GIG CYMRU NHS WALES | Pwyllgor Gwasanaethau Ambiwlans Brys Emergency Ambulance Services Committee

GIG CYMRU NHS WALES | Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru Welsh Ambulance Services NHS Trust

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

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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 ambulance service within 24 hours of discharge of care (by clinical telephone advice).
16	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the ambulance service within 24 hours of discharge of care (following treatment at the scene).
17	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

18	AQI12	Number of AMBER coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as an AMBER verified incident resulting in an emergency response?
19	AQI13	Number of GREEN coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a GREEN verified incident resulting in a response?
20	AQI14	Number of responded Incidents that received at least 1 resource allocation	How effective 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.

Pilot Clinical Response Model

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

Step 1 Help Me Choose LHB Review: July 2016 - September 2016

Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-16								Aug-16								Sep-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	19	3	6	-	-	8	1	1	18	2	3	1	5	7	-	-	17	4	1	4	2	5	-	1	54
AQI2	Number of local health board engagement events attended by WAST	-								-								-								-
AQI3	Number of attendances at key stakeholder events	18	2	3	2	3	3	2	3	14	1	3	1	3	3	1	2	24	3	4	3	4	4	3	3	56
AQI4 i	Number of NHS Direct Wales unique website visits	289,030	-	-	-	-	-	-	-	272,305	-	-	-	-	-	-	-	246,992	-	-	-	-	-	-	-	808,327
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,132	1,072	68	1,047	32	14	727	172	3,357	1,106	65	1,144	23	16	814	189	3,182	1,104	83	1,060	27	19	711	178	9,671
	Abdominal Pain	963	202	206	216	149	102	74	14	876	167	193	203	129	98	68	18	895	176	191	185	156	98	70	19	2,734
	Rash	498	93	121	99	69	59	47	10	394	86	87	73	59	45	38	6	414	98	92	46	71	62	40	5	1,306
	Falls Non-Traumatic	384	64	53	117	35	26	66	23	385	70	77	98	31	31	50	28	370	68	62	101	42	31	48	18	1,139
	Ingestion Toxic	357	90	59	78	51	26	46	7	407	85	83	96	59	36	39	9	344	65	67	76	59	38	35	4	1,108
	Chest Pain	327	79	66	58	39	35	44	6	306	68	59	67	44	24	40	4	362	81	71	64	72	29	40	5	995
	Head Injury	269	64	54	51	40	30	24	6	267	54	46	52	45	27	35	8	269	49	57	54	43	41	21	4	805
	Crying Child	280	52	61	66	42	41	15	3	245	52	56	53	32	31	18	3	273	67	68	53	34	34	14	3	798
	Back Pain	278	54	49	61	46	28	32	8	253	59	43	54	37	22	32	6	236	50	39	44	49	23	26	5	767
	Medication Enquiry	255	59	56	46	41	30	17	6	211	58	44	36	24	21	25	3	239	50	48	43	34	33	26	5	705
AQI5	Number of Frequent Callers	196	34	31	61	25	14	23	8	199	43	29	67	23	9	20	8	196	37	30	62	26	3	30	8	591
	Number of Incidents generated by Frequent Callers	1,832	436	224	544	289	90	181	68	1,756	371	181	549	358	59	171	67	1,902	508	247	559	259	23	243	63	5,490
	Total Number of Incidents	39,585	6,612	7,153	10,107	5,779	3,354	4,895	1,685	38,600	6,366	6,872	10,088	5,404	3,412	4,784	1,674	37,549	6,272	6,807	9,707	5,534	3,293	4,447	1,489	115,734
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.6%	6.6%	3.1%	5.4%	5.0%	2.7%	3.7%	4.0%	4.5%	5.8%	2.6%	5.4%	6.6%	1.7%	3.6%	4.0%	5.1%	8.1%	3.6%	5.8%	4.7%	0.7%	5.5%	4.2%	4.7%

