



Performance update to Tees Valley joint health scrutiny committee

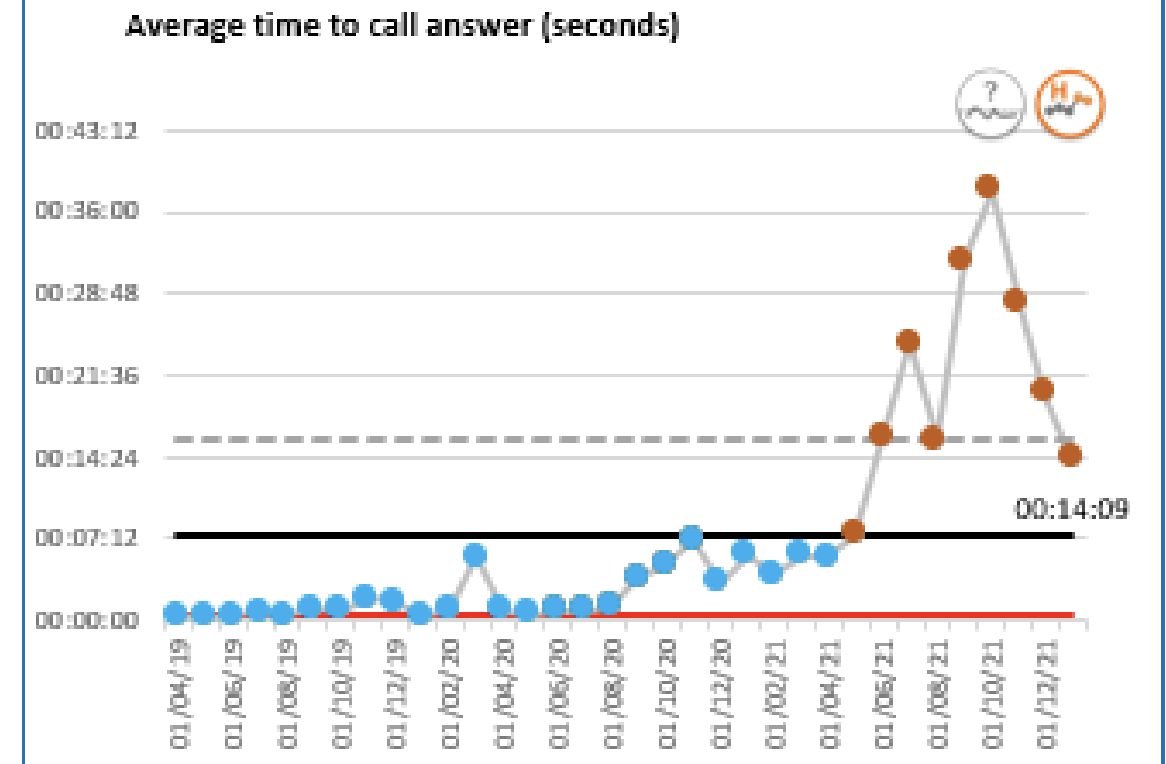
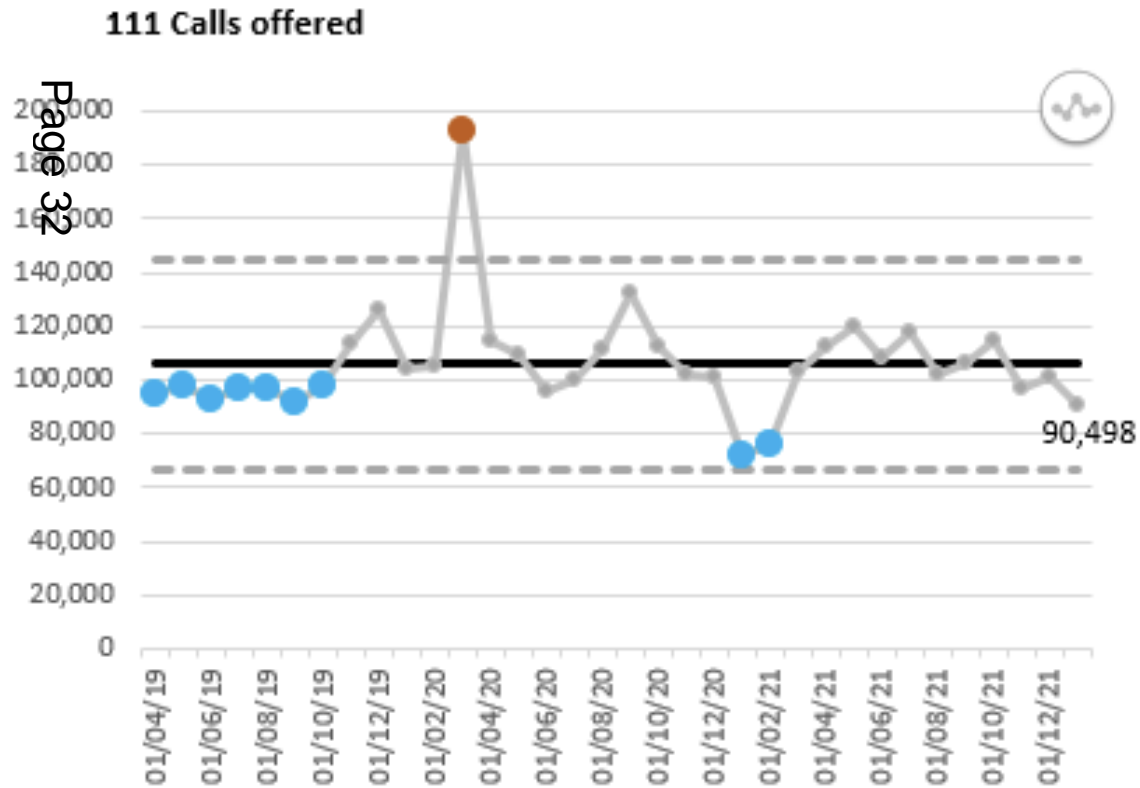
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Helen Ray, chief executive

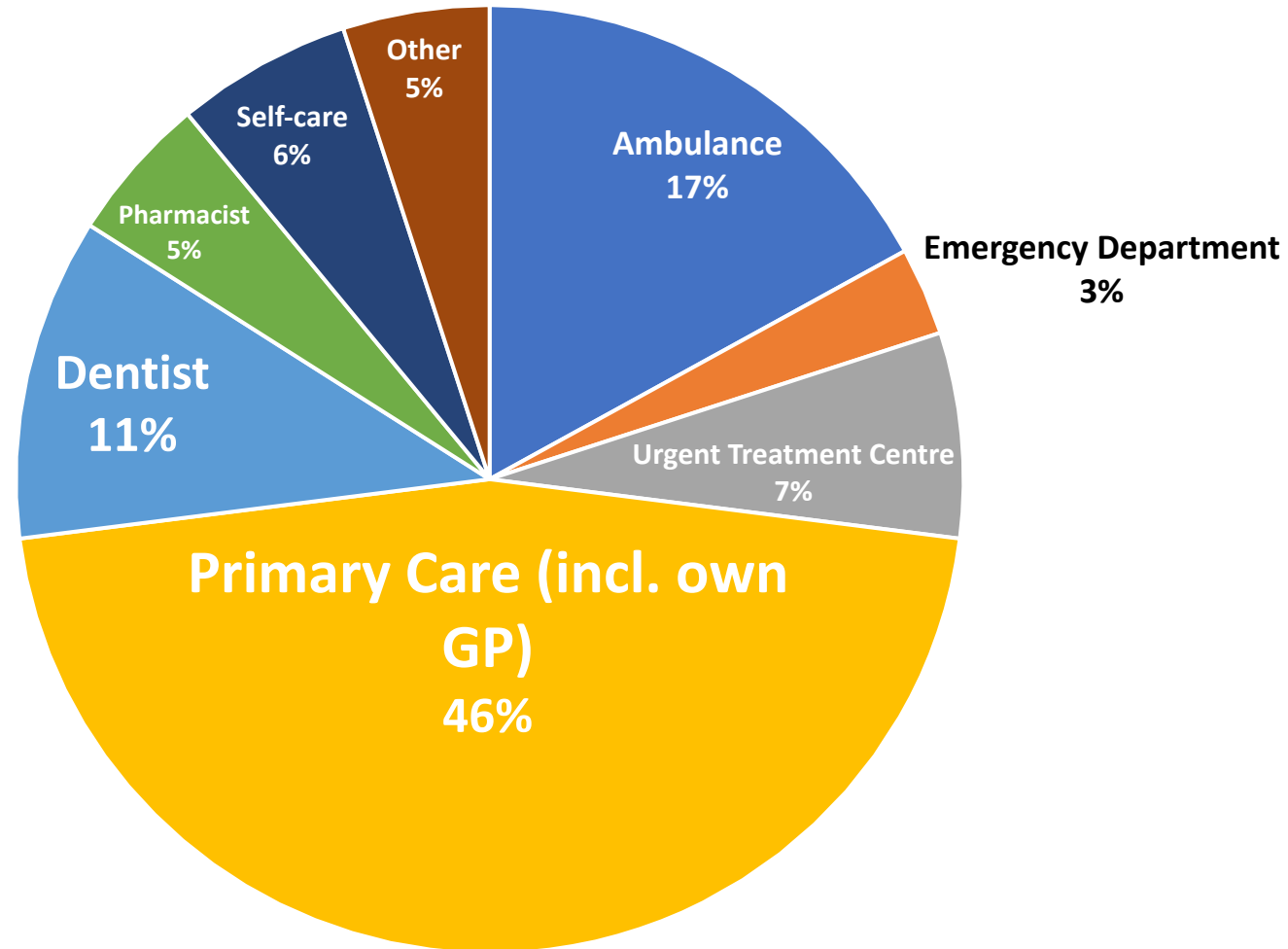
Mark Cotton, assistant director of communications

