



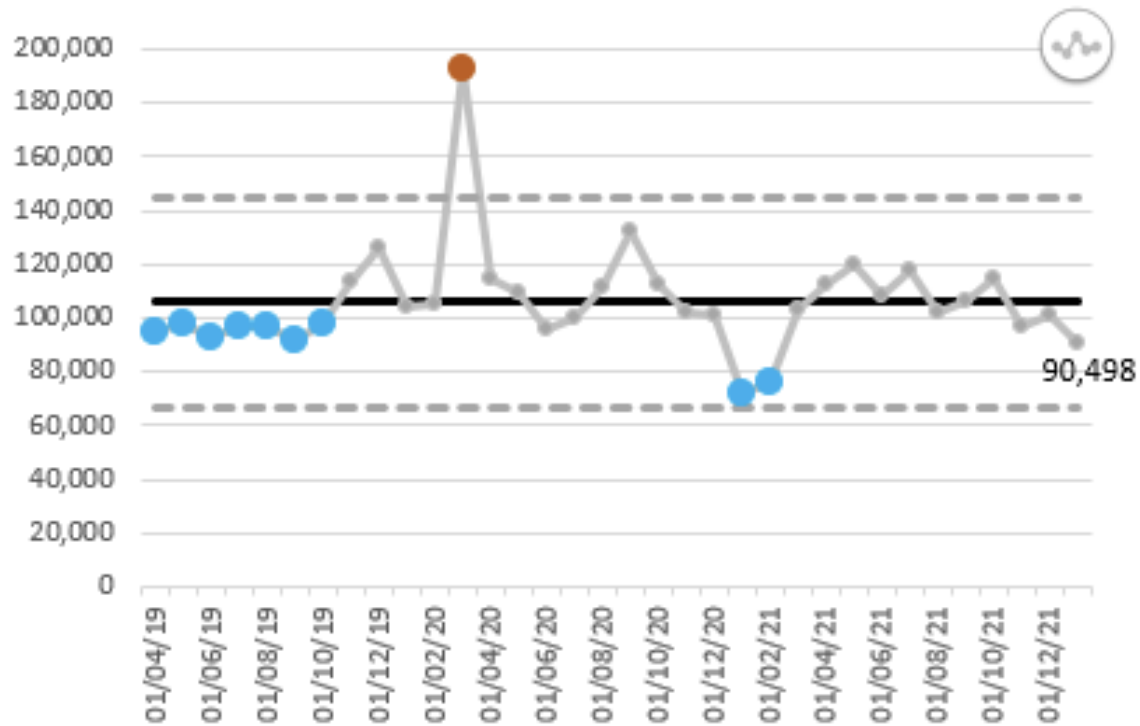
# Performance update to Tees Valley joint health scrutiny committee

Helen Ray, chief executive

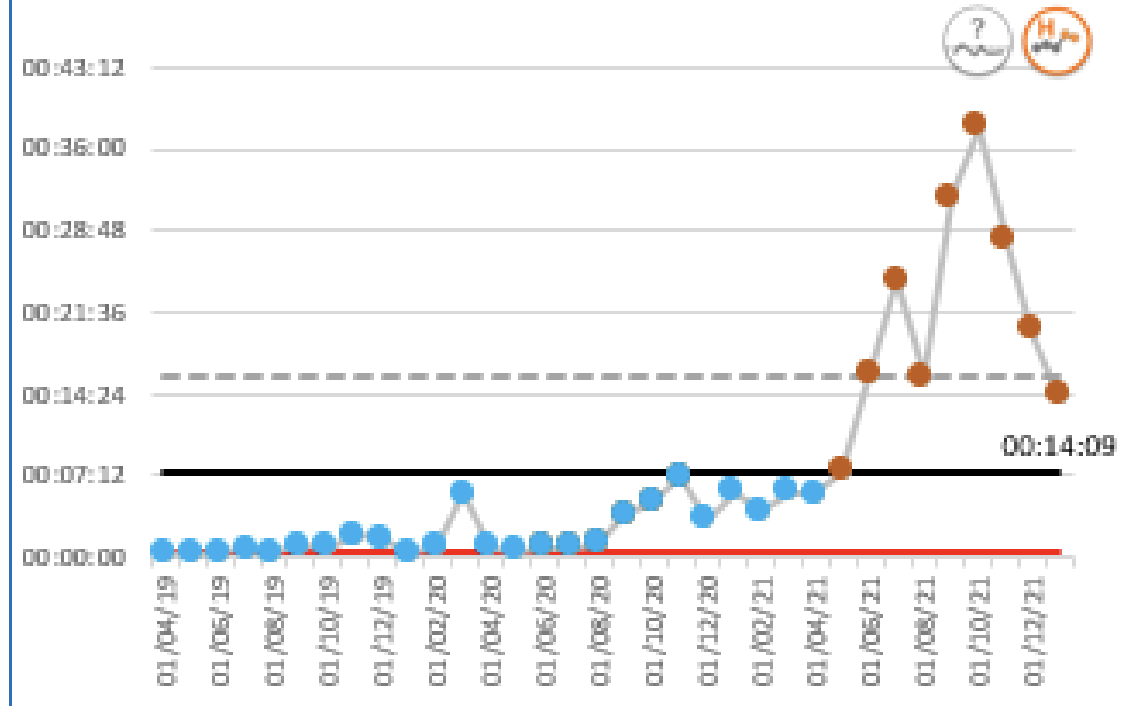
Mark Cotton, assistant director of communications

