



North East Ambulance Service
NHS Foundation Trust

NEAS

Trustwide Performance

February 2022

Key Messages



North East Ambulance Service
NHS Foundation Trust

Unscheduled Care

- The Trust remained at REAP level 3 throughout February, following the downgrade from level 4 on 24th January 2022.
- Call demand was comparable to pre-covid level February's, with 1,295 calls being received on average daily. Call performance continued to improve this month with the mean answer time achieving the national best practice target of 10 seconds.
- Ambulance response targets were achieved for both C1 & C4 targets, with continued improvements observed across C2 & C3 targets in February 2022.
- Daily incident demand increased 5% on the previous month, though the increase was observed in lower acuity cases as result of Hear & Advise not being utilised as often due to service capacity improving.
- Improvements were observed in all segments of the job cycle time, with the overall average reducing to 1 hour & 32 minutes. Operational capacity benefited from further improvements to Handover to Clear times recording a record low at 12 minutes and 41 seconds.
- Handover times at hospitals remains challenging at 22 minutes & 33 seconds, with the pressure continuing in the South of the region. Extended handovers continue to put pressure on operational delivery with 109 incidents, where a crew waited over 2 hours to handover a patient.

111

- 111 call performance continued to improve significantly for February; the mean call answer time further reduced to 6 minutes, an 8 minute reduction from January and the lowest mean answer time reported since April 2021. As a result, the call abandonment rate improved lowering to just 19% - a 15% reduction from the previous month and again the lowest rate reported since April 2021.
- There was a significant reduction in calls received into the service for February, with the number of 111 calls offered 17% lower compared to the previous month, equating to roughly 240 fewer calls offered per day. Increased staffing levels from recent recruitment campaigns and overtime incentive schemes have helped to increase capacity.
- The national busy message was switched off during February based on external forecasts. However, NHSEI made the decision to switch the national busy message back on Wednesday 23rd February and advised it will be on for the foreseeable future.
- Additional support from VOCARE was implemented at the end of December, with some NHS111 Online activity being streamed out to support our CAS. For January 2022, VOCARE handled 2164 online cases, which is equivalent to 43% of the online activity NEAS services handled for January.
- The Trust's attend ED outcome rate increased further from January to 12.6%. However, this is comparable to months prior to July 2021, and 0.6% lower when compared to February 2021.

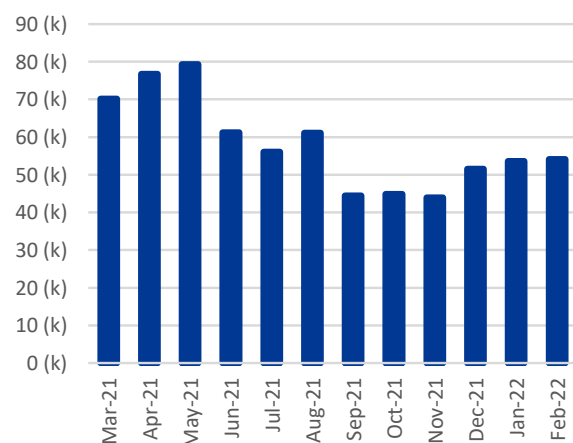
111 Performance



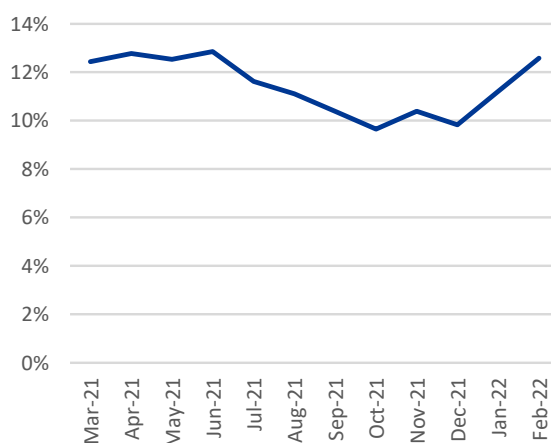
NHS

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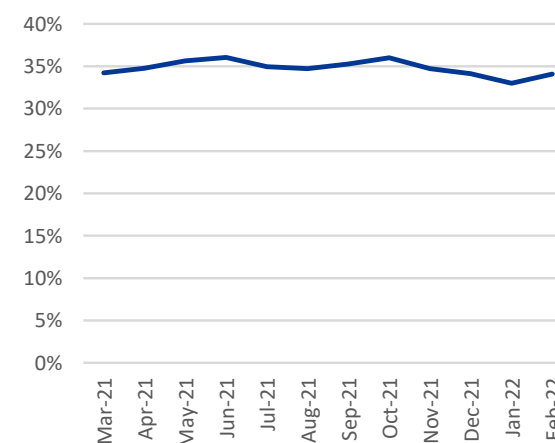
Calls Triaged



