Emergency Ambulance Services Committee

Ambulance Data Portal | Performance Report

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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

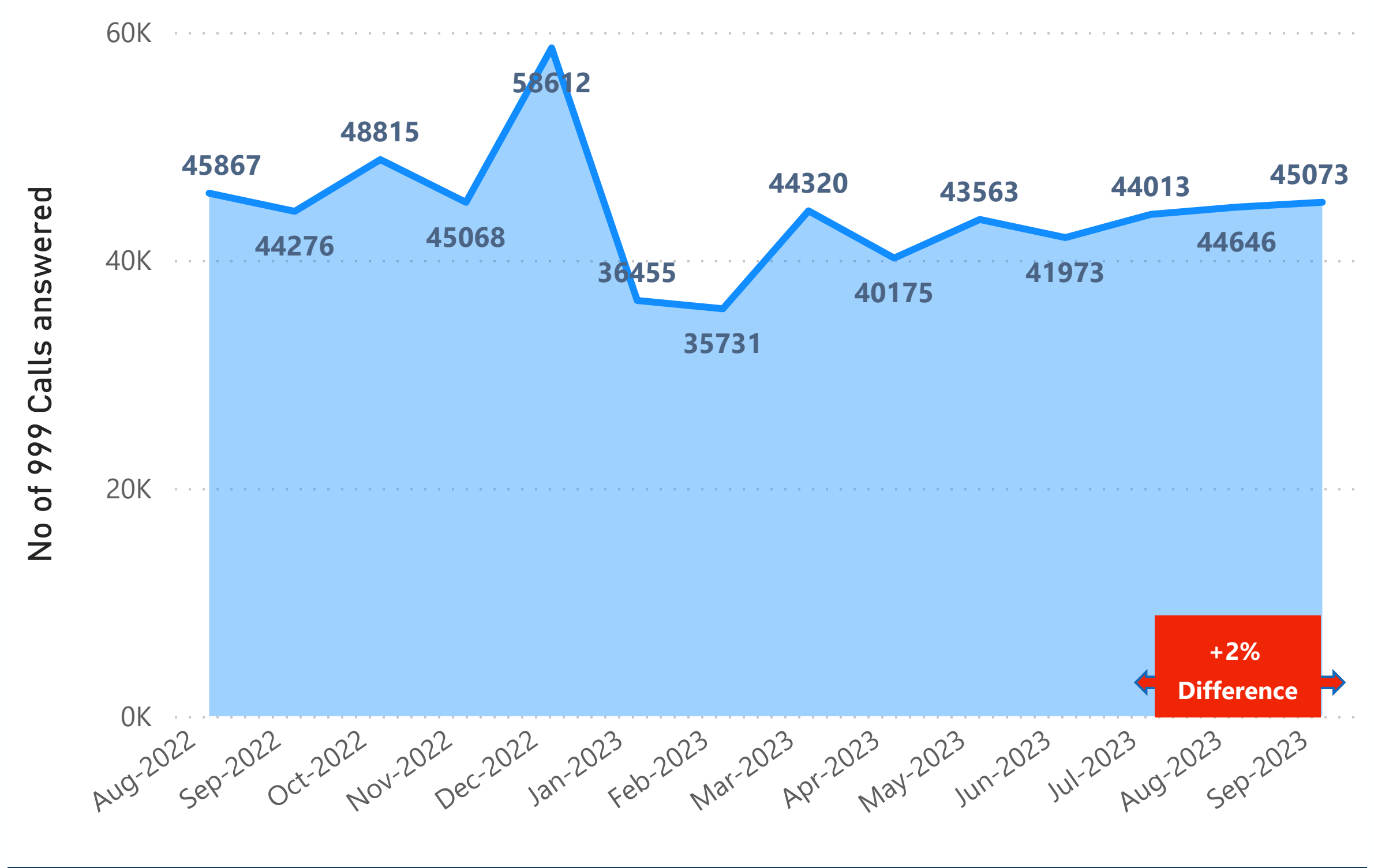**Data acquisition:** WAST Microsoft Excel
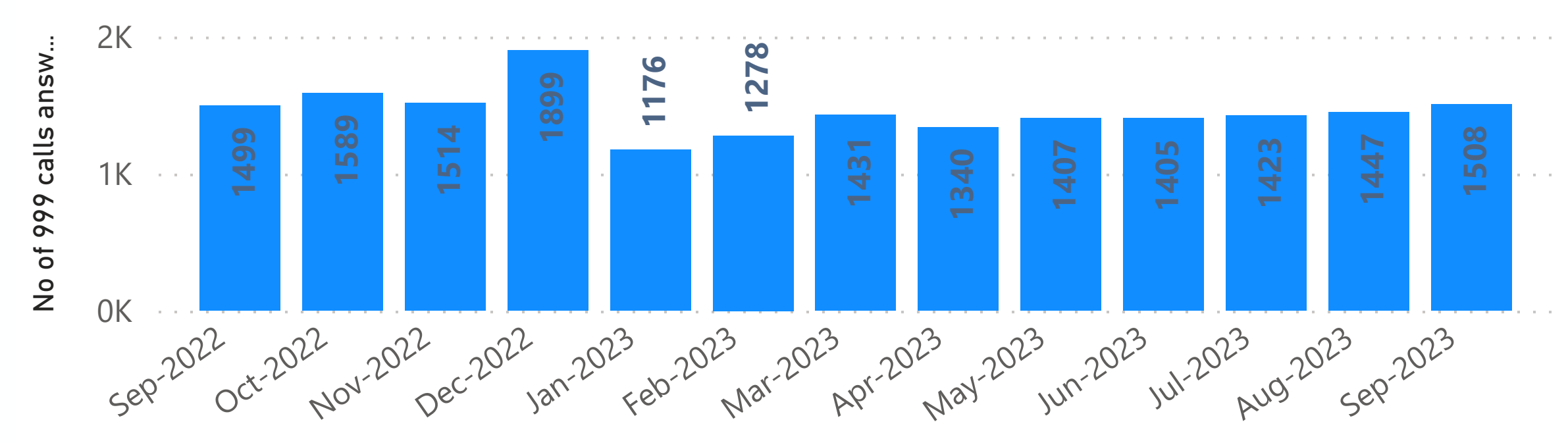
Performance Report | 999 calls demand

The number of 999 calls saw a 2.4% increase from July 2023 to September 2023. 999 calls and average number of 999 calls answered were 1.8% lower in September 2023 as compared with the same period the previous year. The daily average number of 999 calls answered has increased by 16 calls in September 2023 as compared to September 2022.

1.1 Monthly -Volume of 999 Calls Answered

No of 999 Calls answered

45867, 44276, 48815, 45068, 58612, 36455, 35731, 44320, 40175, 43563, 41973, 44013, 44646, 45073

+2% Difference

Source: Ops Directorate Telephony Qlikview

1.2 Daily Average - 999 Calls Answered

No of 999 calls answ...

| Sep-2022 | Oct-2022 | Nov-2022 | Dec-2022 | Jan-2023 | Feb-2023 | Mar-2023 | Apr-2023 | May-2023 | Jun-2023 | Jul-2023 | Aug-2023 | Sep-2023 |
| 1499 | 1589 | 1514 | 1899 | 1176 | 1278 | 1431 | 1340 | 1407 | 1405 | 1423 | 1447 | 1508 |

1.3 Annualised Data - Volume of Calls Answered

No of 999 calls answered

| 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
| 554718 | 521815 | 479546 | 555096 | 567097 | 375949 |

+12% Differnce

+2% Differnce

Performance Report | 111 Wales to 999 Transfers

There was a 7.5% reduction in the number of calls returned from 111 Wales from July 2023 to September 2023. In September 2023, the number of calls returned was 1.6% higher and the % of calls were 4.5% higher than in September 2022.
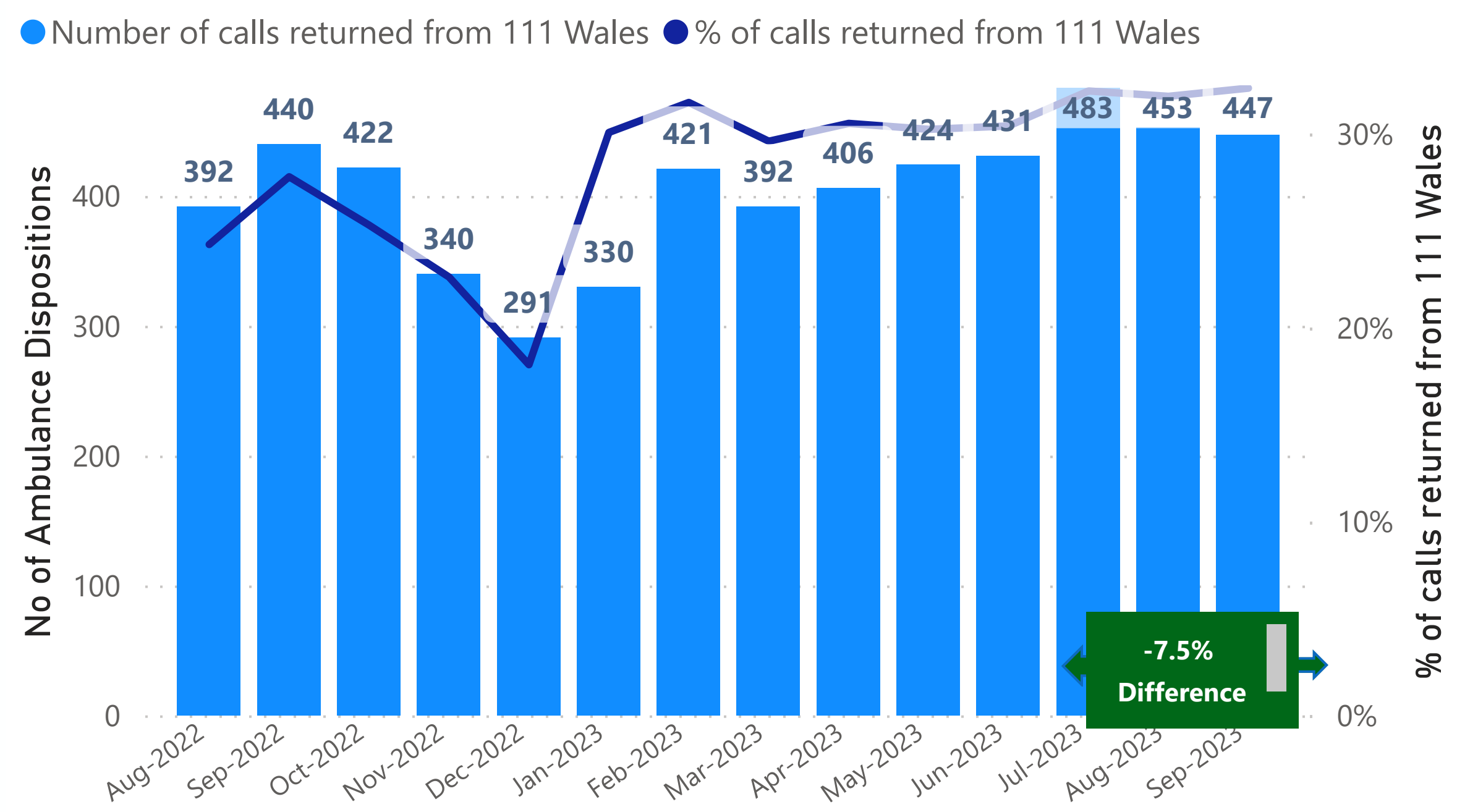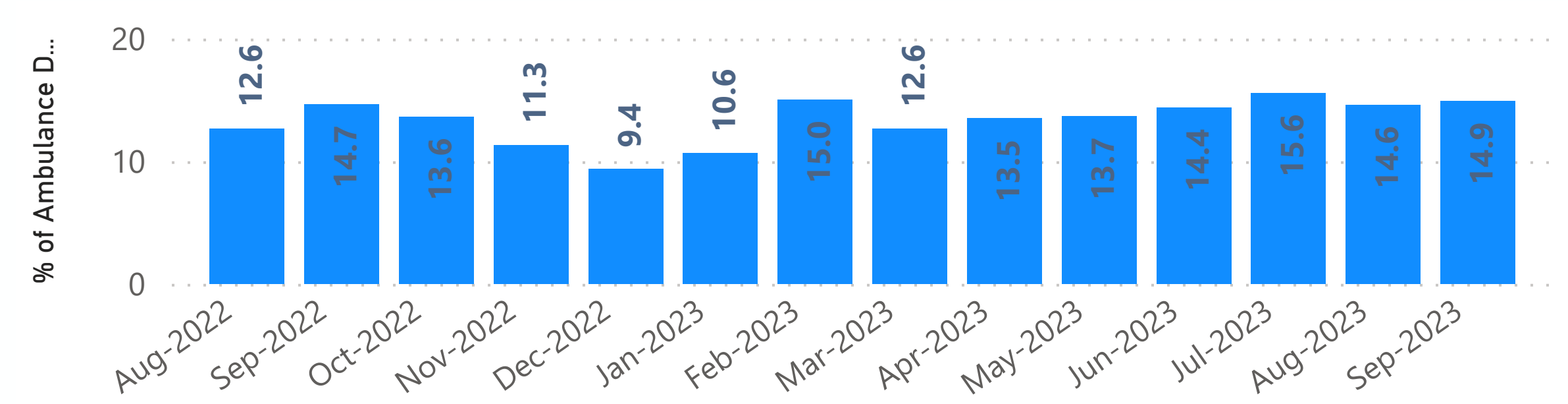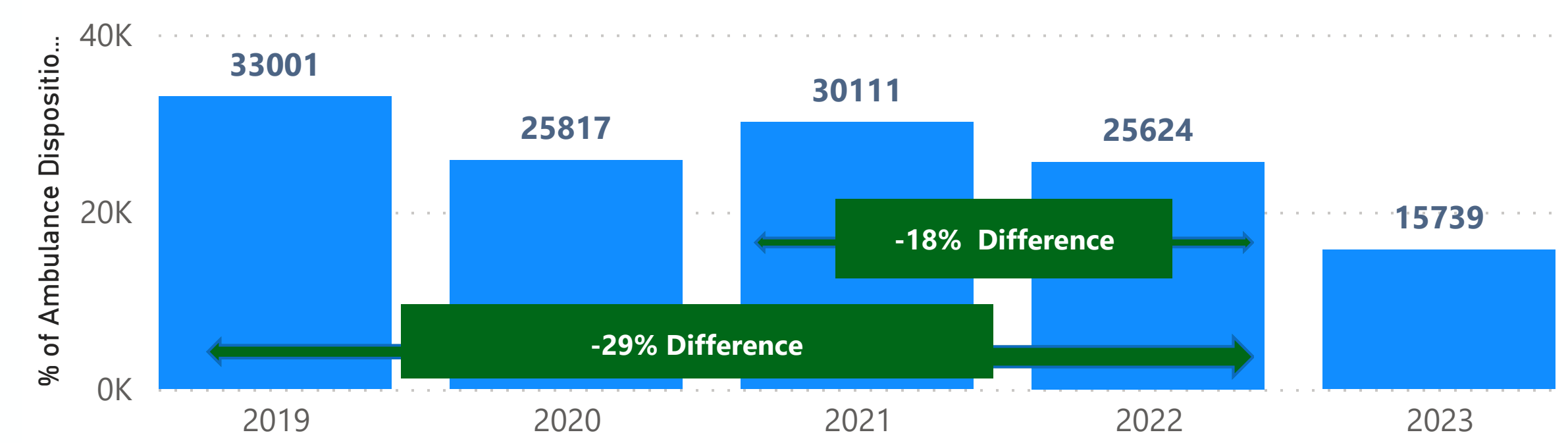
2.1 Monthly - Calls returned from 111 Wales

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

No of Ambulance Dispositions / % of calls returned from 111 Wales

Month	Number of calls returned
Aug-2022	392
Sep-2022	440
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

-7.5% Difference

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

2.2 Daily Average - Calls Returned from 111 Wales

% of Ambulance D...

Month	Daily Average
Aug-2022	12.6
Sep-2022	14.7
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

2.3 Annualised Data - Total Calls Returned from 111 Wales

% of Ambulance Dispositio...

Year	Total Calls Returned
2019	33001
2020	25817
2021	30111
2022	25624
2023	15739

-18% Difference

-29% Difference

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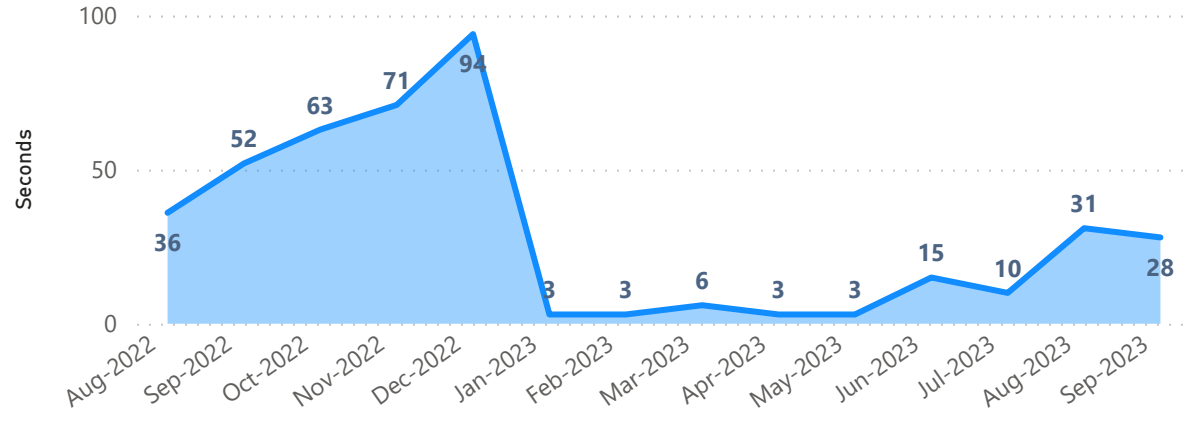DIGITAL SERVICES
National Collaborative Commissioning Unit

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. Since May 2023, the 95th percentile increasing with August and September 2023 being at its highest since January 2023.
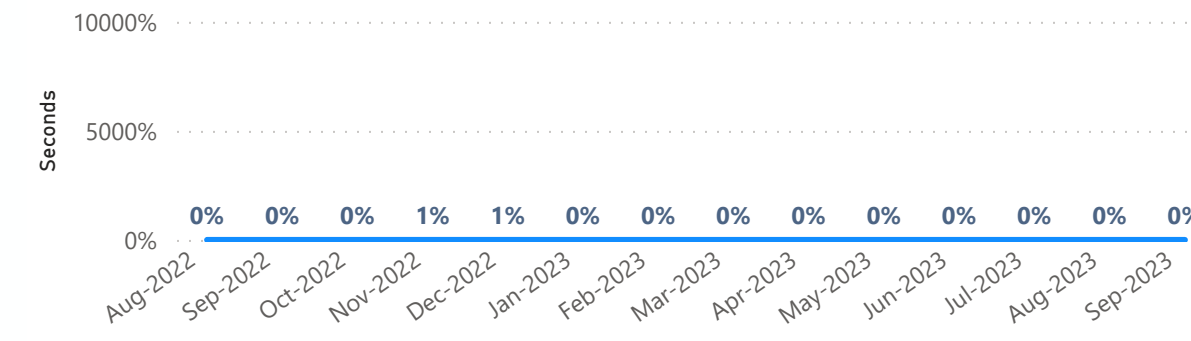
3.1 Median and 65th Percentile - 999 Calls: Time to Answer

