

# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: July - September 2017

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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 that received at least 1 resource allocation	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.



GIG  
CYMRU  
NHS  
WALES

Pwyllgor Gwasanaethau  
Ambiwlans Brys  
Emergency Ambulance  
Services Committee



Heb Farc Diogelu  
Not Protectively Marked



GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwlans Cymru  
Welsh Ambulance Services  
NHS Trust

## 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 2017 - September 2017

### Step 1: Help Me Choose

AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	29	2	3	6	3	10	1	4	18	-	1	3	7	4	1	-	7	3	1	2	-	-	1	-	54
<b>AQI3</b>	Number of attendances at key stakeholder events	21	3	4	1	5	5	1	2	14	2	1	2	2	2	2	3	25	4	4	2	5	5	2	3	60
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	312,521	-	-	-	-	-	-	-	296,666	-	-	-	-	-	-	-	281,334	-	-	-	-	-	-	-	890,521
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,568	1284	66	1162	25	12	838	181	3,914	1,305	72	1,296	22	17	971	231	3,350	1,234	51	1,100	23	19	756	167	10,832
	Abdominal Pain	952	301	154	160	128	62	128	19	1,017	309	154	163	132	85	151	23	951	274	161	153	130	94	124	15	2,920
	Other Symptoms	492	147	98	68	59	38	76	6	575	172	90	82	79	54	82	16	446	126	67	58	56	53	77	9	1,513
	Rash	472	183	65	67	49	34	70	4	501	210	59	65	49	40	73	5	412	160	65	41	48	35	61	2	1,385
	Chest Pain	367	119	50	52	46	30	61	9	366	118	56	60	42	23	60	7	348	146	36	56	27	34	46	3	1,081
	Ingestion Toxic	337	89	65	53	42	27	50	11	304	67	53	62	31	30	53	8	295	78	52	49	39	21	52	4	936
	Fever	333	90	56	44	47	39	54	3	304	88	45	60	34	21	51	5	277	79	54	42	33	38	27	4	914
	Back Pain	294	85	41	63	42	22	34	7	320	92	46	55	41	29	50	7	269	72	37	47	37	32	36	8	883
	Sore Throat	332	178	25	26	30	15	55	3	278	148	28	22	19	8	51	2	244	129	27	16	14	13	43	2	854
	Vomiting	248	61	52	43	27	24	36	5	245	64	43	50	29	23	33	3	245	67	43	38	31	23	36	7	738
<b>AQI5</b>	Number of Frequent Callers	223	34	44	74	26	18	22	5	210	47	35	61	26	13	24	4	194	45	30	45	26	10	29	9	627
	Number of Incidents generated by Frequent Callers	1,870	279	331	655	242	143	171	49	1,861	347	327	602	203	111	235	36	1,801	403	280	526	194	66	259	73	5,532
	Total Number of Incidents	39,929	6,374	7,161	10,380	5,781	3,715	4,802	1,716	39,383	6,763	6,940	10,097	5,539	3,504	4,946	1,594	38,872	6,520	6,808	9,906	5,652	3,654	4,674	1,658	118,184
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.7%	4.4%	4.6%	6.3%	4.2%	3.8%	3.6%	2.9%	4.7%	5.1%	4.7%	6.0%	3.7%	3.2%	4.8%	2.3%	4.6%	6.2%	4.1%	5.3%	3.4%	1.8%	5.5%	4.4%	4.7%

