

Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru

Comisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi

Dangosyddion Ansawdd Ambiwylans: Ebrill 2022 – Mehefin 2022

	Tabl diffiniadau'r Dangosyddion Ansawdd Ambiwylans	
	Model ymateb	
CAM 1:	Helpwch fi i ddewis	
CAM 2:	Atebwch fy ngalwad	
CAM 3:	Dewch i fy ngweld i	
CAM 4:	Rhowch driniaeth i mi	
CAM 5:	Ewch â fi i'r ysbyty	
	Rhestr dermau	

Nid yw'r wybodaeth yn y ddogfen hon yn gyfyngedig ac fe'i rhyddheir yn gyffredinol.

Cyhoeddwyd gan Adran Gwybodeg Iechyd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru a chomisiynwyd gan y Pwyllgor Gwasanaethau Ambiwylans Brys yn unol â Chomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi



Tabl Diffiniad Dangosyddion Ansawdd Ambiwlans y Pwyllgor Gwasanaethau Ambiwlans Brys

Rhif	Cyf. Dangosydd	Disgrifiad o'r Dangosydd	Disgrifiad Manwl o'r Dangosydd
1	AQI1	Y nifer o ddigwyddiadau ymgysylltu cymunedol y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru wedi eu cynnal	Pa mor aml y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ymgysylltu â'r cymunedau y mae'n eu gwasanaethu, er mwyn lledaenu negeseuon iechyd am hunanofal, dewis a defnydd priodol o wasanaethau ambiwlans / iechyd?
2	AQI3	Y nifer o weithiau y bu'r Gwasanaeth Ambiwlans yn bresennol mewn digwyddiadau allweddol gyda rhanddeiliaid	Pa mor aml y mae'n yn cyfarfod â rhanddeiliaid i drafod, dylunio a chytuno ar wasanaethau i fodloni disgwyliadau clinigol a diwallu anghenion defnyddwyr y gwasanaeth?
3	AQI4i	Y nifer o ymweliadau unigryw â gwefan Galw Iechyd Cymru	Pa mor aml y mae gwefan Galw Iechyd Cymru yn cael ei defnyddio? Mae hyn yn caniatáu inni archwilio'r cysylltiadau rhwng defnyddio'r wefan a'r nifer o alwadau 999 a 0845. Mae hefyd yn caniatáu inni nodi cyfnodau o alw uchel am y gwasanaeth.
4	AQI4ii	Y nifer o alwadau a dderbyniwyd gan Galw Iechyd Cymru yn ôl rheswm (10 uchaf)	Am beth mae pobl yn ffonio Galw Iechyd Cymru? Sut mae'r galw hwn yn cymharu ag ymweliadau â gwefannau? Beth yw'r bylchau yn y gwasanaeth y mae Galw Iechyd Cymru wedi eu canfod?
5	AQI5	Nifer a Chanran y galwyr rheolaidd	Faint o alwyr rheolaidd sydd, a pha mor aml maent yn ffonio? Faint o'r galwadau yn y nifer cyffredinol o alwadau sydd wedi dod gan alwyr rheolaidd?
6	AQI6	Nifer y Galwadau gan Weithwyr Gofal Iechyd Proffesiynol a Atebwyd	Faint o alwadau ar gyfer cymorth gan Weithwyr Gofal Iechyd Proffesiynol y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ei dderbyn?
7	AQI7i	Nifer y Galwadau 999 a Atebwyd	Faint o alwadau 999 y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ei dderbyn?
8	AQI7ii	Canolrif a'r 65ain a 95ain ganradd ar gyfer yr Amser a Gymerwyd i Ateb Galwadau 999	Mae'r DAA hwn yn ystyried pa mor gyflym yr atebir galwadau 999 a dderbynnir gan Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru.
9	AQI8	Nifer y galwadau 999 a dderbyniwyd trwy'r <i>Medical Priority Dispatch System</i> (MPDS)	Faint o alwadau 999 sy'n cael eu hasesu gan ddefnyddio'r system MPDS? MPDS yw'r system y mae derbynwyr galwadau yn y Gwasanaeth Ambiwlans yn ei ddefnyddio i asesu difrifoldeb galwadau 999.
10	AQI9i	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambiwlans (Gwrandao a Thrin)	Nifer yr asesiadau dros y ffôn trwy Galw Iechyd Cymru a'r Ddesg Glinigol a gafodd eu datrys heb orfod anfon ambiwlans (Gwrandao a Thrin)
11	AQI9ii	Nifer a Chanran y galwadau a drosglwyddwyd i Galw Iechyd Cymru	Faint o alwadau 999 sydd, ar ôl asesiad, yn cael eu trosglwyddo i Galw Iechyd Cymru?
12	AQI9iii	Nifer y galwadau a ddychwelwyd gan Galw Iechyd Cymru	Pa mor aml y mae Galw Iechyd Cymru wedyn yn dychwelyd galwad i Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru?
13	AQI9iv	Nifer y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael cyngor gofal amgen	Pa mor aml y mae Galw Iechyd Cymru ac Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn trosglwyddo galwad i ran arall o'r GIG yn hytrach nag anfon ambiwlans?
14	AQI10i	Nifer a Chanran y digwyddiadau a dderbyniwyd o fewn 24 awr ar ôl asesiad ffôn gan y Gwasanaeth Ambiwlans (Gwrandao a Thrin)	Cleifion yn dod i gyswllt eto ag Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru heb i hynny gael ei drefnu, o fewn 24 awr i'r claf gael ei ryddhau o ofal (yn sgil cyngor clinigol dros y ffôn).
15	AQI10ii	Nifer a Chanran y digwyddiadau o fewn 24 awr ar ôl mynd i leoliad lle na chafodd y claf ei gludo i'r ysbyty (Gweld a Thrin)	Achosion lle mae cleifion wedi dod i gyswllt eto ag Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru heb i hynny gael ei drefnu, o fewn 24 awr i'r claf gael ei ryddhau o ofal (yn dilyn triniaeth yn y fan a'r lle).
16	AQI11	Nifer y galwadau â chod COCH gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad COCH dilyn sydd wedi arwain at ymateb brys o fewn 8 munud.

