

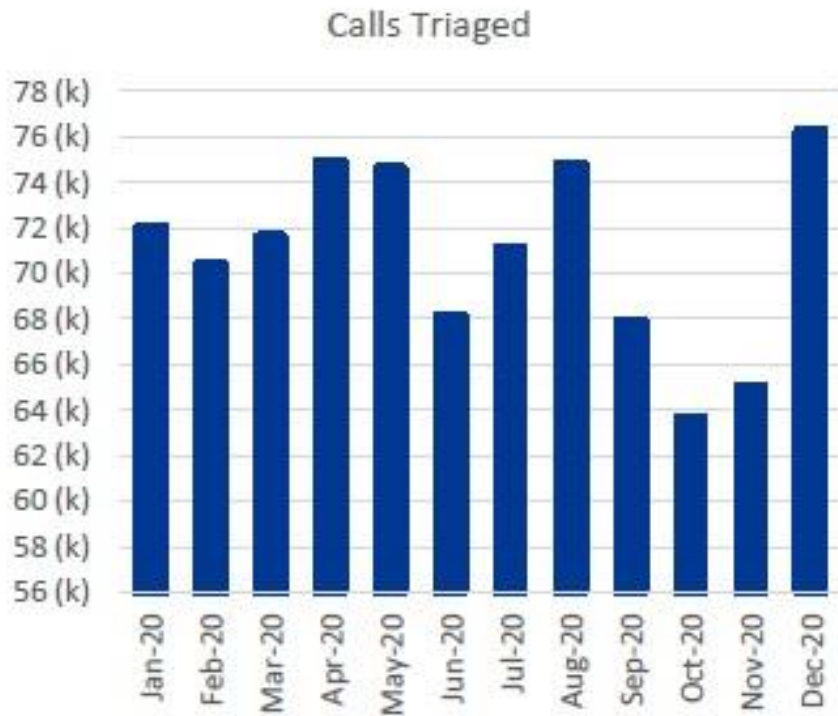


Tees Valley Joint Health Scrutiny Committee

Activity and performance 2020

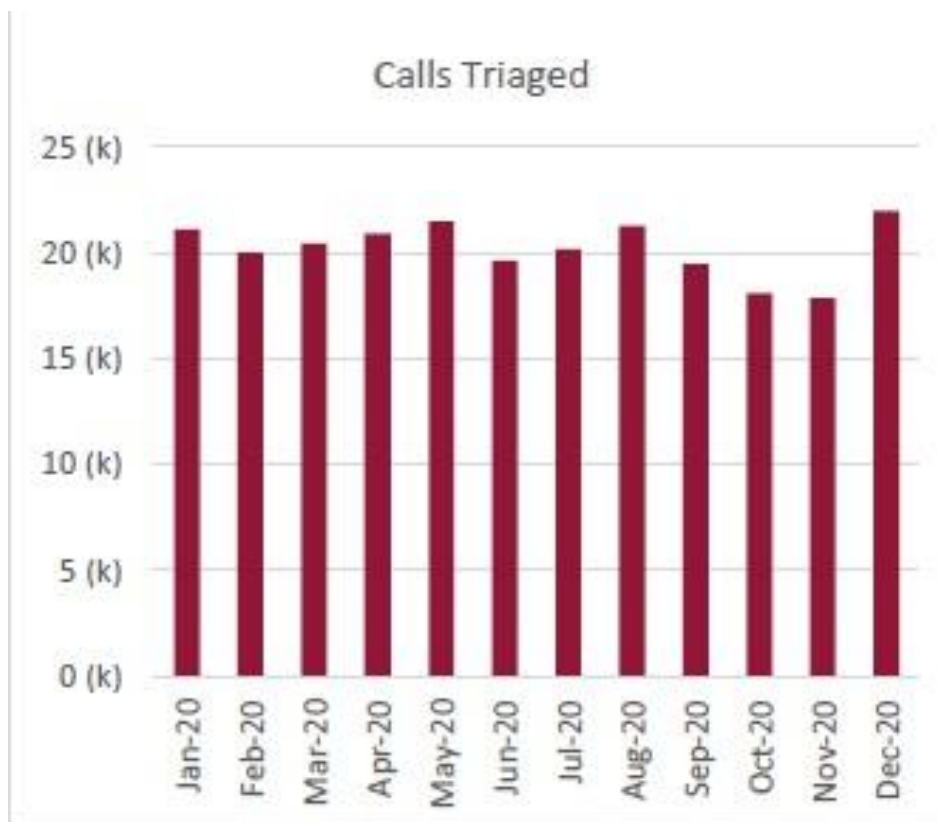
Prepared by
Victoria Court, deputy chief operating officer
Mark Cotton, assistant director of communications

NHS 111 calls triaged: NEAS



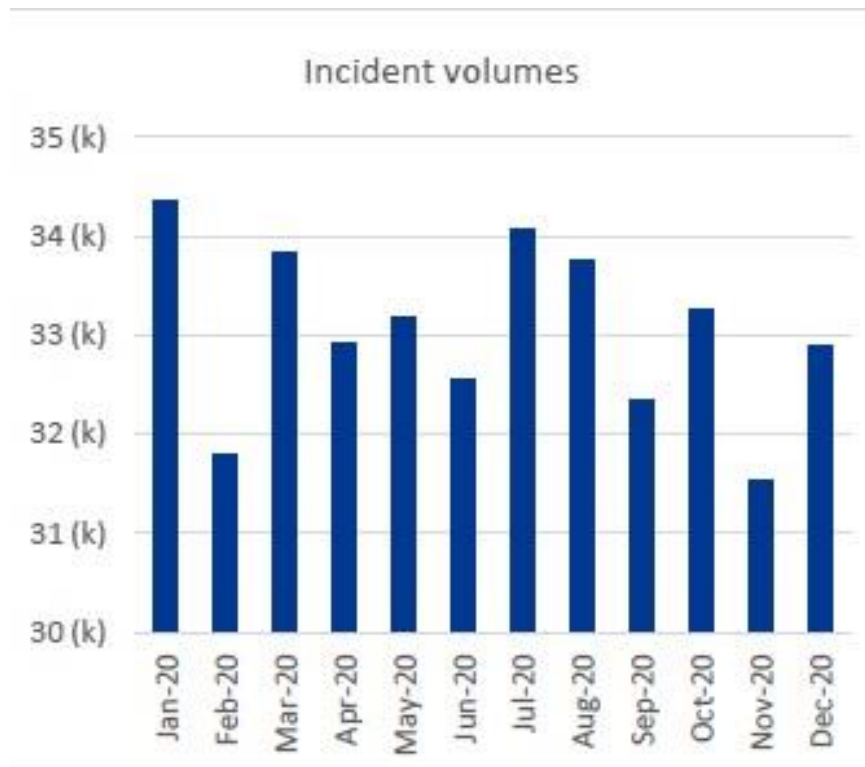
- Calls peaked in April and May – during first lockdown – as people were concerned about Covid symptoms.
- A second peak in August,
- Third – and highest peak – in December. More than 12,000 more calls in that month to 76,256
- 111 outcomes remained static with speak to primary care continuing to increase since October 20.

