

Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: October - December 2015

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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	AQI2	Number of Local Health Board engagement events attended by the Welsh Ambulance Services NHS Trust	How many events relating to public education / engagement in using the Ambulance Service did the Welsh Ambulance Services NHS Trust attend. This work is vital if over time the number of inappropriate 999 calls is to be reduced. This AQI is under development.
3	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs? This AQI is under development.
4	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
5	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
6	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
8	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
9	AQI7	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
10	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST calltakers use to assess the severity of 999 calls.
11	AQI9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with ambulance not required outcome (Hear & Treat)
12	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
13	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
14	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
15	AQI10i	Number and Percentage of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	Unplanned re-contact with the ambulance service within 24 hours of discharge of care (by clinical telephone advice)
16	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the ambulance service within 24 hours of discharge of care (following treatment at the scene)
17	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes

18	AQI12	Number of AMBER coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as an AMBER verified incident resulting in an emergency response?
19	AQI13	Number of GREEN coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a GREEN verified incident resulting in a response?
20	AQI14	Number of responded Incidents that received at least 1 resource allocation	How effective are the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
21	AQI15i	Number of Community First Responders attendances at scene, including by call category and percentage	How often is a Community First Responder sent to a 999 call?
22	AQI16i	Number and Percentage of patients suffering cardiac arrest with a return of spontaneous circulation (ROSC)	How many patients who are in cardiac arrest (Heart stopped, not breathing) have their heart restarted (Return of Spontaneous Circulation – ROSC) before reaching hospital.
23	AQI16ii	Number and Percentage of patients who are documented as receiving appropriate stroke care bundle	How effective are the Welsh Ambulance Services NHS Trust crews in treating stroke patients? The stroke bundle measures key components of stroke treatment. This data is gathered from the patient care records completed by staff using their digital pens.
24	AQI16iii	Number and Percentage of patients who have fallen and have suspected fracture of hip / femur who are documented as receiving analgesia.	How effective are Welsh Ambulance Services NHS Trust crews in providing pain relief for patients with fractured hips? This information is gained from clinical patient records completed by staff using their digital pens. It is based on the numerical scoring of pain as described by the patient so is a truly patient centred measurement.
25	AQI16iv	Number and Percentage of Acute Coronary Syndrome patients who are documented as receiving appropriate ST segment elevation myocardial infarction (STEMI) care bundle	How effective are Welsh Ambulance Services NHS Trust crews in treating STEMI (A heart attack caused by a blood clot in the heart) patients? This is measured through compliance against a heart attack bundle similar to that used for stroke. It contains key elements of the treatment of a STEMI heart attack.
26	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?
27	AQI18	Number and percentage of incidents where a resource was the ideal / suitable response as per the pilot clinical response model	How often are WAST sending the ideal resource to scene? How often are Welsh Ambulance Services NHS Trust sending a suitable resource to scene? This AQI is under development.
28	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital
29	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?
30	AQI20i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital
31	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.
32	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
33	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.
34	AQI22ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI measures the amount of lost hours following handover to clear over 15 minutes
35	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.
36	AQI24	Number of lost hours following handover to clear over 15 minutes	This AQI shows the amount of time lost where ambulance crews are not available within 15 minutes of handing over their patient.



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Pilot 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	<p>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.</p> <p>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.</p>	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 Pan-Wales Review: October - December 2015

Step 1: Help Me Choose

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	16	12	7	35
AQI2	Number of local health board engagement events attended by WAST	Under development, scheduled for future release			0
AQI3	Number of attendances at key stakeholder events	Under development, scheduled for future release			0
AQI4 i	Number of NHS Direct Wales unique website visits	323,191	312,574	313,624	949,389
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)				
	Dental Problems	3,066	2,786	3,245	9,097
	Abdominal Pain	898	846	855	2,599
	Rash	372	467	488	1,327
	Chest Pain	340	360	362	1,062
	Falls Non-Traumatic	376	322	322	1,020
	Crying Child	277	297	338	912
	Ingestion Toxic	329	281	301	911
	Vomiting	265	233	236	734
	Head Injury	249	233	239	721
	Medication Enquiry	231	233	248	712

Step 1: Help Me Choose (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI5	Number of Frequent Callers	184	189	161	534
	Number of Incidents generated by Frequent Callers	1,567	1,593	1,565	4,725
	Total Number of Incidents	38,154	36,698	38,777	113,629
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.1%	4.3%	4.0%	4.2%

