



## **Special Adults, Wellbeing and Health Overview and Scrutiny Committee**

**Date**      **Friday 25 February 2022**  
**Time**      **9.30 am**  
**Venue**     **Council Chamber, County Hall, Durham**

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### **Business**

#### **Part A**

**Items during which the Press and Public are welcome to attend.  
Members of the Public can ask questions with the Chairman's  
agreement.**

1. Apologies
2. Substitute Members
3. Declarations of Interest, if any
4. Any Items from Co-opted Members or Interested Parties
5. Question from a member of the Public

A question has been received from a member of the public regarding County Durham and Darlington NHS Foundation Trust's Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) policy towards those patients whose lives are deemed 'best served' by the surgical and medical staff's decisions to apply those same DNACPR notices without adequate and informed discussion of that notice with patients and / or concerned family members or legal trustees.

Arrangements have been made for the question to be put to the Committee and representatives of County Durham and Darlington NHS Foundation Trust will be in attendance to respond.

6. 999/111 Service provision by North East Ambulance Service NHS Foundation Trust- System processes, demand, capacity and performance. (Pages 5 - 24)

To consider the report of the Corporate Director of Resources, Durham County Council and a presentation by representatives of North East Ambulance Service NHS Foundation Trust

7. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

**Helen Lynch**  
Head of Legal and Democratic Services

County Hall  
Durham  
17 February 2022

To: **The Members of the Adults, Wellbeing and Health Overview and Scrutiny Committee**

Councillor P Jopling (Chair)  
Councillor R Charlton-Lainé (Vice-Chair)

Councillors V Andrews, C Bell, R Crute, K Earley, O Gunn, D Haney, P Heaviside, J Higgins, L A Holmes, L Hovvells, J Howey, C Kay, C Lines, C Martin, S Quinn, K Robson, A Savory, M Simmons and T Stubbs

**Co-opted Members:** Dr G Ciesielska and Mrs R Hassoon

**Co-opted Employees/Officers:** Healthwatch County Durham

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**Contact: Kirsty Charlton                      Tel: 03000 269705**

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**Adults Wellbeing and Health Overview  
and Scrutiny Committee**

**25 February 2022**



**999/111 Service provision by North East  
Ambulance Service NHS Foundation  
Trust – System processes, demand  
capacity and performance**

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**Report of the Corporate Director of Resources**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide members with background information regarding the 999/111 services currently provided by North East Ambulance Service NHS Foundation Trust (NEAS) which will be accompanied by a detailed presentation by representatives of NEAS.

**Executive summary**

- 2 The Adults Wellbeing and Health OSC has considered a number of issues as part of its 2021/22 Work Programme which have included references to the accessibility of services via the NHS 111 service currently operated by NEAS.
- 3 NEAS currently deliver the 111 service in a call centre operational setting which also delivers the 999 emergency response service. To assist members in understanding how operational demand across both services impacts upon service performance and also to provide members with details of the service processes which are followed in handling calls to the 999/111 service representatives of NEAS NHS Foundation Trust will be in attendance to deliver a presentation which explains how services are delivered, the current demands on the service, service capacity and performance.

## **Recommendation(s)**

- 4 The Adults Wellbeing and Health Overview and Scrutiny Committee is recommended to note this report and receive and comment on the information provided within the presentation by NEAS NHS Foundation Trust representatives.

## **Background**

- 5 At a meeting of the Adults Wellbeing and Health OSC on 19 November 2021, members received reports on the current system pressures upon NHS Dentistry services and GP Services.
- 6 During consideration of both items, reference was made to the role of the 111 Service in terms of access to these services. Members raised some degree of concern around the demand placed upon the 999/111 service and the length of time take to have calls answered, triage callers and direct callers to appropriate healthcare.
- 7 The Committee agreed to hold a special meeting to discuss:-
  - a) The current 999/111 service delivered by North East Ambulance Services including the call handling process and associated clinical assessment algorithms together with the various health services that are accessed by 111;
  - b) The current demand experienced by NEAS in terms of call volumes, call duration, the nature of 999/111 calls in terms of services requested/signposted into, the clinical support available to call handlers and the process for call navigation, the number of aborted calls, staffing capacity and pressures and how these compare with national performance and pre-covid 19 performance.
- 8 Whilst initial member comments were raised in respect of the 111 service performance, reference has been made to the 999 service given that this service is also delivered by the same NEAS staff and that there will be a process in place to prioritise staffing to both services depending on demand.

## **999/111 services provided by North East Ambulance Service NHS Foundation Trust**

- 9 Representatives of North East Ambulance Service NHS Foundation Trust will be in attendance at the meeting to provide members with a

presentation which sets out how 999/111 services are delivered across the region, the processes followed by Call handlers and clinicians in triaging patients, signposting them to the appropriate services and demand; capacity and performance information in respect of the services.

