

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators: October 2019 - December 2019

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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	AQI1	Number of Welsh Ambulance Services NHS Trust community engagement events	How often are the Welsh Ambulance Services NHS Trust engaging with the communities it serves and spreading health messages about self-care, choice and appropriate use of ambulance/health services?
2	AQI3	Number of attendances at key stakeholder events	How often is the Welsh Ambulance Services NHS Trust meeting with stakeholders to discuss, agree and design services to meet clinical and service user expectation needs?
3	AQI4i	Number of NHS Direct Wales unique website visits	How often is the NHS Direct Wales website being used? This allows us to examine links between website use and 999 and 0845 call volumes. It also allows for the identification of high demand periods.
4	AQI4ii	NHS Direct Wales number of calls by reason (top 10)	What are people calling NHS Direct Wales about? How does this demand compare to website visits? What are the gaps in service that NHS Direct Wales are identifying?
5	AQI5	Number and Percentage of frequent callers	How many frequent callers are there and how often are they calling? What is the number of calls from frequent callers in the overall call volume?
6	AQI6	Number of Healthcare Professional Calls Answered	How many Healthcare professional calls for assistance does the Welsh Ambulance Services NHS Trust receive?
7	AQI7i	Number of 999 Calls Answered	How many 999 calls do the Welsh Ambulance Services NHS Trust receive?
8	AQI7ii	Median, 65th and 95th percentile of Time Taken To Answer 999 Calls	This AQI looks at how quickly 999 calls received by the Welsh Ambulance Services NHS Trust are answered.
9	AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	How many 999 calls are assessed using the MPDS system? MPDS is the system that WAST call takers use to assess the severity of 999 calls.
10	AQI9i	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)
11	AQI9ii	Number and Percentage of calls transferred to NHS Direct Wales	How many 999 calls are, after assessment, being transferred to NHS Direct Wales?
12	AQI9iii	Number of calls returned from NHS Direct Wales	How often does NHS Direct Wales then return a call to the Welsh Ambulance Services NHS Trust?
13	AQI9iv	Number of calls ended through transfer to alternative care advice	How often does NHS Direct Wales and the Welsh Ambulance Services NHS Trust pass a call to another part of the NHS rather than sending an ambulance?
14	AQI10i	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).
15	AQI10ii	Number and Percentage of incidents within 24 hours following an attendance at scene that were not transported to hospital (See and Treat)	Unplanned re-contact with the Welsh Ambulance Services NHS Trust within 24 hours of discharge of care (following treatment at the scene).
16	AQI11	Number of RED coded calls including median, 65th and 95th percentile	How many 999 calls received are coded as a RED verified incident resulting in an emergency response within 8 minutes.

17	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?
18	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?
19	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.
20	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?
21	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.
22	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.
23	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.
24	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.
25	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.
26	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.
27	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.
28	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?
29	AQI18	Number and percentage of incidents where a resource was the ideal response as per the pilot clinical response model	How often are Welsh Ambulance Services NHS Trust sending the ideal resource to scene?
30	AQI19i	Percentage of patients conveyed to hospital following a face to face assessment.	What percentage of patients from 999 calls are conveyed to hospital.
31	AQI19ii	Number of patients conveyed to hospital by type	Where do Welsh Ambulance Services NHS Trust convey patients? What are opportunities to convey elsewhere?

32	AQI20i	Number and percentage of notification to handover within 15 minutes of arrival at hospital	This AQI measures handover performance at hospital.
33	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.
34	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.
35	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.
36	AQI22ii	Number and percentage of handover to clear within 15 minutes of transfer of patient care to hospital staff by hospital type	This AQI looks at handover to clear performance by site. This allows good practice to be identified and spread.
37	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.
38	AQI24	Number of lost hours following handover to clear over 15 minutes	This AQI shows the amount of time lost where ambulance crews are not available within 15 minutes of handing over their patient.



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Clinical Response Model

Call Type	EASC Definition	Example	Quality Indicator
RED	Immediately life threatening calls such as cardiac arrest or choking. These calls will be subject to both clinical indicators such as Return of Spontaneous Circulation (ROSC) rates and a time based standard requiring a minimum attendance at 65% of these calls within 8 minutes.	Respiratory / cardiac arrest	8 minute response time within 65%. National target
AMBER	Serious but not immediately life threatening. These calls will include most medical and trauma cases such as chest pain and fractures. Amber calls will receive an emergency response. A response profile has been created to ensure that the most suitable clinical resource is dispatched to each amber call. This will include management via "hear & treat" services over the telephone. Patient experience and clinical indicator data will be used to evaluate the effectiveness of the ambulance response to amber calls.	Cardiac chest pains / stroke	Compliance with care bundles for cardiac stroke and fractured neck of femur patients.
GREEN	<p>999 calls received and categorised as green are neither serious or life threatening. Conditions such as ear ache or minor injuries are coded as green calls. Green calls are ideally suited to management via secondary telephone triage.</p> <p>Health Care Professionals (HCP) such as doctors, midwives or community hospitals often require an urgent transfer of a patient from low acuity care to a higher acuity facility. These transfers are coded as green calls and undertaken within a timeframe agreed with the requesting HCP.</p>	Fainting - recovered and alert	<p>Clinical outcomes and patient satisfaction for 999.</p> <p>Compliance with healthcare professional agreed admission timescales for HCP calls.</p>

