

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: January 2020 - March 2020

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



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EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	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?
3	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.
4	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?
5	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?
6	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQI7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQI7ii	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.
9	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.
10	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)
11	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	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?
13	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?
14	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).
15	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).
16	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.

17	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?
18	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?
19	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.
20	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?
21	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.
22	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.
23	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.
24	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.
25	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.
26	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.
27	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.
28	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?
29	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?
30	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
31	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

32	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
33	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.
34	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.
35	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.
36	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.
37	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.
38	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.

Clinical Response Model

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

Step 1 Help Me Choose LHB Review: January to March 2020

Step 1: Help Me Choose																												
AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	No longer reported																										
AQI3	Number of attendances at key stakeholder events	No longer reported																										
AQI4 i	Number of NHS Direct Wales unique website visits	476,887	-	-	-	-	-	-	-	422,566	-	-	-	-	-	-	-	1,651,867									2,551,320	
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																											
	Dental Problems	4,038	58	1,223	20	325	1,033	300	1,079	3,494	45	1,110	15	234	846	259	985	2,500	28	745	7	188	648	159	725		10,032	
	Cough	762	253	60	38	78	133	56	144	857	209	109	103	102	123	50	161	3,281	774	483	390	477	420	139	598		4,900	
	Chest Pain	1,092	263	122	89	135	168	62	253	925	191	86	100	124	158	63	203	1,667	385	226	213	235	237	71	300		3,684	
	Abdominal Pain	1,523	346	233	155	194	222	88	285	1,291	299	200	125	158	206	63	240	738	160	94	93	77	115	46	153		3,552	
	Fever	714	191	94	62	90	118	45	114	711	163	85	87	91	131	37	117	1,503	361	218	192	237	194	65	236		2,928	
	Sore Throat	809	248	40	41	111	131	38	200	836	275	38	51	100	119	45	208	1,124	308	103	123	144	188	44	214		2,769	
	Other Symptoms	725	127	106	89	106	138	51	108	762	147	110	105	86	138	48	128	1,188	271	175	164	164	165	48	201		2,675	
	Breathing Difficulty	604	160	56	33	68	109	44	134	479	114	52	46	67	78	26	96	1,377	319	200	142	216	207	56	237		2,460	
	Rash	736	188	82	84	106	107	34	135	715	196	73	84	98	118	37	109	477	123	48	42	77	85	26	76		1,928	
	Headache	405	101	44	44	48	71	15	82	410	88	50	48	49	68	23	84	533	134	62	54	76	81	30	96		1,348	
AQI5	Number of Frequent Callers	297	37	106	32	35	39	7	41	272	33	99	30	36	36	11	27	258	36	78	38	28	35	6	37		827	
	Number of Incidents generated by Frequent Callers	2,605	330	995	257	296	295	60	372	2,390	235	870	256	340	326	83	280	2,357	253	806	327	253	338	37	343		7,352	
	Total Number of Incidents	39,410	7,168	10,319	5,359	5,365	5,002	1,680	4,517	35,987	6,669	9,344	5,031	4,713	4,518	1,532	4,180	37,568	7,095	9,477	5,484	5,019	4,505	1,508	4,480		112,965	
	Percentage of Frequent Callers incidents against overall number of Incidents	6.6%	4.6%	9.6%	4.8%	5.5%	5.9%	3.6%	8.2%	6.6%	3.5%	9.3%	5.1%	7.2%	7.2%	5.4%	6.7%	6.3%	3.6%	8.5%	6.0%	5.0%	7.5%	2.5%	7.7%		6.5%	

