

999, deprivation and falls

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East Midlands Ambulance Service



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EMAS Profile

About the Trust

- Emergency, Urgent and planned patient transport services for Derbyshire, Leicestershire, Lincolnshire, North East and North Lincolnshire, Northamptonshire, Nottinghamshire and Rutland
- 3,150 staff at 76 locations
- Two control centres in Nottingham and Lincoln
- Overall annual budget: £137 million



Saving time ...
saving lives



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EMAS Profile

About the Trust

- Accident and emergency crews respond to over 500,000 emergency calls every year.
- Patient transport staff and volunteer car drivers provide care and transport on over 5,000 journeys each day.
- Our Community Paramedics and Emergency Care Practitioners have enhanced skills, meaning that more and more people can be treated in their own home.
- Delivering improvements in the treatment of patients, use of technology and opportunities for staff.
- Providing high-quality and safe care.



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EMAS Profile

Key Facts

▪ Resident population:	4,608,000
▪ Area covered:	6,425 square miles
▪ Annual Budget:	£137million
▪ Number of 999 calls responded to each year:	500,000
▪ Patient Transport Scheme journeys each year:	Over 1million
▪ Total locations:	76
▪ Vehicles:	895
▪ A&E staff (e.g. Paramedics):	1842
▪ Patient Transport staff:	725
▪ Ambulance Control staff:	203
▪ Administration / Managerial staff:	181
▪ Support staff (e.g. Mechanics):	75
▪ Total staff:	3,150



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Background & Methodology

Rationale for the Project

- Developed as preparation for the NHS Next Stage Review
- Baseline for strategic approach to Emergency and Urgent Care
- Collaboration between EMAS and LCR PCT
- Lack of existing research
- Opportunity to investigate the relationship between EMAS activity and Health Inequalities
- All Emergency Responses for 2006/7 split by pick up postcode
- Activity compared to Deprivation: Index of Multiple Deprivation 2004



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Call Category

- All incoming calls are prioritised and categorised using agreed government standards
- Three call categories
 - Category A: “immediately life threatening”
 - Category B: “require urgent attention but not immediately life threatened”
 - Category C: “do not require an immediate or urgent response”
- Year on year increase of 5% for 999 calls