Agenda Item 7

111 calls offered and average time to answer

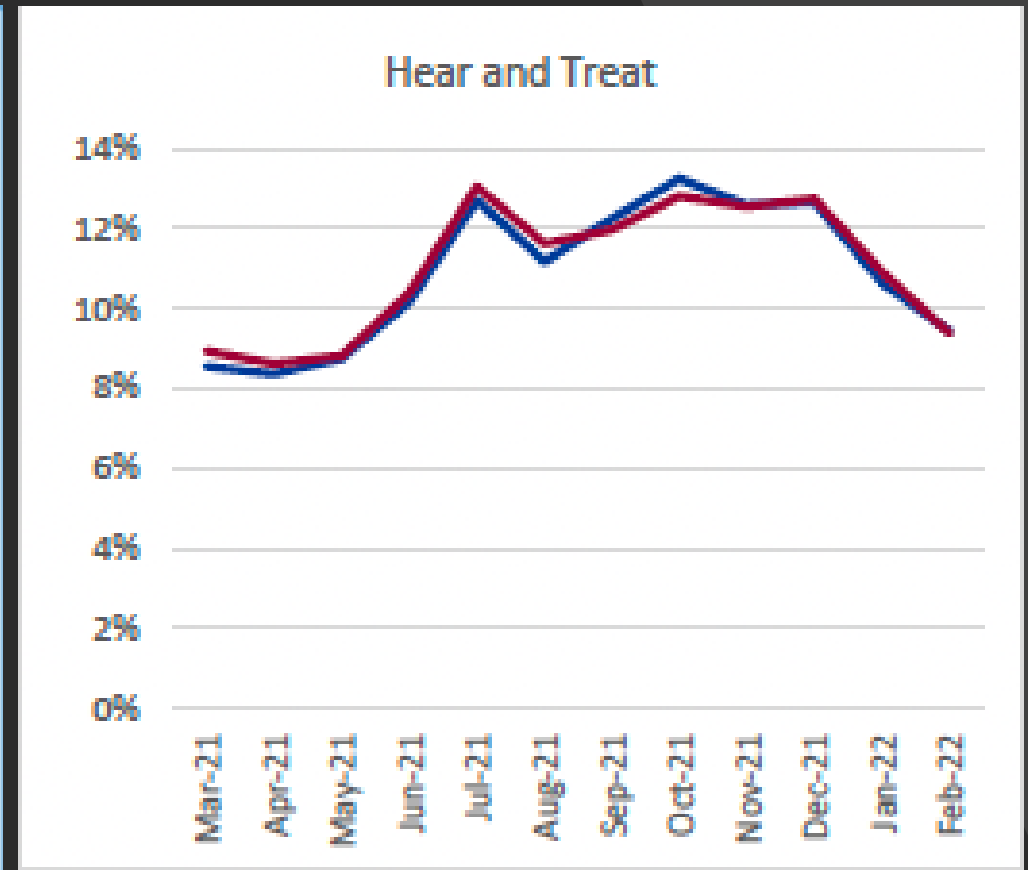
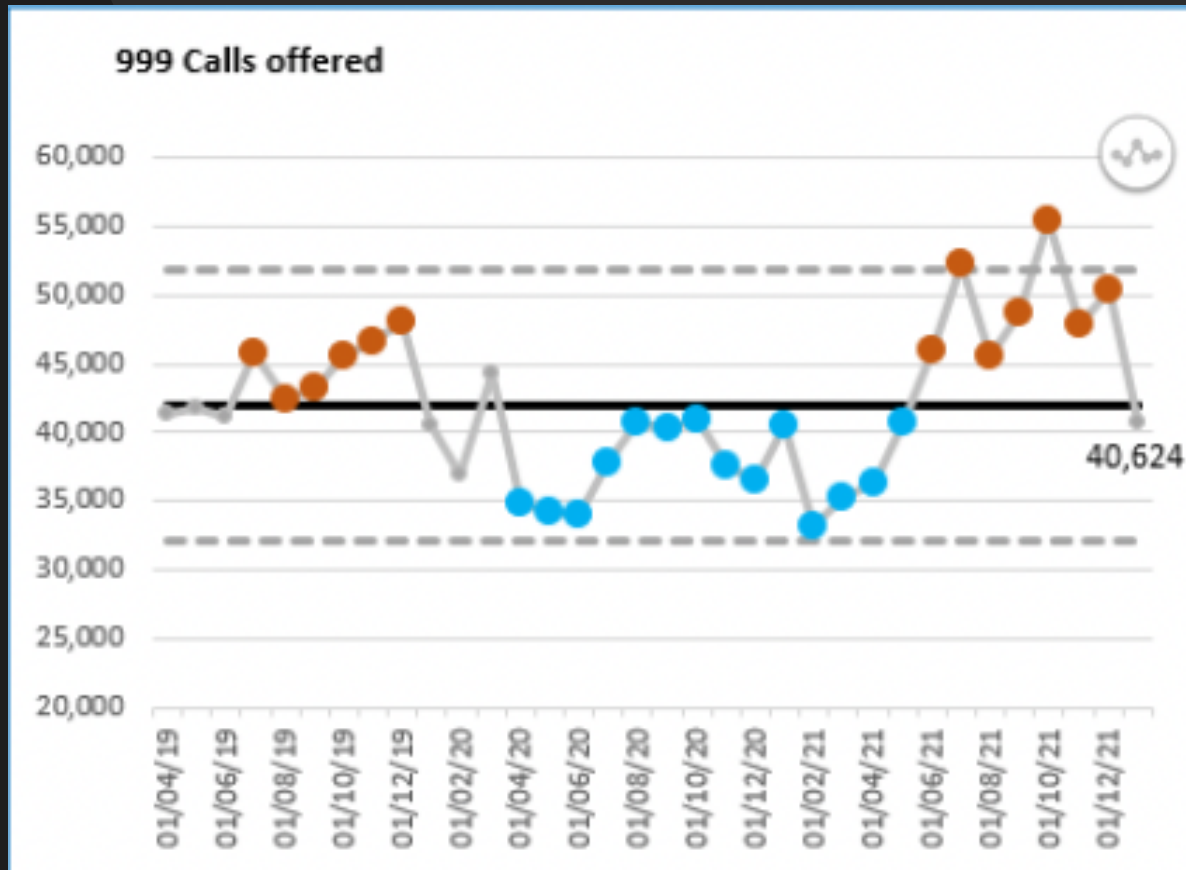


111 outcomes (December 2021)

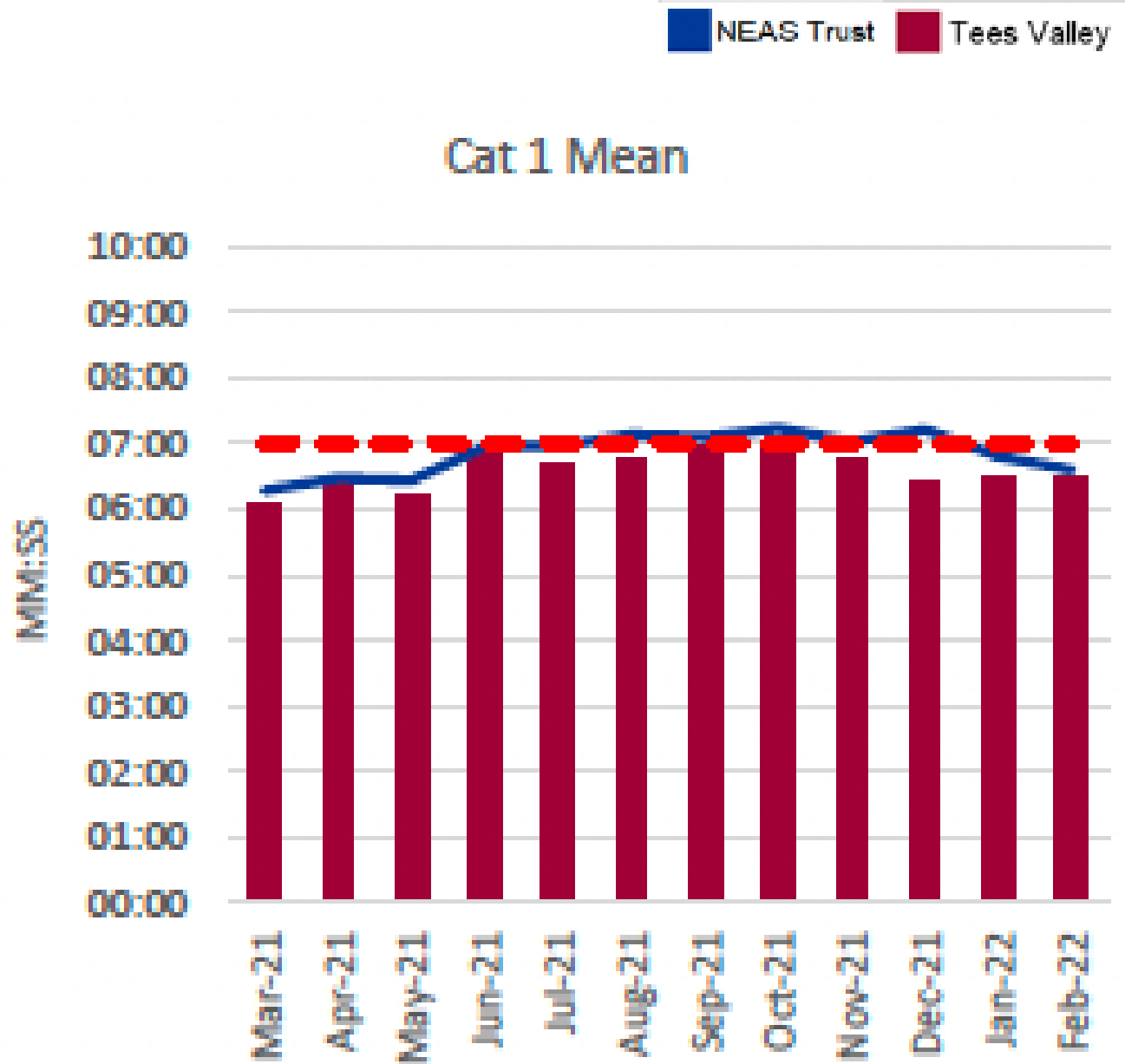


999 calls offered and hear & treat rates over phone

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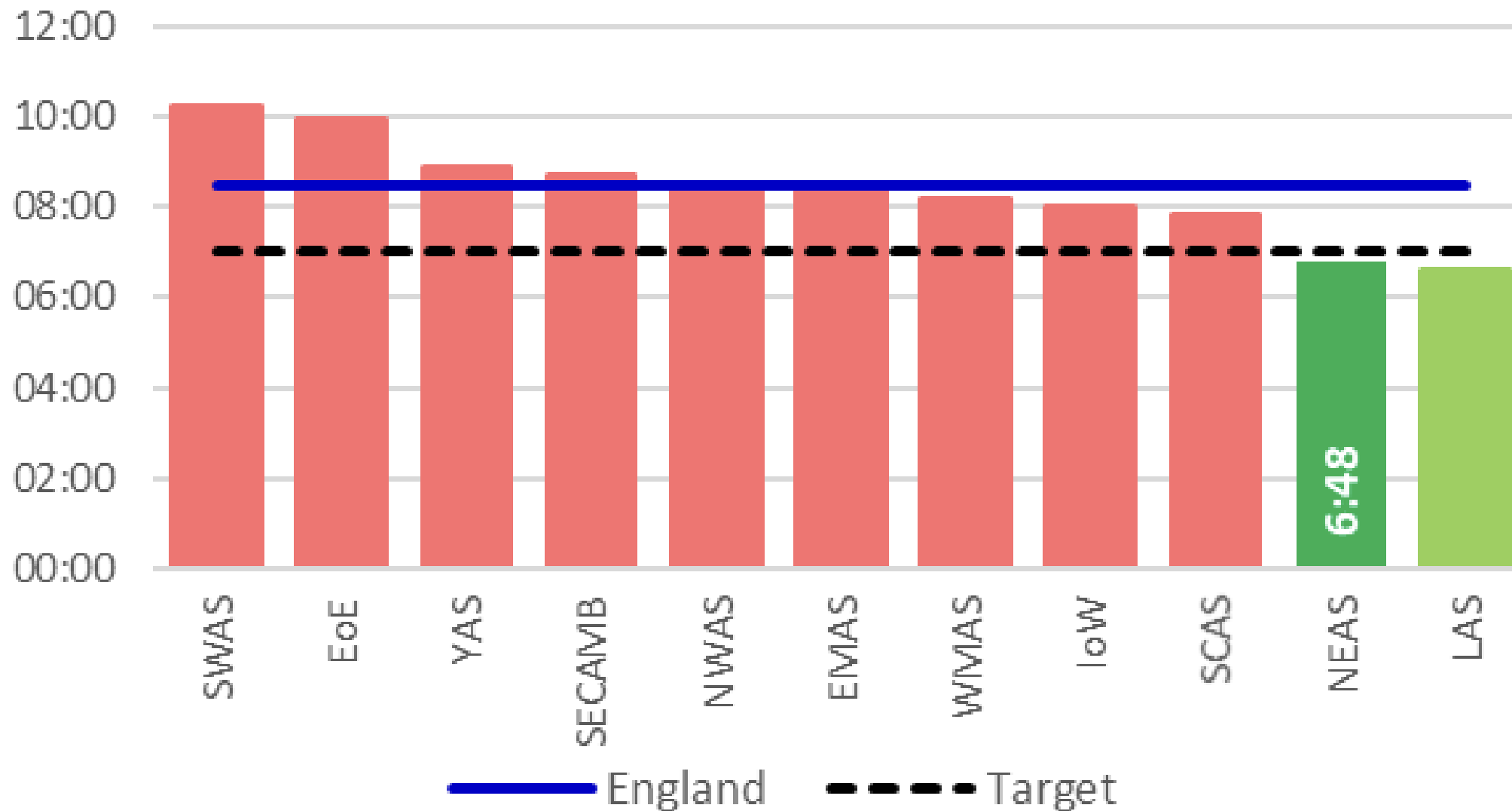


Average response standards to life-threatening calls in Tees Valley and across NEAS



