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**PUBLIC BOARD MEETING**

**29 May 2024  
Item 05**

**THIS PAPER IS FOR DISCUSSION**

**SAS MEASURES – 2024/25 IMPROVEMENT AIMS**

<b>Lead Director</b>	Paul Bassett, Chief Operating Officer & Deputy Chief Executive
<b>Author</b>	Katy Barclay, Head of Business Intelligence & Data Protection Officer
<b>Action required</b>	The Board is asked to review the proposed improvement aims for 2024/25 and discuss.
<b>Key points</b>	<p>The aims detailed in section 4 were presented to the Board Development Session on 24 April 2024 and where possible, have been incorporated into reporting from April 2024.</p> <p>Aims and/or measures which are yet to be defined will be done so by the Business Intelligence Team in conjunction with the measurement owner and lead. This will ensure that each measure, definition, and aims is fit for purpose and correctly captures the requirements.</p>
<b>Timing</b>	This paper is presented annually for discussion.
<b>Associated Corporate Risk Identification</b>	<p>Risk ID: -</p> <p>4636 – Health and Wellbeing of staff  4638 – Hospital Handover Delays  5062 – Failure to achieve financial target  5603 – Maintaining required service levels (Business Continuity)  5651 – Workforce Planning and Demographics</p>
<b>Link to Corporate Ambitions</b>	<p>We will</p> <ul style="list-style-type: none"> <li>• Work collaboratively with citizens and our partners to create healthier and safer communities.</li> <li>• Innovate to continuously improve our care and enhance the resilience and sustainability of our services.</li> <li>• Improve population health and tackle the impact of inequalities. <ul style="list-style-type: none"> <li>• Deliver our net zero climate targets.</li> </ul> </li> <li>• Provide the people of Scotland with compassionate, safe, and effective care when and where they need it.</li> </ul>

	<ul style="list-style-type: none"> <li>• Be a great place to work, focusing on staff experience, health, and wellbeing.</li> </ul>
<b>Link to NHS Scotland's Quality Ambitions</b>	Performance reporting highlights the Service's national priority areas and strategy progress to date. It supports the delivery of the Service's quality improvement objectives within the Service's Annual Delivery Plan.
<b>Benefit to Patients</b>	Robust measurement across all areas of the Service provides intelligence and assurance of the Service processes and activities.
<b>Equality and Diversity</b>	<p>This paper highlights how the Board will measure progress to date across several work streams and programmes. Each individual programme is required to undertake Equality Impact Assessments at appropriate stages throughout the life of that programme.</p> <p>In terms of the overall approach to equality and diversity, key findings and recommendations from the various Equality Impact Assessment work undertaken throughout the implementation of our 2030 Strategy are regularly reviewed and utilised to inform the equality and diversity needs.</p>



**Scottish  
Ambulance  
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## **SCOTTISH AMBULANCE SERVICE UNIVERSITY NATIONAL NHS BOARD**

### **AMBULANCE SERVICE MEASURES - 2024/25 IMPROVEMENT AIMS**

**KATY BARCLAY, HEAD OF BUSINESS INTELLIGENCE**

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#### **SECTION 1: PURPOSE**

This paper sets out the proposed aims for 2024/25 for the measures which are reported to the Scottish Ambulance Service Board and sub committees.

These measures were approved by the Scottish Ambulance Service (SAS) Board in September 2022 and this paper set out the proposed improvement aims for 2024/25 on the journey to reaching the ultimate aims which were discussed at the Board Development Session on 24 April 2024 .

SAS has been engaged throughout with Scottish Government regarding our collective aim to develop clinical process and outcome measures that meaningfully reflect the role played by SAS in responding to people faced with a range of clinical conditions.

#### **SECTION 2: RECOMMENDATIONS**

These measures and the associated aims were presented to the Board Development Session on 24 April 2024 and, following this, it is recommended that the measures are approved by the Board. Once approved these will be submitted to the Scottish Government as part of the SAS Annual Delivery Plan (ADP).

Measures or aims which are yet to be defined will be done so by the Business Intelligence Team in conjunction with the measurement owner and lead. This will ensure that each measure and definition is fit for purpose and correctly captures the requirements.

Data is currently presented to the Board in the form of Statistical Process Control (SPC) charts which take the form of control or run charts. Charts of this type are used to identify variation within a process over time.

