

**NHS**

**North East  
Ambulance Service**  
NHS Foundation Trust



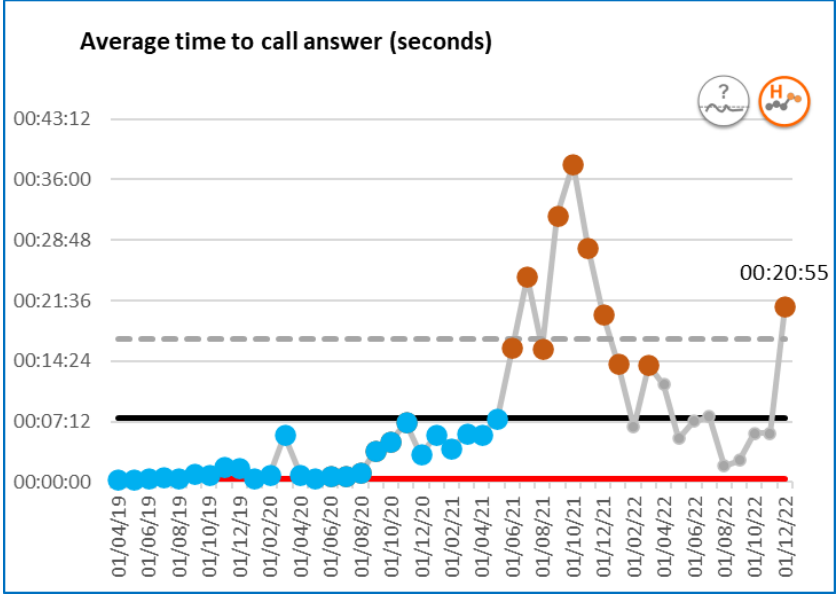
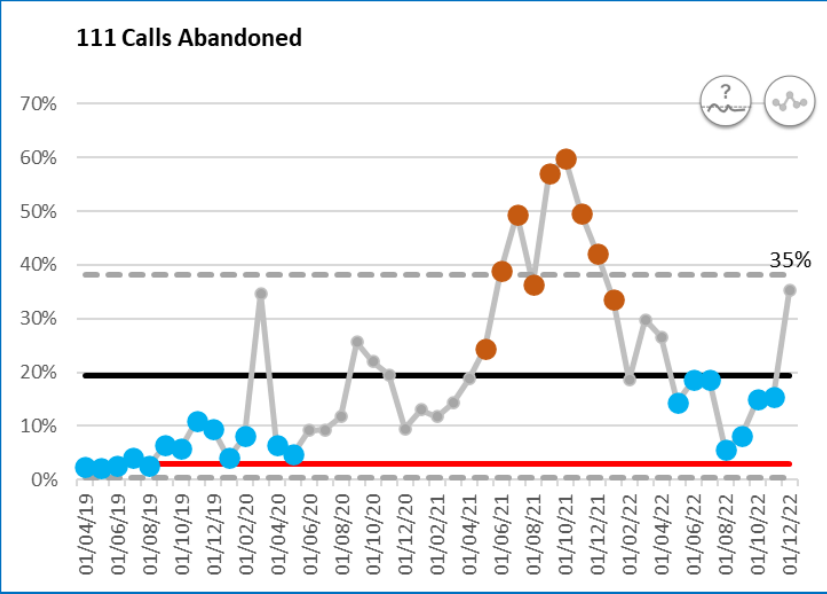
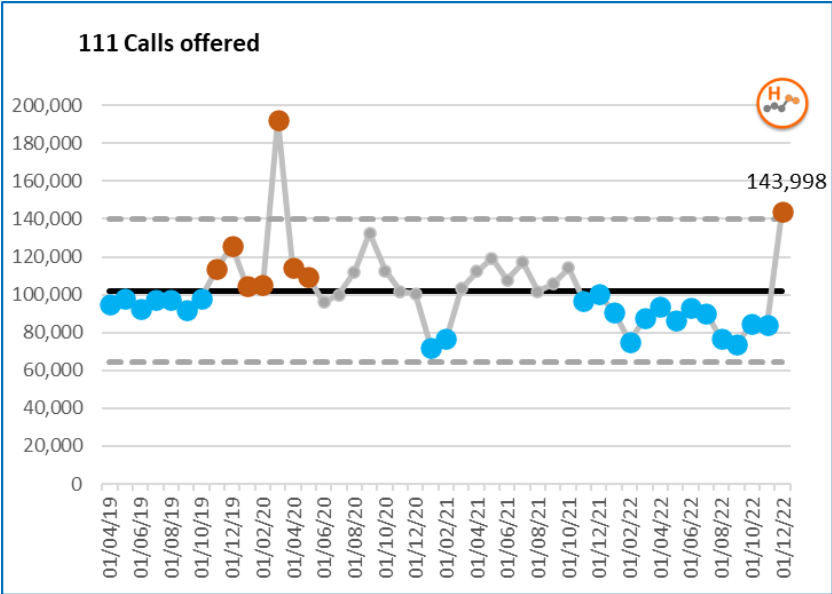
# Performance update to Sunderland health & wellbeing scrutiny committee

