

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators: October 2016 - December 2016

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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	AQ1	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	AQ2	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	AQ3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
4	AQ4i	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	AQ4ii	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	AQ5	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	AQ6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
9	AQ7	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
10	AQ8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
11	AQ9i	Number of calls ended following WAST telephone assessment (Hear & Treat)	Number of NHSDW & Clinical Desk telephone assessments that were resolved with an ambulance not required as the outcome (Hear & Treat)
12	AQ9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
13	AQ9iii	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	AQ9iv	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	AQ10i	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	AQ10ii	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	AQ11	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	AQ12	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	AQ13	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	AQ14	Number of responded Incidents that received at least 1 resource allocation	How effective is the Welsh Ambulance Services NHS Trust at sending the right resource first time to an incident.
21	AQ15	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	AQ16i	Number and percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	Outcome from out-of-hospital cardiac arrest with attempted resuscitation, measured by documented return of spontaneous circulation (ROSC) at time of arrival of the patient to hospital. Recording of ROSC at hospital is the international Utstein standard and indicates the outcome of the pre-hospital response and intervention.
23	AQ16ii	Number and percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	Patients with suspected stroke (including unresolved transient ischaemic attack) who are documented as receiving the appropriate care bundle. The stroke care bundle comprises measurement of blood pressure, consciousness level, blood glucose and FAST test.
24	AQ16iii	Number and percentage of older patients with suspected hip fracture who are documented as receiving analgesia and appropriate care bundle	Fractured hips (known as neck of femur injuries): fractured hips cause significant pain which can be exacerbated by movement. Pain control for patients with a fractured neck of femur in the immediate post-trauma period is paramount to promoting recovery and patient experience. This reduces suffering and the detrimental effects uncontrolled pain may have. The care bundle measures the recording of initial and subsequent verbal pain scores and administration of appropriate pain medicines before arrival at hospital, also included is the total number of patients with a suspected fractured hip who received analgesia.
25	AQ16iv	Number and percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	Patients with STEMI diagnosis (ST-elevation myocardial infarction) who are documented as receiving the appropriate care bundle. The STEMI care bundle comprises of four elements including pain assessment and administration of three medicines including analgesia.
26	AQ16v	Number and percentage of suspected sepsis patients who have had a documented NEWS score.	Patients with a suspected diagnosis of sepsis or septic shock who have a documented NEWS score. This promotes early recognition of suspected sepsis and enhances handover in hospital.
27	AQ16vi	Number and percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle.	Patients aged 5 years and under with suspected febrile convulsion who are documented as receiving the appropriate care bundle. The febrile convulsion care bundle comprises measurement of heart rate, respiratory rate, oxygen saturation, temperature and blood glucose.
28	AQ16vii	Number and percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle.	Patients with low blood sugar (hypoglycaemia) who are documented as receiving the appropriate care bundle, which comprises blood glucose measurement before treatment, treatment and blood glucose measurement after treatment.
29	AQ17	Number of incidents that resulted in a non conveyance to hospital	How effective are the Welsh Ambulance Services NHS Trust in closing incidents at scene?
30	AQ18	Number and percentage of incidents where a resource was the ideal / suitable response as per the pilot clinical response model	How often are Welsh Ambulance Services NHS Trust sending the ideal resource to scene? How often are Welsh Ambulance Services NHS Trust sending a suitable resource to scene?
31	AQ19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
32	AQ19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?
32	AQ19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

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

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	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 2016 - December 2016

