

# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: January - March 2018

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



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## EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	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 Trust 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.



GIG  
CYMRU  
NHS  
WALES

Pwyllgor Gwasanaethau  
Ambiwlans Brys  
Emergency Ambulance  
Services Committee



Heb Farc Diogelu  
Not Protectively Marked



GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwlans Cymru  
Welsh Ambulance Services  
NHS Trust

## 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 2018 - March 2018

### Step 1: Help Me Choose

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	16	3	7	-	3	3	-	-	24	5	8	1	5	4	1	-	19	1	7	-	3	6	1	1	59
<b>AQI3</b>	Number of attendances at key stakeholder events	23	5	3	1	5	5	2	2	45	7	7	5	7	7	6	6	37	6	5	4	6	6	5	5	105
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	426,479	-	-	-	-	-	-	-	379,435	-	-	-	-	-	-	-	381,970	-	-	-	-	-	-	-	1,187,884
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,337	1133	54	1064	17	16	840	213	2,949	989	36	922	25	18	780	179	3,343	1,124	36	1,152	19	8	823	181	9,629
	Abdominal Pain	1,183	366	170	184	151	105	177	30	1,016	320	160	172	124	79	133	28	1,193	383	216	147	154	99	171	23	3,392
	Rash	592	252	87	69	65	42	66	11	640	230	97	84	73	59	89	8	851	320	139	91	85	73	134	9	2,083
	Chest Pain	723	253	107	79	78	68	127	11	516	191	72	62	66	34	77	14	582	205	87	80	74	46	77	13	1,821
	Fever	619	169	120	87	92	53	90	8	541	189	73	77	71	45	78	8	591	194	98	90	70	43	86	10	1,751
	Sore Throat	574	309	41	27	55	23	114	5	539	294	45	34	34	21	106	5	610	329	53	26	43	24	127	8	1,723
	Other Symptoms	575	156	106	91	75	52	79	16	551	164	86	99	70	47	72	13	510	146	78	87	67	63	58	11	1,636
	Cough	667	280	84	72	56	39	124	12	458	212	40	44	31	28	96	7	411	193	51	37	31	20	63	16	1,536
	Back Pain	472	133	68	83	50	51	71	16	314	104	35	39	39	40	49	8	382	105	53	73	51	29	66	5	1,168
	Breathing Difficulty	425	169	46	49	49	44	59	9	344	146	41	37	41	14	60	5	331	128	55	29	33	27	46	13	1,100
<b>AQI5</b>	Number of Frequent Callers	306	69	46	95	28	25	34	9	278	52	49	83	40	19	25	10	271	60	44	75	35	19	30	8	855
	Number of Incidents generated by Frequent Callers	2,752	759	358	873	232	174	276	80	2,639	538	412	881	366	173	192	77	2,324	487	346	730	303	142	247	69	7,715
	Total Number of Incidents	42,251	6,841	7,879	10,601	5,947	4,157	5,030	1,796	38,323	6,342	7,006	9,662	5,745	3,620	4,430	1,518	40,579	6,832	7,132	10,400	5,729	3,850	5,025	1,611	121,153
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.5%	11.1%	4.5%	8.2%	3.9%	4.2%	5.5%	4.5%	6.9%	8.5%	5.9%	9.1%	6.4%	4.8%	4.3%	5.1%	5.7%	7.1%	4.9%	7.0%	5.3%	3.7%	4.9%	4.3%	6.4%