\* AQI 1 - August Total Includes 2 All Wales events

## Step 2 Answer My Call LHB Review: July 2017 - September 2017

Step 2: Answer My Call																											
AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	8,346	-	-	-	-	-	-	-	7,872	-	-	-	-	-	-	-	7,478	-	-	-	-	-	-	-	-	23,696
AQI7	Number of 999 calls answered	43,030	-	-	-	-	-	-	-	42,677	-	-	-	-	-	-	-	42,487	-	-	-	-	-	-	-	-	128,194
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,929	6,374	7,161	10,380	5,781	3,715	4,802	1,716	39,383	6,763	6,940	10,097	5,539	3,504	4,946	1,594	38,872	6,520	6,808	9,906	5,652	3,654	4,674	1,658	118,184	
	Protocol 17: FALLS	5,108	771	855	1557	627	442	644	212	5,403	849	884	1,648	635	454	715	218	5,091	764	830	1,471	625	448	709	244	15,602	
	Protocol 35: HEALTH CARE PROFESSIONAL	4,642	637	878	1197	619	457	608	246	4,523	602	831	1,132	628	476	620	234	4,155	537	778	1,052	601	412	569	206	13,320	
	Protocol 10: CHEST PAIN	4,021	666	722	950	543	380	544	216	4,111	746	793	934	519	357	548	214	4,046	745	680	962	544	386	529	200	12,178	
	Protocol 06: BREATHING PROBLEMS	3,668	616	656	952	521	389	391	143	3,406	600	656	889	411	327	395	128	3,702	654	651	942	504	420	388	143	10,776	
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,180	498	554	843	481	281	401	122	3,052	477	505	834	441	290	400	105	3,040	496	570	803	423	331	311	106	9,272	
	Protocol 31: UNCONSCIOUS/FAINTING/NEAR	2,282	326	428	603	365	190	280	90	2,303	413	420	522	361	199	297	91	2,181	353	348	562	355	204	272	87	6,766	
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,331	203	252	342	171	141	175	47	1,314	207	240	334	170	125	185	53	1,376	206	259	382	191	97	184	57	4,021	
	Protocol 25: PSYCH/ABNORMAL BEHAVIOUR/SUICIDE	1,305	261	218	298	245	155	101	27	1,357	270	255	304	268	129	109	22	1,308	244	220	323	261	133	103	24	3,970	
	Protocol 28: STROKE - CVA	1,296	236	239	324	149	123	161	64	1,350	242	245	338	154	122	197	52	1,287	202	221	333	184	111	167	69	3,933	
	Protocol 12: CONVULSIONS/FITTING	1,295	233	216	323	204	108	163	48	1,211	248	197	289	181	118	135	43	1,198	204	204	281	195	114	148	52	3,704	
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,514	379	477	662	482	174	229	71	2,520	396	441	743	449	180	217	55	2,576	427	479	669	490	227	184	65	7,610	
	Number of NHSW telephone assessments that were resolved with an 'ambulance not required' outcome	1,169	167	202	298	186	104	132	40	1,129	157	183	317	166	86	146	35	1,105	179	210	258	169	107	112	35	3,403	
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,345	212	275	364	296	70	97	31	1,391	239	258	426	283	94	71	20	1,471	248	269	411	321	120	72	30	4,207	
	Percentage of calls ended following WAST telephone assessment	6.3%	5.9%	6.7%	6.4%	8.3%	4.7%	4.8%	4.1%	6.4%	5.9%	6.4%	7.4%	8.1%	5.1%	4.4%	3.5%	6.6%	6.5%	7.0%	6.8%	8.7%	6.2%	3.9%	3.9%	6.4%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,557	345	442	678	384	214	294	96	2,533	367	446	667	334	198	339	86	2,416	346	438	624	336	234	268	82	7,506	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,929	6,374	7,161	10,380	5,781	3,715	4,802	1,716	39,383	6,763	6,940	10,097	5,539	3,504	4,946	1,594	38,872	6,520	6,808	9,906	5,652	3,654	4,674	1,658	118,184	
	Percentage of calls transferred to NHS Direct Wales	6.4%	5.4%	6.2%	6.5%	6.6%	5.8%	6.1%	5.6%	6.4%	5.4%	6.4%	6.6%	6.0%	5.7%	6.9%	5.4%	6.2%	5.3%	6.4%	6.3%	5.9%	6.4%	5.7%	4.9%	6.4%	

