







# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: October 2020 - December 2020

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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 Ambuland	ce Quality Indicator Definition Table
No.	AQI Ref.	AQI Description	AQI Detailed Description
1	AQI1		How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
3	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
4	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
5	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
6	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQI7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQI7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
9	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
10	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
11	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
13	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
14	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (by clinical telephone advice).
15	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Truste within 24 hours of discharge of care (following treatment at the scene).
16	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

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

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









# **Clinical Response Model**

Call Type	EASC Definition	Example	Quality Indicator
RED	Immediately life threatening calls such as cardiac arrest or choking. These calls will be subject to both clinical indicators such as Return of Spontaneous Circulation (ROSC) rates and a time based standard requiring a minimum attendance at 65% of these calls within 8 minutes.	Respiratory / cardiac arrest	8 minute response time within 65%. National target
AMBER	Serious but not immediately life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via "hear & treat" services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.	Cardiac chest pains / stroke	Compliance with care bundles for cardiac stroke and fractured neck of femur patients.
GREEN	999 calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.  Health Care Professionals (HCP) such as doctors, midwives or community hospitals often require an urgent transfer of a patient from low acuity care to a higher acuity facility. These transfers are coded as green calls and undertaken within a timeframe agreed with the requesting HCP.	Fainting - recovered and alert	Clinical outcomes and patient satisfaction for 999. Compliance with healthcare professional agreed admission timescales for HCP calls.









# Step 1 Help Me Choose LHB Review: October 2020 to December 2020

Step '	I: Help Me Choose																									
					Oct-	-20							Nov	-20							Dec	-20				All Wales
AQI Re	f AQI Description	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB	Total
AQI4 i	Number of NHS Direct Wales unique website visits	321,738	-	-	-	-	-	-	-	307,857	-	-	-	-	-	-	-	364,620	-	-	-	-	-	-	-	994,215
AQI4 i	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,223	58	611	29	269	1,210	387	659	3,051	56	646	15	227	1,159	337	611	3,017	72	549	16	215	1,184	425	556	9.291
	Abdominal Pain	1,538	395	191	168	153	259	99	273	1,401	360	181	154	165	243	82	216	1,215	308	154	109	188	186	63	207	9,291 4,154
	Chest Pain	1,286	278	166	173	196	161	47	265	1,225	328	127	153	182	156	52	227	1,421	376	130	157	247	196	39	276	3,932
	Breathing Difficulty	805	181	121	92	137	96	34	144	726	181	89	88	126	98	23	121	1,155	262	144	143	238	148	37	183	3,932 2,686 2,280
	Fever	725	159	130	61	123	95	26	131	734	175	88	75	133	108	34	121	821	183	108	99	146	124	37	124	2,280
	Other Symptoms	634	138	89	58	100	117	34	98	560	114	80	59	83	105	36	83	648	138	87	73	97	97	35	121	1,842
	Rash	595	151	73	58	93	107	22	91	557	139	57	53	95	100	24	89	548	152	54	54	108	71	31	78	1,700
	Cough	592	138	96	63	92	75	18	110	389	111	34	47	74	43	17	63	608	156	54	62	120	80	12	124	1,700 1,589
	Back Pain	520	135	62	52	78	81	36	76	516	139	68	49	67	82	32	79	479	130	52	38	84	82	22	71	1,515
	Headache	473	108	63	64	65	73	24	76	511	124	58	58	72	85	13	101	477	129	43	48	93	59	20	85	1,461
	Number of Frequent Callers	266	60	68	36	36	25	11	30	235	62	54	29	28	19	13	30	288	58	73	43	49	30	10	25	789
AQI5	Number of Incidents generated by Frequent Callers	2,321	465	686	288	313	222	95	252	2,030	476	553	241	237	142	84	297	2,375	522	588	325	405	248	90	197	6,726
AQIS	Total Number of Incidents	37,560	7,170	9,348	5,529	4,974	4,397	1,624	4,518	36,823	7,099	8,855	5,480	4,920	4,469	1,572	4,428	39,146	7,688	9,658	5,589	5,396	4,584	1,505	4,726	113,529
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.2%	6.5%	7.3%	5.2%	6.3%	5.0%	5.8%	5.6%	5.5%	6.7%	6.2%	4.4%	4.8%	3.2%	5.3%	6.7%	6.1%	6.8%	6.1%	5.8%	7.5%	5.4%	6.0%	4.2%	5.9%