● Median ● 65th

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

3.2 95th Percentile

3.3 Call Abandonment

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GWASANAETHAU DIGIDOL
DIGITAL SERVICES
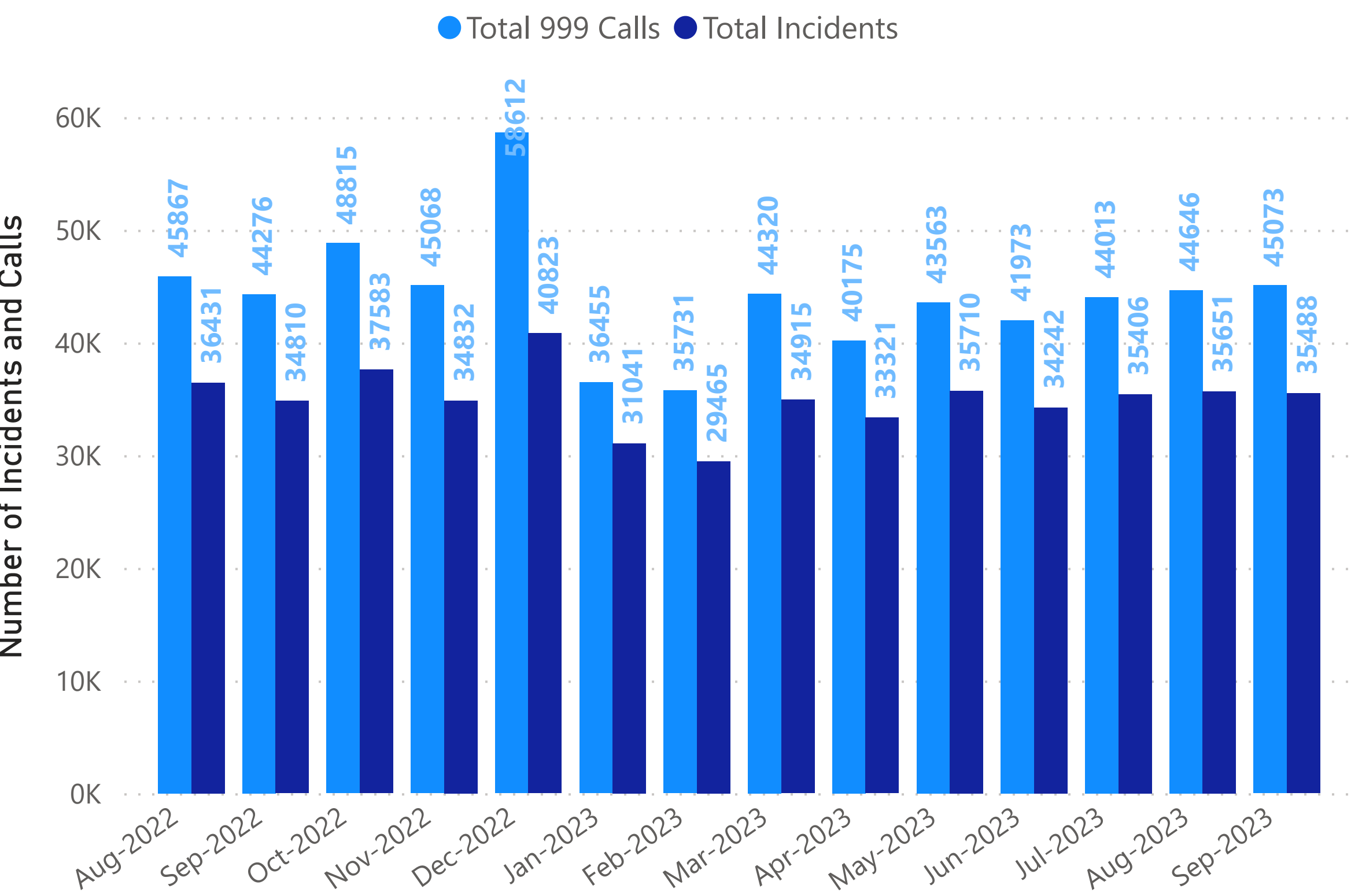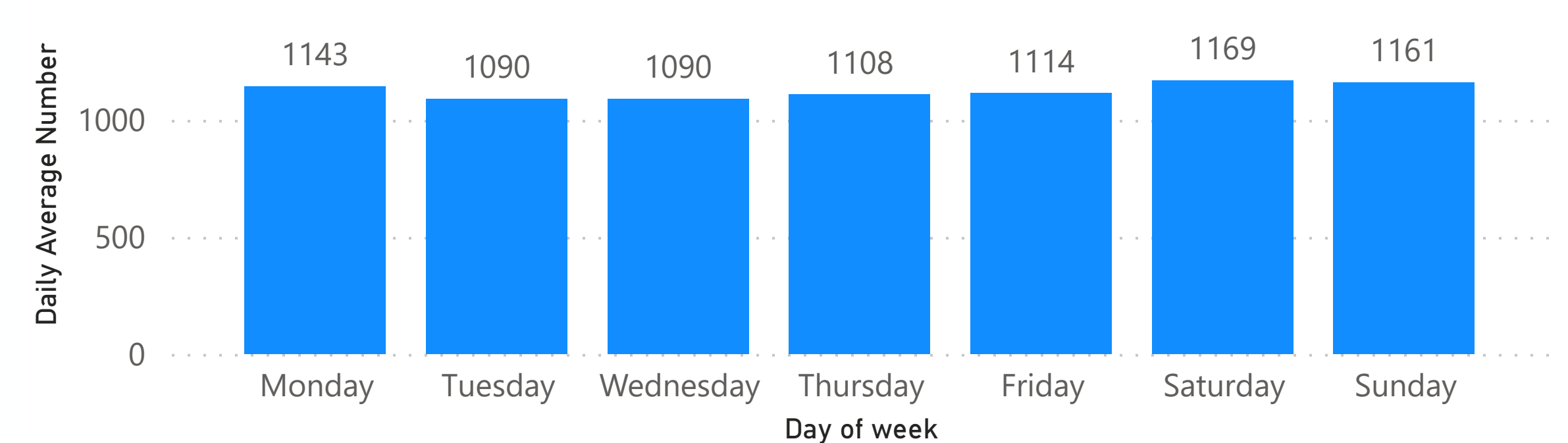National Collaborative Commissioning Unit

Performance Report | All incidents

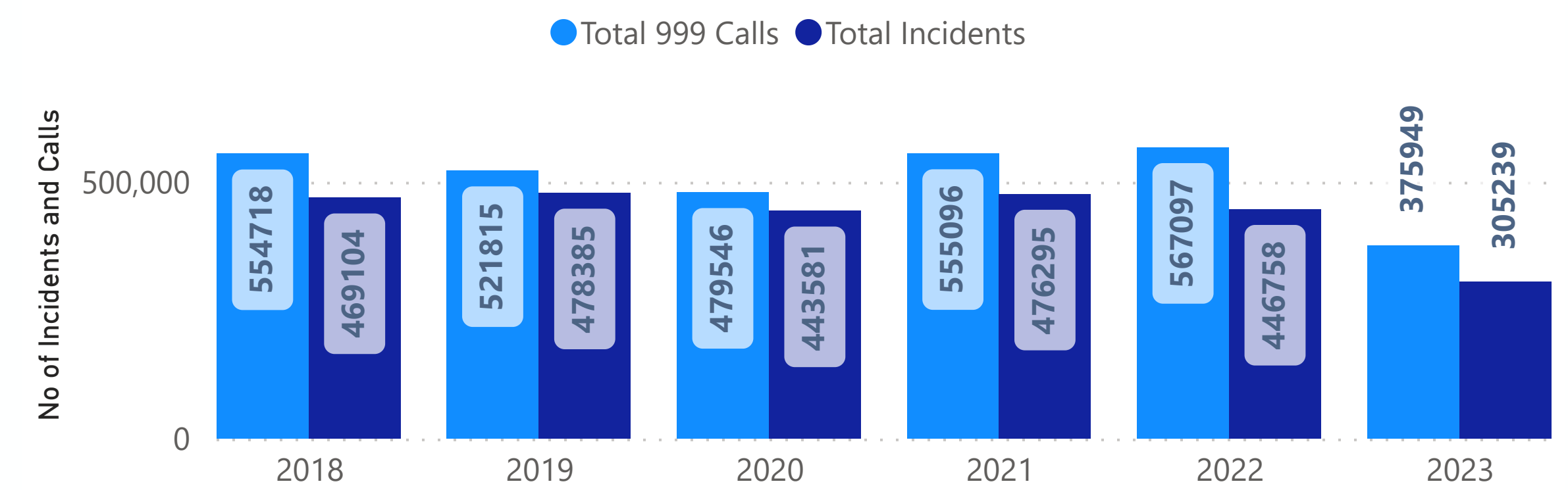September 2023 saw a 1.8% increase in calls and a 1.9% increase in incidents compared to September 2022.

4.1 Monthly Volume of Incidents and Calls

● Total 999 Calls   ● Total Incidents

Month	Total 999 Calls	Total Incidents
Aug-2022	45867	36431
Sep-2022	44276	34810
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

4.2 Average Daily Incidents - 2023

Day of week	Daily Average Number
Monday	1143
Tuesday	1090
Wednesday	1090
Thursday	1108
Friday	1114
Saturday	1169
Sunday	1161

4.3 Annualised Data - Total Incidents and Calls

● Total 999 Calls   ● Total Incidents

Year	Total 999 Calls	Total Incidents
2018	554718	469104
2019	521815	478385
2020	479546	443581
2021	555096	476295
2022	567097	446758
2023	375949	305239

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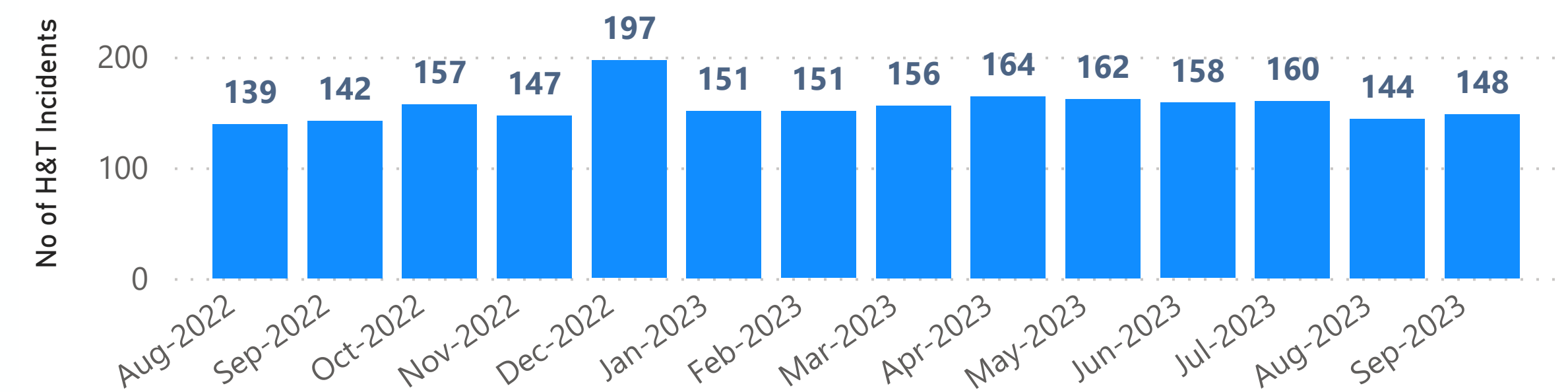DIGITAL SERVICES
National Collaborative Commissioning Unit

Performance Report | Hear and Treat

The number of Hear and Treat Incidents has reduced by 10.7% from July 2023 to September 2023. The number of Hear and Treat incidents in September 2023 were 3.9% higher than the same period last year.
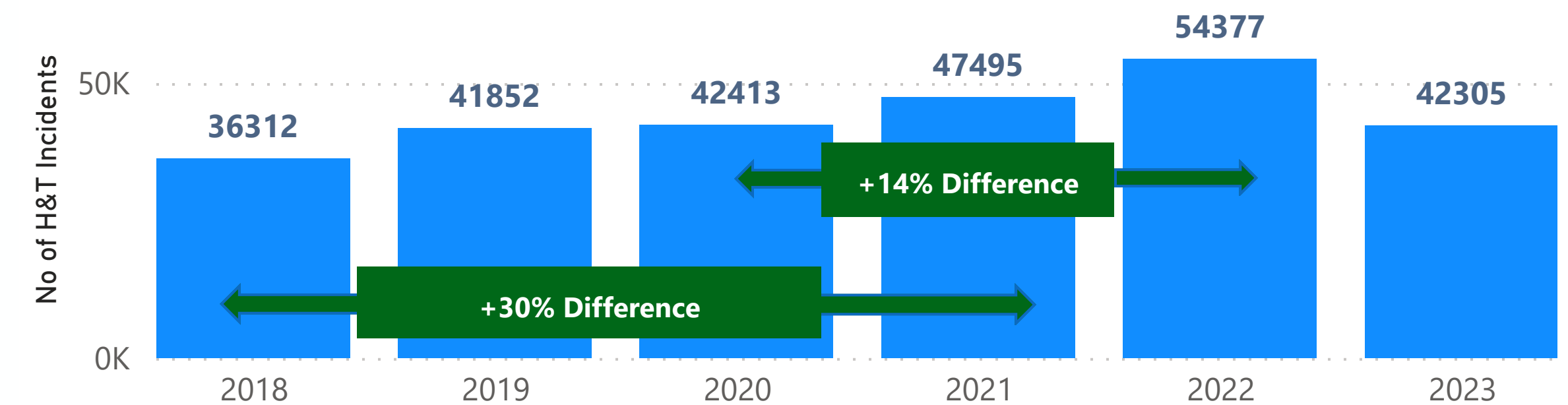
5.1 Monthly - Volume of Hear and Treat Incidents

● No of Hear and Treat ● % Hear and Treat

Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023
4305	4270	4872	4402	6096	4683	4221	4838	4924	5013	4754	4967	4468	4437

-10.7% No of H&T

Source: **AQI10i Number of calls ended following WAST telephone assessment (Hear and Treat)**
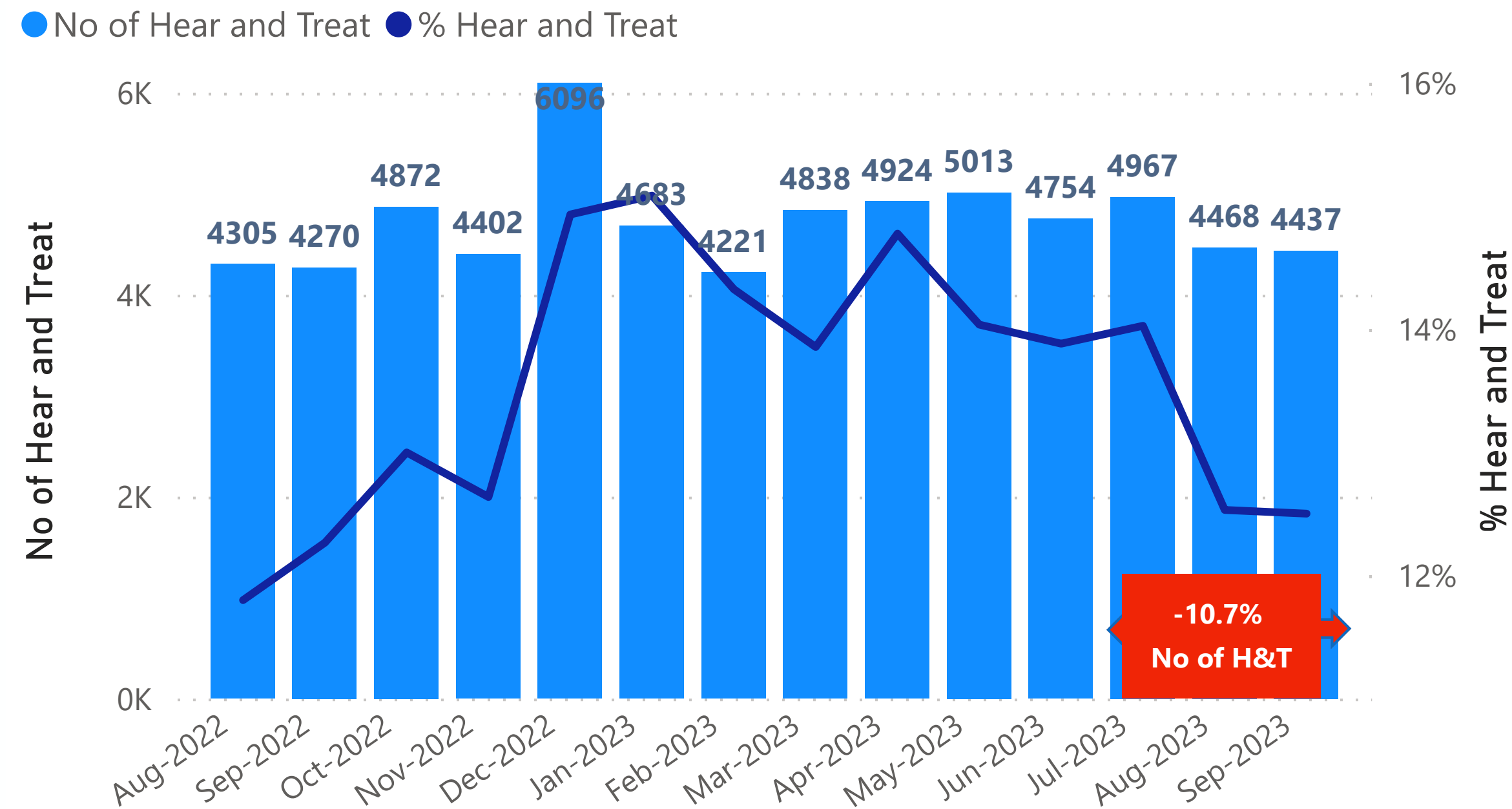
5.2 Daily Average - Number of Hear and Treat Incidents

Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023
139	142	157	147	197	151	151	156	164	162	158	160	144	148

5.3 Annualised Data - Number of Hear and Treat Incidents

2018	2019	2020	2021	2022	2023
36312	41852	42413	47495	54377	42305

+30% Difference

+14% Difference

Performance Report | See and Treat

The number of See and Treat responses has reduced by 1.4% from July 2023 to September 2023. In September 2023 the number of See and Treat responses were 3% lower than September 2022. The daily average of See and Treat responses were 2 incidents lower for the same time period.
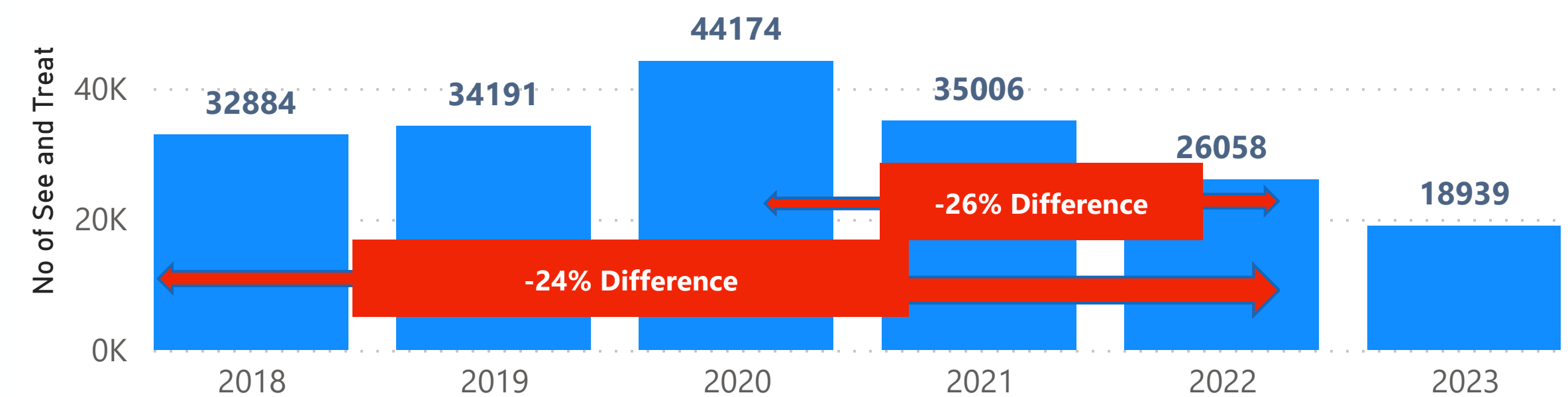
6.1 Monthly Volume of See and Treat Responses

