Welsh Ambulance Services NHS Trust
National Collaborative Commissioning: Quality and Delivery Framework
Ambulance Quality Indicators: April 2021 to June 2021

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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 Truste 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

AQI Ref	AQI Description	Apr-21								May-21								Jun-21								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	
AQI4 i	Number of NHS Direct Wales unique website visits	270,843	-	-	-	-	-	-	-	274,862	-	-	-	-	-	-	-	289,496	-	-	-	-	-	-	-	835,201
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,410	74	724	17	147	1,247	423	778	3,489	84	729	20	162	1,292	490	712	3,080	67	681	15	87	1,267	370	593	9,979
	Abdominal Pain	1,592	390	210	157	252	244	76	263	1,535	385	195	152	227	244	82	250	1,400	362	208	127	218	185	65	235	4,527
	Chest Pain	1,155	280	145	131	170	180	39	210	1,276	299	157	139	207	190	45	239	1,144	240	208	133	187	156	36	184	3,575
	Headache	903	215	111	148	116	117	40	156	809	182	121	111	134	116	34	111	632	131	112	72	93	93	32	99	2,344
	Fever	568	141	83	69	89	70	20	96	631	127	115	61	90	114	31	93	967	218	154	76	158	141	32	188	2,166
	Rash	816	184	69	108	158	126	27	144	697	181	93	63	112	122	31	95	625	141	95	60	112	95	30	92	2,138
	Back Pain	617	166	91	46	97	95	32	90	645	162	85	53	108	93	33	111	537	129	100	46	85	78	17	82	1,799
	Breathing Difficulty	520	134	56	44	96	72	24	94	656	173	80	45	115	87	33	123	602	150	116	43	82	80	23	108	1,778
	Other Symptoms	529	111	62	57	68	104	23	104	596	126	72	59	87	118	28	106	527	123	84	52	70	86	24	88	1,652
	Cough	355	87	32	26	64	53	11	82	556	126	62	38	110	88	26	106	728	174	138	39	113	122	24	118	1,639
AQI5	Number of Frequent Callers	291	60	93	35	31	28	11	33	261	58	78	28	33	27	8	29	280	68	71	42	40	24	7	28	832
	Number of Incidents generated by Frequent Callers	2,595	505	937	314	236	200	85	318	2,403	484	753	264	288	193	96	325	2,573	576	704	379	375	207	65	267	7,571
	Total Number of Incidents	38,499	7,812	9,561	5,455	4,836	4,590	1,686	4,559	41,448	8,174	10,363	5,650	5,305	5,087	1,804	5,066	41,398	8,088	10,430	5,997	5,164	5,117	1,757	4,901	121,345
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.7%	6.5%	9.8%	5.8%	4.9%	4.4%	5.0%	7.0%	5.8%	5.9%	7.3%	4.7%	5.4%	3.8%	5.3%	6.4%	6.2%	7.1%	6.7%	6.3%	7.3%	4.0%	3.7%	5.4%	6.2%

Step 2 Answer My Call LHB Review: April 2021 to June 2021

Step 2: Answer My Call

AQI Ref	AQI Description	Apr-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	May-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Jun-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
AQI6	Number of Healthcare Professional (HCP) Calls answered	5,853	-	-	-	-	-	-	-	6,045	-	-	-	-	-	-	-	6,119	-	-	-	-	-	-	-	18,017
AQI7i	Number of 999 calls answered	42,524	-	-	-	-	-	-	-	47,230	-	-	-	-	-	-	-	49,711	-	-	-	-	-	-	-	139,465
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:08	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	38,499	7,812	9,561	5,455	4,836	4,590	1,686	4,559	41,448	8,174	10,363	5,650	5,305	5,087	1,804	5,066	41,398	8,088	10,430	5,997	5,164	5,117	1,757	4,901	121,345
	Protocol 17: FALLS	4,203	714	1,194	532	511	549	227	476	4,459	769	1,225	544	606	549	209	557	4,689	837	1,311	626	568	652	203	492	13,351
	Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED)	3,864	708	1,152	545	467	438	154	400	4,530	802	1,313	577	578	539	194	527	3,337	554	910	495	424	436	134	384	11,731
