Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators: January to March 2017

	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	

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

EASC Ambulance Quality Indicator Definition Table

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

18	AQI12	Number of AMBER coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as an AMBER verified incident resulting in an emergency response?
19	AQI13	Number of GREEN coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a GREEN verified incident resulting in a response?
20	AQI14	Number of responded Incidents that received at least 1 resource allocation	How effective is the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
21	AQI15	Number of Community First Responders attendances at scene, including by call category and percentage	How often is a Community First Responder sent to a 999 call?
22	AQI16i	Number and percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	Outcome from out-of-hospital cardiac arrest with attempted resuscitation, measured by documented return of spontaneous circulation (ROSC) at time of arrival of the patient to hospital. Recording of ROSC at hospital is the international Utstein standard and indicates the outcome of the pre-hospital response and intervention.
23	AQI16ii	Number and percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	Patients with suspected stroke (including unresolved transient ischaemic attack) who are documented as receiving the appropriate care bundle. The stroke care bundle comprises measurement of blood pressure, consciousness level, blood glucose and FAST test.
24	AQI16iii	Number and percentage of older patients with suspected hip fracture who are documented as receiving analgesia and appropriate care bundle	Fractured hips (known as neck of femur injuries): fractured hips cause significant pain which can be exacerbated by movement. Pain control for patients with a fractured neck of femur in the immediate post-trauma period is paramount to promoting recovery and patient experience. This reduces suffering and the detrimental effects uncontrolled pain may have. The care bundle measures the recording of initial and subsequent verbal pain scores and administration of appropriate pain medicines before arrival at hospital, also included is the total number of patients with a suspected fractured hip who received analgesia.
25	AQI16iv	Number and percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	Patients with STEMI diagnosis (ST-elevation myocardial infarction) who are documented as receiving the appropriate care bundle. The STEMI care bundle comprises of four elements including pain assessment and administration of three medicines including analgesia.
26	AQI16v	Number and percentage of suspected sepsis patients who have had a documented NEWS score.	Patients with a suspected diagnosis of sepsis or septic shock who have a documented NEWS score. This promotes early recognition of suspected sepsis and enhances handover in hospital.
27	AQI16vi	Number and percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle.	Patients aged 5 years and under with suspected febrile convulsion who are documented as receiving the appropriate care bundle. The febrile convulsion care bundle comprises measurement of heart rate, respiratory rate, oxygen saturation, temperature and blood glucose.
28	AQI16vii	Number and percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle.	Patients with low blood sugar (hypoglycaemia) who are documented as receiving the appropriate care bundle, which comprises blood glucose measurement before treatment, treatment and blood glucose measurement after treatment.
29	AQI17	Number of incidents that resulted in a non conveyance to hospital	How effective are the Welsh Ambulance Services NHS Trust in closing incidents at scene?
30	AQI18	Number and percentage of incidents where a resource was the ideal / suitable response as per the pilot clinical response model	How often are Welsh Ambulance Services NHS Trust sending the ideal resource to scene? How often are Welsh Ambulance Services NHS Trust sending a suitable resource to scene?
31	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
32	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

33	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
34	AQI20ii	Number and percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.	This AQI looks at handover performance by site. This allows good practice to be identified and spread.
35	AQI21	Number of lost hours following notification to handover over 15 minutes	This AQI measures the amount of lost hours following notification to handover over 15 minutes.
36	AQI22i	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	This AQI measures the number of times where a WAST crew are available again within 15 minutes of handing over their patient.
37	AQI22ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI measures the amount of lost hours following handover to clear over 15 minutes.
38	AQI23	Conveyance to other LHB locations	This AQI records the number of occasions where a patient is taken to a destination in a different Health Board area than the location of the call.
39	AQI24	Number of lost hours following handover to clear over 15 minutes	This AQI shows the amount of time lost where ambulance crews are not available within 15 minutes of handing over their patient.

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 LHB Review: January to March 2017

