

Latest data loaded

1/31/2024



Emergency Ambulance Services Committee

Ambulance Data Portal | Performance Report

Click here to enter

GENERAL RELEASE | PUBLIC

Performance Report | Summary and contents

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

- 1. Front page
- 2. Summary and contents
- 3. 999 call demand
- 4. 111 Wales to 999 Transfers
- 5. 999 call answer times
- 6. All incidents and RED performance
- 7. Hear and Treat
- 8. See and Treat
- 9. RED incidents
- 10. RED incident response time
- 11. AMBER incidents
- 12. AMBER incident response times
- 13. GREEN incidents
- 14. GREEN incident response times
- 15. Transported to Tier 1 site
- 16. Transported to non-Tier 1 site
- 17. Handover delays over 15-minutes
- 18. Handover delays over 60-minutes

- 19. Handover delays over 4-hours
- 20. Trajectory
- 21. RED/AMBER release requests
- 22. Unit Hour Production (UHP)
- 23. Glossary of Terms

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

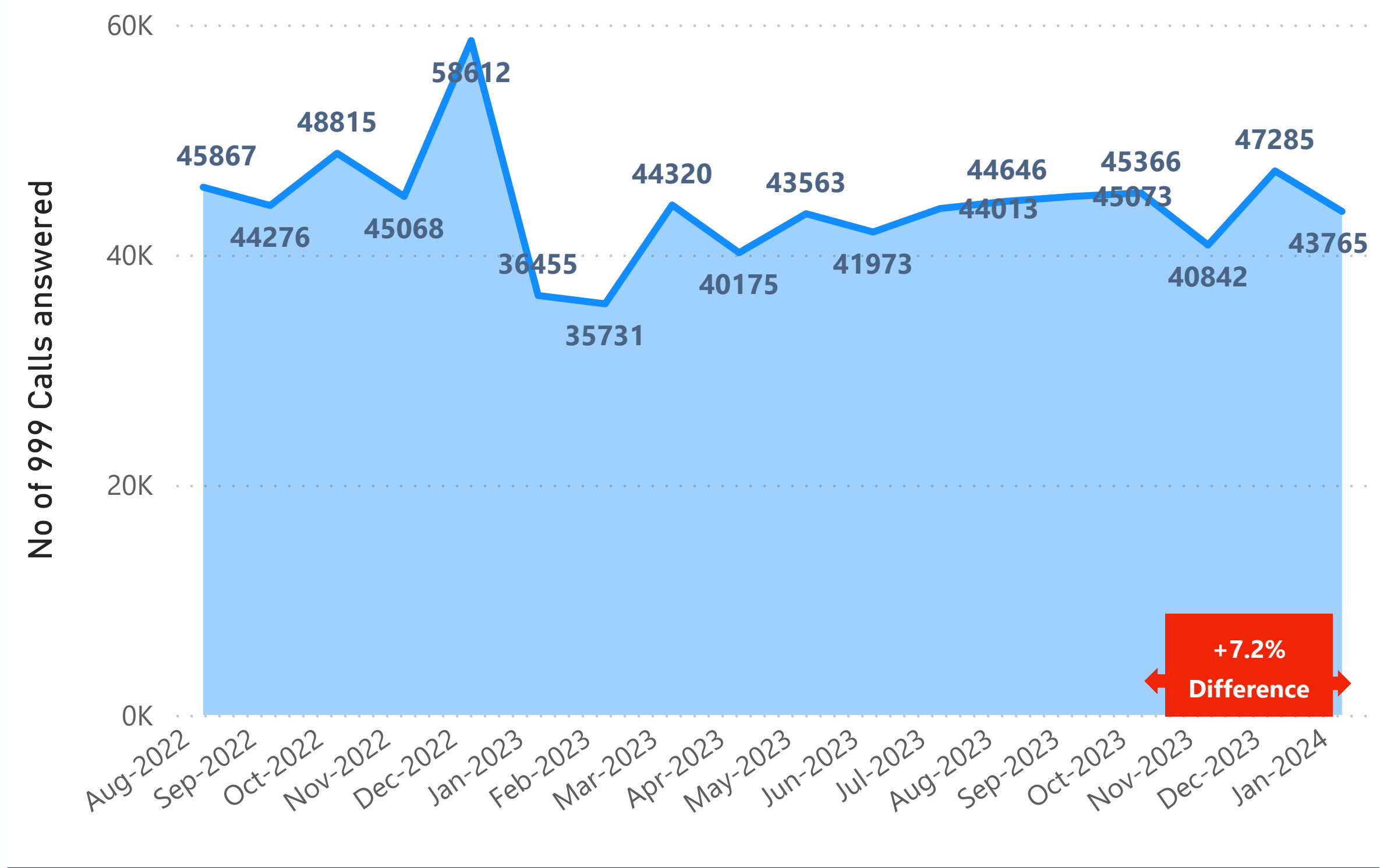
GENERAL RELEASE | PUBLIC

Performance Report | 999 calls demand



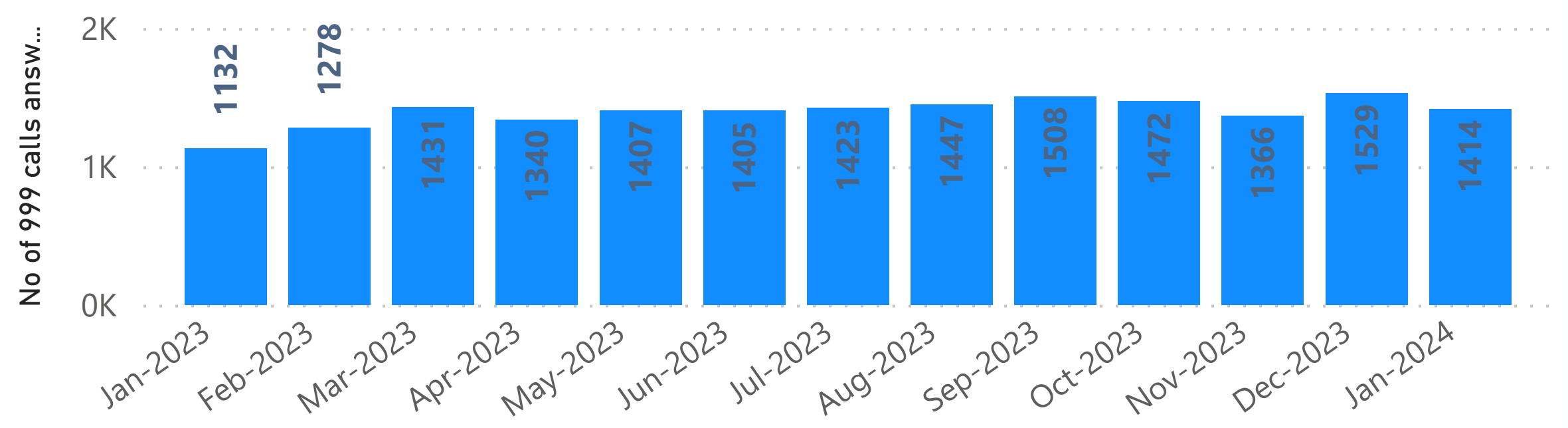
The number of 999 calls saw a 7.2% increase from November 2023 to January 2024. The number of 999 calls were 20.1% higher in January 2024 as compared with the same period the previous year. The daily average number of 999 calls answered has increased by 238 calls in January 2024 as compared to January 2023.

1.1 Monthly -Volume of 999 Calls Answered

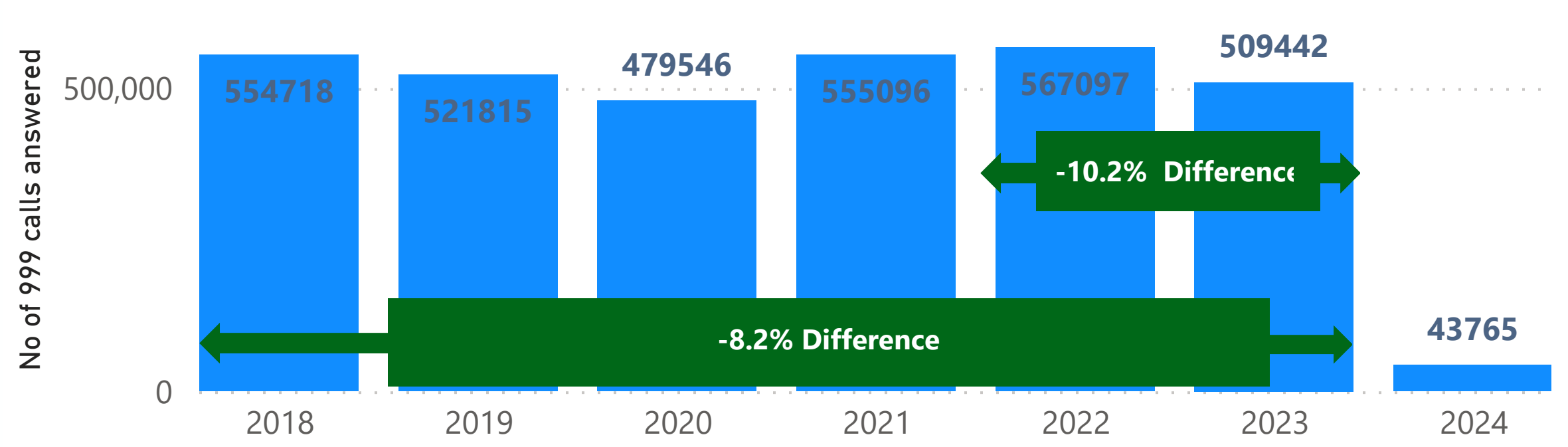


Source: Ops Directorate Telephony Qlikview

1.2 Daily Average - 999 Calls Answered



1.3 Annualised Data - Volume of Calls Answered



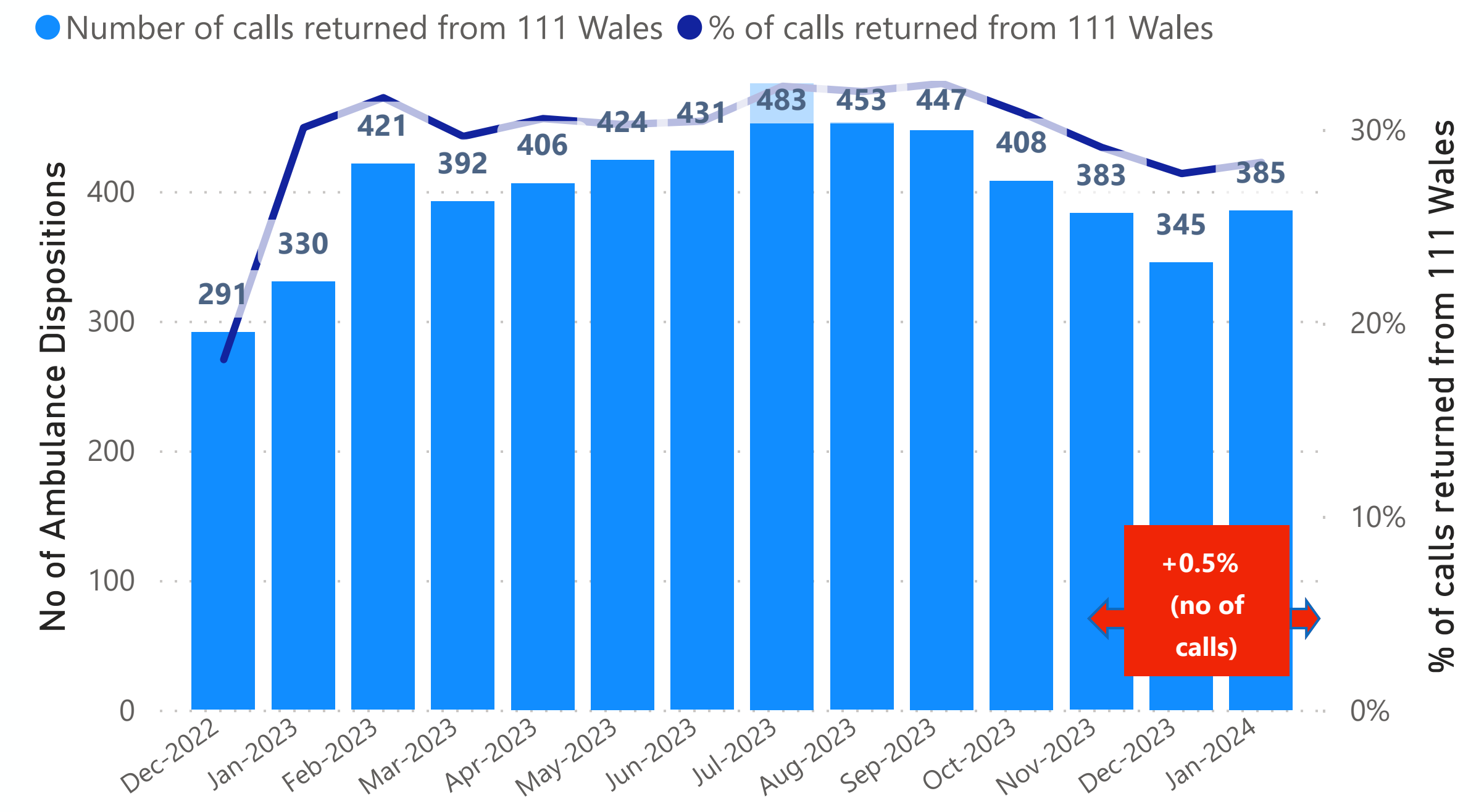
GENERAL RELEASE | PUBLIC

Performance Report | 111 Wales to 999 Transfers



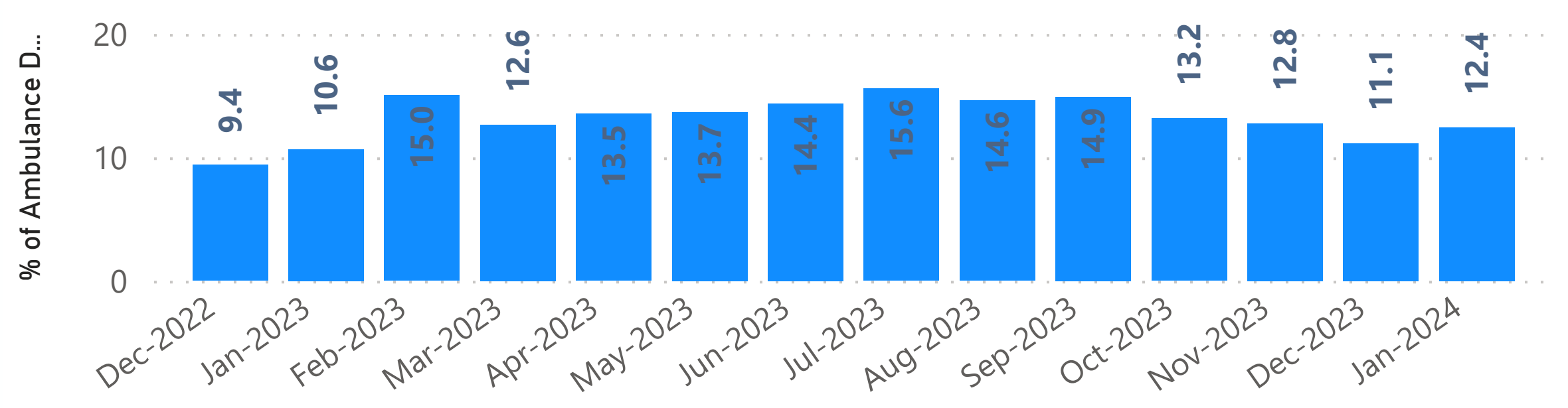
There was a 0.5% increase in the number of calls returned from 111 Wales from November 2023 to January 2024. In January 2024, the number of calls returned was 16.7% higher and the % of calls were 1.8% lower than in January 2023.

2.1 Monthly - Calls returned from 111 Wales

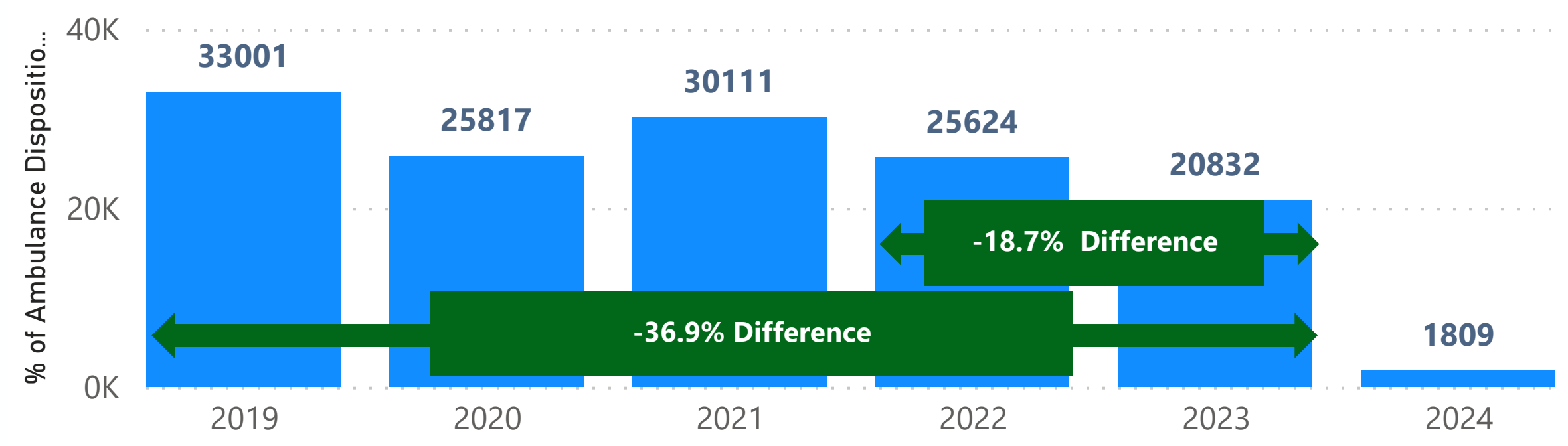


Source: AQI9ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

2.2 Daily Average - Calls Returned from 111 Wales



2.3 Annualised Data - Total Calls Returned from 111 Wales

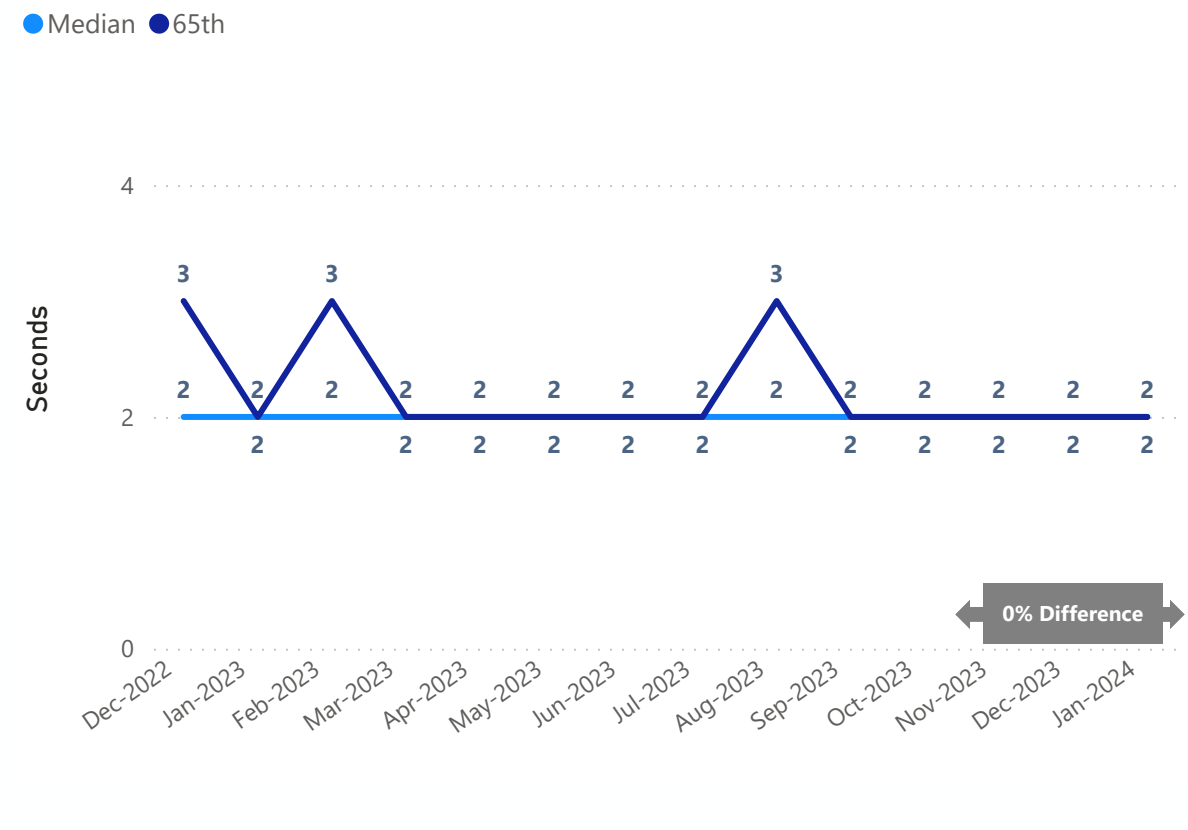


GENERAL RELEASE | PUBLIC

Performance Report | 999 call answer times

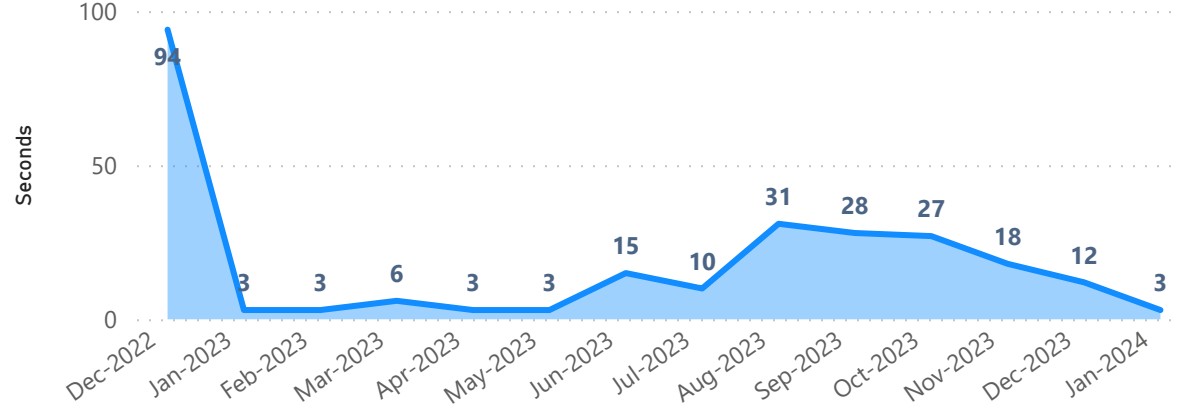
999 call answer times have remained constant. The 95th percentile showed an increase up to December 2022 and then reduced from January 2023, to May 2023. It then increased from June to August 2023 and has been reducing from August 2023 to January 2024.

