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**March 2023**



# 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).

- 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

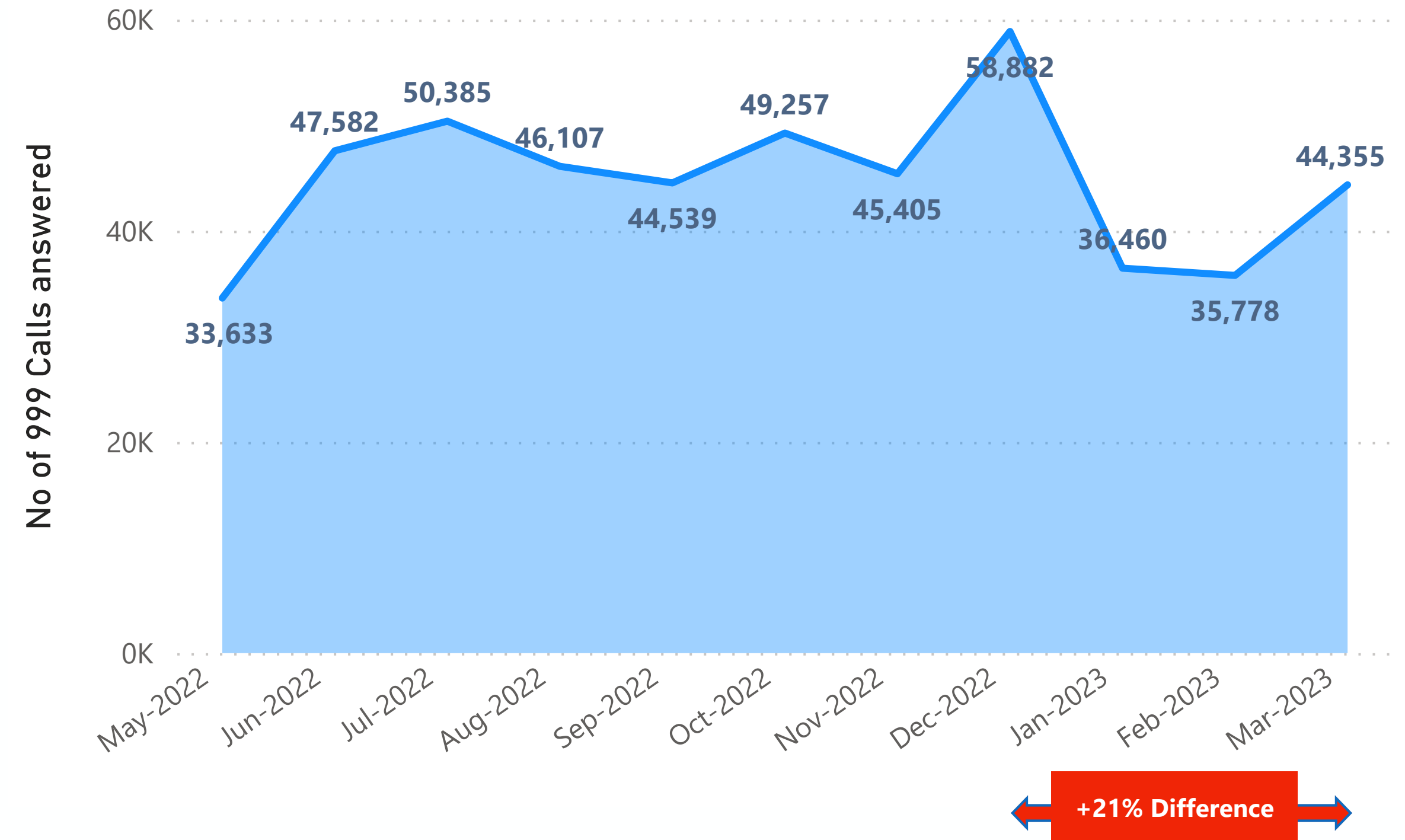
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# Performance Report | 999 calls demand



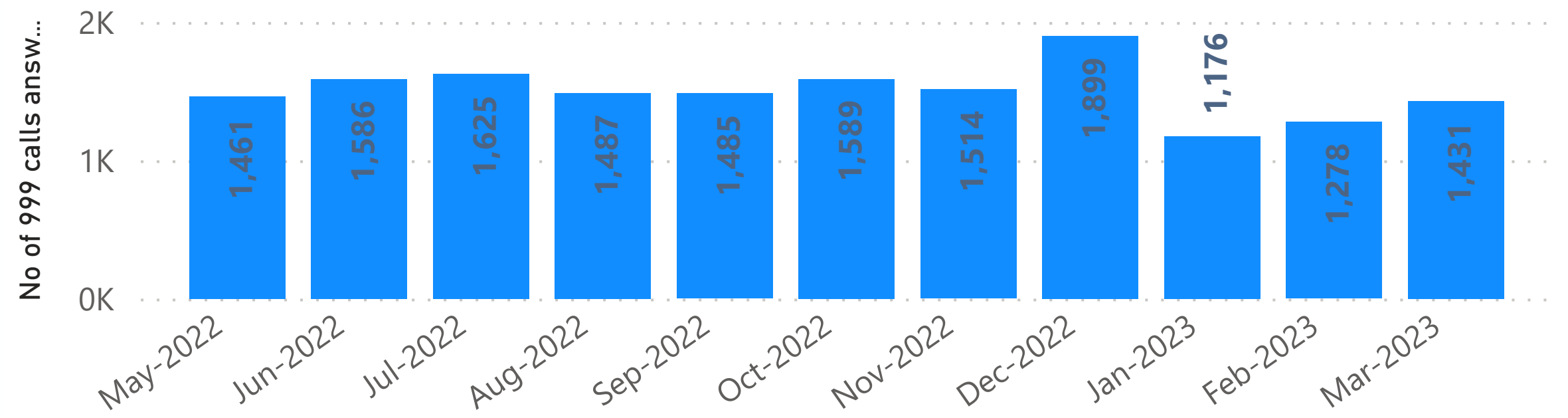
The number of 999 calls has seen an upward trend until December 2022. From December to February, there has been a reduction in 999 calls. March 2023 saw a 24% increase from February 2023.

## 1.1 Monthly -Volume of 999 Calls Answered

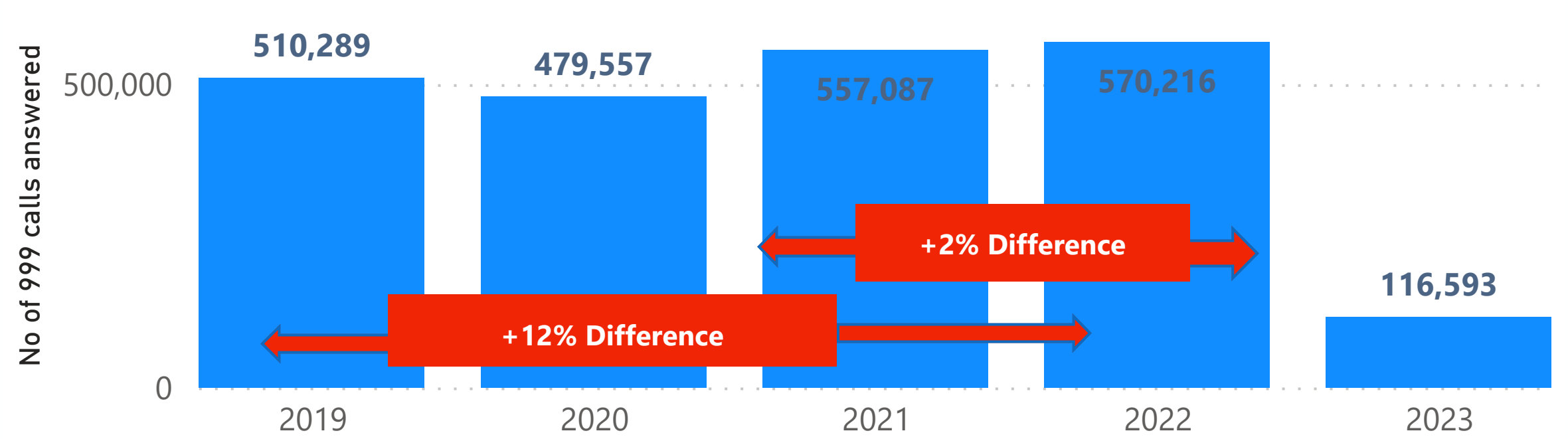


Source: Ops Directorate Telephony Qlikview

## 1.2 Daily Average - 999 Calls Answered



## 1.3 Annualised Data - Volume of Calls Answered



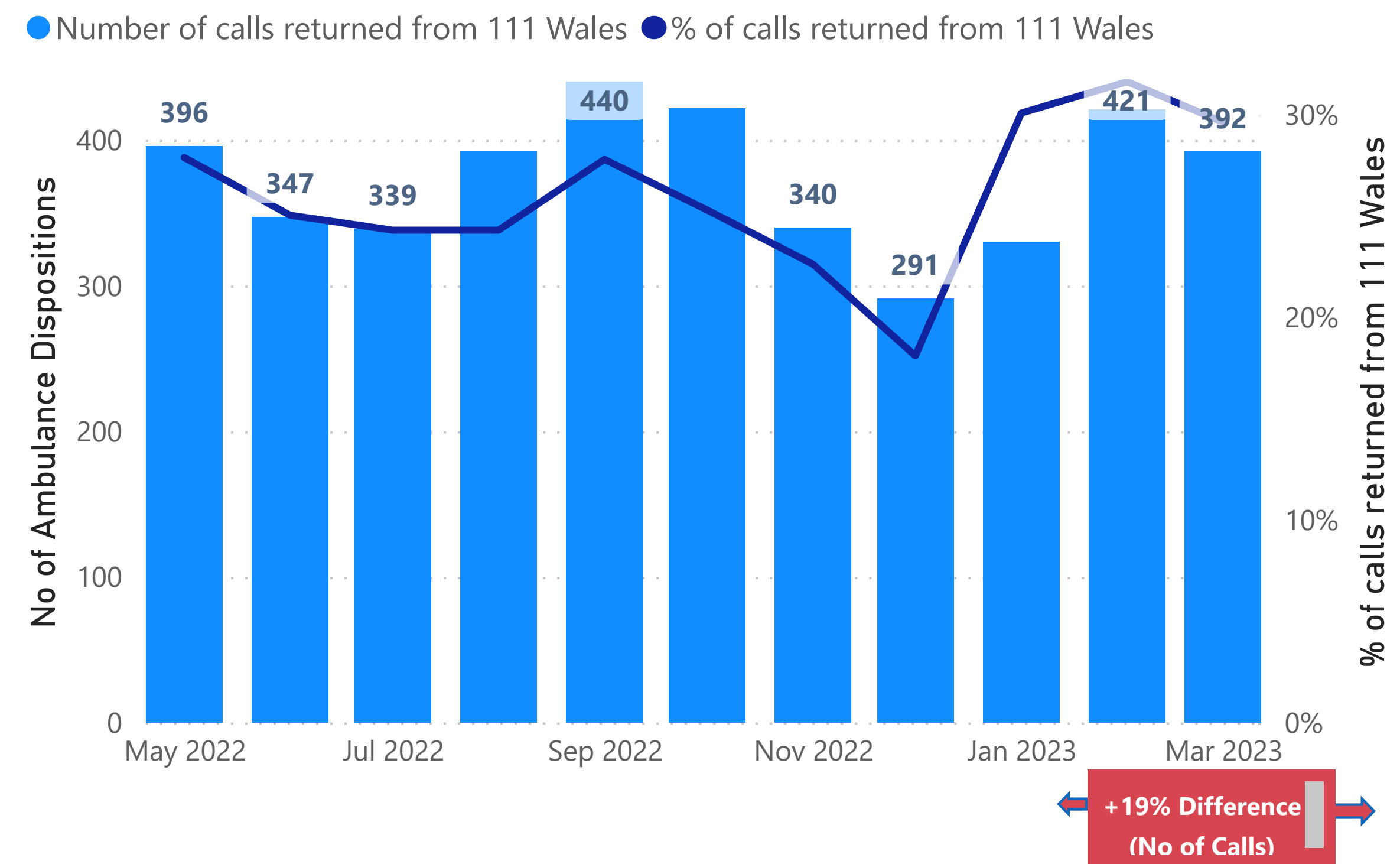
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# Performance Report | 111 Wales to 999 Transfers



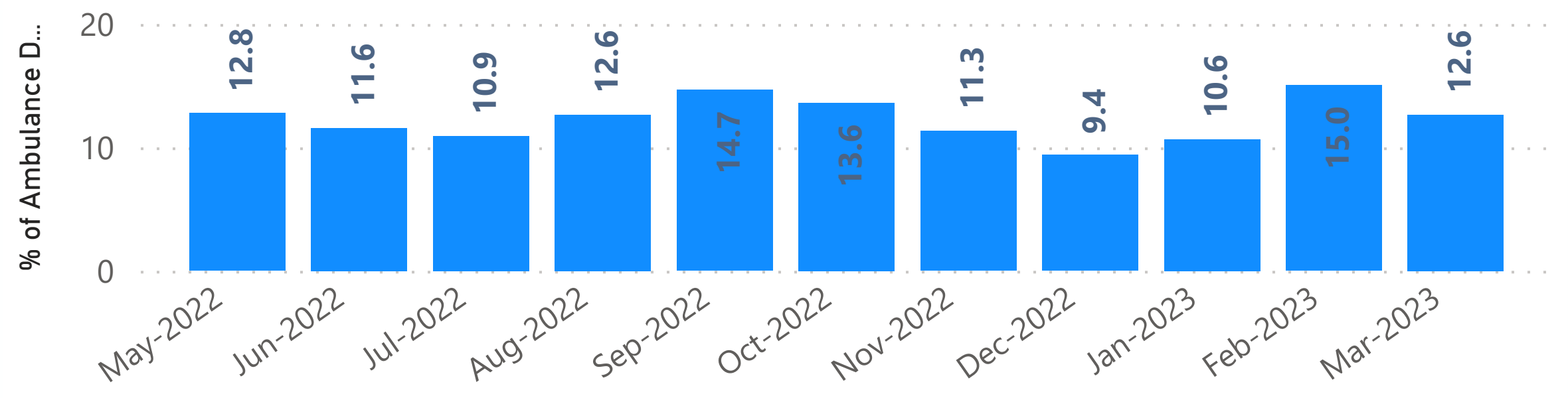
Calls returned from 111 Wales are increasing from December 2022, despite a small dip in calls in March 2023. There has been a 19% increase from January 2023 to March 2023. The % of calls returned from 111 Wales has seen a sharp increase from December 2022 to February 2023 with a reduction in March 2023. Daily average figures remain constant.

## 2.1 Monthly - Calls returned from 111 Wales

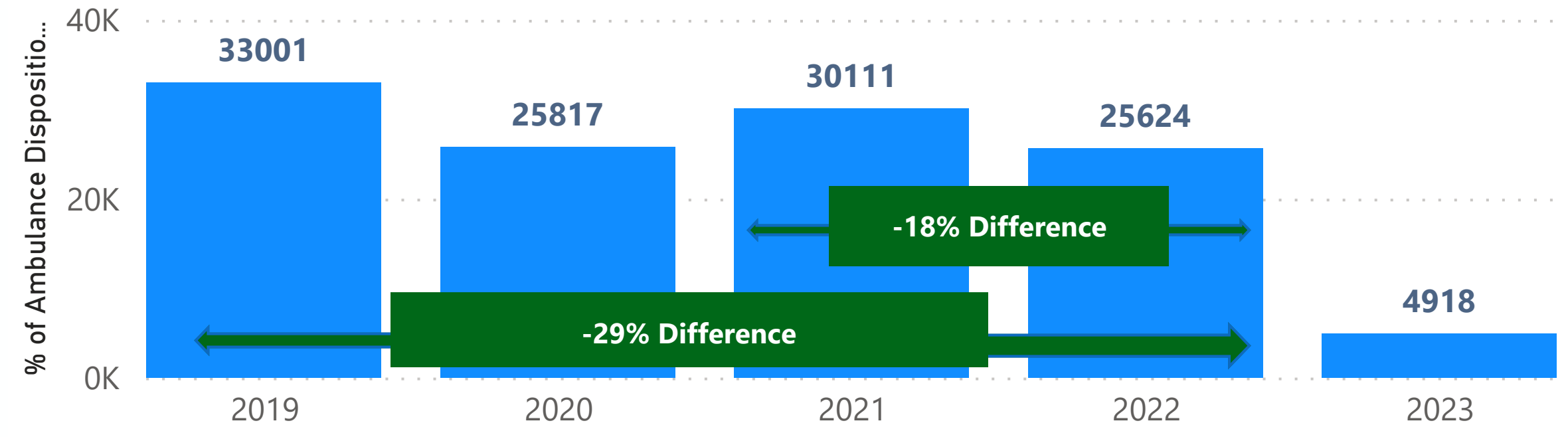


Source: AQI9ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

## 2.2 Daily Average - Calls Returned from 111 Wales



## 2.3 Annualised Data - Total Calls Returned from 111 Wales

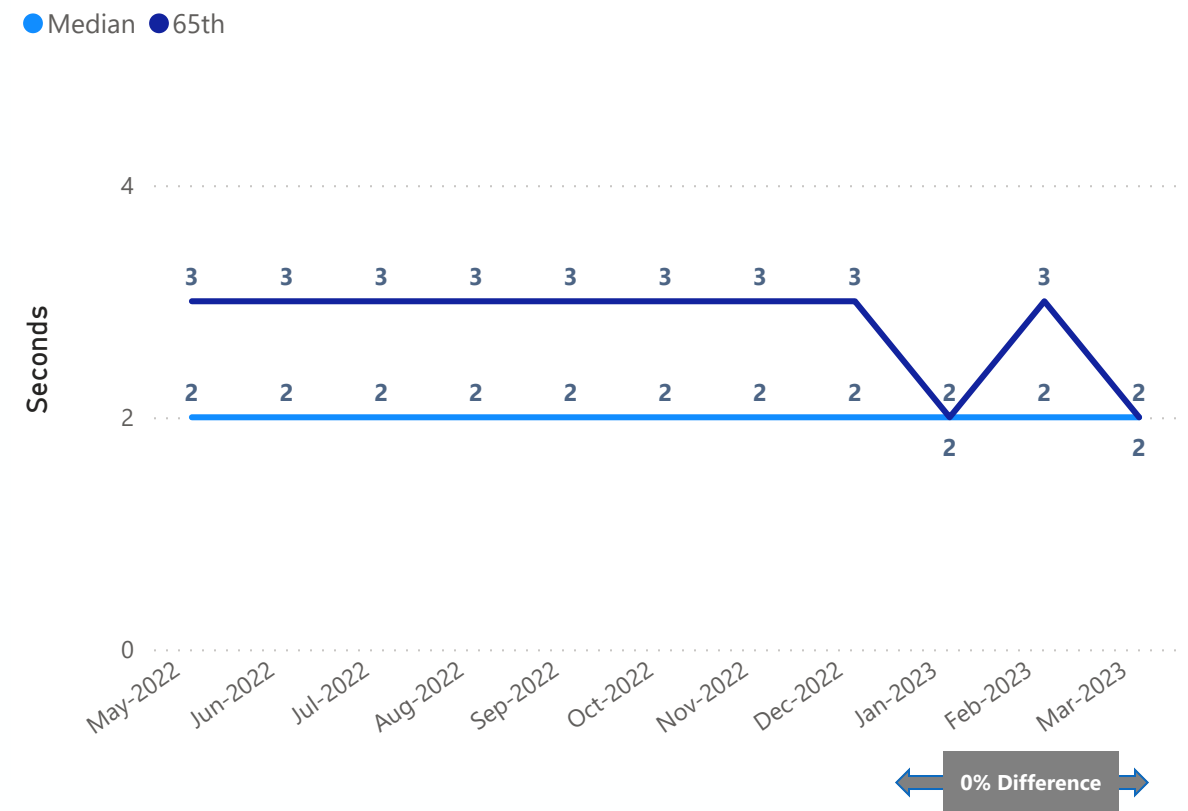


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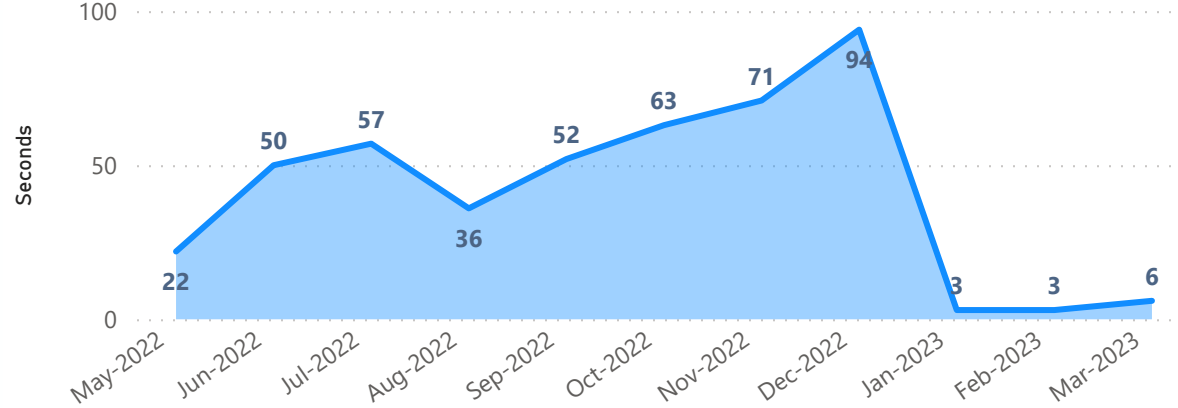
# Performance Report | 999 call answer times

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. March 2023 was 50% higher than February 2023, but still remained low overall for the period shown.

