

# Welsh Ambulance Services NHS Trust National Collaborative Commissioning: Quality and Delivery Framework Ambulance Quality Indicators: October 2018 - December 2018

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



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## EASC 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?
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 including median, 65th and 95th percentile of time to answer	How many 999 calls do the Welsh Ambulance Services NHS Trust receive? How quickly are they answered?
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 Welsh Ambulance Services NHS Trust 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 Welsh Ambulance Services NHS Trust 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	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 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.
21	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?
22	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.
23	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.
24	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.
25	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.
26	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.
27	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.
28	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.
29	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?
30	AQI18	Number and Percentage of incidents where a resource was the ideal response as per the clinical response model	How often are WAST sending the ideal resource to scene?
31	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
32	AQI19ii	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.



**GIG**  
CYMRU  
**NHS**  
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Pwyllgor Gwasanaethau  
Ambiwlans Brys  
Emergency Ambulance  
Services Committee



**Heb Farc Diogelu**  
**Not Protectively Marked**



**GIG**  
CYMRU  
**NHS**  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwlans Cymru  
Welsh Ambulance Services  
NHS Trust

## 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 2018 - December 2018

### Step 1: Help Me Choose

AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	
<b>AQI1</b>	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	81	16	19	17	9	14	4	2	26	3	5	-	6	1	8	3	9	3	3	-	1	-	2	-	116
<b>AQI3</b>	Number of attendances at key stakeholder events	24	3	3	3	4	5	3	3	26	4	4	2	4	5	4	3	13	2	2	1	2	2	1	3	63
<b>AQI4 i</b>	Number of NHS Direct Wales unique website visits	327,676	-	-	-	-	-	-	-	294,158	-	-	-	-	-	-	-	257,523	-	-	-	-	-	-	-	879,357
<b>AQI4 ii</b>	NHS Direct Wales number of calls by reason (top 10)																									
	Dental Problems	3,733	1,315	46	1,201	23	13	868	267	3,527	1,242	41	1,099	29	15	852	249	3,823	1,320	50	1,188	28	7	929	301	11,083
	Abdominal Pain	1,177	378	170	172	134	85	163	75	1,156	315	160	154	143	64	243	77	1,232	349	167	186	143	84	219	84	3,565
	Other Symptoms	669	166	115	109	87	63	86	43	569	161	82	91	56	54	97	28	667	149	111	108	83	58	132	26	1,905
	Rash	657	255	88	67	54	68	89	36	574	201	81	57	60	40	98	37	619	202	85	78	57	45	114	38	1,850
	Fever	613	205	91	76	80	53	69	39	561	147	99	70	57	43	105	40	663	196	101	89	57	55	126	39	1,837
	Chest Pain	583	200	80	79	81	40	70	33	573	205	56	57	54	45	109	47	633	231	80	84	54	28	122	34	1,789
	Cough	349	160	34	21	31	27	54	22	415	147	48	31	33	27	92	37	607	248	62	33	35	26	151	52	1,371
	Sore Throat	350	179	29	23	35	13	49	22	389	181	26	17	28	16	93	28	587	290	34	31	26	17	142	47	1,326
	Vomiting	362	98	36	56	54	39	60	19	391	116	54	45	39	39	74	24	488	139	83	69	52	36	82	27	1,241
	Back Pain	383	118	50	60	48	34	46	27	406	110	51	64	36	42	79	24	436	133	47	55	38	35	90	38	1,225
<b>AQI5</b>	Number of Frequent Callers	221	43	26	75	22	18	31	6	246	47	35	80	23	20	35	6	265	58	33	86	28	22	30	8	732
	Number of Incidents generated by Frequent Callers	1,947	350	231	785	201	129	216	35	2,397	407	274	1,040	200	161	282	33	2,151	503	284	685	223	153	248	55	6,495
	Total Number of Incidents	38,488	6,161	6,766	10,121	5,475	3,556	4,716	1,693	38,240	6,387	6,851	9,476	5,668	3,645	4,577	1,636	41,049	6,963	7,314	10,306	5,809	3,801	5,059	1,797	117,777
	Percentage of Frequent Callers Incidents against overall number of Incidents	5.1%	5.7%	3.4%	7.8%	3.7%	3.6%	4.6%	2.1%	6.3%	6.4%	4.0%	11.0%	3.5%	4.4%	6.2%	2.0%	5.2%	7.2%	3.9%	6.6%	3.8%	4.0%	4.9%	3.1%	5.5%