As we move to using Data Visualisation software the method for displaying information will be kept under review to ensure it meets the needs of the Board, Committees, and other audiences.

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## SECTION 3: BACKGROUND

This measurement framework sets out the key measures to provide assurance to the organisation. This forms part of the Service's Board Assurance Framework which details the roles.

This is with the aim of reflecting the impact of SAS interventions in communities, and to provide data that enables scrutiny of quality of care and performance providing assurance to a range of audiences within and beyond SAS.

In developing these measures, we have:

- aligned them to Scotland's strategic health and care aims,
- mapped these to our clinical response categories,
- framed them within our overarching 2030 Strategy aims to save more lives, reduce health inequalities, and improve the health and wellbeing of Scotland's population. As we progress our 2030 objectives we will develop and report on further quality measures.

The improvement aims have been proposed using several different methods, the method used depends on the measure, for example:

- aims for clinical measures are set in conjunction with the Clinical Team taking account of planned work which is expected to lead to improvements.
- aims for response times are set using the weekly utilisation models. The known relationship between utilisation and response times is used to predict these.

## SECTION 4: DISCUSSION

The proposed measures and audiences are detailed below. The columns are as follows:

- 2023/24: performance for full year from April 2023 to March 2024 unless otherwise stated.
- 2023/24 Recovery Aims: the aims the Service worked towards in 2023/24.
- 2024/25 Improvement Aims: the proposed aims for 2024/25
- Ultimate Improvement Aim: assumes Demand and Capacity programme of work is fully funded and baseline assumptions are met.

### 4.1. People

These measures are currently under review and additional measures will be added as they are scoped, defined, and built. These are likely to include establishment, vacancies, and staff turnover.

The aim of refining our internal and external reporting arrangements for all people measures is developing internally and with collaboration with other Boards who have similar systems but more mature measurement frameworks. As outputs arise from the workforce data reporting developments, we will consider further scope for integration into our core work and present back to the appropriate as these aims are realised.

The sickness absence aim is set out in the NHS Scotland Board Delivery Plan 2024/25. This has set a recovery driver of a year-on-year reduction in sickness absence for all Health Boards.

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	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Sickness Absence - Total	8.9%	<8.0%	<7.5%	<5.0%	Apr 2023 to Mar 2024
A&E Shift Coverage	94.0%	≥94%	≥94%	≥95%	Apr 2023 to Mar 2024

## 4.2. Ambulance Control Centre

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
999 Call Handling Pickup in 10 Seconds	94.1%	≥90%	≥90%	≥90%	Apr 2023 to Mar 2024

## 4.3. Critically Unwell Patients

This response category represents the highest acuity codes, generated following 999 call triage within SAS' response model. As an outline, codes within this category have a cardiac arrest rate above 10% with the actual cardiac arrest rate being around 35%. These patients are critically ill and, in most cases, required active resuscitation.

In terms of measurement reporting, we are aligning these measures to the actions specified in Scotland's Out of Hospital Cardiac Arrest (OHCA) strategy (2015 and 2021), a key element of NHS Scotland's efforts to save more lives.

The high-level aim of this strategy is to improve OHCA survival levels to 15% by 2026.

The process measures which include increasing bystander CPR rates, increasing use of Public Accessible Defibrillators, improving response times and achieving Return of Spontaneous Circulation are all outlined with trajectories towards increasing overall survival.

Significantly, we are linking data with Public Health Scotland (PHS) and now report 30-day survival, the gold standard, for all patients in the purple category, all cardiac arrests, and as a subgroup, for those patients in cardiac arrest who present with a 'shockable' rhythm. (This measure is an international comparator allowing Scotland to benchmark itself with other health systems).

