



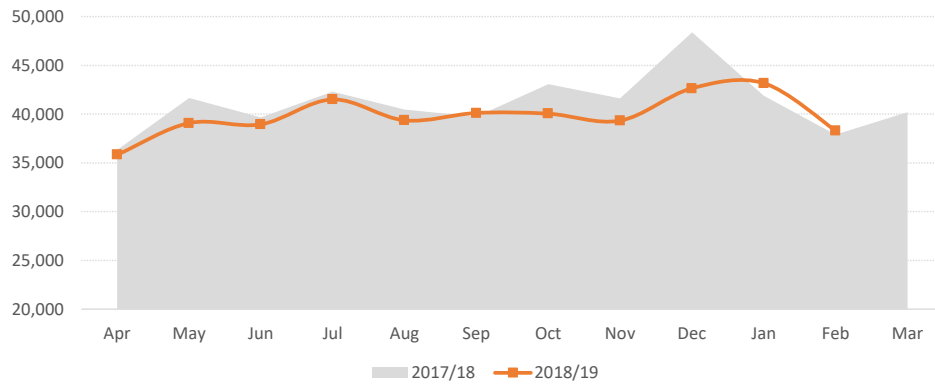
North East Ambulance Service **NHS**
NHS Foundation Trust

Sunderland CCG

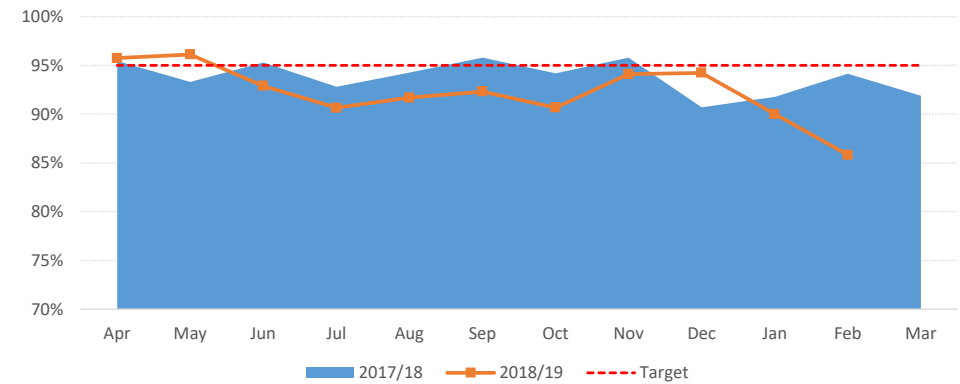
North East Ambulance Service Performance

February 2019

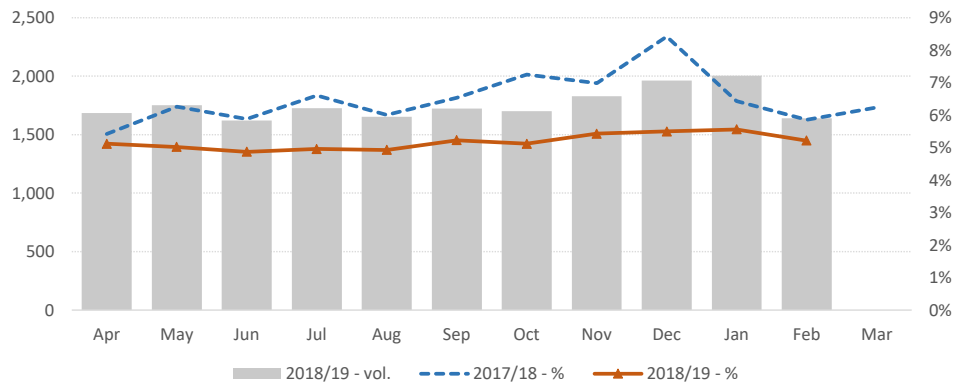
Call demand to NEAS via the 999 service



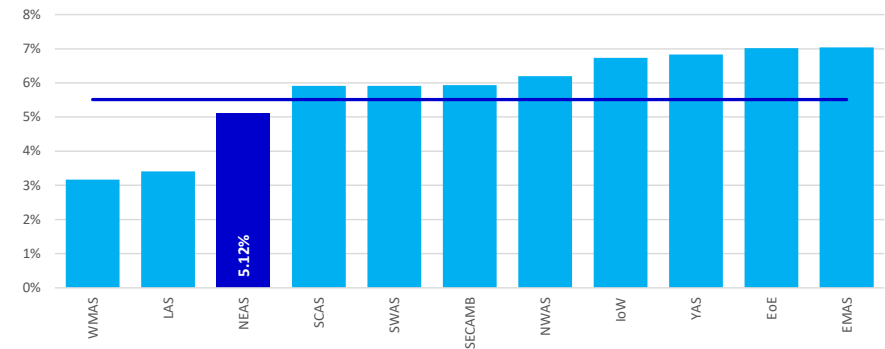
Calls to 999 answered within 5 seconds



Calls to 999 discharged with telephone advice (Hear and Treat)



