

**October-22**



# South ICP

Tees Valley CCG  
**NEAS Performance**



# Overview of performance

## NHS111

- NHS 111 call triage volume has increased over the course of the year. This led earlier in the year to a corresponding decline in speed to answer calls. In October, we saw an additional 10,000 calls received into 111 compared with the previous month, with roughly 4,000 more calls answered.
- We have increased our call handling with 100 more health advisors to meet increased demand on our 999 and 111 services – and in May expanded our third emergency operations centre (EOC) in Billingham for clinicians and call-handlers.
- Despite the increase in call volume, performance has improved compared to Quarter 1 of this year.
- Since November, NEAS are receiving support from VOCARE handling most [www.111.nhs.uk](http://www.111.nhs.uk) activity. This has created additional resource in our clinical assessment service to support other parts of the service.

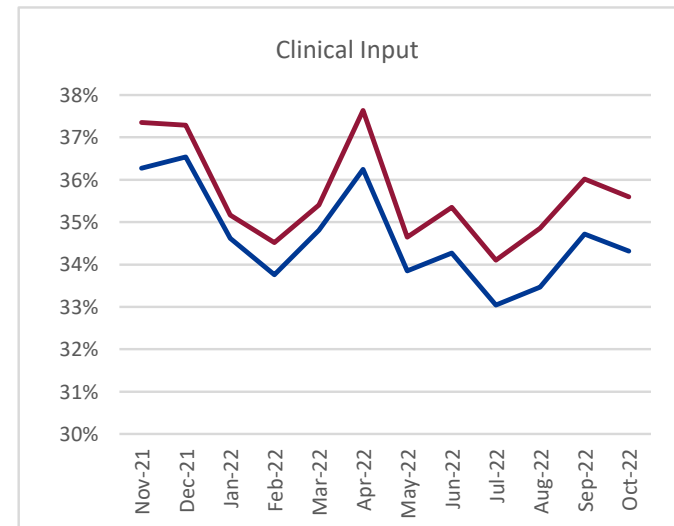
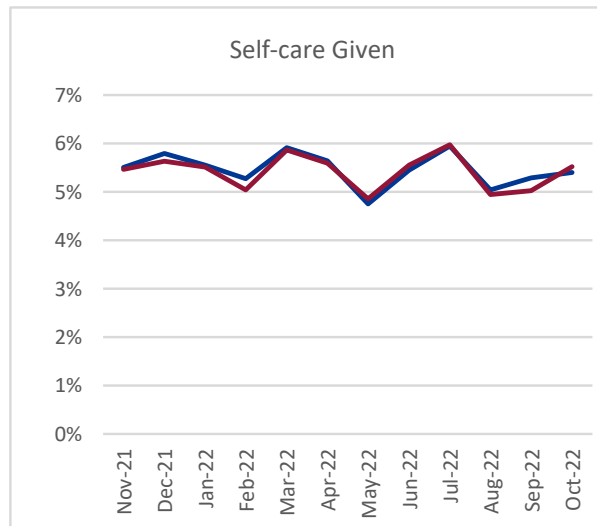
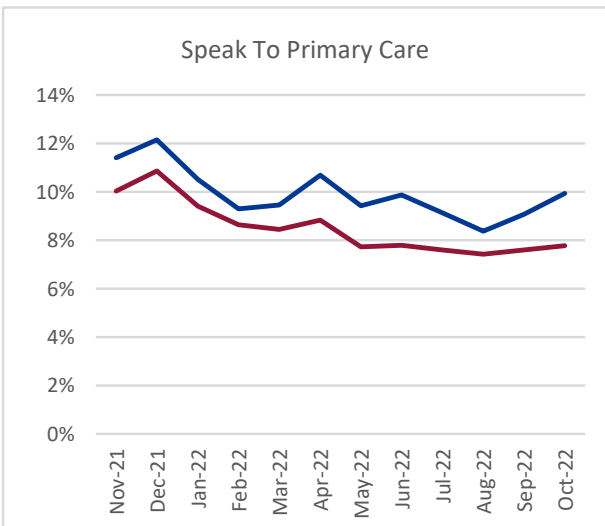
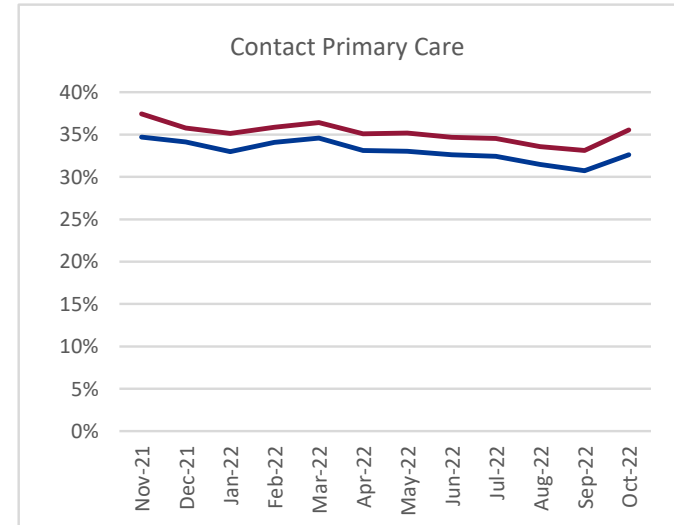
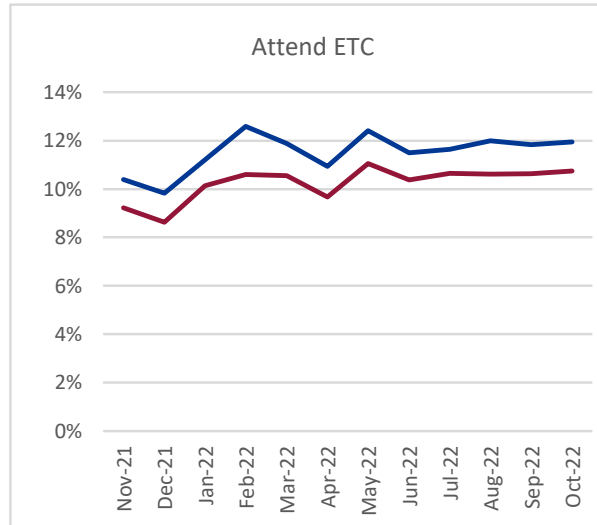
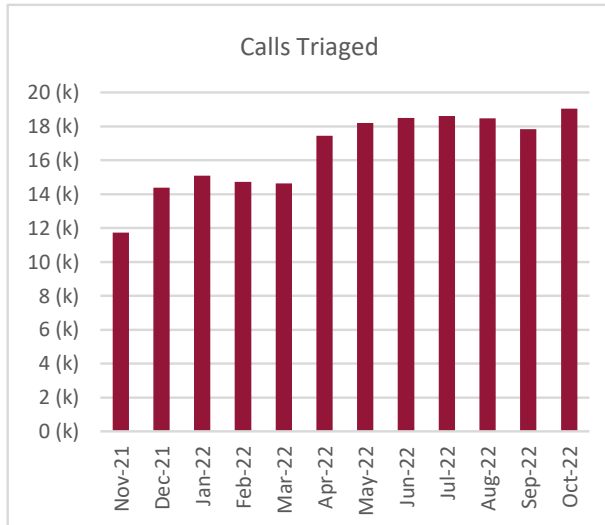
## Emergency care

- Daily average incident volume reduced in October in line with the service-wide trend. However, performance is still under significant pressure due to the increased acuity of cases.
- Category 1 case mix reached 11% in October, and Category 2 case mix was above 67%. We have increased the number of clinicians to support patients calling and paramedics to on the road.
- See & Treat rates across Tees Valley remain higher than the service average, but there are fewer conveyances to hospital emergency departments compared with other areas in NEAS and more patient journeys into hospital wards, rapid assessment units, same day emergency care and urgent treatment centres.
- Increased number of ambulance crews on the road

