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Ambiwlans Brys
Emergency Ambulance
Services Committee

EMERGENCY AMBULANCE SERVICE COMMITTEE MANAGEMENT GROUP

INFORMATION PORTAL

ENTER



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Commissioned Services Selection

Standards, indicators and measures across the EASC commissioned services



Emergency Medical Services

Providing emergency pre-hospital care and transportation to hospital to the people of Wales.

[More Info](#)



Currently Under Development

Non-Emergency Patient Transport Service

Providing transport people to and from hospital or other destination when it is not an emergency.

[More Info](#)



Currently Under Development

Emergency Medical Retrieval and Transfer Service

Providing Consultant and Critical Care Practitioner-delivered pre-hospital critical care across Wales.

[More Info](#)

Please choose from the options above by pressing CTRL on the keyboard and clicking 'More info'





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Emergency Medical Services (EMS)

Five Step Model: the overall aim is to move activity towards steps 1 and 2 and away from step 5



Step 1
Help me choose

[More Info](#)



Step 2
Answer my call

[More Info](#)



Step 3
Come to see me

[More Info](#)



Step 4
Give me treatment

[More Info](#)



Step 5
Take me to hospital

[More Info](#)

Please choose from the options above by pressing CTRL on the keyboard and clicking 'More info'



EMS
Production

[More Info](#)



EMS
Forecasting

[More Info](#)



EMS
Escalation

[More Info](#)





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Non Emergency Patient Transport Service (NEPTS)

Five Step Model: focus on patient flow and providing delivery of the services in line with patient need.



Step 1
Help me choose

[More Info](#)



Step 2
Answer my request

[More Info](#)



Step 3
Coordinate my journey

[More Info](#)



Step 4
Pick me up

[More Info](#)



Step 5
Take me to my destination

[More Info](#)

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NEPTS
Production

[More Info](#)



NEPTS
Forecasting

[More Info](#)



NEPTS
Escalation

[More Info](#)





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Emergency Medical Transfer and Retrieval Service (EMRTS)

EMRTS Cymru supplies a highly-trained NHS Critical Care team comprised of Consultants and Critical Care Practitioners



Step 1
Understand how we work

[More Info](#)



Step 2
Identify critical care

[More Info](#)



Step 3
Response

[More Info](#)



Step 4
High quality critical care

[More Info](#)



Step 5
Take me to my destination

[More Info](#)

Please choose from the options above by pressing CTRL on the keyboard and clicking 'More info'



EMRTS
Production

[More Info](#)



EMRTS
Forecasting

[More Info](#)



EMRTS
Escalation

[More Info](#)



Produced by NCCU Corporate Services | Web: <https://nccu.nhs.wales> | Email: GIG.NCCU@wales.nhs.uk

Five Step Model Security Grading: NHS Protect until publication then General Release | Production, Forecast, Escalation Levels: NHS Protect



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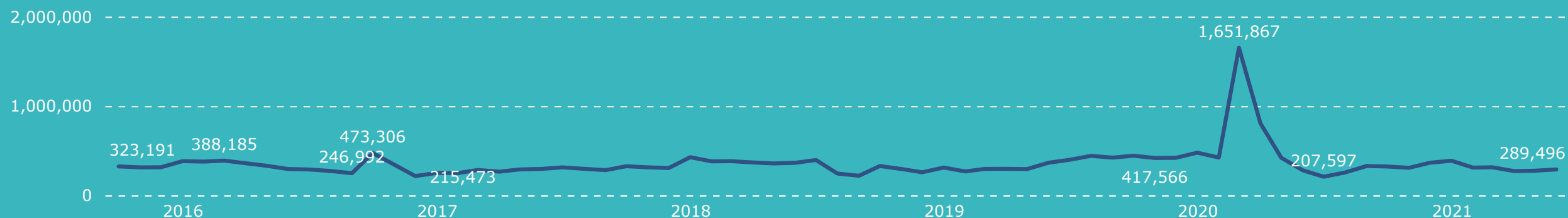
Call Date

01/01/2021

18/08/2021

Step 1: Help me choose

NHS 111 Wales Website Hits - Highest point in March 2020 due to start of the Coronavirus Pandemic



