



**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

# **111/IUC Performance Report**

**Mark Rowell**  
**Head of IUC & NHS111 Service**

**23 Nov 2021**





**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

# NHS111 Performance

- SCAS continues to see high demand within 111
- 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
- Due to access to primary care and dental services
- Calls increased due to covid related symptoms
- Increase in demand when the schools returned
- Increase in staff absence due to the pandemic



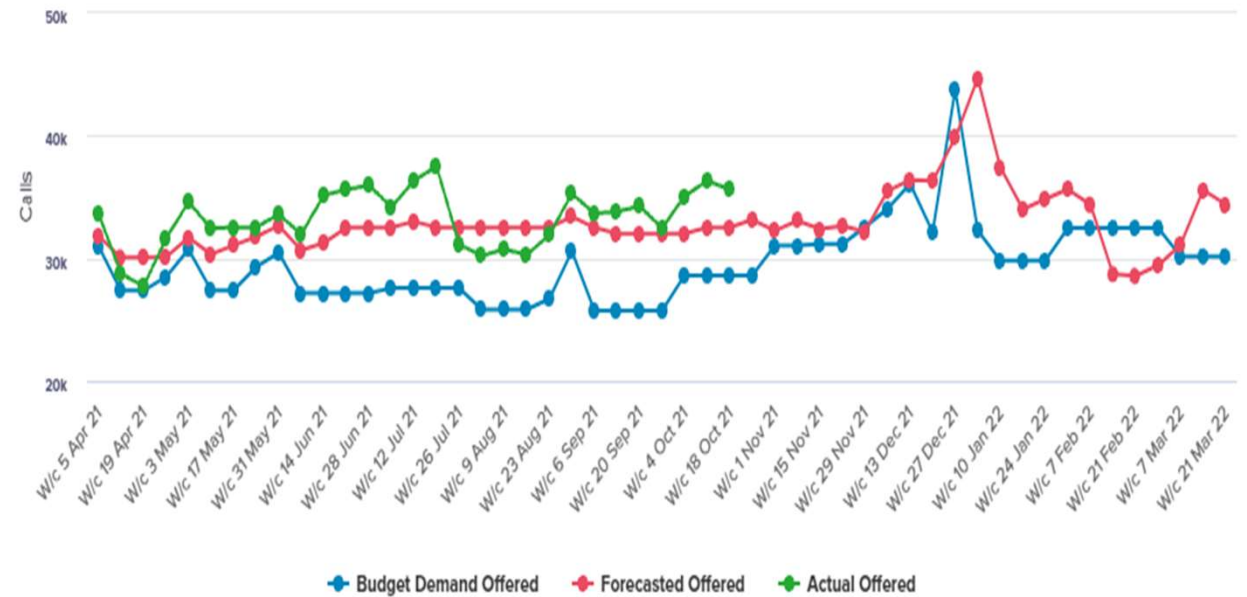
**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust

# 111 Demand

- Calls offered demand remains higher than budget with high levels of churn

Forecasted Demand vs Actual Offered





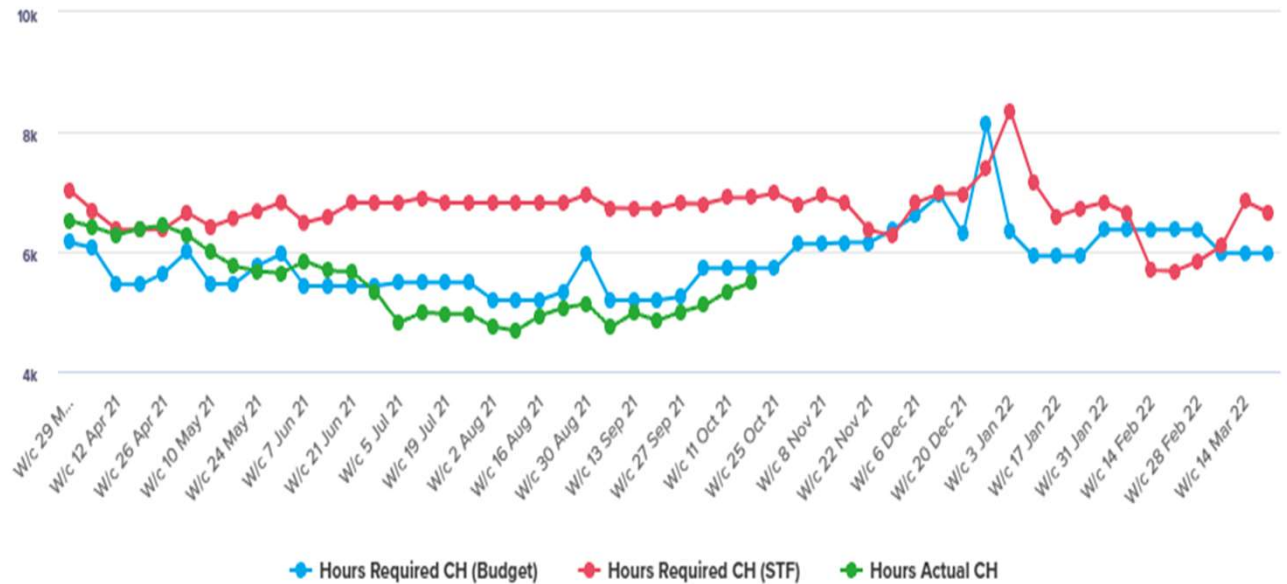
**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

