

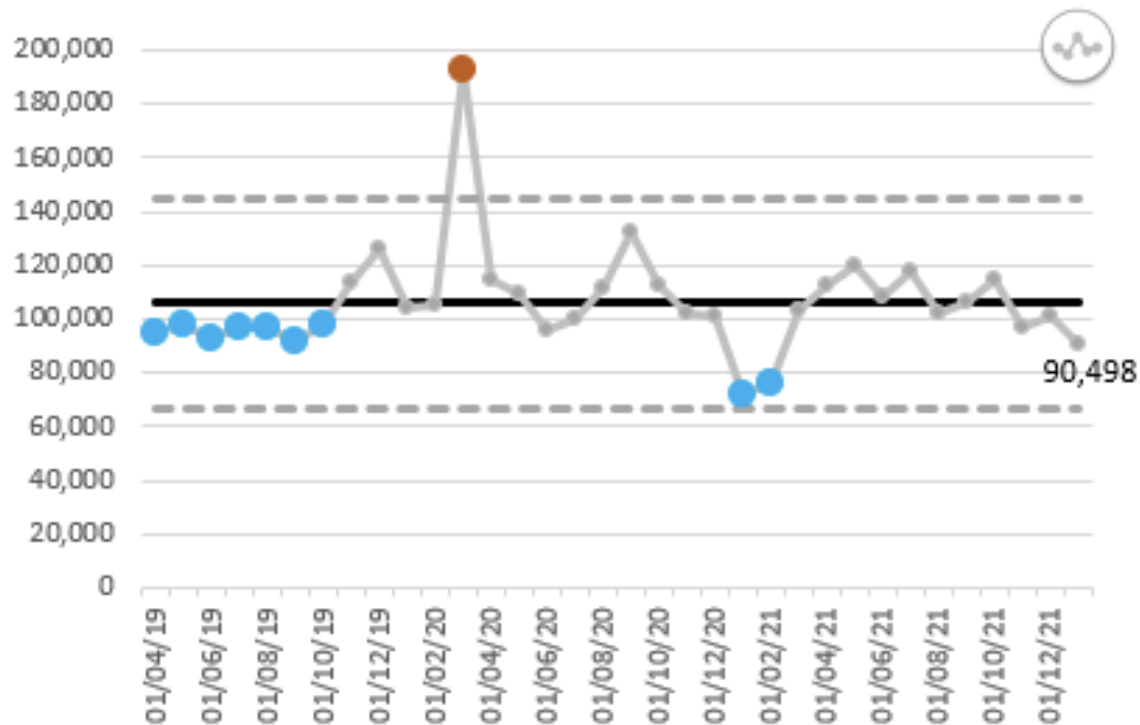


Performance update to Sunderland health & wellbeing scrutiny committee

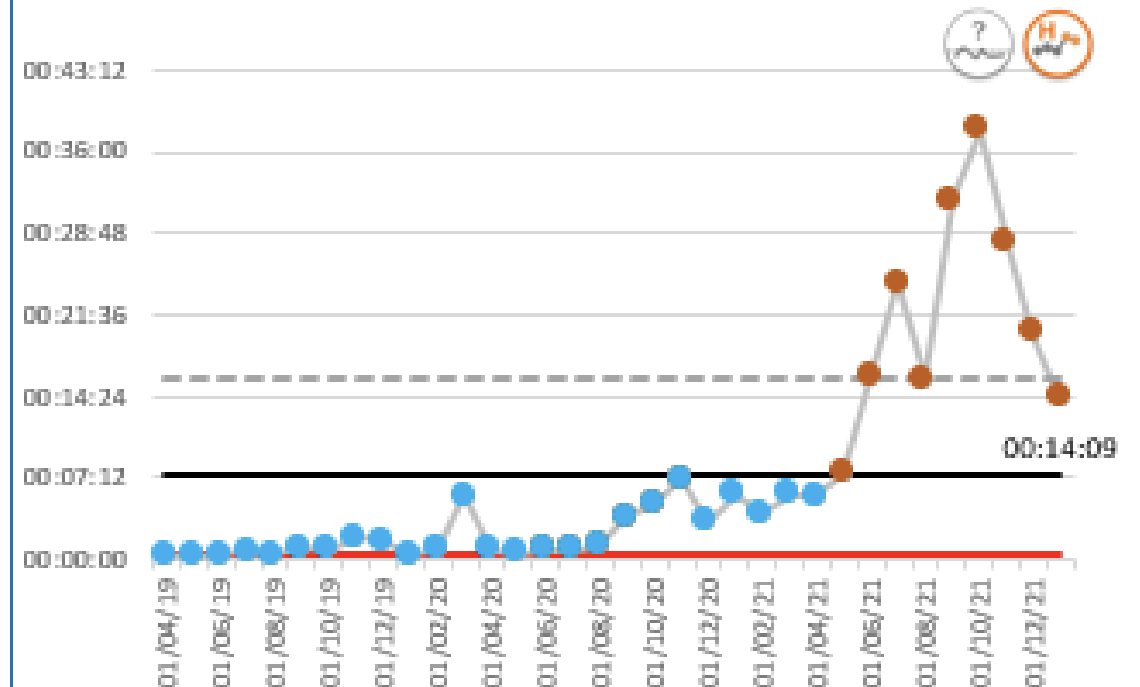
Mark Cotton, assistant director of communications

