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Stockport

NHS Foundation Trust

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Our ref.
Your ref.

17th December 2019

Ms J Kearsley
H. M. Senior Coroner
Coroner's Court
The Phoenix Centre
Lance Corporal, Stephen Shaw MC
Heywood
Lancashire
OL10 1LR

Dear Ms Kearsley

Re: William OLIVER (Deceased)

2 DEC 2020

Thank you for your correspondence of 12 September 2019 regarding a regulation 28 concerning the inquest of the above named patient. Please accept our apologies for the delay in responding to you. As always, I am grateful to you for highlighting your concerns and for providing me with an opportunity to respond.

As per your regulation 28 report to prevent future deaths, I will respond to the point you have raised:

Turnaround Times at Greater Manchester Hospitals

Another contributing factor to the decreased availability of ambulances on the 31st October – 1st November 2018 was the turnaround times from hospitals in the Greater Manchester area. This was greater than anticipated at numerous sites. Whilst all hospitals were busy the turnaround times at Manchester Royal Infirmary, North Manchester General hospital, Royal Oldham, Salford Royal and Stepping Hill hospital were all particularly higher than anticipated with numerous ambulances delayed for over one hour. In total from the commencement of the night shift on the 31st October more than 273 hours of ambulance availability were spent at hospital sites handing over patients. The evidence from NWAS did not suggest this was significantly different to other nights or uncommon.

The Trust recognises that our average turnaround time for ambulances has not yet achieved the required average of 30 minutes with none waiting over 1 hour.

This target is measured weekly by Greater Manchester Urgent and Emergency Care Hub and is published for all Greater Manchester trusts. Stockport NHS Foundation Trust recorded an average turnaround for ambulances of 33 minutes for the period 28th October 2019 to 3rd November 2019

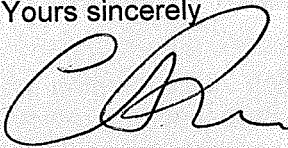
The following actions have been put in to place to ensure ambulance crews can be released from the hospital:

- The trust uses an electronic patient tracking system in the emergency department which enables the organisation to have a live display of the progress of patients through the department. There is also a screen displaying ambulance arrival times, number of inbound ambulances and ambulance turn around times. Both these screens are monitored by the departments shift coordinator who directs the workflow accordingly. This information is also available at all times to the hospital control room, managers on call and senior executive team.

- The trust holds three bed meetings each day chaired and attended by senior trust staff. One of the key metrics reviewed as part of this meeting is the current live turnaround time for ambulances from our Emergency Department.
- We have also purchased 24 additional trolleys for the Emergency Department to ensure equipment availability to transfer patients from the ambulance trolley's to enable crews to be released in a timely manner.
- On days of high demand the trust works closely with Greater Manchester Urgent and Emergency Care Hub and can have Ambulance Liaison Officers on site to ensure that any delays in releasing crews are dealt with promptly.
- Patients referred to the hospital by their GP who attend via ambulance can be streamed directly to our Ambulatory Care Unit, which by-passes an Emergency Department admission.
- On October 25th 2019 Stockport NHS Foundation Trust was invited to join a Phase 2 NWAS ambulance handover collaborative project which will be looking at shared learning from across the region. The trust is delighted to have been invited to take part, and have ensured our engagement by enabling staff from our Emergency Department operational and administrative teams to engage in this collaborative.

I hope that this response addresses your concerns and provides you with the assurance that the Trust is committed to improving the quality of care we give to all our patients. Please do not hesitate to contact me if you have any further questions regarding this matter.

Yours sincerely



Louise Robson
Chief Executive