# Step 2 Answer My Call LHB Review: October 2020 to December 2020

Ste	p 2:	Answer My Call																									
	_					Oct-20								Nov-2	:0							Dec-2	20				All Wales
AQI	Ket	AQI Description	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB .	All Wales	АВ	вси	C&V	СТМ	HD	Р	SB	All Wales	AB	вси	C&V	СТМ	HD	Р	SB	Total
AQ	116	Number of Healthcare Professional (HCP) Calls answered	6,304	-	-	-	-	-	-	-	5,948	-	-	-	-	-	-	-	5,810	-	-		-	-	-	-	18,062
AQ	l7i	Number of 999 calls answered	41,653	-	-	-	-	-	-	-	41,649	-	-	-	-	-	-	-	46,142	-	-	-	-	-	-	-	129,444
		999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-		-	-	-	-	-	00:02	-	-	-		-	-	-	00:02	-	-	-	-	-	-	-	
AQI		999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	
		999 Calls: Time to Answer - 95th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-		-	-	-	-	-	00:03	-	-	-	-	-			
AQ		Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,560	7,170	9,348	5,529	4,974	4,397	1,624	4,518	36,823	7,099	8,855	5,480	4,920	4,469	1,572	4,428	39,146	7,688	9,658	5,589	5,396	4,584	1,505	4,726	113,529
	- H	Protocol 17: FALLS	4,005	700	1,149	537	441	529	204	445	4,212	726	1,161	545	562	539	216	463	4,483	818	1,286	597	548	553	235	446	12,700
		Protocol 10: CHEST PAIN Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED	4,156	775	1,008	524	511	527	223 135	588 475	4,172	789	990	544	517	598	219	515	4,027	782	975 986	561	572 777	490 483	177 113	470 537	12,355
	- H	Protocol 35: HCP ADMISSION	3,927 2,927	754 571	1,016 758	542 441	615 317	390 362	172	306	3,706 2,582	673 543	873 678	517 365	597 283	431 322	135	480 249	4,568 2,103	986 330	702	686 264	205	242	130	230	12,201 7,612
		Protocol 06: BREATHING PROBLEMS	2,322	456	582	319	347	248	81	289	2,341	464	567	356	345	256	88	265	2,103	532	606	356	384	266	91	360	7,012
	- H	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,099	354	492	388	283	243	92	247	2,008	374	472	350	261	245	77	229	2,111	356	494	327	289	304	84	257	6,218
		Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	1.664	306	463	222	216	215	66	176	1.641	303	457	246	219	205	52	159	1,726	307	428	247	244	236	75	189	5,031
		Protocol UGA1: UPGRADE TO AMBER 1	1,533	386	306	211	269	126	33	202	1,488	352	217	229	243	165	49	233	1,962	457	351	251	329	196	47	331	4,983
	Ī	Protocol 28: STROKE (CVA/TIA)	1,567	280	371	204	225	219	73	195	1,461	266	364	195	169	228	63	176	1,515	273	381	182	222	175	94	188	4,543
		Protocol 21: HAEMORRHAGE/LACERATIONS	1,275	240	326	184	165	157	62	141	1,325	231	364	188	169	170	50	153	1,372	237	388	204	158	185	63	137	3,972
		Number of calls ended following WAST telephone assessment (Hear and Treat)	4,023	894	665	798	707	308	110	541	4,186	910	653	877	683	360	96	607	4,739	1,133	843	813	731	435	104	680	12,948
AQI	19 i	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,269	219	302	200	194	155	54	145	1,319	232	333	246	191	141	46	130	1,601	307	401	283	204	183	53	170	4,189
		Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,754	675	363	598	513	153	56	396	2,867	678	320	631	492	219	50	477	3,138	826	442	530	527	252	51	510	8,759
