

# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: October - December 2017

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



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## EASC Ambulance Quality Indicator Definition Table

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

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

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



**GIG**  
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Pwyllgor Gwasanaethau  
Ambiwlans Brys  
Emergency Ambulance  
Services Committee



**Heb Farc Diogelu**  
**Not Protectively Marked**



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**NHS**  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwlans Cymru  
Welsh Ambulance Services  
NHS Trust

## Clinical Response Model

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

## Step 1 Help Me Choose LHB Review: October 2017 - December 2017

### Step 1: Help Me Choose

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	38	6	8	4	9	8	3	-	20	4	3	-	3	8	1	1	7	1	3	-	2	1	-	-	65
<b>AQI3</b>	Number of attendances at key stakeholder events	26								35								28								89
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	325,218	-	-	-	-	-	-	-	313,114	-	-	-	-	-	-	-	304,971	-	-	-	-	-	-	-	943,303
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,465	1149	41	1186	20	17	874	178	3,194	1,148	36	996	24	9	792	189	3,606	1,314	47	1,134	22	16	866	207	10,265
	Abdominal Pain	1,050	329	177	159	145	80	148	12	938	316	138	151	131	74	106	22	1,061	318	185	144	135	95	154	30	3,049
	Rash	553	212	78	71	55	60	70	7	509	200	69	51	68	49	67	5	620	250	79	71	72	52	82	14	1,682
	Other Symptoms	515	141	80	83	60	68	73	10	536	144	87	85	54	53	93	20	565	151	92	83	81	59	78	21	1,616
	Chest Pain	456	166	48	70	67	27	67	11	465	176	60	60	56	41	66	6	575	204	81	76	75	51	76	12	1,496
	Fever	393	114	67	61	59	37	48	7	437	123	88	48	61	56	52	9	610	204	115	78	79	38	90	6	1,440
	Cough	304	127	38	29	31	21	55	3	361	161	50	22	41	25	59	3	728	332	88	65	64	39	125	15	1,393
	Sore Throat	342	199	22	16	36	13	55	1	349	190	24	18	29	16	69	3	629	373	37	33	38	27	116	5	1,320
	Back Pain	359	111	61	56	44	42	40	5	326	106	38	61	38	32	44	7	413	110	69	78	47	35	64	10	1,098
	Breathing Difficulty	309	116	49	38	43	17	42	4	308	117	44	47	36	23	39	2	460	180	63	44	54	25	83	11	1,077
<b>AQI5</b>	Number of Frequent Callers	225	50	33	60	24	16	29	13	183	42	19	55	22	15	22	8	305	69	46	91	40	26	26	7	713
	Number of Incidents generated by Frequent Callers	1,925	521	265	531	190	117	201	100	1,797	520	162	487	238	118	190	82	2,768	817	362	831	348	186	186	38	6,490
	Total Number of Incidents	40,761	7,055	7,121	10,469	5,949	3,638	4,925	1,604	39,287	6,571	6,921	9,770	5,789	3,846	4,758	1,632	44,946	7,417	8,144	11,232	6,629	4,234	5,368	1,922	124,994
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.7%	7.4%	3.7%	5.1%	3.2%	3.2%	4.1%	6.2%	4.6%	7.9%	2.3%	5.0%	4.1%	3.1%	4.0%	5.0%	6.2%	11.0%	4.4%	7.4%	5.2%	4.4%	3.5%	2.0%	5.2%

