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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

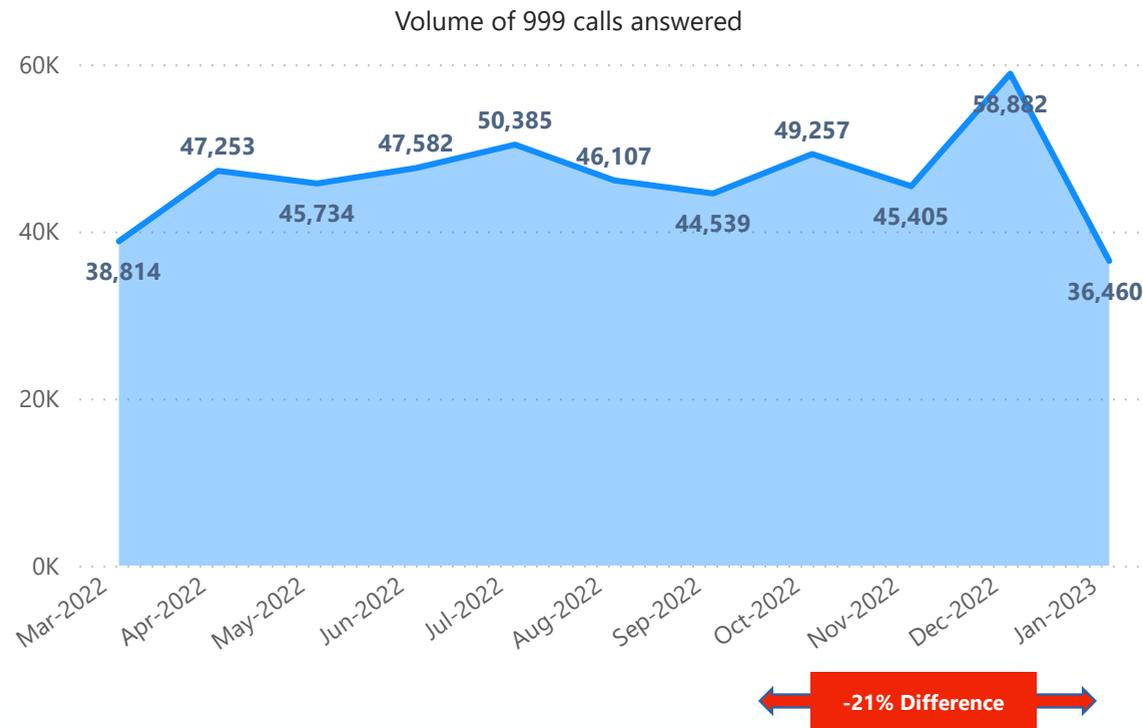
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Performance Report | 999 calls demand



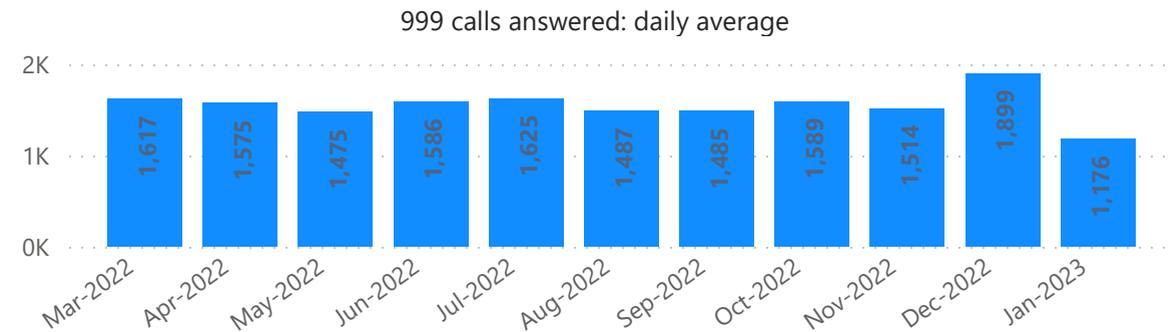
At 58,882, December 2022 had the highest number of 999 calls answered and was 61.5% higher than January 2023, which had the lowest recorded at 36,460.

1. Monthly

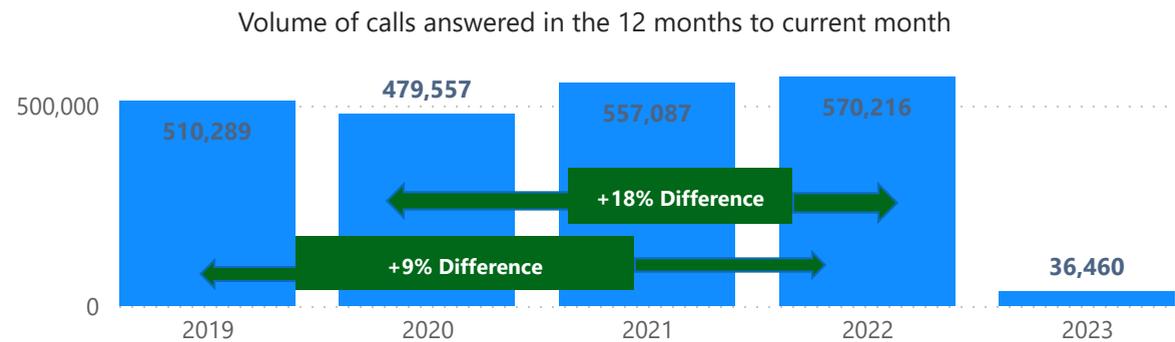


Source: Ops Directorate Telephony Qlikview

2. Daily Average



3. Annualised Data



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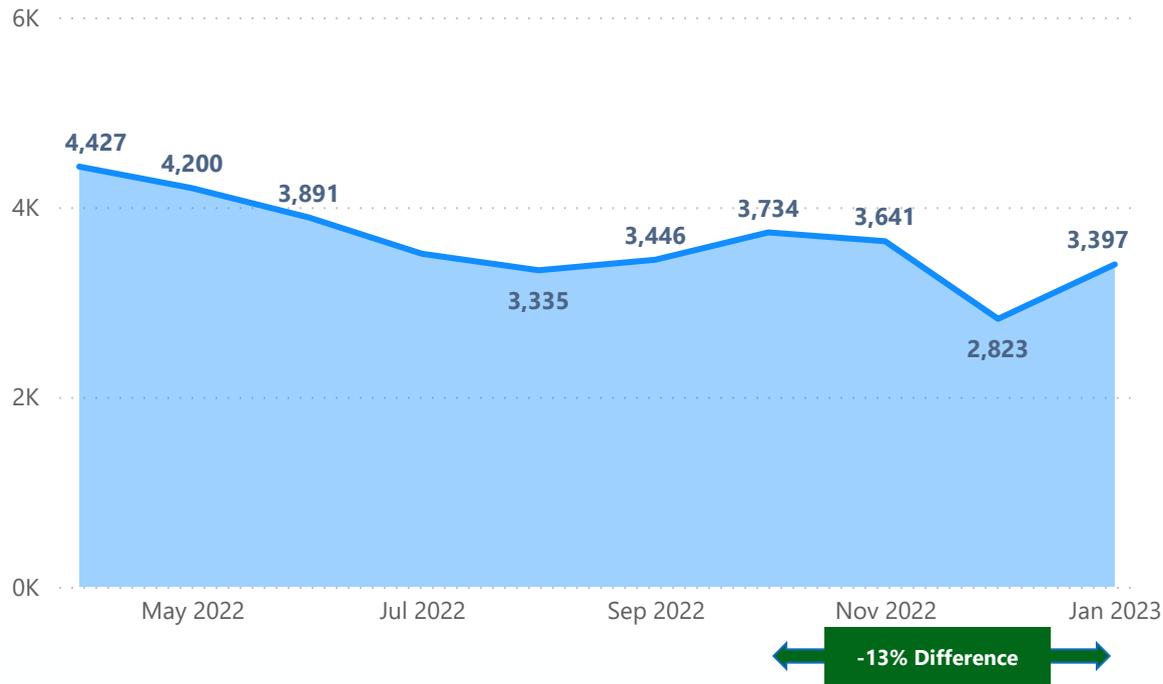
Performance Report | NHS 111 Wales ambulance disposition



The graphs below are provided for information only

1. Monthly

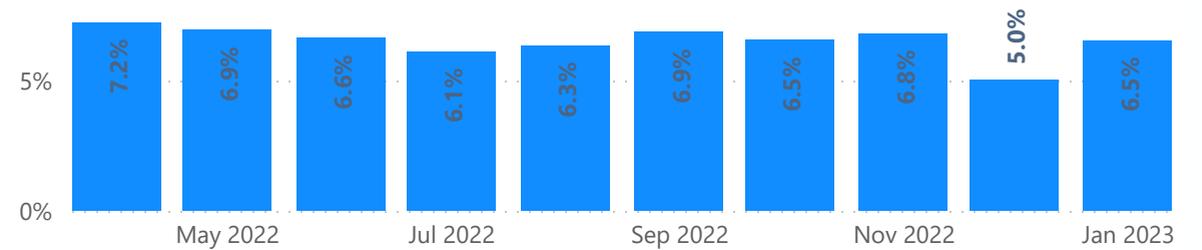
Ambulance Dispositions



Source: NHS 111 Wales Qlikview

2. Daily Average

Dispositions as percentage of NHS 111 Wales Calls



3. Annualised Data

Total Dispositions Calls: 12 months to current month



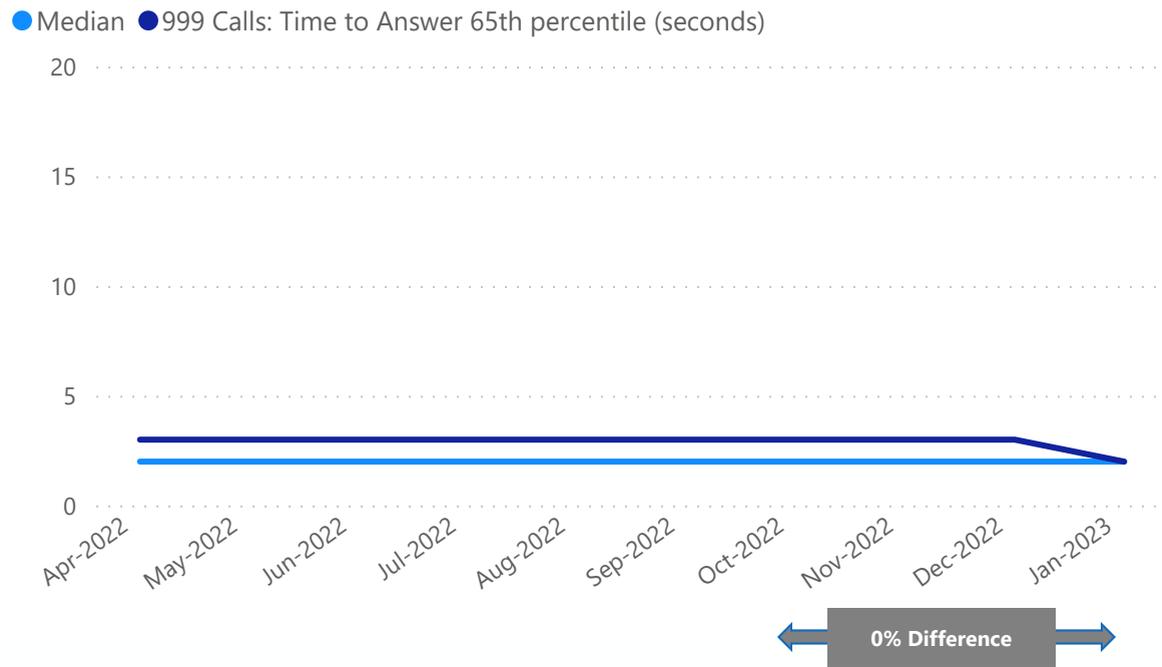
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Performance Report | 999 call answer times

At 94 seconds, December 2022 had the highest 95th percentile answer time and was over 3000% higher than January 2023, which had the lowest at 3 seconds.

