

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: April - June 2018

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



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EASC Ambulance Quality Indicator Definition Table

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

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

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



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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 2018 - June 2018

Step 1: Help Me Choose

AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	12	-	3	1	-	5	1	2	22	1	9	-	3	7	2	-	23	4	10	-	1	6	2	-	57
AQI3	Number of attendances at key stakeholder events	23	4	4	2	4	4	2	3	20	3	3	2	3	3	2	4	16	3	3	1	3	3	1	2	59
AQI4 i	Number of NHS Direct Wales unique website visits	367,614	-	-	-	-	-	-	-	356,542	-	-	-	-	-	-	-	363,332	-	-	-	-	-	-	-	1,087,488
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,724	1208	35	1227	29	17	904	304	3,552	1,183	39	1,188	25	16	820	281	3,263	1,221	37	1,018	22	16	734	215	10,539
	Abdominal Pain	1,059	326	194	157	119	86	156	21	1,081	336	162	189	142	82	151	19	1,043	328	159	177	121	86	153	19	3,183
	Rash	752	306	113	84	74	59	101	15	760	309	111	82	85	67	100	6	624	248	92	75	54	51	98	6	2,136
	Other Symptoms	522	133	93	78	72	58	76	12	609	158	94	111	80	57	92	17	555	159	89	79	76	62	75	15	1,686
	Fever	396	104	69	70	40	32	69	12	562	189	104	86	60	43	74	6	521	163	92	67	59	40	92	8	1,479
	Sore Throat	506	292	34	41	33	22	78	6	484	262	29	41	32	24	88	8	418	221	29	26	32	18	84	8	1,408
	Chest Pain	463	154	86	68	64	32	52	7	454	158	67	66	66	30	59	8	442	166	74	53	55	28	63	3	1,359
	Back Pain	398	133	54	70	49	31	52	9	400	128	47	70	44	44	59	8	370	133	45	63	41	31	46	11	1,168
	Ingestion Toxic	367	105	50	69	52	33	49	9	364	105	63	49	59	27	43	18	367	105	59	59	55	29	52	8	1,098
	Vomiting	288	74	46	50	30	28	50	10	295	109	43	51	29	28	32	3	343	96	55	65	41	24	53	9	926
AQI5	Number of Frequent Callers	208	36	39	62	32	10	23	6	262	48	41	91	33	17	28	4	249	37	43	87	30	14	33	5	719
	Number of Incidents generated by Frequent Callers	1,886	300	276	686	313	88	186	37	2,163	380	341	739	310	123	227	43	2,216	327	340	826	294	114	268	47	6,265
	Total Number of Incidents	35,999	5,833	6,440	9,354	5,091	3,287	4,345	1,649	39,258	6,381	6,951	10,142	5,807	3,542	4,769	1,666	38,864	6,311	6,678	10,268	5,660	3,590	4,713	1,644	114,121
	Percentage of Frequent Callers Incidents against overall number of Incidents	5.2%	5.1%	4.3%	7.3%	6.1%	2.7%	4.3%	2.2%	5.5%	6.0%	4.9%	7.3%	5.3%	3.5%	4.8%	2.6%	5.7%	5.2%	5.1%	8.0%	5.2%	3.2%	5.7%	2.9%	5.5%

