

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

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

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

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



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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: July 2021 to September 2021

Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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		
AQ4 i	Number of NHS Direct Wales unique website visits	332,737	-	-	-	-	-	-	-	310,115	-	-	-	-	-	-	-	342,146	-	-	-	-	-	-	-	984,998	
AQ14 ii	NHS Direct Wales number of calls by reason (top 10)																										
	Dental Problems	3,163	59	684	22	121	1,271	408	598	3,348	55	767	12	122	1,406	394	592	2,737	46	616	15	85	1,116	325	534	9,248	
	Abdominal Pain	1,460	324	387	107	197	197	60	188	1,498	299	375	121	209	212	81	201	1,370	329	334	99	206	191	40	171	4,328	
	Chest Pain	1,248	284	288	98	204	146	43	185	1,265	258	292	107	209	150	40	209	868	181	191	83	146	101	20	146	3,381	
	Fever	1,039	239	235	78	169	145	32	141	762	150	201	55	97	111	36	112	752	170	162	52	109	105	36	118	2,553	
	Cough	741	146	200	51	113	106	27	98	808	157	234	47	108	125	21	116	989	215	210	79	175	129	31	150	2,538	
	Breathing Difficulty	735	142	195	55	127	83	25	108	639	108	165	53	100	85	23	105	746	171	157	47	125	106	25	115	2,120	
	Back Pain	629	128	165	42	94	83	28	89	645	119	174	48	97	104	23	80	482	107	102	33	78	74	14	74	1,756	
	Sore Throat	583	117	155	41	97	76	16	81	540	108	160	23	68	70	22	89	629	134	172	34	102	72	24	91	1,752	
	Headache	673	145	142	78	101	104	19	84	577	129	152	29	83	73	21	90	480	90	116	34	70	65	27	78	1,730	
	Rash	602	128	173	48	88	67	24	74	488	90	145	36	62	65	22	68	508	102	157	28	72	60	22	67	1,598	
AQ15	Number of Frequent Callers	300	56	97	46	30	23	8	40	231	44	73	39	26	24	1	24	282	55	77	37	36	27	14	36	813	
	Number of Incidents generated by Frequent Callers	2,628	459	839	399	310	185	55	381	2,242	404	677	408	223	211	12	307	2,629	491	741	401	406	194	83	313	7,499	
	Total Number of Incidents	43,841	8,403	11,483	6,270	5,388	5,285	1,901	5,111	41,562	7,638	10,640	5,899	5,146	5,228	1,848	5,163	42,535	8,414	10,446	5,899	5,544	5,120	1,873	5,239	127,938	
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.0%	5.5%	7.3%	6.4%	5.8%	3.5%	2.9%	7.5%	5.4%	5.3%	6.4%	6.9%	4.3%	4.0%	0.6%	5.9%	6.2%	5.8%	7.1%	6.8%	7.3%	3.8%	4.4%	6.0%	5.9%	