Step 1: Help Me Choose

AQI Ref	AQI Description	Oct-16								Nov-16								Dec-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	59	12	3	6	8	9	14	7	17	4	7	-	1	3	2	-	3	1	-	-	-	2	-	-	79
AQI2	Number of local health board engagement events attended by WAST	-								-								-								
AQI3	Number of attendances at key stakeholder events	20	3	3	2	3	4	2	3	29	4	4	3	5	5	3	5	16	2	2	2	3	3	2	2	65
AQI4 i	Number of NHS Direct Wales unique website visits	236,583	-	-	-	-	-	-	-	236,723	-	-	-	-	-	-	-	215,473	-	-	-	-	-	-	-	688,779
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,192	1,156	62	971	30	24	767	182	3,107	1,199	76	934	37	11	695	155	2,780	1,031	63	899	23	16	616	132	9,079
	Abdominal Pain	557	142	96	103	94	56	56	10	893	228	166	193	125	85	80	16	663	182	140	127	109	53	39	13	2,113
	Other Symptoms	275	70	52	60	41	25	22	5	392	100	58	71	63	48	42	10	402	110	73	74	54	48	35	8	1,069
	Chest Pain	355	104	60	53	54	36	36	12	305	97	61	52	45	25	16	9	305	105	51	41	43	32	26	7	965
	Rash	268	66	50	56	39	35	17	5	386	118	86	70	53	33	23	3	306	78	70	47	48	38	21	4	960
	Vomiting	225	52	44	43	37	16	30	3	344	94	55	60	58	45	22	10	320	68	76	54	56	35	25	6	889
	Ingestion Toxic	315	67	62	58	57	31	32	8	322	85	40	66	65	33	27	6	247	59	49	52	37	30	18	2	884
	Falls Non-Traumatic	239	49	38	51	26	15	37	23	367	80	65	93	29	35	41	24	233	67	38	64	19	20	19	6	839
	Fever	178	54	33	33	27	13	17	1	337	77	75	64	59	32	23	7	285	80	65	43	42	26	23	6	800
	Head Injury	236	49	45	57	35	33	13	4	229	61	36	46	35	32	15	4	160	45	18	28	26	21	21	1	625
AQI5	Number of Frequent Callers	183	37	29	51	29	8	25	4	200	26	40	62	24	12	27	9	220	48	39	67	19	8	34	5	603
	Number of Incidents generated by Frequent Callers	1,609	360	288	466	241	43	188	23	1,765	220	317	590	238	87	257	56	1,987	358	414	576	197	84	330	28	5,361
	Total Number of Incidents	39,439	6,638	6,961	9,780	5,993	3,643	4,718	1,706	37,897	6,296	6,874	9,558	5,657	3,544	4,455	1,513	41,668	7,253	7,723	10,279	6,031	3,865	4,817	1,700	119,004
	Percentage of Frequent Callers Incidents against overall number of Incidents	4.1%	5.4%	4.1%	4.8%	4.0%	1.2%	4.0%	1.3%	4.7%	3.5%	4.6%	6.2%	4.2%	2.5%	5.8%	3.7%	4.8%	4.9%	5.4%	5.6%	3.3%	2.2%	6.9%	1.6%	4.5%

