



Spotlight on October 2021

This is a monthly summary of our performance and calls to our emergency, NHS 111 service and Patient Transport Service, with comparisons to the previous year. It is shared to keep you informed of the demand for our services. If you have any questions or comments on the content you can contact us at communications@nwas.nhs.uk.

Paramedic Emergency Service



emergency contacts (inc all 999 calls, duplicates, events, & 111 ambulance referrals)

△ 13% increase from October 2020



(average of 2,996 a day)

√5% decrease from October 2020



2,330 additional operational resources were deployed throughout October 2021 to help manage demand



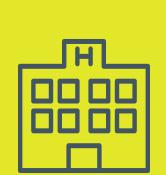
Hear & treat 8,222 patients' concerns were resolved over the telephone (8.9% of all incidents)

Compared to 10.6% in October 2020



See & treat 29,478 patients treated at the scene and left there safely (31.7% of all incidents)

An increase of 295 patients in October 2020



See & convey 55,179 patients taken to a destination for further care (59% of all incidents)

3,100 less patients than in October 2020



14,501 (15.6%) of all incidents were categorised as immediately lifethreatening

Compared to 9,363 (9.6%) in October 2020



52,306 (56.3%) of all incidents were categorised as emergencies

Compared to 53,414 (54.6%) in October 2020



14,815 (16%) of all incidents were categorised as urgent

Compared to 19,296 (19.7%) in October 2020



4,409 (4.75%) of all incidents were categorised as less urgent

Compared to 4,469 (4.57%) in October 2020



Regional average from hospital arrival to patient handover time: 30 mins 33 secs

8 mins 46 secs slower than October 2020



Regional average handover of patient to hospital to clear time for next incident: 11 minutes and 4 seconds

1 secs slower than October 2020



255,432 triaged calls

27,139 (12%) increase on October 2020



13,358 (9.5%) of all contacts resulted in ambulance response



1,596 less than in October 2020



38,097 (24.3%) calls answered within 60 seconds

Compared to 31,091 in October 2020



18,821 callers were offered a callback

Compared to 15,787 in October 2020



18,956 (13.5%) triaged calls referred to clinical advisor

Compared to 16,302 in October 2020



14,154 (10% of all patients) were advised to attend A&E

Compared to 12,463 in October 2020



26,643 (19.3%) patients were given self care advice

Compared 22,328 in October 2020



84,276 (59.8%)
patients were referred to community, primary care or other services

Compared to 61,926 2020



86.1% of patients surveyed in September after accessing 111 said their experience was good or very good



An decrease of 0.3% on October 2020

Patient Transport Service



Overall contracted activity - 100,819 journeys





59,994 ambulance journeys undertaken

An increase of 17% (8,839) on October 2020



10,089 on the day unplanned journeys (discharges).

A decrease of 364 (-3%) on October 2020



48,398 pre-planned journeys (outpatients)

An increase of 10,870 (29%) on October 2020



42,332 renal and oncology patients transported



An increase of 3,192 (8%) on October 2020



7,360 aborted journeys (on the day cancellation/patient no show)

An increase of 1,523 (26%) journeys on October 2020