Step 2 Answer My Call LHB Review: July 2016 - September 2016

Step 2: Answer My Call

AQI Ref	AQI Description	Jul-16								Aug-16								Sep-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI6	Number of Healthcare Professional (HCP) Calls answered	7,601	-	-	-	-	-	-	-	8,067	-	-	-	-	-	-	-	7,771	-	-	-	-	-	-	-	23,439
AQI7	Number of 999 calls answered	40,247	-	-	-	-	-	-	-	40,739	-	-	-	-	-	-	-	39,422	-	-	-	-	-	-	-	120,408
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,585	6,612	7,153	10,107	5,779	3,354	4,895	1,685	38,600	6,366	6,872	10,088	5,404	3,412	4,784	1,674	37,549	6,272	6,807	9,707	5,534	3,293	4,447	1,489	115,734
	Protocol 17: FALLS	5,580	938	913	1,566	707	425	748	283	5,621	907	932	1,700	635	437	766	244	5,017	892	783	1,486	597	367	661	231	16,218
	Protocol 35: HEALTH CARE PROFESSIONAL	4,828	708	840	1,294	643	410	671	262	4,767	651	857	1,270	622	424	678	265	4,690	683	805	1,226	629	409	665	273	14,285
	Protocol 10: CHEST PAIN	3,968	685	788	956	536	324	493	186	3,954	707	723	959	499	359	504	203	4,013	646	736	993	544	397	508	189	11,935
	Protocol 06: BREATHING PROBLEMS	3,834	647	737	976	490	381	469	134	3,386	585	643	859	447	338	384	130	3,454	569	696	931	465	350	330	113	10,674
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,543	636	597	931	507	316	418	138	3,043	451	519	858	451	284	357	123	3,246	474	656	889	448	288	382	109	9,832
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,164	358	399	535	358	174	258	82	2,057	307	333	596	326	176	232	87	2,007	324	343	515	384	153	225	63	6,228
	Protocol 28: STROKE - CVA	1,426	218	280	364	199	109	190	66	1,337	249	215	342	162	136	164	69	1,343	261	244	346	138	105	183	66	4,106
	Protocol 12: CONVULSIONS/FITTING	1,298	214	220	343	237	105	139	40	1,203	197	218	299	176	131	149	33	1,178	218	212	290	193	96	139	30	3,679
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,171	241	191	276	206	117	115	25	1,192	266	172	275	235	118	96	30	1,124	242	170	244	229	109	109	21	3,487
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,181	192	218	307	139	115	156	54	1,158	202	188	294	139	98	184	53	1,126	194	217	279	158	102	138	38	3,465
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,253	383	462	448	474	169	209	52	2,241	349	478	462	447	177	218	50	2,145	308	501	471	435	172	165	38	6,639
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,455	222	251	380	207	123	174	42	1,365	202	232	358	198	104	171	40	1,365	227	248	352	197	108	146	32	4,185
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	798	161	211	68	267	46	35	10	876	147	246	104	249	73	47	10	780	81	253	119	238	64	19	6	2,454
	Percentage of calls ended following WAST telephone assessment	5.7%	5.8%	6.5%	4.4%	8.2%	5.0%	4.3%	3.1%	5.8%	5.5%	7.0%	4.6%	8.3%	5.2%	4.6%	3.0%	5.7%	4.9%	7.4%	4.9%	7.9%	5.2%	3.7%	2.6%	5.7%
AQI9 ii	Number of calls transferred to NHS Direct Wales	3,247	483	538	913	413	274	385	110	3,072	455	519	864	403	231	367	104	3,027	473	548	800	419	233	337	85	9,346
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,585	6,612	7,153	10,107	5,779	3,354	4,895	1,685	38,600	6,366	6,872	10,088	5,404	3,412	4,784	1,674	37,549	6,272	6,807	9,707	5,534	3,293	4,447	1,489	115,734
	Percentage of calls transferred to NHS Direct Wales	8.2%	7.3%	7.5%	9.0%	7.1%	8.2%	7.9%	6.5%	8.0%	7.1%	7.6%	8.6%	7.5%	6.8%	7.7%	6.2%	8.1%	7.5%	8.1%	8.2%	7.6%	7.1%	7.6%	5.7%	8.1%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,435	201	238	427	159	124	171	53	1,307	194	243	373	153	98	144	53	1,290	201	242	337	170	99	141	40	4,032
	Total Number of Calls Triaged by a Nurse Advisor	2,890	423	489	807	366	247	345	95	2,672	396	475	731	351	202	315	93	2,655	428	490	689	367	207	287	72	8,217
	Percentage of calls returned from NHS Direct Wales	49.7%	47.5%	48.7%	52.9%	43.4%	50.2%	49.6%	55.8%	48.9%	49.0%	51.2%	51.0%	43.6%	48.5%	45.7%	57.0%	48.6%	47.0%	49.4%	48.9%	46.3%	47.8%	49.1%	55.6%	49.1%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,455	222	251	380	207	123	174	42	1,365	202	232	358	198	104	171	40	1,365	227	248	352	197	108	146	32	4,185
	Total Number of Calls Triaged by a Nurse Advisor	2,890	423	489	807	366	247	345	95	2,672	396	475	731	351	202	315	93	2,655	428	490	689	367	207	287	72	8,217
	Percentage of calls ended through transfer to alternative care advice services	50.3%	52.5%	51.3%	47.1%	56.6%	49.8%	50.4%	44.2%	51.1%	51.0%	48.8%	49.0%	56.4%	51.5%	54.3%	43.0%	51.4%	53.0%	50.6%	51.1%	53.7%	52.2%	50.9%	44.4%	50.9%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	315	40	31	56	151	13	19	5	148	25	31	30	23	11	20	8	222	20	90	59	31	10	12		685
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,253	383	462	448	474	169	209	52	2,241	349	478	462	447	177	218	50	2,145	308	501	471	435	172	165	38	6,639
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	14.0%	10.4%	6.7%	12.5%	31.9%	7.7%	9.1%	9.6%	6.6%	7.2%	6.5%	6.5%	5.1%	6.2%	9.2%	16.0%	10.3%	6.5%	18.0%	12.5%	7.1%	5.8%	7.3%	0.0%	10.3%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	19	1	2	14	-	1	1	-	14	3	-	10	1	-	-	-	20	3	3	8	1	-	5		53
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,049	430	524	1,046	353	141	387	168	3,100	462	469	1,152	349	143	387	138	2,981	498	435	1,099	374	111	350	114	9,130
	Re-contact percentage within 24hrs of See and Treat	0.6%	0.2%	0.4%	1.3%	0.0%	0.7%	0.3%	0.0%	0.5%	0.6%	0.0%	0.9%	0.3%	0.0%	0.0%	0.0%	0.7%	0.6%	0.7%	0.7%	0.3%	0.0%	1.4%	0.0%	0.6%

