



Winter Watch

Spotlight on December 2022

This is a monthly summary of our performance and calls to our Paramedic Emergency Service, 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



168,668
emergency
contacts
(inc all 999 calls,
duplicates, events,
& 111 ambulance
referrals)

▲ 6.6% increase on
December 2021



92,945 unique
incidents

(average of
2,998 a day)

▲ 0.85% increase
on December
2021



3,027 additional
operational
resources were
deployed
throughout
December 2022
to help manage
demand



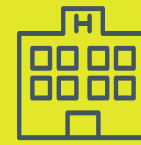
Hear & treat
16447 patient
concerns were
resolved over the
telephone (17.70%
of all incidents)

▲ Compared to
10,051 (10.91%) in
December 2021



See & treat
26,971 patients
treated at the
scene and left
there safely
(29.02% of all
incidents)

▼ Compared to
28,442 (30.86%) in
December 2021



See & convey
49,527 patients
taken to a
destination for
further care
(53.29% of all
incidents)

▼ Compared to
53,660 (58.23%)
in December 2021



11,001 (11.84% of
all incidents)
were categorised
as immediately life-
threatening

▼ Compared to 14,826
(16.09%) in December
2021



51,157 (55.04% of
all incidents)
were categorised as
emergencies

▲ Compared to
50,892 (55.23%) in
December 2021



17,437 (18.76% of
all incidents)
were categorised
as urgent

▲ Compared to
14,334 (15.55%) in
December 2021



954 (1.03% of
all incidents) were
categorised as less
urgent

▲ Compared to 297
(0.32%) in December
2021



43,722 attendances at
A&E departments

▼ Compared to 54,293 in
December 2021



Average hospital
handover time
48 minutes 12
seconds

▲ Compared to 27
minutes and 57
seconds in December
2021

NHS 111



156,023 calls answered in December 2022

Compared to 155,692 in December 2021



10,945 (7.66%) of all contacts resulted in ambulance response

Compared to 14,399 (10.26%) in December 2021



37,081 (23.80%) calls answered within 60 seconds

Compared to 56,317 (36.17%) in December 2021



20,422 callers were offered a callback

Compared to 20,027 in December 2021



20,548 (14% of all triaged calls) referred to a clinical advisor

Compared to 20,163 (14%) in December 2021



11,701 (8% of all patients) were advised to attend A&E

Compared to 13,459 (10%) in December 2021



2,683 (3%) patients were given self care advice

Compared to 2,917 (4%) in December 2021



90,707 (63%) patients were referred to community, primary care or other services

Compared to 82,560 (59%) in December 2021



83.33% of patients surveyed in December 2022 after accessing 111 said they were very satisfied/fairly satisfied' with their experience

A decrease of 1.79% compared to December 2021 (reponse rates have been impacted by postal strikes).

Patient Transport Service



Overall contracted activity: 94,533 journeys

A decrease of 5% (99,236 journeys) on December 2021



45,302 ambulance journeys undertaken

A decrease of 6% (48,111 journeys) on December 2021



9,216 on the day unplanned journeys (discharges)

An decrease of 8% (10,072 journeys) on December 2021



39,532 pre-planned journeys (outpatients)

A decrease of 10% (44,042 journeys) on December 2021



45,141 renal and oncology patients transported

An increase of 0.46% (44,933 journeys) on December 2021



8,254 aborted journeys (on the day cancellation/patient no show)

An increase of 0.48% (8,186 journeys) on December 2021

