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Ambulance Service**
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NHS 111/IUC

Performance Update for HASC – 14th March 2023



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Headlines

111 Performance

- 111 performance remains a challenge
- Difficult recovery after call volumes experienced in December
- Demand 23% up on Pre Covid year 2019/20 up to end of Feb at IUC ADC level
- December 22 57.5% up on Pre Covid December 2019
- Covid symptom groups spiked again during December – Further Issues From Strep A

111 Health Advisors

- 111 HA recruitment is positive - driven by a strong pipeline, particularly in the MK area
- Regional call handling (SVCC) has increased our call handling requirement

111/IUC outcomes

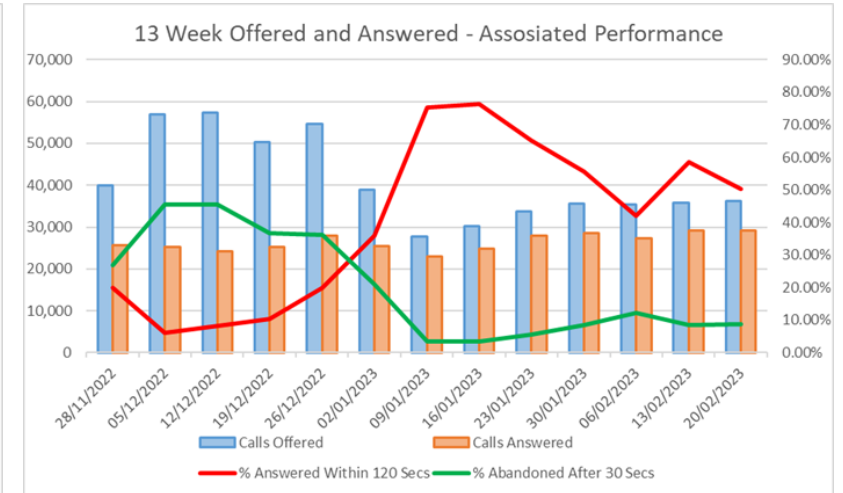
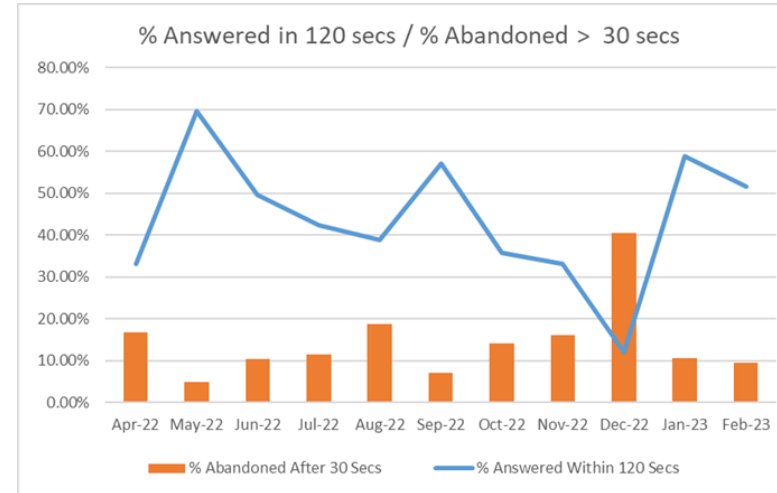
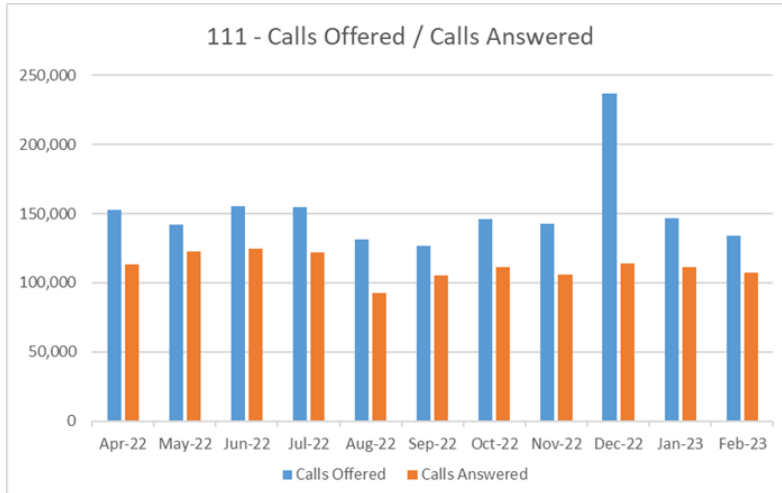
- 999 performance circa 13%, GPs CAS carrying out significant proportion of the ambulance validation with positive results
- Referring into ED with booking appointment rate over 60%
- 60% of 111 calls transferred to a clinician
- Referring into GP and booking appointment rate approaching 40% - driven by capacity available and demand