January 2023

**Mission:** Safe, effective, responsive care for all

**Vision:** Unmatched quality of care

# 111 Demand & Performance

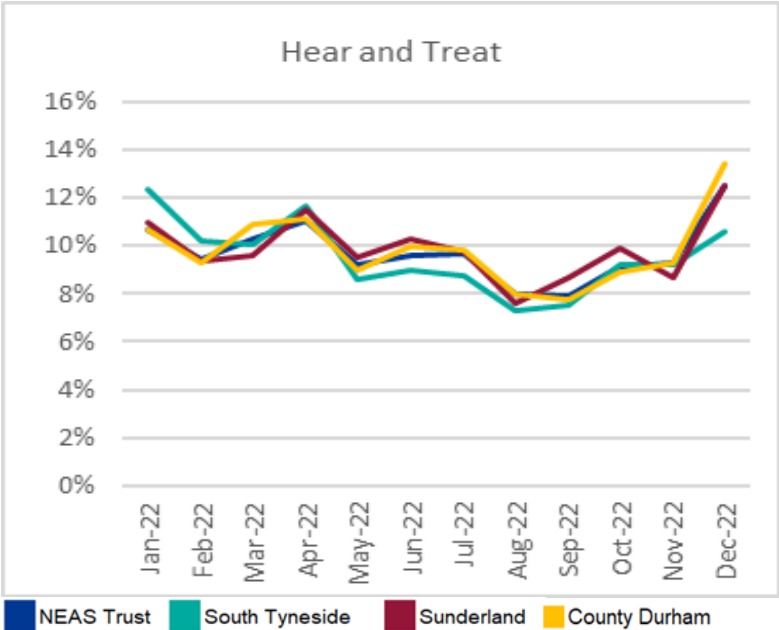
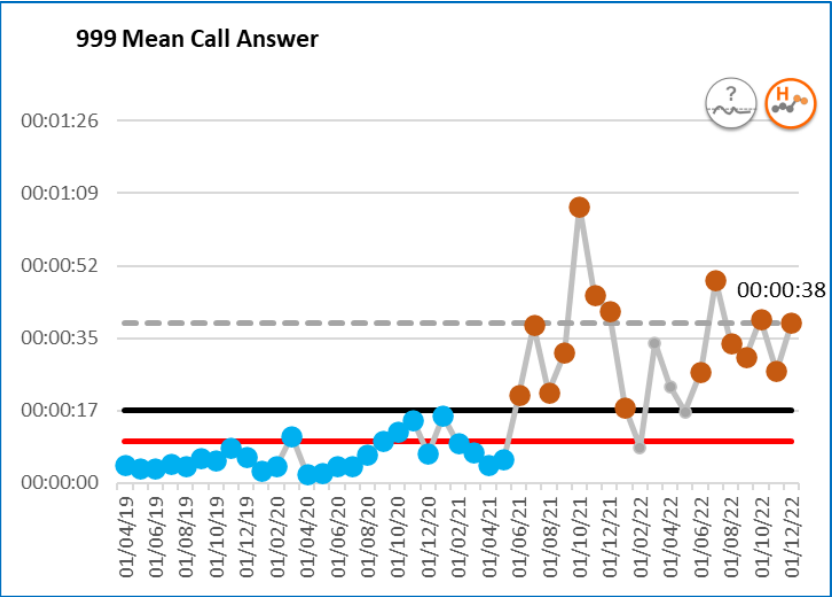
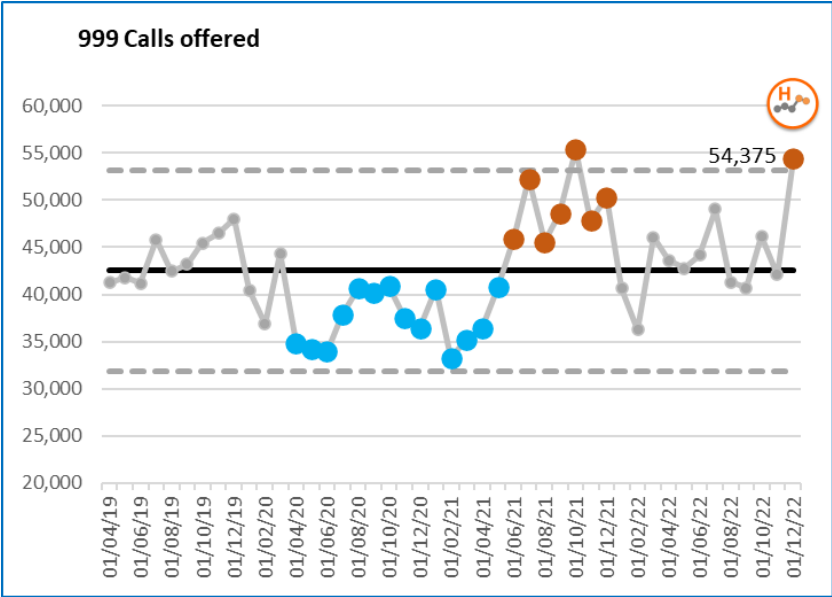




# 111 Outcomes

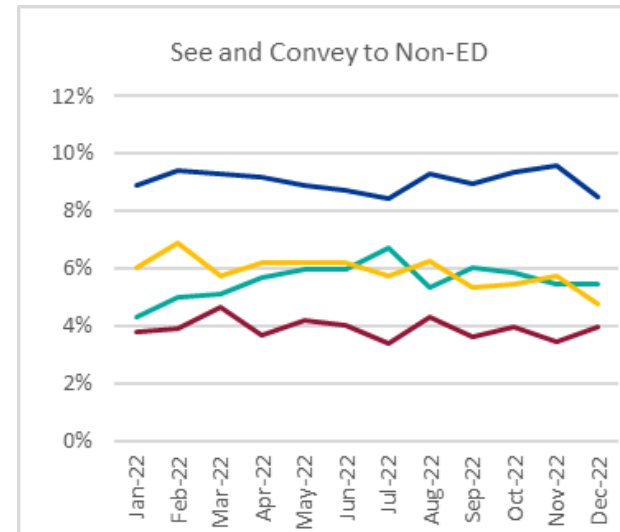
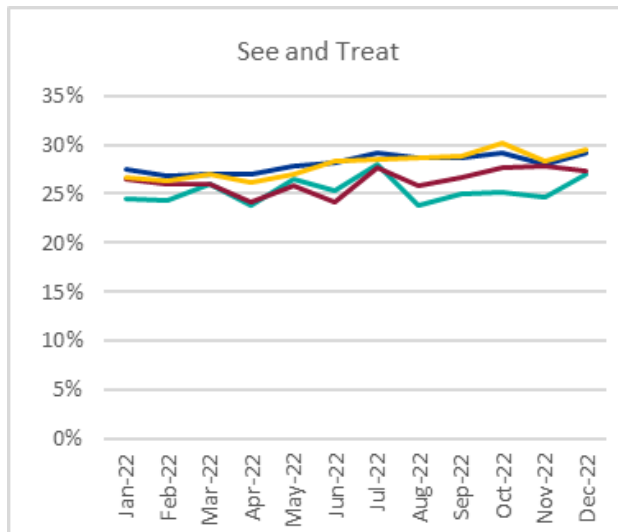
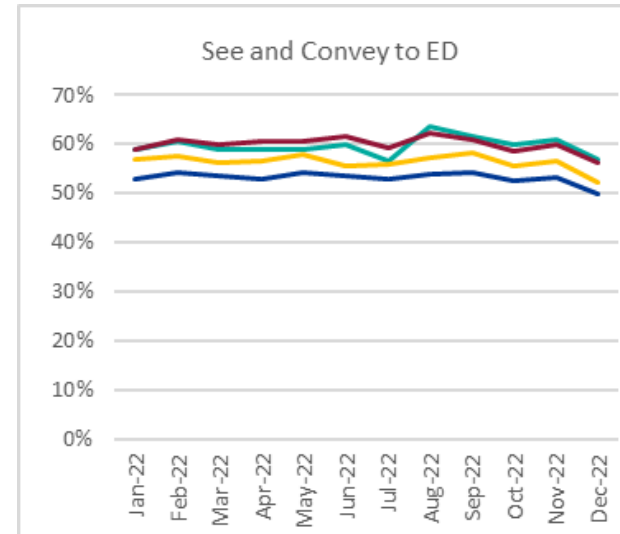
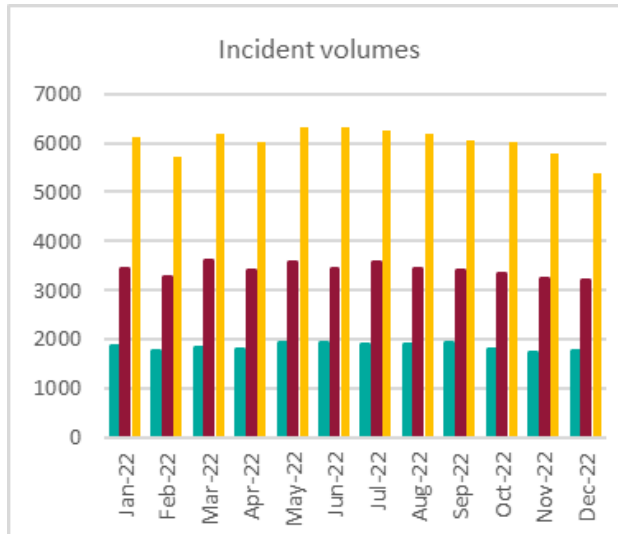
Outcome %	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Ambulance response	15.4%	16.3%	16.7%	18.1%	17.6%	18.3%	18.0%	17.9%	15.9%
Attend an ETC	10.9%	12.4%	11.5%	11.6%	12.0%	11.8%	12.0%	11.9%	9.6%
Attend a Type 1 or 2 ED	3.0%	3.1%	3.0%	2.7%	3.0%	2.8%	3.2%	2.9%	3.0%
Contact primary care services	33.1%	33.0%	32.6%	32.4%	31.5%	30.7%	32.6%	33.0%	35.4%
Contact primary care services - bookable	33.1%	33.0%	32.6%	32.4%	31.4%	30.7%	32.6%	33.0%	35.3%
Contact primary care services - non-bookable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Speak to primary care services	10.7%	9.4%	9.9%	9.1%	8.4%	9.1%	9.9%	9.4%	14.3%
Speak to primary care services - bookable	10.0%	8.8%	9.3%	8.6%	7.7%	8.4%	9.4%	8.8%	13.8%
Speak to primary care services - non-bookable	0.7%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%	0.6%
Contact or speak to a dental practitioner	11.6%	11.6%	11.3%	11.2%	13.2%	12.5%	11.1%	10.8%	7.2%
Contact or speak to a pharmacist	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%
Repeat prescription medication	2.5%	2.1%	2.8%	1.9%	2.5%	2.2%	1.6%	1.5%	1.1%
Contact or speak to another service	0.1%	0.1%	0.2%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%
Self-care	5.6%	4.8%	5.4%	5.9%	5.0%	5.3%	5.4%	5.3%	5.4%
Self-care at the end of clinical input	4.5%	3.7%	4.2%	4.5%	3.8%	4.0%	4.1%	4.0%	4.1%
Other outcome	9.7%	10.0%	9.2%	9.3%	9.3%	9.6%	8.9%	9.9%	10.7%

