

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: April 2017 - June 2017

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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 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 that received at least 1 resource allocation	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 / suitable response as per the pilot clinical response model	How often are Welsh Ambulance Services NHS Trust 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.



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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: April 2017 - June 2017

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	20	5	4	-	1	8	2	-	25	6	6	1	3	8	-	1	15	4	1	-	4	4	2	-	60
AQI3	Number of attendances at key stakeholder events	12	3	2	-	3	3	-	1	12	3	2	-	3	3	-	1	36	6	5	4	6	6	4	5	60
AQI4 i	Number of NHS Direct Wales unique website visits	264,519	-	-	-	-	-	-	-	289,767	-	-	-	-	-	-	-	295,354	-	-	-	-	-	-	-	849,640
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,488	1227	49	1175	23	27	811	176	3,391	1,238	54	1,120	26	15	783	155	3,342	1,188	45	1,119	19	17	787	167	10,221
	Abdominal Pain	861	263	159	151	123	87	53	25	829	254	135	149	130	56	81	24	853	242	142	140	117	72	122	18	2,543
	Rash	606	226	107	82	75	56	46	14	587	204	86	87	64	61	81	4	528	208	79	47	49	58	83	4	1,721
	Other Symptoms	488	128	88	79	70	65	51	7	502	140	100	69	59	51	73	10	465	144	65	68	60	48	72	8	1,455
	Chest Pain	329	104	50	58	45	30	33	9	374	127	53	48	50	42	50	4	340	107	47	54	42	32	53	5	1,043
	Falls Non-Traumatic	316	70	66	62	38	35	35	10	326	72	64	56	27	32	53	22	319	79	65	51	27	46	39	12	961
	Fever	300	86	52	57	45	32	23	5	300	85	55	52	37	26	42	3	297	85	49	47	37	23	52	4	897
	Ingestion Toxic	294	83	46	65	40	25	24	11	299	81	37	63	42	20	47	9	299	66	58	55	34	40	42	4	892
	Back Pain	271	75	46	74	27	20	23	6	273	64	30	63	42	25	41	8	307	69	49	49	54	32	48	6	851
	Sore Throat	289	155	34	26	31	19	20	4	277	143	27	18	32	16	39	2	250	118	24	27	25	17	34	5	816
AQI5	Number of Frequent Callers	176	39	20	58	30	12	13	4	198	41	29	44	33	19	28	4	202	35	42	54	24	13	25	9	576
	Number of Incidents generated by Frequent Callers	1,409	298	168	468	257	98	99	21	1,542	309	252	342	293	124	201	21	1,708	290	361	428	279	109	180	61	4,659
	Total Number of Incidents	37,251	6,187	6,847	9,354	5,430	3,469	4,437	1,527	39,523	6,526	6,899	10,264	5,758	3,718	4,686	1,672	38,339	6,470	6,861	9,712	5,512	3,564	4,617	1,603	115,113
	Percentage of Frequent Callers Incidents against overall number of Incidents	3.8%	4.8%	2.5%	5.0%	4.7%	2.8%	2.2%	1.4%	3.9%	4.7%	3.7%	3.3%	5.1%	3.3%	4.3%	1.3%	4.5%	4.5%	5.3%	4.4%	5.1%	3.1%	3.9%	3.8%	4.0%