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Critically Unwell Patients - survival @ 30 days	67.6%	≥57%	≥58%	58% by 2026	Apr to Dec 2023
Worked Arrests - All Rhythms - survival @ 30 days	11.7%	≥11%	≥13%	15% by 2026	Apr to Dec 2023
Worked Arrests - VF/VT Rhythms (Utstein Comparator) - survival @ 30 days	32.2%	≥28%	≥34%	40% by 2026	Apr to Dec 2023
Worked Arrests - All Rhythms - ROSC	30.7%	≥31%	≥34%	40% by 2026	Apr 2023 to Mar 2024
Worked Arrests - VF/VT Rhythms (Utstein Comparator) - ROSC	58.5%	≥55%	≥60%	70% by 2026	Apr 2023 to Mar 2024
Bystander CPR rates	68.6%	≥71%	≥76%	85% by 2026	Apr 2023 to Mar 2024
Pre SAS arrival PAD use	11.7%	≥13%	≥15%	20% by 2026	Apr 2023 to Mar 2024
Median time Purple incidents responded to from identification & dispatch	00:07:07	≤00:07:00	≤00:07:00	≤00:06:00	Apr 2023 to Mar 2024
95th Centile time Purple incidents responded to from identification & dispatch	00:20:08	≤00:20:00	≤00:20:00	≤00:15:00	Apr 2023 to Mar 2024

## 4.4. Patients at High Risk of Acute Deterioration

This response category represents codes where people affected have a considerable risk of acute deterioration. Although this code affects patients with different clinical conditions, one high profile subgroup that we are reporting on are those affected by Major Trauma.

Scotland has invested heavily in its four major trauma centres and the associated pre-hospital care network. This pre-hospital care provision sits with SAS and includes core ambulance responses, response by pre-hospital critical care paramedics and by pre-hospital medical resources. In addition, support from Police Scotland and the Scottish Fire and Rescue Service are often needed for such incidents.

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When available and verified, a range of measures reflecting these pre-hospital processes will be reported to the Scottish Ambulance Service Board, contextualising the red category response times with clinical parameters and crucially decision measures re definitive care options. Collectively these generate a compelling narrative of how well we manage people affected by major trauma in the pre-hospital context, a crucial pre-requisite to an ultimate positive outcome.

SAS will report on clinical and process measures focussed on pre-hospital major trauma care, to complement the established reporting by the Scottish Trauma Audit Group (STAG), who provide annual overviews of the national quality of the totality of the major trauma care network.

The major trauma measures are currently in the process of being verified and will be added as this process is completed and the measures are built.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Median time Red incidents responded to from identification & dispatch	00:08:26	≤00:08:00	≤00:08:00	≤00:07:00	Apr 2023 to Mar 2024
95th Centile time Red incidents responded to from identification & dispatch	00:24:13	≤00:25:00	≤00:24:00	≤00:18:00	Apr 2023 to Mar 2024

#### 4.5. Patients Requiring Further Specialist Intervention

This response category represents those patients who require rapid prehospital assessment and care, and whose definitive care must be delivered in the acute hospital setting. This includes patients affected by stroke and heart attack.

The condition reflected by our reporting in this category is stroke. Stroke is one of the major causes of mortality and disability in Scotland. These end points can be mitigated by improvements in the diagnosis and response to hyper acute stroke and the subsequent optimisation of pathways to definitive care.

Improving stroke outcomes, with a particular focus on the pre-hospital care quality requires both an analysis of Scottish Ambulance Service clinical care from 999 call, on scene care and timely conveyance to definitive care. Linking data in partnership with PHS, we can articulate the key measure from the 999 call to definitive care in hospital, 'call to needle' time.

This data is now being reported report at a national level to the SAS Board and reflects the aggregated effect of multiple work streams within SAS and territorial Boards, to optimise these pathways across the country.

This work also provides a focus for SAS' pre-hospital role in the national roll out of Scotland's Thrombectomy Network.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
<b>Patients requiring Further Specialist Intervention</b>					
Stroke - Call to Treatment (thrombolysis)	02:05:48	N/A	TBC	TBC	Apr 2023 to Mar 2024
Median time Amber incidents responded to from identification & dispatch	00:16:38	≤00:16:00	≤00:16:00	≤00:15:00	Apr 2023 to Mar 2024
95th Centile time Amber incidents responded to from identification & dispatch	00:51:15	≤00:50:00	≤00:50:00	≤00:30:00	Apr 2023 to Mar 2024

#### 4.6. Emergency Incidents with the Highest Potential for Non-ED Management

This response category represents a cohort of patients who have a range of undifferentiated clinical presentations. The unifying elements identified at triage is that not immediately time critical or definitive care requirements have been identified but clinical need has been established.

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Many of these patients present with 'urgent care' needs and benefit from further clinical input by telephone or video consultation, post initial triage, such as interventions by our APs (Advanced Practitioners) or our GPs, in the Integrated Clinical Hub within our Ambulance Control Centre. Often patient need can be best met without a traditional ambulance response, either providing advice or signposting to other parts of the system.