Step 2 Answer My Call LHB Review: January to March 2020

Step 2: Answer My Call																											
AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	6,711	-	-	-	-	-	-	-	6,025	-	-	-	-	-	-	-	5,247	-	-	-	-	-	-	-	-	17,983
AQI7i	Number of 999 calls answered	42,104	-	-	-	-	-	-	-	38,049	-	-	-	-	-	-	-	43,474	-	-	-	-	-	-	-	-	123,827
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)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:12	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,410	7,168	10,319	5,359	5,365	5,002	1,680	4,517	35,987	6,669	9,344	5,031	4,713	4,518	1,532	4,180	37,568	7,095	9,477	5,484	5,019	4,505	1,508	4,480	112,965	
	Protocol 06: BREATHING PROBLEMS	4,767	929	1,166	610	700	546	199	617	3,935	727	1,003	512	554	500	165	474	5,823	1,217	1,335	873	860	607	225	706	14,525	
	Protocol 10: CHEST PAIN	4,459	820	1,166	555	591	558	233	536	3,932	728	957	503	538	539	219	448	4,525	848	1,137	598	585	550	206	601	12,916	
	Protocol 17: FALLS	4,572	833	1,334	544	593	628	178	462	4,062	713	1,160	541	519	537	153	439	3,990	707	1,151	491	511	538	173	419	12,624	
	Protocol 35: HCP ADMISSION	3,772	771	978	522	485	502	199	315	3,382	717	889	451	401	429	183	312	2,457	509	592	384	323	297	115	237	9,611	
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	3,190	552	929	406	413	433	151	306	3,005	532	831	380	364	409	137	352	3,268	576	889	470	414	407	135	377	9,463	
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,336	455	604	357	308	280	94	238	2,127	395	542	383	261	234	83	229	2,077	399	495	331	287	244	78	243	6,540	
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,454	242	410	223	196	177	62	144	1,395	229	387	193	200	159	50	177	1,444	248	386	216	159	183	61	191	4,293	
	Protocol 28: STROKE (CVA/TIA)	1,449	246	380	168	194	216	73	172	1,315	218	350	143	173	196	80	155	1,288	241	316	164	166	182	70	149	4,052	
	Protocol *U: UNKNOWN - USER LEFT CALL	1,256	208	299	219	189	134	31	176	1,122	199	236	199	185	121	26	156	1,324	278	293	264	207	108	26	148	3,702	
	Protocol 12: CONVULSIONS/FITTING	1,303	234	318	208	197	147	39	160	1,193	231	289	172	156	155	45	145	1,116	211	293	156	139	154	32	131	3,612	
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,656	758	645	631	516	370	64	672	2,936	609	528	547	420	286	79	467	2,447	573	379	498	342	220	54	381	9,939	
	Number of NHSOW telephone assessments that were resolved with an 'ambulance not required' outcome	1,343	218	399	235	153	170	29	139	1,252	212	347	208	151	157	51	126	291	43	82	56	29	36	12	33	2,886	
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,313	540	246	396	363	200	35	533	1,684	397	181	339	269	129	28	341	2,156	530	297	442	313	184	42	348	6,153	
	Number of SICAT (single integrated clinical assessment and triage) resolved with an 'ambulance not required' outcome	-								-								-								-	
	Percentage of calls ended following WAST telephone assessment	9.3%	10.6%	6.3%	11.8%	9.6%	7.4%	3.8%	14.9%	8.2%	9.1%	5.7%	10.9%	8.9%	6.3%	5.2%	11.2%	6.5%	8.1%	4.0%	9.1%	6.8%	4.9%	3.6%	8.5%	8.0%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,581	423	749	391	318	332	90	278	2,523	442	682	386	308	317	107	281	640	109	175	114	84	68	27	63	5,744	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,410	7,168	10,319	5,359	5,365	5,002	1,680	4,517	35,987	6,669	9,344	5,031	4,713	4,518	1,532	4,180	37,568	7,095	9,477	5,484	5,019	4,505	1,508	4,480	112,965	
	Percentage of calls transferred to NHS Direct Wales	6.5%	5.9%	7.3%	7.3%	5.9%	6.6%	5.4%	6.2%	7.0%	6.6%	7.3%	7.7%	6.5%	7.0%	7.0%	6.7%	1.7%	1.5%	1.8%	2.1%	1.7%	1.5%	1.8%	1.4%	5.1%	
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,000	160	290	120	143	124	47	116	981	180	270	138	116	121	43	113	210	36	59	30	36	19	11	19	2,191	
	Total Number of Calls Triage'd by a Nurse Advisor	2,343	378	689	355	296	294	76	255	2,233	392	617	346	267	278	94	239	501	79	141	86	65	55	23	52	5,077	
	Percentage of calls returned from NHS Direct Wales	42.7%	42.3%	42.1%	33.8%	48.3%	42.2%	61.8%	45.5%	43.9%	45.9%	43.8%	39.9%	43.4%	43.5%	45.7%	47.3%	41.9%	45.6%	41.8%	34.9%	55.4%	34.5%	47.8%	36.5%	43.2%	
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,343	218	399	235	153	170	29	139	1,252	212	347	208	151	157	51	126	291	43	82	56	29	36	12	33	2,886	
	Total Number of Calls Triage'd by a Nurse Advisor	2,343	378	689	355	296	294	76	255	2,233	392	617	346	267	278	94	239	501	79	141	86	65	55	23	52	5,077	
	Percentage of calls ended through transfer to alternative care advice services	57.3%	57.7%	57.9%	66.2%	51.7%	57.8%	38.2%	54.5%	56.1%	54.1%	56.2%	60.1%	56.6%	56.5%	54.3%	52.7%	58.1%	54.4%	58.2%	65.1%	44.6%	65.5%	52.2%	63.5%	56.8%	
AQI10 i	Re-Contact rates - Telephone																										
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	207	44	41	17	21	24	3	57	149	25	27	17	29	20	2	29	232	50	53	26	23	23	5	52	588	
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,656	758	645	631	516	370	64	672	2,936	609	528	547	420	286	79	467	2,447	573	379	498	342	220	54	381	9,939	
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	5.7%	5.8%	6.4%	2.7%	4.1%	6.5%	4.7%	8.5%	5.1%	4.1%	5.1%	3.1%	6.9%	7.0%	2.5%	6.2%	9.5%	8.7%	14.0%	5.2%	6.7%	10.5%	9.3%	13.6%	6.5%	
AQI10 ii	Re-Contact rates - Attendance at Scene																										
	Number of incidents within 24 hours following See and Treat	26	6	13	-	2	4	-	1	16	3	7	-	-	5	1	-	34	9	13	3	2	7	-	-	76	
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,140	589	1,076	355	258	377	181	304	2,789	533	930	320	216	356	159	275	4,574	875	1,382	574	469	558	220	496	10,503	
	Re-contact percentage within 24hrs of See and Treat	0.8%	1.0%	1.2%	0.0%	0.8%	1.1%	0.0%	0.3%	0.6%	0.6%	0.8%	0.0%	0.0%	1.4%	0.6%	0.0%	0.7%	1.0%	0.9%	0.5%	0.4%	1.3%	0.0%	0.0%	0.7%	

