Emergency Ambulance Services Committee

Ambulance Data Portal | Performance Report

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GIG CYMRU NHS WALES | Pwyllgor Gwasanaethau Ambiwlans Brys Emergency Ambulance Services Committee

Performance Report | Summary and contents

Contents (Ctrl+Click to go to the required slide and the house symbol to return to summary).

Data acquisition key

Data acquisition: EASC Ambulance Service Indicators

Data acquisition: WAST Qlik Sense

Data acquisition: WAST Data Academy SQL

Data acquisition: WAST Microsoft Excel

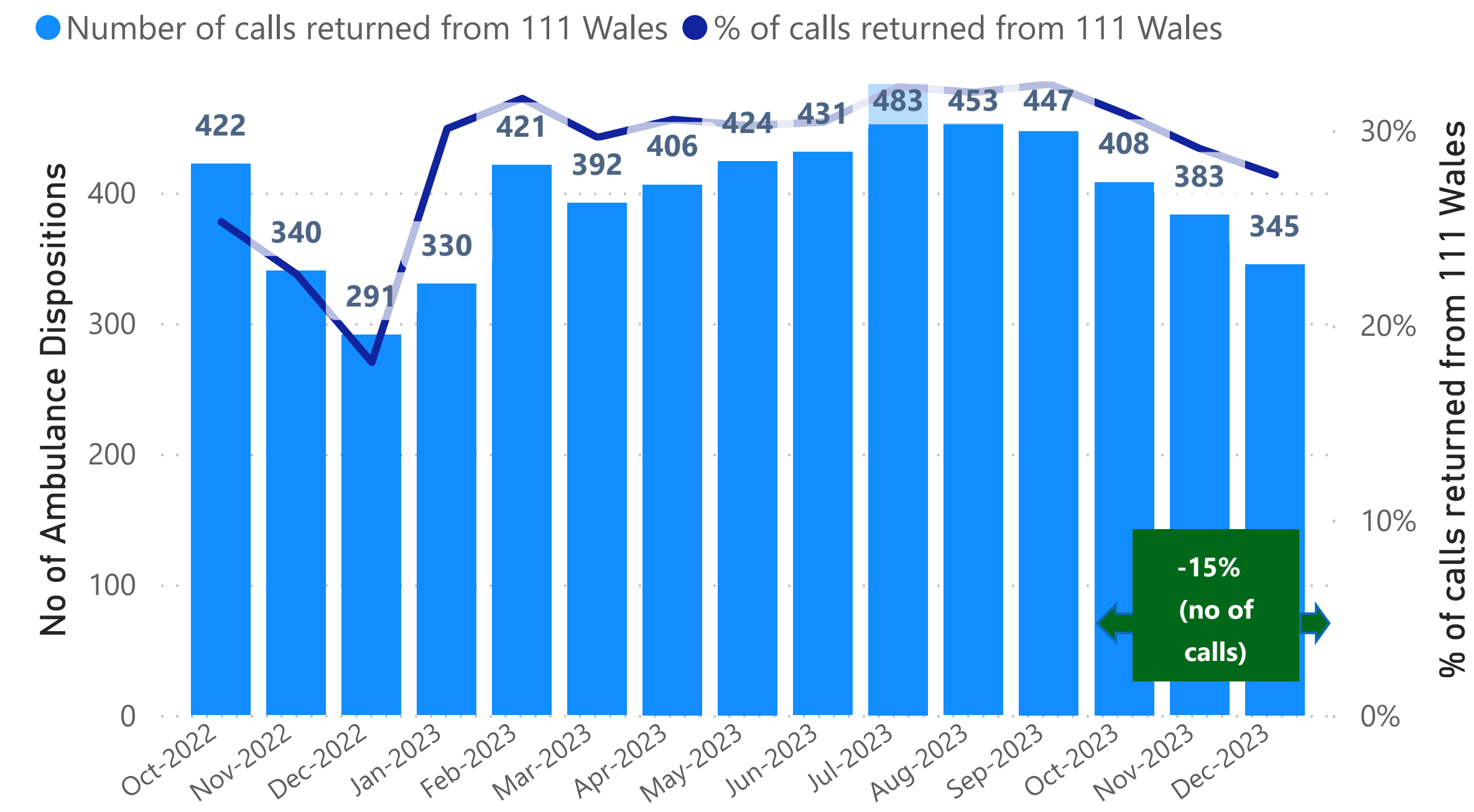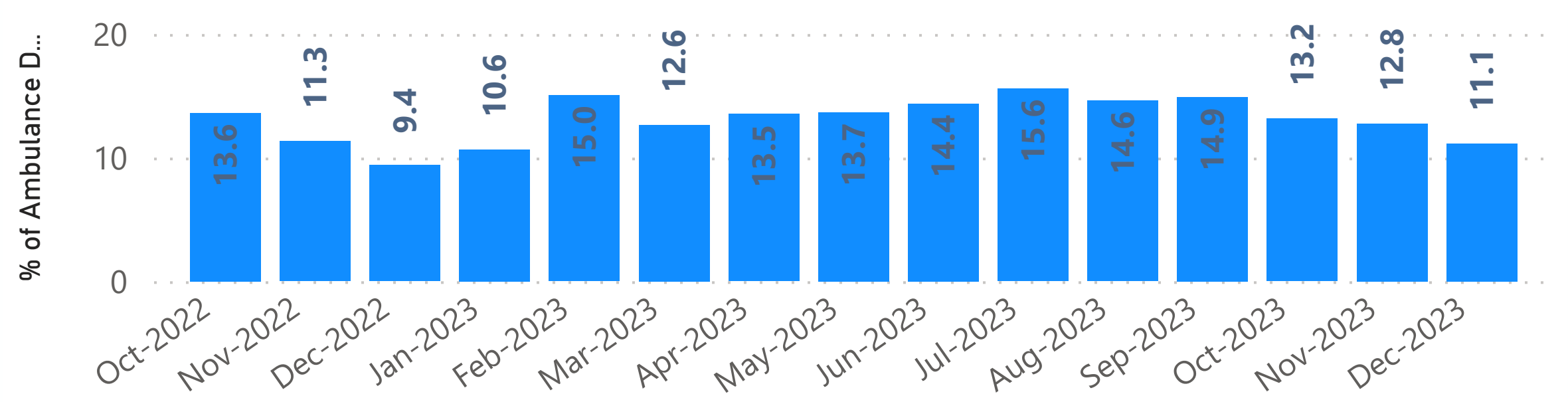# Performance Report | 111 Wales to 999 Transfers

There was a 15% reduction in the number of calls returned from 111 Wales from October 2023 to December 2023. In December 2023, the number of calls returned was 18.6% higher and the % of calls were 9.6% higher than in December 2022.

2.1 Monthly - Calls returned from 111 Wales

● Number of calls returned from 111 Wales   ● % of calls returned from 111 Wales

Month	No of Ambulance Dispositions
Oct-2022	422
Nov-2022	340
Dec-2022	291
Jan-2023	330
Feb-2023	421
Mar-2023	392
Apr-2023	406
May-2023	424
Jun-2023	431
Jul-2023	483
Aug-2023	453
Sep-2023	447
Oct-2023	408
Nov-2023	383
Dec-2023	345

-15% (no of calls)

Source: AQI9ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

2.2 Daily Average - Calls Returned from 111 Wales

Month	% of Ambulance D...
Oct-2022	13.6
Nov-2022	11.3
Dec-2022	9.4
Jan-2023	10.6
Feb-2023	15.0
Mar-2023	12.6
Apr-2023	13.5
May-2023	13.7
Jun-2023	14.4
Jul-2023	15.6
Aug-2023	14.6
Sep-2023	14.9
Oct-2023	13.2
Nov-2023	12.8
Dec-2023	11.1

2.3 Annualised Data - Total Calls Returned from 111 Wales

Year	Total
2019	33001
2020	25817
2021	30111
2022	25624
2023	20832

-36.9% Difference

-18.7% Difference
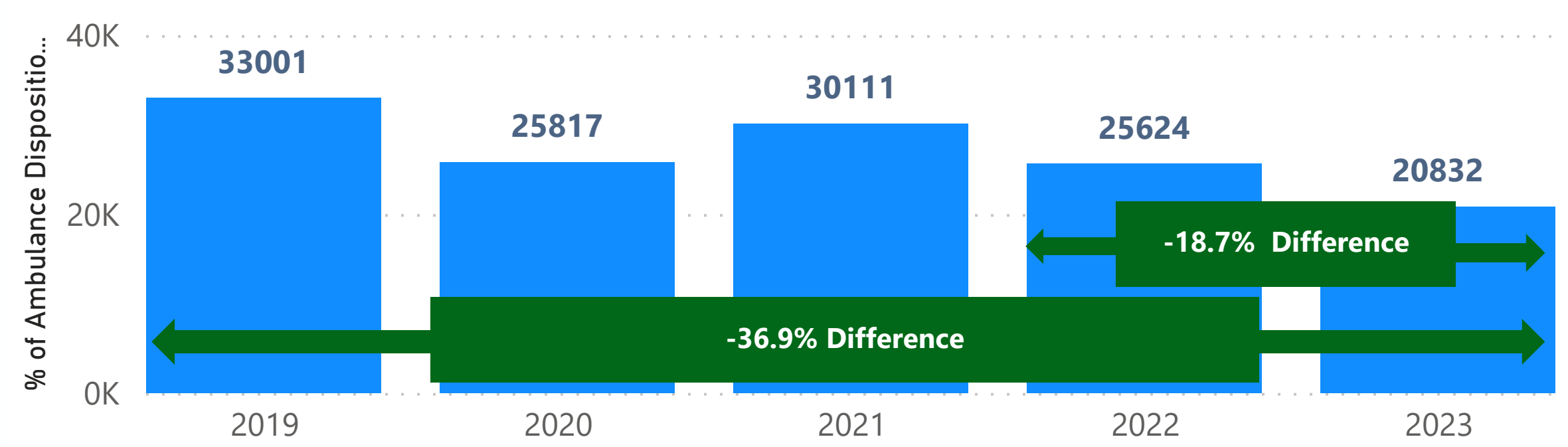
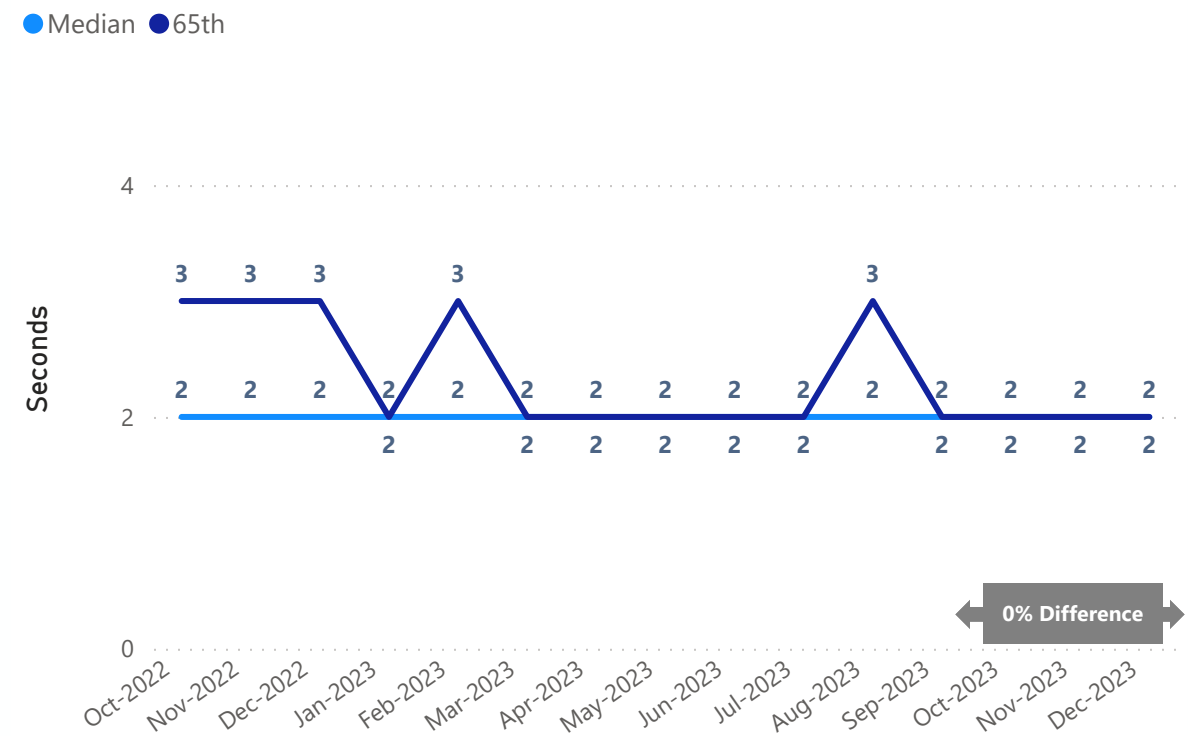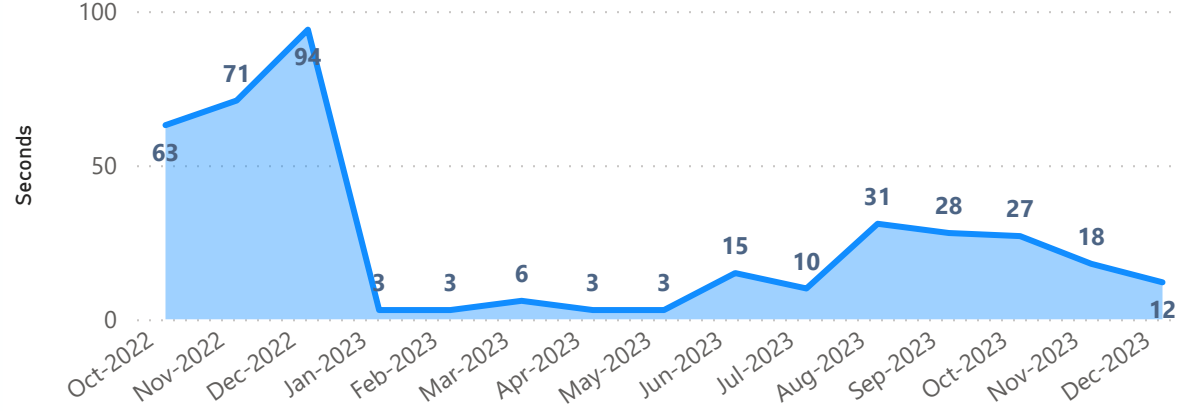# Performance Report | 999 call answer times

999 call answer times have remained constant. The 95th percentile showed an increase up to December 2022 and then reduced from January 2023, to May 2023. It then increased from June to August 2023 and has been reducing from August 2023 to December 2023.
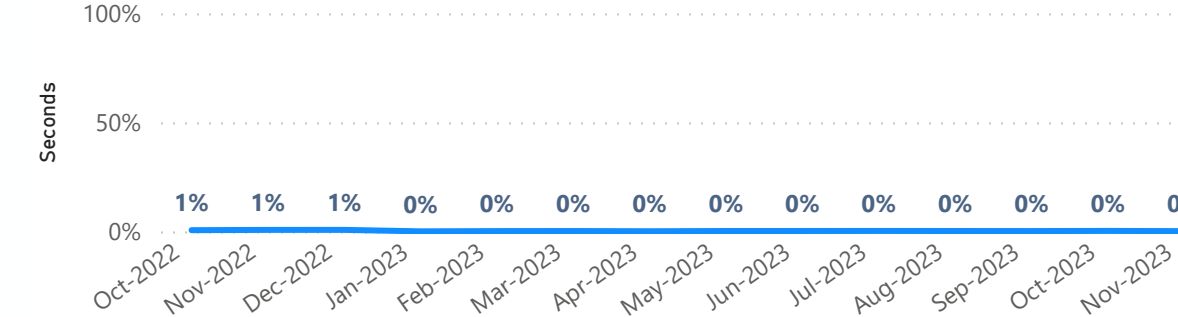
3.1 Median and 65th Percentile - 999 Calls: Time to Answer

● Median ● 65th

3.2 95th Percentile

3.3 Call Abandonment

Source: **AQI7ii 999 Calls: Time to Answer Median, 65th and 95th percentile (in seconds)**

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NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

Uned Gomisiynu Gydweithredol Genedlaethol
GWASANAETHAU DIGIDOL
DIGITAL SERVICES
National Collaborative Commissioning Unit
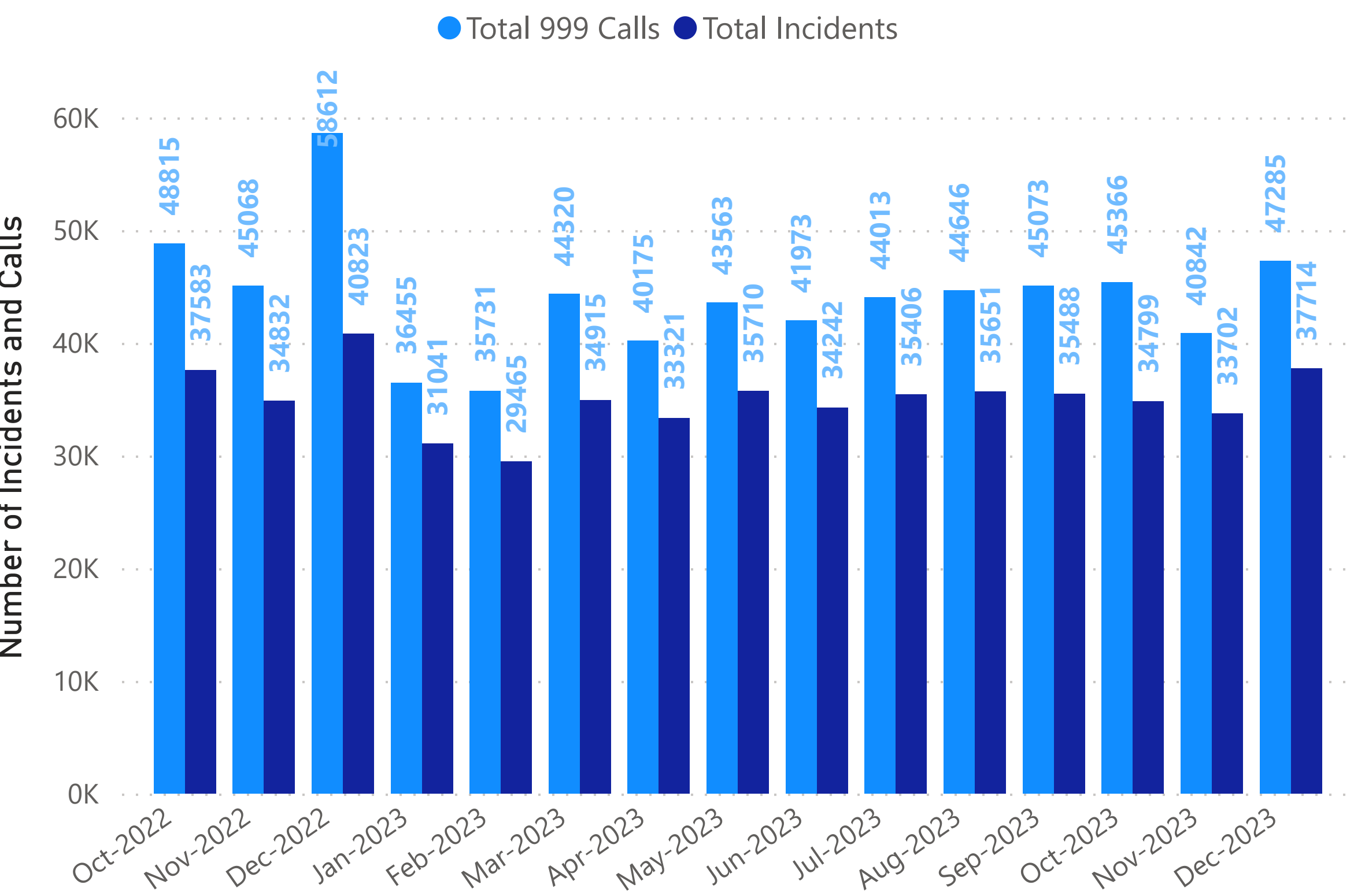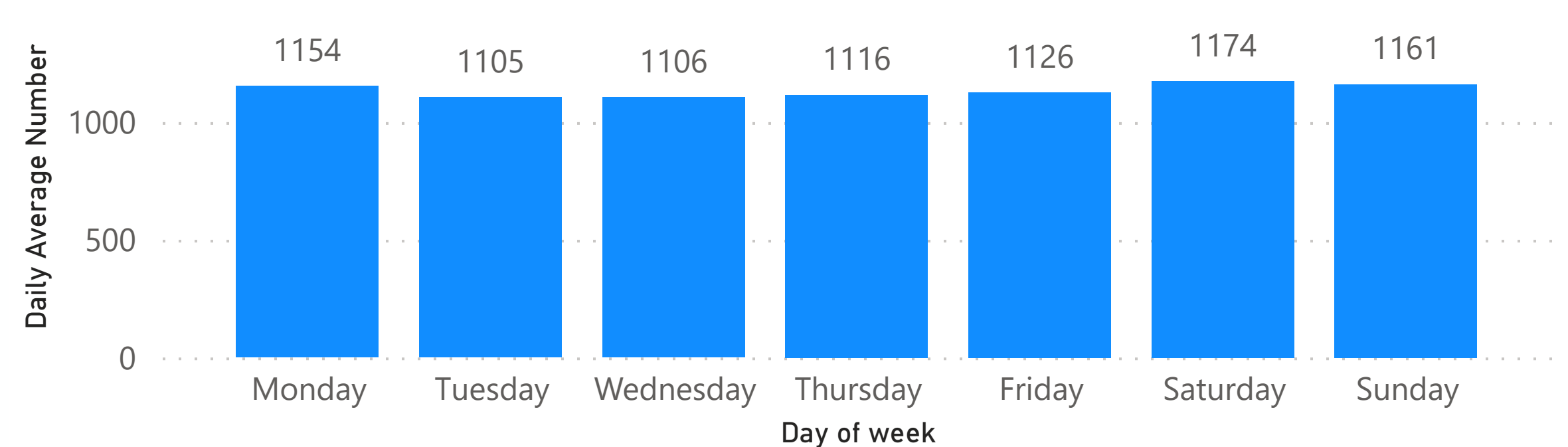
Performance Report | All incidents

