

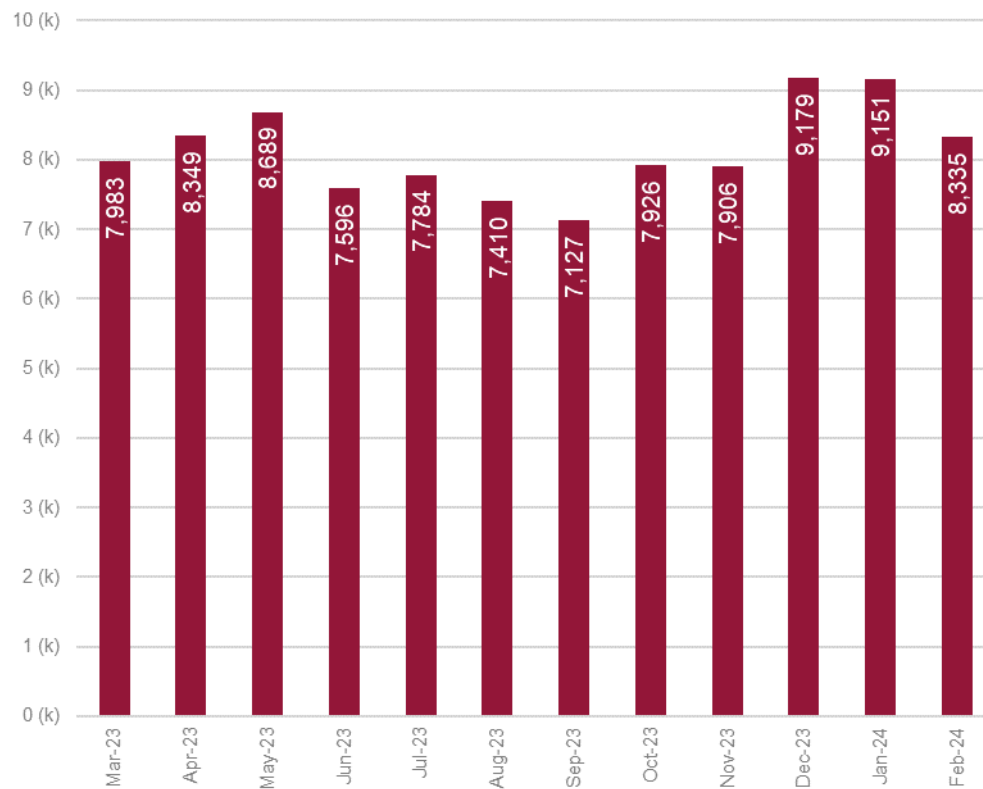


Performance Review

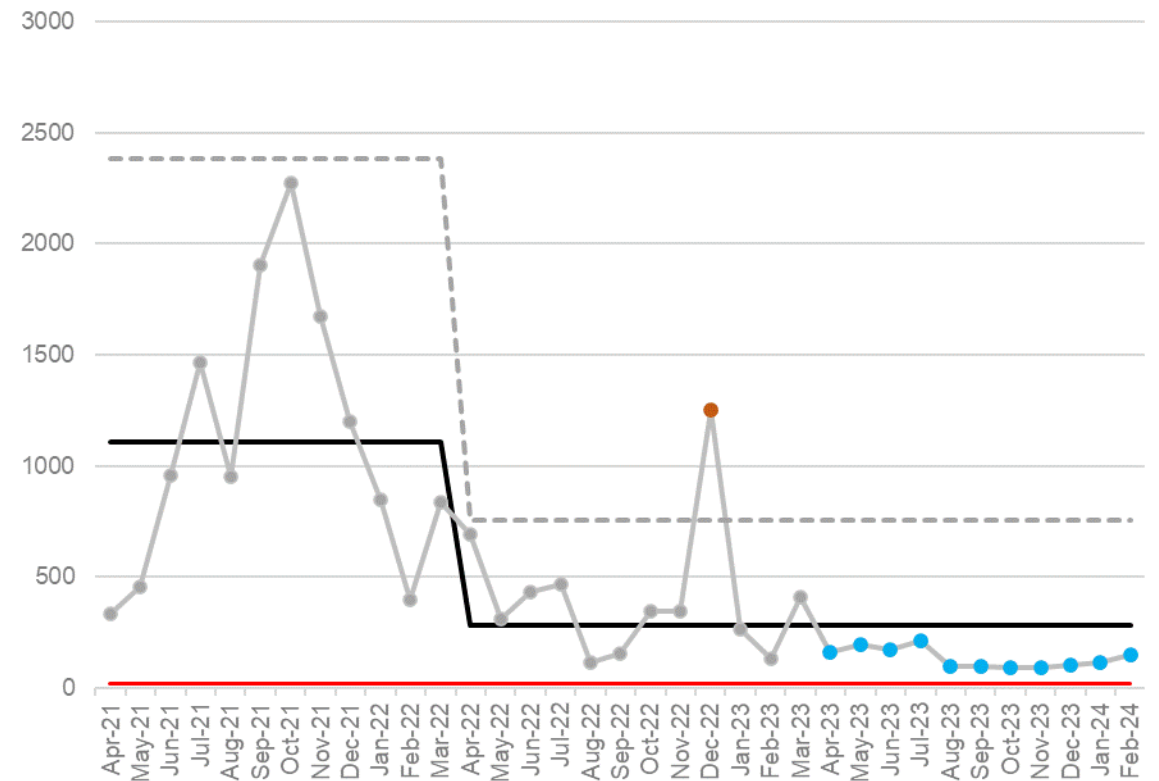
Darren Green – Head of Operations (central)
Mark Cotton - Asst director of communications