# 111 calls offered and average time to answer

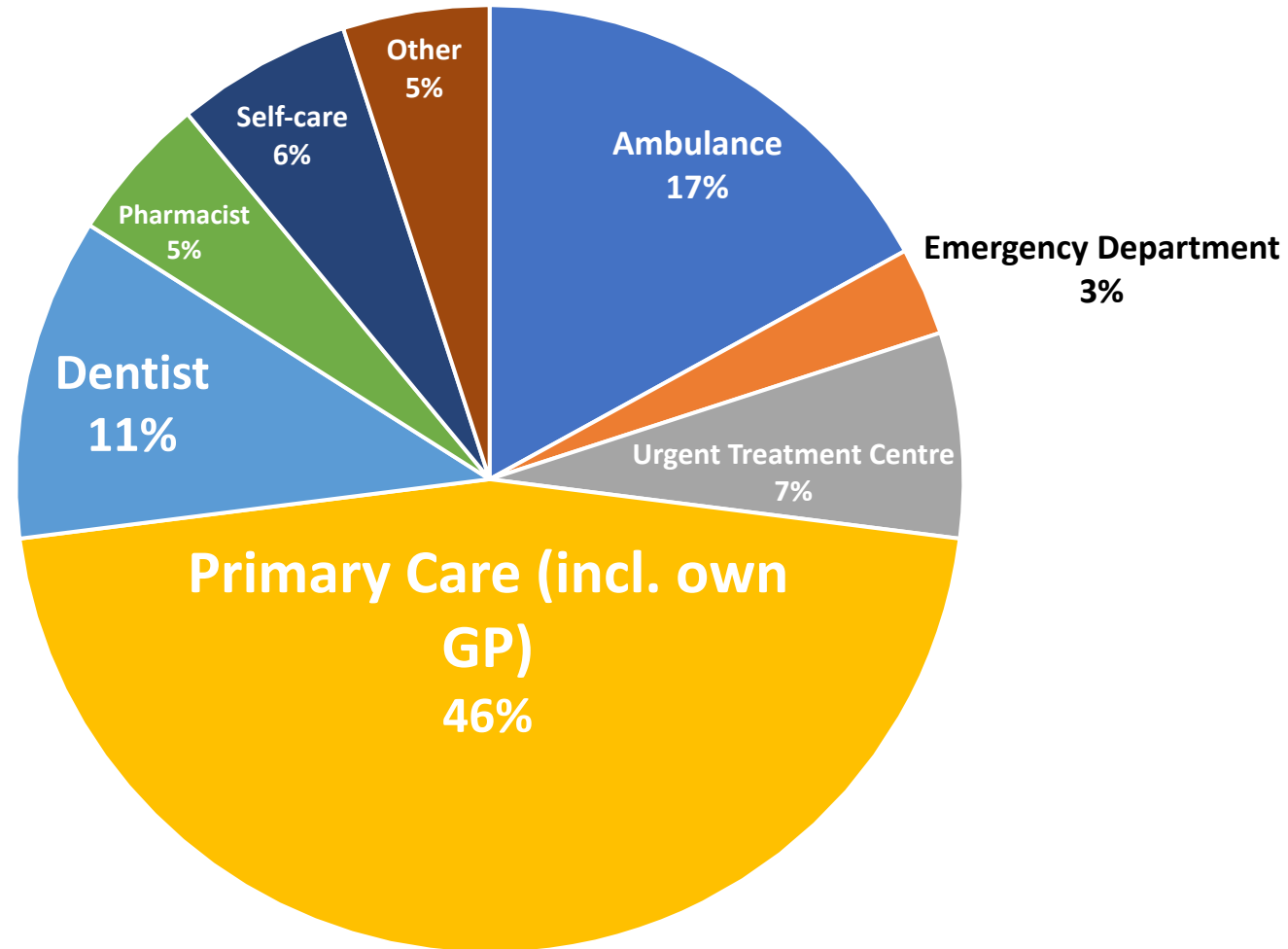
111 Calls offered



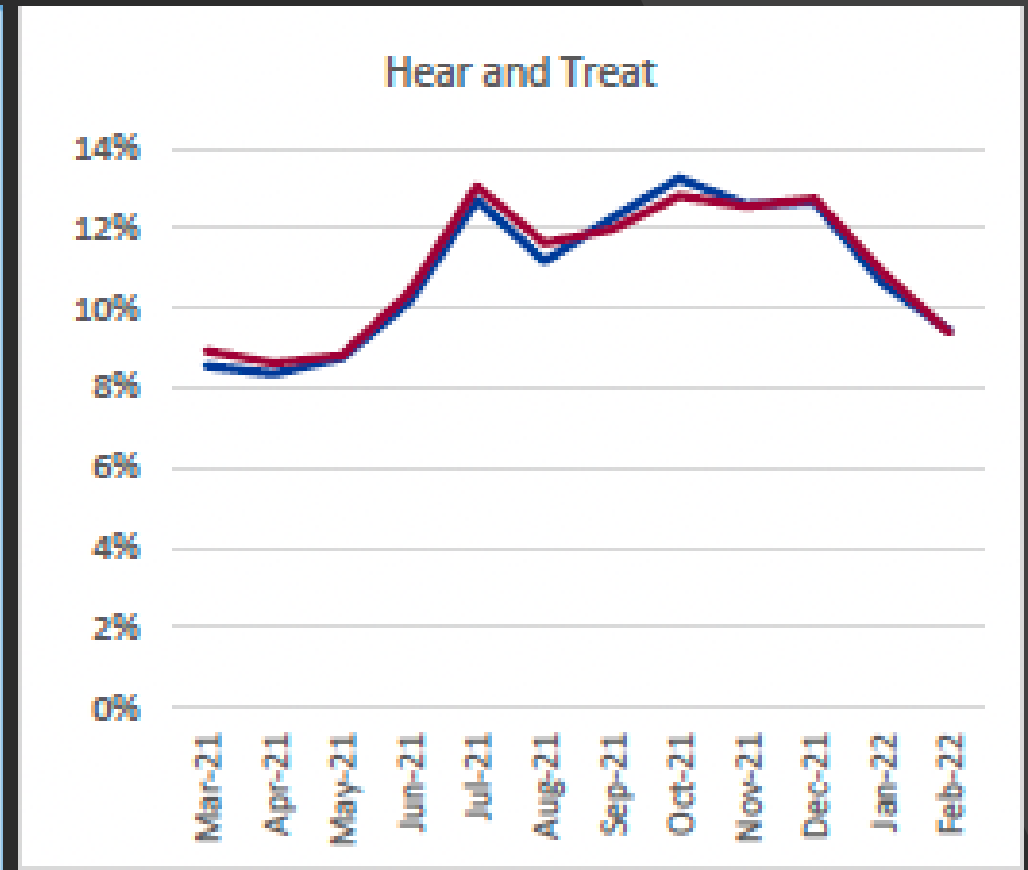
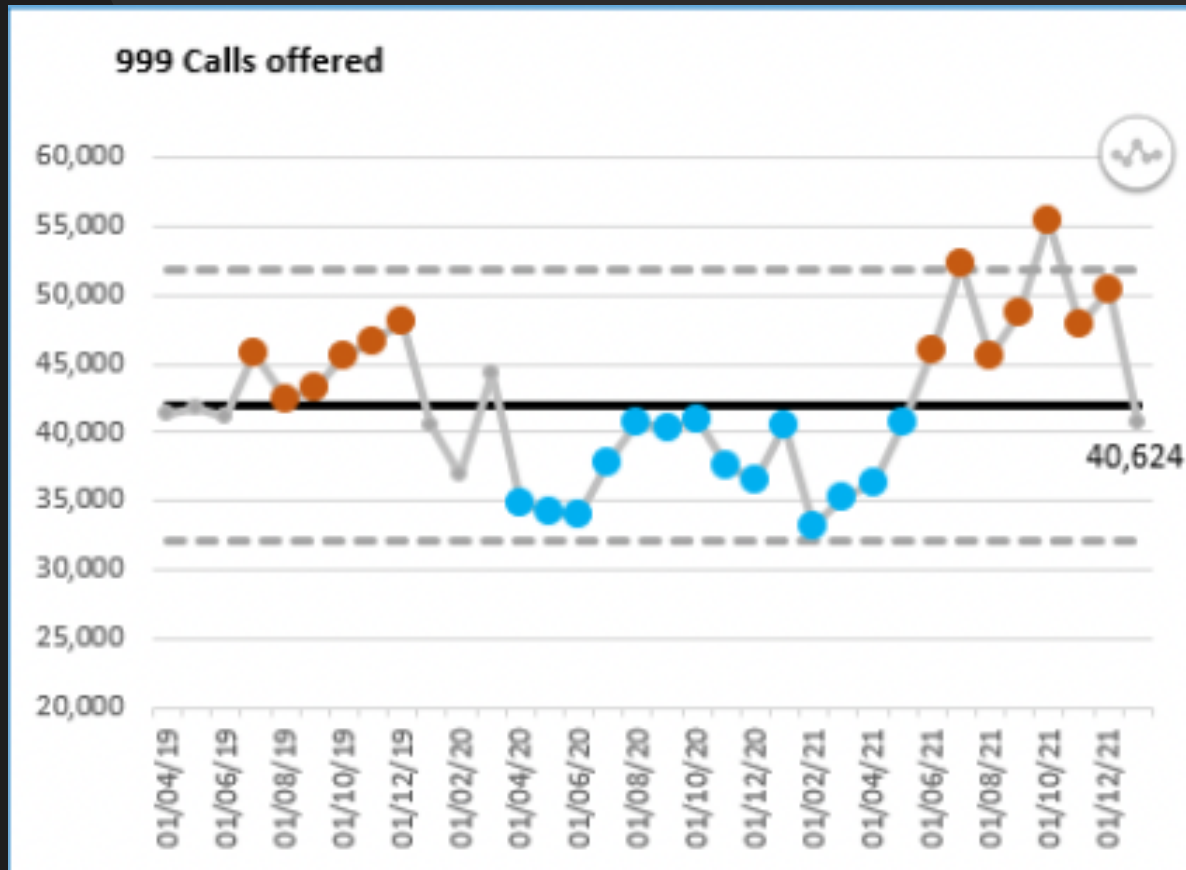
Average time to call answer (seconds)



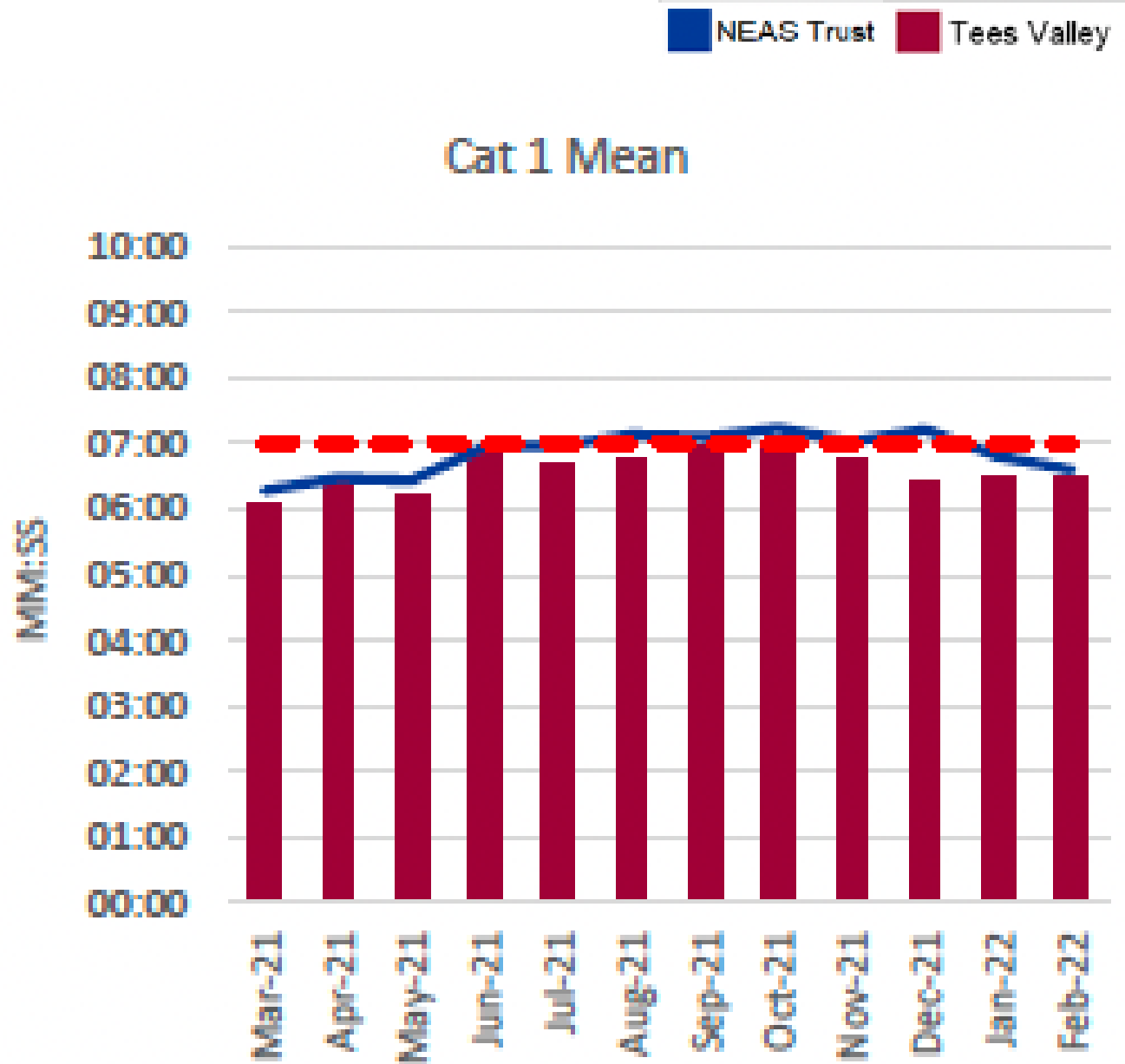
# 111 outcomes (December 2021)



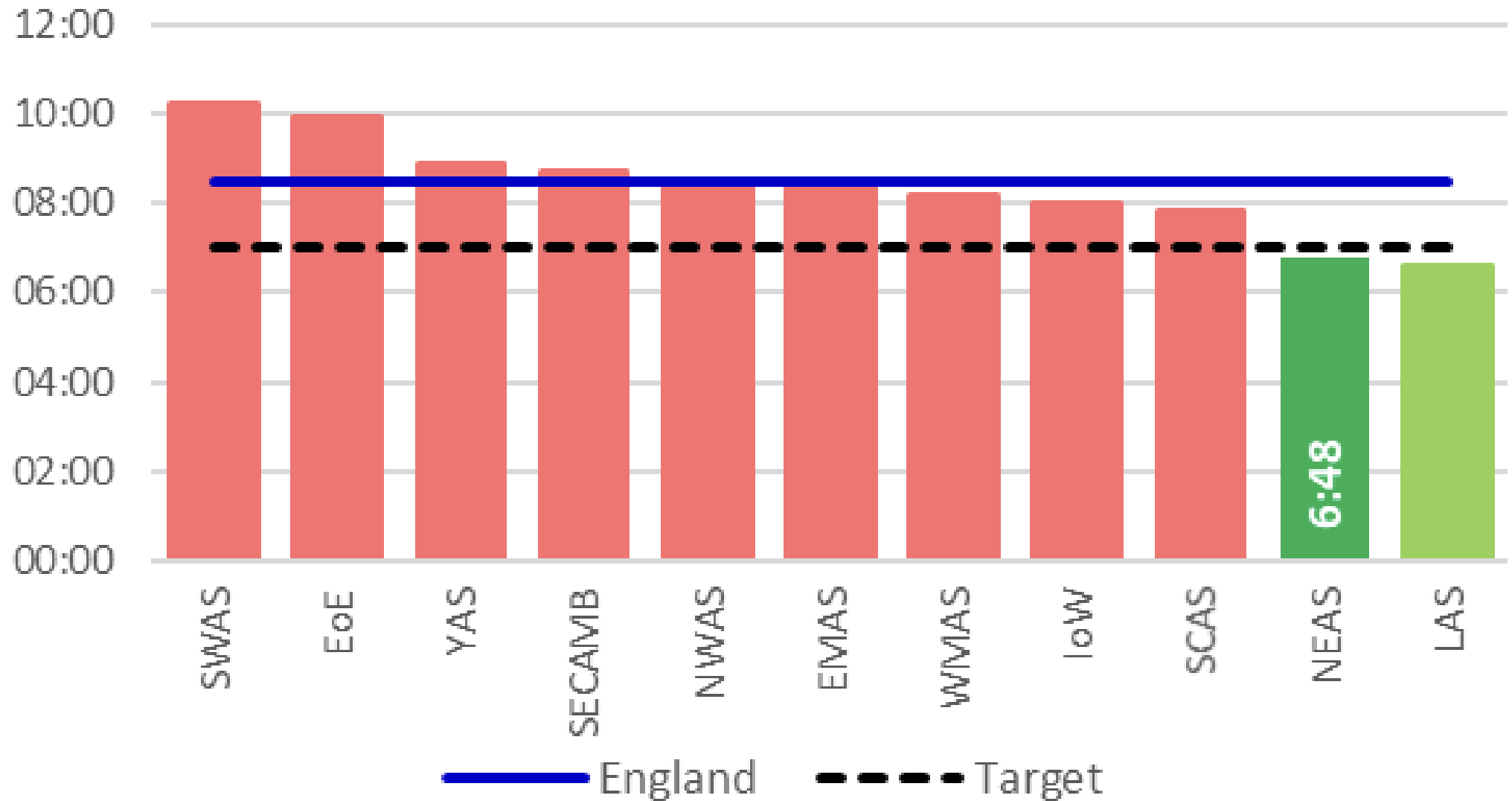
# 999 calls offered and hear & treat rates over phone



