



CCG & STP Information Pack

Somerset Performance report 2018 - 2019

Overall Activity

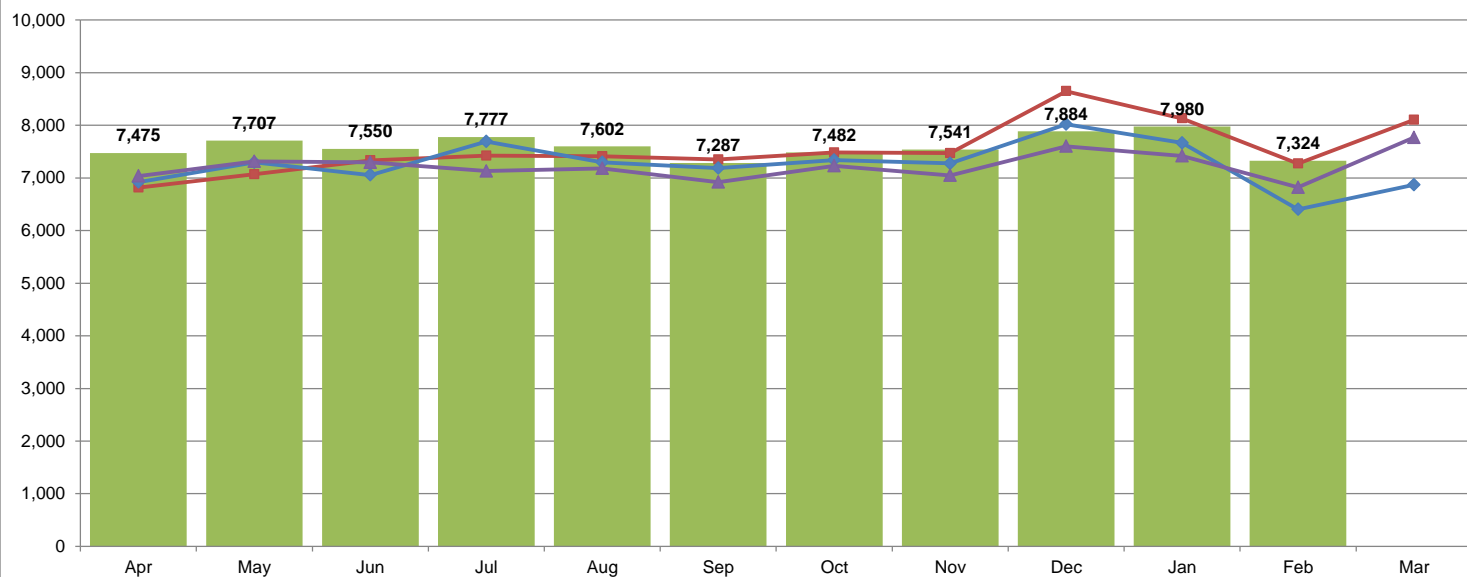
Somerset CCG

February 2019

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year Total	YTD
2015.16	7,037	7,314	7,295	7,131	7,182	6,921	7,229	7,049	7,602	7,419	6,821	7,770	86,770	79,000
2016.17	6,921	7,295	7,056	7,690	7,296	7,186	7,339	7,276	8,020	7,665	6,402	6,869	87,015	80,146
2017.18	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275	8,105	90,522	82,417
2018.19	7,475	7,707	7,550	7,777	7,602	7,287	7,482	7,541	7,884	7,980	7,324			83,609
Variance 2018.19 - 2017.18	658	636	216	353	192	-64	-1	70	-765	-152	49			1,192
% Variance 2018.19 - 2017.18	9.65%	8.99%	2.95%	4.75%	2.59%	-0.87%	-0.01%	0.94%	-8.84%	-1.87%	0.67%			1.45%

Overall Ambulance Incidents

2018.19 2017.18 2016.17 2015.16



Average Number of Ambulance Incidents per day

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD Daily Av
2015.16	235	236	243	230	232	231	233	235	245	239	244	251	237
2016.17	231	235	235	248	235	240	237	243	259	247	229	222	240
2017.18	227	228	244	239	239	245	241	249	279	262	260	261	247
2018.19	249	249	252	251	245	243	241	251	254	257	262		250

Source of Incidents

Somerset CCG
February 2019

Ambulance Incidents originated from three identified source groups:

Healthcare Professional (HCP) - Incidents originating from a Healthcare Professional who has had contact with the patient and recommended an ambulance response

NHS 111 - Incidents where the patient has initially contacted the NHS 111 Service and an ambulance response is required following triage

Public (999) - All other sources of ambulance incidents (including general public and other emergency services)

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public (999)	4,435	4,759	4,999	5,035	5,013	4,927	4,939	4,830	5,566	5,120	4,711	5,403
Healthcare Professional (HCP)	1,017	1,032	1,051	927	1,058	1,028	1,019	1,050	1,099	1,188	1,065	1,069
NHS 111 Service	1,365	1,280	1,284	1,462	1,339	1,396	1,525	1,591	1,984	1,824	1,499	1,633
Total	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275	8,105