## Step 2 Answer My Call LHB Review: October 2017 - December 2017

### Step 2: Answer My Call

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
<b>AQI6</b>	Number of Healthcare Professional (HCP) Calls answered	8,049	-	-	-	-	-	-	-	7,520	-	-	-	-	-	-	-	8,080	-	-	-	-	-	-	-	23,649
<b>AQI7</b>	Number of 999 calls answered	44,875	-	-	-	-	-	-	-	42,030	-	-	-	-	-	-	-	54,879	-	-	-	-	-	-	-	141,784
<b>AQI8</b>	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,761	7,055	7,121	10,469	5,949	3,638	4,925	1,604	39,287	6,571	6,921	9,770	5,789	3,846	4,758	1,632	44,946	7,417	8,144	11,232	6,629	4,234	5,368	1,922	124,994
	Protocol 17: FALLS	5,167	794	847	1539	630	443	689	225	4,703	738	757	1,350	578	447	608	225	5,613	906	989	1,514	727	532	686	259	15,483
	Protocol 06: BREATHING PROBLEMS	4,164	715	757	1109	555	388	474	166	4,293	709	805	1,036	617	487	480	159	5,538	939	1,069	1,340	797	531	636	226	13,995
	Protocol 10: CHEST PAIN	4,183	795	738	1024	536	362	527	201	3,998	701	713	956	539	364	530	195	4,581	794	802	1,140	657	431	561	196	12,762
	Protocol 35: HEALTH CARE PROFESSIONAL	4,261	518	784	1091	591	448	608	221	3,970	491	730	1,000	519	484	527	219	3,777	469	696	977	461	421	526	227	12,008
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,424	627	593	906	478	292	404	124	3,200	497	587	828	460	309	387	132	3,592	490	704	948	506	336	458	150	10,216
	Protocol 31: UNCONSCIOUS/FAINTING/NEAR	2,182	342	386	540	378	208	260	68	2,173	342	446	510	372	177	253	73	2,698	436	466	671	454	213	356	102	7,053
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,343	210	261	321	213	133	166	39	1,507	276	258	367	216	130	189	71	1,698	264	315	449	237	169	195	69	4,548
	Protocol 28: STROKE - CVA	1,280	256	211	328	160	102	170	53	1,333	248	232	349	156	124	163	61	1,534	246	265	373	213	151	208	78	4,147
	Protocol 12: CONVULSIONS/FITTING	1,288	238	230	346	183	107	150	34	1,250	189	249	300	194	130	154	34	1,339	250	225	335	211	123	150	45	3,877
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,381	262	201	348	292	138	111	29	1,176	214	158	330	201	153	88	32	1,256	259	183	295	227	159	107	26	3,813
<b>AQI9 i</b>	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,820	627	488	670	558	226	189	62	3,117	734	515	681	586	268	249	84	3,828	747	708	900	714	304	357	98	9,765
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,109	178	207	282	196	100	112	34	1,225	187	213	310	206	119	144	46	1,492	217	299	403	209	136	172	56	3,826
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,711	449	281	388	362	126	77	28	1,892	547	302	371	380	149	105	38	2,336	530	409	497	505	168	185	42	5,939
	Percentage of calls ended following WAST telephone assessment	6.9%	8.9%	6.9%	6.4%	9.4%	6.2%	3.8%	3.9%	7.9%	11.2%	7.4%	7.0%	10.1%	7.0%	5.2%	5.1%	8.5%	10.1%	8.7%	8.0%	10.8%	7.2%	6.7%	5.1%	7.8%
<b>AQI9 ii</b>	Number of calls transferred to NHS Direct Wales	2,552	372	468	701	368	239	312	92	2,522	366	435	694	364	246	309	108	2,755	385	532	742	388	244	330	134	7,829
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,761	7,055	7,121	10,469	5,949	3,638	4,925	1,604	39,287	6,571	6,921	9,770	5,789	3,846	4,758	1,632	44,946	7,417	8,144	11,232	6,629	4,234	5,368	1,922	124,994
	Percentage of calls transferred to NHS Direct Wales	6.3%	5.3%	6.6%	6.7%	6.2%	6.6%	6.3%	5.7%	6.4%	5.6%	6.3%	7.1%	6.3%	6.4%	6.5%	6.6%	6.1%	5.2%	6.5%	6.6%	5.9%	5.8%	6.1%	7.0%	6.3%

