Minister for Home Affairs



19-21 Broad Street | St Helier Jersey | JE2 3RR

Deputy Catherine Curtis Chair, Children, Education and Home Affairs Scrutiny Panel

BY EMAIL

7 October 2022

Dear Chair.

States of Jersey Ambulance Service

Thank you for your letter of 28 September 2022, regarding the States of Jersey Ambulance Service (SoJAS). Please find below responses to the questions raised within that letter. I hope this assists the Panel in their understanding.

1. Have there been staff shortages at SoJAS during the last six months?

i. If yes, please could you confirm whether this affected any particular role or aspect of the service and, where possible, share any relevant data relating to staffing numbers with the Panel.

I can confirm there have been staff shortages within the period you reference, further details as requested are as follows:

- 1 management role, due to a long-term absence, backfilled with a fixed term contract.
- A number of roles (best shown as shifts as in the table below) in the Frontline Emergency Service, (Ambulance Paramedics and Technicians) due to the reasons highlighted in section ii. Covered through bank staff, agency, officers, overtime, or an alternate skill mix.
- Intermediary crew due to a trial of a new Emergency Care Assistant role, backfilled by bank staff.

The below chart shows the total number of frontline emergency service shifts affected in six months (1st April to 30th September 2022).

ii. If yes, please could you confirm the reasons for the staff shortages?

There are a range of reasons including

- Long term absence
- Parental Leave (increase in allocation adopted by the GoJ)
- Vacancies
- Sickness
- Annual leave
- HR Process

Query	Total shifts	Dates of Affected Shifts	Notes
The following Frontline Day Shifts Ran	11	11 May (5), 16 July (5), 2 August (5), 12 August (5), 18 August (5), 31	
below 6 Staff	11	August (5), 16 September (4), 18 September (4), 20 September (5),	Additional cover provided by Officers
The following Frontline Night Shifts Ran below 4 Staff	1	4 September (3)	4th position covered by Senior Officer
There was no LAP on the Following LAP D shifts	3	10 August, 12 August, 22 August	Covered by other officers
There was no LAP on the Following LAP N shifts	7	pril, 4 August, 6 August, 12 August, 14 August, 4 September, 5 Septem	Coveerd by Senior Duty Officer
There was no LAP on the Following LAP On Call shifts	11	5 August, 7 August, 13 August, 15 August, 5 September	Coveerd by Senior Duty Officer
D Shifts on these dates had an Intermediary Care Team member as part of the 6 Frontline Staff, replacing either a Paramedic or Technician	17	12 April, 13 April, 23 April, 17 May, 25 May, 6 July, 14 July, 15 July, 29 July, 6 August, 9 August, 11 August, 17 August, 6 September, 15 September, 20 September, 22nd September	
D Shifts on these dates had an Intermediary Care Team member on duty that took Frontline Staffing ABOVE	11	11 April , 17 May, 25 May, 6 July, 14 July, 15 July, 24 July, 10 August, 27 August,	
N Shifts on these dates had an Intermediary Care Team member as part of the 4 Frontline Staff, replacing either a Paramedic or Technician	18	4 April, 14 April, 3 May, 4 May, 7 June, 15 June, 16 June, 17 June, 18 June, 6 July, 2 August, 23 August, 26 August, 27 August, 28 August, 4 September, 16 September, 23 Spetember,	
N Shifts on these dates had an Intermediary Care Team member on duty that took Frontline Staffing ABOVE the required 4	4	17 July, 4 August, 12 August, 13 August,	

2. Is there a risk of staff shortages at SoJAS in future?

Yes, potentially, though we are recruiting agency Paramedics to cover current absences and will have three in place before the end of the month. Recruitment to vacancies is underway.

Investment is included in the proposed Government Plan 2023 to increase staff and non-staff resources within the Ambulance Service, and if approved by the States Assembly, this will increase the number of staff available on each shift.

Further mitigation is underway in the form of an external Demand and Capacity Review. Ambulance data is currently being analysed to help future planning, enabling us to match capacity to demand. The work is well underway with the final report due in December, and this will help shape future service provision.

3. Please could you explain how short staffing impacts the operations of the SoJAS and how these impacts are mitigated?

The impacts can lead to a reduction in the number of crews available at a given time, or changes to the skill mix of the crew. Where a shortage occurs, every effort is made to fill the gap using agency staff, bank staff, overtime, or with officers filling in at times. In addition to operational crews, there is an officer in a response car and a senior officer on call. Though rare, if necessary, we will approach voluntary agencies locally to provide cover. On rare occasions the senior officer on call has provided cover on a shift, handing over the on call to another member of the team. The Fire and Rescue Service also provide additional driver cover and act as emergency first responders when required.

4. Please could you provide information about the SoJAS staff 'overtime' policy and advise how often staff are required to work periods of overtime?