Step 1 Help Me Choose LHB Review: October 2019 - December 2019

Step 1: Help Me Choose																											
AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total	
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB		
AQI1	Number of Welsh Ambulance Services NHS Trust (WAST) community engagement events	47	10	3	12	9	3	5	5	27	3	2	5	5	3	3	6	3	-	-	1	-	-	-	-	2	77
AQI3	Number of attendances at key stakeholder events	13	4	-	3	2	1	1	2	16	4	1	3	2	2	2	2	5	1	-	1	-	1	1	1	1	34
AQI4 i	Number of NHS Direct Wales unique website visits	442,937	-	-	-	-	-	-	-	417,566	-	-	-	-	-	-	-	419,479	-	-	-	-	-	-	-	-	1,279,982
AQI4 ii	NHS Direct Wales number of calls by reason (top 10)																										
	Dental Problems	3,651	63	1,149	17	271	920	239	992	3,581	46	1,098	24	316	891	258	948	3,688	52	1,177	24	288	870	277	1,000	10,920	
	Abdominal Pain	1,382	312	195	156	186	215	66	252	1,563	392	200	167	193	264	76	271	1,541	353	203	171	234	232	81	267	4,486	
	Chest Pain	825	208	79	95	98	118	59	168	823	198	78	80	109	142	38	178	1,087	240	108	79	148	188	53	271	2,735	
	Fever	637	153	77	58	97	100	32	120	813	219	100	82	93	113	59	147	1,280	333	167	94	164	211	60	251	2,730	
	Cough	466	131	37	32	53	75	23	115	645	199	50	37	72	126	31	130	1,255	348	84	66	150	230	73	304	2,366	
	Sore Throat	532	166	22	37	67	84	27	129	710	208	21	52	66	130	32	201	973	300	37	31	114	162	59	270	2,215	
	Other Symptoms	629	110	95	75	89	117	38	105	722	122	96	99	92	130	58	125	693	135	110	72	73	137	48	118	2,044	
	Breathing Difficulty	523	111	71	47	67	90	26	111	631	152	60	41	78	120	33	147	815	206	82	43	111	132	53	188	1,969	
	Rash	592	143	67	62	83	81	30	126	723	186	73	63	104	108	31	158	645	152	76	47	78	113	48	131	1,960	
	Back Pain	515	101	74	46	74	87	39	94	525	114	65	55	67	90	32	102	523	113	76	42	75	82	33	102	1,563	
AQI5	Number of Frequent Callers	294	44	104	29	42	31	12	32	295	51	101	23	34	37	8	41	324	53	121	36	34	33	9	38	913	
	Number of Incidents generated by Frequent Callers	2,707	387	939	261	398	313	132	277	2,481	395	828	193	321	327	66	351	2,828	509	1,043	276	257	277	77	389	8,016	
	Total Number of Incidents	40,532	7,245	10,395	5,996	5,418	4,969	1,741	4,840	40,237	7,337	10,367	5,650	5,375	5,075	1,707	4,803	44,562	8,231	11,905	6,099	5,972	5,468	1,945	5,025	125,331	
	Percentage of Frequent Callers Incidents against overall number of Incidents	6.7%	5.3%	9.0%	4.4%	7.3%	6.3%	7.6%	5.7%	6.2%	5.4%	8.0%	3.4%	6.0%	6.4%	3.9%	7.3%	6.3%	6.2%	8.8%	4.5%	4.3%	5.1%	4.0%	7.7%	6.4%	

