

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: January 2019 - March 2019

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Produced by the Welsh Ambulance Services NHS Trust Health Informatics Department commissioned by the Emergency Ambulance Services Committee in accordance with the National Collaborative Commissioning: Quality and Delivery Framework



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EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
3	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
4	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
5	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
6	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
8	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
9	AQI7	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
10	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
11	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
12	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
13	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
14	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
15	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (by clinical telephone advice).
16	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (following treatment at the scene).
17	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

18	AQI12	Number of AMBER coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as an AMBER verified incident resulting in an emergency response?
19	AQI13	Number of GREEN coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a GREEN verified incident resulting in a response?
20	AQI14	Number of responded Incidents where at least 1 resource arrived at scene	How effective is the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
21	AQI15	Number of Community First Responders attendances at scene, including by call category and percentage	How often is a Community First Responder sent to a 999 call?
22	AQI16i	Number and percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	Outcome from out-of-hospital cardiac arrest with attempted resuscitation, measured by documented return of spontaneous circulation (ROSC) at time of arrival of the patient to hospital. Recording of ROSC at hospital is the international Utstein standard and indicates the outcome of the pre-hospital response and intervention.
23	AQI16ii	Number and percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	Patients with suspected stroke (including unresolved transient ischaemic attack) who are documented as receiving the appropriate care bundle. The stroke care bundle comprises measurement of blood pressure, consciousness level, blood glucose and FAST test.
24	AQI16iii	Number and percentage of older patients with suspected hip fracture who are documented as receiving analgesia and appropriate care bundle	Fractured hips (known as neck of femur injuries): fractured hips cause significant pain which can be exacerbated by movement. Pain control for patients with a fractured neck of femur in the immediate post-trauma period is paramount to promoting recovery and patient experience. This reduces suffering and the detrimental effects uncontrolled pain may have. The care bundle measures the recording of initial and subsequent verbal pain scores and administration of appropriate pain medicines before arrival at hospital, also included is the total number of patients with a suspected fractured hip who received analgesia.
25	AQI16iv	Number and percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	Patients with STEMI diagnosis (ST-elevation myocardial infarction) who are documented as receiving the appropriate care bundle. The STEMI care bundle comprises of four elements including pain assessment and administration of three medicines including analgesia.
26	AQI16v	Number and percentage of suspected sepsis patients who have had a documented NEWS score.	Patients with a suspected diagnosis of sepsis or septic shock who have a documented NEWS score. This promotes early recognition of suspected sepsis and enhances handover in hospital.
27	AQI16vi	Number and percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle.	Patients aged 5 years and under with suspected febrile convulsion who are documented as receiving the appropriate care bundle. The febrile convulsion care bundle comprises measurement of heart rate, respiratory rate, oxygen saturation, temperature and blood glucose.
28	AQI16vii	Number and percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle.	Patients with low blood sugar (hypoglycaemia) who are documented as receiving the appropriate care bundle, which comprises blood glucose measurement before treatment, treatment and blood glucose measurement after treatment.
29	AQI17	Number of incidents that resulted in a non conveyance to hospital	How effective are the Welsh Ambulance Services NHS Trust in closing incidents at scene?
30	AQI18	Number and percentage of incidents where a resource was the ideal response as per the pilot clinical response model	How often are Welsh Ambulance Services NHS Trust sending the ideal resource to scene?
31	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
32	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

33	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
34	AQI20ii	Number and percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.	This AQI looks at handover performance by site. This allows good practice to be identified and spread.
35	AQI21	Number of lost hours following notification to handover over 15 minutes	This AQI measures the amount of lost hours following notification to handover over 15 minutes.
36	AQI22i	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	This AQI measures the number of times where a WAST crew are available again within 15 minutes of handing over their patient.
37	AQI22ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI looks at handover to clear performance by site. This allows good practice to be identified and spread.
38	AQI23	Conveyance to other LHB locations	This AQI records the number of occasions where a patient is taken to a destination in a different Health Board area than the location of the call.
39	AQI24	Number of lost hours following handover to clear over 15 minutes	This AQI shows the amount of time lost where ambulance crews are not available within 15 minutes of handing over their patient.



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NHS Trust

Clinical Response Model

Call Type	EASC Definition	Example	Quality Indicator
RED	Immediately life threatening calls such as cardiac arrest or choking. These calls will be subject to both clinical indicators such as Return of Spontaneous Circulation (ROSC) rates and a time based standard requiring a minimum attendance at 65% of these calls within 8 minutes.	Respiratory / cardiac arrest	8 minute response time within 65%. National target
AMBER	Serious but not immediately life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via "hear & treat" services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.	Cardiac chest pains / stroke	Compliance with care bundles for cardiac stroke and fractured neck of femur patients.
GREEN	999 calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage. Health Care Professionals (HCP) such as doctors, midwives or community hospitals often require an urgent transfer of a patient from low acuity care to a higher acuity facility. These transfers are coded as green calls and undertaken within a timeframe agreed with the requesting HCP.	Fainting - recovered and alert	Clinical outcomes and patient satisfaction for 999. Compliance with healthcare professional agreed admission timescales for HCP calls.

