

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators: April 2020 - June 2020

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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	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 by the conveying ambulance crew	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 by the conveying ambulance crew 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 to June 2020

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-20								May-20								Jun-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	No longer reported																								
AQI3	Number of attendances at key stakeholder events	No longer reported																								
AQI4 i	Number of NHS Direct Wales unique website visits	805,402	-	-	-	-	-	-	-	419,886	-	-	-	-	-	-	-	279,347	-	-	-	-	-	-	-	1,504,635
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	2,457	44	929	21	122	841	190	310	2,370	57	522	27	163	942	280	379	2,407	60	496	16	155	1,052	244	384	7,234
	Chest Pain	1,860	427	282	252	278	242	77	302	1,441	342	213	155	180	232	62	257	1,147	273	163	128	164	179	46	194	4,448
	Abdominal Pain	1,007	236	139	106	131	169	46	180	1,679	445	248	148	214	283	79	262	1,597	401	225	157	199	251	67	297	4,283
	Fever	1,084	228	178	166	161	138	37	176	778	171	113	100	126	123	36	109	737	155	136	89	125	91	31	110	2,599
	Breathing Difficulty	1,409	326	230	199	233	164	57	200	671	140	115	81	105	89	30	111	485	113	82	47	63	69	25	86	2,565
	Cough	1,368	295	196	198	258	155	42	224	479	128	68	56	66	56	20	85	298	51	64	36	49	32	11	55	2,145
	Other Symptoms	696	147	76	99	117	112	33	112	733	164	94	80	78	131	46	140	618	118	83	80	84	106	31	116	2,047
	Rash	468	101	51	48	66	78	30	94	742	215	81	64	114	110	41	117	603	134	81	59	95	102	28	104	1,813
	Headache	530	116	64	65	95	85	25	80	519	115	71	49	73	88	26	97	500	122	84	51	61	71	30	81	1,549
	Sore Throat	520	139	58	53	81	79	17	93	562	162	47	46	76	86	34	111	422	95	55	26	69	59	18	100	1,504
AQI5	Number of Frequent Callers	293	54	87	43	42	21	7	39	283	47	95	34	24	27	6	50	251	41	70	34	37	29	7	33	827
	Number of Incidents generated by Frequent Callers	2,477	398	787	321	342	186	60	383	2,536	426	886	264	252	217	41	450	2,249	322	650	289	309	231	41	407	7,262
	Total Number of Incidents	32,550	6,079	8,176	4,762	4,576	3,693	1,341	3,923	34,399	6,490	8,886	4,676	4,623	4,096	1,442	4,186	34,334	6,695	8,748	4,728	4,587	4,005	1,485	4,086	101,283
	Percentage of Frequent Callers Incidents against overall number of Incidents	7.6%	6.5%	9.6%	6.7%	7.5%	5.0%	4.5%	9.8%	7.4%	6.6%	10.0%	5.6%	5.5%	5.3%	2.8%	10.8%	6.6%	4.8%	7.4%	6.1%	6.7%	5.8%	2.6%	10.0%	7.2%

Step 2 Answer My Call LHB Review: April to June 2020

Step 2: Answer My Call		Apr-20																May-20																Jun-20																All Wales Total
AQI Ref	AQI Description	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB																	
AQI6	Number of Healthcare Professional (HCP) Calls answered	4,351	-	-	-	-	-	-	-	5,196	-	-	-	-	-	-	-	5,433	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14,880																
AQI7i	Number of 999 calls answered	33,145	-	-	-	-	-	-	-	33,365	-	-	-	-	-	-	-	33,898	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100,408																
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																
AQI7ii	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																
AQI7ii	999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	32,550	6,079	8,176	4,762	4,576	3,693	1,341	3,923	34,399	6,490	8,886	4,676	4,623	4,096	1,442	4,186	34,334	6,695	8,748	4,728	4,587	4,005	1,485	4,086								101,283																	
	Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED)	6,175	1,148	1,515	935	907	652	237	781	4,471	806	1,272	608	550	539	181	515	3,873	744	1,071	514	536	441	143	424									14,519																
