

Table 2

ID	Title	Summary Description	Measure	Target	Current Performance												WAST Update	WAST RAG											
					Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19			Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19		
1	HCP performance	Compliance with HCP time requests to improve across each health board area.	Compliance with HCP time requests to improve across each LHB	Improvement Trend	85.3%	83.5%	83.0%	82.7%	83.6%	82.7%	81.8%	82.1%	79.2%	78.6%	78.6%	79.9%	79.8%	80.3%	80.6%	78.0%	77.9%	83.7%	90.0%	90.9%	89.3%		Improved		
2	Non-ED conveyance	Proportion of conveyance to locations other than major emergency departments to increase across each health board area.	Proportion of total conveyance to other locations (i.e. Tier 2 - MIU, Tier 3 - Other, etc.) other than Major ED	Improvement Trend	8.4%	8.5%	8.4%	8.7%	8.5%	8.0%	8.4%	8.4%	8.2%	8.1%	8.2%	8.5%	9.1%	8.8%	8.8%	8.9%	8.0%	8.4%	7.99%	7.51%	8.0%		Ongoing		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - AB	Improvement Trend	4.9%	5.5%	4.8%	5.4%	5.3%	4.4%	4.8%	5.1%	4.8%	5.5%	4.4%	5.4%	5.1%	5.3%	5.5%	6.4%	5.0%	5.0%	5.2%	4.6%	5.3%		Improved		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - BCU	Improvement Trend	3.0%	2.8%	2.9%	3.3%	2.5%	2.3%	2.3%	2.5%	1.8%	2.1%	2.5%	2.4%	2.9%	3.1%	3.2%	2.8%	2.7%	2.5%	2.7%	2.3%	2.5%		Improved		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - C&V	Improvement Trend	17.4%	17.5%	18.3%	19.4%	19.2%	19.6%	19.6%	18.2%	18.8%	16.5%	18.5%	18.9%	21.6%	21.2%	17.8%	21.2%	19.0%	19.4%	18.7%	10.6%	17.8%		Ongoing		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - CTM	Improvement Trend	-	-	-	-	-	-	-	-	-	-	-	-	-	0.9%	0.8%	0.7%	1.2%	0.9%	0.9%	0.7%	0.9%	0.6%		Ongoing	
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - CT	Improvement Trend	0.7%	0.9%	0.8%	0.8%	0.8%	0.6%	0.6%	0.7%	0.7%	0.9%	0.5%	0.6%	-	-	-	-	-	-	-	-	-	-		Ongoing	
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - HDd	Improvement Trend	16.9%	16.7%	17.0%	16.2%	17.2%	15.8%	16.7%	17.4%	16.9%	17.8%	17.4%	17.5%	19.0%	16.7%	16.9%	15.7%	16.0%	17.2%	16.6%	16.0%	21.8%		Ongoing		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - P	Improvement Trend	9.9%	9.0%	9.8%	9.9%	8.8%	7.1%	9.6%	10.4%	10.1%	8.3%	7.3%	9.6%	8.5%	9.6%	8.7%	9.5%	8.3%	8.6%	8.0%	10.8%	10.3%		Ongoing		
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - SB	Improvement Trend	-	-	-	-	-	-	-	-	-	-	-	-	-	15.1%	14.1%	16.0%	14.8%	12.5%	12.8%	11.5%	12.5%	11.9%		Improved	
			Proportion of conveyance to other locations other than major ED's (Tier 2 - MIU, Tier 3 and Other e.g. Maternity or MH Units) - ABM	Improvement Trend	10.9%	11.3%	10.1%	10.9%	9.8%	10.4%	10.4%	11.1%	10.9%	11.2%	11.4%	10.8%	-	-	-	-	-	-	-	-	-	-	-		Improved
3	Pathways	Proportion of patients referred to alternative pathways/services to increase following "hear & treat" and "see & treat".	Percentage of calls ended through transfer to alternative care advice services	Improvement Trend	57.1%	58.7%	56.6%	59.2%	60.5%	57.7%	59.6%	54.7%	56.2%	55.5%	56.7%	57.6%	59.2%	59.9%	60.0%	57.5%	57.5%	55.1%	56.3%	57.7%		Ongoing			
			Percentage of verified incidents which resulted in non conveyance to hospital - Referred to alternate provider	Improvement Trend	42.9%	41.3%	43.4%	40.8%	39.5%	42.3%	40.4%	42.6%	45.5%	44.5%	44.1%	44.3%	44.1%	41.7%	41.8%	40.1%	39.9%	42.5%	43.7%	44.6%		Ongoing			
4	Handover	Notification to handover times to reduce across all health boards areas.	Number of lost hours following notification to handover over 15 minutes	Reduction Trend	6,134	4,137	3,777	4,562	4,669	5,253	6,020	4,707	6,038	8,781	5,610	6,833	8,766	7,100	7,325	8,048	8,408	10,025	11,132	11,474	13,822		HB responsibility	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - AB	Reduction Trend	944	639	478	728	931	1,189	1,087	948	1,289	1,712	1,394	1,499	1,915	1,631	1,534	2,465	2,184	2,463	2,824	2,162	2,735		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - BCU	Reduction Trend	2,257	1,304	1,662	1,843	1,852	1,830	2,180	1,072	1,227	1,813	1,067	1,298	1,871	1,561	1,262	2,091	1,863	2,271	2,075	2,037	2,626		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - C&V	Reduction Trend	877	479	309	248	428	453	750	600	628	966	758	522	512	559	758	613	707	757	1,085	1,228	1,091		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - CTM	Reduction Trend	-	-	-	-	-	-	-	-	-	-	-	-	1,005	742	580	645	961	827	1,055	1,009	1,601		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - CT	Reduction Trend	18	17	14	19	22	25	34	35	45	36	28	33	-	-	-	-	-	-	-	-	-	-		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration
			Number of lost hours following notification to handover over 15 minutes - HD	Reduction Trend	424	424	375	514	266	417	380	406	523	802	547	906	856	469	619	532	612	788	954	1,564	2,184		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - P	Reduction Trend	181	126	92	149	158	161	198	150	217	272	233	165	302	181	200	158	228	316	288	303	216		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - SB	Reduction Trend	-	-	-	-	-	-	-	-	-	-	-	-	2,306	1,958	2,372	1,544	1,853	2,464	2,851	3,170	3,361		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration	
			Number of lost hours following notification to handover over 15 minutes - ABMU	Reduction Trend	1,433	1,149	847	1,062	1,012	1,169	1,391	1,496	2,109	3,179	1,583	2,140	-	-	-	-	-	-	-	-	-	-		HB responsibility, but WAST collaborating related initiatives: revised daily call arrangement, reducing conveyance (APPs, Band 6 Paramedic, pathways), cohorting and EQDF development.	Deterioration