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SCAS Demand / Performance



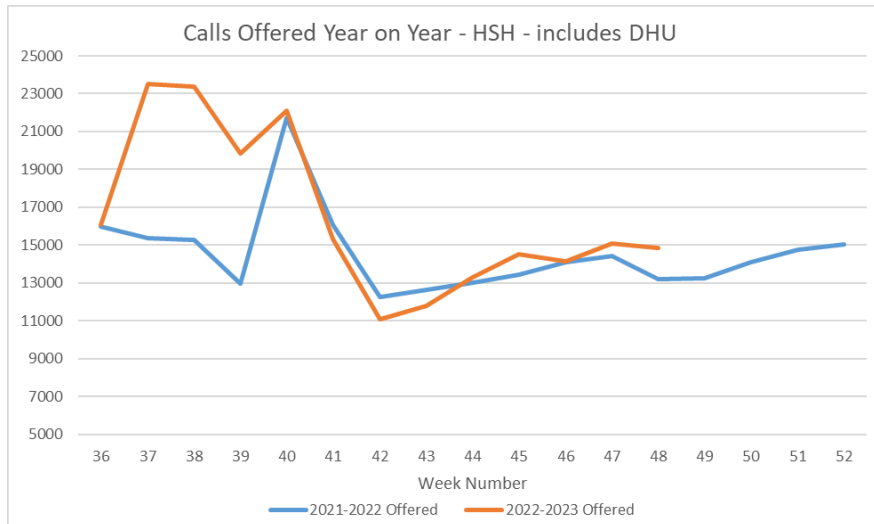
- Demand fell significantly in Jan but has climbed to the end of the month and into February
- Feb busier per day than Jan – 5158 / average day vs 4728 – 9.1% up
- Corresponding impact on both the number of calls reached in 120 and the abandoned > 30



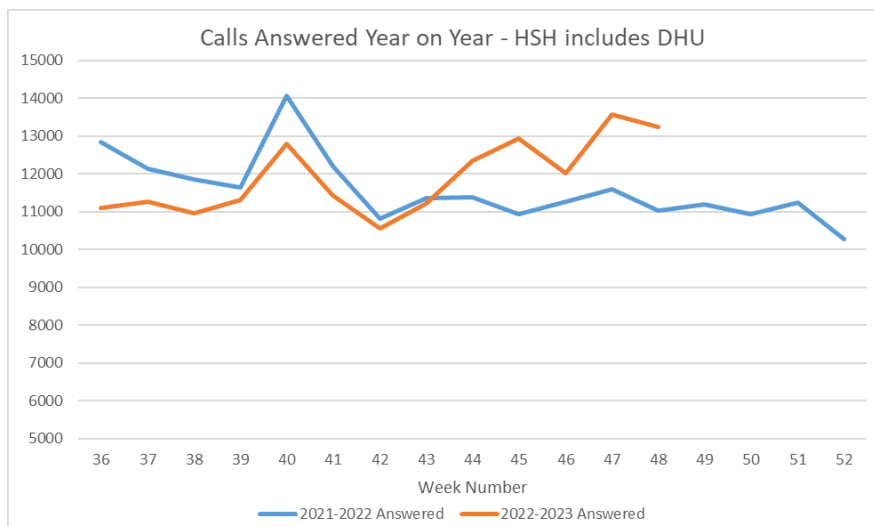
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HSH 111 Demand



- Calls Offered through December considerably higher than previous years
- Incoming call demand reduced in January but has picked up in Feb
- Calls Answer is representative of resource ceiling
- Support from national resilience from 44 onwards improves call answer.