111 calls offered and average time to answer

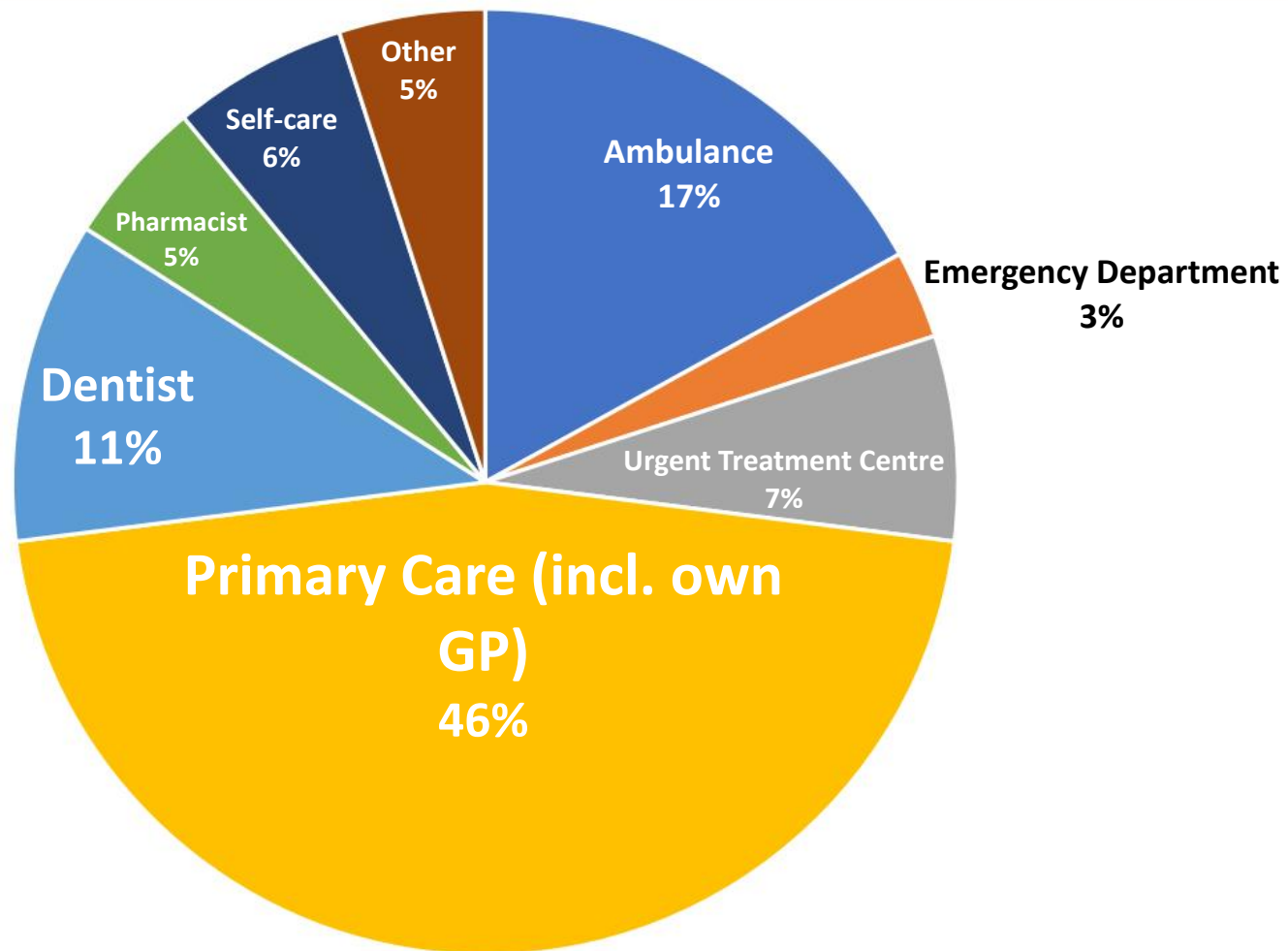
111 Calls offered



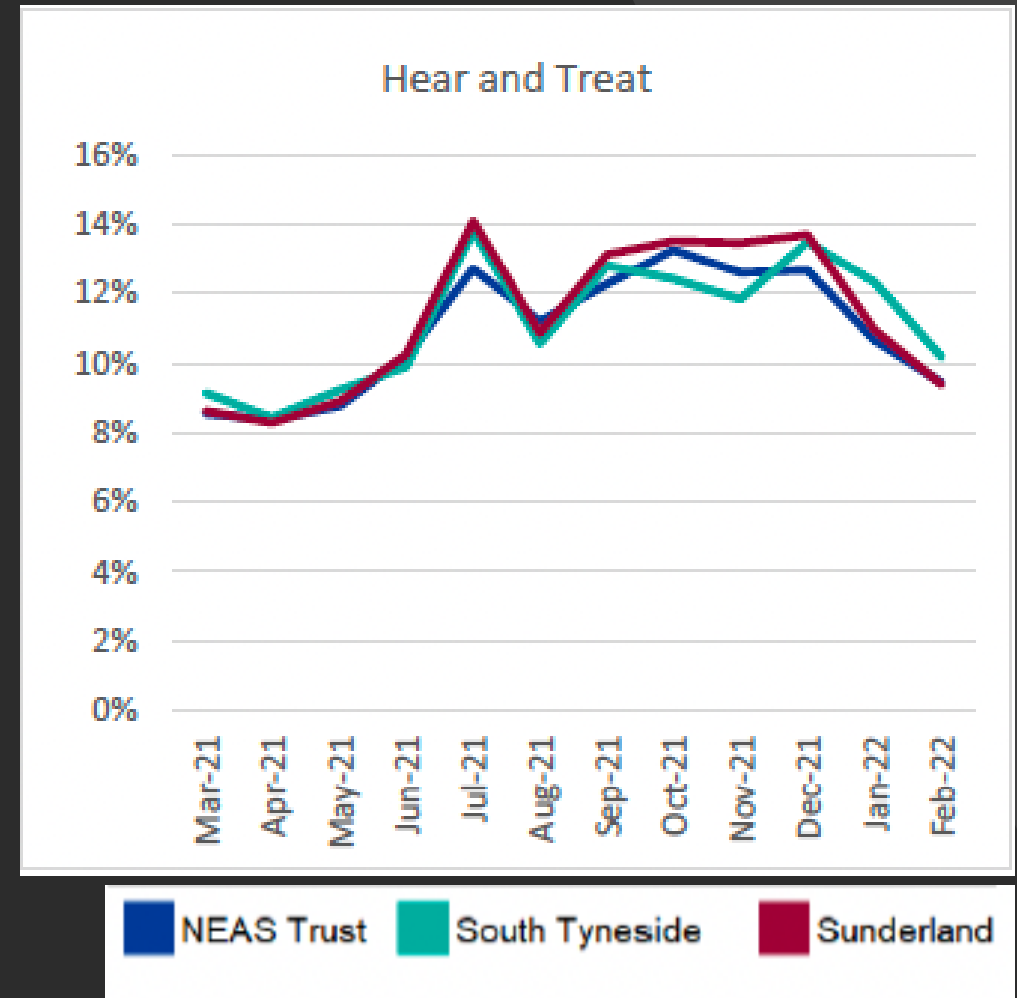
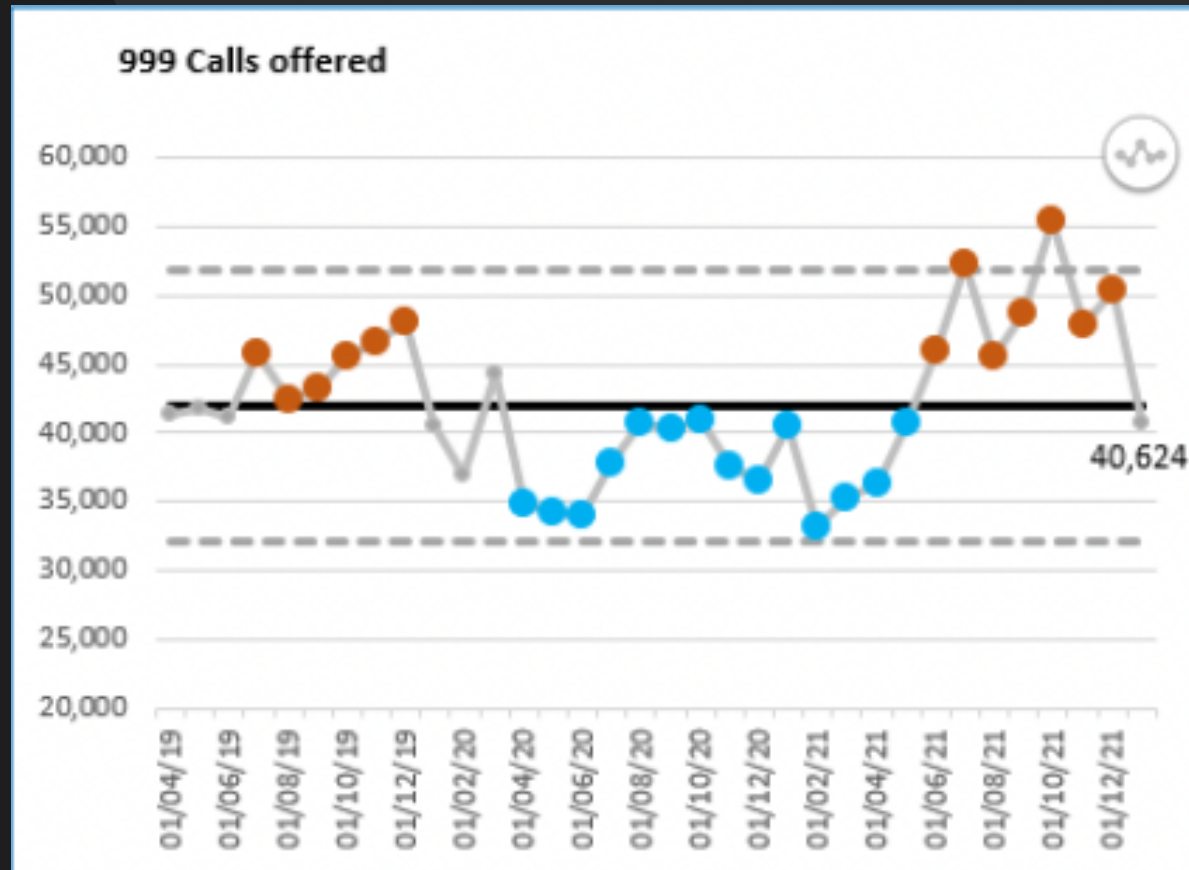
Average time to call answer (seconds)



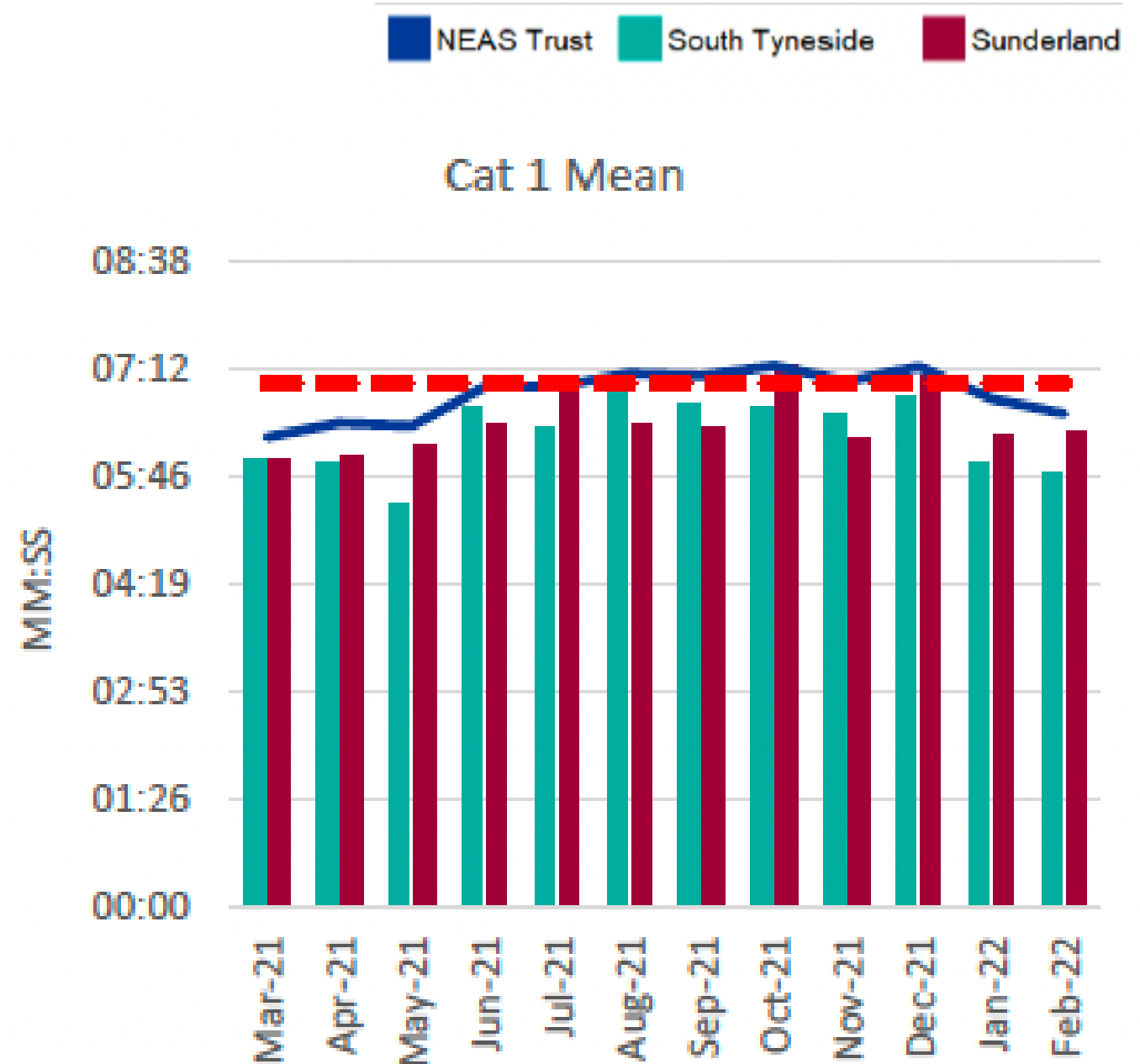
111 outcomes



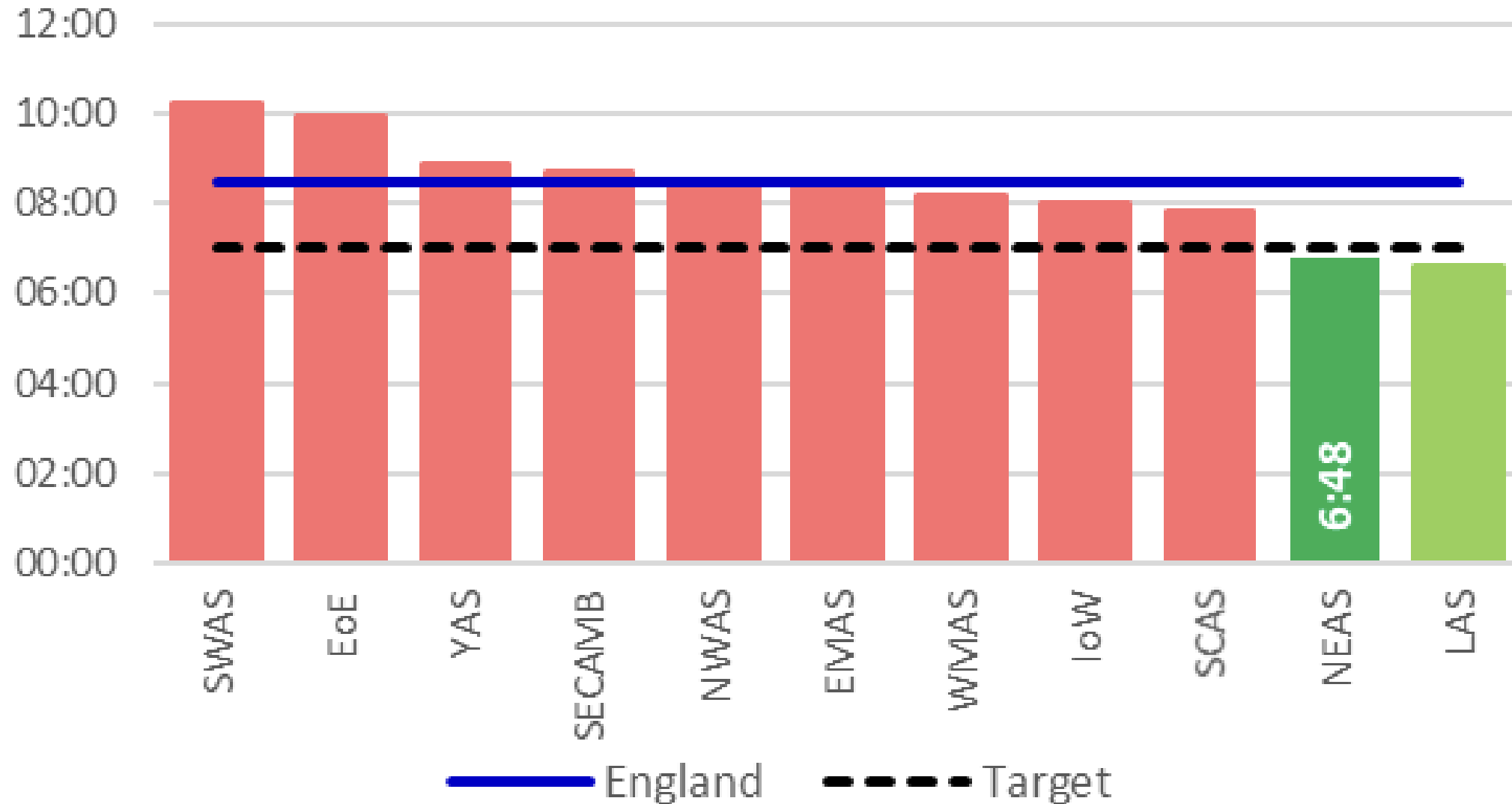
999 calls offered and hear & treat rates over phone



