

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators: April 2019 - June 2019

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



EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQ1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
3	AQ3	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	AQ4i	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	AQ4ii	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	AQ5	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	AQ6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
9	AQ7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
10	AQ7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
11	AQ8	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.
12	AQ9i	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).
13	AQ9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
14	AQ9iii	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?
15	AQ9iv	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?
16	AQ10i	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).
17	AQ10ii	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).
18	AQ11	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.

19	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?
20	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?
21	AQI14	Number of responded Incidents where at least 1 resource arrived at scene	How effective is the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
22	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?
23	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.
24	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.
25	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.
26	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.
27	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.
28	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.
29	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.
30	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?
31	AQI18	Number and percentage of incidents where a resource was the ideal response as per the clinical response model	How often are Welsh Ambulance Services NHS Trust sending the ideal resource to scene?
32	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment	What percentage of patients from 999 calls are conveyed to hospital.
33	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

34	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
35	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.
36	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.
37	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.
38	AQI22ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI looks at handover to clear performance by site. This allows good practice to be identified and spread.
39	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.
40	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 2019 - June 2019

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	11	2	1	1	3	1	-	3	29	9	1	9	4	1	1	4	31	6	-	4	7	2	2	10	71
AQI3	Number of attendances at key stakeholder events	39								41								18								98
AQI4 i	Number of NHS Direct Wales unique website visits	296,222	-	-	-	-	-	-	-	293,461	-	-	-	-	-	-	-	364,768	-	-	-	-	-	-	-	954,451
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,806	64	1,271	24	328	841	261	1,017	3,924	63	1,274	21	360	923	313	970	3,727	59	1,231	21	315	847	309	945	11,457
	Abdominal Pain	1,227	183	164	162	169	219	90	240	1,340	168	212	151	186	228	105	290	1,243	183	181	148	169	205	74	283	3,810
	Other Symptoms	633	109	98	75	89	119	40	103	700	119	125	97	80	119	43	117	620	95	93	68	96	136	36	96	1,953
	Chest Pain	689	89	73	85	93	124	46	179	607	60	89	69	80	119	37	153	567	60	62	58	70	122	38	157	1,863
	Fever	691	98	83	71	96	161	47	135	570	100	76	65	87	109	27	106	540	82	78	59	75	100	35	111	1,801
	Rash	641	92	59	71	92	126	37	164	557	90	56	54	89	94	39	135	585	71	59	75	105	114	36	125	1,783
	Sore Throat	554	43	35	32	99	131	38	176	466	36	22	30	63	122	38	155	438	27	27	32	69	108	24	151	1,458
	Back Pain	462	67	70	55	52	93	33	92	459	64	59	49	70	89	37	91	476	63	72	51	67	94	29	100	1,397
	Vomiting	376	58	49	34	68	84	26	57	394	59	55	41	46	89	25	79	322	53	41	42	45	44	25	72	1,092
	Cough	461	43	29	24	81	126	32	126	306	25	19	20	45	72	23	102	259	29	26	22	35	58	14	75	1,026
AQI5	Number of Frequent Callers	275	34	93	30	29	38	11	40	273	36	97	36	29	33	5	37	267	47	74	31	33	33	6	43	815
	Number of Incidents generated by Frequent Callers	2,278	264	754	250	216	372	79	343	2,257	295	804	265	232	343	44	274	2,487	377	691	290	361	310	68	390	7,022
	Total Number of Incidents	39,876	6,969	10,297	5,274	5,676	5,041	1,761	4,858	39,785	7,085	10,593	5,480	5,314	4,886	1,747	4,680	38,490	6,797	10,185	5,256	5,116	4,692	1,762	4,682	118,151
	Percentage of Frequent Callers Incidents against overall number of Incidents	5.7%	3.8%	7.3%	4.7%	3.8%	7.4%	4.5%	7.1%	5.7%	4.2%	7.6%	4.8%	4.4%	7.0%	2.5%	5.9%	6.5%	5.5%	6.8%	5.5%	7.1%	6.6%	3.9%	8.3%	5.9%