- Call handler capacity increasing and now close to budget

# Capacity

Call Handler Staff Hours

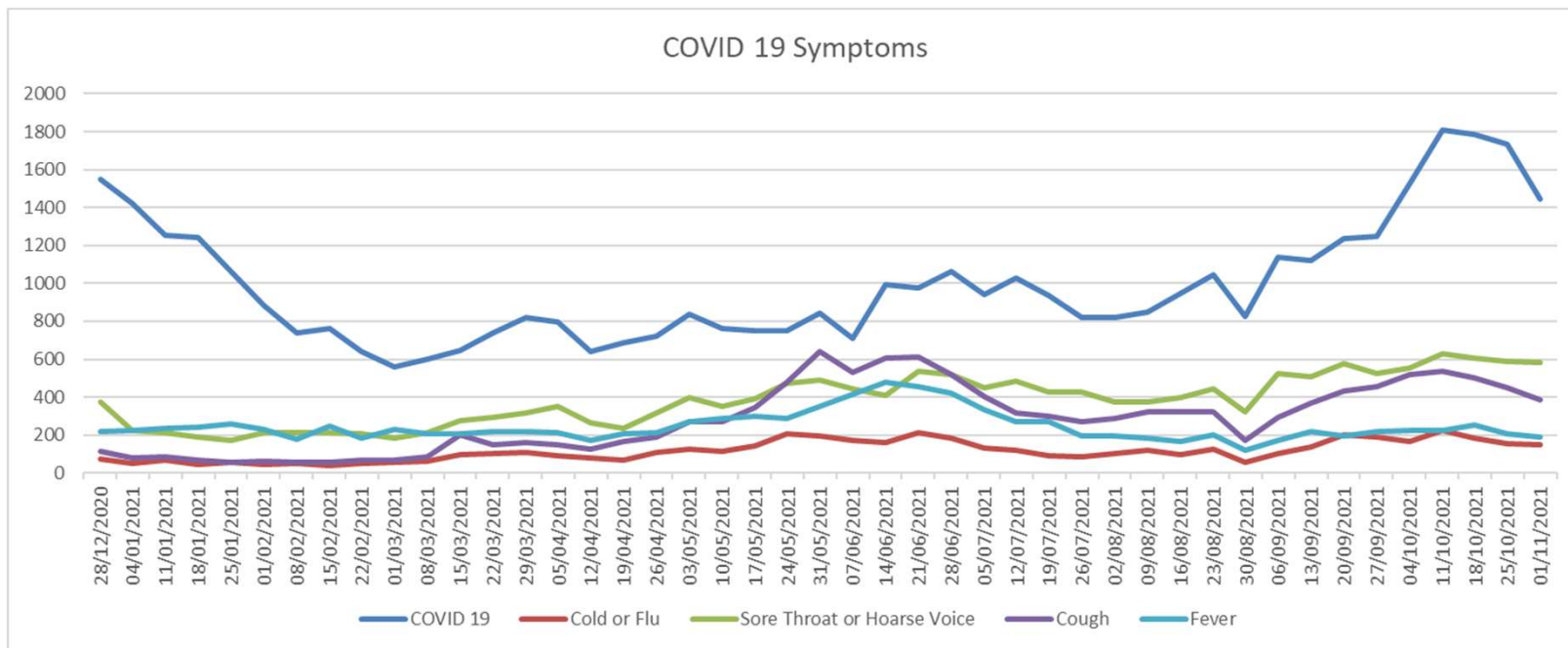




**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust

# COVID 19 Symptoms





**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust

# NHS111 Update

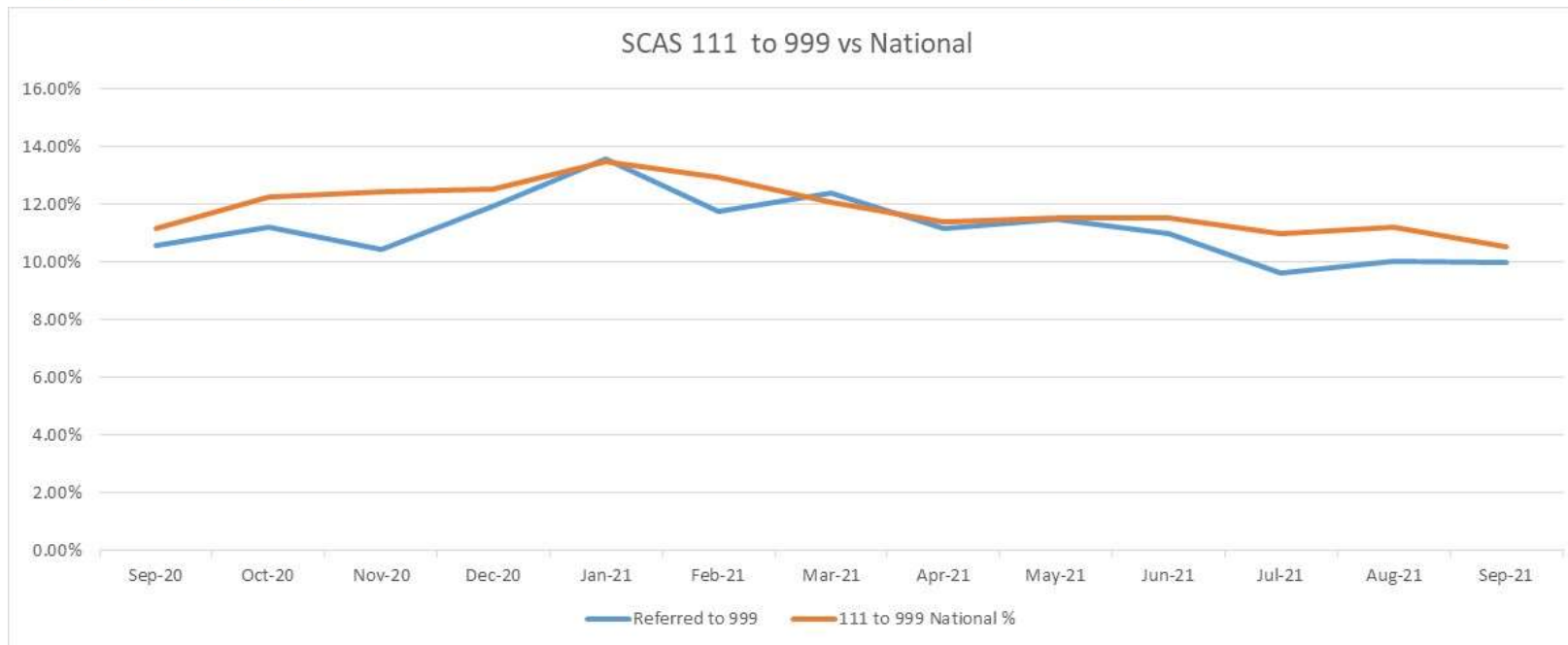
- Current demand has been remodelled
- Reviewed the health advisors rosters to mirror current demand
- Robust recruitment plan in place
- Recruited and trained over 70wte in last four months
- Training capacity doubled across our three locations by planning course during the day and evenings
- Attritions is a contributing factor, around 50%
- Performance improvement programme in place
- Additional GPs for the winter period