3.1 Median and 65th Percentile - 999 Calls: Time to Answer

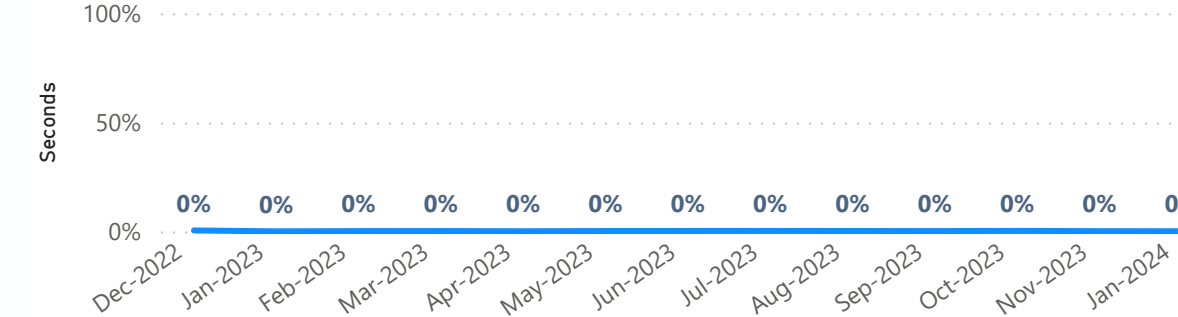


Source: AQ17ii 999 Calls: Time to Answer Median, 65th and 95th percentile (in seconds)

3.2 95th Percentile



3.3 Call Abandonment



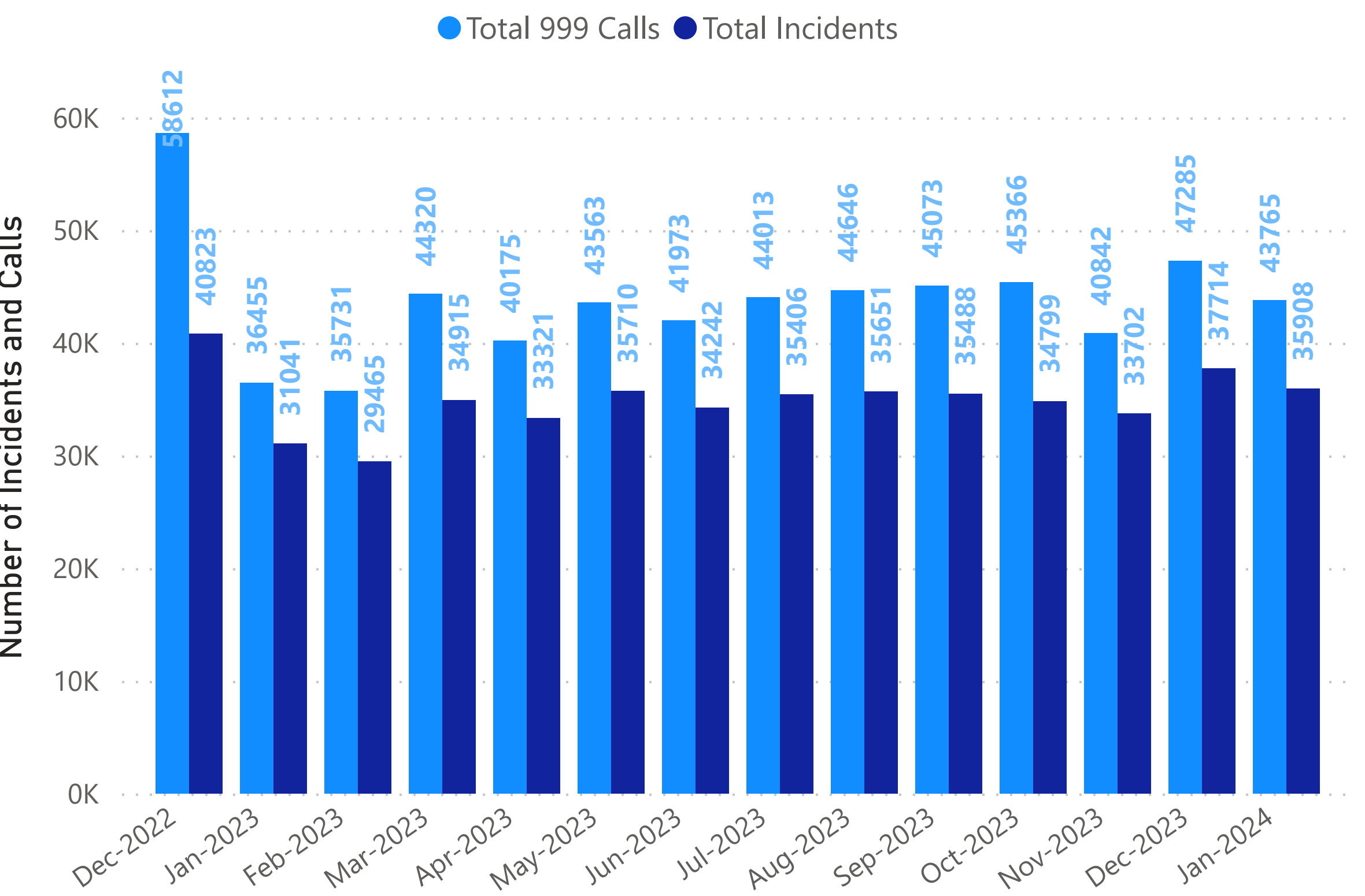
GENERAL RELEASE | PUBLIC

Performance Report | All incidents

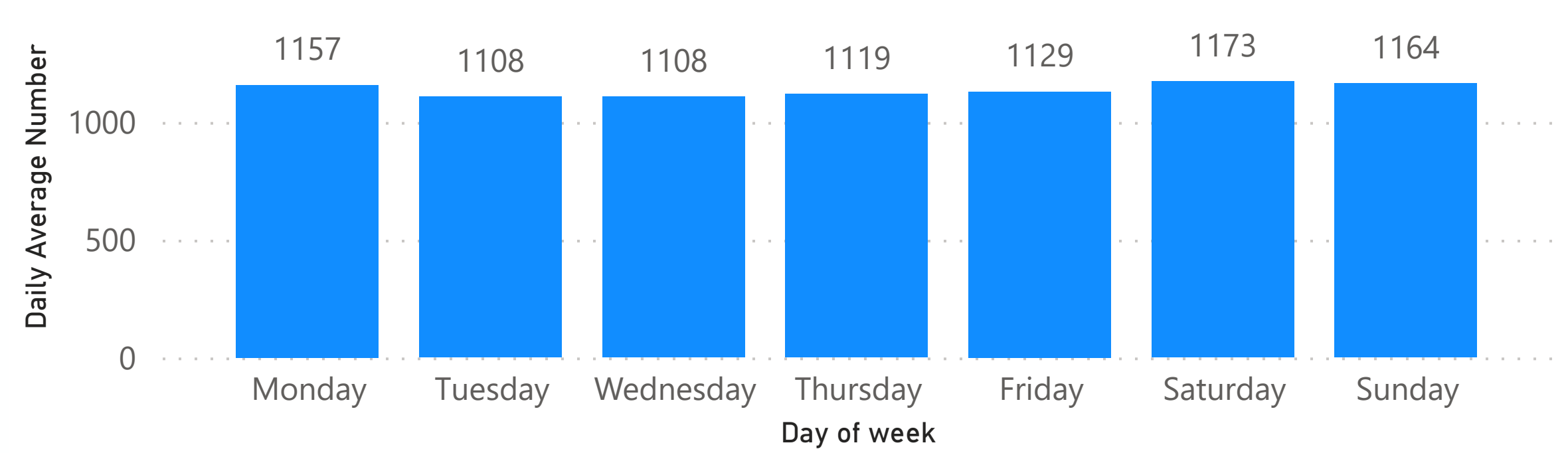


January 2024 saw a 20.1% increase in calls and a 15.7% increase in incidents compared to January 2023.

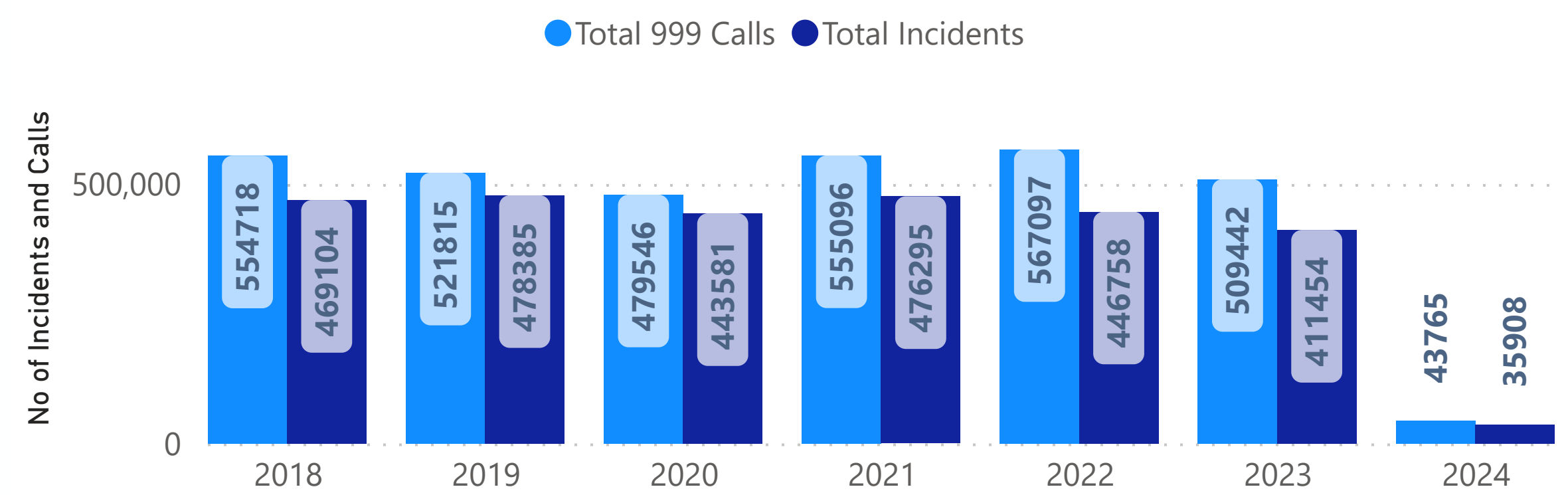
4.1 Monthly Volume of Incidents and Calls



4.2 Average Daily Incidents - 2023



4.3 Annualised Data - Total Incidents and Calls



Source: AQ15 Total number of incidents; Avg Daily Incidents - WAST SQL Data Academy

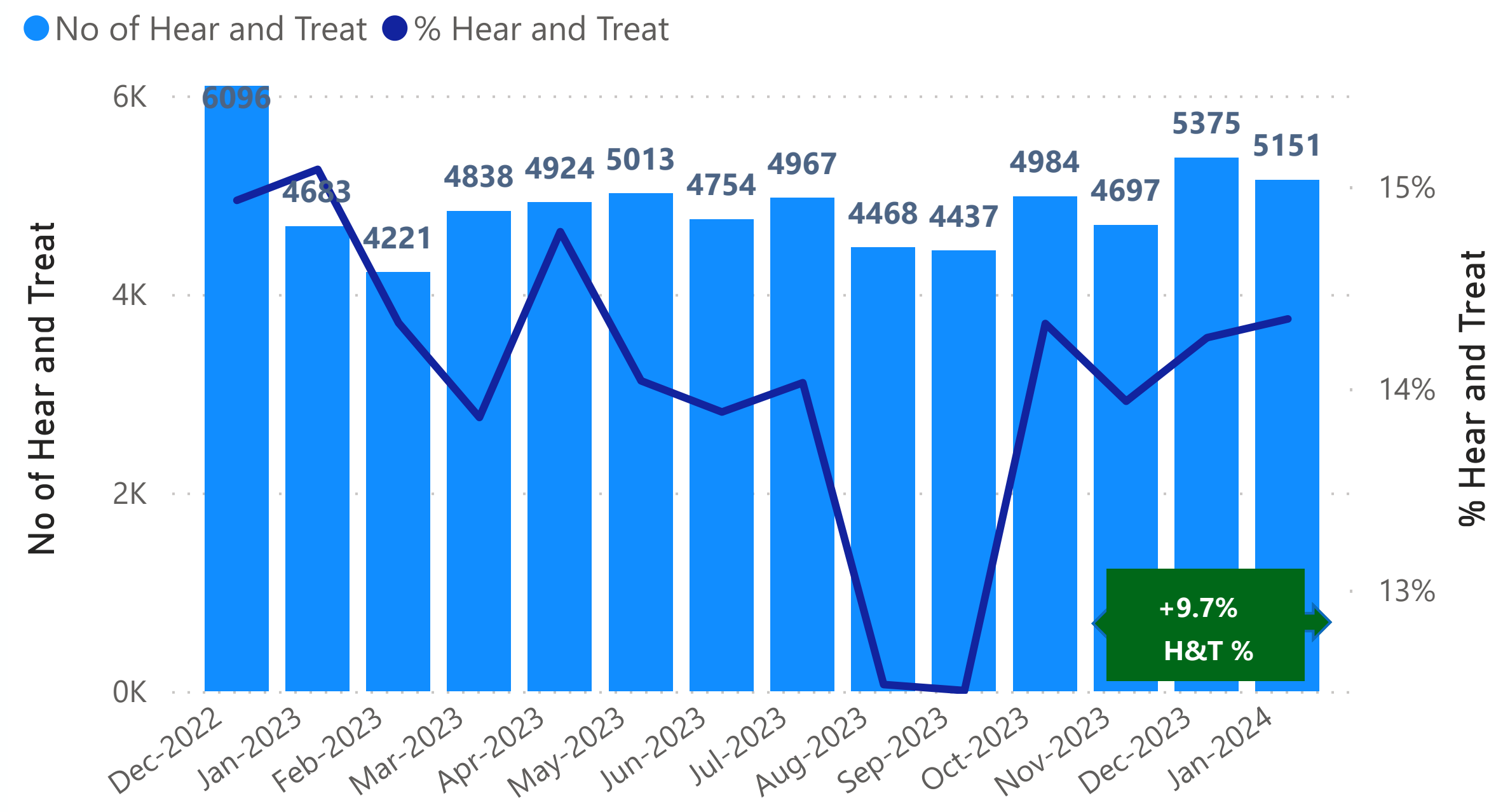
GENERAL RELEASE | PUBLIC

Performance Report | Hear and Treat



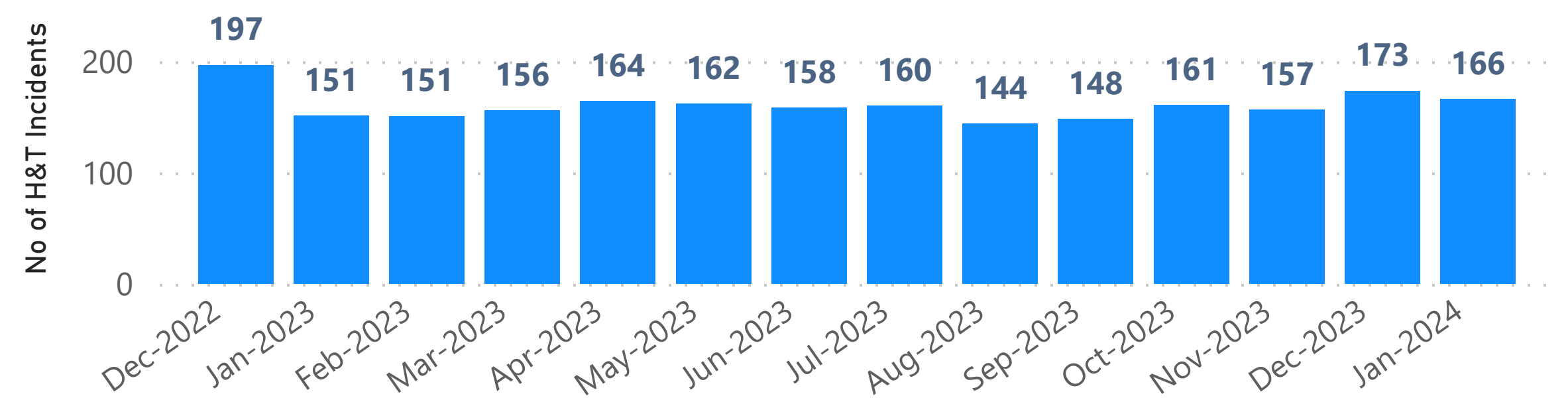
The percentage of Hear and Treat Incidents has increased by 9.7% from November 2023 to January 2024. The percentage of Hear and Treat incidents in January 2024 were 0.75% lower than the same period last year.