Step 2 Answer My Call LHB Review: April 2018 - June 2018

Step 2: Answer My Call																											
AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total	
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P		
AQI6	Number of Healthcare Professional (HCP) Calls answered	6,276	-	-	-	-	-	-	-	6,648	-	-	-	-	-	-	-	6,775	-	-	-	-	-	-	-	-	19,699
AQI7	Number of 999 calls answered	41,349	-	-	-	-	-	-	-	46,198	-	-	-	-	-	-	-	45,694	-	-	-	-	-	-	-	-	133,241
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,999	5,833	6,440	9,354	5,091	3,287	4,345	1,649	39,258	6,381	6,951	10,142	5,807	3,542	4,769	1,666	38,864	6,311	6,678	10,268	5,660	3,590	4,713	1,644	114,121	
	Protocol 17: FALLS	4,360	711	668	1244	557	408	559	213	4,987	769	823	1,494	596	426	652	227	4,941	761	780	1,460	614	436	653	237	14,288	
	Protocol 10: CHEST PAIN	4,020	733	691	967	493	383	543	210	3,995	713	712	925	554	390	475	226	3,791	657	652	995	484	327	487	189	11,806	
	Protocol 35: HEALTH CARE PROFESSIONAL	3,599	450	695	960	473	298	505	218	3,733	559	656	973	455	357	526	207	3,706	537	629	974	446	375	552	193	11,038	
	Protocol 06: BREATHING PROBLEMS	3,796	634	722	994	495	356	434	161	3,686	647	663	926	545	363	405	137	3,518	637	611	908	474	340	400	148	11,000	
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	2,906	406	540	751	399	316	378	116	3,283	459	620	878	468	294	451	113	3,168	450	538	883	467	329	394	107	9,357	
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,243	344	384	580	372	197	268	98	2,479	374	461	611	444	202	301	86	2,642	436	449	677	469	243	279	89	7,364	
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,326	210	264	319	184	135	166	48	1,369	212	248	349	193	142	170	55	1,288	202	249	346	180	126	144	41	3,983	
	Protocol 28: STROKE - CVA	1,273	200	225	348	150	105	167	78	1,326	203	245	348	195	108	182	45	1,313	201	235	332	174	112	182	77	3,912	
	Protocol UGA2: UPGRADE TO AMBER 2	1,114	182	195	303	135	77	151	71	1,365	236	232	376	154	94	190	83	1,331	209	209	389	144	95	209	76	3,810	
	Protocol 12: CONVULSIONS/FITTING	1,217	207	220	322	181	122	123	42	1,289	192	202	374	223	105	155	38	1,275	225	204	318	216	122	145	45	3,781	
	AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,663	477	517	663	478	216	223	89	2,820	425	552	695	573	223	293	59	2,876	463	513	750	544	241	261	104	8,359
Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome		1,152	170	214	321	155	118	122	52	1,249	158	238	340	192	120	170	31	1,114	157	197	324	163	104	118	51	3,515	
Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome		1,511	307	303	342	323	98	101	37	1,571	267	314	355	381	103	123	28	1,762	306	316	426	381	137	143	53	4,844	