Step 2 Answer My Call LHB Review: April 2017 - June 2017

Step 2: Answer My Call

AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	8,009	-	-	-	-	-	-	-	8,383	-	-	-	-	-	-	-	7,849	-	-	-	-	-	-	-	24,241
AQI7	Number of 999 calls answered	39,002	-	-	-	-	-	-	-	41,787	-	-	-	-	-	-	-	40,683	-	-	-	-	-	-	-	121,472
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,251	6,187	6,847	9,354	5,430	3,469	4,437	1,527	39,523	6,526	6,899	10,264	5,758	3,718	4,686	1,672	38,339	6,470	6,861	9,712	5,512	3,564	4,617	1,603	115,113
	Protocol 17: FALLS	4,909	819	835	1348	617	414	657	219	5,126	832	821	1,519	604	445	696	209	5,024	820	835	1,445	621	448	640	215	15,059
	Protocol 35: HEALTH CARE PROFESSIONAL	4,281	600	836	1040	618	443	539	205	4,578	643	817	1,169	625	465	615	244	4,499	619	823	1,179	611	466	564	237	13,358
	Protocol 10: CHEST PAIN	3,897	661	764	950	501	385	445	191	4,181	716	762	1,001	554	417	536	195	3,842	704	717	906	504	358	480	173	11,920
	Protocol 06: BREATHING PROBLEMS	3,717	634	704	950	524	359	393	153	3,910	689	711	994	517	405	429	165	3,376	646	641	775	445	357	387	125	11,003
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,095	478	541	804	476	308	371	117	3,202	533	548	851	459	329	353	129	3,120	558	532	842	400	284	379	125	9,417
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	1,846	281	330	445	306	154	250	80	2,058	342	355	553	316	170	242	80	2,213	351	433	558	327	189	279	76	6,117
	Protocol 28: STROKE - CVA	1,344	247	231	354	165	111	182	54	1,326	236	225	357	171	120	139	78	1,333	238	231	300	201	114	178	71	4,003
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,341	210	237	343	196	126	170	59	1,334	208	231	340	188	118	186	63	1,245	214	221	304	177	101	181	47	3,920
	Protocol 12: CONVULSIONS/FITTING	1,180	204	223	289	170	96	148	50	1,253	219	227	311	199	110	143	44	1,249	203	221	334	185	120	131	55	3,682
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,163	243	170	306	202	119	102	21	1,205	234	203	308	234	110	100	16	1,280	245	200	325	208	150	122	30	3,648
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,298	309	443	560	465	187	220	55	2,520	368	478	596	518	228	216	60	2,488	399	498	564	444	222	228	78	7,306
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,176	134	217	305	183	109	136	33	1,226	155	202	330	199	117	127	40	1,237	203	242	297	152	113	140	35	3,639
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,122	175	226	255	282	78	84	22	1,294	213	276	266	319	111	89	20	1,251	196	256	267	292	109	88	43	3,667
	Percentage of calls ended following WAST telephone assessment	6.2%	5.0%	6.5%	6.0%	8.6%	5.4%	5.0%	3.6%	6.4%	5.6%	6.9%	5.8%	9.0%	6.1%	4.6%	3.6%	6.5%	6.2%	7.3%	5.8%	8.1%	6.2%	4.9%	4.9%	6.3%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,564	312	476	651	381	233	298	86	2,690	356	453	701	392	264	312	101	2,696	393	505	655	332	278	317	102	7,950
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,251	6,187	6,847	9,354	5,430	3,469	4,437	1,527	39,523	6,526	6,899	10,264	5,758	3,718	4,686	1,672	38,339	6,470	6,861	9,712	5,512	3,564	4,617	1,603	115,113
	Percentage of calls transferred to NHS Direct Wales	6.9%	5.0%	7.0%	7.0%	7.0%	6.7%	6.7%	5.6%	6.8%	5.5%	6.6%	6.8%	6.8%	7.1%	6.7%	6.0%	7.0%	6.1%	7.4%	6.7%	6.0%	7.8%	6.9%	6.4%	6.9%