111 Call Performance

Calls Triaged Sunderland

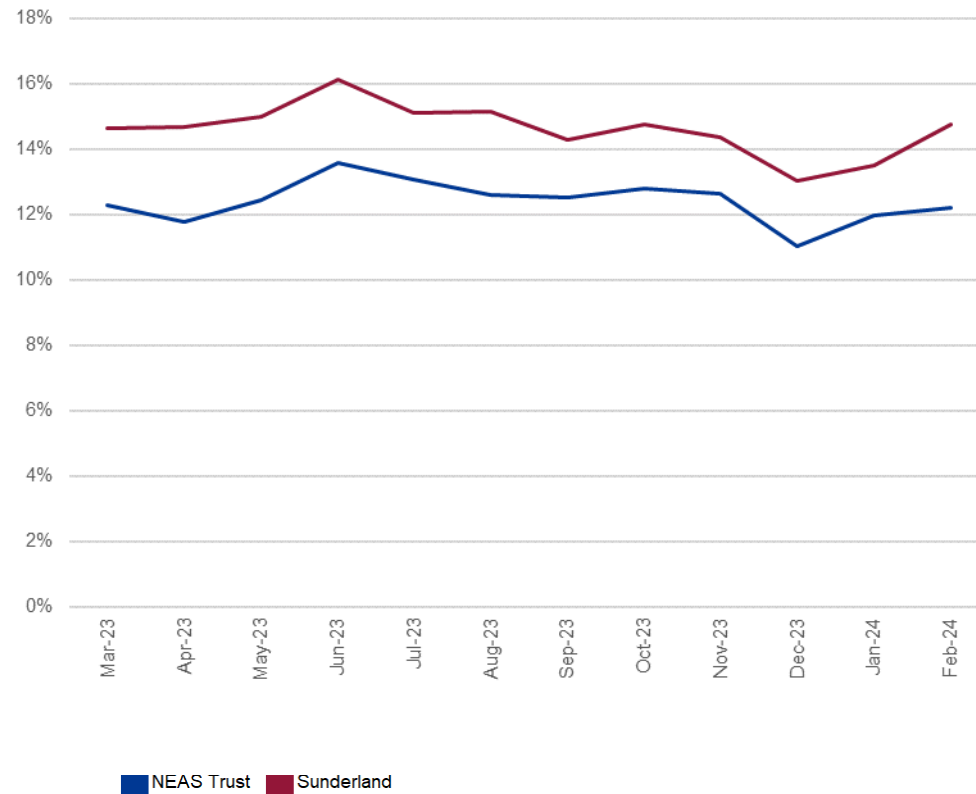


111 Mean call answer (secs)



111 Call Outcomes

Attend ETC

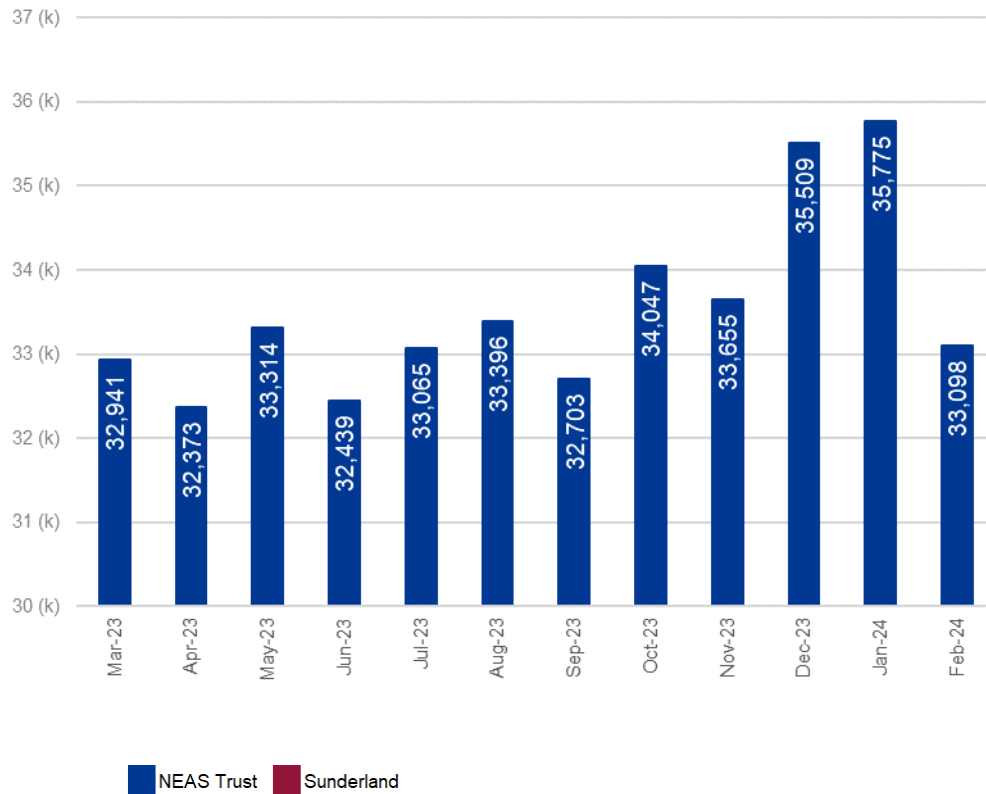


Contact Primary Care

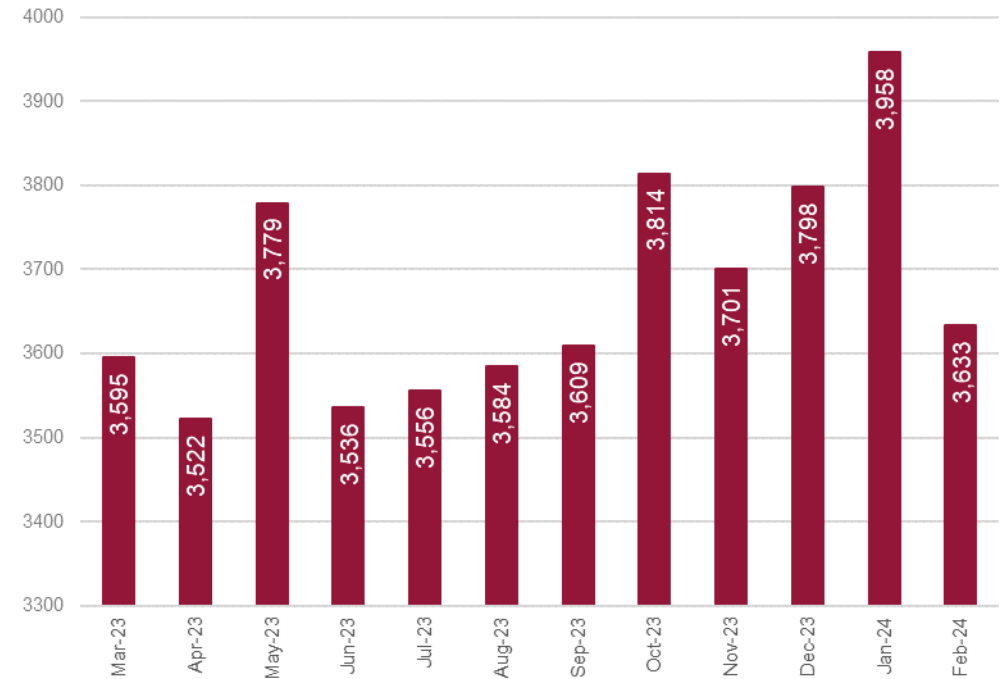