Step 1: Help Me Choose

AQI Ref	AQI Description	Jan-17								Feb-17								Mar-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	19	2	4	3	4	5	1	-	9	2	4	-	1	2	-	-	22	7	4	1	2	6	1	1	50
AQI2	Number of local health board engagement events attended by WAST	-								-								-								
AQI3	Number of attendances at key stakeholder events	23	4	4	2	4	4	2	3	8	1	1	1	1	1	1	2	39	6	6	4	7	7	4	5	70
AQI4 i	Number of NHS Direct Wales unique website visits	250,055								249,199								283,082								782,336
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,152	1175	62	1014	18	12	713	158	2,824	989	67	919	26	13	666	144	3,256	1,168	66	1,052	30	20	744	176	9,232
	Abdominal Pain	890	196	198	181	149	95	59	12	718	180	139	152	116	64	56	11	918	284	165	160	132	86	74	17	2,526
	Other Symptoms	490	110	97	109	65	58	39	12	388	96	79	67	60	36	42	8	535	143	108	83	76	56	55	14	1,413
	Rash	346	63	88	57	55	49	31	3	370	89	81	56	64	52	24	4	514	140	118	81	68	64	39	4	1,230
	Chest Pain	451	153	80	56	80	39	40	3	363	101	73	56	50	50	26	7	416	129	84	64	63	38	32	6	1,230
	Fever	356	81	94	59	58	32	28	4	318	77	68	54	49	37	27	6	395	91	79	75	58	45	39	8	1,069
	Ingestion Toxic	302	83	53	65	37	29	30	5	287	64	53	61	60	18	24	7	351	102	65	73	58	25	25	3	940
	Vomiting	255	57	56	44	41	22	27	8	247	47	53	49	47	23	24	4	300	90	53	57	38	36	24	2	802
	Back Pain	252	51	37	64	43	33	19	5	220	53	32	45	37	25	20	8	286	66	60	51	47	32	25	5	758
	Sore Throat	221	84	50	23	35	21	8	0	216	106	27	21	34	12	12	4	296	173	26	20	31	23	20	3	733
AQI5	Number of Frequent Callers	222	43	39	71	18	13	31	7	182	38	24	62	28	12	16	2	189	35	25	53	31	14	29	2	593
	Number of Incidents generated by Frequent Callers	1,817	349	340	601	141	111	225	50	1,698	328	260	573	277	102	148	10	1,521	273	212	459	231	96	240	10	5,036
	Total Number of Incidents	39,864	6,663	7,430	9,799	5,850	3,805	4,648	1,669	35,146	5,950	6,326	8,830	5,099	3,254	4,254	1,433	38,358	6,429	6,894	9,526	5,646	3,708	4,591	1,564	113,368
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.6%	5.2%	4.6%	6.1%	2.4%	2.9%	4.8%	3.0%	4.8%	5.5%	4.1%	6.5%	5.4%	3.1%	3.5%	0.7%	4.0%	4.2%	3.1%	4.8%	4.1%	2.6%	5.2%	0.6%	4.4%