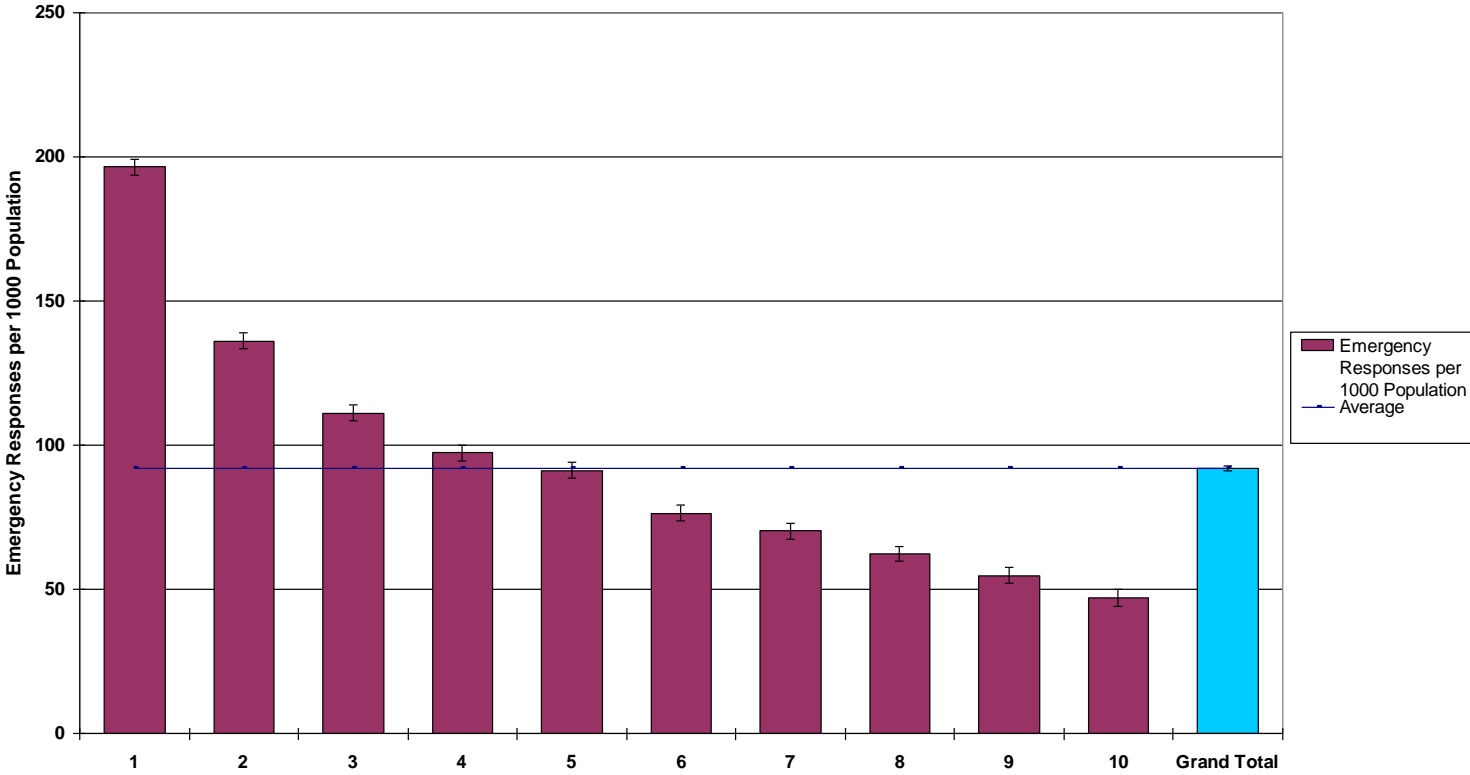
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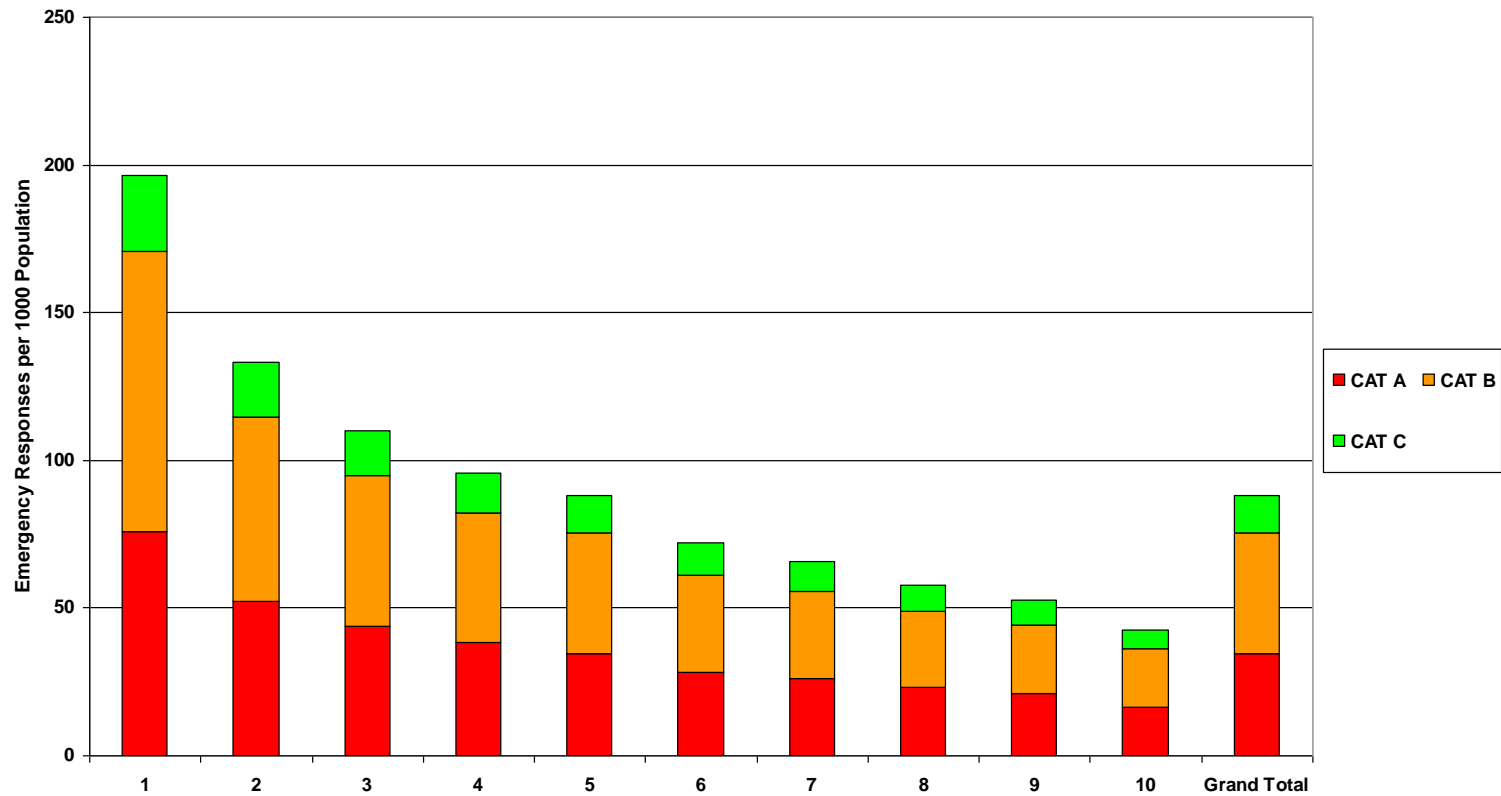
Emergency Response Rate by Index for Multiple Deprivation 2004 Deciles