NHS 111 calls triaged: Tees Valley



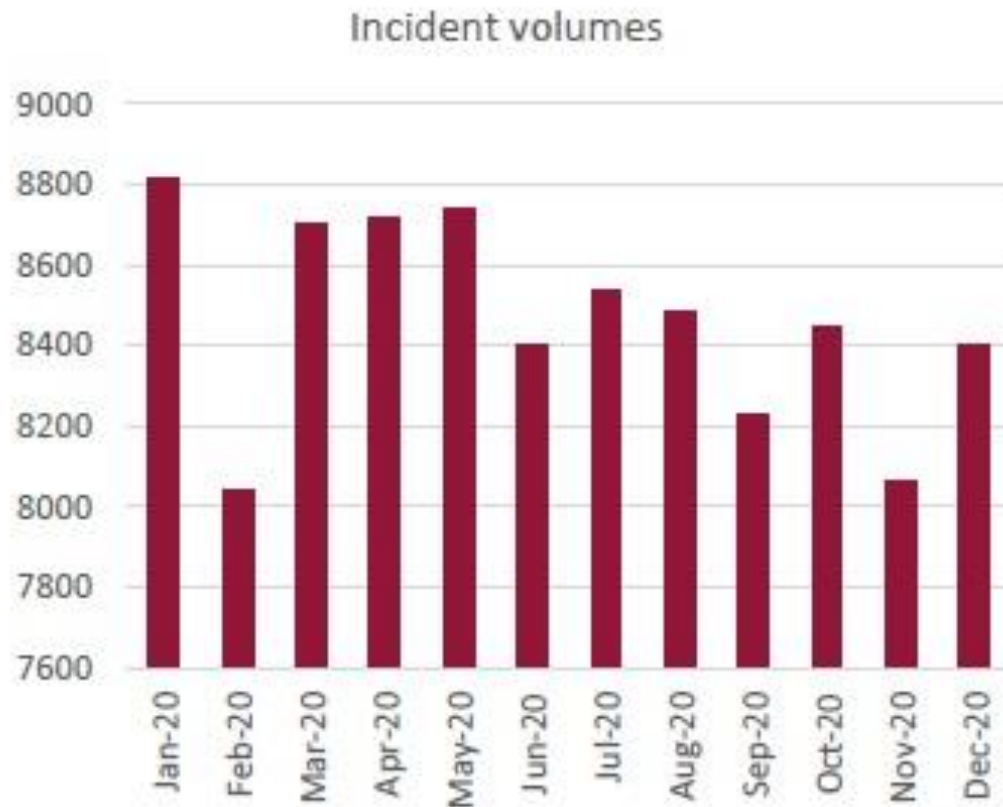
- Tees Valley CCG followed the same trend as NEAS in December seeing an increase in 111 calls – a rise of 19% from November
- Tees Valley CCG consistently triages the most calls within the Trust.

999 incident volumes NEAS

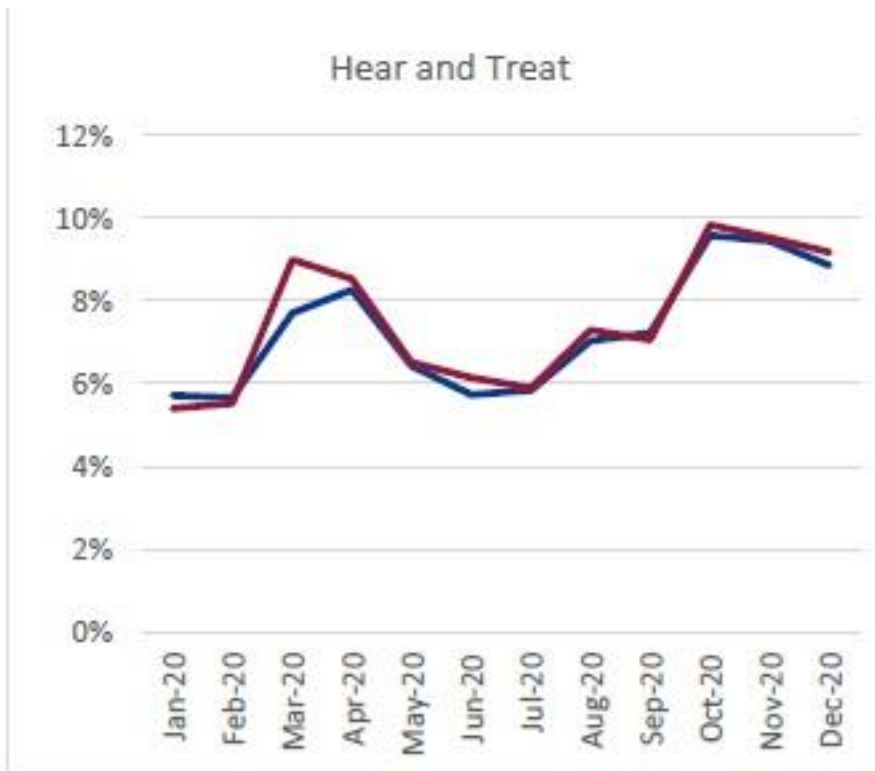


- Peaks in January (winter pressure) and July/Aug (first lockdown eased)