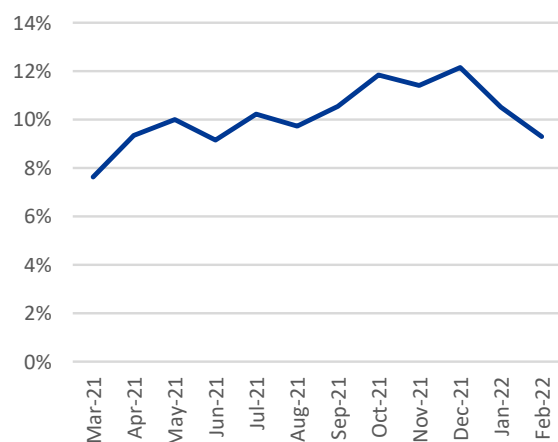
Attend ETC



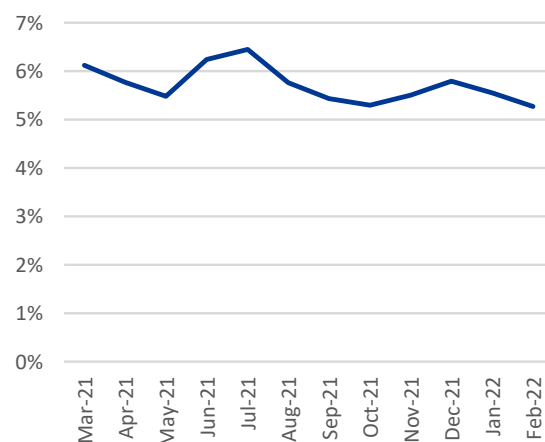
Contact Primary Care



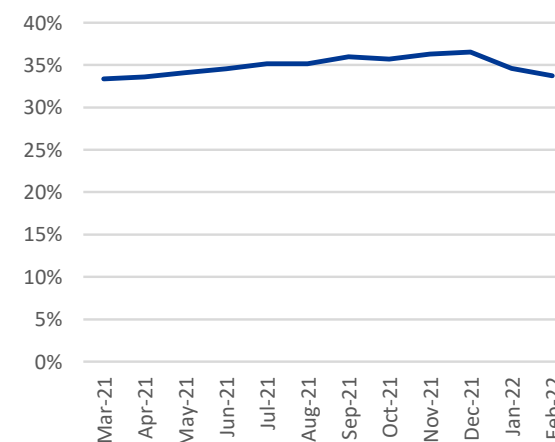
Speak To Primary Care



Self-care Given



Clinical Input

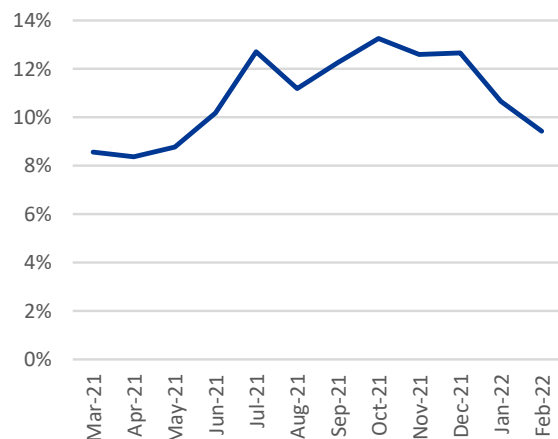


999 Performance

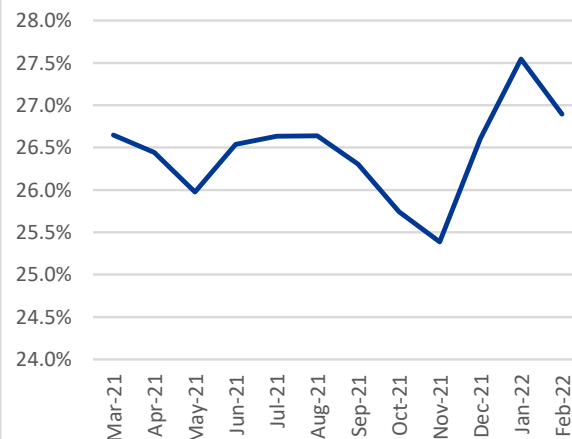


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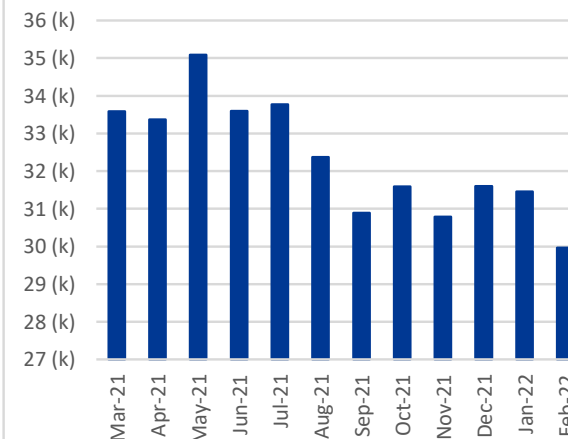
Hear and Treat



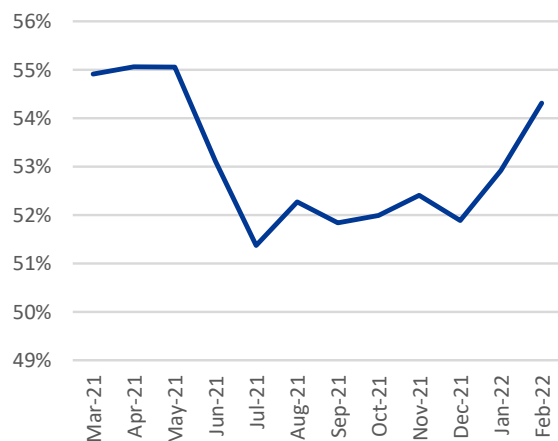
See and Treat



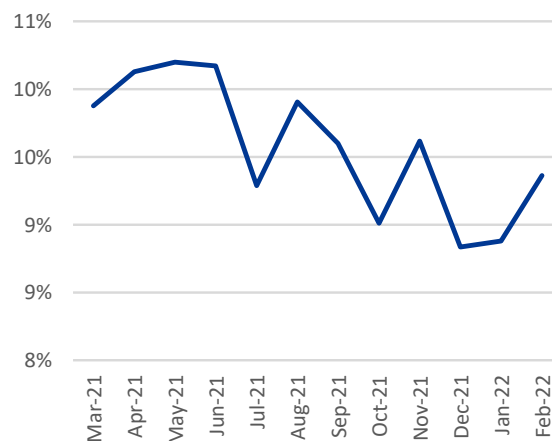
Incident volumes



See and Convey to ED



See and Convey to Non-ED



Non-ED Destinations (Top 10)