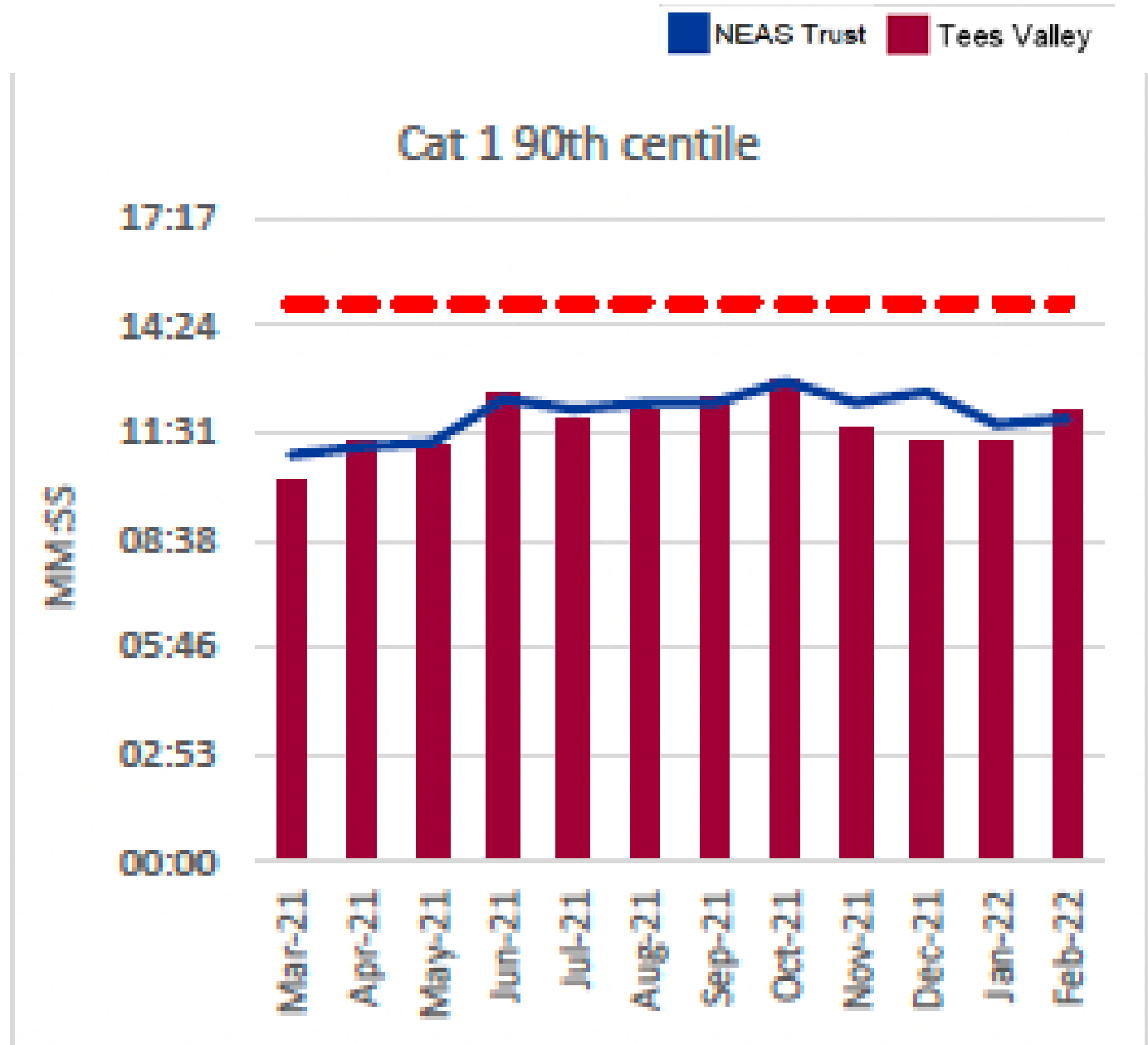
Category 1 Response Times - Mean response (min:sec) - (MTD) January 2021-22

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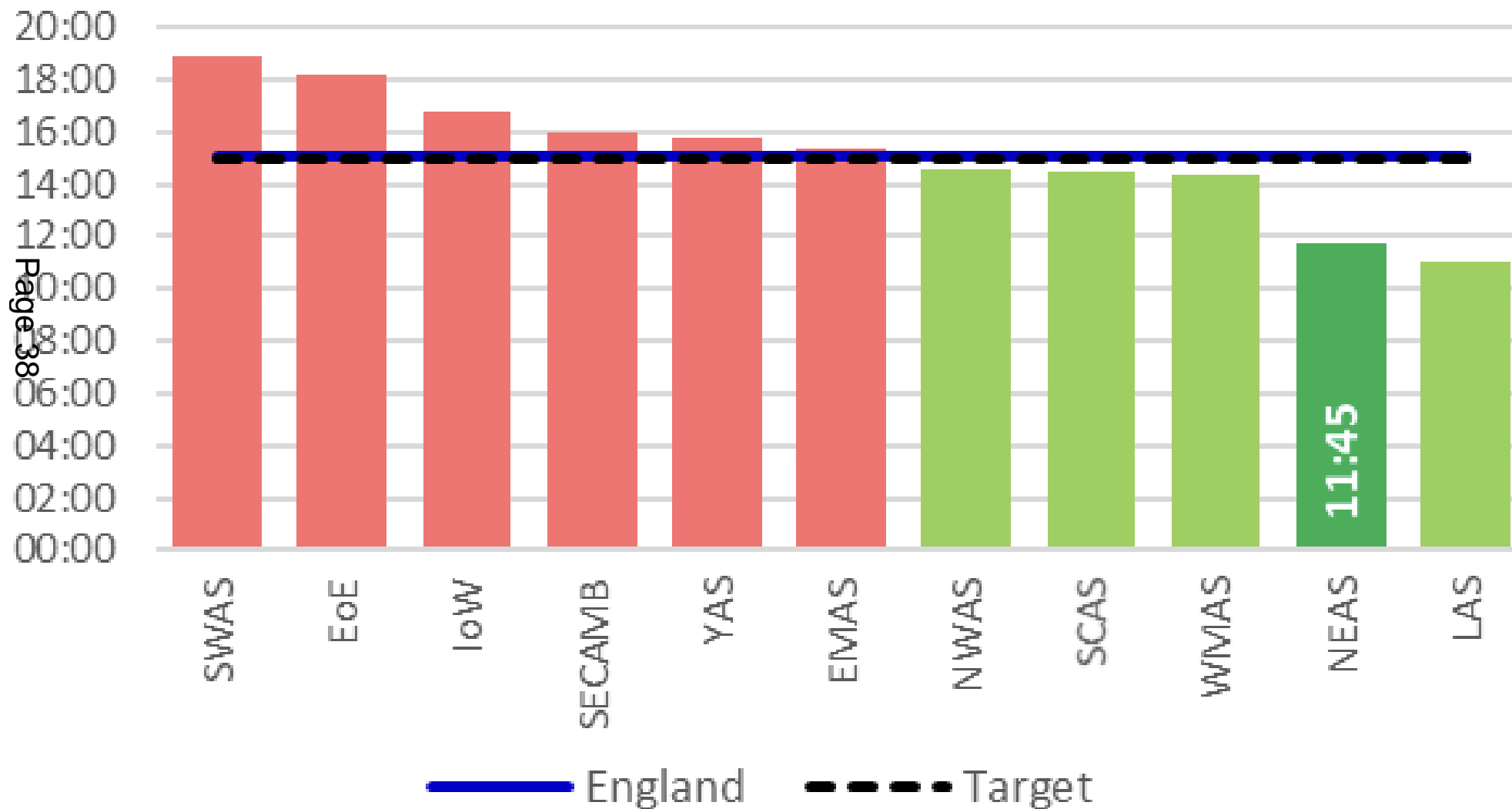


Response standards to 90% of life-threatening calls in Tees Valley and across NEAS

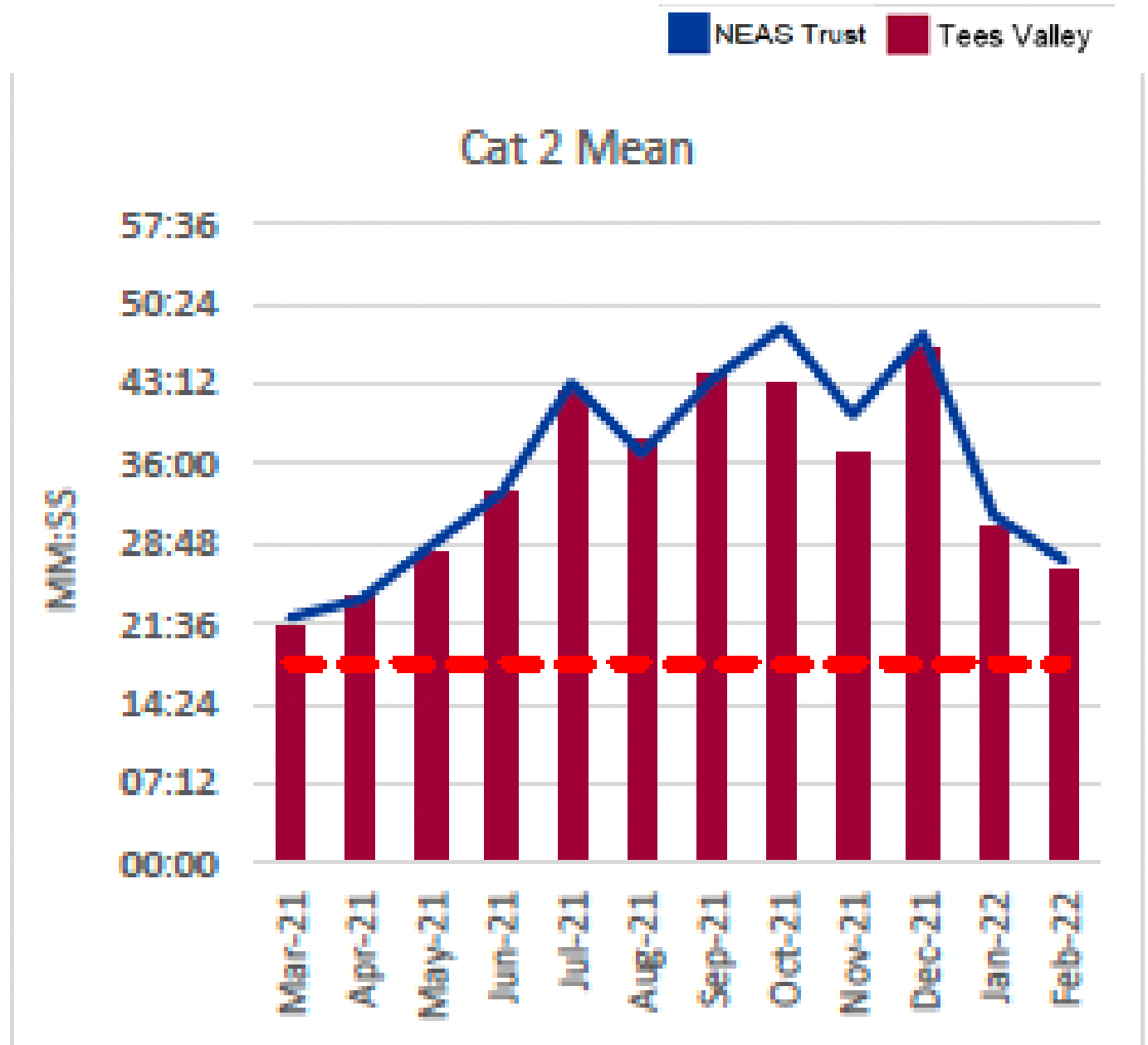
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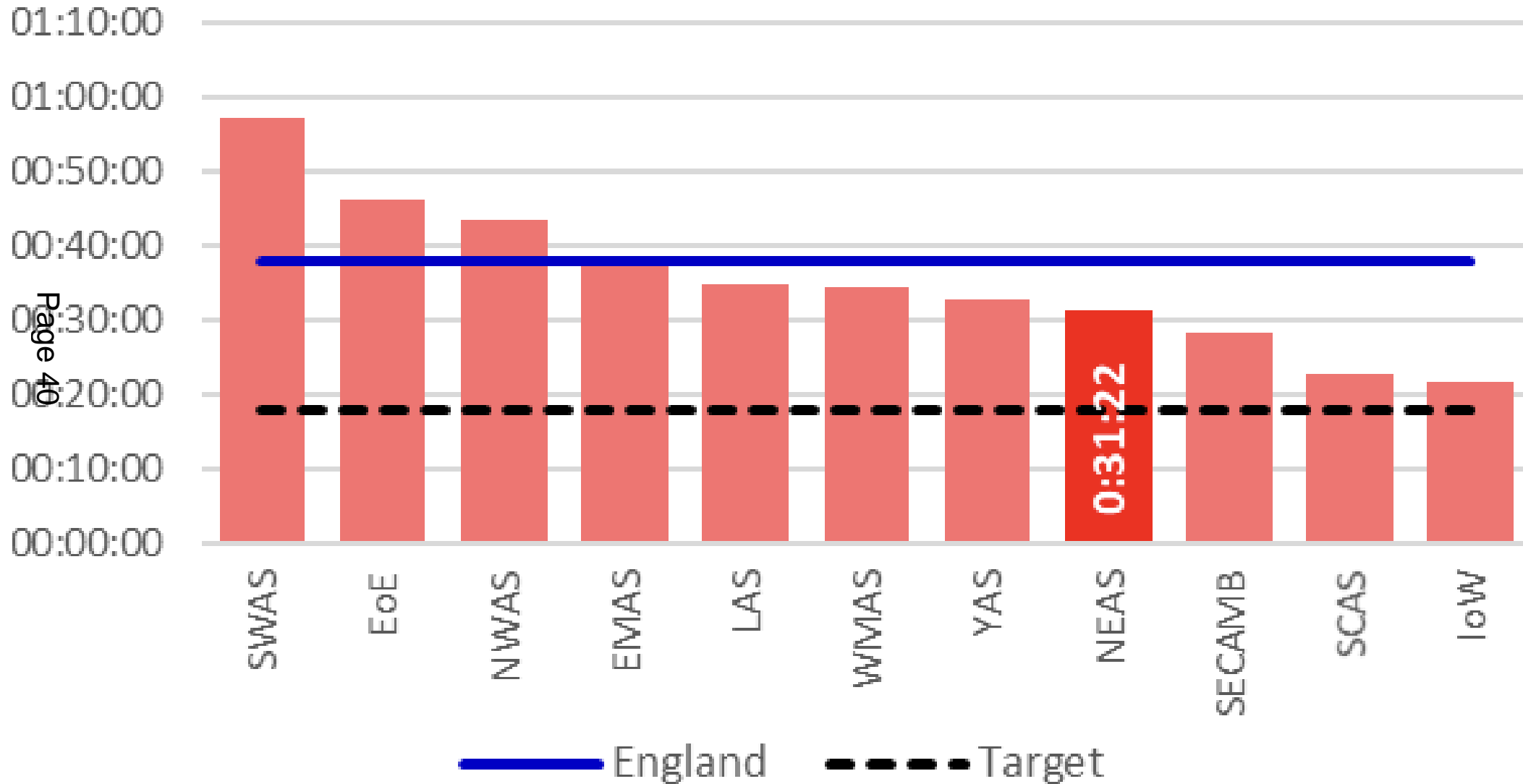
Category 1 Response Times - 90th centile response (min:sec) - (MTD) January 2021-22



