

# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: July 2020 - September 2020

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



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## EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
3	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
4	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
5	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
6	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQI7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQI7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
9	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
10	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
11	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
13	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
14	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (by clinical telephone advice).
15	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (following treatment at the scene).
16	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

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

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

## Clinical Response Model

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

## Step 1 Help Me Choose LHB Review: July 2020 to September 2020

### Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	-								-								-								-
<b>AQI3</b>	Number of attendances at key stakeholder events	-								-								-								-
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	207,597	-	-	-	-	-	-	-	255,646	-	-	-	-	-	-	-	328,042	-	-	-	-	-	-	-	791,285
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	2,693	76	576	17	152	1,122	280	470	2,997	62	617	22	235	1,179	285	597	2,845	42	518	10	219	1,117	329	610	8,535
	Abdominal Pain	1,575	347	247	162	200	256	87	276	1,636	418	209	171	182	305	86	265	1,323	317	188	130	162	237	78	211	4,534
	Chest Pain	983	239	152	105	134	143	41	169	1,039	270	133	102	110	208	48	168	990	249	123	109	127	145	47	190	3,012
	Fever	605	133	111	67	96	74	35	89	641	134	108	71	74	114	29	111	808	206	127	93	122	106	30	124	2,054
	Other Symptoms	645	116	91	84	76	132	44	102	670	149	96	74	76	134	34	107	664	138	103	70	94	120	32	107	1,979
	Rash	549	127	89	51	66	96	23	97	633	166	82	50	83	106	36	110	487	123	53	47	57	75	24	108	1,669
	Back Pain	590	140	87	56	84	90	31	102	582	139	80	42	75	109	28	109	491	135	67	46	62	80	19	82	1,663
	Sore Throat	379	97	43	27	56	61	23	72	477	146	40	24	61	88	23	95	675	191	46	56	99	114	21	148	1,531
	Breathing Difficulty	355	84	56	30	45	59	22	59	487	120	68	33	69	72	30	95	671	169	72	64	108	97	32	129	1,513
	Cough	191	41	38	24	34	28	6	20	313	70	50	34	53	51	14	41	990	228	137	96	176	148	29	176	1,494
<b>AQI5</b>	Number of Frequent Callers	279	44	86	32	37	31	9	40	271	52	77	35	36	32	11	28	250	44	75	32	41	22	8	28	800
	Number of Incidents generated by Frequent Callers	2,403	361	804	277	292	239	54	376	2,369	381	748	316	289	253	83	299	2,166	334	723	269	354	191	72	223	6,938
	Total Number of Incidents	37,427	6,886	9,529	5,152	5,140	4,554	1,596	4,570	40,444	7,550	10,353	5,662	5,374	5,009	1,717	4,779	37,933	7,026	9,553	5,379	5,155	4,564	1,638	4,618	115,804
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.4%	5.2%	8.4%	5.4%	5.7%	5.2%	3.4%	8.2%	5.9%	5.0%	7.2%	5.6%	5.4%	5.1%	4.8%	6.3%	5.7%	4.8%	7.6%	5.0%	6.9%	4.2%	4.4%	4.8%	6.0%