April 2006 to March 2007



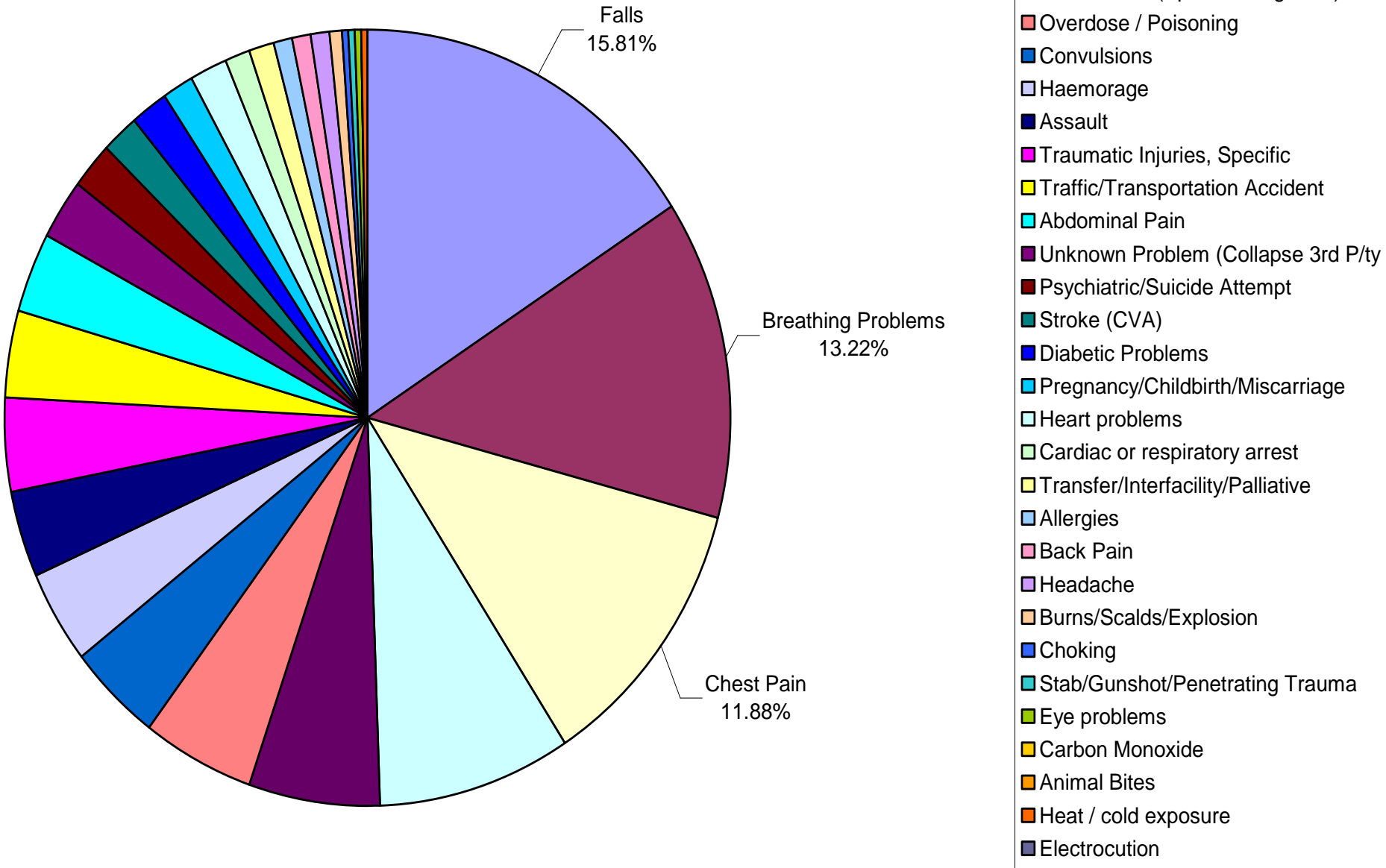
IMD 2004 Decile: 1= Most Deprived, 10 = Least Deprived

Responses by Call Category: All EMAS
Emergency Response Rate by Index for Multiple Deprivation 2004 Deciles
April 2006 to March 2007

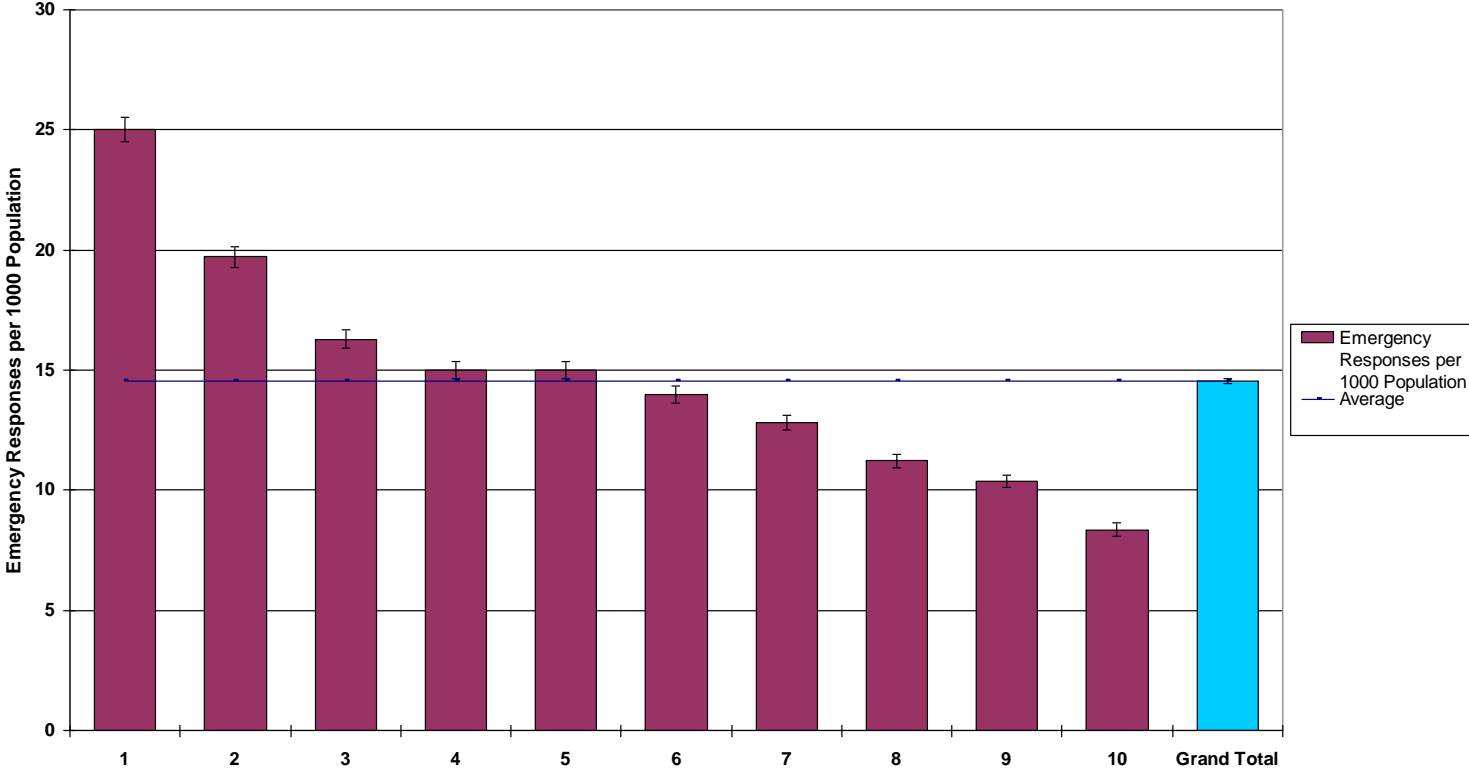


IMD 2004 Decile: 1= Most Deprived, 10 = Least Deprived

Emergency Responses by Chief Complaint



Response by Chief Complaint: Falls
Emergency Response Rate by Index for Multiple Deprivation 2004 Deciles
April 2006 to March 2007



