, FRS teams have supported at 250 C1 incidents arriving ahead of EEAST at 65% of incidents. Within the pipeline, EEAST has another five stations currently undertaking on-boarding checks with three further stations from Norfolk set to be online at the start of July, Hunstanton, Heacham and Sandringham.

## **Update on staffing levels**

In 2023/24 we met our recruitment target for frontline staff.

We are looking to recruit 152 frontline staff in Norfolk & Waveney between April 2024 and March 2025. We have already recruited to 80 positions (52.6%)

There have been vastly more applications for newly qualified paramedics to work in Norfolk Central and Waveney than there are available spaces, but fewer applications than spaces in west Norfolk (Kings Lynn, Hunstanton, Fakenham, Swaffham, Downham Market & Wisbech). Work is ongoing as to how to manage this.