## Step 2 Answer My Call LHB Review: October 2018 - December 2018

Step 2: Answer My Call																											
AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	6,113	-	-	-	-	-	-	-	6,356	-	-	-	-	-	-	-	6,680	-	-	-	-	-	-	-	-	19,149
AQI7	Number of 999 calls answered	44,170	-	-	-	-	-	-	-	43,780	-	-	-	-	-	-	-	46,993	-	-	-	-	-	-	-	-	134,943
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	38,488	6,161	6,766	10,121	5,475	3,556	4,716	1,693	38,240	6,387	6,851	9,476	5,668	3,645	4,577	1,636	41,049	6,963	7,314	10,306	5,809	3,801	5,059	1,797	117,777	
	Protocol 17: FALLS	4,456	685	764	1,242	576	418	581	190	4,294	694	709	1,189	604	390	535	173	4,716	771	792	1,328	581	464	595	185	13,466	
	Protocol 06: BREATHING PROBLEMS	4,105	698	739	1,042	558	430	465	173	4,246	713	797	1,032	564	469	479	192	4,870	795	937	1,187	668	493	583	207	13,221	
	Protocol 10: CHEST PAIN	4,124	668	773	1,053	535	359	534	202	4,122	732	712	1,006	546	411	523	192	4,316	788	712	1,057	539	427	583	210	12,562	
	Protocol 35: HEALTH CARE PROFESSIONAL	4,189	576	799	989	591	418	575	241	4,052	578	812	969	498	368	568	259	4,143	619	767	1,061	523	362	573	238	12,384	
	Protocol 26: SICK PERSON - SPECIFIC DIAGNOSIS	2,868	394	491	820	400	279	382	102	2,844	446	487	815	377	249	352	118	3,215	507	560	859	422	295	435	137	8,927	
	Protocol 31: UNCONSCIOUS/FAINTING(NEAR)	2,347	363	390	615	401	211	270	97	2,441	381	393	606	456	228	292	85	2,597	400	473	630	429	252	288	125	7,385	
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,370	218	235	374	193	112	177	61	1,376	224	261	337	204	119	169	62	1,597	272	291	437	209	133	191	64	4,343	
	Protocol UGA2: UPGRADE TO AMBER 2	1,470	239	218	440	143	130	224	76	1,336	237	261	338	165	119	167	49	1,171	219	202	261	156	104	174	55	3,977	
	Protocol 28: STROKE - CVA	1,247	223	220	336	135	110	147	76	1,261	227	201	332	156	120	161	64	1,410	211	230	396	181	120	178	94	3,918	
	Protocol 12: CONVULSIONS/FITTING	1,291	195	215	334	215	150	139	43	1,296	218	205	281	237	149	143	63	1,326	228	233	330	196	136	146	57	3,913	
	AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,895	448	600	750	566	221	233	77	2,937	533	636	527	650	273	247	71	3,257	595	701	627	635	302	301	96	9,089
Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome		1,188	152	230	332	217	103	115	39	1,150	187	197	279	201	109	135	42	1,351	187	248	377	206	124	155	54	3,689	
Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome		1,707	296	370	418	349	118	118	38	1,787	346	439	248	449	164	112	29	1,906	408	453	250	429	178	146	42	5,400	
Percentage of calls ended following WAST telephone assessment		7.5%	7.3%	8.9%	7.4%	10.3%	6.2%	4.9%	4.5%	7.7%	8.3%	9.3%	5.6%	11.5%	7.5%	5.4%	4.3%	7.9%	8.5%	9.6%	6.1%	10.9%	7.9%	5.9%	5.3%	7.7%	
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,385	325	410	680	383	225	285	77	2,389	364	390	630	373	255	286	91	2,748	430	457	773	387	252	345	104	7,522	
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	38,488	6,161	6,766	10,121	5,475	3,556	4,716	1,693	38,240	6,387	6,851	9,476	5,668	3,645	4,577	1,636	41,049	6,963	7,314	10,306	5,809	3,801	5,059	1,797	117,777	
	Percentage of calls transferred to NHS Direct Wales	6.2%	5.3%	6.1%	6.7%	7.0%	6.3%	6.0%	4.5%	6.2%	5.7%	5.7%	6.6%	6.6%	7.0%	6.2%	5.6%	6.7%	6.2%	6.2%	7.5%	6.7%	6.6%	6.8%	5.8%	6.4%	
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	934	132	146	282	118	101	126	29	951	134	145	288	120	107	116	41	1,051	180	165	299	124	100	147	36	2,936	
	Total Number of Calls Triage by a Nurse Advisor	2,122	284	376	614	335	204	241	68	2,101	321	342	567	321	216	251	83	2,402	367	413	676	330	224	302	90	6,625	
	Percentage of calls returned from NHS Direct Wales	44.0%	46.5%	38.8%	45.9%	35.2%	49.5%	52.3%	42.6%	45.3%	41.7%	42.4%	50.8%	37.4%	49.5%	46.2%	49.4%	43.8%	49.0%	40.0%	44.2%	37.6%	44.6%	48.7%	40.0%	44.3%	
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,188	152	230	332	217	103	115	39	1,150	187	197	279	201	109	135	42	1,351	187	248	377	206	124	155	54	3,689	
	Total Number of Calls Triage by a Nurse Advisor	2,122	284	376	614	335	204	241	68	2,101	321	342	567	321	216	251	83	2,402	367	413	676	330	224	302	90	6,625	
	Percentage of calls ended through transfer to alternative care advice services	56.0%	53.5%	61.2%	54.1%	64.8%	50.5%	47.7%	57.4%	54.7%	58.3%	57.6%	49.2%	62.6%	50.5%	53.8%	50.6%	56.2%	51.0%	60.0%	55.8%	62.4%	55.4%	51.3%	60.0%	55.7%	
AQI10 i	Re-Contact rates - Telephone																										
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	535	33	44	396	26	9	21	6	143	34	40	29	20	11	7	2	241	60	44	83	27	10	15	2	919	
	Number of calls ended following WAST telephone assessment (Hear and Treat)	2,895	448	600	750	566	221	233	77	2,937	533	636	527	650	273	247	71	3,257	595	701	627	635	302	301	96	9,089	
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	18.5%	7.4%	7.3%	52.8%	4.6%	4.1%	9.0%	7.8%	4.9%	6.4%	6.3%	5.5%	3.1%	4.0%	2.8%	2.8%	7.4%	10.1%	6.3%	13.2%	4.3%	3.3%	5.0%	2.1%	10.1%	
AQI10 ii	Re-Contact rates - Attendance at Scene																										
	Number of incidents within 24 hours following See and Treat	28	-	7	12	1	-	8	-	14	1	3	6	1	-	2	1	29	3	7	16	1	-	2	-	71	
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,999	403	585	1,029	280	155	385	162	2,811	465	492	973	258	137	333	153	2,817	405	551	953	338	133	299	138	8,627	
	Re-contact percentage within 24hrs of See and Treat	0.9%	0.0%	1.2%	1.2%	0.4%	0.0%	2.1%	0.0%	0.5%	0.2%	0.6%	0.6%	0.4%	0.0%	0.6%	0.7%	1.0%	0.7%	1.3%	1.7%	0.3%	0.0%	0.7%	0.0%	0.8%	