Step 3 Come to See Me LHB Review: January to March 2020

Step 3: Come to See Me																											
AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	2,517	497	510	369	380	313	92	356	2,169	413	472	341	317	254	66	306	2,603	575	501	401	403	283	76	364	7,289	
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,661	330	347	275	237	176	59	237	1,471	280	324	250	208	154	45	210	1,679	343	353	270	257	161	43	252	4,811	
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	66.0%	66.4%	68.0%	74.5%	62.4%	56.2%	64.1%	66.6%	67.8%	67.8%	68.6%	73.3%	65.6%	60.6%	68.2%	68.6%	64.5%	59.7%	70.5%	67.3%	63.8%	56.9%	56.6%	69.2%	66.0%	
	RED Category - Median Response	00:06:03	00:06:03	00:06:00	00:05:34	00:06:30	00:06:50	00:04:44	00:06:00	00:05:48	00:05:59	00:05:54	00:05:26	00:05:59	00:06:15	00:04:45	00:05:57	00:06:16	00:06:31	00:05:49	00:06:23	00:06:33	00:06:22	00:05:28	00:06:03		
	RED Category - 65th Percentile	00:07:52	00:07:51	00:07:37	00:06:57	00:08:25	00:09:52	00:08:50	00:07:49	00:07:34	00:07:39	00:07:36	00:06:52	00:07:50	00:08:45	00:07:27	00:07:30	00:08:08	00:08:43	00:07:17	00:07:49	00:08:15	00:09:52	00:11:03	00:07:28		
	RED Category - 95th Percentile	00:17:39	00:16:01	00:18:38	00:12:58	00:17:11	00:21:23	00:20:38	00:16:04	00:15:57	00:15:44	00:17:30	00:13:01	00:14:18	00:19:22	00:19:39	00:15:33	00:17:14	00:17:15	00:16:51	00:14:45	00:17:29	00:19:08	00:22:00	00:14:51		
AQI12	Number of AMBER category incidents resulting in an emergency response	21,382	3,965	5,837	2,745	2,859	2,784	1,052	2,140	19,953	3,706	5,356	2,613	2,578	2,625	917	2,158	21,243	3,753	5,749	2,791	2,747	2,742	998	2,463	62,578	
	AMBER Category - Median Response	00:31:20	00:40:54	00:22:42	00:33:27	00:33:16	00:32:18	00:23:16	01:01:15	00:29:47	00:37:28	00:24:18	00:36:08	00:30:34	00:26:51	00:20:59	00:41:33	00:38:28	01:09:09	00:23:18	00:53:12	00:44:41	00:34:18	00:24:18	01:00:06		
	AMBER Category - 65th Percentile	00:49:34	01:06:32	00:33:15	00:55:08	00:50:03	00:48:27	00:32:22	01:43:03	00:45:52	00:57:50	00:35:34	00:57:04	00:47:38	00:39:32	00:29:55	01:06:24	01:01:15	01:48:42	00:34:07	01:21:37	01:10:48	00:51:06	00:35:02	01:34:30		
	AMBER Category - 95th Percentile	03:39:00	04:20:40	02:09:24	03:38:37	03:32:16	03:13:20	01:44:29	07:18:54	03:13:35	04:07:21	02:15:21	04:10:35	02:58:04	02:20:27	01:31:38	04:43:48	04:29:52	07:14:15	02:07:51	06:26:42	04:51:02	03:04:47	01:48:53	05:29:32		
AQI13	Number of GREEN category incidents resulting in a response	2,198	300	718	206	275	350	129	220	2,215	349	682	197	259	344	162	222	2,531	359	827	240	301	395	145	264	6,944	