Step 1 Help Me Choose LHB Review: January 2019 - March 2019

Step 1: Help Me Choose

AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	9	4	5	-	-	-	-	-	24	8	4	-	3	8	1	-	8	-	4	-	1	2	1	-	41
AQI3	Number of attendances at key stakeholder events	12	3	2	-	2	2	1	2	22	4	4	1	4	4	3	2	19	3	3	2	3	3	2	3	53
AQI4 i	Number of NHS Direct Wales unique website visits	310,381	-	-	-	-	-	-	-	267,085	-	-	-	-	-	-	-	295,279	-	-	-	-	-	-	-	872,745
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,730	1,269	45	1,139	22	21	941	293	3,414	1,202	36	1,044	29	12	833	258	3,564	1,251	47	1,120	33	16	826	271	10,708
	Abdominal Pain	1,292	324	200	191	161	101	238	77	1,117	328	156	179	142	86	180	46	1,289	350	182	191	144	84	257	81	3,698
	Fever	770	200	164	101	76	67	123	39	779	196	152	106	82	57	140	46	698	192	107	96	64	43	155	41	2,247
	Chest Pain	750	249	101	75	57	49	147	72	682	244	67	58	91	62	114	46	713	232	81	80	69	55	160	36	2,145
	Other Symptoms	606	149	96	79	79	54	112	37	548	120	85	73	63	44	122	41	685	151	111	111	87	61	127	37	1,839
	Rash	536	149	92	66	49	36	113	31	481	149	70	59	48	37	84	34	619	191	102	69	67	48	102	40	1,636
	Sore Throat	487	228	29	19	27	21	124	39	470	220	32	25	25	16	115	37	506	227	30	31	39	21	115	43	1,463
	Cough	547	210	66	47	33	25	120	46	406	155	46	33	32	23	94	23	385	171	39	29	25	15	80	26	1,338
	Back Pain	441	136	59	56	37	35	93	25	428	122	52	55	50	37	72	40	450	112	65	71	53	41	86	22	1,319
	Breathing Difficulty	433	155	62	44	34	22	89	27	408	136	53	39	40	21	94	25	412	126	51	47	37	33	85	33	1,253
AQI5	Number of Frequent Callers	268	50	45	90	23	18	31	11	216	46	37	54	25	14	32	8	228	52	32	70	19	19	30	6	712
	Number of Incidents generated by Frequent Callers	2,155	416	353	675	204	137	309	61	1,892	395	313	531	205	125	272	51	1,979	414	288	598	201	141	276	61	6,026
	Total Number of Incidents	40,245	6,507	7,494	10,321	5,474	3,692	4,974	1,783	35,946	5,900	6,395	9,121	4,997	3,484	4,483	1,566	39,106	6,458	6,926	9,872	5,556	3,622	5,012	1,660	115,297
	Percentage of Frequent Callers Incidents against overall number of Incidents	5.4%	6.4%	4.7%	6.5%	3.7%	3.7%	6.2%	3.4%	5.3%	6.7%	4.9%	5.8%	4.1%	3.6%	6.1%	3.3%	5.1%	6.4%	4.2%	6.1%	3.6%	3.0%	5.5%	3.7%	5.2%

Step 2 Answer My Call LHB Review: January 2019 - March 2019

Step 2: Answer My Call

AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI6	Number of Healthcare Professional (HCP) Calls answered	7,217	-	-	-	-	-	-	-	6,399	-	-	-	-	-	-	-	6,715	-	-	-	-	-	-	-	20,331
AQI7	Number of 999 calls answered	44,975	-	-	-	-	-	-	-	40,414	-	-	-	-	-	-	-	44,304	-	-	-	-	-	-	-	129,693
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,245	6,507	7,494	10,321	5,474	3,692	4,974	1,783	35,946	5,900	6,395	9,121	4,997	3,484	4,483	1,566	39,106	6,458	6,926	9,872	5,556	3,622	5,012	1,660	115,297
	Protocol 06: BREATHING PROBLEMS	4,945	823	944	1273	631	517	553	204	4,054	697	725	1010	534	436	481	171	4,353	731	774	1039	581	475	574	179	13,352
	Protocol 17: FALLS	4,405	646	832	1215	527	433	558	194	4,021	601	717	1101	486	399	524	193	4,516	685	758	1304	589	407	576	197	12,942
	Protocol 35: HEALTH CARE PROFESSIONAL	4,464	629	894	1084	537	399	638	283	3,995	606	759	955	478	360	599	238	4,238	599	825	1001	538	396	624	255	12,697
	Protocol 10: CHEST PAIN	4,317	689	806	1093	557	382	555	235	3,860	664	668	953	501	411	484	179	4,388	776	745	1067	572	439	554	235	12,565
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,087	458	527	916	375	311	370	130	2,677	407	449	747	375	232	356	111	2,896	414	483	815	410	272	403	99	8,660
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,346	366	419	589	381	202	300	89	2,280	381	371	534	389	215	300	90	2,347	349	398	624	374	200	312	90	6,973
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,474	252	277	363	190	137	198	57	1,335	182	246	356	195	136	169	51	1,437	235	277	376	190	124	176	59	4,246
	Protocol 28: STROKE - CVA	1,331	206	227	347	175	121	183	72	1,225	205	185	336	151	109	163	76	1,428	246	231	396	159	128	195	73	3,984
	Protocol 12: CONVULSIONS/FITTING	1,319	221	260	281	219	141	154	43	1,290	230	242	316	194	127	146	35	1,348	229	247	321	215	117	182	37	3,957
	Protocol UGA2: UPGRADE TO AMBER 2	1,192	232	220	301	133	88	165	53	1,108	188	245	279	117	96	125	58	1,088	220	183	251	145	77	174	38	3,388
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,765	752	856	659	757	327	339	75	3,011	560	630	523	648	325	263	62	3,130	654	634	575	629	270	307	61	9,906
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,345	193	259	331	232	141	152	37	1,220	188	221	306	199	125	146	35	1,295	174	243	335	218	120	165	40	3,860
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,420	559	597	328	525	186	187	38	1,791	372	409	217	449	200	117	27	1,835	480	391	240	411	150	142	21	6,046
	Percentage of calls ended following WAST telephone assessment	9.4%	11.6%	11.4%	6.4%	13.8%	8.9%	6.8%	4.2%	8.4%	9.5%	9.9%	5.7%	13.0%	9.3%	5.9%	4.0%	8.0%	10.1%	9.2%	5.8%	11.3%	7.5%	6.1%	3.7%	8.6%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,777	401	532	722	433	278	319	92	2,490	386	462	646	358	246	310	82	2,498	338	445	674	399	225	338	79	7,765
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,245	6,507	7,494	10,321	5,474	3,692	4,974	1,783	35,946	5,900	6,395	9,121	4,997	3,484	4,483	1,566	39,106	6,458	6,926	9,872	5,556	3,622	5,012	1,660	115,297
	Percentage of calls transferred to NHS Direct Wales	6.9%	6.2%	7.1%	7.0%	7.9%	7.5%	6.4%	5.2%	6.9%	6.5%	7.2%	7.1%	7.2%	7.1%	6.9%	5.2%	6.4%	5.2%	6.4%	6.8%	7.2%	6.2%	6.7%	4.8%	6.7%