5.1 Monthly - Volume of Hear and Treat Incidents

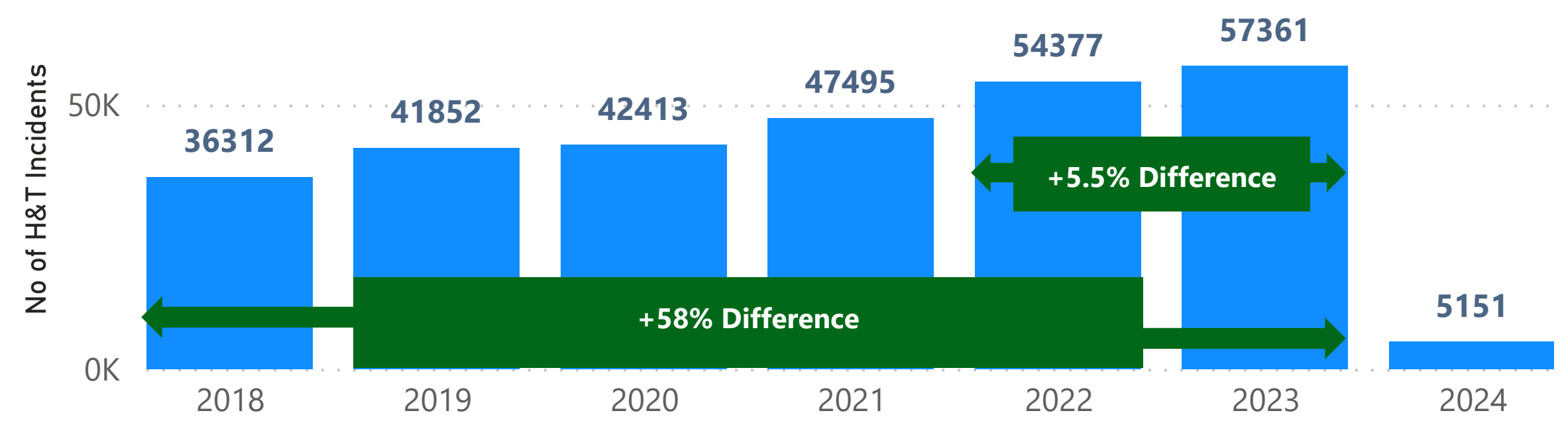


Source: AQ10i Number of calls ended following WAST telephone assessment (Hear and Treat)

5.2 Daily Average - Number of Hear and Treat Incidents



5.3 Annualised Data - Number of Hear and Treat Incidents



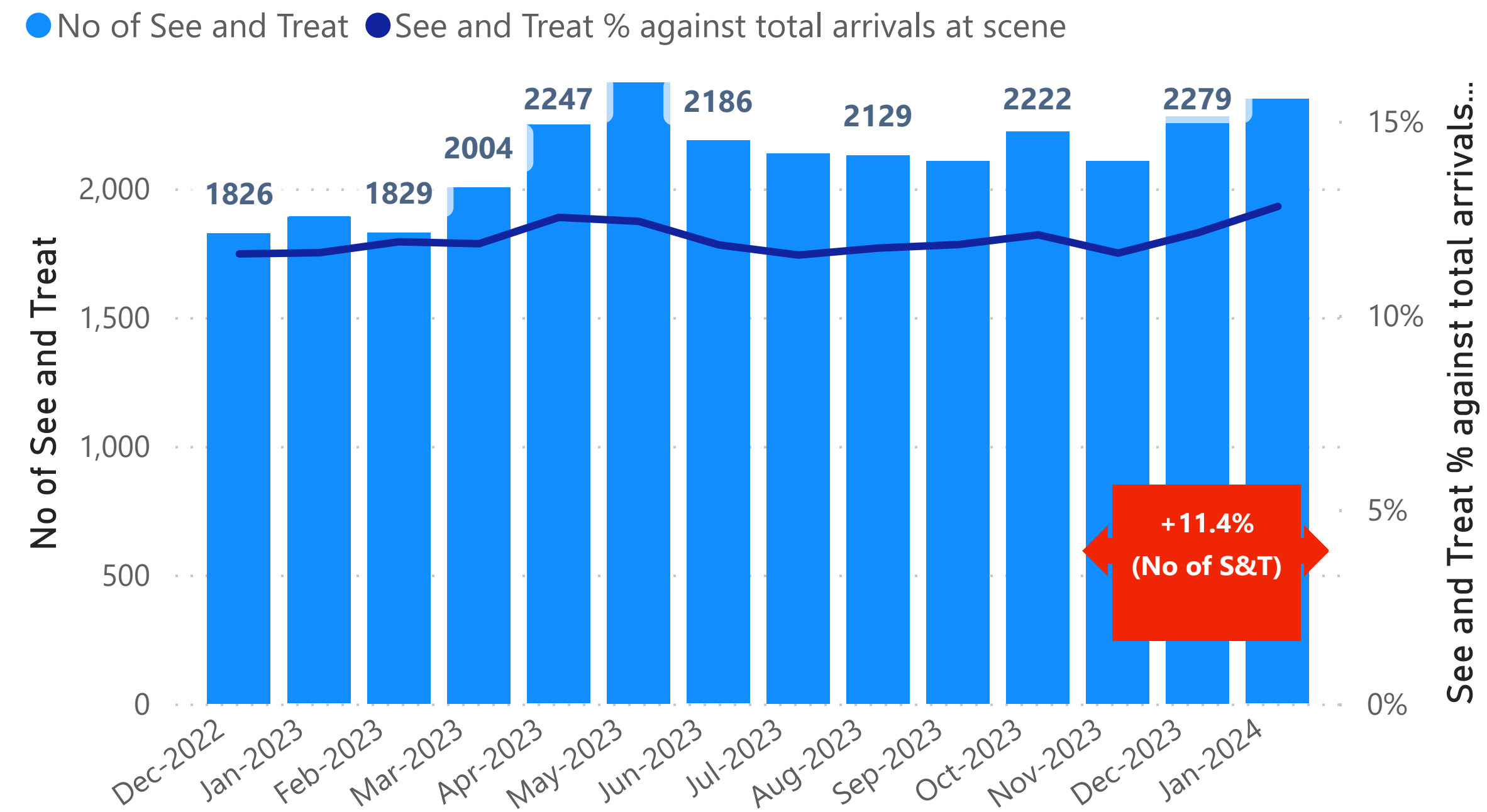
GENERAL RELEASE | PUBLIC

Performance Report | See and Treat

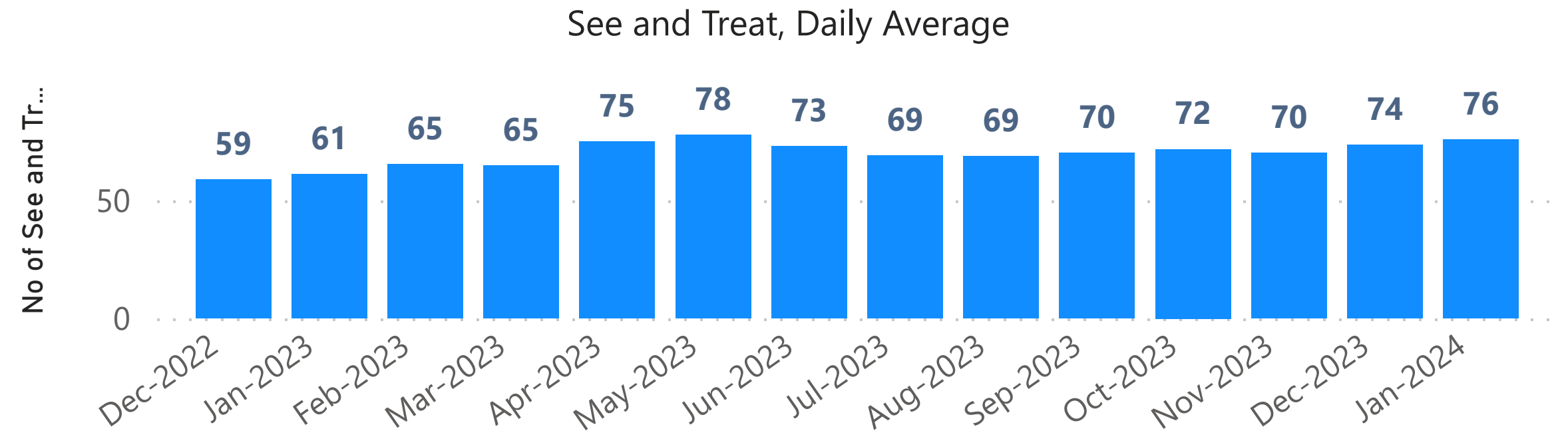


The number of See and Treat responses have increased by 11.4% from November 2023 to January 2024. In January 2024 the number of See and Treat responses were 24.1% higher than January 2023. The daily average of See and Treat responses were 15 incidents higher for the same time period.

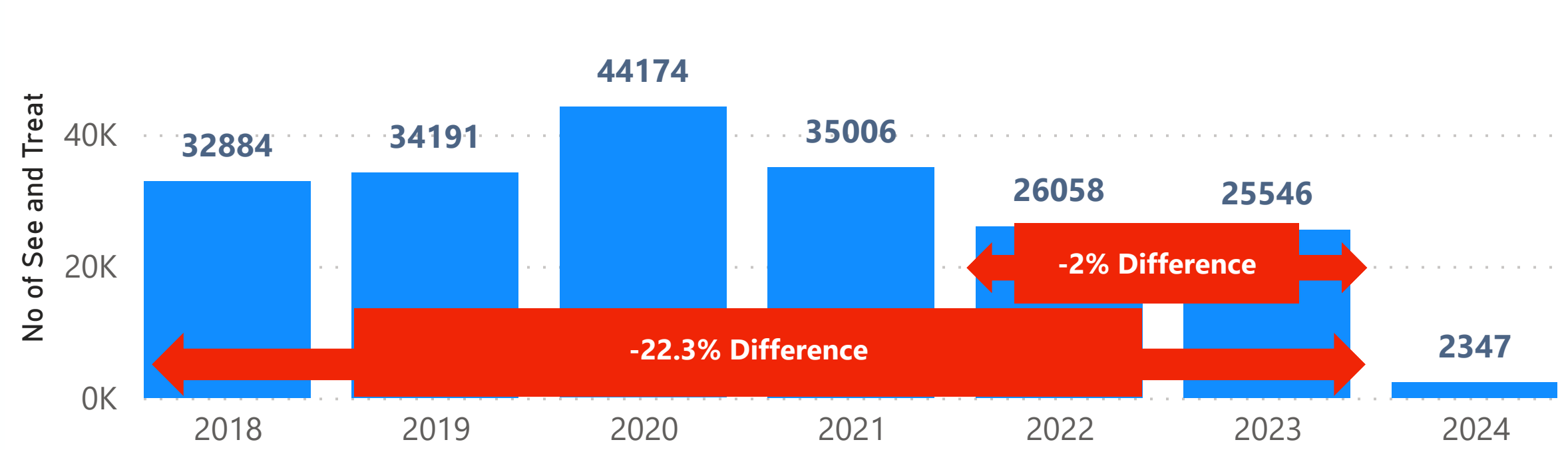
6.1 Monthly Volume of See and Treat Responses



6.2 Daily Average - Number of See and Treat Responses



6.3 Annualised Data - Number of See and Treat Responses



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

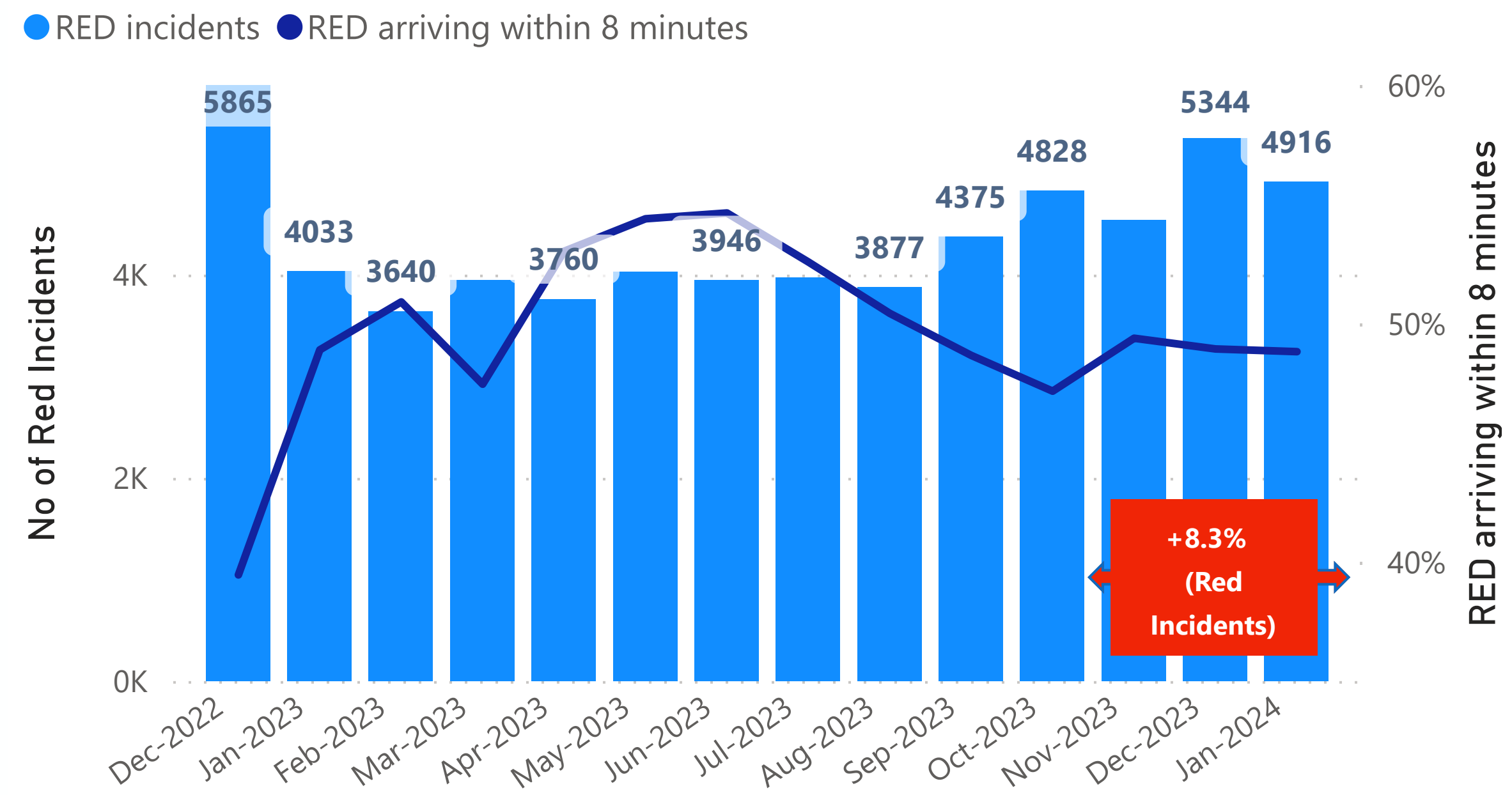
GENERAL RELEASE | PUBLIC

Performance Report | RED incidents

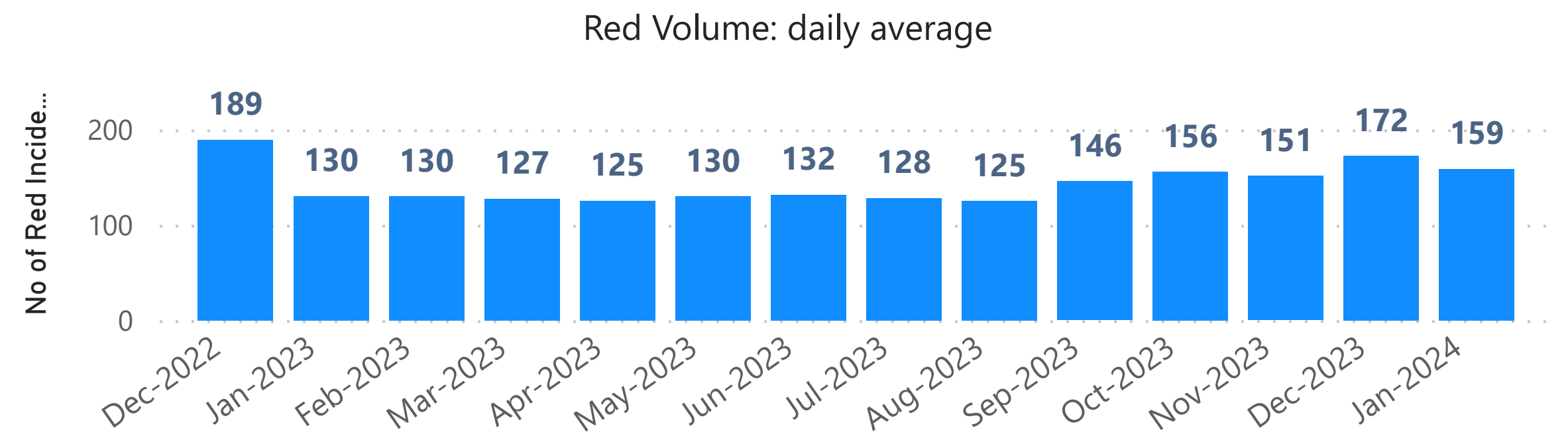


There has been a 8.3% increase in the number of red incidents from November 2023 to January 2024. However, the number of red incidents in January 2024 is 21.9% higher than January 2023. The 8 min % performance is 0.1% lower for the same time period.

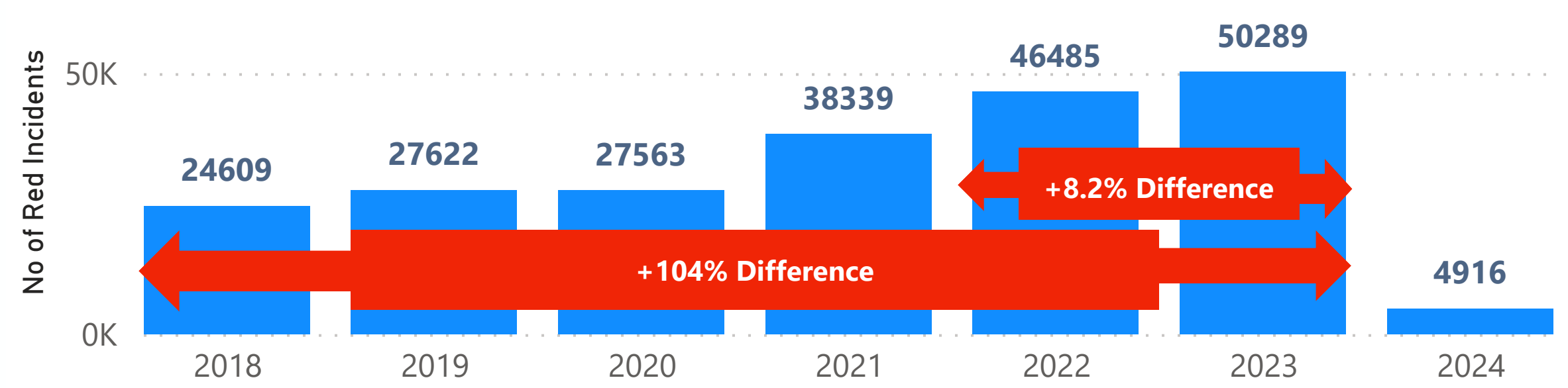
7.1 Monthly Volume of Red Incidents and Red % Performance



7.2 Daily Average - Red Volume



7.3 Annualised Data - Volume of Red Incidents



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

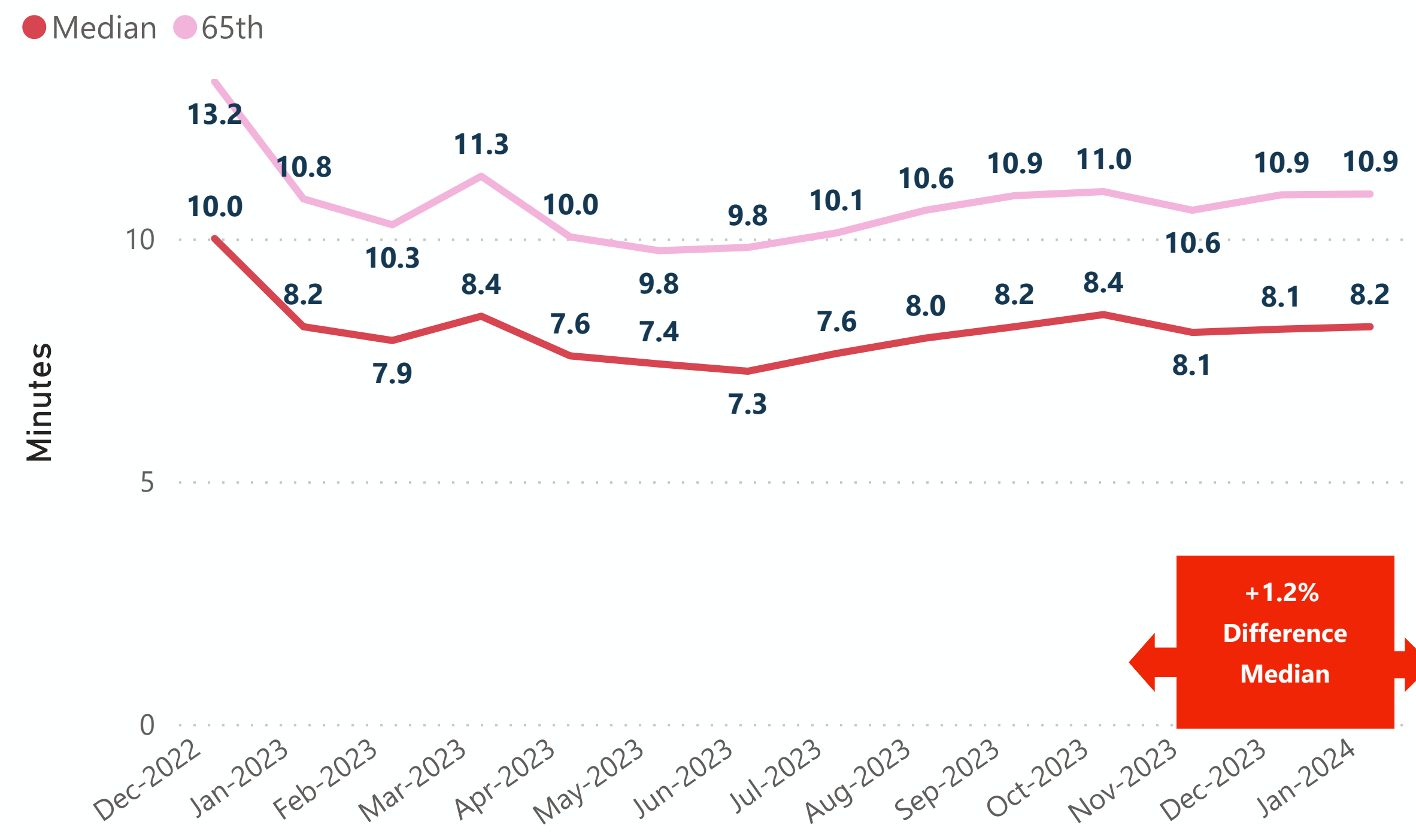
GENERAL RELEASE | PUBLIC

Performance Report | RED incident response time

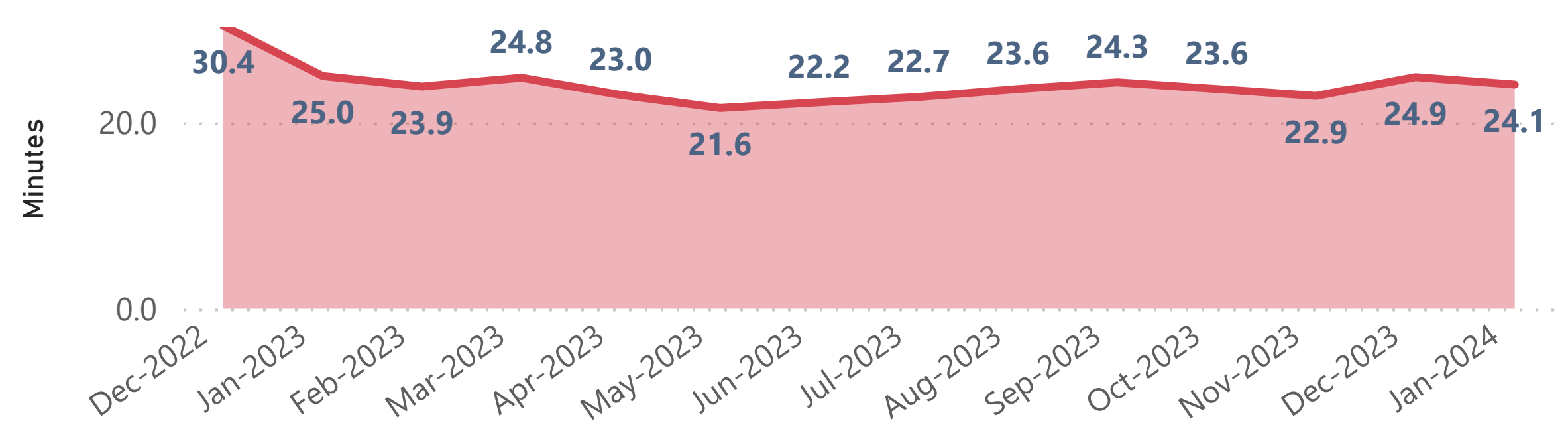


There is a 1.2% increase in the red median between November 2023 and January 2024. The 95th percentile was 0.9 minutes less in January 2024 as compared to January 2023 and the longest red was 87 minutes less for the same period.