999 incident volumes: Tees Valley

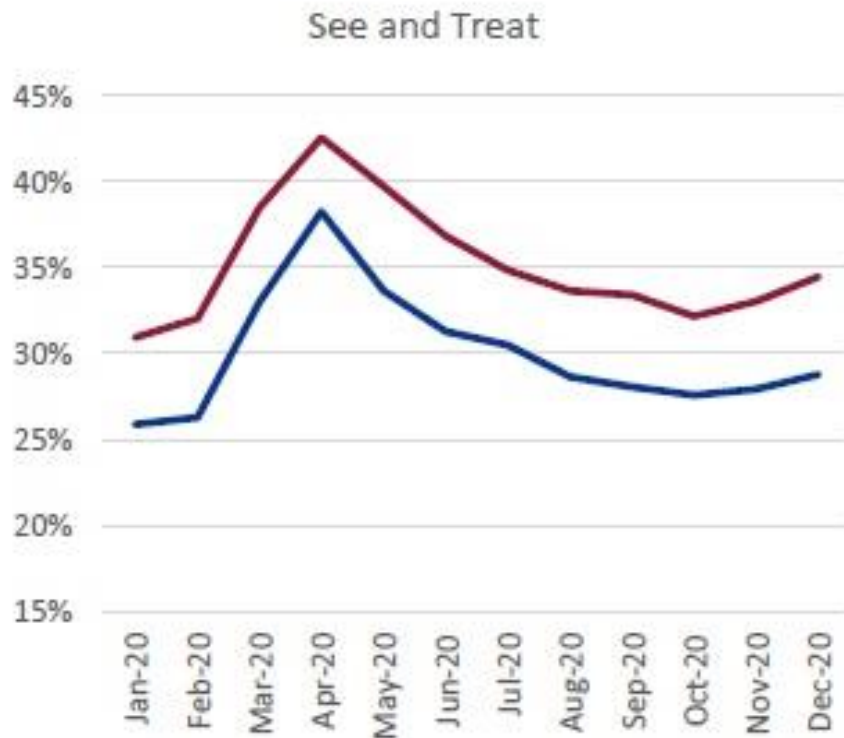


Hear and treat rates for 999



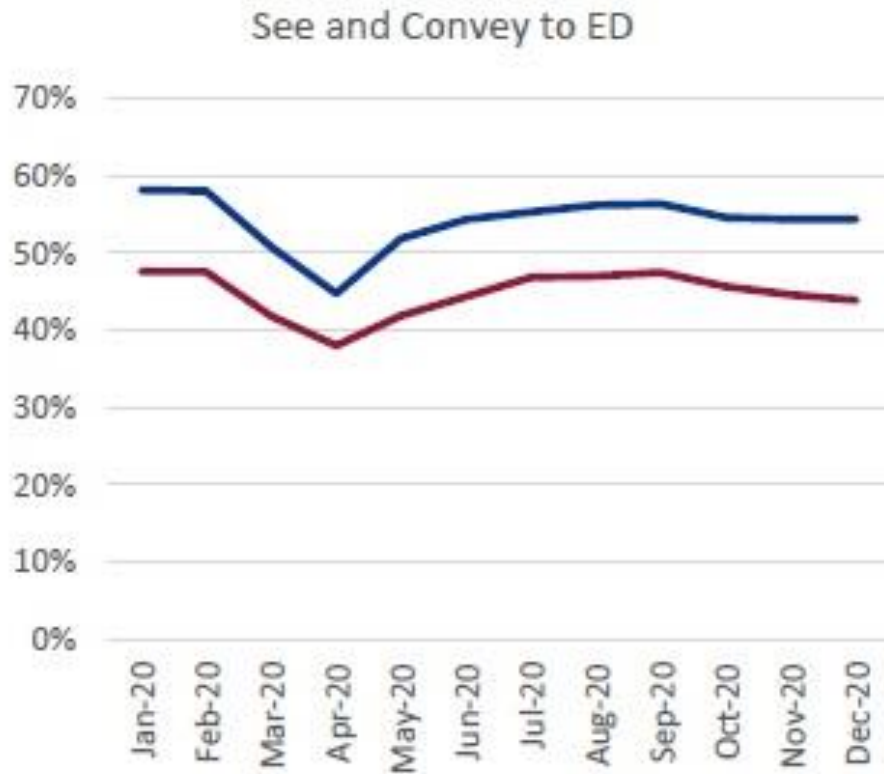
- Hear & treat outcomes for 999 have been comparable with NEAS overall outcome.
- The national Clinical Assessment Service provides clinical assessments to Covid-19 patients.
- COVID-19 clinical assessment volumes have significantly reduced in last quarter, with December seeing a 40% compared to the peak seen in September.

