

Scottish Ambulance Service

Vale of Leven monitoring group update June 2011

AMBULANCE PERFORMANCE

Within this section is a description of the ambulance performance along with the performance table for each station within this area.

Cat A - Life threatening emergency call for example cardiac arrest

Cat B - Non life threatening emergency call for example broken limbs

Cat C - Non life threatening emergency call for example a swollen foot

Urgent - An A&E ambulance called by another health care professional to attend within a specified time scale. For example abdominal pain to be uplifted within 2 hours.

Routine/Planned - An A&E ambulance called by another health care professional to attend within a specified time scale usually AM/PM. For example admission to a nursing home facility.

Category A life threatening calls are measured by the response time from the second the call is answered with the aim to have an ambulance at the patient as quickly as possible and under 8 minutes 75% of the time. This is a challenging target to meet in some of the rural locations of Scotland.

The Category A performance of each station is listed below. The emergency count is the total emergency calls A, B & C. The category A calls are then filtered out to provide the percentage of category A calls within 8 minutes.

ARROCHAR

	2011	2011	2011	2011	2011	2011	2010	2010	2010	2010	2010	2010	Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Emergency Count	20	15	24	36	97	3	19	22	34	26	35	37	368
Incident Count	26	22	30	46	137	4	22	25	43	28	39	42	464
Routine Count	0	1	1	0	1	0	0	0	0	0	0	0	3
Cat A Incidents	2	7	7	8	19	0	1	5	9	5	14	10	87
Cat A In Performance	1	2	4	3	12	0	1	3	3	2	5	3	39
Cat A Performance	50.00%	28.57%	57.14%	37.50%	63.16%	0.00%	100.00%	60.00%	33.33%	40.00%	35.71%	30.00%	44.83%
Cat B Incidents	18	8	16	26	74	3	16	16	21	20	19	21	258
Cat B In Performance	10	5	8	13	64	2	6	11	10	13	12	5	159
Cat B Performance	55.56%	62.50%	50.00%	50.00%	86.49%	66.67%	37.50%	68.75%	47.62%	65.00%	63.16%	23.81%	61.63%
Cat C Incidents	0	0	1	2	4	0	2	1	4	1	2	6	23
Urgent Count	6	6	5	10	38	1	3	3	8	2	4	5	91

HELENSBURGH

	2011	2011	2011	2011	2011	2011	2010	2010	2010	2010	2010	2010	Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Emergency Count	200	153	131	150	194	22	127	119	121	119	144	157	1637
Incident Count	269	223	172	236	263	27	161	155	150	159	173	219	2207
Routine Count	2	2	3	4	4	1	2	0	1	4	0	1	24
Cat A Incidents	44	38	41	44	47	5	35	21	27	29	33	44	408
Cat A In Performance	31	30	27	34	38	4	26	12	16	20	22	28	288
Cat A Performance	70.45%	78.95%	65.85%	77.27%	80.85%	80.00%	74.29%	57.14%	59.26%	68.97%	66.67%	63.64%	70.59%
Cat B Incidents	145	107	76	95	137	10	88	87	82	78	103	98	1106
Cat B In Performance	135	104	67	82	125	8	79	83	78	70	89	91	1011
Cat B Performance	93.10%	97.20%	88.16%	86.32%	91.24%	80.00%	89.77%	95.40%	95.12%	89.74%	86.41%	92.86%	91.41%
Cat C Incidents	11	8	14	11	10	7	4	11	12	12	8	15	123
Urgent Count	65	66	37	79	63	4	31	35	27	36	28	55	526

VALE OF LEVEN

	2011	2011	2011	2011	2011	2011	2010	2010	2010	2010	2010	2010	Total
	January	February	March	April	May	June	July	August	September	October	November	December	
Emergency Count	445	465	446	475	561	79	465	388	453	520	460	493	5250
Incident Count	577	637	642	641	763	96	585	525	601	653	588	656	6964
Routine Count	4	5	9	9	9	0	5	4	6	9	6	10	76
Cat A Incidents	111	112	129	133	138	19	125	116	122	149	131	131	1416
Cat A In Performance	85	87	108	117	109	12	103	84	92	111	103	88	1099
Cat A Performance	76.58%	77.68%	83.72%	87.97%	78.99%	63.16%	82.40%	72.41%	75.41%	74.50%	78.63%	67.18%	77.61%
Cat B Incidents	312	319	288	311	387	58	302	242	304	343	297	341	3504
Cat B In Performance	298	304	278	300	375	55	293	235	297	331	281	315	3362
Cat B Performance	95.51%	95.30%	96.53%	96.46%	96.90%	94.83%	97.02%	97.11%	97.70%	96.50%	94.61%	92.38%	95.95%
Cat C Incidents	22	34	29	31	36	2	38	30	27	28	32	21	330
Urgent Count	125	160	182	154	189	17	111	130	140	119	117	148	1592

