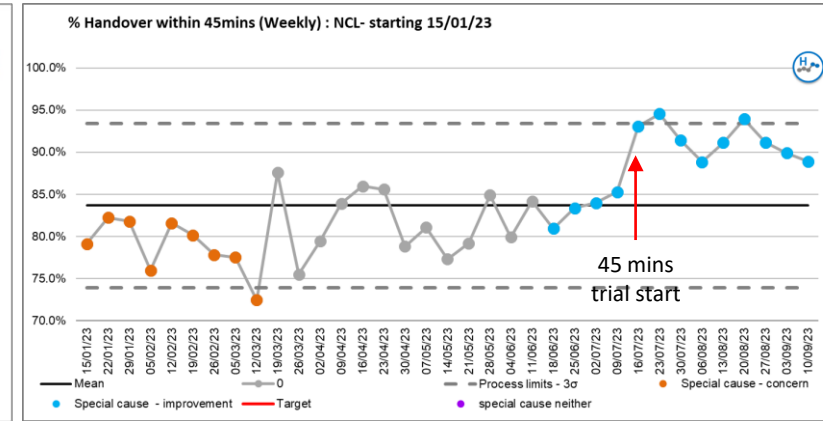
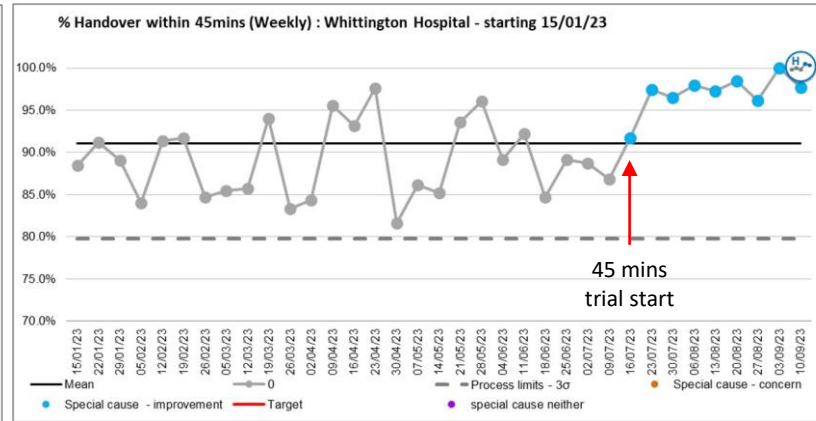
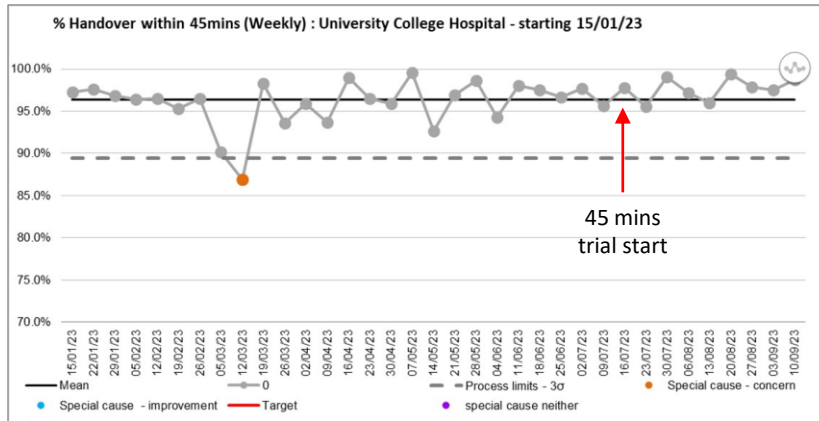
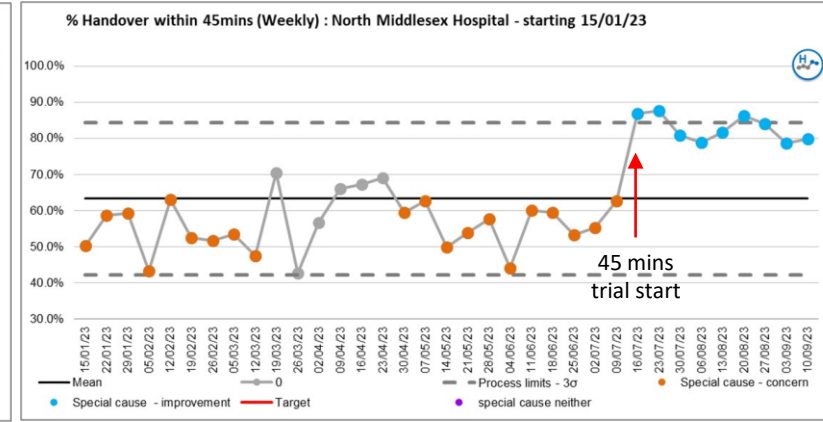
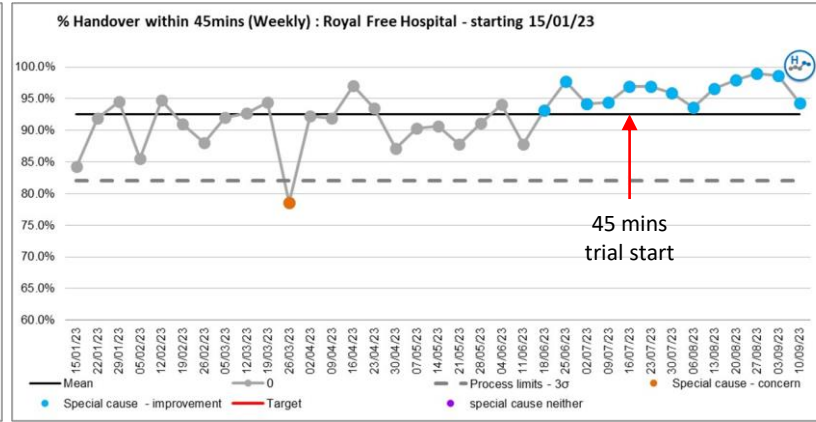
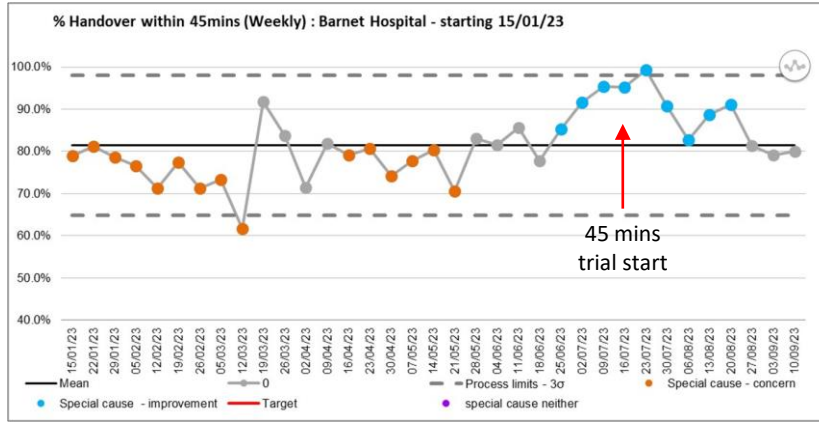