## 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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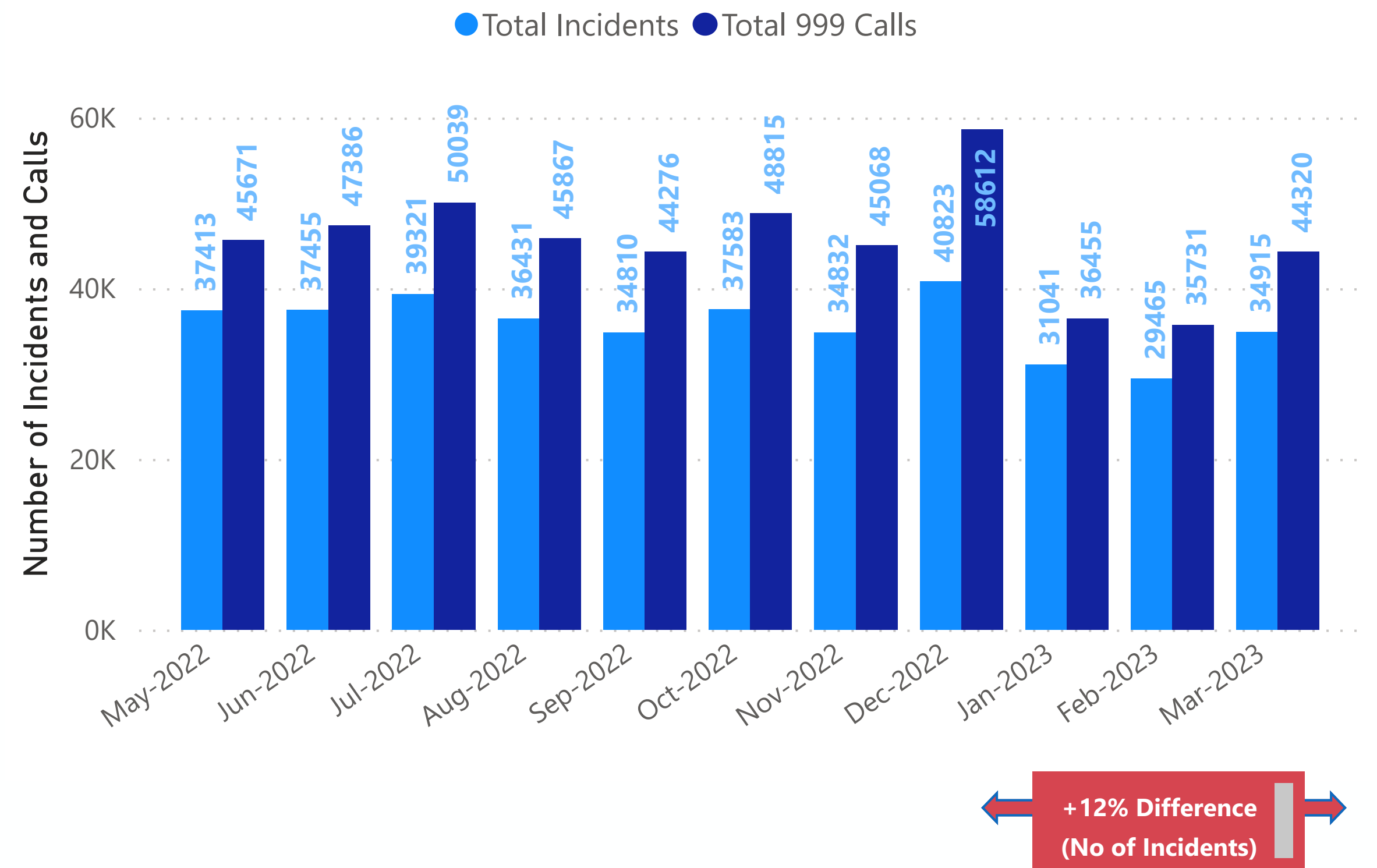


# Performance Report | All incidents

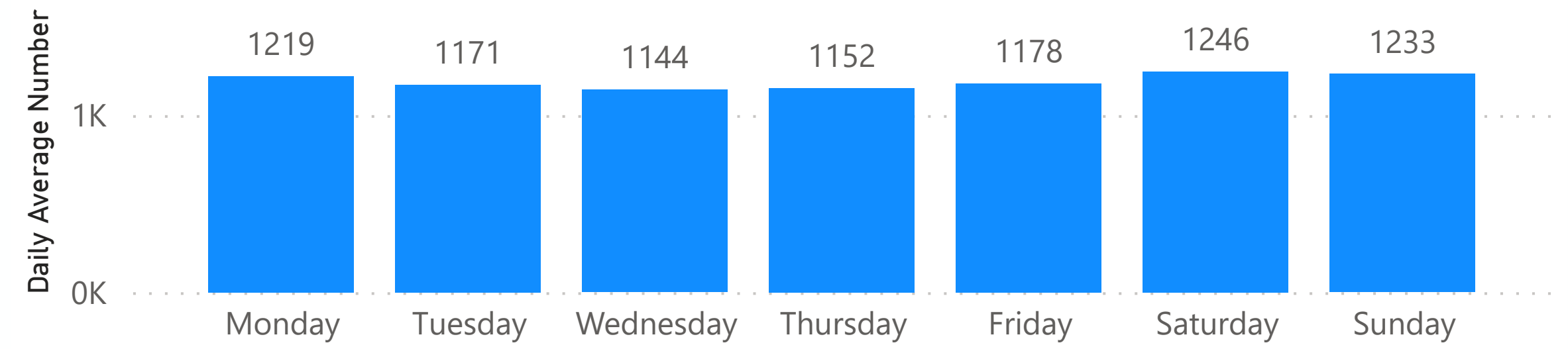


Overall there is a downward trend of the number of incidents until February 2023, despite a spike in incidents in December 2022. March 2023 saw a 18% increase in the number of incidents as compared to February 2023. There has been a 12 % increase in the number of incidents from January to March 2023. Total 999 calls has also seen a downward trend until February 2023 with an increase in March 2023.

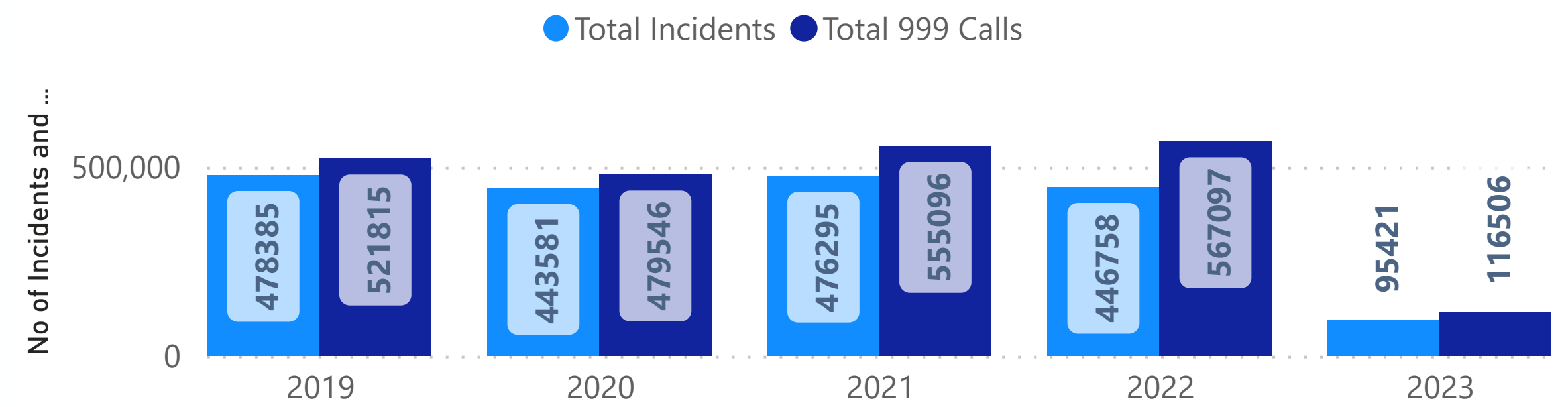
## 4.1 Monthly Volume of Incidents and Calls



## 4.2 Average Daily Incidents - 2022



## 4.3 Annualised Data - Total Incidents and Calls



Source: AQI5 Total number of incidents; Avg Daily Incidents - WAST SQL Data Academy

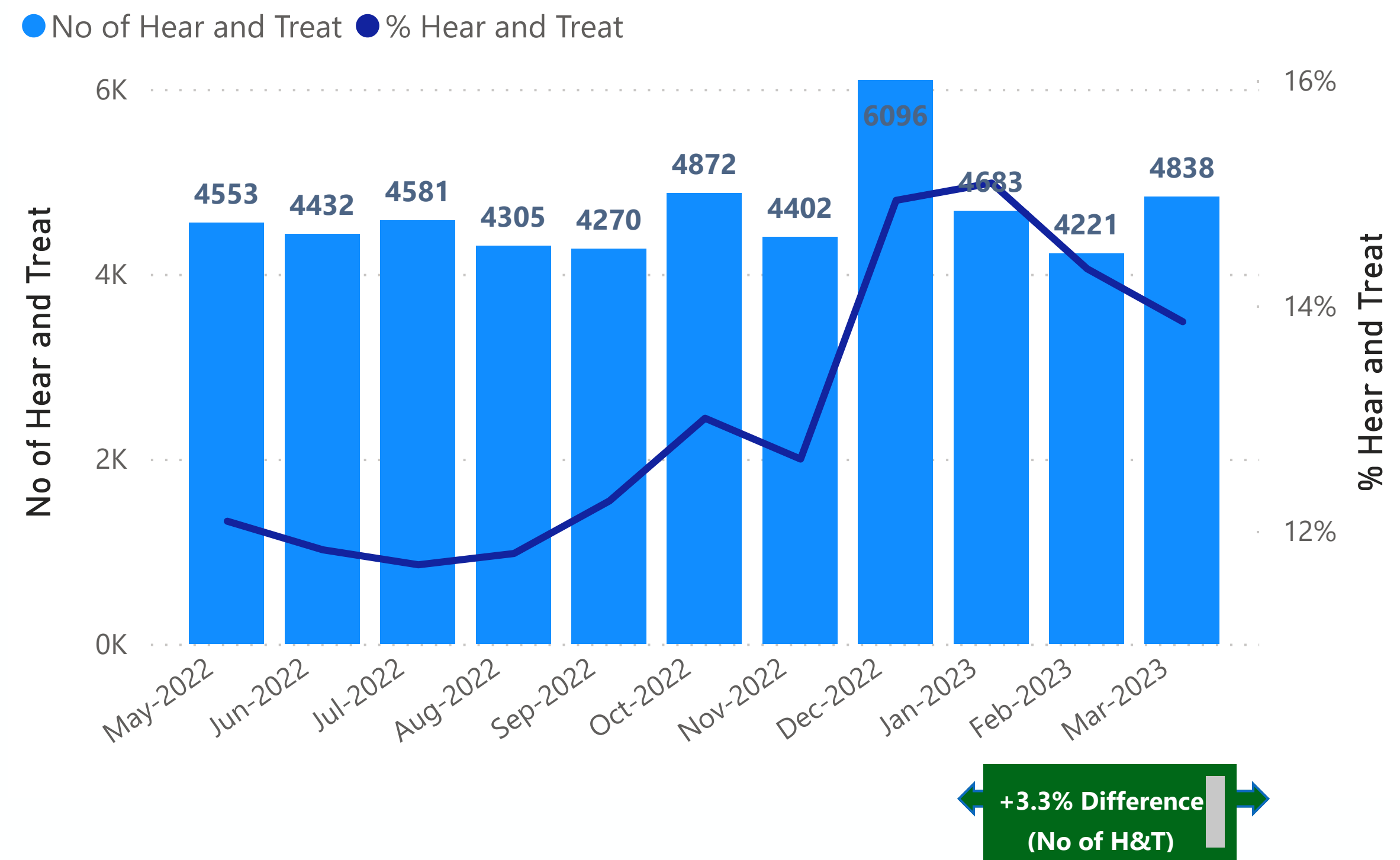
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# Performance Report | Hear and Treat



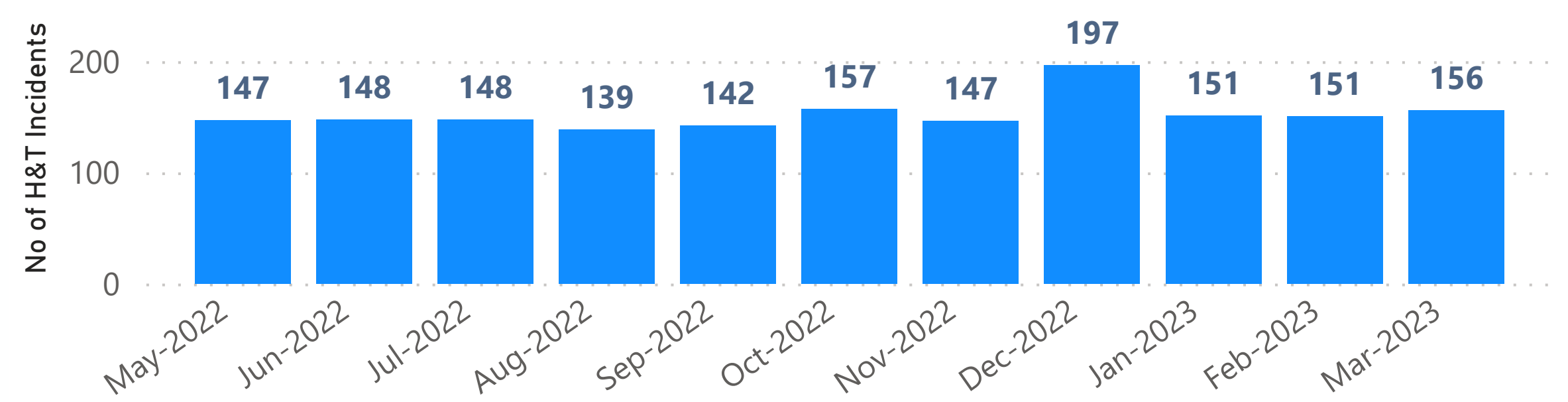
There has been a reduction in Hear and Treat incidents since reaching a peak in December 2022. In March 2023, the number of hear and treat incidents was the third highest for the time period, but the Hear and Treat % was lowest since November 2022 at 13.8% The daily average in March 2023 is higher compared to the previous month and is constant to the time period shown.

## 5.1 Monthly - Volume of Hear and Treat Incidents

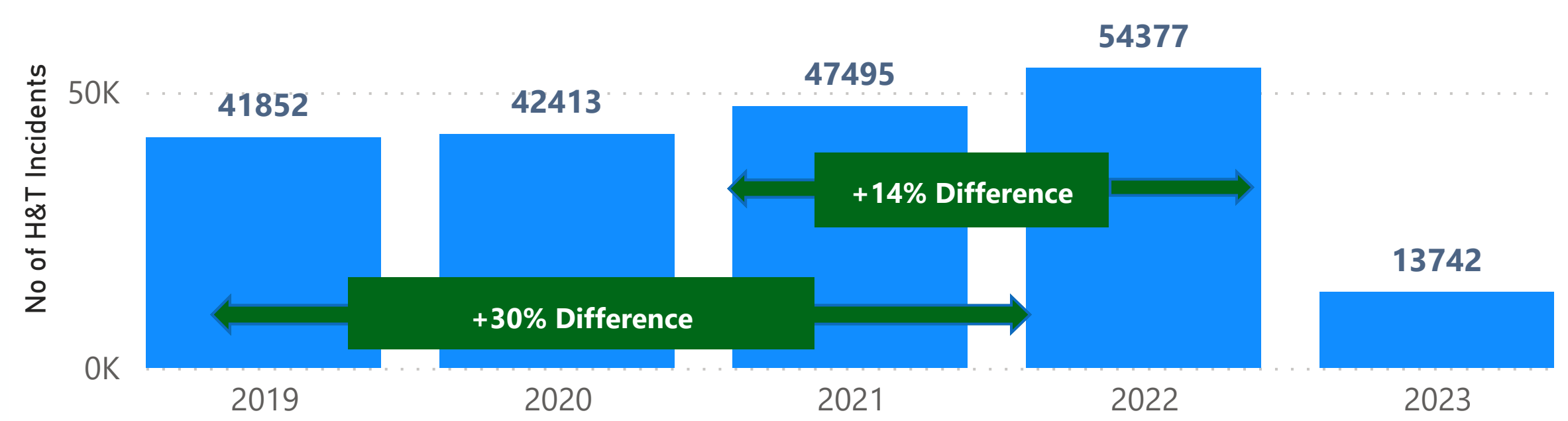


Source: AQ10i Number of calls ended following WAST telephone assessment (Hear and Treat)