Step 2: Answer My Call (Cont.)																												
AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total		
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P			
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,078	147	208	294	153	106	126	44	933	149	172	247	111	92	121	41	955	132	157	263	146	89	134	34	2,966		
	Total Number of Calls Triaged by a Nurse Advisor	2,423	340	467	625	385	247	278	81	2,153	337	393	553	310	217	267	76	2,250	306	400	598	364	209	299	74	6,826		
	Percentage of calls returned from NHS Direct Wales	44.5%	43.2%	44.5%	47.0%	39.7%	42.9%	45.3%	54.3%	43.3%	44.2%	43.8%	44.7%	35.8%	42.4%	45.3%	53.9%	42.4%	43.1%	39.3%	44.0%	40.1%	42.6%	44.8%	45.9%	43.5%		
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,345	193	259	331	232	141	152	37	1,220	188	221	306	199	125	146	35	1,295	174	243	335	218	120	165	40	3,860		
	Total Number of Calls Triaged by a Nurse Advisor	2,423	340	467	625	385	247	278	81	2,153	337	393	553	310	217	267	76	2,250	306	400	598	364	209	299	74	6,826		
	Percentage of calls ended through transfer to alternative care advice services	55.5%	56.8%	55.5%	53.0%	60.3%	57.1%	54.7%	45.7%	56.7%	55.8%	56.2%	55.3%	64.2%	57.6%	54.7%	46.1%	57.6%	56.9%	60.8%	56.0%	59.9%	57.4%	55.2%	54.1%	56.5%		
AQI10 i	Re-Contact rates - Telephone																											
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	165	35	40	51	14	9	12	4	111	18	32	22	17	5	10	7	164	47	20	37	23	9	23	5	440		
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,765	752	856	659	757	327	339	75	3,011	560	630	523	648	325	263	62	3,130	654	634	575	629	270	307	61	9,906		
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	4.4%	4.7%	4.7%	7.7%	1.8%	2.8%	3.5%	5.3%	3.7%	3.2%	5.1%	4.2%	2.6%	1.5%	3.8%	11.3%	5.2%	7.2%	3.2%	6.4%	3.7%	3.3%	7.5%	8.2%	4.4%		
AQI10 ii	Re-Contact rates - Attendance at Scene																											
	Number of incidents within 24 hours following See and Treat	21	2	4	11	1	-	2	1	33	3	5	18	2	1	4	-	33	2	3	16	2	-	10	-	87		
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,944	406	526	1,028	291	159	354	180	2,624	397	465	888	287	118	324	145	2,670	398	441	930	272	139	333	157	8,238		
	Re-contact percentage within 24hrs of See and Treat	0.7%	0.5%	0.8%	1.1%	0.3%	0.0%	0.6%	0.6%	1.3%	0.8%	1.1%	2.0%	0.7%	0.8%	1.2%	0.0%	1.2%	0.5%	0.7%	1.7%	0.7%	0.0%	3.0%	0.0%	1.1%		

