

## NHS TEES NHS 111 DOS Report - August 2013

This report shows all NHS 111 triages which have interrogated the Directory of Service for alternative community and acute services. It does not include calls handled within the contact centre or involve ambulance dispatch.

There may be more than one triage per caller and this report does not include out of area calls.

Where data states as either 'Blank' or 'Unknown', this refers to new criteria being added to the Directory of Service and has not been fully integrated in to the reporting process and will be rectified at the soonest possibility.

Graph 1

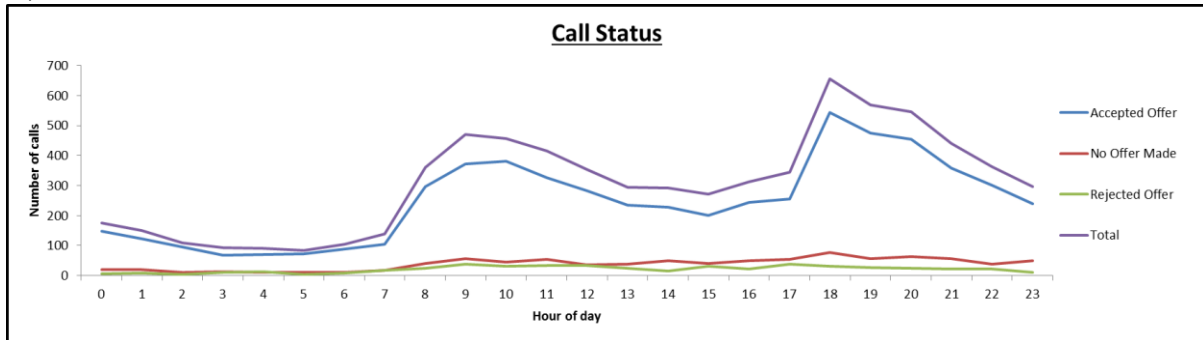


Table 1 - Call Status

CCG	Accepted Offer	No Offer Made	Rejected Offer	(blank)	Total
NHS Hartlepool and Stockton-On-Tees CCG	2709	418	174	18	3319

<b>Total Calls Triaged = 7378</b> 01/08/2013 To 31/08/2013
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Table 2 - Accepted Team Types

CCG	Dental Emergency	Dental Services	District/Community Nurse Non-Prescriber	Emergency Department	GP In hours	GP OOH Provider	GP-Led UCC with ED	Mental Health	Midwifery	MIU	Optician	Pharmacist	Sexual Health	Speciality ED	WIC	(blank)	Total
NHS Hartlepool and Stockton-On-Tees CCG	305	73	27	275	256	1697	11		3	4	1	6	1	1	39	10	2709

Table 3 - Accepted Team Types by Day of Week

CCG	Day_of_Week	Dental Emergency	Dental Services	District/Community Nurse Non-Prescriber	Emergency Department	GP in hours	GP OOH Provider	GP-Led UCC with ED	Mental Health	Midwifery	MIU	Optician	Pharmacist	Sexual Health	Speciality ED	WIC	(blank)	Total	
NHS Hartlepool and Stockton-On-Tees CCG	Monday	30	14	4	39	43	182	1			1		2			9	3	328	
	Tuesday	13	11	1	29	43	144	3			1	1	1			5		252	
	Wednesday	12	10	1	27	34	110				1		1			1		197	
	Thursday	14	9	3	44	47	154			1							6	1	279
	Friday	44	16	1	31	46	170	3						1			6	1	319
	Saturday	117	8	8	57	12	516	2		1	1				1		6	4	733
	Sunday	75	5	9	48	31	421	2		1			2				6	1	601

Table 4 - Accepted offers - Walk In Centres

CCG	Time_of_day	Total
NHS Hartlepool and Stockton-On-Tees CCG	In Hours	20
	Out of Hours	19

Table 5 - Accepted offers - General Practitioners In Hours

CCG	Time_of_day	Total
NHS Hartlepool and Stockton-On-Tees CCG	In Hours	112
	Out of Hours	144

Table 6 - Accepted offers - Minor Injuries Units

CCG	Time_of_day	Total
NHS Hartlepool and Stockton-On-Tees CCG	In Hours	1
	Out of Hours	3

Table 7 - Accepted Offers - Urgent Care Centres

CCG	Time_of_day	Total
NHS Hartlepool and Stockton-On-Tees CCG	In Hours	1
	Out of Hours	10