	Protocol 10: CHEST PAIN	3,693	702	920	492	482	452	188	457	4,018	736	997	525	526	511	206	517	4,017	729	981	549	516	503	226	513	11,728
	Protocol 06: BREATHING PROBLEMS	2,407	467	615	278	368	266	109	304	2,656	519	654	318	378	338	120	329	3,186	607	802	428	449	356	117	427	8,249
	Protocol 35: HCP ADMISSION	2,678	532	642	417	320	341	158	268	2,680	514	645	389	321	376	146	289	2,426	430	641	395	271	309	124	256	7,784
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	1,887	332	422	323	224	274	82	230	2,265	403	565	337	311	281	94	274	2,389	451	552	386	281	310	114	295	6,541
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	1,578	295	371	213	228	232	54	185	1,642	285	375	230	222	247	56	227	2,245	393	515	329	308	316	108	276	5,465
	Protocol UGA1: UPGRADE TO AMBER 1	1,643	387	333	270	204	174	48	227	1,845	421	456	212	246	189	59	262	1,824	406	497	226	214	215	57	209	5,312
	Protocol 28: STROKE (CVA/TIA)	1,630	270	427	177	233	220	79	224	1,732	304	449	201	235	229	103	211	1,564	294	404	196	197	205	90	178	4,926
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,462	262	374	214	189	201	60	162	1,544	288	386	225	190	211	61	183	1,412	249	408	197	175	158	45	180	4,418
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,793	799	757	741	537	338	109	512	3,967	843	749	721	558	369	86	641	4,359	884	948	813	614	387	116	597	12,119
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,270	221	308	243	146	168	48	136	1,289	215	320	232	153	153	47	169	1,602	276	407	282	231	173	48	185	4,161
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,523	578	449	498	391	170	61	376	2,678	628	429	489	405	216	39	472	2,757	608	541	531	383	214	68	412	7,958
	Percentage of calls ended following WAST telephone assessment	9.9%	10.2%	7.9%	13.6%	11.1%	7.4%	6.5%	11.2%	9.6%	10.3%	7.2%	12.8%	10.5%	7.3%	4.8%	12.7%	10.5%	10.9%	9.1%	13.6%	11.9%	7.6%	6.6%	12.2%	10.0%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,340	407	590	426	279	284	85	269	2,392	414	604	402	290	278	92	312	2,812	523	692	513	386	312	79	307	7,544
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	38,499	7,812	9,561	5,455	4,836	4,590	1,686	4,559	41,448	8,174	10,363	5,650	5,305	5,087	1,804	5,066	41,398	8,088	10,430	5,997	5,164	5,117	1,757	4,901	121,345
	Percentage of calls transferred to NHS Direct Wales	6.1%	5.2%	6.2%	7.8%	5.8%	6.2%	5.0%	5.9%	5.8%	5.1%	5.8%	7.1%	5.5%	5.5%	5.1%	6.2%	6.8%	6.5%	6.6%	8.6%	7.5%	6.1%	4.5%	6.3%	6.2%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	626	102	168	109	76	74	20	77	561	105	146	85	67	67	24	67	546	121	142	97	69	53	11	53	1,733
	Total Number of Calls Triaged by a Nurse Advisor	1,896	323	476	352	222	242	68	213	1,850	320	466	317	220	220	71	236	2,148	397	549	379	300	226	59	238	5,894
	Percentage of calls returned from NHS Direct Wales	33.0%	31.6%	35.3%	31.0%	34.2%	30.6%	29.4%	36.2%	30.3%	32.8%	31.3%	26.8%	30.5%	30.5%	33.8%	28.4%	25.4%	30.5%	25.9%	25.6%	23.0%	23.5%	18.6%	22.3%	29.4%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,270	221	308	243	146	168	48	136	1,289	215	320	232	153	153	47	169	1,602	276	407	282	231	173	48	185	4,161
	Total Number of Calls Triaged by a Nurse Advisor	1,896	323	476	352	222	242	68	213	1,850	320	466	317	220	220	71	236	2,148	397	549	379	300	226	59	238	5,894