999 Incident Volumes

Incident volumes Trustwide

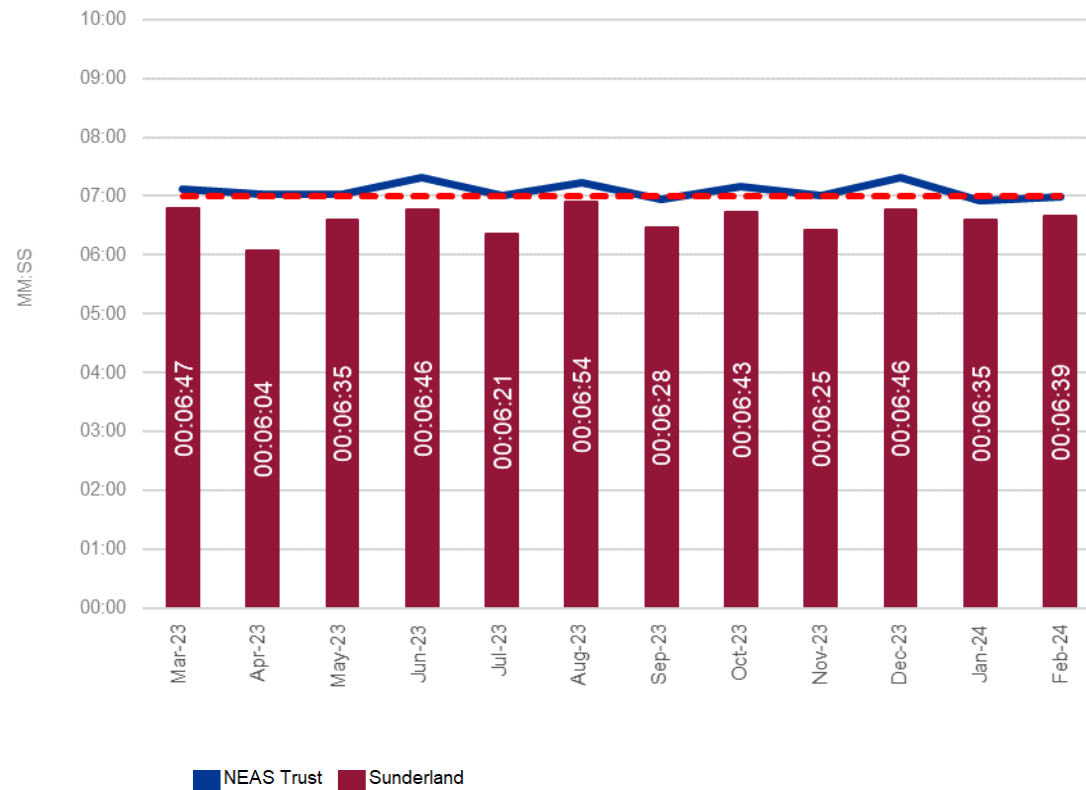


Incident volumes Sunderland

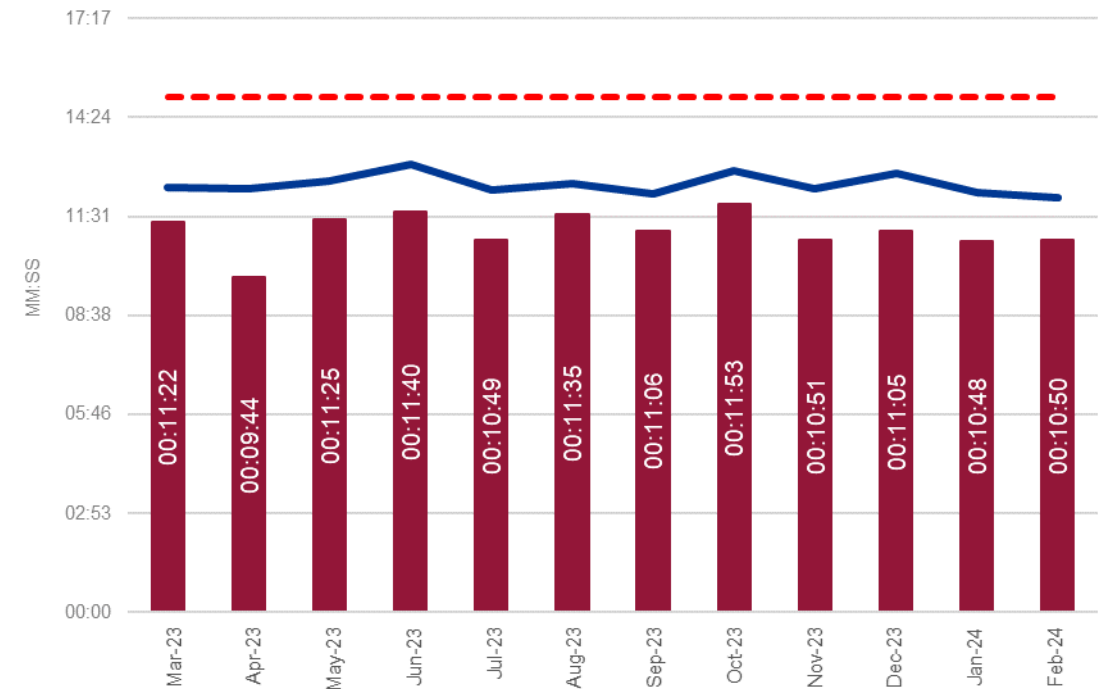


Category 1 Response Performance

Cat 1 Mean

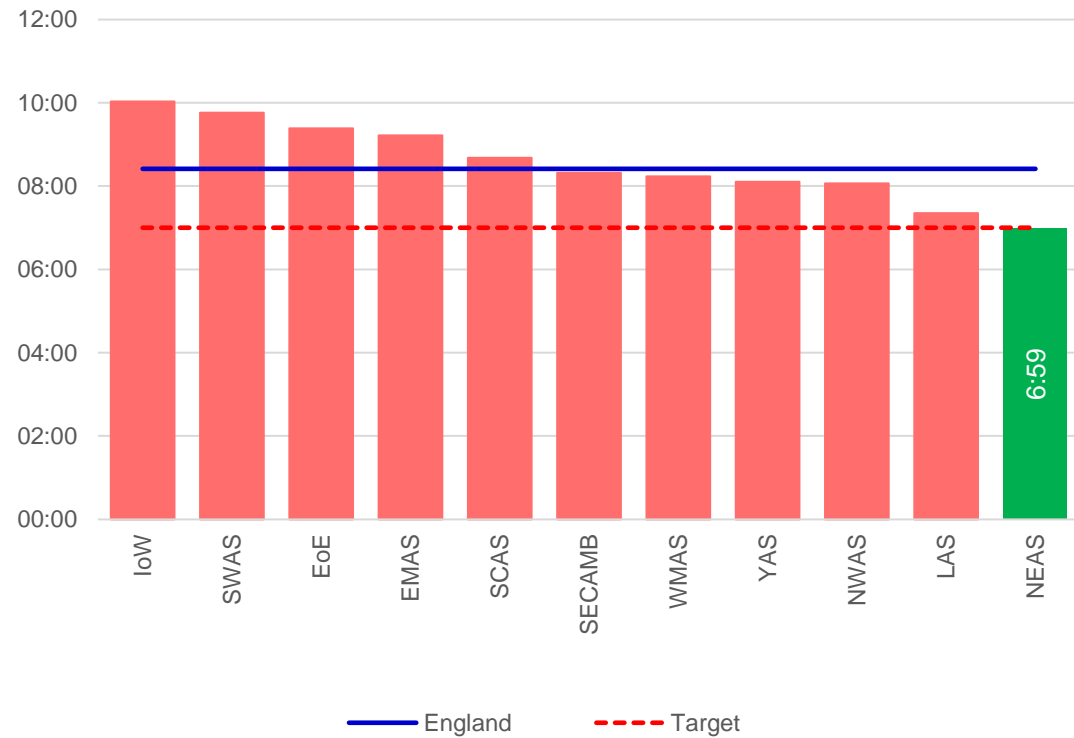