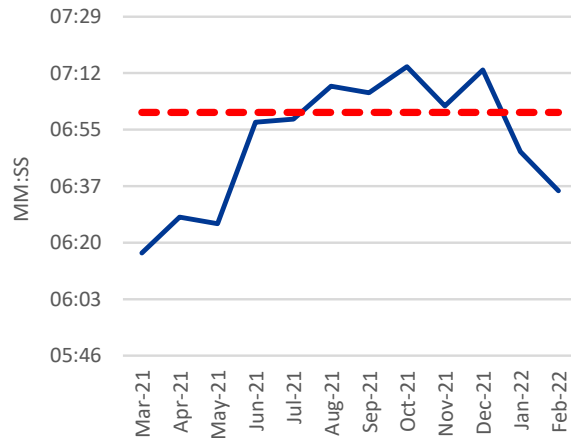
North Tees Hospital Ward	424
James Cook Ward	371
Freeman Hospital Ward	293
Unknown	290
Nsec Same Day Emergency	244
Uni Hsp Of North Durham Ward	186
Nsec Ward	182
Rvi Sdec	180
North Tees Hospital Rau	142
Queen Elizabeth Ward	132

Response Performance

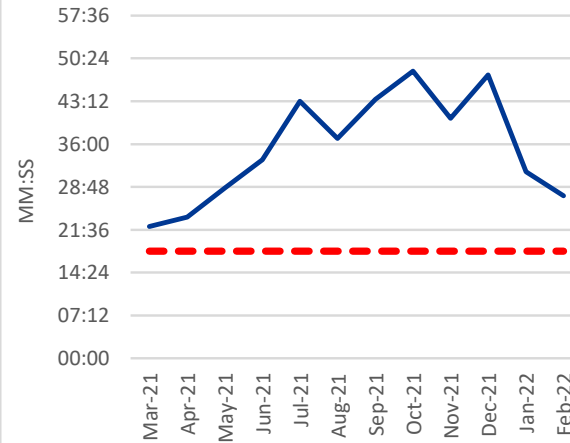


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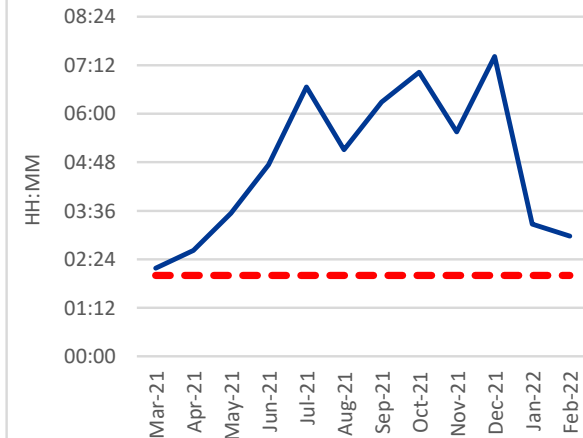
Cat 1 Mean