## Step 2 Answer My Call LHB Review: July 2020 to September 2020

Step 2: Answer My Call																											
AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI6	Number of Healthcare Professional (HCP) Calls answered	5,980	-	-	-	-	-	-	-	6,389	-	-	-	-	-	-	-	6,463	-	-	-	-	-	-	-	-	18,832
AQI7i	Number of 999 calls answered	37,961	-	-	-	-	-	-	-	44,698	-	-	-	-	-	-	-	43,408	-	-	-	-	-	-	-	-	126,067
	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	
AQI7ii	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,427	6,886	9,529	5,152	5,140	4,554	1,596	4,570	40,444	7,550	10,353	5,662	5,374	5,009	1,717	4,779	37,933	7,026	9,553	5,379	5,155	4,564	1,638	4,618	115,804	
	Protocol 17: FALLS	4,139	695	1,254	498	506	506	211	469	4,757	808	1,425	592	595	612	217	508	4,490	796	1,312	531	547	583	220	501	13,386	
	Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED)	3,582	646	1,035	482	469	405	151	394	3,773	725	1,024	539	509	447	126	403	3,916	743	998	556	591	429	152	447	11,271	
	Protocol 10: CHEST PAIN	3,672	639	820	411	533	534	203	532	3,799	654	880	474	427	596	228	540	3,719	631	900	474	505	496	188	525	11,190	
	Protocol 35: HCP ADMISSION	3,099	685	731	449	378	400	141	315	3,142	675	743	428	409	405	159	323	2,890	582	712	418	387	378	165	248	9,131	
	Protocol 06: BREATHING PROBLEMS	2,115	421	505	289	325	231	73	271	2,535	477	656	291	413	278	92	328	2,429	445	603	340	374	291	86	290	7,079	
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,059	374	509	348	268	216	66	278	2,476	464	573	419	307	297	102	314	2,240	390	524	387	309	264	94	272	6,775	
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	1,538	211	482	220	222	177	57	169	1,766	315	592	195	234	209	70	151	1,724	296	510	217	241	172	77	211	5,028	
	Protocol 28: STROKE (CVA/TIA)	1,524	281	380	189	187	236	66	185	1,540	284	419	161	206	228	59	183	1,487	276	336	217	199	194	76	189	4,551	
	Protocol UGA1: UPGRADE TO AMBER 1	1,640	318	327	220	271	195	76	233	1,392	303	297	192	195	166	38	201	1,276	289	277	181	182	132	28	187	4,308	
	Protocol UGA2: UPGRADE TO AMBER 2	1,602	316	362	190	195	238	99	202	1,259	265	319	129	173	156	65	152	1,212	287	282	150	145	157	51	140	4,073	
	AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,478	747	698	653	498	321	78	483	4,004	889	834	726	532	396	100	527	3,956	838	796	732	601	332	79	578	11,438
		Number of NHSWD telephone assessments that were resolved with an 'ambulance not required' outcome	1,187	188	355	226	134	130	42	112	1,431	278	424	229	172	162	47	119	1,378	243	384	228	190	136	41	156	3,996
Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome		2,291	559	343	427	364	191	36	371	2,573	611	410	497	360	234	53	408	2,578	595	412	504	411	196	38	422	7,442	
Percentage of calls ended following WAST telephone assessment		9.3%	10.8%	7.3%	12.7%	9.7%	7.0%	4.9%	10.6%	9.9%	11.8%	8.1%	12.8%	9.9%	7.9%	5.8%	11.0%	10.4%	11.9%	8.3%	13.6%	11.7%	7.3%	4.8%	12.5%	9.9%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,223	357	650	384	279	247	82	224	2,564	495	729	392	334	294	90	230	2,422	416	661	405	336	252	77	275	7,209	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,427	6,886	9,529	5,152	5,140	4,554	1,596	4,570	40,444	7,550	10,353	5,662	5,374	5,009	1,717	4,779	37,933	7,026	9,553	5,379	5,155	4,564	1,638	4,618	115,804	
	Percentage of calls transferred to NHS Direct Wales	5.9%	5.2%	6.8%	7.5%	5.4%	5.4%	5.1%	4.9%	6.3%	6.6%	7.0%	6.9%	6.2%	5.9%	5.2%	4.8%	6.4%	5.9%	6.9%	7.5%	6.5%	5.5%	4.7%	6.0%	6.2%	
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	710	128	194	110	96	92	22	68	725	142	189	109	103	85	28	69	657	106	166	115	103	67	24	76	2,092	
	Total Number of Calls Triaged by a Nurse Advisor	1,897	316	549	336	230	222	64	180	2,156	420	613	338	275	247	75	188	2,035	349	550	343	293	203	65	232	6,088	
	Percentage of calls returned from NHS Direct Wales	37.4%	40.5%	35.3%	32.7%	41.7%	41.4%	34.4%	37.8%	33.6%	33.8%	30.8%	32.2%	37.5%	34.4%	37.3%	36.7%	32.3%	30.4%	30.2%	33.5%	35.2%	33.0%	36.9%	32.8%	34.4%	
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,187	188	355	226	134	130	42	112	1,431	278	424	229	172	162	47	119	1,378	243	384	228	190	136	41	156	3,996	
	Total Number of Calls Triaged by a Nurse Advisor	1,897	316	549	336	230	222	64	180	2,156	420	613	338	275	247	75	188	2,035	349	550	343	293	203	65	232	6,088	
	Percentage of calls ended through transfer to alternative care advice services	62.6%	59.5%	64.7%	67.3%	58.3%	58.6%	65.6%	62.2%	66.4%	66.2%	69.2%	67.8%	62.5%	65.6%	62.7%	63.3%	67.7%	69.6%	69.8%	66.5%	64.8%	67.0%	63.1%	67.2%	65.6%	
AQI10 i	Re-Contact rates - Telephone																										
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	228	49	52	17	44	20	1	45	235	45	96	26	30	21	2	15	228	53	77	30	21	18	4	25	691	
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,478	747	698	653	498	321	78	483	4,004	889	834	726	532	396	100	527	3,956	838	796	732	601	332	79	578	11,438	
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	6.6%	6.6%	7.4%	2.6%	8.8%	6.2%	1.3%	9.3%	5.9%	5.1%	11.5%	3.6%	5.6%	5.3%	2.0%	2.8%	5.8%	6.3%	9.7%	4.1%	3.5%	5.4%	5.1%	4.3%	6.0%	
AQI10 ii	Re-Contact rates - Attendance at Scene																										
	Number of incidents within 24 hours following See and Treat	40	3	23	4	4	-	3	3	24	5	9	3	1	2	2	2	22	4	10	4	-	1	2	1	86	
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,528	664	1,194	423	303	428	161	355	3,574	650	1,254	417	300	432	184	337	3,292	569	1,132	417	267	380	161	366	10,394	
	Re-contact percentage within 24hrs of See and Treat	1.1%	0.5%	1.9%	0.9%	1.3%	0.0%	1.9%	0.8%	0.7%	0.8%	0.7%	0.7%	0.3%	0.5%	1.1%	0.6%	0.7%	0.7%	0.9%	1.0%	0.0%	0.3%	1.2%	0.3%	0.8%	