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

-1.4%
(No of S&T)
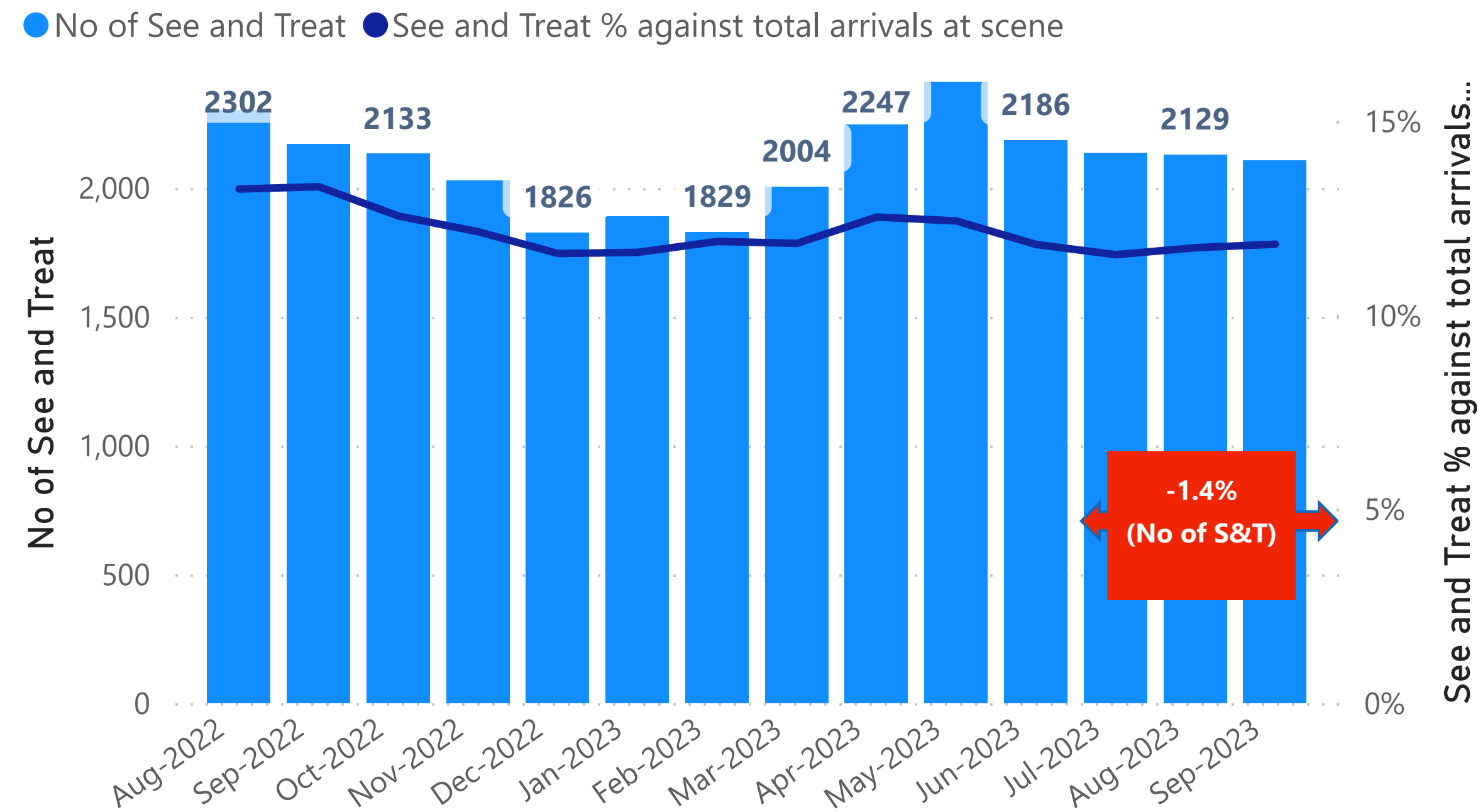
Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

6.2 Daily Average - Number of See and Treat Responses

See and Treat, Daily Average

| | 74 | 72 | 69 | 68 | 59 | 61 | 65 | 65 | 75 | 78 | 73 | 69 | 69 | 70 |
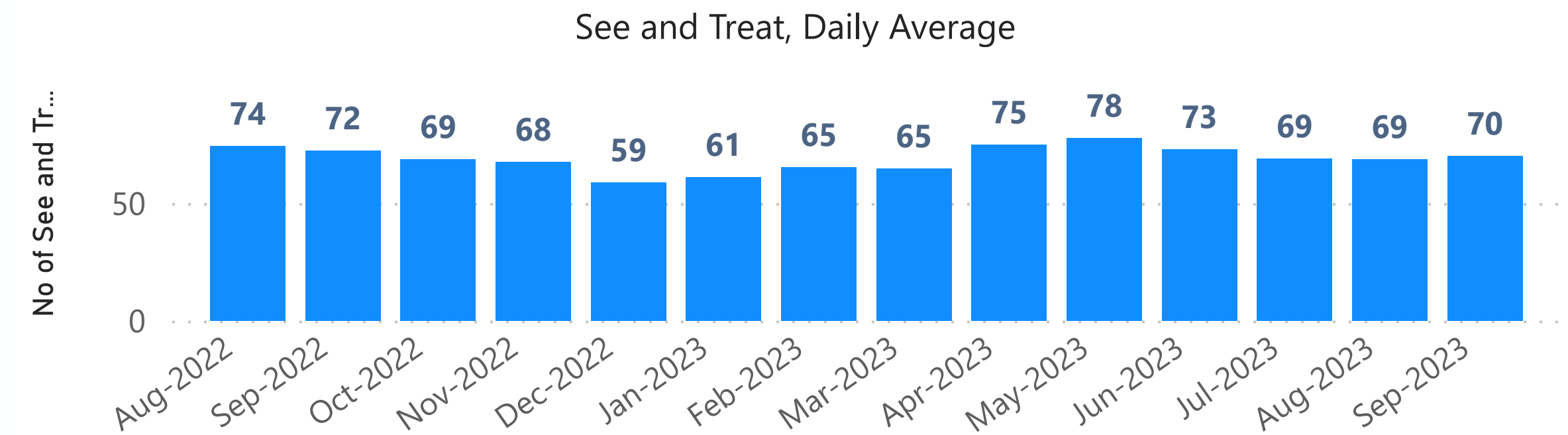
6.3 Annualised Data - Number of See and Treat Responses

| 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
| 32884 | 34191 | 44174 | 35006 | 26058 | 18939 |

-24% Difference

-26% Difference

Performance Report | RED incidents

There has been an increase in the number of red incidents for the period shown. The number of red incidents in September 2023 were 24.8% higher as compared to September 2022. The 8 min % performance has reduced since June 2023. The daily average in September 2023 were 29 incidents higher than September 2022.

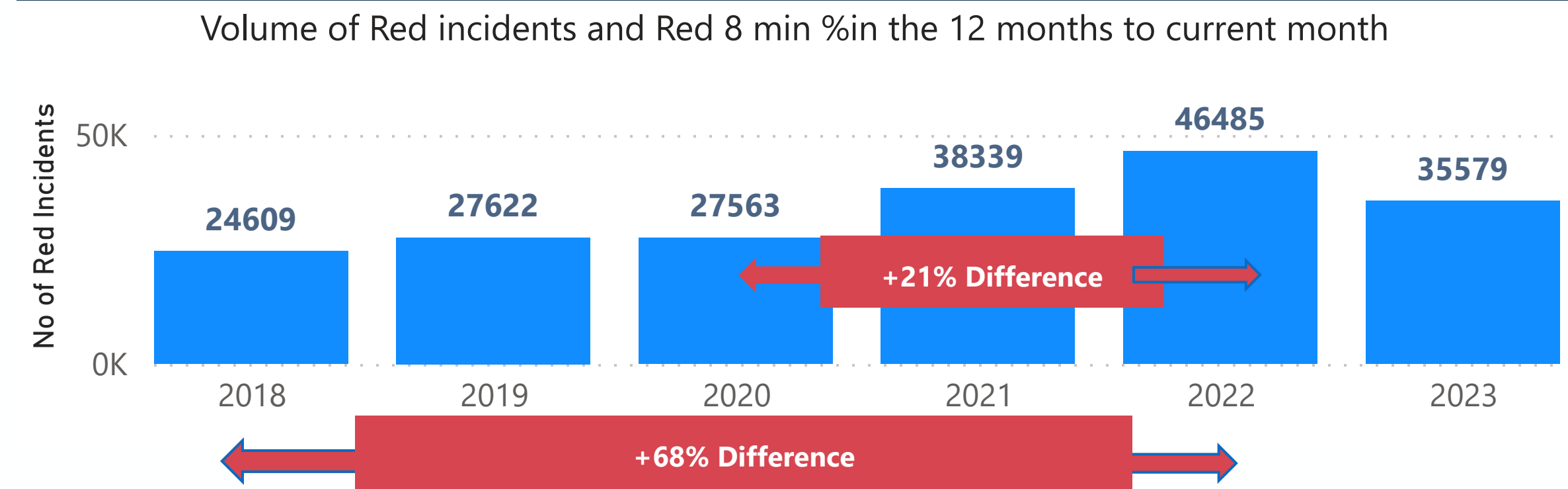## 7.1 Monthly Volume of Red Incidents and Red % Performance

● RED incidents   ● RED arriving within 8 minutes

+10.2%
(Red Incidents)

Source: AQI11 Number of RED category incidents resulting in an emergency response
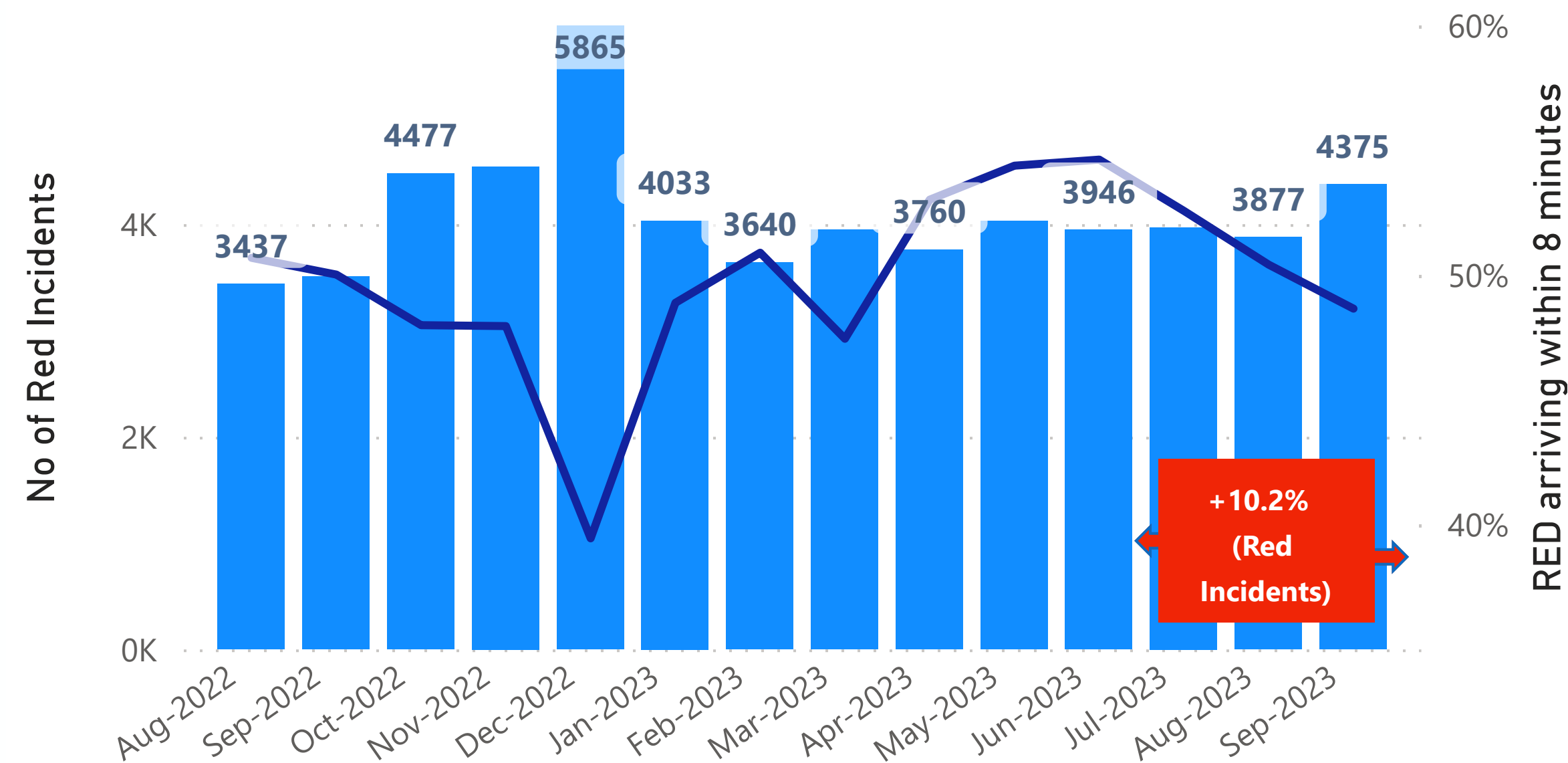
7.2 Daily Average - Red Volume

Red Volume: daily average
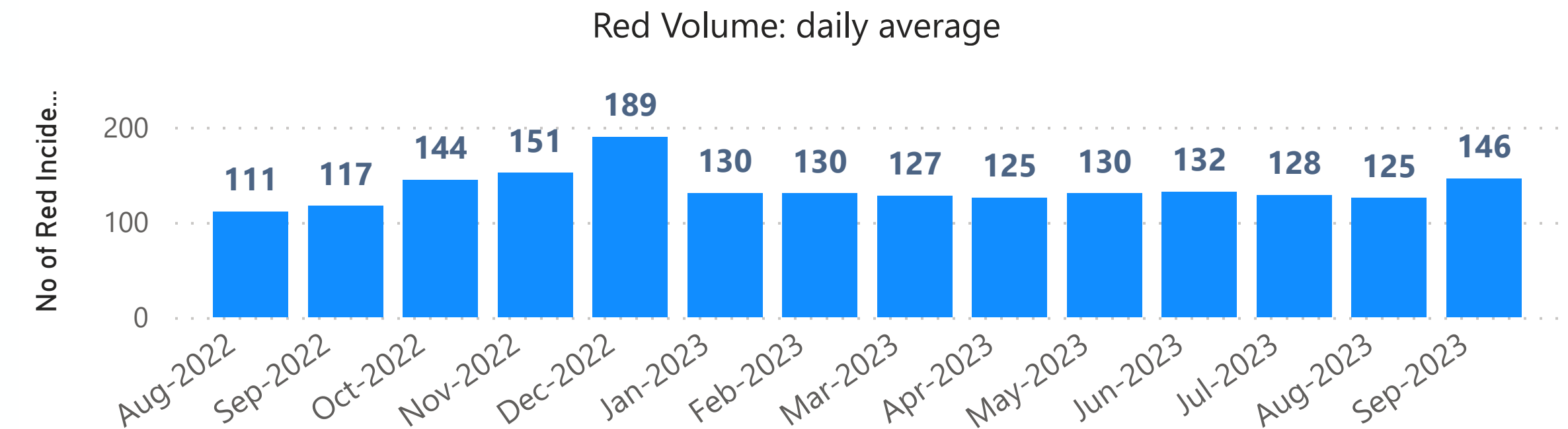
7.3 Annualised Data - Volume of Red Incidents and Red 8 min %

Volume of Red incidents and Red 8 min %in the 12 months to current month

+21% Difference

+68% Difference

Performance Report | RED incident response time

Red median and 65th percentile is consistent for the period reported. The 95th percentile was 0.6 minute less in September 2023 as compared to September 2022 and the longest red was 27 minutes less for the same period.

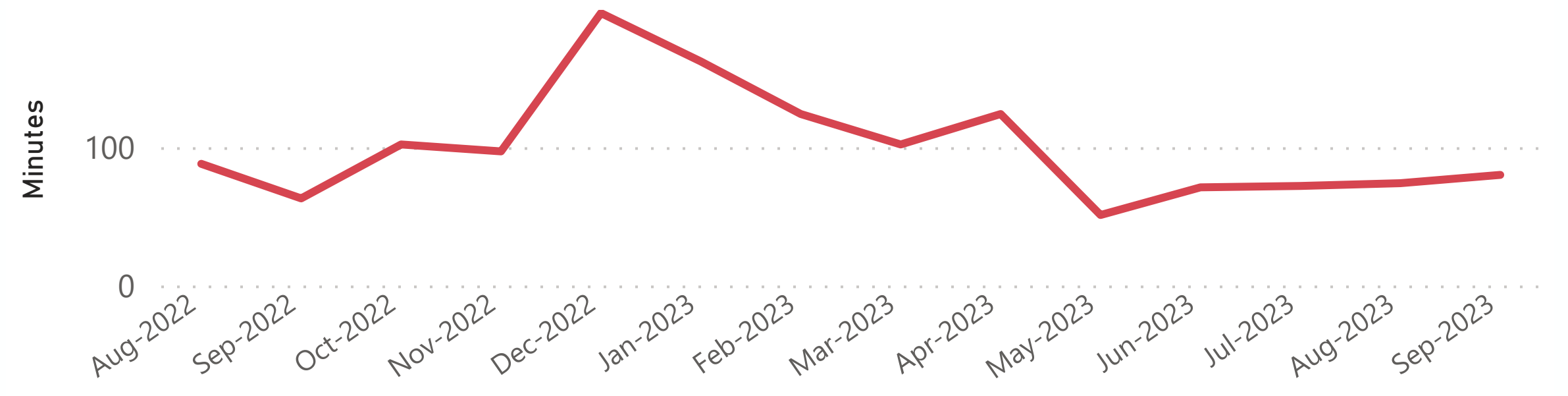## 8.1 Median and 65th Percentile Red Response Time (Minutes)