## Step 2 Answer My Call LHB Review: January 2018 - March 2018

### Step 2: Answer My Call

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
<b>AQ16</b>	Number of Healthcare Professional (HCP) Calls answered	8,327	-	-	-	-	-	-	-	7,756	-	-	-	-	-	-	-	8,099	-	-	-	-	-	-	-	24,182
<b>AQ17</b>	Number of 999 calls answered	50,699	-	-	-	-	-	-	-	48,443	-	-	-	-	-	-	-	50,299	-	-	-	-	-	-	-	149,441
<b>AQ18</b>	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	42,251	6,841	7,879	10,601	5,947	4,157	5,030	1,796	38,323	6,342	7,006	9,662	5,745	3,620	4,430	1,518	40,579	6,832	7,132	10,400	5,729	3,850	5,025	1,611	121,153
	Protocol 06: BREATHING PROBLEMS	5,404	840	1038	1355	763	599	590	219	4,604	770	895	1,144	639	482	486	188	4,667	828	830	1,133	631	488	558	199	14,675
	Protocol 17: FALLS	5,079	823	855	1422	643	475	641	220	4,675	748	795	1,312	639	437	566	178	4,822	775	730	1,317	632	472	687	209	14,576
	Protocol 10: CHEST PAIN	4,446	728	832	1099	580	427	559	221	3,946	685	712	944	567	365	494	179	4,409	751	795	1,124	574	395	574	196	12,801
	Protocol 35: HEALTH CARE PROFESSIONAL	4,312	584	793	1033	605	455	593	249	3,751	519	638	980	494	401	533	186	3,883	568	653	990	505	379	547	241	11,946
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,365	491	608	865	441	383	434	143	3,098	465	575	832	438	306	372	110	3,421	524	587	922	483	331	455	119	9,884
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,455	394	466	597	373	245	287	93	2,449	411	475	552	426	264	239	82	2,638	453	482	681	385	225	325	87	7,542
	Protocol 28: STROKE - CVA	1,521	259	267	392	179	145	206	73	1,428	222	277	339	176	152	185	77	1,474	248	255	359	189	165	186	72	4,423
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,459	214	288	393	207	147	170	40	1,347	211	269	320	212	139	153	43	1,558	271	291	396	207	159	185	49	4,364
	Protocol *U: UNKNOWN - USER LEFT CALL	1,309	243	279	300	261	91	109	26	1,357	268	265	318	259	108	110	29	1,375	234	248	389	230	126	113	35	4,041
	Protocol 12: CONVULSIONS/FITTING	1,297	211	245	334	194	122	149	42	1,208	194	232	291	188	105	138	60	1,216	209	231	309	170	147	126	24	3,721
<b>AQ19 i</b>	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,655	666	737	877	690	319	275	91	3,184	564	622	758	698	261	209	72	3,445	683	678	762	645	281	291	105	10,284
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,525	214	292	413	225	166	158	57	1,293	196	240	363	200	121	133	40	1,626	257	306	426	243	144	179	71	4,444
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,130	452	445	464	465	153	117	34	1,891	368	382	395	498	140	76	32	1,819	426	372	336	402	137	112	34	5,840
	Percentage of calls ended following WAST telephone assessment	8.7%	9.7%	9.4%	8.3%	11.6%	7.7%	5.5%	5.1%	8.3%	8.9%	8.9%	7.8%	12.1%	7.2%	4.7%	4.7%	8.5%	10.0%	9.5%	7.3%	11.3%	7.3%	5.8%	6.5%	8.5%
<b>AQ19 ii</b>	Number of calls transferred to NHS Direct Wales	3,072	422	564	849	405	323	374	135	2,564	383	459	730	394	221	279	98	3,090	473	565	825	448	280	376	123	8,726
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	42,251	6,841	7,879	10,601	5,947	4,157	5,030	1,796	38,323	6,342	7,006	9,662	5,745	3,620	4,430	1,518	40,579	6,832	7,132	10,400	5,729	3,850	5,025	1,611	121,153
	Percentage of calls transferred to NHS Direct Wales	7.3%	6.2%	7.2%	8.0%	6.8%	7.8%	7.4%	7.5%	6.7%	6.0%	6.6%	7.6%	6.9%	6.1%	6.3%	6.5%	7.6%	6.9%	7.9%	7.9%	7.8%	7.3%	7.5%	7.6%	7.2%

