



# Surrey HSC 111 Update





# The presentation will cover:

- + Key Statistics and Performance
- + Patient Experience
- + Impact on A&E in Surrey



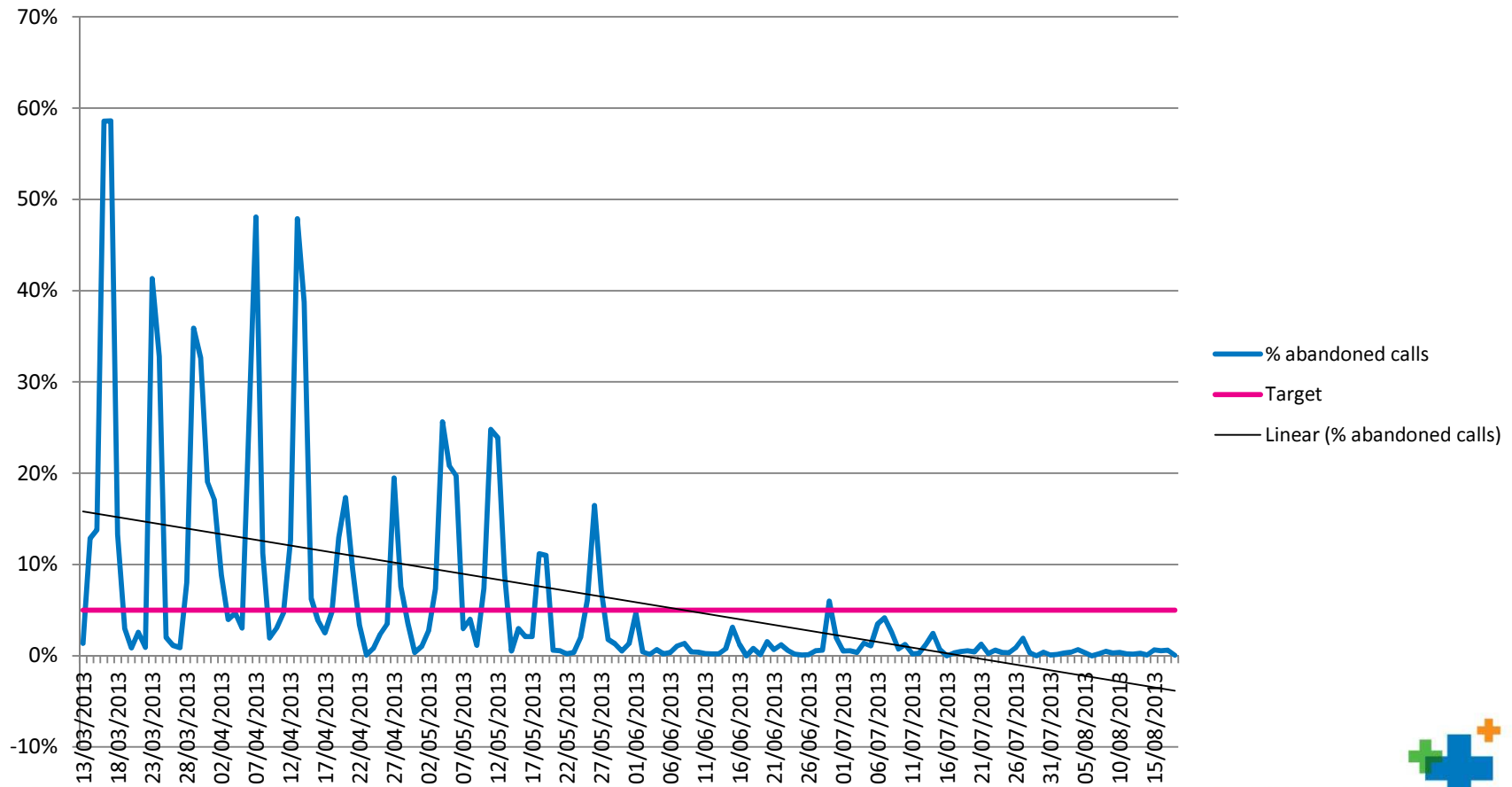
## Key Statistics

### + Outcomes of calls

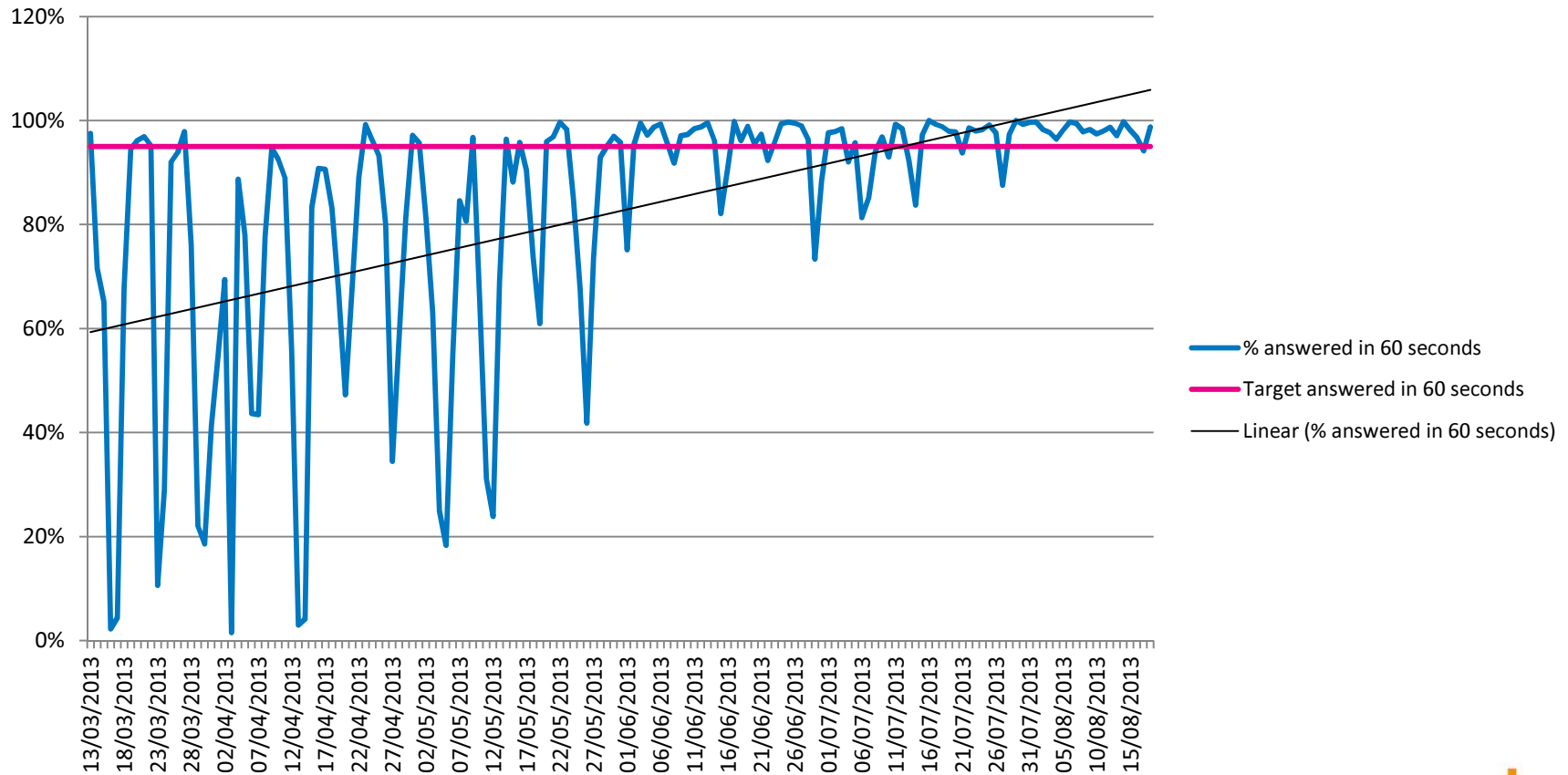
- + 349,988 calls answered since 13<sup>th</sup> March 2013
- + 9% of calls resulted in an ambulance referral
- + 37% non-conveyance rate for ambulance referrals which is in line with rates seen in the 999 service
- + 5% of all calls resulted in a referral to A&E departments

# % Abandoned Calls (<5%)

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# % Calls answered in 60 seconds (>95%)





# Key Statistics Related to Patient Experience

## + Clinical Quality and Patient Experience

- + 188 complaints – 0.08% of calls
- + 821 (0.33% of calls) Healthcare Professional Feedback forms completed
- + 13 SIRIs
- + 27 compliments



## Impact on A&E in Surrey in August 2013

CCG Area	Total Cases where a A&E disposition was reached during August 2013	Total Number of triaged calls in Surrey during August 2013	%
East Surrey CCG	111	1537	7%
Guildford and Waverley CCG	188	2292	8%
North West Surrey CCG	238	3312	7%
Surrey Downs CCG	165	2588	6%
Surrey Heath CCG	72	994	7%
<b>Total</b>	<b>774</b>	<b>10723</b>	<b>7%</b>

NB: This is triaged calls only for Surrey and does not include calls where a triage is not required. Overall the service refers approximately 5% of total calls to A&E



# Questions