Step 2 Answer My Call LHB Review: July 2021 to September 2021

Step 2: Answer My Call

AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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	
AQI6	Number of Healthcare Professional (HCP) Calls answered	5,915	-	-	-	-	-	-	-	5,249	-	-	-	-	-	-	-	4,946	-	-	-	-	-	-	-	16,110
AQI7i	Number of 999 calls answered	53,736	-	-	-	-	-	-	-	51,180	-	-	-	-	-	-	-	52,059	-	-	-	-	-	-	-	156,975
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	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:18	-	-	-	-	-	-	-	00:54	-	-	-	-	-	-	-	01:39	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	43,841	8,403	11,483	6,270	5,388	5,285	1,901	5,111	41,562	7,638	10,640	5,899	5,146	5,228	1,848	5,163	42,535	8,414	10,446	5,899	5,544	5,120	1,873	5,239	127,938
	Protocol 17: FALLS	5,007	915	1,354	661	633	679	228	537	4,732	790	1,307	654	595	648	220	518	4,667	903	1,099	659	647	607	240	512	14,406
	Protocol 10: CHEST PAIN	4,688	803	1,212	675	565	573	268	592	4,688	795	1,221	634	610	567	255	606	4,721	900	1,155	597	630	615	226	598	14,097
	Protocol 06: BREATHING PROBLEMS	5,032	958	1,354	730	683	530	180	597	4,612	799	1,208	663	602	581	186	573	4,406	824	1,095	585	657	520	187	538	14,050
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	3,763	646	1,064	517	467	474	147	448	3,377	555	912	426	443	491	141	409	2,778	507	658	386	360	406	125	336	9,918
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,891	513	745	502	372	342	108	309	2,691	478	660	442	307	341	123	340	2,578	459	618	427	344	318	107	305	8,160
	Protocol 35: HCP ADMISSION	2,114	360	564	301	227	322	107	233	1,918	350	454	332	224	260	98	200	1,196	192	377	151	140	180	55	101	5,228
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,666	296	456	247	209	196	93	169	1,609	288	435	232	214	206	53	181	1,626	257	453	237	210	176	82	211	4,901
	Protocol "U: UNKNOWN - USER LEFT CALL	1,589	272	405	303	188	178	52	191	1,521	266	380	251	191	163	51	219	1,751	300	404	296	236	199	61	255	4,861
	Protocol UGA1: UPGRADE TO AMBER 1	1,706	348	496	207	216	184	67	188	1,694	276	545	180	209	188	67	229	1,434	256	451	142	171	140	57	217	4,834
	Protocol 28: STROKE (CVA/TIA)	1,653	290	427	230	218	217	82	189	1,591	280	424	201	186	220	72	208	1,496	259	391	185	220	191	75	175	4,740
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,567	844	1,050	834	593	473	149	624	4,319	717	986	710	577	474	136	719	3,983	709	897	575	498	430	144	730	12,869
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,773	298	482	285	202	246	73	187	1,522	242	398	278	209	178	51	166	1,794	348	419	285	220	228	71	223	5,089
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,794	546	568	549	391	227	76	437	2,797	475	588	432	368	296	85	553	2,189	361	478	290	278	202	73	507	7,780
	Percentage of calls ended following WAST telephone assessment	10.4%	10.0%	9.1%	13.3%	11.0%	8.9%	7.8%	12.2%	10.4%	9.4%	9.3%	12.0%	11.2%	9.1%	7.4%	13.9%	9.4%	8.4%	8.6%	9.7%	9.0%	8.4%	7.7%	13.9%	10.1%
AQI9 ii	Number of calls transferred to NHS Direct Wales	3,162	539	891	481	366	411	118	356	2,724	455	691	481	350	321	103	323	2,986	577	712	464	370	354	118	391	8,872
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	43,841	8,403	11,483	6,270	5,388	5,285	1,901	5,111	41,562	7,638	10,640	5,899	5,146	5,228	1,848	5,163	42,535	8,414	10,446	5,899	5,544	5,120	1,873	5,239	127,938
	Percentage of calls transferred to NHS Direct Wales	7.2%	6.4%	7.8%	7.7%	6.8%	7.8%	6.2%	7.0%	6.6%	6.0%	6.5%	8.2%	6.8%	6.1%	5.6%	6.3%	7.0%	6.9%	6.8%	7.9%	6.7%	6.9%	6.3%	7.5%	6.9%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	544	100	149	69	66	69	23	68	482	92	112	79	53	58	22	66	483	95	131	60	59	47	18	73	1,509
	Total Number of Calls Triaged by a Nurse Advisor	2,317	398	631	354	268	315	96	255	2,004	334	510	357	262	236	73	232	2,277	443	550	345	279	275	89	296	6,598
	Percentage of calls returned from NHS Direct Wales	23.5%	25.1%	23.6%	19.5%	24.6%	21.9%	24.0%	26.7%	24.1%	27.5%	22.0%	22.1%	20.2%	24.6%	30.1%	28.4%	21.2%	21.4%	23.8%	17.4%	21.1%	17.1%	20.2%	24.7%	22.9%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,773	298	482	285	202	246	73	187	1,522	242	398	278	209	178	51	166	1,794	348	419	285	220	228	71	223	5,089
	Total Number of Calls Triaged by a Nurse Advisor	2,317	398	631	354	268	315	96	255	2,004	334	510	357	262	236	73	232	2,277	443	550	345	279	275	89	296	6,598
	Percentage of calls ended through transfer to alternative care advice services	76.5%	74.9%	76.4%	80.5%	75.4%	78.1%	76.0%	73.3%	75.9%	72.5%	78.0%	77.9%	79.8%	75.4%	69.9%	71.6%	78.8%	78.6%	76.2%	82.6%	78.9%	82.9%	79.8%	75.3%	77.1%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	315	64	76	55	34	21	6	59	276	47	78	44	38	22	7	40	350	47	66	26	136	23	11	41	941
	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,567	844	1,050	834	593	473	149	624	4,319	717	986	710	577	474	136	719	3,983	709	897	575	498	430	144	730	12,869
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	6.9%	7.6%	7.2%	6.6%	5.7%	4.4%	4.0%	9.5%	6.4%	6.6%	7.9%	6.2%	6.6%	4.6%	5.1%	5.6%	8.8%	6.6%	7.4%	4.5%	27.3%	5.3%	7.6%	5.6%	7.3%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	16	1	8	3	-	1	-	3	22	7	9	3	-	1	-	2	15	5	7	-	1	1	1	-	53
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,883	554	1,013	314	211	327	148	316	2,661	571	829	356	182	321	140	262	2,364	476	825	275	183	272	119	214	7,908
	Re-contact percentage within 24hrs of See and Treat	0.6%	0.2%	0.8%	1.0%	0.0%	0.3%	0.0%	0.9%	0.8%	1.2%	1.1%	0.8%	0.0%	0.3%	0.0%	0.8%	0.6%	1.1%	0.8%	0.0%	0.5%	0.4%	0.8%	0.0%	0.7%