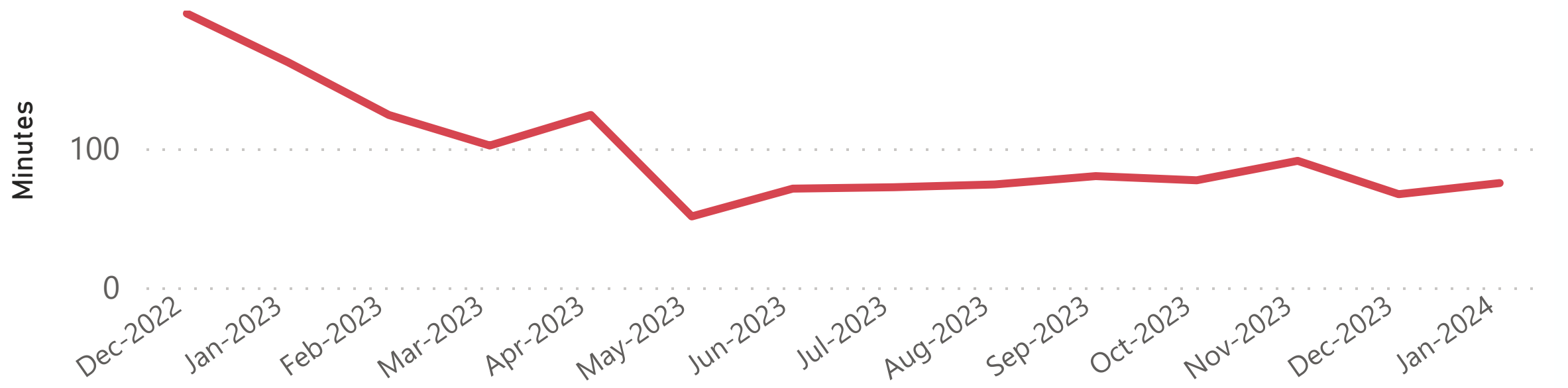
8.1 Median and 65th Percentile Red Response Time (Minutes)



8.2 95th Percentile Red Response Time (Minutes)



8.3 Longest Red



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

GENERAL RELEASE | PUBLIC



Pwyllgor Gwasanaethau
Ambiwlans Brys
Emergency Ambulance
Services Committee

[HTTPS://EASC.NHS.WALES](https://EASC.NHS.WALES)
CTM_CASC_EASC@WALES.NHS.UK
[@NCCU_CYMRU](https://twitter.com/NCCU_CYMRU)

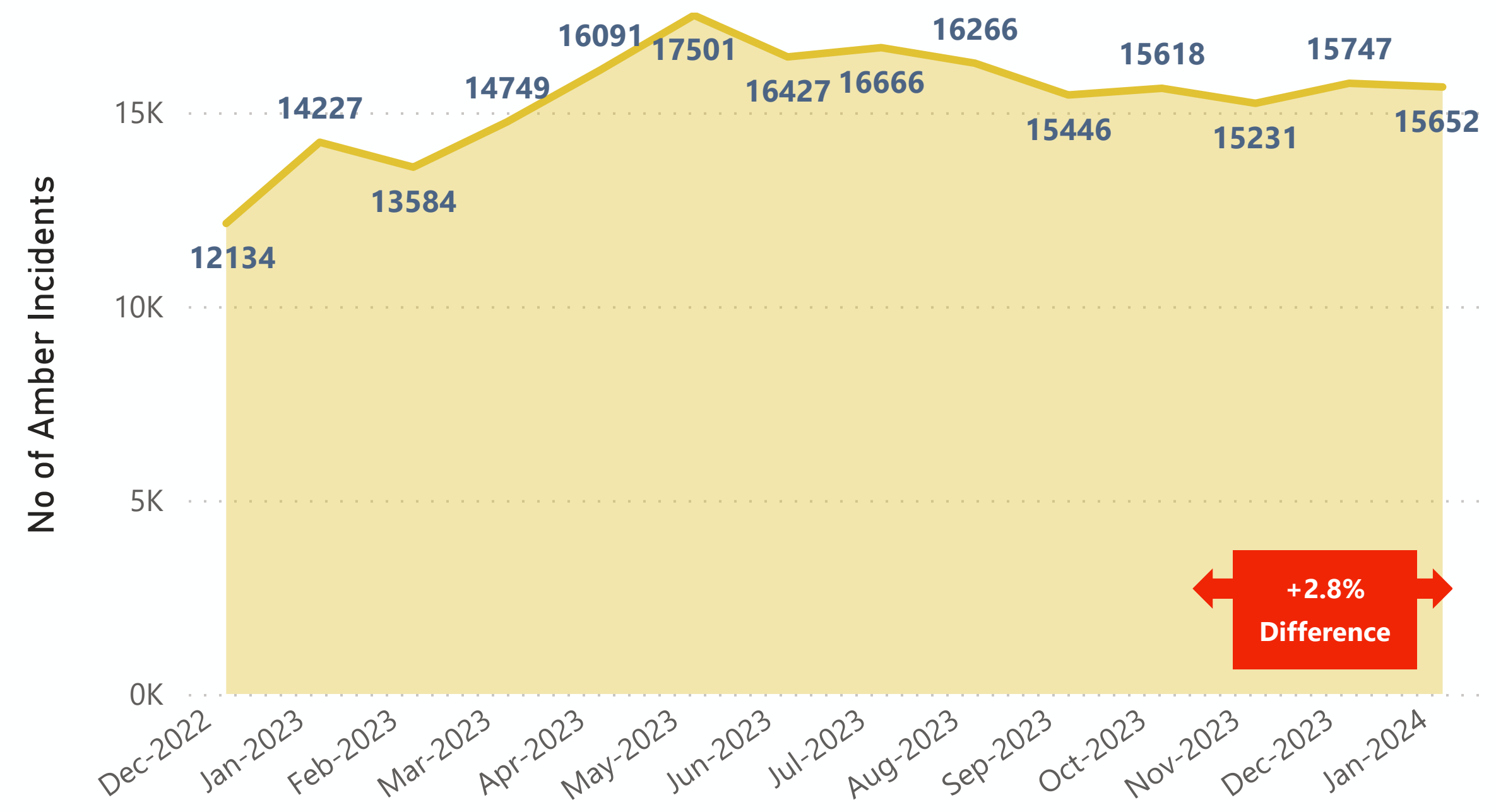
NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

Uned Gomislynu Gydweithredol Genedlaethol
**GWASANAETHAU DIGIDOL
DIGITAL SERVICES**
National Collaborative Commissioning Unit

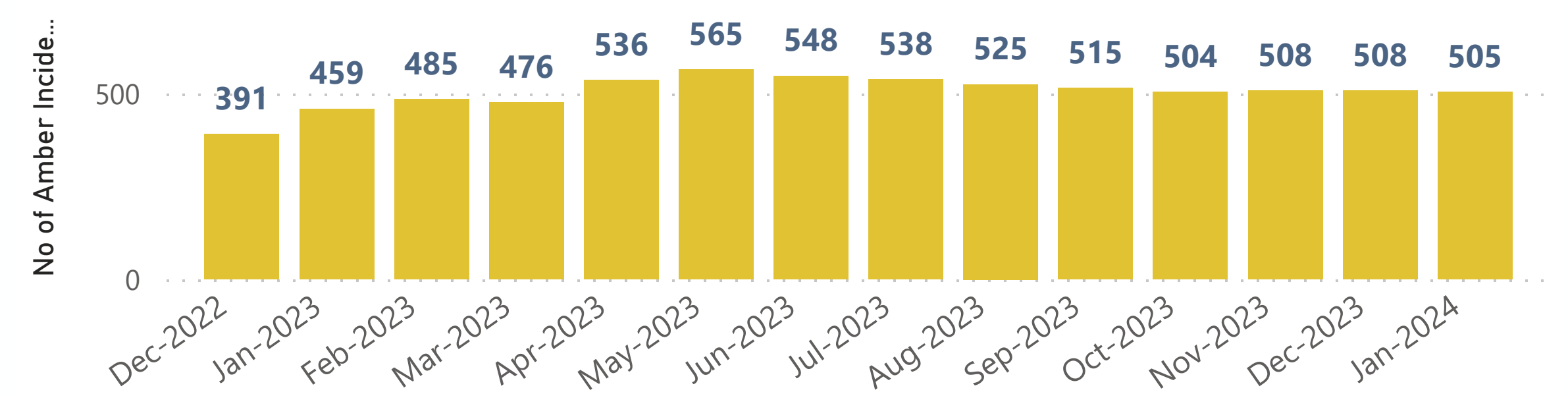
Performance Report | AMBER incidents

There was a 2.8% increase in the number of amber incidents from November to January 2024. The number of amber incidents in January 2024 were 10% higher than January 2023. The daily average were 46 amber incidents higher for the same period.

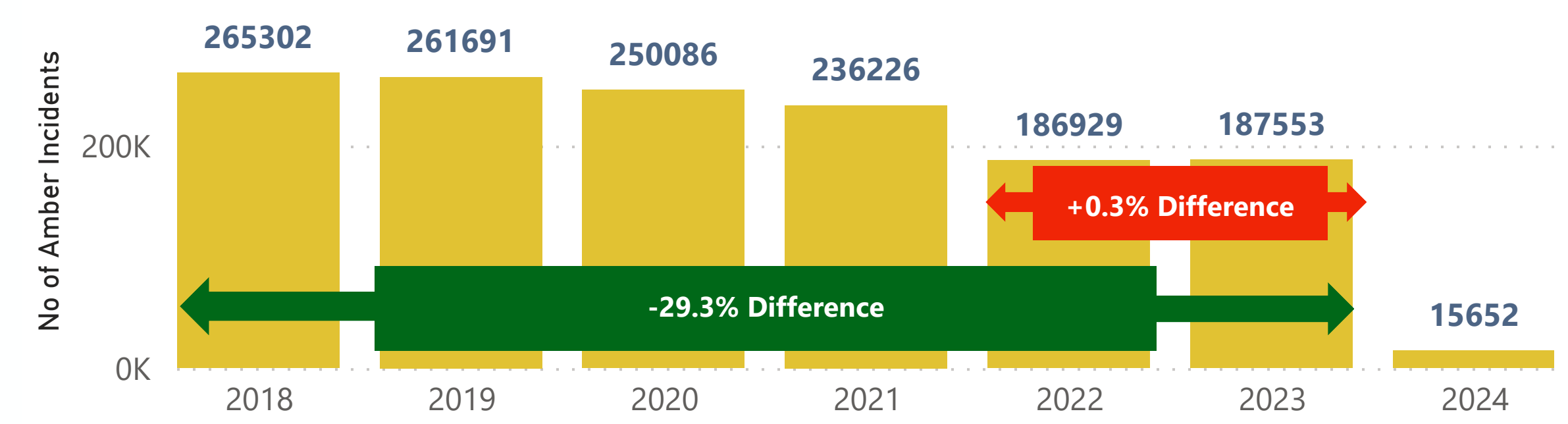
9.1 Monthly Volume of Amber Incidents



9.2 Daily Average - Number of Amber Incidents



9.3 Annualised Data - Number of Amber Incidents



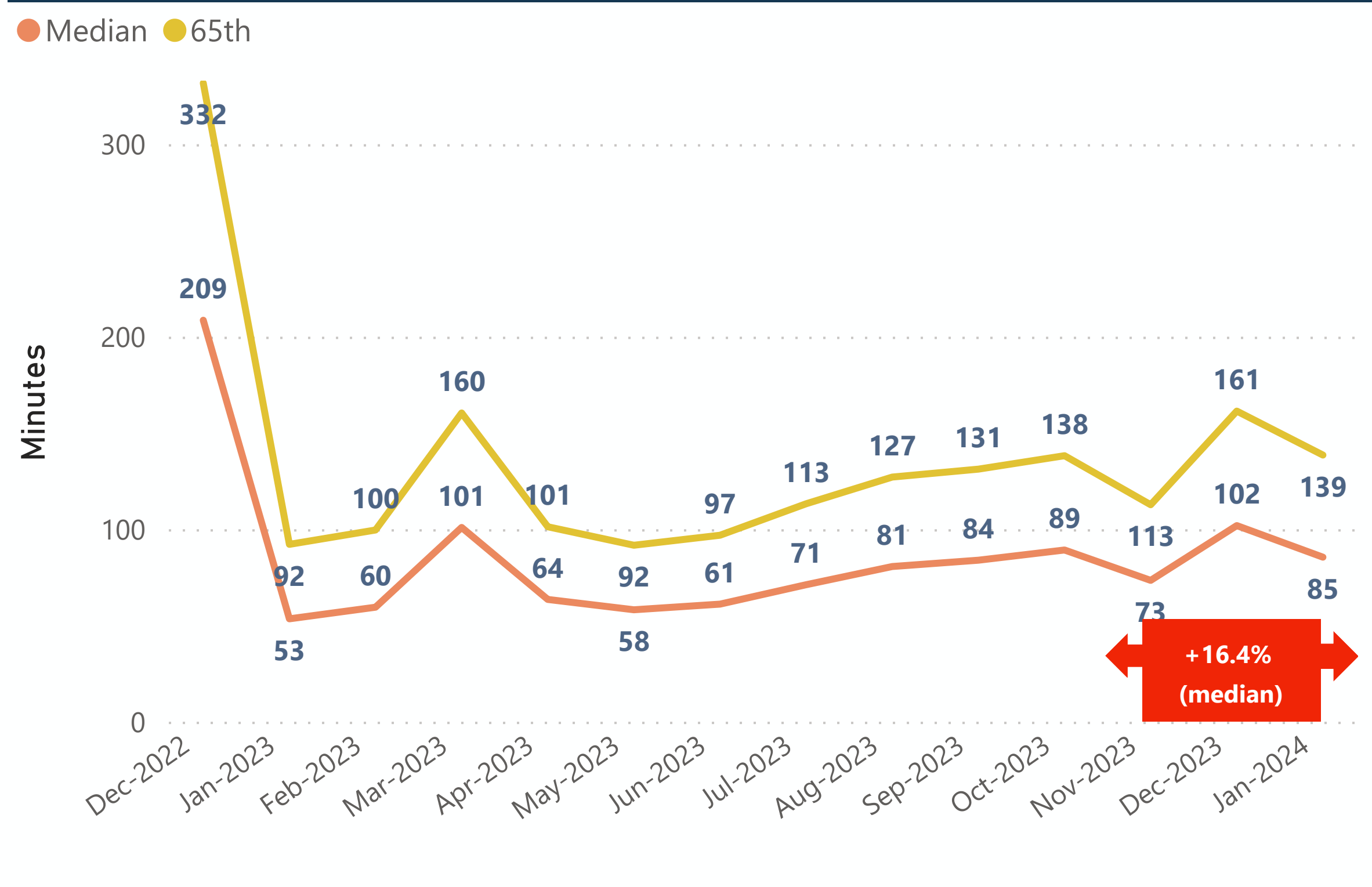
Source: AQI11 Number of Amber category incidents resulting in an emergency response

GENERAL RELEASE | PUBLIC

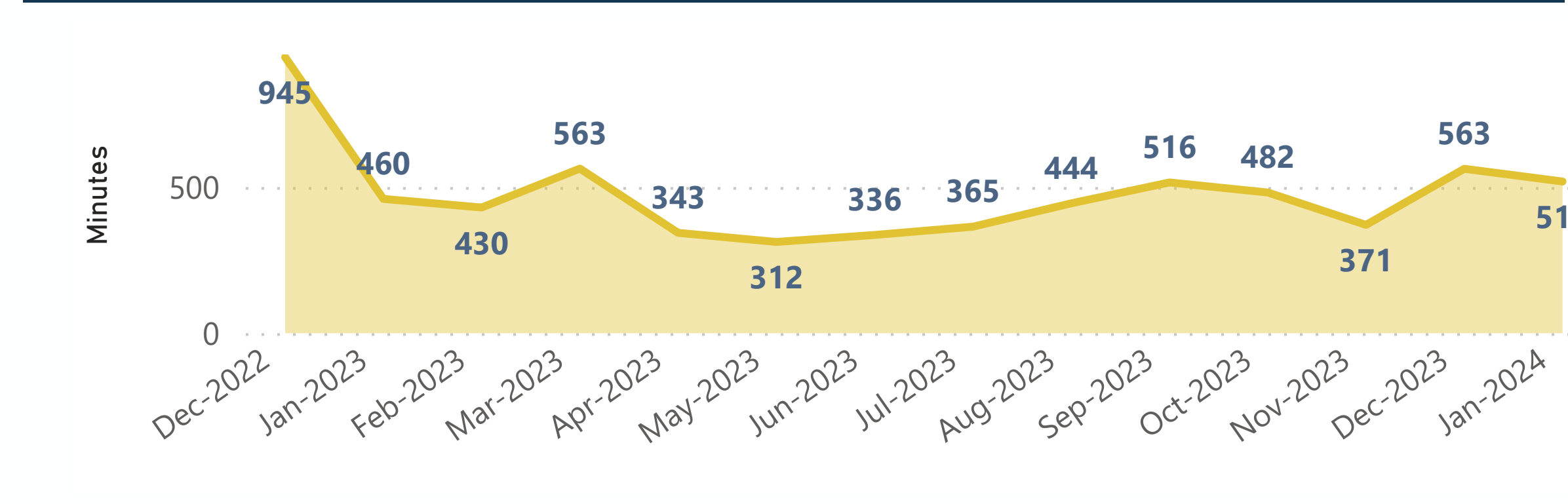
Performance Report | AMBER incident response times

There was a 16.4% increase in amber median from November 2023 to January 2024. The amber median and the 65th percentile in January 2024 were both 60.4% and 51.1% respectively higher with January 2023. The 95th percentile was 59 minutes higher and the longest amber was 377 minutes higher for the same period.