Cat 1 90th centile

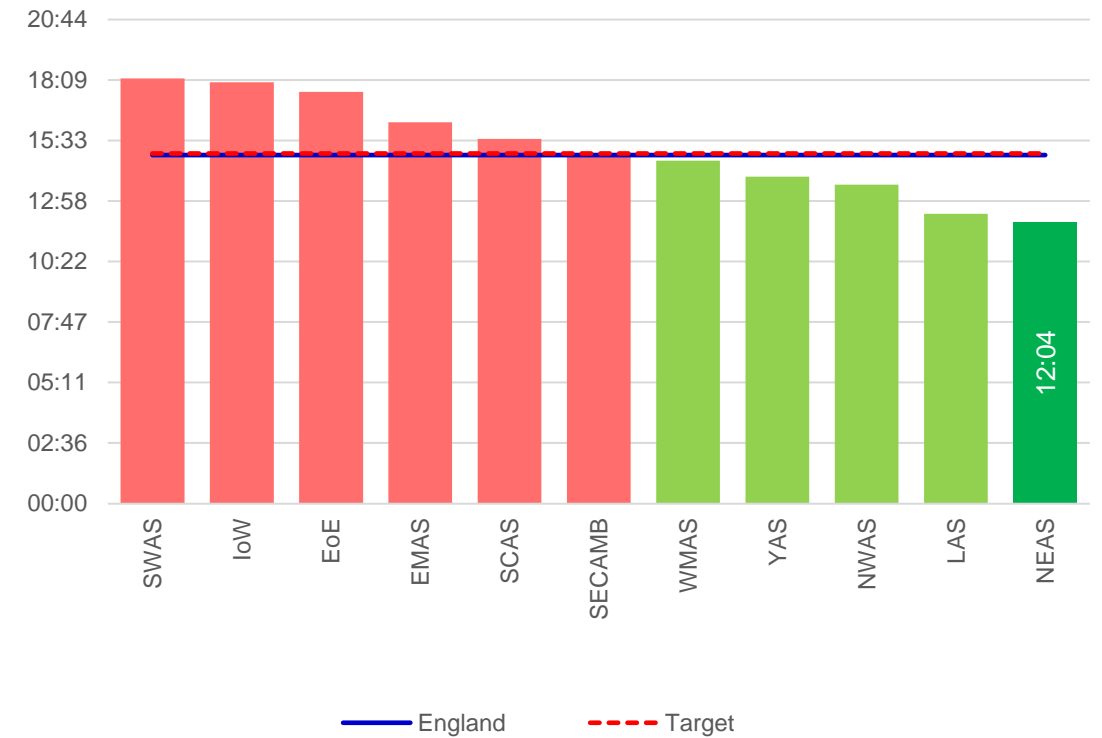


NEAS Benchmark Performance – C1

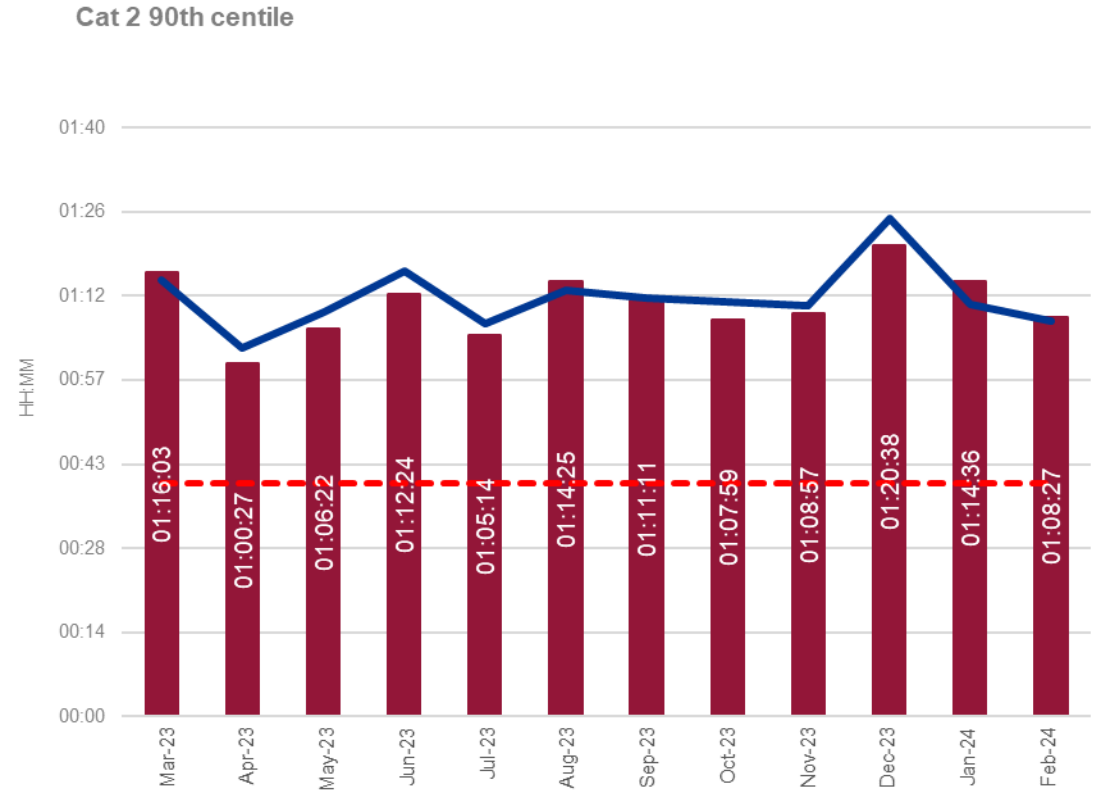
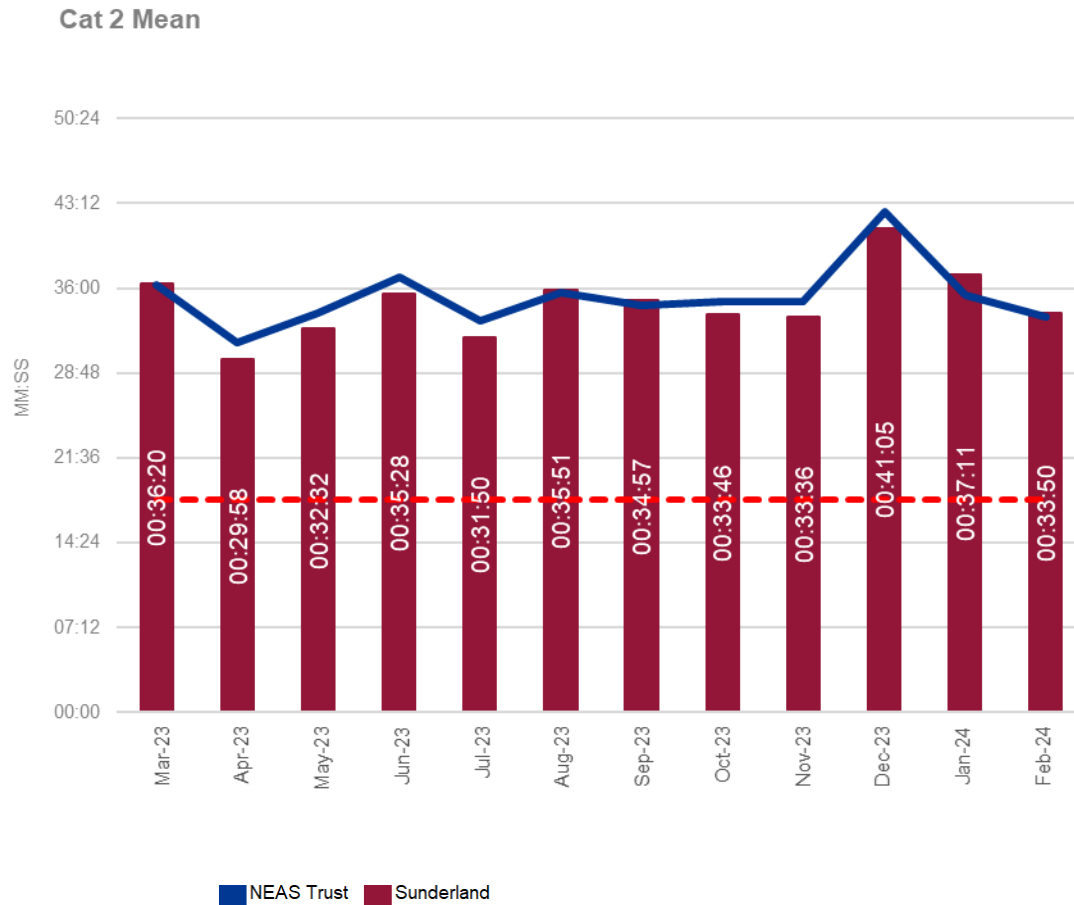
Category 1 Response Times - Mean response (min:sec) - (MTD)
February 2023-24



