Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators: January 2021 to March 2021

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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 Truste 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 2021 to March 2021

Step 1: Help Me Choose

AQI Ref	AQI Description	Jan-21								Feb-21								Mar-21								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	
AQI4 i	Number of NHS Direct Wales unique website visits	386,956	-	-	-	-	-	-	-	309,965	-	-	-	-	-	-	-	313,185	-	-	-	-	-	-	-	1,010,106
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,191	74	612	20	218	1,183	418	666	3,272	69	708	17	280	1,176	345	677	3,611	59	718	13	268	1,344	456	753	10,074
	Abdominal Pain	1,241	291	157	122	219	203	56	193	1,450	353	182	157	224	230	75	229	1,439	379	173	136	222	215	85	229	4,130
	Chest Pain	1,625	380	245	152	295	220	59	274	1,238	316	168	122	190	160	66	216	1,242	288	143	139	211	179	65	217	4,105
	Breathing Difficulty	1,055	235	230	100	199	125	31	135	554	136	83	59	93	79	21	83	609	141	95	63	109	72	28	101	2,218
	Fever	607	137	104	73	110	90	24	69	533	125	97	52	86	73	28	72	688	171	99	84	110	79	29	116	1,828
	Headache	532	122	84	58	71	80	19	98	498	121	66	57	76	73	24	81	696	168	103	81	108	105	22	109	1,726
	Rash	530	123	62	53	97	67	29	99	518	144	73	62	80	77	16	66	613	155	70	63	119	93	31	82	1,661
	Other Symptoms	575	140	99	46	77	101	37	75	506	125	67	53	62	105	23	71	579	120	84	65	77	109	31	93	1,660
	Back Pain	500	129	62	37	92	85	27	68	522	133	66	40	97	73	27	86	615	157	76	52	94	102	27	107	1,637
	Ingestion Toxic	383	92	66	38	53	61	20	53	404	86	74	53	65	51	17	58	428	99	72	45	57	56	20	79	1,215
AQI5	Number of Frequent Callers	301	52	95	44	33	35	9	33	254	44	75	34	30	29	12	30	262	52	95	33	23	27	9	23	817
	Number of Incidents generated by Frequent Callers	2,543	465	792	359	320	266	104	237	2,303	404	630	326	269	302	113	259	2,440	486	869	322	219	227	105	212	7,286
	Total Number of Incidents	35,988	6,525	9,925	4,927	4,625	4,384	1,471	4,131	31,990	6,140	8,358	4,346	4,056	3,769	1,403	3,918	37,279	7,296	9,489	5,123	4,729	4,488	1,741	4,413	105,257
	Percentage of Frequent Callers Incidents against overall number of Incidents	7.1%	7.1%	8.0%	7.3%	6.9%	6.1%	7.1%	5.7%	7.2%	6.6%	7.5%	7.5%	6.6%	8.0%	8.1%	6.6%	6.5%	6.7%	9.2%	6.3%	4.6%	5.1%	6.0%	4.8%	6.9%

