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31 July 2023



Emergency Ambulance Services Committee

Ambulance Data Portal | Performance Report

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Performance Report | Summary and contents

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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

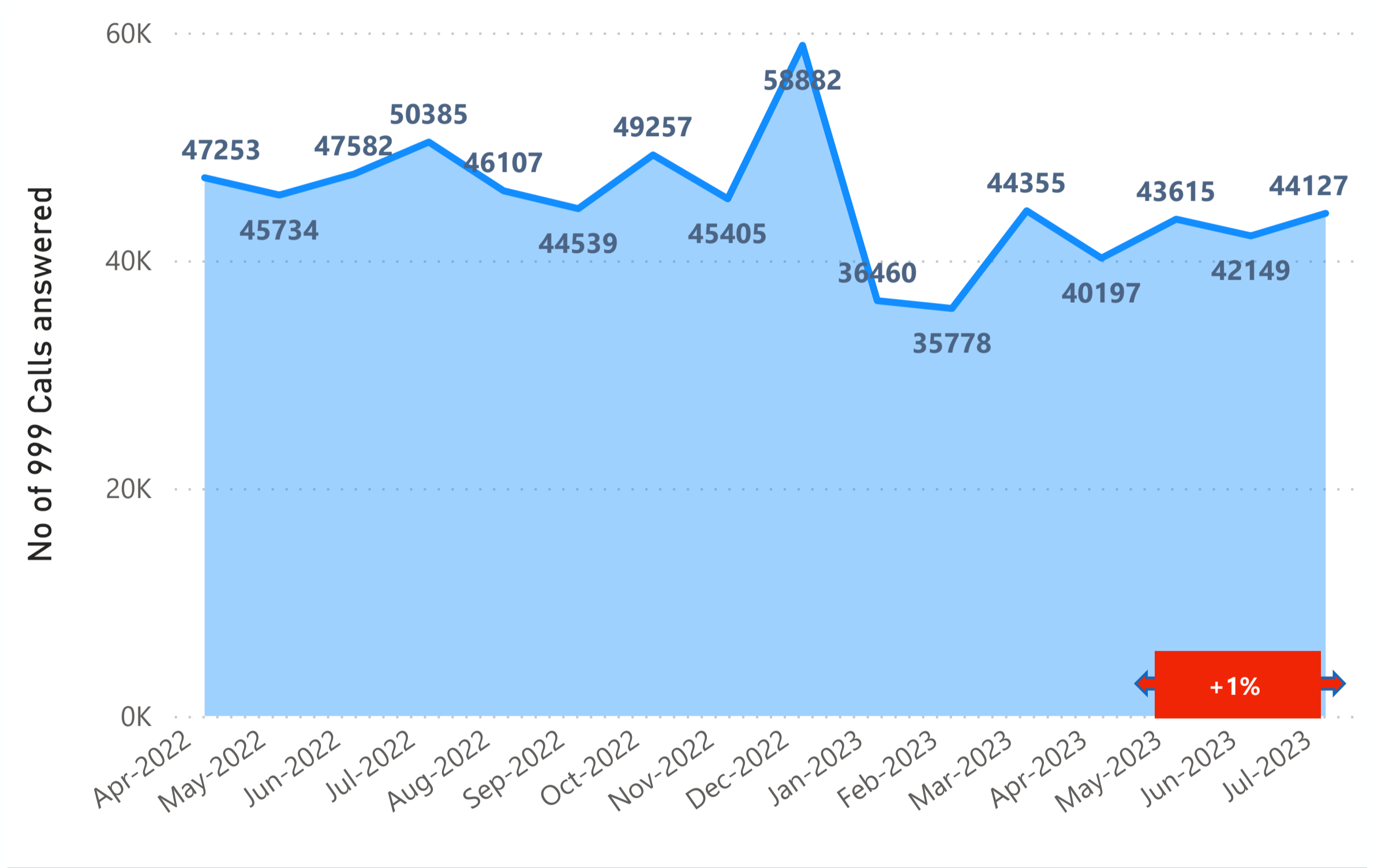
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Performance Report | 999 calls demand

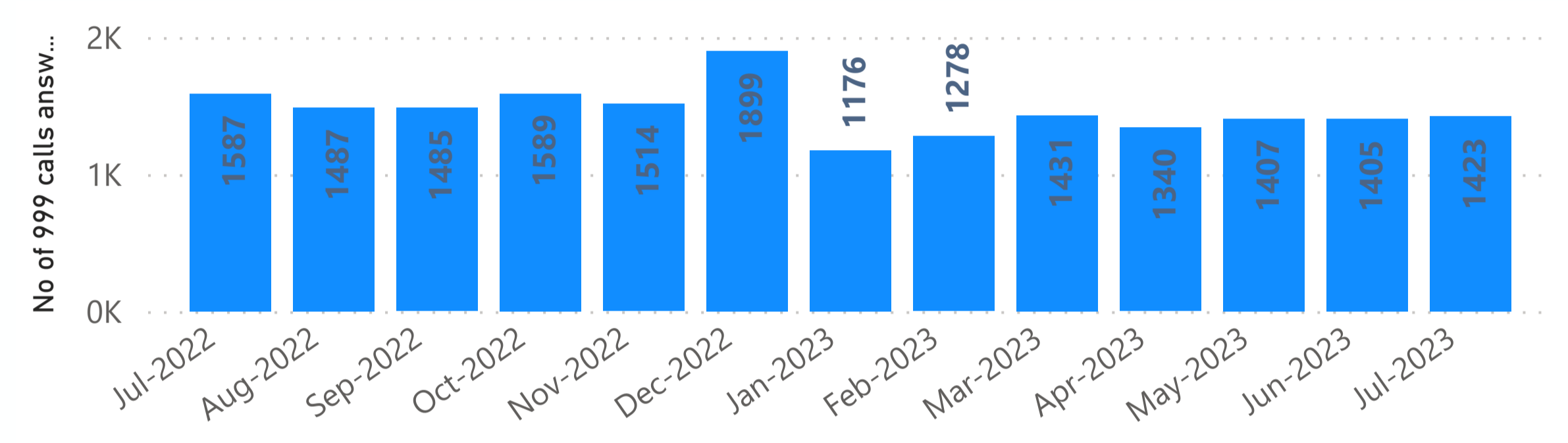
The number of 999 calls saw an 9% increase from April 2023 to July 2023. 999 calls and average number of 999 calls answered are 12% lower in July 2023 as compared July 2022.

1.1 Monthly -Volume of 999 Calls Answered

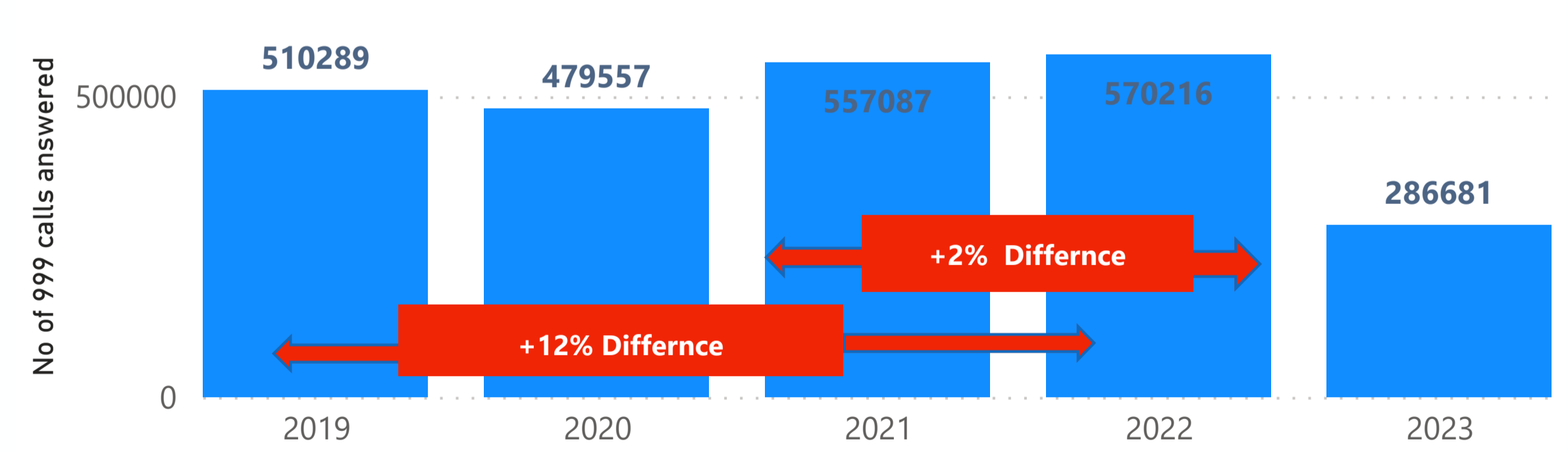


Source: Ops Directorate Telephony Qlikview

1.2 Daily Average - 999 Calls Answered



1.3 Annualised Data - Volume of Calls Answered



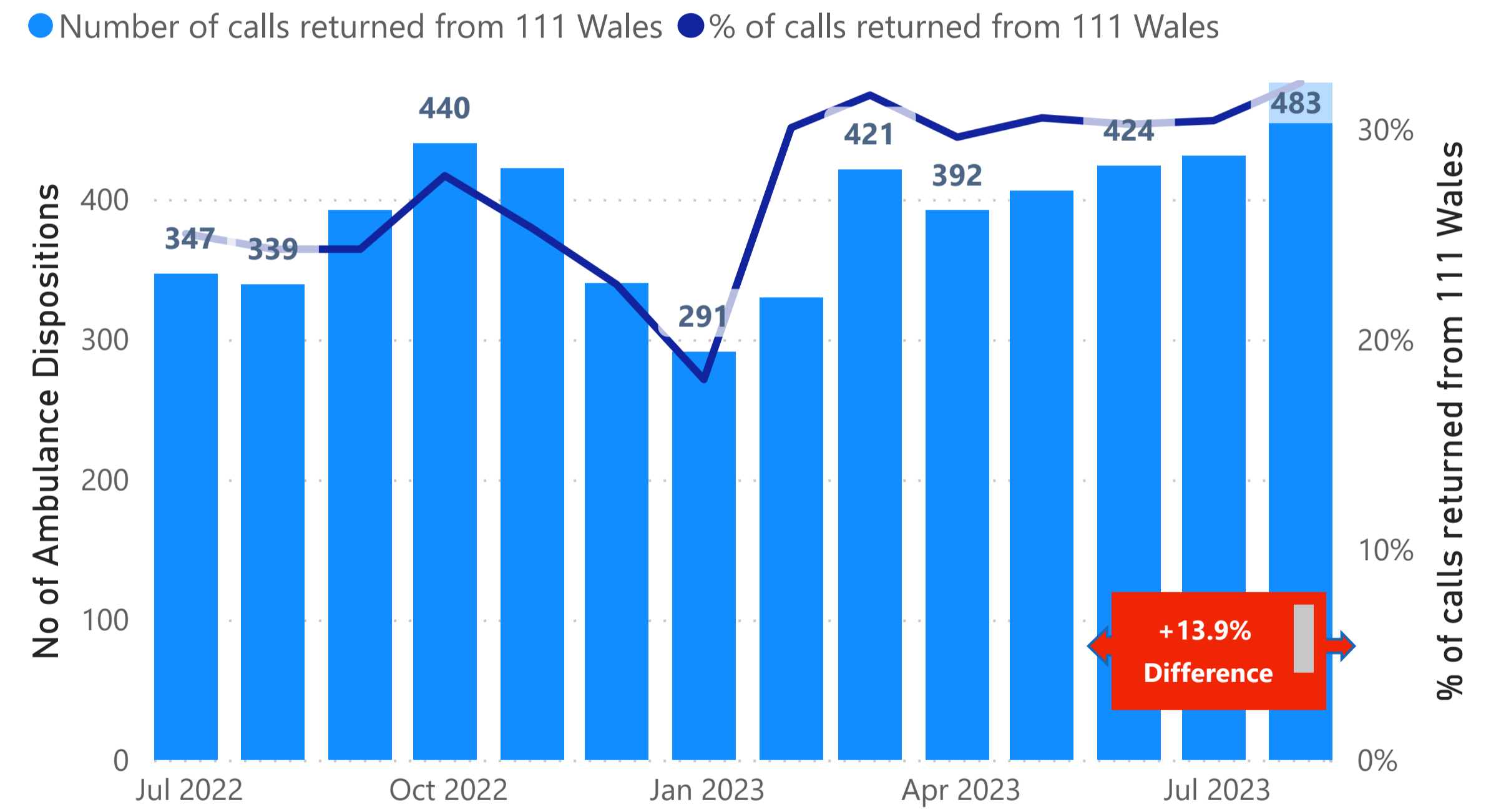
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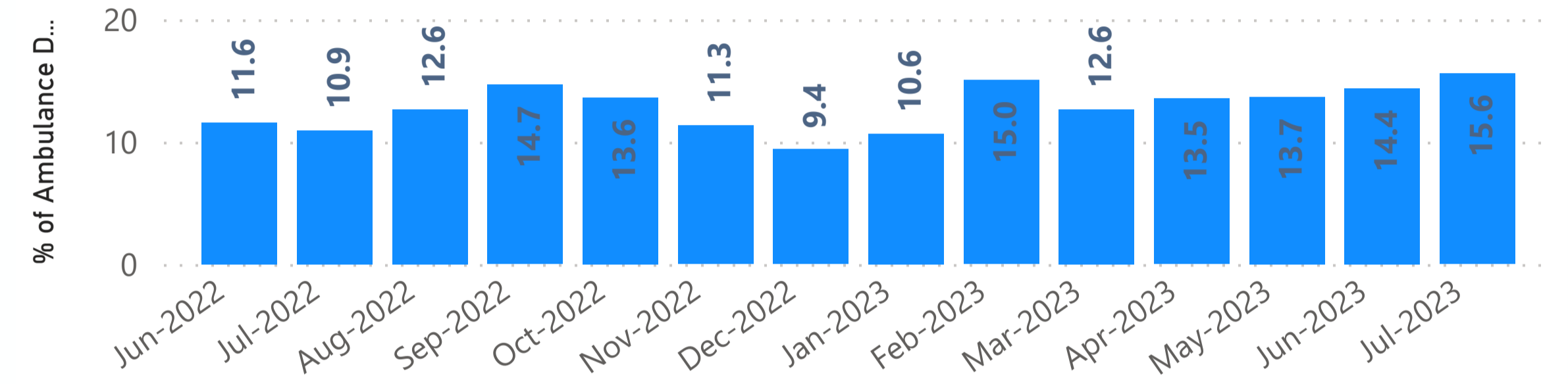
Performance Report | 111 Wales to 999 Transfers

Despite a downward trend for both the number and % calls returned until December 2023, the number and % calls returned from 111 Wales have been increasing since December. In July 2023, the number of calls returned is 42.4% higher than July 2022, with the % calls being 7.9% higher in July 2023.

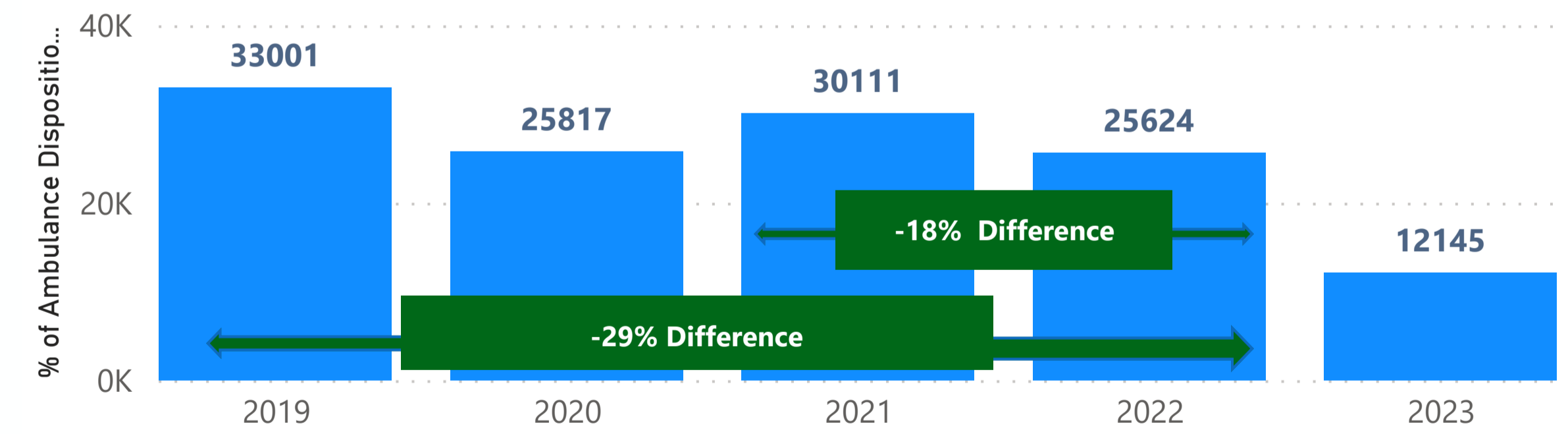
2.1 Monthly - Calls returned from 111 Wales



2.2 Daily Average - Calls Returned from 111 Wales



2.3 Annualised Data - Total Calls Returned from 111 Wales



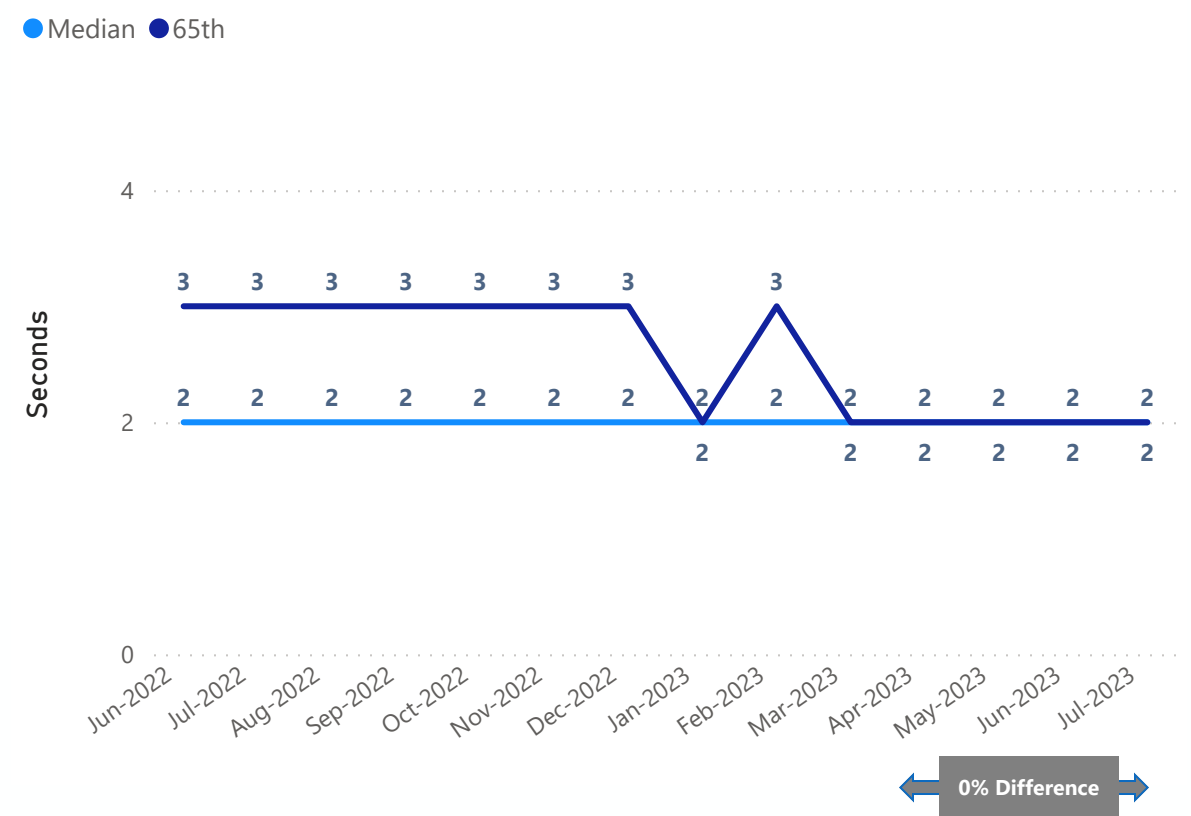
Source: AQ19ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

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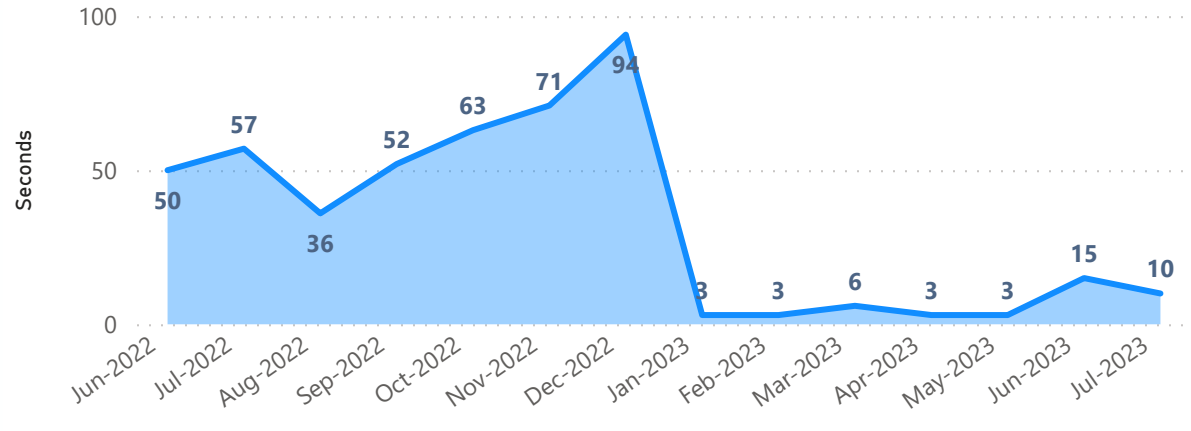
Performance Report | 999 call answer times

999 call answer times have remained constant. The 95th percentile showed a steady increase up to December 2022 and then reduced substantially from January 2023 onwards.