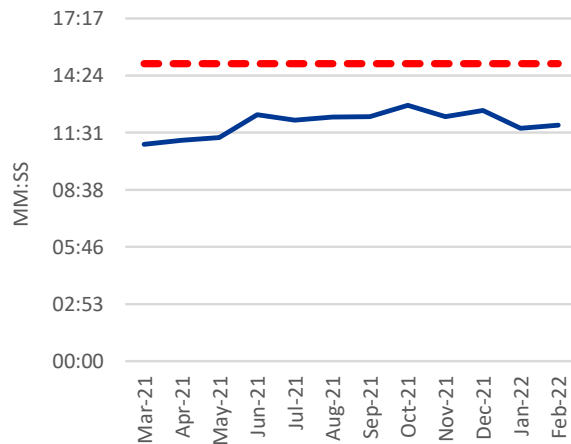
Cat 2 Mean



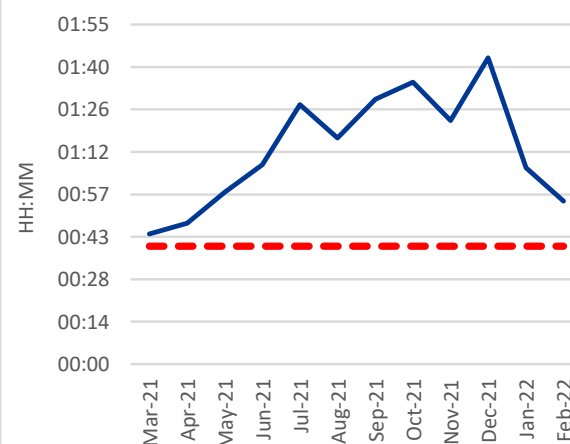
Cat 3 90th centile



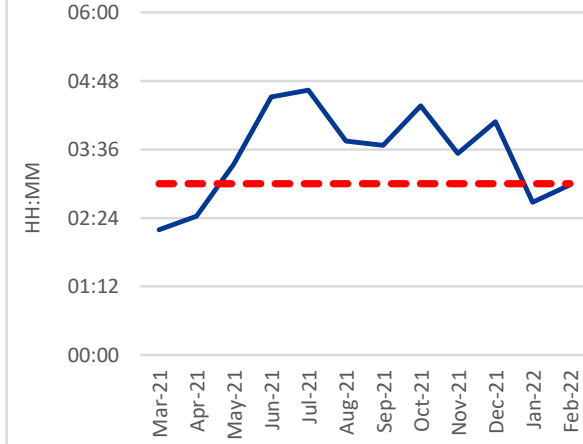
Cat 1 90th centile



Cat 2 90th centile



Cat 4 90th centile

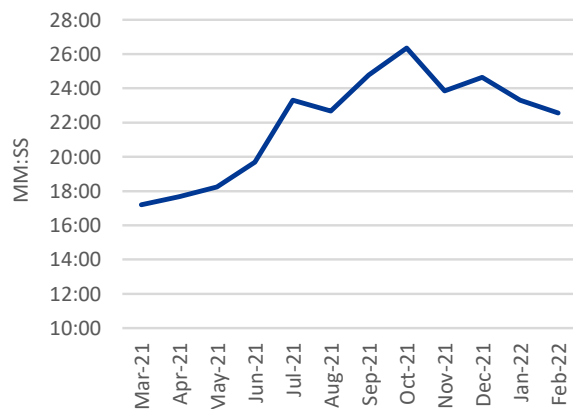


Hospital Performance

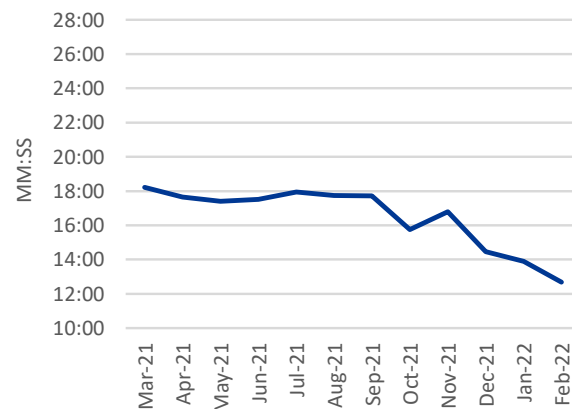


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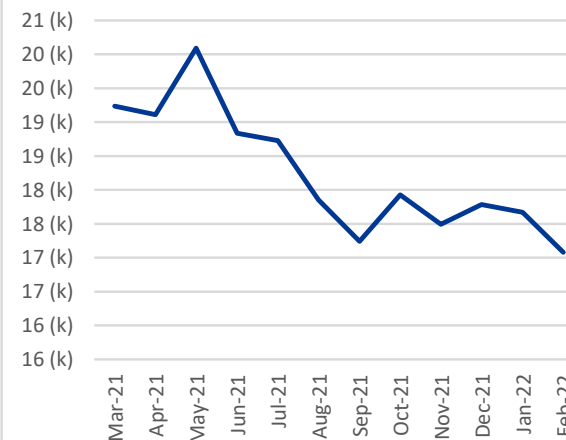
Handover Mean



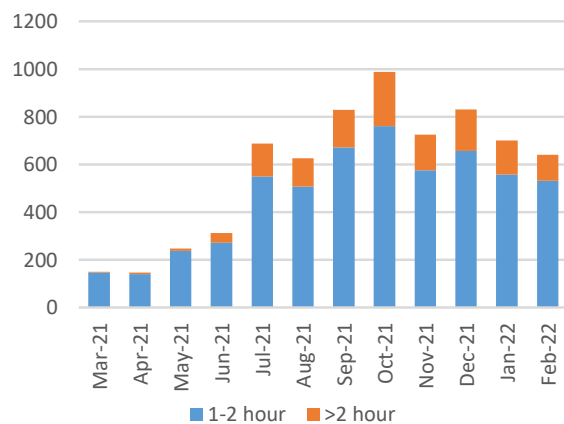
Post-Handover Mean



Hospital Arrival volumes



Handover Delays





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Sunderland & South Tyneside CCGs NEAS Performance

February 2022

Key Messages



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111 calls triaged for Sunderland CCG followed the same trend as the Trust for February, with an additional ~400 calls triaged for the month. South Tyneside CCG was only one of three CCG's to report a reduction in calls triaged, but February's figures were higher than numbers reported from Q2 of the year.

Both CCG's have reported an increase in the 111 Attend ED outcome rate, both above the Trust rate of 12.6%. Sunderland CCG reports the second highest attend ED rate amongst the Trust at 15.5%, 1.2% higher than the South Tyneside CCG rate (which is the third highest rate within the Trust).

South Tyneside CCG reported the highest Hear and Treat rate for February at 10.2%, 1.8% higher than the Trust rate. Both CCG's reported an increase in the ED conveyance rate, and report the highest rates within the Trust with both at 61%; the next highest rate is 58%. For comparison, the Trust rate for February was 54%.

The C1 mean response time was achieved by both CCGs for February. South Tyneside CCG reported the second fastest mean response time at 5 minutes 48 seconds, almost 1 minute faster than the Trust average.