1. Median

999 Calls: Time To Answer



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

2. 95th Percentile

95th Percentile



3. Call Abandonment - TBC

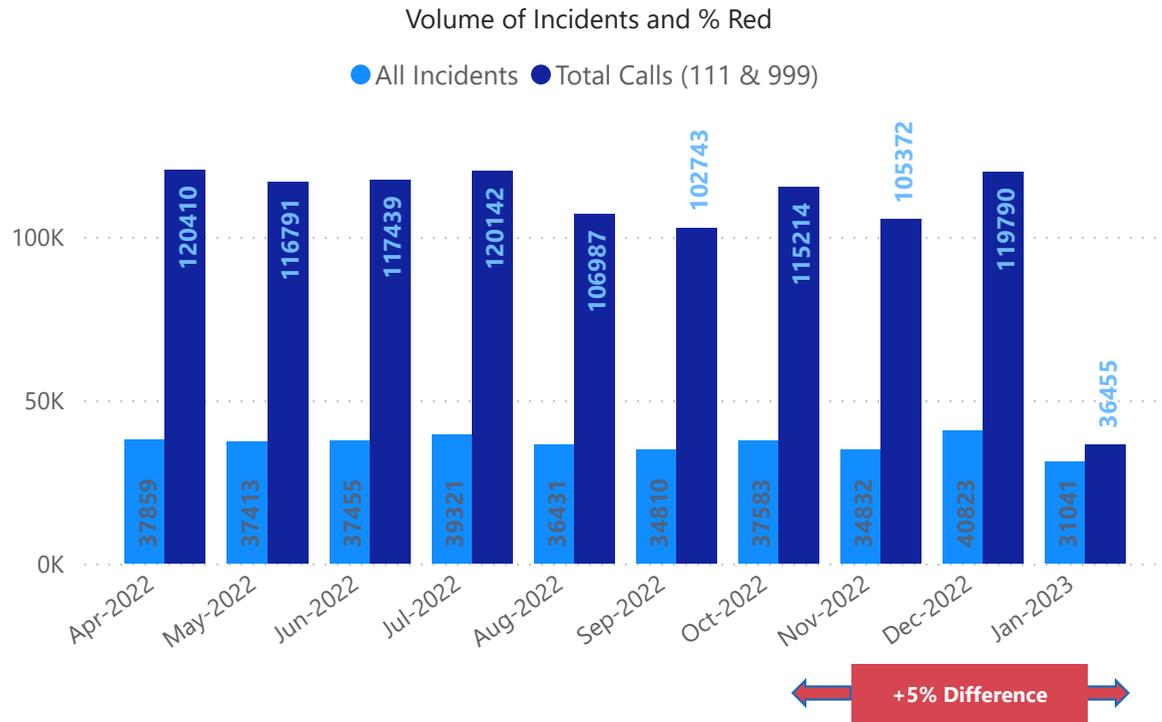
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Performance Report | All incidents and RED performance

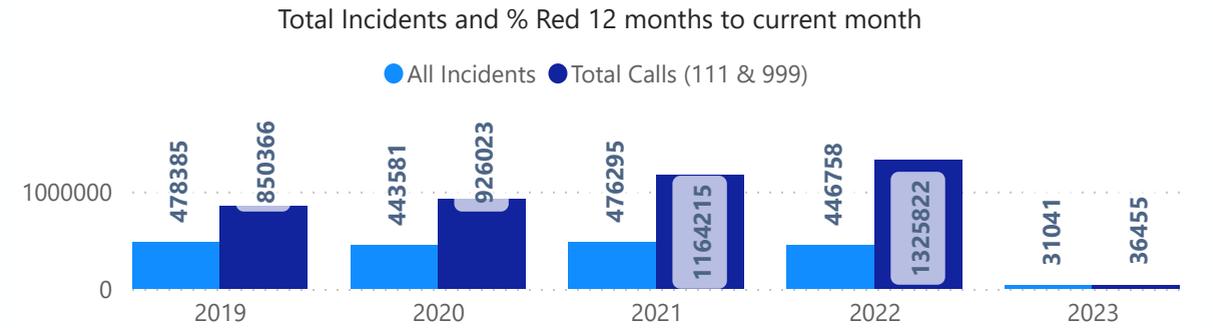


At 40,823, December 2022 had the highest number of incidents and was 31.5% higher than January 2023 which had the lowest at 31,041.

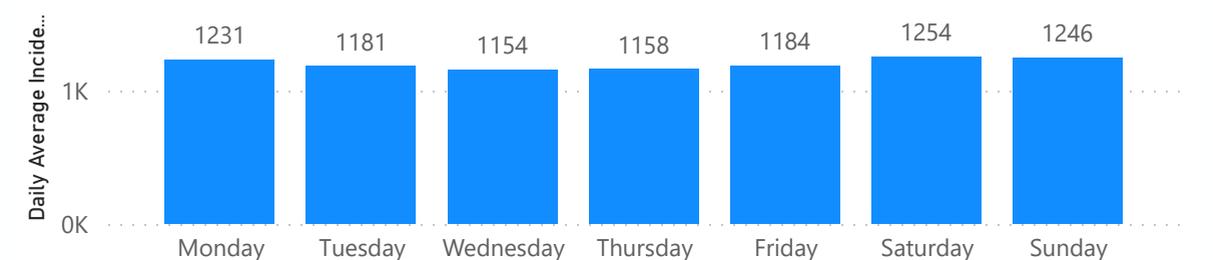
1. Monthly volume of Calls and Incidents



2. Annualised Data



3. Average Daily Incidents - 2022



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

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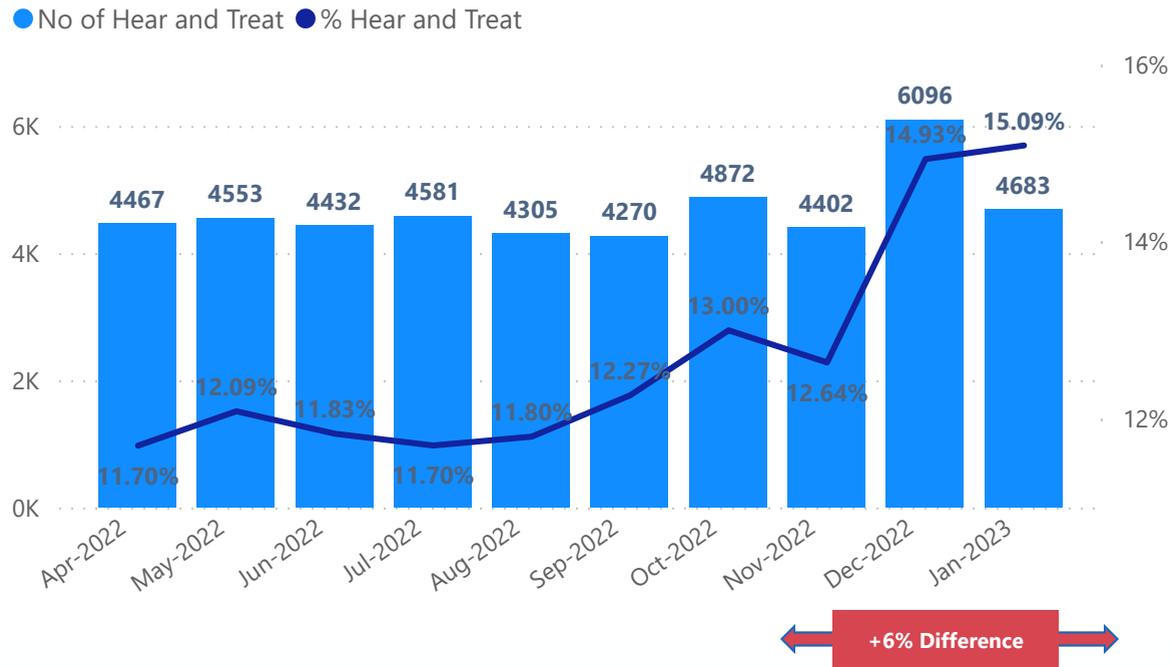
Performance Report | Hear and Treat



At 6,096, December 2022 had the highest number of Hear and Treats and was 42.8% higher than September 2022, which had the lowest 4,270.

1. Monthly

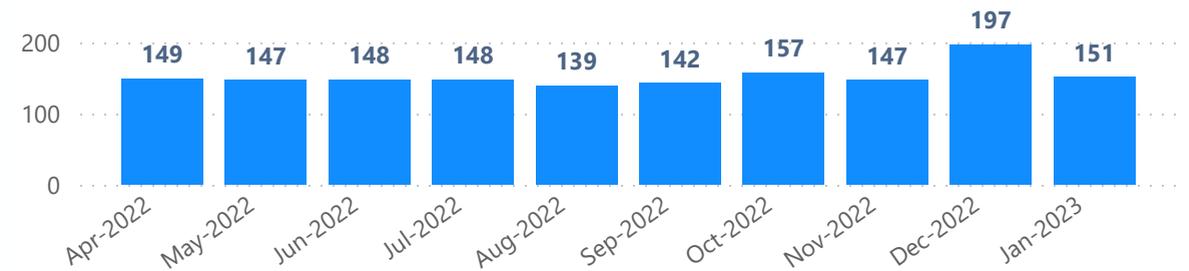
Volume of Hear and Treat



Source: AQI10i Number of calls ended following WAST telephone assessment (Hear and Treat)

