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

AQI Definition Table	
Response Model	
STEP 1: Help Me Choose	
STEP 2: Answer My Call	
STEP 3: Come to See Me	
STEP 4: Give Me Treatment	
STEP 5: Take Me To Hospital	
Glossary	

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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

1 Help me to choose ?
2 Answer my call
3 Come to see me
4 Give me treatment
5 Take me to hospital

EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	AQI2	Number of Local Health Board engagement events attended by the Welsh Ambulance Services NHS Trust	How many events relating to public education / engagement in using the Ambulance Service did the Welsh Ambulance Services NHS Trust attend. This work is vital if over time the number of inappropriate 999 calls is to be reduced. This AQI is under development.
3	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs? This AQI is under development.
4	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
5	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
6	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
8	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
9	AQI7	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
10	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
11	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
12	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
13	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
14	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
15	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the ambulance service within 24 hours of discharge of care (by clinical telephone advice).
16	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the ambulance service within 24 hours of discharge of care (following treatment at the scene).
17	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

18	AQI12	Number of AMBER coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as an AMBER verified incident resulting in an emergency response?
19	AQI13	Number of GREEN coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a GREEN verified incident resulting in a response?
20	AQI14	Number of responded Incidents that received at least 1 resource allocation	How effective are the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
21	AQI15	Number of Community First Responders attendances at scene, including by call category and percentage	How often is a Community First Responder sent to a 999 call?
22	AQI16i	Number and percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	Outcome from out-of-hospital cardiac arrest with attempted resuscitation, measured by documented return of spontaneous circulation (ROSC) at time of arrival of the patient to hospital. Recording of ROSC at hospital is the international Utstein standard and indicates the outcome of the pre-hospital response and intervention.
23	AQI16ii	Number and percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	Patients with suspected stroke (including unresolved transient ischaemic attack) who are documented as receiving the appropriate care bundle. The stroke care bundle comprises measurement of blood pressure, consciousness level, blood glucose and FAST test.
24	AQI16iii	Number and percentage of older patients with suspected hip fracture who are documented as receiving analgesia	Older patients with suspected hip fracture who are documented as receiving analgesia. This indicates how reliable EMS crews are in providing pain relief to this group of patients.
25	AQI16iv	Number and percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	Patients with STEMI diagnosis (ST-elevation myocardial infarction) who are documented as receiving the appropriate care bundle. The STEMI care bundle comprises of four elements including pain assessment and administration of three medicines including analgesia.
26	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?
27	AQI18	Number and percentage of incidents where a resource was the ideal / suitable response as per the pilot clinical response model	How often are WAST sending the ideal resource to scene? How often are Welsh Ambulance Services NHS Trust sending a suitable resource to scene? This AQI is under development.
28	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
29	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?
30	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
31	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.
32	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.
33	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.
34	AQI22ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI measures the amount of lost hours following handover to clear over 15 minutes.
35	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.
36	AQI24	Number of lost hours following handover to clear over 15 minutes	This AQI shows the amount of time lost where ambulance crews are not available within 15 minutes of handing over their patient.

Pilot Clinical Response Model

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

Step 1 Help Me Choose Pan-Wales Review: January 2016 - March 2016

Step 1: Help Me Choose

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	2	17	19	38
AQI2	Number of local health board engagement events attended by WAST				0
AQI3	Number of attendances at key stakeholder events				0
AQI4 i	Number of NHS Direct Wales unique website visits	382,231	377,183	388,185	1,147,599
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)				
	Dental Problems	3,094	2,554	3,004	8,652
	Abdominal Pain	965	826	881	2,672
	Rash	538	478	607	1,623
	Chest Pain	425	351	369	1,145
	Falls Non-Traumatic	371	350	420	1,141
	Fever	338	358	387	1,083
	Ingestion Toxic	344	300	291	935
	Crying Child	307	304	295	906
	Cough	303	278	308	889
	Vomiting	233	307	334	874

Step 1: Help Me Choose (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI5	Number of Frequent Callers	208	187	229	624
	Number of Incidents generated by Frequent Callers	1,797	1,614	1,920	5,331
	Total Number of Incidents	39,659	37,560	40,592	117,811
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.5%	4.3%	4.7%	4.5%