Call/incident outcome performance - Hear & Treat percentage rate (A17 / A7) - (YTD) February 2018-19



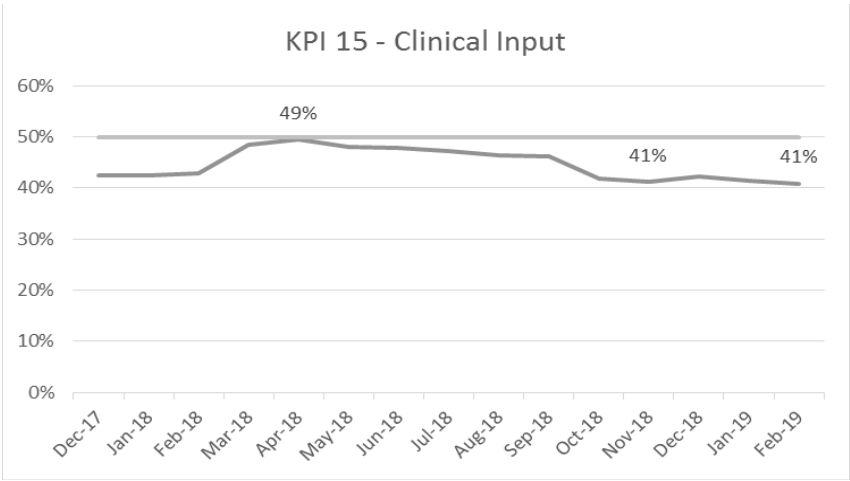
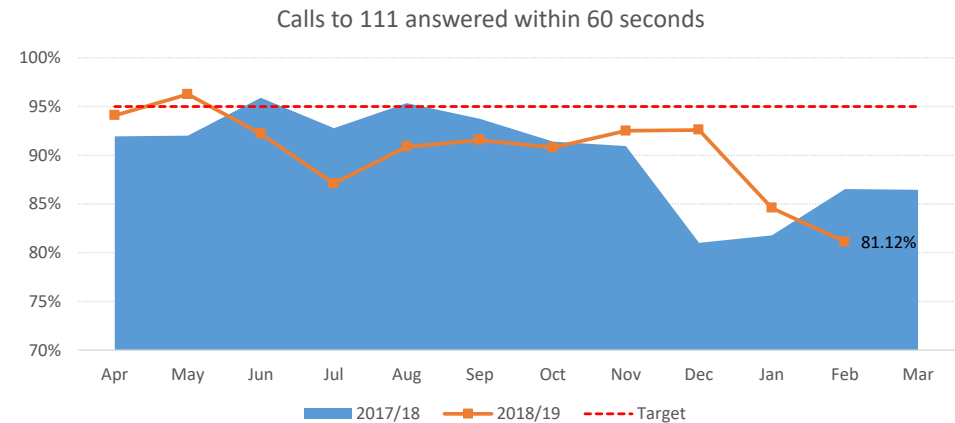
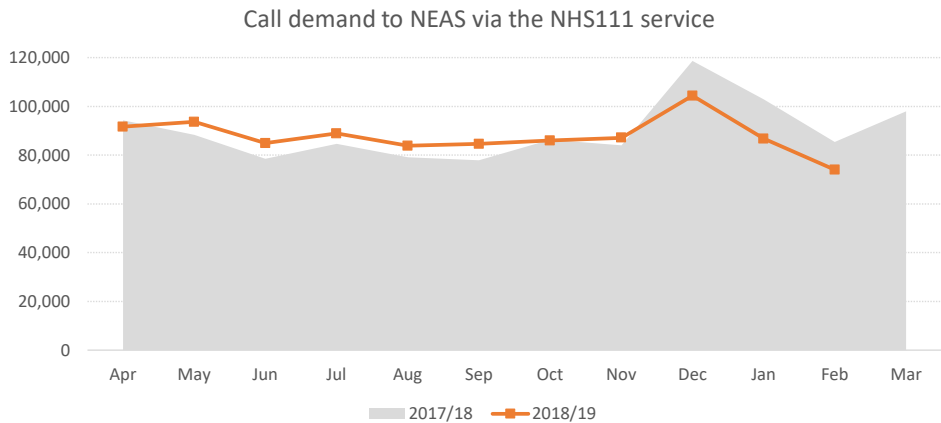
999 Call demand in February 2019 has Decreased from January, with current levels the lowest seen since April 2018.

The percentage of 999 calls being answered within 5 seconds continues to decreased from January to February (85.82%) giving the lowest performance in 2 years. Comparison to January 2018 performance has decreased by 8.28% with a downward trend overall.

The Hear and Treat rate is below historic levels and has remained static at around 5% for a number of months, with an upward trend.

With changes to call flow following implementation of the new IUC service in October 2018 The forecasted drop in hear and treat performance has not been seen.

NEAS remain below the national average for Hear and Treat outcomes for January 2018.