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



3.2 95th Percentile



3.3 Call Abandonment - TBC

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

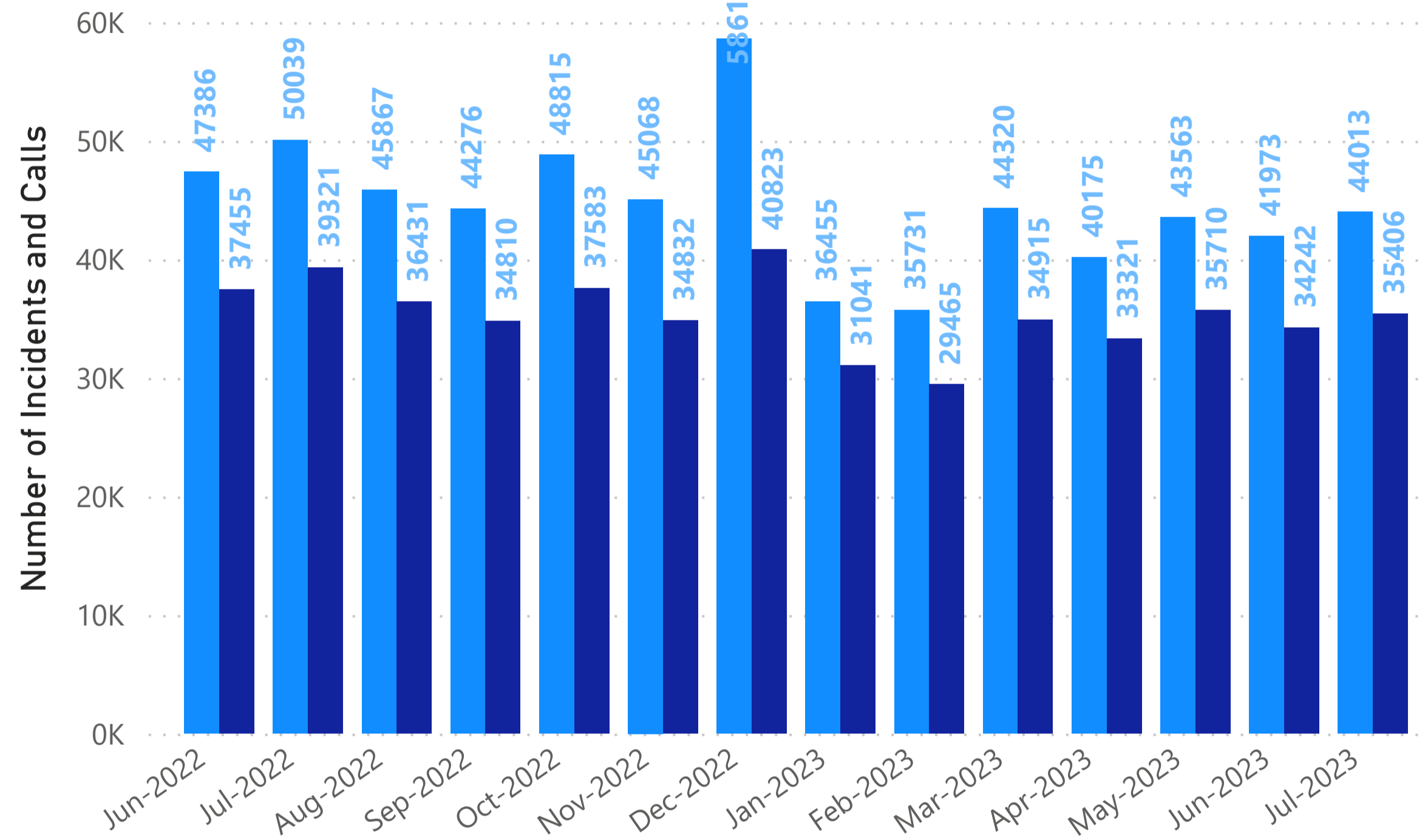
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Performance Report | All incidents

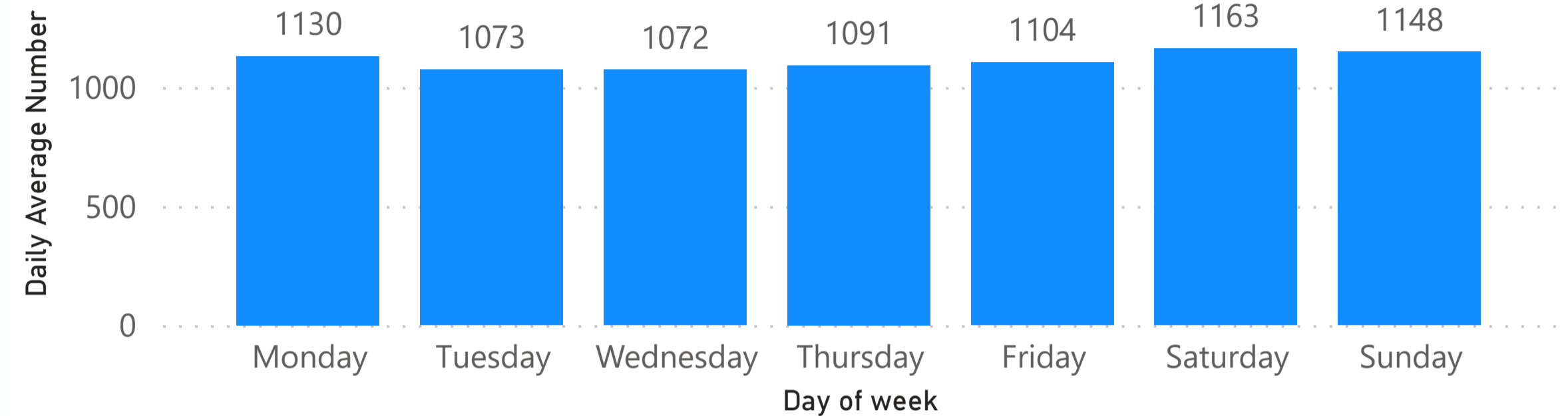
There is an overall reducing trend in call and incidents. July 2023 saw a 12% reduction in calls and a 10.8% reduction in incidents compared to July 2022

4.1 Monthly Volume of Incidents and Calls

● Total 999 Calls ● Total Incidents

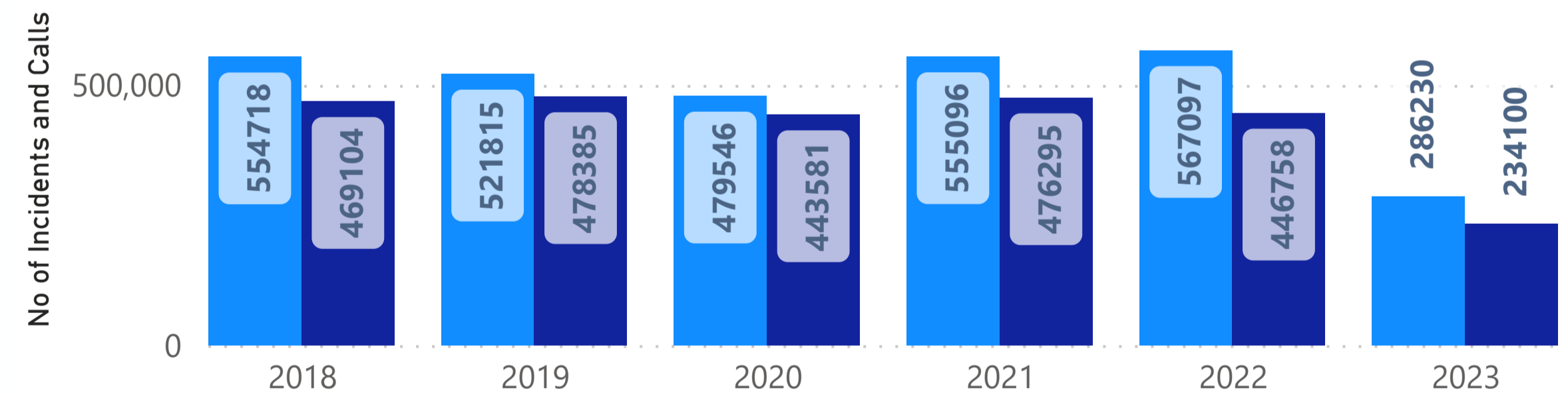


4.2 Average Daily Incidents - 2023



4.3 Annualised Data - Total Incidents and Calls

● Total 999 Calls ● Total Incidents



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

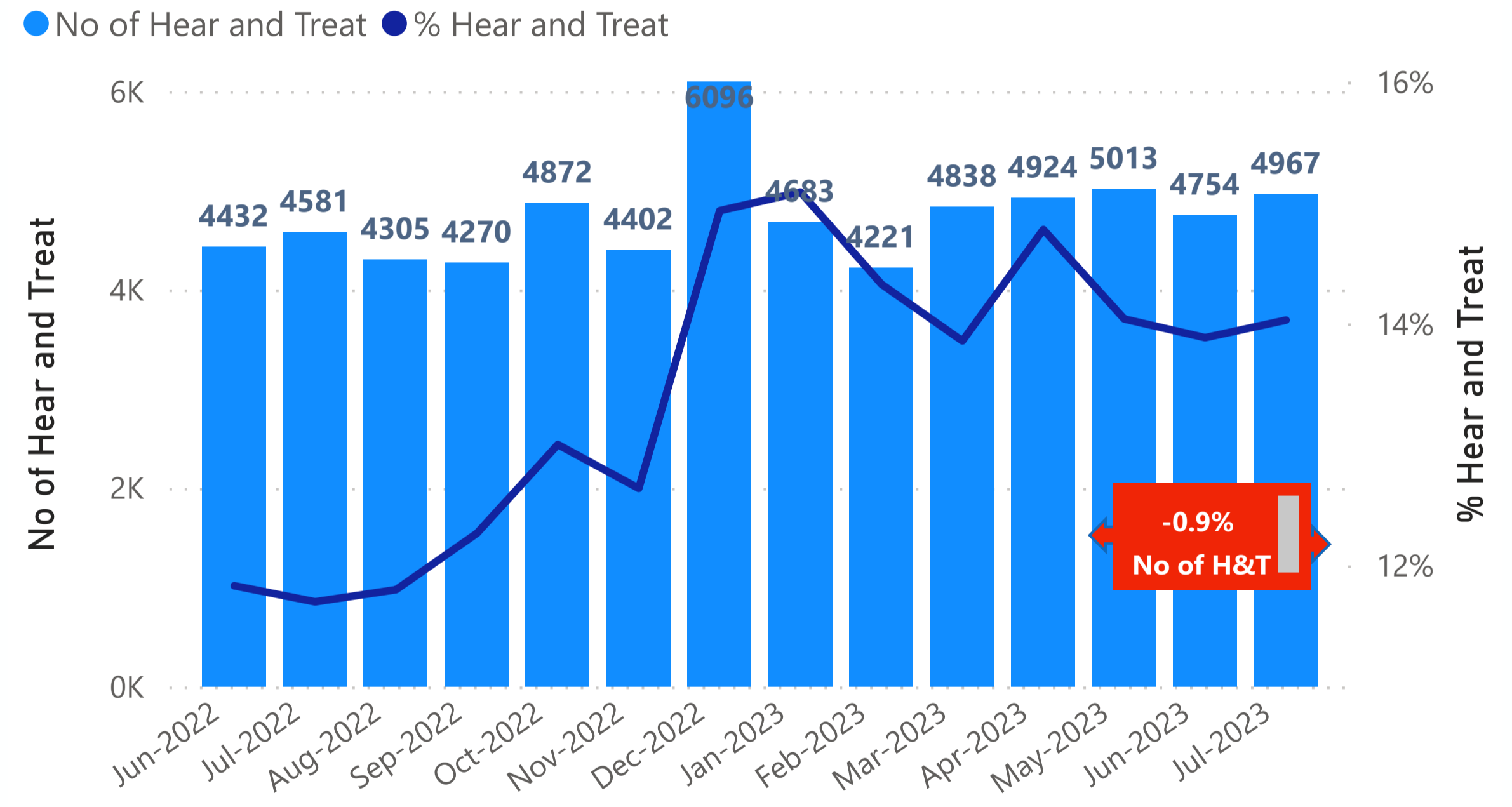
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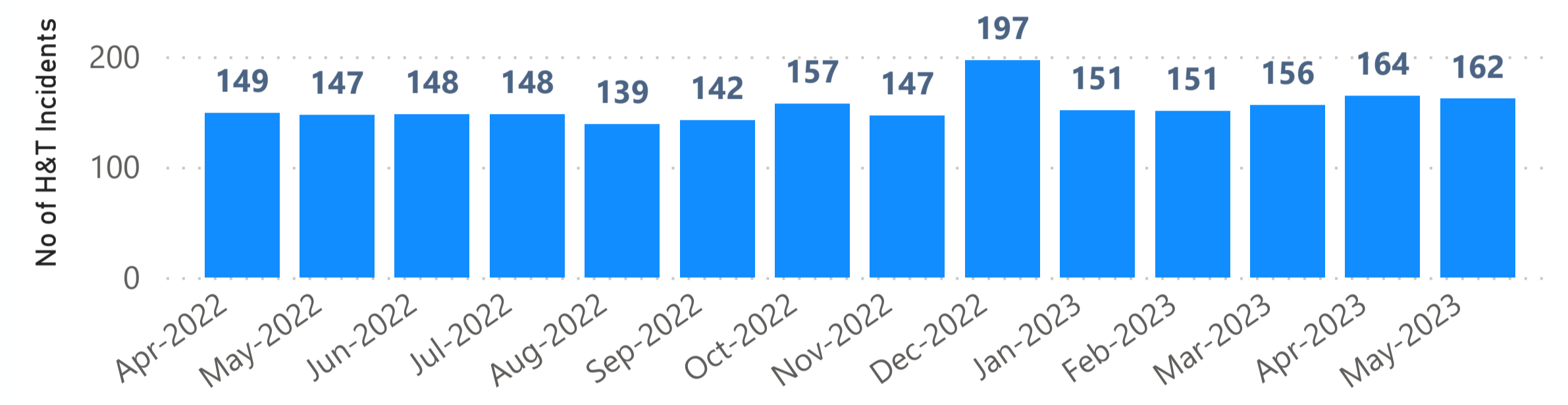
Performance Report | Hear and Treat

The number and % of Hear and Treat Incidents has an upward trend for the period shown. The number of Hear and Treat incidents July 2023 is 8% higher than that for the same period last year. The % of Hear and Treat against total incidents is 2.3% higher in July 2023, as compared to July 2022.

