Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators: April 2016 - June 2016

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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

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?
2	AQI2	Number of Local Health Board engagement events attended by the Welsh Ambulance Services NHS Trust	How many events relating to public education / engagement in using the Ambulance Service did the Welsh Ambulance Services NHS Trust attend. This work is vital if over time the number of inappropriate 999 calls is to be reduced. This AQI is under development.
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 ambulance service 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 ambulance service 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 that received at least 1 resource allocation	How effective are 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 / suitable response as per the pilot clinical response model	How often are WAST sending the ideal resource to scene? How often are Welsh Ambulance Services NHS Trust sending a suitable 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 measures the amount of lost hours following handover to clear over 15 minutes.
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.

Pilot 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. Theses 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: April 2016 - June 2016

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-16								May-16								Jun-16								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	13	4	4	2	2	1	-	-	16	7	3	1	-	2	2	1	21	6	5	-	3	5	1	1	50
AQI2	Number of local health board engagement events attended by WAST	-								-								-								
AQI3	Number of attendances at key stakeholder events	23	2	5	2	5	5	2	2	20	3	3	2	3	3	2	4	29	4	4	4	4	4	4	5	72
AQI4 i	Number of NHS Direct Wales unique website visits	358,709	-	-	-	-	-	-	-	330,571	-	-	-	-	-	-	-	294,257	-	-	-	-	-	-	-	983,537
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																										
	Dental Problems	2,932	1,038	48	997	20	14	694	121	3,096	1,149	73	984	17	17	709	147	2,925	1,016	63	981	16	24	671	154	8,953
	Abdominal Pain	773	122	169	181	110	91	80	20	953	164	204	204	162	95	103	21	995	185	216	229	149	102	93	21	2,721
	Rash	422	99	93	71	61	59	35	4	433	100	98	74	71	55	30	5	482	80	130	92	79	52	45	4	1,337
	Chest Pain	346	54	82	63	69	29	44	5	359	97	63	76	51	35	33	4	393	93	81	82	67	34	33	3	1,098
	Falls Non-Traumatic	352	67	62	96	26	32	50	19	369	59	66	95	36	28	54	31	357	58	57	106	30	24	60	22	1,078
	Ingestion Toxic	260	51	53	50	50	23	28	5	310	66	54	63	53	36	30	8	338	76	68	72	49	31	39	3	908
	Fever	257	48	71	62	31	25	18	2	274	47	81	48	38	26	33	1	282	60	67	48	40	34	31	2	813
	Head Injury	228	32	40	46	50	32	19	9	281	65	51	57	30	47	30	1	290	49	47	59	49	58	28		799
	Crying Child	239	46	54	48	36	30	20	5	279	46	81	53	43	34	21	1	254	54	63	50	28	29	26	4	772
	Vomiting	248	63	48	47	42	27	18	3	234	47	51	45	45	17	25	4	258	35	69	60	37	23	27	7	740
AQI5	Number of Frequent Callers	181	26	27	65	19	10	27	7	187	31	32	52	27	7	30	8	165	29	20	56	19	11	22	8	533
	Number of Incidents generated by Frequent Callers	1,610	255	240	571	223	60	208	53	1,833	330	286	520	279	44	299	75	1,595	348	159	483	273	84	174	74	5,038
	Total Number of Incidents	35,450	5,929	6,367	9,060	4,976	3,218	4,369	1,531	38,623	6,436	6,707	9,670	5,865	3,574	4,776	1,595	37,047	6,228	6,613	9,518	5,398	3,268	4,482	1,540	111,120
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.5%	4.3%	3.8%	6.3%	4.5%	1.9%	4.8%	3.5%	4.7%	5.1%	4.3%	5.4%	4.8%	1.2%	6.3%	4.7%	4.3%	5.6%	2.4%	5.1%	5.1%	2.6%	3.9%	4.8%	4.5%

