

North Norfolk Coastal Ambulance Response Times Working Party

Drivers to form this working party

- Delays in ambulance response times on North Norfolk coast – BBC reported Wells as having UK's longest emergency response times at 21 mins (March 2019)
- Stroke post code lottery - stroke patients at that time needed to be in hospital within an hour to receive thrombolysis which was not possible in rural locations in North Norfolk (and North Norfolk has highest incidence of stroke in England)
- Lack of data - response times were generally reported at the district/CCG level. Postcode level data has to be obtained via FOI.

Initial data

April/May 19 NR23 (Wells)

C1 mean 18.34 mins

C2 mean 35.57 mins

April/May 19 NR25 (Holt, Blakeney, Morston)

C1 mean 11.33 mins

Ambulance emergency response times should be as follows:

- **Category 1 (C1)** – cardiac arrest, serious traumatic injury, severe allergic reaction – target mean 7 mins, 90th centile 15 mins.
- **Category 2 (C2)** – acute breathing problems, stroke/chest pain, fitting – target mean 18 mins, 90th centile 40 mins.

EEAST resources across North Norfolk

EEAST are budgeted for the following ambulances and rapid response vehicles (RRVs) across North Norfolk:

Cromer x 6 (4 x 24 hour vehicles, 2 x 18 hour per day)

North Walsham x 2 (1 x 24 hour vehicle, 1 x 20 hour per day)

Fakenham x 4 (1 x 24 hour vehicle, 1 x 20 hour vehicle, 1 x 12 hour vehicle, 1 x 10 hour vehicle)

Cromer and North Walsham 2 x rapid response vehicles (2 x 24 hour)

Factors causing long response times

Ambulance response times are a complex multifactorial issue reflecting the performance of the acutes, community and mental health trusts, primary care and, of course, the ambulance trust. But EEAST can only deliver the service which is commissioned by N&WCCG.

Here are some of the other factors causing long response times:

- Handovers at acutes – ambulances kept waiting at A&Es to offload patients
- Staffing – lack of paramedics

- Demand – perceived difficulty accessing primary care and 111 triage system increasing numbers calling 999
- Roads and rurality – travel times are longer for our rural communities (for example, Wells’ closest RRV is Cromer and ambulance is Fakenham)
- Lack of acute capacity in mental health – the default safe destination is A&E, lack of acute beds mean out of area transfers

Working party

Terms of Reference for the Working Party: objectives

- To hold N&WCCG to account on Ambulance Emergency Response Times and help the CCG shape the system in a way that benefits our population
- To increase the number of community first responders
- To play a more active role in dissemination of information to our towns and parishes

Membership

NNDC, EEAST, N&WCCG, Blakeney Parish Council, Cley Parish Council, Cromer Town Council, High Kelling Parish Council, Holt Town Council, Kelling Parish Council, Morston Parish Council, Stiffkey Parish Council, Sheringham Town Council, Wells Parish Council, Weybourne Parish Council, Wiveton Parish Council. Membership is open to any North Norfolk Town or Parish Council or Stakeholder.

Working party actions taken forward by EEAST during this period

- Piloted access to mental health practitioners in the three ambulance control rooms
- Retained the two rapid response vehicles in North Norfolk
- Piloted stroke ambulance in Norfolk for bedside scanning and thrombolysis - this was a research project with the UEA and is being evaluated but some positive results
- Developed summer demand deflection strategy – parishes to help distribute 111 First campaign materials

Still in process

- Improving ambulance routing to take account of local traffic conditions to reduce avoidable delays to journeys
- Requesting the inclusion of postcode level response times in the EEAST contract

