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Late Report for 28th July 2009 Scrutiny Board (Health)

Agenda Item 8 Renal Services: Patient Transport Service – Main report from Yorkshire Ambulance Service NHS Trust providing information regarding the Renal Transport Service.

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Renal Transport Service



**Prepared for
Leeds City Council
Health Scrutiny Board**

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Yorkshire Ambulance Service
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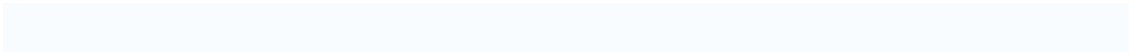
- Overview
- Renal Contract Year-end Summary
- Appendices Explanations
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OVERVIEW

This report is a submission from Yorkshire Ambulance Service NHS Trust (YAS). The purpose of the report is to provide information regarding the Renal Transport Service Commissioned by Leeds Teaching Hospitals NHS Trust (LTHT) requested by Leeds City Council, Health Scrutiny Board.

Included in the report is the year end summary of the contract and the performance standards as outlined in the renal contract. The appendices graphs and tables included in this report measure performance achieved by YAS against the renal contract performance standards.

To assist the readers brief explanations of each appendix provided with this report has been given.



Renal Contract Year-end Summary

Activity

The table below shows a breakdown of full year activity for the Leeds Teaching Hospitals Renal Contract. Showing the same trend as 07/08 there has been an increase in wheelchair 1 activity by over 40%, stretcher activity by 213% and abortive journeys by 12%. Journeys from outside of West Yorkshire have also shown a significant increase in activity of over 48%.

With this increase in activity the number of additional seats required to convey patients has increased by 7091 against the number of seat required in 07/08.

Mobility	Budgeted Activity	Actual Activity	Variance	% Variance	Additional seats required
Saloon Car, Amb 1, TLV	80699	81174	475	0.59	475
TLV2, Amb 2	3255	1760	-1495	-45.93	-2990
Wheelchair 1	5267	7407	2140	40.63	8560
Wheelchair 2	1146	1080	-66	-5.76	-264
Stretcher	51	160	109	213.73	436
Abortive	1823	2042	219	12.01	876
Escorts	472	133	-339	-71.82	-339
Out of West Yorkshire	695	1032	337	48.49	337
	93408	94788	1380	1.48	7091

Abortive Journeys

Abortive journeys have increased during 2008/09 despite work with the units and raise awareness with patients regarding contacting the 'Renal Hub' if they will not be travelling.

It is acknowledge that on some occasions it is impossible for the patient to contact the hub if they have been admitted to hospital from home during the night. YAS and LTHT need to look at ways we can pass this information between our Trusts more efficiently. The table below gives the top six reasons for abortive journeys during 2008/09 and the unit with the highest occurrence.

Unit	Reason for Abortive Journey	Number of Journeys
Seacroft	Making Own Way	122
Calderdale	Holiday	42
Seacroft	Patient Refused	41
Dewsbury	Patient in Hosp	32
St James	Admitted	23
St James	No reply	108

Patient Experience

During 2008/2009, joint work has taken place with YAS and Leeds Teaching Hospitals to improve the patient experience. Some of the initiatives that have taken place are

- Staggering patients appointment times
- Audits at various units and at Parson unit during September 08
- Focus on the large main site Parson Unit at Seacroft to improve patients flows
- Direct contact with the Renal Hub

Our focus for 2009/10 will be to continue to improve the patient experience working closely with patients and their representative and acting on feedback in a timely manner.

Patient Communication

'Renal Hub'

The 'Renal Hub' has been the key function for communicating with renal patients and drivers. We will continue to work to develop the 'Hub' at work with LTHT to explore the possibility of extending the opening hours of the service. A small card with the 'Renal Hub' contact number has been produced for patients.

Patients Charter

Using some of the material from the Mersey and Cheshire Renal Learning Set (With the permission) YAS has adapted their Patients Charter for to produce a Renal Transport Charter. The Charter outlines the roles and responsibility of stakeholders in Renal Transport. The Charter will be produced as an information leaflet for patients.

Articles in KPA Newsletter

Throughout the year YAS has submitted articles in the KPA newsletter and in October 08 attended a meeting with KPA members to discuss transport issues

Risk Management

Complaints

During 2008/2009, the number of complaints has been relatively low in relation to the number of journeys. The final figure for 2008/09 is 22 complaints

Incidents

The number of incidents for 2008/09 passed to YAS is 256 this was to the end of January 09. There has been difficulties gathering this data and in 2009/10 YAS will activity work on reducing the number of incidents and work with Renal units to improve the reporting systems. The main incidents issues are the delays on the inward journeys.

Some of the incidents throughout the year that impacted on YAS service delivery are listed below

- **Water Pump Failure** during the year a number of units were affected by water pump failure. This resulted in patients being transferred from the units by YAS or patients journeys being transferred to different units around West Yorkshire at short notice. Also additional patients were transported due to the distance they had to travel to other units. Some the units affected were, Clayton, Seacroft and St James.
- **Lift Failure** another issue that impacted on YAS was the lift failure at Clayton unit. Again at short notice a number of patients were transported to other units whilst the lift was repaired.

Infection Control

With the risk of infection on the increase YAS is working with the Renal Units to reduce the risk. In July 08 YAS had a 'Clean your hands' campaign and as part of this campaign all YAS drivers are issued with hand gel as personal issue. To ensure compliance random checks are made by Team Leaders in locality. The last spot check took place on 27 April 09, at R & S wards at Seacroft, the results are below

- **Hand Gel**
15 drivers were checked including one volunteer driver and all drivers were carrying and used their hand gel.
- **Entering Clinical Areas**
15 drivers were observed and none entered the clinical area of the unit

Service Developments

Some of the development work that took place during the year is listed below

- New processes for Christmas and Bank Holiday journeys to reduce the risk of transport issues occurring during these periods
- Staggered appointments to reduce bottleneck and patients flows
- Zoning of patients journeys so patients from the same area travelling together this work is still on going
- Courtesy calls to patients prior to bank holidays confirming journeys
- Contacting patients with high abortive journeys to confirm travel and updating units

Online bookings were introduced on to the Parson Unit during 2008, the roll out program across YAS will commence during summer 2009, and all Renal units will be included in this process. A team is being recruited to undertake this task, develop the functionality of the system and define the requirement for different service users and departments

Auto Planning It was envisaged that auto planning would be operational in YAS during 2008/09. The timescale for this is winter 2009/10, this will give us time to explore the full potential of the system and work on developing the connective to other systems to ensure that the plans are affective

Quality

The quality standards for the Renal Contract are below. The table shows the quality standards achieved month by month for the Renal Contract by Yorkshire Ambulance Service.

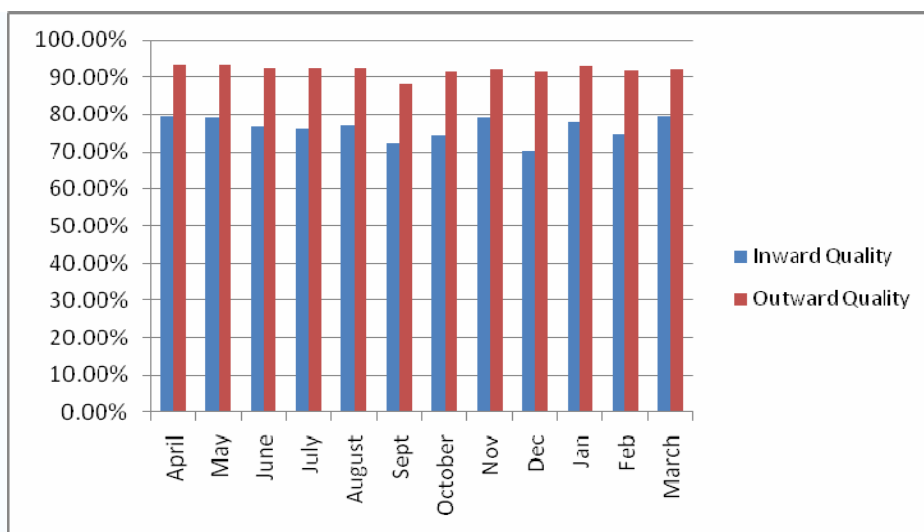
ARRIVAL Patients arriving on time for their appointment **90%**

DEPARTURE Patients departing within 45 minutes of treatment being completed **90%**

There is still work to improve on the inward quality and to understand the shortfalls and challenges in order to achieve this standard in 2009/10.

Benchmarked against the national Renal quality standards of **ARRIVAL** Patients arriving on time for their appointment **75%** and **DEPARTURE** Patients departing within 30 minutes of treatment being completed **75%**, YAS has achieved this standard during 2008/09.

Month	Inward Quality	Outward Quality
April	79.39%	93.36%
May	79.03%	93.42%
June	76.87%	92.26%
July	76.34%	92.34%
August	77.37%	92.38%
Sept	72.05%	88.34%
October	74.31%	91.51%
Nov	79.10%	92.12%
Dec	70.35%	91.42%
Jan	77.71%	93.10%
Feb	74.76%	91.90%
March	79.39%	92.00%
Yearend	76.39%	92.01%



Performance Report Explanations

Appendix 1 – sheet 1

This appendix is a comparison of activity for the financial years 07/08, 08/09 and 09/10 (year to date). The table shows total activity by mobility and the number of seats required to convey the patients. This sheet demonstrates the increase in activity year on year.

Sheet 2

The table on this sheet is a comparison of activity for the period April 07 to June 2009. The significance of this sheet is that it shows how the activity has increased and the number of seats required to convey patients has also increased since 2007 due to the increase in the wheelchair activity in particular.

Appendix 2 Sheet 1

This sheet shows a breakdown of activity, month by month from the start of the renal contract in April 2007 to the end of June 2009. The pie charts represent activity and seats required respectively. (Chart 1 activity & chart 2 seats required)

Sheet 2

Is a graphical breakdown of the activity by mobility from April 07 to June 09. This sheet show how each mobility has either increased or decreased month on month since the start of the contract.

Appendix 3 Sheet 1

This sheet is a breakdown of time on vehicle by number of patients and is shown in half hour time bands. The figures show the totals in numbers as well as the cumulative percentage in each time band.

Sheet 2

Is a graphical breakdown of time on vehicle by time band.

Appendix 4 This sheet is a breakdown of time on vehicle by renal unit and number of patients.

Appendix 5 This sheet is a table and graph showing breakdown of mileages for all renal patients by mileage bands. The period covered for the abortive report is July 07 to July 09. This information represents the distances travelled by patients to the various renal units.

Appendix 6 This sheet is a breakdown of distance travelled by patients to each renal unit and gives the number of patients in each mileage band at each unit.

Appendix 7 Is a breakdown of abortive journeys by each renal unit and the reasons why the journey was aborted. The period covered for the abortive report is January 09 to June 09

Appendix 8 Is a breakdown of inward quality by month from Jul 07 to June 09. The definitions for quality are attached to this summary. For the inward target the measurement is taken from 30 to 21 minutes to 0 minutes. Any journeys before or after those timings are outside the performance target. Quality achieved is highlighted in grey with graphs for each month.

Appendix 9 Is a breakdown of outward quality by month from Jul 07 to June 09. For the outward target the measurement is taken from 0 to, 41 to 50 minutes. Any journeys after those timings are outside the performance target. Quality achieved is highlighted in grey with graphs for each month

Appendix 10 Is a breakdown of incidents and complaints by reason for the period November 07 to March 09 and year to date April to June 09.

Appendix 11 Is a breakdown of PCT patients who attend the various units from their home PCT area. These graphs and tables will give an indication of how far patients are travelling to the various renal units. The period covered for the report is January 09 to June 09

Performance Standards Leeds Renal Contract

Outlined below are the performance standards within the renal contract:

ARRIVAL	Patients arriving on time for their appointment	90%
DEPARTURE	Patients departing within 45 minutes of their treatment being completed	90%

Quality Definition

ARRIVAL

Early	The patient arrives at hospital earlier than 30 minutes before their specified appointment time.
On Time	The patient arrives at hospital for their appointment time within 30 minutes of their appointment time.
Late	The patient arrives at hospital at any time following their appointment time.

DEPARTURE

Immediate	Patients departing within 30 minutes of their recorded ready time for departure.
Prompt	Patients departing between 31 minutes and 45 minutes of their recorded ready time for departure.
Late	Patients departing after 45 minutes of their recorded ready time for departure.



07/08 Financial Year for Leeds Teaching Hospital Renal

Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-07	5739	401	214	300	58	21	6	4	6743	66	120	6929
May-07	6037	386	279	336	57	28	1	1	7125	68	114	7307
Jun-07	6283	354	293	424	79	20	2	0	7455	70	135	7660
Jul-07	5727	293	256	353	115	24	4	0	6772	31	114	6917
Aug-07	6572	369	335	436	111	2	3	1	7827	20	117	7964
Sep-07	6350	395	242	394	70	0	1	12	7464	25	151	7640
Oct-07	6795	379	310	497	146	0	0	5	8312	35	150	8497
Nov-07	6741	421	269	522	114	0	2	6	8075	34	163	8272
Dec-07	6650	532	242	545	102	0	6	17	8094	44	282	8420
Jan-08	6564	484	219	530	107	0	62	5	7971	32	198	8201
Feb-08	6513	437	212	475	98	0	74	0	7809	19	137	7965
Mar-08	6446	458	185	555	89	2	63	0	7798	28	146	7972
Total Activity	76597	4909	3056	5367	1146	97	224	51	91445	472	1827	93744
Seat Required	76597	4909	6112	21468	4584	97	448	204	91445	472	1827	208163

08/09 Financial Year for Leeds Teaching Hospital Renal

Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-08	6592	485	136	534	103	0	26	0	7876	20	151	8047
May-08	6579	378	140	595	113	0	20	0	7825	20	174	8019
Jun-08	6314	386	142	533	86	0	14	0	7475	20	151	7646
Jul-08	6846	327	116	582	80	0	0	3	7954	13	157	8124
Aug-08	6183	295	129	613	67	0	0	7	7294	6	157	7457
Sep-08	6241	282	174	608	86	0	0	0	7391	10	173	7574
Oct-08	6476	295	186	616	145	0	0	15	7733	3	174	7910
Nov-08	6082	287	154	640	104	9	0	4	7280	5	127	7412
Dec-08	6376	325	171	670	92	18	1	12	7665	1	196	7862
Jan-09	6212	326	114	666	82	6	0	26	7432	8	150	7590
Feb-09	5878	284	120	622	68	0	0	51	7023	18	136	7177
Mar-09	6331	368	116	688	54	0	1	44	7602	5	130	7737
Total Activity	76110	4038	1698	7367	1080	33	62	162	90550	129	1876	92555
Seat Required	76110	4038	3396	29468	4320	33	124	648	90550	129	1876	210692

09/10 Financial Year for Leeds Teaching Hospital Renal

Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-09	6212	297	138	670	31	0	0	45	7393	2	140	7535
May-09	5878	332	160	703	61	0	9	25	7168	20	145	7333
Jun-09	6331	348	191	747	79	0	18	0	7714	2	182	7898
Jul-09												
Aug-09												
Sep-09												
Oct-09												
Nov-09												
Dec-09												
Jan-10												
Feb-10												
Mar-10												
Total Activity	18421	977	489	2120	171	0	27	70	22275	24	467	22766

Appendix 1

Renal Activity Comparison

Seat Required	18421	977	978	8480	684	0	54	280	22275	24	467	52640
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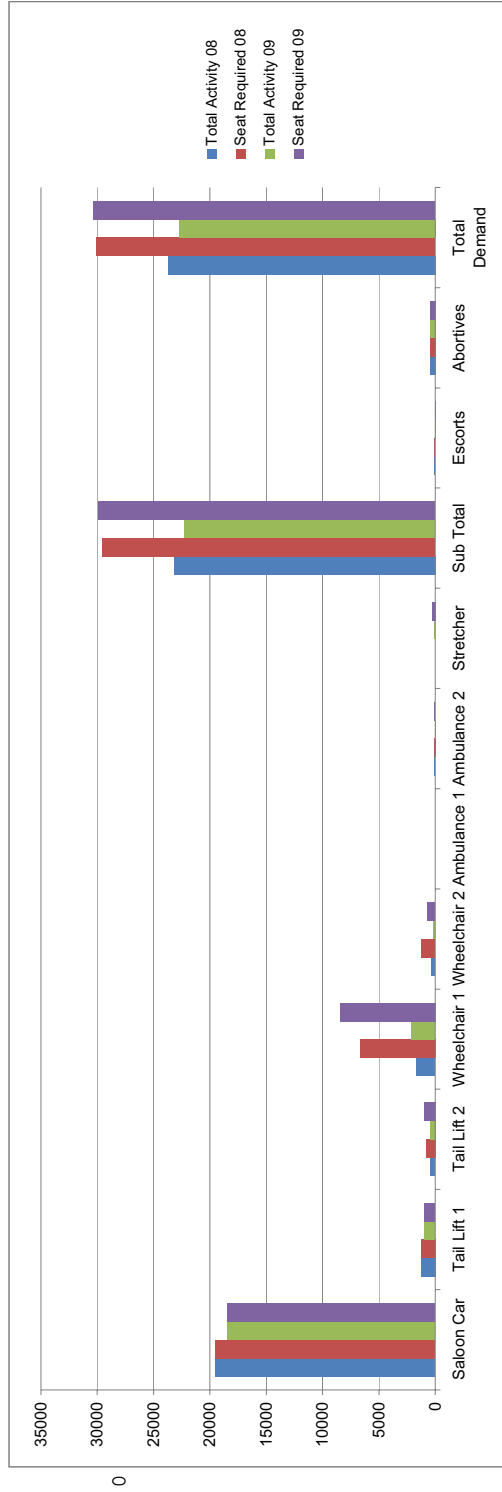


Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-08	6592	485	136	534	103	0	26	0	7876	20	151	8047
May-08	6579	378	140	595	113	0	20	0	7825	20	174	8019
Jun-08	6314	386	142	533	86	0	14	0	7475	20	151	7646
Total Activity 08	19485	1249	418	1662	302	0	60	0	23176	60	476	23712
Seat Required 08	19485	1249	836	6648	1208	0	120	0	29546	60	476	30082

Area used in graph

Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-09	6212	297	138	670	31	0	0	45	7393	2	140	7535
May-09	5878	332	160	703	61	0	9	25	7168	20	145	7333
Jun-09	6331	348	191	747	79	0	18	0	7714	2	182	7898
Total Activity 09	18421	977	489	2120	171	0	27	70	22275	24	467	22766
Seat Required 09	18421	977	978	8480	684	0	54	280	29874	24	467	30365

Area used in graph

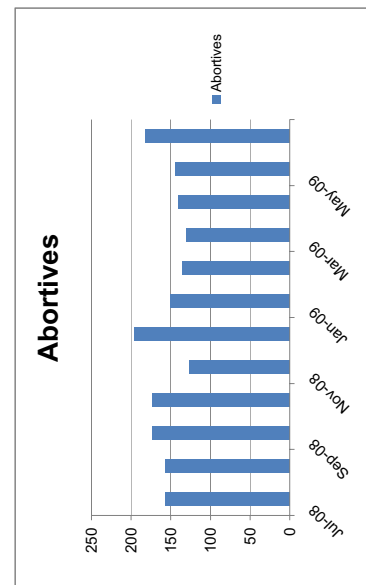
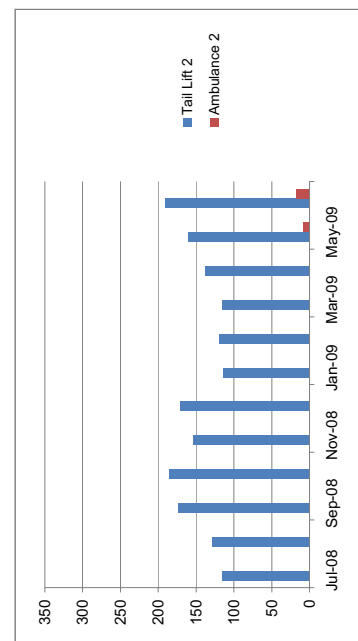
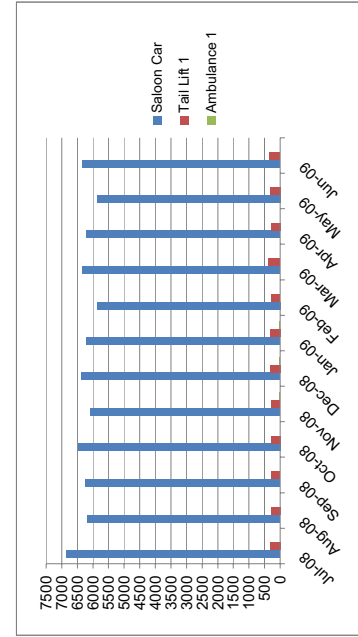
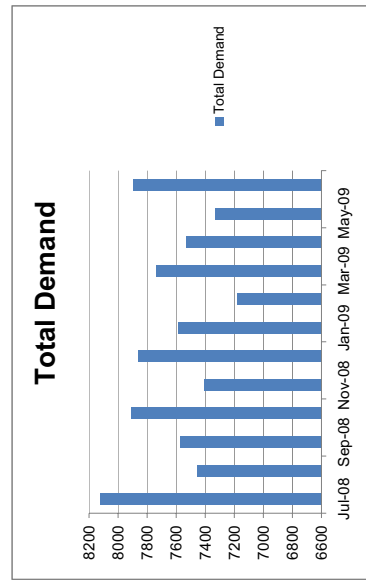
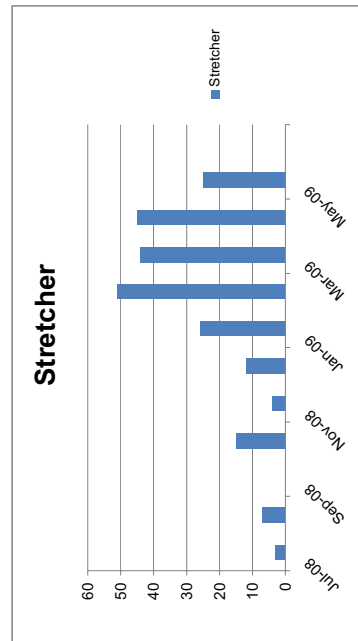
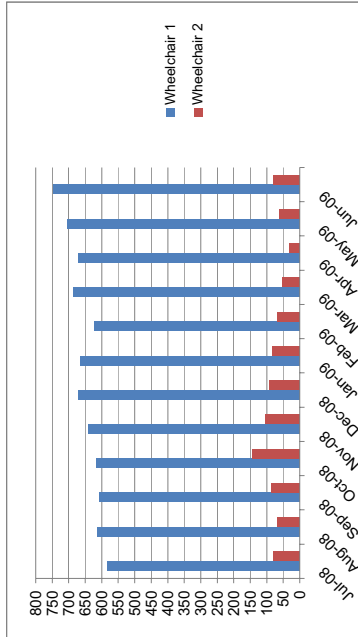
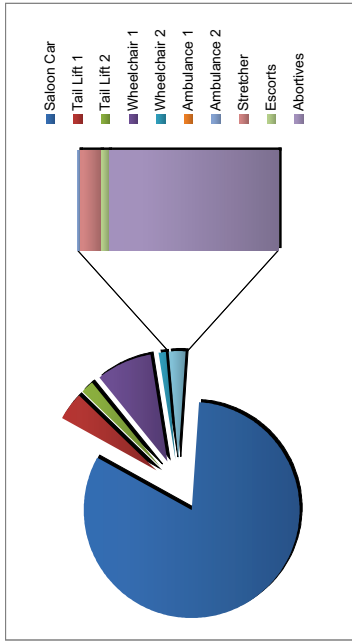




LEEDS TEACHING HOSPITAL NHS TRUST

Month	Saloon Car	Tail Lift 1	Tail Lift 2	Wheelchair 1	Wheelchair 2	Ambulance 1	Ambulance 2	Stretcher	Sub Total	Escorts	Abortives	Total Demand
Apr-07	5739	401	214	300	58	21	6	4	6743	66	120	6929
May-07	6037	386	279	336	57	28	1	1	7125	68	114	7307
Jun-07	6283	354	293	424	79	20	2	0	7455	70	135	7660
Jul-07	5727	293	256	353	115	24	4	0	6772	31	114	6917
Aug-07	6572	369	335	436	111	2	3	1	7827	20	117	7964
Sep-07	6350	395	242	394	70	0	1	12	7464	25	151	7640
Oct-07	6975	379	310	497	146	0	0	5	8312	35	150	8497
Nov-07	6741	421	269	522	114	0	2	6	8075	34	163	8272
Dec-07	6650	532	242	545	102	0	6	17	8094	44	282	8420
Jan-08	6564	484	219	530	107	0	62	5	7971	32	198	8201
Feb-08	6513	437	212	475	98	0	74	0	7809	19	137	7965
Mar-08	6446	458	185	555	89	2	63	0	7798	28	146	7972
Apr-08	6592	485	136	534	103	0	26	0	7876	20	151	8047
May-08	6579	378	140	595	113	0	20	0	7825	20	174	8019
Jun-08	6314	386	142	533	86	0	14	0	7475	20	151	7646
Jul-08	6846	327	116	582	80	0	0	3	7954	13	157	8124
Aug-08	6183	295	129	613	67	0	0	7	7294	6	157	7457
Sep-08	6241	282	174	608	86	0	0	0	7391	10	173	7574
Oct-08	6476	295	186	616	145	0	0	15	7733	3	174	7910
Nov-08	6082	287	154	640	104	9	0	4	7280	5	127	7412
Dec-08	6376	325	171	670	92	18	1	12	7665	1	196	7862
Jan-09	6212	326	114	666	82	6	0	26	7432	8	150	7590
Feb-09	5878	284	120	622	68	0	0	51	7023	18	136	7177
Mar-09	6331	368	116	688	54	0	1	44	7602	5	130	7737
Apr-09	6212	297	138	670	31	0	0	45	7393	2	140	7535
May-09	5878	332	160	703	61	0	9	25	7168	20	145	7333
Jun-09	6331	348	191	747	79	0	18	0	7714	2	182	7898
Total Activity	75046	3766	1769	7825	949	33	29	232	89649	93	1867	91609
Seat Required	75046	3766	3538	31300	3796	33	58	928	118465	93	1867	120425

Area used in Graph





Contract : Leeds Teaching Hospitals Renals Report Title : Quality - Time on vehicle by Journey Month

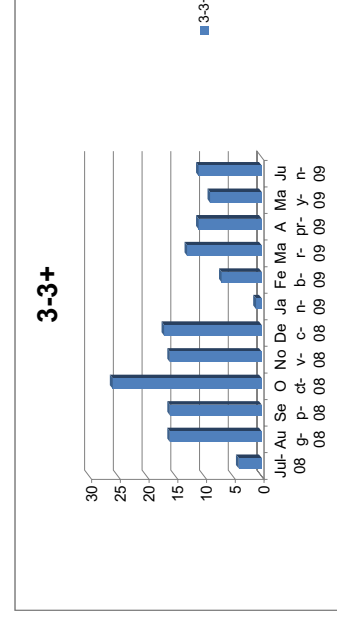
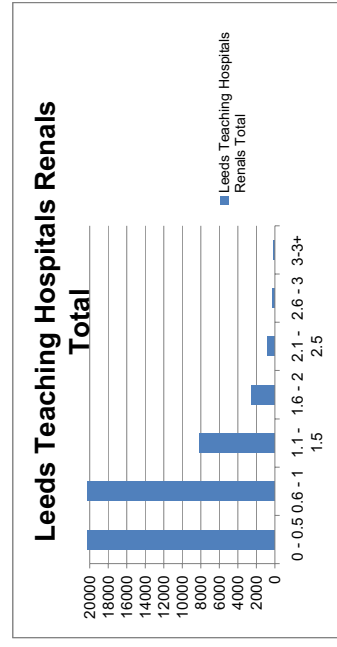
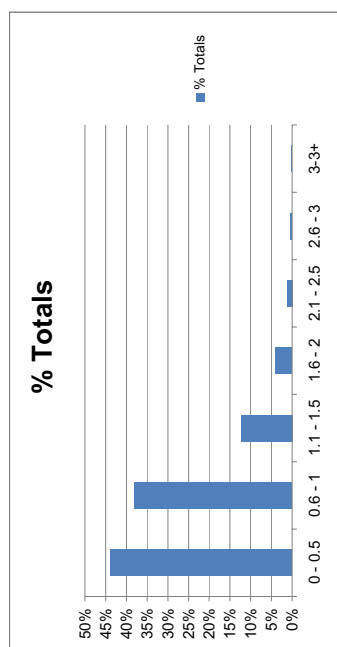
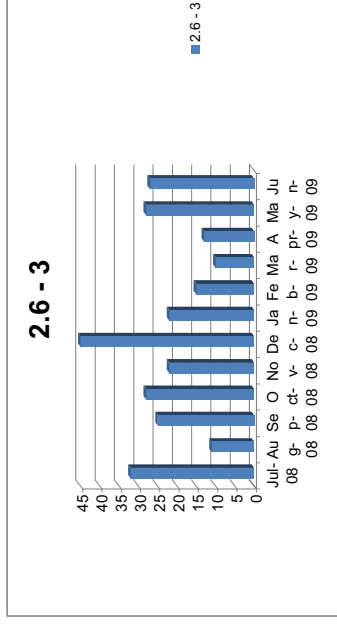
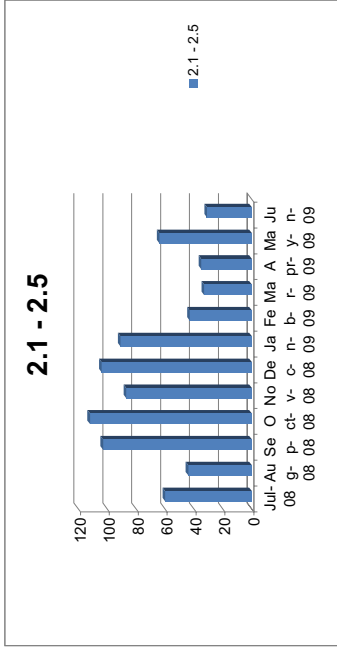
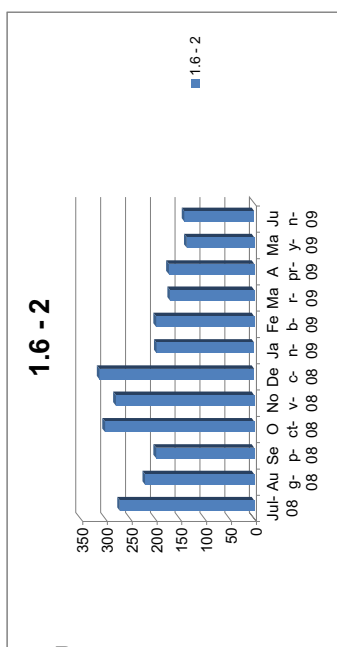
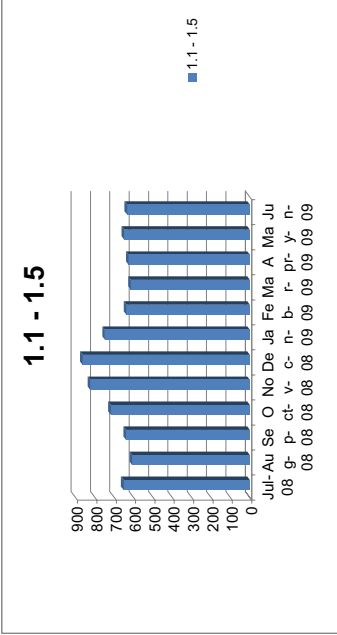
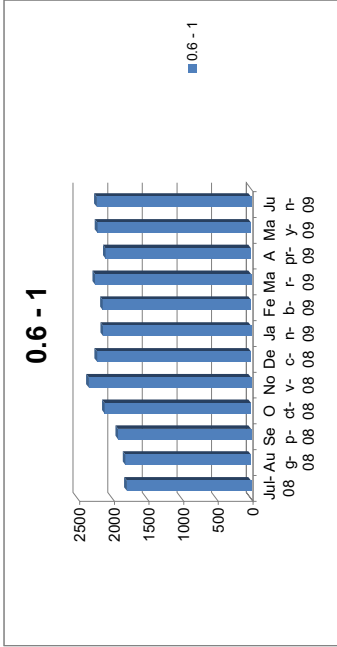
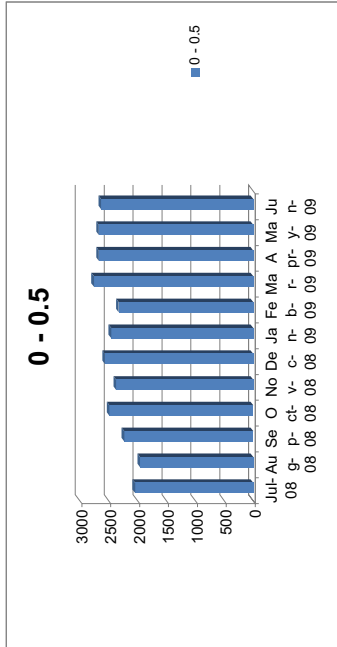
Period Aug 07 to July 08 (one years activity)