Step 2 Answer My Call LHB Review: April 2016 - June 2016

Step 2: Answer My Call

AQI Ref	AQI Description	Apr-16								May-16								Jun-16								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	7,245	-	-	-	-	-	-	-	8,023	-	-	-	-	-	-	-	7,866	-	-	-	-	-	-	-	23,134
AQI7	Number of 999 calls answered	36,216	-	-	-	-	-	-	-	39,858	-	-	-	-	-	-	-	38,566	-	-	-	-	-	-	-	114,640
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,450	5,929	6,367	9,060	4,976	3,218	4,369	1,531	38,623	6,436	6,707	9,670	5,865	3,574	4,776	1,595	37,047	6,228	6,613	9,518	5,398	3,268	4,482	1,540	111,120
	Protocol 17: FALLS	4,965	896	794	1,396	581	412	651	235	5,398	898	885	1,500	707	456	717	235	5,144	912	810	1,475	621	422	696	208	15,507
	Protocol 35: HEALTH CARE PROFESSIONAL	4,432	598	790	1,179	547	401	671	246	4,772	675	827	1,188	625	459	700	298	4,826	681	853	1,301	638	403	653	297	14,030
	Protocol 10: CHEST PAIN	3,731	615	716	916	488	360	470	166	3,930	671	670	994	565	367	506	157	3,775	656	657	975	482	357	500	148	11,436
	Protocol 06: BREATHING PROBLEMS	3,731	610	697	1,028	475	363	404	154	3,802	667	689	959	524	396	423	144	3,425	608	656	879	461	336	352	133	10,958
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	2,930	460	504	834	425	258	345	104	3,256	547	559	856	476	282	433	103	3,191	533	516	893	436	293	395	125	9,377
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	1,823	314	294	476	281	157	227	74	2,033	322	344	547	322	159	265	74	1,864	260	301	536	320	152	204	91	5,720
	Protocol 28: STROKE - CVA	1,332	211	271	334	176	114	158	68	1,410	243	282	318	174	124	191	78	1,281	199	247	316	179	117	154	69	4,023
	Protocol 12: CONVULSIONS/FITTING	1,188	183	225	294	182	115	150	39	1,274	239	231	293	219	119	126	47	1,209	194	230	301	201	105	130	48	3,671
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,151	189	188	317	147	99	156	55	1,182	194	183	295	188	113	163	46	1,081	168	216	253	161	107	134	42	3,414
	Protocol 23: OVERDOSE/POISONING (INGESTION)	1,032	207	171	204	204	105	112	29	1,218	230	222	251	243	120	124	28	1,139	203	200	240	271	80	114	31	3,389
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	1,827	288	384	364	387	143	154	59	2,075	334	345	399	514	188	196	52	2,100	424	438	389	355	143	147	145	6,002
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,182	181	218	288	184	88	125	50	1,316	180	202	332	232	119	159	45	1,307	209	202	329	204	106	138	60	3,805
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	645	107	166	76	203	55	29	9	759	154	143	67	282	69	37	7	793	215	236	60	151	37	9	85	2,197
	Percentage of calls ended following WAST telephone assessment	5.2%	4.9%	6.0%	4.0%	7.8%	4.4%	3.5%	3.9%	5.4%	5.2%	5.1%	4.1%	8.8%	5.3%	4.1%	3.3%	5.7%	6.8%	6.6%	4.1%	6.6%	4.4%	3.3%	9.4%	5.4%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,797	404	505	735	384	235	314	109	3,102	470	489	773	470	268	396	110	2,922	445	458	785	386	246	356	108	8,821
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,450	5,929	6,367	9,060	4,976	3,218	4,369	1,531	38,623	6,436	6,707	9,670	5,865	3,574	4,776	1,595	37,047	6,228	6,613	9,518	5,398	3,268	4,482	1,540	111,120
	Percentage of calls transferred to NHS Direct Wales	7.9%	6.8%	7.9%	8.1%	7.7%	7.3%	7.2%	7.1%	8.0%	7.3%	7.3%	8.0%	8.0%	7.5%	8.3%	6.9%	7.9%	7.1%	6.9%	8.2%	7.2%	7.5%	7.9%	7.0%	7.9%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,315	189	225	349	168	123	163	50	1,439	230	241	352	179	123	194	57	1,307	185	208	374	145	118	171	41	4,061
	Total Number of Calls Triaged by a Nurse Advisor	2,497	370	443	637	352	211	288	100	2,755	410	443	684	411	242	353	102	2,614	394	410	703	349	224	309	101	7,866
	Percentage of calls returned from NHS Direct Wales	52.7%	51.1%	50.8%	54.8%	47.7%	58.3%	56.6%	50.0%	52.2%	56.1%	54.4%	51.5%	43.6%	50.8%	55.0%	55.9%	50.0%	47.0%	50.7%	53.2%	41.5%	52.7%	55.3%	40.6%	51.6%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,182	181	218	288	184	88	125	50	1,316	180	202	332	232	119	159	45	1,307	209	202	329	204	106	138	60	3,805
	Total Number of Calls Triaged by a Nurse Advisor	2,497	370	443	637	352	211	288	100	2,755	410	443	684	411	242	353	102	2,614	394	410	703	349	224	309	101	7,866
	Percentage of calls ended through transfer to alternative care advice services	47.3%	48.9%	49.2%	45.2%	52.3%	41.7%	43.4%	50.0%	47.8%	43.9%	45.6%	48.5%	56.4%	49.2%	45.0%	44.1%	50.0%	53.0%	49.3%	46.8%	58.5%	47.3%	44.7%	59.4%	48.4%