Step 2: Answer My Call (Cont.)																												
AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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'	1,041	142	193	260	143	93	124	39	1,100	137	192	278	141	110	145	54	1,064	134	191	264	127	133	129	48	3,205		
	Total Number of Calls Triage'd by a Nurse Advisor	2,217	276	410	565	326	202	260	72	2,326	292	394	608	340	227	272	94	2,301	337	433	561	279	246	269	83	6,844		
	Percentage of calls returned from NHS Direct Wales	47.0%	51.4%	47.1%	46.0%	43.9%	46.0%	47.7%	54.2%	47.3%	46.9%	48.7%	45.7%	41.5%	48.5%	53.3%	57.4%	46.2%	39.8%	44.1%	47.1%	45.5%	54.1%	48.0%	57.8%	46.8%		
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,176	134	217	305	183	109	136	33	1,226	155	202	330	199	117	127	40	1,237	203	242	297	152	113	140	35	3,639		
	Total Number of Calls Triage'd by a Nurse Advisor	2,217	276	410	565	326	202	260	72	2,326	292	394	608	340	227	272	94	2,301	337	433	561	279	246	269	83	6,844		
	Percentage of calls ended through transfer to alternative care advice services	53.0%	48.6%	52.9%	54.0%	56.1%	54.0%	52.3%	45.8%	52.7%	53.1%	51.3%	54.3%	58.5%	51.5%	46.7%	42.6%	53.8%	60.2%	55.9%	52.9%	54.5%	45.9%	52.0%	42.2%	53.2%		
AQI10 i	Re-Contact rates - Telephone																											
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	216	37	33	90	26	8	14	8	235	45	27	74	42	18	24	5	232	49	28	92	18	13	25	7	683		
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,298	309	443	560	465	187	220	55	2,520	368	478	596	518	228	216	60	2,488	399	498	564	444	222	228	78	7,306		
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	9.4%	12.0%	7.4%	16.1%	5.6%	4.3%	6.4%	14.5%	9.3%	12.2%	5.6%	12.4%	8.1%	7.9%	11.1%	8.3%	9.3%	12.3%	5.6%	16.3%	4.1%	5.9%	11.0%	9.0%	9.3%		
AQI10 ii	Re-Contact rates - Attendance at Scene																											
	Number of incidents within 24 hours following See and Treat	14	1	-	11	2	-	-	-	13	-	2	8	1	1	1	-	32	1	1	24	1	-	4	1	59		
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,817	479	428	1,052	319	114	278	147	3,042	434	493	1,175	356	133	336	115	2,929	437	434	1,104	341	136	340	137	8,788		
	Re-contact percentage within 24hrs of See and Treat	0.5%	0.2%	0.0%	1.0%	0.6%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.7%	0.3%	0.8%	0.3%	0.0%	1.1%	0.2%	0.2%	2.2%	0.3%	0.0%	1.2%	0.7%	0.7%		