	Percentage of calls ended through transfer to alternative care advice services	67.0%	68.4%	64.7%	69.0%	65.8%	69.4%	70.6%	63.8%	69.7%	67.2%	68.7%	73.2%	69.5%	69.5%	66.2%	71.6%	74.6%	69.5%	74.1%	74.4%	77.0%	76.5%	81.4%	77.7%	70.6%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	380	37	192	72	21	14	3	41	185	46	55	22	17	20	10	15	226	53	56	59	18	21	2	17	791
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,793	799	757	741	537	338	109	512	3,967	843	749	721	558	369	86	641	4,359	884	948	813	614	387	116	597	12,119
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	10.0%	4.6%	25.4%	9.7%	3.9%	4.1%	2.8%	8.0%	4.7%	5.5%	7.3%	3.1%	3.0%	5.4%	11.6%	2.3%	5.2%	6.0%	5.9%	7.3%	2.9%	5.4%	1.7%	2.8%	6.5%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	33	8	13	2	1	4	2	3	18	4	10	1	-	2	-	1	30	4	10	4	-	8	-	4	81
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,199	644	1,067	393	218	358	160	359	3,292	642	1,087	431	219	378	189	346	2,939	557	920	371	211	424	145	311	9,430
	Re-contact percentage within 24hrs of See and Treat	1.0%	1.2%	1.2%	0.5%	0.5%	1.1%	1.3%	0.8%	0.5%	0.6%	0.9%	0.2%	0.0%	0.5%	0.0%	0.3%	1.0%	0.7%	1.1%	1.1%	0.0%	1.9%	0.0%	1.3%	0.9%

Step 3 Come to See Me LHB Review: April 2021 to June 2021

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	May-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Jun-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
AQI11	Number of RED category incidents resulting in an emergency response	2,636	537	500	415	424	297	90	373	3,042	602	622	497	471	354	110	386	3,256	643	660	528	483	372	108	462	8,934
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,608	324	297	284	220	160	54	269	1,842	341	377	341	274	209	59	241	1,973	386	376	375	285	192	51	308	5,423
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	61.0%	60.3%	59.4%	68.4%	51.9%	53.9%	60.0%	72.1%	60.6%	56.6%	60.6%	68.6%	58.2%	59.0%	53.6%	62.4%	60.6%	60.0%	57.0%	71.0%	59.0%	51.6%	47.2%	66.7%	60.7%
	RED Category - Median Response	00:06:43	00:06:52	00:06:59	00:06:28	00:07:40	00:06:59	00:05:39	00:06:06	00:06:46	00:07:18	00:06:45	00:06:22	00:07:06	00:06:28	00:07:00	00:06:24	00:06:43	00:06:50	00:07:19	00:06:09	00:06:52	00:07:37	00:09:45	00:06:21	
	RED Category - 65th Percentile	00:08:36	00:08:34	00:08:50	00:07:41	00:10:06	00:10:55	00:09:32	00:07:25	00:08:39	00:08:58	00:08:57	00:07:33	00:09:09	00:09:42	00:14:11	00:08:15	00:08:40	00:08:37	00:09:34	00:07:18	00:08:51	00:10:52	00:14:06	00:07:39	
	RED Category - 95th Percentile	00:19:05	00:17:18	00:20:28	00:13:48	00:19:18	00:23:37	00:25:36	00:16:21	00:18:47	00:18:21	00:19:25	00:13:07	00:16:11	00:23:24	00:30:19	00:16:59	00:19:52	00:17:48	00:23:47	00:13:30	00:15:44	00:24:23	00:25:20	00:16:11	
AQI12	Number of AMBER category incidents resulting in an emergency response	21,839	3,901	5,998	2,701	2,635	2,901	1,109	2,594	22,820	4,013	6,268	2,737	2,799	3,072	1,167	2,764	21,073	3,698	5,770	2,542	2,501	2,950	1,103	2,509	65,732
	AMBER Category - Median Response	00:41:05	00:54:51	00:31:41	00:54:19	00:52:25	00:34:27	00:31:32	00:45:18	00:47:58	01:03:02	00:38:27	00:53:18	00:58:51	00:39:10	00:34:24	01:02:42	01:00:12	01:14:20	00:52:10	01:11:52	01:08:54	00:45:41	00:37:41	01:13:04	
	AMBER Category - 65th Percentile	01:01:55	01:22:20	00:45:48	01:14:58	01:17:13	00:49:25	00:44:15	01:12:36	01:12:41	01:34:33	00:57:43	01:17:36	01:26:56	00:57:41	00:49:06	01:33:12	01:29:45	01:50:09	01:18:25	01:44:42	01:40:21	01:09:31	00:57:08	01:51:03	
	AMBER Category - 95th Percentile	03:38:49	04:52:00	02:40:31	04:29:31	04:22:31	02:45:12	02:14:05	03:48:22	04:06:53	05:00:50	03:32:36	04:34:28	04:32:49	03:10:48	02:40:11	04:38:33	05:04:47	06:51:45	04:08:41	06:00:04	05:34:57	03:54:23	03:27:33	05:15:14	
