

Emergency Ambulance Service

Introduction

At its meeting on 28 January 2000, the Panel on Security asked for statistics illustrating the contribution of Ambulance Aid Motorcycles (AAMCs) to the overall performance of the Emergency Ambulance Service (EAS).

Statistics

2. The required statistics covering the three-month period from December 1999 to February 2000 are at Annex A. It reveals that 93.15% of the EAS calls were met within the 12-minute response time target, compared to the Fire Services Department (FSD)'s pledged performance of 92.5%. Of all the responded calls, only 0.94% had to rely on AAMCs for fulfilling the response time target, and for 92.21% of the cases ambulances were able to arrive at scene within a response time of 12 minutes.

Role of AAMCs

3. AAMCs are each provided with a special set of life sustaining equipment and manned by a Senior Ambulancemen. They have to undergo additional training so that they can also provide resuscitation and other essential treatment to patients independently. AAMCs play a particularly valuable, if not indispensable function in responding to emergency calls in which early treatment is of paramount importance (e.g. in unconscious or cardiac cases), or for areas affected by traffic jams or lack of proper vehicular access. The early arrival of an AAMC at scene can help stabilise the condition of the patient in the first instance, save the time for treatment that should otherwise be provided by the ambulance crew, and accelerate the turn-around time of an ambulance at scene and hence the time to take the patient to the nearest hospital. In all cases where the Fire Services Communication Centre (FSCC) decides to despatch an AAMC for a particular useful purpose, it is also a standing

requirement to send at least one ambulance at the same time. The specified criteria or emergency conditions where the FSCC is empowered to consider dual deployment of AAMC and ambulance are attached at Annex B.

Response Time

4. The Security Panel was consulted on 13 October 1998 on the adoption of response time as the performance indicator for EAS. It was explained and accepted that response time is the interval between the time of an emergency call and the arrival of an ambulance or an AAMC at the street level. It is therefore a reasonable and established practice to include both ambulances and AAMCs in measuring the performance of EAS.

Enhanced Productivity Programme (EPP)

5. As part of the FSD's EPP in 2000 – 2001, EAS will be strengthened by the addition of eight AAMCs (plus one as reserve) to further improve the coverage of AAMC service. At the same time, three ambulances will have reached the end of their serviceable life and be withdrawn from service. The arrangement will help optimise the utilisation of EAS resources, and facilitate prompt and effective emergency response particularly to urgent cases requiring immediate attention, or city centres with traffic congestion problem and rural areas without proper road network. As a result of this initiative, each of 29 ambulance depots in the territory would be served by at least one AAMC, and the EAS contingent will operate with 31 AAMCs and 209 ambulances altogether.

Presentation

6. Members are invited to note the information in this paper.

Security Bureau

March 2000

**Emergency Ambulance Service
Performance in meeting Response Time Target
(December 1999 – February 2000)**

Month/ Year	Total Number of Emergency Calls Taken (a)	Calls met within the 12-minute Response Time Target		Calls in (b) that relied on the Performance of AAMC		Calls in (b) where Ambulance met the Response Time Target	
		No. of calls (b)	% of total calls (b) / (a)	No. of calls (c)	% of total calls (c) / (a)	No. of calls (d)	% of total calls (d) / (a)
Dec. 1999	36 641	34 121	93.12%	339	0.93%	33 782	92.20%
Jan. 2000	38 906	36 228	93.12%	375	0.96%	35 853	92.15%
Feb. 2000	35 702	33 279	93.21%	331	0.93%	32 948	92.29%
Average	37 083	34 543	93.15%	348	0.94%	34 194	92.21%

Annex B

Specified criteria or emergency conditions where the Fire Services Communication Centre (FSCC) is empowered to consider dual deployment of AAMC and ambulance –

- (i) Unconscious patients
- (ii) Patients with known cardiac disease
- (iii) Traffic accident cases
- (iv) Emergency at location where traffic congestion is known
- (v) The responding ambulance is trapped in traffic jams or will unlikely meet the 12-minute response time
- (vi) Rural or remote areas without proper vehicular access, e.g. outlying villages and country parks etc
- (vii) Any emergency as directed by the FSCC