Percentage of calls ended following WAST telephone assessment		7.4%	8.2%	8.0%	7.1%	9.4%	6.6%	5.1%	5.4%	7.2%	6.7%	7.9%	6.9%	9.9%	6.3%	6.1%	3.5%	7.4%	7.3%	7.7%	7.3%	9.6%	6.7%	5.5%	6.3%	7.3%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,236	327	401	644	279	229	250	106	2,575	355	455	742	377	234	335	77	2,396	325	413	722	317	220	292	107	7,207	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	35,999	5,833	6,440	9,354	5,091	3,287	4,345	1,649	39,258	6,381	6,951	10,142	5,807	3,542	4,769	1,666	38,864	6,311	6,678	10,268	5,660	3,590	4,713	1,644	114,121	
	Percentage of calls transferred to NHS Direct Wales	6.2%	5.6%	6.2%	6.9%	5.5%	7.0%	5.8%	6.4%	6.6%	5.6%	6.5%	7.3%	6.5%	6.6%	7.0%	4.6%	6.2%	5.1%	6.2%	7.0%	5.6%	6.1%	6.2%	6.5%	6.3%	
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	823	122	128	249	94	85	98	47	985	142	157	320	129	79	123	35	950	112	153	302	120	92	132	39	2,758	
	Total Number of Calls Triage by a Nurse Advisor	1,975	292	342	570	249	203	220	99	2,234	300	395	660	321	199	293	66	2,064	269	350	626	283	196	250	90	6,273	
	Percentage of calls returned from NHS Direct Wales	41.7%	41.8%	37.4%	43.7%	37.8%	41.9%	44.5%	47.5%	44.1%	47.3%	39.7%	48.5%	40.2%	39.7%	42.0%	53.0%	46.0%	41.6%	43.7%	48.2%	42.4%	46.9%	52.8%	43.3%	44.0%	
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,152	170	214	321	155	118	122	52	1,249	158	238	340	192	120	170	31	1,114	157	197	324	163	104	118	51	3,515	
	Total Number of Calls Triage by a Nurse Advisor	1,975	292	342	570	249	203	220	99	2,234	300	395	660	321	199	293	66	2,064	269	350	626	283	196	250	90	6,273	
	Percentage of calls ended through transfer to alternative care advice services	58.3%	58.2%	62.6%	56.3%	62.2%	58.1%	55.5%	52.5%	55.9%	52.7%	60.3%	51.5%	59.8%	60.3%	58.0%	47.0%	54.0%	58.4%	56.3%	51.8%	57.6%	53.1%	47.2%	56.7%	56.0%	
AQI10 i	Re-Contact rates - Telephone																										
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	93	14	15	40	14	2	6	2	130	21	20	45	15	7	17	5	388	26	32	276	20	4	26	4	611	
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,663	477	517	663	478	216	223	89	2,820	425	552	695	573	223	293	59	2,876	463	513	750	544	241	261	104	8,359	
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	3.5%	2.9%	2.9%	6.0%	2.9%	0.9%	2.7%	2.2%	4.6%	4.9%	3.6%	6.5%	2.6%	3.1%	5.8%	8.5%	13.5%	5.6%	6.2%	36.8%	3.7%	1.7%	10.0%	3.8%	7.3%	
AQI10 ii	Re-Contact rates - Attendance at Scene																										
	Number of incidents within 24 hours following See and Treat	18	2	4	8	-	1	2	1	26	3	4	16	-	-	3	-	21	1	5	14	-	-	1	-	65	
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,596	462	480	831	257	112	297	157	2,780	464	533	881	297	142	329	134	2,692	425	535	914	263	144	284	127	8,068	
	Re-contact percentage within 24hrs of See and Treat	0.7%	0.4%	0.8%	1.0%	0.0%	0.9%	0.7%	0.6%	0.9%	0.6%	0.8%	1.8%	0.0%	0.0%	0.9%	0.0%	0.8%	0.2%	0.9%	1.5%	0.0%	0.0%	0.4%	0.0%	0.8%	