AQI13	Number of GREEN category incidents resulting in a response	2,409	909	537	193	180	267	113	210	2,101	776	480	174	152	214	103	202	1,926	709	356	179	157	270	91	164	6,436
	GREEN Category - Median Response	00:52:55	00:51:05	00:49:36	00:59:47	01:15:58	00:50:31	00:37:47	00:56:18	00:57:10	00:55:16	00:54:51	00:51:04	01:11:09	00:55:34	00:57:12	01:09:12	01:10:28	01:31:42	01:00:14	01:26:38	01:08:23	01:00:18	00:55:02	01:01:52	
	GREEN Category - 65th Percentile	01:24:55	01:44:58	01:17:10	01:32:45	01:59:59	01:09:11	00:59:16	01:25:10	01:33:31	01:44:29	01:24:53	01:26:33	02:07:15	01:25:14	01:22:00	01:39:34	02:00:27	02:29:26	01:34:45	02:16:23	01:50:55	01:43:47	01:20:52	01:24:26	
	GREEN Category - 95th Percentile	07:00:57	08:24:51	04:24:59	08:29:18	07:29:40	04:12:33	02:53:26	05:38:12	06:02:28	06:24:30	04:21:47	07:50:01	07:06:14	04:32:49	03:35:44	05:07:52	07:41:38	08:08:43	06:36:09	10:51:46	08:02:30	05:47:03	05:02:26	05:32:26	
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	23,494	4,817	6,106	2,983	2,797	2,993	1,103	2,695	24,314	4,844	6,405	2,993	2,963	3,160	1,090	2,859	22,749	4,488	5,909	2,895	2,700	3,110	995	2,652	70,557
	Percentage of Incidents where 1 Vehicle Arrived at Scene	79.6%	76.4%	83.0%	77.0%	76.5%	85.7%	81.7%	76.1%	78.8%	76.5%	82.0%	74.4%	76.0%	84.2%	82.6%	75.4%	78.8%	75.4%	81.6%	75.3%	75.6%	85.5%	82.7%	76.1%	79.1%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	17.9%	21.2%	15.1%	20.4%	19.9%	12.6%	15.8%	19.9%	18.4%	20.6%	15.0%	22.6%	19.9%	14.1%	15.5%	22.2%	18.3%	21.7%	15.9%	21.2%	20.3%	12.4%	15.0%	20.8%	18.2%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	2.1%	1.9%	1.6%	2.2%	2.9%	1.5%	1.9%	3.3%	2.3%	2.4%	2.5%	2.6%	3.2%	1.5%	1.7%	2.0%	2.4%	2.5%	2.3%	2.9%	3.3%	1.8%	1.6%	2.5%	2.3%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.4%	0.4%	0.3%	0.3%	0.6%	0.2%	0.6%	0.7%	0.5%	0.5%	0.5%	0.4%	0.8%	0.3%	0.3%	0.4%	0.5%	0.5%	0.3%	0.6%	0.8%	0.4%	0.7%	0.7%	0.5%
AQI15	Number of Community First Responders (CFRs) attendances at scene	857	103	231	157	71	71	66	158	1,013	129	272	178	122	70	111	131	1,058	132	343	198	80	87	93	125	2,928
	RED	169	25	40	25	29	17	7	26	203	38	45	30	49	9	16	16	226	40	61	29	32	24	13	27	598
	AMBER	633	76	161	122	40	52	53	129	761	85	203	144	70	59	90	110	763	86	240	160	47	61	72	97	2,157
	GREEN	55	2	30	10	2	2	6	3	49	6	24	4	3	2	5	5	69	6	42	9	1	2	8	1	173
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	747	90	205	135	59	61	63	134	886	118	227	149	103	68	100	121	944	115	314	174	66	76	88	111	2,577
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	87.2%	87.4%	88.7%	86.0%	83.1%	85.9%	95.5%	84.8%	87.5%	91.5%	83.5%	83.7%	84.4%	97.1%	90.1%	92.4%	89.2%	87.1%	91.5%	87.9%	82.5%	87.4%	94.6%	88.8%	88.0%

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Not Protectively Marked

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	May-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Jun-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	14.3%			All Wales Indicator Only					15.2%			All Wales Indicator Only					15.3%			All Wales Indicator Only					14.9%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	26	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	87
	Total Number of patients with attempted resuscitation following cardiac arrest	182	-	-	-	-	-	-	-	198	-	-	-	-	-	-	-	203	-	-	-	-	-	-	-	583