Step 3 Come to See Me LHB Review: July 2021 to September 2021

Step 3: Come to See Me

AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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	
AQH1	Number of RED category incidents resulting in an emergency response	3,552	770	782	563	495	354	116	472	3,334	621	755	497	449	403	122	487	3,872	770	830	628	519	437	147	541	10,758
	Number of RED category incidents with first response arriving on scene within 8 minutes	2,052	450	398	402	265	177	61	299	1,921	400	373	357	247	197	58	289	2,024	425	375	414	241	214	83	272	5,997
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	57.8%	58.4%	50.9%	71.4%	53.5%	50.0%	52.6%	63.3%	57.6%	64.4%	49.4%	71.8%	55.0%	48.9%	47.5%	59.3%	52.3%	55.2%	45.2%	65.9%	46.4%	49.0%	56.5%	50.3%	55.7%
	RED Category - Median Response	00:07:00	00:06:54	00:07:45	00:06:13	00:07:27	00:08:00	00:06:58	00:06:38	00:07:03	00:06:32	00:08:06	00:06:12	00:07:32	00:08:16	00:09:30	00:06:52	00:07:39	00:07:15	00:08:48	00:06:30	00:08:25	00:08:24	00:06:44	00:07:55	
	RED Category - 65th Percentile	00:09:10	00:08:48	00:10:39	00:07:30	00:09:47	00:11:25	00:11:50	00:08:14	00:09:16	00:08:06	00:11:04	00:07:25	00:09:25	00:12:25	00:16:24	00:08:48	00:10:12	00:09:26	00:11:44	00:07:54	00:10:42	00:12:36	00:12:36	00:10:24	
	RED Category - 95th Percentile	00:21:10	00:18:04	00:25:12	00:14:44	00:18:20	00:27:56	00:27:39	00:16:19	00:22:06	00:17:12	00:24:56	00:13:52	00:18:37	00:26:32	00:35:47	00:18:42	00:23:42	00:19:05	00:29:15	00:16:04	00:21:27	00:29:19	00:34:44	00:20:58	
AQH2	Number of AMBER category incidents resulting in an emergency response	20,087	3,439	5,720	2,396	2,373	2,747	1,087	2,325	19,220	3,387	5,212	2,429	2,326	2,644	1,032	2,190	16,500	2,915	4,690	1,904	2,038	2,207	962	1,784	55,807
	AMBER Category - Median Response	01:15:30	01:41:29	01:01:32	01:41:06	01:30:02	00:52:15	00:47:59	01:25:51	01:17:04	01:13:14	01:14:26	01:16:37	01:31:15	01:03:31	00:59:26	01:56:35	01:48:46	02:14:47	01:29:21	02:20:30	02:00:11	01:14:46	00:56:43	03:08:46	
	AMBER Category - 65th Percentile	01:53:13	02:23:47	01:34:29	02:26:54	02:10:00	01:19:59	01:11:51	02:10:50	01:56:33	01:49:17	01:51:09	01:49:38	02:15:11	01:43:17	01:28:14	02:51:02	02:44:39	03:13:33	02:14:48	03:10:44	03:07:14	01:58:54	01:32:00	04:29:04	
	AMBER Category - 95th Percentile	05:57:53	07:23:36	05:35:07	06:22:28	06:04:48	04:36:05	03:51:11	06:36:19	06:17:43	05:43:14	06:12:25	05:31:13	06:29:13	05:36:40	05:09:38	07:56:57	07:48:18	08:02:08	06:40:55	07:34:42	07:56:51	06:29:15	05:03:59	09:55:54	