Step 2: Answer My Call (Cont.)																												
AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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			
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,013	131	171	274	147	83	124	43	1,021	143	183	269	111	88	150	37	951	117	175	265	111	88	122	37	2,985		
	Total Number of Calls Triage'd by a Nurse Advisor	2,182	298	373	572	333	187	256	83	2,150	300	366	586	277	174	296	72	2,056	296	385	523	280	195	234	72	6,388		
	Percentage of calls returned from NHS Direct Wales	46.4%	44.0%	45.8%	47.9%	44.1%	44.4%	48.4%	51.8%	47.5%	47.7%	50.0%	45.9%	40.1%	50.6%	50.7%	51.4%	46.3%	39.5%	45.5%	50.7%	39.6%	45.1%	52.1%	51.4%	46.7%		
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,169	167	202	298	186	104	132	40	1,129	157	183	317	166	86	146	35	1,105	179	210	258	169	107	112	35	3,403		
	Total Number of Calls Triage'd by a Nurse Advisor	2,182	298	373	572	333	187	256	83	2,150	300	366	586	277	174	296	72	2,056	296	385	523	280	195	234	72	6,388		
	Percentage of calls ended through transfer to alternative care advice services	53.6%	56.0%	54.2%	52.1%	55.9%	55.6%	51.6%	48.2%	52.5%	52.3%	50.0%	54.1%	59.9%	49.4%	49.3%	48.6%	53.7%	60.5%	54.5%	49.3%	60.4%	54.9%	47.9%	48.6%	53.3%		
AQI10 i	Re-Contact rates - Telephone																											
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	219	35	29	95	23	12	16	9	262	62	34	100	27	12	23	4	263	66	30	109	15	16	18	9	744		
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,514	379	477	662	482	174	229	71	2,520	396	441	743	449	180	217	55	2,576	427	479	669	490	227	184	65	7,610		
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	8.7%	9.2%	6.1%	14.4%	4.8%	6.9%	7.0%	12.7%	10.4%	15.7%	7.7%	13.5%	6.0%	6.7%	10.6%	7.3%	10.2%	15.5%	6.3%	16.3%	3.1%	7.0%	9.8%	13.8%	9.8%		
AQI10 ii	Re-Contact rates - Attendance at Scene																											
	Number of incidents within 24 hours following See and Treat	29	3	1	22	1	-	2	-	27	5	1	16	-	-	3	2	23	2	2	15	1	1	1	1	79		
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3,166	476	485	1,238	365	137	327	138	3,141	504	492	1,180	309	135	377	144	2,985	478	508	1,048	347	124	322	158	9,292		
	Re-contact percentage within 24hrs of See and Treat	0.9%	0.6%	0.2%	1.8%	0.3%	0.0%	0.6%	0.0%	0.9%	1.0%	0.2%	1.4%	0.0%	0.0%	0.8%	1.4%	0.8%	0.4%	0.4%	1.4%	0.3%	0.8%	0.3%	0.6%	0.9%		