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	94.5%			All Wales Indicator Only					98.2%			All Wales Indicator Only					97.2%			All Wales Indicator Only					96.6%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	363	-	-	-	-	-	-	-	383	-	-	-	-	-	-	-	318	-	-	-	-	-	-	-	1064
	Total Number of suspected stroke patients	384	-	-	-	-	-	-	-	390	-	-	-	-	-	-	-	327	-	-	-	-	-	-	-	1101
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	84.0%			All Wales Indicator Only					84.2%			All Wales Indicator Only					89.4%			All Wales Indicator Only					85.9%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	200	-	-	-	-	-	-	-	197	-	-	-	-	-	-	-	210	-	-	-	-	-	-	-	607
	Total Number of older patients with suspected hip fracture	238	-	-	-	-	-	-	-	234	-	-	-	-	-	-	-	235	-	-	-	-	-	-	-	707
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	91.6%			All Wales Indicator Only					92.3%			All Wales Indicator Only					97.0%			All Wales Indicator Only					93.6%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	218	-	-	-	-	-	-	-	216	-	-	-	-	-	-	-	228	-	-	-	-	-	-	-	662
	Total Number of older patients with suspected hip fracture	238	-	-	-	-	-	-	-	234	-	-	-	-	-	-	-	235	-	-	-	-	-	-	-	707
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	85.7%			All Wales Indicator Only					82.3%			All Wales Indicator Only					83.8%			All Wales Indicator Only					84.0%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	66	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	67	-	-	-	-	-	-	-	184
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	77	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	219
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	96.2%			All Wales Indicator Only					100.0%			All Wales Indicator Only					95.7%			All Wales Indicator Only					97.3%
	Number of suspected sepsis patients who have had a documented NEWS score	50	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	45	-	-	-	-	-	-	-	146
	Total Number of suspected sepsis patients	52	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	150
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	12	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	48
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	12	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	48
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	86.7%			All Wales Indicator Only					91.9%			All Wales Indicator Only					93.6%			All Wales Indicator Only					90.6%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	137	-	-	-	-	-	-	-	137	-	-	-	-	-	-	-	132	-	-	-	-	-	-	-	406
	Total Number of hypoglycaemic patients	158	-	-	-	-	-	-	-	149	-	-	-	-	-	-	-	141	-	-	-	-	-	-	-	448
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,389	1,017	1,562	705	429	713	261	702	5,634	1,124	1,650	707	462	714	325	652	5,116	963	1,413	685	411	764	269	611	16,139
	Treated At Scene	3,154	635	1,050	389	214	354	156	356	3,247	627	1,078	426	218	370	188	340	2,899	548	906	367	211	421	140	306	9,300
	Referred To Alternate Provider	2,235	382	512	316	215	359	105	346	2,387	497	572	281	244	344	137	312	2,217	415	507	318	200	343	129	305	6,839

AQI Ref	AQI Description	Apr-21								May-21								Jun-21								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	
	AMBER																									
	Total Number of AMBER Incidents with a Response	21,839	3,901	5,998	2,701	2,635	2,901	1,109	2,594	22,820	4,013	6,268	2,737	2,799	3,072	1,167	2,764	21,073	3,698	5,770	2,542	2,501	2,950	1,103	2,509	65,732
