



Presentation to Wirral Council's Families and Wellbeing Policy & Performance Committee

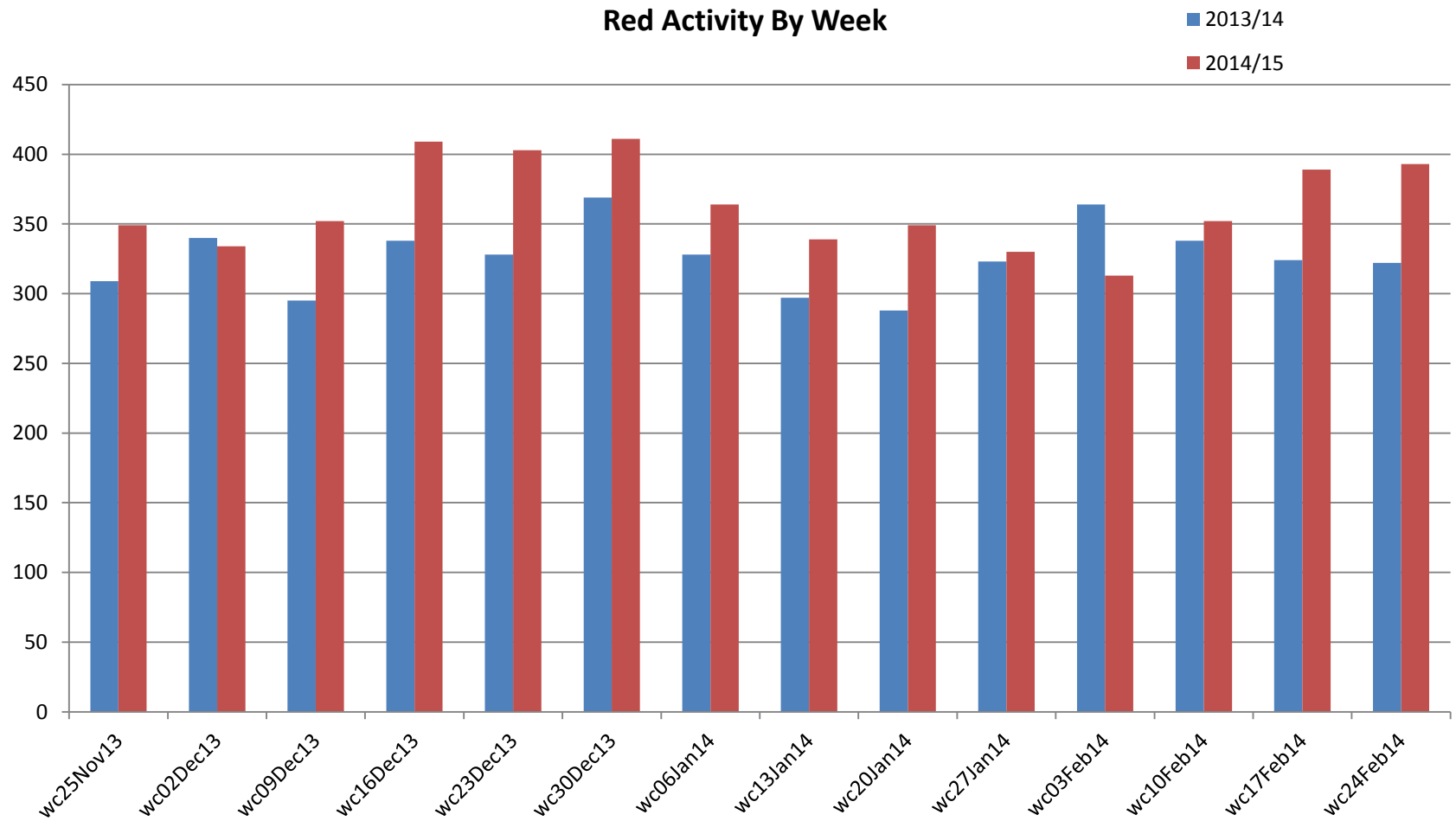
Dave Kitchin and Julie Treharne



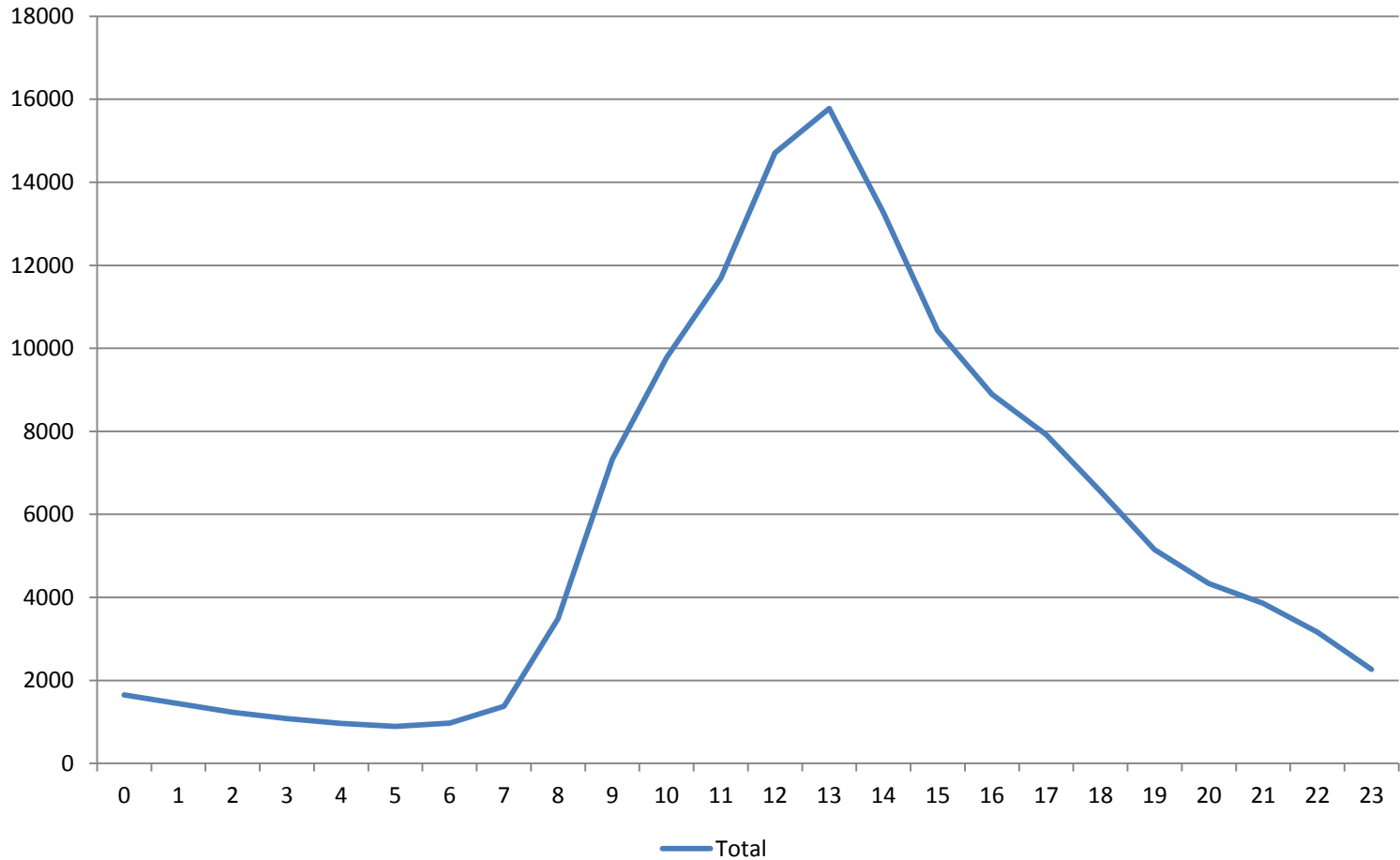
Performance Standards for 999

- All calls prioritised to determine appropriate level of response
- **Red calls** - immediately life threatening, eg cardiac arrests, breathing difficulties
- **75% of these calls within 8 minutes and 95% of these calls within 19 minutes.**
- **Green calls** - less serious, and are not immediately life threatening. No national targets set, we endeavor to respond as follows:
 - **Green 1 20 minutes**
 - **Green 2 30 minutes**
 - **Green 3 3 Hours**
 - **Green 4 4 hours**

