



# Welsh Ambulance Services NHS Trust

## National Collaborative Commissioning: Quality and Delivery Framework

### Ambulance Quality Indicators: July 2019 - September 2019

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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



## EASC Ambulance Quality Indicator Definition Table

No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQ1	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	AQ3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
3	AQ4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
4	AQ4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
5	AQ5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
6	AQ6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQ7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQ7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
9	AQ8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
10	AQ9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
11	AQ9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	AQ9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
13	AQ9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
14	AQ10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (by clinical telephone advice).
15	AQ10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (following treatment at the scene).
16	AQ11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

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

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

### Step 1 Help Me Choose LHB Review: July 2019 - September 2019

#### Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	24	5	1	3	5	5	2	3	29	7	-	5	5	3	4	5	18	4	-	4	4	2	2	2	<b>71</b>
<b>AQI3</b>	Number of attendances at key stakeholder events	26	4	2	5	5	3	3	4	10	2	-	2	2	1	1	2	21	4	2	3	3	3	3	3	<b>57</b>
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	397,017	-	-	-	-	-	-	-	441,412	-	-	-	-	-	-	-	421,636	-	-	-	-	-	-	-	<b>1,260,065</b>
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,799	62	1,238	26	300	925	306	942	4,261	103	1,422	15	313	1,031	328	1,049	3,550	44	1,115	28	322	900	245	896	<b>11,610</b>
	Abdominal Pain	1,245	188	196	131	171	247	68	244	1,441	320	204	151	169	250	84	263	1,247	280	161	150	162	184	59	251	<b>3,933</b>
	Chest Pain	561	65	60	57	75	128	44	132	718	137	90	58	89	123	42	179	707	161	71	68	86	126	46	149	<b>1,986</b>
	Other Symptoms	630	105	92	76	98	112	38	109	671	105	105	76	99	126	42	118	588	100	104	69	80	109	32	94	<b>1,889</b>
	Rash	589	88	86	44	94	101	39	137	581	118	52	46	89	101	26	149	521	108	70	38	79	98	26	102	<b>1,691</b>
	Fever	614	80	87	59	99	133	32	124	543	99	77	63	73	103	25	103	493	103	65	42	79	81	25	98	<b>1,650</b>
	Back Pain	460	56	61	44	62	110	29	98	555	93	71	46	65	141	29	110	484	103	82	34	77	71	26	91	<b>1,499</b>
	Ingestion Toxic	455	65	81	55	60	72	33	89	442	77	82	54	43	74	28	84	376	72	53	43	54	61	16	77	<b>1,273</b>
	Sore Throat	358	28	34	21	52	75	24	124	417	85	21	27	58	96	18	112	458	137	22	20	51	85	29	114	<b>1,233</b>
	Headache	336	41	50	38	46	60	23	78	346	64	42	26	54	62	21	77	353	79	38	36	46	61	19	74	<b>1,035</b>
<b>AQI5</b>	Number of Frequent Callers	284	51	85	33	32	36	7	40	292	48	96	28	38	31	14	37	281	37	102	33	40	34	5	30	<b>857</b>
	Number of Incidents generated by Frequent Callers	2,534	403	747	264	284	367	64	405	2,732	437	844	276	378	316	137	344	2,712	341	947	324	363	313	132	292	<b>7,978</b>
	Total Number of Incidents	40,666	7,429	10,681	5,584	5,606	5,026	1,799	4,541	40,067	7,175	10,897	5,344	5,242	4,952	1,930	4,527	38,641	6,805	10,206	5,259	5,137	4,908	1,703	4,623	<b>119,374</b>
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.2%	5.4%	7.0%	4.7%	5.1%	7.3%	3.6%	8.9%	6.8%	6.1%	7.7%	5.2%	7.2%	6.4%	7.1%	7.6%	7.0%	5.0%	9.3%	6.2%	7.1%	6.4%	7.8%	6.3%	<b>6.7%</b>