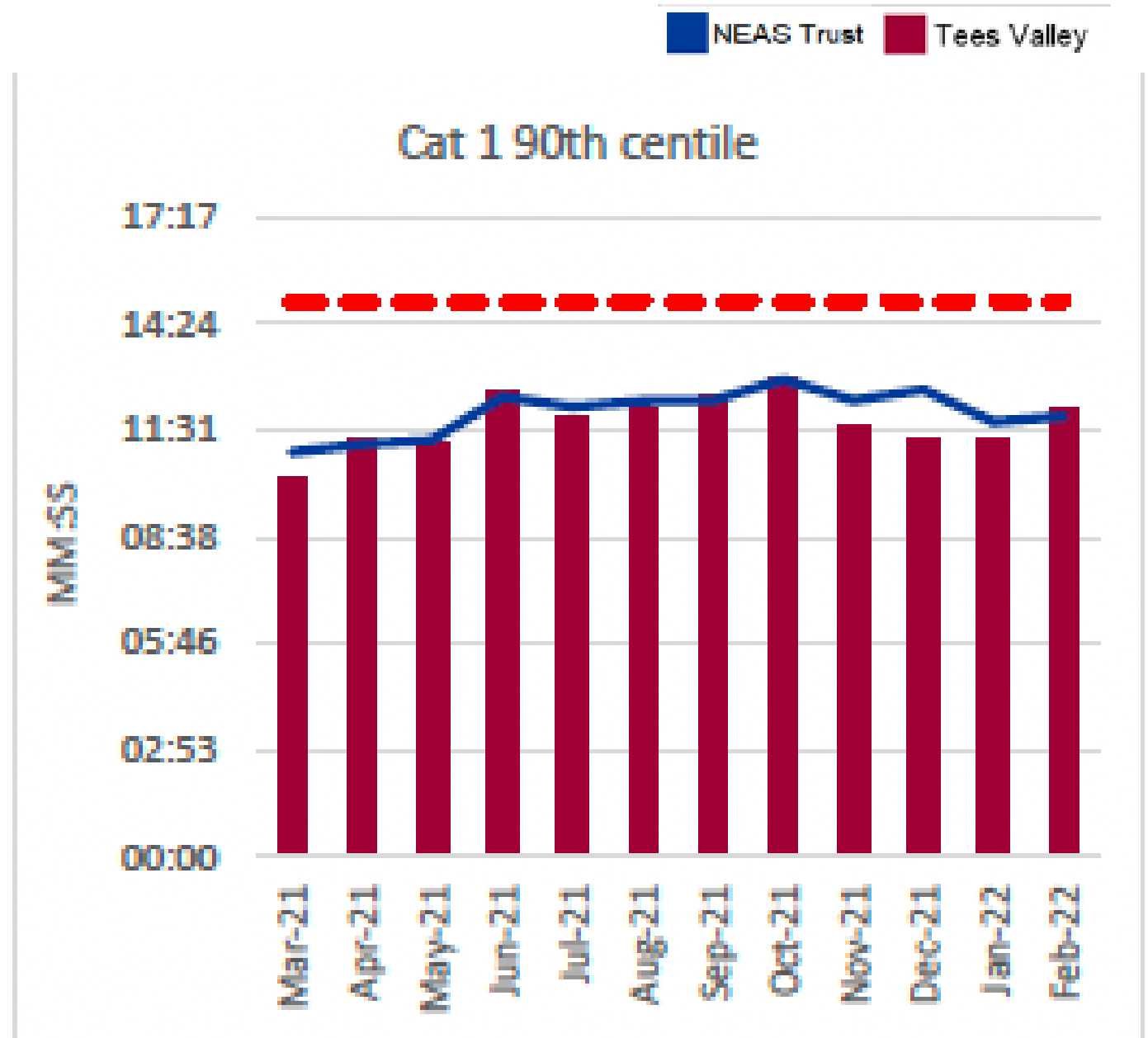
Average response standards to life-threatening calls in Tees Valley and across NEAS



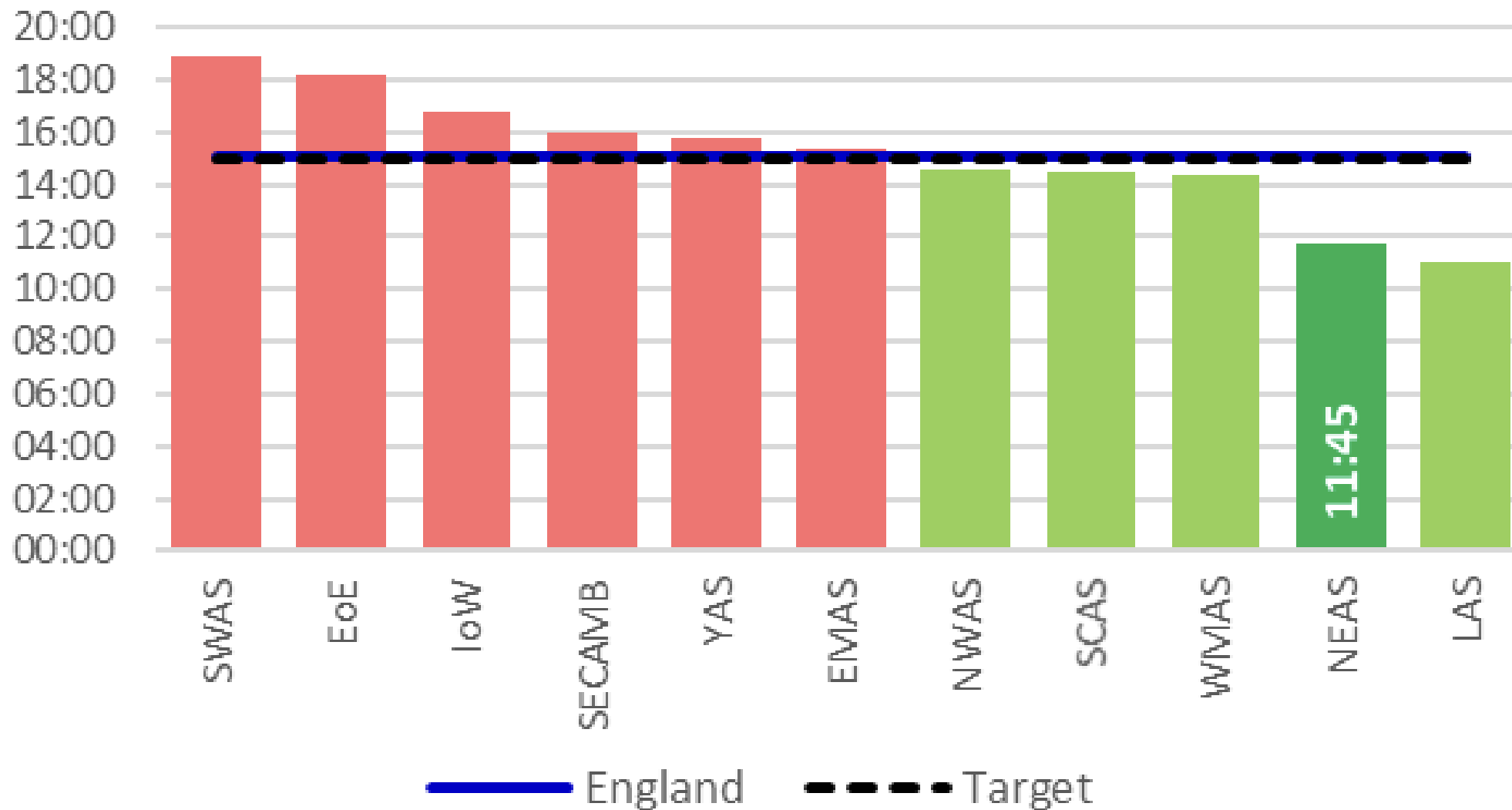
# Category 1 Response Times - Mean response (min:sec) - (MTD) January 2021-22



Response standards to 90% of life-threatening calls in Tees Valley and across NEAS

