




Autumn Watch Spotlight on September 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



157,550 emergency contacts (inc all 999 calls, duplicates, events, & 111 ambulance referrals)

▲ 22.5% increase from September 2020



90,815 unique incidents (average of 3,027 a day)

▼ 0.5% decrease from September 2020




2,119 additional operational resources were deployed throughout September 2021 to help manage demand



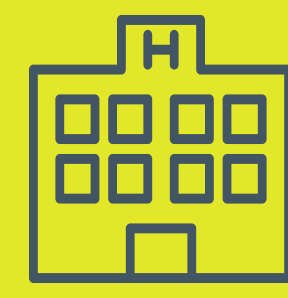
Hear & treat 7,849 patients' concerns were resolved over the telephone (8.64% of all incidents)

▼ Compared to 9.58% in September 2020




See & treat 29,298 patients treated at the scene and left there safely (30% of all incidents)

▲ An increase of 1,954 patients in September 2020




See & convey 53,668 patients taken to a destination for further care (60% of all incidents)

▼ 3,197 less patients than in September 2020




13,363 (14.71%) of all incidents were categorised as immediately life-threatening

▲ Compared to 8,540 (9.17%) in September 2020




51,306 (56.5%) of all incidents were categorised as emergencies

▲ Compared to 50,088 (53.8%) in September 2020



14,521 (4.6%) of all incidents were categorised as urgent

▼ Compared to 18,659 (20%) in September 2020



4,140 (4.6%) of all incidents were categorised as less urgent

▼ Compared to 4,836 (5.2%) in September 2020



Regional average from hospital arrival to patient handover time: 25 mins 26 secs

6 mins 19 secs slower than September 2020



Regional average handover of patient to hospital to clear time for next incident: 11 minutes and 41 seconds

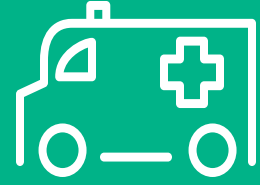
48 secs slower than September 2020

NHS 111



229,908 triaged calls

Decrease of 1.75%
September 2020



12,396 (9.7%) of all
contacts resulted in
ambulance response

Compared to
14,498 in September
2020



38,512 (27%) calls
answered within 60
seconds

Compared to
46,128
in September 2020



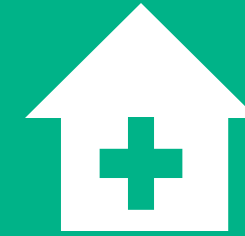
18,199 callers were
offered a callback

Compared to
16,006 in September
2020



18,347 (14.3%) triaged
calls referred to clinical
advisor

Compared to
16,510 in September
2020



13,810 (10.8% of all
patients) were advised
to attend A&E

Compared to
12,586 in September
2020



24,789 (19.3%)
patients were given
self care advice

Compared to
31,550 in September
2020



77,290 patients were
referred to community,
primary care or other
services

Compared to 62,099
in September 2020



88.3% of patients
surveyed in
September after
accessing 111 said
their experience was
good or very good



An improvement of
0.8% on September
2020

Patient Transport Service



Overall contracted
activity - 104,747
journeys

An increase of 23%
(19,645) on
September 2020



62,471 ambulance
journeys
undertaken

an increase
of 25% (1,341) on
September 2020



10,406 on the day
unplanned journeys
(discharges).

A decrease of
663 (6%) on
September 2020



52,146 pre-planned
journeys
(outpatients)

An increase of
15,455 (42%) on
September 2020



42,165 renal and
oncology patients
transported

An increase of
4,823 (13%) on
September 2020



7,880, aborted
journeys (on the day
cancellation/patient
no show)

An increase of 2,037
journeys on
September 2020