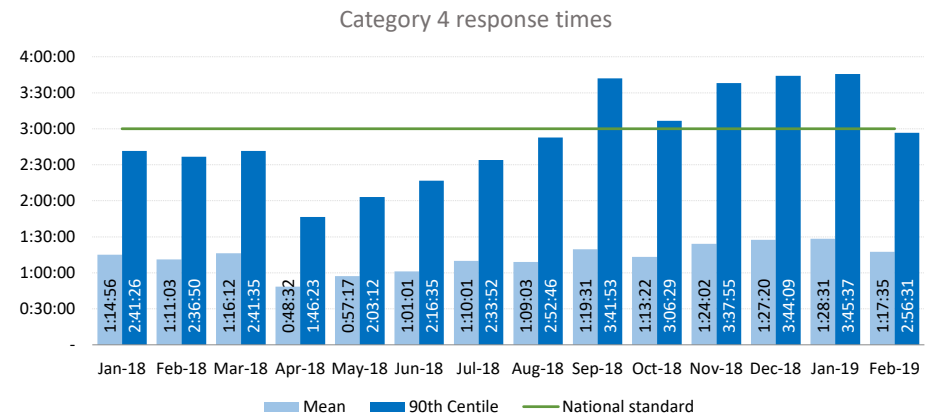
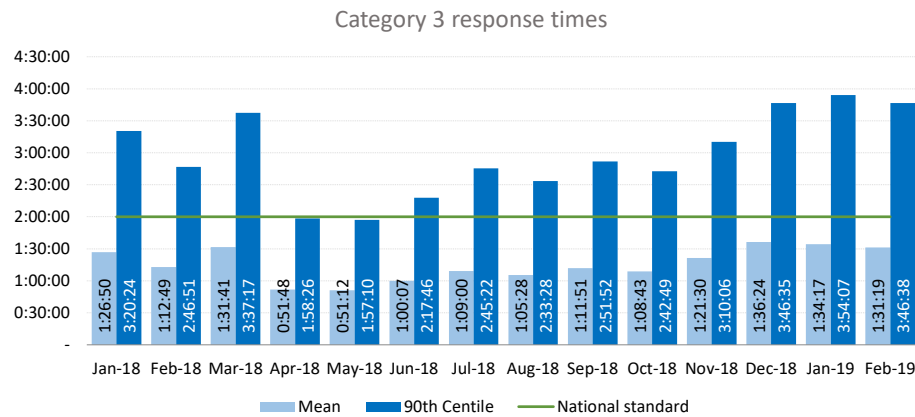
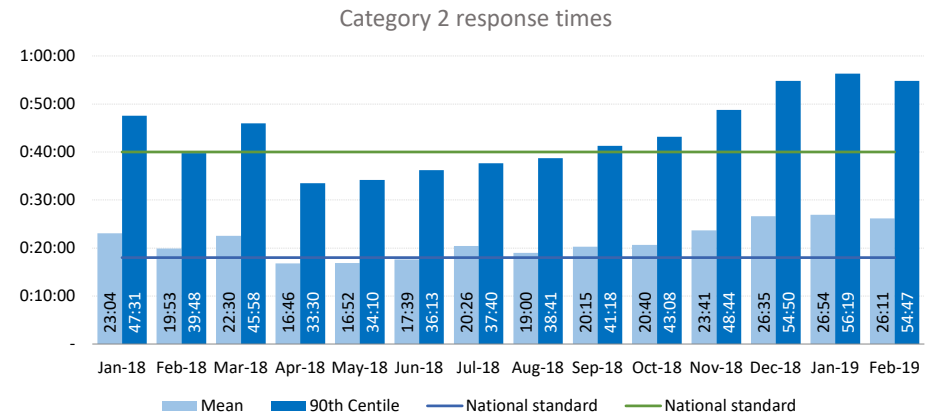
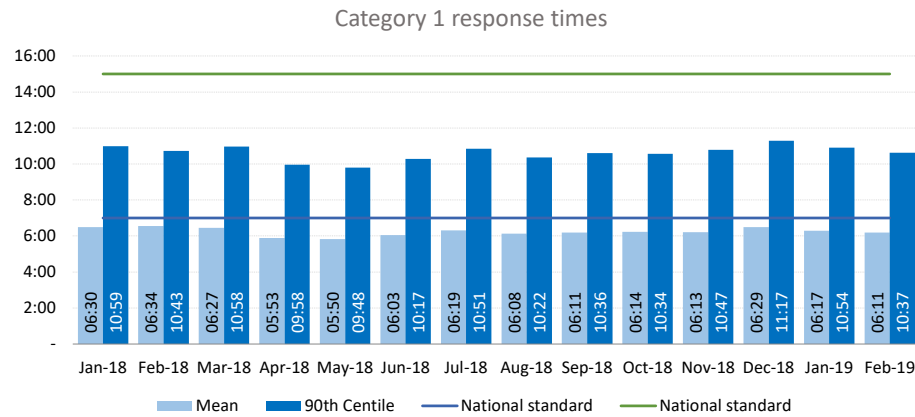
111 Call demand has decreased compared to January 2018. February 2019 providing a decrease from the previous month by 14.7%.