## Step 3 Come to See Me LHB Review: October 2018 - December 2018

### Step 3: Come to See Me

AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	2,030	366	362	469	334	180	224	95	2,211	420	422	451	386	213	240	79	2,414	496	498	434	414	211	255	106	6,655
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,516	276	274	348	274	135	148	61	1,599	316	308	309	310	145	157	54	1,757	374	358	324	333	152	154	62	4,872
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	74.7%	75.4%	75.7%	74.2%	82.0%	75.0%	66.1%	64.2%	72.3%	75.2%	73.0%	68.5%	80.3%	68.1%	65.4%	68.4%	72.8%	75.4%	71.9%	74.7%	80.4%	72.0%	60.4%	58.5%	73.2%
	RED Category - Median Response	00:05:12	00:05:24	00:05:19	00:04:55	00:05:07	00:05:18	00:05:01	00:05:06	00:05:21	00:05:16	00:05:18	00:05:45	00:04:59	00:05:50	00:05:04	00:04:32	00:05:19	00:05:21	00:05:30	00:05:15	00:04:50	00:05:32	00:05:29	00:05:14	
	RED Category - 65th Percentile	00:06:41	00:06:39	00:06:42	00:06:49	00:06:14	00:06:30	00:07:49	00:08:08	00:06:57	00:06:40	00:06:49	00:07:27	00:06:12	00:07:31	00:07:45	00:07:30	00:06:50	00:06:35	00:07:05	00:06:45	00:06:15	00:06:50	00:08:48	00:09:46	
	RED Category - 95th Percentile	00:15:20	00:13:14	00:14:32	00:16:12	00:11:18	00:13:58	00:19:12	00:22:11	00:15:30	00:14:10	00:15:21	00:16:21	00:11:00	00:14:25	00:17:05	00:18:36	00:15:59	00:14:06	00:17:21	00:15:32	00:13:15	00:15:03	00:20:05	00:19:51	
AQI12	Number of AMBER category incidents resulting in an emergency response	22,360	3,539	3,854	5,929	2,892	2,109	2,955	1,082	22,031	3,534	3,813	5,754	2,912	2,156	2,840	1,022	23,337	3,673	4,006	6,144	3,072	2,222	3,096	1,124	67,728
	AMBER Category - Median Response	00:23:27	00:25:39	00:25:09	00:22:51	00:26:18	00:22:01	00:21:11	00:20:53	00:23:41	00:29:15	00:31:31	00:18:17	00:29:45	00:22:31	00:21:36	00:20:14	00:24:51	00:38:08	00:30:57	00:19:06	00:29:35	00:26:15	00:21:41	00:20:42	
	AMBER Category - 65th Percentile	00:35:27	00:40:19	00:39:20	00:33:47	00:42:41	00:32:08	00:30:08	00:30:36	00:35:52	00:47:22	00:50:37	00:26:18	00:48:57	00:32:10	00:31:13	00:28:34	00:38:14	01:01:39	00:47:37	00:26:56	00:47:51	00:39:35	00:31:11	00:30:38	
	AMBER Category - 95th Percentile	02:32:45	03:14:18	02:43:06	02:25:18	03:08:06	02:00:25	01:46:00	01:43:44	02:32:02	03:07:17	03:16:28	01:38:48	03:21:50	02:08:13	01:36:38	01:31:23	02:41:41	04:25:08	03:01:16	01:40:12	04:09:41	02:20:51	01:42:56	01:42:31	
AQI13	Number of GREEN category incidents resulting in a response	2,113	304	380	593	253	204	275	104	2,065	315	354	608	219	200	257	112	2,403	348	375	756	246	216	337	125	6,581
