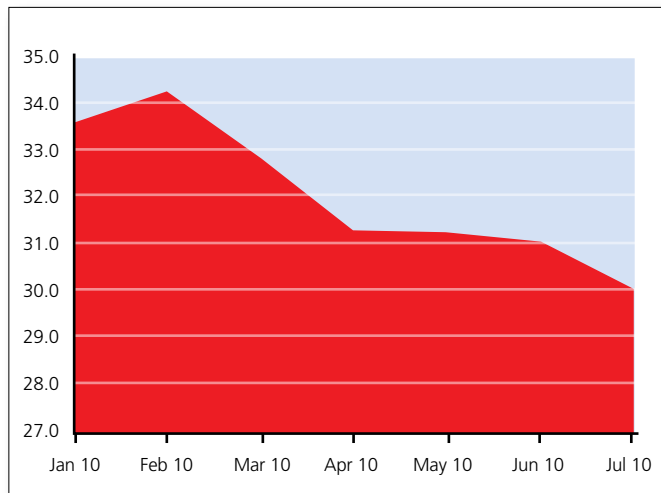


# NHS Pathways CMS in the 999 environment



## % of 999 calls referred to 8 min ambulance

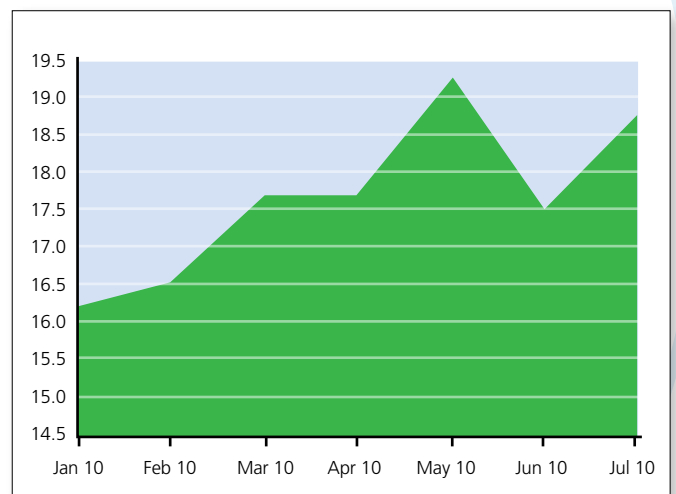


From a high point just after introduction of the new guidance on referral of possible Stroke to 8 minute response, ongoing clinical review has enabled systematic reduction of the 8 minute rate to the current level of around 30%. This is anticipated to fall further through planned review and monitoring. Note that this refers to:

- 999 calls only, excluding GP urgent requests.
- The final disposition only, and includes all 19 and 60 minute referrals that are subsequently upgraded due to patient deterioration/call back.

NHS Pathways Capacity Management System (CMS) can provide the means of triaging 999 calls to an appropriate clinical disposition without having a crew on site and in doing this is avoiding over 2000 inappropriate ambulance journey a month in the North East. This is equivalent to releasing four fully staffed vehicles on every 12 hour shift to attend real emergencies.

## % of 999 calls referred to Cat C and Below



Through the ongoing clinical review of the clinical content, revising in line with the latest evidence, research and advice, and through reviewing question delivery by users and training efficacy, North East Ambulance is steadily increasing the average percentage of calls going to Cat C and below.

These referral rates are achieved in the ambulance setting with 99.7% of calls answered, assessed and referred by the trained call handler. No second triage, no ring backs. Referral to definitive care on first point of contact.

Web site:

<http://www.connectingforhealth.nhs.uk/systemsandservices/pathways>

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