IMD 2004 Decile: 1= Most Deprived, 10 = Least Deprived

Summary of Results

- Deprivation is strongly related to EMAS activity
- EMAS responds to the most deprived areas 4 times more often than the least deprived areas
- This relationship is seen:
 - Across the East Midlands region
 - In every major chief complaint
 - In all three emergency call categories
- The association appears to be mainly due to health inequalities: that people in deprived areas have poorer health



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How are these results being used?

- **Patient Benefits**
- **Better understanding of patient demand**
- **Support planning of Emergency and Urgent care services**
- **Respond to and challenge health inequalities**
- **Development of Analysis: Falls in the elderly population**
- **Dissemination of Results**
- **Development of other collaborative projects (e.g. Crime and Disorder reduction)**



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So what happened next?

- Shared the work DPH, PCT, Board
- Focused on falls as main reason for 999
- Further analysis
- Produced a pack of information for each Trust
- Falls became part of our clinical strategy
- Work struck a note – nationally/locally

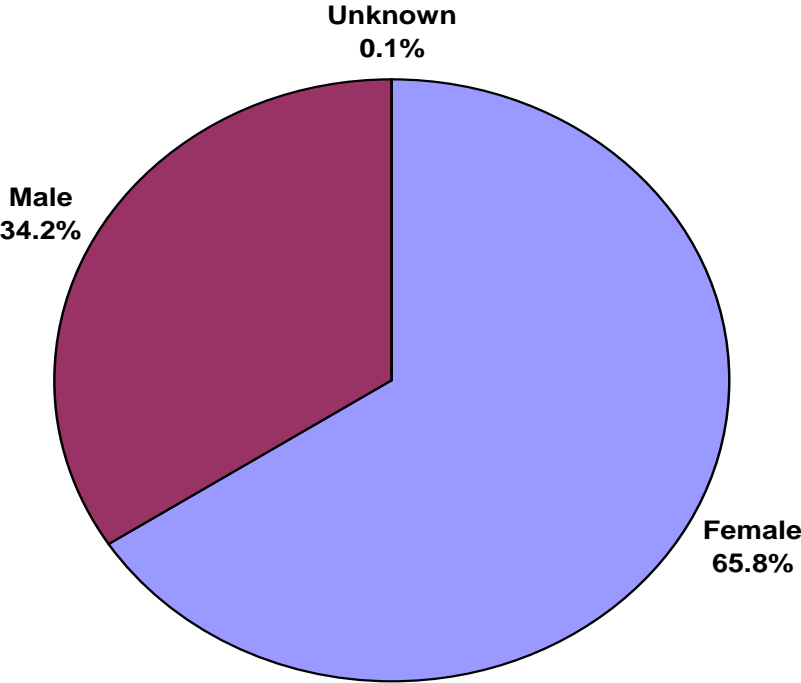


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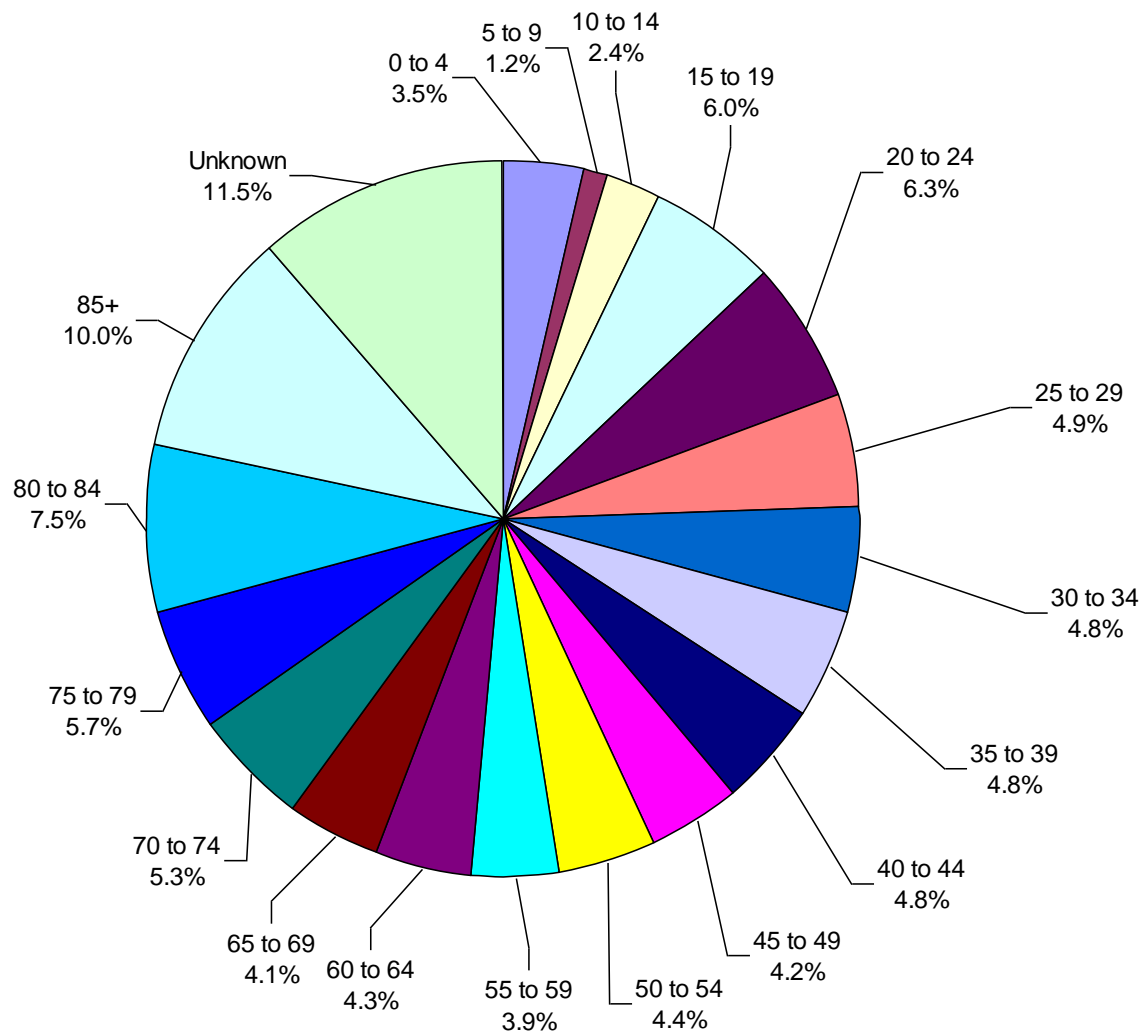
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EMAS Responses to Falls in Over 65's: Gender
April 2006 to March 2007

