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South Central
Ambulance Service
NHS Foundation Trust

111/IUC Performance Report

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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

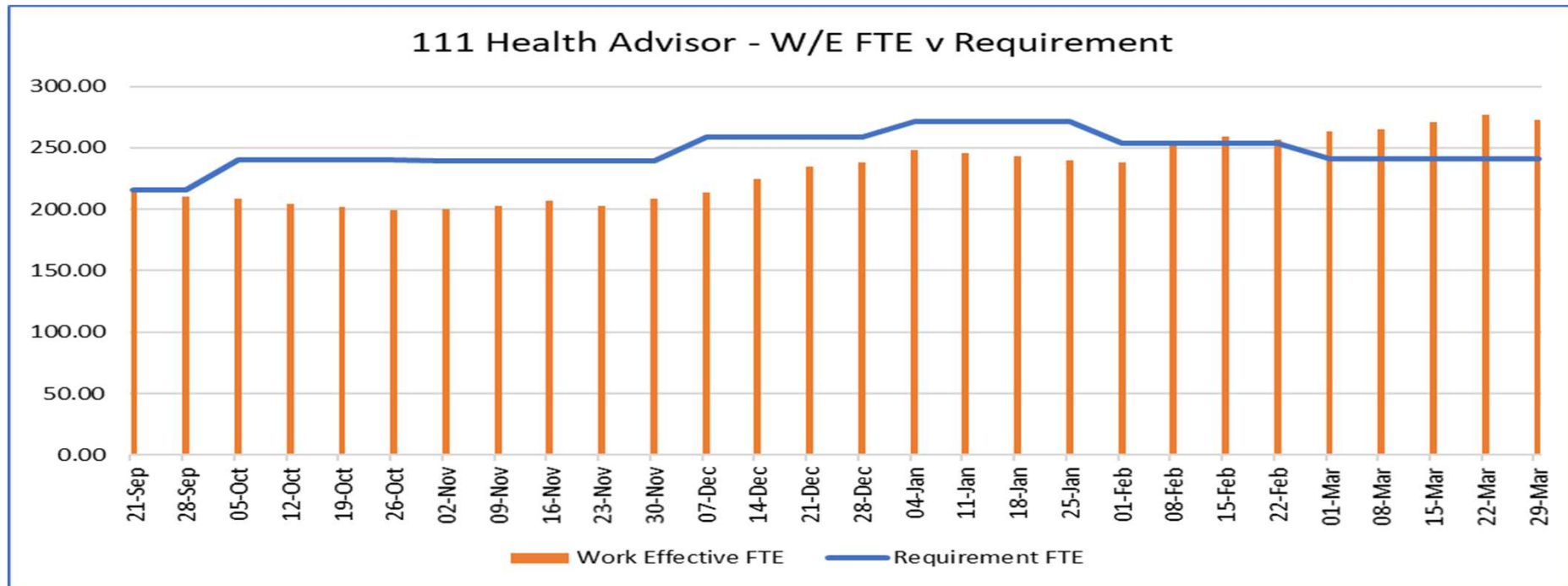
- Recruitment plan in place since the summer to cover the in hours demand and staffing of the National Clinical Assessment Service
- Recruited and trained over 40 staff on short term contracts
- Review of the current demand, plus an additional 20% increase for 111 First
- An increase of 70 WTE but in 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

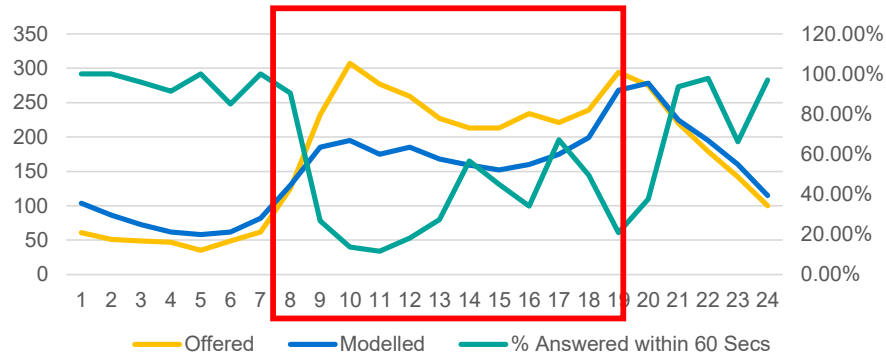
- Same challenges as describe above
- Due to second wave we have seen the demand in hours remain high and starting to increase into the out of hours period
- Our staff absence continues to rise (Covid related)
- North 111 call centre pressures due to high absence rates
- 111 National Contingency support 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)