		Percentage of calls ended following WAST telephone assessment	10.7%	12.5%	7.1%	14.4%	14.2%	7.0%	6.8%	12.0%	11.4%	12.8%	7.4%	16.0%	13.9%	8.1%	6.1%	13.7%	12.1%	14.7%	8.7%	14.5%	13.5%	9.5%	6.9%	14.4%	11.4%
		Number of calls transferred to NHS Direct Wales	2,247	415	550	361	312	269	102	238	2,275	407	570	413	326	246	86	227	2,679	491	665	473	345	308	90	307	7,201
AQI	19 ii	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	37,560	7,170	9,348	5,529	4,974	4,397	1,624	4,518	36,823	7,099	8,855	5,480	4,920	4,469	1,572	4,428	39,146	7,688	9,658	5,589	5,396	4,584	1,505	4,726	113,529
		Percentage of calls transferred to NHS Direct Wales	6.0%	5.8%	5.9%	6.5%	6.3%	6.1%	6.3%	5.3%	6.2%	5.7%	6.4%	7.5%	6.6%	5.5%	5.5%	5.1%	6.8%	6.4%	6.9%	8.5%	6.4%	6.7%	6.0%	6.5%	6.3%
		Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	652	130	163	105	86	69	32	67	588	99	156	102	77	68	33	53	629	120	141	98	90	71	21	88	1,869
AQI	9 iii	Total Number of Calls Triaged by a Nurse Advisor	1,921	349	465	305	280	224	86	212	1,907	331	489	348	268	209	79	183	2,230	427	542	381	294	254	74	258	6,058
		Percentage of calls returned from NHS Direct Wales	33.9%	37.2%	35.1%	34.4%	30.7%	30.8%	37.2%	31.6%	30.8%	29.9%	31.9%	29.3%	28.7%	32.5%	41.8%	29.0%	28.2%	28.1%	26.0%	25.7%	30.6%	28.0%	28.4%	34.1%	30.9%
		Number of calls ended through transfer to alternative care advice services	1,269	219	302	200	194	155	54	145	1,319	232	333	246	191	141	46	130	1,601	307	401	283	204	183	53	170	4,189
AQI	9 iv	Total Number of Calls Triaged by a Nurse Advisor	1,921	349	465	305	280	224	86	212	1,907	331	489	348	268	209	79	183	2,230	427	542	381	294	254	74	258	6,058
		Percentage of calls ended through transfer to alternative care advice services	66.1%	62.8%	64.9%	65.6%	69.3%	69.2%	62.8%	68.4%	69.2%	70.1%	68.1%	70.7%	71.3%	67.5%	58.2%	71.0%	71.8%	71.9%	74.0%	74.3%	69.4%	72.0%	71.6%	65.9%	69.1%
		Re-Contact rates - Telephone																									
		Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	220	67	38	35	37	13	3	27	250	62	56	44	33	17	9	29	361	96	71	75	40	21	12	46	831
AQI		Number of calls ended following WAST telephone assessment (Hear and Treat)	4,023	894	665	798	707	308	110	541	4,186	910	653	877	683	360	96	607	4,739	1,133	843	813	731	435	104	680	12,948
		Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	5.5%	7.5%	5.7%	4.4%	5.2%	4.2%	2.7%	5.0%	6.0%	6.8%	8.6%	5.0%	4.8%	4.7%	9.4%	4.8%	7.6%	8.5%	8.4%	9.2%	5.5%	4.8%	11.5%	6.8%	6.4%
		Re-Contact rates - Attendance at Scene																									
		Number of incidents within 24 hours following See and Treat	30	7	17			2	2	2	25	6	14	2	1	1	1		39	5	18	2	2	7	3	2	94
AQI1	10 ii	Number of Attendances at Scene that were not transported to hospital (See and Treat)	3.514	655	1.199	411	278	357	207	407	3.376	674	1.154	376	320	365	154	333	3.377	612	1.191	427	274	409	160	304	10.267
		Re-contact percentage within 24hrs of See and Treat	0.9%	1.1%	1.4%	0.0%	0.0%	0.6%	1.0%	0.5%	0.7%	0.9%	1.2%	0.5%	0.3%	0.3%	0.6%	0.0%	1.2%	0.8%	1.5%	0.5%	0.7%	1.7%	1.9%	0.7%	0.9%
		The common personnings minin (2411) Of Odd and 110dl	0.9%	1.176	1.4%	0.0%	0.0%	0.0%	1.076	0.5%	0.7%	0.970	1.270	0.5%	0.3%	0.3%	0.070	0.0%	1.270	0.0%	1.0%	0.076	U.7 %	1.1%	1.970	U. 7 70	0.9%