The percentage of 111 calls answered within 60 seconds has decreased again in February compared to the previous month below the 95% standard by 13.88%, with performance now under the same time last year.

The percentage of 111 calls where a patient has had contact with a clinician (clinical Input) is a new reporting measure from the Integrated Urgent Care. This target is set at 50% with current performance at 41%.

Unscheduled Care - Response Times

Our Performance



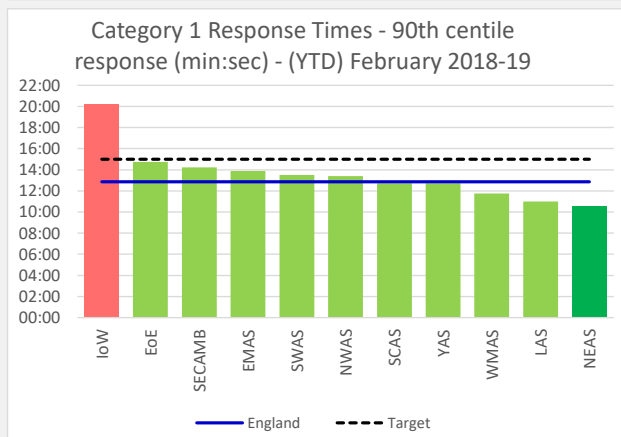
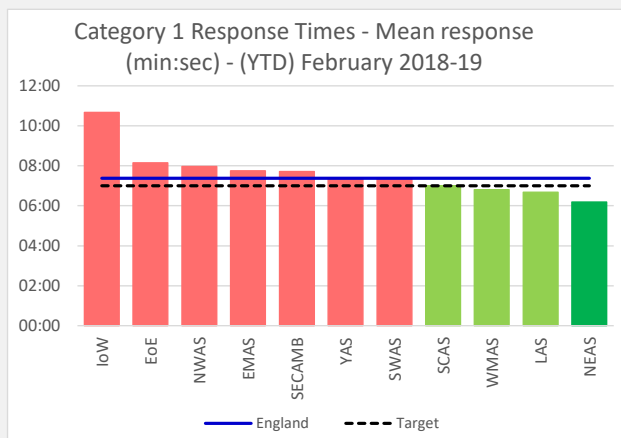
C1 response times have consistently achieved both the Mean and the 90th Centile targets for a number of months. C1 response times are lower than February 2018.

C2 response times are continuing to increase above national standards for the mean for 8 months and the 90th centile for 6 months consecutively. C2 response times are higher than February 2018.

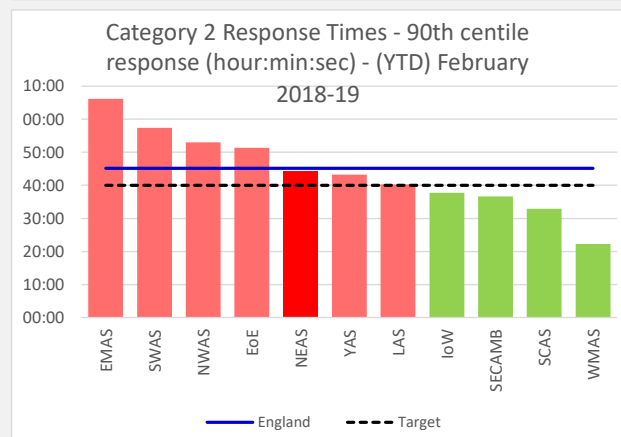
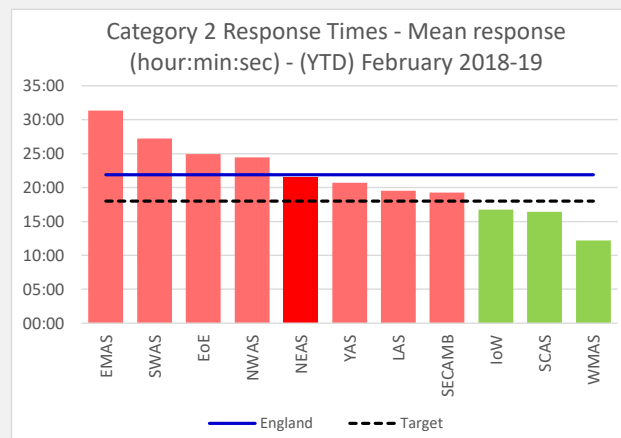
C3 and C4 90th centiles have both marginally decreased for February 2019 remaining over the national standard. C4 now achieving National Standard for the first time since August 2018.