AQI Ref	AQI Description	Apr-16								May-16								Jun-16								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	
AQI10 i	**Re-Contact rates - Telephone**																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	128	21	22	33	27	5	16	4	222	55	28	52	57	14	12	4	234	16	8	50	130	15	14	1	584
	Number of calls ended following WAST telephone assessment (Hear and Treat)	1,827	288	384	364	387	143	154	59	2,075	334	345	399	514	188	196	52	2,100	424	438	389	355	143	147	145	6,002
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	7.0%	7.3%	5.7%	9.1%	7.0%	3.5%	10.4%	6.8%	10.7%	16.5%	8.1%	13.0%	11.1%	7.4%	6.1%	7.7%	11.1%	3.8%	1.8%	12.9%	36.6%	10.5%	9.5%	0.7%	9.7%
AQI10 ii	**Re-Contact rates - Attendance at Scene**																									
	Number of incidents within 24 hours following See and Treat	25	4	6	9	1	1	2	2	12	3	-	7	1	-	1	-	17	2	1	6	2	2	3	1	54
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,674	430	473	941	281	107	324	118	2,916	474	506	1,017	314	131	333	141	2,883	461	464	1,002	329	152	341	134	8,473
	Re-contact percentage within 24hrs of See and Treat	0.9%	0.9%	1.3%	1.0%	0.4%	0.9%	0.6%	1.7%	0.4%	0.6%	0.0%	0.7%	0.3%	0.0%	0.3%	0.0%	0.6%	0.4%	0.2%	0.6%	0.6%	1.3%	0.9%	0.7%	0.6%