AQH3	Number of GREEN category incidents resulting in a response	1,779	628	339	161	153	234	81	183	1,592	630	278	150	137	187	71	139	1,438	665	219	123	113	143	58	117	4,809
	GREEN Category - Median Response	01:28:49	01:30:15	01:35:58	01:40:06	01:44:39	01:05:58	00:55:32	01:33:06	01:16:03	01:01:33	01:28:15	01:06:27	01:30:47	01:31:51	01:08:58	01:51:21	01:40:57	02:02:28	01:21:16	01:22:45	01:40:46	01:37:07	01:08:50	02:19:21	
	GREEN Category - 65th Percentile	02:20:20	02:28:29	02:16:50	02:44:52	02:55:40	01:53:31	01:22:25	02:20:15	02:08:27	01:59:05	02:26:34	01:53:29	02:21:41	02:06:44	01:50:29	02:38:04	02:49:10	03:24:47	02:10:36	01:59:00	02:21:34	02:26:45	01:47:15	03:31:41	
	GREEN Category - 95th Percentile	09:19:09	09:02:49	07:26:57	10:30:28	11:08:38	07:59:40	05:01:01	11:49:51	08:38:54	07:45:54	08:42:40	08:01:55	09:52:58	08:22:34	05:36:30	11:57:11	09:46:12	10:11:05	09:11:11	08:07:16	07:25:13	08:11:57	08:39:16	12:04:54	
AQH4	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	21,543	4,211	5,761	2,727	2,560	2,822	955	2,507	20,274	4,012	5,157	2,673	2,427	2,710	932	2,363	18,497	3,799	4,864	2,308	2,250	2,348	875	2,053	60,314
	Percentage of Incidents where 1 Vehicle Arrived at Scene	77.5%	73.4%	80.6%	74.6%	75.1%	83.9%	81.3%	73.9%	77.4%	76.0%	77.2%	76.4%	74.1%	84.5%	81.5%	75.0%	75.0%	73.5%	76.8%	69.0%	71.2%	82.2%	79.4%	74.2%	76.7%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	19.5%	23.0%	16.2%	22.0%	22.0%	14.3%	16.5%	22.7%	19.3%	20.9%	18.6%	20.2%	22.0%	13.7%	16.4%	21.5%	20.9%	23.1%	18.7%	26.3%	23.9%	14.8%	17.5%	21.3%	19.9%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	2.6%	3.1%	2.8%	2.8%	2.2%	1.5%	2.1%	2.8%	2.8%	2.7%	3.5%	3.0%	3.0%	1.7%	1.3%	3.0%	3.3%	2.8%	3.7%	3.9%	3.6%	2.6%	2.7%	3.6%	2.9%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.5%	0.6%	0.4%	0.6%	0.7%	0.3%	0.1%	0.6%	0.6%	0.4%	0.7%	0.5%	0.9%	0.2%	0.8%	0.5%	0.7%	0.6%	0.7%	0.8%	1.3%	0.5%	0.3%	0.9%	0.6%
AQH5	Number of Community First Responders (CFRs) attendances at scene	932	117	328	142	86	72	97	90	856	110	311	135	66	57	72	105	886	124	248	141	108	84	94	87	2,674
	RED	212	33	61	24	39	21	15	19	208	35	47	36	31	27	17	15	276	45	62	33	44	54	22	16	696
	AMBER	669	79	236	114	46	49	75	70	597	70	232	93	35	28	50	89	586	75	170	106	64	30	70	71	1,852
	GREEN	51	5	31	4	1	2	7	1	51	5	32	6	-	2	5	1	24	4	16	2	-	-	2	-	126
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	847	109	295	132	77	65	87	82	773	100	281	112	63	53	69	95	794	112	221	129	103	66	83	80	2,414
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	90.9%	93.2%	89.9%	93.0%	89.5%	90.3%	89.7%	91.1%	90.3%	90.9%	90.4%	83.0%	95.5%	93.0%	95.8%	90.5%	89.6%	90.3%	89.1%	91.5%	95.4%	78.6%	88.3%	92.0%	90.3%