Demand for last 12 months by call category and type - for specific postcode sectors

**G82 1
Dumbarton
East**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Total no. of calls
Jun 2010	12	25	1		38	12	50
Jul 2010	14	37	5		56	13	69
Aug 2010	10	26	2		38	11	49
Sep 2010	11	31	6		48	7	55
Oct 2010	14	23	1		38	13	51
Nov 2010	11	30	9		50	17	67
Dec 2010	17	37	4		58	12	70
Jan 2011	17	33	4		54	11	65
Feb 2011	12	28			40	12	52

Mar 2011	17	42	2		61	10	71
Apr 2011	20	30	5		55	5	60
May 2011	14	30	3		47	7	54
Total for year	169	372	42	Total	583	130	713

G82 2 - Milton

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	11	32	1		44	13		57
Jul 2010	13	28	4		45	8		53
Aug 2010	21	29	5		55	14		69
Sep 2010	17	18	2		37	13		50
Oct 2010	21	24	2		47	11		58
Nov 2010	16	20	2		38	14		52
Dec 2010	18	19	3		40	12	1	53
Jan 2011	17	31	3		51	21		72
Feb 2011	16	26	2		44	18		62
Mar 2011	10	26	2		38	11		49
Apr 2011	19	21	6		46	8		54
May 2011	7	29	1		37	15		52

Total for year	186	303	33	Total	522	158	1	681
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**G82 3 -
Dumbarton
North**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	5	21	2		28	7		35
Jul 2010	6	12	3		21	12		33
Aug 2010	3	20	3		26	3		29
Sep 2010	13	17	3		33	15	1	49
Oct 2010	8	26			34	6		40
Nov 2010	11	24			35	6		41
Dec 2010	10	36	1		47	8		55
Jan 2011	3	34	1		38	10		48
Feb 2011	4	18	3		25	7		32
Mar 2011	8	12	2		22	5		27
Apr 2011	8	16			24	4		28

May 2011	5	20	1		26	6		32
Total for year	84	256	19	Total	359	89	1	449

**G82 4 -
Renton &
Kirktonhill**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Total no. of calls
Jun 2010	16	21	1		38	10	48
Jul 2010	18	23	3		44	17	61
Aug 2010	15	32	3		50	20	70
Sep 2010	14	30	3		47	22	69
Oct 2010	24	33	4		61	11	72
Nov 2010	34	41	2		77	14	91
Dec 2010	20	41	1		62	18	80
Jan 2011	23	40	1		64	17	81
Feb 2011	21	30	4		55	13	68
Mar 2011	27	37	3		67	17	84

Apr 2011	19	22	2		43	12	55
May 2011	20	36	7		63	20	83
Total for year	251	386	34	Total	671	191	862

**G82 5 -
Cardross**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Total no. of calls
Jun 2010	15	30	5		50	10	60
Jul 2010	17	32	7		56	7	63
Aug 2010	15	30	3		48	9	57
Sep 2010	10	29	1		40	11	51
Oct 2010	10	24	3		37	5	42
Nov 2010	12	31	3		46	4	50
Dec 2010	9	35	4		48	9	57
Jan 2011	13	38			51	9	60
Feb 2011	9	34	4		47	14	61
Mar 2011	15	28	4		47	10	57

Apr 2011	13	35	4		52	4	56
May 2011	11	24	5		40	8	48
Total for year	149	370	43	Total	562	100	662

**G83 0 -
Alexandria &
Vale of Leven**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	31	86	5		122	58	3	183
Jul 2010	28	59	10		97	54	1	152
Aug 2010	29	80	4		113	51	1	165
Sep 2010	25	104	5		134	59	3	196
Oct 2010	38	123	7		168	58	6	232
Nov 2010	40	103	7		150	65	2	217
Dec 2010	34	126	3		163	98		261
Jan 2011	24	122	5		151	76	2	229
Feb 2011	10	101	6		117	95	5	217

Mar 2011	25	92	2		119	95	5	219
Apr 2011	22	87	5		114	92	5	211
May 2011	18	97	2		117	79	5	201
Total for year	324	1180	61	Total	1565	880	38	2483