NHS 111 Wales

Total Answered
Calls

Total Calls
308,322

NHS 111 Wales

Outcomes

Total Outcomes
308,279

Priority 1

64,618

Priority 2

59,477

Priority 3

37,168

Callback within 20 minutes

3,364

Callback within 1 hours

9,571

Callback within 2 hours

7,219

Callback within 4 hours

1,946

All other priorities

124,959

Referred to 999

20,662

Referred to Sec Care

1,990

Referred to ED

38,455

Dental

32,787

Referred to GP00H

90,723

Health Information

5,441

Self Care/ No Action

29,319

All other outcomes

88,902



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Call Date

01/01/2021

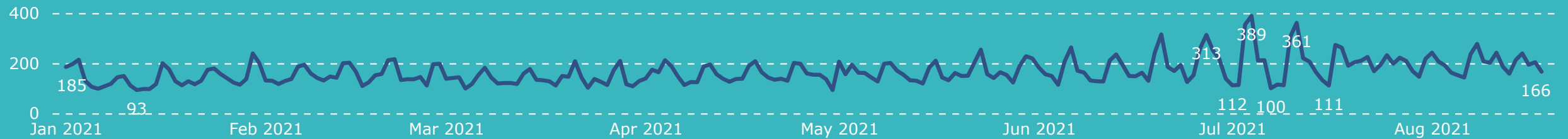
18/08/2021

Step 1: Help me choose

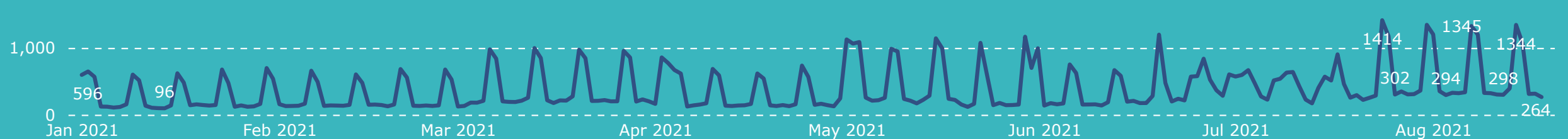
NHS 111 Wales Calls Referred to 999



NHS 111 Wales Calls Referred to ED / MIU



NHS 111 Wales Calls Referred to GP Out of Hours





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Year

01/04/2020

01/06/2021

Telephone Date

01/04/2020

18/08/2021

Calls Offered

693,009

Call Answered

692,303

% within 6s

97.7%

Step 2: Answer my call



Frequent Callers

4,065

Frequent Callers

35,783

Incidents

557,275

Total Incidents

6.1%

Avg % all calls



Hear and Treat

55,570

Hear and Treat

36,586

AMB Not Req

9.7%

Ended by H&T

NHS 111 Wales

33,649

Xfered to 111

5.9%

Avg to 111

8,805

Rtnd from 111

32.0%

Avg from 111



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Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
NHS Trust

36,185

Breathing Problems

5,137

Cardiac Arrest

54,061

Chest Pains

22,568

Stroke / CVA

62,216

Falls

10,524

Overdose

10,813

Psychiatric

40,323

HCP Admissions

3,572

Traffic Accident

59,517

Pandemic Flu

12,167

Haemorrhage

8,160

Traumatic





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01/04/2020

01/06/2021

Step 2: Answer my call

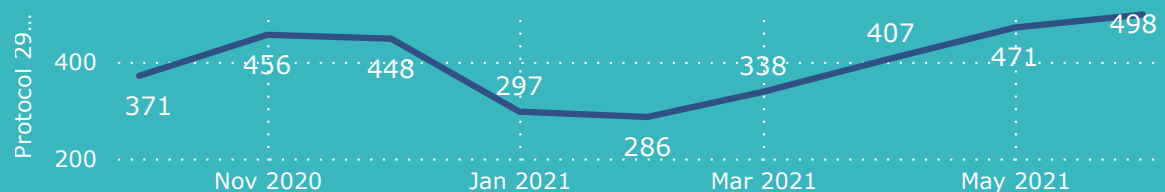
Protocol 6: Breathing Problems



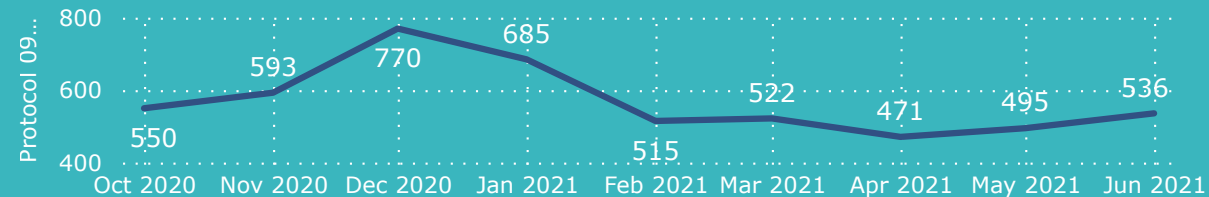
Protocol 10: Chest Pains



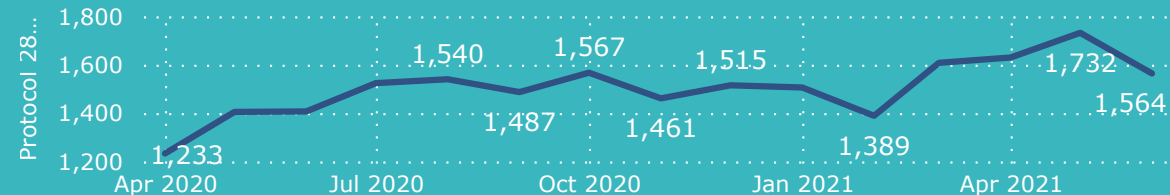
Protocol 29: Traffic / Transportation Accident



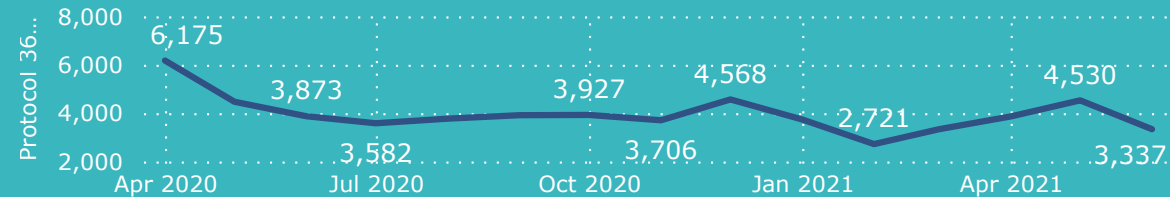
Protocol 9: Cardiac Arrest



Protocol 28: Stroke / CVA



Protocol 36: Pandemic Flu





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RED Call
Breakdown

AMBER Call
Breakdown

GREEN Call
Breakdown

Step 3: Come to see me

RED Incidents resulting in response 36,097	ABUHB 7,294	BCUHB 7,137	CVUHB 5,683	CTMUHB 5,587	SBUHB 5,144	HDUHB 3,909	Pt... 1,3...
RED Incidents arriving within 8 minutes 22,531	ABUHB 4,458	BCUHB 4,434	CVUHB 4,107	SBUHB 3,518	CTMUHB 3,080	HDUHB 2,157	Pt... 777
AMBER Incidents resulting in response 316,663	BCUHB 85,497	ABUHB 57,161	HDUHB 41,215	CTMUHB 40,442	CVUHB 39,757	SBUHB 37,337	PtHB 15,2...
GREEN Incidents resulting in response 33,239	BCUHB 9,490	ABUHB 7,966	HDUHB 4,332	SBUHB 3,449	CVUHB 3,199	CTMUHB 2,995	PtHB 1,808
Community Responder Attended Scene 10,021	BCUHB 3,047	CVUHB 1,630	ABUHB 1,515	SBUHB 1,335	HDUHB 973	CTMUHB 761	PtHB 760
Community Responder Attended Scene First 8,803	BCUHB 2,729	ABUHB 1,367	CVUHB 1,344	SBUHB 1,158	HDUHB 872	PtHB 681	CTMUHB 652