	Protocol 17: FALLS	3,489	612	1,013	419	465	421	154	405	3,881	709	1,197	426	482	470	159	438	3,783	697	1,079	433	470	493	175	436									11,153																
	Protocol 35: HCP ADMISSION	2,295	495	524	366	318	269	114	209	2,898	640	666	442	365	366	150	269	2,947	700	678	410	365	367	161	266									8,140																
	Protocol 10: CHEST PAIN	2,292	423	501	305	338	311	116	298	2,602	459	624	308	354	363	124	370	3,135	625	724	332	411	428	192	423									8,029																
	Protocol 06: BREATHING PROBLEMS	2,603	498	613	368	418	263	117	326	2,327	498	585	285	372	237	89	261	2,198	446	555	312	338	228	71	248									7,128																
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	1,587	321	418	243	197	182	58	168	1,624	296	393	275	222	201	62	175	1,720	347	437	291	224	162	68	191									4,931																
	Protocol UGA2: UPGRADE TO AMBER 2	1,260	212	305	141	199	181	68	154	1,625	308	399	188	225	240	76	189	1,417	276	347	150	213	207	58	166									4,302																
	Protocol 28: STROKE (CV/ATIA)	1,233	258	296	134	161	169	66	149	1,405	269	357	176	193	170	78	162	1,407	254	365	180	176	167	86	179									4,045																
	Protocol UGA1: UPGRADE TO AMBER 1	1,118	236	179	161	179	149	31	183	1,358	234	273	193	179	182	55	242	1,357	303	296	165	177	151	57	208									3,833																
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	989	163	284	148	126	118	50	100	1,434	259	386	190	187	169	61	182	1,358	210	453	183	152	163	46	151									3,781																
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,766	551	479	533	432	244	70	457	3,068	684	593	515	450	299	75	452	3,154	715	625	582	423	266	70	473									8,988																
AQI9 i	Number of NHSWD telephone assessments that were resolved with an 'ambulance not required' outcome	779	111	223	134	93	87	34	97	1,261	248	314	233	161	142	38	125	1,145	229	295	220	140	109	30	122									3,185																
AQI9 i	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,987	440	256	399	339	157	36	360	1,807	436	279	282	289	157	37	327	2,009	486	330	362	283	157	40	351									5,803																
AQI9 i	Number of SICAT (single integrated clinical assessment and triage) resolved with an 'ambulance not required' outcome	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								-																
AQI9 i	Percentage of calls ended following WAST telephone assessment	8.5%	9.1%	5.9%	11.2%	9.4%	6.6%	5.2%	11.6%	8.9%	10.5%	6.7%	11.0%	9.7%	7.3%	5.2%	10.8%	9.2%	10.7%	7.1%	12.3%	9.2%	6.6%	4.7%	11.6%									8.9%																
AQI9 ii	Number of calls transferred to NHS Direct Wales	1,314	209	382	212	168	143	50	150	2,241	442	591	377	288	242	77	224	2,108	403	566	380	266	215	58	220									5,663																
AQI9 ii	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	32,550	6,079	8,176	4,762	4,576	3,693	1,341	3,923	34,399	6,490	8,886	4,676	4,623	4,096	1,442	4,186	34,334	6,695	8,748	4,728	4,587	4,005	1,485	4,086									101,283																
AQI9 ii	Percentage of calls transferred to NHS Direct Wales	4.0%	3.4%	4.7%	4.5%	3.7%	3.9%	3.7%	3.8%	6.5%	6.8%	6.7%	8.1%	6.2%	5.9%	5.3%	5.4%	6.1%	6.0%	6.5%	8.0%	5.8%	5.4%	3.9%	5.4%									5.6%																
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	321	59	94	47	46	37	10	28	626	126	170	89	91	73	24	53	644	125	170	100	85	79	20	65									1,591																
AQI9 iii	Total Number of Calls Triaged by a Nurse Advisor	1,100	170	317	181	139	124	44	125	1,887	374	484	322	252	215	62	178	1,789	354	465	320	225	188	50	187										4,776															
AQI9 iii	Percentage of calls returned from NHS Direct Wales	29.2%	34.7%	29.7%	26.0%	33.1%	29.8%	22.7%	22.4%	33.2%	33.7%	35.1%	27.6%	36.1%	34.0%	38.7%	29.8%	36.0%	35.3%	36.6%	31.3%	37.8%	42.0%	40.0%	34.8%									33.3%																
AQI9 iv	Number of calls ended through transfer to alternative care advice services	779	111	223	134	93	87	34	97	1,261	248	314	233	161	142	38	125	1,145	229	295	220	140	109	30	122										3,185															