Hospital arrivals for Sunderland Royal and South Tyneside reduced slightly for February, but remain comparable to the previous months. Both Hospitals reported a faster mean handover time than the Trust average, with Sunderland Royals average handover time the fastest reported since June 21.

Handovers between 1 – 2 hours for Sunderland Royal reduced significantly for the month, lowering from 111 to 43, the lowest figure reported for the Hospital since May 21.

111 Performance

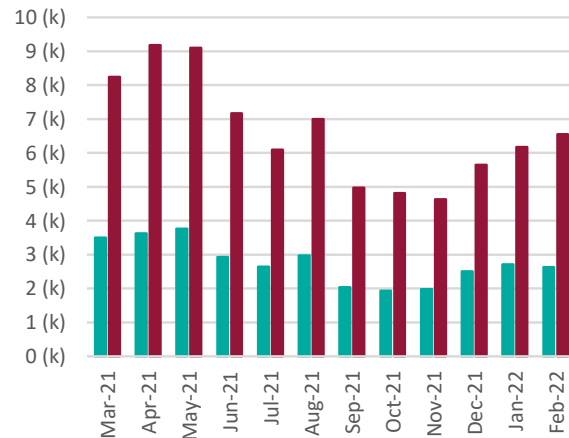


NHS

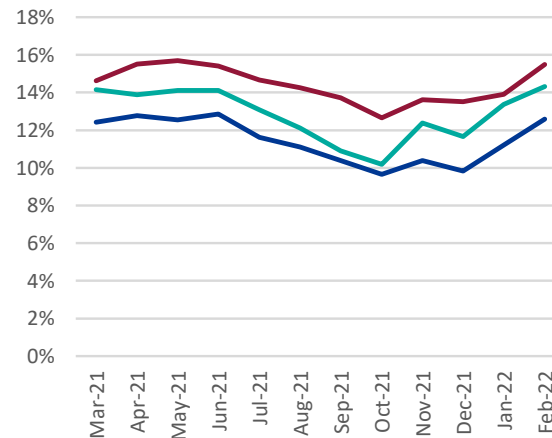
North East Ambulance Service

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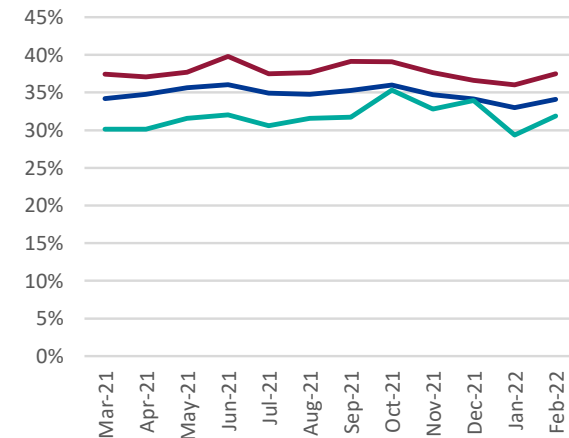
Calls Triaged



