Emergency Ambulance Services Committee
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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
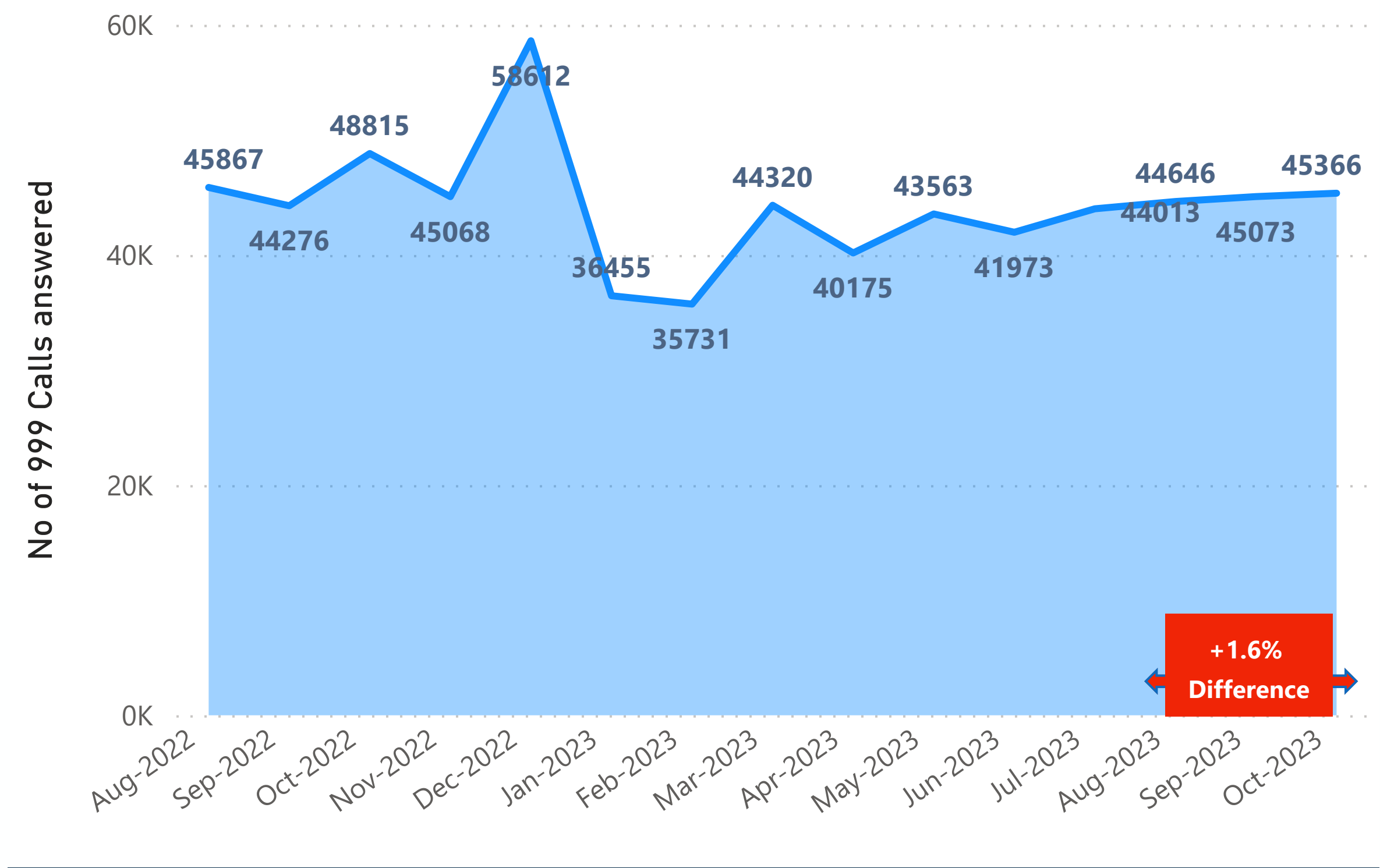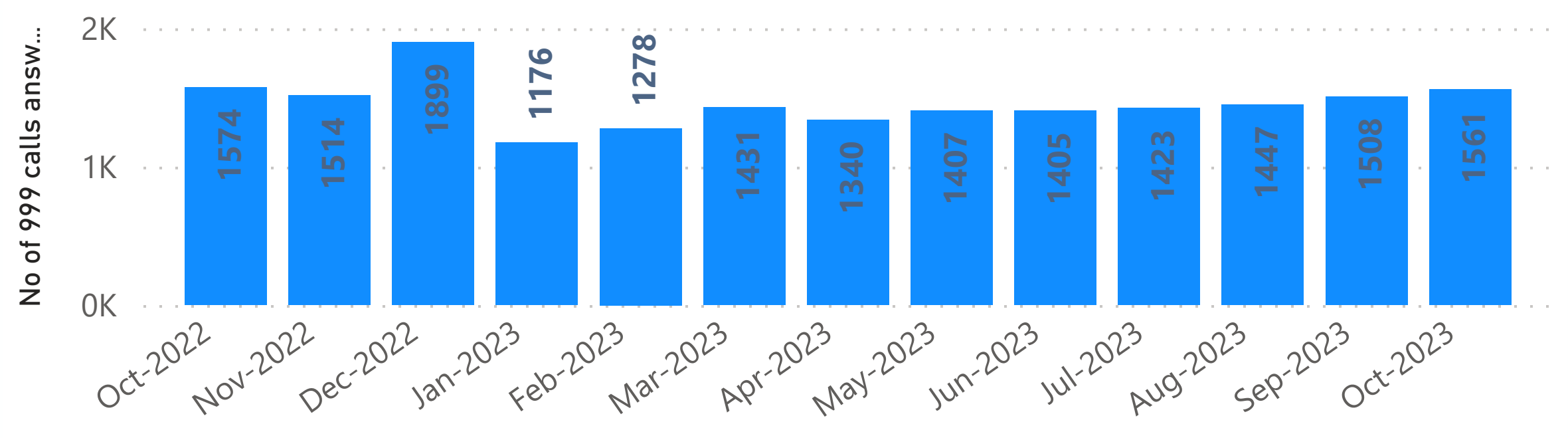
Performance Report | 999 calls demand

The number of 999 calls saw a 1.6% increase from August 2023 to October 2023. The number of 999 calls were 7.7% lower in October 2023 as compared with the same period the previous year. The daily average number of 999 calls answered has reduced by 5 calls in October 2023 as compared to October 2022.

1.1 Monthly -Volume of 999 Calls Answered

Source: Ops Directorate Telephony Qlikview

Data labels (No of 999 Calls answered):
- Aug-2022: 45867
- Sep-2022: 44276
- Oct-2022: 48815
- Nov-2022: 45068
- Dec-2022: 58612
- Jan-2023: 36455
- Feb-2023: 35731
- Mar-2023: 44320
- Apr-2023: 40175
- May-2023: 43563
- Jun-2023: 41973
- Jul-2023: 44013
- Aug-2023: 44646
- Sep-2023: 45073
- Oct-2023: 45366

+1.6% Difference

1.2 Daily Average - 999 Calls Answered

No of 999 calls answered:
- Oct-2022: 1574
- Nov-2022: 1514
- Dec-2022: 1899
- Jan-2023: 1176
- Feb-2023: 1278
- Mar-2023: 1431
- Apr-2023: 1340
- May-2023: 1407
- Jun-2023: 1405
- Jul-2023: 1423
- Aug-2023: 1447
- Sep-2023: 1508
- Oct-2023: 1561

1.3 Annualised Data - Volume of Calls Answered

No of 999 calls answered:
- 2018: 554718
- 2019: 521815
- 2020: 479546
- 2021: 555096
- 2022: 567097
- 2023: 421315

+12% Differnce

+2% Differnce
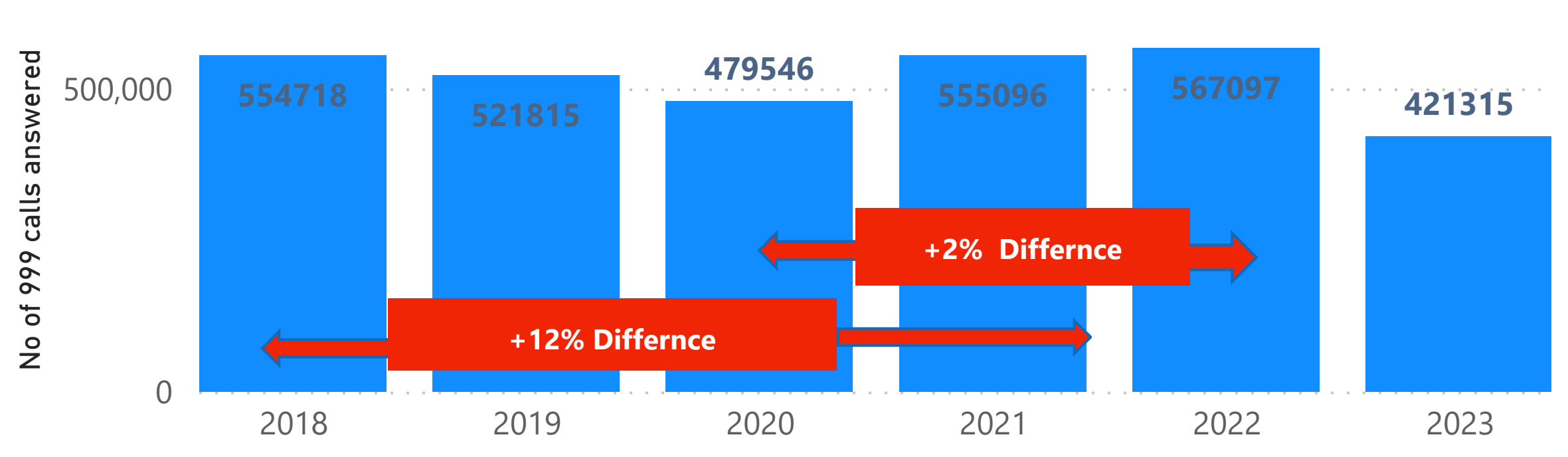
Performance Report | 111 Wales to 999 Transfers