Month/Time in half hours	0 - 0.5	0.6 - 1	1.1 - 1.5	1.6 - 2	2.1 - 2.5	2.6 - 3	3-3+	Total
Dec-07	817	1579	1072	412	112	36	6	4034
Nov-07	772	1686	1069	436	100	15	12	4090
Oct-07	963	1799	1090	360	96	28	21	4357
Sep-07	773	1730	993	340	75	13	12	3936
Aug-07	946	1539	918	260	57	18	5	3743
Jul-08	2044	1791	652	271	60	32	4	4854
Jun-08	1550	1431	730	259	58	16	19	4063
May-08	1712	1635	727	332	96	15	14	4531
Apr-08	1850	1744	759	304	116	23	8	4804
Mar-08	1313	1702	1087	310	100	30	9	4551
Feb-08	753	1537	1032	392	110	28	7	3859
Jan-08	784	1699	1155	413	119	31	5	4206
Feb-08	753	1537	1032	392	110	28	7	3859
Mar-08	1313	1702	1087	310	100	30	9	4551
Apr-08	1850	1744	759	304	116	23	8	4804
May-08	1712	1635	727	332	96	15	14	4531
Jun-08	1550	1431	730	259	58	16	19	4063
Jul-08	2044	1791	652	271	60	32	4	4854
Aug-08	1960	1813	609	220	44	11	16	4673
Sep-08	2232	1917	639	198	103	25	16	5130
Oct-08	2488	2112	718	301	112	28	26	5785
Nov-08	2372	2338	825	279	87	22	16	5939
Dec-08	2565	2219	864	312	104	45	17	6126
Jan-09	2458	2133	748	197	91	22	1	5650
Feb-09	2329	2137	638	198	43	15	7	5367
Mar-09	2757	2249	615	170	33	10	13	5847
Apr-09	2672	2098	627	172	35	13	11	5628
May-09	2670	2215	650	136	64	28	9	5772
Jun-09	2631	2224	634	141	31	27	11	5699
Leeds Teaching Hospitals Renals Total	29178	25246	8219	2595	807	278	147	66470
Cumulative totals	29178	54424	62643	65238	66045	66323	66470	66470
% Totals	44%	38%	12%	4%	1%	0%	0%	100%
Cumulative % totals	44%	82%	94%	98%	99%	100%	100%	100%

Area Used in Graphs



Contract : Leeds Teaching Hospitals Renals Report Title : Quality - Time on vehicle by Journey Month



Contract : Leeds Teaching Hospitals Renals Report Title :Renal Patients Time on Vehicle June 2008 to June 2009 - by Contract hospital/unit

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Beeston Dialysis Unit																					
Beeston Dialysis Unit	844	970	884	473	309	97	44	17	7	3	4	3	2	1	0	0	0	0	0	3	3661
Beeston Dialysis Unit Total	844	970	884	473	309	97	44	17	7	3	4	3	2	1	0	0	0	0	0	0	3661
Cumulative totals	844	1814	2698	3171	3480	3577	3621	3638	3645	3648	3652	3655	3657	3658	3658	3658	3658	3658	3658	3658	3661
% Totals	23.05	26.5	24.15	12.92	8.44	2.65	1.2	0.46	0.19	0.08	0.11	0.08	0.05	0.03	0	0	0	0	0	0	0.08
Cumulative % totals	23.05	49.55	73.7	86.62	95.06	97.71	98.91	99.37	99.56	99.64	99.75	99.84	99.89	99.92	99.92	99.92	99.92	99.92	99.92	99.92	100

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Calderdale Royal Hospital																					
Calderdale Royal Hospital	273	802	1304	1440	1233	695	388	216	79	39	36	13	2	3	0	3	3	2	3	6534	
Calderdale Royal Hospital Total	273	802	1304	1440	1233	695	388	216	79	39	36	13	2	3	0	3	3	2	3	6534	
Cumulative totals	273	1075	2379	3819	5052	5747	6135	6351	6430	6469	6505	6518	6520	6523	6523	6526	6529	6531	6534	6534	
% Totals	4.18	12.27	19.96	22.04	18.87	10.64	5.94	3.31	1.21	0.6	0.55	0.2	0.03	0.05	0	0.05	0.03	0.03	0.05	100	
Cumulative % totals	4.18	16.45	36.41	58.45	77.32	87.96	93.89	97.2	98.41	99.01	99.56	99.76	99.79	99.83	99.83	99.88	99.92	99.95	99.95	100	

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Clayton Hospital																					
Clayton Hospital	184	406	718	974	1136	1207	1019	863	583	364	242	104	72	32	2	10	4	0	11	7931	
Clayton Hospital Total	184	406	718	974	1136	1207	1019	863	583	364	242	104	72	32	2	10	4	0	11	7931	
Cumulative totals	184	590	1308	2282	3418	4625	5644	6507	7090	7454	7696	7800	7872	7904	7906	7916	7920	7920	7931	7931	
% Totals	2.32	5.12	9.05	12.28	14.32	15.22	12.85	10.88	7.35	4.59	3.05	1.31	0.91	0.4	0.03	0.13	0.05	0	0.14	100	
Cumulative % totals	2.32	7.44	16.49	28.77	43.1	58.32	71.16	82.05	89.4	93.99	97.04	98.35	99.26	99.66	99.68	99.81	99.86	99.86	100		

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Dewsbury District Hospital																					
Dewsbury District Hospital	441	917	1485	1316	1204	949	566	215	147	77	35	17	11	1	0	6	0	3	4	7374	
Dewsbury District Hospital Total	441	917	1485	1316	1204	949	566	215	147	77	35	17	11	1	0	6	0	3	4	7374	
Cumulative totals	441	1358	2823	4139	5343	6292	6858	7073	7220	7297	7332	7349	7360	7361	7361	7367	7367	7370	7374	7374	
% Totals	5.98	12.44	19.87	17.85	16.33	12.87	7.68	2.92	1.99	1.04	0.47	0.23	0.15	0.01	0	0.08	0	0.04	0.05	100	
Cumulative % totals	5.98	18.42	38.28	56.13	72.46	85.33	93	95.92	97.91	98.96	99.43	99.66	99.81	99.82	99.82	99.91	99.91	99.91	99.95		

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Huddersfield St Lukes Hospital																					
Huddersfield St Lukes Hospital	454	894	1300	1030	871	522	297	147	73	53	34	12	10	3	3	0	0	3	12	5718	
Huddersfield St Lukes Hospital Total	454	894	1300	1030	871	522	297	147	73	53	34	12	10	3	3	0	0	3	12	5718	
Cumulative totals	454	1348	2648	3678	4549	5071	5368	5515	5588	5641	5675	5687	5697	5700	5703	5703	5703	5706	5718	5718	
% Totals	7.94	15.63	22.74	18.01	15.23	9.13	5.19	2.57	1.28	0.93	0.59	0.21	0.17	0.05	0.05	0	0	0.05	0.21	100	
Cumulative % totals	7.94	23.57	46.31	64.32	79.56	88.68	93.88	96.45	97.73	98.65	99.25	99.46	99.63	99.69	99.74	99.74	99.74	99.74	99.79		

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : Seacroft Hospital																					
Seacroft Hospital	3353	4827	6555	4849	3523	2322	1528	988	661	535	464	359	257	160	90	90	47	50	90	30748	
Seacroft Hospital Total	3353	4827	6555	4849	3523	2322	1528	988	661	535	464	359	257	160	90	90	47	50	90	30748	
Cumulative totals	3353	8180	14735	19584	23107	25429	26957	27945	28606	29141	29605	29964	30221	30381	30471	30561	30608	30658	30748	30748	
% Totals	10.9	15.7	21.32	15.77	11.46	7.55	4.97	3.21	2.15	1.74	1.51	1.17	0.84	0.52	0.29	0.29	0.15	0.16	0.29	100	
Cumulative % totals	10.9	26.6	47.92	63.69	75.15	82.7	87.67	90.88	93.03	94.77	96.28	97.45	98.29	98.81	99.1	99.39	99.54	99.71	100		

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Contract Hospital : St James																					
St James	1021	1710	1406	1053	821	653	483	341	277	166	159	135	113	62	41	34	18	21	43	8567	
St James Total	1021	1710	1406	1053	821	653	483	341	277	166	159	135	113	62	41	34	18	21	43	8567	
Cumulative totals	1021	2731	4137	5190	6011	6664	7157	7498	7775	7941	8100	8235	8348	8410	8451	8485	8503	8524	8567	8567	
% Totals	11.92	19.96	16.41	12.29	9.58	7.62	5.75	3.98	3.23	1.94	1.86	1.58	1.32	0.72	0.48	0.4	0.21	0.25	0.5	100	
Cumulative % totals	11.92	31.88	48.29	60.58	70.16	77.79	83.54	87.52	90.76	92.69	94.55	96.12	97.44	98.17	98.65	99.04	99.25	99.5	100		

	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total	
Leeds Teaching Hospitals Renals Total																					
Leeds Teaching Hospitals Renals Total	6570	10526	13632	11135	9097	6445	4335	2787	1827	1237	974	643	467	262	136	143	72	79	166	70533	
Cumulative totals	6570	17096	30728	41863	50960	57405	61740	64527	66354	67591	68565	69208	69675	69937	70073	70216	70288	70367	70533	70533	
% Totals	9.31	14.92	19.33	15.79	12.9	9.14	6.15	3.95	2.59	1.75	1.38	0.91	0.66	0.37	0.19	0.2	0.1	0.11	0.24	100	
Cumulative % totals	9.31	24.24	43.57	59.35	72.25	81.39	87.53	91.48	94.08	95.83	97.21	98.12	98.78	99.16	99.35	99.55	99.65	99.76	100		

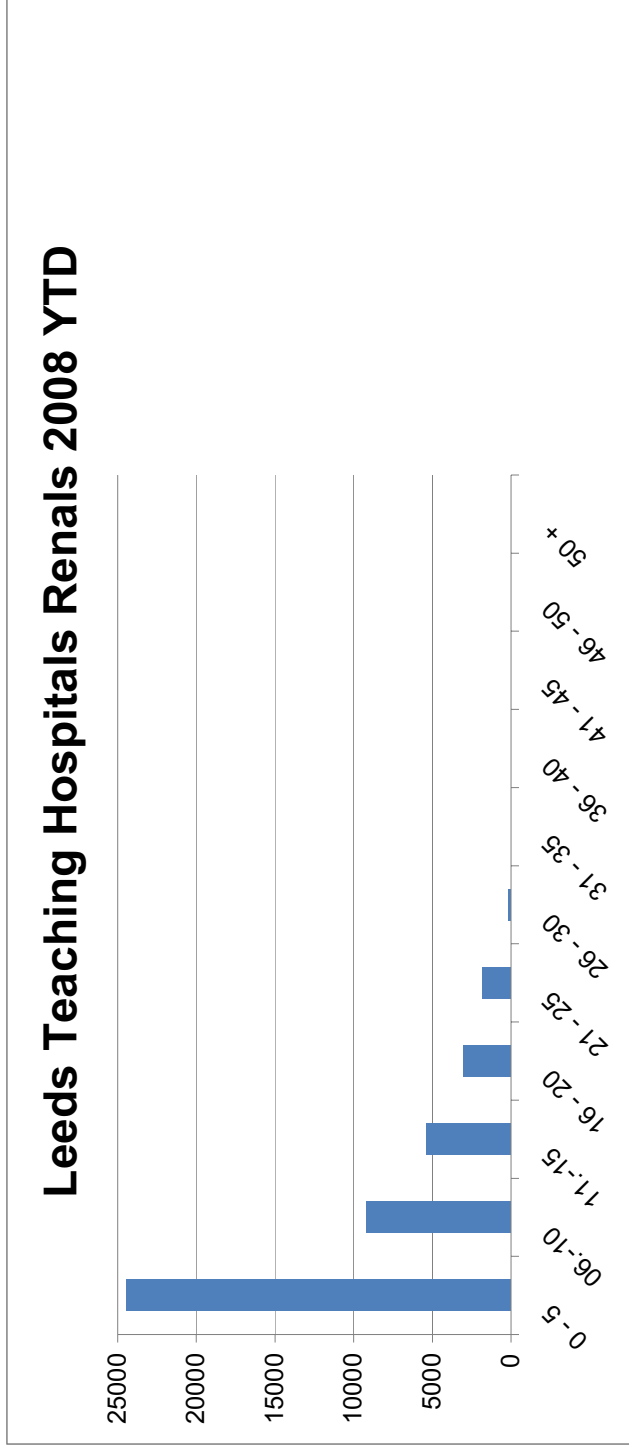


Leeds Teaching Hospitals Renals Report Title :Number of Patients by Mileage for 2007												
Mileage	0 - 5	06.-10	11.-15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50	50 +	Total
Jul-07	3545	1521	961	270	164	0	0	0	0	0	0	6461
Aug-07	4175	1788	974	355	231	0	0	0	0	0	1	7524
Sep-07	3947	1598	900	380	231	0	0	0	0	0	0	7056
Oct-07	4384	1708	1053	513	278	0	0	0	0	0	0	7936
Nov-07	4288	1603	1076	463	298	0	0	0	0	0	0	7728
Dec-07	4113	1502	1061	507	328	0	0	0	0	0	0	7511
Leeds Teaching Hospitals Renals Total	24452	9720	6025	2488	1530	0	0	0	0	0	1	44216

Leeds Teaching Hospitals Renals Report Title :Number of Patients by Mileage for 2008												
Mileage	0 - 5	06.-10	11.-15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50	50 +	Total
Jan-08	4178	1501	1062	476	344	10	0	0	0	0	0	7571
Feb-08	4094	1297	975	455	353	36	0	0	0	0	0	7210
Mar-08	4240	1389	989	505	337	22	0	0	0	0	0	7482
Apr-08	4284	1380	1011	480	400	6	0	0	0	0	0	7561
May-08	4107	1416	1073	504	391	0	0	0	0	0	0	7491
Jun-08	3985	1316	1046	458	407	0	0	0	0	0	0	7212
Jul-08	4144	1394	1119	495	450	0	0	0	0	0	0	7602
Aug-08	3987	1411	1037	481	378	0	0	0	0	0	0	7294
Sep-08	3931	1422	1001	591	446	0	0	0	0	0	0	7391
Oct-08	4156	1503	1093	503	450	27	0	0	0	1	0	7733
Nov-08	3903	1433	1017	508	371	48	0	0	0	0	0	7280
Dec-08	4112	1566	1029	495	407	56	0	0	0	0	0	7665
Leeds Teaching Hospitals Renals Total	49121	17028	12452	5951	4734	205	0	0	0	1	0	89492

Leeds Teaching Hospitals Renals Report Title : Number of Patients by Mileage for 2009												
Mileage	0 - 5	06.-10	11.-15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50	50 +	Total
Jan-09	4017	1571	966	488	365	25	0	0	0	0	0	7432
Feb-09	3837	1543	870	454	294	25	0	0	0	0	0	7023
Mar-09	4238	1606	893	556	283	26	0	0	0	0	0	7602
Apr-09	4103	1505	895	494	270	25	0	0	0	0	0	7292
May-09	4158	1453	835	520	285	26	0	0	0	0	0	7277
Jun-09	4109	1519	902	541	324	26	0	0	0	0	0	7421
Leeds Teaching Hospitals Renals Total	24462	9197	5361	3053	1821	153	0	0	0	0	0	44047