Total	YTD
17.18	17.18
59,737	54,334
12,603	11,534
18,182	16,549
90,522	82,417

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public (999)	65.06%	67.30%	68.16%	67.82%	67.65%	67.02%	66.00%	64.65%	64.35%	62.96%	64.76%	66.66%
Healthcare Professional (HCP)	14.92%	14.59%	14.33%	12.49%	14.28%	13.98%	13.62%	14.05%	12.71%	14.61%	14.64%	13.19%
NHS 111 Service	20.02%	18.10%	17.51%	19.69%	18.07%	18.99%	20.38%	21.30%	22.94%	22.43%	20.60%	20.15%

% Total	% YTD
17.18	17.18
65.99%	65.93%
13.92%	13.99%
20.09%	20.08%

2018.19

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public (999)	4,934	5,119	5,127	5,406	5,239	5,014	4,911	4,889	5,309	5,314	4,950	
Healthcare Professional (HCP)	992	1,002	964	958	1,040	991	1,103	1,119	1,185	1,356	1,121	
Somerset Performance report 2	1,549	1,586	1,459	1,413	1,323	1,282	1,468	1,533	1,390	1,310	1,253	
Total	7,475	7,707	7,550	7,777	7,602	7,287	7,482	7,541	7,884	7,980	7,324	

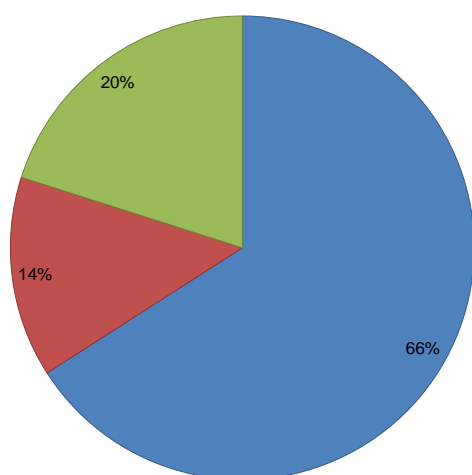
YTD	YTD	Var	% Var
18.19	17.18		
56,212	54,334	1,878	3.46%
11,831	11,534	297	2.57%
15,566	16,549	-983	-5.94%
83,609	82,417	1,192	1.45%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public (999)	66.0%	66.4%	67.9%	69.5%	68.9%	68.8%	65.6%	64.8%	67.3%	66.6%	67.6%	
Healthcare Professional (HCP)	13.3%	13.0%	12.8%	12.3%	13.7%	13.6%	14.7%	14.8%	15.0%	17.0%	15.3%	
NHS 111 Service	20.7%	20.6%	19.3%	18.2%	17.4%	17.6%	19.6%	20.3%	17.6%	16.4%	17.1%	

% YTD
18.19
67.23%
14.15%
18.62%

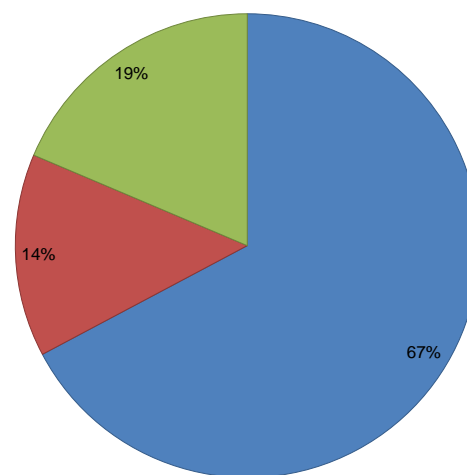
2017.18 - Year to Date Call Source

Public (999) Healthcare Professional (HCP) NHS 111 Service



2018.19 - Year to Date Call Source

Public (999) Healthcare Professional (HCP) NHS 111 Service



Outcome of Incidents

Somerset CCG

February 2019

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total 17.18	YTD 17.18
Hear & Treat	652	664	811	682	734	733	689	618	1,006	701	762	944	8,996	8,052
See & Treat	2,193	2,307	2,427	2,591	2,468	2,433	2,446	2,474	2,939	2,740	2,345	2,654	30,017	27,363
See & Convey Non ED	451	465	476	420	460	443	450	434	435	440	406	408	5,288	4,880
See & Convey ED	3,521	3,635	3,620	3,731	3,748	3,742	3,898	3,945	4,269	4,251	3,762	4,099	46,221	42,122
Total	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275	8,105	90,522	82,417

%

Hear & Treat	9.56%	9.39%	11.06%	9.19%	9.91%	9.97%	9.21%	8.27%	11.63%	8.62%	10.47%	11.65%	9.94%	9.77%
See & Treat	32.17%	32.63%	33.09%	34.90%	33.31%	33.10%	32.69%	33.11%	33.98%	33.69%	32.23%	32.75%	33.16%	33.20%
See & Convey Non ED	6.62%	6.58%	6.49%	5.66%	6.21%	6.03%	6.01%	5.81%	5.03%	5.41%	5.58%	5.03%	5.84%	5.92%
See & Convey ED	51.65%	51.41%	49.36%	50.26%	50.58%	50.90%	52.09%	52.80%	49.36%	52.27%	51.71%	50.57%	51.06%	51.11%