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-16								May-16								Jun-16								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	1,591	340	312	347	213	147	175	57	1,670	312	270	376	299	168	192	53	1,504	282	264	381	253	120	153	51	4,765
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,130	243	230	229	171	107	118	32	1,261	228	211	278	248	131	132	33	1,160	225	198	297	209	87	104	40	3,551
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	71.0%	71.5%	73.7%	66.0%	80.3%	72.8%	67.4%	56.1%	75.5%	73.1%	78.1%	73.9%	82.9%	78.0%	68.8%	62.3%	77.1%	79.8%	75.0%	78.0%	82.6%	72.5%	68.0%	78.4%	74.5%
	RED Category - Median Response	00:05:30	00:05:32	00:05:29	00:06:08	00:04:46	00:05:44	00:05:15	00:06:21	00:05:02	00:05:38	00:04:13	00:05:17	00:04:58	00:04:55	00:04:59	00:04:18	00:05:01	00:04:56	00:05:33	00:04:37	00:05:07	00:04:52	00:05:03	00:03:38	
	RED Category - 65th Percentile	00:07:11	00:07:08	00:07:00	00:07:52	00:06:15	00:07:13	00:07:05	00:09:24	00:06:36	00:07:06	00:06:10	00:06:51	00:06:08	00:06:28	00:06:42	00:09:29	00:06:31	00:06:29	00:06:46	00:06:15	00:06:13	00:06:55	00:07:34	00:05:28	
	RED Category - 95th Percentile	00:15:30	00:15:15	00:13:38	00:16:46	00:12:09	00:13:46	00:17:54	00:24:53	00:15:31	00:15:42	00:13:50	00:15:51	00:11:27	00:14:18	00:20:07	00:19:26	00:14:20	00:12:01	00:12:28	00:14:04	00:11:35	00:14:33	00:18:21	00:22:42	
AQI12	Number of AMBER category incidents resulting in an emergency response	20,399	3,412	3,698	5,237	2,882	1,921	2,386	863	22,139	3,697	3,983	5,594	3,235	2,063	2,690	877	20,971	3,436	3,874	5,365	3,002	1,976	2,496	822	63,509
	AMBER Category - Median Response	00:11:57	00:11:59	00:13:26	00:10:54	00:11:50	00:11:16	00:12:50	00:13:01	00:11:59	00:11:43	00:12:11	00:10:44	00:13:56	00:12:44	00:12:53	00:12:48	00:12:16	00:11:27	00:14:34	00:10:42	00:13:15	00:12:12	00:12:52	00:14:50	
	AMBER Category - 65th Percentile	00:16:41	00:16:28	00:19:05	00:15:03	00:17:06	00:15:46	00:17:27	00:18:04	00:16:54	00:16:01	00:17:13	00:14:35	00:21:37	00:17:32	00:18:02	00:17:44	00:17:21	00:15:59	00:21:16	00:14:39	00:20:15	00:17:15	00:17:54	00:19:49	
	AMBER Category - 95th Percentile	01:00:24	01:06:40	01:17:14	00:44:02	01:16:07	00:54:14	00:44:37	00:53:21	01:00:11	00:58:41	01:05:19	00:43:09	01:30:44	01:05:30	00:48:58	00:49:15	01:05:57	01:04:33	01:28:21	00:44:22	01:30:48	00:57:13	00:50:42	00:51:16	
AQI13	Number of GREEN category incidents resulting in a response	4,096	667	661	1,155	460	341	604	208	4,442	725	741	1,288	476	409	598	205	4,139	708	639	1,226	451	318	582	215	12,677
	GREEN Category - Median Response	00:23:49	00:23:23	00:28:07	00:20:57	00:28:00	00:24:01	00:24:07	00:22:53	00:37:59	00:36:27	00:45:17	00:30:43	00:44:40	00:37:11	00:40:48	00:44:29	00:26:51	00:26:36	00:40:16	00:20:58	00:36:57	00:26:47	00:24:29	00:26:23	
	GREEN Category - 65th Percentile	00:34:38	00:35:03	00:42:14	00:30:05	00:41:01	00:32:48	00:34:54	00:31:36	00:59:56	01:01:18	01:10:31	00:47:42	01:07:33	00:56:30	01:02:59	01:10:09	00:40:30	00:41:09	01:03:16	00:30:40	00:59:12	00:39:38	00:36:09	00:37:17	
	GREEN Category - 95th Percentile	02:21:54	03:02:07	02:52:29	01:48:21	03:08:48	01:46:20	01:53:00	01:55:22	04:03:35	04:50:06	04:33:03	03:19:13	04:16:53	03:21:50	04:04:41	04:07:41	02:52:20	02:47:30	05:06:54	01:41:12	04:12:47	02:32:28	02:22:03	01:44:14	
AQI14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	19,104	3,154	3,225	5,308	2,494	1,656	2,409	858	20,542	3,422	3,533	5,592	2,732	1,785	2,610	868	19,120	3,184	3,314	5,336	2,508	1,623	2,370	785	58,766
	Percentage of Incidents where 1 Vehicle Allocated	60%	58%	50%	66%	53%	57%	69%	70%	58%	59%	48%	64%	49%	54%	68%	67%	61%	61%	49%	67%	52%	56%	69%	71%	60%
	Percentage of Incidents where 2 Vehicles Allocated	23%	27%	27%	17%	26%	25%	21%	23%	24%	25%	27%	19%	29%	27%	21%	23%	22%	23%	25%	17%	29%	24%	20%	20%	23%
	Percentage of Incidents where 3 Vehicles Allocated	11%	10%	14%	11%	14%	12%	7%	6%	12%	10%	16%	10%	15%	12%	8%	7%	11%	10%	15%	10%	13%	13%	7%	7%	11%
	Percentage of Incidents where 4 or More Vehicles Allocated	6%	5%	8%	6%	7%	6%	3%	2%	6%	6%	9%	6%	8%	7%	3%	3%	6%	6%	10%	5%	7%	8%	3%	2%	6%
AQI15	Number of Community First Responders (CFRs) attendances at scene	499	91	78	150	73	35	56	16	529	54	106	148	79	54	66	22	507	46	81	195	85	30	55	15	1,535
	RED	75	12	13	24	7	2	14	3	59	9	8	18	9	4	8	3	58	3	5	24	10	5	10	1	192
	AMBER	411	77	61	124	64	31	41	13	456	43	95	129	68	46	58	17	441	42	76	167	75	24	43	14	1,308
	GREEN	13	2	4	2	2	2	1	-	14	2	3	1	2	4	-	2	8	1	-	4	-	1	2	-	35
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	383	75	44	124	58	23	46	13	406	45	66	126	57	41	54	17	384	33	64	156	59	14	47	11	1,173
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	76.8%	82.4%	56.4%	82.7%	79.5%	65.7%	82.1%	81.3%	76.7%	83.3%	62.3%	85.1%	72.2%	75.9%	81.8%	77.3%	75.7%	71.7%	79.0%	80.0%	69.4%	46.7%	85.5%	73.3%	76.4%