Step 2 Answer My Call LHB Review: October 2019 - December 2019

Step 2: Answer My Call

AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI6	Number of Healthcare Professional (HCP) Calls answered	6,902	-	-	-	-	-	-	-	6,809	-	-	-	-	-	-	-	7,398	-	-	-	-	-	-	-	21,109
AQI7i	Number of 999 calls answered	44,678	-	-	-	-	-	-	-	44,846	-	-	-	-	-	-	-	51,816	-	-	-	-	-	-	-	141,340
AQI7ii	999 Calls: Time to Answer - Median Response (mm:ss)	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	00:02	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 65th Percentile (mm:ss)	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	00:03	-	-	-	-	-	-	-	
	999 Calls: Time to Answer - 95th Percentile (mm:ss)	01:20	-	-	-	-	-	-	-	01:10	-	-	-	-	-	-	-	00:45	-	-	-	-	-	-	-	
AQI8	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,532	7,245	10,395	5,996	5,418	4,969	1,741	4,840	40,237	7,337	10,367	5,650	5,375	5,075	1,707	4,803	44,562	8,231	11,905	6,099	5,972	5,468	1,945	5,025	125,331
	Protocol 06: BREATHING PROBLEMS	4,606	892	1,152	567	686	519	192	598	5,030	1,000	1,267	636	725	560	173	669	6,153	1,181	1,619	739	930	697	274	713	15,789
	Protocol 17: FALLS	4,786	772	1,391	581	629	677	211	525	4,860	852	1,402	632	593	680	191	510	5,466	952	1,600	676	724	697	243	574	15,112
	Protocol 10: CHEST PAIN	4,579	810	1,084	657	615	565	246	602	4,378	816	996	598	595	623	217	533	4,502	834	1,124	554	611	596	247	536	13,459
	Protocol 35: HCP ADMISSION	3,569	682	914	514	463	521	205	270	3,603	718	997	447	445	498	219	279	3,614	726	1,020	483	452	435	207	291	10,786
	Protocol 26: SICK PERSON (SPECIFIC DIAGNOSIS)	3,132	556	867	442	405	415	122	325	3,360	580	933	461	425	451	132	378	3,992	716	1,159	538	523	519	155	382	10,484
	Protocol 31: UNCONSCIOUS/FAINTING (NEAR)	2,441	435	584	435	292	323	91	281	2,428	418	612	391	331	285	101	290	2,827	505	738	449	358	338	103	336	7,696
	Protocol 21: HAEMORRHAGE/LACERATIONS	1,514	251	441	217	194	184	63	164	1,510	266	431	223	202	178	47	163	1,629	285	463	220	214	184	66	197	4,653
	Protocol 'U: UNKNOWN - USER LEFT CALL	1,493	261	333	292	213	128	42	224	1,431	262	283	269	247	136	28	206	1,701	325	391	290	259	150	36	250	4,625
	Protocol 28: STROKE (CVA/TIA)	1,453	262	391	157	204	192	78	169	1,402	237	388	160	168	179	101	169	1,568	267	426	191	179	225	94	186	4,423
	Protocol 12: CONVULSIONS/FITTING	1,314	222	307	251	199	149	38	148	1,274	202	343	213	190	131	48	147	1,493	258	360	267	202	176	58	172	4,081
AQI9 i	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,566	715	576	770	504	331	79	591	3,630	732	603	687	562	350	74	622	4,645	1,011	832	823	721	472	92	694	11,841
	Number of NHSDW telephone assessments that were resolved with an 'ambulance not required' outcome	1,362	212	358	253	181	174	40	144	1,517	250	413	252	222	174	48	158	1,896	318	520	324	262	238	50	184	4,775
	Number of Clinical Desk telephone assessments that were resolved with an 'ambulance not required' outcome	2,204	503	218	517	323	157	39	447	2,113	482	190	435	340	176	26	464	2,749	693	312	499	459	234	42	510	7,066
	Percentage of calls ended following WAST telephone assessment	8.8%	9.9%	5.5%	12.8%	9.3%	6.7%	4.5%	12.2%	9.0%	10.0%	5.8%	12.2%	10.5%	6.9%	4.3%	13.0%	10.4%	12.3%	7.0%	13.5%	12.1%	8.6%	4.7%	13.8%	9.4%
AQI9 ii	Number of calls transferred to NHS Direct Wales	2,726	437	731	457	376	345	96	284	2,933	488	823	448	388	350	114	322	3,469	579	983	560	467	419	123	338	9,128
	Number of 999 calls taken through the Medical Priority Dispatch System (MPDS)	40,532	7,245	10,395	5,996	5,418	4,969	1,741	4,840	40,237	7,337	10,367	5,650	5,375	5,075	1,707	4,803	44,562	8,231	11,905	6,099	5,972	5,468	1,945	5,025	125,331
	Percentage of calls transferred to NHS Direct Wales	6.7%	6.0%	7.0%	7.6%	6.9%	6.9%	5.5%	5.9%	7.3%	6.7%	7.9%	7.9%	7.2%	6.9%	6.7%	6.7%	7.8%	7.0%	8.3%	9.2%	7.8%	7.7%	6.3%	6.7%	7.3%
AQI9 iii	Number of calls returned from NHS Direct Wales with an outcome of 'ambulance required'	1,008	170	272	140	149	133	41	103	1,112	193	333	148	125	139	55	119	1,227	200	352	179	172	143	58	123	3,347
	Total Number of Calls Triage by a Nurse Advisor	2,370	382	630	393	330	307	81	247	2,629	443	746	400	347	313	103	277	3,123	518	872	503	434	381	108	307	8,122
	Percentage of calls returned from NHS Direct Wales	42.5%	44.5%	43.2%	35.6%	45.2%	43.3%	50.6%	41.7%	42.3%	43.6%	44.6%	37.0%	36.0%	44.4%	53.4%	43.0%	39.3%	38.6%	40.4%	35.6%	39.6%	37.5%	53.7%	40.1%	41.2%
AQI9 iv	Number of calls ended through transfer to alternative care advice services	1,362	212	358	253	181	174	40	144	1,517	250	413	252	222	174	48	158	1,896	318	520	324	262	238	50	184	4,775
	Total Number of Calls Triage by a Nurse Advisor	2,370	382	630	393	330	307	81	247	2,629	443	746	400	347	313	103	277	3,123	518	872	503	434	381	108	307	8,122
	Percentage of calls ended through transfer to alternative care advice services	57.5%	55.5%	56.8%	64.4%	54.8%	56.7%	49.4%	58.3%	57.7%	56.4%	55.4%	63.0%	64.0%	55.6%	46.6%	57.0%	60.7%	61.4%	59.6%	64.4%	60.4%	62.5%	46.3%	59.9%	58.8%
AQI10 i	Re-Contact rates - Telephone																									
	Number of incidents received within 24 hours following WAST telephone assessment (Hear and Treat)	223	71	31	26	25	24	1	45	207	54	28	33	28	25	3	36	225	53	43	26	26	38	5	34	655
	Number of calls ended following WAST telephone assessment (Hear and Treat)	3,566	715	576	770	504	331	79	591	3,630	732	603	687	562	350	74	622	4,645	1,011	832	823	721	472	92	694	11,841
	Re-contact percentage within 24hrs of telephone triage (Hear and Treat)	6.3%	9.9%	5.4%	3.4%	5.0%	7.3%	1.3%	7.6%	5.7%	7.4%	4.6%	4.8%	5.0%	7.1%	4.1%	5.8%	4.8%	5.2%	5.2%	3.2%	3.6%	8.1%	5.4%	4.9%	5.5%
AQI10 ii	Re-Contact rates - Attendance at Scene																									
	Number of incidents within 24 hours following See and Treat	23	6	13	-	-	2	-	2	37	7	16	2	1	8	2	1	19	4	8	1	-	2	4	-	79
	Number of Attendances at Scene that were not transported to hospital (See and Treat)	2,822	502	1,011	324	220	345	167	253	2,871	522	964	317	220	382	152	314	2,909	533	1,021	337	194	356	202	266	8,602
	Re-contact percentage within 24hrs of See and Treat	0.8%	1.2%	1.3%	0.0%	0.0%	0.6%	0.0%	0.8%	1.3%	1.3%	1.7%	0.6%	0.5%	2.1%	1.3%	0.3%	0.7%	0.8%	0.8%	0.3%	0.0%	0.6%	2.0%	0.0%	0.9%