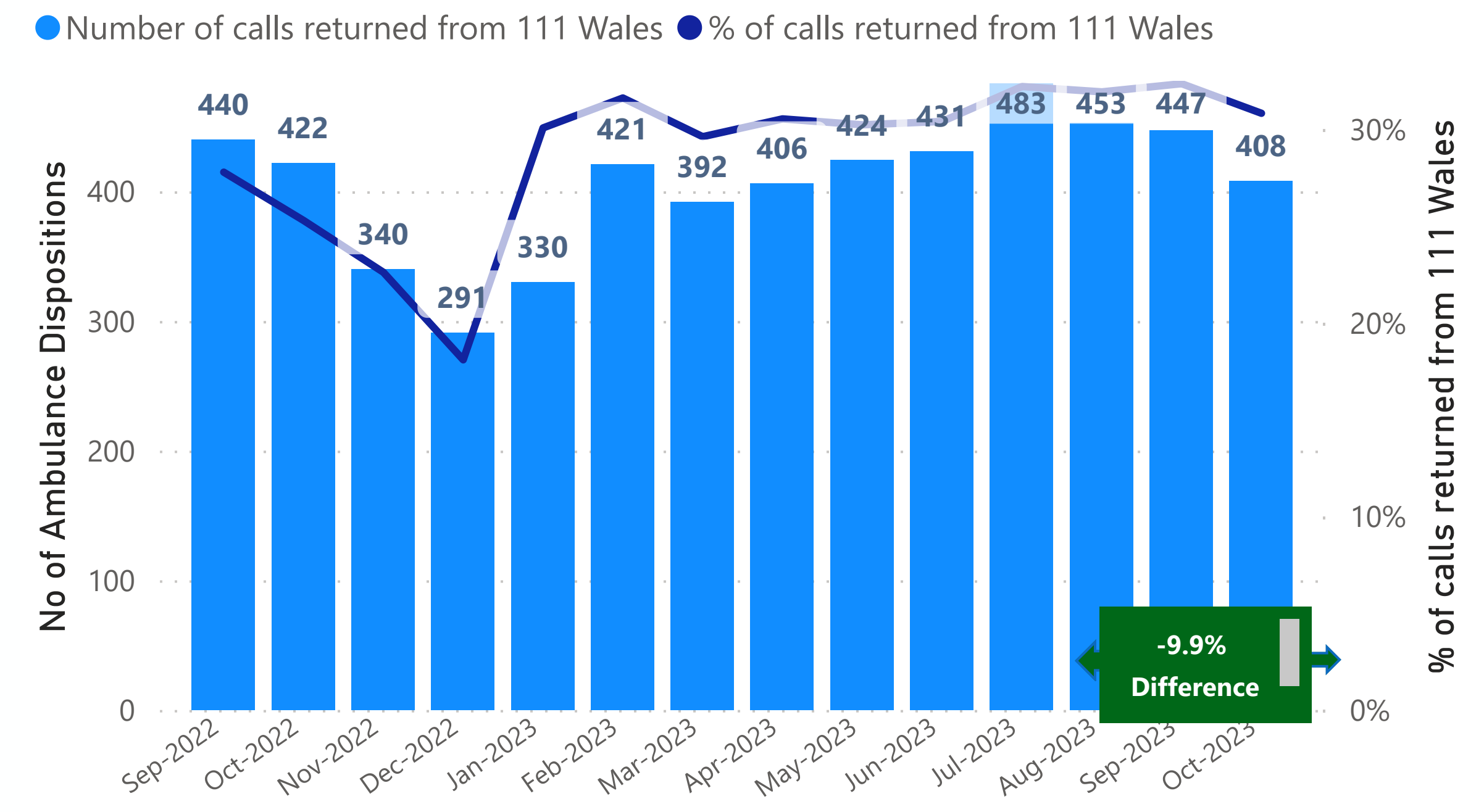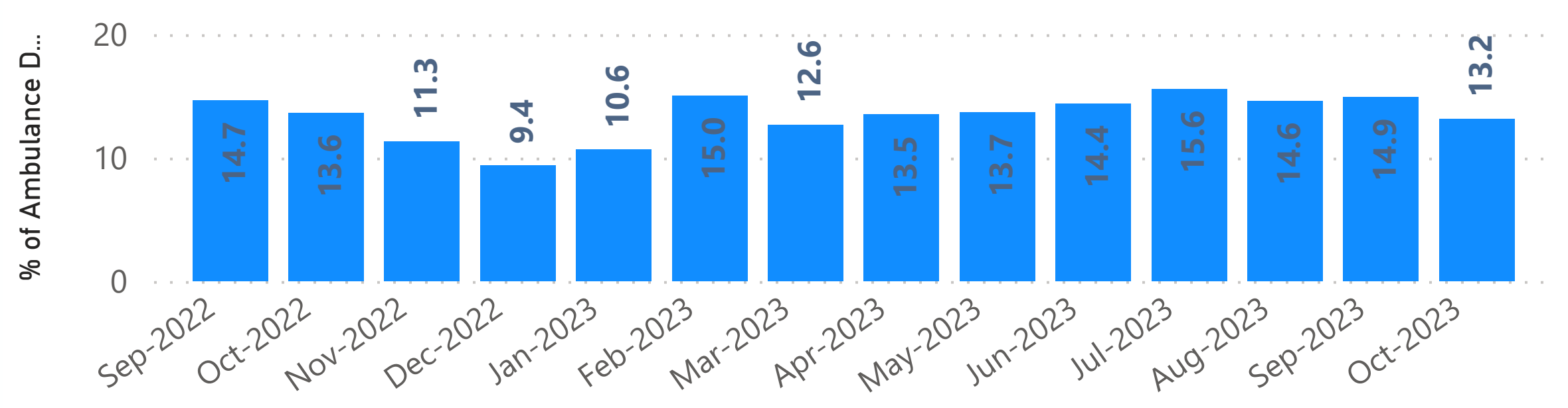There was a 9.9% reduction in the number of calls returned from 111 Wales from August 2023 to October 2023. In October 2023, the number of calls returned was 3.3% lower and the % of calls were 5.4% higher than in October 2022.
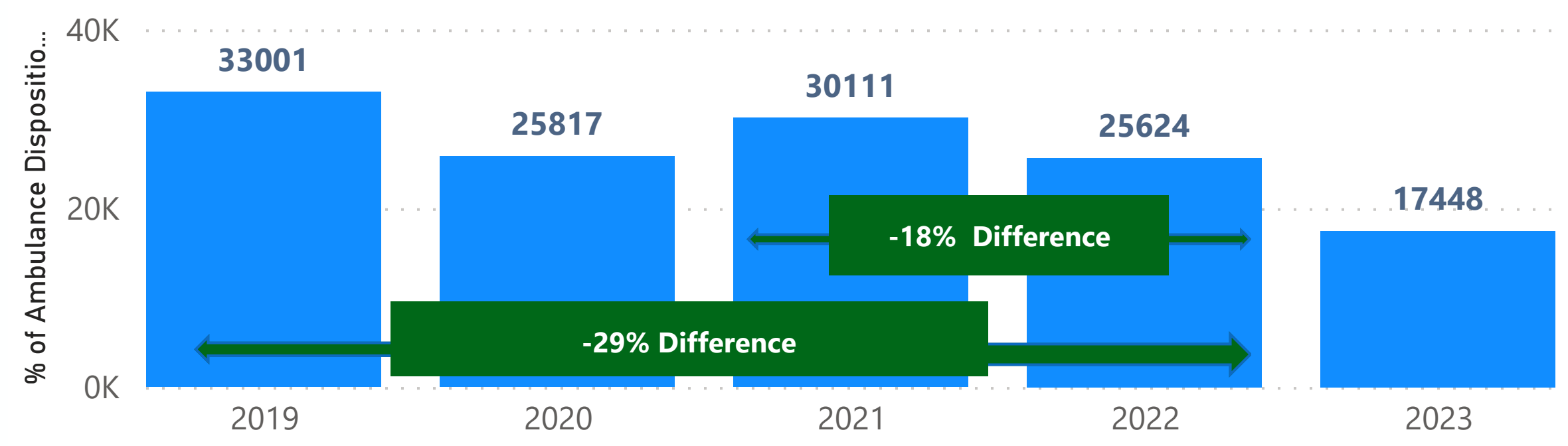
2.1 Monthly - Calls returned from 111 Wales

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

No of Ambulance Dispositions

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
Oct-2023: 408

% of calls returned from 111 Wales

-9.9% 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...

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
Oct-2023: 13.2

2.3 Annualised Data - Total Calls Returned from 111 Wales

% of Ambulance Dispositio...