Step 2 Answer My Call LHB Review: April 2019 - June 2019

Step 2: Answer My Call

AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI6	Number of Healthcare Professional (HCP) Calls answered	6,701	-	-	-	-	-	-	-	6,915	-	-	-	-	-	-	-	6,280	-	-	-	-	-	-	-	19,896
AQI7i	Number of 999 calls answered	41,531	-	-	-	-	-	-	-	40,793	-	-	-	-	-	-	-	40,133	-	-	-	-	-	-	-	122,457
	Number of 999 calls answered within 6 seconds	34,486	-	-	-	-	-	-	-	35,084	-	-	-	-	-	-	-	33,268	-	-	-	-	-	-	-	102,838
	Percentage of 999 calls answered within 6 seconds	83.0%	-	-	-	-	-	-	-	86.0%	-	-	-	-	-	-	-	82.9%	-	-	-	-	-	-	-	84.0%
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	01:03	-	-	-	-	-	-	-	00:56	-	-	-	-	-	-	-	01:06	-	-	-	-	-	-	-	-
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,876	6,969	10,297	5,274	5,676	5,041	1,761	4,858	39,785	7,085	10,593	5,480	5,314	4,886	1,747	4,680	38,490	6,797	10,185	5,256	5,116	4,692	1,762	4,682	118,151
	Protocol 17: FALLS	4,544	808	1,294	576	590	579	201	496	4,522	756	1,401	564	591	571	178	461	4,437	756	1,335	557	560	556	191	482	13,503
	Protocol 10: CHEST PAIN	4,435	794	1,065	543	643	613	207	570	4,311	786	1,090	545	590	554	208	538	4,210	736	1,055	512	585	574	229	519	12,956
	Protocol 35: HEALTH CARE PROFESSIONAL	4,113	706	1,059	509	535	634	269	401	4,201	838	996	560	539	576	257	435	3,944	714	1,032	534	498	549	237	380	12,258
	Protocol 06: BREATHING PROBLEMS	4,319	789	1,078	555	676	533	172	516	3,904	689	997	509	561	499	156	493	3,691	736	950	465	490	420	160	470	11,914
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	2,998	475	853	389	429	380	137	335	3,001	506	894	368	392	395	124	322	2,828	460	837	349	394	352	102	334	8,827
	Protocol 31: UNCONSCIOUS/FAINTING/NEAR	2,419	422	618	369	339	313	78	280	2,371	427	612	361	325	296	104	246	2,390	419	582	392	306	302	96	293	7,180
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,505	278	408	188	211	193	85	142	1,516	289	425	214	187	186	56	159	1,423	289	416	175	187	154	57	145	4,444
	Protocol 28: STROKE - CVA	1,438	226	381	163	209	203	75	181	1,347	245	341	161	164	179	88	169	1,305	206	367	157	151	162	76	186	4,090
	Protocol UGA2: UPGRADE TO AMBER 2	1,245	244	296	143	171	174	43	174	1,463	272	386	176	178	215	58	178	1,308	249	339	130	151	180	64	195	4,016
	Protocol 12: CONVULSIONS/FITTING	1,303	210	319	199	217	153	36	169	1,327	226	342	215	196	152	46	150	1,272	211	305	212	168	166	50	160	3,902
	AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,412	670	648	565	560	311	98	560	3,280	650	661	622	456	291	86	514	3,334	694	602	568	485	314	106	565
Number of NHSW telephone assessments that were resolved with an 'ambulance not required' outcome		1,393	223	386	215	190	168	65	146	1,430	244	405	243	174	176	43	145	1,423	266	359	201	199	181	70	147	4,246
Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome		2,019	447	262	350	370	143	33	414	1,850	406	256	379	282	115	43	369	1,911	428	243	367	286	133	36	418	5,780
Percentage of calls ended following WAST telephone assessment		8.6%	9.6%	6.3%	10.7%	9.9%	6.2%	5.6%	11.5%	8.2%	9.2%	6.2%	11.4%	8.6%	6.0%	4.9%	11.0%	8.7%	10.2%	5.9%	10.8%	9.5%	6.7%	6.0%	12.1%	8.5%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,660	446	732	386	372	318	104	302	2,670	448	776	404	330	332	111	269	2,681	481	720	374	376	321	118	291	8,011
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,876	6,969	10,297	5,274	5,676	5,041	1,761	4,858	39,785	7,085	10,593	5,480	5,314	4,886	1,747	4,680	38,490	6,797	10,185	5,256	5,116	4,692	1,762	4,682	118,151
	Percentage of calls transferred to NHS Direct Wales	6.7%	6.4%	7.1%	7.3%	6.6%	6.3%	5.9%	6.2%	6.7%	6.3%	7.3%	7.4%	6.2%	6.8%	6.4%	5.7%	7.0%	7.1%	7.1%	7.1%	7.3%	6.8%	6.7%	6.2%	6.8%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	959	175	257	115	141	129	34	108	959	168	289	120	123	117	50	92	948	168	291	131	114	112	34	98	2,866
	Total Number of Calls Triaged by a Nurse Advisor	2,352	398	643	330	331	297	99	254	2,389	412	694	363	297	293	93	237	2,371	434	650	332	313	293	104	245	7,112
	Percentage of calls returned from NHS Direct Wales	40.8%	44.0%	40.0%	34.8%	42.6%	43.4%	34.3%	42.5%	40.1%	40.8%	41.6%	33.1%	41.4%	39.9%	53.8%	38.8%	40.0%	38.7%	44.8%	39.5%	36.4%	38.2%	32.7%	40.0%	40.3%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,393	223	386	215	190	168	65	146	1,430	244	405	243	174	176	43	145	1,423	266	359	201	199	181	70	147	4,246
	Total Number of Calls Triaged by a Nurse Advisor	2,352	398	643	330	331	297	99	254	2,389	412	694	363	297	293	93	237	2,371	434	650	332	313	293	104	245	7,112
	Percentage of calls ended through transfer to alternative care advice services	59.2%	56.0%	60.0%	65.2%	57.4%	56.6%	65.7%	57.5%	59.9%	59.2%	58.4%	66.9%	58.6%	60.1%	46.2%	61.2%	60.0%	61.3%	55.2%	60.5%	63.6%	61.8%	67.3%	60.0%	59.7%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	211	38	42	17	54	17	8	35	212	36	41	23	27	17	2	66	299	52	61	14	56	30	13	73	722
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,412	670	648	565	560	311	98	560	3,280	650	661	622	456	291	86	514	3,334	694	602	568	485	314	106	565	10,026
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	6.2%	5.7%	6.5%	3.0%	9.6%	5.5%	8.2%	6.3%	6.5%	5.5%	6.2%	3.7%	5.9%	5.8%	2.3%	12.8%	9.0%	7.5%	10.1%	2.5%	11.5%	9.6%	12.3%	12.9%	7.2%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	18	6	9	-	-	2	-	1	21	-	14	2	1	4	-	-	26	7	6	2	3	6	1	1	65
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,854	485	987	317	279	366	165	255	3,007	488	1,091	305	266	397	144	316	2,805	520	938	333	258	338	158	260	8,666
	Re-contact percentage within 24hrs of See and Treat	0.6%	1.2%	0.9%	0.0%	0.0%	0.5%	0.0%	0.4%	0.7%	0.0%	1.3%	0.7%	0.4%	1.0%	0.0%	0.0%	0.9%	1.3%	0.6%	0.6%	1.2%	1.8%	0.6%	0.4%	0.8%