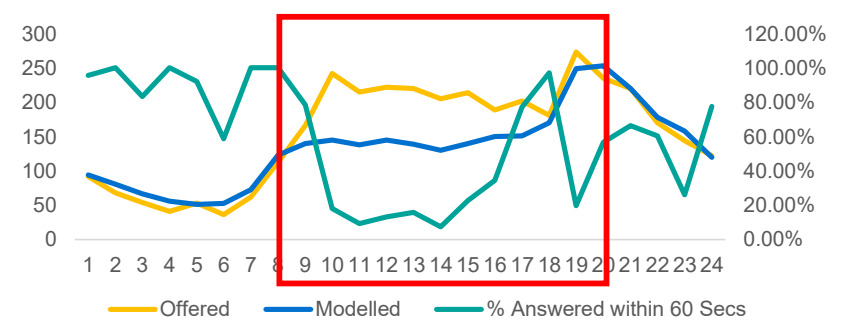
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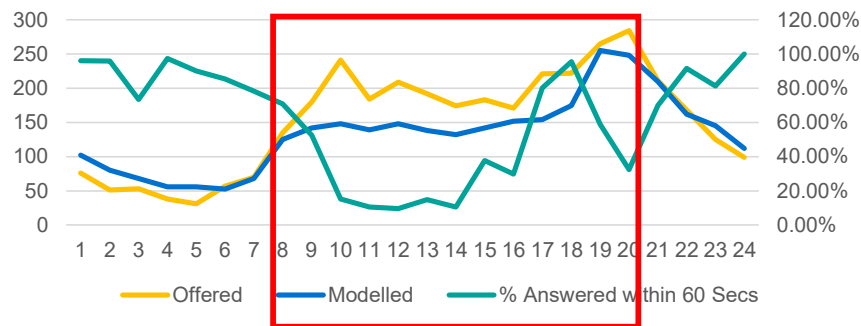
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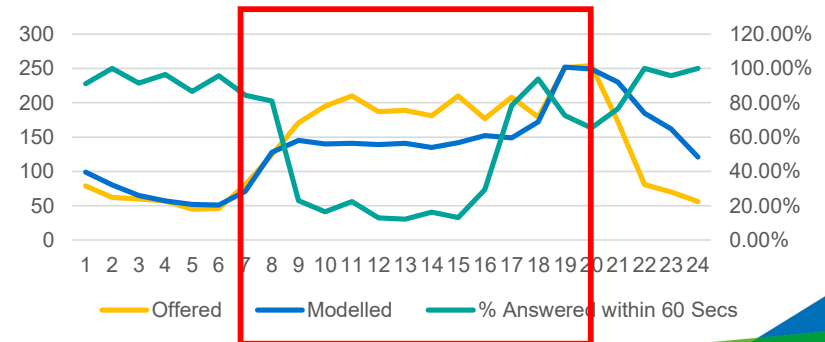
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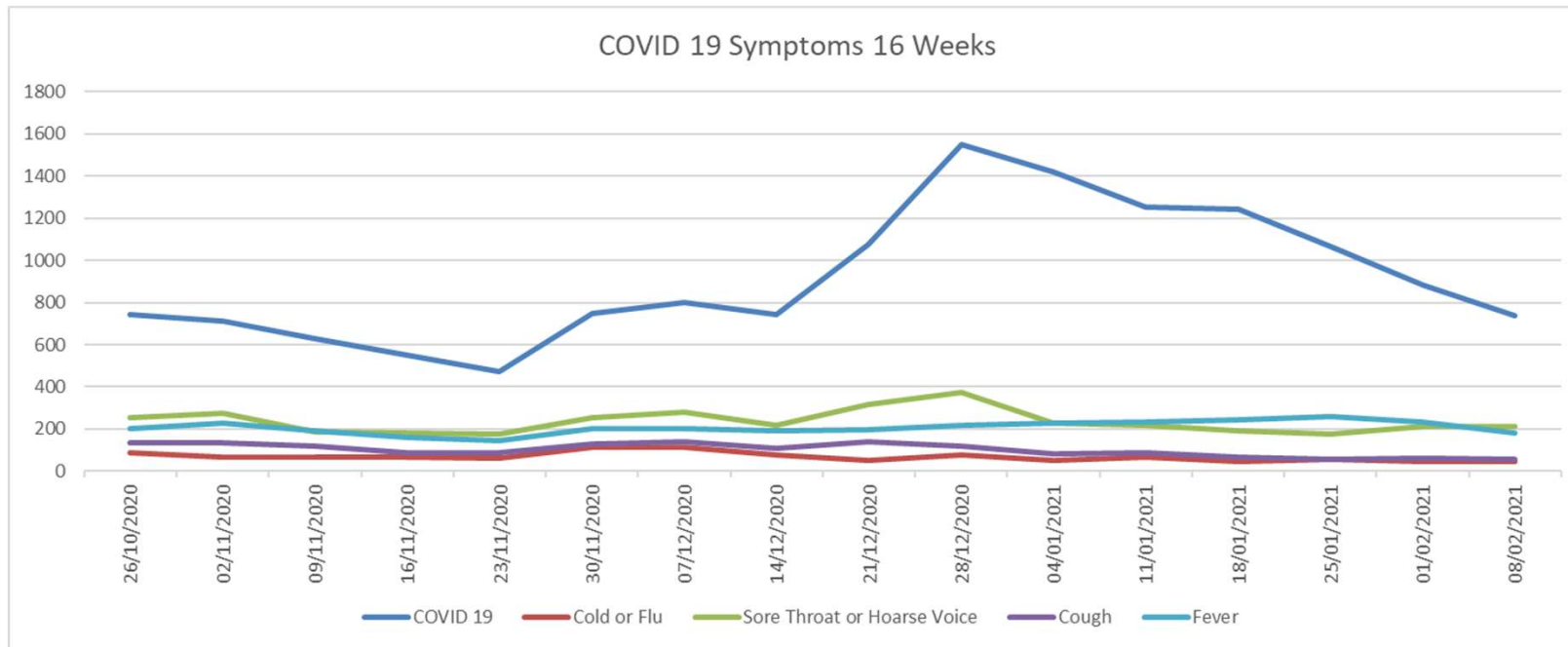
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COVID 19 Symptoms Last 16 Weeks