Step 3 Come To See Me LHB Review: April 2017 - June 2017

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	
AQH1	Number of RED category incidents resulting in an emergency response	1,758	328	293	406	288	167	207	69	1,732	298	299	404	272	184	206	69	1,761	331	314	389	283	170	206	68	5,251
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,416	273	235	320	249	127	162	50	1,376	238	247	333	225	132	150	51	1,395	269	250	309	245	129	147	46	4,187
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	80.5%	83.2%	80.2%	78.8%	86.5%	76.0%	78.3%	72.5%	79.4%	79.9%	82.6%	82.4%	82.7%	71.7%	72.8%	73.9%	79.2%	81.3%	79.6%	79.4%	86.6%	75.9%	71.4%	67.6%	79.7%
	RED Category - Median Response	00:04:17	00:04:03	00:04:33	00:04:23	00:04:12	00:04:59	00:03:50	00:02:32	00:04:14	00:04:30	00:04:23	00:03:48	00:04:28	00:04:52	00:04:43	00:02:45	00:04:23	00:04:46	00:04:33	00:04:03	00:03:57	00:04:43	00:04:00	00:05:56	
	RED Category - 65th Percentile	00:05:52	00:05:42	00:06:00	00:06:13	00:05:31	00:06:35	00:06:04	00:05:28	00:05:55	00:05:53	00:05:47	00:05:21	00:05:41	00:07:15	00:06:34	00:05:14	00:06:00	00:06:19	00:06:05	00:05:48	00:05:33	00:06:00	00:06:17	00:07:48	
	RED Category - 95th Percentile	00:12:55	00:12:48	00:13:39	00:12:36	00:10:50	00:12:23	00:13:49	00:18:47	00:13:44	00:12:29	00:12:04	00:14:04	00:11:13	00:14:47	00:17:08	00:18:50	00:13:19	00:13:14	00:11:39	00:12:54	00:11:21	00:12:20	00:15:49	00:18:03	
AQH2	Number of AMBER category incidents resulting in an emergency response	21,868	3,680	4,030	5,528	3,065	2,032	2,619	914	23,062	3,857	4,127	6,032	3,176	2,140	2,751	979	22,003	3,709	3,969	5,664	3,024	2,030	2,705	902	66,933
	AMBER Category - Median Response	00:13:29	00:13:53	00:15:08	00:11:58	00:13:42	00:14:05	00:13:04	00:13:51	00:13:44	00:13:27	00:15:02	00:12:37	00:14:53	00:15:35	00:12:55	00:13:41	00:14:24	00:14:49	00:15:42	00:13:15	00:15:47	00:14:27	00:13:22	00:15:15	
	AMBER Category - 65th Percentile	00:19:12	00:20:04	00:22:16	00:16:49	00:20:47	00:19:07	00:18:19	00:19:00	00:19:53	00:18:56	00:22:47	00:17:39	00:22:51	00:21:59	00:17:35	00:19:44	00:20:42	00:21:08	00:23:07	00:18:40	00:23:51	00:20:25	00:18:42	00:21:21	
	AMBER Category - 95th Percentile	01:18:42	01:34:34	01:38:37	01:00:31	01:24:30	01:10:34	00:57:05	01:01:27	01:22:46	01:23:59	01:47:27	01:09:11	01:45:46	01:22:40	00:55:57	01:02:34	01:28:58	01:42:32	01:45:43	01:11:51	02:01:59	01:10:09	01:02:50	01:09:23	
AQH3	Number of GREEN category incidents resulting in a response	3,577	522	588	1,104	421	341	448	153	3,692	568	533	1,187	414	322	498	170	3,600	502	615	1,108	405	335	465	170	10,869
	GREEN Category - Median Response	00:31:14	00:31:11	00:37:34	00:28:00	00:33:40	00:31:33	00:31:59	00:31:38	00:32:15	00:33:05	00:37:04	00:28:37	00:36:40	00:32:52	00:30:58	00:32:08	00:32:44	00:35:22	00:41:19	00:31:20	00:33:06	00:30:35	00:30:00	00:30:02	
	GREEN Category - 65th Percentile	00:47:03	00:49:16	00:59:15	00:40:30	00:54:35	00:43:10	00:46:11	00:49:39	00:49:16	00:54:46	00:58:04	00:43:26	00:58:02	00:46:45	00:46:51	00:47:54	00:51:35	00:53:46	01:03:38	00:49:12	01:05:14	00:42:24	00:45:57	00:44:07	
	GREEN Category - 95th Percentile	03:09:37	04:08:54	04:41:34	01:57:24	04:34:23	02:33:29	02:20:05	02:16:42	03:36:42	04:01:52	04:53:50	02:31:08	05:31:47	03:15:40	02:09:39	04:52:45	04:06:38	04:54:50	06:10:38	02:53:57	06:26:14	02:47:58	02:26:55	02:47:34	
AQH4	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	19,583	3,219	3,473	5,157	2,679	1,723	2,511	821	20,257	3,501	3,379	5,480	2,649	1,760	2,613	875	19,645	3,304	3,399	5,209	2,556	1,798	2,559	820	59,485
	Percentage of Incidents where 1 Vehicle Allocated	61%	57%	54%	62%	61%	56%	72%	67%	60%	58%	53%	60%	60%	58%	71%	67%	58%	57%	54%	60%	54%	59%	65%	64%	58%
	Percentage of Incidents where 2 Vehicles Allocated	20%	21%	23%	17%	22%	21%	16%	19%	20%	22%	23%	17%	21%	21%	17%	18%	21%	21%	22%	18%	24%	21%	20%	20%	21%
	Percentage of Incidents where 3 Vehicles Allocated	13%	14%	15%	12%	12%	15%	8%	12%	13%	13%	15%	14%	13%	14%	8%	10%	13%	14%	16%	12%	14%	13%	10%	11%	14%
	Percentage of Incidents where 4 or More Vehicles Allocated	7%	8%	8%	9%	5%	7%	4%	3%	7%	7%	8%	9%	6%	7%	4%	5%	8%	8%	8%	10%	7%	7%	4%	5%	8%
AQH5	Number of Community First Responders (CFRs) attendances at scene	1,485	182	206	518	178	67	235	99	1,758	142	259	659	253	88	243	114	1,679	184	230	549	226	86	301	103	4,922
	RED	314	37	49	91	38	29	50	20	338	33	67	84	50	23	55	26	327	45	53	86	43	30	50	20	979
	AMBER	1,089	139	155	371	140	37	176	71	1,335	102	190	520	193	63	184	83	1,247	138	170	406	164	54	241	74	3,671
	GREEN	82	6	2	56	-	1	9	8	85	7	2	55	10	2	4	5	105	1	7	57	19	2	10	9	272
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,160	140	157	412	135	52	186	78	1,376	108	210	521	196	67	188	86	1,303	137	169	441	167	63	246	80	3,839
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	78.1%	76.9%	76.2%	79.5%	75.8%	77.6%	79.1%	78.8%	78.3%	76.1%	81.1%	79.1%	77.5%	76.1%	77.4%	75.4%	77.6%	74.5%	73.5%	80.3%	73.9%	73.3%	81.7%	77.7%	78.0%