Step 4 Give Me Treatment LHB Review: April 2016 - June 2016

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	May-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Jun-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	14.2%			All Wales Indicator Only					13.8%			All Wales Indicator Only					8.8%			All Wales Indicator Only					12.4%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	32	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	80
	Total Number of patients with attempted resuscitation following cardiac arrest	226	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	193	-	-	-	-	-	-	-	644
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	94.4%			All Wales Indicator Only					96.7%			All Wales Indicator Only					94.1%			All Wales Indicator Only					95.1%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	289	-	-	-	-	-	-	-	322	-	-	-	-	-	-	-	287	-	-	-	-	-	-	-	898
	Total Number of suspected stroke patients	306	-	-	-	-	-	-	-	333	-	-	-	-	-	-	-	305	-	-	-	-	-	-	-	944
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	65.2%			All Wales Indicator Only					61.7%			All Wales Indicator Only					73.3%			All Wales Indicator Only					66.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	120	-	-	-	-	-	-	-	129	-	-	-	-	-	-	-	151	-	-	-	-	-	-	-	400
	Total Number of older patients with suspected hip fracture	184	-	-	-	-	-	-	-	209	-	-	-	-	-	-	-	206	-	-	-	-	-	-	-	599
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	77.2%			All Wales Indicator Only					79.4%			All Wales Indicator Only					85.4%			All Wales Indicator Only					80.8%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	142	-	-	-	-	-	-	-	166	-	-	-	-	-	-	-	176	-	-	-	-	-	-	-	484
	Total Number of older patients with suspected hip fracture	184	-	-	-	-	-	-	-	209	-	-	-	-	-	-	-	206	-	-	-	-	-	-	-	599
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	62.9%			All Wales Indicator Only					63.2%			All Wales Indicator Only					70.0%			All Wales Indicator Only					65.7%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	39	-	-	-	-	-	-	-	43	-	-	-	-	-	-	-	56	-	-	-	-	-	-	-	138
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	62	-	-	-	-	-	-	-	68	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	210
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	29	-	-	-	-	-	-	-	25	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-	76
	Total Number of suspected sepsis patients	29	-	-	-	-	-	-	-	25	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-	76
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	73.6%			All Wales Indicator Only					69.8%			All Wales Indicator Only					69.2%			All Wales Indicator Only					71.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	39	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	103
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	53	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	145
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	77.0%			All Wales Indicator Only					83.9%			All Wales Indicator Only					87.8%			All Wales Indicator Only					82.8%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	221	-	-	-	-	-	-	-	276	-	-	-	-	-	-	-	237	-	-	-	-	-	-	-	734
	Total Number of hypoglycaemic patients	287	-	-	-	-	-	-	-	329	-	-	-	-	-	-	-	270	-	-	-	-	-	-	-	886
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,567	759	852	1,441	587	164	554	210	4,916	810	867	1,475	672	218	628	246	4,779	762	834	1,443	678	238	576	248	14,262
	Treated At Scene	2,678	432	474	942	281	107	324	118	2,919	473	507	1,018	314	132	334	141	2,883	461	464	1,002	329	152	341	134	8,480
	Referred To Alternate Provider	1,889	327	378	499	306	57	230	92	1,997	337	360	457	358	86	294	105	1,896	301	370	441	349	86	235	114	5,782