## Step 2 Answer My Call LHB Review: July 2019 - September 2019

Step 2: Answer My Call																														
AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total				
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB					
<b>AQI6</b>	Number of Healthcare Professional (HCP) Calls answered	7,121	-	-	-	-	-	-	-	6,649	-	-	-	-	-	-	-	-	6,573	-	-	-	-	-	-	-	-	-	-	<b>20,343</b>
<b>AQI7i</b>	Number of 999 calls answered	43,471	-	-	-	-	-	-	-	43,015	-	-	-	-	-	-	-	-	41,839	-	-	-	-	-	-	-	-	-	-	<b>128,325</b>
<b>AQI7ii</b>	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	01:21	-	-	-	-	-	-	-	01:46	-	-	-	-	-	-	-	-	01:22	-	-	-	-	-	-	-	-	-	-	
<b>AQI8</b>	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,666	7,429	10,681	5,584	5,606	5,026	1,799	4,541	40,067	7,175	10,897	5,344	5,242	4,952	1,930	4,527	38,641	6,805	10,206	5,259	5,137	4,908	1,703	4,623	<b>119,374</b>				
	Protocol 17: FALLS	4,851	891	1,410	567	646	606	225	506	4,817	818	1,456	600	632	597	221	493	4,567	777	1,296	612	626	567	215	474	<b>14,235</b>				
	Protocol 10: CHEST PAIN	4,100	753	1,015	482	570	541	201	538	4,156	713	1,074	487	593	560	221	508	4,068	739	979	477	561	573	225	514	<b>12,324</b>				
	Protocol 35: HEALTH CARE PROFESSIONAL	4,231	828	1,100	543	592	608	226	334	4,114	773	1,007	539	563	621	251	360	3,731	689	1,037	480	457	518	206	344	<b>12,076</b>				
	Protocol 06: BREATHING PROBLEMS	3,729	692	939	493	604	399	181	421	3,617	657	983	433	535	413	148	448	4,057	712	1,083	527	568	451	184	532	<b>11,403</b>				
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,158	517	955	425	434	419	119	289	2,976	523	930	360	366	356	119	322	2,956	490	917	382	377	393	99	298	<b>9,090</b>				
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,585	467	663	432	334	286	118	285	2,463	423	654	420	287	295	103	281	2,372	433	560	390	310	312	78	289	<b>7,420</b>				
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,534	286	423	209	189	204	65	158	1,419	277	403	178	178	185	51	147	1,410	258	421	171	176	160	62	162	<b>4,363</b>				
	Protocol *U: UNKNOWN - USER LEFT CALL	1,375	256	368	234	181	122	61	153	1,503	270	329	243	196	178	104	183	1,341	256	328	215	159	145	35	203	<b>4,219</b>				
	Protocol 12: CONVULSIONS/FITTING	1,347	221	322	233	199	150	55	167	1,315	246	340	214	165	161	50	139	1,349	198	357	200	212	167	50	165	<b>4,011</b>				
	Protocol 28: STROKE - CVA	1,284	242	321	139	167	167	86	162	1,391	243	360	151	192	170	88	187	1,304	196	335	142	182	203	79	167	<b>3,979</b>				
<b>AQI9 i</b>	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,463	716	685	617	513	337	98	497	3,321	721	675	578	451	308	94	494	3,295	646	559	606	538	314	77	555	<b>10,079</b>				
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,446	241	414	238	197	169	51	136	1,367	254	398	214	157	141	67	136	1,252	201	347	175	175	160	49	145	<b>4,065</b>				
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,017	475	271	379	316	168	47	361	1,954	467	277	364	294	167	27	358	2,043	445	212	431	363	154	28	410	<b>6,014</b>				