See and treat rates for 999



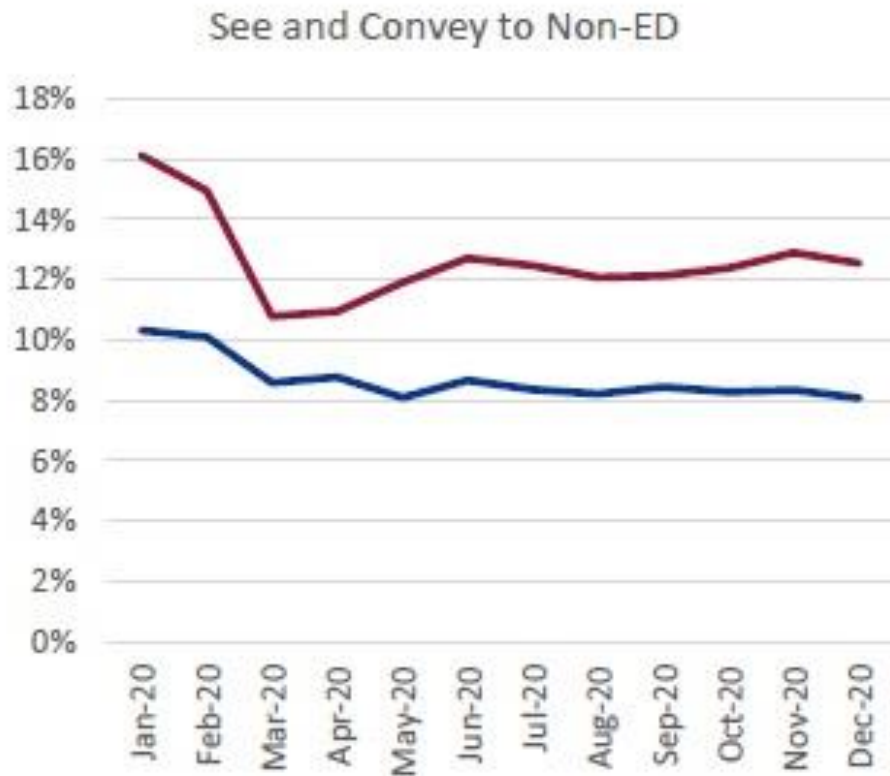
- See & Treat rates have remained consistently above the NEAS average, which has had a positive impact on conveyance rates to emergency departments

See and convey to ED



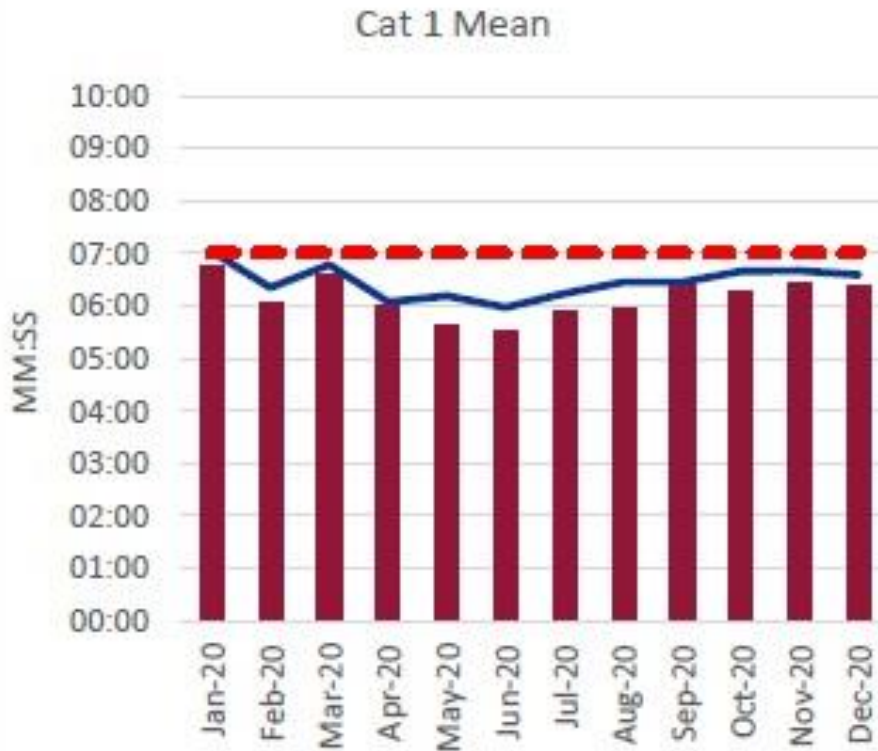
- Tees Valley CCG has more than 10% fewer conveyances to emergency departments than the overall Trusts rate

See and convey to non-ED



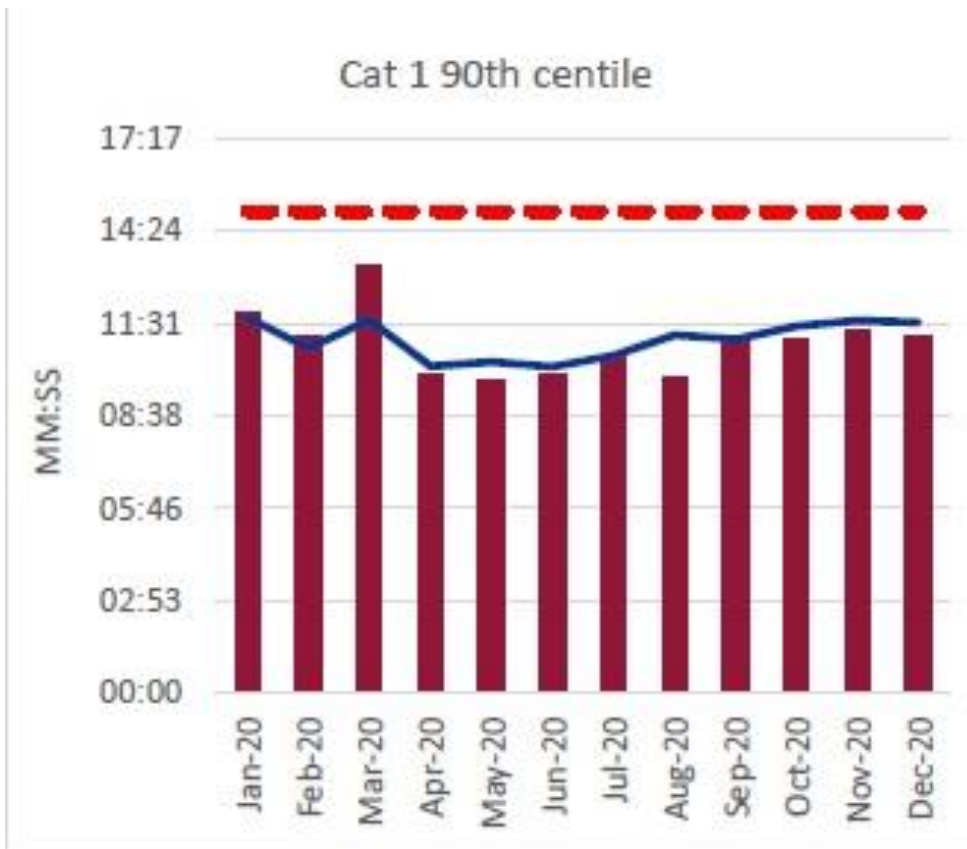
- However, the Tees Valley area does also consistently see the highest conveyance rates to non-emergency department sites. This is about 4% points better than the overall Trust rate.