Step 3 Come to See Me LHB Review: October 2019 - December 2019

Step 3: Come to See Me																												
AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total		
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB			
AQI11	Number of RED category incidents resulting in an emergency response	2,528	499	473	427	347	270	92	420	2,892	606	588	448	423	294	108	425	3,140	608	686	486	460	376	103	422	8,560		
	Number of RED category incidents with first response arriving on scene within 8 minutes	1,676	312	326	306	233	167	53	279	1,777	375	370	299	246	171	66	250	1,946	386	411	349	256	218	65	261	5,399		
	Percentage of RED category incidents with first response arriving on scene within 8 minutes, 65% of the time	66.3%	62.5%	68.9%	71.7%	67.1%	61.9%	57.6%	66.4%	61.4%	61.9%	62.9%	66.7%	58.2%	58.2%	61.1%	58.8%	62.0%	63.5%	59.9%	72.0%	55.7%	58.0%	63.1%	61.8%	63.1%		
	RED Category - Median Response	00:06:02	00:06:32	00:05:44	00:05:51	00:05:54	00:06:20	00:05:17	00:06:14	00:06:39	00:06:38	00:06:22	00:06:32	00:07:00	00:06:25	00:05:05	00:07:02	00:06:37	00:06:30	00:06:46	00:05:57	00:07:24	00:07:06	00:04:19	00:06:47			
	RED Category - 65th Percentile	00:07:49	00:08:23	00:07:26	00:07:10	00:07:38	00:08:30	00:10:12	00:07:51	00:08:36	00:08:42	00:08:21	00:07:49	00:09:06	00:09:34	00:09:09	00:08:41	00:08:27	00:08:18	00:08:50	00:07:12	00:09:19	00:09:52	00:08:15	00:08:24			
	RED Category - 95th Percentile	00:17:18	00:17:38	00:17:38	00:13:35	00:15:20	00:19:35	00:23:45	00:16:10	00:18:02	00:17:26	00:18:39	00:14:49	00:21:46	00:25:02	00:19:11	00:17:32	00:21:35	00:13:34	00:18:47	00:21:33	00:25:13	00:25:13	00:18:48	00:18:48			
AQI12	Number of AMBER category incidents resulting in an emergency response	21,557	3,899	5,942	2,780	2,798	2,838	1,088	2,212	20,643	3,778	5,659	2,557	2,666	2,824	995	2,164	21,800	3,917	6,087	2,668	2,854	2,896	1,192	2,186	64,000		
	AMBER Category - Median Response	00:33:10	00:43:08	00:22:35	00:49:19	00:36:54	00:26:58	00:26:24	01:17:18	00:36:38	00:46:16	00:23:42	00:51:08	00:44:56	00:32:25	00:22:26	01:37:38	00:48:03	01:07:00	00:35:56	00:49:23	00:55:04	00:44:10	00:25:34	01:39:36			
	AMBER Category - 65th Percentile	00:52:36	01:07:24	00:31:53	01:17:06	00:57:59	00:40:27	00:36:33	02:08:45	00:59:14	01:11:13	00:34:44	01:18:45	01:09:10	00:51:34	00:34:02	02:25:54	01:17:17	01:49:13	00:56:20	01:19:15	01:28:41	01:10:26	00:39:02	02:44:41			
	AMBER Category - 95th Percentile	04:03:31	04:33:53	01:54:49	05:47:02	04:06:38	02:21:10	01:53:42	07:46:12	04:27:59	05:16:01	02:11:50	05:13:59	04:40:01	03:27:46	01:41:11	07:51:39	05:48:22	06:59:37	03:42:53	05:52:48	06:22:05	04:26:34	02:18:03	08:39:32			
	Percentage of AMBER category incidents with first response arriving on scene within 8 minutes, 65% of the time	66.3%	62.5%	68.9%	71.7%	67.1%	61.9%	57.6%	66.4%	61.4%	61.9%	62.9%	66.7%	58.2%	58.2%	61.1%	58.8%	62.0%	63.5%	59.9%	72.0%	55.7%	58.0%	63.1%	61.8%	63.1%		
AQI13	Number of GREEN category incidents resulting in a response	2,243	348	738	204	284	356	125	188	2,146	310	764	201	219	342	136	174	1,937	301	600	203	225	291	137	180	6,326		
	GREEN Category - Median Response	00:53:53	01:10:16	00:40:27	01:13:19	01:05:36	00:50:51	00:38:23	01:14:13	01:00:55	01:17:28	00:44:32	01:13:04	01:19:28	01:02:11	00:41:36	01:41:26	01:05:14	01:24:12	00:57:00	01:05:58	01:10:48	01:04:44	00:44:01	01:23:02			
	GREEN Category - 65th Percentile	01:19:16	01:41:20	01:00:15	02:02:40	01:35:54	01:10:09	00:51:55	02:14:31	01:28:56	01:56:34	01:05:35	01:55:58	02:04:11	01:27:25	01:01:52	02:36:40	01:44:51	02:12:14	01:22:46	01:45:34	02:06:06	01:49:30	01:09:26	02:14:41			
	GREEN Category - 95th Percentile	06:43:45	10:31:21	02:56:38	09:07:10	05:38:38	03:30:53	03:15:46	15:31:44	06:45:45	07:32:47	04:22:58	07:40:45	07:53:20	05:07:25	03:03:43	14:46:30	07:31:14	09:25:25	04:50:53	08:05:38	09:11:44	06:17:26	04:17:49	10:51:13			
	Percentage of GREEN category incidents with first response arriving on scene within 8 minutes, 65% of the time	66.3%	62.5%	68.9%	71.7%	67.1%	61.9%	57.6%	66.4%	61.4%	61.9%	62.9%	66.7%	58.2%	58.2%	61.1%	58.8%	62.0%	63.5%	59.9%	72.0%	55.7%	58.0%	63.1%	61.8%	63.1%		
AQI14	Number of responded Incidents where at least 1 resource arrived at scene (excluding incidents where multiple dispatches are appropriate)	22,536	4,101	6,250	2,971	2,960	2,915	1,049	2,290	22,173	4,097	6,233	2,783	2,854	2,877	1,019	2,310	23,253	4,304	6,510	2,950	3,133	2,878	1,159	2,319	67,962		
	Percentage of Incidents where 1 Vehicle Arrived at Scene	79.2%	71.5%	83.1%	76.1%	76.1%	88.4%	87.4%	75.1%	77.9%	72.1%	81.6%	75.4%	72.9%	87.0%	83.0%	73.5%	76.3%	70.1%	79.6%	74.5%	73.8%	84.3%	84.0%	70.3%	77.8%		
	Percentage of Incidents where 2 Vehicles Arrived at Scene	18.2%	24.9%	14.5%	21.1%	20.5%	10.7%	11.2%	21.8%	19.2%	23.8%	16.4%	20.8%	23.5%	11.6%	14.5%	22.4%	20.6%	25.8%	17.9%	21.5%	22.6%	14.5%	14.2%	25.3%	19.3%		
	Percentage of Incidents where 3 Vehicles Arrived at Scene	2.3%	2.9%	2.2%	2.8%	2.9%	0.9%	1.3%	2.3%	2.6%	3.6%	1.8%	3.2%	3.0%	1.2%	2.2%	3.8%	2.7%	3.6%	2.2%	3.4%	2.9%	1.1%	1.7%	3.6%	2.5%		
	Percentage of Incidents where 4 or More Vehicles Arrived at Scene	0.3%	0.7%	0.2%	0.0%	0.5%	0.1%	0.0%	0.8%	0.4%	0.4%	0.2%	0.6%	0.6%	0.2%	0.3%	0.4%	0.5%	0.6%	0.3%	0.7%	0.7%	0.0%	0.2%	0.8%	0.4%		
AQI15	Number of Community First Responders (CFRs) attendances at scene	1,537	299	447	180	144	234	97	136	1,663	305	468	245	152	247	114	132	1,960	363	651	261	164	268	123	130	5,160		
	RED	283	59	54	38	29	46	22	35	374	80	63	65	40	68	25	33	367	68	74	53	37	88	25	22	1,024		
	AMBER	1,161	232	342	139	113	178	57	100	1,207	214	360	175	112	176	72	98	1,487	284	515	200	121	174	87	106	3,855		
	GREEN	93	8	51	3	2	10	18	1	82	11	45	5	-	3	17	1	106	11	62	8	6	6	11	2	281		
	Number of Community First Responders (CFRs) attendances at scene where first response arriving on scene	1,326	268	383	150	122	206	80	117	1,387	262	400	186	132	199	93	115	1,722	331	587	216	136	232	105	115	4,435		
	Percentage of Community First Responder (CFR) attendances at scene where they were the first response arriving at scene	86.3%	89.6%	85.7%	83.3%	84.7%	88.0%	82.5%	86.0%	83.4%	85.9%	85.5%	75.9%	86.8%	80.6%	81.6%	87.1%	87.9%	91.2%	90.2%	82.8%	82.9%	86.6%	85.4%	88.5%	85.9%		