Step 2 Answer My Call LHB Review: January 2021 to March 2021

Step 2: Answer My Call

AQI Ref	AQI Description	Jan-21								Feb-21								Mar-21								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	4,914	-	-	-	-	-	-	-	4,765	-	-	-	-	-	-	-	5,617	-	-	-	-	-	-	-	15,296
AQI7i	Number of 999 calls answered	39,582	-	-	-	-	-	-	-	33,780	-	-	-	-	-	-	-	40,286	-	-	-	-	-	-	-	113,648
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	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,988	6,525	9,925	4,927	4,625	4,384	1,471	4,131	31,990	6,140	8,358	4,346	4,056	3,769	1,403	3,918	37,279	7,296	9,489	5,123	4,729	4,488	1,741	4,413	105,257
	Protocol 17: FALLS	4,027	716	1,184	519	525	483	163	437	3,457	561	1,024	429	435	434	172	402	4,142	724	1,162	542	486	557	205	466	11,626
	Protocol 10: CHEST PAIN	3,613	681	907	476	452	489	188	420	3,334	675	789	443	442	399	171	415	3,812	709	936	464	542	499	207	455	10,759
	Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED	3,738	659	1,081	546	540	392	118	402	2,721	482	812	371	338	316	102	300	3,336	586	966	454	420	359	139	412	9,795
	Protocol 35: HCP ADMISSION	2,423	445	621	386	244	308	142	277	2,446	500	583	402	257	325	138	241	2,787	571	677	459	361	313	166	240	7,656
	Protocol 06: BREATHING PROBLEMS	2,324	382	660	288	353	283	97	261	1,867	370	495	251	258	184	78	231	2,280	463	560	318	332	241	95	271	6,471
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	1,841	339	469	275	253	227	75	203	1,686	365	407	220	210	222	83	179	1,906	357	461	285	261	238	89	215	5,433
	Protocol UGA1: UPGRADE TO AMBER 1	1,926	352	626	209	247	247	58	187	1,485	295	374	190	194	160	40	232	1,560	338	391	192	229	189	44	177	4,971
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	1,756	289	477	258	232	240	76	184	1,544	259	403	219	208	232	57	166	1,546	289	389	207	199	197	61	204	4,846
	Protocol 28: STROKE (CVA/TIA)	1,506	227	401	202	205	201	74	196	1,389	235	336	155	177	207	77	202	1,608	268	417	214	219	185	82	223	4,503
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,257	199	384	162	165	169	45	133	1,169	186	323	180	143	144	53	140	1,351	238	386	173	160	166	67	161	3,777
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,624	648	1,036	566	458	386	90	440	2,972	595	692	556	363	255	80	431	3,481	739	834	663	433	281	88	443	10,077
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,183	158	355	211	155	139	39	126	1,051	169	291	188	110	133	34	126	1,219	205	346	228	129	121	42	148	3,453
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,441	490	681	355	303	247	51	314	1,921	426	401	368	253	122	46	305	2,262	534	488	435	304	160	46	295	6,624
	Percentage of calls ended following WAST telephone assessment	10.1%	9.9%	10.4%	11.5%	9.9%	8.8%	6.1%	10.7%	9.3%	9.7%	8.3%	12.8%	8.9%	6.8%	5.7%	11.0%	9.3%	10.1%	8.8%	12.9%	9.2%	6.3%	5.1%	10.0%	9.6%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,068	332	596	338	269	235	74	224	1,816	289	507	305	216	219	63	217	2,148	387	597	362	235	233	81	253	6,032
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,988	6,525	9,925	4,927	4,625	4,384	1,471	4,131	31,990	6,140	8,358	4,346	4,056	3,769	1,403	3,918	37,279	7,296	9,489	5,123	4,729	4,488	1,741	4,413	105,257
	Percentage of calls transferred to NHS Direct Wales	5.7%	5.1%	6.0%	6.9%	5.8%	5.4%	5.0%	5.4%	5.7%	4.7%	6.1%	7.0%	5.3%	5.8%	4.5%	5.5%	5.8%	5.3%	6.3%	7.1%	5.0%	5.2%	4.7%	5.7%	5.7%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	493	97	152	60	61	50	19	54	451	74	131	63	67	53	21	42	576	107	169	79	64	74	26	57	1,520
	Total Number of Calls Triaged by a Nurse Advisor	1,676	255	507	271	216	189	58	180	1,502	243	422	251	177	186	55	168	1,795	312	515	307	193	195	68	205	4,973
	Percentage of calls returned from NHS Direct Wales	29.4%	38.0%	30.0%	22.1%	28.2%	26.5%	32.8%	30.0%	30.0%	30.5%	31.0%	25.1%	37.9%	28.5%	38.2%	25.0%	32.1%	34.3%	32.8%	25.7%	33.2%	37.9%	38.2%	27.8%	30.6%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,183	158	355	211	155	139	39	126	1,051	169	291	188	110	133	34	126	1,219	205	346	228	129	121	42	148	3,453
	Total Number of Calls Triaged by a Nurse Advisor	1,676	255	507	271	216	189	58	180	1,502	243	422	251	177	186	55	168	1,795	312	515	307	193	195	68	205	4,973
	Percentage of calls ended through transfer to alternative care advice services	70.6%	62.0%	70.0%	77.9%	71.8%	73.5%	67.2%	70.0%	70.0%	69.5%	69.0%	74.9%	62.1%	71.5%	61.8%	75.0%	67.9%	65.7%	67.2%	74.3%	66.8%	62.1%	61.8%	72.2%	69.4%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	273	30	126	30	24	22	13	28	163	34	62	24	10	8	3	22	248	45	103	30	12	25	13	20	684
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,624	648	1,036	566	458	386	90	440	2,972	595	692	556	363	255	80	431	3,481	739	834	663	433	281	88	443	10,077
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	7.5%	4.6%	12.2%	5.3%	5.2%	5.7%	14.4%	6.4%	5.5%	5.7%	9.0%	4.3%	2.8%	3.1%	3.8%	5.1%	7.1%	6.1%	12.4%	4.5%	2.8%	8.9%	14.8%	4.5%	6.8%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	40	12	15	2	5	1	2	3	39	5	18	1	3	4	2	6	34	7	18	1	3	1	1	3	113
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,601	692	1,270	440	297	342	168	392	3,151	646	1,056	357	236	350	156	350	3,434	661	1,165	422	243	355	158	430	10,186
	Re-contact percentage within 24hrs of See and Treat	1.1%	1.7%	1.2%	0.5%	1.7%	0.3%	1.2%	0.8%	1.2%	0.8%	1.7%	0.3%	1.3%	1.1%	1.3%	1.7%	1.0%	1.1%	1.5%	0.2%	1.2%	0.3%	0.6%	0.7%	1.1%

