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NHS Foundation Trust

# **111/IUC Performance Report**

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**11/01/2021**





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# NHS111 in Context

- SCAS is part of the Covid-19 Pandemic Response
- Mobilised the National Clinical Assessment Service (NCAS)
- Working with the national teams to set up specialists, such as GPs, pharmacists and dentist for the NCAS
- Supporting the Covid-19 Response Service (CRS)
- Provided a Safety Netting Service using the NHS 111 in SCAS
  - 9 March 20 to 9 June 20
  - Supporting calls from the CRS with Health and Clinical Advisors
  - Demand significantly above the contracted levels
  - Early involvement of track and trace
  - Sign posting patients to hot hubs



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# NHS111 Performance

- Since July SCAS operating as normal with 111 business
- Demand profile changed from the out of hours period into the in hours (08.00 to 18.30)
- We have seen a 30% increase in demand, during the in hours period
- Increase in staff absence due to the pandemic
- We also had further demand pressures due to the coronavirus and other related issues:
  - Increase in demand when the schools returned
  - Changes in government policy relating to coronavirus
  - Primary care pressures
  - Number of changes to the clinical triage and operating platforms in 111



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# NHS111 Recruitment

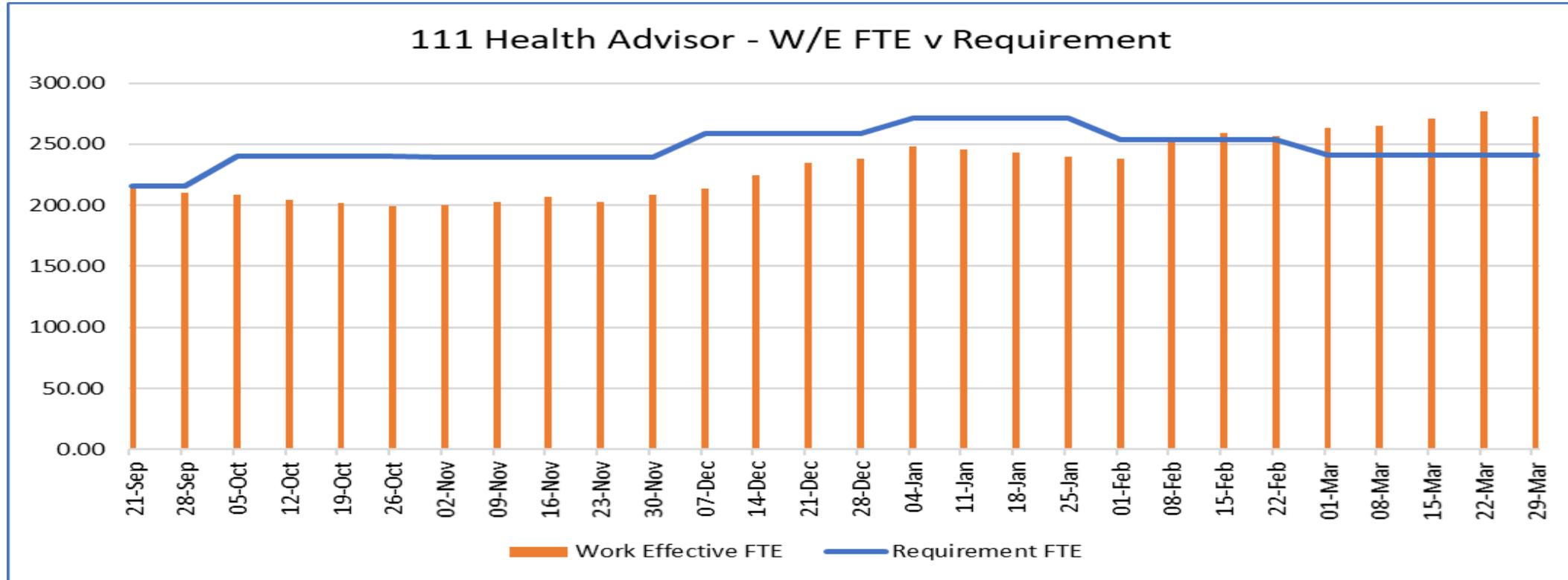
- Recruitment plan in place since the summer to cover the in hours demand and staffing of the National Clinical Assessment Service
- Recruited and trained over 40 staff on short term contracts
- Review of the current demand, plus an additional 20% increase for 111 First
- An increase of 70 WTE but in real terms well over 120 staff on full and part time contracts
- Training and coaching is 6 weeks
- Since September a robust recruitment plan in place
- Training capacity doubled across our three locations by planning course during the day and evenings