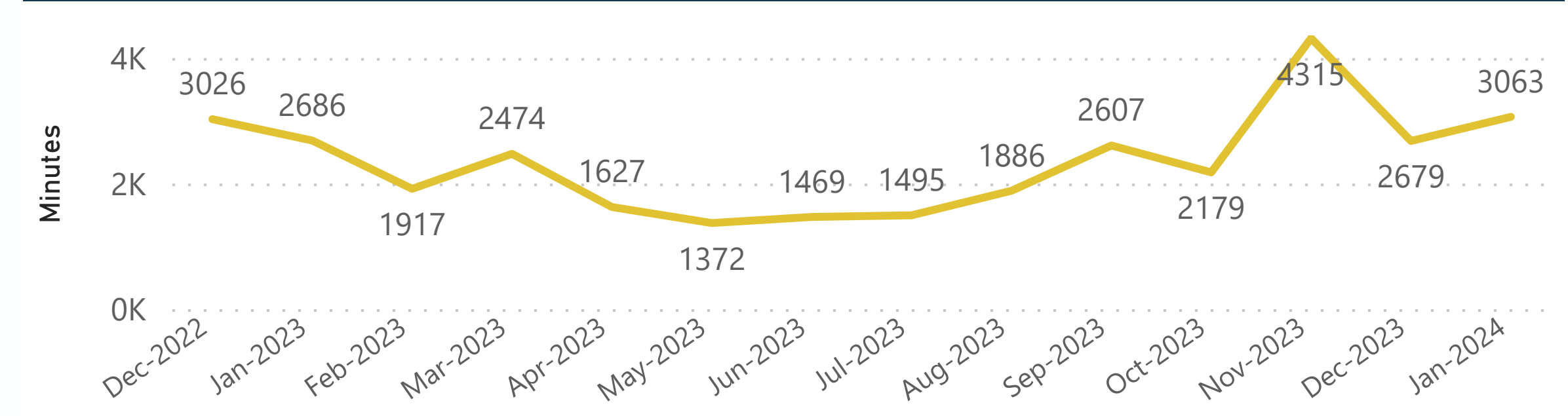
10.1 Median and 65th Percentile Amber Response Time (Minutes)



10.2 95th Percentile Amber Response Time (Minutes)



10.3 Longest Amber (Minutes)



Source: AQ111 Amber Category Median, 65th and 95th Response Minutes

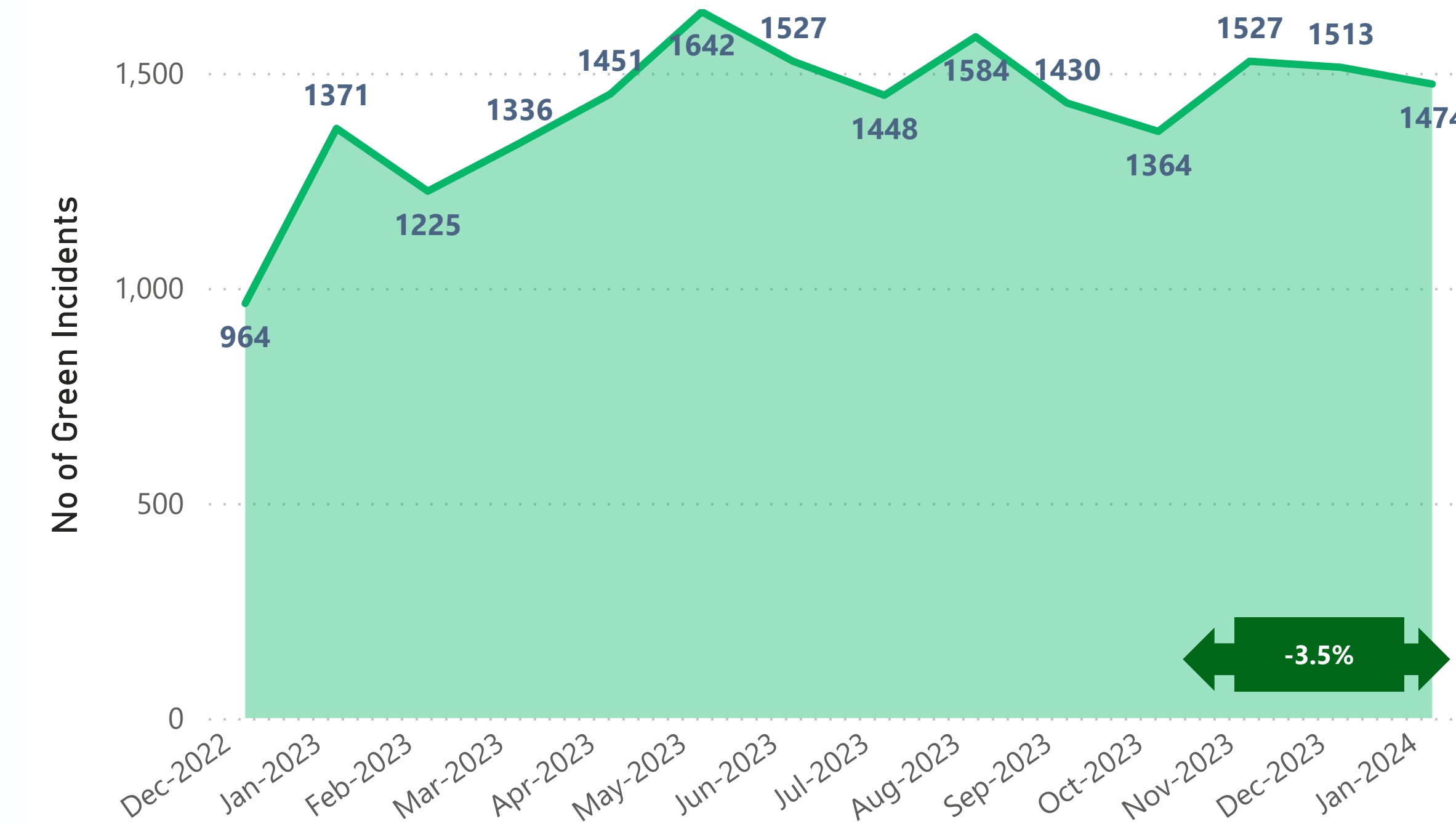
GENERAL RELEASE | PUBLIC

Performance Report | GREEN incidents



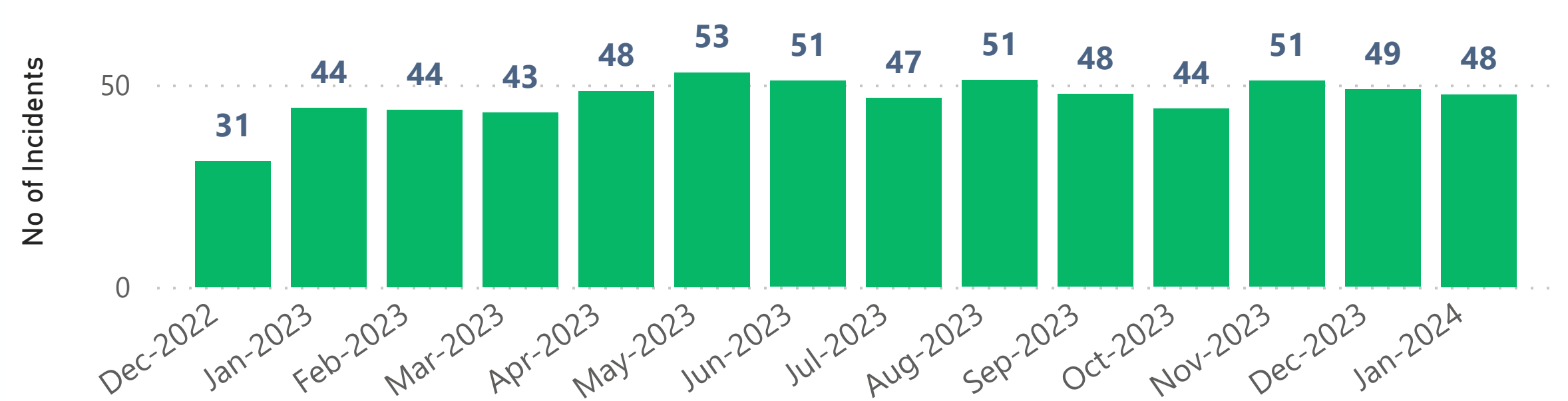
The number of green incidents reduced by 3.5% from November 2023 to January 2024. The number of green incidents in January 2024 were 7.5% higher than in January 2023. The daily average were 4 incidents higher for the same date period.

11.1 Monthly Volume of Green Incidents

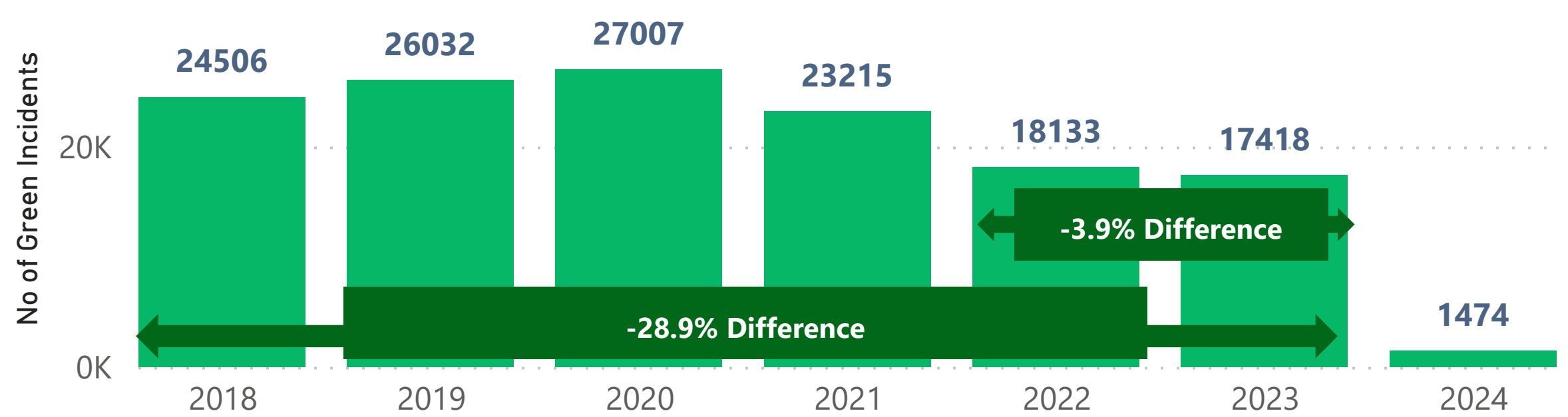


Source: AQI11 Number of Green category incidents resulting in an emergency response

11.2 Daily Average - Number of Green Incidents



11.3 Annualised Data - Number of Green Incidents



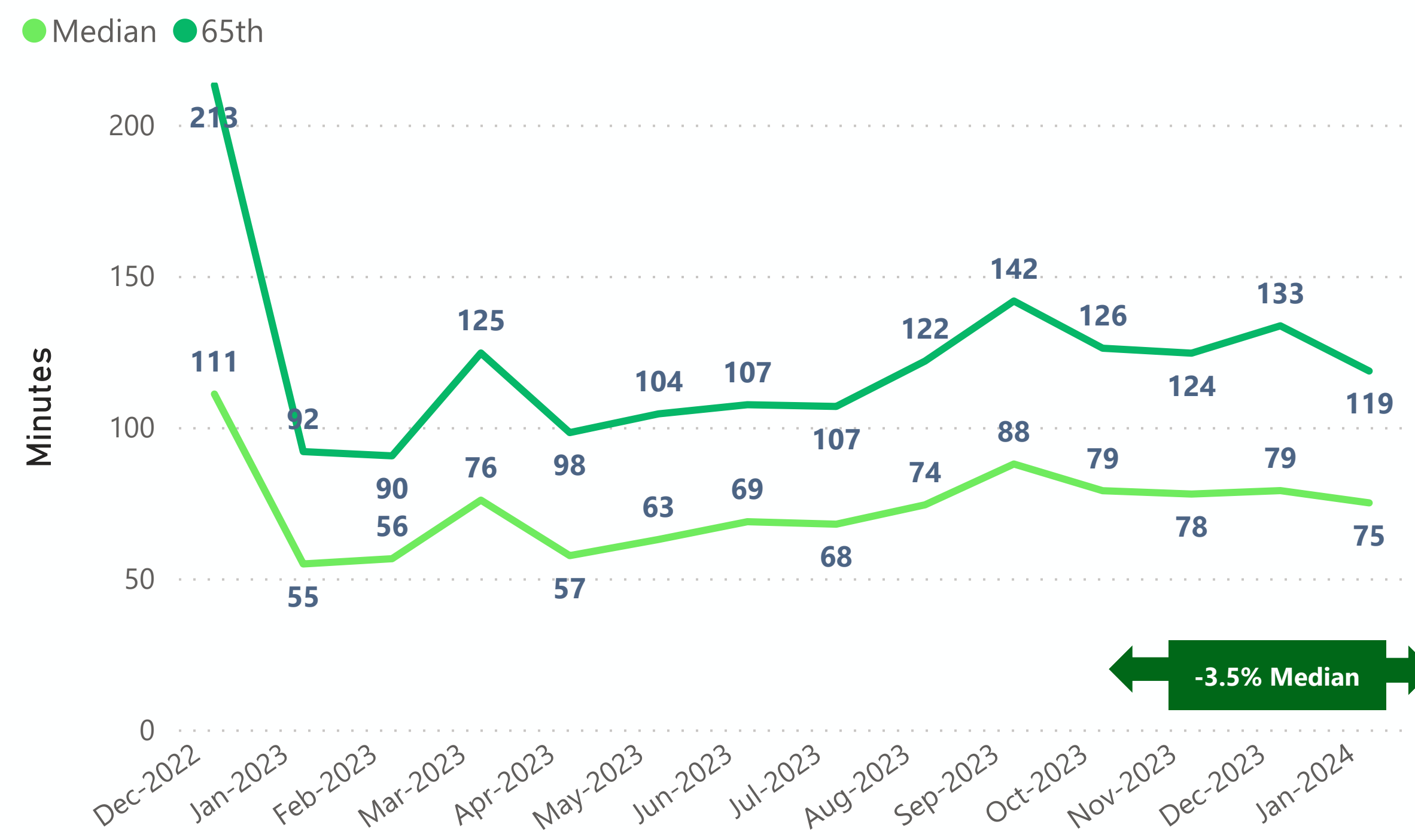
GENERAL RELEASE | PUBLIC

Performance Report | GREEN incident response times

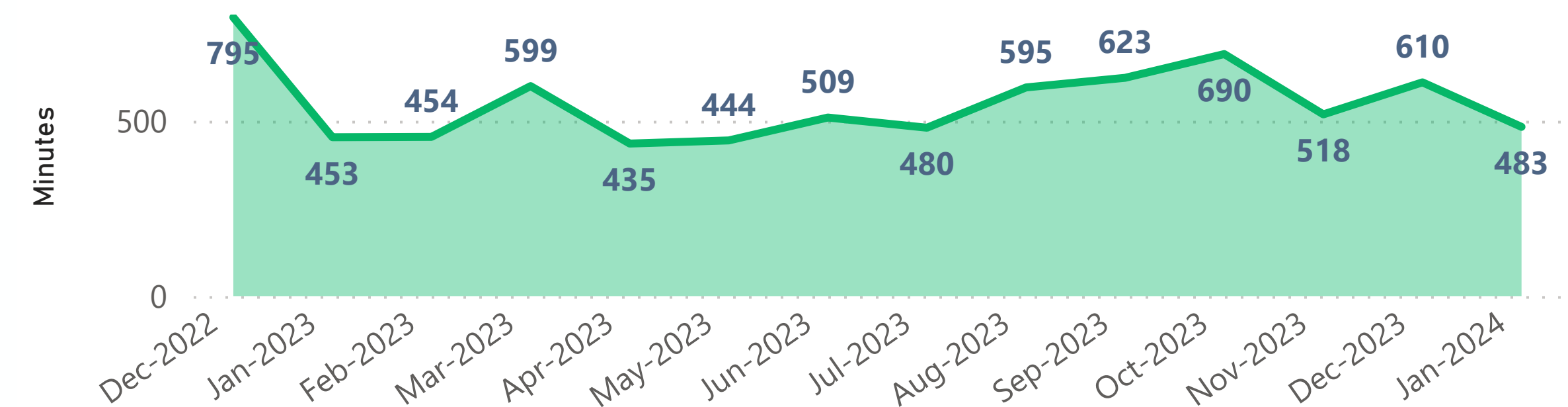


Green median and 65th percentile have increased from April 2023 to September 2023. Since September 2023, green median has been reducing. Green median in January 2024 was 20 minutes higher than January 2023. The green 65th percentile was 27 minutes higher and the green 95th percentile was 30 minutes higher for the same period.

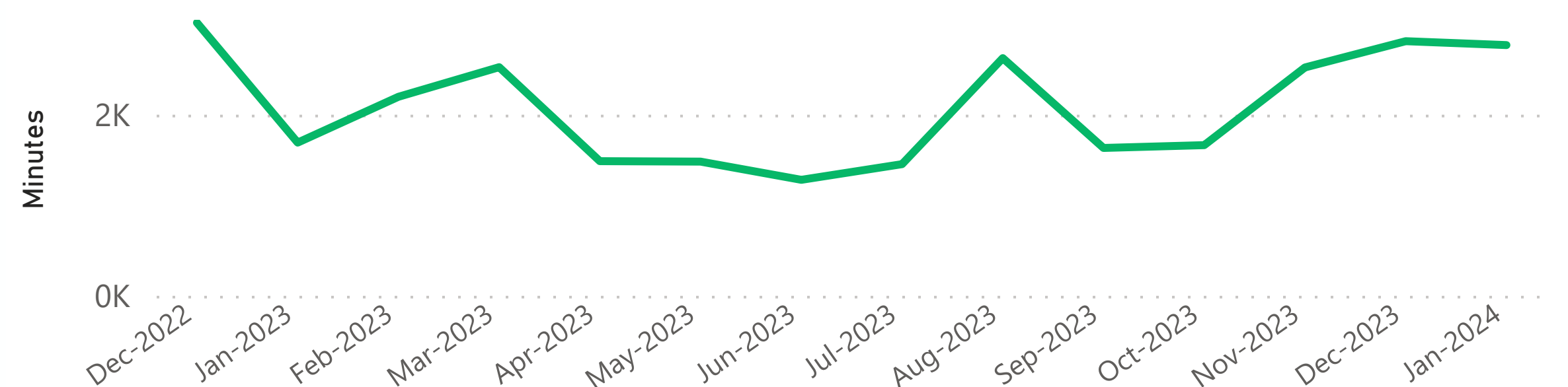
12.1. Median and 65th Percentile Green Response Time (Minutes)



12.2 95th Percentile Green Response Time (Minutes)



12.3 Longest Green



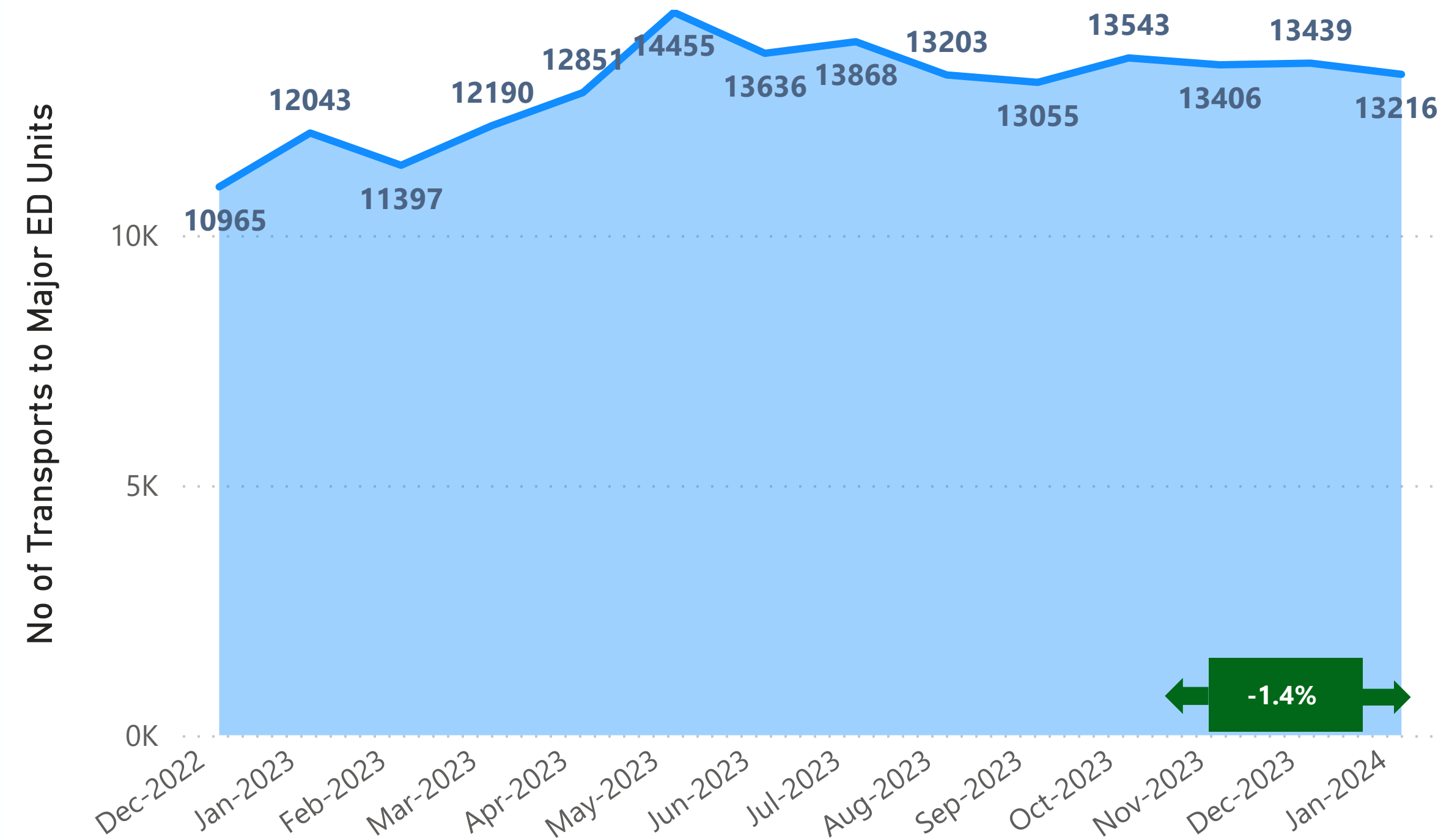
Source: AQI11 Green Category Median, 65th and 95th Response Minutes

GENERAL RELEASE | PUBLIC

Performance Report | Transported to Tier 1 site

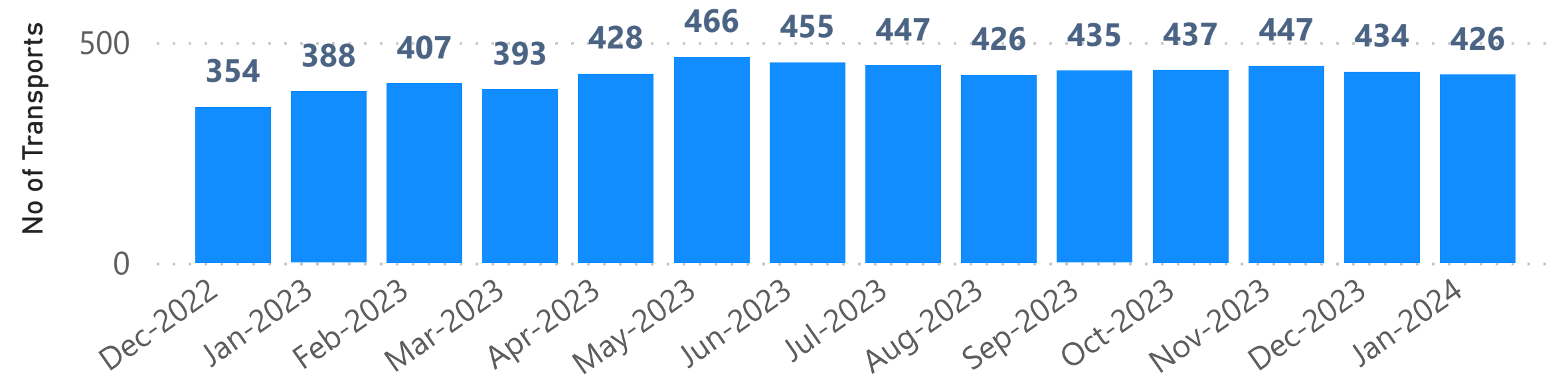
The number of incidents transported to Tier 1 sites have been increasing for the period shown (in 13.1), although since 2018, the total number of transfers has been reducing. In January 2024, the number of incidents transported to Tier 1 sites were 9.7% higher than January 2023. The daily number of incidents were 38 incidents higher for the same period.