Step 2 Answer My Call LHB Review: October 2016 - December 2016

Step 2: Answer My Call

AQI Ref	AQI Description	Oct-16								Nov-16								Dec-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI6	Number of Healthcare Professional (HCP) Calls answered	7,619	-	-	-	-	-	-	-	8,055	-	-	-	-	-	-	-	8,808	-	-	-	-	-	-	-	24,482
AQI7	Number of 999 calls answered	39,023	-	-	-	-	-	-	-	39,488	-	-	-	-	-	-	-	45,393	-	-	-	-	-	-	-	123,904
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,439	6,638	6,961	9,780	5,993	3,643	4,718	1,706	37,897	6,296	6,874	9,558	5,657	3,544	4,455	1,513	41,668	7,253	7,723	10,279	6,031	3,865	4,817	1,700	119,004
	Protocol 17: FALLS	5,442	948	835	1,543	678	447	735	256	4,807	845	748	1,340	561	436	637	240	5,299	898	874	1,468	662	470	699	228	15,548
	Protocol 35: HEALTH CARE PROFESSIONAL	4,591	665	756	1,177	599	452	652	290	4,407	574	812	1,159	594	407	616	245	4,188	526	808	1,101	539	396	571	247	13,186
	Protocol 06: BREATHING PROBLEMS	3,994	684	729	963	634	394	436	154	4,078	693	778	1,037	580	388	460	142	4,918	856	963	1,235	686	451	531	196	12,990
	Protocol 10: CHEST PAIN	4,059	686	729	1,010	524	410	518	182	3,821	631	728	922	546	383	460	151	4,224	815	765	989	574	397	499	185	12,104
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	3,368	495	647	889	499	304	385	149	3,237	486	579	933	464	280	372	123	3,490	585	616	945	471	357	401	115	10,095
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,031	341	339	500	372	186	224	69	1,970	311	345	486	326	175	241	86	2,254	385	433	519	354	217	254	92	6,255
	Protocol 28: STROKE - CVA	1,414	249	246	348	197	132	168	74	1,440	264	269	368	171	133	171	64	1,445	254	261	379	196	130	168	57	4,299
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,280	232	203	313	182	123	175	52	1,272	207	244	321	186	111	149	54	1,441	253	265	372	179	136	178	58	3,993
	Protocol 12: CONVULSIONS/FITTING	1,239	214	221	275	196	122	160	51	1,168	188	259	259	169	107	154	32	1,153	190	207	270	198	124	119	45	3,560
	Protocol 30: TRAUMATIC INJURIES, SPECIFIC	1,133	185	223	224	215	115	131	44	1,138	161	244	204	220	140	126	43	1,060	164	201	223	195	103	136	38	3,331
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,400	322	520	502	558	188	182	68	2,332	348	437	556	536	191	168	56	3,058	439	557	539	576	222	168	39	7,790
	Number of NHSDDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,357	210	232	306	239	116	147	47	1,205	174	204	323	203	102	117	42	1,347	121	156	230	129	85	85	23	3,909
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	1,043	112	288	196	319	72	35	21	1,127	174	233	233	333	89	51	14	1,711	318	401	309	447	137	83	16	3,881
	Percentage of calls ended following WAST telephone assessment	6.1%	4.9%	7.5%	5.1%	9.3%	5.2%	3.9%	4.0%	6.2%	5.5%	6.4%	5.8%	9.5%	5.4%	3.8%	3.7%	7.3%	6.1%	7.2%	5.2%	9.6%	5.7%	3.5%	2.3%	6.5%
AQI9 ii	Number of calls transferred to NHS Direct Wales	3,045	422	501	757	450	278	364	142	2,823	379	477	765	417	261	294	120	2,824	248	304	514	245	174	200	53	8,692
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	39,439	6,638	6,961	9,780	5,993	3,643	4,718	1,706	37,897	6,296	6,874	9,558	5,657	3,544	4,455	1,513	41,668	7,253	7,723	10,279	6,031	3,865	4,817	1,700	119,004
	Percentage of calls transferred to NHS Direct Wales	7.7%	6.4%	7.2%	7.7%	7.5%	7.6%	7.7%	8.3%	7.4%	6.0%	6.9%	8.0%	7.4%	7.4%	6.6%	7.9%	6.8%	3.4%	3.9%	5.0%	4.1%	4.5%	4.2%	3.1%	7.3%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,269	165	206	324	148	123	176	75	1,232	156	210	327	174	114	130	67	1,059	85	115	202	79	63	88	20	3,560
	Total Number of Calls Triaged by a Nurse Advisor	2,626	375	438	630	387	239	323	122	2,437	330	414	650	377	216	247	109	2,406	206	271	432	208	148	173	43	7,469
	Percentage of calls returned from NHS Direct Wales	48.3%	44.0%	47.0%	51.4%	38.2%	51.5%	54.5%	61.5%	50.6%	47.3%	50.7%	50.3%	46.2%	52.8%	52.6%	61.5%	44.0%	41.3%	42.4%	46.8%	38.0%	42.6%	50.9%	46.5%	47.7%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,357	210	232	306	239	116	147	47	1,205	174	204	323	203	102	117	42	1,347	121	156	230	129	85	85	23	3,909
	Total Number of Calls Triaged by a Nurse Advisor	2,626	375	438	630	387	239	323	122	2,437	330	414	650	377	216	247	109	2,406	206	271	432	208	148	173	43	7,469
	Percentage of calls ended through transfer to alternative care advice services	51.7%	56.0%	53.0%	48.6%	61.8%	48.5%	45.5%	38.5%	49.4%	52.7%	49.3%	49.7%	53.8%	47.2%	47.4%	38.5%	56.0%	58.7%	57.6%	53.2%	62.0%	57.4%	49.1%	53.5%	52.3%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	319	17	81	94	98	12	15	2	324	24	78	154	30	9	17	12	399	40	38	249	37	11	18	6	1,042
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,400	322	520	502	558	188	182	68	2,332	348	437	556	536	191	168	56	3,058	439	557	539	576	222	168	39	7,790
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	13.3%	5.3%	15.6%	18.7%	17.6%	6.4%	8.2%	2.9%	13.9%	6.9%	17.8%	27.7%	5.6%	4.7%	10.1%	21.4%	13.0%	9.1%	6.8%	46.2%	6.4%	5.0%	10.7%	15.4%	13.4%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	32	5	3	20	-	-	3	1	34	3	3	20	-	2	6	-	23	4	4	12	1	1	1	-	89
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,985	498	468	1,077	322	123	371	126	3,064	460	508	1,144	314	153	382	103	3,201	506	529	1,165	368	166	336	131	9,250
	Re-contact percentage within 24hrs of See and Treat	1.1%	1.0%	0.6%	1.9%	0.0%	0.0%	0.8%	0.8%	1.1%	0.7%	0.6%	1.7%	0.0%	1.3%	1.6%	0.0%	0.7%	0.8%	0.8%	1.0%	0.3%	0.6%	0.3%	0.0%	1.0%