	GREEN Category - Median Response	00:47:22	01:10:56	00:37:00	00:51:01	00:53:44	00:51:51	00:35:47	00:52:10	00:44:03	01:05:29	00:38:17	00:55:39	00:47:27	00:42:24	00:33:39	00:45:24	00:53:22	01:16:00	00:41:13	01:01:50	01:04:10	00:53:00	00:43:17	01:03:37		
	GREEN Category - 65th Percentile	01:11:14	01:48:28	00:53:55	01:22:34	01:10:58	01:17:54	00:55:13	01:19:24	01:07:49	01:45:03	00:55:54	01:14:58	01:09:27	01:01:04	00:49:38	01:14:04	01:19:06	01:50:20	01:00:40	01:30:31	01:47:56	01:16:03	01:00:21	01:29:54		
	GREEN Category - 95th Percentile	04:42:25	06:02:27	03:21:01	04:55:18	04:46:11	04:14:32	02:17:15	08:36:06	04:32:39	07:17:12	03:26:06	07:36:50	04:08:04	03:27:10	01:51:00	06:26:52	05:50:50	08:00:06	03:50:07	10:10:54	07:11:37	04:52:08	03:11:04	07:08:50		
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,645	4,255	6,176	2,975	3,082	2,877	1,057	2,223	21,229	4,037	5,758	2,815	2,734	2,677	936	2,272	22,331	4,040	6,026	3,005	2,919	2,836	980	2,525	66,205	
	Percentage of Incidents where 1 Vehicle Arrived at Scene	78.3%	74.0%	81.3%	77.5%	75.1%	84.9%	81.2%	74.0%	79.6%	75.2%	83.0%	77.2%	75.9%	86.6%	83.8%	75.7%	81.3%	75.2%	86.2%	78.6%	77.9%	87.1%	84.8%	78.5%	79.7%	
	Percentage of Incidents where 2 Vehicles Arrived at Scene	18.7%	22.6%	15.9%	19.0%	21.0%	13.5%	16.9%	22.9%	17.8%	21.7%	14.8%	20.0%	20.7%	12.1%	14.0%	20.6%	16.3%	21.6%	12.1%	18.2%	18.7%	12.0%	14.2%	18.6%	17.6%	
	Percentage of Incidents where 3 Vehicles Arrived at Scene	2.6%	3.0%	2.5%	3.0%	3.4%	1.5%	1.6%	2.8%	2.3%	2.7%	1.8%	2.5%	2.8%	1.2%	2.0%	3.0%	2.0%	2.6%	1.4%	2.6%	2.7%	0.8%	0.8%	2.3%	2.3%	
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.3%	0.3%	0.3%	0.4%	0.5%	0.0%	0.3%	0.4%	0.4%	0.3%	0.3%	0.4%	0.6%	0.1%	0.2%	0.7%	0.4%	0.6%	0.3%	0.5%	0.6%	0.1%	0.2%	0.6%	0.4%	
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,696	265	508	213	163	256	124	167	1,421	217	454	221	144	165	82	138	887	141	265	180	70	125	50	56	4,004	
	RED	324	56	61	49	31	68	24	35	240	34	56	38	33	45	12	22	181	39	51	21	23	28	13	6	745	
	AMBER	1,289	199	399	161	131	181	89	129	1,123	174	365	177	111	120	64	112	655	96	190	145	46	93	35	50	3,067	
	GREEN	83	10	48	3	1	7	11	3	58	9	33	6	-	-	6	4	51	6	24	14	1	4	2	192		
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,438	223	431	164	141	224	103	152	1,232	195	390	189	122	144	69	123	785	131	226	161	62	113	43	49	3,455	
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	84.8%	84.2%	84.8%	77.0%	86.5%	87.5%	83.1%	91.0%	86.7%	89.9%	85.9%	85.5%	84.7%	87.3%	84.1%	89.1%	88.5%	92.9%	85.3%	89.4%	88.6%	90.4%	86.0%	87.5%	86.3%	