AQI9 iv	Total Number of Calls Triaged by a Nurse Advisor	1,100	170	317	181	139	124	44	125	1,887	374	484	322	252	215	62	178	1,789	354	465	320	225	188	50	187										4,776															
AQI9 iv	Percentage of calls ended through transfer to alternative care advice services	70.8%	65.3%	70.3%	74.0%	66.9%	70.2%	77.3%	77.6%	66.8%	66.3%	64.9%	72.4%	63.9%	66.0%	61.3%	70.2%	64.0%	64.7%	63.4%	68.8%	62.2%	58.0%	60.0%	65.2%									66.7%																
AQI10 i	Re-Contact rates - Telephone																																																	
AQI10 i	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	270	54	43	22	70	17	2	62	241	55	66	23	43	9	4	41	495	84	44	23	29	11	4	300									1,096																
AQI10 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,766	551	479	533	432	244	70	457	3,068	684	593	515	450	299	75	452	3,154	715	625	582	423	266	70	473									8,988																
AQI10 i	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	9.8%	9.8%	9.0%	4.1%	16.2%	7.0%	2.9%	13.6%	7.9%	8.0%	11.1%	4.5%	9.6%	3.0%	5.3%	9.1%	15.7%	11.7%	7.0%	4.0%	6.9%	4.1%	5.7%	63.4%									11.2%																
AQI10 ii	Re-Contact rates - Attendance at Scene																																																	
AQI10 ii	Number of incidents within 24 hours following See and Treat	73	11	42	2	5	5	-	8	57	4	37	8	1	1	-	6	50	8	24	3	1	10	1	3									180																
AQI10 ii	Number of Attendances at Scene that were not transported to hospital (See and Treat)	4,957	945	1,577	679	575	463	232	486	4,280	795	1,521	500	401	452	198	413	3,773	776	1,267	418	317	421	207	367									13,010																
AQI10 ii	Re-contact percentage within 24hrs of See and Treat	1.5%	1.2%	2.7%	0.3%	0.9%	1.1%	0.0%	1.6%	1.3%	0.5%	2.4%	1.6%	0.2%	0.2%	0.0%	1.5%	1.3%	1.0%	1.9%	0.7%	0.3%	2.4%	0.5%	0.8%									1.4%																

Step 3 Come to See Me LHB Review: April to June 2020

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-20								May-20								Jun-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI11	Number of RED category incidents resulting in an emergency response	1,878	401	381	289	272	194	79	262	1,824	386	361	282	256	206	77	256	1,786	371	344	284	281	195	62	249	5,488
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,271	263	276	216	173	110	51	182	1,281	279	251	228	160	115	56	192	1,276	270	241	225	181	139	32	188	3,828
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	67.7%	65.6%	72.4%	74.7%	63.6%	56.7%	64.6%	69.5%	70.2%	72.3%	69.5%	80.9%	62.5%	55.8%	72.7%	75.0%	71.4%	72.8%	70.1%	79.2%	64.4%	71.3%	51.6%	75.5%	69.8%
	RED Category - Median Response	00:05:56	00:06:17	00:05:25	00:05:39	00:06:19	00:06:24	00:05:19	00:06:13	00:05:41	00:05:46	00:05:37	00:05:10	00:06:21	00:06:57	00:04:12	00:05:30	00:05:41	00:05:41	00:05:42	00:05:34	00:06:10	00:05:17	00:06:16	00:05:35	
	RED Category - 65th Percentile	00:07:40	00:07:57	00:07:03	00:06:53	00:08:08	00:10:00	00:08:00	00:07:41	00:07:19	00:07:03	00:07:14	00:06:07	00:08:14	00:09:53	00:06:14	00:06:55	00:07:14	00:07:15	00:07:15	00:06:37	00:08:06	00:07:22	00:13:00	00:06:45	
RED Category - 95th Percentile	00:16:40	00:16:16	00:16:37	00:12:48	00:15:24	00:23:21	00:24:49	00:13:58	00:15:50	00:14:46	00:15:09	00:11:14	00:17:10	00:19:42	00:22:37	00:11:59	00:16:00	00:15:02	00:15:58	00:11:46	00:15:15	00:23:27	00:27:57	00:13:37		
AQI12	Number of AMBER category incidents resulting in an emergency response	20,336	3,756	5,298	2,687	2,820	2,478	896	2,401	21,316	3,876	5,660	2,721	2,876	2,669	938	2,576	20,870	3,941	5,504	2,655	2,768	2,560	1,011	2,431	62,522
	AMBER Category - Median Response	00:23:51	00:27:00	00:17:52	00:27:03	00:29:45	00:23:51	00:20:57	00:31:53	00:21:05	00:21:34	00:18:31	00:19:12	00:22:57	00:23:42	00:18:22	00:25:34	00:22:56	00:27:02	00:20:01	00:20:25	00:25:57	00:22:21	00:22:58	00:25:13	