Step 2: Answer My Call (Cont.)																												
AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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			
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,177	170	200	320	140	122	162	63	946	140	165	266	139	82	109	45	1,058	153	191	293	148	104	136	33	3,181		
	Total Number of Calls Triaged by a Nurse Advisor	2,702	384	492	733	365	288	320	120	2,239	336	405	629	339	203	242	85	2,684	410	497	719	391	248	315	104	7,625		
	Percentage of calls returned from NHS Direct Wales	43.6%	44.3%	40.7%	43.7%	38.4%	42.4%	50.6%	52.5%	42.3%	41.7%	40.7%	42.3%	41.0%	40.4%	45.0%	52.9%	39.4%	37.3%	38.4%	40.8%	37.9%	41.9%	43.2%	31.7%	41.7%		
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,525	214	292	413	225	166	158	57	1,293	196	240	363	200	121	133	40	1,626	257	306	426	243	144	179	71	4,444		
	Total Number of Calls Triaged by a Nurse Advisor	2,702	384	492	733	365	288	320	120	2,239	336	405	629	339	203	242	85	2,684	410	497	719	391	248	315	104	7,625		
	Percentage of calls ended through transfer to alternative care advice services	56.4%	55.7%	59.3%	56.3%	61.6%	57.6%	49.4%	47.5%	57.7%	58.3%	59.3%	57.7%	59.0%	59.6%	55.0%	47.1%	60.6%	62.7%	61.6%	59.2%	62.1%	58.1%	56.8%	68.3%	58.3%		
AQI10 i	Re-Contact rates - Telephone																											
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	297	48	49	142	21	15	17	5	234	28	36	107	46	2	15	-	203	39	48	73	20	16	3	4	734		
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,655	666	737	877	690	319	275	91	3,184	564	622	758	698	261	209	72	3,445	683	678	762	645	281	291	105	10,284		
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	8.1%	7.2%	6.6%	16.2%	3.0%	4.7%	6.2%	5.5%	7.3%	5.0%	5.8%	14.1%	6.6%	0.8%	7.2%	0.0%	5.9%	5.7%	7.1%	9.6%	3.1%	5.7%	1.0%	3.8%	7.1%		
AQI10 ii	Re-Contact rates - Attendance at Scene																											
	Number of incidents within 24 hours following See and Treat	13	1	3	5	-	1	3	-	13	3	-	8	-	2	-	-	18	4	3	8	-	1	1	1	44		
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,695	390	455	1,010	263	134	301	142	2,463	351	443	855	233	142	310	129	2,548	368	493	805	275	162	308	137	7,706		
	Re-contact percentage within 24hrs of See and Treat	0.5%	0.3%	0.7%	0.5%	0.0%	0.7%	1.0%	0.0%	0.5%	0.9%	0.0%	0.9%	0.0%	1.4%	0.0%	0.0%	0.7%	1.1%	0.6%	1.0%	0.0%	0.6%	0.3%	0.7%	0.6%		