Step 4 Give Me Treatment LHB Review: January to March 2020

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	17.3%	All Wales Indicator Only								14.9%	All Wales Indicator Only								11.6%	All Wales Indicator Only								14.5%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	47	-	-	-	-	-	-	-	34	-	-	-	-	-	-	-	34	-	-	-	-	-	-	-	-	115		
	Total Number of patients with attempted resuscitation following cardiac arrest	271	-	-	-	-	-	-	-	228	-	-	-	-	-	-	-	292	-	-	-	-	-	-	-	-	791		
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	99.2%	All Wales Indicator Only								96.2%	All Wales Indicator Only								95.9%	All Wales Indicator Only								97.2%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	385	-	-	-	-	-	-	-	329	-	-	-	-	-	-	-	324	-	-	-	-	-	-	-	-	1038		
	Total Number of suspected stroke patients	388	-	-	-	-	-	-	-	342	-	-	-	-	-	-	-	338	-	-	-	-	-	-	-	-	1068		
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	83.1%	All Wales Indicator Only								88.5%	All Wales Indicator Only								82.3%	All Wales Indicator Only								84.5%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	226	-	-	-	-	-	-	-	200	-	-	-	-	-	-	-	181	-	-	-	-	-	-	-	-	607		
	Total Number of older patients with suspected hip fracture	272	-	-	-	-	-	-	-	226	-	-	-	-	-	-	-	220	-	-	-	-	-	-	-	-	718		
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	92.3%	All Wales Indicator Only								95.1%	All Wales Indicator Only								90.5%	All Wales Indicator Only								92.6%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	251	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	199	-	-	-	-	-	-	-	-	665		
	Total Number of older patients with suspected hip fracture	272	-	-	-	-	-	-	-	226	-	-	-	-	-	-	-	220	-	-	-	-	-	-	-	-	718		
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	84.8%	All Wales Indicator Only								81.4%	All Wales Indicator Only								84.8%	All Wales Indicator Only								83.7%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	67	-	-	-	-	-	-	-	57	-	-	-	-	-	-	-	56	-	-	-	-	-	-	-	-	180		
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	79	-	-	-	-	-	-	-	70	-	-	-	-	-	-	-	66	-	-	-	-	-	-	-	-	215		
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								97.8%	All Wales Indicator Only								99.5%
	Number of suspected sepsis patients who have had a documented NEWS score	81	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	-	184		
	Total Number of suspected sepsis patients	81	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	46	-	-	-	-	-	-	-	-	185		
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	29	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	16	-	-	-	-	-	-	-	-	71		
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	29	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	16	-	-	-	-	-	-	-	-	71		
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	89.6%	All Wales Indicator Only								84.8%	All Wales Indicator Only								84.0%	All Wales Indicator Only								86.1%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	206	-	-	-	-	-	-	-	189	-	-	-	-	-	-	-	210	-	-	-	-	-	-	-	-	605		
	Total Number of hypoglycaemic patients	230	-	-	-	-	-	-	-	223	-	-	-	-	-	-	-	250	-	-	-	-	-	-	-	-	703		
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,444	1,065	1,653	664	468	733	297	564	4,857	929	1,388	614	400	664	282	580	7,507	1,447	2,057	989	782	941	393	898	17,808			
	Treated At Scene	3,072	574	1,058	349	253	367	175	296	2,729	522	906	314	214	349	155	269	4,500	857	1,354	569	464	553	215	488	10,301			
	Referred To Alternate Provider	2,372	491	595	315	215	366	122	268	2,128	407	482	300	186	315	127	311	3,007	590	703	420	318	388	178	410	7,507			

AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	14,048	2,700	3,770	1,870	1,885	1,740	660	1,423	12,594	2,302	3,382	1,669	1,650	1,624	582	1,385	14,002	2,591	3,638	1,889	1,864	1,740	606	1,674	40,644
	Number of AMBER1 Incidents where Ideal Resource First on Scene	3,851	1,182	640	573	622	344	98	392	3,230	969	543	514	525	240	89	350	2,934	928	407	520	516	245	57	261	10,015
	Percentage of AMBER1 Incidents where Ideal Resource First on Scene	27.4%	43.8%	17.0%	30.6%	33.0%	19.8%	14.8%	27.5%	25.6%	42.1%	16.1%	30.8%	31.8%	14.8%	15.3%	25.3%	21.0%	35.8%	11.2%	27.5%	27.7%	14.1%	9.4%	15.6%	24.6%
	Number of AMBER1 Incidents where Ideal Resource Arrived Subsequently	142	29	50	15	14	19	10	5	130	18	43	17	11	13	13	15	113	24	21	17	11	15	6	19	385
	Percentage of AMBER1 Incidents where Ideal Resource Arrived Subsequently	1.0%	1.1%	1.3%	0.8%	0.7%	1.1%	1.5%	0.4%	1.0%	0.8%	1.3%	1.0%	0.7%	0.8%	2.2%	1.1%	0.8%	0.9%	0.6%	0.9%	0.6%	0.9%	1.0%	1.1%	0.9%
	AMBER2																									
	Total Number of AMBER2 Incidents with a Response	5,144	857	1,566	609	668	741	305	398	5,170	954	1,456	624	653	747	270	466	4,964	726	1,551	587	614	706	294	486	15,278
	Number of AMBER2 Incidents where Ideal Resource First on Scene	636	165	163	68	85	69	21	65	628	202	111	83	98	53	24	57	581	149	92	122	88	64	19	47	1,845
	Percentage of AMBER2 Incidents where Ideal Resource First on Scene	12.4%	19.3%	10.4%	11.2%	12.7%	9.3%	6.9%	16.3%	12.1%	21.2%	7.6%	13.3%	15.0%	7.1%	8.9%	12.2%	11.7%	20.5%	5.9%	20.8%	14.3%	9.1%	6.5%	9.7%	12.1%
	Number of AMBER2 Incidents where Ideal Resource Arrived Subsequently	28	3	12	3	1	3	5	1	33	4	8	5	5	3	4	4	29	5	5	2	4	3	4	6	90
	Percentage of AMBER2 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.4%	0.8%	0.5%	0.1%	0.4%	1.6%	0.3%	0.6%	0.4%	0.5%	0.8%	0.8%	0.4%	1.5%	0.9%	0.6%	0.7%	0.3%	0.3%	0.7%	0.4%	1.4%	1.2%	0.6%
	AMBER																									
	Total Number of AMBER Incidents with a Response	19,192	3,557	5,336	2,479	2,553	2,481	965	1,821	17,764	3,256	4,838	2,293	2,303	2,371	852	1,851	18,966	3,317	5,189	2,476	2,478	2,446	900	2,160	55,922
	Number of AMBER Incidents where Ideal Resource First on Scene	4,487	1,347	803	641	707	413	119	457	3,858	1,171	654	597	623	293	113	407	3,515	1,077	499	642	604	309	76	308	11,860
	Percentage of AMBER Incidents where Ideal Resource First on Scene	23.4%	37.9%	15.0%	25.9%	27.7%	16.6%	12.3%	25.1%	21.7%	36.0%	13.5%	26.0%	27.1%	12.4%	13.3%	22.0%	18.5%	32.5%	9.6%	25.9%	24.4%	12.6%	8.4%	14.3%	21.2%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	170	32	62	18	15	22	15	6	163	22	51	22	16	16	17	19	142	29	26	19	15	18	10	25	475
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.9%	0.9%	1.2%	0.7%	0.6%	0.9%	1.6%	0.3%	0.9%	0.7%	1.1%	1.0%	0.7%	0.7%	2.0%	1.0%	0.7%	0.9%	0.5%	0.8%	0.6%	0.7%	1.1%	1.2%	0.8%
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	927	130	285	102	145	128	45	92	898	153	249	102	124	119	64	87	856	120	248	100	117	131	53	87	2,681
	Number of GREEN2 Incidents where Ideal Resource First on Scene	105	27	20	9	20	16	5	8	118	29	23	16	25	15	4	6	99	27	18	16	14	8	3	13	322
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	11.3%	20.8%	7.0%	8.8%	13.8%	12.5%	11.1%	8.7%	13.1%	19.0%	9.2%	15.7%	20.2%	12.6%	6.3%	6.9%	11.6%	22.5%	7.3%	16.0%	12.0%	6.1%	5.7%	14.9%	12.0%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	9	3	-	2	2	2	-	-	10	2	1	3	-	1	2	1	3	1	-	1	1	-	-	-	22
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	1.0%	2.3%	0.0%	2.0%	1.4%	1.6%	0.0%	0.0%	1.1%	1.3%	0.4%	2.9%	0.0%	0.8%	3.1%	1.1%	0.4%	0.8%	0.0%	1.0%	0.9%	0.0%	0.0%	0.0%	0.8%
	GREEN3 (Non HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	1,128	147	397	84	114	197	78	111	1,145	148	391	85	120	203	90	108	1,483	198	527	121	164	231	87	155	3,756
	Number of GREEN3 Incidents where Ideal Resource First on Scene	24	4	10	2	2	3	1	2	15	6	5	-	1	2	-	1	14	1	9	-	-	3	-	1	53
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	2.1%	2.7%	2.5%	2.4%	1.8%	1.5%	1.3%	1.8%	1.3%	4.1%	1.3%	0.0%	0.8%	1.0%	0.0%	0.9%	0.9%	0.5%	1.7%	0.0%	0.0%	1.3%	0.0%	0.6%	1.4%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	7	1	1	1	1	-	-	3	3	-	-	-	1	2	-	-	2	1	-	-	-	1	-	-	12
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.6%	0.7%	0.3%	1.2%	0.9%	0.0%	0.0%	2.7%	0.3%	0.0%	0.0%	0.0%	0.8%	1.0%	0.0%	0.0%	0.1%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,843	589	741	431	376	356	160	190	2,635	575	675	381	335	321	153	195	1,974	402	491	321	258	240	91	171	7,452
	Number of GREEN3 Incidents where Ideal Resource First on Scene	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	3
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%