Step 2: Answer My Call (Cont.)																												
AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total		
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P			
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,056	142	192	318	124	101	141	38	955	126	175	276	102	99	123	54	991	125	181	267	133	88	133	64	3,002		
	Total Number of Calls Triaged by a Nurse Advisor	2,165	320	399	600	320	201	253	72	2,180	313	388	586	308	218	267	100	2,483	342	480	670	342	224	305	120	6,828		
	Percentage of calls returned from NHS Direct Wales	48.8%	44.4%	48.1%	53.0%	38.8%	50.2%	55.7%	52.8%	43.8%	40.3%	45.1%	47.1%	33.1%	45.4%	46.1%	54.0%	39.9%	36.5%	37.7%	39.9%	38.9%	39.3%	43.6%	53.3%	44.0%		
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,109	178	207	282	196	100	112	34	1,225	187	213	310	206	119	144	46	1,492	217	299	403	209	136	172	56	3,826		
	Total Number of Calls Triaged by a Nurse Advisor	2,165	320	399	600	320	201	253	72	2,180	313	388	586	308	218	267	100	2,483	342	480	670	342	224	305	120	6,828		
	Percentage of calls ended through transfer to alternative care advice services	51.2%	55.6%	51.9%	47.0%	61.3%	49.8%	44.3%	47.2%	56.2%	59.7%	54.9%	52.9%	66.9%	54.6%	53.9%	46.0%	60.1%	63.5%	62.3%	60.1%	61.1%	60.7%	56.4%	46.7%	56.0%		
AQI10 i	Re-Contact rates - Telephone																											
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	567	304	37	127	24	15	44	16	1,261	1,101	22	74	28	9	11	16	309	62	49	117	44	13	18	6	2,137		
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,820	627	488	670	558	226	189	62	3,117	734	515	681	586	268	249	84	3,828	747	708	900	714	304	357	98	9,765		
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	20.1%	48.5%	7.6%	19.0%	4.3%	6.6%	23.3%	25.8%	40.5%	150.0%	4.3%	10.9%	4.8%	3.4%	4.4%	19.0%	8.1%	8.3%	6.9%	13.0%	6.2%	4.3%	5.0%	6.1%	21.9%		
AQI10 ii	Re-Contact rates - Attendance at Scene																											
	Number of incidents within 24 hours following See and Treat	16	2	2	7	-	-	3	2	14	2	1	9	-	-	2	-	33	6	7	13	-	1	5	1	63		
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,094	479	509	1,175	292	140	344	155	2,726	351	508	998	276	132	330	131	3,064	459	562	1,070	346	147	347	133	8,884		
	Re-contact percentage within 24hrs of See and Treat	0.5%	0.4%	0.4%	0.6%	0.0%	0.0%	0.9%	1.3%	0.5%	0.6%	0.2%	0.9%	0.0%	0.0%	0.6%	0.0%	1.1%	1.3%	1.2%	1.2%	0.0%	0.7%	1.4%	0.8%	0.7%		