Step 3 Come to See Me LHB Review: January 2019 - March 2019

Step 3: Come to See Me

AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI11	Number of RED category incidents resulting in an emergency response	2,028	384	390	400	316	208	248	82	1,829	344	369	368	307	163	214	64	2,052	393	366	406	343	227	232	85	5,909
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,456	279	265	289	254	158	155	56	1,324	269	256	276	229	114	138	42	1,460	286	268	286	266	159	146	49	4,240
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	71.8%	72.7%	67.9%	72.3%	80.4%	76.0%	62.5%	68.3%	72.4%	78.2%	69.4%	75.0%	74.6%	69.9%	64.5%	65.6%	71.2%	72.8%	73.2%	70.4%	77.6%	70.0%	62.9%	57.6%	71.8%
	RED Category - Median Response	00:05:26	00:05:32	00:06:05	00:05:18	00:05:09	00:05:30	00:05:04	00:04:33	00:05:18	00:05:05	00:05:45	00:04:48	00:05:22	00:05:32	00:05:20	00:05:58	00:05:18	00:05:27	00:05:08	00:05:00	00:05:18	00:05:20	00:05:33	00:05:47	
	RED Category - 65th Percentile	00:07:06	00:07:03	00:07:42	00:06:53	00:06:16	00:06:42	00:08:33	00:07:16	00:06:57	00:06:27	00:07:21	00:06:26	00:06:48	00:07:27	00:08:16	00:07:50	00:07:02	00:06:55	00:06:35	00:06:59	00:06:50	00:07:21	00:08:33	00:09:41	
	RED Category - 95th Percentile	00:15:26	00:14:33	00:15:34	00:16:51	00:11:35	00:13:01	00:18:02	00:21:00	00:15:35	00:12:14	00:14:29	00:15:52	00:13:16	00:13:43	00:20:56	00:26:59	00:16:06	00:14:58	00:14:42	00:16:30	00:12:44	00:14:42	00:18:00	00:22:55	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,872	3,406	4,137	6,243	2,834	2,146	2,987	1,119	20,500	3,275	3,494	5,491	2,552	2,039	2,669	980	22,376	3,424	3,938	5,915	2,958	2,106	3,013	1,022	65,748
	AMBER Category - Median Response	00:26:03	00:42:58	00:34:00	00:20:30	00:30:52	00:22:06	00:23:40	00:20:48	00:26:09	00:33:11	00:35:41	00:19:08	00:35:21	00:30:22	00:22:58	00:20:39	00:26:09	00:42:44	00:29:07	00:20:15	00:30:57	00:26:48	00:25:46	00:18:28	
	AMBER Category - 65th Percentile	00:40:05	01:09:04	00:52:48	00:28:43	00:49:02	00:33:57	00:33:50	00:30:40	00:40:04	00:54:39	00:57:14	00:27:24	00:55:24	00:46:23	00:32:34	00:29:40	00:39:55	01:08:39	00:46:19	00:28:12	00:49:27	00:38:30	00:37:36	00:26:35	
	AMBER Category - 95th Percentile	02:58:35	04:56:18	03:40:26	01:51:51	03:28:57	02:02:19	02:06:39	01:42:09	02:46:33	03:22:41	03:37:37	01:40:20	03:38:34	02:36:35	01:54:57	01:41:01	02:41:33	04:24:36	02:54:08	01:41:03	03:00:37	02:17:36	02:15:24	01:27:02	
AQI13	Number of GREEN category incidents resulting in a response	2,300	348	372	677	222	215	340	126	2,105	323	305	668	185	184	313	127	2,312	321	329	721	266	202	343	130	6,717
	GREEN Category - Median Response	00:45:56	00:55:21	01:00:16	00:38:15	00:43:32	00:50:41	00:48:03	00:34:57	00:42:33	00:41:47	00:55:34	00:36:15	00:50:47	00:44:26	00:46:27	00:31:24	00:44:00	00:42:30	00:54:43	00:38:37	00:45:52	00:54:05	00:44:20	00:35:24	
	GREEN Category - 65th Percentile	01:07:07	01:35:20	01:28:55	00:54:41	01:06:33	01:07:42	01:02:23	00:53:19	01:02:58	01:01:54	01:21:09	00:51:25	01:33:04	01:05:48	01:09:55	00:48:48	01:07:49	01:10:25	01:21:01	00:54:46	01:12:50	01:22:38	01:16:35	00:53:04	
	GREEN Category - 95th Percentile	04:54:59	08:00:44	06:34:55	02:57:08	05:42:08	03:25:15	04:13:07	03:46:47	04:09:32	04:15:14	06:02:41	02:31:29	06:00:24	04:14:23	04:05:38	02:29:24	04:32:29	05:30:28	05:57:51	03:06:54	04:12:43	04:20:59	04:56:13	03:01:24	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,338	3,375	4,129	5,803	2,805	2,234	2,943	1,049	20,125	3,235	3,517	5,224	2,478	2,023	2,729	919	21,830	3,309	3,819	5,677	2,967	2,148	2,970	940	64,293
	Percentage of Incidents where 1 Vehicle Arrived at Scene	83.3%	81.0%	78.6%	86.3%	80.7%	77.9%	91.0%	88.9%	83.0%	80.8%	78.2%	86.8%	79.5%	78.4%	89.7%	86.1%	82.6%	79.4%	78.8%	86.5%	80.3%	78.9%	87.0%	87.3%	82.9%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	15.2%	16.9%	19.3%	12.8%	17.5%	20.2%	8.3%	10.2%	15.6%	17.5%	19.5%	12.3%	18.1%	20.2%	9.7%	13.2%	15.8%	18.3%	19.3%	12.6%	17.5%	19.2%	11.8%	11.5%	15.5%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.3%	1.7%	1.8%	0.8%	1.5%	1.7%	0.6%	0.9%	1.3%	1.4%	2.1%	0.8%	2.1%	1.2%	0.5%	0.8%	1.4%	1.9%	1.7%	0.8%	2.0%	1.8%	1.0%	0.7%	1.3%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.2%	0.4%	0.3%	0.2%	0.2%	0.1%	0.1%	0.0%	0.2%	0.3%	0.2%	0.1%	0.2%	0.1%	0.1%	0.0%	0.2%	0.4%	0.2%	0.1%	0.3%	0.2%	0.2%	0.4%	0.2%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,613	131	335	548	203	79	218	99	1,476	140	314	460	254	77	133	98	1,522	151	362	431	219	70	190	99	4,611
	RED	295	34	63	65	29	15	67	22	259	32	51	53	55	16	30	22	250	32	51	51	24	21	47	24	804
	AMBER	1,227	95	264	412	169	64	147	76	1,132	105	254	349	191	59	101	73	1,211	116	299	342	190	49	142	73	3,570
	GREEN	91	2	8	71	5	-	4	1	85	3	9	58	8	2	2	3	61	3	12	38	5	1	2		237
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,386	121	288	485	164	60	187	81	1,262	126	274	396	214	65	107	80	1,341	135	332	373	192	59	164	86	3,989
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	85.9%	92.4%	86.0%	88.5%	80.8%	75.9%	85.8%	81.8%	85.5%	90.0%	87.3%	86.1%	84.3%	84.4%	80.5%	81.6%	88.1%	89.4%	91.7%	86.5%	87.7%	84.3%	86.3%	86.9%	86.5%