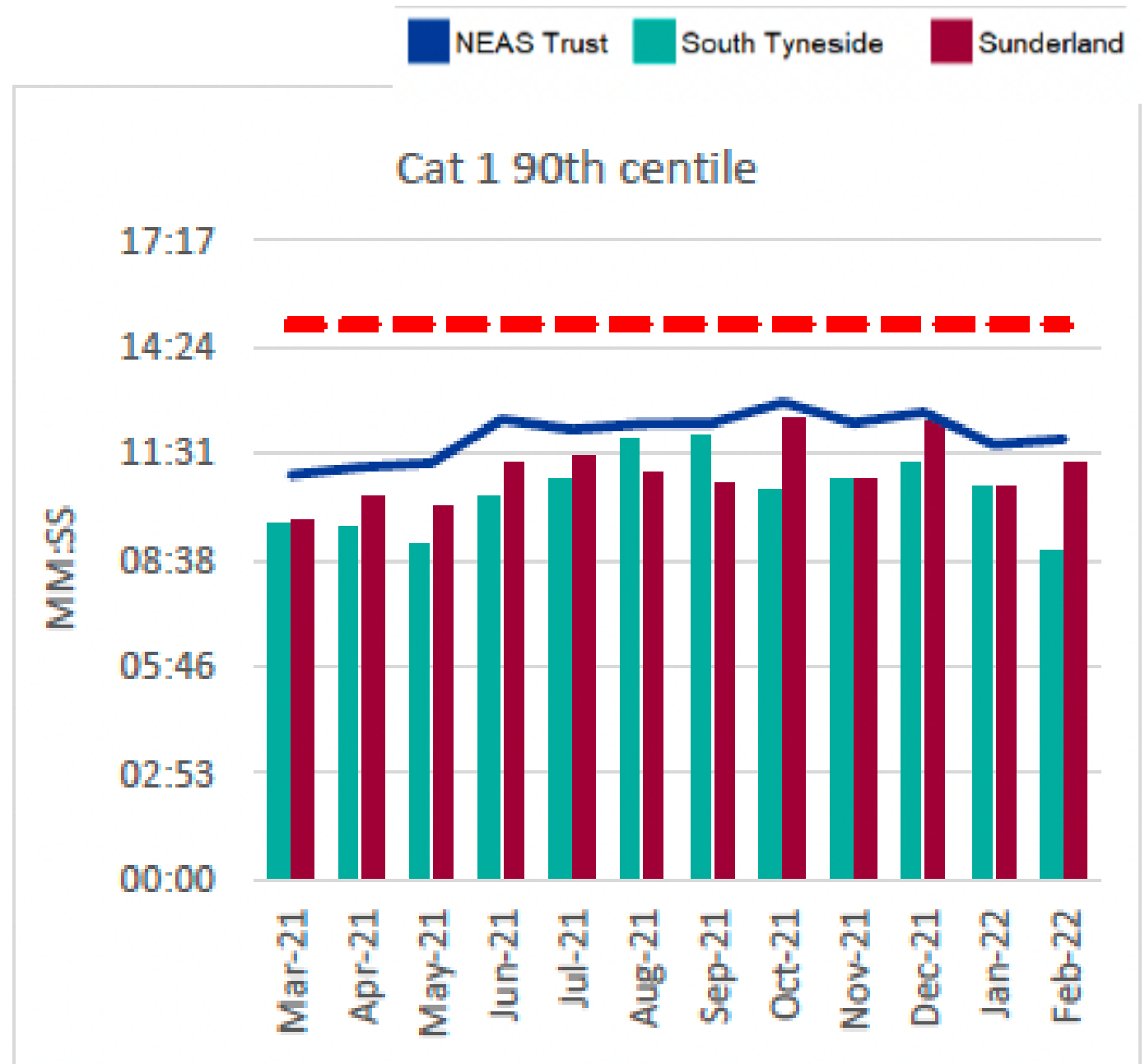
Average
response
standards to
life-threatening
calls in
Sunderland,
South Tyneside
and across
NEAS



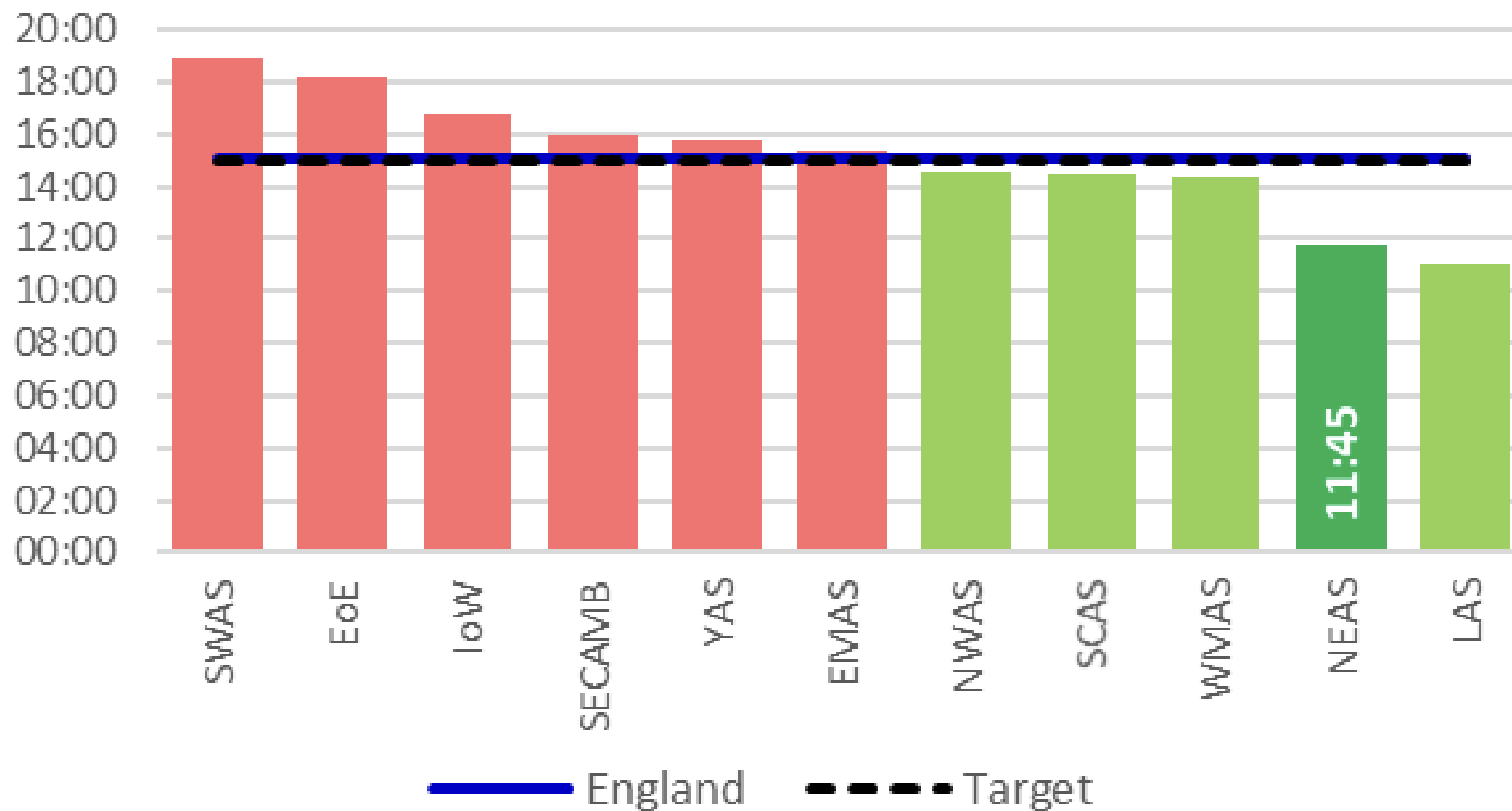
Category 1 Response Times - Mean response (min:sec) - (MTD) January 2021-22



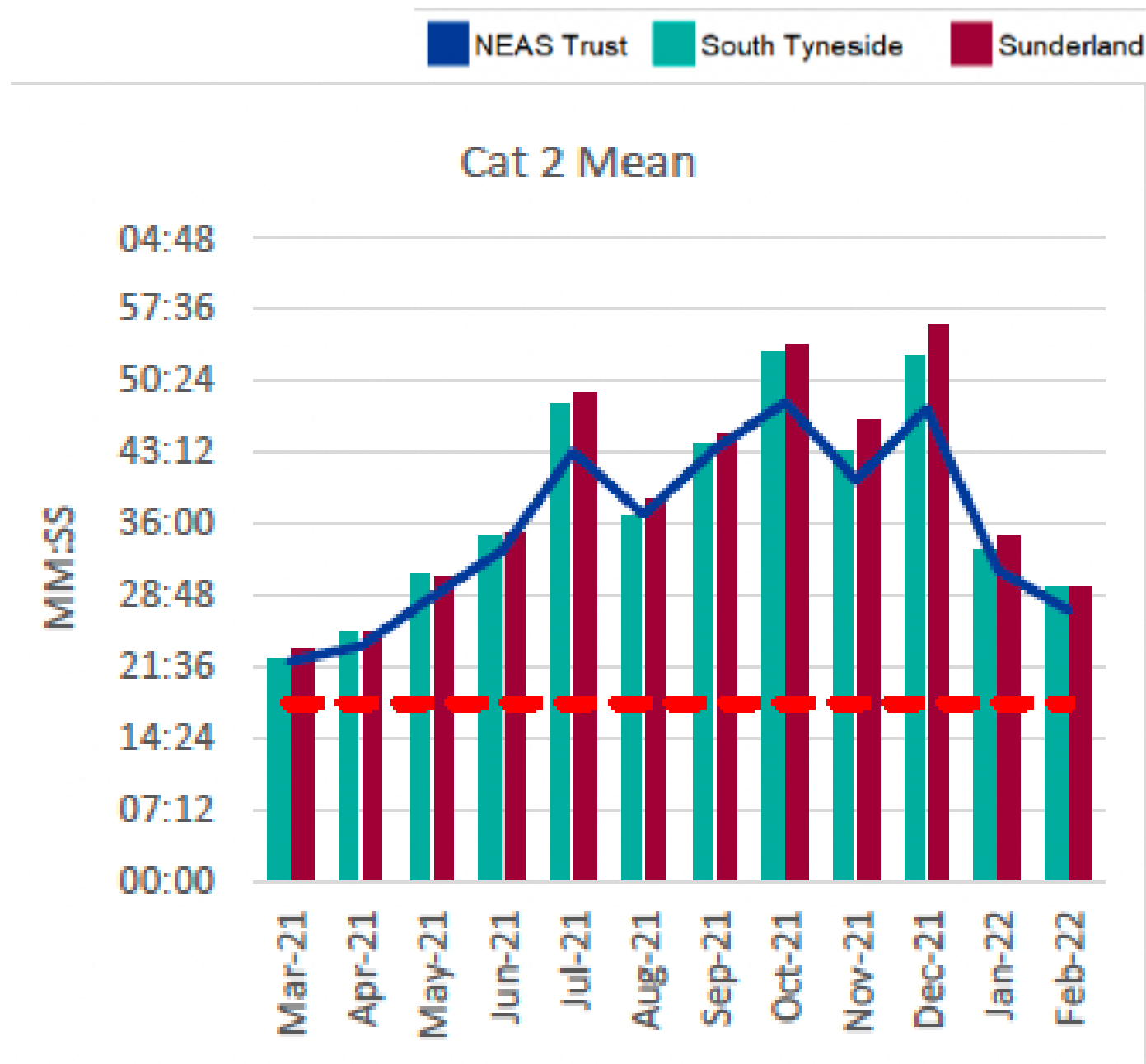
Response standards to 90% of life-threatening calls in Sunderland, South Tyneside and across NEAS