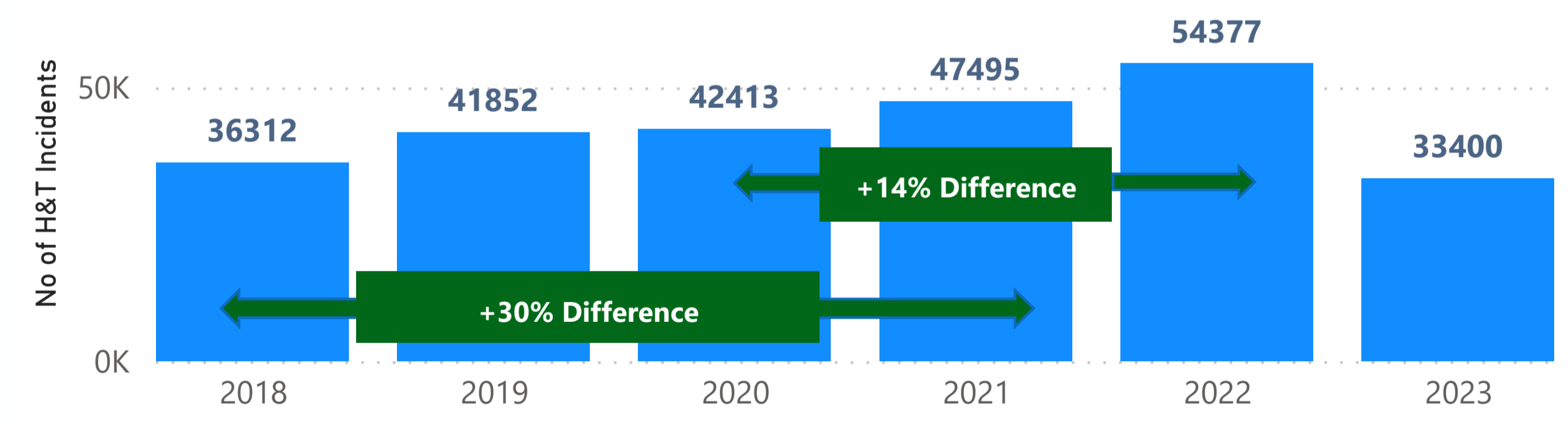
5.1 Monthly - Volume of Hear and Treat Incidents



5.2 Daily Average - Number of Hear and Treat Incidents



5.3 Annualised Data - Number of Hear and Treat Incidents



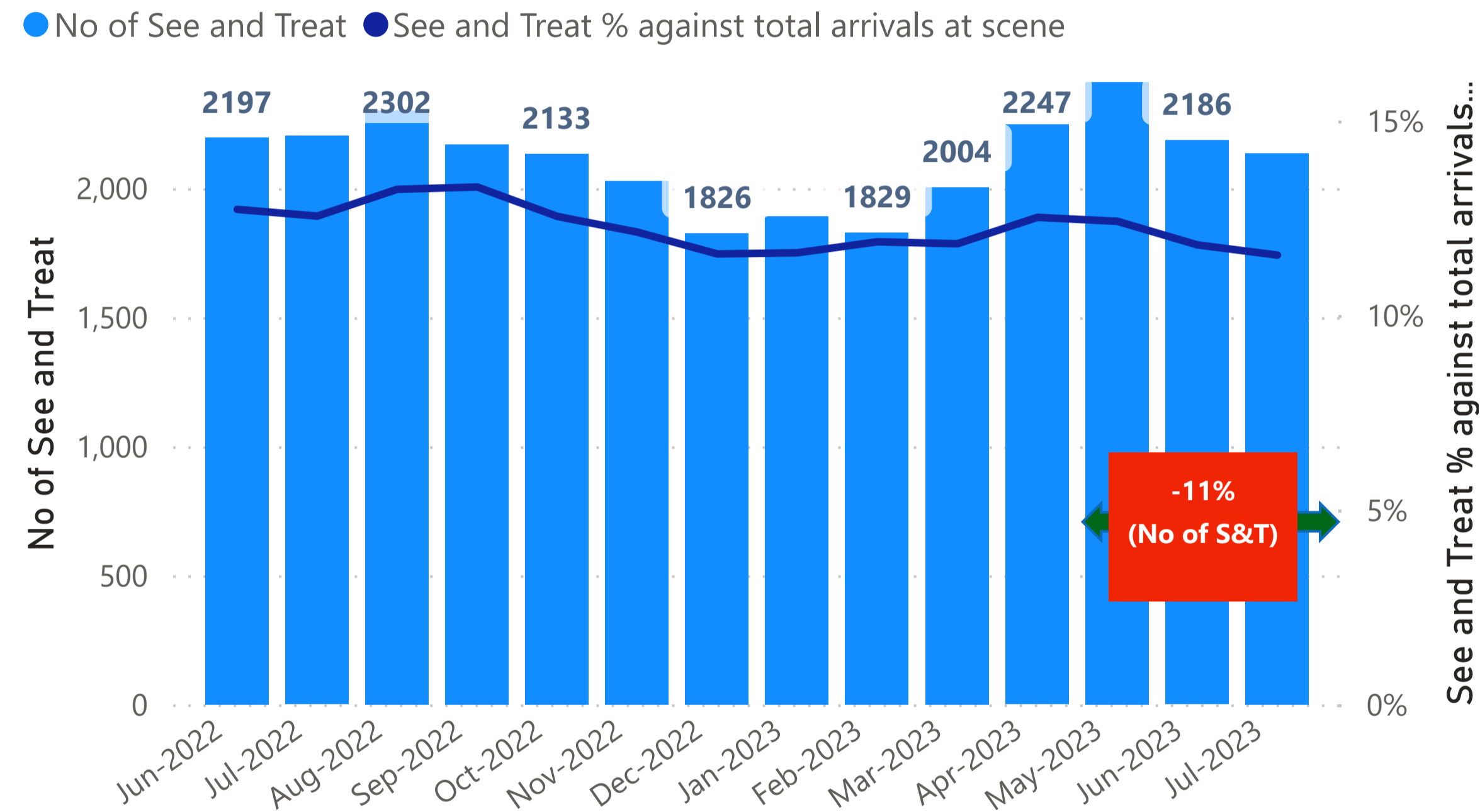
Source: AQ110i Number of calls ended following WAST telephone assessment (Hear and Treat)

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Performance Report | See and Treat

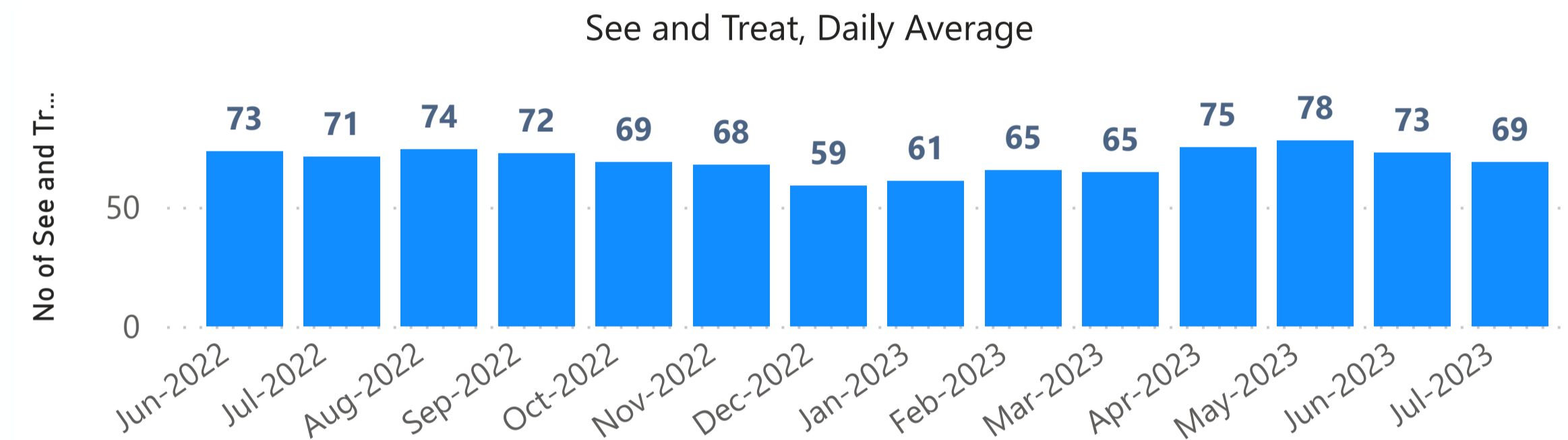
See and Treat levels are relatively static over the period, whilst there was a dip in the number over the winter of 2022/23, numbers are now returning to historical norms. July 2023 is 3% lower than July 2022.

6.1 Monthly Volume of See and Treat Responses

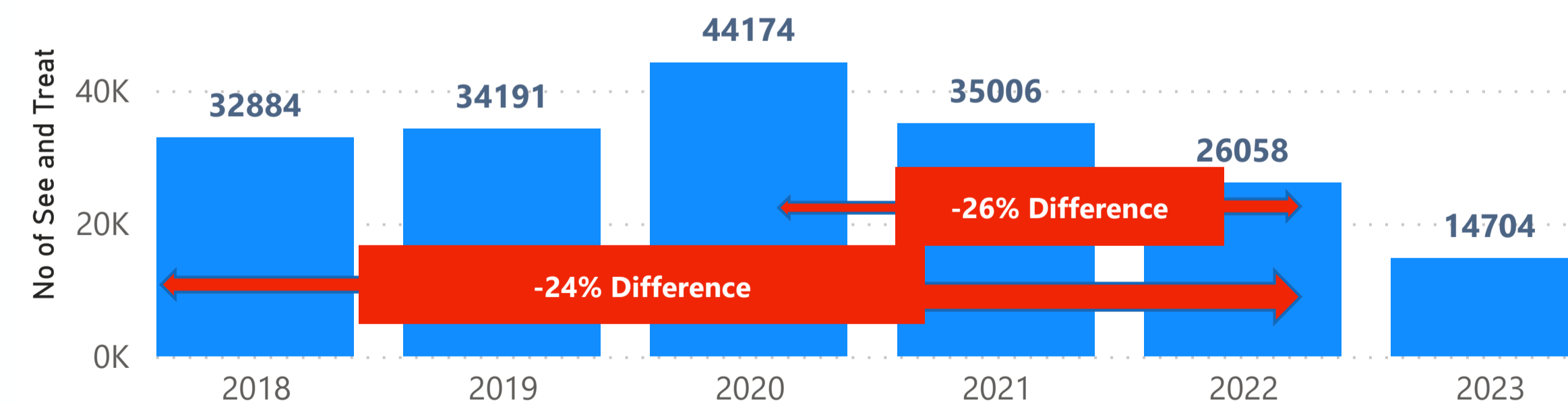


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

6.2 Daily Average - Number of See and Treat Responses



6.3 Annualised Data - Number of See and Treat Responses



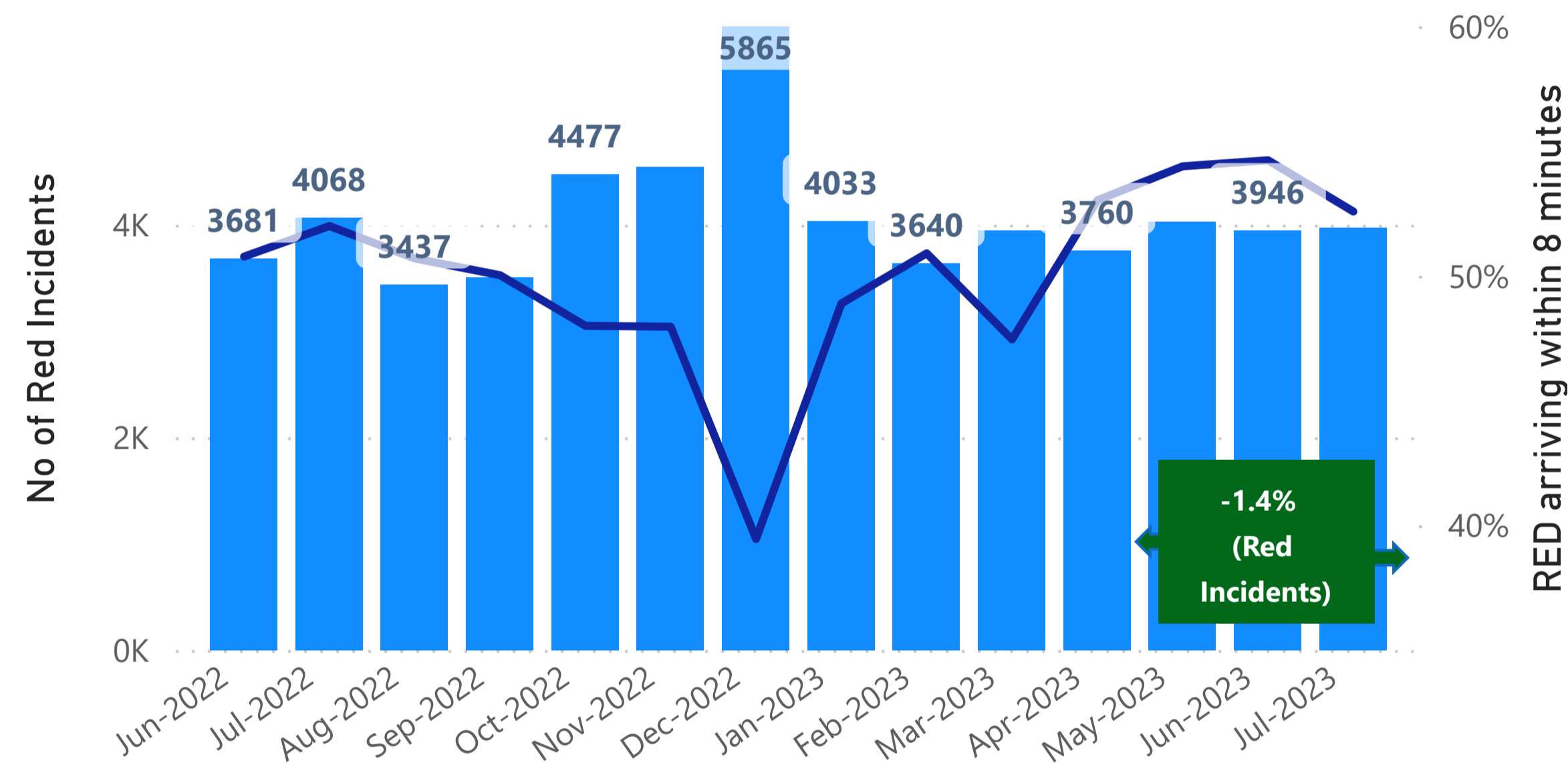
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Performance Report | RED incidents

Since December 2022, there is a downward trend of the number red incidents, whilst the 8 minute % performance has been steadily increasing. The number of red incidents in July 2023 was 2.4% lower as compared to July 2022, although the 8 min % performance was consistent for the same time period.

7.1 Monthly Volume of Red Incidents and Red % Performance

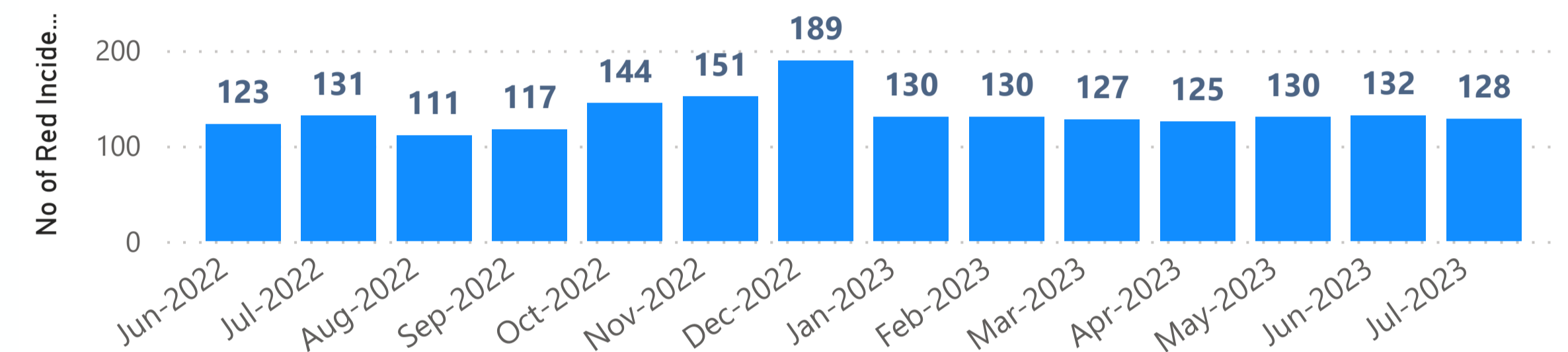
● RED incidents ● RED arriving within 8 minutes



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

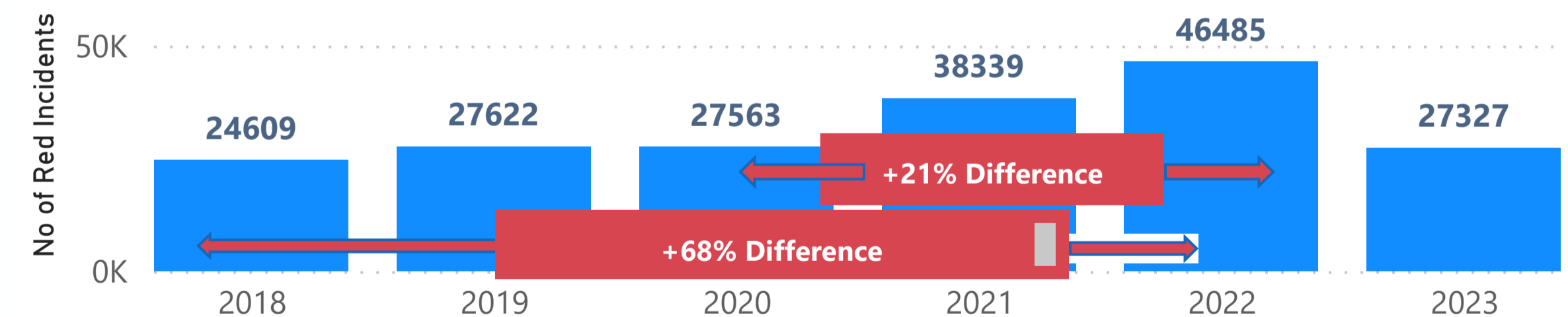
7.2 Daily Average - Red Volume

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

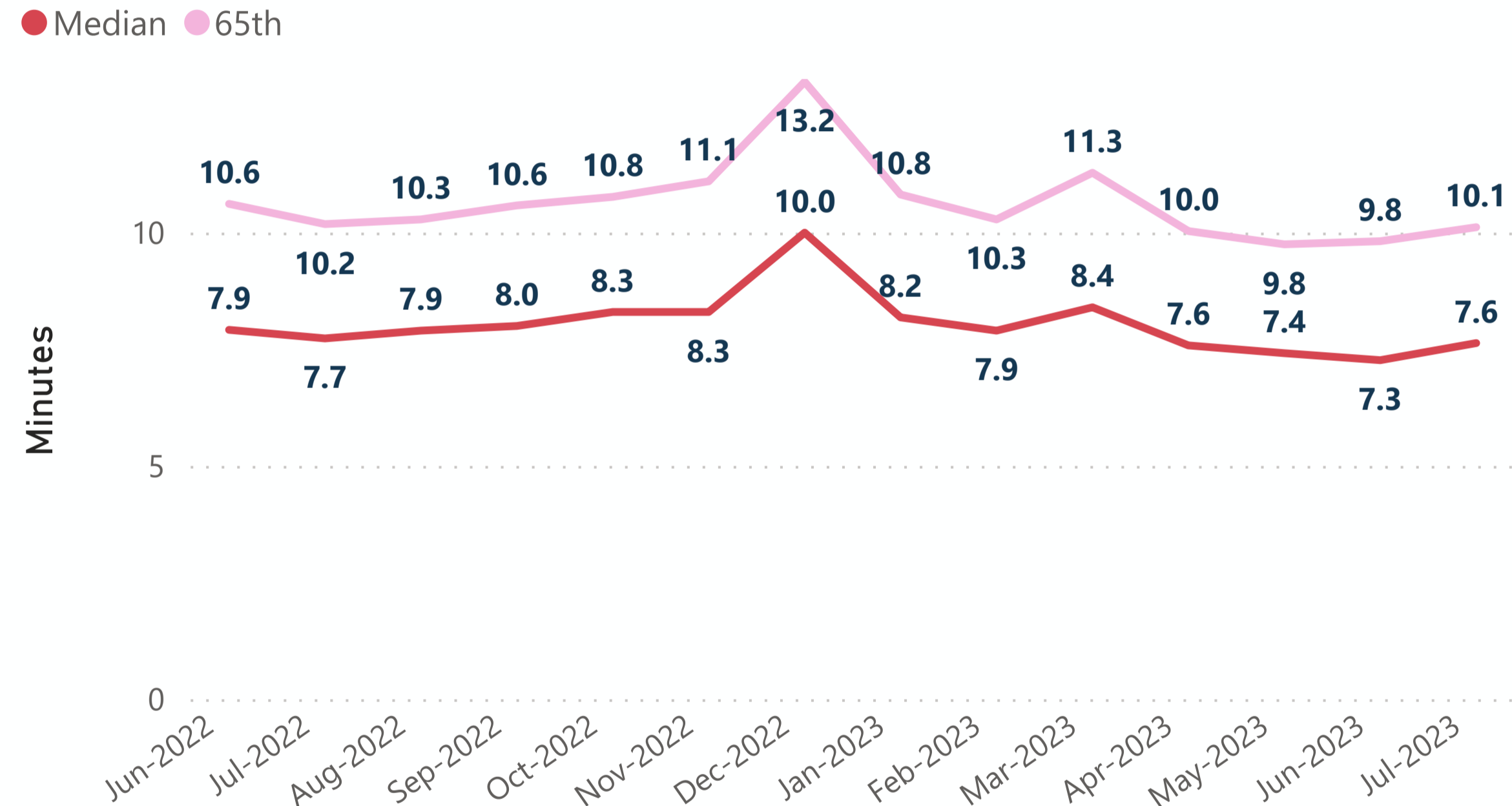


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Performance Report | RED incident response time

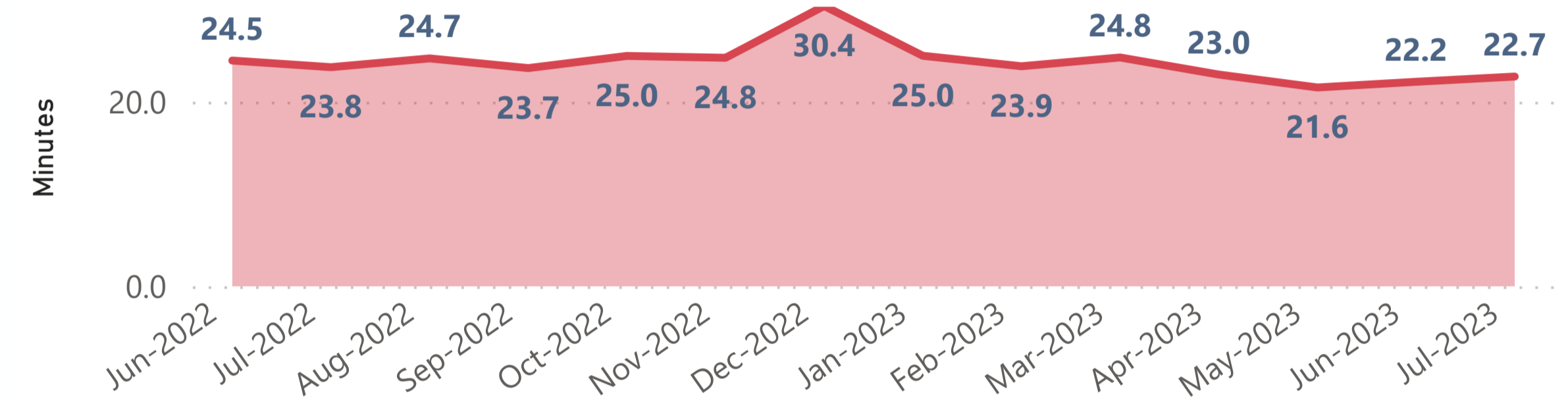
Despite seeing red median and 65th peak to a all-time high in December 2022, red median and 65th has been slowly reducing throughout the time period reported. Red Median and the longest red was slightly lower in July 2023 than July 2022.