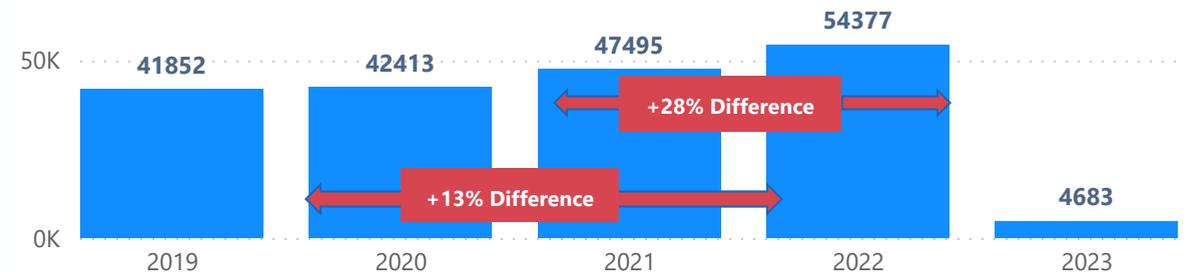
2. Daily Average

Hear and Treat, Daily Average



3. Annualised Data

Volume of H&T Incidents in the 12 months to current month



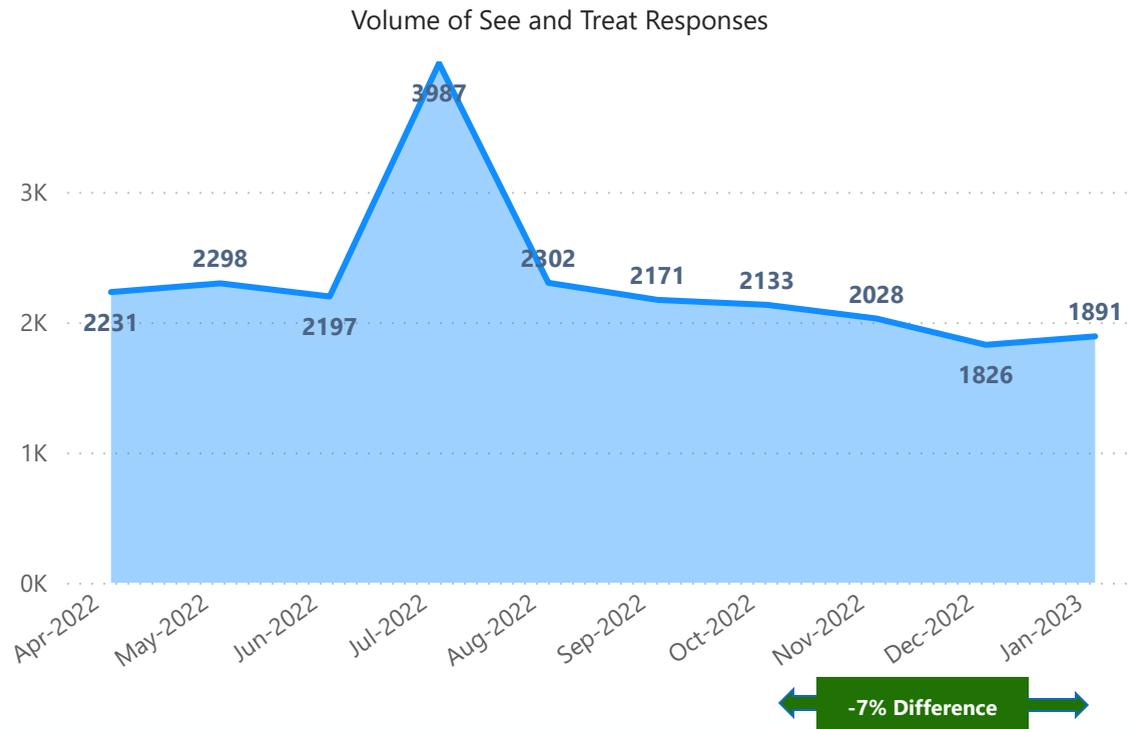
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Performance Report | See and Treat



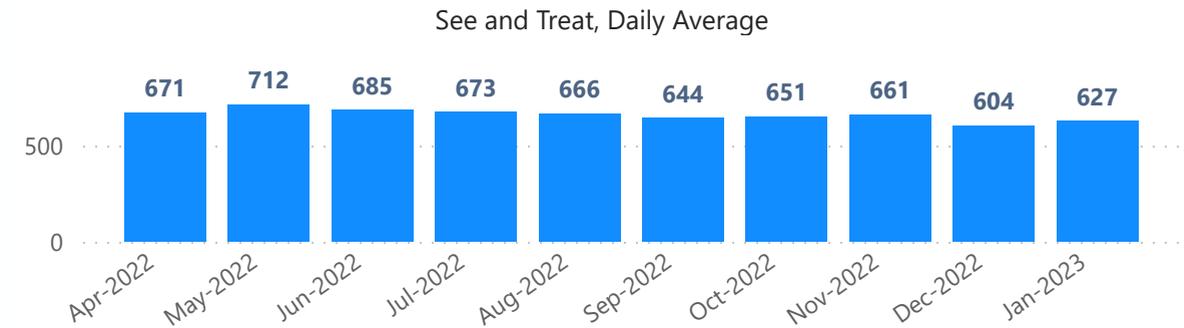
At 3,987, July 2022 had the highest number of attendances at scene that were not transported to hospital (See and Treat) and was 118.4% higher than December 2022, which had the lowest at 1,826.

1. Monthly

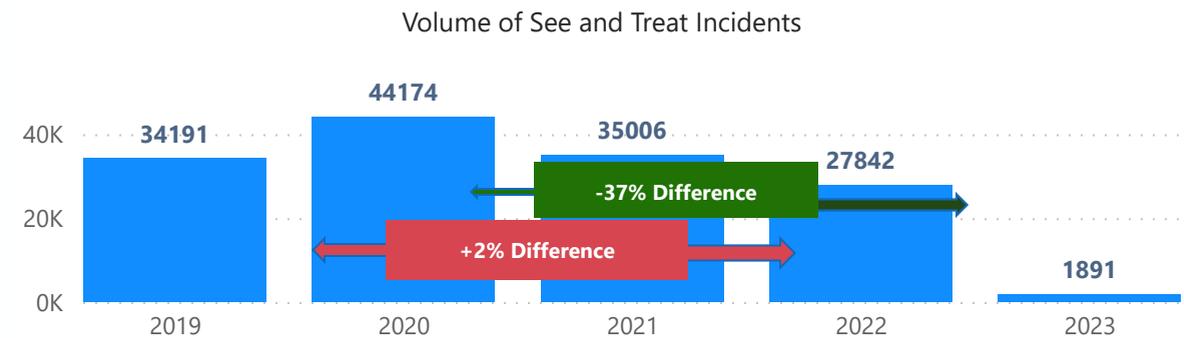


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

2. Daily Average



3. Annualised Data



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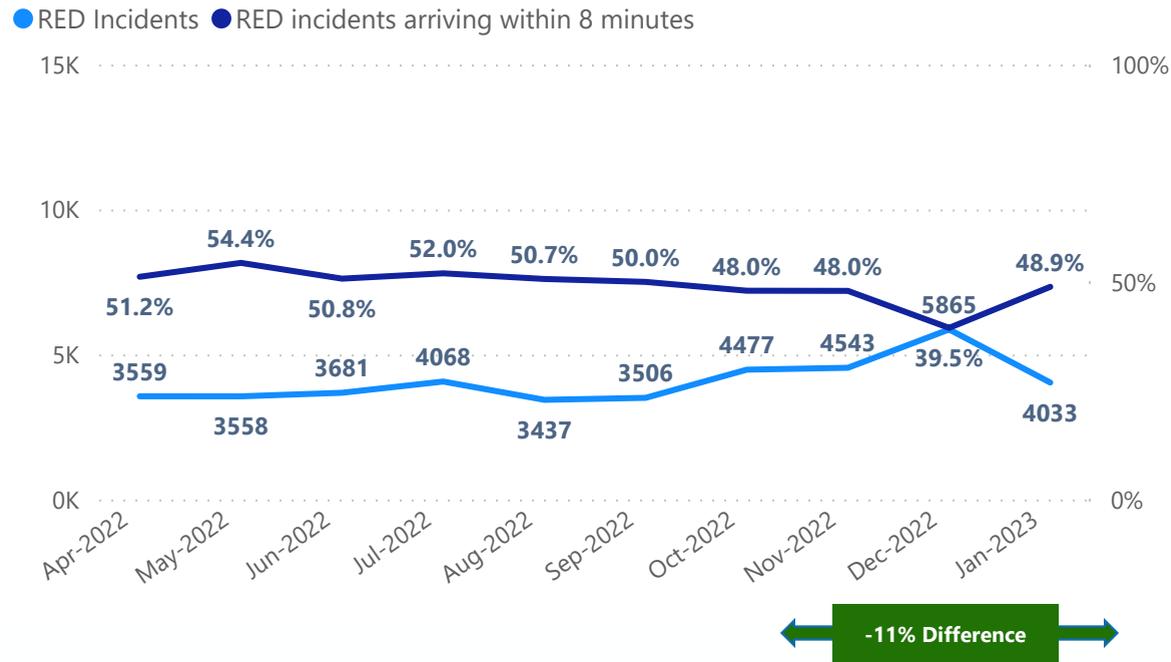
Performance Report | RED incidents



At 5,865, December 2022 had the highest number of RED incidents resulting in an emergency response and was 70.6% higher than August 2022, which had the lowest at 3,437.

1. Monthly

Volume of Red incidents and Red % Performance



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

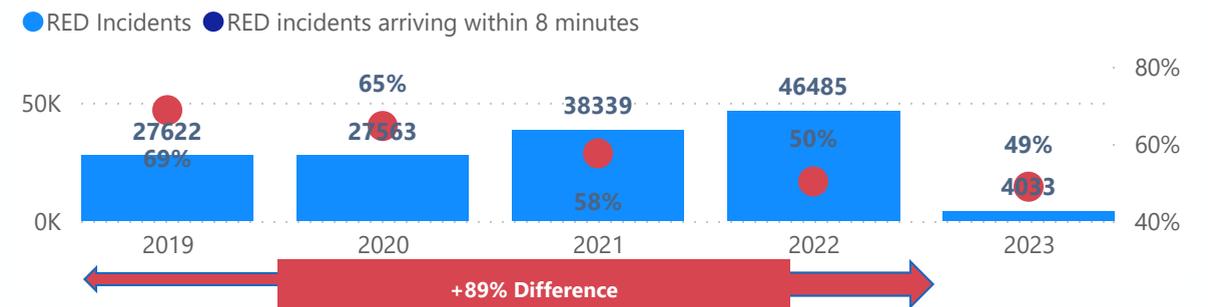
2. Daily Average

Red Volume: daily average



3. Annualised Data

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



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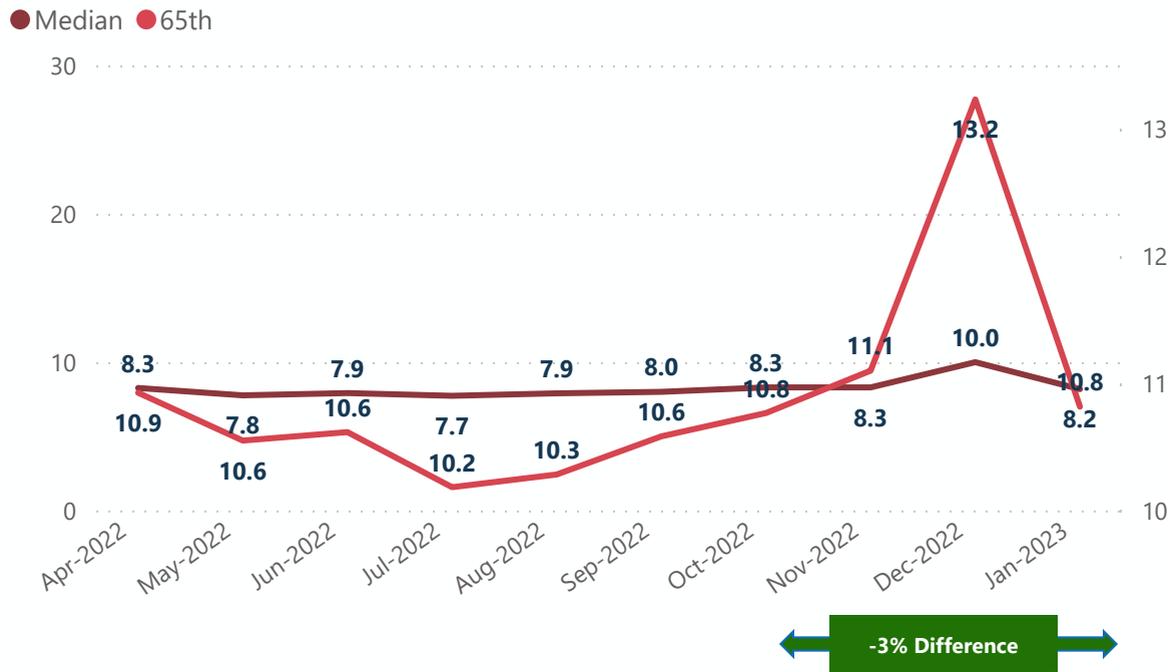
Performance Report | RED incident response time



