

Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru

Comisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi

Dangosyddion Ansawdd Ambiwylans: Hydref 2021 – Rhagfyr 2021

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Nid yw'r wybodaeth yn y ddogfen hon yn gyfyngedig ac fe'i rhyddheir yn gyffredinol.

Cyhoeddwyd gan Adran Gwybodeg Iechyd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru a chomisiynwyd gan y Pwyllgor Gwasanaethau Ambiwylans Brys yn unol â Chomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi



Tabl Diffiniad Dangosyddion Ansawdd Ambiwlans y Pwyllgor Gwasanaethau Ambiwlans Brys

Rhif	Cyf. Dangosydd	Disgrifiad o'r Dangosydd	Disgrifiad Manwl o'r Dangosydd
1	AQ11	Y nifer o ddigwyddiadau ymgysylltu cymunedol y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru wedi eu cynnal	Pa mor aml y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ymgysylltu â'r cymunedau y mae'n eu gwasanaethu, er mwyn lledaenu negeseuon iechyd am hunanofal, dewis a defnydd priodol o wasanaethau ambiwlans / iechyd?
2	AQ13	Y nifer o weithiau y bu'r Gwasanaeth Ambiwlans yn bresennol mewn digwyddiadau allweddol gyda rhanddeiliaid	Pa mor aml y mae'n yn cyfarfod â rhanddeiliaid i drafod, dylunio a chytuno ar wasanaethau i fodloni disgwyliadau clinigol a diwallu anghenion defnyddwyr y gwasanaeth?
3	AQ14i	Y nifer o ymweliadau unigryw â gwefan Galw Iechyd Cymru	Pa mor aml y mae gwefan Galw Iechyd Cymru yn cael ei defnyddio? Mae hyn yn caniatáu inni archwilio'r cysylltiadau rhwng defnyddio'r wefan a'r nifer o alwadau 999 a 0845. Mae hefyd yn caniatáu inni nodi cyfnodau o alw uchel am y gwasanaeth.
4	AQ14ii	Y nifer o alwadau a dderbyniwyd gan Galw Iechyd Cymru yn ôl rheswm (10 uchaf)	Am beth mae pobl yn ffonio Galw Iechyd Cymru? Sut mae'r galw hwn yn cymharu ag ymweliadau â gwefannau? Beth yw'r bylchau yn y gwasanaeth y mae Galw Iechyd Cymru wedi eu canfod?
5	AQ15	Nifer a Chanran y galwyr rheolaidd	Faint o alwyr rheolaidd sydd, a pha mor aml maent yn ffonio? Faint o'r galwadau yn y nifer cyffredinol o alwadau sydd wedi dod gan alwyr rheolaidd?
6	AQ16	Nifer y Galwadau gan Weithwyr Gofal Iechyd Proffesiynol a Atebwyd	Faint o alwadau ar gyfer cymorth gan Weithwyr Gofal Iechyd Proffesiynol y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ei dderbyn?
7	AQ17i	Nifer y Galwadau 999 a Atebwyd	Faint o alwadau 999 y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn ei dderbyn?
8	AQ17ii	Canolrif a'r 65ain a 95ain ganradd ar gyfer yr Amser a Gymerwyd i Ateb Galwadau 999	Mae'r DAA hwn yn ystyried pa mor gyflym yr atebir galwadau 999 a dderbynnir gan Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru.
9	AQ18	Nifer y galwadau 999 a dderbyniwyd trwy'r <i>Medical Priority Dispatch System</i> (MPDS)	Faint o alwadau 999 sy'n cael eu hasesu gan ddefnyddio'r system MPDS? MPDS yw'r system y mae derbynwyr galwadau yn y Gwasanaeth Ambiwlans yn ei ddefnyddio i asesu difrifoldeb galwadau 999.
10	AQ19i	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambiwlans (Gwrandio a Thrin)	Nifer yr asesiadau dros y ffôn trwy Galw Iechyd Cymru a'r Ddesg Glinigol a gafodd eu datrys heb orfod anfon ambiwlans (Gwrandio a Thrin)
11	AQ19ii	Nifer a Chanran y galwadau a drosglwyddwyd i Galw Iechyd Cymru	Faint o alwadau 999 sydd, ar ôl asesiad, yn cael eu trosglwyddo i Galw Iechyd Cymru?
12	AQ19iii	Nifer y galwadau a ddychwelwyd gan Galw Iechyd Cymru	Pa mor aml y mae Galw Iechyd Cymru wedyn yn dychwelyd galwad i Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru?
13	AQ19iv	Nifer y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael cyngor gofal amgen	Pa mor aml y mae Galw Iechyd Cymru ac Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn trosglwyddo galwad i ran arall o'r GIG yn hytrach nag anfon ambiwlans?
14	AQ10i	Nifer a Chanran y digwyddiadau a dderbyniwyd o fewn 24 awr ar ôl asesiad ffôn gan y Gwasanaeth Ambiwlans (Gwrandio a Thrin)	Cleifion yn dod i gyswllt eto ag Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru heb i hynny gael ei drefnu, o fewn 24 awr i'r claf gael ei ryddhau o ofal (yn sgil cyngor clinigol dros y ffôn).
15	AQ10ii	Nifer a Chanran y digwyddiadau o fewn 24 awr ar ôl mynd i leoliad lle na chafodd y claf ei gludo i'r ysbyty (Gweld a Thrin)	Achosion lle mae cleifion wedi dod i gyswllt eto ag Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru heb i hynny gael ei drefnu, o fewn 24 awr i'r claf gael ei ryddhau o ofal (yn dilyn triniaeth yn y fan a'r lle).
16	AQ111	Nifer y galwadau â chod COCH gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad COCH dilyn sydd wedi arwain at ymateb brys o fewn 8 munud.

17	AQI12	Nifer y galwadau â chod MELYN gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad MELYN dilys gan arwain at ymateb brys?
18	AQI13	Nifer y galwadau cod GWYRDD gan gynnwys y canolrif a'r 65ain a 95ain ganradd	Faint o alwadau 999 a dderbynnir sy'n cael eu codio fel digwyddiad cod GWYRDD dilys sy'n arwain at ymateb?
19	AQI14	Nifer y digwyddiadau yr ymatebwyd iddynt lle cyrhaeddodd o leiaf 1 adnodd y lleoliad	Pa mor effeithiol yw Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wrth anfon yr adnodd cywir y tro cyntaf i ddigwyddiad.
20	AQI15	Nifer yr Ymatebwyr Cyntaf yn y Gymuned sy'n bresennol yn y lleoliad, gan gynnwys yn ôl categori'r alwad a chanran	Pa mor aml yr anfonir Ymatebydd Cyntaf yn y Gymuned i alwad 999?
21	AQI16i	Nifer a chanran y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cylchrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	Y canlyniad yn dilyn ataliad y galon i ffwrdd o'r ysbyty lle ceisiwyd dadebru'r claf, wedi'i fesur trwy achosion a gofnodwyd o ddychweliad digymell cylchrediad (ROSC) pan gyrhaeddodd y claf yr ysbyty. Safon ryngwladol Utstein yw cofnodi ROSC yn yr ysbyty, ac mae'n nodi canlyniad yr ymateb a'r driniaeth cyn i'r claf gyrraedd yr ysbyty.
22	AQI16ii	Nifer a chanran y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer strôc.	Cleifion yr amheuir eu bod wedi cael strôc (gan gynnwys pwl ischaemig byrhoedlog sydd heb wella) ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol. Mae'r bwndel gofal ar gyfer strôc yn cynnwys mesur pwysedd gwaed, lefel ymwybyddiaeth, glwcos yn y gwaed a chynnal prawf FAST.
23	AQI16iii	Nifer a chanran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia a bwndel gofal priodol	Achosion o dorri asgwrn y glun (a elwir yn anafiadau i wddf asgwrn y forddwyd): mae torri asgwrn y glun yn achosi poen ddifrifol, ac mae hyn yn gallu gwaethygu wrth i'r symud. Mae rheoli poen cleifion sydd wedi torri gwddf asgwrn y forddwyd cyn gynted â phosibl ar ôl ei dorri o'r pwys mwyaf i broses wella'r claf. Mae hyn yn lleddfu ar ddiodeffaint y claf ac ar yr effeithiau niweidiol y gall poen heb ei rheoli eu hachosi. Mae'r bwndel gofal yn cynnwys mesur sgoriau poen cychwynnol a dilynol a roddir ar lafar, a rhoi meddyginiaethau poen priodol cyn cyrraedd yr ysbyty. Yn rhan o hynny hefyd yw cofnodi cyfanswm y cleifion yr amheuir eu bod wedi torri asgwrn y glun ac a dderbyniodd analgesia.
24	AQI16iv	Nifer a chanran y cleifion gyda Chnawdnychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer STEMI.	Cleifion â diagnosis o STEMI (Chnawdnychiant Myocardaidd gyda segment ST Uwch) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol. Mae'r bwndel gofal STEMI yn cynnwys pedair elfen gan gynnwys asesu poen a rhoi tri math o feddyginiaeth gan gynnwys analgesia.
25	AQI16v	Nifer a chanran y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	Cleifion yr amheuir bod ganddynt ddiagnosis o sepsis neu o sioc septig, ac y cofnodwyd sgôr NEWS ar eu cyfer. Mae hyn yn ei gwneud yn haws canfod achosion posibl sepsis yn gynt, ac mae hefyd yn hwyluso'r broses o drosglwyddo cleifion yn yr ysbyty.
26	AQI16vi	Nifer a chanran y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	Cleifion 5 oed ac iau yr amheuir eu bod wedi cael ffit wres, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol. Mae'r bwndel gofal ar gyfer ffit wres yn cynnwys mesur cyfradd curiad y galon, y gyfradd resbiradol, dirlawnder ocsigen, tymheredd a glwcos yn y gwaed.
27	AQI16vii	Nifer a chanran y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	Cleifion â siwgr gwaed isel (hypoglycemia) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol, sy'n cynnwys mesur glwcos yn y gwaed cyn triniaeth, triniaeth a mesur glwcos yn y gwaed ar ôl triniaeth.
28	AQI17	Nifer y digwyddiadau lle nad aethpwyd â'r claf i'r ysbyty	Pa mor effeithiol yw Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wrth ddatrys digwyddiadau yn y fan a'r lle?
29	AQI18	Nifer a chanran y digwyddiadau lle mai adnodd oedd yr ymateb cywir yn unol â'r model ymateb clinigol	Pa mor aml y mae Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru yn anfon yr adnodd cywir i'r lleoliad?
30	AQI19i	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad wyneb yn wyneb.	Pa ganran o gleifion sy'n cael eu cludo i'r ysbyty yn sgil galwadau 999?
31	AQI19ii	Nifer y cleifion sy'n cael eu cludo i'r ysbyty yn ôl math	I ble mae Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru yn cludo cleifion? Pa gyfleoedd sydd i gludo cleifion i fannau eraill?