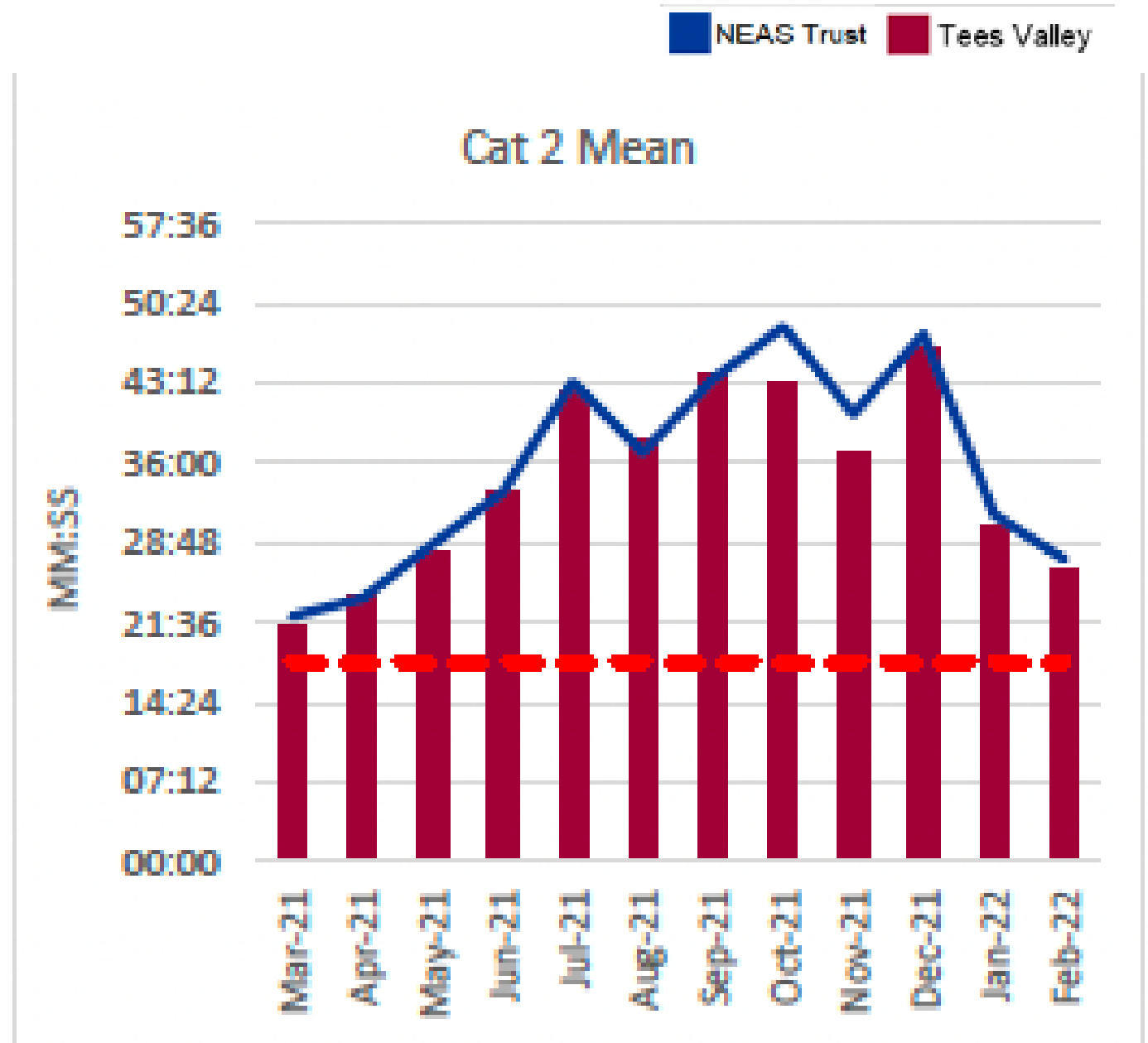


# Category 1 Response Times - 90th centile response (min:sec) - (MTD) January 2021-22

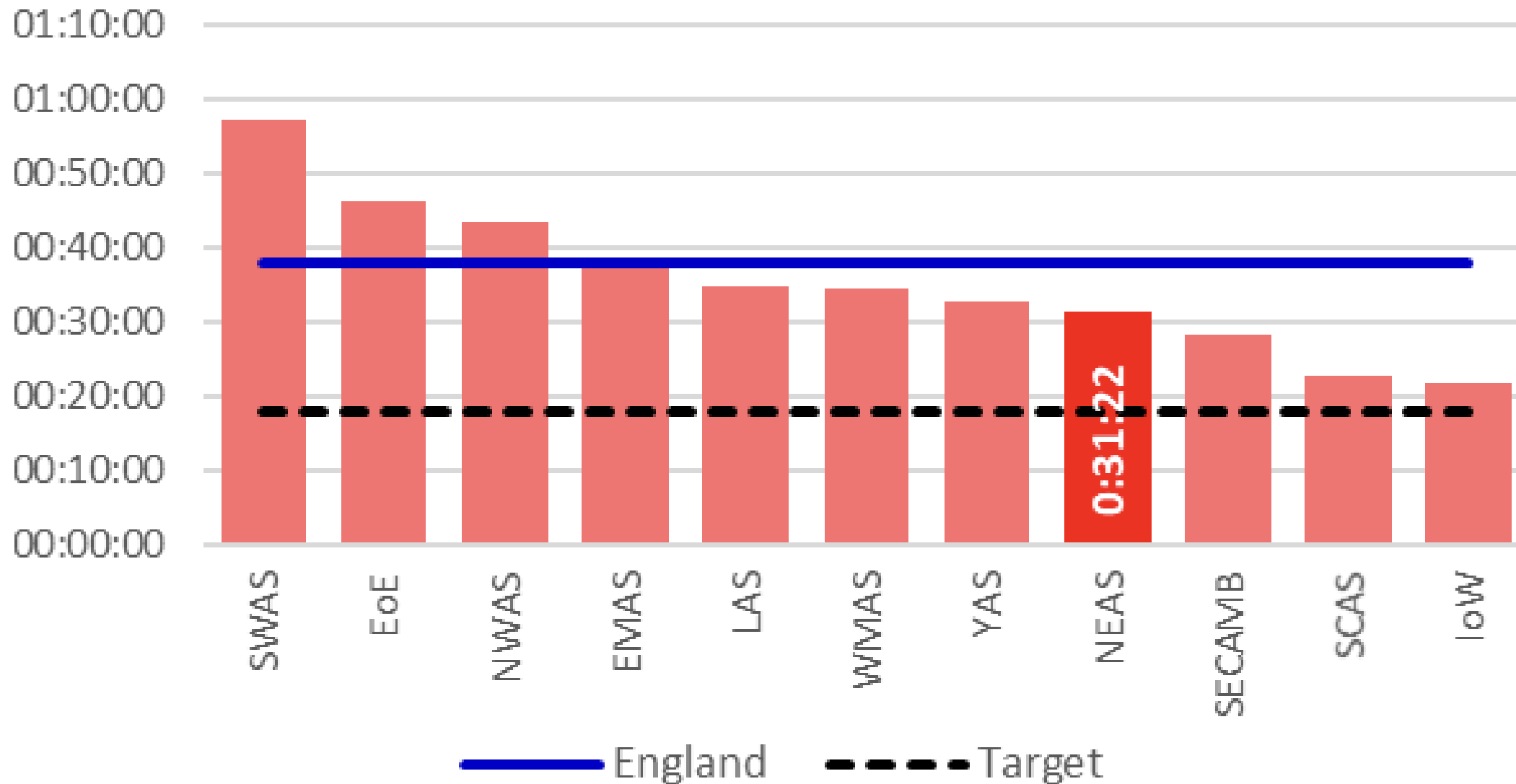




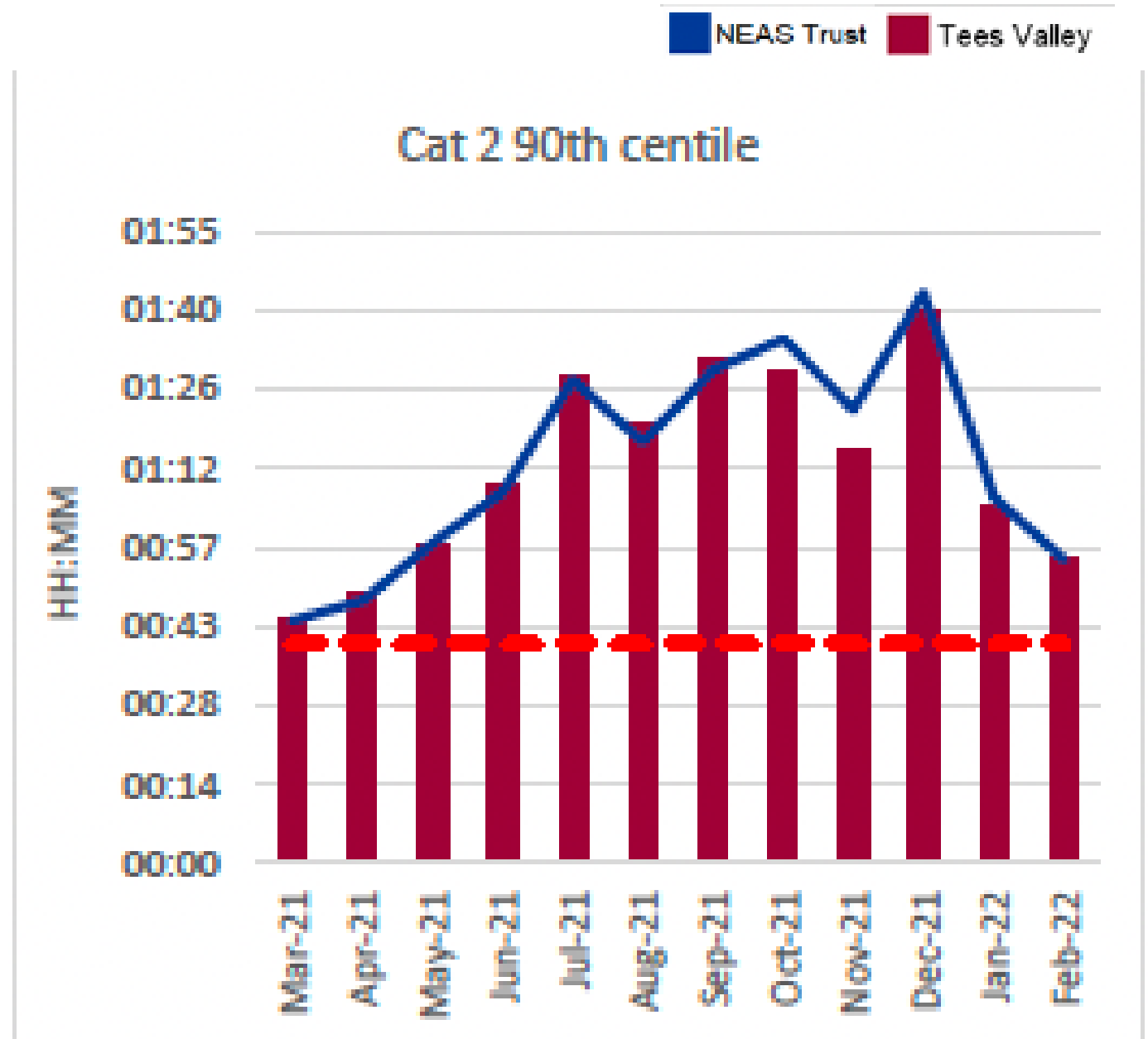
Average response standards to emergency calls in Tees Valley and across NEAS



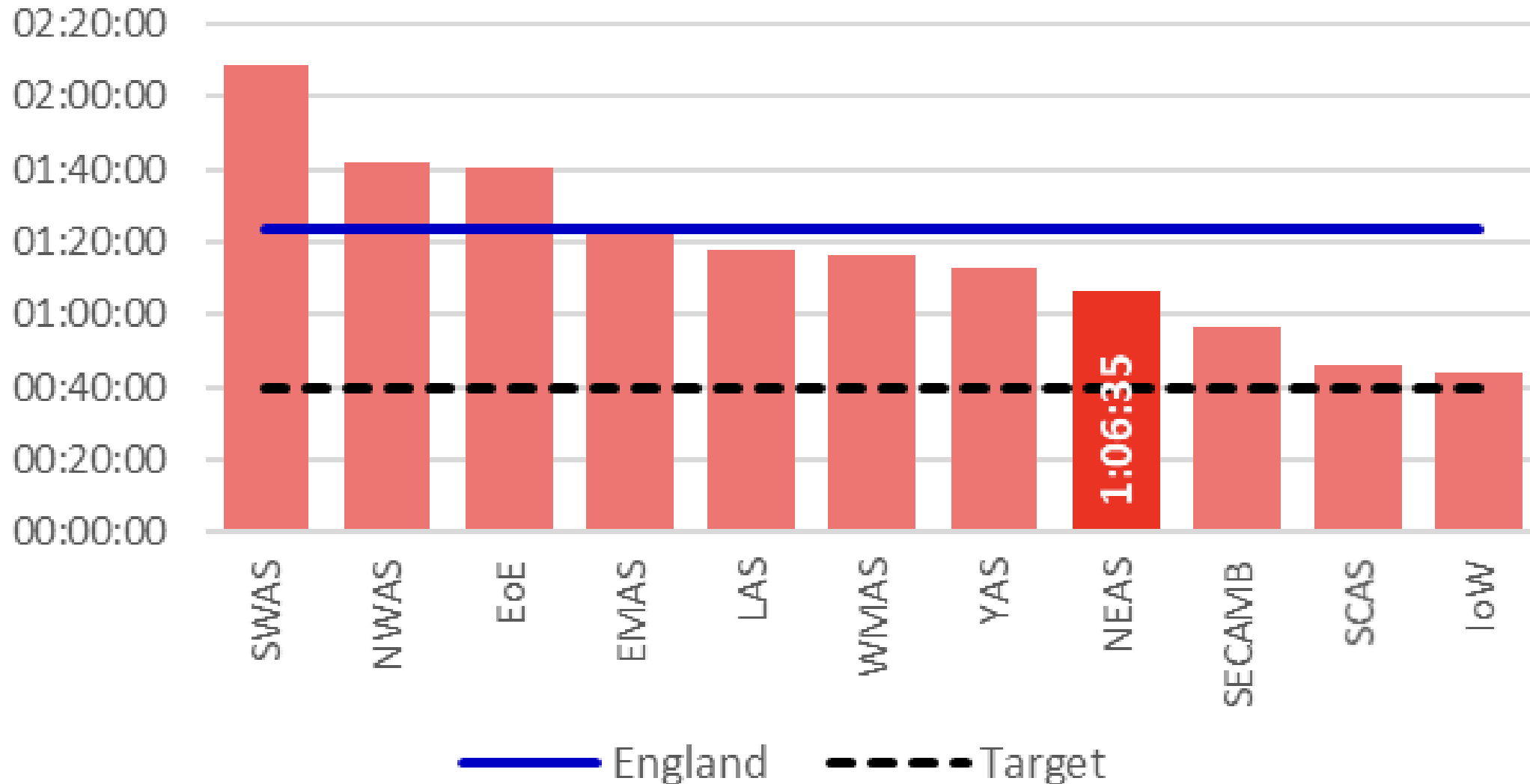
# Category 2 Response Times - Mean response (hour:min:sec) - (MTD) January 2021-22



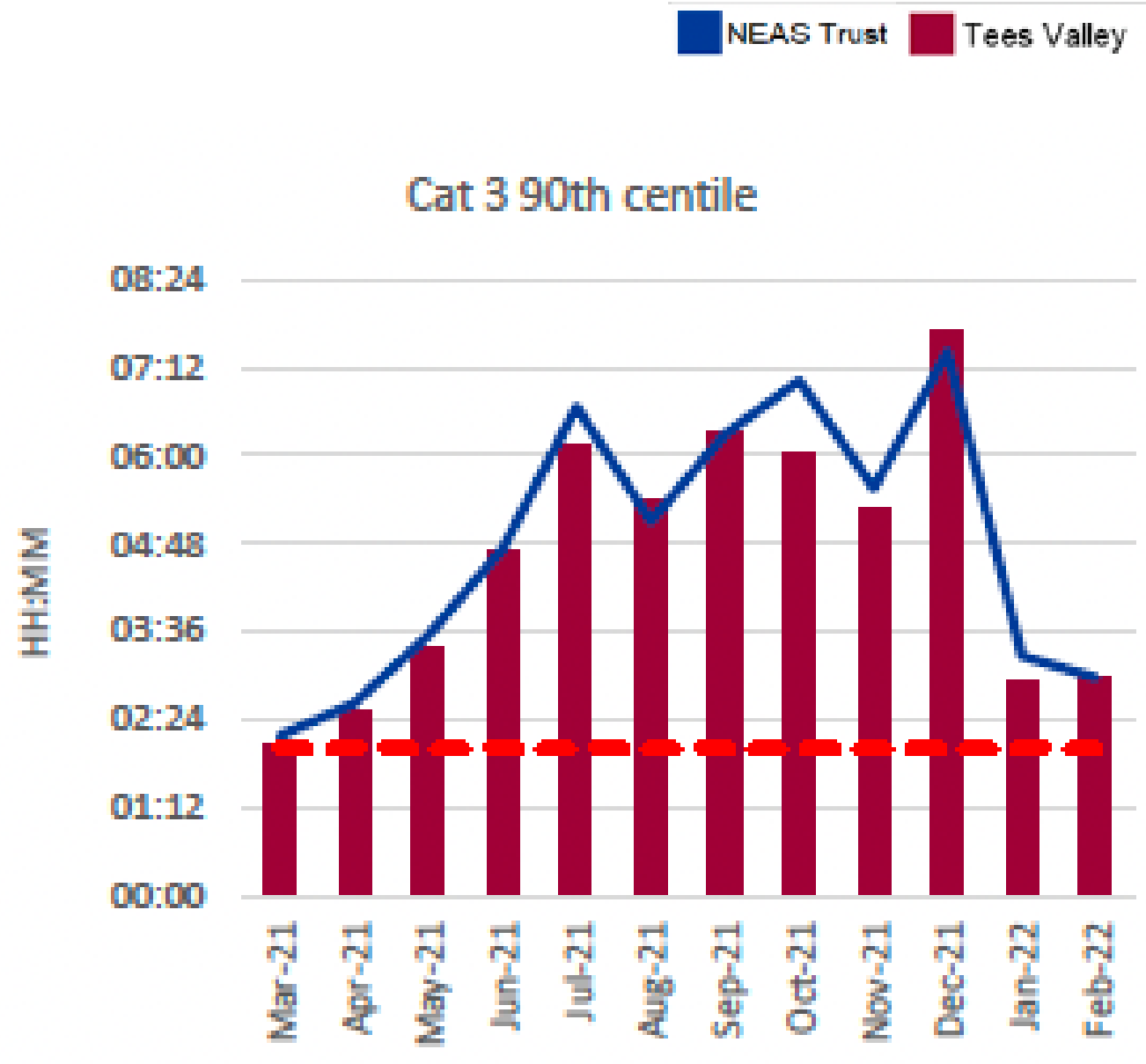
Response standards to 90% of emergency calls in Tees Valley and across NEAS