## Step 3 Come To See Me LHB Review: July 2017 - September 2017

### Step 3: Come to See Me

AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	1,821	333	301	416	322	162	222	65	1,727	374	258	374	299	146	212	64	1,682	370	271	365	265	145	201	65	5,230
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,421	253	236	319	279	122	166	46	1,359	295	202	301	252	117	147	45	1,292	305	212	256	224	108	142	45	4,072
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	78.0%	76.0%	78.4%	76.7%	86.6%	75.3%	74.8%	70.8%	78.7%	78.9%	78.3%	80.5%	84.3%	80.1%	69.3%	70.3%	76.8%	82.4%	78.2%	70.1%	84.5%	74.5%	70.6%	69.2%	77.9%
	RED Category - Median Response	00:04:26	00:04:53	00:04:40	00:04:28	00:03:58	00:04:49	00:03:56	00:03:40	00:04:37	00:04:47	00:04:45	00:04:50	00:04:13	00:04:50	00:04:26	00:04:04	00:04:46	00:04:26	00:04:39	00:06:39	00:04:25	00:04:58	00:04:46	00:04:04	
	RED Category - 65th Percentile	00:05:56	00:06:18	00:06:09	00:06:06	00:05:06	00:06:53	00:05:44	00:06:09	00:06:10	00:06:20	00:06:01	00:06:11	00:05:25	00:06:03	00:06:58	00:06:41	00:06:17	00:05:37	00:06:03	00:07:15	00:05:51	00:06:30	00:06:56	00:05:50	
	RED Category - 95th Percentile	00:14:33	00:13:47	00:12:42	00:15:48	00:11:10	00:13:58	00:17:03	00:25:00	00:14:23	00:12:42	00:15:23	00:13:32	00:11:05	00:12:04	00:17:52	00:20:59	00:15:03	00:11:53	00:13:31	00:17:14	00:10:26	00:15:19	00:17:48	00:16:33	
AQH2	Number of AMBER category incidents resulting in an emergency response	23,341	3,719	4,220	6,007	3,252	2,211	2,884	1,048	22,945	3,903	4,147	5,880	3,113	2,054	2,906	942	22,913	3,772	4,045	5,866	3,213	2,140	2,849	1,028	69,199
	AMBER Category - Median Response	00:15:04	00:13:24	00:18:38	00:14:07	00:16:39	00:15:54	00:13:30	00:14:56	00:15:02	00:15:26	00:16:48	00:14:18	00:14:01	00:14:30	00:14:57	00:15:26	00:16:59	00:16:46	00:17:35	00:17:22	00:17:24	00:18:04	00:15:02	00:17:01	
	AMBER Category - 65th Percentile	00:21:53	00:18:57	00:28:09	00:20:15	00:25:17	00:21:53	00:19:33	00:21:42	00:21:56	00:22:57	00:25:18	00:20:29	00:21:53	00:20:12	00:20:14	00:22:31	00:24:50	00:25:12	00:26:19	00:24:46	00:26:19	00:26:00	00:20:45	00:25:16	
	AMBER Category - 95th Percentile	01:32:32	01:24:06	01:58:25	01:22:33	01:58:14	01:24:11	01:01:09	01:01:10	01:30:31	01:55:01	01:50:30	01:20:06	01:29:45	01:13:16	01:06:27	01:14:07	01:54:12	01:59:44	01:57:21	02:02:14	02:10:06	01:45:51	01:21:01	01:33:28	
AQH3	Number of GREEN category incidents resulting in a response	3,736	561	566	1,214	382	353	504	156	3,896	528	647	1,186	457	353	559	166	3,532	536	598	976	415	338	496	173	11,164
