Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators: July - September 2018

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

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EASC Ambulance Quality Indicator Definition Table

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

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

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

Clinical Response Model

Call Type	EASC Definition	Example	Quality Indicator
RED	Immediately life threatening calls such as cardiac arrest or choking. These calls will be subject to both clinical indicators such as Return of Spontaneous Circulation (ROSC) rates and a time based standard requiring a minimum attendance at 65% of these calls within 8 minutes.	Respiratory / cardiac arrest	8 minute response time within 65%. National target
AMBER	Serious but not immediately life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via "hear & treat" services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.	Cardiac chest pains / stroke	Compliance with care bundles for cardiac stroke and fractured neck of femur patients.
GREEN	999 calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage. Health Care Professionals (HCP) such as doctors, midwives or community hospitals often require an urgent transfer of a patient from low acuity care to a higher acuity facility. 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 2018 - September 2018

Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-18								Aug-18								Sep-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	7	2	-	-	1	1	1	2	13	1	3	-	7	2	-	-	10	1	2	-	4	3	-	-	30
AQI3	Number of attendances at key stakeholder events	21	4	3	2	4	4	2	2	13	2	2	1	2	2	2	2	10	2	1	1	2	2	1	1	44
AQI4 i	Number of NHS Direct Wales unique website visits	395,162	-	-	-	-	-	-	-	243,464	-	-	-	-	-	-	-	218,554	-	-	-	-	-	-	-	857,180
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,636	1,224	38	1,130	27	14	939	264	4,067	1,365	52	1,376	23	14	965	272	3,592	1,303	37	1,124	17	12	847	252	11,295
	Abdominal Pain	1,074	363	179	174	105	69	163	21	1,141	366	177	179	134	90	161	34	1,115	337	158	178	145	101	166	30	3,330
	Other Symptoms	600	151	86	112	71	55	104	21	599	158	85	94	95	54	98	15	574	149	87	79	87	57	92	23	1,773
	Rash	560	219	90	67	51	41	81	11	521	185	78	67	56	51	67	17	532	208	78	48	58	38	92	10	1,613
	Chest Pain	456	174	59	51	59	36	66	11	473	184	73	54	52	36	67	7	517	194	56	67	76	37	75	12	1,446
	Fever	486	162	81	77	54	32	69	11	385	119	57	69	43	29	59	9	409	140	63	49	41	40	67	9	1,280
	Back Pain	385	123	54	62	48	31	64	3	379	111	44	63	48	42	66	5	368	129	44	54	46	34	52	9	1,132
	Ingestion Toxic	392	110	67	66	54	36	44	15	369	82	73	83	37	31	54	9	353	112	43	53	53	35	51	6	1,114
	Sore Throat	378	204	29	33	21	13	73	5	309	175	19	25	17	11	58	4	364	200	29	15	36	17	62	5	1,051
	Vomiting	361	111	61	50	48	28	57	6	306	85	42	52	46	29	49	3	280	77	55	31	37	22	48	10	947
AQI5	Number of Frequent Callers	256	48	48	82	27	15	30	6	230	54	33	78	25	16	20	4	219	46	36	66	19	17	29	6	705
	Number of Incidents generated by Frequent Callers	2,186	392	385	774	226	99	268	42	2,147	465	312	787	216	135	199	33	2,185	475	364	786	137	145	228	50	6,518
	Total Number of Incidents	40,050	6,446	7,099	10,614	5,545	3,648	4,982	1,716	38,730	6,388	6,761	10,268	5,362	3,476	4,804	1,671	37,273	6,079	6,514	9,828	5,219	3,555	4,522	1,556	116,053
	Percentage of Frequent Callers Incidents against overall number of Incidents	5.5%	6.1%	5.4%	7.3%	4.1%	2.7%	5.4%	2.4%	5.5%	7.3%	4.6%	7.7%	4.0%	3.9%	4.1%	2.0%	5.9%	7.8%	5.6%	8.0%	2.6%	4.1%	5.0%	3.2%	5.6%