Unscheduled Care - Response Times - National Benchmarking

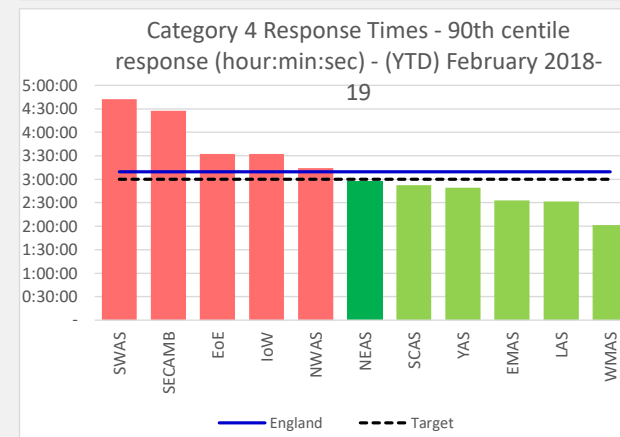
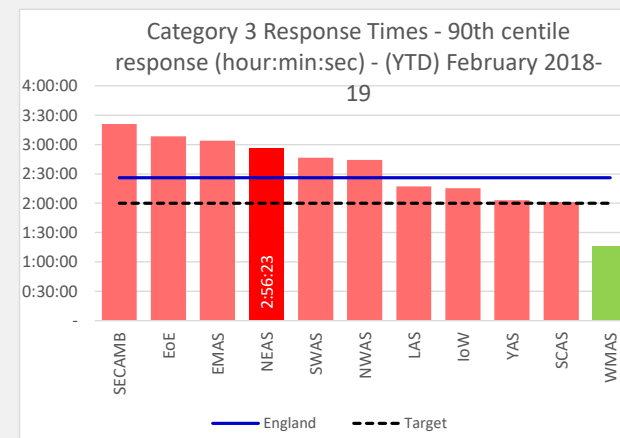
Category 1 - Mean and 90th centile



Category 2 - Mean and 90th centile



Category 3 & 4 - both 90th centile

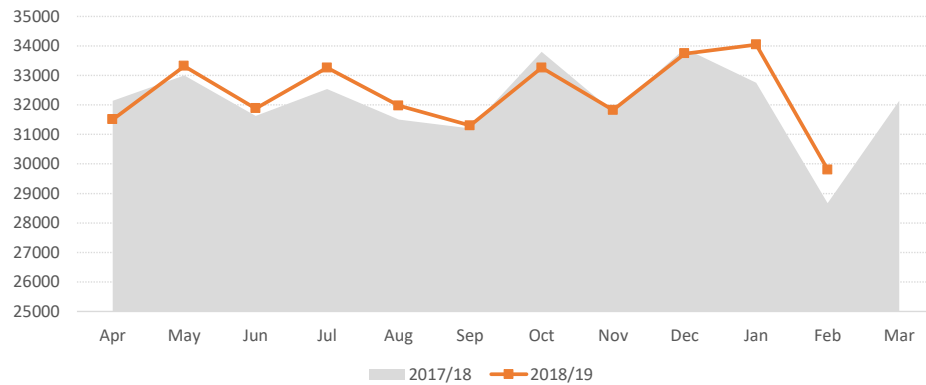


Benchmarking for February 2019 due for publication later in the month.

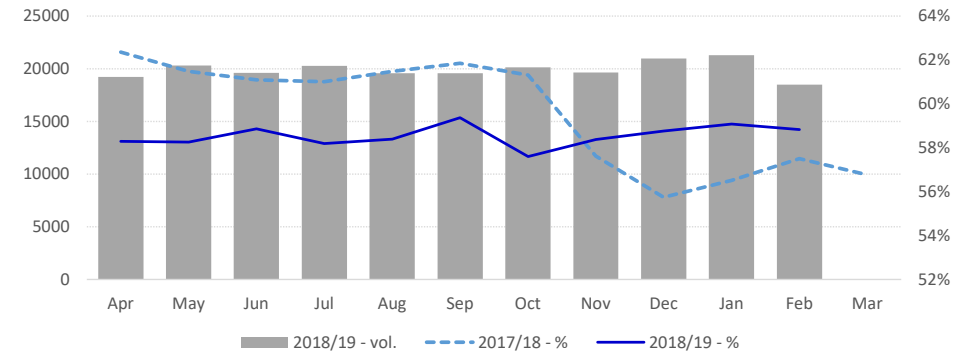
In January 2019 NEAS has reclaimed performance as the best placed Ambulance Trust for C1 response times remaining overtaking LAS (London) for Mean response time (remaining second for 90th Centile).

All C2, C3 & C4 all sitting above target and above national average For January 2018.