Step 4 Give Me Treatment LHB Review: January 2019 - March 2019

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total			
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	15.0%	All Wales Indicator Only								11.5%	All Wales Indicator Only								13.3%	All Wales Indicator Only								13.5%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	45	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	92			
	Total Number of patients with attempted resuscitation following cardiac arrest	301	-	-	-	-	-	-	-	183	-	-	-	-	-	-	-	195	-	-	-	-	-	-	-	679			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.0%	All Wales Indicator Only								95.9%	All Wales Indicator Only								96.8%	All Wales Indicator Only								96.3%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	388	-	-	-	-	-	-	-	213	-	-	-	-	-	-	-	360	-	-	-	-	-	-	-	961			
	Total Number of suspected stroke patients	404	-	-	-	-	-	-	-	222	-	-	-	-	-	-	-	372	-	-	-	-	-	-	-	998			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	80.6%	All Wales Indicator Only								82.7%	All Wales Indicator Only								88.7%	All Wales Indicator Only								83.9%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	232	-	-	-	-	-	-	-	148	-	-	-	-	-	-	-	219	-	-	-	-	-	-	-	599			
	Total Number of older patients with suspected hip fracture	288	-	-	-	-	-	-	-	179	-	-	-	-	-	-	-	247	-	-	-	-	-	-	-	714			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	91.7%	All Wales Indicator Only								93.3%	All Wales Indicator Only								94.3%	All Wales Indicator Only								93.0%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	264	-	-	-	-	-	-	-	167	-	-	-	-	-	-	-	233	-	-	-	-	-	-	-	664			
	Total Number of older patients with suspected hip fracture	288	-	-	-	-	-	-	-	179	-	-	-	-	-	-	-	247	-	-	-	-	-	-	-	714			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	65.9%	All Wales Indicator Only								60.0%	All Wales Indicator Only								66.7%	All Wales Indicator Only								64.6%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	56	-	-	-	-	-	-	-	36	-	-	-	-	-	-	-	54	-	-	-	-	-	-	-	146			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	85	-	-	-	-	-	-	-	60	-	-	-	-	-	-	-	81	-	-	-	-	-	-	-	226			

Step 4: Give Me Treatment (Cont.)																										
AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							100.0%
	Number of suspected sepsis patients who have had a documented NEWS score	91	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	65	-	-	-	-	-	-	-	219
	Total Number of suspected sepsis patients	91	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	65	-	-	-	-	-	-	-	219
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							100.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	41	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	108
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	41	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	108
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	85.3%	All Wales Indicator Only							89.0%	All Wales Indicator Only							88.2%	All Wales Indicator Only							87.3%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	273	-	-	-	-	-	-	-	178	-	-	-	-	-	-	-	247	-	-	-	-	-	-	-	698
	Total Number of hypoglycaemic patients	320	-	-	-	-	-	-	-	200	-	-	-	-	-	-	-	280	-	-	-	-	-	-	-	800
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,305	824	1,012	1,515	655	280	685	334	4,695	791	829	1,349	594	227	636	269	4,795	803	831	1,367	630	254	638	272	14,795
	Treated At Scene	2,944	406	526	1,028	291	159	354	180	2,624	397	465	888	287	118	324	145	2,670	398	441	930	272	139	333	157	8,238
	Referred To Alternate Provider	2,361	418	486	487	364	121	331	154	2,071	394	364	461	307	109	312	124	2,125	405	390	437	358	115	305	115	6,557

Step 4: Give Me Treatment (Cont.)																											
AQI Ref	AQI Description	Jan-19							Feb-19							Mar-19							All Wales Total				
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V		CT	HD	P	
AQI18	AMBER																										
	Total Number of AMBER Incidents with a Response	20,479	2,968	3,679	5,643	2,525	1,956	2,694	1,014	18,437	2,905	3,048	5,004	2,296	1,849	2,440	895	20,173	3,009	3,521	5,413	2,647	1,916	2,713	954	59,089	
	Number of AMBER Incidents where Ideal Resource First on Scene	14,101	2,004	2,333	3,955	1,716	1,253	2,045	795	12,697	2,015	1,950	3,513	1,514	1,178	1,887	640	13,807	1,973	2,275	3,770	1,833	1,260	1,977	719	40,605	
	Percentage of AMBER Incidents where Ideal Resource First on Scene	68.9%	67.5%	63.4%	70.1%	68.0%	64.1%	75.9%	78.4%	68.9%	69.4%	64.0%	70.2%	65.9%	63.7%	77.3%	71.5%	68.4%	65.6%	64.6%	69.6%	69.2%	65.8%	72.9%	75.4%	68.7%	
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	1,214	174	287	247	174	182	118	32	1,090	147	257	199	174	181	87	45	1,183	184	287	221	158	160	146	27	3,487	
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	5.9%	5.9%	7.8%	4.4%	6.9%	9.3%	4.4%	3.2%	5.9%	5.1%	8.4%	4.0%	7.6%	9.8%	3.6%	5.0%	5.9%	6.1%	8.2%	4.1%	6.0%	8.4%	5.4%	2.8%	5.9%	
	GREEN2																										
	Total Number of GREEN2 Incidents with a Response	909	146	136	251	99	89	136	52	872	156	109	239	87	95	120	66	950	161	132	257	128	80	136	56	2,731	
	Number of GREEN2 Incidents where Ideal Resource First on Scene	526	84	68	161	42	48	84	39	520	101	55	157	37	42	84	44	555	96	74	162	55	37	94	37	1,601	
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	57.9%	57.5%	50.0%	64.1%	42.4%	53.9%	61.8%	75.0%	59.6%	64.7%	50.5%	65.7%	42.5%	44.2%	70.0%	66.7%	58.4%	59.6%	56.1%	63.0%	43.0%	46.3%	69.1%	66.1%	58.6%	
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	32	8	4	6	6	3	5	-	29	4	6	4	3	7	3	2	39	3	5	10	11	6	3	1	100	
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	3.5%	5.5%	2.9%	2.4%	6.1%	3.4%	3.7%	0.0%	3.3%	2.6%	5.5%	1.7%	3.4%	7.4%	2.5%	3.0%	4.1%	1.9%	3.8%	3.9%	8.6%	7.5%	2.2%	1.8%	3.7%	
	GREEN3 (Non HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	1,084	138	169	360	87	107	163	60	1,001	131	141	367	69	71	163	59	1,149	123	153	412	110	102	180	69	3,234	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	641	59	62	258	34	46	128	54	654	73	69	277	21	31	127	56	729	61	72	320	38	43	136	59	2,024	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	59.1%	42.8%	36.7%	71.7%	39.1%	43.0%	78.5%	90.0%	65.3%	55.7%	48.9%	75.5%	30.4%	43.7%	77.9%	94.9%	63.4%	49.6%	47.1%	77.7%	34.5%	42.2%	75.6%	85.5%	62.6%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	68	13	14	22	5	7	7	-	59	20	14	13	4	3	5	-	70	16	13	14	8	10	6	3	197	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	6.3%	9.4%	8.3%	6.1%	5.7%	6.5%	4.3%	0.0%	5.9%	15.3%	9.9%	3.5%	5.8%	4.2%	3.1%	0.0%	6.1%	13.0%	8.5%	3.4%	7.3%	9.8%	3.3%	4.3%	6.1%	
	GREEN3 (HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	3,020	344	613	766	393	308	409	187	2,738	358	510	700	351	280	383	156	2,890	349	580	722	413	291	371	164	8,648	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	1,954	190	437	546	212	249	215	105	1,825	218	340	502	229	216	222	98	1,937	215	410	502	273	231	200	106	5,716	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	64.7%	55.2%	71.3%	71.3%	53.9%	80.8%	52.6%	56.1%	66.7%	60.9%	66.7%	71.7%	65.2%	77.1%	58.0%	62.8%	67.0%	61.6%	70.7%	69.5%	66.1%	79.4%	53.9%	64.6%	66.1%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	12	1	4	2	1	1	1	2	13	3	5	1	1	1	1	1	12	3	3	1	1	-	3	1	37	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.4%	0.3%	0.7%	0.3%	0.3%	0.3%	0.2%	1.1%	0.5%	0.8%	1.0%	0.1%	0.3%	0.4%	0.3%	0.6%	0.4%	0.9%	0.5%	0.1%	0.2%	0.0%	0.8%	0.6%	0.4%	