Step 3 Come To See Me LHB Review: April 2018 - June 2018

Step 3: Come to See Me

AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQH1	Number of RED category incidents resulting in an emergency response	1,778	368	333	370	313	129	198	67	1,927	356	354	389	347	183	212	86	2,016	373	306	447	385	186	239	80	5,721
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,335	288	243	281	260	90	133	40	1,466	275	270	293	291	138	140	59	1,524	291	226	328	330	144	150	55	4,325
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	75.1%	78.3%	73.0%	75.9%	83.1%	69.8%	67.2%	59.7%	76.1%	77.2%	76.3%	75.3%	83.9%	75.4%	66.0%	68.6%	75.6%	78.0%	73.9%	73.4%	85.7%	77.4%	62.8%	68.8%	75.6%
	RED Category - Median Response	00:04:52	00:04:33	00:05:26	00:04:36	00:04:43	00:05:53	00:04:50	00:04:19	00:04:45	00:04:30	00:05:24	00:04:26	00:04:40	00:05:25	00:04:33	00:03:45	00:04:48	00:04:49	00:05:03	00:04:42	00:04:35	00:04:54	00:05:22	00:05:03	
	RED Category - 65th Percentile	00:06:30	00:05:56	00:06:51	00:06:17	00:06:05	00:07:14	00:07:09	00:09:06	00:06:22	00:06:06	00:06:48	00:06:01	00:05:47	00:06:32	00:07:34	00:07:16	00:06:25	00:06:12	00:06:28	00:06:32	00:05:53	00:06:19	00:08:19	00:07:38	
	RED Category - 95th Percentile	00:14:56	00:12:56	00:13:39	00:17:21	00:11:37	00:13:41	00:18:44	00:18:52	00:14:17	00:12:42	00:12:49	00:16:33	00:11:36	00:12:16	00:17:57	00:16:02	00:14:51	00:12:03	00:14:43	00:17:04	00:10:47	00:12:24	00:17:29	00:20:08	
AQH2	Number of AMBER category incidents resulting in an emergency response	21,114	3,352	3,707	5,531	2,724	2,039	2,732	1,029	22,588	3,659	3,906	5,927	3,046	2,096	2,905	1,049	22,234	3,595	3,852	5,835	2,982	2,064	2,854	1,052	65,936
	AMBER Category - Median Response	00:20:54	00:22:14	00:24:06	00:20:29	00:25:06	00:19:25	00:17:20	00:19:08	00:21:51	00:23:55	00:26:04	00:20:16	00:26:52	00:18:58	00:18:34	00:18:13	00:23:25	00:24:09	00:24:52	00:23:55	00:26:16	00:22:51	00:20:53	00:19:02	
	AMBER Category - 65th Percentile	00:32:05	00:35:20	00:37:02	00:30:45	00:42:17	00:27:54	00:24:01	00:27:24	00:32:57	00:37:17	00:43:04	00:29:30	00:44:25	00:26:47	00:26:58	00:26:28	00:36:03	00:38:18	00:38:49	00:34:55	00:42:14	00:35:23	00:30:15	00:28:29	
	AMBER Category - 95th Percentile	02:22:11	02:50:41	03:02:22	02:00:48	03:12:08	01:44:52	01:26:07	01:34:45	02:27:19	02:43:08	03:16:35	02:00:48	04:04:44	01:42:24	01:36:18	01:19:11	02:32:05	02:45:17	03:04:18	02:23:15	03:06:37	02:19:40	01:59:04	01:29:37	
AQH3	Number of GREEN category incidents resulting in a response	2,134	332	327	580	267	215	293	120	2,400	332	406	728	254	230	328	122	2,113	318	398	577	219	205	293	103	6,647
	GREEN Category - Median Response	00:43:35	00:42:32	00:51:33	00:40:15	00:50:02	00:34:55	00:40:09	00:39:21	00:47:19	00:49:44	01:01:54	00:40:12	01:05:48	00:39:26	00:45:15	00:36:34	00:49:15	00:46:18	00:53:15	00:53:17	00:47:51	00:46:51	00:45:38	00:43:10	
	GREEN Category - 65th Percentile	01:05:50	01:12:46	01:20:36	01:01:21	01:09:56	00:52:26	01:02:11	00:57:57	01:14:49	01:27:23	01:37:07	00:59:52	01:54:51	00:57:19	01:08:20	01:08:26	01:20:01	01:21:41	01:22:02	01:21:16	01:18:00	01:23:32	01:13:50	01:13:21	
	GREEN Category - 95th Percentile	04:52:09	06:37:26	07:21:57	03:59:11	08:33:17	03:14:43	03:08:24	03:14:09	06:09:10	07:36:04	08:26:42	04:14:04	12:56:32	03:09:20	03:41:46	03:54:18	06:01:29	06:31:39	08:05:05	04:26:59	08:41:51	05:56:36	04:42:43	03:39:21	
AQH4	Number of responded incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	20,386	3,147	3,632	5,285	2,730	2,004	2,642	946	22,052	3,489	3,859	5,823	2,847	2,154	2,879	1,001	21,412	3,418	3,678	5,575	2,827	2,165	2,810	939	63,850
	Percentage of Incidents where 1 Vehicle Arrived at Scene	83%	82%	80%	87%	79%	80%	91%	86%	83%	83%	80%	86%	79%	79%	90%	88%	84%	83%	80%	87%	81%	80%	92%	87%	83%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	15%	17%	19%	12%	20%	18%	9%	13%	15%	16%	18%	14%	19%	19%	9%	11%	14%	16%	18%	12%	17%	18%	7%	12%	15%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1%	1%	2%	1%	1%	2%	0%	1%	1%	1%	2%	1%	2%	2%	0%	1%	1%	1%	1%	1%	2%	1%	0%	1%	1%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
AQH5	Number of Community First Responders (CFRs) attendances at scene	1,354	171	240	437	183	56	171	96	1,449	173	226	440	257	63	207	83	1,026	119	167	319	210	35	118	58	3,829
	RED	212	37	41	46	31	9	29	19	279	39	54	55	49	17	44	21	198	23	33	47	42	7	36	10	689
	AMBER	1,093	134	199	353	145	46	139	77	1,116	133	172	336	207	46	162	60	787	91	132	247	164	25	81	47	2,996
	GREEN	49	-	-	38	7	1	3	-	54	1	-	49	1	-	1	2	41	5	2	25	4	3	1	1	144
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,118	141	213	359	146	44	140	75	1,239	150	188	387	224	56	170	64	859	100	144	279	170	29	94	43	3,216
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	82.6%	82.5%	88.8%	82.2%	79.8%	78.6%	81.9%	78.1%	85.5%	86.7%	83.2%	88.0%	87.2%	88.9%	82.1%	77.1%	83.7%	84.0%	86.2%	87.5%	81.0%	82.9%	79.7%	74.1%	84.0%