13.1 Monthly Volume of Transport to Major ED Units

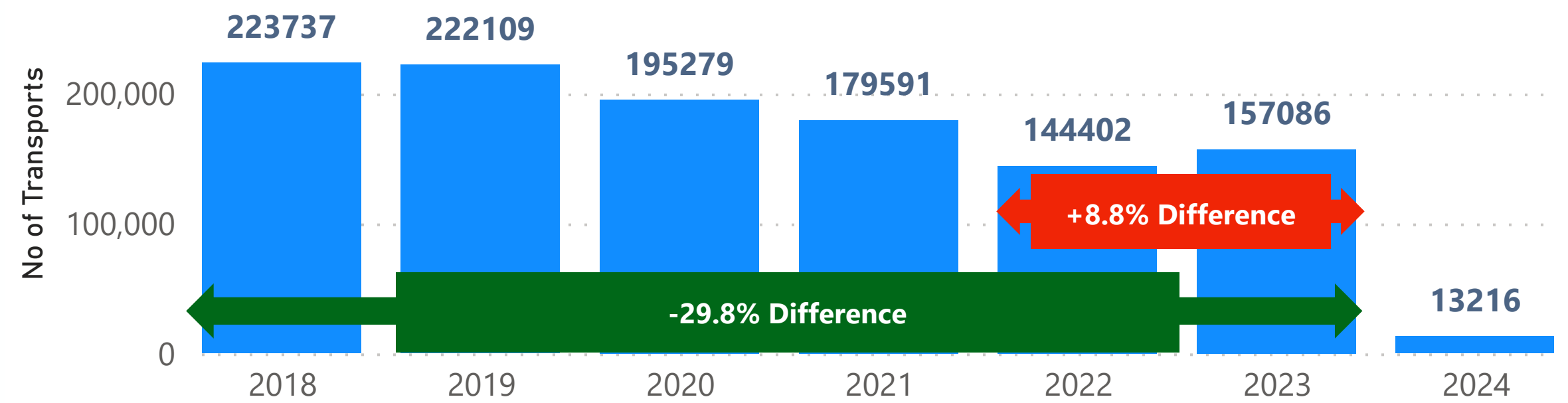


Source: AQI19ii Tier 1 Major A&E Units

13.2 Daily Average - Number of Transport to Major ED Units



13.3 Annualised Data - No of Transport to Major ED Units

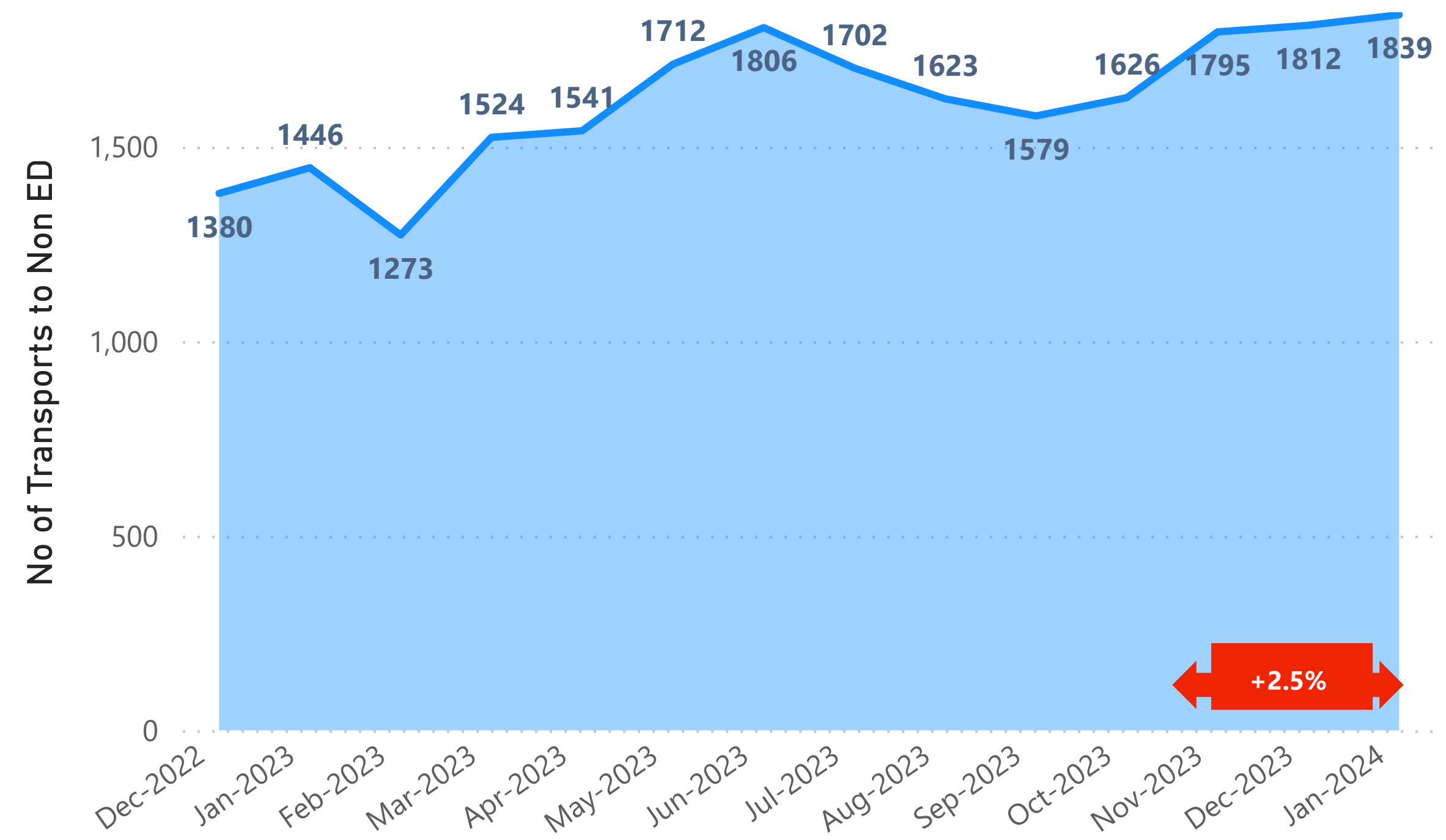


GENERAL RELEASE | PUBLIC

Performance Report | Transported to non-Tier 1 site

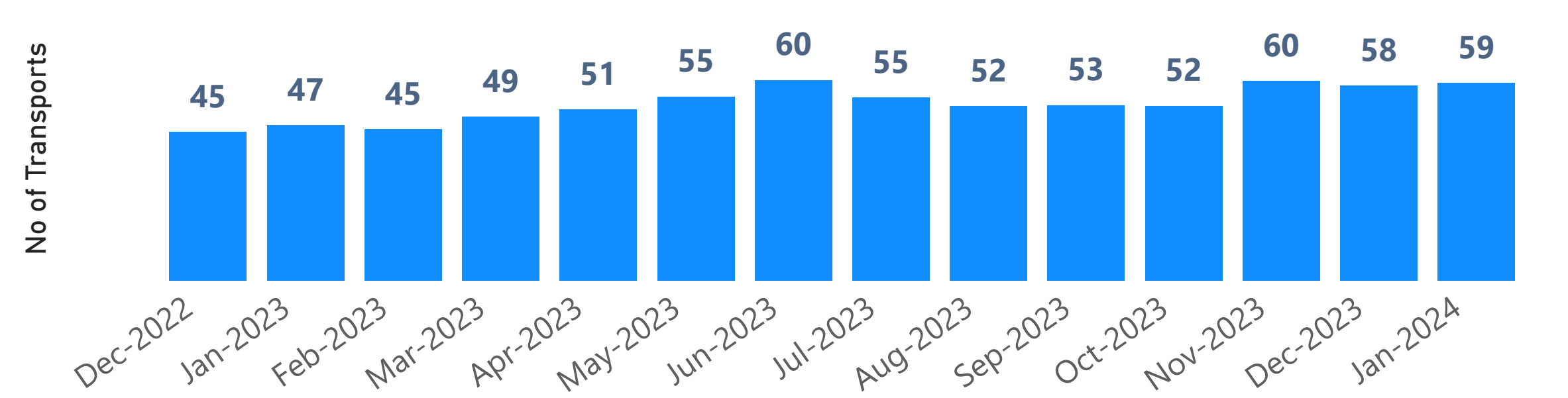
There has been a 2.5% increase in the number of incidents transported to non Tier 1 sites from November 2023 to January 2024. The number of incidents transported to non tier 1 sites were 27.2% increase in January 2024 as compared to the same period the previous year. The daily average in January 2024 were 12 incidents higher than January 2023.

14.1 Monthly Volume of Transport to non Major ED

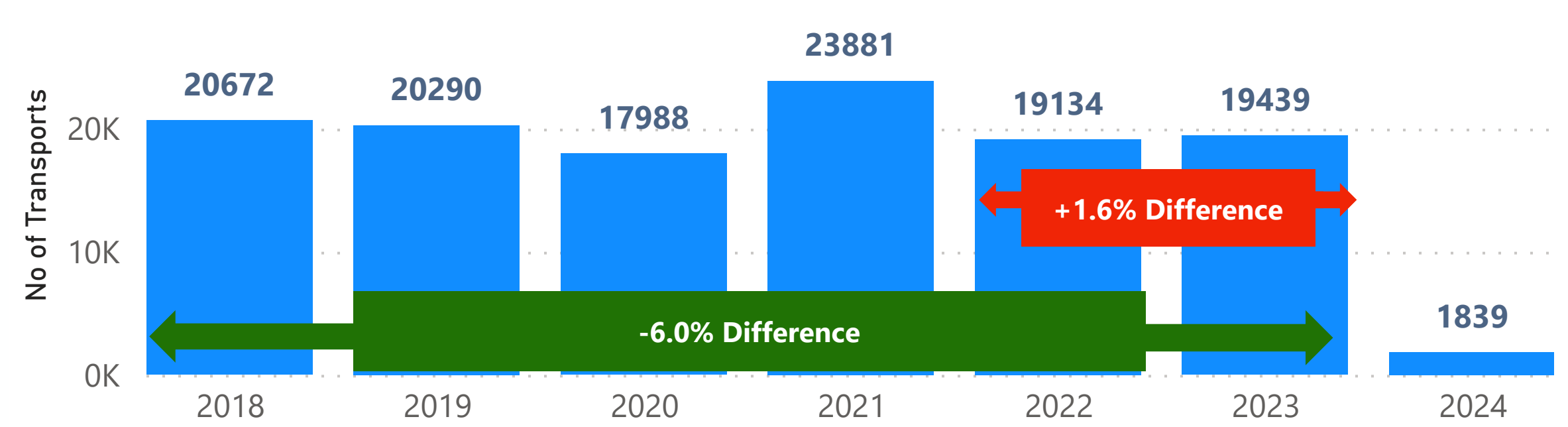


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

14.2 Daily Average - Transport to Non Major ED



14.3 Annualised Data - Transport to Non Major ED



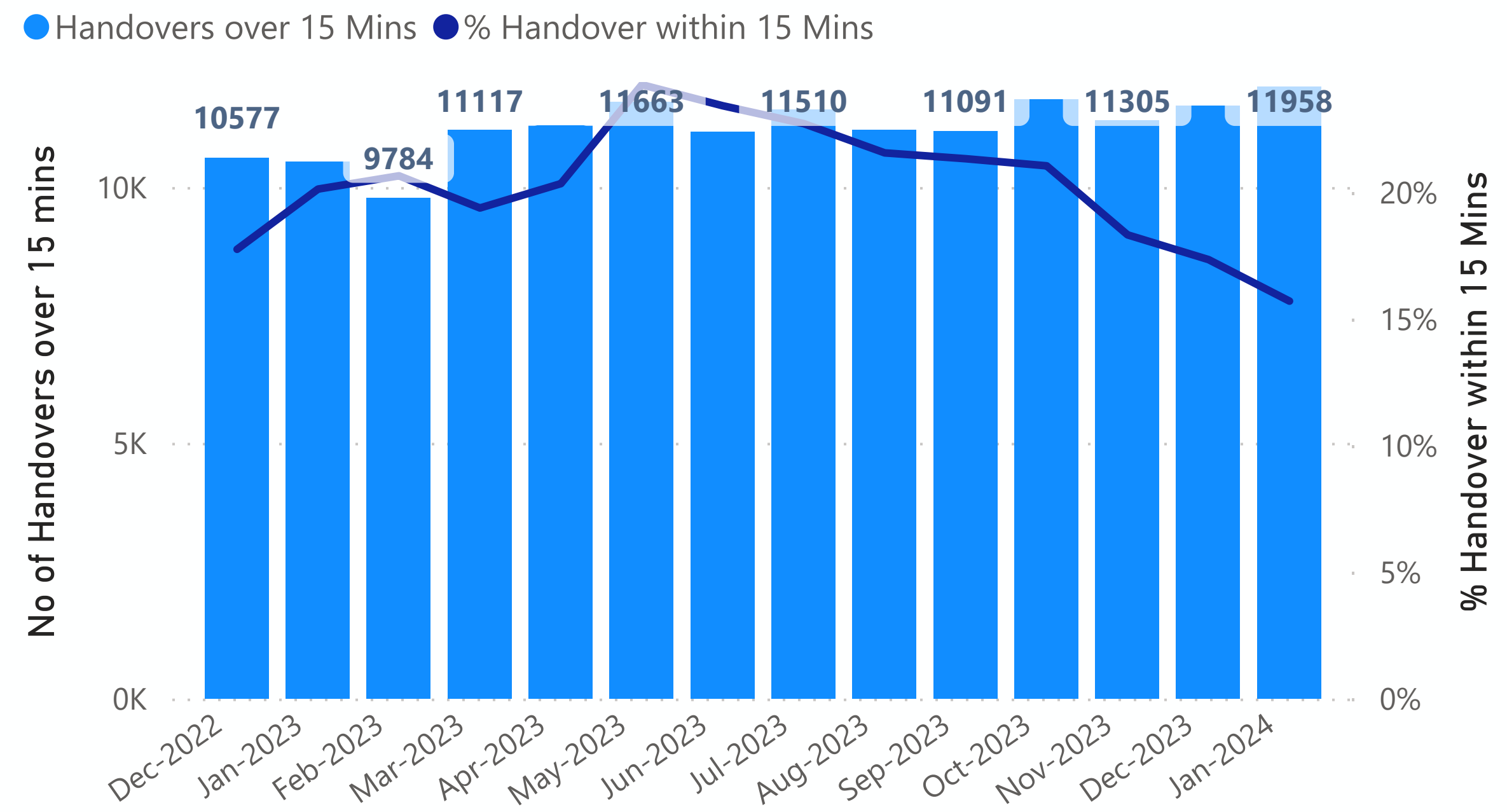
GENERAL RELEASE | PUBLIC

Performance Report | Handover delays over 15-minutes

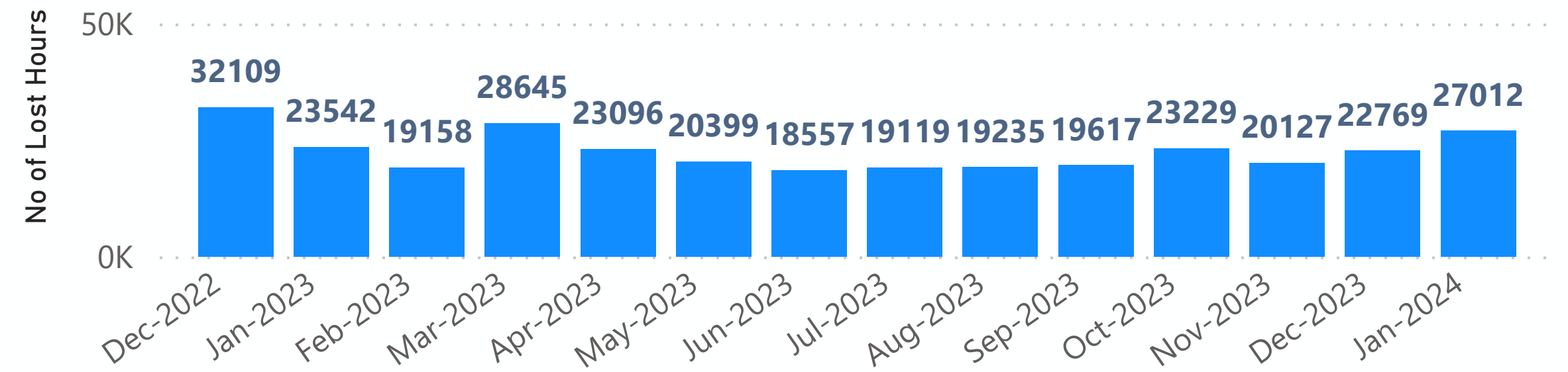


The number of handovers over 15 mins in January 2024 were 13.9% higher as compared to January 2023. The % of handovers within 15 minutes were 4.4% lower for the same period. The total lost hours over 15 minutes for January 2024 increased by 14.7% from January 2023.