Step 2 Answer My Call LHB Review: January to March 2017

Step 2: Answer My Call

AQI Ref	AQI Description	Jan-17								Feb-17								Mar-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI6	Number of Healthcare Professional (HCP) Calls answered	8,237	-	-	-	-	-	-	-	7,376	-	-	-	-	-	-	-	8,301	-	-	-	-	-	-	-	23,914
AQI7	Number of 999 calls answered	42,728	-	-	-	-	-	-	-	39,260	-	-	-	-	-	-	-	45,145	-	-	-	-	-	-	-	127,133
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,864	6,663	7,430	9,799	5,850	3,805	4,648	1,669	35,146	5,950	6,326	8,830	5,099	3,254	4,254	1,433	38,358	6,429	6,894	9,526	5,646	3,708	4,591	1,564	113,368
	Protocol 17: FALLS	4,975	825	887	1361	612	442	652	196	4,456	724	702	1,268	569	399	612	182	4,862	791	775	1,400	595	439	654	208	14,293
	Protocol 06: BREATHING PROBLEMS	4,775	818	969	1138	670	494	504	182	3,925	699	725	974	519	384	467	157	4,072	702	756	1,040	590	414	423	147	12,772
	Protocol 35: HEALTH CARE PROFESSIONAL	4,038	478	759	1085	540	420	528	228	3,959	476	759	1,031	621	334	515	223	4,489	566	851	1,151	667	420	572	262	12,486
	Protocol 10: CHEST PAIN	4,251	743	772	983	579	410	544	220	3,601	649	657	851	453	363	461	167	4,245	725	821	1,009	564	412	524	190	12,097
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,166	507	555	849	401	320	399	135	2,939	431	557	780	406	279	369	117	3,069	488	586	747	442	305	390	111	9,174
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	1,994	355	356	493	328	161	235	66	1,959	348	343	516	285	179	227	61	2,008	326	353	496	307	206	256	64	5,961
	Protocol 28: STROKE - CVA	1,520	283	286	354	204	125	191	77	1,256	240	236	313	164	104	140	59	1,393	230	266	350	190	119	174	64	4,169
	Protocol 12: CONVULSIONS/FITTING	1,300	222	213	335	193	138	148	51	1,164	197	214	298	185	109	125	36	1,280	228	192	297	243	140	136	44	3,744
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,289	172	251	342	187	125	160	52	1,127	178	191	290	155	126	136	51	1,303	191	244	332	190	135	148	63	3,719
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,104	223	157	279	214	114	88	29	1,005	221	160	238	156	106	98	26	1,147	221	172	271	196	153	116	18	3,256
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,951	460	612	675	647	199	217	65	2,394	444	452	512	476	202	192	49	2,338	411	403	551	487	197	197	53	7,683
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,174	163	202	294	171	105	126	37	994	152	171	240	141	98	100	25	1,126	170	194	277	187	115	119	25	3,294
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,777	297	410	381	476	94	91	28	1,400	292	281	272	335	104	92	24	1,212	241	209	274	300	82	78	28	4,389
	Percentage of calls ended following WAST telephone assessment	7.4%	6.9%	8.2%	6.9%	11.1%	5.2%	4.7%	3.9%	6.8%	7.5%	7.1%	5.8%	9.3%	6.2%	4.5%	3.4%	6.1%	6.4%	5.8%	5.8%	8.6%	5.3%	4.3%	3.4%	6.8%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,522	344	432	643	338	231	294	90	2,206	323	364	531	306	203	238	69	2,441	349	432	595	375	229	289	67	7,169
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,864	6,663	7,430	9,799	5,850	3,805	4,648	1,669	35,146	5,950	6,326	8,830	5,099	3,254	4,254	1,433	38,358	6,429	6,894	9,526	5,646	3,708	4,591	1,564	113,368
	Percentage of calls transferred to NHS Direct Wales	6.3%	5.2%	5.8%	6.6%	5.8%	6.1%	6.3%	5.4%	6.3%	5.4%	5.8%	6.0%	6.0%	6.2%	5.6%	4.8%	6.4%	5.4%	6.3%	6.2%	6.6%	6.2%	6.3%	4.3%	6.3%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	999	131	180	270	123	88	116	39	895	125	143	213	124	77	104	31	968	129	175	242	127	93	125	34	2,862
	Total Number of Calls Triaged by a Nurse Advisor	2,173	294	382	564	294	193	242	76	1,889	277	314	453	265	175	204	56	2,094	299	369	519	314	208	244	59	6,156
	Percentage of calls returned from NHS Direct Wales	46.0%	44.6%	47.1%	47.9%	41.8%	45.6%	47.9%	51.3%	47.4%	45.1%	45.5%	47.0%	46.8%	44.0%	51.0%	55.4%	46.2%	43.1%	47.4%	46.6%	40.4%	44.7%	51.2%	57.6%	46.5%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,174	163	202	294	171	105	126	37	994	152	171	240	141	98	100	25	1,126	170	194	277	187	115	119	25	3,294
	Total Number of Calls Triaged by a Nurse Advisor	2,173	294	382	564	294	193	242	76	1,889	277	314	453	265	175	204	56	2,094	299	369	519	314	208	244	59	6,156
	Percentage of calls ended through transfer to alternative care advice services	54.0%	55.4%	52.9%	52.1%	58.2%	54.4%	52.1%	48.7%	52.6%	54.9%	54.5%	53.0%	53.2%	56.0%	49.0%	44.6%	53.8%	56.9%	52.6%	53.4%	59.6%	55.3%	48.8%	42.4%	53.5%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	320	39	43	155	36	19	22	6	257	34	46	124	22	12	15	4	215	60	36	59	22	12	17	9	792
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,951	460	612	675	647	199	217	65	2,394	444	452	512	476	202	192	49	2,338	411	403	551	487	197	197	53	7,683
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	10.8%	8.5%	7.0%	23.0%	5.6%	9.5%	10.1%	9.2%	10.7%	7.7%	10.2%	24.2%	4.6%	5.9%	7.8%	8.2%	9.2%	14.6%	8.9%	10.7%	4.5%	6.1%	8.6%	17.0%	10.3%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	17	-	2	10	1	-	3	1	16	-	2	12	-	1	1	-	23	2	8	6	5	-	1	1	56
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,079	431	547	1,108	331	168	362	132	2,708	363	445	1,079	275	131	306	109	2,897	372	492	1,079	368	163	306	117	8,684
	Re-contact percentage within 24hrs of See and Treat	0.6%	0.0%	0.4%	0.9%	0.3%	0.0%	0.8%	0.8%	0.6%	0.0%	0.4%	1.1%	0.0%	0.8%	0.3%	0.0%	0.8%	0.5%	1.6%	0.6%	1.4%	0.0%	0.3%	0.9%	0.6%