● Median ● 65th

8.2 95th Percentile Red Response Time (Minutes)
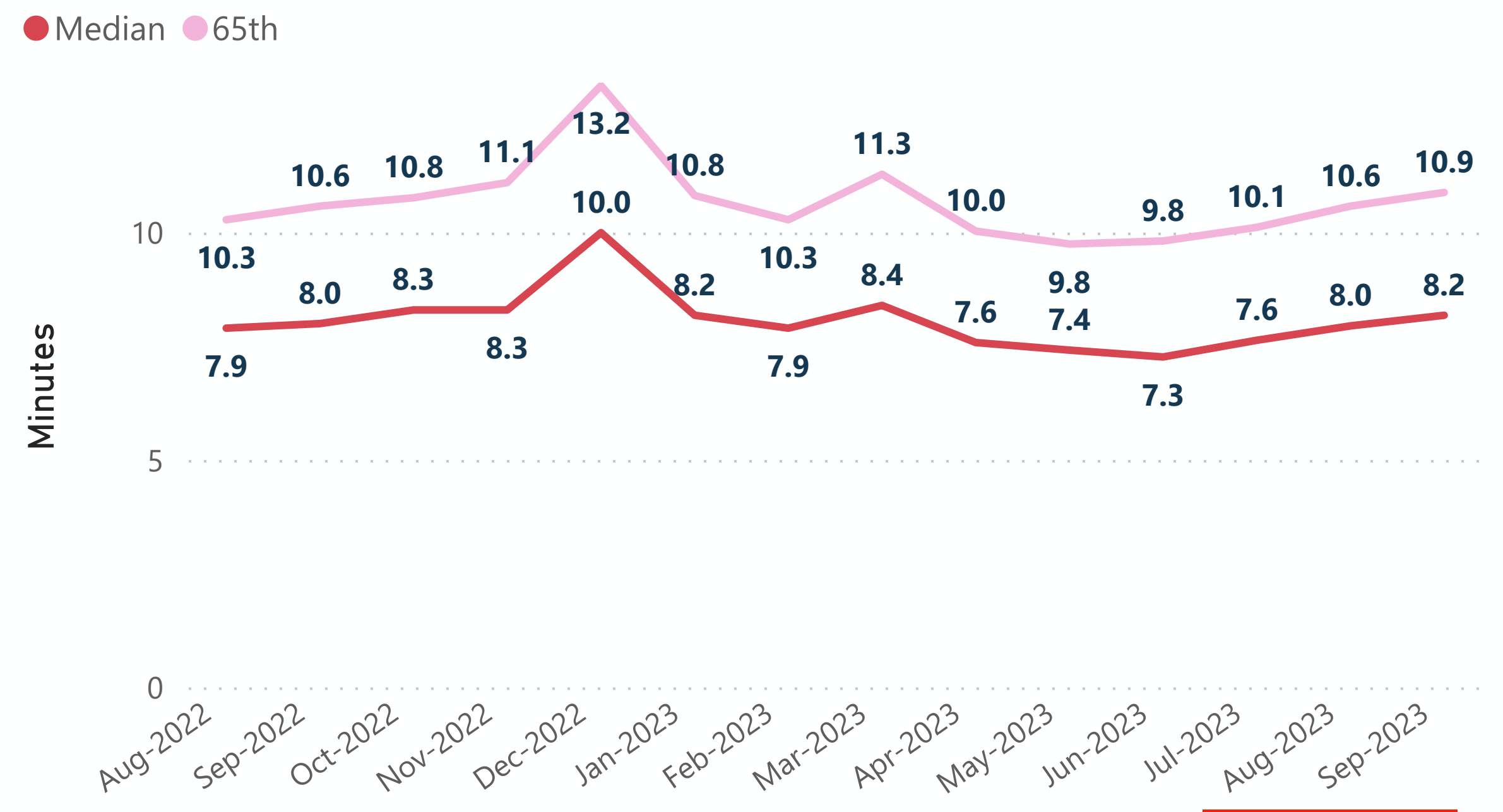
+7.9% Difference Median
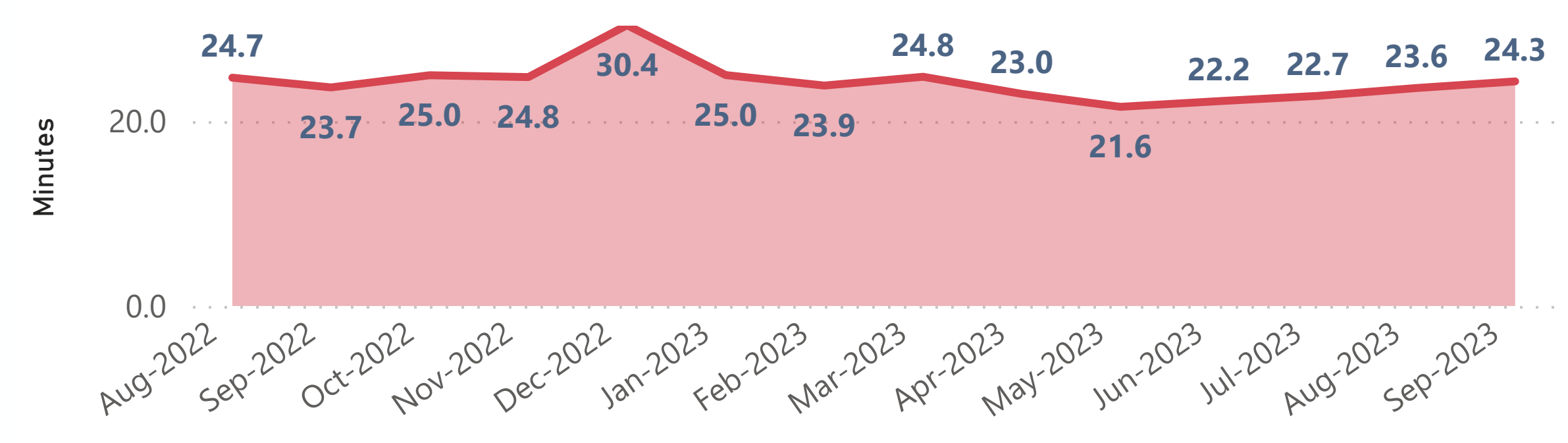
Source: AQI11 Red Category Median, 65th and 95th Response Minutes

8.3 Longest Red

Performance Report | AMBER incidents

There was a 7.3% reduction in the number of amber incidents from July to September 2023. The number of amber incidents in September 2023 were 5.6% higher than September 2022. The daily average were 27 amber incidents higher for the same period.
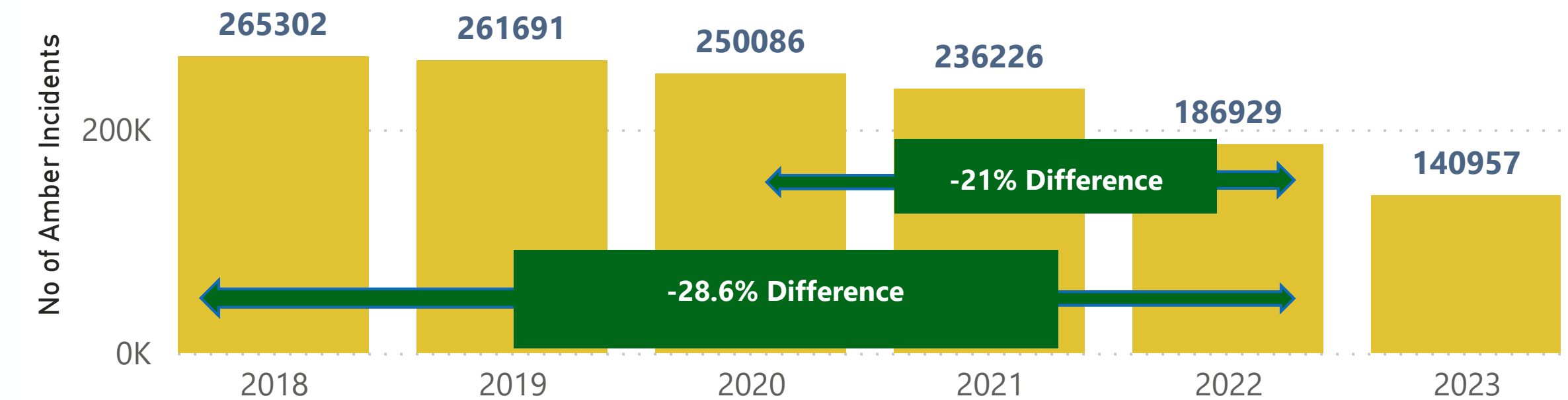
9.1 Monthly Volume of Amber Incidents

No of Amber Incidents

Values: 15827, 14625, 14724, 14257, 12134, 13584, 14749, 14227, 16091, 17501, 16666, 16266, 15446

-7.3% Difference
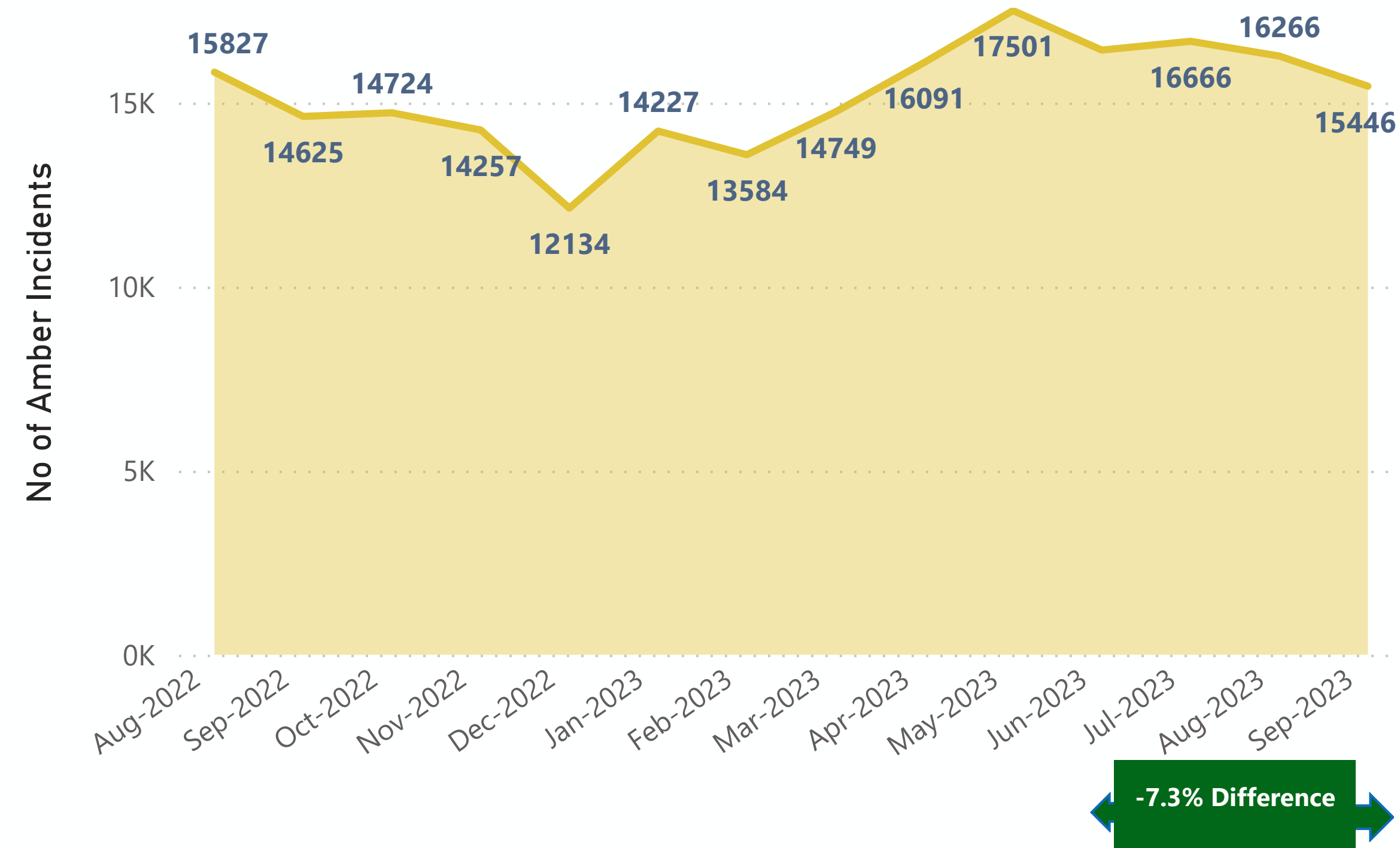
Source: AQI11 Number of Amber category incidents resulting in an emergency response

9.2 Daily Average - Number of Amber Incidents

No of Amber Incide...

Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023
511	488	475	475	391	459	485	476	536	565	548	538	525	515

9.3 Annualised Data - Number of Amber Incidents

No of Amber Incidents

| 2018	2019	2020	2021	2022	2023
265302	261691	250086	236226	186929	140957

-21% Difference

-28.6% Difference

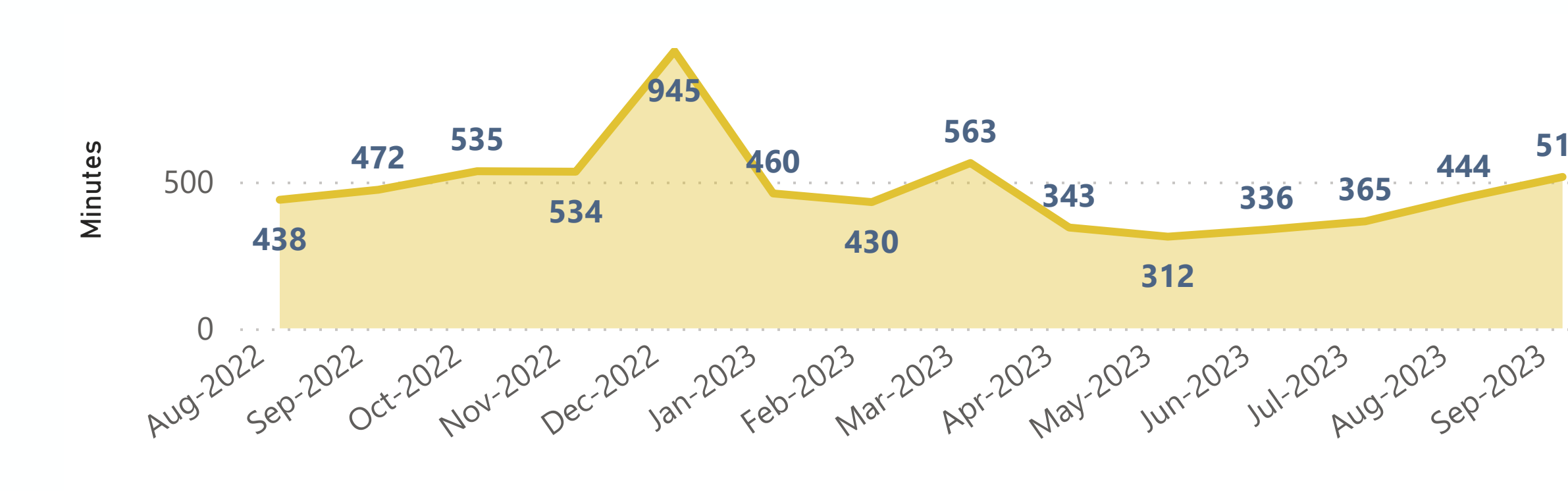# Performance Report | AMBER incident response times

There was a 18.3% increase in amber median from July 2023 to September 2023. The amber median and the 65th percentile in September 2023 were 14.3% and 12.2% respectively lower with September 2022. The 95th percentile was 44 minutes higher and the longest amber was 626 minutes higher for the same period.

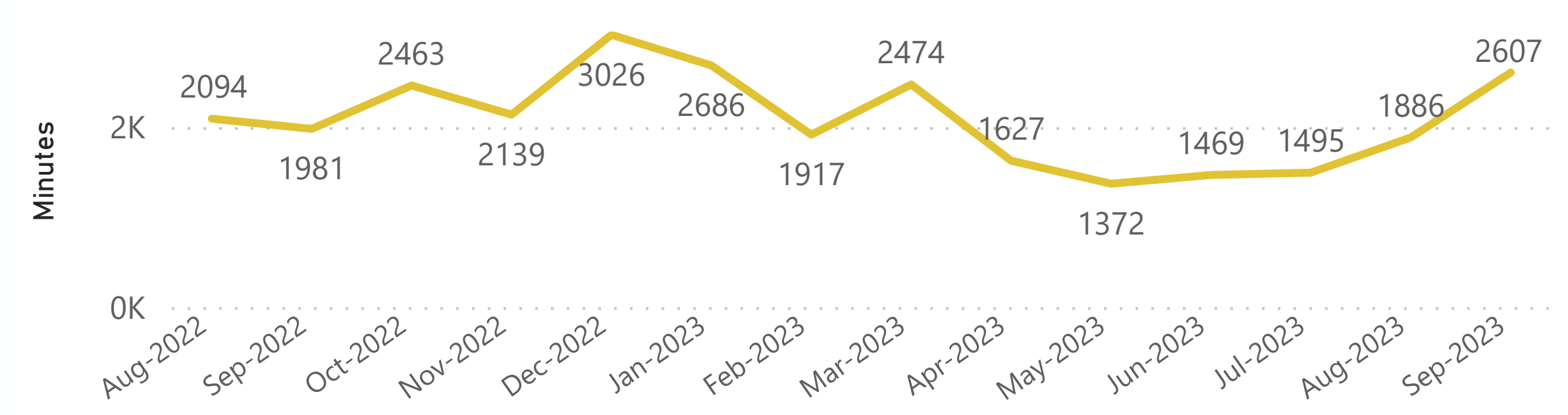## 10.1 Median and 65th Percentile Amber Response Time (Minutes)

● Median ● 65th

+18.3% (median)
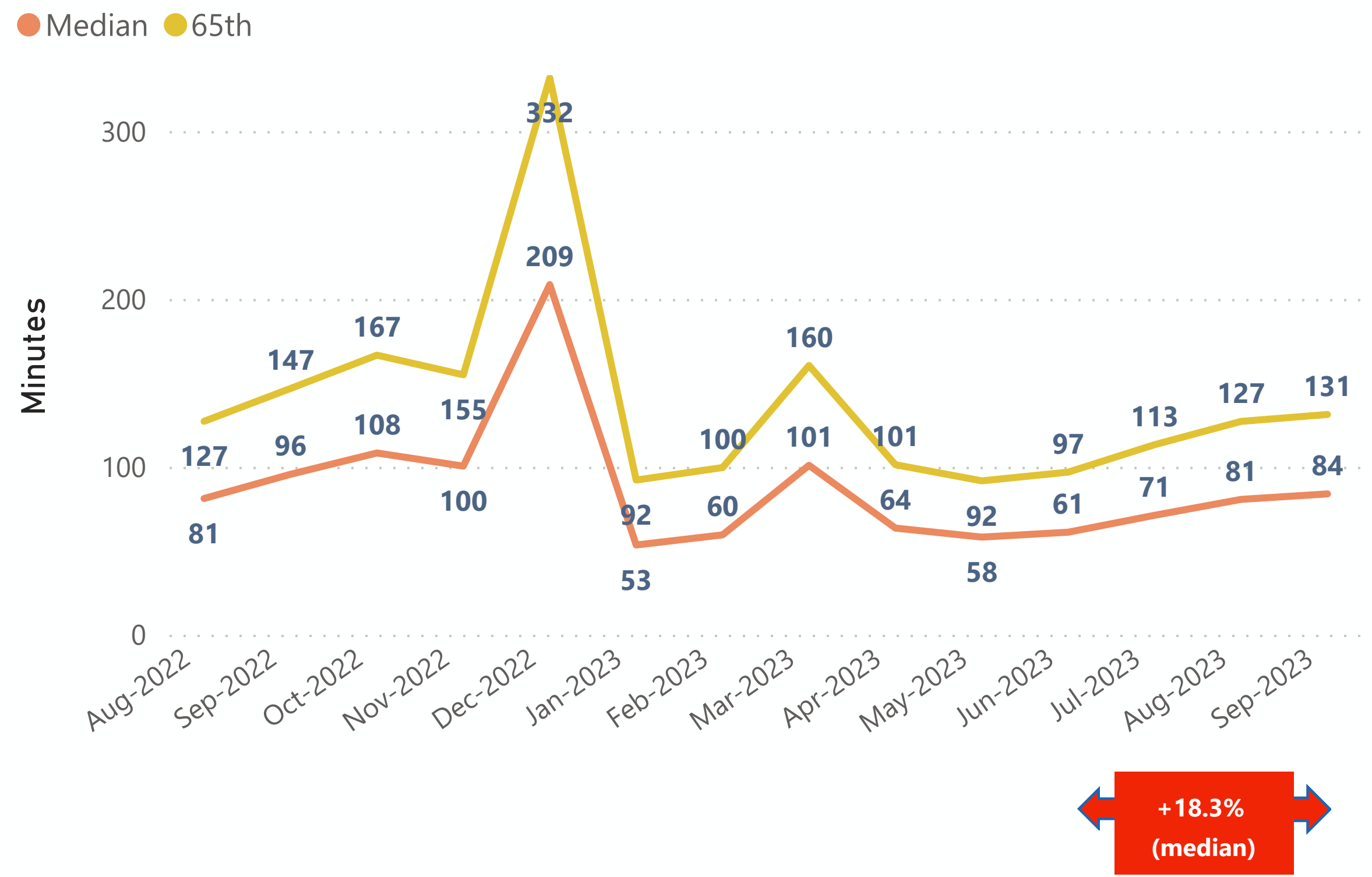
Source: AQI11 Amber Category Median, 65th and 95th Response Minutes