Still to begin

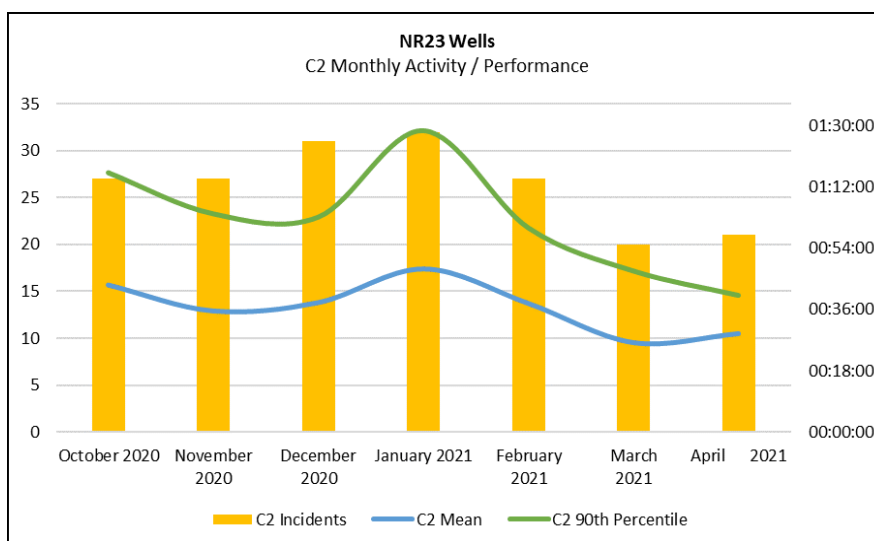
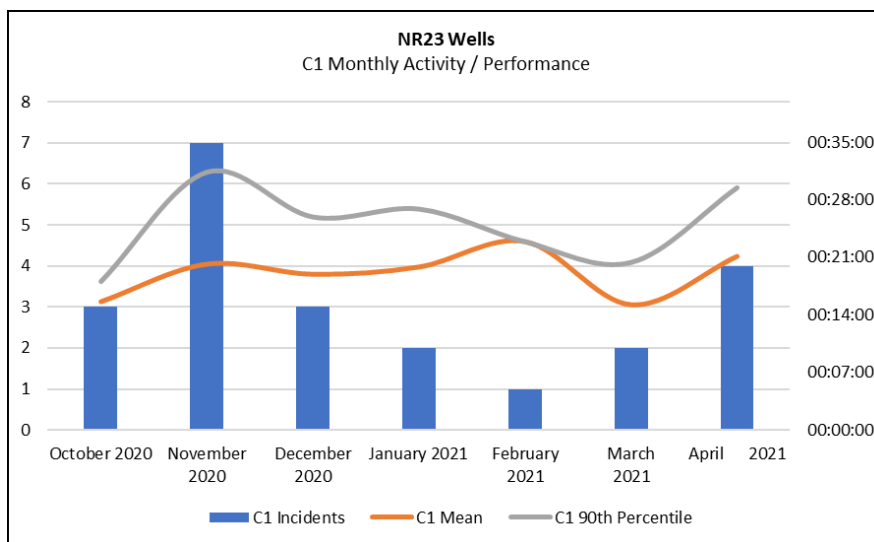
- Supporting EEAST’s campaign to recruit more Community First Responders

However, more needs to be done as response times remain too long in our rural areas. It’s difficult to analyse the effectiveness of these measures given the huge impact of the Covid pandemic on the health service in the last 18 months. Overall, there has been little improvement, though response times in the more urban postcodes are better, however with variability.