### Step 3 Come to See Me LHB Review: October 2020 to December 2020

Ste	ер 3:	Come to See Me																									
46	N Ref	AQI Description				Oct-	20							Nov-	20							Dec-	20				All Wales Total
AG	al Ket	AUI Description	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB	All Wales	AB	BCU	C&V	СТМ	HD	P	SB	All Wales	АВ	BCU	C&V	СТМ	HD	Р	SB	All Wales I otal
		Number of RED category incidents resulting in an emergency response	2,425	468	491	401	406	241	81	337	2,543	515	456	444	391	249	103	385	2,831	585	517	421	490	298	94	426	7,799
		Number of RED category incidents with first response arriving on scene within 8 minutes	1,475	279	304	304	182	142	41	223	1,514	300	284	310	183	117	61	259	1,520	290	316	290	212	133	49	230	4,509
A	QI11	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	60.8%	59.6%	61.9%	75.8%	44.8%	58.9%	50.6%	66.2%	59.5%	58.3%	62.3%	69.8%	46.8%	47.0%	59.2%	67.3%	53.7%	49.6%	61.1%		43.3%	44.6%	52.1%	54.0%	57.8%
		RED Category - Median Response	00:06:35		00:06:27		00:08:46				00:06:56					00:08:38									00:07:01		
		RED Category - 65th Percentile			00:08:27						00:08:50					00:11:37									00:12:30		
		RED Category - 95th Percentile	00:17:39	00:16:39	00:16:44	00:12:04	00:19:18	00:22:39	00:27:27	00:13:04	00:19:18	00:19:37	00:16:52	00:13:29	00:19:26	00:24:54	00:27:38	00:16:15	00:20:02	00:20:50	00:18:12	00:13:11	00:19:22	00:26:26	00:28:08	ე0:16:47	
		Number of AMBER category incidents resulting in an emergency response	21,099	3,837	5,725	2,711	2,573	2,712	1,015	2,526	19,912	3,595	5,368	2,520	2,480	2,705	959	2,285	18,844	3,263	5,560	,	2,325	2,482	845	2,039	59,855
Δ.	QI12	AMBER Category - Median Response	00:40:36	00:58:50	00:29:31	00:49:19	01:02:50	00:31:24	00:26:46	00:50:33	00:46:39	01:11:39	00:26:30	01:06:18	01:11:38	00:41:19	00:31:32	01:05:41	01:03:13	02:10:07	00:28:43	01:18:36	02:03:56	00:51:30	00:32:01	ე2:14:13	
_		AMBER Category - 65th Percentile	01:02:41	01:31:24	00:42:53	01:13:04	01:37:19	00:44:41	00:39:48	01:18:08	01:14:30	01:47:37	00:38:39	01:39:59	01:48:08	01:04:49	00:43:51	01:41:46	01:45:41	03:07:19	00:42:13	02:01:29	02:52:52	01:16:24	00:44:54	03:21:50	
		AMBER Category - 95th Percentile	04:07:26	05:45:59	02:28:18	04:26:04	05:24:31	02:30:08	02:00:58	04:37:10	04:39:28	06:10:42	02:35:43	05:41:26	06:41:17	03:43:16	02:08:22	05:48:55	06:43:42	09:01:39	02:48:29	06:30:45	08:34:39	04:39:44	02:27:23	09:16:39	
		Number of GREEN category incidents resulting in a response	1,998	291	621	223	182	325	137	219	2,129	469	683	171	152	303	135	216	2,388	633	791	215	166	279	145	159	6,515
A	QI13	GREEN Category - Median Response	00:48:40	01:03:19	00:40:21	01:04:07	01:05:48	00:40:23	00:40:23	00:50:35	00:47:12	00:48:37	00:34:56	01:12:43	01:25:07	00:52:08	00:45:36	01:00:54	00:53:50	00:43:27	00:45:28	01:12:02	01:24:46	01:02:45	00:40:39	01:35:09	
		GREEN Category - 65th Percentile	01:14:03	01:55:16	00:59:44	01:49:28	01:50:26	01:00:21	01:03:50	01:13:26	01:12:54	01:30:34	00:50:52	01:42:23	02:28:09	01:18:54	00:57:27	01:45:22	01:25:59	01:20:44	01:05:29	01:46:13	02:30:38	01:41:04	00:56:35	02:27:40	
		GREEN Category - 95th Percentile	05:31:25	10:29:46	03:50:32	09:15:07	08:25:20	03:26:14	02:57:30	04:36:12	06:20:28	07:29:16	03:21:50	09:50:48	09:54:39	05:39:44	03:06:39	06:55:43	06:41:06	07:08:39	03:45:12	10:28:38	09:10:03	06:22:57	03:04:45	11:07:34	
		Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	21,945	3,949	5,991	2,980	2,696	2,750	1,024	2,555	20,835	3,926	5,617	2,701	2,589	2,646	971	2,385	20,464	3,873	5,924	2,507	2,464	2,566	902	2,228	63,244
		Percentage of Incidents where 1 Vehicle Arrived at Scene	80.8%	75.8%	84.1%	79.3%	79.0%	84.7%	85.8%	78.2%	81.3%	78.8%	83.9%	78.0%	79.0%	87.7%	82.8%	77.8%	81.3%	78.8%	84.3%	78.6%	77.1%	87.0%	82.4%	78.1%	81.1%
A	QI14	Percentage of Incidents where 2 Vehicles Arrived at Scene	17.0%	21.8%	14.1%	18.1%	18.2%	14.1%	13.1%	18.8%	16.6%	19.2%	14.4%	19.5%	17.8%	10.8%	14.9%	19.8%	16.5%	18.7%	14.3%	19.2%	19.6%	11.7%	16.0%	18.1%	16.7%
		Percentage of Incidents where 3 Vehicles Arrived at Scene	1.9%	2.0%	1.6%	2.1%	2.3%	1.1%	1.1%	2.6%	1.8%	1.8%	1.5%	2.3%	2.5%	1.1%	1.9%	1.8%	1.9%	2.2%	1.4%	2.0%	2.7%	1.1%	1.4%	3.1%	1.8%
		Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.3%	0.4%	0.2%	0.4%	0.5%	0.2%	0.0%	0.4%	0.4%	0.2%	0.2%	0.3%	0.7%	0.4%	0.4%	0.7%	0.3%	0.3%	0.1%	0.2%	0.6%	0.3%	0.2%	0.8%	0.3%
		Number of Community First Responders (CFRs) attendances at scene	749	167	217	115	56	68	55	71	842	172	225	155	42	64	72	112	848	114	235	174	68	114	38	105	2,439
		RED	136	25	25	21	17	22	9	17	152	22	24	32	12	18	24	20	201	31	37	32	31	33	9	28	489
		AMBER	518	103	147	87	38	46	45	52	584	120	154	112	28	42	46	82	543	73	135	136	36	76	23	64	1,645
A	QI15	GREEN	95	39	45	7	1		1	2	106	30	47	11	2	4	2	10	104	10	63	6	1	5	6	13	305
		Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	678	157	199	101	51	58	51	61	741	162	201	120	38	55	62	103	747	106	202	153	59	106	31	90	2,166
		Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	90.5%	94.0%	91.7%	87.8%	91.1%	85.3%	92.7%	85.9%	88.0%	94.2%	89.3%	77.4%	90.5%	85.9%	86.1%	92.0%	88.1%	93.0%	86.0%	87.9%	86.8%	93.0%	81.6%	85.7%	88.8%