10.2 95th Percentile Amber Response Time (Minutes)

10.3 Longest Amber (Minutes)

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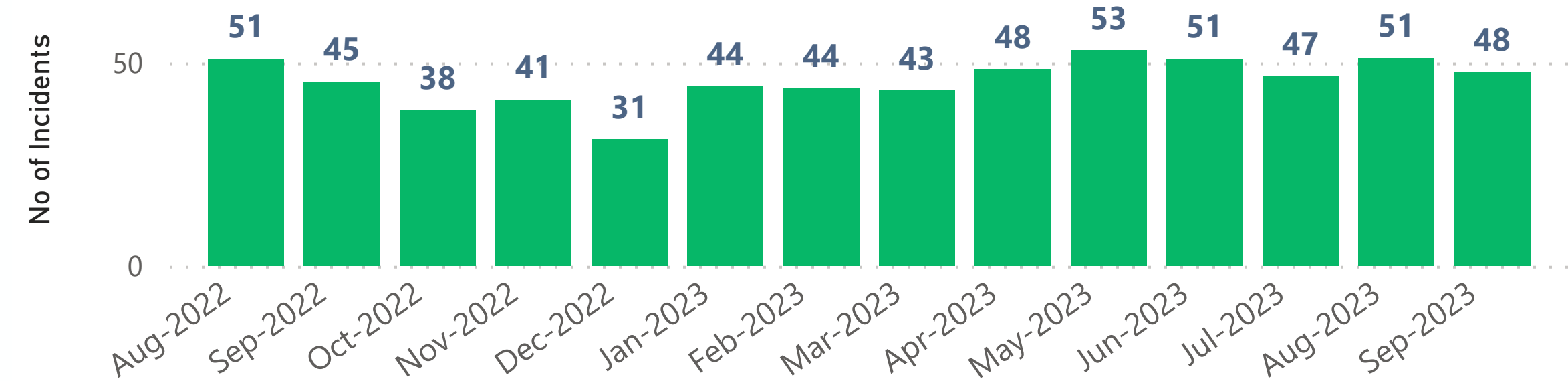
Performance Report | GREEN incidents

The number of green incidents reduced by 1.2% from July 2023 to September 2023. The number of green incidents in September 2023 were 5.1% higher than in September 2022. The daily average were 3 incidents higher for the same date period.
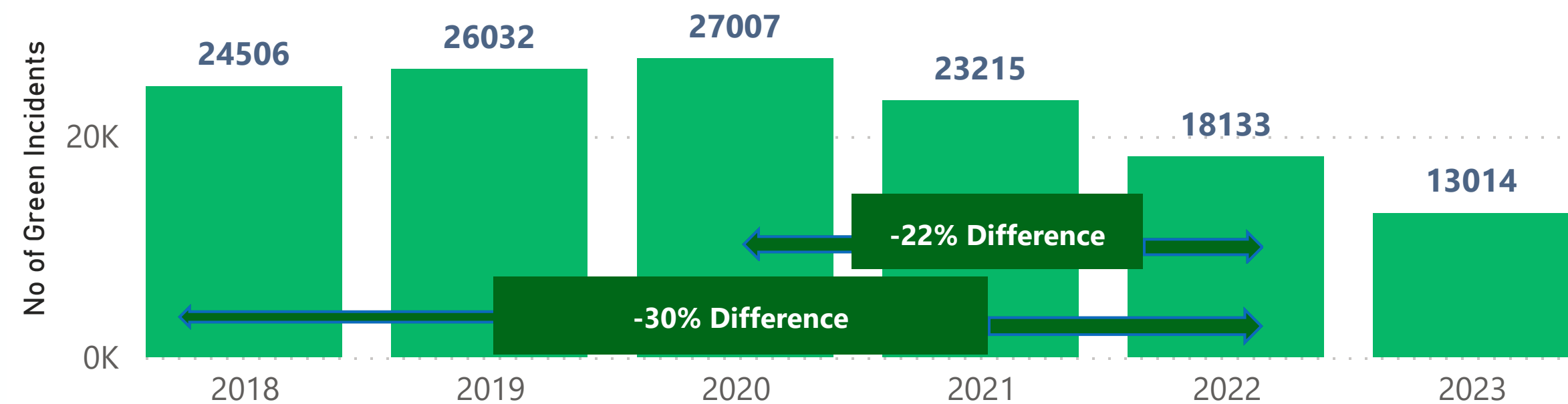
11.1 Monthly Volume of Green Incidents

No of Green Incidents

1579, 1361, 1186, 1225, 964, 1371, 1225, 1336, 1451, 1642, 1527, 1448, 1584, 1430

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

-1.2%
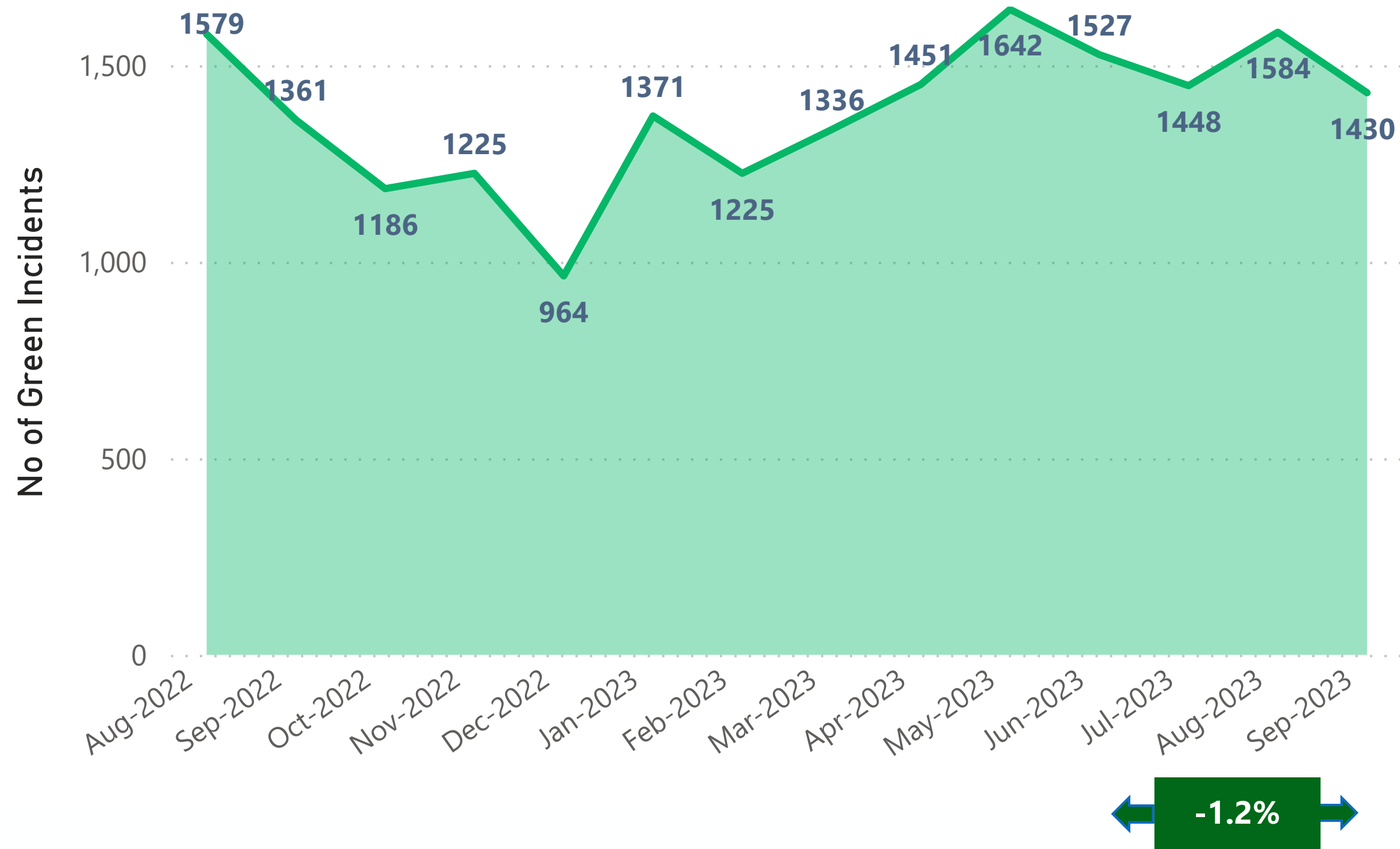
Source: AQI11 Number of Green category incidents resulting in an emergency response

11.2 Daily Average - Number of Green Incidents

No of Incidents

51, 45, 38, 41, 31, 44, 44, 43, 48, 53, 51, 47, 51, 48

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

11.3 Annualised Data - Number of Green Incidents

No of Green Incidents

24506, 26032, 27007, 23215, 18133, 13014

2018, 2019, 2020, 2021, 2022, 2023

-30% Difference

-22% Difference

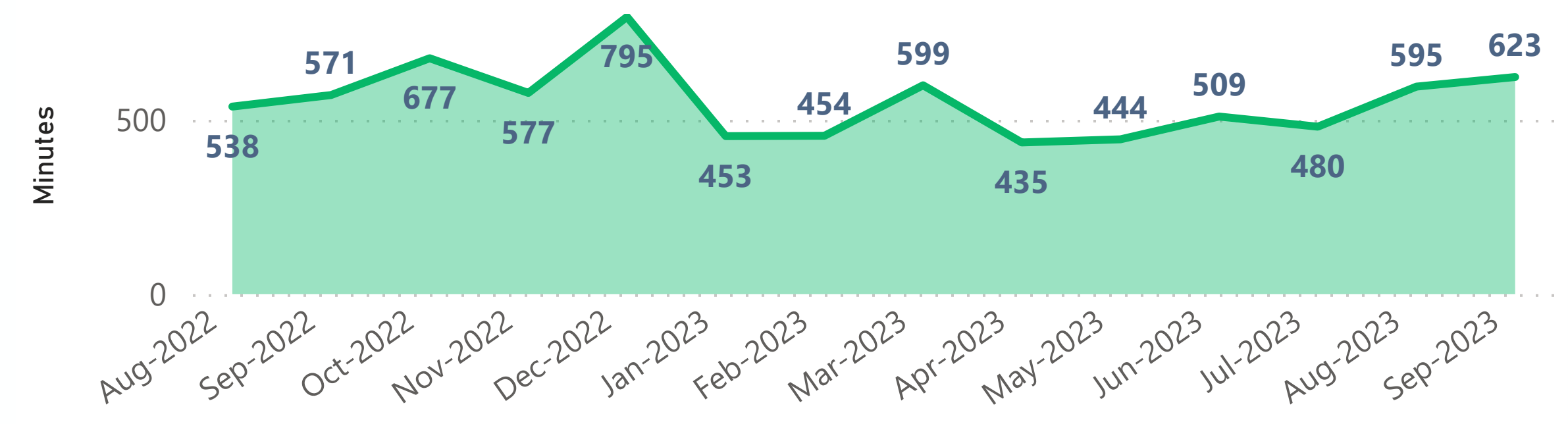# Performance Report | GREEN incident response times

Green median and 65th percentile were the second highest for the time period shown. Green median in September 2023 was 10 minutes higher than September 2022. The green 65th percentile was 13 minutes higher and the green 95th percentile was 52 minutes higher for the same period.

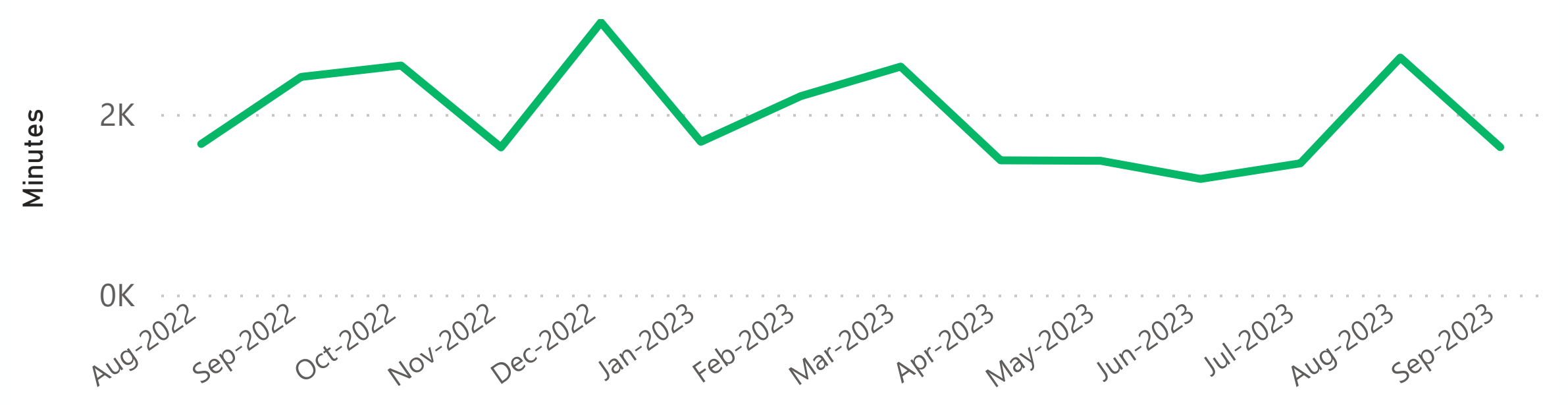## 12.1. Median and 65th Percentile Green Response Time (Minutes)

● Median ● 65th

+29.4% (Median)

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

12.2 95th Percentile Green Response Time (Minutes)

12.3 Longest Green

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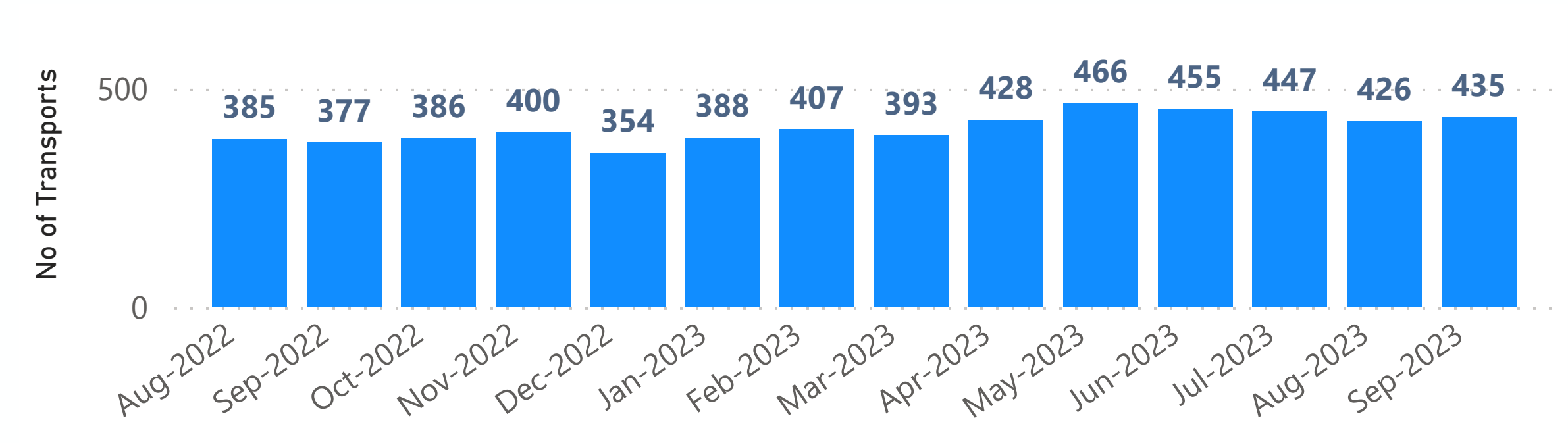
Performance Report | Transported to Tier 1 site

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 September 2023, the number of incidents transported to Tier 1 sites were 15.6% higher than September 2022. The daily number of incidents were 58 incidents higher for the same period.
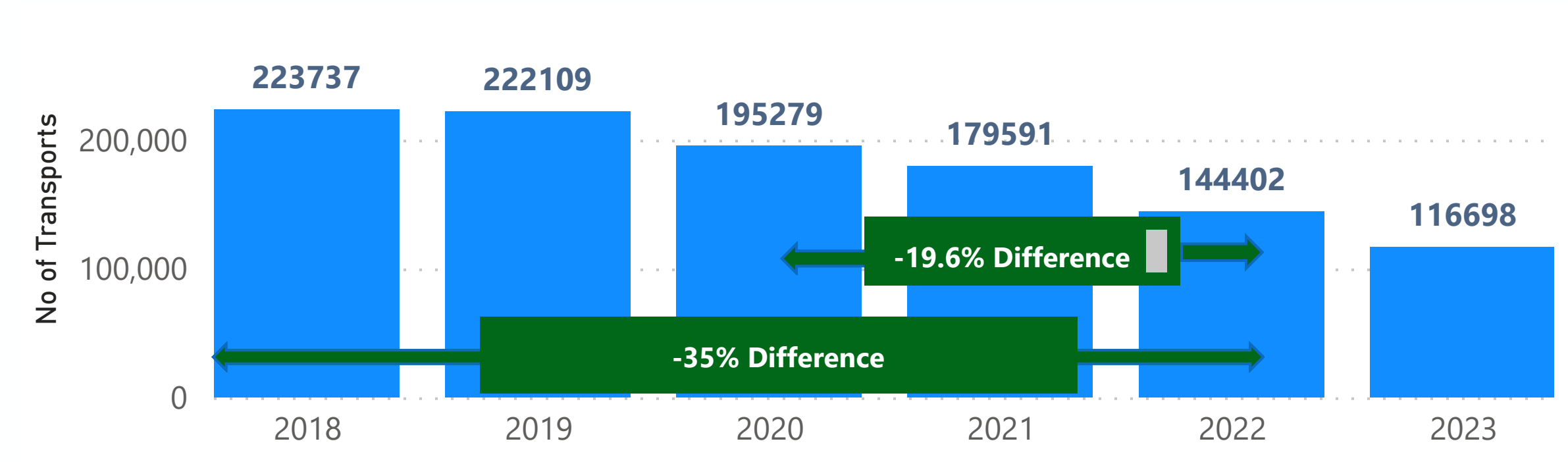
13.1 Monthly Volume of Transport to Major ED Units
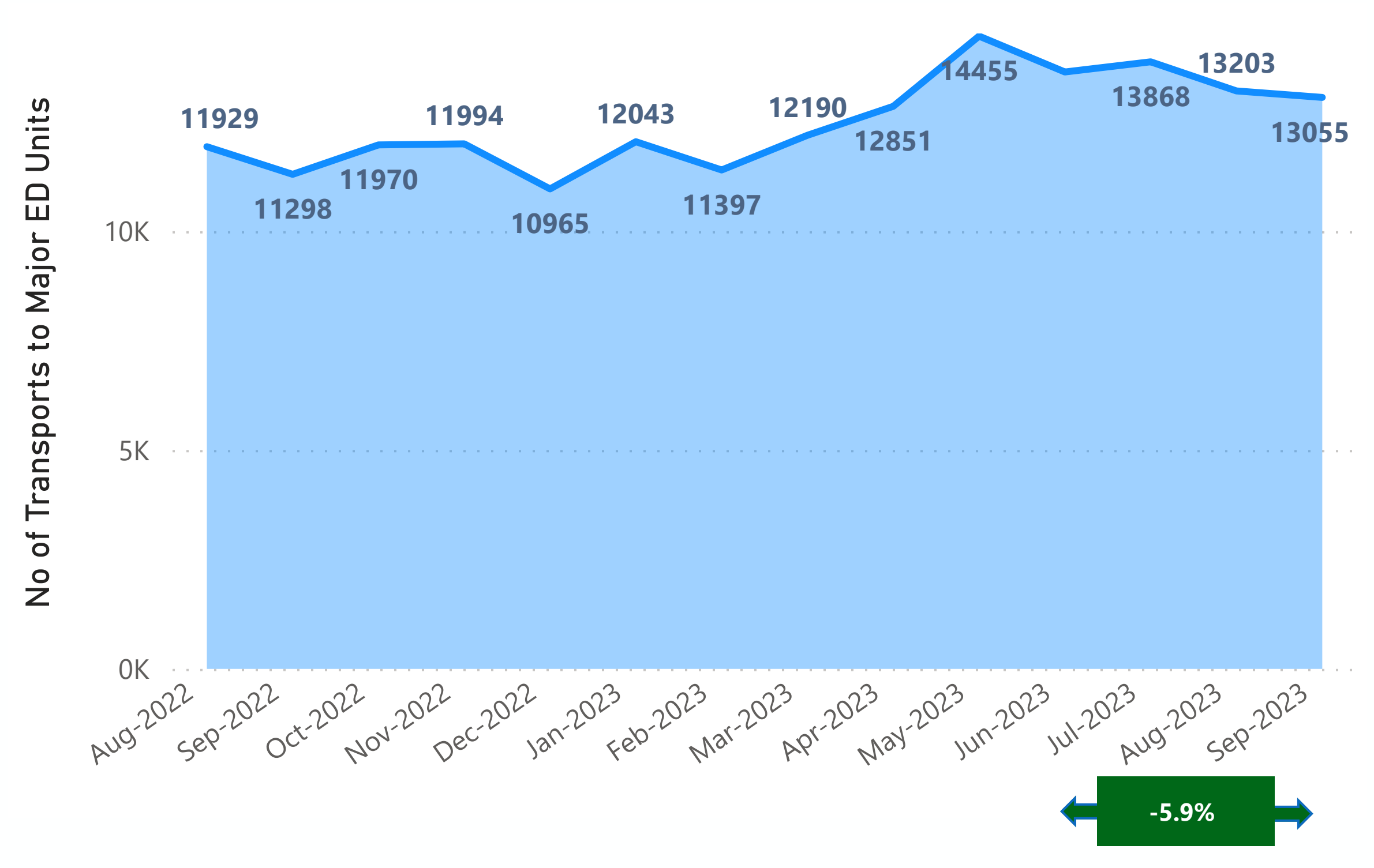
Source: AQI19ii Tier 1 Major A&E Units