Average response standards to emergency calls in Tees Valley and across NEAS

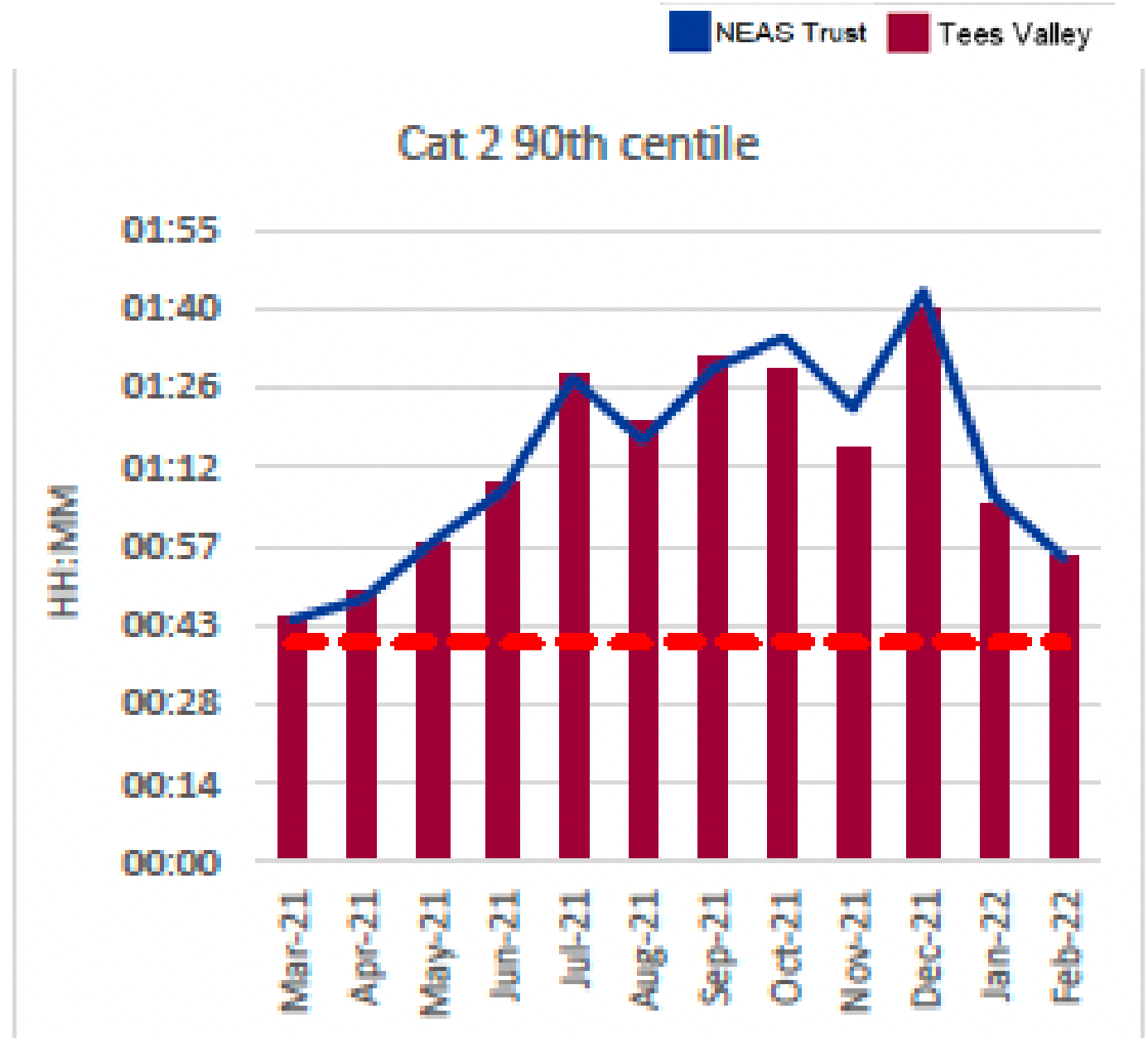


Category 2 Response Times - Mean response (hour:min:sec) - (MTD) January 2021-22

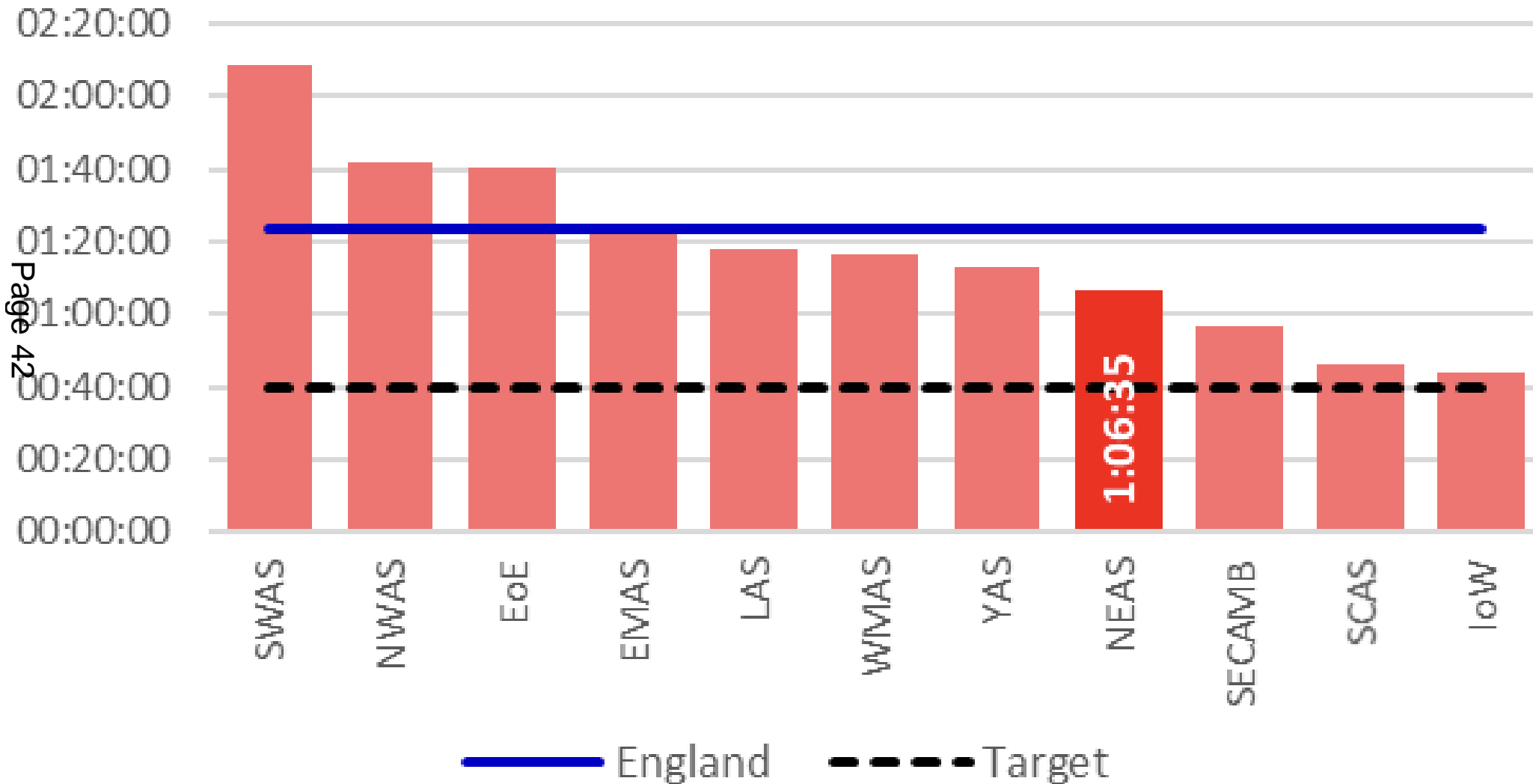


Response standards to 90% of emergency calls in Tees Valley and across NEAS

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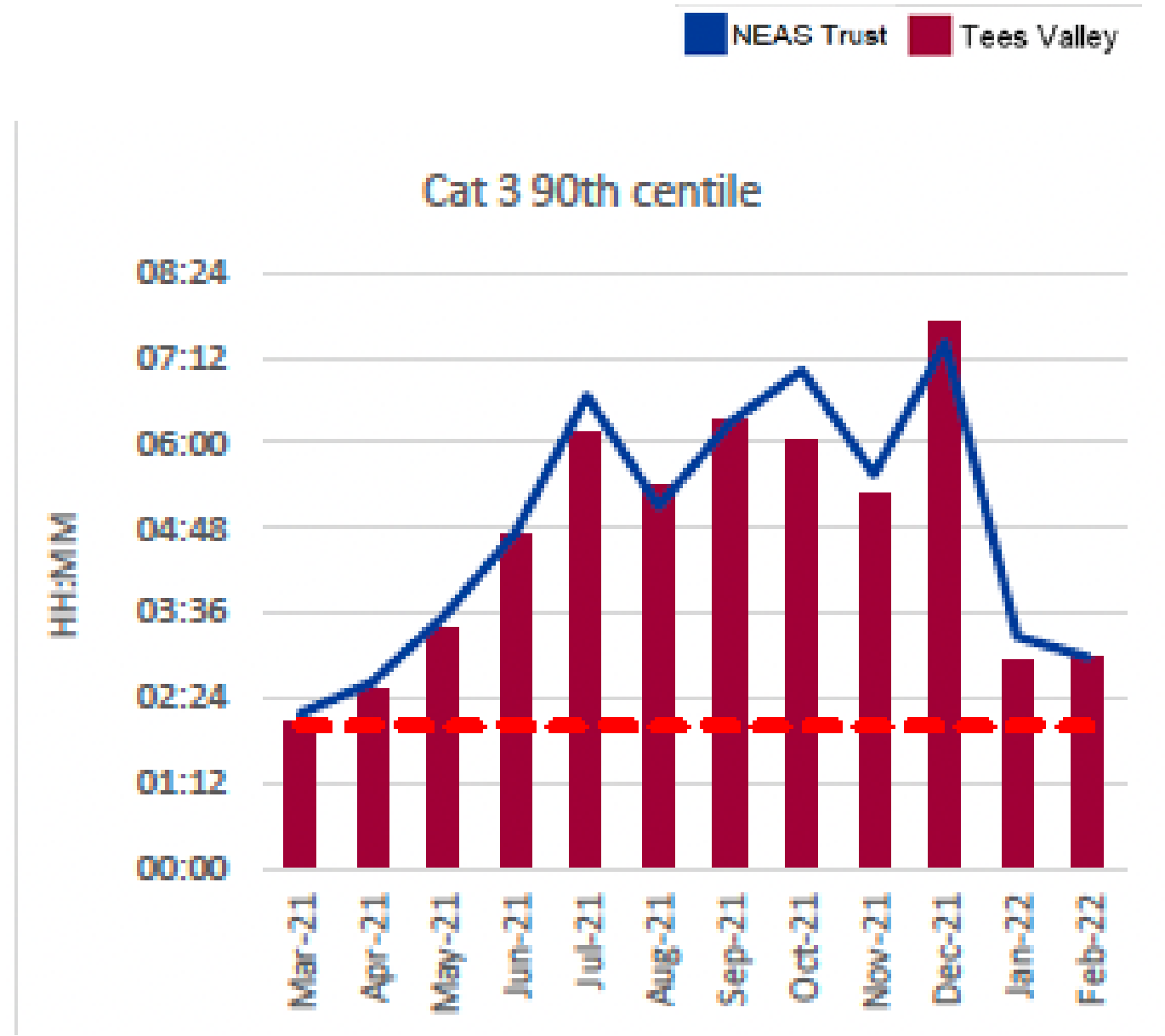


Category 2 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22

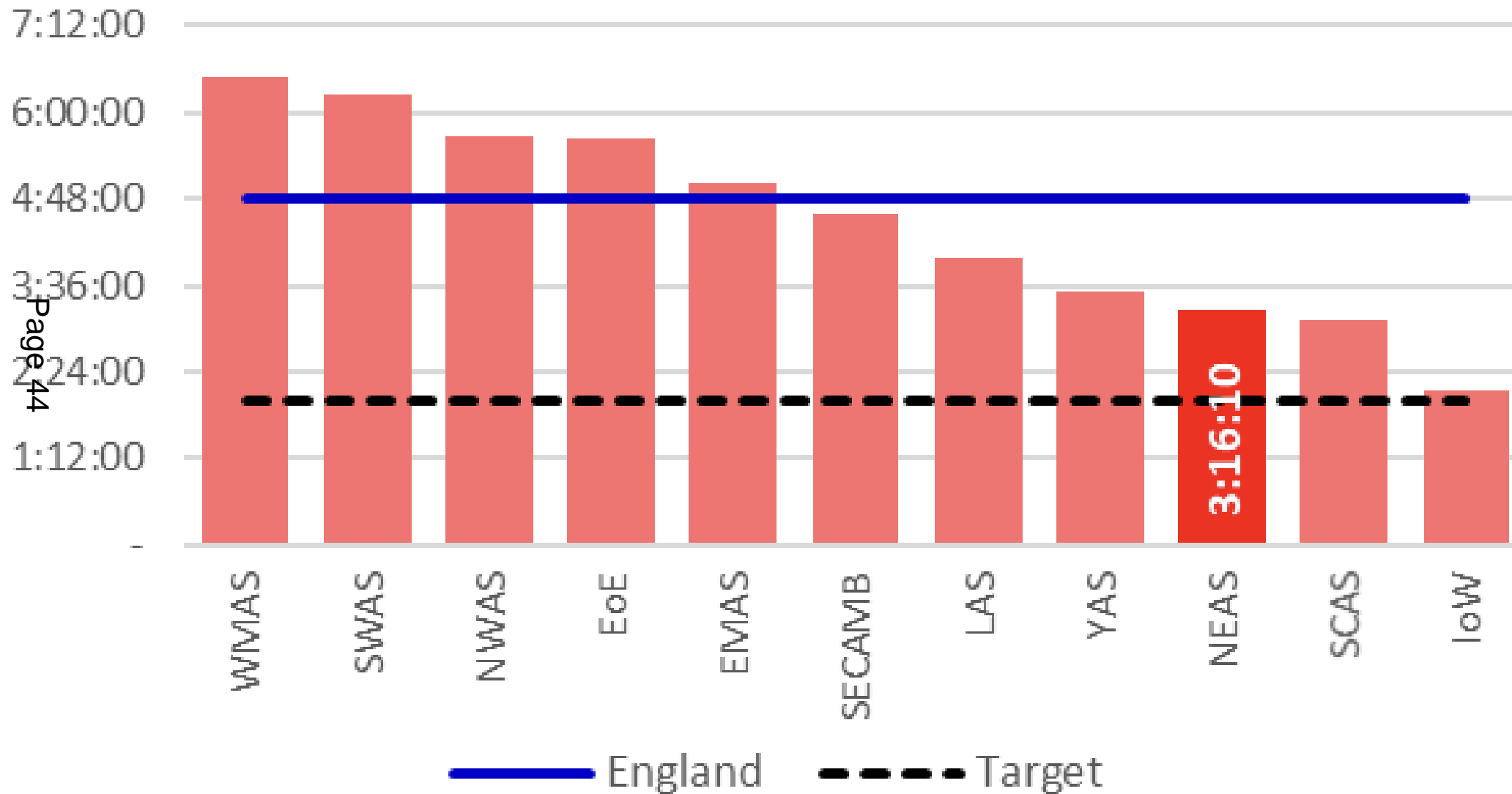


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Response standards to 90% of urgent calls in Tees Valley and across NEAS