At 10 minutes, December 2022 had the highest RED median and was 29.3% higher than July 2022 which had the lowest 7.7

1. Median

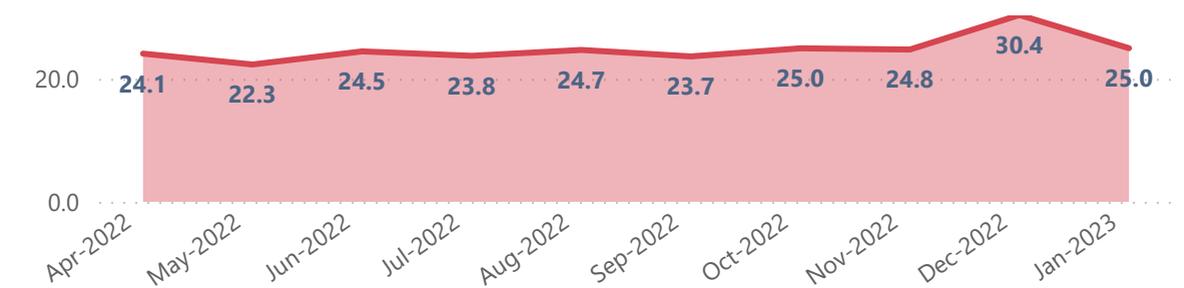
Median and 65th Percentile Red Response Time (minutes)



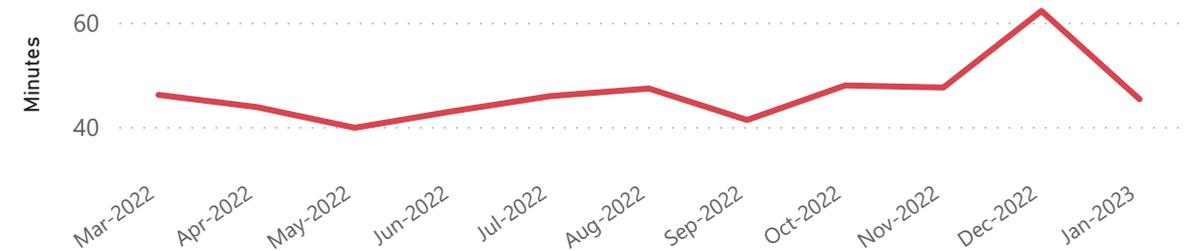
Source: AQI11 Red Category Median, 65th and 95th Response Minutes

2. 95th Percentile

95th Percentile Red Response Time (minutes)



3. Longest Red



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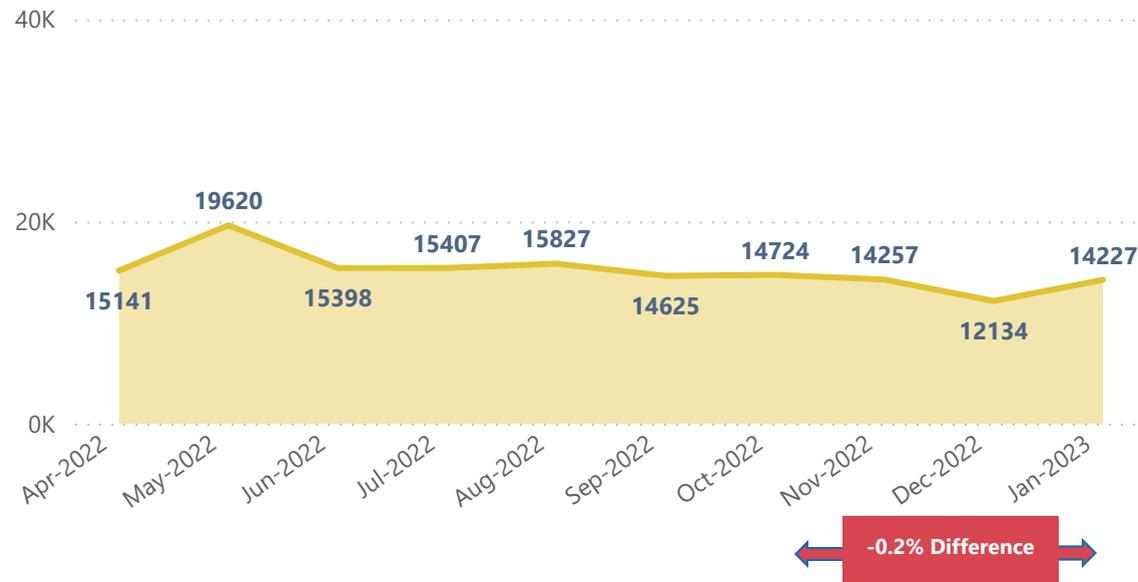
Performance Report | AMBER incidents



At 19,620, May 2022 had the highest number of AMBER incidents resulting in an emergency response and was 61.7% higher than December 2022, which had the lowest at 12,134.

1. Monthly

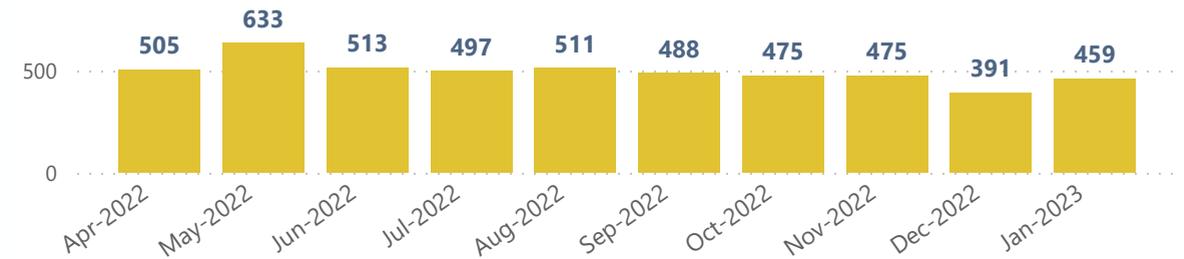
Volume of Amber Incidents



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

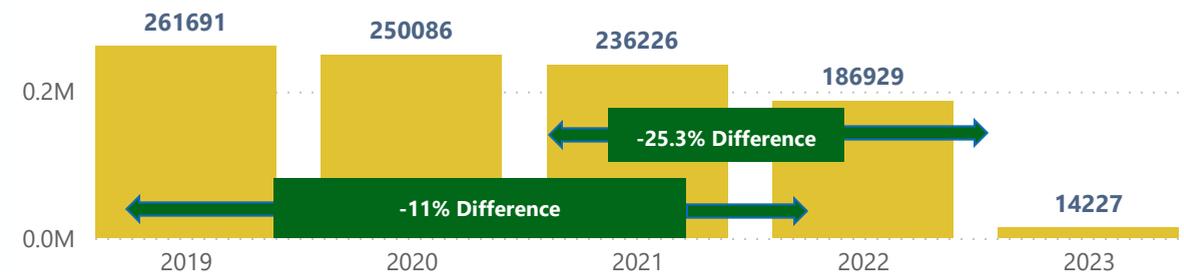
2. Daily Average

Amber Incidents, Daily Average



3. Annualised Data

Volume of Amber Incidents in the 12 months to current month



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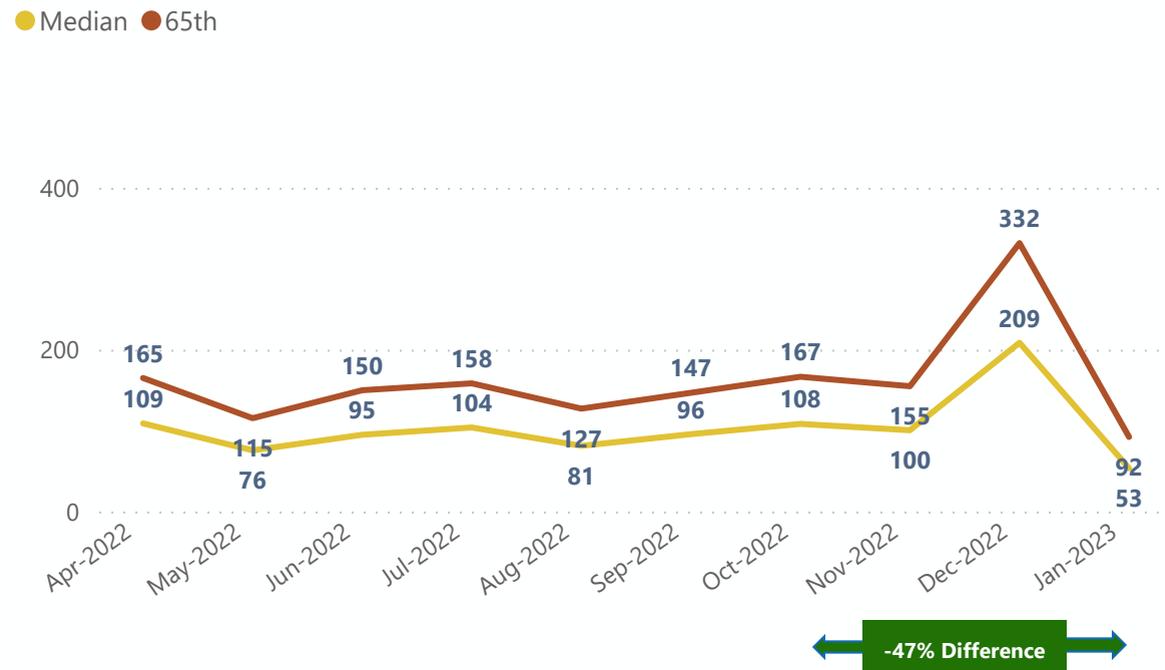
Performance Report | AMBER incident response times



At 208.57, December 2022 had the highest amber median response time and was 290.1% higher than January 2023, which had the lowest at 53.47.