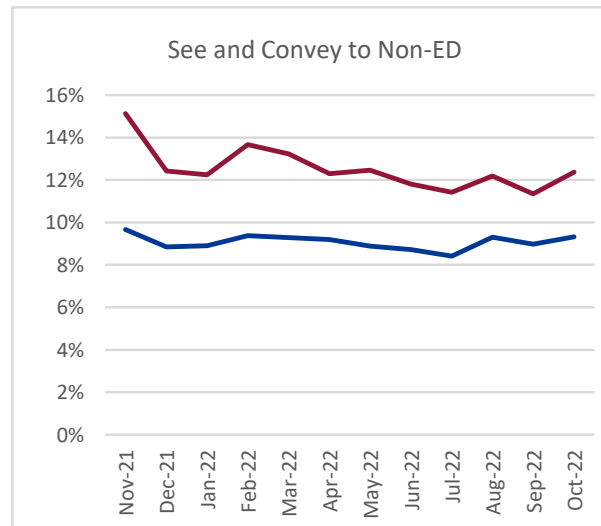
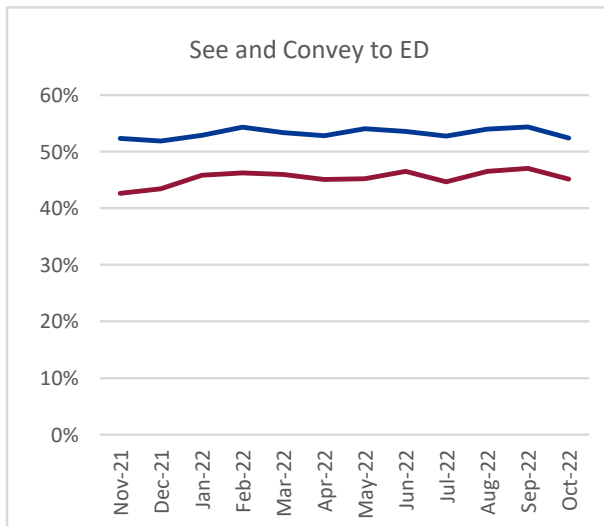
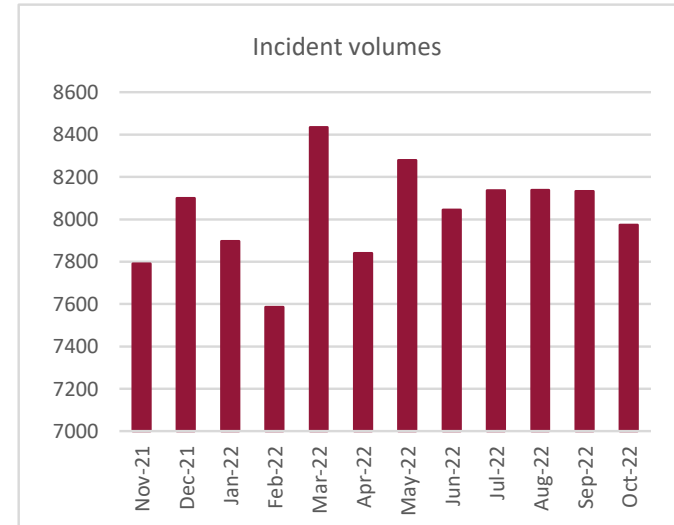
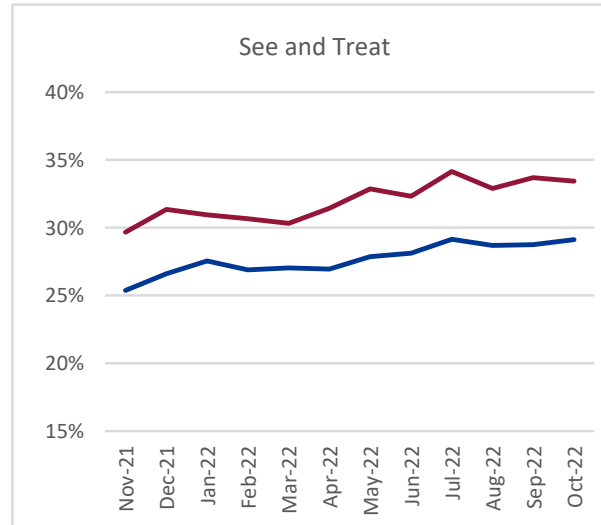
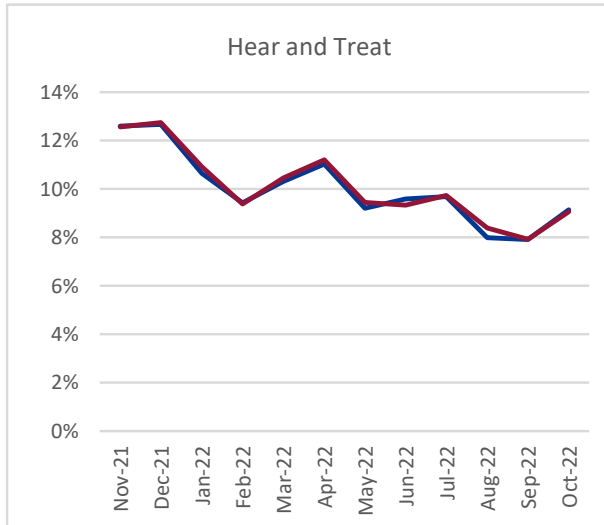
## Hospital handovers