	Percentage of calls ended following WAST telephone assessment	8.5%	9.6%	6.4%	11.0%	9.2%	6.7%	5.4%	10.9%	8.3%	10.0%	6.2%	10.8%	8.6%	6.2%	4.9%	10.9%	8.5%	9.5%	5.5%	11.5%	10.5%	6.4%	4.5%	12.0%	<b>8.4%</b>				
<b>AQI9 ii</b>	Number of calls transferred to NHS Direct Wales	2,822	473	807	431	367	358	100	286	2,679	475	816	373	324	292	128	271	2,596	419	759	377	324	333	90	294	<b>8,097</b>				
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,666	7,429	10,681	5,584	5,606	5,026	1,799	4,541	40,067	7,175	10,897	5,344	5,242	4,952	1,930	4,527	38,641	6,805	10,206	5,259	5,137	4,908	1,703	4,623	<b>119,374</b>				
	Percentage of calls transferred to NHS Direct Wales	6.9%	6.4%	7.6%	7.7%	6.5%	7.1%	5.6%	6.3%	6.7%	6.6%	7.5%	7.0%	6.2%	5.9%	6.6%	6.0%	6.7%	6.2%	7.4%	7.2%	6.3%	6.8%	5.3%	6.4%	<b>6.8%</b>				
<b>AQI9 iii</b>	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,070	192	310	140	128	143	38	119	1,009	167	327	113	134	123	47	98	1,020	169	326	132	110	127	33	123	<b>3,099</b>				
	Total Number of Calls Triage by a Nurse Advisor	2,516	433	724	378	325	312	89	255	2,376	421	725	327	291	264	114	234	2,272	370	673	307	285	287	82	268	<b>7,164</b>				
	Percentage of calls returned from NHS Direct Wales	42.5%	44.3%	42.8%	37.0%	39.4%	45.8%	42.7%	46.7%	42.5%	39.7%	45.1%	34.6%	46.0%	46.6%	41.2%	41.9%	44.9%	45.7%	48.4%	43.0%	38.6%	44.3%	40.2%	45.9%	<b>43.3%</b>				
<b>AQI9 iv</b>	Number of calls ended through transfer to alternative care advice services	1,446	241	414	238	197	169	51	136	1,367	254	398	214	157	141	67	136	1,252	201	347	175	175	160	49	145	<b>4,065</b>				
	Total Number of Calls Triage by a Nurse Advisor	2,516	433	724	378	325	312	89	255	2,376	421	725	327	291	264	114	234	2,272	370	673	307	285	287	82	268	<b>7,164</b>				
	Percentage of calls ended through transfer to alternative care advice services	57.5%	55.7%	57.2%	63.0%	60.6%	54.2%	57.3%	53.3%	57.5%	60.3%	54.9%	65.4%	54.0%	53.4%	58.8%	58.1%	55.1%	54.3%	51.6%	57.0%	61.4%	55.7%	59.8%	54.1%	<b>56.7%</b>				
<b>AQI10 i</b>	Re-Contact rates - Telephone																													
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	264	43	49	13	34	41	12	72	267	30	77	15	46	45	8	46	252	34	47	27	38	25	6	75	<b>783</b>				
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,463	716	685	617	513	337	98	497	3,321	721	675	578	451	308	94	494	3,295	646	559	606	538	314	77	555	<b>10,079</b>				
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	7.6%	6.0%	7.2%	2.1%	6.6%	12.2%	12.2%	14.5%	8.0%	4.2%	11.4%	2.6%	10.2%	14.6%	8.5%	9.3%	7.6%	5.3%	8.4%	4.5%	7.1%	8.0%	7.8%	13.5%	<b>7.8%</b>				
<b>AQI10 ii</b>	Re-Contact rates - Attendance at Scene																													
	Number of incidents within 24 hours following See and Treat	18	1	9	-	-	5	-	3	22	-	15	-	1	4	2	-	31	3	21	1	1	3	1	1	<b>71</b>				
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,988	503	1,044	359	232	372	183	295	2,958	531	1,040	331	221	370	198	267	2,739	463	1,045	286	235	354	135	221	<b>8,665</b>				
	Re-contact percentage within 24hrs of See and Treat	0.6%	0.2%	0.9%	0.0%	0.0%	1.3%	0.0%	1.0%	0.7%	0.0%	1.4%	0.0%	0.5%	1.1%	1.0%	0.0%	1.1%	0.6%	2.0%	0.3%	0.4%	0.8%	0.7%	0.5%	<b>0.8%</b>				