### Step 3 Come to See Me LHB Review: July 2020 to September 2020

#### Step 3: Come to See Me

AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI11	Number of RED category incidents resulting in an emergency response	2,038	409	392	341	299	199	78	320	2,530	507	468	398	374	286	94	403	2,419	463	494	352	378	259	87	386	6,987
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,397	273	258	256	202	125	47	236	1,616	308	285	297	231	156	48	291	1,486	277	303	256	198	131	54	267	4,499
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	68.5%	66.7%	65.8%	75.1%	67.6%	62.8%	60.3%	73.8%	63.9%	60.7%	60.9%	74.6%	61.8%	54.5%	51.1%	72.2%	61.4%	59.8%	61.3%	72.7%	52.4%	50.6%	62.1%	69.2%	64.4%
	RED Category - Median Response	00:05:57	00:06:06	00:06:10	00:05:39	00:06:09	00:05:40	00:04:30	00:05:53	00:06:24	00:06:51	00:06:42	00:05:45	00:06:35	00:07:15	00:07:42	00:05:55	00:06:35	00:06:45	00:06:39	00:06:04	00:07:40	00:07:52	00:05:18	00:06:09	
	RED Category - 65th Percentile	00:07:30	00:07:46	00:07:49	00:06:58	00:07:45	00:08:36	00:10:28	00:06:51	00:08:11	00:08:29	00:08:48	00:07:01	00:08:31	00:10:53	00:11:24	00:07:09	00:08:40	00:08:55	00:08:39	00:07:06	00:09:40	00:11:58	00:09:33	00:07:40	
	RED Category - 95th Percentile	00:16:26	00:15:52	00:16:14	00:12:29	00:14:56	00:21:06	00:28:18	00:12:39	00:18:51	00:17:57	00:22:02	00:11:48	00:15:24	00:27:04	00:32:03	00:13:37	00:18:56	00:17:07	00:20:20	00:12:49	00:18:16	00:28:11	00:30:40	00:14:30	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,223	4,012	5,731	2,835	3,056	2,902	1,039	2,648	22,065	3,925	5,954	2,813	2,869	2,937	1,053	2,514	20,843	3,772	5,533	2,649	2,704	2,745	1,036	2,404	65,131
	AMBER Category - Median Response	00:27:16	00:33:23	00:21:40	00:28:52	00:31:54	00:26:28	00:25:14	00:31:38	00:36:37	00:50:40	00:29:24	00:43:30	00:41:02	00:33:34	00:26:37	00:42:34	00:43:17	00:53:08	00:34:04	00:52:24	00:49:36	00:35:37	00:27:29	01:01:46	
	AMBER Category - 65th Percentile	00:39:41	00:50:25	00:30:12	00:43:31	00:46:17	00:36:32	00:34:50	00:47:13	00:55:02	01:19:14	00:41:31	01:06:38	01:00:57	00:48:21	00:36:36	01:05:51	01:06:15	01:24:27	00:51:06	01:21:12	01:16:18	00:52:56	00:39:59	01:33:07	
	AMBER Category - 95th Percentile	02:23:41	03:17:27	01:40:41	02:37:06	02:36:42	02:01:54	01:33:54	02:53:38	03:30:45	04:46:33	02:27:37	04:34:41	03:41:51	02:38:36	01:50:08	03:53:51	04:15:50	06:08:45	02:59:05	05:34:07	04:19:24	03:05:34	01:54:31	04:54:50	
AQI13	Number of GREEN category incidents resulting in a response	2,414	385	817	262	246	314	131	259	2,273	363	729	217	259	310	147	248	1,945	297	661	182	229	255	128	193	6,632
	GREEN Category - Median Response	00:38:12	00:46:14	00:32:53	00:42:09	00:48:00	00:34:39	00:32:05	00:44:17	00:49:50	01:05:42	00:44:15	01:02:38	00:59:13	00:48:14	00:36:30	00:53:09	00:56:50	01:20:11	00:49:48	01:07:42	00:58:33	00:54:00	00:40:51	00:57:24	
	GREEN Category - 65th Percentile	00:54:34	01:01:27	00:46:51	01:01:27	01:06:11	00:49:53	00:46:52	01:01:59	01:15:32	01:41:34	01:04:38	01:37:08	01:35:13	01:08:18	00:54:08	01:21:52	01:25:08	02:16:53	01:13:41	02:09:15	01:29:36	01:18:04	00:59:09	01:28:26	
	GREEN Category - 95th Percentile	03:14:46	04:01:47	02:46:08	03:47:11	04:30:13	02:31:53	02:33:20	03:37:53	04:47:14	06:38:11	03:30:55	07:35:20	05:26:06	04:05:04	03:14:00	04:36:48	06:40:02	11:31:41	04:23:42	11:47:04	08:59:28	04:34:57	03:10:32	07:16:56	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	23,678	4,385	6,247	3,195	3,149	2,921	1,040	2,741	23,681	4,307	6,392	3,117	3,145	2,952	1,057	2,711	22,120	4,025	5,959	2,845	2,939	2,823	1,042	2,487	69,479
	Percentage of Incidents where 1 Vehicle Arrived at Scene	83.0%	78.4%	88.8%	80.5%	80.3%	87.2%	85.2%	78.4%	81.9%	78.0%	86.6%	80.0%	80.0%	84.8%	85.1%	77.0%	80.8%	76.7%	84.0%	81.3%	78.1%	86.4%	83.4%	74.7%	81.9%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	15.2%	19.8%	10.2%	16.3%	17.5%	11.8%	13.4%	19.3%	15.9%	19.7%	11.8%	17.2%	17.2%	14.1%	12.6%	20.0%	17.1%	21.0%	14.1%	16.5%	18.9%	12.2%	15.1%	22.8%	16.0%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.4%	1.7%	0.8%	2.5%	1.7%	0.7%	1.1%	1.8%	1.7%	2.0%	1.3%	2.2%	1.8%	0.9%	1.6%	2.5%	1.8%	1.8%	1.7%	1.9%	2.1%	1.3%	1.3%	2.1%	1.6%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.4%	0.2%	0.2%	0.8%	0.5%	0.2%	0.4%	0.6%	0.5%	0.3%	0.3%	0.5%	1.0%	0.2%	0.8%	0.4%	0.4%	0.5%	0.2%	0.3%	0.9%	0.1%	0.2%	0.5%	0.4%
AQI15	Number of Community First Responders (CFRs) attendances at scene	387	84	90	32	26	69	43	43	520	119	103	52	42	86	63	55	618	128	205	55	37	62	52	79	1,525
	RED	74	16	8	7	6	11	10	16	97	24	8	8	13	23	11	10	134	31	34	9	10	21	14	15	305
	AMBER	201	33	23	19	17	58	30	21	329	67	45	36	26	61	50	44	391	59	126	43	25	41	35	62	921
	GREEN	112	35	59	6	3	-	3	6	94	28	50	8	3	2	2	1	93	38	45	3	2	-	3	2	299
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	338	73	84	22	23	62	39	35	476	109	99	43	36	81	59	49	550	118	182	46	34	56	45	69	1,364
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	87.3%	86.9%	93.3%	68.8%	88.5%	89.9%	90.7%	81.4%	91.5%	91.6%	96.1%	82.7%	85.7%	94.2%	93.7%	89.1%	89.0%	92.2%	88.8%	83.6%	91.9%	90.3%	86.5%	87.3%	89.4%