2018.19

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total 18.19
Hear & Treat	786	845	762	933	873	850	822	817	843	859	873		9,263
See & Treat	2,298	2,402	2,494	2,507	2,367	2,191	2,291	2,242	2,426	2,426	2,256		25,900
See & Convey Non ED	393	375	359	340	393	333	351	382	336	403	280		3,945
See & Convey ED	3,998	4,085	3,935	3,997	3,969	3,913	4,018	4,100	4,279	4,292	3,915		44,501
Total	7,475	7,707	7,550	7,777	7,602	7,287	7,482	7,541	7,884	7,980	7,324		83,609

Somerset Performance report 2018 - 2019

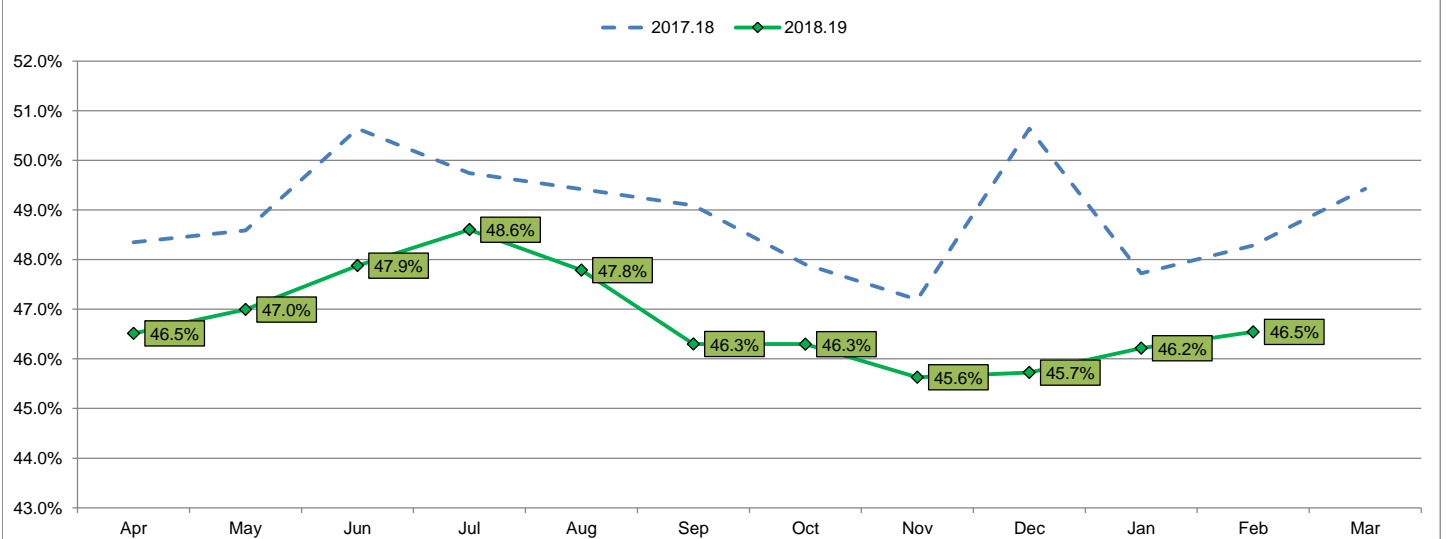
Hear & Treat	10.5%	11.0%	10.1%	12.0%	11.5%	11.7%	11.0%	10.8%	10.7%	10.8%	11.9%		11.08%
See & Treat	30.7%	31.2%	33.0%	32.2%	31.1%	30.1%	30.6%	29.7%	30.8%	30.4%	30.8%		30.98%
See & Convey Non ED	5.3%	4.9%	4.8%	4.4%	5.2%	4.6%	4.7%	5.1%	4.3%	5.1%	3.8%		4.72%
See & Convey ED	53.5%	53.0%	52.1%	51.4%	52.2%	53.7%	53.7%	54.4%	54.3%	53.8%	53.5%		53.23%

Right Care, Right Place, Right Time

% of incidents resolved without a conveyance to an Emergency Department - resolved through Hear & Treat, See & Treat and See & Convey Non ED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2017.18	48.3%	48.6%	50.6%	49.7%	49.4%	49.1%	47.9%	47.2%	50.6%	47.7%	48.3%	49.4%	48.9%
2018.19	46.5%	47.0%	47.9%	48.6%	47.8%	46.3%	46.3%	45.6%	45.7%	46.2%	46.5%		46.8%
Variance	-1.8%	-1.6%	-2.8%	-1.1%	-1.6%	-2.8%	-1.6%	-1.6%	-4.9%	-1.5%	-1.7%		-2.2%