Step 2 Answer My Call LHB Review: July 2018 - September 2018

Step 2: Answer My Call

AQI Ref	AQI Description	Jul-18								Aug-18								Sep-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI6	Number of Healthcare Professional (HCP) Calls answered	6,563	-	-	-	-	-	-	-	6,088	-	-	-	-	-	-	-	5,917	-	-	-	-	-	-	-	18,568
AQI7	Number of 999 calls answered	47,655	-	-	-	-	-	-	-	45,569	-	-	-	-	-	-	-	43,869	-	-	-	-	-	-	-	137,093
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,050	6,446	7,099	10,614	5,545	3,648	4,982	1,716	38,730	6,388	6,761	10,268	5,362	3,476	4,804	1,671	37,273	6,079	6,514	9,828	5,219	3,555	4,522	1,556	116,053
	Protocol 17: FALLS	4,846	757	873	1349	579	436	644	208	4,792	752	788	1,376	624	449	576	227	4,409	645	750	1,304	540	416	559	195	14,047
	Protocol 10: CHEST PAIN	4,015	683	677	1092	507	343	513	200	4,119	697	712	1,025	532	362	587	204	4,061	739	729	1,026	525	359	484	199	12,195
	Protocol 35: HEALTH CARE PROFESSIONAL	3,865	538	697	1050	478	358	532	212	4,051	576	724	1,077	533	359	562	220	3,745	523	694	953	484	367	516	208	11,661
	Protocol 06: BREATHING PROBLEMS	3,784	639	653	987	501	417	448	139	3,348	554	608	869	416	342	399	160	3,769	656	665	974	535	422	375	142	10,901
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,163	457	562	876	422	320	414	112	2,985	437	564	871	401	284	324	104	2,776	402	491	750	388	281	361	103	8,924
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,673	393	479	701	437	224	332	107	2,532	402	391	716	369	202	337	115	2,438	377	410	633	383	226	313	96	7,643
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,450	220	275	369	213	131	171	71	1,455	236	272	364	217	131	180	55	1,362	195	204	405	211	117	174	56	4,267
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,372	287	199	336	260	165	89	36	1,362	277	223	298	287	143	107	27	1,239	280	171	296	221	150	94	27	3,973
	Protocol UGA2: UPGRADE TO AMBER 2	1,419	219	264	375	144	115	207	95	1,254	193	222	337	136	105	187	74	1,282	200	208	378	143	105	186	62	3,955
	Protocol 28: STROKE - CVA	1,325	241	234	341	156	103	179	71	1,260	231	205	320	149	111	185	59	1,272	231	223	316	137	118	179	68	3,857
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,942	524	548	802	481	211	313	63	2,854	464	566	791	490	225	247	71	2,784	432	527	818	486	204	234	83	8,580
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,183	162	219	337	168	103	159	35	1,217	173	245	313	191	101	156	38	1,137	171	191	328	173	100	122	52	3,537
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,759	362	329	465	313	108	154	28	1,637	291	321	478	299	124	91	33	1,647	261	336	490	313	104	112	31	5,043
	Percentage of calls ended following WAST telephone assessment	7.3%	8.1%	7.7%	7.6%	8.7%	5.8%	6.3%	3.7%	7.4%	7.3%	8.4%	7.7%	9.1%	6.5%	5.1%	4.2%	7.5%	7.1%	8.1%	8.3%	9.3%	5.7%	5.2%	5.3%	7.4%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,459	331	438	717	310	238	341	84	2,426	377	442	684	337	188	300	98	2,283	330	394	648	311	214	277	109	7,168
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,050	6,446	7,099	10,614	5,545	3,648	4,982	1,716	38,730	6,388	6,761	10,268	5,362	3,476	4,804	1,671	37,273	6,079	6,514	9,828	5,219	3,555	4,522	1,556	116,053
	Percentage of calls transferred to NHS Direct Wales	6.1%	5.1%	6.2%	6.8%	5.6%	6.5%	6.8%	4.9%	6.3%	5.9%	6.5%	6.7%	6.3%	5.4%	6.2%	5.9%	6.1%	5.4%	6.0%	6.6%	6.0%	6.0%	6.1%	7.0%	6.2%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	951	129	155	287	97	101	141	41	920	156	151	279	109	69	113	43	918	118	161	256	115	96	126	46	2,789
	Total Number of Calls Triaged by a Nurse Advisor	2,134	291	374	624	265	204	300	76	2,137	329	396	592	300	170	269	81	2,055	289	352	584	288	196	248	98	6,326
	Percentage of calls returned from NHS Direct Wales	44.6%	44.3%	41.4%	46.0%	36.6%	49.5%	47.0%	53.9%	43.1%	47.4%	38.1%	47.1%	36.3%	40.6%	42.0%	53.1%	44.7%	40.8%	45.7%	43.8%	39.9%	49.0%	50.8%	46.9%	44.1%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,183	162	219	337	168	103	159	35	1,217	173	245	313	191	101	156	38	1,137	171	191	328	173	100	122	52	3,537
	Total Number of Calls Triaged by a Nurse Advisor	2,134	291	374	624	265	204	300	76	2,137	329	396	592	300	170	269	81	2,055	289	352	584	288	196	248	98	6,326
	Percentage of calls ended through transfer to alternative care advice services	55.4%	55.7%	58.6%	54.0%	63.4%	50.5%	53.0%	46.1%	56.9%	52.6%	61.9%	52.9%	63.7%	59.4%	58.0%	46.9%	55.3%	59.2%	54.3%	56.2%	60.1%	51.0%	49.2%	53.1%	55.9%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	527	46	33	416	12	2	15	3	795	27	45	694	15	4	4	6	1,404	23	32	1,315	12	9	11	2	2,726
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,942	524	548	802	481	211	313	63	2,854	464	566	791	490	225	247	71	2,784	432	527	818	486	204	234	83	8,580
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	17.9%	8.8%	6.0%	51.9%	2.5%	0.9%	4.8%	4.8%	27.9%	5.8%	8.0%	87.7%	3.1%	1.8%	1.6%	8.5%	50.4%	5.3%	6.1%	160.8%	2.5%	4.4%	4.7%	2.4%	31.8%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	20	1	7	10	-	-	1	1	21	3	2	10	3	-	3	-	16	4	4	4	1	-	3	-	57
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,944	470	473	1,027	290	131	369	184	2,902	480	494	959	312	132	350	175	2,637	424	422	891	281	149	329	141	8,483
	Re-contact percentage within 24hrs of See and Treat	0.7%	0.2%	1.5%	1.0%	0.0%	0.0%	0.3%	0.5%	0.7%	0.6%	0.4%	1.0%	1.0%	0.0%	0.9%	0.0%	0.6%	0.9%	0.9%	0.4%	0.4%	0.0%	0.9%	0.0%	0.7%