Step 3 Come To See Me LHB Review: January to March 2017

Step 3: Come to See Me

AQI Ref	AQI Description	Jan-17								Feb-17								Mar-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI11	Number of RED category incidents resulting in an emergency response	1,958	377	344	409	341	190	226	71	1,652	311	306	382	235	142	204	72	1,833	358	325	435	278	168	204	65	5,443
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,476	272	249	323	271	142	172	47	1,232	215	236	304	193	106	129	49	1,428	276	256	326	245	124	153	48	4,136
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	75.4%	72.1%	72.4%	79.0%	79.5%	74.7%	76.1%	66.2%	74.6%	69.1%	77.1%	79.6%	82.1%	74.6%	63.2%	68.1%	77.9%	77.1%	78.8%	74.9%	88.1%	73.8%	75.0%	73.8%	76.0%
	RED Category - Median Response	00:04:55	00:05:42	00:04:58	00:04:39	00:04:48	00:04:26	00:04:35	00:04:44	00:04:56	00:05:16	00:05:00	00:04:15	00:04:31	00:05:16	00:05:26	00:05:51	00:04:39	00:05:17	00:04:32	00:04:40	00:04:08	00:05:02	00:04:34	00:02:43	
	RED Category - 65th Percentile	00:06:32	00:07:13	00:06:52	00:05:58	00:06:14	00:06:39	00:06:25	00:07:36	00:06:37	00:07:15	00:06:37	00:06:00	00:05:47	00:06:38	00:08:08	00:07:41	00:06:15	00:06:34	00:05:59	00:06:23	00:05:32	00:06:34	00:06:05	00:06:02	
	RED Category - 95th Percentile	00:15:30	00:15:32	00:15:21	00:14:39	00:12:54	00:13:23	00:18:46	00:19:04	00:15:49	00:17:04	00:13:31	00:15:22	00:13:40	00:16:33	00:19:19	00:24:47	00:14:05	00:12:19	00:13:25	00:15:28	00:10:49	00:14:21	00:15:24	00:20:40	
AQI12	Number of AMBER category incidents resulting in an emergency response	23,548	3,891	4,402	5,769	3,346	2,354	2,793	993	20,431	3,417	3,774	5,116	2,817	1,976	2,508	823	22,381	3,701	4,074	5,549	3,176	2,223	2,737	921	66,360
	AMBER Category - Median Response	00:16:09	00:20:24	00:19:14	00:12:42	00:18:52	00:14:07	00:14:12	00:16:25	00:15:02	00:19:34	00:17:02	00:12:20	00:15:46	00:13:44	00:14:41	00:14:16	00:14:20	00:16:02	00:15:25	00:12:25	00:15:16	00:14:22	00:13:55	00:15:04	
	AMBER Category - 65th Percentile	00:24:13	00:34:29	00:30:32	00:18:42	00:29:55	00:20:16	00:20:07	00:23:58	00:21:53	00:31:17	00:25:40	00:17:07	00:25:01	00:19:24	00:20:04	00:20:27	00:20:40	00:24:29	00:22:20	00:17:26	00:24:18	00:20:04	00:19:29	00:20:45	
	AMBER Category - 95th Percentile	02:11:19	03:44:02	02:51:31	01:21:55	02:44:34	01:22:40	01:21:35	01:26:49	01:43:44	02:55:39	02:08:06	00:58:43	01:52:16	01:16:49	01:19:40	01:01:14	01:32:01	02:09:18	01:48:46	00:59:01	01:49:41	01:12:55	01:17:27	01:25:28	
AQI13	Number of GREEN category incidents resulting in a response	3,386	397	575	1,105	325	351	461	172	3,332	371	511	1,124	375	345	438	168	3,690	474	600	1,202	404	352	483	175	10,408
	GREEN Category - Median Response	00:35:22	00:41:24	00:45:15	00:29:10	00:42:17	00:33:19	00:34:18	00:36:06	00:34:17	00:48:49	00:46:38	00:28:48	00:35:55	00:29:51	00:34:03	00:34:53	00:32:32	00:44:01	00:35:31	00:26:31	00:41:31	00:33:48	00:31:19	00:32:56	
	GREEN Category - 65th Percentile	00:55:27	01:09:32	01:11:43	00:45:01	01:08:10	00:50:16	00:52:00	00:53:06	00:53:23	01:20:14	01:15:07	00:44:25	00:57:48	00:44:33	00:52:05	00:49:14	00:51:32	01:08:13	00:56:39	00:41:58	01:01:03	00:53:58	00:47:12	00:48:26	
	GREEN Category - 95th Percentile	04:25:52	06:06:51	07:36:28	02:29:37	06:55:29	03:03:51	03:19:29	04:43:47	03:49:48	07:26:42	07:05:16	02:12:14	04:45:13	03:00:16	02:42:20	03:16:37	03:30:10	05:59:26	03:59:20	02:29:22	05:30:25	03:08:02	02:37:14	03:23:32	
AQI14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	19,857	3,120	3,605	5,422	2,577	1,924	2,408	801	18,033	2,844	3,192	4,987	2,360	1,646	2,281	723	19,661	3,143	3,409	5,337	2,576	1,820	2,529	847	57,551
	Percentage of Incidents where 1 Vehicle Allocated	56%	52%	49%	57%	54%	52%	69%	62%	57%	50%	51%	61%	58%	53%	67%	67%	60%	53%	54%	63%	60%	56%	69%	64%	58%
	Percentage of Incidents where 2 Vehicles Allocated	22%	24%	24%	18%	24%	25%	18%	21%	21%	24%	24%	18%	23%	25%	19%	20%	20%	23%	24%	17%	23%	23%	16%	19%	21%
	Percentage of Incidents where 3 Vehicles Allocated	15%	15%	17%	15%	15%	15%	9%	12%	13%	16%	16%	13%	13%	16%	9%	10%	13%	16%	15%	11%	12%	15%	10%	11%	14%
	Percentage of Incidents where 4 or More Vehicles Allocated	8%	9%	9%	9%	8%	8%	4%	5%	8%	11%	9%	8%	6%	7%	5%	4%	7%	8%	7%	9%	6%	6%	4%	5%	8%
AQI15	Number of Community First Responders (CFRs) attendances at scene	2,007	331	245	427	313	65	458	168	1,653	268	192	417	220	59	362	135	1,653	222	221	432	319	55	299	105	5,313
	RED	435	109	42	77	67	24	91	25	368	75	49	77	35	13	89	30	394	71	48	95	55	19	82	24	1,197
	AMBER	1,430	209	201	269	232	39	356	124	1,196	188	140	284	173	43	269	99	1,133	144	172	261	236	35	213	72	3,759
	GREEN	142	13	2	81	14	2	11	19	89	5	3	56	12	3	4	6	126	7	1	76	28	1	4	9	357
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,584	241	208	350	239	41	368	137	1,308	189	154	354	172	50	287	102	1,321	164	177	381	251	43	229	76	4,213
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	78.9%	72.8%	84.9%	82.0%	76.4%	63.1%	80.3%	81.5%	79.1%	70.5%	80.2%	84.9%	78.2%	84.7%	79.3%	75.6%	79.9%	73.9%	80.1%	88.2%	78.7%	78.2%	76.6%	72.4%	79.3%