Step 5 Take Me To Hospital LHB Review: January 2019 - March 2019

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI19 i	Number of 999 Patients conveyed to Hospital	15,942	2,238	2,763	4,284	1,966	1,806	2,188	697	14,335	2,146	2,324	3,825	1,780	1,659	1,960	641	16,007	2,297	2,706	4,226	2,103	1,760	2,190	725	46,284
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,563	3,437	4,192	6,475	2,943	2,295	3,079	1,142	21,301	3,352	3,524	5,819	2,657	2,124	2,803	1,022	23,481	3,530	4,025	6,328	3,148	2,255	3,091	1,104	68,345
	Percentage of patients conveyed to hospital following a face to face assessment	67.7%	65.1%	65.9%	66.2%	66.8%	78.7%	71.1%	61.0%	67.3%	64.0%	65.9%	65.7%	67.0%	78.1%	69.9%	62.7%	68.2%	65.1%	67.2%	66.8%	66.8%	78.0%	70.9%	65.7%	67.7%
AQI19 ii	Total number of patients conveyed to hospital by type	21,230	2,978	3,832	5,589	2,625	2,307	2,904	995	19,022	2,834	3,232	4,984	2,377	2,133	2,576	886	21,005	3,004	3,679	5,406	2,775	2,267	2,889	985	61,257
	Tier 1 Major A&E Units	19,510	2,643	3,620	5,469	2,192	2,286	2,388	912	17,465	2,512	3,089	4,857	1,937	2,122	2,127	821	19,213	2,680	3,481	5,275	2,251	2,253	2,383	890	56,188
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	528	302	172	27	-	7	13	7	478	295	125	35	-	4	14	5	521	292	166	38	-	5	8	12	1,527
	Tier 3 (Major Acute) - Medical Admissions Unit	898	4	-	-	399	1	494	-	835	1	1	-	407	-	426	-	972	3	2	-	478	-	489	-	2,705
	Other (all other units such as Maternity or Mental Health Units)	294	29	40	93	34	13	9	76	244	26	17	92	33	7	9	60	299	29	30	93	46	9	9	83	837
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	48.0%	29.8%	49.1%	39.4%	40.8%	88.4%	56.4%	46.1%	51.8%	40.4%	48.5%	44.8%	41.7%	89.7%	61.1%	45.0%	51.2%	35.0%	47.1%	44.0%	50.6%	88.9%	56.3%	51.9%	50.3%
	Number of Notification to Handover within 15 minutes	9,752	880	1,646	2,171	980	2,005	1,645	425	9,406	1,138	1,385	2,163	902	1,865	1,578	375	10,297	1,044	1,523	2,322	1,290	2,004	1,645	469	29,455
	Total Number of Handovers	20,324	2,951	3,354	5,512	2,400	2,268	2,918	921	18,156	2,815	2,854	4,827	2,164	2,080	2,583	833	20,127	2,987	3,236	5,275	2,549	2,253	2,924	903	58,607