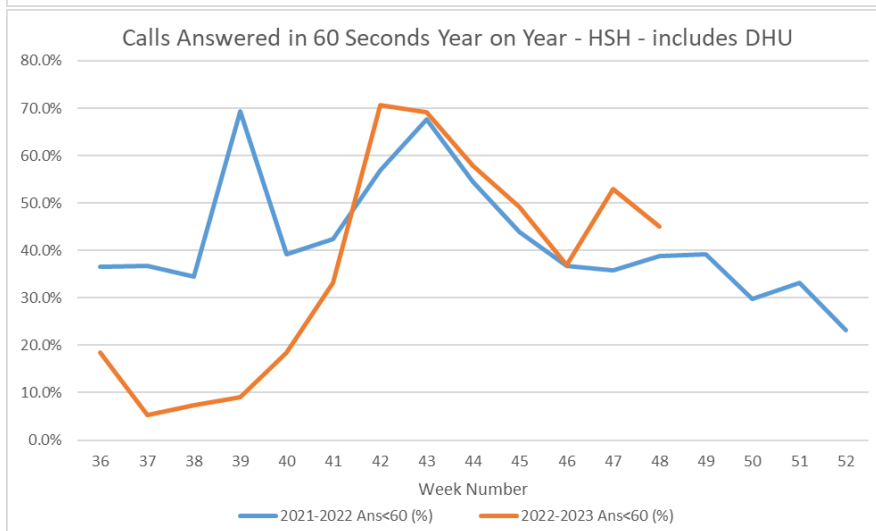
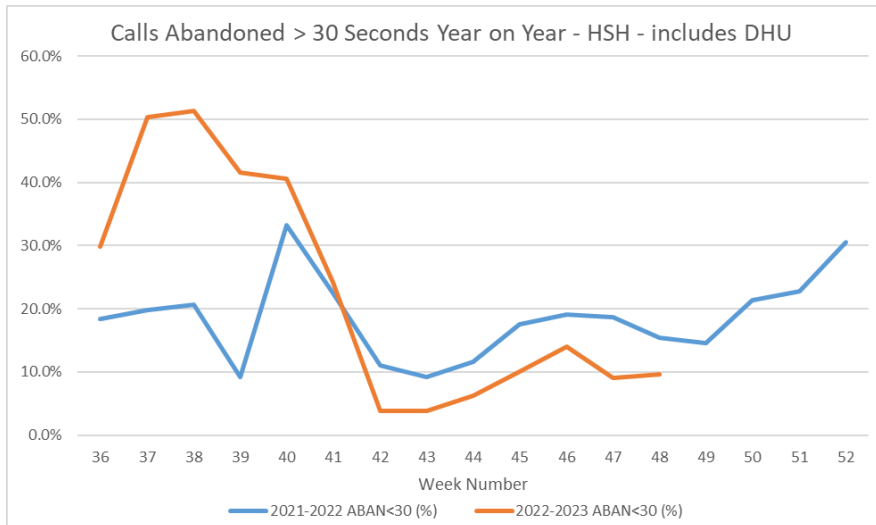