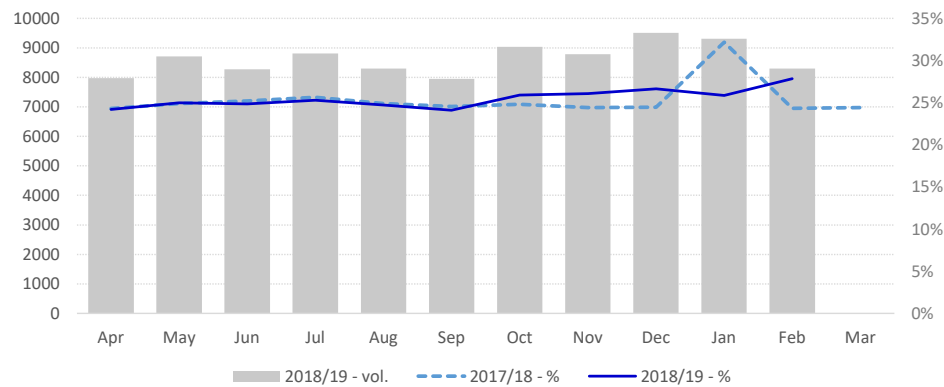
Volume of incidents attended to by an ambulance service resource



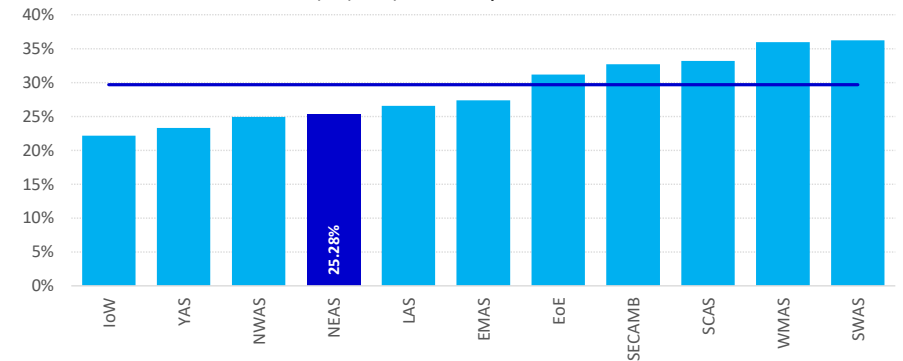
Patients treated and subsequently conveyed to a Type 1 or 2 Emergency Department (Hospital A&E)



Patients treated face-to-face and discharged at the scene (See & Treat)



Call/incident outcome performance - See & Treat percentage rate (A55 / A7) - (YTD) February 2018-19



The number of incidents attended to by an ambulance resource has decreased in February 2019 but is 3.79% above the February 2018, following last year's trend.

The proportion of patients being conveyed to a Type 1 or 2 ED has decreased in February, the percentages of patients attended subsequently conveyed to an ED is 1.3% higher than February 2018. The percentage increases of see and treat cases has decreased in February in both Volume and percentage.

See and Treat rates have increased in February 2019 however remain higher than the same period last year and not meeting the national standard (30%).

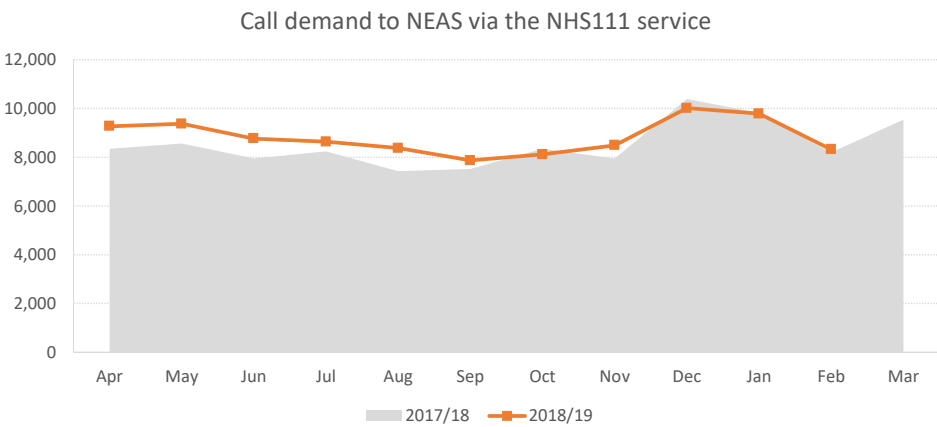
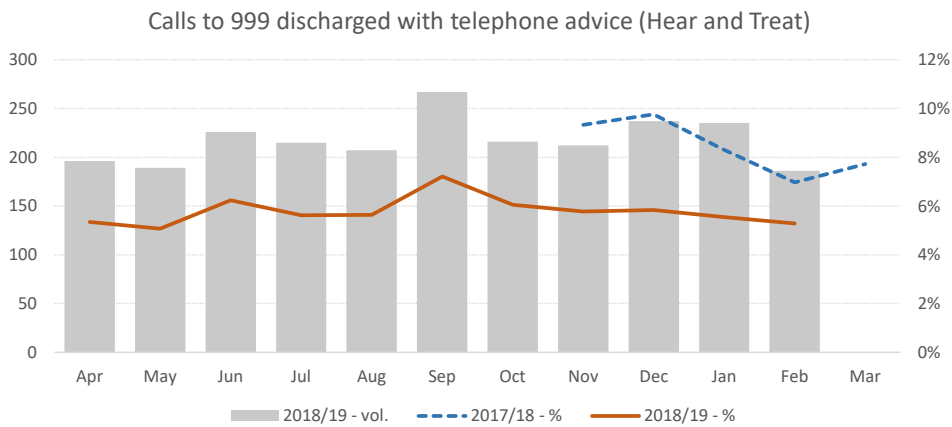