Step 3 Come to See Me LHB Review: April 2019 - June 2019

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI11	Number of RED category incidents resulting in an emergency response	1,967	372	404	285	281	237	73	315	2,172	398	456	322	323	274	82	317	2,138	409	423	343	300	242	95	326	6,277
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,382	265	283	223	199	161	43	208	1,525	284	320	247	228	164	49	233	1,549	298	292	271	210	164	71	243	4,456
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	70.3%	71.2%	70.0%	78.2%	70.8%	67.9%	58.9%	66.0%	70.2%	71.4%	70.2%	76.7%	70.6%	59.9%	59.8%	73.5%	72.5%	72.9%	69.0%	79.0%	70.0%	67.8%	74.7%	74.5%	71.0%
	RED Category - Median Response	00:05:30	00:05:38	00:05:33	00:04:56	00:05:35	00:05:19	00:04:29	00:06:02	00:05:26	00:05:06	00:05:32	00:05:08	00:05:20	00:06:03	00:06:20	00:05:50	00:05:23	00:05:40	00:05:34	00:05:25	00:05:24	00:04:44	00:03:26	00:05:36	
	RED Category - 65th Percentile	00:07:12	00:07:09	00:07:04	00:06:35	00:07:16	00:07:23	00:08:48	00:07:54	00:07:16	00:06:53	00:07:04	00:06:28	00:07:23	00:08:52	00:10:08	00:07:16	00:06:55	00:06:54	00:07:17	00:06:33	00:07:18	00:07:15	00:05:36	00:06:46	
	RED Category - 95th Percentile	00:16:32	00:14:48	00:16:50	00:13:06	00:14:47	00:17:21	00:20:17	00:16:57	00:16:03	00:15:28	00:17:05	00:12:23	00:14:47	00:19:31	00:21:23	00:14:27	00:16:04	00:15:00	00:19:09	00:13:31	00:15:52	00:18:52	00:20:03	00:13:15	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,551	4,021	6,041	2,884	3,182	3,005	1,060	2,358	22,688	4,034	6,267	2,853	3,031	2,940	1,066	2,497	21,502	3,805	5,855	2,782	2,833	2,795	1,063	2,369	66,741
	Number of AMBER category incidents with first response arriving on scene within 20 mins	8,652	1,483	2,739	1,136	1,081	1,266	503	444	8,844	1,484	2,882	987	1,112	1,212	500	667	8,446	1,432	2,601	1,001	1,137	1,187	499	589	25,942
	AMBER Category - Median Response	00:27:53	00:30:50	00:22:25	00:27:35	00:32:00	00:24:27	00:21:09	01:03:24	00:26:42	00:29:30	00:21:57	00:32:35	00:27:52	00:24:27	00:21:35	00:42:12	00:26:53	00:29:41	00:22:48	00:30:41	00:25:40	00:23:59	00:22:04	00:47:12	
	AMBER Category - 65th Percentile	00:42:45	00:47:32	00:32:19	00:45:18	00:48:23	00:36:15	00:29:31	01:40:55	00:40:32	00:48:38	00:31:29	00:49:20	00:41:50	00:34:27	00:31:03	01:08:59	00:41:04	00:47:13	00:32:41	00:49:27	00:38:46	00:35:21	00:32:00	01:19:59	
	AMBER Category - 95th Percentile	03:06:52	03:22:49	01:54:47	02:59:08	03:21:46	02:24:32	01:32:16	05:14:26	02:41:39	03:12:26	01:49:58	03:08:48	02:35:24	01:55:27	01:37:22	04:21:19	02:51:56	03:17:40	02:06:50	03:17:46	02:34:39	02:05:54	01:28:36	04:23:15	
AQI13	Number of GREEN category incidents resulting in a response	2,237	361	684	215	268	339	146	224	2,243	311	698	215	293	326	138	262	2,169	330	653	181	314	329	120	242	6,649
	Number of GREEN category incidents with first response arriving on scene within 30 mins	765	84	265	66	97	114	62	77	792	102	281	69	89	116	45	90	771	86	268	67	106	113	45	86	2,328
	GREEN Category - Median Response	00:45:49	01:04:43	00:40:10	00:48:01	00:42:00	00:45:38	00:37:34	00:51:18	00:44:44	00:46:38	00:39:39	00:47:50	00:48:15	00:44:08	00:42:19	00:50:46	00:44:17	00:57:58	00:37:51	00:46:14	00:44:56	00:45:43	00:37:08	00:44:10	
	GREEN Category - 65th Percentile	01:11:24	01:34:16	01:01:29	01:14:27	01:12:18	01:05:38	01:00:53	01:23:21	01:06:06	01:13:17	00:55:34	01:10:16	01:11:50	01:09:27	00:55:05	01:17:28	01:04:36	01:23:45	00:53:38	01:18:49	01:05:29	01:08:07	00:50:54	01:11:52	
	GREEN Category - 95th Percentile	04:39:20	05:58:35	03:12:23	04:37:58	04:48:53	04:07:37	03:29:58	07:37:32	05:00:18	07:17:48	03:09:23	05:44:49	05:00:45	05:08:58	02:23:22	06:47:06	04:30:06	05:49:57	03:50:33	05:14:48	04:35:14	03:41:56	02:39:37	07:05:10	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	21,757	3,818	5,820	2,823	3,041	2,911	1,011	2,333	22,321	3,887	6,047	2,928	3,068	2,901	1,002	2,488	20,999	3,726	5,640	2,782	2,889	2,706	934	2,322	65,077
	Percentage of Incidents where 1 Vehicle Arrived at Scene	82.5%	76.3%	86.3%	82.3%	79.7%	87.7%	86.0%	78.6%	83.0%	76.9%	86.6%	80.8%	80.1%	90.6%	87.5%	79.1%	82.9%	76.5%	87.7%	80.7%	81.0%	88.7%	86.8%	78.0%	82.8%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	16.0%	21.5%	12.8%	16.2%	18.3%	11.3%	12.8%	19.3%	15.5%	20.6%	12.6%	17.5%	17.6%	8.9%	12.0%	18.6%	15.5%	21.4%	11.1%	17.6%	16.8%	10.8%	12.2%	19.4%	15.7%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.2%	1.8%	0.8%	1.3%	1.4%	0.7%	1.1%	1.5%	1.3%	2.3%	0.8%	1.4%	1.8%	0.4%	0.4%	1.8%	1.3%	1.8%	0.9%	1.3%	1.9%	0.4%	1.0%	2.1%	1.3%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.3%	0.4%	0.1%	0.2%	0.6%	0.2%	0.2%	0.6%	0.2%	0.2%	0.1%	0.3%	0.4%	0.2%	0.1%	0.5%	0.3%	0.3%	0.2%	0.4%	0.3%	0.1%	0.0%	0.5%	0.3%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,521	354	441	193	137	207	86	103	1,453	344	416	152	117	215	90	119	1,584	338	430	214	141	232	99	130	4,558
	RED	267	54	53	40	31	45	18	26	287	54	63	44	23	57	20	26	306	67	57	43	29	55	28	27	860
	AMBER	1,193	294	346	150	103	160	64	76	1,108	281	315	105	94	157	64	92	1,216	263	332	163	110	176	69	103	3,517
	GREEN	61	6	42	3	3	2	4	1	58	9	38	3	-	1	6	1	62	8	41	8	2	1	2	-	181
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,316	313	394	148	121	176	76	88	1,278	304	384	126	107	179	73	105	1,361	290	393	169	121	189	84	115	3,955
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	86.5%	88.4%	89.3%	76.7%	88.3%	85.0%	88.4%	85.4%	88.0%	88.4%	92.3%	82.9%	91.5%	83.3%	81.1%	88.2%	85.9%	85.8%	91.4%	79.0%	85.8%	81.5%	84.8%	88.5%	86.8%

