

Appendix A

This appendix is an update on the performance of 111 and SECamb countywide. It is an appendix to Dartford, Gravesham and Swanley and Swale CCGs' report on emergency and urgent care during the Christmas and New Year period 2017/18.

SECamb 999 and 111 approached the winter period using their normal demand planning methodology, with additional focus on specific days during the Christmas and New Year period. Covering key shifts both operationally and in the control room, as well as in the 111-call centre, was a priority to ensure that sufficient resourcing levels were in place to meet planned demand.

Whilst demand was expected to increase over the Festive period, the SECamb 999 service, experienced an increased level of sustained demand over the 26th & 27th December as well as the 1st & 2nd January in its 999 service. During other challenging days, notably the 24th & 25th December as well as New Year's Eve, the Trust successfully managed its responsiveness to patients. Senior Management and Executive support was maintained throughout this period on 24/7 basis. During the week following New Year, performance targets started to be achieved but as SECamb entered the second week of January, performance once again has proven challenging. SECamb 999 missed its C1 & C2 and call answering targets during this period and for the month of December, although performance on the highest priority calls was above national average for December. Handover delays at the hospitals also contributed to the pressure placed on the 999 service with 3,200 operational ambulance hours lost to delays during the 10-day festive period. The 999 service, despite the pressures, conveyed to hospital approx. 5% fewer patients than the same period last year.

The KMSS 111 service also experienced a significant increase in the number of calls that it was receiving during this period, reaching 9000 calls on the 23rd and the 24th December, which was a record number when the predicted demand was c6000 calls. Despite this demand and during the period of escalation, the 111 service continued to act as a gateway for patients and maintained a high level of clinical quality to support the most vulnerable patients. SECamb's 999 and 111 services worked collaboratively in response to the increased demand and escalation, as well as working alongside other system partners, to ensure that patients were supported during this operationally challenging time. In addition to this the 111 service maintained and at times increased its number of Clinical Coach floor-walkers, which proved invaluable in reviewing non-emergency ambulance dispositions, as well as ensuring that suitable patients were signposted to appropriate pathways e.g. Walk in Centres, Minor Injury Units, and Urgent Care Centres. The 111 service did suffer the 'knock-on' effects of an 'Out of Hours' and Primary Care service equally in escalation, but despite this, the clinical performance of 111 was exceptionally strong with a clear focus on patient care and protecting the wider healthcare system throughout this period.