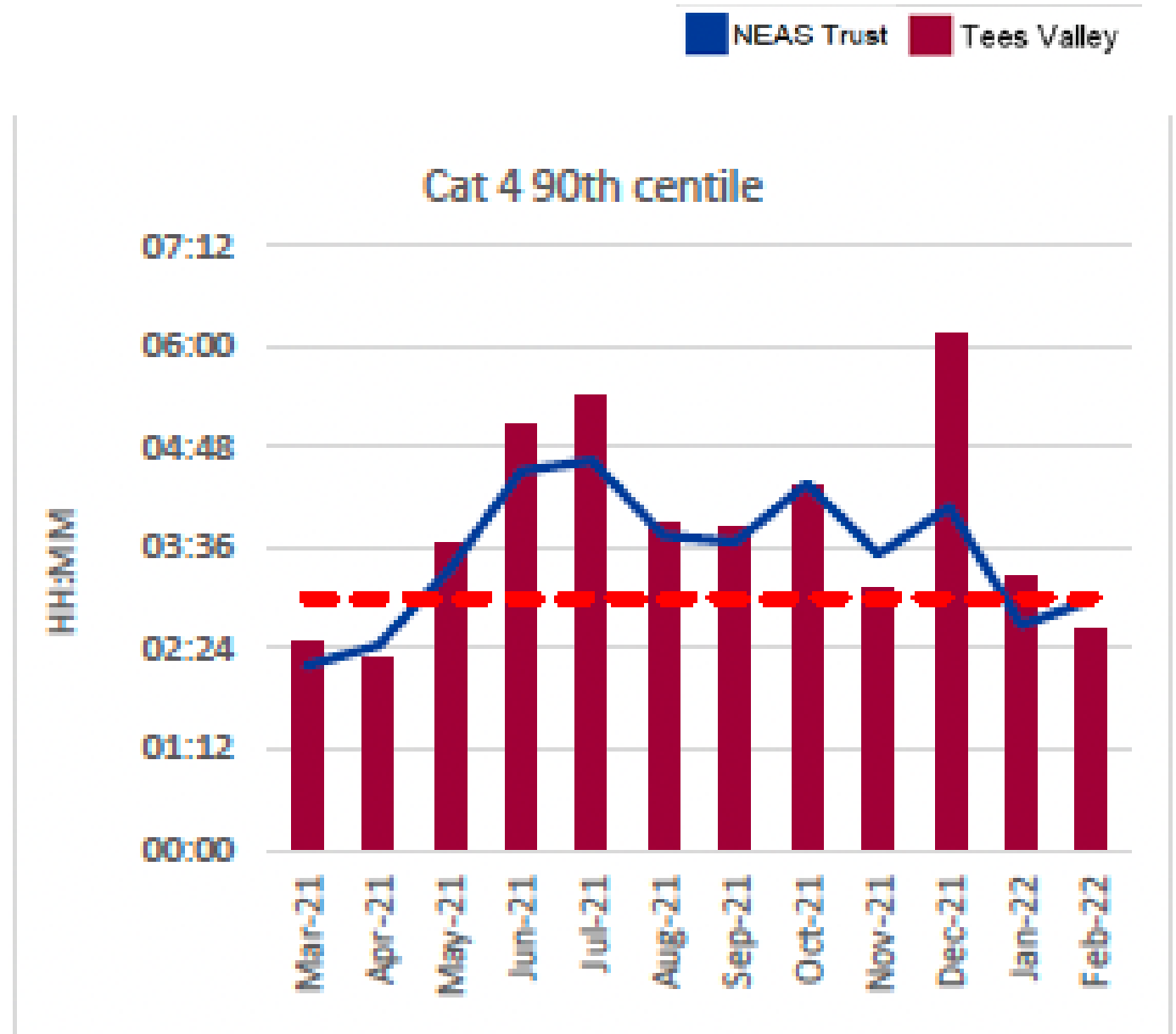


Category 3 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22

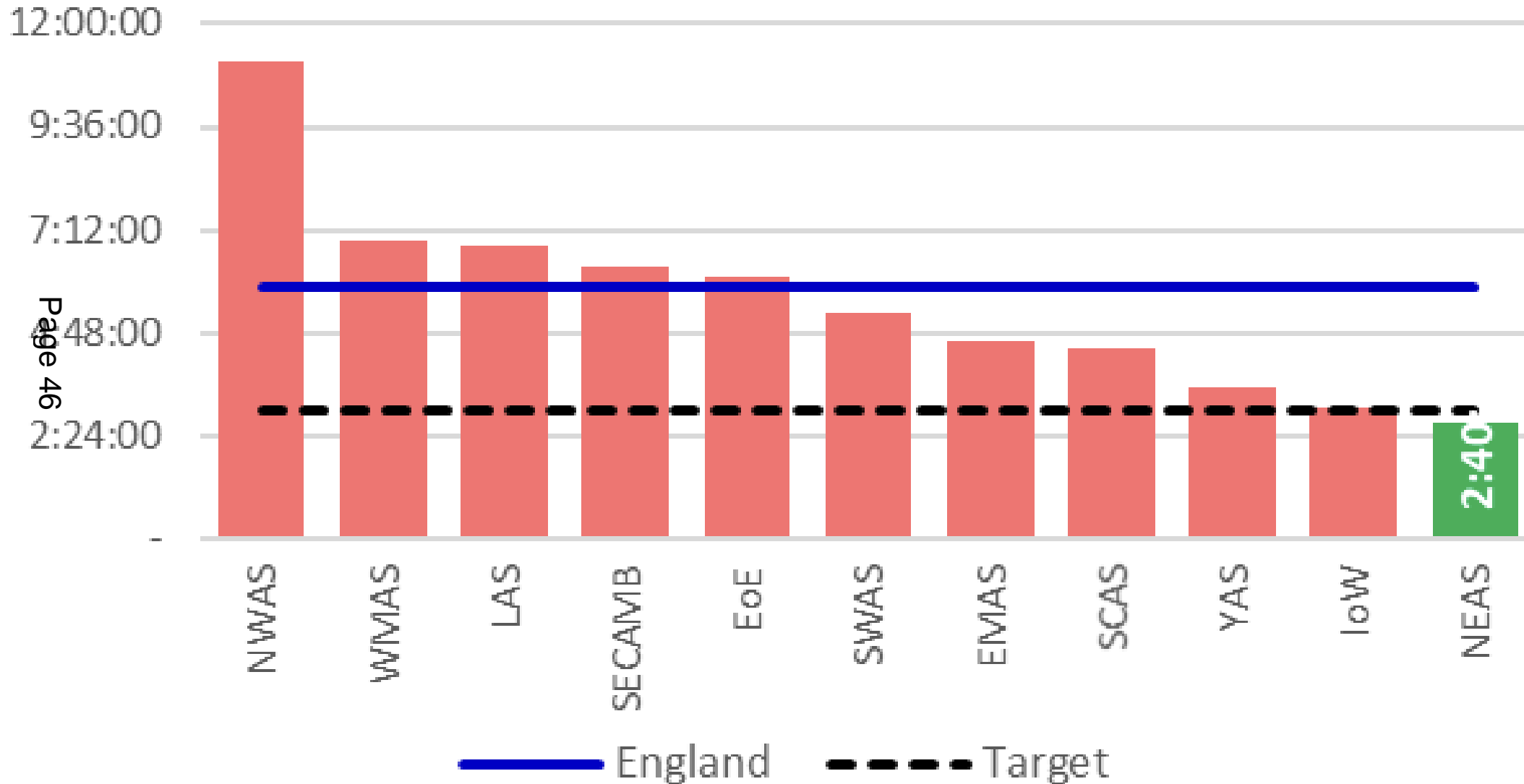


Response standards to 90% of non-urgent calls in Tees Valley and across NEAS

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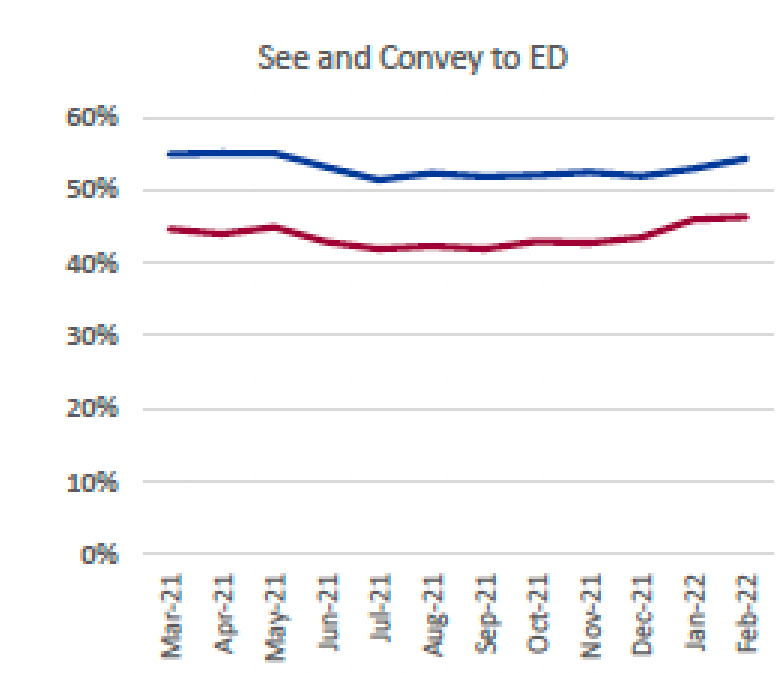