1. Median

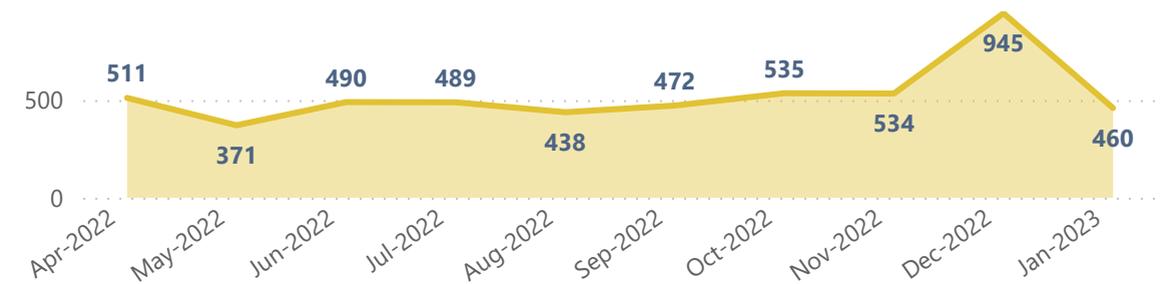
Median and 65th Percentile Amber Response Time (minutes)



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

2. 95th Percentile

95th Percentile Amber Response Time (minutes)



3. Longest Amber



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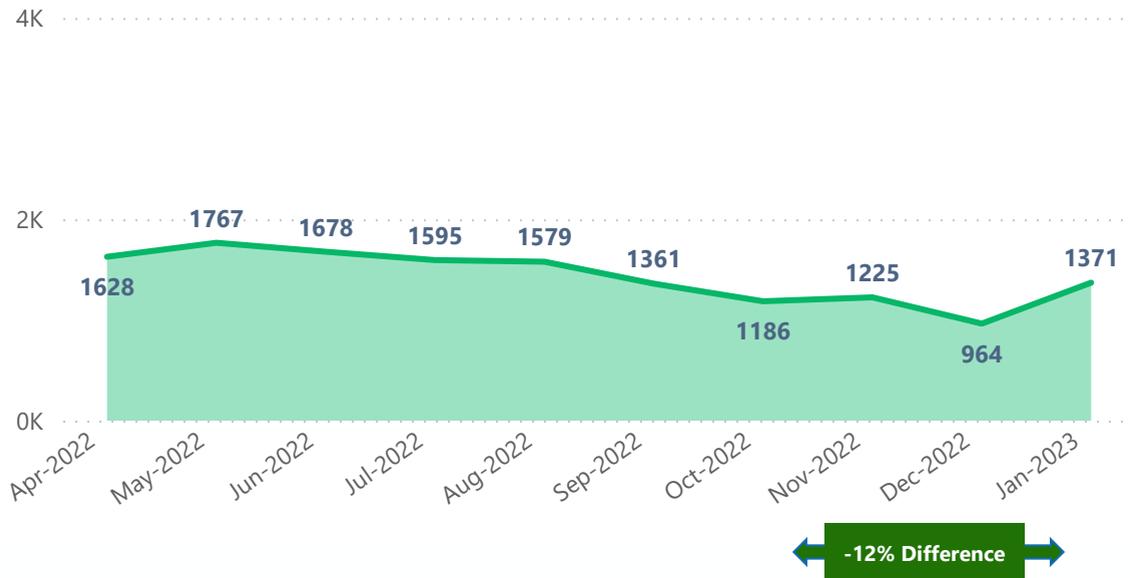
Performance Report | GREEN incidents



At 1,767, May 2022 had the highest number of GREEN incidents resulting in a response and was 83.3% higher than December 2022, which had the lowest at 964.

1. Monthly

Volume of Green Incidents



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

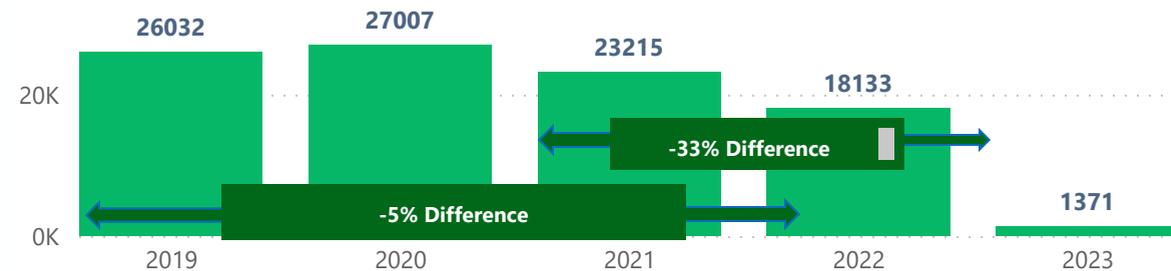
2. Daily Average

Green Incidents, Daily Average



3. Annualised Data

Volume of Green Incidents in the 12 months to the current month



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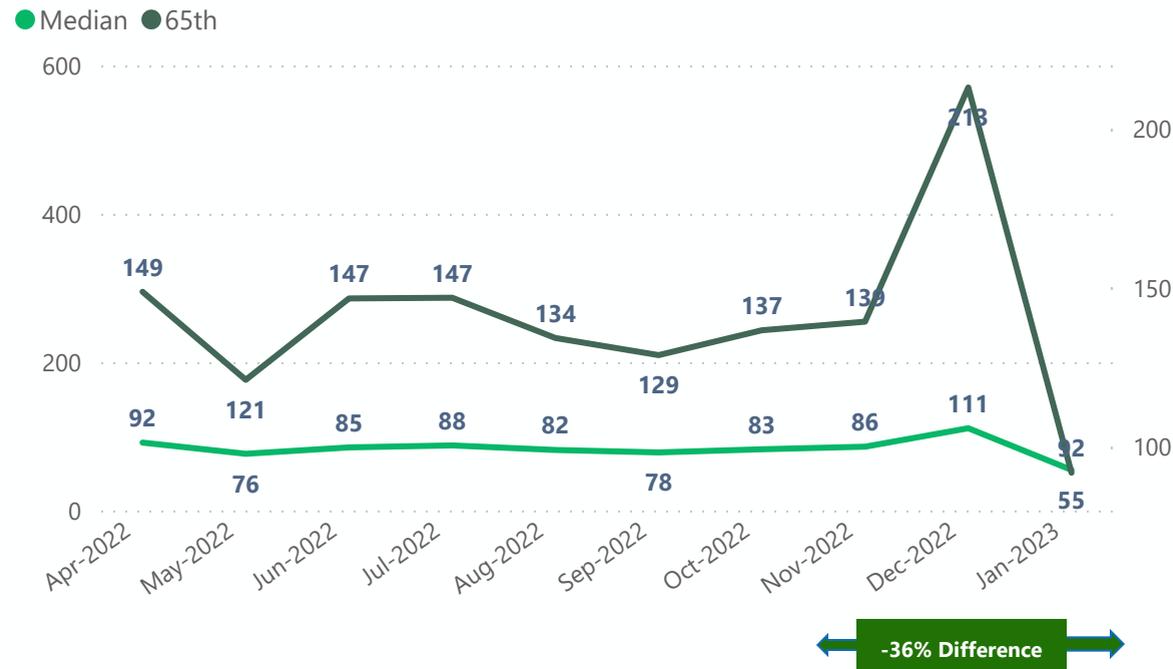
Performance Report | GREEN incident response times



At 110.92, December 2022 had the highest m GREEN response time which was 102.7% higher than January 2023, which had the lowest median at 54.73.

1. Median

Median and 65th Percentile Green Response Time (minutes)



2. 95th Percentile

95th Percentile Green Response Time (minutes)



3. Longest Green TBC

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

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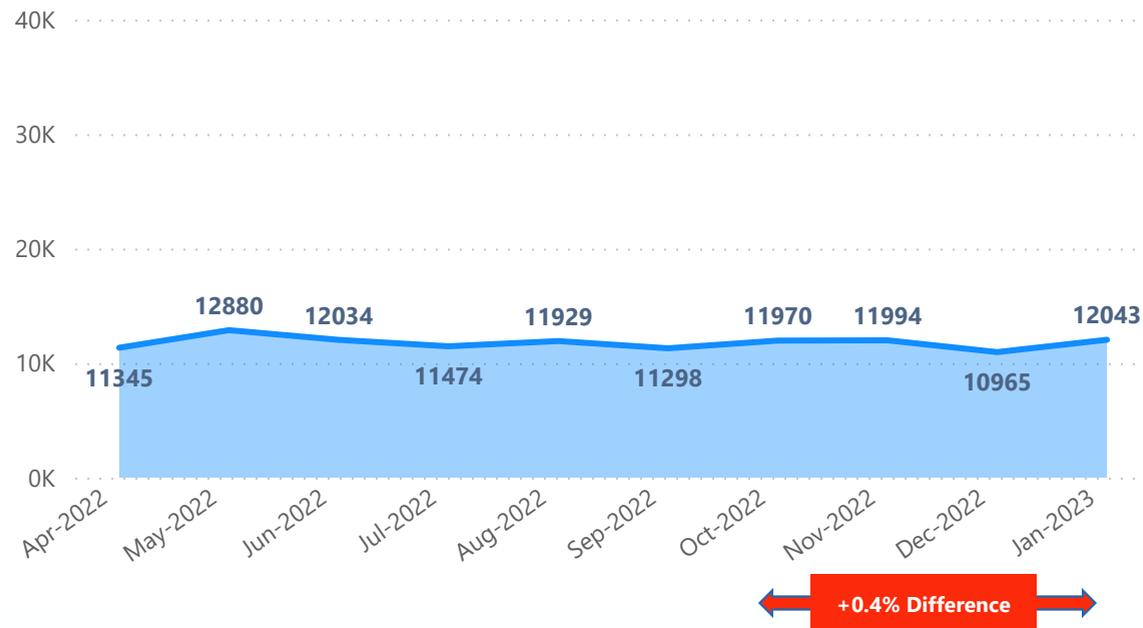
Performance Report | Transported to Tier 1 site



At 12,880, May 2022 had the highest number of patients transported to a major ED and was 17.5% higher than December 2022 which has the lowest at 10,965 with May 2022 accounting for 11%.

