**LAS Performance 08– 21 JANUARY**

REPORT FROM THE LAS COMMISSIONERS – BRENT CCG

1)   Performance breakdowns by CCG are expected with the next weekly performance pack due in a fortnight.

2)   National Standards were achieved by the LAS across Cat 1, and Cat 4 90th centile for December. Month to date across January continues to see standards being achieved against the C1 and C4 90th centile metric. LAS are currently running in 3rdposition nationally against C1 mean, 1st against C1 90th centile metrics and  2nd against C4.

3)   LAS has achieved and maintained performance standards against the C1 90th Centile since the implementation of the new ARP metrics.

4)   The nationally recognised increase in C2 demand is primarily a result of patients calling with conditions associated with ‘haemorrhaging’. This is being picked up as part of the national post ARP review – the findings of which are expected in the spring.

5)    An action plan is in place to improve call handling times, which is having a positive impact. Discussions are in place to secure agreement to ETA ‘time stops’ across London’s airports (Heathrow and City).  These areas will be addressed through LAS CPM next week.

6)   Demand is slightly higher than expected however the response to managing pressure over this winter has shown significant improvement on the same period last year.

7)   Planning has commenced in support of the forthcoming Easter holiday period.

**Performance:  08.01.18 – 14.01.18**

* Cat 1 Mean response time reported at 7 minutes 16 seconds. This is 16 seconds over the agreed national standards. The 90thcentile was 11 minutes 43 seconds which is 3 minutes 17 seconds better that the national standard metric.
* Cat 2 Mean response time was 19 minutes 58 seconds. This is 1 minute 58 seconds over the agreed national standards. The 90th centile was 40 minutes 31 seconds which is 31 seconds over national standards.
* The 90th centile for C3 was 2 hours 25 minutes 05 seconds which equates to **145 minutes 5 seconds against a target of 120 minutes**.
* The 90th centile for C4 was 2 hours 0 minutes 24 seconds. This is 59 minutes and 36 seconds under the national standard.

**Performance 15.01.18 – 21.01.18**

* Cat 1 Mean response time reported at 7 minutes 01 seconds. This is 01 second over the agreed national standards and a 15 second improvement on the previous week. The 90th centile was 11 minutes 43 seconds which is 3 minutes 17 seconds better that the national standard metric.
* Cat 2 Mean response time was 18 minutes 51 seconds. This is 51 seconds over the agreed national standards. The 90thcentile was 37 minutes 55 seconds which is 2 minutes 5 seconds under national standards. Both represent improvement on the previous pack reported.
* Cat 3 Mean response time was 56 minutes 32 seconds. There is no national standard for Cat 3 Mean. The 90th centile was 2 hours 12 minutes 46 seconds which equates to 132 minutes 42 seconds against a target of 120 minutes.
* Cat 4 Mean response time was 56 minutes 37 seconds. There is no national standard for Cat 4 Mean. The 90th centile was 1 hour 55 minutes 03 seconds. This is 1 hour 4 minutes and 57 seconds under the national standard.

1291 hours were lost as a result of arrival to handover delays at ED for the week ending 21st January, which is a decrease on the previous report.

576  hours were lost across the equivalent period through handover to green delays, which also represents a reduction on the previous report.

**London Ambulance Services Commissioners**

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