# 999 Demand & Performance

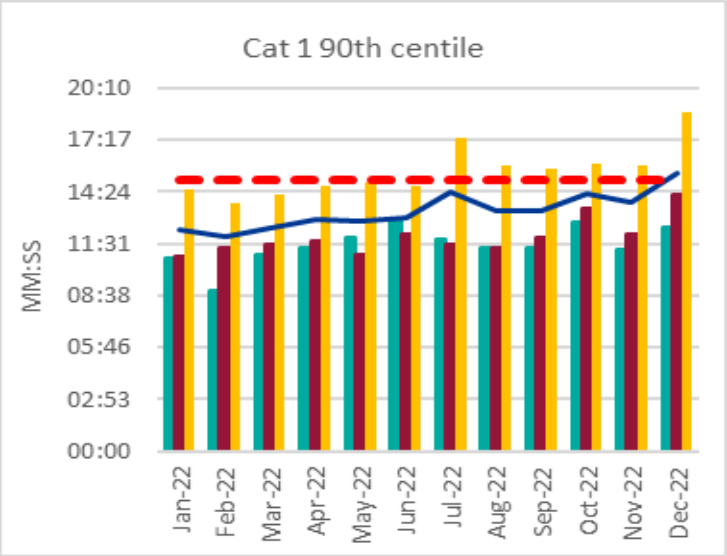
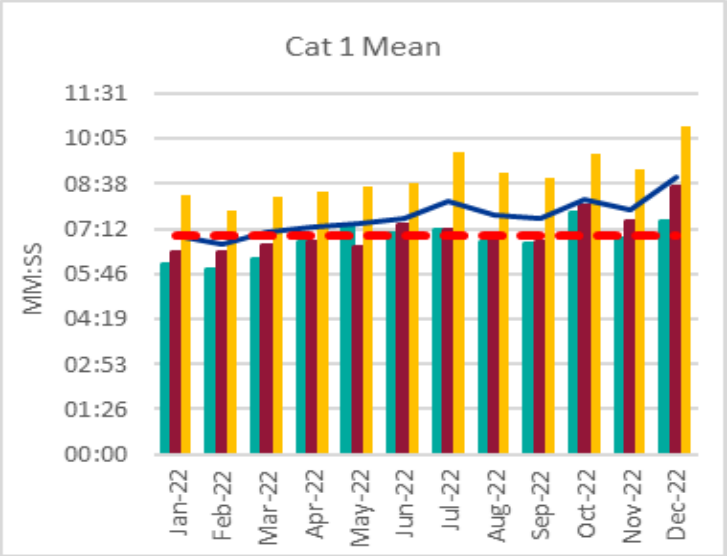


# 999 Incident volume & outcome rates

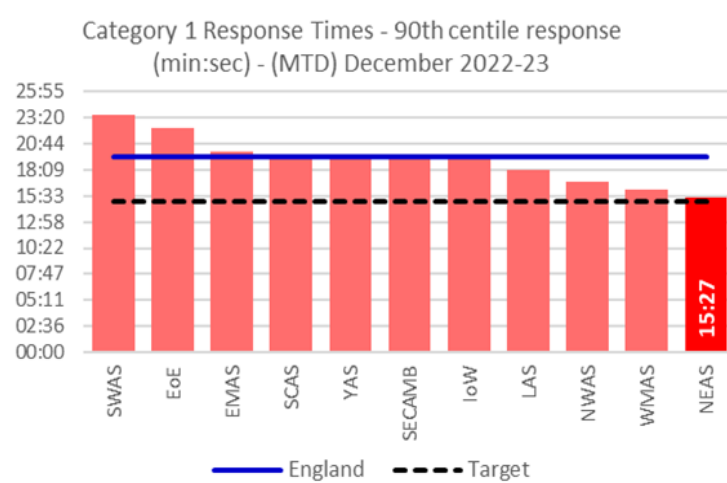
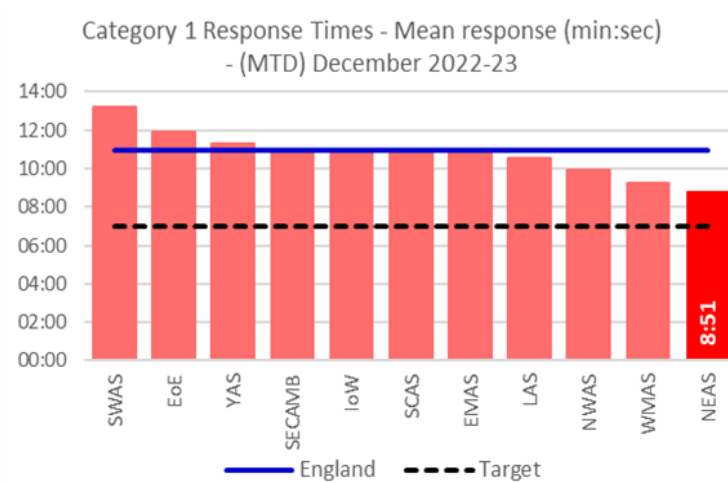
NEAS Trust South Tyneside Sunderland County Durham