17	AQI12	Nifer y galwadau â chod MELYN gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad MELYN dilys gan arwain at ymateb brys?
18	AQI13	Nifer y galwadau cod GWYRDD gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad cod GWYRDD dilys sy'n arwain at ymateb?
19	AQI14	Nifer y digwyddiadau yr ymatebwyd iddynt lle cyrhaeddodd o leiaf 1 adnodd y lleoliad	Pa mor effeithiol yw Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wrth anfon yr adnodd cywir y tro cyntaf i ddigwyddiad.
20	AQI15	Nifer yr Ymatebwyr Cyntaf yn y Gymuned sy'n bresennol yn y lleoliad, gan gynnwys yn ôl categori'r alwad a chanran	Pa mor aml yr anfonir Ymatebydd Cyntaf yn y Gymuned i alwad 999?
21	AQI16i	Nifer a chanran y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cylchrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	Y canlyniad yn dilyn ataliad y galon i ffwrdd o'r ysbyty lle ceisiwyd dadebru'r claf, wedi'i fesur trwy achosion a gofnodwyd o ddychweliad digymell cylchrediad (ROSC) pan gyrhaeddodd y claf yr ysbyty. Safon ryngwladol Utstein yw cofnodi ROSC yn yr ysbyty, ac mae'n nodi canlyniad yr ymateb a'r driniaeth cyn i'r claf gyrraedd yr ysbyty.
22	AQI16ii	Nifer a chanran y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol ar gyfer strôc.	Cleifion yr amheuir eu bod wedi cael strôc (gan gynnwys pwl ischaemig byrhoedlog sydd heb wella) ac y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol. Mae'r bwn del gofal ar gyfer strôc yn cynnwys mesur pwysedd gwaed, lefel ymwybyddiaeth, glwcos yn y gwaed a chynnal prawf FAST.
23	AQI16iii	Nifer a chanran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia a bwn del gofal priodol	Achosion o dorri asgwrn y glun (a elwir yn anafiadau i wddf asgwrn y forddwyd): mae torri asgwrn y glun yn achosi poen ddifrifol, ac mae hyn yn gallu gwaethygu wrth i'r symud. Mae rheoli poen cleifion sydd wedi torri gwddf asgwrn y forddwyd cyn gynted â phosibl ar ôl ei dorri o'r pwys mwyaf i broses wella'r claf. Mae hyn yn lleddfu ar ddiodeffaint y claf ac ar yr effeithiau niweidiol y gall poen heb ei rheoli eu hachosi. Mae'r bwn del gofal yn cynnwys mesur sgoriau poen cychwynnol a dilynol a roddir ar lafar, a rhoi meddyginiaethau poen priodol cyn cyrraedd yr ysbyty. Yn rhan o hynny hefyd yw cofnodi cyfanswm y cleifion yr amheuir eu bod wedi torri asgwrn y glun ac a dderbyniodd analgesia.
24	AQI16iv	Nifer a chanran y cleifion gyda Chnawdnychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol ar gyfer STEMI.	Cleifion â diagnosis o STEMI (Chnawdnychiant Myocardaidd gyda segment ST Uwch) y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol. Mae'r bwn del gofal STEMI yn cynnwys pedair elfen gan gynnwys asesu poen a rhoi tri math o feddyginiaeth gan gynnwys analgesia.
25	AQI16v	Nifer a chanran y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	Cleifion yr amheuir bod ganddynt ddiagnosis o sepsis neu o sioc septig, ac y cofnodwyd sgôr NEWS ar eu cyfer. Mae hyn yn ei gwneud yn haws canfod achosion posibl sepsis yn gynt, ac mae hefyd yn hwyluso'r broses o drosglwyddo cleifion yn yr ysbyty.
26	AQI16vi	Nifer a chanran y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol.	Cleifion 5 oed ac iau yr amheuir eu bod wedi cael ffit wres, ac y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol. Mae'r bwn del gofal ar gyfer ffit wres yn cynnwys mesur cyfradd curiad y galon, y gyfradd resbiradol, dirlawnder ocsigen, tymheredd a glwcos yn y gwaed.
27	AQI16vii	Nifer a chanran y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol.	Cleifion â siwgr gwaed isel (hypoglycemia) y cofnodwyd eu bod wedi derbyn y bwn del gofal priodol, sy'n cynnwys mesur glwcos yn y gwaed cyn triniaeth, triniaeth a mesur glwcos yn y gwaed ar ôl triniaeth.
28	AQI17	Nifer y digwyddiadau lle nad aethpwyd â'r claf i'r ysbyty	Pa mor effeithiol yw Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wrth ddatrys digwyddiadau yn y fan a'r lle?
29	AQI18	Nifer a chanran y digwyddiadau lle mai adnodd oedd yr ymateb cywir yn unol â'r model ymateb clinigol	Pa mor aml y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru yn anfon yr adnodd cywir i'r lleoliad?
30	AQI19i	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad wyneb yn wyneb.	Pa ganran o gleifion sy'n cael eu cludo i'r ysbyty yn sgil galwadau 999?
31	AQI19ii	Nifer y cleifion sy'n cael eu cludo i'r ysbyty yn ôl math	I ble mae Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru yn cludo cleifion? Pa gyfleoedd sydd i gludo cleifion i fannau eraill?

32	AQI20i	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud ar ôl cyrraedd yr ysbyty	Mae'r DAA hwn yn mesur perfformiad wrth drosglwyddo cleifion o'r ambiwlans i'r ysbyty.
33	AQI20ii	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud o gyrraedd yr ysbyty, yn ôl math o ysbyty.	Mae'r DAA hwn yn ystyried perfformiad wrth drosglwyddo yn ôl safle. Mae hyn yn ei gwneud yn bosibl nodi a lledaenu arfer da.
34	AQI21	Nifer yr oriau a gollwyd yn dilyn hysbysiad i drosglwyddo ar ôl mwy na 15 munud	Mae'r DAA hwn yn mesur faint o oriau a gollwyd ar ôl hysbysiad i drosglwyddo ar ôl mwy na 15 munud.
35	AQI22i	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty	Mae'r DAA hwn yn mesur y nifer o weithiau yr oedd criw ambiwlans ar gael eto o fewn 15 munud o drosglwyddo eu claf.
36	AQI22ii	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty, yn ôl math o ysbyty.	Mae'r DAA hwn yn ystyried perfformiad wrth drosglwyddo a chlirio yn ôl safle. Mae hyn yn ei gwneud yn bosibl nodi a lledaenu arfer da.
37	AQI23	Cludo cleifion i Fyrddau Iechyd Lleol eraill	Mae'r DAA hwn yn cofnodi nifer yr achlysuron pan oedd claf wedi cael ei gludo i gyrchfan oedd yn rhan o Fwrdd Iechyd gwahanol i gyrchfan yr alwad.
38	AQI24	Nifer yr oriau a gollwyd yn sgil trosglwyddo a chlirio ar ôl mwy na 15 munud	Mae'r DAA hwn yn dangos faint o amser a gollwyd lle nad oedd criwiau ambiwlans ar gael o fewn 15 munud o drosglwyddo eu claf.



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Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee



Heb Farc Diogelu
Not Protectively Marked



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Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
NHS Trust

Model ymateb clinigol

Math o alwad	Diffiniad y Pwyllgor Gwasanaethau Ambiwlans Brys	Enghraifft	Dangosydd ansawdd
COCH	Galwadau lle mae bywyd yn y fantol, fel ataliad y galon neu dagu. Bydd y galwadau hyn yn destun dangosyddion clinigol fel cyfraddau cylchrediad dychweliad digymell cylchrediad (ROSC) yn ogystal â safon seiliedig ar amser. Mae hyn yn ei gwneud yn ofynnol i 65% o leiaf o'r galwadau hyn arwain at bresenoldeb ambiwlans o fewn 8 munud.	Problemau anadlu / Ataliad y galon	Ymateb o fewn 8 munud mewn o leiaf 65% o'r achosion Targed cenedlaethol
MELYN	Galwadau difrifol ond lle nad yw bywyd yn y fantol. Bydd y galwadau hyn yn cynnwys y rhan fwyaf o achosion meddygol a thrawma, fel poen yn y frest a thoresgyrn. Bydd galwadau melyn yn cael ymateb brys. Crëwyd proffil ymateb i sicrhau bod yr adnodd clinigol mwyaf addas yn cael ei anfon i bob galwad categori melyn. Bydd hyn yn cynnwys triniaeth drwy wasanaethau "gwrando a thrin" dros y ffôn. Defnyddir profiad cleifion a data dangosyddion clinigol i werthuso effeithiolrwydd ymateb ambiwlansys i alwadau melyn.	Poenau cardiaidd yn y frest / Strôc	Cydymffurfio â phhecynnau gofal ar gyfer cleifion cardiaidd, cleifion strôc a chleifion sydd wedi torri gwddf asgwrn y forddwyd.
GWYRDD	Nid yw galwadau 999 sy'n cael eu categoreiddio'n rhai gwyrdd yn ddifrifol nac yn alwadau lle mae bywyd yn y fantol. Mae cyflyrau fel clust dost neu fân anafiadau'n cael eu codio'n alwadau gwyrdd. Y driniaeth ddelfrydol ar gyfer galwadau gwyrdd yw gwasanaeth brysbennu eilaidd dros y ffôn. Yn aml, bydd gweithwyr gofal iechyd proffesiynol, fel meddygon, bydrwagedd neu ysbytai cymunedol, angen trosglwyddo claf ar frys o ofal aciwtedd isel i gyfleuster aciwtedd uwch. Mae'r trosglwyddiadau hyn yn cael eu nodi fel galwadau gwyrdd ac yn cael eu cyflawni o fewn amserlen y cytunwyd arni gyda'r gweithwyr gofal iechyd proffesiynol sy'n gofyn am y trosglwyddiad.	Llewygu – wedi gwella ac yn effro	Canlyniadau clinigol a boddhad cleifion ar gyfer 999. Cydymffurfio ag amserleni cytunedig o ran derbyniadau sy'n ymwneud â galwadau gan weithwyr gofal iechyd proffesiynol.