### Step 3 Come to See Me LHB Review: July 2019 - September 2019

#### Step 3: Come to See Me

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI11	Number of RED category incidents resulting in an emergency response	2,301	417	463	351	342	277	94	357	2,274	461	481	341	296	278	100	317	2,301	416	507	360	295	273	87	363	6,876			
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,595	294	315	262	227	177	67	253	1,569	316	335	296	195	182	61	224	1,575	284	350	260	201	187	51	242		4,739		
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	69.3%	70.5%	68.0%	74.6%	66.4%	63.9%	71.3%	70.9%	69.0%	68.5%	69.6%	75.1%	65.9%	65.5%	61.0%	70.7%	68.4%	68.3%	69.0%	72.2%	68.1%	68.5%	58.6%	66.7%			68.9%	
	RED Category - Median Response	00:05:26	00:05:35	00:05:30	00:05:16	00:06:09	00:05:36	00:04:08	00:05:18	00:05:36	00:05:48	00:05:41	00:05:26	00:05:56	00:05:30	00:04:40	00:05:29	00:05:39	00:06:04	00:05:41	00:05:20	00:05:34	00:05:11	00:05:31	00:05:47				
	RED Category - 65th Percentile	00:07:21	00:07:09	00:07:26	00:06:46	00:07:50	00:08:10	00:06:41	00:07:08	00:07:27	00:07:25	00:07:25	00:06:46	00:07:51	00:07:51	00:09:00	00:07:10	00:07:31	00:07:46	00:07:28	00:06:58	00:07:27	00:07:30	00:09:10	00:07:46				
RED Category - 95th Percentile	00:16:38	00:15:46	00:17:17	00:12:29	00:16:14	00:21:17	00:22:04	00:15:02	00:16:54	00:15:50	00:17:17	00:12:41	00:16:32	00:19:13	00:23:45	00:17:38	00:16:57	00:16:50	00:17:30	00:13:39	00:16:04	00:17:59	00:20:53	00:16:01					
AQI12	Number of AMBER category incidents resulting in an emergency response	22,283	4,065	5,880	2,798	3,109	2,950	1,124	2,357	21,938	3,908	6,115	2,712	2,918	2,872	1,130	2,283	21,061	3,781	5,698	2,660	2,844	2,810	1,052	2,216	65,282			
	AMBER Category - Median Response	00:29:33	00:36:55	00:24:06	00:31:59	00:31:35	00:24:57	00:21:26	00:46:53	00:30:52	00:37:49	00:26:01	00:36:07	00:32:42	00:24:14	00:22:47	00:52:33	00:30:50	00:34:57	00:23:58	00:37:54	00:31:44	00:27:28	00:24:15	01:09:53				
	AMBER Category - 65th Percentile	00:45:21	00:59:29	00:36:12	00:51:18	00:48:38	00:34:24	00:31:16	01:10:55	00:47:34	01:00:41	00:38:08	00:57:30	00:49:49	00:35:25	00:35:25	01:26:45	00:48:26	00:55:33	00:34:04	00:59:51	00:51:01	00:40:46	00:35:43	01:52:02				
	AMBER Category - 95th Percentile	03:05:13	04:17:54	02:12:36	03:28:23	03:11:16	02:02:09	01:33:59	04:23:48	03:26:29	04:07:54	02:26:28	04:03:18	03:29:48	02:04:43	01:42:10	05:08:24	03:28:25	04:12:58	02:05:27	03:47:27	03:16:47	02:30:07	02:00:42	06:24:11				
AQI13	Number of GREEN category incidents resulting in a response	2,161	329	665	234	262	330	124	217	2,078	324	647	201	255	313	141	197	2,101	330	663	219	268	311	132	178	6,340			
	GREEN Category - Median Response	00:50:06	01:05:03	00:39:41	01:05:51	00:53:42	00:47:37	00:36:54	01:00:54	00:50:18	01:04:20	00:44:35	00:56:10	00:53:51	00:44:16	00:38:19	00:56:44	00:51:44	01:08:26	00:46:59	01:00:33	00:53:14	00:47:04	00:37:06	01:01:52				
	GREEN Category - 65th Percentile	01:13:28	01:37:33	01:01:56	01:32:35	01:09:53	01:11:13	00:56:55	01:29:36	01:14:37	01:35:00	01:04:55	01:36:22	01:21:21	01:08:06	00:52:37	01:18:31	01:17:05	01:39:27	01:07:12	01:43:37	01:12:54	01:08:10	00:50:13	01:40:45				
	GREEN Category - 95th Percentile	05:23:04	08:10:21	03:02:31	07:20:41	05:17:21	04:16:12	02:28:34	05:57:44	05:41:24	08:41:15	03:49:02	09:54:13	06:08:51	03:27:42	03:05:51	06:15:09	05:09:31	09:03:49	03:35:31	08:58:39	05:13:31	03:40:15	03:16:28	06:51:30				
AQI14	Number of responded incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,152	4,034	5,788	2,974	3,123	2,914	1,021	2,298	21,397	3,965	5,627	2,853	2,861	2,861	1,046	2,184	22,037	3,960	6,113	2,937	2,951	2,800	1,004	2,272	65,586			
	Percentage of Incidents where 1 Vehicle Arrived at Scene	81.9%	75.2%	86.1%	80.5%	79.3%	89.0%	86.6%	77.4%	81.8%	75.6%	85.4%	78.7%	79.3%	90.3%	87.4%	77.7%	78.3%	72.8%	81.4%	76.1%	75.1%	85.9%	83.8%	74.9%		80.7%		
	Percentage of Incidents where 2 Vehicles Arrived at Scene	16.3%	22.5%	12.6%	17.4%	18.6%	10.2%	11.9%	20.1%	16.2%	21.6%	13.1%	19.0%	18.0%	9.2%	11.8%	19.9%	19.0%	23.5%	16.2%	20.7%	22.0%	13.1%	14.0%	21.8%			17.2%	
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.5%	2.2%	1.1%	1.6%	2.0%	0.7%	1.1%	2.0%	1.6%	2.3%	1.3%	2.0%	2.1%	0.5%	0.6%	2.1%	2.3%	3.1%	2.0%	2.8%	2.5%	0.8%	2.0%	3.0%				1.8%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.2%	0.2%	0.1%	0.5%	0.1%	0.1%	0.5%	0.4%	0.3%	0.5%	0.2%	0.4%	0.7%	0.0%	0.3%	0.3%	0.4%	0.6%	0.4%	0.3%	0.4%	0.3%	0.2%	0.3%				
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,557	273	449	148	197	246	112	132	1,795	344	605	166	195	223	127	135	1,610	280	553	120	189	233	126	109	4,962			
	RED	275	47	54	33	39	63	15	24	302	58	70	47	29	54	22	22	307	45	82	33	34	48	33	32		884		
	AMBER	1,217	220	354	109	155	180	93	106	1,400	280	489	114	161	162	84	110	1,217	226	426	87	149	182	73	74			3,834	
	GREEN	65	6	41	6	3	3	4	2	93	6	46	5	5	7	21	3	86	9	45	-	6	3	20	3				244
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,342	236	398	118	172	205	96	117	1,570	306	543	130	172	196	103	120	1,368	247	463	97	170	198	103	90				
Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	86.2%	86.4%	88.6%	79.7%	87.3%	83.3%	85.7%	88.6%	87.5%	89.0%	89.6%	78.3%	88.2%	87.9%	81.1%	88.9%	85.0%	88.2%	83.7%	80.8%	89.9%	85.0%	81.7%	82.6%	86.3%				