Step 4 Give Me Treatment LHB Review: April 2019 - June 2019

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	17.2%	All Wales Indicator Only								20.0%	All Wales Indicator Only								11.0%	All Wales Indicator Only								16.5%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	41	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	19	-	-	-	-	-	-	-	105			
	Total Number of patients with attempted resuscitation following cardiac arrest	238	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	172	-	-	-	-	-	-	-	635			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	94.6%	All Wales Indicator Only								95.9%	All Wales Indicator Only								96.6%	All Wales Indicator Only								95.7%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	351	-	-	-	-	-	-	-	352	-	-	-	-	-	-	-	365	-	-	-	-	-	-	-	1068			
	Total Number of suspected stroke patients	371	-	-	-	-	-	-	-	367	-	-	-	-	-	-	-	378	-	-	-	-	-	-	-	1116			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	83.9%	All Wales Indicator Only								81.7%	All Wales Indicator Only								83.9%	All Wales Indicator Only								83.2%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	214	-	-	-	-	-	-	-	205	-	-	-	-	-	-	-	214	-	-	-	-	-	-	-	633			
	Total Number of older patients with suspected hip fracture	255	-	-	-	-	-	-	-	251	-	-	-	-	-	-	-	255	-	-	-	-	-	-	-	761			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	93.3%	All Wales Indicator Only								91.6%	All Wales Indicator Only								93.7%	All Wales Indicator Only								92.9%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	238	-	-	-	-	-	-	-	230	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	707			
	Total Number of older patients with suspected hip fracture	255	-	-	-	-	-	-	-	251	-	-	-	-	-	-	-	255	-	-	-	-	-	-	-	761			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	70.3%	All Wales Indicator Only								64.4%	All Wales Indicator Only								82.9%	All Wales Indicator Only								71.9%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	45	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	161			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	64	-	-	-	-	-	-	-	90	-	-	-	-	-	-	-	70	-	-	-	-	-	-	-	224			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	98.6%	All Wales Indicator Only								97.3%	All Wales Indicator Only								100.0%	All Wales Indicator Only								98.5%
	Number of suspected sepsis patients who have had a documented NEWS score	70	-	-	-	-	-	-	-	73	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	196			
	Total Number of suspected sepsis patients	71	-	-	-	-	-	-	-	75	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	199			
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	37	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	98			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	37	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	98			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	87.6%	All Wales Indicator Only								83.2%	All Wales Indicator Only								89.2%	All Wales Indicator Only								86.5%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	261	-	-	-	-	-	-	-	253	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	729			
	Total Number of hypoglycaemic patients	298	-	-	-	-	-	-	-	304	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	843			
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,102	893	1,526	629	474	737	293	550	5,159	866	1,617	639	473	703	263	598	4,822	876	1,406	655	432	633	254	566	15,083			
	Treated At Scene	2,854	485	987	317	279	366	165	255	3,007	488	1,091	305	266	397	144	316	2,805	520	938	333	258	338	158	260	8,666			
	Referred To Alternate Provider	2,248	408	539	312	195	371	128	295	2,152	378	526	334	207	306	119	282	2,017	356	468	322	174	295	96	306	6,417			