## Step 3 Come To See Me LHB Review: October 2017 - December 2017

### Step 3: Come to See Me

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								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	
AQH11	Number of RED category incidents resulting in an emergency response	1,796	344	318	384	307	184	204	55	1,780	349	322	364	279	178	238	50	2,258	439	421	501	352	206	254	85	5,834
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,363	250	248	303	255	136	135	36	1,304	257	232	283	217	132	156	27	1,581	303	279	367	275	134	165	58	4,248
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	75.9%	72.7%	78.0%	78.9%	83.1%	73.9%	66.2%	65.5%	73.3%	73.6%	72.0%	77.7%	77.8%	74.2%	65.5%	54.0%	70.0%	69.0%	66.3%	73.3%	78.1%	65.0%	65.0%	68.2%	72.8%
	RED Category - Median Response	00:04:50	00:05:18	00:05:06	00:04:17	00:04:36	00:05:02	00:04:49	00:04:24	00:05:22	00:05:38	00:05:32	00:05:00	00:05:21	00:04:57	00:05:24	00:05:26	00:05:39	00:06:07	00:05:58	00:05:19	00:05:19	00:06:05	00:05:46	00:04:11	
	RED Category - 65th Percentile	00:06:24	00:07:02	00:06:18	00:05:49	00:05:42	00:06:39	00:07:38	00:07:25	00:06:51	00:07:03	00:07:10	00:06:27	00:06:40	00:06:29	00:07:42	00:09:22	00:07:13	00:07:23	00:07:50	00:06:43	00:06:16	00:08:00	00:07:59	00:06:00	
AQH12	Number of AMBER category incidents resulting in an emergency response	23,631	3,971	4,221	6,149	3,317	2,094	2,926	953	22,378	3,539	3,985	5,711	3,115	2,162	2,847	1,019	24,946	3,852	4,509	6,422	3,305	2,482	3,195	1,181	70,955
	AMBER Category - Median Response	00:16:55	00:18:54	00:18:08	00:15:52	00:18:15	00:16:58	00:15:07	00:14:59	00:21:30	00:27:01	00:25:35	00:18:17	00:26:42	00:20:52	00:18:32	00:18:33	00:29:23	00:40:09	00:35:55	00:26:10	00:43:25	00:22:42	00:22:45	00:22:06	
	AMBER Category - 65th Percentile	00:25:14	00:30:38	00:27:35	00:23:00	00:28:51	00:25:13	00:21:09	00:21:37	00:32:28	00:43:52	00:40:06	00:26:03	00:42:11	00:29:14	00:25:19	00:25:58	00:47:18	01:11:10	00:59:40	00:40:03	01:13:04	00:34:27	00:32:32	00:32:44	
	AMBER Category - 95th Percentile	01:57:13	02:48:48	01:57:40	01:46:22	02:16:47	01:43:10	01:19:27	01:13:11	02:24:01	03:24:32	02:55:54	01:51:26	03:10:27	02:14:35	01:21:26	01:25:38	03:44:56	05:18:45	04:18:57	03:04:09	05:43:14	02:27:38	02:11:22	02:17:52	
AQH13	Number of GREEN category incidents resulting in a response	3,562	486	595	1,105	356	310	523	187	2,719	350	424	866	295	280	373	131	2,139	268	352	600	233	224	340	122	8,420
	GREEN Category - Median Response	00:42:08	00:53:28	00:52:38	00:39:48	00:48:07	00:36:15	00:34:05	00:33:00	00:47:09	01:01:06	00:57:05	00:44:50	00:46:30	00:35:39	00:48:47	00:37:47	00:59:44	01:05:48	01:08:30	01:00:53	00:48:42	00:55:31	00:55:52	00:56:32	
	GREEN Category - 65th Percentile	01:05:41	01:32:38	01:18:53	01:02:13	01:11:56	00:59:58	00:52:35	00:52:33	01:13:38	01:48:09	01:34:04	01:06:47	01:23:55	00:57:51	01:09:30	00:56:12	01:34:04	01:54:28	01:52:24	01:28:21	01:32:42	01:40:19	01:26:33	01:18:09	
	GREEN Category - 95th Percentile	05:15:45	06:31:34	06:21:47	04:15:43	08:22:52	04:08:05	03:39:26	03:40:09	05:20:09	07:16:05	07:12:51	03:41:45	06:36:02	04:27:06	03:49:06	04:28:57	07:40:09	09:17:44	11:19:32	05:31:13	11:03:28	06:09:25	05:35:46	06:12:54	
AQH14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	20,442	3,285	3,594	5,506	2,722	1,793	2,695	847	22,629	3,430	3,992	5,792	3,093	2,420	2,907	995	23,146	3,460	4,255	5,879	3,008	2,483	3,020	1,041	66,217
	Percentage of Incidents where 1 Vehicle Allocated	60.2%	55.3%	57.2%	59.0%	58.5%	60.4%	72.0%	67.9%	64.6%	64.8%	56.6%	66.7%	61.4%	58.2%	76.7%	74.0%	67.6%	68.2%	62.4%	68.3%	64.2%	60.8%	75.2%	77.3%	61.7%
	Percentage of Incidents where 2 Vehicles Allocated	19.2%	22.1%	20.6%	17.3%	21.1%	20.2%	15.8%	17.6%	22.0%	23.1%	26.2%	19.1%	23.8%	25.4%	17.2%	19.2%	23.1%	22.6%	26.1%	22.3%	25.3%	27.4%	19.1%	18.3%	22.7%
	Percentage of Incidents where 3 Vehicles Allocated	12.9%	14.6%	14.6%	12.6%	13.7%	13.1%	8.6%	11.2%	8.9%	8.4%	11.1%	9.0%	10.4%	11.3%	4.1%	4.7%	6.8%	7.0%	8.4%	6.6%	7.9%	8.2%	4.5%	3.0%	10.1%
	Percentage of Incidents where 4 or More Vehicles Allocated	7.6%	8.0%	7.5%	11.0%	6.7%	6.3%	3.6%	3.3%	4.5%	3.7%	6.2%	5.2%	4.4%	5.1%	2.0%	2.1%	2.5%	2.1%	3.1%	2.8%	2.6%	3.6%	1.1%	1.3%	5.5%

Step 3: Come to See Me (Cont.)																											
AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								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		
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,603	159	189	688	239	44	176	108	1,395	152	223	448	244	66	187	75	1,958	236	294	671	287	66	243	161	4,956	
	RED	256	24	44	80	43	20	32	13	251	39	41	65	35	9	47	15	314	39	49	94	41	14	47	30	821	
	AMBER	1,231	129	140	514	190	21	143	94	1,064	109	175	328	200	55	137	60	1,570	196	244	520	240	52	193	125	3,865	
	GREEN	116	6	5	94	6	3	1	1	80	4	7	55	9	2	3	-	74	1	1	57	6		3	6	270	
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,310	138	159	553	189	29	152	90	1,115	123	184	369	195	54	138	52	1,668	189	257	631	237	50	188	116	4,093	
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	81.7%	86.8%	84.1%	80.4%	79.1%	65.9%	86.4%	83.3%	79.9%	80.9%	82.5%	82.4%	79.9%	81.8%	73.8%	69.3%	85.2%	80.1%	87.4%	94.0%	82.6%	75.8%	77.4%	72.0%	82.6%	