Wirral Red Activity 2013/14 vs 2014/15



Healthcare Professional Activity by hour



Top Five Calls

Excluding HCP &
NHS 111 calls

Falls

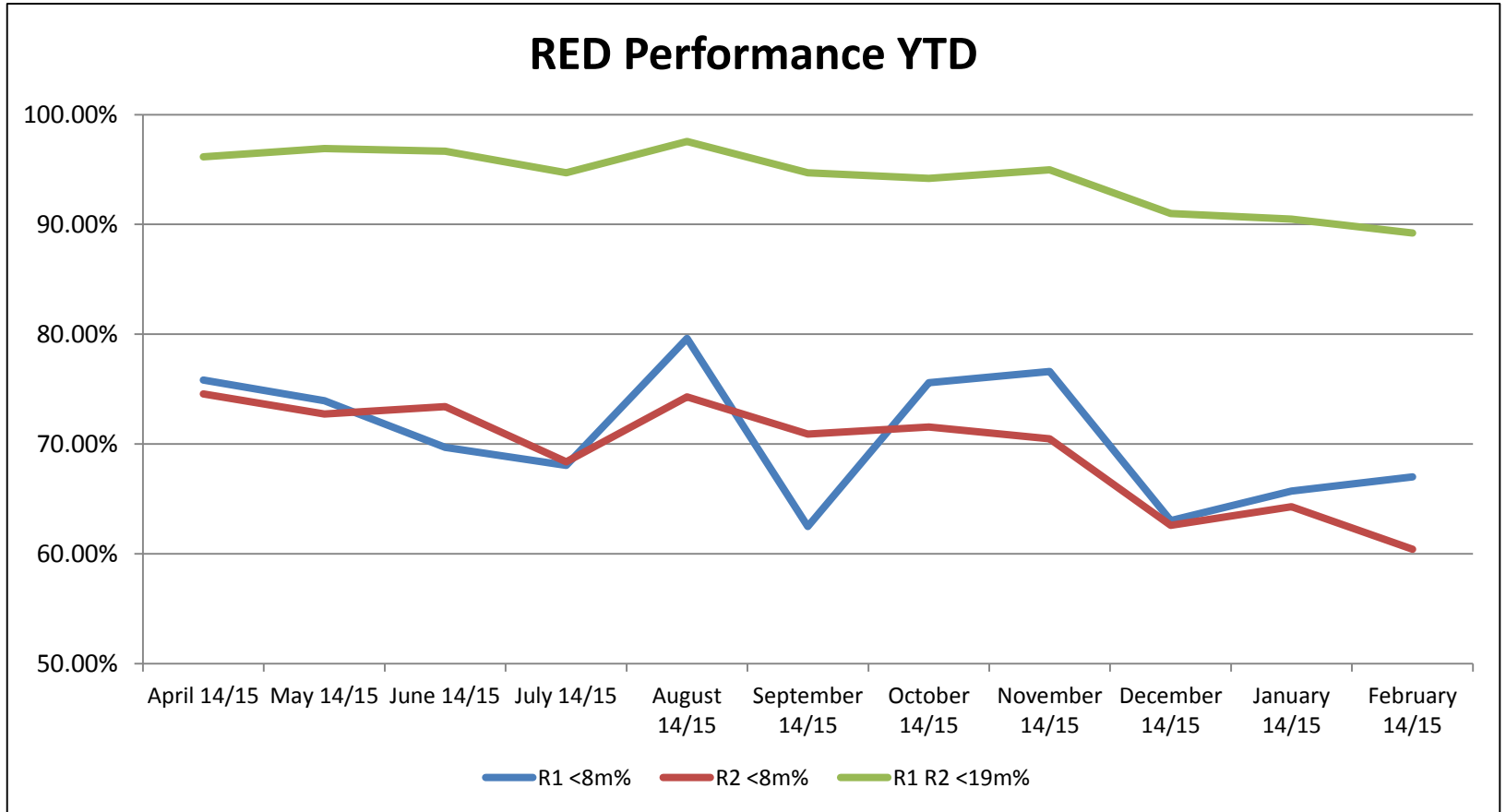
Breathing
Problems

Chest
Pains

Unconscious /
Fainting

Sick
Person

Wirral Performance



Wirral Demand By Category of Call

Indicator	2013/14	2014/15	Difference from last year	% change
Emergency Calls	46004	49471	3467	7.5%
Incidents With Responses	38124	38578	454	1.2%
Red Response	14727	16216	1489	10.1%
R1 Resp	1144	1181	37	3.2%
R2 Resp	13583	15035	1452	10.7%
G1 Resp	2478	2141	-337	-13.6%
G2 Resp	9338	10048	710	7.6%
G3 Resp	3463	3911	448	12.9%
G4 Resp	8118	6262	-1856	-22.9%

Wirral University Teaching Hospital NHS Trust

Hospital Arrival Screen Information