Adolygiad y BILI o Gam 1: Helpwch fi i ddewis: Ebrill 2022 – Mehefin 2022

Cam 1: Helpwch fi i ddewis

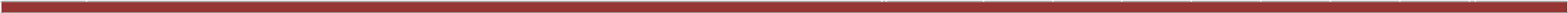
Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQ14 i	Y nifer o ymweliadau unigryw â gwefan Galw Iechyd Cymru	351,750	-	-	-	-	-	-	-	351,750
AQ14 ii	Y nifer o alwadau a dderbyniwyd gan Galw Iechyd Cymru yn ôl rheswm (10 uchaf)									
	Problemau deintyddol	2,793	74	629	34	56	1,168	284	548	2,793
	Poen yn yr abdomen	1,744	302	410	265	245	209	61	252	1,744
	Poen yn y frest	1,479	262	324	281	202	150	56	204	1,479
	Peswch	1,239	205	308	164	210	118	39	195	1,239
	Dolur gwddf	1,096	221	219	162	199	113	25	157	1,096
	Anhawster wrth anadlu	789	138	202	114	101	93	34	107	789
	Brech	751	142	157	134	117	82	31	88	751
	Llosg wrinol	707	119	161	78	97	92	38	122	707
	Twymyn	702	128	170	107	111	88	18	80	702
	Poen yn y cefn	668	102	142	122	91	87	27	97	668
AQ15	Nifer y galwyr rheolaidd	259	45	73	28	38	38	8	29	259
	Nifer y digwyddiadau a grëwyd gan alwyr rheolaidd	2,508	458	711	278	352	375	71	263	2,508
	Cyfanswm nifer y digwyddiadau	37,859	7,160	9,607	5,290	4,846	4,738	1,687	4,531	37,859
	Canran nifer y digwyddiadau gan alwyr rheolaidd yn erbyn cyfanswm nifer y digwyddiadau	6.6%	6.4%	7.4%	5.3%	7.3%	7.9%	4.2%	5.8%	6.6%

Adolygiad y BILI o Gam 2: Atebwch fy ngalwad: Ebrill 2022 – Mehefin 2022

Cam 2: Atebwch fy ngalwad

Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQ16	Nifer y galwadau gan weithwyr gofal iechyd proffesiynol a atebwyd	4,377	-	-	-	-	-	-	-	4,377
AQ17i	Nifer y galwadau 999 a atebwyd	47,072	-	-	-	-	-	-	-	47,072
AQ17ii	Galwadau 999: Amser i ateb – ymateb canolrifol (munudau:elliadau)	00:02	-	-	-	-	-	-	-	
	Galwadau 999: Amser i ateb – 65ain ganradd (munudau:elliadau)	00:03	-	-	-	-	-	-	-	
	Galwadau 999: Amser i ateb – 95ain ganradd (munudau:elliadau)	01:19	-	-	-	-	-	-	-	
AQ18	Nifer y galwadau 999 a dderbyniwyd trwy'r <i>Medical Priority Dispatch System</i> (MPDS)	37,859	7,160	9,607	5,290	4,846	4,738	1,687	4,531	37,859
	Protocol 06: PROBLEMAU WRTH ANADLU	4,728	849	1,201	637	676	563	200	602	4,728
	Protocol 17: ACHOSION O GWYMPO	4,358	835	1,129	596	540	537	231	490	4,358
	Protocol 10: POEN YN Y FREST	4,215	739	1,083	568	555	568	196	506	4,215
	Protocol 26: UNIGOLYN SÂL (DIAGNOSIS PENODOL)	3,192	547	879	431	410	416	155	354	3,192
	Protocol 31: ANYMWYBODOL/LLEWYGU (NEU'N AGOS AT HYNFY)	2,234	420	534	354	261	295	105	265	2,234
	Protocol *U: ANHYSBYS – DEFNYDDIWR WEDI GADAEL YR ALWAD	1,730	308	370	281	241	224	81	225	1,730
	Protocol UGA1: UWCHRADDIO I MELYN 1	1,613	252	537	173	202	211	69	169	1,613
	Protocol 28: STRÔC (CVA/TIA)	1,484	273	361	198	201	195	56	200	1,484
	Protocol 21: GWAEDLIF/RHWYGIADAU	1,440	236	384	197	191	210	66	156	1,440
	Protocol 12: CONFYLSIYNAU/FFIT	1,245	194	299	193	193	143	33	190	1,245
AQ19 i	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambiwllans (Gwrandio a Thrin)	4,467	714	1,160	657	586	512	162	676	4,467
	Nifer yr asesiadau dros y ffôn trwy Galw Iechyd Cymru a gafodd eu datrys heb orfod anfon ambiwlans	1,182	186	316	193	155	156	49	127	1,182
	Nifer yr asesiadau dros y ffôn trwy'r Ddesg Glinigol a gafodd eu datrys heb orfod anfon ambiwlans	3,285	528	844	464	431	356	113	549	3,285
	Canran y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambiwllans	11.8%	10.0%	12.1%	12.4%	12.1%	10.8%	9.6%	14.9%	11.8%
AQ19 ii	Nifer y galwadau a drosglwyddwyd i Galw Iechyd Cymru	2,073	338	577	316	262	280	73	227	2,073
	Nifer y galwadau 999 a dderbyniwyd trwy'r <i>Medical Priority Dispatch System</i> (MPDS)	37,859	7,160	9,607	5,290	4,846	4,738	1,687	4,531	37,859
	Canran y galwadau a drosglwyddwyd i Galw Iechyd Cymru	5.5%	4.7%	6.0%	6.0%	5.4%	5.9%	4.3%	5.0%	5.5%
AQ19 iii	Nifer y galwadau a ddychwelwyd gan Galw Iechyd Cymru a gafodd eu datrys drwy anfon ambiwlans	378	60	110	49	38	58	13	50	378
	Cyfanswm nifer y galwadau a gafodd eu brysennu gan Gynghorydd Nyrsio	1,560	246	426	242	193	214	62	177	1,560
	Canran y galwadau brysennu a ddychwelwyd gan Galw Iechyd Cymru	24.2%	24.4%	25.8%	20.2%	19.7%	27.1%	21.0%	28.2%	24.2%

AQI9 iv	Nifer y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael gwasanaeth cyngor gofal amgen	1,182	186	316	193	155	156	49	127	1,182
	Cyfanswm nifer y galwadau a gafodd eu brysennu gan Gyngorydd Nyrsio	1,560	246	426	242	193	214	62	177	1,560
	Canran y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael gwasanaethau cyngor gofal amgen	75.8%	75.6%	74.2%	79.8%	80.3%	72.9%	79.0%	71.8%	75.8%
AQI10 i	Cyfraddau cyswllt am yr eildro – Ffôn									
	Nifer y digwyddiadau a dderbyniwyd o fewn 24 awr ar ôl asesiad ffôn gan y Gwasanaeth Ambiwylans (Gwrando a Thrin)	413	39	111	38	43	47	12	123	413
	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambiwylans (Gwrando a Thrin)	4,467	714	1,160	657	586	512	162	676	4,467
	Canran y cysylltiadau am yr eildro o fewn 24 awr ar ôl brysennu dros y ffôn (Gwrando a Thrin)	9.2%	5.5%	9.6%	5.8%	7.3%	9.2%	7.4%	18.2%	9.2%
AQI10 ii	Cyfraddau cyswllt am yr eildro – mynd i'r lleoliad									
	Nifer y digwyddiadau o fewn 24 awr ar ôl ymateb Gweld a Thrin	11	3	7	-	-	1	-	-	11
	Nifer yr achosion o fynd i'r lleoliad heb fod angen trosglwyddo i'r ysbyty (Gweld a Thrin)	2,231	450	760	280	171	233	131	206	2,231
	Canran y cysylltiadau am yr eildro o fewn 24 awr ar ôl Gweld a Thrin	0.5%	0.7%	0.9%	0.0%	0.0%	0.4%	0.0%	0.0%	0.5%