Category 1 Response Times - 90th centile response (min:sec) - (MTD)
February 2023-24

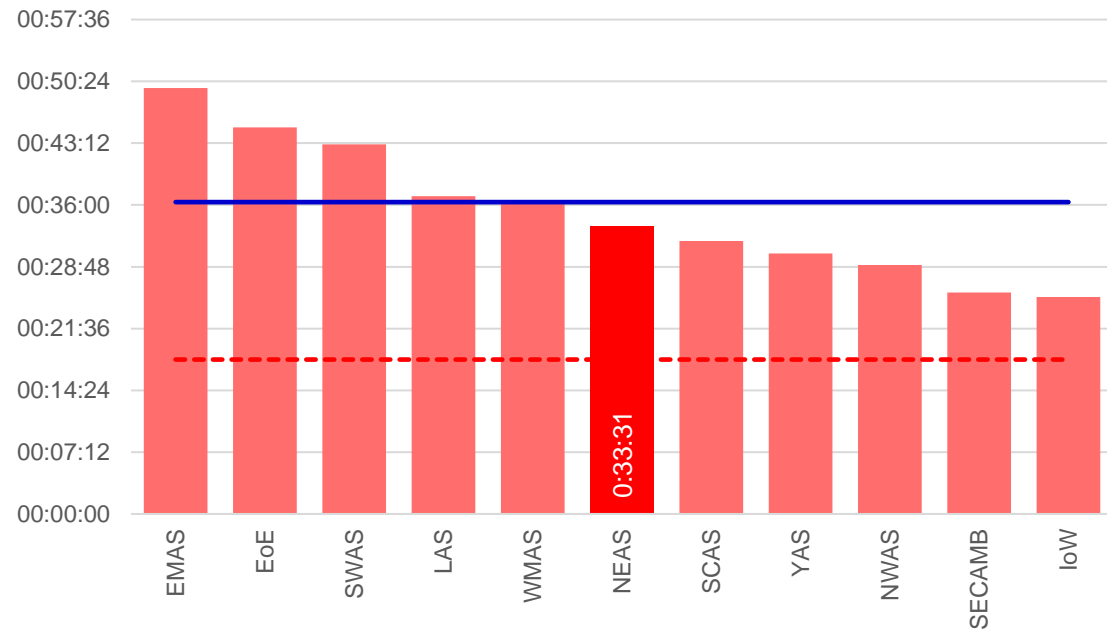


Category 2 Response Performance



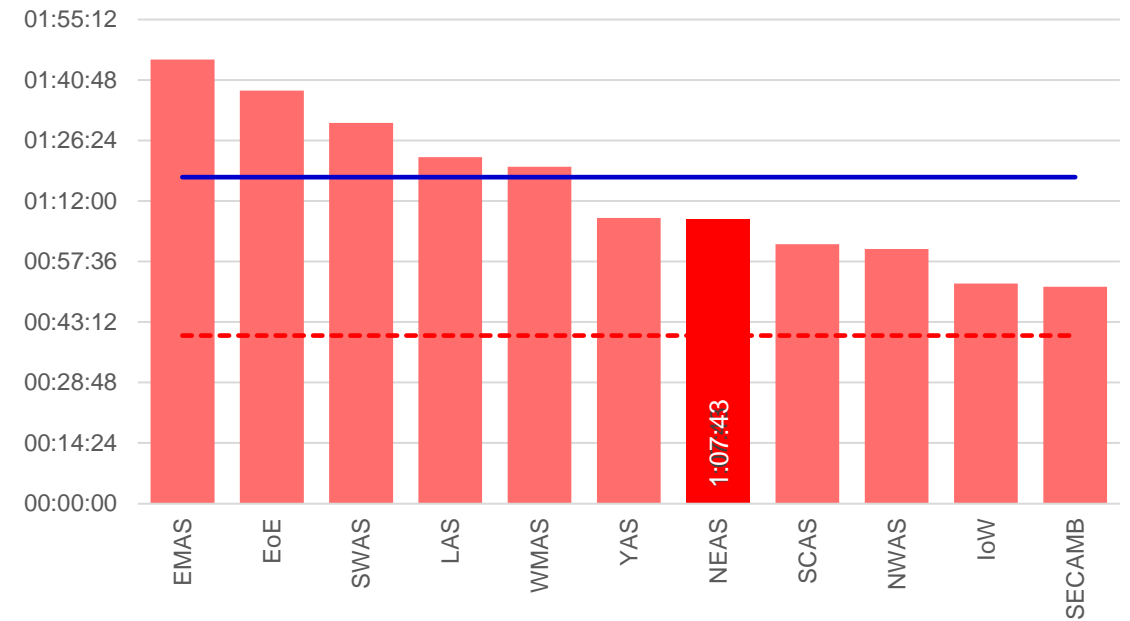
NEAS Benchmark Performance – C2

Category 2 Response Times - Mean response (hour:min:sec) - (MTD)
February 2023-24