Step 4 Give Me Treatment LHB Review: April 2018 - June 2018

Step 4: Give Me Treatment

AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total			
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	13.8%	All Wales Indicator Only								18.7%	All Wales Indicator Only								12.8%	All Wales Indicator Only								15.0%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	32	-	-	-	-	-	-	-	42	-	-	-	-	-	-	-	32	-	-	-	-	-	-	-	106			
	Total Number of patients with attempted resuscitation following cardiac arrest	232	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	250	-	-	-	-	-	-	-	707			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	98.1%	All Wales Indicator Only								96.2%	All Wales Indicator Only								96.6%	All Wales Indicator Only								97.0%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	309	-	-	-	-	-	-	-	330	-	-	-	-	-	-	-	315	-	-	-	-	-	-	-	954			
	Total Number of suspected stroke patients	315	-	-	-	-	-	-	-	343	-	-	-	-	-	-	-	326	-	-	-	-	-	-	-	984			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	78.7%	All Wales Indicator Only								75.1%	All Wales Indicator Only								75.5%	All Wales Indicator Only								76.4%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	163	-	-	-	-	-	-	-	181	-	-	-	-	-	-	-	163	-	-	-	-	-	-	-	507			
	Total Number of older patients with suspected hip fracture	207	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	216	-	-	-	-	-	-	-	664			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	90.3%	All Wales Indicator Only								90.0%	All Wales Indicator Only								88.0%	All Wales Indicator Only								89.5%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	187	-	-	-	-	-	-	-	217	-	-	-	-	-	-	-	190	-	-	-	-	-	-	-	594			
	Total Number of older patients with suspected hip fracture	207	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	216	-	-	-	-	-	-	-	664			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	66.0%	All Wales Indicator Only								73.0%	All Wales Indicator Only								74.3%	All Wales Indicator Only								70.6%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	64	-	-	-	-	-	-	-	54	-	-	-	-	-	-	-	55	-	-	-	-	-	-	-	173			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	97	-	-	-	-	-	-	-	74	-	-	-	-	-	-	-	74	-	-	-	-	-	-	-	245			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only								98.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								99.3%
	Number of suspected sepsis patients who have had a documented NEWS score	42	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	139			
	Total Number of suspected sepsis patients	42	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	140			
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								100.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	25	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	77			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	25	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	77			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	84.4%	All Wales Indicator Only								87.5%	All Wales Indicator Only								90.5%	All Wales Indicator Only								87.2%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	244	-	-	-	-	-	-	-	272	-	-	-	-	-	-	-	209	-	-	-	-	-	-	-	725			
	Total Number of hypoglycaemic patients	289	-	-	-	-	-	-	-	311	-	-	-	-	-	-	-	231	-	-	-	-	-	-	-	831			
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,546	825	870	1,252	580	205	535	279	4,734	827	921	1,309	621	257	552	247	4,759	800	881	1,420	590	256	562	250	14,039			
	Treated At Scene	2,596	462	480	831	257	112	297	157	2,780	464	533	881	297	142	329	134	2,692	425	535	914	263	144	284	127	8,068			
	Referred To Alternate Provider	1,950	363	390	421	323	93	238	122	1,954	363	388	428	324	115	223	113	2,067	375	346	506	327	112	278	123	5,971			