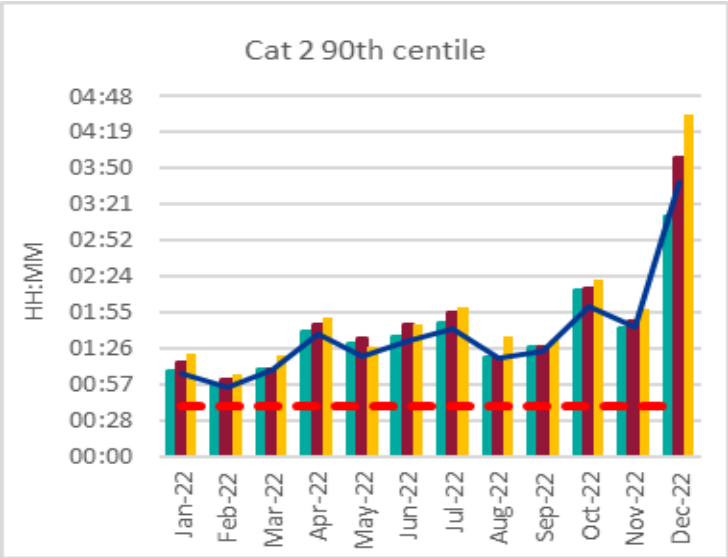
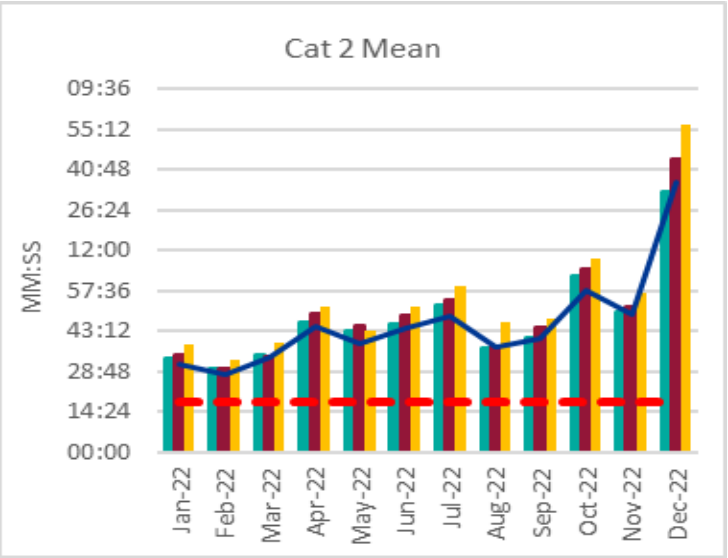
# ARP Response times Category 1



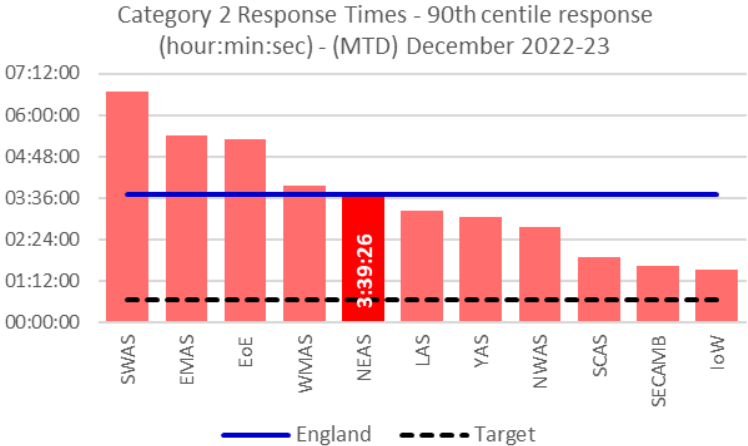
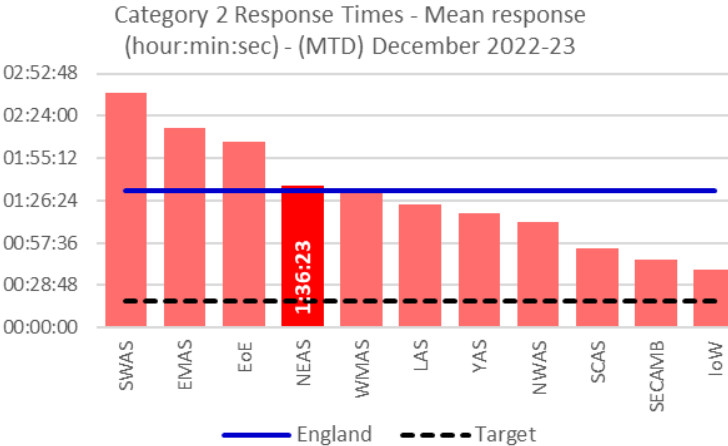
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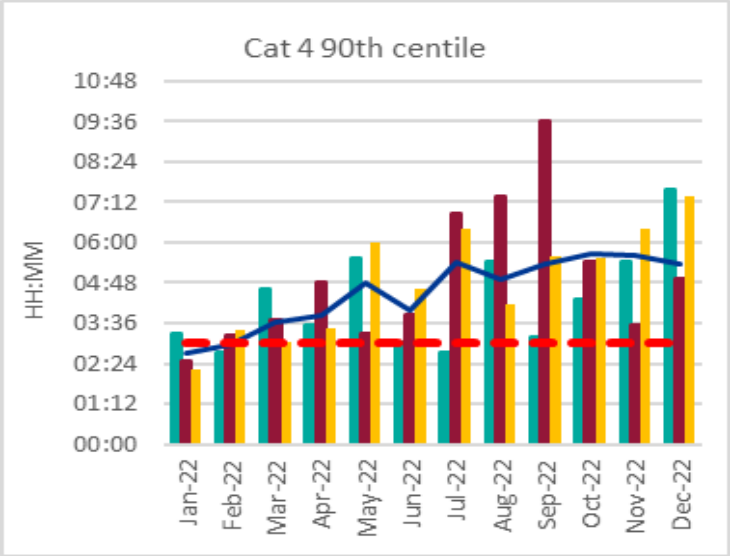
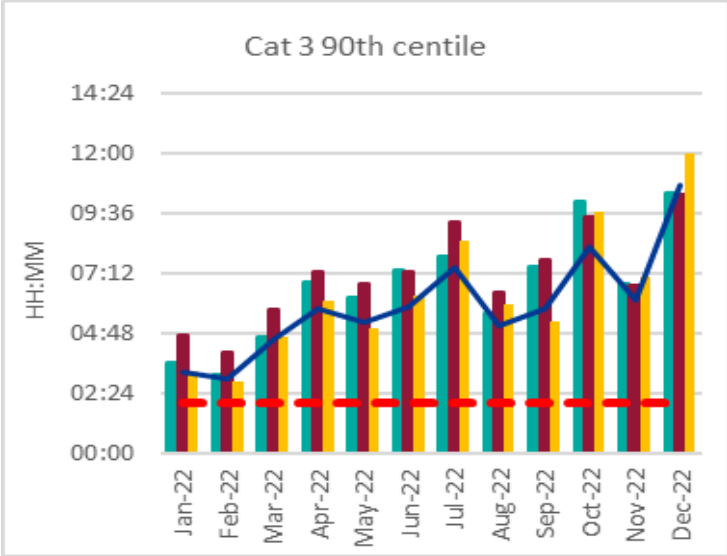
# ARP Response times Category 2