| AQI Ref | AQI Description | Apr-16 | | | | May-16 | | | | Jun-16 | | | | All Wales Total |
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQI18	Number of Incidents where RRV Ideal as per clinical response model	9,581	3137	2448	3996	10,285	3425	2605	4255	9,593	3117	2507	3969	29,459
	Number of Incidents where RRV sent as ideal response	2,888	736	568	1584	3,261	854	621	1786	3,130	777	615	1738	9,279
	Percentage of Incidents where RRV sent as ideal response	30.1%	23.5%	23.2%	39.6%	31.7%	24.9%	23.8%	42.0%	32.6%	24.9%	24.5%	43.8%	31.5%
	Number of Incidents where EA Ideal as per clinical response model	1,832	582	463	787	2,033	716	484	833	1,864	619	471	774	5,729
	Number of Incidents where EA sent as ideal response	1,216	413	347	456	1,341	506	349	486	1,193	439	318	436	3,750
	Percentage of Incidents where EA sent as ideal response	66.4%	71.0%	74.9%	57.9%	66.0%	70.7%	72.1%	58.3%	64.0%	70.9%	67.5%	56.3%	65.5%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,449	1101	896	1452	3,728	1267	922	1539	3,728	1202	1009	1517	10,905
	Number of HCP (card 35) calls where UCS sent as ideal response	1,648	529	405	714	1,877	610	467	800	1,973	623	553	797	5,498
	Percentage of HCP calls where UCS sent as ideal response	47.8%	48.0%	45.2%	49.2%	50.3%	48.1%	50.7%	52.0%	52.9%	51.8%	54.8%	52.5%	50.4%