Oct 20-April 21 response times

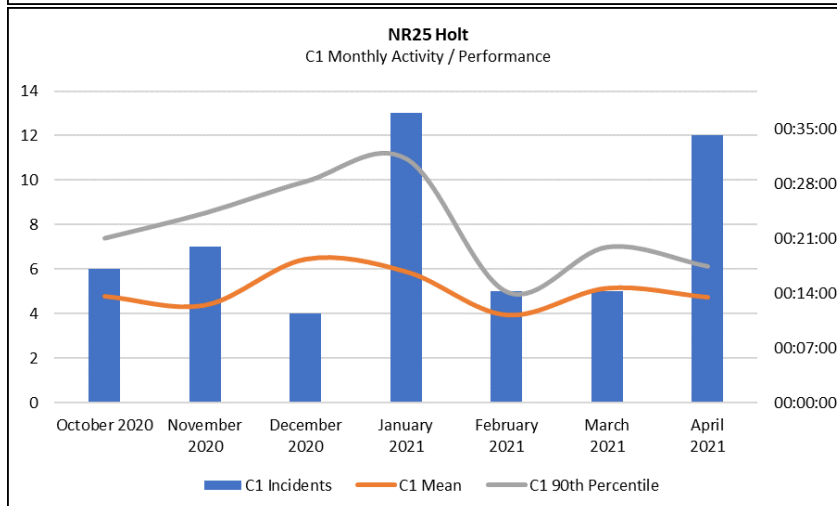
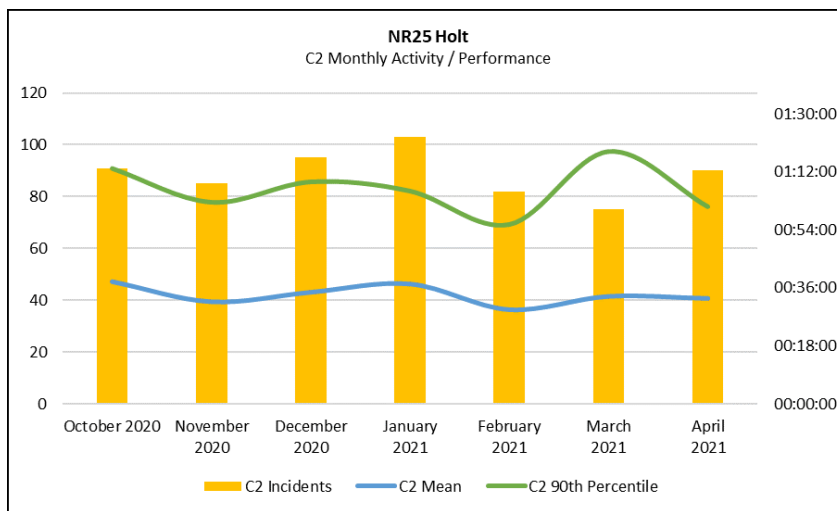
NR23 (Wells, Wighton etc)

District	Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Wells	October 2020	3	00:15:36	00:18:02	27	00:43:06	01:16:14
	November 2020	7	00:20:09	00:31:22	27	00:35:29	01:04:09
	December 2020	3	00:18:55	00:25:54	31	00:37:56	01:03:12
	January 2021	2	00:19:48	00:26:52	32	00:47:48	01:28:33
	February 2021	1	00:22:53	00:22:53	27	00:37:40	01:00:02
	March 2021	2	00:15:14	00:20:22	20	00:26:11	00:47:24
	April 2021	4	00:21:05	00:29:28	21	00:28:49	00:40:14