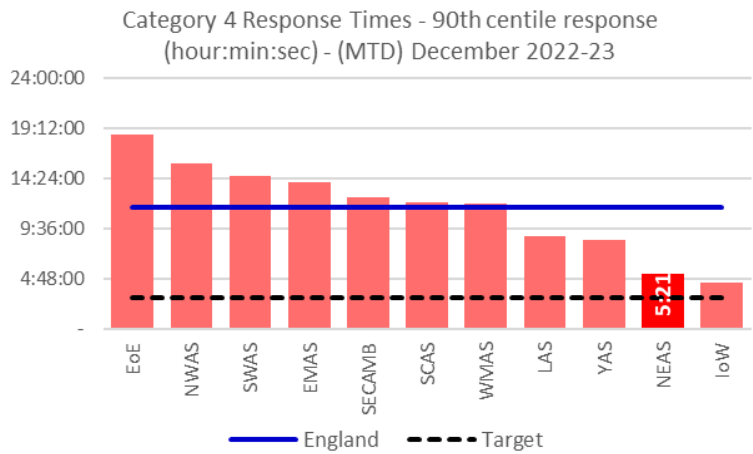
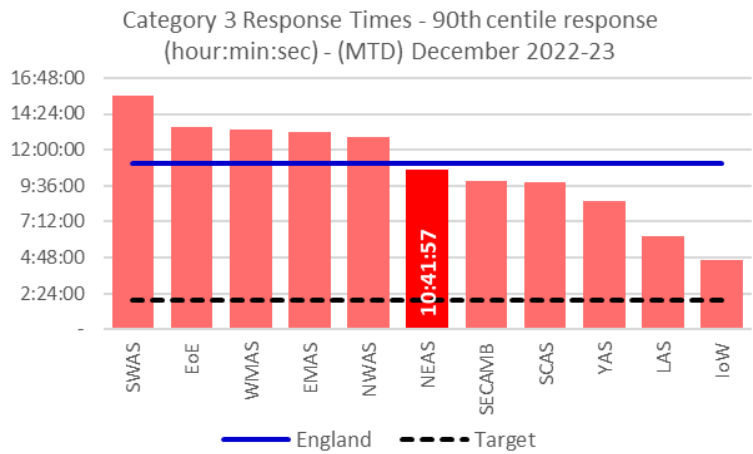
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# ARP Response times Category 3 & 4