Step 3 Come to See Me LHB Review: July 2018 - September 2018

Step 3: Come to See Me

AQI Ref	AQI Description	Jul-18								Aug-18								Sep-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI11	Number of RED category incidents resulting in an emergency response	2,038	404	331	439	306	206	278	74	1,960	423	330	451	291	164	228	73	1,911	374	338	363	321	215	230	70	5,909
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,537	311	251	302	260	158	202	53	1,458	335	233	322	236	120	160	52	1,412	293	258	253	261	145	152	50	4,407
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	75.4%	77.0%	75.8%	68.8%	85.0%	76.7%	72.7%	71.6%	74.4%	79.2%	70.6%	71.4%	81.1%	73.2%	70.2%	71.2%	73.9%	78.3%	76.3%	69.7%	81.3%	67.4%	66.1%	71.4%	74.6%
	RED Category - Median Response	00:04:54	00:05:01	00:05:12	00:05:15	00:04:10	00:04:57	00:04:37	00:03:56	00:05:03	00:05:01	00:05:12	00:05:00	00:04:57	00:05:02	00:05:08	00:04:08	00:04:59	00:04:42	00:05:00	00:05:12	00:04:42	00:06:09	00:04:46	00:04:02	
	RED Category - 65th Percentile	00:06:36	00:06:40	00:06:46	00:07:30	00:05:33	00:06:20	00:06:29	00:06:45	00:06:40	00:06:16	00:07:01	00:07:08	00:06:07	00:07:13	00:07:09	00:07:33	00:06:39	00:06:00	00:06:36	00:07:17	00:06:09	00:07:32	00:07:28	00:05:18	
	RED Category - 95th Percentile	00:15:43	00:13:52	00:13:36	00:18:28	00:11:02	00:13:37	00:16:48	00:21:36	00:15:56	00:12:00	00:17:52	00:20:19	00:10:34	00:14:07	00:16:46	00:18:24	00:15:26	00:12:30	00:14:13	00:16:30	00:10:58	00:17:21	00:19:21	00:27:09	
AQI12	Number of AMBER category incidents resulting in an emergency response	23,162	3,587	4,023	6,192	3,062	2,192	3,006	1,100	22,243	3,493	3,818	5,849	2,917	2,070	3,030	1,066	21,421	3,463	3,594	5,788	2,820	2,028	2,747	981	66,826
	AMBER Category - Median Response	00:24:16	00:27:01	00:27:51	00:24:37	00:23:32	00:20:05	00:21:36	00:21:20	00:24:19	00:27:54	00:30:20	00:23:40	00:26:05	00:21:58	00:20:03	00:20:17	00:25:03	00:27:29	00:33:06	00:22:57	00:30:33	00:25:36	00:19:32	00:18:40	
	AMBER Category - 65th Percentile	00:37:19	00:43:15	00:46:08	00:36:42	00:37:33	00:30:02	00:31:39	00:32:35	00:37:20	00:45:47	00:48:05	00:35:12	00:42:00	00:32:18	00:28:51	00:28:06	00:38:38	00:42:50	00:53:18	00:33:18	00:49:39	00:39:46	00:28:39	00:27:33	
	AMBER Category - 95th Percentile	02:44:04	03:31:36	03:52:04	02:33:29	02:30:45	01:55:40	01:57:04	01:48:12	02:39:45	03:14:40	03:29:22	02:17:58	03:20:15	02:13:36	01:34:06	01:30:23	02:45:49	02:57:50	03:54:29	02:13:44	03:12:37	02:43:35	01:40:52	01:38:28	
AQI13	Number of GREEN category incidents resulting in a response	2,072	313	377	507	257	224	292	102	1,935	297	319	526	234	168	270	121	1,939	270	300	545	233	177	327	87	5,946