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# 2020-21 Current 111 Non-Clinical Workforce





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# NHS111 current Performance and Challenges

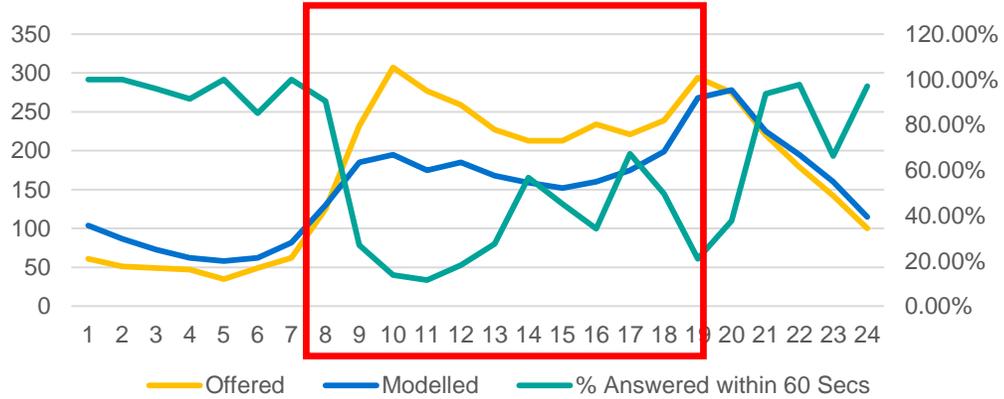
- Same challenges as describe above
- Due to second wave we have seen the demand in hours remain high and starting to increase into the out of hours period
- Our staff absence continues to rise (Covid related)
- North 111 call centre pressures due to high absence rates
- 111 National Contingency support in Nov and Dec
- Recovery Plan in place for 111 (call length and not ready)
- Recruitment plan on track (101 new recruits from Oct to Dec)