Step 3 Come to See Me LHB Review: January 2021 to March 2021

Step 3: Come to See Me

AQI Ref	AQI Description	Jan-21								Feb-21								Mar-21								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	2,447	466	577	353	389	278	90	294	1,997	415	402	298	302	216	77	287	2,445	526	472	380	371	265	113	318	6,889
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,458	276	319	253	207	150	55	198	1,287	268	256	215	159	133	54	202	1,527	324	291	257	213	145	65	232	4,272
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	59.6%	59.2%	55.3%	71.7%	53.2%	54.0%	61.1%	67.3%	64.4%	64.6%	63.7%	72.1%	52.6%	61.6%	70.1%	70.4%	62.5%	61.6%	61.7%	67.6%	57.4%	54.7%	57.5%	73.0%	62.0%
	RED Category - Median Response	00:06:49	00:07:09	00:07:11	00:06:13	00:07:28	00:07:20	00:04:57	00:06:01	00:06:21	00:06:36	00:06:39	00:06:07	00:07:39	00:06:12	00:03:50	00:06:05	00:06:37	00:06:46	00:06:38	00:06:21	00:07:06	00:07:14	00:06:17	00:05:54	
	RED Category - 65th Percentile	00:08:56	00:08:46	00:09:34	00:07:27	00:09:57	00:11:48	00:10:54	00:07:28	00:08:08	00:08:08	00:08:13	00:07:08	00:09:56	00:09:13	00:06:38	00:07:17	00:08:25	00:08:31	00:08:31	00:07:48	00:07:06	00:10:14	00:10:39	00:07:15	
	RED Category - 95th Percentile	00:18:56	00:16:55	00:20:11	00:12:43	00:17:14	00:24:25	00:31:17	00:14:40	00:18:04	00:16:48	00:18:47	00:13:56	00:17:58	00:22:12	00:21:04	00:13:43	00:18:23	00:16:57	00:18:58	00:15:06	00:17:33	00:23:08	00:28:27	00:14:17	
AQI12	Number of AMBER category incidents resulting in an emergency response	20,519	3,611	5,845	2,611	2,654	2,563	921	2,314	19,604	3,608	5,467	2,374	2,458	2,421	923	2,353	22,232	4,021	6,008	2,681	2,769	2,895	1,125	2,733	62,355
	AMBER Category - Median Response	00:39:03	00:47:00	00:41:14	00:38:05	00:38:40	00:36:32	00:26:25	00:33:51	00:30:55	00:39:20	00:26:22	00:37:00	00:34:16	00:25:59	00:27:03	00:31:10	00:36:09	00:46:49	00:32:22	00:39:36	00:40:02	00:34:09	00:29:33	00:31:07	
	AMBER Category - 65th Percentile	00:59:25	01:11:39	01:01:55	00:57:00	00:57:13	00:56:18	00:36:59	00:56:27	00:45:42	00:58:21	00:38:45	00:56:28	00:51:08	00:37:02	00:37:50	00:48:39	00:54:27	01:12:11	00:48:05	00:59:36	01:00:54	00:50:20	00:40:38	00:48:38	
	AMBER Category - 95th Percentile	03:43:49	04:42:15	03:54:06	03:22:49	03:48:21	03:29:46	01:48:03	03:13:39	02:46:11	03:56:36	02:24:51	02:58:22	02:44:54	01:57:35	01:42:35	02:52:02	03:06:24	04:02:41	02:44:03	03:29:08	03:36:40	02:45:07	01:59:26	02:39:54	
AQI13	Number of GREEN category incidents resulting in a response	2,644	718	668	264	238	353	136	267	2,040	628	501	177	144	263	102	225	2,315	784	501	199	185	286	120	240	6,999