	GREEN Category - Median Response	00:50:35	00:48:38	00:55:53	00:53:02	00:55:23	00:38:26	00:51:54	00:46:46	00:51:46	00:46:03	00:58:59	00:53:22	00:57:03	00:53:09	00:43:20	00:49:35	00:49:28	00:43:39	01:09:50	00:48:20	00:49:28	00:52:00	00:45:22	00:29:58	
	GREEN Category - 65th Percentile	01:15:00	01:09:28	01:20:09	01:27:02	01:21:47	00:58:36	01:14:50	01:01:55	01:17:33	01:06:27	01:40:36	01:21:59	01:29:14	01:17:22	01:06:59	01:02:24	01:16:00	01:11:01	01:40:07	01:10:10	01:21:10	01:29:28	01:04:51	00:55:07	
	GREEN Category - 95th Percentile	05:10:41	05:45:30	07:54:29	04:25:13	05:25:57	03:01:53	04:35:05	03:13:50	05:32:56	05:08:24	08:14:34	04:40:28	09:04:06	05:30:37	03:21:37	02:52:42	05:39:27	05:29:34	08:09:49	04:24:06	09:06:48	05:50:34	03:27:17	02:53:05	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,320	3,388	3,951	5,736	3,010	2,293	2,924	1,018	21,411	3,341	3,766	5,527	2,837	2,078	2,875	987	20,549	3,211	3,431	5,435	2,761	2,089	2,768	854	64,280
	Percentage of Incidents where 1 Vehicle Arrived at Scene	84.0%	82.5%	80.4%	86.1%	81.5%	80.6%	90.7%	86.7%	84.4%	82.2%	80.3%	86.2%	83.1%	81.7%	91.3%	87.7%	84.3%	81.9%	79.7%	86.9%	83.6%	79.7%	91.2%	86.5%	84.2%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	14.5%	15.8%	18.0%	12.4%	16.5%	17.6%	8.5%	11.7%	14.1%	15.4%	18.3%	12.8%	14.9%	16.9%	8.0%	10.7%	14.4%	16.7%	18.4%	12.3%	14.9%	18.2%	8.5%	12.1%	14.3%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.3%	1.4%	1.4%	1.4%	1.8%	1.5%	0.5%	1.4%	1.2%	1.9%	1.2%	0.9%	1.7%	1.3%	0.5%	1.2%	1.0%	1.1%	1.6%	0.7%	1.3%	1.7%	0.2%	1.1%	1.2%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.2%	0.3%	0.2%	0.1%	0.2%	0.3%	0.2%	0.2%	0.2%	0.4%	0.2%	0.1%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.1%	0.3%	0.3%	0.1%	0.4%	0.2%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,654	228	276	475	206	96	263	110	1,551	196	211	508	267	80	196	93	1,494	158	282	479	212	60	200	103	4,699
	RED	310	46	47	70	28	29	68	22	269	45	41	56	41	25	43	18	294	47	48	65	43	15	56	20	873
	AMBER	1,302	174	228	383	175	64	194	84	1,236	147	167	425	218	54	151	74	1,121	107	228	360	157	45	141	83	3,659
	GREEN	42	8	1	22	3	3	1	4	46	4	3	27	8	1	2	1	79	4	6	54	12		3	-	167
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,445	208	234	437	166	77	229	94	1,362	175	187	463	224	70	170	73	1,307	145	250	435	181	49	165	82	4,114
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	87.4%	91.2%	84.8%	92.0%	80.6%	80.2%	87.1%	85.5%	87.8%	89.3%	88.6%	91.1%	83.9%	87.5%	86.7%	78.5%	87.5%	91.8%	88.7%	90.8%	85.4%	81.7%	82.5%	79.6%	87.6%