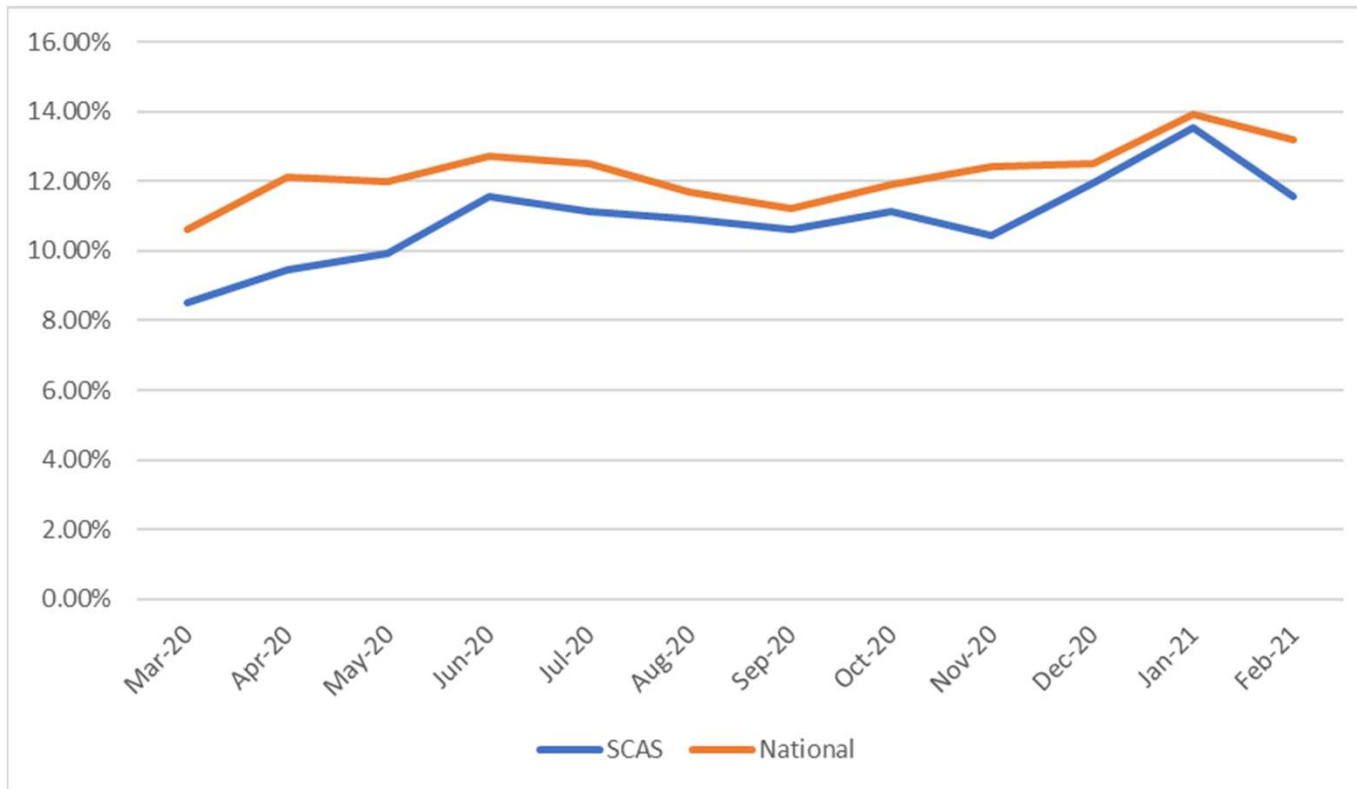




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111 - 999 (SCAS Contracts)