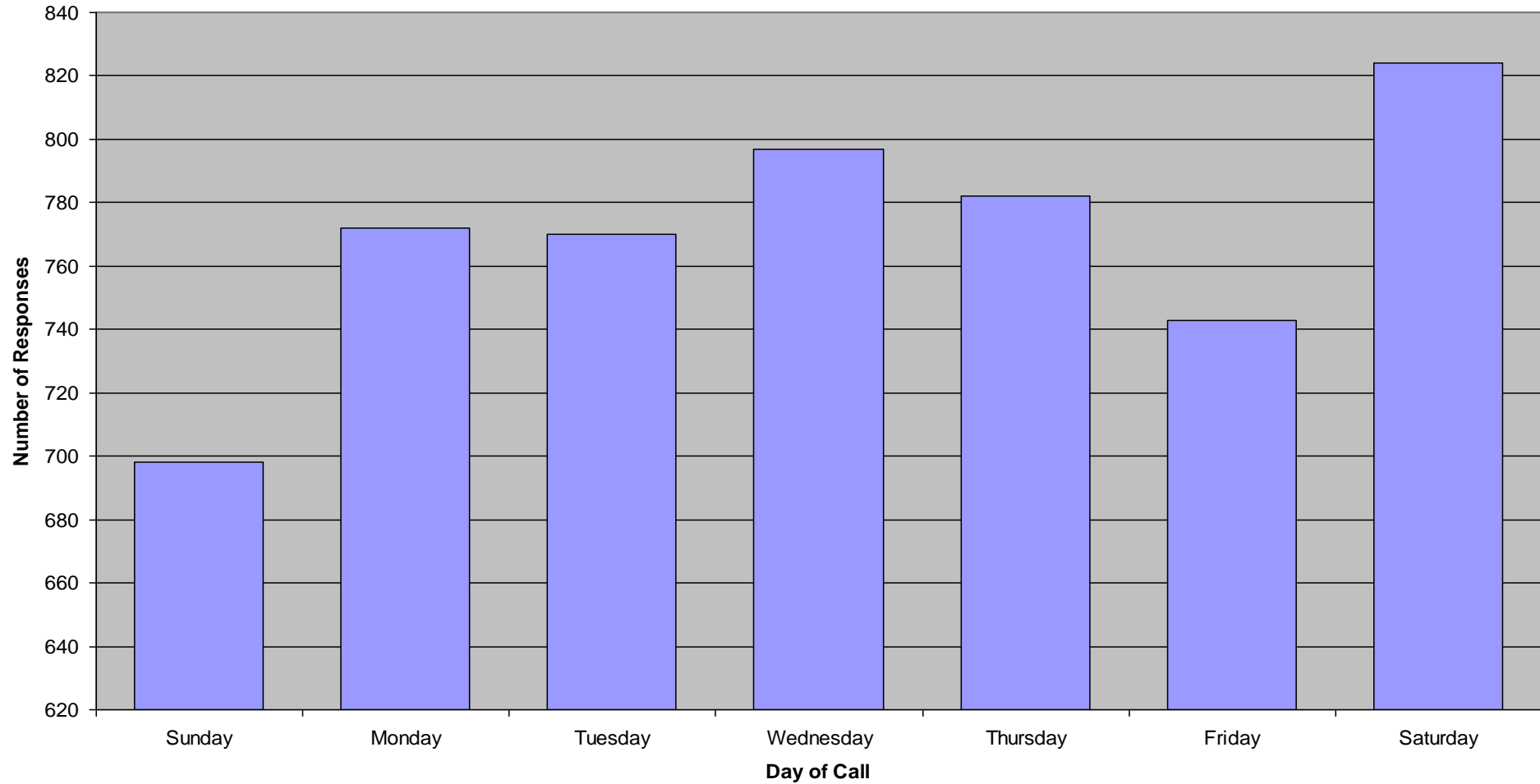


Northamptonshire Teaching PCT Responses by Age Group in 2006/7: Age Group of Main Patient