Step 4: Give Me Treatment (Cont.)														
AQI Ref	AQI Description	Apr-18				May-18				Jun-18				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQH18	Number of Incidents where RRV Ideal as per clinical response model	9,579	2841	2906	3832	9,817	2602	3376	3839	9,492	2733	3339	3420	28,888
	Number of Incidents where RRV sent as ideal response	2,420	654	489	1277	2,534	584	675	1275	2,389	608	690	1091	7,343
	Percentage of Incidents where RRV sent as ideal response	25.3%	23.0%	16.8%	33.3%	25.8%	22.4%	20.0%	33.2%	25.2%	22.2%	20.7%	31.9%	25.4%
	Number of Incidents where EA Ideal as per clinical response model	3,030	887	956	1187	3,316	869	1170	1277	3,132	870	1148	1114	9,478
	Number of Incidents where EA sent as ideal response	2,198	673	751	774	2,383	671	873	839	2,237	642	844	751	6,818
	Percentage of Incidents where EA sent as ideal response	72.5%	75.9%	78.6%	65.2%	71.9%	77.2%	74.6%	65.7%	71.4%	73.8%	73.5%	67.4%	71.9%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	2,673	819	748	1106	2,733	838	738	1157	2,606	775	749	1082	8,012
	Number of HCP (card 35) calls where UCS sent as ideal response	1,709	532	514	663	1,732	539	501	692	1,661	491	524	646	5,102
	Percentage of HCP calls where UCS sent as ideal response	63.9%	65.0%	68.7%	59.9%	63.4%	64.3%	67.9%	59.8%	63.7%	63.4%	70.0%	59.7%	63.7%