Escorts & abortive journeys are not included in the above figures





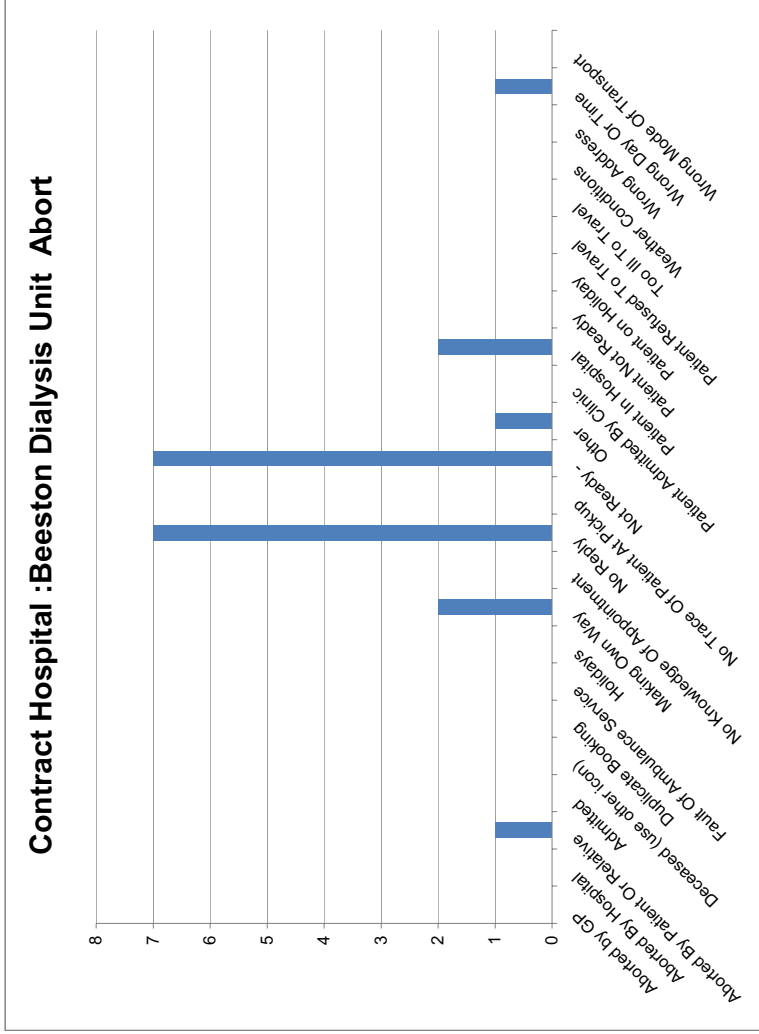
Mileage by Contract Hospital YTD Jan to Jun 2009

Contract Hospital : Beeston Dialysis Unit	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Beeston Dialysis Unit	2286	756	340	166	0	0	0	0	0	0	3548
Beeston Dialysis Unit Total	2286	756	340	166	0	0	0	0	0	0	3548
Contract Hospital : Calderdale Royal Hospital	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Calderdale Royal Hospital	4043	798	1	8	0	0	0	0	0	0	4850
Calderdale Royal Hospital Total	4043	798	1	8	0	0	0	0	0	0	4850
Contract Hospital : Clayton Hospital	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Clayton Hospital	3359	1115	1069	150	0	0	0	0	0	0	5693
Clayton Hospital Total	3359	1115	1069	150	0	0	0	0	0	0	5693
Contract Hospital : Dewsbury District Hospital	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Dewsbury District Hospital	4916	528	32	2	0	0	0	0	0	0	5478
Dewsbury District Hospital Total	4916	528	32	2	0	0	0	0	0	0	5478
Contract Hospital : Huddersfield St Lukes Hospital	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Huddersfield St Lukes Hospital	4037	644	0	7	6	0	0	0	0	0	4694
Huddersfield St Lukes Hospital Total	4037	644	0	7	6	0	0	0	0	0	4694
Contract Hospital : Seacroft Hospital	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Seacroft Hospital	6623	4778	3917	1984	1689	152	0	0	0	0	19143
Seacroft Hospital Total	6623	4778	3917	1984	1689	152	0	0	0	0	19143
Contract Hospital : St James	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
St James	1850	1542	635	1088	340	2	0	0	0	0	5457
St James Total	1850	1542	635	1088	340	2	0	0	0	0	5457
Overall Totals Leeds Teaching Hospitals Renals Total	0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31 - 35	36 - 40	41 - 45	46 - 50+	Total
Overall Totals Leeds Teaching Hospitals Renals Total	27114	10161	5994	3405	2035	154	0	0	0	0	48863



Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

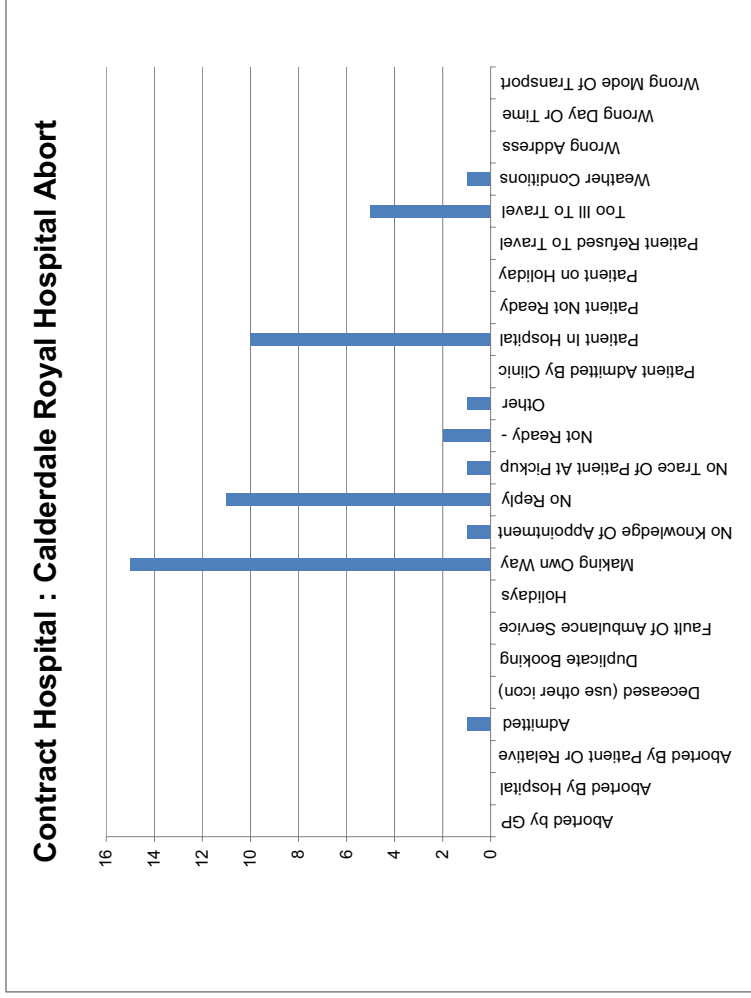
Contract Hospital :Beeston Dialysis Unit	Abort
Aborted by GP	0
Aborted By Hospital	0
Aborted By Patient Or Relative	1
Admitted	0
Deceased (use other icon)	0
Duplicate Booking	0
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	2
No Knowledge Of Appointment	0
No Reply	7
No Trace Of Patient At Pickup	0
Not Ready -	7
Other	1
Patient Admitted By Clinic	0
Patient In Hospital	2
Patient Not Ready	0
Patient on Holiday	0
Patient Refused To Travel	0
Too Ill To Travel	0
Weather Conditions	0
Wrong Address	0
Wrong Day Or Time	1
Wrong Mode Of Transport	0
Beeston Dialysis Unit Total	21





Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

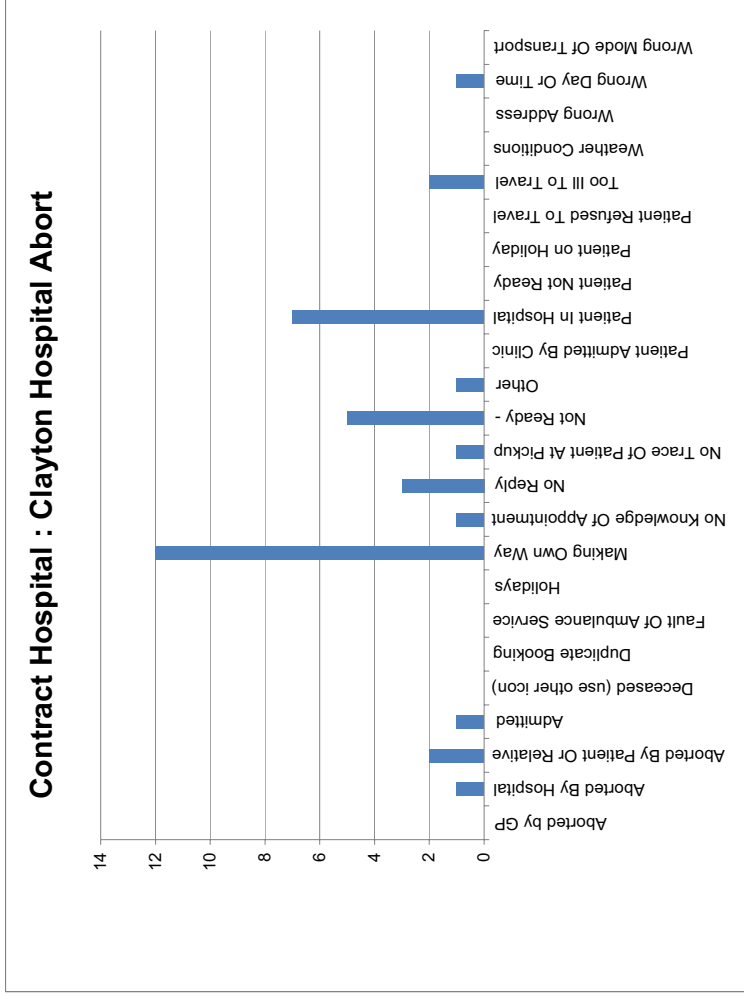
Contract Hospital : Calderdale Royal Hospital	Abort
Abort by GP	0
Aborted By Hospital	0
Aborted By Patient Or Relative	0
Admitted	1
Deceased (Use other icon)	0
Duplicate Booking	0
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	15
No Knowledge Of Appointment	1
No Reply	11
No Trace Of Patient At Pickup	1
Not Ready -	2
Other	1
Patient Admitted By Clinic	0
Patient In Hospital	10
Patient Not Ready	0
Patient on Holiday	0
Patient Refused To Travel	0
Too Ill To Travel	5
Weather Conditions	1
Wrong Address	0
Wrong Day Or Time	0
Wrong Mode Of Transport	0
Calderdale Royal Hospital Total	48





Contract : Leeds Teaching Hospitals Renals Report Title : abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

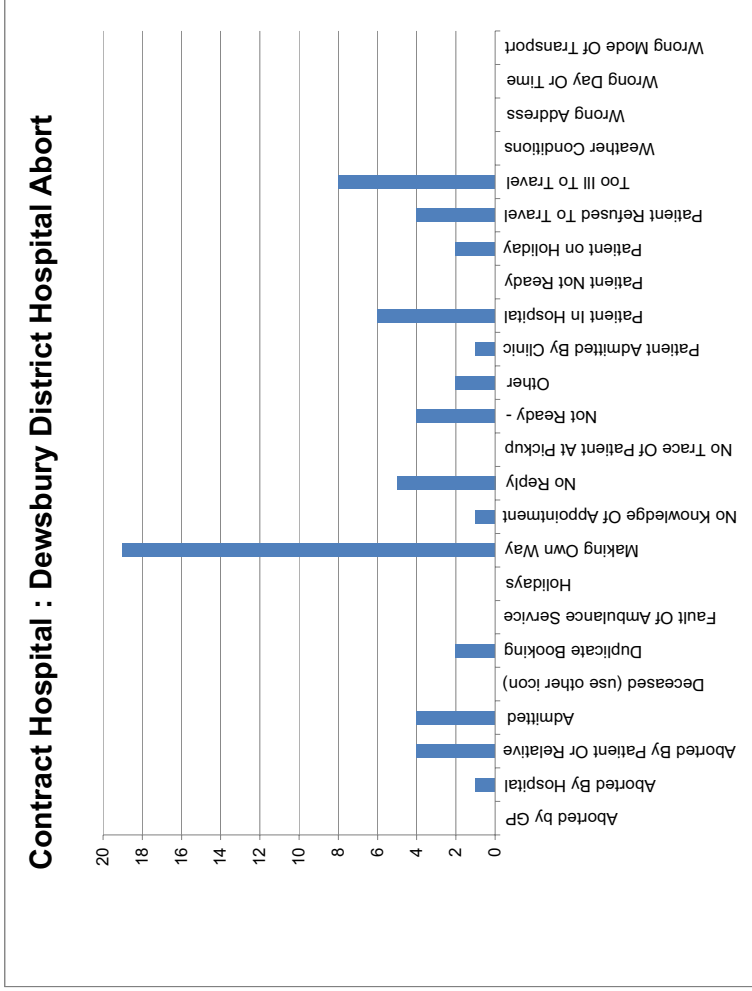
Contract Hospital : Clayton Hospital	Abort
Aborted by GP	0
Aborted By Hospital	1
Aborted By Patient Or Relative	2
Admitted	1
Deceased (Use other icon)	0
Duplicate Booking	0
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	12
No Knowledge Of Appointment	1
No Reply	3
No Trace Of Patient At Pickup	1
Not Ready -	5
Other	1
Patient Admitted By Clinic	0
Patient In Hospital	7
Patient Not Ready	0
Patient on Holiday	0
Patient Refused To Travel	0
Too Ill To Travel	2
Weather Conditions	0
Wrong Address	0
Wrong Day Or Time	1
Wrong Mode Of Transport	0
Clayton Hospital Total	37





Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

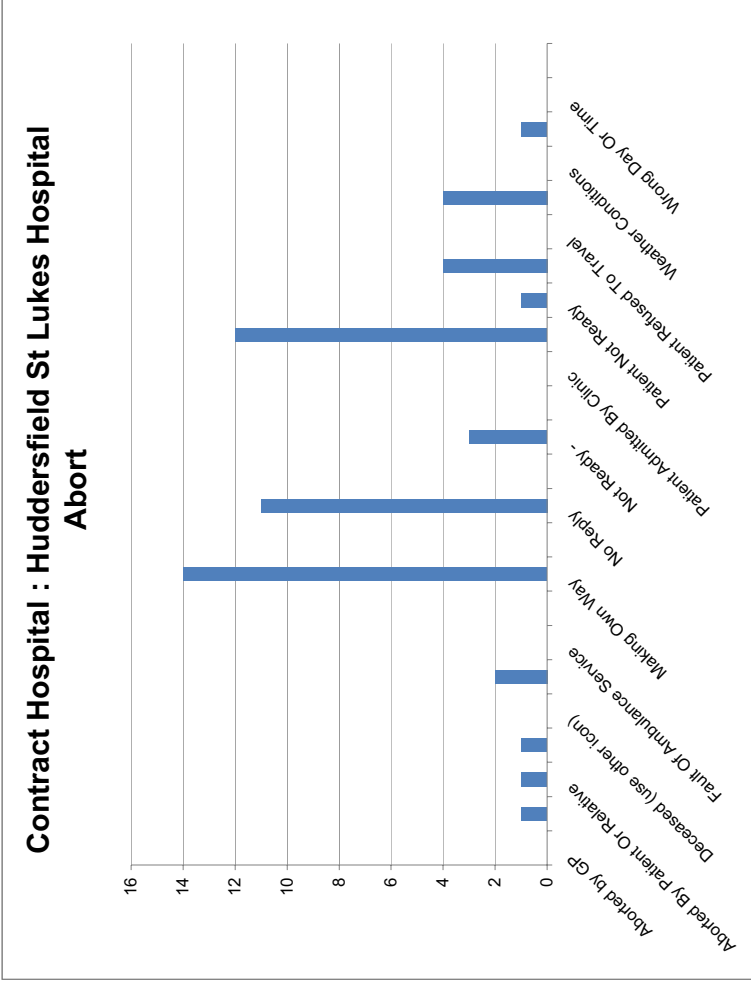
Contract Hospital : Dewsbury District Hospital	Abort
Aborted by GP	0
Aborted By Hospital	1
Aborted By Patient Or Relative	4
Admitted	4
Deceased (use other icon)	0
Duplicate Booking	2
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	19
No Knowledge Of Appointment	1
No Reply	5
No Trace Of Patient At Pickup	0
Not Ready -	4
Other	2
Patient Admitted By Clinic	1
Patient In Hospital	6
Patient Not Ready	0
Patient on Holiday	2
Patient Refused To Travel	4
Too Ill To Travel	8
Weather Conditions	0
Wrong Address	0
Wrong Day Or Time	0
Wrong Mode Of Transport	0
Dewsbury District Hospital Total	63





Contract : Leeds Teaching Hospitals Renals Report Title :abortives by reason/by Unit 2009 YTD (Jan to Jun)