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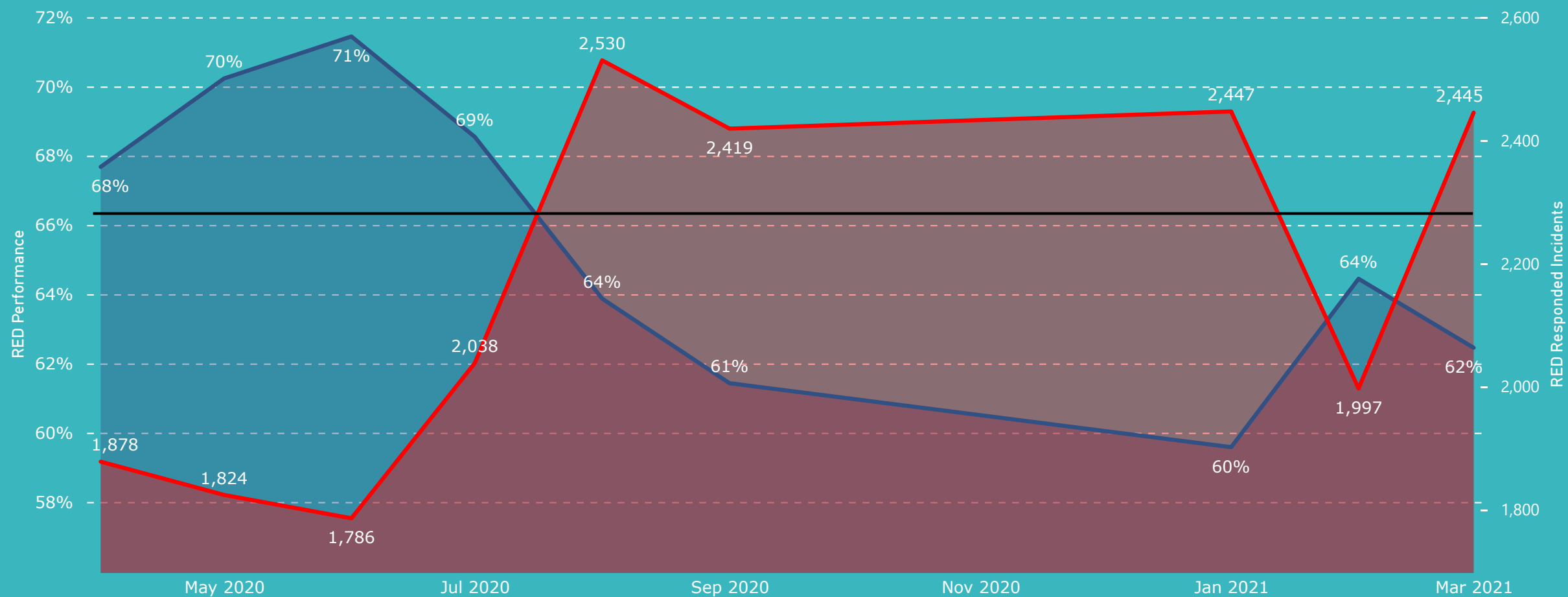
RED Call
Breakdown

AMBER Call
Breakdown

GREEN Call
Breakdown

Step 3: Come to see me: Response

● RED Performance ● RED Responded Incidents





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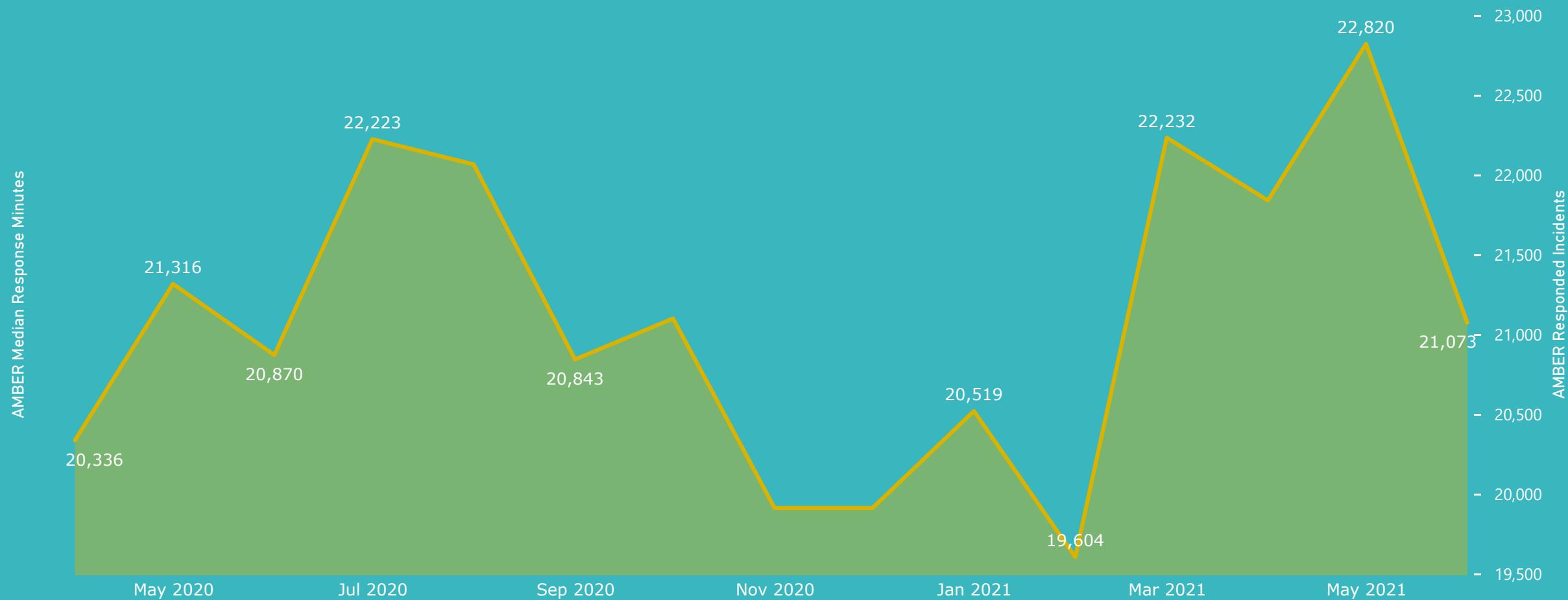
RED Call
Breakdown