**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust

# NHS 111/IUC outcomes



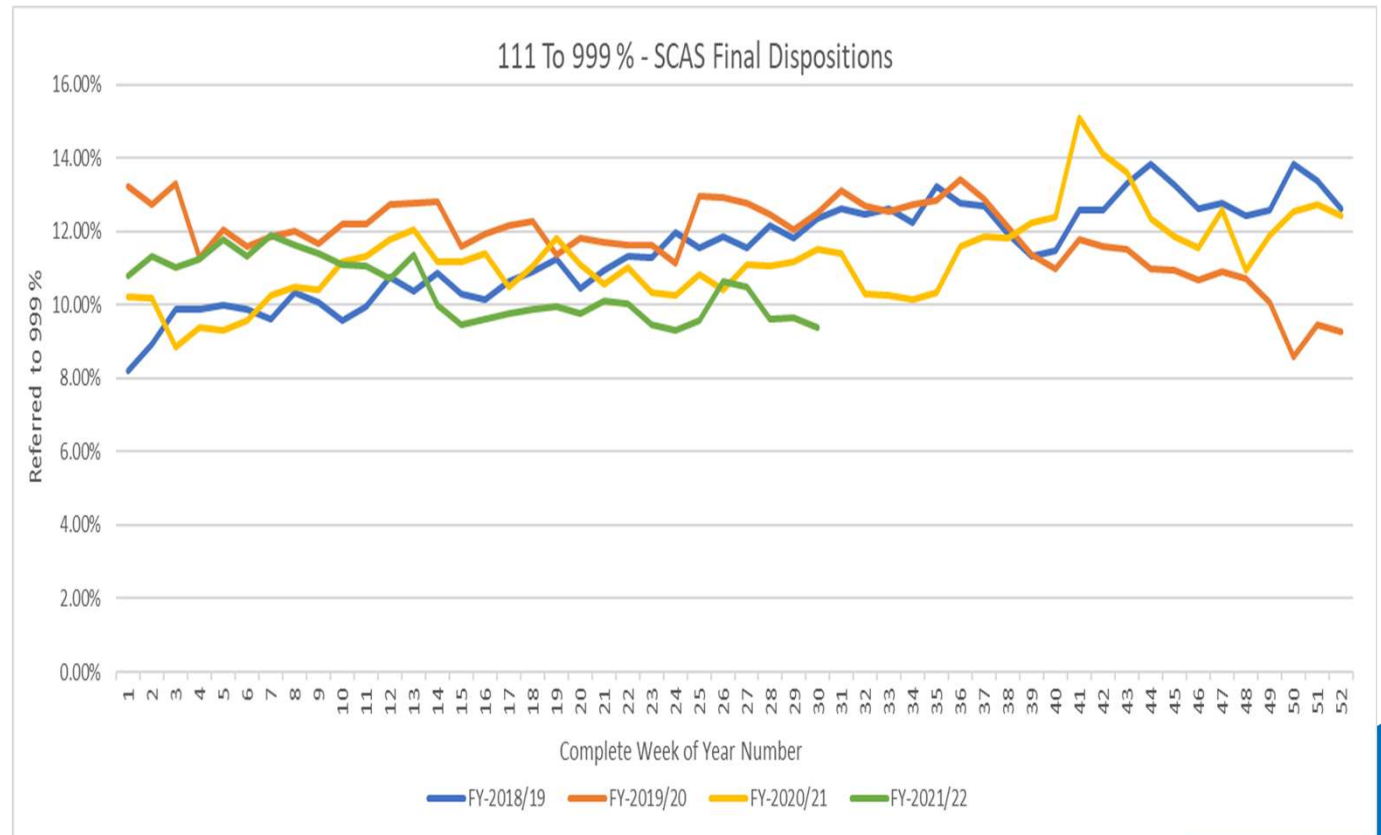


**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust

# 111 To 999

- 1s to 9s remains positively below 10%



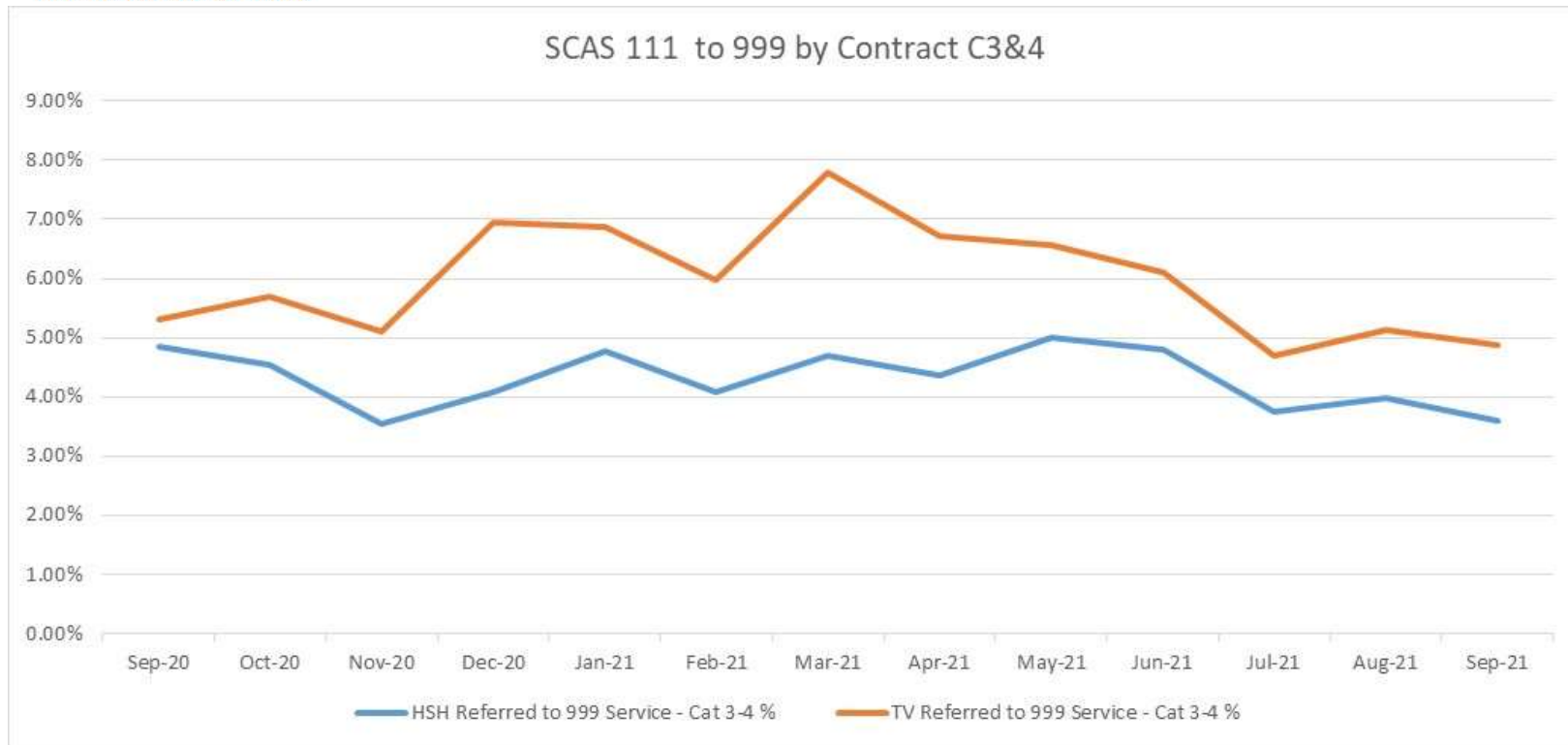