Step 3 Come To See Me LHB Review: July 2016 - September 2016

Step 3: Come to See Me

AQI Ref	AQI Description	Jul-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Aug-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Sep-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI11	Number of RED category incidents resulting in an emergency response	1,702	286	309	391	274	149	221	72	1,579	288	269	380	262	141	177	62	1,472	293	245	332	272	146	135	49	4,753
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,281	218	237	289	221	111	158	47	1,233	223	214	301	221	103	129	42	1,170	240	188	263	232	117	94	36	3,684
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	75.3%	76.2%	76.7%	73.9%	80.7%	74.5%	71.5%	65.3%	78.1%	77.4%	79.6%	79.2%	84.4%	73.0%	72.9%	67.7%	79.5%	81.9%	76.7%	79.2%	85.3%	80.1%	69.6%	73.5%	77.5%
	RED Category - Median Response	00:05:05	00:05:13	00:04:52	00:05:08	00:05:06	00:05:23	00:05:06	00:03:56	00:04:43	00:05:04	00:04:49	00:04:20	00:04:41	00:05:45	00:04:26	00:03:34	00:04:38	00:04:48	00:04:46	00:04:35	00:03:52	00:05:04	00:04:17	00:05:06	
	RED Category - 65th Percentile	00:06:37	00:06:42	00:06:24	00:06:42	00:06:08	00:06:55	00:06:54	00:08:03	00:06:18	00:06:19	00:05:54	00:05:59	00:05:59	00:07:04	00:06:41	00:07:11	00:06:06	00:06:05	00:06:33	00:05:53	00:05:25	00:06:35	00:06:34	00:07:18	
	RED Category - 95th Percentile	00:14:55	00:12:23	00:13:08	00:16:10	00:13:01	00:13:17	00:17:56	00:26:29	00:14:53	00:13:17	00:12:38	00:15:34	00:10:28	00:15:27	00:17:17	00:19:46	00:13:24	00:12:01	00:13:32	00:13:23	00:11:06	00:12:21	00:15:22	00:18:00	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,362	3,672	4,169	5,690	3,218	1,939	2,737	937	21,931	3,656	3,902	5,749	3,011	1,993	2,687	933	21,546	3,589	3,948	5,629	3,091	1,954	2,483	852	65,839
	AMBER Category - Median Response	00:13:06	00:13:04	00:15:37	00:11:14	00:14:41	00:11:52	00:13:18	00:13:22	00:13:20	00:11:57	00:16:10	00:12:00	00:14:30	00:13:15	00:13:59	00:14:27	00:13:23	00:12:40	00:17:07	00:11:41	00:14:55	00:12:51	00:13:05	00:13:29	
	AMBER Category - 65th Percentile	00:18:38	00:18:29	00:22:27	00:16:03	00:22:17	00:16:21	00:17:56	00:19:10	00:19:01	00:16:23	00:22:29	00:16:53	00:22:28	00:19:37	00:19:17	00:19:51	00:19:10	00:17:18	00:25:05	00:16:32	00:23:16	00:18:13	00:18:12	00:18:56	
	AMBER Category - 95th Percentile	01:16:23	01:22:57	01:38:48	00:53:42	01:50:28	01:04:02	00:57:18	00:54:47	01:12:47	01:09:40	01:38:07	00:53:46	01:51:36	01:11:16	00:58:47	00:52:26	01:19:35	01:06:27	01:59:21	00:57:50	01:54:29	01:14:16	00:52:13	00:51:15	