Adolygiad y BILI o Gam 3: Dewch i fy ngweld i: Ebrill 2022 – Mehefin 2022

Cam 3 Dewch i fy ngweld i

Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQI11	Nifer y digwyddiadau categori COCH a arweiniodd at ymateb brys	3,559	662	797	527	494	449	118	512	3,559
	Nifer y digwyddiadau categori COCH pan gyrhaeddodd yr ymateb cyntaf o fewn 8 munud	1,821	395	368	324	231	175	57	271	1,821
	Canran y digwyddiadau categori COCH pan gyrhaeddodd yr ymateb cyntaf o fewn 8 munud, mewn 65% o'r achosion	51.2%	59.7%	46.2%	61.5%	46.8%	39.0%	48.3%	52.9%	51.2%
	Categori COCH – ymateb canolrifol	00:07:49	00:06:42	00:08:49	00:06:58	00:08:38	00:10:49	00:08:17	00:07:36	
	Categori COCH – 65ain ganradd	00:10:23	00:08:41	00:12:37	00:08:25	00:10:51	00:14:19	00:11:49	00:09:47	
	Categori COCH – 95ain ganradd	00:24:20	00:17:36	00:27:25	00:16:37	00:21:53	00:32:49	00:31:22	00:21:00	
AQI12	Nifer y digwyddiadau categori MELYN a arweiniodd at ymateb brys	15,141	2,807	4,298	1,843	1,818	1,899	826	1,650	15,141
	Categori MELYN – ymateb canolrifol	01:47:12	01:40:32	01:37:15	01:48:16	01:54:22	02:27:23	01:20:33	01:53:50	
	Categori MELYN – 65ain ganradd	02:41:02	02:32:33	02:27:32	02:31:06	02:49:03	03:54:06	02:12:42	02:47:54	
	Categori MELYN – 95ain ganradd	08:47:58	08:14:21	08:24:00	07:35:26	09:11:15	10:30:38	06:47:59	08:55:55	
AQI13	Nifer y digwyddiadau categori GWYRDD a arweiniodd at ymateb	1,628	641	295	175	146	156	75	140	1,628
	Categori GWYRDD – ymateb canolrifol	01:26:10	01:14:34	01:29:54	01:18:33	02:06:13	01:50:40	01:10:27	01:30:29	
	Categori GWYRDD – 65ain ganradd	02:24:47	02:10:16	02:42:28	02:05:20	03:03:02	03:14:04	01:39:52	02:26:39	
	Categori GWYRDD – 95ain ganradd	09:12:08	07:41:58	09:57:32	05:58:16	12:17:26	10:51:38	07:25:52	08:55:34	
AQI14	Nifer y digwyddiadau yr ymatebwyd iddynt gan anfon o leiaf 1 adnodd i'r lleoliad (ac eithrio digwyddiadau pan fydd anfon sawl adnodd yn briodol)	16,835	3,575	4,413	2,161	2,013	2,005	773	1,895	16,835
	Canran y digwyddiadau pan ddaeth 1 cerbyd i'r lleoliad	71.0%	69.7%	72.6%	69.7%	67.2%	74.7%	73.4%	70.0%	0.0%
	Canran y digwyddiadau pan ddaeth 2 gerbyd i'r lleoliad	23.0%	23.5%	21.5%	24.5%	24.2%	21.1%	21.6%	25.4%	0.0%
	Canran y digwyddiadau pan ddaeth 3 cherbyd i'r lleoliad	4.8%	5.2%	4.8%	4.9%	6.8%	3.3%	4.0%	3.9%	0.0%
	Canran y digwyddiadau pan ddaeth 4 cerbyd neu fwy i'r lleoliad	1.2%	1.7%	1.1%	0.9%	1.8%	0.8%	1.0%	0.7%	0.0%
AQI15	Nifer yr achosion o anfon Ymatebwyr Cyntaf yn y Gymuned i'r lleoliad	815	99	239	77	117	129	84	70	815
	COCH	292	29	49	37	67	72	23	15	292
	MELYN	469	65	169	37	49	47	51	51	469
	GWYRDD	54	5	21	3	1	10	10	4	54
	Nifer yr achosion o anfon Ymatebwyr Cyntaf yn y Gymuned i'r lleoliad pan mai nhw oedd yr ymatebwr cyntaf i gyrraedd y lleoliad	735	92	223	66	101	112	76	65	735
	Canran yr achosion o anfon Ymatebwyr Cyntaf yn y Gymuned i'r lleoliad pan mai nhw oedd yr ymatebwr cyntaf i gyrraedd y lleoliad	90.2%	92.9%	93.3%	85.7%	86.3%	86.8%	90.5%	92.9%	90.2%

Adolygiad y BILI o Gam 4: Rhowch driniaeth i mi: Ebrill 2022 – Mehefin 2022

Cam 4: Rhowch driniaeth i mi

Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22							Cyfanswm Cymru gyfan	
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P		BA
AQI16 i	Canran y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cylchrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	0.0%	Dangosydd Cymru gyfan yn unig							0.0%
	Nifer y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cylchrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	-	-	-	-	-	-	-	-	0
	Cyfanswm nifer y cleifion y ceisiwyd eu dadebru yn dilyn ataliad y galon	-	-	-	-	-	-	-	-	0
AQI16 ii	Canran y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer strôc.	65.6%	Dangosydd Cymru gyfan yn unig							65.6%
	Nifer y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer strôc.	225	-	-	-	-	-	-	-	225
	Cyfanswm nifer y cleifion yr amheuir eu bod wedi cael strôc	343	-	-	-	-	-	-	-	343
AQI16 iii	Canran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn bwndel gofal priodol [gan gynnwys analgesia]	56.4%	Dangosydd Cymru gyfan yn unig							56.4%
	Nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn bwndel gofal priodol	141	-	-	-	-	-	-	-	141
	Cyfanswm nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun	250	-	-	-	-	-	-	-	250
	Canran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia	60.4%	Dangosydd Cymru gyfan yn unig							60.4%
	Nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia	151	-	-	-	-	-	-	-	151
	Cyfanswm nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun	250	-	-	-	-	-	-	-	250
AQI16 iv	Canran y cleifion gyda Chnawdnychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer STEMI.	0.0%	Dangosydd Cymru gyfan yn unig							0.0%
	Nifer y cleifion gyda Chnawdnychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer STEMI.	-	-	-	-	-	-	-	-	0
	Cyfanswm nifer y cleifion gyda Chnawdnychiant Myocardaidd gyda segment ST Uwch (STEMI)	-	-	-	-	-	-	-	-	0
AQI16 v	Canran y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	0.0%	Dangosydd Cymru gyfan yn unig							0.0%
	Nifer y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	-	-	-	-	-	-	-	-	0
	Cyfanswm nifer y cleifion yr amheuir bod ganddynt sepsis	-	-	-	-	-	-	-	-	0

AQI16 vi	Canran y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	0.0%	Dangosydd Cymru gyfan yn unig							0.0%
	Nifer y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	-	-	-	-	-	-	-	-	0
	Cyfanswm nifer y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau	-	-	-	-	-	-	-	-	0
AQI16 vii	Canran y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol	0.0%	Dangosydd Cymru gyfan yn unig							0.0%
	Nifer y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol	-	-	-	-	-	-	-	-	0
	Cyfanswm nifer y cleifion hypoglycemig	-	-	-	-	-	-	-	-	0
AQI17	Nifer y digwyddiadau lle nad aethpwyd â'r claf i'r ysbyty	4,125	791	1,245	498	362	475	244	510	4,125
	Triniwyd yn y fan a'r lle	2,214	447	752	279	167	232	131	206	2,214
	Cyfeiriwyd at ddarparwr amgen	1,911	344	493	219	195	243	113	304	1,911

Cam 4: Rhowch driniaeth i mi (parhad)

Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQI18	MELYN									
	Cyfanswm nifer y digwyddiadau MELYN yr ymatebwyd iddynt	15,133	2,806	4,295	1,841	1,818	1,898	826	1,649	15,133
	Nifer y digwyddiadau MELYN pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	2,625	710	664	273	370	187	89	332	2,625
	Canran y digwyddiadau MELYN pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	17.3%	25.3%	15.5%	14.8%	20.4%	9.9%	10.8%	20.1%	17.3%
	Nifer y digwyddiadau MELYN pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	126	25	29	17	17	14	12	12	126
	Canran y digwyddiadau MELYN pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.8%	0.9%	0.7%	0.9%	0.9%	0.7%	1.5%	0.7%	0.8%
	GWYRDD 2									
	Cyfanswm nifer y digwyddiadau GWYRDD 2 yr ymatebwyd iddynt	676	122	160	106	93	88	36	71	676
	Nifer y digwyddiadau GWYRDD 2 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	72	15	6	13	17	10	1	10	72
	Canran y digwyddiadau GWYRDD 2 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	10.7%	12.3%	3.8%	12.3%	18.3%	11.4%	2.8%	14.1%	10.7%
	Nifer y digwyddiadau GWYRDD 2 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	6	1	1	1	2	1	-	-	6
	Canran y digwyddiadau GWYRDD 2 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.9%	0.8%	0.6%	0.9%	2.2%	1.1%	0.0%	0.0%	0.9%
	GWYRDD 3 (digwyddiadau pan gafwyd galwad gan y rheiny nad ydynt yn weithwyr gofal iechyd proffesiynol)									
	Cyfanswm nifer y digwyddiadau GWYRDD 3 yr ymatebwyd iddynt	933	517	130	63	49	67	39	68	933
	Nifer y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	6	1	2	1	-	-	-	2	6
	Canran y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	0.6%	0.2%	1.5%	1.6%	0.0%	0.0%	0.0%	2.9%	0.6%
	Nifer y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	2	-	1	1	-	-	-	-	2
	Canran y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.2%	0.0%	0.8%	1.6%	0.0%	0.0%	0.0%	0.0%	0.2%
	GWYRDD 3 (digwyddiadau pan gafwyd galwad gan weithiwr gofal iechyd proffesiynol)									
	Cyfanswm nifer y digwyddiadau GWYRDD 3 yr ymatebwyd iddynt	733	163	191	120	98	84	22	55	733
	Nifer y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	-	-	-	-	-	-	-	-	-
	Canran y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Nifer y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	-	-	-	-	-	-	-	-	-
	Canran y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Adolygiad y BILI o Gam 5: Ewch â fi i'r ysbyty: Ebrill 2022 – Mehefin 2022