Non Conveyance - % of Incidents Not Conveyed to Emergency Departments



Category 1 Response Times

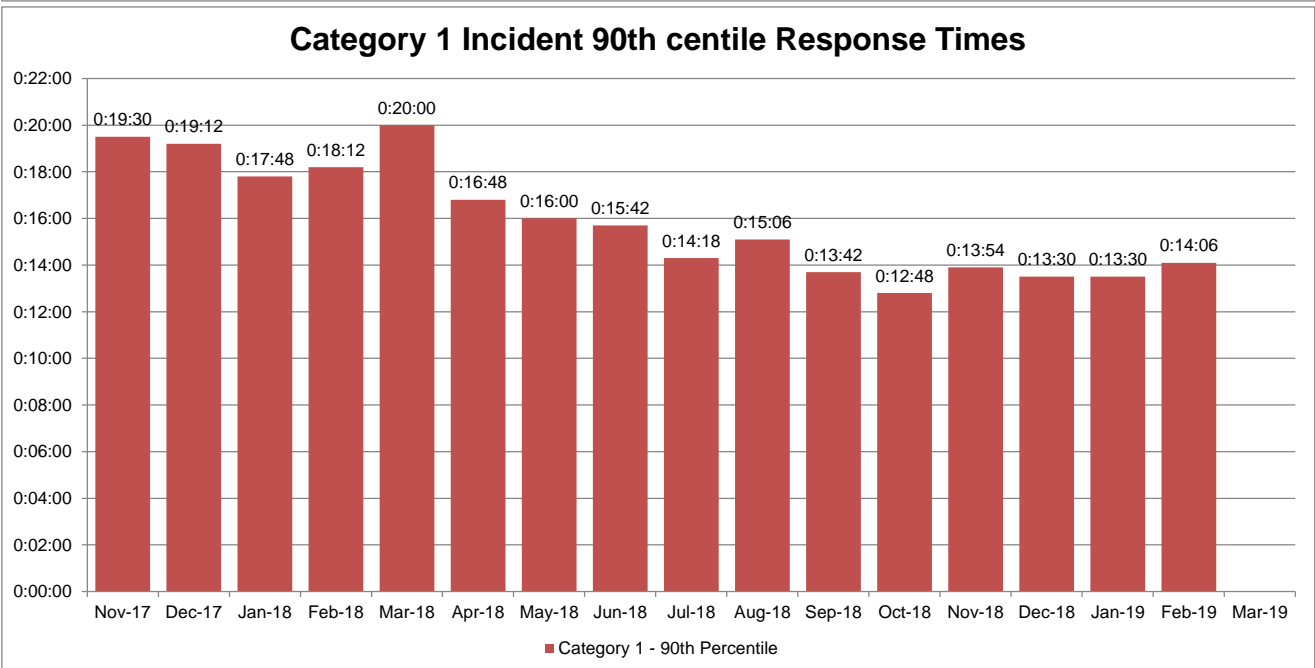
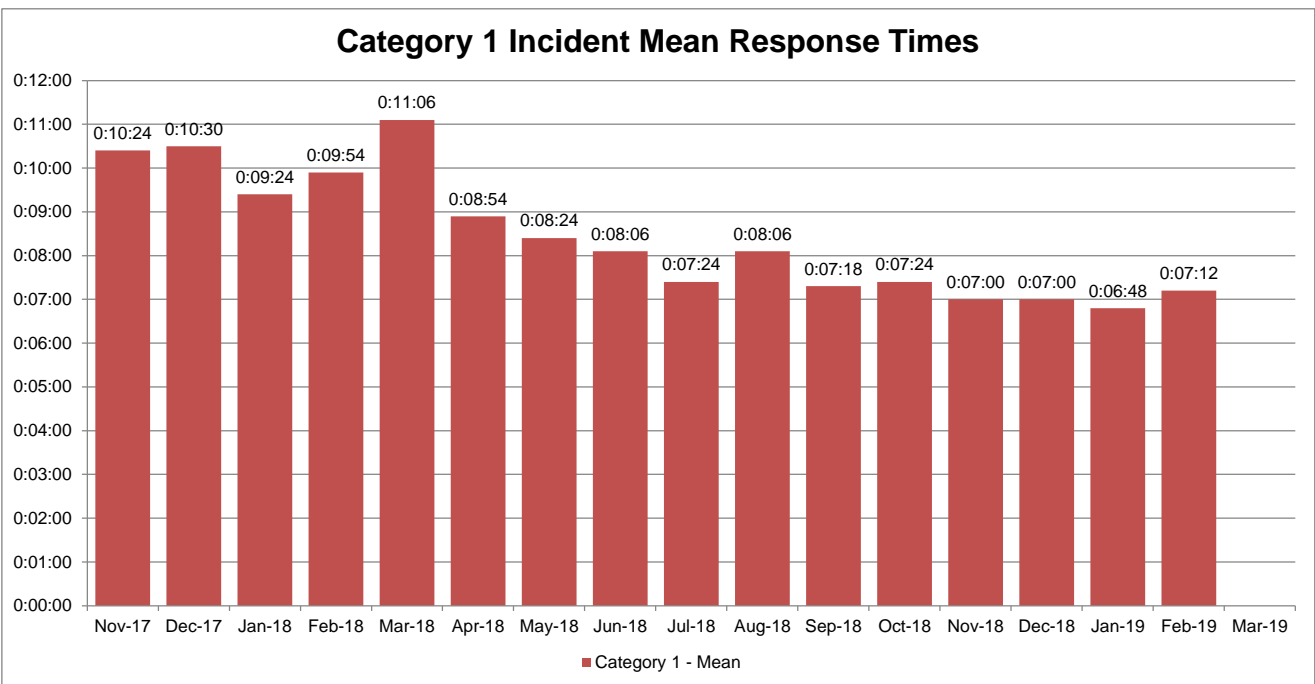
Somerset CCG
February 2019

