

Highlight Summary of 111 Performance to Date August 2013

Purpose

- Direct comparison of different 111 areas across South London
- Identify trends in call behaviour
- Highlight interesting points for discussion and further analysis
- For queries and requests for analysis/change, please contact
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South London CSU

Source

- Daily Sit rep data submitted by 111 providers in South London
- May to September 2013
- LAS portal – January to September 2013
- Data tables at the end of the presentation show gaps in data



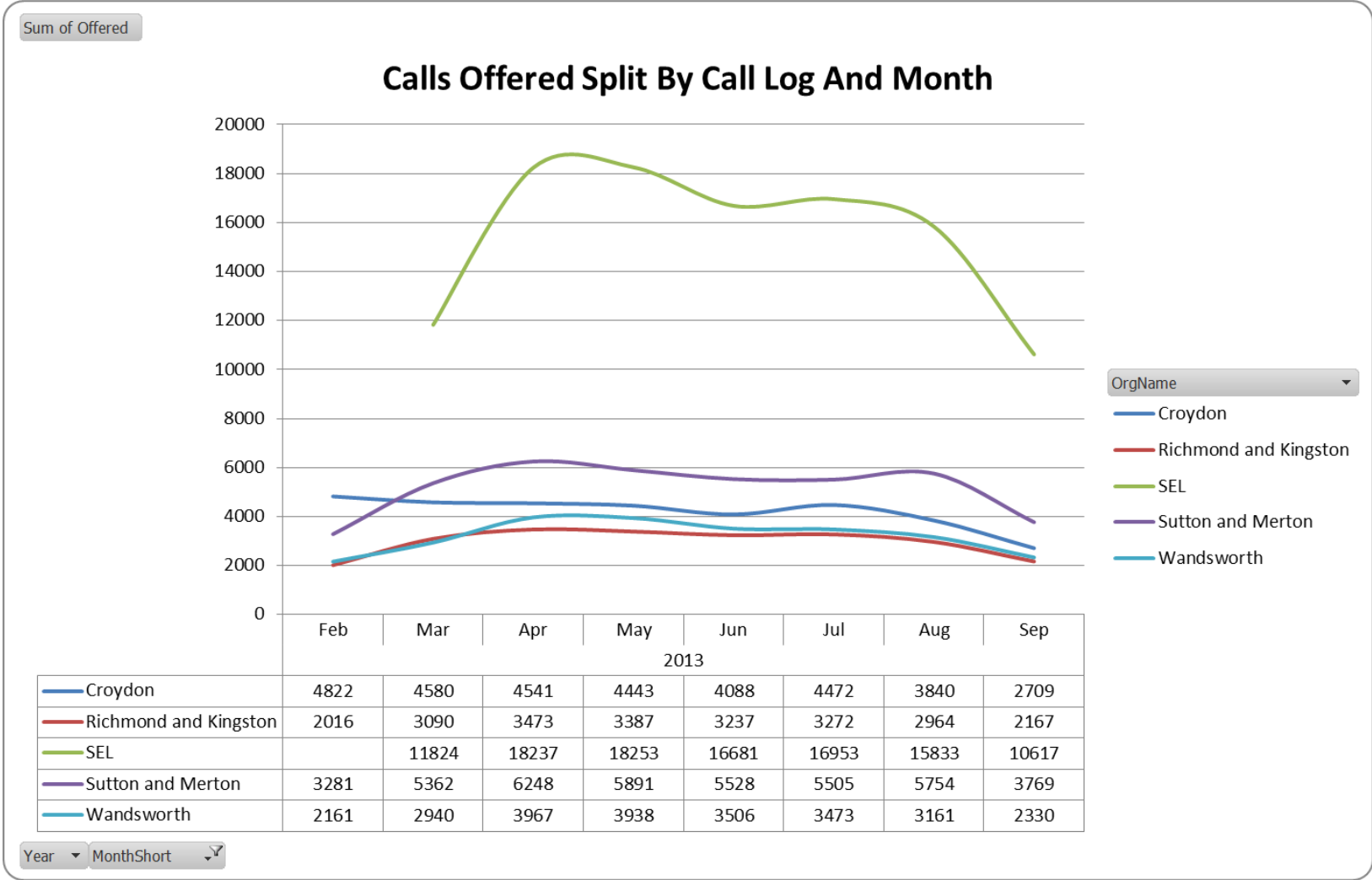


Table Shows 111 Calls per 1000 of the population per CCG for all calls in 2013