Step 4: Give Me Treatment (Cont.)																												
AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total		
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB			
AQI18	AMBER1																											
	Total Number of AMBER1 Incidents with a Response	14,735	2,650	3,805	1,950	2,104	1,987	684	1,555	14,259	2,570	3,807	1,853	1,955	1,840	669	1,565	13,635	2,459	3,666	1,756	1,836	1,742	667	1,509	42,629		
	Number of AMBER1 Incidents where Ideal Resource First on Scene	10,334	1,704	2,819	1,371	1,371	1,506	520	1,043	10,106	1,686	2,813	1,311	1,335	1,432	506	1,023	9,603	1,561	2,710	1,269	1,222	1,349	510	982	30,043		
	Percentage of AMBER1 Incidents where Ideal Resource First on Scene	70.1%	64.3%	74.1%	70.3%	65.2%	75.8%	76.0%	67.1%	70.9%	65.6%	73.9%	70.8%	68.3%	77.8%	75.6%	65.4%	70.4%	63.5%	73.9%	72.3%	66.6%	77.4%	76.5%	65.1%	70.5%		
	Number of AMBER1 Incidents where Ideal Resource Arrived Subsequently	1,107	253	178	175	216	132	29	124	958	270	158	135	156	94	27	118	956	287	134	138	145	98	36	118	3,021		
	Percentage of AMBER1 Incidents where Ideal Resource Arrived Subsequently	7.5%	9.5%	4.7%	9.0%	10.3%	6.6%	4.2%	8.0%	6.7%	10.5%	4.2%	7.3%	8.0%	5.1%	4.0%	7.5%	7.0%	11.7%	3.7%	7.9%	7.9%	5.6%	5.4%	7.8%	7.1%		
	AMBER2																											
	Total Number of AMBER2 Incidents with a Response	5,439	935	1,675	656	713	729	292	439	5,719	966	1,779	653	739	745	289	548	5,423	907	1,584	727	687	743	290	485	16,581		
	Number of AMBER2 Incidents where Ideal Resource First on Scene	3,410	547	1,080	432	431	497	200	223	3,676	597	1,172	399	464	517	209	318	3,335	531	1,010	416	433	490	192	263	10,421		
	Percentage of AMBER2 Incidents where Ideal Resource First on Scene	62.7%	58.5%	64.5%	65.9%	60.4%	68.2%	68.5%	50.8%	64.3%	61.8%	65.9%	61.1%	62.8%	69.4%	72.3%	58.0%	61.5%	58.5%	63.8%	57.2%	63.0%	65.9%	66.2%	54.2%	62.8%		
	Number of AMBER2 Incidents where Ideal Resource Arrived Subsequently	168	44	40	18	17	19	12	18	142	31	29	16	22	16	7	21	166	39	29	39	22	21	6	10	476		
	Percentage of AMBER2 Incidents where Ideal Resource Arrived Subsequently	3.1%	4.7%	2.4%	2.7%	2.4%	2.6%	4.1%	4.1%	2.5%	3.2%	1.6%	2.5%	3.0%	2.1%	2.4%	3.8%	3.1%	4.3%	1.8%	5.4%	3.2%	2.8%	2.1%	2.1%	2.9%		
	AMBER																											
	Total Number of AMBER Incidents with a Response	20,174	3,585	5,480	2,606	2,817	2,716	976	1,994	19,978	3,536	5,586	2,506	2,694	2,585	958	2,113	19,058	3,366	5,250	2,483	2,523	2,485	957	1,994	59,210		
	Number of AMBER Incidents where Ideal Resource First on Scene	13,744	2,251	3,899	1,803	1,802	2,003	720	1,266	13,782	2,283	3,985	1,710	1,799	1,949	715	1,341	12,938	2,092	3,720	1,685	1,655	1,839	702	1,245	40,464		
	Percentage of AMBER Incidents where Ideal Resource First on Scene	68.1%	62.8%	71.1%	69.2%	64.0%	73.7%	73.8%	63.5%	69.0%	64.6%	71.3%	68.2%	66.8%	75.4%	74.6%	63.5%	67.9%	62.2%	70.9%	67.9%	65.6%	74.0%	73.4%	62.4%	68.3%		
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	1,275	297	218	193	233	151	41	142	1,100	301	187	151	178	110	34	139	1,122	326	163	177	167	119	42	128	3,497		
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	6.3%	8.3%	4.0%	7.4%	8.3%	5.6%	4.2%	7.1%	5.5%	8.5%	3.3%	6.0%	6.6%	4.3%	3.5%	6.6%	5.9%	9.7%	3.1%	7.1%	6.6%	4.8%	4.4%	6.4%	5.9%		
	GREEN2																											
	Total Number of GREEN2 Incidents with a Response	882	139	231	101	111	131	66	103	930	133	258	118	134	110	54	123	899	134	258	87	135	121	60	104	2,711		
	Number of GREEN2 Incidents where Ideal Resource First on Scene	503	74	138	48	56	90	40	57	544	69	163	44	78	78	35	77	534	63	167	45	82	74	46	57	1,581		
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	57.0%	53.2%	59.7%	47.5%	50.5%	68.7%	60.6%	55.3%	58.5%	51.9%	63.2%	37.3%	58.2%	70.9%	64.8%	62.6%	59.4%	47.0%	64.7%	51.7%	60.7%	61.2%	76.7%	54.8%	58.3%		
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	36	3	9	6	7	6	2	3	44	6	8	9	7	4	1	9	30	4	8	3	5	2	2	6	110		
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	4.1%	2.2%	3.9%	5.9%	6.3%	4.6%	3.0%	2.9%	4.7%	4.5%	3.1%	7.6%	5.2%	3.6%	1.9%	7.3%	3.3%	3.0%	3.1%	3.4%	3.7%	1.7%	3.3%	5.8%	4.1%		
AQI18	GREEN3 (Non HCP Incidents)																											
	Total Number of GREEN3 Incidents with a Response	1,088	149	394	86	118	177	76	88	1,104	138	387	82	130	178	73	116	1,024	150	346	72	135	178	48	95	3,216		
	Number of GREEN3 Incidents where Ideal Resource First on Scene	700	68	299	34	69	134	64	32	734	68	287	36	68	146	59	70	647	69	254	27	69	141	41	46	2,081		
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	64.3%	45.6%	75.9%	39.5%	58.5%	75.7%	84.2%	36.4%	66.5%	49.3%	74.2%	43.9%	52.3%	82.0%	80.8%	60.3%	63.2%	46.0%	73.4%	37.5%	51.1%	79.2%	85.4%	48.4%	64.7%		
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	59	9	7	4	10	11	2	16	58	14	12	7	11	6	1	7	68	12	10	7	13	9	1	16	185		
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	5.4%	6.0%	1.8%	4.7%	8.5%	6.2%	2.6%	18.2%	5.3%	10.1%	3.1%	8.5%	8.5%	3.4%	1.4%	6.0%	6.6%	8.0%	2.9%	9.7%	9.6%	5.1%	2.1%	16.8%	5.8%		
	GREEN3 (HCP Incidents)																											
	Total Number of GREEN3 Incidents with a Response	2,755	471	763	387	355	389	166	224	2,882	569	728	425	371	378	174	237	2,738	514	738	404	356	371	153	202	8,375		
	Number of GREEN3 Incidents where Ideal Resource First on Scene	1,791	320	538	264	250	201	109	109	1,877	370	520	284	256	216	102	129	1,845	358	521	294	256	214	80	122	5,513		
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	65.0%	67.9%	70.5%	68.2%	70.4%	51.7%	65.7%	48.7%	65.1%	65.0%	71.4%	66.8%	69.0%	57.1%	58.6%	54.4%	67.4%	69.6%	70.6%	72.8%	71.9%	57.7%	52.3%	60.4%	65.8%		
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	8	1	3	-	1	1	-	2	10	3	3	-	-	-	2	2	9	3	1	-	-	2	-	3	27		
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.3%	0.2%	0.4%	0.0%	0.3%	0.3%	0.0%	0.9%	0.3%	0.5%	0.4%	0.0%	0.0%	0.0%	1.1%	0.8%	0.3%	0.6%	0.1%	0.0%	0.0%	0.5%	0.0%	1.5%	0.3%		