Table 8 - Age Groups for all calls

CCG	Adult	Child	Neonate & Infant	Toddler	Total
NHS Hartlepool and Stockton-On-Tees CCG	2698	211	146	264	3319

## Appendix 5

Table 9 - All Dispositions

Clinical Response Time	Disposition Text	Total
Dx02	Attend Emergency Department within 1hr	623
Dx03	Attend Emergency Department Within 4 hours	123
Dx05	To be seen by GP Practice within 2 hours	1071
Dx06	To be seen by GP Practice within 6 hours	1046
Dx07	To be seen by GP Practice within 12 hours	283
Dx08	To be seen by GP Practice within 24 hours	493
Dx09	Get in touch with GP practice within 3 working days	37
Dx10	Get in touch with GP practice within 2 weeks	23
Dx11	Speak to GP Practice within 1 hour (also override option in 111)	999
Dx12	Speak to GP Practice within 2 hours	240
Dx13	Speak to GP Practice within 6 hours	81
Dx14	Speak to GP Practice within 12 hours	62
Dx15	Speak to GP Practice within 24 hours	52
Dx16	Speak to GP Practice within 72 hours (3 working days) (replaced by DX09)	40
Dx17	To be seen by Dental Practice within 1 hour	14
Dx18	To be seen by Dental Practice within 2 hours	50
Dx19	To be seen by Dental Practice within 6 hours	187
Dx20	To be seen by Dental Practice within 12 hours	200
Dx21	To be seen by Dental Practice within 24 hours	467
Dx22	To be seen by Dental Practice within 3 working days	146
Dx28	Contact Pharmacist	41
Dx30	Speak to Midwife within 1 hour	2
Dx31	Contact Genito-urinary Clinic	1
Dx45	Service Location information (111 only)	6
Dx50	Speak to Midwife or Labour Suite immediately	7
Dx60	Contact Optician next routine appt within 72 hrs (3days from now)	2
Dx73	Refer to Social Services Immediately (Clinician Only)	3
Dx74	Refer to Social Services routinely (Clinician Only)	2
Dx75	Must be seen by own GP Practice within 3 working days	109
Dx76	Callback by HCP within 20mins (111 only)	89
Dx77	Callback by HCP within 60mins (111 only)	405
Dx78	Report of Results or Tests (111 only)	84
Dx79	Failed Contraception (111 only)	10
Dx80	Repeat Prescription required (111 only)	23
Dx85	Repeat prescription required within 2 hours	82
Dx86	Repeat prescription required within 12 hours	31
Dx87	Repeat prescription required within 24 hours	22
Dx88	Speak to a dental practice within 2 hours	23
Dx89	Go to the Emergency Department within 12 hours	15
Dx92	Attend Emergency Department Immediately for Mental Health Crisis Intervention	3
Dx93	Speak to the GP Practice within 1 hour (3 calls within 4 days)	181
<b>Total</b>		<b>7378</b>

# Appendix 5

Table 10 - Accepted Team Types by Hour of day

Hour_of_Day	Dental Emergency	Dental Services	District/Community Nurse Non-Prescriber	Emergency Department	GP in hours	GP OOH Provider	GP-Led UCC with ED	Mental Health	Midwifery	MIU	Optician	Pharmacist	Sexual Health	Speciality ED	WIC	(blank)	Total
0	4	2		7	5	46			1								65
1	1	1	2	6	3	43											56
2	2		1	1	2	29	2			1							38
3	1			2	5	23											31
4	1			4	3	17	1					1					27
5	1			1	6	23											31
6	4			2	5	28									1		40
7	4	2	1	8	10	26										1	52
8	15	8		8	29	70						2			3		135
9	38	9		14	12	77									2		152
10	25	7	3	13	14	106									5	2	175
11	14	10		16	17	99									2	2	160
12	16	3	2	18	19	75									2	1	136
13	10	4	1	10	15	70							1		3		114
14	21	2		8	14	60	1			1					4		111
15	8	4	1	13	5	54				1					3		89
16	12	7		13	19	59									2		112
17	18	3		17	13	48	1								4	3	107
18	47	3	1	20	17	138	1			1		1			5		234
19	28	4	4	22	10	151			1			2					222
20	16	3	3	17	11	160	1										211
21	14		4	18	10	119	3				1				1	1	171
22	4	1	2	26	5	91	1		1								131
23	1		2	11	7	85								1	2		109