## 5.2 Daily Average - Number of Hear and Treat Incidents



## 5.3 Annualised Data - Number of Hear and Treat Incidents



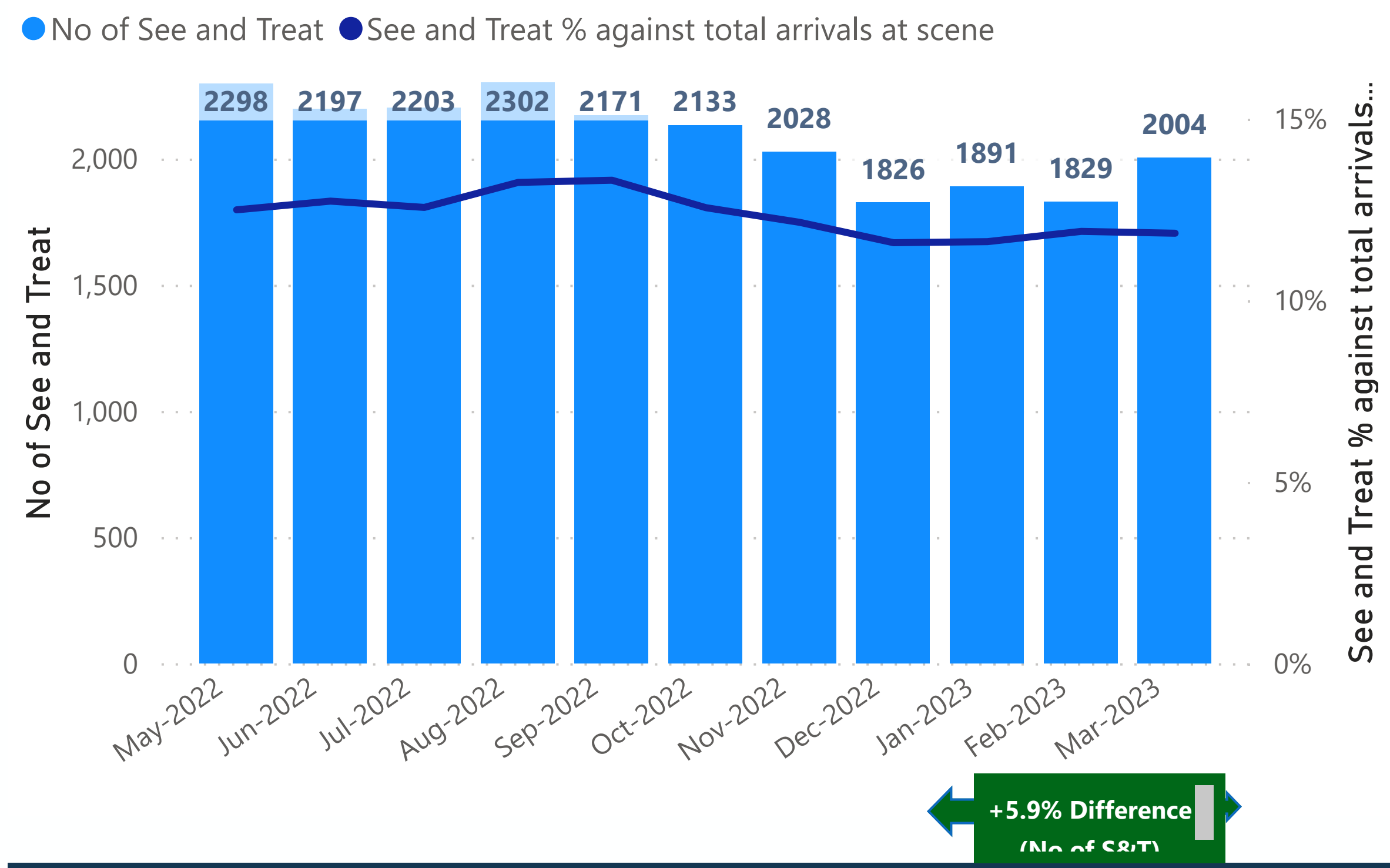
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# Performance Report | See and Treat



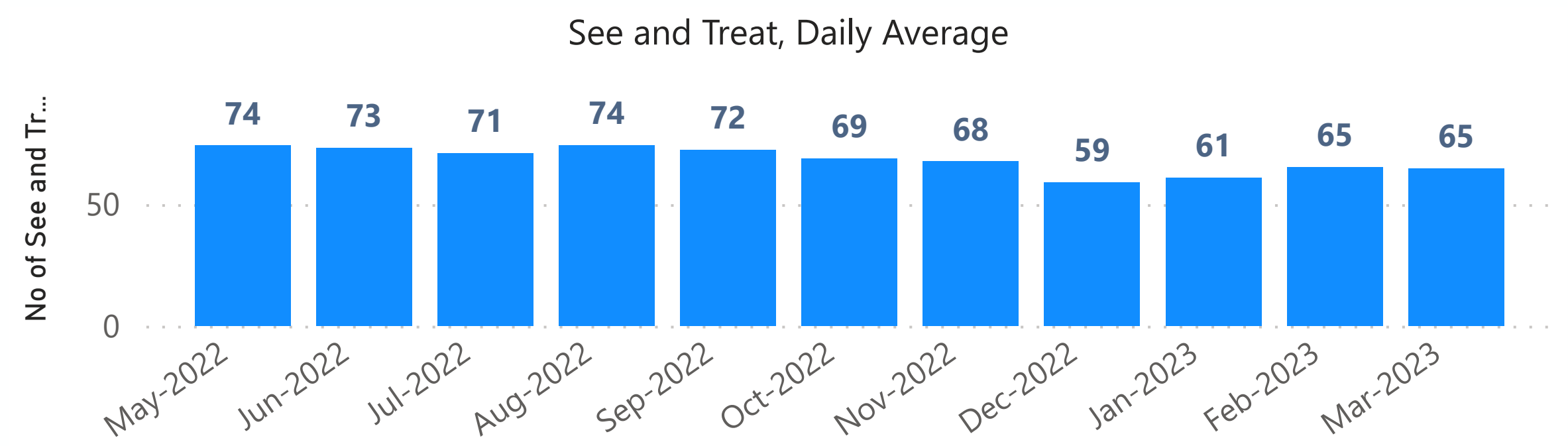
There is a steady downward trend for See and Treat until February 2023. The number of See and Treat incidents in March 2023 was 10% higher than the previous month. The See and Treat % saw a slight decrease from February to March 2023 despite the number of See and Treat incidents increasing. The daily average of incidents is consistent.

## 6.1 Monthly Volume of See and Treat Responses

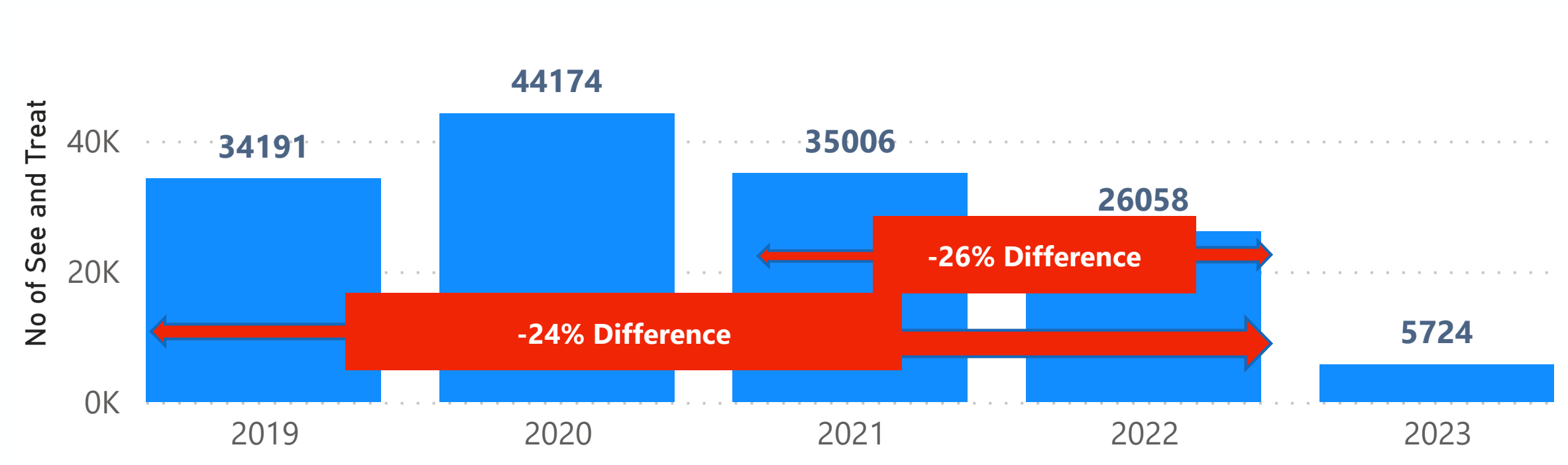


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

## 6.2 Daily Average - Number of See and Treat Responses



## 6.3 Annualised Data - Number of See and Treat Responses



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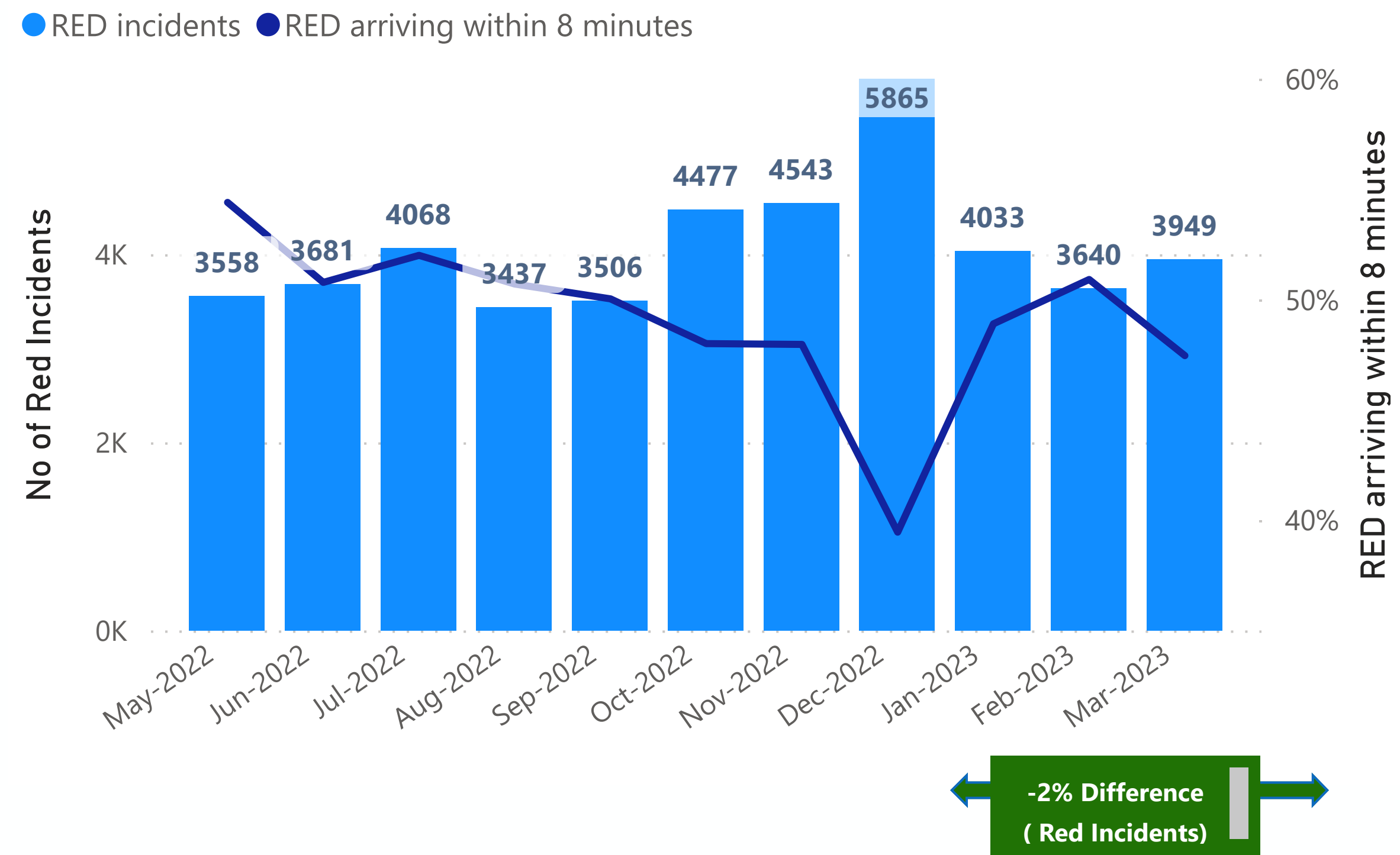
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# Performance Report | RED incidents

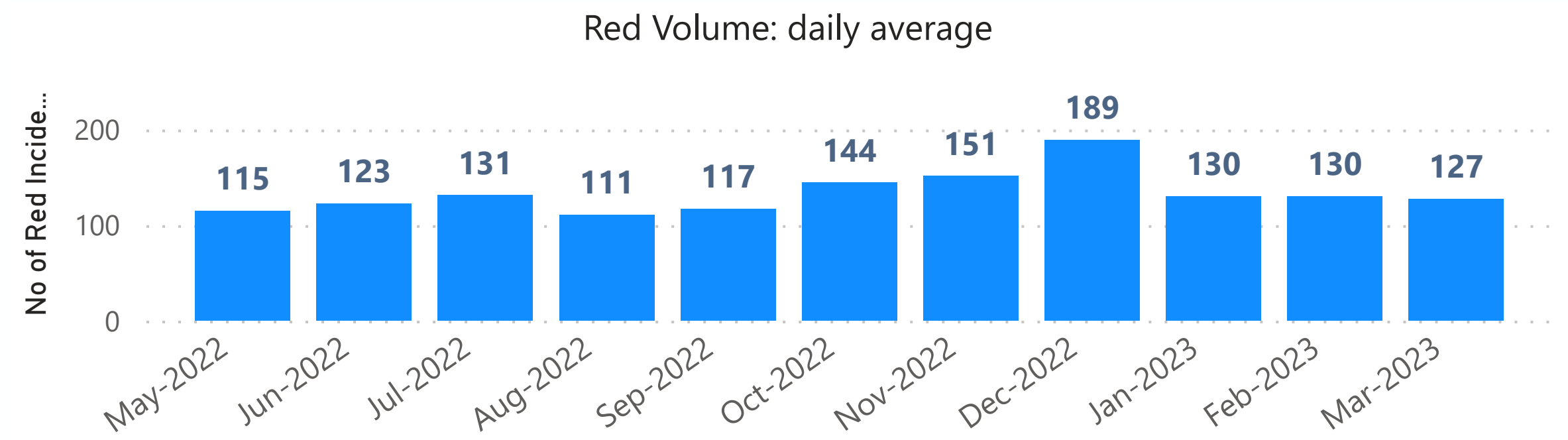
Since December 2022, there is a downward trend of the number red incidents since December 2022 with the lowest figure in February 2023 at 3640. March 2023 saw a 8.5% increase in the number of red incidents with a decline in the red 8 minute % performance by 3%.

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

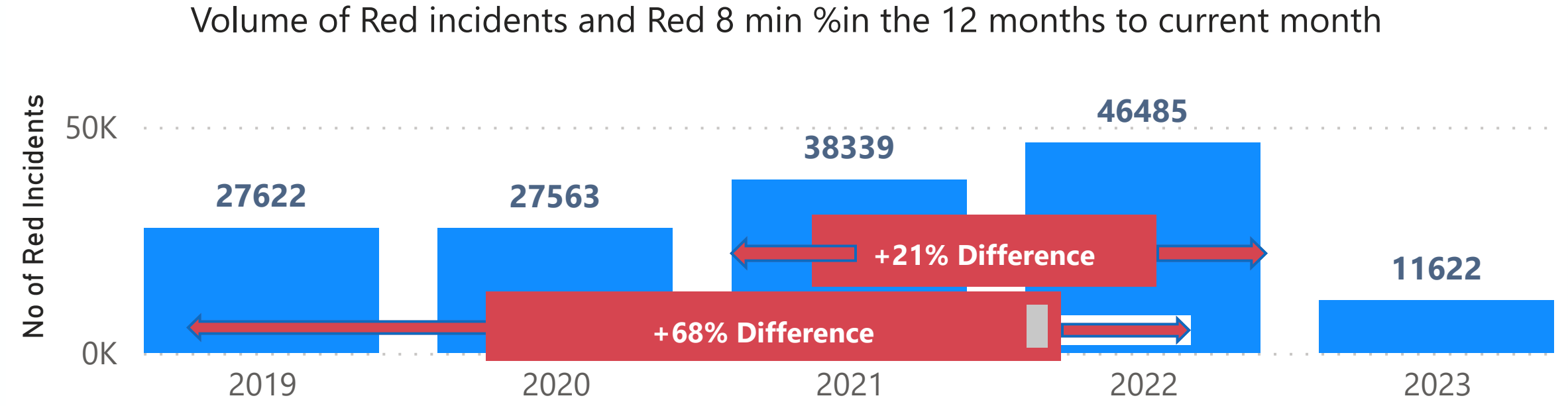


Source: AQ111 Number of RED category incidents resulting in an emergency response

## 7.2 Daily Average - Red Volume



## 7.3 Annualised Data - Volume of Red Incidents and Red 8 min %

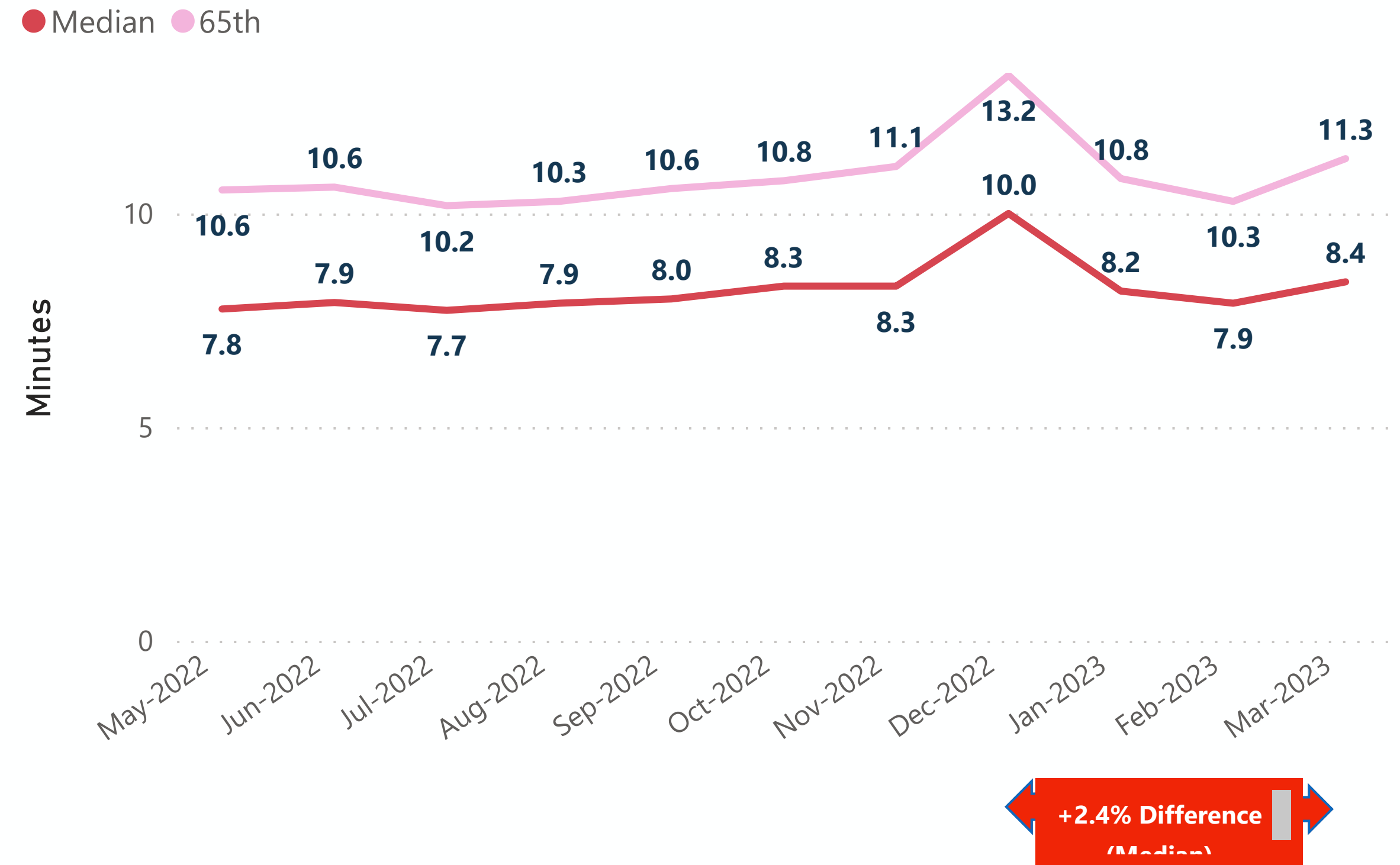


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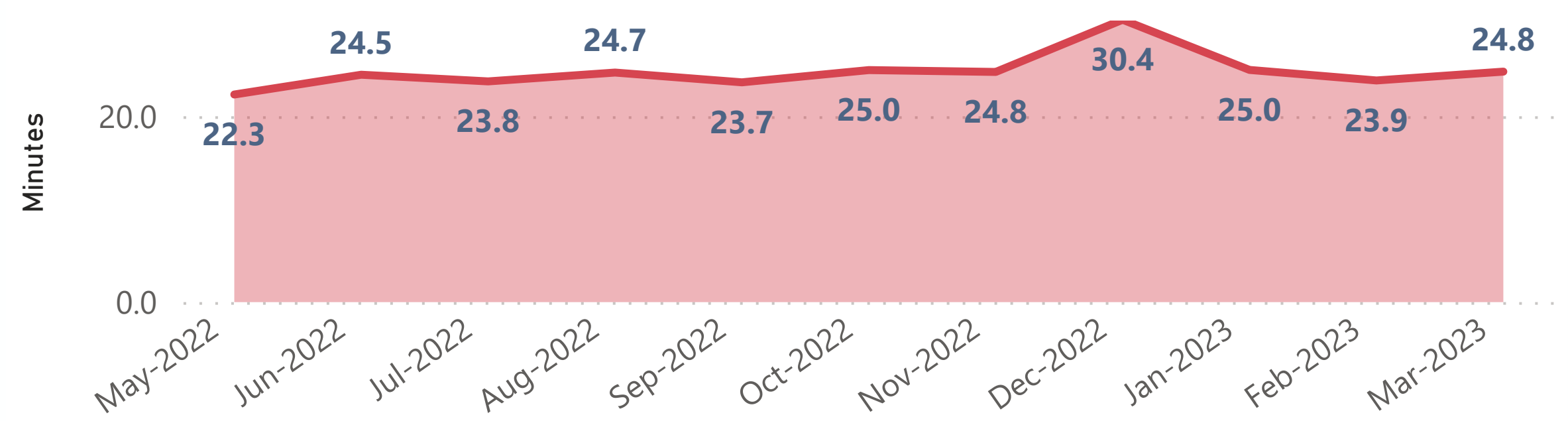
# Performance Report | RED incident response time

Despite seeing red median and 65th peak to a all-time high in December 2022, red median and 65th has remained consistent throughout the time period reported. March saw an 6.3% increase from the previous month. The longest red was on a slightly upward trend until December 2022 but has steadily been decreasing.