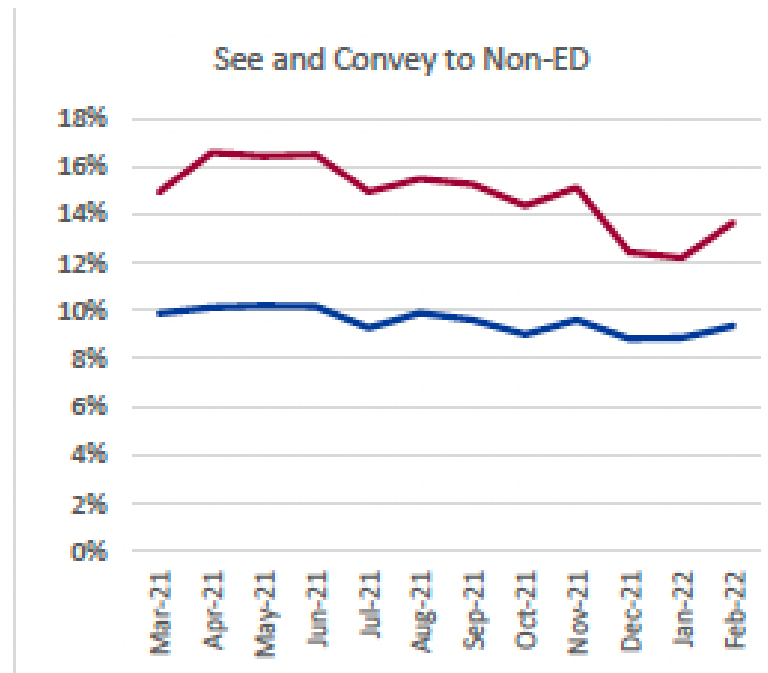
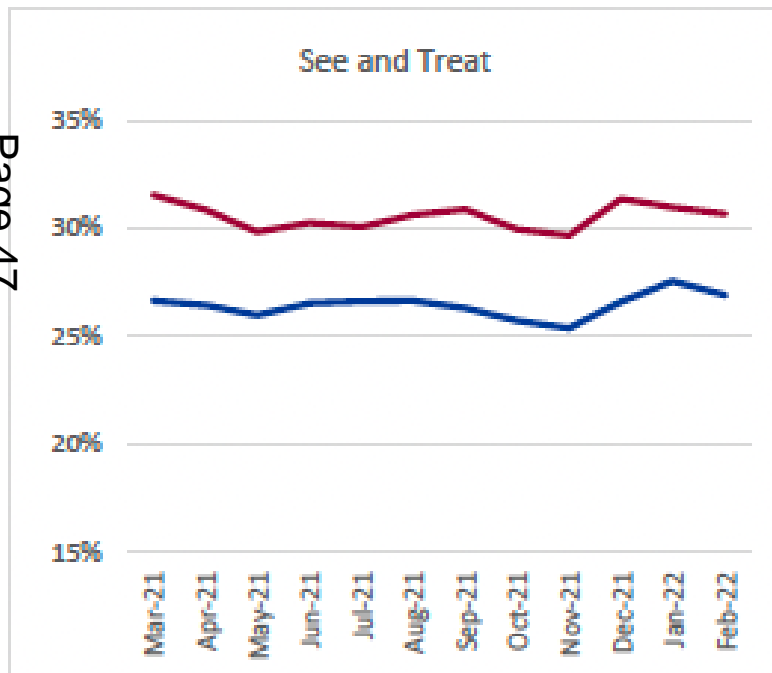


Category 4 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



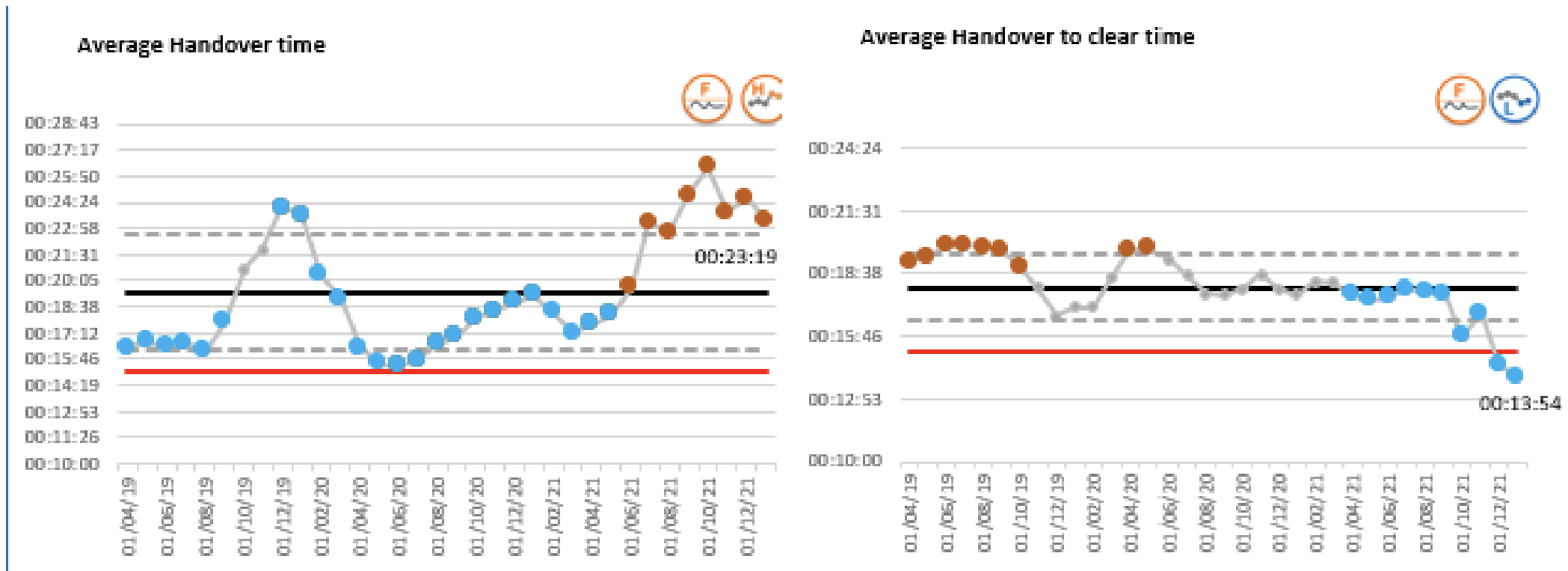
999 see & treat/ see & convey rates

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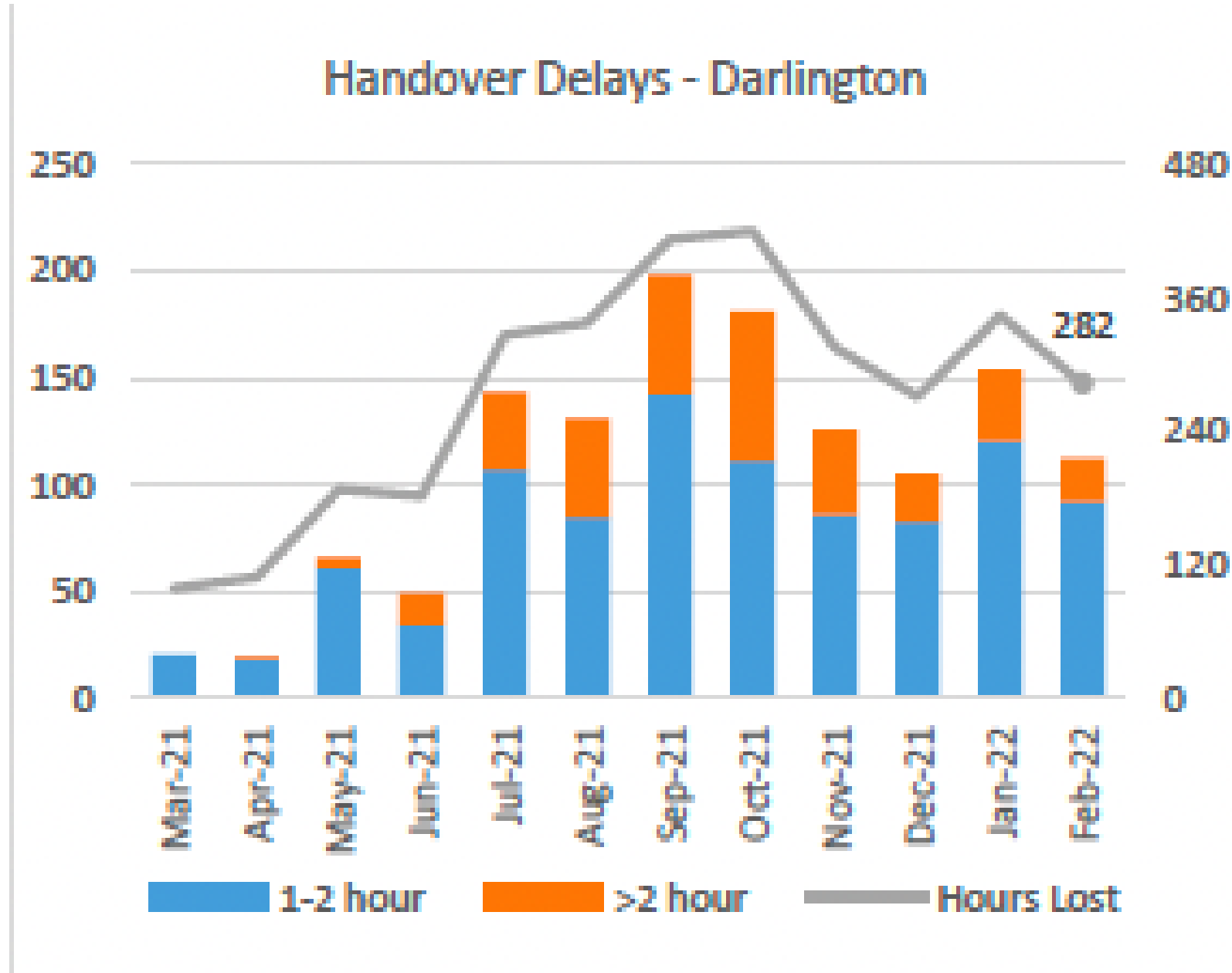