Improving hospital handovers in NCL  
(45-minute protocol) – Evaluation  
18<sup>th</sup> September 2023

- In the 9 weeks while the 45 minute protocol has been trialled in NCL, there has been a **significant improvement** in the proportion of handovers occurring within 45 minutes, from **82% to 91%**
- The improvement has been particularly significant at NMUH, which has the lowest performance, but has seen a **27% point improvement** in performance
- The **average time lost per handover has also improved**: across the system there has been a **37% reduction**, from 17 to 11 minutes
- Other ambulance handover metrics have also seen improvement over this period: there have been only **average 3~ 2 hour delays** in the 9-week period, compared with average 26 in the previous 9-week period
- Total ambulance conveyance volumes have remained steady across this period, despite the seasonal reduction in total A&E attendances
- NCL-specific response time data, shows improves for Cat 1 and 2 response times. Cat 1 has been able to **fluctuate around 7-minute target**. Cat 2 has improved, ranging between 31-39 minute response time from the 30-minute target.
- NCL has shown significant improvements and has reduced the gap against London for the response time for Cat 2 (light blue). The average response time for **NCL has dropped from 54 to 37 mins (-32%)** vs London also dropping 42 to 34 mins (-20%) when comparing 60 days before and after the trial started.

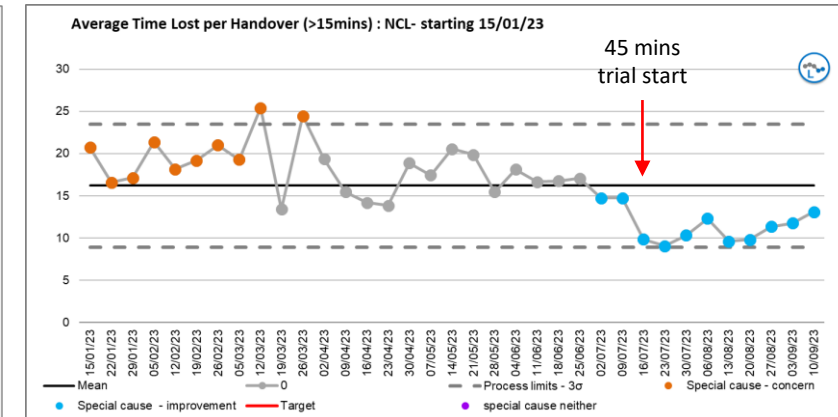
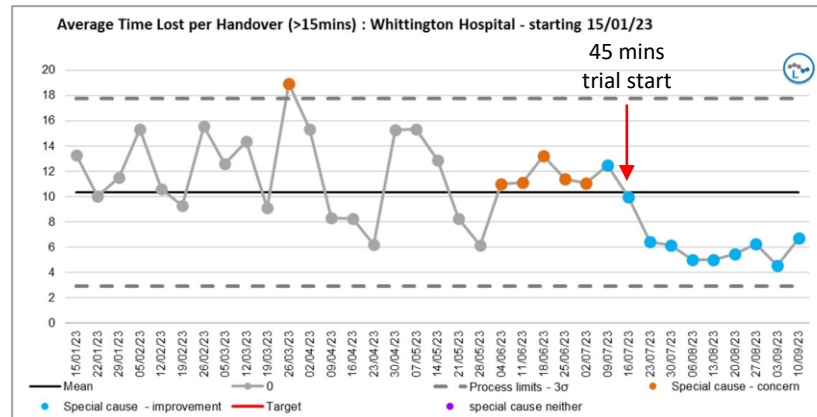
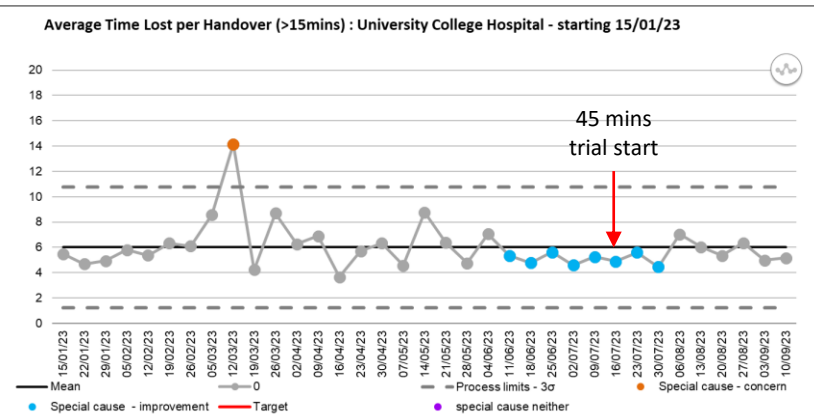
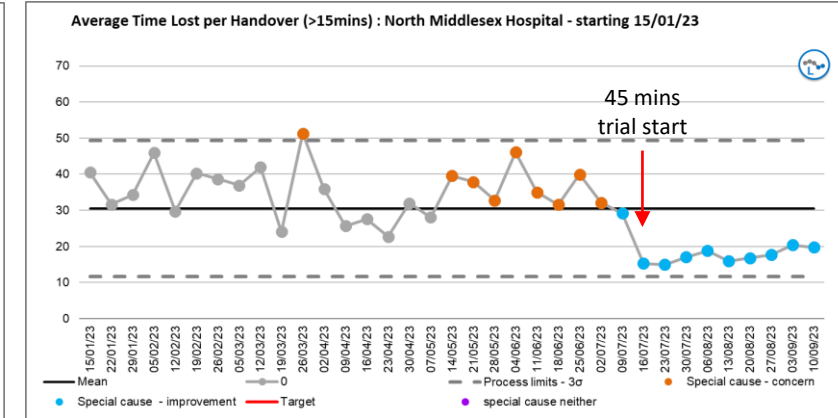
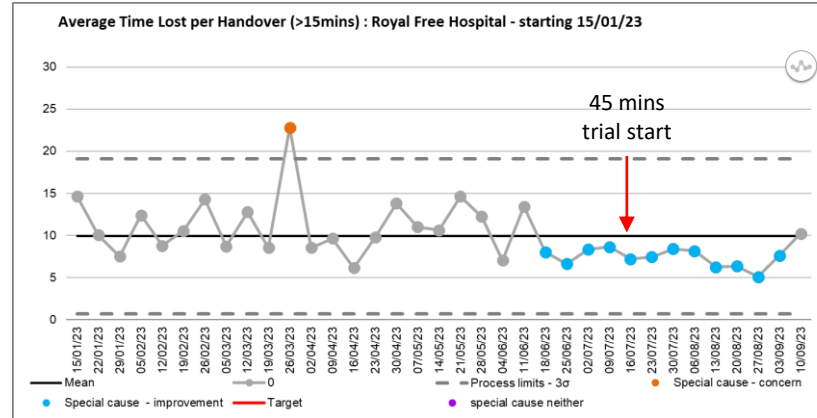
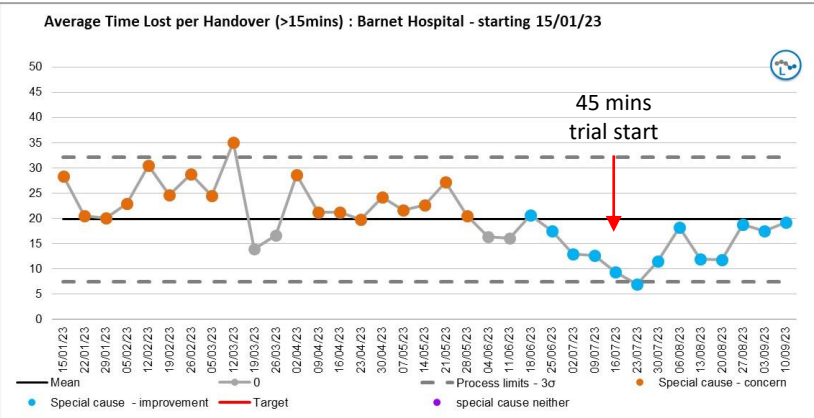
# % Handovers within 45 Minutes



|                    | Pre Trial %  | 9-week Trial % | % Point Change |
|--------------------|--------------|----------------|----------------|
| Barnet             | 83.7%        | 87.7%          | 4.0%           |
| North Middlesex    | 55.2%        | 82.7%          | 27.5%          |
| Royal Free         | 92.3%        | 96.7%          | 4.3%           |
| University College | 96.4%        | 97.7%          | 1.2%           |
| Whittington        | 89.5%        | 97.0%          | 7.5%           |
| <b>NCL</b>         | <b>82.1%</b> | <b>91.4%</b>   | <b>9.3%</b>    |

Trial started 11<sup>th</sup> July. We can see improvements to majority of the providers for within the 45min handover. NCL has improved by **9.3%** when comparing 9 weeks before and after the trial.