Step 4 Give Me Treatment LHB Review: July 2021 to September 2021

Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	16.2%	All Wales Indicator Only								8.1%	All Wales Indicator Only								12.4%	All Wales Indicator Only								12.3%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	33	-	-	-	-	-	-	-	16	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	76			
	Total Number of patients with attempted resuscitation following cardiac arrest	204	-	-	-	-	-	-	-	198	-	-	-	-	-	-	-	217	-	-	-	-	-	-	-	619			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	98.3%	All Wales Indicator Only								95.9%	All Wales Indicator Only								97.8%	All Wales Indicator Only								97.3%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	298	-	-	-	-	-	-	-	305	-	-	-	-	-	-	-	180	-	-	-	-	-	-	-	783			
	Total Number of suspected stroke patients	303	-	-	-	-	-	-	-	318	-	-	-	-	-	-	-	184	-	-	-	-	-	-	-	805			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	84.1%	All Wales Indicator Only								90.4%	All Wales Indicator Only								92.5%	All Wales Indicator Only								88.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	180	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	149	-	-	-	-	-	-	-	554			
	Total Number of older patients with suspected hip fracture	214	-	-	-	-	-	-	-	249	-	-	-	-	-	-	-	161	-	-	-	-	-	-	-	624			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	93.5%	All Wales Indicator Only								94.4%	All Wales Indicator Only								98.1%	All Wales Indicator Only								95.0%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	200	-	-	-	-	-	-	-	235	-	-	-	-	-	-	-	158	-	-	-	-	-	-	-	593			
	Total Number of older patients with suspected hip fracture	214	-	-	-	-	-	-	-	249	-	-	-	-	-	-	-	161	-	-	-	-	-	-	-	-	624		
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	75.7%	All Wales Indicator Only								73.0%	All Wales Indicator Only								70.8%	All Wales Indicator Only								73.5%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	56	-	-	-	-	-	-	-	46	-	-	-	-	-	-	-	34	-	-	-	-	-	-	-	136			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	74	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	48	-	-	-	-	-	-	-	185			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	98.0%	All Wales Indicator Only								98.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								98.7%
	Number of suspected sepsis patients who have had a documented NEWS score	49	-	-	-	-	-	-	-	50	-	-	-	-	-	-	-	49	-	-	-	-	-	-	-	148			
	Total Number of suspected sepsis patients	50	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	49	-	-	-	-	-	-	-	150			

AQH16 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	23	-	-	-	-	-	-	-	-	11	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	40
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	23	-	-	-	-	-	-	-	-	11	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	40
AQH16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	88.6%	All Wales Indicator Only								88.1%	All Wales Indicator Only								86.1%	All Wales Indicator Only								87.9%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	117	-	-	-	-	-	-	-	-	118	-	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	-	297
	Total Number of hypoglycaemic patients	132	-	-	-	-	-	-	-	-	134	-	-	-	-	-	-	-	-	72	-	-	-	-	-	-	-	-	338
AQH17	Number of Incidents that resulted in non conveyance to hospital	4,912	962	1,488	562	396	619	274	611	4,635	956	1,281	614	357	612	270	545	4,276	838	1,331	497	350	578	243	439				13,823
	Treated At Scene	2,856	547	1,006	313	208	321	147	314	2,635	565	823	353	181	315	137	261	2,352	471	823	274	183	269	118	214				7,843
	Referred To Alternate Provider	2,056	415	482	249	188	298	127	297	2,000	391	458	261	176	297	133	284	1,924	367	508	223	167	309	125	225				5,980