■ NEAS Trust ■ Tees Valley

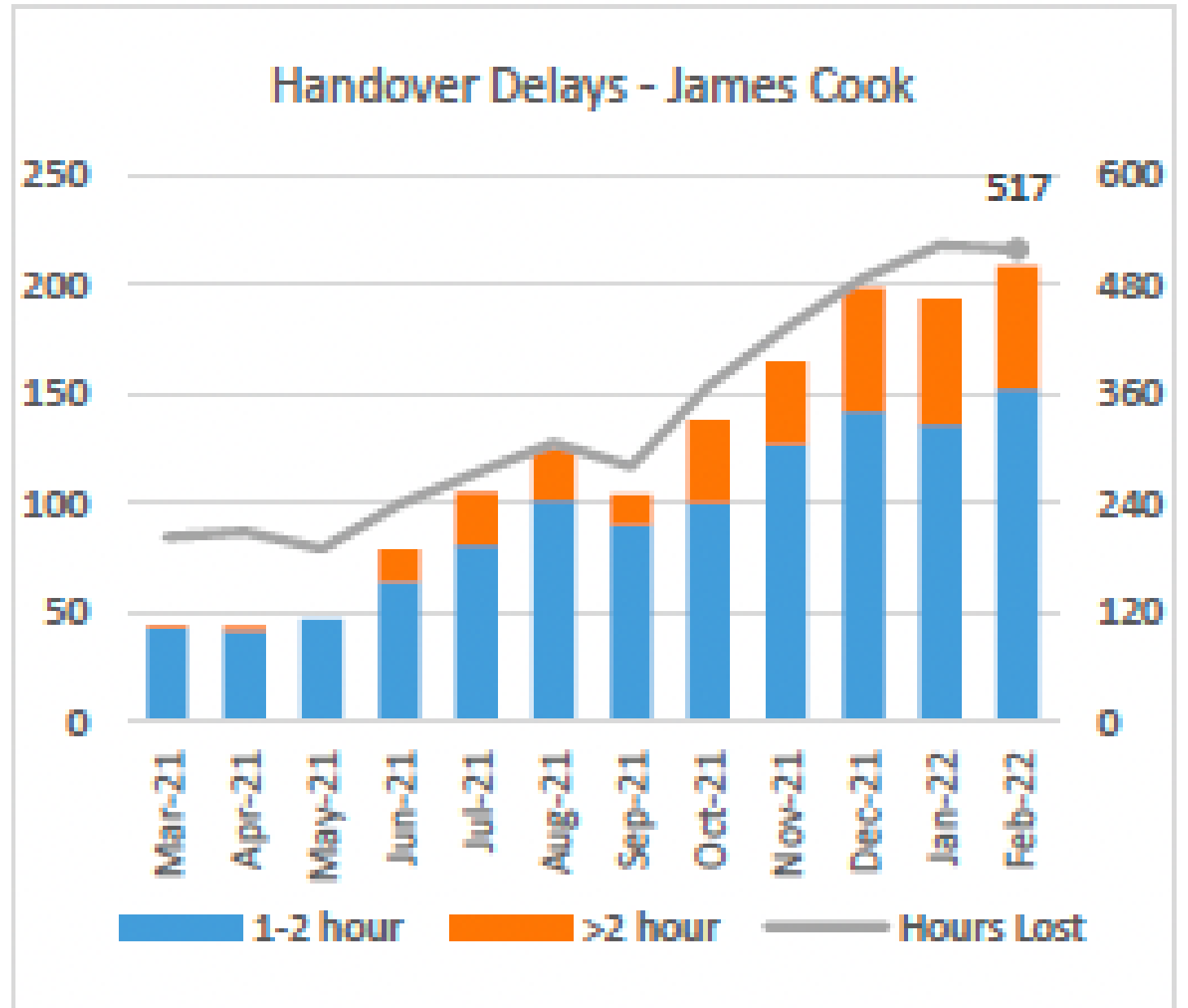
Average time to handover at hospital and average time to clear



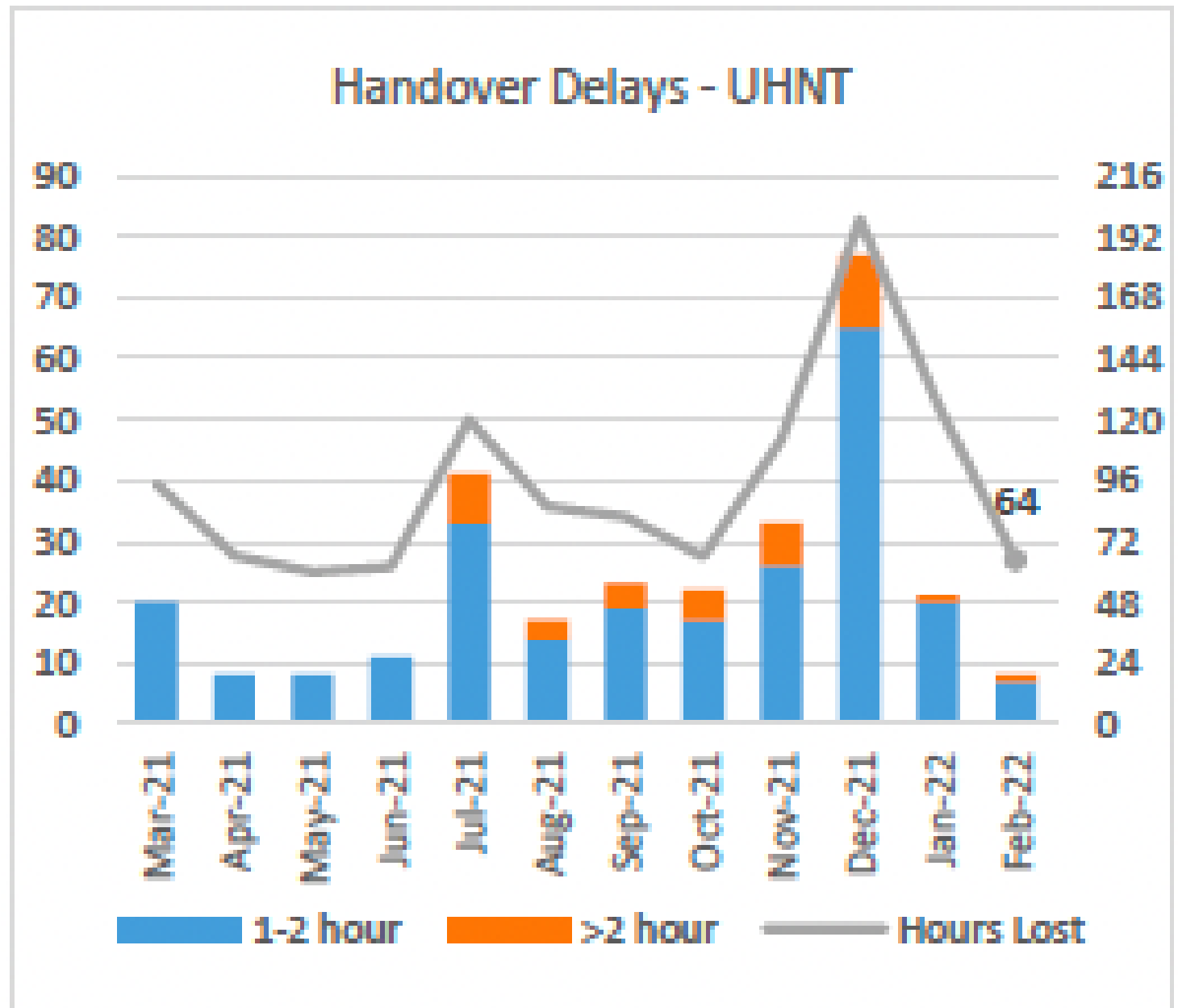
Handover delays – Darlington Memorial Hospital