# Average Time Lost (Mins) per Handover

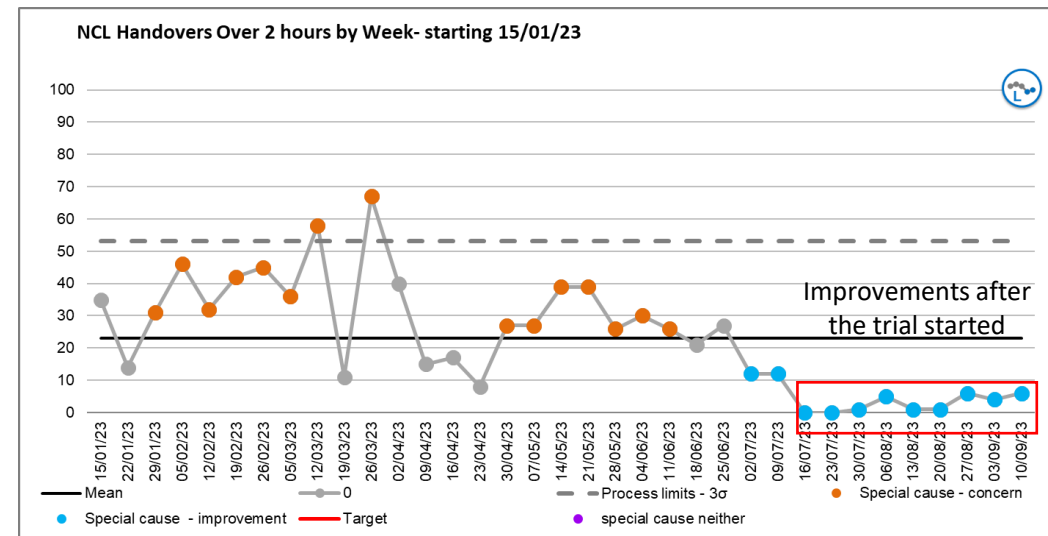
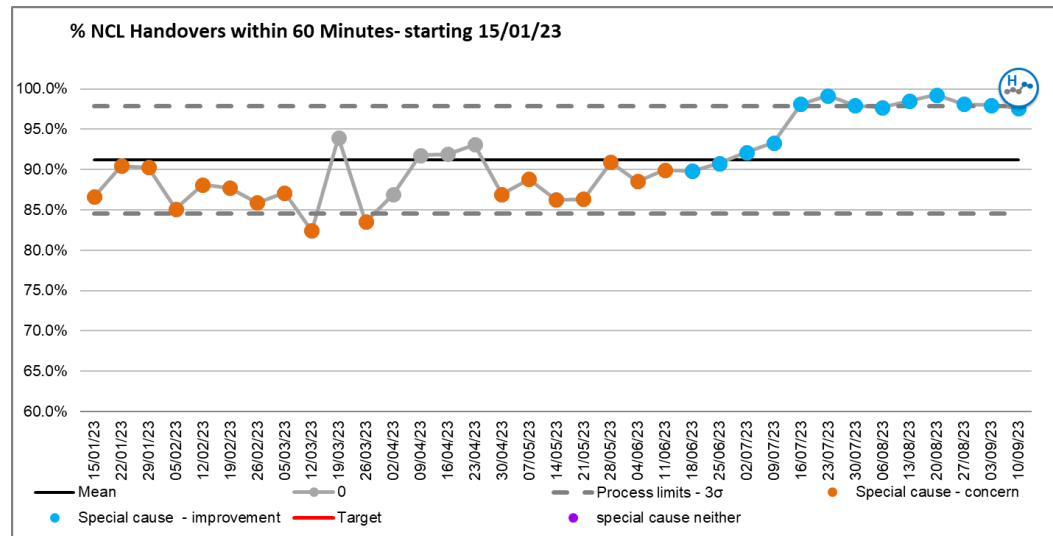