Step 5 Take Me To Hospital LHB Review: April 2018 - June 2018

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI19 i	Number of 999 Patients conveyed to Hospital	15,304	2,304	2,601	3,857	1,967	1,760	2,135	680	16,126	2,468	2,761	4,100	2,149	1,743	2,203	702	15,622	2,514	2,714	3,835	2,074	1,692	2,112	681	47,052
	Total Number of Incidents where an Ambulance Resource Attended Scene	22,362	3,574	3,904	5,803	2,923	2,209	2,889	1,060	23,638	3,759	4,121	6,173	3,228	2,277	3,007	1,073	23,090	3,733	4,040	5,956	3,169	2,213	2,921	1,058	69,090
	Percentage of patients conveyed to hospital following a face to face assessment	68.4%	64.5%	66.6%	66.5%	67.3%	79.7%	73.9%	64.2%	68.2%	65.7%	67.0%	66.4%	66.6%	76.5%	73.3%	65.4%	67.7%	67.3%	67.2%	64.4%	65.4%	76.5%	72.3%	64.4%	68.1%
AQI19 ii	Total number of patients conveyed to hospital by type	19,636	2,908	3,398	5,005	2,534	2,134	2,724	933	20,980	3,218	3,593	5,369	2,767	2,187	2,874	972	20,263	3,174	3,468	5,069	2,679	2,145	2,802	926	60,879
	Tier 1 Major A&E Units	17,992	2,590	3,232	4,853	2,094	2,118	2,264	841	19,193	2,853	3,397	5,216	2,282	2,167	2,393	885	18,555	2,854	3,300	4,921	2,190	2,128	2,327	835	55,740
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	498	292	142	34	-	5	17	8	550	331	158	33	1	7	13	7	478	290	133	27	-	4	13	11	1,526
	Tier 3 (Major Acute) - Medical Admissions Unit	835	2	-	-	401	-	432	-	894	1	1	-	434	1	457	-	893	4	-	-	439	1	449	-	2,622
	Other (all other units such as Maternity or Mental Health Units)	311	24	24	118	39	11	11	84	343	33	37	120	50	12	11	80	337	26	35	121	50	12	13	80	991
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	51.7%	45.5%	50.3%	36.5%	45.0%	92.3%	61.5%	51.0%	57.0%	48.6%	54.1%	46.9%	55.4%	93.0%	63.6%	54.5%	58.6%	51.7%	59.6%	43.3%	61.0%	92.3%	66.4%	57.7%	55.8%
	Number of Notification to Handover within 15 minutes	9,804	1,341	1,532	1,789	1,070	1,955	1,677	440	11,521	1,578	1,746	2,460	1,416	1,987	1,844	490	11,398	1,649	1,849	2,153	1,520	1,873	1,868	486	32,723
	Total Number of Handovers	18,974	2,946	3,045	4,895	2,379	2,119	2,728	862	20,213	3,246	3,227	5,249	2,556	2,136	2,900	899	19,449	3,192	3,101	4,976	2,492	2,030	2,815	843	58,636
AQI20 ii	Number and Percentage of notification to handover within 15 minutes of arrival at hospital by hospital type.																									
	TIER 1 (Major A&E Units) - Percentage of Notification to handover within 15 minutes	51.5%	46.5%	50.3%	36.5%	45.9%	92.3%	58.0%	51.4%	56.9%	49.5%	54.1%	46.9%	57.2%	93.2%	59.9%	54.6%	58.7%	52.9%	59.6%	43.3%	65.0%	92.3%	63.1%	57.7%	55.7%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	9,194	1,243	1,532	1,789	922	1,954	1,315	439	10,819	1,456	1,745	2,460	1,239	1,987	1,445	487	10,740	1,544	1,849	2,153	1,361	1,871	1,482	480	30,753
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,859	2,671	3,044	4,895	2,009	2,118	2,268	854	19,020	2,941	3,226	5,249	2,167	2,133	2,412	892	18,294	2,916	3,101	4,976	2,095	2,027	2,347	832	55,173
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	36.1%	35.5%	0.0%	-	-	100.0%	56.3%	12.5%	40.3%	39.8%	-	-	0.0%	0.0%	63.6%	42.9%	38.9%	37.5%	-	-	-	100.0%	46.2%	54.5%	38.5%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	108	97	-	-	-	1	9	1	131	121	-	-	-	-	7	3	116	102	-	-	-	-	2	6	355
	TIER 2 (Minor A&E Units) - Total Number of Handovers	299	273	1	-	-	1	16	8	325	304	-	-	-	1	2	11	298	272	-	-	-	2	13	11	922
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	61.5%	50.0%	-	-	40.0%	-	79.5%	-	65.8%	100.0%	100.0%	-	45.6%	0.0%	82.2%	-	63.2%	75.0%	-	-	40.1%	0.0%	83.5%	-	63.6%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	502	1	-	-	148	-	353	-	571	1	1	-	177	-	392	-	542	3	-	-	159	-	380	-	1,615
	TIER 3 (Major Acute) - Total Number of Handovers	816	2	-	-	370	-	444	-	868	1	1	-	388	1	477	-	857	4	-	-	397	1	455	-	2,541
	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	6134	1433	944	2257	877	18	424	181	4137	1149	639	1304	479	17	424	126	3777	847	478	1662	309	14	375	92	14048
	Tier 1 Major A&E Units	5914	1343	944	2257	773	18	404	176	3954	1058	639	1304	407	16	407	123	3637	793	478	1662	241	14	358	90	13505
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	97	90	0	-	-	0	2	5	94	91	0	-	0	1	0	2	58	54	0	-	-	0	2	2	250
	Tier 3 (Major Acute) - Medical Admissions Unit	123	0	-	-	104	-	18	-	89	0	-	-	72	1	17	-	82	0	-	-	68	0	14	-	294
	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	75.5%	72.8%	61.9%	83.8%	72.0%	82.7%	73.2%	84.1%	73.4%	72.3%	63.1%	79.8%	64.3%	81.2%	72.6%	85.9%	73.4%	70.8%	63.6%	80.3%	64.4%	82.3%	72.0%	88.6%	74.1%
	Number of Handover to Clear within 15 minutes	14,320	2,144	1,884	4,104	1,714	1,753	1,996	725	14,830	2,348	2,035	4,191	1,644	1,735	2,105	772	14,280	2,261	1,973	3,998	1,604	1,671	2,026	747	43,430
	Total Number of Handovers	18,974	2,946	3,045	4,895	2,379	2,119	2,728	862	20,213	3,246	3,227	5,249	2,556	2,136	2,900	899	19,449	3,192	3,101	4,976	2,492	2,030	2,815	843	58,636