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HSH 111 Performance



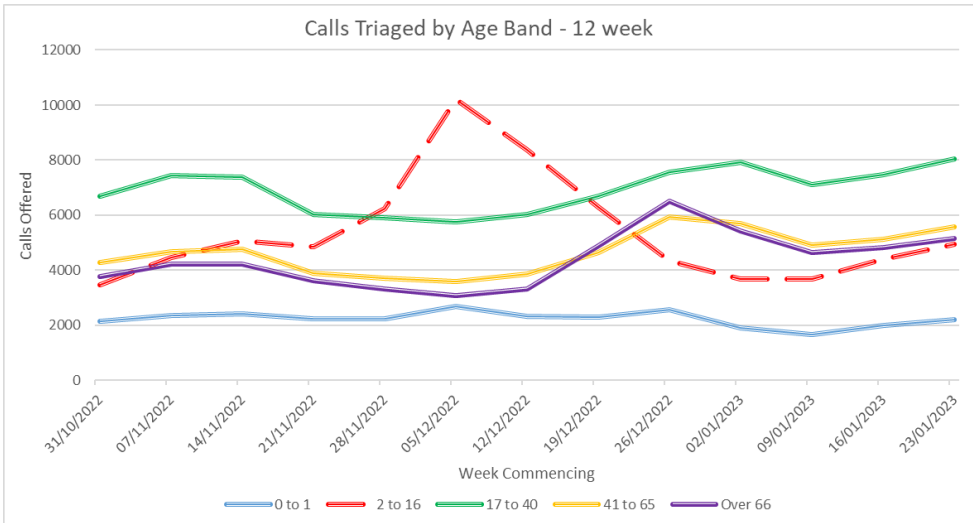
- Demand impacted call answer and abandonment rates in December.
- Both improved in week 41 with demand returning to expectation
- After this point both the answered and abandoned metrics have performed above where we were in the previous year



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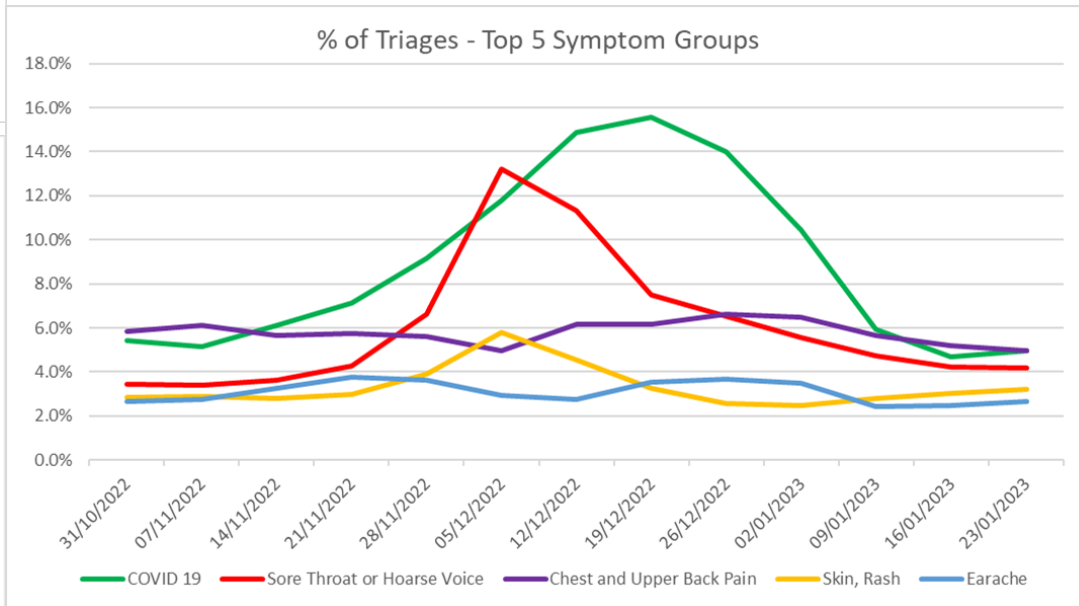
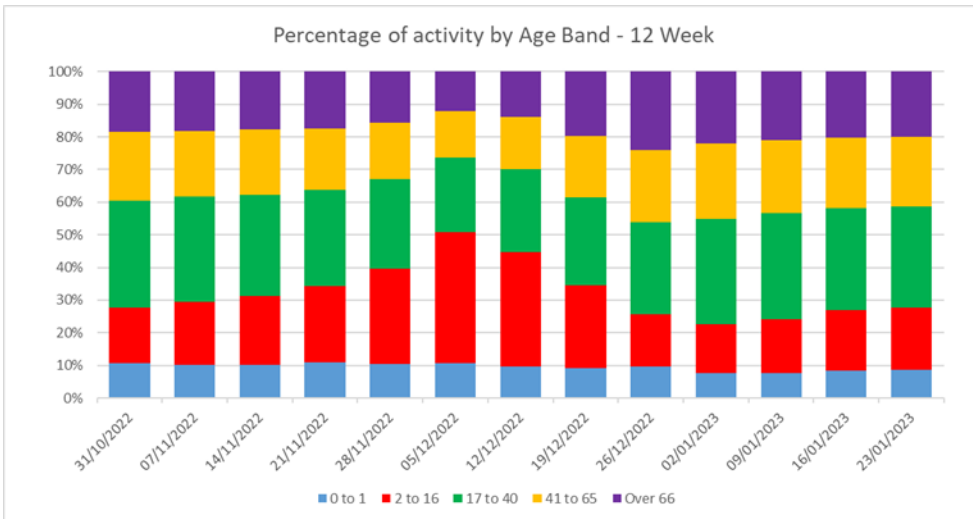
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SCAS Triage Demand Drivers