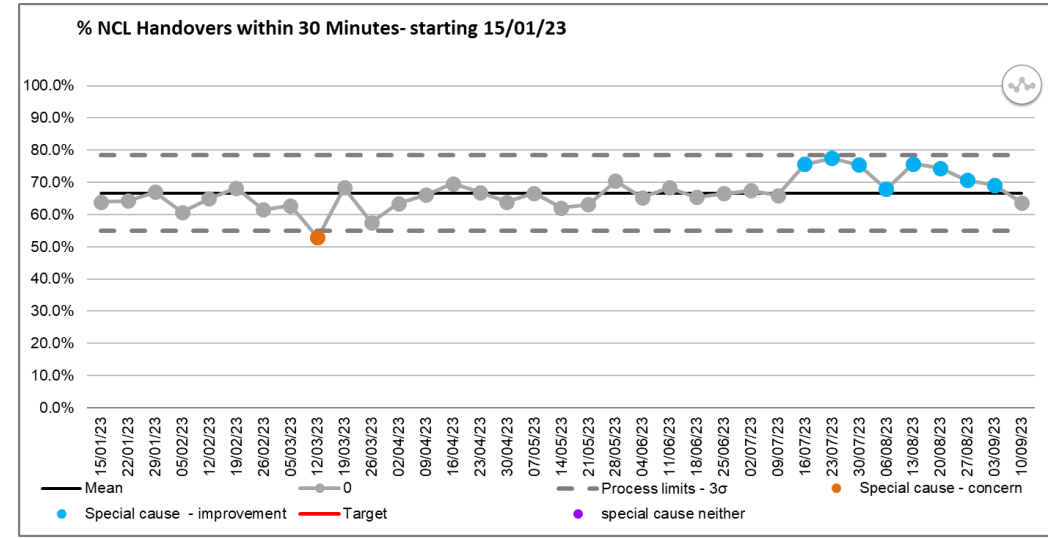
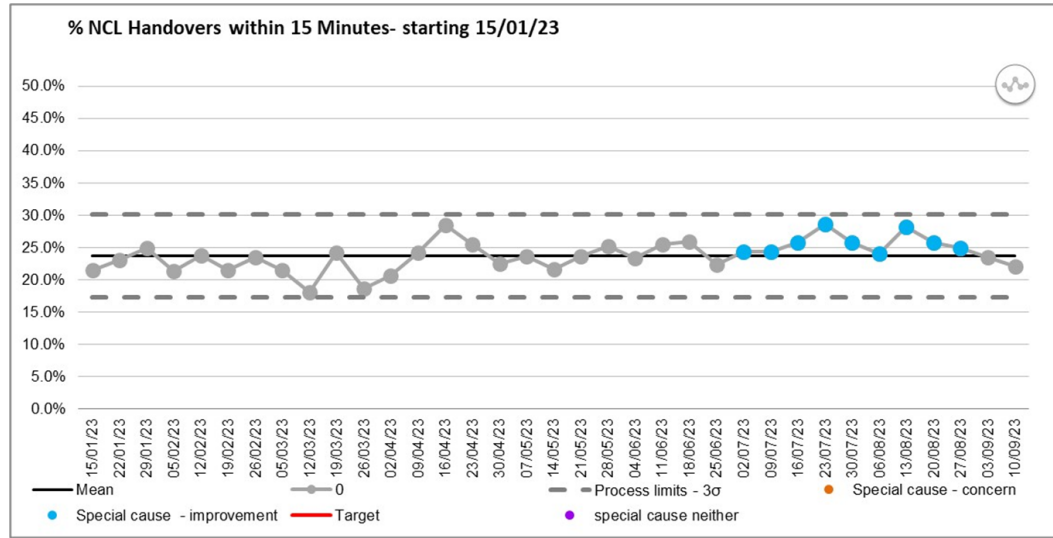