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

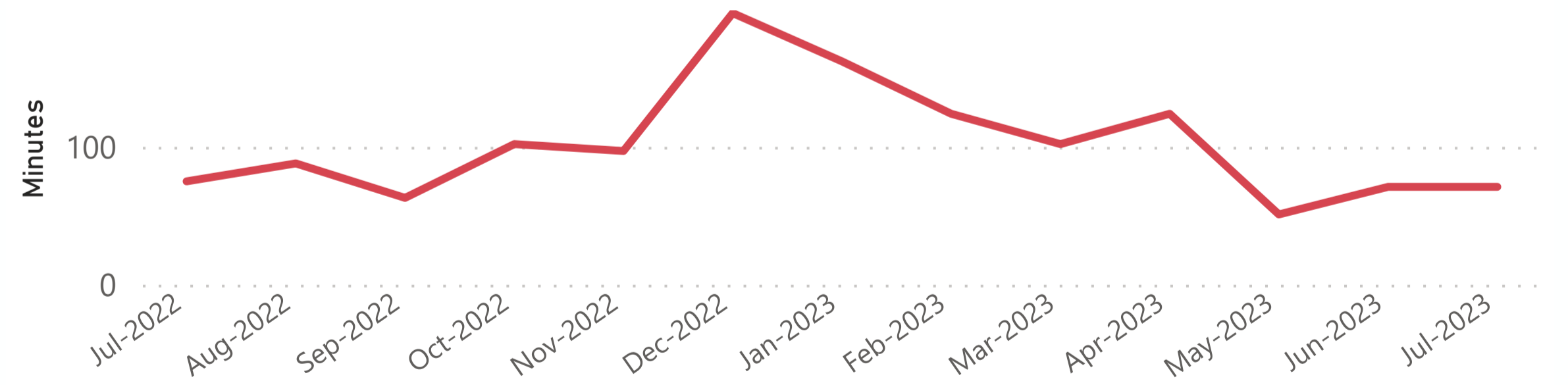


+2.7% Difference Median

8.2 95th Percentile Red Response Time (Minutes)



8.3 Longest Red



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

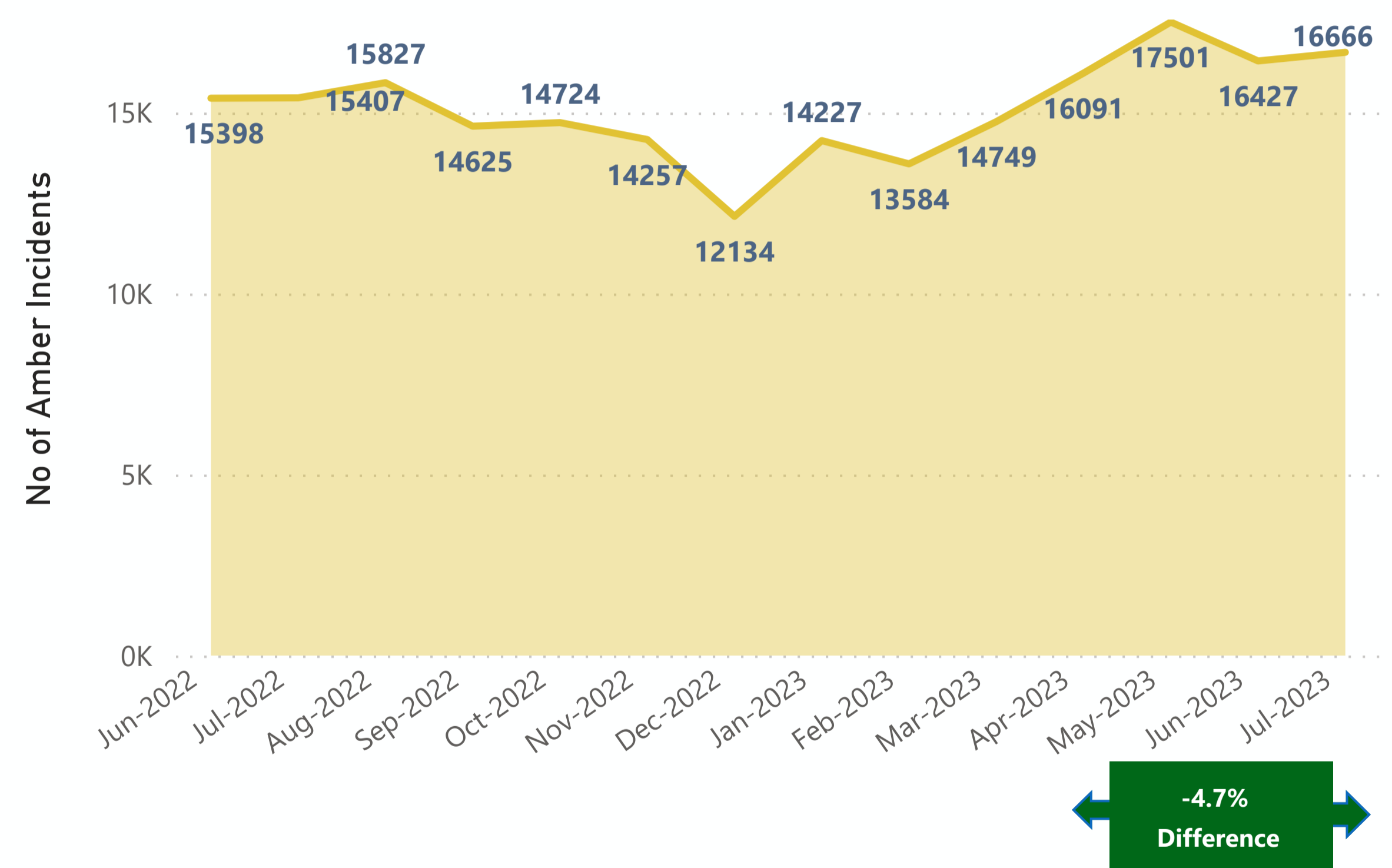
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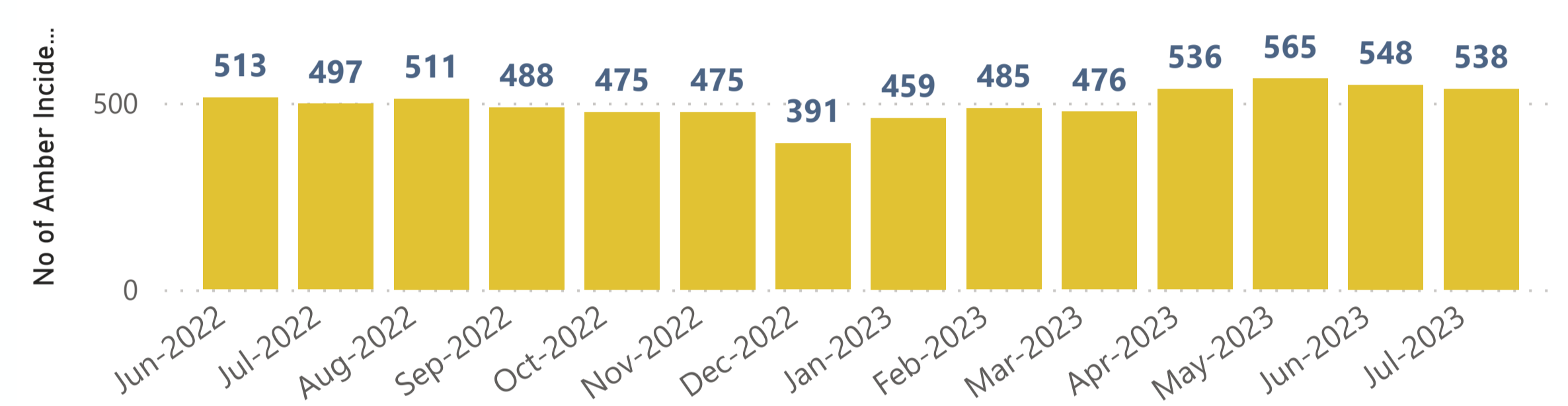
Performance Report | AMBER incidents

Since December 2022, the number of amber incidents being on an upward trend. The number of amber incidents in July 2023 was 8% higher than July 2022. The daily average has seen an increase since December 2022. The daily average in July 2023 is 8% higher than July 2022.

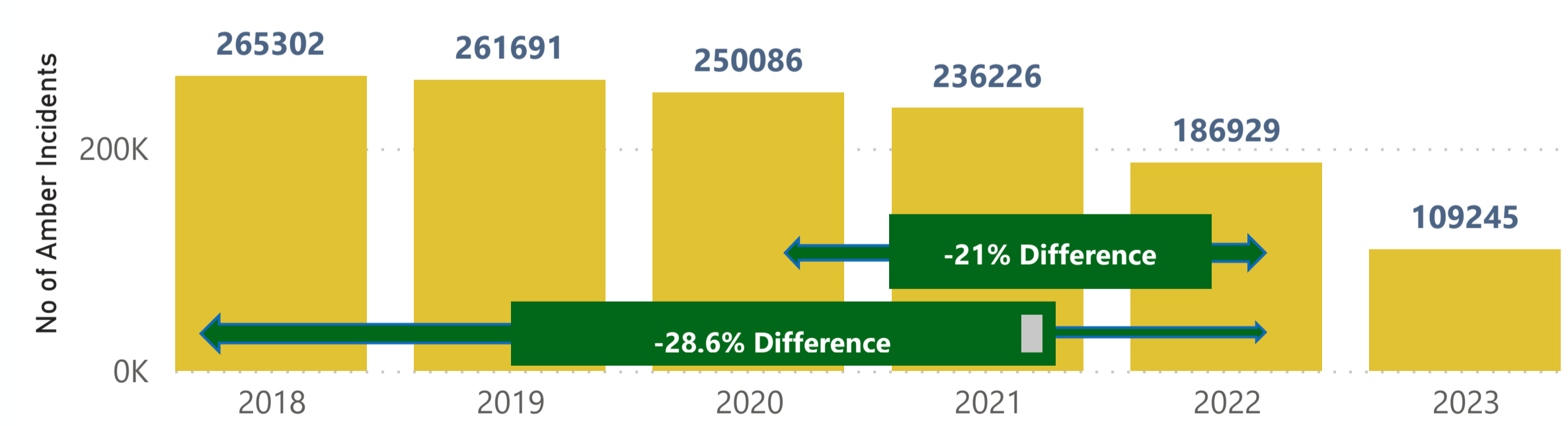
9.1 Monthly Volume of Amber Incidents



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

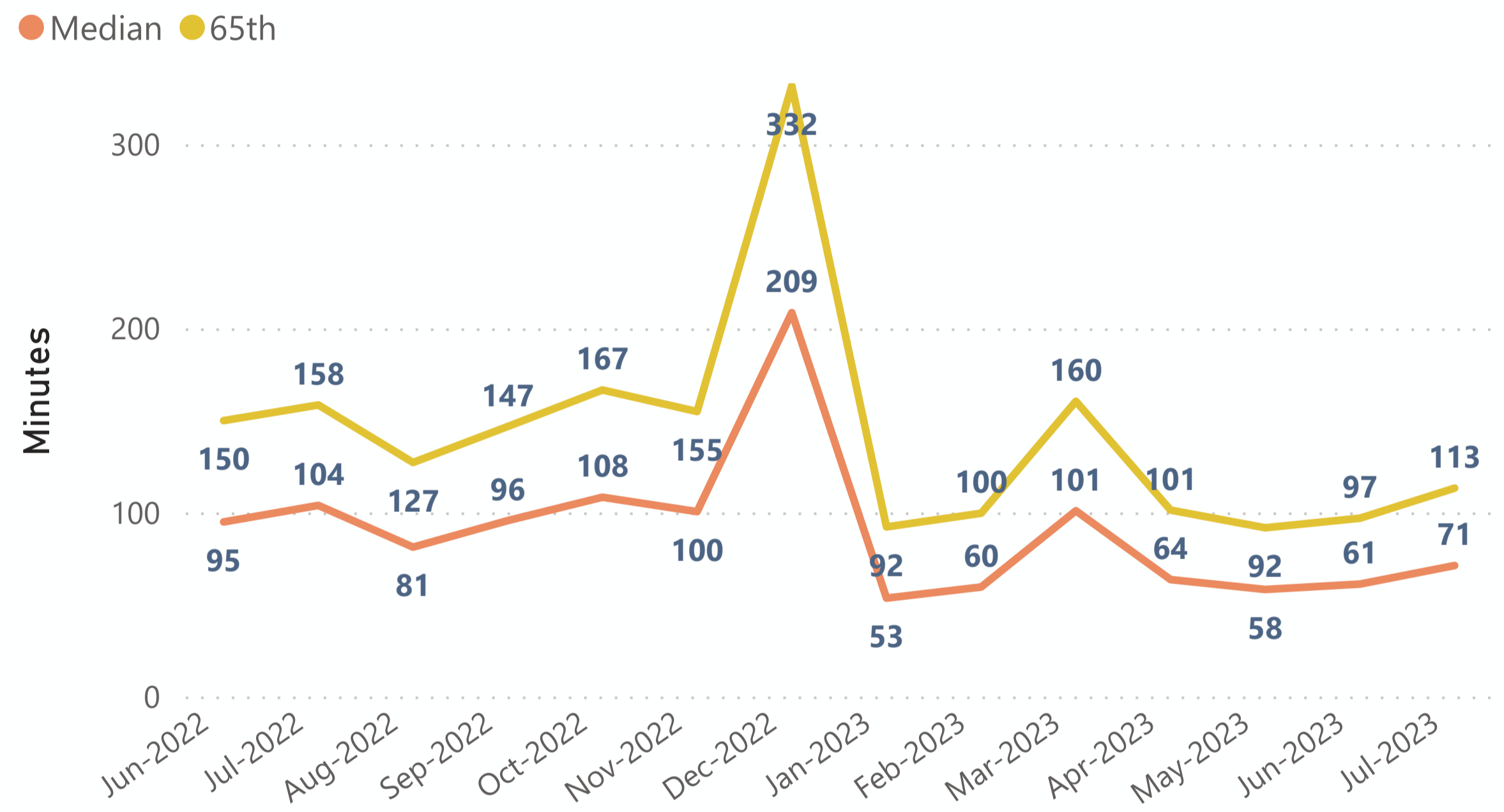
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Performance Report | AMBER incident response times

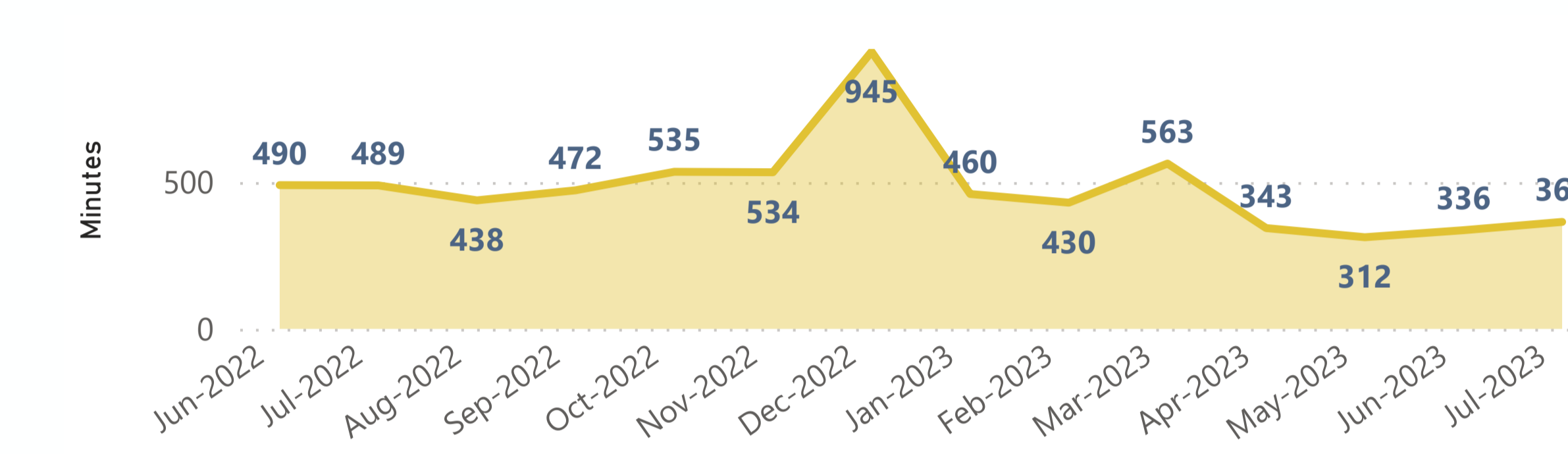
Amber Median in July 2023 was 33 minutes lower than 2022, Amber 65th was 28 minutes and Amber 95th was 124 minutes lower in July 2023 as compared to July 2022.