- Hospitals in the South ICP account for 40% of all handovers above 2 hours, with most of these at DMH and James Cook. There is now a dedicated desk in EOC to monitor and manage patient handover at hospital - supporting both patient and crew welfare.
- The average handover time for NEAS in October was 30 minutes, the highest we have reported this year. We lost 3,400 hours in handover delays in October, our highest recorded to date. Only 21% of handovers were completed within the 15 minute target timeframe. A pilot scheme in North Tees is looking to reduce unnecessary hospital admission.
- This is a symptom of wider system pressures, where hospitals do not have the bed availability to accept new patients due to lack of capacity to discharge into social care.

# 111 Performance



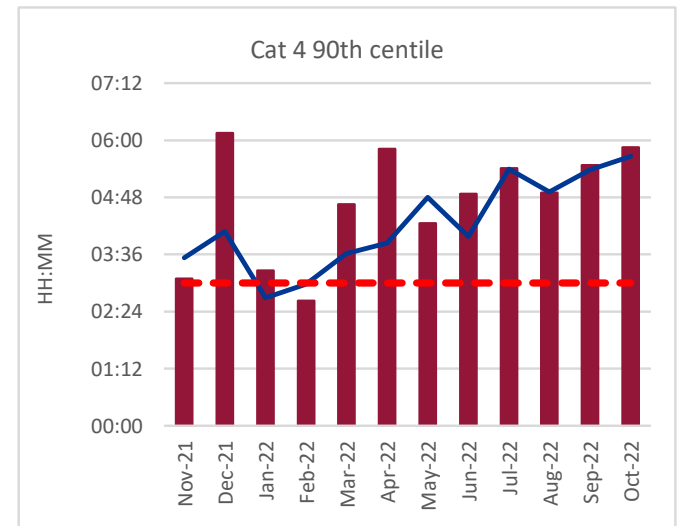
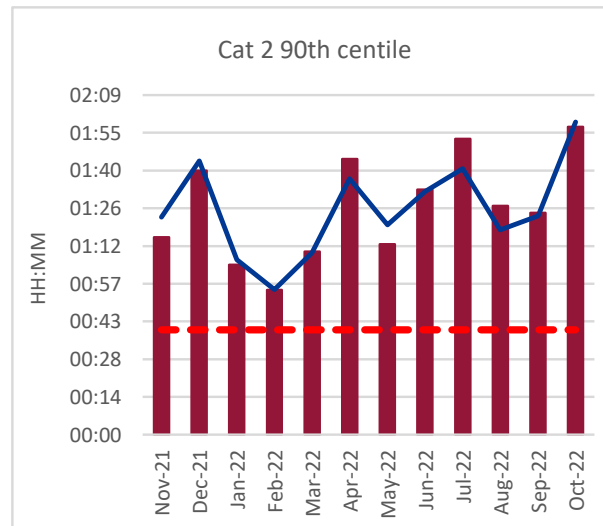
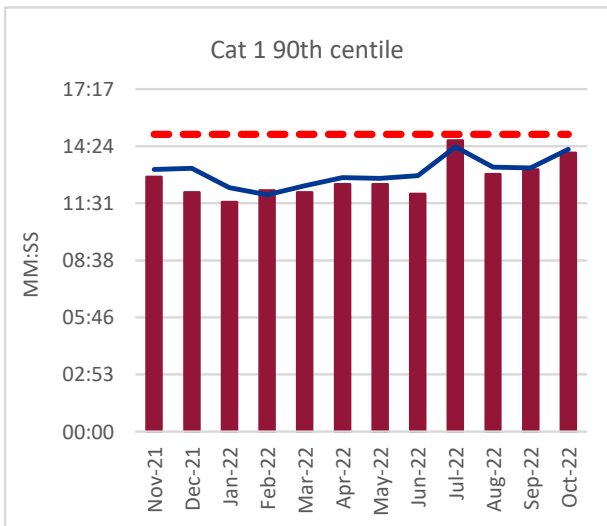
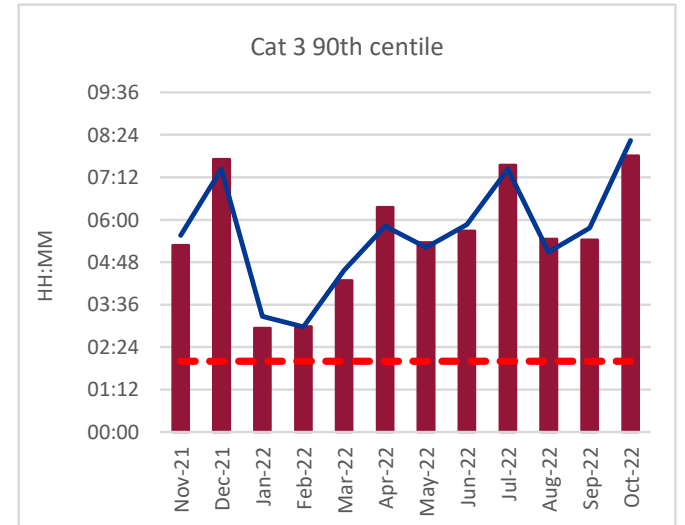
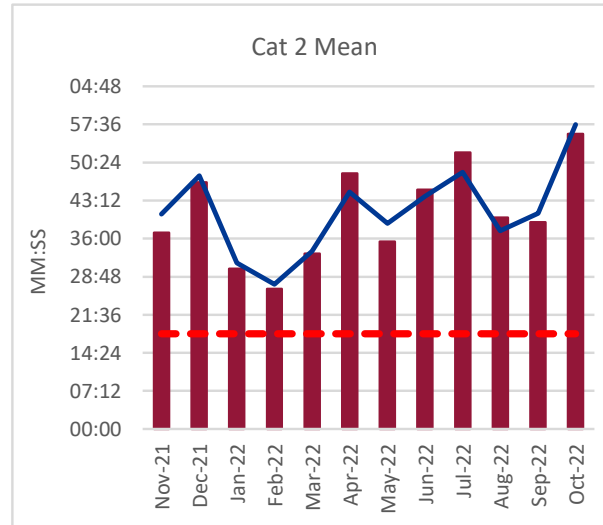
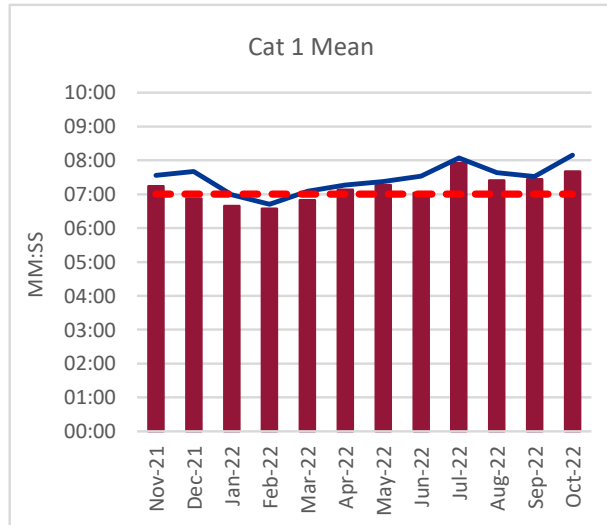
# 999 Performance