Step 4 Give Me Treatment LHB Review: October 2019 - December 2019

Step 4: Give Me Treatment

AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI16 i	Percentage of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	11.2%	All Wales Indicator Only							9.6%	All Wales Indicator Only							10.0%	All Wales Indicator Only							10.2%
	Number of patients with attempted resuscitation following cardiac arrest, documented as having a return of spontaneous circulation (ROSC) at hospital door	24	-	-	-	-	-	-	-	22	-	-	-	-	-	-	-	25	-	-	-	-	-	-	-	71
	Total Number of patients with attempted resuscitation following cardiac arrest	215	-	-	-	-	-	-	-	229	-	-	-	-	-	-	-	251	-	-	-	-	-	-	-	695
AQI16 ii	Percentage of suspected stroke patients who are documented as receiving appropriate stroke care bundle	98.1%	All Wales Indicator Only							97.5%	All Wales Indicator Only							96.2%	All Wales Indicator Only							97.3%
	Number of suspected stroke patients who are documented as receiving appropriate stroke care bundle	366	-	-	-	-	-	-	-	347	-	-	-	-	-	-	-	304	-	-	-	-	-	-	-	1017
	Total Number of suspected stroke patients	373	-	-	-	-	-	-	-	356	-	-	-	-	-	-	-	316	-	-	-	-	-	-	-	1045
AQI16 iii	Percentage of older patients with suspected hip fracture who are documented as receiving appropriate care bundle [including analgesia]	84.1%	All Wales Indicator Only							88.3%	All Wales Indicator Only							83.7%	All Wales Indicator Only							85.4%
	Number of older patients with suspected hip fracture who are documented as receiving appropriate care bundle	228	-	-	-	-	-	-	-	241	-	-	-	-	-	-	-	210	-	-	-	-	-	-	-	679
	Total Number of older patients with suspected hip fracture	271	-	-	-	-	-	-	-	273	-	-	-	-	-	-	-	251	-	-	-	-	-	-	-	795
	Percentage of older patients with suspected hip fracture who are documented as receiving analgesia	95.9%	All Wales Indicator Only							94.1%	All Wales Indicator Only							95.2%	All Wales Indicator Only							95.1%
	Number of older patients with suspected hip fracture who are documented as receiving analgesia	260	-	-	-	-	-	-	-	257	-	-	-	-	-	-	-	239	-	-	-	-	-	-	-	756
	Total Number of older patients with suspected hip fracture	271	-	-	-	-	-	-	-	273	-	-	-	-	-	-	-	251	-	-	-	-	-	-	-	795
AQI16 iv	Percentage of ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	71.1%	All Wales Indicator Only							73.1%	All Wales Indicator Only							79.7%	All Wales Indicator Only							74.1%
	Number ST segment elevation myocardial infarction (STEMI) patients who are documented as receiving appropriate STEMI care bundle	59	-	-	-	-	-	-	-	57	-	-	-	-	-	-	-	47	-	-	-	-	-	-	-	163
	Total Number of ST segment elevation myocardial infarction (STEMI) patients	83	-	-	-	-	-	-	-	78	-	-	-	-	-	-	-	59	-	-	-	-	-	-	-	220
AQI16 v	Percentage of suspected sepsis patients who have had a documented NEWS score	100.0%	All Wales Indicator Only							100.0%	All Wales Indicator Only							98.6%	All Wales Indicator Only							99.5%
	Number of suspected sepsis patients who have had a documented NEWS score	68	-	-	-	-	-	-	-	65	-	-	-	-	-	-	-	70	-	-	-	-	-	-	-	203
	Total Number of suspected sepsis patients	68	-	-	-	-	-	-	-	65	-	-	-	-	-	-	-	71	-	-	-	-	-	-	-	204
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	30	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	80
	Total Number of patients with a suspected febrile convulsion aged 5 years and under	30	-	-	-	-	-	-	-	21	-	-	-	-	-	-	-	29	-	-	-	-	-	-	-	80
AQI16 vii	Percentage of hypoglycaemic patients who are documented as receiving the appropriate care bundle	83.7%	All Wales Indicator Only							89.7%	All Wales Indicator Only							86.4%	All Wales Indicator Only							86.4%
	Number of hypoglycaemic patients who are documented as receiving the appropriate care bundle	210	-	-	-	-	-	-	-	191	-	-	-	-	-	-	-	159	-	-	-	-	-	-	-	560
	Total Number of hypoglycaemic patients	251	-	-	-	-	-	-	-	213	-	-	-	-	-	-	-	184	-	-	-	-	-	-	-	648
AQI17	Number of Incidents that resulted in non conveyance to hospital	5,009	922	1,578	645	414	653	302	495	5,188	985	1,558	634	397	714	290	610	5,338	1,006	1,626	638	414	718	360	576	15,535
	Treated At Scene	2,822	502	1,011	324	220	345	167	253	2,871	522	964	317	220	382	152	314	2,907	533	1,020	337	194	355	202	266	8,600
	Referred To Alternate Provider	2,187	420	567	321	194	308	135	242	2,317	463	594	317	177	332	138	296	2,431	473	606	301	220	363	158	310	6,935

AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI18	AMBER																									
	Total Number of AMBER Incidents with a Response	19,338	3,427	5,452	2,443	2,546	2,602	1,010	1,858	18,702	3,381	5,219	2,324	2,431	2,555	935	1,857	19,834	3,506	5,596	2,457	2,583	2,635	1,135	1,922	57,874
	Number of AMBER Incidents where Ideal Resource First on Scene	4,286	1,215	760	661	717	431	111	391	4,343	1,232	819	653	658	419	117	445	4,743	1,339	980	654	683	498	154	435	13,372
	Percentage of AMBER Incidents where Ideal Resource First on Scene	22.2%	35.5%	13.9%	27.1%	28.2%	16.6%	11.0%	21.0%	23.2%	36.4%	15.7%	28.1%	27.1%	16.4%	12.5%	24.0%	23.9%	38.2%	17.5%	26.6%	26.4%	18.9%	13.6%	22.6%	23.1%
	Number of AMBER Incidents where Ideal Resource Arrived Subsequently	162	27	61	15	15	21	10	13	143	26	44	12	19	19	13	10	169	18	46	19	31	27	15	13	474
	Percentage of AMBER Incidents where Ideal Resource Arrived Subsequently	0.8%	0.8%	1.1%	0.6%	0.6%	0.8%	1.0%	0.7%	0.8%	0.8%	0.8%	0.5%	0.8%	0.7%	1.4%	0.5%	0.9%	0.5%	0.8%	0.8%	1.2%	1.0%	1.3%	0.7%	0.8%
	GREEN2																									
	Total Number of GREEN2 Incidents with a Response	886	145	258	96	120	145	48	74	871	133	285	84	91	138	65	75	787	128	211	91	108	122	60	67	2,544
	Number of GREEN2 Incidents where Ideal Resource First on Scene	119	41	28	20	10	12	-	8	87	21	23	8	9	12	4	10	98	18	19	14	14	21	4	8	304
	Percentage of GREEN2 Incidents where Ideal Resource First on Scene	13.4%	28.3%	10.9%	20.8%	8.3%	8.3%	0.0%	10.8%	10.0%	15.8%	8.1%	9.5%	9.9%	8.7%	6.2%	13.3%	12.5%	14.1%	9.0%	15.4%	13.0%	17.2%	6.7%	11.9%	11.9%
	Number of GREEN2 Incidents where Ideal Resource Arrived Subsequently	8	5	-	-	1	1	1	-	4	2	-	1	-	-	-	1	10	2	-	4	1	1	-	2	22
	Percentage of GREEN2 Incidents where Ideal Resource Arrived Subsequently	0.9%	3.4%	0.0%	0.0%	0.8%	0.7%	2.1%	0.0%	0.5%	1.5%	0.0%	1.2%	0.0%	0.0%	0.0%	1.3%	1.3%	1.6%	0.0%	4.4%	0.9%	0.8%	0.0%	3.0%	0.9%
	GREEN3 (Non HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	1,143	155	434	81	142	177	67	87	1,100	146	439	98	101	181	66	69	955	138	333	89	100	137	69	89	3,198
	Number of GREEN3 Incidents where Ideal Resource First on Scene	21	3	12	2	3	-	-	1	21	4	9	2	2	2	1	1	16	3	7	-	2	3	1	-	58
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	1.8%	1.9%	2.8%	2.5%	2.1%	0.0%	0.0%	1.1%	1.9%	2.7%	2.1%	2.0%	2.0%	1.1%	1.5%	1.4%	1.7%	2.2%	2.1%	0.0%	2.0%	2.2%	1.4%	0.0%	1.8%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	7	1	2	-	2	1	-	1	-	-	-	-	-	-	-	-	6	1	1	-	-	-	1	3	13
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.6%	0.6%	0.5%	0.0%	1.4%	0.6%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.7%	0.3%	0.0%	0.0%	0.0%	1.4%	3.4%	0.4%
	GREEN3 (HCP Incidents)																									
	Total Number of GREEN3 Incidents with a Response	2,621	475	691	390	356	389	163	157	2,629	514	738	358	323	345	182	169	2,475	494	711	370	310	282	153	155	7,725
	Number of GREEN3 Incidents where Ideal Resource First on Scene	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource First on Scene	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Number of GREEN3 Incidents where Ideal Resource Arrived Subsequently	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Percentage of GREEN3 Incidents where Ideal Resource Arrived Subsequently	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