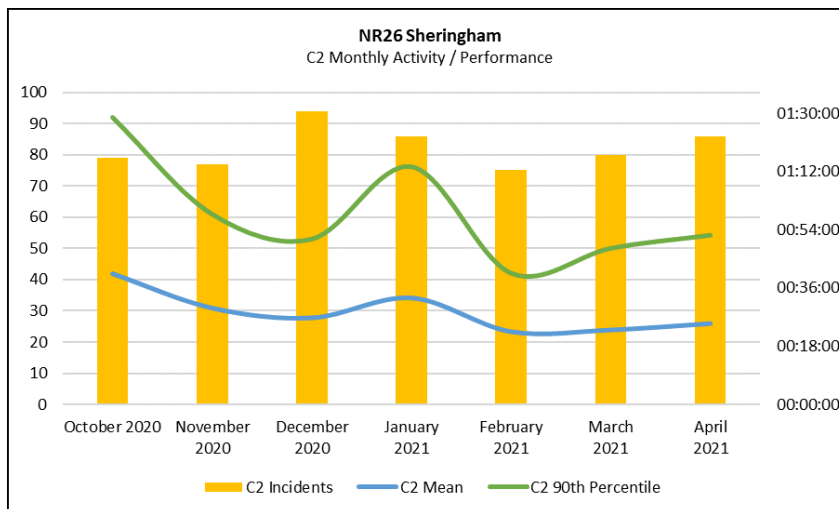
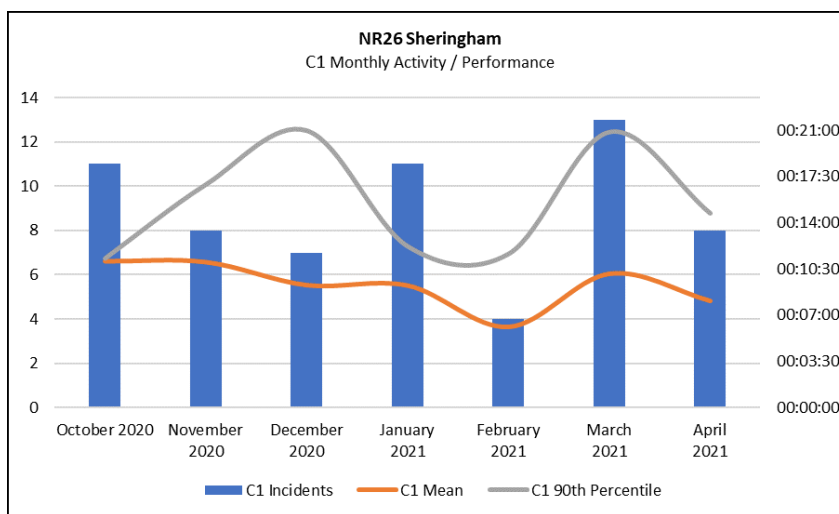
NR25 (Holt, Blakeney, Langham, Cley etc)

District	Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Holt	October 2020	6	00:13:41	00:21:05	91	00:37:50	01:12:59
	November 2020	7	00:12:33	00:24:18	85	00:31:46	01:02:31
	December 2020	4	00:18:24	00:28:19	95	00:34:38	01:08:50
	January 2021	13	00:16:48	00:31:13	103	00:37:08	01:05:59
	February 2021	5	00:11:18	00:14:15	82	00:29:23	00:55:38
	March 2021	5	00:14:42	00:19:57	75	00:33:23	01:18:14
	April 2021	12	00:13:33	00:17:30	90	00:32:45	01:01:09



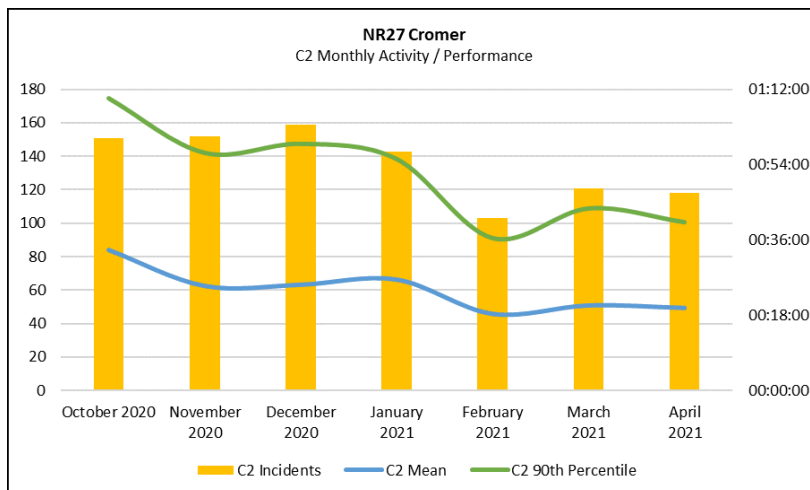
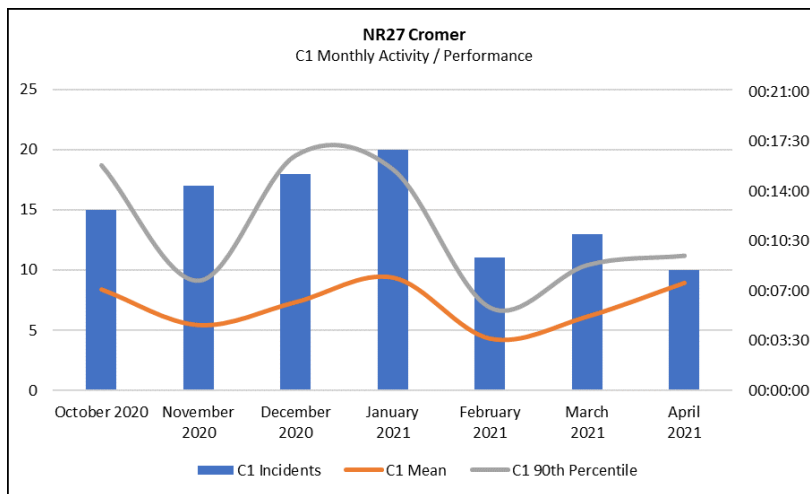
NR26 (Sheringham, Beeston Regis etc)

