

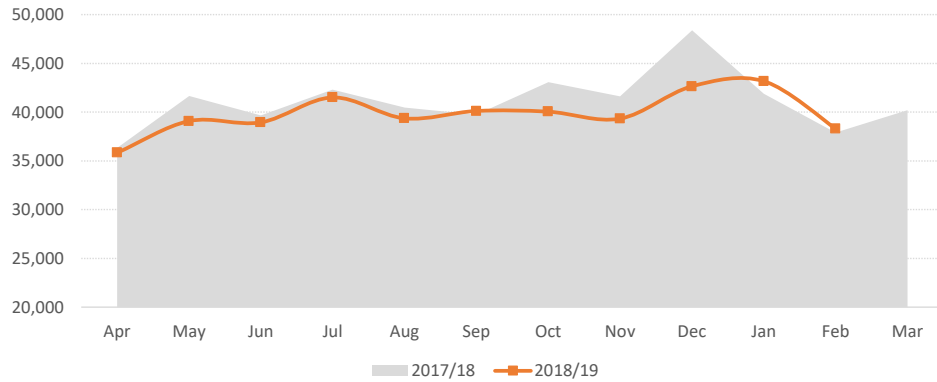


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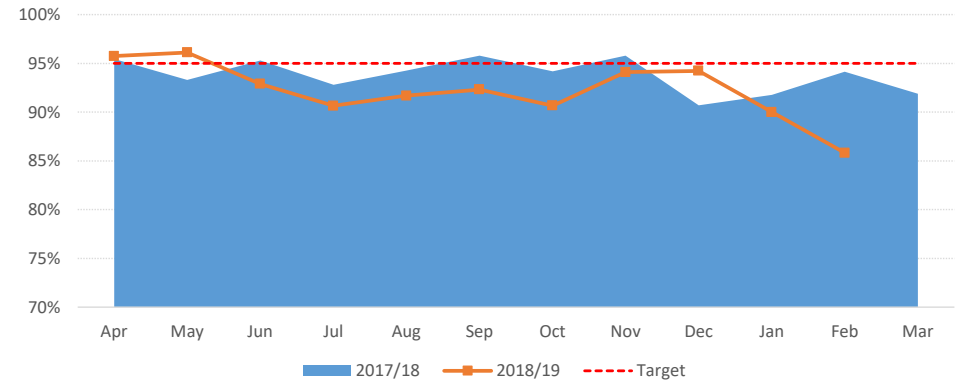
# North East Ambulance Service Performance

February 2019

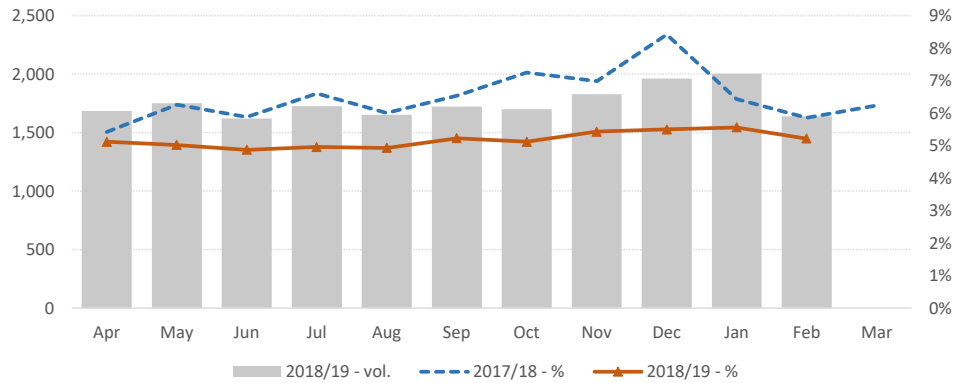
Call demand to NEAS via the 999 service



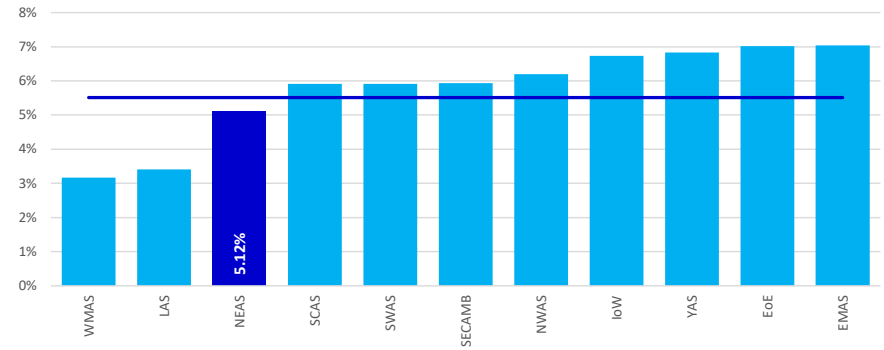
Calls to 999 answered within 5 seconds



Calls to 999 discharged with telephone advice (Hear and Treat)



Call/incident outcome performance - Hear & Treat percentage rate (A17 / A7) - (YTD) February 2018-19



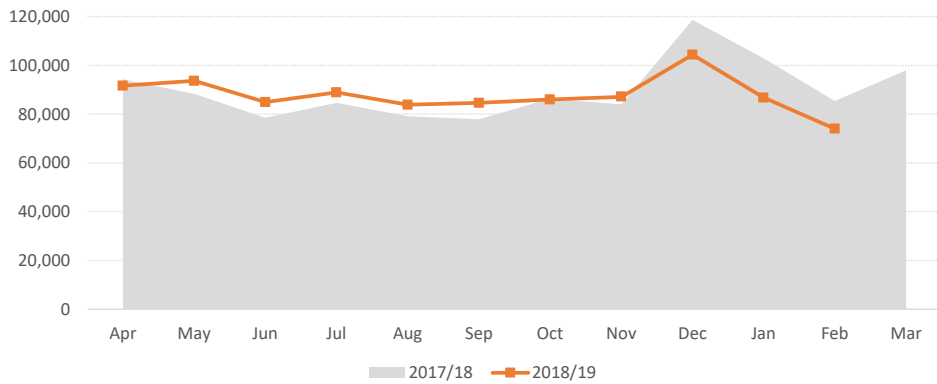
999 Call demand in February 2019 has Decreased from January, with current levels the lowest seen since April 2018. The percentage of 999 calls being answered within 5 seconds continues to decreased from January to February (85.82%) giving the lowest performance in 2 years. Comparison to January 2018 performance has decreased by 8.28% with a downward trend overall.

The Hear and Treat rate is below historic levels and has remained static at around 5% for a number of months, with an upward trend.