Step 5 Take Me To Hospital LHB Review: April 2016 - June 2016

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	May-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Jun-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI19 i	Number of 999 Patients conveyed to Hospital	17,266	2,925	3,061	4,234	2,315	1,826	2,139	766	18,405	3,048	3,279	4,577	2,521	1,925	2,320	735	17,278	2,828	3,138	4,383	2,284	1,778	2,193	674	**52,949**
	Total Number of Incidents where an Ambulance Resource Attended Scene	24,501	4,173	4,315	6,406	3,297	2,266	2,982	1,062	26,318	4,440	4,579	6,856	3,639	2,455	3,274	1,075	24,763	4,160	4,321	6,593	3,380	2,255	3,039	1,015	**75,582**
	Percentage of patients conveyed to hospital following a face to face assessment	70.5%	70.1%	70.9%	66.1%	70.2%	80.6%	71.7%	72.1%	69.9%	68.6%	71.6%	66.8%	69.3%	78.4%	70.9%	68.4%	69.8%	68.0%	72.6%	66.5%	67.6%	78.8%	72.2%	66.4%	**70.1%**
AQI19 ii	Total number of patients conveyed to hospital by type	21,542	3,466	3,906	5,246	2,955	2,252	2,721	996	23,197	3,712	4,170	5,678	3,271	2,408	2,955	1,003	22,040	3,461	4,076	5,553	3,024	2,222	2,766	938	**66,779**
	Tier 1 Major A&E Units	19,701	3,157	3,738	5,100	2,324	2,237	2,266	879	21,249	3,333	3,977	5,525	2,663	2,394	2,482	875	20,144	3,045	3,883	5,406	2,448	2,202	2,331	829	**61,094**
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	429	9	1				419		452	7					445										**881**
	Tier 3 (Major Acute) - Medical Admissions Unit	556		2		554				548	1	1		546				947	5	3		530	1	408		**2,051**
	Other (all other units such as Maternity or Mental Health Units)	856	300	165	146	77	15	36	117	948	371	192	153	62	14	28	128	949	411	190	147	46	19	27	109	**2,753**
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	53.7%	47.1%	51.0%	37.1%	54.6%	84.4%	70.3%	52.7%	57.6%	51.9%	55.1%	46.7%	51.2%	84.3%	73.8%	58.7%	58.0%	56.8%	50.7%	47.2%	53.3%	84.1%	73.8%	55.0%	**56.5%**
	Number of Notification to Handover within 15 minutes	9,933	1,465	1,587	1,717	1,319	1,746	1,755	344	11,347	1,727	1,819	2,343	1,396	1,851	1,839	372	10,877	1,739	1,608	2,294	1,309	1,680	1,926	321	**32,157**
	Total Number of Handovers	18,489	3,112	3,114	4,629	2,417	2,069	2,495	653	19,698	3,328	3,300	5,022	2,725	2,196	2,493	634	18,744	3,059	3,174	4,864	2,456	1,997	2,610	584	**56,931**
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	54.1%	47.5%	51.0%	37.1%	58.5%	84.4%	71.0%	52.6%	58.2%	52.8%	55.1%	46.7%	53.2%	84.3%	74.6%	59.0%	58.5%	58.4%	50.7%	47.2%	56.8%	84.1%	74.0%	55.3%	**56.9%**
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	9,538	1,396	1,587	1,717	1,212	1,745	1,540	341	11,056	1,653	1,819	2,343	1,272	1,851	1,747	371	10,393	1,647	1,608	2,294	1,213	1,679	1,632	320	**30,987**
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,634	2,937	3,112	4,629	2,071	2,068	2,169	648	19,010	3,133	3,299	5,022	2,390	2,196	2,341	629	17,776	2,822	3,173	4,864	2,136	1,996	2,206	579	**54,420**
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	65.7%	75.0%	0.0%	0.0%	0.0%	0.0%	65.6%	0.0%	60.5%	50.0%	0.0%	0.0%	0.0%	0.0%	60.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	**64.1%**
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	215	3					212		92	1					91										**307**
	TIER 2 (Minor A&E Units) - Total Number of Handovers	327	4					323		152	2					150										**479**
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	30.7%	0.0%	0.0%	0.0%	30.9%	0.0%	0.0%	0.0%	36.9%	0.0%	0.0%	0.0%	37.0%	0.0%	0.0%	0.0%	53.7%	40.0%	0.0%	0.0%	30.0%	100.0%	73.0%	0.0%	**44.0%**
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	107				107				124				124				389	2			96	1	290		**620**
	TIER 3 (Major Acute) - Total Number of Handovers	348		2		346				336		1		335				724	5	1		320	1	397		**1,408**
	Other - Percentage of Notification to handover within 15 minutes	40.6%	38.6%	0.0%	0.0%	0.0%	100.0%	100.0%	60.0%	37.5%	37.8%	0.0%	0.0%	0.0%	0.0%	50.0%	20.0%	38.9%	38.8%	0.0%	0.0%	0.0%	0.0%	57.1%	20.0%	**38.9%**
	Other - Notification to handover within 15 minutes	73	66				1	3	3	75	73					1	1	95	90					4	1	**243**
	Other - Total Number of Handovers	180	171				1	3	5	200	193					2	5	244	232					7	5	**624**
AQI21	Number of lost hours following notification to handover over 15 minutes	4,771	999	550	2,329	434	46	284	128	3,794	831	362	1,586	686	43	205	80	3,265	654	508	1,424	351	40	198	89	**11,830**
	Tier 1 Major A&E Units	4,598	922	550	2,329	375	46	249	128	3,675	783	362	1,586	626	43	196	79	3,109	594	508	1,424	293	40	162	88	**11,382**
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	35	0					35		9	0					9										**44**
	Tier 3 (Major Acute) - Medical Admissions Unit	60		0		59				61		0		60				95	0	0		58		35		**215**
	Other (all other units such as Maternity or Mental Health Units)	78	77						1	50	48					0	1	61	60					0	1	**189**
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	82.4%	75.3%	79.2%	90.6%	75.6%	84.0%	83.2%	89.6%	81.5%	76.6%	75.3%	91.1%	74.7%	80.9%	83.4%	88.8%	82.2%	75.5%	77.0%	92.1%	75.8%	80.7%	83.5%	88.9%	**82.0%**
	Number of Handover to Clear within 15 minutes	15,231	2,342	2,466	4,196	1,828	1,737	2,077	585	16,063	2,549	2,485	4,577	2,035	1,776	2,078	563	15,408	2,311	2,445	4,480	1,862	1,611	2,180	519	**46,702**
	Total Number of Handovers	18,489	3,112	3,114	4,629	2,417	2,069	2,495	653	19,698	3,328	3,300	5,022	2,725	2,196	2,493	634	18,744	3,059	3,174	4,864	2,456	1,997	2,610	584	**56,931**