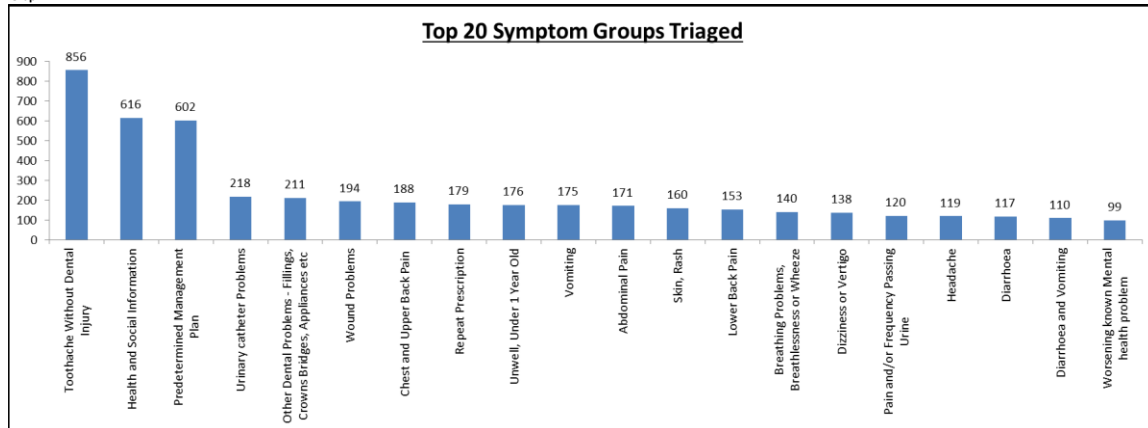
CCG

NHS Hartlepool and Stockton-On-Tees CCG

Table 11 - All Symptom Discriminator

CCG	NHS Hartlepool and Stockton-On-Tees CCG
acute abdomen	1
acute coronary syndrome	2
anaphylaxis	1
anxiety/panic	0
appointment request	200
assessment and management capability, minor condition	20
chronic depression	8
community nursing service	7
constricting object, removal required	1
dementia/alzheimer's	3
dental practice, location information	0
depressed mood	1
drain management capability	0
ectopic pregnancy	0
foreign body, removal required	3
foreign body, skin, small	1
full dental assessment and prescribing capability	503
full ED assessment and management capability	339
full mental health assessment and prescribing capability	2
full obstetric assessment and management capability	4
full ophthalmic ED assessment and management capability	7
full Primary Care assessment and prescribing capability	2101
full Primary Care assessment and prescribing capability - blood in motion	0
full Primary Care TIA assessment and prescribing capability	5
gastrointestinal bleed	2
general health information	3
generalised anxiety disorder	4
GP practice, location information	0
hallucinations	0
major head/neck injury	1
management of dressings	11
management, significant burn	11
medication enquiry	5
minor injury	4
nail avulsion	0
new/worsening breathlessness	1
palliative care service	0
pharmacy, location information	2
Possible DVT	4
post-traumatic stress	1
rabies risk	0
relationship breakdown	0
repeat prescription, routine	1
schizophrenia	2
sexual health service, location information	1
sexually transmitted infection	0
social services referral required	2
stroke	1
suicidal, no means nor plan	15
syringe driver management capability	0
syringe driver management capability - palliative care services	0
testicular torsion	2
tick, removal required	1
tight/painful plaster	2
toxic ingestion	1
unable to weightbear	3
urinary catheter management capability	30
urinary retention	0
wound, complex	0
severe pain	0
mental health assessment, drug misuse	0
Total	0

Graph 2



Top 20 Symptom Groups by CCG

Table 12a

NHS Hartlepool and Stockton-On-Tees CCG

Toothache Without Dental Injury	379
Health and Social Information	213
Predetermined Management Plan	204
Vomiting	95
Unwell, Under 1 Year Old	92
Other Dental Problems - Fillings, Crowns Bridges, Appliances etc	92
Chest and Upper Back Pain	91
Repeat Prescription	85
Lower Back Pain	84
Skin, Rash	83
Dizziness or Vertigo	74
Headache	68
Breathing Problems, Breathlessness or Wheeze	63
Wound Problems	62
Pain and/or Frequency Passing Urine	61
Abdominal Pain	60
Diarrhoea and Vomiting	59
Fever	54
Earache	54
Diarrhoea	52