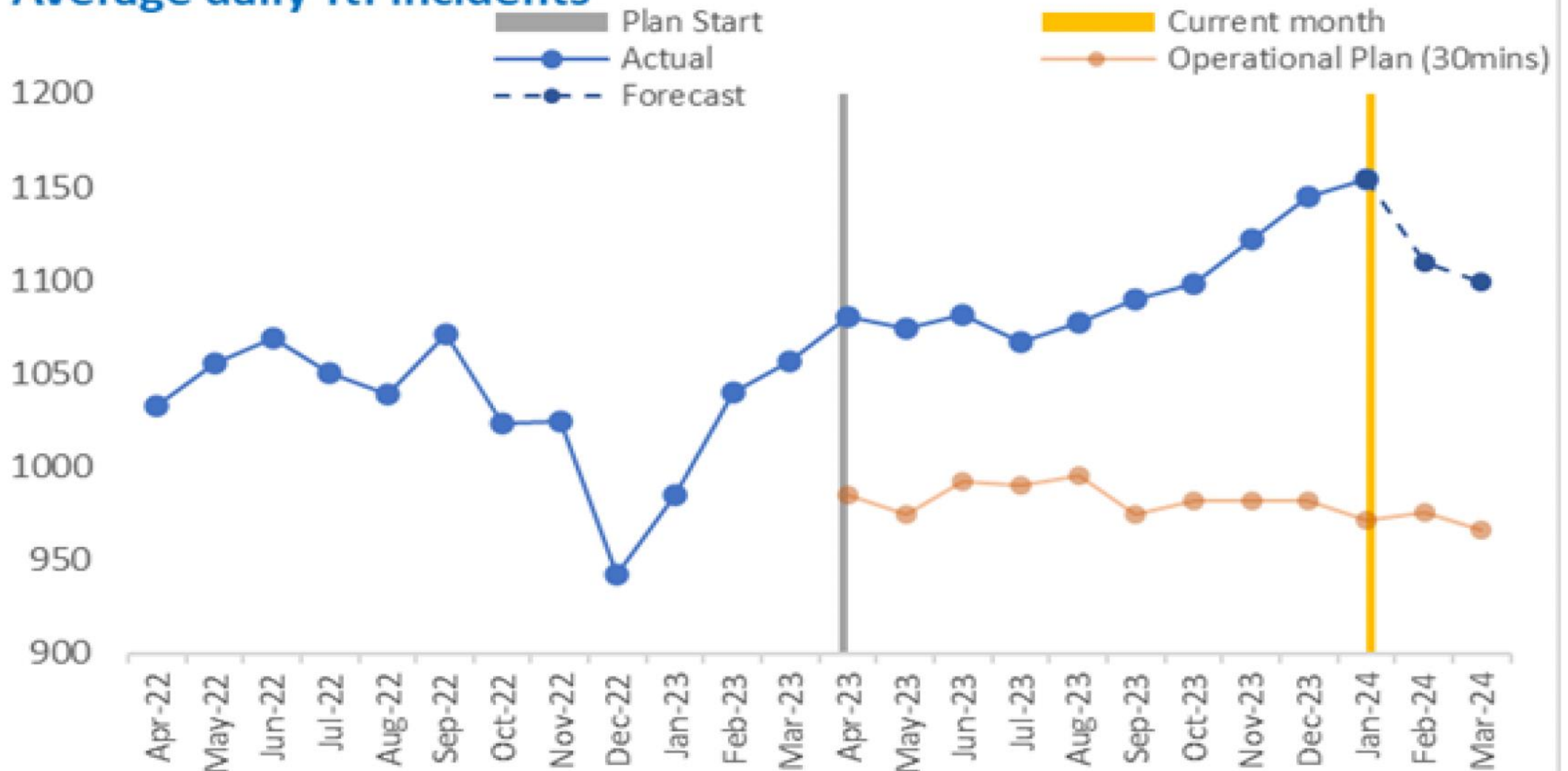
— England - - - Target

Category 2 Response Times - 90th centile response (hour:min:sec) -
(MTD) February 2023-24