Step 4: Give Me Treatment (Cont.)																											
AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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		
AQI18	AMBER																										
	Total Number of AMBER Incidents with a Response	20,088	3,439	5,721	2,396	2,373	2,747	1,087	2,325	19,220	3,387	5,212	2,429	2,326	2,644	1,032	2,190	16,502	2,915	4,690	1,905	2,038	2,208	962	1,784	55,810	
	Number of AMBER Incidents where Ideal Resource First on Scene	3,709	973	710	453	538	353	125	557	3,263	931	660	443	428	262	99	440	2,395	634	518	301	381	174	98	289	9,367	
	Percentage of AMBER Incidents where Ideal Resource First on Scene	18.5%	28.3%	12.4%	18.9%	22.7%	12.9%	11.5%	24.0%	17.0%	27.5%	12.7%	18.2%	18.4%	9.9%	9.6%	20.1%	14.5%	21.7%	11.0%	15.8%	18.7%	7.9%	10.2%	16.2%	16.8%	
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	117	20	26	14	19	10	14	14	117	26	24	19	13	10	15	10	90	19	20	15	12	8	11	5	324	
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.6%	0.6%	0.5%	0.6%	0.8%	0.4%	1.3%	0.6%	0.6%	0.8%	0.5%	0.8%	0.6%	0.4%	1.5%	0.5%	0.5%	0.7%	0.4%	0.8%	0.6%	0.4%	1.1%	0.3%	0.6%	
	GREEN2																										
	Total Number of GREEN2 Incidents with a Response	859	120	215	114	104	142	49	115	753	135	170	111	93	115	44	85	577	99	136	73	67	87	34	81	2,189	
	Number of GREEN2 Incidents where Ideal Resource First on Scene	59	11	8	6	14	8	3	9	58	23	2	7	9	4	2	11	54	11	9	7	10	4	2	11	171	
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	6.9%	9.2%	3.7%	5.3%	13.5%	5.6%	6.1%	7.8%	7.7%	17.0%	1.2%	6.3%	9.7%	3.5%	4.5%	12.9%	9.4%	11.1%	6.6%	9.6%	14.9%	4.6%	5.9%	13.6%	7.8%	
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	7	2	1	4	-	-	-	-	2	-	-	1	-	1	-	-	1	-	-	-	-	1	-	-	10	
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.8%	1.7%	0.5%	3.5%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.9%	0.0%	0.9%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.5%	
	GREEN3 (Non HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	920	508	124	47	49	92	32	68	839	495	108	39	44	72	27	54	861	566	83	50	46	56	24	36	2,620	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	3	-	-	-	-	3	-	-	6	3	-	1	-	-	1	1	10	3	4	2	-	1	-	-	19	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.3%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.5%	4.8%	4.0%	0.0%	1.8%	0.0%	0.0%	0.7%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	2	-	-	1	-	-	-	4	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.1%	0.2%	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%	0.3%	0.4%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.2%	
	GREEN3 (HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	1,671	274	454	249	173	254	85	182	1,506	285	355	268	176	192	69	161	854	149	271	109	94	124	31	76	4,031	
	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	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	2	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.1%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Step 5 Take Me To Hospital LHB Review: July 2021 to September 2021