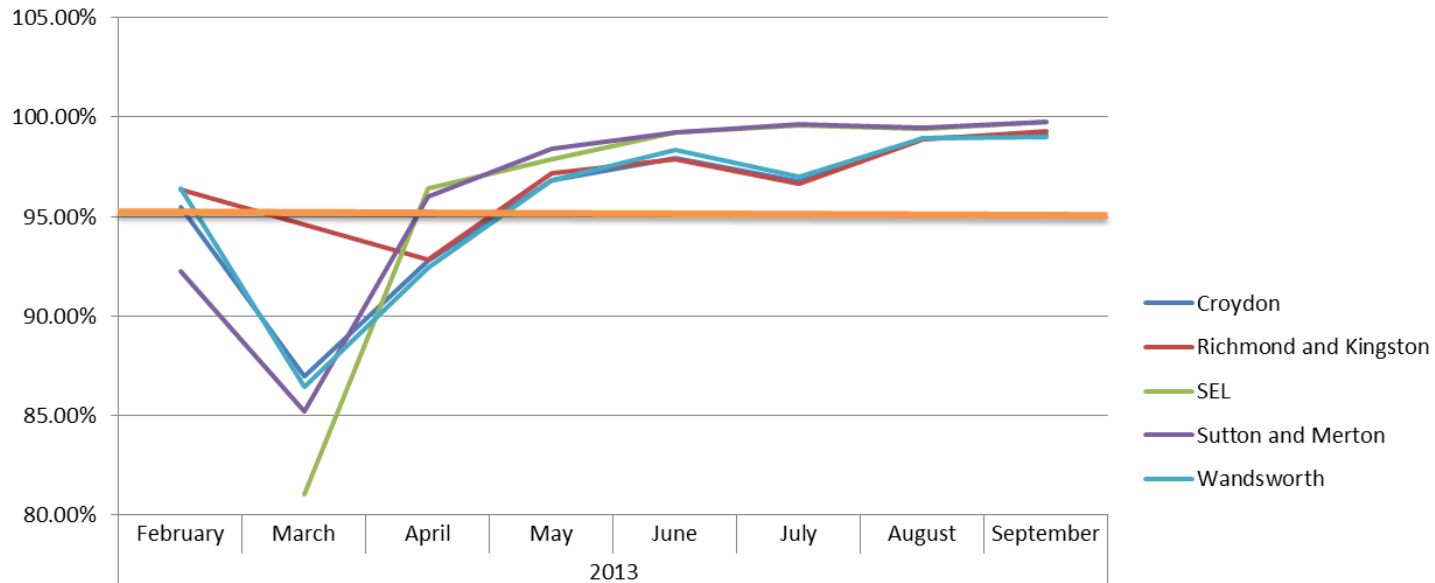
Row Labels	Population Size	Number Of Calls	Per1000Population
Bexley CCG	226505	17699	78.14
Bromley CCG	320455	30332	94.65
Croydon CCG	364463	48048	131.83
Greenwich CCG	263873	24841	94.14
Kingston CCG	184313	16206	87.93
Lambeth CCG	331335	15504	46.79
Lewisham CCG	286414	13628	47.58
Merton CCG	198449	18014	90.77
Richmond CCG	187480	7939	42.35
Southwark CCG	288791	12692	43.95
Sutton CCG	179968	20007	111.17
Wandsworth CCG	330987	31527	95.25



111 Percentage of Calls Answered in 60 Seconds (Target = 95%)

All areas have entered a stable period for the last 4 months and over achieved the national KPIs