Step 4 Give Me Treatment LHB Review: July 2018 - September 2018

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Aug-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Sep-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	17.1%	All Wales Indicator Only							14.5%	All Wales Indicator Only							13.7%	All Wales Indicator Only							15.1%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	37	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	101
	Total Number of patients with attempted resuscitation following cardiac arrest	216	-	-	-	-	-	-	-	227	-	-	-	-	-	-	-	226	-	-	-	-	-	-	-	669
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.8%	All Wales Indicator Only							96.3%	All Wales Indicator Only							97.4%	All Wales Indicator Only							96.8%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	304	-	-	-	-	-	-	-	340	-	-	-	-	-	-	-	300	-	-	-	-	-	-	-	944
	Total Number of suspected stroke patients	314	-	-	-	-	-	-	-	353	-	-	-	-	-	-	-	308	-	-	-	-	-	-	-	975
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	80.8%	All Wales Indicator Only							82.3%	All Wales Indicator Only							76.6%	All Wales Indicator Only							80.0%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	185	-	-	-	-	-	-	-	191	-	-	-	-	-	-	-	160	-	-	-	-	-	-	-	536
	Total Number of older patients with suspected hip fracture	229	-	-	-	-	-	-	-	232	-	-	-	-	-	-	-	209	-	-	-	-	-	-	-	670
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	92.6%	All Wales Indicator Only							94.4%	All Wales Indicator Only							90.9%	All Wales Indicator Only							92.7%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	212	-	-	-	-	-	-	-	219	-	-	-	-	-	-	-	190	-	-	-	-	-	-	-	621
	Total Number of older patients with suspected hip fracture	229	-	-	-	-	-	-	-	232	-	-	-	-	-	-	-	209	-	-	-	-	-	-	-	670
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	73.8%	All Wales Indicator Only							81.1%	All Wales Indicator Only							69.1%	All Wales Indicator Only							74.2%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	45	-	-	-	-	-	-	-	43	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	135
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	61	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	68	-	-	-	-	-	-	-	182
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.6%	All Wales Indicator Only							98.0%	All Wales Indicator Only							97.4%	All Wales Indicator Only							97.7%
	Number of suspected sepsis patients who have had a documented NEWS score	41	-	-	-	-	-	-	-	49	-	-	-	-	-	-	-	38	-	-	-	-	-	-	-	128
	Total Number of suspected sepsis patients	42	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	131
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	20	-	-	-	-	-	-	-	14	-	-	-	-	-	-	-	14	-	-	-	-	-	-	-	48
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	20	-	-	-	-	-	-	-	14	-	-	-	-	-	-	-	14	-	-	-	-	-	-	-	48
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	93.3%	All Wales Indicator Only							91.7%	All Wales Indicator Only							87.3%	All Wales Indicator Only							91.1%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	265	-	-	-	-	-	-	-	233	-	-	-	-	-	-	-	186	-	-	-	-	-	-	-	684
	Total Number of hypoglycaemic patients	284	-	-	-	-	-	-	-	254	-	-	-	-	-	-	-	213	-	-	-	-	-	-	-	751
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,970	862	844	1,448	637	239	637	303	4,796	846	840	1,345	616	247	617	285	4,573	758	770	1,326	614	249	616	240	14,339
	Treated At Scene	2,944	470	473	1,027	290	131	369	184	2,902	480	494	959	312	132	350	175	2,637	424	422	891	281	149	329	141	8,483
	Referred To Alternate Provider	2,026	392	371	421	347	108	268	119	1,894	366	346	386	304	115	267	110	1,936	334	348	435	333	100	287	99	5,856

