

NHS Pathways

NHS Pathways is a clinical assessment tool used by urgent and emergency care teams for direct patient care. It triages calls from the public made to NHS 111, 999 and GP out-of-hours services.

Unnecessary
ambulance
despatches reduced



up to 15% of 999 calls are now closed without an ambulance being sent – previously this was just 1%

14

Million
calls a year
are triaged
that's every call
to NHS 111
and over half
of all 999 calls

Right care,
first call:

80%

of callers to NHS 111 are directed to the right care, first time, on the first call. The rest are transferred to or called back by a clinician.



Since its introduction, NHS Pathways has **halved** the cost of an urgent call to around **£12**.

“The (NHS Pathways) system itself is brilliant – I can’t fault it. It’s a better way of handling calls all round. Better care for the patient means we have more ambulances free to deal with the more serious and potentially life-threatening emergencies.”

Ann Barnstable,
Senior Emergency Call Operator,
SE Coast Ambulance Service NHS Trust