|                    | Pre Trial Average (Mins) | 9 week Trial Average (Mins) | % Change    |
|--------------------|--------------------------|-----------------------------|-------------|
| Barnet             | 18.5                     | 13.9                        | -25%        |
| North Middlesex    | 36.0                     | 17.4                        | -52%        |
| Royal Free         | 9.9                      | 7.4                         | -25%        |
| University College | 5.8                      | 5.5                         | -5%         |
| Whittington        | 10.8                     | 6.2                         | -43%        |
| <b>NCL</b>         | <b>17.1</b>              | <b>10.8</b>                 | <b>-37%</b> |

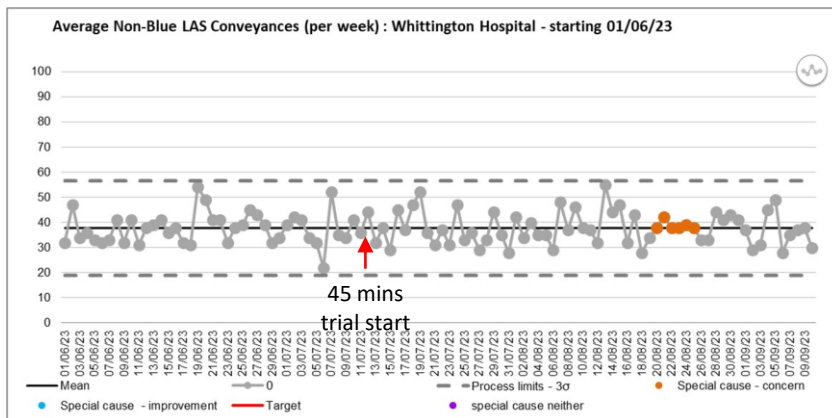
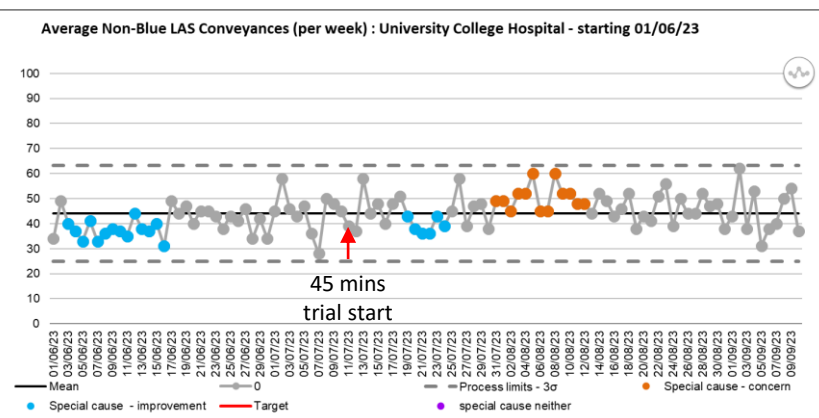
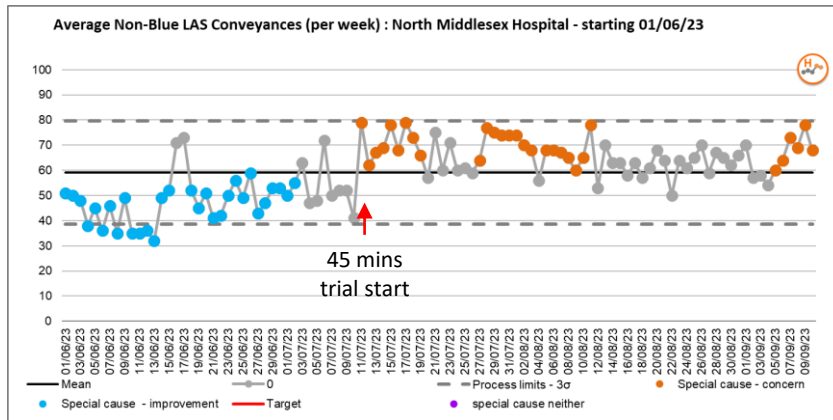
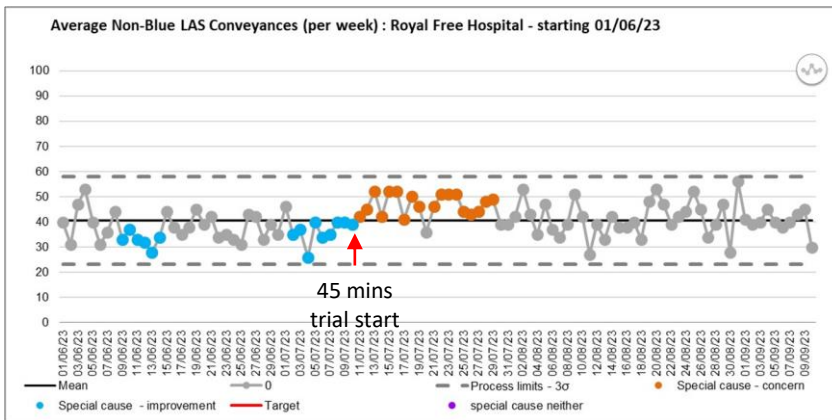
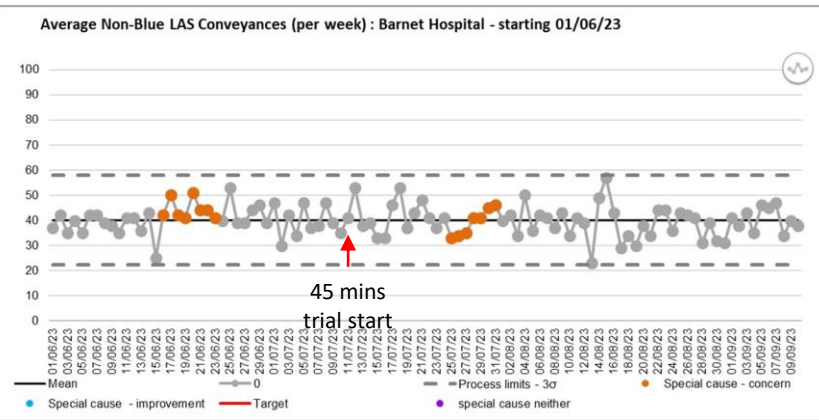
All providers were able to reduce their average time lost per handover (> 15mins). NCL has improved by **-37% (saving an average 6mins~ per handover)** when comparing 9 weeks before and after the trial.

# Handovers within 15, 30 and 60 Minutes (NCL Wide)

- The 45 minute trial has led to improvements against the other handover standards, particularly the proportion within 60 minutes.
- The Over 2 hours handover has dropped significantly by **90%**, from an average of **26 down to 3**, when comparing 9-weeks before and after the trial started

