

INEL JHOSC Scrutiny Committee

Item 5 – London Ambulance Service update
Response to Recommendations on 23rd January 2024

Action 21:

- A: Officers to inform the Committee of the percentage of abandoned calls.

Response:

- NHS 111 data on call abandonment rates.
- A recent change to the call abandonment rate has resulted in high abandonment across 111 services nationwide. Changes are as detailed below:
 - Old abandonment was 5%. It was reduced to the new metric of 3%.
 - Call Answering old metric was 60 seconds and adjusted to the new metric of Avg 20 seconds.
 - Old abandonment was counted after 30 seconds, still prior to the 60-second timeframe to answer, however allowing 30 seconds for the caller to change their mind or select from the options offered to use online or take another pathway recommended on our messaging, without a negative impact on the service provider.
 - New abandonment is counted from 0 seconds, which has caused a large increase in abandonment as the majority of calls are abandoned within the first 30 seconds.
- There is a national review where the need for abandonment is measured to allow patient choice without portraying a negative performance, so the metric is more focused on quality.
- We are making consistent progress towards achieving the national target, with our improvement efforts showing promising results. By prioritising staffing levels, streamlining processes to reduce call handling times, and effectively managing staff absence rates, we are establishing a solid foundation for continuous improvement. The LAS team is already performing better than the national average. We remain committed to further refining our performance, confident that our ongoing efforts will align with the national benchmarks.

North West London Abandonment Rate (London Ambulance Service 111 Activity)												
Date	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	
Proportion of calls abandoned	9.70%	13.50%	14.10%	10.20%	9.30%	6.80%	5.33%	5.26%	10.70%	7.60%	8.20%	
											23/24 YTD Mean	9.15%

Action 22:

- A: Officers to inform the Committee how quickly those calling 111 can successfully access their repeat prescription.

Response:

NHS 111 data on repeat prescriptions

- Please see the data below showing the number of repeat prescriptions requested.
- It may also be helpful for JHOSC members to be aware that 111Online <https://111.nhs.uk/> provides access to emergency repeat prescriptions for your residents.
- The website allows you to input symptoms and enter how soon the medication is needed. Where needed, the system will allow you to select a local pharmacy. Having matched your demographics, a referral will be sent to the pharmacist, who can then access your GP notes to support issuing medication.
- Although everyone should be encouraged to plan and avoid needing to seek emergency supplies, this website is also useful for people who travel on holiday in the UK or stay with family and have forgotten/ lost their medication. They can then get their medication from the pharmacist local to where they are.
- I hope this is helpful and that the website option can be promoted to residents.

Month	Total Repeat Prescription Referred to the NEL CAS	Prescriptions issued by NEL LAS Clinician after assessment	Average Handling Time (seconds) for these cases
2023-05	307	184	1736
2023-06	489	317	1660
2023-07	448	301	1521
2023-08	399	281	1685
2023-09	450	309	1636
2023-10	449	326	1616
2023-11	392	285	1748
2023-12	620	432	1626
2024-01	488	325	1550
2024-02	433	292	1584
Mean	448	305	1636

Jai Patel, Head of Stakeholder Engagement, London Ambulance Service

4th March 2024