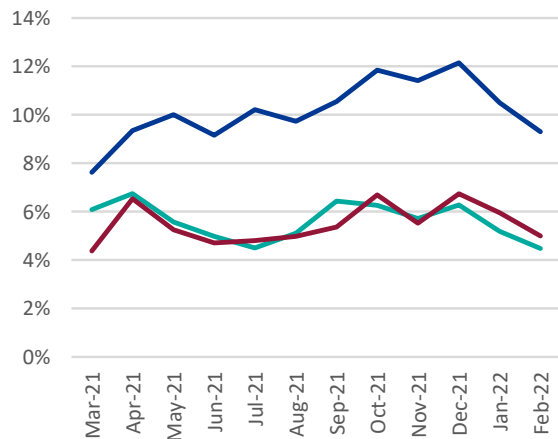
Attend ETC



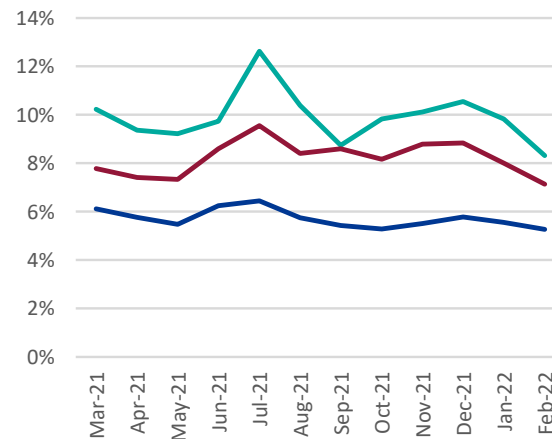
Contact Primary Care



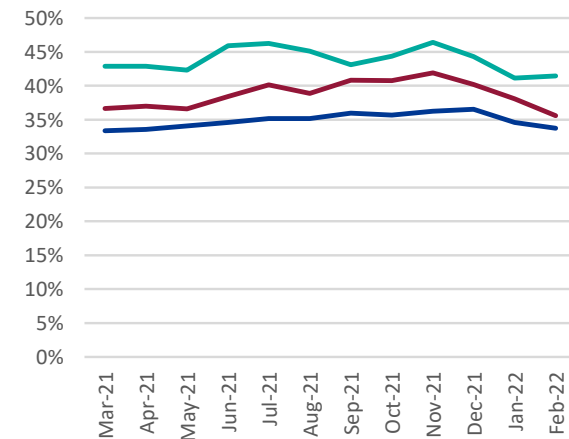
Speak To Primary Care



Self-care Given



Clinical Input



NEAS Trust South Tyneside Sunderland

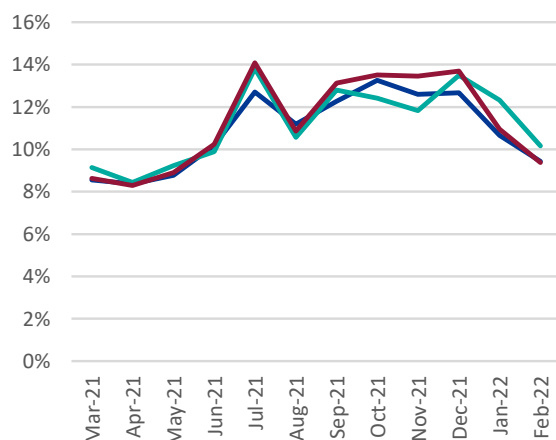
999 Performance



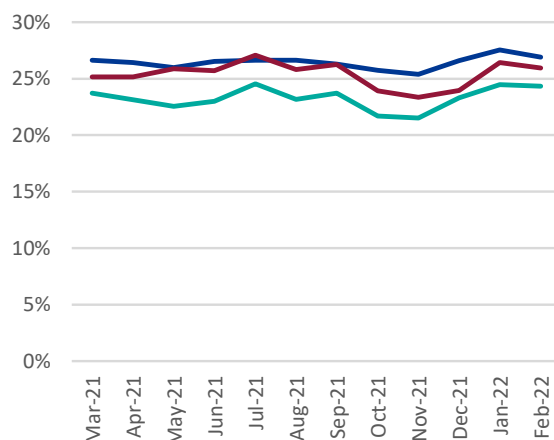
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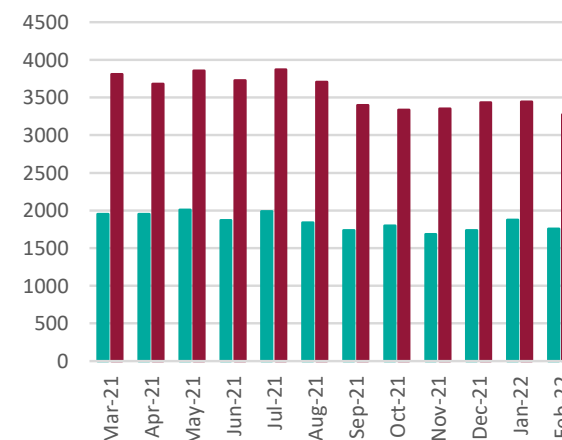
Hear and Treat



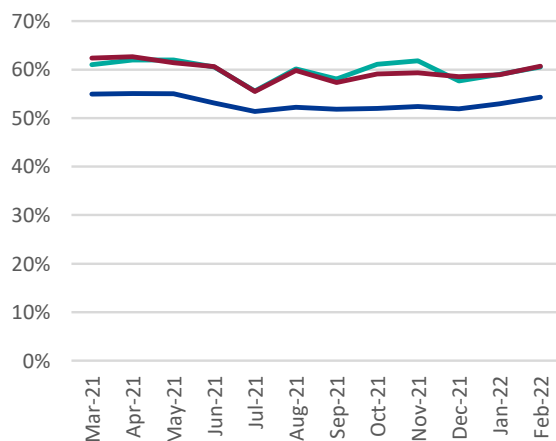
See and Treat



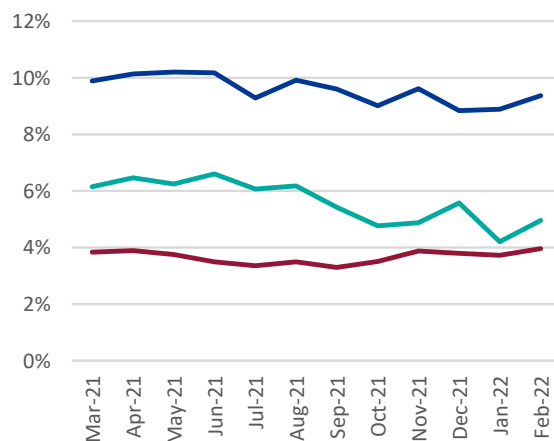
Incident volumes



See and Convey to ED



See and Convey to Non-ED



Non-ED Destinations (Top 10)

Sunderland Royal Ward	78
Unknown	58
Queen Elizabeth Ward	24
Freeman Hospital Ward	13
James Cook Ward	9
Multiple Hospitals	8
South Tyneside Hsp Ward	8
Sunderland Royal Sdec	8
South Tyneside Sdec	6
Rvi Sdec	4