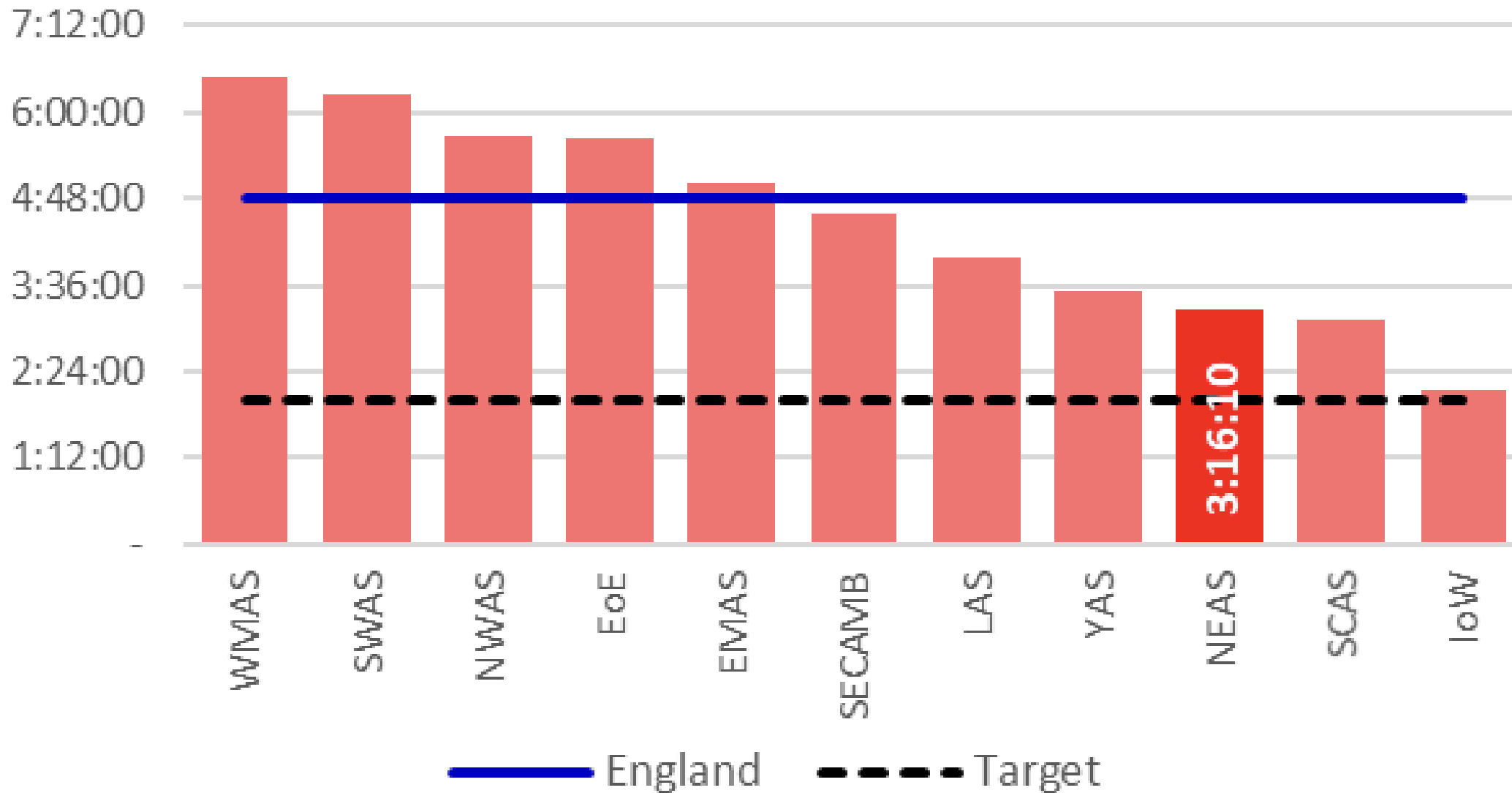
# Category 2 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



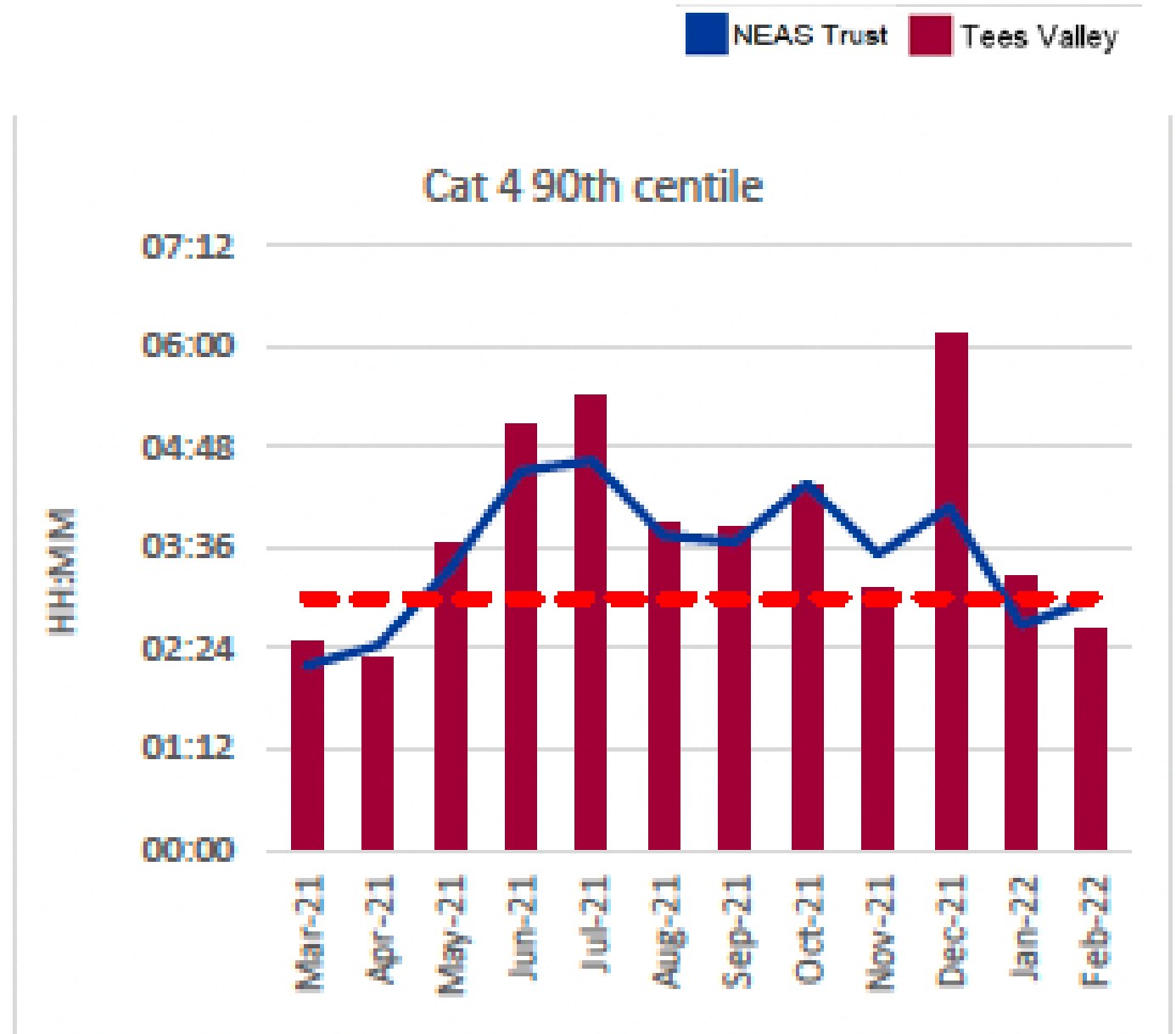
Response standards to 90% of urgent calls in Tees Valley and across NEAS



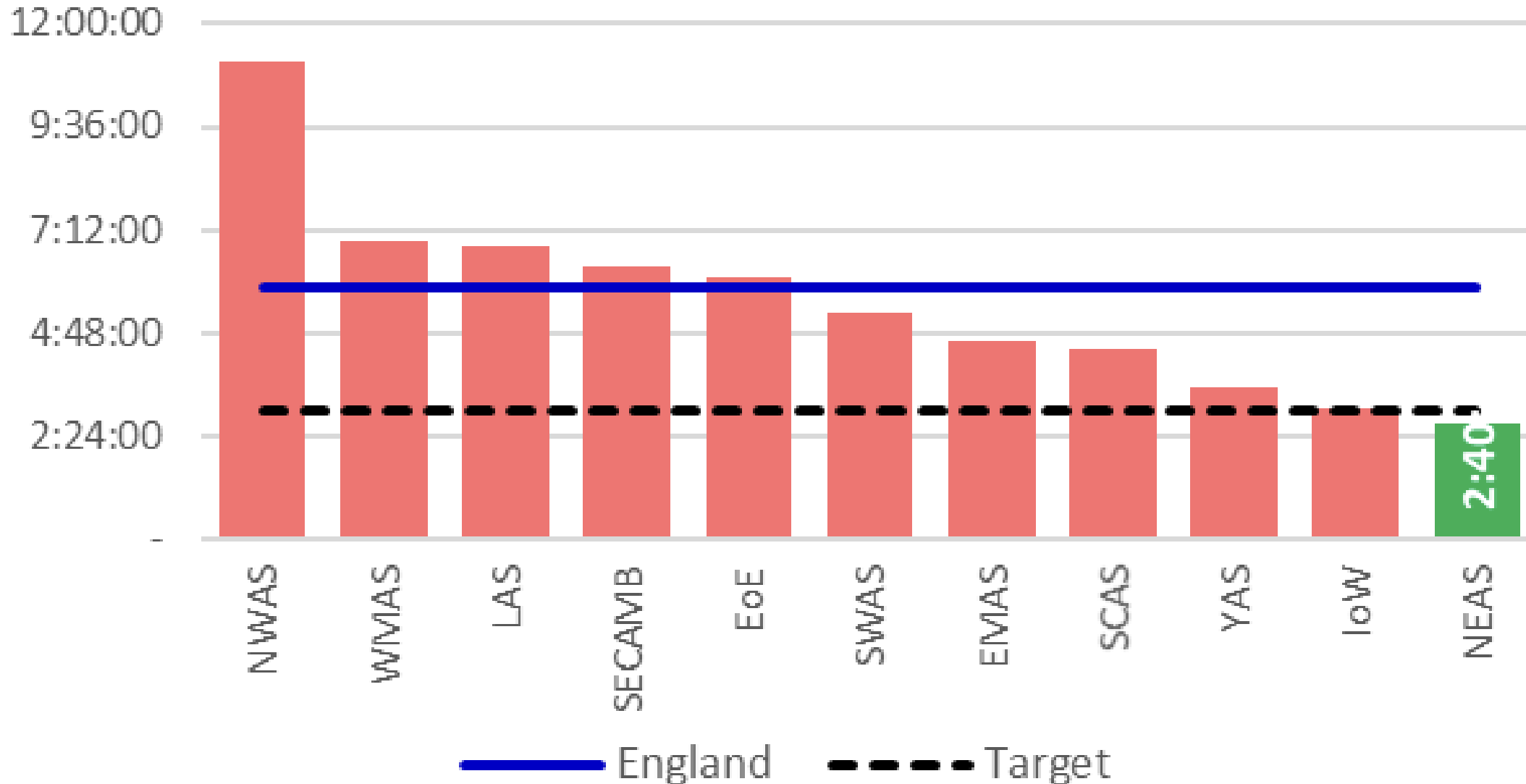
# Category 3 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