32	AQI20i	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud ar ôl cyrraedd yr ysbyty	Mae'r DAA hwn yn mesur perfformiad wrth drosglwyddo cleifion o'r ambiwlans i'r ysbyty.
33	AQI20ii	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud o gyrraedd yr ysbyty, yn ôl math o ysbyty.	Mae'r DAA hwn yn ystyried perfformiad wrth drosglwyddo yn ôl safle. Mae hyn yn ei gwneud yn bosibl nodi a lledaenu arfer da.
34	AQI21	Nifer yr oriau a gollwyd yn dilyn hysbysiad i drosglwyddo ar ôl mwy na 15 munud	Mae'r DAA hwn yn mesur faint o oriau a gollwyd ar ôl hysbysiad i drosglwyddo ar ôl mwy na 15 munud.
35	AQI22i	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty	Mae'r DAA hwn yn mesur y nifer o weithiau yr oedd criw ambiwlans ar gael eto o fewn 15 munud o drosglwyddo eu claf.
36	AQI22ii	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty, yn ôl math o ysbyty.	Mae'r DAA hwn yn ystyried perfformiad wrth drosglwyddo a chlirio yn ôl safle. Mae hyn yn ei gwneud yn bosibl nodi a lledaenu arfer da.
37	AQI23	Cludo cleifion i Fyrdau Iechyd Lleol eraill	Mae'r DAA hwn yn cofnodi nifer yr achlysuron pan oedd claf wedi cael ei gludo i gyrchfan oedd yn rhan o Fwrdd Iechyd gwahanol i gyrchfan yr alwad.
38	AQI24	Nifer yr oriau a gollwyd yn sgil trosglwyddo a chlirio ar ôl mwy na 15 munud	Mae'r DAA hwn yn dangos faint o amser a gollwyd lle nad oedd criwiau ambiwlans ar gael o fewn 15 munud o drosglwyddo eu claf.



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Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee



Heb Farc Diogelu
Not Protectively Marked



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Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
NHS Trust

Model ymateb clinigol

Math o alwad	Diffiniad y Pwyllgor Gwasanaethau Ambiwlans Brys	Enghraifft	Dangosydd ansawdd
COCH	Galwadau lle mae bywyd yn y fantol, fel ataliad y galon neu dagu. Bydd y galwadau hyn yn destun dangosyddion clinigol fel cyfraddau cylchrediad dychweliad digymell cylchrediad (ROSC) yn ogystal â safon seiliedig ar amser. Mae hyn yn ei gwneud yn ofynnol i 65% o leiaf o'r galwadau hyn arwain at bresenoldeb ambiwlans o fewn 8 munud.	Problemau anadlu / Ataliad y galon	Ymateb o fewn 8 munud mewn o leiaf 65% o'r achosion Targed cenedlaethol
MELYN	Galwadau difrifol ond lle nad yw bywyd yn y fantol. Bydd y galwadau hyn yn cynnwys y rhan fwyaf o achosion meddygol a thrawma, fel poen yn y frest a thoresgyrn. Bydd galwadau melyn yn cael ymateb brys. Crëwyd proffil ymateb i sicrhau bod yr adnodd clinigol mwyaf addas yn cael ei anfon i bob galwad categori melyn. Bydd hyn yn cynnwys triniaeth drwy wasanaethau "gwrando a thrin" dros y ffôn. Defnyddir profiad cleifion a data dangosyddion clinigol i werthuso effeithiolrwydd ymateb ambiwlansys i alwadau melyn.	Poenau cardiaidd yn y frest / Strôc	Cydymffurfio â phecynnau gofal ar gyfer cleifion cardiaidd, cleifion strôc a chleifion sydd wedi torri gwddf asgwrn y forddwyd.
GWYRDD	Nid yw galwadau 999 sy'n cael eu categoreiddio'n rhai gwyrdd yn ddirifol nac yn alwadau lle mae bywyd yn y fantol. Mae cyflyrau fel clust dost neu fân anafiadau'n cael eu codio'n alwadau gwyrdd. Y driniaeth ddelfrydol ar gyfer galwadau gwyrdd yw gwasanaeth brysbennu eilaidd dros y ffôn. Yn aml, bydd gweithwyr gofal iechyd proffesiynol, fel meddygon, bydrwagedd neu ysbytai cymunedol, angen trosglwyddo claf ar frys o ofal aciwtedd isel i gyfleuster aciwtedd uwch. Mae'r trosglwyddiadau hyn yn cael eu nodi fel galwadau gwyrdd ac yn cael eu cyflawni o fewn amserlen y cytunwyd arni gyda'r gweithwyr gofal iechyd proffesiynol sy'n gofyn am y trosglwyddiad.	Llewygu – wedi gwella ac yn effro	Canlyniadau clinigol a boddhad cleifion ar gyfer 999. Cydymffurfio ag amserlenni cytunedig o ran derbyniadau sy'n ymwneud â galwadau gan weithwyr gofal iechyd proffesiynol.

Adolygiad y BILI o Gam 1: Helpwch fi i ddewis: Hydref 2021 – Rhagfyr 2021

Cam 1: Helpwch fi i ddewis

Cyf.	Disgrifiad o'r Dangosydd	Hydref-21								Tachwedd-21								Rhagfyr-21								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQ4 i	Y nifer o ymweliadau unigryw â gwefan Galw Iechyd Cymru	399,826	-	-	-	-	-	-	-	395,060	-	-	-	-	-	-	-	426,608	-	-	-	-	-	-	-	1,221,494
AQ4 ii	Y nifer o alwadau a dderbyniwyd gan Galw Iechyd Cymru yn ôl rheswm (10 uchaf)																									
	Problemau deintyddol	2,860	49	648	13	54	1,185	328	583	2,892	48	678	10	51	1,173	373	559	2,725	52	614	10	56	1,123	330	540	8,477
	Poen yn yr abdomen	1,551	324	391	137	211	202	73	213	1,581	332	368	121	254	190	74	242	1,375	298	318	130	205	180	59	185	4,507
	Peswch	1,351	276	322	99	186	177	53	238	1,297	250	351	85	226	138	40	207	1,376	246	370	67	257	159	57	220	4,024
	Poen yn y frest	919	189	186	94	148	114	40	148	1,126	238	249	107	155	149	44	184	1,393	288	302	131	215	165	75	217	3,438
	Anhawster wrth anadiu	843	202	177	70	139	90	32	133	817	179	225	57	117	93	25	121	843	143	203	73	141	98	45	140	2,503
	Dolur gwddf	815	164	218	61	132	96	29	115	826	188	201	47	145	80	30	135	852	193	219	44	151	101	31	113	2,493
	Twymyn	856	188	189	73	153	98	32	123	807	158	215	72	122	89	36	115	802	172	198	78	101	98	34	121	2,465
	Brech	661	148	166	53	112	64	27	91	688	122	166	48	118	78	33	123	585	111	155	45	101	67	21	85	1,934
	Problemau ar y glust	644	127	160	44	110	68	30	105	608	127	158	16	100	72	29	106	508	109	129	21	81	74	26	68	1,760
	Pen tost / cur pen	533	119	113	60	75	53	16	97	532	97	117	55	74	65	26	98	544	111	135	59	84	61	19	75	1,609
AQ5	Nifer y galwyr rheolaidd	292	66	72	35	49	36	9	25	238	50	68	28	27	26	11	28	251	50	77	29	27	27	12	29	781
	Nifer y digwyddiadau a grëwyd gan alwyr rheolaidd	3,588	756	1,049	375	680	380	85	263	2,158	448	642	216	281	246	85	240	2,274	402	742	217	315	236	119	243	8,020
	Cyfanswm nifer y digwyddiadau	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698
	Canran nifer y digwyddiadau gan alwyr rheolaidd yn erbyn cyfanswm nifer y digwyddiadau	8.3%	8.9%	10.0%	6.2%	11.8%	7.2%	4.8%	4.8%	5.6%	5.9%	6.6%	4.0%	5.7%	5.2%	4.9%	5.3%	5.7%	5.3%	7.4%	3.9%	6.1%	4.8%	6.8%	5.2%	6.6%