	AMBER Category - 65th Percentile	00:34:31	00:40:07	00:24:08	00:41:41	00:42:59	00:32:57	00:28:27	00:47:51	00:29:29	00:30:02	00:25:07	00:27:25	00:32:33	00:32:09	00:26:54	00:38:06	00:32:29	00:39:39	00:28:03	00:30:22	00:35:58	00:30:41	00:32:43	00:36:04	
	AMBER Category - 95th Percentile	02:08:02	02:45:29	01:08:41	02:43:58	02:28:37	01:41:45	01:11:56	02:43:00	01:40:43	01:49:12	01:18:41	01:38:36	02:00:17	01:40:40	01:04:41	02:16:23	01:54:57	02:29:25	01:32:16	01:52:38	02:03:11	01:33:30	01:22:23	02:20:36	
	Number of GREEN category incidents resulting in a response	2,116	324	704	253	224	254	110	237	2,398	437	799	263	243	285	114	257	2,402	407	750	271	252	320	106	296	6,916
GREEN Category - Median Response	00:34:28	00:39:45	00:27:24	00:40:54	00:41:39	00:32:22	00:28:13	00:42:58	00:30:01	00:32:31	00:26:48	00:31:53	00:33:39	00:30:46	00:19:26	00:36:44	00:33:00	00:41:49	00:25:18	00:38:38	00:36:10	00:32:17	00:31:42	00:35:45		
GREEN Category - 65th Percentile	00:47:22	00:52:53	00:38:02	00:52:48	00:58:33	00:47:47	00:36:15	00:59:19	00:43:40	00:47:34	00:38:36	00:47:10	00:45:53	00:50:13	00:33:03	00:49:29	00:47:28	01:02:30	00:37:28	00:48:27	00:53:19	00:46:52	00:45:34	00:51:39		
GREEN Category - 95th Percentile	02:56:12	03:43:09	01:46:08	05:23:56	03:40:22	02:38:23	01:49:53	04:05:51	02:29:33	02:44:42	01:48:37	03:42:45	02:26:25	02:23:51	01:42:00	02:51:17	03:01:58	03:30:09	02:11:41	04:07:18	04:09:12	02:21:19	02:12:09	03:22:51		
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,392	4,158	5,914	3,084	3,051	2,625	971	2,589	23,652	4,445	6,291	3,115	3,097	2,900	1,041	2,763	22,859	4,443	6,039	3,014	2,979	2,777	1,032	2,575	68,903
	Percentage of Incidents where 1 Vehicle Arrived at Scene	87.3%	79.9%	93.5%	84.9%	82.9%	91.1%	88.3%	88.5%	85.9%	78.2%	93.1%	83.3%	81.9%	89.1%	90.4%	84.0%	84.4%	77.5%	92.1%	80.7%	80.4%	88.9%	85.8%	82.2%	85.8%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	11.3%	18.1%	5.9%	12.9%	15.3%	7.7%	10.6%	10.3%	12.6%	19.3%	6.2%	14.8%	16.3%	9.7%	8.1%	14.1%	13.9%	19.9%	7.2%	17.3%	17.1%	10.3%	12.7%	16.0%	12.6%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.2%	1.8%	0.6%	1.7%	1.5%	1.1%	1.1%	1.0%	1.3%	2.1%	0.6%	1.7%	1.4%	0.8%	1.2%	1.4%	1.4%	2.1%	0.7%	1.8%	2.0%	0.8%	1.6%	1.6%	1.3%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.2%	0.2%	0.1%	0.5%	0.3%	0.1%	0.0%	0.2%	0.3%	0.4%	0.1%	0.2%	0.4%	0.3%	0.3%	0.4%	0.3%	0.5%	0.1%	0.3%	0.5%	0.1%	0.0%	0.3%	0.3%
AQI15	Number of Community First Responders (CFRs) attendances at scene	113	33	23	23	7	6	5	16	205	23	132	13	10	2	15	234	31	84	37	18	15	20	29	552	
	RED	51	11	9	8	6	6	2	9	55	18	8	9	6	6	-	8	69	14	5	14	8	7	6	15	175
	AMBER	43	20	1	11	1	-	3	7	56	2	35	4	3	3	2	7	86	11	19	19	7	7	10	13	185
	GREEN	19	2	13	4	-	-	-	-	94	3	89	-	1	1	-	-	79	6	60	4	3	1	4	1	192
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	89	28	18	20	6	5	4	8	180	21	129	5	8	8	1	8	194	27	84	17	13	14	18	21	463
Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	78.8%	84.8%	78.3%	87.0%	85.7%	83.3%	80.0%	50.0%	87.8%	91.3%	97.7%	38.5%	80.0%	80.0%	50.0%	53.3%	82.9%	87.1%	100.0%	45.9%	72.2%	93.3%	90.0%	72.4%	83.9%	

Step 4 Give Me Treatment LHB Review: April to June 2020

Step 4: Give Me Treatment																													
AQI Ref	AQI Description	Apr-20								May-20								Jun-20								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	7.0%	All Wales Indicator Only								10.1%	All Wales Indicator Only								11.3%	All Wales Indicator Only								9.2%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	18	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	-	62		
	Total Number of patients with attempted resuscitation following cardiac arrest	258	-	-	-	-	-	-	-	227	-	-	-	-	-	-	-	186	-	-	-	-	-	-	-	-	671		
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.3%	All Wales Indicator Only								94.6%	All Wales Indicator Only								97.4%	All Wales Indicator Only								96.1%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	336	-	-	-	-	-	-	-	371	-	-	-	-	-	-	-	371	-	-	-	-	-	-	-	-	1078		