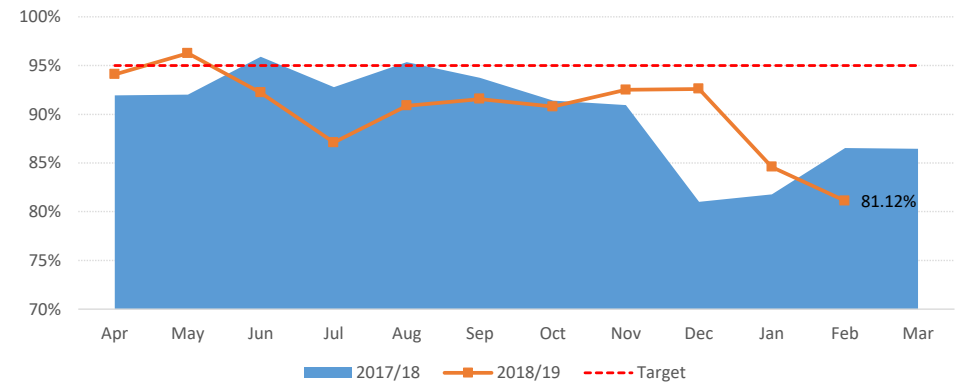
With changes to call flow following implementation of the new IUC service in October 2018 The forecasted drop in hear and treat performance has not been seen.

NEAS remain below the national average for Hear and Treat outcomes for January 2018.

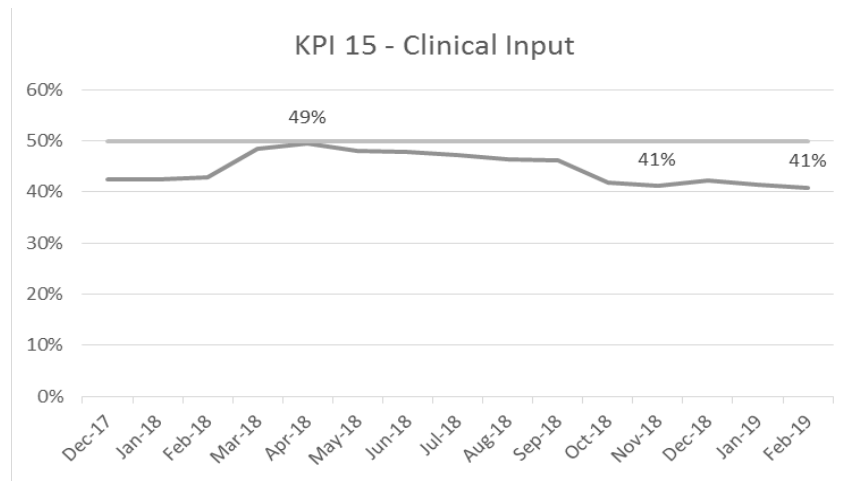
Call demand to NEAS via the NHS111 service



Calls to 111 answered within 60 seconds



KPI 15 - Clinical Input



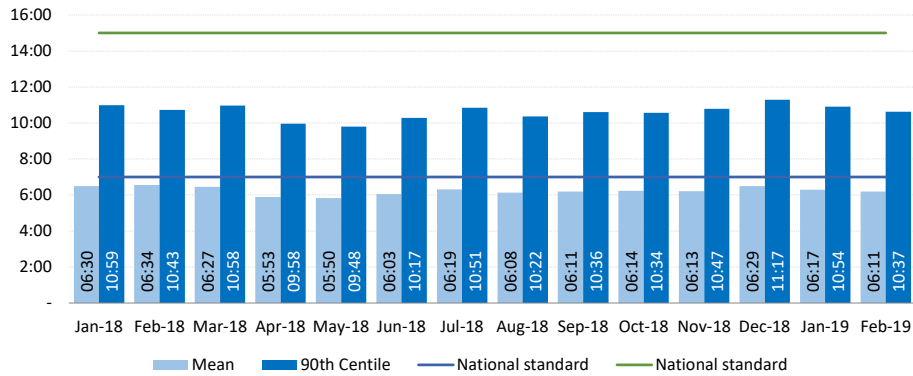
111 Call demand has decreased compared to January 2018. February 2019 providing a decrease from the previous month by 14.7%.

The percentage of 111 calls answered within 60 seconds has decreased again in February compared to the previous month below the 95% standard by 13.88%, with performance now under the same time last year.

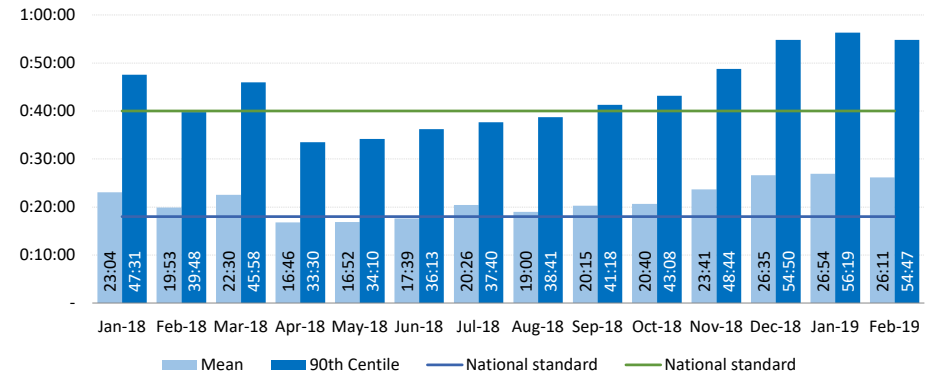
The percentage of 111 calls where a patient has had contact with a clinician (clinical Input) is a new reporting measure from the Integrated Urgent Care. This target is set at 50% with current performance at 41%.