## Step 4 Give Me Treatment LHB Review: October 2017 - December 2017

### Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total			
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	13.6%	All Wales Indicator Only								14.3%	All Wales Indicator Only								11.8%	All Wales Indicator Only								13.1%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	32	-	-	-	-	-	-	-	36	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	105			
	Total Number of patients with attempted resuscitation following cardiac arrest	235	-	-	-	-	-	-	-	252	-	-	-	-	-	-	-	313	-	-	-	-	-	-	-	800			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	98.1%	All Wales Indicator Only								96.9%	All Wales Indicator Only								97.5%	All Wales Indicator Only								97.5%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	314	-	-	-	-	-	-	-	285	-	-	-	-	-	-	-	274	-	-	-	-	-	-	-	873			
	Total Number of suspected stroke patients	320	-	-	-	-	-	-	-	294	-	-	-	-	-	-	-	281								895			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	78.7%	All Wales Indicator Only								76.7%	All Wales Indicator Only								79.2%	All Wales Indicator Only								78.2%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	166	-	-	-	-	-	-	-	165	-	-	-	-	-	-	-	168	-	-	-	-	-	-	-	499			
	Total Number of older patients with suspected hip fracture	211	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	212	-	-	-	-	-	-	-	638			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	92.9%	All Wales Indicator Only								87.9%	All Wales Indicator Only								94.3%	All Wales Indicator Only								91.7%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	196	-	-	-	-	-	-	-	189	-	-	-	-	-	-	-	200	-	-	-	-	-	-	-	585			
	Total Number of older patients with suspected hip fracture	211	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	212	-	-	-	-	-	-	-	638			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	65.3%	All Wales Indicator Only								71.6%	All Wales Indicator Only								62.5%	All Wales Indicator Only								66.4%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	49	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	152			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	75	-	-	-	-	-	-	-	74	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	229			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	93.3%	All Wales Indicator Only							100.0%	All Wales Indicator Only							94.3%	All Wales Indicator Only							95.4%
	Number of suspected sepsis patients who have had a documented NEWS score	42	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	125
	Total Number of suspected sepsis patients	45	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	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	25	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	69
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	25	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	69
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	85.9%	All Wales Indicator Only							89.1%	All Wales Indicator Only							87.8%	All Wales Indicator Only							87.4%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	305	-	-	-	-	-	-	-	246	-	-	-	-	-	-	-	173	-	-	-	-	-	-	-	724
	Total Number of hypoglycaemic patients	355	-	-	-	-	-	-	-	276	-	-	-	-	-	-	-	197	-	-	-	-	-	-	-	828
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,335	915	984	1,640	666	260	607	263	4,716	704	944	1,380	619	243	575	251	5,501	868	1,114	1,604	695	294	645	281	15,552
	Treated At Scene	3,094	479	509	1,175	292	140	344	155	2,726	351	508	998	276	132	330	131	3,064	459	562	1,070	346	147	347	133	8,884
	Referred To Alternate Provider	2,241	436	475	465	374	120	263	108	1,990	353	436	382	343	111	245	120	2,437	409	552	534	349	147	298	148	6,668

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Oct-17				Nov-17				Dec-17				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQH8	Number of Incidents where RRV Ideal as per clinical response model	10,356	3483	2678	4195	10,037	2801	2828	4408	11,558	3003	3497	5058	31,951
	Number of Incidents where RRV sent as ideal response	2,906	735	497	1674	2,103	454	420	1229	2,639	568	539	1532	7,648
	Percentage of Incidents where RRV sent as ideal response	28.1%	21.1%	18.6%	39.9%	21.0%	16.2%	14.9%	27.9%	22.8%	18.9%	15.4%	30.3%	23.9%
	Number of Incidents where EA Ideal as per clinical response model	3,444	1129	902	1413	3,169	929	971	1269	3,337	876	1063	1398	9,950
	Number of Incidents where EA sent as ideal response	2,319	852	668	799	2,421	754	799	868	2,368	647	815	906	7,108
	Percentage of Incidents where EA sent as ideal response	67.3%	75.5%	74.1%	56.5%	76.4%	81.2%	82.3%	68.4%	71.0%	73.9%	76.7%	64.8%	71.4%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,238	960	835	1443	2,960	848	756	1356	2,455	721	666	1068	8,653
	Number of HCP (card 35) calls where UCS sent as ideal response	1,739	513	472	754	1,775	509	480	786	1,572	463	459	650	5,086
	Percentage of HCP calls where UCS sent as ideal response	53.7%	53.4%	56.5%	52.3%	60.0%	60.0%	63.5%	58.0%	64.0%	64.2%	68.9%	60.9%	58.8%

