

# Health Overview and Scrutiny Committee

Care UK NHS 111 – 6 month update

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# Introduction



This presentation aims to provide members of the Health Overview and Scrutiny Committee (HOSC) with an update of our performance across key performance metrics over the past 6 months. I will break this presentation down into each key metric and provide narrative around this area in terms of performance.

Care UK NHS 111 last attended the HOSC in March 2015.

# Number of calls answered within 60 seconds (%)

- One of our main Key Performance Indicator's (KPI) is the amount of calls we answer within 60 seconds of the patient dialling 111. This KPI is measured as a % and the National requirement for this KPI is for 95% of all calls to be answered within 60 seconds.
- For the three of our contract areas; Bristol, North Somerset and South Gloucestershire (BNSSG), Bath and North East Somerset (BaNES) and Wiltshire, Swindon and Gloucester, we report this KPI over a month period. However, much emphasis is spent ensuring that this KPI is met daily. We also split this KPI down into weekday and weekend performance.
- We have been Green for the past 6 months in terms of overall weekday answered in 60 seconds. We continue to try and bolster weekends to ensure we go green. We have been green 3/6 past 6 months for this KPI at weekends. It is important to take this figure with caution as if the abandonment is low this means that patients are willing to wait more than 60 seconds for their call to be answered and are not going elsewhere in the system.



# % of calls Abandoned within 30 seconds

- This KPI measures how many patients have hung up after 30 seconds or more of dialling 111. This KPI is important to assess potential impact on other services. If we are very busy and our abandonment rate begins to rise then this could indicate that patients are hanging up from NHS 111 and accessing healthcare elsewhere, either via 999, Emergency Department (ED), Minor Injury Unit (MIU) etc..
- Our abandonment rate continues to be well below the threshold for escalation and we remain below the national and regional average.



# % of calls warm transferred to a Clinician

- This KPI measures how many calls which require transfer to a Clinician from a Health Advisor are passed directly to a Clinician without having to place the patient into a clinical queue for a call back.
- The KPI is a notoriously difficult KPI to achieve and has been for many providers since NHS 111 service inception. In the first week of September only 1 out of the 45 NHS 111 service providers in England met this KPI of 98%. We are currently in discussions with commissioners in order to combine this KPI with our calls called back within 10 minutes KPI to reflect a realistic and accurate %.
- We have an effective and robust clinical model to ensure that all cases placed in the clinical queue for a call back are risk assessed every 15 minutes by a senior clinician. We also have 24/7 Clinical Network Manager's who manage the clinical queue and any risk contained within.



# % of calls resulting in an ambulance referral

- This KPI has been challenging for us over the past 3-4 months. A combination of a reduced clinical workforce and a month on month increase in call volume compared to last year has meant that clinical intervention on our Green ambulance dispositions has not been consistent. We are working closely with our ambulance service partners on a joint working proposal in which we will share resource in order to maximise our green ambulance interventions. We have also started work with commissioners and other healthcare partners on the NHS England 'Integrated Clinical Hub' model which will see clinicians from different services come together to staff a clinical hub which will allow patients access to the right practitioner, faster. For this year we are also working on NHS England's High Impact Actions for Winter which again, looks at joint working between providers in order to ensure the patient gets the right care, at the right time, in the right place.



# % of calls where patient is referred to an Emergency Department

- The Nationally set % for this KPI is <5%. Again, this KPI has also been a challenge over the past 5 months. Although we often achieve this KPI at the weekend, the weekdays prove more difficult. Again the risk adverse nature of NHS Pathway's mixed with a weekday reduction in clinical resource compared to the weekend results in being less able to clinically intervene on these dispositions.
- We are below the national average for this KPI, for e.g. in the first week of September we achieved 6.02% of patients referred to ED with the national average sitting at around 8.3% and the average for the South of England sitting at 7.3%.
- Again, the NHS England High Impact Actions and the Integrated Clinical Hub model will assist this KPI.





