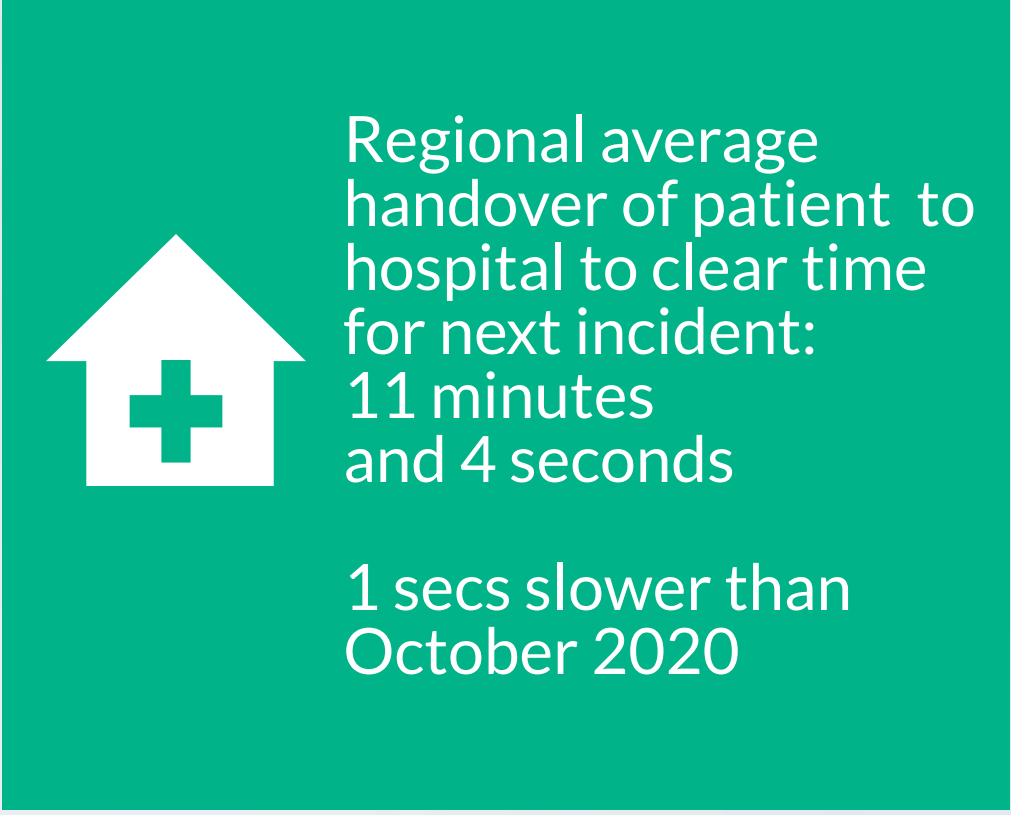
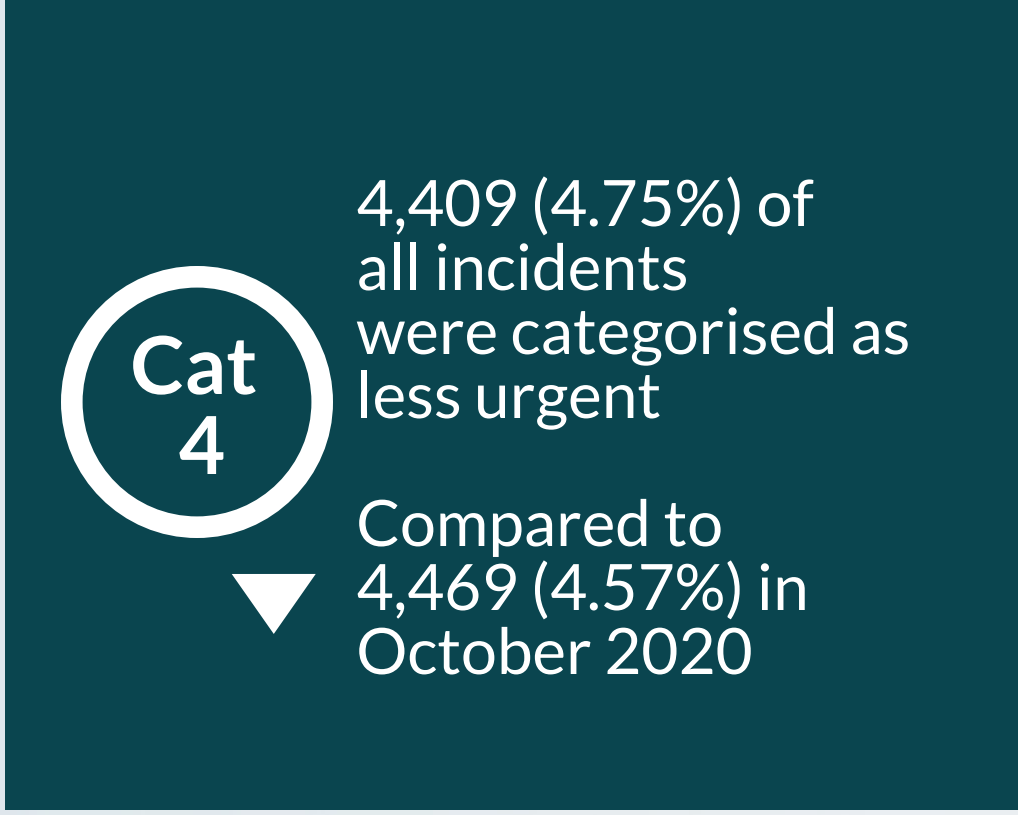
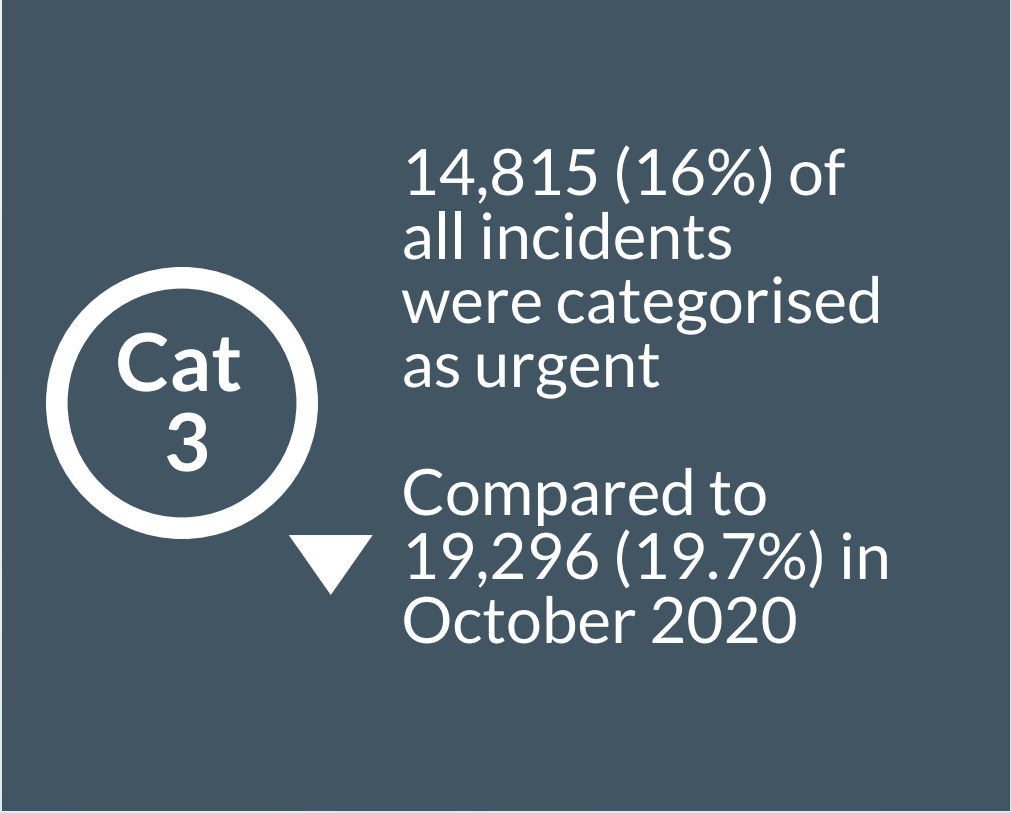