2019: 33001
2020: 25817
2021: 30111
2022: 25624
2023: 17448

-18% Difference

-29% Difference

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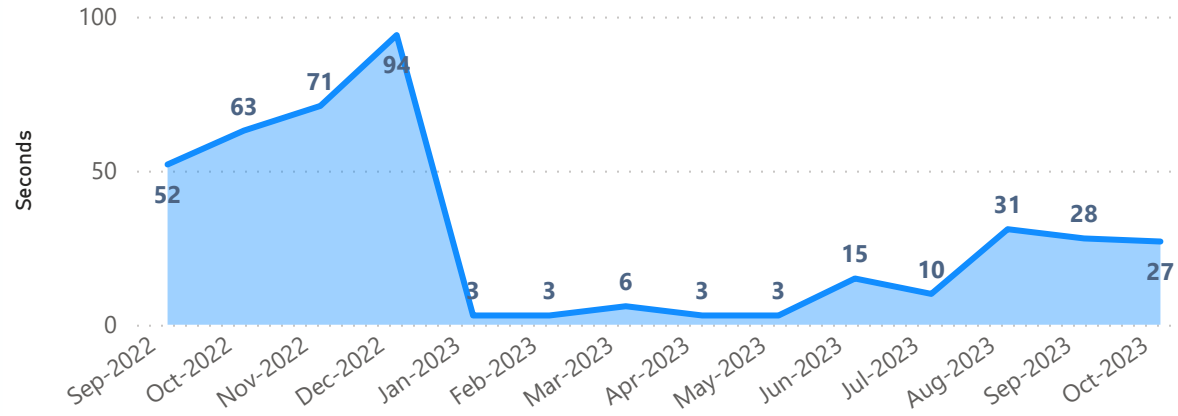
Performance Report | 999 call answer times

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 to October 2023 being at its highest since January 2023.

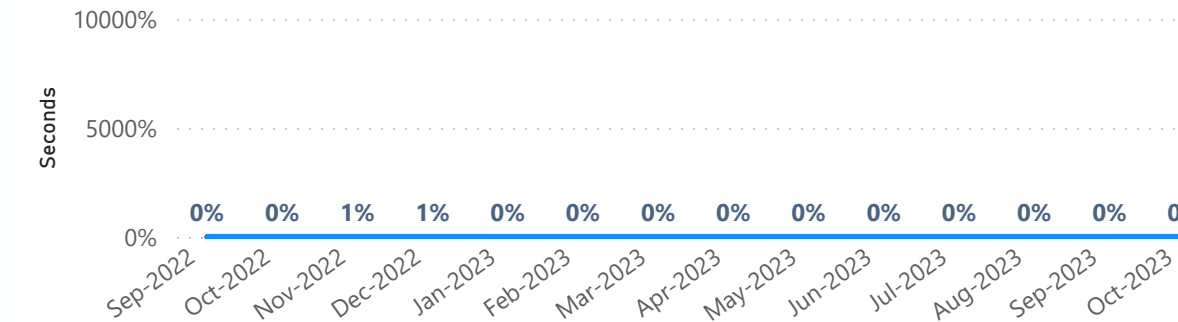## 3.1 Median and 65th Percentile - 999 Calls: Time to Answer
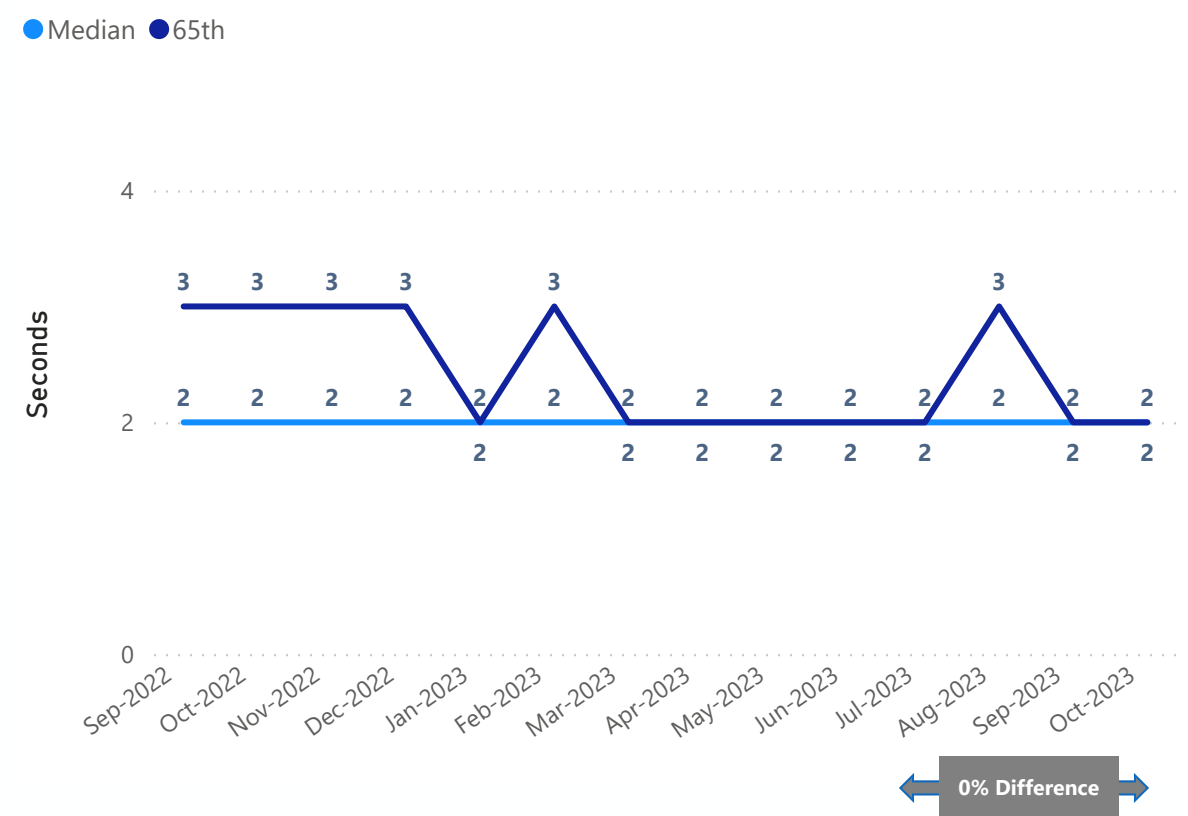
Source: **AQI7ii 999 Calls: Time to Answer Median, 65th and 95th percentile (in seconds)**

3.2 95th Percentile

3.3 Call Abandonment

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GWASANAETHAU DIGIDOL DIGITAL SERVICES
National Collaborative Commissioning Unit
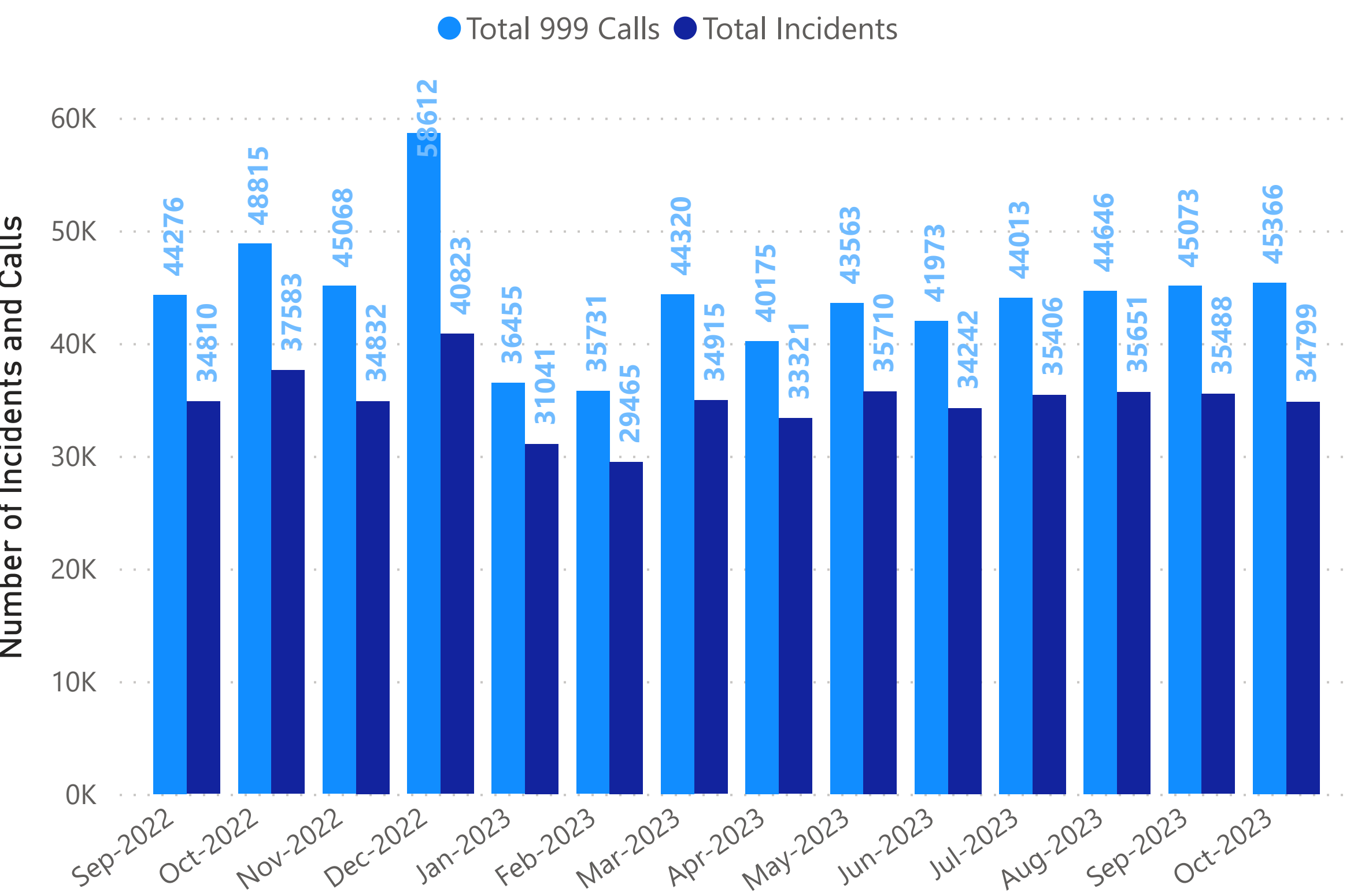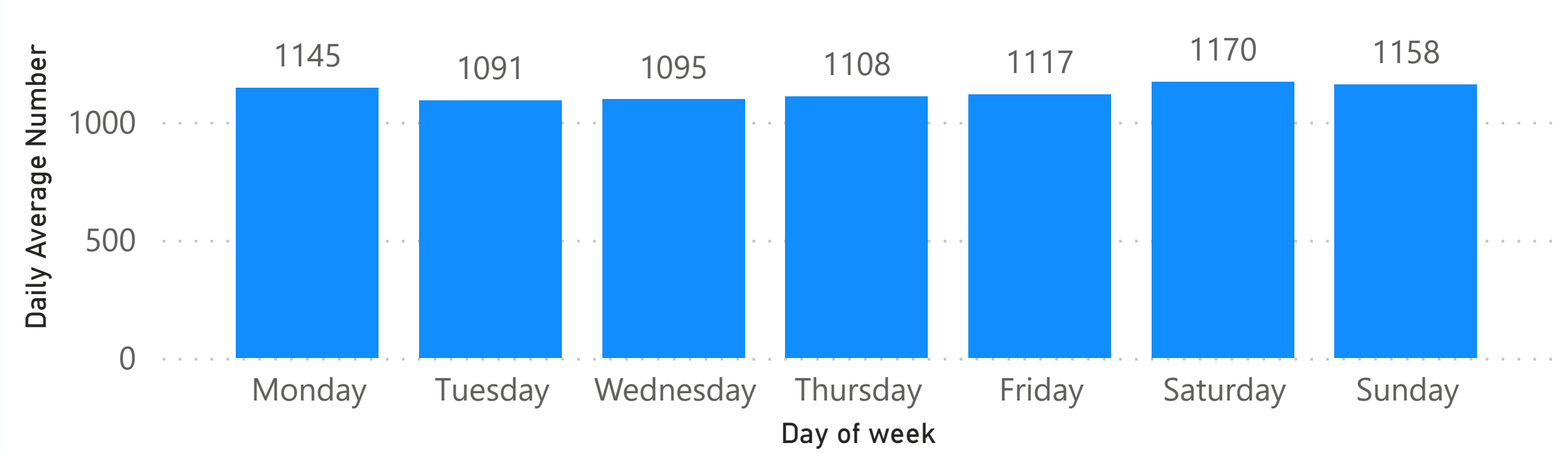
Performance Report | All incidents

