



10 August 2016

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-77-A-B
Key Word: Fermanagh
Subject: Cover/Private and Voluntary/Response Times/Overtime
Request: **Date Received:** 04/07/2016
Monitoring Date: 05/07/2016
Date of Response: 10/08/2016

Thank you for your request for information received on 4 July 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information and which is detailed below and attached for your attention.

77-A

Question 1

Please can you provide dates and length of time in 2015 and 2016 when there has been "reduced level of cover" due to staff shortages in the Fermanagh area?

Answer 1

We have provided data below based on each month for calendar year 2015 and January to 7 July 2016 for both dropped A&E shifts and Rapid Response Vehicle (RRV) shifts. This will mean that an A&E vehicle or a RRV vehicle was dropped from planned cover. For example, an A&E vehicles requires two personnel and a RRV one personnel.

Please be advised that Enniskillen Ambulance Station is the only ambulance station within the Fermanagh area with Irvinestown and Lisnaskea acting as deployment points. Data provided is therefore based on Enniskillen Ambulance Station only.

Please further be advised that at all times the nearest available appropriate emergency ambulance will be dispatched to attend a call and resources from other areas will come into the Fermanagh area to respond to incidents.

Dropped A&E and RRV Shifts By Month Enniskillen Ambulance Station

Please note that for Enniskillen Ambulance Station, A&E vehicle day shifts can operate on shift patterns of 0700hours to 1900hours, 0730hours to 1930hours and 0800hours to 2000hours. A&E vehicle night shift patterns can operate on shift patterns of 1900hours to 0700hours, 1930hours to 0730hours and 2000hours to 0800hours.

RRV (Rapid Response Vehicles) dropped shifts have been separated out also with associated shift patterns detailed.



2015

A&E	<u>DAY SHIFT</u>	<u>NIGHT SHIFT</u>
Jan-15	5	4
Feb-15	5	3
Mar-15	4	6
Apr-15	8	5
May-15	10	8
Jun-15	2	3
Jul-15	12	10
Aug-15	9	15
Sep-15	3	3
Oct-15	4	3
Nov-15	1	0
Dec-15	3	2
TOTALS	66	62
RRV	<u>0900 hours-2000hours</u>	<u>1400hours-0000hours</u>
Jan-15	2	1
Feb-15	6	7
Mar-15	2	1
Apr-15	6	2
May-15	2	5
Jun-15	1	0
Jul-15	2	1
Aug-15	3	4
Sep-15	1	1
Oct-15	1	2
Nov-15	1	0
Dec-15	4	2
TOTALS	31	26

2016

A&E	<u>DAY SHIFT</u>	<u>NIGHT SHIFT</u>
Jan-16	2	3
Feb-16	5	6
Mar-16	5	2
Apr-16	2	2
May-16	3	2
Jun-16	0	4
(1st--7th july 16	1	0
TOTALS	18	19
RRV	<u>0900hours-2000hours</u>	<u>1400hours-0000hours</u>
Jan-16	1	1
Feb-16	1	3
Mar-16	3	2

Apr-16	1	0
May-16	1	1
Jun-16	0	2
July-16 (up to 7 July 16)	0	0
TOTALS	7	9

Question 2

Please can you provide the total cost of utilising other services from voluntary and private ambulance crews in 2015 and 2016, including a breakdown of each provider.

Answer 2

The Trust does not hold information broken down to station level for the cost of utilising other services from voluntary or private usage as invoices are not recorded in this format. We therefore can only provide total Northern Ireland expenditure for the period identified and this is identified below. The service providers stated below undertake and support transportations, discharges etc from an emergency perspective. We have not provided costs associated with non-emergency transportation. It should be noted that the Trust did receive additional funding from Commissioners to support the Health Care Professional activity of transportations/discharges/admissions etc during 2015/16 and contracts are in place to support this from the providers stated below.

<u>Provider</u>	<u>Jan 15- Dec 15</u>	<u>Jan 16 - Jun 16</u>
Red Cross	115,851	199,107
St Johns	155,233	57,851
CPNI	15,075	0
ProParamedics	198,878	449,723
Order of Malta	11,044	0

77-B

Question 3

Please can you provide all response times for calls in Fermanagh over the last 12 months, including details of each call.

Answer 3

Please refer to attached document labelled FOI_77_Ans 3. We have provided activity all response times for emergency activity for 01/07/2015 to 30/06/2016 e.g Cat A, B, C and Healthcare Professional calls. We have included category of call, chief complaint and the associated best response time for any attending resource ie RRV or A&E. Please note that category of calls all have different performance standards. For example:

Cat A

From April 2016, 72.5% of Cat A (potentially life threatening) calls responded to within 8 minutes, 67.5% in each Local Commissioning Group.

Question 4

Please can provide me the total number of hours paid in overtime in the last 12 months including that amount of money that has been paid.

Answer 4

The cost of overtime paid and an estimate of overtime hours for staff who work from the Enniskillen Station for the period 01/07/2015 to 30/06/2016 is detailed below:

Overtime Cost	£249,329
Estimated Overtime Hours Paid	19,780

The overtime hours paid estimation was based on overtime cost of payments to staff who work from Enniskillen Station divided by weighted mean hourly rate, calculated by month and grade. **This information is based on the months that overtime is claimed rather than accrued and for Enniskillen based staff, however, these staff may have been working out of other stations than Enniskillen to provide cover.**

I hope that the above and the attached fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.