## Step 5 Take Me To Hospital LHB Review: October 2017 - December 2017

### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
	Number of 999 Patients conveyed to Hospital	17,941	2,818	3,189	4,420	2,474	1,887	2,431	722	16,627	2,523	2,864	4,112	2,302	1,889	2,218	719	17,426	2,612	2,984	4,286	2,304	2,037	2,410	793	51,994
AQI19 i	Total Number of Incidents where an Ambulance Resource Attended Scene	26,215	4,207	4,667	6,976	3,594	2,422	3,283	1,066	24,042	3,677	4,261	6,273	3,296	2,437	3,046	1,052	25,789	3,914	4,626	6,631	3,453	2,655	3,328	1,182	76,046
	Percentage of patients conveyed to hospital following a face to face assessment	68.4%	67.0%	68.3%	63.4%	68.8%	77.9%	74.0%	67.7%	69.2%	68.6%	67.2%	65.6%	69.8%	77.5%	72.8%	68.3%	67.6%	66.7%	64.5%	64.6%	66.7%	76.7%	72.4%	67.1%	68.4%
AQI19 ii	Total number of patients conveyed to hospital by type	22,718	3,524	4,066	5,595	3,180	2,292	3,099	962	21,214	3,211	3,682	5,247	2,914	2,315	2,881	964	22,041	3,264	3,822	5,476	2,858	2,467	3,095	1,059	65,973
	Tier 1 Major A&E Units	20,774	3,151	3,864	5,449	2,590	2,271	2,590	859	19,568	2,923	3,491	5,116	2,414	2,304	2,459	861	20,281	2,985	3,606	5,362	2,361	2,454	2,568	945	60,623
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	572	341	158	43	-	10	12	8	469	260	149	33	-	4	14	9	494	249	190	30	-	6	12	7	1,535
	Tier 3 (Major Acute) - Medical Admissions Unit	1,016	9	1	-	521	-	485	-	853	12	-	-	442	-	399	-	944	7	2	-	437	-	498	-	2,813
	Other (all other units such as Maternity or Mental Health Units)	356	23	43	103	69	11	12	95	324	16	42	98	58	7	9	94	322	23	24	84	60	7	17	107	1,002
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	52.0%	46.2%	49.7%	33.8%	50.0%	87.5%	67.8%	50.7%	51.8%	38.4%	50.0%	33.5%	54.1%	89.0%	68.4%	48.8%	49.5%	39.2%	45.2%	29.8%	50.7%	89.4%	66.0%	48.3%	51.1%
	Number of Notification to Handover within 15 minutes	11,058	1,598	1,670	1,784	1,498	2,016	2,076	416	10,479	1,242	1,591	1,671	1,487	2,097	1,978	413	10,548	1,300	1,518	1,601	1,360	2,260	2,050	459	32,085
	Total Number of Handovers	21,272	3,458	3,363	5,271	2,995	2,304	3,061	820	20,238	3,234	3,179	4,981	2,749	2,357	2,891	847	21,312	3,316	3,358	5,370	2,684	2,529	3,104	951	62,822