## Step 3 Come To See Me LHB Review: January 2018 - March 2018

### Step 3: Come to See Me

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
AQH1	Number of RED category incidents resulting in an emergency response	2,187	433	425	456	326	220	264	63	1,930	392	355	373	318	177	255	60	2,207	455	409	454	360	190	265	74	6,324
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,525	286	302	319	255	148	172	43	1,331	270	218	266	241	126	167	43	1,536	303	275	335	284	131	156	52	4,392
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	69.7%	66.1%	71.1%	70.0%	78.2%	67.3%	65.2%	68.3%	69.0%	68.9%	61.4%	71.3%	75.8%	71.2%	65.5%	71.7%	69.6%	66.6%	67.2%	73.8%	78.9%	68.9%	58.9%	70.3%	69.4%
	RED Category - Median Response	00:05:29	00:06:03	00:05:22	00:05:16	00:05:25	00:06:00	00:05:15	00:03:42	00:05:40	00:05:40	00:06:17	00:05:35	00:05:40	00:05:36	00:05:02	00:03:48	00:05:22	00:05:53	00:05:28	00:05:06	00:04:46	00:05:25	00:06:07	00:04:21	
	RED Category - 65th Percentile	00:07:18	00:07:52	00:07:05	00:06:56	00:06:39	00:07:46	00:08:00	00:06:39	00:07:26	00:07:30	00:08:34	00:07:03	00:06:41	00:07:06	00:07:54	00:06:21	00:07:13	00:07:51	00:07:39	00:06:37	00:06:18	00:07:09	00:09:11	00:05:50	
	RED Category - 95th Percentile	00:16:51	00:15:42	00:14:48	00:18:59	00:12:12	00:16:11	00:20:40	00:18:17	00:17:01	00:14:42	00:16:12	00:18:26	00:14:17	00:16:26	00:20:35	00:22:23	00:17:10	00:14:48	00:19:01	00:17:37	00:12:23	00:15:24	00:21:51	00:25:33	
AQH2	Number of AMBER category incidents resulting in an emergency response	22,932	3,486	4,102	6,011	2,874	2,363	2,976	1,120	20,308	3,162	3,657	5,342	2,484	2,077	2,617	969	21,572	3,388	3,681	5,696	2,722	2,134	3,002	949	64,812
	Number of AMBER category incidents with first response arriving on scene within 20 mins	8,417	1,033	1,298	2,189	877	1,037	1,478	505	6,672	870	948	1,855	527	820	1,179	473	7,493	956	1,033	1,928	761	843	1,513	459	22,582
	% of AMBER category incidents with first response arriving on scene within 20 mins	36.7%	29.6%	31.6%	36.4%	30.5%	43.9%	49.7%	45.1%	32.9%	27.5%	25.9%	34.7%	21.2%	39.5%	45.1%	48.8%	34.7%	28.2%	28.1%	33.8%	28.0%	39.5%	50.4%	48.4%	34.8%
	AMBER Category - Median Response	00:29:40	00:41:21	00:38:09	00:28:19	00:42:00	00:23:29	00:20:12	00:22:26	00:34:41	00:46:32	00:52:10	00:30:44	01:09:44	00:26:34	00:22:26	00:20:15	00:32:32	00:44:03	00:43:51	00:31:06	00:49:19	00:27:16	00:19:51	00:20:55	
	AMBER Category - 65th Percentile	00:48:22	01:09:56	01:06:15	00:43:10	01:09:23	00:34:30	00:29:50	00:32:36	00:58:23	01:20:26	01:26:58	00:47:27	01:54:25	00:39:58	00:32:14	00:30:46	00:53:18	01:16:11	01:13:01	00:49:05	01:24:15	00:42:53	00:29:09	00:31:13	
	AMBER Category - 95th Percentile	03:42:01	05:36:20	04:21:14	03:05:13	04:42:25	02:16:18	02:20:05	02:07:59	05:19:22	05:53:37	07:13:45	04:20:39	08:04:35	03:33:47	02:08:26	02:06:48	04:37:15	06:09:47	05:58:07	04:04:52	05:45:08	03:07:24	01:46:20	01:57:17	
AQH3	Number of GREEN category incidents resulting in a response	1,864	229	343	468	203	221	286	114	1,630	221	256	398	196	174	292	93	1,838	241	303	460	206	196	318	114	5,332
	Number of GREEN category incidents with first response arriving on scene within 30 mins	550	64	86	130	53	69	116	32	415	55	48	79	41	60	104	28	535	60	83	128	58	55	109	42	1,500
	% of GREEN category incidents with first response arriving on scene within 30 mins	29.5%	27.9%	25.1%	27.8%	26.1%	31.2%	40.6%	28.1%	25.5%	24.9%	18.8%	19.8%	20.9%	34.5%	35.6%	30.1%	29.1%	24.9%	27.4%	27.8%	28.2%	28.1%	34.3%	36.8%	28.1%
	GREEN Category - Median Response	00:59:21	01:05:44	01:10:12	00:57:10	01:12:27	00:58:33	00:42:06	00:56:45	01:11:21	01:24:05	01:30:18	01:22:37	01:40:13	00:44:58	00:47:51	00:52:29	01:03:16	01:12:07	01:11:48	01:06:28	01:02:48	00:52:03	00:55:22	00:47:45	
	GREEN Category - 65th Percentile	01:35:35	02:05:16	02:16:01	01:35:41	02:35:34	01:25:30	01:07:04	01:21:51	01:54:58	02:07:47	02:36:55	02:01:32	03:35:56	01:21:22	01:19:46	01:24:31	01:39:56	02:17:54	02:03:39	01:46:59	01:45:54	01:22:54	01:23:04	01:06:47	
	GREEN Category - 95th Percentile	07:55:12	09:10:47	10:37:45	05:55:38	13:44:36	04:57:44	04:47:00	04:10:36	10:04:55	11:20:21	14:59:48	08:02:44	19:59:17	05:44:05	05:10:15	05:20:50	09:13:16	10:47:39	10:47:46	08:30:25	12:45:52	06:44:28	04:58:29	03:44:45	