	Total Number of suspected stroke patients	349	-	-	-	-	-	-	-	392	-	-	-	-	-	-	-	381	-	-	-	-	-	-	-	-	1122		
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	80.8%	All Wales Indicator Only								86.3%	All Wales Indicator Only								86.1%	All Wales Indicator Only								84.6%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	177	-	-	-	-	-	-	-	208	-	-	-	-	-	-	-	223	-	-	-	-	-	-	-	-	608		
	Total Number of older patients with suspected hip fracture	219	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	259	-	-	-	-	-	-	-	-	719		
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	93.2%	All Wales Indicator Only								93.8%	All Wales Indicator Only								92.3%	All Wales Indicator Only								93.0%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	204	-	-	-	-	-	-	-	226	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	-	669		
Total Number of older patients with suspected hip fracture	219	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	259	-	-	-	-	-	-	-	-	719			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	81.8%	All Wales Indicator Only								65.3%	All Wales Indicator Only								67.6%	All Wales Indicator Only								71.2%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	54	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	-	151		
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	66	-	-	-	-	-	-	-	72	-	-	-	-	-	-	-	74	-	-	-	-	-	-	-	-	212		
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								97.5%	All Wales Indicator Only								99.0%
	Number of suspected sepsis patients who have had a documented NEWS score	29	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	39	-	-	-	-	-	-	-	-	99		
	Total Number of suspected sepsis patients	29	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	-	100		
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	6	-	-	-	-	-	-	-	10	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	23		
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	6	-	-	-	-	-	-	-	10	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	23		
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	91.7%	All Wales Indicator Only								88.6%	All Wales Indicator Only								87.1%	All Wales Indicator Only								89.3%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	210	-	-	-	-	-	-	-	218	-	-	-	-	-	-	-	155	-	-	-	-	-	-	-	-	583		
	Total Number of hypoglycaemic patients	229	-	-	-	-	-	-	-	246	-	-	-	-	-	-	-	178	-	-	-	-	-	-	-	-	653		
AQI17	Number of incidents that resulted in non conveyance to hospital	7,967	1,521	2,143	1,134	916	938	408	907	6,941	1,336	2,097	831	655	840	373	809	6,106	1,250	1,837	712	538	748	352	669	21,014			
	Treated At Scene	4,867	922	1,549	672	568	453	227	476	4,188	782	1,484	493	394	437	195	403	3,715	758	1,252	414	314	414	202	361	12,770			
	Referred To Alternate Provider	3,100	599	594	462	348	485	181	431	2,753	554	613	338	261	403	178	406	2,391	492	585	298	224	334	150	308	8,244			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Apr-20								May-20								Jun-20								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AMBER1																										
	Total Number of AMBER1 Incidents with a Response	11,927	2,248	2,992	1,624	1,715	1,440	507	1,401	12,499	2,288	3,255	1,603	1,730	1,564	533	1,526	12,569	2,375	3,316	1,607	1,678	1,531	609	1,453	36,995
	Number of AMBER1 Incidents where Ideal Resource First on Scene	1,032	432	69	190	237	41	17	46	1,232	491	54	232	270	59	13	113	1,412	509	110	264	285	79	21	144	3,676
	Percentage of AMBER1 Incidents where Ideal Resource First on Scene	8.7%	19.2%	2.3%	11.7%	13.8%	2.8%	3.4%	3.3%	9.9%	21.5%	1.7%	14.5%	15.6%	3.8%	2.4%	7.4%	11.2%	21.4%	3.3%	16.4%	17.0%	5.2%	3.4%	9.9%	9.9%
	Number of AMBER1 Incidents where Ideal Resource Arrived Subsequently	46	21	5	4	5	5	4	2	52	16	1	10	9	7	4	5	53	15	7	7	7	5	4	8	151