# Step 4 Give Me Treatment LHB Review: October 2020 to December 2020

Sten 4	: Give Me Treatment																									
отер -	. Sive me freatment				Oct-2	en.							Nov-20	,							Dec-	20				
AQI Re	AQI Description	All Wales	AB	BCU		СТМ	HD		SB	All Wales	AB	BCU		стм	HD		SB	All Wales	AB	BCU	C&V	СТМ	HD	Р	SB	All Wales Total
	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of	11.1%			All Wale	es Indicator	r Only			11.3%			All Wales	Indicator C	Only			9.5%			All Wa	es Indicato	r Only			10.5%
AQI16	spontaneous circulation (ROSC) at hospital door  Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	26	-	-	-	-	-	-	-	27	-		-	-	-	-	-	32	-			-		-		85
	Total Number of patients with attempted resuscitation following cardiac arrest	234	-	-	-	-	-	-	-	239	-	-	-	-		-	-	337	-			-	-	-		810
	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	97.0%			All Wale	es Indicator	r Only			94.5%			All Wales	Indicator C	Only			96.4%			All Wal	es Indicato	r Only			96.0%
AQI16 i	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	352	-	-	-	-	-	-	-	310	-	-	-	-	-		-	265	-			-		-		927
	Total Number of suspected stroke patients	363	-	-	-	-	-	-	-	328	-		-	-	-	-	-	275	-			-		-	-	966
	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analogsia]	85.1%			All Wale	es Indicator	r Only			86.4%			All Wales	Indicator C	Only			86.0%			All Wal	es Indicato	r Only			85.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	206	-	-	-	-	-	-	-	190	-		-	-	-	-	-	191	-			-		-	-	587
AQI16 ii	Total Number of older patients with suspected hip fracture	242	-		-	-	-	-	-	220	-		-	-	-	-	-	222	-		-	-		-	-	684
AQITO	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	93.0%			All Wale	es Indicator	r Only			94.5%			All Wales	Indicator C	Only			91.9%			All Wa	es Indicato	r Only			93.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	225	-	-	-	-	-	-	-	208	-	-	-	-	-	-	-	204	-		-	-		-	-	637
	Total Number of older patients with suspected hip fracture	242	-	-	-	-	-	-	-	220	-	-	-	-	-	-	-	222	-		-	-		-	-	684
	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	76.5%			All Wale	es Indicator	r Only			77.8%			All Wales	Indicator C	Only			67.7%			All Wal	es Indicato	r Only			74.3%
AQI16 i	Number OT account also attack to a consider the contract of CTFA() and the contract of a contract of a contract of the contrac	62	-	-	-	-	-	-	-	49	-		-	-	-	-	-	42	-		-	-		-		153
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	81	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	62	-		-	-		-	-	206
	Percentage of suspected sepsis patients who have had a documented NEWS score	97.9%			All Wale	es Indicator	r Only			100.0%			All Wales	Indicator C	Only			97.5%			All Wal	es Indicato	r Only			98.6%
AQI16 v	Number of suspected sepsis patients who have had a documented NEWS score	46	-	-	-	-	-	-	-	51	-		-	-	-	-	-	39	-		-	-	-	-	-	136
	Total Number of suspected sepsis patients	47	-	-	-	-	-	-	-	51	-	-	-	-	-	-	-	40	-		-	-		-	-	138
	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 Wale	es Indicator	r Only			100.0%			All Wales	Indicator C	Only			100.0%			All Wal	es Indicato	r Only			100.0%
AQI16 v	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	8	-	-	-	-	-	-	-	10	-		-	-	-	-	-	7	-		-	-		-	-	25
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	8	-	-	-	-	-	-	-	10	-		-	-	-	-	-	7	-			-		-	-	25
	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	89.6%			All Wale	es Indicator	r Only			91.2%			All Wales	Indicator C	Only			92.2%			All Wa	es Indicato	r Only			91.0%
AQI16	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	138	-	-	-	-	-	-		125	-		-	-	-	-	-	130	-			-		-	-	393
	Total Number of hypoglycaemic patients	154	-	-	-	-	-	-	-	137	-	-	-	-	-	-	-	141	-			-		-		432
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,861	1,154	1,684	761	528	678	344	712	5,584	1,060	1,681	654	568	706	274	641	5,468	995	1,685	670	493	754	284	587	16,913
	Treated At Scene	3,465	644	1,189	408	273	349	201	401	3,324	657	1,137	374	318	358	152	328	3,326	599	1,176	422	272	399	158	300	10,115
	Referred To Alternate Provider	2,396	510	495	353	255	329	143	311	2,260	403	544	280	250	348	122	313	2,142	396	509	248	221	355	126	287	6,798