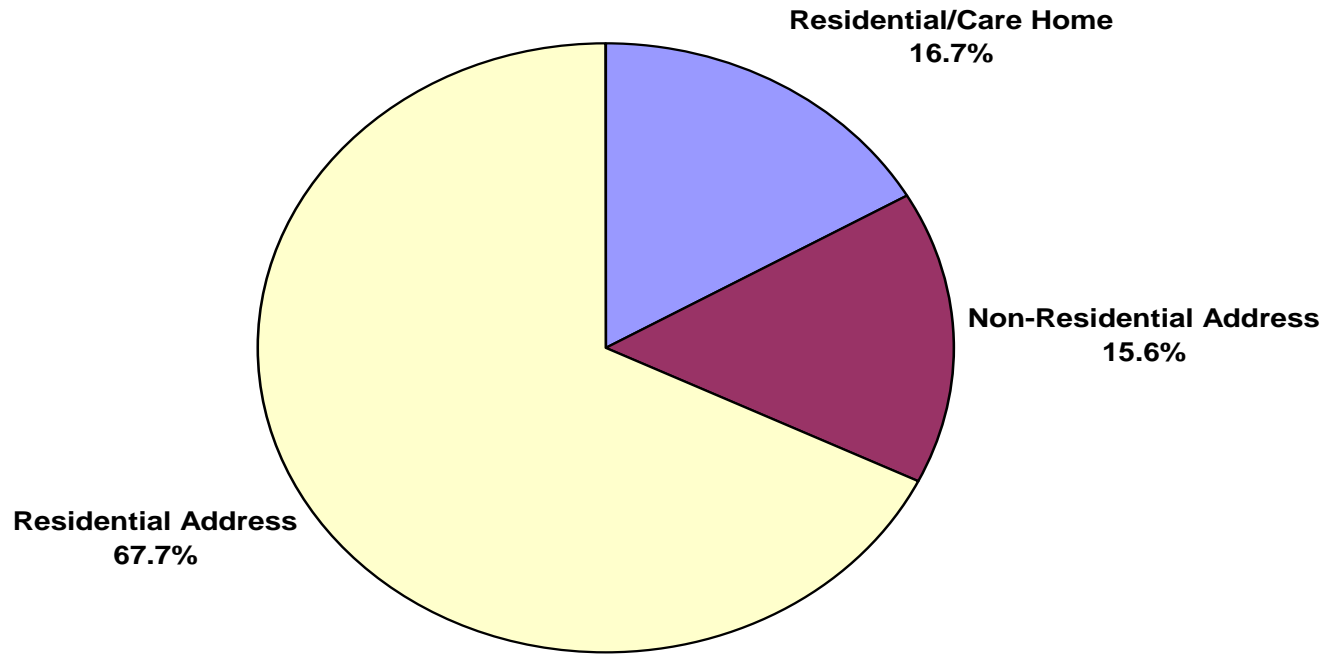


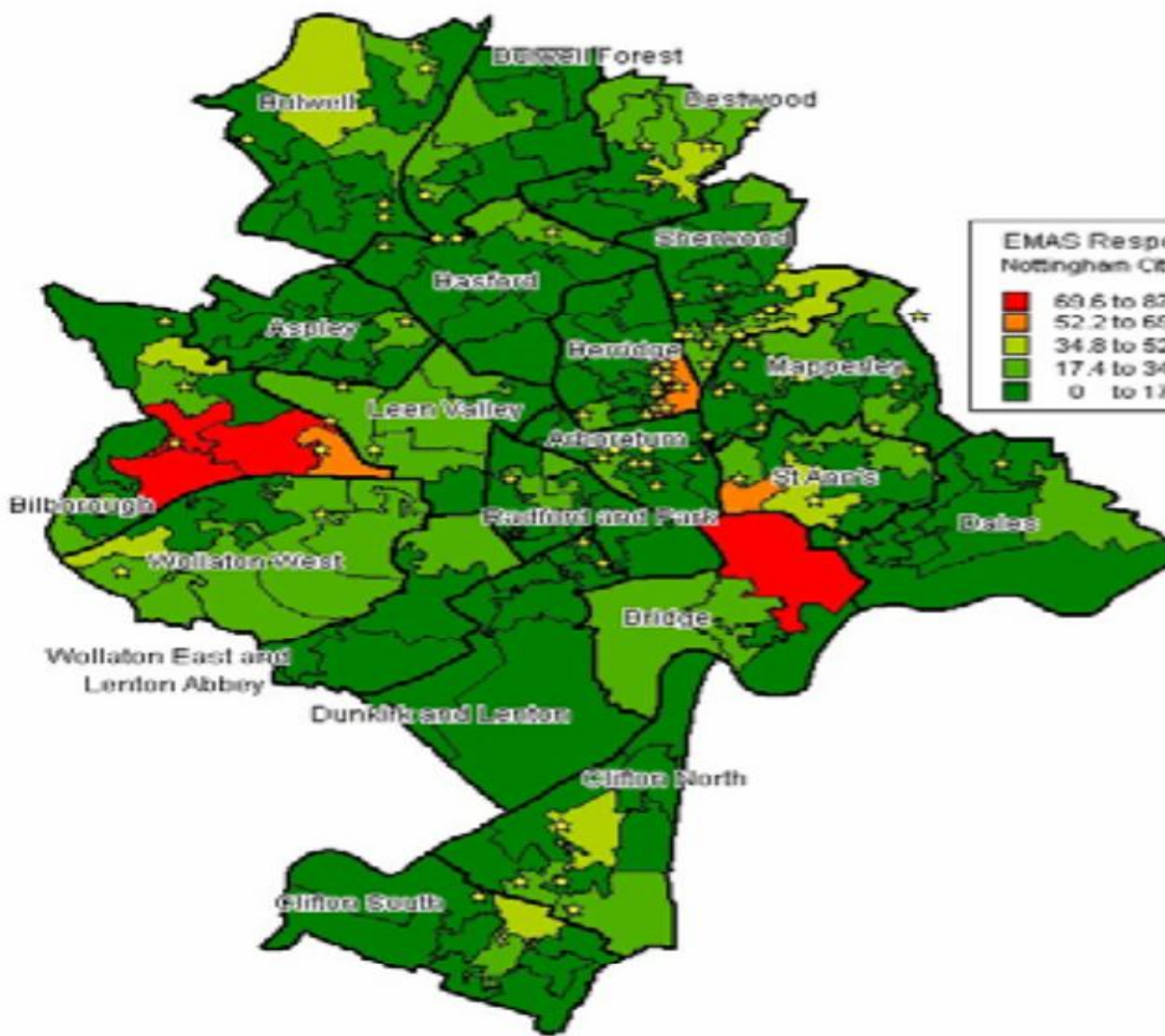
Northamptonshire Teaching PCT Responses to Falls in Over 65s : Day of Week