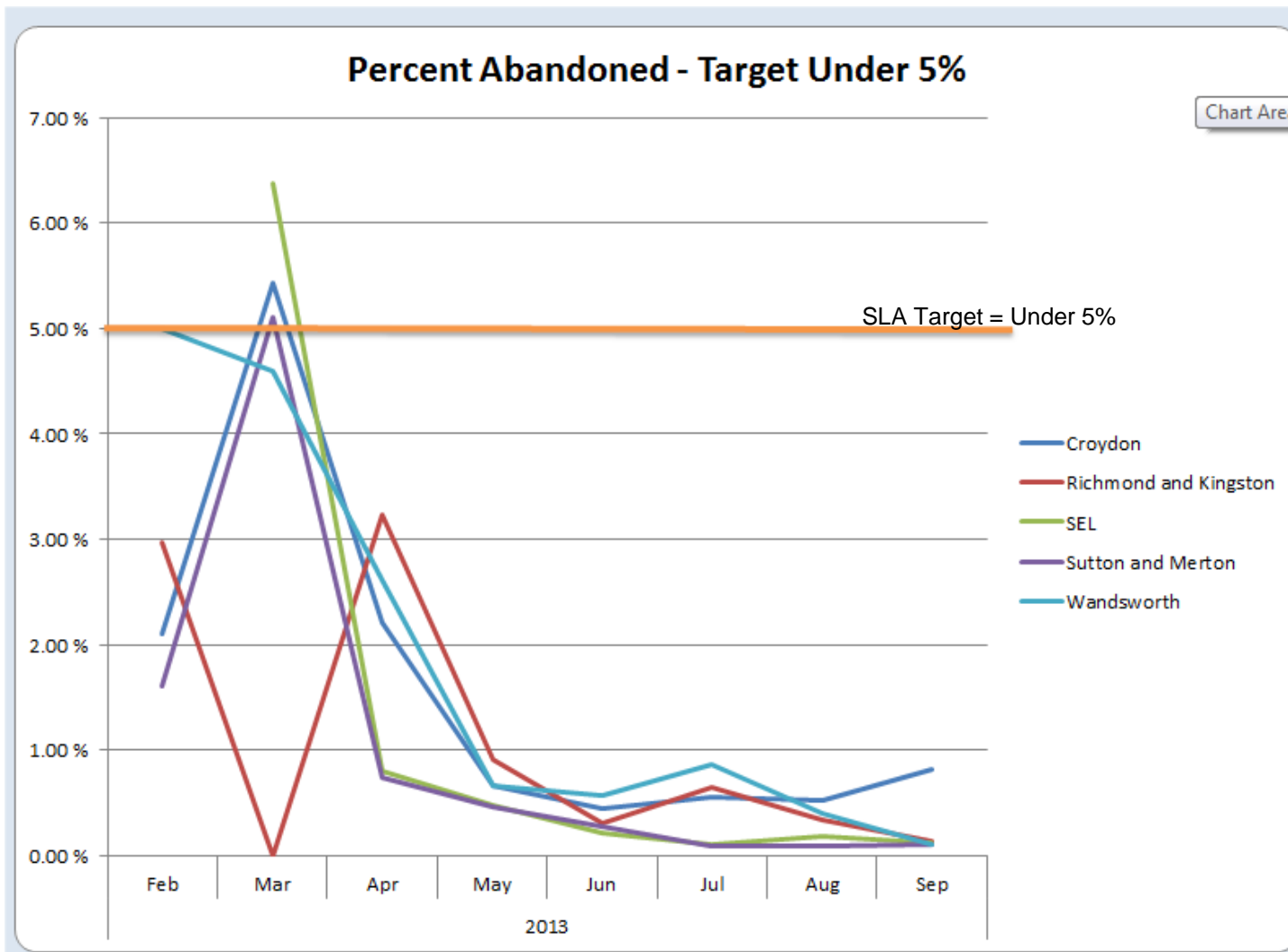
Percent Of 111 Calls Answered Within 60 Seconds?



	February	March	April	May	June	July	August	September
Croydon	95.50%	86.98%	92.79%	96.82%	97.93%	96.77%	98.96%	99.14%
Richmond and Kingston	96.36%		92.86%	97.16%	97.87%	96.66%	98.88%	99.27%
SEL		81.06%	96.44%	97.87%	99.25%	99.60%	99.41%	99.78%
Sutton and Merton	92.24%	85.23%	96.00%	98.40%	99.22%	99.64%	99.45%	99.73%
Wandsworth	96.44%	86.43%	92.44%	96.82%	98.38%	97.03%	98.92%	98.98%

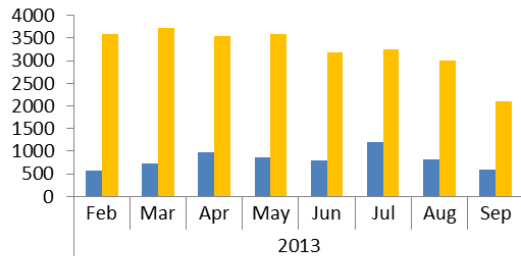


Abandonment Rates across South London



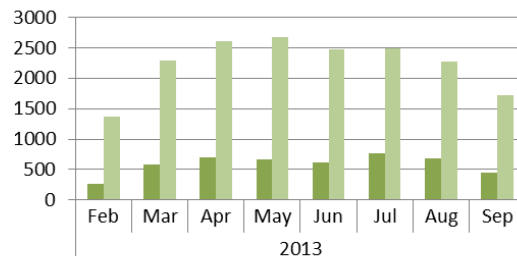
In Hours/OOH Call Referrals across South London