2017.18 - Data only available after ARP 2.3 (introduced November 2017)

	Nov-17	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 1 Incidents with a Response	106	513	536	507	564
Category 1 - Mean	0:10:24	0:10:30	0:09:24	0:09:54	0:11:06
Category 1 - 90th Percentile	0:19:30	0:19:12	0:17:48	0:18:12	0:20:00

2018.19

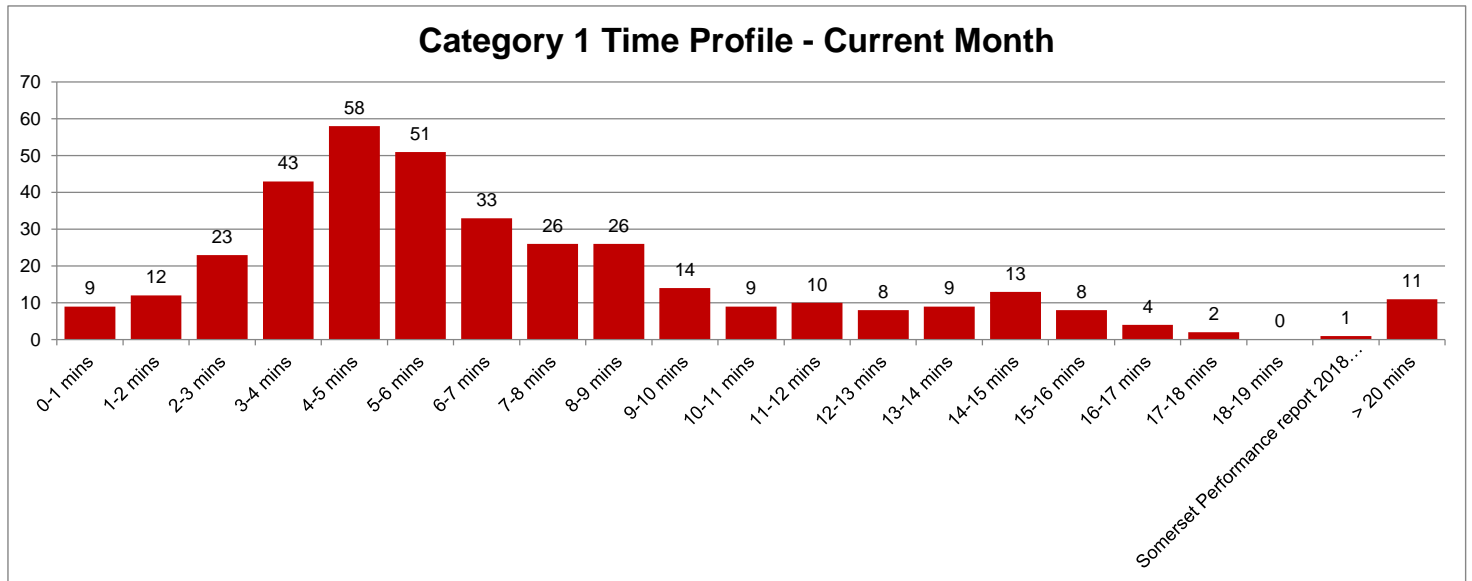
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 1 Incidents with a Response	516	515	516	437	426	379	415	411	396	387	370	
Category 1 - Mean	0:08:54	0:08:24	0:08:06	0:07:24	0:08:06	0:07:18	0:07:24	0:07:00	0:07:00	0:06:48	0:07:12	
Category 1 - 90th Percentile	0:16:48	0:16:00	0:15:42	0:14:18	0:15:06	0:13:42	0:12:48	0:13:54	0:13:30	0:13:30	0:14:06	



Category 1 Response Time Profile

Somerset CCG
February 2019

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	YTD
0-1 mins	13	6	9	11	9	5	7	14	8	11	9		102
1-2 mins	8	15	14	13	17	19	9	20	20	17	12		164
2-3 mins	27	43	45	43	36	32	30	33	50	31	23		393
3-4 mins	37	36	41	47	33	41	53	51	40	52	43		474
4-5 mins	54	56	59	54	47	63	51	55	66	47	58		610
5-6 mins	56	58	58	55	51	28	46	53	31	53	51		540
6-7 mins	51	45	55	34	45	42	54	45	33	35	33		472
7-8 mins	41	29	47	30	24	27	36	16	28	22	26		326
8-9 mins	29	40	30	21	31	12	19	23	17	27	26		275
9-10 mins	26	36	24	26	23	17	21	21	18	15	14		241
10-11 mins	25	24	24	14	18	18	17	12	13	13	9		187
11-12 mins	24	18	18	19	16	14	17	6	15	10	10		167
12-13 mins	18	18	21	11	15	12	14	11	14	9	8		151
13-14 mins	15	13	9	12	11	12	6	11	12	12	9		122
14-15 mins	19	9	2	13	6	9	5	10	3	8	13		97
15-16 mins	11	17	13	9	10	5	7	7	6	7	8		100
16-17 mins	12	8	7	4	2	6	5	1	4	4	4		57
17-18 mins	8	10	5	7	3	2	2	4	2	4	2		49
18-19 mins	7	6	6	2	3	6	1	4	6	3			44
Somerset Performance report 2018 - 2	10	6	7	1	1	1	2	2	4	2	1		37
> 20 mins	25	22	22	12	25	8	13	12	7	5	11		162



