

**WEST MIDLANDS AMBULANCE SERVICE NHS TRUST
STANDARDS 2009-10**

Appendix Two

National Priorities/Standard	Lead Director	Lead Manager	Status	Comments / Outstanding Actions	Data Source & Period	Collection Deadline
Care Quality Commission – Quality of Services						
Category A Calls meeting 8-minute target in 75% of cases.	BLT	Locality Directors	☹	Monitored by Senior Ops Team and Executive Management Board (EMB)	KA34 2009/10	31 March 2010
Category A Calls meeting 19-minute target in 95% of cases.	BLT	Locality Directors	☺		KA34 2009/10	31 March 2010
Category B Calls meeting 19-minute target in 95% of cases.	BLT	Locality Directors	☹		KA34 2009/10	31 March 2010
NHS staff satisfaction	KN	EN	☺	Survey launched, partnership working group established	Staff survey	Autumn 2009
Management of stroke and transient ischaemic attack	RC	MW	☹	FAST test National average = 86.6% WMAS in Aug 09 = 71%. Action Plan implemented and monitored by CGC.	Ambulance CPI's collection (2009-10)	31 March 2010
Management of hypoglycaemic attacks	RC	MW	☺		Ambulance CPI's collection (2009-10)	31 March 2010
Management of asthma	RC	MW	☹	Peak flow national average = 31.1% WMAS in Aug = 17% Action Plan implemented and monitored by CGC.	Ambulance CPI's collection (2009-10)	31 March 2010
Management of patients with cardiac arrest	RC	MW	☺	WMAS above the national average for all targets	Ambulance CPI's collection (2009-10)	31 March 2010
Management of acute myocardial infarction	RC	MW	☺	Aspirin administration requires observation as compliance fluctuates	Ambulance CPI's collection (2009-10)	31 March 2010
Time to reperfusion for patients who have had a heart attack	RC	MW	☹	MINAP Target = 68% WMAS = 57%	Ambulance CPI's collection (2009-10)	31 March 2010
Standards for Better Health Applicable NHSLA All standards	DJL	SG	☺	C4b Medical Devices Management – Insufficient Assurance (compliant by year end) C5b Clinical Supervision – Insufficient Assurance	Trust Board declaration	31 March 2010

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Compliance with Hygiene Code Registration Requirements						
Applicable core standards C4a, C4cC21 NHSLA Standard 2 Criterion 8. Standard 4 Criterion 9	GB	AB	☺	Monitored by Clinical Governance Committee Managed by IP&C Committee	CQC Registration checks	31 March 2010
Auditors Local Evaluation (ALE)						
Applicable Core Standard C7b, C7d NHSLA – Standard 1 (Risk Management)	KW	LJM	☺	Managed by Finance Committee and Monitored by Audit Committee	Assessment and audit	30 April 2010
Information Governance Toolkit						
Applicable core standard C9 NHSLA Standard 1 Criterion 8	DJL	CK	☺	Monitored by Integrated Governance and Risk Committee	Trust self assessment	31 March 2010
NHS Litigation Authority Risk Management Standards						
Level 2 Currently at Level 1 and aiming towards level 2	DJL	SG	☺	Monitored by IGRC Managed by Health, Safety & Risk Committee	Formal NHSLA assessment	By Sept 2010 at the latest
Estates Return Information Collection (ERIC)						
Applicable Core Standards C1a and C20a NHSLA 3.1 and 5.1	KW	SL	☺	Monitored by Senior Ops Team Managed by Estates WG	Return of Trust data	31 March 2010
Complaints Return –						
Applicable core standards C14a, C14b, C14c NHSLA Standard 5 Criterion 3	DJL	MT	☺	Monitored by Exec Management Board Managed by Complaints & Concerns Review Group	Return of KO41A relating to all elements of complaints handling	June 2010

BLT	Barry Thurston	SL	Simon Lewis	GB	Gill Bennett
SG	Sue Green	MW	Matt Ward	AB	Andy Bates
MT	Marie Tideswell	CK	Chris Kerr	EN	Elaine Newberry
KW	Keith Wood	KN	Kim Nurse	LJM	Linda Millinchamp
RC	Roger Cooke	DJL	Diane Lee	SL	Simon Lewis

Status Legend

☺	On target
☹	Behind Target