Step 3 Come To See Me LHB Review: October 2016 - December 2016

Step 3: Come to See Me

AQI Ref	AQI Description	Oct-16								Nov-16								Dec-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI11	Number of RED category incidents resulting in an emergency response	1,673	301	313	370	295	157	183	54	1,666	308	291	370	300	147	195	55	1,986	399	370	443	333	164	207	70	5,325
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,290	228	252	301	231	118	126	34	1,315	247	219	304	263	111	131	40	1,505	291	271	342	281	127	140	53	4,110
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	77.1%	75.7%	80.5%	81.4%	78.3%	75.2%	68.9%	63.0%	78.9%	80.2%	75.3%	82.2%	87.7%	75.5%	67.2%	72.7%	75.8%	72.9%	73.2%	77.2%	84.4%	77.4%	67.6%	75.7%	77.2%
	RED Category - Median Response	00:04:51	00:05:01	00:04:45	00:04:13	00:04:57	00:04:53	00:05:52	00:05:13	00:04:34	00:04:35	00:05:17	00:04:08	00:03:46	00:05:14	00:04:33	00:03:43	00:04:55	00:05:23	00:05:01	00:04:35	00:04:24	00:04:45	00:05:22	00:03:11	
	RED Category - 65th Percentile	00:06:13	00:06:09	00:05:57	00:05:34	00:06:24	00:06:27	00:07:30	00:10:09	00:06:05	00:05:52	00:06:52	00:05:38	00:05:20	00:06:40	00:07:39	00:06:19	00:06:34	00:07:06	00:06:39	00:06:25	00:05:56	00:06:05	00:07:32	00:05:09	
RED Category - 95th Percentile	00:14:03	00:12:46	00:11:54	00:12:51	00:13:14	00:12:55	00:19:04	00:18:23	00:13:58	00:12:24	00:13:58	00:14:43	00:10:22	00:15:07	00:17:11	00:19:50	00:15:11	00:13:34	00:15:19	00:14:39	00:10:41	00:14:16	00:19:28	00:18:22		
AQI12	Number of AMBER category incidents resulting in an emergency response	22,802	3,929	4,096	5,656	3,370	2,160	2,671	920	21,879	3,704	4,034	5,480	3,190	2,087	2,571	813	23,970	4,137	4,451	5,970	3,379	2,276	2,771	986	68,651
	AMBER Category - Median Response	00:13:33	00:12:41	00:17:55	00:10:53	00:17:54	00:13:22	00:12:27	00:13:13	00:13:31	00:13:33	00:15:49	00:11:23	00:16:20	00:12:42	00:13:30	00:14:17	00:16:54	00:20:30	00:20:49	00:12:43	00:20:17	00:15:00	00:16:19	00:16:23	
	AMBER Category - 65th Percentile	00:19:17	00:17:00	00:26:17	00:15:12	00:28:28	00:18:36	00:17:04	00:18:28	00:19:26	00:18:56	00:23:02	00:16:08	00:25:05	00:18:00	00:18:42	00:19:49	00:25:00	00:32:21	00:32:09	00:18:14	00:31:52	00:22:20	00:23:07	00:23:30	
	AMBER Category - 95th Percentile	01:26:17	01:10:09	02:07:44	00:48:36	02:32:42	01:14:56	00:54:59	00:53:43	01:22:15	01:38:22	01:42:02	00:55:53	01:58:57	01:06:24	01:00:04	00:57:44	02:17:55	03:35:52	03:23:57	01:12:44	02:59:22	01:45:08	01:37:08	01:14:50	
AQI13	Number of GREEN category incidents resulting in a response	3,944	622	537	1,296	375	318	585	211	3,832	588	597	1,209	369	348	522	199	3,640	455	534	1,187	387	364	493	220	11,416
	GREEN Category - Median Response	00:27:12	00:29:28	00:41:42	00:20:21	00:46:43	00:29:14	00:26:52	00:27:00	00:28:55	00:35:23	00:39:06	00:24:12	00:37:22	00:24:19	00:26:59	00:18:05	00:39:10	01:03:23	01:04:57	00:28:33	00:44:59	00:33:23	00:38:46	00:32:40	
	GREEN Category - 65th Percentile	00:40:38	00:45:13	01:07:39	00:29:49	01:17:38	00:45:58	00:37:17	00:39:37	00:43:44	00:58:31	01:04:13	00:35:11	01:06:40	00:40:20	00:37:08	00:31:46	01:00:55	01:52:51	01:44:55	00:42:36	01:13:19	00:54:22	00:58:07	00:46:40	
	GREEN Category - 95th Percentile	03:12:40	02:57:35	07:00:12	01:36:05	06:05:14	03:04:27	02:00:44	01:42:25	03:36:18	04:38:45	05:58:06	02:25:50	06:44:14	02:42:45	02:07:49	01:18:14	05:02:06	07:03:36	07:37:32	02:29:39	06:19:22	03:44:04	04:08:10	03:00:10	
AQI14	Number of responded Incidents that received at least 1 resource allocation (excluding incidents where multiple dispatches are appropriate)	20,223	3,435	3,381	5,583	2,737	1,700	2,529	858	19,524	3,239	3,355	5,437	2,521	1,682	2,486	804	20,752	3,379	3,617	5,695	2,701	1,896	2,548	916	60,499
	Percentage of Incidents where 1 Vehicle Allocated	62%	63%	52%	65%	59%	57%	74%	75%	61%	57%	54%	63%	60%	58%	69%	68%	56%	52%	49%	58%	56%	52%	68%	69%	60%
	Percentage of Incidents where 2 Vehicles Allocated	21%	22%	24%	18%	23%	24%	18%	17%	21%	25%	24%	17%	23%	23%	21%	21%	22%	24%	24%	18%	24%	24%	19%	20%	21%
	Percentage of Incidents where 3 Vehicles Allocated	11%	10%	15%	11%	12%	14%	5%	6%	11%	11%	15%	11%	12%	13%	6%	8%	14%	15%	16%	15%	13%	17%	9%	8%	12%
	Percentage of Incidents where 4 or More Vehicles Allocated	6%	5%	9%	6%	7%	6%	2%	2%	6%	6%	7%	8%	6%	6%	3%	3%	8%	9%	10%	9%	7%	8%	4%	3%	7%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,504	224	169	291	292	78	323	127	1,401	180	159	303	235	77	358	89	1,861	288	319	389	311	69	357	128	4,766
	RED	324	68	45	51	44	17	77	22	280	57	24	51	41	16	71	20	421	105	74	79	50	12	76	25	1,025
	AMBER	1,096	143	119	209	219	61	243	102	1,053	116	134	215	185	54	282	67	1,341	176	240	262	240	55	271	97	3,490
	GREEN	84	13	5	31	29		3	3	68	7	1	37	9	7	5	2	99	7	5	48	21	2	10	6	251
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,204	166	126	241	253	58	261	99	1,150	139	128	260	207	65	280	71	1,494	231	254	323	245	60	285	96	3,848
Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	80.1%	74.1%	74.6%	82.8%	86.6%	74.4%	80.8%	78.0%	82.1%	77.2%	80.5%	85.6%	88.1%	84.4%	78.2%	79.8%	80.3%	80.2%	79.6%	83.0%	78.8%	87.0%	79.8%	75.0%	80.7%	