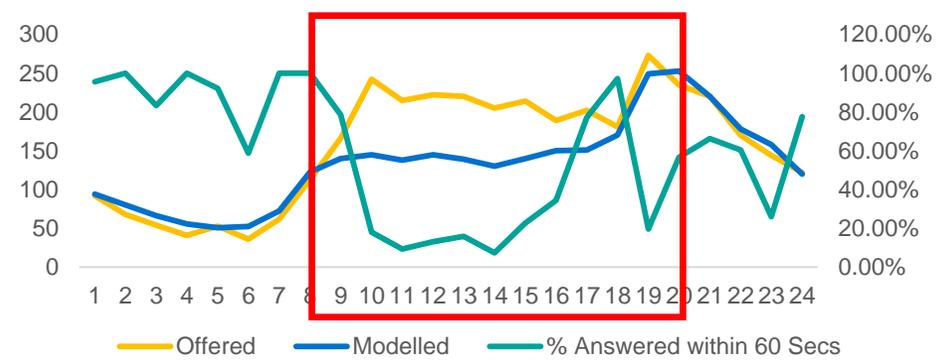
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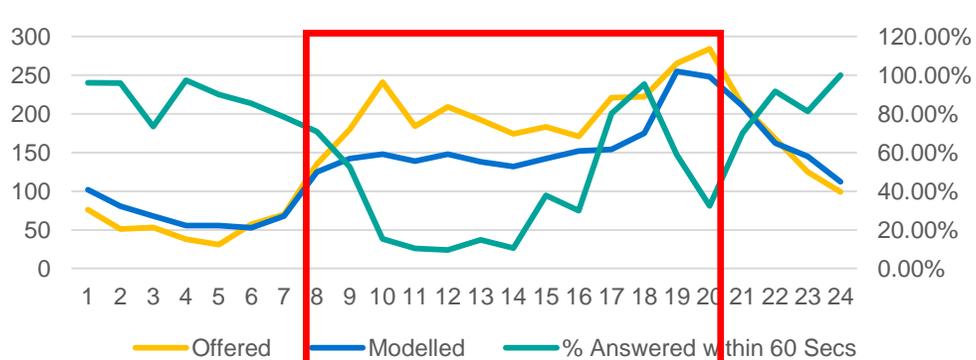
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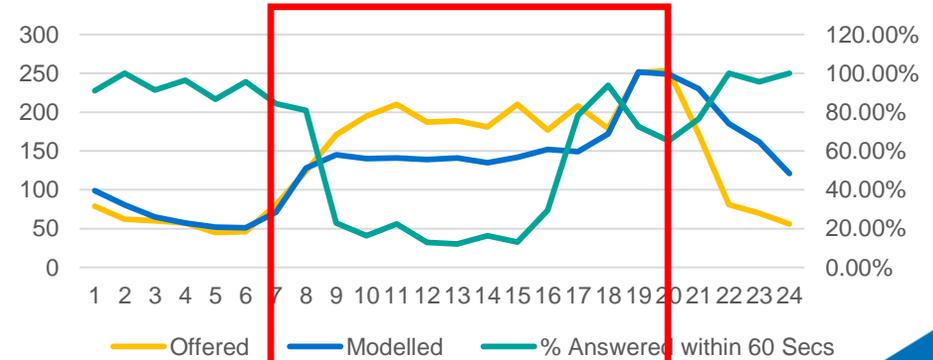
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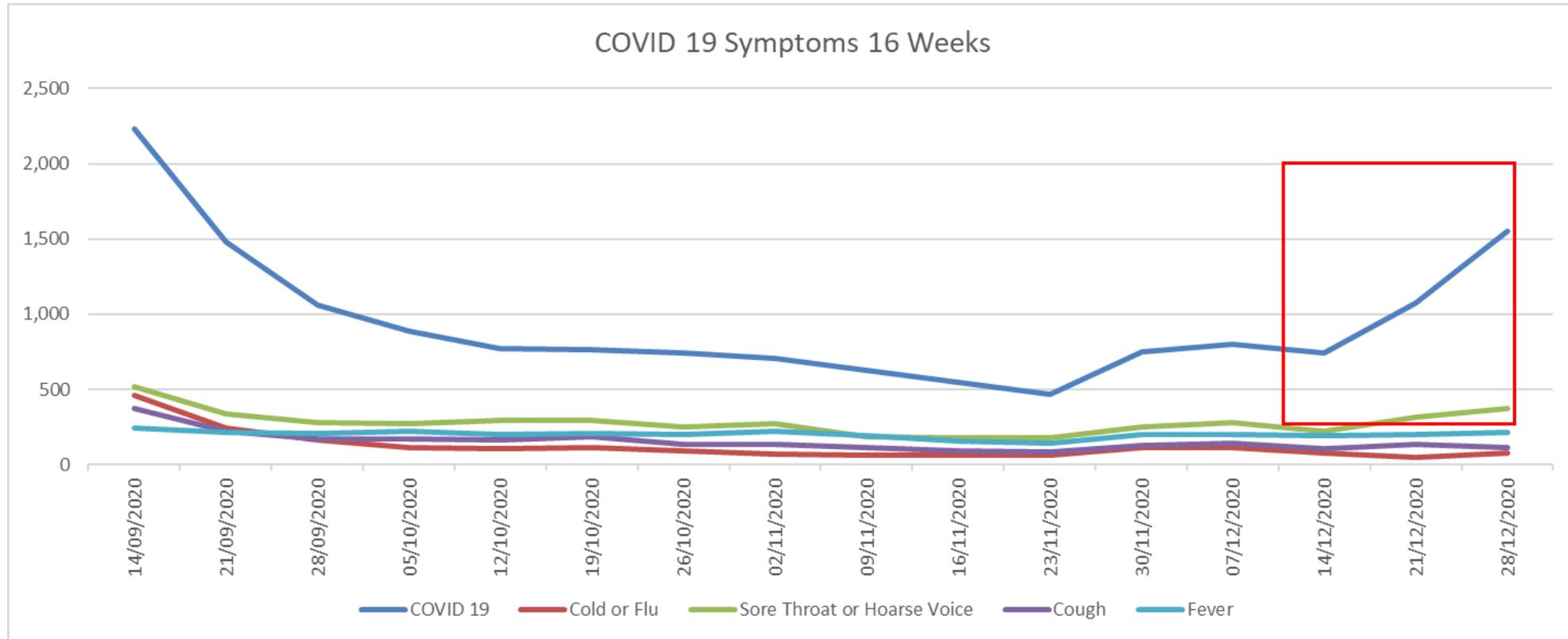