Croydon



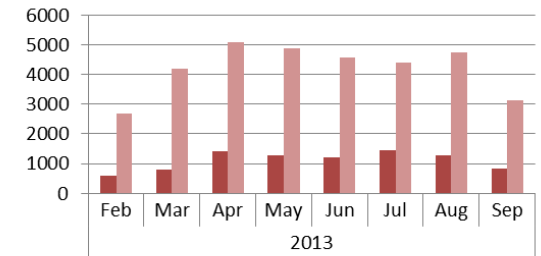
In Hours	565	716	968	855	802	1192	827	591
Out Of Hours	3581	3718	3548	3588	3187	3252	2992	2098

Kingston And Richmond



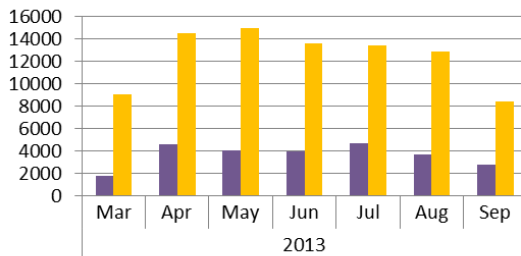
In Hours	264	581	703	670	615	760	684	448
Out Of Hours	1370	2299	2614	2673	2469	2490	2267	1716

Sutton And Merton



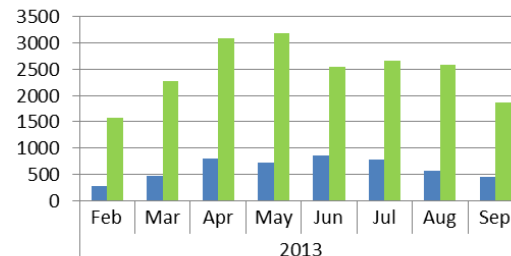
In Hours	596	796	1412	1276	1198	1436	1264	839
Out Of Hours	2690	4199	5106	4879	4571	4401	4762	3121

SEL



In Hours	1798	4601	4063	4012	4699	3737	2828
Out Of Hours	9054	14523	14928	13630	13392	12882	8451

Wandsworth



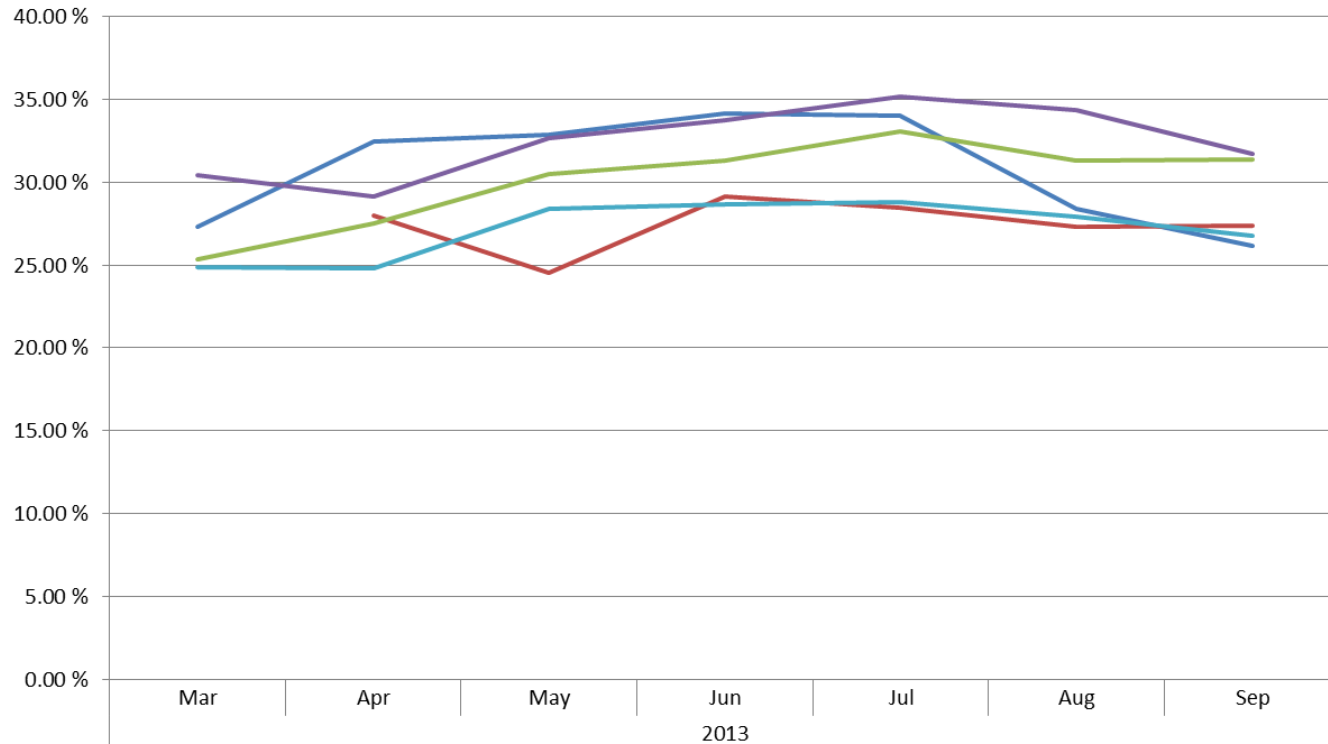
In Hours	284	470	794	715	865	786	573	445
Out Of Hours	1581	2264	3092	3185	2544	2655	2577	1866