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								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	
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	51.4%	46.8%	49.6%	33.8%	49.7%	87.6%	64.9%	51.0%	51.4%	38.7%	50.0%	33.5%	53.6%	89.0%	67.7%	48.9%	48.9%	39.4%	45.2%	29.8%	50.4%	89.4%	64.2%	48.4%	50.6%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	10,259	1,492	1,668	1,784	1,229	2,016	1,655	415	9,849	1,158	1,591	1,671	1,247	2,096	1,675	411	9,842	1,208	1,517	1,601	1,146	2,257	1,656	457	29,950
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,963	3,190	3,361	5,271	2,474	2,302	2,552	813	19,143	2,990	3,179	4,981	2,325	2,355	2,473	840	20,116	3,067	3,355	5,370	2,274	2,525	2,581	944	59,222
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	37.9%	38.2%	100.0%	-	-	0.0%	66.7%	14.3%	33.7%	32.8%	-	-	-	50.0%	50.0%	28.6%	36.6%	36.4%	0.0%	-	-	75.0%	36.4%	28.6%	36.1%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	103	99	1	-	-	-	2	1	86	76	-	-	-	1	7	2	97	88	-	-	-	3	4	2	286
	TIER 2 (Minor A&E Units) - Total Number of Handovers	272	259	1	-	-	2	3	7	255	232	-	-	-	2	14	7	265	242	1	-	-	4	11	7	792
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	67.1%	77.8%	100.0%	-	51.6%	-	82.8%	-	64.8%	66.7%	-	-	56.6%	-	73.3%	-	65.4%	57.1%	50.0%	-	52.2%	-	76.2%	-	65.8%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	696	7	1	-	269	-	419	-	544	8	-	-	240	-	296	-	609	4	1	-	214	-	390	-	1,849
	TIER 3 (Major Acute) - Total Number of Handovers	1,037	9	1	-	521	-	506	-	840	12	-	-	424	-	404	-	931	7	2	-	410	-	512	-	2,808
	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	5,744.1	1,343.1	632.4	2,380.1	805.7	36.0	412.7	134.1	5,660.1	1,677.7	794.9	2,198.5	488.1	34.7	281.1	185.1	8,149.4	2,144.2	1,241.8	3,145.5	906.3	38.3	421.3	251.9	19,553.7
	Tier 1 Major A&E Units	5,552.7	1,247.5	632.4	2,380.1	735.9	35.7	392.3	128.7	5,503.6	1,600.5	794.9	2,198.5	435.4	34.5	258.6	181.1	7,929.5	2,044.1	1,240.8	3,145.5	833.9	37.9	378.5	248.8	18,985.8
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	100.5	94.7	-	-	-	0.3	0.1	5.4	82.4	76.9	-	-	-	0.2	1.4	3.9	105.6	99.0	0.3	-	-	0.4	2.8	3.1	288.4
	Tier 3 (Major Acute) - Medical Admissions Unit	91.0	0.9	-	-	69.8	-	20.3	-	74.1	0.4	-	-	52.7	-	21.1	-	114.4	1.1	0.7	-	72.4	-	40.1	-	279.5
	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	78.3%	67.9%	72.4%	88.2%	75.5%	81.5%	76.9%	89.4%	76.4%	66.9%	67.6%	87.3%	71.7%	79.8%	76.0%	88.4%	75.6%	65.8%	69.6%	85.6%	69.9%	79.3%	73.7%	85.7%	76.8%
	Number of Handover to Clear within 15 minutes	16,661	2,349	2,435	4,650	2,262	1,878	2,354	733	15,462	2,164	2,150	4,347	1,973	1,881	2,198	749	16,102	2,181	2,336	4,599	1,877	2,006	2,288	815	48,225
	Total Number of Handovers	21,272	3,458	3,363	5,271	2,995	2,304	3,061	820	20,238	3,234	3,179	4,981	2,750	2,357	2,891	847	21,312	3,316	3,358	5,370	2,684	2,529	3,104	951	62,822