# Unscheduled Care - Response Times

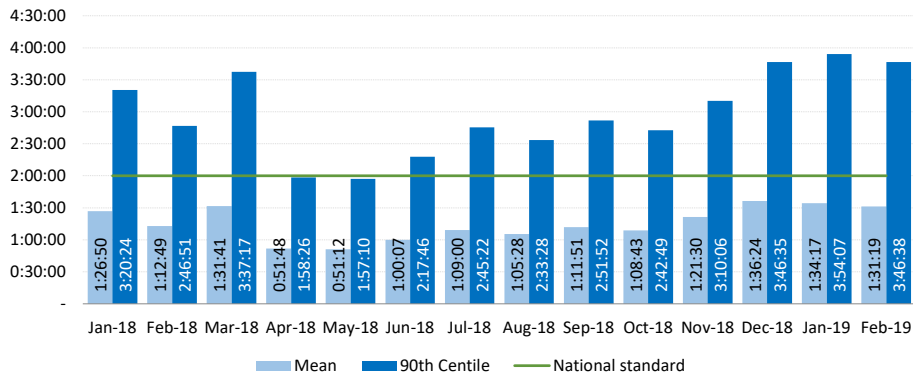
Category 1 response times



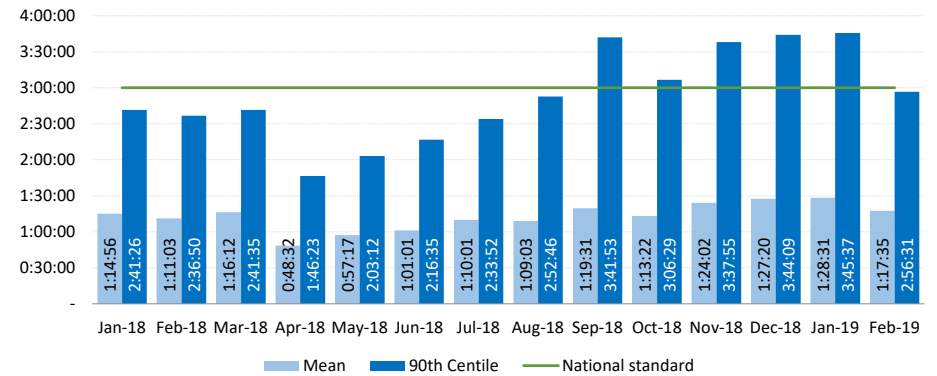
Category 2 response times



Category 3 response times



Category 4 response times

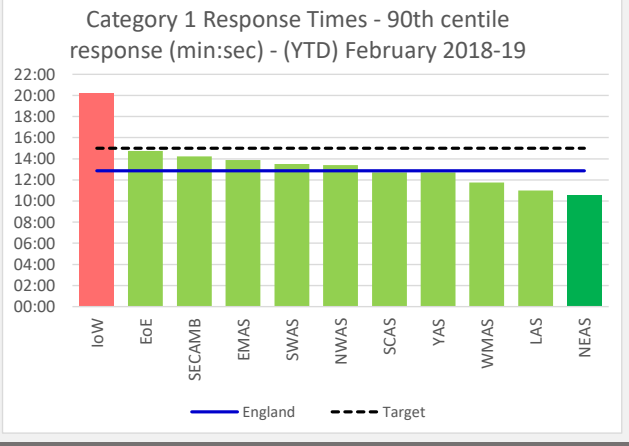
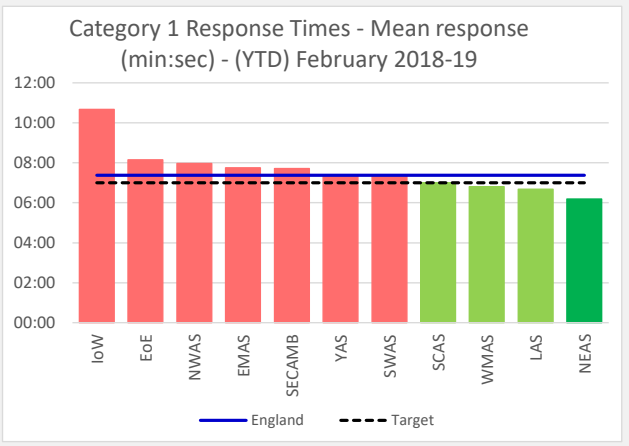


C1 response times have consistently achieved both the Mean and the 90th Centile targets for a number of months. C1 response times are lower than February 2018.

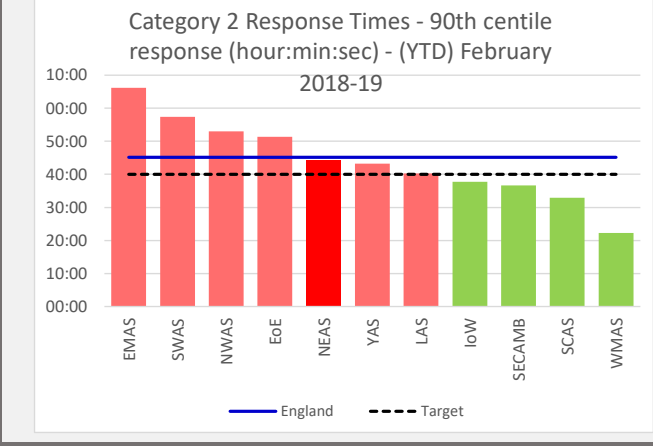
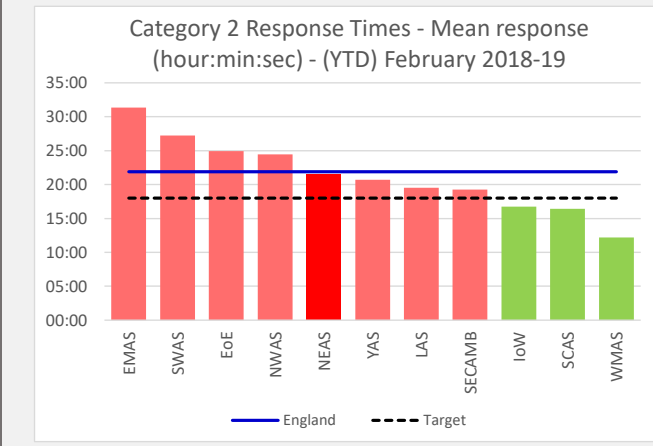
C2 response times are continuing to increase above national standards for the mean for 8 months and the 90th centile for 6 months consecutively. C2 response times are higher than February 2018.

C3 and C4 90th centiles have both marginally decreased for February 2019 remaining over the national standard. C4 now achieving National Standard for the first time since August 2018.

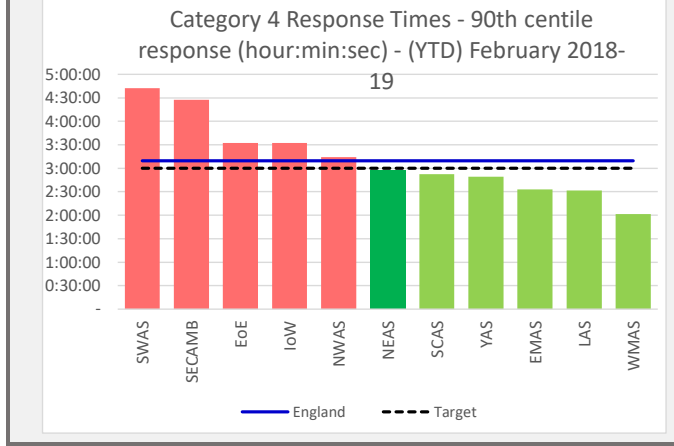
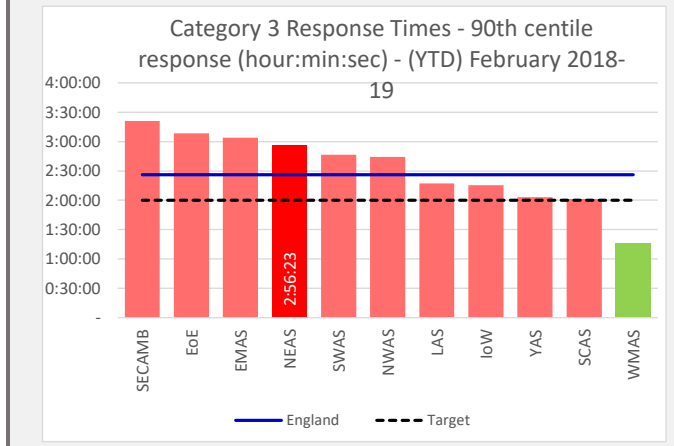
## Category 1 - Mean and 90th centile