AQI13	Number of GREEN category incidents resulting in a response	4,066	627	626	1,217	433	360	583	220	4,021	621	616	1,240	418	324	576	226	3,793	578	537	1,162	414	306	613	183	11,880
	GREEN Category - Median Response	00:28:31	00:33:07	00:37:56	00:24:32	00:39:39	00:26:06	00:27:36	00:25:40	00:28:34	00:25:53	00:39:05	00:24:06	00:38:40	00:29:42	00:28:46	00:28:09	00:26:46	00:25:38	00:43:27	00:23:56	00:32:46	00:28:26	00:24:28	00:27:00	
	GREEN Category - 65th Percentile	00:44:52	00:48:48	00:59:10	00:33:46	01:02:26	00:42:52	00:43:12	00:37:12	00:42:38	00:40:26	00:59:52	00:34:38	00:54:52	00:46:49	00:40:50	00:37:56	00:40:46	00:36:57	01:13:48	00:34:34	00:56:47	00:42:50	00:33:47	00:40:07	
	GREEN Category - 95th Percentile	03:14:07	04:04:57	04:38:15	01:56:45	05:23:09	02:16:04	02:40:54	01:38:51	03:08:54	03:19:30	04:31:08	02:03:19	04:34:27	03:04:26	02:21:47	02:17:45	03:05:34	02:30:29	06:09:40	02:10:54	04:53:02	02:34:05	01:48:10	01:34:17	
AQI14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	20,200	3,205	3,532	5,660	2,703	1,674	2,556	870	19,754	3,101	3,394	5,698	2,584	1,659	2,493	825	19,047	3,063	3,203	5,501	2,634	1,572	2,336	738	59,001
	Percentage of Incidents where 1 Vehicle Allocated	62%	62%	51%	67%	56%	59%	72%	70%	63%	63%	52%	67%	56%	59%	74%	70%	63%	65%	50%	65%	61%	57%	75%	71%	63%
	Percentage of Incidents where 2 Vehicles Allocated	22%	23%	25%	18%	26%	24%	19%	22%	22%	24%	24%	18%	26%	24%	17%	22%	21%	23%	23%	18%	23%	23%	17%	20%	21%
	Percentage of Incidents where 3 Vehicles Allocated	10%	10%	14%	10%	12%	12%	7%	6%	11%	9%	15%	10%	13%	11%	6%	6%	11%	9%	16%	10%	11%	14%	6%	6%	11%
	Percentage of Incidents where 4 or More Vehicles Allocated	6%	5%	9%	6%	5%	5%	3%	2%	5%	4%	9%	5%	5%	6%	2%	2%	6%	4%	9%	6%	6%	7%	2%	3%	6%
AQI15	Number of Community First Responders (CFRs) attendances at scene	546	61	69	205	77	29	73	32	473	64	39	223	51	16	62	18	443	55	26	196	52	18	71	25	1,462
	RED	69	6	8	30	12	4	6	3	63	11	5	26	8	4	7	2	40	3	2	21	8	-	3	3	172
	AMBER	470	53	61	173	65	24	67	27	404	53	33	196	41	10	55	16	398	52	24	172	44	17	67	22	1,272
	GREEN	7	2	-	2	-	1	-	2	6	-	1	1	2	2	-	-	5	-	-	3	-	1	1	-	18
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	448	53	48	174	64	18	60	31	382	52	28	190	34	11	50	17	369	45	22	170	43	14	56	19	1,199
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	82.1%	86.9%	69.6%	84.9%	83.1%	62.1%	82.2%	96.9%	80.8%	81.3%	71.8%	85.2%	66.7%	68.8%	80.6%	94.4%	83.3%	81.8%	84.6%	86.7%	82.7%	77.8%	78.9%	76.0%	82.0%