	GREEN Category - Median Response	00:35:26	00:33:57	00:45:03	00:33:17	00:39:57	00:39:18	00:32:15	00:30:29	00:37:29	00:38:34	00:40:07	00:39:47	00:36:28	00:32:03	00:34:57	00:34:03	00:39:47	00:39:20	00:41:01	00:43:22	00:44:34	00:41:49	00:33:25	00:31:13	
	GREEN Category - 65th Percentile	00:55:59	00:50:57	01:08:33	00:52:21	01:22:05	00:56:49	00:51:31	00:48:03	00:57:20	01:06:55	01:08:12	00:58:24	00:55:02	00:47:46	00:49:27	00:47:36	01:03:08	01:03:06	01:10:25	01:06:30	01:09:52	01:04:17	00:50:07	00:49:05	
	GREEN Category - 95th Percentile	03:49:41	03:02:55	05:52:52	02:54:21	06:37:57	03:28:39	02:30:58	02:27:37	03:59:22	05:32:43	05:14:59	03:11:00	04:18:53	02:40:51	02:42:06	03:03:40	04:34:09	05:24:13	05:23:22	03:58:39	06:23:36	04:02:47	02:37:00	03:32:45	
AQH4	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	20,608	3,328	3,596	5,522	2,732	1,889	2,671	870	20,330	3,414	3,456	5,406	2,712	1,791	2,718	833	19,736	3,246	3,401	5,130	2,718	1,818	2,547	876	60,674
	Percentage of Incidents where 1 Vehicle Allocated	58%	58%	54%	59%	57%	60%	63%	64%	59%	58%	55%	58%	58%	60%	67%	66%	58%	58%	54%	56%	56%	58%	68%	67%	59%
	Percentage of Incidents where 2 Vehicles Allocated	21%	22%	22%	19%	23%	21%	21%	17%	21%	20%	23%	17%	23%	23%	20%	19%	20%	23%	21%	18%	22%	21%	19%	19%	20%
	Percentage of Incidents where 3 Vehicles Allocated	13%	13%	15%	12%	14%	12%	10%	12%	13%	14%	15%	14%	13%	12%	9%	10%	14%	13%	17%	13%	15%	14%	10%	11%	13%
	Percentage of Incidents where 4 or More Vehicles Allocated	8%	7%	9%	10%	6%	7%	6%	7%	7%	7%	7%	11%	5%	5%	4%	5%	8%	6%	8%	13%	7%	7%	4%	3%	8%
AQH5	Number of Community First Responders (CFRs) attendances at scene	1,789	188	253	618	198	102	295	135	1,810	240	239	660	210	75	284	102	1,569	170	167	642	183	59	251	97	5,168
	RED	348	51	50	88	47	32	57	23	318	55	55	64	42	22	59	21	270	39	42	71	40	19	44	15	936
	AMBER	1,324	129	197	450	147	68	230	103	1,362	179	177	513	158	52	211	72	1,182	120	120	486	140	34	204	78	3,868
	GREEN	117	8	6	80	4	2	8	9	130	6	7	83	10	1	14	9	117	11	5	85	3	6	3	4	364
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,390	146	198	481	148	67	225	125	1,357	191	173	501	138	48	224	82	1,249	147	123	536	143	41	194	65	3,996
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	77.7%	77.7%	78.3%	77.8%	74.7%	65.7%	76.3%	92.6%	75.0%	79.6%	72.4%	75.9%	65.7%	64.0%	78.9%	80.4%	79.6%	86.5%	73.7%	83.5%	78.1%	69.5%	77.3%	67.0%	77.3%