Adolygiad y BILI o Gam 2: Atebwch fy ngalwad: Hydref 2021 – Rhagfyr 2021

Cam 2: Atebwch fy ngalwad

Cyt.	Disgrifiad o'r Dangosydd	Hydref-21								Tachwedd-21								Rhagfyr-21								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	
AQ16	Nifer y galwadau gan weithwyr gofal iechyd profesiynol a atebwyd	4,756	-	-	-	-	-	-	-	4,514	-	-	-	-	-	-	-	4,499	-	-	-	-	-	-	-	13,769
AQ17i	Nifer y galwadau 999 a atebwyd	52,235	-	-	-	-	-	-	-	44,920	-	-	-	-	-	-	-	47,853	-	-	-	-	-	-	-	145,008
AQ17ii	Galwadau 999: Amser i ateb – ymateb canolrifol (munudau:eiliadau)	00:02	--	--	--	--	--	--	--	00:02	--	--	--	--	--	--	--	00:02	--	--	--	--	--	--	--	
	Galwadau 999: Amser i ateb – 65ain ganradd (munudau:eiliadau)	00:03	--	--	--	--	--	--	--	00:03	--	--	--	--	--	--	--	00:03	--	--	--	--	--	--	--	
	Galwadau 999: Amser i ateb – 95ain ganradd (munudau:eiliadau)	01:39	--	--	--	--	--	--	--	--	00:37	--	--	--	--	--	--	--	01:43	--	--	--	--	--	--	
AQ18	Nifer y galwadau 999 a dderbyniwyd trwy'r Medical Priority Dispatch System (MPDS)	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698
	Protocol 36: FFLIW'R PANDEMIG (A GYHOEDDWDYD YN SWYDDOGOL)	5,899	1,111	1,471	877	834	610	250	746	4,965	908	1,313	730	668	570	201	575	5,145	937	1,396	735	712	550	229	586	16,009
	Protocol 17: ACHOSION O GWYMPŌ	4,754	894	1,183	629	624	631	230	563	4,070	736	1,080	550	544	531	199	430	4,438	790	1,141	642	581	595	217	472	13,262
	Protocol 10: POEN YN Y FREST	3,985	706	936	500	529	526	218	570	3,513	675	874	416	459	456	198	435	3,615	687	859	475	474	458	166	496	11,113
	Protocol 06: PROBLEMAU WRTH ANADLU	2,834	565	708	348	402	332	97	382	2,637	510	665	351	401	319	102	289	2,731	498	679	398	396	318	99	343	8,202
	Protocol 31: ANYMWYBODOL/LLEWYGU (NEU'N AGOS AT HYNNY)	2,608	467	639	431	353	320	108	290	2,249	437	562	338	265	273	98	276	2,429	423	609	375	322	303	92	305	7,286
	Protocol 26: UNIGOLYN SÂL (DIAGNOSIS PENODOL)	1,770	289	433	258	250	243	84	213	1,478	244	298	241	187	250	85	173	1,652	278	378	223	207	267	94	205	4,900
	Protocol UGA1: UWCHRADDIO I MELYN 1	1,546	305	437	171	208	176	46	203	1,591	285	455	192	204	180	53	222	1,717	281	465	202	255	231	48	235	4,854
	Protocol *U: ANHYSBYS – DEFNYDDIWR WEDI GADAEL YR ALWAD	1,779	302	362	341	250	232	51	241	1,349	222	271	261	192	171	45	187	1,535	287	315	286	191	176	73	207	4,663
	Protocol 28: STRÔC (CVA/TIA)	1,608	298	414	192	234	200	69	201	1,500	285	387	165	204	197	82	180	1,464	252	399	178	181	191	92	171	4,572
	Protocol 21: GWAEDLUF/RHWYGIADAU	1,483	268	387	229	179	210	62	148	1,403	244	353	216	186	166	64	174	1,486	281	351	217	199	182	74	182	4,372
AQ19 i	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambywlans (Gwrandao a Thrin)	4,203	738	912	652	589	496	131	685	3,859	725	836	638	530	425	124	581	4,368	764	1,058	718	571	518	125	614	12,430
	Nifer yr asesiadau dros y ffôn trwy Galw Iechyd Cymru a gafodd eu datrys heb orfod anfon ambywlans	1,645	298	384	293	203	218	61	188	1,349	225	339	259	163	173	53	137	1,517	245	415	265	184	180	71	157	4,511
	Nifer yr asesiadau dros y ffôn trwy'r Ddesg Glinigol a gafodd eu datrys heb orfod anfon ambywlans	2,558	440	528	359	386	278	70	497	2,510	500	497	379	367	252	71	444	2,851	519	643	453	387	338	54	457	7,919
	Canran y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambywlans	9.7%	8.7%	8.7%	10.7%	10.2%	9.4%	7.3%	12.6%	10.0%	9.5%	8.7%	11.8%	10.7%	9.0%	7.2%	12.9%	11.0%	10.0%	10.5%	12.8%	11.1%	10.5%	7.2%	13.1%	10.2%
AQ19 ii	Nifer y galwadau a drosglwyddwyd i Galw Iechyd Cymru	2,732	468	656	471	362	351	108	316	2,346	411	575	404	291	298	107	260	2,585	440	705	423	319	317	107	274	7,663
	Nifer y galwadau 999 a dderbyniwyd trwy'r Medical Priority Dispatch System (MPDS)	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698
	Canran y galwadau a drosglwyddwyd i Galw Iechyd Cymru	6.3%	5.5%	6.2%	7.7%	6.3%	6.7%	6.0%	5.8%	6.1%	5.4%	6.0%	7.5%	5.9%	6.3%	6.2%	5.8%	6.5%	5.8%	7.0%	7.6%	6.2%	6.4%	6.1%	5.8%	6.3%
AQ19 iii	Nifer y galwadau a ddychwelwyd gan Galw Iechyd Cymru a gafodd eu datrys drwy anfon ambywlans	523	85	119	89	82	63	26	59	561	107	131	83	74	72	31	63	520	87	150	70	57	74	22	60	1,604
	Cyfanswm nifer y galwadau a gafodd eu brysennu gan Gyngorydd Nyrso	2,168	383	503	382	285	281	87	247	1,910	332	470	342	237	245	84	200	2,037	332	565	335	241	254	93	217	6,115
	Canran y galwadau a ddychwelwyd gan Galw Iechyd Cymru	24.1%	22.2%	23.7%	23.3%	28.8%	22.4%	29.9%	23.9%	29.4%	32.2%	27.9%	24.3%	31.2%	29.4%	36.9%	31.5%	25.5%	26.2%	26.5%	20.9%	23.7%	29.1%	23.7%	27.6%	26.2%
AQ19 iv	Nifer y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael gwasanaeth cyngor gofal amgen	1,645	298	384	293	203	218	61	188	1,349	225	339	259	163	173	53	137	1,517	245	415	265	184	180	71	157	4,511
	Cyfanswm nifer y galwadau a gafodd eu brysennu gan Gyngorydd Nyrso	2,168	383	503	382	285	281	87	247	1,910	332	470	342	237	245	84	200	2,037	332	565	335	241	254	93	217	6,115
	Canran y galwadau a ddaeth i ben trwy drosglwyddo'r alwad honno i gyrchfan arall i gael gwasanaethau cyngor gofal amgen	75.9%	77.8%	76.3%	76.7%	71.2%	77.6%	70.1%	76.1%	70.6%	67.8%	72.1%	75.7%	68.8%	70.6%	63.1%	68.5%	74.5%	73.8%	73.5%	79.1%	76.3%	70.9%	76.3%	72.4%	73.8%
AQ110 i	Cyfraddau cyswllt am yr eildro – Ffôn																									
	Nifer y digwyddiadau a dderbyniwyd o fewn 24 awr ar ôl asesiad ffôn gan y Gwasanaeth Ambywlans (Gwrandao a Thrin)	581	37	277	22	177	32	8	28	217	41	71	23	18	25	13	26	225	35	86	25	17	20	5	37	1,023
	Nifer y galwadau a ddaeth i ben yn dilyn asesiad ffôn y Gwasanaeth Ambywlans (Gwrandao a Thrin)	4,203	738	912	652	589	496	131	685	3,859	725	836	638	530	425	124	581	4,368	764	1,058	718	571	518	125	614	12,430
	Canran y cysylltiadau am yr eildro o fewn 24 awr ar ôl brysennu dros y ffôn (Gwrandao a Thrin)	13.8%	5.0%	30.4%	3.4%	30.1%	6.5%	6.1%	4.1%	5.6%	5.7%	8.5%	3.6%	3.4%	5.9%	10.5%	4.5%	5.2%	4.6%	8.1%	3.5%	3.0%	3.9%	4.0%	6.0%	8.2%
AQ110 ii	Cyfraddau cyswllt am yr eildro – mynd i'r lleoliad																									
	Nifer y digwyddiadau o fewn 24 awr ar ôl ymateb Gweld a Thrin	21	4	8	2	1	3	2	1	13	1	7	1	1	-	-	3	12	3	4	-	2	-	2	1	46
	Nifer yr achosion o fynd i'r lleoliad heb fod angen trosglwyddo i'r ysbyty (Gweld a Thrin)	2,461	533	875	274	204	253	127	195	2,557	523	917	309	157	278	151	222	2,464	491	815	271	198	284	158	247	7,482
	Canran y cysylltiadau am yr eildro o fewn 24 awr ar ôl Gweld a Thrin	0.9%	0.8%	0.9%	0.7%	0.5%	1.2%	1.6%	0.5%	0.5%	0.2%	0.8%	0.3%	0.6%	0.0%	0.0%	1.4%	0.5%	0.6%	0.5%	0.0%	1.0%	0.0%	1.3%	0.4%	0.6%

Adolygiad y BILL o Gam 4: Rhowch driniaeth i mi: Hydref 2021 – Rhagfyr 2021

Cam 4: Rhowch driniaeth i mi

Cyt.	Disgrifiad o'r Dangosydd	Hydref-21								Tachwedd-21								Rhagfyr-21								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQ116 i	Canran y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cychrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	10.4%	Dangosydd Cymru gyfan yn unig							10.9%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							10.6%
	Nifer y cleifion y ceisiwyd eu dadebru yn dilyn ataliad ar y galon, ac y cofnodwyd bod eu cychrediad wedi dychwelyd yn ddigymell (ROSC) wrth ddrws yr ysbyty	30	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	53
	Cyfanswm nifer y cleifion y ceisiwyd eu dadebru yn dilyn ataliad y galon	288	-	-	-	-	-	-	-	211	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	499
AQ116 ii	Canran y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer strôc.	93.5%	Dangosydd Cymru gyfan yn unig							98.4%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							95.6%
	Nifer y cleifion yr amheuir eu bod wedi cael strôc, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer strôc.	230	-	-	-	-	-	-	-	183	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	413
	Cyfanswm nifer y cleifion yr amheuir eu bod wedi cael strôc	246	-	-	-	-	-	-	-	186	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	432
AQ116 iii	Canran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn bwndel gofal priodol [gan gynnwys analgesia]	91.9%	Dangosydd Cymru gyfan yn unig							88.7%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							90.7%
	Nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn bwndel gofal priodol	227	-	-	-	-	-	-	-	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	352
	Cyfanswm nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun	247	-	-	-	-	-	-	-	141	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	388
	Canran y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia	96.4%	Dangosydd Cymru gyfan yn unig							95.7%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							96.1%
	Nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun ac y cofnodwyd eu bod wedi derbyn analgesia	238	-	-	-	-	-	-	-	135	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	373
	Cyfanswm nifer y cleifion hŷn yr amheuir eu bod wedi torri eu clun	247	-	-	-	-	-	-	-	141	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	388
AQ116 iv	Canran y cleifion gyda Chnawdrychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer STEMI.	71.4%	Dangosydd Cymru gyfan yn unig							85.7%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							79.4%
	Nifer y cleifion gyda Chnawdrychiant Myocardaidd gyda segment ST Uwch (STEMI) y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol ar gyfer STEMI.	20	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50
	Cyfanswm nifer y cleifion gyda Chnawdrychiant Myocardaidd gyda segment ST Uwch (STEMI)	28	-	-	-	-	-	-	-	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63
AQ116 v	Canran y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	97.6%	Dangosydd Cymru gyfan yn unig							97.6%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							97.6%
	Nifer y cleifion yr amheuir bod ganddynt sepsis ac y cofnodwyd sgôr NEWS ar eu cyfer.	40	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80
	Cyfanswm nifer y cleifion yr amheuir bod ganddynt sepsis	41	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	82
AQ116 vi	Canran y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	100.0%	Dangosydd Cymru gyfan yn unig							100.0%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							100.0%
	Nifer y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau, ac y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol.	21	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	36
	Cyfanswm nifer y cleifion yr amheuir eu bod wedi cael ffit wres sy'n 5 oed neu'n iau	21	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	36
AQ116 vii	Canran y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol	90.2%	Dangosydd Cymru gyfan yn unig							91.8%	Dangosydd Cymru gyfan yn unig							0.0%	Dangosydd Cymru gyfan yn unig							90.9%
	Nifer y cleifion hypoglycemig y cofnodwyd eu bod wedi derbyn y bwndel gofal priodol	148	-	-	-	-	-	-	-	101	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	249
	Cyfanswm nifer y cleifion hypoglycemig	164	-	-	-	-	-	-	-	110	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	274
AQ117	Nifer y digwyddiadau lle nad aethpwyd â'r claf i'r ysbyty	4,320	897	1,348	482	397	533	262	401	4,595	896	1,469	515	372	583	269	491	4,464	845	1,353	518	386	559	293	510	13,379
	Triniwyd yn y fan a'r lle	2,441	526	869	272	204	250	127	193	2,492	514	895	301	150	268	144	220	2,440	481	808	268	196	282	158	247	7,373
	Cyfeiriwyd at ddarparwr amgen	1,879	371	479	210	193	283	135	208	2,103	382	574	214	222	315	125	271	2,024	364	545	250	190	277	135	263	6,006

Cam 4: Rhowch driniaeth i mi (parhad)

Cyf.	Disgrifiad o'r Dangosydd	Hydref-21								Tachwedd-21								Rhagfyr-21								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	HDd	P	BA	
AQ18	MELYN																									
	Cyfanswm nifer y digwyddiadau MELYN yr ymatebwyd iddynt	16,709	2,914	4,987	1,969	1,968	2,235	947	1,689	17,811	3,024	5,342	2,086	2,078	2,392	1,012	1,877	17,314	2,990	5,072	2,095	2,060	2,292	977	1,828	51,834
	Nifer y digwyddiadau MELYN pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	2,014	556	448	244	293	181	61	231	2,038	562	508	243	313	154	66	192	2,092	572	474	269	326	163	70	218	6,144
	Canran y digwyddiadau MELYN pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	12.1%	19.1%	9.0%	12.4%	14.9%	8.1%	6.4%	13.7%	11.4%	18.6%	9.5%	11.6%	15.1%	6.4%	6.5%	10.2%	12.1%	19.1%	9.3%	12.8%	15.8%	7.1%	7.2%	11.9%	11.9%
	Nifer y digwyddiadau MELYN pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	101	26	29	10	14	8	6	8	120	28	36	14	15	9	6	12	126	27	45	13	14	7	6	14	347
	Canran y digwyddiadau MELYN pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.6%	0.9%	0.6%	0.5%	0.7%	0.4%	0.6%	0.5%	0.7%	0.9%	0.7%	0.7%	0.7%	0.4%	0.6%	0.6%	0.7%	0.9%	0.9%	0.6%	0.7%	0.3%	0.6%	0.8%	0.7%
	GWYRDD 2																									
	Cyfanswm nifer y digwyddiadau GWYRDD 2 yr ymatebwyd iddynt	654	123	168	83	85	88	36	71	778	133	211	102	77	105	50	100	703	132	195	76	90	86	43	81	2,135
	Nifer y digwyddiadau GWYRDD 2 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	69	19	10	6	14	7	1	12	72	17	12	4	11	7	1	20	71	25	8	7	10	8	1	12	212
	Canran y digwyddiadau GWYRDD 2 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	10.6%	15.4%	6.0%	7.2%	16.5%	8.0%	2.8%	16.9%	9.3%	12.8%	5.7%	3.9%	14.3%	6.7%	2.0%	20.0%	10.1%	18.9%	4.1%	9.2%	11.1%	9.3%	2.3%	14.8%	9.9%
	Nifer y digwyddiadau GWYRDD 2 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	5	4	-	1	-	-	-	-	5	1	-	1	1	-	1	1	3	1	-	-	-	1	-	1	13
	Canran y digwyddiadau GWYRDD 2 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	0.8%	3.3%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%	1.0%	1.3%	0.0%	2.0%	1.0%	0.4%	0.8%	0.0%	0.0%	0.0%	1.2%	0.0%	1.2%	0.6%
	GWYRDD 3 (digwyddiadau pan gafwyd galwad gan y rheiny nad ydynt yn weithwyr gofai iechyd proffesiynol)																									
	Cyfanswm nifer y digwyddiadau GWYRDD 3 yr ymatebwyd iddynt	865	545	101	51	62	49	24	33	993	614	138	51	47	69	33	41	947	577	135	62	34	56	34	49	2,805
	Nifer y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	5	-	-	2	-	3	-	-	8	2	2	2	-	1	-	1	12	2	4	1	2	-	-	3	25
	Canran y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	0.6%	0.0%	0.0%	3.9%	0.0%	6.1%	0.0%	0.0%	0.8%	0.3%	1.4%	3.9%	0.0%	1.4%	0.0%	2.4%	1.3%	0.3%	3.0%	1.6%	5.9%	0.0%	0.0%	6.1%	0.9%
	Nifer y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1	1	-	1	-	-	1	4
	Canran y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	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%	0.4%	0.2%	0.7%	0.0%	2.9%	0.0%	0.0%	2.0%	0.1%
	GWYRDD 3 (digwyddiadau pan gafwyd galwad gan weithiwr gofai iechyd proffesiynol)																									
	Cyfanswm nifer y digwyddiadau GWYRDD 3 yr ymatebwyd iddynt	863	160	289	125	81	104	33	71	1,236	209	359	194	151	157	60	106	996	175	315	150	104	133	39	80	3,095
	Nifer y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Canran y digwyddiadau GWYRDD 3 pan mai'r adnodd cywir oedd y cyntaf i gyrraedd y lleoliad	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%
	Nifer y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Canran y digwyddiadau GWYRDD 3 pan gyrhaeddodd yr adnodd cywir yn ddiweddarach	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%