Response standards to 90% of non-urgent calls in Tees Valley and across NEAS

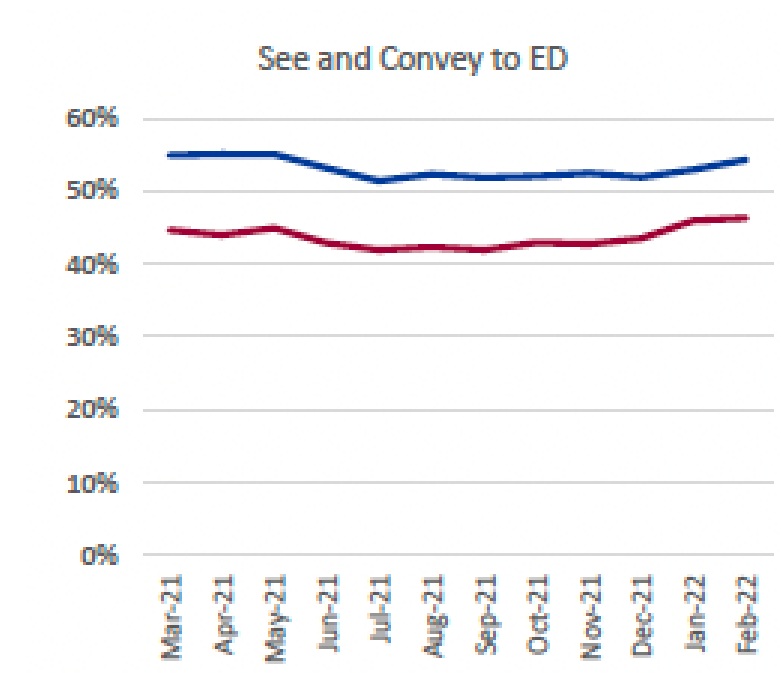
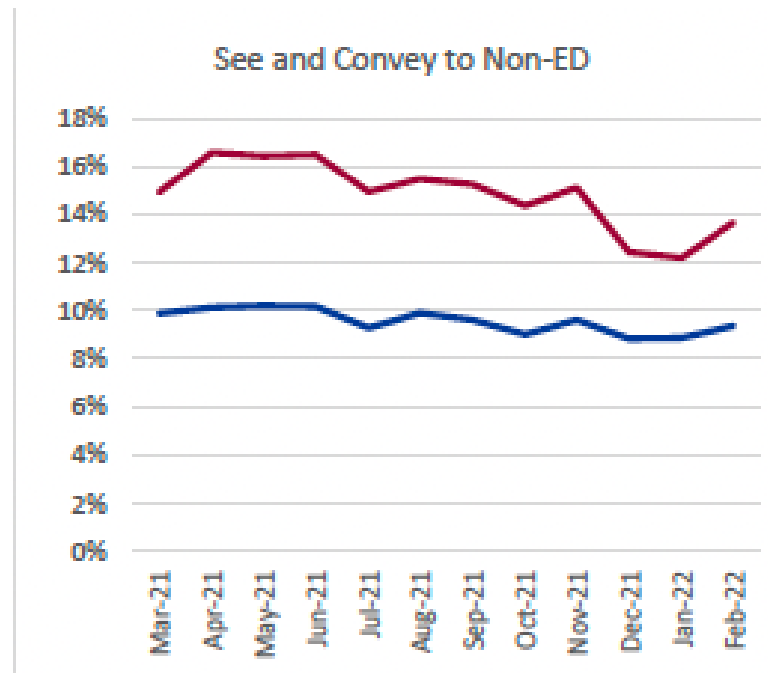
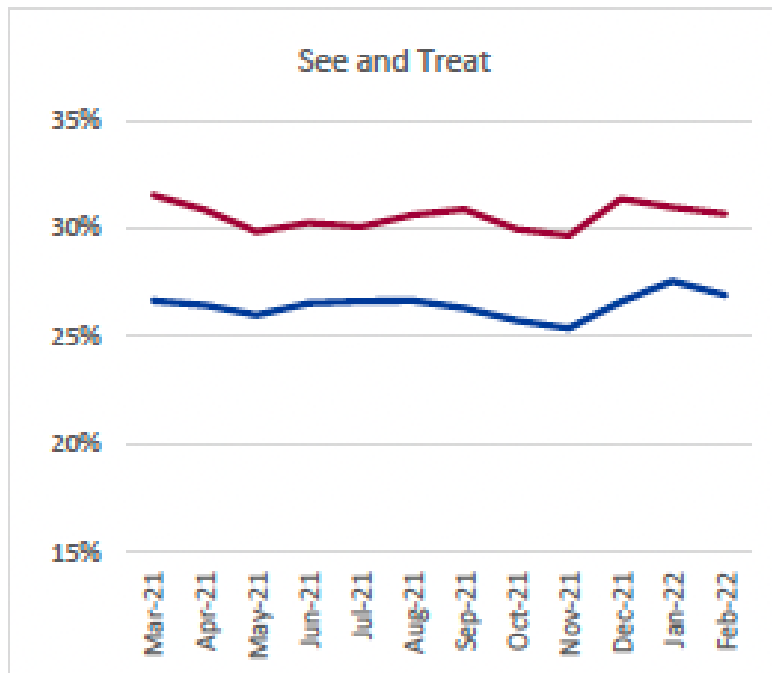