April 2006 to March 2007



EMAS Responses to Falls in Over 65s: Type of Pick up Location
Sample of data from 2006/7





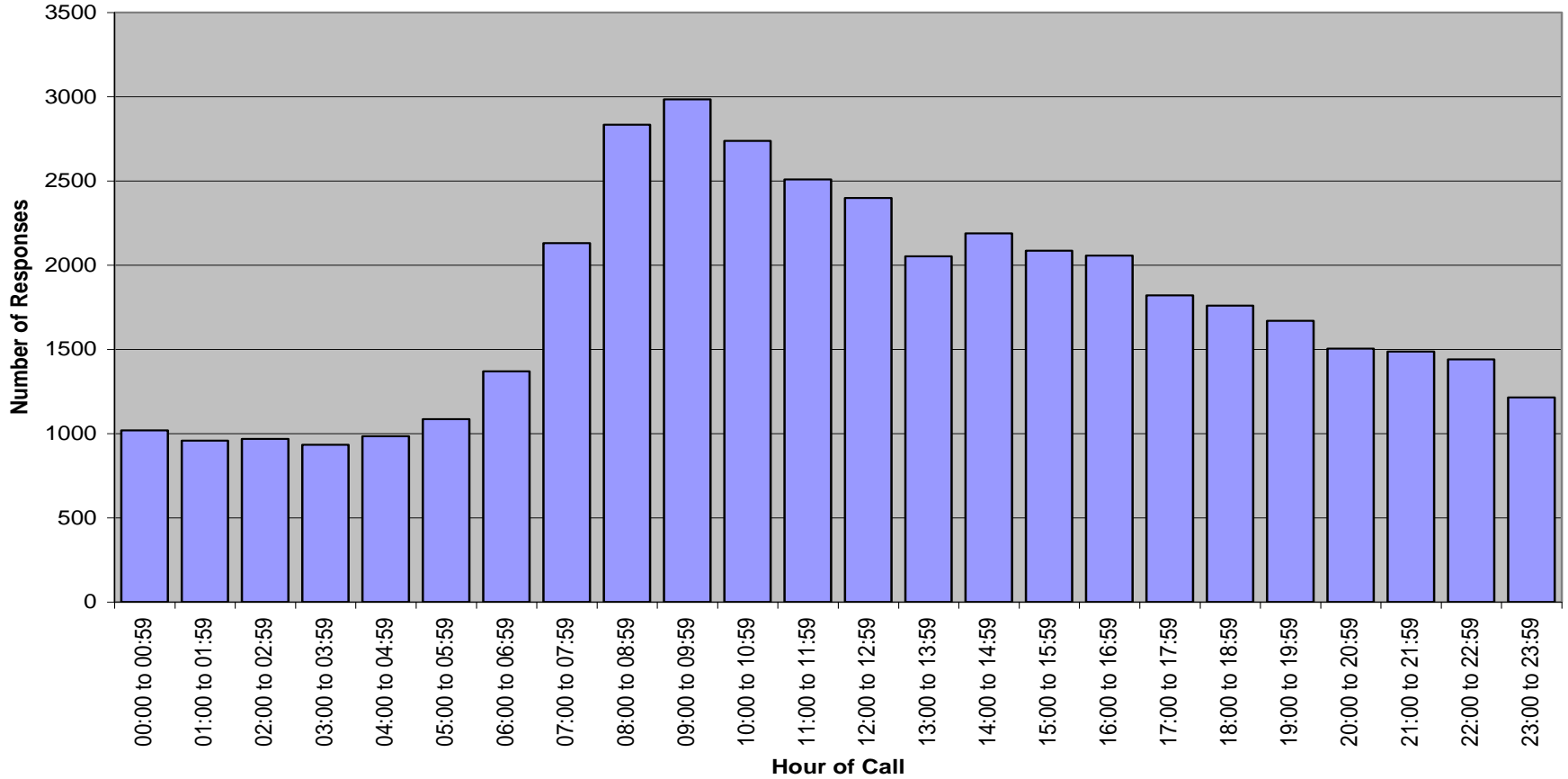
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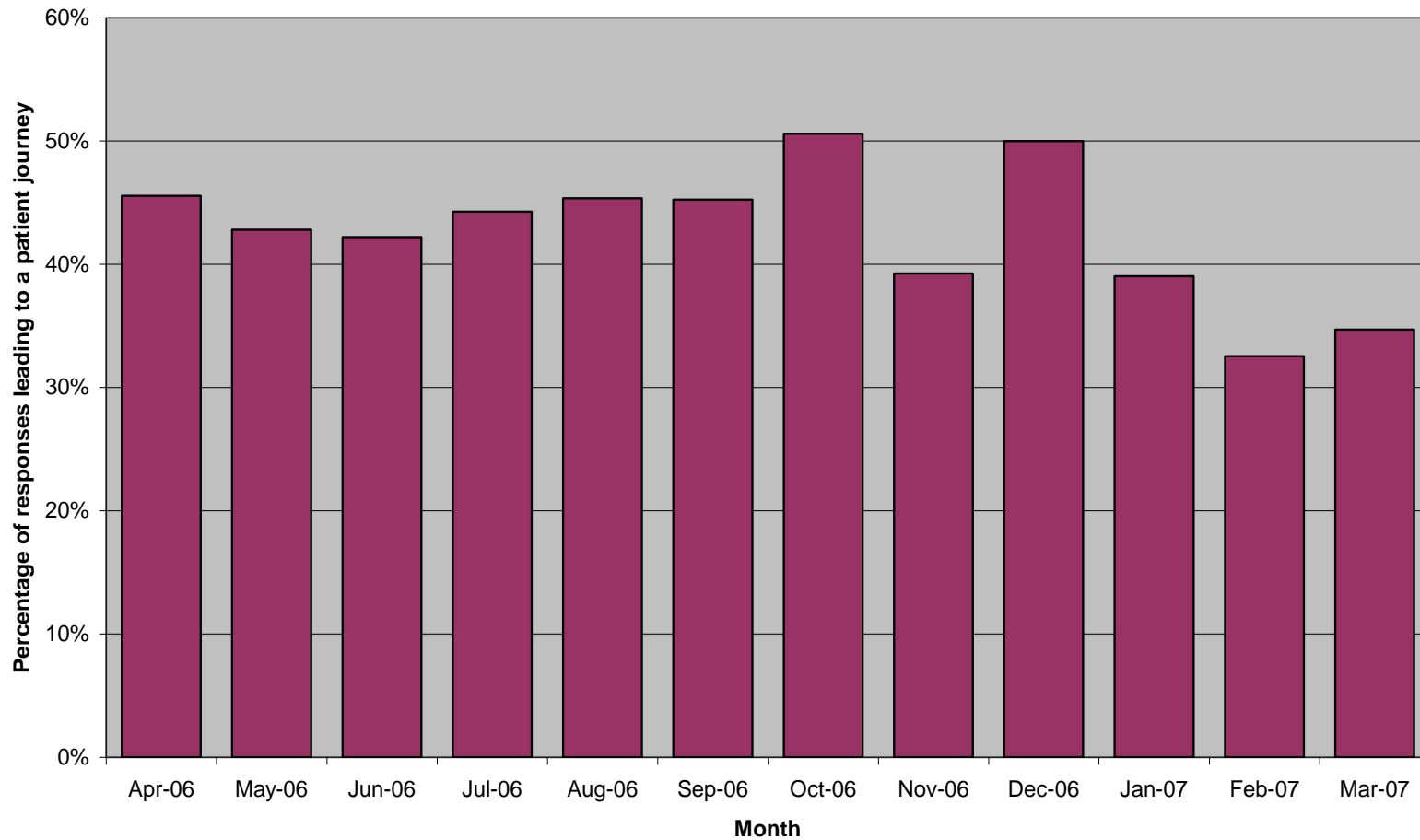
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EMAS Responses to Falls in Over 65s: Hour of Call