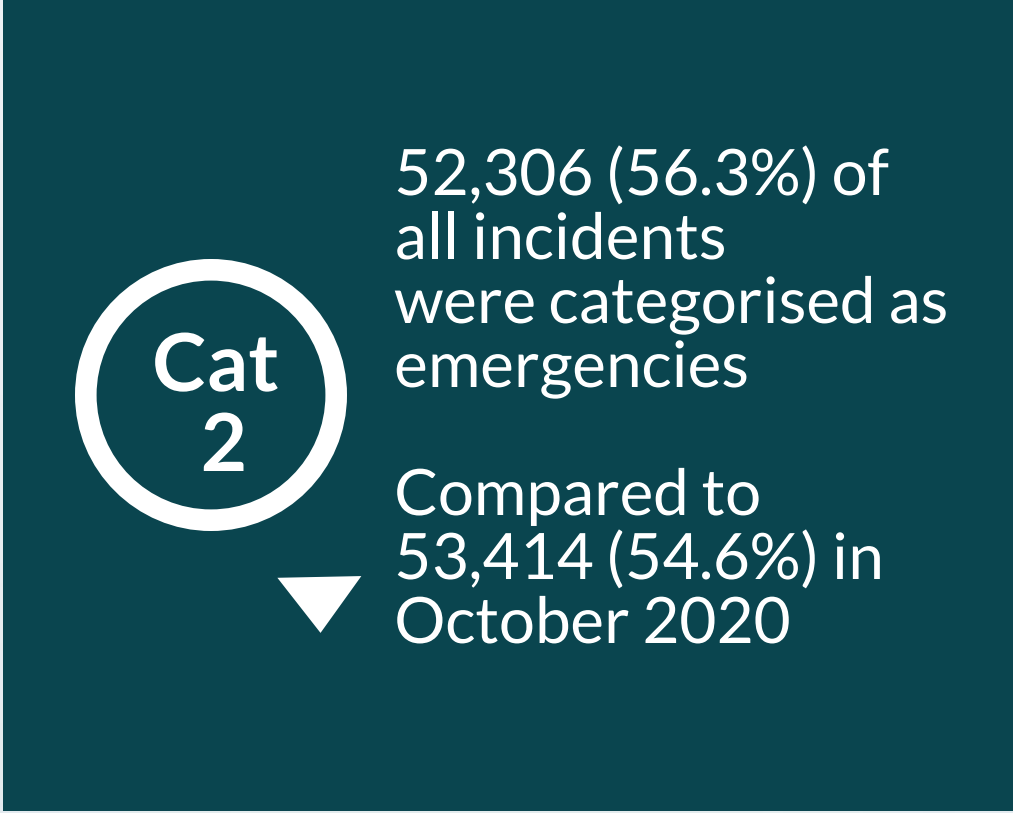
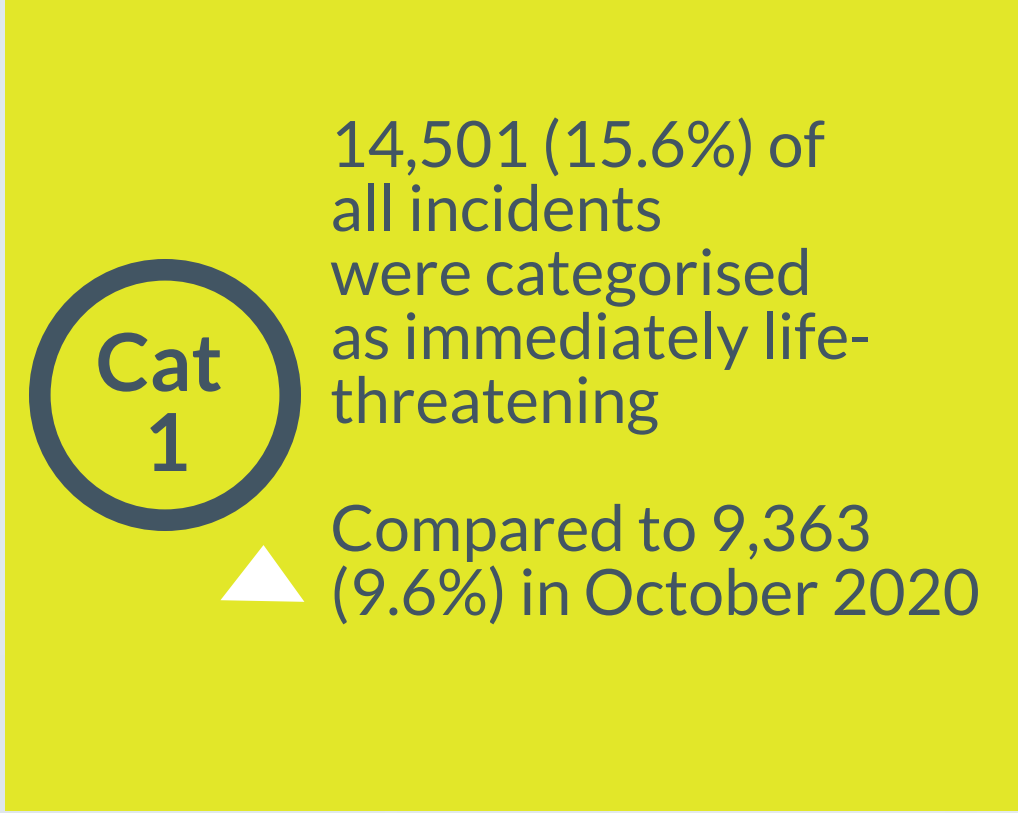
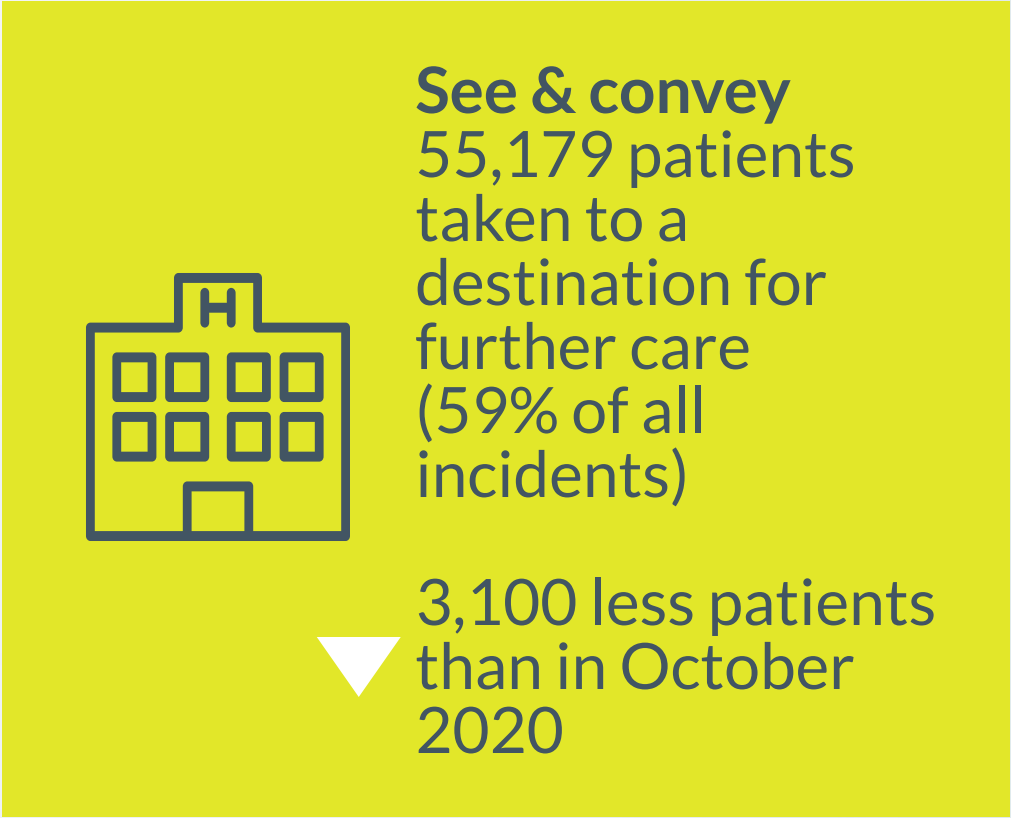
