

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

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EASC Ambulance Quality Indicator Definition Table

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

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

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

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 1: Help Me Choose

AQI Ref	AQI Description	Oct-20								Nov-20								Dec-20								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI4 i	Number of NHS Direct Wales unique website visits	321,738	-	-	-	-	-	-	-	307,857	-	-	-	-	-	-	-	364,620	-	-	-	-	-	-	-	994,215	
AQI4 ii	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	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	130	143	238	148	37	183	2,686	
	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	1,589	
	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	
AQI5	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	
	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	
	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 4 Give Me Treatment LHB Review: October 2020 to December 2020

Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-20								Nov-20								Dec-20								All Wales Total			
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	11.1%	All Wales Indicator Only								11.3%	All Wales Indicator Only								9.5%	All Wales Indicator Only								10.5%
	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			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	97.0%	All Wales Indicator Only								94.5%	All Wales Indicator Only								96.4%	All Wales Indicator Only								96.0%
	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			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	85.1%	All Wales Indicator Only								86.4%	All Wales Indicator Only								86.0%	All Wales Indicator Only								85.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	206	-	-	-	-	-	-	-	190	-	-	-	-	-	-	-	191	-	-	-	-	-	-	-	587			
	Total Number of older patients with suspected hip fracture	242	-	-	-	-	-	-	-	220	-	-	-	-	-	-	-	222	-	-	-	-	-	-	-	684			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	93.0%	All Wales Indicator Only								94.5%	All Wales Indicator Only								91.9%	All Wales Indicator 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			
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	76.5%	All Wales Indicator Only								77.8%	All Wales Indicator Only								67.7%	All Wales Indicator Only								74.3%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	62	-	-	-	-	-	-	-	49	-	-	-	-	-	-	-	42	-	-	-	-	-	-	-	153			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	81	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	206			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.9%	All Wales Indicator Only								100.0%	All Wales Indicator Only								97.5%	All Wales Indicator Only								98.6%
	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			
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	8	-	-	-	-	-	-	-	10	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	25			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	8	-	-	-	-	-	-	-	10	-	-	-	-	-	-	-	7	-	-	-	-	-	-	-	25			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	89.6%	All Wales Indicator Only								91.2%	All Wales Indicator Only								92.2%	All Wales Indicator Only								91.0%
	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 Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
	AMBER																										
	Total Number of AMBER Incidents with a Response	21,099	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	8,254	
	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	356	
	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	3,804	
	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	-	-	-	-	12	
	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%	

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

1	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

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