Step 5 Take Me To Hospital LHB Review: April 2019 - June 2019

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-19								May-19								Jun-19								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI19 i	Number of 999 Patients conveyed to Hospital	15,480	2,686	4,076	2,026	2,336	2,121	710	1,525	15,687	2,751	4,202	1,971	2,329	2,067	711	1,656	14,812	2,636	3,907	1,881	2,194	1,975	713	1,506	45,979	
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,295	4,100	6,355	3,004	3,215	3,105	1,119	2,397	23,352	4,058	6,545	2,934	3,166	3,016	1,097	2,536	22,276	3,925	6,107	2,890	2,983	2,888	1,090	2,393	68,923	
	Percentage of patients conveyed to hospital following a face to face assessment	66.5%	65.5%	64.1%	67.4%	72.7%	68.3%	63.4%	63.6%	67.2%	67.8%	64.2%	67.2%	73.6%	68.5%	64.8%	65.3%	66.5%	67.2%	64.0%	65.1%	73.6%	68.4%	65.4%	62.9%	66.7%	
AQI19 ii	Total number of patients conveyed to hospital by type	20,485	3,627	5,325	2,668	3,059	2,825	969	2,012	20,928	3,782	5,463	2,688	3,020	2,785	995	2,195	19,753	3,536	5,129	2,549	2,857	2,667	979	2,036	61,166	
	Tier 1 Major A&E Units	18,622	3,442	5,171	2,093	3,032	2,289	887	1,708	19,089	3,581	5,294	2,119	2,997	2,321	899	1,878	18,008	3,342	4,966	2,041	2,838	2,217	894	1,710	55,719	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	516	154	43	1	9	14	14	281	521	169	36	2	7	13	10	284	540	166	48	-	6	8	10	302	1,577	
	Tier 3 (Major Acute) - Medical Admissions Unit	1,047	3	-	524	3	515	1	1	977	1	-	533	-	435	-	8	912	-	-	472	1	432	1	6	2,936	
	Other (all other units such as Maternity or Mental Health Units)	300	28	111	50	15	7	67	22	341	31	133	34	16	16	86	25	293	28	115	36	12	10	74	18	934	
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	48.6%	43.8%	39.0%	51.3%	72.8%	57.5%	42.1%	31.5%	50.2%	44.9%	40.9%	49.2%	72.4%	64.0%	48.7%	34.3%	50.6%	48.5%	41.9%	44.0%	73.7%	63.6%	54.4%	32.0%	49.8%	
	Number of Notification to Handover within 15 minutes	9,551	1,418	2,025	1,262	2,187	1,647	382	630	9,970	1,483	2,158	1,204	2,164	1,775	439	747	9,577	1,511	2,079	1,038	2,096	1,703	496	654	29,098	
	Total Number of Handovers	19,661	3,235	5,192	2,459	3,006	2,864	907	1,998	19,862	3,301	5,270	2,447	2,990	2,772	902	2,180	18,912	3,118	4,961	2,358	2,843	2,679	912	2,041	58,435	
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	48.1%	43.9%	39.0%	54.1%	72.9%	51.1%	42.6%	32.1%	49.8%	44.9%	40.9%	53.1%	72.4%	59.0%	48.3%	33.5%	50.5%	48.5%	41.9%	46.2%	73.7%	59.4%	54.6%	31.7%	49.4%	
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	8,816	1,418	2,025	1,068	2,184	1,188	380	553	9,275	1,483	2,158	1,044	2,161	1,361	431	637	8,950	1,511	2,079	896	2,092	1,326	492	554	27,041	
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,333	3,232	5,192	1,975	2,996	2,324	892	1,722	18,627	3,300	5,270	1,967	2,985	2,308	893	1,904	17,735	3,118	4,961	1,940	2,837	2,233	901	1,745	54,695	
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	28.0%	-	-	0.0%	28.6%	50.0%	7.1%	28.0%	40.1%	-	-	0.0%	60.0%	38.5%	88.9%	38.3%	34.3%	-	-	-	60.0%	71.4%	40.0%	32.8%	34.0%	
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	87	-	-	-	2	7	1	77	119	-	-	-	3	5	8	103	107	-	-	-	3	5	4	95	313	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	311	-	-	-	1	7	14	14	275	297	-	-	1	5	13	9	269	312	-	-	-	5	7	10	290	920
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	63.7%	0.0%	-	40.2%	33.3%	85.9%	100.0%	0.0%	61.4%	0.0%	-	33.4%	-	90.7%	-	100.0%	60.1%	-	-	34.0%	100.0%	84.7%	0.0%	83.3%	61.8%	