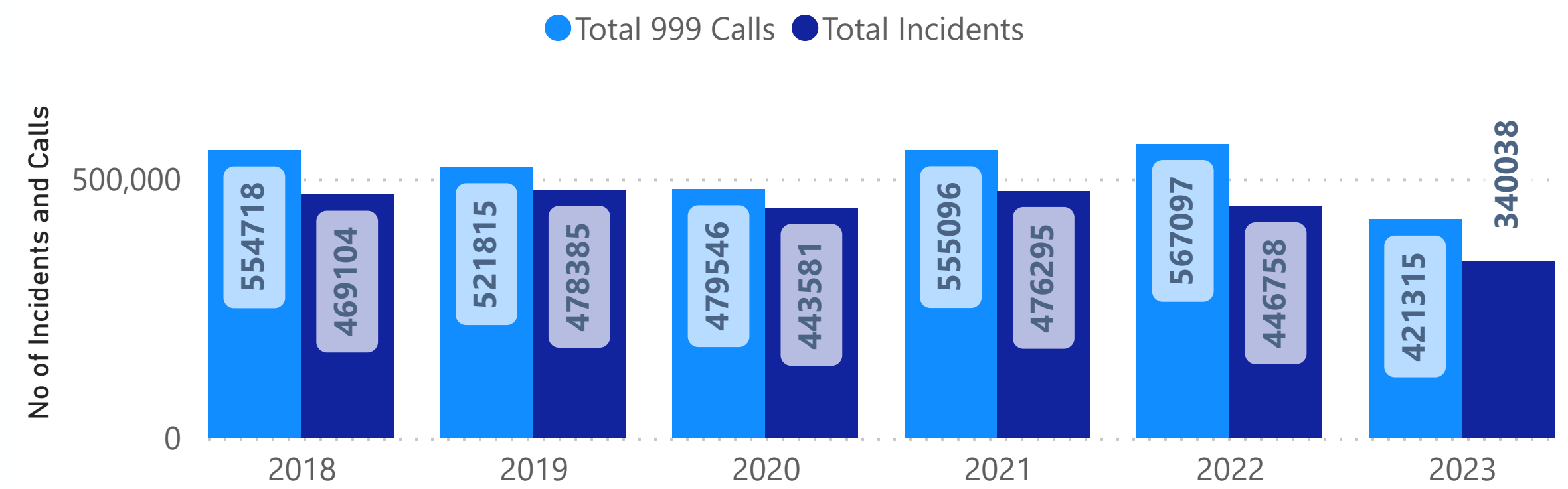October 2023 saw a 7.1% reduction calls and a 7.4% reduction in incidents compared to October 2022.

4.1 Monthly Volume of Incidents and Calls

Legend: ● Total 999 Calls ● Total Incidents

Number of Incidents and Calls

Month	Total 999 Calls	Total Incidents
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
Oct-2023	45366	34799

4.2 Average Daily Incidents - 2023

Daily Average Number / Day of week

Day	Average
Monday	1145
Tuesday	1091
Wednesday	1095
Thursday	1108
Friday	1117
Saturday	1170
Sunday	1158

4.3 Annualised Data - Total Incidents and Calls

Legend: ● Total 999 Calls ● Total Incidents

No of Incidents and Calls

| Year	Total 999 Calls	Total Incidents
2018	554718	469104
2019	521815	478385
2020	479546	443581
2021	555096	476295
2022	567097	446758
2023	421315	340038

Performance Report | Hear and Treat

The number of Hear and Treat Incidents has increased by 11.5% from August 2023 to October 2023. The number of Hear and Treat incidents in October 2023 were 2.3% higher than the same period last year.
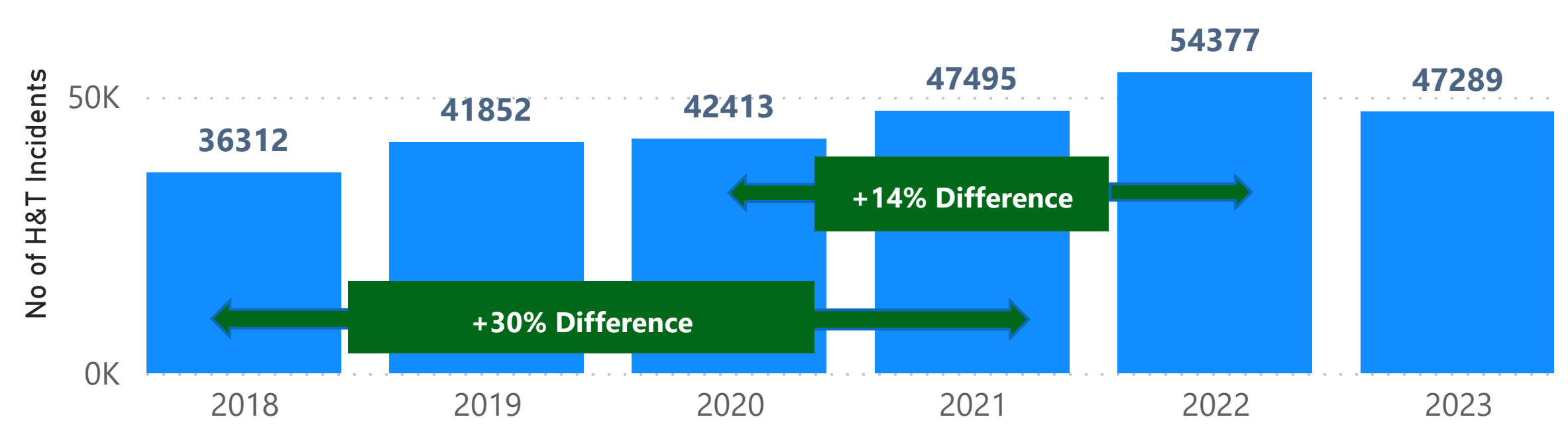
5.1 Monthly - Volume of Hear and Treat Incidents