Adolygiad y BILI o Gam 5: Ewch â fi i'r ysbyty: Hydref 2021 – Rhagfyr 2021

Cam 5: Ewch â fi i'r ysbyty

Cyt.	Disgrifiad o'r Dangosydd	Hydref-21								Tachwedd-21								Rhagfyr-21								Cyfanswm Cymru gyfan
		Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	Cymru gyfan	AB	BC	CaF	CTM	Hdd	P	BA	
AQ119 i	Nifer y cleifion 999 a gludwyd i'r ysbyty	13,888	2,725	3,718	1,679	1,803	1,824	703	1,436	14,733	2,899	3,933	1,757	1,921	1,978	731	1,514	14,250	2,796	3,795	1,716	1,908	1,861	706	1,468	42,871
	Cyfanswm nifer y digwyddiadau pan ddaeth ambiwlans i'r lleoliad	22,140	4,399	6,053	2,728	2,718	2,775	1,133	2,334	23,264	4,541	6,437	2,824	2,780	2,996	1,208	2,478	22,665	4,406	6,117	2,833	2,771	2,868	1,194	2,476	68,069
	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad wyneb yn wyneb.	62.7%	61.9%	61.4%	61.5%	66.3%	65.7%	62.0%	61.5%	63.3%	63.8%	61.1%	62.2%	69.1%	66.0%	60.5%	61.1%	62.9%	63.5%	62.0%	60.6%	68.9%	64.9%	59.1%	59.3%	63.0%
AQ119 ii	Cyfanswm nifer y cleifion a gludwyd i'r ysbyty yn ôl math	14,793	2,879	4,024	1,808	1,899	1,933	741	1,509	15,990	3,114	4,290	1,952	2,079	2,138	791	1,626	15,321	2,973	4,137	1,879	2,019	2,005	751	1,557	46,104
	Haen 1: Unedau damweiniâu ac achosion brys mawr	13,073	1,973	3,943	1,585	1,877	1,656	691	1,348	14,137	2,130	4,204	1,706	2,053	1,853	720	1,471	13,515	2,059	4,050	1,663	2,006	1,686	682	1,369	40,725
	Haen 2: (Unedau damweiniâu ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniâu leol	1,043	861	8	-	12	10	7	145	1,112	932	5	-	14	8	15	138	1,071	861	8	-	8	4	13	177	3,226
	Haen 3: (Unedau aciwt mawr) – Uned derbyniadau meddygol	468	9	-	187	5	262	-	5	508	9	-	222	1	269	1	6	514	14	-	188	2	309	-	1	1,490
	Erall (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	209	36	73	36	5	5	43	11	233	43	81	24	11	8	55	11	221	39	79	28	3	6	56	10	663
AQ120 i	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud ar ôl cyrraedd yr ysbyty	22.4%	18.2%	15.3%	24.8%	35.1%	28.3%	15.0%	25.9%	22.6%	19.1%	16.4%	22.1%	35.2%	25.8%	17.5%	27.5%	22.5%	19.7%	16.8%	18.8%	35.9%	23.9%	21.5%	28.7%	22.5%
	Nifer yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	3,013	334	666	371	648	544	106	344	3,342	402	757	373	711	552	129	418	3,268	409	758	335	731	482	150	403	9,623
	Cyfanswm nifer y trosglwyddiadau	13,477	1,837	4,340	1,498	1,846	1,921	707	1,328	14,812	2,100	4,604	1,691	2,019	2,139	739	1,520	14,534	2,080	4,520	1,781	2,037	2,017	697	1,402	42,823
AQ120 ii	Nifer a chanran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud o gyrraedd yr ysbyty, yn ôl math o ysbty																									
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	22.1%	18.2%	15.3%	24.8%	35.1%	27.1%	14.9%	26.1%	22.5%	19.2%	16.4%	22.1%	35.2%	25.6%	17.4%	27.9%	22.2%	19.5%	16.8%	18.8%	35.9%	21.3%	21.6%	29.5%	22.3%
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	2,901	333	666	371	647	449	105	330	3,254	402	757	373	710	477	128	407	3,129	405	758	335	731	359	150	391	9,284
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – cyfanswm nifer y trosglwyddiadau	13,134	1,828	4,340	1,498	1,844	1,656	704	1,264	14,469	2,098	4,604	1,691	2,018	1,864	735	1,459	14,117	2,073	4,520	1,781	2,036	1,686	694	1,327	41,720
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	21.3%	11.1%	-	-	50.0%	0.0%	33.3%	22.0%	18.8%	0.0%	-	-	100.0%	0.0%	33.3%	18.2%	18.8%	57.1%	-	-	0.0%	-	0.0%	16.2%	19.6%
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	16	1	-	-	1	-	1	13	12	-	-	-	1	-	1	10	16	4	-	-	-	-	-	12	44
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – cyfanswm nifer y trosglwyddiadau	75	9	-	-	2	2	3	59	64	2	-	-	1	3	3	55	85	7	-	-	1	-	3	74	224
	HAEN 3 (Unedau aciwt mawr) – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	35.8%	-	-	-	-	36.1%	-	20.0%	27.2%	-	-	-	-	27.6%	0.0%	16.7%	37.0%	-	-	-	-	37.2%	-	0.0%	33.6%
	HAEN 3 (Unedau aciwt mawr) – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	96	-	-	-	-	95	-	1	76	-	-	-	-	75	-	1	123	-	-	-	-	123	-	-	295
	HAEN 3 (Unedau aciwt mawr) – cyfanswm nifer y trosglwyddiadau	268	-	-	-	-	263	-	5	279	-	-	-	-	272	1	6	332	-	-	-	-	331	-	1	879
	Erall – canran yr hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Erall – hysbysiadau ynghylch trosglwyddo cleifion o fewn 15 munud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Erall – cyfanswm nifer y trosglwyddiadau	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AQ121	Nifer yr oriau a gollwyd yn dilyn hysbysiad i drosglwyddo ar ôl mwy na 15 munud	18,234	2,670	5,990	1,140	2,345	2,136	794	3,159	18,160	2,964	5,610	1,557	2,240	2,422	890	2,478	18,773	2,532	6,036	2,085	2,052	2,855	684	2,530	55,168
	Haen 1: Unedau damweiniâu ac achosion brys mawr	18,003	2,656	5,990	1,140	2,344	1,963	793	3,116	17,757	2,963	5,610	1,557	2,240	2,078	889	2,420	18,513	2,529	6,036	2,085	2,052	2,651	679	2,482	54,273
	Haen 2: (Unedau damweiniâu ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniâu leol	48	15	-	-	0	0	1	33	48	1	-	-	-	1	1	45	56	2	-	-	0	-	5	48	152
	Haen 3: (Unedau aciwt mawr) – Uned derbyniadau meddygol	183	-	-	-	-	173	-	10	356	-	-	-	-	343	0	12	204	-	-	-	-	204	-	0	743
	Erall (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AQ122 i	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty	85.4%	81.3%	87.6%	86.9%	86.1%	84.2%	91.4%	79.8%	84.4%	80.4%	87.4%	86.1%	86.3%	82.6%	90.4%	76.4%	85.2%	82.6%	87.4%	88.4%	85.0%	83.9%	90.5%	77.6%	85.0%
	Nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	11,511	1,493	3,803	1,302	1,589	1,618	646	1,060	12,507	1,689	4,024	1,456	1,743	1,766	668	1,161	12,387	1,719	3,951	1,574	1,732	1,692	631	1,088	36,405
	Cyfanswm nifer y trosglwyddiadau	13,477	1,837	4,340	1,498	1,846	1,921	707	1,328	14,812	2,100	4,604	1,691	2,019	2,139	739	1,520	14,534	2,080	4,520	1,781	2,037	2,017	697	1,402	42,823
AQ122 ii	Nifer a chanran yr achosion lle llwyddwyd i glirio o fewn 15 munud o drosglwyddo gofal y claf i staff yr ysbyty, yn ôl math o ysbty.																									
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	85.6%	81.2%	87.6%	86.9%	86.1%	85.1%	91.3%	79.8%	84.4%	80.4%	87.4%	86.1%	86.3%	82.5%	90.3%	75.7%	85.3%	82.6%	87.4%	88.4%	85.0%	84.5%	90.5%	76.6%	85.1%
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	11,238	1,484	3,803	1,302	1,587	1,410	643	1,009	12,215	1,687	4,024	1,456	1,742	1,537	664	1,105	12,037	1,712	3,951	1,574	1,731	1,424	628	1,017	35,490
	HAEN 1 (Unedau damweiniâu ac achosion brys mawr) – cyfanswm nifer y trosglwyddiadau	13,134	1,828	4,340	1,498	1,844	1,656	704	1,264	14,469	2,098	4,604	1,691	2,018	1,864	735	1,459	14,117	2,073	4,520	1,781	2,036	1,686	694	1,327	41,720
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	85.3%	100.0%	-	-	100.0%	100.0%	100.0%	81.4%	93.8%	100.0%	-	-	100.0%	100.0%	100.0%	92.7%	95.3%	100.0%	-	-	100.0%	-	100.0%	94.6%	91.5%
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	64	9	-	-	2	2	3	48	60	2	-	-	1	3	3	51	81	7	-	-	1	-	3	70	205
	HAEN 2 (Unedau damweiniâu ac achosion brys bach) – cyfanswm nifer y trosglwyddiadau	75	9	-	-	2	2	3	59	64	2	-	-	1	3	3	55	85	7	-	-	1	-	3	74	224
	HAEN 3 (Unedau aciwt mawr) – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	78.0%	-	-	-	-	78.3%	-	60.0%	83.2%	-	-	-	-	83.1%	100.0%	83.3%	81.0%	-	-	-	-	81.0%	-	100.0%	80.8%
	HAEN 3 (Unedau aciwt mawr) – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	209	-	-	-	-	206	-	3	232	-	-	-	-	226	1	5	269	-	-	-	-	268	-	1	710
	HAEN 3 (Unedau aciwt mawr) – cyfanswm nifer y trosglwyddiadau	268	-	-	-	-	263	-	5	279	-	-	-	-	272	1	6	332	-	-	-	-	331	-	1	879
	Erall – canran yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Erall – nifer yr achosion lle llwyddwyd i drosglwyddo a chlirio o fewn 15 munud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Erall – cyfanswm nifer y trosglwyddiadau	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