Step 5: Take Me To Hospital (Cont.)																											
AQI Ref	AQI Description	Jan-19								Feb-19								Mar-19								All Wales Total	
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P		
AQI20 ii	Number and Percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.																										
	TIER 1 (Major A&E Units) - Percentage of Notification to handover within 15 minutes	47.6%	29.9%	49.1%	39.4%	41.9%	88.5%	50.8%	46.4%	51.6%	41.3%	48.5%	44.8%	41.9%	89.7%	56.6%	45.2%	50.7%	35.0%	47.1%	44.0%	51.9%	89.0%	50.3%	51.9%	49.9%	
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	9,119	799	1,645	2,171	857	2,002	1,221	424	8,799	1,049	1,385	2,163	758	1,863	1,207	374	9,578	952	1,522	2,322	1,104	2,001	1,214	463	27,496	
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,159	2,669	3,353	5,512	2,043	2,263	2,405	914	17,068	2,541	2,853	4,827	1,808	2,077	2,134	828	18,910	2,717	3,234	5,275	2,128	2,249	2,415	892	55,137	
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	28.9%	28.3%	100.0%	-	-	75.0%	30.8%	14.3%	31.9%	32.6%	0.0%	0.0%	0.0%	66.7%	14.3%	20.0%	35.1%	34.0%	0.0%	0.0%	0.0%	75.0%	25.0%	54.5%	31.9%	
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	88	79	1	-	-	3	4	1	94	89	-	-	-	2	2	1	102	91	-	-	-	3	2	6	284	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	304	279	1	-	-	4	13	7	295	273	-	-	-	3	14	5	291	268	-	-	-	4	8	11	890	
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	63.3%	66.7%	-	-	34.5%	0.0%	84.0%	-	64.7%	0.0%	0.0%	0.0%	40.4%	0.0%	84.8%	0.0%	66.6%	50.0%	50.0%	0.0%	44.2%	0.0%	85.6%	0.0%	64.9%	
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	545	2	-	-	123	-	420	-	513	-	-	-	144	-	369	-	617	1	1	-	186	-	429	-	1,675	
	TIER 3 (Major Acute) - Total Number of Handovers	861	3	-	-	357	1	500	-	793	1	1	-	356	-	435	-	926	2	2	-	421	-	501	-	2,580	
	Other - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	Other - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
AQI21	Number of lost hours following notification to handover over 15 minutes	8,781	3,179	1,712	1,813	966	36	802	272	5,610	1,583	1,394	1,067	758	28	547	233	6,833	2,411	1,499	1,298	522	33	906	165	21,225	
	Tier 1 Major A&E Units	8,450	2,991	1,712	1,813	867	35	759	271	5,424	1,487	1,394	1,067	695	28	522	232	6,639	2,310	1,499	1,298	456	33	880	164	20,513	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	192	188	-	-	-	0	2	1	101	96	-	-	-	-	4	1	104	101	-	-	-	-	2	2	397	
	Tier 3 (Major Acute) - Medical Admissions Unit	140	0	-	-	99	0	41	-	85	-	-	-	63	-	22	-	90	-	-	-	65	-	25	-	315	
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	75.3%	74.7%	63.2%	83.3%	72.7%	78.3%	70.8%	86.6%	74.7%	70.7%	63.0%	82.3%	75.3%	78.5%	70.1%	87.3%	74.6%	71.7%	62.2%	81.0%	76.0%	77.5%	77.9%	86.5%	74.9%	
	Number of Handover to Clear within 15 minutes	15,306	2,205	2,121	4,594	1,745	1,776	2,067	798	13,560	1,990	1,797	3,973	1,630	1,632	1,811	727	15,008	2,140	2,012	4,274	1,904	1,745	2,152	781	43,874	
	Total Number of Handovers	20,324	2,951	3,354	5,512	2,400	2,268	2,918	921	18,156	2,815	2,854	4,827	2,164	2,080	2,583	833	20,127	2,986	3,236	5,275	2,506	2,253	2,762	903	58,607	

Step 5: Take Me To Hospital (Cont.)																													
AQI Ref	AQI Description	Jan-19							Feb-19							Mar-19							All Wales Total						
		ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT		HD	P				
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																												
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	75.1%	73.5%	63.2%	83.3%	69.6%	78.3%	71.9%	86.7%	74.4%	68.8%	63.0%	82.3%	72.5%	78.5%	71.0%	87.2%	74.3%	70.4%	62.2%	81.0%	71.7%	77.4%	74.8%	86.4%			74.6%	
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,389	1,963	2,120	4,594	1,421	1,771	1,728	792	12,694	1,747	1,797	3,973	1,310	1,630	1,515	722	14,042	1,913	2,010	4,274	1,526	1,741	1,807	771			41,125	
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,159	2,669	3,353	5,512	2,043	2,263	2,405	914	17,068	2,541	2,853	4,827	1,808	2,077	2,134	828	18,910	2,717	3,234	5,275	2,128	2,249	2,415	892			55,137	
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	86.8%	86.0%	100.0%	0.0%	0.0%	100.0%	100.0%	85.7%	88.8%	88.6%	0.0%	0.0%	0.0%	66.7%	92.9%	100.0%	84.5%	84.3%	0.0%	0.0%	0.0%	100.0%	75.0%	90.9%			86.7%	
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	264	240	1	-	-	4	13	6	262	242	-	-	-	2	13	5	246	226					4	6	10			772
	TIER 2 (Minor A&E Units) - Total Number of Handovers	304	279	1	-	-	4	13	7	295	273	-	-	-	3	14	5	291	268	-	-	-	-	4	8	11			890
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	75.8%	66.7%	0.0%	0.0%	90.8%	100.0%	65.2%	0.0%	76.2%	100.0%	0.0%	0.0%	89.9%	0.0%	65.1%	0.0%	77.8%	100.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%			76.6%	
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	653	2	-	-	324	1	326	-	604	1	-	-	320	-	283	-	720	1	2	-	378	-	339	-			1,977	
	TIER 3 (Major Acute) - Total Number of Handovers	861	3	-	-	357	1	500	-	793	1	1	-	356	-	435	-	926	1	2		378		339	-			2,580	
Other - Percentage of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-		
Other - Number of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-		
Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-		
AQI23	Conveyance to hospital outside of Local Health Board area	1,522	47	478	173	128	89	147	460	1,393	38	393	174	137	79	124	448	1,475	41	428	173	135	82	120	496			4,390	
	Number of patients conveyed to hospital	21,230	2,978	3,832	5,589	2,625	2,307	2,904	995	19,022	2,834	3,232	4,984	2,377	2,133	2,576	886	21,005	3,004	3,679	5,406	2,775	2,267	2,889	985			61,257	
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.2%	1.6%	12.5%	3.1%	4.9%	3.9%	5.1%	46.2%	7.3%	1.3%	12.2%	3.5%	5.8%	3.7%	4.8%	50.6%	7.0%	1.4%	11.6%	3.2%	4.9%	3.6%	4.2%	50.4%			7.2%	
AQI24	Number of lost hours following handover to clear over 15 minutes	1,099	181	426	148	147	50	126	22	926	155	333	116	127	53	121	21	985	194	328	156	115	57	116	19			3,011	
	Tier 1 Major A&E Units	1,068	176	426	148	142	50	105	22	890	146	333	116	121	53	99	21	952	183	328	156	109	57	99	19			2,910	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	5	5	-	-	-	-	-	0	9	9	-	-	-	-	-	-	10	10	-	-	-	-	-	-			24	
	Tier 3 (Major Acute) - Medical Admissions Unit	26	0	-	-	5	-	21	-	28	-	-	-	6	-	21	-	23	1	-	-	5		17				76	
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-	