Step 5 Take Me To Hospital LHB Review: January to March 2020

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-20								Feb-20								Mar-20								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	15,077	2,628	4,048	1,896	2,295	2,019	732	1,459	14,154	2,478	3,758	1,803	2,076	1,959	652	1,428	13,344	2,233	3,563	1,644	1,922	1,858	588	1,536	42,575
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,238	4,221	6,411	2,962	3,125	3,050	1,151	2,318	21,497	3,881	5,834	2,757	2,812	2,870	1,053	2,290	23,511	4,118	6,380	3,037	3,119	3,049	1,095	2,713	68,246
	Percentage of patients conveyed to hospital following a face to face assessment	64.9%	62.3%	63.1%	64.0%	73.4%	66.2%	63.6%	62.9%	65.8%	63.8%	64.4%	65.4%	73.8%	68.3%	61.9%	62.4%	56.8%	54.2%	55.8%	54.1%	61.6%	60.9%	53.7%	56.6%	62.4%
AQI19 ii	Total number of patients conveyed to hospital by type	19,653	3,541	5,158	2,526	2,941	2,627	963	1,897	18,574	3,406	4,833	2,448	2,652	2,502	857	1,876	16,915	2,934	4,433	2,174	2,390	2,307	740	1,937	55,142
	Tier 1 Major A&E Units	18,053	3,332	5,002	2,086	2,914	2,175	889	1,655	17,023	3,239	4,706	2,013	2,636	2,055	769	1,605	15,524	2,805	4,323	1,774	2,374	1,928	677	1,643	50,600
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	448	171	37	-	6	8	6	220	420	132	32	-	7	7	8	234	421	104	26	-	7	10	3	271	1,289
	Tier 3 (Major Acute) - Medical Admissions Unit	828	-	-	392	1	432	-	3	827	2	-	386	-	435	-	4	733	1	-	372	-	358	-	2	2,388
	Other (all other units such as Maternity or Mental Health Units)	324	38	119	48	20	12	68	19	304	33	95	49	9	5	80	33	237	24	84	28	9	11	60	21	865
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	32.3%	25.8%	24.0%	25.0%	59.5%	36.5%	30.9%	23.7%	38.9%	31.0%	30.5%	25.6%	71.2%	50.1%	35.9%	24.8%	37.7%	24.5%	36.5%	26.8%	61.7%	47.6%	36.0%	26.9%	36.2%
	Number of Notification to Handover within 15 minutes	5,598	692	1,102	518	1,672	944	245	425	6,462	827	1,357	485	1,848	1,247	251	447	5,834	609	1,495	456	1,438	1,093	229	514	17,894
	Total Number of Handovers	17,324	2,681	4,587	2,070	2,808	2,589	794	1,795	16,595	2,669	4,443	1,898	2,596	2,488	700	1,801	15,459	2,487	4,095	1,704	2,331	2,295	636	1,911	49,378
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	31.8%	25.8%	24.0%	25.4%	59.5%	32.7%	30.7%	23.2%	38.3%	31.0%	30.5%	25.5%	71.2%	45.5%	36.1%	25.6%	37.4%	24.5%	36.5%	26.8%	61.7%	45.6%	36.0%	27.3%	35.8%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	5,265	692	1,102	493	1,667	700	242	369	6,094	827	1,357	484	1,844	926	250	406	5,549	608	1,495	456	1,434	876	228	452	16,908
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,533	2,681	4,587	1,940	2,803	2,143	788	1,591	15,911	2,669	4,443	1,897	2,590	2,035	692	1,585	14,821	2,486	4,095	1,704	2,325	1,921	633	1,657	47,265
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	30.0%	-	-	-	100.0%	60.0%	50.0%	26.9%	21.0%	-	-	-	66.7%	42.9%	12.5%	19.3%	26.5%	-	-	-	66.7%	50.0%	33.3%	24.2%	25.8%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	65	-	-	-	5	3	3	54	49	-	-	-	4	3	1	41	72	1	-	-	4	5	1	81	166
	TIER 2 (Minor A&E Units) - Total Number of Handovers	217	-	-	-	5	5	6	201	233	-	-	-	6	7	8	212	272	1	-	-	6	10	3	252	722
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	46.7%	-	-	19.2%	-	54.6%	-	66.7%	70.7%	-	-	100.0%	-	71.3%	-	0.0%	58.2%	-	-	0.0%	-	58.2%	-	50.0%	57.5%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	268	-	-	25	-	241	-	2	319	-	-	1	-	318	-	-	213	-	-	-	212	-	-	1	800
	TIER 3 (Major Acute) - Total Number of Handovers	574	-	-	130	-	441	-	3	451	-	-	1	-	446	-	4	366	-	-	-	364	-	-	2	1,391
	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	13,057	2,316	2,528	1,408	966	1,945	365	3,528	7,233	1,054	1,675	941	203	950	238	2,171	5,670	1,171	1,001	656	284	747	151	1,680	25,960