Step 4 Give Me Treatment LHB Review: July 2016 - September 2016

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-16								Aug-16								Sep-16								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	11.0%	All Wales Indicator Only							10.6%	All Wales Indicator Only							14.1%	All Wales Indicator Only							11.8%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	25	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	76
	Total Number of patients with attempted resuscitation following cardiac arrest	228	-	-	-	-	-	-	-	217	-	-	-	-	-	-	-	198	-	-	-	-	-	-	-	643
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.0%	All Wales Indicator Only							93.4%	All Wales Indicator Only							95.5%	All Wales Indicator Only							95.0%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	313	-	-	-	-	-	-	-	270	-	-	-	-	-	-	-	277	-	-	-	-	-	-	-	860
	Total Number of suspected stroke patients	326	-	-	-	-	-	-	-	289	-	-	-	-	-	-	-	290	-	-	-	-	-	-	-	905
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	66.7%	All Wales Indicator Only							71.6%	All Wales Indicator Only							66.5%	All Wales Indicator Only							68.3%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	144	-	-	-	-	-	-	-	159	-	-	-	-	-	-	-	143	-	-	-	-	-	-	-	446
	Total Number of older patients with suspected hip fracture	216	-	-	-	-	-	-	-	222	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	653
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	81.0%	All Wales Indicator Only							82.0%	All Wales Indicator Only							80.0%	All Wales Indicator Only							81.0%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	175	-	-	-	-	-	-	-	182	-	-	-	-	-	-	-	172	-	-	-	-	-	-	-	529
	Total Number of older patients with suspected hip fracture	216	-	-	-	-	-	-	-	222	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	653
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	72.1%	All Wales Indicator Only							52.4%	All Wales Indicator Only							65.8%	All Wales Indicator Only							63.5%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	44	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	127
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	61	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	76	-	-	-	-	-	-	-	200
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.1%	All Wales Indicator Only							100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							98.9%
	Number of suspected sepsis patients who have had a documented NEWS score	34	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	92
	Total Number of suspected sepsis patients	35	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	93
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	80.5%	All Wales Indicator Only							77.4%	All Wales Indicator Only							66.7%	All Wales Indicator Only							75.5%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	33	-	-	-	-	-	-	-	24	-	-	-	-	-	-	-	20	-	-	-	-	-	-	-	77
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	41	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	102
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	88.0%	All Wales Indicator Only							87.0%	All Wales Indicator Only							85.9%	All Wales Indicator Only							87.0%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	294	-	-	-	-	-	-	-	260	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	810
	Total Number of hypoglycaemic patients	334	-	-	-	-	-	-	-	299	-	-	-	-	-	-	-	298	-	-	-	-	-	-	-	931
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,094	792	917	1,507	716	242	643	277	5,013	804	864	1,590	652	241	626	236	4,864	843	806	1,519	682	188	606	220	14,971
	Treated At Scene	3,049	430	524	1,046	353	141	387	168	3,100	462	469	1,152	349	143	387	138	2,981	498	435	1,099	374	111	350	114	9,130
	Referred To Alternate Provider	2,045	362	393	461	363	101	256	109	1,913	342	395	438	303	98	239	98	1,883	345	371	420	308	77	256	106	5,841