Step 4 Give Me Treatment LHB Review: January to March 2017

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Feb-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Mar-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	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					9.7%			All Wales Indicator Only					12.4%			All Wales Indicator Only					10.3%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	29	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	85
	Total Number of patients with attempted resuscitation following cardiac arrest	322	-	-	-	-	-	-	-	237	-	-	-	-	-	-	-	267	-	-	-	-	-	-	-	826
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.7%			All Wales Indicator Only					96.8%			All Wales Indicator Only					97.5%			All Wales Indicator Only					97.0%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	323	-	-	-	-	-	-	-	300	-	-	-	-	-	-	-	351	-	-	-	-	-	-	-	974
	Total Number of suspected stroke patients	334	-	-	-	-	-	-	-	310	-	-	-	-	-	-	-	360	-	-	-	-	-	-	-	1004
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	65.1%			All Wales Indicator Only					70.9%			All Wales Indicator Only					67.6%			All Wales Indicator Only					67.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	142	-	-	-	-	-	-	-	144	-	-	-	-	-	-	-	146	-	-	-	-	-	-	-	432
	Total Number of older patients with suspected hip fracture	218	-	-	-	-	-	-	-	203	-	-	-	-	-	-	-	216	-	-	-	-	-	-	-	637
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	80.7%			All Wales Indicator Only					84.7%			All Wales Indicator Only					81.5%			All Wales Indicator Only					82.3%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	176	-	-	-	-	-	-	-	172	-	-	-	-	-	-	-	176	-	-	-	-	-	-	-	524
	Total Number of older patients with suspected hip fracture	218	-	-	-	-	-	-	-	203	-	-	-	-	-	-	-	216	-	-	-	-	-	-	-	637
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	65.5%			All Wales Indicator Only					67.2%			All Wales Indicator Only					75.9%			All Wales Indicator Only					69.4%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	38	-	-	-	-	-	-	-	43	-	-	-	-	-	-	-	44	-	-	-	-	-	-	-	125
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	58	-	-	-	-	-	-	-	64	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	180
																										0
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					100.0%			All Wales Indicator Only					100.0%
	Number of suspected sepsis patients who have had a documented NEWS score	44	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	122
	Total Number of suspected sepsis patients	44	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	122
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					93.8%			All Wales Indicator Only					97.8%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	32	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	91
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	32	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	32	-	-	-	-	-	-	-	93
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	85.9%			All Wales Indicator Only					87.1%			All Wales Indicator Only					84.6%			All Wales Indicator Only					85.8%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	316	-	-	-	-	-	-	-	249	-	-	-	-	-	-	-	269	-	-	-	-	-	-	-	834
	Total Number of hypoglycaemic patients	368	-	-	-	-	-	-	-	286	-	-	-	-	-	-	-	318	-	-	-	-	-	-	-	972
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,502	846	1,027	1,645	708	338	671	267	4,868	810	867	1,562	618	246	545	220	5,132	782	913	1,573	790	283	557	234	15,502
	Treated At Scene	3,079	431	547	1,108	331	168	362	132	2,708	363	445	1,079	275	131	306	109	2,897	372	492	1,079	368	163	306	117	8,684
	Referred To Alternate Provider	2,423	415	480	537	377	170	309	135	2,160	447	422	483	343	115	239	111	2,235	410	421	494	422	120	251	117	6,818