1. Monthly

Volume of Transports to Major ED Units



Source: AQ119ii Tier 1 Major A&E Units

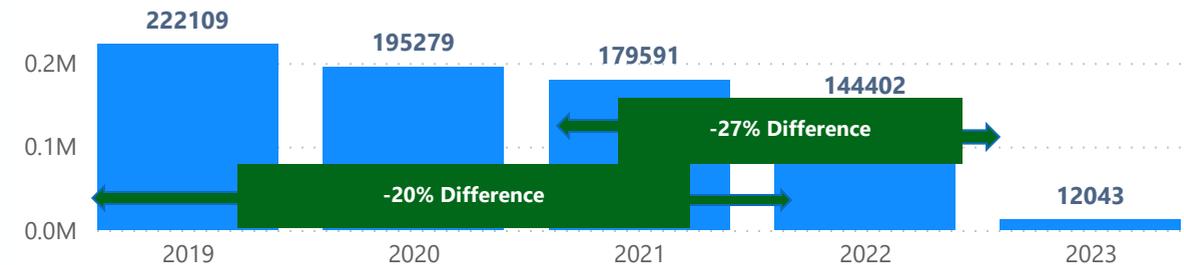
2. Daily Average

Major ED Units, Daily Average



3. Annualised Data

Volume of Transport to Major ED Units



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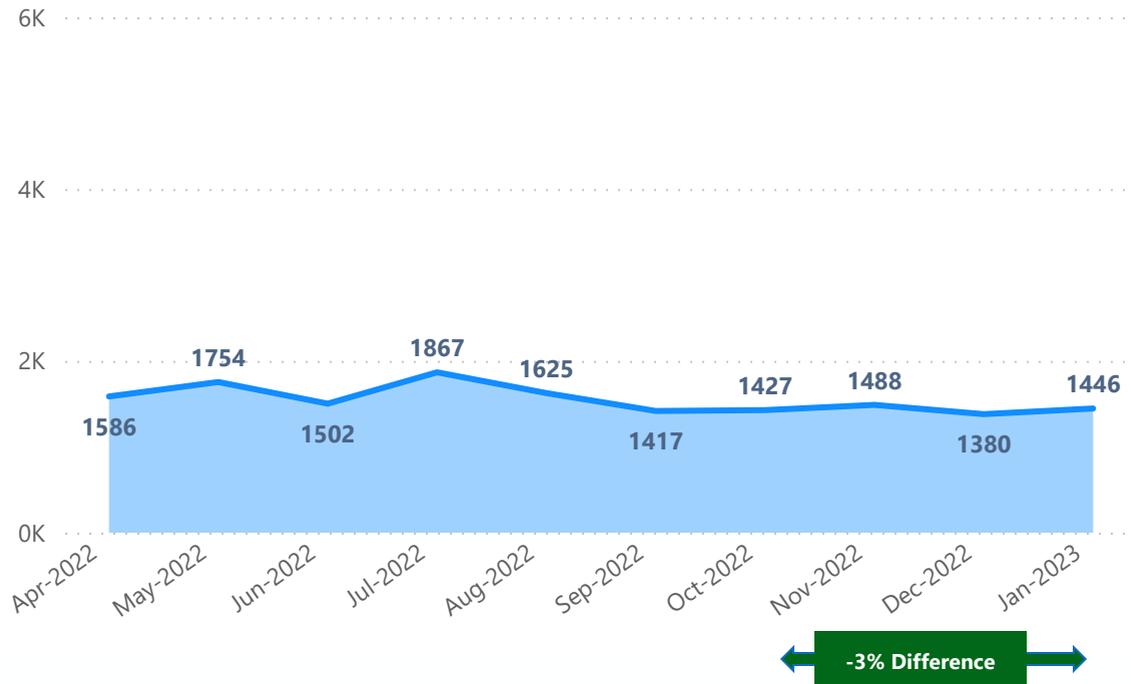
Performance Report | Transported to non-Tier 1 site



At 1,867, July 2022 had the highest number of transports to somewhere other than a major ED and was 35.3% higher than December 2022, which had the at 1,380 with July 2022 accounting for 12.2%.

1. Monthly

Transport to Destination not Major ED



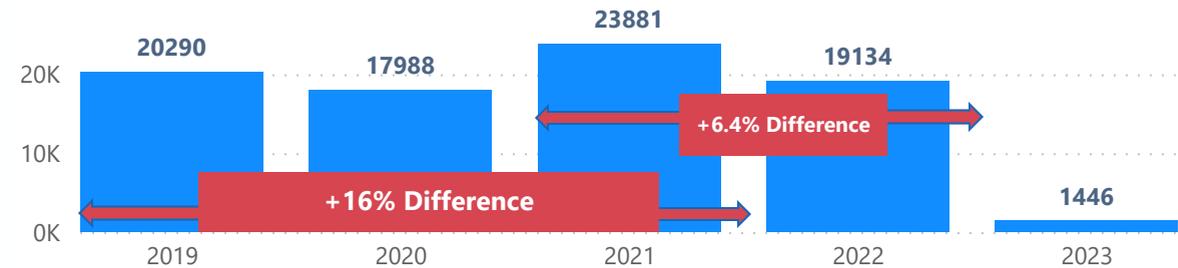
2. Daily Average

Transport Elsewhere, Daily Average



3. Annualised Data

Volume of Transport / not Major ED in the 12 months to current month



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

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Performance Report | Handover delays over 15-minutes

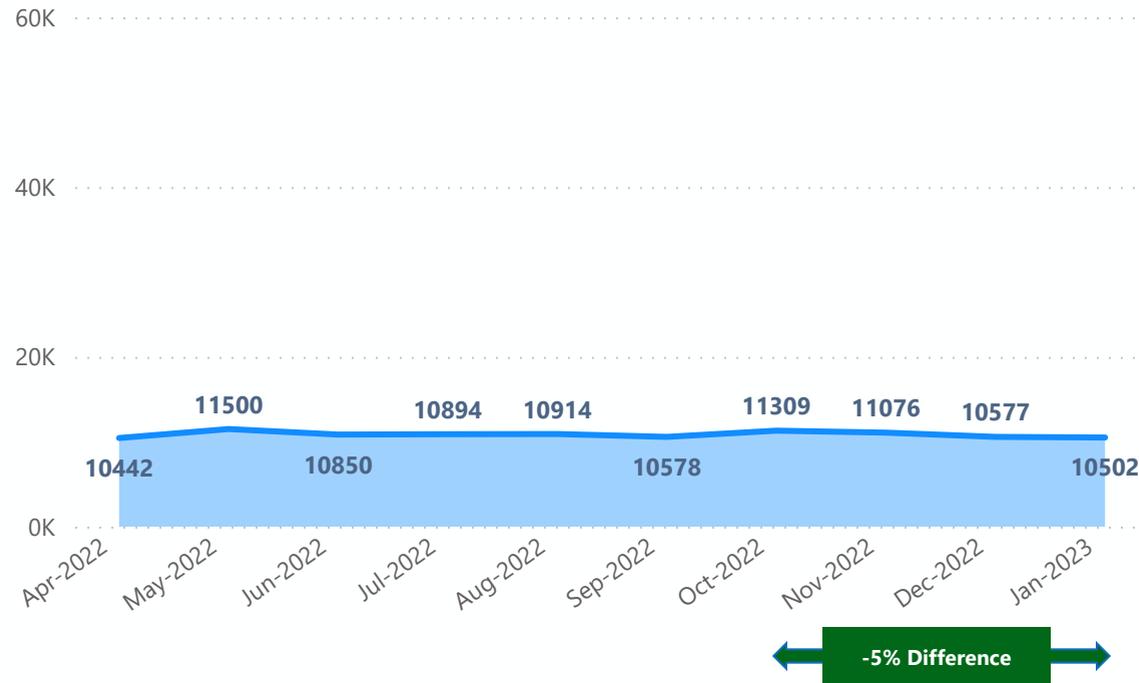


At 11,500, May 2022 had the highest number of handovers over 15 Mins and was 10.1% higher than April 2022, which had the lowest at 10442.

At 32,108, December 2022 had the highest number of lost hours following notification to handover over 15 minutes and was 45.4% higher than May 2022 which had the lowest at 22,080.

1. Delays over 15 minutes

Volume of handovers over 15 Minutes

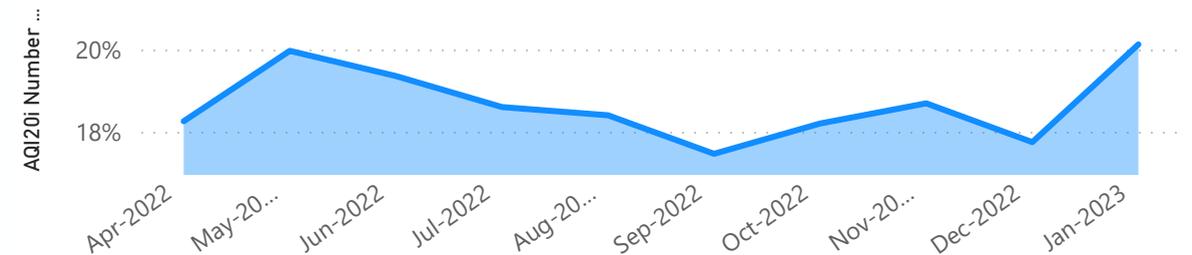


2. Hours lost for handovers over 15 minutes

Number of lost hours for people waiting over 15 minutes



3. % Notification to Handover within 15 Mins Compliance



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

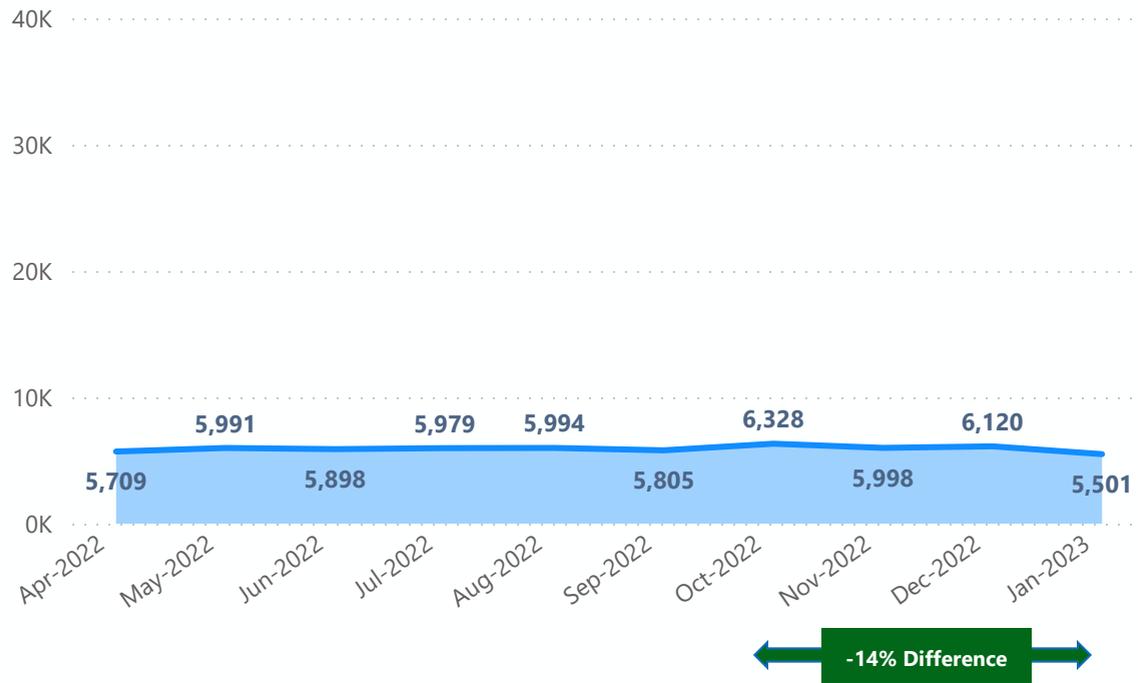


At 6,328, October 2022 had the highest No of Incidents greater than 60 minutes and was 15% higher than January 2023 which had the lowest at 5,501.

At 34,852, December 2022 had the highest number of lost hours for Incidents over 60 minutes and was 48% higher than May 2022 which has the lowest at 23,583.