## Category 2 - Mean and 90th centile



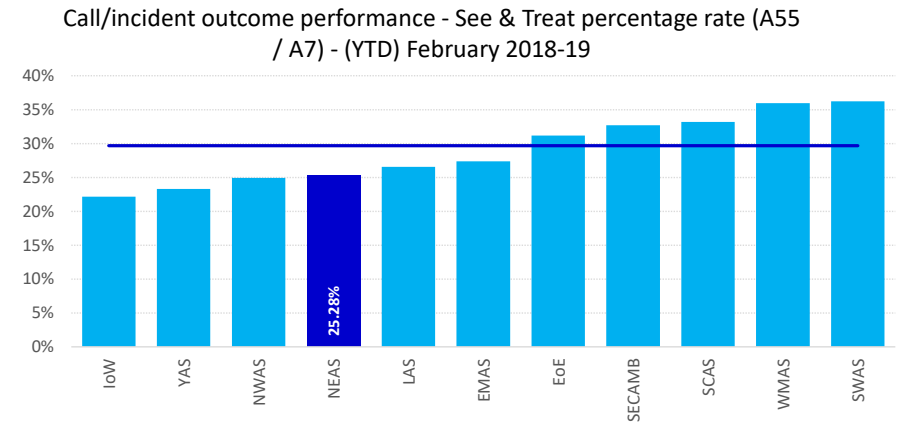
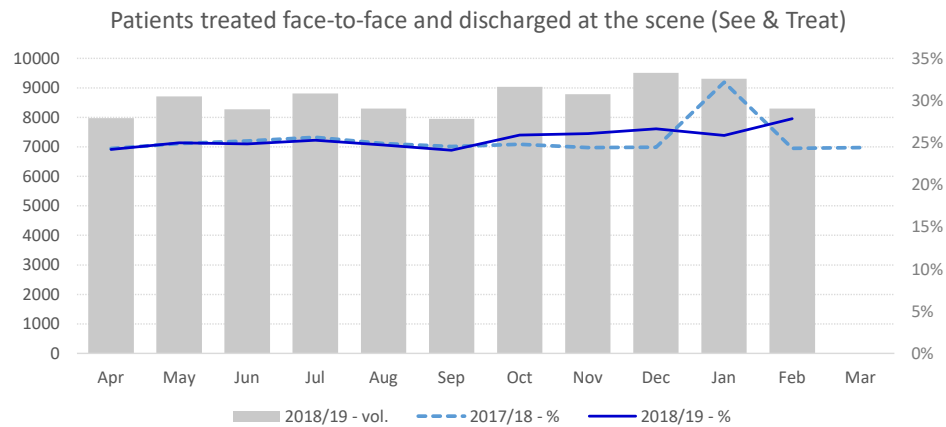
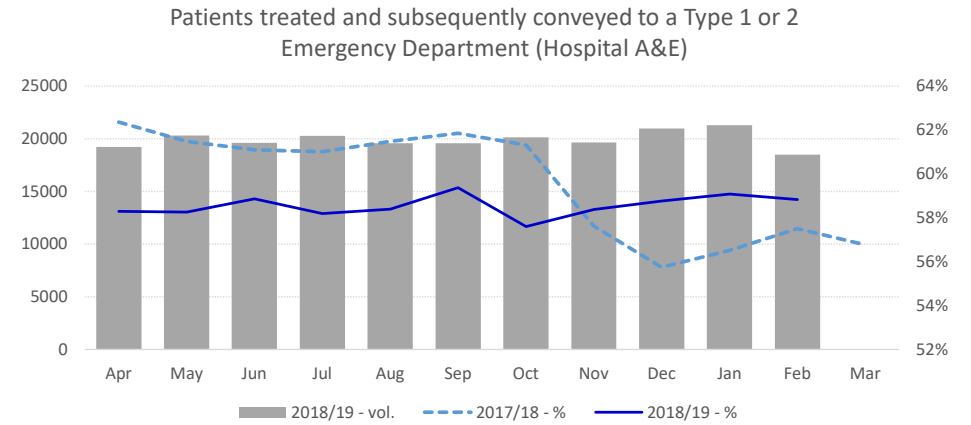
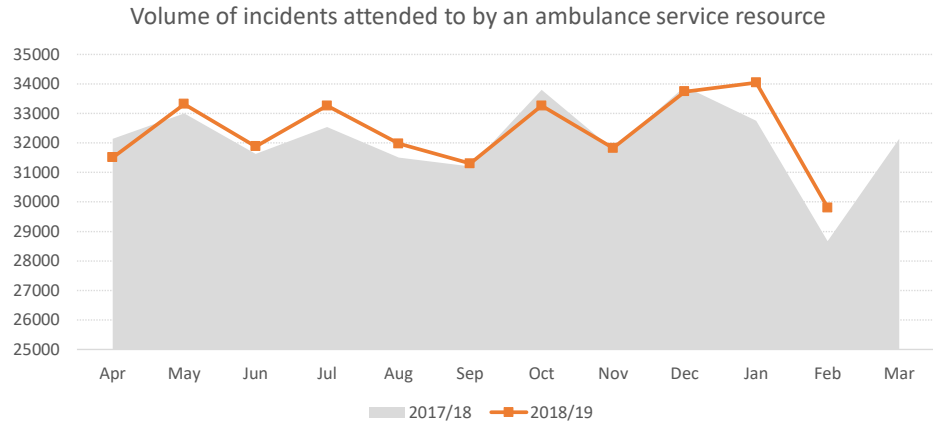
## Category 3 & 4 - both 90th centile



Benchmarking for February 2019 due for publication later in the month.

In January 2019 NEAS has reclaimed performance as the best placed Ambulance Trust for C1 response times remaining overtaking LAS (London) for Mean response time (remaining second for 90th Centile).

All C2, C3 & C4 all sitting above target and above national average For January 2018.

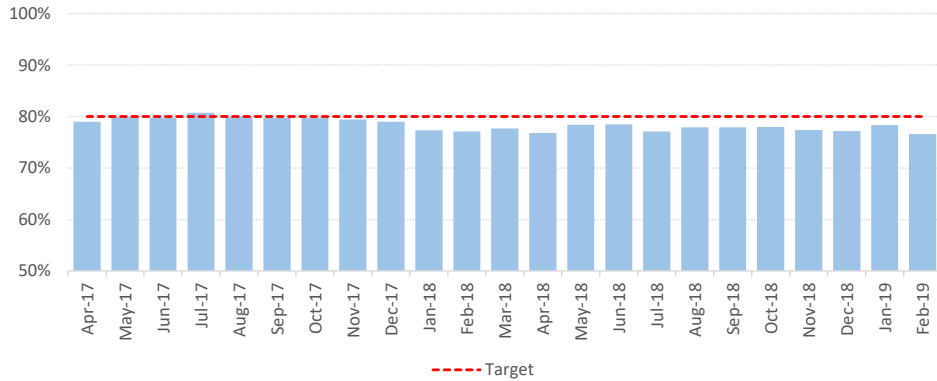


The number of incidents attended to by an ambulance resource has decreased in February 2019 but is 3.79% above the February 2018, following last year's trend.

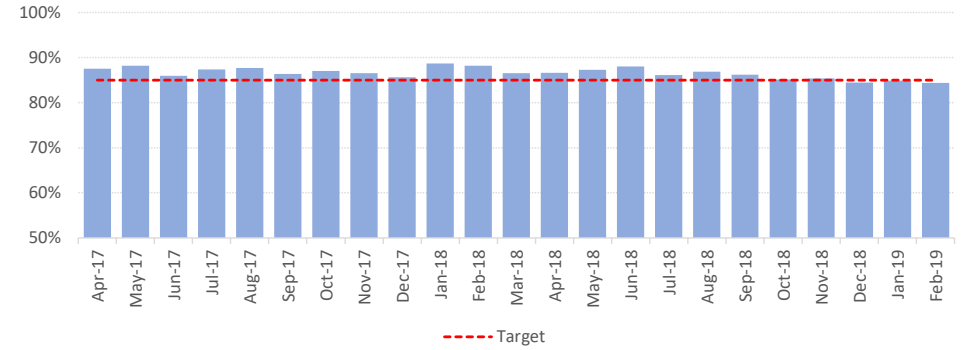
The proportion of patients being conveyed to a Type 1 or 2 ED has decreased in February, the percentages of patients attended subsequently conveyed to an ED is 1.3% higher than February 2018. The percentage increases of see and treat cases has decreased in February in both Volume and percentage.