December Strep A impact:

- 40.3% increase in callers aged between 2 – 16 years old
- Clear spike in symptom groups related to Strep A & COVID



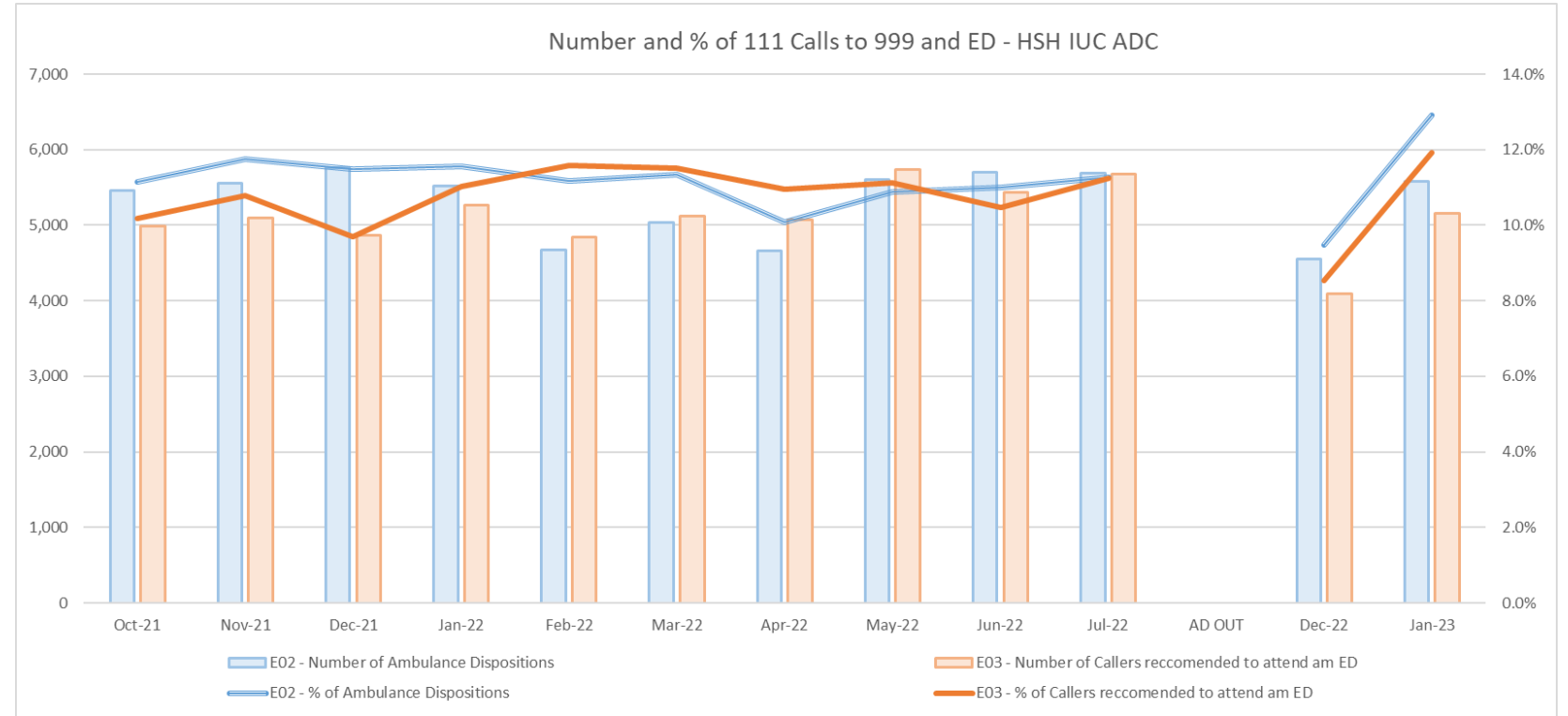


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111 To 999 and ED

- Sit within national average for 9's & ED referrals
- December an exception due to lower acuity/higher call volumes