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

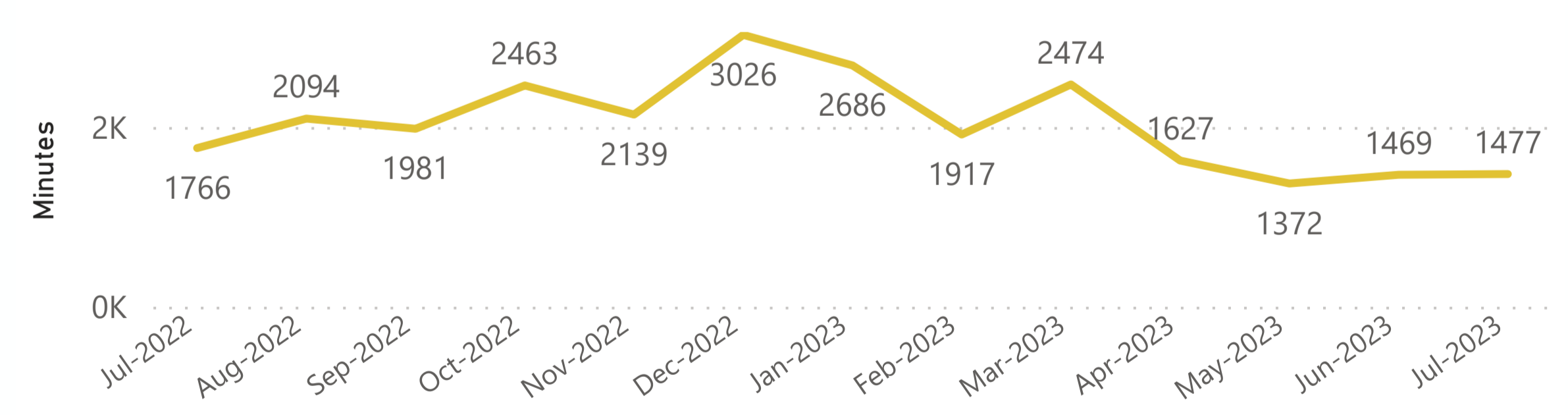


+22%
Difference
(median)

10.2 95th Percentile Amber Response Time (Minutes)



10.3 Longest Amber (Minutes)



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

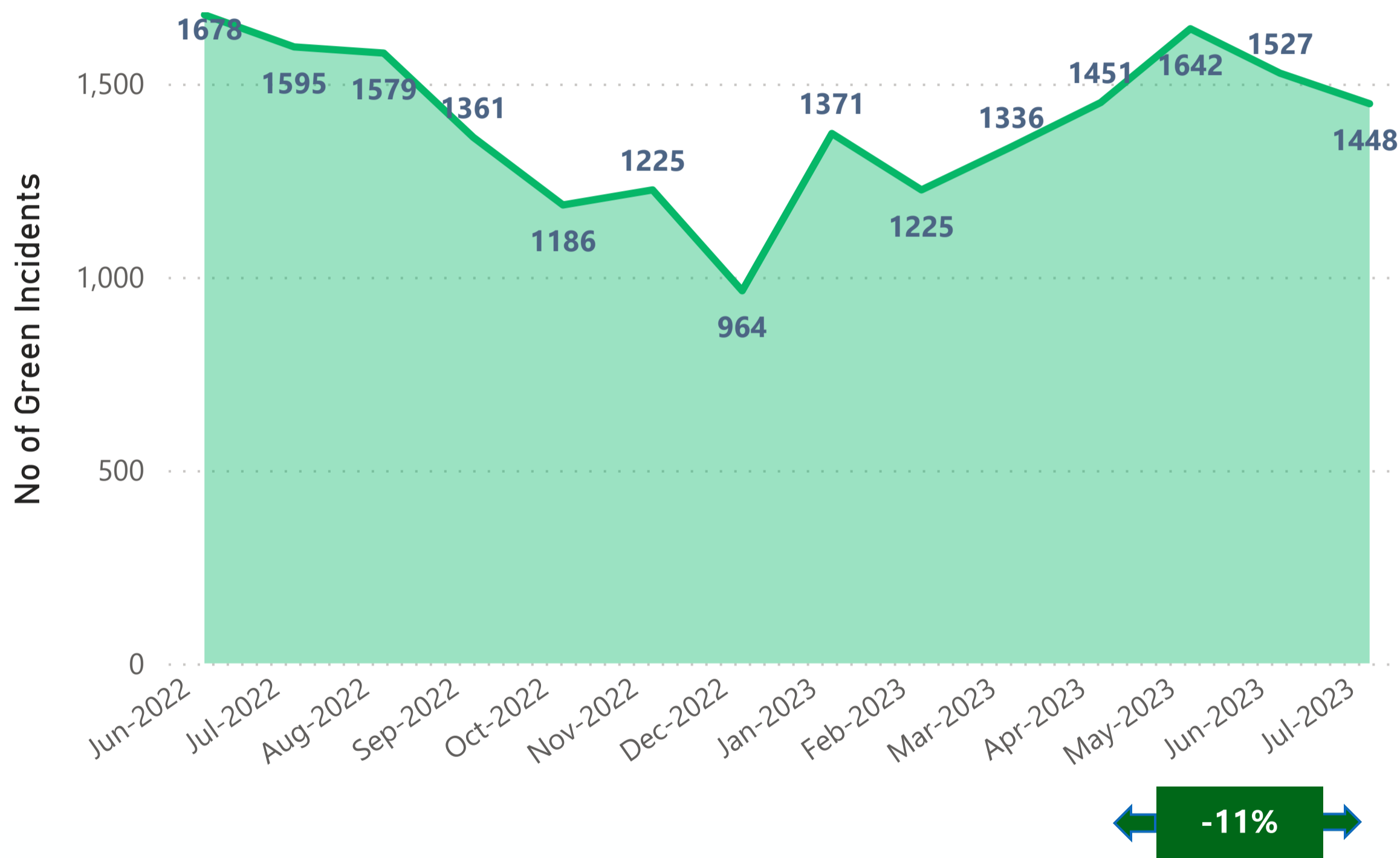
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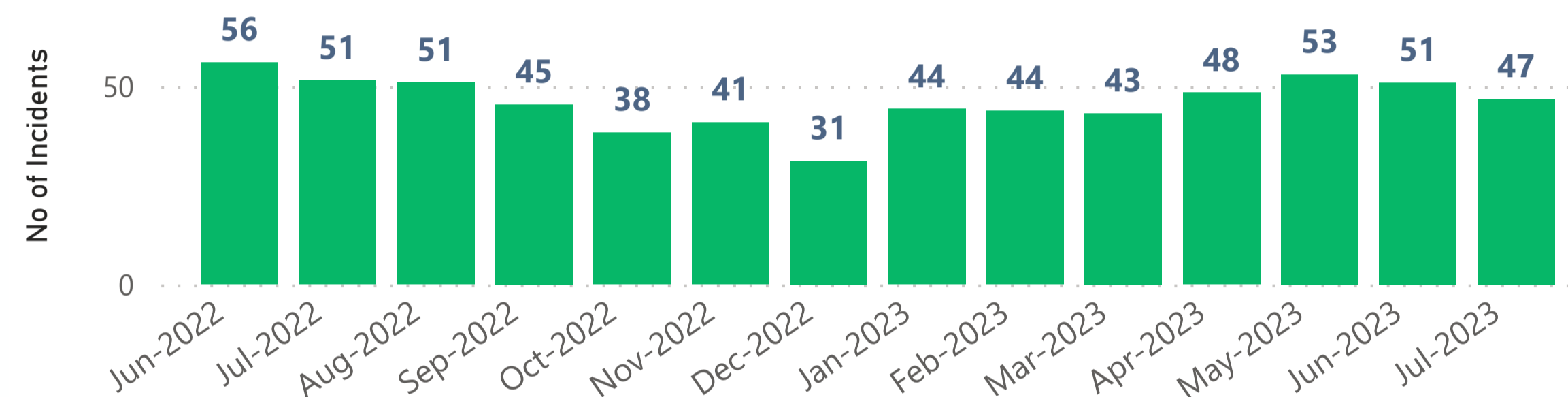
Performance Report | GREEN incidents

July 2023 saw a 11% reduction since May 2023, but is 9% lower than July 2022. The daily average has reduced throughout the period, with July 2023 being 4 green incidents lower than the same period last year.

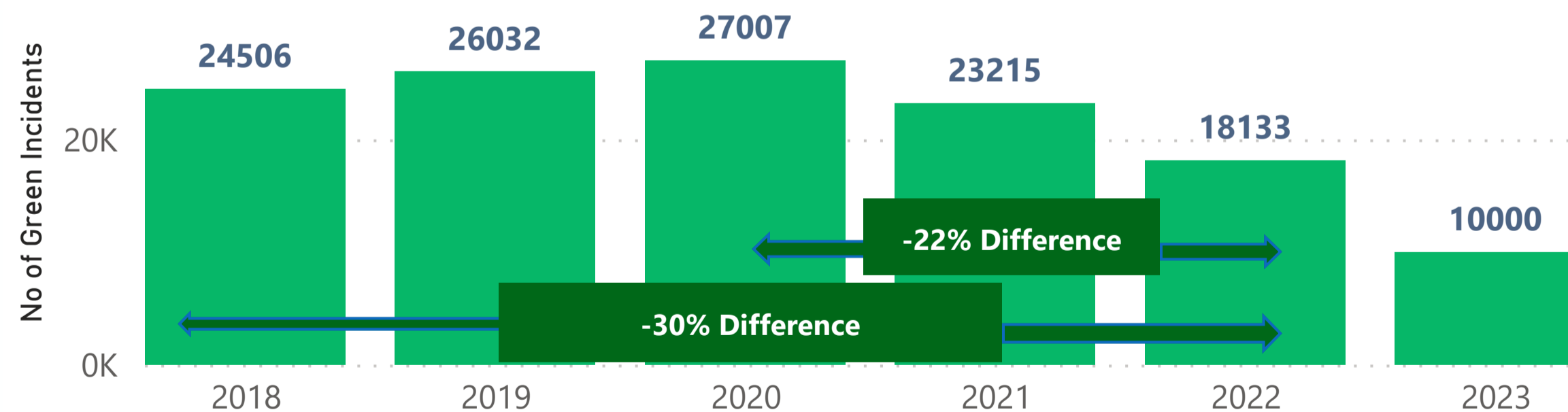
11.1 Monthly Volume of Green Incidents



11.2 Daily Average - Number of Green Incidents



11.3 Annualised Data - Number of Green Incidents



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

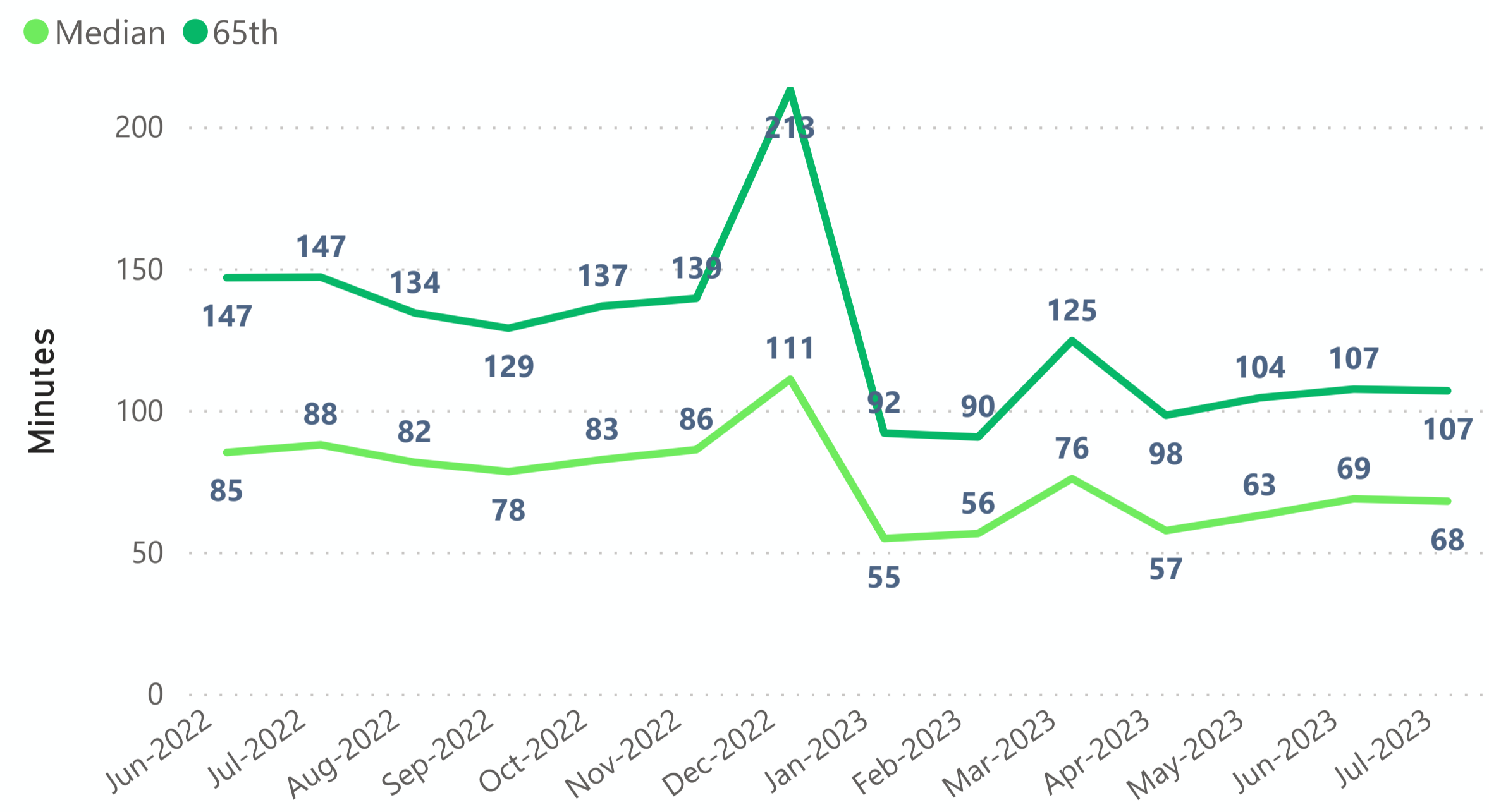
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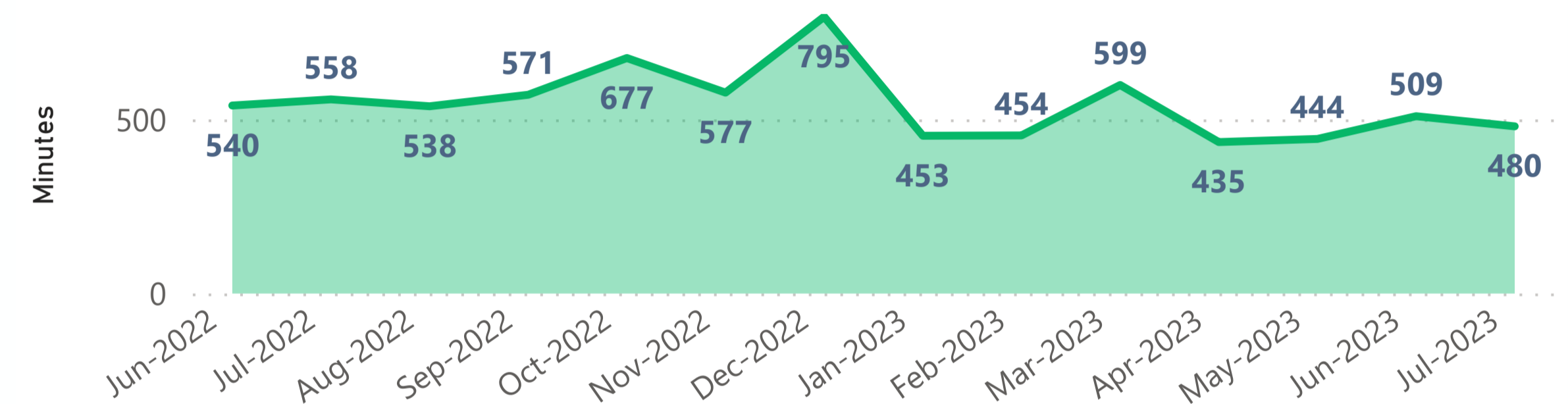
Performance Report | GREEN incident response times

Green median has been reducing overall throughout the time period shown, despite spike in December 2022. Green Median in July 2023 is 20 minutes lower than July 2022. Green 65th is 40 minutes and Green 95th is 78 minutes lower in July 2023 as compared to July 2022.

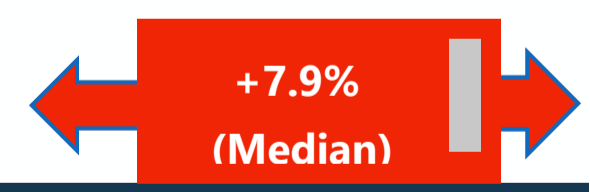
12.1. Median and 65th Percentile Green Response Time (Minutes)



12.2 95th Percentile Green Response Time (Minutes)



12.3 Longest Green TBC



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

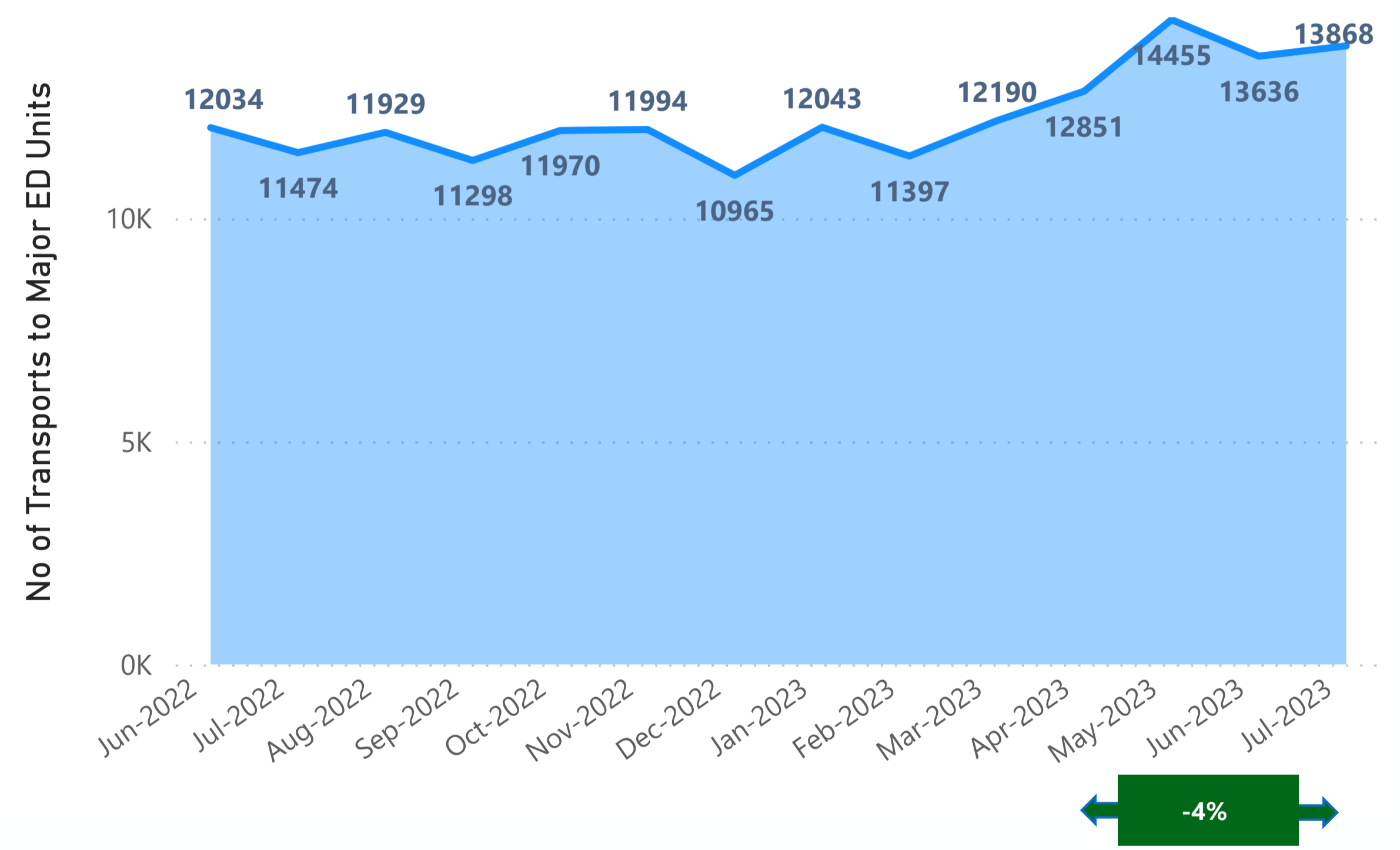
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Performance Report | Transported to Tier 1 site

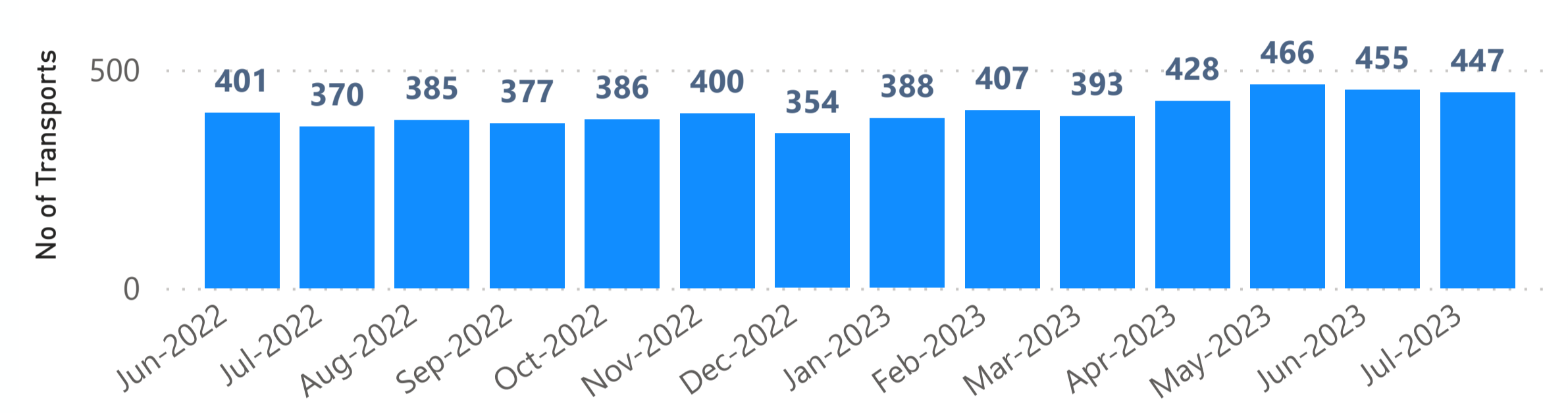
The number of incidents transported to Tier 1 sites has been steadily increasing since February 2023. In July 2023, the number of incidents transported to Tier 1 sites was 20.8% higher than July 2022. The daily number of incidents was 77 incidents (20%) higher in July 2023 as compared to July 2022.