See and Treat rates have increased in February 2019 however remain higher than the same period last year and not meeting the national standard (30%).

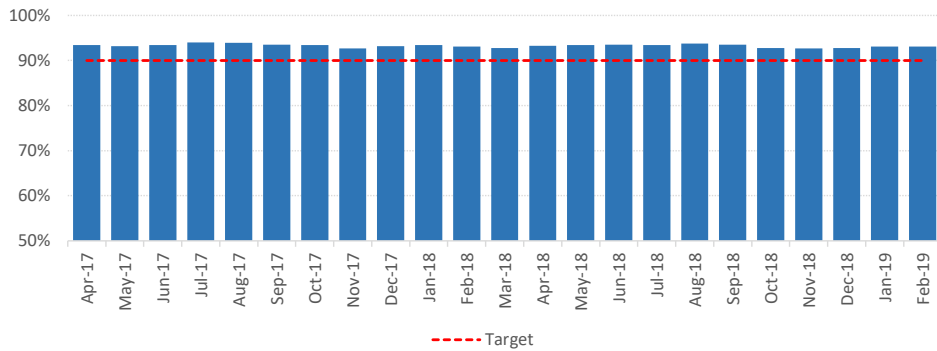
Patients arriving on time for their appointments



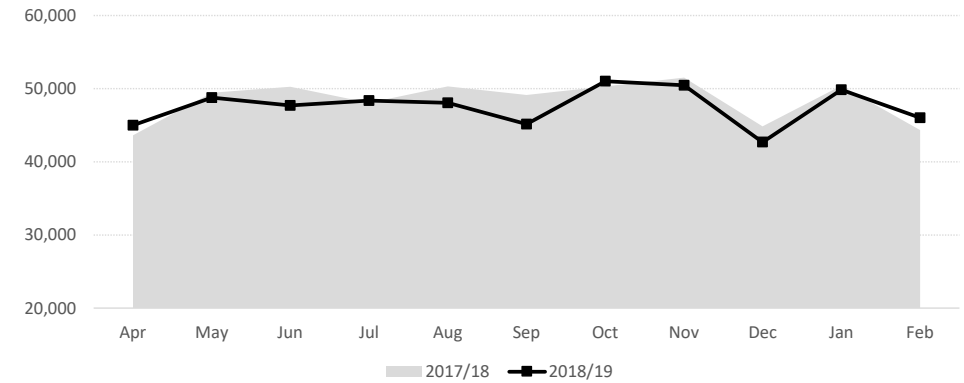
Patients collected within 60 minutes of them being ready following their appointment



Patients spending less than 60 minutes travelling to/from their appointment



Number of completed patient journeys to/from their appointments



Arrival Time performance has decreased in February 19 in terms of On Time arrivals sitting at the lowest it has been in the last recorded 23 months.

Collection within 60 minutes remains outside of target for the third month by only 0.6%.

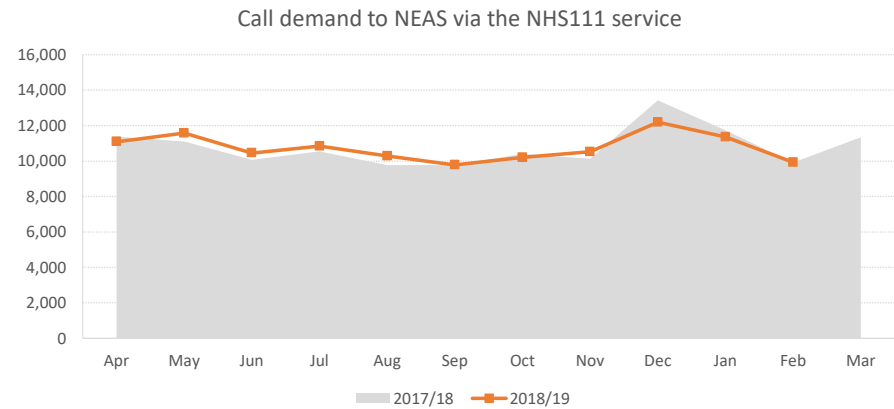
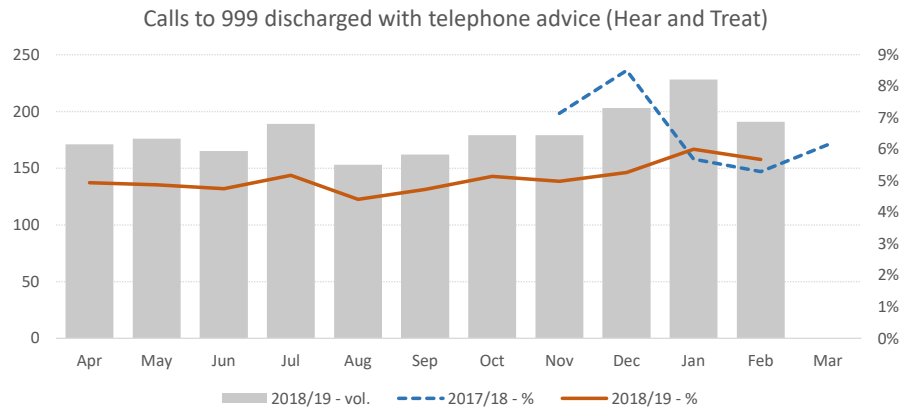
Previously proportion of Completed Journeys has decreased in February 2019 following the 2017/18 trend, 5% lower than equivalent time in 2018.



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# NHS Durham Dales, Easington and Sedgefield CCG





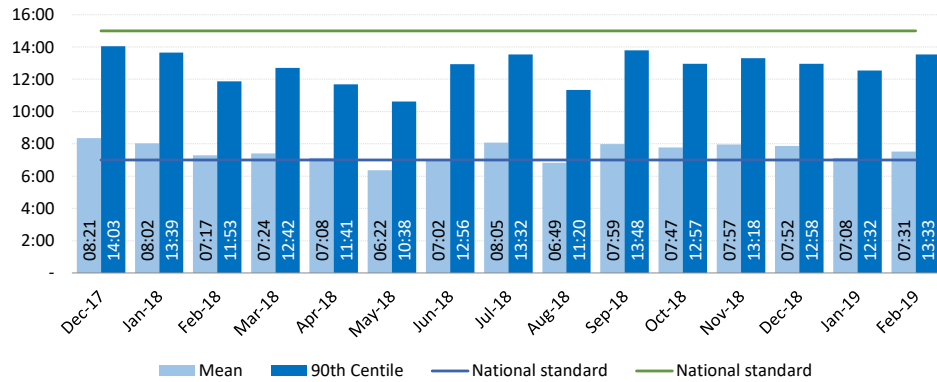
Graph of IUC KPI 15 - Clinical input in developed by CCG

The Hear and Treat rate has decreased in February 2019 however percentages remain consistent around 5%, performance remaining higher than 2018.