## Step 4 Give Me Treatment LHB Review: July 2020 to September 2020

### Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	10.3%	All Wales Indicator Only								11.4%	All Wales Indicator Only								7.9%	All Wales Indicator Only								9.9%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	17	-	-	-	-	-	-	-	24	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	56			
	Total Number of patients with attempted resuscitation following cardiac arrest	165	-	-	-	-	-	-	-	211	-	-	-	-	-	-	-	191	-	-	-	-	-	-	-	567			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	97.0%	All Wales Indicator Only								96.6%	All Wales Indicator Only								97.0%	All Wales Indicator Only								96.9%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	356	-	-	-	-	-	-	-	343	-	-	-	-	-	-	-	293	-	-	-	-	-	-	-	992			
	Total Number of suspected stroke patients	367	-	-	-	-	-	-	-	355	-	-	-	-	-	-	-	302	-	-	-	-	-	-	-	1024			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	84.3%	All Wales Indicator Only								88.0%	All Wales Indicator Only								83.1%	All Wales Indicator Only								85.2%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	198	-	-	-	-	-	-	-	206	-	-	-	-	-	-	-	167	-	-	-	-	-	-	-	571			
	Total Number of older patients with suspected hip fracture	235	-	-	-	-	-	-	-	234	-	-	-	-	-	-	-	201	-	-	-	-	-	-	-	670			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	90.2%	All Wales Indicator Only								95.3%	All Wales Indicator Only								93.0%	All Wales Indicator Only								92.8%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	212	-	-	-	-	-	-	-	223	-	-	-	-	-	-	-	187	-	-	-	-	-	-	-	622			
	Total Number of older patients with suspected hip fracture	235	-	-	-	-	-	-	-	234	-	-	-	-	-	-	-	201	-	-	-	-	-	-	-	-	670		
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	79.3%	All Wales Indicator Only								79.3%	All Wales Indicator Only								80.0%	All Wales Indicator Only								79.5%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	69	-	-	-	-	-	-	-	46	-	-	-	-	-	-	-	48	-	-	-	-	-	-	-	163			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	87	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	60	-	-	-	-	-	-	-	205			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only								95.7%	All Wales Indicator Only								100.0%	All Wales Indicator Only								98.5%
	Number of suspected sepsis patients who have had a documented NEWS score	42	-	-	-	-	-	-	-	44	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	131			
	Total Number of suspected sepsis patients	42	-	-	-	-	-	-	-	46	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	133			
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	5	-	-	-	-	-	-	-	13	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	25			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	5	-	-	-	-	-	-	-	13	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	25			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	89.4%	All Wales Indicator Only								89.4%	All Wales Indicator Only								86.8%	All Wales Indicator Only								88.7%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	169	-	-	-	-	-	-	-	169	-	-	-	-	-	-	-	118	-	-	-	-	-	-	-	456			
	Total Number of hypoglycaemic patients	189	-	-	-	-	-	-	-	189	-	-	-	-	-	-	-	136	-	-	-	-	-	-	-	514			
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,798	1,135	1,672	742	524	736	291	698	5,856	1,128	1,780	747	502	721	307	671	5,570	1,056	1,637	751	470	708	301	647	17,224			
	Treated At Scene	3,456	648	1,176	417	295	413	158	349	3,516	635	1,238	417	294	424	177	331	3,254	558	1,123	414	264	372	160	363	10,226			
	Referred To Alternate Provider	2,342	487	496	325	229	323	133	349	2,340	493	542	330	208	297	130	340	2,316	498	514	337	206	336	141	284	6,998			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI18	AMBER1																										
	Total Number of AMBER1 Incidents with a Response	13,415	2,418	3,459	1,685	1,864	1,743	601	1,645	14,145	2,537	3,703	1,871	1,827	1,907	637	1,663	13,453	2,361	3,560	1,755	1,819	1,713	641	1,604	41,013	
	Number of AMBER1 Incidents where Ideal Resource First on Scene	1,842	584	194	278	395	147	38	206	2,172	649	274	354	335	216	63	281	2,494	752	415	345	407	191	57	327	6,508	