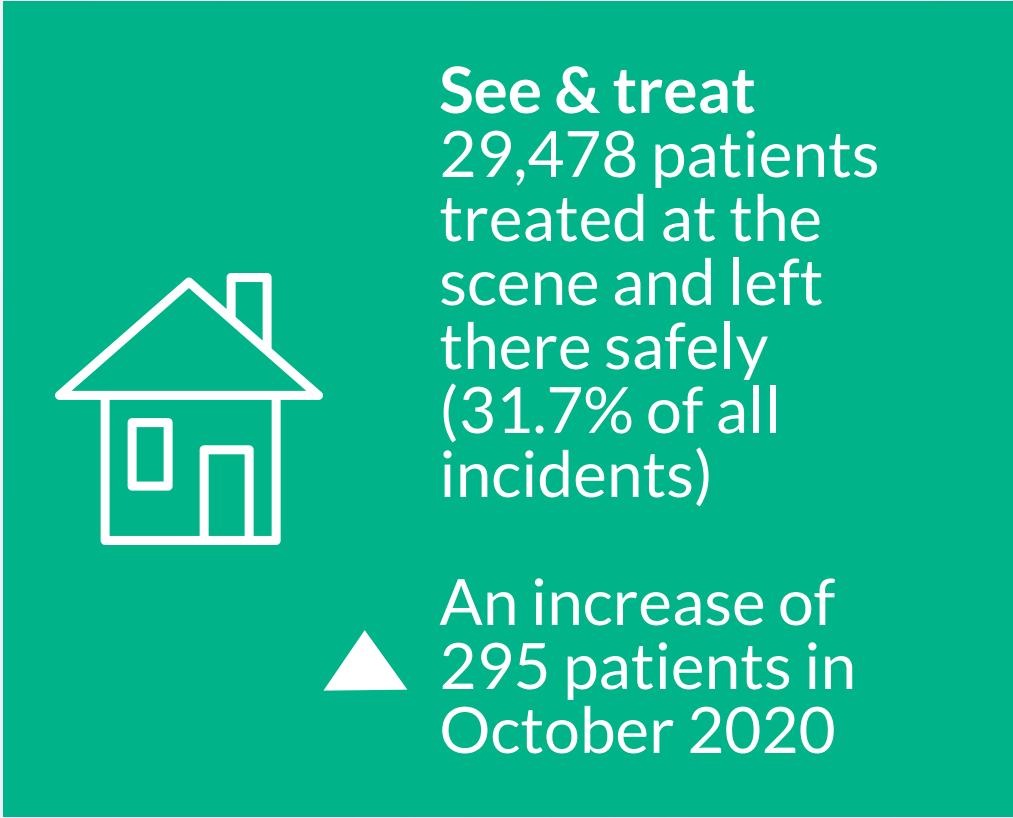
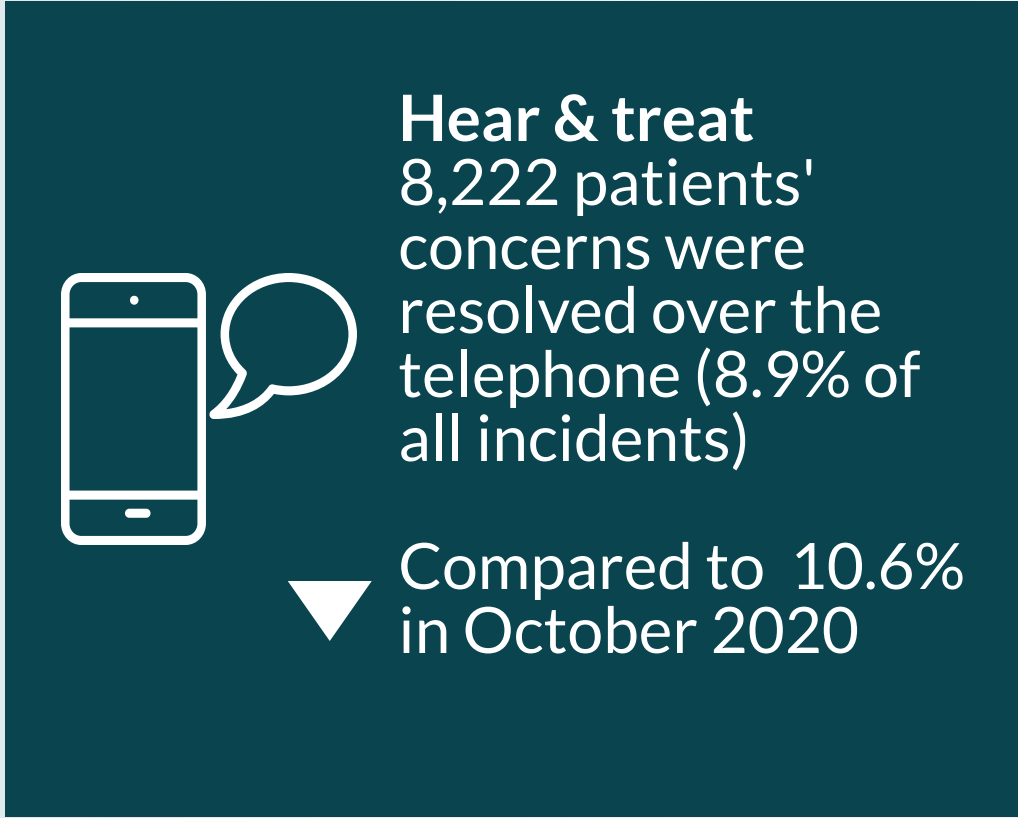
