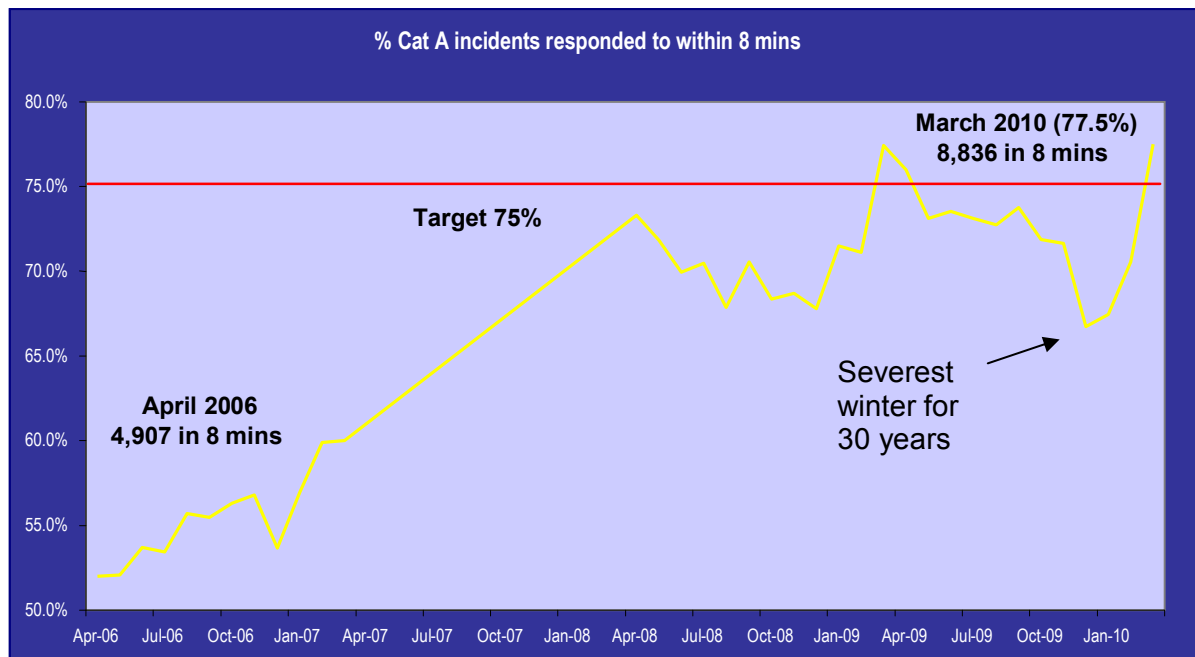


SCOTTISH AMBULANCE SERVICE 2009/10 – AT A GLANCE

Improved Response

✔ Responded to 77.5% of life threatening Cat A emergencies across mainland Scotland in March 2010 against a target of 75% (performance for full year was 72.3%).

✔ Improved average response time to Cat A calls, down to average of 6.9 minutes across Scotland (from 7.2 minutes in previous years).



✔ Responded to 94.5% of Cat B serious but not immediately life-threatening calls in time in March 2010 against a target of 95%.

✔ Improved response performance in Island Boards reaching 51.6% of all emergencies within 8 minutes against a target of 50%.

✔ Exceeded target of 70% of non-emergency patients arriving at hospital within 30 minutes of appointment, with performance of 71.8%.

✔ Answered over 800,000 telephone calls, responded to over 600,000 accident and emergency incidents, flew over 4,000 air ambulance missions and conveyed over 1.5 million non-emergency patients to hospital.

“Working Together for Better Patient Care”

✔ Developed and launched our strategy, “Working Together for Better Patient Care” following widespread consultation with over 2,000 patients, organisations, partners, representative groups, professional bodies, individuals and staff.

✔ Our Strategy sets out our goals:

- *To improve patient access and referral to the most appropriate care*
- *To deliver the best service for patients*
- *To engage with our partners and communities to improve healthcare.*

✔ Ensured our Strategy is aligned to NHS Scotland Healthcare Quality Strategy.

✔ Worked with NHS 24 and other partners to commence development of common triage tool and care pathways for emergency and unscheduled care.

✔ Worked with NHS Boards and transport providers to better integrate transport to healthcare and provide a clinically focused ambulance service.