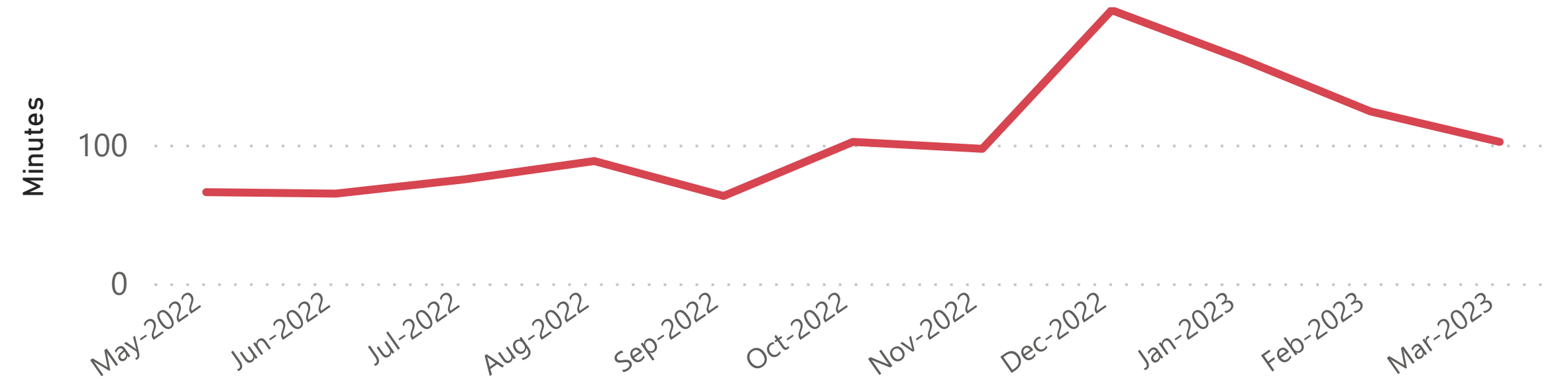
## 8.1 Median and 65th Percentile Red Response Time (Minutes)



## 8.2 95th Percentile Red Response Time (Minutes)



## 8.3 Longest Red



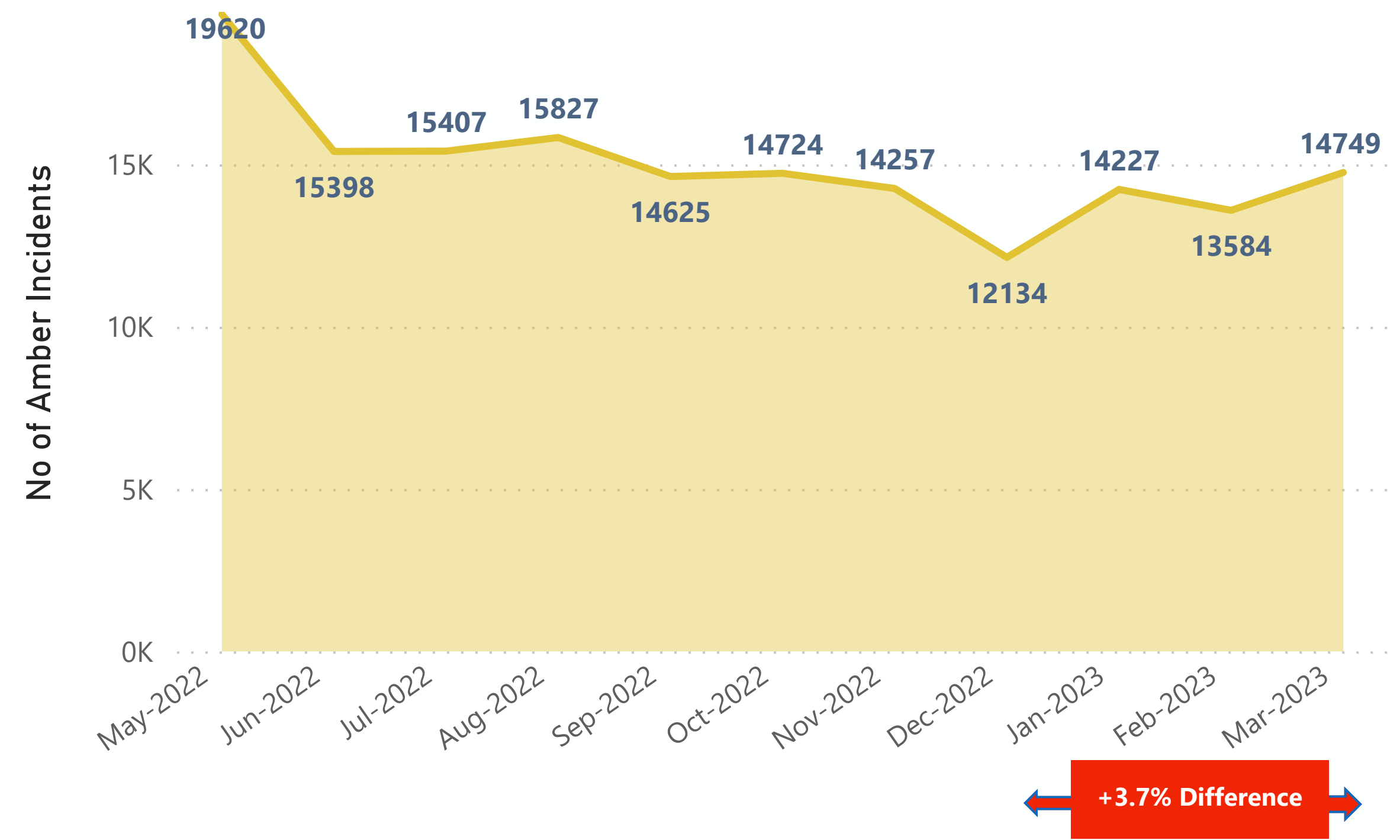
Source: AQI11 Red Category Median, 65th and 95th Response Minutes

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# Performance Report | AMBER incidents

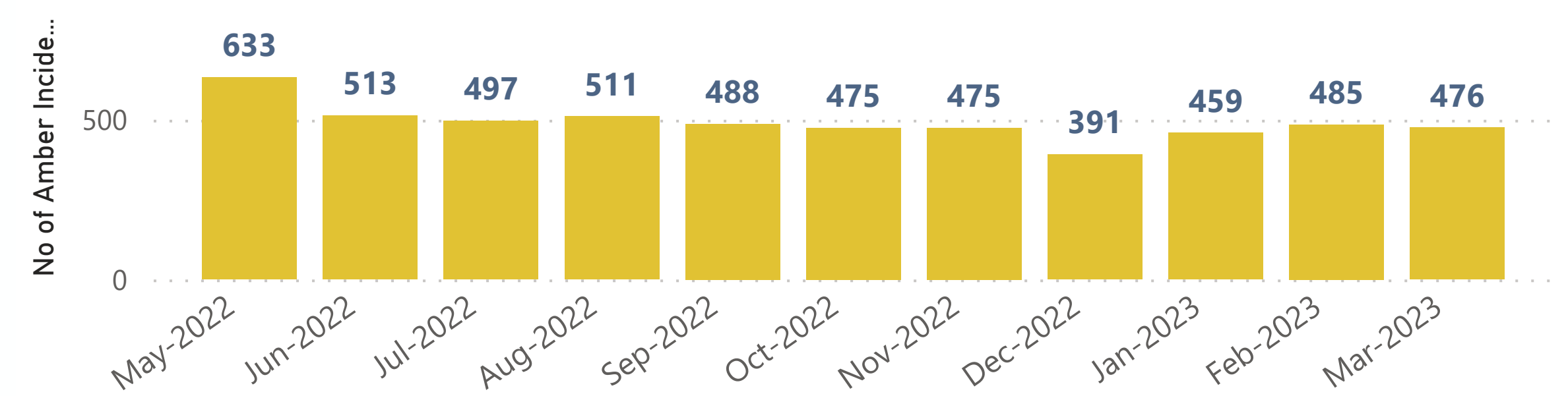
The number of amber incidents are on a downward trend for the time period reported, despite seeing a 8% increase in March 2023 as compared to the previous month. The daily average has seen an increase since December 2022 but is still lower than last year's daily average.

## 9.1 Monthly Volume of Amber Incidents

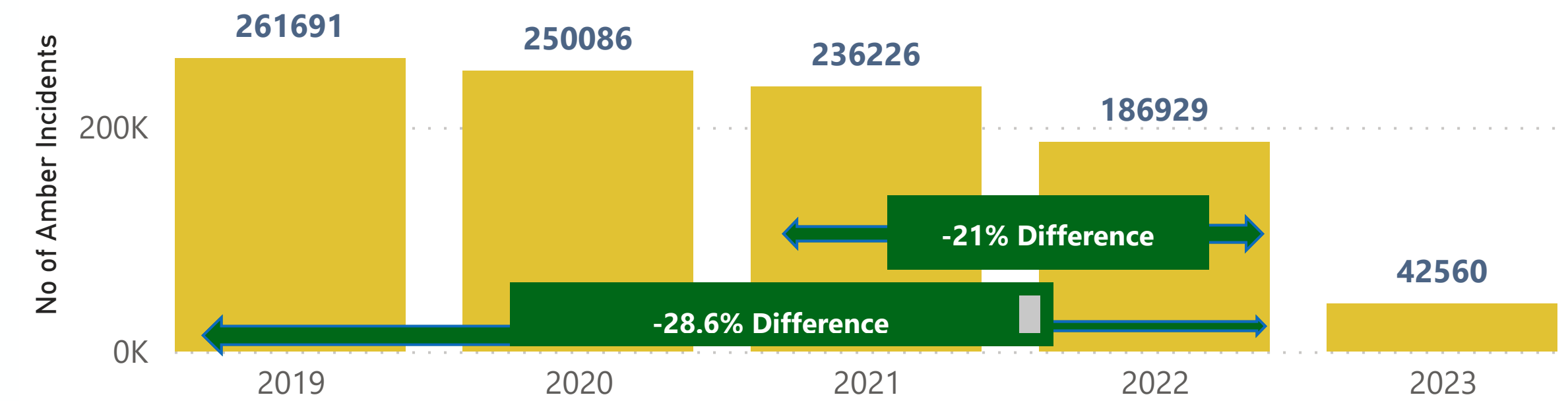


Source: AQI11 Number of Amber category incidents resulting in an emergency response

## 9.2 Daily Average - Number of Amber Incidents



## 9.3 Annualised Data - Number of Amber Incidents



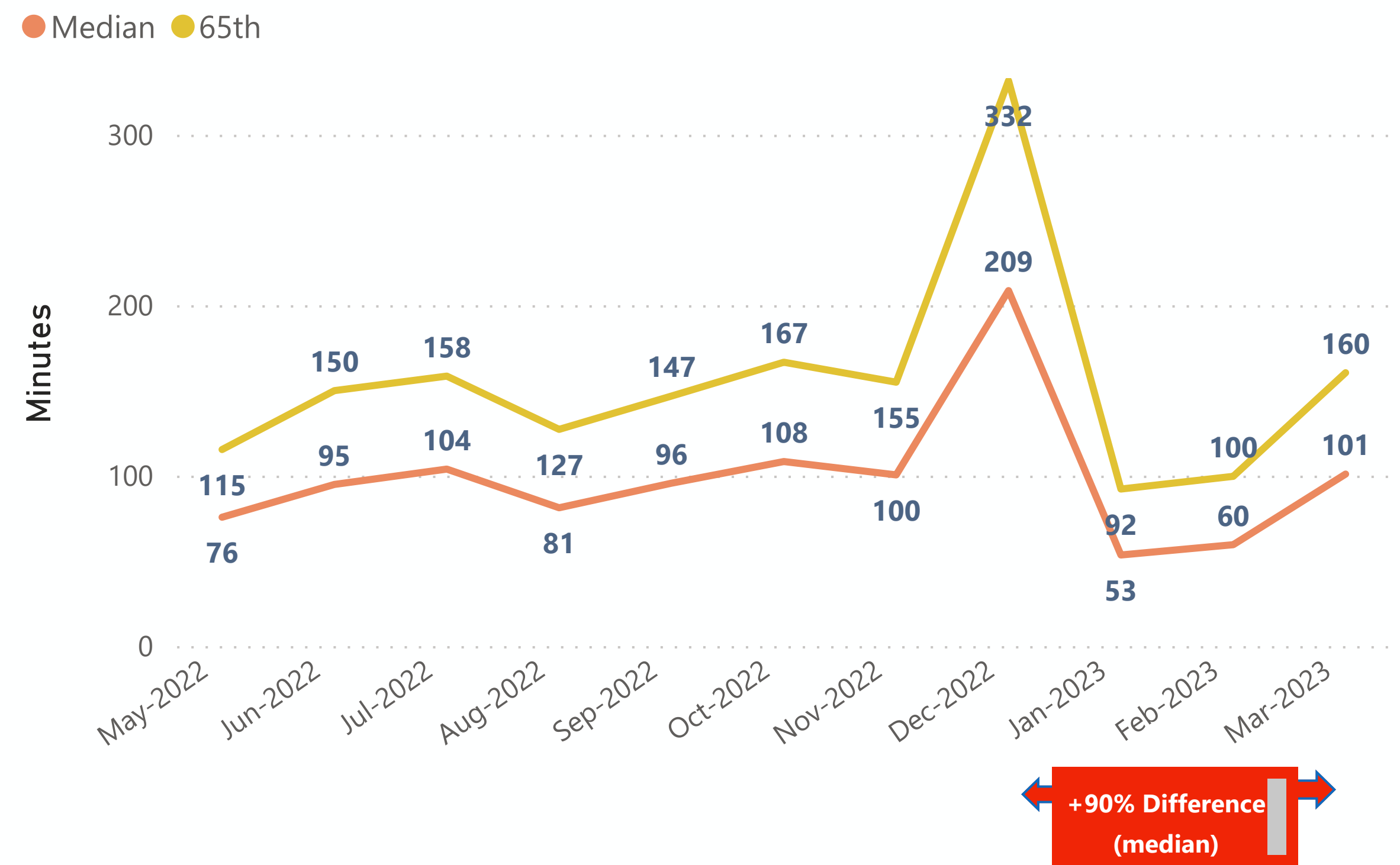
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# Performance Report | AMBER incident response times

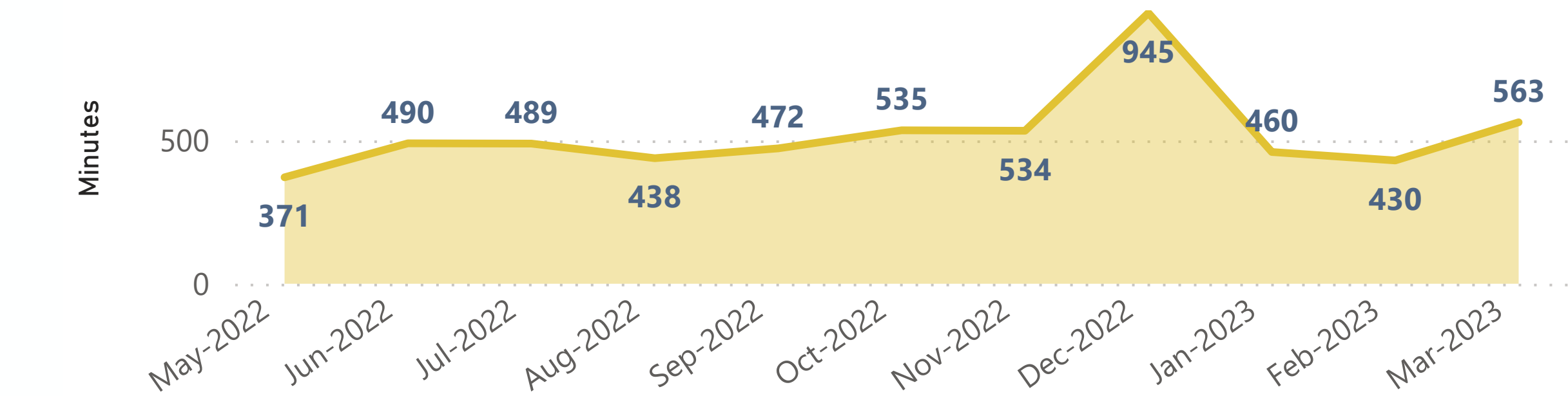


Amber Median and 65th percentile are at its lowest in January 2023 at 53.47 minutes. Since January 2023, there has been a steady increase in Amber Median and 65th percentile, with March 2023 being 50% higher as compared to the previous month. The 95th percentile is steadily increasing throughout the time period. with March 2023 being the second highest for the period reported.