	Number of AMBER Incidents where Ideal Resource First on Scene	3,239	967	604	444	460	220	109	435	3,327	905	599	514	490	240	114	465	3,298	905	606	444	493	261	105	484	9,864
	Percentage of AMBER Incidents where Ideal Resource First on Scene	14.8%	24.8%	10.1%	16.4%	17.5%	7.6%	9.8%	16.8%	14.6%	22.6%	9.6%	18.8%	17.5%	7.8%	9.8%	16.8%	15.7%	24.5%	10.5%	17.5%	19.7%	8.8%	9.5%	19.3%	*15.0%*
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	117	18	29	13	17	11	8	21	151	23	38	18	20	19	14	19	132	35	31	19	19	10	6	12	400
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.5%	0.5%	0.5%	0.5%	0.6%	0.4%	0.7%	0.8%	0.7%	0.6%	0.6%	0.7%	0.7%	0.6%	1.2%	0.7%	0.6%	0.9%	0.5%	0.7%	0.8%	0.3%	0.5%	0.5%	*0.6%*
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	1,040	156	298	135	109	143	65	134	958	152	279	114	103	122	60	128	899	135	209	111	115	167	66	96	2,897
	Number of GREEN2 Incidents where Ideal Resource First on Scene	68	23	9	11	10	7	1	7	47	18	9	5	5	5	1	4	70	13	13	12	11	10	3	8	185
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	6.5%	14.7%	3.0%	8.1%	9.2%	4.9%	1.5%	5.2%	4.9%	11.8%	3.2%	4.4%	4.9%	4.1%	1.7%	3.1%	7.8%	9.6%	6.2%	10.8%	9.6%	6.0%	4.5%	8.3%	*6.4%*
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	3	-	-	1	-	-	2	-	4	1	-	1	1	-	1	-	2	2	-	-	-	-	-	-	9
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.3%	0.0%	0.0%	0.7%	0.0%	0.0%	3.1%	0.0%	0.4%	0.7%	0.0%	0.9%	1.0%	0.0%	1.7%	0.0%	0.2%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	*0.3%*
AQI18	**GREEN3 (Non HCP Incidents)**																									
	Total Number of GREEN3 Incidents with a Response	1,369	753	239	58	71	124	48	76	1,143	624	201	60	49	92	43	74	1,027	574	147	68	42	103	25	68	3,539
	Number of GREEN3 Incidents where Ideal Resource First on Scene	23	6	6	3	-	4	-	4	22	3	7	1	1	5	2	3	15	2	8	1	1	2	-	1	60
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	1.7%	0.8%	2.5%	5.2%	0.0%	3.2%	0.0%	5.3%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.3%	5.4%	1.5%	2.4%	1.9%	0.0%	1.5%	*1.7%*
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	3	1	-	-	1	-	-	1	2	1	1	-	-	-	-	-	3	-	3	-	-	-	-	-	8
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.2%	0.1%	0.0%	0.0%	1.4%	0.0%	0.0%	1.3%	0.2%	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	*0.2%*
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,217	426	552	336	259	284	127	233	2,179	406	551	315	275	291	106	235	1,975	345	527	312	222	244	101	224	6,371
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	1
	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%	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	*0.0%*

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	May-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	Jun-21 All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales Total
	Number of 999 Patients conveyed to Hospital	17,400	3,518	4,375	2,041	2,344	2,324	864	1,934	18,055	3,442	4,519	2,120	2,454	2,509	869	2,142	16,845	3,284	4,207	1,951	2,268	2,335	836	1,964	52,300
AQI19 i	Total Number of Incidents where an Ambulance Resource Attended Scene	26,723	5,315	6,992	3,286	3,216	3,449	1,299	3,166	27,820	5,365	7,333	3,392	3,407	3,618	1,367	3,338	26,122	5,028	6,740	3,231	3,132	3,572	1,294	3,125	80,665
	Percentage of patients conveyed to hospital following a face to face assessment	65.1%	66.2%	62.6%	62.1%	72.9%	67.4%	66.5%	61.1%	64.9%	64.2%	61.6%	62.5%	72.0%	69.3%	63.6%	64.2%	64.5%	65.3%	62.4%	60.4%	72.4%	65.4%	64.6%	62.8%	64.8%