- Care UK NHS111 has struggled to recruit clinical resource into the NHS 111 service line for the past 12 months. Along with other healthcare providers we have been working below our required establishment of clinical resource for some considerable time. With a national shortage of registered clinicians, 3000 alone in the Paramedic workforce nationally, we have reviewed our recruitment strategy in order to try and assist with our clinical recruitment.
- We now have a dedicated NHS 111 Clinical recruiter, we have placed adverts across a number of platforms such as Facebook, Twitter and Linkdin, we have placed adverts in the Nursing Times and Paramedic Journal, we have edited our NHS Jobs advertisements to better reflect the person and job specification and we have also been working with Google.
- The above enhancements have been successful and across our NHS 111 networked sites we have increased our clinical advisor applications from 7 per month to 7 per week. We are around 20% above our forecast recruitment trajectory and hope to have over 75% clinical establishment by November 2015 which is a huge improvement.



# Key Performance Indicator Table

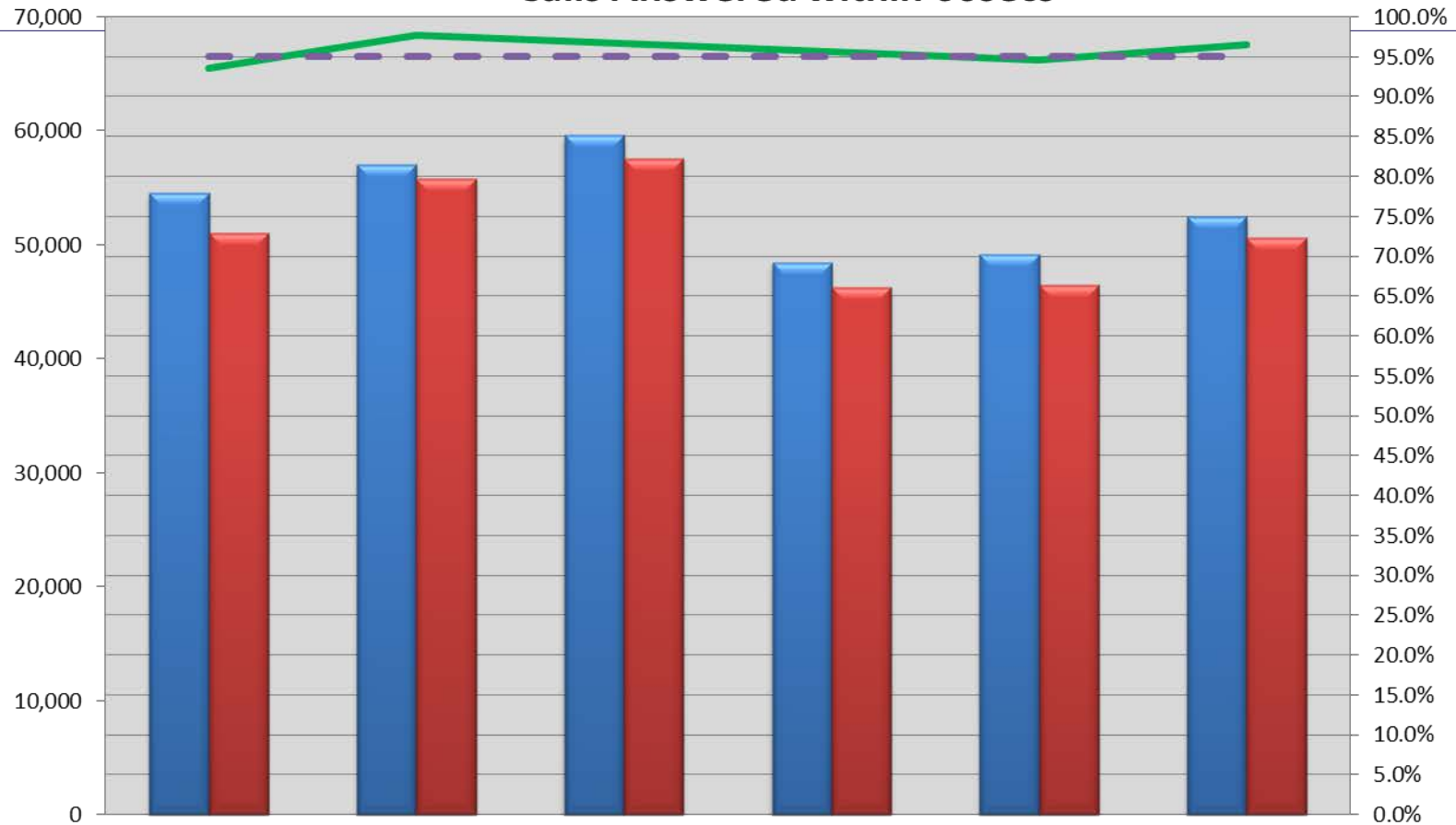


## All Contracts

	Target	Mar-15		Apr-15		May-15		Jun-15		Jul-15		Aug-15	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
<b>Contracted Calls</b>		<b>62,102</b>		<b>62,102</b>		<b>62,102</b>		<b>62,102</b>		<b>62,102</b>		<b>62,102</b>	
<b>Calls Offered</b>		<b>55,072</b>	<b>89%</b>	<b>57,239</b>	<b>92%</b>	<b>59,937</b>	<b>97%</b>	<b>48,718</b>	<b>78%</b>	<b>49,601</b>	<b>80%</b>	<b>52,723</b>	<b>85%</b>
Weekdays Calls Abandoned after 30secs	<5%	115	0.4%	84	0.3%	86	0.4%	145	0.5%	174	0.6%	126	0.5%