AQI23	Ciudo i'r ysbyty y tu hwnt i ardal y Bwrdd Iechyd Lleol	1,295	377	148	108	134	103	299	126	1,283	324	149	87	149	114	325	135	1,237	342	137	95	139	111	303	110	3,815
	Nifer y cleifion a gludwyd i'r ysbyty	14,793	2,879	4,024	1,808	1,899	1,933	741	1,509	15,990	3,114	4,290	1,952	2,079	2,138	791	1,626	15,321	2,973	4,137	1,879	2,019	2,005	751	1,557	46,104
	Canran yr holl ddigwyddiadau lle aethpwyd â'r claf i ysbyty y tu hwnt i ardal y Bwrdd Iechyd Lleol	8.8%	13.1%	3.7%	6.0%	7.1%	5.3%	40.4%	8.3%	8.0%	10.4%	3.5%	4.5%	7.2%	5.3%	41.1%	8.3%	8.1%	11.5%	3.3%	5.1%	6.9%	5.5%	40.3%	7.1%	8.3%
AQI24	Nifer yr oriau a gollwyd yn sgil trosglwyddo a chlirio ar ôl mwy na 15 munud	470	142	96	27	39	73	11	82	543	148	96	54	58	66	6	115	467	131	110	38	57	53	10	67	1,479
	Haen 1: Unedau damweiniau ac achosion brys mawr	461	142	96	27	39	65	11	82	539	148	96	54	58	62	6	115	460	131	110	38	57	47	10	66	1,460
	Haen 2: (Unedau damweiniau ac achosion brys bach) – Uned mân anafiadau neu ganolfan ddamweiniau leol	1	-	-	-	-	-	-	1	0	-	-	-	-	-	-	0	1	-	-	-	-	-	-	1	2
	Haen 3: (Unedau acliwt mawr) – Uned derbyniadau meddygol	8	-	-	-	-	8	-	0	3	-	-	-	-	3	-	0	6	-	-	-	-	6	-	-	17
	Eraill (pob math arall o uned, fel unedau mamolaeth neu unedau iechyd meddwl)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwlans (AQI)

Rhif	Term	Diffiniad
1	65ain ganradd	Mesur sy'n cael ei ddefnyddio mewn ystadegau yw canradd. Mae'n dangos y gwerth islaw canran benodol o arsylwadau mewn grŵp o arsylwadau. Er enghraifft, y 65ain ganradd yw'r gwerth islaw 65% o'r arsylwadau.
2	95ain ganradd	Mesur sy'n cael ei ddefnyddio mewn ystadegau yw canradd. Mae'n dangos y gwerth islaw canran benodol o arsylwadau mewn grŵp o arsylwadau. Er enghraifft, y 95ain ganradd yw'r gwerth islaw 95% o'r arsylwadau.
3	999	Gwasanaeth ffôn brys sy'n cael ei weithredu gan ddarparwyr teleffoni, fel BT, ac sy'n galluogi unrhyw un i gysylltu â'r gwasanaethau brys. Rhifau tebyg eraill yw 112 (Ewrop) a 911 (UDA).
4	BILI	Bwrdd Iechyd Lleol, sef uned weinyddol o fewn Gwasanaeth Iechyd Gwladol Cymru. Y 7 bwrdd Iechyd yng Nghymru yw Bwrdd Iechyd Addysgu Powys, Bwrdd Iechyd Prifysgol Aneurin Bevan, Bwrdd Iechyd Prifysgol Bae Abertawe, Bwrdd Iechyd Prifysgol Betsi Cadwaladr, Bwrdd Iechyd Prifysgol Caerdydd a'r Fro, Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg a Bwrdd Iechyd Prifysgol Hywel Dda.
5	Bwndel gofal priodol ar gyfer strôc	Mae Pecyn Gofal yn grŵp rhwng tri neu bump o ymyriadau neu brosesau gofal penodol sy'n cael mwy o effaith ar ganlyniadau claf o'u gwneud gyda'i gilydd am gyfnod penodedig, yn hytrach nag ar wahân.
6	Canolrif	Y canolrif yw'r rhif sy'n gwahanu hanner uchaf a hanner isaf sampl o ddata. Gellir canfod canolrif rhestr benodol o rifau drwy drefnu'r holl arsylwadau o'r gwerth isaf i'r gwerth uchaf a chanfod y gwerth yn y canol (e.e. canolrif {3, 3, 5, 9, 11} yw 5).
7	Canran a gludwyd	Canran y cleifion a gludwyd i'r ysbyty yn dilyn asesiad cychwynnol yn y fan a'r lle gan glinigydd Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru.
8	Cleifion a gludwyd i'r ysbyty	Digwyddiad 999 sydd wedi cael ymateb brys yn y fan a'r lle ac sydd wedi arwain at gludo'r claf i'r ysbyty.
9	Cleifion na chludwyd i'r ysbyty	Cleifion na chludwyd i'r ysbyty yn dilyn asesiad gan glinigydd.
10	Cleifion na chludwyd i'r ysbyty (yn ôl rheswm)	Nifer y cleifion nad aethpwyd â nhw i'r ysbyty yn ôl y rheswm dros hynny, h.y. triniwyd yn y fan a'r lle.
11	Clirio	Yr amser mae criw Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru yn glir (yn rhydd i wneud gwaith arall) y tu hwnt i'r lleoliad neu'r ysbyty.
12	COCH	Galwadau a ystyrir bod bywyd yn y fantol.

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwylans (AQI)

Rhif	Term	Diffiniad
13	Digwyddiad	Galwad 999 ac eithrio'r canlynol: galwadau a wnaed ar ddamwain, galwadau dyblyg, galwadau am wybodaeth, galwadau prawf a galwadau i ganolfannau ambiwlans eraill.
14	Dychweliad digymell cylchrediad (ROSC)	Mae dychweliad digymell cylchrediad (ROSC) yn cyfeirio at arwyddion o gylchrediad sydd wedi ei adfer (mwy na dal anadl o bryd i'w gilydd, curiad calon cyflym o bryd i'w gilydd neu donffurf rydweliol) yn sgil anadlu, curiad calon neu bwysedd gwaed y gellir ei fesur
15	Galw Iechyd Cymru	Gwasanaeth cyngor a gwybodaeth iechyd yw Galw Iechyd Cymru sydd ar gael 24 awr y dydd, bob dydd. Mae'r gwasanaeth yn rhan o Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru.
16	Galwad	Galwad ffôn sy'n cael ei derbyn gan Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru drwy 999 neu oddi wrth weithiwr gofal iechyd proffesiynol.
16	Galwr rheolaidd	Diffiniad galwyr rheolaidd yw pan fydd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wedi derbyn 5 neu fwy o alwadau o'r un cyfeiriad yn yr un mis neu 12 neu fwy o alwadau o'r un cyfeiriad yn ystod y 3 mis diwethaf.
18	Gweithiwr iechyd proffesiynol	Gweithiwr iechyd proffesiynol sy'n briodol gymwys: meddyg, meddyg teulu, ymarferydd gofal brys, nyrs, nyrs ardal, bydwraig, parafeddyg, deintydd, gweithiwr cymdeithasol cymeradwy.
19	Gwrando a Thrin	Galwyr yr ystyrir bod cyflyrau ganddynt nad ydynt yn bygwth bywyd ac sydd wedi cael cyngor a'u brysennu dros y ffôn.
20	GWYRDD	Nid yw galwadau sy'n cael eu categorio'n rhai gwyrdd yn ddifrifol nac yn alwadau lle mae bywyd yn y fantol. Mae cyflyrau fel clust dost neu fân anafiadau'n cael eu codio'n alwadau gwyrdd. Y driniaeth ddelfrydol ar gyfer galwadau gwyrdd yw gwasanaeth brysennu eilaidd dros y ffôn.
21	Hysbysiad	Yr amser o rybudd y rhoddodd Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru wybod i staff ysbytai'r bwrdd iechyd lleol cyn iddynt gyrraedd yr ysbyty.
22	MELYN	Galwadau sy'n cael eu derbyn a'u categorio fel galwadau difrifol ond lle nad yw bywyd yn y fantol. Bydd y galwadau hyn yn cynnwys y rhan fwyaf o achosion meddygol a thrawma, fel poen yn y frest a thoresgyrn. Bydd galwadau melyn yn cael ymateb brys. Crëwyd proffil ymateb i sicrhau bod yr adnodd clinigol mwyaf addas yn cael ei anfon i bob galwad categori melyn. Bydd hyn yn cynnwys triniaeth drwy wasanaethau "gwrando a thrin" dros y ffôn. Defnyddir profiad cleifion a data dangosyddion clinigol i werthuso effeithiolrwydd ymateb ambiwlansys i alwadau melyn.
23	MPDS	System Anfon ar sail Blaenoriaeth Feddygol, neu "Medical Priority Dispatch System" yn Saesneg: system unedig yw MPDS a ddefnyddir i anfon cymorth priodol i achosion meddygol brys, gan gynnwys system gwestiynu'r galwr a chyfarwyddiadau cyn cyrraedd.
24	PROQA	Meddalwedd cwestiynu ac ateb broffesiynol: Mae meddalwedd ProQA yn system arbenigol sy'n helpu i ddarparu'r gwasanaeth a'r cyflymder gorau. Fel arfer, bydd lefelau anfon cywir yn cael eu nodi mewn llai nag un funud. Yn ogystal â hynny, mae ProQA yn darparu protocolau Darparu Cymorth Bywyd, neu "Dispatch Life Support" (DLS) sy'n cyrraedd neu'n rhagori ar y safonau rhyngwladol parthed danfon gofal meddygol brys. Mae ProQA wedi ei seilio ar lenyddiaeth empeiraidd a phrofiad meddygol sy'n berthnasol i ddarparu gofal meddygol.