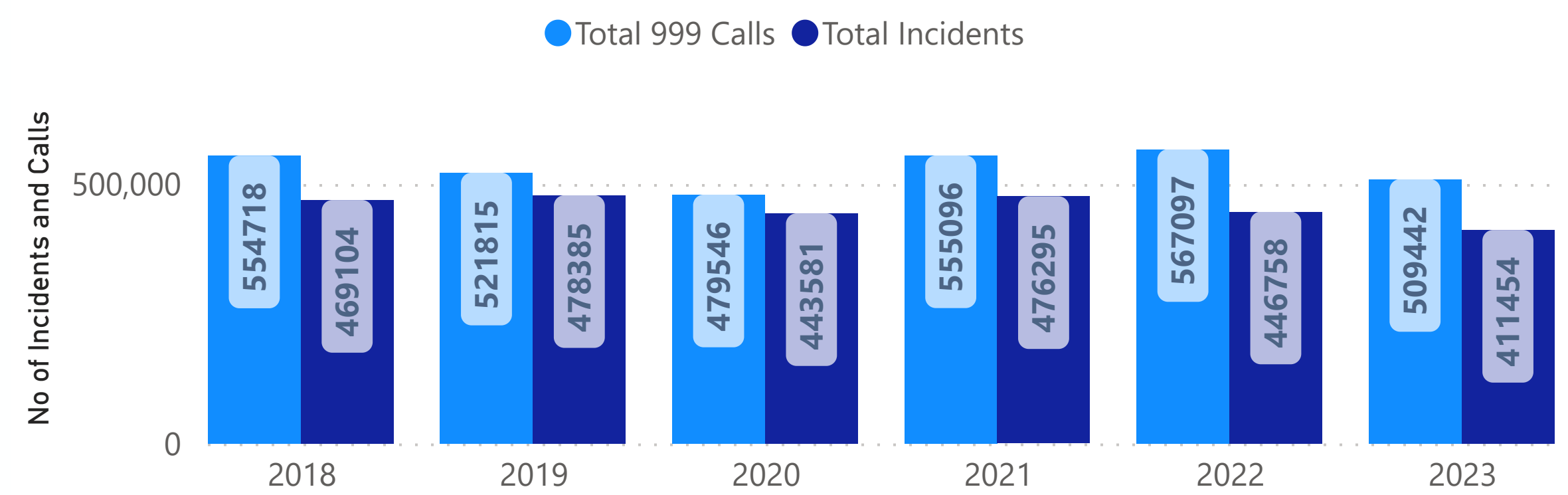December 2023 saw a 19.3% in reduction calls and a 7.5% reduction in incidents compared to December 2022.

4.1 Monthly Volume of Incidents and Calls

- Total 999 Calls
- Total Incidents

Number of Incidents and Calls

Month	Total 999 Calls	Total Incidents
Oct-2022	48815	37583
Nov-2022	45068	34832
Dec-2022	58612	40823
Jan-2023	36455	31041
Feb-2023	35731	29465
Mar-2023	44320	34915
Apr-2023	40175	33321
May-2023	43563	35710
Jun-2023	41973	34242
Jul-2023	44013	35406
Aug-2023	44646	35651
Sep-2023	45073	35488
Oct-2023	45366	34799
Nov-2023	40842	33702
Dec-2023	47285	37714

4.2 Average Daily Incidents - 2023

Daily Average Number

Day of week	Daily Average Number
Monday	1154
Tuesday	1105
Wednesday	1106
Thursday	1116
Friday	1126
Saturday	1174
Sunday	1161

4.3 Annualised Data - Total Incidents and Calls

- Total 999 Calls
- Total Incidents

No of Incidents and Calls

Year	Total 999 Calls	Total Incidents
2018	554718	469104
2019	521815	478385
2020	479546	443581
2021	555096	476295
2022	567097	446758
2023	509442	411454

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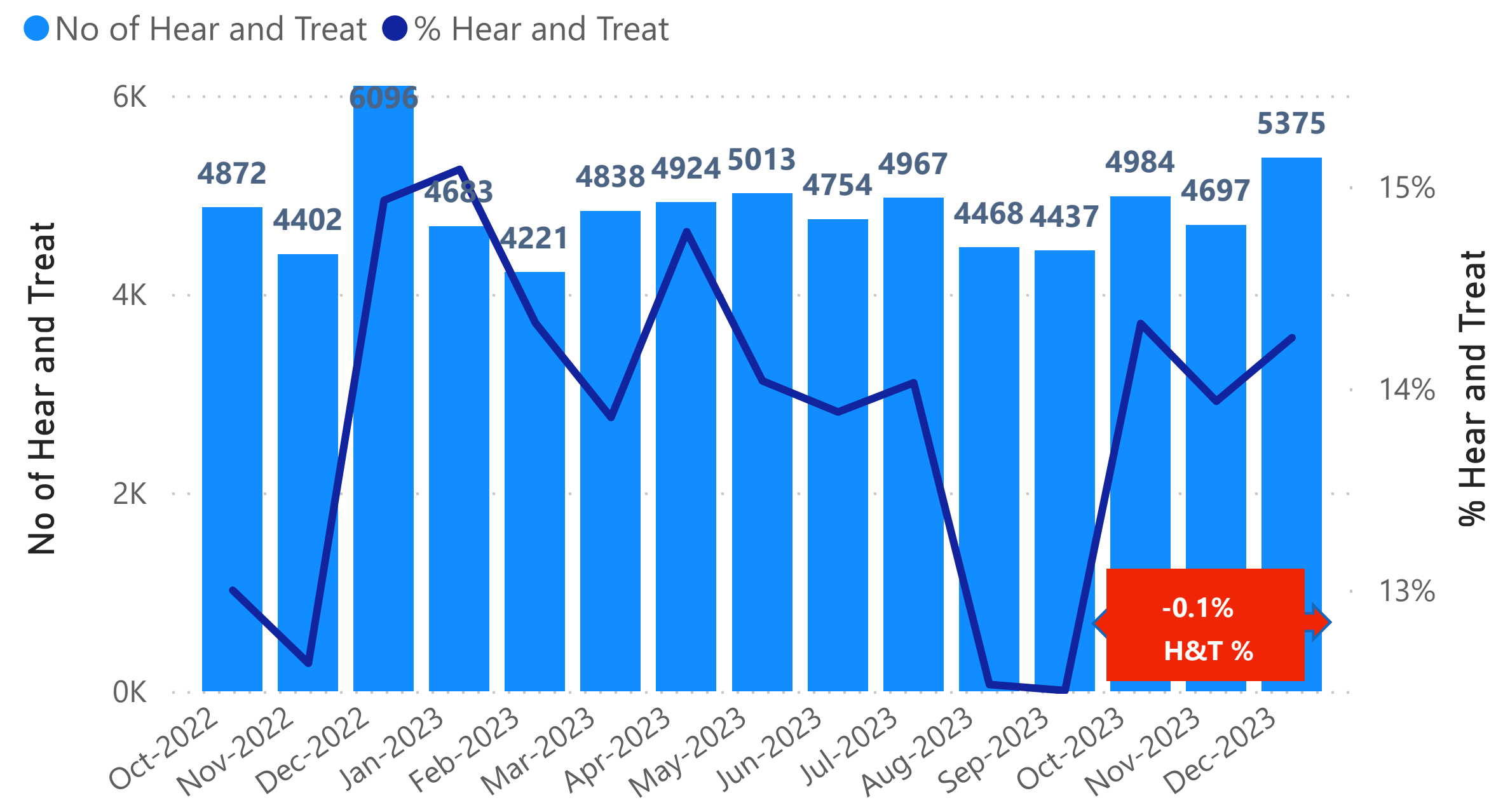CTM_CASC_EASC@WALES.NHS.UK
@NCCU_CYMRU

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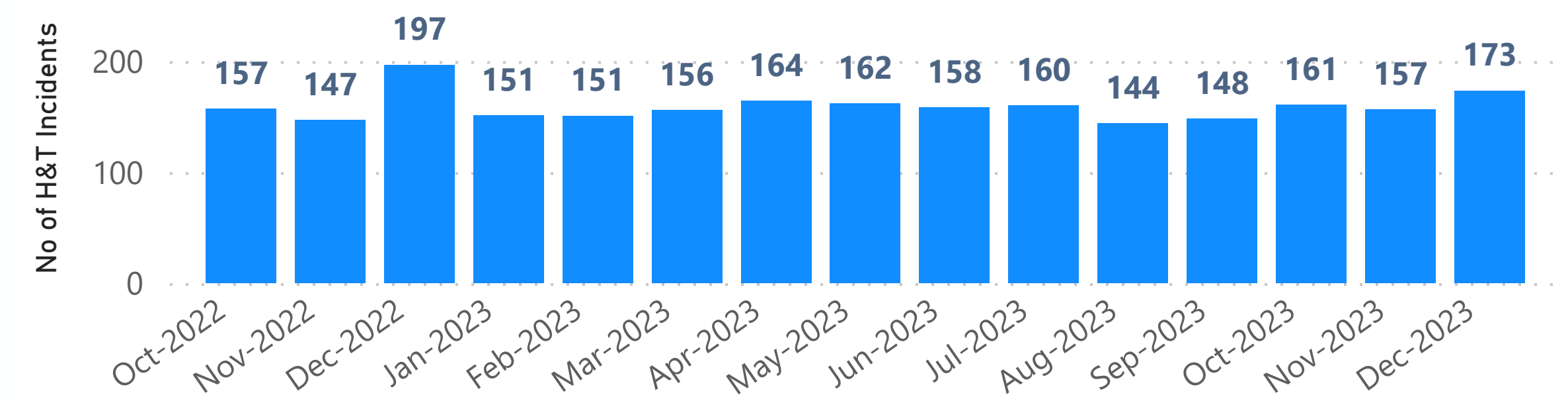
Performance Report | Hear and Treat

The percentage of Hear and Treat Incidents has reduced by 0.1% from October 2023 to December 2023. The percentage of Hear and Treat incidents in December 2023 were 0.7% lower than the same period last year.

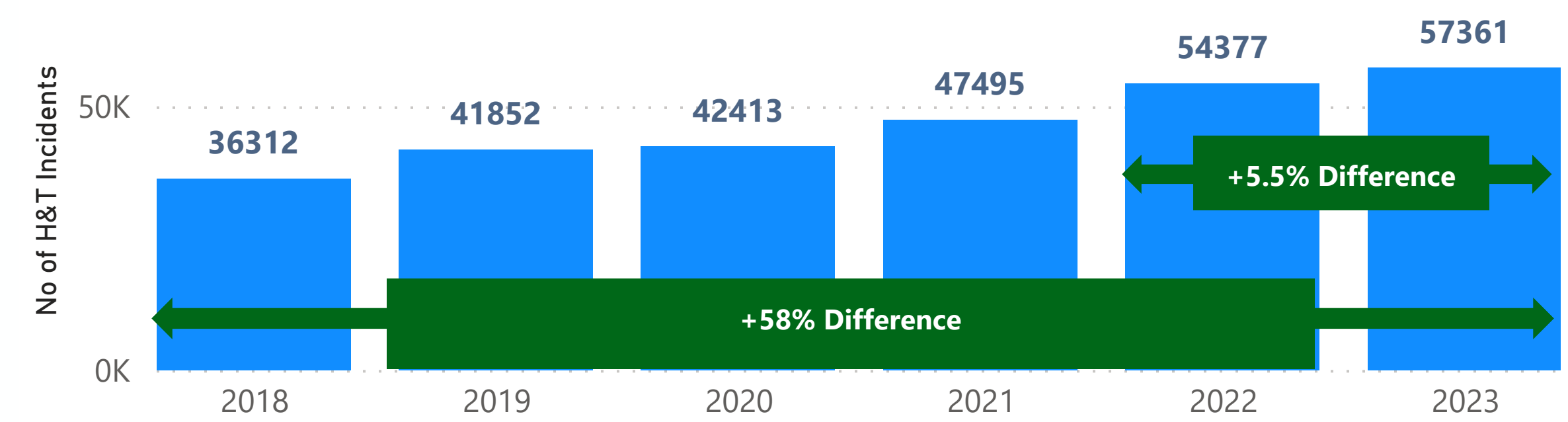## 5.1 Monthly - Volume of Hear and Treat Incidents

● No of Hear and Treat ● % Hear and Treat

Values (No of Hear and Treat): Oct-2022: 4872, Nov-2022: 4402, Dec-2022: 6096, Jan-2023: 4683, Feb-2023: 4221, Mar-2023: 4838, Apr-2023: 4924, May-2023: 5013, Jun-2023: 4754, Jul-2023: 4967, Aug-2023: 4468, Sep-2023: 4437, Oct-2023: 4984, Nov-2023: 4697, Dec-2023: 5375

-0.1% H&T %

Source: AQI10i Number of calls ended following WAST telephone assessment (Hear and Treat)

5.2 Daily Average - Number of Hear and Treat Incidents

No of H&T Incidents — Oct-2022: 157, Nov-2022: 147, Dec-2022: 197, Jan-2023: 151, Feb-2023: 151, Mar-2023: 156, Apr-2023: 164, May-2023: 162, Jun-2023: 158, Jul-2023: 160, Aug-2023: 144, Sep-2023: 148, Oct-2023: 161, Nov-2023: 157, Dec-2023: 173

5.3 Annualised Data - Number of Hear and Treat Incidents

No of H&T Incidents — 2018: 36312, 2019: 41852, 2020: 42413, 2021: 47495, 2022: 54377, 2023: 57361

+5.5% Difference

+58% Difference
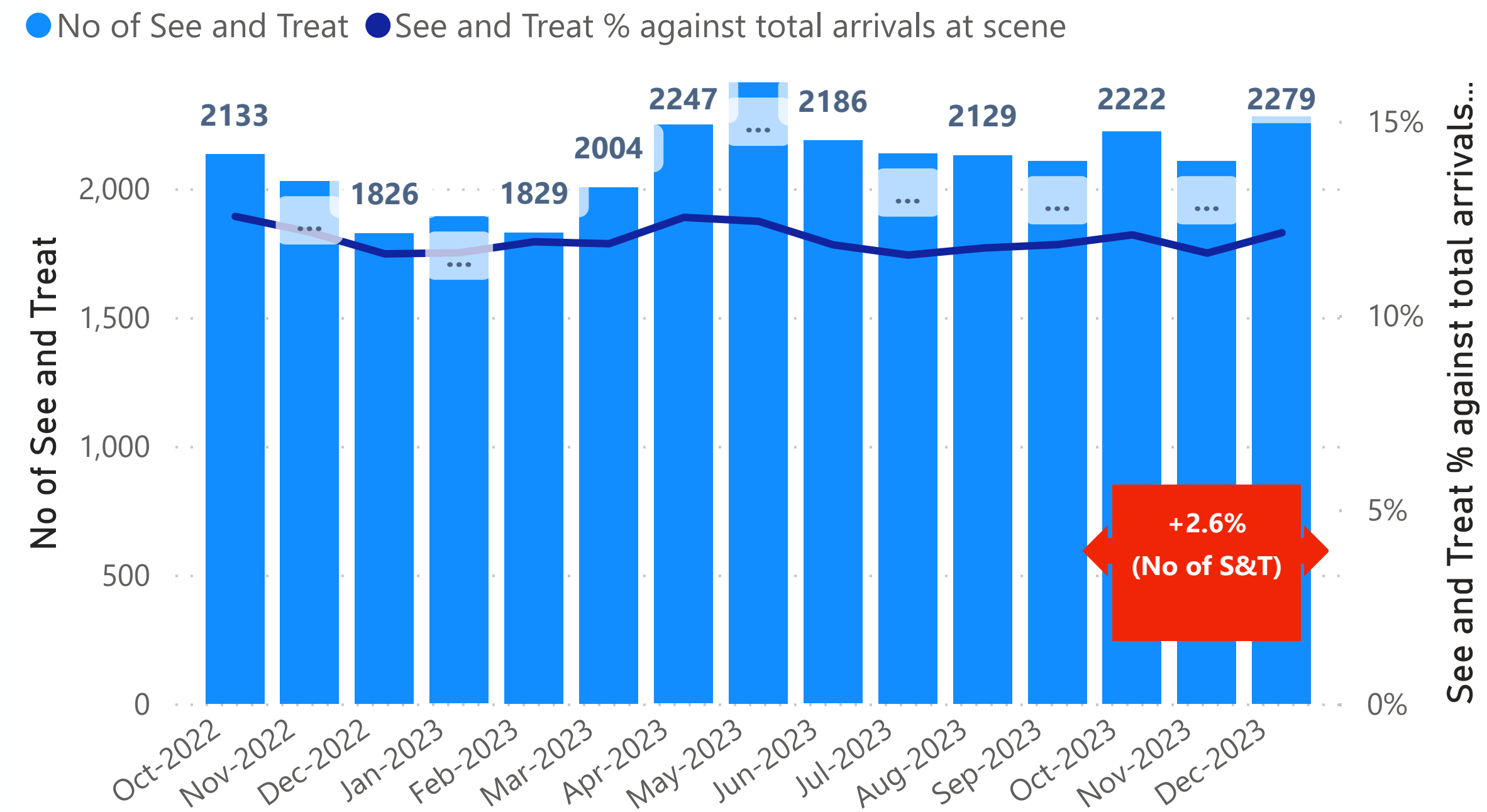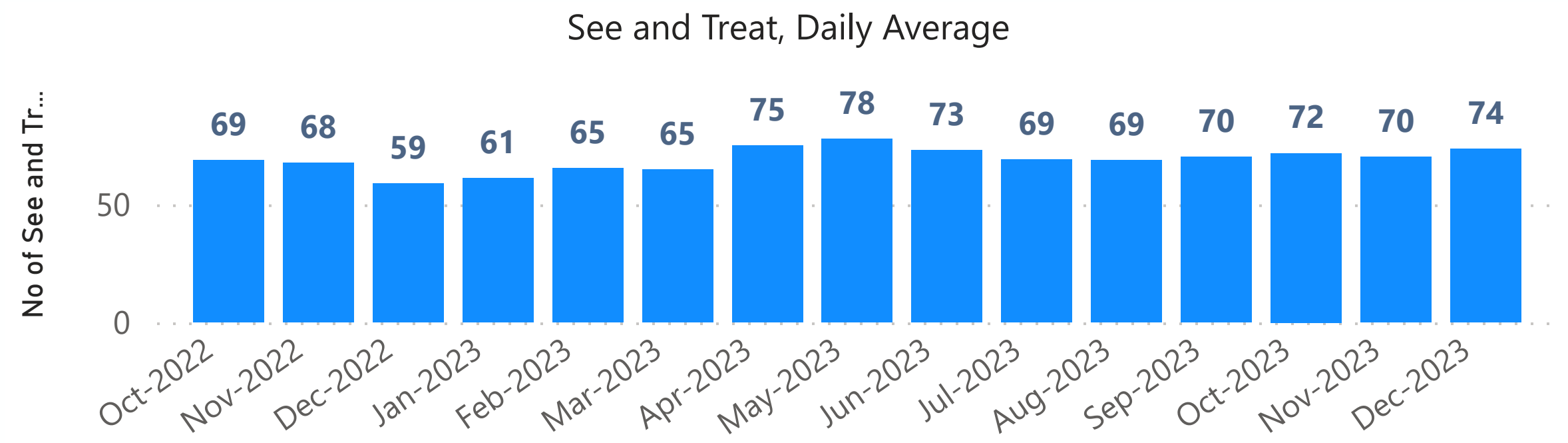
Performance Report | See and Treat