The SoJAS overtime policy falls within the Workforce Modernisation agreement and can consist of time off in lieu, or the appropriate rate of overtime agreed in advance. All overtime is approved through the Operational Management structure. Options to cover shortfalls includes the use of any available qualified office staff, shift swaps if suitable and the use of TOIL/overtime. If we are unable to fill a position, this is risk assessed by operational managers and further mitigation put in place.

The following chart shows overtime in hours, used to cover shift shortages in the last six months across all three areas of the Ambulance Service; Frontline Emergency Service, Intermediary Crew and Patient Transport Services.

Sum of Pay Time (Dec)	Colur 🔻																					
																					Septe	
				April				May			June			July			August				mber	
	B April			Total	■ May			Total	∃June		Total	■July		Total	∃ Augus	st	Total	■ Septen	nber		Total	Grand Total
Row Labels	OT 1.0	OT 1.5	OT 2.0		OT 1.0	OT 1.5	OT 2.0		OT 1.5	OT 2.0		OT 1.5	OT 2.0		OT 1.5	OT 2.0		OT 1.0 C	T 1.5	OT 2.0		
Ambulance Care Assistant	55.90	31.00		86.90	20.00	31.75		51.75	43.75		43.75	46.25		46.25	39.00		39.00	6.00	33.00		39.00	306.65
Intermediary Care Assistant	t	18.93		18.93		13.00		13.00	25.33	2.00	27.33	34.00	10.00	44.00	100.92		100.92		52.17	0.50	52.67	256.85
Ambulance Technician		46.00	27.25	73.25		33.92	40.92	74.83	130.25	30.25	160.50	49.25	6.42	55.67	68.25	32.58	100.83	1	190.83	71.75	262.58	727.67
Emergency Care Assistant															5.00		5.00		63.67		63.67	68.67
Leading Paramedic			10.50	10.50		12.25		12.25	53.83	10.00	63.83	16.75	5.50	22.25	28.50	5.50	34.00		13.00	10.00	23.00	165.83
Paramedic		24.75	17.17	41.92	12.17	21.08	23.42	56.67	51.08	33.67	84.75	33.88	12.42	46.30	89.53	30.58	120.12		61.00	52.50	113.50	463.25
Grand Total	55.90	120.68	54.92	231.50	32.17	112.00	64.33	208.50	304.25	75.92	380.17	180.13	34.33	214.47	331.20	68.67	399.87	6.00 4	113.67	134.75	554.42	1988.92

This shows that the number of shifts in total by Service area per month average.

- Emergency Frontline Service 16.5 shifts per month.
- Intermediary crew 5.3 shifts per month.
- Patient Transport Service 6.3 shifts per month.
- Leading Paramedics 2.7 shifts per month.

Staffing numbers for each of those areas.

- 32 Frontline staff
- 7 Intermediary staff
- 8.6 Patient Transport staff
- 5 Leading Paramedics

5. Are you able to share any data about the number and category of calls, and subsequent response times of SoJAS, during the previous six months?

The attached document shows the category of call and response times, these have changed as of the 4th October 2022 following the implementation of the Ambulance Response Programme (ARP).

ARP is aimed at ensuring an ambulance is available for the most critical of calls as often as possible, holding crews back from lower severity incidents which have been deemed through extensive UK studies involving Cumbria University, not to require an ambulance immediately.

Using average response times is a fairer representation of ambulance response performance as it is not possible to get to all calls within a set time, without extensive over resourcing. The change in reporting affects the response categories and the time at which the clock start for recording response times starts. Therefore, this data will not be comparable to future reports. Please note that October data is incomplete.

Yours sincerely

thelen miles

Deputy Helen Miles Minister for Home Affairs

Encl.

Attached document: Ambulance statistics 2022 (updated 3rd October 2022)