● No of Hear and Treat ● % Hear and Treat

+11.5%
No of H&T
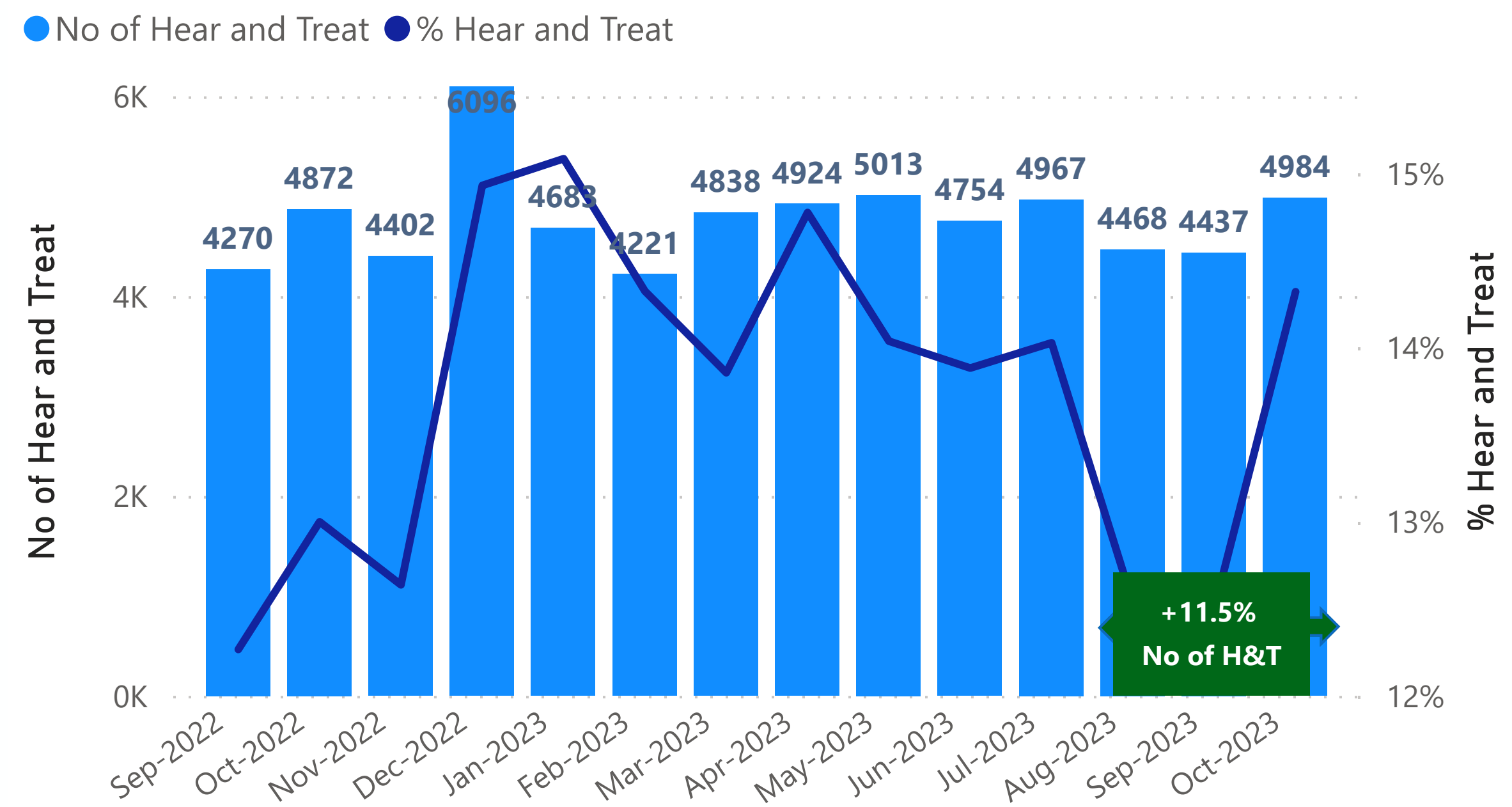
Source: AQI10i Number of calls ended following WAST telephone assessment (Hear and Treat)

5.2 Daily Average - Number of Hear and Treat Incidents
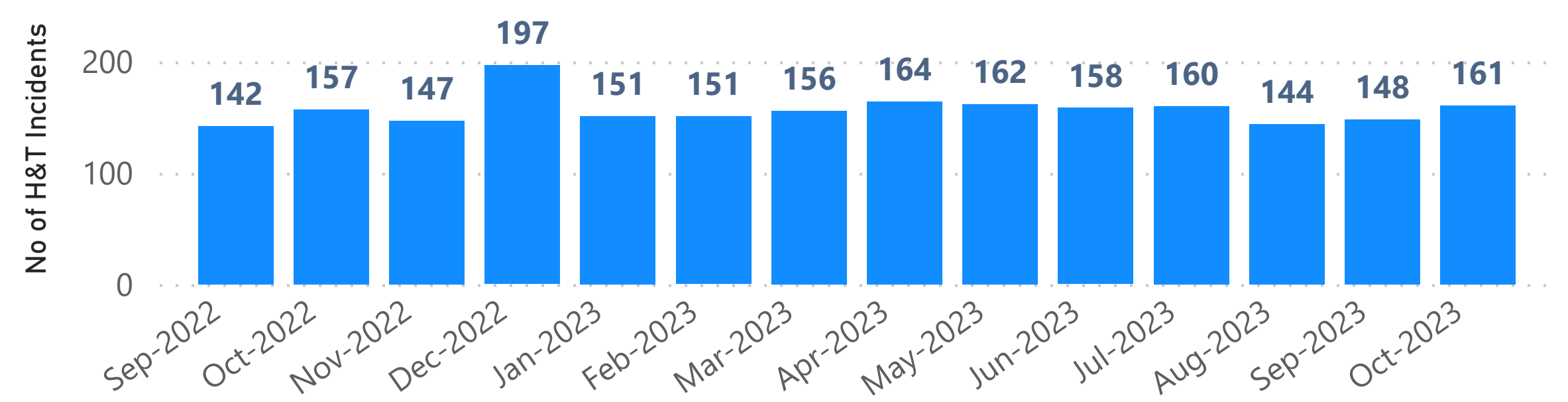
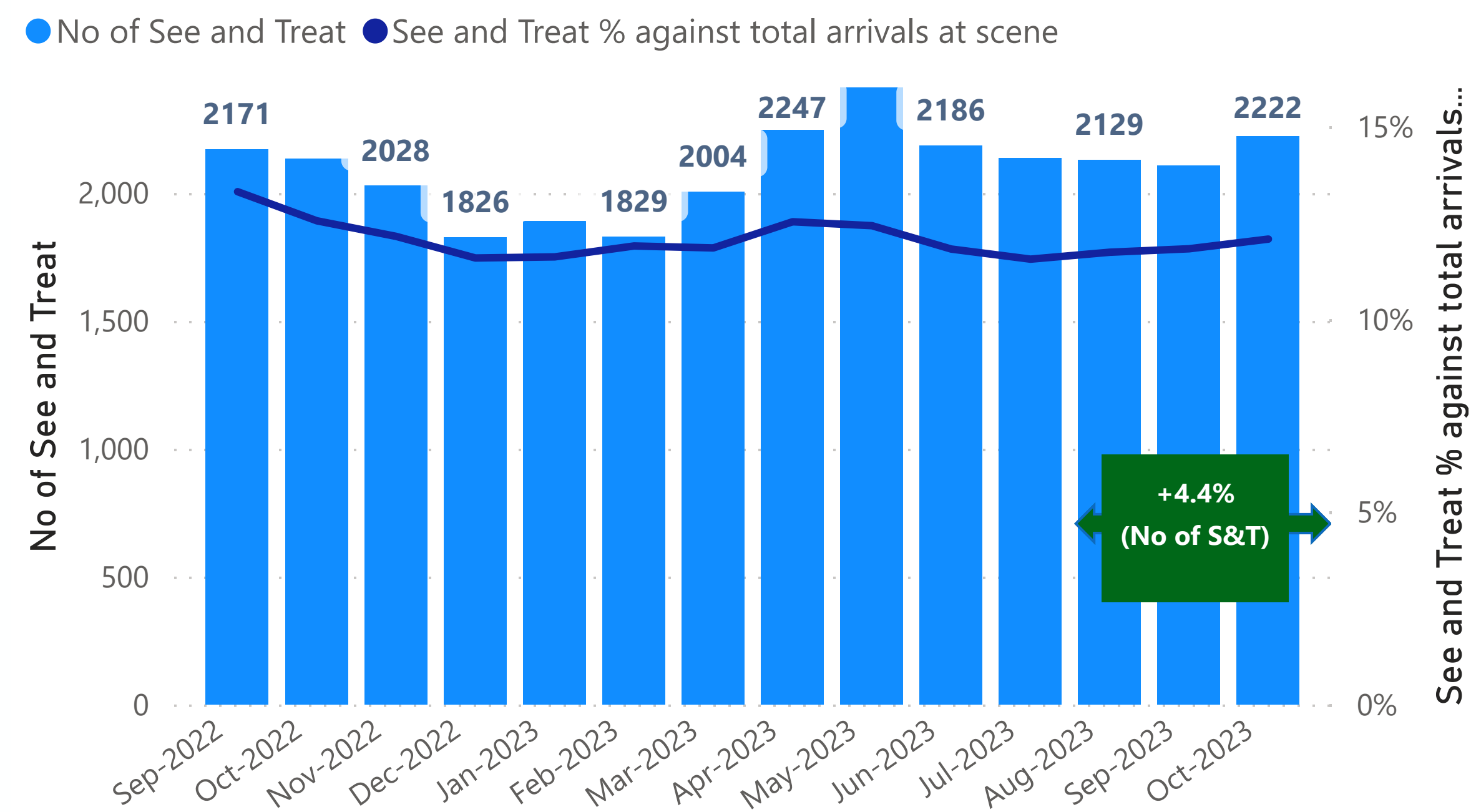