AQI19 ii	Total number of patients conveyed to hospital by type	19,590	3,942	4,919	2,370	2,609	2,598	991	2,161	20,197	3,827	5,078	2,431	2,727	2,794	979	2,361	18,789	3,612	4,738	2,259	2,489	2,579	935	2,177	58,576
	Tier 1 Major A&E Units	17,167	2,787	4,819	2,028	2,583	2,166	916	1,868	17,681	2,704	4,961	2,074	2,693	2,326	901	2,022	16,530	2,565	4,631	1,952	2,466	2,171	858	1,887	51,378
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1,402	1,086	4	2	10	5	20	275	1,420	1,054	13	1	16	9	17	310	1,297	982	9	5	8	7	16	270	4,119
	Tier 3 (Major Acute) - Medical Admissions Unit	765	11	-	328	3	421	-	2	826	17	-	344	6	452	-	7	712	20	-	292	5	390	-	5	2,303
	Other (all other units such as Maternity or Mental Health Units)	256	58	96	12	13	6	55	16	270	52	104	12	12	7	61	22	250	45	98	10	10	11	61	15	776
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	39.4%	23.2%	24.8%	30.3%	64.2%	55.8%	41.2%	52.1%	36.3%	21.0%	21.2%	31.4%	61.4%	51.7%	37.4%	44.0%	35.2%	23.7%	20.3%	27.9%	63.7%	48.2%	36.3%	39.9%	37.0%
	Number of Notification to Handover within 15 minutes	6,755	565	1,227	579	1,588	1,441	372	983	6,531	515	1,097	619	1,619	1,418	336	927	5,850	550	974	510	1,498	1,230	310	778	19,136
	Total Number of Handovers	17,141	2,440	4,947	1,909	2,474	2,581	903	1,887	17,979	2,451	5,166	1,974	2,636	2,744	899	2,109	16,639	2,316	4,789	1,827	2,352	2,552	855	1,948	51,759
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	39.1%	23.2%	24.8%	30.3%	64.2%	56.9%	41.2%	53.0%	36.1%	21.0%	21.2%	31.3%	61.4%	52.6%	37.6%	44.7%	34.9%	23.8%	20.3%	27.9%	63.7%	48.3%	36.3%	40.2%	36.7%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	6,497	565	1,227	579	1,588	1,223	370	945	6,275	515	1,097	617	1,617	1,205	336	888	5,622	550	974	509	1,498	1,042	309	740	18,394
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,599	2,440	4,947	1,909	2,473	2,149	899	1,782	17,392	2,451	5,166	1,972	2,633	2,290	894	1,986	16,129	2,315	4,789	1,823	2,351	2,157	851	1,843	50,120
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	36.7%	-	-	-	0.0%	100.0%	50.0%	35.9%	29.9%	-	-	-	66.7%	33.3%	0.0%	30.2%	34.0%	0.0%	-	100.0%	0.0%	-	25.0%	34.3%	33.3%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	40	-	-	-	-	1	2	37	38	-	-	-	2	1	-	35	36	-	-	1	-	-	1	34	114
	TIER 2 (Minor A&E Units) - Total Number of Handovers	109	-	-	-	1	1	4	103	127	-	-	-	3	3	5	116	106	1	-	1	1	-	4	99	342
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	50.3%	-	-	-	-	50.3%	-	50.0%	47.4%	-	-	100.0%	-	47.0%	-	57.1%	47.5%	-	-	0.0%	-	47.6%	-	66.7%	48.4%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	218	-	-	-	-	217	-	1	218	-	-	2	-	212	-	4	192	-	-	-	-	188	-	4	628
	TIER 3 (Major Acute) - Total Number of Handovers	433	-	-	-	-	431	-	2	460	-	-	2	-	451	-	7	404	-	-	3	-	395	-	6	1,297
	Other - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AQI21	Number of lost hours following notification to handover over 15 minutes	8,088	2,275	2,863	454	682	682	253	879	9,099	2,391	3,388	434	680	749	309	1,148	9,059	2,082	3,133	677	463	990	360	1,354	26,246
	Tier 1 Major A&E Units	7,944	2,275	2,863	454	682	561	252	858	8,898	2,391	3,388	434	679	588	306	1,111	8,807	2,082	3,133	672	463	785	359	1,314	25,649
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	21	-	-	-	-	-	1	19	39	-	-	-	0	0	3	36	38	1	-	-	-	0	1	36	98
	Tier 3 (Major Acute) - Medical Admissions Unit	123	-	-	-	-	121	-	1	162	-	-	-	-	162	-	0	214	-	-	5	-	206	-	4	499