The number of See and Treat responses have increased by 2.6% constant from October 2023 to December 2023. In December 2023 the number of See and Treat responses were 24.2% higher than December 2022. The daily average of See and Treat responses were 15 incidents higher for the same time period.
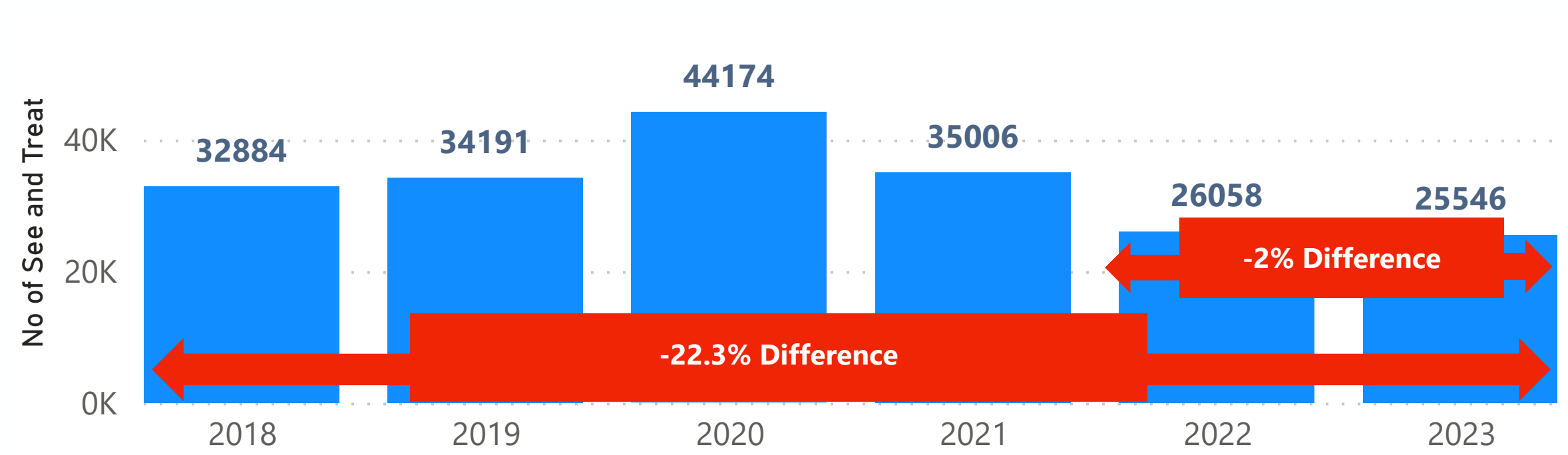
6.1 Monthly Volume of See and Treat Responses

● No of See and Treat ● See and Treat % against total arrivals at scene

Values shown: 2133, 1826, 1829, 2004, 2247, 2186, 2129, 2222, 2279

+2.6% (No of S&T)

Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

6.2 Daily Average - Number of See and Treat Responses

See and Treat, Daily Average

Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023
69	68	59	61	65	65	75	78	73	69	69	70	72	70	74

6.3 Annualised Data - Number of See and Treat Responses

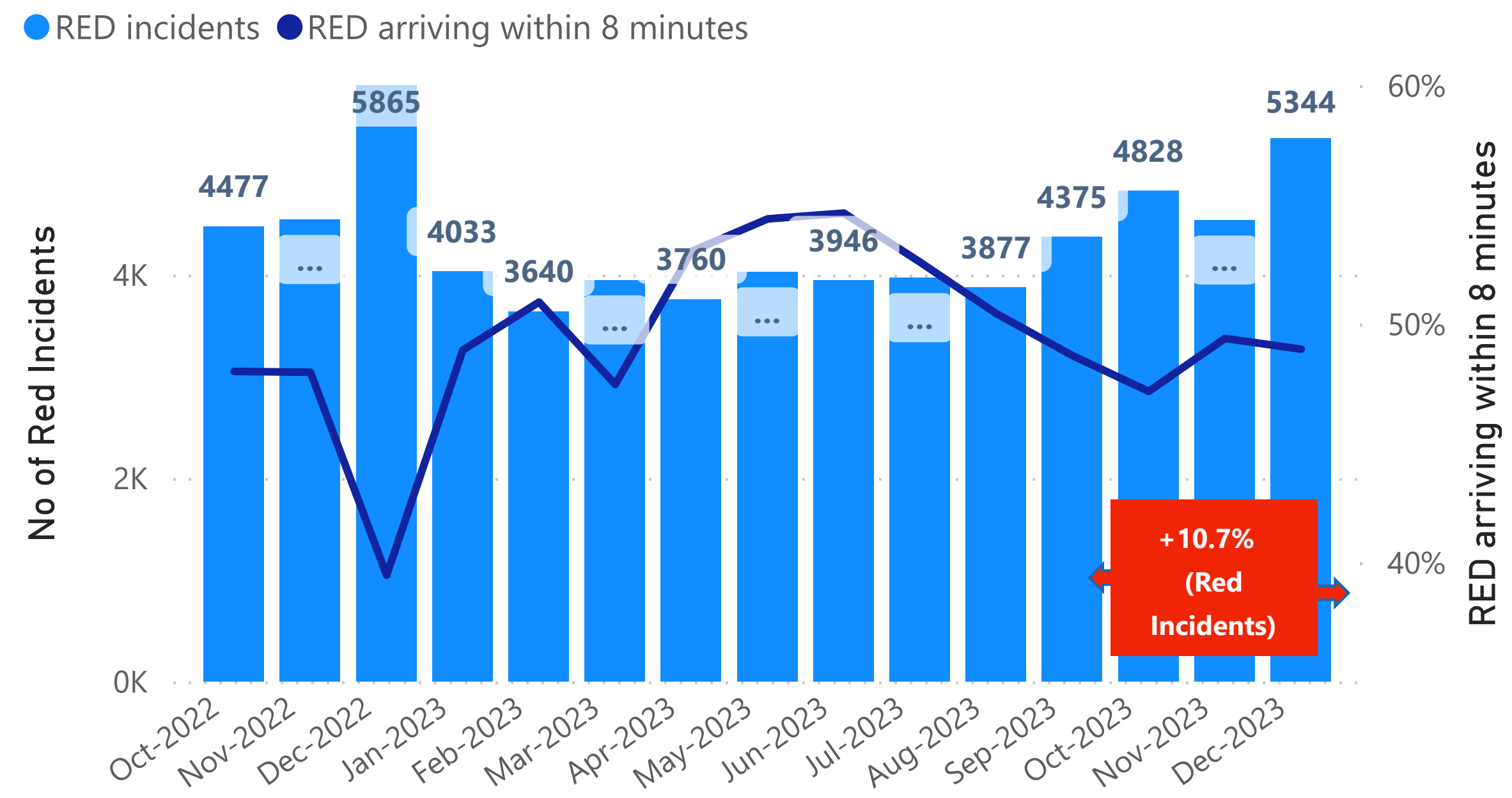| 2018	2019	2020	2021	2022	2023
32884	34191	44174	35006	26058	25546

-22.3% Difference
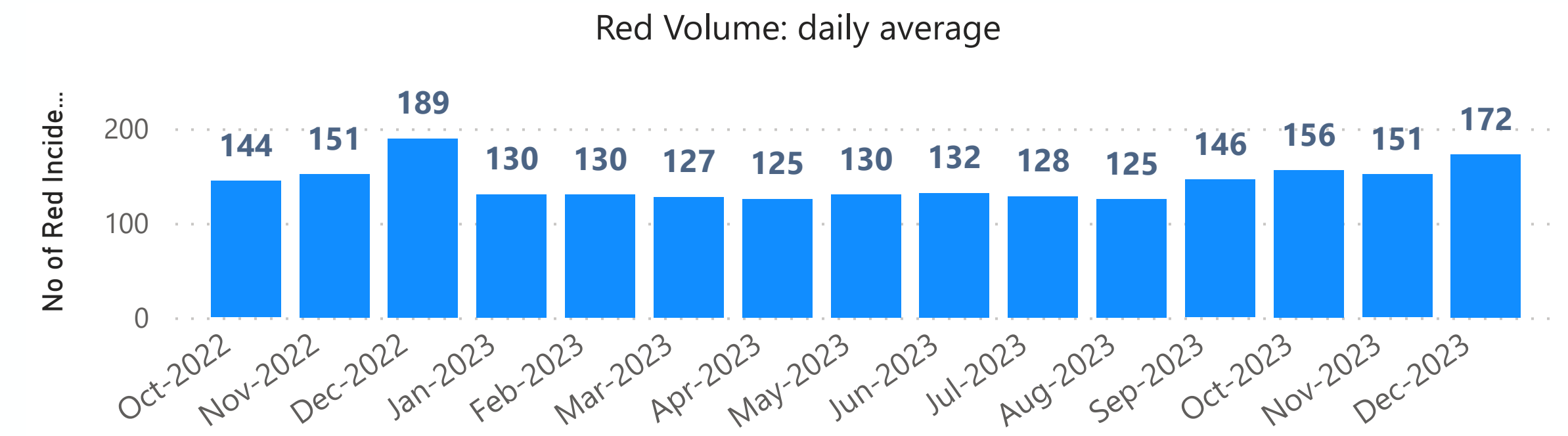
-2% Difference

Performance Report | RED incidents

There has been a 10.7% increase in the number of red incidents from October 2023 to December 2023. However, the number of red incidents in December 2023 is 8.9% lower than December 2022. The 8 min % performance is 9.5% higher for the same time period.
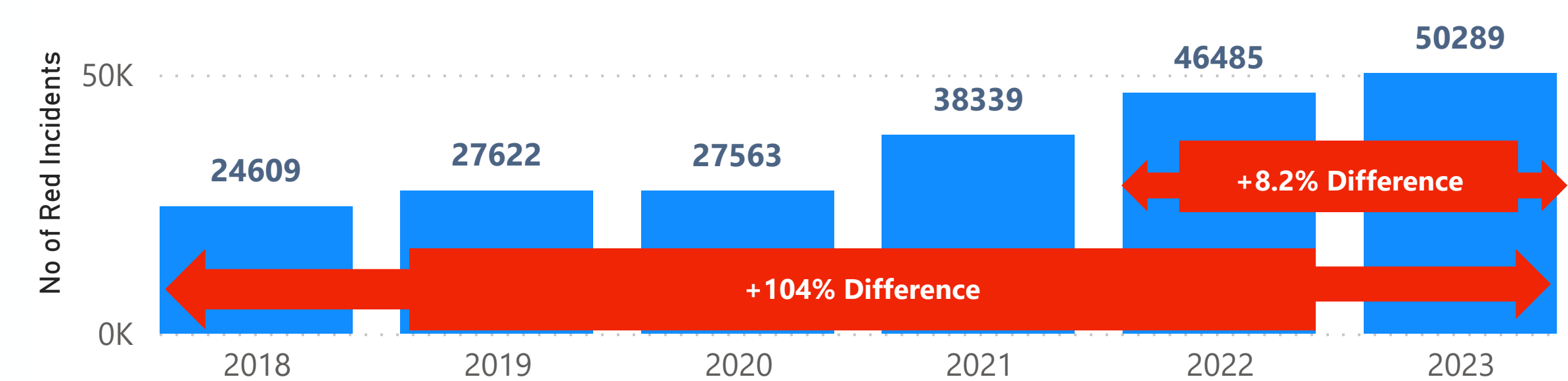
7.1 Monthly Volume of Red Incidents and Red % Performance

● RED incidents ● RED arriving within 8 minutes

4477, 5865, 4033, 3640, 3760, 3946, 3877, 4375, 4828, 5344

+10.7% (Red Incidents)

Source: AQI11 Number of RED category incidents resulting in an emergency response

7.2 Daily Average - Red Volume

Red Volume: daily average

144, 151, 189, 130, 130, 127, 125, 130, 132, 128, 125, 146, 156, 151, 172

7.3 Annualised Data - Volume of Red Incidents

24609, 27622, 27563, 38339, 46485, 50289
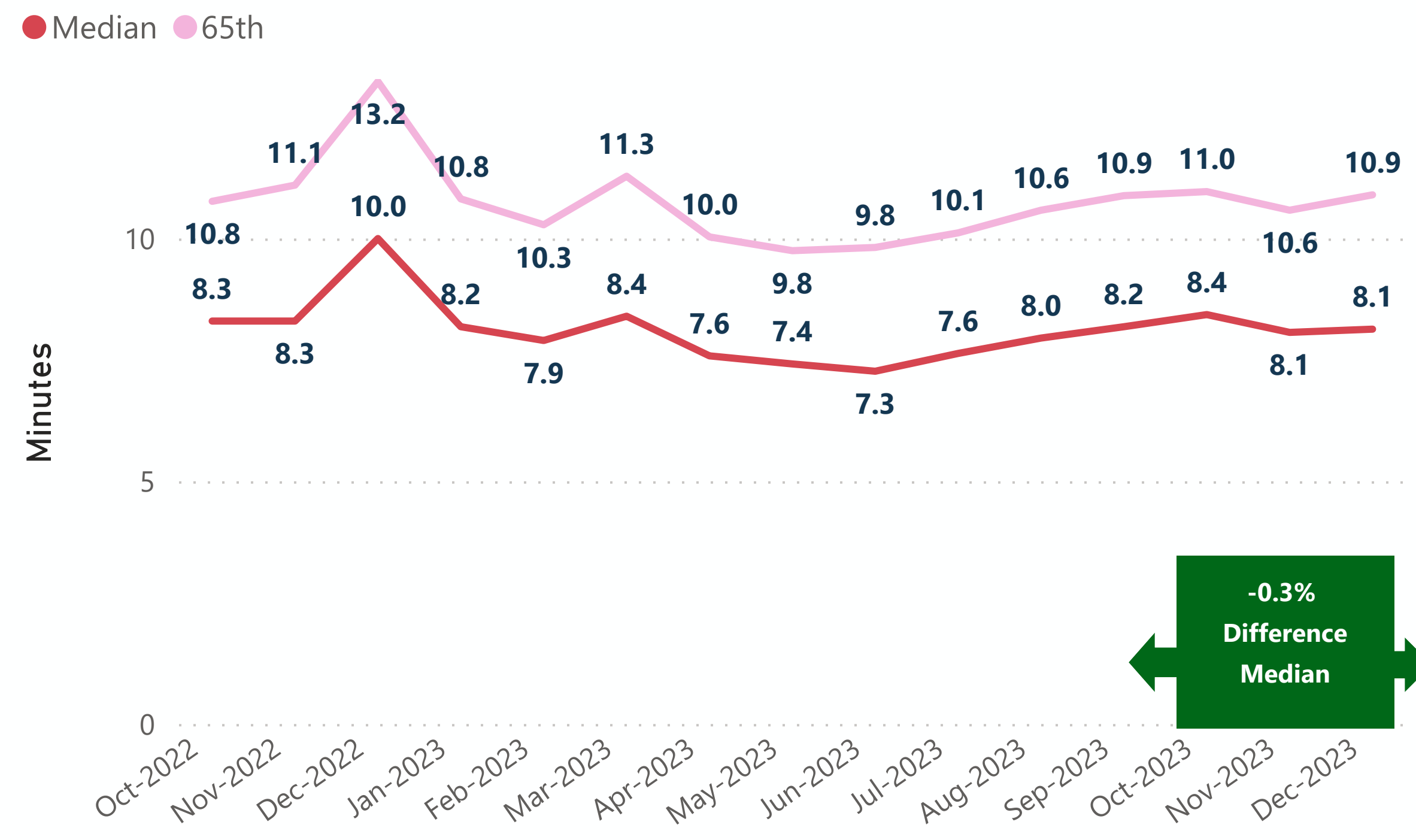
+8.2% Difference

+104% Difference

2018, 2019, 2020, 2021, 2022, 2023

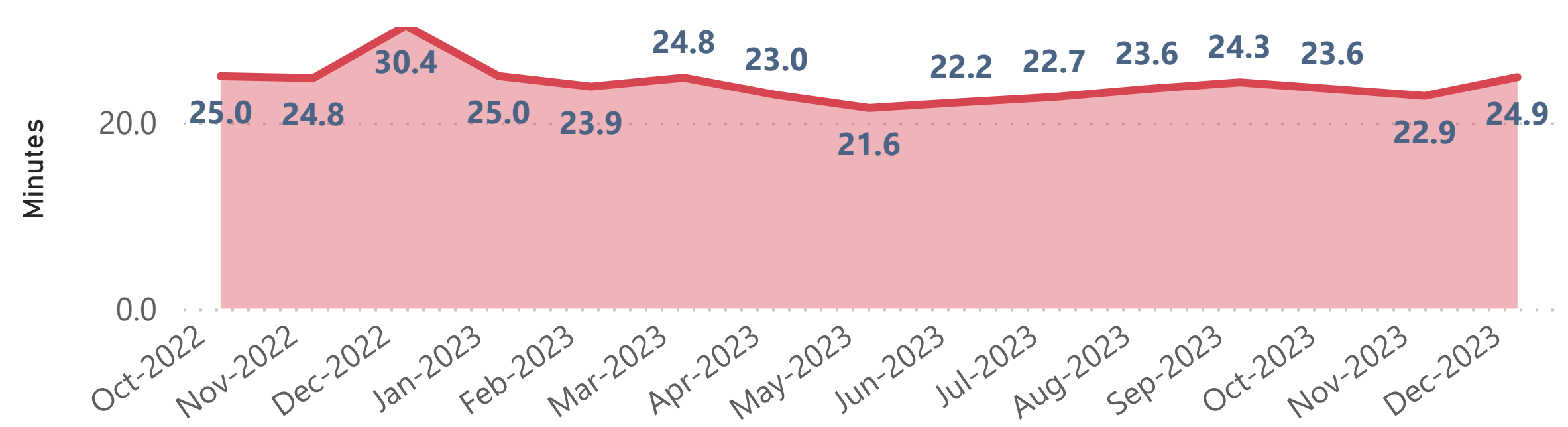# Performance Report | RED incident response time