The majority of 111 activity continues OOHs



Lower referrals to clinician will improve warm transfer and call back.

Percent Of Calls Directed To A Clinician

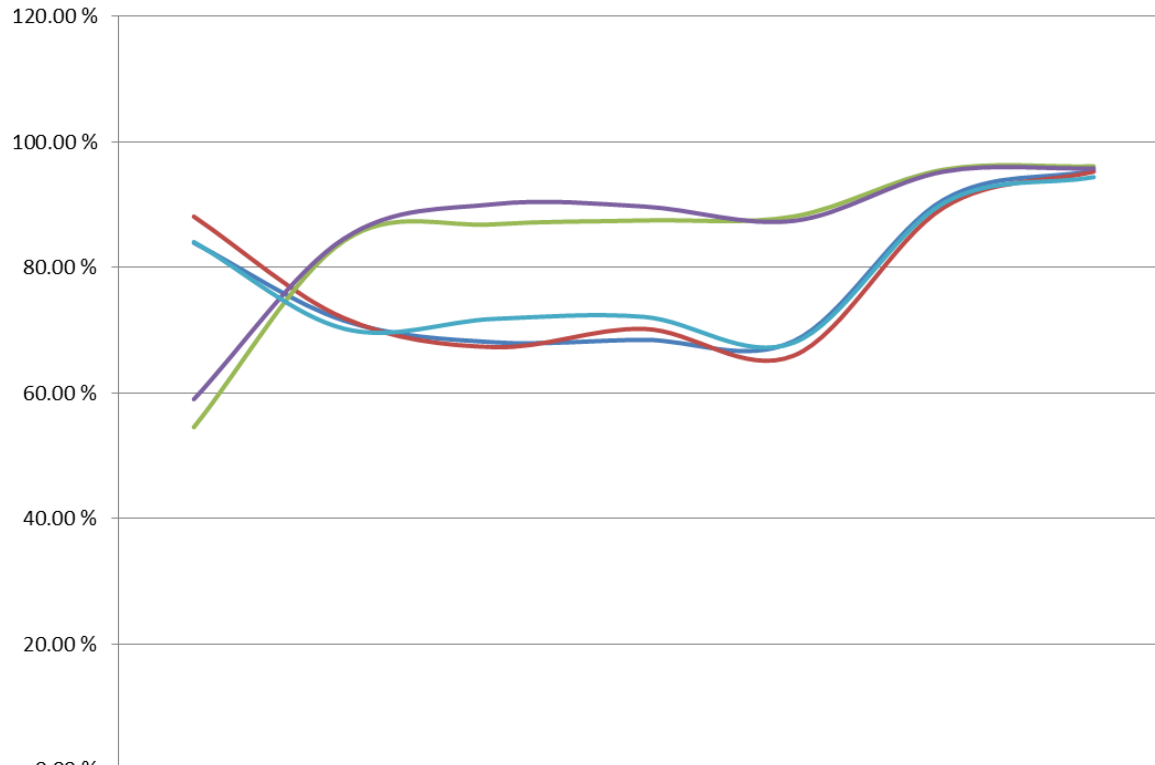


	Mar	Apr	May	Jun	Jul	Aug	Sep
Croydon	27.33 %	32.43 %	32.85 %	34.14 %	34.00 %	28.41 %	26.16 %
Richmond and Kingston		27.96 %	24.51 %	29.11 %	28.49 %	27.34 %	27.34 %
SEL	25.34 %	27.54 %	30.51 %	31.27 %	33.08 %	31.28 %	31.34 %
Sutton and Merton	30.39 %	29.15 %	32.67 %	33.73 %	35.18 %	34.38 %	31.73 %
Wandsworth	24.89 %	24.79 %	28.38 %	28.69 %	28.79 %	27.90 %	26.74 %



Warm transfers and call backs in under 10 minutes continues to improve .