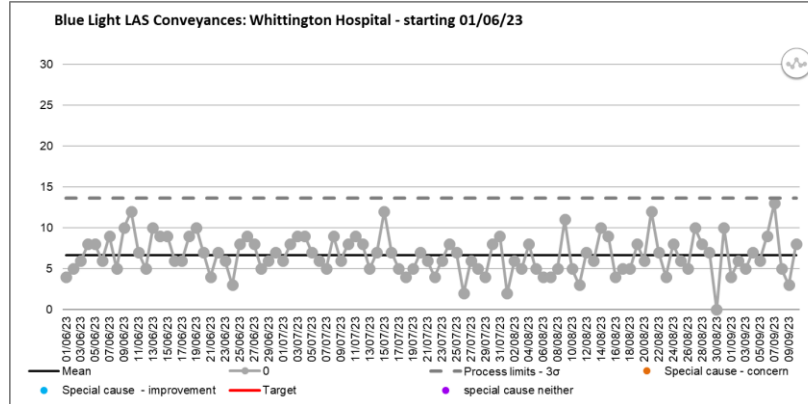
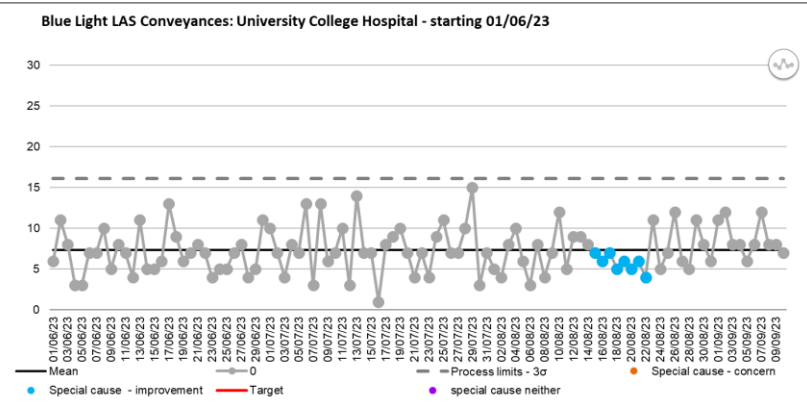
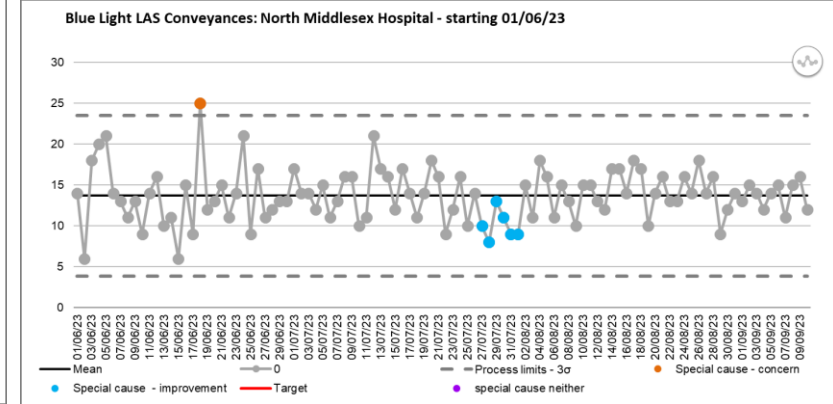
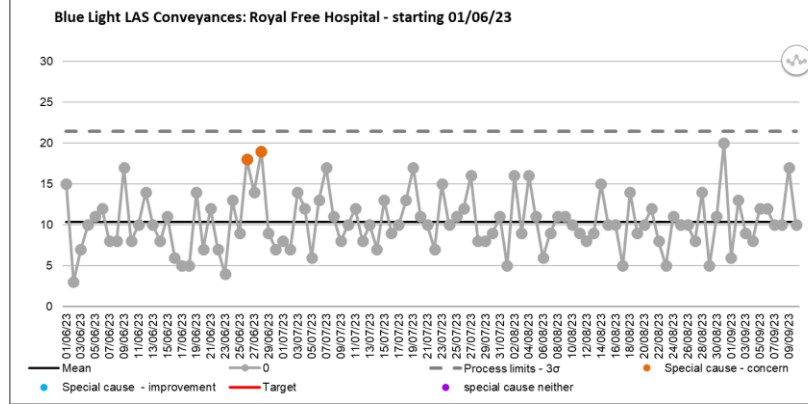
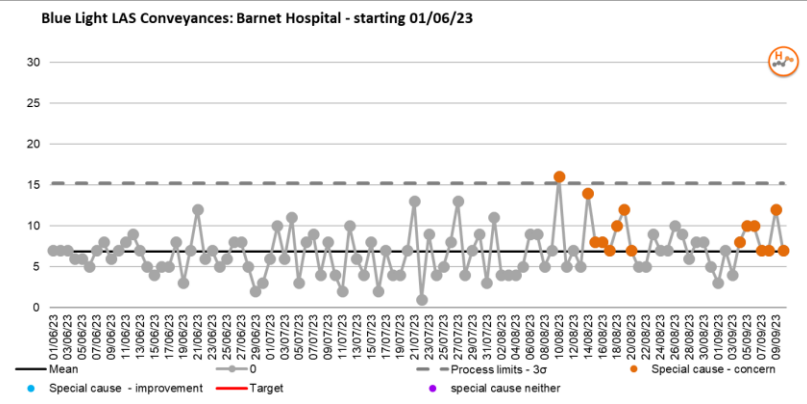