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-21								Aug-21								Sep-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	
AQI19 i	Number of 999 Patients conveyed to Hospital	16,078	3,062	4,131	1,946	2,128	2,198	807	1,806	15,144	2,842	3,799	1,799	2,110	2,128	752	1,714	13,540	2,782	3,338	1,608	1,836	1,755	728	1,493	44,762
	Total Number of Incidents where an Ambulance Resource Attended Scene	25,269	4,808	6,794	3,099	3,006	3,318	1,281	2,963	23,995	4,602	6,205	3,060	2,899	3,210	1,214	2,805	21,652	4,330	5,700	2,631	2,646	2,760	1,153	2,432	70,916
	Percentage of patients conveyed to hospital following a face to face assessment	63.6%	63.7%	60.8%	62.8%	70.8%	66.2%	63.0%	61.0%	63.1%	61.8%	61.2%	58.8%	72.8%	66.3%	61.9%	61.1%	62.5%	64.2%	58.6%	61.1%	69.4%	63.6%	63.1%	61.4%	63.1%
AQI19 ii	Total number of patients conveyed to hospital by type	17,744	3,337	4,591	2,200	2,304	2,441	888	1,983	16,664	3,137	4,155	2,061	2,284	2,328	825	1,874	14,465	2,934	3,621	1,734	1,943	1,895	770	1,568	48,873
	Tier 1 Major A&E Units	15,574	2,295	4,487	1,906	2,286	2,039	826	1,735	14,655	2,186	4,070	1,771	2,255	1,976	771	1,626	12,731	2,060	3,540	1,533	1,930	1,587	695	1,386	42,960
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1,273	991	14	1	5	16	14	232	1,172	912	8	-	7	10	13	222	1,008	812	8	-	2	5	13	168	3,453
	Tier 3 (Major Acute) - Medical Admissions Unit	670	12	-	279	1	376	-	2	624	8	-	276	5	332	-	3	495	15	-	180	4	294	-	2	1,789
	Other (all other units such as Maternity or Mental Health Units)	227	39	90	14	12	10	48	14	213	31	77	14	17	10	41	23	231	47	73	21	7	9	62	12	671
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	32.2%	24.0%	18.4%	28.9%	58.2%	44.5%	28.7%	34.4%	27.7%	22.2%	16.8%	23.4%	50.7%	36.2%	19.3%	28.8%	25.3%	22.0%	15.4%	23.1%	42.8%	32.8%	19.8%	28.6%	28.6%
	Number of Notification to Handover within 15 minutes	5,090	505	868	508	1,296	1,075	236	602	4,128	429	740	393	1,114	829	149	474	3,328	408	605	336	816	621	137	405	12,546
	Total Number of Handovers	15,803	2,104	4,726	1,759	2,226	2,418	821	1,749	14,926	1,931	4,409	1,682	2,196	2,293	771	1,644	13,142	1,857	3,923	1,456	1,905	1,892	692	1,417	43,871
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	31.7%	23.7%	18.4%	28.8%	58.2%	43.4%	28.5%	34.7%	27.1%	22.1%	16.8%	23.4%	50.8%	33.7%	19.4%	28.9%	24.8%	21.8%	15.4%	23.1%	42.8%	29.8%	19.9%	29.5%	28.1%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	4,853	496	868	507	1,295	877	233	577	3,934	425	740	393	1,114	658	148	456	3,166	403	605	336	815	474	137	396	11,953
	TIER 1 (Major A&E Units) - Total Number of Handovers	15,301	2,090	4,726	1,758	2,225	2,021	817	1,664	14,503	1,925	4,409	1,682	2,195	1,951	764	1,577	12,753	1,851	3,923	1,456	1,904	1,588	690	1,341	42,557
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	34.9%	64.3%	-	-	100.0%	14.3%	75.0%	28.9%	26.8%	66.7%	-	-	0.0%	25.0%	14.3%	25.0%	17.6%	83.3%	-	-	100.0%	50.0%	0.0%	10.8%	27.2%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	38	9	-	-	1	1	3	24	22	4	-	-	-	1	1	16	15	5	-	-	1	1	-	8	75
	TIER 2 (Minor A&E Units) - Total Number of Handovers	109	14	-	-	1	7	4	83	82	6	-	-	1	4	7	64	85	6	-	-	1	2	2	74	276
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	50.6%	-	-	100.0%	-	50.5%	-	50.0%	50.4%	-	-	-	-	50.3%	-	66.7%	48.4%	-	-	-	-	48.3%	-	50.0%	49.9%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	199	-	-	1	-	197	-	1	172	-	-	-	-	170	-	2	147	-	-	-	-	146	-	1	518
	TIER 3 (Major Acute) - Total Number of Handovers	393	-	-	1	-	390	-	2	341	-	-	-	-	338	-	3	304	-	-	-	-	302	-	2	1,038