Percent Spoken To Clinician In Under 10 Minutes

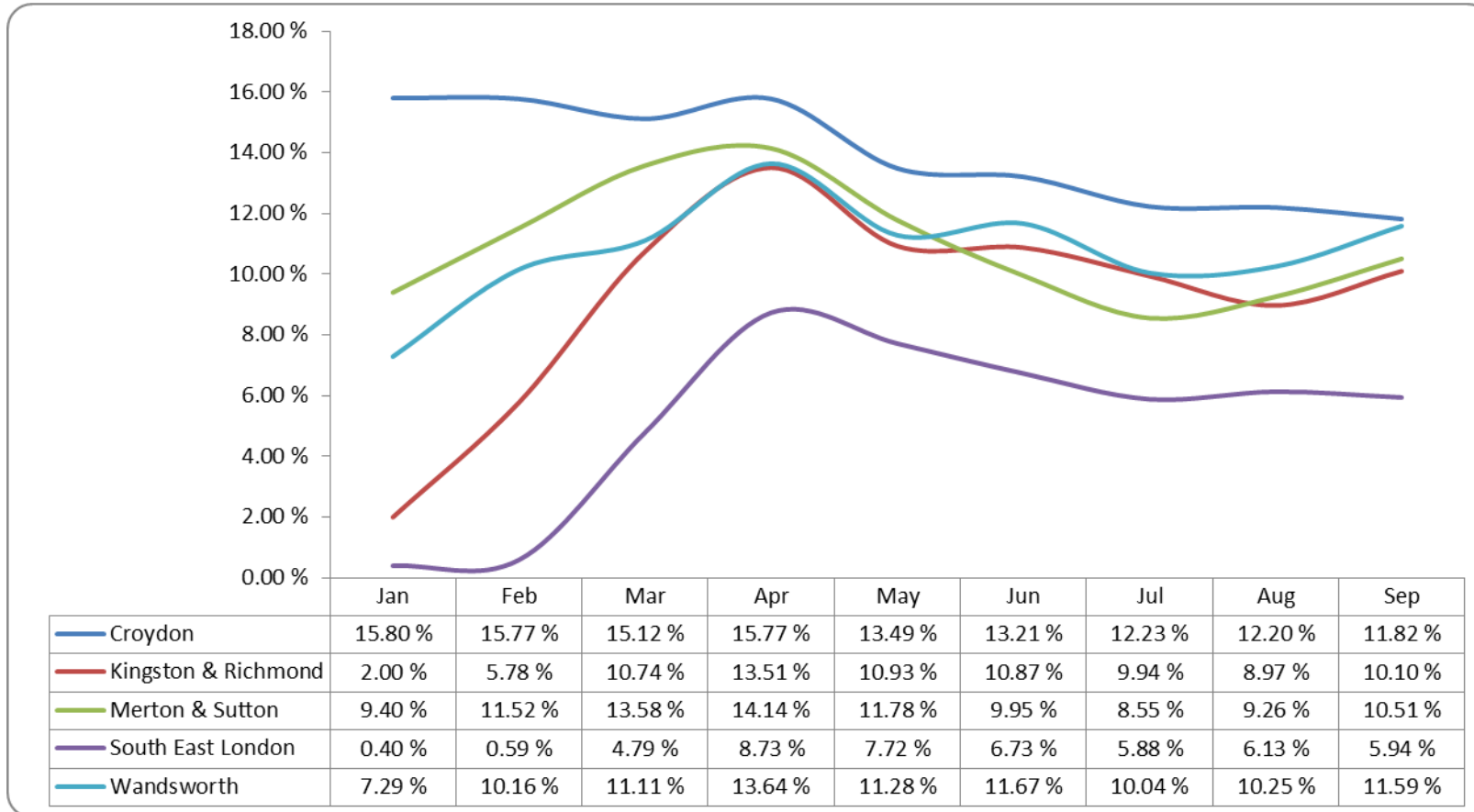


	Mar	Apr	May	Jun	Jul	Aug	Sep
2013							
— Croydon	83.91 %	71.53 %	68.07 %	68.45 %	68.25 %	90.77 %	95.40 %
— Richmond and Kingston	88.08 %	71.92 %	67.28 %	70.20 %	65.94 %	89.54 %	95.26 %
— SEL	54.54 %	84.20 %	86.85 %	87.47 %	88.10 %	95.57 %	96.08 %
— Sutton and Merton	58.99 %	84.57 %	90.06 %	89.69 %	87.41 %	95.25 %	95.76 %
— Wandsworth	84.05 %	70.24 %	71.79 %	72.12 %	68.01 %	90.25 %	94.38 %

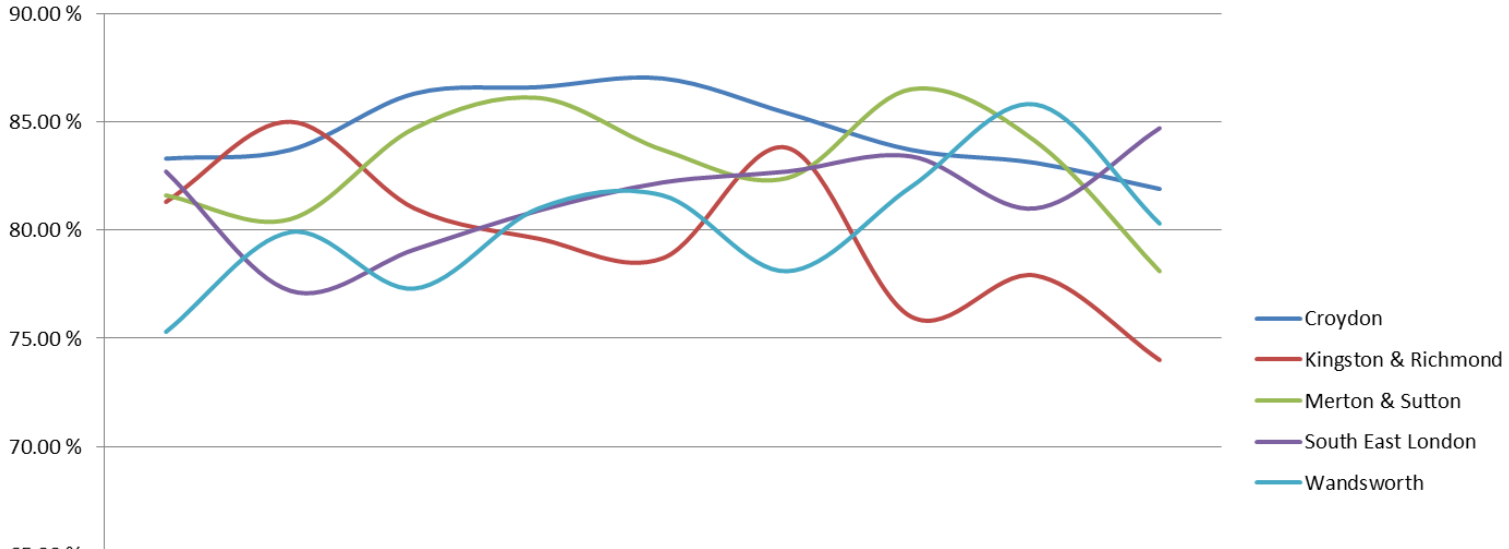


Percentage of LAS Activity That Was Referred by 111 (LAS Data)

Some areas outside London are trending in line with SEL. There is scope to reduce referrals to London Ambulance. Care UK are working with Croydon CCG to identify area of improvement to reduce referrals to LAS



Percentage Referrals to LAS That Were Conveyed (LAS Data)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	2013								
Croydon	83.30 %	83.70 %	86.30 %	86.60 %	87.00 %	85.40 %	83.70 %	83.10 %	81.90 %
Kingston & Richmond	81.30 %	85.00 %	81.00 %	79.60 %	78.70 %	83.80 %	76.00 %	77.90 %	74.00 %
Merton & Sutton	81.60 %	80.50 %	84.70 %	86.10 %	83.70 %	82.40 %	86.50 %	84.10 %	78.10 %
South East London	82.70 %	77.20 %	79.10 %	80.90 %	82.20 %	82.70 %	83.40 %	81.00 %	84.70 %
Wandsworth	75.30 %	79.90 %	77.30 %	81.00 %	81.60 %	78.10 %	82.00 %	85.80 %	80.30 %