	Percentage of AMBER1 Incidents where Ideal Resource First on Scene	13.7%	24.2%	5.6%	16.5%	21.2%	8.4%	6.3%	12.5%	15.4%	25.6%	7.4%	18.9%	18.3%	11.3%	9.9%	16.9%	18.5%	31.9%	11.7%	19.7%	22.4%	11.2%	8.9%	20.4%	15.9%	
	Number of AMBER1 Incidents where Ideal Resource Arrived Subsequently	65	14	13	10	12	6	6	4	97	23	18	14	11	8	6	17	74	11	17	4	13	10	7	12	236	
	Percentage of AMBER1 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.6%	0.4%	0.6%	0.6%	0.3%	1.0%	0.2%	0.7%	0.9%	0.5%	0.7%	0.6%	0.4%	0.9%	1.0%	0.6%	0.5%	0.5%	0.2%	0.7%	0.6%	1.1%	0.7%	0.6%	
	AMBER2																										
	Total Number of AMBER2 Incidents with a Response	5,484	946	1,541	717	724	726	269	561	5,166	806	1,582	600	666	711	306	495	4,771	824	1,381	531	547	727	309	452	15,421	
	Number of AMBER2 Incidents where Ideal Resource First on Scene	381	94	55	62	76	45	11	38	480	125	79	73	84	53	18	48	420	114	82	42	62	59	23	38	1,261	
	Percentage of AMBER2 Incidents where Ideal Resource First on Scene	6.9%	9.9%	3.6%	8.6%	10.5%	6.2%	4.1%	6.8%	9.3%	15.5%	5.0%	12.2%	12.6%	7.5%	5.9%	9.7%	8.8%	13.8%	5.9%	7.9%	11.3%	8.1%	7.4%	8.4%	8.3%	
	Number of AMBER2 Incidents where Ideal Resource Arrived Subsequently	28	6	4	3	3	1	3	8	33	5	8	7	1	4	4	4	17	2	3	-	3	4	3	2	78	
	Percentage of AMBER2 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.6%	0.3%	0.4%	0.4%	0.1%	1.1%	1.4%	0.6%	0.6%	0.5%	1.2%	0.2%	0.6%	1.3%	0.8%	0.4%	0.2%	0.2%	0.0%	0.5%	0.6%	1.0%	0.4%	0.5%	
	AMBER																										
	Total Number of AMBER Incidents with a Response	18,899	3,364	5,000	2,402	2,588	2,469	870	2,206	19,311	3,343	5,285	2,471	2,493	2,618	943	2,158	18,224	3,185	4,941	2,286	2,366	2,440	950	2,056	56,434	
	Number of AMBER Incidents where Ideal Resource First on Scene	2,223	678	249	340	471	192	49	244	2,652	774	353	427	419	269	81	329	2,914	866	497	387	469	250	80	365	7,789	
	Percentage of AMBER Incidents where Ideal Resource First on Scene	11.8%	20.2%	5.0%	14.2%	18.2%	7.8%	5.6%	11.1%	13.7%	23.2%	6.7%	17.3%	16.8%	10.3%	8.6%	15.2%	16.0%	27.2%	10.1%	16.9%	19.8%	10.2%	8.4%	17.8%	13.8%	
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	93	20	17	13	15	7	9	12	130	28	26	21	12	12	10	21	91	13	20	4	16	14	10	14	314	
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.5%	0.6%	0.3%	0.5%	0.6%	0.3%	1.0%	0.5%	0.7%	0.8%	0.5%	0.8%	0.5%	0.5%	1.1%	1.0%	0.5%	0.4%	0.4%	0.2%	0.7%	0.6%	1.1%	0.7%	0.6%	
	GREEN2																										
	Total Number of GREEN2 Incidents with a Response	1,270	204	431	137	121	165	71	141	1,207	194	384	106	148	150	76	149	1,043	159	354	90	126	140	77	97	3,520	
	Number of GREEN2 Incidents where Ideal Resource First on Scene	77	22	8	9	11	11	3	13	81	27	14	7	4	14	2	13	67	15	15	4	11	12	2	8	225	
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	6.1%	10.8%	1.9%	6.6%	9.1%	6.7%	4.2%	9.2%	6.7%	13.9%	3.6%	6.6%	2.7%	9.3%	2.6%	8.7%	6.4%	9.4%	4.2%	4.4%	8.7%	8.6%	2.6%	8.2%	6.4%	
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	6	-	1	-	3	1	-	1	3	1	-	1	-	1	-	-	7	2	3	-	-	1	1	-	16	
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.0%	0.2%	0.0%	2.5%	0.6%	0.0%	0.7%	0.2%	0.5%	0.0%	0.9%	0.0%	0.7%	0.0%	0.0%	0.7%	1.3%	0.8%	0.0%	0.0%	0.7%	1.3%	0.0%	0.5%	
GREEN3 (Non HCP Incidents)																											
Total Number of GREEN3 Incidents with a Response	854	118	304	89	89	116	50	88	821	116	281	76	83	131	61	73	676	87	248	64	73	90	43	71	2,351		
Number of GREEN3 Incidents where Ideal Resource First on Scene	14	4	3	1	2	2	1	1	36	7	10	1	2	10	3	3	18	5	3	2	1	3	1	3	68		
Percentage of GREEN3 Incidents where Ideal Resource First on Scene	1.6%	3.4%	1.0%	1.1%	2.2%	1.7%	2.0%	1.1%	4.4%	6.0%	3.6%	1.3%	2.4%	7.6%	4.9%	4.1%	2.7%	5.7%	1.2%	3.1%	1.4%	3.3%	2.3%	4.2%	2.9%		
Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	3	1	-	-	-	1	-	1	1	-	-	-	1	-	-	-	2	-	1	-	-	-	1	-	6		
Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.4%	0.8%	0.0%	0.0%	0.0%	0.9%	0.0%	1.1%	0.1%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%	2.3%	0.0%	0.3%		
GREEN3 (HCP Incidents)																											
Total Number of GREEN3 Incidents with a Response	2,659	571	633	391	327	333	126	278	2,519	530	627	342	315	320	130	255	2,341	463	617	305	315	316	132	193	7,519		
Number of GREEN3 Incidents where Ideal Resource First on Scene	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		