### Step 4 Give Me Treatment LHB Review: July 2019 - September 2019

#### Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	16.0%	All Wales Indicator Only								14.8%	All Wales Indicator Only								11.3%	All Wales Indicator Only								14.1%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	36	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	86			
	Total Number of patients with attempted resuscitation following cardiac arrest	225	-	-	-	-	-	-	-	182	-	-	-	-	-	-	-	203	-	-	-	-	-	-	-	610			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	95.8%	All Wales Indicator Only								96.6%	All Wales Indicator Only								96.6%	All Wales Indicator Only								96.3%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	342	-	-	-	-	-	-	-	375	-	-	-	-	-	-	-	310	-	-	-	-	-	-	-	1027			
	Total Number of suspected stroke patients	357	-	-	-	-	-	-	-	388	-	-	-	-	-	-	-	321	-	-	-	-	-	-	-	1066			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	81.5%	All Wales Indicator Only								80.8%	All Wales Indicator Only								83.2%	All Wales Indicator Only								81.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	203	-	-	-	-	-	-	-	206	-	-	-	-	-	-	-	213	-	-	-	-	-	-	-	622			
	Total Number of older patients with suspected hip fracture	249	-	-	-	-	-	-	-	255	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	760			
AQI16 iv	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	92.8%	All Wales Indicator Only								89.8%	All Wales Indicator Only								93.8%	All Wales Indicator Only								92.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	231	-	-	-	-	-	-	-	229	-	-	-	-	-	-	-	240	-	-	-	-	-	-	-	700			
	Total Number of older patients with suspected hip fracture	249	-	-	-	-	-	-	-	255	-	-	-	-	-	-	-	256	-	-	-	-	-	-	-	760			
AQI16 v	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	70.7%	All Wales Indicator Only								87.0%	All Wales Indicator Only								71.4%	All Wales Indicator Only								77.5%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	41	-	-	-	-	-	-	-	67	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	148			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	58	-	-	-	-	-	-	-	77	-	-	-	-	-	-	-	56	-	-	-	-	-	-	-	191			
AQI16 vi	Percentage of suspected sepsis patients who have had a documented NEWS score	98.4%	All Wales Indicator Only								100.0%	All Wales Indicator Only								97.9%	All Wales Indicator Only								98.8%
	Number of suspected sepsis patients who have had a documented NEWS score	62	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	46	-	-	-	-	-	-	-	161			
	Total Number of suspected sepsis patients	63	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	163			
AQI16 vii	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	31	-	-	-	-	-	-	-	19	-	-	-	-	-	-	-	19	-	-	-	-	-	-	-	69			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	31	-	-	-	-	-	-	-	19	-	-	-	-	-	-	-	19	-	-	-	-	-	-	-	69			
AQI16 viii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	87.6%	All Wales Indicator Only								86.0%	All Wales Indicator Only								89.8%	All Wales Indicator Only								87.6%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	170	-	-	-	-	-	-	-	208	-	-	-	-	-	-	-	159	-	-	-	-	-	-	-	537			
	Total Number of hypoglycaemic patients	194	-	-	-	-	-	-	-	242	-	-	-	-	-	-	-	177	-	-	-	-	-	-	-	613			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,985	841	1,528	654	441	672	301	548	4,917	918	1,506	600	412	632	309	540	4,761	823	1,530	557	416	675	269	491	14,663	
	Treated At Scene	2,988	503	1,044	359	232	372	183	295	2,956	531	1,040	331	220	369	198	267	2,739	463	1,045	286	235	354	135	221	8,683	
	Referred To Alternate Provider	1,997	338	484	295	209	300	118	253	1,961	387	466	269	192	263	111	273	2,022	360	485	271	181	321	134	270	5,980	