AQI Ref	AQI Description	Jul-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Aug-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Sep-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
	AMBER																									
	Total Number of AMBER Incidents with a Response	20,985	3,252	3,626	5,561	2,807	2,038	2,713	988	20,345	3,174	3,478	5,324	2,703	1,907	2,782	977	19,494	3,170	3,274	5,217	2,578	1,872	2,489	894	60,824
	Number of AMBER Incidents where Ideal Resource First on Scene	15,185	2,303	2,491	4,100	2,004	1,457	2,057	773	14,821	2,332	2,337	3,875	1,996	1,342	2,190	749	14,085	2,249	2,195	3,815	1,887	1,301	1,947	691	44,091
	Percentage of AMBER Incidents where Ideal Resource First on Scene	72.4%	70.8%	68.7%	73.7%	71.4%	71.5%	75.8%	78.2%	72.8%	73.5%	67.2%	72.8%	73.8%	70.4%	78.7%	76.7%	72.3%	70.9%	67.0%	73.1%	73.2%	69.5%	78.2%	77.3%	72.5%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	1,091	158	264	207	184	152	95	31	931	125	242	175	131	134	96	28	1,051	158	269	208	150	146	90	30	3,073
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	5.2%	4.9%	7.3%	3.7%	6.6%	7.5%	3.5%	3.1%	4.6%	3.9%	7.0%	3.3%	4.8%	7.0%	3.5%	2.9%	5.4%	5.0%	8.2%	4.0%	5.8%	7.8%	3.6%	3.4%	5.1%
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	859	133	168	179	134	88	116	41	800	154	135	168	110	78	111	44	787	119	134	202	101	74	119	38	2,446
	Number of GREEN2 Incidents where Ideal Resource First on Scene	520	74	104	112	67	56	75	32	487	99	69	108	48	51	80	32	467	70	66	126	45	47	83	30	1,474
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	60.5%	55.6%	61.9%	62.6%	50.0%	63.6%	64.7%	78.0%	60.9%	64.3%	51.1%	64.3%	43.6%	65.4%	72.1%	72.7%	59.3%	58.8%	49.3%	62.4%	44.6%	63.5%	69.7%	78.9%	60.3%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	17	2	3	3	5	2	1	1	16	1	3	2	8	1	-	1	17	-	3	7	3	1	3	-	50
AQI18	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	2.0%	1.5%	1.8%	1.7%	3.7%	2.3%	0.9%	2.4%	2.0%	0.6%	2.2%	1.2%	7.3%	1.3%	0.0%	2.3%	2.2%	0.0%	2.2%	3.5%	3.0%	1.4%	2.5%	0.0%	2.0%
	GREEN3 (Non HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	790	117	121	224	79	102	110	37	788	101	125	230	93	65	116	58	860	113	112	251	102	82	162	38	2,438
	Number of GREEN3 Incidents where Ideal Resource First on Scene	583	89	91	172	38	72	91	30	562	78	78	179	41	37	97	52	587	78	68	176	43	52	134	36	1,732
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	73.8%	76.1%	75.2%	76.8%	48.1%	70.6%	82.7%	81.1%	71.3%	77.2%	62.4%	77.8%	44.1%	56.9%	83.6%	89.7%	68.3%	69.0%	60.7%	70.1%	42.2%	63.4%	82.7%	94.7%	71.0%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	15	3	1	-	4	4	2	1	21	-	3	7	8	-	2	1	29	3	5	6	10	3	2	-	65
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	1.9%	2.6%	0.8%	0.0%	5.1%	3.9%	1.8%	2.7%	2.7%	0.0%	2.4%	3.0%	8.6%	0.0%	1.7%	1.7%	3.4%	2.7%	4.5%	2.4%	9.8%	3.7%	1.2%	0.0%	2.7%
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,526	303	441	686	342	269	341	144	2,666	328	485	684	377	278	367	147	2,489	294	440	651	334	276	360	134	7,681
	Number of GREEN3 Incidents where Ideal Resource First on Scene	1,696	226	287	527	140	196	228	92	1,847	237	315	522	205	228	240	100	1,724	206	323	489	169	217	223	97	5,267
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	67.1%	74.6%	65.1%	76.8%	40.9%	72.9%	66.9%	63.9%	69.3%	72.3%	64.9%	76.3%	54.4%	82.0%	65.4%	68.0%	69.3%	70.1%	73.4%	75.1%	50.6%	78.6%	61.9%	72.4%	68.6%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	12	1	4	5	-	1	1	-	10	-	4	1	-	2	3	-	8	-	1	1	2	1	1	2	30
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.3%	0.9%	0.7%	0.0%	0.4%	0.3%	0.0%	0.4%	0.0%	0.8%	0.1%	0.0%	0.7%	0.8%	0.0%	0.3%	0.0%	0.2%	0.2%	0.6%	0.4%	0.3%	1.5%	0.4%