## Step 5 Take Me To Hospital LHB Review: July 2020 to September 2020

### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-20								Aug-20								Sep-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI19 i	Number of 999 Patients conveyed to Hospital	14,256	2,412	3,691	1,755	2,142	1,920	637	1,699	14,608	2,406	3,823	1,772	2,138	2,074	716	1,679	13,650	2,332	3,589	1,644	1,984	1,881	698	1,522	42,514
	Total Number of Incidents where an Ambulance Resource Attended Scene	22,695	4,016	6,056	2,917	3,046	2,888	1,054	2,718	23,470	4,063	6,366	2,991	3,040	3,126	1,149	2,735	21,957	3,813	5,968	2,740	2,874	2,878	1,133	2,551	68,122
	Percentage of patients conveyed to hospital following a face to face assessment	62.8%	60.1%	60.9%	60.2%	70.3%	66.5%	60.4%	62.5%	62.2%	59.2%	60.1%	59.2%	70.3%	66.3%	62.3%	61.4%	62.2%	61.2%	60.1%	60.0%	69.0%	65.4%	61.6%	59.7%	62.4%
AQI19 ii	Total number of patients conveyed to hospital by type	19,405	3,444	4,885	2,464	2,854	2,590	879	2,289	19,191	3,373	4,896	2,382	2,759	2,658	930	2,193	18,028	3,219	4,661	2,228	2,595	2,451	895	1,979	56,624
	Tier 1 Major A&E Units	17,897	3,288	4,764	2,124	2,832	2,100	823	1,966	17,687	3,209	4,765	2,014	2,737	2,224	864	1,874	16,695	3,060	4,543	1,901	2,579	2,058	827	1,727	52,279
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	446	129	18	-	6	6	3	284	470	137	16	-	11	6	5	295	401	128	19	2	3	8	4	237	1,317
	Tier 3 (Major Acute) - Medical Admissions Unit	791	4	-	310	1	467	-	9	774	9	-	338	3	417	-	7	682	2	-	305	-	374	-	1	2,247
	Other (all other units such as Maternity or Mental Health Units)	271	23	103	30	15	17	53	30	260	18	115	30	8	11	61	17	250	29	99	20	13	11	64	14	781
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	49.5%	32.6%	41.0%	35.9%	75.6%	62.5%	42.5%	58.8%	46.7%	31.0%	33.0%	34.5%	74.2%	64.2%	43.7%	55.5%	41.7%	27.5%	30.5%	30.3%	66.1%	59.3%	42.0%	46.3%	46.1%
	Number of Notification to Handover within 15 minutes	8,744	949	1,941	711	2,046	1,586	334	1,177	8,221	875	1,580	663	1,953	1,682	373	1,095	6,967	743	1,411	555	1,641	1,428	346	843	23,932
	Total Number of Handovers	17,649	2,908	4,729	1,982	2,708	2,536	785	2,001	17,613	2,826	4,786	1,923	2,633	2,619	854	1,972	16,688	2,704	4,620	1,832	2,481	2,408	824	1,819	51,950
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	49.5%	32.6%	41.0%	35.9%	75.5%	63.9%	42.5%	60.7%	46.3%	31.0%	33.0%	34.5%	74.2%	63.4%	43.7%	57.5%	41.2%	27.5%	30.5%	30.3%	66.1%	58.0%	42.0%	47.1%	45.7%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	8,437	949	1,941	711	2,044	1,317	334	1,141	7,891	875	1,580	663	1,952	1,393	372	1,056	6,673	743	1,411	554	1,639	1,176	345	805	23,001
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,051	2,908	4,729	1,982	2,706	2,061	785	1,880	17,047	2,825	4,786	1,923	2,630	2,196	852	1,835	16,195	2,704	4,620	1,831	2,479	2,029	822	1,710	50,293
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	30.8%	-	-	-	100.0%	100.0%	-	28.9%	26.6%	0.0%	-	-	33.3%	33.3%	50.0%	26.2%	35.7%	-	-	-	100.0%	-	50.0%	34.3%	30.7%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	36	-	-	-	2	1	-	33	37	-	-	-	1	1	1	34	40	-	-	-	2	-	1	37	113
	TIER 2 (Minor A&E Units) - Total Number of Handovers	117	-	-	-	2	1	-	114	139	1	-	-	3	3	2	130	112	-	-	-	2	-	2	108	368
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	56.3%	-	-	-	-	56.5%	-	42.9%	68.6%	-	-	-	-	68.6%	-	71.4%	66.7%	-	-	100.0%	-	66.5%	-	100.0%	63.5%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	271	-	-	-	-	268	-	3	293	-	-	-	-	288	-	5	254	-	-	1	-	252	-	1	818
	TIER 3 (Major Acute) - Total Number of Handovers	481	-	-	-	-	474	-	7	427	-	-	-	-	420	-	7	381	-	-	1	-	379	-	1	1,289