Step 4 Give Me Treatment LHB Review: October 2016 - December 2016

Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-16								Nov-16								Dec-16								All Wales Total			
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P				
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	15.2%	All Wales Indicator Only								11.1%	All Wales Indicator Only								11.4%	All Wales Indicator Only								12.5%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	35	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	90			
	Total Number of patients with attempted resuscitation following cardiac arrest	230	-	-	-	-	-	-	-	243	-	-	-	-	-	-	246	-	-	-	-	-	-	-	719				
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	96.9%	All Wales Indicator Only								94.6%	All Wales Indicator Only								96.8%	All Wales Indicator Only								96.1%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	346	-	-	-	-	-	-	-	296	-	-	-	-	-	-	270	-	-	-	-	-	-	-	912				
	Total Number of suspected stroke patients	357	-	-	-	-	-	-	-	313	-	-	-	-	-	279	-	-	-	-	-	-	-	949					
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle (including analgesia)	69.0%	All Wales Indicator Only								65.4%	All Wales Indicator Only								72.3%	All Wales Indicator Only								68.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	167	-	-	-	-	-	-	-	157	-	-	-	-	-	154	-	-	-	-	-	-	-	478					
	Total Number of older patients with suspected hip fracture	242	-	-	-	-	-	-	-	240	-	-	-	-	-	213	-	-	-	-	-	-	-	695					
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	83.1%	All Wales Indicator Only								78.8%	All Wales Indicator Only								81.7%	All Wales Indicator Only								81.2%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	201	-	-	-	-	-	-	-	189	-	-	-	-	-	174	-	-	-	-	-	-	-	564					
Total Number of older patients with suspected hip fracture	242	-	-	-	-	-	-	-	240	-	-	-	-	-	213	-	-	-	-	-	-	-	695						
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	69.8%	All Wales Indicator Only								59.0%	All Wales Indicator Only								66.0%	All Wales Indicator Only								64.9%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	44	-	-	-	-	-	-	-	36	-	-	-	-	-	31	-	-	-	-	-	-	-	111					
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	63	-	-	-	-	-	-	-	61	-	-	-	-	-	47	-	-	-	-	-	-	-	171					
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	95.0%	All Wales Indicator Only								97.8%	All Wales Indicator Only								95.2%	All Wales Indicator Only								96.1%
	Number of suspected sepsis patients who have had a documented NEWS score	38	-	-	-	-	-	-	-	44	-	-	-	-	-	40	-	-	-	-	-	-	-	122					
	Total Number of suspected sepsis patients	40	-	-	-	-	-	-	-	45	-	-	-	-	-	42	-	-	-	-	-	-	-	127					
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	70.3%	All Wales Indicator Only								91.7%	All Wales Indicator Only								100.0%	All Wales Indicator Only								86.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	26	-	-	-	-	-	-	-	33	-	-	-	-	-	27	-	-	-	-	-	-	-	86					
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	37	-	-	-	-	-	-	-	36	-	-	-	-	-	27	-	-	-	-	-	-	-	100					
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	84.1%	All Wales Indicator Only								83.9%	All Wales Indicator Only								85.5%	All Wales Indicator Only								84.4%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	248	-	-	-	-	-	-	-	270	-	-	-	-	-	195	-	-	-	-	-	-	-	713					
	Total Number of hypoglycaemic patients	295	-	-	-	-	-	-	-	322	-	-	-	-	-	228	-	-	-	-	-	-	-	845					
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,045	924	845	1,503	679	210	619	265	5,192	911	887	1,601	683	265	641	204	5,579	985	982	1,685	733	303	624	267	15,816			
	Treated At Scene	2,985	498	468	1,077	322	123	371	126	3,064	460	508	1,144	314	153	382	103	3,201	506	529	1,165	368	166	336	131	9,250			
	Referred To Alternate Provider	2,060	426	377	426	357	87	248	139	2,128	451	379	457	369	112	259	101	2,378	479	453	520	365	137	288	136	6,566			