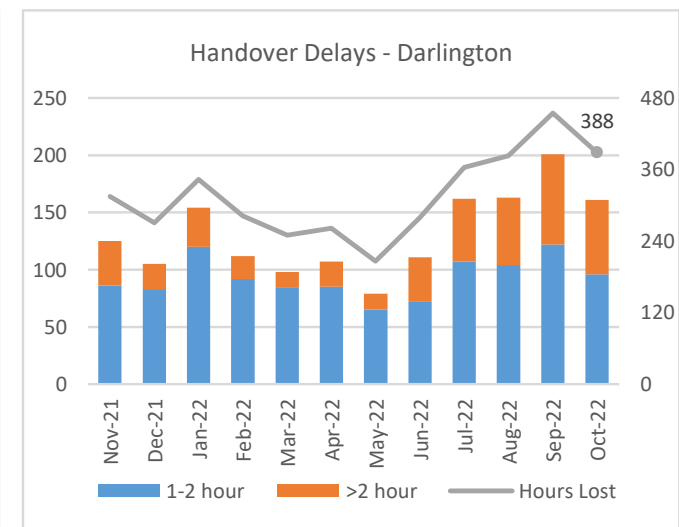
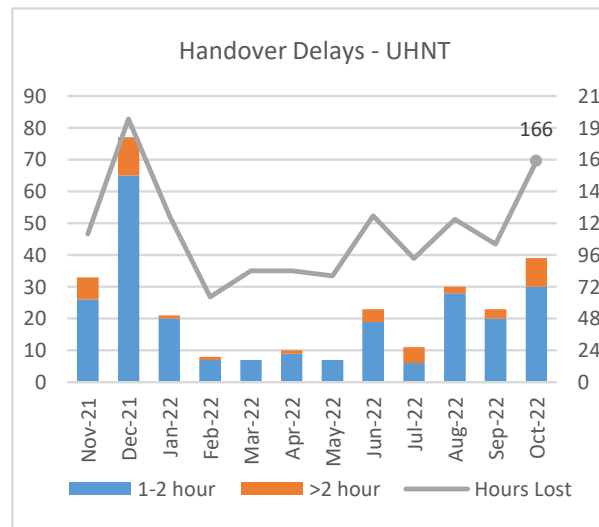
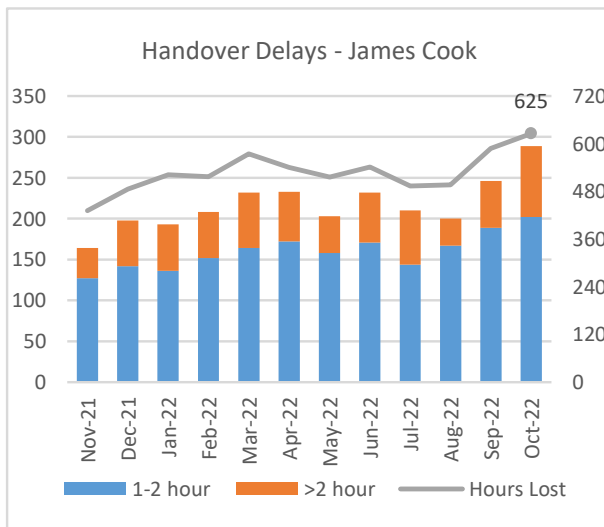
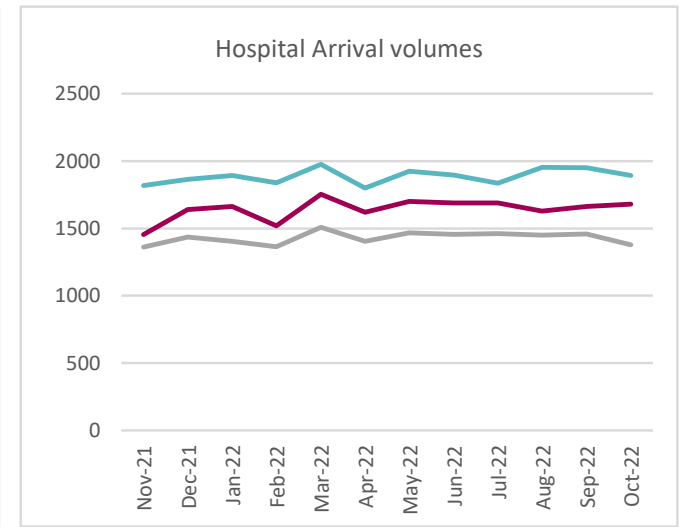
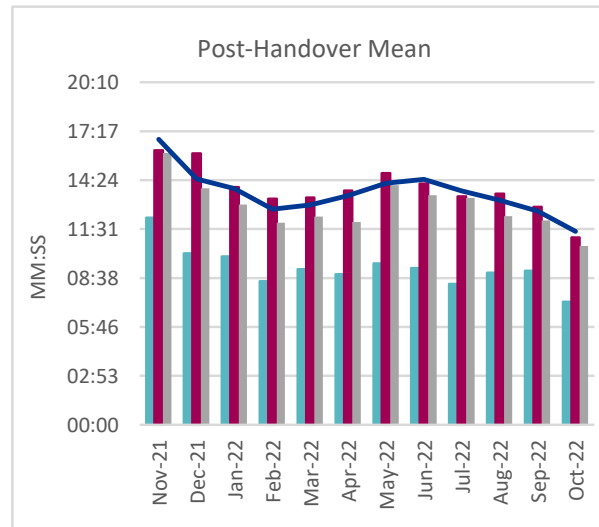
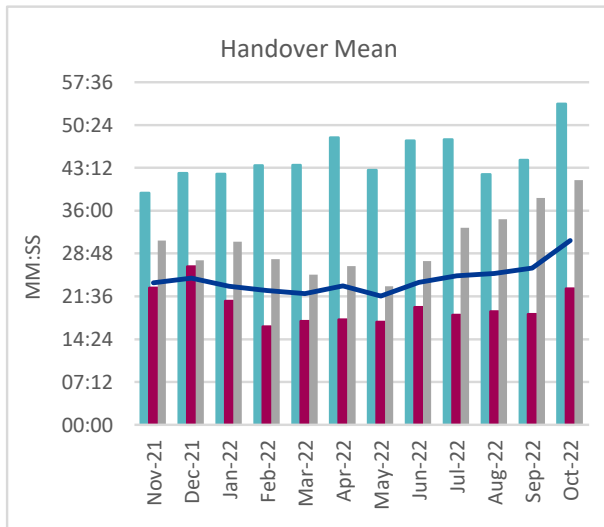
### Non-ED Destinations (Top 10)

North Tees Hospital Ward	336
James Cook Ward	278
North Tees Hospital Rau	112
James Cook Same Day Ec	66
Unknown	65
Uni Hsp Of North Durham Ward	39
North Tees Hospital UTC	32
Multiple Hospitals	17
Freeman Hospital Ward	9
James Cook Ward 37	8

# Response Performance



# Hospital Performance



# Hospital Performance (cont.)