Step 4 Give Me Treatment LHB Review: April 2017 - June 2017

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	11.5%	All Wales Indicator Only								16.1%	All Wales Indicator Only								13.9%	All Wales Indicator Only								13.9%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	27	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	95			
	Total Number of patients with attempted resuscitation following cardiac arrest	235	-	-	-	-	-	-	-	248	-	-	-	-	-	-	-	202	-	-	-	-	-	-	-	685			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.2%	All Wales Indicator Only								94.7%	All Wales Indicator Only								97.4%	All Wales Indicator Only								96.1%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	305	-	-	-	-	-	-	-	324	-	-	-	-	-	-	-	303	-	-	-	-	-	-	-	932			
	Total Number of suspected stroke patients	317	-	-	-	-	-	-	-	342	-	-	-	-	-	-	-	311	-	-	-	-	-	-	-	970			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	73.3%	All Wales Indicator Only								72.1%	All Wales Indicator Only								71.8%	All Wales Indicator Only								72.4%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	165	-	-	-	-	-	-	-	155	-	-	-	-	-	-	-	145	-	-	-	-	-	-	-	465			
	Total Number of older patients with suspected hip fracture	225	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	202	-	-	-	-	-	-	-	642			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	91.1%	All Wales Indicator Only								90.2%	All Wales Indicator Only								92.1%	All Wales Indicator Only								91.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	205	-	-	-	-	-	-	-	194	-	-	-	-	-	-	-	186	-	-	-	-	-	-	-	585			
	Total Number of older patients with suspected hip fracture	225	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	202	-	-	-	-	-	-	-	642			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	66.7%	All Wales Indicator Only								68.8%	All Wales Indicator Only								61.8%	All Wales Indicator Only								65.8%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	50	-	-	-	-	-	-	-	55	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	152			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	75	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	76	-	-	-	-	-	-	-	231			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	92.7%	All Wales Indicator Only								95.6%	All Wales Indicator Only								94.9%	All Wales Indicator Only								94.4%
	Number of suspected sepsis patients who have had a documented NEWS score	38	-	-	-	-	-	-	-	43	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	118			
	Total Number of suspected sepsis patients	41	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	125			
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	19	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	69			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	19	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	69			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	83.3%	All Wales Indicator Only								85.4%	All Wales Indicator Only								86.8%	All Wales Indicator Only								85.1%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	280	-	-	-	-	-	-	-	264	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	800			
	Total Number of hypoglycaemic patients	336	-	-	-	-	-	-	-	309	-	-	-	-	-	-	-	295	-	-	-	-	-	-	-	940			
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,856	822	839	1,484	732	209	521	249	5,050	832	854	1,594	759	219	578	214	4,942	802	803	1,503	721	258	602	253	14,848			
	Treated At Scene	2,817	479	428	1,052	319	114	278	147	3,042	434	493	1,175	356	133	336	115	2,929	437	434	1,104	341	136	340	137	8,788			
	Referred To Alternate Provider	2,039	343	411	432	413	95	243	102	2,008	398	361	419	403	86	242	99	2,013	365	369	399	380	122	262	116	6,060			