Cam 5: Ewch â fi i'r ysbyty

Cyf.	Disgrifiad o'r Dangosydd	Ebrill-22								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQI19 i	Nifer y cleifion 999 a gludwyd i'r ysbyty	12,100	2,512	3,146	1,469	1,563	1,567	570	1,273	12,100
	Cyfanswm nifer y digwyddiadau pan ddaeth ambiwlans i'r lleoliad	20,139	4,072	5,345	2,523	2,432	2,471	1,011	2,285	20,139
	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad wyneb yn wyneb.	60.1%	61.7%	58.9%	58.2%	64.3%	63.4%	56.4%	55.7%	60.1%
AQI19 ii	Cyfanswm nifer y cleifion a gludwyd i'r ysbyty yn ôl math	12,931	2,696	3,356	1,596	1,674	1,674	599	1,336	12,931
	Haen 1: Unedau damweiniau ac achosion brys mawr	11,345	1,845	3,285	1,387	1,657	1,445	543	1,183	11,345
	Haen 2: (Unedau damweiniau ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniau leol	972	799	8	1	7	9	14	134	972
	Haen 3: (Unedau aciwt mawr) – Uned derbyniadau meddygol	415	7	-	186	4	214	-	4	415
	Eraill (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	199	45	63	22	6	6	42	15	199
AQI20 i	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud ar ôl cyrraedd yr ysbyty	18.1%	16.3%	15.2%	17.7%	23.4%	17.2%	12.3%	25.7%	18.1%
	Nifer yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	2,306	309	564	272	436	314	74	337	2,306
	Cyfanswm nifer y trosglwyddiadau	12,748	1,900	3,710	1,541	1,860	1,825	601	1,311	12,748
AQI20 ii	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud o gyrraedd yr ysbyty, yn ôl math o ysbyty									
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	17.9%	16.2%	15.2%	17.7%	23.4%	15.5%	12.2%	26.2%	17.9%
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	2,221	307	564	272	436	246	73	323	2,221
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – cyfanswm nifer y trosglwyddiadau	12,432	1,896	3,710	1,540	1,860	1,592	599	1,235	12,432
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	22.5%	50.0%	-	-	-	50.0%	50.0%	19.4%	22.5%
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	18	2	-	-	-	1	1	14	18
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – cyfanswm nifer y trosglwyddiadau	80	4	-	-	-	2	2	72	80
	HAEN 3 (Unedau aciwt mawr) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	28.4%	-	-	0.0%	-	29.0%	-	0.0%	28.4%
	HAEN 3 (Unedau aciwt mawr) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	67	-	-	-	-	67	-	-	67
	HAEN 3 (Unedau aciwt mawr) – cyfanswm nifer y trosglwyddiadau	236	-	-	1	-	231	-	4	236
	Eraill – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	-	-	-	-	-	-	-	-	-
	Eraill – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	-	-	-	-	-	-	-	-	-
	Eraill – cyfanswm nifer y trosglwyddiadau	-	-	-	-	-	-	-	-	-

AQI21	Nifer yr oriau a gollwyd yn dilyn hysbysiad i drosglwyddo ar ôl mwy na 15 munud	23,493	3,277	6,036	2,671	3,758	3,645	961	3,146	23,493
	Haen 1: Unedau damweiniau ac achosion brys mawr	23,083	3,276	6,036	2,665	3,758	3,322	961	3,066	23,083
	Haen 2: (Unedau damweiniau ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniau leol	76	1	-	-	-	0	0	74	76
	Haen 3: (Unedau aciwt mawr) – Uned derbyniadau meddygol	334	-	-	6	-	323	-	5	334
	Eraill (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	-	-	-	-	-	-	-	-	-
AQI22 i	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty	83.9%	77.9%	86.6%	88.3%	87.2%	83.3%	91.5%	72.5%	83.9%
	Nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	10,697	1,481	3,214	1,360	1,621	1,521	550	950	10,697
	Cyfanswm nifer y trosglwyddiadau	12,748	1,900	3,710	1,541	1,860	1,825	601	1,311	12,748
AQI22 ii	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty, yn ôl math o ysbyty.									
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	84.0%	78.0%	86.6%	88.2%	87.2%	84.3%	91.5%	71.1%	84.0%
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	10,440	1,478	3,214	1,359	1,621	1,342	548	878	10,440
	HAEN 1 (Unedau damweiniau ac achosion brys mawr) – cyfanswm nifer y trosglwyddiadau	12,432	1,896	3,710	1,540	1,860	1,592	599	1,235	12,432
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	92.5%	75.0%	-	-	-	50.0%	100.0%	94.4%	92.5%
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	74	3	-	-	-	1	2	68	74
	HAEN 2 (Unedau damweiniau ac achosion brys bach) – cyfanswm nifer y trosglwyddiadau	80	4	-	-	-	2	2	72	80
	HAEN 3 (Unedau aciwt mawr) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	77.5%	-	-	100.0%	-	77.1%	-	100.0%	77.5%
	HAEN 3 (Unedau aciwt mawr) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	183	-	-	1	-	178	-	4	183
	HAEN 3 (Unedau aciwt mawr) – cyfanswm nifer y trosglwyddiadau	236	-	-	1	-	231	-	4	236
	Eraill – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	-	-	-	-	-	-	-	-	-
	Eraill – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	-	-	-	-	-	-	-	-	-
	Eraill – cyfanswm nifer y trosglwyddiadau	-	-	-	-	-	-	-	-	-
AQI23	Cludo i'r ysbyty y tu hwnt i ardal y Bwrdd Iechyd Lleol	1,112	301	125	91	125	111	268	91	1,112
	Nifer y cleifion a gludwyd i'r ysbyty	12,931	2,696	3,356	1,596	1,674	1,674	599	1,336	12,931
	Canran yr holl ddigwyddiadau lle aethpwyd â'r claf i ysbyty y tu hwnt i ardal y Bwrdd Iechyd Lleol	8.6%	11.2%	3.7%	5.7%	7.5%	6.6%	44.7%	6.8%	8.6%
AQI24	Nifer yr oriau a gollwyd yn sgil trosglwyddo a chlirio ar ôl mwy na 15 munud	581	155	112	49	56	54	15	140	581
	Haen 1: Unedau damweiniau ac achosion brys mawr	573	155	112	49	56	46	15	140	573
	Haen 2: (Unedau damweiniau ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniau leol	0	0	-	-	-	0	-	0	0
	Haen 3: (Unedau aciwt mawr) – Uned derbyniadau meddygol	8	-	-	-	-	8	-	-	8
	Eraill (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	-	-	-	-	-	-	-	-	-

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwlans (AQI)

Rhif	Term	Diffiniad
1	65ain ganradd	Mesur sy'n cael ei ddefnyddio mewn ystadegau yw canradd. Mae'n dangos y gwerth islaw canran benodol o arsylwadau mewn grŵp o arsylwadau. Er enghraifft, y 65ain ganradd yw'r gwerth islaw 65% o'r arsylwadau.
2	95ain ganradd	Mesur sy'n cael ei ddefnyddio mewn ystadegau yw canradd. Mae'n dangos y gwerth islaw canran benodol o arsylwadau mewn grŵp o arsylwadau. Er enghraifft, y 95ain ganradd yw'r gwerth islaw 95% o'r arsylwadau.
3	999	Gwasanaeth ffôn brys sy'n cael ei weithredu gan ddarparwyr teleffoni, fel BT, ac sy'n galluogi unrhyw un i gysylltu â'r gwasanaethau brys. Rhifau tebyg eraill yw 112 (Ewrop) a 911 (UDA).
4	BILI	Bwrdd Iechyd Lleol, sef uned weinyddol o fewn Gwasanaeth Iechyd Gwladol Cymru. Y 7 bwrdd iechyd yng Nghymru yw Bwrdd Iechyd Addysgu Powys, Bwrdd Iechyd Prifysgol Aneurin Bevan, Bwrdd Iechyd Prifysgol Bae Abertawe, Bwrdd Iechyd Prifysgol Betsi Cadwaladr, Bwrdd Iechyd Prifysgol Caerdydd a'r Fro, Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg a Bwrdd Iechyd Prifysgol Hywel Dda.
5	Bwndel gofal priodol ar gyfer strôc	Mae Pecyn Gofal yn grŵp rhwng tri neu bump o ymyriadau neu brosesau gofal penodol sy'n cael mwy o effaith ar ganlyniadau claf o'u gwneud gyda'i gilydd am gyfnod penodedig, yn hytrach nag ar wahân.
6	Canolrif	Y canolrif yw'r rhif sy'n gwahanu hanner uchaf a hanner isaf sampl o ddata. Gellir canfod canolrif rhestr benodol o rifau drwy drefnu'r holl arsylwadau o'r gwerth isaf i'r gwerth uchaf a chanfod y gwerth yn y canol (e.e. canolrif {3, 3, 5, 9, 11} yw 5).
7	Canran a gludwyd	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad cychwynnol yn y fan a'r lle gan glinigydd Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru.
8	Cleifion a gludwyd i'r ysbyty	Digwyddiad 999 sydd wedi cael ymateb brys yn y fan a'r lle ac sydd wedi arwain at gludo'r claf i'r ysbyty.
9	Cleifion na chludwyd i'r ysbyty	Cleifion na chludwyd i'r ysbyty yn dilyn asesiad gan glinigydd.
10	Cleifion na chludwyd i'r ysbyty (yn ôl rheswm)	Nifer y cleifion nad aethpwyd â nhw i'r ysbyty yn ôl y rheswm dros hynny, h.y. triniwyd yn y fan a'r lle.
11	Clirio	Yr amser mae criw Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn glir (yn rhydd i wneud gwaith arall) y tu hwnt i'r lleoliad neu'r ysbyty.
12	COCH	Galwadau a ystyrir bod bywyd yn y fantol.