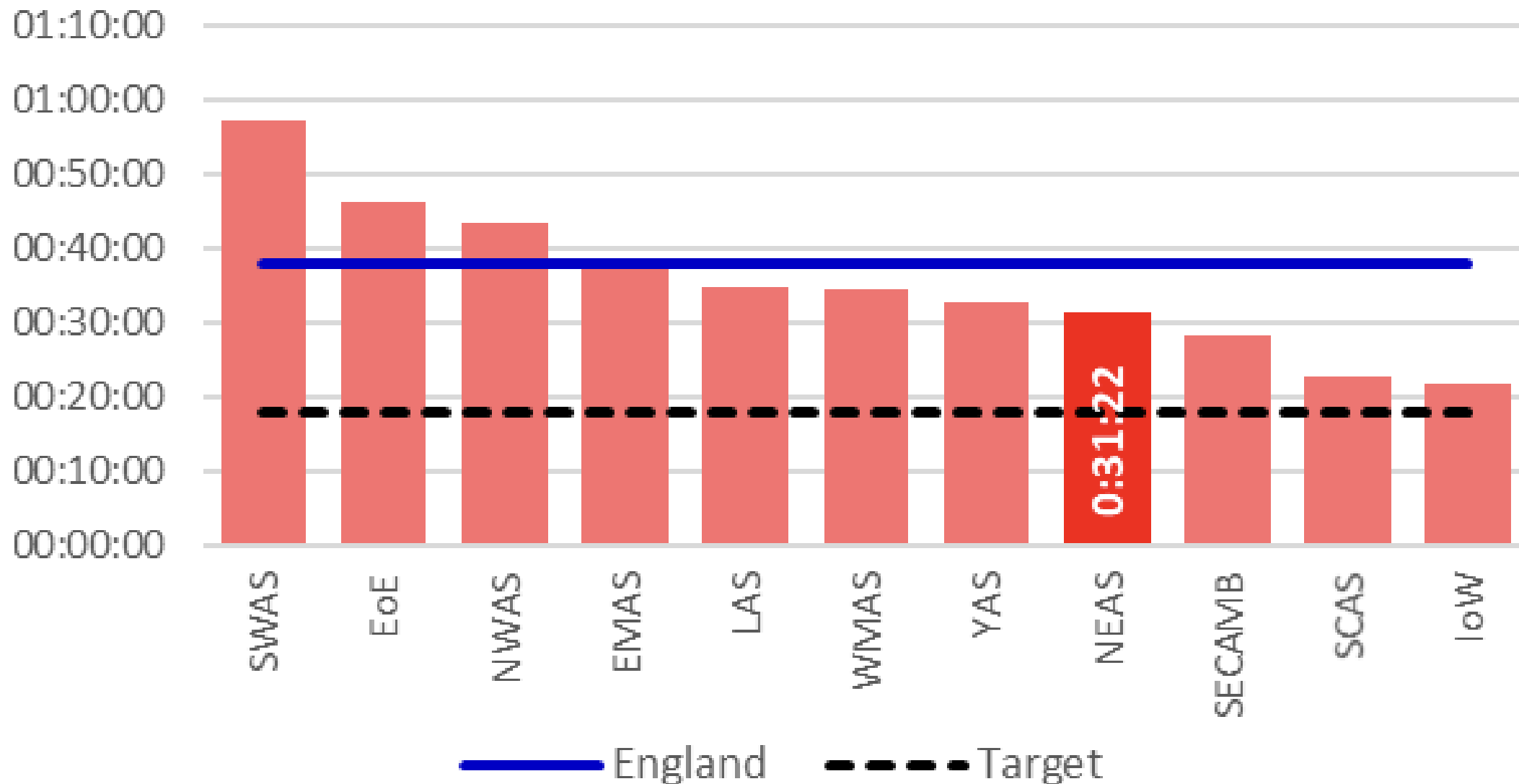
Category 1 Response Times - 90th centile response (min:sec) - (MTD) January 2021-22



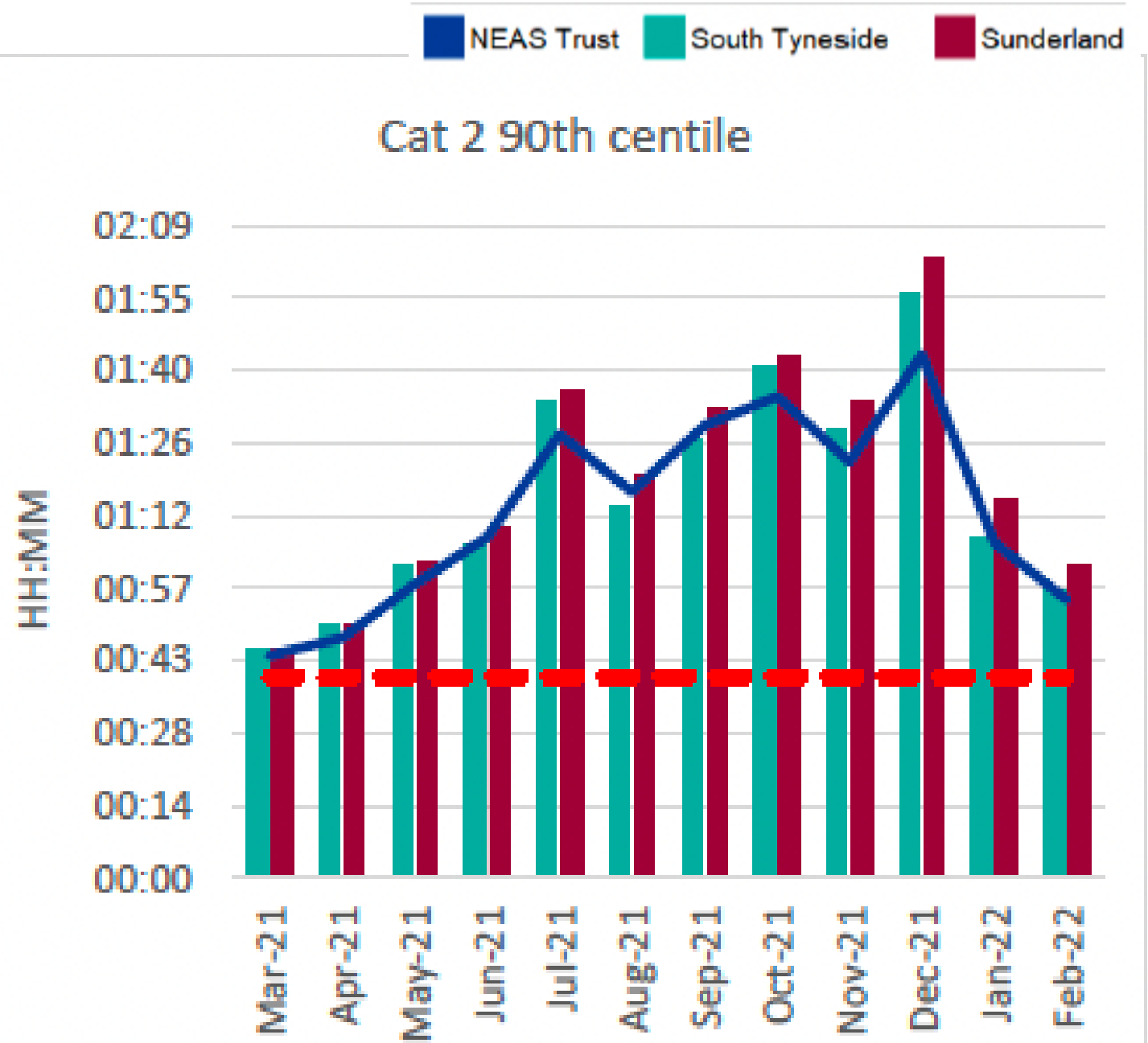
Average
response
standards to
emergency
calls in
Sunderland,
South
Tyneside and
across NEAS



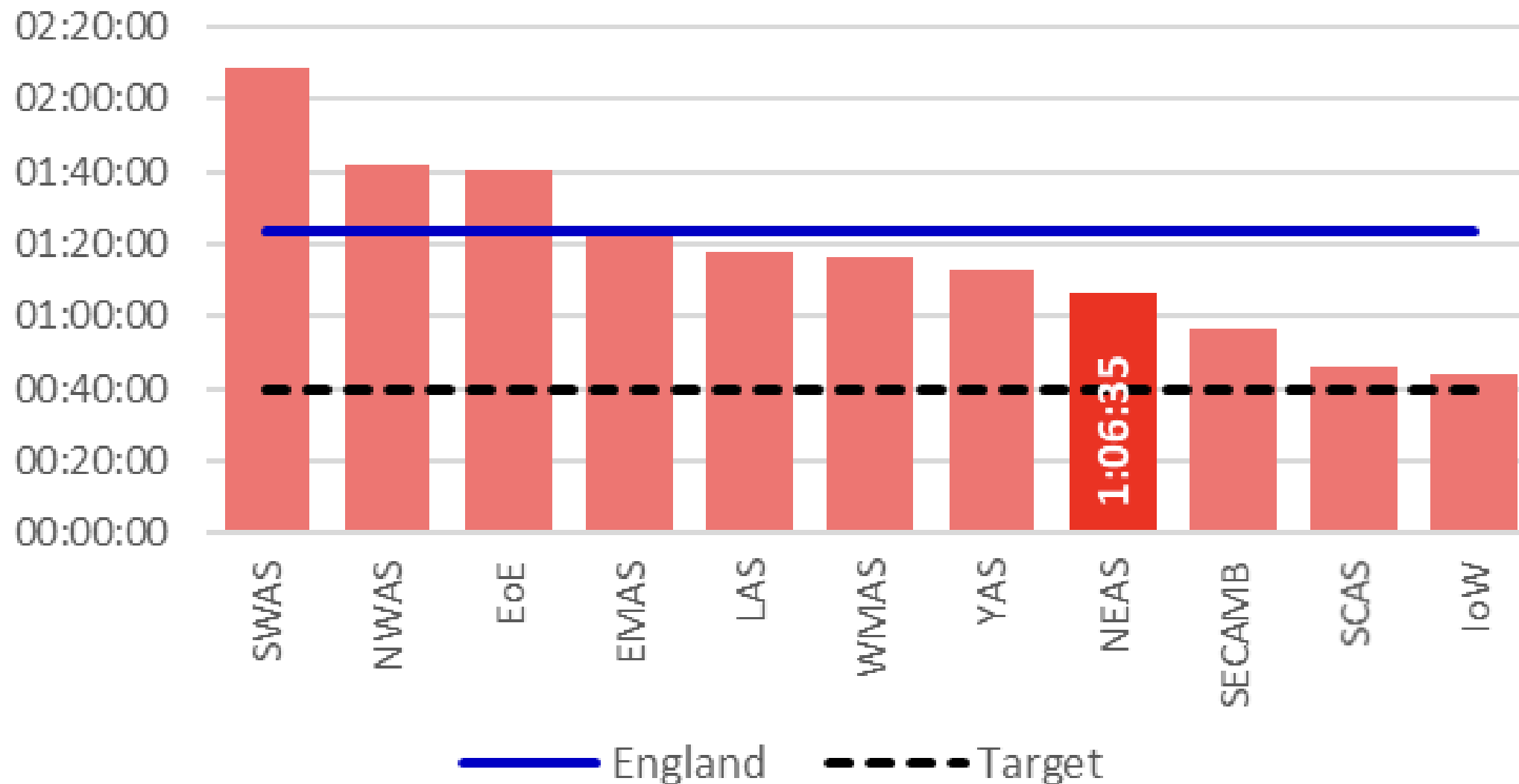
Category 2 Response Times - Mean response (hour:min:sec) - (MTD) January 2021-22