Response times: Cat 1 mean



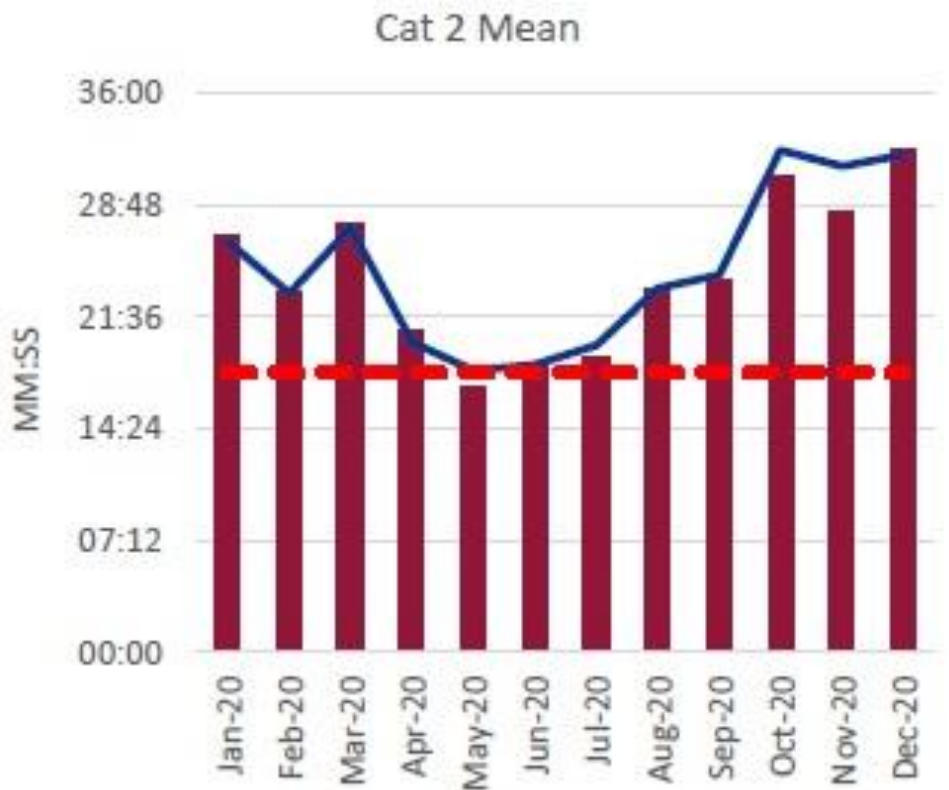
- NEAS continues to be one of the fastest responding ambulance trusts in the country to category one incidents.
- National standard is to respond to 100% of all category one incidents in an average time of seven minutes (indicated by red dotted line)

Response times: Cat 1 90%



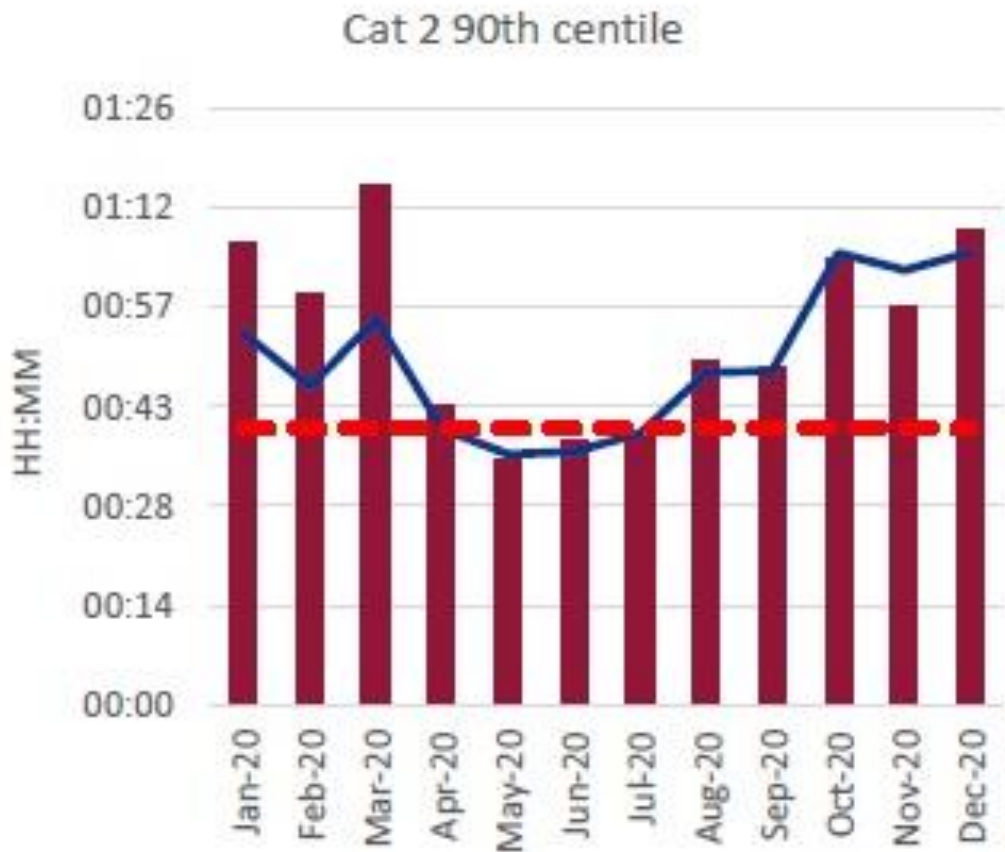
- National standard is to respond to 90% of all category one incidents in 15 minutes (indicated by red dotted line)

Response times: Cat 2 mean



- National standard is to respond to 100% of all category two incidents in an average time of 18 minutes (indicated by red dotted line)
- Tees Valley CCG has followed a similar trend as the Trust, with response times deteriorating over winter

Response times: Cat 2 90%



- National standard is to respond to 90% of all category two incidents in 40 minutes (indicated by red dotted line)
- C2 had better response times in December 2020 compared to December 2019 - 18% lower than the previous year.