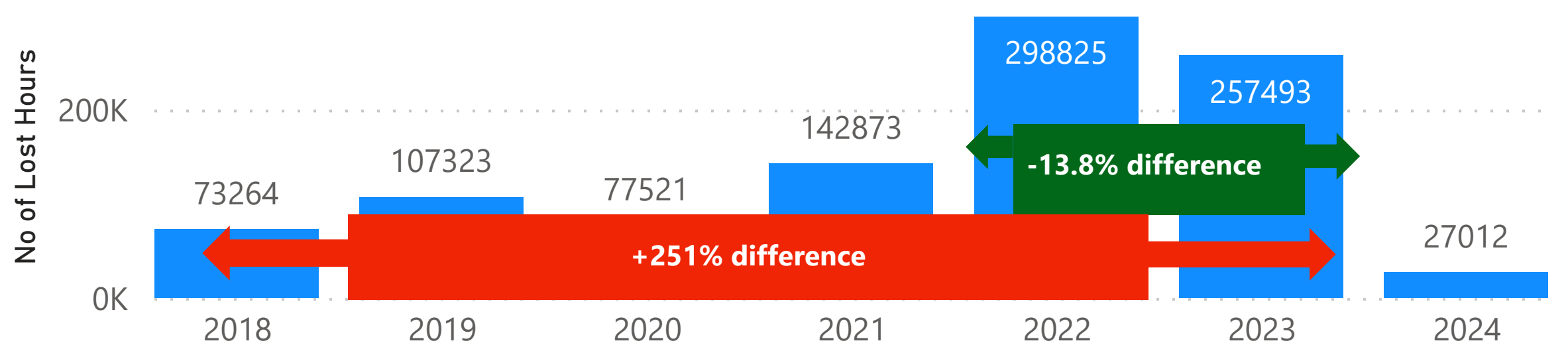
15.1 Volume of Handovers over 15 minutes



15.2 Hours lost for handovers over 15 minutes



15.3 Hours Lost for handovers over 15 minutes



Source: AQI20i Total Number of Handovers / AQI20i Number of Notification to Handover within 15 minutes

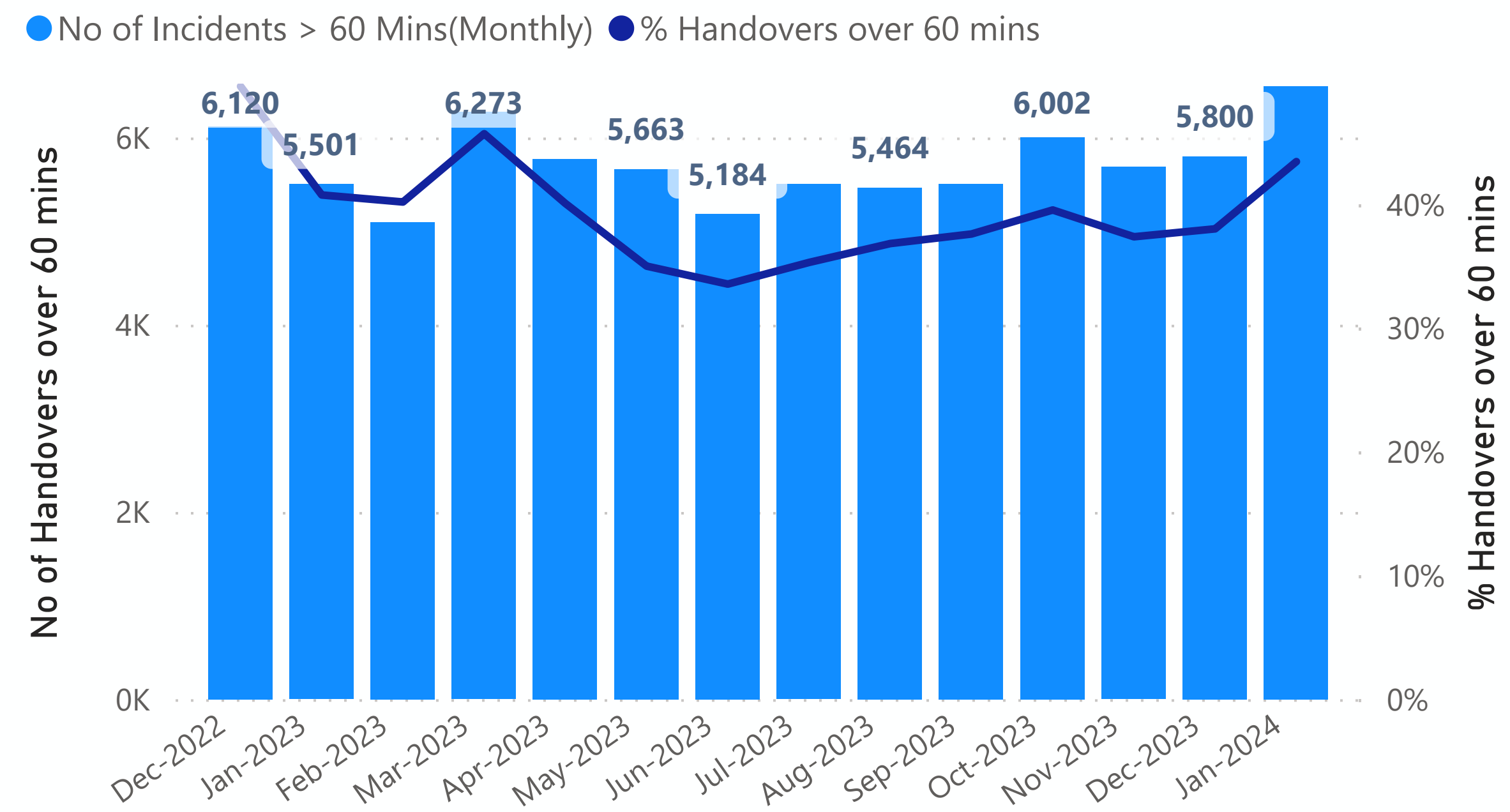
GENERAL RELEASE | PUBLIC

Performance Report | Handover delays over 60-minutes

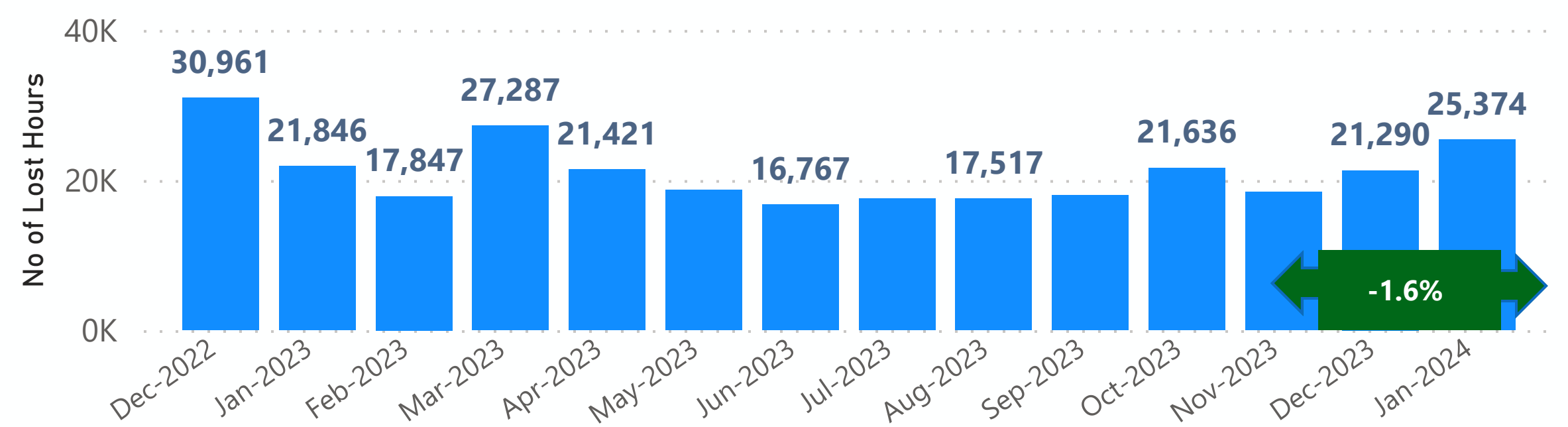


The number and % of handovers over 60 minutes have been increasing since June 2023. The number and % of handovers over 60 minutes were 19% and 2.7% respectively higher in January 2024 as compared to January 2023. Total lost hours over 60 minutes were 16.1% higher for the same period.

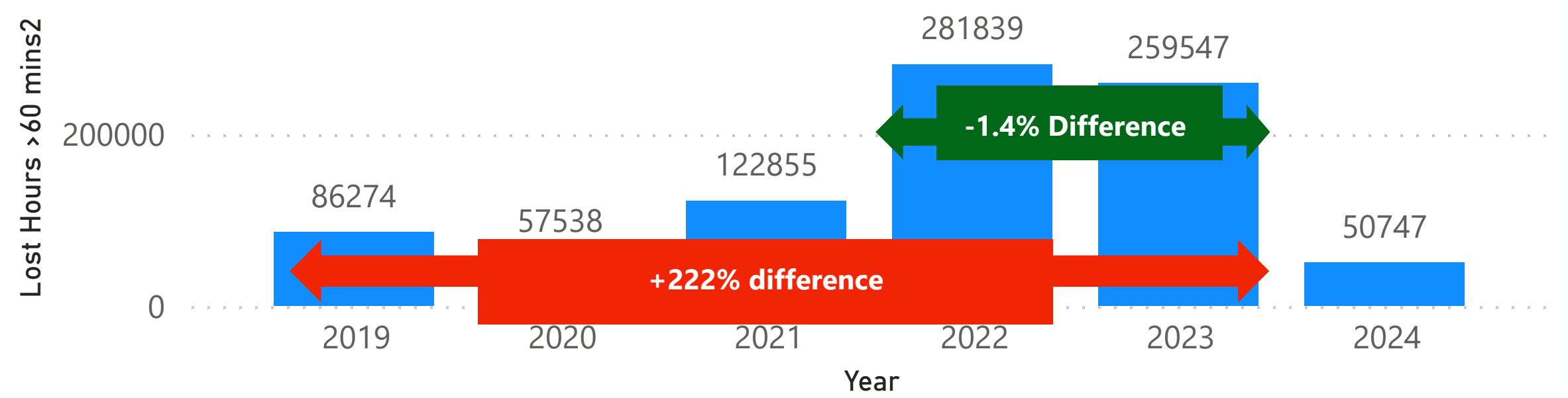
16.1 Number of Handovers over 60 minutes



16.2 Hours lost for handovers over 60 minutes



16.3 Hours Lost for handovers over 60 minutes



Source: Welsh Ambulance Services NHS Trust Data Academy SQL

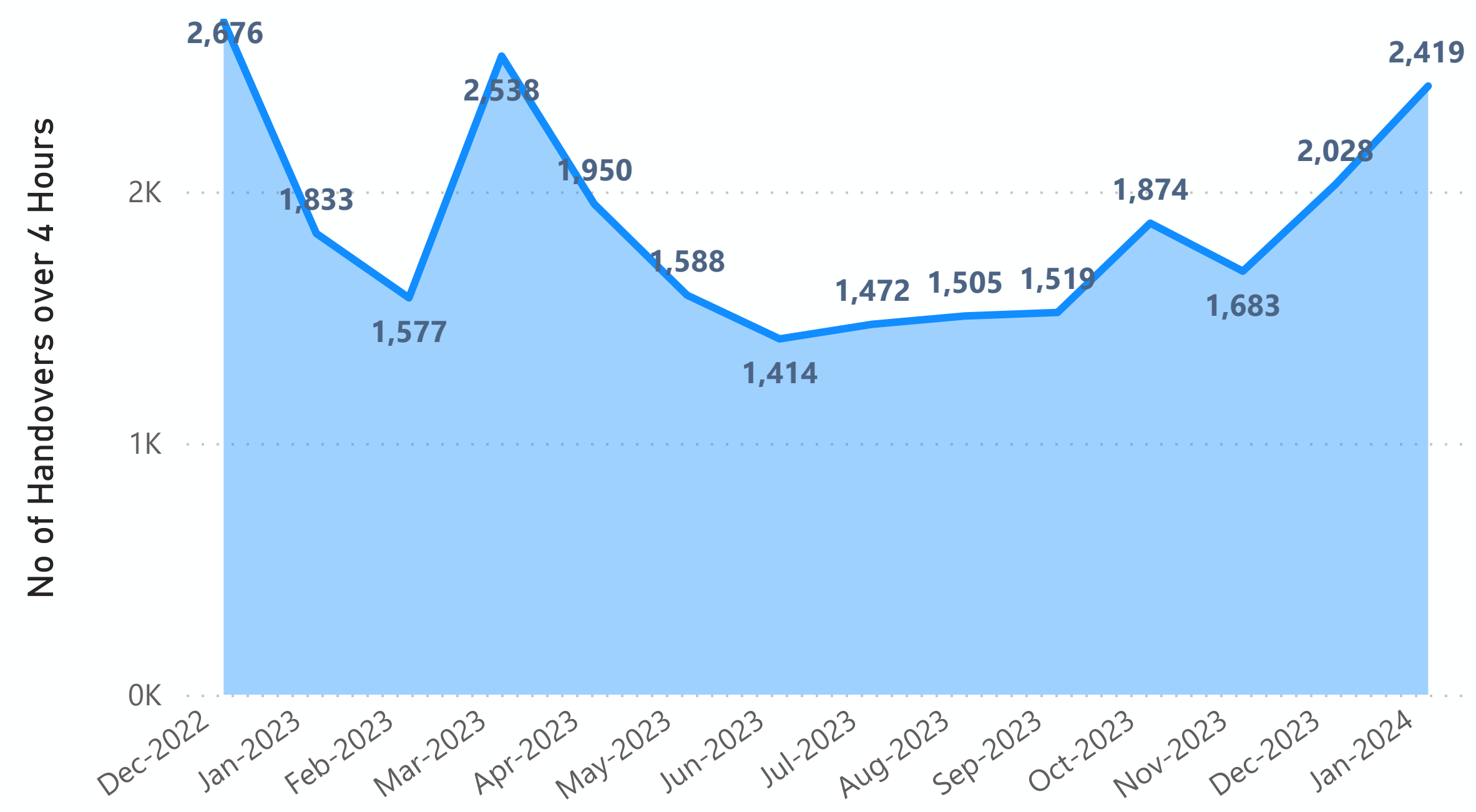
GENERAL RELEASE | PUBLIC

Performance Report | Handover delays over 4-hours

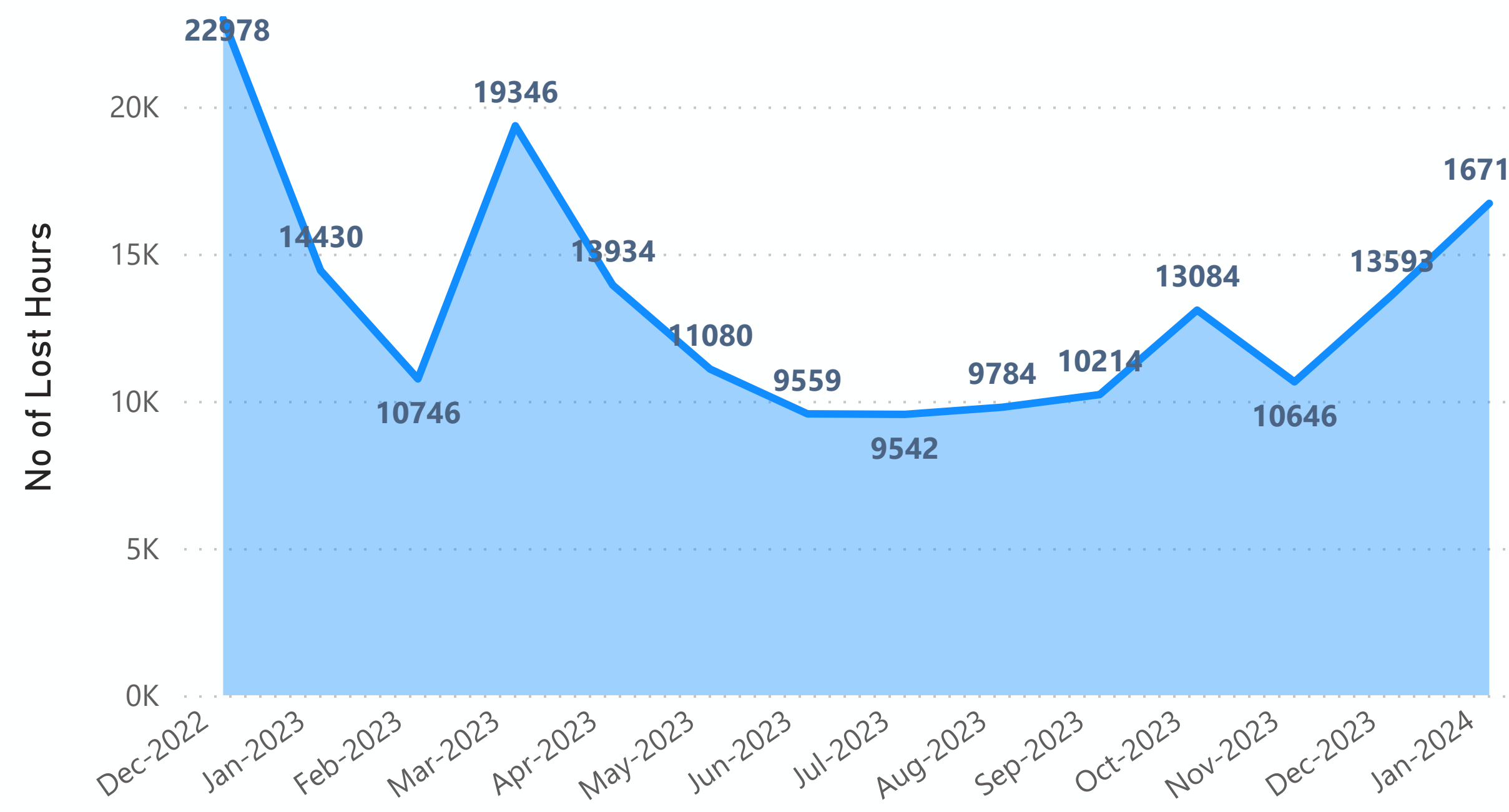


There is an overall upward trend for handovers over 4 hours and total lost hours from June 2023. The number of delays over 4 hours were 32% lower in January 2024 as compared with January 2023, and a 15.8% increase in lost hours over 4 hours for the same period.

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

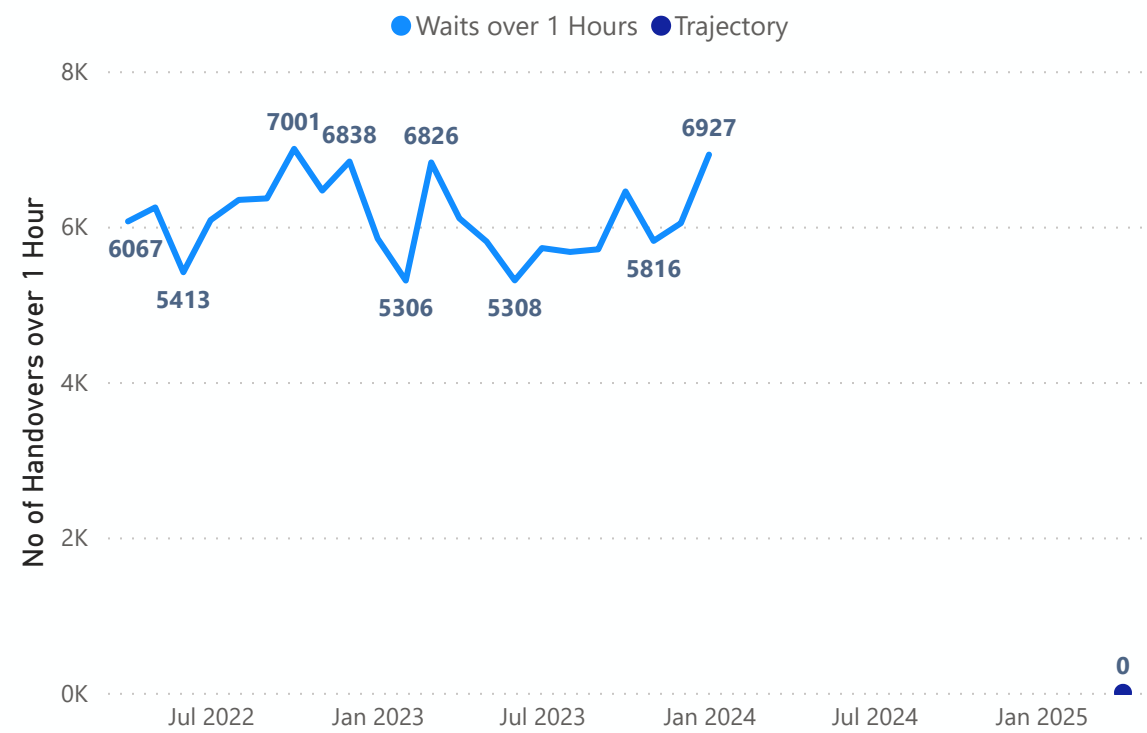
GENERAL RELEASE | PUBLIC

Performance Report | Trajectory

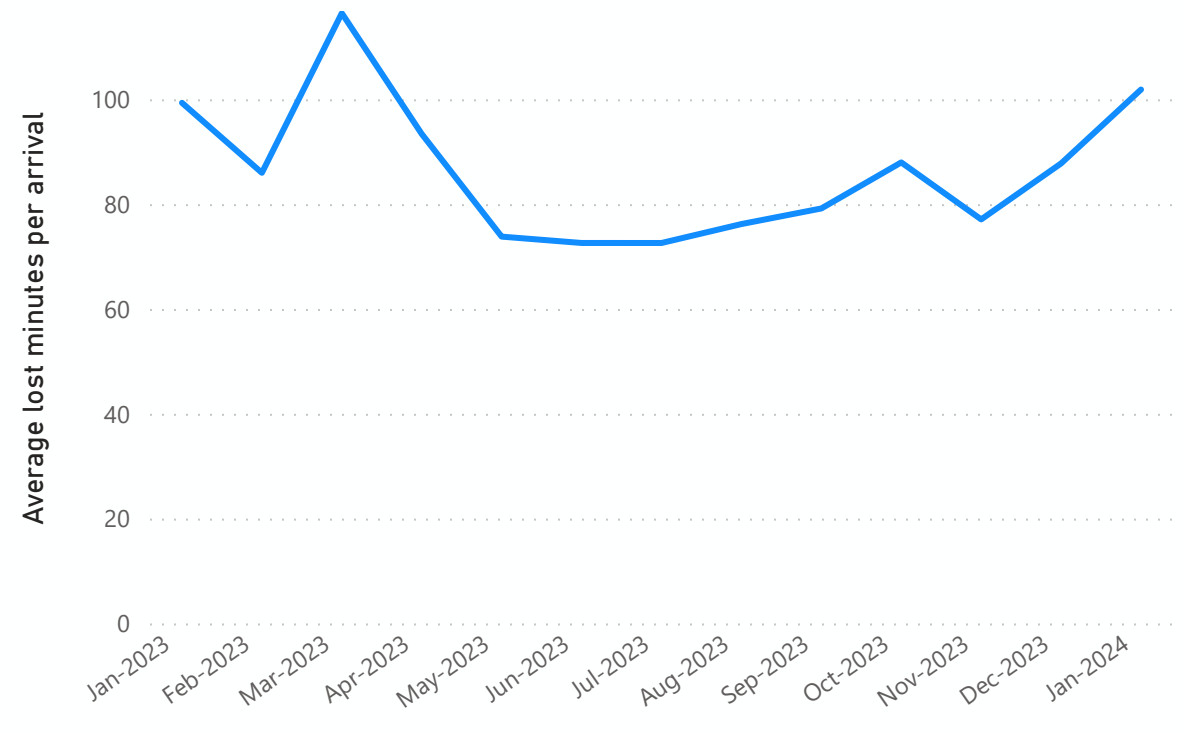


The number of handovers over 1 hour were 18.5% higher in January 2024 compared to January 2023. Average lost minutes per arrival for January 2024 were 3 minutes higher as compared to January 2023.