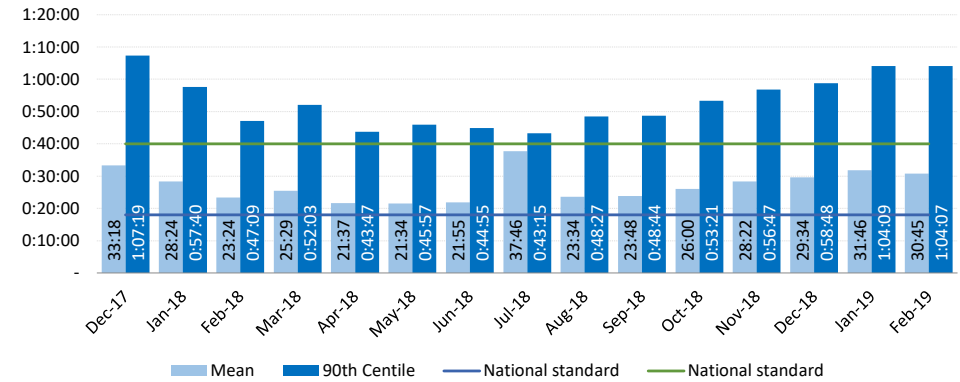
Call demand to 111 decreased in February 2019 and the current level of demand following the trends from last year.

Clinical input per CCG is in development to show how many calls per CCG had contact with a health care professional.

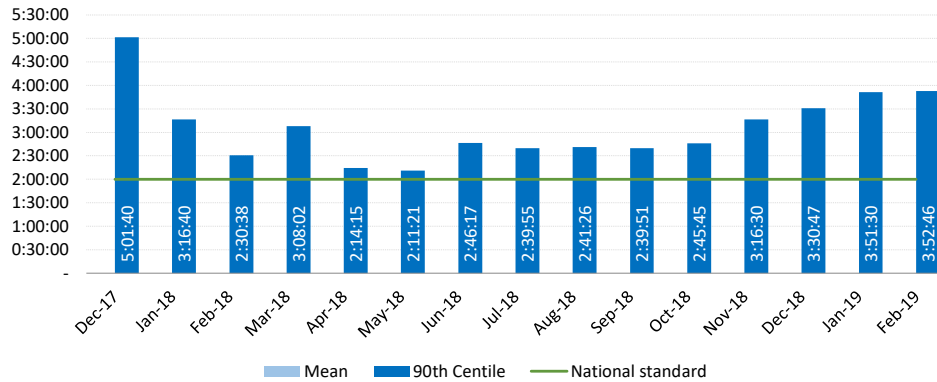
Category 1 response times



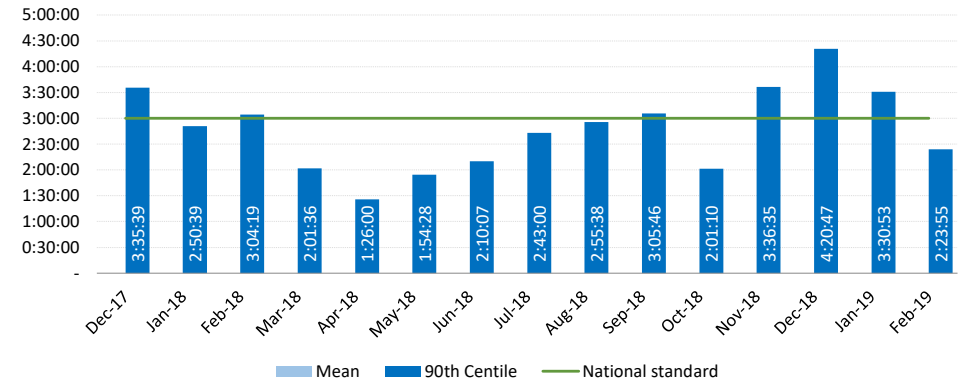
Category 2 response times



Category 3 response times



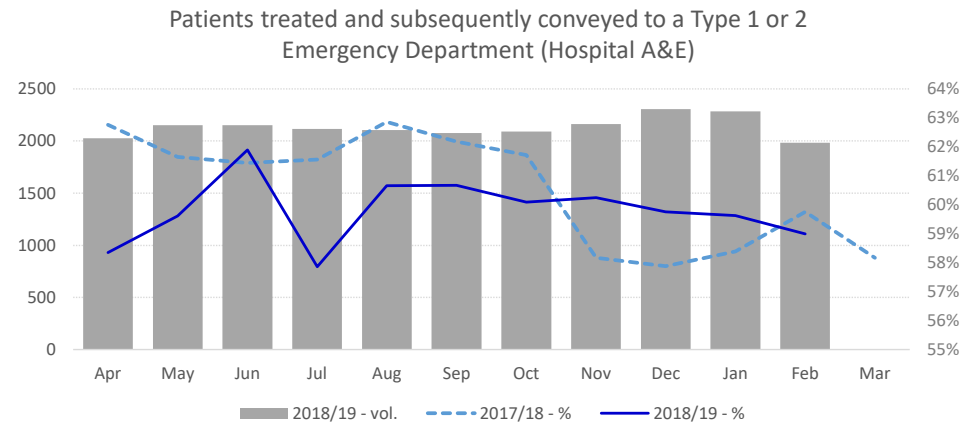
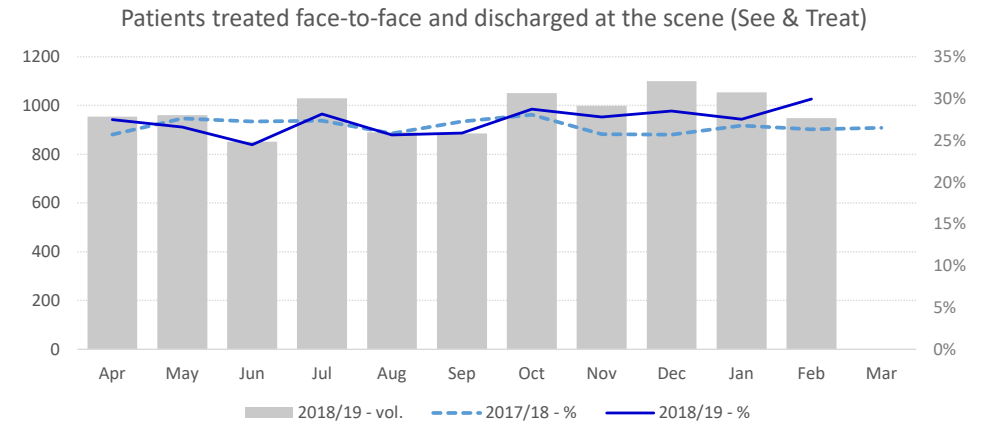
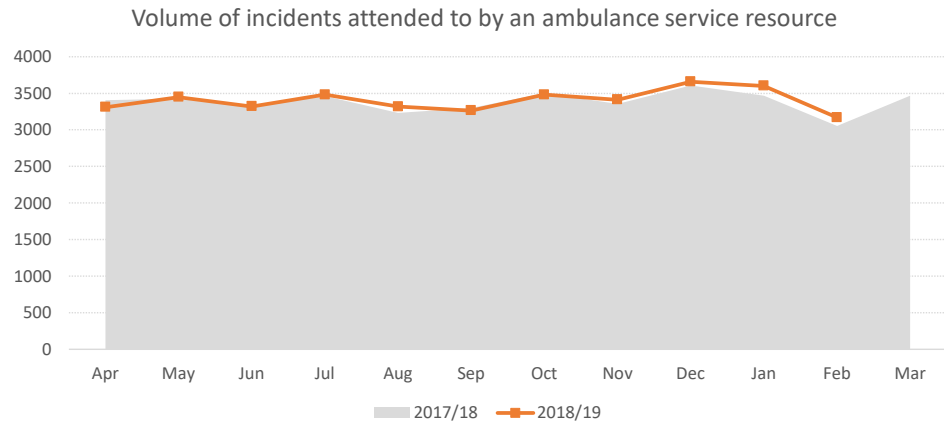
Category 4 response times