AQI Ref	AQI Description	Jan-17				Feb-17				Mar-17				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQI18	Number of Incidents where RRV Ideal as per clinical response model	10,868	3587	2639	4642	9,404	3176	2339	3889	10,262	3349	2554	4359	30,534
	Number of Incidents where RRV sent as ideal response	3,394	776	615	2003	2,779	698	496	1585	2,963	716	474	1773	9,136
	Percentage of Incidents where RRV sent as ideal response	31.2%	21.6%	23.3%	43.1%	29.6%	22.0%	21.2%	40.8%	28.9%	21.4%	18.6%	40.7%	29.9%
	Number of Incidents where EA Ideal as per clinical response model	3,301	1094	835	1372	2,969	963	771	1235	3,342	1072	872	1398	9,612
	Number of Incidents where EA sent as ideal response	2,139	787	616	736	1,997	708	577	712	2,266	820	659	787	6,402
	Percentage of Incidents where EA sent as ideal response	64.8%	71.9%	73.8%	53.6%	67.3%	73.5%	74.8%	57.7%	67.8%	76.5%	75.6%	56.3%	66.6%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,236	948	915	1373	3,328	952	921	1455	3,811	1125	1033	1653	10,375
	Number of HCP (card 35) calls where UCS sent as ideal response	1,631	492	506	633	1,714	507	503	704	1,947	605	530	812	5,292
	Percentage of HCP calls where UCS sent as ideal response	50.4%	51.9%	55.3%	46.1%	51.5%	53.3%	54.6%	48.4%	51.1%	53.8%	51.3%	49.1%	51.0%