Row Labels	Apr	May	Jun	Jul	Aug	Sep
Croydon						
%Answered 60 Seconds	92.79 %	96.82 %	97.93 %	96.77 %	98.96 %	99.14 %
%Callback Under 10 Mins	54.80 %	53.55 %	55.28 %	56.58 %	0.00 %	0.00 %
%Calls Abandoned	2.22 %	0.66 %	0.44 %	0.56 %	0.53 %	0.82 %
%Directed To Clinician	32.43 %	32.85 %	34.14 %	34.00 %	28.41 %	26.16 %
%Dispatched To 999	19.24 %	16.60 %	15.66 %	14.58 %	14.29 %	13.11 %
Richmond and Kingston						
%Answered 60 Seconds	92.86 %	97.16 %	97.87 %	96.66 %	98.88 %	99.27 %
%Callback Under 10 Mins	56.78 %	52.12 %	59.08 %	53.16 %	0.00 %	0.00 %
%Calls Abandoned	3.23 %	0.91 %	0.31 %	0.65 %	0.34 %	0.14 %
%Directed To Clinician	27.96 %	24.51 %	29.11 %	28.49 %	27.34 %	27.34 %
%Dispatched To 999	14.86 %	11.82 %	12.41 %	12.78 %	11.61 %	13.32 %
SEL						
%Answered 60 Seconds	96.44 %	97.87 %	99.25 %	99.60 %	99.41 %	99.78 %
%Callback Under 10 Mins	63.83 %	61.51 %	55.23 %	55.97 %	71.19 %	68.86 %
%Calls Abandoned	0.80 %	0.48 %	0.21 %	0.11 %	0.18 %	0.12 %
%Directed To Clinician	27.54 %	30.51 %	31.27 %	33.08 %	31.28 %	31.34 %
%Dispatched To 999	10.27 %	9.07 %	8.07 %	8.08 %	8.15 %	8.51 %
Sutton and Merton						
%Answered 60 Seconds	96.00 %	98.40 %	99.22 %	99.64 %	99.45 %	99.73 %
%Callback Under 10 Mins	62.66 %	62.31 %	0.00 %	0.00 %	0.00 %	0.00 %
%Calls Abandoned	0.74 %	0.46 %	0.28 %	0.09 %	0.09 %	0.10 %
%Directed To Clinician	29.15 %	32.67 %	33.73 %	35.18 %	34.38 %	31.73 %
%Dispatched To 999	11.33 %	10.35 %	9.07 %	8.39 %	8.66 %	9.72 %
Wandsworth						
%Answered 60 Seconds	92.44 %	96.82 %	98.38 %	97.03 %	98.92 %	98.98 %
%Callback Under 10 Mins	53.41 %	58.32 %	59.38 %	57.12 %	63.55 %	0.00 %
%Calls Abandoned	2.62 %	0.67 %	0.57 %	0.87 %	0.39 %	0.10 %
%Directed To Clinician	24.79 %	28.38 %	28.69 %	28.79 %	27.90 %	26.74 %
%Dispatched To 999	12.03 %	10.83 %	11.53 %	11.38 %	9.95 %	13.84 %



% of Percentage of Warm Transferred

CCG	02 - Feb	03 - Mar	04 - Apr	05 - May	06 - Jun	07 - Jul	08 - Aug	09 - Sep
Croydon	82.28 %	61.69 %	38.63 %	30.99 %	29.11 %	26.79 %	75.60 %	85.74 %
Richmond and Kingston	74.29 %	64.08 %	35.67 %	30.94 %	27.97 %	27.26 %	75.28 %	85.22 %
SEL		32.22 %	59.55 %	66.90 %	74.14 %	75.18 %	88.66 %	88.49 %
Sutton and Merton	74.20 %	37.12 %	63.02 %	72.84 %	78.25 %	76.70 %	88.82 %	87.72 %
Wandsworth	77.30 %	61.85 %	37.43 %	32.39 %	31.52 %	27.09 %	74.95 %	83.82 %
Grand Total	76.99 %	52.67 %	46.87 %	46.81 %	48.20 %	46.60 %	80.66 %	86.20 %