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwylans (AQI)

Rhif	Term	Diffiniad
13	Digwyddiad	Galwad 999 ac eithrio'r canlynol: galwadau a wnaed ar ddamwain, galwadau dyblyg, galwadau am wybodaeth, galwadau prawf a galwadau i ganolfannau ambiwlans eraill.
14	Dychweliad digymell cylchrediad (ROSC)	Mae dychweliad digymell cylchrediad (ROSC) yn cyfeirio at arwyddion o gylchrediad sydd wedi ei adfer (mwy na dal anadl o bryd i'w gilydd, curiad calon cyflym o bryd i'w gilydd neu donffurf rydweliol) yn sgil anadlu, curiad calon neu bwysedd gwaed y gellir ei fesur
15	Galw Iechyd Cymru	Gwasanaeth cyngor a gwybodaeth iechyd yw Galw Iechyd Cymru sydd ar gael 24 awr y dydd, bob dydd. Mae'r gwasanaeth yn rhan o Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru.
16	Galwad	Galwad ffôn sy'n cael ei derbyn gan Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru drwy 999 neu oddi wrth weithiwr gofal iechyd proffesiynol.
16	Galwr rheolaidd	Diffiniad galwyr rheolaidd yw pan fydd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wedi derbyn 5 neu fwy o alwadau o'r un cyfeiriad yn yr un mis neu 12 neu fwy o alwadau o'r un cyfeiriad yn ystod y 3 mis diwethaf.
18	Gweithiwr iechyd proffesiynol	Gweithiwr iechyd proffesiynol sy'n briodol gymwys: meddyg, meddyg teulu, ymarferydd gofal brys, nyrs, nyrs ardal, bydwaig, parafeddyg, deintydd, gweithiwr cymdeithasol cymeradwy.
19	Gwrando a Thrin	Galwyr yr ystyrir bod cyflyrau ganddynt nad ydynt yn bygwth bywyd ac sydd wedi cael cyngor a'u brysennu dros y ffôn.
20	GWYRDD	Nid yw galwadau sy'n cael eu categorio'n rhai gwyrdd yn ddifrifol nac yn alwadau lle mae bywyd yn y fantol. Mae cyflyrau fel clust dost neu fân anafiadau'n cael eu codio'n alwadau gwyrdd. Y driniaeth ddelfrydol ar gyfer galwadau gwyrdd yw gwasanaeth brysennu eilaidd dros y ffôn.
21	Hysbysiad	Yr amser o rybudd y rhoddodd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wybod i staff ysbytai'r bwrdd iechyd lleol cyn iddynt gyrraedd yr ysbyty.
22	MELYN	Galwadau sy'n cael eu derbyn a'u categorio fel galwadau difrifol ond lle nad yw bywyd yn y fantol. Bydd y galwadau hyn yn cynnwys y rhan fwyaf o achosion meddygol a thrawma, fel poen yn y frest a thoresgyrn. Bydd galwadau melyn yn cael ymateb brys. Crëwyd proffil ymateb i sicrhau bod yr adnodd clinigol mwyaf addas yn cael ei anfon i bob galwad categori melyn. Bydd hyn yn cynnwys triniaeth drwy wasanaethau "gwrando a thrin" dros y ffôn. Defnyddir profiad cleifion a data dangosyddion clinigol i werthuso effeithiolrwydd ymateb ambiwlansys i alwadau melyn.
23	MPDS	System Anfon ar sail Blaenoriaeth Feddygol, neu "Medical Priority Dispatch System" yn Saesneg: system unedig yw MPDS a ddefnyddir i anfon cymorth priodol i achosion meddygol brys, gan gynnwys system gwestiynu'r galwr a chyfarwyddiadau cyn cyrraedd.
24	PROQA	Meddalwedd cwestiynu ac ateb broffesiynol: Mae meddalwedd ProQA yn system arbenigol sy'n helpu i ddarparu'r gwasanaeth a'r cyflymder gorau. Fel arfer, bydd lefelau anfon cywir yn cael eu nodi mewn llai nag un funud. Yn ogystal â hynny, mae ProQA yn darparu protocolau Darparu Cymorth Bywyd, neu "Dispatch Life Support" (DLS) sy'n cyrraedd neu'n rhagori ar y safonau rhyngwladol parthed danfon gofal meddygol brys. Mae ProQA wedi ei seilio ar lenyddiaeth empeiraidd a phrofiad meddygol sy'n berthnasol i ddarparu gofal meddygol.

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwylans (AQI)

Rhif	Term	Diffiniad
25	STEMI	Cnawdnychiant Myocardaidd gyda segment ST Uwch – mae hyn yn digwydd pan fydd rhydweli goronaidd wedi ei chau'n llwyr oherwydd clot gwaed.
26	Torasgwrn y forddwyd	Crac neu doriad ar ben asgwrn y glun (y forddwyd), yn agos at gymal y glun, yw torasgwrn y glun. Enw arall ar hyn yw torasgwrn ffemwrol procsimol, neu "proximal femoral fractures" yn Saesneg.
27	Trosglwyddo	Y broses o drosglwyddo gofal o Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru i staff ysbyty bwrdd iechyd lleol.
28	Uned aciwt fawr	Ysbytai sy'n darparu gwasanaethau aciwt sy'n gyfyngedig i un neu ddwy uned arbenigol.
29	Uned damweiniau ac achosion brys fach	Ysbytai sy'n darparu amrywiaeth eang o wasanaethau arbenigol i gleifion allanol a chleifion mewnol aciwt (gan gynnwys ambell arbenigedd aciwt llawfeddygol) ond nid yr amrywiaeth lawn sydd ar gael mewn ysbytai aciwt mawr.
30	Uned damweiniau ac achosion brys fawr	Ysbytai sy'n darparu amrywiaeth eang o wasanaethau arbenigol i gleifion allanol a chleifion mewnol aciwt, ynghyd â'r systemau cymorth angenrheidiol, sy'n galluogi derbyniadau brys. Gan amlaf, bydd adran ddamweiniau ac achosion brys gan y rhain.
31	Y Pwyllgor Gwasanaethau Ambiwylans Brys (EASC)	Mae comisiynu ambiwlansys yng Nghymru'n broses gydweithredol sy'n seiliedig ar Gomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi. Mae pob un o'r saith bwrdd iechyd yn rhan o'r Fframwaith. Mae gwasanaethau ambiwlans yng Nghymru'n cael eu darparu gan un sefydliad cenedlaethol, sef Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru, neu "WAST" yn Saesneg.
32	Ymateb	Digwyddiad 999 sydd wedi cael ymateb brys yn y fan a'r lle.
33	Ymateb addas	Y math o glinigydd neu adnodd i'w anfon ond na fydd yr ymateb CYWIR ar gael ar gyfer y categori (neu godau) penodol.
34	Ymateb cywir	Y math o glinigydd neu adnodd i'w anfon ar gyfer y categori (neu godau) penodol.
35	Ymatebwr cyntaf yn y gymuned	Gweithiwr sydd wedi ei hyfforddi gan Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru i ymateb i alwadau sydd wedi eu graddio'n briodol.
36	Ymddiriedolaeth Gwasanaeth Ambiwylans Cymru	Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru Mae'r gwasanaeth yn rhychwantu ardal o 20,640 o gilometrau ac yn gwasanaethu poblogaeth o 2.9 miliwn o bobl. Mae'r ardal yn cynnwys cefn gwlad tawel, trefi arfordirol prysur a dinasoedd mawr.
37	ABM	Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg
38	AB	Bwrdd Iechyd Prifysgol Aneurin Bevan
39	BC	Bwrdd Iechyd Prifysgol Betsi Cadwaladr
40	CaF	Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
41	CT	Bwrdd Iechyd Prifysgol Cwm Taf
42	CTM	Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg
43	HDd	Hywel Dda University Health Board
44	P	Bwrdd Iechyd Addysgu Powys
45	BA	Bwrdd Iechyd Prifysgol Bae Abertawe

Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru Comisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi Dangosyddion Ansawdd Ambiwlans

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Nid yw'r wybodaeth yn y ddogfen hon yn gyfyngedig ac fe'i rhyddheir yn gyffredinol.