13.1 Monthly Volume of Transport to Major ED Units

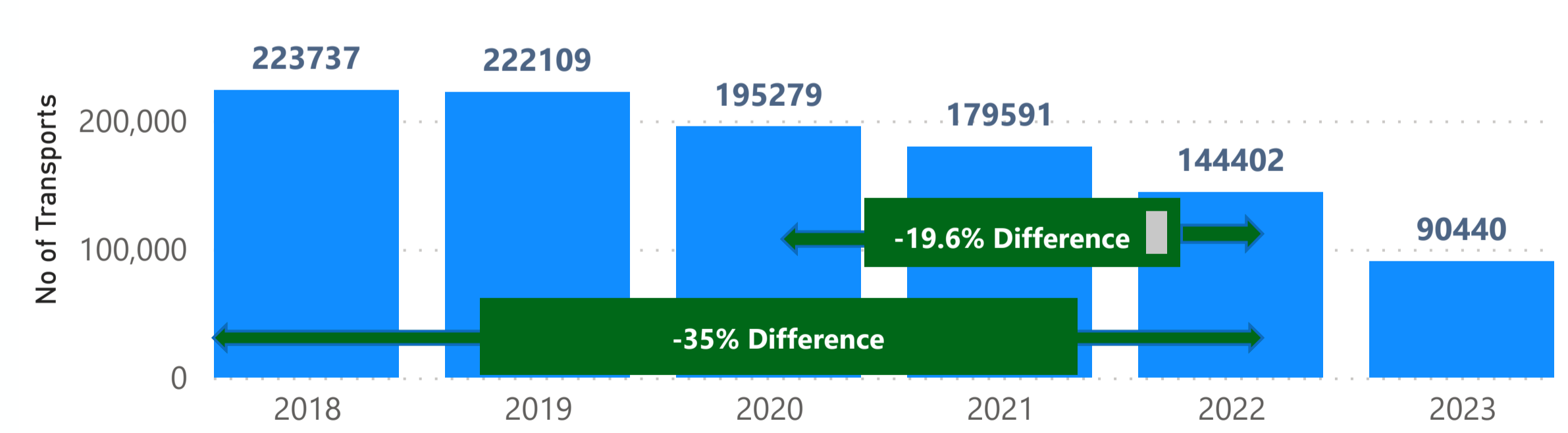


Source: AQI19ii Tier 1 Major A&E Units

13.2 Daily Average - Number of Transport to Major ED Units



13.3 Annualised Data - No of Transport to Major ED Units



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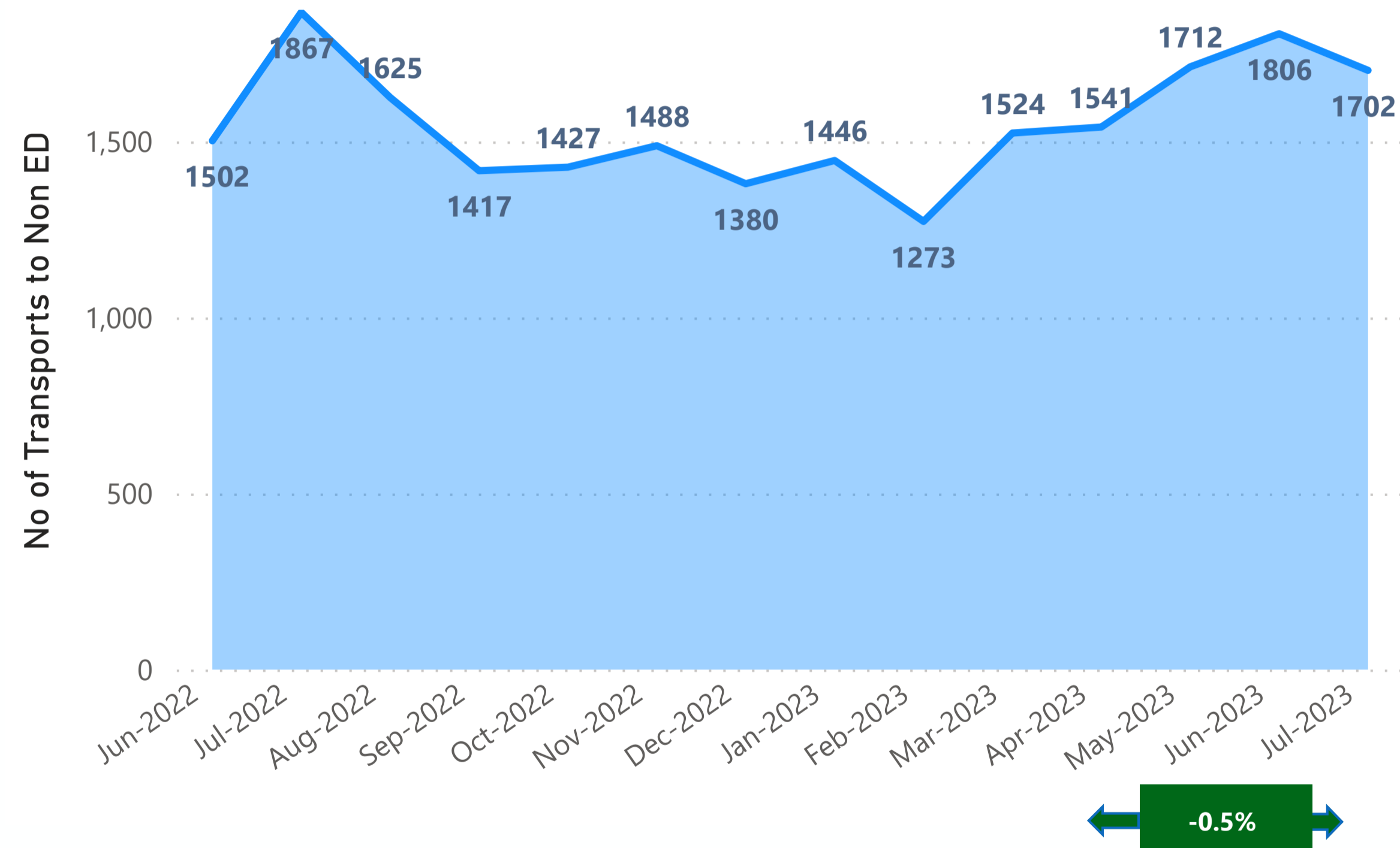


Performance Report | Transported to non-Tier 1 site

The number of incidents transported to non Tier 1 sites has reduced throughout the period until February 2023. Since February 2023, there has been a 34% increase in the number of incidents transported to non Tier 1 sites. Despite this increase, July 2023 was 8.8% lower than July 2022.

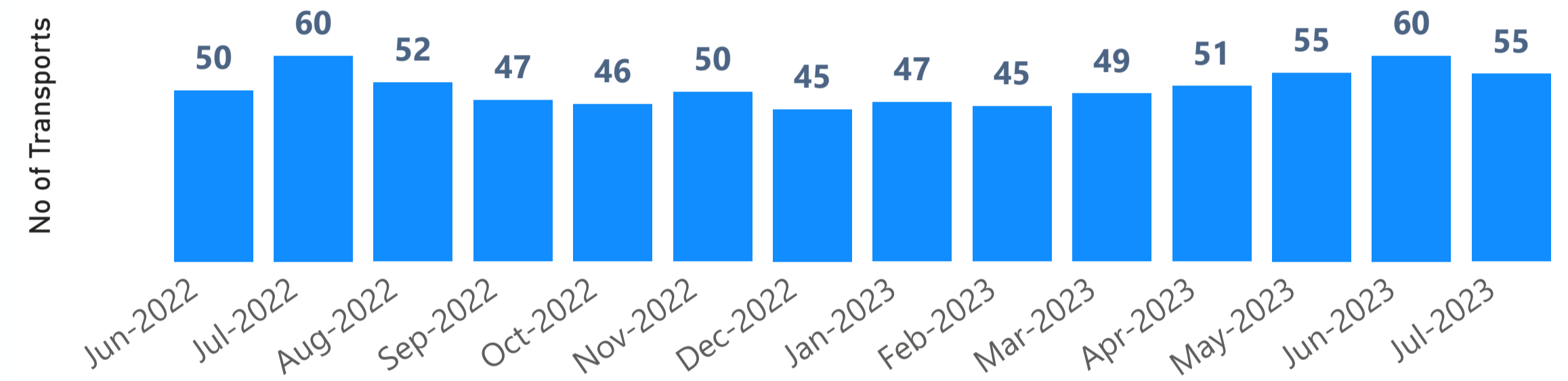
The daily average has remained constant, with July 2023 being 5 incidents lower than July 2022.

14.1 Monthly Volume of Transport to non Major ED

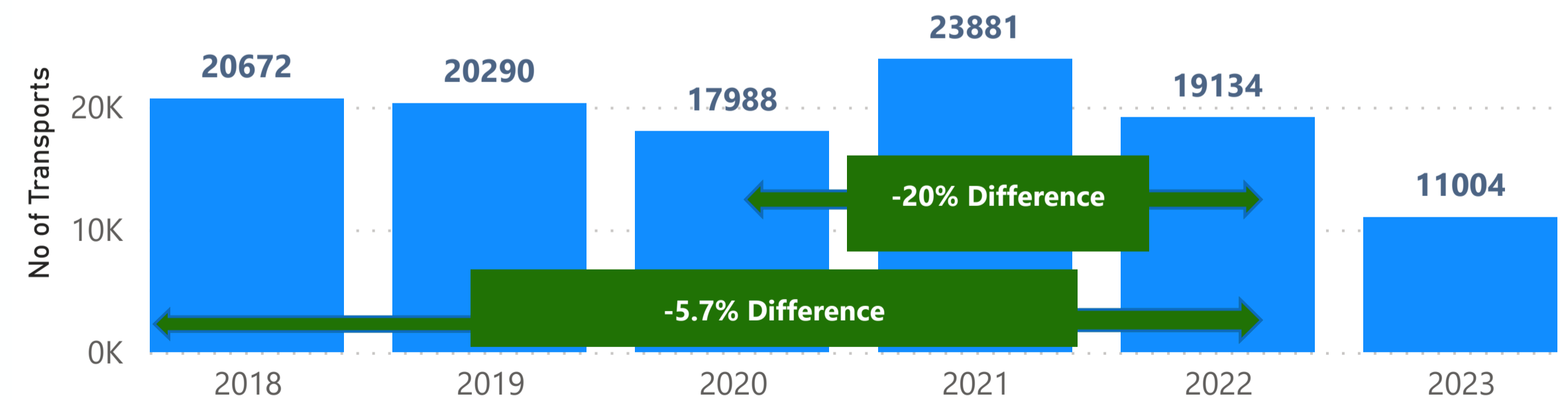


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

14.2 Daily Average - Transport to Non Major ED



14.3 Annualised Data - Transport to Non Major ED



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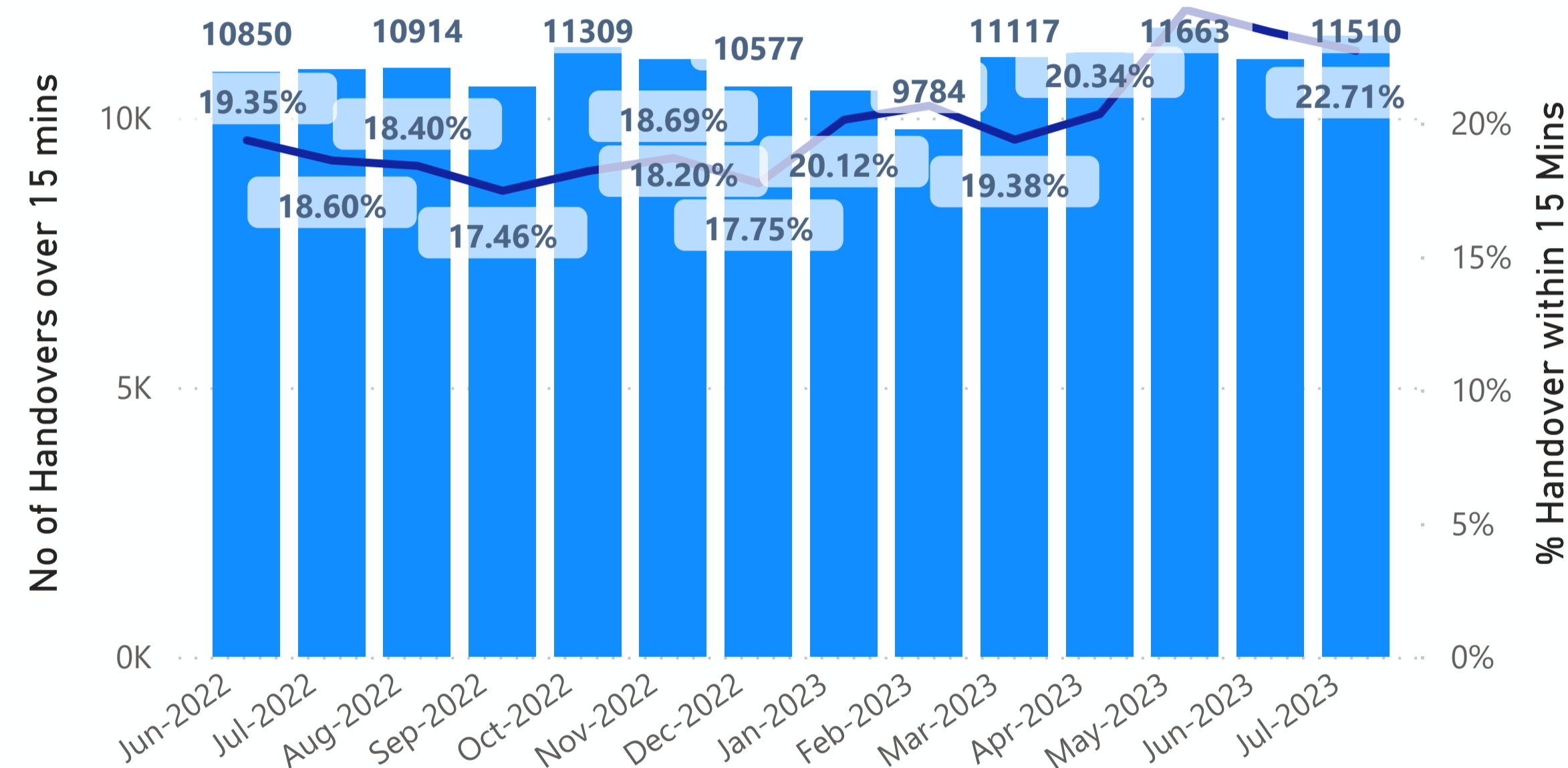


Performance Report | Handover delays over 15-minutes

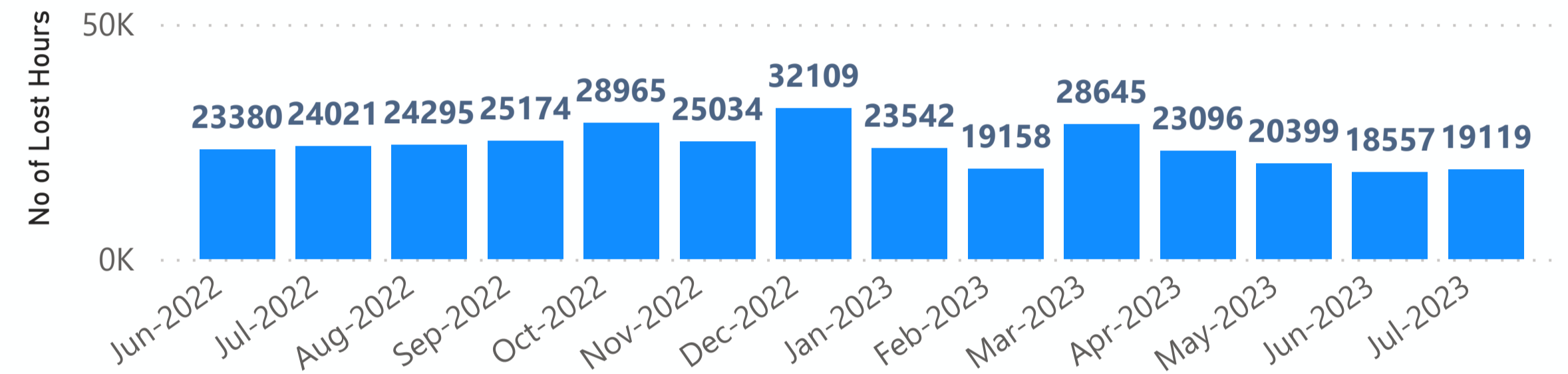
The number of handovers over 15 mins in July 2023 is 5.6% higher as compared to July 2022, The % of handovers within 15 minutes in July 2023 is 4% higher, compared to July 2022. For lost hours, July 2023 was 20% lower than July 2022.