	GREEN Category - Median Response	00:45:11	00:39:39	00:49:06	00:48:02	00:46:59	00:51:39	00:37:33	00:39:56	00:35:00	00:33:08	00:33:19	00:37:45	00:43:24	00:34:06	00:34:05	00:42:49	00:45:02	00:41:41	00:43:34	00:56:31	00:56:15	00:46:49	00:37:52	00:44:02	
	GREEN Category - 65th Percentile	01:09:25	01:04:04	01:12:32	01:17:14	01:04:47	01:18:43	00:50:24	01:04:42	00:52:00	00:47:09	00:46:38	00:54:44	01:06:47	00:53:41	00:44:17	01:08:59	01:06:58	01:08:10	01:01:49	01:15:59	01:18:27	01:11:18	00:56:44	01:00:56	
	GREEN Category - 95th Percentile	04:18:27	04:03:52	05:07:10	05:57:24	04:06:58	03:19:17	02:34:05	03:51:54	03:31:58	04:02:10	03:09:37	03:13:18	03:48:36	03:01:30	02:23:12	03:40:32	04:03:53	04:38:24	03:30:47	04:18:22	03:52:49	03:59:24	02:53:57	03:40:19	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,135	4,247	6,168	2,851	2,766	2,705	947	2,451	20,603	4,131	5,612	2,548	2,482	2,524	932	2,374	23,576	4,842	6,076	2,969	2,866	2,932	1,134	2,757	66,314
	Percentage of Incidents where 1 Vehicle Arrived at Scene	81.6%	78.5%	83.9%	79.4%	78.8%	87.6%	84.9%	78.9%	81.8%	78.4%	85.0%	78.2%	79.7%	87.3%	82.0%	79.9%	81.0%	77.0%	85.4%	78.1%	77.7%	86.0%	83.6%	78.4%	81.4%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	16.1%	18.5%	13.8%	18.5%	18.0%	10.8%	13.7%	19.1%	16.1%	19.2%	13.2%	19.5%	17.2%	11.5%	16.0%	17.7%	16.7%	20.4%	12.9%	19.1%	19.7%	12.1%	14.2%	18.6%	16.3%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.9%	2.4%	2.0%	1.8%	2.3%	1.4%	1.2%	1.6%	1.8%	2.0%	1.5%	2.1%	2.3%	1.1%	1.8%	1.8%	1.9%	1.9%	1.4%	2.3%	2.4%	1.6%	2.0%	2.5%	1.9%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.4%	0.6%	0.3%	0.3%	0.9%	0.3%	0.2%	0.4%	0.4%	0.4%	0.3%	0.3%	0.7%	0.1%	0.2%	0.6%	0.4%	0.7%	0.2%	0.5%	0.2%	0.3%	0.2%	0.5%	0.4%
AQI15	Number of Community First Responders (CFRs) attendances at scene	861	104	303	122	75	87	40	130	857	80	323	148	51	72	44	139	859	96	261	171	56	92	56	127	2,577
	RED	174	28	46	23	31	27	5	14	167	25	44	25	24	20	7	22	152	26	34	23	20	18	10	21	493
	AMBER	602	70	211	91	43	59	33	95	630	54	243	118	26	50	34	105	656	69	187	147	34	72	46	101	1,888
	GREEN	85	6	46	8	1	1	2	21	60	1	36	5	1	2	3	12	51	1	40	1	2	2		5	196
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	763	92	282	96	62	74	34	123	718	68	273	118	44	66	35	114	752	83	230	145	50	82	51	111	2,233
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	88.6%	88.5%	93.1%	78.7%	82.7%	85.1%	85.0%	94.6%	83.8%	85.0%	84.5%	79.7%	86.3%	91.7%	79.5%	82.0%	87.5%	86.5%	88.1%	84.8%	89.3%	89.1%	91.1%	87.4%	86.7%