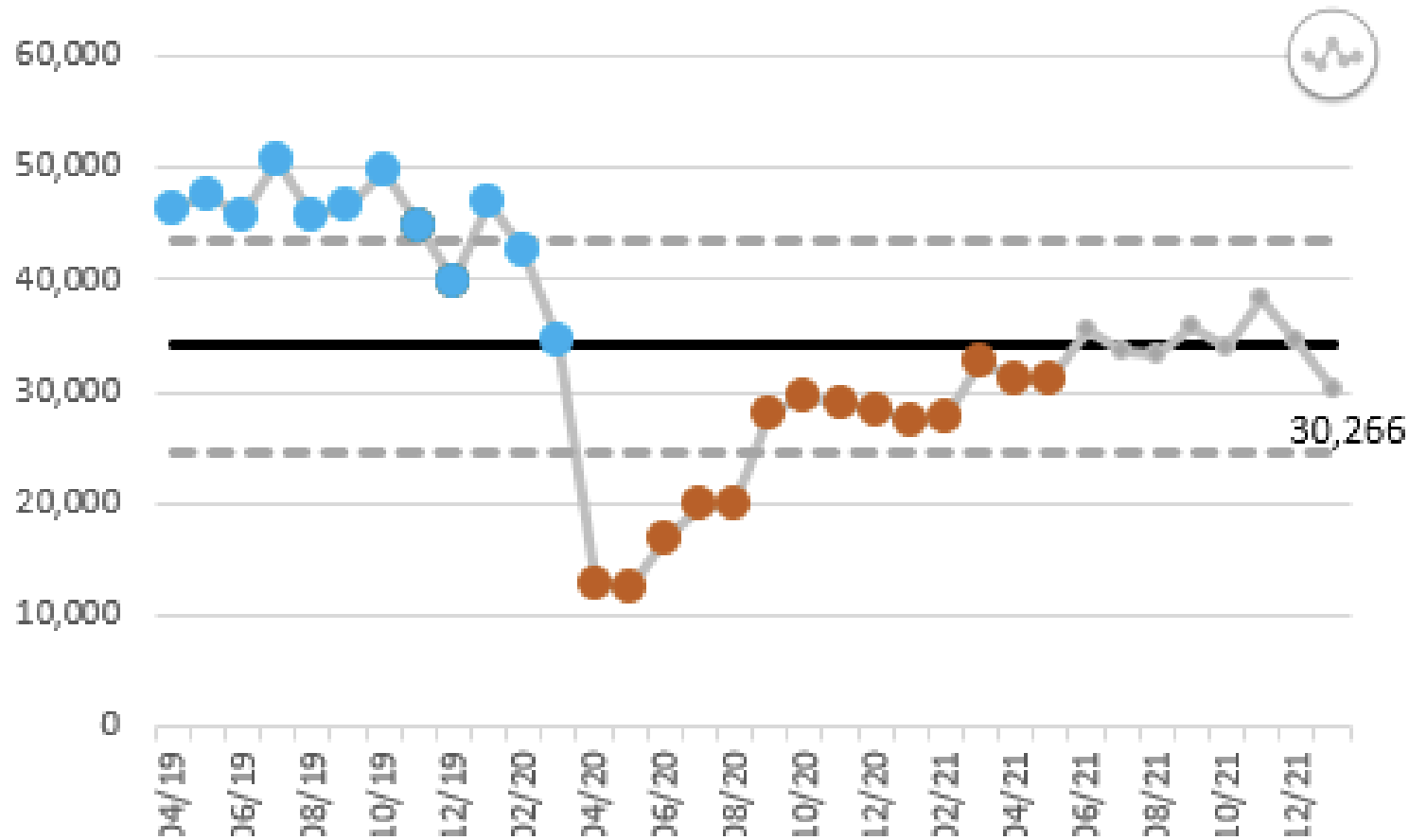
Handover delays – James Cook Hospital



Handover delays – North Tees Hospital

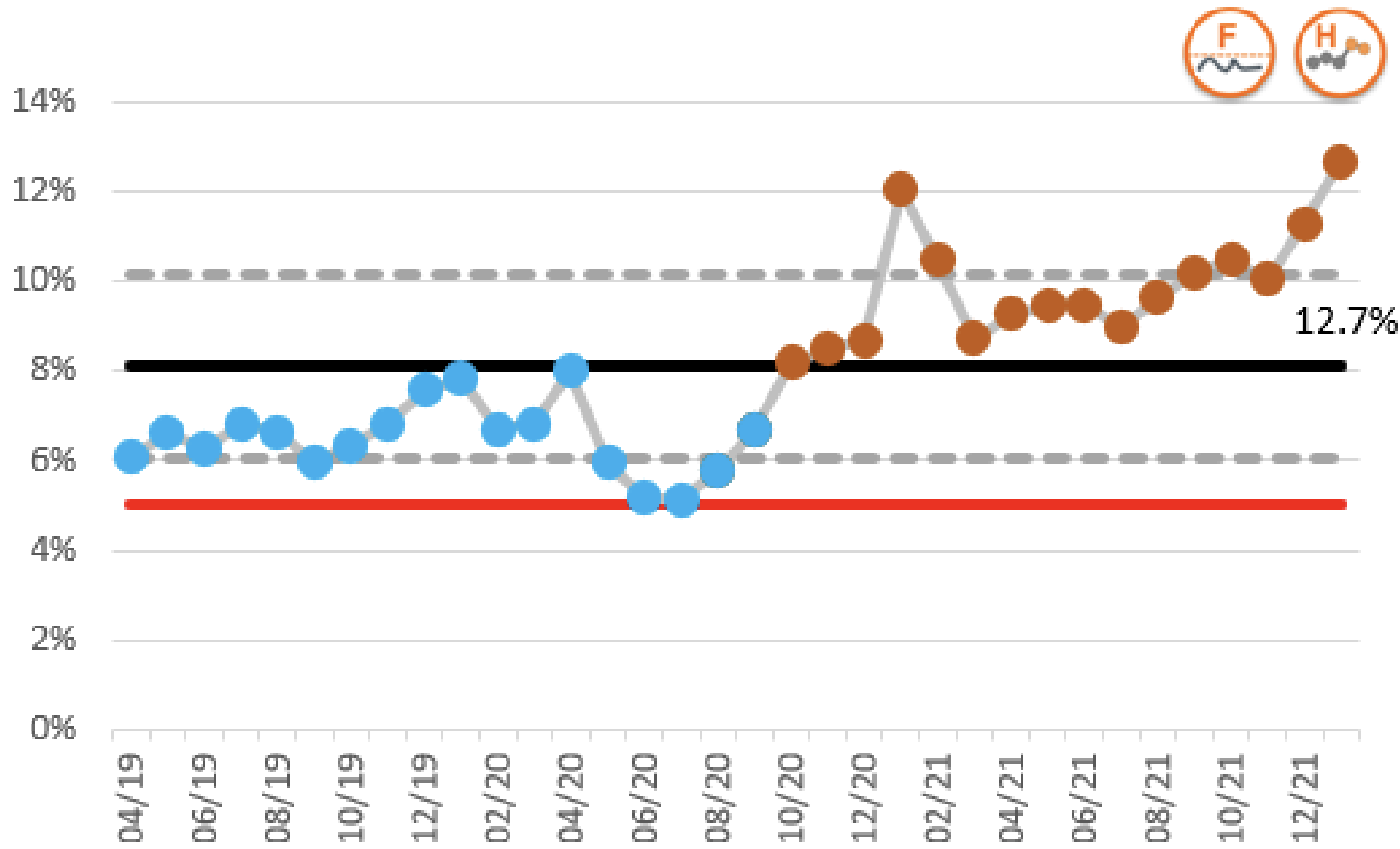


Scheduled Care Completed Journeys



Patient transport journeys

Sickness

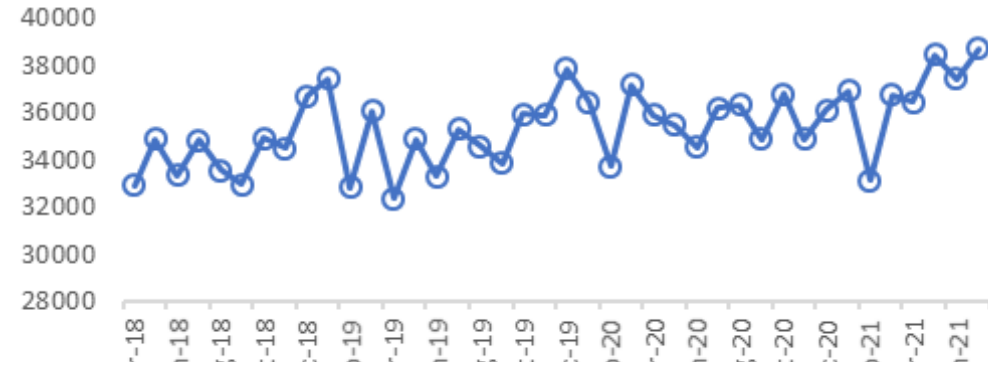


Staff sickness absence

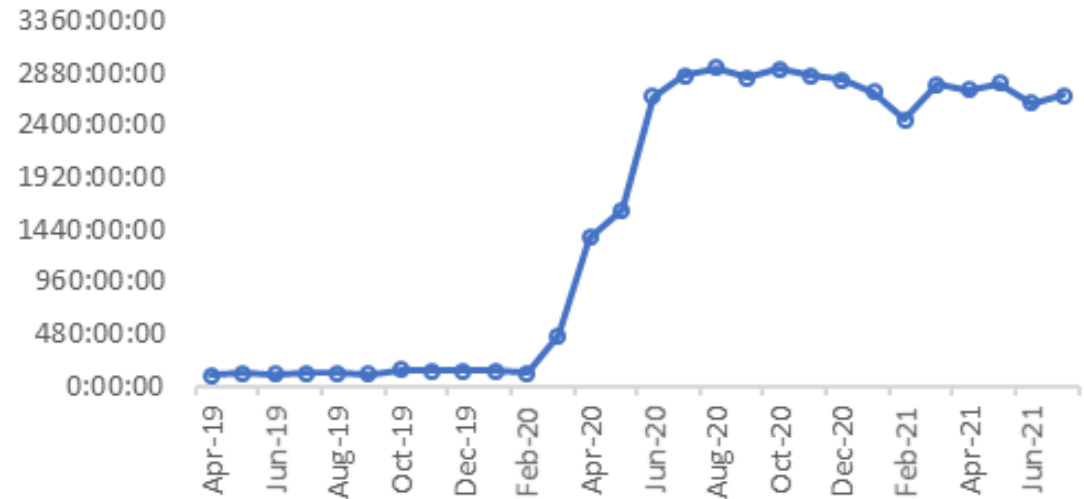
Issues impacting performance

- 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

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Vision: Unmatched Quality of Care

Mission: Safe, Effective, Responsive care for all

Our values



NEAS nine plans

Planning & finance

Sustainability & estates

Quality & safety

NEASUS

Our people

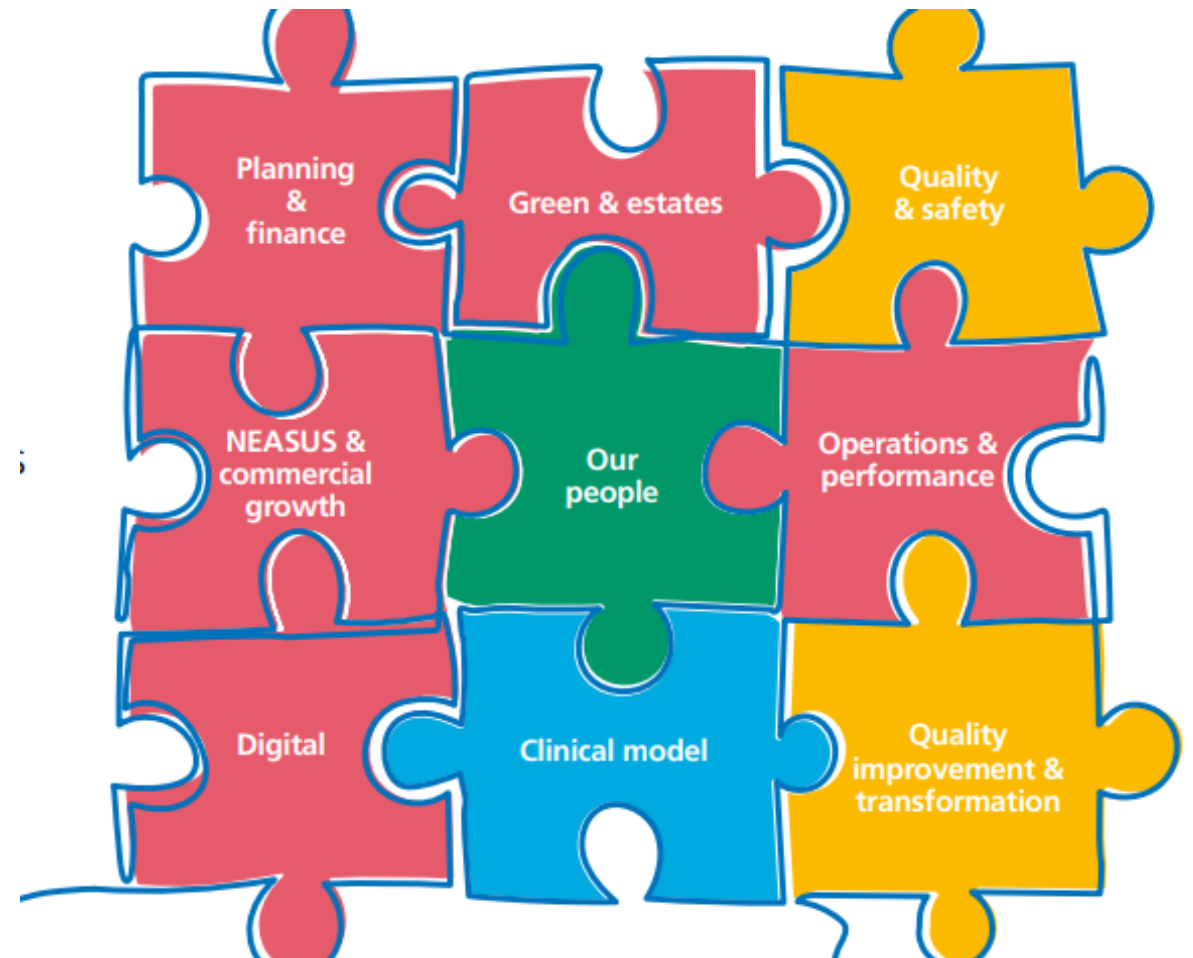
Operations & performance

Digital

Clinical model

Quality improvement & transformation

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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

NHS

Detailed description: A portrait of Sarah, a paramedic, wearing a green NHS uniform and a green hijab. She is looking directly at the camera with a neutral expression. The background is dark green.



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

NHS

Detailed description: A portrait of Bradley, an ambulance service call assessor, wearing a dark green NHS uniform and a headset. He has tattoos on his arms and is looking slightly to the side. The background is dark green.

NHS

**North East
Ambulance Service**

NHS Foundation Trust



Questions

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Mission: Safe, effective, responsive care for all

Vision: Unmatched quality of care



**North East
Ambulance Service**
NHS Foundation Trust



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