15.1 Volume of Handovers over 15 minutes

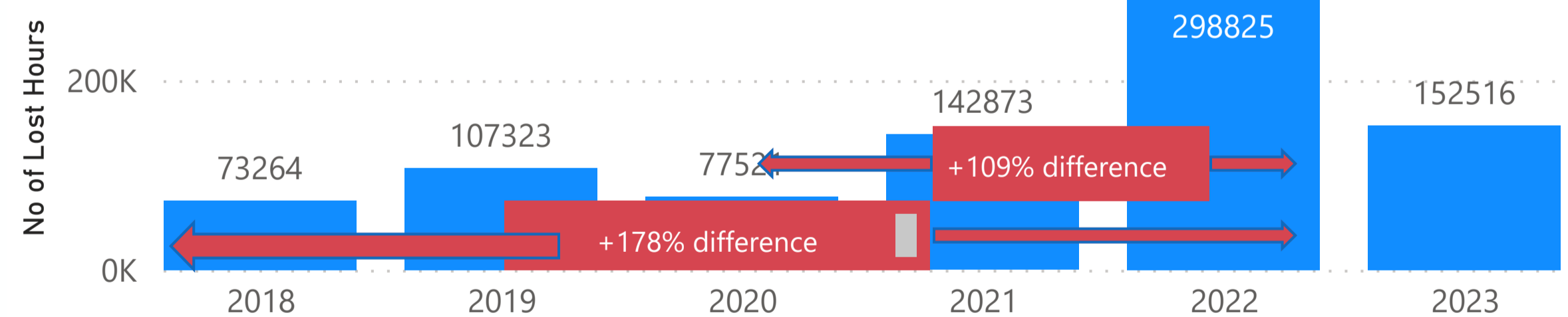
● Handovers over 15 Mins ● % Handover within 15 Mins



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

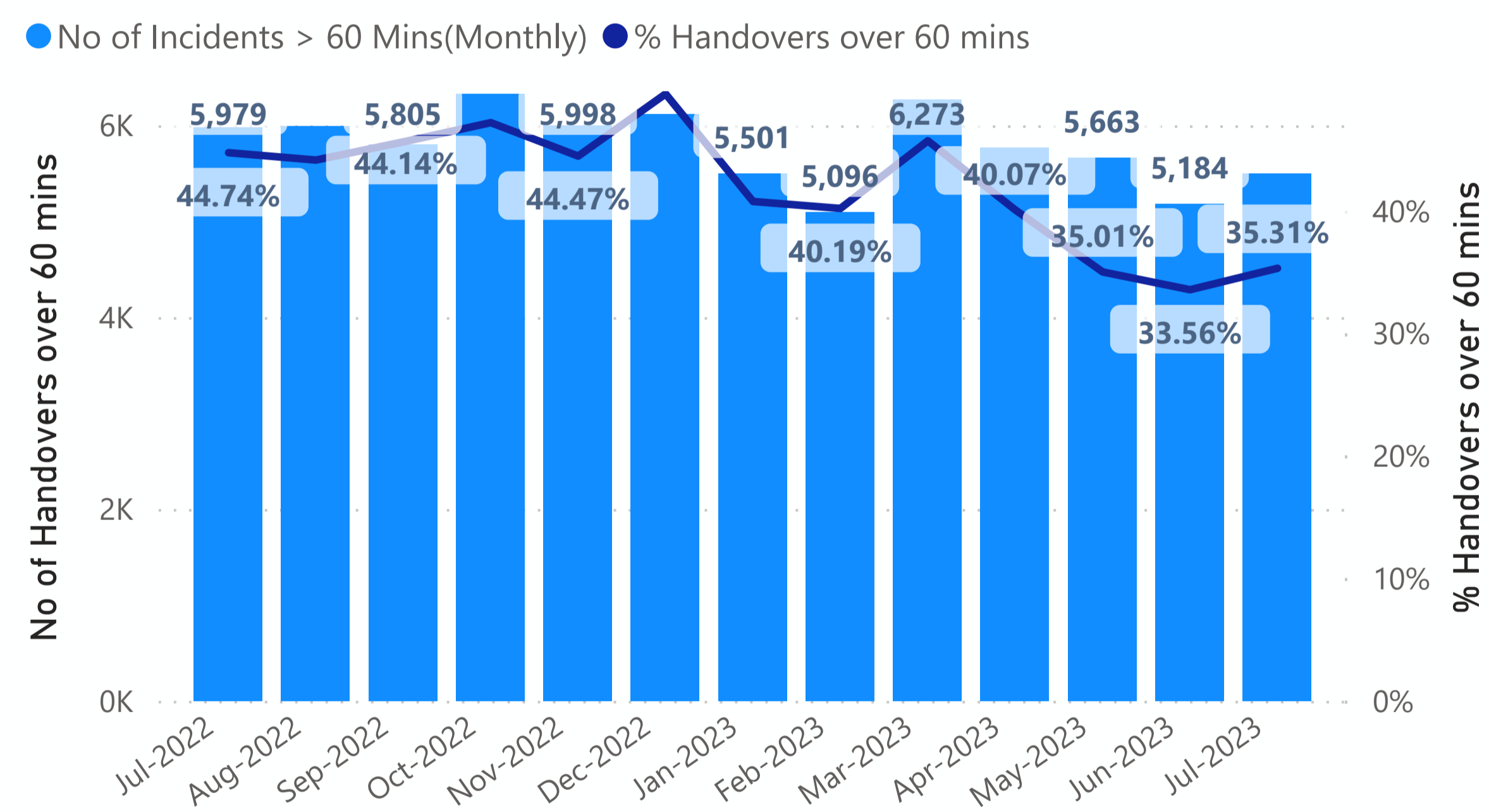
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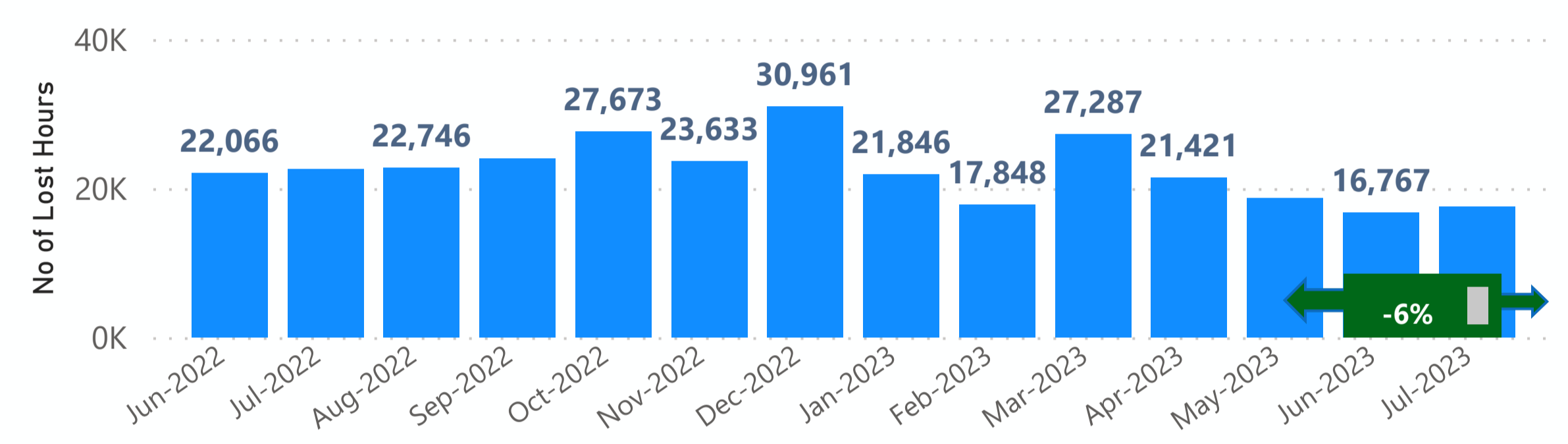
Performance Report | Handover delays over 60-minutes

The number and % of handovers over 60 minutes has remained constant throughout the period shown. The number and % of handovers over 60 minutes is 8% lower in July 2023 as compared to July 2022. Lost hours was 22% lower in July 2023, as compared to July 2022.

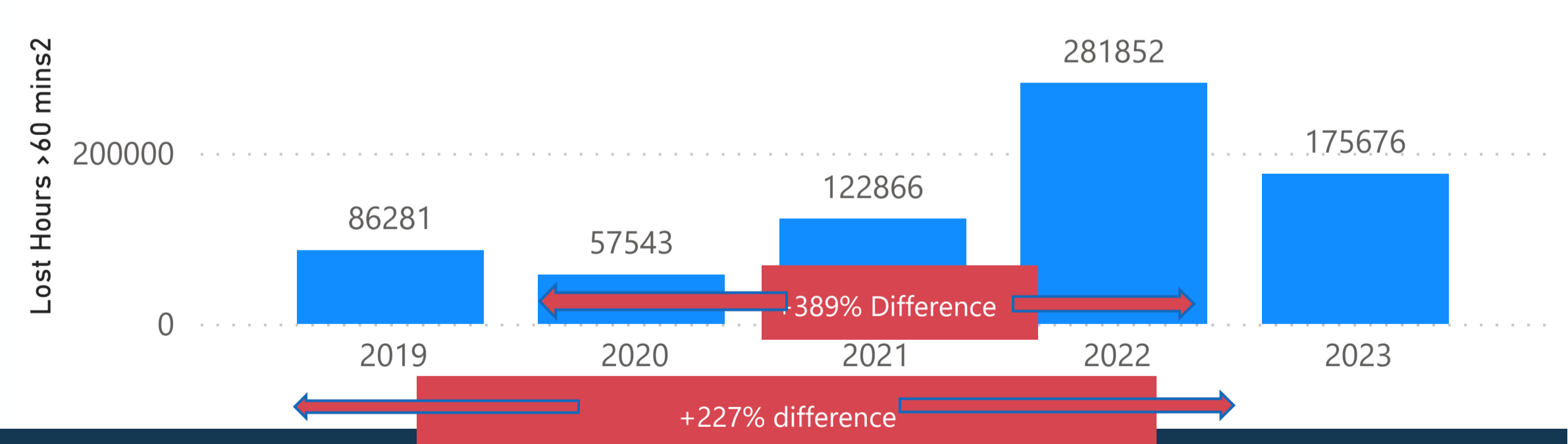
16.1 Number of Handovers over 60 minutes



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

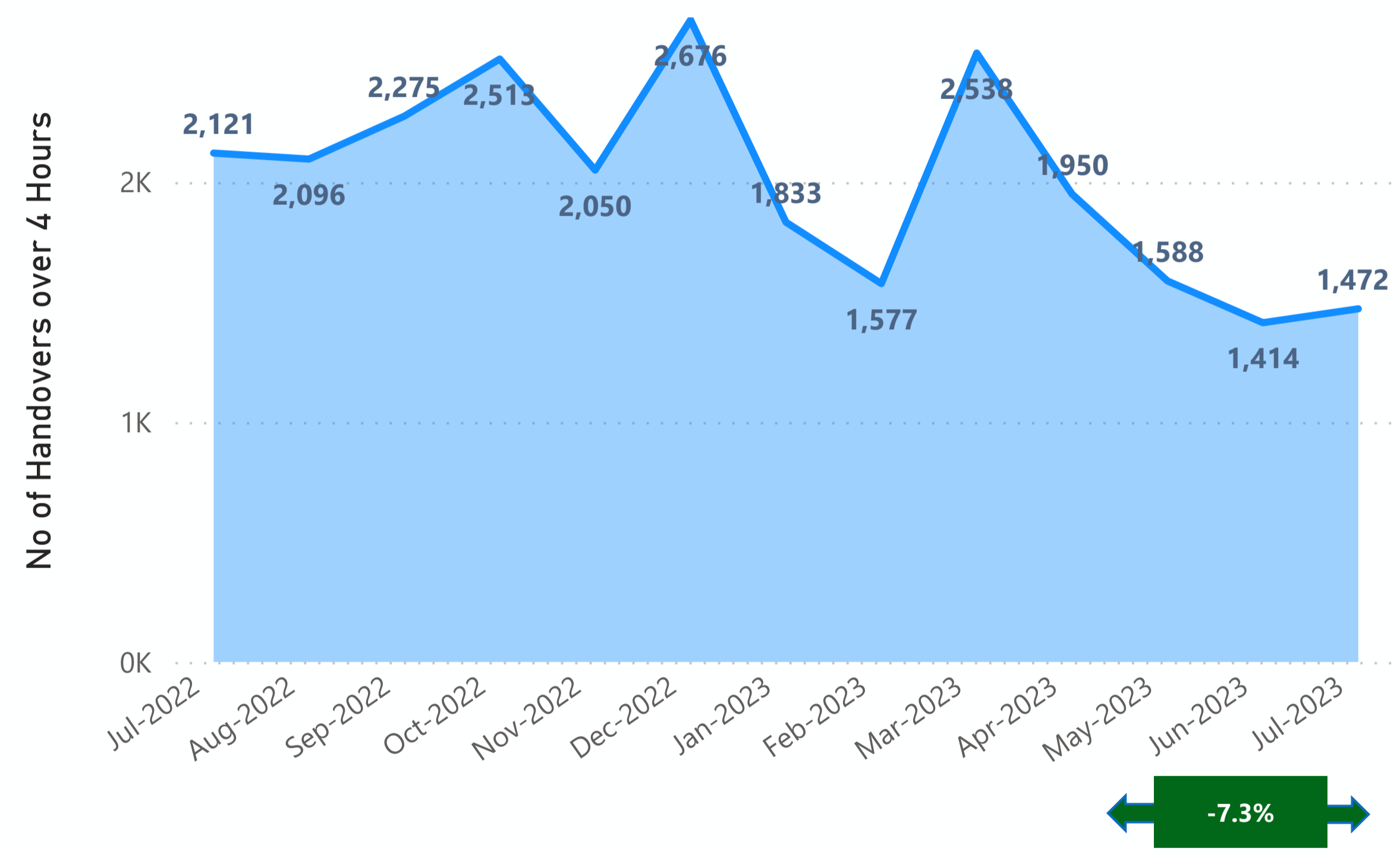
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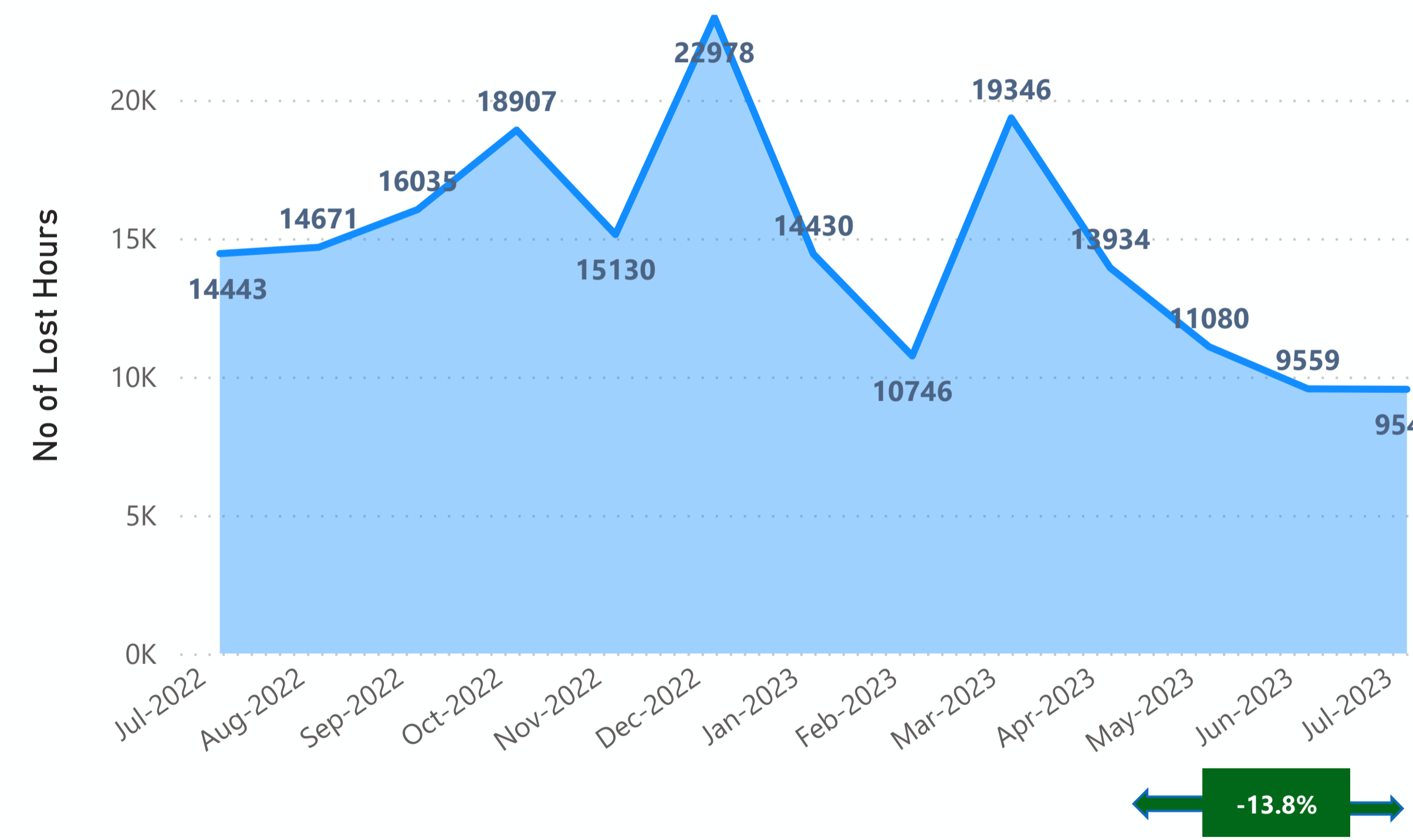
Performance Report | Handover delays over 4-hours

There was a 42% decrease in the number of delays over 4 hours and a 50% decrease in lost hours from March 2023 to July 2023. The number of delays over 4 hours is 30% lower in July 2023 as compared with July 2022, and a 34% reduction in lost hours for the same period.