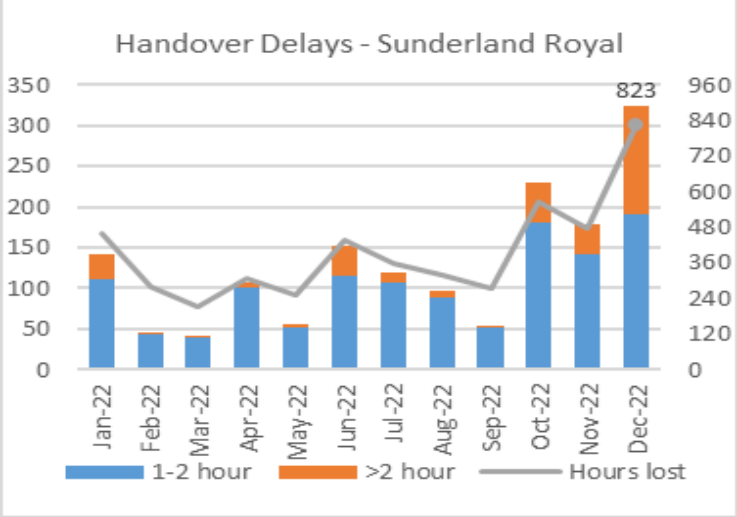
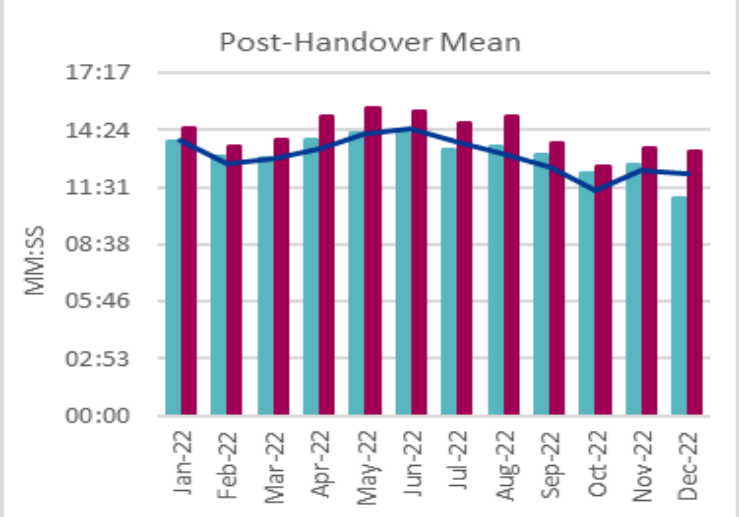
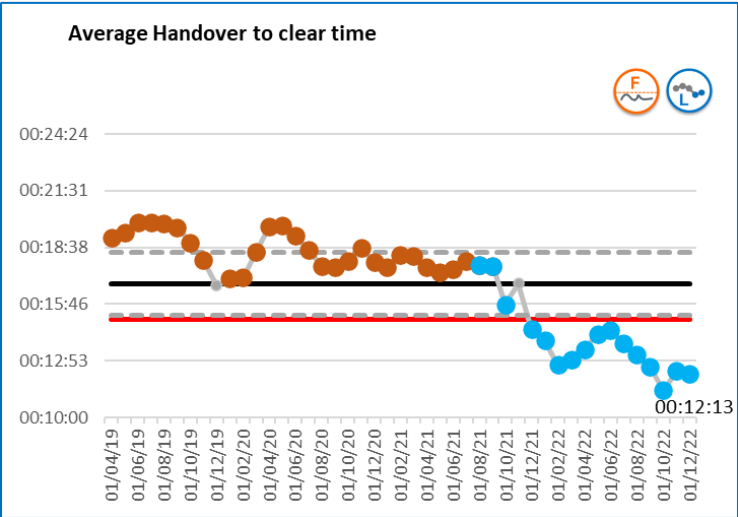
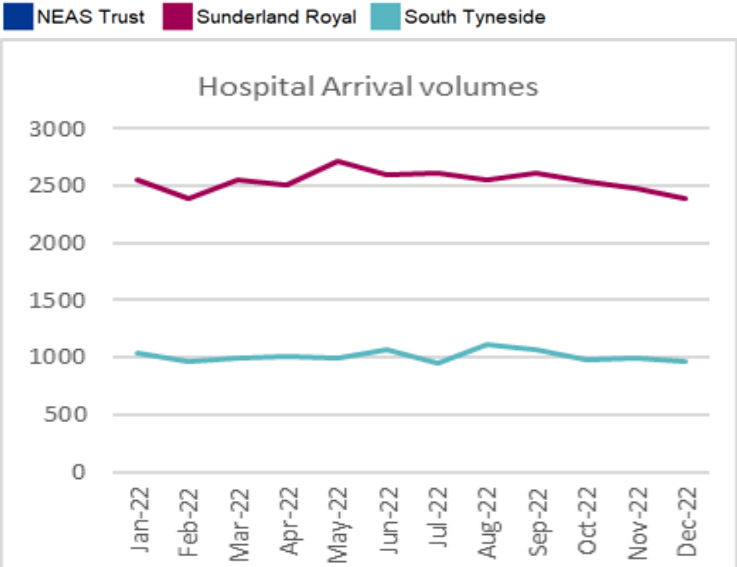
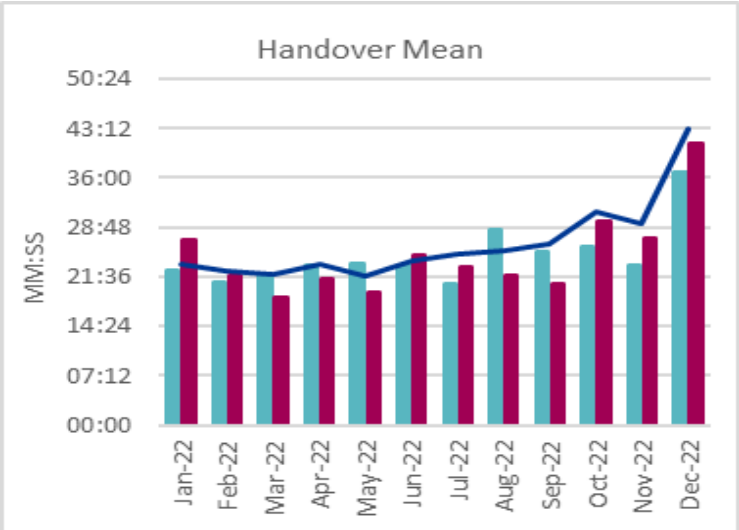
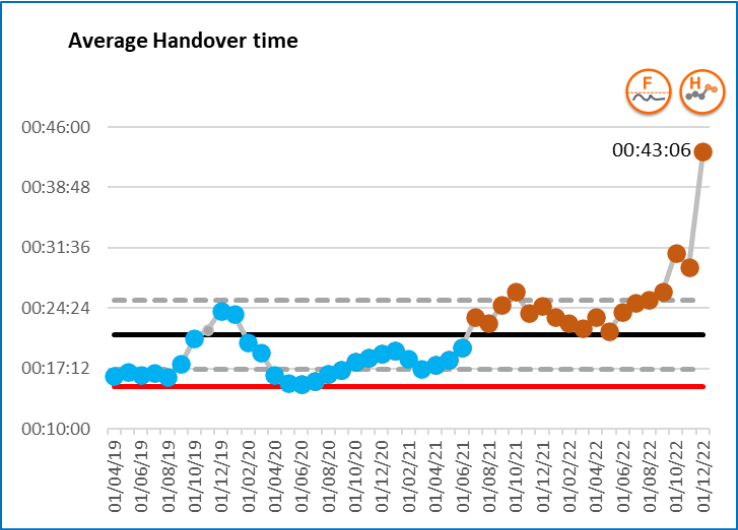