Category 2 Response Times

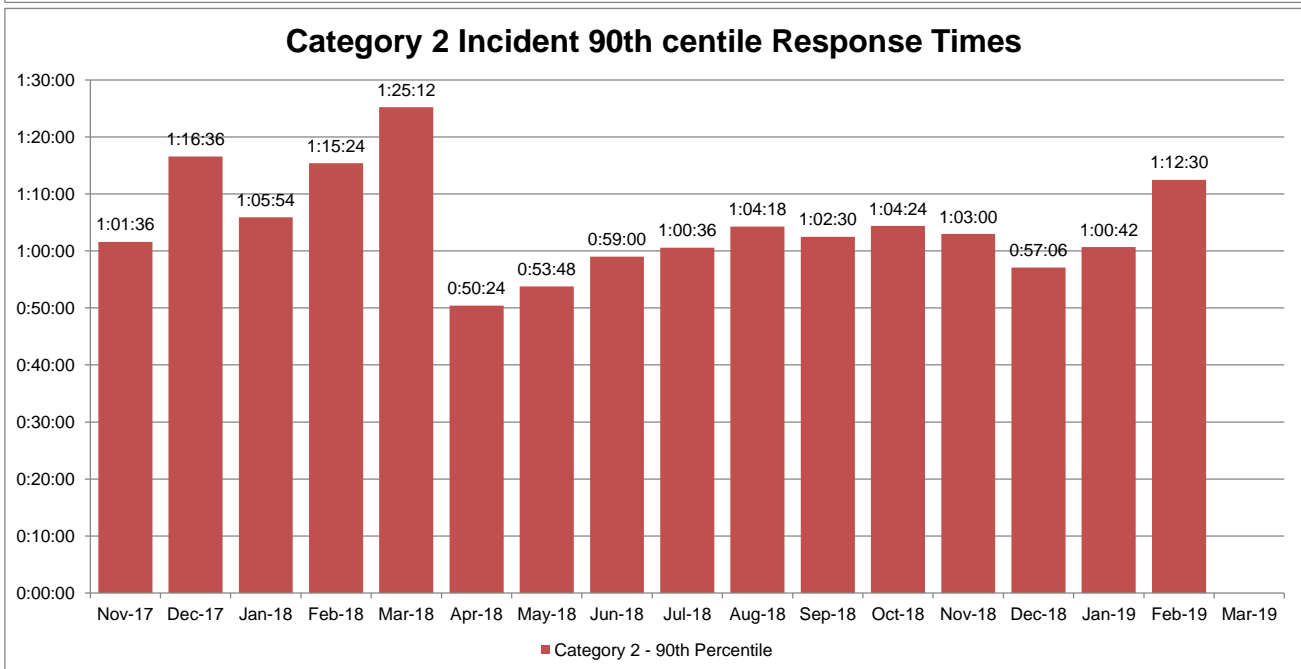
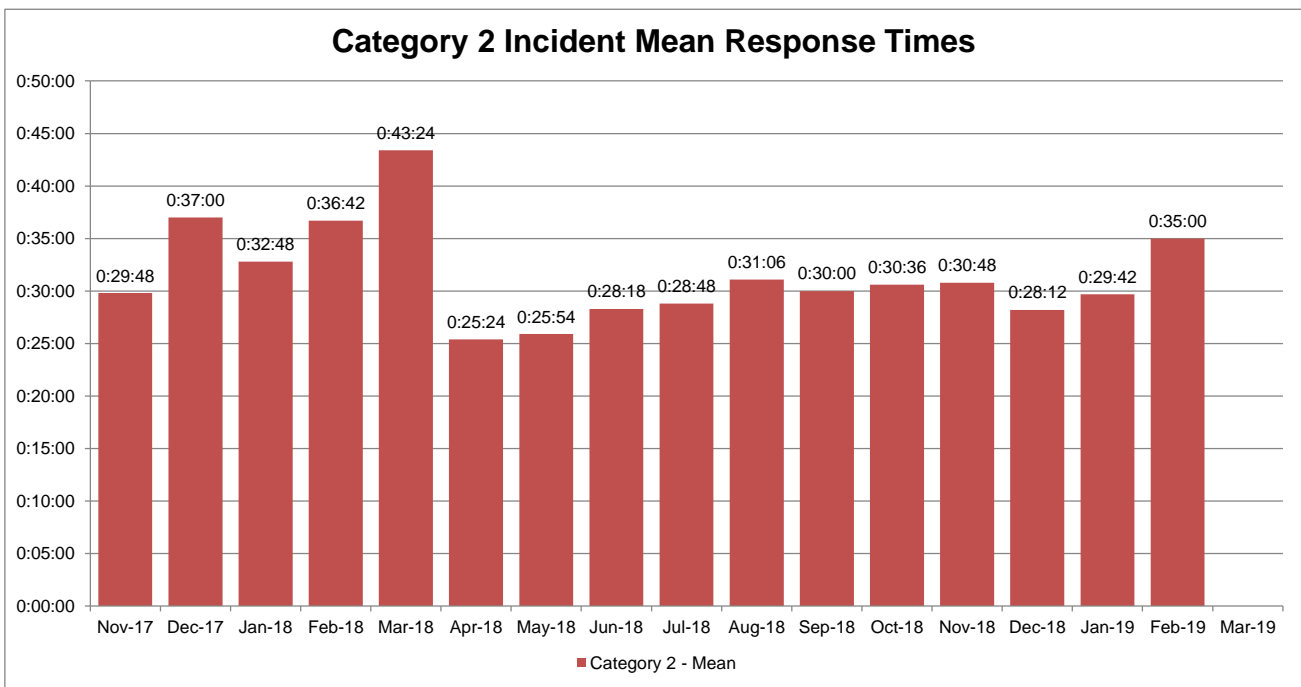
Somerset CCG
February 2019