	GREEN Category - Median Response	00:47:15	00:45:30	00:59:51	00:43:11	00:47:18	00:45:15	00:47:42	00:38:28	00:44:52	00:43:58	01:02:11	00:34:46	00:52:01	01:00:53	00:38:56	00:37:54	00:44:24	00:45:13	00:57:04	00:38:03	00:56:29	00:55:03	00:42:47	00:37:49	
	GREEN Category - 65th Percentile	01:14:53	01:12:46	01:27:09	01:08:19	01:18:58	01:10:43	01:09:01	00:55:53	01:09:42	01:07:50	01:25:39	00:58:28	01:20:18	01:14:20	00:56:58	00:56:02	01:08:42	01:16:27	01:24:52	00:55:33	01:28:54	01:29:20	01:02:29	00:54:00	
	GREEN Category - 95th Percentile	04:35:06	04:55:00	05:18:11	04:32:25	04:47:56	03:26:02	03:28:39	03:36:34	04:52:10	05:15:36	06:49:48	03:27:28	06:53:20	04:07:54	03:10:53	03:35:04	04:55:56	07:16:30	06:30:01	02:57:03	08:31:39	05:48:27	03:06:00	02:45:17	
AQI14	Number of responded incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	21,868	3,420	3,769	5,652	2,963	2,214	2,865	985	21,680	3,413	3,906	5,593	2,878	2,156	2,767	967	22,959	3,671	4,093	5,878	2,985	2,236	3,058	1,038	66,507
	Percentage of Incidents where 1 Vehicle Arrived at Scene	83.6%	83.1%	77.2%	85.3%	83.3%	80.2%	91.0%	87.5%	83.1%	81.3%	78.4%	85.9%	82.2%	79.1%	89.3%	86.8%	82.6%	77.9%	78.7%	87.3%	81.4%	77.2%	88.8%	85.5%	83.1%
	Percentage of Incidents where 2 Vehicles Arrived at Scene	14.9%	15.0%	20.4%	13.7%	15.5%	17.6%	8.3%	11.8%	15.3%	16.5%	19.5%	13.1%	16.1%	18.9%	10.2%	12.3%	15.8%	19.8%	19.2%	11.8%	16.8%	20.8%	10.6%	12.7%	15.3%
	Percentage of Incidents where 3 Vehicles Arrived at Scene	1.3%	1.6%	2.1%	0.9%	1.1%	1.7%	0.7%	0.6%	1.3%	1.8%	1.7%	1.0%	1.4%	1.8%	0.5%	0.8%	1.4%	1.9%	1.9%	0.8%	1.6%	1.6%	0.6%	1.4%	1.3%
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.2%	0.3%	0.3%	0.1%	0.1%	0.5%	0.0%	0.1%	0.2%	0.4%	0.3%	0.1%	0.3%	0.2%	0.1%	0.1%	0.2%	0.4%	0.3%	0.0%	0.3%	0.4%	0.0%	0.3%	0.2%
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,628	182	329	539	194	64	218	102	1,397	147	245	400	261	71	187	86	1,724	136	284	543	370	91	181	119	4,749
	RED	332	43	54	89	52	10	54	30	349	52	59	56	81	19	56	26	348	45	64	54	73	24	48	40	1,029
	AMBER	1,230	139	272	395	138	54	161	71	983	90	183	301	169	52	128	60	1,293	89	214	431	283	67	133	76	3,506
	GREEN	66	-	3	55	4	-	3	1	65	5	3	43	11	-	3	-	83	2	6	58	14	-	-	3	214
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,413	164	278	490	154	54	191	82	1,207	128	212	364	216	54	158	75	1,498	120	239	484	315	76	164	100	4,118
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	86.8%	90.1%	84.5%	90.9%	79.4%	84.4%	87.6%	80.4%	86.4%	87.1%	86.5%	91.0%	82.8%	76.1%	84.5%	87.2%	86.9%	88.2%	84.2%	89.1%	85.1%	83.5%	90.6%	84.0%	86.7%