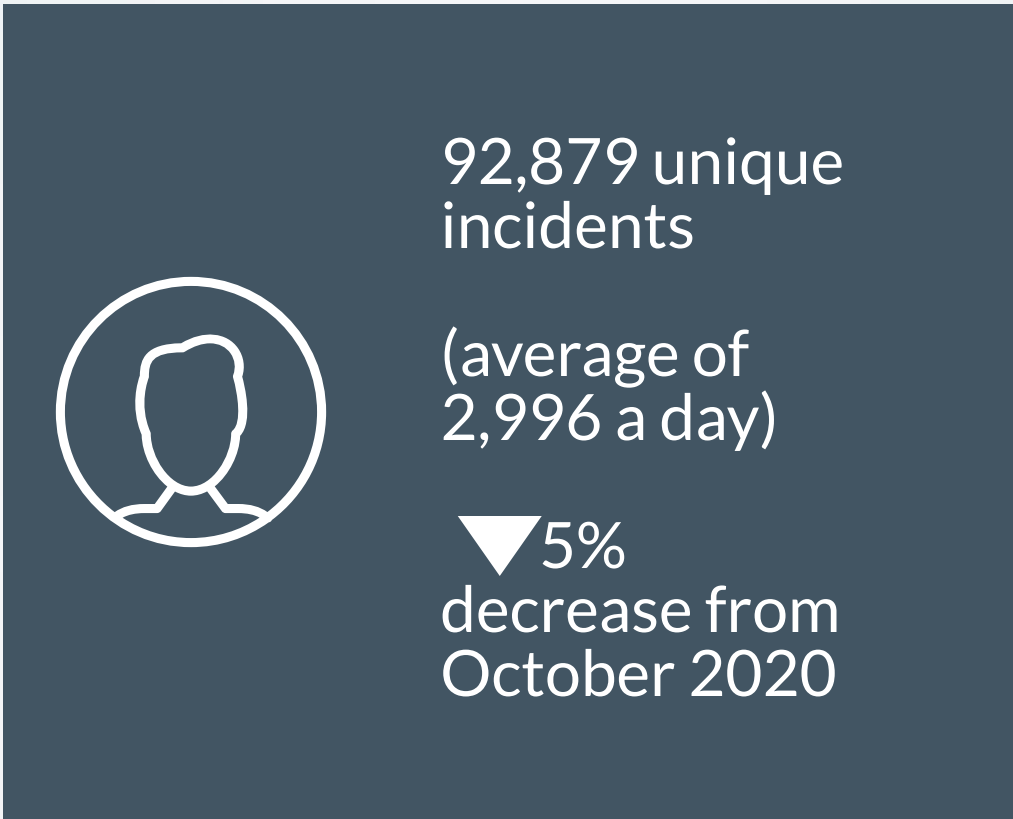




Autumn Watch Spotlight on October 2021

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

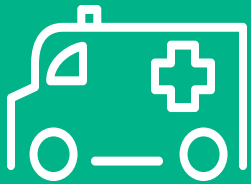


NHS 111



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

▲ An increase of 16%
(13,698) on
October 2020



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