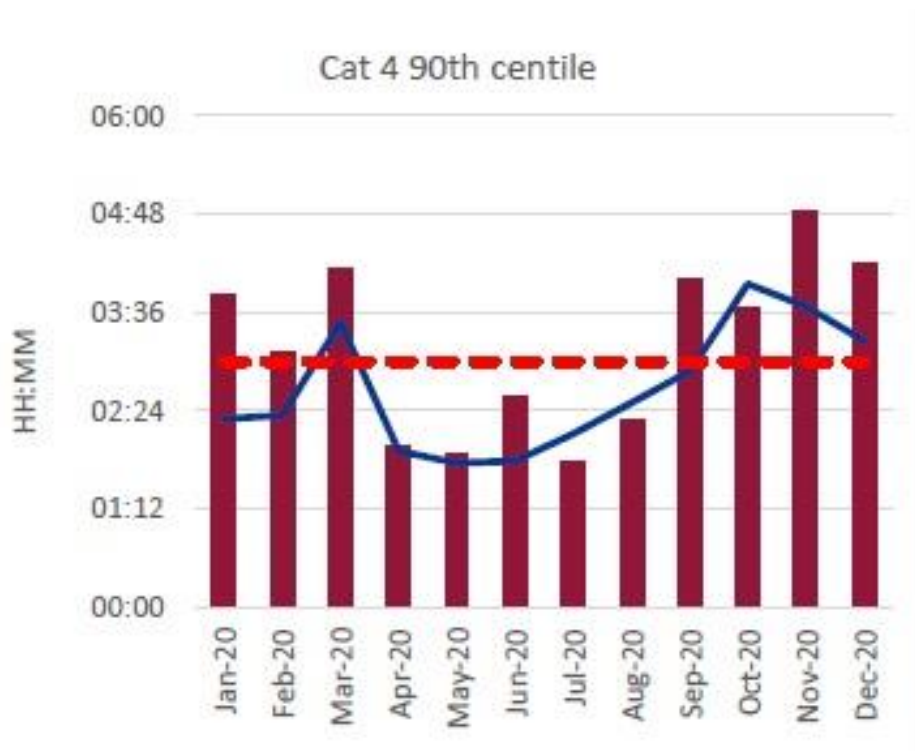
Response times: Cat 3 90%

Cat 3 90th centile



- National standard is to respond to 90% of all category three incidents in two hours (indicated by red dotted line)

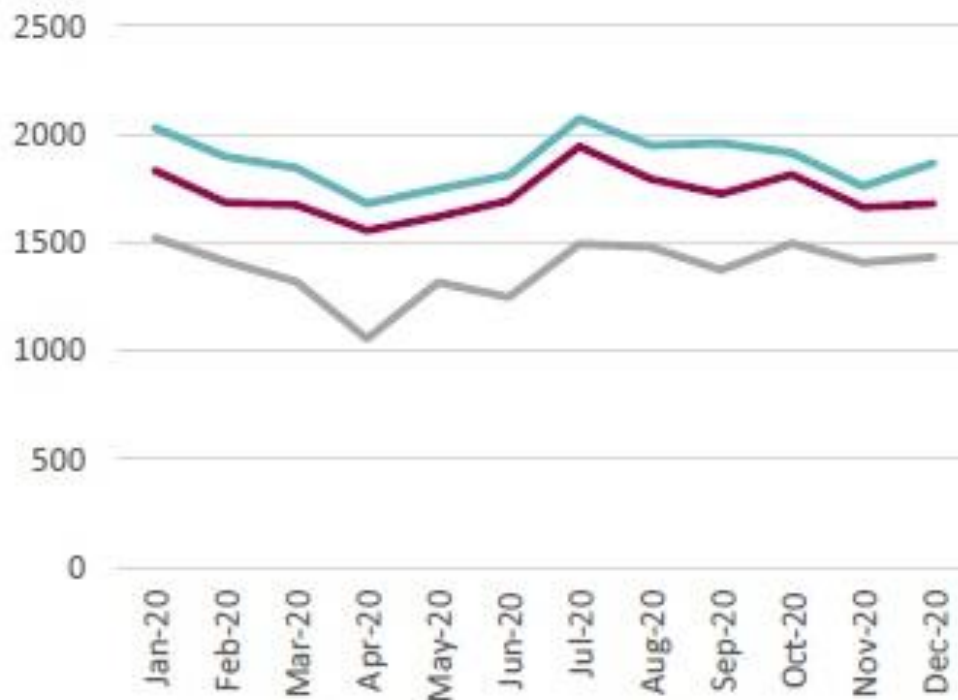
Response times: Cat 4 90%



- National standard is to respond to 90% of all category four incidents in three hours (indicated by red dotted line)
- The highest C4 response time in December was 4 hours 12 minutes for December.