	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	3,603	1,262	1,099	404	127	250	145	316	4,755	1,472	1,728	434	214	331	146	430	6,733	1,578	2,232	462	579	555	256	1,071	15,092
	Tier 1 Major A&E Units	3,531	1,262	1,099	404	127	201	145	293	4,684	1,471	1,728	434	214	286	146	405	6,664	1,578	2,232	462	579	514	256	1,043	14,879
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	22	-	-	-	-	-	-	22	26	1	-	-	1	0	0	24	28	-	-	-	-	-	0	28	77
	Tier 3 (Major Acute) - Medical Admissions Unit	50	-	-	-	-	49	-	1	45	-	-	-	-	44	-	1	41	-	-	-	-	41	-	-	137
	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 by the conveying ambulance crew	83.2%	68.1%	95.0%	85.4%	78.1%	84.9%	89.4%	74.2%	84.6%	73.5%	93.6%	87.9%	83.7%	85.1%	89.8%	74.1%	84.7%	72.8%	92.7%	89.0%	82.5%	84.9%	89.9%	77.7%	84.2%
	Number of Handover to Clear within 15 minutes	14,688	1,980	4,494	1,692	2,115	2,153	702	1,484	14,909	2,077	4,482	1,690	2,203	2,228	767	1,462	14,131	1,969	4,284	1,630	2,048	2,045	741	1,414	43,728
	Total Number of Handovers	17,649	2,908	4,729	1,982	2,708	2,536	785	2,001	17,613	2,826	4,786	1,923	2,633	2,619	854	1,972	16,688	2,704	4,620	1,832	2,481	2,408	824	1,819	51,950
AQI22 ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care by the conveying ambulance crew by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	83.2%	68.3%	95.0%	85.4%	79.8%	86.3%	89.7%	73.4%	84.7%	73.5%	93.6%	87.9%	83.7%	86.3%	89.9%	72.6%	84.7%	72.8%	92.7%	89.0%	82.6%	85.6%	89.9%	76.8%	84.2%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,194	1,985	4,494	1,692	2,160	1,779	704	1,380	14,442	2,076	4,482	1,690	2,200	1,895	766	1,333	13,719	1,969	4,284	1,629	2,047	1,737	739	1,314	42,355
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,051	2,908	4,729	1,982	2,706	2,061	785	1,880	17,047	2,825	4,786	1,923	2,630	2,196	852	1,835	16,195	2,704	4,620	1,831	2,479	2,029	822	1,710	50,293
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	94.0%	-	-	-	100.0%	100.0%	-	93.9%	93.5%	100.0%	-	-	100.0%	100.0%	50.0%	93.8%	91.1%	-	-	-	50.0%	-	100.0%	91.7%	92.9%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	110	-	-	-	2	1	-	107	130	1	-	-	3	3	1	122	102	-	-	-	1	-	2	99	342
	TIER 2 (Minor A&E Units) - Total Number of Handovers	117	-	-	-	2	1	-	114	139	1	-	-	3	3	2	130	112	-	-	-	2	-	2	108	368
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	79.8%	-	-	-	-	79.5%	-	100.0%	78.9%	-	-	-	-	78.6%	-	100.0%	81.4%	-	-	100.0%	-	81.3%	-	100.0%	80.0%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	384	-	-	-	-	377	-	7	337	-	-	-	-	330	-	7	310	-	-	1	-	308	-	1	1,631
	TIER 3 (Major Acute) - Total Number of Handovers	481	-	-	-	-	474	-	7	427	-	-	-	-	420	-	7	381	-	-	1	-	379	-	1	1,289
	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	1,507	426	166	102	117	128	409	159	1,486	424	194	106	119	113	411	119	1,426	401	174	91	133	99	412	116	4,419
	Number of patients conveyed to hospital	19,405	3,444	4,885	2,464	2,854	2,590	879	2,289	19,191	3,373	4,896	2,382	2,759	2,658	930	2,193	18,028	3,219	4,661	2,228	2,595	2,451	895	1,979	56,624
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.8%	12.4%	3.4%	4.1%	4.1%	4.9%	46.5%	6.9%	7.7%	12.6%	4.0%	4.5%	4.3%	4.3%	44.2%	5.4%	7.9%	12.5%	3.7%	4.1%	5.1%	4.0%	46.0%	5.9%	7.8%
AQI24	Number of lost hours following handover to clear over 15 minutes	428	184	27	37	58	42	10	69	381	152	32	23	47	42	11	75	400	166	37	26	46	48	12	65	1,209
	Tier 1 Major A&E Units	419	184	27	37	58	34	10	69	372	152	32	23	47	34	11	74	392	166	37	26	46	41	12	65	1,183
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	0	-	-	-	-	-	-	0	1	-	-	-	-	-	0	1	1	-	-	-	0	-	-	1	2
	Tier 3 (Major Acute) - Medical Admissions Unit	8	-	-	-	-	8	-	-	8	-	-	-	-	8	-	7	-	-	-						