Step 4	: Give Me Treatment (Cont.)																									
AQI Ref	AQI Description				Oct-	20							Nov-	20							Dec	-20				All Wales
AQI Ref	Au Description	All Wales	AB	BCU	C&V	СТМ	HD		SB	All Wales	АВ	BCU	C&V	СТМ	HD		SB	All Wales	AB	BCU	C&V	СТМ	HD		SB	Total
	AMBER																									
	Total Number of AMBER Incidents with a Response	21,099	3,837	5,725	2,711	2,573	2,712	1,015	2,526	19,912	3,595	5,368	2,520	2,480	2,705	959	2,285	18,844	3,263	5,560	2,330	2,325	2,482	845	2,039	59,855
	Number of AMBER Incidents where Ideal Resource First on Scene	3,138	999	521	512	399	243	78	386	2,815	962	467	411	367	166	83	359	2,301	653	447	369	364	179	45	244	8,25
	Percentage of AMBER Incidents where Ideal Resource First on Scene	14.9%	26.0%	9.1%	18.9%	15.5%	9.0%	7.7%	15.3%	14.1%	26.8%	8.7%	16.3%	14.8%	6.1%	8.7%	15.7%	12.2%	20.0%	8.0%	15.8%	15.7%	7.2%	5.3%	12.0%	13.8%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	123	31	26	16	11	19	6	14	130	33	30	21	16	10	4	16	103	17	36	13	9	12	8	8	350
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.6%	0.8%	0.5%	0.6%	0.4%	0.7%	0.6%	0.6%	0.7%	0.9%	0.6%	0.8%	0.6%	0.4%	0.4%	0.7%	0.5%	0.5%	0.6%	0.6%	0.4%	0.5%	0.9%	0.4%	0.6%
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	1,275	189	403	154	124	188	77	140	1,244	176	415	119	102	200	82	150	1,285	171	476	144	118	169	89	118	3,80
	Number of GREEN2 Incidents where Ideal Resource First on Scene	78	20	13	18	11	5	2	9	68	28	6	10	7	6	3	8	83	28	14	14	14	6	-	7	229
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	6.1%	10.6%	3.2%	11.7%	8.9%	2.7%	2.6%	6.4%	5.5%	15.9%	1.4%	8.4%	6.9%	3.0%	3.7%	5.3%	6.5%	16.4%	2.9%	9.7%	11.9%	3.6%	0.0%	5.9%	6.0%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	2	1		1	-	-	-	-	5	3	-	-	1	1	-	-	5	1	2	2	-	-	-		1:
	Percentage of GREEN2 incidents where Ideal Resource Arrived Subsequently	0.2%	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.4%	1.7%	0.0%	0.0%	1.0%	0.5%	0.0%	0.0%	0.4%	0.6%	0.4%	1.4%	0.0%	0.0%	0.0%	0.0%	0.3%
AQI18	GREEN3 (Non HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	724	102	219	69	58	137	60	79	885	293	268	52	50	103	53	66	1,103	462	315	71	48	110	56	41	2,712
	Number of GREEN3 Incidents where Ideal Resource First on Scene	11	2	2	2	1	2	1	1	20	1	7	3	3	2	-	4	6	1	1				1	3	37
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	1.5%	2.0%	0.9%	2.9%	1.7%	1.5%	1.7%	1.3%	2.3%	0.3%	2.6%	5.8%	6.0%	1.9%	0.0%	6.1%	0.5%	0.2%	0.3%	0.0%	0.0%	0.0%	1.8%	7.3%	1.4%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	1				1	-			-	-					-										1
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.1%	0.0%	0.0%	0.0%	1.7%	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%
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,365	430	665	347	239	286	143	255	2,045	398	605	273	204	254	116	195	1,631	231	628	192	138	178	101	163	6,041
	Number of GREEN3 Incidents where Ideal Resource First on Scene	-	-	-		-		-		-	-			-	-	-	-		-	-	-				-	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	-	-	-		-		-		-				-	-	-	-		-	-	-				-	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%