Step 4: Give Me Treatment (Cont.)														
AQI Ref	AQI Description	Apr-17				May-17				Jun-17				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	9,491	3118	2408	3965	10,258	3401	2617	4240	9,481	3218	2378	3885	29,230
	Number of Incidents where RRV sent as ideal response	2,745	716	449	1580	3,063	778	500	1785	2,721	644	478	1599	8,529
	Percentage of Incidents where RRV sent as ideal response	28.9%	23.0%	18.6%	39.8%	29.9%	22.9%	19.1%	42.1%	28.7%	20.0%	20.1%	41.2%	29.2%
	Number of Incidents where EA Ideal as per clinical response model	3,492	1148	941	1403	3,474	1189	955	1330	3,429	1160	881	1388	10,395
	Number of Incidents where EA sent as ideal response	2,320	844	677	799	2,361	911	724	726	2,368	888	656	824	7,049
	Percentage of Incidents where EA sent as ideal response	66.4%	73.5%	71.9%	56.9%	68.0%	76.6%	75.8%	54.6%	69.1%	76.6%	74.5%	59.4%	67.8%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,657	1106	908	1643	3,786	1216	1019	1551	3,638	1112	982	1544	11,081
	Number of HCP (card 35) calls where UCS sent as ideal response	1,832	592	489	751	1,883	591	528	764	1,758	550	519	689	5,473
	Percentage of HCP calls where UCS sent as ideal response	50.1%	53.5%	53.9%	45.7%	49.7%	48.6%	51.8%	49.3%	48.3%	49.5%	52.9%	44.6%	49.4%