## Step 4 Give Me Treatment LHB Review: July 2017 - September 2017

### Step 4: Give Me Treatment

AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	11.6%	All Wales Indicator Only								14.9%	All Wales Indicator Only								13.4%	All Wales Indicator Only								13.3%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	27	-	-	-	-	-	-	-	32	-	-	-	-	-	-	-	31	-	-	-	-	-	-	-	90			
	Total Number of patients with attempted resuscitation following cardiac arrest	232	-	-	-	-	-	-	-	215	-	-	-	-	-	-	-	231	-	-	-	-	-	-	-	678			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	95.3%	All Wales Indicator Only								96.6%	All Wales Indicator Only								96.7%	All Wales Indicator Only								96.3%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	307	-	-	-	-	-	-	-	343	-	-	-	-	-	-	-	326	-	-	-	-	-	-	-	976			
	Total Number of suspected stroke patients	322	-	-	-	-	-	-	-	355	-	-	-	-	-	-	-	337	-	-	-	-	-	-	-	1014			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	73.4%	All Wales Indicator Only								73.8%	All Wales Indicator Only								75.4%	All Wales Indicator Only								74.2%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	157	-	-	-	-	-	-	-	166	-	-	-	-	-	-	-	169	-	-	-	-	-	-	-	492			
	Total Number of older patients with suspected hip fracture	214	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	224	-	-	-	-	-	-	-	663			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	91.6%	All Wales Indicator Only								91.1%	All Wales Indicator Only								91.5%	All Wales Indicator Only								91.4%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	196	-	-	-	-	-	-	-	205	-	-	-	-	-	-	-	205	-	-	-	-	-	-	-	606			
	Total Number of older patients with suspected hip fracture	214	-	-	-	-	-	-	-	225	-	-	-	-	-	-	-	224	-	-	-	-	-	-	-	663			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	58.8%	All Wales Indicator Only								69.7%	All Wales Indicator Only								71.6%	All Wales Indicator Only								67.9%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	30	-	-	-	-	-	-	-	53	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	146			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	51	-	-	-	-	-	-	-	76	-	-	-	-	-	-	-	88	-	-	-	-	-	-	-	215			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.0%	All Wales Indicator Only								97.1%	All Wales Indicator Only								100.0%	All Wales Indicator Only								98.1%
	Number of suspected sepsis patients who have had a documented NEWS score	32	-	-	-	-	-	-	-	33	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	102			
	Total Number of suspected sepsis patients	33	-	-	-	-	-	-	-	34	-	-	-	-	-	-	-	37	-	-	-	-	-	-	-	104			
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	30	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	68			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	30	-	-	-	-	-	-	-	17	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	68			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	87.8%	All Wales Indicator Only								88.5%	All Wales Indicator Only								90.1%	All Wales Indicator Only								88.7%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	245	-	-	-	-	-	-	-	284	-	-	-	-	-	-	-	219	-	-	-	-	-	-	-	748			
	Total Number of hypoglycaemic patients	279	-	-	-	-	-	-	-	321	-	-	-	-	-	-	-	243	-	-	-	-	-	-	-	843			
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,365	877	894	1,700	784	248	592	270	5,128	905	918	1,554	657	230	604	260	5,068	856	940	1,476	705	243	575	273	15,561			
	Treated At Scene	3,166	476	485	1,238	365	137	327	138	3,141	504	492	1,180	309	135	377	144	2,984	478	508	1,048	347	124	321	158	9,291			
	Referred To Alternate Provider	2,199	401	409	462	419	111	265	132	1,987	401	426	374	348	95	227	116	2,084	378	432	428	358	119	254	115	6,270			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Jul-17				Aug-17				Sep-17				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQH8	Number of Incidents where RRV Ideal as per clinical response model	10,133	3392	2583	4158	9,842	3415	2391	4036	9,768	3247	2448	4073	29,743
	Number of Incidents where RRV sent as ideal response	2,935	745	515	1675	2,779	697	474	1608	2,917	735	465	1717	8,631
	Percentage of Incidents where RRV sent as ideal response	29.0%	22.0%	19.9%	40.3%	28.2%	20.4%	19.8%	39.8%	29.9%	22.6%	19.0%	42.2%	29.0%
	Number of Incidents where EA Ideal as per clinical response model	3,580	1225	976	1379	3,618	1209	1028	1381	3,386	1094	933	1359	10,584
	Number of Incidents where EA sent as ideal response	2,406	907	700	799	2,531	924	758	849	2,313	841	686	786	7,250
	Percentage of Incidents where EA sent as ideal response	67.2%	74.0%	71.7%	57.9%	70.0%	76.4%	73.7%	61.5%	68.3%	76.9%	73.5%	57.8%	68.5%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,710	1181	958	1571	3,599	1143	899	1557	3,106	979	774	1353	10,415
	Number of HCP (card 35) calls where UCS sent as ideal response	1,885	626	507	752	1,792	587	451	754	1,638	541	414	683	5,315
	Percentage of HCP calls where UCS sent as ideal response	50.8%	53.0%	52.9%	47.9%	49.8%	51.4%	50.2%	48.4%	52.7%	55.3%	53.5%	50.5%	51.0%