Step 4: Give Me Treatment (Cont.)

AQI Ref	AQI Description	Oct-16				Nov-16				Dec-16				All Wales Total
		All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	All Wales	Central & West	North	South East	
AQI18	Number of Incidents where RRV Ideal as per clinical response model	10,546	3495	2620	4431	9,896	3233	2455	4208	9,740	3247	2397	4096	30,182
	Number of Incidents where RRV sent as ideal response	3,240	898	526	1816	3,091	797	522	1772	2,876	742	504	1630	9,207
	Percentage of Incidents where RRV sent as ideal response	30.7%	25.7%	20.1%	41.0%	31.2%	24.7%	21.3%	42.1%	29.5%	22.9%	21.0%	39.8%	30.5%
	Number of Incidents where EA Ideal as per clinical response model	1,966	694	486	786	1,900	646	480	774	1,959	633	522	804	5,825
	Number of Incidents where EA sent as ideal response	1,324	487	383	454	1,280	464	364	432	1,306	446	409	451	3,890
	Percentage of Incidents where EA sent as ideal response	67.3%	70.2%	78.8%	57.8%	66.3%	71.8%	75.8%	55.8%	66.7%	70.5%	78.4%	56.1%	66.8%
	Number of HCP (card 35) calls where UCS ideal as per clinical response model	3,536	1203	933	1400	3,403	1052	911	1440	3,062	926	845	1291	10,001
	Number of HCP (card 35) calls where UCS sent as ideal response	1,874	643	553	678	1,838	564	480	794	1,739	524	498	717	5,451
	Percentage of HCP calls where UCS sent as ideal response	53.0%	53.4%	59.3%	48.4%	54.0%	53.6%	52.7%	55.1%	56.8%	56.6%	58.9%	55.5%	54.5%