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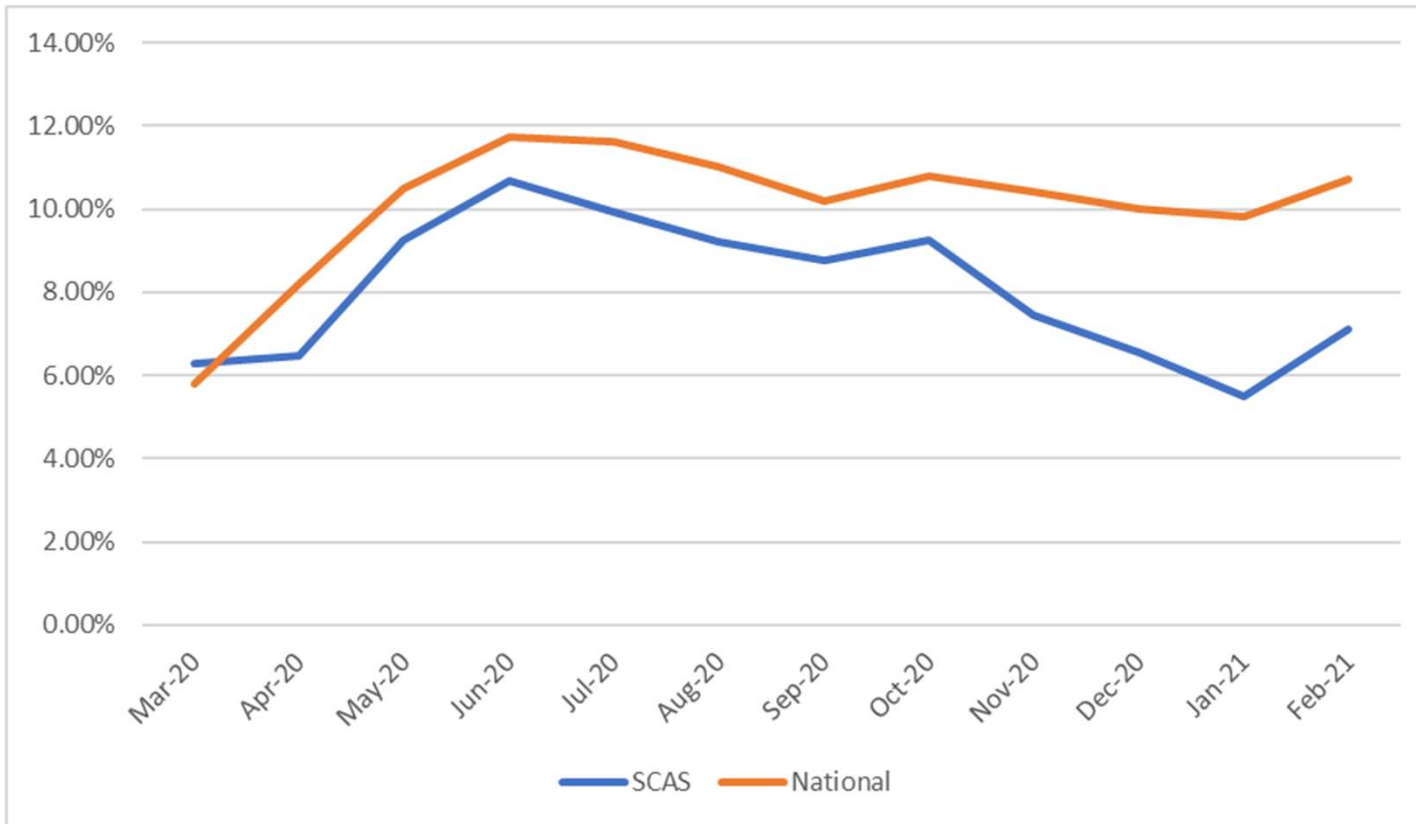
- Data for March is 1st – 11th