AQI Ref	AQI Description	Jul-16				Aug-16				Sep-16				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQI18	Number of Incidents where RRV Ideal as per clinical response model	10,453	3465	2675	4313	10,050	3409	2593	4048	10,079	3214	2601	4264	30,582
	Number of Incidents where RRV sent as ideal response	3,277	855	635	1787	3,198	914	573	1711	3,275	794	597	1884	9,750
	Percentage of Incidents where RRV sent as ideal response	31.3%	24.7%	23.7%	41.4%	31.8%	26.8%	22.1%	42.3%	32.5%	24.7%	23.0%	44.2%	31.9%
	Number of Incidents where EA Ideal as per clinical response model	2,011	663	512	836	1,916	651	502	763	1,861	658	476	727	5,788
	Number of Incidents where EA sent as ideal response	1,277	461	367	449	1,299	466	378	455	1,222	455	354	413	3,798
	Percentage of Incidents where EA sent as ideal response	63.5%	69.5%	71.7%	53.7%	67.8%	71.6%	75.3%	59.6%	65.7%	69.1%	74.4%	56.8%	65.6%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,666	1181	1001	1484	3,684	1207	964	1513	3,548	1213	939	1396	10,898
	Number of HCP (card 35) calls where UCS sent as ideal response	1,863	627	525	711	1,884	626	511	747	1,783	653	476	654	5,530
	Percentage of HCP calls where UCS sent as ideal response	50.8%	53.1%	52.4%	47.9%	51.1%	51.9%	53.0%	49.4%	50.3%	53.8%	50.7%	46.8%	50.7%