Weekends Calls Abandoned after 30secs		370	1.3%	97	0.3%	216	0.6%	167	0.8%	286	1.3%		0.0%
Weekdays Total Calls Answered		26,468		24,217		24,423		26,467		27,418		23,168	
Weekdays Calls Answered within 60 seconds	>=95%	25,775	97.4%	23,695	97.8%	23,967	98.1%	25,645	96.9%	26,429	96.4%	22,385	96.6%
Weekends Total Calls Answered		28,121		32,841		35,212		21,939		21,723		29,311	
Weekends Calls Answered within 60 seconds		25,274	89.9%	32,086	97.7%	33,635	95.5%	20,649	94.1%	20,022	92.2%	28,278	96.5%
Total Calls Triaged		45,699	84%	47,639	83%	50,381	84%	40,745	84%	41,143	84%	43,487	83%
Total ambulance Dispatched	<=10%	5,781	10.6%	5,934	10.4%	6,466	10.8%	5,584	11.5%	5,870	11.9%	5,963	11.4%
Total Calls Referred to ED	<=5%	3,083	5.6%	3,175	5.6%	3,289	5.5%	3,143	6.5%	3,179	6.5%	3,608	6.9%
Calls Transferred to 111 Clinical Advisor		11,586	25%	12,415	26%	12,546	25%	10,580	26%	10,823	26%	11,253	26%
Warm Transferred	>=98%	4,402	38%	5,582	45%	4,674	37%	3,958	37%	3,358	31%	4,535	40%
Call Backs in 10 Minutes	>=95%	1,780	25%	2,696	39%	2,477	31%	2,560	39%	3,011	40%	3,238	48%
Calls Triaged In Hours (08:00 - 18:30)		5,001	11%	6,731	14%	7,450	15%	7,837	19%	7,469	18%	6,427	15%
Calls Triaged Out of Hours (18:30 - 08:00)		40,698	89%	40,908	86%	42,931	85%	32,908	81%	33,674	82%	37,060	85%
Calls Answered by SW CareUK	>=85%	41,851	77%	43,942	77%	46,276	78%	36,476	75%	35,966	73%	38,184	73%
Calls Answered by Other		12,738	23%	13,116	23%	13,359	22%	11,930	25%	13,175	27%	14,295	27%



## Calls Answered within 60secs



	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Calls Answered	54589	57058	59635	48406	49141	52479
Calls Answered in 60sec	51049	55781	57602	46294	46451	50663
% Answered in 60 sec	93.5%	97.8%	96.6%	95.6%	94.5%	96.5%
% Target SLA	95%	95%	95%	95%	95%	95%