**G83 7 -
Arrochar**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Total no. of calls
Jun 2010	7	16	1		24	4	28
Jul 2010	2	7	4		13	1	14
Aug 2010	5	12	1		18	3	21
Sep 2010	4	6	2		12	3	15
Oct 2010	1	10	1		12	3	15
Nov 2010	3	6	1		10	2	12
Dec 2010	3	5	2		10		10
Jan 2011	3	7			10	3	13
Feb 2011	2	9			11		11

Mar 2011	4	7			11		11
Apr 2011	5	10	2		17	2	19
May 2011	2	9			11	1	12
Total for year	41	104	14	Total	159	22	181

**G83 8 -
Arrochar**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	22	27	4		53	11		64
Jul 2010	16	39	2		57	12	2	71
Aug 2010	29	34	2		65	6	1	72
Sep 2010	12	20	2		34	12	1	47
Oct 2010	13	27	1		41	9	1	51
Nov 2010	20	32	4		56	8	1	65
Dec 2010	18	32	4		54	9	1	64
Jan 2011	13	39	5		57	11		68
Feb 2011	12	34	3		49	12		61

Mar 2011	19	29	8		56	12		68
Apr 2011	20	38	1		59	8		67
May 2011	17	38	4		59	13		72
Total for year	211	389	40	Total	640	123	7	770

**G83 9 -
Bonhill &
Jamestown**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	11	29	1		41	13		54
Jul 2010	14	33	1		48	6	1	55
Aug 2010	13	23	3		39	8		47
Sep 2010	12	32	1		45	8		53
Oct 2010	17	42	6		65	11		76
Nov 2010	12	36	1		49	8		57
Dec 2010	9	41	5		55	5		60
Jan 2011	13	30	5		48	11		59

Feb 2011	10	20			30	5		35
Mar 2011	15	22	3		40	12		52
Apr 2011	20	30	1		51	4		55
May 2011	12	24	1		37	9		46
Total for year	158	362	28	Total	548	100	1	649

**G84 0 -
Garelochhead
& Cove**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	9	22			31	12		43
Jul 2010	4	19	1		24	7		31
Aug 2010	4	16			20	4		24
Sep 2010	6	13	3		22	12		34
Oct 2010	3	18	2		23	10		33
Nov 2010	7	21	3		31	10		41
Dec 2010	5	15	4		24	8		32
Jan 2011	3	18	2		23	8	1	32

Feb 2011	6	12			18	9	1	28
Mar 2011	9	16	1		26	4		30
Apr 2011	2	16	1		19	8		27
May 2011	5	21			26	7		33
Total for year	63	207	17	Total	287	99	2	388

**G84 7 -
Helensburgh
East**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	11	31	3		45	20		65
Jul 2010	12	42	1		55	10		65
Aug 2010	7	27	4		38	13		51
Sep 2010	9	31	2		42	12		54
Oct 2010	14	25	3		42	12	1	55
Nov 2010	12	41	1		54	12		66
Dec 2010	18	27	3		48	21		69
Jan 2011	10	33	1		44	18		62

Feb 2011	16	27	3		46	15		61
Mar 2011	11	30	4		45	20		65
Apr 2011	12	32	6		50	17		67
May 2011	12	34	4		50	10		60
Total for year	144	380	35	Total	559	180	1	740

**G84 8 -
Helensburgh
and Rhu**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	19	25	3		47	14		61
Jul 2010	9	34	3		46	14		60
Aug 2010	14	31	9		54	20		74
Sep 2010	11	34	11		56	11		67
Oct 2010	14	38	7		59	14		73
Nov 2010	17	39	6		62	13		75
Dec 2010	17	34	3		54	19	1	74
Jan 2011	12	38	3		53	21		74

Feb 2011	13	24	3		40	18		58
Mar 2011	12	30	10		52	12		64
Apr 2011	18	32	4		54	10	1	65
May 2011	11	29	1		41	14		55
Total for year	167	388	63	Total	618	180	2	800

**G84 9 - Glen
Fruin**

	Cat A Call	Cat B Call	Cat C Call		Emergency	Urgent	Routine	Total no. of calls
Jun 2010	4	15	1		20	6		26
Jul 2010	3	7			10	8		18
Aug 2010	3	13			16	7		23
Sep 2010	6	14	2		22	3		25
Oct 2010	4	9	1		14	7		21
Nov 2010	4	11			15	3		18
Dec 2010	6	5	2		13	11		24
Jan 2011	2	5	1		8	11		19

Feb 2011	8	18	1		27	9		36
Mar 2011	1	10			11	7	1	19
Apr 2011	2	12	1		15	9		24
May 2011	5	14			19	7		26
Total for year	48	133	9	Total	190	88	1	279