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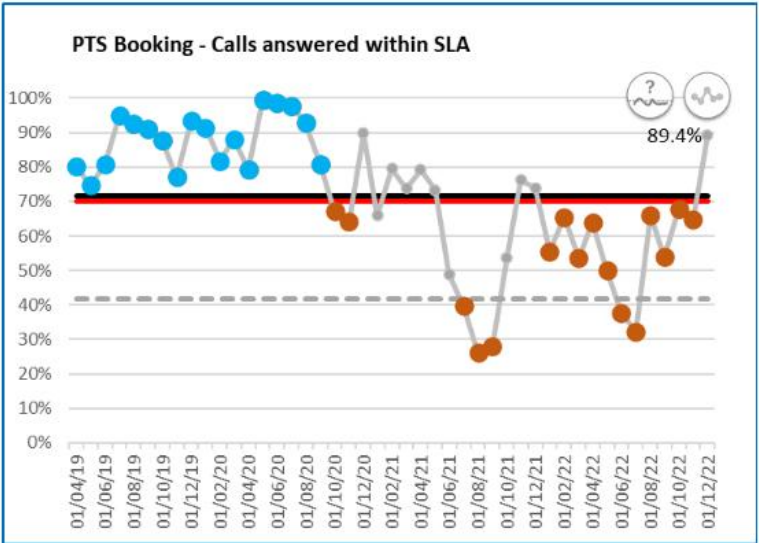
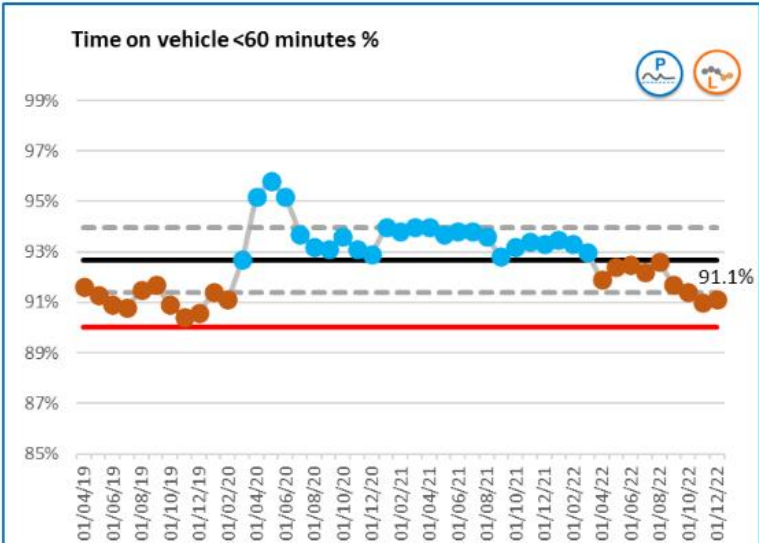
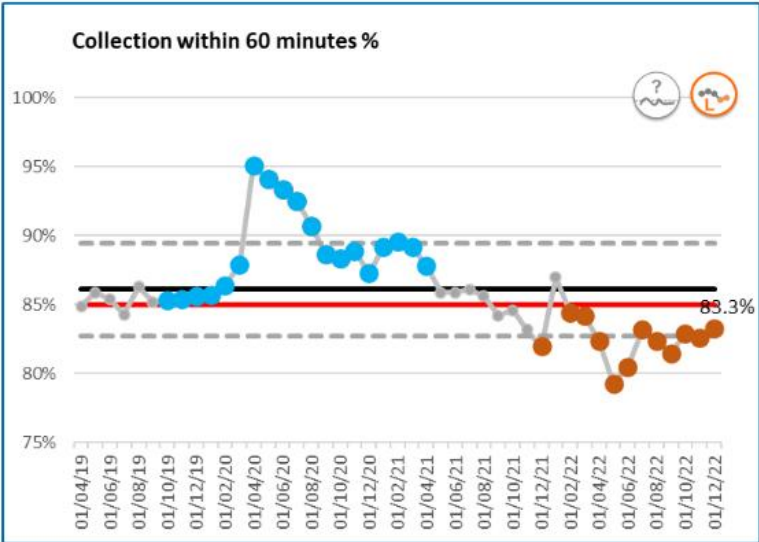
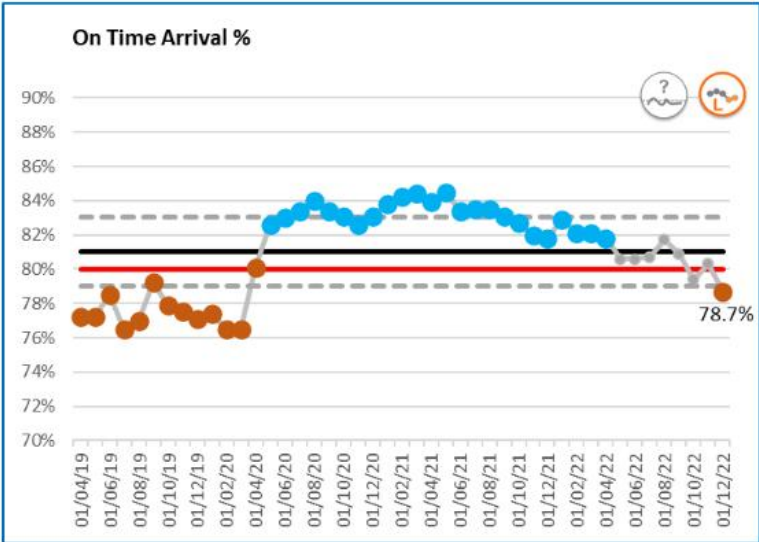
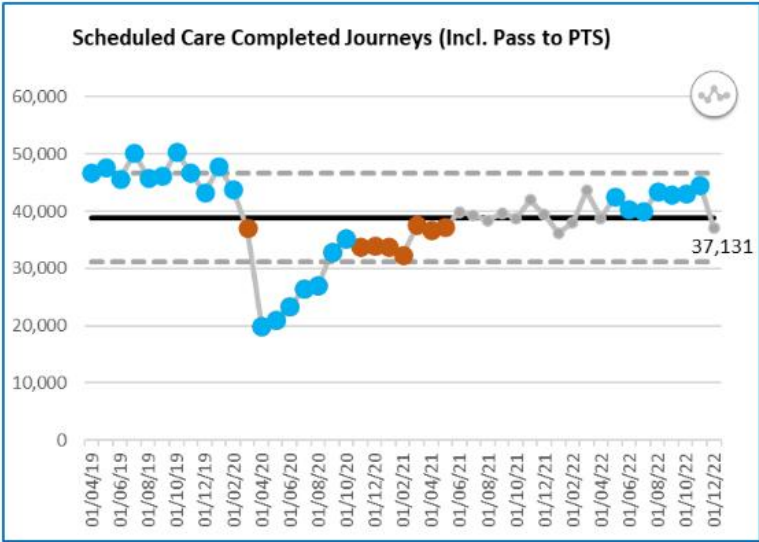