Whilst red median and 65th percentile has increased since June 2023, there is a 0.3% reduction in the red median between October 2023 and December 2023. The 95th percentile was 5.5 minutes less in December 2023 as compared to December 2022 and the longest red was 130 minutes less for the same period.
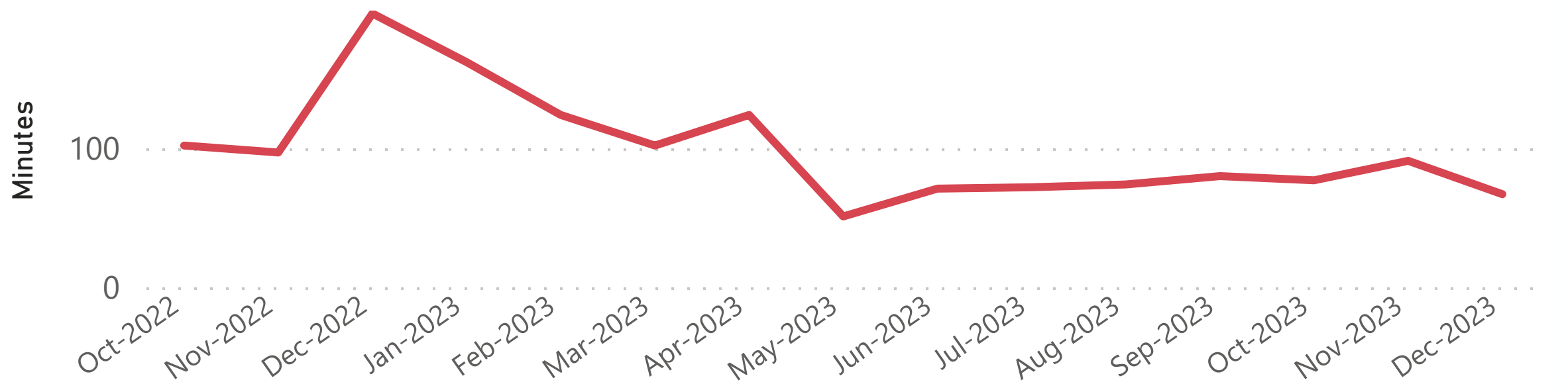
8.1 Median and 65th Percentile Red Response Time (Minutes)

● Median ● 65th

Median values: 8.3, 8.3, 10.0, 8.2, 7.9, 10.3, 8.4, 7.6, 7.4, 7.3, 7.6, 8.0, 8.2, 8.4, 8.1, 8.1

65th values: 10.8, 11.1, 13.2, 10.8, 10.3, 11.3, 10.0, 9.8, 10.1, 10.6, 10.9, 11.0, 10.6, 10.9

-0.3% Difference Median

Months: Oct-2022, Nov-2022, Dec-2022, Jan-2023, Feb-2023, Mar-2023, Apr-2023, May-2023, Jun-2023, Jul-2023, Aug-2023, Sep-2023, Oct-2023, Nov-2023, Dec-2023

Source: AQI11 Red Category Median, 65th and 95th Response Minutes

8.2 95th Percentile Red Response Time (Minutes)

Values: 25.0, 24.8, 30.4, 25.0, 23.9, 24.8, 23.0, 21.6, 22.2, 22.7, 23.6, 24.3, 23.6, 22.9, 24.9

Months: Oct-2022, Nov-2022, Dec-2022, Jan-2023, Feb-2023, Mar-2023, Apr-2023, May-2023, Jun-2023, Jul-2023, Aug-2023, Sep-2023, Oct-2023, Nov-2023, Dec-2023

8.3 Longest Red

Months: Oct-2022, Nov-2022, Dec-2022, Jan-2023, Feb-2023, Mar-2023, Apr-2023, May-2023, Jun-2023, Jul-2023, Aug-2023, Sep-2023, Oct-2023, Nov-2023, Dec-2023
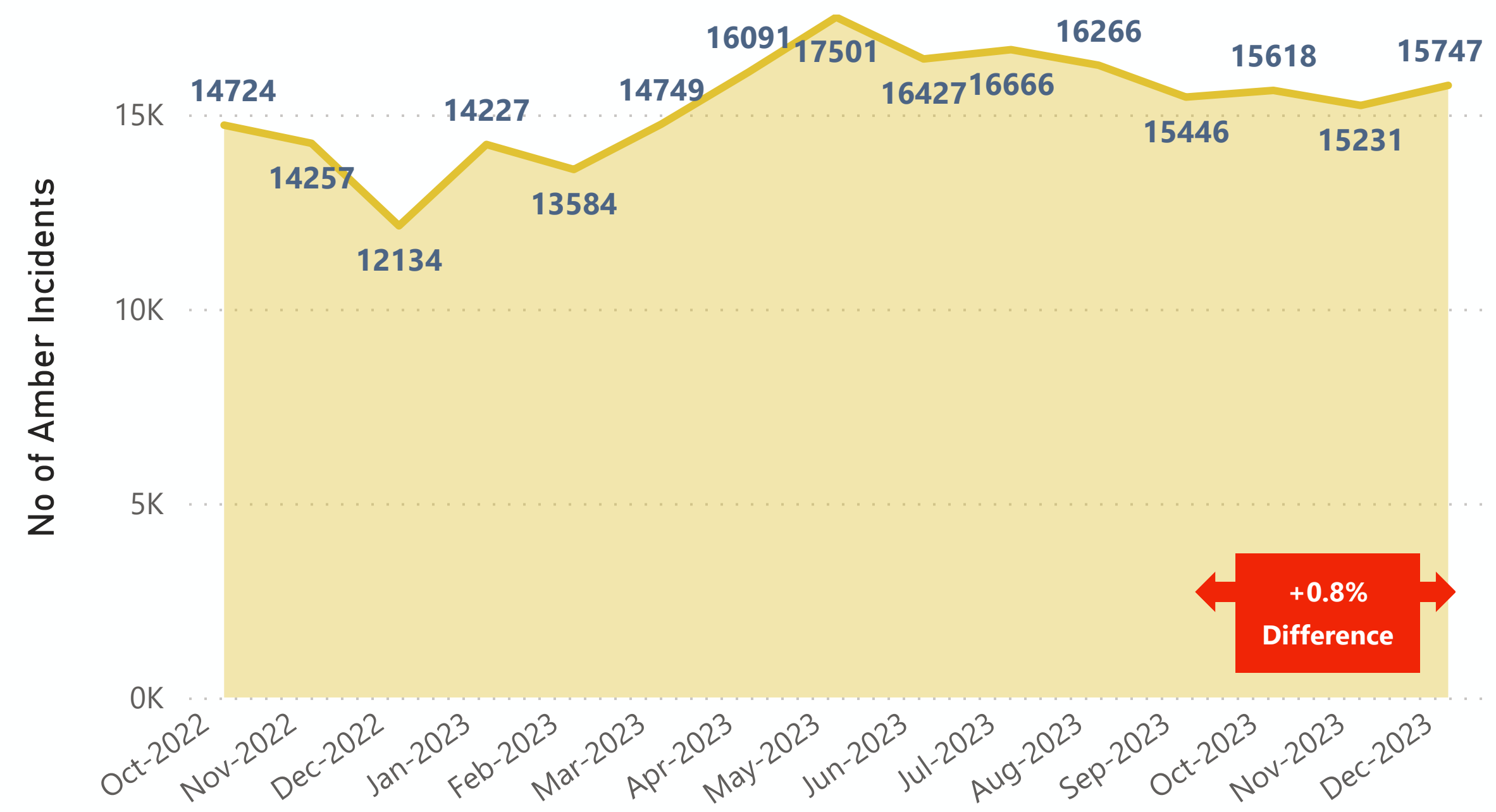
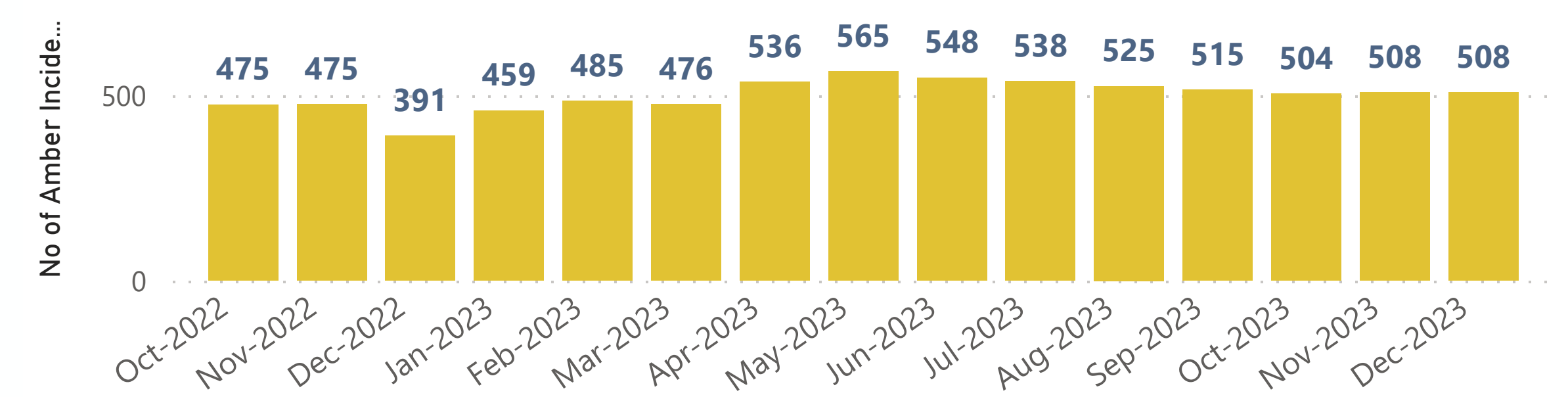# Performance Report | AMBER incidents

There was a 0.8% reduction in the number of amber incidents from October to December 2023. The number of amber incidents in December 2023 were 29.8% higher than December 2022. The daily average were 117 amber incidents higher for the same period.
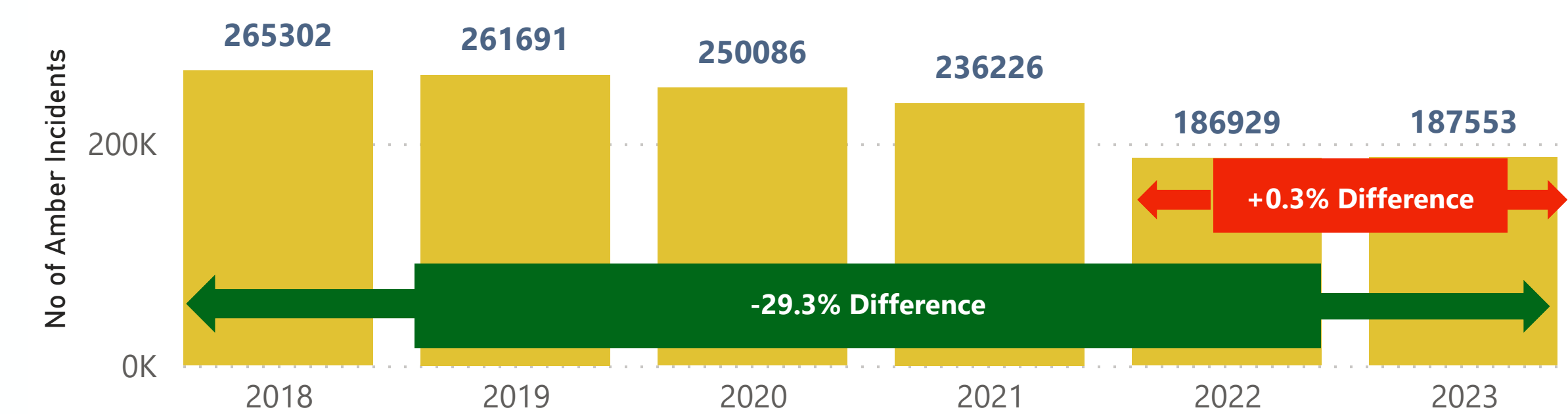
9.1 Monthly Volume of Amber Incidents

No of Amber Incidents

Month	Value
Oct-2022	14724
Nov-2022	14257
Dec-2022	12134
Jan-2023	14227
Feb-2023	13584
Mar-2023	14749
Apr-2023	16091
May-2023	17501
Jun-2023	16427
Jul-2023	16666
Aug-2023	16266
Sep-2023	15446
Oct-2023	15618
Nov-2023	15231
Dec-2023	15747

+0.8% Difference

Source: AQI11 Number of Amber category incidents resulting in an emergency response

9.2 Daily Average - Number of Amber Incidents

No of Amber Incide...

Month	Value
Oct-2022	475
Nov-2022	475
Dec-2022	391
Jan-2023	459
Feb-2023	485
Mar-2023	476
Apr-2023	536
May-2023	565
Jun-2023	548
Jul-2023	538
Aug-2023	525
Sep-2023	515
Oct-2023	504
Nov-2023	508
Dec-2023	508

9.3 Annualised Data - Number of Amber Incidents

No of Amber Incidents

Year	Value
2018	265302
2019	261691
2020	250086
2021	236226
2022	186929
2023	187553

+0.3% Difference

-29.3% Difference

Performance Report | AMBER incident response times

There was a 14.6% increase in amber median from October 2023 to December 2023. The amber median and the 65th percentile in December 2023 were both 103.9% and 51.5% respectively lower with December 2022. The 95th percentile was 382 minutes lower and the longest amber was 347 minutes lower for the same period.
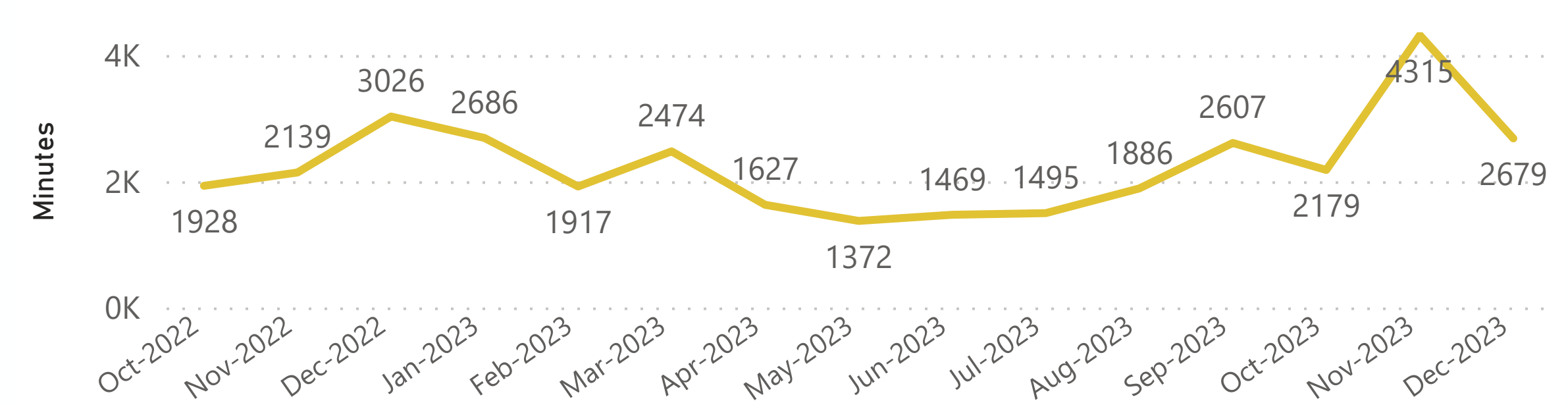
10.1 Median and 65th Percentile Amber Response Time (Minutes)

● Median ● 65th

+14.6% (median)
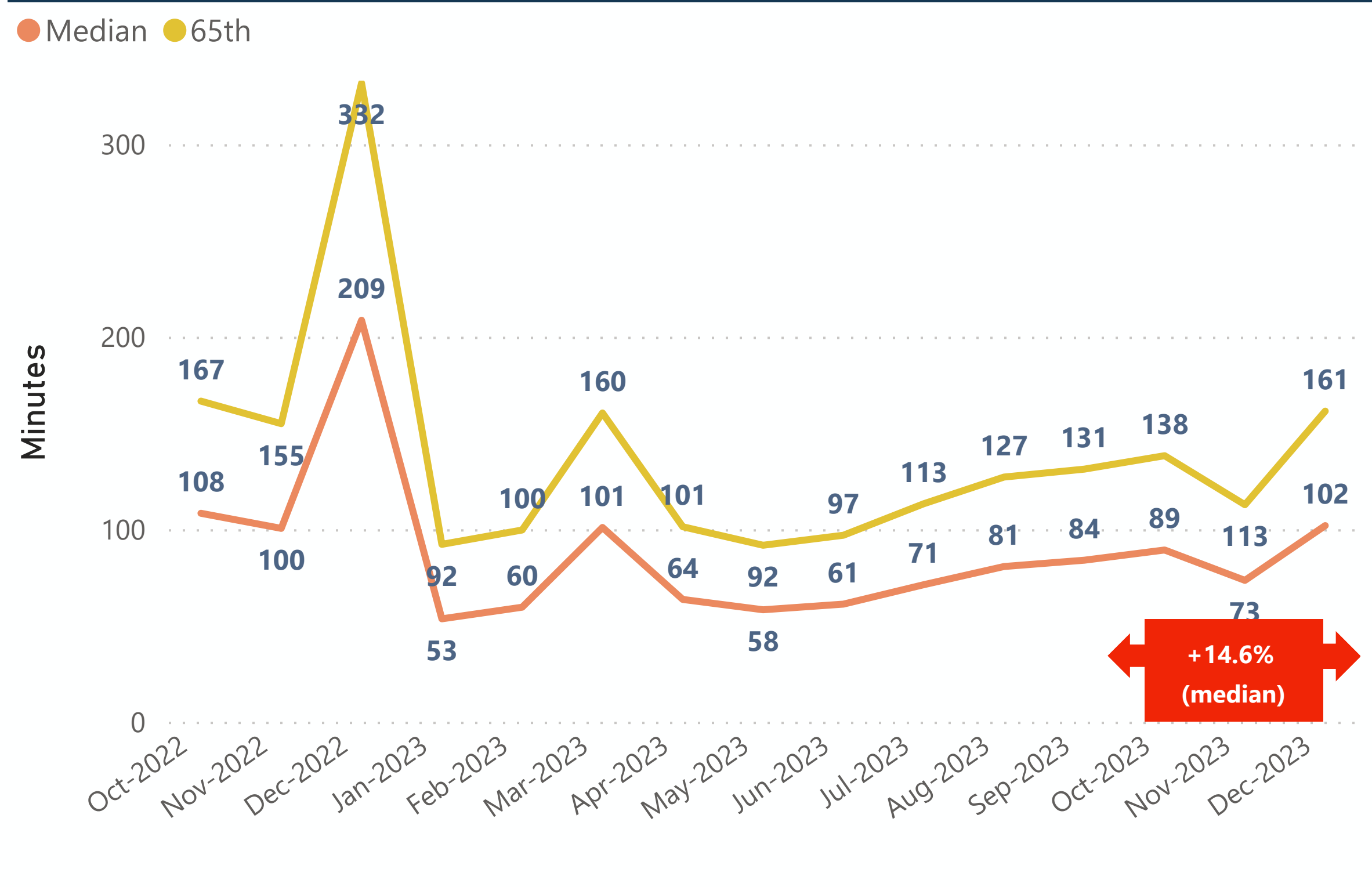
10.2 95th Percentile Amber Response Time (Minutes)