	Percentage of AMBER1 Incidents where Ideal Resource Arrived Subsequently	0.4%	0.9%	0.2%	0.2%	0.3%	0.3%	0.8%	0.1%	0.4%	0.7%	0.0%	0.6%	0.5%	0.4%	0.8%	0.3%	0.4%	0.6%	0.2%	0.4%	0.4%	0.3%	0.7%	0.6%	0.4%
AMBER2																										
	Total Number of AMBER2 Incidents with a Response	5,857	1,035	1,745	730	711	705	288	643	5,641	1,025	1,626	714	721	672	274	609	5,309	942	1,473	696	665	658	280	595	16,807
	Number of AMBER2 Incidents where Ideal Resource First on Scene	235	90	32	45	39	9	7	13	280	105	33	42	44	25	5	26	336	109	37	61	51	27	10	41	851
	Percentage of AMBER2 Incidents where Ideal Resource First on Scene	4.0%	8.7%	1.8%	6.2%	5.5%	1.3%	2.4%	2.0%	5.0%	10.2%	2.0%	5.9%	6.1%	3.7%	1.8%	4.3%	6.3%	11.6%	2.5%	8.8%	7.7%	4.1%	3.6%	6.9%	5.1%
	Number of AMBER2 Incidents where Ideal Resource Arrived Subsequently	31	5	6	5	6	4	2	3	27	7	3	5	1	2	3	6	31	6	5	4	7	5	3	1	89
	Percentage of AMBER2 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.5%	0.3%	0.7%	0.8%	0.6%	0.7%	0.5%	0.5%	0.7%	0.2%	0.7%	0.1%	0.3%	1.1%	1.0%	0.6%	0.6%	0.3%	0.6%	1.1%	0.8%	1.1%	0.2%	0.5%
AMBER																										
	Total Number of AMBER Incidents with a Response	17,784	3,283	4,737	2,354	2,426	2,145	795	2,044	18,140	3,313	4,881	2,317	2,451	2,236	807	2,135	17,878	3,317	4,789	2,303	2,343	2,189	889	2,048	53,802
	Number of AMBER Incidents where Ideal Resource First on Scene	1,267	522	101	235	276	50	24	59	1,512	596	87	274	314	84	18	139	1,748	618	147	325	336	106	31	185	4,527
	Percentage of AMBER Incidents where Ideal Resource First on Scene	7.1%	15.9%	2.1%	10.0%	11.4%	2.3%	3.0%	2.9%	8.3%	18.0%	1.8%	11.8%	12.8%	3.8%	2.2%	6.5%	9.8%	18.6%	3.1%	14.1%	14.3%	4.8%	3.5%	9.0%	8.4%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	77	26	11	9	11	9	6	5	79	23	4	15	10	9	7	11	84	21	12	11	14	10	7	9	240
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.4%	0.8%	0.2%	0.4%	0.5%	0.4%	0.8%	0.2%	0.4%	0.7%	0.1%	0.6%	0.4%	0.4%	0.9%	0.5%	0.5%	0.6%	0.3%	0.5%	0.6%	0.5%	0.8%	0.4%	0.4%
GREEN2																										
	Total Number of GREEN2 Incidents with a Response	685	118	181	106	84	82	38	76	1,196	216	405	129	121	144	64	117	1,250	221	370	141	127	166	60	165	3,131
	Number of GREEN2 Incidents where Ideal Resource First on Scene	72	21	2	20	17	5	2	5	74	20	4	16	12	6	4	12	58	19	5	12	9	7	1	5	204
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	10.5%	17.8%	1.1%	18.9%	20.2%	6.1%	5.3%	6.6%	6.2%	9.3%	1.0%	12.4%	9.9%	4.2%	6.3%	10.3%	4.6%	8.6%	1.4%	8.5%	7.1%	4.2%	1.7%	3.0%	6.5%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	2	1	-	-	1	-	-	-	3	1	-	-	2	-	-	-	4	2	-	1	-	-	-	1	9
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.3%	0.8%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.3%	0.5%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.3%	0.9%	0.0%	0.7%	0.0%	0.0%	0.0%	0.6%	0.3%
GREEN3 (Non HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	1,154	168	445	111	100	136	66	128	919	176	322	90	89	105	42	95	875	130	304	95	87	126	34	99	2,948
	Number of GREEN3 Incidents where Ideal Resource First on Scene	9	3	3	2	-	1	-	-	15	7	2	3	1	2	-	-	14	4	4	2	-	3	-	1	38
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.8%	1.8%	0.7%	1.8%	0.0%	0.7%	0.0%	0.0%	1.6%	4.0%	0.6%	3.3%	1.1%	1.9%	0.0%	0.0%	1.6%	3.1%	1.3%	2.1%	0.0%	2.4%	0.0%	1.0%	1.3%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	5	3	1	-	1	-	-	-	5	3	1	-	-	-	-	1	2	1	-	-	1	-	-	-	12
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.4%	1.8%	0.2%	0.0%	1.0%	0.0%	0.0%	0.0%	0.5%	1.7%	0.3%	0.0%	0.0%	0.0%	0.0%	1.1%	0.2%	0.8%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.4%
GREEN3 (HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	2,007	443	442	335	282	219	102	184	2,604	577	573	409	327	326	139	253	2,589	619	588	367	323	323	142	227	7,200
	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 to June 2020