18.1 1 Hour Trajectory



18.2 Average Lost Minutes per Arrival (All Vehicles)



Source: 4 hour Trajectory - Hospital Handover Delays by Time Band delays . Please note that numbers of delays may be duplicated here as they may fall in several time bands Average Lost Minutes - Welsh Ambulance Services NHS Trust Data Academy SQL

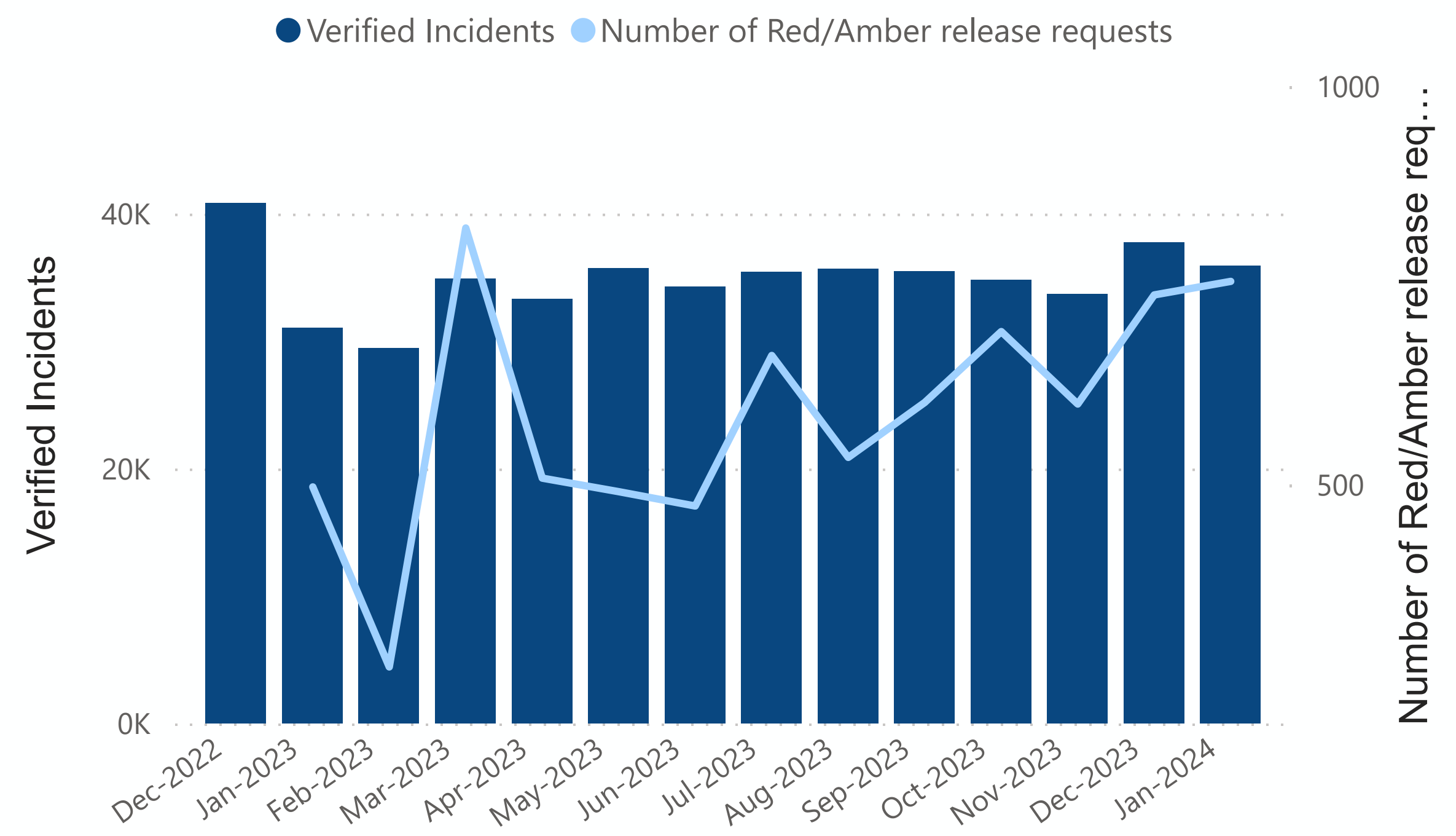
GENERAL RELEASE | PUBLIC

Performance Report | RED/AMBER release requests



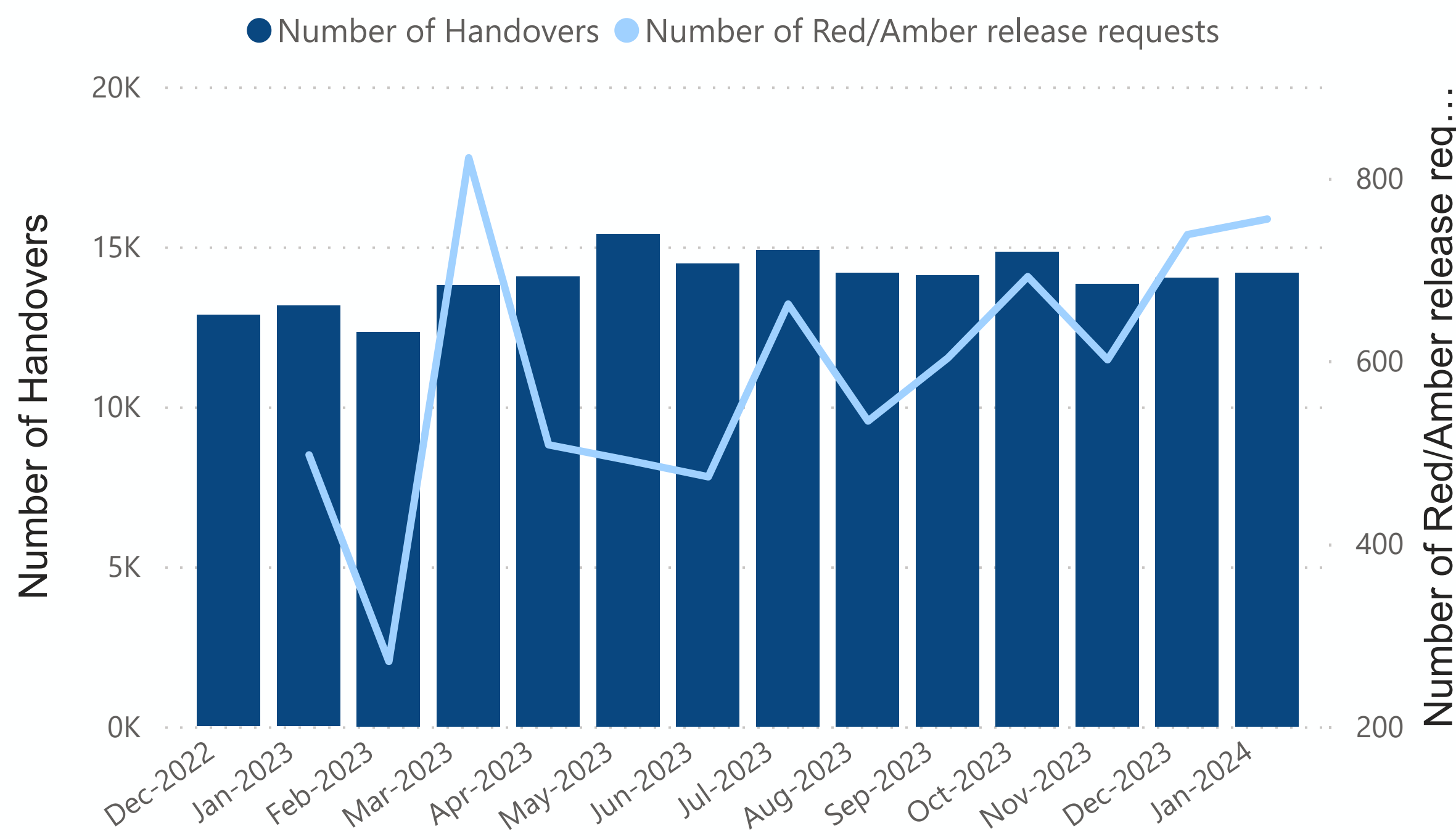
From February 2023, there is an upward trend in both verified incidents and release requests. Release requests were 51.9% higher in January 2024 as compared to January 2023. The number of incidents were 15.7% higher and the number of patients handed over were 7.9% higher for January 2024 as compared to January 2023.

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

GENERAL RELEASE | PUBLIC

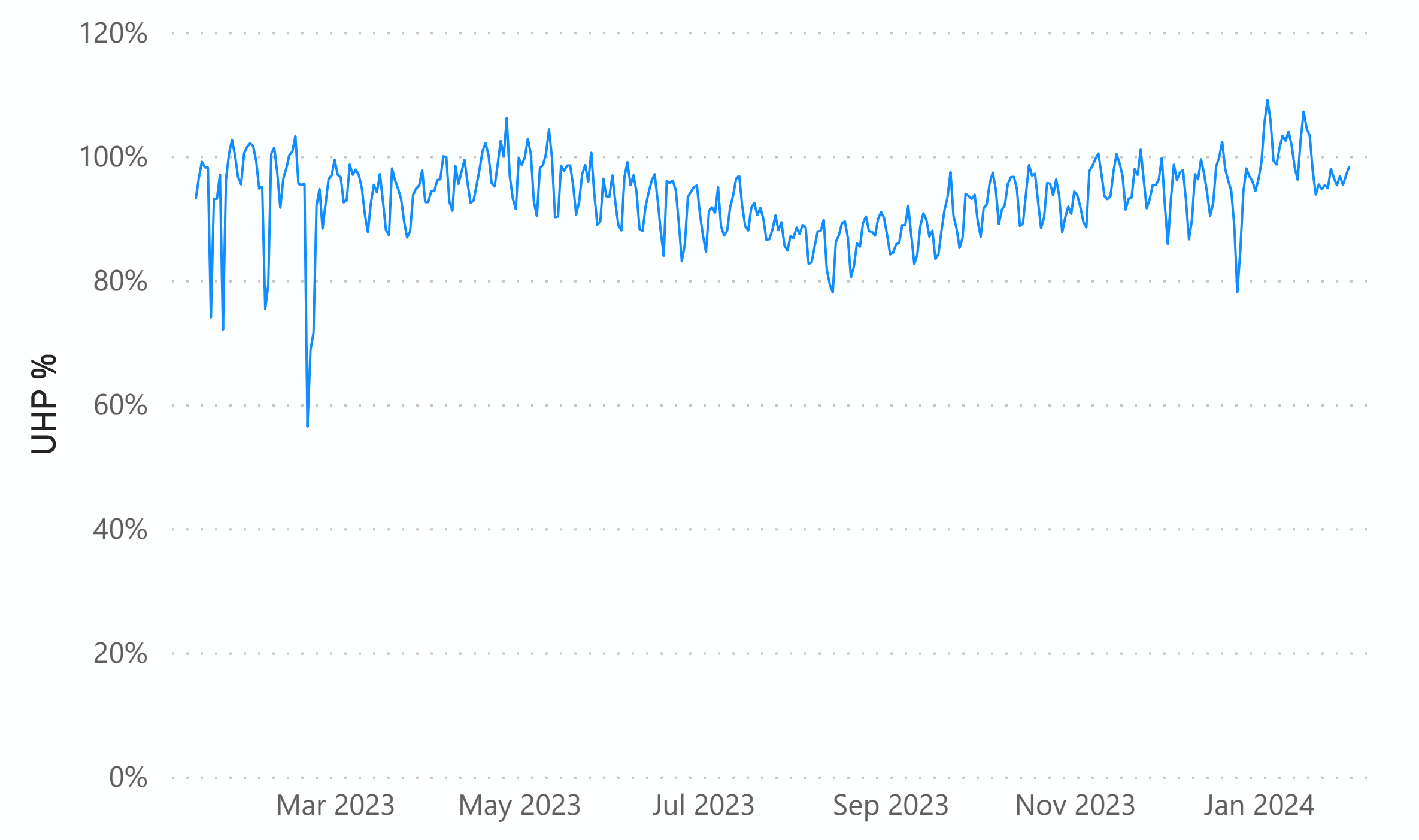
Performance Report | Unit Hour Production (UHP)



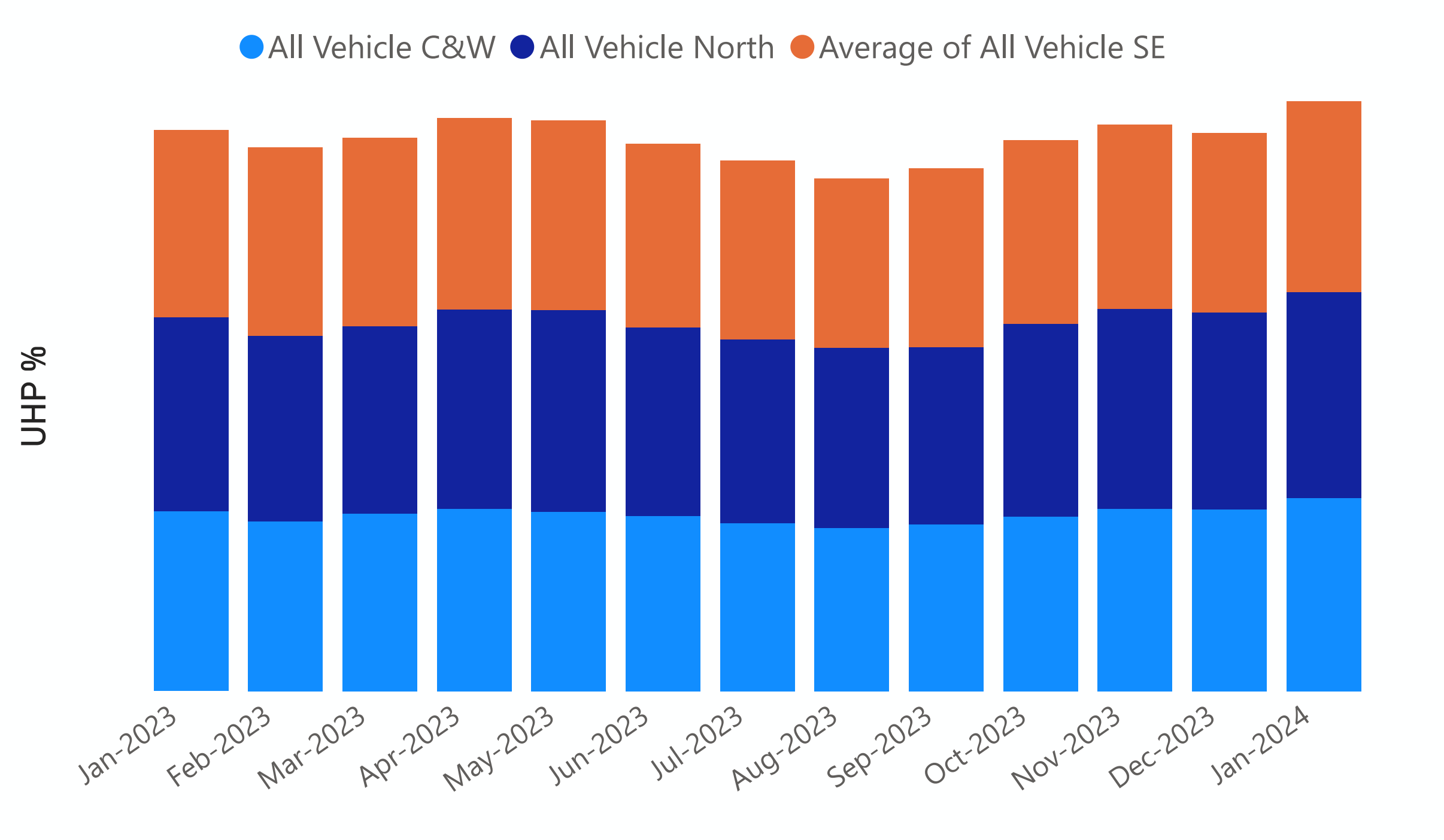
Lowest Recorded UHP	Average Recorded UHP	Highest Recorded UHP
(Blank)	(Blank)	(Blank)
All Wales Latest Month	All Wales Latest Month	All Wales Latest Month

Lowest Recorded UHP	Lowest Recorded UHP	Lowest Recorded UHP
(Blank)	(Blank)	(Blank)
N Wales Latest Month	C&W Wales Latest Month	SE Wales Latest Month

20.1 Daily UHP %



20.2 Monthly Average UHP % by Area



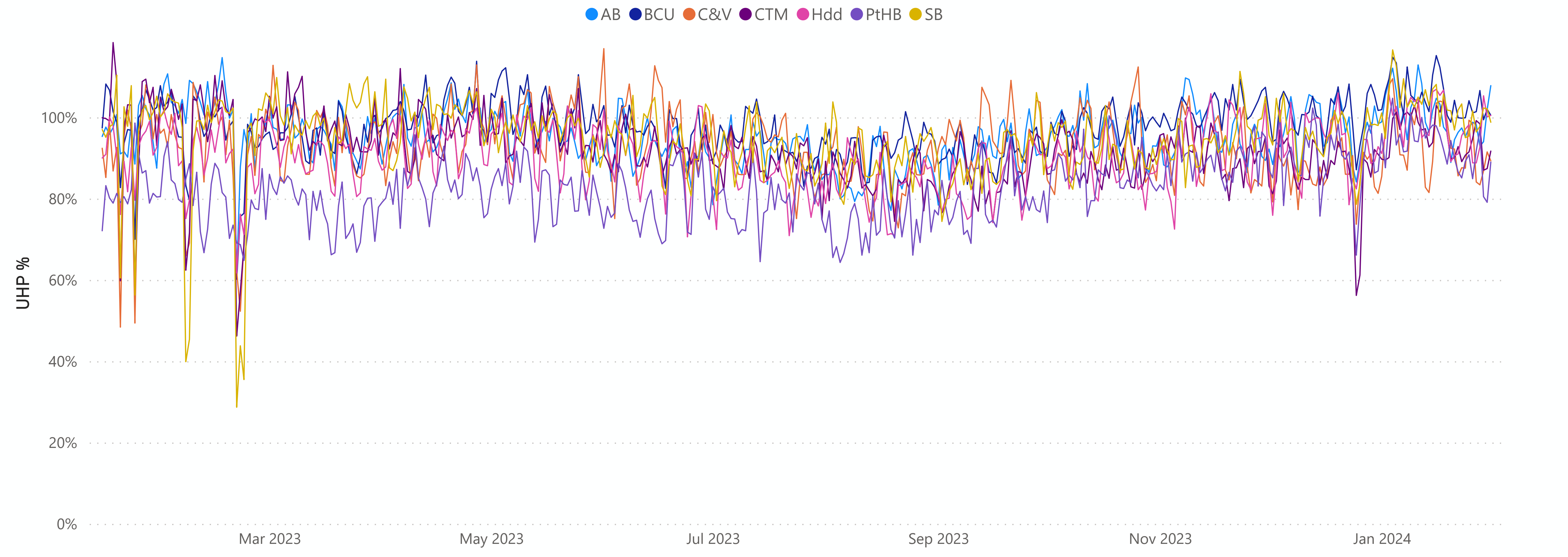
Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)

GENERAL RELEASE | PUBLIC

Performance Report | Unit Hour Production (UHP)



21.1 Unit Hours Production



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

GENERAL RELEASE | PUBLIC

Performance Report | Glossary of Terms

Verified Incidents ambulance service	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 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)

GENERAL RELEASE | PUBLIC