10.3 Longest Amber (Minutes)

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Performance Report | GREEN incidents

The number of green incidents increased by 10.9% from October 2023 to December 2023. The number of green incidents in December 2023 were 57% higher than in December 2022. The daily average were 18 incidents higher for the same date period.
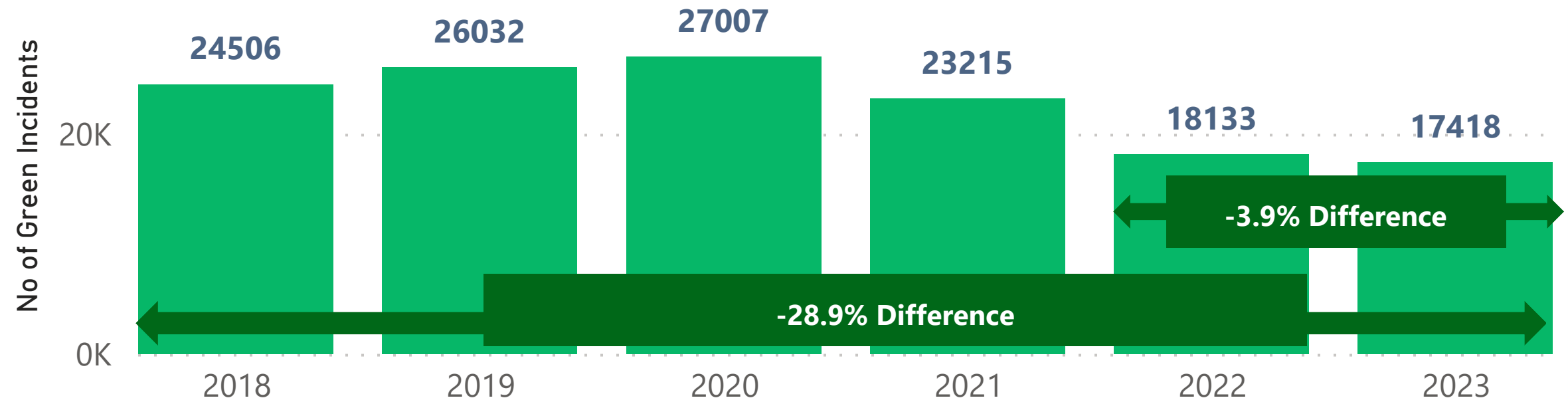
11.1 Monthly Volume of Green Incidents

Values (Oct-2022 to Dec-2023): 1186, 1225, 964, 1371, 1225, 1336, 1451, 1642, 1527, 1448, 1584, 1430, 1364, 1527, 1513

+10.9%
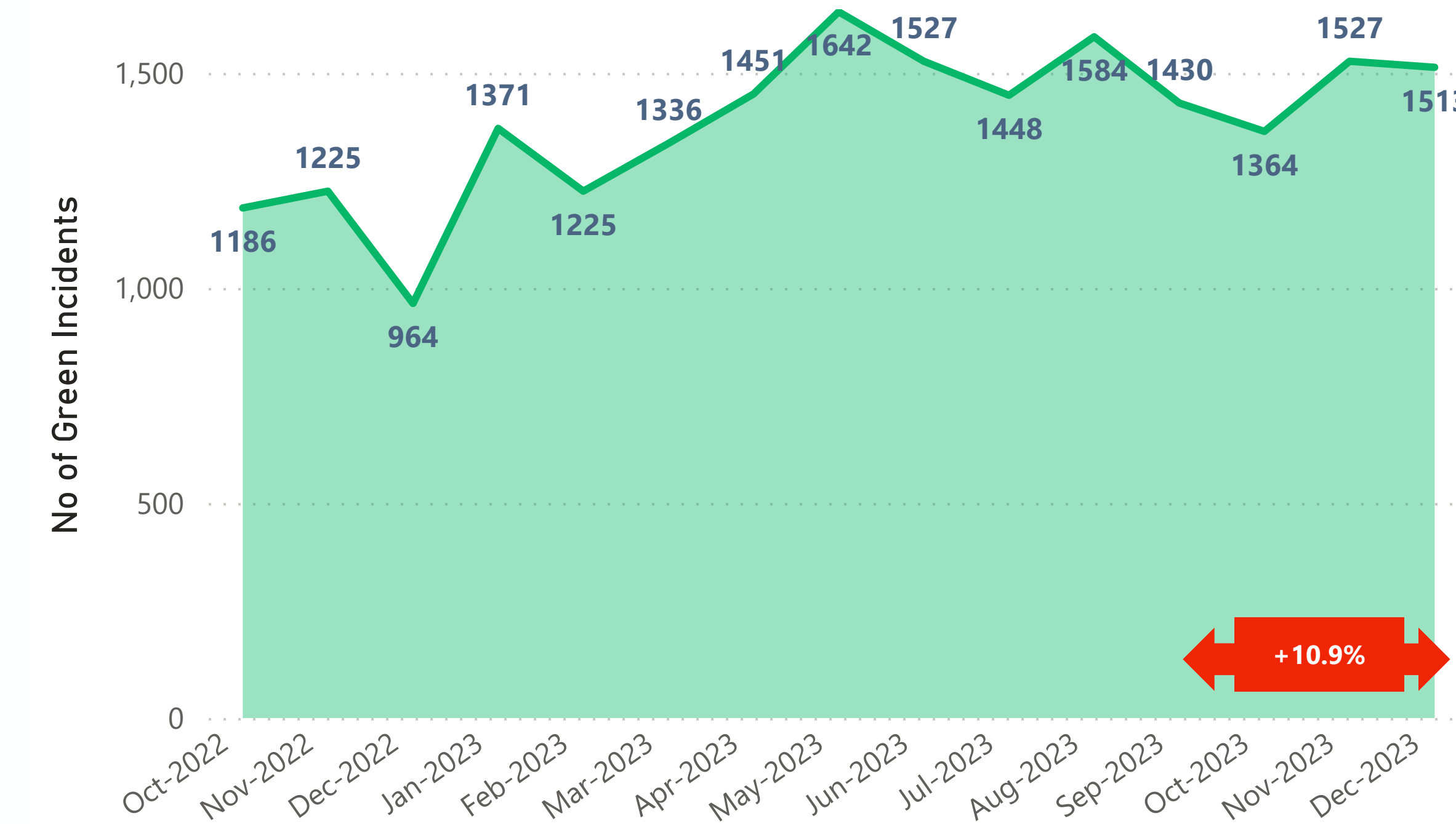
Source: AQI11 Number of Green category incidents resulting in an emergency response

11.2 Daily Average - Number of Green Incidents

Oct-2022: 38, Nov-2022: 41, Dec-2022: 31, Jan-2023: 44, Feb-2023: 44, Mar-2023: 43, Apr-2023: 48, May-2023: 53, Jun-2023: 51, Jul-2023: 47, Aug-2023: 51, Sep-2023: 48, Oct-2023: 44, Nov-2023: 51, Dec-2023: 49
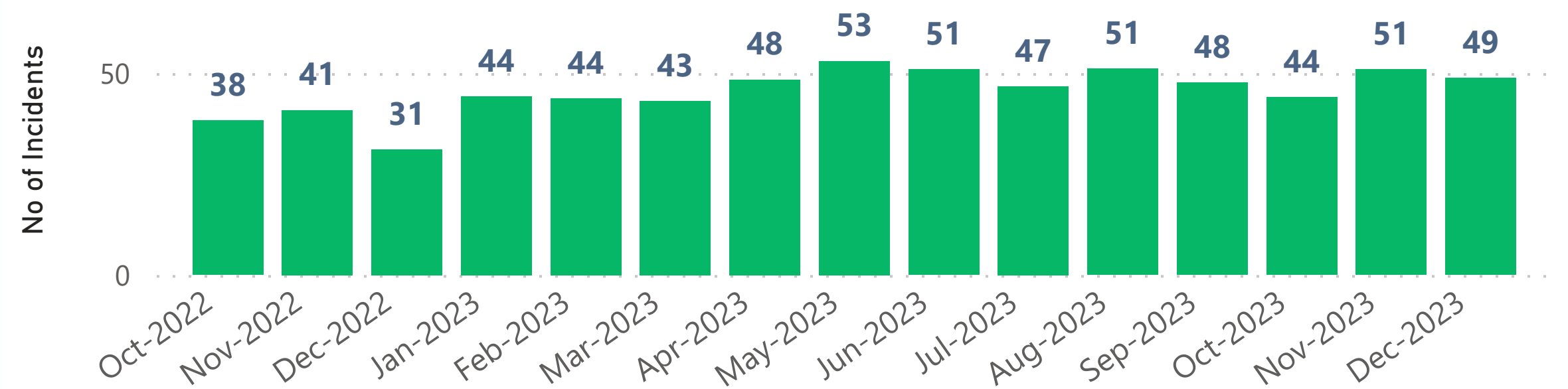
11.3 Annualised Data - Number of Green Incidents

2018: 24506, 2019: 26032, 2020: 27007, 2021: 23215, 2022: 18133, 2023: 17418

-28.9% Difference
-3.9% Difference

Performance Report | GREEN incident response times

Green median and 65th percentile have increased from April 2023 to September 2023. Green Median is consistent from October 2023 to December 2023. Green median in December 2023 was 32 minutes lower than December 2022. The green 65th percentile was 80 minutes lower and the green 95th percentile was 185 minutes lower for the same period.

## 12.1. Median and 65th Percentile Green Response Time (Minutes)

Legend: ● Median ● 65th

65th values: 137, 139, 213, 92, 125, 98, 104, 107, 107, 122, 142, 126, 124, 133
Median values: 83, 86, 111, 55, 56, 76, 57, 63, 69, 68, 74, 88, 79, 78, 79
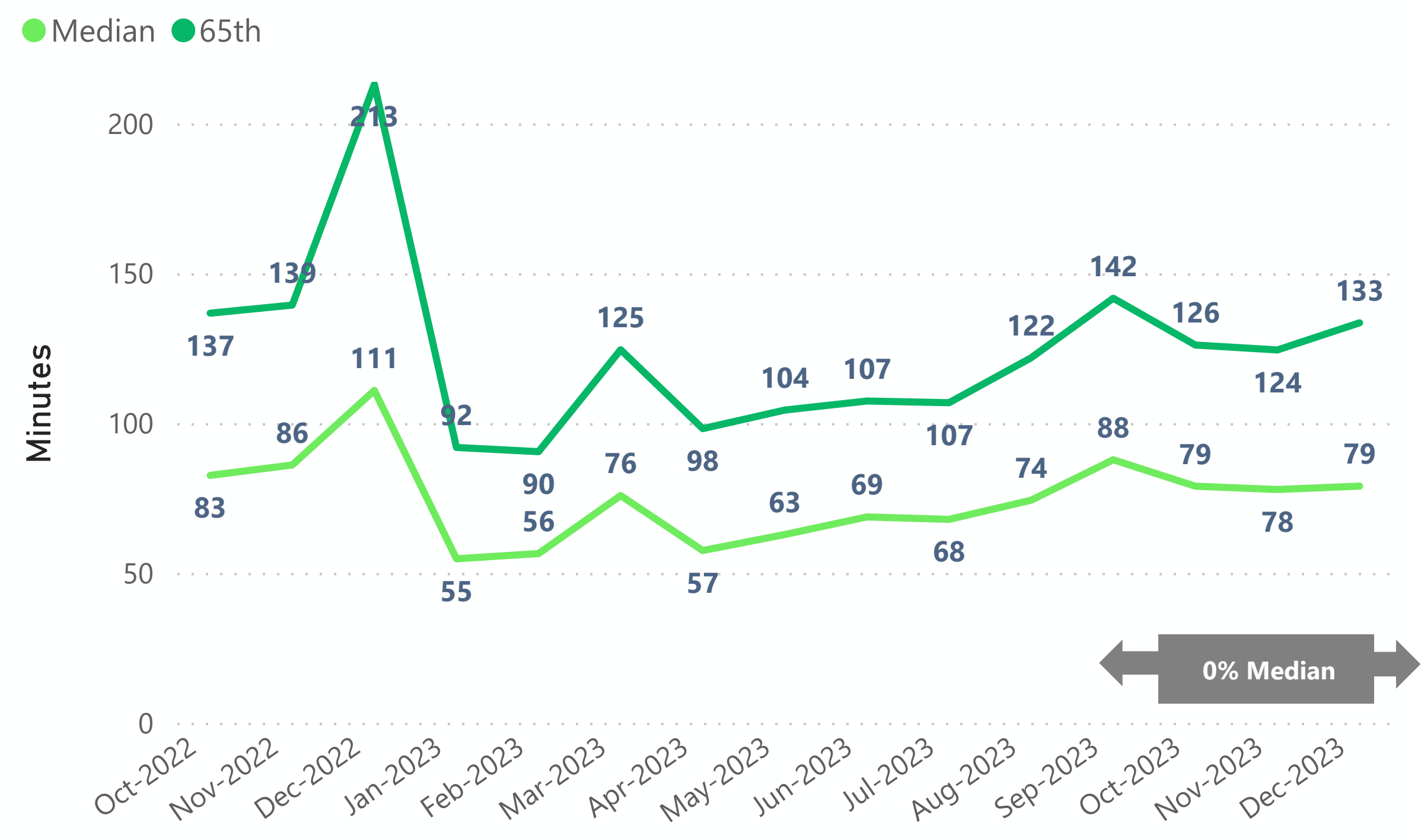
0% Median

Source: AQI11 Green Category Median, 65th and 95th Response Minutes

12.2 95th Percentile Green Response Time (Minutes)

Values: 677, 577, 795, 453, 454, 599, 435, 444, 509, 480, 595, 623, 690, 518, 610
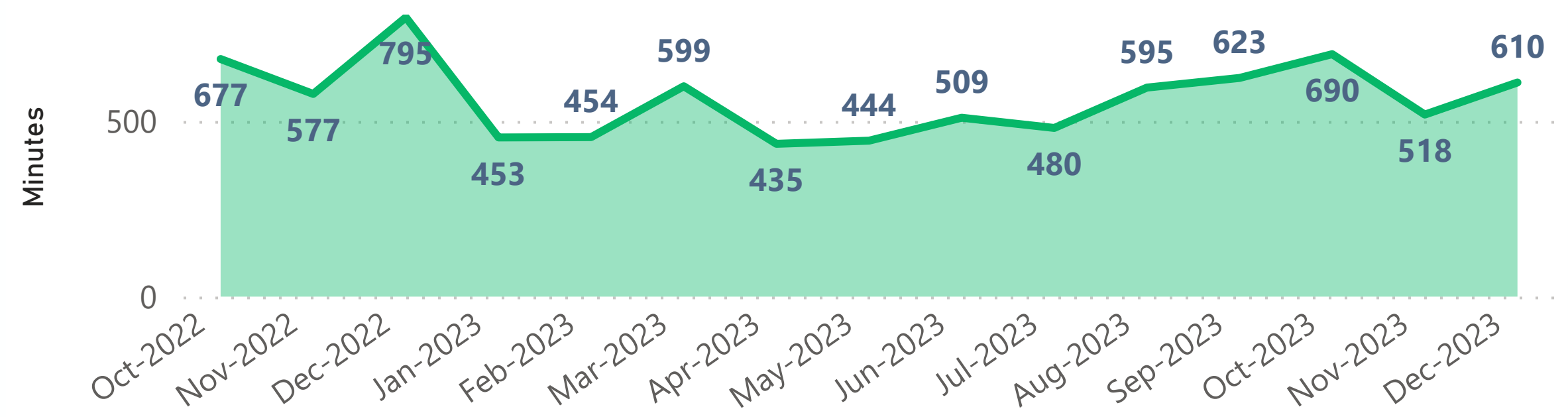
12.3 Longest Green
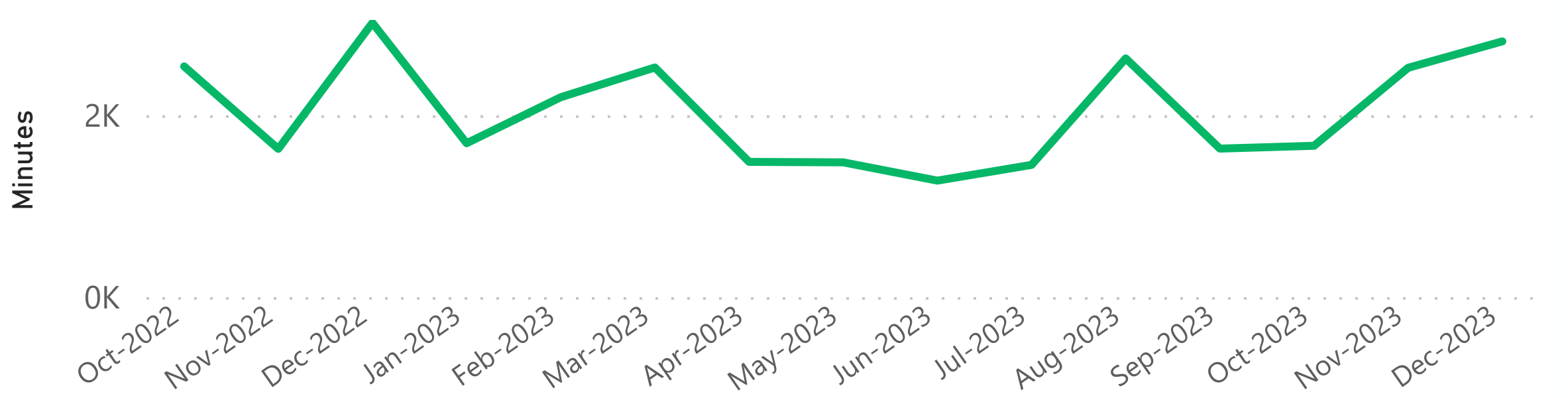
Performance Report | Transported to Tier 1 site

The number of incidents transported to Tier 1 sites have been increasing for the period shown (in 13.1), although since 2018, the total number of transfers has been reducing. In December 2023, the number of incidents transported to Tier 1 sites were 22.6% higher than December 2022. The daily number of incidents were 80 incidents higher for the same period.
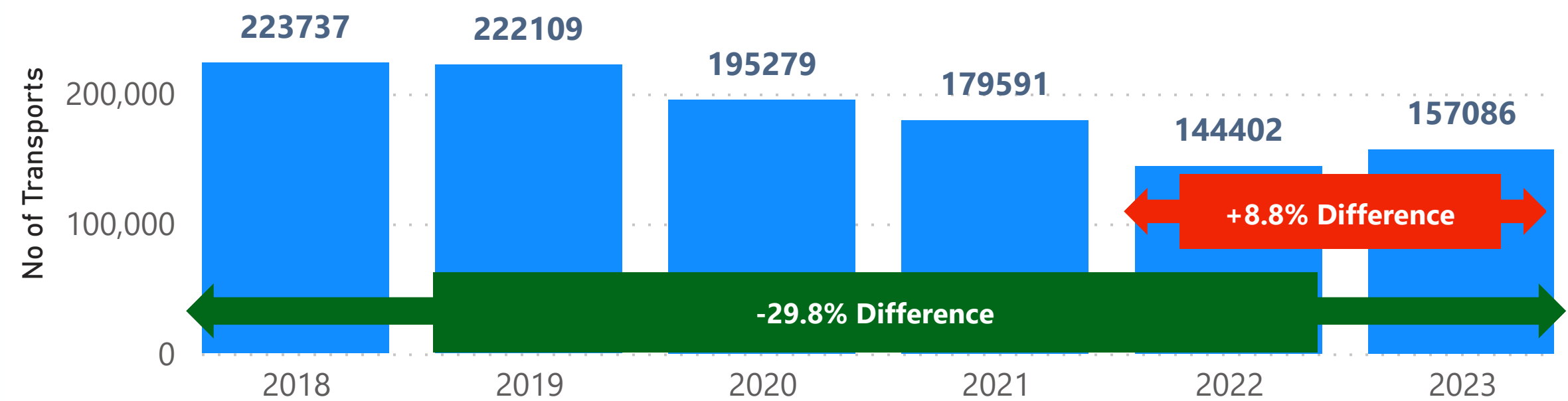
13.1 Monthly Volume of Transport to Major ED Units