AMBER Call
Breakdown

GREEN Call
Breakdown

Step 3: Come to see me: Response

● AMBER Median Response Minutes ● AMBER Responded Incidents





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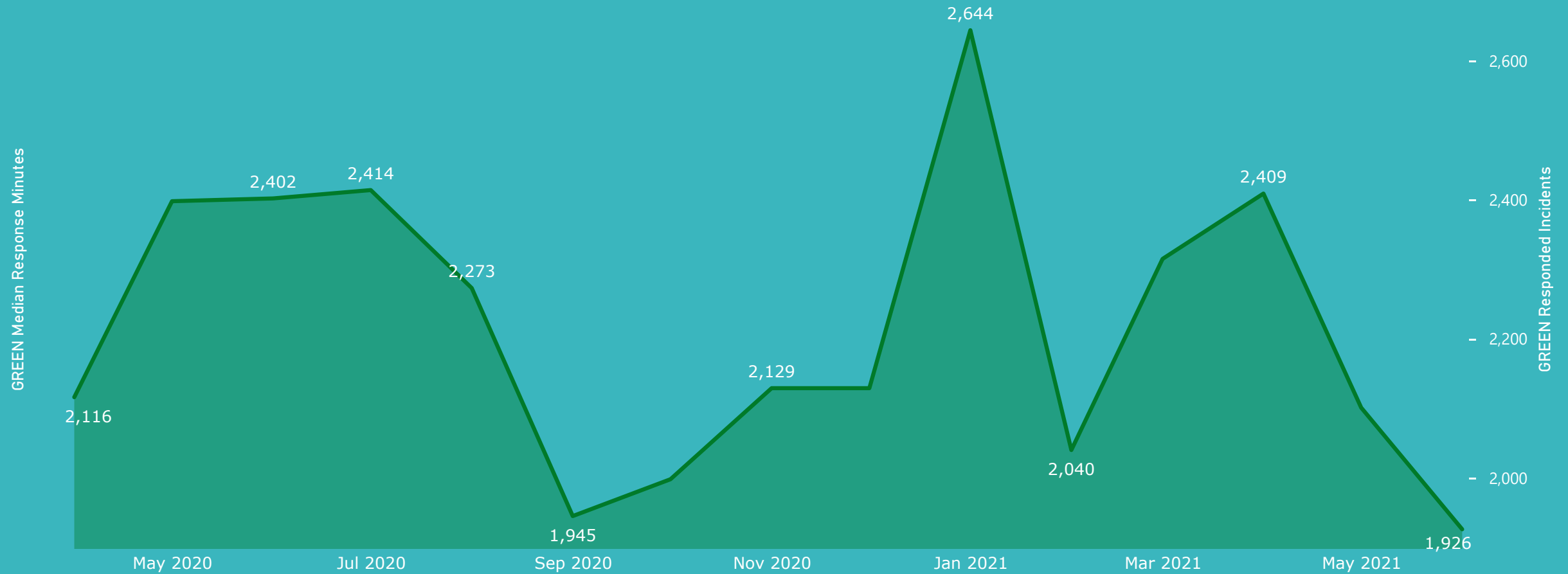
RED Call
Breakdown

AMBER Call
Breakdown

GREEN Call
Breakdown

Step 3: Come to see me: Response

● GREEN Median Response Minutes ● GREEN Responded Incidents





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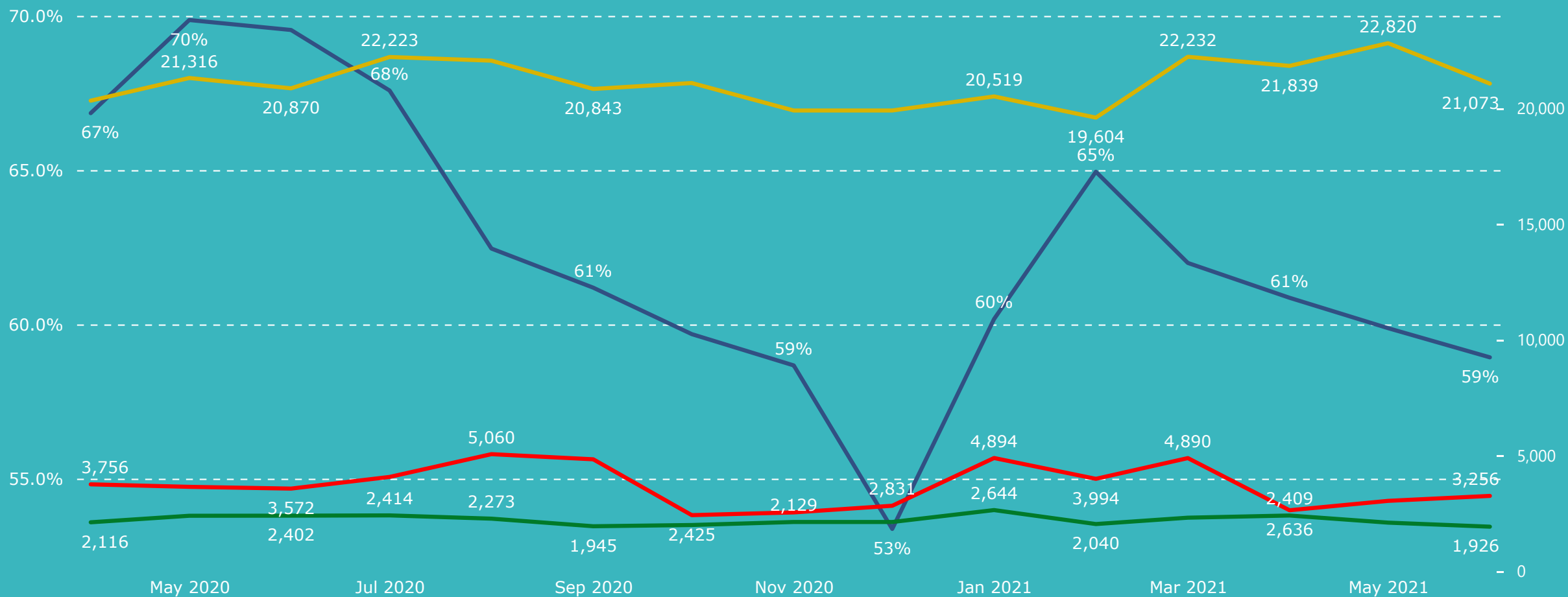
RED Call
Breakdown