Step 5 Take Me To Hospital LHB Review: October 2016 - December 2016

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-16							Nov-16							Dec-16							All Wales Total			
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V		CT	HD	P
AQI19 i	Number of 999 Patients conveyed to Hospital	18,496	3,138	3,193	4,568	2,537	1,994	2,318	748	17,420	2,837	3,192	4,219	2,408	1,873	2,167	724	18,442	2,996	3,302	4,499	2,525	2,022	2,301	797	54,358
	Total Number of Incidents where an Ambulance Resource Attended Scene	26,303	4,583	4,457	6,880	3,617	2,443	3,219	1,104	25,064	4,223	4,459	6,520	3,410	2,395	3,061	996	26,581	4,382	4,700	6,996	3,611	2,571	3,155	1,166	77,948
	Percentage of patients conveyed to hospital following a face to face assessment	70.3%	68.5%	71.6%	66.4%	70.1%	81.6%	72.0%	67.6%	69.5%	67.2%	71.6%	64.7%	70.6%	78.2%	70.8%	72.7%	69.4%	68.4%	70.3%	64.3%	69.9%	78.6%	72.9%	68.4%	69.7%
AQI19 ii	Total number of patients conveyed to hospital by type	23,256	3,767	4,074	5,692	3,297	2,504	2,908	1,014	22,184	3,457	4,096	5,410	3,191	2,338	2,739	953	23,451	3,713	4,316	5,659	3,308	2,483	2,910	1,062	68,891
	Tier 1 Major A&E Units	21,216	3,321	3,887	5,526	2,698	2,485	2,401	898	20,273	3,082	3,898	5,241	2,625	2,320	2,283	824	21,485	3,287	4,105	5,519	2,727	2,467	2,415	965	62,974
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	622	410	132	46	-	13	10	11	557	337	133	54	1	8	9	15	633	394	160	49	1	6	16	7	1,812
	Tier 3 (Major Acute) - Medical Admissions Unit	1,029	10	3	-	523	-	492	1	950	11	3	-	502	2	432	-	994	15	2	-	504	1	472	-	2,973
	Other (all other units such as Maternity or Mental Health Units)	389	26	52	120	76	6	5	104	404	27	62	115	63	8	15	114	339	17	49	91	76	9	7	90	1,132
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	57.6%	57.5%	49.4%	48.0%	43.9%	86.1%	78.4%	47.6%	56.0%	48.0%	53.3%	41.9%	47.9%	86.5%	78.1%	58.4%	53.9%	41.7%	49.1%	41.6%	49.4%	84.6%	76.7%	53.8%	55.8%
	Number of Notification to Handover within 15 minutes	11,609	1,940	1,570	2,433	1,259	1,949	2,144	314	11,472	1,607	1,806	2,120	1,450	2,038	2,079	372	11,639	1,512	1,733	2,213	1,524	2,091	2,180	386	34,720
	Total Number of Handovers	20,152	3,376	3,179	5,069	2,871	2,263	2,734	660	20,481	3,351	3,391	5,058	3,026	2,356	2,662	637	21,602	3,630	3,527	5,323	3,085	2,472	2,844	721	62,235
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	57.7%	58.7%	49.4%	48.0%	45.3%	86.2%	77.6%	47.4%	56.0%	48.5%	53.2%	41.9%	49.8%	86.6%	76.4%	58.9%	53.9%	42.8%	49.1%	41.6%	52.0%	84.6%	74.4%	53.8%	55.8%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	10,912	1,825	1,570	2,433	1,079	1,949	1,746	310	10,792	1,511	1,803	2,120	1,258	2,037	1,693	370	10,939	1,421	1,731	2,213	1,341	2,091	1,757	385	32,643
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,904	3,111	3,176	5,069	2,382	2,261	2,251	654	19,283	3,114	3,388	5,058	2,527	2,351	2,217	628	20,292	3,319	3,522	5,323	2,580	2,471	2,361	716	58,479
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	41.9%	41.6%	-	-	-	0.0%	60.0%	60.0%	37.2%	38.1%	-	-	100.0%	33.3%	0.0%	22.2%	26.8%	26.4%	66.7%	-	-	-	28.6%	20.0%	34.8%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	112	106	-	-	-	-	3	3	90	86	-	-	1	1	-	2	83	78	2	-	-	-	2	1	285
	TIER 2 (Minor A&E Units) - Total Number of Handovers	267	255	-	-	-	2	5	5	242	226	-	-	1	3	3	9	310	295	3	-	-	-	7	5	819
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	59.6%	90.0%	0.0%	-	36.8%	-	82.6%	100.0%	61.7%	90.9%	100.0%	-	38.4%	0.0%	87.3%	-	61.7%	81.3%	0.0%	-	36.2%	0.0%	88.4%	-	61.0%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	585	9	-	-	180	-	395	1	590	10	3	-	191	-	386	-	617	13	-	-	183	-	421	-	1,792
	TIER 3 (Major Acute) - Total Number of Handovers	981	10	3	-	489	-	478	1	956	11	3	-	498	2	442	-	1,000	16	2	-	505	1	476	-	2,937
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	4,054	743	614	1,413	940	42	168	135	4,698	1,216	488	1,805	842	38	181	127	5,447	1,401	735	2,102	800	47	222	141	14,199
	Tier 1 Major A&E Units	3,872	684	611	1,413	837	42	150	135	4,490	1,138	488	1,805	731	38	168	121	5,184	1,283	734	2,102	671	47	214	134	13,546
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	59	59	-	-	-	0	0	0	85	78	-	-	-	0	1	6	126	117	1	-	-	-	1	7	271
	Tier 3 (Major Acute) - Medical Admissions Unit	123	0	3	-	104	-	17	-	123	0	-	-	111	0	12	-	136	0	0	-	129	0	7	-	382
	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	80.1%	72.6%	75.9%	89.3%	78.6%	80.8%	76.5%	86.4%	80.0%	71.1%	77.0%	91.0%	78.1%	80.6%	73.5%	89.0%	81.2%	72.5%	77.9%	91.2%	79.0%	83.9%	76.4%	87.4%	80.4%
	Number of Handover to Clear within 15 minutes	16,138	2,450	2,412	4,529	2,256	1,829	2,092	570	16,384	2,383	2,612	4,602	2,363	1,900	1,957	567	17,546	2,631	2,747	4,853	2,436	2,075	2,174	630	50,068
	Total Number of Handovers	20,152	3,376	3,179	5,069	2,871	2,263	2,734	660	20,481	3,351	3,391	5,058	3,026	2,356	2,662	637	21,602	3,630	3,527	5,323	3,085	2,472	2,844	721	62,235