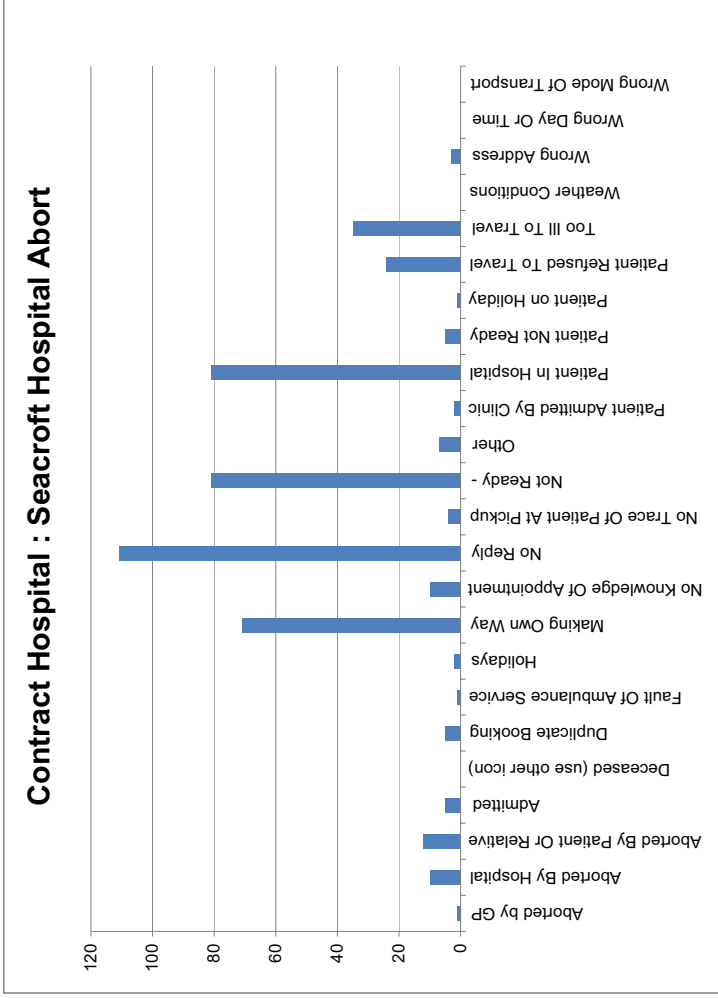
Contract Hospital : Huddersfield St Lukes Hospital	Abort
Abort by GP	0
Aborted By Hospital	1
Aborted By Patient Or Relative	1
Admitted	1
Deceased (use other icon)	0
Duplicate Booking	2
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	14
No Knowledge Of Appointment	0
No Reply	11
No Trace Of Patient At Pickup	0
Not Ready -	3
Other	0
Patient Admitted By Clinic	0
Patient In Hospital	12
Patient Not Ready	1
Patient on Holiday	4
Patient Refused To Travel	0
Too Ill To Travel	4
Weather Conditions	0
Wrong Address	1
Wrong Day Or Time	0
Wrong Mode Of Transport	0
Huddersfield St Lukes Hospital Total	55





Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

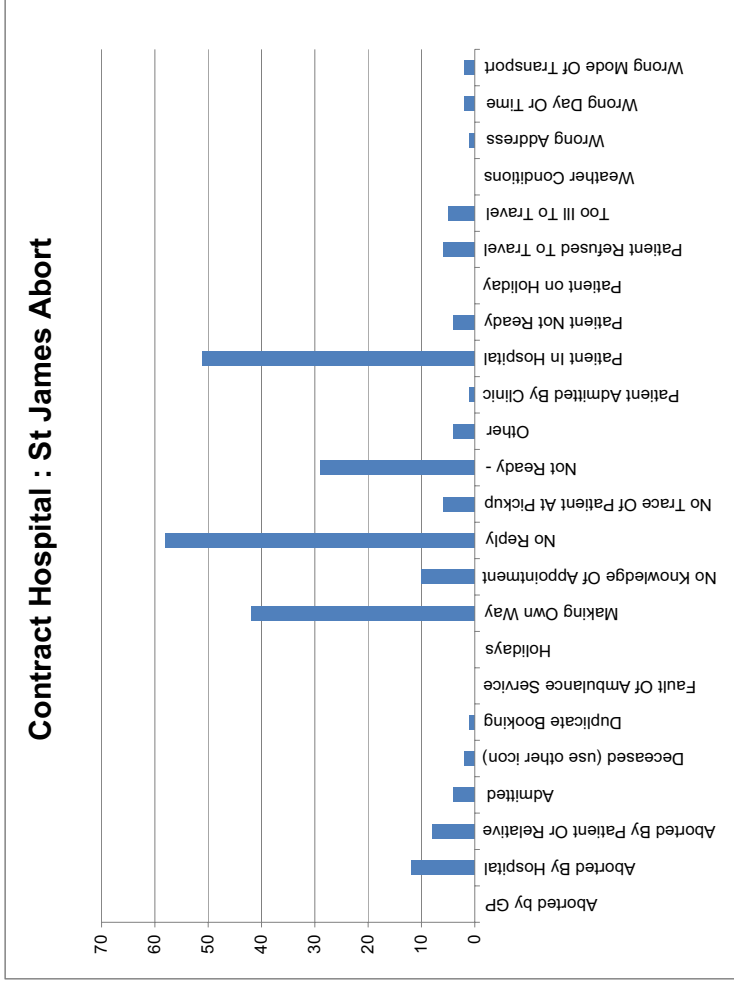
Contract Hospital : Seacroft Hospital	Abort
Abort by GP	1
Aborted By Hospital	10
Aborted By Patient Or Relative	12
Admitted	5
Deceased (use other icon)	0
Duplicate Booking	5
Fault Of Ambulance Service	1
Holidays	2
Making Own Way	71
No Knowledge Of Appointment	10
No Reply	111
No Trace Of Patient At Pickup	4
Not Ready -	81
Other	7
Patient Admitted By Clinic	2
Patient In Hospital	81
Patient Not Ready	5
Patient on Holiday	1
Patient Refused To Travel	24
Too Ill To Travel	35
Weather Conditions	0
Wrong Address	3
Wrong Day Or Time	0
Wrong Mode Of Transport	0
Seacroft Hospital Total	471





Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

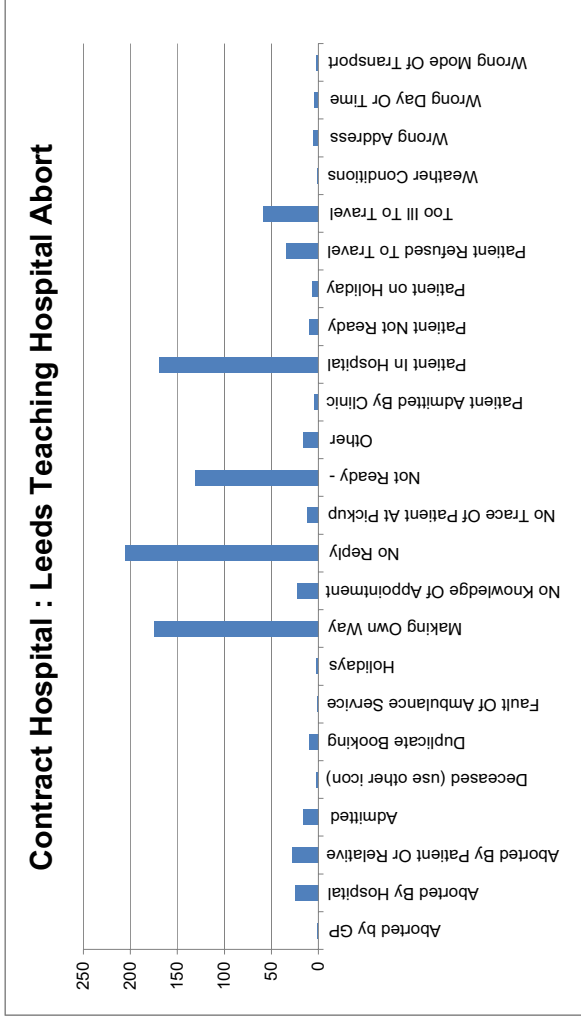
Contract Hospital : St James	Abort
Aborted by GP	0
Aborted By Hospital	12
Aborted By Patient Or Relative	8
Admitted	4
Deceased (use other icon)	2
Duplicate Booking	1
Fault Of Ambulance Service	0
Holidays	0
Making Own Way	42
No Knowledge Of Appointment	10
No Reply	58
No Trace Of Patient At Pickup	6
Not Ready -	29
Other	4
Patient Admitted By Clinic	1
Patient In Hospital	51
Patient Not Ready	4
Patient on Holiday	0
Patient Refused To Travel	6
Too Ill To Travel	5
Weather Conditions	0
Wrong Address	1
Wrong Day Or Time	2
Wrong Mode Of Transport	2
St James Total	248





Contract : Leeds Teaching Hospitals Renals Report Title :abortives all contracts - Abortives by reason/by Unit 2009 YTD (Jan to Jun)

Abort reason	Abort
Contract Hospital : Leeds Teaching Hospital Total	
Aborted by GP	1
Aborted By Hospital	25
Aborted By Patient Or Relative	28
Admitted	16
Deceased (use other icon)	2
Duplicate Booking	10
Fault Of Ambulance Service	1
Holidays	2
Making Own Way	175
No Knowledge Of Appointment	23
No Reply	206
No Trace Of Patient At Pickup	12
Not Ready -	131
Other	16
Patient Admitted By Clinic	4
Patient In Hospital	169
Patient Not Ready	10
Patient on Holiday	7
Patient Refused To Travel	34
Too Ill To Travel	59
Weather Conditions	1
Wrong Address	5
Wrong Day Or Time	4
Wrong Mode Of Transport	2
Leeds Teaching Hospital Total	943



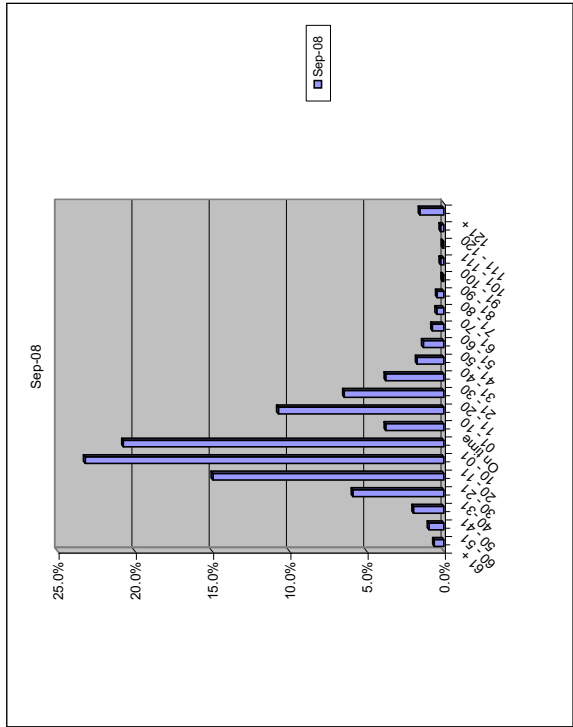
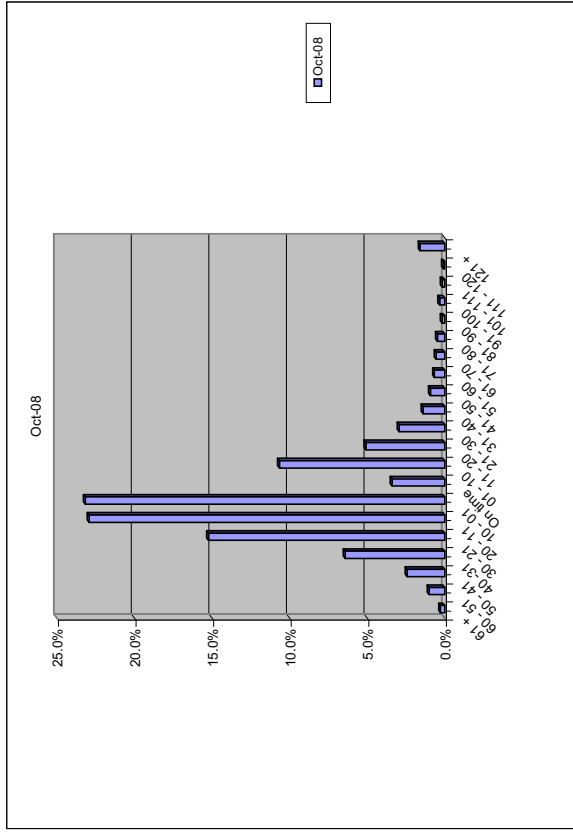
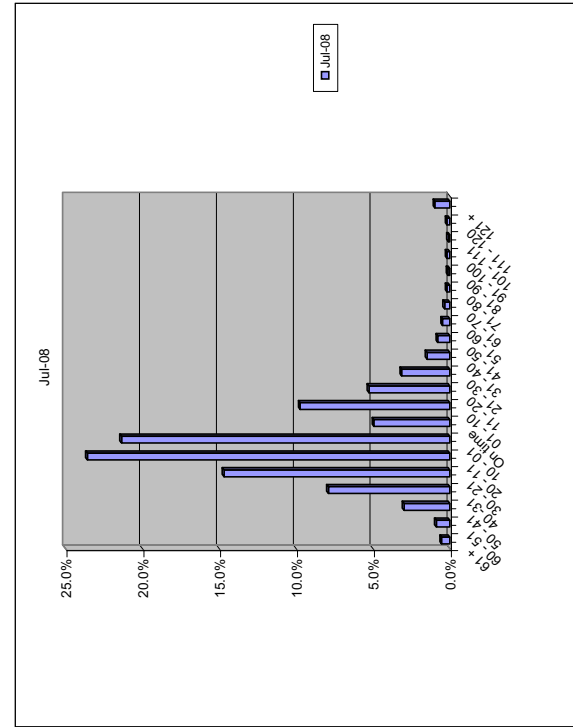
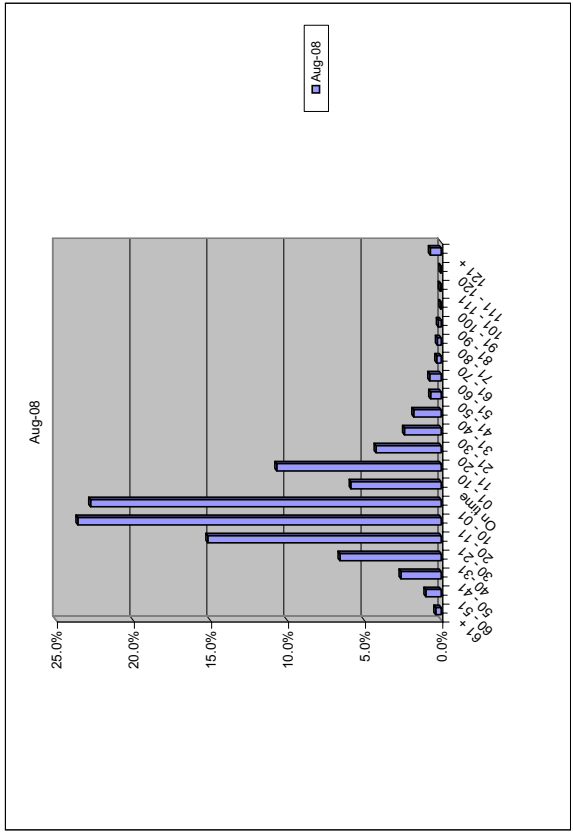