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# COVID 19 Symptoms Last 16 Weeks

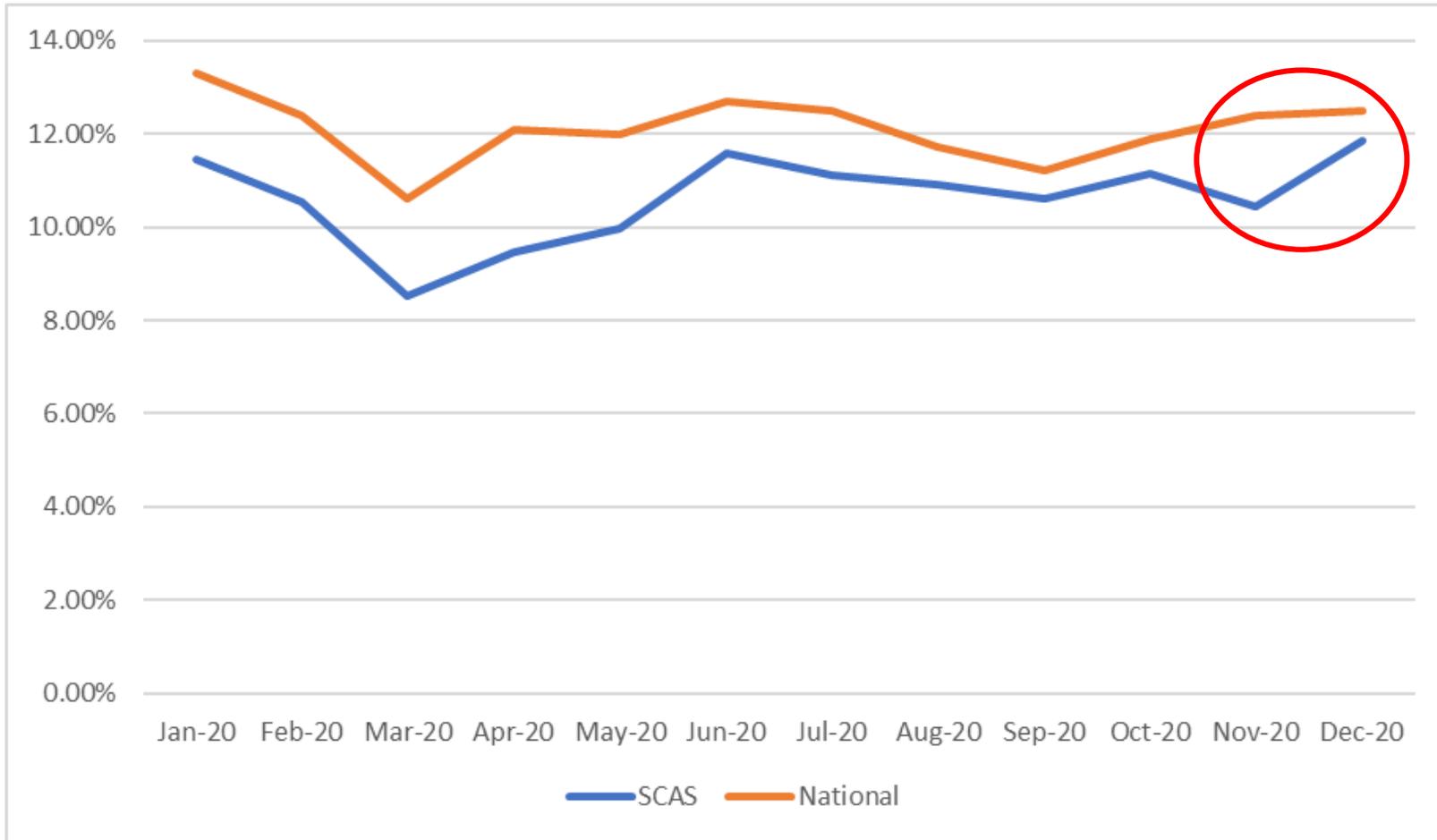




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# 111 - 999 (SCAS Contracts)