North East Ambulance Service



NHS Foundation Trust

NHS Sunderland CCG



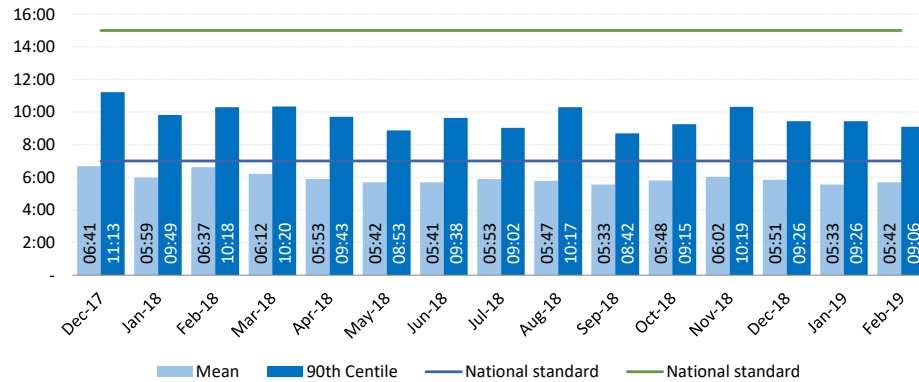
Graph of IUC KPI 15 - Clinical input in developed by CCG

The Hear and Treat rate continues to decrease within February 2019, with a 1.69% decrease from February 2018.

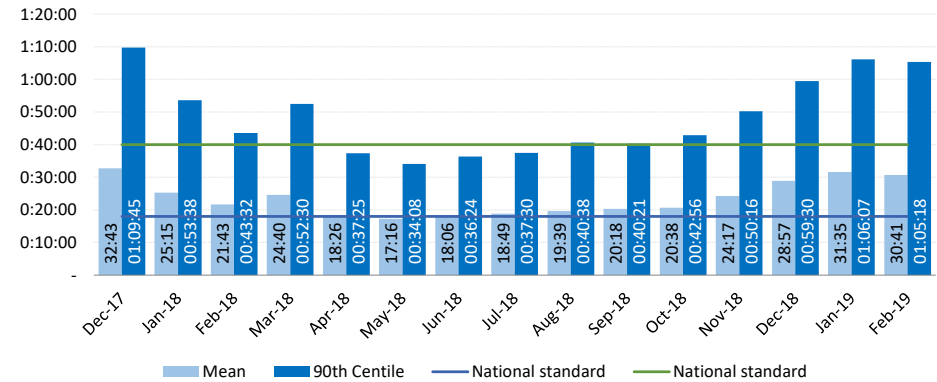
Call demand to 111 decreases slightly from December 2018 to February 2019 with the current level of demand is exceeding the same period last year.

Clinical input per CCG is in development to show how many calls per CCG had contact with a health care professional.