Step 4 Give Me Treatment LHB Review: January 2021 to March 2021

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Feb-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Mar-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	9.0%			All Wales Indicator Only					14.6%			All Wales Indicator Only					6.6%			All Wales Indicator Only					10.2%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	27	-	-	-	-	-	-	-	35	-	-	-	-	-	-	-	13	-	-	-	-	-	-	-	75
	Total Number of patients with attempted resuscitation following cardiac arrest	300	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	197	-	-	-	-	-	-	-	736
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	93.4%			All Wales Indicator Only					95.0%			All Wales Indicator Only					95.6%			All Wales Indicator Only					94.7%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	285	-	-	-	-	-	-	-	285	-	-	-	-	-	-	-	305	-	-	-	-	-	-	-	875
	Total Number of suspected stroke patients	305	-	-	-	-	-	-	-	300	-	-	-	-	-	-	-	319	-	-	-	-	-	-	-	924
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	80.7%			All Wales Indicator Only					87.4%			All Wales Indicator Only					81.5%			All Wales Indicator Only					83.1%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	176	-	-	-	-	-	-	-	160	-	-	-	-	-	-	-	159	-	-	-	-	-	-	-	495
	Total Number of older patients with suspected hip fracture	218	-	-	-	-	-	-	-	183	-	-	-	-	-	-	-	195	-	-	-	-	-	-	-	596
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	90.8%			All Wales Indicator Only					94.0%			All Wales Indicator Only					89.2%			All Wales Indicator Only					91.3%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	198	-	-	-	-	-	-	-	172	-	-	-	-	-	-	-	174	-	-	-	-	-	-	-	544
	Total Number of older patients with suspected hip fracture	218	-	-	-	-	-	-	-	183	-	-	-	-	-	-	-	195	-	-	-	-	-	-	-	596
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	70.1%			All Wales Indicator Only					62.3%			All Wales Indicator Only					75.7%			All Wales Indicator Only					69.4%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	54	-	-	-	-	-	-	-	43	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	150
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	77	-	-	-	-	-	-	-	69	-	-	-	-	-	-	-	70	-	-	-	-	-	-	-	216
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.9%			All Wales Indicator Only					97.1%			All Wales Indicator Only					100.0%			All Wales Indicator Only					98.3%
	Number of suspected sepsis patients who have had a documented NEWS score	46	-	-	-	-	-	-	-	34	-	-	-	-	-	-	-	38	-	-	-	-	-	-	-	118
	Total Number of suspected sepsis patients	47	-	-	-	-	-	-	-	35	-	-	-	-	-	-	-	38	-	-	-	-	-	-	-	120
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	15	-	-	-	-	-	-	-	8	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	28
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	15	-	-	-	-	-	-	-	8	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	28
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	88.4%			All Wales Indicator Only					88.5%			All Wales Indicator Only					87.6%			All Wales Indicator Only					88.2%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	145	-	-	-	-	-	-	-	115	-	-	-	-	-	-	-	92	-	-	-	-	-	-	-	352
	Total Number of hypoglycaemic patients	164	-	-	-	-	-	-	-	130	-	-	-	-	-	-	-	105	-	-	-	-	-	-	-	399
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,968	1,135	1,803	772	562	679	319	698	5,283	1,044	1,541	633	452	677	274	662	5,715	1,085	1,679	725	438	696	306	786	16,966
	Treated At Scene	3,548	681	1,255	434	295	331	165	387	3,093	630	1,040	348	235	344	151	345	3,380	655	1,145	414	241	345	156	424	10,021
	Referred To Alternate Provider	2,420	454	548	338	267	348	154	311	2,190	414	501	285	217	333	123	317	2,335	430	534	311	197	351	150	362	6,945