Step 3: Come to See Me (Cont.)																										
AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
AQH4	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	21,653	3,238	3,935	5,406	2,823	2,425	2,841	985	19,074	2,982	3,368	4,811	2,451	2,068	2,587	807	20,396	3,267	3,392	5,172	2,649	2,138	2,898	880	61,123
	Percentage of Incidents where 1 Vehicle Allocated	68.5%	66.8%	65.1%	68.7%	66.9%	63.0%	78.6%	75.2%	69.0%	67.4%	65.0%	69.3%	63.9%	64.7%	81.0%	77.1%	68.3%	67.6%	64.1%	66.9%	64.2%	64.7%	80.1%	77.0%	68.6%
	Percentage of Incidents where 2 Vehicles Allocated	21.9%	22.4%	24.0%	21.9%	21.4%	25.3%	16.9%	19.2%	21.9%	23.2%	24.9%	21.2%	24.7%	24.5%	14.7%	17.1%	22.5%	23.2%	24.5%	23.7%	24.0%	24.3%	15.3%	18.6%	22.1%
	Percentage of Incidents where 3 Vehicles Allocated	7.0%	8.2%	7.5%	6.6%	8.2%	8.8%	3.5%	5.0%	6.5%	7.0%	6.7%	7.0%	7.7%	7.6%	3.1%	4.5%	6.6%	7.1%	8.2%	6.3%	8.5%	7.7%	3.3%	3.3%	6.7%
	Percentage of Incidents where 4 or More Vehicles Allocated	2.7%	2.7%	3.4%	2.8%	3.5%	2.8%	1.0%	0.6%	2.6%	2.3%	3.4%	2.5%	3.6%	3.2%	1.2%	1.4%	2.7%	2.1%	3.2%	3.2%	3.3%	3.3%	1.3%	1.0%	2.6%
AQH5	Number of Community First Responders (CFRs) attendances at scene	1,761	172	288	612	231	93	255	110	1,611	166	304	549	183	93	201	115	1,712	181	310	548	221	81	272	99	5,084
	RED	305	39	71	74	35	22	45	19	280	30	57	62	36	18	55	22	335	34	61	72	63	22	65	18	920
	AMBER	1,409	132	216	500	192	70	208	91	1,279	135	243	445	146	75	145	90	1,330	147	246	442	155	59	202	79	4,018
	GREEN	47	1	1	38	4	1	2	-	52	1	4	42	1	-	1	3	47	-	3	34	3	-	5	2	146
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,573	149	282	564	202	83	200	93	1,379	142	289	455	156	82	164	91	1,457	150	279	466	194	70	229	69	4,409
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	89.3%	86.6%	97.9%	92.2%	87.4%	89.2%	78.4%	84.5%	85.6%	85.5%	95.1%	82.9%	85.2%	88.2%	81.6%	79.1%	85.1%	82.9%	90.0%	85.0%	87.8%	86.4%	84.2%	69.7%	86.7%

## Step 4 Give Me Treatment LHB Review: January 2018 - March 2018

### Step 4: Give Me Treatment

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	11.6%	All Wales Indicator Only								9.6%	All Wales Indicator Only								15.7%	All Wales Indicator Only								12.3%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	41	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	44	-	-	-	-	-	-	-	112			
	Total Number of patients with attempted resuscitation following cardiac arrest	353	-	-	-	-	-	-	-	280	-	-	-	-	-	-	-	281	-	-	-	-	-	-	-	914			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.2%	All Wales Indicator Only								96.2%	All Wales Indicator Only								95.5%	All Wales Indicator Only								96.0%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	305	-	-	-	-	-	-	-	279	-	-	-	-	-	-	-	278	-	-	-	-	-	-	-	862			
	Total Number of suspected stroke patients	317	-	-	-	-	-	-	-	290	-	-	-	-	-	-	-	291								898			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	76.1%	All Wales Indicator Only								78.6%	All Wales Indicator Only								78.9%	All Wales Indicator Only								77.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	169	-	-	-	-	-	-	-	147	-	-	-	-	-	-	-	157	-	-	-	-	-	-	-	473			
	Total Number of older patients with suspected hip fracture	222	-	-	-	-	-	-	-	187	-	-	-	-	-	-	-	199	-	-	-	-	-	-	-	608			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	90.1%	All Wales Indicator Only								92.0%	All Wales Indicator Only								91.5%	All Wales Indicator Only								91.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	200	-	-	-	-	-	-	-	172	-	-	-	-	-	-	-	182	-	-	-	-	-	-	-	554			
	Total Number of older patients with suspected hip fracture	222	-	-	-	-	-	-	-	187	-	-	-	-	-	-	-	199	-	-	-	-	-	-	-	-	608		
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	75.9%	All Wales Indicator Only								75.4%	All Wales Indicator Only								77.5%	All Wales Indicator Only								76.3%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	60	-	-	-	-	-	-	-	49	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	171			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	79	-	-	-	-	-	-	-	65	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	224			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	96.8%	All Wales Indicator Only							100.0%	All Wales Indicator Only							98.3%	All Wales Indicator Only							98.2%
	Number of suspected sepsis patients who have had a documented NEWS score	61	-	-	-	-	-	-	-	42	-	-	-	-	-	-	-	59	-	-	-	-	-	-	-	162
	Total Number of suspected sepsis patients	63	-	-	-	-	-	-	-	42	-	-	-	-	-	-	-	60	-	-	-	-	-	-	-	165
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	28	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	68
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	28	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	68
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	84.0%	All Wales Indicator Only							83.6%	All Wales Indicator Only							83.3%	All Wales Indicator Only							83.6%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	241	-	-	-	-	-	-	-	219	-	-	-	-	-	-	-	235	-	-	-	-	-	-	-	695
	Total Number of hypoglycaemic patients	287	-	-	-	-	-	-	-	262	-	-	-	-	-	-	-	282	-	-	-	-	-	-	-	831
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,094	781	943	1,552	606	295	634	283	4,580	778	879	1,351	517	255	559	241	4,724	797	874	1,243	637	284	615	274	14,398
	Treated At Scene	2,695	390	455	1,010	263	134	301	142	2,463	351	443	855	233	142	310	129	2,607	377	502	820	292	164	313	139	7,765
	Referred To Alternate Provider	2,399	391	488	542	343	161	333	141	2,117	427	436	496	284	113	249	112	2,117	420	372	423	345	120	302	135	6,633