Step 5 Take Me To Hospital LHB Review: July 2016 - September 2016

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-16								Aug-16								Sep-16								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	
	Number of 999 Patients conveyed to Hospital	18,308	3,005	3,355	4,605	2,410	1,813	2,356	764	17,812	2,891	3,108	4,563	2,368	1,799	2,291	792	17,282	2,815	3,144	4,351	2,307	1,786	2,161	718	53,402
AQI19 i	Total Number of Incidents where an Ambulance Resource Attended Scene	26,406	4,349	4,710	6,895	3,615	2,330	3,348	1,159	25,711	4,320	4,359	6,968	3,385	2,298	3,239	1,142	24,825	4,192	4,297	6,617	3,426	2,238	3,032	1,023	76,942
	Percentage of patients conveyed to hospital following a face to face assessment	69.3%	69.1%	71.2%	66.8%	66.7%	77.8%	70.4%	65.9%	69.3%	66.9%	71.3%	65.5%	70.0%	78.3%	70.7%	69.4%	69.6%	67.2%	73.2%	65.8%	67.3%	79.8%	71.3%	70.2%	69.4%
AQI19 ii	Total number of patients conveyed to hospital by type	22,870	3,624	4,213	5,775	3,127	2,221	2,916	994	22,432	3,525	3,988	5,680	3,069	2,264	2,894	1,012	21,919	3,460	3,998	5,522	3,025	2,221	2,744	949	67,221
	Tier 1 Major A&E Units	20,925	3,226	4,019	5,600	2,507	2,204	2,484	885	20,454	3,132	3,793	5,500	2,450	2,246	2,401	932	20,019	3,079	3,834	5,354	2,448	2,203	2,246	855	61,398
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tier 3 (Major Acute) - Medical Admissions Unit	984	13	1	-	553	-	417	-	1,051	8	3	-	566	2	471	1	998	7	1	-	505	-	485	-	3,033
	Other (all other units such as Maternity or Mental Health Units)	961	385	193	175	67	17	15	109	927	385	192	180	53	16	22	79	902	374	163	168	72	18	13	94	2,790
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	57.1%	53.2%	53.1%	45.5%	49.7%	86.1%	75.8%	54.5%	59.0%	57.3%	52.7%	44.0%	58.3%	89.5%	76.5%	50.2%	54.2%	49.4%	44.9%	41.3%	52.3%	86.1%	74.7%	45.3%	56.8%
	Number of Notification to Handover within 15 minutes	11,111	1,717	1,767	2,332	1,262	1,708	1,967	358	11,200	1,788	1,628	2,208	1,351	1,802	2,070	353	10,166	1,513	1,387	2,012	1,355	1,680	1,939	280	32,477
	Total Number of Handovers	19,452	3,229	3,327	5,121	2,539	1,983	2,596	657	18,968	3,119	3,092	5,016	2,319	2,013	2,706	703	18,773	3,064	3,088	4,866	2,590	1,951	2,596	618	57,193
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	57.5%	54.0%	53.1%	45.5%	52.3%	86.1%	75.5%	54.5%	58.9%	58.2%	52.6%	44.0%	60.4%	89.6%	75.6%	50.4%	53.8%	50.4%	44.9%	41.3%	54.1%	86.1%	72.4%	45.5%	56.8%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	10,728	1,620	1,766	2,332	1,156	1,708	1,790	356	10,679	1,708	1,627	2,208	1,290	1,802	1,692	352	9,466	1,433	1,386	2,012	1,144	1,679	1,534	278	30,873
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,664	3,001	3,324	5,121	2,210	1,983	2,372	653	18,123	2,934	3,091	5,016	2,134	2,012	2,237	699	17,592	2,842	3,087	4,866	2,116	1,950	2,120	611	54,379
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 2 (Minor A&E Units) - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	51.5%	66.7%	100.0%	-	32.2%	-	79.3%	-	67.2%	75.0%	100.0%	-	33.0%	0.0%	80.7%	100.0%	65.0%	83.3%	-	-	-	-	85.1%	-	62.2%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	289	6	1	-	106	-	176	-	445	6	1	-	61	-	376	1	622	5	1	-	211	-	405	-	1,356
	TIER 3 (Major Acute) - Total Number of Handovers	561	9	1	-	329	-	222	-	662	8	1	-	185	1	466	1	957	6	1	-	474	-	476	-	2,180
	Other - Percentage of Notification to handover within 15 minutes	41.4%	41.6%	0.0%	-	-	-	50.0%	50.0%	41.5%	41.8%	-	-	-	-	66.7%	0.0%	34.8%	34.7%	-	-	-	100.0%	-	28.6%	39.1%
	Other - Notification to handover within 15 minutes	94	91	-	-	-	-	1	2	76	74	-	-	-	-	2	-	78	75	-	-	-	1	-	2	248
	Other - Total Number of Handovers	227	219	2	-	-	-	2	4	183	177	-	-	-	-	3	3	224	216	-	-	-	1	-	7	634
AQI21	Number of lost hours following notification to handover over 15 minutes	3,756	674	573	1,599	592	35	182	101	3,177	456	458	1,554	368	24	185	133	4,122	789	735	1,596	660	34	187	120	11,055
	Tier 1 Major A&E Units	3,618	618	573	1,599	529	35	164	100	3,093	424	458	1,554	331	24	170	133	3,974	726	735	1,596	587	34	177	119	10,685
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tier 3 (Major Acute) - Medical Admissions Unit	84	3	-	-	63	-	18	-	54	1	-	-	38	0	15	-	84	0	-	-	73	-	11	-	222
	Other (all other units such as Maternity or Mental Health Units)	54	54	0	-	-	-	0	0	30	30	-	-	-	-	0	0	63	62	-	-	-	-	-	1	148
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	81.1%	75.3%	76.9%	91.7%	72.9%	79.6%	79.9%	88.6%	80.6%	73.6%	76.5%	90.6%	72.3%	80.5%	79.7%	88.8%	80.9%	72.9%	75.6%	90.9%	78.2%	81.7%	78.3%	87.5%	80.8%
	Number of Handover to Clear within 15 minutes	15,774	2,432	2,560	4,696	1,852	1,579	2,073	582	15,281	2,296	2,364	4,544	1,677	1,620	2,156	624	15,184	2,233	2,335	4,424	2,026	1,593	2,032	541	46,239
	Total Number of Handovers	19,452	3,229	3,327	5,121	2,539	1,983	2,596	657	18,968	3,119	3,092	5,016	2,319	2,013	2,706	703	18,773	3,064	3,088	4,866	2,590	1,951	2,596	618	57,193