17.1 Number of Handovers over 4 Hours



17.2 Hours lost for handovers over 4 Hours



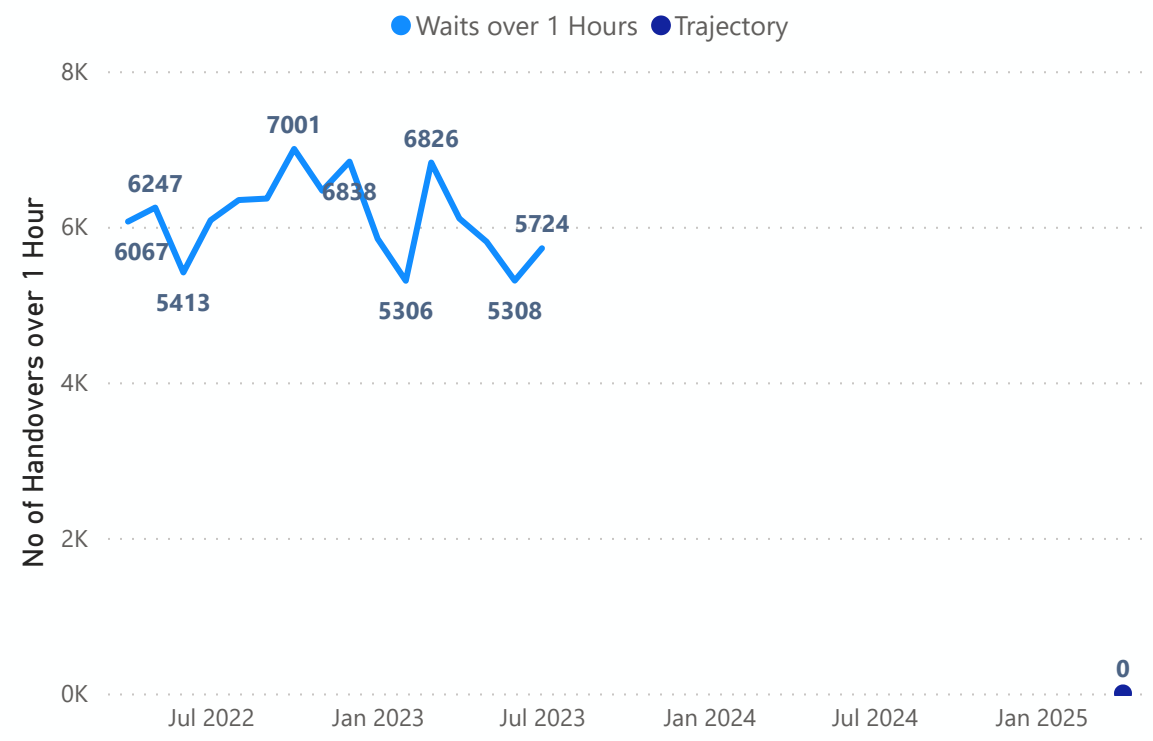
Source: Welsh Ambulance Services NHS Trust Data Academy SQL

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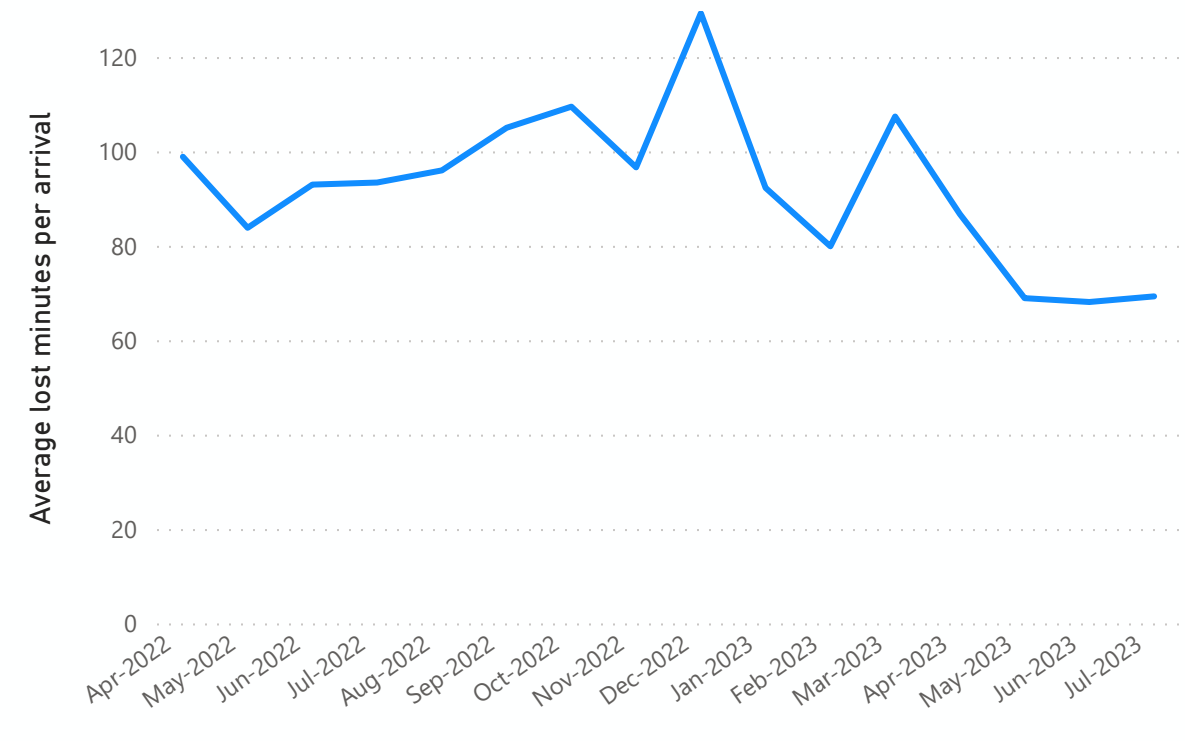
Performance Report | Trajectory

The number of handovers over 1 hour for July 2023 is lower (5724) than July 2022 (6284). Average lost minutes per arrival for July 2023 is lower (69 mins) than July 2022 (93 mins). HB are expected to eradicate all handovers over 1 hours by the end of April 2025

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

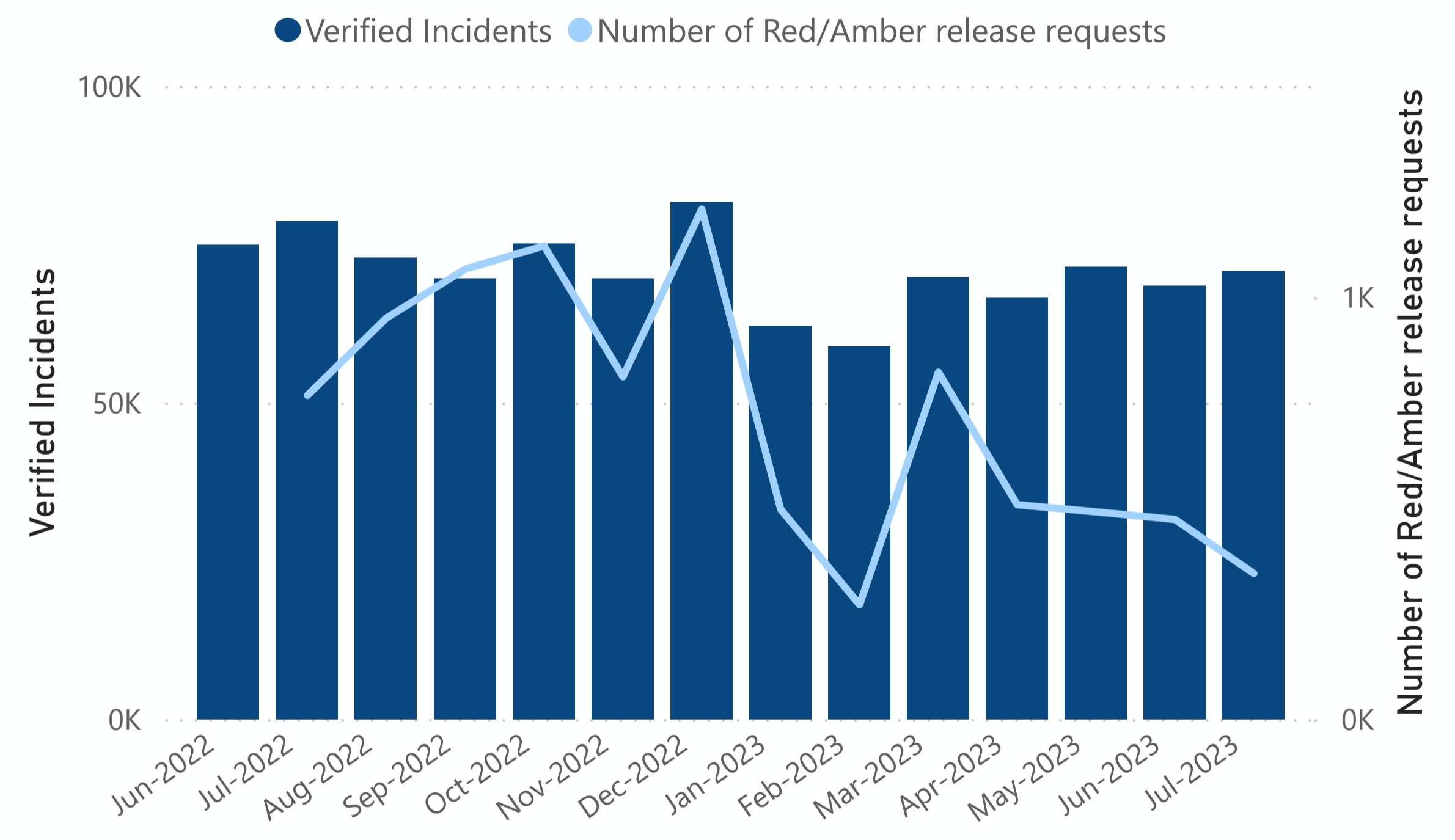
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Performance Report | RED/AMBER release requests

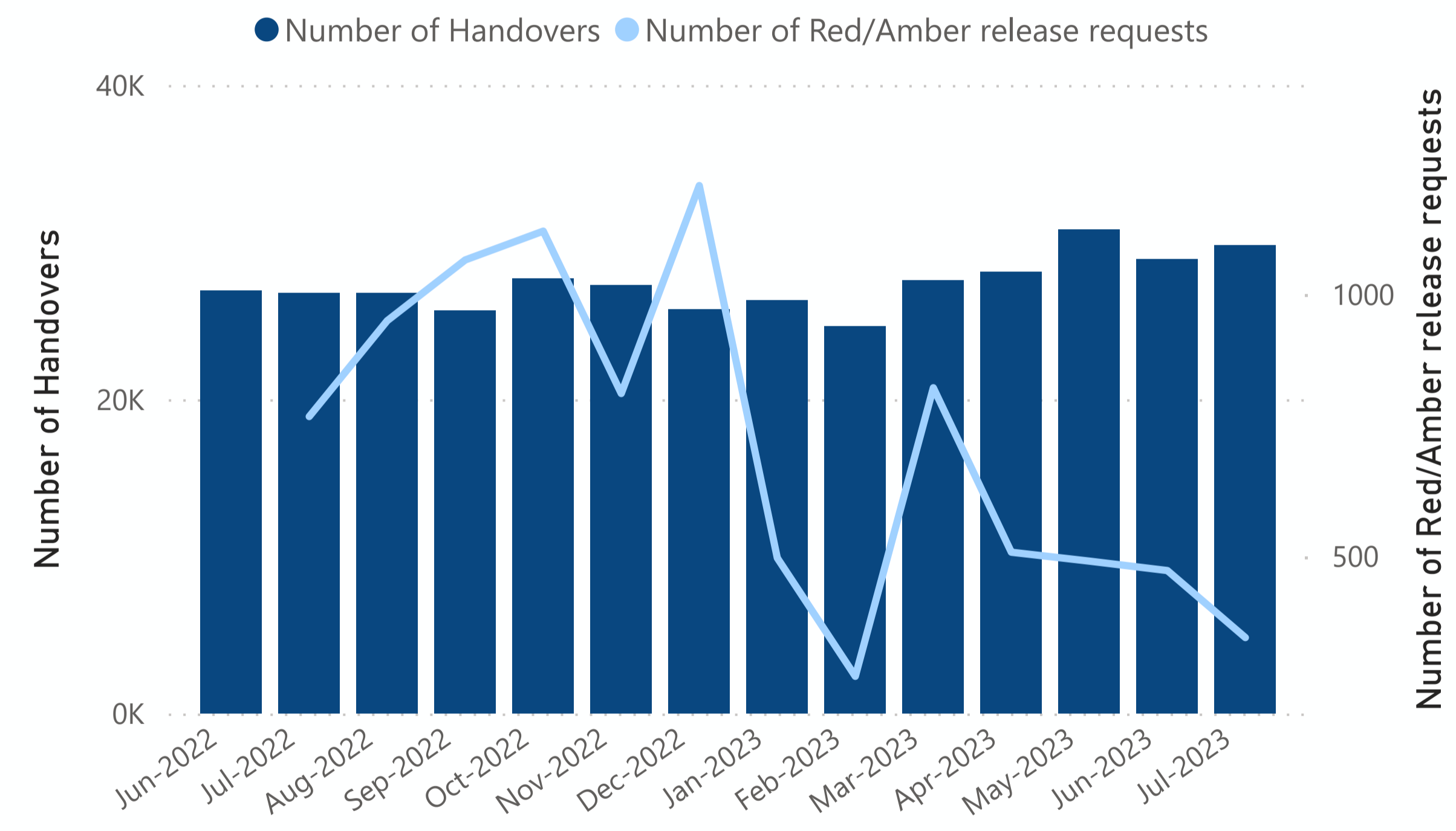


There is a downward trend of both incidents and release requests throughout the period. Release requests are 55% lower in July 2023 as compared to July 2022. Incidents were 10% lower and Handovers were 10% higher for July 2023 as compared to July 2022.

19.1 Red/Amber Release Request v Verified Incidents



19.2 Red/Amber Release Request v Total Handovers



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

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

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Performance Report | Unit Hour Production (UHP)

Lowest Recorded UHP

84.50%

All Wales Latest Month

Average Recorded UHP

89.70%

All Wales Latest Month

Highest Recorded UHP

96.80%

All Wales Latest Month

Lowest Recorded UHP

83.0%

N Wales Latest Month

Lowest Recorded UHP

76.7%

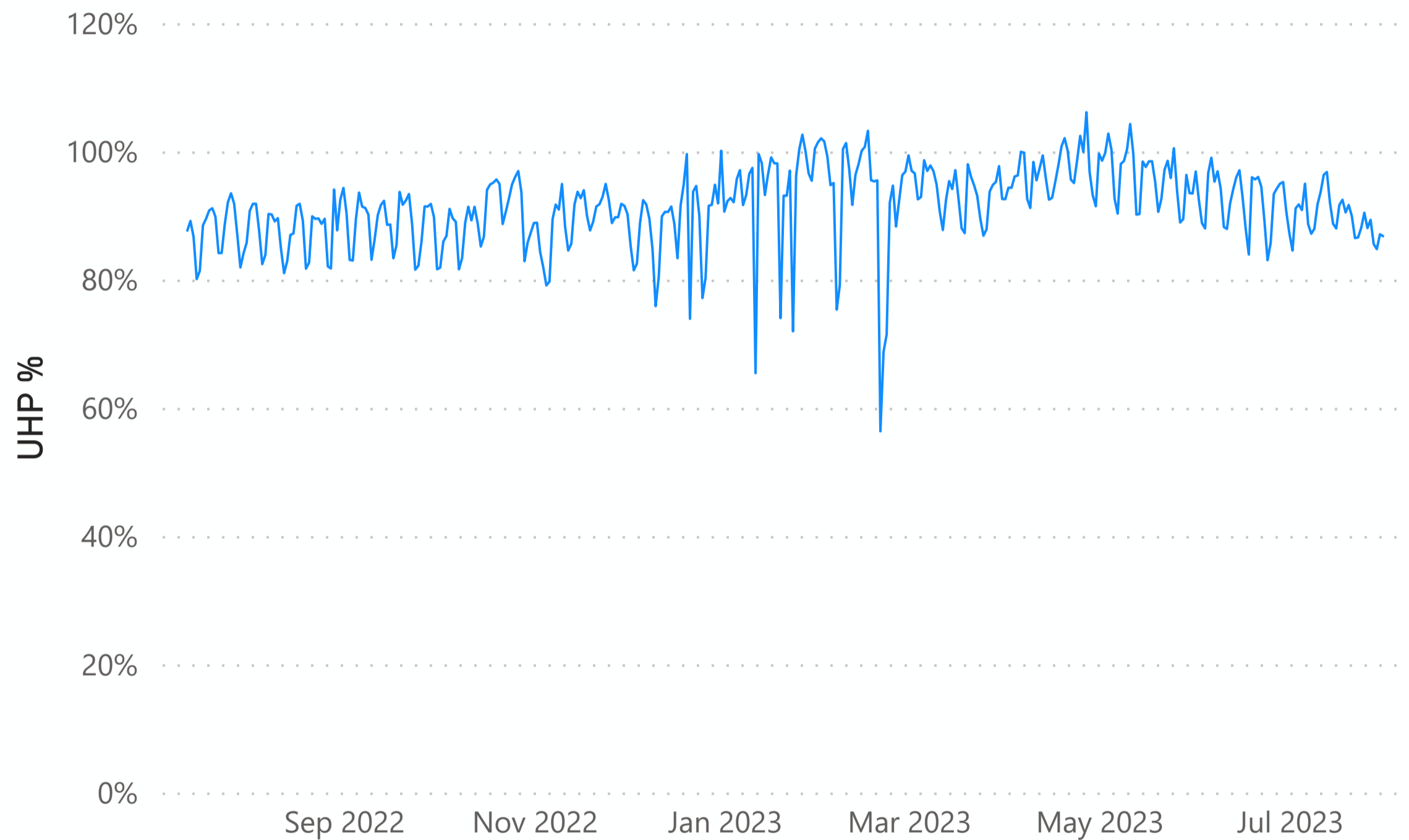
C&W Wales Latest Month

Lowest Recorded UHP

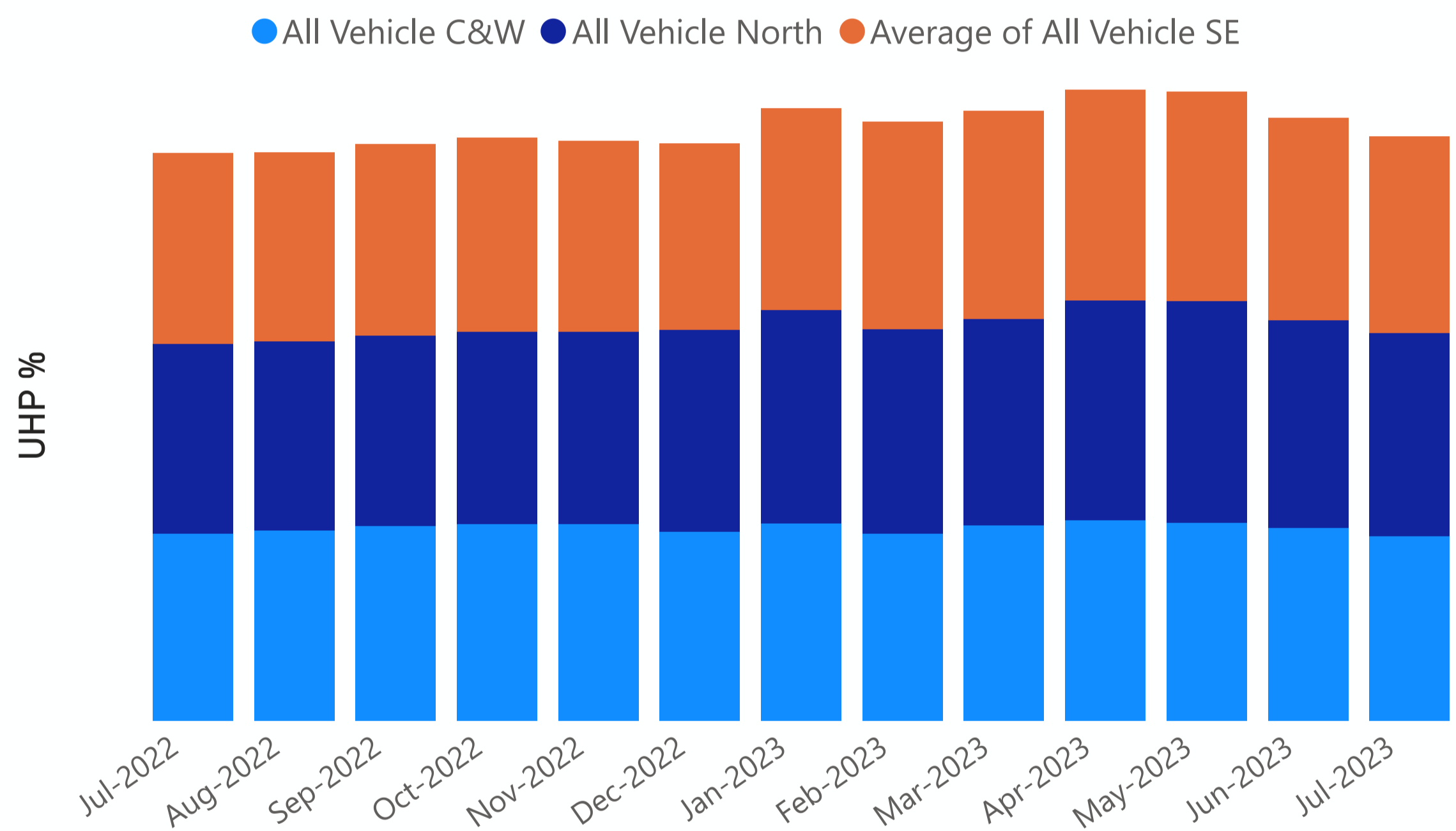
82.1%

SE Wales Latest Month

20.1 Daily UHP %



20.2 Monthly Average UHP % by Area



Source: Welsh Ambulance Services NHS Trust EMS File

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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)

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