Step 2 Answer My Call Pan-Wales Review: January 2016 - March 2016

Step 2: Answer My Call

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI6	Number of Healthcare Professional (HCP) Calls answered	9,072	8,776	8,537	**26,385**
AQI7	Number of 999 calls answered	42,077	40,861	45,145	**128,083**
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,659	37,560	40,592	**117,811**
	Percentage of Incidents Coded as Unknown	*1.2%*	*1.3%*	*1.6%*	***1.4%***
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,036	2,077	2,391	**6,504**
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,220	1,132	1,339	**3,691**
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	816	945	1,052	**2,813**
	Percentage of calls ended following WAST telephone assessment	*5.1%*	*5.5%*	*5.9%*	***5.5%***
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,966	2,732	3,070	**8,768**
	Percentage of calls transferred to NHS Direct Wales	*7.5%*	*7.3%*	*7.6%*	***7.4%***

Step 2: Answer My Call (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,426	1,303	1,413	**4,142**
	Percentage of calls returned from NHS Direct Wales	*53.9%*	*53.5%*	*51.3%*	***52.9%***
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,220	1,132	1,339	**3,691**
	Percentage of calls ended through transfer to alternative care advice services	*46.1%*	*46.5%*	*48.7%*	***47.1%***
AQI10 i	Re-Contact rates - Telephone				
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	311	309	285	**905**
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,036	2,077	2,391	**6,504**
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	*15.3%*	*14.9%*	*11.9%*	***13.9%***
AQI10 ii	Re-Contact rates - Attendance at Scene				
	Number of incidents within 24 hours following See and Treat	32	28	19	**79**
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,973	2,759	3,142	**8,874**
	Re-contact percentage within 24hrs of See and Treat	*1.1%*	*1.0%*	*0.6%*	***0.9%***

Step 3 Come To See Me Pan-Wales Review: January 2016 - March 2016

Step 3: Come to See Me

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI11	Number of RED category incidents resulting in an emergency response	1,835	1,777	1,885	**5,497**
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,273	1,170	1,238	**3,681**
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	*69.4%*	*65.8%*	*65.7%*	***67.0%***
	RED Category - Median Response	00:05:44	00:06:02	00:06:15	
	RED Category - 65th Percentile	00:07:32	00:07:51	00:07:56	
	RED Category - 95th Percentile	00:17:16	00:17:54	00:18:24	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,736	21,376	23,251	**67,363**
	AMBER Category - Median Response	00:13:09	00:15:27	00:16:36	
	AMBER Category - 65th Percentile	00:18:33	00:22:25	00:24:12	
	AMBER Category - 95th Percentile	01:09:07	01:45:44	01:54:04	

Step 3: Come to See Me (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI13	Number of GREEN category incidents resulting in a response	4,183	3,624	3,683	**11,490**
	GREEN Category - Median Response	00:25:46	00:29:57	00:33:51	
	GREEN Category - 65th Percentile	00:38:31	00:48:57	00:53:00	
	GREEN Category - 95th Percentile	02:29:31	04:08:32	04:19:55	
AQI14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	20,035	18,791	19,954	**58,780**
	Percentage of Incidents where 1 Vehicle Allocated	54%	55%	56%	**55%**
	Percentage of Incidents where 2 Vehicles Allocated	26%	26%	25%	**27%**
	Percentage of Incidents where 3 Vehicles Allocated	12%	12%	12%	**11%**
	Percentage of Incidents where 4 or More Vehicles Allocated	8%	7%	7%	**7%**
AQI15	Number of Community First Responders (CFRs) attendances at scene	854	663	736	**2,253**
	RED	121	89	82	**292**
	AMBER	720	567	642	**1,929**
	GREEN	13	7	12	**32**
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	681	529	624	**1,834**
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	79.7%	79.8%	84.8%	**81.4%**

Step 4 Give Me Treatment Pan-Wales Review: January 2016 - March 2016

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI16 i	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	18	19	26	63
	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	8.3%	8.7%	12.2%	9.7%
AQI16 ii	Number of stroke patients who are documented as receiving appropriate stroke care bundle	249	274	300	823
	Percentage of stroke patients who are documented as receiving appropriate stroke care bundle	94.3%	96.1%	96.6%	95.7%
AQI16 iii	Number of older people who have fallen and have suspected fracture of hip / femur who are documented as receiving analgesia	140	153	169	462
	Percentage of older people who have fallen and have suspected fracture of hip/femur who are documented as receiving analgesia	80.9%	82.3%	83.3%	82.2%
AQI16 iv	Number and percentage of Acute Coronary Syndrome patients who are documented as receiving appropriate ST segment elevation myocardial infarction (STEMI) care bundle	45	35	41	121
	Percentage of Acute Coronary Syndrome patients who are documented as receiving appropriate STEMI care bundle	67.2%	63.6%	61.2%	64.0%
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,203	4,754	5,380	15,337
	Treated At Scene	2,982	2,763	3,162	8,907
	Referred To Alternate Provider	2,221	1,991	2,218	6,430