AQI Ref	AQI Description	Jul-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Aug-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Sep-16 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	80.6%	73.9%	76.9%	91.7%	69.1%	79.6%	79.6%	88.7%	80.3%	72.7%	76.5%	90.6%	70.4%	80.5%	79.5%	88.7%	80.5%	71.5%	75.6%	90.9%	74.4%	81.6%	78.9%	87.4%	80.5%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,047	2,219	2,557	4,696	1,528	1,579	1,889	579	14,559	2,132	2,364	4,544	1,502	1,619	1,778	620	14,163	2,033	2,334	4,424	1,574	1,592	1,672	534	43,769
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,664	3,001	3,324	5,121	2,210	1,983	2,372	653	18,123	2,934	3,091	5,016	2,134	2,012	2,237	699	17,592	2,842	3,087	4,866	2,116	1,950	2,120	611	54,379
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 2 (Minor A&E Units) - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	91.6%	77.8%	100.0%	-	98.5%	-	82.0%	-	84.4%	87.5%	0.0%	-	94.6%	100.0%	80.5%	100.0%	85.4%	66.7%	100.0%	-	95.4%	-	75.6%	-	86.7%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	514	7	1	-	324	-	182	-	559	7	-	-	175	1	375	1	817	4	1	-	452	-	360	-	1,890
	TIER 3 (Major Acute) - Total Number of Handovers	561	9	1	-	329	-	222	-	662	8	1	-	185	1	466	1	957	6	1	-	474	-	476	-	2,180
	Other - Percentage of Handover to Clear within 15 minutes	93.8%	94.1%	100.0%	-	-	-	100.0%	75.0%	89.1%	88.7%	-	-	-	-	100.0%	100.0%	91.1%	90.7%	-	-	-	100.0%	-	100.0%	91.5%
	Other - Number of Handover to Clear within 15 minutes	213	206	2	-	-	-	2	3	163	157	-	-	-	-	3	3	204	196	-	-	-	1	-	7	580
	Other - Total Number of Handovers	227	219	2	-	-	-	2	4	183	177	-	-	-	-	3	3	224	216	-	-	-	1	-	7	634
AQI23	Conveyance to hospital outside of Local Health Board area	1,639	80	470	199	137	100	155	498	1,696	62	495	230	146	84	173	506	1,618	56	474	224	153	97	146	468	4,953
	Number of patients conveyed to hospital	22,870	3,624	4,213	5,775	3,127	2,221	2,916	994	22,432	3,525	3,988	5,680	3,069	2,264	2,894	1,012	21,919	3,460	3,998	5,522	3,025	2,221	2,744	949	67,221
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.2%	2.2%	11.2%	3.4%	4.4%	4.5%	5.3%	50.1%	7.6%	1.8%	12.4%	4.0%	4.8%	3.7%	6.0%	50.0%	7.4%	1.6%	11.9%	4.1%	5.1%	4.4%	5.3%	49.3%	7.4%
AQI24	Number of lost hours following handover to clear over 15 minutes	519	103	133	47	117	48	62	10	475	91	116	55	99	42	64	9	535	110	142	56	107	40	65	15	1,530
	Tier 1 Major A&E Units	515	102	133	47	116	48	60	10	466	90	116	55	98	42	57	9	520	109	142	56	104	40	54	15	1,501
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tier 3 (Major Acute) - Medical Admissions Unit	3	0	-	-	0	-	2	-	8	0	0	-	1	-	7	-	14	0	-	-	3	-	11	-	25
	Other (all other units such as Maternity or Mental Health Units)	1	1	-	-	-	-	-	0	1	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	4

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

No.	Term	Definition
30	PROQA	Professional Questioning & Answering Software: ProQA is an expert system designed to help provide the very best in service and speed. Correct dispatch levels are usually determined in less than one minute. ProQA additionally provides Dispatch Life Support (DLS) protocols which meet or exceed the international standards for emergency medical dispatching. ProQA is built on a foundation of empirical literature and medical experience relevant to medical dispatching.
31	RED	Calls deemed to be Immediately Life-Threatening.
32	ROSC	Return of spontaneous circulation refers to signs of restored circulation (more than occasional gasp, occasional fleeting pulse or arterial waveform) evidenced by breathing, a palpable pulse or a measurable blood pressure
33	STEMI	STEMI - ST segment elevation myocardial infarction - occurs when a coronary artery is totally occluded by a blood clot.
34	Stroke Care Bundle	A Care Bundle is a group of between three and five specific interventions or processes of care that have a greater effect on patient outcomes if done together in a time-limited way, rather than separately.
35	Suitable Response	The type of clinician / resource to send, if the IDEAL response is not available for the specific category (or codes).
36	WAST	Welsh Ambulance Services NHS Trust: Spread over an area of 20,640 kilometres and serving a population of 2.9 million, our diverse area encompasses tranquil rural retreats, busy seaside resorts and large urban conurbations.
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 1.3	
1	Updated Clinical Audit data in AQI 16i to 16vii
2	Re order AQI 4ii, descending by quarterly total instead of Sept total
3	Re order AQI 8, descending by quarterly total instead of Sept total
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The information contained in this document is not restricted and is classified for general release

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