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-20								May-20								Jun-20								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI19 i	Number of 999 Patients conveyed to Hospital	11,134	2,011	2,946	1,407	1,591	1,378	450	1,351	12,694	2,270	3,252	1,615	1,892	1,667	514	1,484	13,078	2,346	3,321	1,718	1,931	1,687	555	1,520	36,906	
	Total Number of Incidents where an Ambulance Resource Attended Scene	21,266	3,923	5,703	2,829	2,855	2,519	962	2,475	21,843	4,035	5,922	2,784	2,895	2,665	977	2,565	21,476	3,968	5,751	2,785	2,790	2,632	1,025	2,525	64,585	
	Percentage of patients conveyed to hospital following a face to face assessment	52.4%	51.3%	51.7%	49.7%	55.7%	54.7%	46.8%	54.6%	58.1%	56.3%	54.9%	58.0%	65.4%	62.6%	52.6%	57.9%	60.9%	59.1%	57.7%	61.7%	69.2%	64.1%	54.1%	60.2%	57.1%	
AQI19 ii	Total number of patients conveyed to hospital by type	14,692	2,731	3,719	1,938	2,127	1,824	601	1,752	17,345	3,225	4,291	2,295	2,511	2,266	717	2,040	17,900	3,404	4,423	2,334	2,617	2,309	789	2,024	49,937	
	Tier 1 Major A&E Units	13,444	2,604	3,640	1,590	2,117	1,504	540	1,449	15,905	3,053	4,197	1,943	2,486	1,836	643	1,747	16,474	3,211	4,338	1,985	2,586	1,863	725	1,766	45,823	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	419	104	30	-	1	7	4	273	417	135	17	-	15	5	7	238	425	161	18	-	9	7	4	226	1,261	
	Tier 3 (Major Acute) - Medical Admissions Unit	631	-	-	323	1	305	-	2	754	-	-	337	-	416	-	1	756	-	-	316	2	434	1	3	2,141	
	Other (all other units such as Maternity or Mental Health Units)	198	23	49	25	8	8	57	28	269	37	77	15	10	9	67	54	245	32	67	33	20	5	59	29	712	
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	43.4%	29.0%	45.4%	30.6%	66.7%	41.7%	37.6%	46.6%	51.4%	33.0%	50.0%	39.1%	73.2%	57.6%	45.2%	62.2%	50.6%	34.0%	44.1%	38.5%	71.5%	63.0%	47.2%	64.4%	48.9%	
	Number of Notification to Handover within 15 minutes	5,733	692	1,573	451	1,355	756	188	718	8,124	946	2,058	710	1,758	1,294	285	1,073	8,323	1,004	1,870	724	1,792	1,439	338	1,156	22,180	
	Total Number of Handovers	13,199	2,384	3,461	1,476	2,032	1,812	500	1,534	15,811	2,871	4,120	1,816	2,401	2,247	630	1,726	16,375	2,956	4,240	1,879	2,505	2,285	716	1,794	45,385	
AQI20 ii	Number and Percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.																										
	TIER 1 (Major A&E Units) - Percentage of Notification to handover within 15 minutes	44.9%	28.7%	45.4%	30.5%	65.7%	50.4%	37.7%	52.8%	51.4%	33.0%	50.0%	39.1%	73.2%	58.3%	45.1%	63.7%	51.0%	34.0%	44.1%	38.6%	71.5%	66.5%	47.2%	66.3%	49.4%	
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	5,703	684	1,573	450	1,336	756	188	716	7,852	946	2,058	710	1,755	1,059	283	1,041	8,068	1,004	1,870	724	1,792	1,220	337	1,121	21,823	
	TIER 1 (Major A&E Units) - Total Number of Handovers	12,706	2,384	3,461	1,475	2,032	1,499	499	1,366	15,282	2,870	4,120	1,816	2,398	1,818	627	1,633	15,817	2,956	4,240	1,878	2,505	1,834	714	1,690	43,805	
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	27.5%	-	-	-	0.0%	0.0%	0.0%	28.4%	35.6%	-	-	-	100.0%	0.0%	66.7%	33.7%	34.3%	-	-	-	0.0%	50.0%	0.0%	34.3%	31.4%	
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	50	-	-	-	-	-	-	50	36	-	-	-	3	-	2	31	36	-	-	-	-	1	-	35	122	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	182	-	-	-	-	5	1	176	101	1	-	-	3	2	3	92	105	-	-	-	-	2	1	102	388	
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	40.5%	-	-	0.0%	-	40.6%	-	50.0%	55.1%	-	-	0.0%	-	55.0%	-	100.0%	48.3%	-	-	0.0%	-	48.6%	-	0.0%	48.7%	
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	126	-	-	-	-	125	-	1	236	-	-	-	-	235	-	1	219	-	-	-	-	218	1	-	581	
	TIER 3 (Major Acute) - Total Number of Handovers	311	-	-	1	-	308	-	2	428	-	-	-	-	427	-	1	453	-	-	1	-	449	1	2	1,192	
	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	1,937	579	371	349	134	223	68	213	1,906	747	375	258	135	170	86	135	2,652	1,160	661	255	131	156	98	191	6,495
		Tier 1 Major A&E Units	1,821	579	371	349	134	158	68	162	1,850	747	375	258	135	128	86	120	2,579	1,160	661	255	131	100	97	173	6,249
Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre		52	-	-	-	-	1	0	50	15	0	-	-	-	1	0	15	17	-	-	-	-	1	0	17	85	