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI18	Number of Incidents where CFR Ideal as per Clinical Response Model				-
	Number of Incidents where CFR sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - CFR				-
	Number of Incidents where UCS Ideal as per Clinical Response Model				-
	Number of Incidents where UCS sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - UCS				-
	Number of Incidents where RRV Ideal as per Clinical Response Model				-
	Number of Incidents where RRV sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - RRV				-
	Number of Incidents where EMS Ideal as per Clinical Response Model				-
	Number of Incidents where EMS sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - EMS				-

Step 5 Take Me To Hospital Pan-Wales Review: January 2016 - March 2016

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
AQI19 i	Percentage of patients conveyed to hospital following a face to face assessment	70.6%	70.7%	69.8%	70.4%
AQI19 ii	Number of patients conveyed to hospital by type	23,814	21,997	22,971	68,782
	Tier 1 Major A&E Units	21,835	20,055	21,060	62,950
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	521	486	473	1,480
	Tier 3 (Major Acute) - Medical Admissions Unit	556	476	500	1,532
	Other (all other units such as Maternity or Mental Health Units)	902	980	938	2,820
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	50.5%	48.3%	46.0%	48.3%
	Number of Notification to Handover within 15 minutes	10,471	9,147	9,064	28,682
	Total Number of Handovers	20,734	18,932	19,711	59,377

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
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	*50.4%*	*48.4%*	*45.8%*	**48.2%**
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	9,851	8,592	8,579	**27,022**
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,543	17,769	18,741	**56,053**
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	*83.2%*	*77.0%*	*75.3%*	**78.6%**
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	416	358	341	**1,115**
	TIER 2 (Minor A&E Units) - Total Number of Handovers	500	465	453	**1,418**
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	*29.1%*	*27.3%*	*25.7%*	**27.7%**
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	155	124	78	**357**
	TIER 3 (Major Acute) - Total Number of Handovers	532	454	304	**1,290**
	Other - Percentage of Notification to handover within 15 minutes	*30.8%*	*29.9%*	*31.0%*	**30.5%**
	Other - Notification to handover within 15 minutes	49	73	66	**188**
	Other - Total Number of Handovers	159	244	213	**616**
AQI21	Number of lost hours following notification to handover over 15 minutes	7,253	6,911	8,445	**22,610**
	Tier 1 Major A&E Units	6,976	6,585	8,164	**21,725**
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	40	63	69	**172**
	Tier 3 (Major Acute) - Medical Admissions Unit	171	143	81	**395**
	Other (all other units such as Maternity or Mental Health Units)	67	120	131	**318**
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	*83.0%*	*83.9%*	*83.2%*	**83.4%**
	Number of Handover to Clear within 15 minutes	17,205	15,889	16,403	**49,497**
	Total Number of Handovers	20,734	18,932	19,711	**59,377**

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Jan-16 All Wales	Feb-16 All Wales	Mar-16 All Wales	All Wales Total
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	*82.6%*	*83.4%*	*82.8%*	*82.9%*
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	16,147	14,825	15,522	**46,494**
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,543	17,769	18,741	**56,053**
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	*77.8%*	*81.7%*	*82.8%*	*80.7%*
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	389	380	375	**1,144**
	TIER 2 (Minor A&E Units) - Total Number of Handovers	500	465	453	**1,418**
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	*97.2%*	*99.3%*	*99.7%*	*98.5%*
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	517	451	303	**1,271**
	TIER 3 (Major Acute) - Total Number of Handovers	532	454	304	**1,290**
	Other - Percentage of Handover to Clear within 15 minutes	*95.6%*	*95.5%*	*95.3%*	*95.5%*
	Other - Number of Handover to Clear within 15 minutes	152	233	203	**588**
	Other - Total Number of Handovers	159	244	213	**616**
AQI23	Conveyance to hospital outside of Local Health Board area	1,731	1,517	1,714	**4,962**
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	*7.3%*	*6.9%*	*7.5%*	*7.2%*
AQI24	Number of lost hours following handover to clear over 15 minutes	609	557	658	**1,824**
	Tier 1 Major A&E Units	592	541	649	**1,783**
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	10	13	8	**31**
	Tier 3 (Major Acute) - Medical Admissions Unit	5	0	0	**5**
	Other (all other units such as Maternity or Mental Health Units)	1	3	1	**5**