Cyhoeddwyd gan Adran Gwybodeg Iechyd Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru a chomisiynwyd gan y Pwyllgor Gwasanaethau Ambiwlans Brys yn unol â Chomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: April 2022 to June 2022

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STEP 2:	Answer My Call	
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STEP 4:	Give Me Treatment	
STEP 5:	Take Me To Hospital	
	Glossary	

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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	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
3	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
4	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
5	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
6	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQI7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQI7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
9	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
10	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
11	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
13	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
14	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (by clinical telephone advice).
15	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (following treatment at the scene).
16	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

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

32	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
33	AQI20ii	Number and percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.	This AQI looks at handover performance by site. This allows good practice to be identified and spread.
34	AQI21	Number of lost hours following notification to handover over 15 minutes	This AQI measures the amount of lost hours following notification to handover over 15 minutes.
35	AQI22i	Number and percentage of handover to clear within 15 minutes of transfer of patient care 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.

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: April 2022 to June 2022

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-22							All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	
AQI4 i	Number of NHS Direct Wales unique website visits	351,750	-	-	-	-	-	-	351,750
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)								
	Dental Problems	2,793	74	629	34	56	1,168	284	2,793
	Abdominal Pain	1,744	302	410	265	245	209	61	1,744
	Chest Pain	1,479	262	324	281	202	150	56	1,479
	Cough	1,239	205	308	164	210	118	39	1,239
	Sore Throat	1,096	221	219	162	199	113	25	1,096
	Breathing Difficulty	789	138	202	114	101	93	34	789
	Rash	751	142	157	134	117	82	31	751
	Urinary Burning	707	119	161	78	97	92	38	707
	Fever	702	128	170	107	111	88	18	702
	Back Pain	668	102	142	122	91	87	27	668
AQI5	Number of Frequent Callers	259	45	73	28	38	38	8	259
	Number of Incidents generated by Frequent Callers	2,508	458	711	278	352	375	71	2,508
	Total Number of Incidents	37,859	7,160	9,607	5,290	4,846	4,738	1,687	37,859
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.6%	6.4%	7.4%	5.3%	7.3%	7.9%	4.2%	6.6%

Step 2 Answer My Call LHB Review: April 2022 to June 2022

Step 2: Answer My Call

AQI Ref	AQI Description	Apr-22								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI6	Number of Healthcare Professional (HCP) Calls answered	4,377	-	-	-	-	-	-	-	4,377
AQI7i	Number of 999 calls answered	47,072	-	-	-	-	-	-	-	47,072
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	01:19	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,859	7,160	9,607	5,290	4,846	4,738	1,687	4,531	37,859
	Protocol 06: BREATHING PROBLEMS	4,728	849	1,201	637	676	563	200	602	4,728
	Protocol 17: FALLS	4,358	835	1,129	596	540	537	231	490	4,358
	Protocol 10: CHEST PAIN	4,215	739	1,083	568	555	568	196	506	4,215
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	3,192	547	879	431	410	416	155	354	3,192
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,234	420	534	354	261	295	105	265	2,234
	Protocol *U: UNKNOWN - USER LEFT CALL	1,730	308	370	281	241	224	81	225	1,730
	Protocol UGA1: UPGRADE TO AMBER 1	1,613	252	537	173	202	211	69	169	1,613
	Protocol 28: STROKE (CVA/TIA)	1,484	273	361	198	201	195	56	200	1,484
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,440	236	384	197	191	210	66	156	1,440
	Protocol 12: CONVULSIONS/FITTING	1,245	194	299	193	193	143	33	190	1,245
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,467	714	1,160	657	586	512	162	676	4,467
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,182	186	316	193	155	156	49	127	1,182
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	3,285	528	844	464	431	356	113	549	3,285
	Percentage of calls ended following WAST telephone assessment	11.8%	10.0%	12.1%	12.4%	12.1%	10.8%	9.6%	14.9%	11.8%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,073	338	577	316	262	280	73	227	2,073
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,859	7,160	9,607	5,290	4,846	4,738	1,687	4,531	37,859
	Percentage of calls transferred to NHS Direct Wales	5.5%	4.7%	6.0%	6.0%	5.4%	5.9%	4.3%	5.0%	5.5%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	378	60	110	49	38	58	13	50	378
	Total Number of Calls Triage'd by a Nurse Advisor	1,560	246	426	242	193	214	62	177	1,560
	Percentage of triaged calls returned from NHS Direct Wales	24.2%	24.4%	25.8%	20.2%	19.7%	27.1%	21.0%	28.2%	24.2%

AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,182	186	316	193	155	156	49	127	1,182
	Total Number of Calls Triageed by a Nurse Advisor	1,560	246	426	242	193	214	62	177	1,560
	Percentage of calls ended through transfer to alternative care advice services	75.8%	75.6%	74.2%	79.8%	80.3%	72.9%	79.0%	71.8%	75.8%
AQI10 i	Re-Contact rates - Telephone									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	413	39	111	38	43	47	12	123	413
	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,467	714	1,160	657	586	512	162	676	4,467
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	9.2%	5.5%	9.6%	5.8%	7.3%	9.2%	7.4%	18.2%	9.2%
AQI10 ii	Re-Contact rates - Attendance at Scene									
	Number of incidents within 24 hours following See and Treat	11	3	7	-	-	1	-	-	11
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,231	450	760	280	171	233	131	206	2,231
	Re-contact percentage within 24hrs of See and Treat	0.5%	0.7%	0.9%	0.0%	0.0%	0.4%	0.0%	0.0%	0.5%

Step 3 Come to See Me LHB Review: April 2022 to June 2022

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-22								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI11	Number of RED category incidents resulting in an emergency response	3,559	662	797	527	494	449	118	512	3,559
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,821	395	368	324	231	175	57	271	1,821
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	51.2%	59.7%	46.2%	61.5%	46.8%	39.0%	48.3%	52.9%	51.2%
	RED Category - Median Response	00:07:49	00:06:42	00:08:49	00:06:58	00:08:38	00:10:49	00:08:17	00:07:36	
	RED Category - 65th Percentile	00:10:23	00:08:41	00:12:37	00:08:25	00:10:51	00:14:19	00:11:49	00:09:47	
	RED Category - 95th Percentile	00:24:20	00:17:36	00:27:25	00:16:37	00:21:53	00:32:49	00:31:22	00:21:00	
AQI12	Number of AMBER category incidents resulting in an emergency response	15,141	2,807	4,298	1,843	1,818	1,899	826	1,650	15,141
	AMBER Category - Median Response	01:47:12	01:40:32	01:37:15	01:48:16	01:54:22	02:27:23	01:20:33	01:53:50	
	AMBER Category - 65th Percentile	02:41:02	02:32:33	02:27:32	02:31:06	02:49:03	03:54:06	02:12:42	02:47:54	
	AMBER Category - 95th Percentile	08:47:58	08:14:21	08:24:00	07:35:26	09:11:15	10:30:38	06:47:59	08:55:55	
AQI13	Number of GREEN category incidents resulting in a response	1,628	641	295	175	146	156	75	140	1,628
	GREEN Category - Median Response	01:26:10	01:14:34	01:29:54	01:18:33	02:06:13	01:50:40	01:10:27	01:30:29	
	GREEN Category - 65th Percentile	02:24:47	02:10:16	02:42:28	02:05:20	03:03:02	03:14:04	01:39:52	02:26:39	
	GREEN Category - 95th Percentile	09:12:08	07:41:58	09:57:32	05:58:16	12:17:26	10:51:38	07:25:52	08:55:34	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	16,835	3,575	4,413	2,161	2,013	2,005	773	1,895	16,835
	Percentage of Incidents where 1 Vehicle Arrived at Scene	71.0%	69.7%	72.6%	69.7%	67.2%	74.7%	73.4%	70.0%	
	Percentage of Incidents where 2 Vehicles Arrived at Scene	23.0%	23.5%	21.5%	24.5%	24.2%	21.1%	21.6%	25.4%	
	Percentage of Incidents where 3 Vehicles Arrived at Scene	4.8%	5.2%	4.8%	4.9%	6.8%	3.3%	4.0%	3.9%	
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	1.2%	1.7%	1.1%	0.9%	1.8%	0.8%	1.0%	0.7%	
AQI15	Number of Community First Responders (CFRs) attendances at scene	815	99	239	77	117	129	84	70	815
	RED	292	29	49	37	67	72	23	15	292
	AMBER	469	65	169	37	49	47	51	51	469
	GREEN	54	5	21	3	1	10	10	4	54
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	735	92	223	66	101	112	76	65	735
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	90.2%	92.9%	93.3%	85.7%	86.3%	86.8%	90.5%	92.9%	90.2%

