

National Assembly for Wales / Cynulliad
 Cenedlaethol Cymru
[Health and Social Care Committee / Y
 Pwyllgor Iechyd a Gofal Cymdeithasol](#)
[Inquiry into the performance of
 Ambulance Services in Wales /](#)
[Ymchwiliad i berfformiad Gwasanaethau
 Ambiwlans Cymru](#)

Evidence from Cwm Taf University
 Health Board - PAS(AI) 01 / Tystiolaeth
 gan Bwrdd Iechyd Prifysgol Cwm Taf -
 PAS(AI) 01

Your Ref/eich cyf:
 Our Ref/ein cyf:
 Date/dyddiad:
 Tel/ffôn:
 Fax/FFacs:
 Email/ebost:
 Dept/adran:

AJW/KAD
 12th March 2015

Chair & Chief Executive

Mr David Rees AM
 Chair, Health and Social Care Committee
 National Assembly for Wales
 Cardiff Bay
 CARDIFF, CF99 1NA

Dear Mr Rees

**Re: Information request following Health and Social Care Committee on
 Thursday 5 March**

In response to your letter dated 6th March 2015, please find enclosed the data relating to the number of ambulances that arrived at the accident and emergency departments in the Royal Glamorgan Hospital and Prince Charles Hospital during February 2015. I am unfortunately not able to provide the station in which these ambulances are based

Hospital Name	Incident Date	Totals	Hospital Name	Incident Date	Totals
Prince Charles Hosp Merthyr	01-Feb-15	31	Royal Glamorgan Hosp Pontyclun	01-Feb-15	42
Prince Charles Hosp Merthyr	02-Feb-15	37	Royal Glamorgan Hosp Pontyclun	02-Feb-15	41
Prince Charles Hosp Merthyr	03-Feb-15	37	Royal Glamorgan Hosp Pontyclun	03-Feb-15	44
Prince Charles Hosp Merthyr	04-Feb-15	29	Royal Glamorgan Hosp Pontyclun	04-Feb-15	35
Prince Charles Hosp Merthyr	05-Feb-15	39	Royal Glamorgan Hosp Pontyclun	05-Feb-15	55
Prince Charles Hosp Merthyr	06-Feb-15	34	Royal Glamorgan Hosp Pontyclun	06-Feb-15	33
Prince Charles Hosp Merthyr	07-Feb-15	46	Royal Glamorgan Hosp Pontyclun	07-Feb-15	43
Prince Charles Hosp Merthyr	08-Feb-15	34	Royal Glamorgan Hosp Pontyclun	08-Feb-15	45
Prince Charles Hosp Merthyr	09-Feb-15	44	Royal Glamorgan Hosp Pontyclun	09-Feb-15	52
Prince Charles Hosp Merthyr	10-Feb-15	40	Royal Glamorgan Hosp Pontyclun	10-Feb-15	33
Prince Charles Hosp Merthyr	11-Feb-15	40	Royal Glamorgan Hosp Pontyclun	11-Feb-15	40
Prince Charles Hosp Merthyr	12-Feb-15	36	Royal Glamorgan Hosp Pontyclun	12-Feb-15	40
Prince Charles Hosp Merthyr	13-Feb-15	39	Royal Glamorgan Hosp Pontyclun	13-Feb-15	42
Prince Charles Hosp Merthyr	14-Feb-15	38	Royal Glamorgan Hosp Pontyclun	14-Feb-15	27