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

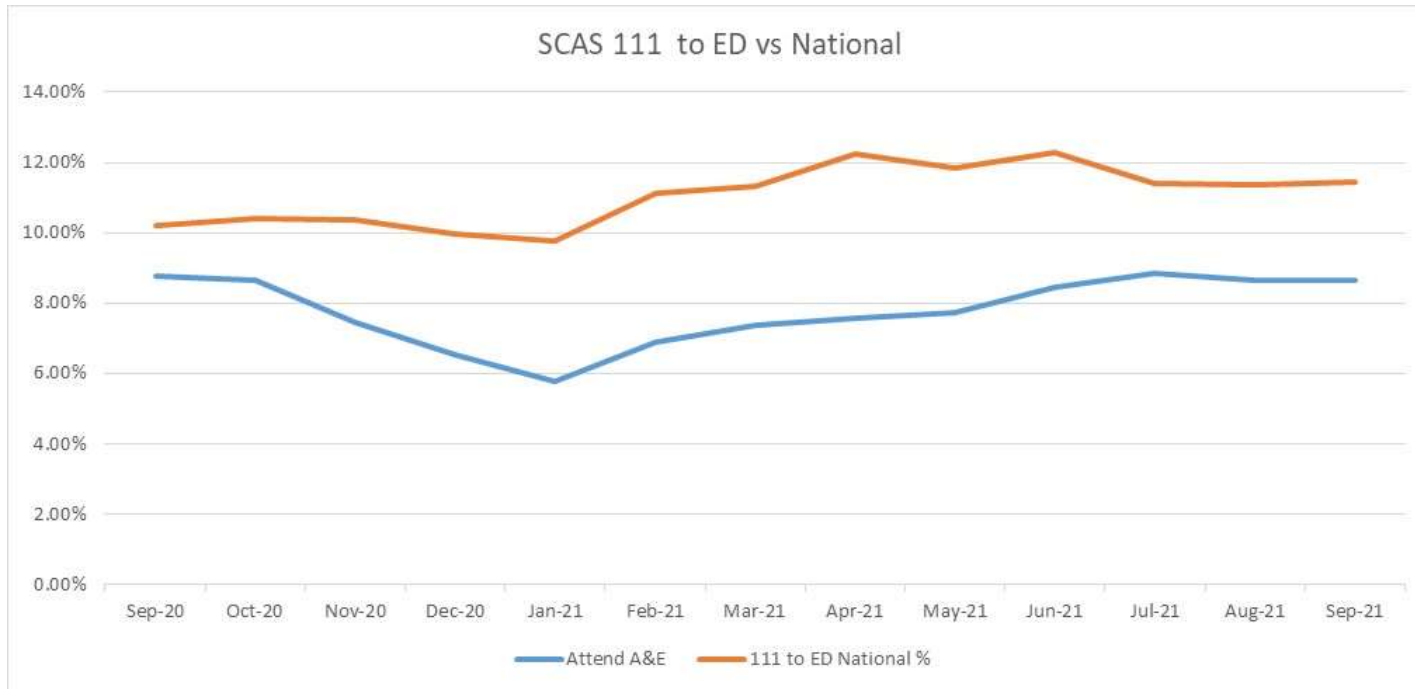




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

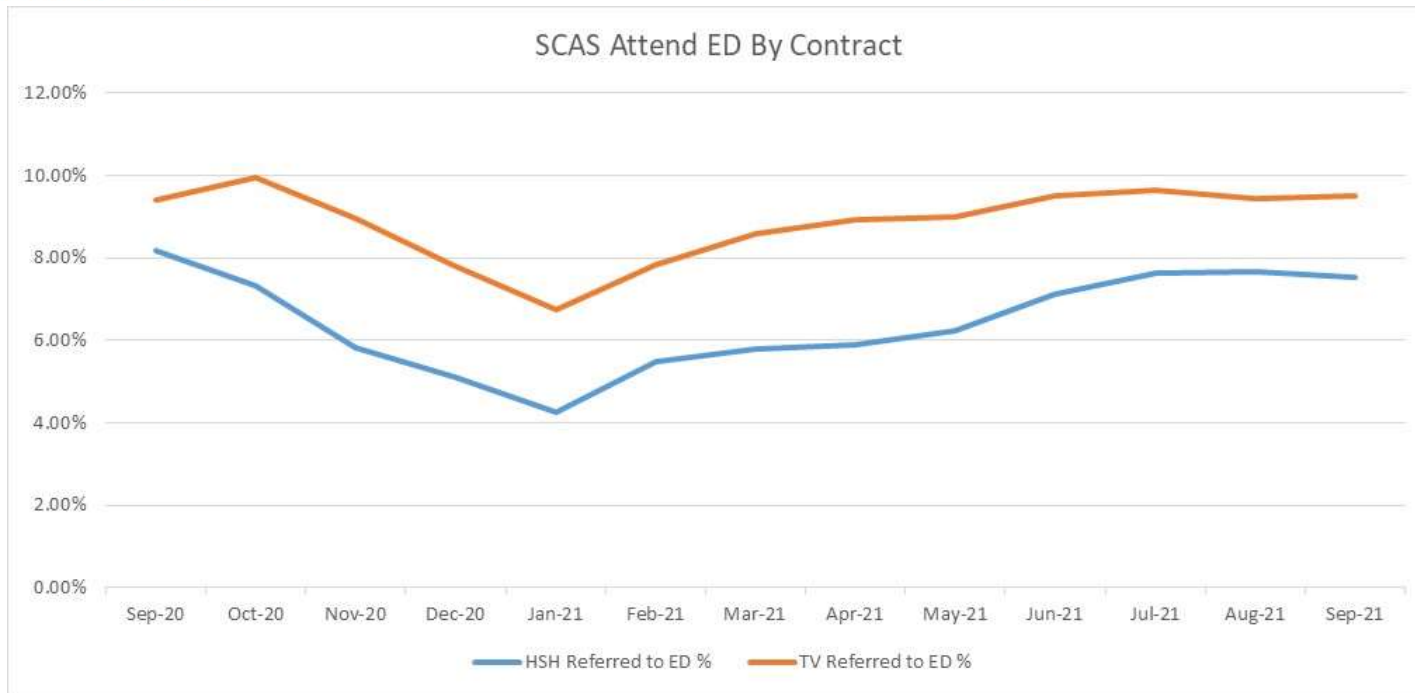




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

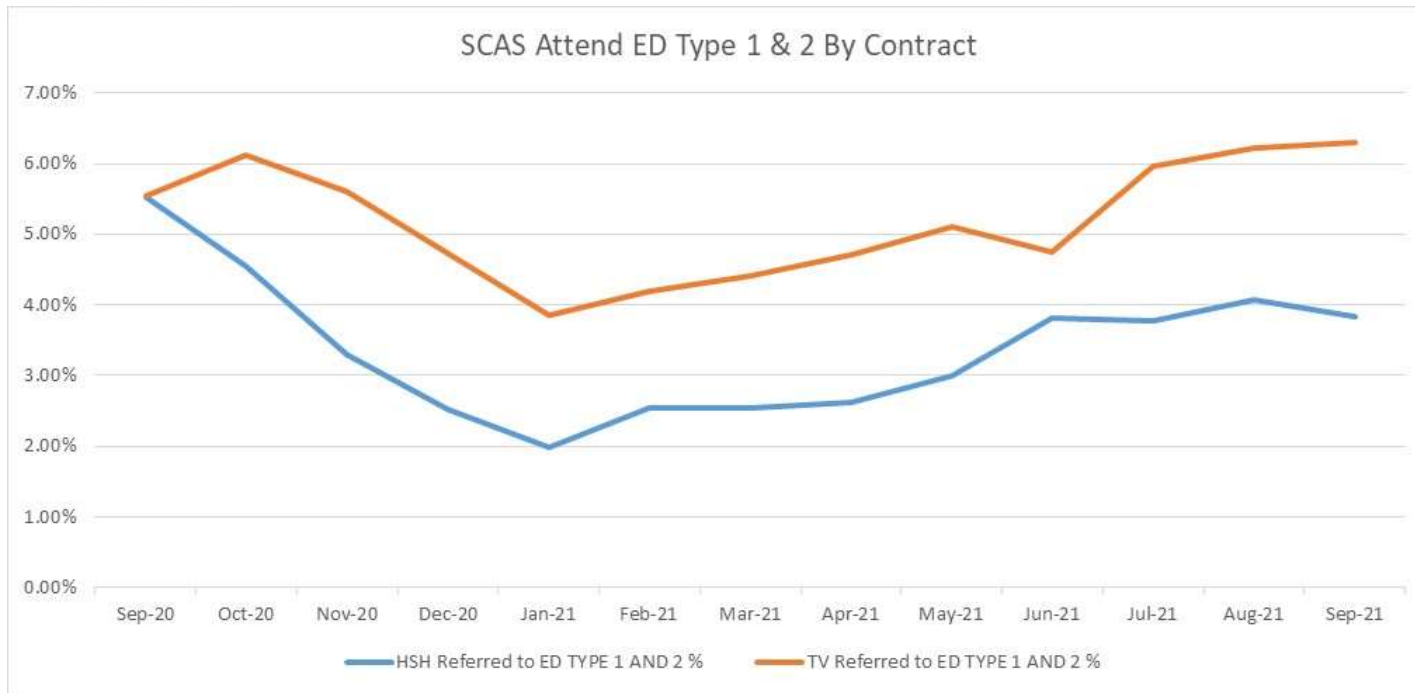




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