Step 2 Answer My Call Pan-Wales Review: October - December 2015

Step 2: Answer My Call

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI6	Number of Healthcare Professional (HCP) Calls answered	8,121	7,971	8,216	24,308
AQI7	Number of 999 calls answered	39,682	37,915	39,794	117,391
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	38,154	36,698	38,777	113,629
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	1,803	1,858	1,981	5,642
	Percentage of calls ended following WAST telephone assessment	4.7%	5.1%	5.1%	5.0%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,932	2,772	2,972	8,676
	Percentage of calls transferred to NHS Direct Wales	7.7%	7.6%	7.7%	7.6%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome ambulance required	1,331	1,226	1,371	3,928
	Percentage of calls returned from NHS Direct Wales	51.8%	49.8%	52.0%	51.2%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,240	1,237	1,268	3,745
	Percentage of calls ended through transfer to alternative care advice services	48.2%	50.2%	48.0%	48.8%

Step 2: Answer My Call (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI10 i	Re-Contact rates - Telephone				
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	250	480	282	1,012
	Number of calls ended following WAST telephone assessment (Hear and Treat)	1,803	1,858	1,981	5,642
	Re-Contact Percentage within 24hrs of Telephone Triage by NHS Direct	13.9%	25.8%	14.2%	17.9%
AQI10 ii	Re-Contact rates - Attendance at Scene				
	Number of incidents within 24 hours following an Attendance at Scene that were not transported to hospital (See and Treat)	23	17	20	60
	Number of verified incidents that following an Attendance at Scene that were not transported to hospital (See and Treat)	2,925	2,743	2,949	8,617
	Re-Contact Percentage within 24hrs which resulted in treatment and discharge on scene	0.8%	0.6%	0.7%	0.7%

Step 3 Come To See Me Pan-Wales Review: October - December 2015

Step 3: Come to See Me

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI11	Number of RED category incidents resulting in an emergency response	1,845	1,708	1,908	5,461
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,267	1,209	1,381	3,857
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	68.7%	70.8%	72.4%	70.6%
	RED Category - Median Response	00:05:44	00:05:30	00:05:13	
	RED Category - 65th Percentile	00:07:34	00:07:13	00:06:52	
	RED Category - 95th Percentile	00:18:05	00:16:54	00:16:44	
AQI12	Number of AMBER category incidents resulting in an emergency response	21,454	20,870	22,018	64,342
	AMBER Category - Median Response	00:11:10	00:11:34	00:11:04	
	AMBER Category - 65th Percentile	00:15:34	00:16:03	00:15:23	
	AMBER Category - 95th Percentile	00:49:40	00:52:22	00:48:50	
AQI13	Number of GREEN category incidents resulting in a response	4,655	4,387	4,626	13,668
	GREEN Category - Median Response	00:23:38	00:22:39	00:22:03	
	GREEN Category - 65th Percentile	00:33:58	00:32:48	00:32:07	
	GREEN Category - 95th Percentile	01:52:38	01:52:30	01:58:03	

Step 3: Come to See Me (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI14	Number of responded Incidents that received at least 1 resource allocation	19,248	18,236	19,253	56,737
	Percentage of Incidents where 1 Vehicle Allocated	62%	56%	56%	58%
	Percentage of Incidents where 2 Vehicles Allocated	27%	29%	29%	28%
	Percentage of Incidents where 3 Vehicles Allocated	8%	11%	11%	10%
	Percentage of Incidents where 4 or More Vehicles Allocated	2%	3%	4%	3%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,026	823	687	2,536
	RED	93	93	98	284
	AMBER	912	724	582	2,218
	GREEN	21	6	7	34
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	823	657	539	2,019
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	80.2%	79.8%	78.5%	79.6%

Step 4 Give Me Treatment Pan-Wales Review: October - December 2015

Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI16 i	Number of patients suffering cardiac arrest with a return of spontaneous circulation (ROSC)			34	34
	Percentage of patients suffering a cardiac arrest with a return of spontaneous circulation			14.6%	14.6%
AQI16 ii	Number of stroke patients who are documented as receiving appropriate stroke care bundle	364	355	306	1,025
	Percentage of stroke patients who are documented as receiving appropriate stroke care bundle	97.1%	95.9%	95.6%	96.2%
AQI16 iii	Number of older people who have fallen and have suspected fracture of hip / femur who are documented as receiving analgesia	204	178	120	502
	Percentage of older people who have fallen and have suspected fracture of hip/femur who are documented as receiving analgesia	81.0%	84.4%	85.1%	83.1%
AQI16 iv	Number and percentage of Acute Coronary Syndrome patients who are documented as receiving appropriate ST segment elevation myocardial infarction (STEMI) care bundle	45	27	39	111
	Percentage of Acute Coronary Syndrome patients who are documented as receiving appropriate STEMI care bundle	66.2%	69.2%	70.9%	68.5%
AQI17	Number of Incidents that resulted in non conveyance to hospital	4,935	4,664	4,890	14,489