— England - - - Target

Average daily ftf incidents

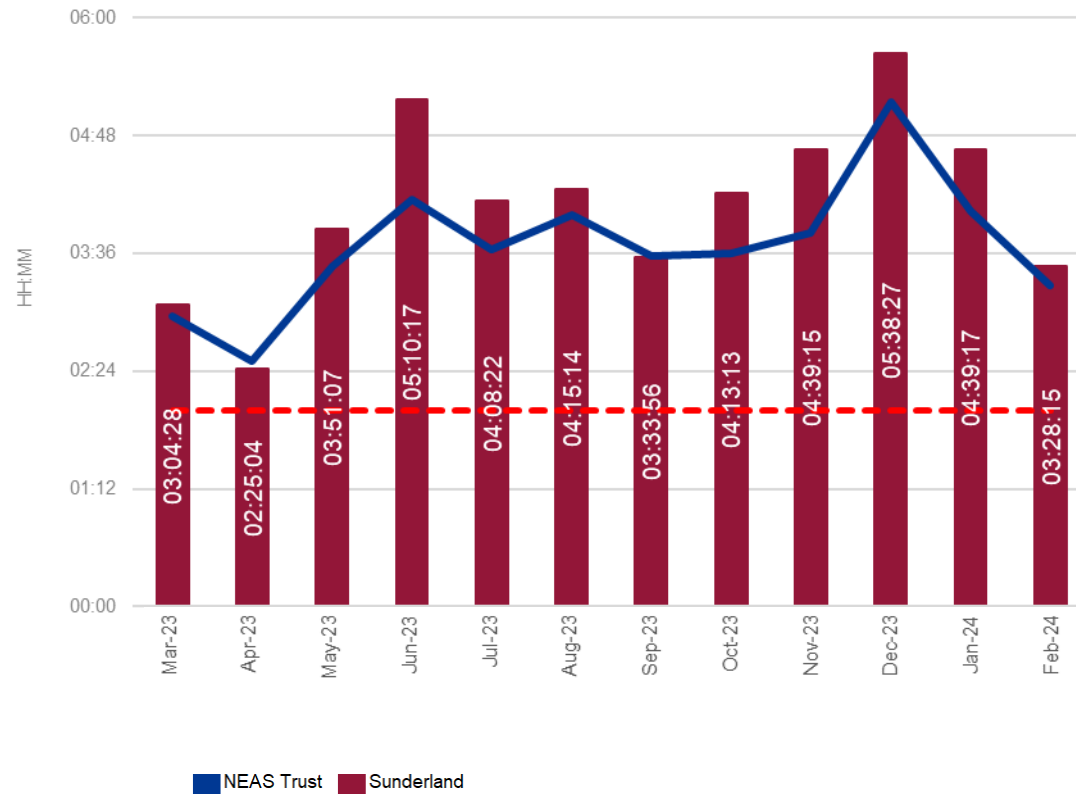




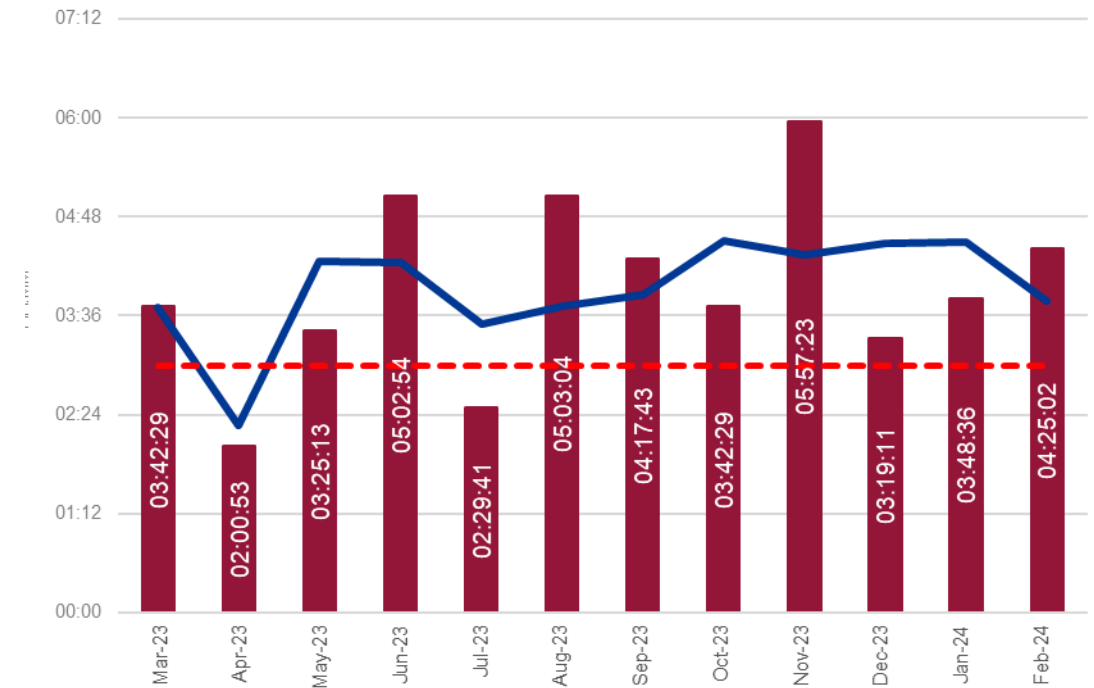


Category 3 & 4 Response Performance

Cat 3 90th centile

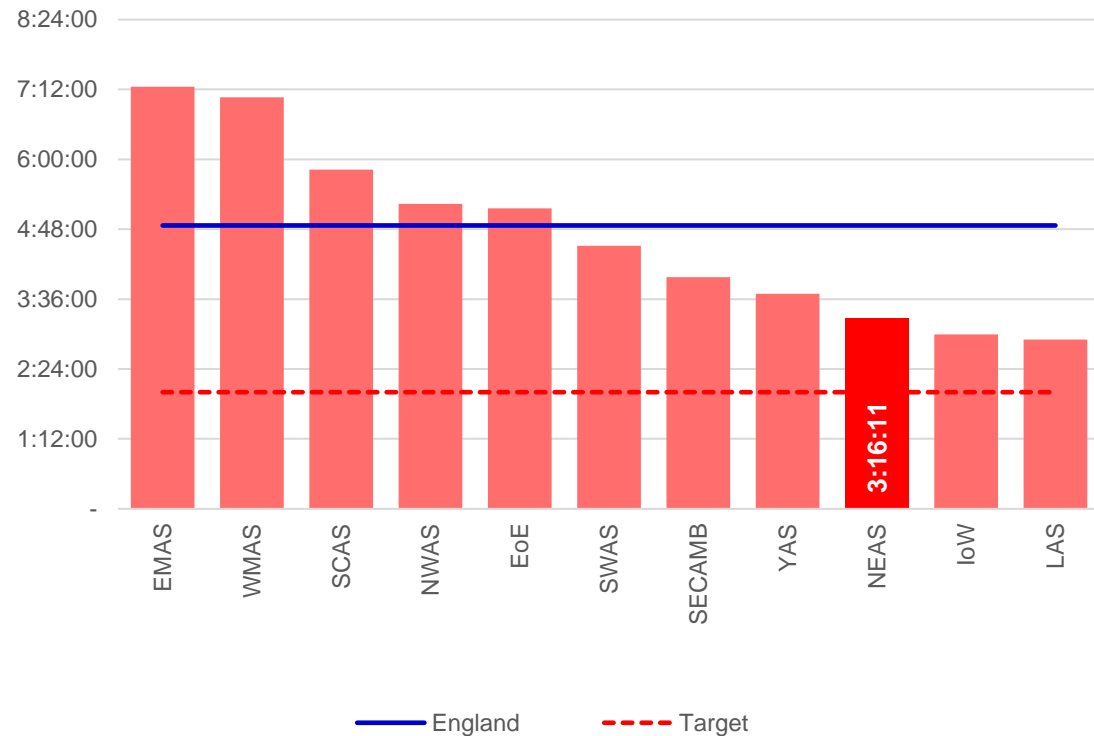


Cat 4 90th centile

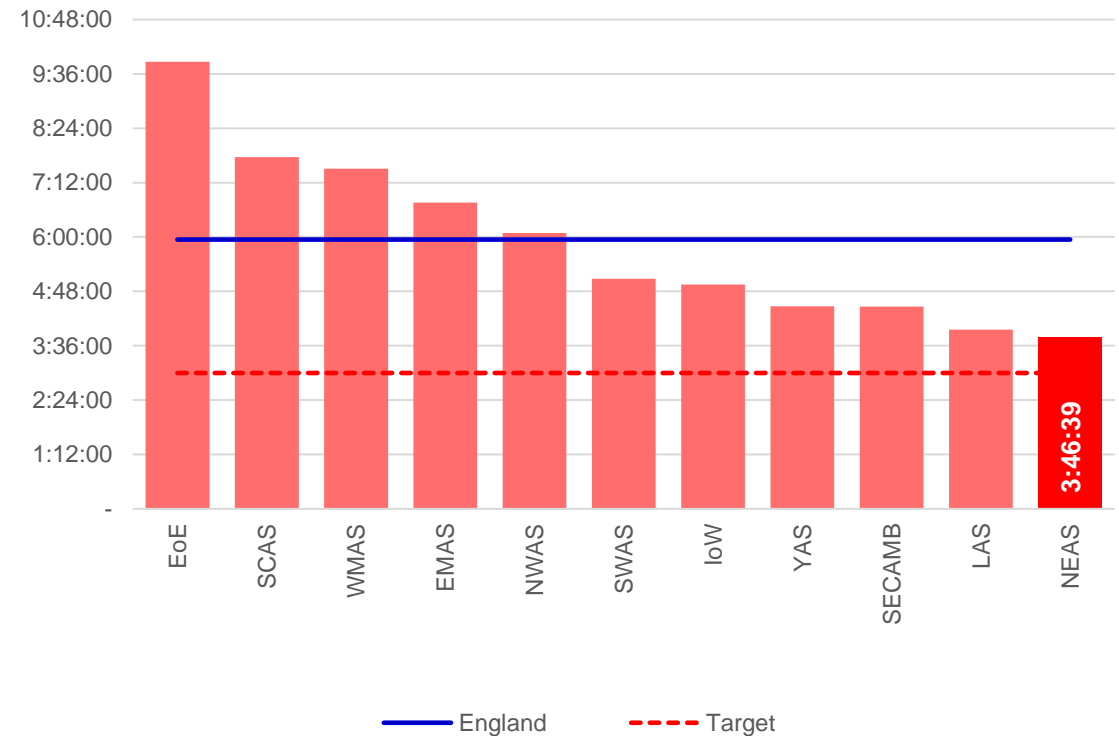


NEAS Benchmark Performance – C3 & C4

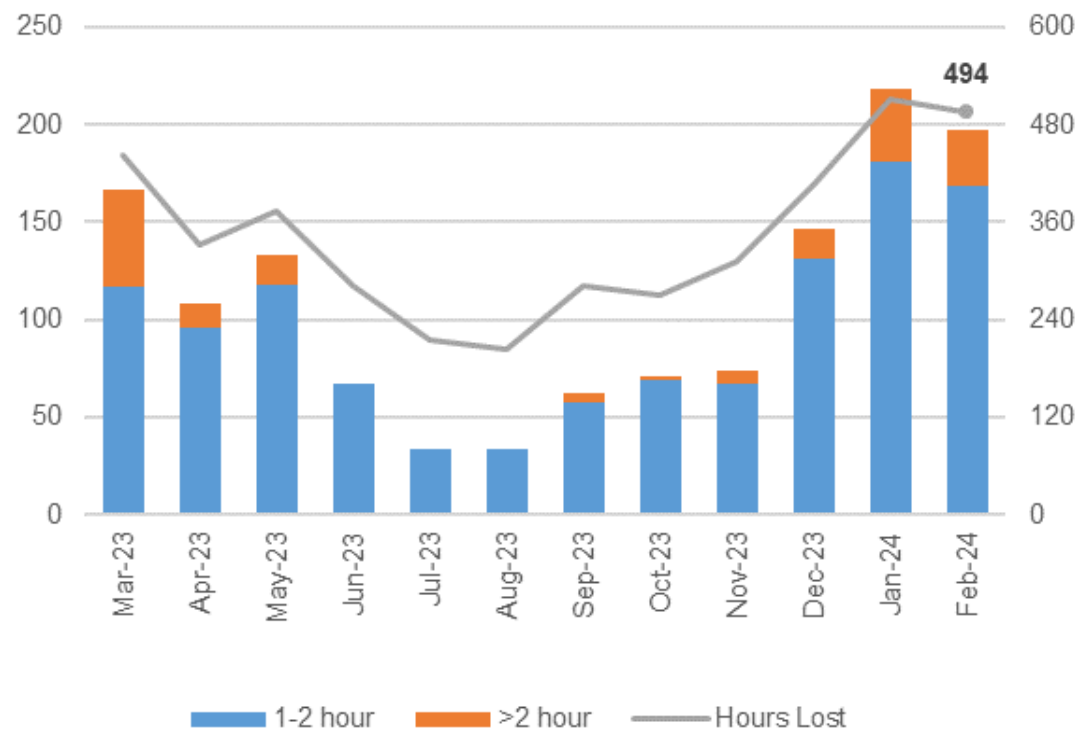