Month	61 +	60 - 51	50 - 41	40 - 31	30 - 21	20 - 11	10 - 01	On time	No of Patients on time	Quality Achieved	01 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 111	111 - 120	121 +	No of Patients late	Total
Jul-07	21	33	79	125	268	320	263	118	1227	81.53	119	54	32	25	15	7	8	0	3	4	0	2	9	278	1505
Aug-07	49	56	87	254	499	583	538	161	2227	78.69	205	129	88	53	39	21	21	11	4	0	9	0	23	603	2830
Sep-07	34	47	108	214	404	570	508	182	2067	74.65	232	173	74	66	32	29	8	10	5	4	8	5	56	702	2769
Oct-07	13	33	104	229	489	669	652	200	2389	75.70	305	184	63	48	37	22	11	10	4	2	6	5	70	767	3156
Nov-07	14	27	96	165	328	632	689	182	2133	72.48	323	189	95	82	32	27	11	13	5	4	7	2	20	810	2943
Dec-07	42	38	100	194	343	558	529	148	1952	67.97	360	192	113	69	52	37	24	14	10	9	7	1	32	920	2872
Jan-08	31	40	112	190	369	630	503	165	2040	70.76	358	193	89	72	48	25	24	13	3	4	2	1	11	843	2883
Feb-08	18	54	98	186	336	614	547	150	2003	70.83	333	217	103	66	34	31	13	9	3	1	1	1	13	825	2828
Mar-08	68	70	120	249	463	631	548	132	2281	75.83	272	200	96	47	40	28	11	3	1	3	5	2	19	727	3008
Apr-08	47	69	185	331	453	683	600	145	2513	80.03	267	151	76	41	27	21	11	5	4	5	2	0	17	627	3140
May-08	40	70	160	312	495	703	516	156	2452	79.17	280	138	78	48	36	17	13	14	7	2	1	4	7	645	3097
Jun-08	35	53	123	217	456	714	583	119	2300	76.82	290	162	76	36	35	24	13	10	7	0	1	3	37	694	2994
Jul-08	17	28	94	249	463	743	673	156	2423	76.95	307	166	99	47	25	15	11	6	4	6	3	6	31	726	3149
Aug-08	11	31	81	203	468	729	703	181	2407	77.90	330	131	74	55	21	23	9	8	6	1	2	1	22	683	3090
Sep-08	20	31	63	189	480	745	666	121	2315	72.16	344	207	121	56	43	24	15	14	3	7	2	7	50	893	3208
Oct-08	10	36	87	229	543	817	826	121	2669	74.91	380	181	105	50	33	24	20	17	6	12	6	3	57	894	3563
Nov-08	21	41	94	261	602	885	749	133	2786	79.44	345	175	71	45	21	20	9	7	8	4	5	1	10	721	3507
Dec-08	28	53	89	199	506	785	748	159	2567	70.44	437	232	124	72	50	52	26	16	7	15	4	3	39	1077	3644
Jan-09	9	53	68	233	570	860	727	183	2703	78.85	320	183	94	46	29	18	11	10	3	5	1	2	3	725	3428
Feb-09	11	39	74	224	514	806	725	122	2515	75.48	331	192	112	57	37	35	11	11	11	2	2	0	16	817	3332
Mar-09	15	26	133	265	645	918	776	162	2940	79.76	344	164	90	63	21	17	8	8	0	4	1	1	25	746	3686
Apr-09	6	33	90	279	685	1003	692	150	2938	83.56	291	125	60	34	16	16	12	5	2	5	1	0	11	578	3516
May-09	17	26	70	253	575	941	832	156	2870	81.07	294	163	89	38	25	14	8	7	7	3	4	4	14	670	3540
Jun-09	15	17	66	247	657	978	742	172	2894	81.54	305	142	88	26	31	23	10	6	4	5	2	0	13	655	3549



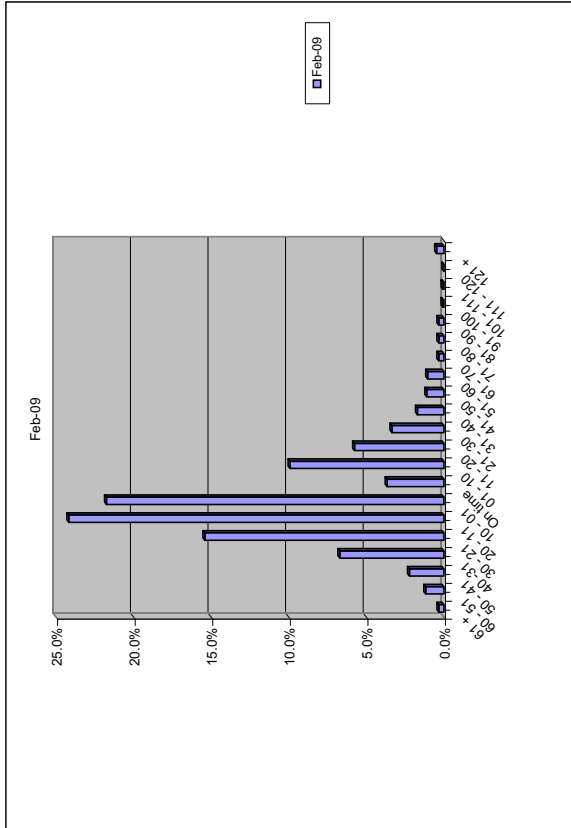
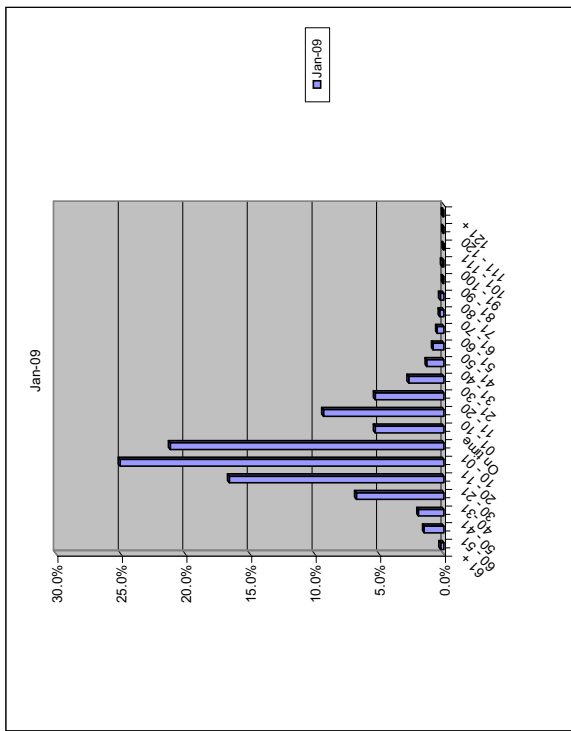
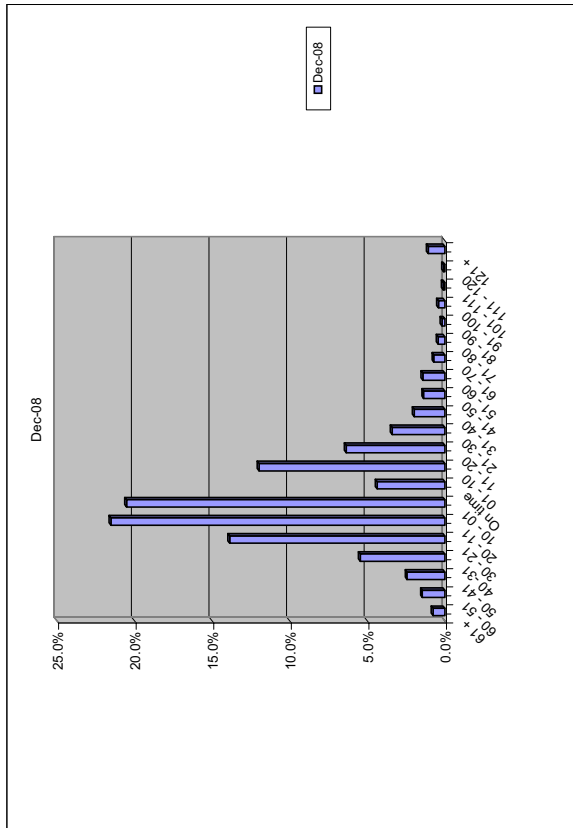
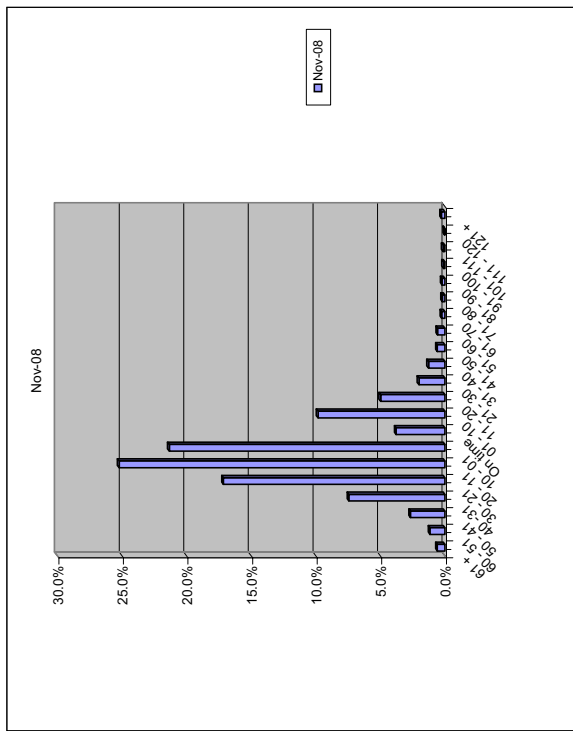
Month	61 +	60-51	50-41	40-31	30-21	20-11	10-01	On time	01-10	11-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90	91-100	101-111	111-120	121 +	Total
Jul-07	1.4%	2.2%	5.2%	8.3%	17.8%	21.3%	17.5%	7.8%	7.9%	3.6%	2.1%	1.7%	1.0%	0.5%	0.5%	0.0%	0.2%	0.3%	0.0%	0.1%	0.6%	100.0%
Aug-07	1.7%	2.0%	3.1%	9.0%	17.6%	20.6%	19.0%	5.7%	7.2%	4.6%	3.1%	1.9%	1.4%	0.7%	0.7%	0.4%	0.1%	0.0%	0.3%	0.0%	0.8%	100.0%
Sep-07	1.2%	1.7%	3.9%	7.7%	14.6%	20.6%	18.3%	6.6%	8.4%	6.2%	2.4%	2.4%	1.2%	1.0%	0.3%	0.4%	0.2%	0.1%	0.3%	0.2%	2.0%	100.0%
Oct-07	0.4%	1.0%	3.3%	7.3%	15.5%	21.2%	20.7%	6.3%	9.7%	5.8%	2.0%	1.5%	1.2%	0.7%	0.3%	0.3%	0.1%	0.1%	0.2%	0.2%	2.2%	100.0%
Nov-07	0.5%	0.9%	3.3%	5.6%	11.1%	23.4%	23.4%	6.2%	11.0%	6.4%	3.2%	2.8%	1.1%	0.9%	0.4%	0.4%	0.2%	0.1%	0.2%	0.1%	0.7%	100.0%
Dec-07	1.5%	1.3%	3.5%	6.8%	11.9%	19.4%	18.4%	5.2%	12.5%	6.7%	3.9%	2.4%	1.8%	1.3%	0.8%	0.5%	0.3%	0.3%	0.2%	0.0%	1.1%	100.0%
Jan-08	1.1%	1.4%	3.9%	6.6%	12.8%	21.9%	17.4%	5.7%	12.4%	6.7%	3.1%	2.5%	1.7%	0.9%	0.8%	0.5%	0.1%	0.1%	0.1%	0.0%	0.4%	100.0%
Feb-08	0.6%	1.9%	3.5%	6.6%	11.9%	21.7%	19.3%	5.3%	11.8%	7.7%	3.6%	2.3%	1.2%	1.1%	0.5%	0.3%	0.1%	0.0%	0.0%	0.0%	0.5%	100.0%
Mar-08	2.3%	2.3%	4.0%	8.3%	15.4%	21.0%	18.2%	4.4%	9.0%	6.6%	3.2%	1.6%	1.3%	0.9%	0.4%	0.1%	0.0%	0.1%	0.2%	0.1%	0.6%	100.0%
Apr-08	1.5%	2.2%	5.9%	10.5%	14.4%	21.8%	19.1%	4.6%	8.5%	4.8%	2.4%	1.3%	0.9%	0.7%	0.4%	0.2%	0.1%	0.2%	0.1%	0.0%	0.5%	100.0%
May-08	1.3%	2.3%	5.2%	10.1%	16.0%	22.7%	16.7%	5.0%	9.0%	4.5%	2.5%	1.3%	1.2%	0.5%	0.4%	0.5%	0.2%	0.1%	0.0%	0.1%	0.2%	100.0%
Jun-08	1.2%	1.8%	4.1%	7.2%	15.2%	23.8%	19.5%	4.0%	9.7%	5.4%	2.5%	1.2%	1.2%	0.8%	0.4%	0.3%	0.2%	0.0%	0.0%	0.1%	1.2%	100.0%
Jul-08	0.5%	0.9%	3.0%	7.9%	14.7%	23.6%	21.4%	5.0%	9.7%	5.3%	3.1%	1.5%	0.8%	0.5%	0.3%	0.2%	0.1%	0.2%	0.1%	0.2%	1.0%	100.0%
Aug-08	0.4%	1.0%	2.6%	6.6%	15.1%	23.6%	22.8%	5.9%	10.7%	4.2%	2.4%	1.8%	0.7%	0.7%	0.3%	0.3%	0.2%	0.0%	0.1%	0.0%	0.7%	100.0%
Sep-08	0.6%	1.0%	2.0%	5.9%	15.0%	23.2%	20.8%	3.8%	10.7%	6.5%	3.8%	1.7%	1.3%	0.7%	0.5%	0.4%	0.1%	0.2%	0.1%	0.2%	1.6%	100.0%
Oct-08	0.3%	1.0%	2.4%	6.4%	15.2%	22.9%	23.2%	3.4%	10.7%	5.1%	2.9%	1.4%	0.9%	0.7%	0.6%	0.5%	0.2%	0.3%	0.2%	0.1%	1.6%	100.0%
Nov-08	0.6%	1.2%	2.7%	7.4%	17.2%	25.2%	21.4%	3.8%	9.8%	5.0%	2.0%	1.3%	0.6%	0.6%	0.3%	0.2%	0.2%	0.1%	0.1%	0.0%	0.3%	100.0%
Dec-08	0.8%	1.5%	2.4%	5.5%	13.9%	21.5%	20.5%	4.4%	12.0%	6.4%	3.4%	2.0%	1.4%	1.4%	0.7%	0.4%	0.2%	0.4%	0.1%	0.1%	1.1%	100.0%
Jan-09	0.3%	1.5%	2.0%	6.8%	16.6%	25.1%	21.2%	5.3%	9.3%	5.3%	2.7%	1.3%	0.8%	0.5%	0.3%	0.3%	0.1%	0.1%	0.0%	0.1%	0.1%	100.0%
Feb-09	0.3%	1.2%	2.2%	6.7%	15.4%	24.2%	21.8%	3.7%	9.9%	5.8%	3.4%	1.7%	1.1%	1.1%	0.3%	0.3%	0.3%	0.1%	0.1%	0.0%	0.5%	100.0%
Mar-09	0.4%	0.7%	3.6%	7.2%	17.5%	24.9%	21.1%	4.4%	9.3%	4.4%	2.4%	1.7%	0.6%	0.5%	0.2%	0.2%	0.0%	0.1%	0.0%	0.0%	0.7%	100.0%
Apr-09	0.2%	0.9%	2.6%	7.9%	19.5%	28.5%	19.7%	4.3%	8.3%	3.6%	1.7%	1.0%	0.5%	0.5%	0.3%	0.1%	0.1%	0.1%	0.0%	0.0%	0.3%	100.0%
May-09	0.5%	0.7%	2.0%	7.1%	16.2%	26.6%	23.5%	4.4%	8.3%	4.6%	2.5%	1.1%	0.7%	0.4%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.4%	100.0%
Jun-09	0.4%	0.5%	1.9%	7.0%	18.5%	27.6%	20.9%	4.8%	8.6%	4.0%	2.5%	0.7%	0.9%	0.6%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%	0.4%	100.0%