Rhestr termau sy'n ymwneud â Dangosyddion Ansawdd Ambiwylans (AQI)

Rhif	Term	Diffiniad
25	STEMI	Cnawdnychiant Myocardaidd gyda segment ST Uwch – mae hyn yn digwydd pan fydd rhydweli goronaidd wedi ei chau'n llwyr oherwydd clot gwaed.
26	Torasgwrn y forddwyd	Crac neu doriad ar ben asgwrn y glun (y forddwyd), yn agos at gymal y glun, yw torasgwrn y glun. Enw arall ar hyn yw torasgwrn ffemwrol procsimol, neu "proximal femoral fractures" yn Saesneg.
27	Trosglwyddo	Y broses o drosglwyddo gofal o Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru i staff ysbyty bwrdd iechyd lleol.
28	Uned aciwt fawr	Ysbytai sy'n darparu gwasanaethau aciwt sy'n gyfyngedig i un neu ddwy uned arbenigol.
29	Uned damweiniau ac achosion brys fach	Ysbytai sy'n darparu amrywiaeth eang o wasanaethau arbenigol i gleifion allanol a chleifion mewnol aciwt (gan gynnwys ambell arbenigedd aciwt llawfeddygol) ond nid yr amrywiaeth lawn sydd ar gael mewn ysbytai aciwt mawr.
30	Uned damweiniau ac achosion brys fawr	Ysbytai sy'n darparu amrywiaeth eang o wasanaethau arbenigol i gleifion allanol a chleifion mewnol aciwt, ynghyd â'r systemau cymorth angenrheidiol, sy'n galluogi derbyniadau brys. Gan amlaf, bydd adran ddamweiniau ac achosion brys gan y rhain.
31	Y Pwyllgor Gwasanaethau Ambiwylans Brys (EASC)	Mae comisiynu ambiwlansys yng Nghymru'n broses gydweithredol sy'n seiliedig ar Gomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi. Mae pob un o'r saith bwrdd iechyd yn rhan o'r Fframwaith. Mae gwasanaethau ambiwlans yng Nghymru'n cael eu darparu gan un sefydliad cenedlaethol, sef Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru, neu "WAST" yn Saesneg.
32	Ymateb	Digwyddiad 999 sydd wedi cael ymateb brys yn y fan a'r lle.
33	Ymateb addas	Y math o glinigydd neu adnodd i'w anfon ond na fydd yr ymateb CYWIR ar gael ar gyfer y categori (neu godau) penodol.
34	Ymateb cywir	Y math o glinigydd neu adnodd i'w anfon ar gyfer y categori (neu godau) penodol.
35	Ymatebwr cyntaf yn y gymuned	Gweithiwr sydd wedi ei hyfforddi gan Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru i ymateb i alwadau sydd wedi eu graddio'n briodol.
36	Ymddiriedolaeth Gwasanaeth Ambiwylans Cymru	Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru Mae'r gwasanaeth yn rhychwantu ardal o 20,640 o gilometrau ac yn gwasanaethu poblogaeth o 2.9 miliwn o bobl. Mae'r ardal yn cynnwys cefn gwlad tawel, trefi arfordirol prysur a dinasoedd mawr.
37	ABM	Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg
38	AB	Bwrdd Iechyd Prifysgol Aneurin Bevan
39	BC	Bwrdd Iechyd Prifysgol Betsi Cadwaladr
40	CaF	Bwrdd Iechyd Prifysgol Caerdydd a'r Fro
41	CT	Bwrdd Iechyd Prifysgol Cwm Taf
42	CTM	Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg
43	HDd	Hywel Dda University Health Board
44	P	Bwrdd Iechyd Addysgu Powys
45	BA	Bwrdd Iechyd Prifysgol Bae Abertawe

Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru Comisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a Chyflenwi Dangosyddion Ansawdd Ambiwlans

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Nid yw'r wybodaeth yn y ddogfen hon yn gyfyngedig ac fe'i rhyddheir yn gyffredinol.

**Cyhoeddwyd gan Adran Gwybodeg Iechyd Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru a chomisiynwyd gan y
Pwyllgor Gwasanaethau Ambiwlans Brys yn unol â Chomisiynu Cydweithredol Cenedlaethol: Fframwaith Ansawdd a
Chyflenwi**

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

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



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 2021 to December 2021

Step 1: Help Me Choose

AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQ4 i	Number of NHS Direct Wales unique website visits	399,826	-	-	-	-	-	-	-	395,060	-	-	-	-	-	-	-	426,608	-	-	-	-	-	-	-	-	1,221,494
AQ4 ii	NHS Direct Wales number of calls by reason (top 10)																										
	Dental Problems	2,860	49	648	13	54	1,185	328	583	2,892	48	678	10	51	1,173	373	559	2,725	52	614	10	56	1,123	330	540	8,477	
	Abdominal Pain	1,551	324	391	137	211	202	73	213	1,581	332	368	121	254	190	74	242	1,375	298	318	130	205	180	59	185	4,507	
	Cough	1,351	276	322	99	186	177	53	238	1,297	250	351	85	226	138	40	207	1,376	246	370	67	257	159	57	220	4,024	
	Chest Pain	919	189	186	94	148	114	40	148	1,126	238	249	107	155	149	44	184	1,393	288	302	131	215	165	75	217	3,438	
	Breathing Difficulty	843	202	177	70	139	90	32	133	817	179	225	57	117	93	25	121	843	143	203	73	141	98	45	140	2,503	
	Sore Throat	815	164	218	61	132	96	29	115	826	188	201	47	145	80	30	135	852	193	219	44	151	101	31	113	2,493	
	Fever	856	188	189	73	153	98	32	123	807	158	215	72	122	89	36	115	802	172	198	78	101	98	34	121	2,465	
	Rash	661	148	166	53	112	64	27	91	688	122	166	48	118	78	33	123	585	111	155	45	101	67	21	85	1,934	
	Ear Problems	644	127	160	44	110	68	30	105	608	127	158	16	100	72	29	106	508	109	129	21	81	74	26	68	1,760	
Headache	533	119	113	60	75	53	16	97	532	97	117	55	74	65	26	98	544	111	135	59	84	61	19	75	1,609		
AQ5	Number of Frequent Callers	292	66	72	35	49	36	9	25	238	50	68	28	27	26	11	28	251	50	77	29	27	27	12	29	781	
	Number of Incidents generated by Frequent Callers	3,588	756	1,049	375	680	380	85	263	2,158	448	642	216	281	246	85	240	2,274	402	742	217	315	236	119	243	8,020	
	Total Number of Incidents	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698	
	Percentage of Frequent Callers Incidents against overall number of Incidents	8.3%	8.9%	10.0%	6.2%	11.8%	7.2%	4.8%	4.8%	5.6%	5.9%	6.6%	4.0%	5.7%	5.2%	4.9%	5.3%	5.7%	5.3%	7.4%	3.9%	6.1%	4.8%	6.8%	5.2%	6.6%	

Step 2 Answer My Call LHB Review: October 2021 to December 2021

Step 2: Answer My Call																											
AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI6	Number of Healthcare Professional (HCP) Calls answered	4,756	-	-	-	-	-	-	-	4,514	-	-	-	-	-	-	-	4,499	-	-	-	-	-	-	-	-	13,769
AQI7i	Number of 999 calls answered	52,235	-	-	-	-	-	-	-	44,920	-	-	-	-	-	-	-	47,853	-	-	-	-	-	-	-	-	145,008
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	01:39	-	-	-	-	-	-	-	00:37	-	-	-	-	-	-	-	01:43	-	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698	
	Protocol 36: PANDEMIC FLU (OFFICIALLY ANNOUNCED)	5,899	1,111	1,471	877	834	610	250	746	4,965	908	1,313	730	668	570	201	575	5,145	937	1,396	735	712	550	229	586	16,009	
	Protocol 17: FALLS	4,754	894	1,183	629	624	631	230	563	4,070	736	1,080	550	544	531	199	430	4,438	790	1,141	642	581	595	217	472	13,262	
	Protocol 10: CHEST PAIN	3,985	706	936	500	529	526	218	570	3,513	675	874	416	459	456	198	435	3,615	687	859	475	474	458	166	496	11,113	
	Protocol 06: BREATHING PROBLEMS	2,834	565	708	348	402	332	97	382	2,637	510	665	351	401	319	102	289	2,731	498	679	398	396	318	99	343	8,202	
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,608	467	639	431	353	320	108	290	2,249	437	562	338	265	273	98	276	2,429	423	609	375	322	303	92	305	7,286	
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	1,770	289	433	258	250	243	84	213	1,478	244	298	241	187	250	85	173	1,652	278	378	223	207	267	94	205	4,900	
	Protocol UGA1: UPGRADE TO AMBER 1	1,546	305	437	171	208	176	46	203	1,591	285	455	192	204	180	53	222	1,717	281	465	202	255	231	48	235	4,854	
	Protocol *U: UNKNOWN - USER LEFT CALL	1,779	302	362	341	250	232	51	241	1,349	222	271	261	192	171	45	187	1,535	287	315	286	191	176	73	207	4,663	
	Protocol 28: STROKE (CVA/TIA)	1,608	298	414	192	234	200	69	201	1,500	285	387	165	204	197	82	180	1,464	252	399	178	181	191	92	171	4,572	
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,483	268	387	229	179	210	62	148	1,403	244	353	216	186	166	64	174	1,486	281	351	217	199	182	74	182	4,372	
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,203	738	912	652	589	496	131	685	3,859	725	836	638	530	425	124	581	4,368	764	1,058	718	571	518	125	614	12,430	
	Number of NHSOW telephone assessments that were resolved with an 'ambulance not required' outcome	1,645	298	384	293	203	218	61	188	1,349	225	339	259	163	173	53	137	1,517	245	415	265	184	180	71	157	4,511	
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,558	440	528	359	386	278	70	497	2,510	500	497	379	367	252	71	444	2,851	519	643	453	387	338	54	457	7,919	
	Percentage of calls ended following WAST telephone assessment	9.7%	8.7%	8.7%	10.7%	10.2%	9.4%	7.3%	12.6%	10.0%	9.5%	8.7%	11.8%	10.7%	9.0%	7.2%	12.9%	11.0%	10.0%	10.5%	12.8%	11.1%	10.5%	7.2%	13.1%	10.2%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,732	468	656	471	362	351	108	316	2,346	411	575	404	291	298	107	260	2,585	440	705	423	319	317	107	274	7,663	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	43,405	8,528	10,509	6,095	5,780	5,253	1,789	5,451	38,546	7,594	9,658	5,398	4,972	4,713	1,718	4,493	39,747	7,624	10,047	5,597	5,130	4,923	1,741	4,685	121,698	
	Percentage of calls transferred to NHS Direct Wales	6.3%	5.5%	6.2%	7.7%	6.3%	6.7%	6.0%	5.8%	6.1%	5.4%	6.0%	7.5%	5.9%	6.3%	6.2%	5.8%	6.5%	5.8%	7.0%	7.6%	6.2%	6.4%	6.1%	5.8%	6.3%	
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	523	85	119	89	82	63	26	59	561	107	131	83	74	72	31	63	520	87	150	70	57	74	22	60	1,604	
	Total Number of Calls Triaged by a Nurse Advisor	2,168	383	503	382	285	281	87	247	1,910	332	470	342	237	245	84	200	2,037	332	565	335	241	254	93	217	6,115	
	Percentage of calls returned from NHS Direct Wales	24.1%	22.2%	23.7%	23.3%	28.8%	22.4%	29.9%	23.9%	29.4%	32.2%	27.9%	24.3%	31.2%	29.4%	36.9%	31.5%	25.5%	26.2%	26.5%	20.9%	23.7%	29.1%	23.7%	27.6%	26.2%	
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,645	298	384	293	203	218	61	188	1,349	225	339	259	163	173	53	137	1,517	245	415	265	184	180	71	157	4,511	
	Total Number of Calls Triaged by a Nurse Advisor	2,168	383	503	382	285	281	87	247	1,910	332	470	342	237	245	84	200	2,037	332	565	335	241	254	93	217	6,115	
	Percentage of calls ended through transfer to alternative care advice services	75.9%	77.8%	76.3%	76.7%	71.2%	77.6%	70.1%	76.1%	70.6%	67.8%	72.1%	75.7%	68.8%	70.6%	63.1%	68.5%	74.5%	73.8%	73.5%	79.1%	76.3%	70.9%	76.3%	72.4%	73.8%	
AQI10 i	Re-Contact rates - Telephone																										
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	581	37	277	22	177	32	8	28	217	41	71	23	18	25	13	26	225	35	86	25	17	20	5	37	1,023	
	Number of calls ended following WAST telephone assessment (Hear and Treat)	4,203	738	912	652	589	496	131	685	3,859	725	836	638	530	425	124	581	4,368	764	1,058	718	571	518	125	614	12,430	
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	13.8%	5.0%	30.4%	3.4%	30.1%	6.5%	6.1%	4.1%	5.6%	5.7%	8.5%	3.6%	3.4%	5.9%	10.5%	4.5%	5.2%	4.6%	8.1%	3.5%	3.0%	3.9%	4.0%	6.0%	8.2%	
AQI10 ii	Re-Contact rates - Attendance at Scene																										
	Number of incidents within 24 hours following See and Treat	21	4	8	2	1	3	2	1	13	1	7	1	1	-	-	3	12	3	4	-	2	-	2	1	46	
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,461	533	875	274	204	253	127	195	2,557	523	917	309	157	278	151	222	2,464	491	815	271	198	284	158	247	7,482	
	Re-contact percentage within 24hrs of See and Treat	0.9%	0.8%	0.9%	0.7%	0.5%	1.2%	1.6%	0.5%	0.5%	0.2%	0.8%	0.3%	0.6%	0.0%	0.0%	1.4%	0.5%	0.6%	0.5%	0.0%	1.0%	0.0%	1.3%	0.4%	0.6%	