AMBER Call
Breakdown

GREEN Call
Breakdown

Step 3: Come to see me: Response

RED Performance RED Calls AMBER Calls GREEN Calls





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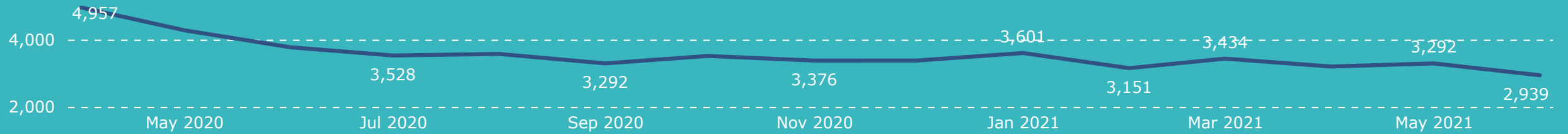
Clinical
Indicators

Patient
Conveyance

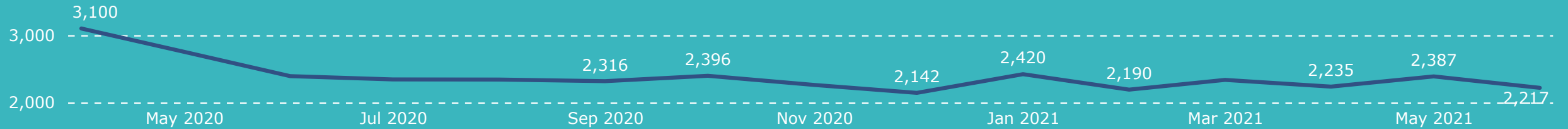
Step 4: Give me treatment



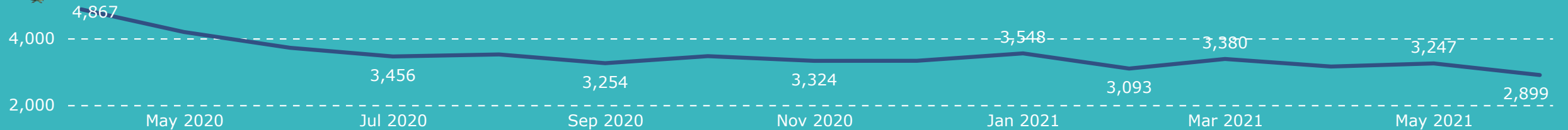
Arrivals at scene where the patient was not conveyed to hospital and remained at home



Arrivals at scene where the patient was not conveyed to hospital and referred to an alternative provider



Arrivals at scene where the patient was treated at scene, not conveyed to hospital and remained at home





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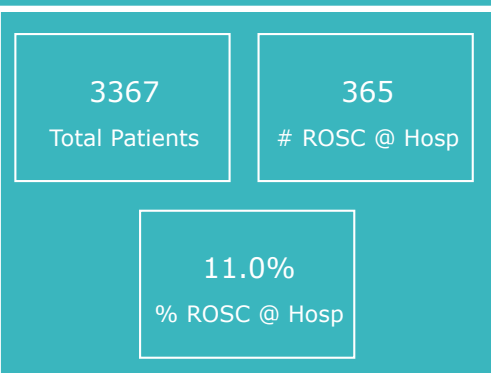
01/06/2021