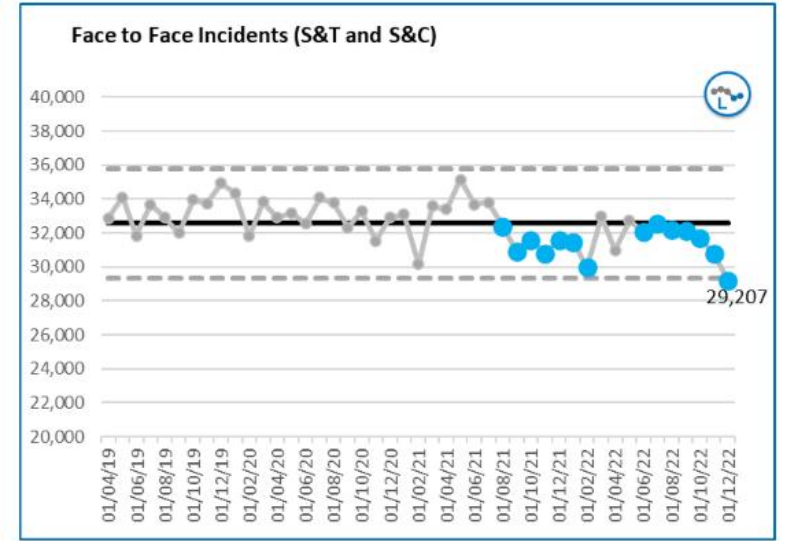
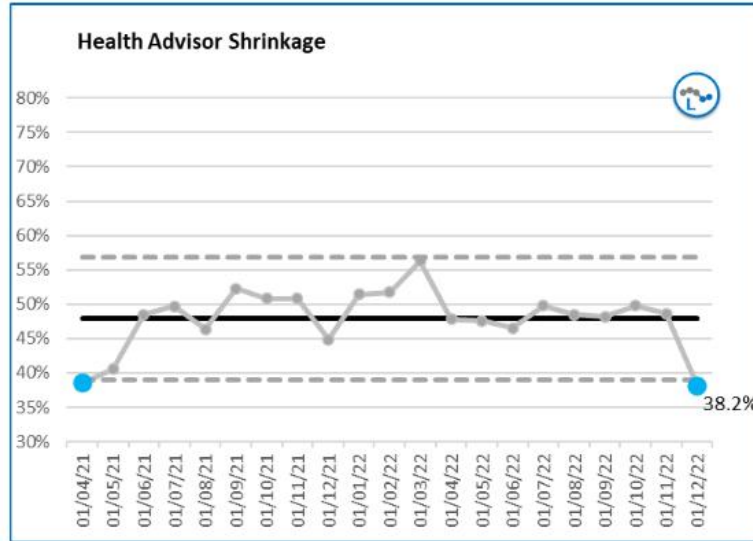
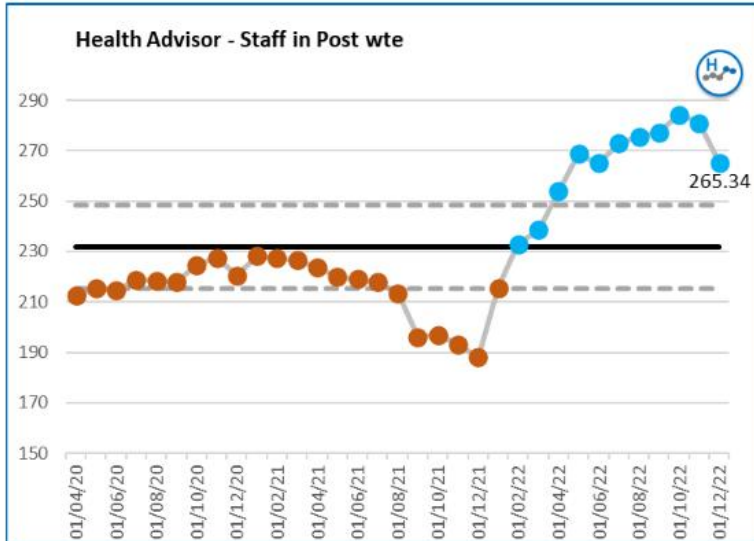
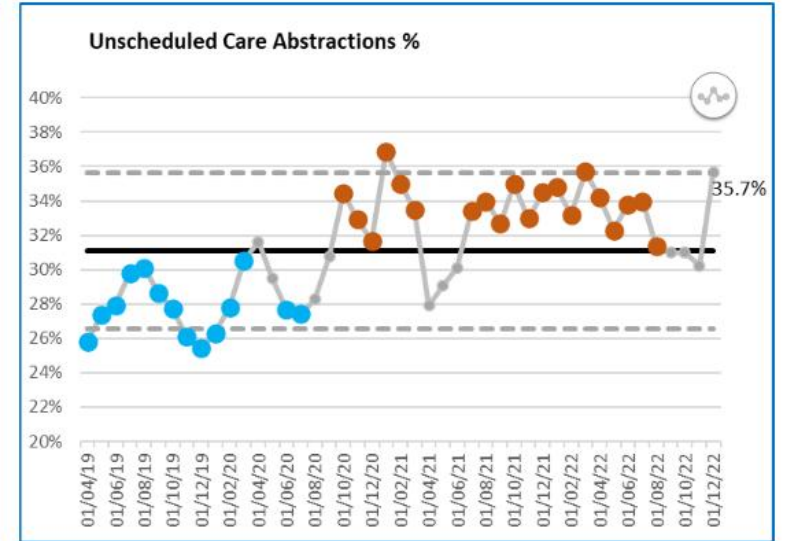
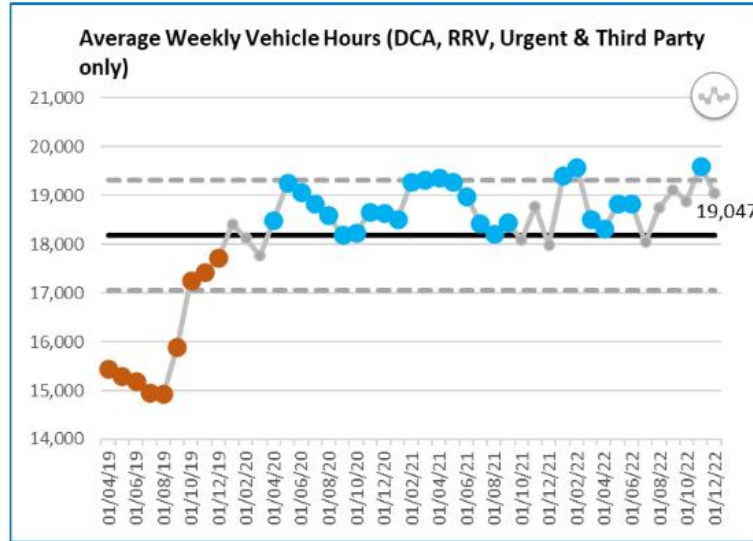
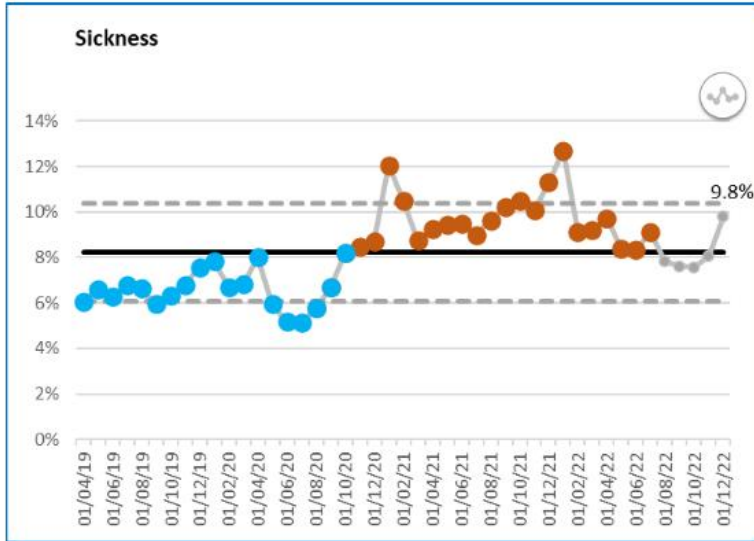
# Hospital Performance



# PTS Demand & Performance



# Trust Capacity & F2F incident demand



**Mission:** Safe, effective, responsive care for all

**Vision:** Unmatched quality of care



## North East Ambulance Service

Bernicia House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