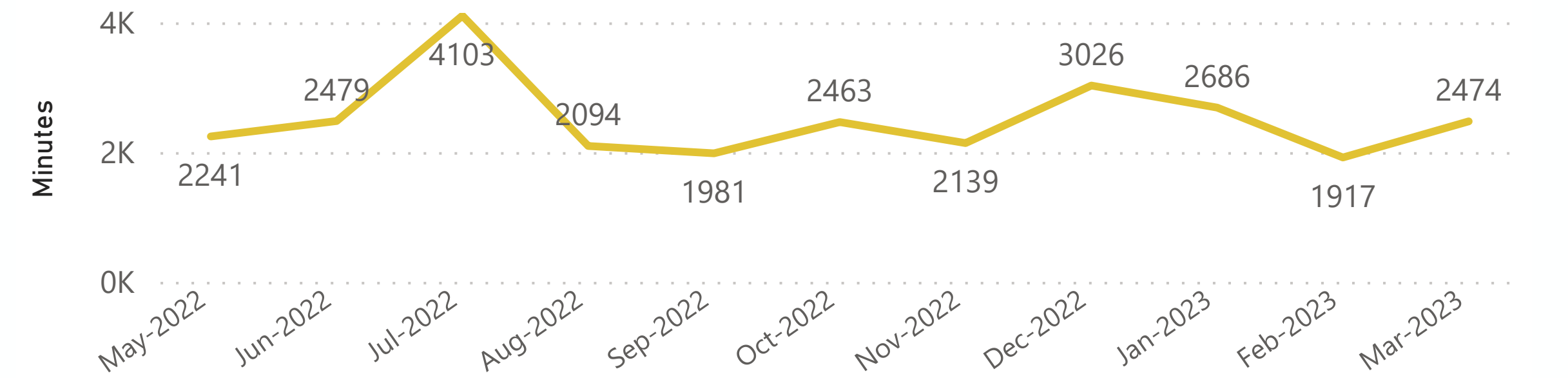
## 10.1 Median and 65th Percentile Amber Response Time (Minutes)



## 10.2 95th Percentile Amber Response Time (Minutes)



## 10.3 Longest Amber (Minutes)



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

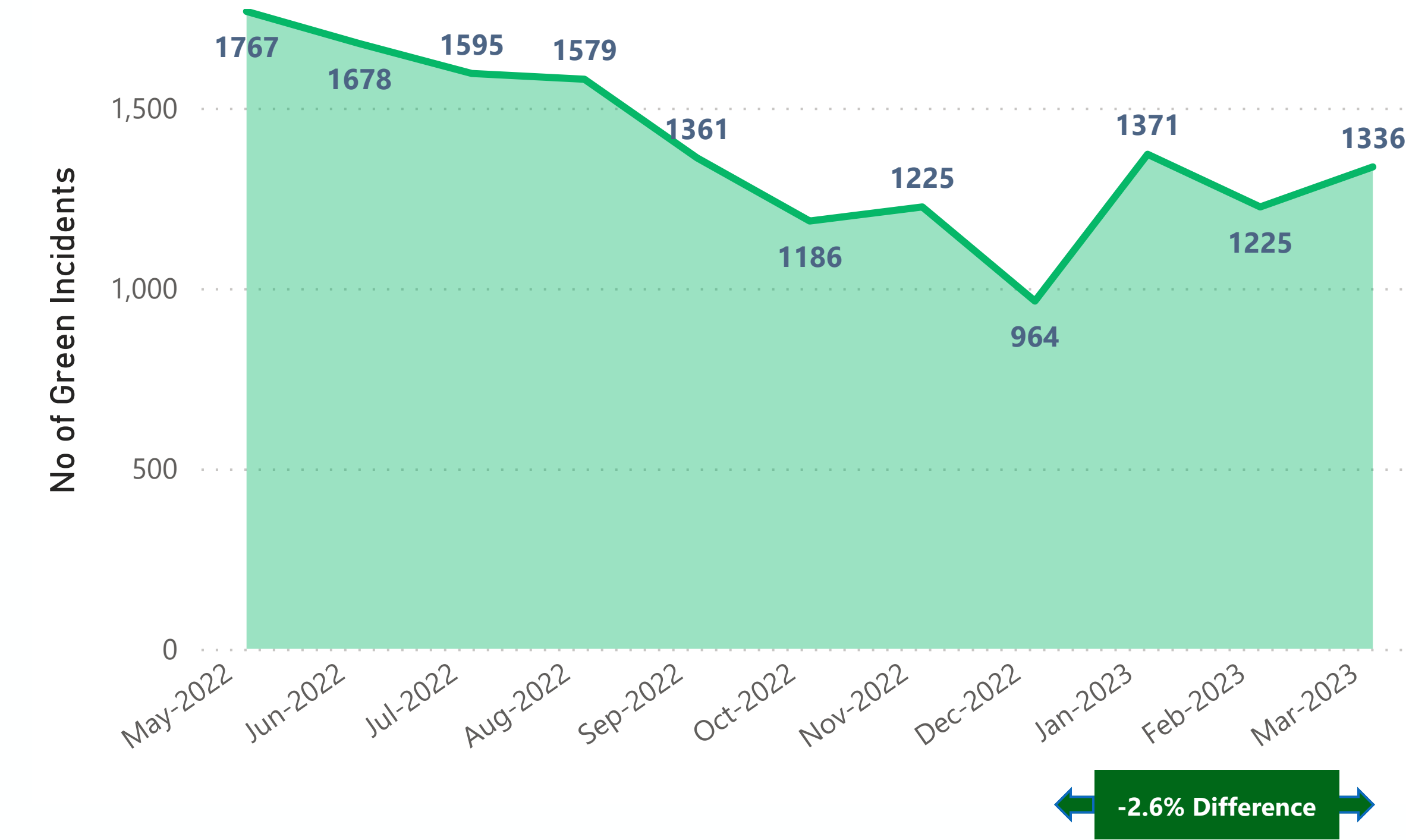
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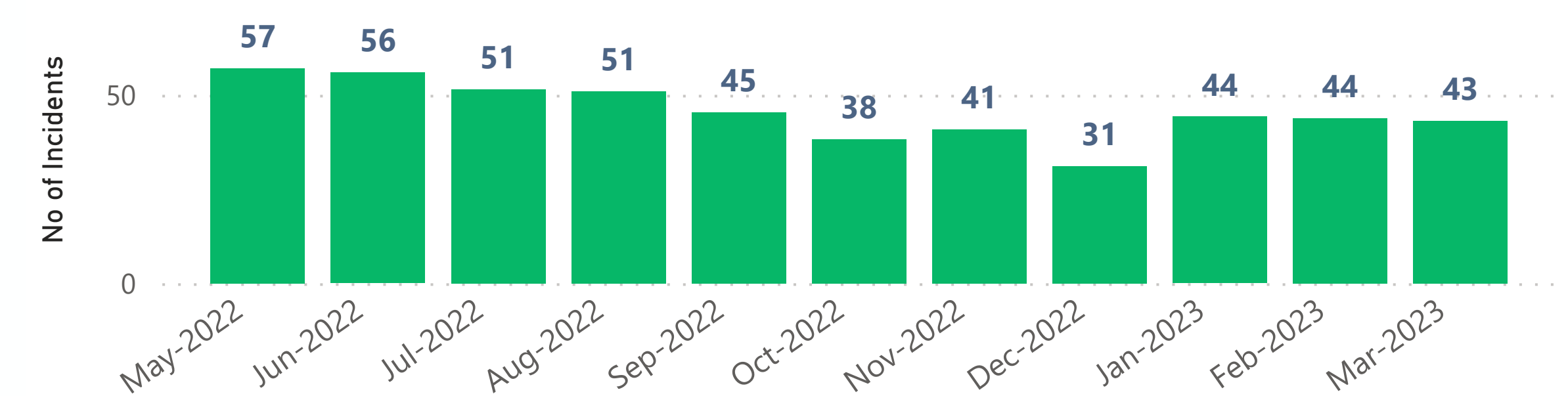
# Performance Report | GREEN incidents

The number of green incidents has been reducing up to December 2022. Since December 2022, there has been a upward trend in the number of green incidents. March 2023 saw a 9% increase as compared from the previous month. The daily average has reduced throughout the period.

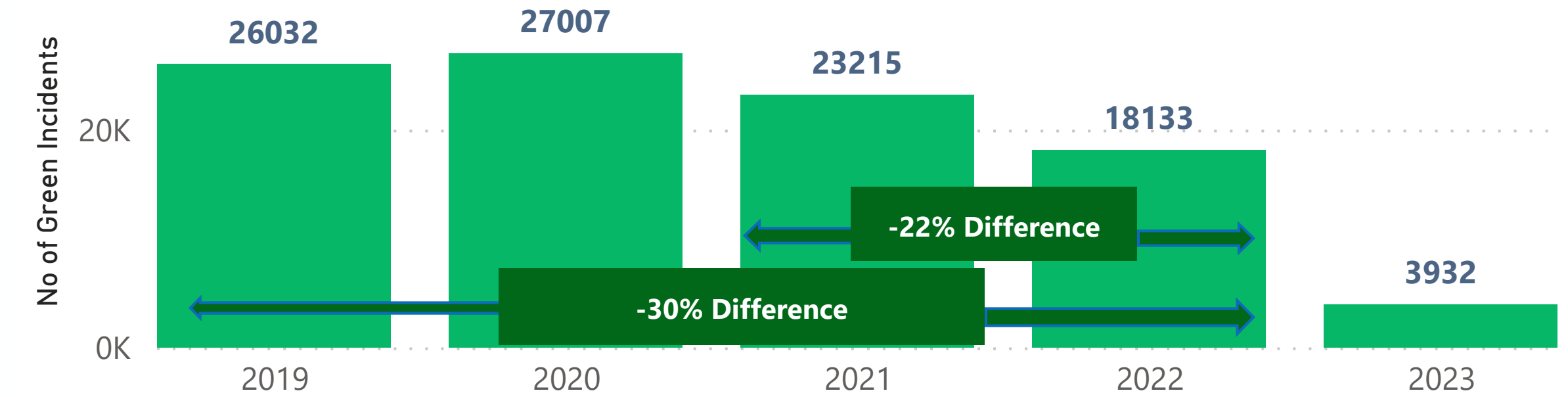
## 11.1 Monthly Volume of Green Incidents



## 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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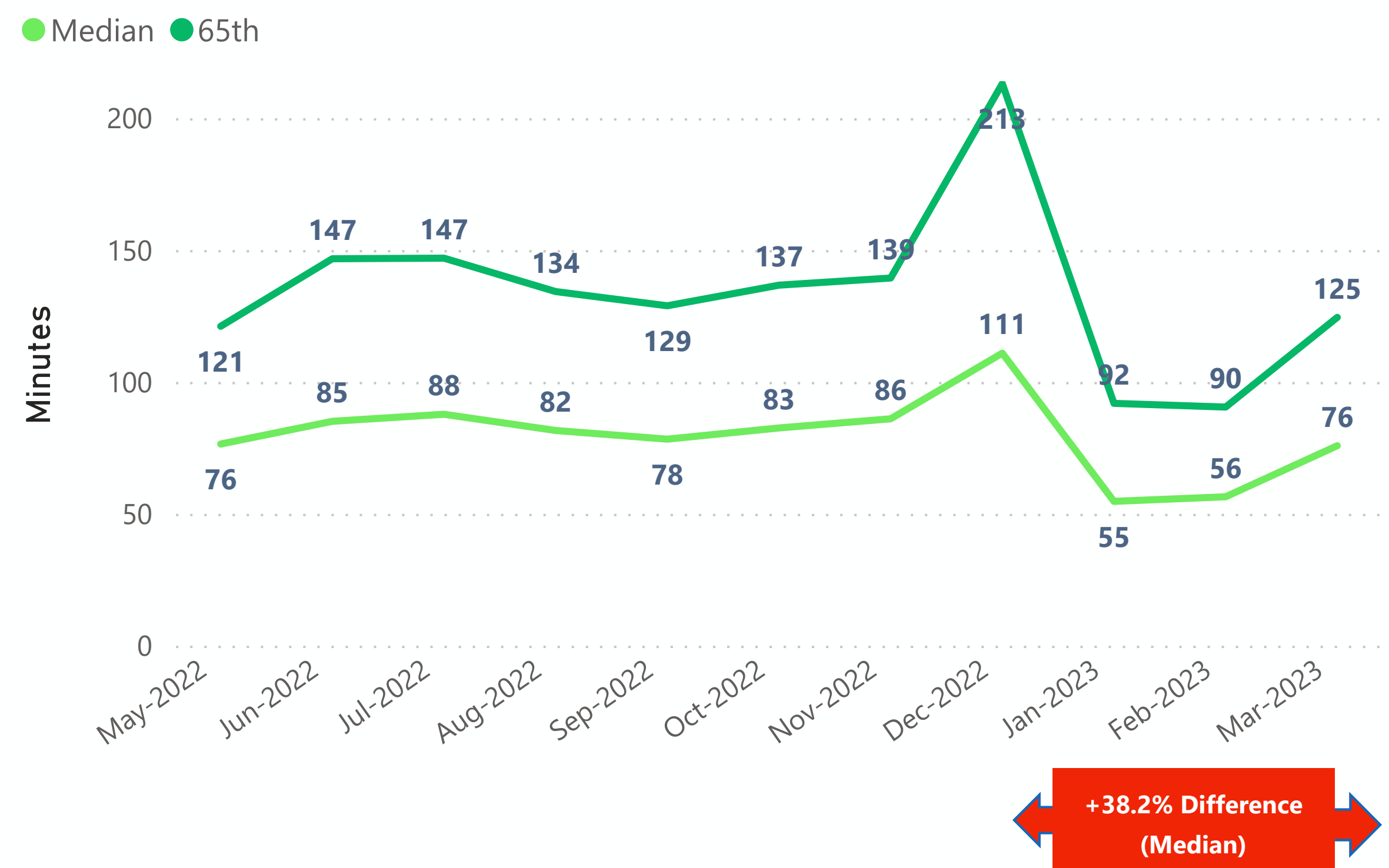


# Performance Report | GREEN incident response times

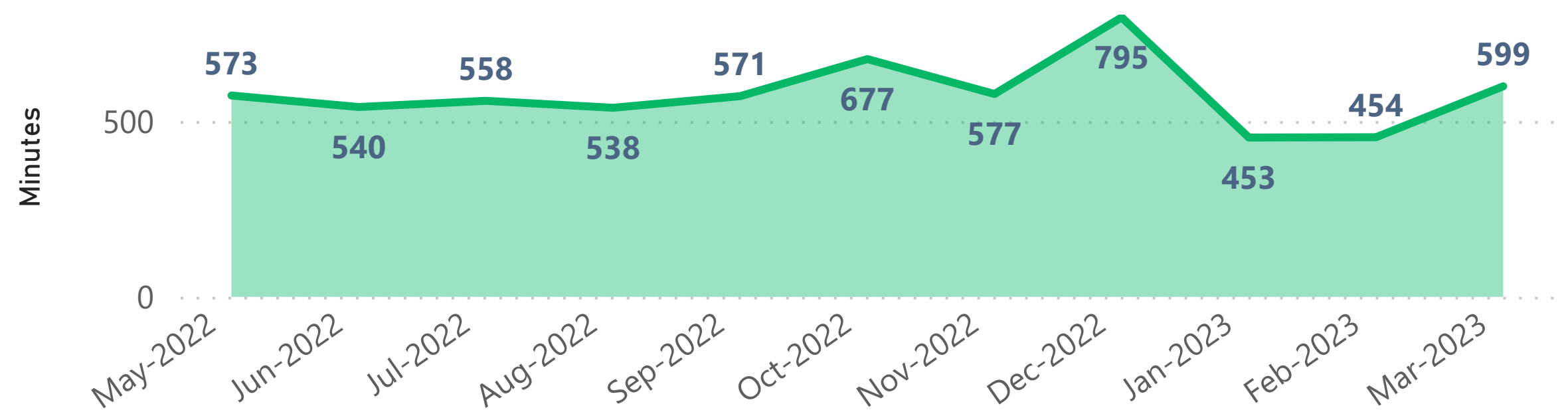


Green median is at its lowest in January, with steady increases in both February and March 2023. The 65th percentile saw a reduction from January to February before increasing by 39% in March 2023. The average number of green incidents has remained static despite seeing an increase in ...

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



## 12.2 95th Percentile Green Response Time (Minutes)



## 12.3 Longest Green TBC

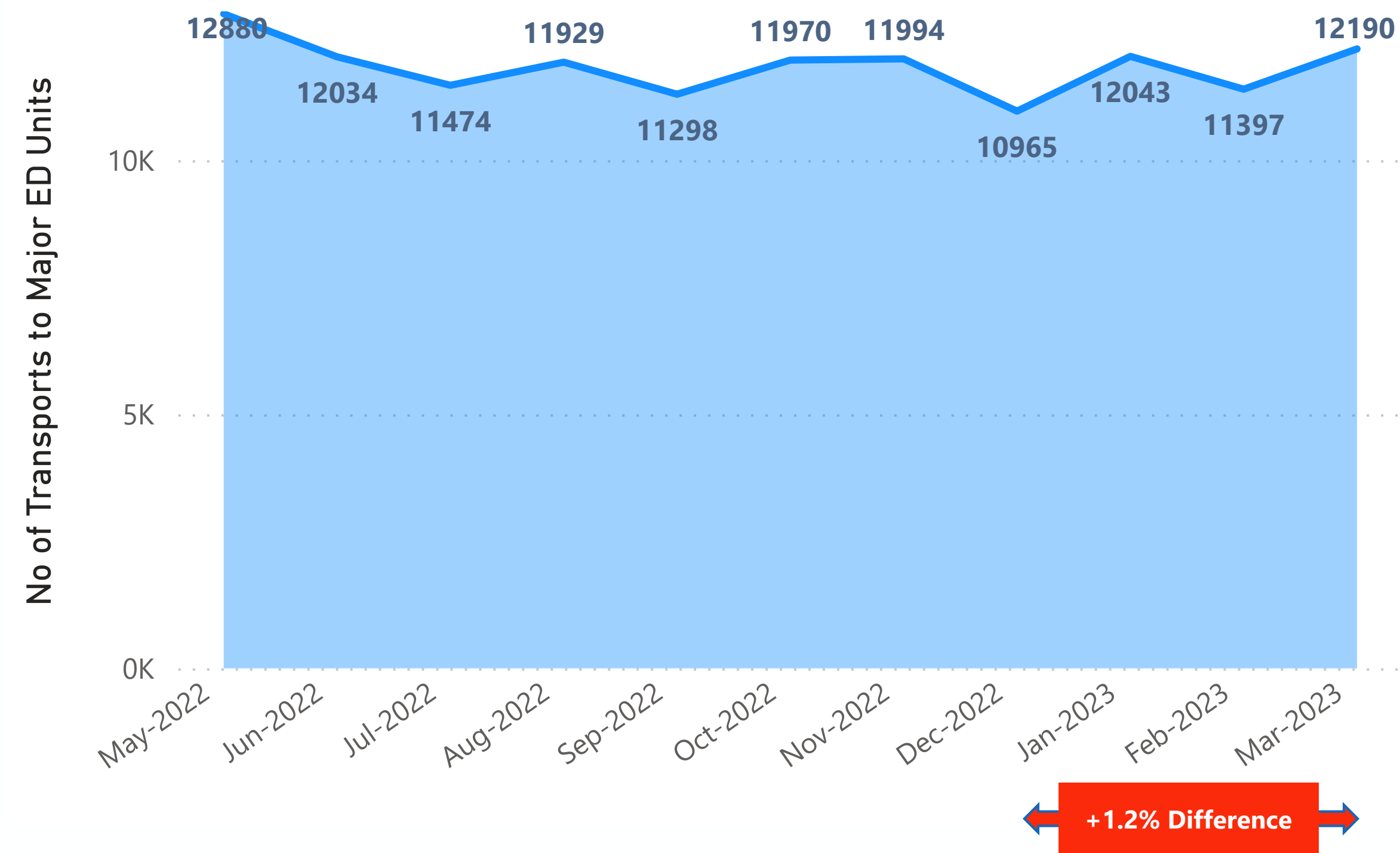
Source: AQI11 Green Category Median, 65th and 95th Response Minutes

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# Performance Report | Transported to Tier 1 site

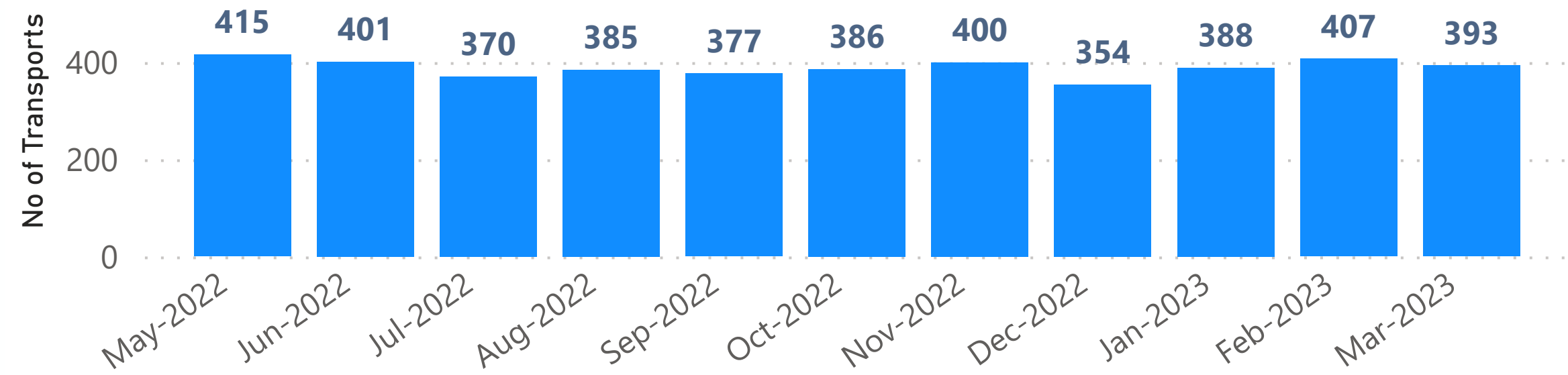
The number of incidents transported to Tier 1 sites was the second highest in March 2023 for the time period reported. March 2023 saw a 7% increase in the volume of transport to Major ED units as compared to the previous month. The average number of daily incidents transported in March was lower than the previous month.