# Category 4 Response Times - 90th centile response (hour:min:sec) - (MTD) January 2021-22



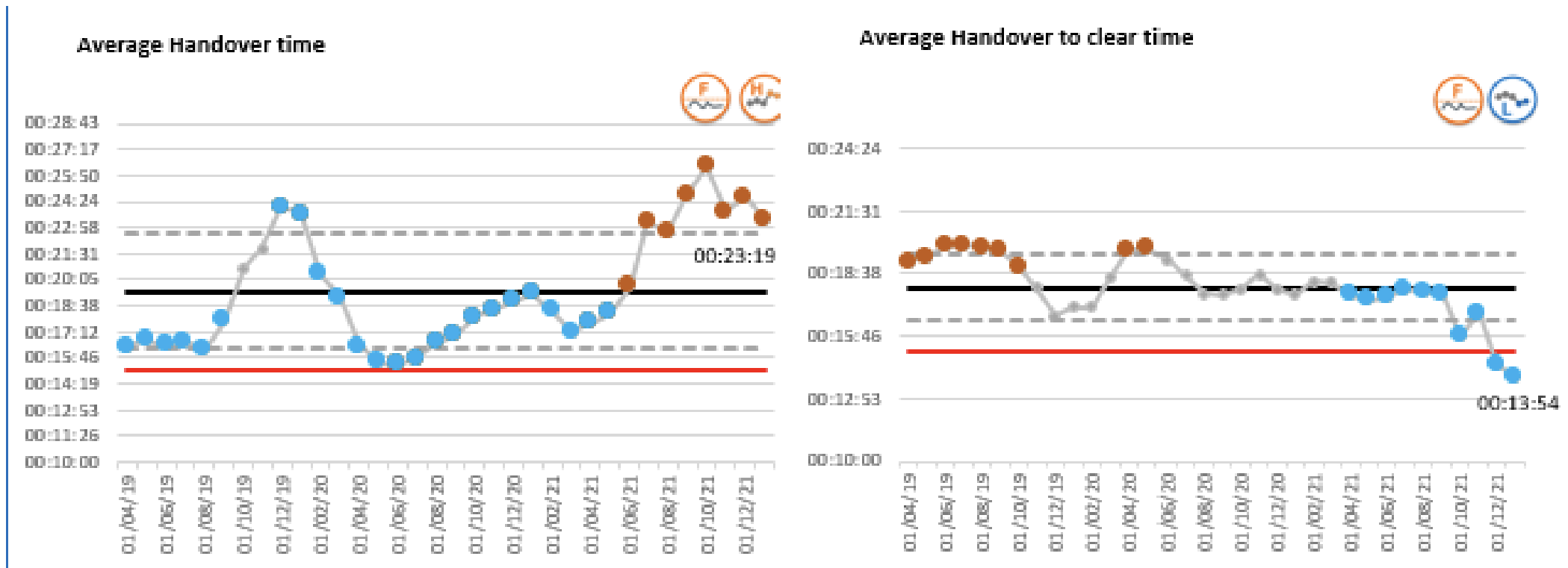


# 999 see & treat/ see & convey rates

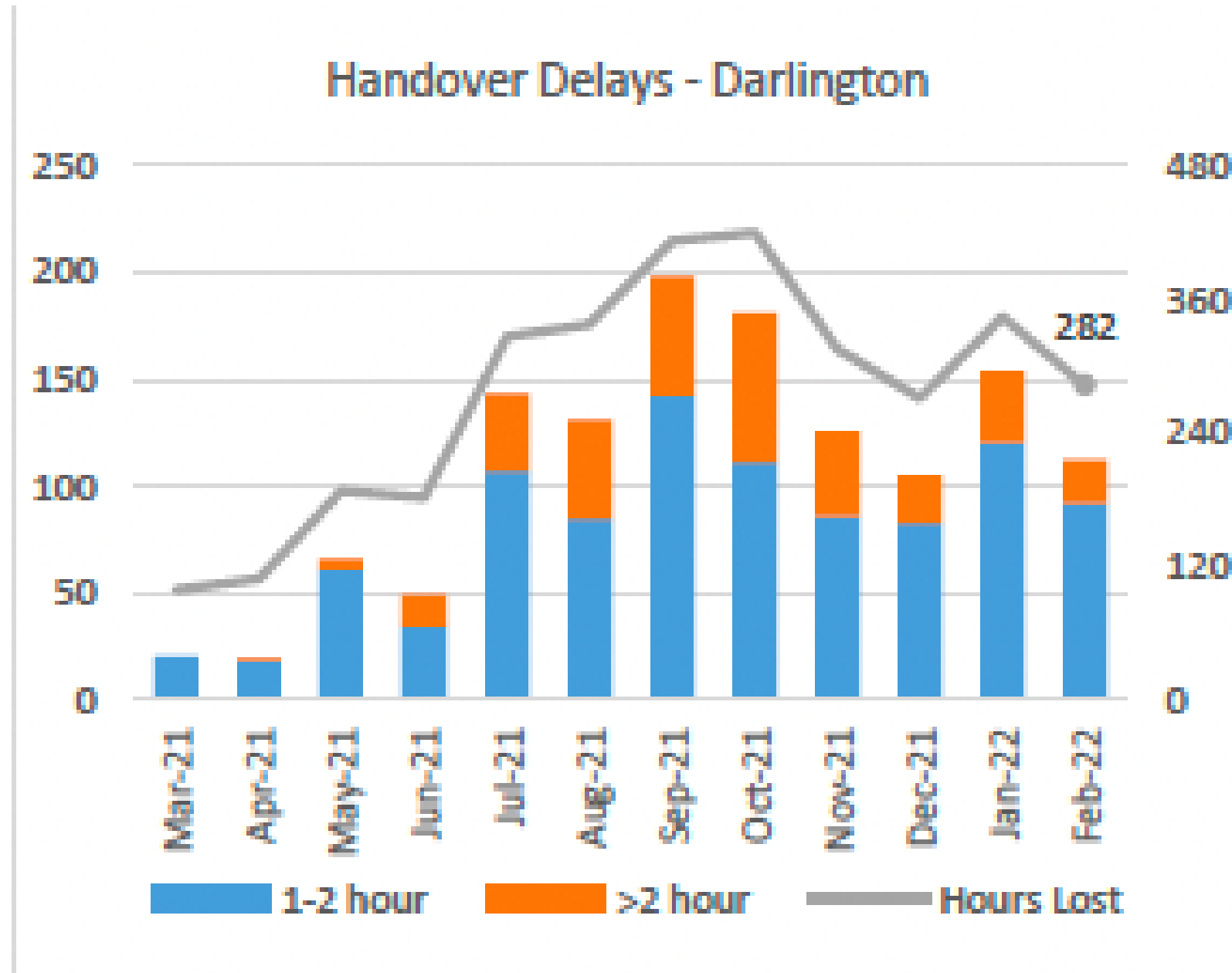


■ NEAS Trust ■ Tees Valley

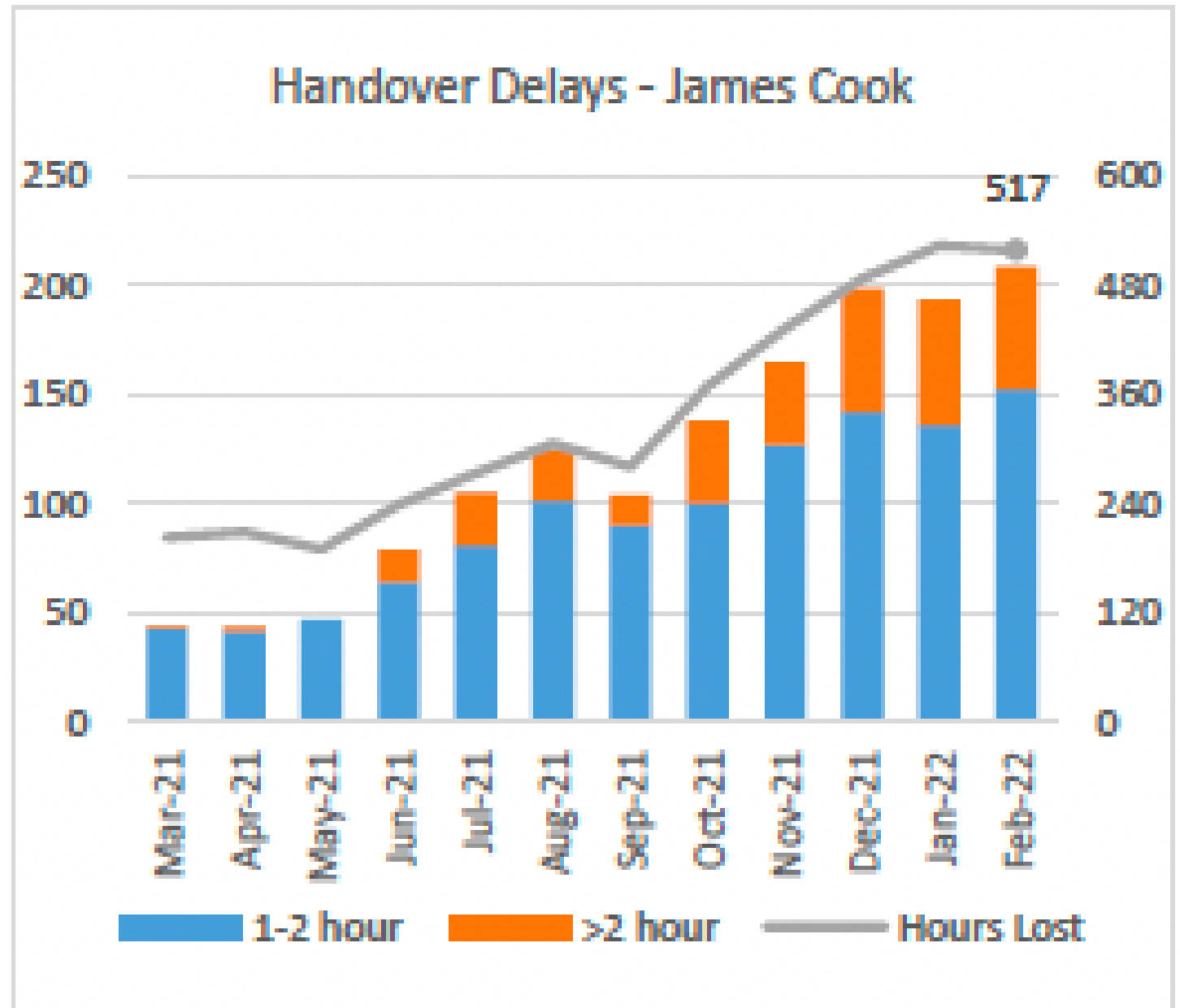
# Average time to handover at hospital and average time to clear



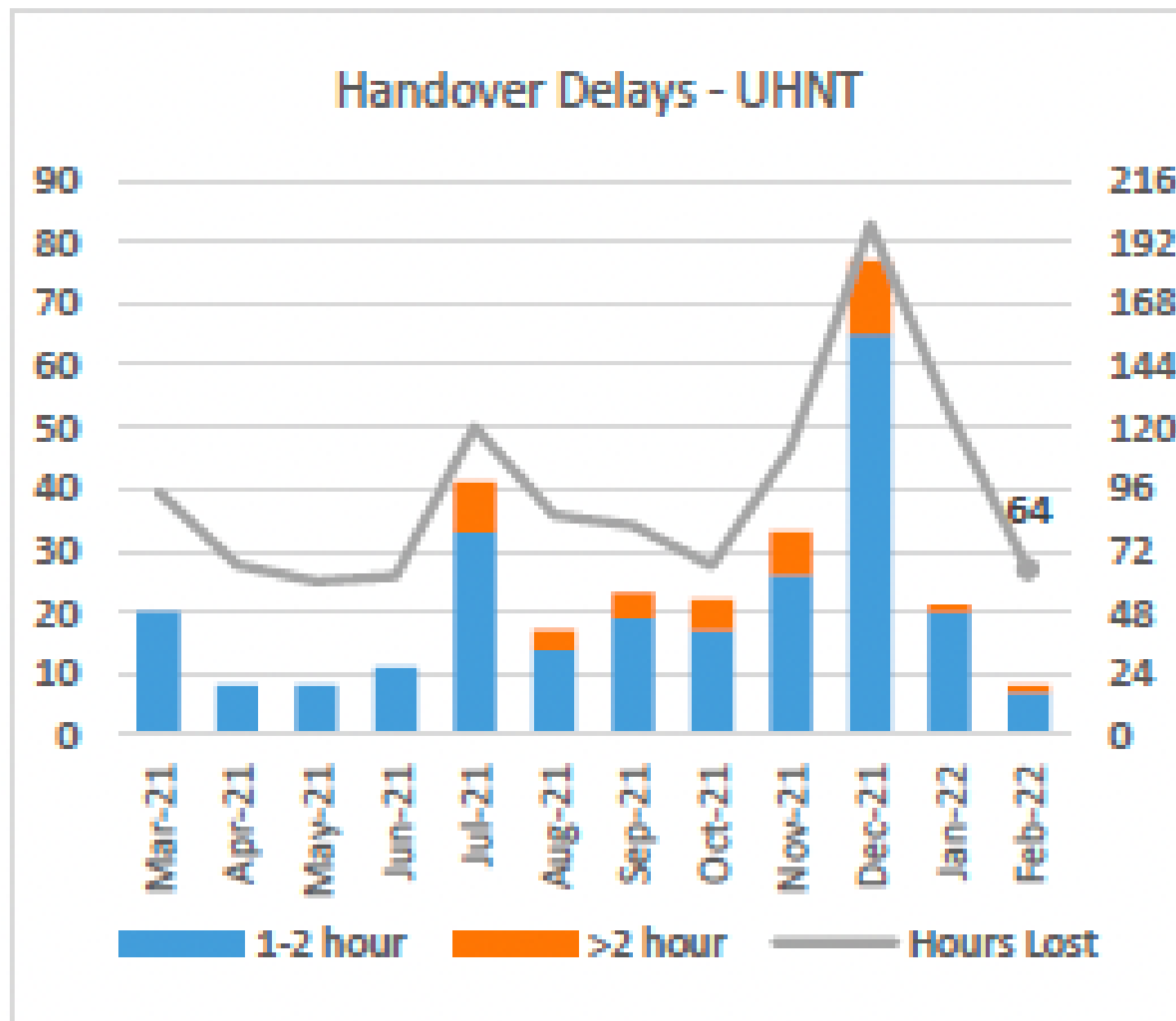
# Handover delays – Darlington Memorial Hospital