AQI Ref	AQI Description	Apr-16								May-16								Jun-16								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	
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	81.8%	74.1%	79.2%	90.6%	71.9%	83.9%	82.2%	89.5%	81.0%	75.3%	75.3%	91.1%	71.3%	80.9%	82.6%	88.9%	81.7%	73.9%	77.0%	92.1%	72.3%	80.7%	84.0%	88.8%	81.5%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,424	2,176	2,464	4,196	1,489	1,736	1,783	580	15,392	2,358	2,484	4,577	1,705	1,776	1,933	559	14,530	2,085	2,444	4,480	1,545	1,610	1,852	514	44,346
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,634	2,937	3,112	4,629	2,071	2,068	2,169	648	19,010	3,133	3,299	5,022	2,390	2,196	2,341	629	17,776	2,822	3,173	4,864	2,136	1,996	2,206	579	54,420
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	90.2%	100.0%	0.0%	0.0%	0.0%	0.0%	90.1%	0.0%	95.4%	100.0%	0.0%	0.0%	0.0%	0.0%	95.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	91.9%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	295	4	-	-	-	-	291	-	145	2	-	-	-	-	143	-	-	-	-	-	-	-	-	-	440
	TIER 2 (Minor A&E Units) - Total Number of Handovers	327	4	-	-	-	-	323	-	152	2	-	-	-	-	150	-	-	-	-	-	-	-	-	-	479
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	98.0%	0.0%	100.0%	0.0%	98.0%	0.0%	0.0%	0.0%	98.5%	0.0%	100.0%	0.0%	98.5%	0.0%	0.0%	0.0%	89.0%	80.0%	100.0%	0.0%	99.1%	100.0%	80.9%	0.0%	93.5%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	341	-	2	-	339	-	-	-	331	-	1	-	330	-	-	-	644	4	1	-	317	1	321	-	1,316
	TIER 3 (Major Acute) - Total Number of Handovers	348	-	2	-	346	-	-	-	336	-	1	-	335	-	-	-	724	5	1	-	320	1	397	-	1,408
	Other - Percentage of Handover to Clear within 15 minutes	95.0%	94.7%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	97.5%	97.9%	0.0%	0.0%	0.0%	0.0%	100.0%	80.0%	95.9%	95.7%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	96.2%
	Other - Number of Handover to Clear within 15 minutes	171	162	-	-	-	1	3	5	195	189	-	-	-	-	2	4	234	222	-	-	-	-	7	5	600
	Other - Total Number of Handovers	180	171	-	-	-	1	3	5	200	193	-	-	-	-	2	5	244	232	-	-	-	-	7	5	624
AQI23	Conveyance to hospital outside of Local Health Board area	1,665	86	487	174	136	95	160	527	1,686	83	463	181	174	107	155	523	1,570	60	457	178	144	109	155	467	4,921
	Number of patients conveyed to hospital	21,542	3,466	3,906	5,246	2,955	2,252	2,721	996	23,197	3,712	4,170	5,678	3,271	2,408	2,955	1,003	22,040	3,461	4,076	5,553	3,024	2,222	2,766	938	66,779
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.7%	2.5%	12.5%	3.3%	4.6%	4.2%	5.9%	52.9%	7.3%	2.2%	11.1%	3.2%	5.3%	4.4%	5.2%	52.1%	7.1%	1.7%	11.2%	3.2%	4.8%	4.9%	5.6%	49.8%	7.4%
AQI24	Number of lost hours following handover to clear over 15 minutes	503	110	105	74	110	36	52	16	547	109	133	49	151	48	46	11	432	94	110	40	90	43	45	10	1,482
	Tier 1 Major A&E Units	498	110	105	74	109	36	48	16	546	109	133	49	150	48	45	11	425	93	110	40	90	43	39	10	1,468
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	4	-	-	-	-	4	-	-	0	-	-	-	-	-	0	-	-	-	-	-	-	-	-	-	4
	Tier 3 (Major Acute) - Medical Admissions Unit	1	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	6	0	-	-	-	-	6	-	8
	Other (all other units such as Maternity or Mental Health Units)	1	1	-	-	-	-	-	-	0	0	-	-	-	-	0	-	1	1	-	-	-	-	-	-	2

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.
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.

Ambulance Quality Indicator Glossary

No.	Term	Definition
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, our diverse area encompasses tranquil rural retreats, busy seaside resorts and large urban conurbations.

Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators

Changes captured within version 1.3	
1	Change order of MPDS Codes in AQI 8
2	AQI 3 information added
3	Re-run Hospital Handover data (AQI 20) due to Prince Phillip Hospital Tier change (Tier 1 to Tier 3)
4	AQI 16 iii, v, vi and vii definitions added to AQI Definition Table
5	Slight wording change for clarification to AQI 19 i and AQI 19 ii descriptions
6	AQI 18 layout change to make CCC's more distinct from LHB's
7	AQI 16 i to vii data now populated
8	Development status removed from AQI 3 & 18 in AQI Definition Table
9	
10	

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