

# 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

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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.