5.3 Annualised Data - Number of Hear and Treat Incidents

+14% Difference

+30% Difference
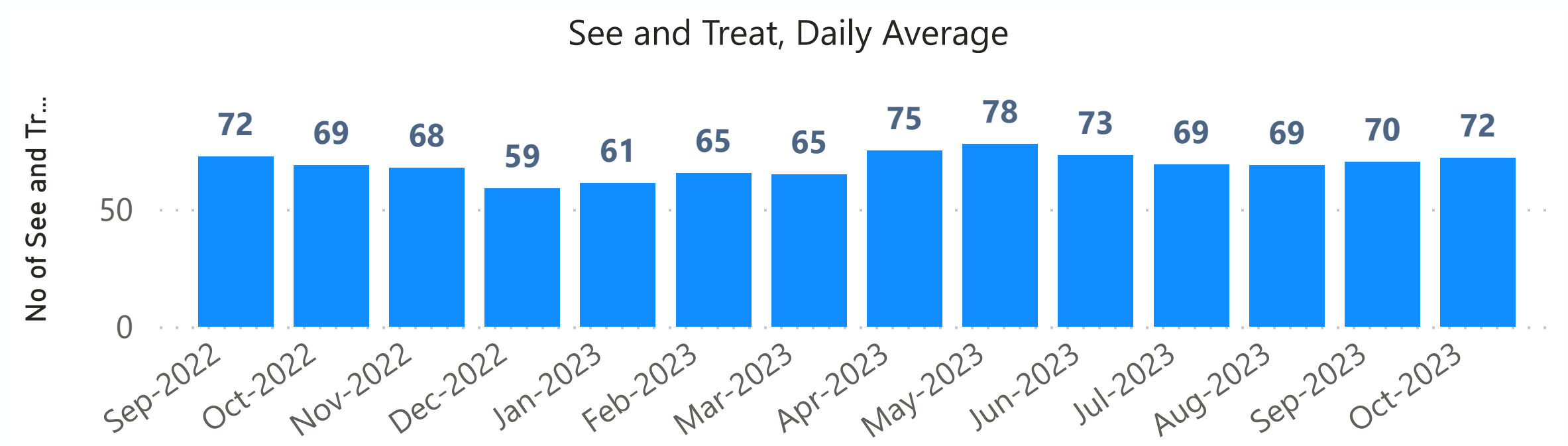
Performance Report | See and Treat

The number of See and Treat responses has increased by 4.4% from August 2023 to October 2023. In October 2023 the number of See and Treat responses were 4.2% higher than October 2022. The daily average of See and Treat responses were 3 incidents higher for the same time period.

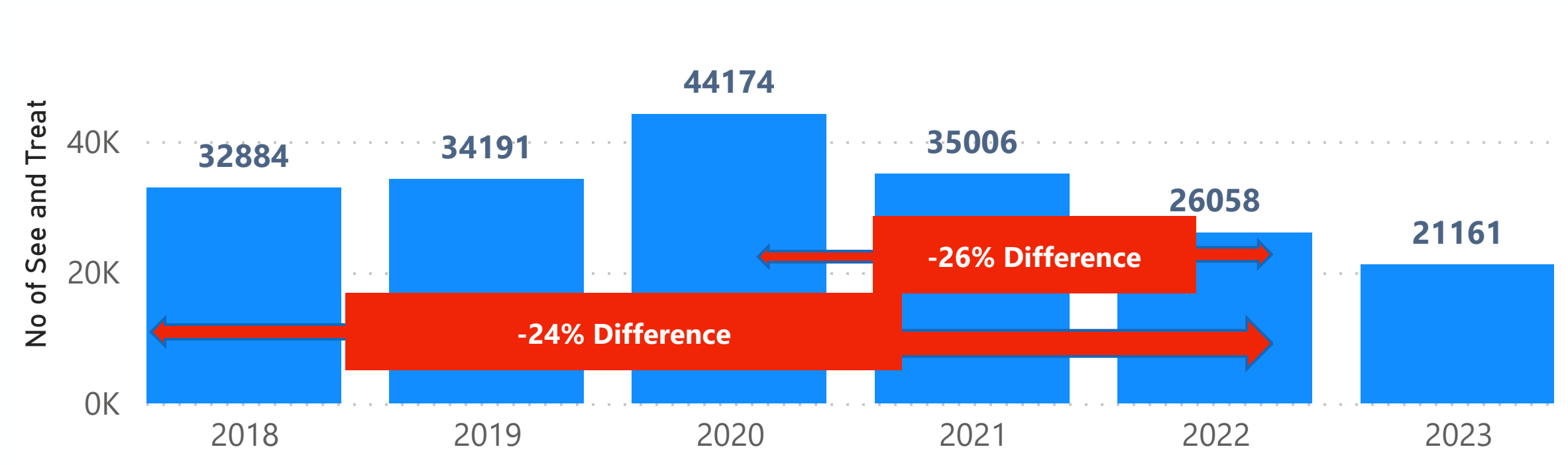## 6.1 Monthly Volume of See and Treat Responses

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

Values shown: 2171, 2028, 1826, 1829, 2004, 2247, 2186, 2129, 2222

+4.4%
(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

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	Oct-2023
72	69	68	59	61	65	65	75	78	73	69	69	70	72

6.3 Annualised Data - Number of See and Treat Responses

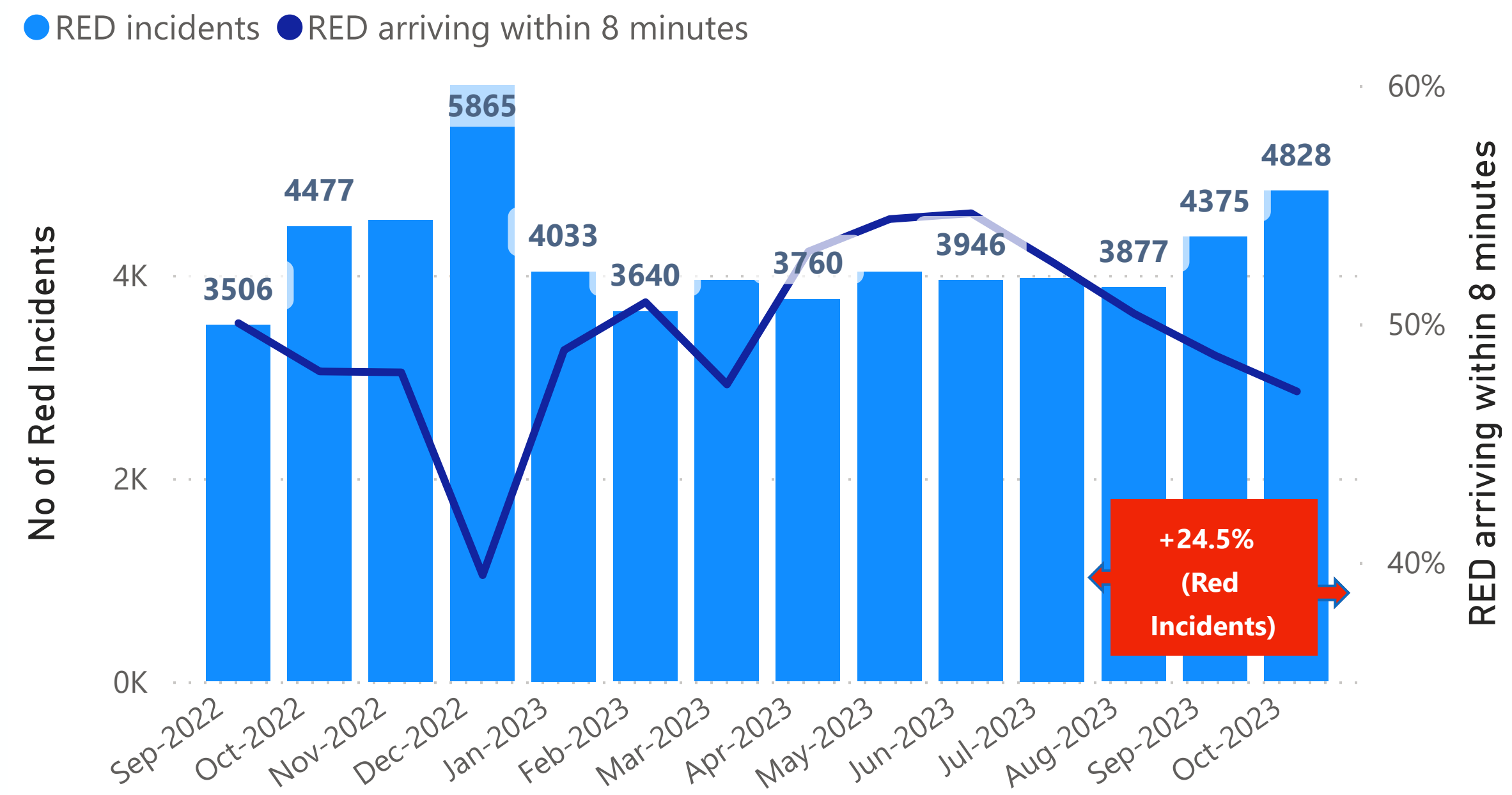| 2018	2019	2020	2021	2022	2023
32884	34191	44174	35006	26058	21161

-24% Difference

-26% Difference
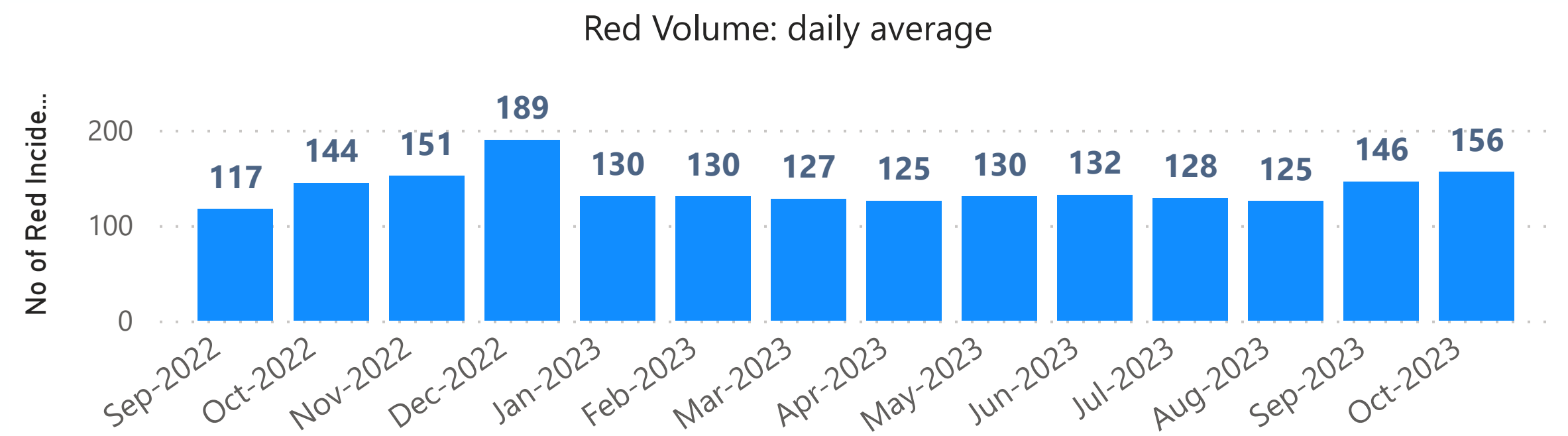
Performance Report | RED incidents

There has been an increase in the number of red incidents for the period shown. The number of red incidents in October 2023 were 7.8% higher as compared to October 2022. The 8 min % performance has reduced since June 2023. The daily average in October 2023 were 12 incidents higher than October 2022.