AQI Ref	AQI Description	Jan-21								Feb-21								Mar-21								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	**AMBER**																									
	Total Number of AMBER Incidents with a Response	20,519	3,611	5,845	2,611	2,654	2,563	921	2,314	19,604	3,608	5,467	2,374	2,458	2,421	923	2,353	22,232	4,021	6,008	2,681	2,769	2,895	1,125	2,733	62,355
	Number of AMBER Incidents where Ideal Resource First on Scene	2,667	794	511	427	400	152	54	329	2,640	811	480	380	393	195	55	326	3,101	979	481	434	471	210	90	436	8,408
	Percentage of AMBER Incidents where Ideal Resource First on Scene	13.0%	22.0%	8.7%	16.4%	15.1%	5.9%	5.9%	14.2%	13.5%	22.5%	8.8%	16.0%	16.0%	8.1%	6.0%	13.9%	13.9%	24.3%	8.0%	16.2%	17.0%	7.3%	8.0%	16.0%	13.5%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	132	31	32	21	13	13	5	17	139	39	32	17	15	7	12	17	126	27	21	16	18	11	13	20	397
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.6%	0.9%	0.5%	0.8%	0.5%	0.5%	0.5%	0.7%	0.7%	1.1%	0.6%	0.7%	0.6%	0.3%	1.3%	0.7%	0.6%	0.7%	0.3%	0.6%	0.7%	0.4%	1.2%	0.7%	0.6%
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	1,304	205	397	138	142	193	71	158	931	136	277	104	92	130	62	130	1,059	165	275	130	117	164	74	134	3,294
	Number of GREEN2 Incidents where Ideal Resource First on Scene	74	17	16	7	16	9	1	8	59	14	17	8	7	5	2	6	76	21	4	13	14	5	4	15	209
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	5.7%	8.3%	4.0%	5.1%	11.3%	4.7%	1.4%	5.1%	6.3%	10.3%	6.1%	7.7%	7.6%	3.8%	3.2%	4.6%	7.2%	12.7%	1.5%	10.0%	12.0%	3.0%	5.4%	11.2%	6.3%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	3	1	1	-	-	-	-	1	2	1	-	-	-	-	-	1	7	1	1	1	2	1	-	1	12
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.2%	0.5%	0.3%	0.0%	0.0%	0.0%	0.0%	0.6%	0.2%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.7%	0.6%	0.4%	0.8%	1.7%	0.6%	0.0%	0.7%	0.4%
	GREEN3 (Non HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	1,340	513	271	126	96	160	65	109	1,109	492	224	73	52	133	40	95	1,256	619	226	69	68	122	46	106	3,705
	Number of GREEN3 Incidents where Ideal Resource First on Scene	21	4	6	4	1	1	1	4	18	2	4	4	-	1	2	5	21	8	2	4	1	1	2	3	60
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	1.6%	0.8%	2.2%	3.2%	1.0%	0.6%	1.5%	3.7%	1.6%	0.4%	1.8%	5.5%	0.0%	0.8%	5.0%	5.3%	1.7%	1.3%	0.9%	5.8%	1.5%	0.8%	4.3%	2.8%	1.6%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	1	-	-	-	-	-	-	1	3	-	-	-	1	2	-	-	3	1	1	-	-	1	-	-	7
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.3%	0.0%	0.0%	0.0%	1.9%	1.5%	0.0%	0.0%	0.2%	0.2%	0.4%	0.0%	0.0%	0.8%	0.0%	0.0%	0.2%
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,102	392	527	347	207	264	122	243	2,108	433	503	342	222	281	120	207	2,394	495	588	403	305	258	139	206	6,604
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	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%