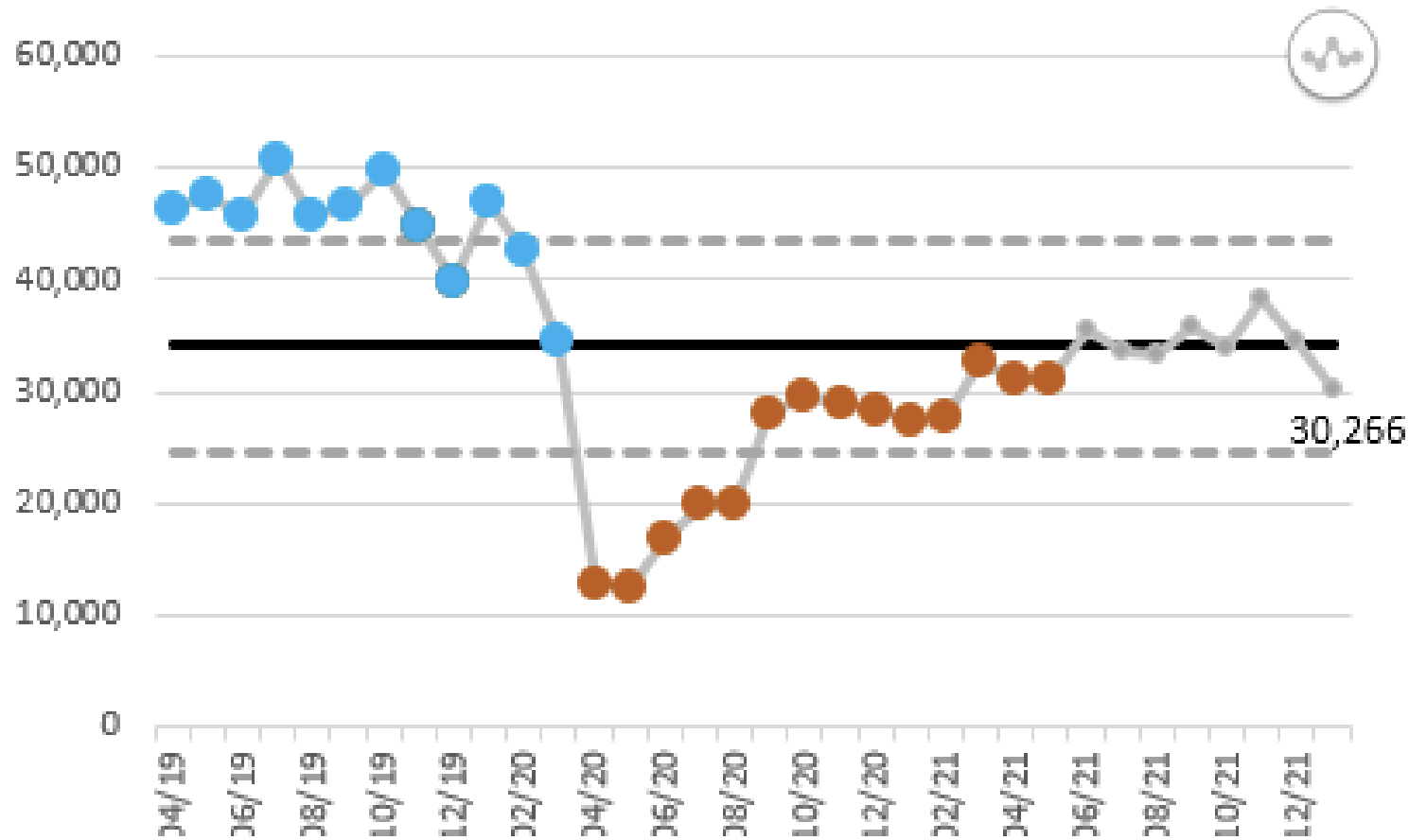
# Handover delays – James Cook Hospital



# Handover delays – North Tees Hospital

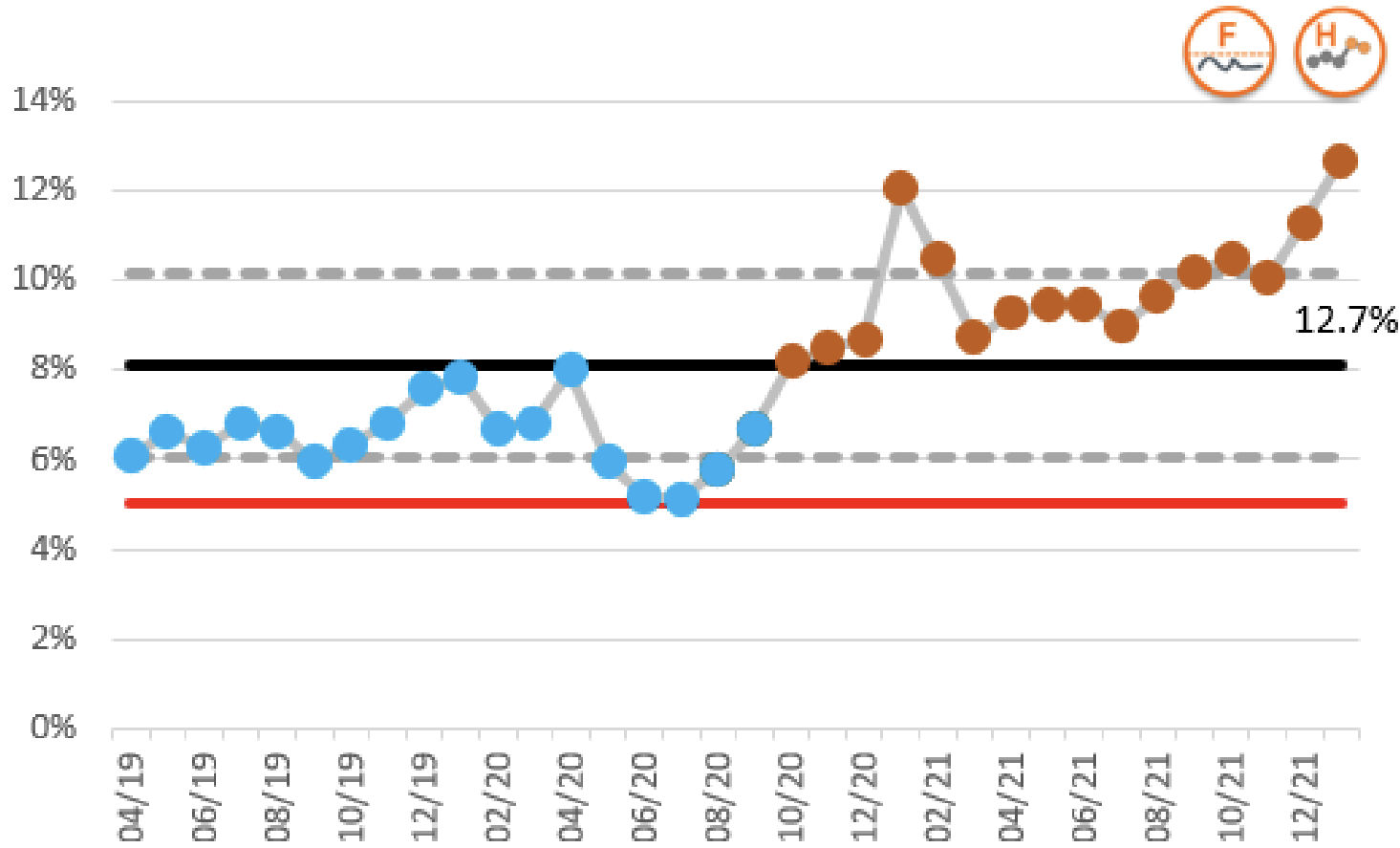


### Scheduled Care Completed Journeys



Patient  
transport  
journeys

# Sickness

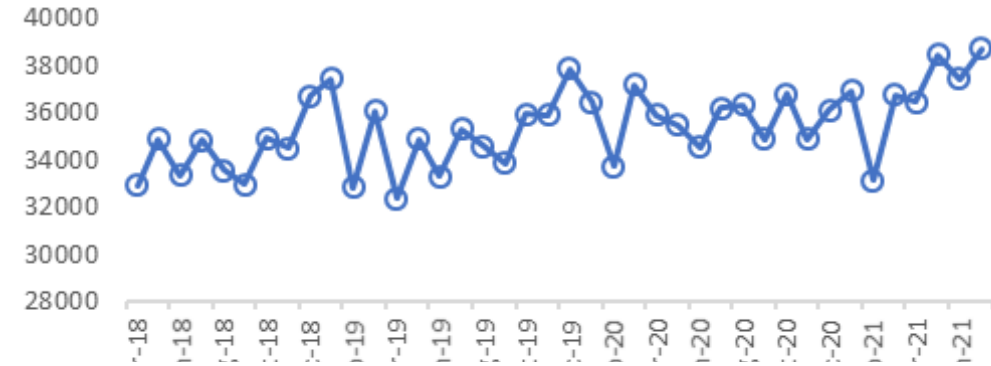


Staff sickness absence

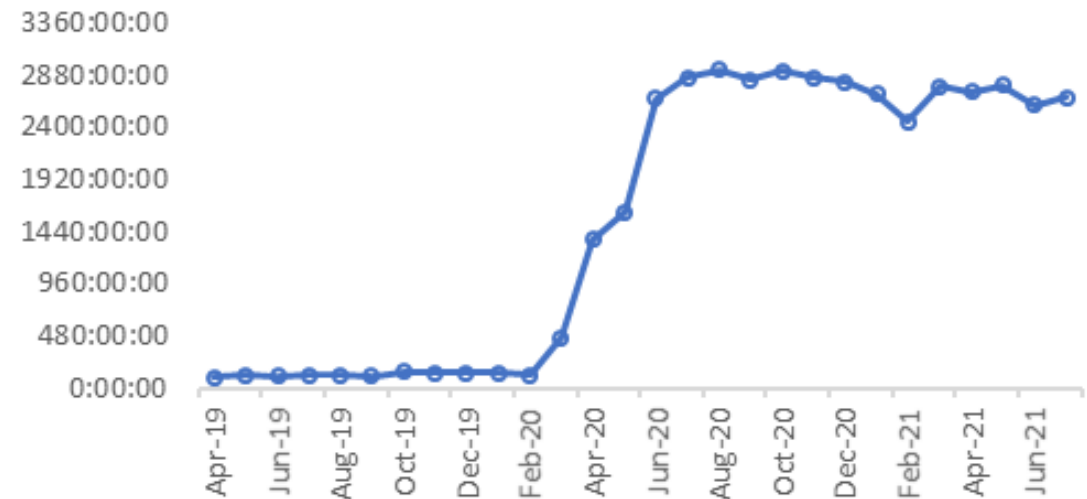
# Issues impacting performance

- Increases in demand acuity have put further pressure on response times, with demand more difficult to forecast
- Covid impacts – particularly sickness, shielding and cleaning – have put pressure on road resources
- Risk these factors will continue along with:
  - wider system pressures including turnaround time and primary care capacity
  - Long covid impact on staff and staff well-being

All Ambulance Incidents  
April 2018 - July 2021



Vehicle Cleaning Hours





# Vision, Mission & Goals



Vision: Unmatched  
Quality of Care

Mission: Safe,  
Effective,  
Responsive care for  
all

# Our values

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**Mission:** Safe, effective, responsive care for all

**Vision:** Unmatched quality of care

# NEAS nine plans

Planning & finance

Sustainability & estates

Quality & safety

NEASUS

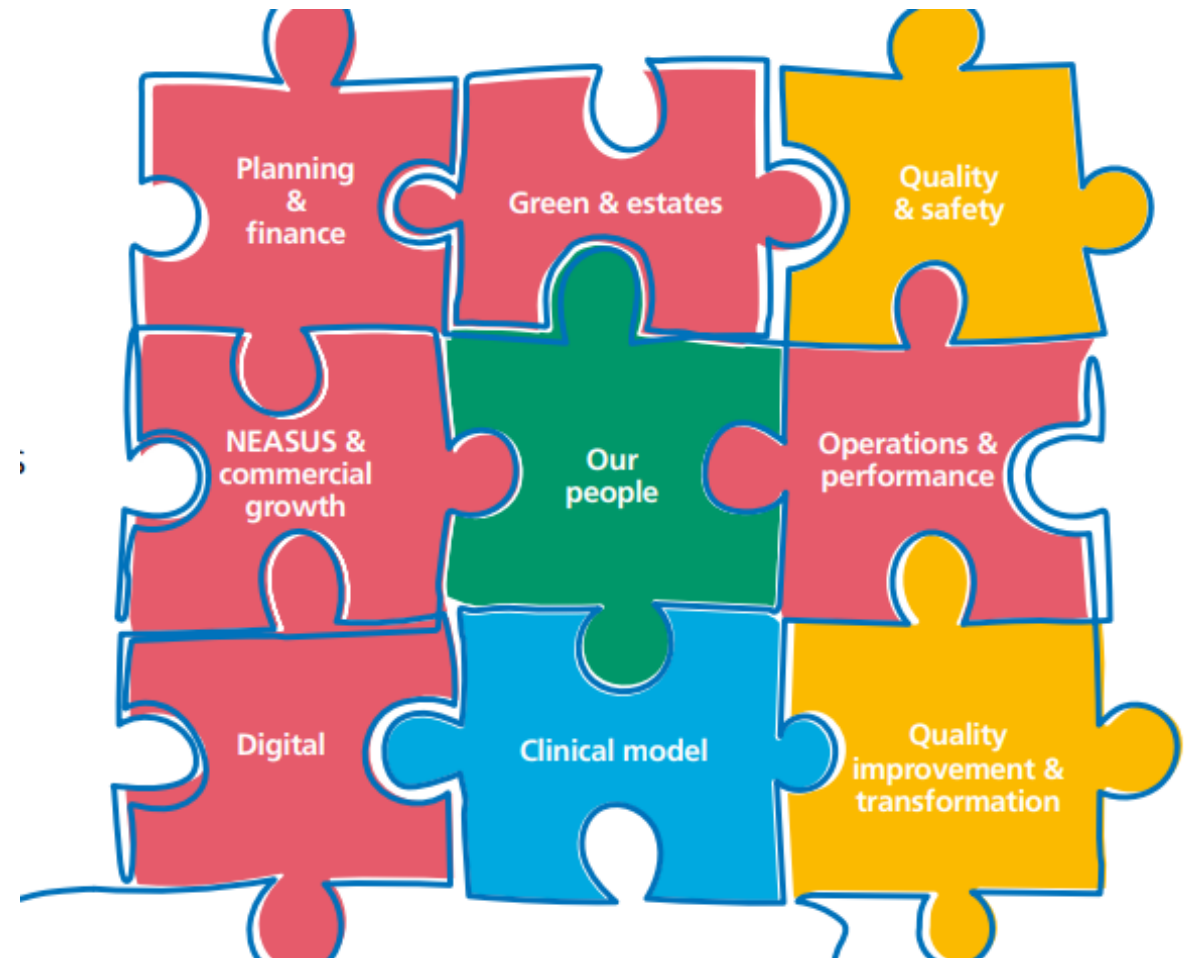
Our people

Operations & performance

Digital

Clinical model

Quality improvement & transformation



# Work continues to address staff assaults



ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

#WorkWithoutFear

“  
When I was being shouted at and called awful names by the man we had gone to help, so many people just stood by and watched.”

**Sarah**  
Paramedic

NHS



ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

#WorkWithoutFear

“  
When someone is in pain and frightened, I'm the first person they speak to. Sometimes they take their frustration out on me. It is really hard to hear someone saying they hope my children will die.”

**Bradley**  
Ambulance service call assessor

NHS



**NHS**

**North East  
Ambulance Service**

NHS Foundation Trust



# Questions



**Mission:** Safe, effective, responsive care for all

**Vision:** Unmatched quality of care



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