1. Delays over 60 minutes

Volume of Handovers over 60 Minutes



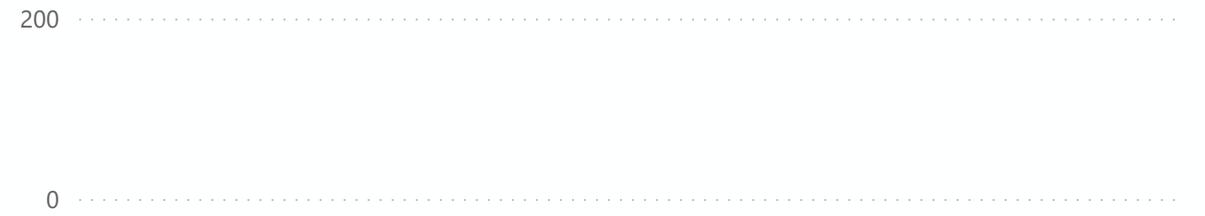
2. Hours lost for handovers over 60 minutes

Number of lost hours for people waiting over 60 minutes



3. Daily Overview - Delays over 60 minutes

Total Handovers and % >60 minutes (Daily, Current month)



Source: Welsh Ambulance Services NHS Trust Data Academy SQL

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Performance Report | Handover delays over 4-hours

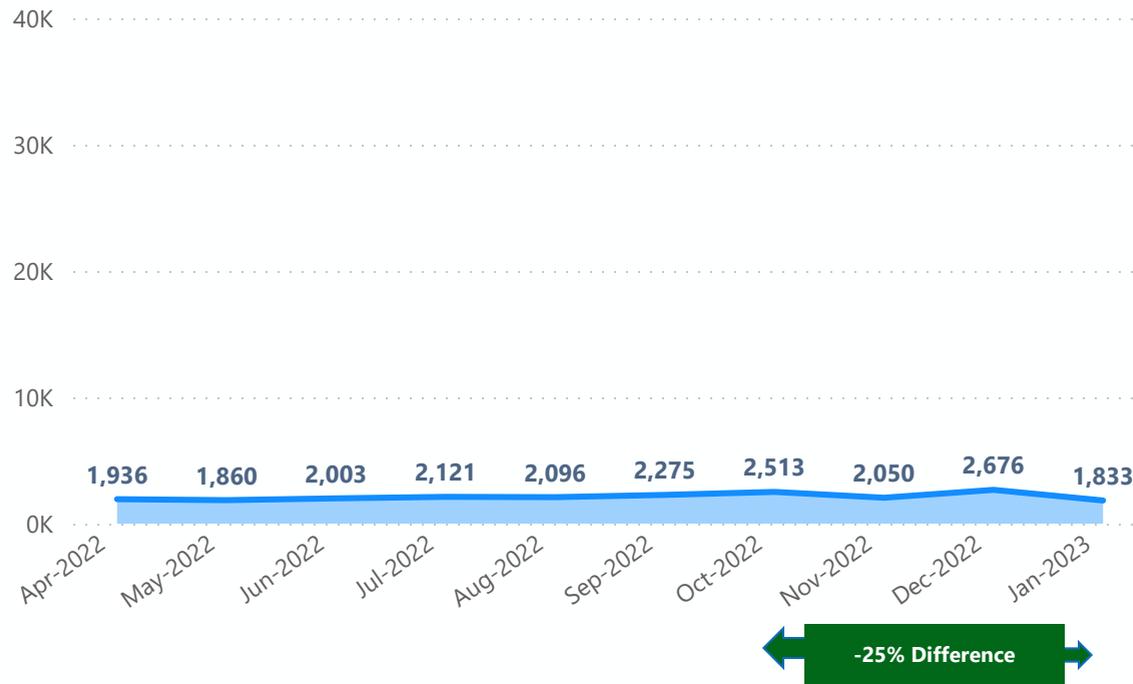


At 2,676, December 2022 had the highest number of incidents over four hours and was 46% higher than January 2023 which has 1,833

At 24,737 December 2022 had the highest number of lost hours for incidents over 4 hours and was 88.3% higher the lowest recorded in May 2022 which was 13,132.

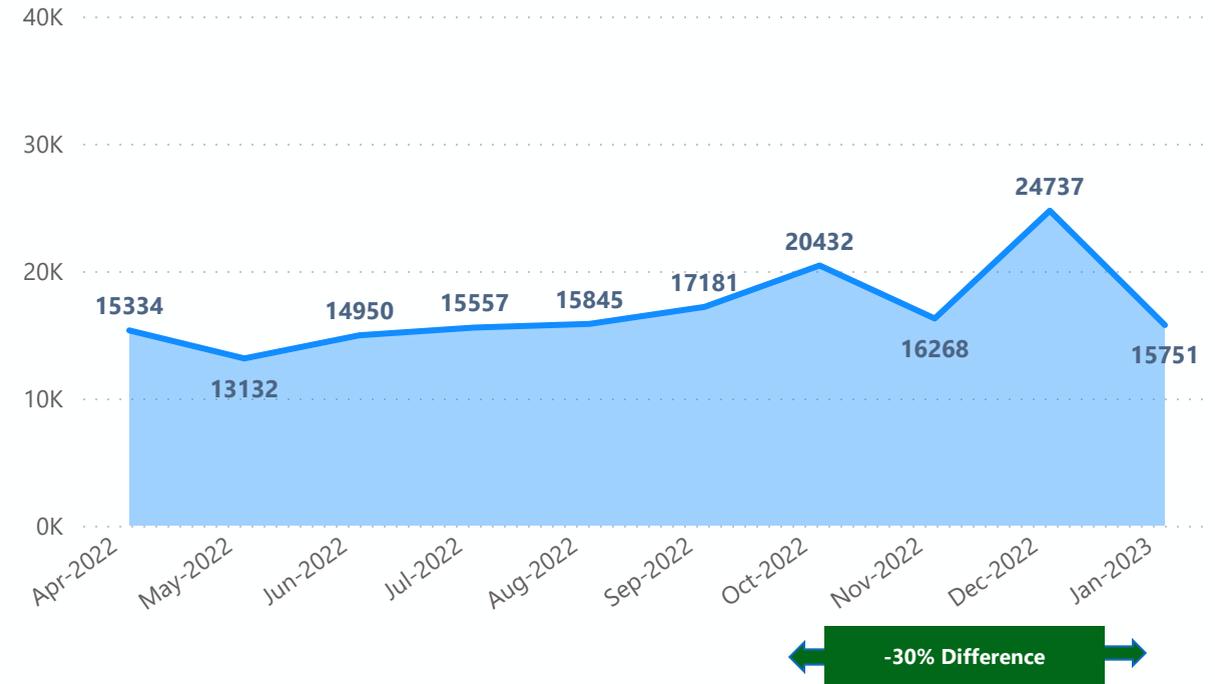
1. Delays over 4 Hours

Volume of Handovers over 4-hours



2. Hours lost for handovers over 4 Hours

Number of lost hours for people waiting over 4-hours



Source: Welsh Ambulance Services NHS Trust Data Academy SQL

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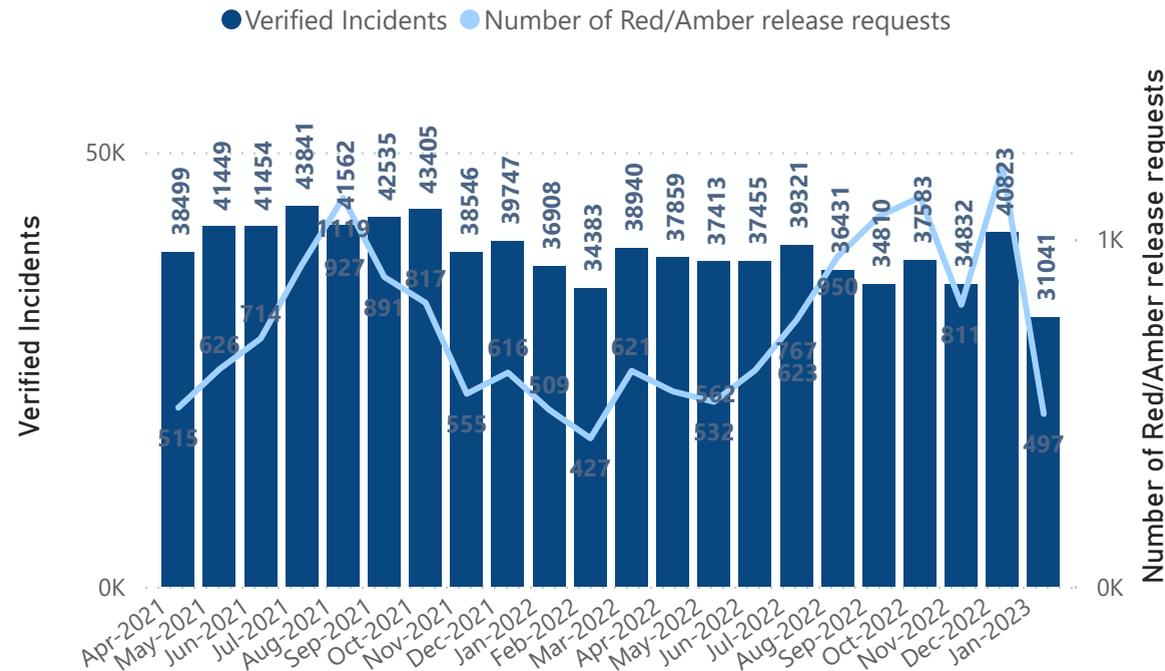
Performance Report | RED/AMBER release requests



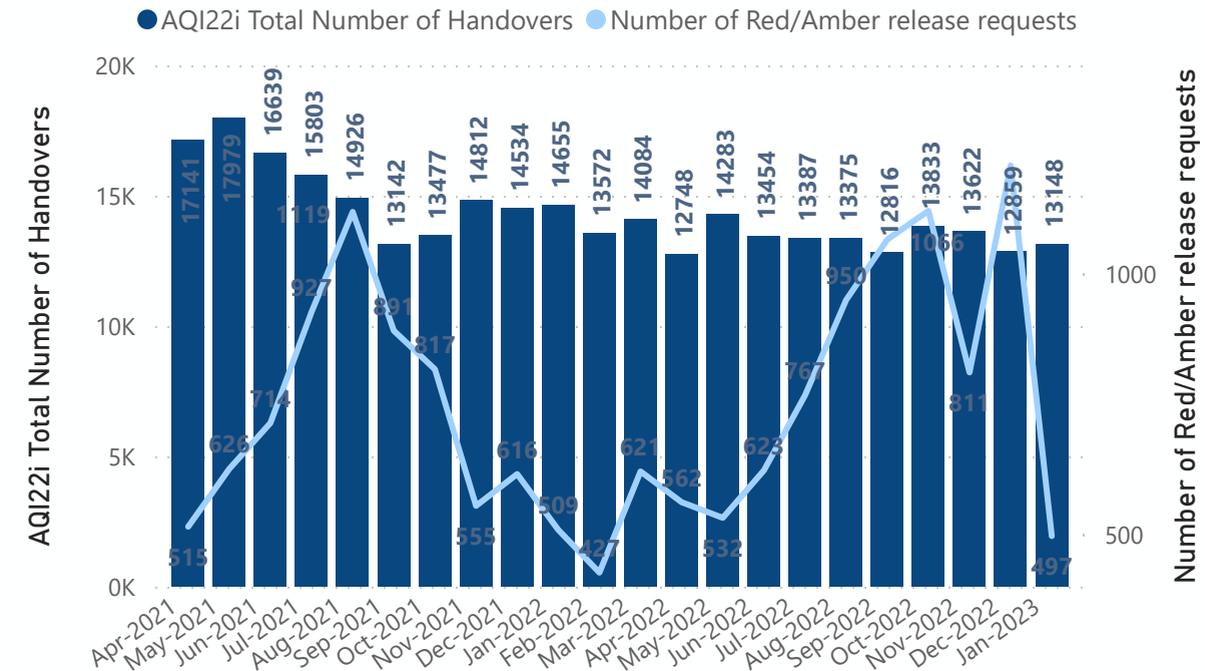
At 43,841, July 2021 had the highest number of verified incidents which was 41.2% higher than January 2023 which has the lowest verified incidents at 31,041.

At 17,979, May-2021 had the highest number of handovers which was 41% higher than Apr-2022 which had 12,748.