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	648	-	-	194	1	452	1	-	576	-	-	160	-	409	-	7	520	-	-	142	1	372	-	5	1,744	
	TIER 3 (Major Acute) - Total Number of Handovers	1,017	3	-	483	3	526	1	1	938	1	-	479	-	451	-	7	865	-	-	418	1	439	1	6	2,820	
	Other - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Other - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
AQI21	Number of lost hours following notification to handover over 15 minutes	8,766	1915	1871	512	1005	856	302	2306	7,100	1,631	1,561	559	742	469	181	1,958	7,324	1,534	1,262	758	580	619	200	2,372	23,191	
	Tier 1 Major A&E Units	8,494	1,911	1,871	426	1,003	832	291	2,160	6,924	1,630	1,561	457	741	460	181	1,894	7,097	1,534	1,262	657	579	599	195	2,271	22,515	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	159	-	-	1	1	1	11	145	66	-	-	0	1	2	0	63	106	-	-	-	0	1	4	101	331	
	Tier 3 (Major Acute) - Medical Admissions Unit	113	4	-	86	0	23	-	0	110	1	-	102	-	7	-	-	121	-	-	101	-	19	0	0	344	
	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	74.9%	62.0%	80.9%	73.0%	75.7%	76.9%	90.2%	71.1%	75.8%	63.0%	83.9%	73.3%	75.7%	77.7%	89.4%	70.7%	82.5%	63.4%	93.7%	79.7%	82.3%	80.9%	92.2%	85.6%	77.7%	
	Number of Handover to Clear within 15 minutes	14,721	2,007	4,202	1,794	2,276	2,203	818	1,421	15,063	2,080	4,424	1,793	2,264	2,155	806	1,541	15,603	1,977	4,648	1,880	2,341	2,168	841	1,748	45,387	
	Total Number of Handovers	19,661	3,235	5,192	2,459	3,006	2,864	907	1,998	19,862	3,301	5,270	2,447	2,990	2,772	902	2,180	18,912	3,118	4,961	2,358	2,843	2,679	912	2,041	58,435	
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	74.3%	62.0%	80.9%	68.7%	75.7%	76.5%	90.4%	69.7%	75.2%	63.0%	83.9%	68.9%	75.7%	77.4%	89.4%	68.8%	82.0%	63.4%	93.7%	76.6%	82.4%	79.9%	92.1%	84.8%	77.1%	
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,615	2,004	4,202	1,357	2,267	1,778	806	1,201	14,011	2,079	4,424	1,355	2,259	1,786	798	1,310	14,544	1,977	4,648	1,487	2,337	1,785	830	1,480	42,170	
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,333	3,232	5,192	1,975	2,996	2,324	892	1,722	18,627	3,300	5,270	1,967	2,985	2,308	893	1,904	17,735	3,118	4,961	1,940	2,837	2,233	901	1,745	54,695	
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	80.1%	-	-	100.0%	100.0%	71.4%	85.7%	79.6%	84.5%	-	-	0.0%	100.0%	100.0%	88.9%	83.6%	90.7%	0.0%	0.0%	0.0%	60.0%	100.0%	100.0%	90.7%	85.1%	
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	249	-	-	1	7	10	12	219	251	-	-	-	5	13	8	225	283	-	-	-	3	7	10	263	783	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	311	-	-	1	7	14	14	275	297	-	-	1	5	13	9	269	312	-	-	-	5	7	10	290	920	
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	84.3%	100.0%	-	90.3%	66.7%	78.9%	0.0%	100.0%	85.4%	100.0%	-	91.4%	-	78.9%	-	85.7%	89.7%	0.0%	0.0%	94.0%	100.0%	85.6%	100.0%	83.3%	86.3%	
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	857	3	-	436	2	415	-	1	801	1	-	438	-	356	-	6	776	-	-	393	1	376	1	5	2,434	
	TIER 3 (Major Acute) - Total Number of Handovers	1,017	3	-	483	3	526	1	1	938	1	-	479	-	451	-	7	865	-	-	418	1	439	1	6	2,820	
	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	1,620	453	199	162	134	123	449	100	1,774	451	202	145	142	142	508	184	1,582	429	171	118	109	129	484	142	4,976	
	Number of patients conveyed to hospital	20,485	3,627	5,325	2,668	3,059	2,825	969	2,012	20,928	3,782	5,463	2,688	3,020	2,785	995	2,195	19,753	3,536	5,129	2,549	2,857	2,667	979	2,036	61,166	
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.9%	12.5%	3.																							