7.1 Monthly Volume of Red Incidents and Red % Performance

● RED incidents ● RED arriving within 8 minutes

Monthly values: 3506, 4477, 4477, 5865, 4033, 3640, 3760, 3946, 3877, 4375, 4828

+24.5% (Red Incidents)

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

7.2 Daily Average - Red Volume

Red Volume: daily average

Sep-2022: 117, Oct-2022: 144, Nov-2022: 151, Dec-2022: 189, Jan-2023: 130, Feb-2023: 130, Mar-2023: 127, Apr-2023: 125, May-2023: 130, Jun-2023: 132, Jul-2023: 128, Aug-2023: 125, Sep-2023: 146, Oct-2023: 156

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

2018: 24609, 2019: 27622, 2020: 27563, 2021: 38339, 2022: 46485, 2023: 40407

+21% Difference

+68% Difference

Performance Report | RED incident response time

Red median and 65th percentile has increased since June 2023. The 95th percentile was 1.4 minutes less in October 2023 as compared to October 2022 and the longest red was 25 minutes less for the same period.

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

● Median ● 65th

Median values: 8.0, 8.3, 8.3, 10.0, 8.2, 7.9, 8.4, 7.6, 7.4, 7.3, 7.6, 8.0, 8.2, 8.4

65th values: 10.6, 10.8, 11.1, 13.2, 10.8, 10.3, 11.3, 10.0, 9.8, 9.8, 10.1, 10.6, 10.9, 11.0

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, Oct-2023

+5% Difference Median
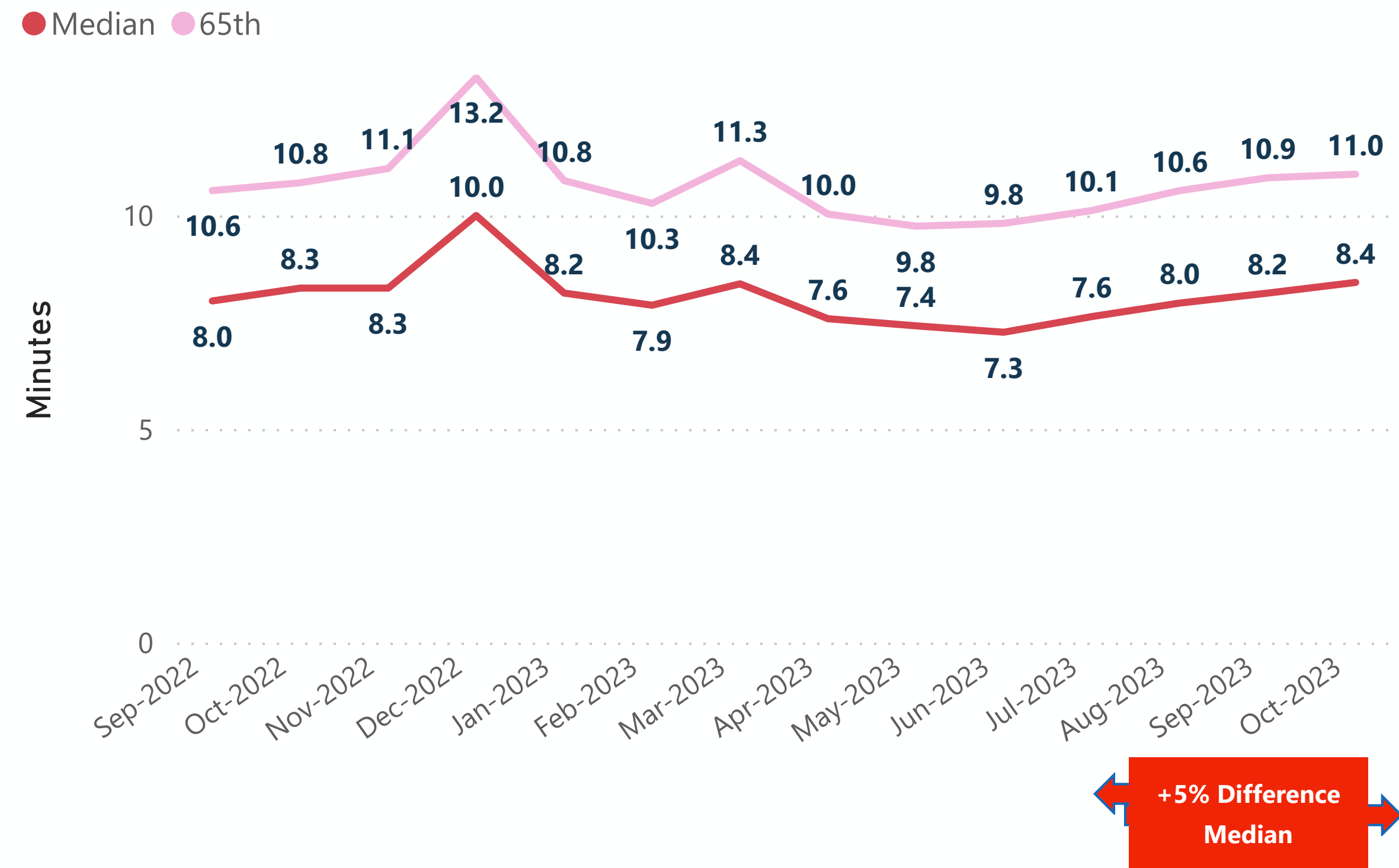
Source: AQI11 Red Category Median, 65th and 95th Response Minutes

8.2 95th Percentile Red Response Time (Minutes)

23.7, 25.0, 24.8, 30.4, 25.0, 23.9, 24.8, 23.0, 21.6, 22.2, 22.7, 23.6, 24.3, 23.6