Step 5 Take Me To Hospital LHB Review: July 2018 - September 2018

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Aug-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	Sep-18 All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales Total
	Number of 999 Patients conveyed to Hospital	16,130	2,425	2,819	4,031	2,126	1,809	2,225	695	15,757	2,381	2,696	3,976	2,082	1,647	2,241	734	15,348	2,431	2,551	3,932	2,039	1,692	2,040	663	47,235
AQI19 i	Total Number of Incidents where an Ambulance Resource Attended Scene	23,927	3,779	4,132	6,219	3,238	2,376	3,094	1,089	23,182	3,696	3,968	5,981	3,125	2,179	3,126	1,107	22,355	3,629	3,749	5,873	3,022	2,193	2,897	992	69,464
	Percentage of patients conveyed to hospital following a face to face assessment	67.4%	64.2%	68.2%	64.8%	65.7%	76.1%	71.9%	63.8%	68.0%	64.4%	67.9%	66.5%	66.6%	75.6%	71.7%	66.3%	68.7%	67.0%	68.0%	67.0%	67.5%	77.2%	70.4%	66.8%	68.0%
AQI19 ii	Total number of patients conveyed to hospital by type	20,977	3,091	3,711	5,308	2,745	2,272	2,884	966	20,455	3,066	3,538	5,208	2,676	2,086	2,900	981	19,854	3,038	3,332	5,128	2,618	2,144	2,688	906	61,286
	Tier 1 Major A&E Units	19,153	2,754	3,512	5,134	2,213	2,254	2,416	870	18,721	2,766	3,350	5,077	2,163	2,069	2,401	895	18,260	2,722	3,186	5,010	2,104	2,132	2,264	842	56,134
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	537	310	164	44	-	7	5	7	512	280	166	30	-	8	16	11	444	281	122	20	-	4	12	5	1,493
	Tier 3 (Major Acute) - Medical Admissions Unit	922	2	1	-	475	-	444	-	951	-	2	-	480	1	468	-	853	1	1	-	458	-	393	-	2,726
	Other (all other units such as Maternity or Mental Health Units)	365	25	34	130	57	11	19	89	271	20	20	101	32	8	15	75	297	34	23	98	56	8	19	59	933
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	54.8%	47.7%	55.0%	36.2%	62.8%	92.1%	60.9%	51.3%	54.8%	48.3%	50.0%	38.9%	55.0%	90.8%	70.4%	50.4%	52.8%	45.8%	47.9%	38.0%	53.2%	90.3%	65.6%	47.6%	54.1%
	Number of Notification to Handover within 15 minutes	11,042	1,484	1,824	1,880	1,565	2,056	1,784	449	10,733	1,481	1,559	1,976	1,360	1,847	2,048	462	10,144	1,406	1,433	1,926	1,288	1,907	1,778	406	31,919
	Total Number of Handovers	20,149	3,108	3,318	5,195	2,491	2,232	2,929	876	19,593	3,065	3,119	5,076	2,473	2,034	2,909	917	19,223	3,071	2,993	5,064	2,419	2,111	2,712	853	58,965
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	54.7%	48.5%	55.0%	36.2%	65.5%	92.2%	58.7%	51.6%	54.7%	50.3%	50.0%	38.9%	57.1%	90.9%	67.9%	50.8%	52.5%	47.2%	47.9%	38.0%	55.4%	90.3%	61.7%	47.7%	54.0%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	10,381	1,371	1,824	1,880	1,355	2,055	1,447	449	10,058	1,415	1,557	1,976	1,170	1,844	1,636	460	9,527	1,326	1,432	1,926	1,114	1,907	1,417	405	29,966
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,973	2,827	3,317	5,195	2,070	2,230	2,464	870	18,395	2,811	3,115	5,076	2,048	2,028	2,411	906	18,132	2,809	2,990	5,064	2,011	2,111	2,298	849	55,500
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	39.4%	40.1%	-	-	-	50.0%	40.0%	0.0%	27.8%	26.0%	33.3%	-	-	50.0%	57.1%	18.2%	31.5%	30.7%	50.0%	-	-	-	55.6%	25.0%	32.9%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	115	112	-	-	-	1	2	-	80	66	1	-	-	3	8	2	87	80	1	-	-	-	5	1	282
	TIER 2 (Minor A&E Units) - Total Number of Handovers	292	279	-	-	-	2	5	6	288	254	3	-	-	6	14	11	276	261	2	-	-	-	9	4	856
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	61.8%	50.0%	0.0%	-	49.9%	-	72.8%	-	65.4%	-	100.0%	-	44.7%	-	83.5%	-	65.0%	0.0%	0.0%	-	42.6%	-	87.9%	-	64.0%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	546	1	-	-	210	-	335	-	595	-	1	-	190	-	404	-	530	-	-	-	174	-	356	-	1,671
	TIER 3 (Major Acute) - Total Number of Handovers	884	2	1	-	421	-	460	-	910	-	1	-	425	-	484	-	815	1	1	-	408	-	405	-	2,609
	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	4,562	1062	728	1843	248	19	514	149	4,669	1012	931	1852	428	22	266	158	5,253	1169	1189	1830	453	25	426	161	14,484
	Tier 1 Major A&E Units	4,371	981	728	1843	200	19	453	148	4,441	886	930	1,852	360	21	243	149	5,079	1,079	1,188	1,830	380	25	417	160	13,891
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	83	81	0	-	-	0	1	1	138	126	0	-	-	1	1	10	92	90	1	-	-	-	1	1	313
	Tier 3 (Major Acute) - Medical Admissions Unit	109	0	0	-	48	-	60	-	90	-	-	-	68	-	22	-	81	0	0	-	72	-	8	-	280
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	73.4%	69.3%	61.7%	82.9%	66.8%	82.6%	68.9%	86.2%	73.1%	67.6%	63.2%	81.7%	67.1%	81.8%	68.4%	88.7%	74.5%	68.2%	65.3%	84.2%	68.6%	80.3%	70.4%	87.8%	73.6%
	Number of Handover to Clear within 15 minutes	14,793	2,154	2,048	4,309	1,665	1,844	2,018	755	14,314	2,073	1,970	4,145	1,659	1,664	1,990	813	14,320	2,094	1,953	4,262	1,659	1,695	1,908	749	43,427
	Total Number of Handovers	20,149	3,108	3,318	5,195	2,491	2,232	2,929	876	19,593	3,065	3,119	5,076	2,473	2,034	2,909	917	19,223	3,071	2,993	5,064	2,419	2,111	2,712	853	58,965