Step 5: Take Me To Hospital (Cont.)																										
AQI Ref	AQI Description	Oct-17								Nov-17								Dec-17								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	78.2%	66.6%	72.4%	88.2%	73.8%	81.5%	77.5%	89.4%	76.1%	65.6%	67.6%	87.3%	70.3%	79.8%	75.2%	88.6%	75.5%	64.3%	69.6%	85.6%	68.4%	79.3%	74.0%	85.6%	76.6%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,616	2,125	2,433	4,650	1,827	1,876	1,978	727	14,577	1,960	2,150	4,347	1,636	1,880	1,860	744	15,183	1,973	2,334	4,599	1,556	2,003	1,910	808	45,376
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,963	3,190	3,361	5,271	2,474	2,302	2,552	813	19,143	2,990	3,179	4,981	2,326	2,355	2,473	840	20,116	3,067	3,355	5,370	2,274	2,525	2,581	944	59,222
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	84.9%	84.6%	100.0%	-	-	100.0%	100.0%	85.7%	83.9%	84.1%	-	-	-	50.0%	92.9%	71.4%	83.4%	83.5%	100.0%	-	-	75.0%	72.7%	100.0%	84.1%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	231	219	1	-	-	2	3	6	214	195	-	-	-	1	13	5	221	202	1	-	-	3	8	7	666
	TIER 2 (Minor A&E Units) - Total Number of Handovers	272	259	1	-	-	2	3	7	255	232	-	-	-	2	14	7	265	242	1	-	-	4	11	7	792
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	78.5%	55.6%	100.0%	-	83.5%	-	73.7%	-	79.9%	75.0%	-	-	79.5%	-	80.4%	-	75.0%	85.7%	50.0%	-	78.3%	-	72.3%	-	77.7%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	814	5	1	-	435	-	373	-	671	9	-	-	337	-	325	-	698	6	1	-	321	-	370	-	2,183
	TIER 3 (Major Acute) - Total Number of Handovers	1,037	9	1	-	521	-	506	-	840	12	-	-	424	-	404	-	931	7	2	-	410	-	512	-	2,808
	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	1,618	85	513	191	150	74	130	475	1,580	67	447	200	152	85	143	486	1,625	64	463	166	187	79	141	525	4,823
	Number of patients conveyed to hospital	22,718	3,524	4,066	5,595	3,180	2,292	3,099	962	21,214	3,211	3,682	5,247	2,914	2,315	2,881	964	22,041	3,264	3,822	5,476	2,858	2,467	3,095	1,059	65,973
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.1%	2.4%	12.6%	3.4%	4.7%	3.2%	4.2%	49.4%	7.4%	2.1%	12.1%	3.8%	5.2%	3.7%	5.0%	50.4%	7.4%	2.0%	12.1%	3.0%	6.5%	3.2%	4.6%	49.6%	7.3%
AQI24	Number of lost hours following handover to clear over 15 minutes	729.2	204.2	158.1	64.0	147.4	49.2	90.7	15.6	924.3	249.8	261.0	104.4	141.3	56.4	97.4	14.0	1,103.1	256.9	288.7	170.6	188.2	63.1	112.9	22.8	2,756.7
	Tier 1 Major A&E Units	696.0	199.3	158.1	64.0	134.2	49.2	75.8	15.5	898.7	245.9	261.0	104.4	127.0	56.0	90.6	13.8	1,063.9	250.2	288.6	170.6	174.4	63.1	94.2	22.8	2,658.6
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	4.7	4.6	-	-	-	-	-	0.1	4.5	3.7	-	-	-	0.4	0.1	0.2	7.1	6.4	-	-	-	0.0	0.6	-	16.2
	Tier 3 (Major Acute) - Medical Admissions Unit	28.5	0.4	-	-	13.2	-	14.9	-	21.2	0.2	-	-	14.3	-	6.7	-	32.2	0.3	0.0	-	13.8	-	18.0	-	81.9
	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.
14	GREEN	Calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.
15	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB hospital staff.
16	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
17	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
18	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
19	LHB	Local Health Board: an LHB is an administrative unit within the National Health Service in Wales. The 7 LHB's in Wales are Abertawe Bro Morgannwg University Health Board, Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board.
20	Major A&E Unit	Hospitals which provide a wide range of acute in-patient and out-patient specialist services together with the necessary support systems, which allow emergency admissions and which usually has an Accident and Emergency department.
21	Major Acute	Hospitals which provide acute services limited to a one or two specialist units.
22	Median	Median is the number separating the higher half of a data sample. The median of a finite list of numbers can be found by arranging all the observations from lowest value to highest value and picking the middle one (e.g., the median of {3, 3, 5, 9, 11} is 5).
23	Minor A&E Unit	Hospitals which provide a range of acute in-patient and out-patient services specialist services (including some surgical acute specialties) but not the wide range available in major acute hospitals.
24	MPDS	Medical Priority Dispatch System: MPDS is a unified system used to dispatch appropriate aid to medical emergencies including systematised caller interrogation and pre-arrival instructions.
25	NHSDW	NHS Direct Wales is a health advice and information service available 24 hours a day, every day and is part of the Welsh Ambulance Services NHS Trust.
26	Non-Conveyance	Patients which are not transported to hospital following assessment by clinician.
27	Non-conveyances (by reason)	Number of patients not taken to hospital split by the reason why i.e. Treated at Scene.
28	Notification	Time that the Welsh Ambulance Services NHS Trust notified LHB hospital staff of their arrival at hospital.
29	Overall % Conveyance	Percentage of patients transported to hospital following initial assessment at scene by a Welsh Ambulance Services NHS Trust clinician.

# Ambulance Quality Indicator Glossary

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

# Welsh Ambulance Services NHS Trust

## National Collaborative Commissioning: Quality and Delivery Framework

### Ambulance Quality Indicators

Changes captured within version 1.0	
1	AQI 5 - Frequent Callers - "Surgery" and "Practice" added to the incident location parameters
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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