Category 3 Response Times - 90th centile response (hour:min:sec) - (MTD) February 2023-24



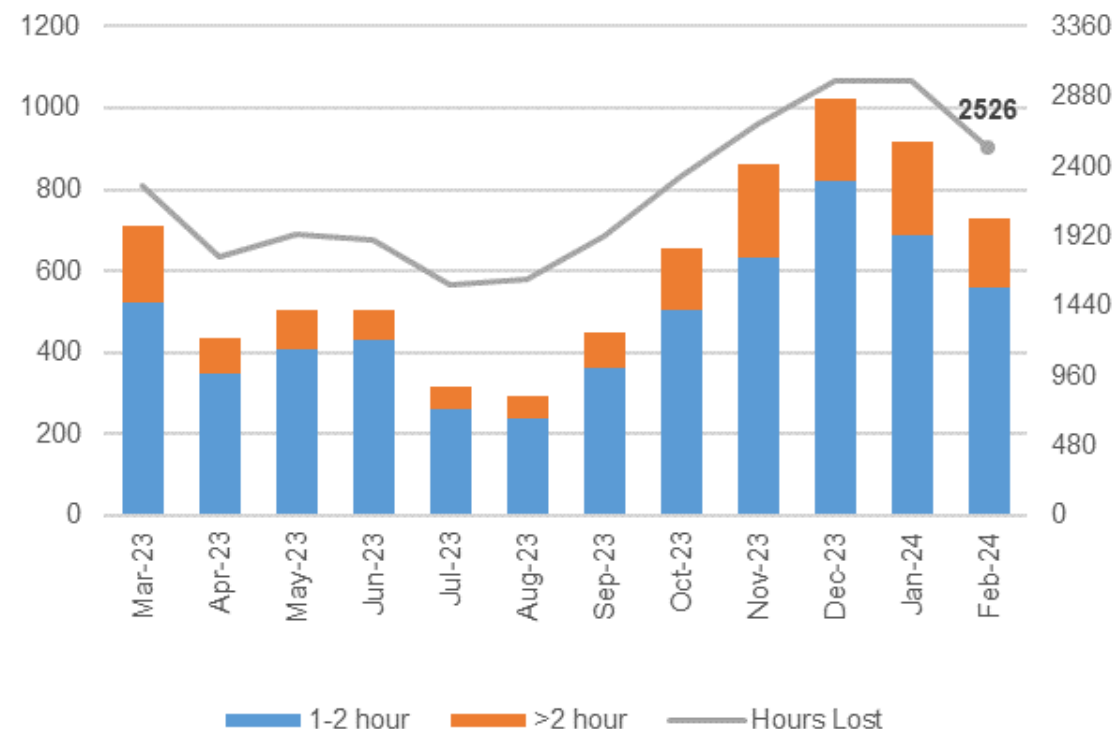
Category 4 Response Times - 90th centile response (hour:min:sec) - (MTD) February 2023-24



Handover Delays - Sunderland Royal



Handover Delays - Trustwide



Hospital Handover Performance



Questions



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