These interventions are captured within this reporting category.

For those patients who we attend, and Emergency Department conveyance is not indicated, management in communities is also captured within this reporting section.

The work of SAS Integrated Clinical Hub and Pathway Navigation initiatives significantly support the impact of these measures on SAS activity and crucially on the wider health and care system.

As more patients are managed at the point of call through the integrated clinical hub this reduces the opportunity for patients to be managed at scene. This relationship is reflected in the ultimate improvement aim, increasing the aim for patients managed at point of call and reducing the aim for patients managed on scene.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Emergency patients managed at point of call or on scene	47.3%	≥48%	≥49%	≥50%	Apr 2023 to Mar 2024
Emergency patients managed at point of call	22.6%	≥26%	≥24%	≥27%	Apr 2023 to Mar 2024
Emergency patients managed on scene	24.7%	≥22%	≥25%	≥23%	Apr 2023 to Mar 2024
Emergency patients conveyed	52.7%	≤52%	≤51%	≤50%	Apr 2023 to Mar 2024
Median time Yellow incidents responded to from identification & dispatch	00:32:28	≤00:31:00	≤00:31:00	≤00:20:00	Apr 2023 to Mar 2024
95th Centile time Yellow incidents responded to from identification & dispatch	04:16:28	≤03:30:00	≤03:30:00	≤01:00:00	Apr 2023 to Mar 2024

#### 4.7. Turnaround Time Measures

Turnaround time measures are a joined aim for both SAS and Territorial Health Boards. The safe handover for patients' guidance issued by the Scottish Government stated that, by September 2023 no ambulances should wait more than 1 hour.

The turnaround time is made up of 2 time periods, time to handover and time from handover to crew clear. The measurement of turnaround time is well established and is published on a weekly basis. However, there are currently challenges in measuring the 2 parts of the journey independently from each other due to the dependency on both SAS crews and hospital staff to accurately record the time the patient was handed over to the hospital.

The turnaround time aims are set out in the NHS Scotland Board Delivery Plan 2024/25. This has set a recovery driver for territorial Health Boards of 100% of patients turned around within 60 minutes.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Average Turnaround Time at Hospital - Emergency Patients	00:54:33	<00:40:00	<00:50:00	<00:30:00	Apr 2023 to Mar 2024
Turnaround Time at Hospital > 1 Hour (arrival to handover < 45 mins)	106,492	52,000	52,000	0	Apr 2023 to Mar 2024
% Turnaround Time at Hospital ≤ 1 Hour (arrival to handover < 45 mins)	72.2%	N/A	≥86%	100%	Apr 2023 to Mar 2024

## 4.8 Planned Care

The Scheduled Care service is undergoing a review of the demand and capacity now and in the future. The output of this program is envisioned to be a realignment of existing Scheduled Care staff rosters to better meet the needs of patients.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
PTS Punctuality for Inward Journey	72.9%	≥74%	≥74%	≥75%	Apr 2023 to Mar 2024
PTS Punctuality for Outward Journey	82.3%	≥80%	≥80%	≥80%	Apr 2023 to Mar 2024
PTS Cancelled by SAS No Resource	1.5%	≤0.7%	≤1.0%	≤0.5%	Apr 2023 to Mar 2024

## 4.9 Other Areas

Monitoring of complaints helps identify areas for improvement and helps us develop changes in our services and check that changes made are improving the patient experience.

It is also important that we are following the NHS Complaints Handling procedure and that every effort is made to find as early a resolution as possible that our complainants are happy with.

The greenhouse gas emissions aim is set out in the NHS Scotland Board Delivery Plan 2024/25. This has set a recovery driver of a year-on-year reduction in total greenhouse gas emissions for all Health Boards.

	2023/24	2023/24 Recovery Aim	2024/25 Improvement Aim	Ultimate Improvement Aim	Time period of data
Stage 1 Complaints Compliance	96.6%	≥90%	≥90%	≥90%	Apr 2023 to Feb 2024
Stage 2 Complaints Compliance	93.2%	≥70%	≥70%	≥70%	Apr 2023 to Feb 2024
Greenhouse Gas Emissions	25,000	N/A	0.5% reduction	Ongoing reduction	Apr 2022 to Mar 2023