# Conveyance Volumes: Non-Blue Light (LAS Only)



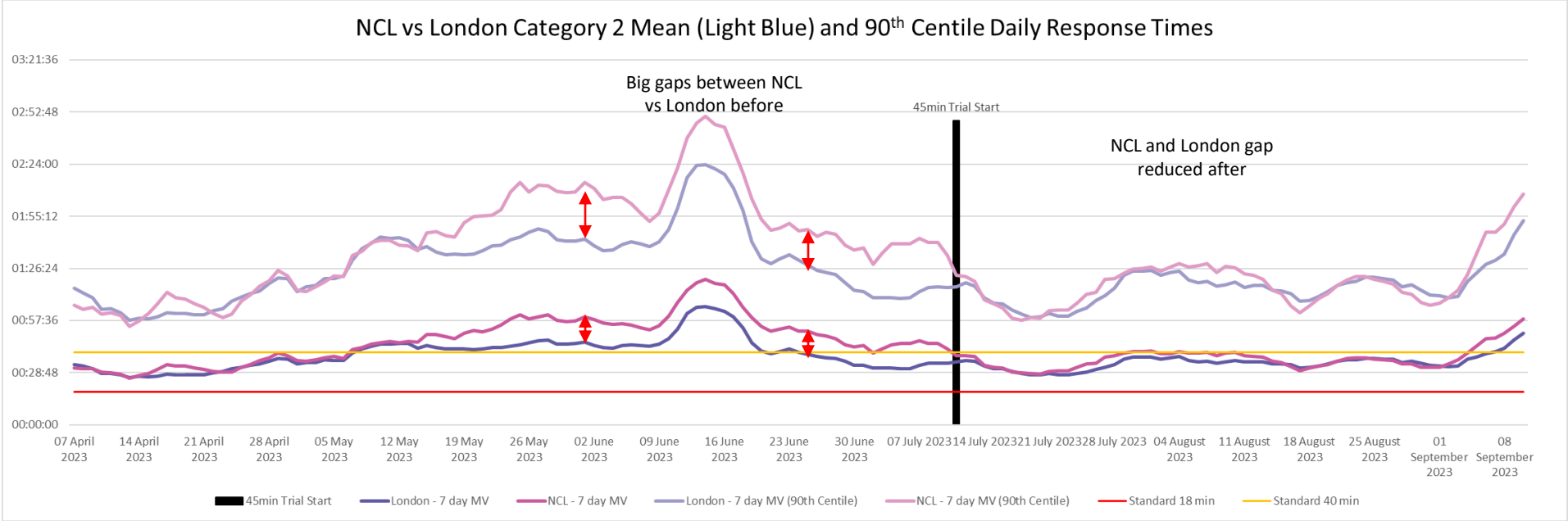
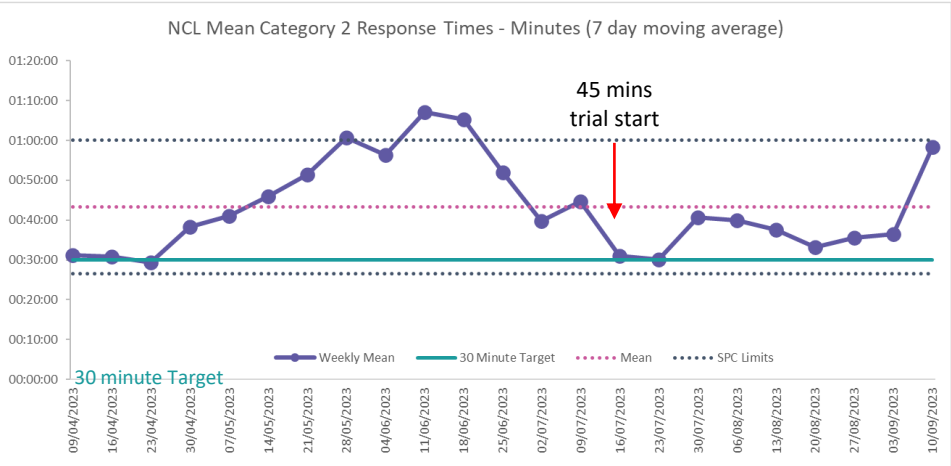
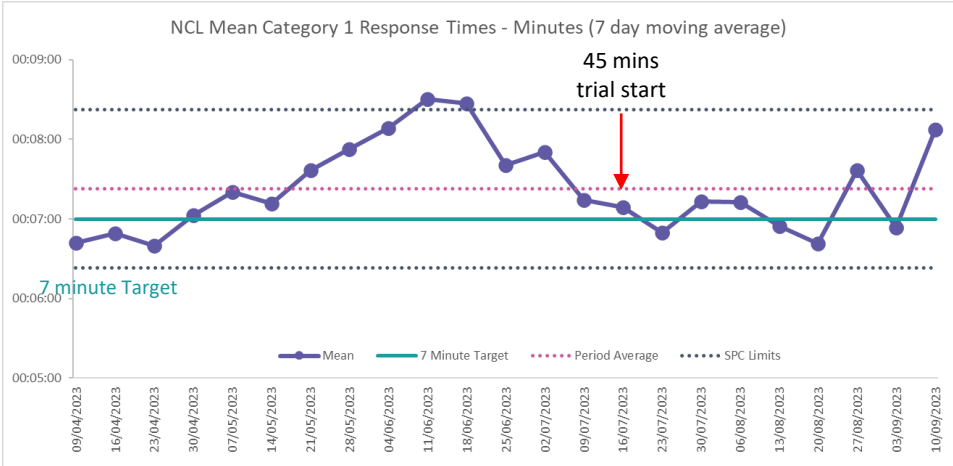
- Daily non-blue light LAS conveyances by site are shown above
- There has been no reduction in conveyance volumes in recent weeks, including during the trial period
- In addition to the LAS volumes shown, Barnet Hospital and NMUH also receive conveyances from East of England ambulances

# Conveyance Volumes: Blue Light Arrivals (LAS Only)



- Daily volumes of blue light LAS conveyances by site are shown above
- As with non blue light conveyances, there is a lot of daily variability shown

# Ambulance Response Times



- Updated with NCL-specific Weekly Ambulance Response Times data.
- During the periods after the start of the trial, **faster response times Category 1 and Category 2** response times. However, the opening week of Sept we can see this increasing.
- After the trial, we can see improvement in NCL and closing the gap to London levels.
- NCL has a **greater improvement proportion against London by 10%~** when comparing 60 days before and after
  - Mean (NCL -32% vs London -20%)
  - 90<sup>th</sup> Centile (NCL -33% vs London -21%)

**60 days average (before vs after)**

|                    | Mean (18 Mins) |          | 90th Centile (40 Mins) |          |
|--------------------|----------------|----------|------------------------|----------|
|                    | London         | NCL      | London                 | NCL      |
| Before trial start | 00:42:43       | 00:54:02 | 01:36:22               | 01:57:31 |
| After trial start  | 00:34:22       | 00:36:42 | 01:16:07               | 01:18:59 |
| Difference %       | -20%           | -32%     | -21%                   | -33%     |
| Difference         | 00:08:21       | 00:17:19 | 00:20:14               | 00:38:33 |

Sources: Monthly data from LAS Contract Management Report; Daily Data from Daily Ambulance Dashboard – NB unvalidated data