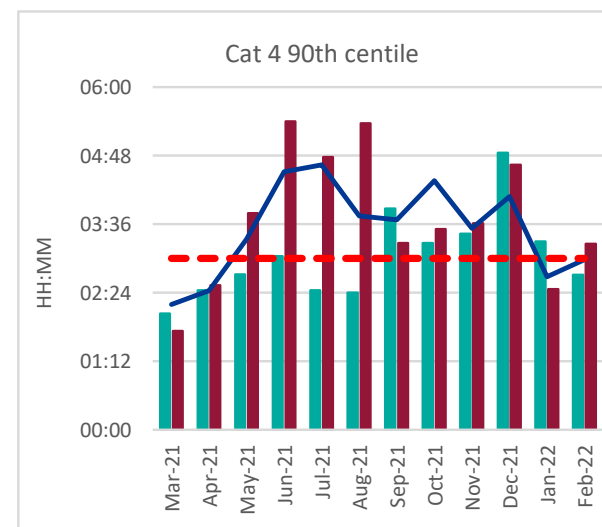
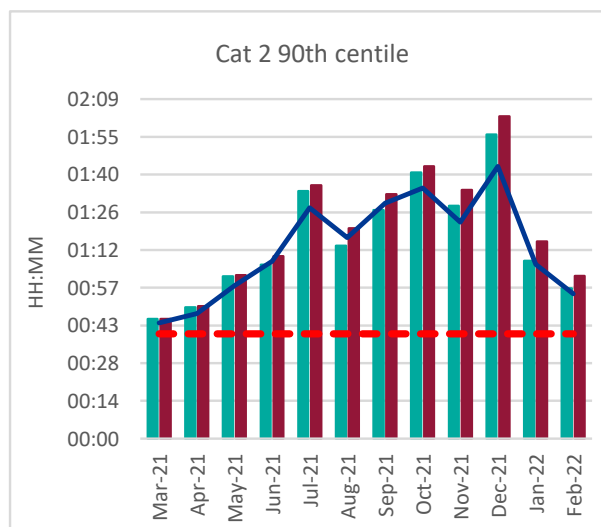
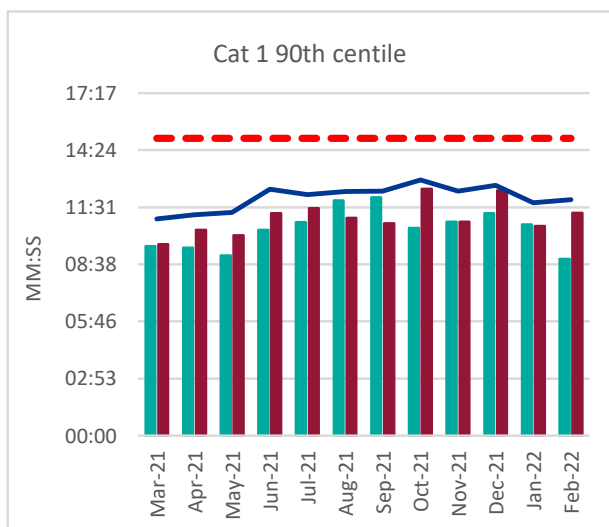
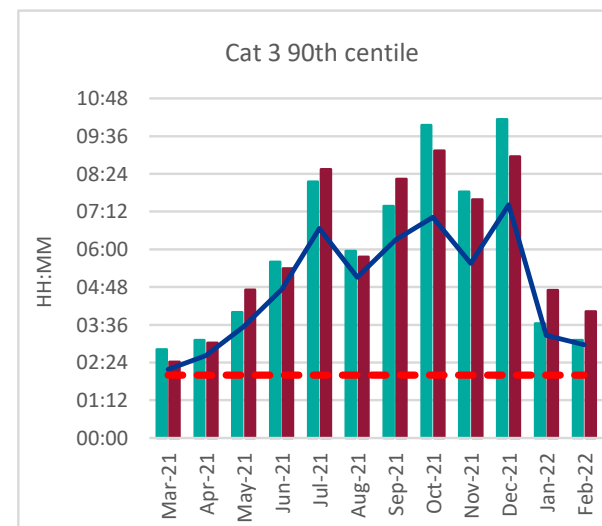
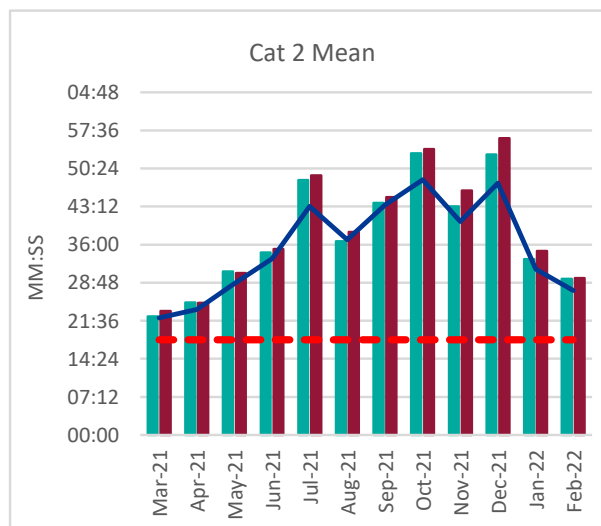
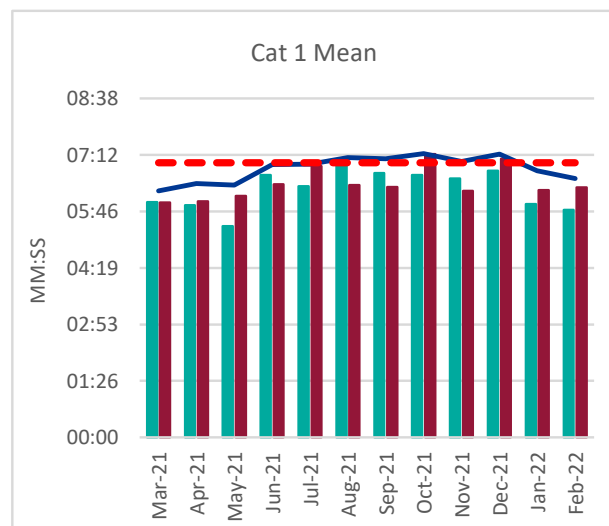
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Response Performance