Selection
Screen

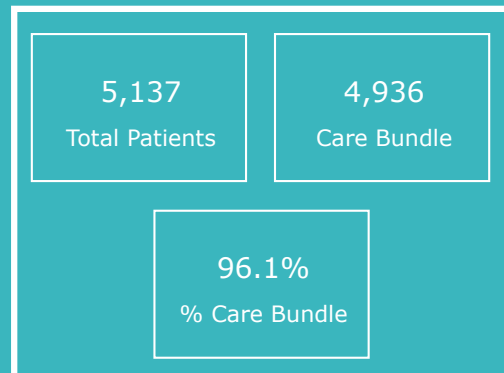
Patient
Conveyance

Step 4: Give me treatment: Clinical Indicators

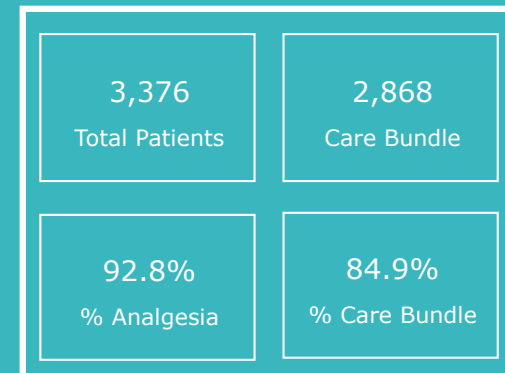
Cardiac Arrest ROSC



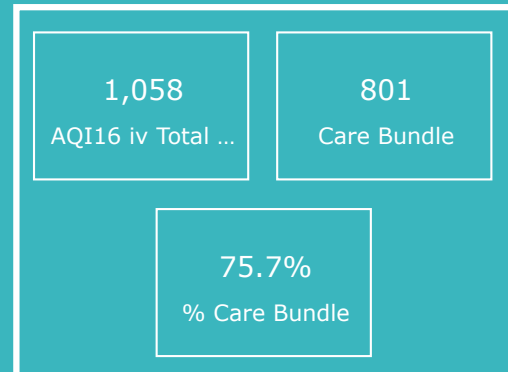
Stroke



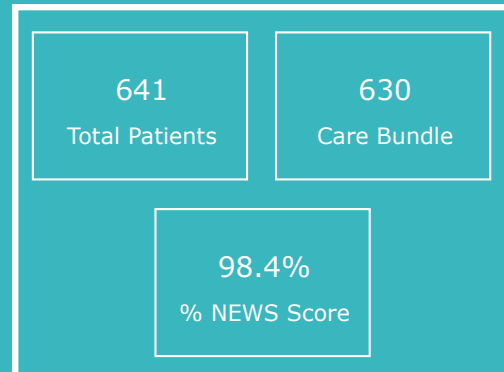
Fractured Hip



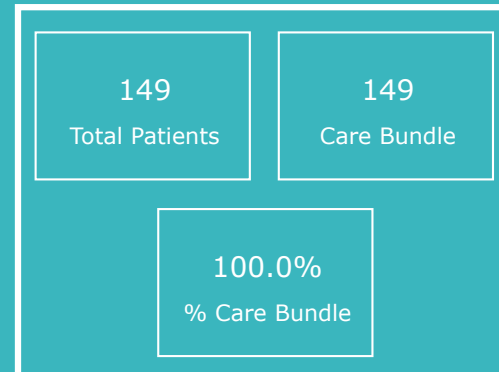
ST-Elevation MI



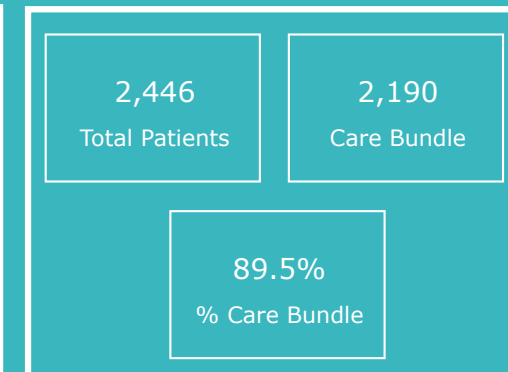
SEPSIS



Febrile Convulsion



Hypoglycaemia





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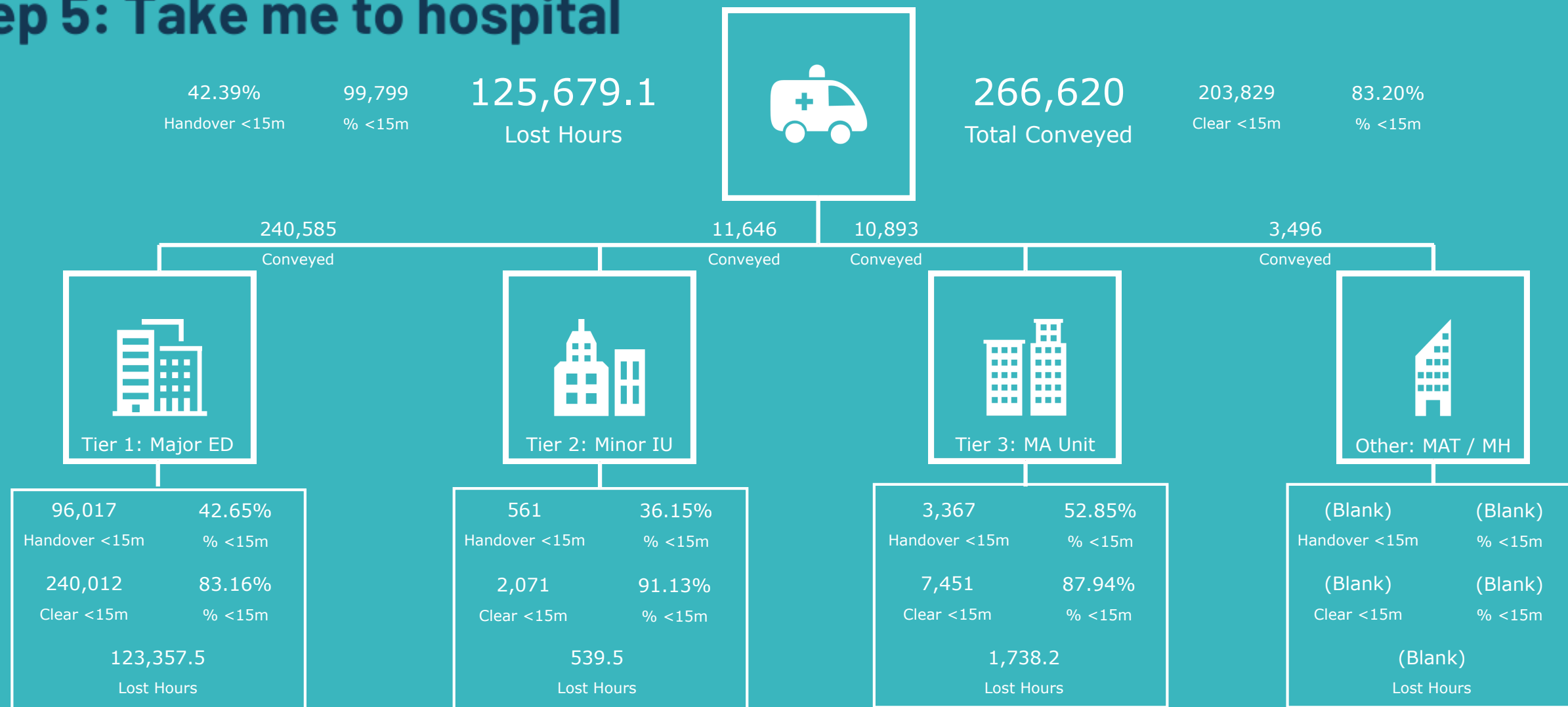
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Step 5: Take me to hospital