Merthyr	15		Pontyclun		
Prince Charles Hosp Merthyr	15-Feb-15	39	Royal Glamorgan Hosp Pontyclun	15-Feb-15	40
Prince Charles Hosp Merthyr	16-Feb-15	43	Royal Glamorgan Hosp Pontyclun	16-Feb-15	39
Prince Charles Hosp Merthyr	17-Feb-15	49	Royal Glamorgan Hosp Pontyclun	17-Feb-15	28
Prince Charles Hosp Merthyr	18-Feb-15	43	Royal Glamorgan Hosp Pontyclun	18-Feb-15	39
Prince Charles Hosp Merthyr	19-Feb-15	41	Royal Glamorgan Hosp Pontyclun	19-Feb-15	40
Prince Charles Hosp Merthyr	20-Feb-15	29	Royal Glamorgan Hosp Pontyclun	20-Feb-15	36
Prince Charles Hosp Merthyr	21-Feb-15	43	Royal Glamorgan Hosp Pontyclun	21-Feb-15	36
Prince Charles Hosp Merthyr	22-Feb-15	35	Royal Glamorgan Hosp Pontyclun	22-Feb-15	51
Prince Charles Hosp Merthyr	23-Feb-15	36	Royal Glamorgan Hosp Pontyclun	23-Feb-15	44
Prince Charles Hosp Merthyr	24-Feb-15	42	Royal Glamorgan Hosp Pontyclun	24-Feb-15	36
Prince Charles Hosp Merthyr	25-Feb-15	41	Royal Glamorgan Hosp Pontyclun	25-Feb-15	46
Prince Charles Hosp Merthyr	26-Feb-15	38	Royal Glamorgan Hosp Pontyclun	26-Feb-15	39
Prince Charles Hosp Merthyr	27-Feb-15	29	Royal Glamorgan Hosp Pontyclun	27-Feb-15	35
Prince Charles Hosp Merthyr	28-Feb-15	36	Royal Glamorgan Hosp Pontyclun	28-Feb-15	35
PCH TOTALS		1068	RGH TOTALS		1116

Within Cwm Taf University Health Board there have been a number of actions taken to achieve this improvement in patient handover performance these actions have included:

- System wide “focus on flow” project, which has concentrated on reducing delays in discharge across all inpatient bed settings.
- Review and implementation of an organisational escalation policy that is responsive to pressures in any aspect of the service.
- Acute hospital wide ownership of pressures at the front door.
- Zero tolerance approach to delay in ambulance handover.
- Close working relationship with WAST colleagues to develop and implement pathways to avoid hospital transfers.
- Senior clinical decision maker at the front door to avoid delays and facilitate early discharge.

The Health Board continues to develop further initiatives in conjunction with WAST to build on this success; two of these key initiatives are described below:

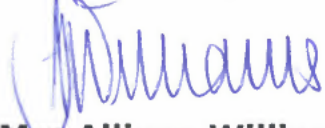
- Ring fencing of Cwm Taf WAST resource, preventing travel across boundaries other than in emergency situations – it is hoped that this pilot will improve the category A response times in the Cwm Taf area. This pilot is being tested during March and will be in place for a 6 week period from 30th March 2015.
- Use of alternative vehicles to transfer General Practitioner admissions – it is envisaged that this will improve the timeliness of these admissions and will facilitate further improvement in the category A response times. This pilot will commence on 16th March 2015.

The continued work to improve patient flow within the organisation complimented by the above joint working initiatives is anticipated to maintain and further improve our ambulance handover rates within the next three months so that we can achieve the 95% target.

I hope the enclosed information provides reassurance that we are committed to working in close partnership with WAST to continually reduce any delays experienced within the hospital setting, and also improve the overall ambulance response times.

If you require any further information, please do not hesitate to contact me.

Yours sincerely



Mrs Allison Williams
Chief Executive/Prif Weithredydd

Return Address:

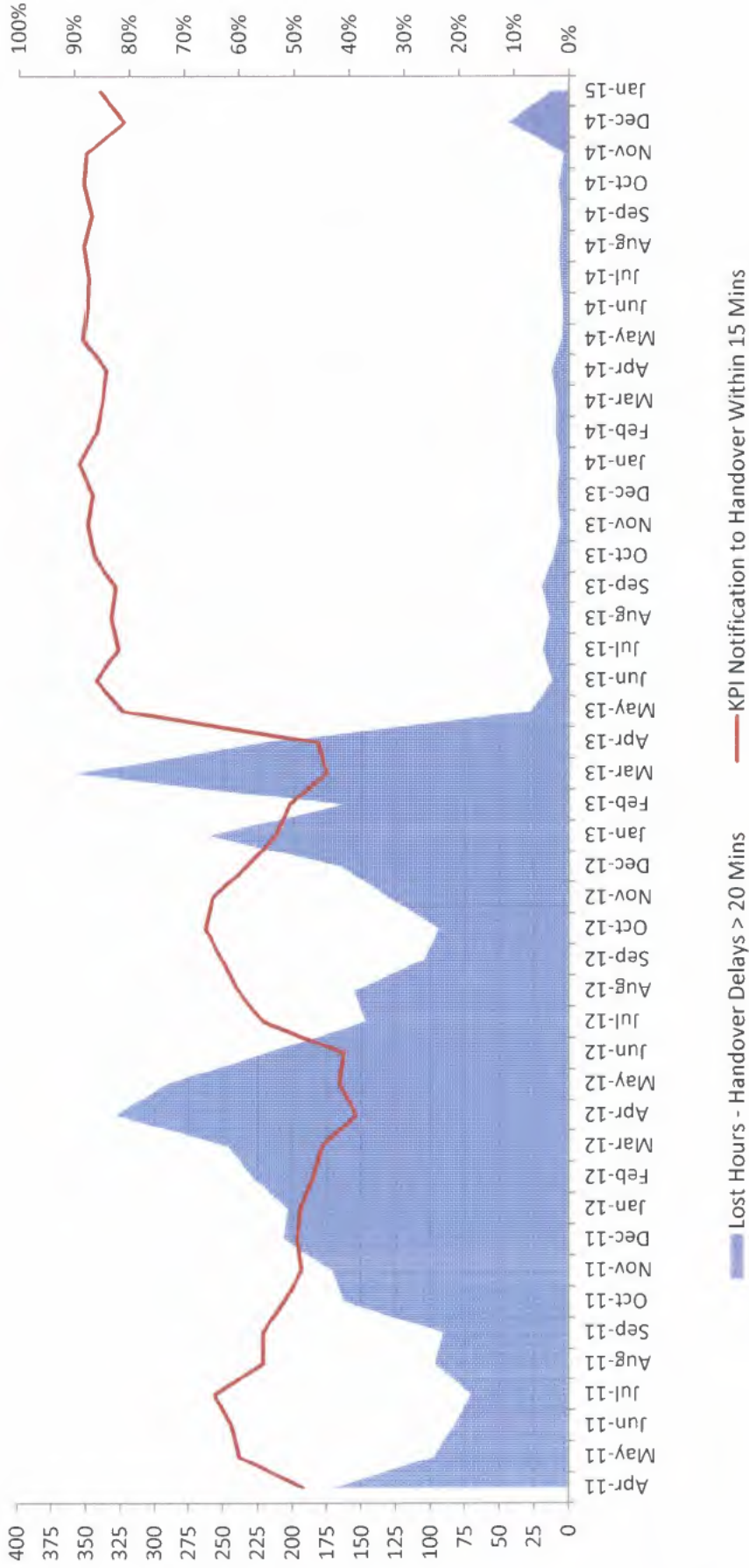


Chair / Cadeirydd; Dr C D V Jones CBE
Williams

Chief Executive / Prif Weithredydd: Mrs A

Appendix A

**Cwm Taf Health Board -
Lost Hours (Handover >20 Mins) & 15 Min Handover Performance**



Cwm Taf	Lost Hours - Handover Delays > 20 Mins	KPI Notification to Handover Within 15 Mins
Apr-11	170.66	48.0%
May-11	97.36	59.6%
Jun-11	83.09	61.0%
Jul-11	70.43	64.0%
Aug-11	96.64	55.3%
Sep-11	90.59	55.3%
Oct-11	163.15	51.5%
Nov-11	171.56	48.3%
Dec-11	206.49	49.1%
Jan-12	203.78	48.4%
Feb-12	228.71	46.2%
Mar-12	247.00	44.7%
Apr-12	329.01	38.4%
May-12	292.18	41.6%
Jun-12	219.78	40.8%
Jul-12	147.05	55.4%
Aug-12	155.51	59.8%
Sep-12	105.19	62.7%
Oct-12	93.87	65.8%
Nov-12	130.07	64.5%
Dec-12	165.17	58.3%
Jan-13	260.74	53.0%
Feb-13	163.63	50.6%
Mar-13	358.71	43.8%
Apr-13	220.27	45.5%
May-13	27.76	80.9%
Jun-13	11.65	85.8%
Jul-13	19.26	81.7%
Aug-13	13.50	83.0%
Sep-13	19.97	82.3%
Oct-13	10.73	86.1%
Nov-13	6.16	87.3%
Dec-13	8.60	86.5%
Jan-14	6.60	88.8%
Feb-14	9.54	85.8%
Mar-14	8.90	84.7%
Apr-14	12.45	83.9%
May-14	5.28	88.3%
Jun-14	4.12	87.5%
Jul-14	6.32	87.3%
Aug-14	6.85	88.2%
Sep-14	5.36	86.8%
Oct-14	7.41	88.2%
Nov-14	3.51	87.8%
Dec-14	43.82	80.9%
Jan-15	12.54	85.3%