District	Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Sheringham	October 2020	11	00:11:03	00:11:18	79	00:40:34	01:28:43
	November 2020	8	00:10:59	00:16:54	77	00:29:55	00:58:46
	December 2020	7	00:09:14	00:20:59	94	00:26:53	00:51:04
	January 2021	11	00:09:13	00:12:13	86	00:33:03	01:13:27
	February 2021	4	00:06:05	00:11:38	75	00:22:35	00:40:31
	March 2021	13	00:10:06	00:20:53	80	00:23:08	00:48:12
	April 2021	8	00:08:03	00:14:43	86	00:25:07	00:52:16



NR27 (Cromer, Overstrand, Runtons etc)

District	Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
Cromer	October 2020	15	00:07:07	00:15:50	151	00:33:30	01:09:57
	November 2020	17	00:04:37	00:07:43	152	00:25:00	00:56:54
	December 2020	18	00:06:14	00:16:32	159	00:25:18	00:59:04
	January 2021	20	00:07:57	00:15:33	143	00:26:31	00:55:26
	February 2021	11	00:03:40	00:05:49	103	00:18:24	00:36:30
	March 2021	13	00:05:13	00:08:49	121	00:20:24	00:43:36
	April 2021	10	00:07:35	00:09:28	118	00:19:49	00:40:19



Data from the wider NNDC area has been requested, this is the first tranche:

NR12 (Bacton, Happisburgh, Sea Palling, Stalham etc) and NR29 (Potter Heigham. Ludham etc)

District	Month	C1 Incidents	C1 Mean	C1 90th Percentile	C2 Incidents	C2 Mean	C2 90th Percentile
NR12	February 2021	21	00:08:36	00:14:46	153	00:25:41	00:42:27
	March 2021	21	00:10:33	00:16:21	182	00:23:07	00:43:14
	April 2021	30	00:11:56	00:16:19	181	00:26:06	00:46:04
	May 2021	23	00:11:52	00:16:40	241	00:34:41	01:03:43
NR29	February 2021	22	00:09:40	00:15:23	152	00:26:34	00:47:18
	March 2021	19	00:10:33	00:17:05	161	00:23:00	00:45:55
	April 2021	18	00:11:24	00:17:50	186	00:24:42	00:44:09
	May 2021	25	00:09:09	00:15:13	217	00:34:12	01:04:05

Working party next steps

- Support EEAST's recruitment of Community First Responders
- Continue campaign for the retention of rapid response vehicles in North Norfolk
- Use parish communication networks to help deflect emergency demand
- Review evaluation of Stroke Ambulance and its role in North Norfolk
- Require provision of postcode level data from the N&WCCG-EEAST contract
- Consider rolling out this project NNDC-wide

Cllr Victoria Holliday, Coastal Ward

July 5th 2021