## Ambulance Quality Indicator Glossary

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

## Ambulance Quality Indicator Glossary

No.	Term	Definition
13	Frequent Caller	Frequent callers are defined where the Welsh Ambulance Services NHS Trust have received 5 or more calls from the same address in the same month or 12 or more calls from the same address in the past 3 months.
14	GREEN	Calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.
15	HB	Health Board: an HB is an administrative unit within the National Health Service in Wales. The 7 HB's in Wales are Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf Morgannwg University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board, Swansea Bay University Health Board.
16	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB hospital staff.
17	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
18	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
19	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
20	Major A&E Unit	Hospitals which provide a wide range of acute in-patient and out-patient specialist services together with the necessary support systems, which allow emergency admissions and which usually has an Accident and Emergency department.
21	Major Acute	Hospitals which provide acute services limited to a one or two specialist units.
22	Median	Median is the number separating the higher half of a data sample. The median of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 3, 5, 9, 11} is 5).
23	Minor A&E Unit	Hospitals which provide a range of acute in-patient and out-patient services specialist services (including some surgical acute specialties) but not the wide range available in major acute hospitals.
24	MPDS	Medical Priority Dispatch System: MPDS is a unified system used to dispatch appropriate aid to medical emergencies including systematised caller interrogation and pre-arrival instructions.
25	NHSDW	NHS Direct Wales is a health advice and information service available 24 hours a day, every day and is part of the Welsh Ambulance Services NHS Trust.
26	Non-Conveyance	Patients which are not transported to hospital following assessment by clinician.
27	Non-conveyances (by reason)	Number of patients not taken to hospital split by the reason why i.e. Treated at Scene.
28	Notification	Time that the Welsh Ambulance Services NHS Trust notified LHB hospital staff of their arrival at hospital.
29	Overall % Conveyance	Percentage of patients transported to hospital following initial assessment at scene by a Welsh Ambulance Services NHS Trust clinician.

## Ambulance Quality Indicator Glossary

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

# Welsh Ambulance Services NHS Trust

## National Collaborative Commissioning: Quality and Delivery Framework

### Ambulance Quality Indicators

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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