	Tier 1 Major A&E Units	12,732	2,316	2,528	1,341	966	1,770	364	3,447	7,046	1,054	1,675	941	203	872	232	2,069	5,539	1,171	1,001	656	283	696	148	1,583	25,318
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	84	-	-	-	-	2	2	80	109	-	-	-	0	1	6	102	81	-	-	-	0	1	2	77	273
	Tier 3 (Major Acute) - Medical Admissions Unit	241	-	-	67	-	173	-	1	77	-	-	-	-	77	-	0	51	-	-	-	-	50	-	0	369
	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	87.3%	78.8%	94.8%	86.5%	87.1%	85.1%	93.2%	82.6%	86.2%	75.0%	95.4%	82.8%	86.5%	85.1%	93.1%	82.1%	85.0%	76.7%	91.9%	85.7%	82.6%	83.7%	93.6%	81.5%	86.2%
	Number of Handover to Clear within 15 minutes	15,124	2,113	4,349	1,791	2,446	2,203	740	1,482	14,305	2,001	4,238	1,571	2,246	2,118	652	1,479	13,133	1,907	3,765	1,460	1,926	1,922	595	1,558	42,562
	Total Number of Handovers	17,324	2,681	4,587	2,070	2,808	2,589	794	1,795	16,595	2,669	4,443	1,898	2,596	2,488	700	1,801	15,459	2,487	4,095	1,704	2,331	2,295	636	1,911	49,378
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	87.3%	78.8%	94.8%	86.0%	87.1%	85.4%	93.1%	81.2%	86.4%	75.0%	95.4%	82.8%	86.6%	86.5%	93.1%	81.2%	84.9%	76.7%	91.9%	85.7%	82.6%	84.5%	93.5%	79.8%	86.2%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,428	2,113	4,349	1,668	2,441	1,831	734	1,292	13,742	2,001	4,238	1,570	2,242	1,760	644	1,287	12,589	1,906	3,765	1,460	1,920	1,624	592	1,322	40,759
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,533	2,681	4,587	1,940	2,803	2,143	788	1,591	15,911	2,669	4,443	1,897	2,590	2,035	692	1,585	14,821	2,486	4,095	1,704	2,325	1,921	633	1,657	47,265
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	93.5%	-	-	-	100.0%	100.0%	100.0%	93.0%	88.8%	-	-	-	66.7%	100.0%	100.0%	88.7%	93.0%	-	-	-	100.0%	90.0%	100.0%	92.9%	91.8%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	203	-	-	-	5	5	6	187	207	-	-	-	4	7	8	188	253	1	-	-	6	9	3	234	663
	TIER 2 (Minor A&E Units) - Total Number of Handovers	217	-	-	-	5	5	6	201	233	-	-	-	6	7	8	212	272	1	-	-	6	10	3	252	722
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	85.9%	-	-	94.6%	-	83.2%	-	100.0%	78.9%	-	-	100.0%	-	78.7%	-	100.0%	79.5%	-	-	0.0%	-	79.4%	-	100.0%	82.0%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	493	-	-	123	-	367	-	3	356	-	-	1	-	351	-	4	291	-	-	-	289	-	2	1,140	1,140
	TIER 3 (Major Acute) - Total Number of Handovers	574	-	-	130	-	441	-	3	451	-	-	1	-	446	-	4	366	-	-	-	364	-	2	1,391	1,391
	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	1,535	404	193	132	138	110	406	152	1,447	392	146	128	100	117	413	151	1,243	356	132	99	95	84	316	161	4,225
	Number of patients conveyed to hospital	19,653	3,541	5,158	2,526	2,941	2,627	963	1,897	18,574	3,406	4,833	2,448	2,652	2,502	857	1,876	16,915	2,934	4,433	2,174	2,390	2,307	740	1,937	55,142
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.8%	11.4%	3.7%	5.2%	4.7%	4.2%	42.2%	8.0%	7.8%	11.5%	3.0%	5.2%	3.8%	4.7%	48.2%	8.0%	7.3%	12.1%	3.0%	4.6%	4.0%	3.6%	42.7%	8.3%	7.7%
AQI24	Number of lost hours following handover to clear over 15 minutes	411	154	21	38	37	45	12	103	340	129	22	37	26	41	6	79	303	98	24	28	44	47	5	55	1,054
	Tier 1 Major A&E Units	402	154	21	38	37	39	12	101	330	129	22	37	26	33	6	77	294	98	24	28	44	40			

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

1	Protocol - CARD 36 (Pandemic Flu) was added to the MPDS list on the 19th March 2020 in response to the COVID-19 Pandemic
2	AQI 1 and 3 no longer reported
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4	
5	
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The information contained in this document is not restricted and is classified for general release

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