## 13.1 Monthly Volume of Transport to Major ED Units

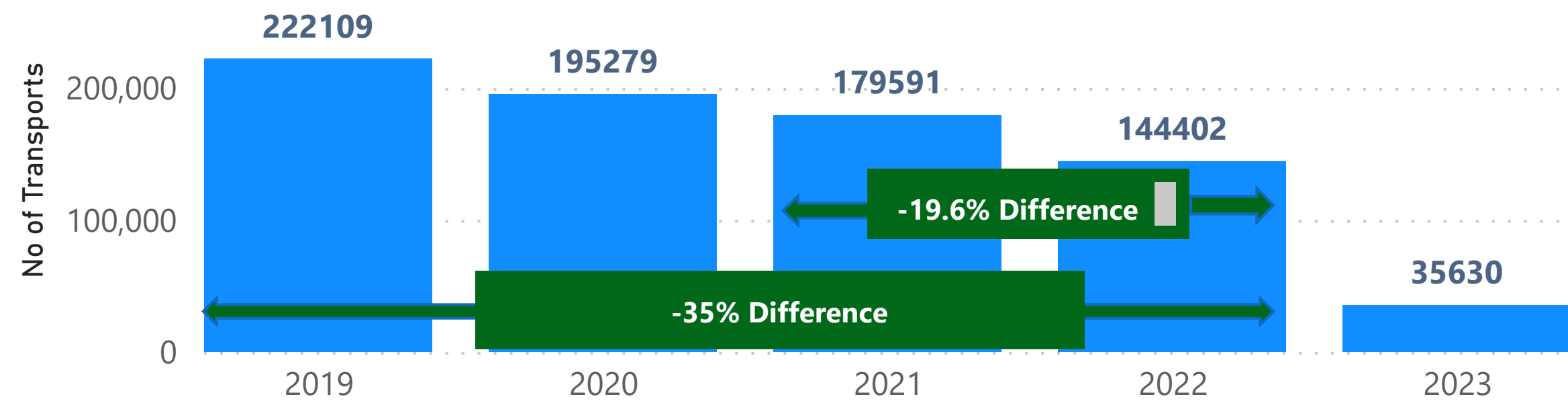


Source: AQI19ii Tier 1 Major A&E Units

## 13.2 Daily Average - Number of Transport to Major ED Units



## 13.3 Annualised Data - No of Transport to Major ED Units

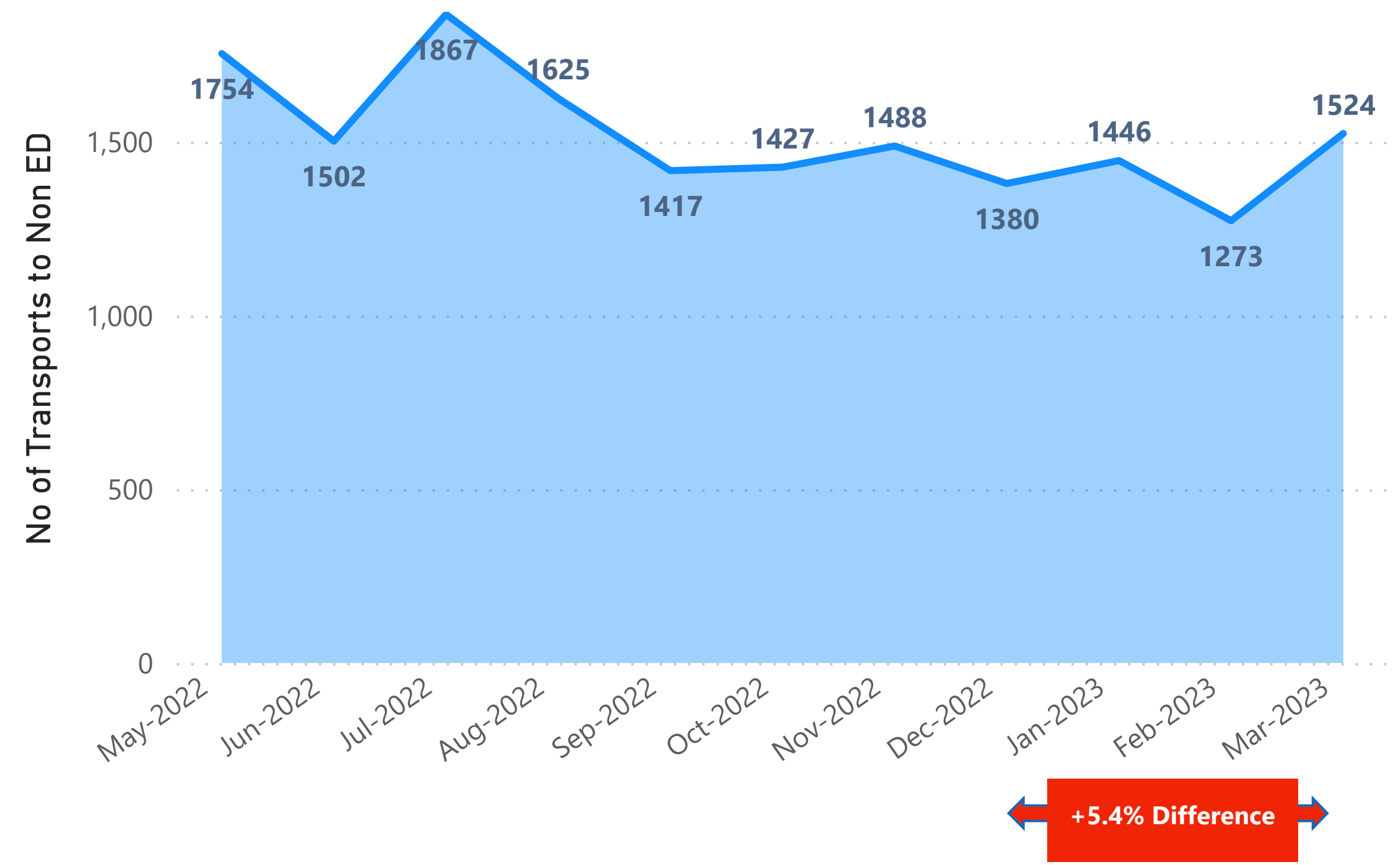


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# Performance Report | Transported to non-Tier 1 site

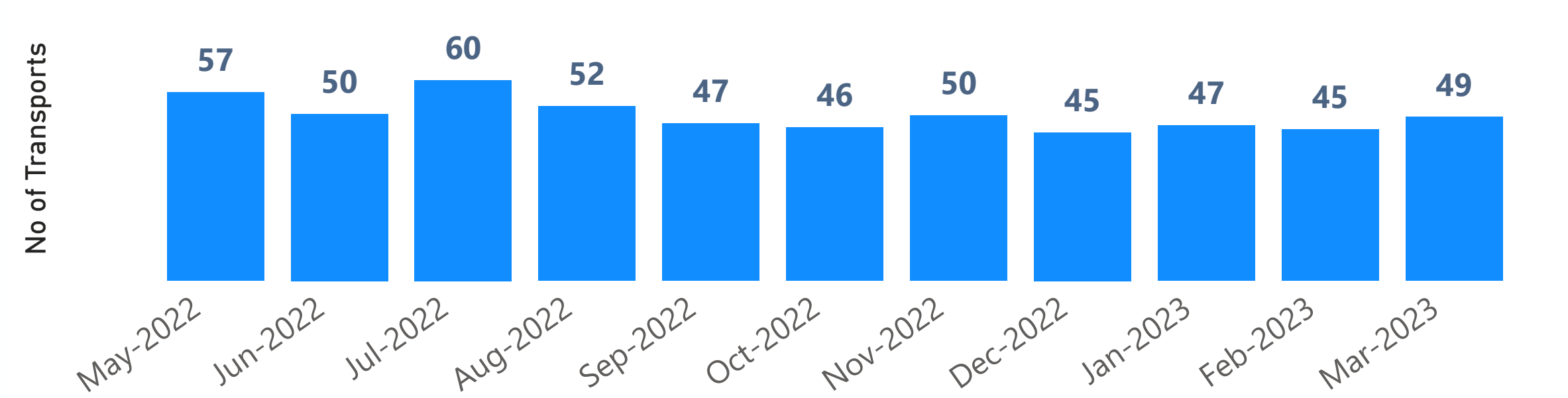
The number of incidents transported to non Tier 1 sites has reduced throughout the period, despite seeing a 20% increase in March 2023 as compared the the previous month. The daily average has remained constant, although March 2023 saw an increase to 49 as compared to 45 in the previous month.

## 14.1 Monthly Volume of Transport to non Major ED

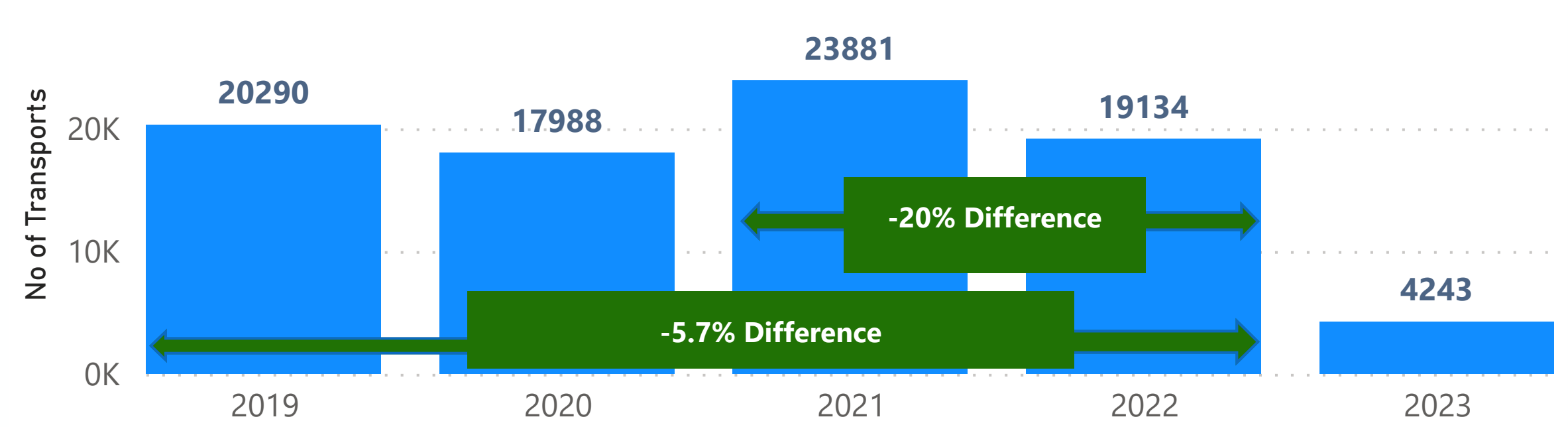


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

## 14.2 Daily Average - Transport to Non Major ED



## 14.3 Annualised Data - Transport to Non Major ED



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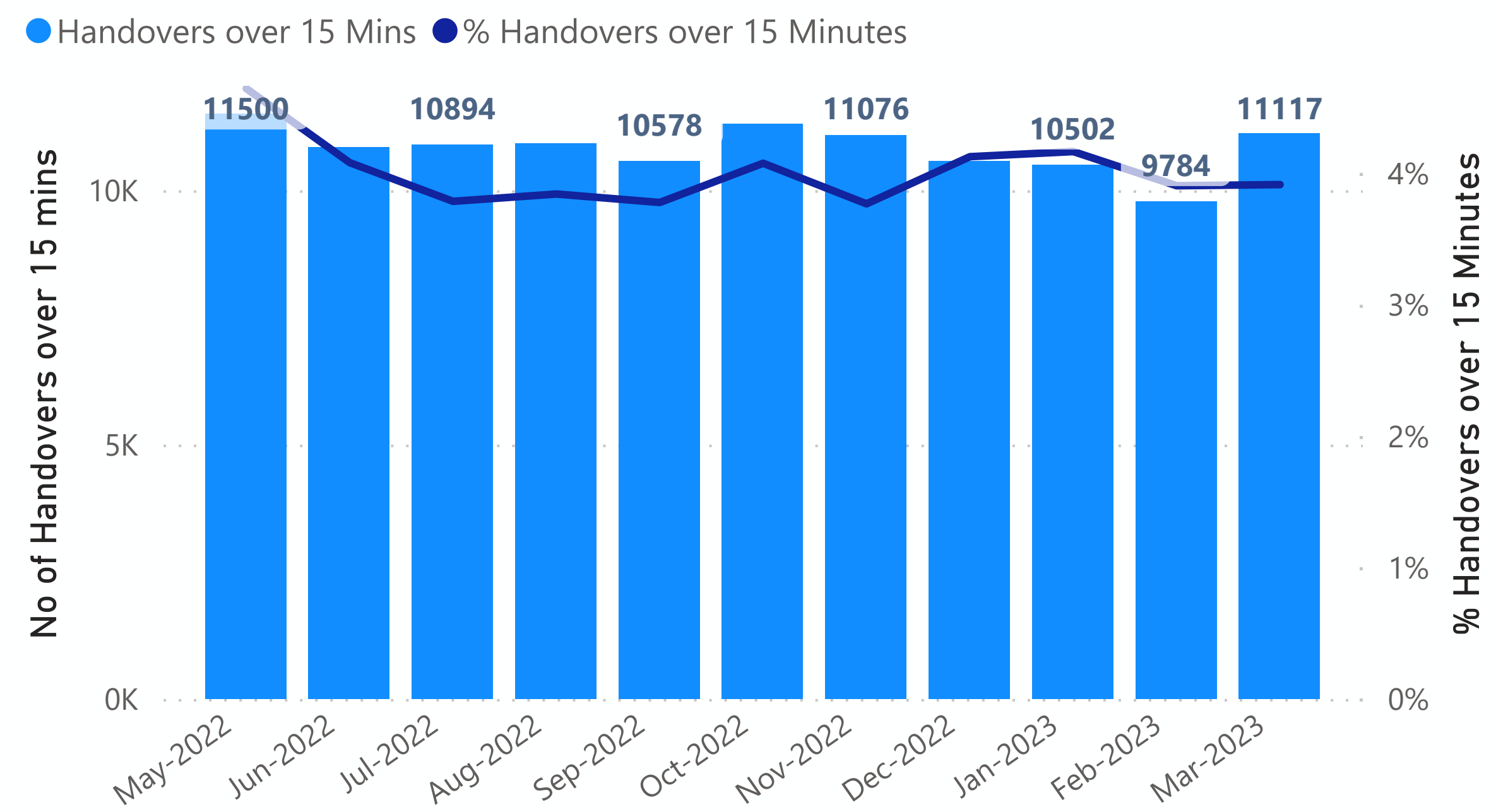
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DIGITAL SERVICES**  
National Collaborative Commissioning Unit

# Performance Report | Handover delays over 15-minutes

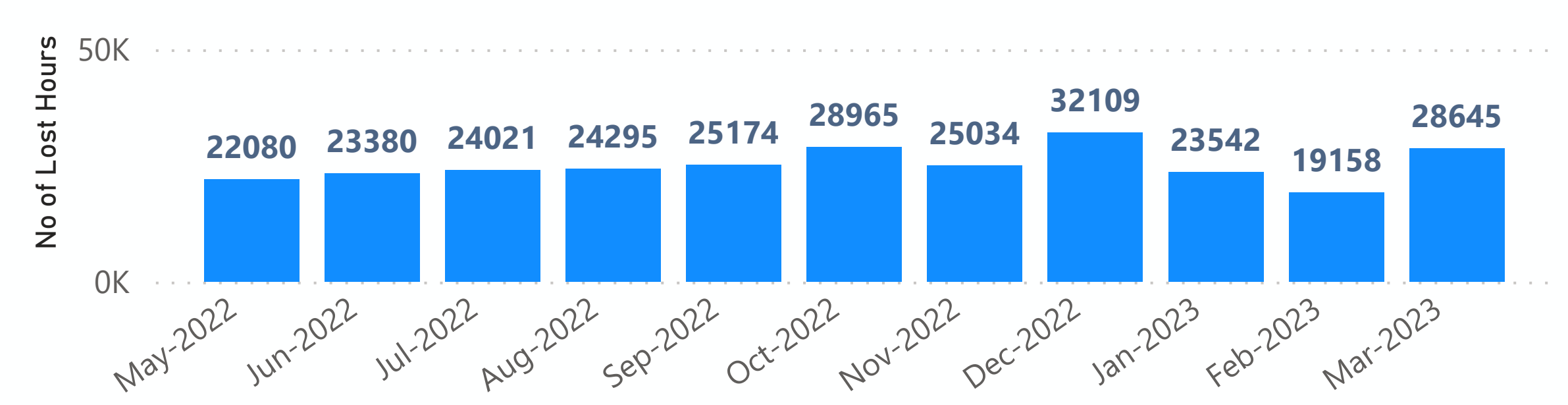


Handover delays over 15 minutes has remained constant throughout the period up until January 2023. March 2023 saw an increase of 13.6% the number of handover delays over 15 minutes. There has been a 49.5% increase in hours lost from February 2023 to March 2023.