Ambulance Quality Indicator Glossary

No.	Term	Definition
1	65th Percentile	A percentile (or a centile) is a measure used in statistics indicating the value below which a given percentage of observations in a group of observations fall. For example, the 65th percentile is the value below which 65 percent of the observations may be found.
2	95th Percentile	A percentile (or a centile) is a measure used in statistics indicating the value below which a given percentage of observations in a group of observations fall. For example, the 95th percentile is the value below which 95 percent of the observations may be found.
3	999	Emergency telephone service operated by telephony providers such as BT, allowing anyone to contact the emergency services, this also applies to 112 (European) & 911 (US).
4	AMBER	Calls received and categorised as serious but not life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via “hear & treat” services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.
5	Call	A telephone call received by the Welsh Ambulance Services NHS Trust via 999 or from a Health Care Professional.
6	CFR	Community First Responder trained by the Welsh Ambulance Services NHS Trust to respond to appropriately graded calls.
7	Clear	Time a Welsh Ambulance Services NHS Trust crew are clear (free for other work) from either the scene or hospital.
8	Conveyance	A 999 incident which has received an emergency response at scene and resulted in the patient being conveyed to hospital.
9	EASC	Emergency Ambulance Service Committee: ambulance commissioning in Wales is a collaborative process underpinned by a national collaborative Commissioning Quality and Delivery Framework. All seven Health Boards have signed up to the Framework. Emergency Ambulance Services in Wales are provided by a single national organisation – Welsh Ambulance Services NHS Trust (WAST).
10	Incident	A 999 call which excludes the following: calls made in error, duplicate calls, information calls, test calls and calls to other ambulance controls.
11	Response	A 999 Incident which as received an emergency response at scene.
12	Fractured Femur	Hip fractures, also called proximal femoral fractures, are cracks or breaks in the top of the thigh bone (femur) close to the hip joint.

Ambulance Quality Indicator Glossary

No.	Term	Definition
13	Frequent Caller	Frequent callers are defined where the Welsh Ambulance Services NHS Trust have received 5 or more calls from the same address in the same month.
14	GREEN	Calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.
15	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB hospital staff.
16	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
17	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
18	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
19	LHB	Local Health Board: an LHB is an administrative unit within the National Health Service in Wales. The 7 LHB's in Wales are Abertawe Bro Morgannwg University Health Board, Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board.
20	Major A&E Unit	Hospitals which provide a wide range of acute in-patient and out-patient specialist services together with the necessary support systems, which allow emergency admissions and which usually has an Accident and Emergency department.
21	Major Acute	Hospitals which provide acute services limited to a one or two specialist units.
22	Median	Median is the number separating the higher half of a data sample. The median of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 3, 5, 9, 11} is 5).
23	Minor A&E Unit	Hospitals which provide a range of acute in-patient and out-patient services specialist services (including some surgical acute specialties) but not the wide range available in major acute hospitals.
24	MPDS	Medical Priority Dispatch System: MPDS is a unified system used to dispatch appropriate aid to medical emergencies including systematised caller interrogation and pre-arrival instructions.
25	NHSDW	NHS Direct Wales is a health advice and information service available 24 hours a day, every day and is part of the Welsh Ambulance Services NHS Trust.
26	Non-Conveyance	Patients which are not transported to hospital following assessment by clinician.
27	Non-conveyances (by reason)	Number of patients not taken to hospital split by the reason why i.e. Treated at Scene.
28	Notification	Time that the Welsh Ambulance Services NHS Trust notified LHB hospital staff of their arrival at hospital.
29	Overall % Conveyance	Percentage of patients transported to hospital following initial assessment at scene by a Welsh Ambulance Services NHS Trust clinician.

Ambulance Quality Indicator Glossary

No.	Term	Definition
30	PROQA	Professional Questioning & Answering Software: ProQA is an expert system designed to help provide the very best in service and speed. Correct dispatch levels are usually determined in less than one minute. ProQA additionally provides Dispatch Life Support (DLS) protocols which meet or exceed the international standards for emergency medical dispatching. ProQA is built on a foundation of empirical literature and medical experience relevant to medical dispatching.
31	RED	Calls deemed to be Immediately Life-Threatening.
32	ROSC	Return of spontaneous circulation refers to signs of restored circulation (more than occasional gasp, occasional fleeting pulse or arterial waveform) evidenced by breathing, a palpable pulse or a measurable blood pressure
33	STEMI	STEMI - ST segment elevation myocardial infarction - occurs when a coronary artery is totally occluded by a blood clot.
34	Stroke Care Bundle	A Care Bundle is a group of between three and five specific interventions or processes of care that have a greater effect on patient outcomes if done together in a time-limited way, rather than separately.
35	Suitable Response	The type of clinician / resource to send, if the IDEAL response is not available for the specific category (or codes).
36	WAST	Welsh Ambulance Services NHS Trust: Spread over an area of 20,640 kilometres and serving a population of 2.9 million, this diverse area encompasses tranquil rural retreats, busy seaside resorts and large urban conurbations.
37	ABM	Abertawe Bro Morgannwg University Health Board
38	AB	Aneurin Bevan University Health Board
39	BCU	Betsi Cadwaladr University Health Board
40	C&V	Cardiff and Vale University Health Board
41	CT	Cwm Taf University Health Board
42	HD	Hywel Dda University Health Board
43	P	Powys Teaching Health Board

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

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The information contained in this document is not restricted and is classified for general release

Produced by the Welsh Ambulance Services NHS Trust Health Informatics Department commissioned by the Emergency Ambulance Services Committee in accordance with the National Collaborative Commissioning: Quality and Delivery Framework