AMBULANCE STATISTICS 2022

Updated 03/10/2022

Updated 03/10/2022		•					Ī	1					
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Emergency Calls - AS1													
Total calls received	1106	966	1165	1161	1260	1352	1353	1373	1219	106	0	0	11061
Total calls responded to (at leaset one resource mobile)	921	809	957	931	993	1043	1061	1069	1030				8900
% of Total calls responded to	83%	84%	82%	80%	79%	77%	78%	78%	84%			100%	80%
Total calls attended (at least one resource arrived at scene)	913		948	925	984	1038	1053	1058	1022			100 /0	8831
% of Total calls attended	83%	83%	81%	80%	78%	77%	78%	77%	84%			100%	
76 OF Fotal Calls attended	0370	0370	0176	00 76	7070	1170	7070	1170	04 /0	0170	10078	100 70	0070
Category RED1 calls received	38	43	59	50	68	53	75	70	50	2	0	0	509
Category RED1 calls responded to (at leaset one resource mobile)	38	43	59	46	68	51	73	68	47		0	0	497
Category RED1 calls where resource arrived at scene	38	43	58	45	68	51	73	68	47		0	0	494
Category RED1 calls where resource arrived at scene Category RED1 calls responded to within 8 minutes	25	27	39	32	46	33	45	/11	26		0	0	315
% of category RED1 calls responded to within 8 mins	65.79%	62.79%	67.24%	71.11%	67.65%	64.71%	61.64%	60.29%	55.32%	33.33%	100.00%	100.00%	63.77%
Average RED1 performance response time (from clock start to first resource on scene)	00:07:53	00:07:21	00:07:13	00:07:01	00:06:37	00:07:14	00:07:42	00:07:23	00:09:28			#DIV/0!	00:07:33
Average RED1 performance response time (nom clock start to mist resource on scene)	00.07.33	00.07.21	00.07.13	00.07.01	00.00.37	00.07.14	00.07.42	00.07.23	00.03.28	00.13.39	#DIV/0:	#DIV/0:	00.07.33
Category RED2 calls received	555	467	586	560	660	696	666	687	588	54	0	0	5519
Category RED2 calls responded to (at leaset one resource mobile)	405	342	407	383	451	467	457	454	452			0	3859
Category RED2 calls where resource arrived at scene	403	341	406	381	450	465	455	452	450		0	0	3844
Category RED2 calls responded to within 8 minutes	214	157	242	207	256	268	223	230	241	27	0	0	2065
% of category RED2 calls responded to within 8 mins	53.10%	46.04%	59.61%	54.33%	56.89%	57.63%	49.01%	50.88%	53.56%	65.85%	100.00%	100.00%	53.72%
Average RED2 performance response time (from clock start to first resource on scene)	00:09:24	00:10:25	00:08:39	00:08:54	00:08:48	00:08:52	00:09:22	00:09:32	00:08:49		#DIV/0!	#DIV/0!	00:09:09
	30.00.21											,	
Category GREEN1 calls received	247	228	255	260	261	281	305	310	286	28	0	0	2461
Category GREEN1 calls responded to (at leaset one resource mobile)	242	226	246	255	251	263	289	293	274			0	2364
Category GREEN1 calls where resource arrived at scene	239	224	242	254	247	262	287	291	273	25	0	0	2344
Category GREEN1 calls responded to within 19 minutes	201	190	206	202	214	213	236	226	222	24	0	0	1934
% of category GREEN1 calls responded to within 19 mins	84.10%	84.82%	85.12%	79.53%	86.64%	81.30%	82.23%	77.66%	81.32%	96.00%	100.00%	100.00%	82.51%
Category GREEN2 calls received	8	3	7	2	4	10	4	5	7	1	0	0	51
Category GREEN2 calls responded to (at leaset one resource mobile)	6	3	7	2	4	9	4	5	6	1	0	0	47
Category GREEN2 calls where resource arrived at scene	6	3	7	2	4	9	4	5	6	1	0	0	47
Category GREEN2 calls responded to within 19 minutes	6	3	6	1	4	8	4	4	6	1	0	0	43
% of category GREEN2 calls responded to within 19 mins	100.00%	100.00%	85.71%	50.00%	100.00%	88.89%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	91.49%
Category GREEN3 calls received	257	225	258	289	267	312	302	301	288		0	0	_0.0
Category GREEN3 calls responded to (at leaset one resource mobile)	229	195	238	245	219	253	236	249	251	16	0	0	2131
Category GREEN3 calls where resource arrived at scene	226		235	243	215	251	233	242	246		0	0	2100
Category GREEN3 calls responded to within 30 minutes	133		162	163	144	150	141	151	155		0	0	1354
% of category GREEN3 calls responded to within 30 mins	58.85%	74.61%	68.94%	67.08%	66.98%	59.76%	60.52%	62.40%	63.01%	68.75%	100.00%	100.00%	64.48%
Urgent Calls (AS2)													
				_ :			-		- -	_	-		
Calls received	87	88	104	71	75	77	80	76	85		0	0	749
Calls responded to (arrived at destination)	78	85	94	65	71	76	75	73	82	6	0	0	705
Calls with arrival within 15 minutes late of time requested	45	46	45	34	29	32	33	43	51	4	0	0	362
% of Urgent calls responded to within time limit	58%	54%	48%	52%	41%	42%	44%	59%	62%	67%	100%	100%	51%
Payting Calle Including Charters (ACC)													
Routine Calls - Including Charters (AS3)	277	22-	264	2.45	245	22.1	2.4=	2.53	200				24=
Calls received	252		261	246	218	231	217	260	236			0	2176
Calls responded to	198	182	200	192	193	189	173	209	189	14	0	0	1739
Charter Flights ACF													
Charter Flights - ASF	11	00	4.4	07	00	0.1	00	2.1		4	2		000
Total charter flights booked	41	26	14	37	33	24	26	34	31		0	0	267
Total charter flights taken	41	26	14	36	33	23	24	33	31	1	0	0	262
Airport opened out of normal hours	0	0	0	0	0	0	0	0	0	0	0	0	(
Airport required to remain open for extended hours	0	0	0	0	0	0	0	0	0	1 0	0	0	