Y-axis: No of Transports to Major ED Units (0K, 5K, 10K)

Data points (Oct-2022 to Dec-2023): 11970, 11994, 10965, 12043, 11397, 12190, 12851, 14455, 13636, 13868, 13203, 13055, 13543, 13406, 13439

-0.8%
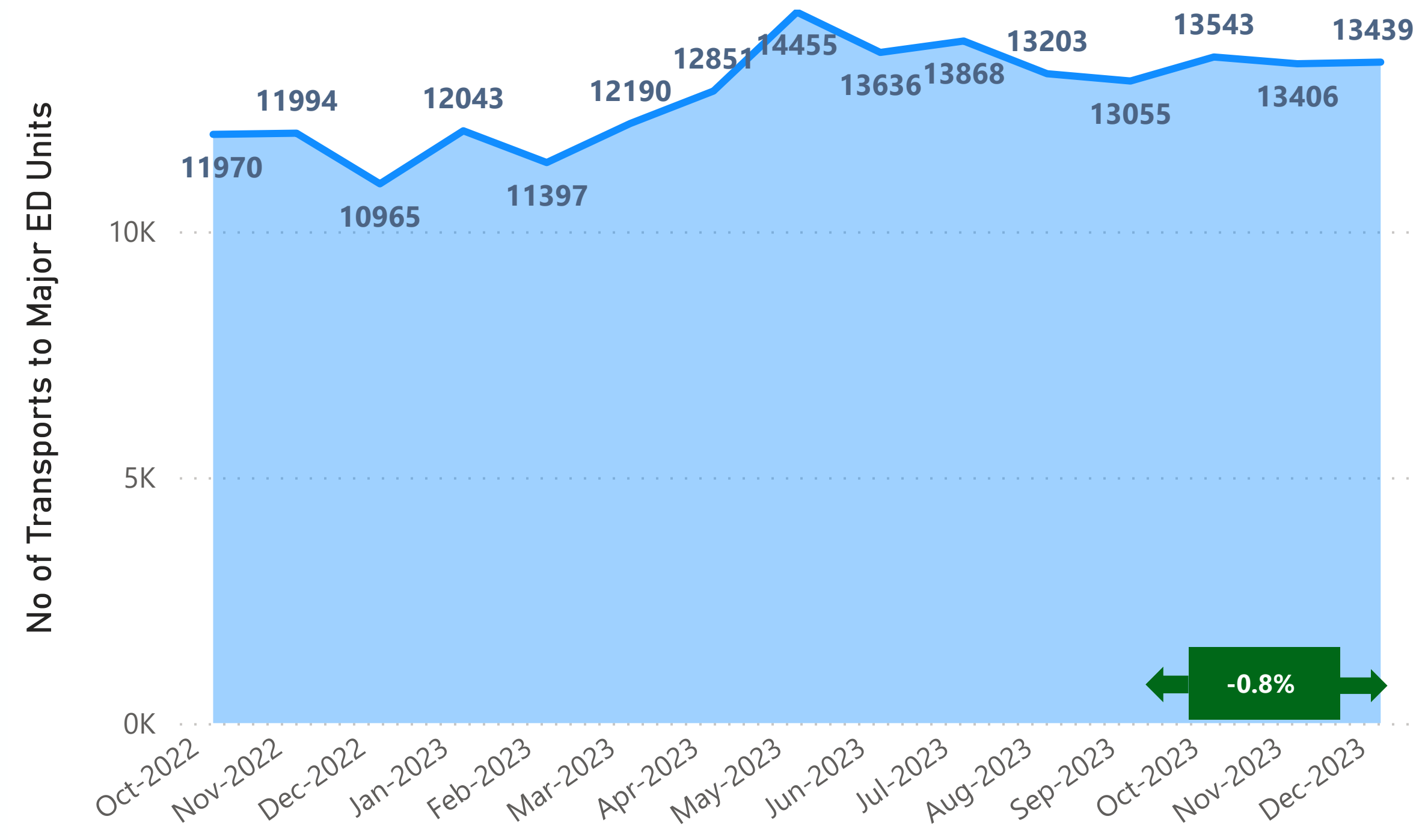
Source: AQI19ii Tier 1 Major A&E Units

13.2 Daily Average - Number of Transport to Major ED Units

Y-axis: No of Transports (0, 500)

Month	Value
Oct-2022	386
Nov-2022	400
Dec-2022	354
Jan-2023	388
Feb-2023	407
Mar-2023	393
Apr-2023	428
May-2023	466
Jun-2023	455
Jul-2023	447
Aug-2023	426
Sep-2023	435
Oct-2023	437
Nov-2023	447
Dec-2023	434
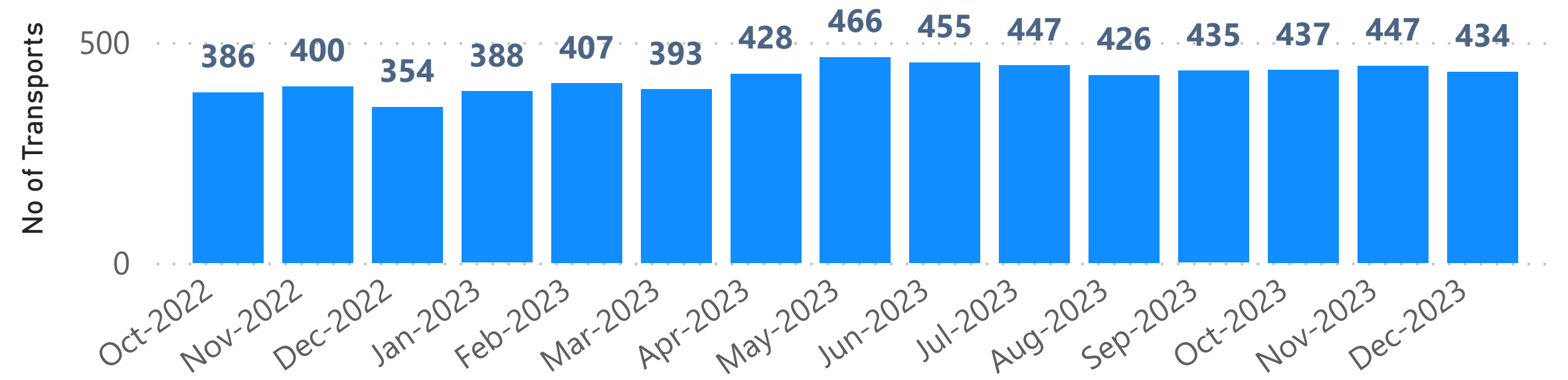
13.3 Annualised Data - No of Transport to Major ED Units

Y-axis: No of Transports (0, 100,000, 200,000)

Year	Value
2018	223737
2019	222109
2020	195279
2021	179591
2022	144402
2023	157086

+8.8% Difference

-29.8% Difference

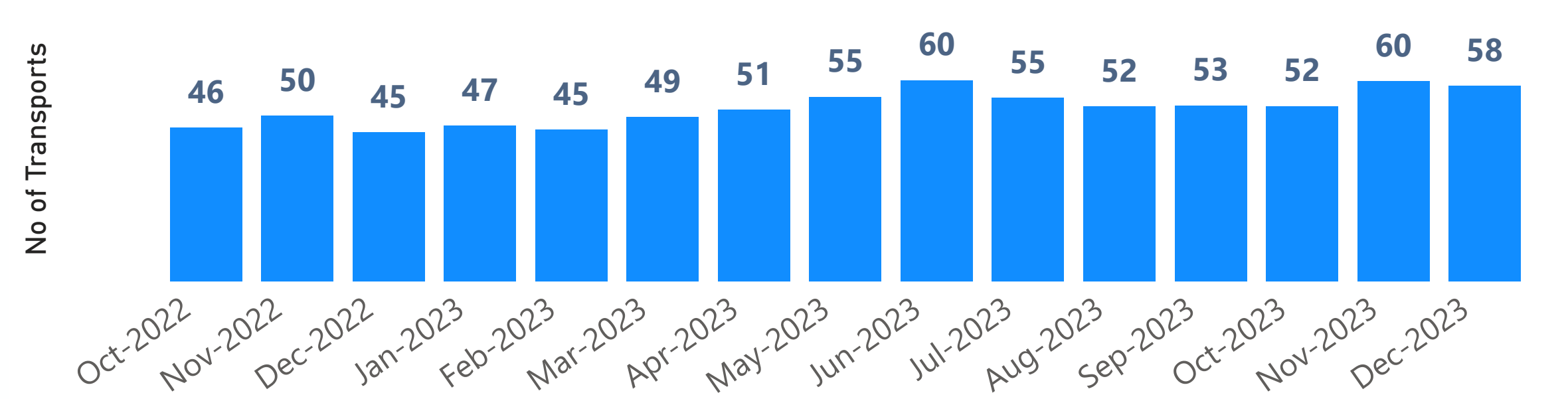# Performance Report | Transported to non-Tier 1 site

There has been a 11.4% increase in the number of incidents transported to non Tier 1 sites from October 2023 to December 2023. The number of incidents transported to non tier 1 sites were 23.8% increase in December 2023 as compared to the same period the previous year. The daily average in December 2023 were 13 incidents higher than December 2022.
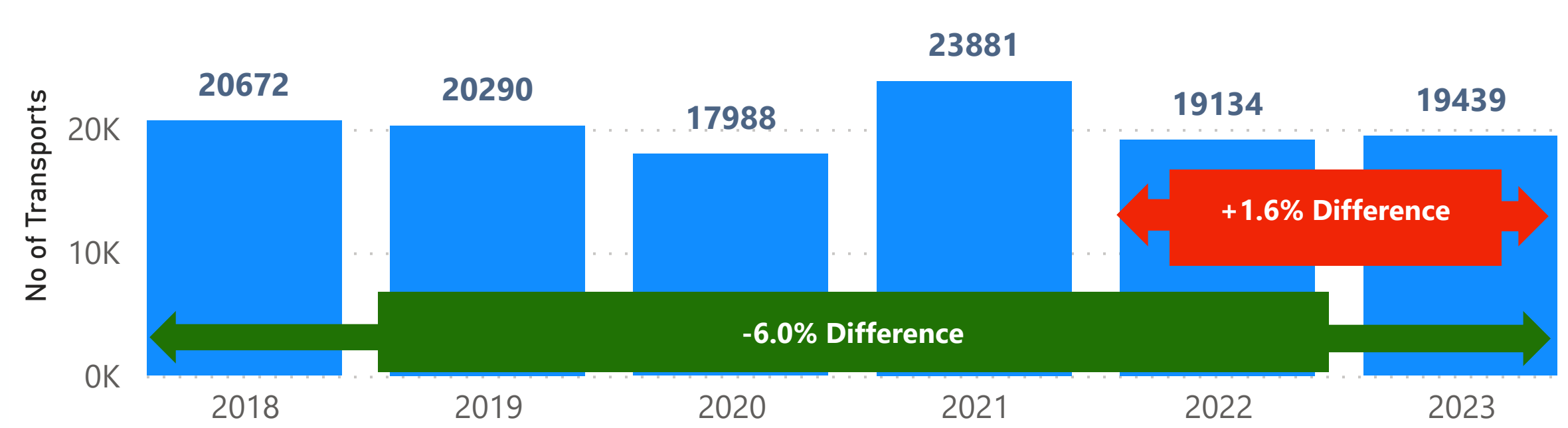
14.1 Monthly Volume of Transport to non Major ED
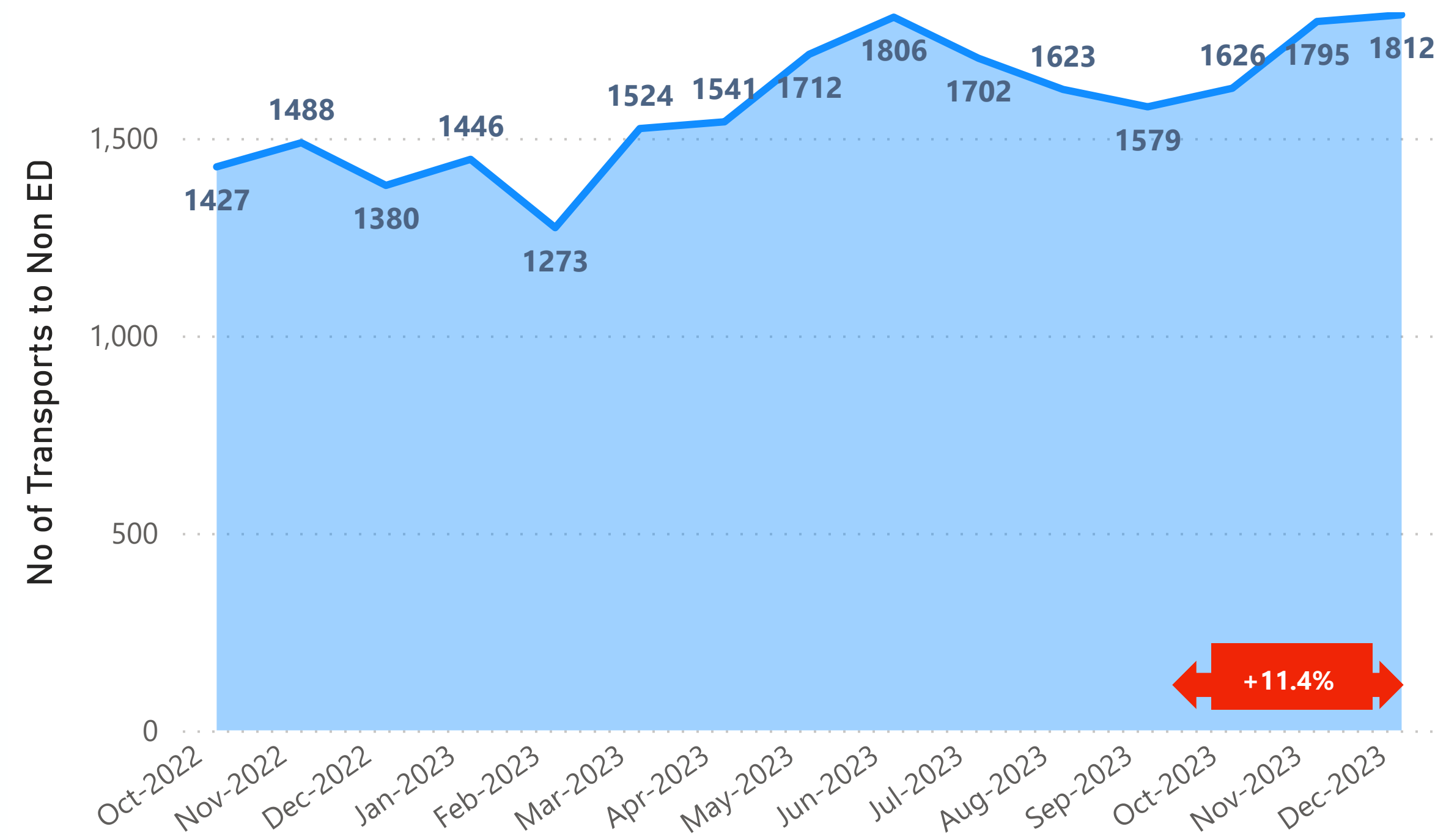
Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

14.2 Daily Average - Transport to Non Major ED

14.3 Annualised Data - Transport to Non Major ED

Performance Report | Handover delays over 15-minutes

The number of handovers over 15 mins in December 2023 were 9.6% higher as compared to December 2022. The % of handovers within 15 minutes were 0.4% lower for the same period. The total lost hours over 15 minutes for December 2023 reduced by 29.1% from December 2022.
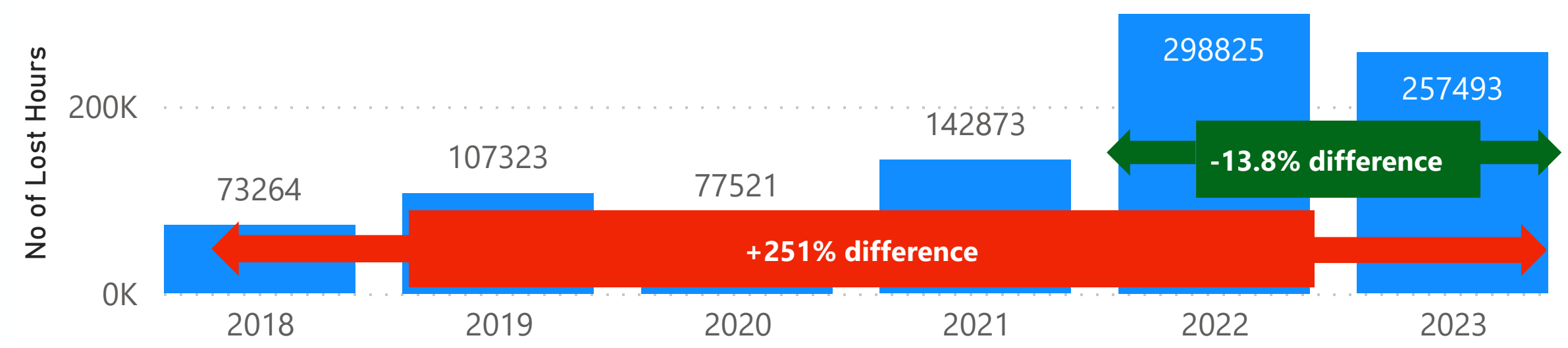
15.1 Volume of Handovers over 15 minutes

● Handovers over 15 Mins ● % Handover within 15 Mins

Values shown: 11309, 10577, 9784, 11117, 11663, 11510, 11091, 11305

15.2 Hours lost for handovers over 15 minutes

Values shown: 28965, 2…, 32109, 23542, 1…, 28645, 2…, 20399, 1…, 19119, 1…, 19617, 2…, 20127, 2…

15.3 Hours Lost for handovers over 15 minutes

Values shown: 73264 (2018), 107323 (2019), 77521 (2020), 142873 (2021), 298825 (2022), 257493 (2023)

+251% difference

-13.8% difference

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NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

Uned Gomisiynu Gydweithredol Genedlaethol
GWASANAETHAU DIGIDOL
DIGITAL SERVICES
National Collaborative Commissioning Unit