Step 5 Take Me To Hospital LHB Review: April 2017 - June 2017

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	17,564	2,817	3,272	4,281	2,373	1,868	2,226	727	18,265	3,000	3,215	4,583	2,349	1,942	2,375	801	17,294	2,840	3,251	4,213	2,236	1,820	2,248	686	53,123	
	Total Number of Incidents where an Ambulance Resource Attended Scene	25,164	4,162	4,524	6,579	3,456	2,366	3,023	1,054	26,141	4,322	4,545	7,029	3,506	2,438	3,192	1,109	25,020	4,146	4,469	6,572	3,351	2,338	3,118	1,026	76,325	
	Percentage of patients conveyed to hospital following a face to face assessment	69.8%	67.7%	72.3%	65.1%	68.7%	79.0%	73.6%	69.0%	69.9%	69.4%	70.7%	65.2%	67.0%	79.7%	74.4%	72.2%	69.1%	68.5%	72.7%	64.1%	66.7%	77.8%	72.1%	66.9%	69.6%	
AQI19 ii	Total number of patients conveyed to hospital by type	22,067	3,470	4,173	5,345	3,041	2,320	2,792	926	23,063	3,691	4,090	5,824	3,024	2,413	2,985	1,036	21,957	3,483	4,098	5,440	2,898	2,289	2,833	916	67,087	
	Tier 1 Major A&E Units	20,192	3,091	3,985	5,202	2,436	2,302	2,352	824	21,153	3,280	3,875	5,644	2,519	2,389	2,508	938	20,035	3,091	3,921	5,257	2,340	2,279	2,335	812	61,380	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	552	336	142	53	1	3	7	10	630	378	169	51	-	6	12	14	570	350	144	50	1	2	9	14	1,752	
	Tier 3 (Major Acute) - Medical Admissions Unit	969	7	-	-	536	1	425	-	930	11	-	-	463	1	455	-	975	7	-	-	489	-	479	-	2,874	
	Other (all other units such as Maternity or Mental Health Units)	354	36	46	90	68	14	8	92	350	22	46	129	42	17	10	84	377	35	33	133	68	8	10	90	1,081	
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	58.3%	52.2%	54.6%	43.6%	54.9%	84.6%	79.6%	57.4%	59.2%	58.7%	53.7%	44.3%	51.1%	86.6%	79.8%	54.6%	58.9%	54.7%	56.9%	40.8%	56.5%	87.8%	79.1%	55.4%	58.8%	
	Number of Notification to Handover within 15 minutes	11,974	1,737	1,898	2,211	1,565	1,942	2,178	443	12,681	2,091	1,816	2,399	1,445	2,114	2,328	488	11,969	1,825	1,952	2,045	1,535	2,000	2,189	423	36,624	
	Total Number of Handovers	20,524	3,327	3,475	5,069	2,849	2,295	2,737	772	21,432	3,562	3,380	5,413	2,827	2,440	2,916	894	20,305	3,338	3,433	5,007	2,716	2,278	2,769	764	62,261	
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	58.2%	53.0%	54.6%	43.6%	56.3%	84.6%	78.2%	57.6%	59.2%	60.4%	53.7%	44.3%	52.6%	86.7%	78.9%	54.9%	58.8%	55.5%	56.9%	40.8%	58.7%	87.8%	78.1%	55.5%	58.8%	
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	11,230	1,639	1,898	2,211	1,299	1,941	1,799	443	11,976	1,981	1,816	2,399	1,247	2,114	1,932	487	11,225	1,717	1,952	2,045	1,307	2,000	1,784	420	34,431	
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,306	3,092	3,475	5,069	2,308	2,293	2,300	769	20,218	3,282	3,380	5,413	2,369	2,439	2,448	887	19,076	3,091	3,433	5,007	2,227	2,278	2,283	757	58,600	
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	40.3%	40.4%	-	-	-	100.0%	100.0%	0.0%	36.8%	36.6%	-	-	-	-	-	80.0%	14.3%	42.7%	42.9%	-	-	-	-	0.0%	42.9%	39.8%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	94	92	-	-	-	1	1	-	103	98	-	-	-	-	-	4	1	106	103	-	-	-	-	-	3	303
	TIER 2 (Minor A&E Units) - Total Number of Handovers	233	228	-	-	-	1	1	3	280	268	-	-	-	-	-	5	7	248	240	-	-	-	-	1	7	761
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	66.0%	85.7%	-	-	49.2%	0.0%	86.7%	-	64.5%	100.0%	-	-	43.2%	0.0%	84.7%	-	65.0%	71.4%	-	-	46.6%	-	83.5%	-	65.2%	
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	650	6	-	-	266	-	378	-	602	12	-	-	198	-	392	-	638	5	-	-	228	-	405	-	1,890	
	TIER 3 (Major Acute) - Total Number of Handovers	985	7	-	-	541	1	436	-	934	12	-	-	458	1	463	-	981	7	-	-	489	-	485	-	2,900	
	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	3,589.1	721.6	455.9	1,697.7	428.5	46.2	153.9	85.3	3,833.8	615.3	554.7	1,705.4	667.8	39.4	132.9	118.3	3,235.7	686.3	348.9	1,446.0	495.8	29.1	142.6	87.0	10,658.6	
	Tier 1 Major A&E Units	3,457.6	684.3	455.9	1,697.7	345.9	45.7	145.1	83.0	3,664.6	556.7	554.7	1,705.4	574.3	39.2	118.6	115.8	3,093.5	645.7	348.9	1,446.0	419.6	29.1	121.4	82.8	10,215.7	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	39.5	37.2	-	-	-	-	-	2.3	61.2	58.6	-	-	-	-	-	0.0	2.6	44.4	40.0	-	-	-	0.2	4.2	145.0	
	Tier 3 (Major Acute) - Medical Admissions Unit	92.0	0.1	-	-	82.6	0.5	8.8	-	108.0	-	-	-	-	93.5	0.3	14.3	-	97.9	0.6	-	76.1	-	21.1	-	297.9	
	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	78.2%	67.5%	75.2%	88.2%	76.1%	79.7%	74.3%	89.8%	78.2%	66.8%	74.2%	88.6%	74.9%	80.7%	74.9%	90.5%	77.6%	67.7%	74.0%	87.2%	74.0%	80.2%	74.7%	89.9%	78.0%	
	Number of Handover to Clear within 15 minutes	16,057	2,246	2,614	4,473	2,169	1,828	2,034	693	16,767	2,381	2,509	4,798	2,117	1,968	2,185	809	15,759	2,259	2,539	4,368	2,009	1,828	2,069	687	48,583	
	Total Number of Handovers	20,524	3,327	3,475	5,069	2,849	2,295	2,737	772	21,432	3,562	3,380	5,413	2,827	2,440	2,916	894	20,305	3,338	3,433	5,007	2,716	2,278	2,769	764	62,261	