<b>AMBER</b>																											
Total Number of AMBER Incidents with a Response		19,720	3,514	5,269	2,473	2,764	2,643	1,028	2,029	19,503	3,399	5,458	2,426	2,607	2,620	1,026	1,967	18,697	3,335	5,090	2,344	2,538	2,515	967	1,908	57,920	
Number of AMBER Incidents where Ideal Resource First on Scene		13,416	2,106	3,774	1,697	1,836	1,932	755	1,316	13,032	2,041	3,831	1,627	1,687	1,900	744	12,202	2,049	3,570	1,512	1,623	1,827	681	1,115	38,825		
Percentage of AMBER Incidents where Ideal Resource First on Scene		68.0%	59.9%	71.6%	68.6%	66.4%	73.1%	73.4%	64.9%	66.8%	60.0%	70.2%	67.1%	64.7%	72.5%	72.5%	61.1%	66.2%	61.4%	70.1%	64.5%	63.9%	72.6%	70.4%	58.4%	67.0%	
Number of AMBER Incidents where Ideal Resource Arrived Subsequently		1,150	336	180	153	196	109	57	119	1,107	281	186	162	193	95	48	1,136	286	194	158	173	124	61	140	3,393		
Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently		5.8%	9.6%	3.4%	6.2%	7.1%	4.1%	5.5%	5.9%	5.7%	8.3%	3.4%	6.7%	7.4%	3.6%	4.7%	7.2%	6.1%	8.6%	3.8%	6.7%	6.8%	4.9%	6.3%	7.3%	5.9%	
<b>GREEN2</b>																											
Total Number of GREEN2 Incidents with a Response		881	151	237	112	121	130	44	86	847	137	241	97	98	128	61	85	847	146	230	101	114	123	57	76	2,575	
Number of GREEN2 Incidents where Ideal Resource First on Scene		479	70	149	42	55	83	34	46	480	68	155	38	49	84	48	38	450	63	156	35	53	77	37	29	1,409	
Percentage of GREEN2 Incidents where Ideal Resource First on Scene		54.4%	46.4%	62.9%	37.5%	45.5%	63.8%	77.3%	53.5%	56.7%	49.6%	64.3%	39.2%	50.0%	65.6%	78.7%	44.7%	53.1%	43.2%	67.8%	34.7%	46.5%	62.6%	64.9%	38.2%	54.7%	
Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently		33	9	5	6	4	5	-	4	30	7	6	5	6	3	2	1	36	1	12	10	3	6	1	3	99	
Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently		3.7%	6.0%	2.1%	5.4%	3.3%	3.8%	0.0%	4.7%	3.5%	5.1%	2.5%	5.2%	6.1%	2.3%	3.3%	1.2%	4.3%	0.7%	5.2%	9.9%	2.6%	4.9%	1.8%	3.9%	3.8%	
AQI 18	<b>GREEN3 (Non HCP Incidents)</b>																										
	Total Number of GREEN3 Incidents with a Response		1,041	124	377	87	119	163	72	99	1,023	140	356	71	138	160	72	86	1,053	140	382	88	132	162	69	80	3,117
	Number of GREEN3 Incidents where Ideal Resource First on Scene		635	49	262	38	64	120	65	37	618	64	246	20	60	131	65	32	609	60	266	26	43	127	57	30	1,862
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene		61.0%	39.5%	69.5%	43.7%	53.8%	73.6%	90.3%	37.4%	60.4%	45.7%	69.1%	28.2%	43.5%	81.9%	90.3%	37.2%	57.8%	42.9%	69.6%	29.5%	32.6%	78.4%	82.6%	37.5%	59.7%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently		65	9	15	6	8	11	2	14	67	14	15	7	12	3	1	15	65	14	22	4	10	7	2	6	197
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently		6.2%	7.3%	4.0%	6.9%	6.7%	6.7%	2.8%	14.1%	6.5%	10.0%	4.2%	9.9%	8.7%	1.9%	1.4%	17.4%	6.2%	10.0%	5.8%	4.5%	7.6%	4.3%	2.9%	7.5%	6.3%
	<b>GREEN3 (HCP Incidents)</b>																										
	Total Number of GREEN3 Incidents with a Response		2,803	518	763	407	391	393	138	193	2,740	525	674	386	365	414	173	203	2,593	475	729	373	330	355	141	190	8,136
	Number of GREEN3 Incidents where Ideal Resource First on Scene		1,825	359	552	256	250	203	72	133	1,848	359	504	257	266	235	87	140	1,699	327	509	241	235	198	73	116	5,372
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene		65.1%	69.3%	72.3%	62.9%	63.9%	51.7%	52.2%	68.9%	67.4%	68.4%	74.8%	66.6%	72.9%	56.8%	50.3%	69.0%	65.5%	68.8%	69.8%	64.6%	71.2%	55.8%	51.8%	61.1%	66.0%
Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently		15	2	1	4	2	1	1	4	16	4	4	2	1	2	-	3	19	8	2	3	1	2	-	3	50	
Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently		0.5%	0.4%	0.1%	1.0%	0.5%	0.3%	0.7%	2.1%	0.6%	0.8%	0.6%	0.5%	0.3%	0.5%	0.0%	1.5%	0.7%	1.7%	0.3%	0.8%	0.3%	0.6%	0.0%	1.6%	0.6%	