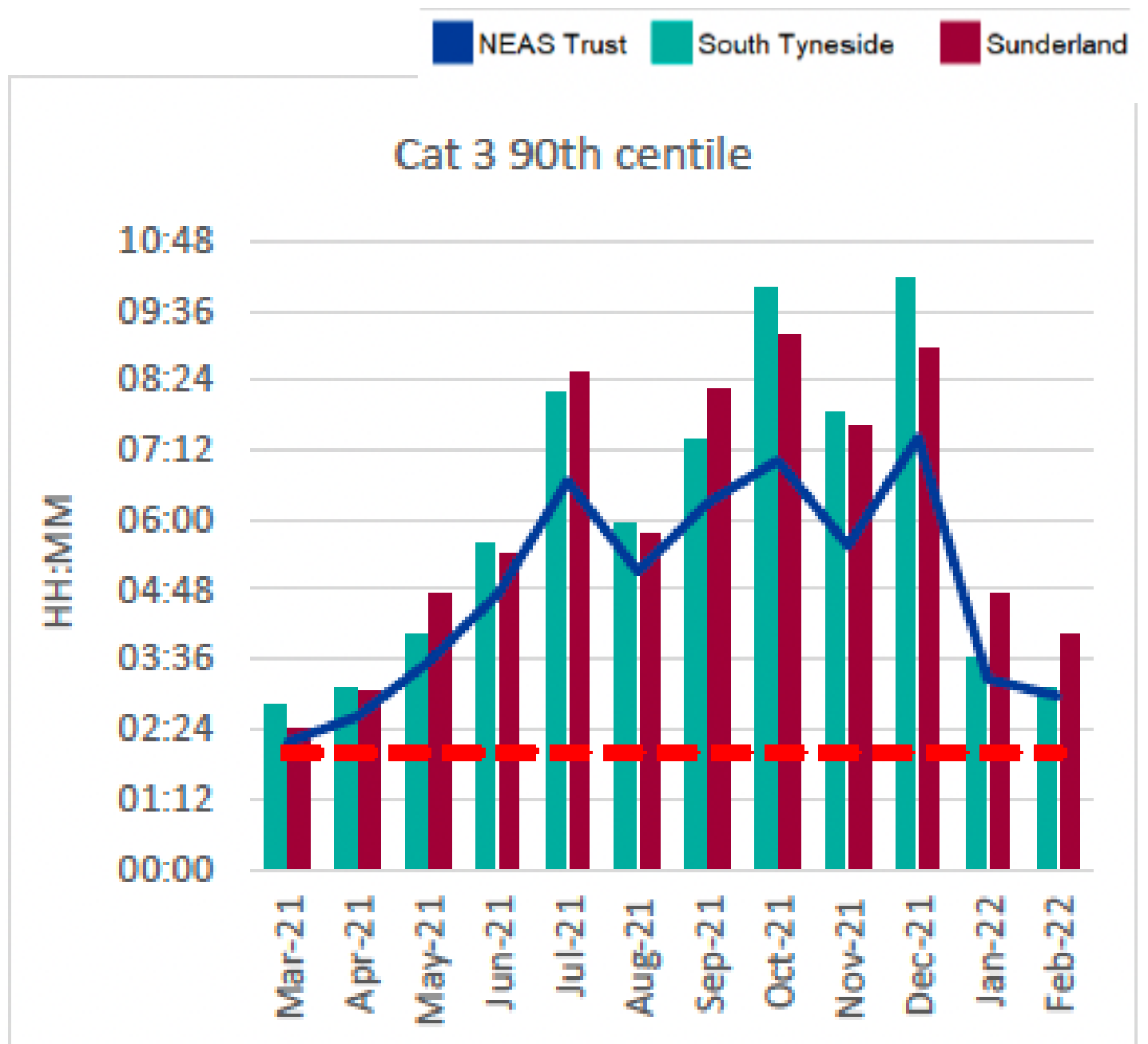
Response standards to 90% of emergency calls in Sunderland, South Tyneside and across NEAS



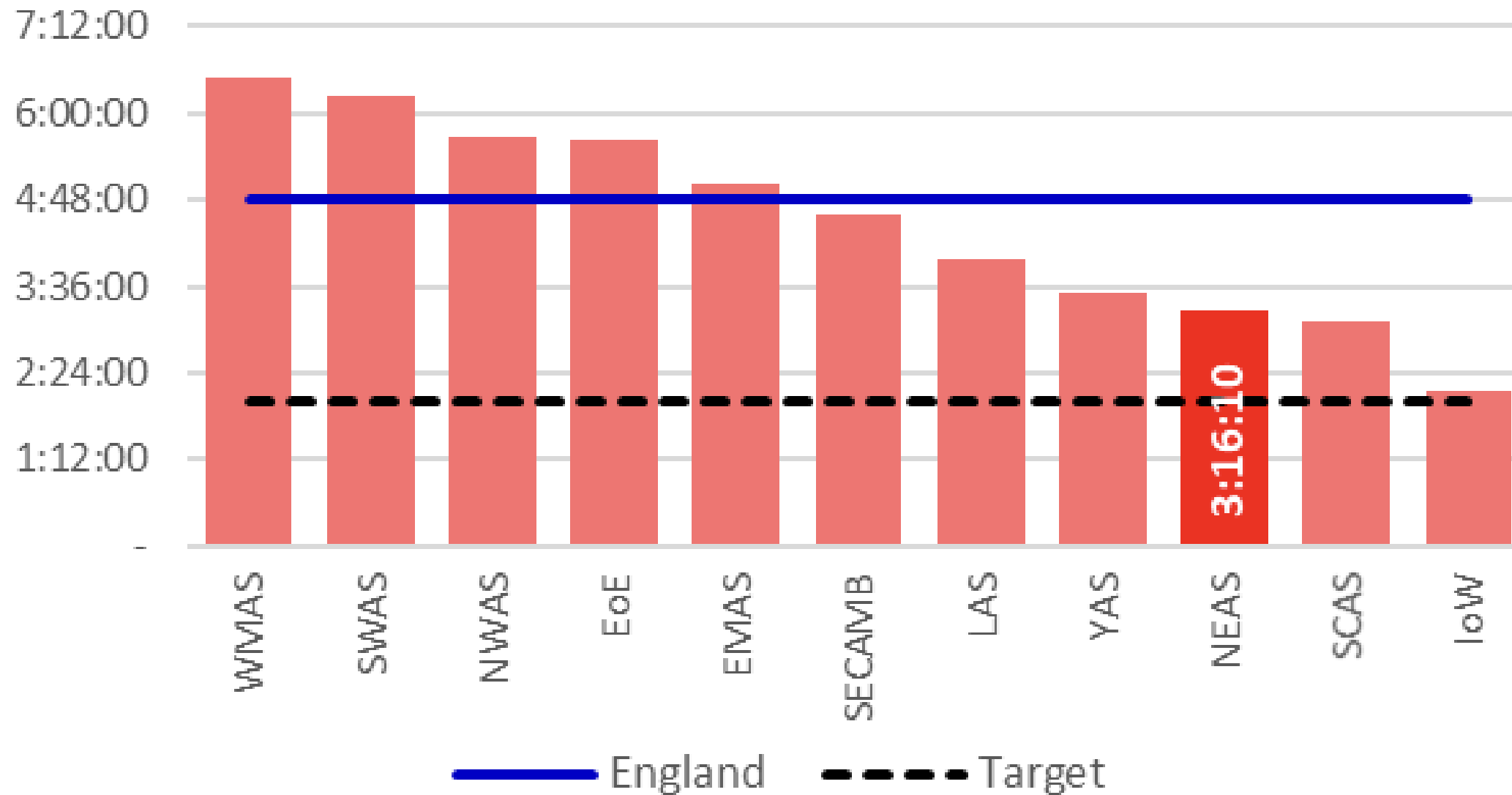
Category 2 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



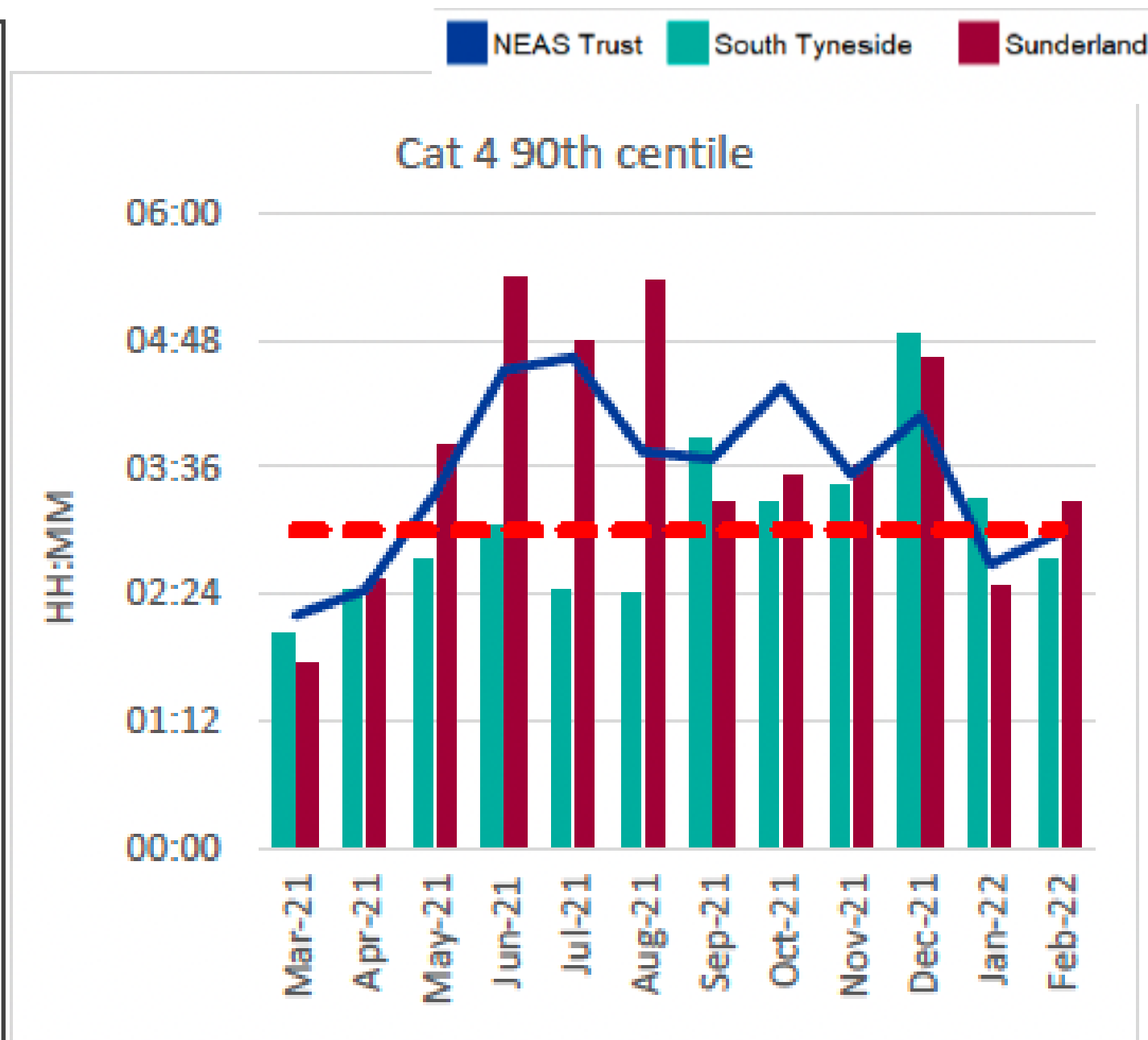
Response standards to 90% of urgent calls in Sunderland, South Tyneside across NEAS