## Step 5 Take Me To Hospital LHB Review: July 2017 - September 2017

### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	17,853	2,774	3,244	4,378	2,363	1,970	2,361	763	17,996	2,861	3,231	4,429	2,441	1,855	2,459	720	17,513	2,765	3,034	4,248	2,489	1,878	2,330	769	53,362
	Total Number of Incidents where an Ambulance Resource Attended Scene	26,234	4,216	4,590	6,970	3,548	2,510	3,260	1,140	26,109	4,348	4,611	6,811	3,530	2,373	3,360	1,076	25,339	4,142	4,461	6,524	3,523	2,407	3,159	1,123	77,682
	Percentage of patients conveyed to hospital following a face to face assessment	68.1%	65.8%	70.7%	62.8%	66.6%	78.5%	72.4%	66.9%	68.9%	65.8%	70.1%	65.0%	69.2%	78.2%	73.2%	66.9%	69.1%	66.8%	68.0%	65.1%	70.7%	78.0%	73.8%	68.5%	68.7%
AQI19 ii	Total number of patients conveyed to hospital by type	22,828	3,460	4,210	5,640	3,074	2,411	3,021	1,012	22,740	3,561	4,121	5,576	3,127	2,298	3,099	958	22,134	3,476	3,862	5,350	3,167	2,289	2,989	1,001	67,702
	Tier 1 Major A&E Units	20,909	3,092	4,028	5,471	2,465	2,399	2,542	912	20,784	3,199	3,918	5,425	2,494	2,284	2,599	865	20,139	3,085	3,676	5,187	2,532	2,269	2,490	900	61,832
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	556	341	142	50	-	3	11	9	529	312	149	38	1	2	17	10	563	349	149	45	-	5	9	6	1,648
	Tier 3 (Major Acute) - Medical Admissions Unit	1,012	5	-	-	547	1	459	-	1,046	9	1	-	562	-	474	-	1,032	6	-	-	540	1	485	-	3,090
	Other (all other units such as Maternity or Mental Health Units)	351	22	40	119	62	8	9	91	381	41	53	113	70	12	9	83	400	36	37	118	95	14	5	95	1,132
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	59.9%	60.3%	50.4%	41.0%	63.6%	87.0%	80.8%	51.6%	60.7%	55.4%	57.0%	44.3%	63.8%	88.3%	77.5%	53.2%	57.7%	59.4%	55.4%	35.3%	60.6%	88.3%	70.6%	51.9%	59.4%
	Number of Notification to Handover within 15 minutes	12,640	2,020	1,732	2,150	1,838	2,086	2,372	442	12,837	1,902	1,984	2,309	1,846	2,015	2,346	435	11,912	1,993	1,781	1,768	1,774	2,053	2,099	444	37,389
	Total Number of Handovers	21,100	3,348	3,437	5,239	2,888	2,397	2,934	857	21,137	3,435	3,478	5,207	2,892	2,281	3,026	818	20,660	3,353	3,215	5,014	2,925	2,325	2,973	855	62,897
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	59.6%	62.2%	50.4%	41.0%	65.1%	87.0%	80.0%	51.5%	60.3%	56.2%	57.1%	44.3%	65.0%	88.4%	75.6%	53.4%	57.4%	61.5%	55.4%	35.3%	61.2%	88.3%	68.8%	52.1%	59.1%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	11,842	1,939	1,732	2,150	1,530	2,085	1,968	438	11,992	1,811	1,984	2,309	1,520	2,015	1,918	435	11,107	1,902	1,781	1,768	1,463	2,052	1,698	443	34,941
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,854	3,119	3,437	5,239	2,352	2,396	2,460	851	19,875	3,224	3,477	5,207	2,337	2,280	2,536	814	19,352	3,091	3,215	5,014	2,390	2,324	2,467	851	59,081
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	35.9%	35.3%	-	-	-	-	25.0%	66.7%	42.1%	41.6%	-	-	-	0.0%	85.7%	0.0%	32.8%	33.6%	-	-	-	-	0.0%	25.0%	36.6%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	84	79	-	-	-	-	1	4	90	84	-	-	-	-	6	-	87	86	-	-	-	-	-	1	261
	TIER 2 (Minor A&E Units) - Total Number of Handovers	234	224	-	-	-	-	4	6	214	202	-	-	-	1	7	4	265	256	-	-	-	-	5	4	713
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	70.6%	40.0%	-	-	57.5%	100.0%	85.7%	-	72.0%	77.8%	0.0%	-	58.7%	-	87.4%	-	68.8%	83.3%	-	-	58.1%	100.0%	80.0%	-	70.5%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	714	2	-	-	308	1	403	-	755	7	-	-	326	-	422	-	718	5	-	-	311	1	401	-	2,187
	TIER 3 (Major Acute) - Total Number of Handovers	1,012	5	-	-	536	1	470	-	1,048	9	1	-	555	-	483	-	1,043	6	-	-	535	1	501	-	3,103
	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	3,341.4	489.4	617.3	1,689.8	282.3	33.4	108.9	120.5	3,014.8	675.1	365.5	1,381.5	294.3	30.3	157.2	110.9	3,963.0	619.7	449.5	1,983.1	415.9	25.2	350.6	119.0	10,319.2
	Tier 1 Major A&E Units	3,236.0	441.3	617.3	1,689.8	233.2	33.4	101.2	119.9	2,898.7	622.6	365.4	1,381.5	248.1	30.3	143.6	107.1	3,774.8	527.2	449.5	1,983.1	356.8	25.2	315.2	117.7	9,909.5
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	49.1	47.4	-	-	-	-	1.2	0.6	55.8	51.7	-	-	-	0.0	0.3	3.8	94.4	92.4	-	-	-	-	0.8	1.2	199.3
	Tier 3 (Major Acute) - Medical Admissions Unit	56.3	0.7	-	-	49.1	-	6.5	-	60.3	0.7	0.1	-	46.2	-	13.3	-	93.9	0.0	-	-	59.1	-	34.7	-	210.4
	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	77.1%	65.1%	72.2%	87.9%	71.7%	81.9%	75.6%	88.0%	76.3%	65.8%	74.4%	86.0%	69.6%	79.3%	74.7%	87.9%	77.3%	65.0%	72.5%	88.3%	72.4%	82.2%	74.8%	89.9%	76.9%
	Number of Handover to Clear within 15 minutes	16,270	2,179	2,482	4,603	2,071	1,964	2,217	754	16,122	2,259	2,586	4,476	2,013	1,808	2,261	719	15,961	2,180	2,332	4,427	2,118	1,910	2,225	769	48,353
	Total Number of Handovers	21,100	3,348	3,437	5,239	2,888	2,397	2,934	857	21,137	3,435	3,478	5,207	2,892	2,281	3,026	818	20,660	3,353	3,215	5,014	2,925	2,325	2,973	855	62,897