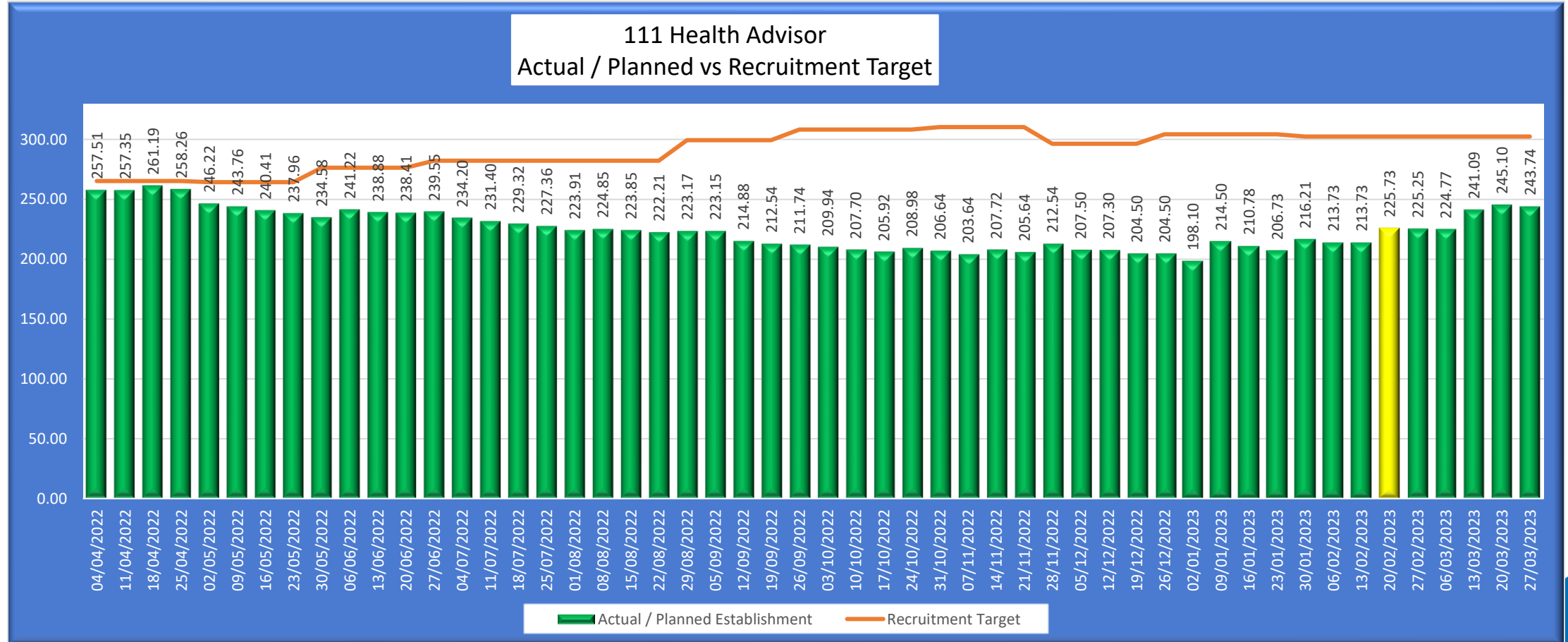




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111 HEALTH ADVISOR Actual / Planned vs Recruitment Target