Step 4 Give Me Treatment LHB Review: April 2022 to June 2022

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-22								All Wales Total
		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	0.0%	All Wales Indicator Only							0.0%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	-	-	-	-	-	-	-	-	0
	Total Number of patients with attempted resuscitation following cardiac arrest	-	-	-	-	-	-	-	-	0
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	65.6%	All Wales Indicator Only							65.6%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	225	-	-	-	-	-	-	-	225
	Total Number of suspected stroke patients	343	-	-	-	-	-	-	-	343
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	56.4%	All Wales Indicator Only							56.4%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	141	-	-	-	-	-	-	-	141
	Total Number of older patients with suspected hip fracture	250	-	-	-	-	-	-	-	250
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	60.4%	All Wales Indicator Only							60.4%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	151	-	-	-	-	-	-	-	151
	Total Number of older patients with suspected hip fracture	250	-	-	-	-	-	-	-	250
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	0.0%	All Wales Indicator Only							0.0%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	-	-	-	-	-	-	-	-	0
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	-	-	-	-	-	-	-	-	0
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	0.0%	All Wales Indicator Only							0.0%
	Number of suspected sepsis patients who have had a documented NEWS score	-	-	-	-	-	-	-	-	0
	Total Number of suspected sepsis patients	-	-	-	-	-	-	-	-	0

AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	0.0%	All Wales Indicator Only							0.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	-	-	-	-	-	-	-	-	0
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	-	-	-	-	-	-	-	-	0

AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	0.0%	All Wales Indicator Only							0.0%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	-	-	-	-	-	-	-	-	0
	Total Number of hypoglycaemic patients	-	-	-	-	-	-	-	-	0

AQI17	Number of Incidents that resulted in non conveyance to hospital	4,125	791	1,245	498	362	475	244	510	4,125
	Treated At Scene	2,214	447	752	279	167	232	131	206	2,214
	Referred To Alternate Provider	1,911	344	493	219	195	243	113	304	1,911

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Apr-22								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI18	AMBER									
	Total Number of AMBER Incidents with a Response	15,133	2,806	4,295	1,841	1,818	1,898	826	1,649	15,133
	Number of AMBER Incidents where Ideal Resource First on Scene	2,625	710	664	273	370	187	89	332	2,625
	Percentage of AMBER Incidents where Ideal Resource First on Scene	17.3%	25.3%	15.5%	14.8%	20.4%	9.9%	10.8%	20.1%	17.3%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	126	25	29	17	17	14	12	12	126
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.8%	0.9%	0.7%	0.9%	0.9%	0.7%	1.5%	0.7%	0.8%
	GREEN2									
	Total Number of GREEN2 Incidents with a Response	676	122	160	106	93	88	36	71	676
	Number of GREEN2 Incidents where Ideal Resource First on Scene	72	15	6	13	17	10	1	10	72
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	10.7%	12.3%	3.8%	12.3%	18.3%	11.4%	2.8%	14.1%	10.7%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	6	1	1	1	2	1	-	-	6
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.9%	0.8%	0.6%	0.9%	2.2%	1.1%	0.0%	0.0%	0.9%
	GREEN3 (Non HCP Incidents)									
	Total Number of GREEN3 Incidents with a Response	933	517	130	63	49	67	39	68	933
	Number of GREEN3 Incidents where Ideal Resource First on Scene	6	1	2	1	-	-	-	2	6
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.6%	0.2%	1.5%	1.6%	0.0%	0.0%	0.0%	2.9%	0.6%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	2	-	1	1	-	-	-	-	2
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.2%	0.0%	0.8%	1.6%	0.0%	0.0%	0.0%	0.0%	0.2%
	GREEN3 (HCP Incidents)									
	Total Number of GREEN3 Incidents with a Response	733	163	191	120	98	84	22	55	733
	Number of GREEN3 Incidents where Ideal Resource First on Scene	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Step 5 Take Me To Hospital LHB Review: April 2022 to June 2022

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-22								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI19 i	Number of 999 Patients conveyed to Hospital	12,100	2,512	3,146	1,469	1,563	1,567	570	1,273	12,100
	Total Number of Incidents where an Ambulance Resource Attended Scene	20,139	4,072	5,345	2,523	2,432	2,471	1,011	2,285	20,139
	Percentage of patients conveyed to hospital following a face to face assessment	60.1%	61.7%	58.9%	58.2%	64.3%	63.4%	56.4%	55.7%	60.1%
AQI19 ii	Total number of patients conveyed to hospital by type	12,931	2,696	3,356	1,596	1,674	1,674	599	1,336	12,931
	Tier 1 Major A&E Units	11,345	1,845	3,285	1,387	1,657	1,445	543	1,183	11,345
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	972	799	8	1	7	9	14	134	972
	Tier 3 (Major Acute) - Medical Admissions Unit	415	7	-	186	4	214	-	4	415
	Other (all other units such as Maternity or Mental Health Units)	199	45	63	22	6	6	42	15	199
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	18.1%	16.3%	15.2%	17.7%	23.4%	17.2%	12.3%	25.7%	18.1%
	Number of Notification to Handover within 15 minutes	2,306	309	564	272	436	314	74	337	2,306
	Total Number of Handovers	12,748	1,900	3,710	1,541	1,860	1,825	601	1,311	12,748
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	17.9%	16.2%	15.2%	17.7%	23.4%	15.5%	12.2%	26.2%	17.9%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	2,221	307	564	272	436	246	73	323	2,221
	TIER 1 (Major A&E Units) - Total Number of Handovers	12,432	1,896	3,710	1,540	1,860	1,592	599	1,235	12,432
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	22.5%	50.0%	-	-	-	50.0%	50.0%	19.4%	22.5%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	18	2	-	-	-	1	1	14	18
	TIER 2 (Minor A&E Units) - Total Number of Handovers	80	4	-	-	-	2	2	72	80
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	28.4%	-	-	0.0%	-	29.0%	-	0.0%	28.4%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	67	-	-	-	-	67	-	-	67
	TIER 3 (Major Acute) - Total Number of Handovers	236	-	-	1	-	231	-	4	236
	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	23,493	3,277	6,036	2,671	3,758	3,645	961	3,146	23,493
	Tier 1 Major A&E Units	23,083	3,276	6,036	2,665	3,758	3,322	961	3,066	23,083
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	76	1	-	-	-	0	0	74	76
	Tier 3 (Major Acute) - Medical Admissions Unit	334	-	-	6	-	323	-	5	334
	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	83.9%	77.9%	86.6%	88.3%	87.2%	83.3%	91.5%	72.5%	83.9%
	Number of Handover to Clear within 15 minutes	10,697	1,481	3,214	1,360	1,621	1,521	550	950	10,697
	Total Number of Handovers	12,748	1,900	3,710	1,541	1,860	1,825	601	1,311	12,748
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	84.0%	78.0%	86.6%	88.2%	87.2%	84.3%	91.5%	71.1%	84.0%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	10,440	1,478	3,214	1,359	1,621	1,342	548	878	10,440
	TIER 1 (Major A&E Units) - Total Number of Handovers	12,432	1,896	3,710	1,540	1,860	1,592	599	1,235	12,432
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	92.5%	75.0%	-	-	-	50.0%	100.0%	94.4%	92.5%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	74	3	-	-	-	1	2	68	74
	TIER 2 (Minor A&E Units) - Total Number of Handovers	80	4	-	-	-	2	2	72	80
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	77.5%	-	-	100.0%	-	77.1%	-	100.0%	77.5%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	183	-	-	1	-	178	-	4	183
	TIER 3 (Major Acute) - Total Number of Handovers	236	-	-	1	-	231	-	4	236
	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	1,112	301	125	91	125	111	268	91	1,112
	Number of patients conveyed to hospital	12,931	2,696	3,356	1,596	1,674	1,674	599	1,336	12,931
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	8.6%	11.2%	3.7%	5.7%	7.5%	6.6%	44.7%	6.8%	8.6%
AQI24	Number of lost hours following handover to clear over 15 minutes	581	155	112	49	56	54	15	140	581
	Tier 1 Major A&E Units	573	155	112	49	56	46	15	140	573
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	0	0	-	-	-	0	-	0	0
	Tier 3 (Major Acute) - Medical Admissions Unit	8	-	-	-	-	8	-	-	8
	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 has 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