## Step 4 Give Me Treatment LHB Review: October 2018 - December 2018

### Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	15.4%	All Wales Indicator Only								11.0%	All Wales Indicator Only								11.5%	All Wales Indicator Only								12.6%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	34	-	-	-	-	-	-	-	25	-	-	-	-	-	-	-	27	-	-	-	-	-	-	-	86			
	Total Number of patients with attempted resuscitation following cardiac arrest	221	-	-	-	-	-	-	-	228	-	-	-	-	-	-	-	235	-	-	-	-	-	-	-	684			
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	94.2%	All Wales Indicator Only								95.8%	All Wales Indicator Only								95.3%	All Wales Indicator Only								95.1%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	311	-	-	-	-	-	-	-	338	-	-	-	-	-	-	-	345	-	-	-	-	-	-	-	994			
	Total Number of suspected stroke patients	330	-	-	-	-	-	-	-	353	-	-	-	-	-	-	-	362	-	-	-	-	-	-	-	1045			
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	81.2%	All Wales Indicator Only								79.1%	All Wales Indicator Only								79.0%	All Wales Indicator Only								79.8%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	216	-	-	-	-	-	-	-	189	-	-	-	-	-	-	-	177	-	-	-	-	-	-	-	582			
	Total Number of older patients with suspected hip fracture	266	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	224	-	-	-	-	-	-	-	729			
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	92.1%	All Wales Indicator Only								92.5%	All Wales Indicator Only								91.5%	All Wales Indicator Only								92.0%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	245	-	-	-	-	-	-	-	221	-	-	-	-	-	-	-	205	-	-	-	-	-	-	-	671			
	Total Number of older patients with suspected hip fracture	266	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	224	-	-	-	-	-	-	-	-	729		
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	60.8%	All Wales Indicator Only								74.7%	All Wales Indicator Only								76.3%	All Wales Indicator Only								70.7%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	45	-	-	-	-	-	-	-	59	-	-	-	-	-	-	-	58	-	-	-	-	-	-	-	162			
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	74	-	-	-	-	-	-	-	79	-	-	-	-	-	-	-	76	-	-	-	-	-	-	-	229			
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	98.0%	All Wales Indicator Only								98.4%	All Wales Indicator Only								100.0%	All Wales Indicator Only								99.0%
	Number of suspected sepsis patients who have had a documented NEWS score	49	-	-	-	-	-	-	-	62	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	191			
	Total Number of suspected sepsis patients	50	-	-	-	-	-	-	-	63	-	-	-	-	-	-	-	80	-	-	-	-	-	-	-	193			
AQI16 vi	Percentage of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								100.0%	All Wales Indicator Only								100.0%
	Number of patients with a suspected febrile convulsion aged 5 years and under who are documented as receiving the appropriate care bundle	24	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	32	-	-	-	-	-	-	-	82			
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	24	-	-	-	-	-	-	-	26	-	-	-	-	-	-	-	32	-	-	-	-	-	-	-	82			
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	89.9%	All Wales Indicator Only								89.8%	All Wales Indicator Only								87.2%	All Wales Indicator Only								88.9%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	213	-	-	-	-	-	-	-	255	-	-	-	-	-	-	-	253	-	-	-	-	-	-	-	721			
	Total Number of hypoglycaemic patients	237	-	-	-	-	-	-	-	284	-	-	-	-	-	-	-	290	-	-	-	-	-	-	-	811			