### Step 5 Take Me To Hospital LHB Review: October 2020 to December 2020

			_	_	Oct-	20					_		Nov-2	20							Dec-	-20			
Ref	AQI Description	All Wales	АВ	BCU	C&V	СТМ	HD		SB A	All Wales	АВ	BCU	C&V	СТМ	HD		SB A	All Wales	АВ	BCU	C&V	СТМ	HD		SB
	Number of 999 Patients conveyed to Hospital	15,773	2,741	4,118	2.017	2.124	2,179	699	1,895	15,240	2.838	3,889	1.928	1.975	2.151	717	1,742	14.655	2.781	4.043	1.744	2.047	1,879	630	1,531
ï	Total Number of Incidents where an Ambulance Resource Attended Scene	25.368	4.564	6.797	3.320	3.139	3.254	1.223	3.071	24 442	4.542	6.476	3.115	3.010	3.240	1.184	2.875	23.940	4.459	6.838	2.949	2.969	3.042	1.071	2 612
	Percentage of patients conveyed to hospital following a face to face assessment	62.2%	60.1%	60.6%	60.8%	67.7%	67.0%	57.2%	61.7%	62.4%	62.5%	60.1%	61.9%	65.6%	66.4%	60.6%	60.6%	61.2%	62.4%	59.1%	_,_,,,,,	-,	61.8%	58.8%	58.6%
	Tercerrage or parents conveyed to hospital following a face to race assessment	02.276	00.176	00.078	00.070	07.778	07.070	37.270	01.770	02.478	02.570	00.178	01.370	00.078	00.478	00.078	00.078	01.270	02.470	39.170	39.170	00.978	01.078	30.078	30.078
	Total number of patients conveyed to hospital by type	18,098	3,173	4,769	2,354	2,368	2,457	838	2,139	17,238	3,222	4,481	2,198	2,180	2,395	833	1,929	16,228	2,996	4,649	.,	-,	2,046	735	1,681
	Tier 1 Major A&E Units	16,649	3,023	4,667	2,000	2,345	2,038	781	1,795	15,661	2,741	4,396	1,896	2,166	2,019	762	1,681	14,267	2,103	4,544	.,	2,169	1,661	671	1,457
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre Tier 3 (Major Acute) - Medical Admissions Unit	468 764	104 14	20	340	6	403	- 4	325 3	713 666	448	11	297	8	365	12	230	1,100 642	847 11	12	258	7 2	7 370	12	213
	Other (all other units such as Maternity or Mental Health Units)	217	32	82	13	13	403	53	16		31	74	297	5	7	59	17	219	35	93			8	52	10
		217	32	02	13	13		- 33			31					39		219	33	93				32	
	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	36.6%	21.9%	30.6%	31.6%	43.7%	57.7%	33.8%	42.1%	00.070	20.3%	31.6%	28.6%	51.5%	50.6%	33.3%	37.1%	31.3%	20.6%	26.8%	2070	00.070	43.3%	32.2%	36.0%
	Number of Notification to Handover within 15 minutes	6,115	572	1,460	614	988	1,417	264	800	5,577	442	1,427	521	1,079	1,198	256	654	4,512	356	1,252			886	216	547
	Total Number of Handovers	16,725	2,606	4,776	1,942	2,263	2,457	782	1,899	15,506	2,177	4,515	1,819	2,096	2,368	768	1,763	14,414	1,726	4,672	1,629	2,147	2,048	671	1,521
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	35.9%	21.9%	30.6%	31.6%	43.7%	56.5%	33.8%	43.1%	35.6%	20.3%	31.6%	28.6%	51.5%	50.2%	33.4%	37.5%	30.9%	20.6%	26.8%	25.7%	39.0%	42.6%	32.3%	35.8%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	5,810	572	1,460	614	988	1,155	264	757	5,343	442	1,427	519	1,079	1,002	255	619	4,305	356	1,252			710	216	516
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,168	2,606	4,776	1,942	2,263	2,045	780	1,756	15,017	2,177	4,515	1,817	2,096	1,998	764	1,650	13,948	1,726	4,672	1,629	2,146	1,666	668	1,441
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	28.1%	-	-	-	-	0.0%	0.0%	29.1%	31.6%	-	-	-	-	100.0%	25.0%	30.6%	37.2%	-	-	-	0.0%	66.7%	0.0%	38.0%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	41	-	-	-	-	-	-	41	37	-	-	-	-	2	1	34	32	-		-	-	2	-	30
	TIER 2 (Minor A&E Units) - Total Number of Handovers	146	-	-	-	-	3	2	141	117	-	-	-	-	2	4	111	86	-	-	-	1	3	3	79
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	64.2%	-				64.1%		100.0%	53.0%			100.0%		52.7%		50.0%	46.1%				-	45.9%		100.0%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	264	-	-	-	-	262	-	2	197	-	-	2	-	194		1	175				-	174		1
	TIER 3 (Major Acute) - Total Number of Handovers	411	-	-	-	-	409	-	2	372	-	-	2	-	368	-	2	380			-	-	379	-	1
	Other - Percentage of Notification to handover within 15 minutes																								
	Other - Notification to handover within 15 minutes			-	- 1	- 1				- 1	- 1	-		- 1		- 1	- 1	- 1			-				
	Other - Total Number of Handovers		-		-						-						-								
_																									
1	Number of lost hours following notification to handover over 15 minutes	9,004	2,308	2,654	528	1,738	514	322	940	9,243	2,253	2,346	690	1,155	924	376	1,499	11,731	2,661	2,866	1,021	1,782	1,183	335	1,881
	Tier 1 Major A&E Units	8,916	2,308	2,654	528	1,738	471	321	896	9,121	2,253	2,346	690	1,155	840	375	1,462	11,542	2,661	2,866	1,021	1,782	1,029	333	1,849
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	46	-	-	-	-	1	1	44	37	-	-	-	-	-	1	36	35	-	-	-	0	1	2	32
	Tier 3 (Major Acute) - Medical Admissions Unit	42	-	-	-	-	42	-	-	85	-	-	-	-	84	-	1	153	-		-	-	153	-	
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-			-	-	-	-	-	-	-	-	-			-			-	