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Feb-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Mar-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
	Number of 999 Patients conveyed to Hospital	15,472	2,973	4,037	1,882	2,233	2,084	625	1,638	14,758	2,958	3,757	1,763	2,034	1,845	660	1,741	17,248	3,459	4,159	2,019	2,410	2,348	852	2,001	47,478
AQI19 i	Total Number of Incidents where an Ambulance Resource Attended Scene	25,496	4,775	7,053	3,214	3,268	3,187	1,134	2,865	23,513	4,621	6,327	2,833	2,895	2,884	1,097	2,856	26,860	5,312	6,934	3,247	3,304	3,433	1,349	3,281	75,869
	Percentage of patients conveyed to hospital following a face to face assessment	60.7%	62.3%	57.2%	58.6%	68.3%	65.4%	55.1%	57.2%	62.8%	64.0%	59.4%	62.2%	70.3%	64.0%	60.2%	61.0%	64.2%	65.1%	60.0%	62.2%	72.9%	68.4%	63.2%	61.0%	62.6%
AQI19 ii	Total number of patients conveyed to hospital by type	17,492	3,346	4,550	2,215	2,437	2,322	750	1,872	16,796	3,377	4,255	2,101	2,247	2,102	774	1,940	19,573	3,933	4,733	2,408	2,724	2,591	988	2,196	53,861
	Tier 1 Major A&E Units	15,371	2,431	4,465	1,899	2,418	1,893	687	1,578	14,679	2,369	4,177	1,790	2,229	1,722	711	1,681	17,265	2,872	4,632	2,076	2,689	2,175	911	1,910	47,315
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1,195	879	9		11	12	15	269	1,235	965	7	1	6	9	5	242	1,324	1,006	15	1	10	8	11	273	3,754
	Tier 3 (Major Acute) - Medical Admissions Unit	728	4		307	2	411		4	674	5		298	1	366		4	739	7		320	6	402		4	2,141
	Other (all other units such as Maternity or Mental Health Units)	198	32	76	9	6	6	48	21	208	38	71	12	11	5	58	13	245	48	86	11	19	6	66	9	651
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	35.8%	17.5%	25.9%	29.4%	53.7%	46.9%	37.3%	52.0%	40.8%	24.0%	27.6%	27.9%	68.2%	53.8%	34.7%	58.2%	42.1%	24.6%	26.7%	33.9%	73.5%	47.6%	41.9%	61.3%	39.6%
	Number of Notification to Handover within 15 minutes	5,584	370	1,193	539	1,312	1,091	255	824	5,997	492	1,175	473	1,477	1,121	247	1,012	7,331	643	1,261	668	1,944	1,198	380	1,237	18,912
	Total Number of Handovers	15,586	2,115	4,601	1,831	2,442	2,328	684	1,585	14,706	2,051	4,263	1,693	2,166	2,083	711	1,739	17,406	2,619	4,726	1,973	2,646	2,518	907	2,017	47,698
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	35.2%	17.5%	25.9%	29.4%	53.7%	44.1%	37.3%	52.7%	40.3%	24.0%	27.6%	28.0%	68.2%	52.9%	34.8%	59.2%	41.8%	24.6%	26.7%	33.8%	73.5%	45.6%	42.1%	63.0%	39.2%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	5,306	370	1,193	539	1,311	841	254	798	5,748	492	1,175	473	1,477	904	247	980	7,052	643	1,261	667	1,944	963	380	1,194	18,106
	TIER 1 (Major A&E Units) - Total Number of Handovers	15,087	2,115	4,601	1,831	2,441	1,905	681	1,513	14,247	2,051	4,263	1,692	2,166	1,709	710	1,656	16,869	2,619	4,726	1,971	2,645	2,110	903	1,895	46,203
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	37.8%	-	-	-	100.0%	50.0%	33.3%	36.8%	41.0%	-	-	-	-	100.0%	0.0%	40.0%	32.0%	-	-	-	-	0.0%	33.3%	33.3%	36.2%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	28	-	-	-	1	1	1	25	34	-	-	-	-	2		32	40	-	-	-	-	1		39	102
	TIER 2 (Minor A&E Units) - Total Number of Handovers	74	-	-	-	1	2	3	68	83	-	-	-	-	2	1	80	125	-	-	-	1	3	4	117	282
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	58.8%	-	-	-	59.1%	-	25.0%		57.2%	-	-	0.0%	-	57.8%	-	0.0%	58.0%	-	-	50.0%	-	57.8%	-	80.0%	58.0%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	250	-	-	-	249	-	1		215	-	-	-	-	215	-		239	-	-	1	-	234	-	4	704
	TIER 3 (Major Acute) - Total Number of Handovers	425	-	-	-	421	-	4		376	-	-	1	-	372	-	3	412	-	-	2	-	405	-	5	1,213
	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	8,416	2,267	2,855	572	916	1,103	248	455	6,157	1,574	2,282	518	373	626	246	538	7,052	2,070	2,416	393	291	1,046	267	568	21,625
	Tier 1 Major A&E Units	8,329	2,267	2,855	572	916	1,041	247	431	6,064	1,574	2,282	518	373	553	245	520	6,960	2,070	2,416	393	291	980	266	544	21,354
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	23					0	1	23	17						1	16	25				0	0	1	24	66