Step 5 Take Me To Hospital LHB Review: October 2019 - December 2019

Step 5: Take Me To Hospital

AQI Ref	AQI Description	Oct-19								Nov-19								Dec-19								All Wales Total
		All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	All Wales	AB	BCU	C&V	CTM	HD	P	SB	
AQI19 i	Number of 999 Patients conveyed to Hospital	15,718	2,707	4,180	1,990	2,349	2,161	757	1,574	15,202	2,682	4,119	1,913	2,245	2,045	721	1,477	15,717	2,695	4,258	1,974	2,338	2,090	823	1,539	46,637
	Total Number of Incidents where an Ambulance Resource Attended Scene	23,332	4,111	6,516	2,966	3,083	3,114	1,182	2,360	23,020	4,158	6,401	2,883	2,976	3,100	1,148	2,354	24,102	4,271	6,675	3,020	3,179	3,191	1,336	2,430	70,454
	Percentage of patients conveyed to hospital following a face to face assessment	67.4%	65.8%	64.1%	67.1%	76.2%	69.4%	64.0%	66.7%	66.0%	64.5%	64.3%	66.4%	75.4%	66.0%	62.8%	62.7%	65.2%	63.1%	63.8%	65.4%	73.5%	65.5%	61.6%	63.3%	66.2%
AQI19 ii	Total number of patients conveyed to hospital by type	20,283	3,591	5,272	2,667	2,955	2,786	975	2,037	19,482	3,515	5,236	2,468	2,804	2,630	953	1,876	19,932	3,537	5,372	2,553	2,902	2,619	1,027	1,922	59,697
	Tier 1 Major A&E Units	18,661	3,405	5,132	2,168	2,933	2,323	897	1,803	18,018	3,354	5,115	2,071	2,779	2,208	850	1,641	18,325	3,348	5,252	2,082	2,881	2,153	932	1,677	55,004
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	409	151	32	-	8	7	4	207	424	141	32	1	14	8	16	212	421	166	20	-	5	6	9	215	1,254
	Tier 3 (Major Acute) - Medical Admissions Unit	911	-	-	455	1	449	-	6	773	-	-	364	-	405	-	4	880	-	-	420	1	450	-	9	2,564
	Other (all other units such as Maternity or Mental Health Units)	302	35	108	44	13	7	74	21	267	20	89	32	11	9	87	19	306	23	100	51	15	10	86	21	875
AQI20 i	Number and Percentage of notification to handover within 15 minutes of arrival at hospital	38.1%	26.7%	29.9%	31.2%	64.8%	53.2%	40.1%	24.9%	34.7%	26.6%	27.3%	27.5%	61.0%	42.9%	32.9%	23.2%	32.7%	28.1%	22.8%	26.9%	60.7%	38.4%	28.0%	22.8%	35.3%
	Number of Notification to Handover within 15 minutes	7,429	871	1,539	753	1,912	1,483	362	509	5,986	751	1,204	599	1,687	1,073	252	420	5,806	777	1,053	609	1,701	1,011	231	424	19,221
	Total Number of Handovers	19,498	3,258	5,143	2,413	2,950	2,790	902	2,042	17,253	2,821	4,410	2,178	2,765	2,502	767	1,810	17,774	2,766	4,628	2,265	2,801	2,630	825	1,859	54,525
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	37.5%	26.7%	29.9%	30.6%	64.9%	50.1%	40.1%	24.1%	34.1%	26.6%	27.3%	27.6%	61.0%	38.4%	32.9%	21.8%	32.2%	28.1%	22.8%	27.2%	60.8%	34.2%	28.1%	22.3%	34.7%
	TIER 1 (Major A&E Units) - Notification to handover within 15 minutes	6,894	870	1,539	615	1,909	1,158	360	443	5,558	751	1,204	519	1,683	801	247	353	5,394	777	1,053	524	1,700	741	230	369	17,846
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,402	3,256	5,143	2,013	2,942	2,312	898	1,838	16,321	2,821	4,410	1,881	2,757	2,085	751	1,616	16,761	2,766	4,628	1,928	2,798	2,168	819	1,654	51,484
	TIER 2 (Minor A&E Units) - Percentage of Notification to handover within 15 minutes	33.0%	50.0%	-	-	42.9%	42.9%	50.0%	31.8%	33.5%	-	-	-	50.0%	16.7%	31.3%	33.5%	26.2%	-	-	-	33.3%	40.0%	16.7%	26.0%	31.0%
	TIER 2 (Minor A&E Units) - Notification to handover within 15 minutes	72	1	-	-	3	3	2	63	74	-	-	-	4	1	5	64	55	-	-	-	1	2	1	51	201
	TIER 2 (Minor A&E Units) - Total Number of Handovers	218	2	-	-	7	7	4	198	221	-	-	-	8	6	16	191	210	-	-	-	3	5	6	196	649
	TIER 3 (Major Acute) - Percentage of Notification to handover within 15 minutes	52.7%	-	-	34.5%	0.0%	68.4%	-	50.0%	49.8%	-	-	26.9%	-	65.9%	-	100.0%	44.5%	-	-	25.2%	-	58.6%	-	44.4%	49.1%
	TIER 3 (Major Acute) - Notification to handover within 15 minutes	463	-	-	138	-	322	-	3	354	-	-	80	-	271	-	3	357	-	-	85	-	268	-	4	1,174
	TIER 3 (Major Acute) - Total Number of Handovers	878	-	-	400	1	471	-	6	711	-	-	297	-	411	-	3	803	-	-	337	-	457	-	9	2,392
	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	11,132	2,824	2,075	1,085	1,055	954	288	2,851	11,474	2,162	2,037	1,228	1,009	1,564	303	3,170	13,821	2,701	2,771	1,155	1,302	2,050	419	3,422	36,427
	Tier 1 Major A&E Units	10,899	2,823	2,075	1,000	1,054	877	288	2,782	11,215	2,162	2,037	1,123	1,008	1,480	299	3,105	13,466	2,701	2,771	1,026	1,302	1,914	417	3,335	35,580
	Tier 2 (Minor A&E Units) - Minor Injuries Unit or Local Accident Centre	71	0	-	-	1	1	1	68	72	-	-	-	1	2	4	65	89	-	-	-	1	1	2	85	231
	Tier 3 (Major Acute) - Medical Admissions Unit	163	-	-	85	0	75	-	2	188	-	-	105	-	83	-	-	266	-	-	129	-	134	-	2	616
	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	89.3%	83.1%	95.9%	86.9%	90.1%	87.0%	95.6%	84.8%	88.2%	81.2%	96.1%	84.7%	88.9%	87.3%	92.8%	82.7%	88.2%	80.3%	95.2%	85.1%	89.3%	87.7%	94.4%	82.9%	88.6%
	Number of Handover to Clear within 15 minutes	17,417	2,707	4,931	2,098	2,659	2,428	862	1,732	15,222	2,290	4,236	1,844	2,459	2,185	712	1,496	15,681	2,221	4,405	1,927	2,501	2,307	779	1,541	48,320
	Total Number of Handovers	19,498	3,258	5,143	2,413	2,950	2,790	902	2,042	17,253	2,821	4,410	2,178	2,765	2,502	767	1,810	17,774	2,766	4,628	2,265	2,801	2,630	825	1,859	54,525
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	89.2%	83.1%	95.9%	85.6%	90.1%	86.5%	95.5%	83.9%	88.2%	81.2%	96.1%	83.8%	88.9%	87.3%	92.8%	82.3%	88.0%	80.3%	95.2%	83.1%	89.3%	87.9%	94.5%	81.6%	88.5%
	TIER 1 (Major A&E Units) - Number of Handover to Clear within 15 minutes	16,411	2,705	4,931	1,723	2,651	2,000	858	1,543	14,402	2,290	4,236	1,576	2,452	1,821	697	1,330	14,758	2,221	4,405	1,603	2,499	1,906	774	1,350	45,571
	TIER 1 (Major A&E Units) - Total Number of Handovers	18,402	3,256	5,143	2,013	2,942	2,312	898	1,838	16,321	2,821	4,410	1,881	2,757	2,085	751	1,616	16,761	2,766	4,628	1,928	2,798	2,168	819	1,654	51,484
	TIER 2 (Minor A&E Units) - Percentage of Handover to Clear within 15 minutes	93.1%	100.0%	-	-	100.0%	100.0%	100.0%	92.4%	86.9%	-	-	-	87.5%	100.0%	93.8%	85.9%	92.4%	-	-	-	66.7%	100.0%	83.3%	92.9%	90.8%
	TIER 2 (Minor A&E Units) - Number of Handover to Clear within 15 minutes	203	2	-	-	7	7	4	183	192	-	-	-	7	6	15	164	194	-	-	-	2	5	5	182	589
	TIER 2 (Minor A&E Units) - Total Number of Handovers	218	2	-	-	7	7	4	198	221	-	-	-	8	6	16	191	210	-	-	-	3	5	6	196	649
	TIER 3 (Major Acute) - Percentage of Handover to Clear within 15 minutes	91.5%	-	-	93.8%	100.0%	89.4%	-	100.0%	88.3%	-	-	90.2%	-	87.1%	-	66.7%	90.8%	-	-	96.1%	-	86.7%	-	100.0%	90.3%
	TIER 3 (Major Acute) - Number of Handover to Clear within 15 minutes	803	-	-	375	1	421	-	6	628	-	-	268	-	358	-	2	729	-	-	324	-	396	-	9	2,160
	TIER 3 (Major Acute) - Total Number of Handovers	878	-	-	400	1	471	-	6	711	-	-	297	-	411	-	3	803	-	-	337	-	457	-	9	2,392
	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	1,586	422	169	143	125	125	448	154	1,537	441	175	122	110	116	452	121	1,648	430	188	139	113	99	514	165	4,771
	Number of patients conveyed to hospital	20,283	3,591	5,272	2,667	2,955	2,786	975	2,037	19,482	3,515	5,236	2,468	2,804	2,630	953	1,876	19,932	3,537	5,372	2,553	2,902	2,619	1,027	1,922</	