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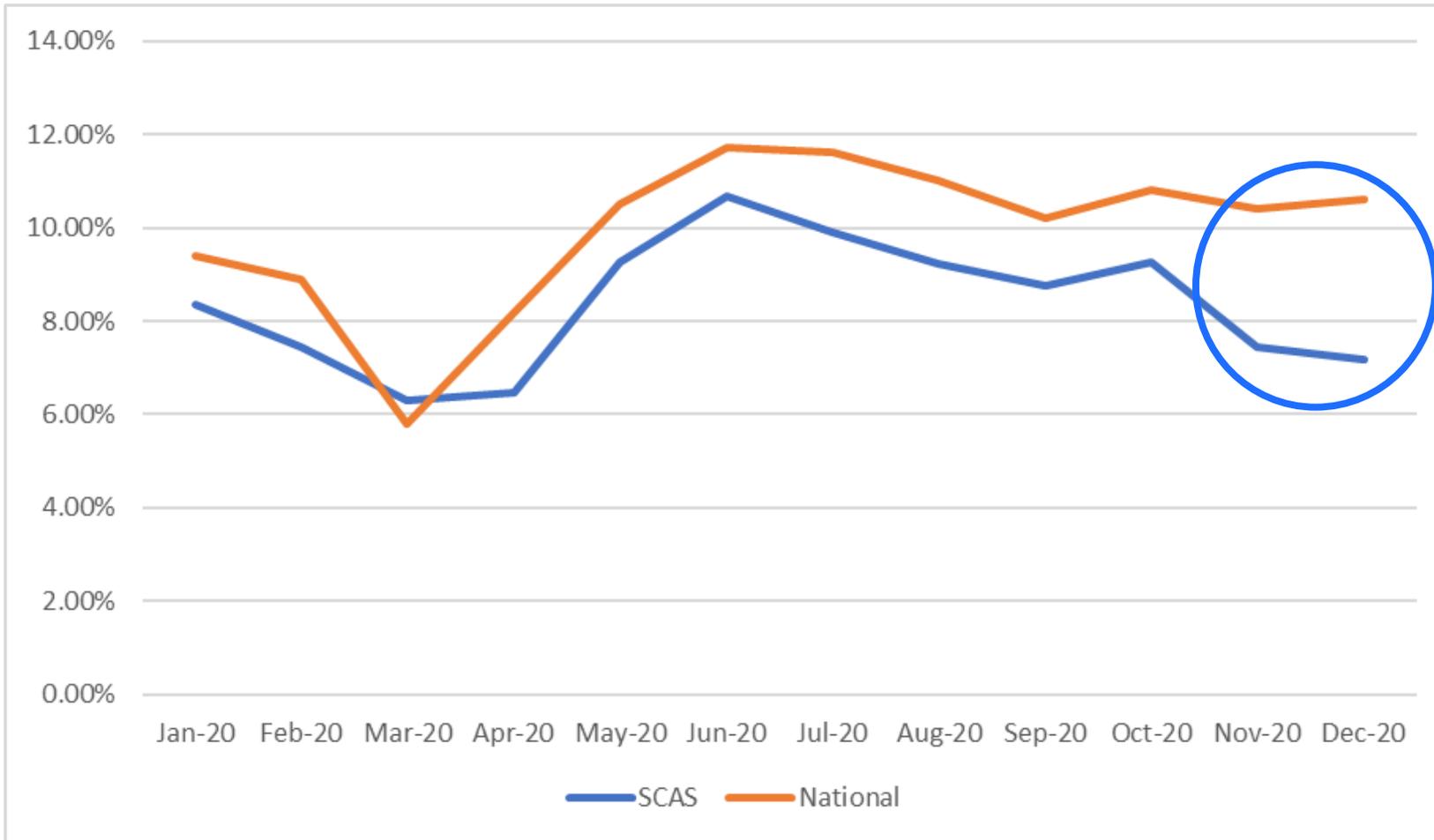
- Data for March is 1<sup>st</sup> – 11<sup>th</sup>



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# 111 - ED (SCAS Contracts)



N.B

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Thank you