	Tier 3 (Major Acute) - Medical Admissions Unit	63					62		1	75				0	73		2	66				0		66		0	205
	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	81.8%	76.2%	87.3%	80.7%	81.8%	81.6%	88.7%	71.7%	80.6%	72.5%	87.9%	80.9%	81.0%	80.1%	89.0%	69.0%	81.3%	75.0%	88.1%	80.5%	80.8%	81.5%	91.3%	70.6%	81.3%
	Number of Handover to Clear within 15 minutes	12,747	1,612	4,015	1,478	1,998	1,900	607	1,137	11,858	1,487	3,746	1,369	1,755	1,668	633	1,200	14,158	1,965	4,162	1,589	2,139	2,052	828	1,423	38,763
	Total Number of Handovers	15,586	2,115	4,601	1,831	2,442	2,328	684	1,585	14,706	2,051	4,263	1,693	2,166	2,083	711	1,739	17,406	2,619	4,726	1,973	2,646	2,518	907	2,017	47,698
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	81.8%	76.2%	87.3%	80.7%	81.8%	81.8%	88.7%	70.7%	80.7%	72.5%	87.9%	80.9%	81.0%	80.8%	89.0%	67.8%	81.3%	75.0%	88.1%	80.5%	80.8%	81.8%	91.3%	69.1%	81.2%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	12,334	1,612	4,015	1,478	1,997	1,558	604	1,070	11,491	1,487	3,746	1,368	1,755	1,381	632	1,122	13,712	1,965	4,162	1,587	2,138	1,727	824	1,309	37,537
	TIER 1 (Major A&E Units) - Total Number of Handovers	15,087	2,115	4,601	1,831	2,441	1,905	681	1,513	14,247	2,051	4,263	1,692	2,166	1,709	710	1,656	16,869	2,619	4,726	1,971	2,645	2,110	903	1,895	46,203
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	93.2%	-	-	-	100.0%	100.0%	100.0%	92.6%	94.0%	-	-	-	-	100.0%	100.0%	93.8%	93.6%	-	-	-	100.0%	100.0%	100.0%	93.2%	93.6%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	69	-	-	-	1	2	3	63	78	-	-	-	-	2	1	75	117	-	-	-	1	3	4	109	264
	TIER 2 (Minor A&E Units) - Total Number of Handovers	74	-	-	-	1	2	3	68	83	-	-	-	-	2	1	80	125	-	-	-	1	3	4	117	282
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	80.9%	-	-	-	80.8%	-	100.0%		76.9%	-	-	100.0%	-	76.6%	-	100.0%	79.9%	-	-	100.0%	-	79.5%	-	100.0%	79.3%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	344	-	-	-	340	-	4		289	-	-	1	-	285	-	3	329	-	-	2	-	322	-	5	962
	TIER 3 (Major Acute) - Total Number of Handovers	425	-	-	-	421	-	4		376	-	-	1	-	372	-	3	412	-	-	2	-	405	-	5	1,213
	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	1,165	332	126	71	129	112	278	117	1,180	348	134	84	111	89	294	120	1,548	440	158	106	176	125	416	127	3,893
	Number of patients conveyed to hospital	17,492	3,346	4,550	2,215	2,437	2,322	750	1,872	16,796	3,377	4,255	2,101	2,247	2,102	774	1,940	19,573	3,933	4,733	2,408	2,724	2,591	988	2,196	53,861
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	6.7%	9.9%	2.8%	3.2%	5.3%	4.8%	37.1%	6.3%	7.0%	10.3%	3.1%	4.0%	4.9%	4.2%	38.0%	6.2%	7.9%	11.2%	3.3%	4.4%	6.5%	4.8%	42.1%	5.8%	7.2%
AQI24	Number of lost hours following handover to clear over 15 minutes	563	180	104	48	73	60	11	87	430	136	65	39	46	52	9	82	500	154	75	46	57	59	11	97	1,493
	Tier 1 Major A&E Units	555	180	104	48	73	52	11	87	421	136	65	39	46	45	9	81	492	154	75	46	57	52	11	96	1,468
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	3
	Tier 3 (Major Acute) - Medical Admissions Unit	8	-	-	-	-	8	-	-	7	-	-	-	-	7	-	-	7	-	-	-	-	7	-	-	21
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

No.	Term	Definition
13	Frequent Caller	Frequent callers are defined where the Welsh Ambulance Services NHS Trust have received 5 or more calls from the same address in the same month 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	Incidents without a dispatch code due to incident escalation now included in AQI18
2	Incidents without a dispatch code due to incident escalation now included in AQI19i
3	Updated to incorporate downgrading of Nevill Hall and Royal Gwent hospitals to Minor A&E Units in Aneurin Bevan post opening of The Grange hospital in November 2020
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The information contained in this document is not restricted and is classified for general release

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