



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

For Life

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.

For Life

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.

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

For Life

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%

For Life

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%

For Life

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%

For Life

Strategies to Improve Performance

- Recruitment
- 3rd 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

For Life

Questions





www.neas.nhs.uk



/North East Ambulance Service



@NEAmbulance