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Date

Last

1

Select

No filters applied

North Wales
Breakdown

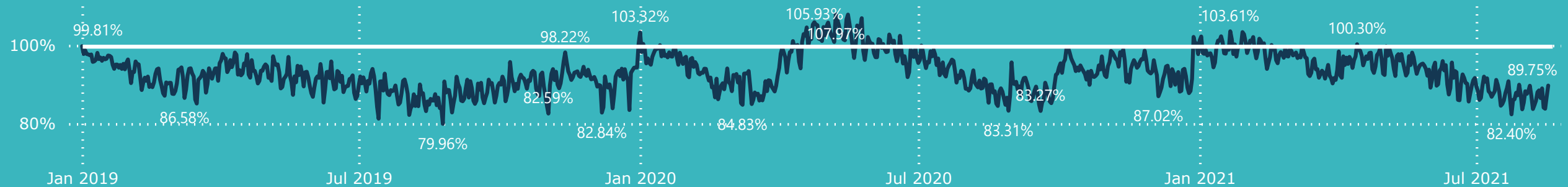
C&W Wales
Breakdown

SE Wales
Breakdown

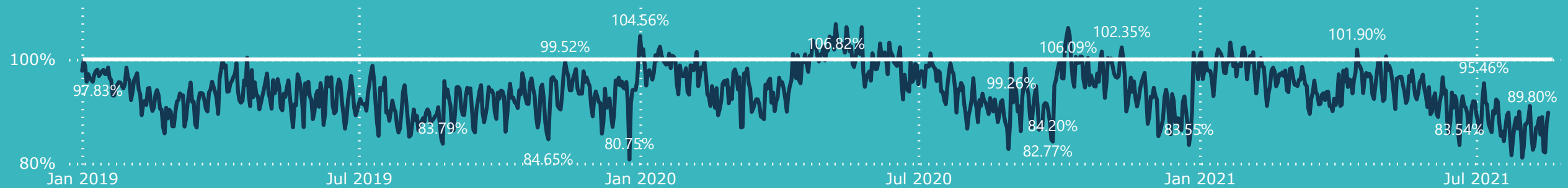
Resource Production: National Breakdown

Unit Hour Production (UHP) is calculated as the Actual Hours / Expected Hours, shown as a percentage. Actual Hours are the hours available at production. Expected Hours are the hours available from the roster. Emergency Ambulance are shifts defined as an Emergency Ambulance. All Vehicles are shifts defined as APP Ops, APP CCC, CTL, EA, RRV or UCS. This data includes Emergency Ambulances.

All Emergency Ambulance Vehicles



All Vehicles





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Incident Date

Last

1

Select

No filters applied

North Wales
Breakdown

C&W Wales
Breakdown

SE Wales
Breakdown

Lost Hours: National Breakdown

The graph below shows the lost hours across Wales, this is currently measured on vehicles that arrive at hospital and handover the patients within 15 minutes of arrival. The white line indicates a notional target of 150 lost hours per day. Reasons for non handover within 15 minutes are:

Patient had complex needs
No beds / trolley / staff / available
Taken directly to ward
Handed over to Hospital ambulance Liaison Officer (HALO)