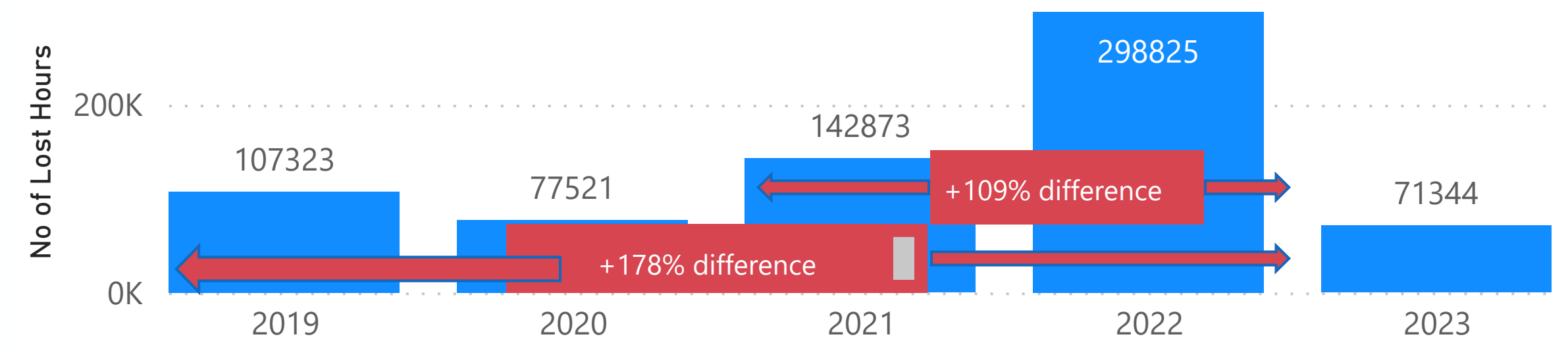
## 15.1 Volume of Handovers over 15 minutes



## 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

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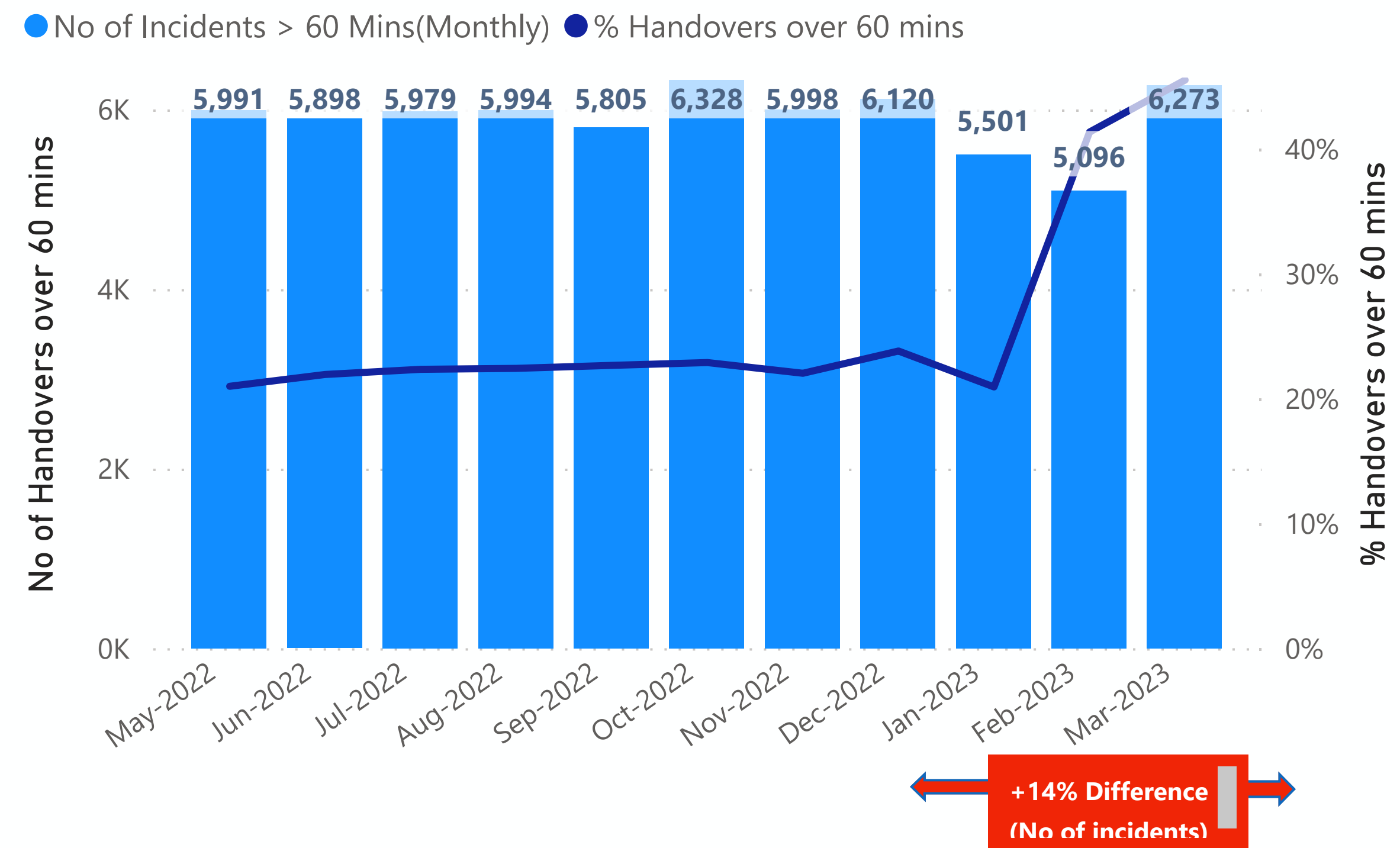


# Performance Report | Handover delays over 60-minutes

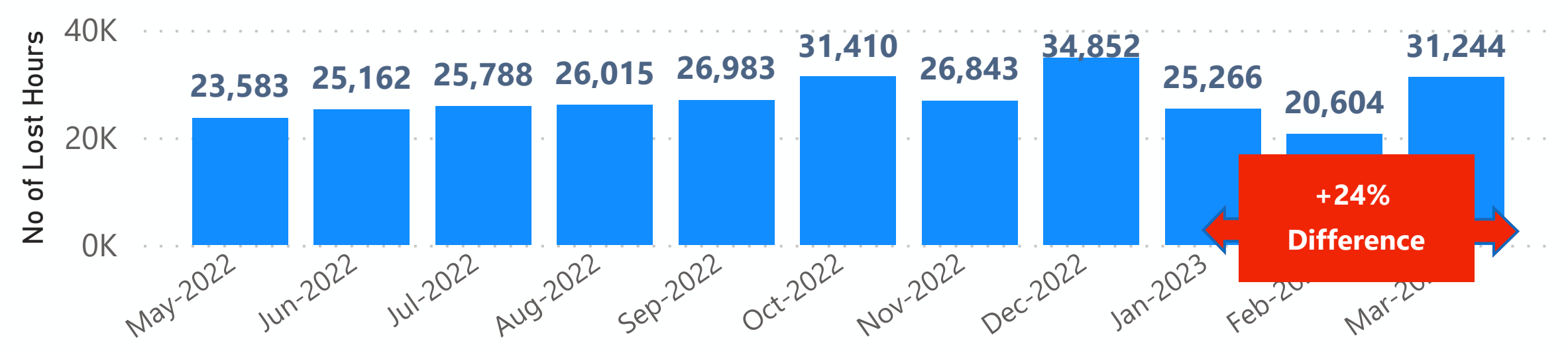


In March 2023, there has been a 23% increase in the number of handover delays over 60 mins as compared to the previous month. The % Handovers over 60 minutes increased from 41% in February 2023 to 45% in March 2023. There was a 24% increase in hours lost for handovers over 60 minutes from January to March 2023.

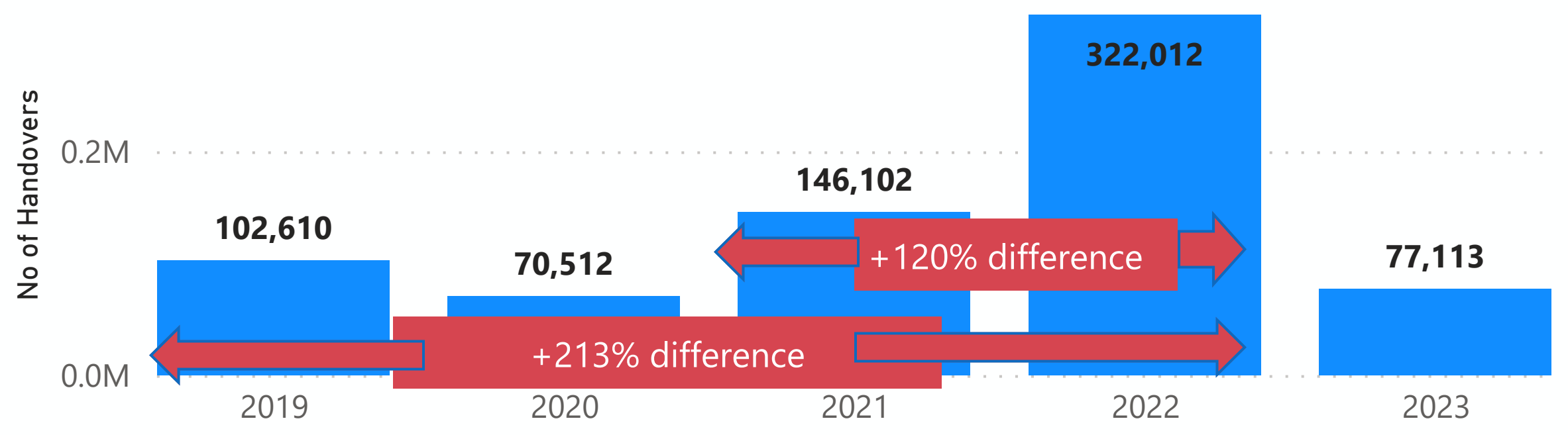
## 16.1 Number of Handovers over 60 minutes



## 16.2 Hours lost for handovers over 60 minutes



## 16.3 Hours Lost for haandovers over 60 minutes



Source: Welsh Ambulance Services NHS Trust Data Academy SQL

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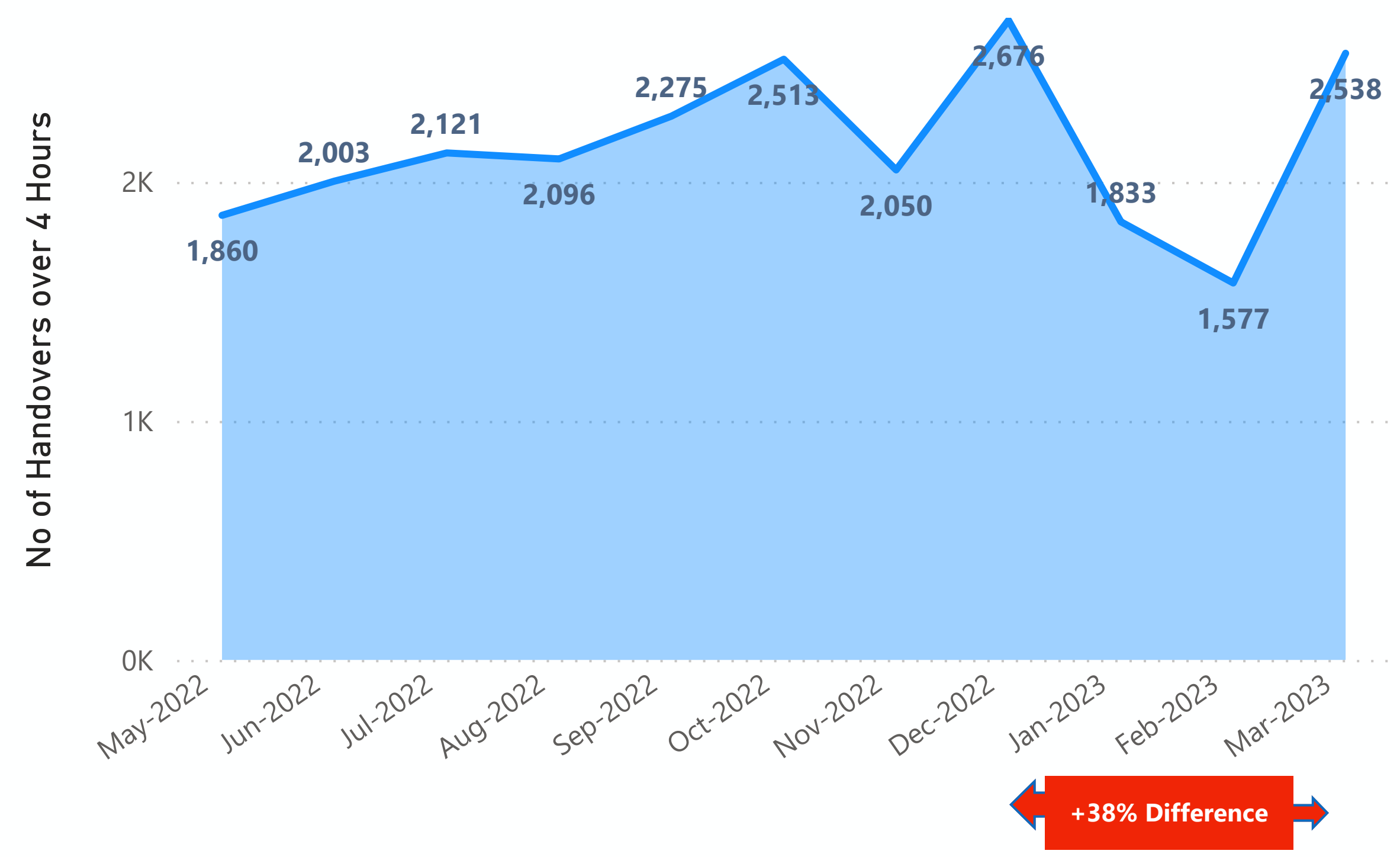


# Performance Report | Handover delays over 4-hours

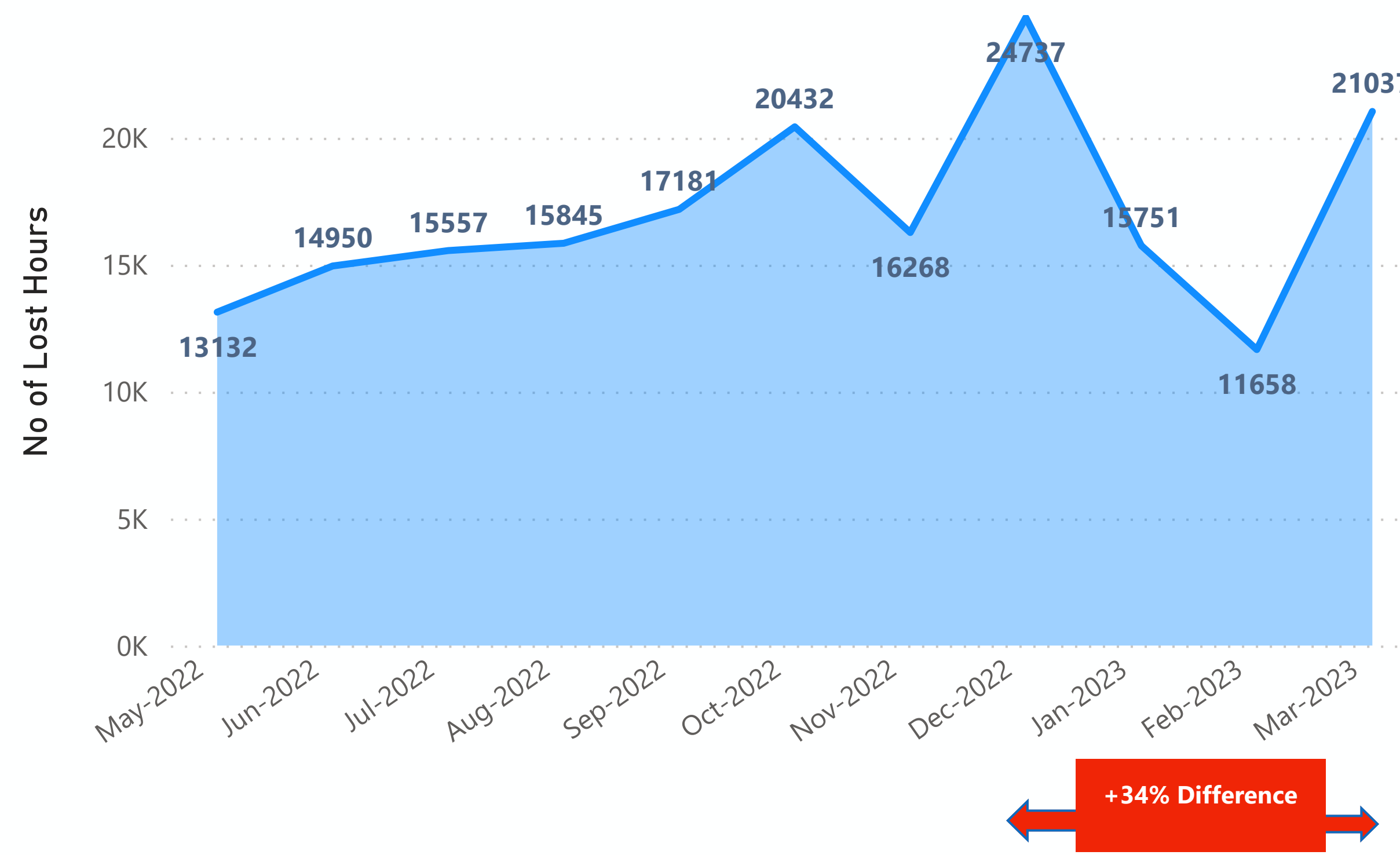


There was a 38% increase in the number of delays over 4 hours from January 2023 to March 2023. There was a 34% increase in lost hours between January 2023 to March 2023. The hours lost for people waiting over 4 hours was at its second highest in March 2023.