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI18	Number of Incidents where CFR Ideal as per Clinical Response Model	Under development, scheduled for future release			-
	Number of Incidents where CFR sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - CFR				-
	Number of Incidents where UCS Ideal as per Clinical Response Model				-
	Number of Incidents where UCS sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - UCS				-
	Number of Incidents where RRV Ideal as per Clinical Response Model				-
	Number of Incidents where RRV sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - RRV				-
	Number of Incidents where EMS Ideal as per Clinical Response Model				-
	Number of Incidents where EMS sent as Ideal Response				-
	Percentage of Ideal Response per Clinical Response Model - EMS				-

Step 5 Take Me To Hospital Pan-Wales Review: October - December 2015

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
AQI19 i	Percentage of patients conveyed to hospital following a face to face assessment	69.8%	70.7%	71.0%	70.5%
AQI19 ii	Number of patients conveyed to hospital by type	23,208	22,551	23,927	69,686
	Tier 1 Major A&E Units	21,111	20,645	21,938	63,694
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	473	455	466	1,394
	Tier 3 (Major Acute) - Medical Admissions Unit	558	532	602	1,692
	Other (all other units such as Maternity or Mental Health Units)	1,066	919	921	2,906
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	58.8%	55.3%	60.4%	58.2%
	Number of Notification to Handover within 15 minutes	11,726	10,753	12,592	35,071
	Total Number of Handovers	19,946	19,438	20,851	60,235

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
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	58.9%	55.5%	60.8%	58.5%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	11,069	10,178	11,951	33,198
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,792	18,324	19,664	56,780
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	81.7%	78.5%	88.1%	82.7%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	367	346	385	1,098
	TIER 2 (Minor A&E Units) - Total Number of Handovers	449	441	437	1,327
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	44.5%	33.7%	33.5%	37.2%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	237	171	193	601
	TIER 3 (Major Acute) - Total Number of Handovers	533	507	576	1,616
	Other - Percentage of Notification to handover within 15 minutes	30.8%	34.9%	36.2%	34.0%
	Other - Notification to handover within 15 minutes	53	58	63	174
	Other - Total Number of Handovers	172	166	174	512
AQI21	Number of lost hours following notification to handover over 15 minutes	3,962	4,670	3,600	12,233
	Tier 1 Major A&E Units	3,728	4,435	3,367	11,530
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	39	39	22	100
	Tier 3 (Major Acute) - Medical Admissions Unit	88	121	151	360
	Other (all other units such as Maternity or Mental Health Units)	107	76	60	243
AQI22 i	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff	82.1%	81.8%	82.7%	82.2%
	Number of Handover to Clear within 15 minutes	16,369	15,893	17,244	49,506
	Total Number of Handovers	19,946	19,438	20,851	60,235

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Oct-15	Nov-15	Dec-15	Total
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	81.7%	81.2%	82.3%	81.8%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,362	14,888	16,181	46,431
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,792	18,324	19,664	56,780
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	80.0%	83.4%	79.2%	80.9%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	359	368	346	1,073
	TIER 2 (Minor A&E Units) - Total Number of Handovers	449	441	437	1,327
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	92.1%	96.3%	96.9%	95.1%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	491	488	558	1,537
	TIER 3 (Major Acute) - Total Number of Handovers	533	507	576	1,616
	Other - Percentage of Handover to Clear within 15 minutes	91.3%	89.8%	91.4%	90.8%
	Other - Number of Handover to Clear within 15 minutes	157	149	159	465
	Other - Total Number of Handovers	172	166	174	512
AQI23	Conveyance to hospital outside of Local Health Board area	1,653	1,640	1,666	4,959
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.1%	7.3%	7.0%	7.1%
AQI24	Number of lost hours following handover to clear over 15 minutes	515	555	534	1,604
	Tier 1 Major A&E Units	497	542	519	1,558
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	8	6	10	24
	Tier 3 (Major Acute) - Medical Admissions Unit	7	4	4	15
	Other (all other units such as Maternity or Mental Health Units)	4	3	1	8

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

No.	Term	Definition
30	PROQA	Professional Questioning & Answering Software: ProQA is an expert system designed to help provide the very best in service and speed. Correct dispatch levels are usually determined in less than one minute. ProQA additionally provides Dispatch Life Support (DLS) protocols which meet or exceed the international standards for emergency medical dispatching. ProQA is built on a foundation of empirical literature and medical experience relevant to medical dispatching.
31	RED	Calls deemed to be Immediately Life-Threatening.
32	ROSC	Return of spontaneous circulation (ROSC) is resumption of sustained perfusing cardiac activity associated with significant respiratory effort after cardiac arrest.
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, our diverse area encompasses tranquil rural retreats, busy seaside resorts and large urban conurbations.