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111 - ED (SCAS Contracts)



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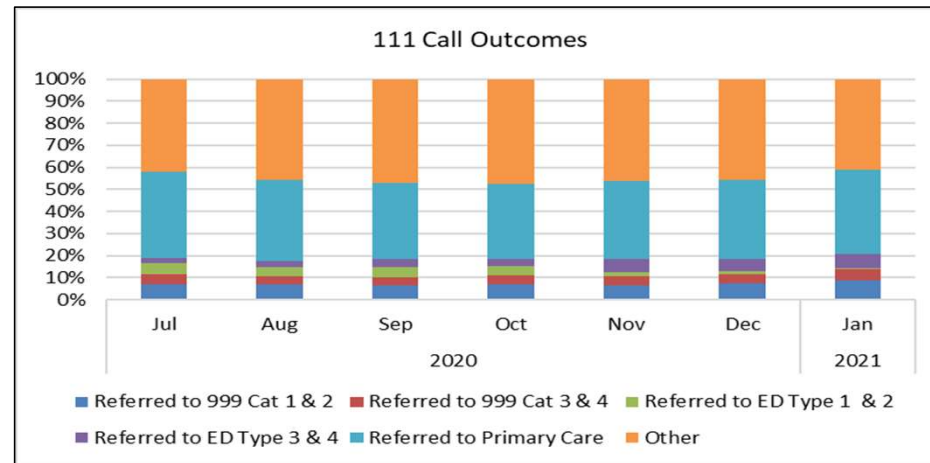


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PSEH System 111 Call Outcomes

- 111 Call outcomes have remained stable with very little variation reported since July.
- There was an increase in the number of calls referred to 999 category 1 & 2 during January, however further data points are required to understand if this was an in month change or the start of an onwards trend.
- Referrals to 'other' remain well above the baseline – these patients would receive self care advice, or be asked to contact other services such as local pharmacies or dental teams.
- The % of patients referred to Primary Care remains steady, with 41% of patients referred to contact or speak to Primary Care during January.



	999 Cat 1 & 2	999 Cat 3 & 4	ED Type 1 & 2	to ED Type 3 & 4	Primary Care	Other
Baseline	6%	5%	6%	4%	51%	27%
Jul 20	7%	5%	5%	2%	39%	42%
Aug 20	7%	4%	4%	3%	36%	46%
Sept 20	7%	4%	5%	3%	35%	47%
Oct 20	7%	4%	4%	3%	34%	47%
Nov 20	6%	4%	2%	6%	36%	46%
Dec 20	7%	4%	1%	5%	36%	46%
Jan 21	9%	5%	1%	6%	38%	41%



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Thank you