

# Winter Watch

## Spotlight on November 2020

This is a monthly summary of calls to our emergency service, our response to patients and key developments in the region. It is shared with stakeholders to keep you informed of demand for ambulance and 111 services and what we are doing to support patients. If you have any questions or comments on the content you can contact us at [communications@nwas.nhs.uk](mailto:communications@nwas.nhs.uk).



123,208 emergency contacts (inc 999 calls, duplicates, events, 111 ambulance referrals)

▼ 16% from previous month



93,951 unique incidents

(average of 3,131 a day)

▼ 4% from previous month

**NHS 111**

From 1 December 2020 NHS 111 First has been rolled out nationally to ensure that patients can access the clinical service they need, first time, both in and outside of hospital.

A widespread marketing campaign will encourage the public to contact 111 first instead of turning up to A&E themselves.



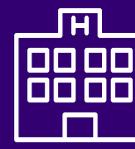
**Hear & treat**  
9,541 patients' concerns were resolved on the phone (10%)

compared to 8.14% in the same month last year



**See & treat**  
28,150 patients treated at the scene and left there safely (30%)

An increase of 1,119 patients in same month last year



**See & convey**  
56,262 patients taken to a destination for further care (60%)

8,099 less patients take to A&E in the same month last year



Additional staff in Emergency Operations Centres:

- 24 x Emergency Medical Dispatcher Support staff (who take HCP/Hospital Transfer/Admission calls)
- 26 x Emergency Call Handlers (who take 999 calls from members of the public)

Following the recent pressures and demand for 999 services, we have put a number of key plans in place to ensure we are fully prepared to respond to the ongoing demand now and into the winter months.

This is called the Patient Safety Plan.



8.50% of incidents categorised as immediately life-threatening

The average number of Cat 1 incidents was 266 per day; a decrease of 35% compared to same month last year



Regional average hospital handover time: 20 mins 31 secs

3 mins 7 secs quick than Nov 2019

(Time between arrival at hospital to handover of patient care to hospital staff)

16,333 of NHS 111 contacts resulted in transfer to 999.

These calls are automatically dropped into 999 dispatch system and are subject to further triage.

12% increase on the previous month



Regional average handover to clear time: 11 mins 8 secs

1 min 7 secs quicker than Nov 2019

(Time between handover of patient care and ambulance ready for next patient)