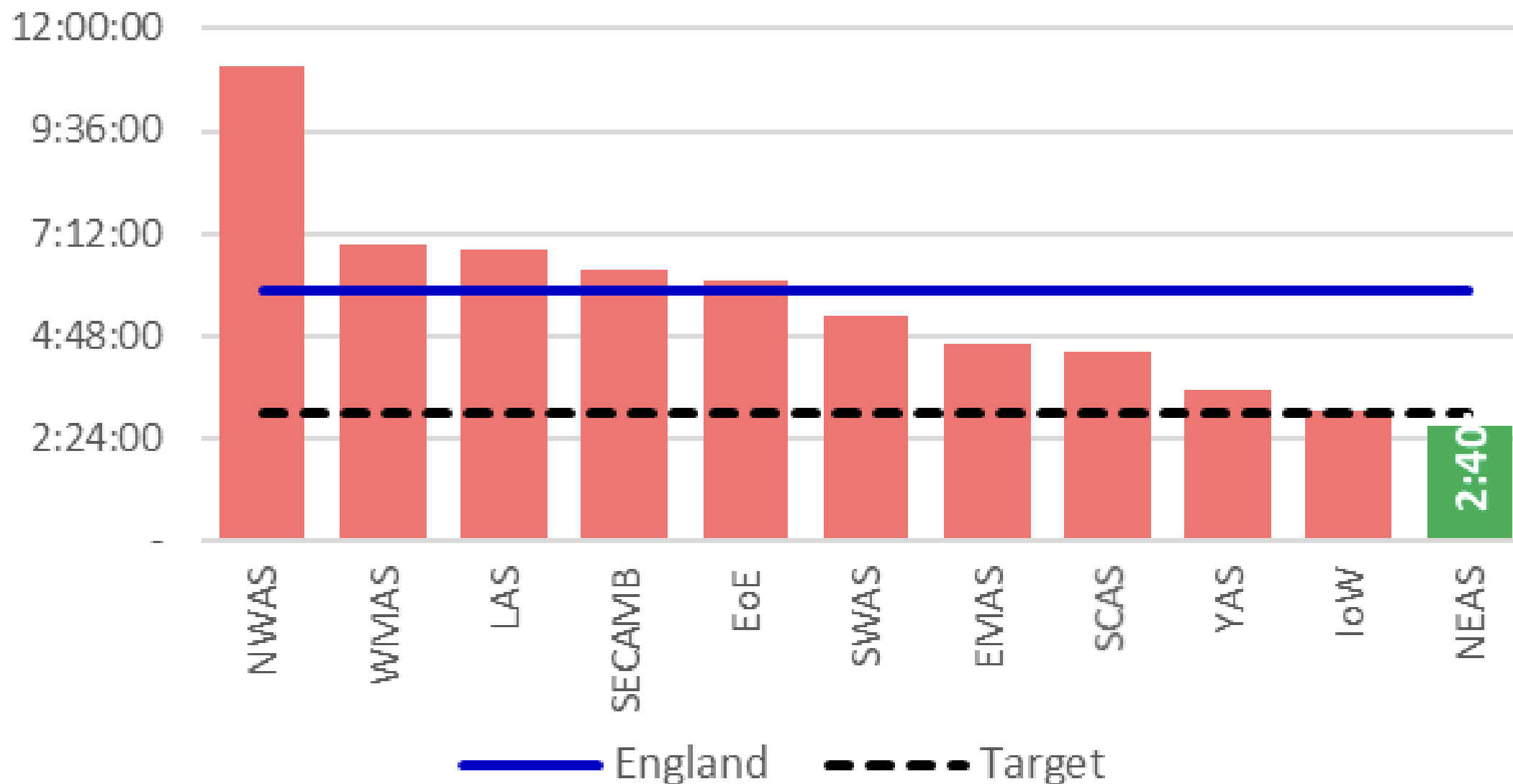
Category 3 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



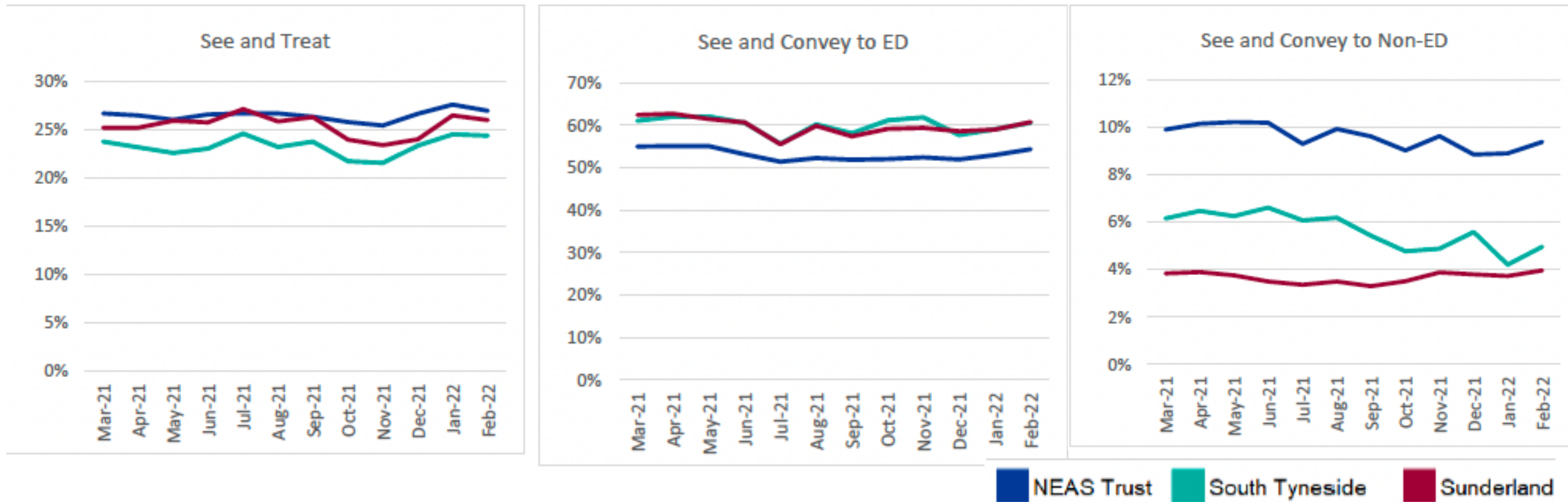
Response standards to 90% of non-urgent calls in Sunderland, South Tyneside and across NEAS



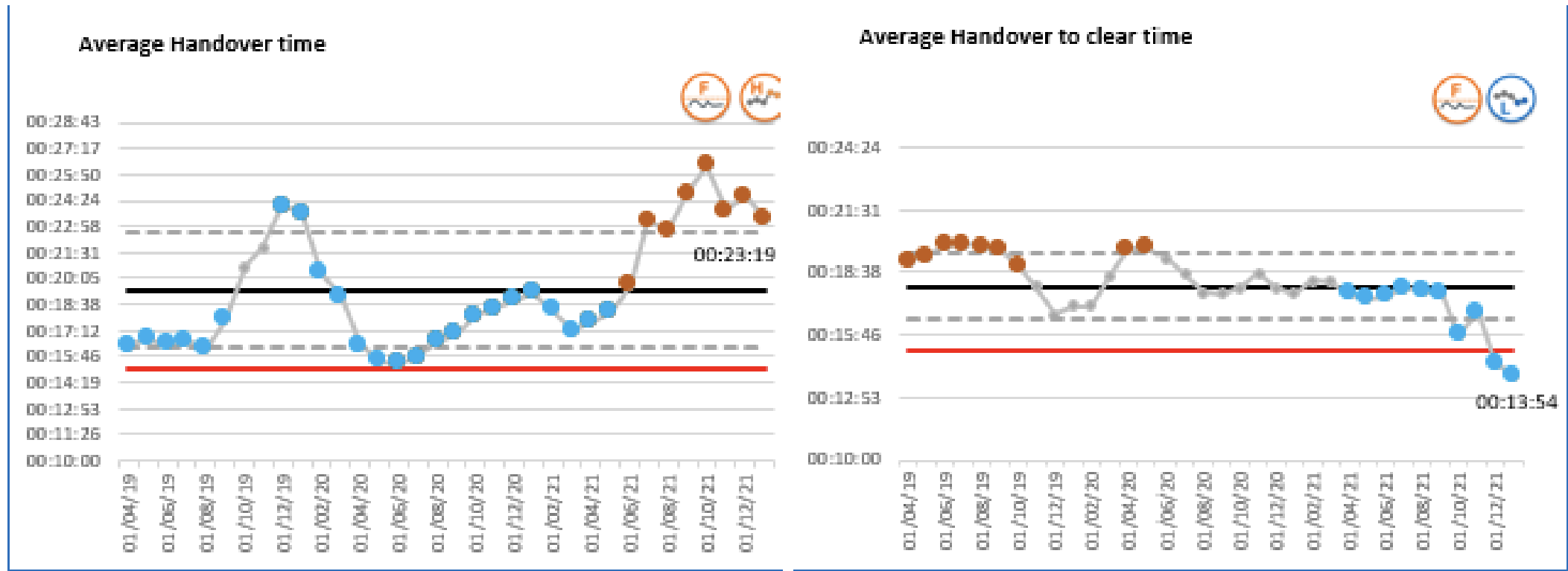
Category 4 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