Step 3 Come to See Me LHB Review: October 2021 to December 2021

Step 3: Come to See Me

AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI11	Number of RED category incidents resulting in an emergency response	4,056	843	837	639	623	424	137	553	3,817	795	781	600	593	451	122	475	3,885	736	768	629	607	457	151	537	11,758
	Number of RED category incidents with first response arriving on scene within 8 minutes	2,026	475	396	418	269	166	61	241	2,024	455	388	387	273	223	51	247	1,986	424	369	411	275	193	65	249	6,036
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	50.0%	56.3%	47.3%	65.4%	43.2%	39.2%	44.5%	43.6%	53.0%	57.2%	49.7%	64.5%	46.0%	49.4%	41.8%	52.0%	51.1%	57.6%	48.0%	65.3%	45.3%	42.2%	43.0%	46.4%	51.3%
	RED Category - Median Response	00:08:01	00:07:18	00:08:28	00:06:24	00:09:07	00:10:48	00:09:46	00:08:53	00:07:35	00:07:05	00:08:06	00:06:42	00:08:39	00:08:07	00:10:46	00:07:44	00:07:52	00:06:57	00:08:18	00:06:33	00:08:39	00:09:37	00:10:00	00:08:26	
	RED Category - 65th Percentile	00:10:35	00:09:25	00:11:14	00:07:57	00:11:36	00:15:33	00:15:05	00:11:35	00:09:50	00:09:11	00:10:22	00:08:01	00:10:35	00:11:45	00:15:24	00:09:45	00:10:20	00:09:14	00:11:06	00:07:57	00:11:25	00:13:50	00:13:00	00:10:35	
	RED Category - 95th Percentile	00:24:47	00:19:47	00:27:27	00:14:14	00:22:14	00:34:35	00:32:02	00:24:25	00:21:44	00:18:17	00:23:42	00:15:39	00:21:42	00:24:38	00:34:27	00:18:55	00:23:28	00:18:08	00:25:49	00:16:49	00:22:17	00:28:34	00:32:24	00:21:41	
AQI12	Number of AMBER category incidents resulting in an emergency response	16,708	2,914	4,986	1,969	1,968	2,235	947	1,689	17,811	3,024	5,341	2,088	2,078	2,393	1,012	1,875	17,318	2,990	5,076	2,096	2,058	2,292	977	1,829	51,837
	AMBER Category - Median Response	01:44:56	02:11:51	01:17:35	01:49:27	02:26:14	01:30:30	00:53:44	03:39:21	01:08:15	01:22:26	00:53:34	01:17:56	01:28:56	00:58:22	00:38:33	01:46:57	01:19:36	01:30:30	00:56:18	01:37:26	01:40:54	01:33:44	00:41:10	02:14:03	
	AMBER Category - 65th Percentile	02:42:55	03:13:59	01:57:45	02:39:17	03:37:21	02:20:39	01:25:56	05:08:59	01:44:55	02:03:48	01:22:37	01:55:11	02:09:41	01:29:38	00:56:18	02:34:22	02:08:58	02:20:55	01:32:09	02:26:28	02:35:13	02:26:43	00:59:13	03:19:32	
	AMBER Category - 95th Percentile	08:24:12	07:32:22	06:35:39	07:48:54	09:57:48	07:26:08	04:45:18	12:27:51	06:05:48	07:28:03	04:49:48	06:24:51	07:32:50	04:50:33	03:40:17	07:48:33	07:49:03	07:59:57	06:41:18	07:49:56	08:18:12	07:41:12	03:27:12	09:37:53	
AQI13	Number of GREEN category incidents resulting in a response	1,519	668	269	134	147	137	60	104	1,785	747	353	154	127	178	83	143	1,667	709	339	143	125	144	77	130	4,971
	GREEN Category - Median Response	01:31:48	01:41:56	01:27:47	01:23:06	01:59:06	01:24:05	01:07:20	01:38:54	01:19:07	01:40:57	01:03:30	01:19:34	01:19:14	01:05:06	00:45:11	01:30:19	01:18:08	01:37:47	01:00:51	01:16:47	01:21:56	01:42:30	00:37:04	01:09:52	
	GREEN Category - 65th Percentile	02:35:56	03:03:18	02:12:36	02:00:12	02:51:14	02:01:19	01:46:36	03:11:24	02:14:41	03:00:56	01:43:40	02:04:38	02:18:29	01:49:29	01:12:16	02:31:41	02:15:20	02:52:59	01:41:00	02:04:07	02:29:44	02:23:00	00:51:41	01:59:13	
	GREEN Category - 95th Percentile	08:57:04	09:45:28	08:32:15	04:56:31	07:42:19	08:06:53	06:12:50	10:07:12	10:34:51	12:04:58	06:49:10	09:09:12	10:42:33	08:14:16	04:30:12	11:13:59	09:12:05	10:14:12	06:43:16	07:57:21	09:27:08	06:46:56	03:29:24	09:00:24	
AQI14	Number of responded incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	19,088	3,940	5,251	2,393	2,310	2,356	866	1,972	20,168	4,049	5,568	2,539	2,422	2,510	956	2,124	19,465	3,878	5,293	2,509	2,344	2,430	945	2,066	58,721
	Percentage of Incidents where 1 Vehicle Arrived at Scene	75.3%	72.3%	77.3%	72.6%	71.3%	82.7%	78.3%	74.1%	75.9%	72.0%	77.3%	72.7%	70.6%	85.3%	80.3%	76.6%	75.1%	72.9%	76.1%	71.7%	68.9%	83.1%	82.8%	74.5%	75.4%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	20.5%	23.5%	18.1%	23.5%	23.6%	15.2%	18.5%	21.3%	20.2%	23.1%	18.6%	22.4%	25.2%	13.0%	17.2%	20.1%	20.8%	22.5%	19.5%	23.0%	26.0%	15.0%	14.8%	21.9%	20.5%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	3.4%	3.8%	3.8%	3.5%	4.0%	1.8%	2.7%	3.4%	3.3%	4.0%	3.5%	4.3%	3.5%	1.6%	2.1%	3.0%	3.5%	3.9%	3.8%	4.5%	4.4%	1.7%	2.2%	2.8%	3.4%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.7%	0.5%	0.8%	0.5%	1.1%	0.3%	0.6%	1.1%	0.6%	0.9%	0.6%	0.5%	0.8%	0.1%	0.4%	0.3%	0.6%	0.7%	0.5%	0.8%	0.8%	0.1%	0.2%	0.7%	0.6%
AQI15	Number of Community First Responders (CFRs) attendances at scene	826	142	249	117	83	93	61	81	723	93	219	144	70	84	56	57	799	124	210	151	77	113	75	49	2,348
	RED	275	45	57	29	47	57	19	21	269	32	49	51	41	55	16	25	327	57	49	49	58	69	30	15	871
	AMBER	511	93	172	82	33	35	40	56	426	59	157	83	28	29	39	31	443	64	147	95	18	41	44	34	1,380
	GREEN	40	4	20	6	3	1	2	4	28	2	13	10	1		1	1	29	3	14	7	1	3	1	-	97
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	738	129	228	105	73	75	56	72	625	88	193	116	61	67	51	49	689	112	178	129	66	98	64	42	2,052
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	89.3%	90.8%	91.6%	89.7%	88.0%	80.6%	91.8%	88.9%	86.4%	94.6%	88.1%	80.6%	87.1%	79.8%	91.1%	86.0%	86.2%	90.3%	84.8%	85.4%	85.7%	86.7%	85.3%	85.7%	87.4%

Step 4 Give Me Treatment LHB Review: October 2021 to December 2021

Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	10.4%	All Wales Indicator Only							10.9%	All Wales Indicator Only							0.0%	All Wales Indicator Only							10.6%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	30	-	-	-	-	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	53
	Total Number of patients with attempted resuscitation following cardiac arrest	288	-	-	-	-	-	-	-	211	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	499
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	93.5%	All Wales Indicator Only							98.4%	All Wales Indicator Only							0.0%	All Wales Indicator Only							95.6%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	230	-	-	-	-	-	-	-	183	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	413
	Total Number of suspected stroke patients	246	-	-	-	-	-	-	-	186	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	432
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	91.9%	All Wales Indicator Only							88.7%	All Wales Indicator Only							0.0%	All Wales Indicator Only							90.7%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	227	-	-	-	-	-	-	-	125	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	352
	Total Number of older patients with suspected hip fracture	247	-	-	-	-	-	-	-	141	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	388
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	96.4%	All Wales Indicator Only							95.7%	All Wales Indicator Only							0.0%	All Wales Indicator Only							96.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	238	-	-	-	-	-	-	-	135	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	373
	Total Number of older patients with suspected hip fracture	247	-	-	-	-	-	-	-	141	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	388
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	71.4%	All Wales Indicator Only							85.7%	All Wales Indicator Only							0.0%	All Wales Indicator Only							79.4%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	20	-	-	-	-	-	-	-	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	50
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	28	-	-	-	-	-	-	-	35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	97.6%	All Wales Indicator Only							97.6%	All Wales Indicator Only							0.0%	All Wales Indicator Only							97.6%
	Number of suspected sepsis patients who have had a documented NEWS score	40	-	-	-	-	-	-	-	40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80
	Total Number of suspected sepsis patients	41	-	-	-	-	-	-	-	41	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	82
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							0.0%	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	21	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	36
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	21	-	-	-	-	-	-	-	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	36
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	90.2%	All Wales Indicator Only							91.8%	All Wales Indicator Only							0.0%	All Wales Indicator Only							90.9%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	148	-	-	-	-	-	-	-	101	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	249
	Total Number of hypoglycaemic patients	164	-	-	-	-	-	-	-	110	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	274
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,320	897	1,348	482	397	533	262	401	4,595	896	1,469	515	372	583	269	491	4,464	845	1,353	518	386	559	293	510	13,379
	Treated At Scene	2,441	526	869	272	204	250	127	193	2,492	514	895	301	150	268	144	220	2,440	481	808	268	196	282	158	247	7,373
	Referred To Alternate Provider	1,879	371	479	210	193	283	135	208	2,103	382	574	214	222	315	125	271	2,024	364	545	250	190	277	135	263	6,006