-5.9%

13.2 Daily Average - Number of Transport to Major ED Units

13.3 Annualised Data - No of Transport to Major ED Units

-19.6% Difference
-35% Difference

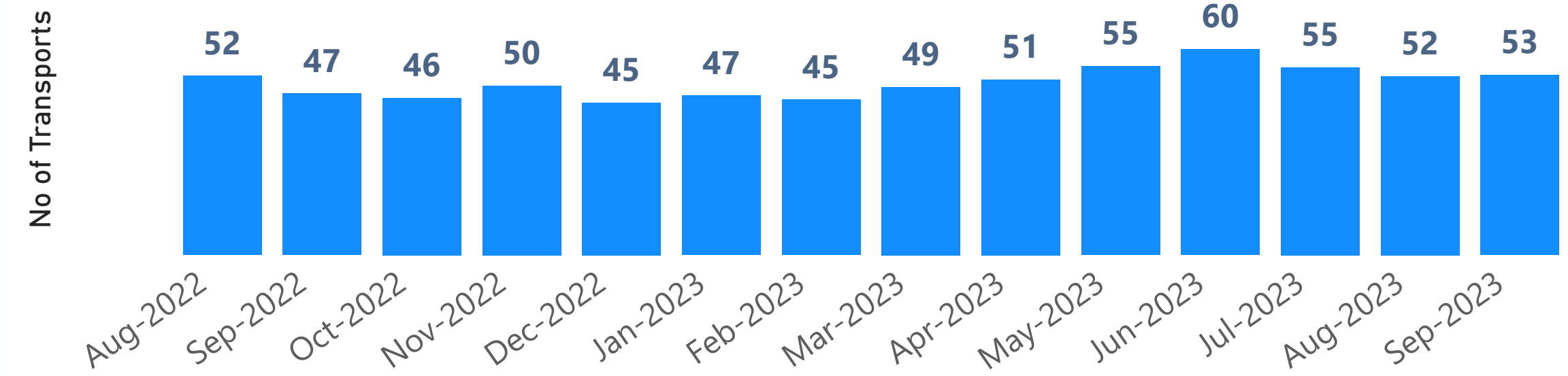# Performance Report | Transported to non-Tier 1 site

There has been a 7.2% reduction in the number of incidents transported to non Tier 1 sites from July 2023 to September 2023. The number of incidents transported to non tier 1 sites were 11.4% increase in September 2023 as compared to the same period the previous year. The daily average in September 2023 were 6 incidents higher than September 2022.

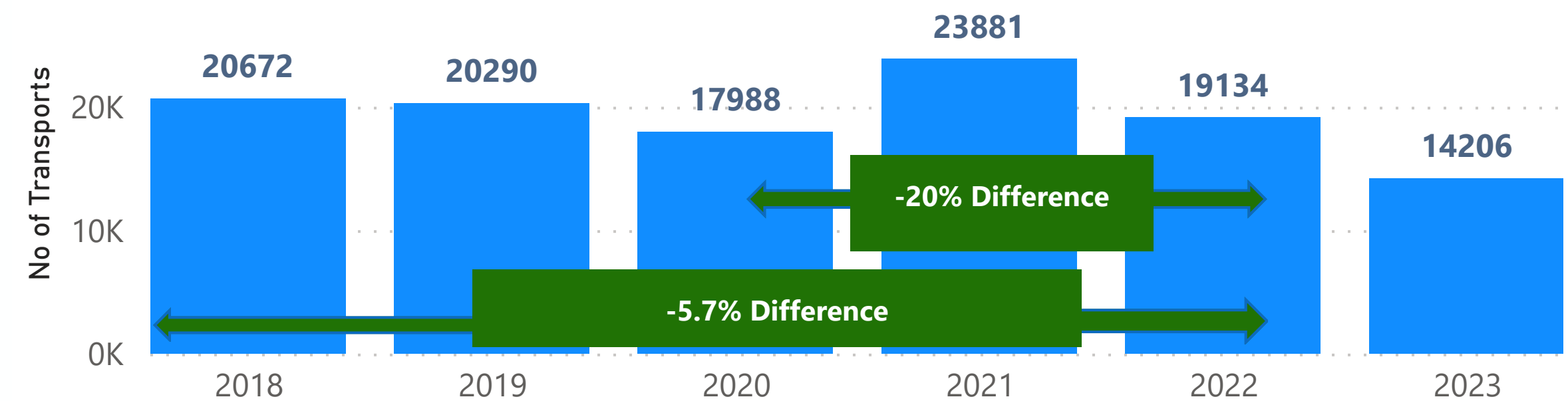## 14.1 Monthly Volume of Transport to non Major ED

-7.2%
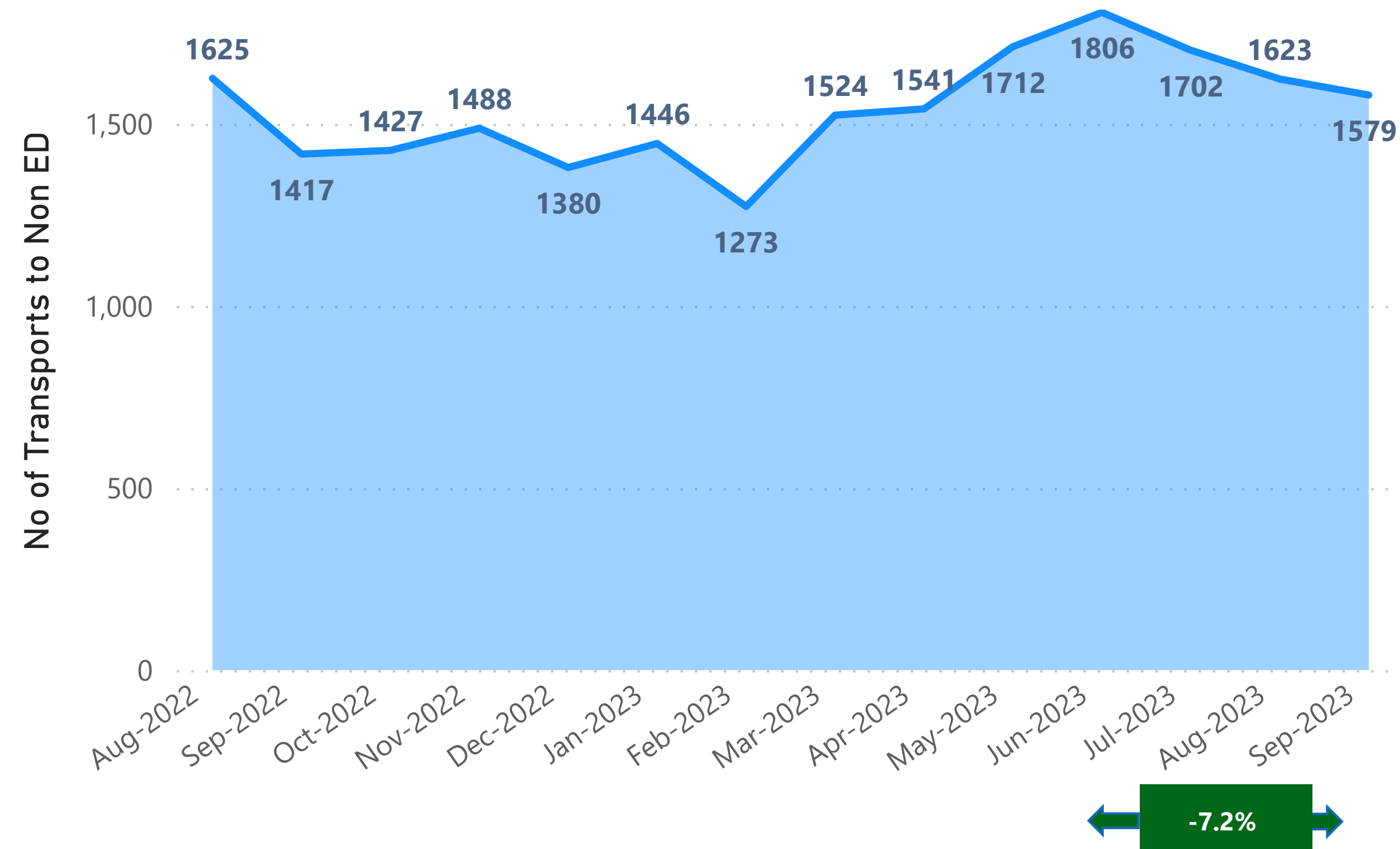
Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

14.2 Daily Average - Transport to Non Major ED
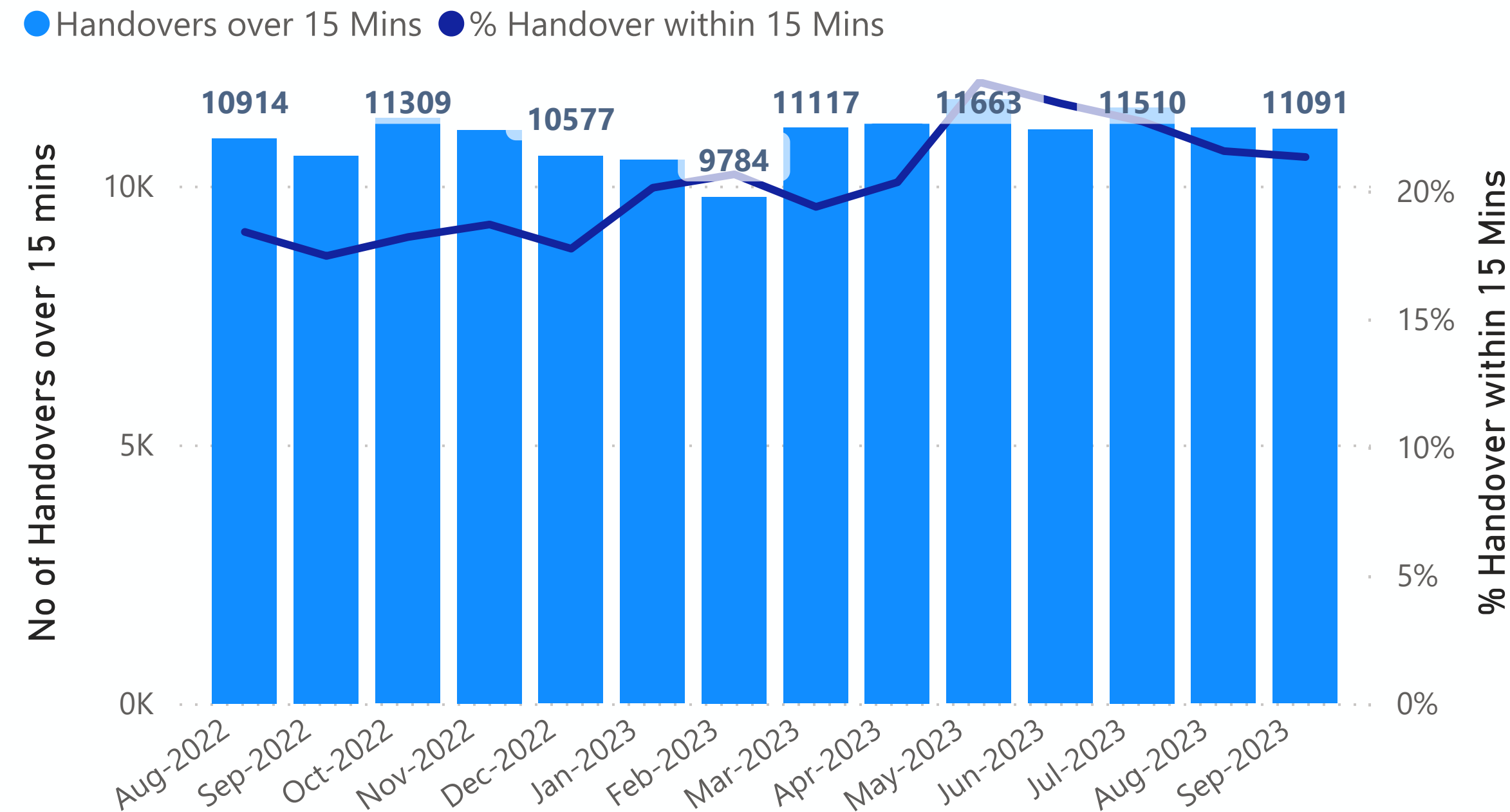

14.3 Annualised Data - Transport to Non Major ED

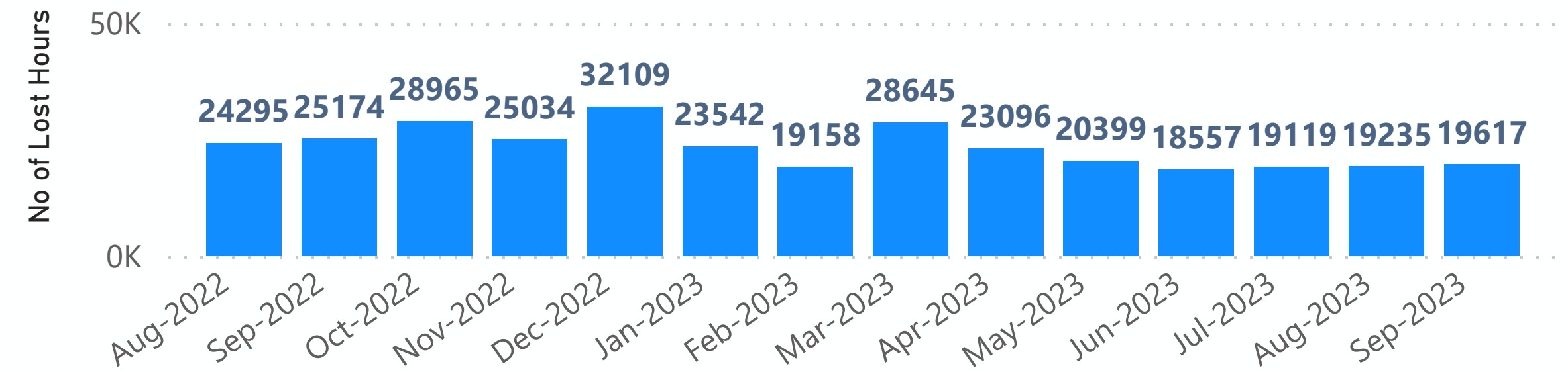
-20% Difference

-5.7% Difference

Performance Report | Handover delays over 15-minutes

The number of handovers over 15 mins in September 2023 were 4.8% higher as compared to September 2022. The % of handovers within 15 minutes were 4% higher for the same period. The total lost hours have remained constant for the last 3 months. The total lost hours over 15 minutes in September 2023 were 22.1% than September 2022.
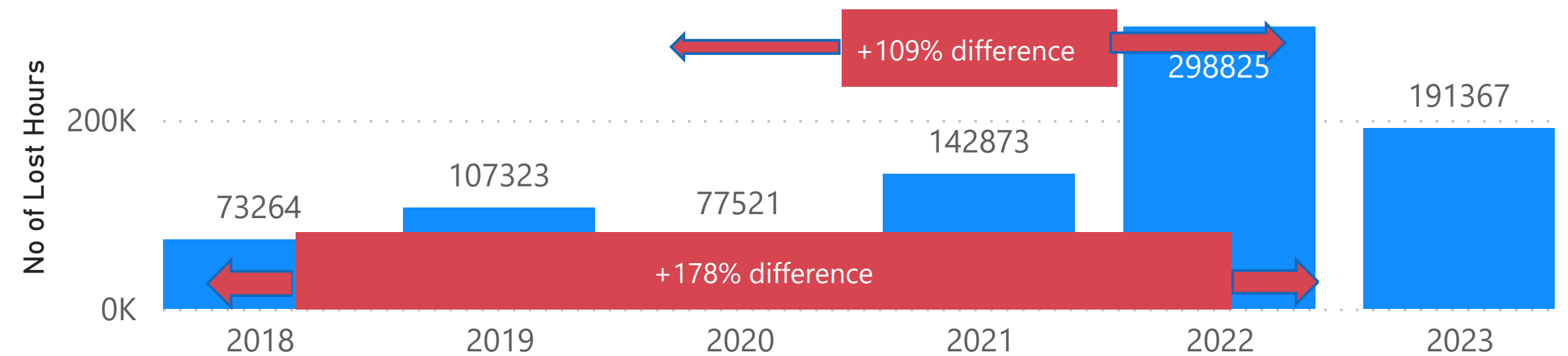
15.1 Volume of Handovers over 15 minutes

- Handovers over 15 Mins
- % Handover within 15 Mins

Chart 15.1 (bar and line, No of Handovers over 15 mins / % Handover within 15 Mins):
10914, (Sep-2022), 11309, 10577, (Dec-2022), (Jan-2023), 9784, 11117, 11663, (Jun-2023), 11510, (Aug-2023), 11091

15.2 Hours lost for handovers over 15 minutes

No of Lost Hours — Aug-2022: 24295, Sep-2022: 25174, Oct-2022: 28965, Nov-2022: 25034, Dec-2022: 32109, Jan-2023: 23542, Feb-2023: 19158, Mar-2023: 28645, Apr-2023: 23096, May-2023: 20399, Jun-2023: 18557, Jul-2023: 19119, Aug-2023: 19235, Sep-2023: 19617