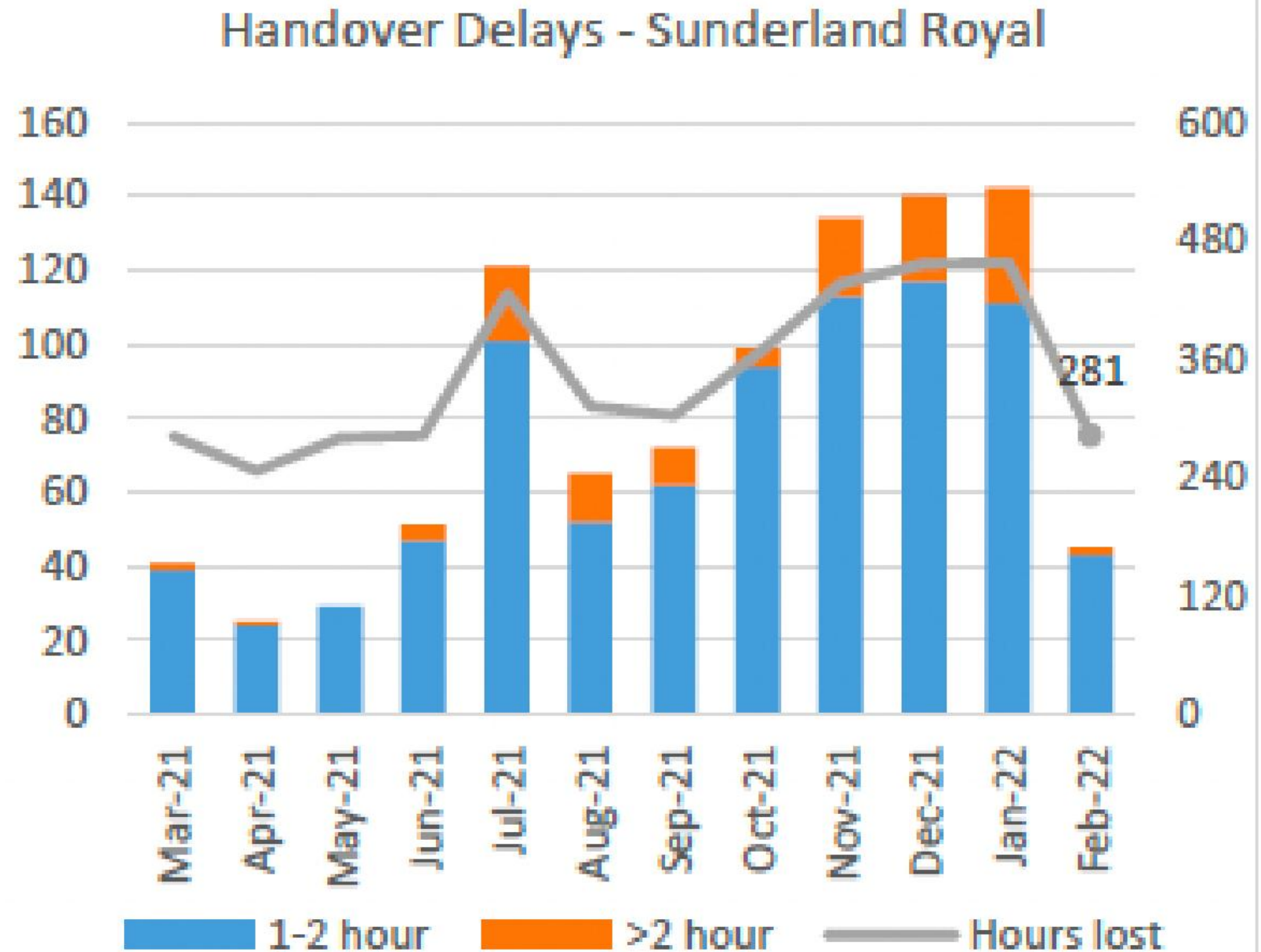
999 see & treat/ see & convey rates



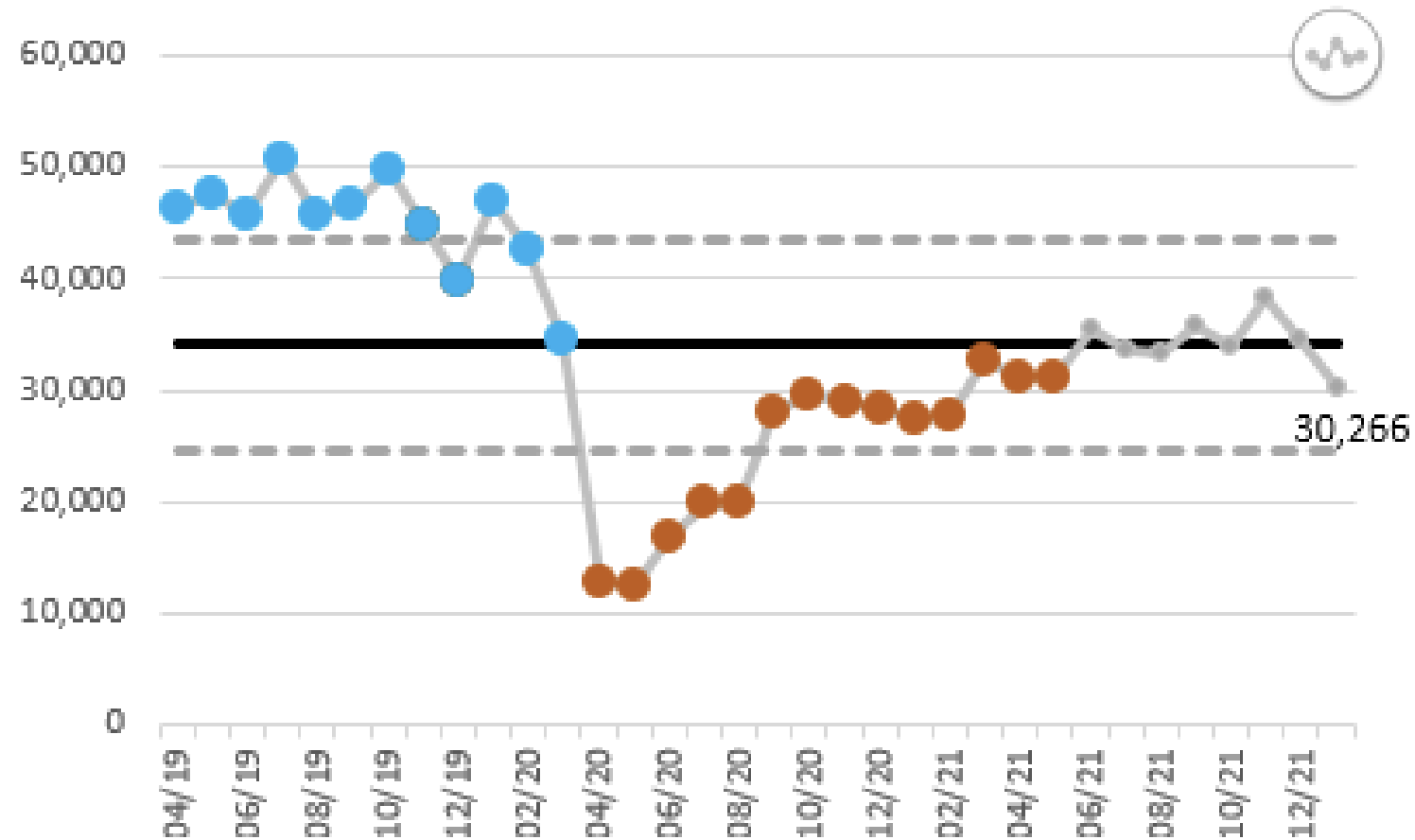
Average time to handover at hospital and average time to clear



Handover delays – Sunderland Royal Hospital

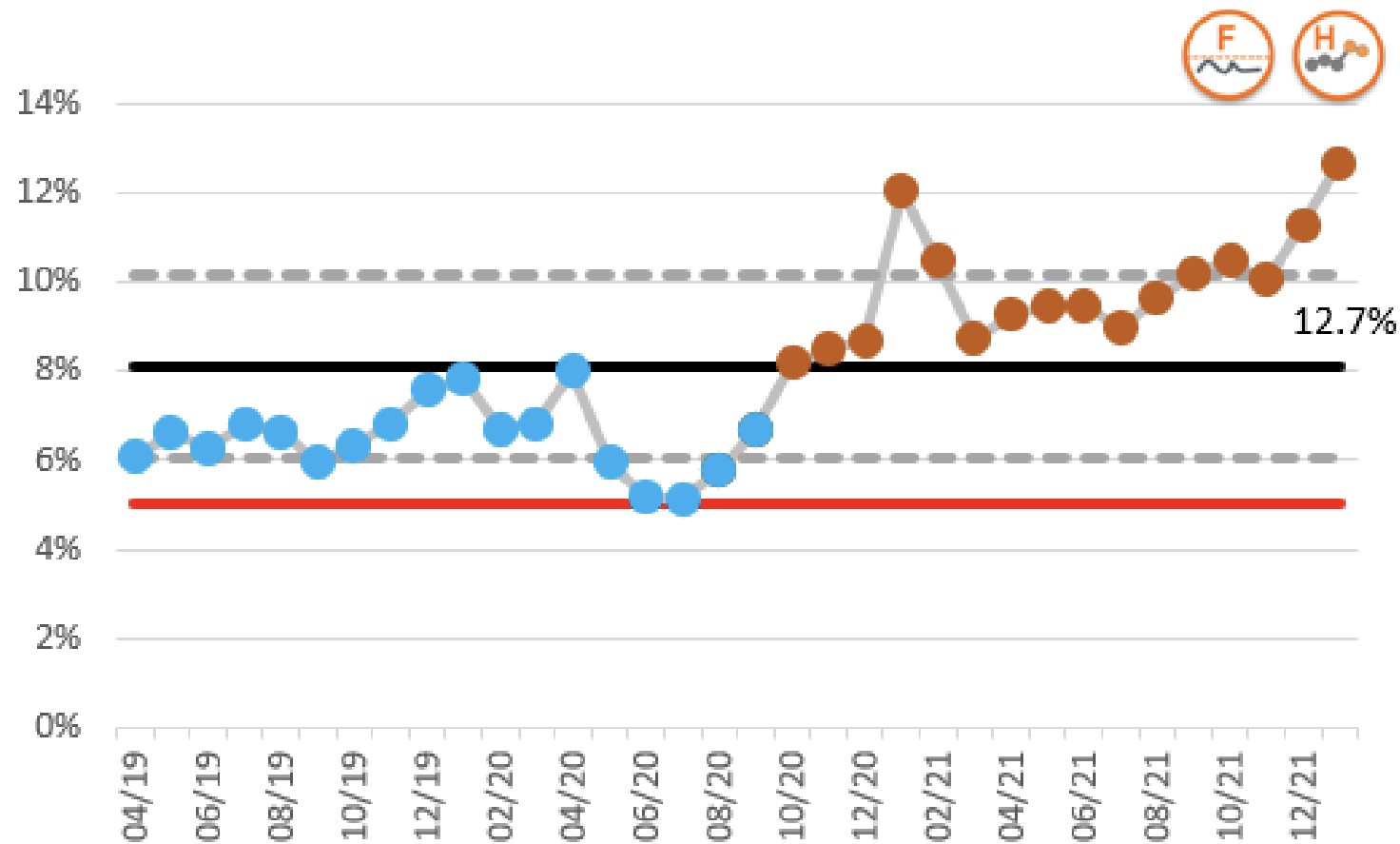


Scheduled Care Completed Journeys



Patient
transport
journeys

Sickness

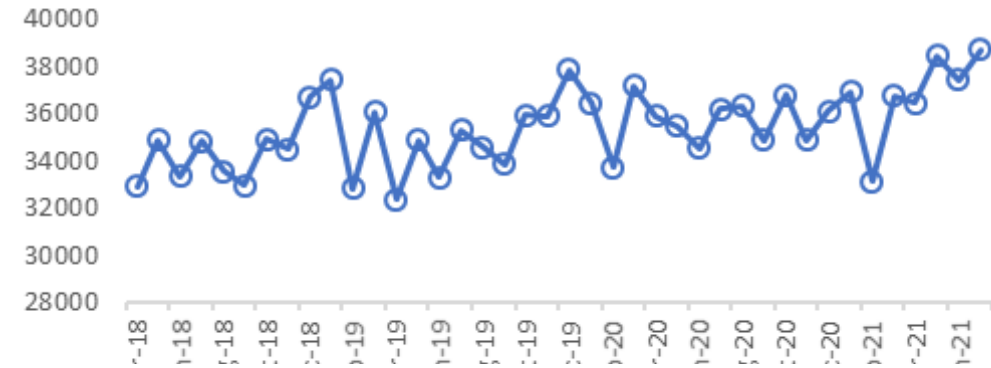


Staff sickness
absence

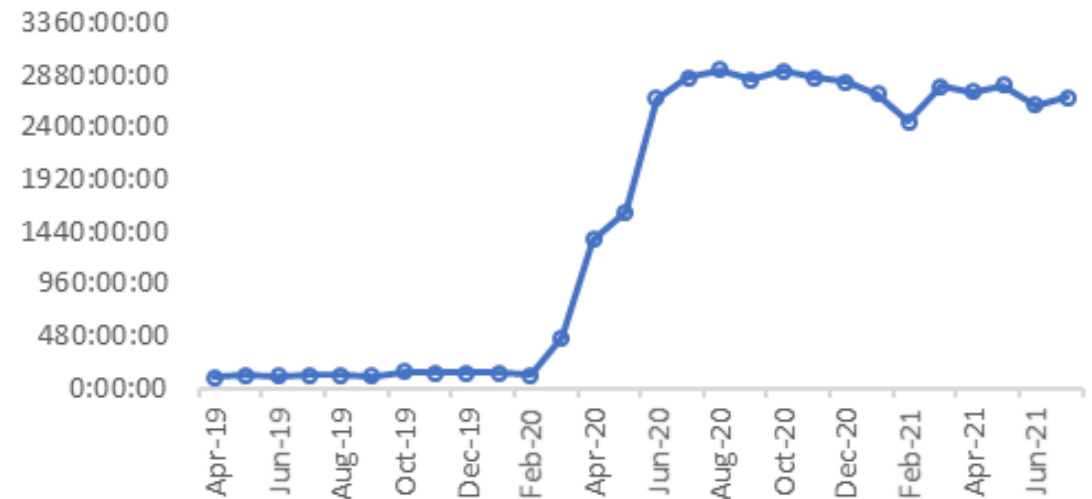
Issues impacting performance

- Increases in demand acuity have put further pressure on response times, with demand more difficult to forecast
- Covid impacts – particularly sickness, shielding and cleaning – have put pressure on road resources
- Risk these factors will continue along with:
 - wider system pressures including turnaround time and primary care capacity
 - Long covid impact on staff and staff well-being