1. Red/Amber Release Request v Verified Incidents



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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CTM_CASC_EASC@WALES.NHS.UK
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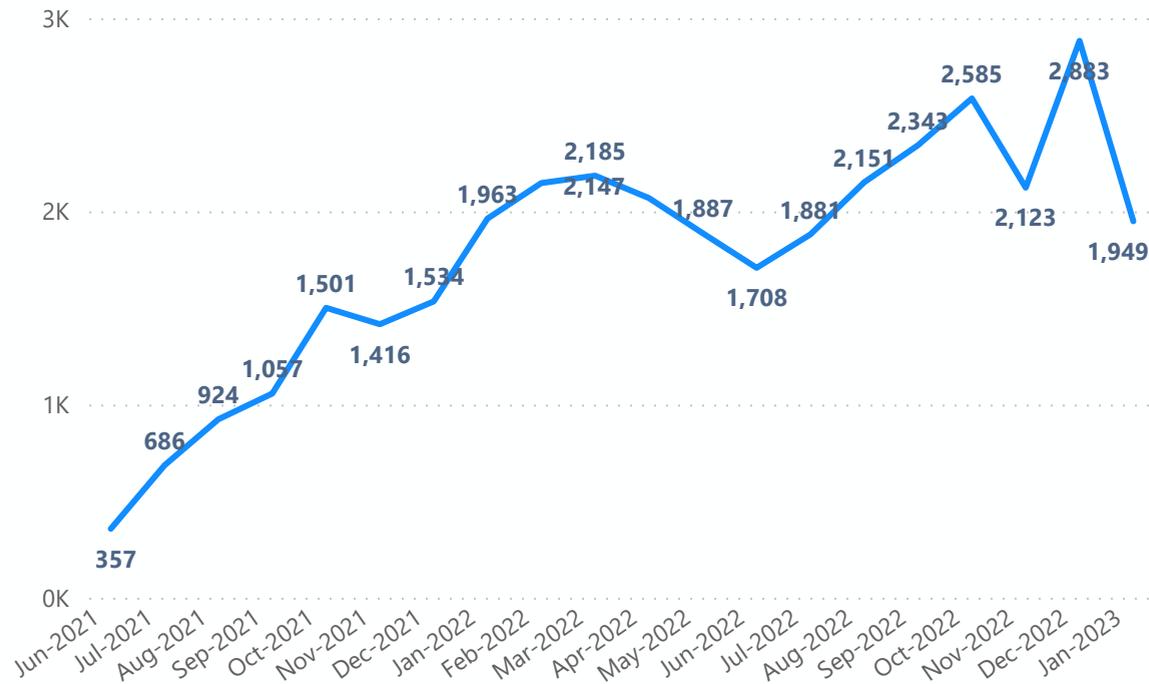
Performance Report | Trajectory



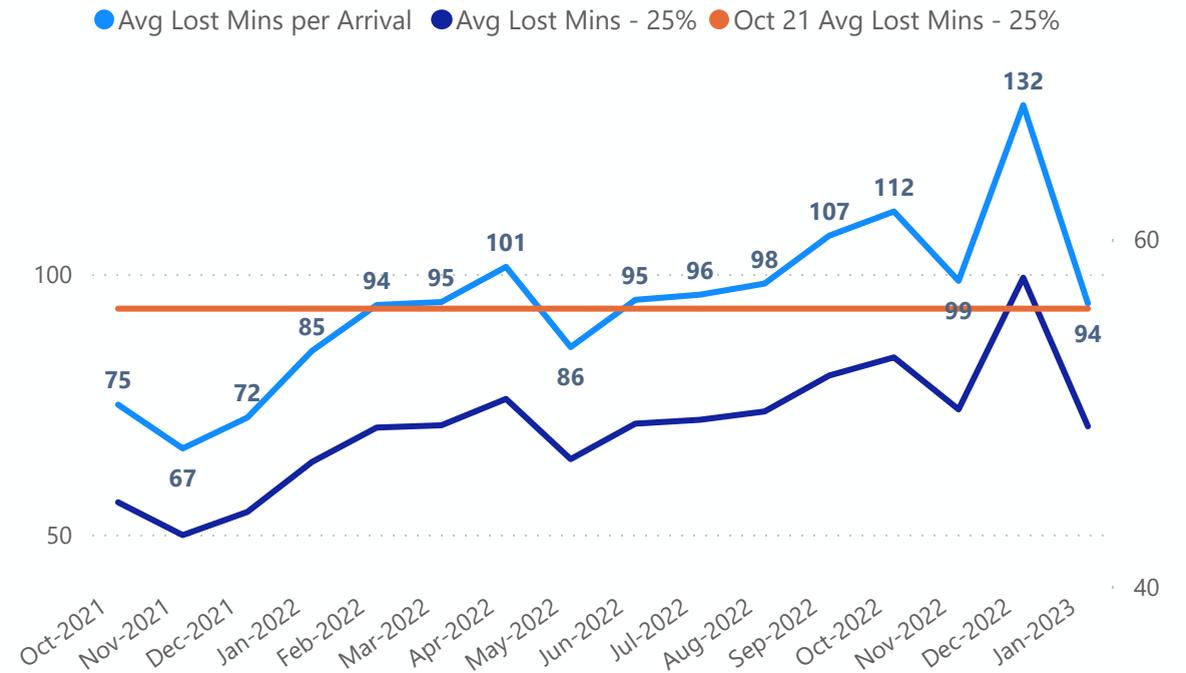
At 2,883, Dec-2022 had the highest Waits over 4 Hours and was 707.56% higher than Jun-2021, which had the lowest Waits over 4 Hours at 357.

At 132, Dec-2022 had the highest Avg Lost Mins per Arrival and was 98.70% higher than Nov-2021, which had the lowest Avg Lost Mins per Arrival at 67.

1. 4 Hour Trajectory



2. Average Lost Minutes per Arrival (All Vehicles)



Source: 4 hour Trajectory - Hospital Handover Delays by Time Band delays Average Lost Minutes - Welsh Ambulance Services NHS Trust Data Academy SQL

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Performance Report | Unit Hour Production (UHP)



Lowest Recorded UHP

65.40%

All Wales Latest Month

Average Recorded UHP

91.3%

All Wales Latest Month

Highest Recorded UHP

102.60%

All Wales Latest Month

Lowest Recorded UHP

70.0%

N Wales Latest Month

Lowest Recorded UHP

63.0%

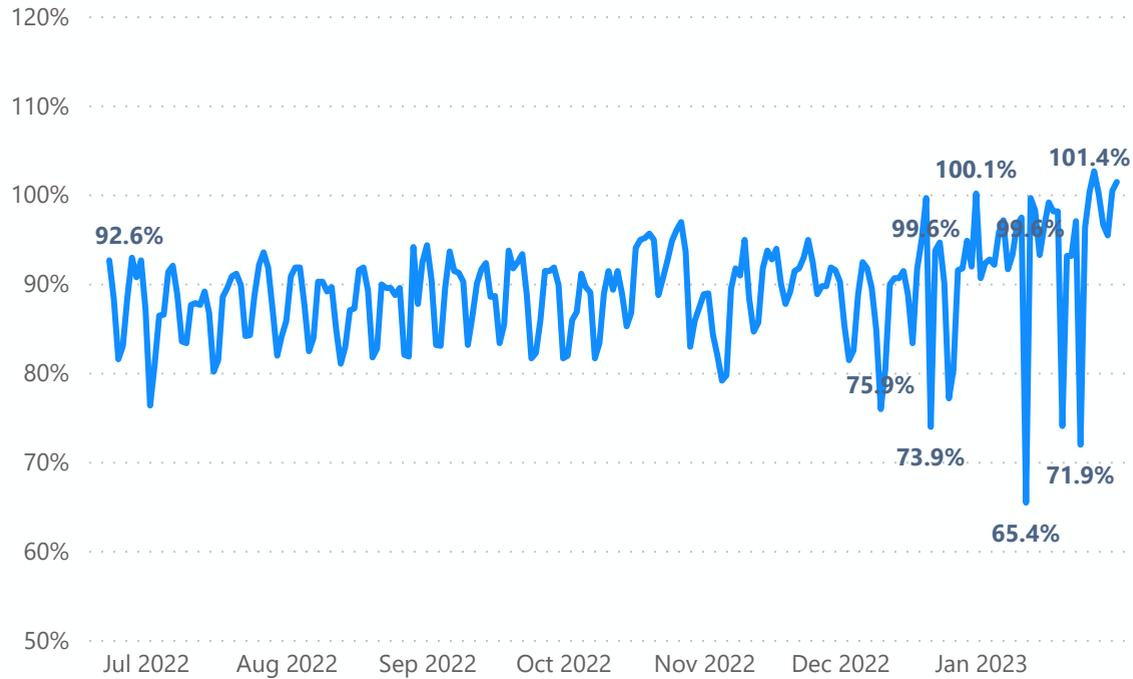
C&W Wales Latest Month

Lowest Recorded UHP

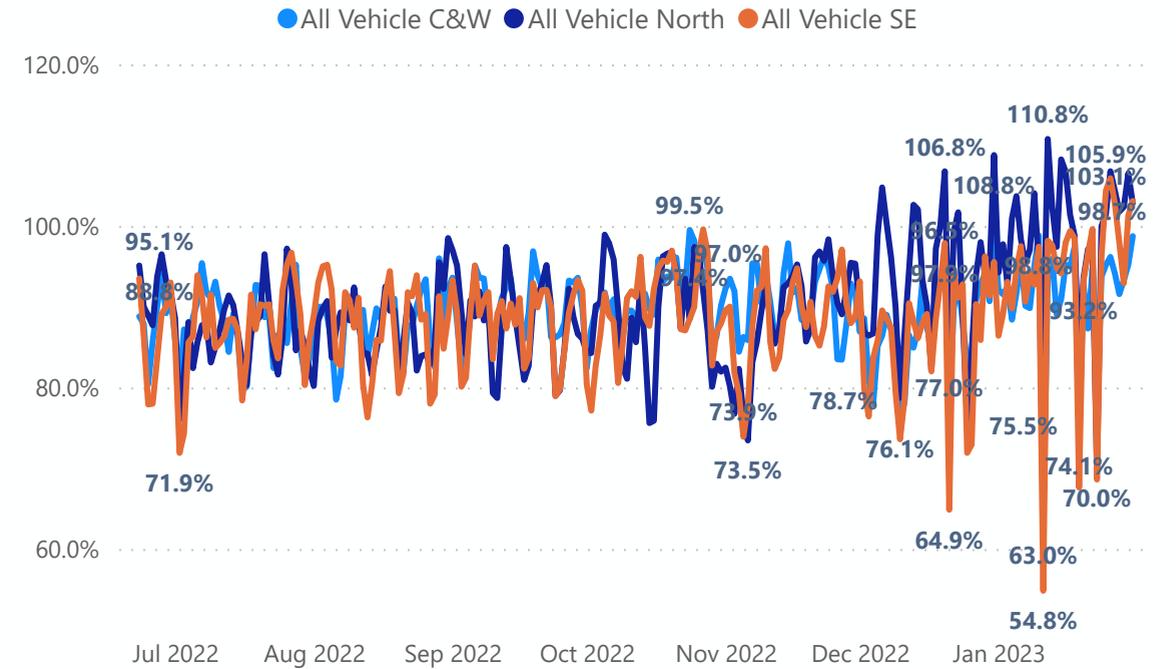
54.8%

SE Wales Latest Month

1. Daily UHP %



2. Daily 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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