Step 4: Give Me Treatment (Cont.)																											
AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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		
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,030	740	941	1,466	637	282	663	301	4,899	860	903	1,407	597	235	646	251	5,165	831	939	1,433	711	273	687	291	15,094	
	Treated At Scene	2,999	403	585	1,029	280	155	385	162	2,811	465	492	973	258	137	333	153	2,817	405	551	953	338	133	299	138	8,627	
	Referred To Alternate Provider	2,031	337	356	437	357	127	278	139	2,088	395	411	434	339	98	313	98	2,348	426	388	480	373	140	388	153	6,467	
AQI18	AMBER																										
	Total Number of AMBER Incidents with a Response	20,177	3,177	3,510	5,267	2,671	1,942	2,646	964	19,922	3,177	3,409	5,215	2,635	1,973	2,569	944	21,045	3,237	3,577	5,620	2,752	2,021	2,812	1,026	61,144	
	Number of AMBER Incidents where Ideal Resource First on Scene	14,503	2,286	2,315	3,879	1,940	1,352	1,999	732	13,942	2,144	2,221	3,726	1,824	1,355	1,954	718	14,556	2,151	2,288	4,020	1,934	1,297	2,115	751	43,001	
	Percentage of AMBER Incidents where Ideal Resource First on Scene	71.9%	72.0%	66.0%	73.6%	72.6%	69.6%	75.5%	75.9%	70.0%	67.5%	65.2%	71.4%	69.2%	68.7%	76.1%	76.1%	69.2%	66.5%	64.0%	71.5%	70.3%	64.2%	75.2%	73.2%	70.3%	
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	1,111	156	279	226	152	159	94	45	1,109	174	272	217	151	176	86	33	1,157	184	248	195	191	180	123	36	3,377	
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	5.5%	4.9%	7.9%	4.3%	5.7%	8.2%	3.6%	4.7%	5.6%	5.5%	8.0%	4.2%	5.7%	8.9%	3.3%	3.5%	5.5%	5.7%	6.9%	3.5%	6.9%	8.9%	4.4%	3.5%	5.5%	
	GREEN2																										
	Total Number of GREEN2 Incidents with a Response	841	143	143	209	109	87	109	41	832	133	138	237	101	83	98	42	993	161	154	276	112	99	129	62	2,666	
	Number of GREEN2 Incidents where Ideal Resource First on Scene	448	77	65	124	47	47	64	24	464	71	70	140	38	51	65	29	570	98	66	179	41	54	88	44	1,482	
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	53.3%	53.8%	45.5%	59.3%	43.1%	54.0%	58.7%	58.5%	55.8%	53.4%	50.7%	59.1%	37.6%	61.4%	66.3%	69.0%	57.4%	60.9%	42.9%	64.9%	36.6%	54.5%	68.2%	71.0%	55.6%	
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	21	1	5	5	5	2	2	1	28	7	6	6	5	1	2	1	35	5	6	7	11	1	3	2	84	
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	2.5%	0.7%	3.5%	2.4%	4.6%	2.3%	1.8%	2.4%	3.4%	5.3%	4.3%	2.5%	5.0%	1.2%	2.0%	2.4%	3.5%	3.1%	3.9%	2.5%	9.8%	1.0%	2.3%	3.2%	3.2%	
	GREEN3 (Non HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	940	116	168	288	95	95	129	49	920	128	163	287	80	86	125	51	1,068	130	151	405	84	86	165	47	2,928	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	642	86	88	212	36	74	106	40	613	85	75	229	26	48	105	45	688	51	84	314	34	34	129	42	1,943	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	68.3%	74.1%	52.4%	73.6%	37.9%	77.9%	82.2%	81.6%	66.6%	66.4%	46.0%	79.8%	32.5%	55.8%	84.0%	88.2%	64.4%	39.2%	55.6%	77.5%	40.5%	39.5%	78.2%	89.4%	66.4%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	25	2	11	4	4	1	2	1	45	8	18	8	9	1	1	-	73	18	19	16	7	7	6	-	143	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	2.7%	1.7%	6.5%	1.4%	4.2%	1.1%	1.6%	2.0%	4.9%	6.3%	11.0%	2.8%	11.3%	1.2%	0.8%	0.0%	6.8%	13.8%	12.6%	4.0%	8.3%	8.1%	3.6%	0.0%	4.9%	
	GREEN3 (HCP Incidents)																										
	Total Number of GREEN3 Incidents with a Response	3,003	371	574	715	437	341	392	173	2,907	355	577	730	388	285	399	173	2,837	341	536	784	376	273	382	145	8,747	
	Number of GREEN3 Incidents where Ideal Resource First on Scene	1,990	279	381	507	212	262	233	116	1,917	222	415	522	198	232	227	101	1,854	193	374	555	204	221	220	87	5,761	
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	66.3%	75.2%	66.4%	70.9%	48.5%	76.8%	59.4%	67.1%	65.9%	62.5%	71.9%	71.5%	51.0%	81.4%	56.9%	58.4%	65.4%	56.6%	69.8%	70.8%	54.3%	81.0%	57.6%	60.0%	65.9%	
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	14	1	5	4	2	-	2	-	14	2	2	2	3	-	3	2	11	3	-	3	-	1	4	-	39	
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.5%	0.3%	0.9%	0.6%	0.5%	0.0%	0.5%	0.0%	0.5%	0.6%	0.3%	0.3%	0.8%	0.0%	0.8%	1.2%	0.4%	0.9%	0.0%	0.4%	0.0%	0.4%	1.0%	0.0%	0.4%	