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jan-18				Feb-18				Mar-18				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQH8	Number of Incidents where RRV Ideal as per clinical response model	10,978	3166	3621	4191	9,516	2567	2918	4031	10,087	2666	3245	4176	30,581
	Number of Incidents where RRV sent as ideal response	2,175	575	502	1098	1,994	463	395	1136	1,929	419	384	1126	6,098
	Percentage of Incidents where RRV sent as ideal response	19.8%	18.2%	13.9%	26.2%	21.0%	18.0%	13.5%	28.2%	19.1%	15.7%	11.8%	27.0%	19.9%
	Number of Incidents where EA Ideal as per clinical response model	2,966	907	979	1080	2,850	756	874	1220	3,107	829	974	1304	8,923
	Number of Incidents where EA sent as ideal response	2,175	688	762	725	2,117	606	702	809	2,304	638	802	864	6,596
	Percentage of Incidents where EA sent as ideal response	73.3%	75.9%	77.8%	67.1%	74.3%	80.2%	80.3%	66.3%	74.2%	77.0%	82.3%	66.3%	73.9%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	2,818	850	707	1261	2,422	773	647	1002	2,640	840	719	1081	7,880
	Number of HCP (card 35) calls where UCS sent as ideal response	1,733	502	482	749	1,483	427	434	622	1,533	467	460	606	4,749
	Percentage of HCP calls where UCS sent as ideal response	61.5%	59.1%	68.2%	59.4%	61.2%	55.2%	67.1%	62.1%	58.1%	55.6%	64.0%	56.1%	60.3%

## Step 5 Take Me To Hospital LHB Review: January 2018 - March 2018

### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
AQI19 i	Number of 999 Patients conveyed to Hospital	16,354	2,409	2,879	3,970	2,105	2,000	2,238	753	14,255	2,143	2,511	3,438	1,736	1,707	2,062	658	15,695	2,404	2,583	3,974	1,914	1,808	2,352	660	46,304
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,972	3,603	4,299	6,177	3,056	2,565	3,147	1,125	21,281	3,322	3,821	5,415	2,648	2,227	2,843	1,005	23,042	3,621	3,952	5,951	2,939	2,327	3,245	1,007	68,295
	Percentage of patients conveyed to hospital following a face to face assessment	68.2%	66.9%	67.0%	64.3%	68.9%	78.0%	71.1%	66.9%	67.0%	64.5%	65.7%	63.5%	65.6%	76.7%	72.5%	65.5%	68.1%	66.4%	65.4%	66.8%	65.1%	77.7%	72.5%	65.5%	67.8%
AQI19 ii	Total number of patients conveyed to hospital by type	20,953	3,037	3,753	5,103	2,704	2,454	2,899	1,003	18,123	2,697	3,157	4,452	2,223	2,096	2,643	855	19,802	2,992	3,271	5,063	2,414	2,208	2,967	887	58,878
	Tier 1 Major A&E Units	19,131	2,707	3,538	4,965	2,194	2,432	2,369	926	16,574	2,334	2,984	4,334	1,867	2,079	2,193	783	18,066	2,686	3,062	4,911	1,973	2,187	2,454	793	53,771
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	547	308	186	32	-	7	8	6	550	337	146	37	-	6	14	10	536	292	180	30	1	7	12	14	1,633
	Tier 3 (Major Acute) - Medical Admissions Unit	973	6	-	-	461	1	505	-	755	7	-	-	327	-	421	-	887	-	-	-	399	-	488	-	2,615
	Other (all other units such as Maternity or Mental Health Units)	302	16	29	106	49	14	17	71	244	19	27	81	29	11	15	62	313	14	29	122	41	14	13	80	859
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	45.2%	32.5%	44.0%	26.1%	41.7%	86.8%	61.8%	41.1%	43.7%	34.9%	39.8%	27.1%	35.3%	84.3%	59.6%	40.8%	45.4%	31.4%	41.8%	30.6%	43.7%	86.8%	58.1%	45.3%	44.8%
	Number of Notification to Handover within 15 minutes	9,137	1,000	1,417	1,307	1,057	2,162	1,810	384	7,668	946	1,082	1,202	736	1,799	1,580	323	8,620	949	1,151	1,531	966	1,941	1,719	363	25,425
	Total Number of Handovers	20,198	3,079	3,221	5,010	2,536	2,490	2,927	935	17,532	2,707	2,718	4,443	2,087	2,135	2,650	792	19,000	3,025	2,756	5,010	2,213	2,236	2,958	802	56,730