2017.18 - Data only available after ARP 2.3 (introduced November 2017)

	Nov-17	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 2 Incidents with a Response	959	4,110	3,922	3,474	3,953
Category 2 - Mean	0:29:48	0:37:00	0:32:48	0:36:42	0:43:24
Category 2 - 90th Percentile	1:01:36	1:16:36	1:05:54	1:15:24	1:25:12

2018.19

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 2 Incidents with a Response	3,530	3,650	3,701	3,881	3,849	3,686	3,849	3,937	4,153	4,175	3,862	
Category 2 - Mean	0:25:24	0:25:54	0:28:18	0:28:48	0:31:06	0:30:00	0:30:36	0:30:48	0:28:12	0:29:42	0:35:00	
Category 2 - 90th Percentile	0:50:24	0:53:48	0:59:00	1:00:36	1:04:18	1:02:30	1:04:24	1:03:00	0:57:06	1:00:42	1:12:30	



Category 3 Response Times

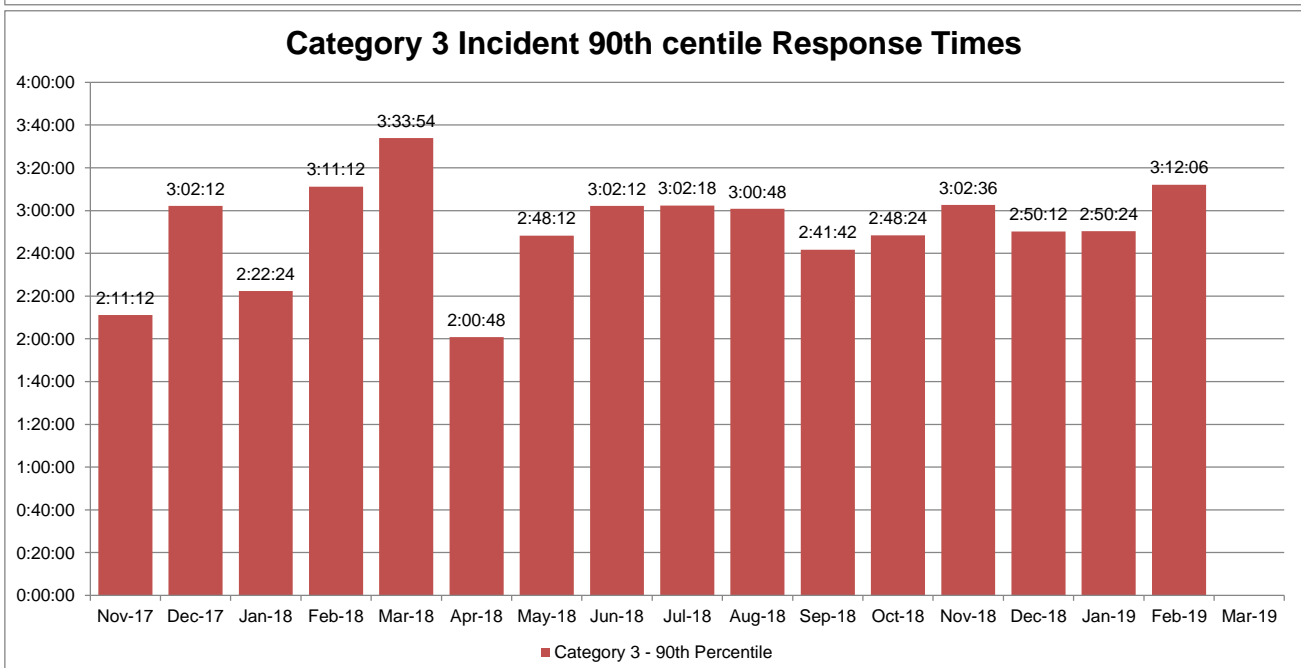
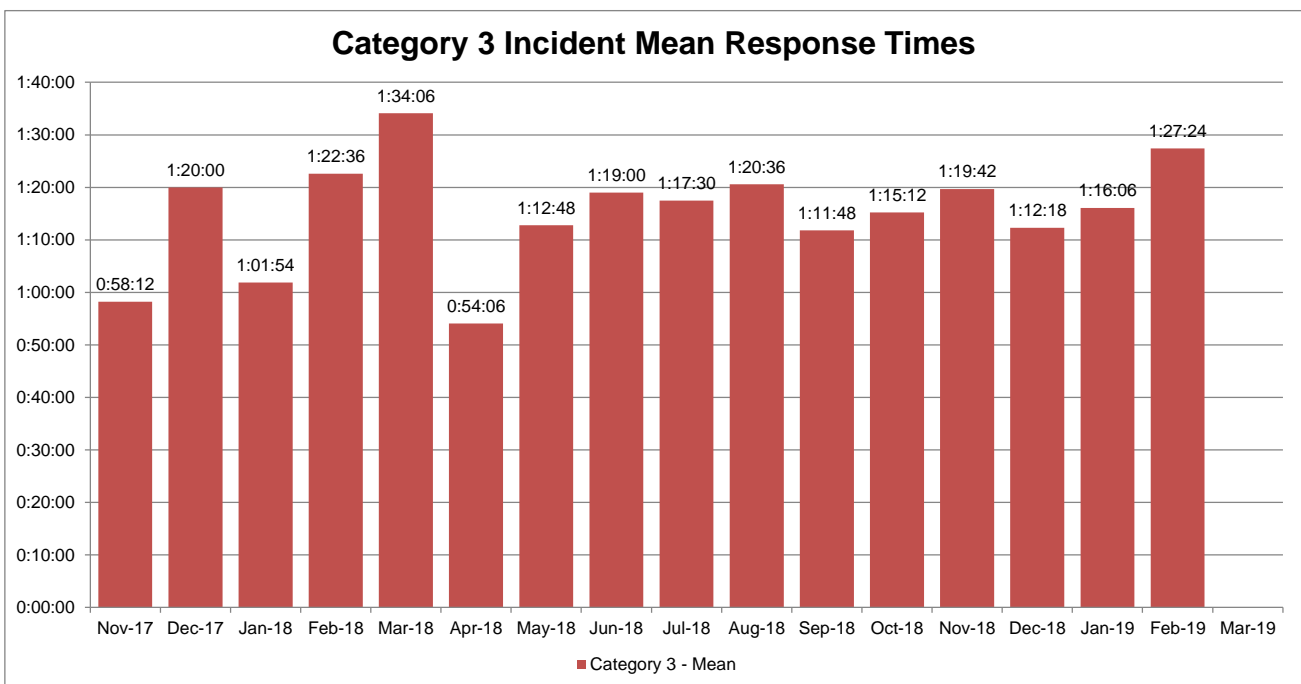
Somerset CCG
February 2019

2017.18 - Data only available after ARP 2.3 (introduced November 2017)

	Nov-17	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 3 Incidents with a Response	537	2,212	2,083	1,790	1,910
Category 3 - Mean	0:58:12	1:20:00	1:01:54	1:22:36	1:34:06
Category 3 - 90th Percentile	2:11:12	3:02:12	2:22:24	3:11:12	3:33:54