## Step 5 Take Me To Hospital LHB Review: October 2018 - December 2018

### Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	15,852	2,494	2,712	3,985	2,099	1,756	2,077	729	15,727	2,386	2,653	4,022	2,130	1,828	2,017	691	16,722	2,492	2,849	4,388	2,154	1,852	2,237	750	48,301
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,202	3,648	4,058	6,061	3,097	2,252	2,988	1,098	23,089	3,702	3,988	6,047	3,111	2,297	2,898	1,046	24,618	3,829	4,237	6,587	3,247	2,345	3,205	1,168	70,909
	Percentage of patients conveyed to hospital following a face to face assessment	68.3%	68.4%	66.8%	65.7%	67.8%	78.0%	69.5%	66.4%	68.1%	64.5%	66.5%	66.5%	68.5%	79.6%	69.6%	66.1%	67.9%	65.1%	67.2%	66.6%	66.3%	79.0%	69.8%	64.2%	68.1%
AQI19 ii	Total number of patients conveyed to hospital by type	20,955	3,211	3,617	5,280	2,790	2,266	2,780	1,011	20,621	3,082	3,607	5,222	2,749	2,303	2,685	973	21,790	3,217	3,792	5,635	2,835	2,348	2,951	1,012	63,366
	Tier 1 Major A&E Units	19,203	2,877	3,443	5,157	2,242	2,253	2,317	914	18,882	2,741	3,424	5,092	2,250	2,286	2,217	872	20,007	2,867	3,609	5,536	2,302	2,332	2,451	910	58,092
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	480	297	142	18	1	2	13	7	503	305	152	25	-	4	8	9	523	318	162	17	-	6	14	6	1,506
	Tier 3 (Major Acute) - Medical Admissions Unit	944	2	-	-	495	1	446	-	895	4	-	-	445	1	445	-	959	1	1	-	481	-	476	-	2,798
	Other (all other units such as Maternity or Mental Health Units)	328	35	32	105	52	10	4	90	341	32	31	105	54	12	15	92	301	31	20	82	52	10	10	96	970
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	52.4%	45.1%	51.0%	37.3%	45.3%	89.9%	68.0%	50.1%	56.2%	42.3%	55.3%	49.1%	49.9%	89.0%	66.3%	51.2%	53.6%	37.4%	51.0%	45.8%	51.6%	88.6%	64.9%	48.0%	54.1%
	Number of Notification to Handover within 15 minutes	10,568	1,438	1,653	1,941	1,152	2,019	1,901	464	11,105	1,317	1,772	2,486	1,257	2,014	1,805	454	11,309	1,201	1,753	2,539	1,369	2,057	1,942	448	32,982
	Total Number of Handovers	20,155	3,191	3,240	5,208	2,545	2,247	2,797	927	19,768	3,112	3,207	5,062	2,517	2,263	2,721	886	21,090	3,210	3,434	5,544	2,652	2,322	2,994	934	61,013
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	52.2%	46.2%	51.0%	37.3%	47.3%	89.9%	63.8%	50.1%	56.2%	44.0%	55.3%	49.1%	52.2%	89.0%	61.4%	51.5%	53.5%	38.3%	51.0%	45.8%	53.8%	88.7%	60.5%	48.0%	53.9%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	9,906	1,349	1,653	1,941	996	2,019	1,487	461	10,446	1,239	1,771	2,486	1,111	2,012	1,375	452	10,599	1,115	1,752	2,539	1,190	2,055	1,503	445	30,951
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,967	2,919	3,240	5,208	2,104	2,246	2,330	920	18,591	2,817	3,205	5,062	2,127	2,261	2,241	878	19,828	2,911	3,432	5,544	2,210	2,317	2,486	928	57,386
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	33.9%	32.6%	-	-	100.0%	-	54.5%	42.9%	26.8%	25.4%	50.0%	-	-	100.0%	62.5%	25.0%	31.0%	28.5%	100.0%	-	-	40.0%	69.2%	50.0%	30.5%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	98	88	-	-	1	-	6	3	83	74	1	-	-	1	5	2	100	85	1	-	-	2	9	3	281
	TIER 2 (Minor A&E Units) - Total Number of Handovers	289	270	-	-	1	-	11	7	310	291	2	-	-	1	8	8	323	298	1	-	-	5	13	6	922
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	62.7%	50.0%	-	-	35.2%	0.0%	89.5%	-	66.4%	100.0%	-	-	37.4%	100.0%	90.0%	-	65.0%	100.0%	-	-	40.5%	-	86.9%	-	64.7%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	564	1	-	-	155	-	408	-	576	4	-	-	146	1	425	-	610	1	-	-	179	-	430	-	1,750
	TIER 3 (Major Acute) - Total Number of Handovers	899	2	-	-	440	1	456	-	867	4	-	-	390	1	472	-	939	1	1	-	442	-	495	-	2,705
	Other - Percentage of Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Notification to handover within 15 minutes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other - Total Number of Handovers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Step 5: Take Me To Hospital (Cont.)