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI18	AMBER																										
	Total Number of AMBER Incidents with a Response	16,709	2,914	4,987	1,969	1,968	2,235	947	1,689	17,811	3,024	5,342	2,086	2,078	2,392	1,012	1,877	17,314	2,990	5,072	2,095	2,060	2,292	977	1,828	51,834	
	Number of AMBER Incidents where Ideal Resource First on Scene	2,014	556	448	244	293	181	61	231	2,038	562	508	243	313	154	66	192	2,092	572	474	269	326	163	70	218	6,144	
	Percentage of AMBER Incidents where Ideal Resource First on Scene	12.1%	19.1%	9.0%	12.4%	14.9%	8.1%	6.4%	13.7%	11.4%	18.6%	9.5%	11.6%	15.1%	6.4%	6.5%	10.2%	12.1%	19.1%	9.3%	12.8%	15.8%	7.1%	7.2%	11.9%	11.9%	
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	101	26	29	10	14	8	6	8	120	28	36	14	15	9	6	12	126	27	45	13	14	7	6	14	347	
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.6%	0.9%	0.6%	0.5%	0.7%	0.4%	0.6%	0.5%	0.7%	0.9%	0.7%	0.7%	0.7%	0.4%	0.6%	0.6%	0.7%	0.9%	0.9%	0.6%	0.7%	0.3%	0.6%	0.8%	0.7%	
	GREEN2																										
	Total Number of GREEN2 Incidents with a Response	654	123	168	83	85	88	36	71	778	133	211	102	77	105	50	100	703	132	195	76	90	86	43	81	2,135	
	Number of GREEN2 Incidents where Ideal Resource First on Scene	69	19	10	6	14	7	1	12	72	17	12	4	11	7	1	20	71	25	8	7	10	8	1	12	212	
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	10.6%	15.4%	6.0%	7.2%	16.5%	8.0%	2.8%	16.9%	9.3%	12.8%	5.7%	3.9%	14.3%	6.7%	2.0%	20.0%	10.1%	18.9%	4.1%	9.2%	11.1%	9.3%	2.3%	14.8%	9.9%	
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	5	4	-	1	-	-	-	-	5	1	-	1	1	-	1	1	3	1	-	-	-	1	-	1	13	
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.8%	3.3%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.0%	1.0%	1.3%	0.0%	2.0%	1.0%	0.4%	0.8%	0.0%	0.0%	0.0%	1.2%	0.0%	1.2%	0.6%	
	GREEN3 (Non HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	865	545	101	51	62	49	24	33	993	614	138	51	47	69	33	41	947	577	135	62	34	56	34	49	2,805	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	5	-	-	2	-	3	-	-	8	2	2	2	-	1	-	1	12	2	4	1	2	-	-	3	25	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.6%	0.0%	0.0%	3.9%	0.0%	6.1%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.3%	3.0%	1.6%	5.9%	0.0%	0.0%	6.1%	0.9%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1	1	-	1	-	-	1	4	
	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%	0.4%	0.2%	0.7%	0.0%	2.9%	0.0%	0.0%	2.0%	0.1%	
	GREEN3 (HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	863	160	289	125	81	104	33	71	1,236	209	359	194	151	157	60	106	996	175	315	150	104	133	39	80	3,095	
	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 2021 to December 2021

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-21								Nov-21								Dec-21								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI19 i	Number of 999 Patients conveyed to Hospital	13,888	2,725	3,718	1,679	1,803	1,824	703	1,436	14,733	2,899	3,933	1,757	1,921	1,978	731	1,514	14,250	2,796	3,795	1,716	1,908	1,861	706	1,468	42,871
	Total Number of Incidents where an Ambulance Resource Attended Scene	22,140	4,399	6,053	2,728	2,718	2,775	1,133	2,334	23,264	4,541	6,437	2,824	2,780	2,996	1,208	2,478	22,665	4,406	6,117	2,833	2,771	2,868	1,194	2,476	68,069
	Percentage of patients conveyed to hospital following a face to face assessment	62.7%	61.9%	61.4%	61.5%	66.3%	65.7%	62.0%	61.5%	63.3%	63.8%	61.1%	62.2%	69.1%	66.0%	60.5%	61.1%	62.9%	63.5%	62.0%	60.6%	68.9%	64.9%	59.1%	59.3%	63.0%
AQI19 ii	Total number of patients conveyed to hospital by type	14,793	2,879	4,024	1,808	1,899	1,933	741	1,509	15,990	3,114	4,290	1,952	2,079	2,138	791	1,626	15,321	2,973	4,137	1,879	2,019	2,005	751	1,557	46,104
	Tier 1 Major A&E Units	13,073	1,973	3,943	1,585	1,877	1,656	691	1,348	14,137	2,130	4,204	1,706	2,053	1,853	720	1,471	13,515	2,059	4,050	1,663	2,006	1,686	682	1,369	40,725
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1,043	861	8	-	12	10	7	145	1,112	932	5	-	14	8	15	138	1,071	861	8	-	8	4	13	177	3,226
	Tier 3 (Major Acute) - Medical Admissions Unit	468	9	-	187	5	262	-	5	508	9	-	222	1	269	1	6	514	14	-	188	2	309	-	1	1,490
	Other (all other units such as Maternity or Mental Health Units)	209	36	73	36	5	5	43	11	233	43	81	24	11	8	55	11	221	39	79	28	3	6	56	10	663
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	22.4%	18.2%	15.3%	24.8%	35.1%	28.3%	15.0%	25.9%	22.6%	19.1%	16.4%	22.1%	35.2%	25.8%	17.5%	27.5%	22.5%	19.7%	16.8%	18.8%	35.9%	23.9%	21.5%	28.7%	22.5%
	Number of Notification to Handover within 15 minutes	3,013	334	666	371	648	544	106	344	3,342	402	757	373	711	552	129	418	3,268	409	758	335	731	482	150	403	9,623
	Total Number of Handovers	13,477	1,837	4,340	1,498	1,846	1,921	707	1,328	14,812	2,100	4,604	1,691	2,019	2,139	739	1,520	14,534	2,080	4,520	1,781	2,037	2,017	697	1,402	42,823
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	22.1%	18.2%	15.3%	24.8%	35.1%	27.1%	14.9%	26.1%	22.5%	19.2%	16.4%	22.1%	35.2%	25.6%	17.4%	27.9%	22.2%	19.5%	16.8%	18.8%	35.9%	21.3%	21.6%	29.5%	22.3%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	2,901	333	666	371	647	449	105	330	3,254	402	757	373	710	477	128	407	3,129	405	758	335	731	359	150	391	9,284
	TIER 1 (Major A&E Units) - Total Number of Handovers	13,134	1,828	4,340	1,498	1,844	1,656	704	1,264	14,469	2,098	4,604	1,691	2,018	1,864	735	1,459	14,117	2,073	4,520	1,781	2,036	1,686	694	1,327	41,720
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	21.3%	11.1%	-	-	50.0%	0.0%	33.3%	22.0%	18.8%	0.0%	-	-	100.0%	0.0%	33.3%	18.2%	18.8%	57.1%	-	-	0.0%	-	0.0%	16.2%	19.6%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	16	1	-	-	1	-	1	13	12	-	-	-	1	-	1	10	16	4	-	-	-	-	-	12	44
	TIER 2 (Minor A&E Units) - Total Number of Handovers	75	9	-	-	2	2	3	59	64	2	-	-	1	3	3	55	85	7	-	-	1	-	3	74	224
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	35.8%	-	-	-	-	36.1%	-	20.0%	27.2%	-	-	-	-	27.6%	0.0%	16.7%	37.0%	-	-	-	-	37.2%	-	0.0%	33.6%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	96	-	-	-	-	95	-	1	76	-	-	-	-	75	-	1	123	-	-	-	-	123	-	-	295
	TIER 3 (Major Acute) - Total Number of Handovers	268	-	-	-	-	263	-	5	279	-	-	-	-	272	1	6	332	-	-	-	-	331	-	1	879
	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	18,234	2,670	5,990	1,140	2,345	2,136	794	3,159	18,160	2,964	5,610	1,557	2,240	2,422	890	2,478	18,773	2,532	6,036	2,085	2,052	2,855	684	2,530	55,168
	Tier 1 Major A&E Units	18,003	2,656	5,990	1,140	2,344	1,963	793	3,116	17,757	2,963	5,610	1,557	2,240	2,078	889	2,420	18,513	2,529	6,036	2,085	2,052	2,651	679	2,482	54,273
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	48	15	-	-	0	0	1	33	48	1	-	-	-	1	1	45	56	2	-	-	0	-	5	48	152
	Tier 3 (Major Acute) - Medical Admissions Unit	183	-	-	-	-	173	-	10	356	-	-	-	-	343	0	12	204	-	-	-	-	204	-	0	743
	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	85.4%	81.3%	87.6%	86.9%	86.1%	84.2%	91.4%	79.8%	84.4%	80.4%	87.4%	86.1%	86.3%	82.6%	90.4%	76.4%	85.2%	82.6%	87.4%	88.4%	85.0%	83.9%	90.5%	77.6%	85.0%
	Number of Handover to Clear within 15 minutes	11,511	1,493	3,803	1,302	1,589	1,618	646	1,060	12,507	1,689	4,024	1,456	1,743	1,766	668	1,161	12,387	1,719	3,951	1,574	1,732	1,692	631	1,088	36,405
	Total Number of Handovers	13,477	1,837	4,340	1,498	1,846	1,921	707	1,328	14,812	2,100	4,604	1,691	2,019	2,139	739	1,520	14,534	2,080	4,520	1,781	2,037	2,017	697	1,402	42,823
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	85.6%	81.2%	87.6%	86.9%	86.1%	85.1%	91.3%	79.8%	84.4%	80.4%	87.4%	86.1%	86.3%	82.5%	90.3%	75.7%	85.3%	82.6%	87.4%	88.4%	85.0%	84.5%	90.5%	76.6%	85.1%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	11,238	1,484	3,803	1,302	1,587	1,410	643	1,009	12,215	1,687	4,024	1,456	1,742	1,537	664	1,105	12,037	1,712	3,951	1,574	1,731	1,424	628	1,017	35,490
	TIER 1 (Major A&E Units) - Total Number of Handovers	13,134	1,828	4,340	1,498	1,844	1,656	704	1,264	14,469	2,098	4,604	1,691	2,018	1,864	735	1,459	14,117	2,073	4,520	1,781	2,036	1,686	694	1,327	41,720
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	85.3%	100.0%	-	-	100.0%	100.0%	100.0%	81.4%	93.8%	100.0%	-	-	100.0%	100.0%	100.0%	92.7%	95.3%	100.0%	-	-	100.0%	-	100.0%	94.6%	91.5%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	64	9	-	-	2	2	3	48	60	2	-	-	1	3	3	51	81	7	-	-	1	-	3	70	205
	TIER 2 (Minor A&E Units) - Total Number of Handovers	75	9	-	-	2	2	3	59	64	2	-	-	1	3	3	55	85	7	-	-	1	-	3	74	224
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	78.0%	-	-	-	-	78.3%	-	60.0%	83.2%	-	-	-	-	83.1%	100.0%	83.3%	81.0%	-	-	-	-	81.0%	-	100.0%	80.8%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	209	-	-	-	-	206	-	3	232	-	-	-	-	226	1	5	269	-	-	-	-	268	-	1	710
	TIER 3 (Major Acute) - Total Number of Handovers	268	-	-	-	-	263	-	5	279	-	-	-	-	272	1	6	332	-	-	-	-	331	-	1	879
	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	1,295	377	148	108	134	103	299	126	1,283	324	149	87	149	114	325	135	1,237	342	137	95	139	111	303	110	3,815
	Number of patients conveyed to hospital	14,793	2,879	4,024	1,808	1,899	1,933	741	1,509	15,990	3,114	4,290	1,952	2,079	2,138	791	1,626	15,321	2,973	4,137	1,879	2,019	2,005	751	1,557	46,104
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	8.8%	13.1%	3.7%	6.0%	7.1%	5.3%	40.4%	8.3%	8.0%	10.4%	3.5%	4.5%	7.2%	5.3%	41.1%	8.3%	8.1%	11.5%	3.3%	5.1%	6.9%	5.5%	40.3%	7.1%	8.3%
AQI24	Number of lost hours following handover to clear over 15 minutes	470	142	96	27	39	73	11	82	543	148	96	54	58	66	6	115	467	131	110	38	57	53	10	67	1,479
	Tier 1 Major A&E Units	461	142	96	27	39	65	11	82	539	148	96	54	58	62	6	115	460	131	110	38	57	47	10	66	1,460
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	1	-	-	-	-	-	-	1	0	-	-	-	-	-	-	0	1	-	-	-	-	-	-	1	2
	Tier 3 (Major Acute) - Medical Admissions Unit	8	-	-	-	-	8	-	0	3	-	-	-	-	3	-	0	6	-	-	-	-	6	-	-	17
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

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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