Step 5: Take Me To Hospital (Cont.)																										
AQI Ref	AQI Description	Jul-17								Aug-17								Sep-17								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	76.8%	63.5%	72.2%	87.9%	68.4%	81.9%	75.3%	88.1%	75.9%	64.4%	74.4%	86.0%	66.5%	79.3%	74.1%	88.0%	77.2%	63.5%	72.5%	88.3%	70.8%	82.2%	75.4%	89.9%	76.6%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,240	1,980	2,482	4,603	1,609	1,963	1,853	750	15,094	2,076	2,586	4,476	1,553	1,807	1,880	716	14,949	1,963	2,332	4,427	1,693	1,910	1,859	765	45,283
	TIER 1 (Major A&E Units) - Total Number of Handovers	19,854	3,119	3,437	5,239	2,352	2,396	2,460	851	19,875	3,224	3,477	5,207	2,337	2,280	2,536	814	19,352	3,091	3,215	5,014	2,390	2,324	2,467	851	59,081
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	86.3%	86.6%	-	-	-	-	100.0%	66.7%	86.0%	86.1%	-	-	-	100.0%	85.7%	75.0%	83.4%	83.2%	-	-	-	-	80.0%	100.0%	85.1%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	202	194	-	-	-	-	4	4	184	174	-	-	-	1	6	3	221	213	-	-	-	-	4	4	607
	TIER 2 (Minor A&E Units) - Total Number of Handovers	234	224	-	-	-	-	4	6	214	202	-	-	-	1	7	4	265	256	-	-	-	-	5	4	713
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	81.8%	100.0%	-	-	86.2%	100.0%	76.6%	-	80.5%	100.0%	0.0%	-	82.9%	-	77.6%	-	75.8%	66.7%	-	-	79.4%	0.0%	72.3%	-	79.4%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	828	5	-	-	462	1	360	-	844	9	-	-	460	-	375	-	791	4	-	-	425	-	362	-	2,463
	TIER 3 (Major Acute) - Total Number of Handovers	1,012	5	-	-	536	1	470	-	1,048	9	1	-	555	-	483	-	1,043	6	-	-	535	1	501	-	3,103
	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	1,720	71	497	204	169	105	155	519	1,684	58	489	199	191	90	153	504	1,584	69	449	191	169	77	138	491	4,988
	Number of patients conveyed to hospital	22,828	3,460	4,210	5,640	3,074	2,411	3,021	1,012	22,740	3,561	4,121	5,576	3,127	2,298	3,099	958	22,134	3,476	3,862	5,350	3,167	2,289	2,989	1,001	67,702
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.5%	2.1%	11.8%	3.6%	5.5%	4.4%	5.1%	51.3%	7.4%	1.6%	11.9%	3.6%	6.1%	3.9%	4.9%	52.6%	7.2%	2.0%	11.6%	3.6%	5.3%	3.4%	4.6%	49.1%	7.4%
AQI24	Number of lost hours following handover to clear over 15 minutes	637.4	145.6	157.5	74.7	121.5	41.8	82.6	13.7	701.2	163.6	148.0	92.6	140.4	53.9	89.9	12.8	705.1	173.0	152.8	91.2	130.0	43.1	103.7	11.3	2,043.7
	Tier 1 Major A&E Units	613.7	143.2	157.5	74.7	112.3	41.8	70.6	13.6	673.4	160.3	147.6	92.6	126.3	53.9	79.9	12.8	674.4	168.3	152.8	91.2	118.7	43.0	89.0	11.3	1,961.5
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	2.5	2.5	-	-	-	-	-	0.1	3.4	3.3	-	-	-	-	0.1	0.0	4.8	4.5	-	-	-	-	0.3	-	10.8
	Tier 3 (Major Acute) - Medical Admissions Unit	21.1	-	-	-	9.2	-	12.0	-	24.4	-	0.3	-	14.1	-	10.0	-	25.9	0.2	-	-	11.3	0.2	14.3	-	71.5
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## Ambulance Quality Indicator Glossary

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

# Ambulance Quality Indicator Glossary

No.	Term	Definition
13	Frequent Caller	Frequent callers are defined where the Welsh Ambulance Services NHS Trust have received 5 or more calls from the same address in the same month.
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	
1	New 5 Step emblem and intellectual property rights statement added to cover sheet
2	AQI 1 and AQI 3 data added
3	
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