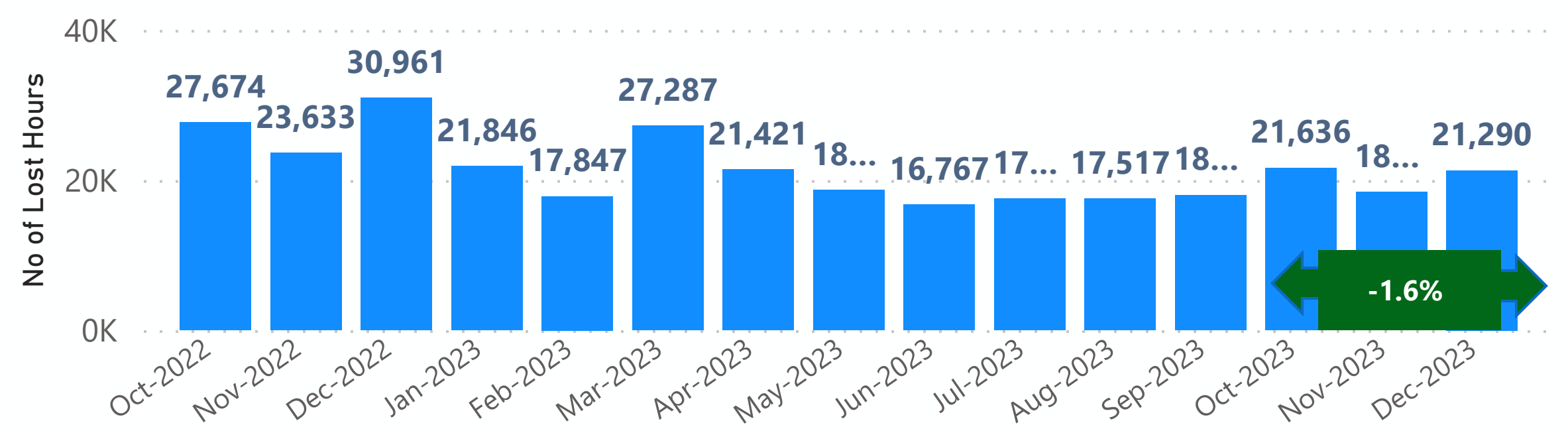# Performance Report | Handover delays over 60-minutes

The number and % of handovers over 60 minutes have been increasing since June 2023. The number and % of handovers over 60 minutes were 5.2% and 11.5% respectively lower in December 2023 as compared to December 2022. Total lost hours over 60 minutes were 31.2% lower for the same period.
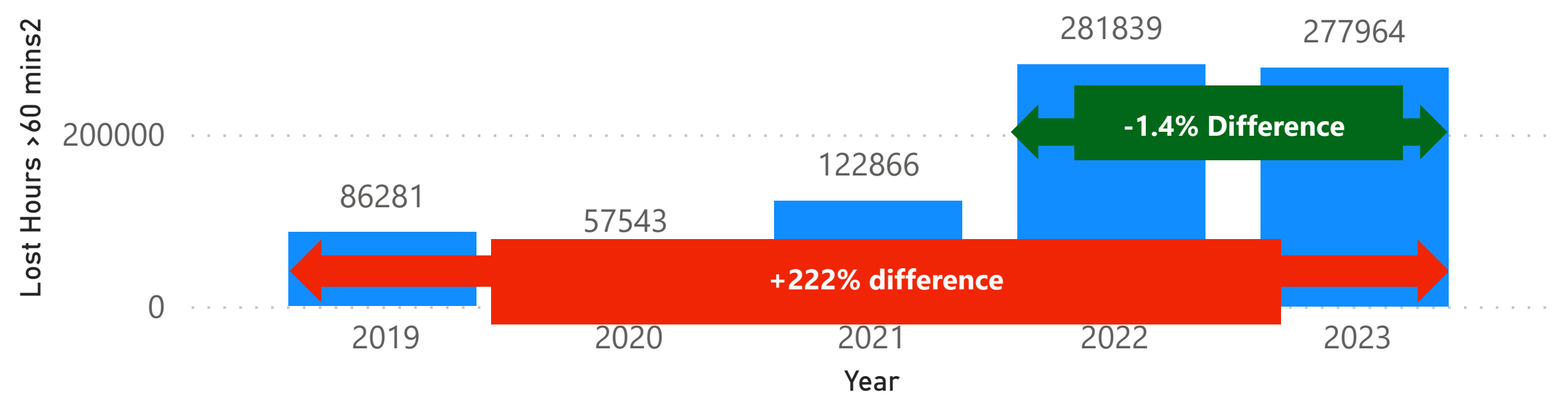
16.1 Number of Handovers over 60 minutes

● No of Incidents > 60 Mins(Monthly)   ● % Handovers over 60 mins
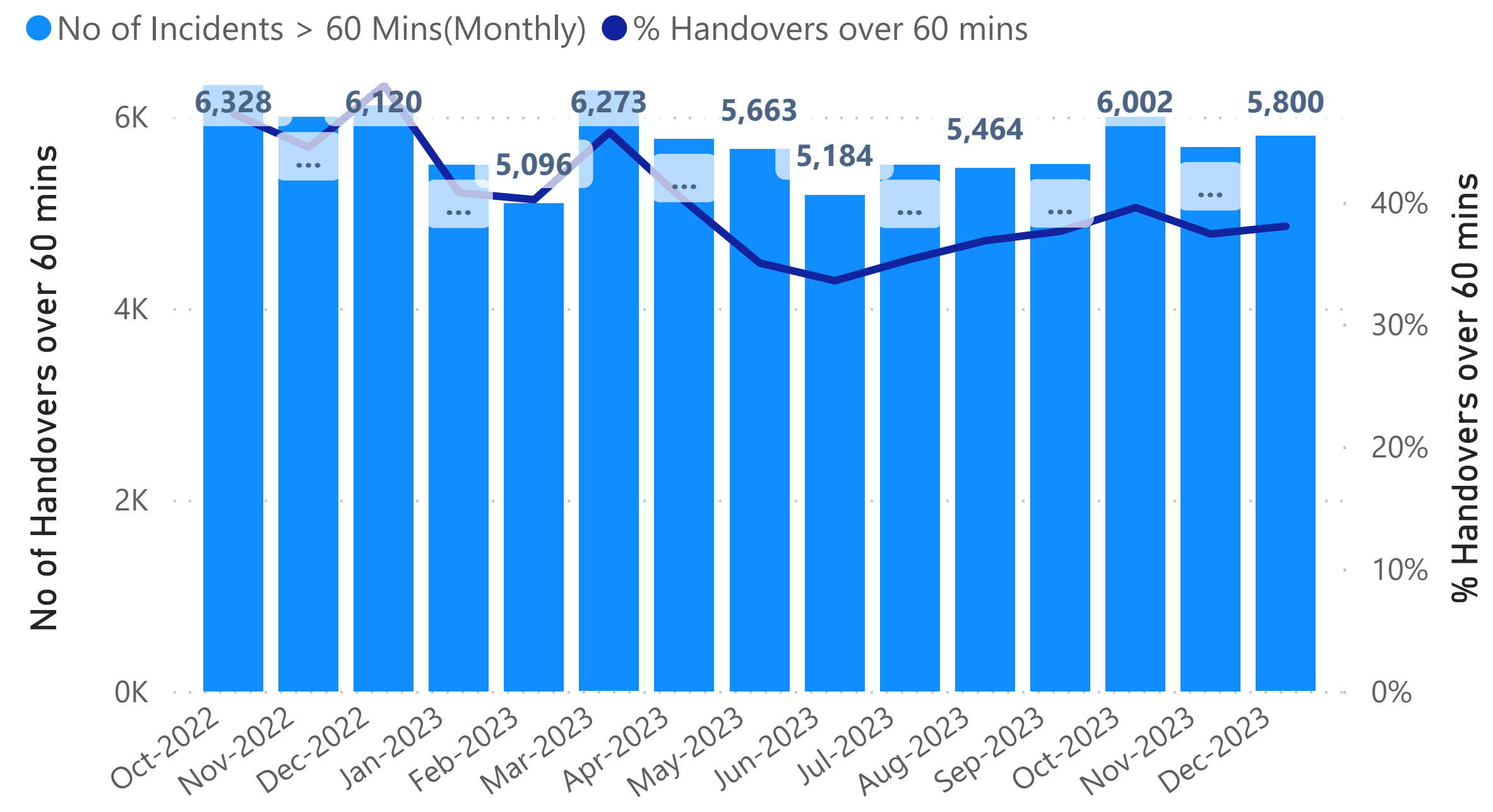
16.2 Hours lost for handovers over 60 minutes

-1.6%

16.3 Hours Lost for handovers over 60 minutes

-1.4% Difference

+222% difference

Source: Welsh Ambulance Services NHS Trust Data Academy SQL

Performance Report | Handover delays over 4-hours

There is an overall downward trend for handovers over 4 hours and total lost hours. until June 2023. The number of delays over 4 hours were 24.3% lower in December 2023 as compared with December 2022, and a 69% reduction in lost hours over 4 hours for the same period.

17.1 Number of Handovers over 4 Hours
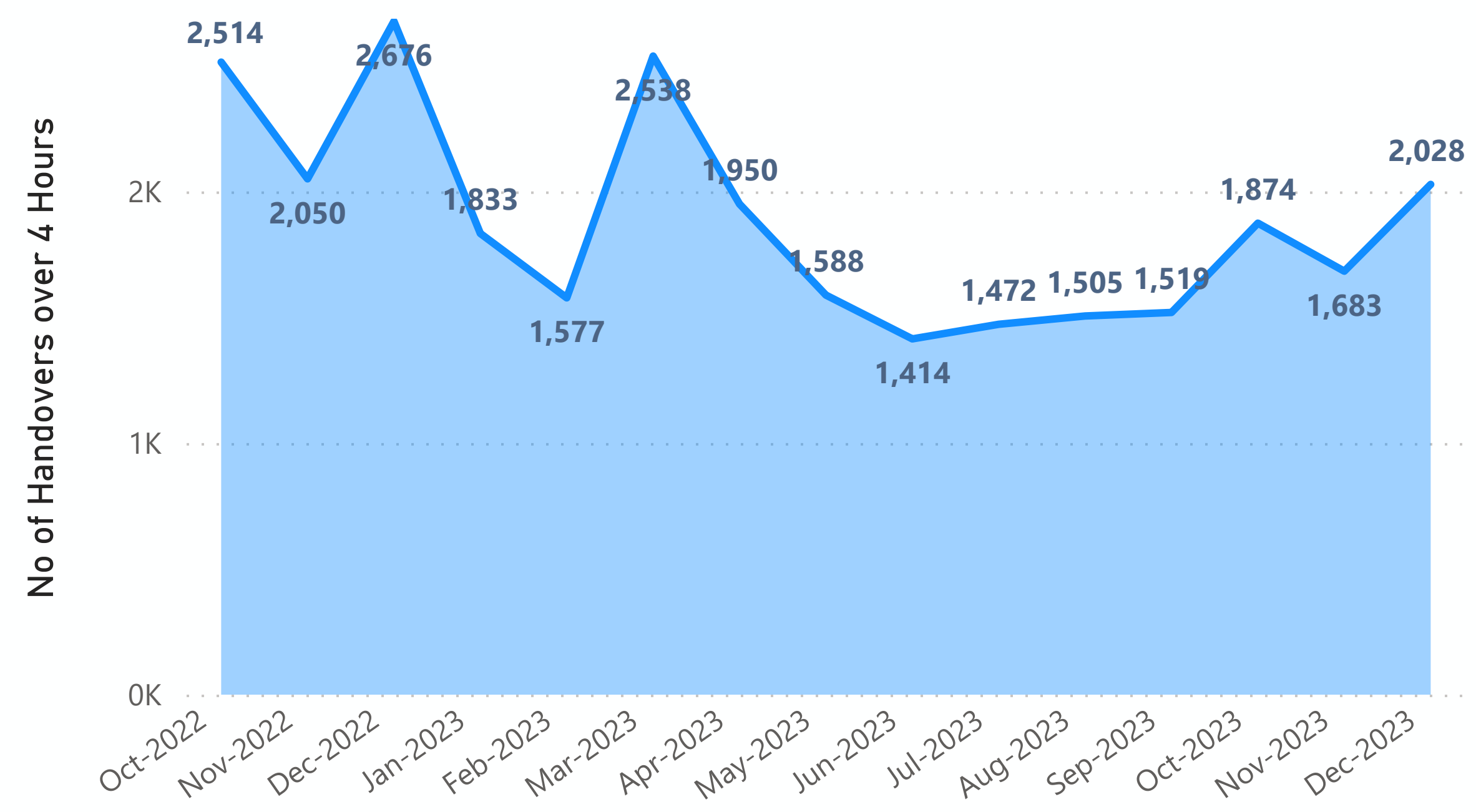
17.2 Hours lost for handovers over 4 Hours
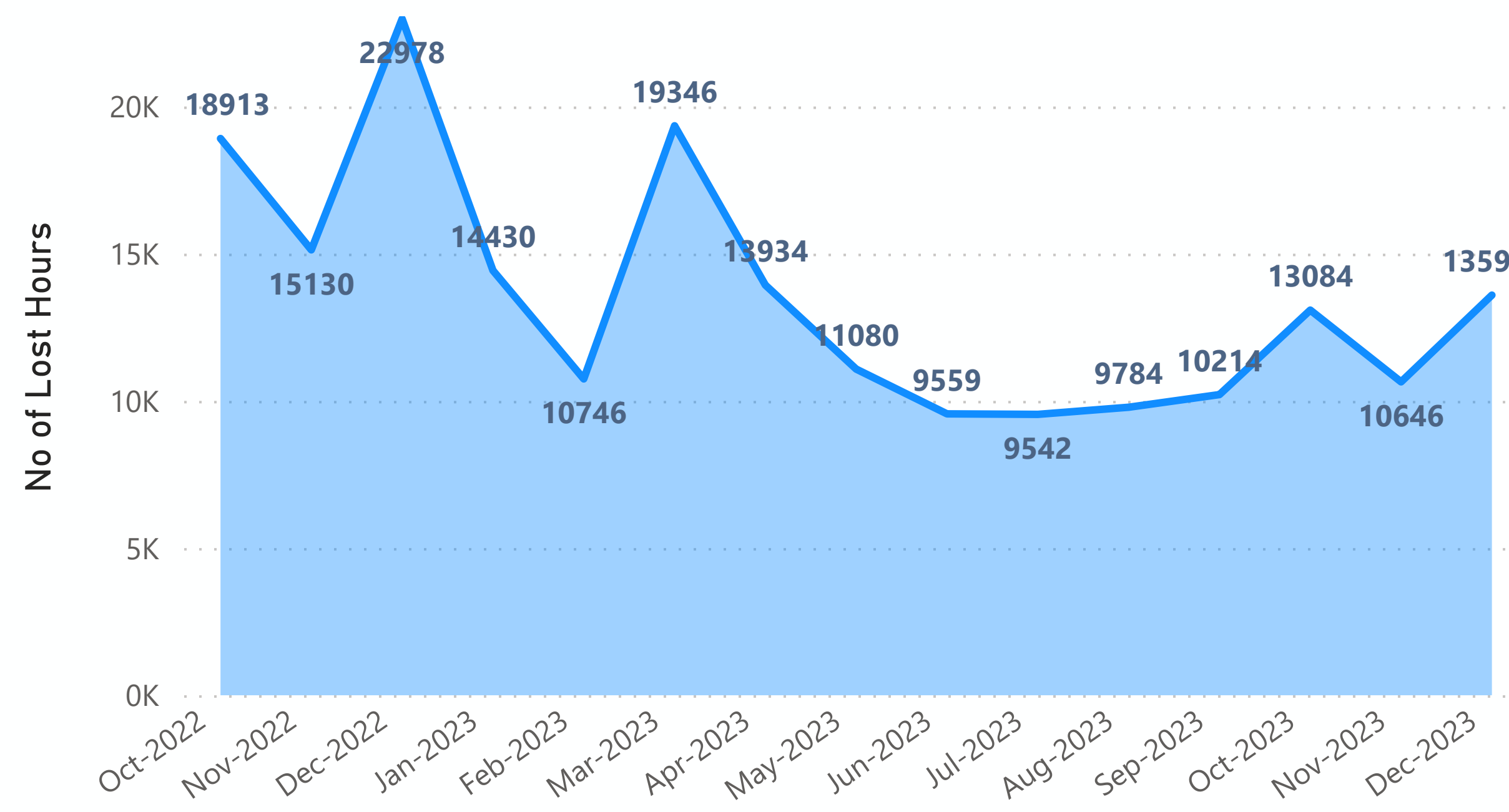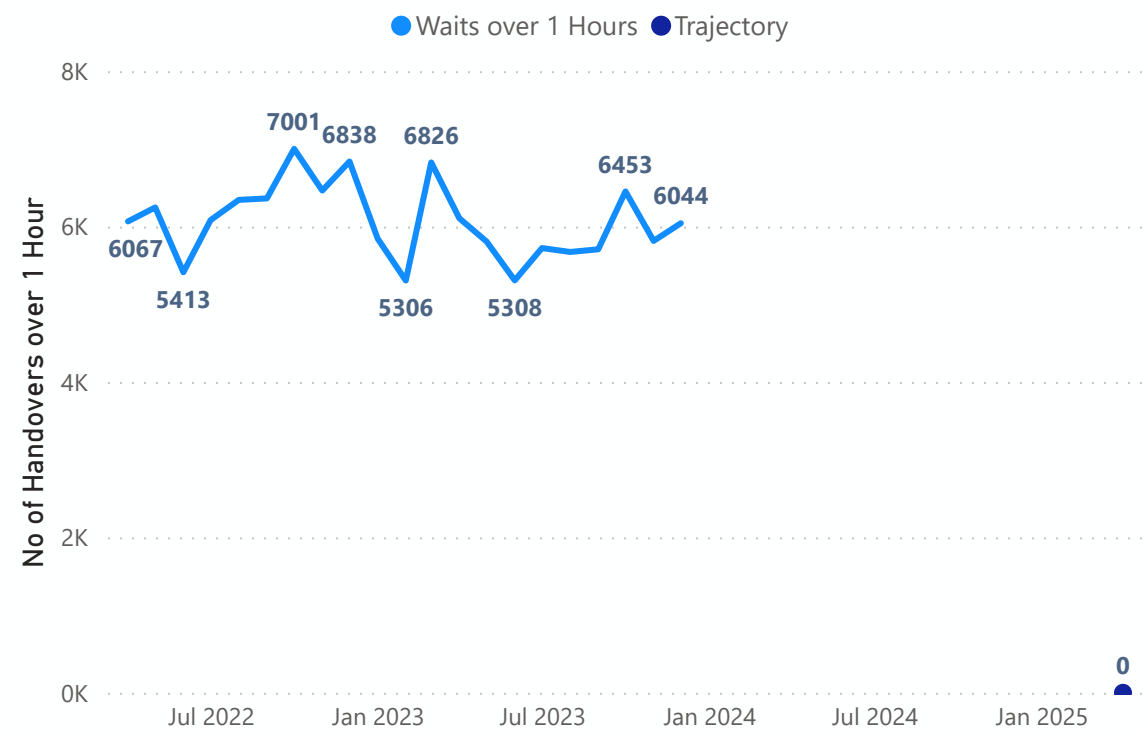

Source: Welsh Ambulance Services NHS Trust Data Academy SQL

Performance Report | Trajectory

The number of handovers over 1 hour were 11.6% lower in December 2023 compared to December 2022. Average lost minutes per arrival for December 2023 were 45 minutes lower as compared to December 2022.