2 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	83.4%	71.5%	92.7%	82.3%	82.0%	83.9%	91.0%	75.4%	83.8%	73.7%	92.0%	83.9%	81.8%	85.2%	91.7%	72.4%	84.0%	77.8%	90.0%	85.4%	80.9%	84.2%	90.2%	72.3%
	Number of Handover to Clear within 15 minutes	13,948	1,864	4,426	1,599	1,855	2,061	712	1,431	12,999	1,605	4,153	1,527	1,715	2,018	704	1,277	12,107	1,343	4,207	1,391	1,737	1,724	605	1,100
	Total Number of Handovers	16,725	2,606	4,776	1,942	2,263	2,457	782	1,899	15,506	2,177	4,515	1,819	2,096	2,368	768	1,763	14,414	1,726	4,672	1,629	2,147	2,048	671	1,521
2 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																								
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	83.4%	71.5%	92.7%	82.3%	82.0%	84.4%	91.0%	74.0%	83.7%	73.7%	92.0%	84.0%	81.8%	85.1%	91.6%	71.3%	84.0%	77.8%	90.0%	85.4%	80.9%	84.3%	90.1%	71.3%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	13,479	1,864	4,426	1,599	1,855	1,725	710	1,300	12,575	1,605	4,153	1,526	1,715	1,700	700	1,176	11,711	1,343	4,207	1,391	1,736	1,405	602	1,027
	TIER 1 (Major A&E Units) - Total Number of Handovers	16,168	2,606	4,776	1,942	2,263	2,045	780	1,756	15,017	2,177	4,515	1,817	2,096	1,998	764	1,650	13,948	1,726	4,672	1,629	2,146	1,666	668	1,441
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	91.8%					100.0%	100.0%	91.5%	89.7%	-				100.0%	100.0%	89.2%	91.9%				100.0%	100.0%	100.0%	91.1%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	134	-	-	-	-	3	2	129	105	-	-	-	-	2	4	99	79				1	3	3	72
	TIER 2 (Minor A&E Units) - Total Number of Handovers	146	-	-	-	-	3	2	141	117	-	-	-	-	2	4	111	86	-		-	1	3	3	79
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	81.5%					81.4%		100.0%	85.8%			50.0%		85.9%		100.0%	83.4%					83.4%		100.0%
	TIER 3 (Major Acute) - Percentage or Handover to Clear within 15 minutes  TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	335	-	-	-		333	- 1	100.0%	319	-	-	50.0%	-	316	-	100.0%	317		-	-	-	316	-	100.0%
	TIER 3 (Major Acute) - Total Number of Handovers	411	-	-	-	-	409	-	2	372	- 1	-	2		368		2	380			-	-	379		1
	Other - Percentage of Handover to Clear within 15 minutes																								
	Other - Percentage or Handover to Clear within 15 minutes  Other - Number of Handover to Clear within 15 minutes	-	-	-	-	-	-	-	- 1	-	-	-	-	-	-		-	-		-	-	-	-	-	
	Other - Total Number of Handovers		- 1	- 1	-						- 1	- 1	-	-									-		
	Conveyance to hospital outside of Local Health Board area	1,432	395	145	98	200	100	343	151	1,266	366	140	81	95	123	326	135	1,239	349	168	96	130	86	297	113
3	Number of patients conveyed to hospital	18,098	3,173	4,769	2,354	2,368	2,457	838	2,139	17,238	3,222	4,481	2,198	2,180	2,395	833	1,929	16,228	2,996	4,649	1,932	2,189	2,046	735	1,681
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.9%	12.4%	3.0%	4.2%	8.4%	4.1%	40.9%	7.1%	7.3%	11.4%	3.1%	3.7%	4.4%	5.1%	39.1%	7.0%	7.6%	11.6%	3.6%	5.0%	5.9%	4.2%	40.4%	6.7%
	Number of lost hours following handover to clear over 15 minutes	500	213	37	44	68	46	12	79	496	203	38	45	74	39	12	85	523	180	46	44	79	55	8	111
•			-	-			-		- 1															8	
	Tier 1 Major A&E Units Tier 2 (Minor A&E Units) Minor Injuries Unit or Local Assistant Control	492	213	37	44	68	40	12	78	489	203	38	45	74	35	12	82	513	180	46	44	79	47	- 8	108
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1	-	-	-	-			- 1	3	-	-		-		-	3	2							2
	Tier 3 (Major Acute) - Medical Admissions Unit												0												









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

	Ambulance Quality Indicator Glossary				
No.	Term	Definition			
13	Frequent Caller	Frequent callers are defined where the Welsh Ambulance Services NHS Trust have received 5 or more calls from the same address in the same month 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	НВ	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	СТ	Cwm Taf University Health Board			
42	СТМ	Cwm Taf Morgannwg University Health Board			
43	HD	Hywel Dda University Health Board			
44	Р	Powys Teaching Health Board			
45	SB	Swansea Bay University Health Board			









# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators

1	The Grange Hospital now included in Step 5
2	Incidents without a dispatch code due to incident escalation now included in AQI18
3	Incidents without a dispatch code due to incident escalation now included in AQI19i
4	Updated to incorporate downgrading of Nevill Hall and Royal Gwent hospitals to Minor A&E Units in Aneurin Bevan post opening of The Grange hospital in November 2020
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The information contained in this document is not restricted and is classified for general release

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