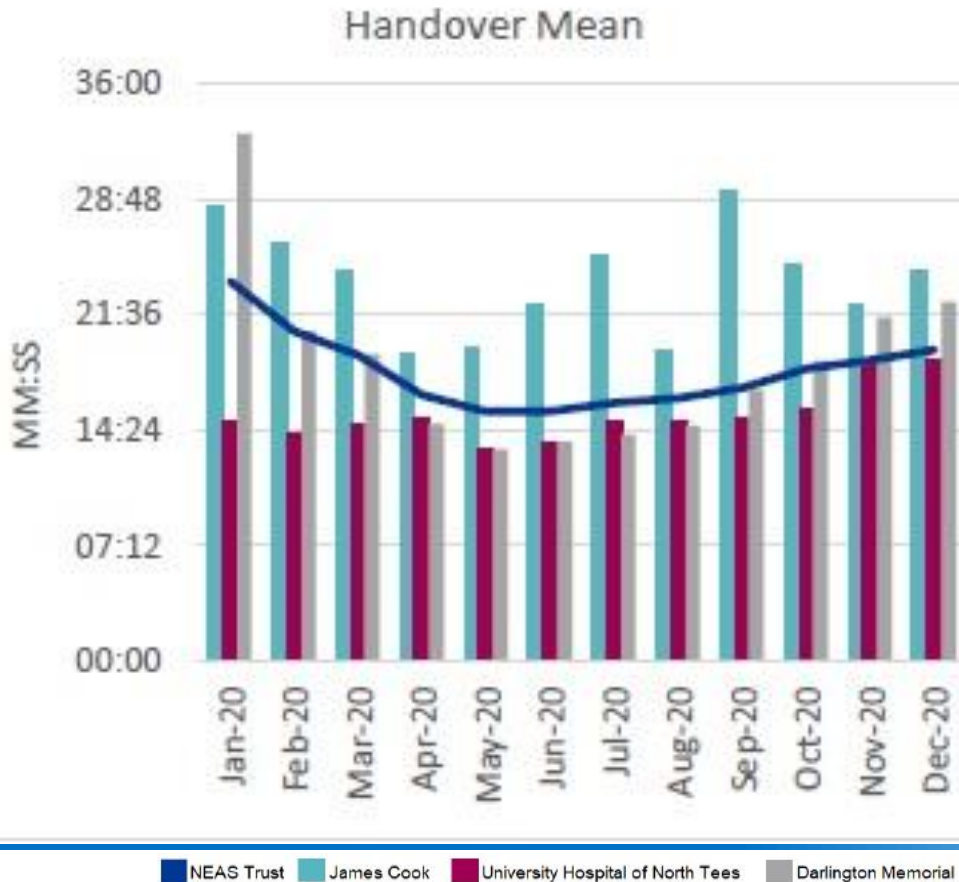
Ambulance arrival at hospital

Hospital Arrival volumes



- Hospital arrivals at James Cook, Darlington Memorial and UHNT slightly increased in December, but these are still lower than the levels seen in summer 2020 or winter 2019

Hospital handovers



- Average handover times have increased since an initial drop from March-July.
- This is expected coming into the winter period.
- Hospital handover delays are lower than same time last year

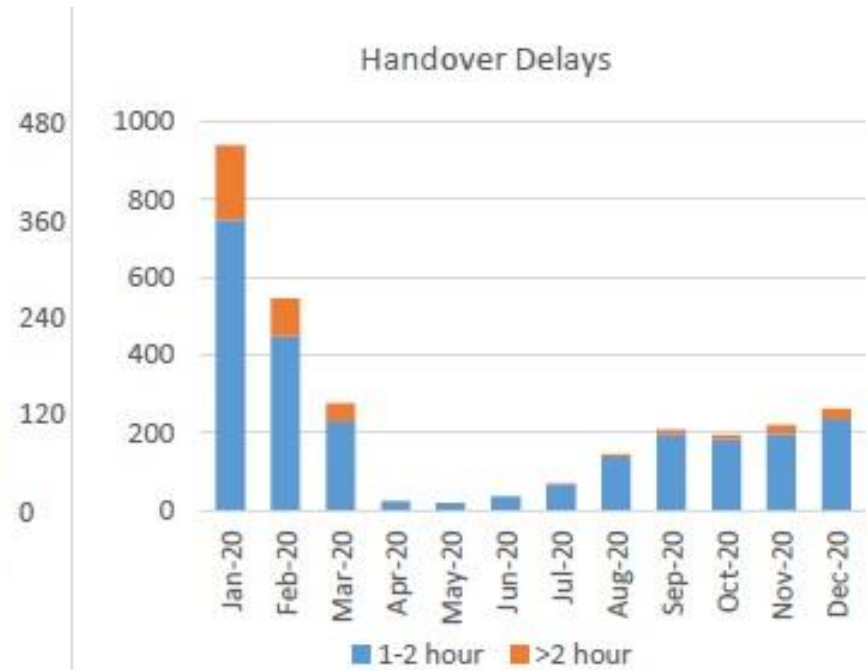
For Life

Hospital handovers

- Similar to other hospitals, handover times have been challenging in December.
- In last quarter, UHNT and Darlington memorial experienced higher number of patients held on the vehicle whilst awaiting a COVID-19 test before entering the hospital compared to other Hospitals across the region