Step 5: Take Me To Hospital (Cont.)																										
AQI Ref	AQI Description	Apr-17								May-17								Jun-17								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	77.8%	65.7%	75.2%	88.2%	73.0%	79.6%	73.7%	89.7%	77.9%	64.6%	74.2%	88.6%	71.4%	80.6%	75.9%	90.8%	77.3%	66.0%	74.0%	87.2%	70.9%	80.2%	75.0%	89.8%	77.7%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,016	2,032	2,614	4,473	1,685	1,826	1,696	690	15,747	2,119	2,509	4,798	1,692	1,967	1,857	805	14,746	2,041	2,539	4,368	1,578	1,828	1,712	680	45,509
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,306	3,092	3,475	5,069	2,308	2,293	2,300	769	20,218	3,282	3,380	5,413	2,369	2,439	2,448	887	19,076	3,091	3,433	5,007	2,227	2,278	2,283	757	58,600
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	91.0%	90.8%	-	-	-	100.0%	100.0%	100.0%	93.2%	94.0%	-	-	-	-	100.0%	57.1%	88.7%	88.8%	-	-	-	-	0.0%	100.0%	91.1%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	212	207	-	-	-	1	1	3	261	252	-	-	-	-	5	4	220	213	-	-	-	-	-	7	693
	TIER 2 (Minor A&E Units) - Total Number of Handovers	233	228	-	-	-	1	1	3	280	268	-	-	-	-	5	7	248	240	-	-	-	-	1	7	761
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	84.2%	100.0%	-	-	89.5%	100.0%	77.3%	-	81.3%	83.3%	-	-	92.8%	100.0%	69.8%	-	80.8%	71.4%	-	-	88.1%	-	73.6%	-	82.1%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	829	7	-	-	484	1	337	-	759	10	-	-	425	1	323	-	793	5	-	-	431	-	357	-	2,381
	TIER 3 (Major Acute) - Total Number of Handovers	985	7	-	-	541	1	436	-	934	12	-	-	458	1	463	-	981	7	-	-	489	-	485	-	2,900
	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	1,614	70	506	155	162	104	133	484	1,718	75	514	204	147	106	151	521	1,623	63	461	227	134	86	153	499	4,955
	Number of patients conveyed to hospital	22,067	3,470	4,173	5,345	3,041	2,320	2,792	926	23,063	3,691	4,090	5,824	3,024	2,413	2,985	1,036	21,957	3,483	4,098	5,440	2,898	2,289	2,833	916	67,087
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.3%	2.0%	12.1%	2.9%	5.3%	4.5%	4.8%	52.3%	7.4%	2.0%	12.6%	3.5%	4.9%	4.4%	5.1%	50.3%	7.4%	1.8%	11.2%	4.2%	4.6%	3.8%	5.4%	54.5%	7.4%
AQI24	Number of lost hours following handover to clear over 15 minutes	609.0	150.2	134.8	77.0	102.7	46.7	86.1	11.5	669.1	160.0	151.0	76.1	132.3	45.8	93.5	10.4	624.9	148.2	138.7	78.5	115.9	50.7	82.5	10.4	1,903.0
	Tier 1 Major A&E Units	592.0	148.8	134.8	77.0	94.9	46.7	78.3	11.5	646.7	158.4	151.0	76.1	126.3	45.8	79.1	10.1	596.4	146.1	138.7	78.5	103.7	50.7	68.2	10.4	1,835.2
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1.4	1.4	-	-	-	-	-	-	1.6	1.3	-	-	-	-	-	0.3	2.1	2.0	-	-	-	-	0.1	-	5.1
	Tier 3 (Major Acute) - Medical Admissions Unit	15.6	-	-	-	7.7	-	7.8	-	20.7	0.3	-	-	6.0	-	14.4	-	26.4	0.1	-	-	12.1	-	14.2	-	62.7
	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

Changes captured within version 1.0	
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