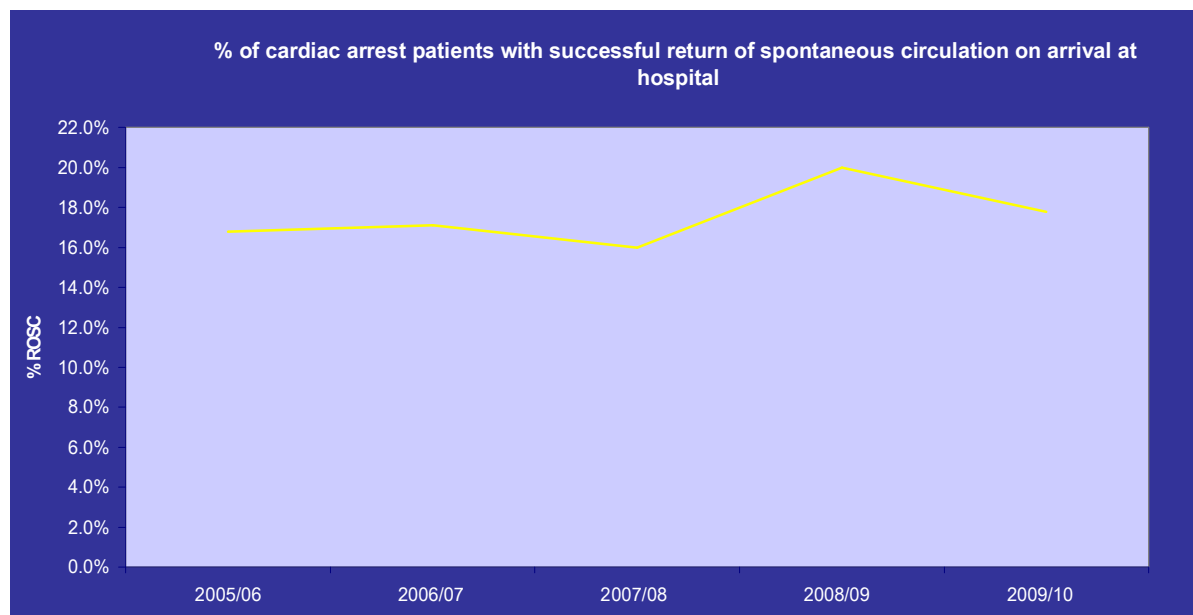
✔ Worked with NHS Boards to reduce unnecessary attendances at A&E. Treated nearly 60,000 patients at scene, over 8,000 more than 2008/09.

✔ Worked with NHS Boards and the NHSScotland Remote and Rural Implementation Group to develop action plans for remote & rural communities to strengthen their resilience.

SCOTTISH AMBULANCE SERVICE 2009/10 – AT A GLANCE

Saving Lives

✔ Improved our survival rates for cardiac arrest patients to 22.8% on arrival at hospital in March 2010 and 17.8% for the year.



✔ Improved our response times for cardiac arrest patients reaching 78.5% within 8 minutes across Scotland.

✔ Joint initiatives with NHS partners to pilot developments in the treatment of cardiac arrest patients in the community to improve survival rates.

✔ Implemented new care pathways for hyper-acute stroke in partnership with NHS Boards.

✔ Increased number of community first responder schemes across Scotland's remote and rural communities and number of community based defibrillators which save lives by getting to cardiac arrest patients faster.

Clinical Excellence

✔ Improved overall QIS assessment against national clinical governance standards

✔ Appointed Clinical Governance and Quality Leads in each division and Paramedic Director post to complete Medical Directorate team.

✔ Supported development of national clinical services, such as the Emergency Medical Retrieval Service (EMRS)

✔ In partnership with West of Scotland and East of Scotland NHS Boards, implemented Optimal Reperfusion Services to improve cardiac arrest outcomes

Workforce

✔ Launched our Learning & Development Strategy "Realising our Potential".

✔ Invested in organisational and leadership development

✔ Continued to strengthen partnership working with staff.

✔ Sickness absence levels at 5.59%.

Best Value

✔ Co-location with NHS 24 completed in East and progressing in North.

✔ Generated over £6 million productivity and efficiency savings

✔ Joint working in place with NHS Boards and other key partners