



STAKEHOLDERS UPDATE



20 December 2022

SCAS declares critical incident due to extreme pressures

South Central Ambulance Service NHS Foundation Trust (SCAS) has declared a critical incident due to extreme pressures across our services which have built through weekend and into this week.

This is related to the continued high level of demand with a large volume of calls being received by our 999 and 111 teams, staffing levels and crews caring for patients at hospital until being able to handover into the care of the hospital which impacts our ability to get crews back on the road to respond to patients.

999 calls are up 50% on this time last year and 111 calls up 75% over the same period.

Our staff and volunteers continue to work extremely hard to respond to calls and incidents and we continue to prioritise those patients with life-threatening injuries and illnesses.

Some patients whose situation is not a life-threatening emergency are being assessed by clinicians who are providing advice and urging them to make their own way to hospital if they do not require an emergency ambulance response.

Declaring a critical incident means we are able to focus our resources on those patients most in need and communicates the pressures we are under to our patients and health system partners who can provide support where possible.

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<https://www.scas.nhs.uk/>

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In addition, we have also:

- Asked staff if they are able to work additional hours
- Explored the potential of increasing third party provision
- Reviewed the deployment of non-frontline clinically trained staff redeployed into frontline roles

We are asking the public to help us at this time by using our services wisely and also utilising other healthcare alternatives including 111.nhs.uk for urgent medical advice and guidance wherever possible and appropriate to do so, as well as urgent treatment centres, pharmacists and their GPs.

Industrial action impact on SCAS

Information on how industrial action planned for 21 and 28 December may affect our services has been published on our website at www.scas.nhs.uk/about-us/industrial-action

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