18.1 1 Hour Trajectory

● Waits over 1 Hours ● Trajectory

18.2 Average Lost Minutes per Arrival (All Vehicles)

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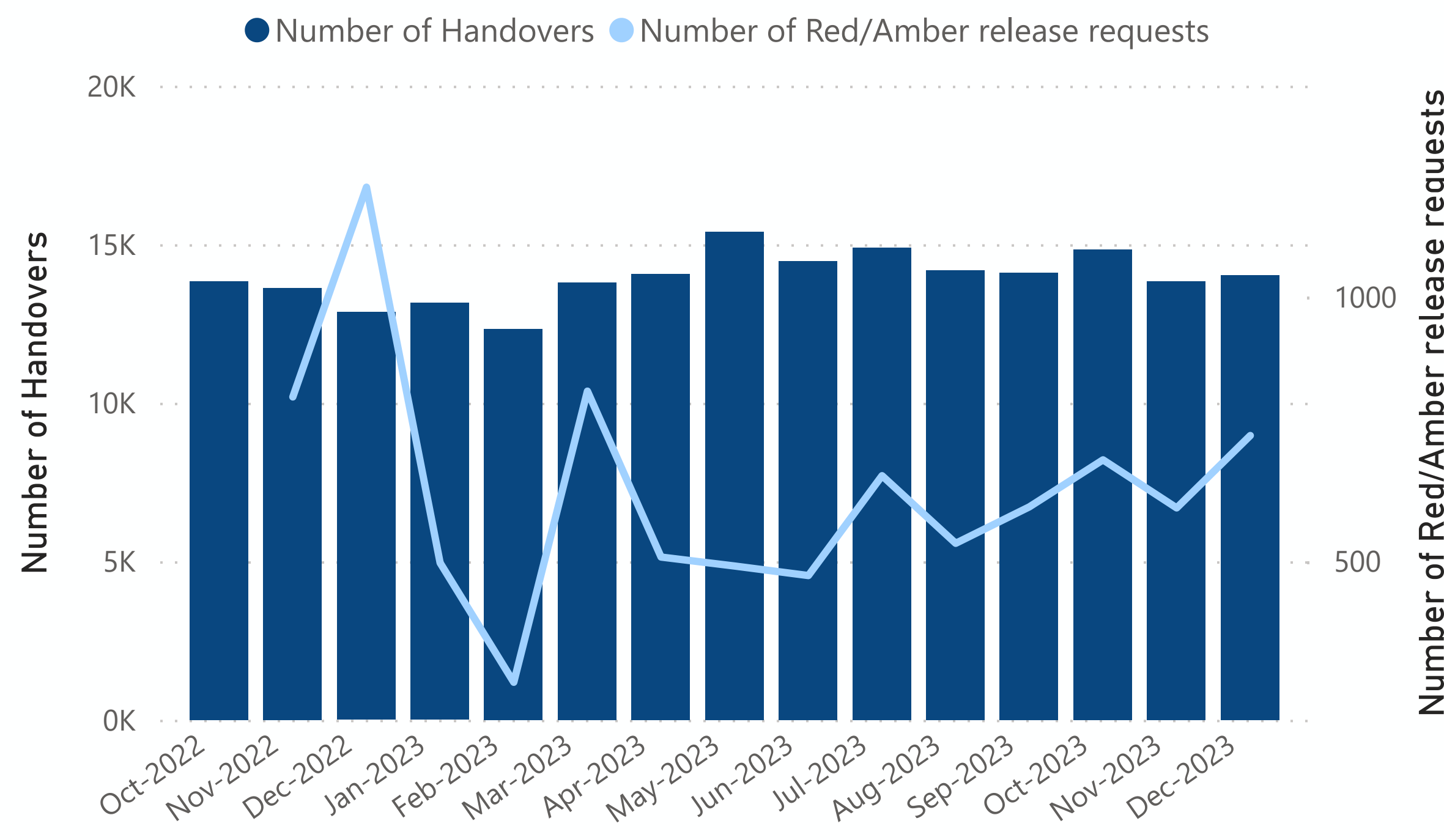# Performance Report | RED/AMBER release requests

There is a downward trend in both verified incidents and release requests throughout the period. Release requests were 38.9% lower in December 2023 as compared to December 2022. The number of incidents were 7.6% lower and the number of patients handed over were 9% higher for December 2023 as compared to December 2022.

19.1 Red/Amber Release Request v Verified Incidents
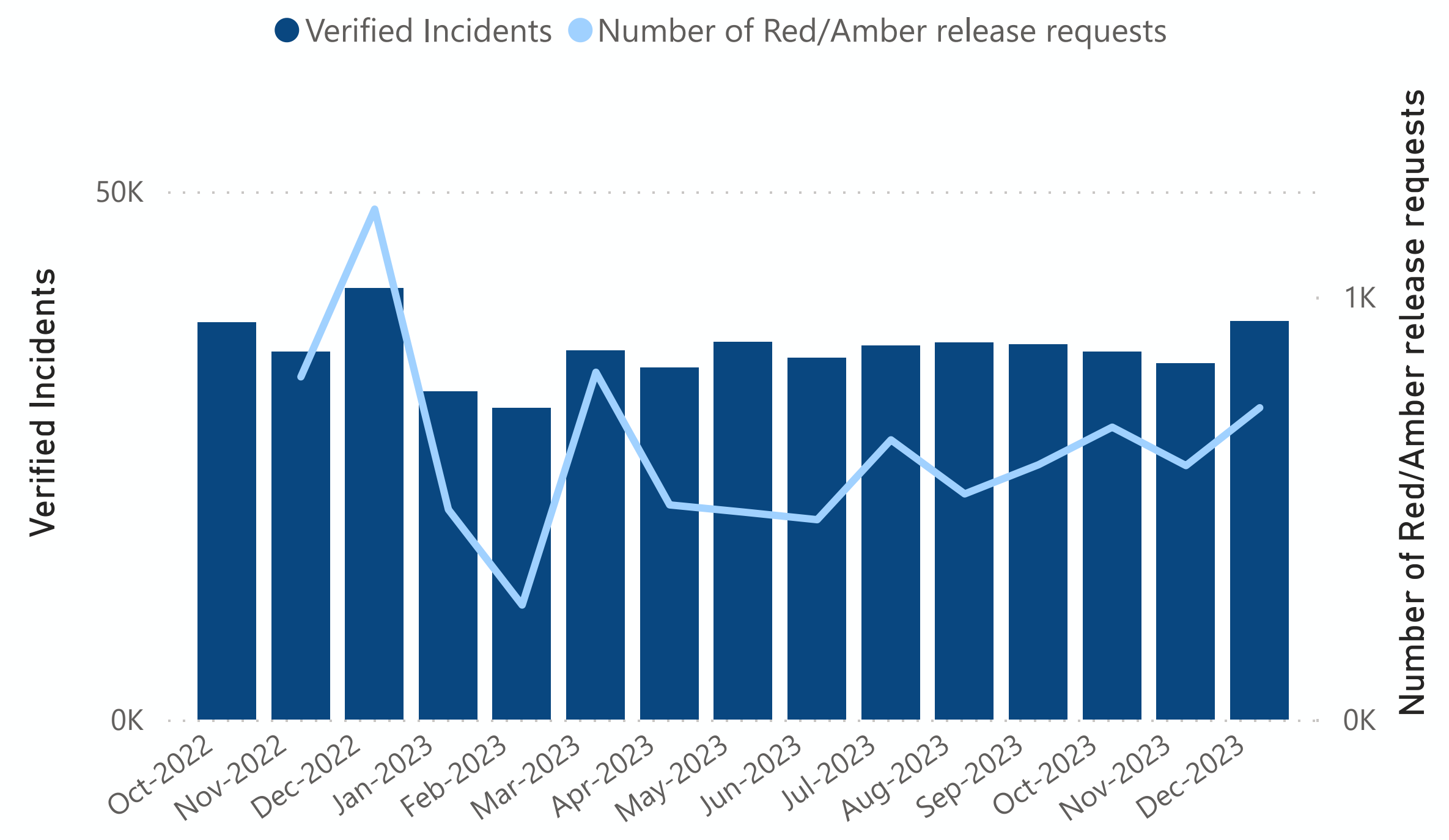
Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI5 Total number of incidents

19.2 Red/Amber Release Request v Total Handovers

Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI20i Total Number of Handovers

Performance Report | Unit Hour Production (UHP)

Lowest Recorded UHP
78.10%
All Wales Latest Month

Average Recorded UHP
94.77%
All Wales Latest Month

Highest Recorded UHP
102.30%
All Wales Latest Month

Lowest Recorded UHP
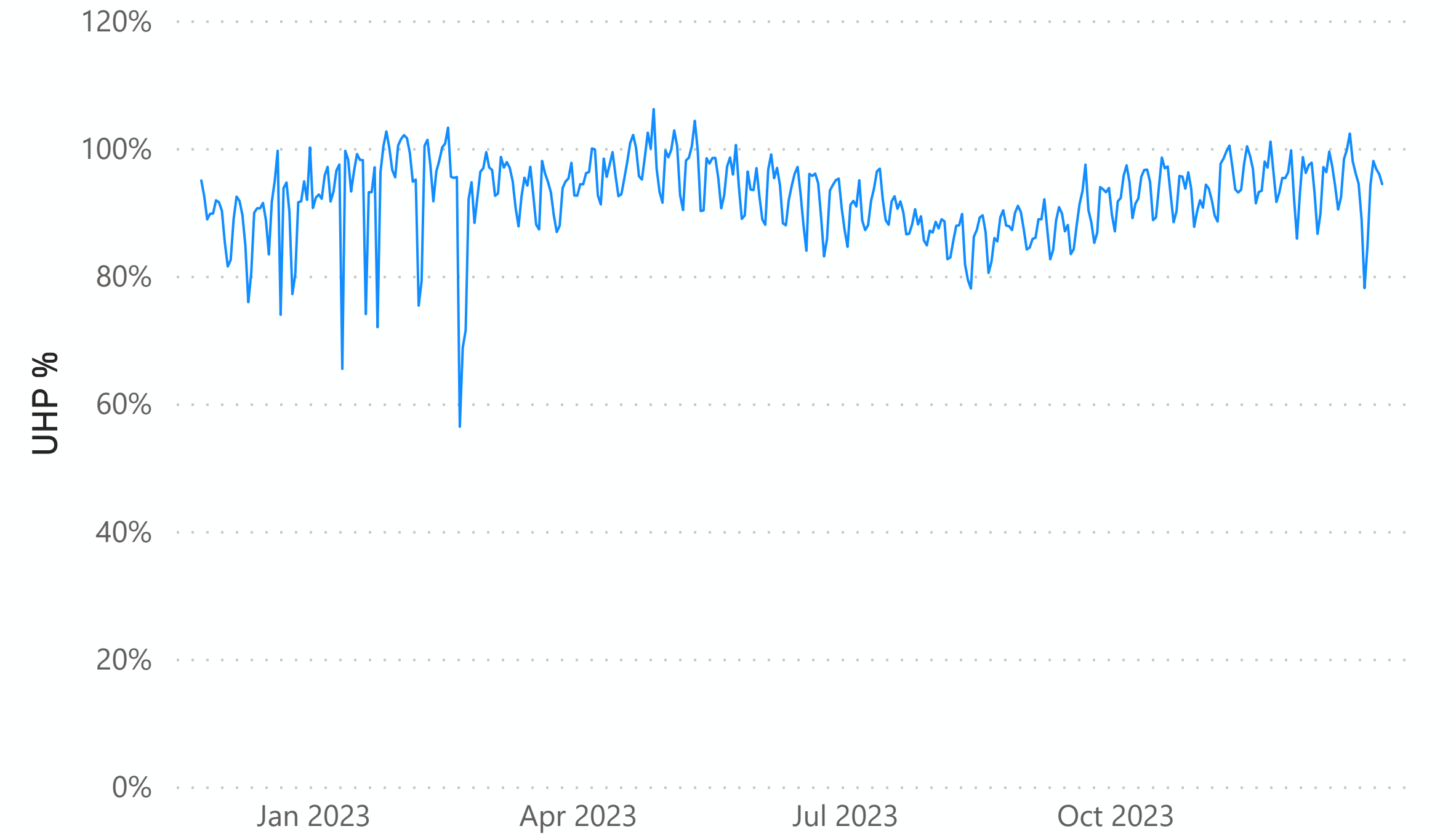## 87.1%
N Wales Latest Month

Lowest Recorded UHP
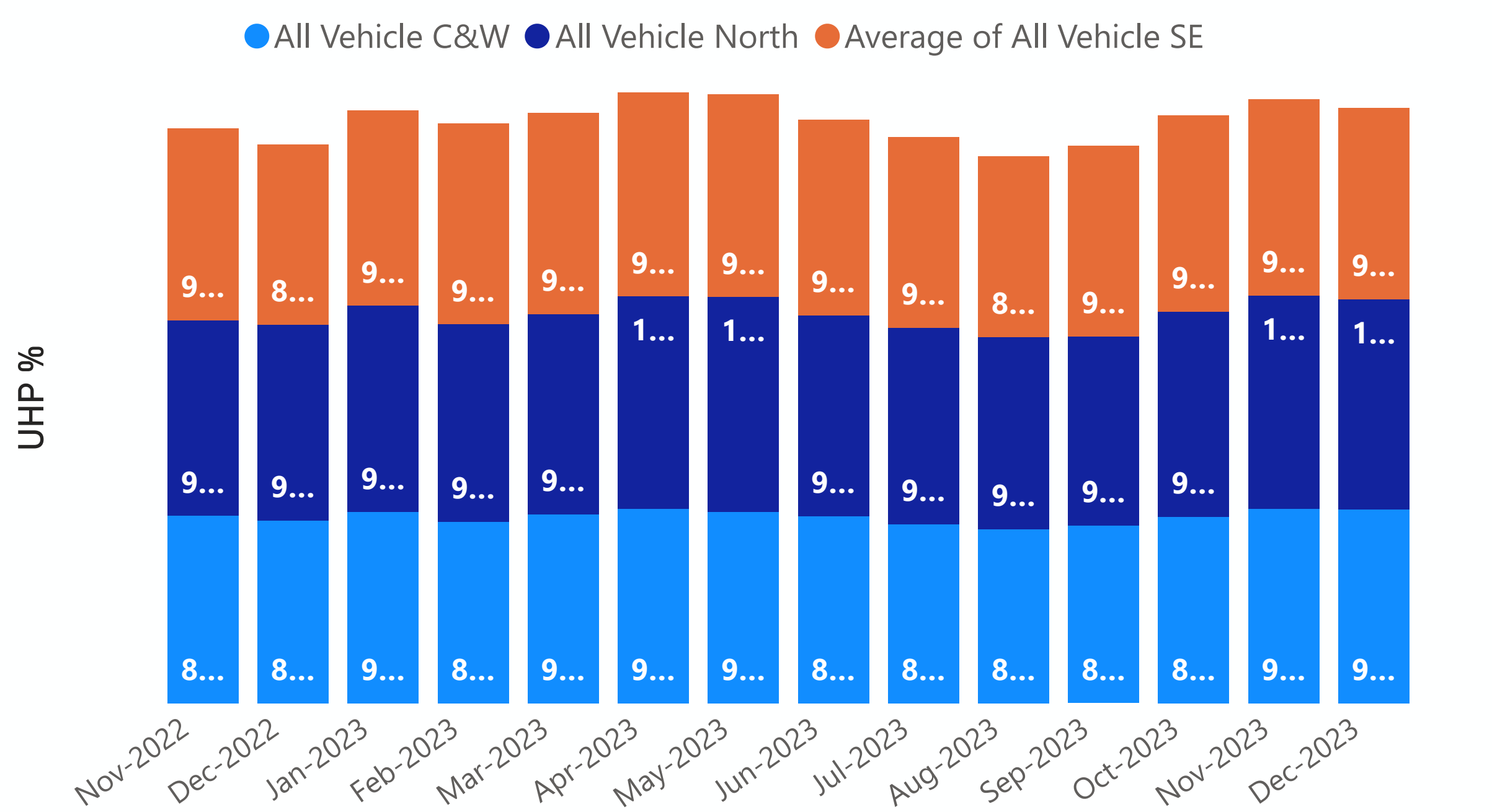## 77.1%
C&W Wales Latest Month

Lowest Recorded UHP
73.0%
SE Wales Latest Month

20.1 Daily UHP %

20.2 Monthly Average UHP % by Area

● All Vehicle C&W   ● All Vehicle North   ● Average of All Vehicle SE

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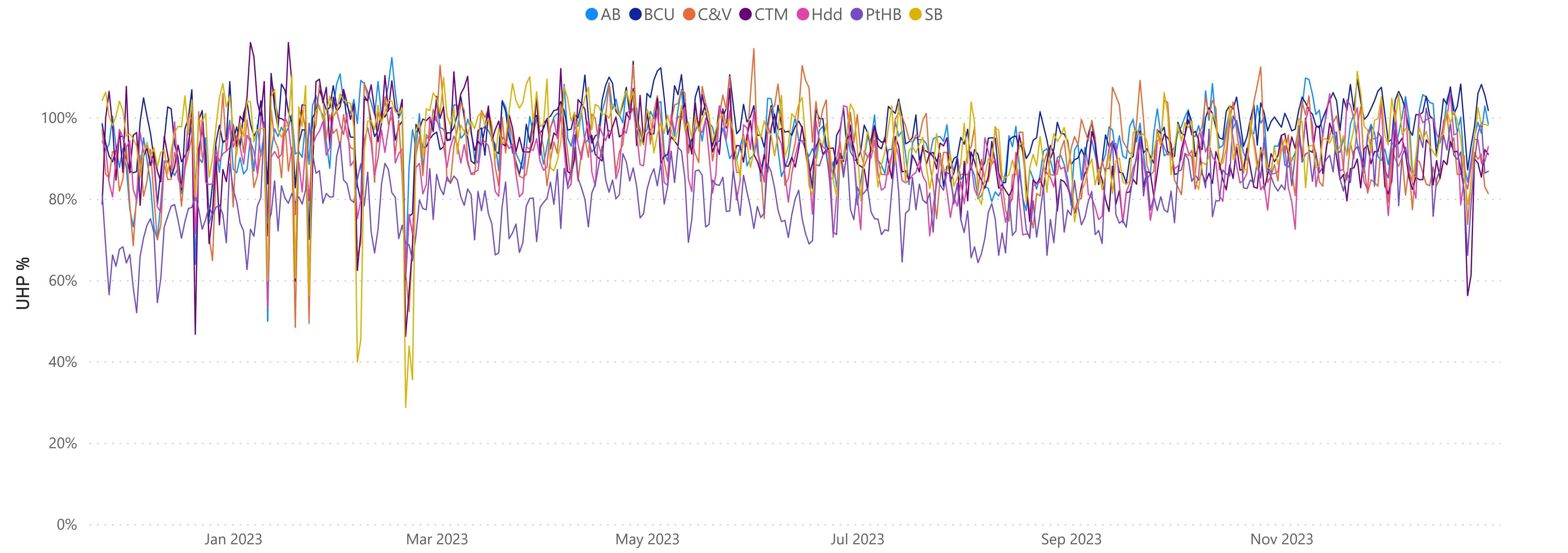# Performance Report | Unit Hour Production (UHP)

Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)

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Performance Report | Glossary of Terms

Verified Incidents	All incidents recorded in the Call Ambulance System excluding duplicate incidents, errors, information calls, calls made in error or test calls or calls passed to another ambulance service
Ambulance Dispositions	All Calls with a final outcome of "Referred to 999"
Destinations other than ED	This includes Minor Injury Units (MUIs) and Major Acutes
Red Incidents	The 'Red' category of call is for immediate life-threatening conditions where a person is in imminent danger of death.
Amber Incidents	The 'Amber' category of call is for those patients with serious conditions that are not immediately life-threatening, but which are urgent and may need treatment and care at the scene or rapid transport to a healthcare facility.
Green Incidents	The 'Green' category of call is for non-serious conditions which can often be managed by other health services, including healthcare advice or through self-care.
Hear and Treat	'Hear and Treat' is the telephone advice that callers who do not have serious or life threatening conditions receive from an ambulance service after calling 999. They may receive advice on how to care for themselves or where they might go to receive assistance.
See and Treat	See and treat is when a patient receives advice and care at scene and does not need to be taken to hospital.
UHP (Unit Hour Production)	The actual number of hours the Welsh Ambulance Services NHS Trust were able to produce against planned hours (number of available shifts)