Step 5 Take Me To Hospital LHB Review: January to March 2017

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Feb-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Mar-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI19 i	Number of 999 Patients conveyed to Hospital	17,997	2,901	3,294	4,235	2,490	2,048	2,300	729	16,091	2,549	2,919	3,911	2,157	1,798	2,098	659	17,985	2,933	3,270	4,326	2,391	2,027	2,323	715	52,073
	Total Number of Incidents where an Ambulance Resource Attended Scene	26,002	4,164	4,722	6,636	3,533	2,656	3,182	1,109	23,268	3,678	4,162	6,152	3,109	2,287	2,907	973	25,727	4,136	4,591	6,711	3,530	2,574	3,128	1,057	74,997
	Percentage of patients conveyed to hospital following a face to face assessment	69.2%	69.7%	69.8%	63.8%	70.5%	77.1%	72.3%	65.7%	69.2%	69.3%	70.1%	63.6%	69.4%	78.6%	72.2%	67.7%	69.9%	70.9%	71.2%	64.5%	67.7%	78.7%	74.3%	67.6%	69.4%
AQI19 ii	Total number of patients conveyed to hospital by type	22,784	3,534	4,198	5,443	3,244	2,518	2,878	969	20,463	3,147	3,767	5,003	2,830	2,168	2,659	889	22,747	3,577	4,206	5,507	3,088	2,443	2,948	978	65,994
	Tier 1 Major A&E Units	20,808	3144	3983	5283	2666	2498	2377	857	18,665	2,801	3,564	4,839	2,342	2,157	2,181	781	20,844	3,211	3,992	5,352	2,546	2,434	2,474	835	60,317
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	626	365	173	50	1	8	9	20	543	317	155	46	-	4	9	12	552	324	160	40	2	1	13	12	1,721
	Tier 3 (Major Acute) - Medical Admissions Unit	1,006	6	4	-	512	1	483	-	898	10	1	-	426	-	461	-	957	9	2	-	492	-	454	-	2,861
	Other (all other units such as Maternity or Mental Health Units)	344	19	38	110	65	11	9	92	357	19	47	118	62	7	8	96	394	33	52	115	48	8	7	131	1,095
																										0
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	51.0%	39.1%	49.7%	37.8%	45.9%	80.5%	71.9%	43.2%	55.6%	41.3%	55.0%	44.9%	50.8%	85.3%	73.8%	49.0%	56.2%	44.8%	54.7%	42.2%	50.7%	85.1%	78.2%	55.8%	54.2%
	Number of Notification to Handover within 15 minutes	10,802	1,341	1,719	1,957	1,408	2,041	2,039	297	10,463	1,260	1,675	2,092	1,337	1,853	1,921	325	11,825	1,546	1,884	2,179	1,452	2,091	2,237	436	33,090
	Total Number of Handovers	21,187	3,432	3,461	5,171	3,067	2,535	2,834	687	18,824	3,049	3,044	4,659	2,633	2,172	2,604	663	21,023	3,449	3,444	5,168	2,865	2,456	2,860	781	61,034
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	50.8%	40.1%	49.7%	37.8%	46.6%	80.6%	70.3%	43.2%	55.4%	41.9%	55.0%	44.9%	51.6%	85.3%	72.2%	49.0%	56.2%	45.8%	54.7%	42.2%	52.0%	85.1%	77.0%	55.7%	54.1%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	10,112	1,271	1,717	1,957	1,192	2,040	1,644	291	9,803	1,175	1,674	2,092	1,143	1,852	1,543	324	11,138	1,480	1,883	2,179	1,235	2,091	1,837	433	31,053
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,904	3,171	3,458	5,171	2,560	2,532	2,338	674	17,685	2,801	3,042	4,659	2,215	2,171	2,136	661	19,835	3,232	3,442	5,168	2,373	2,456	2,386	778	57,424
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	26.4%	25.1%	-	-	50.0%	33.3%	46.2%		33.9%	32.6%	100.0%	-	100.0%	100.0%	50.0%		30.3%	29.0%	-	-	0.0%	42.9%	100.0%		30.0%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	72	64	-	-	1	1	6		83	78	1	-	1	2	1		66	60	-	-	0	3	3		221
	TIER 2 (Minor A&E Units) - Total Number of Handovers	273	255	-	-	2	3	13		245	239	1	-	1	2	2		218	207	-	-	1	7	3		736
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	61.2%	100.0%	66.7%	-	42.6%	0.0%	79.9%	-	64.5%	77.8%	0.0%	-	46.4%	-	80.7%	-	64.0%	60.0%	50.0%	-	44.2%	-	85.0%	-	63.2%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	618	6	2	-	216	0	394	-	577	7	0	-	194	-	376	-	621	6	1	-	217	-	397	-	1,816
	TIER 3 (Major Acute) - Total Number of Handovers	1,010	6	3	-	507	1	493	-	894	9	1	-	418	-	466	-	970	10	2	-	491	-	467	-	2,874
	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	7,137	1,927	1,001	2,339	1,193	69	373	234	4,832	1,558	557	1,706	581	41	250	139	4,638	1,191	530	1,910	673	37	187	111	16,606
	Tier 1 Major A&E Units	6,816	1844	1001	2339	1031	67	304	229	4,662	1,507	557	1,706	503	41	209	139	4,456	1,118	530	1,910	581	37	169	111	15,933
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	89	83	-	-	1	0	-	5	50	50	-	-	-	-	0	-	72	72	-	-	0	-	0	-	212
	Tier 3 (Major Acute) - Medical Admissions Unit	232	0	0	-	163	0	69	-	120	1	0	-	78	-	41	-	109	1	0	-	91	-	18	-	461
	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	80.4%	71.0%	76.9%	91.0%	80.1%	81.9%	74.1%	88.1%	79.8%	70.7%	75.3%	89.0%	77.9%	83.1%	76.5%	88.5%	79.0%	68.9%	74.6%	90.2%	74.8%	81.5%	75.1%	90.1%	79.7%
	Number of Handover to Clear within 15 minutes	17,042	2,437	2,660	4,706	2,457	2,076	2,101	605	15,027	2,155	2,293	4,147	2,050	1,804	1,991	587	16,601	2,377	2,569	4,659	2,142	2,001	2,149	704	48,670
	Total Number of Handovers	21,187	3,432	3,461	5,171	3,067	2,535	2,834	687	18,824	3,049	3,044	4,659	2,633	2,172	2,604	663	21,023	3,449	3,444	5,168	2,865	2,456	2,860	781	61,034