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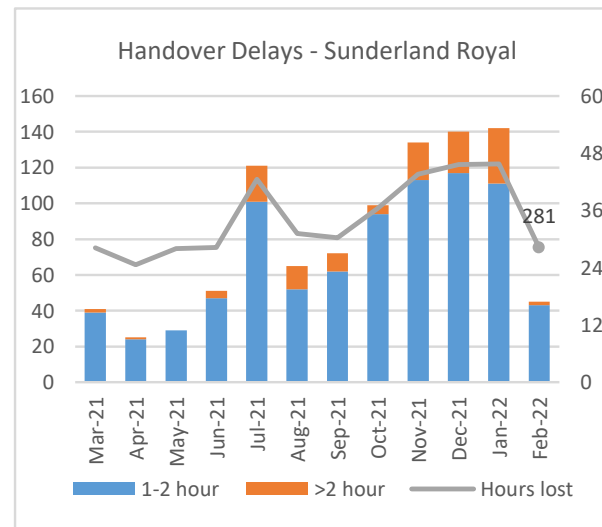
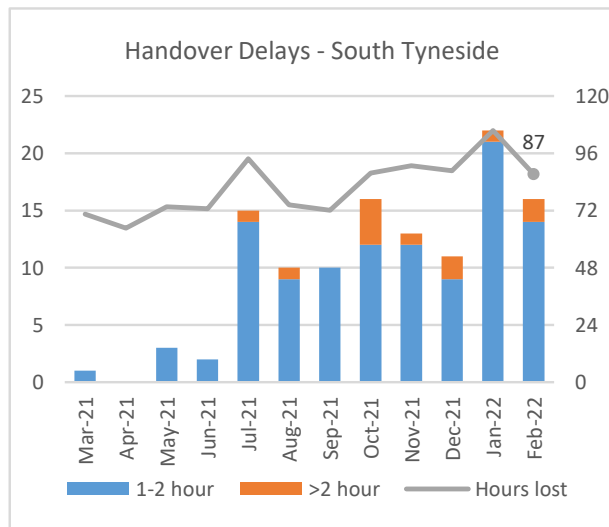
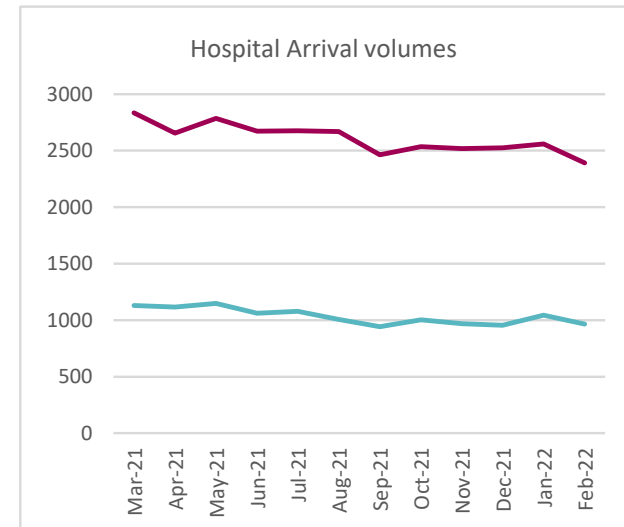
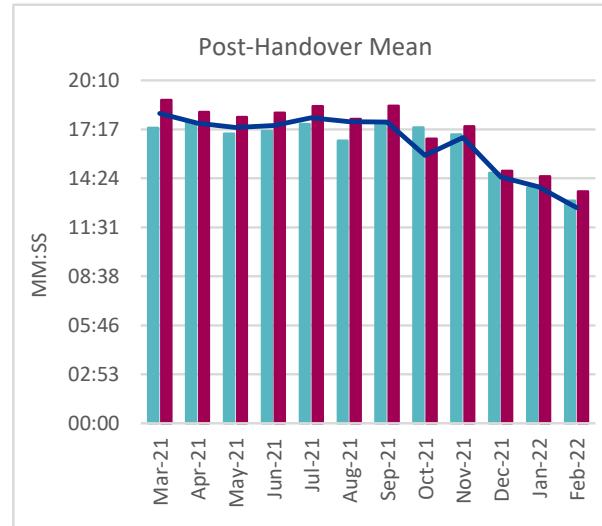
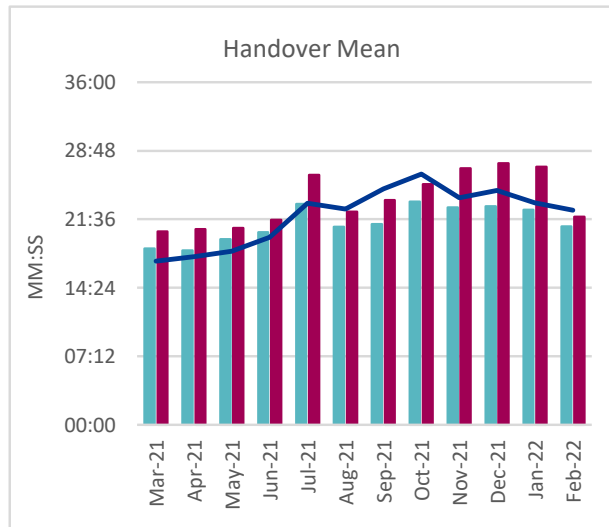
NEAS Trust South Tyneside Sunderland

Hospital Performance



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NEAS Trust Sunderland Royal South Tyneside