All Ambulance Incidents
April 2018 - July 2021



Vehicle Cleaning Hours



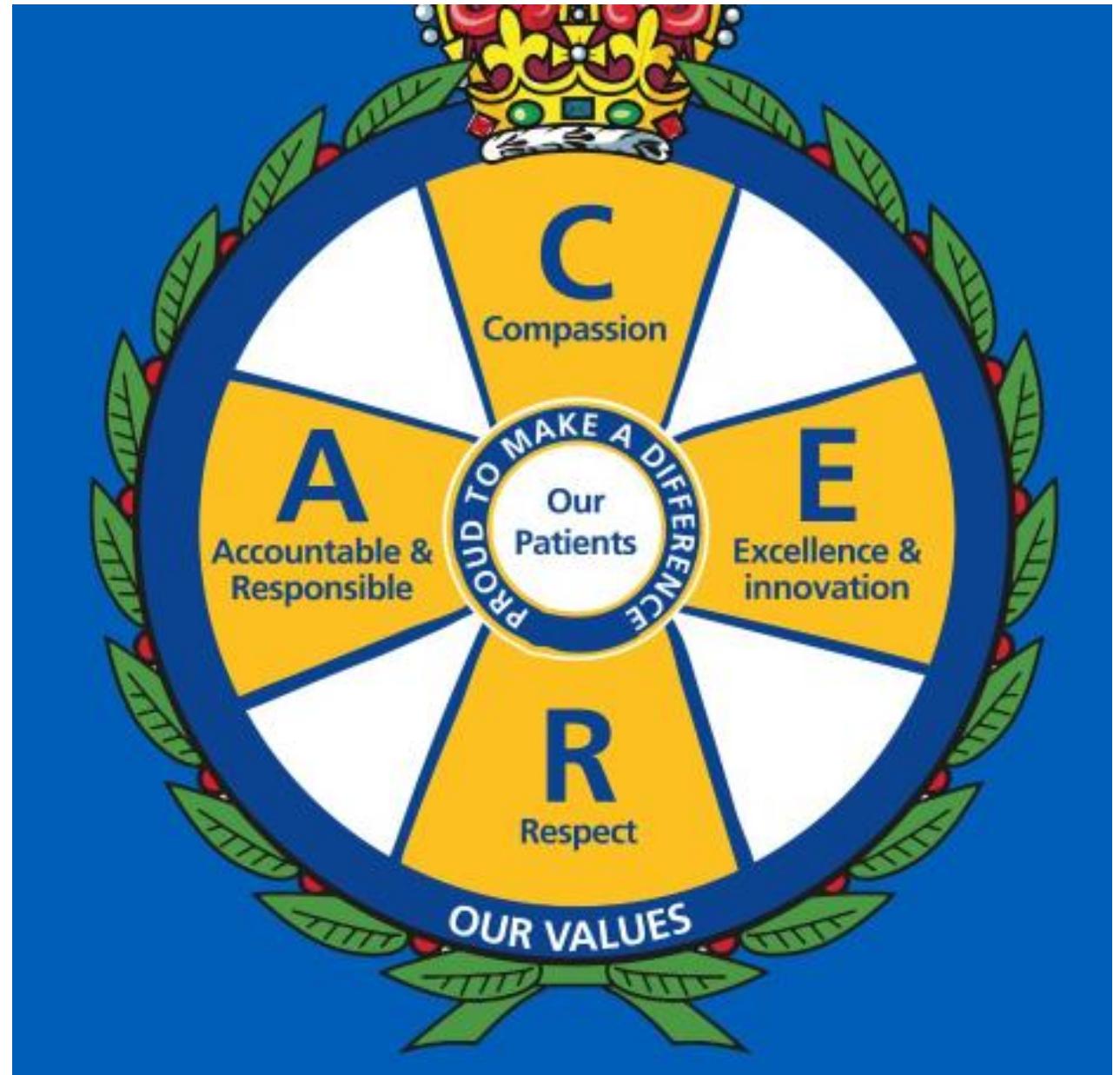
Vision, Mission & Goals



Vision: Unmatched
Quality of Care

Mission: Safe,
Effective,
Responsive care for
all

Our values

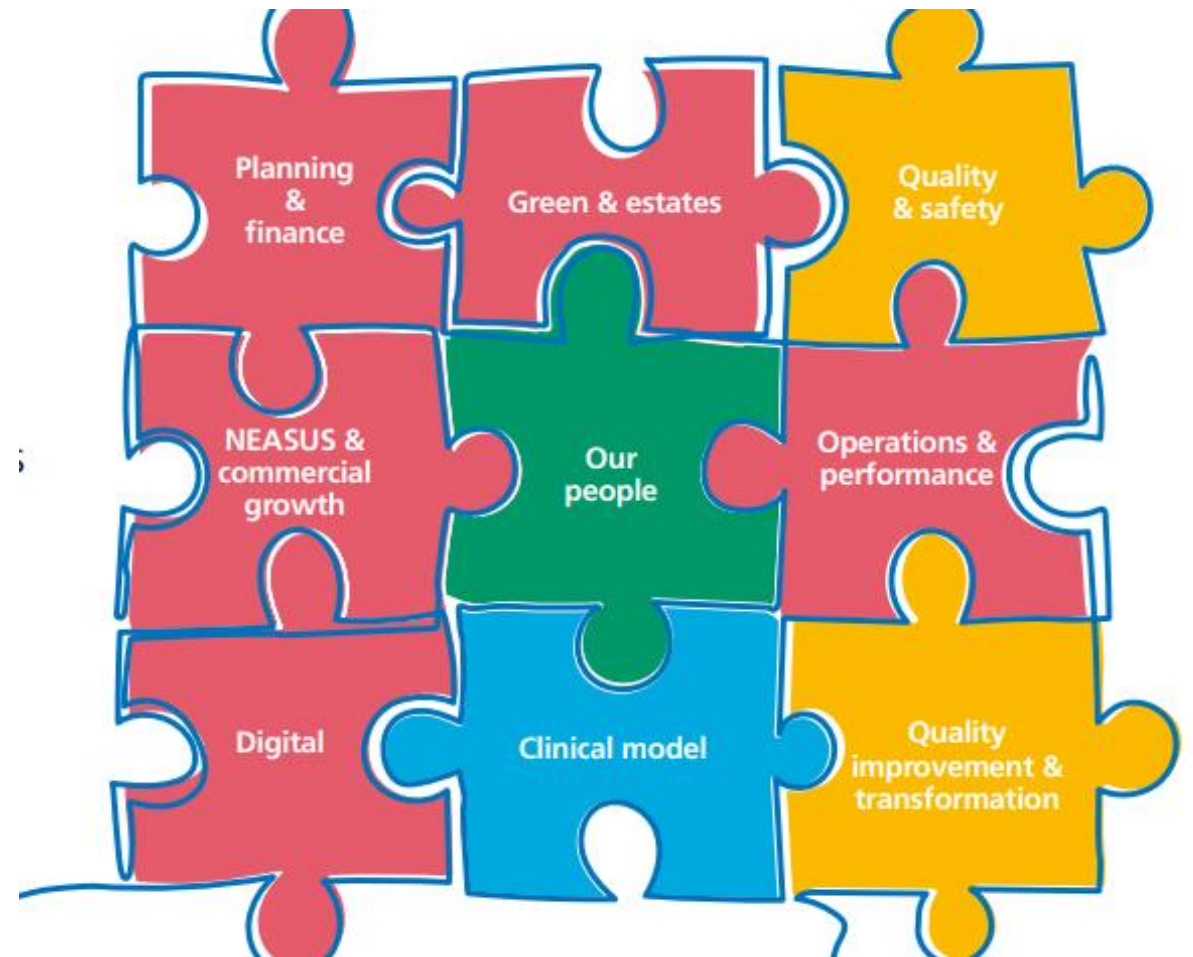


Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care

NEAS nine plans

Planning & finance
Sustainability & estates
Quality & safety
NEASUS
Our people
Operations & performance
Digital
Clinical model
Quality improvement & transformation



Work continues to address staff assaults

 **ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES**

#WorkWithoutFear

“
When I was being shouted
at and called awful names
by the man we had gone to
help, so many people just
stood by and watched. **”**

Sarah
Paramedic





 **ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES**

#WorkWithoutFear

“
When someone is in pain and
frightened, I'm the first person they
speak to. Sometimes they take
their frustration out on me. It is
really hard to hear someone saying
they hope my children will die. **”**

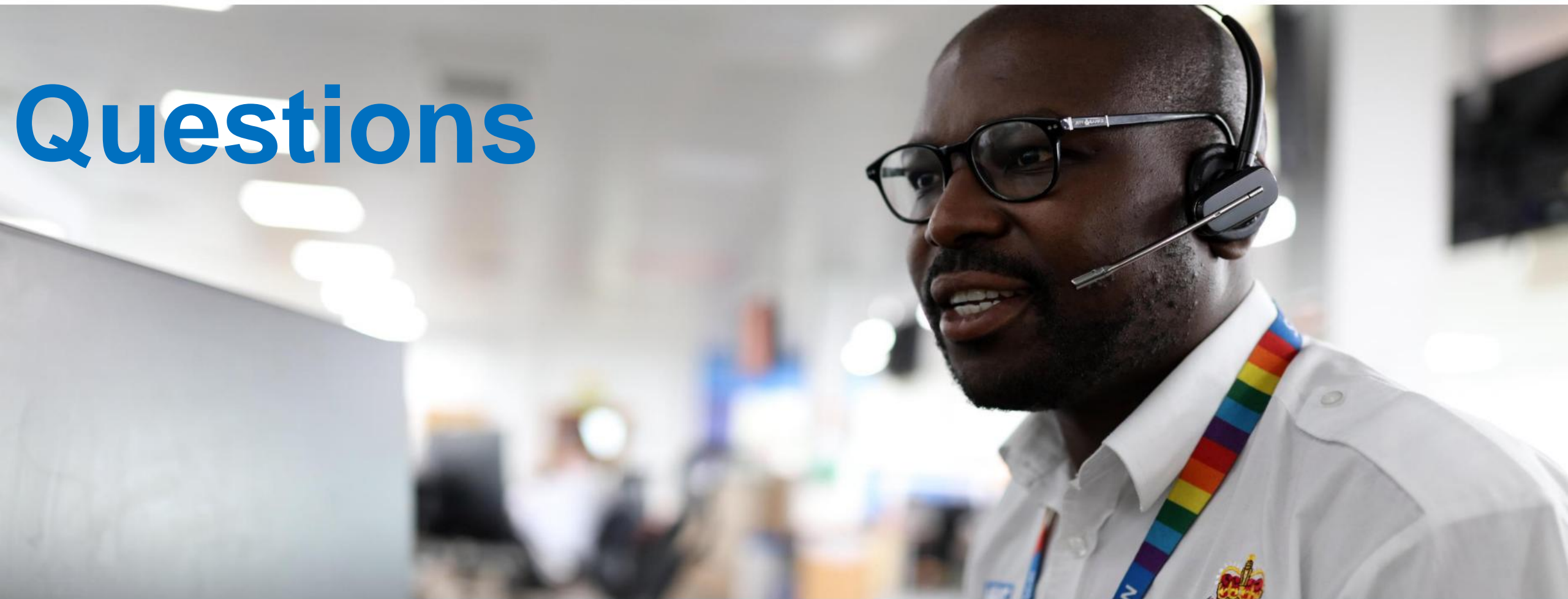
Bradley
Ambulance service call assessor







Questions





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