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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

David Rees AM
Chair, Health and Social Care Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

Ein cyf / Our ref: TP/3697/TL

Eich cyf / Your ref:

☎: [REDACTED]

Gofynnwch am / Ask for: Linda Hughes

E-bost / Email: [REDACTED]

Dyddiad / Date: 18th March 2015

Dear David,

Thank you for your letter dated 6th March 2015 regarding the Health and Social Care Committee inquiry into the performance of the ambulance services in Wales.

The details for February 2015 of the number of ambulances which arrived at each accident and emergency department across North Wales and the ambulance station at which each of those ambulances is based is provided in appendix 1.

The Health Board manages its ambulance handover delays in conjunction with the Welsh Ambulance Service Trust. Each District General Hospital has a process to safely manage patients delayed in ambulances and awaiting admission to an emergency department.

The Health Board is working in partnership with the Welsh Ambulance Service Trust to address the current long waiting times for patients in ambulances at Ysbyty Maelor Wrexham. There are a number of programmes currently being progressed which will improve the present situation which includes:

- The Health Board has recently implemented a revised escalation protocol which includes new guidelines for safe management of patients during ambulance handover.



OP01 - Protocol for
escalation Approved

- BCUHB and WAST hold a joint monthly operational meeting to discuss and manage all operational issues.
- BCUHB and WAST hold joint monthly ambulance commissioning meetings to review the performance of ambulance services, commission safe and effective ambulance services across North Wales, discuss and agree service Developments, improve communications and share Information.



ToR 1 Sept 2014.doc

- The Health Board has utilised escalation beds at the three District General Hospitals to cope with the increased demand for beds during the winter period.
- The Health Board is implementing additional daily board rounds on all wards in both acute and community hospitals which focus on discharge plans which will improve the availability of beds on wards and reduce delays in the emergency departments.
- The Hospital Management Teams have all reviewed staffing levels in the emergency departments and on all wards to ensure the right numbers and skill mix of staff to provide safe care for patients.
- The Health Board has increased its senior management and nursing teams in May 2014 and a further Senior manager at Ysbyty Maelor Wrexham in January 2015 to ensure safe and timely delivery of services.
- The Health Board is engaged in the National Patient Flow Collaborative which is a Welsh Government 3 year programme to improve flow utilising sustainable quality improvement methodology. The teams at Ysbyty Gwynedd, Ysbyty Glan Clwyd and Ysbyty Maelor Wrexham are focussing on the improvement of Emergency Department and ward processes for both admission and discharge which will reduce delays for patients waiting in ambulances at the Emergency Department.
- There has been a significant level of additional work in partnership with Local Authorities and the Welsh Ambulance Service to develop and implement the winter plan across the Health Board. To provide additional capacity, alternative models of care and increased support for the care of patients during the winter months.



North Wales
Seasonal Plan 2014-1

- In response to several Delivery Unit reports the Health Board has a draft strategic action plan for the delivery of unscheduled care services which will drive the improvement of unscheduled care across North Wales.



Unscheduled Care
Strategic Plan 2014-1

- BCUHB, 6 North Wales Local Authorities, WAST and the 3rd sector are working in collaboration on the three year programme to introduce a single point of access (SPOA) in each County. The SPOAs in Denbighshire, Conwy and Anglesey are established with SPOAs in Wrexham, Flintshire and Gwynedd going live in 2015.
- There are a number of patients who are very frequent attenders at ED and high users of WAST. All three areas are undertaking work to reduce the attendances and



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to ensure there are clear management plans for these patients. The Assistant Director of Unscheduled Care has also been invited to work with WAST and North Wales Police to reduce these numbers across North Wales.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Trevor Purt', written over a vertical line.

Prof Trevor Purt
Chief Executive



APPENDIX 1

Ambulance Attendances at Accident & Emergency

February 2015

Station Name	Betsi Cadwaladr			
	Glan Clwyd Hosp Bodelwyddan	Maelor General Hosp Wrecsam	Ysbyty Gwynedd Hosp Bangor	TOTAL
WREXHAM AMB STATION	46	637	-	683
DOBSHILL MAKE READY DEPOT	160	408	-	568
RHYL AMBULANCE STATION	422	26	8	456
ABERCONWY AMBULANCE STATION	268	3	73	344
COLWYN BAY AMBULANCE STATION	159	3	22	184
ABERYSTWYTH AMBULANCE STATION	-	1	-	1
CAERNARFON AMB STATION	10	-	161	171
CHIRK AMBULANCE STATION	2	163	-	165
DENBIGH AMBULANCE STATION	135	19	-	154
LLANDUDNO AMB STATION	119	-	27	146
BANGOR AMBULANCE STATION	11	1	127	139
LLANRWST AMB STATION	108	3	25	136
LLANGFNI AMB STATION	3	-	129	132
FAENOL STANDBY POINT	10	-	104	114
PORTHMADOG AMB STATION	2	3	105	110
HOLYHEAD AMBULANCE STATION	2	-	107	109
PWLLHELI AMB STATION	-	-	92	92
BALA AMBULANCE STATION	10	25	36	71
AMLWCH AMBULANCE STATION	1	1	75	77
CORWEN AMBULANCE STATION	32	20	3	55
DOLGELLAU AMBULANCE STATION	3	16	26	45
RHUTHIN AMBULANCE STATION	41	8	-	49
BLAENAU FFESTINIOG AMB STN	4	2	32	38
TYWYN AMBULANCE STATION	-	5	6	11
MERSEYSIDE AMBULANCE SERVICE	-	5	-	5
EWLOE STANDBY POINT	6	7	-	13
LLANIDLOES AMBULANCE STATION	-	2	-	2



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QUEENSFERRY AMB STATION	4	10	-	14
BRYN TIRION CONTROL	6	5	7	18
NEWTOWN AMBULANCE STATION	-	1	-	1
MOLD AMBULANCE STATION	6	6	-	12
VALLEY STANDBY POINT	-	-	13	13
MOLD FIRE STATION	1	9	-	10
AMBULANCE HQ ST ASAPH	10	1	-	11
FLINT FIRE STATION	1	7	-	8
WELSHPOOL AMBULANCE STATION	-	5	-	5
LLANFYLLIN AMBULANCE STATION	-	5	-	5
YSBYTY GWYNEDD BANGOR	1	-	3	4
ABERGELE STANDBY POINT	2	-	-	2
OSWESTRY AMBULANCE STATION	-	1	-	1
RHAYADER FIRST RESPONDER	-	1	-	1
GLAN CLWYD HOSP BODELWYDDAN	1	-	-	1
FLINT AMBULANCE STATION	1	-	-	1
PRESTATYN STANDBY POINT	1	-	-	1
RAF VALLEY AIR BASE	-	-	1	1
CAERNARFON CFR	-	-	1	1
HOLYWELL AMB STATION	-	1	-	1
TOTAL	1,588	1,410	1,183	4,181