2018.19

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 3 Incidents with a Response	1,932	1,968	1,914	1,877	1,823	1,808	1,761	1,798	1,779	1,828	1,635	
Category 3 - Mean	0:54:06	1:12:48	1:19:00	1:17:30	1:20:36	1:11:48	1:15:12	1:19:42	1:12:18	1:16:06	1:27:24	
Category 3 - 90th Percentile	2:00:48	2:48:12	3:02:12	3:02:18	3:00:48	2:41:42	2:48:24	3:02:36	2:50:12	2:50:24	3:12:06	



Category 4 (999) Response Times

Somerset CCG
February 2019

2017.18 - Data only available after ARP 2.3 (introduced November 2017)

	Nov-17	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 4 (999) Incidents with a Response	53	172	189	101	92
Category 4 (999) - Mean	1:22:00	1:46:12	1:40:42	2:20:48	2:46:24
Category 4 (999) - 90th Percentile	2:47:12	3:55:54	3:49:42	4:54:00	6:43:36

2018.19

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Number of Category 4 (999) Incidents with a Response	108	88	71	81	59	72	76	69	149	199	147	
Category 4 (999) - Mean	2:00:18	2:41:06	2:28:54	2:43:48	3:39:36	2:41:30	2:30:30	2:05:18	1:38:00	1:40:30	1:54:06	
Category 4 (999) - 90th Percentile	4:10:12	6:28:00	4:50:18	5:54:24	8:06:42	5:28:36	6:28:24	4:13:54	3:07:30	3:32:06	4:06:48	