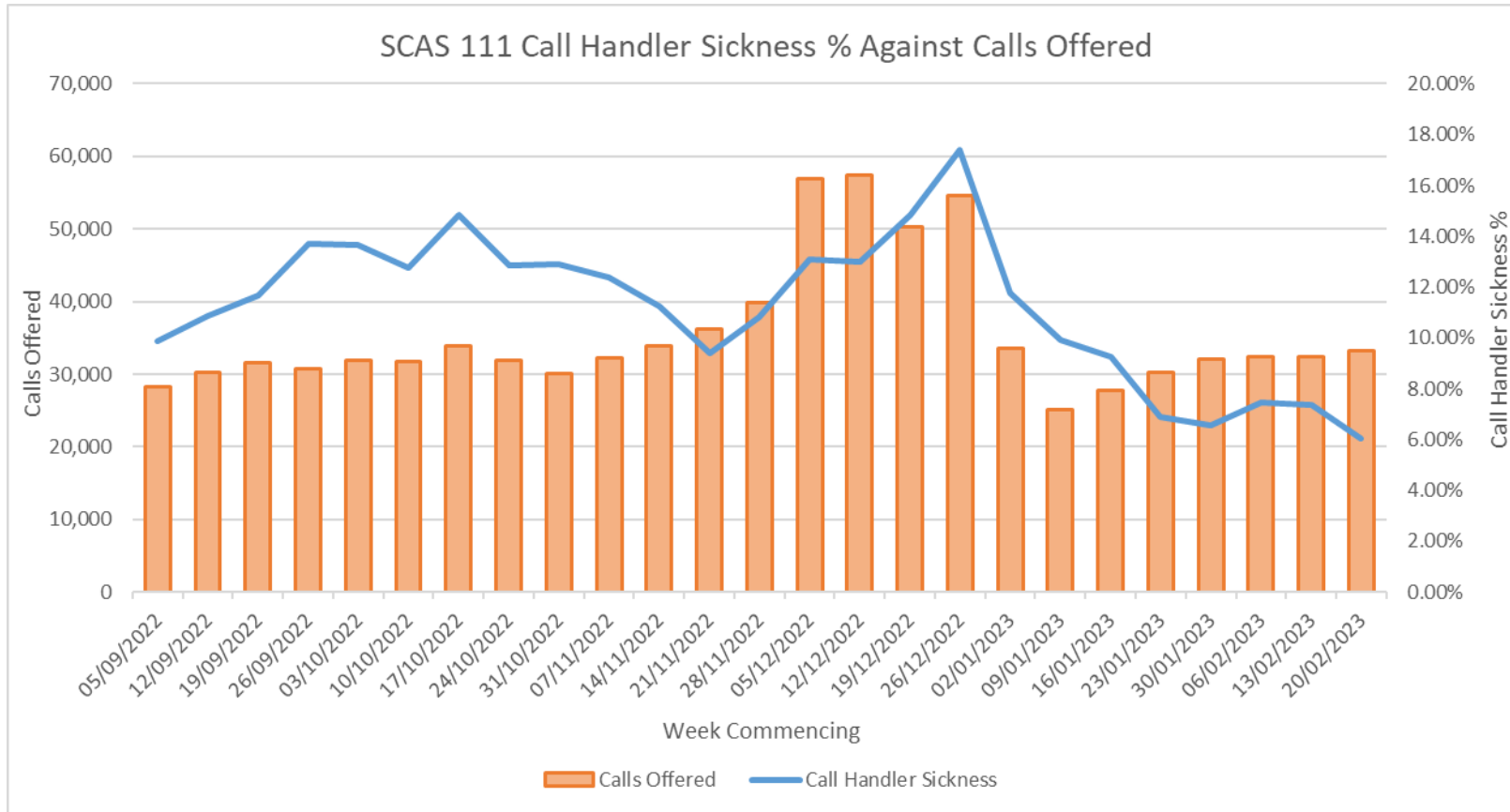




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Call Handler Sickiness





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Improvement Actions

- New call centre premises – MK
- Home working for Health Advisors pilot
- Review of recruitment processes
- Working with call centre specific agencies
- New telephony/new data – re-focus on management of call centre metrics.
- Wellbeing of staff – wellbeing role, store cupboard access, You Matter, team events.
- Career pathways being developed to support progression and retention of staff.



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Thank you