AQI Ref	AQI Description	Oct-18								Nov-18								Dec-18								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	
AQI21	Number of lost hours following notification to handover over 15 minutes	6,020	1,391	1,087	2,180	750	34	380	198	4,707	1,496	948	1,072	600	35	406	150	6,038	2,109	1,289	1,227	628	45	523	217	16,765
	Tier 1 Major A&E Units	5,815	1,291	1,087	2,180	662	34	365	197	4,500	1,380	948	1,072	519	35	399	147	5,776	1,984	1,289	1,227	522	43	499	214	16,091
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	103	100	-	-	-	-	1	1	120	117	0	-	-	-	1	3	131	126	-	-	-	1	1	4	354
	Tier 3 (Major Acute) - Medical Admissions Unit	103	0	-	-	88	1	14	-	87	-	-	-	81	-	6	-	130	-	0	-	107	-	23	-	320
	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	74.2%	69.9%	62.0%	82.9%	70.3%	82.3%	69.9%	87.2%	72.2%	69.0%	58.1%	78.7%	70.5%	79.3%	69.8%	90.1%	74.5%	70.3%	63.2%	85.0%	69.0%	77.1%	71.5%	87.4%	73.7%
	Number of Handover to Clear within 15 minutes	14,958	2,229	2,010	4,317	1,790	1,849	1,955	808	14,263	2,147	1,864	3,986	1,775	1,794	1,899	798	15,719	2,256	2,172	4,713	1,830	1,791	2,141	816	44,940
	Total Number of Handovers	20,155	3,191	3,240	5,208	2,545	2,247	2,797	927	19,768	3,112	3,207	5,062	2,517	2,263	2,721	886	21,090	3,210	3,434	5,544	2,652	2,322	2,994	934	61,013
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	74.0%	68.4%	62.0%	82.9%	66.1%	82.3%	71.4%	87.2%	71.8%	67.1%	58.1%	78.7%	67.1%	79.3%	71.4%	90.0%	74.3%	68.2%	63.2%	85.0%	65.3%	77.1%	73.3%	87.5%	73.4%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	14,029	1,998	2,010	4,317	1,390	1,848	1,664	802	13,350	1,891	1,862	3,986	1,427	1,793	1,601	790	14,732	1,986	2,170	4,713	1,443	1,786	1,822	812	42,111
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,967	2,919	3,240	5,208	2,104	2,246	2,330	920	18,591	2,817	3,205	5,062	2,127	2,261	2,241	878	19,828	2,911	3,432	5,544	2,210	2,317	2,486	928	57,386
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	84.8%	84.8%	-	-	100.0%	-	81.8%	85.7%	87.7%	86.9%	100.0%	-	-	100.0%	100.0%	100.0%	90.7%	90.6%	100.0%	-	-	100.0%	100.0%	66.7%	87.9%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	245	229	-	-	1	-	9	6	272	253	2	-	-	1	8	8	293	270	1	-	-	5	13	4	810
	TIER 2 (Minor A&E Units) - Total Number of Handovers	289	270	-	-	1	-	11	7	310	291	2	-	-	1	8	8	323	298	1	-	-	5	13	6	922
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	76.1%	100.0%	-	-	90.7%	100.0%	61.8%	-	73.9%	75.0%	-	-	89.2%	0.0%	61.4%	-	73.9%	0.0%	100.0%	-	87.6%	-	61.8%	-	74.6%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	684	2	-	-	399	1	282	-	641	3	-	-	348	-	290	-	694	-	1	-	387	-	306	-	2,019
	TIER 3 (Major Acute) - Total Number of Handovers	899	2	-	-	440	1	456	-	867	4	-	-	390	1	472	-	939	1	1	-	442	-	495	-	2,705
	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	1,580	54	449	190	153	88	134	512	1,548	64	468	168	156	80	129	483	1,562	49	479	158	165	102	131	478	4,690
	Number of patients conveyed to hospital	20,955	3,211	3,617	5,280	2,790	2,266	2,780	1,011	20,621	3,082	3,607	5,222	2,749	2,303	2,685	973	21,790	3,217	3,792	5,635	2,835	2,348	2,951	1,012	63,366
	Percentage of Overall Conveyance to hospital outside of Local Health Board area	7.5%	1.7%	12.4%	3.6%	5.5%	3.9%	4.8%	50.6%	7.5%	2.1%	13.0%	3.2%	5.7%	3.5%	4.8%	49.6%	7.2%	1.5%	12.6%	2.8%	5.8%	4.3%	4.4%	47.2%	7.4%
AQI24	Number of lost hours following handover to clear over 15 minutes	961	168	328	143	142	43	114	22	1,017	187	327	153	156	55	130	10	962	179	311	105	159	62	128	17	2,940
	Tier 1 Major A&E Units	932	164	328	143	136	43	95	22	980	183	327	153	149	55	104	10	925	176	311	105	149	62	105	17	2,836
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	5	4	-	-	-	-	1	0	4	4	-	-	-	-	-	-	4	4	-	-	-	-	-	0	12
	Tier 3 (Major Acute) - Medical Admissions Unit	25	-	-	-	6	-	19	-	33	0	-	-	7	0	26	-	33	0	-	-	10	-	23	-	91
	Other (all other units such as Maternity or Mental Health Units)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	-

## Ambulance Quality Indicator Glossary

No.	Term	Definition
1	65th Percentile	A percentile (or a centile) is a measure used in statistics indicating the value below which a given percentage of observations in a group of observations fall. For example, the 65th percentile is the value below which 65 percent of the observations may be found.
2	95th Percentile	A percentile (or a centile) is a measure used in statistics indicating the value below which a given percentage of observations in a group of observations fall. For example, the 95th percentile is the value below which 95 percent of the observations may be found.
3	999	Emergency telephone service operated by telephony providers such as BT, allowing anyone to contact the emergency services, this also applies to 112 (European) & 911 (US).
4	AMBER	Calls received and categorised as serious, but not life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via “hear & treat” services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.
5	Call	A telephone call received by the Welsh Ambulance Services NHS Trust via 999 or from a Health Care Professional.
6	CFR	Community First Responder trained by the Welsh Ambulance Services NHS Trust to respond to appropriately graded calls.
7	Clear	Time a Welsh Ambulance Services NHS Trust crew are clear (free for other work) from either the scene or hospital.
8	Conveyance	A 999 incident which has received an emergency response at scene and resulted in the patient being conveyed to hospital.
9	EASC	Emergency Ambulance Service Committee: ambulance commissioning in Wales is a collaborative process underpinned by a national collaborative Commissioning Quality and Delivery Framework. All seven Health Boards have signed up to the Framework. Emergency Ambulance Services in Wales are provided by a single national organisation – Welsh Ambulance Services NHS Trust (WAST).
10	Incident	A 999 call which excludes the following: calls made in error, duplicate calls, information calls, test calls and calls to other ambulance controls.
11	Response	A 999 Incident which 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.
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, 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	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 3.1	
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