	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	83.5%	76.6%	88.4%	83.6%	84.6%	82.2%	90.5%	76.7%	85.7%	80.3%	89.0%	84.7%	85.8%	85.4%	91.2%	82.8%	87.0%	80.5%	90.3%	86.0%	88.4%	86.1%	88.1%	86.7%	85.4%
	Number of Handover to Clear within 15 minutes	14,320	1,870	4,375	1,595	2,094	2,121	817	1,448	15,410	1,968	4,599	1,671	2,262	2,343	820	1,747	14,479	1,864	4,324	1,572	2,080	2,198	753	1,688	44,209
	Total Number of Handovers	17,141	2,440	4,947	1,909	2,474	2,581	903	1,887	17,979	2,451	5,166	1,974	2,636	2,744	899	2,109	16,639	2,316	4,789	1,827	2,352	2,552	855	1,948	51,759
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	83.5%	76.6%	88.4%	83.6%	84.6%	82.0%	90.4%	75.8%	85.8%	80.3%	89.0%	84.6%	85.8%	86.1%	91.2%	82.3%	87.1%	80.5%	90.3%	86.0%	88.4%	86.6%	88.0%	86.3%	85.4%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,859	1,870	4,375	1,595	2,093	1,763	813	1,350	14,915	1,968	4,599	1,669	2,259	1,971	815	1,634	14,042	1,863	4,324	1,569	2,079	1,867	749	1,591	42,816
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,599	2,440	4,947	1,909	2,473	2,149	899	1,782	17,392	2,451	5,166	1,972	2,633	2,290	894	1,986	16,129	2,315	4,789	1,823	2,351	2,157	851	1,843	50,120
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	92.7%	-	-	-	100.0%	0.0%	100.0%	93.2%	92.9%	-	-	-	100.0%	100.0%	100.0%	92.2%	92.5%	100.0%	-	100.0%	100.0%	-	100.0%	91.9%	92.7%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	101	-	-	-	1	-	4	96	118	-	-	-	3	3	5	107	98	1	-	1	1	-	4	91	317
	TIER 2 (Minor A&E Units) - Total Number of Handovers	109	-	-	-	1	1	4	103	127	-	-	-	3	3	5	116	106	1	-	1	1	-	4	99	342
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	83.1%	-	-	-	-	83.1%	-	100.0%	82.0%	-	-	100.0%	-	81.8%	-	85.7%	83.9%	-	-	66.7%	-	83.8%	-	100.0%	83.0%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	360	-	-	-	-	358	-	2	377	-	-	2	-	369	-	6	339	-	-	2	-	331	-	6	1,076
	TIER 3 (Major Acute) - Total Number of Handovers	433	-	-	-	-	431	-	2	460	-	-	2	-	451	-	7	404	-	-	3	-	395	-	6	1,297
	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	1,530	417	176	92	167	109	434	135	1,612	430	189	103	159	142	437	152	1,546	386	189	120	145	163	409	134	4,688
	Number of patients conveyed to hospital	19,590	3,942	4,919	2,370	2,609	2,598	991	2,161	20,197	3,827	5,078	2,431	2,727	2,794	979	2,361	18,789	3,612	4,738	2,259	2,489	2,579	935	2,177	58,576
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.8%	10.6%	3.6%	3.9%	6.4%	4.2%	43.8%	6.2%	8.0%	11.2%	3.7%	4.2%	5.8%	5.1%	44.6%	6.4%	8.2%	10.7%	4.0%	5.3%	5.8%	6.3%	43.7%	6.2%	8.0%
AQI24	Number of lost hours following handover to clear over 15 minutes	413	121	68	37	45	60	10	71	369	114	75	41	41	42	8	49	316	122	51	35	24	36	15	32	1,098
	Tier 1 Major A&E Units	406	121	68	37	45	53	10	70	361	114	75	41	41	35	8	48	311	122	51	35	24	32	15	32	1,077
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1	-	-	-	-	1	-	1	1	-	-	-	-	-	-	1	0	-	-	-	-	-	-	0	2
	Tier 3 (Major Acute) - Medical Admissions Unit	6	-	-	-	-	6	-	-	7	-	-	-	-	7	-	0	5	-	-	0	-	5	-	-	18
	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	Updated to incorporate service change of Hospital Types in Aneurin Bevan post opening of The Grange in November 2020
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The information contained in this document is not restricted and is classified for general release

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