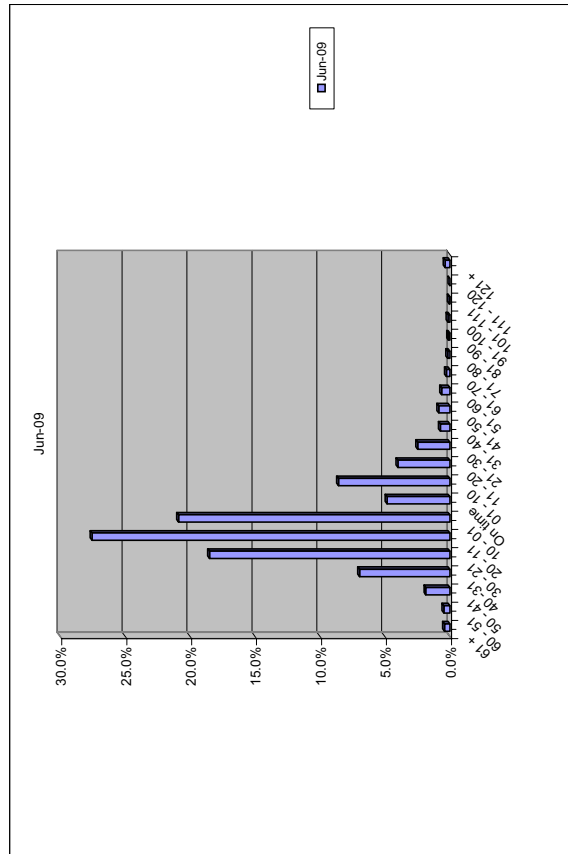
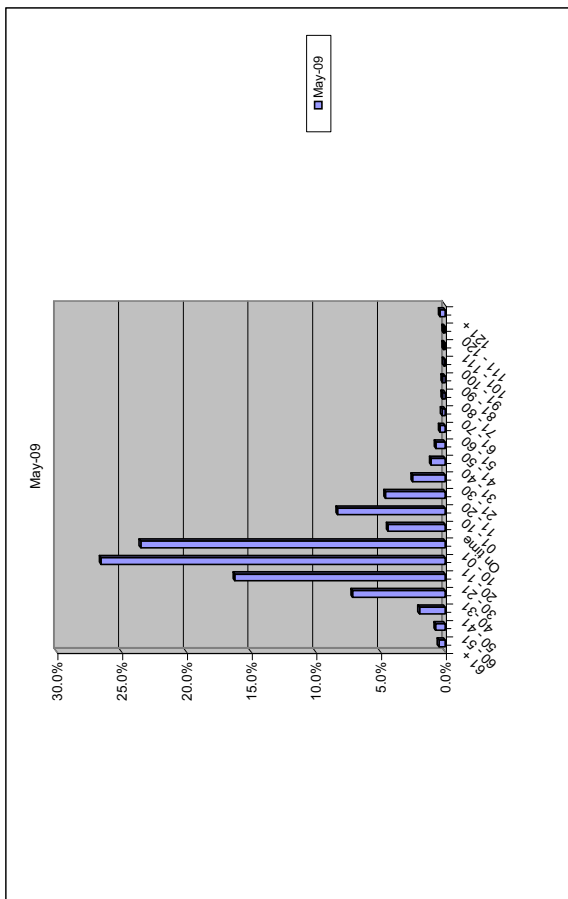
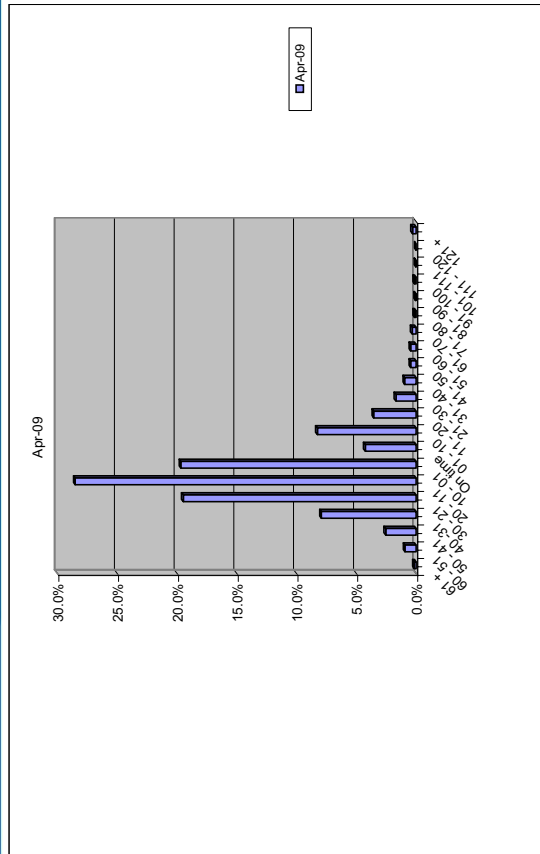
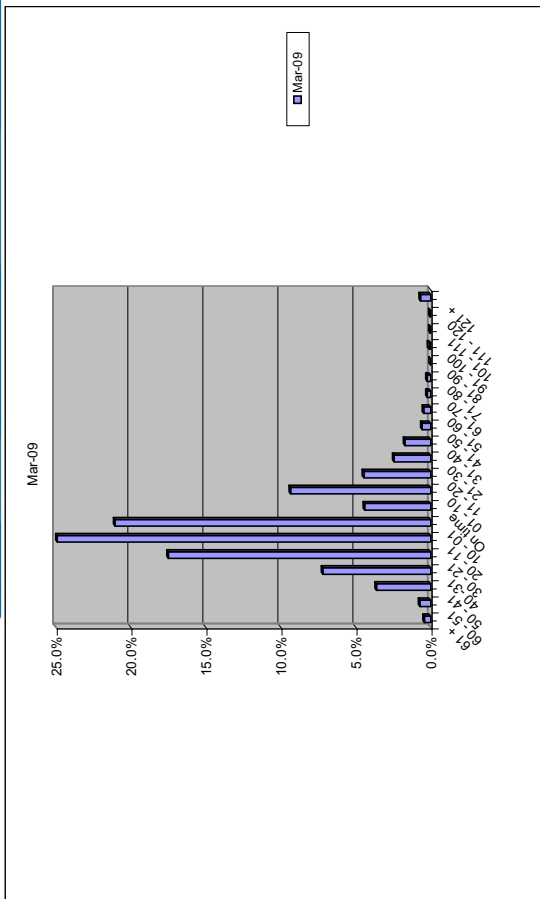
Area Used in Graphs

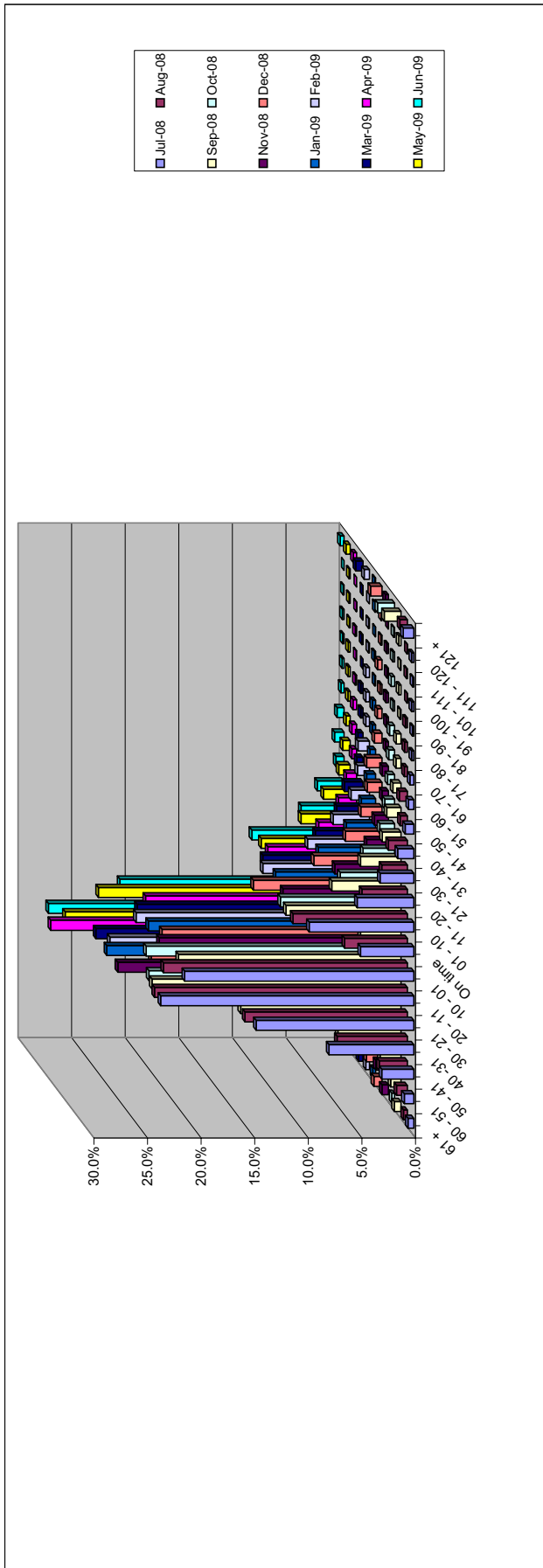




Yorkshire Ambulance Service
NHS Trust









Outward Quality raw (flags set for inward Journeys only)

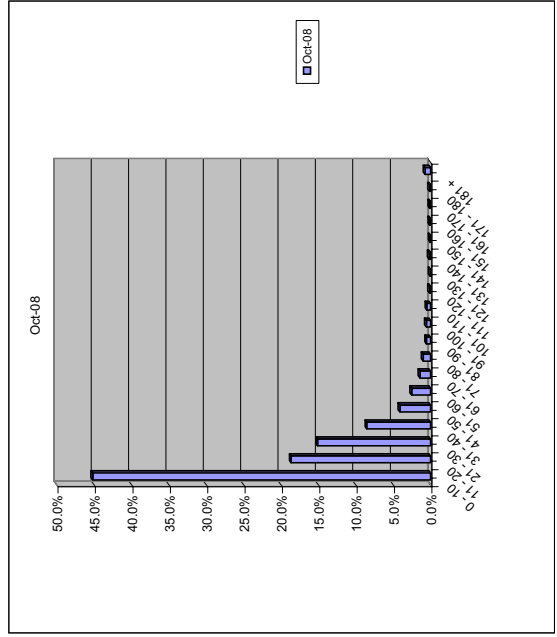
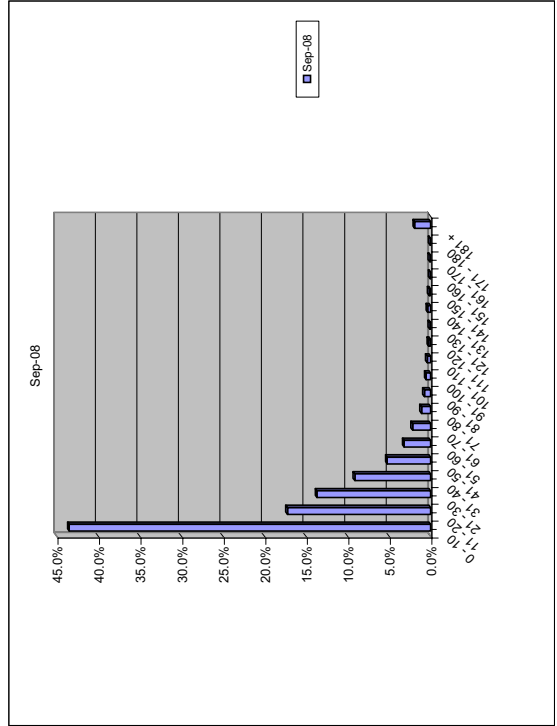
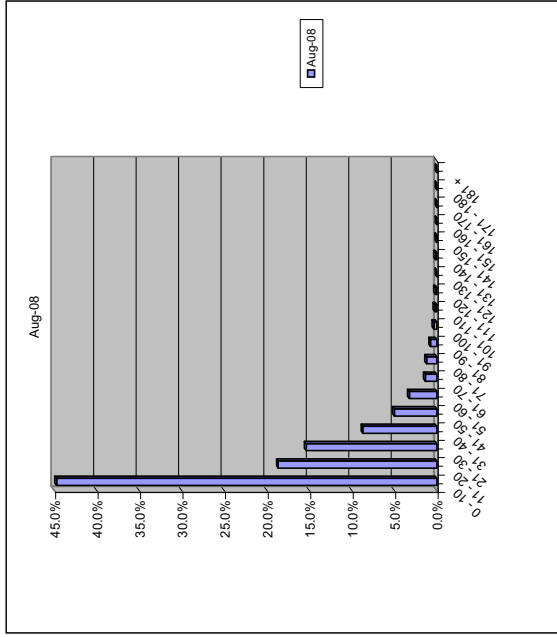
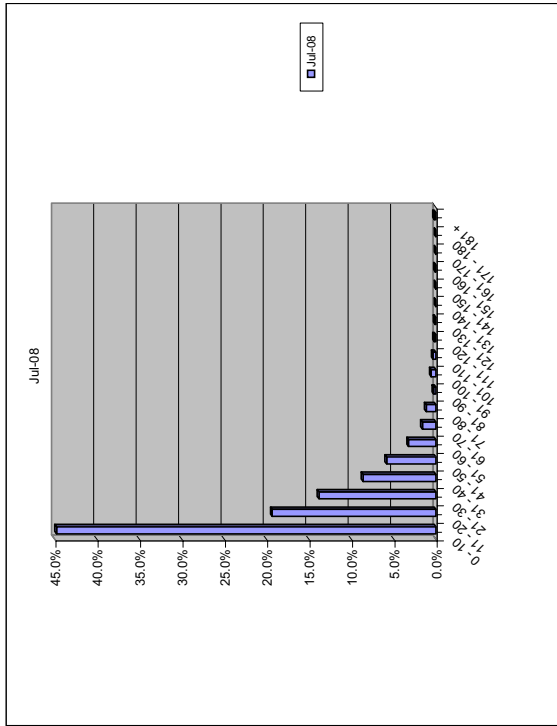
Month	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	No of Patients on time	Quality Achieved	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	No of Patients late	Total	
Jul-07	737	173	128	77	48	1163	93.11	37	25	4	6	4	2	1	4	0	1	0	0	0	1	1	49	1249
Aug-07	1370	292	191	101	61	2015	95.86	38	24	15	5	2	0	0	1	0	0	0	0	0	0	2	49	2102
Sep-07	1333	284	206	126	108	2057	94.18	48	29	25	14	4	2	2	1	0	0	0	0	0	0	2	79	2184
Oct-07	1531	370	217	122	87	2327	95.49	52	29	15	7	2	0	1	1	0	1	0	0	0	0	2	58	2437
Nov-07	1399	353	254	166	91	2253	94.62	57	39	9	9	3	1	4	1	1	1	2	0	0	0	1	71	2381
Dec-07	1388	308	244	168	93	2201	94.67	54	32	7	12	4	3	0	5	1	2	1	1	0	0	2	70	2325
Jan-08	1585	351	242	153	71	2402	96.12	35	29	15	4	8	2	3	1	0	0	0	0	0	0	0	62	2499
Feb-08	1486	300	231	147	63	2227	96.37	42	18	8	5	3	3	2	2	1	0	0	0	0	0	0	42	2311
Mar-08	1660	334	228	127	87	2436	95.64	41	34	13	8	4	4	2	0	0	0	1	1	0	0	3	70	2547
Apr-08	1363	434	362	214	141	2534	93.64	80	37	20	14	6	2	2	3	3	0	0	0	1	4	92	2706	
May-08	1200	425	340	216	123	2304	93.51	73	41	27	6	8	0	1	0	0	0	1	1	0	0	2	87	2464
Jun-08	1110	371	277	213	125	2096	92.13	91	31	22	13	5	2	4	4	1	2	1	0	0	0	3	88	2275
Jul-08	1203	519	371	231	156	2480	92.30	87	43	31	7	15	9	5	3	0	0	2	0	0	0	5	120	2687
Aug-08	1141	476	392	222	128	2359	92.47	83	35	31	19	9	6	4	0	4	1	0	0	0	0	0	109	2551
Sep-08	1262	500	397	265	152	2576	88.77	93	63	32	22	16	12	7	3	10	5	2	3	2	56	233	2902	
Oct-08	1381	570	462	261	126	2800	91.62	78	44	31	17	18	16	5	2	6	3	4	4	5	23	178	3056	
Nov-08	1450	635	472	254	130	2941	92.34	81	52	26	20	15	12	9	3	4	3	1	1	2	15	163	3185	
Dec-08	1471	617	451	275	184	2998	91.68	84	62	26	22	14	15	4	4	5	3	3	4	5	21	188	3270	
Jan-09	1422	645	456	252	146	2921	93.23	72	53	24	19	17	5	4	1	1	0	2	0	1	13	140	3133	
Feb-09	1227	606	402	235	176	2646	91.72	89	52	25	16	10	8	2	6	7	4	5	3	3	9	150	2885	
Mar-09	1286	665	439	289	145	2824	91.99	93	46	42	13	11	6	7	9	2	0	0	1	0	16	153	3070	
Apr-09	1311	601	406	230	109	2657	93.49	53	46	22	8	5	8	2	3	10	2	0	1	0	25	132	2842	
May-09	1401	578	454	234	124	2791	95.75	61	20	25	6	5	2	2	2	0	1	0	0	0	0	63	2915	
Jun-09	1359	607	438	258	110	2772	94.67	62	36	20	9	8	8	3	1	1	4	1	1	1	1	94	2928	

