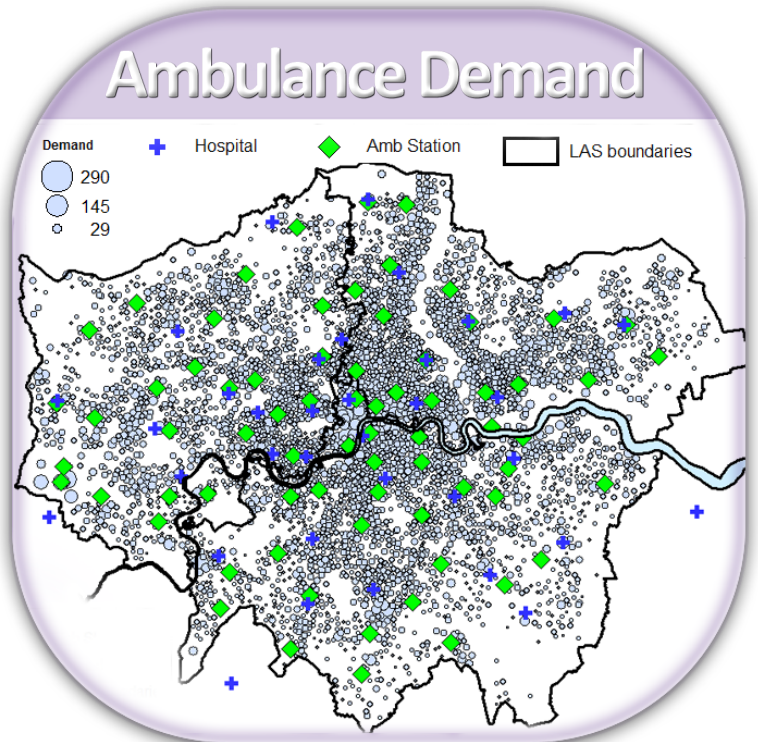


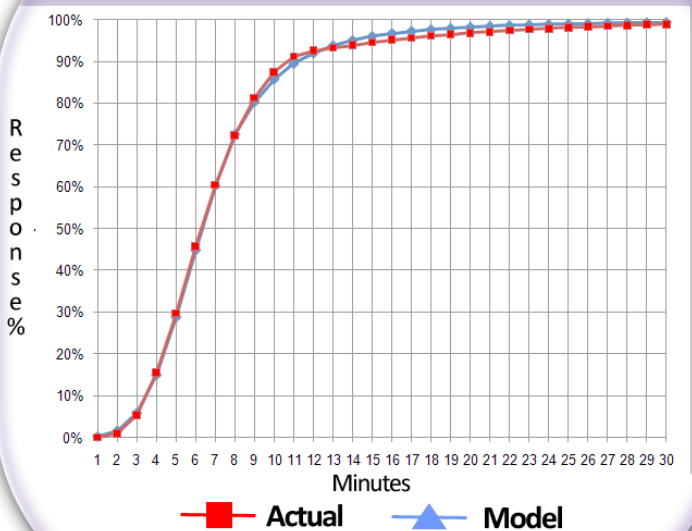
### Delivering a High Performance Ambulance Service in London

#### The Challenge

- ▶ Ambulance performance in London was recognised as being over-dependent on interim measures and ambulance utilisation was running at high levels which were not sustainable.
- ▶ The London Ambulance Service NHS Trust (LAS) and its Commissioners identified the need for a jointly commissioned ORH to develop a service delivery model for the provision of a high performing, cost-effective and sustainable ambulance service across the capital over the next three years.



#### Validation



#### Approach

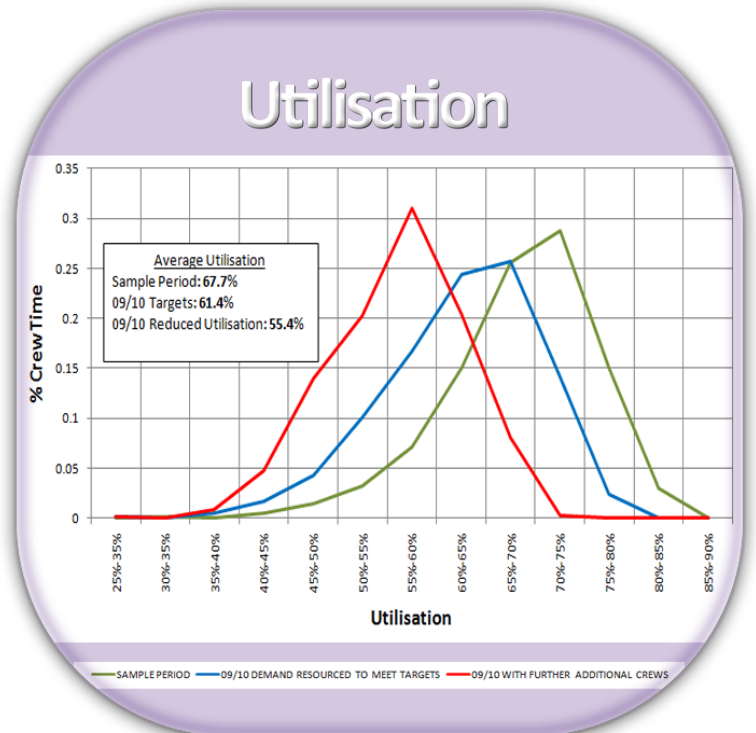
- ▶ A Steering Group was formed to oversee the work which included representatives from the LAS and Commissioners.
- ▶ A benchmarking exercise was undertaken to compare the LAS with similar services to support the development of achievable yet challenging efficiency measures.
- ▶ ORH’s unique ambulance simulation model (AmbSim) was used to assess the operational impacts of a range of options.



# ORH

## The Solution

- ▶ Annual plans were developed for each of the next three financial years embracing the efficiency measures required to maximise performance from the Service's existing resources.
- ▶ The minimum additional resourcing requirements were then identified for each financial year to close any residual gaps in terms of national response targets and to reduce ambulance utilisation to a sustainable level.
- ▶ An alternative operational régime was assessed, based on single-crewed vehicles summoning transport when required and thereby reducing the double-crewed ambulance resource requirement.



## Resources

		DMA	RRVs	AESU	Grand Total
Modelled Deployed Vehicle Hrs/Week		xx	xx	xx	aa
Staff Establishments	Recommended	yy	yy	yy	bb
	Funded				cc
<b>Staff Requirement (above recommended)</b>					<b>bb-cc</b>

## Benefits

- ▶ The results of the study were used by the LAS and its Commissioners to negotiate and agree future funding levels.
- ▶ A shared understanding of the potential for efficiency improvements was provided through the benchmarking exercise.
- ▶ Outputs were provided in a user-friendly manner that enabled preferred options to be implemented quickly. For example, station deployment plans by vehicle type and hour of week were provided allowing the LAS' resource management centre and local operations managers to implement the recommended changes easily.