Step 5: Take Me To Hospital (Cont.)																											
AQI Ref	AQI Description	Apr-18								May-18								Jun-18								All Wales Total	
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P		
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																										
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	75.3%	71.6%	61.9%	83.8%	69.1%	82.7%	74.5%	84.2%	73.1%	70.9%	63.1%	79.8%	60.7%	81.2%	73.9%	86.0%	73.0%	69.8%	63.6%	80.3%	60.5%	82.3%	71.4%	88.6%	73.8%	
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,447	1,912	1,883	4,104	1,388	1,752	1,689	719	13,906	2,085	2,034	4,191	1,315	1,732	1,782	767	13,353	2,035	1,973	3,998	1,267	1,668	1,675	737	40,706	
	TIER 1 (Major A&E Units) - Total Number of Handovers	17,859	2,671	3,044	4,895	2,009	2,118	2,268	854	19,020	2,941	3,226	5,249	2,167	2,133	2,412	892	18,294	2,916	3,101	4,976	2,095	2,027	2,347	832	55,173	
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	84.3%	84.2%	100.0%	-	-	100.0%	87.5%	75.0%	85.8%	86.2%	-	-	100.0%	100.0%	81.8%	71.4%	82.9%	82.0%	-	-	-	100.0%	92.3%	90.9%	84.4%	
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	252	230	1	-	-	1	14	6	279	262	-	-	1	2	9	5	247	223	-	-	-	2	12	10	778	
	TIER 2 (Minor A&E Units) - Total Number of Handovers	299	273	1	-	-	1	16	8	325	304	-	-	1	2	11	7	298	272	-	-	-	2	13	11	922	
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	76.1%	100.0%	-	-	88.1%	-	66.0%	-	74.3%	100.0%	100.0%	-	84.5%	100.0%	65.8%	-	79.3%	75.0%	-	-	84.9%	100.0%	74.5%	-	76.6%	
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	621	2	-	-	326	-	293	-	645	1	1	-	328	1	314	-	680	3	-	-	337	1	339	-	1,946	
	TIER 3 (Major Acute) - Total Number of Handovers	816	2	-	-	370	-	444	-	868	1	1	-	388	1	477	-	857	4	-	-	397	1	455	-	2,541	
	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	1,464	41	429	191	139	95	129	440	1,563	58	447	203	169	88	127	471	1,482	52	405	202	155	70	135	463	4,509	
	Number of patients conveyed to hospital	19,636	2,908	3,398	5,005	2,534	2,134	2,724	933	20,980	3,218	3,593	5,369	2,767	2,187	2,874	972	20,263	3,174	3,468	5,069	2,679	2,145	2,802	926	60,879	
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.5%	1.4%	12.6%	3.8%	5.5%	4.5%	4.7%	47.2%	7.4%	1.8%	12.4%	3.8%	6.1%	4.0%	4.4%	48.5%	7.3%	1.6%	11.7%	4.0%	5.8%	3.3%	4.8%	50.0%	7.4%	
AQI24	Number of lost hours following handover to clear over 15 minutes	862	140	299	128	149	36	96	15	941	146	275	160	178	58	107	18	816	133	226	146	157	32	112	12	2620	
	Tier 1 Major A&E Units	834	135	299	128	142	36	79	15	909	142	275	160	172	58	85	17	781	125	226	146	146	32	95	12	2523	
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	5	5	-	-	-	-	0	0	5	4	-	-	-	-	0	0	8	8	-	-	-	-	0	0	18	
	Tier 3 (Major Acute) - Medical Admissions Unit	24	-	-	-	7	-	16	-	27	-	-	-	6	-	22	-	28	0	-	-	11	-	16	-	79	
	Other (all other units such as Maternity or Mental Health Units)	0	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	0	

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

Changes captured within version 1

1	AQI14 - No longer measures the number of allocations per incident. Now measures the number of resources that attended the scene
2	
3	
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The information contained in this document is not restricted and is classified for general release

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