	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	11,685	2,192	4,154	802	979	1,142	521	1,896	13,887	2,162	5,035	807	1,119	1,747	619	2,399	14,262	2,293	5,014	943	1,341	1,599	669	2,402	39,834
	Tier 1 Major A&E Units	11,439	2,190	4,154	802	979	923	521	1,869	13,758	2,161	5,035	807	1,119	1,660	612	2,365	14,094	2,292	5,014	943	1,341	1,481	668	2,355	39,290
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	28	1			-	2	0	25	44	1	-	-	0	1	8	35	50	1	-	-	-	1	1	48	122
	Tier 3 (Major Acute) - Medical Admissions Unit	218			-		216		2	86	-	-	-	-	86	-	0	118	-	-	-	-	118	-	0	422
	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	86.7%	82.5%	88.6%	86.3%	87.8%	87.3%	89.6%	83.0%	85.4%	79.3%	89.1%	83.8%	86.4%	84.3%	91.4%	81.4%	85.2%	79.4%	88.2%	86.0%	85.5%	83.9%	90.5%	82.4%	85.8%
	Number of Handover to Clear within 15 minutes	13,697	1,736	4,189	1,518	1,955	2,111	736	1,452	12,744	1,531	3,927	1,410	1,898	1,934	705	1,339	11,195	1,474	3,460	1,252	1,628	1,587	626	1,168	37,636
	Total Number of Handovers	15,803	2,104	4,726	1,759	2,226	2,418	821	1,749	14,926	1,931	4,409	1,682	2,196	2,293	771	1,644	13,142	1,857	3,923	1,456	1,905	1,892	692	1,417	43,871
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	86.6%	82.4%	88.6%	86.3%	87.8%	87.2%	89.6%	82.8%	85.4%	79.2%	89.1%	83.8%	86.4%	84.6%	91.6%	80.9%	85.2%	79.4%	88.2%	86.0%	85.5%	84.4%	90.6%	81.5%	85.8%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,254	1,722	4,189	1,517	1,954	1,762	732	1,378	12,385	1,525	3,927	1,410	1,897	1,650	700	1,276	10,866	1,469	3,460	1,252	1,627	1,340	625	1,093	36,505
	TIER 1 (Major A&E Units) - Total Number of Handovers	15,301	2,090	4,726	1,758	2,225	2,021	817	1,664	14,503	1,925	4,409	1,682	2,195	1,951	764	1,577	12,753	1,851	3,923	1,456	1,904	1,588	690	1,341	42,557
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	89.9%	100.0%	-	-	100.0%	100.0%	100.0%	86.7%	92.7%	100.0%	-	-	100.0%	100.0%	71.4%	93.8%	96.5%	83.3%	-	-	100.0%	100.0%	50.0%	98.6%	92.8%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	98	14	-	-	1	7	4	72	76	6	-	-	1	4	5	60	82	5	-	-	1	2	1	73	256
	TIER 2 (Minor A&E Units) - Total Number of Handovers	109	14	-	-	1	7	4	83	82	6	-	-	1	4	7	64	85	6	-	-	1	2	2	74	276
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	87.8%	-	-	100.0%	-	87.7%	-	100.0%	83.0%	-	-	-	-	82.8%	-	100.0%	81.3%	-	-	-	-	81.1%	-	100.0%	84.3%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	345	-	-	1	-	342	-	2	283	-	-	-	-	280	-	3	247	-	-	-	-	245	-	2	875
	TIER 3 (Major Acute) - Total Number of Handovers	393	-	-	1	-	390	-	2	341	-	-	-	-	338	-	3	304	-	-	-	-	302	-	2	1,038
	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	1,498	409	164	95	134	160	386	150	1,382	348	167	99	156	128	358	126	1,285	387	132	90	119	102	353	102	4,165
	Number of patients conveyed to hospital	17,744	3,337	4,591	2,200	2,304	2,441	888	1,983	16,664	3,137	4,155	2,061	2,284	2,328	825	1,874	14,465	2,934	3,621	1,734	1,943	1,895	770	1,568	48,873
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	8.4%	12.3%	3.6%	4.3%	5.8%	6.6%	43.5%	7.6%	8.3%	11.1%	4.0%	4.8%	6.8%	5.5%	43.4%	6.7%	8.9%	13.2%	3.6%	5.2%	6.1%	5.4%	45.8%	6.5%	8.5%
AQI24	Number of lost hours following handover to clear over 15 minutes	363	121	79	36	36	30	7	55	391	106	88	33	47	42	13	62	436	131	80	30	49	34	11	100	1,190
	Tier 1 Major A&E Units	357	121	79	36	36	26	7	53	388	106	88	33	47	39	13	62	432	131	80	30	49	30	11	100	1,177
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	2	-	-	-	-	-	-	2	0	-	-	-	-	-	0	0	0	0	-	-	-	-	0	0	2
	Tier 3 (Major Acute) - Medical Admissions Unit	4	-	-	-	-	4	-	-	3	-	-	-	-	3	-	-	4	-	-	-	-	4	-	-	11
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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