Tier 3 (Major Acute) - Medical Admissions Unit		64	-	-	1	-	63	-	1	41	-	-	-	-	41	-	-	56	-	-	0	-	55	-	1	161	
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 by the conveying ambulance crew	84.3%	73.3%	95.3%	86.2%	77.6%	84.6%	92.2%	80.4%	84.2%	73.9%	96.6%	82.8%	77.5%	86.1%	92.4%	76.9%	83.7%	69.4%	96.3%	87.7%	79.8%	86.6%	91.3%	72.1%	84.0%	
	Number of Handover to Clear within 15 minutes	11,122	1,748	3,298	1,272	1,577	1,533	461	1,233	13,313	2,123	3,981	1,504	1,860	1,935	582	1,328	13,708	2,052	4,085	1,647	1,999	1,978	654	1,293	38,143	
	Total Number of Handovers	13,199	2,384	3,461	1,476	2,032	1,812	500	1,534	15,811	2,871	4,120	1,816	2,401	2,247	630	1,726	16,375	2,956	4,240	1,879	2,505	2,285	716	1,794	45,385	
AQI22 ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care by the conveying ambulance crew by hospital type																										
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	84.0%	73.3%	95.3%	86.2%	77.6%	83.1%	92.2%	78.8%	84.0%	73.9%	96.6%	82.8%	77.4%	85.8%	92.3%	75.9%	83.5%	69.4%	96.3%	87.6%	79.8%	86.4%	91.3%	70.8%	83.8%	
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	10,667	1,748	3,298	1,271	1,577	1,245	460	1,068	12,842	2,122	3,981	1,504	1,857	1,560	579	1,239	13,214	2,052	4,085	1,646	1,999	1,584	652	1,196	36,723	
	TIER 1 (Major A&E Units) - Total Number of Handovers	12,706	2,384	3,461	1,475	2,032	1,499	499	1,366	15,282	2,870	4,120	1,816	2,398	1,818	627	1,633	15,817	2,956	4,240	1,878	2,505	1,834	714	1,690	43,805	
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	92.9%	-	-	-	0.0%	100.0%	100.0%	92.6%	96.0%	-	-	-	100.0%	100.0%	100.0%	95.7%	93.3%	-	-	-	0.0%	100.0%	100.0%	93.1%	93.8%	
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	169	-	-	-	-	5	1	163	97	1	-	-	3	2	3	88	98	-	-	-	-	2	1	95	364	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	182	-	-	-	-	5	1	176	101	1	-	-	3	2	3	92	105	-	-	-	-	2	1	102	388	
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	92.0%	-	-	100.0%	-	91.9%	-	100.0%	87.4%	-	-	0.0%	-	87.4%	-	100.0%	87.4%	-	-	100.0%	-	87.3%	-	100.0%	86.6%	
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	286	-	-	1	-	283	-	2	374	-	-	-	-	373	-	1	396	-	-	1	-	392	1	2	1,056	
	TIER 3 (Major Acute) - Total Number of Handovers	311	-	-	1	-	308	-	2	428	-	-	-	-	427	-	1	453	-	-	1	-	449	1	2	1,192	
	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	920	301	83	60	67	76	250	83	1,245	395	129	91	96	101	300	133	1,371	419	119	106	134	108	358	127	3,536
		Number of patients conveyed to hospital	14,692	2,731	3,719	1,938	2,127	1,824	601	1,752	17,345	3,225	4,291	2,295	2,511	2,266	717	2,040	17,900	3,404	4,423	2,334	2,617	2,309	789	2,024	49,937
Percentage of Overall Conveyance to hospital outside of Local Health Board area		6.3%	11.0%	2.2%	3.1%	3.1%	4.2%	41.6%	4.7%	7.2%	12.2%	3.0%	4.0%	3.8%	4.5%	41.8%	6.5%	7.7%	12.3%	2.7%	4.5%	5.1%	4.7%	45.4%	6.3%	7.1%	
AQI24	Number of lost hours following handover to clear over 15 minutes	315	128	16	32	48	38	5	48	328	118	12	39	63	38	6	51	377	164	15	29	55	38	9	66	1,020	
	Tier 1 Major A&E Units	312	128	16	32	48	36	5	47	321	118	12	39	63	32	6	51	369	164	15	29	55	31	9	66	1,003	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1	-	-	-	-	-	-	1	0	-	-	-	-	-	-	0	0	-	-	-	-	-	-	0	1	
	Tier 3 (Major Acute) - Medical Admissions Unit	2	-	-	-	-	2	-	-	6	-	-	-	-	6	-	-	7	-	-	-	-	7	-	-	15	
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

1	CDU- Clinical Decisions Unit (an alternative A&E triage area) now added to handover activity & performance figures in AQI 20, 21, 22, 24
2	Descriptor updated for AQI 22i and AQI 22ii to reflect Hospital Ambulance Liaison Officer (HALO) procedures
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The information contained in this document is not restricted and is classified for general release

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