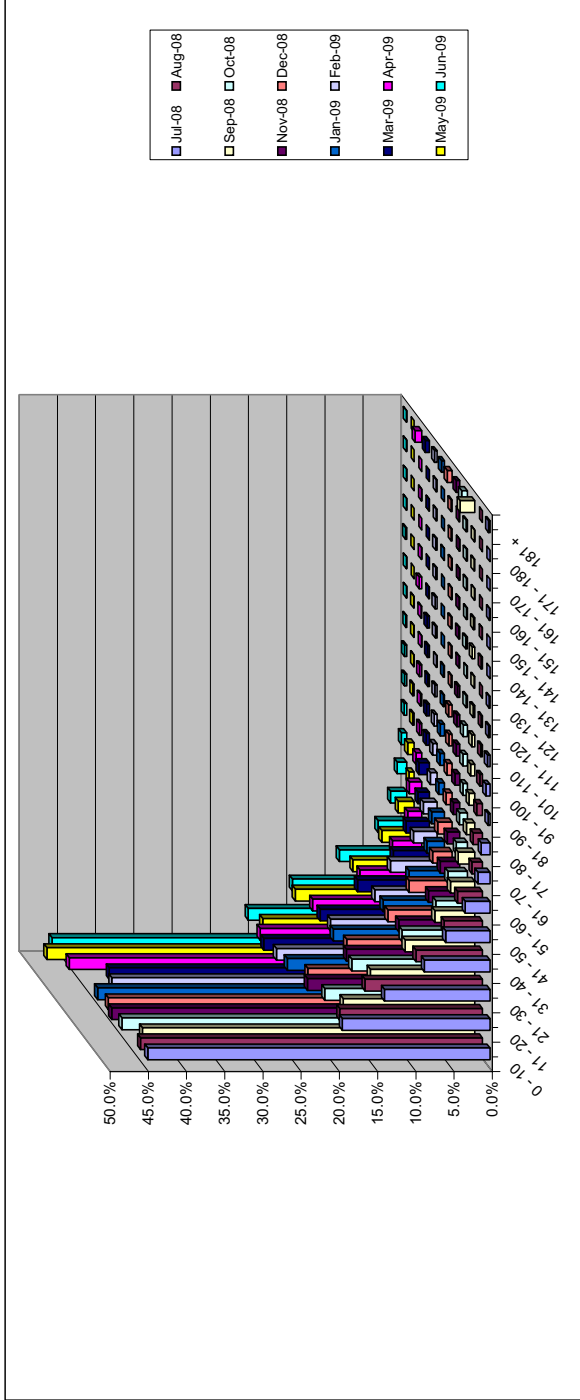


Outward Quality percentages (flags set for inward Journeys only)

Month	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 - 80	81 - 90	91 - 100	101 - 110	111 - 120	121 - 130	131 - 140	141 - 150	151 - 160	161 - 170	171 - 180	181 +	Total
Jul-07	59.0%	13.9%	10.2%	6.2%	3.8%	3.0%	2.0%	0.3%	0.5%	0.3%	0.2%	0.1%	0.3%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	100.0%
Aug-07	65.2%	13.9%	9.1%	4.8%	2.9%	1.8%	1.1%	0.7%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
Sep-07	61.0%	13.0%	9.4%	5.8%	4.9%	2.2%	1.3%	1.1%	0.6%	0.2%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
Oct-07	62.8%	15.2%	8.9%	5.0%	3.6%	2.1%	1.2%	0.8%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
Nov-07	58.8%	14.8%	10.7%	6.6%	3.8%	2.4%	1.6%	0.4%	0.4%	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	100.0%
Dec-07	59.7%	13.2%	10.5%	7.2%	4.0%	2.3%	1.4%	0.3%	0.5%	0.2%	0.1%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	100.0%
Jan-08	63.4%	14.0%	9.7%	6.1%	2.8%	1.4%	1.2%	0.8%	0.2%	0.3%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Feb-08	64.3%	13.0%	10.0%	6.4%	2.7%	1.8%	0.8%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Mar-08	65.2%	13.1%	9.0%	5.0%	3.4%	1.6%	1.3%	0.5%	0.3%	0.2%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
Apr-08	51.1%	16.0%	13.4%	7.9%	5.2%	3.0%	1.4%	0.7%	0.5%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
May-08	48.7%	17.2%	13.8%	8.8%	5.0%	3.0%	1.7%	1.1%	0.2%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	100.0%
Jun-08	48.8%	16.3%	12.2%	9.4%	5.5%	4.0%	1.4%	1.0%	0.6%	0.2%	0.1%	0.2%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	100.0%
Jul-08	44.8%	19.3%	13.8%	8.6%	5.8%	3.2%	1.6%	1.2%	0.3%	0.6%	0.3%	0.2%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.2%	100.0%
Aug-08	44.7%	18.7%	15.4%	8.7%	5.0%	3.3%	1.4%	1.2%	0.7%	0.4%	0.2%	0.2%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Sep-08	43.5%	17.2%	13.7%	9.1%	5.2%	3.2%	2.2%	1.1%	0.8%	0.6%	0.4%	0.2%	0.1%	0.3%	0.2%	0.1%	0.1%	0.1%	1.9%	100.0%
Oct-08	45.2%	18.7%	15.1%	8.5%	4.1%	2.6%	1.4%	1.0%	0.6%	0.5%	0.5%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.8%	100.0%
Nov-08	45.5%	19.9%	14.8%	8.0%	4.1%	2.5%	1.6%	0.8%	0.6%	0.5%	0.4%	0.3%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.5%	100.0%
Dec-08	45.0%	18.9%	13.8%	8.4%	5.6%	2.6%	1.9%	0.8%	0.7%	0.4%	0.5%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.6%	100.0%
Jan-09	45.4%	20.6%	14.6%	8.0%	4.7%	2.3%	1.7%	0.8%	0.6%	0.5%	0.2%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.4%	100.0%
Feb-09	42.5%	21.0%	13.9%	8.1%	6.1%	3.1%	1.8%	0.9%	0.6%	0.3%	0.3%	0.1%	0.2%	0.2%	0.1%	0.2%	0.1%	0.1%	0.3%	100.0%
Mar-09	41.9%	21.7%	14.3%	9.4%	4.7%	3.0%	1.5%	1.4%	0.4%	0.4%	0.2%	0.2%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.5%	100.0%
Apr-09	46.1%	21.1%	14.3%	8.1%	3.8%	1.9%	1.6%	0.8%	0.3%	0.2%	0.3%	0.1%	0.1%	0.4%	0.1%	0.0%	0.0%	0.0%	0.9%	100.0%
May-09	48.1%	19.8%	15.6%	8.0%	4.3%	2.1%	0.7%	0.9%	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Jun-09	46.4%	20.7%	15.0%	8.8%	3.8%	2.1%	1.2%	0.7%	0.3%	0.3%	0.3%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	100.0%

Area Used in Graphs







Reason	No of incidents March 09	No of incidents Nov 07 to March 09	Number of incidents April 09 to June 09
Lack of Care	0		0
Patient unaware of appointment	0		1
Incorrect ready times			71
Incorrect bookings			1
Treatment affected	48		
Communication error	30		1
Service Delay Upheld	140		
Too early upheld	27		
Booking Error	1		
Inclement weather	1		
Unforeseen	6		
System Error	3		0
Other unit closed, water problems			8
Number of Incident	256		82

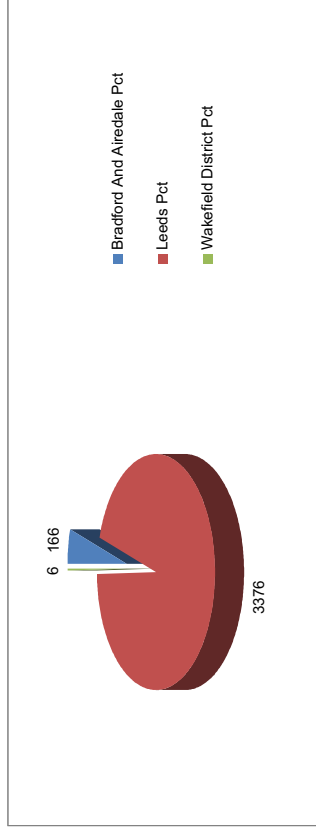
Reason	Number of Complaints Nov 07 to March 09	Number of Complaints April 09 to June 09
Failure to repond	0	0
Service Delay	18	0
Poor Cooomunication	0	0
Attitude/Behaviour of Staff	0	0
Lack of Patient Care	0	0
Dangerous Driving	0	0
Vehicle breakdown	0	0
Other	4	0
Number of Complaints	22	0

Yellow fields require population

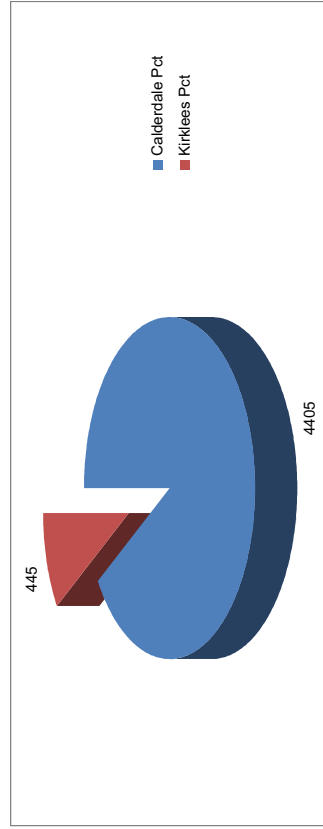


Contract : Leeds Teaching Hospitals renal report time
 :Mobility - Contract by Clinic - Renal - (by Patient
 Postcode PCT) Clinic Report - Excluding ECR 2009 YTD
 (Jan to Jun)

Contract Hospital : Beeston Dialysis Unit	SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Bradford And Airedale Pct	166	0	0	0	0	0	0	0	0	0	0	0	0	0	0	166
Leeds Pct	2685	0	0	584	15	0	0	0	13	0	0	79	0	0	0	3376
Wakefield District Pct	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
Beeston Dialysis Unit Total	2857	0	0	584	15	0	0	0	13	0	0	79	0	0	0	3548



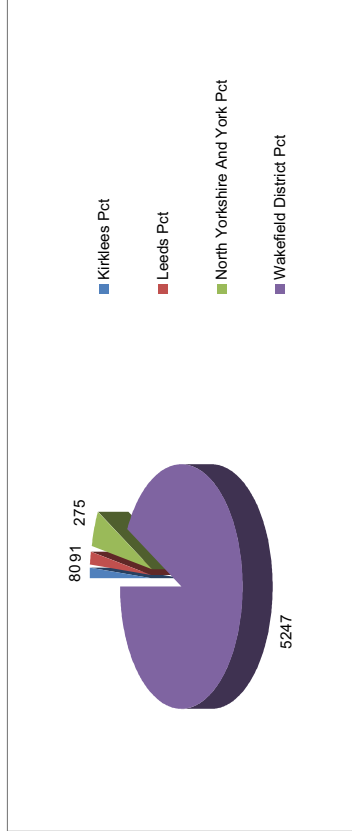
Contract Hospital : Calderdale Royal Hospital	SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Calderdale Pct	3337	0	0	796	6	4	4	2	256	0	0	0	0	0	0	4405
Kirklees Pct	409	0	0	0	0	36	0	0	0	0	0	0	0	0	0	445
Calderdale Royal Hospital Total	3746	0	0	796	6	40	4	2	256	0	0	0	0	0	0	4850



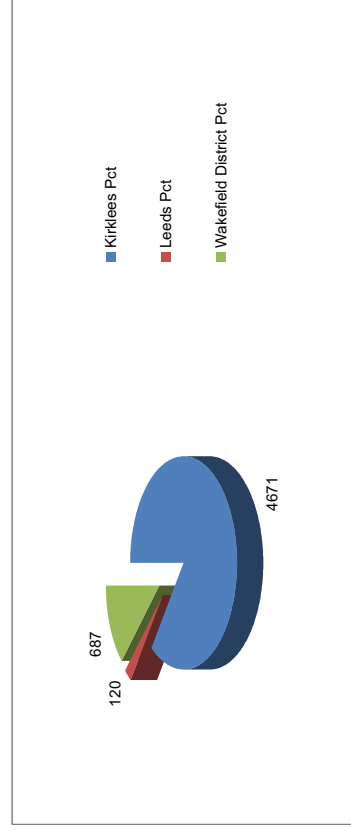


Contract : Leeds Teaching Hospitals Renals Report Title
 :Mobility - Contract by Clinic - Renal - (By Patient
 Postcode PCT) Clinic Report - Excluding ECR

Contract Hospital : Clayton Hospital															
SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Kirklees Pct	80	0	0	0	0	0	0	0	0	0	0	0	0	0	80
Leeds Pct	91	0	0	0	0	0	0	0	0	0	0	0	0	0	91
North Yorkshire And York Pct	0	0	0	0	275	0	0	0	0	0	0	0	0	0	275
Wakefield District Pct	4286	0	326	4	461	0	0	170	0	0	0	0	0	0	5247
Clayton Hospital Total	4457	0	326	4	736	0	0	170	0	0	0	0	0	0	5693

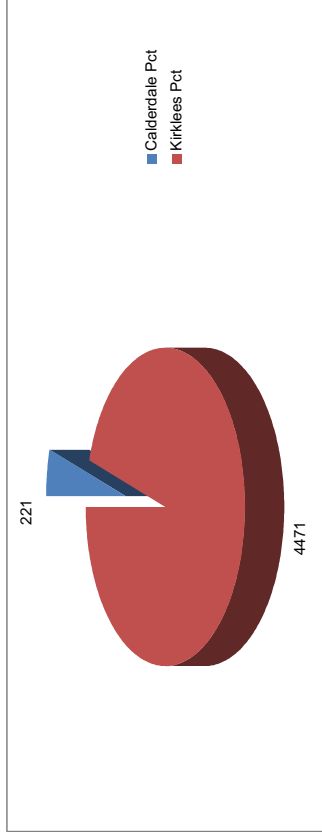


Contract Hospital : Dewsbury District Hospital															
SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Kirklees Pct	4426	0	0	0	33	74	0	2	0	0	136	0	0	0	4671
Leeds Pct	94	0	0	0	0	0	0	0	0	0	26	0	0	0	120
Wakefield District Pct	685	0	0	0	0	0	0	2	0	0	0	0	0	0	687
Dewsbury District Hospital Total	5205	0	0	0	33	74	0	4	0	0	162	0	0	0	5478

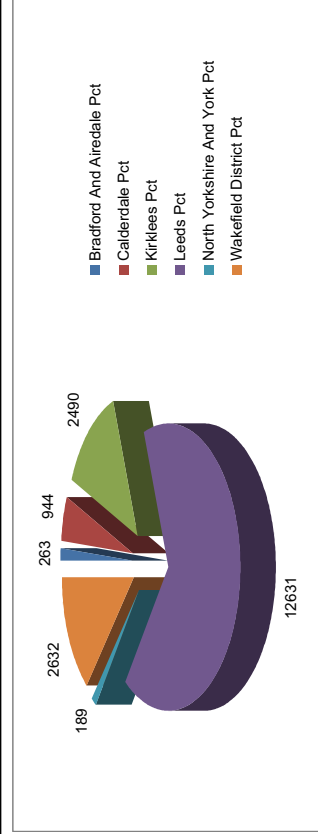




Contract : Leeds Teaching Hospitals Renals Report Title	SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
:Mobility - Contract by Clinic - Renal - (by Patient Postcode PCT) Clinic Report - Excluding ECR																
Calderdale Pct	167	0	39	0	0	15	0	0	0	0	0	0	0	0	0	221
Kirklees Pct	3853	0	1	414	21	14	0	0	168	0	0	0	0	0	0	4471
Huddersfield St Lukes Hospital Total	4020	0	40	414	21	29	0	0	168	0	0	0	0	0	0	4692



Contract Hospital : Seacroft Hospital	SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Bradford And Airedale Pct	263	0	0	0	0	0	0	0	0	0	0	0	0	0	0	263
Calderdale Pct	826	0	0	39	0	1	0	0	78	0	0	0	0	0	0	944
Kirklees Pct	2100	0	0	0	0	163	25	0	202	0	0	0	0	0	0	2490
Leeds Pct	8567	5	0	1466	118	1032	733	0	572	0	0	138	0	0	0	12631
North Yorkshire And York Pct	175	0	0	0	0	14	0	0	0	0	0	0	0	0	0	189
Wakefield District Pct	2093	0	0	172	40	36	0	0	123	0	0	168	0	0	0	2632
Seacroft Hospital Total	14024	5	0	1677	158	1246	758	0	975	0	0	306	0	0	0	19149





Contract : Leeds Teaching Hospitals Renals Report Title :Mobility - Contract by Clinic - Renal - (by Patient Postcode PCT) Clinic Report - Excluding ECR	SC	A1	A2	W1	W2	T1	T2	ST	C1	CH	A4	FS	TA1	TA2	3ML	Total
Bradford And Airedale Pct	30	0	0	3	53	0	1	0	0	0	0	0	0	0	0	87
Calderdale Pct	238	0	0	6	0	0	0	4	2	0	0	0	0	0	0	250
Kirklees Pct	1111	0	0	52	55	68	59	15	2	0	0	1	0	0	0	1363
Leeds Pct	1633	0	0	415	112	19	85	101	2	0	0	89	0	0	0	2456
North Yorkshire And York Pct	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Wakefield District Pct	922	1	0	295	0	2	0	77	0	0	0	0	0	0	0	1297
St James Hospital Leeds Total	3934	1	0	771	220	91	145	197	6	0	0	90	0	0	0	5455