April 2006 to March 2007



**Transport Rates for Nottingham City PCT:
Where Chief complaint is Falls and Patient is 65 years or over
April 2006 to March 2007**



Health and social care problem?

- In 2006/7, EMAS made approximately **42,000** responses to a person of 65 years or over who had fallen.
- Patients who were 65 years or over and had fallen accounted for approximately 1:10 EMAS responses
- The average cost for an EMAS response = **£193** *
- **An £8.1m problem**
- 1:3 EMAS responses to patients who were 85 years or over were classified as falls.
- * Based on East Midlands Ambulance Service reference costs reported to DH for 2006/7.



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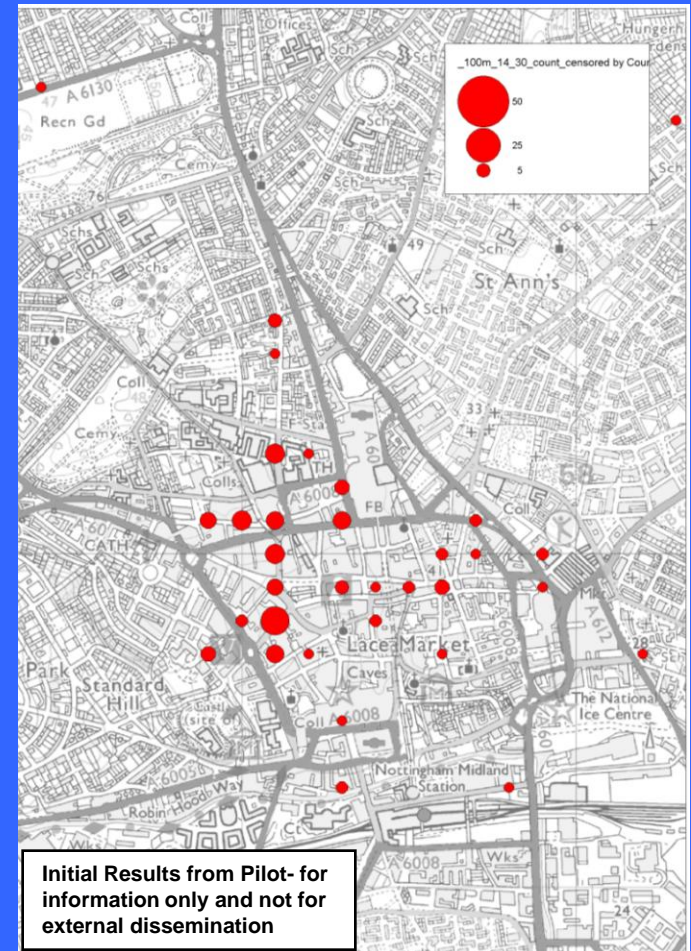


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Crime and Disorder Reduction

Responses to Alcohol Related Incidents

- Joint working with Government Office East Midlands and East Midlands Public Health Observatory
- Estimating which Ambulance responses are related to alcohol misuse or violent crime
- Mapping the results for priority areas
- Disseminating the results to Crime and Disorder Reduction Partnerships



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