### **Background papers**

- None

### **Author**

Stephen Gwilym

Tel: 03000 268140

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## **Appendix 1: Implications**

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### **Legal Implications**

None

### **Finance**

None

### **Consultation**

None

### **Equality and Diversity / Public Sector Equality Duty**

None

### **Climate Change**

None

### **Human Rights**

None

### **Crime and Disorder**

None

### **Staffing**

None

### **Accommodation**

None

### **Risk**

None.

### **Procurement**

None.

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**Appendix 2: North East Ambulance Service NHS Foundation  
Trust – Presentation to AWHOSC – 25 February 2022**

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Attached as a separate document.

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111 / 999  
Call Performance  
Special Meeting  
25/02/2022

Prepared by  
**Gerardine Hope & Mark Hunter**

# Overview of Presentation

- Current services delivered by NEAS
- NHS Pathways
- 111 / 999 integration with other services
- 111 Call outcomes
- 111 / 999 Demand in 2021
- 111 / 999 Demand in 2022
- Strategies to improve performance
- Questions

*For Life*

# Current Services Delivered by NEAS

- 999
- 111
- Clinical Assessment Service
- Patient Transport Service
- Dental Clinical Assessment Service

# NHS Pathways – what is it?

- NHS Pathways is a suite of clinical assessment content
- Upon completion of the triage, a clinical skill set and a defined timescale will be identified for the patient
- A 'Directory of Services' call-up will detail the specific clinical skills needed within the time frame required.

*For Life*

# NHS Pathways – who manages it?

- NHS Pathways was developed and is maintained by a group of NHS Clinicians with extensive experience of both urgent and emergency care provision.
- NHS Pathways is under constant review by the clinical community via the independent National Clinical Governance Group.
- The group is chaired by the Royal College of General Practitioners (RCGP) and is made up of representatives from those Royal Colleges with an interest in urgent and emergency care, College of Emergency Medicine (CEM), British Medical Association (BMA) and other organisations involved in the delivery of urgent and emergency care.

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# NHS Pathways – safe, reliable and efficient

- NHS Pathways handles almost 18 million calls made to the NHS111 service each year.
- A further 509,000 calls triaged on 999 using NHS Pathways in 2021.
- It can be used in any urgent and emergency care setting.
- Every Health Advisor undergoes extensive training to ensure they use the system safely and effectively to give the best possible care to patients.
- Every question asked and every piece of care advice given is linked to at least three pieces of the most up to date clinical evidence.
- There are over 800 symptom pathways within the clinical assessment tool.

The logo for 'For Life' is written in a stylized, handwritten font. The word 'For' is in a smaller, simpler font, while 'Life' is larger and more expressive, with a long, sweeping underline that extends under the 'L' and 'i'. The overall style is casual and human-centric.

For Life

# 111 / 999 Integration With Other Services

- GP Practice
- Extended / Enhanced GP Services
- Dental Hubs
- Emergency Departments
- Urgent Treatment Centres
- Clinical Assessment Service
- OOH GP Services
- 999 Dispatch

# Calls to 111 by Outcome Dec 2021

- Ambulance 17%
- Attend ED 3%
- Attend UTC 7%
- Primary Care (inc own GP) 46%
- Dentist 11% (including almost half into a 'Dental Hub')
- Pharmacist – emergency supply 2%
- Pharmacist – minor illness consultation 3%
- Self Care – 6%
- Other – 5%

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# 111 / 999 Demand in 2021

- 111 offered 1.23M
- 111 answered 701K
- 111 abandoned 36.78%
- 111 average speed of answer 14 min 59 seconds
  
- 999 – offered 532K calls (28% increase on 2020)
- 999 answered 509K
- Average speed of answer 31 seconds
- 999 abandoned – 4.33%

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# 111 / 999 Demand in 2022

- 111 offered 131K
- 111 answered 82K
- 111 abandoned 29%
- 111 average speed of answer 11 min 28 seconds
  
- 999 – offered 19.6K calls (9% increase on 2021)
- 999 answered 19.2K calls
- Average speed of answer 15 seconds
- 999 abandoned – 2%

The logo for 'For Life' is written in a blue, handwritten-style font. The word 'For' is on the top line, and 'Life' is on the bottom line, with a horizontal line underlining the 'i' in 'Life'.

For Life

# Strategies to Improve Performance

- Recruitment
- 3<sup>rd</sup> site for call handling
- Improved access to urgent dental care
- Project to review handling time on 999 and 111
- Staff incentives
- Apprenticeships
- Talent management programme
- Health and well-being

# Questions





# www.neas.nhs.uk

 /North East Ambulance Service

 @NEAmbulance

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