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Oct-16								Nov-16								Dec-16								All Wales Total
		All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	All Wales	ABM	AB	BCU	C&V	CT	HD	P	
AQI22 ii	Number and Percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type																									
	TIER 1 (Major A&E Units) - Percentage of Handover to Clear within 15 minutes	79.8%	71.2%	75.9%	89.3%	75.6%	80.8%	77.2%	86.4%	79.6%	69.8%	77.0%	91.0%	74.9%	80.6%	73.2%	89.0%	80.9%	71.0%	77.9%	91.2%	75.2%	83.9%	77.0%	87.3%	80.1%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	15,081	2,214	2,409	4,529	1,800	1,827	1,737	565	15,355	2,175	2,609	4,602	1,893	1,895	1,622	559	16,410	2,357	2,742	4,853	1,941	2,074	1,818	625	46,846
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,904	3,111	3,176	5,069	2,382	2,261	2,251	654	19,283	3,114	3,388	5,058	2,527	2,351	2,217	628	20,292	3,319	3,522	5,323	2,580	2,471	2,361	716	58,479
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	88.4%	89.0%	-	-	-	100.0%	60.0%	80.0%	88.0%	88.1%	-	-	0.0%	100.0%	100.0%	88.9%	88.4%	88.5%	100.0%	-	-	-	71.4%	100.0%	88.3%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	236	227	-	-	-	2	3	4	213	199	-	-	-	3	3	8	274	261	3	-	-	-	5	5	723
	TIER 2 (Minor A&E Units) - Total Number of Handovers	267	255	-	-	-	2	5	5	242	226	-	-	1	3	3	9	310	295	3	-	-	-	7	5	819
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	83.7%	90.0%	100.0%	-	93.3%	-	73.6%	100.0%	85.4%	81.8%	100.0%	-	94.4%	100.0%	75.1%	-	86.2%	81.3%	100.0%	-	98.0%	-	73.7%	-	85.1%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	821	9	3	-	456	-	352	1	816	9	3	-	470	2	332	-	862	13	2	-	495	1	351	-	2,499
	TIER 3 (Major Acute) - Total Number of Handovers	981	10	3	-	489	-	478	1	956	11	3	-	498	2	442	-	1,000	16	2	-	505	1	476	-	2,937
	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	1,674	72	514	172	159	89	147	521	1,603	80	512	170	151	89	149	452	1,662	71	513	161	162	79	147	529	4,939
	Number of patients conveyed to hospital	23,256	3,767	4,074	5,692	3,297	2,504	2,908	1,014	22,184	3,457	4,096	5,410	3,191	2,338	2,739	953	23,451	3,713	4,316	5,659	3,308	2,483	2,910	1,062	68,891
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.2%	1.9%	12.6%	3.0%	4.8%	3.6%	5.1%	51.4%	7.2%	2.3%	12.5%	3.1%	4.7%	3.8%	5.4%	47.4%	7.1%	1.9%	11.9%	2.8%	4.9%	3.2%	5.1%	49.8%	7.2%
AQI24	Number of lost hours following handover to clear over 15 minutes	584	124	152	55	126	45	66	16	612	158	113	58	131	51	88	12	628	151	155	62	116	45	85	14	1,825
	Tier 1 Major A&E Units	569	122	152	55	121	45	57	16	583	144	113	58	128	51	76	12	607	145	155	62	115	45	71	14	1,758
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	2	1	-	-	-	-	0	0	14	14	-	-	0	-	-	0	5	5	-	-	-	-	0	-	22
	Tier 3 (Major Acute) - Medical Admissions Unit	14	0	-	-	5	-	9	-	15	0	-	-	2	-	13	-	16	1	-	-	1	-	14	-	45
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Ambulance Quality Indicator Glossary

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

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

Changes captured within version 1.2

1	Updated AQI 15 to include additional CFR Vehicle Types
2	AQI 19 to 22 - All MIU Units reclassified from Tier 4 (Other) to Tier 2 (Minor A&E Units)
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The information contained in this document is not restricted and is classified for general release

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