

ACHIEVING POSITIVE OUTCOMES FOR FREQUENT CALLERS

Northern Ireland Ambulance Service Health and Social Care Trust

Interact Project

Northern Ireland Ambulance Service's Complex Case Team, working in collaboration with the British Red Cross, have implemented a bespoke support service specifically designed to address Frequent Caller needs and reduce pressure on services.

The project seeks to enable service users to better manage and improve their overall mental health, wellbeing, and life circumstances by helping them to interact more effectively with health services, therefore ensuring they are better able to access the right care and support at the right time, in the right place.



The Complex Case Team at Northern Ireland Ambulance Service Health and Social Care Trust

800+

Individuals helped
since 2017

63%

Overall reduction in demand
6 months post-intervention

Who are Frequent Callers?

A Frequent Caller is 'someone who calls 5 times in 1 month or 12 times in 3 months', and often has complex, unmet needs. These patients often call 999 as it is the only number they know in perceived times of crisis.

Northern Ireland Ambulance Service have received 12,006 calls from service users who meet this criteria in the last year.