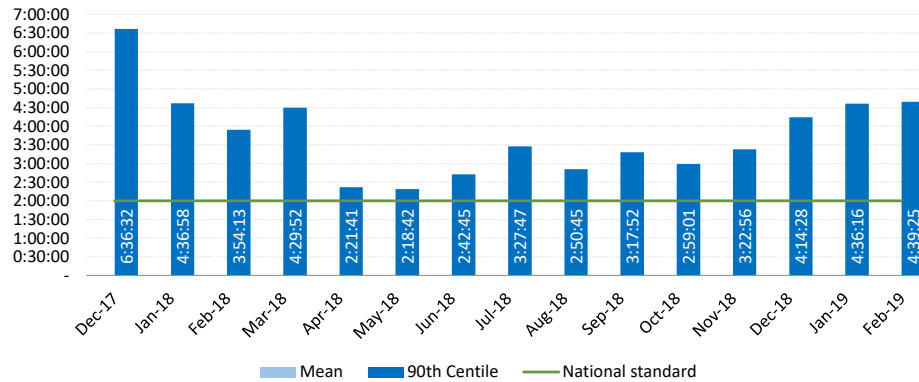
Category 1 response times



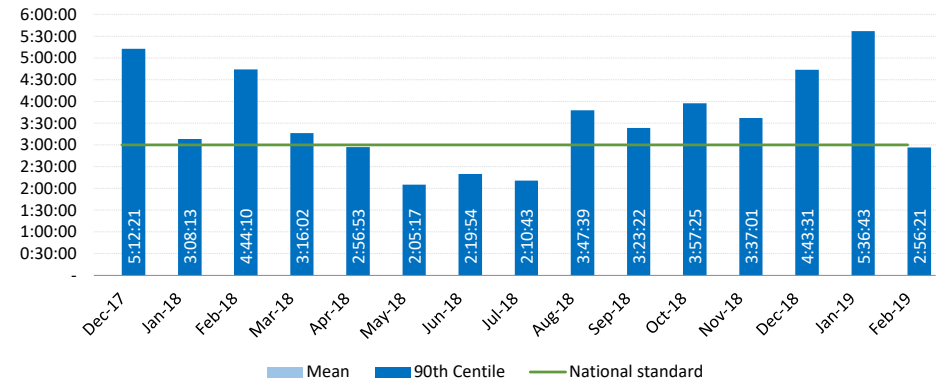
Category 2 response times



Category 3 response times



Category 4 response times

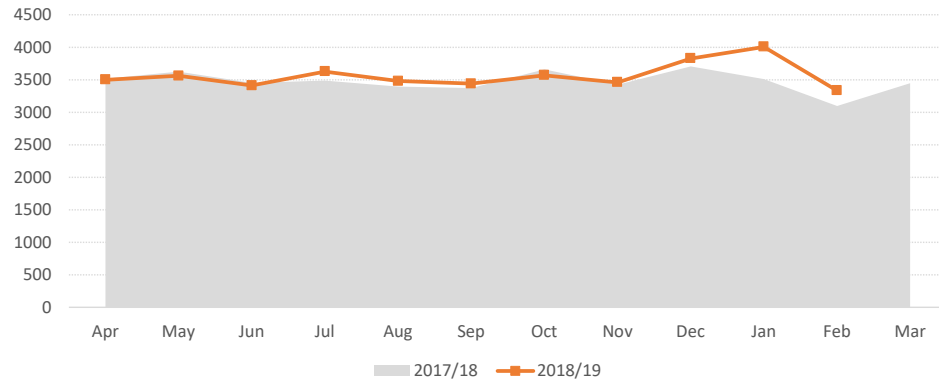


Response time standards have been achieved for Cat 1 Mean and 90th centile and in February Cat 4 90th Centile.

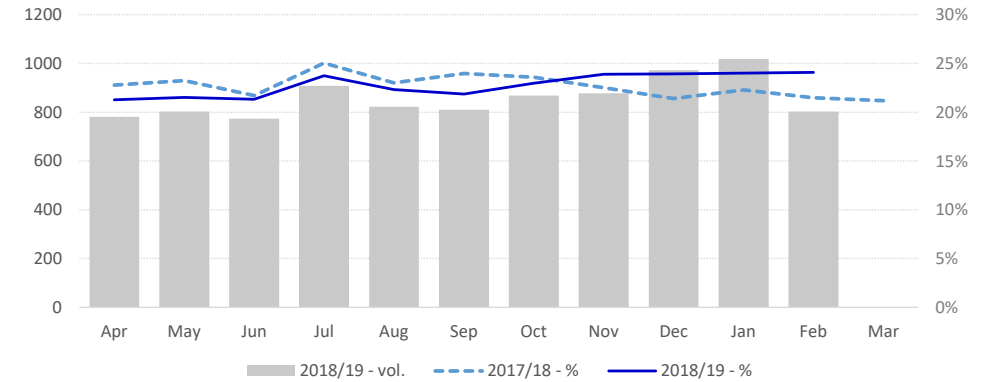
Cat 2 mean and 90th centile performance shows a marginal decrease in February 2019 with the response time remaining outside of standard.

Cat 3 90th centile performance has increased and remains above target standard.

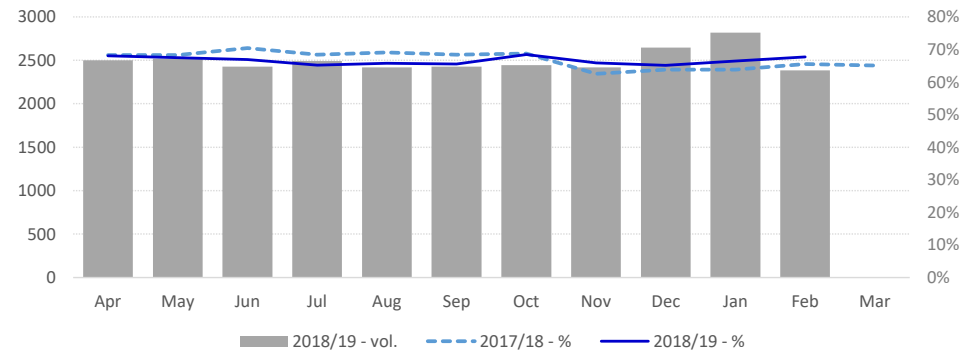
Volume of incidents attended to by an ambulance service resource



Patients treated face-to-face and discharged at the scene (See & Treat)



Patients treated and subsequently conveyed to a Type 1 or 2 Emergency Department (Hospital A&E)



The volume of incidents attended to by an ambulance response has decreased in February 2019, with an increase in demand from February 2018.

See and Treat percentage begin to level out in February 2019, around 24%. Exceeding the trend from 2018 by 2.6%.

There has been an increase in the percentage of patients conveyed to a Type 1 or 2 ED in February.