15.3 Hours Lost for handovers over 15 minutes

No of Lost Hours — 2018: 73264, 2019: 107323, 2020: 77521, 2021: 142873, 2022: 298825, 2023: 191367
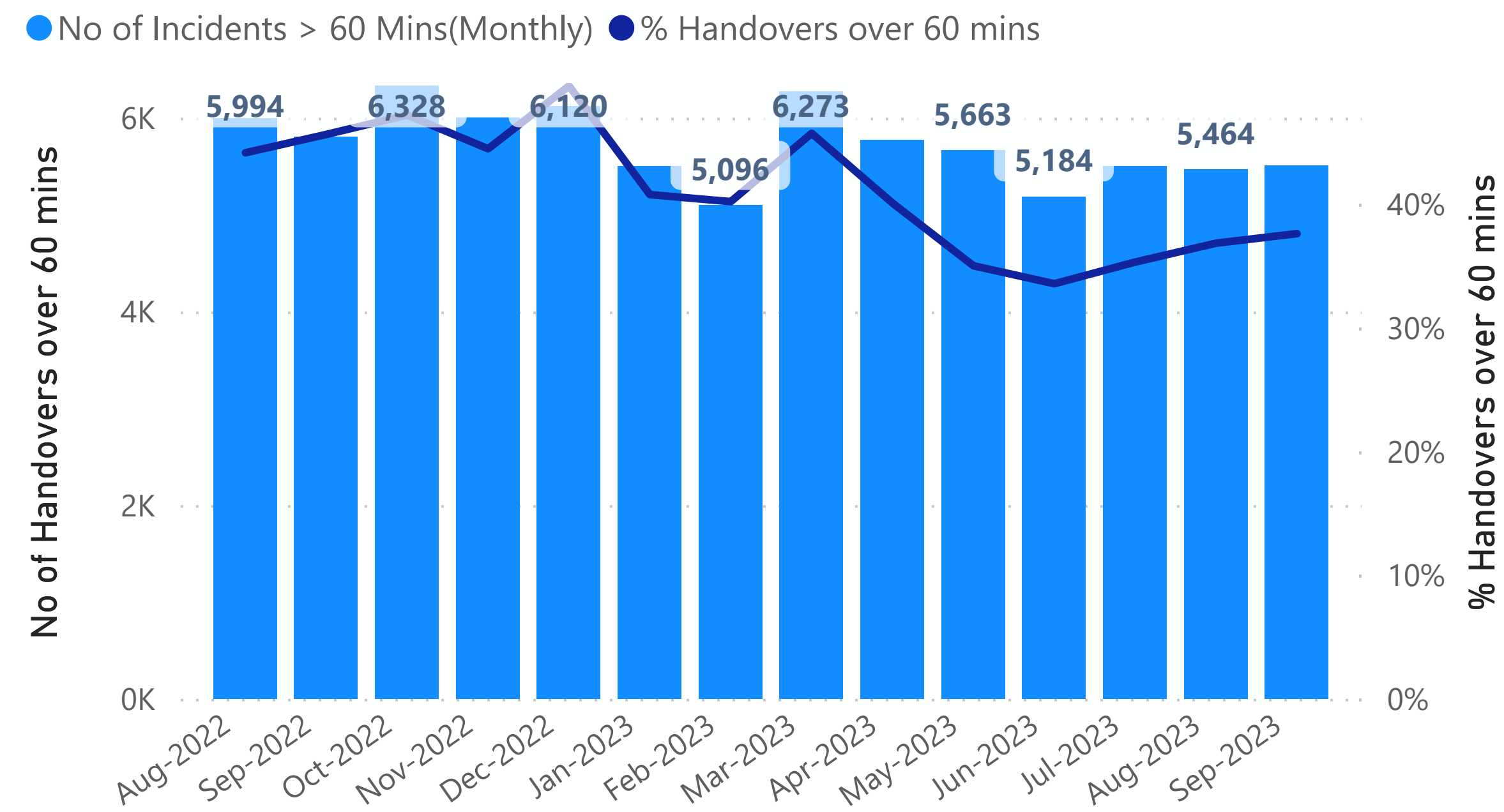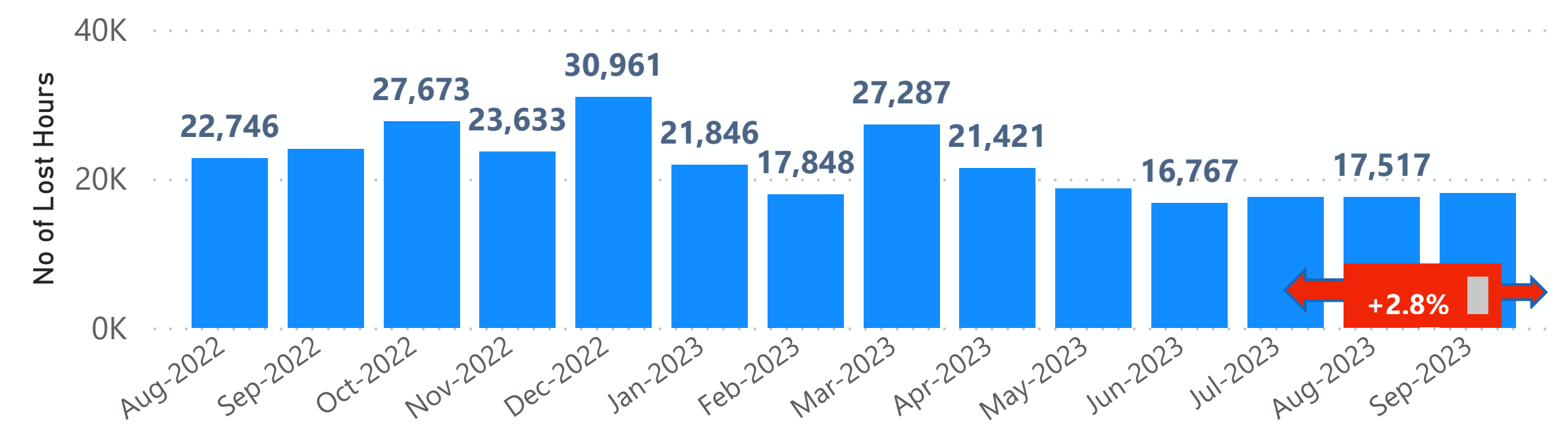+109% difference
+178% difference

Performance Report | Handover delays over 60-minutes

The number and % of handovers over 60 minutes have reduced throughout the period shown. The number and % of handovers over 60 minutes were 5.2% and 8% respectively lower in September 2023 as compared to September 2022. Total lost hours over 60 minutes were 24.8% lower for the same period.
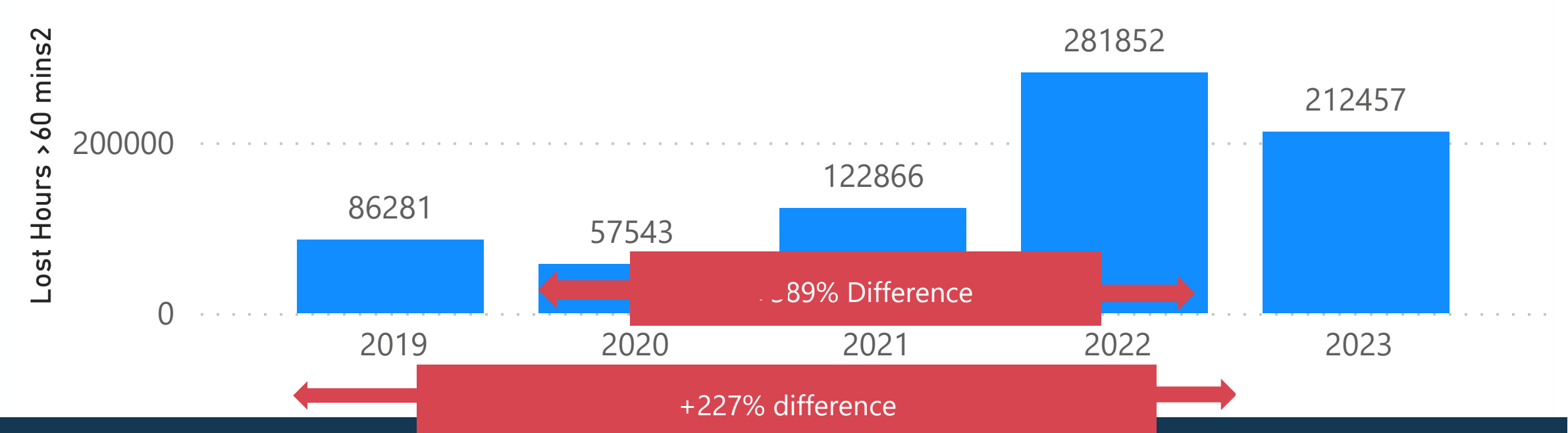
16.1 Number of Handovers over 60 minutes

● No of Incidents > 60 Mins(Monthly) ● % Handovers over 60 mins

Values shown: 5,994 | 6,328 | 6,120 | 5,096 | 6,273 | 5,663 | 5,184 | 5,464

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

16.2 Hours lost for handovers over 60 minutes

Values: 22,746 | 27,673 | 23,633 | 30,961 | 21,846 | 17,848 | 27,287 | 21,421 | 16,767 | 17,517

+2.8%

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

16.3 Hours Lost for handovers over 60 minutes

Year	Lost Hours >60 mins2
2019	86281
2020	57543
2021	122866
2022	281852
2023	212457

-89% Difference

+227% difference

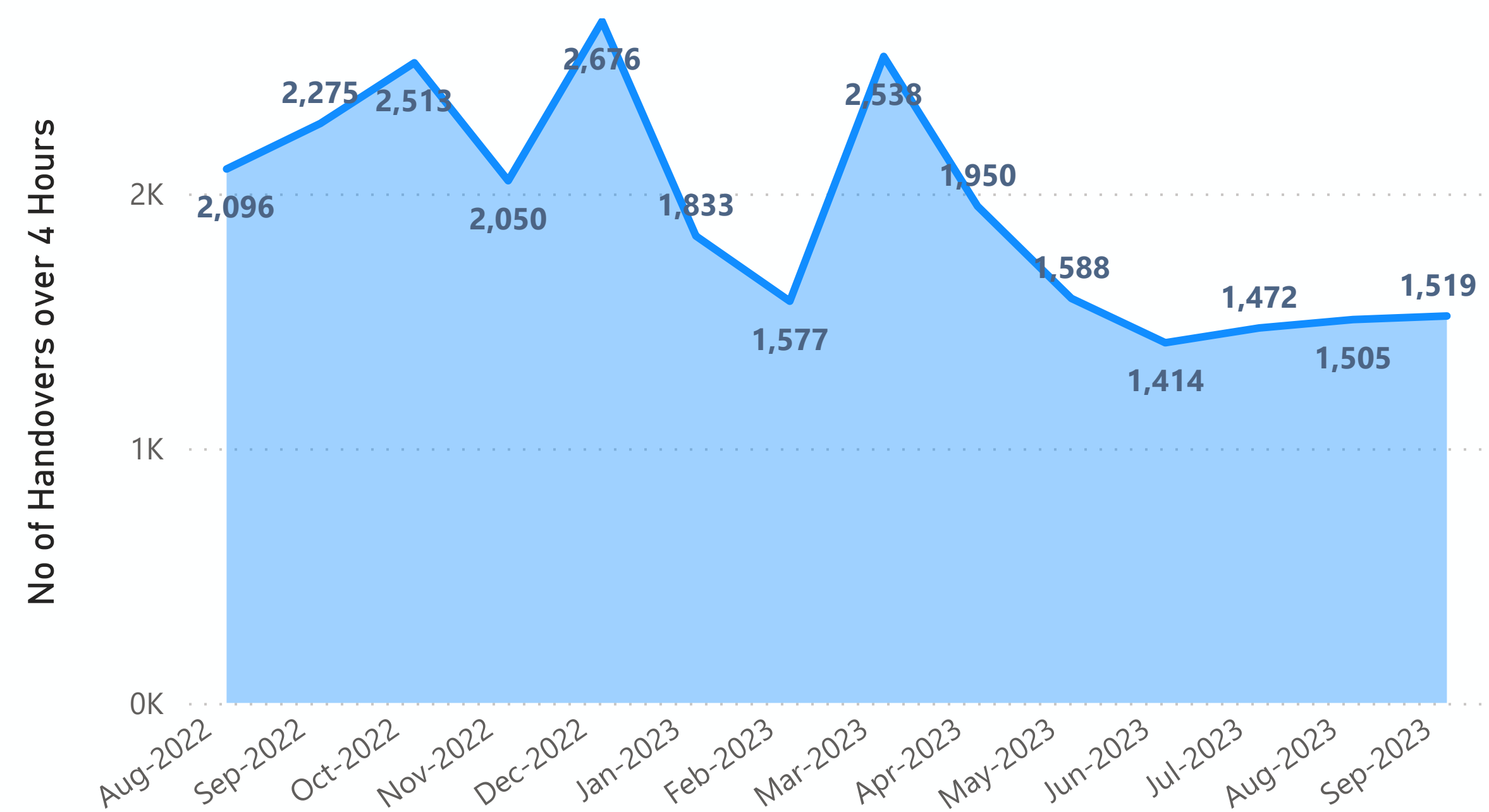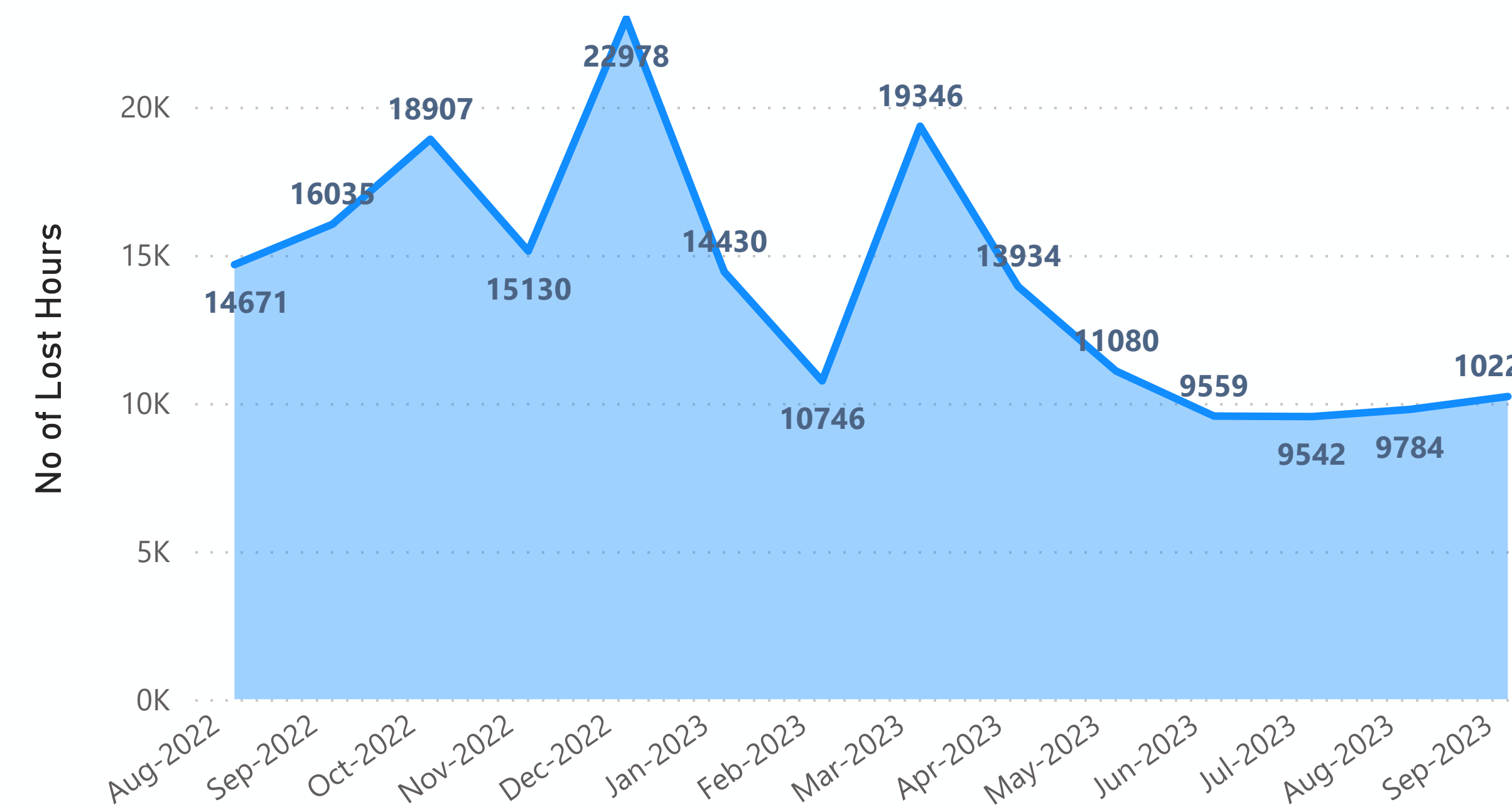*Source: Welsh Ambulance Services NHS Trust Data Academy SQL*

Performance Report | Handover delays over 4-hours

There is a downward trend for handovers over 4 hours and total lost hours. The number of delays over 4 hours were 33% lower in September 2023 as compared with September 2022, and a 36% reduction in lost hours over 4 hours for the same period.