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
<b>AQI20 ii</b>	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	45.1%	33.2%	44.0%	26.1%	42.4%	86.9%	60.4%	41.3%	43.3%	35.8%	39.8%	27.1%	34.7%	84.3%	57.0%	41.0%	45.0%	30.9%	41.8%	30.6%	45.7%	86.9%	55.2%	45.4%	44.5%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	8,541	924	1,417	1,307	897	2,161	1,451	384	7,134	855	1,081	1,202	622	1,798	1,255	321	8,034	850	1,151	1,531	848	1,941	1,355	358	23,709
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,943	2,781	3,221	5,010	2,114	2,486	2,401	930	16,458	2,389	2,717	4,443	1,793	2,132	2,202	782	17,845	2,747	2,755	5,010	1,856	2,234	2,454	789	53,246
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	25.6%	25.0%	-	-	0.0%	33.3%	62.5%	0.0%	28.5%	27.7%	100.0%	-	-	33.3%	50.0%	20.0%	35.6%	35.6%	-	-	100.0%	0.0%	37.5%	38.5%	29.9%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	79	73	-	-	-	1	5	-	96	86	1	-	-	1	6	2	108	99	-	-	1	-	3	5	283
	TIER 2 (Minor A&E Units) - Total Number of Handovers	308	292	-	-	-	3	8	5	337	311	1	-	-	3	12	10	303	278	1	-	1	2	8	13	948
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	54.6%	50.0%	-	-	37.9%	0.0%	68.3%	-	59.4%	71.4%	-	-	38.8%	-	73.2%	-	56.1%	-	-	-	32.9%	-	72.8%	-	56.5%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	517	3	-	-	160	-	354	-	438	5	-	-	114	-	319	-	478	-	-	-	117	-	361	-	1,433
	TIER 3 (Major Acute) - Total Number of Handovers	947	6	-	-	422	1	518	-	737	7	-	-	294	-	436	-	852	-	-	-	356	-	496	-	2,536
	Other - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>AQI21</b>	Number of lost hours following notification to handover over 15 minutes	9,967.3	2,598.8	1,276.7	4,037.3	1,054.2	55.4	608.8	336.1	9,165.6	2,193.7	1,337.5	3,379.8	1,322.1	64.4	603.7	264.4	8,834.1	2,566.6	1,416.7	3,072.3	821.4	55.9	659.0	242.3	27,967.0
	Tier 1 Major A&E Units	9,607.3	2,441.4	1,276.7	4,037.3	955.6	54.3	512.3	329.7	8,836.4	2,030.2	1,337.5	3,379.8	1,221.4	62.8	550.5	254.1	8,526.6	2,425.4	1,416.6	3,072.3	713.1	55.5	608.4	235.2	26,970.3
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	165.5	157.2	-	-	-	1.1	0.8	6.4	176.3	162.6	-	-	-	1.6	1.8	10.2	149.6	141.1	0.1	-	-	0.4	0.9	7.1	491.3
	Tier 3 (Major Acute) - Medical Admissions Unit	194.5	0.2	-	-	98.6	0.1	95.6	-	153.0	1.0	-	-	100.7	-	51.3	-	158.0	-	-	-	108.3	-	49.7	-	505.4
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>AQI22 i</b>	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	74.8%	65.4%	65.9%	84.9%	74.3%	77.6%	72.2%	85.1%	76.9%	68.7%	66.4%	86.9%	75.7%	80.4%	73.9%	88.4%	75.5%	69.8%	65.2%	85.5%	70.9%	78.6%	71.8%	88.4%	75.7%
	Number of Handover to Clear within 15 minutes	15,113	2,014	2,122	4,251	1,883	1,933	2,114	796	13,477	1,860	1,804	3,859	1,579	1,717	1,958	700	14,354	2,112	1,798	4,285	1,568	1,758	2,124	709	42,944
	Total Number of Handovers	20,198	3,079	3,221	5,010	2,536	2,490	2,927	935	17,532	2,707	2,718	4,443	2,087	2,135	2,650	792	19,000	3,025	2,756	5,010	2,213	2,236	2,958	802	56,730