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 or 12 or more calls from the same address in the past 3 months.
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	HB	Health Board: an HB is an administrative unit within the National Health Service in Wales. The 7 HB's in Wales are Aneurin Bevan University Health Board, Betsi Cadwaladr University Health Board, Cardiff & Vale University Health Board, Cwm Taf Morgannwg University Health Board, Hywel Dda University Health Board, Powys Teaching Health Board, Swansea Bay University Health Board.
16	Handover	Handover of care from Welsh Ambulance Services NHS Trust to LHB hospital staff.
17	Health Care Professional	Suitably qualified health professional defined as: Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.
18	Hear & Treat	Hear and treat are callers who were deemed to have non-life-threatening conditions and received triage and advice over the phone.
19	Ideal Response	The type of clinician / resource to send, in preference for the specific category (or codes).
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	CTM	Cwm Taf Morgannwg University Health Board
43	HD	Hywel Dda University Health Board
44	P	Powys Teaching Health Board
45	SB	Swansea Bay University Health Board

Welsh Ambulance Services NHS Trust

National Collaborative Commissioning: Quality and Delivery Framework

Ambulance Quality Indicators

1	AQI 10 i - Bridgend locality figures moved into Cwm Taf Morgannwg Health Board area. Previously part of Abertawe Bro Morgannwg
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The information contained in this document is not restricted and is classified for general release

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