AQI Ref	AQI Description	Jul-18								Aug-18								Sep-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	73.0%	67.8%	61.7%	82.9%	62.6%	82.6%	68.8%	86.2%	72.7%	66.0%	63.1%	81.7%	62.0%	81.8%	69.2%	88.7%	74.3%	66.5%	65.2%	84.2%	65.0%	80.3%	71.4%	87.8%	73.3%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,856	1,917	2,047	4,309	1,296	1,842	1,695	750	13,367	1,856	1,966	4,145	1,269	1,658	1,669	804	13,468	1,867	1,950	4,262	1,308	1,695	1,641	745	40,691
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,973	2,827	3,317	5,195	2,070	2,230	2,464	870	18,395	2,811	3,115	5,076	2,048	2,028	2,411	906	18,132	2,809	2,990	5,064	2,011	2,111	2,298	849	55,500
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	84.6%	84.2%	-	-	-	100.0%	100.0%	83.3%	85.8%	85.4%	100.0%		-	100.0%	85.7%	81.8%	87.0%	86.6%	100.0%	-	-	-	88.9%	100.0%	85.7%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	247	235	-	-	-	2	5	5	247	217	3	-	-	6	12	9	240	226	2	-	-	-	8	4	734
	TIER 2 (Minor A&E Units) - Total Number of Handovers	292	279	-	-	-	2	5	6	288	254	3	-	-	6	14	11	276	261	2	-	-	-	9	4	856
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	78.1%	100.0%	100.0%	-	87.6%	-	69.1%	-	76.9%	-	100.0%	-	91.8%	-	63.8%	-	75.1%	100.0%	-	-	86.0%	-	64.0%	-	76.7%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	690	2	1	-	369	-	318	-	700	-	1	-	390	-	309	-	612	1	1	-	351	-	259	-	2,002
	TIER 3 (Major Acute) - Total Number of Handovers	884	2	1	-	421	-	460	-	910	-	1	-	425	-	484	-	815	1	1	-	408	-	405	-	2,609
	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	1,534	47	460	205	149	64	133	476	1,466	46	409	191	127	74	124	495	1,412	37	414	189	164	57	115	436	4,412
	Number of patients conveyed to hospital	20,977	3,091	3,711	5,308	2,745	2,272	2,884	966	20,455	3,066	3,538	5,208	2,676	2,086	2,900	981	19,854	3,038	3,332	5,128	2,618	2,144	2,688	906	61,286
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.3%	1.5%	12.4%	3.9%	5.4%	2.8%	4.6%	49.3%	7.2%	1.5%	11.6%	3.7%	4.7%	3.5%	4.3%	50.5%	7.1%	1.2%	12.4%	3.7%	6.3%	2.7%	4.3%	48.1%	7.2%
AQI24	Number of lost hours following handover to clear over 15 minutes	909	157	272	139	141	43	140	17	916	149	280	132	154	43	138	19	888	150	275	126	156	50	113	17	2712
	Tier 1 Major A&E Units	879	150	272	139	136	43	123	17	885	146	280	132	147	43	118	19	855	145	275	126	146	50	95	17	2619
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	7	7	-	-	-	-	-	0	4	3	-	-	-	-	1	0	5	5	-	-	-	-	0	-	17
	Tier 3 (Major Acute) - Medical Admissions Unit	23	-	-	-	5	-	18	-	26	-	-	-	7	-	19	-	28	-	-	-	10	-	18	-	76
	Other (all other units such as Maternity or Mental Health Units)	0	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	0

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

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

Changes captured within version 2	
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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