17.1 Number of Handovers over 4 Hours
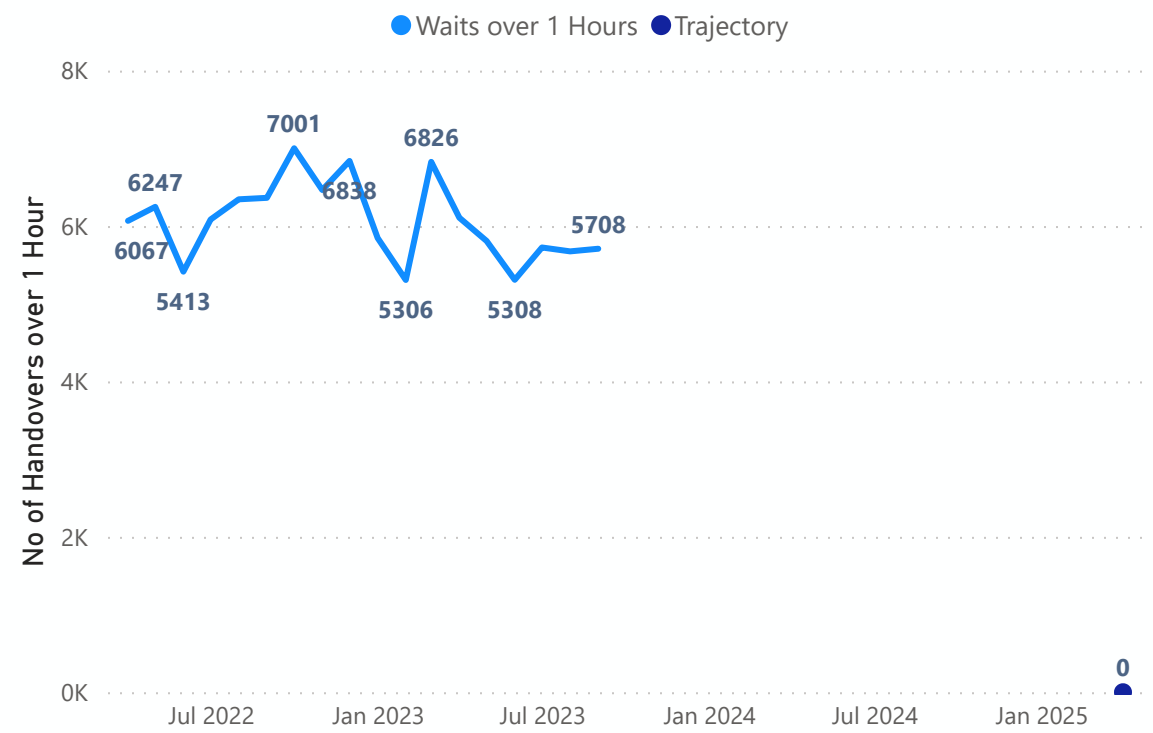

17.2 Hours lost for handovers over 4 Hours

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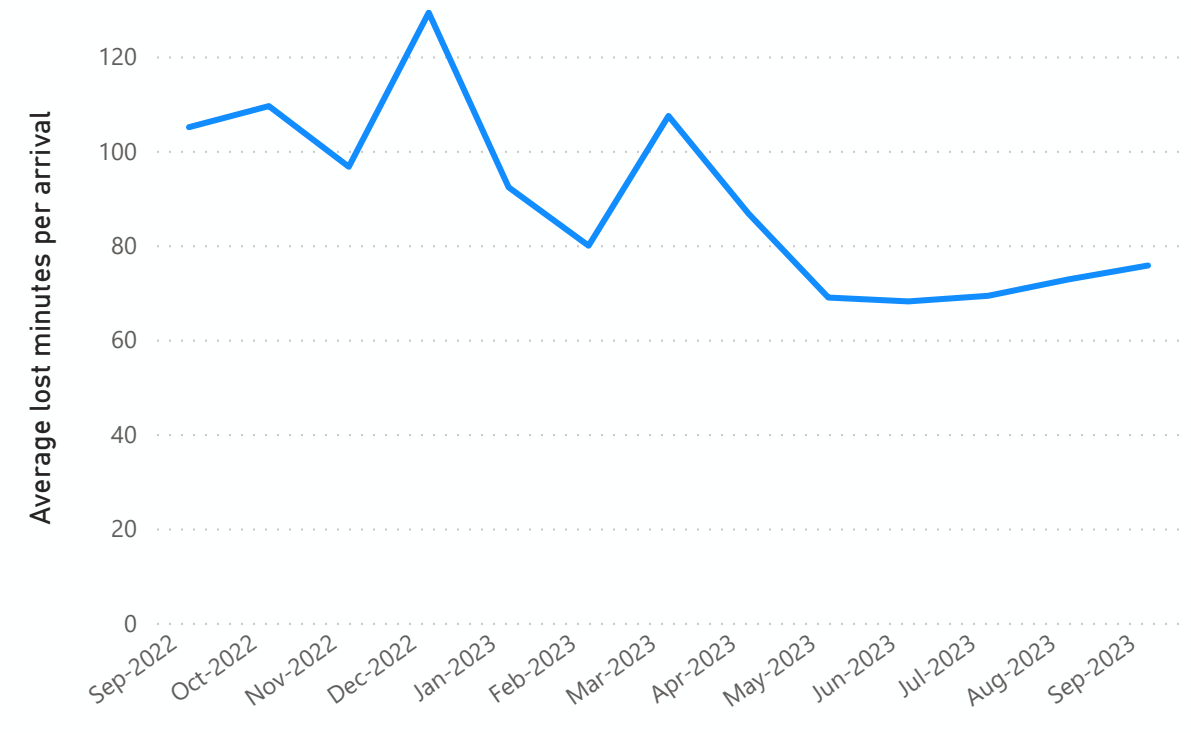National Collaborative Commissioning Unit

Performance Report | Trajectory

The number of handovers over 1 hour were 10.3% lower in September 2023 compared to September 2022. Average lost minutes per arrival for September 2023 were 29 minutes lower as compared to September 2022.

18.1 1 Hour Trajectory

● Waits over 1 Hours ● Trajectory

18.2 Average Lost Minutes per Arrival (All Vehicles)

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DIGITAL SERVICES
National Collaborative Commissioning Unit

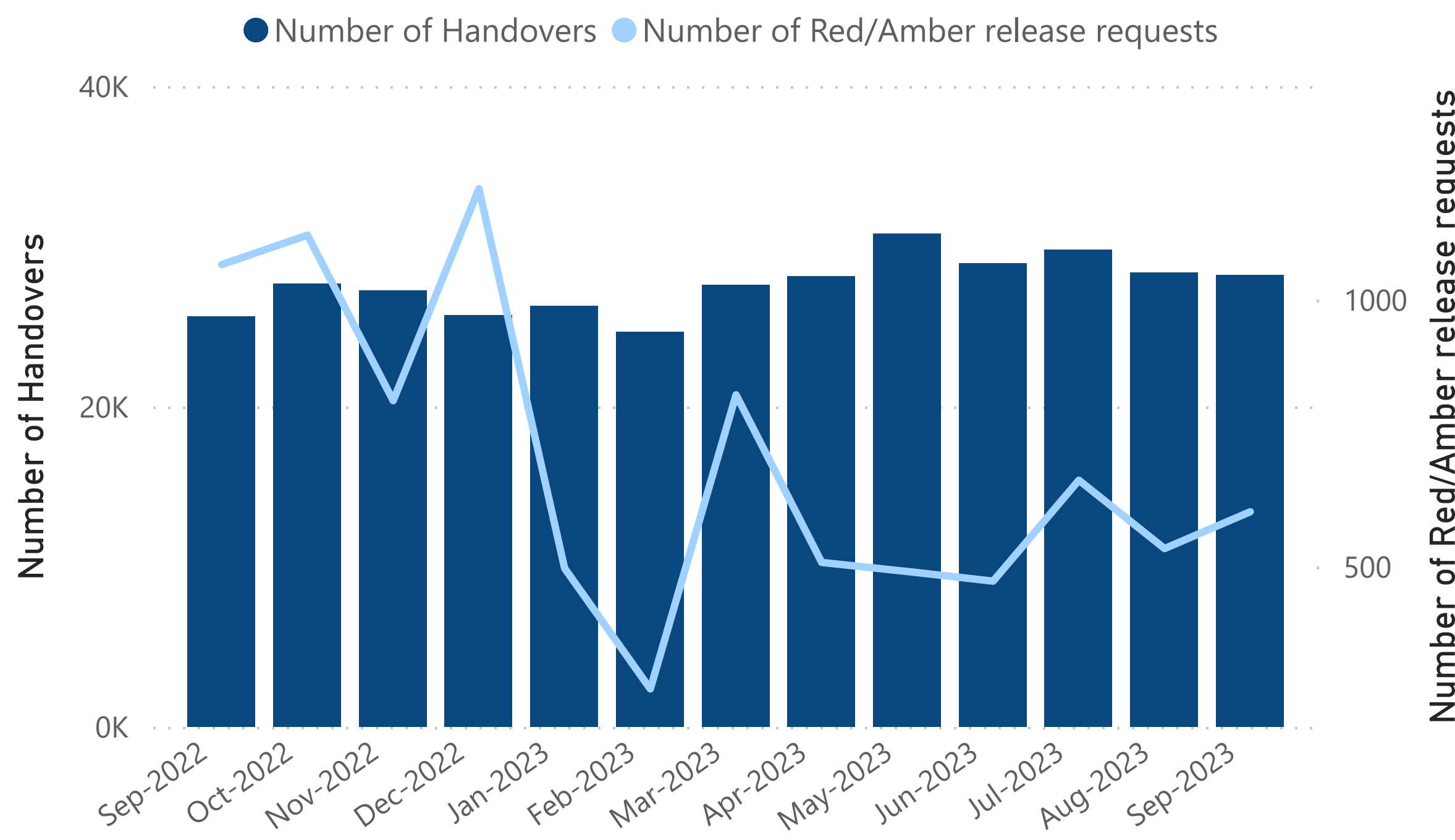# Performance Report | RED/AMBER release requests

There is a downward trend in both verified incidents and release requests throughout the period. Release requests were 46.2% lower in September 2023 as compared to September 2022. The number of incidents were 1.9% higher and the number of patients handed over were 9.1% higher for September 2023 as compared to September 2022.

19.1 Red/Amber Release Request v Verified Incidents

Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI5 Total number of incidents
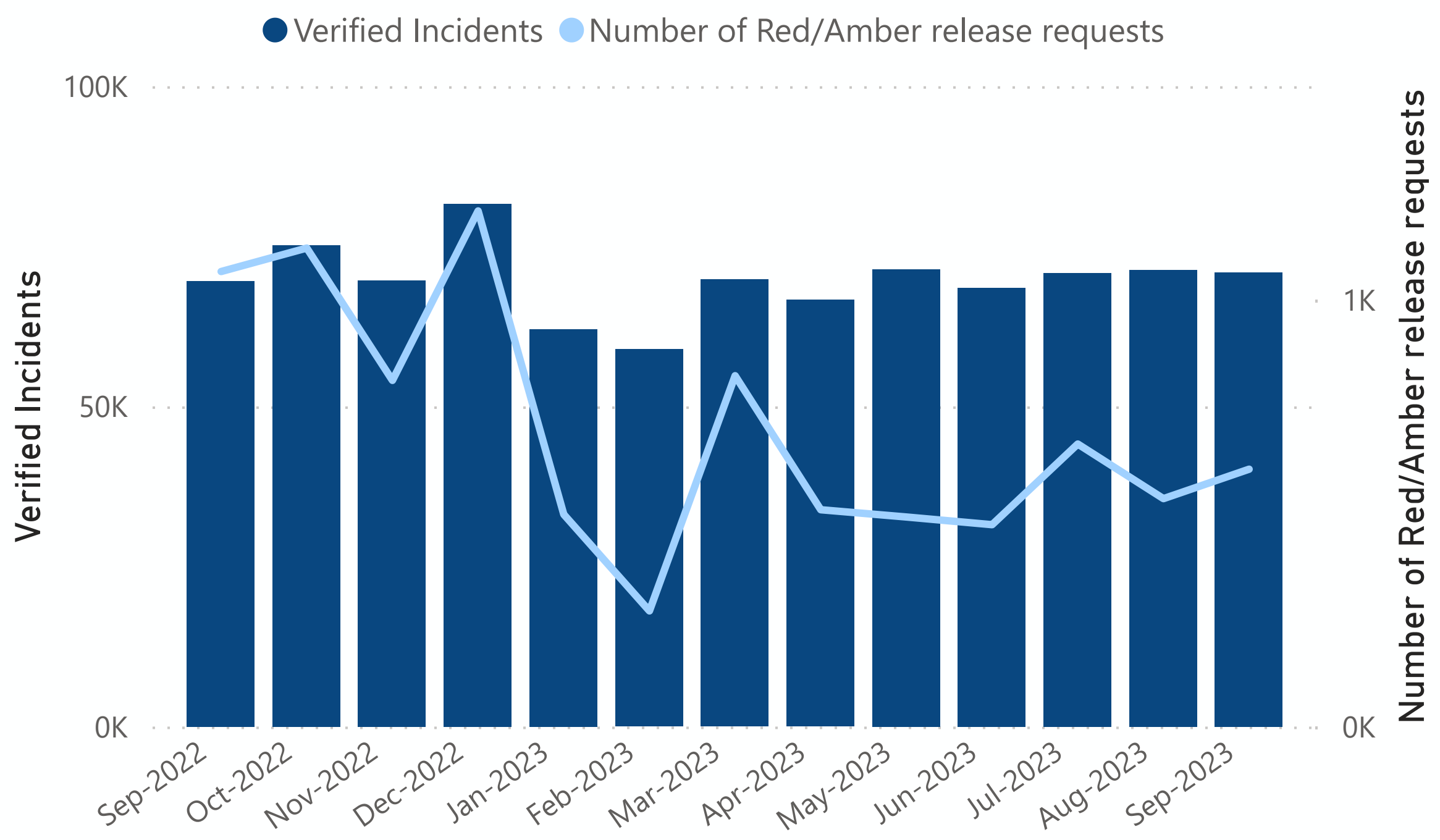
19.2 Red/Amber Release Request v Total Handovers

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

Performance Report | Unit Hour Production (UHP)

Lowest Recorded UHP
82.60%
All Wales Latest Month

Average Recorded UHP
88.66%
All Wales Latest Month

Highest Recorded UHP
97.40%
All Wales Latest Month

Lowest Recorded UHP
78.7%
N Wales Latest Month
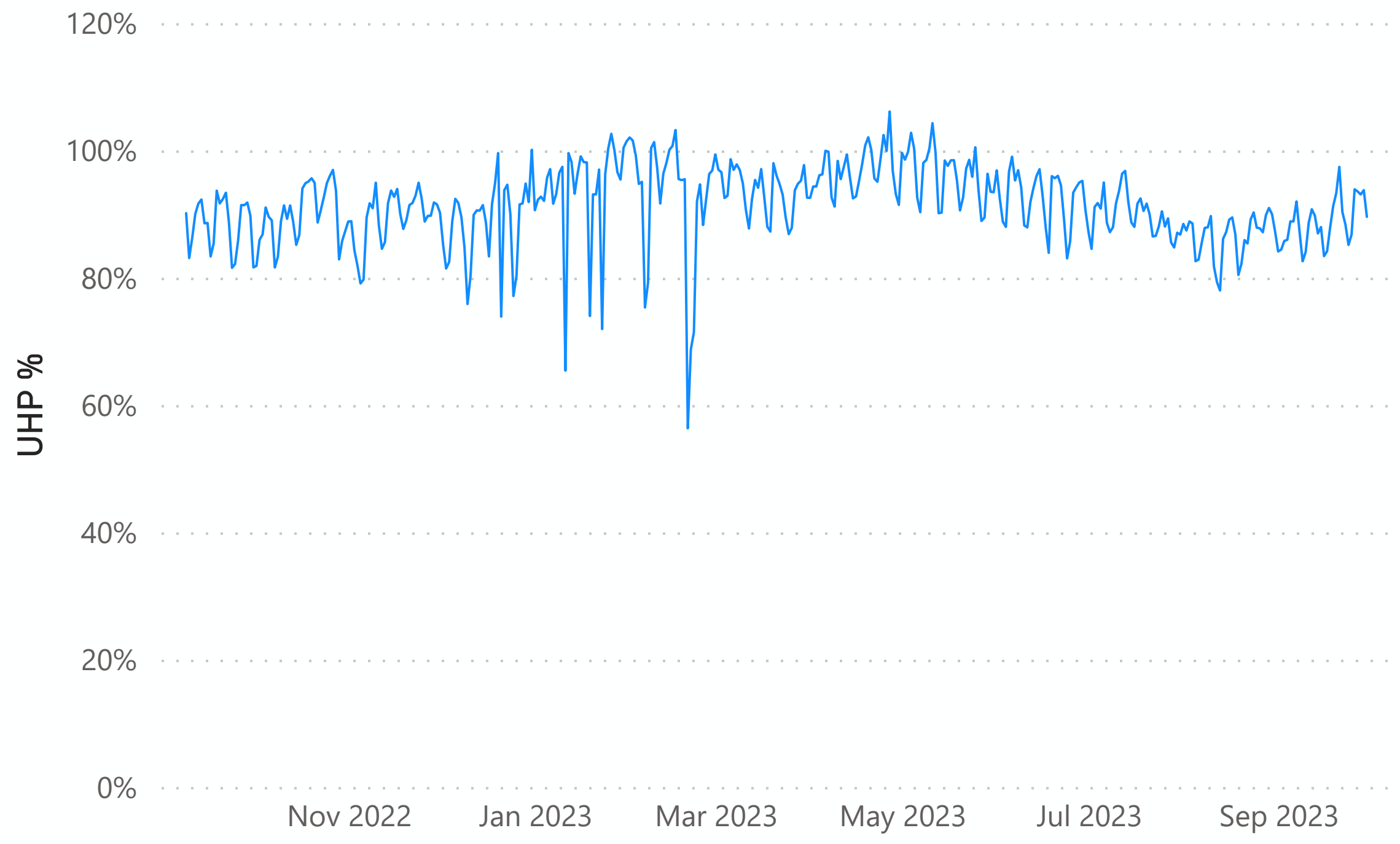
Lowest Recorded UHP
76.3%
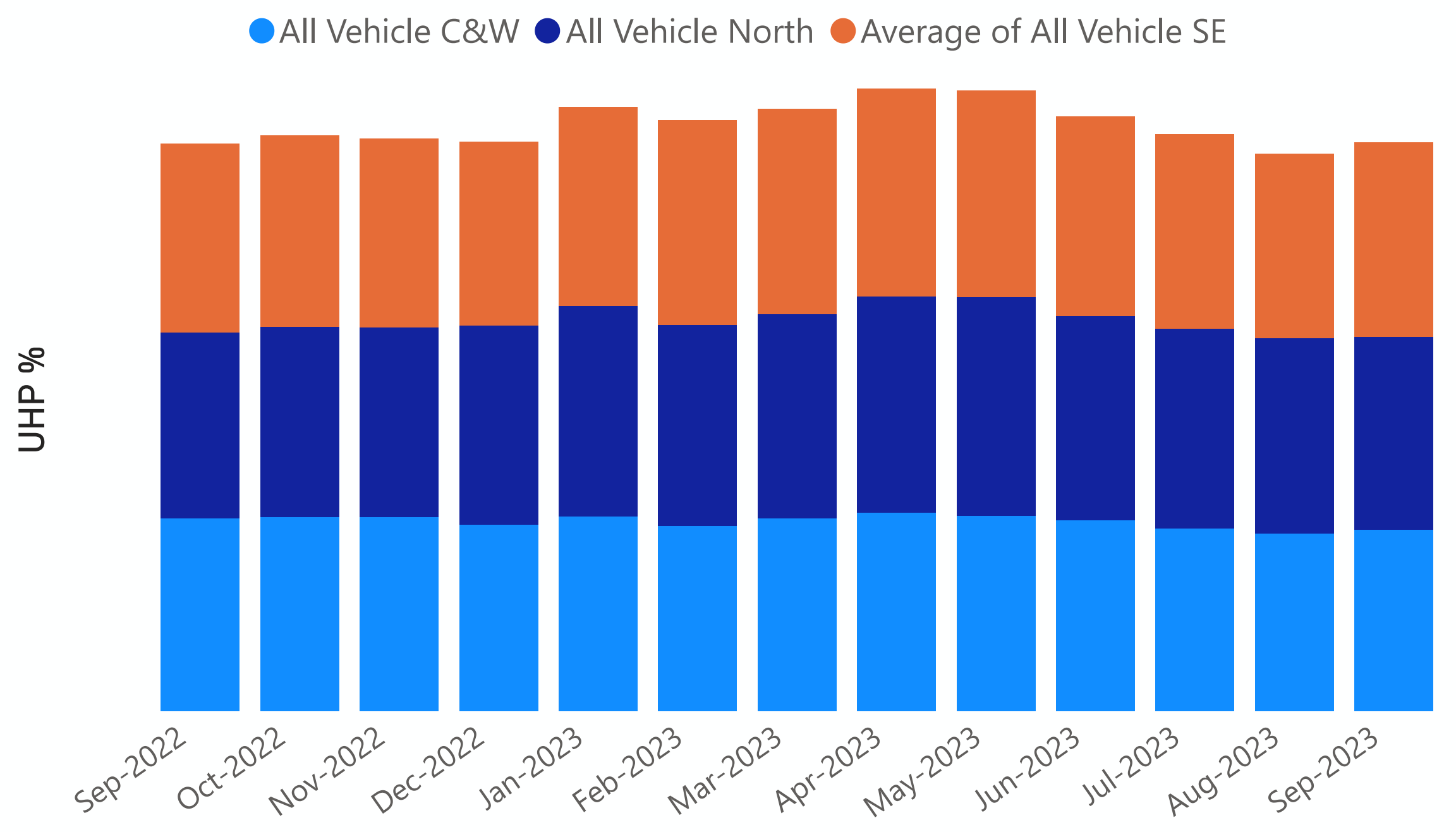C&W Wales Latest Month

Lowest Recorded UHP
83.1%
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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National Collaborative Commissioning Unit

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)