Step 5: Take Me To Hospital (Cont.)																										
AQI Ref	AQI Description	Jan-18								Feb-18								Mar-18								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	
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	74.6%	63.5%	65.9%	84.9%	72.2%	77.6%	72.6%	85.1%	77.0%	67.1%	66.4%	86.9%	74.6%	80.4%	75.2%	88.4%	75.4%	68.5%	65.2%	85.5%	67.8%	78.6%	72.8%	88.6%	75.6%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,129	1,766	2,122	4,251	1,527	1,930	1,742	791	12,665	1,604	1,803	3,859	1,338	1,714	1,656	691	13,464	1,882	1,797	4,285	1,259	1,756	1,786	699	40,258
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,943	2,781	3,221	5,010	2,114	2,486	2,401	930	16,458	2,389	2,717	4,443	1,793	2,132	2,202	782	17,845	2,747	2,755	5,010	1,856	2,234	2,454	789	53,246
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	83.8%	83.6%	-	-	-	66.7%	87.5%	100.0%	81.6%	81.0%	100.0%	-	-	100.0%	83.3%	90.0%	82.5%	82.7%	100.0%	-	100.0%	100.0%	75.0%	76.9%	82.6%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	258	244	-	-	-	2	7	5	275	252	1	-	-	3	10	9	250	230	1	-	1	2	6	10	783
	TIER 2 (Minor A&E Units) - Total Number of Handovers	308	292	-	-	-	3	8	5	337	311	1	-	-	3	12	10	303	278	1	-	1	2	8	13	948
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	76.7%	66.7%	-	-	84.4%	100.0%	70.5%	-	72.9%	57.1%	-	-	82.0%	-	67.0%	-	75.1%	-	-	-	86.5%	-	66.9%	-	75.0%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	726	4	-	-	356	1	365	-	537	4	-	-	241	-	292	-	640	-	-	-	308	-	332	-	1,903
	TIER 3 (Major Acute) - Total Number of Handovers	947	6	-	-	422	1	518	-	737	7	-	-	294	-	436	-	852	-	-	-	356	-	496	-	2,536
	Other - Percentage of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Number of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AQI23	Conveyance to hospital outside of Local Health Board area	1,535	54	469	178	167	79	115	473	1,302	38	389	151	124	71	115	414	1,433	39	385	209	141	84	127	448	4,270
	Number of patients conveyed to hospital	20,953	3,037	3,753	5,103	2,704	2,454	2,899	1,003	18,123	2,697	3,157	4,452	2,223	2,096	2,643	855	19,802	2,992	3,271	5,063	2,414	2,208	2,967	887	58,878
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.3%	1.8%	12.5%	3.5%	6.2%	3.2%	4.0%	47.2%	7.2%	1.4%	12.3%	3.4%	5.6%	3.4%	4.4%	48.4%	7.2%	1.3%	11.8%	4.1%	5.8%	3.8%	4.3%	50.5%	7.3%
AQI24	Number of lost hours following handover to clear over 15 minutes	1,146.8	265.9	360.7	143.7	160.3	67.4	124.2	24.6	934.5	178.4	293.5	133.1	167.2	47.5	99.0	15.7	1,056.2	208.4	317.2	131.9	164.2	59.2	131.6	43.7	3,137.5
	Tier 1 Major A&E Units	1,109.3	260.1	360.7	143.7	145.9	67.3	106.9	24.6	897.3	169.8	293.5	133.1	156.3	47.5	81.3	15.7	1,019.3	200.9	317.2	131.9	156.7	59.2	110.1	43.3	3,025.9
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	5.9	5.8	-	-	-	0.1	0.0	-	8.3	8.2	-	-	-	-	0.1	0.0	8.0	7.5	-	-	-	-	0.1	0.4	22.3
	Tier 3 (Major Acute) - Medical Admissions Unit	31.7	0.0	-	-	14.4	-	17.3	-	28.9	0.4	-	-	10.9	-	17.5	-	28.8	-	-	-	7.5	-	21.3	-	89.4
	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 has 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	AQI 5 - Additional descriptions added to Frequent Caller list (HMP, A&E, Prison and Hostel)
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The information contained in this document is not restricted and is classified for general release

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