817.94

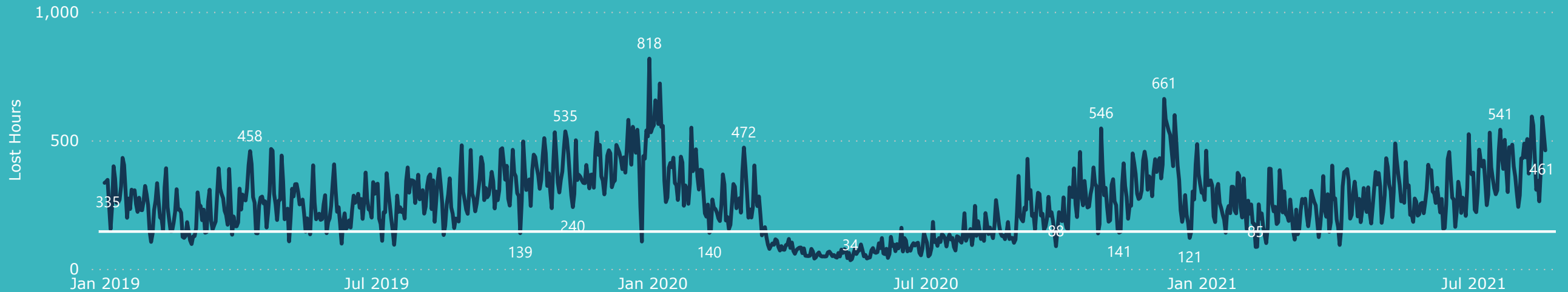
Highest number of lost hours in a day

251,476

Total lost hours since January 2019

67,150

Current years lost hours





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Date

Last 1 Select

No filters applied

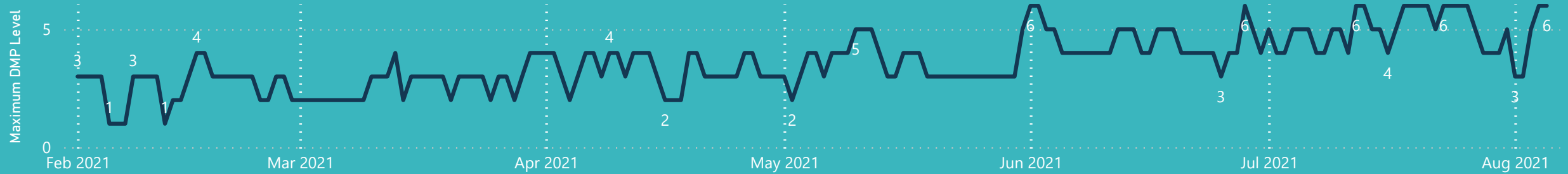
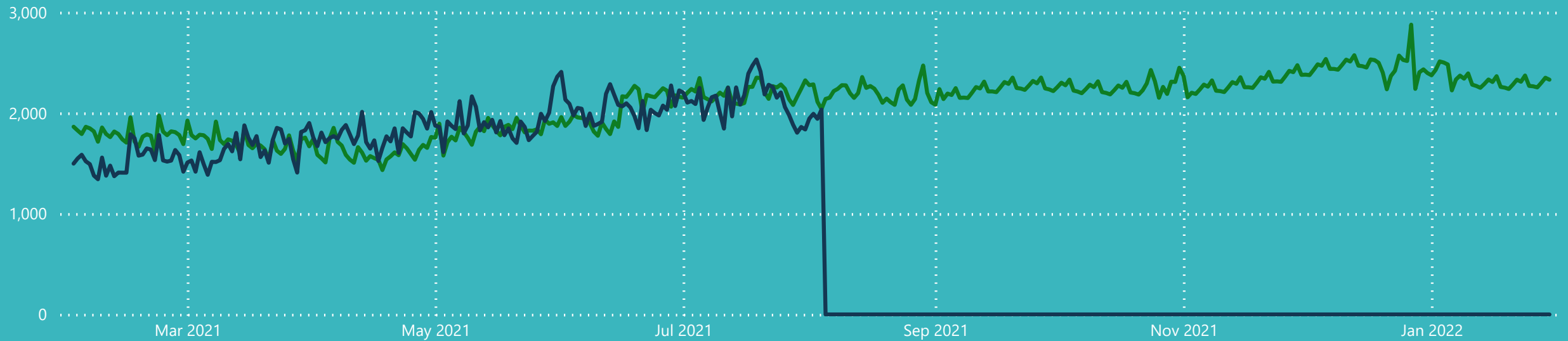
North Wales
Forecast

CW Wales
Forecast

SE Wales
Forecast

Demand Forecast: National Breakdown

● Forecasted Demand ● Actual Demand

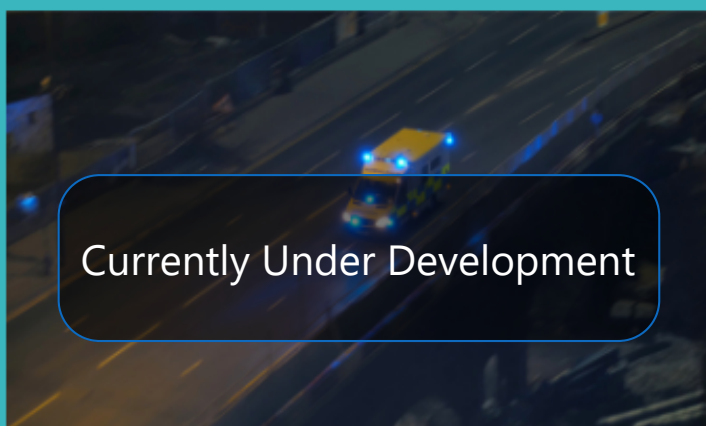




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Escalation Selection



Currently Under Development

Resource Escalation Action Plan

Emergency Pressures Escalation and De-Escalation Action Plan

[More Info](#)



Regional Escalation

Regional Escalation and Demand Management Plan

[More Info](#)



Hospital and ED Escalation

Individual Type 1 Emergency Department and Hospital escalation levels.

[More Info](#)

Please choose from the options above by pressing CTRL on the keyboard and clicking 'More info'





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Date

Last 1 Select

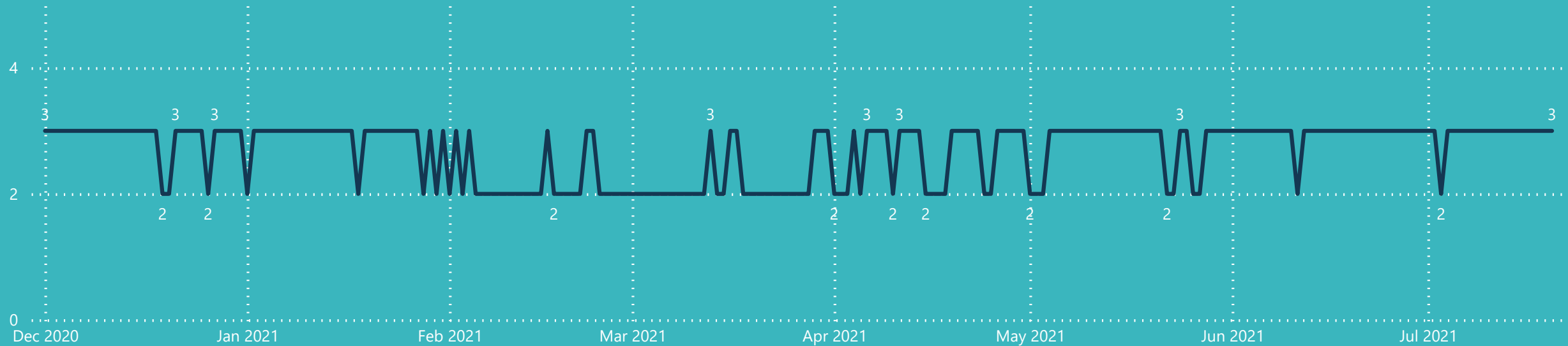
No filters applied

North Wales
Escalation

CW Wales
Escalation

SW Wales
Escalation

Escalation: National Breakdown



2

Lowest Average Escalation Recorded

3

Highest Average Escalation Recorded

3

YTD Highest Average Recorded