There has been a marginal increase in Cat 1 response time performance for both Mean and 90th centile, with the Mean response times remains out with the target by 31 seconds.

C3 and C2 response times show minimal improvement in February 2019, remaining above standard.

A decrease for C4 from December 2018 to February 2019 has been seen, achieving C4 response time category for the first time since October 2018.



The volume of incidents attended to by an ambulance response has seen a slight decrease following the same trend as 2018.

There has been a slight increase in See and Treat percentage with current performance remaining 3.6% above the average from the same period last year, an upward trend is evident.

The percentage of patients conveyed to a Type 1 or 2 ED is decreasing in February 2019 following a stable period of time, moving below the 2017/18 average.



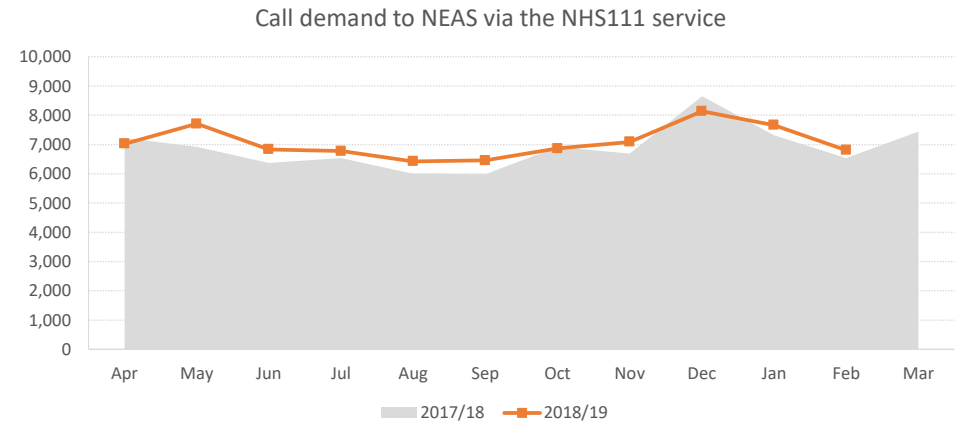
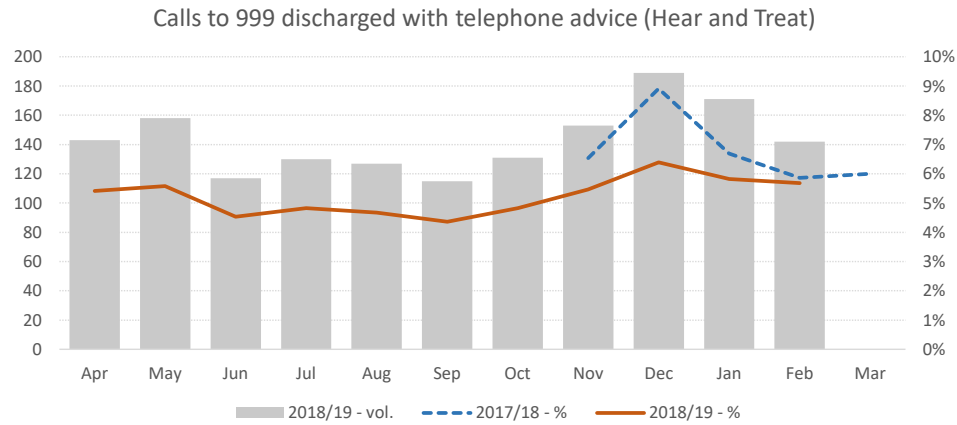
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# NHS North Durham CCG



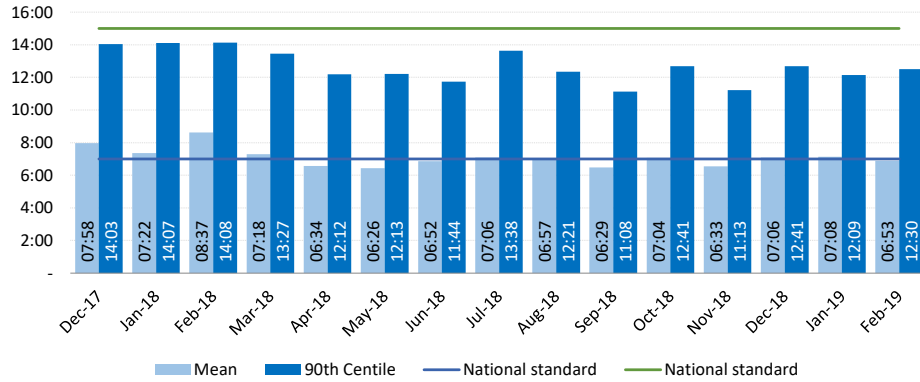
Graph of IUC KPI 15 - Clinical input in developed by CCG

The Hear and Treat rate has decreased by 0.14% in February 2019 having remained consecutively static for a number of months, remaining below heart and treat rates from 2018.

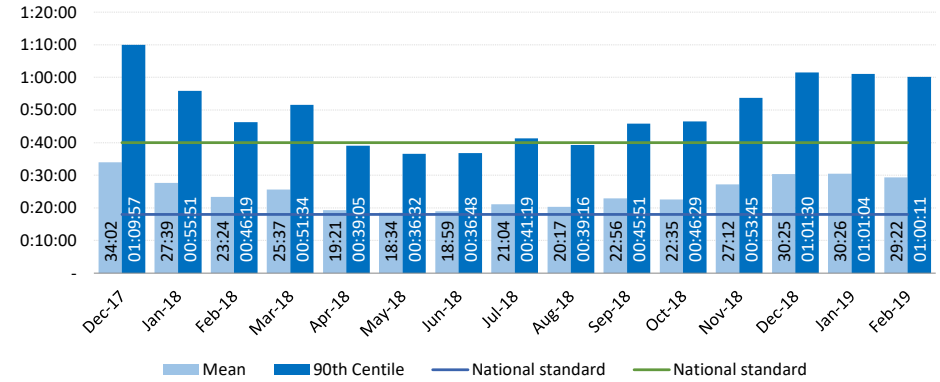
Call demand to 111 has decreased marginally in February 2019 and the current level of demand is higher than the same period last year.

Clinical input per CCG is in development to show how many calls per CCG had contact with a health care professional.