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

No.	Term	Definition
14	GREEN	Calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.
15	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB Hospital Staff.
16	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
17	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
18	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
19	LHB	Local Health Board: An LHB is an administrative unit within the National Health Service in Wales. The 7 LHB's in Wales are Abertawe Bro Morgannwg University Health Board, Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board.
20	Major A&E Unit	Hospitals which provide a wide range of acute in-patient and out-patient specialist services together with the necessary support systems, which allow emergency admissions and which usually has an Accident and Emergency department.
21	Major Acute	Hospitals which provide acute services limited to a one or two specialist units.
22	Median	Median is the number separating the higher half of a data sample. The median of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 3, 5, 9, 11} is 5).
23	Minor A&E Unit	Hospitals which provide a range of acute in-patient and out-patient services specialist services (including some surgical acute specialties) but not the wide range available in major acute hospitals.
24	MPDS	Medical Priority Dispatch System: MPDS is a unified system used to dispatch appropriate aid to medical emergencies including systematised caller interrogation and pre-arrival instructions.
25	NHSDW	NHS Direct Wales is a health advice and information service available 24 hours a day, every day and is part of the Welsh Ambulance Services NHS Trust.
26	Non-Conveyance	Patients which are not transported to hospital following assessment by clinician.
27	Non-conveyances (by reason)	Number of patients not taken to hospital split by the reason why i.e. Treated at Scene.
28	Notification	Time that the Welsh Ambulance Services NHS Trust notified LHB hospital staff of their arrival at hospital.
29	Overall % Conveyance	Percentage of patients transported to hospital following initial assessment at scene by a Welsh Ambulance Services NHS Trust clinician.

Ambulance Quality Indicator Glossary

No.	Term	Definition
30	PROQA	Professional Questioning & Answering Software: ProQA is an expert system designed to help provide the very best in service and speed. Correct dispatch levels are usually determined in less than one minute. ProQA additionally provides Dispatch Life Support (DLS) protocols which meet or exceed the international standards for emergency medical dispatching. ProQA is built on a foundation of empirical literature and medical experience relevant to medical dispatching.
31	RED	Calls deemed to be Immediately Life-Threatening.
32	ROSC	Return of spontaneous circulation refers to signs of restored circulation (more than occasional gasp, occasional fleeting pulse or arterial waveform) evidenced by breathing, a palpable pulse or a measurable blood pressure
33	STEMI	STEMI - ST segment elevation myocardial infarction - occurs when a coronary artery is totally occluded by a blood clot.
34	Stroke Care Bundle	A Care Bundle is a group of between three and five specific interventions or processes of care that have a greater effect on patient outcomes if done together in a time-limited way, rather than separately.
35	Suitable Response	The type of clinician / resource to send, if the IDEAL response is not available for the specific category (or codes).
36	WAST	Welsh Ambulance Services NHS Trust: Spread over an area of 20,640 kilometres and serving a population of 2.9 million, our diverse area encompasses tranquil rural retreats, busy seaside resorts and large urban conurbations.

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

	Changes captured within version 2.4
1	Additional lines of data included within AQI9i to show the assessments that were resolved with an 'ambulance not required' outcome.
2	Additional lines of data included within AQI17 to show the breakdown of non conveyances to hospital.
3	Wording of Indicator AQI10i changed to "Re-contact percentage within 24 hrs of Telephone triage (Hear and Treat)".
4	Wording of Indicator AQI10ii changed to "Number of incidents within 24 hours following See and Treat".
5	Wording of Indicator AQI10ii changed to "Re-contact percentage within 24hrs of See and Treat".
6	Wording of Indicator AQI10ii changed to "Number of Attendances at Scene that were not transported to hospital (See and Treat)".
7	Wording of Indicator AQI14 changed to "Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)".
8	Wording of Indicator AQI16i changed to "Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door "
9	Wording of Indicator AQI16i changed to "Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door "

The information contained in this document is not restricted and is classified for general release

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