AQI Ref	AQI Description	Jan-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Feb-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Mar-17 All Wales	ABM	AB	BCU	C&V	CT	HD	P	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	80.2%	69.4%	76.8%	91.0%	77.4%	81.9%	75.3%	87.8%	79.8%	68.9%	75.3%	89.0%	76.5%	83.0%	77.9%	88.5%	78.8%	67.4%	74.6%	90.2%	72.4%	81.5%	75.5%	90.1%	79.6%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,970	2,200	2,657	4,706	1,982	2,073	1,760	592	14,115	1,931	2,292	4,147	1,694	1,803	1,663	585	15,624	2,178	2,567	4,659	1,717	2,001	1,801	701	45,709
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,904	3,171	3,458	5,171	2,560	2,532	2,338	674	17,685	2,801	3,042	4,659	2,215	2,171	2,136	661	19,835	3,232	3,442	5,168	2,373	2,456	2,386	778	57,424
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	91.6%	91.0%	-	-	-	100.0%	100.0%	100.0%	91.8%	91.6%	100.0%	-	-	100.0%	100.0%	100.0%	91.7%	91.8%	-	-	100.0%	-	85.7%	100.0%	91.7%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	250	232	-	-	-	2	3	13	225	219	1	-	-	1	2	2	200	190	-	-	1	-	6	3	675
	TIER 2 (Minor A&E Units) - Total Number of Handovers	273	255	-	-	-	2	3	13	245	239	1	-	-	1	2	2	218	207	-	-	1	-	7	3	736
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	81.4%	83.3%	100.0%	-	93.7%	100.0%	68.6%	-	76.8%	55.6%	0.0%	-	85.2%	-	70.0%	-	80.1%	90.0%	100.0%	-	86.4%	-	73.2%	-	79.5%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	822	5	3	-	475	1	338	-	687	5	0	-	356	-	326	-	777	9	2	-	424	-	342	-	2,286
	TIER 3 (Major Acute) - Total Number of Handovers	1,010	6	3	-	507	1	493	-	894	9	1	-	418	-	466	-	970	10	2	-	491	-	467	-	2,874
	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	1,662	87	478	186	181	103	120	507	1,498	60	430	189	156	84	132	447	1,670	76	502	199	157	86	145	505	4,830
	Number of patients conveyed to hospital	22,784	3,534	4,198	5,443	3,244	2,518	2,878	969	20,463	3,147	3,767	5,003	2,830	2,168	2,659	889	22,747	3,577	4,206	5,507	3,088	2,443	2,948	978	65,994
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.3%	2.5%	11.4%	3.4%	5.6%	4.1%	4.2%	52.3%	7.3%	1.9%	11.4%	3.8%	5.5%	3.9%	5.0%	50.3%	7.3%	2.1%	11.9%	3.6%	5.1%	3.5%	4.9%	51.6%	7.3%
AQI24	Number of lost hours following handover to clear over 15 minutes	662	161	160	62	128	53	83	16	590	138	149	65	117	40	67	14	685	159	156	62	151	55	92	11	1,936
	Tier 1 Major A&E Units	636	157	160	62	120	53	69	16	563	136	149	65	108	40	53	14	658	158	156	62	142	55	75	11	1,858
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	4	4	-	-	0	0	0	-	2	2	-	-	-	-	-	-	1	1	-	-	-	-	0	-	7
	Tier 3 (Major Acute) - Medical Admissions Unit	22	0	0	-	7	0	14	-	25	1	0	-	10	-	14	-	25	0	-	-	9	-	17	-	72
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

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

Changes captured within version 1.1	
1	Clinical Audit figures added
2	AQI 1 figures added
3	AQI 3 figures added
4	AQI Definition Table - AQI10i and ii, please replace "ambulance service" with Welsh Ambulance Service NHS Trust.
5	AQI Definition Table - AQI19ii duplicate removed
6	Pilot Clinical Response Model - Deleted "pilot" from title
7	Glossary - EASC definition lower case a for Ambulance and upper case for Commissioning Quality & Delivery Framework
8	Glossary - Incident definition, lower case for calls
9	Glossary - Handover, lower case for hospital staff
10	Glossary - WAST, replace "our" with "this"

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