### Step 5 Take Me To Hospital LHB Review: July 2019 - September 2019

#### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI19 i	Number of 999 Patients conveyed to Hospital	15,197	2,652	3,955	1,870	2,336	2,045	745	1,594	14,947	2,554	4,046	1,850	2,178	2,071	743	1,505	14,831	2,623	3,877	1,877	2,206	2,018	735	1,495	44,975	
	Total Number of Incidents where an Ambulance Resource Attended Scene	22,848	4,008	6,139	2,901	3,188	3,024	1,159	2,429	22,572	3,951	6,323	2,798	2,976	3,003	1,184	2,337	22,095	3,906	6,050	2,790	2,986	2,945	1,128	2,290	67,515	
	Percentage of patients conveyed to hospital following a face to face assessment	66.5%	66.2%	64.4%	64.5%	73.3%	67.6%	64.3%	65.6%	66.2%	64.6%	64.0%	66.1%	73.2%	69.0%	62.8%	64.4%	67.1%	67.2%	64.1%	67.3%	73.9%	68.5%	65.2%	65.3%	66.6%	
AQI19 ii	Total number of patients conveyed to hospital by type	20,646	3,752	5,249	2,598	3,126	2,805	1,007	2,109	20,047	3,534	5,294	2,523	2,910	2,776	1,022	1,988	19,586	3,493	5,108	2,535	2,832	2,661	963	1,994	60,279	
	Tier 1 Major A&E Units	18,817	3,512	5,101	2,046	3,087	2,364	911	1,796	18,447	3,359	5,153	2,043	2,883	2,333	937	1,739	17,934	3,318	4,981	2,044	2,806	2,204	880	1,701	55,198	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	556	201	30	-	11	13	9	292	428	147	33	3	14	9	7	215	453	144	29	1	10	7	9	253	1,437	
	Tier 3 (Major Acute) - Medical Admissions Unit	924	1	-	505	-	415	-	3	871	2	-	439	-	418	-	12	888	2	1	444	2	436	-	3	2,683	
	Other (all other units such as Maternity or Mental Health Units)	349	38	118	47	28	13	87	18	301	26	108	38	13	16	78	22	311	29	97	46	14	74	37	961		
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	45.4%	30.0%	36.6%	40.8%	68.6%	63.3%	50.7%	36.1%	42.3%	28.2%	31.9%	36.0%	70.4%	61.7%	41.6%	32.2%	38.2%	27.3%	26.5%	34.4%	66.7%	55.7%	38.4%	26.1%	42.0%	
	Number of Notification to Handover within 15 minutes	8,881	988	1,861	964	2,081	1,769	466	752	8,099	908	1,648	816	1,990	1,710	391	636	7,181	878	1,322	786	1,867	1,473	338	517	24,161	
	Total Number of Handovers	19,576	3,293	5,086	2,362	3,035	2,795	920	2,085	19,159	3,215	5,163	2,268	2,828	2,773	939	1,973	18,804	3,221	4,994	2,285	2,800	2,645	881	1,978	57,539	
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	44.7%	30.0%	36.6%	41.1%	68.6%	59.4%	50.6%	36.0%	41.5%	28.3%	31.9%	36.4%	70.4%	57.3%	41.8%	32.0%	37.5%	27.3%	26.5%	34.6%	66.8%	51.5%	38.6%	25.6%	41.3%	
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	8,232	988	1,861	787	2,078	1,404	461	653	7,522	907	1,648	822	1,987	1,343	390	565	6,636	878	1,322	659	1,865	1,130	337	445	22,390	
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,405	3,290	5,086	1,915	3,027	2,362	911	1,814	18,108	3,210	5,163	1,873	2,821	2,345	932	1,764	17,719	3,218	4,994	1,904	2,794	2,196	872	1,741	54,232	
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	37.0%	0.0%	0.0%	0.0%	37.5%	60.0%	55.6%	35.8%	31.7%	33.3%	0.0%	0.0%	42.9%	62.5%	14.3%	31.0%	29.3%	0.0%	0.0%	0.0%	20.0%	57.1%	11.1%	29.5%	32.9%	
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	110	-	-	-	3	6	5	96	71	1	-	-	3	5	1	61	75	-	-	-	1	4	1	69	256	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	297	2	-	-	8	10	9	268	224	3	-	2	7	8	7	197	256	1	-	-	5	7	9	234	777	
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	61.7%	0.0%	0.0%	39.6%	0.0%	84.9%	0.0%	100.0%	61.2%	0.0%	0.0%	34.1%	0.0%	86.2%	0.0%	83.3%	56.7%	0.0%	0.0%	33.3%	100.0%	76.7%	0.0%	100.0%	59.9%	
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	539	-	-	177	-	359	-	3	506	-	-	134	-	362	-	10	470	-	-	127	1	339	-	3	1,515	
	TIER 3 (Major Acute) - Total Number of Handovers	874	1	-	447	-	423	-	3	827	2	-	393	-	420	-	12	829	2	-	381	1	442	-	3	2,530	
	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	8,049	2,465	2,091	613	645	532	158	1,544	8,407	2,184	1,863	707	961	612	228	1,853	10,025	2,463	2,271	855	828	828	316	2,464	26,481	
	Tier 1 Major A&E Units	7,859	2,464	2,091	539	644	517	153	1,451	8,207	2,183	1,863	617	960	599	223	1,761	9,776	2,458	2,271	757	827	788	303	2,372	25,843	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	102	1	-	-	1	2	5	93	98	0	-	0	1	0	4	91	106	1	-	-	1	0	13	92	306	
	Tier 3 (Major Acute) - Medical Admissions Unit	88	0	-	74	-	13	-	-	102	1	-	89	-	12	-	0	142	4	-	98	-	40	-	-	332	
	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	87.5%	82.4%	95.6%	83.9%	87.4%	82.8%	92.5%	84.5%	88.8%	80.9%	95.3%	86.0%	91.2%	84.5%	94.8%	87.2%	88.6%	81.8%	95.8%	83.1%	89.1%	86.0%	94.7%	87.7%	88.3%	
	Number of Handover to Clear within 15 minutes	17,137	2,713	4,864	1,981	2,653	2,314	851	1,761	17,006	2,602	4,919	1,951	2,580	2,344	890	1,720	16,656	2,634	4,784	1,899	2,494	2,276	834	1,735	50,799	
	Total Number of Handovers	19,576	3,293	5,086	2,362	3,035	2,795	920	2,085	19,159	3,215	5,163	2,268	2,828	2,773	939	1,973	18,804	3,221	4,994	2,285	2,800	2,645	881	1,978	57,539	