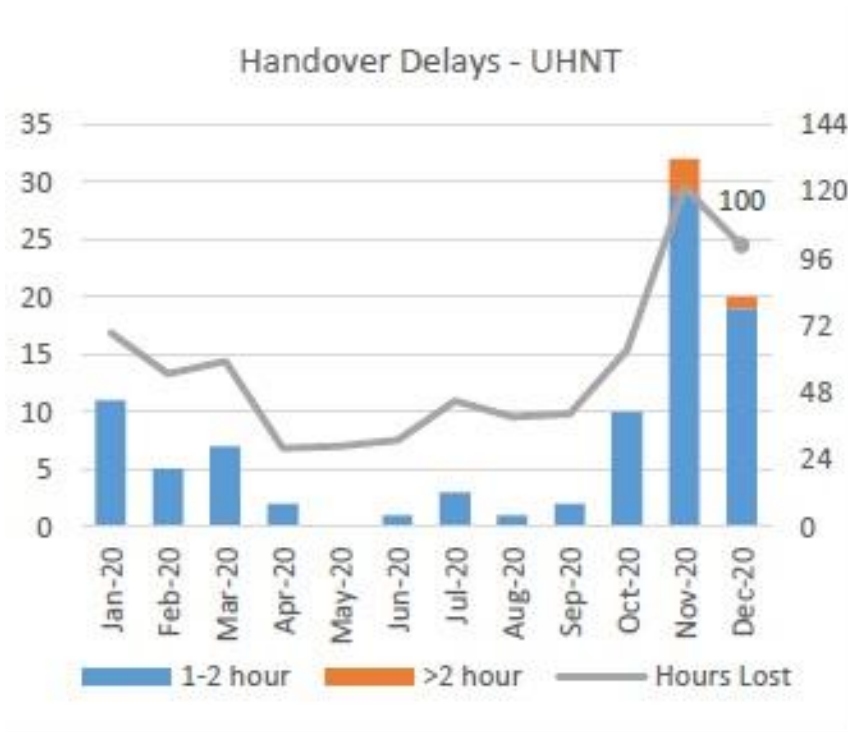
Darlington Memorial



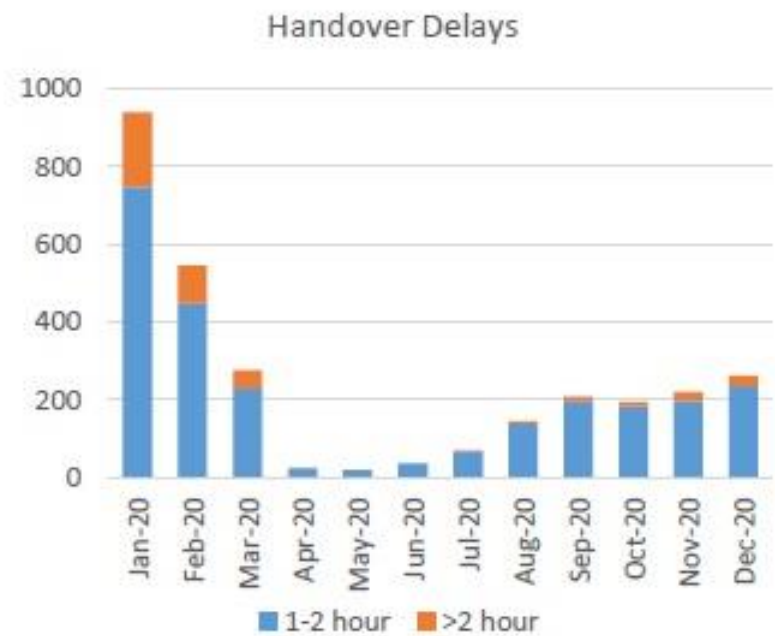
NEAS total area

Hospital handovers

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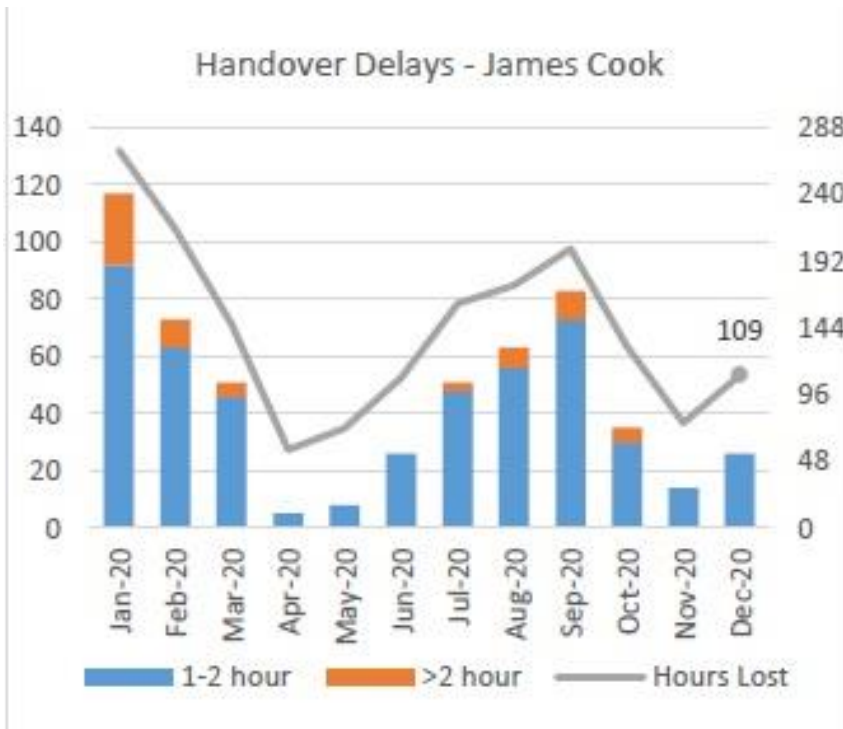
North Tees



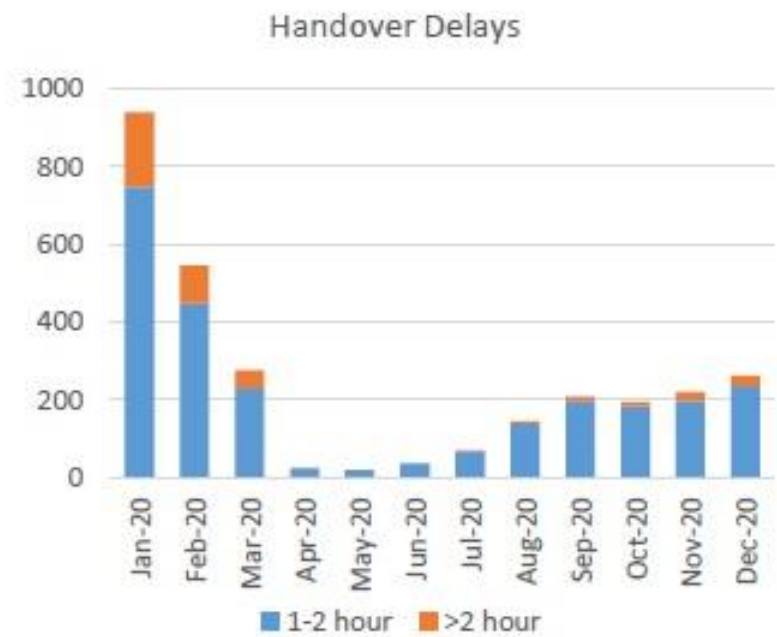
NEAS total area

Hospital handovers

- Overall across the Trust, delays in December were five minutes 44 seconds lower compared to December 2019



James Cook



NEAS total area

Violent assaults against staff

- Severity of attacks against staff in July/Aug after first lockdown eased
- Legislation doubled the maximum sentence to two years for assaulting an emergency service worker





Coping with COVID and celebrating our staff in 2020



www.neas.nhs.uk



/North East Ambulance Service



@NEAmbulance