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

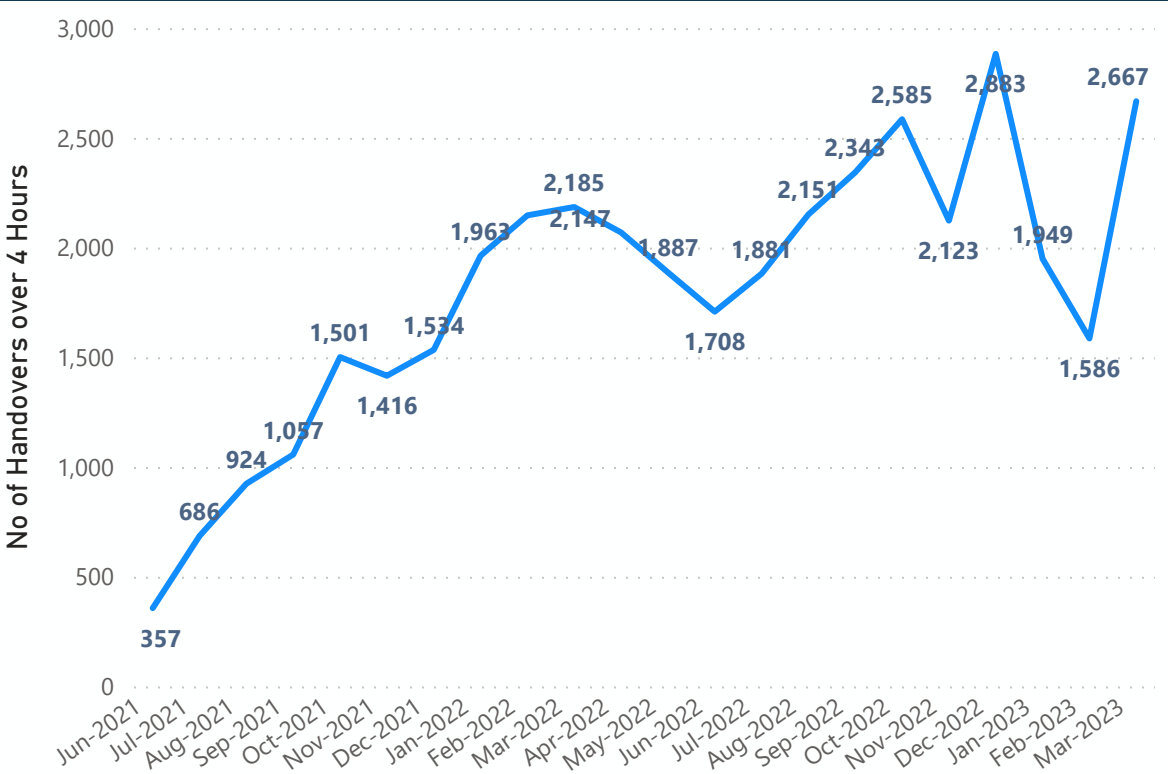
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# Performance Report | Trajectory

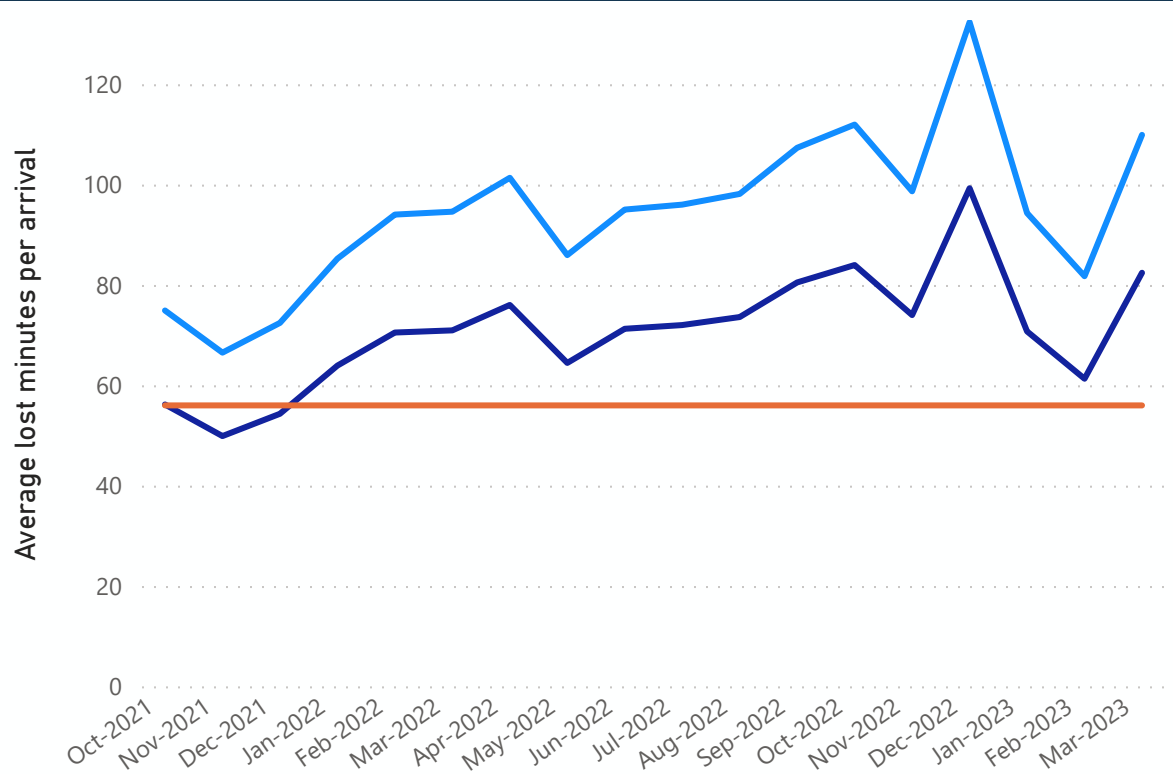


There was an upward trend in the 4 hour trajectory despite a reduction in February 2023. There is a 68% increase in the 4 hour trajectory from February to March 2023. March 2023 was the third highest for average lost minutes per arrival for the time period shown.

## 18.1 4 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

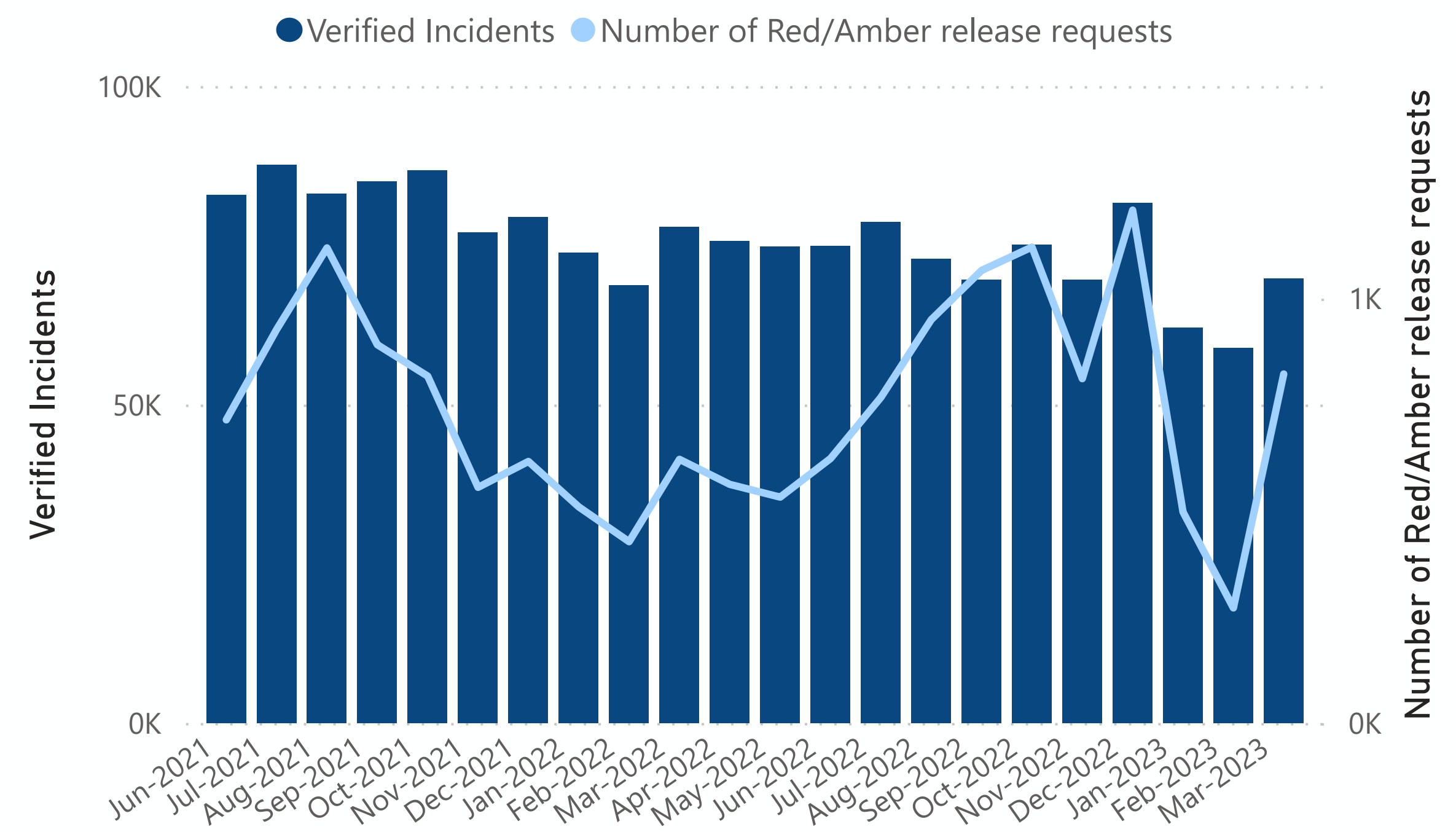
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# Performance Report | RED/AMBER release requests



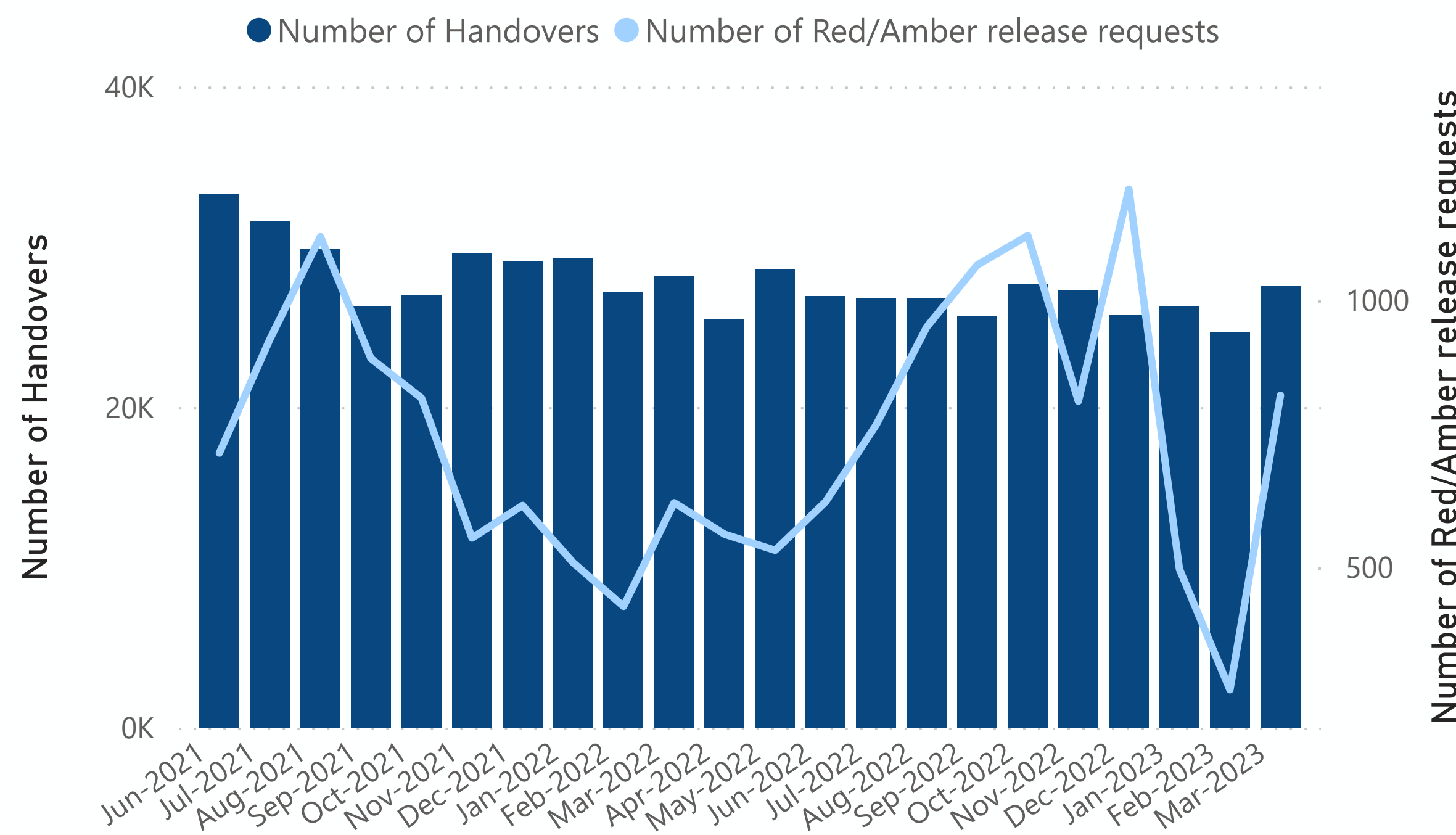
There is a downward trend of both incidents and release requests throughout the period, with March 2023 being higher than the previous month for both incidents and requests. Despite Handovers and Release requests declining since December 2022, March 2023 saw an increase of 12% in the number of handovers, as compared to February 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

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# Performance Report | Unit Hour Production (UHP)



Lowest Recorded UHP

86.80%

All Wales Latest Month

Average Recorded UHP

90.3%

All Wales Latest Month

Highest Recorded UHP

99.40%

All Wales Latest Month

Lowest Recorded UHP

86.1%

N Wales Latest Month

Lowest Recorded UHP

80.4%

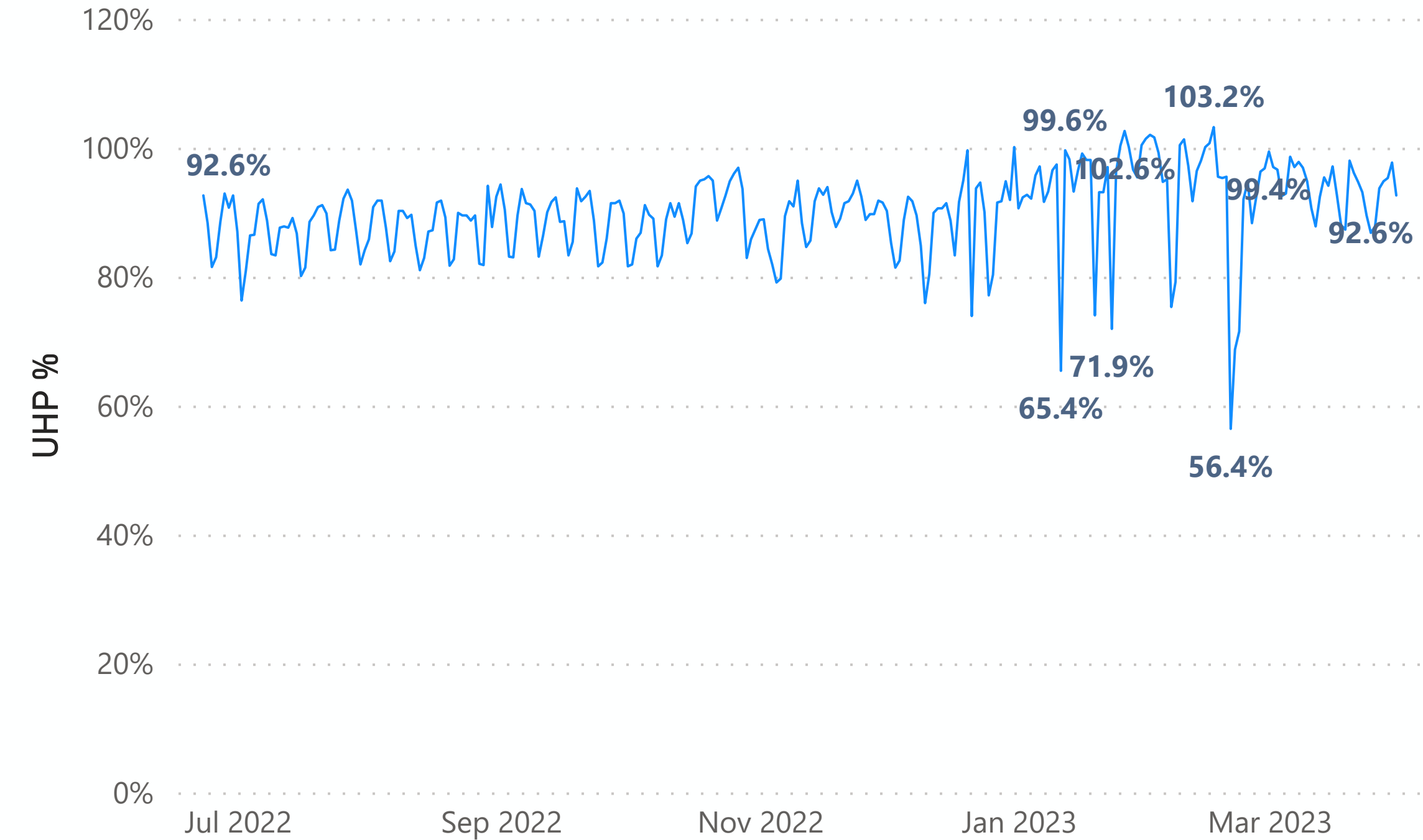
C&W Wales Latest Month

Lowest Recorded UHP

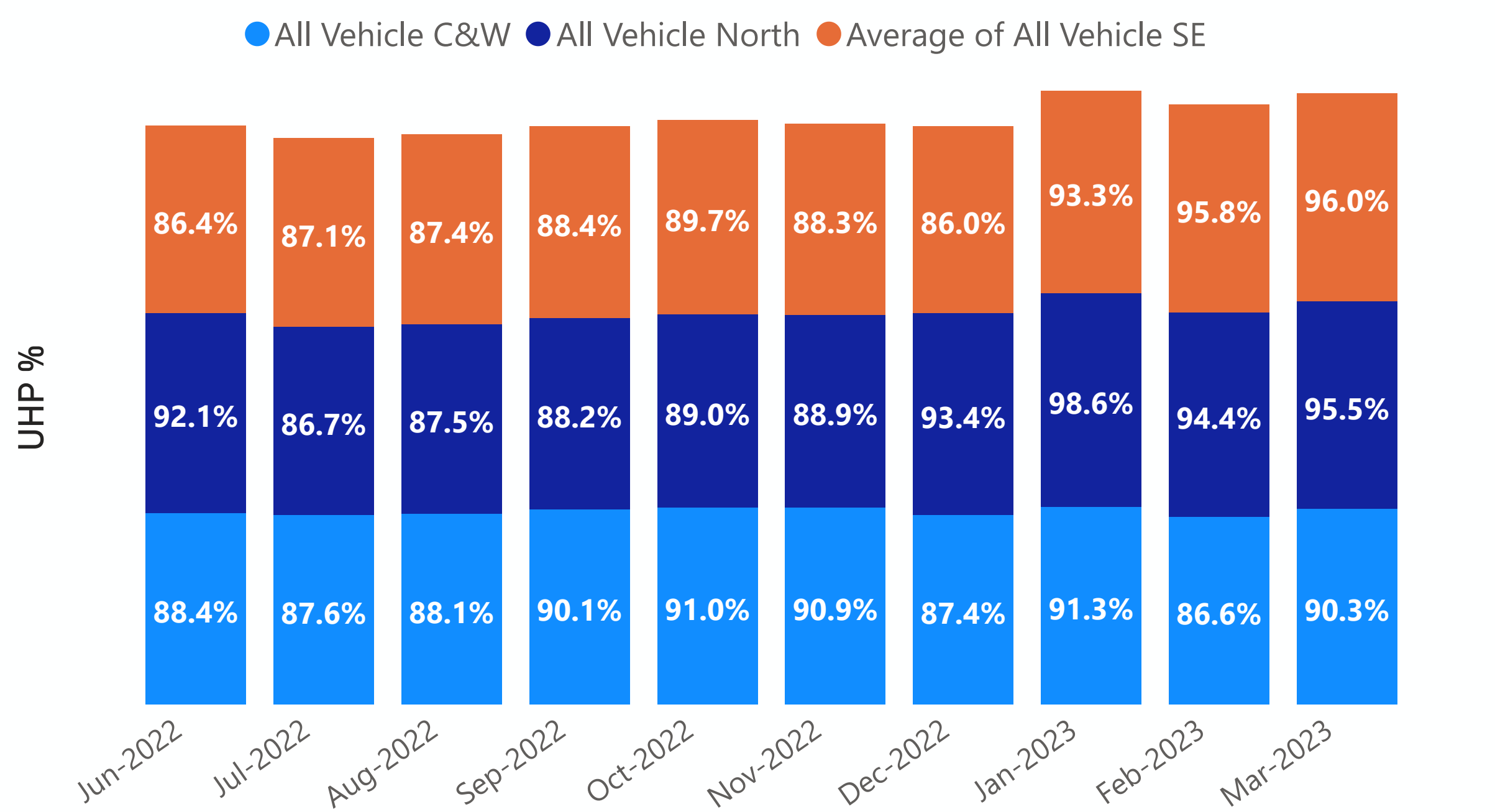
89.0%

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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