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Jul-19								Aug-19								Sep-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
<b>AQI22 ii</b>	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	87.5%	82.4%	95.6%	81.8%	87.4%	82.3%	92.5%	84.1%	88.7%	81.0%	95.3%	83.8%	91.2%	84.7%	94.7%	86.8%	88.5%	81.8%	95.8%	81.8%	89.1%	85.7%	94.6%	87.2%	88.2%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	16,099	2,710	4,864	1,567	2,646	1,943	843	1,526	16,062	2,599	4,919	1,570	2,573	1,986	883	1,532	15,687	2,631	4,784	1,557	2,489	1,883	825	1,518	47,848
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,405	3,290	5,086	1,915	3,027	2,362	911	1,814	18,108	3,210	5,163	1,873	2,821	2,345	932	1,764	17,719	3,218	4,994	1,904	2,794	2,196	872	1,741	54,232
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	87.5%	100.0%	0.0%	0.0%	87.5%	90.0%	88.9%	87.3%	89.7%	33.3%	0.0%	100.0%	100.0%	100.0%	100.0%	89.3%	91.8%	100.0%	0.0%	0.0%	80.0%	100.0%	100.0%	91.5%	89.6%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	260	2	-	-	7	9	8	234	201	1	-	2	7	8	7	176	235	1	-	-	4	7	9	214	696
	TIER 2 (Minor A&E Units) - Total Number of Handovers	297	2	-	-	8	10	9	268	224	3	-	2	7	8	7	197	256	1	-	-	5	7	9	234	777
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	89.0%	100.0%	0.0%	92.6%	0.0%	85.6%	0.0%	33.3%	89.8%	100.0%	0.0%	96.4%	0.0%	83.3%	0.0%	100.0%	88.5%	100.0%	0.0%	89.8%	100.0%	87.3%	0.0%	100.0%	89.1%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	778	1	-	414	-	362	-	1	743	2	-	379	-	350	-	12	734	2	-	342	1	386	-	3	2,255
	TIER 3 (Major Acute) - Total Number of Handovers	874	1	-	447	-	423	-	3	827	2	-	393	-	420	-	12	829	2	-	381	1	442	-	3	2,530
	Other - Percentage of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Number of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>AQI23</b>	Conveyance to hospital outside of Local Health Board area	1,710	479	196	134	145	125	494	137	1,750	473	190	148	149	138	491	161	1,624	445	178	136	104	125	469	167	5,084
	Number of patients conveyed to hospital	20,646	3,752	5,249	2,598	3,126	2,805	1,007	2,109	20,047	3,534	5,294	2,523	2,910	2,776	1,022	1,988	19,586	3,493	5,108	2,535	2,832	2,661	963	1,994	60,279
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	8.3%	12.8%	3.7%	5.2%	4.6%	4.5%	49.1%	6.5%	8.7%	13.4%	3.6%	5.9%	5.1%	5.0%	48.0%	8.1%	8.3%	12.7%	3.5%	5.4%	3.7%	4.7%	48.7%	8.4%	8.4%
<b>AQI24</b>	Number of lost hours following handover to clear over 15 minutes	342	107	16	37	53	53	8	68	283	101	18	38	32	47	10	36	300	118	11	46	34	37	3	51	925
	Tier 1 Major A&E Units	325	107	16	35	53	47	8	58	273	101	18	36	32	42	10	33	291	118	11	42	34	33	3	50	888
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	10	-	-	-	0	0	0	10	3	0	-	-	-	-	-	2	1	-	-	-	0	-	-	-	14
	Tier 3 (Major Acute) - Medical Admissions Unit	8	-	-	2	-	6	-	0	7	-	-	2	-	6	-	-	8	-	-	4	-	4	-	-	23
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Ambulance Quality Indicator Glossary

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

# Ambulance Quality Indicator Glossary

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

# Ambulance Quality Indicator Glossary

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

# Welsh Ambulance Services NHS Trust

## National Collaborative Commissioning: Quality and Delivery Framework

### Ambulance Quality Indicators

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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