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, or 12 or more calls from the same address in the past 3 months.
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	HB	Health Board: an HB is an administrative unit within the National Health Service in Wales. The 7 HB's in Wales are Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf Morgannwg University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board, Swansea Bay University Health Board.
16	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB hospital staff.
17	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
18	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
19	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
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	CTM	Cwm Taf Morgannwg University Health Board
43	HD	Hywel Dda University Health Board
44	P	Powys Teaching Health Board
45	SB	Swansea Bay University Health Board

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

Changes captured within version 3

1	From 1st April 2019 responsibility for the locality of Bridgend moved from Abertawe Bro Morgannwg University Health Board (ABM) to Cwm Taf University Health Board (CT). Additionally the health board names have changed to reflect the new boundary arrangements: Abertawe Bro Morgannwg University Health Board has changed to Swansea Bay University Local Health Board (SB) and Cwm Taf University Local Health Board has changed to Cwm Taf Morgannwg University Local Health Board (CTM)
2	Within this AQI report the HB names are sorted alphabetically which means, from this pack onwards, Aneurin Bevan (AB) is the first HB listed, not ABM, which is now called Swansea Bay (SB) and listed last.
3	AQI 7 has become AQI 7i and 0845 numbers have been removed from the reported dataset.
4	AQI 7ii has been added capturing how quickly the 999 calls received by the Welsh Ambulance Services NHS Trust, as reported in AQI 7i, are answered.
5	Figures for AQI 15 were put in the wrong priority categories. Figures are updated and correct.

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