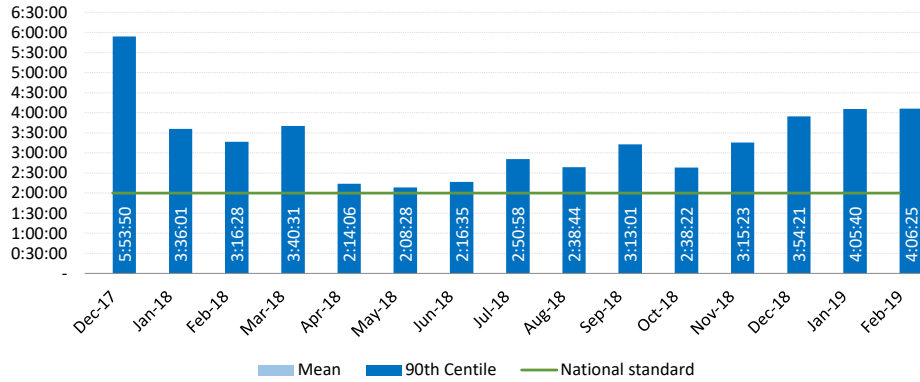
Category 1 response times



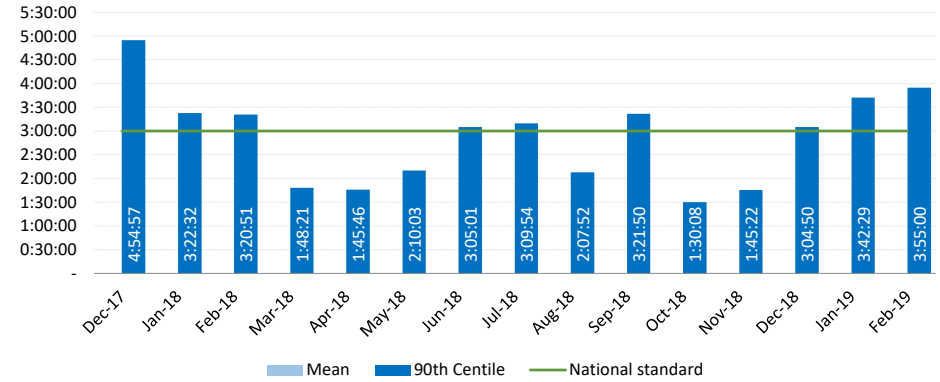
Category 2 response times



Category 3 response times



Category 4 response times

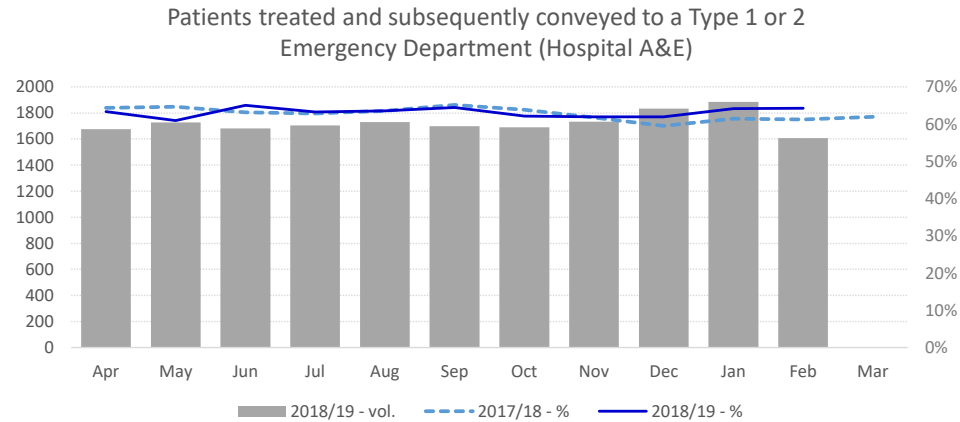
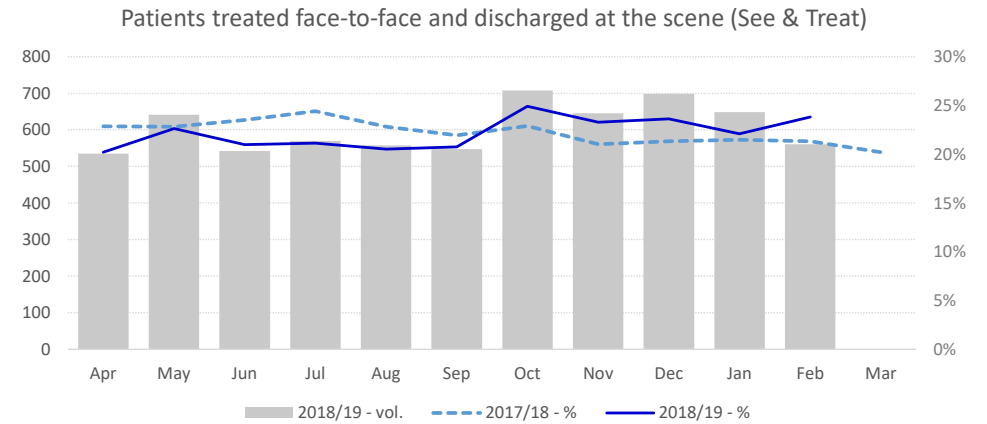
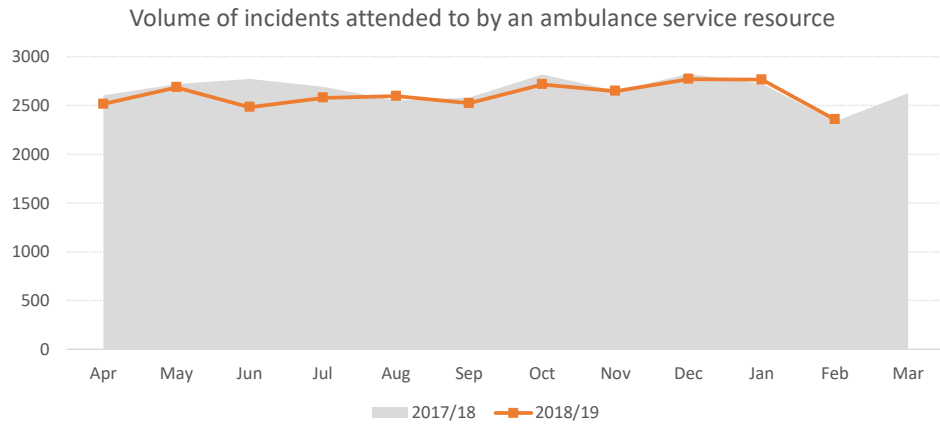


Response times have decreased for Cat 1 mean hitting response time target, also achieving C1 90th centile.

The C2 response times continue to be high even following a small decrease month on month and each is above the target standard.

C3 remains above the target threshold increasing from October 2018 to February 2019.

C4 remains outside of target by 55 Minutes.



The volume of incidents attended to by an ambulance response has decreased slightly in February 2019 with the overall volume in line with the same period last year.

There has been a slight increase in the See and Treat percentage in February, showing an increase on the historic trend.

There has been a slight increase in the percentage of patients conveyed to a Type 1 or 2 ED in February with current performance 3.1% higher than the same period last year. The volumes conveyed are the highest reported from April 2018.