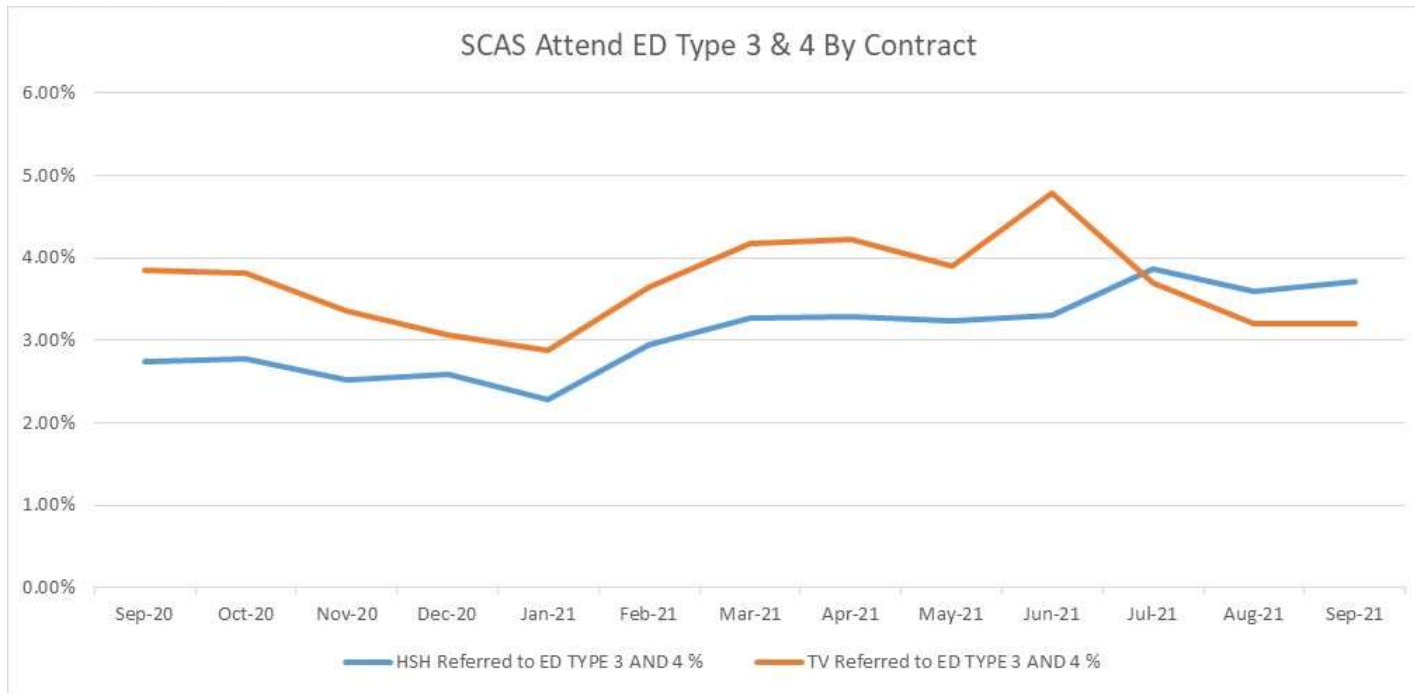




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

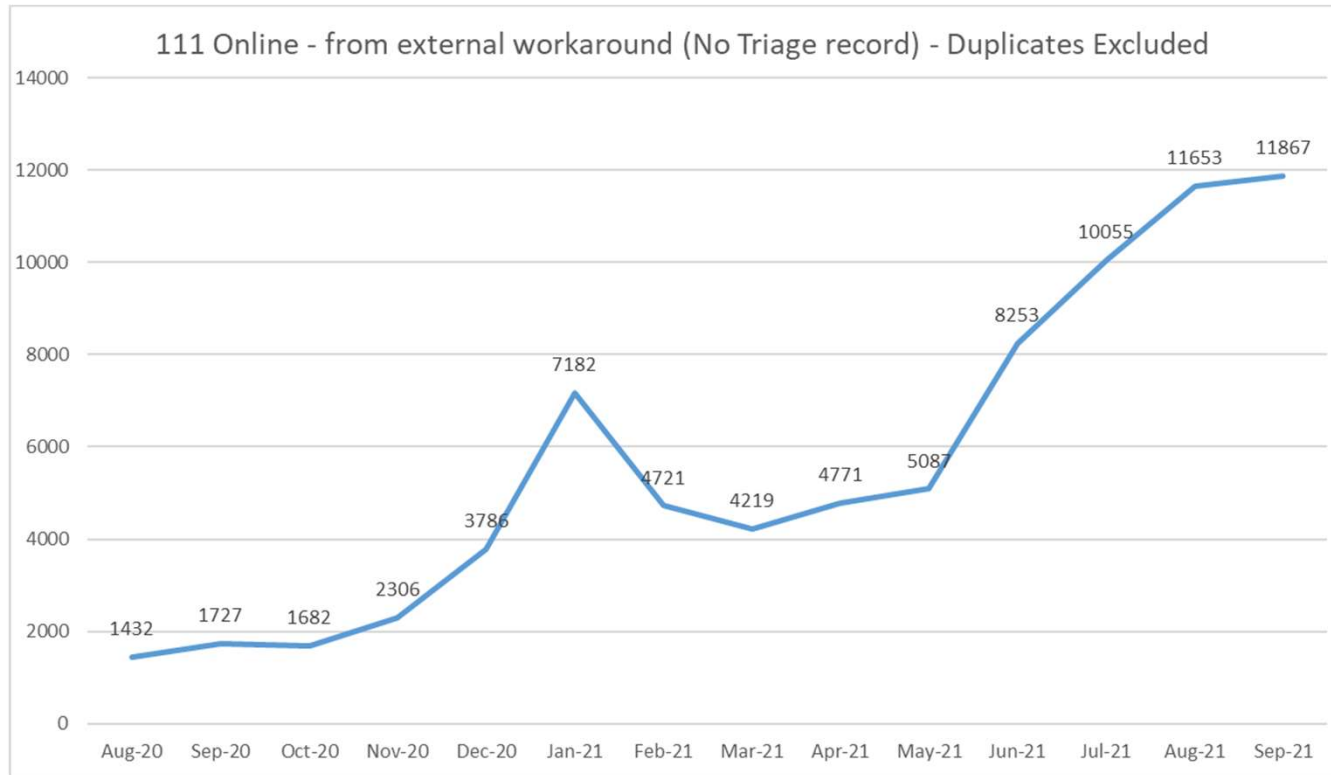




**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust





**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust

# Regional performance

	KPI14 <sup>2</sup> - Proportion of calls where caller given a booked time slot with an Emergency Department		
England	47,460	93,572	50.7%
-----			
North East and Yorkshire	5,719	15,489	36.9%
North West	4,168	5,452	76.4%
Midlands	7,354	18,486	39.8%
East of England	5,615	12,492	44.9%
London	8,476	13,855	61.2%
South East	12,439	17,737	70.1%
South West	3,689	10,061	36.7%

Hampshire and Surrey Heath	2,579	4,127	62.5%
Isle of Wight	187	459	40.7%
Kent, Medway & Sussex	6,235	7,798	80.0%
Surrey Heartlands	853	1,438	59.3%
Thames Valley	2,585	3,915	66.0%





**NHS**

**South Central  
Ambulance Service**

NHS Foundation Trust

Thank you