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, Oct-2023

8.3 Longest Red

Minutes

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, Oct-2023

Performance Report | AMBER incidents

There was a 4% reduction in the number of amber incidents from August to October 2023. The number of amber incidents in October 2023 were 6.1% higher than October 2022. The daily average were 29 amber incidents higher for the same period.
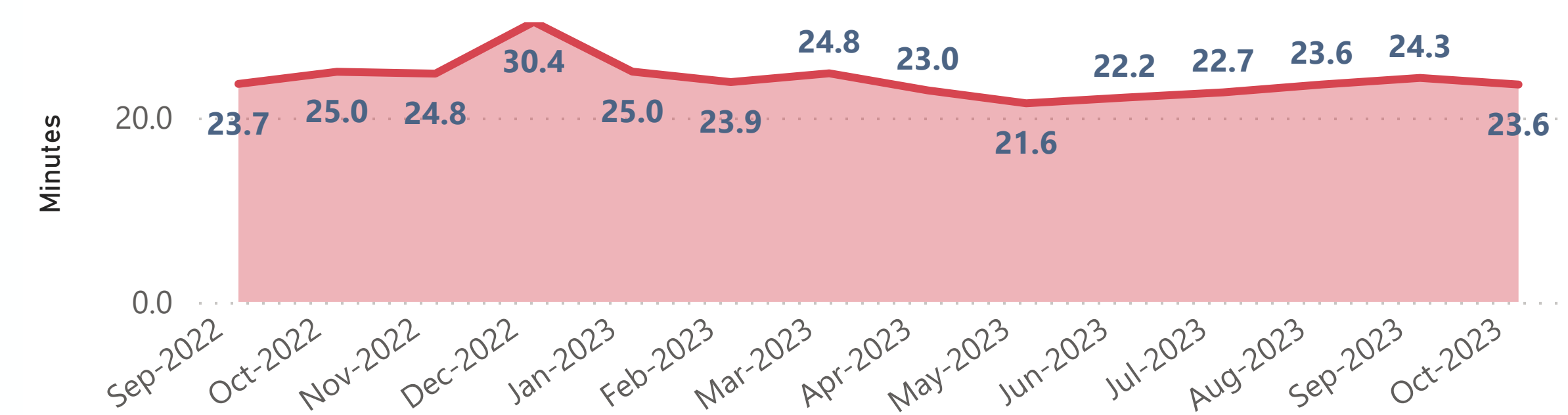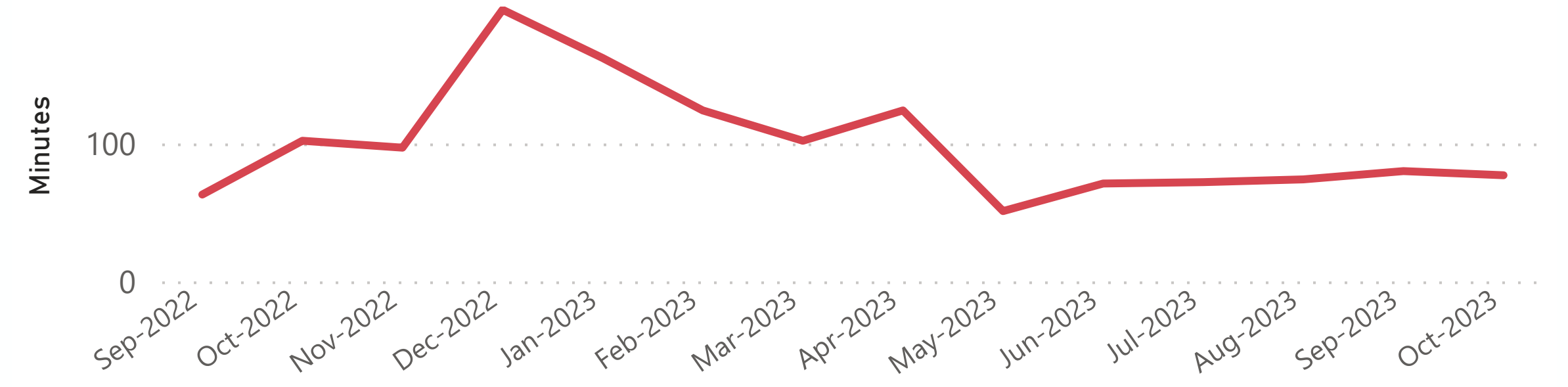
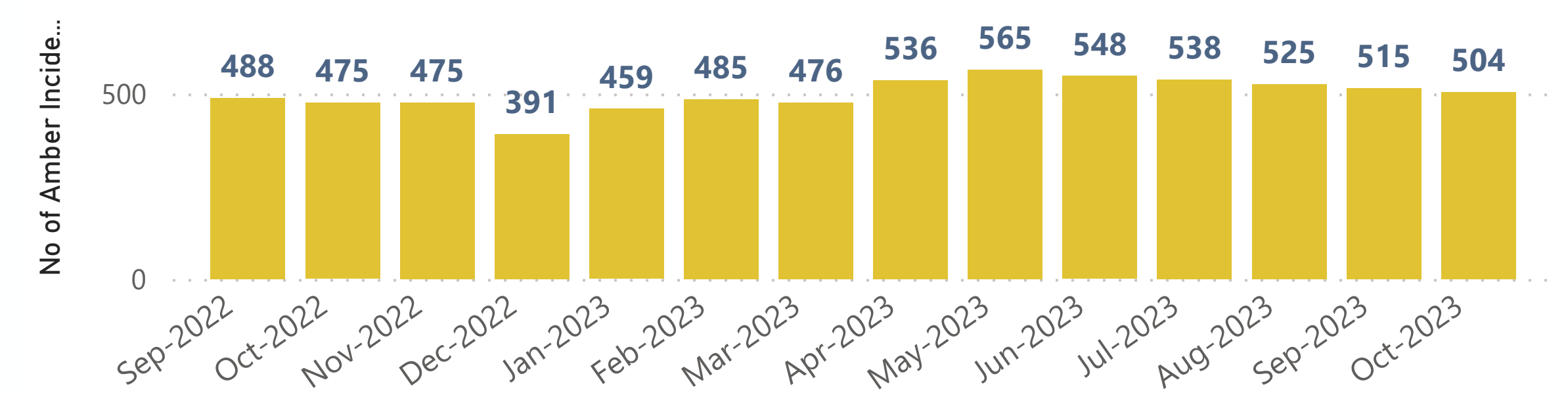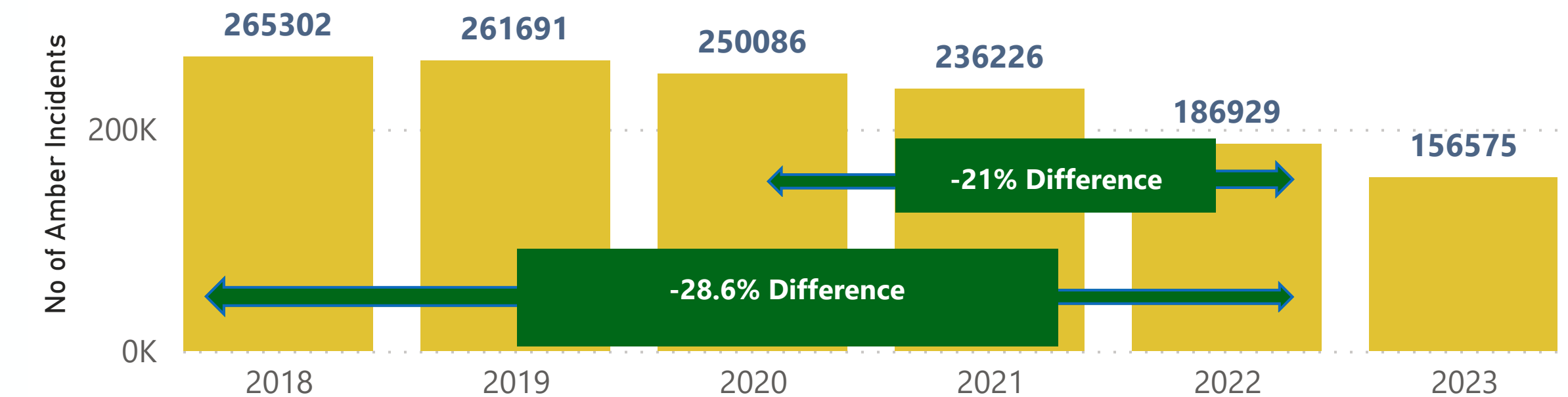## 9.1 Monthly Volume of Amber Incidents

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

Values shown on chart: 14625, 14724, 14257, 12134, 14227, 13584, 14749, 16091, 17501, 16666, 16266, 15446, 15618

-4% Difference
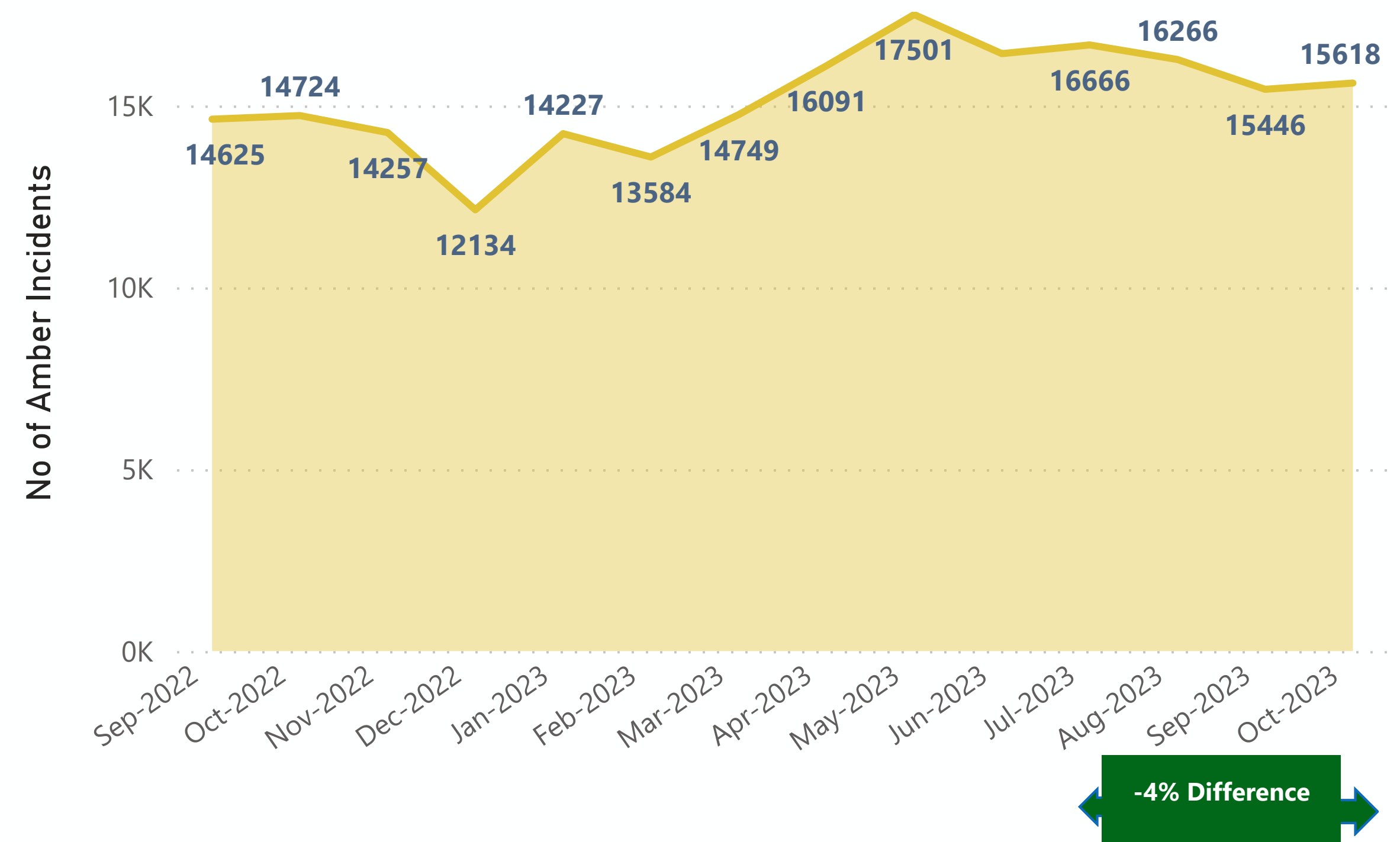
9.2 Daily Average - Number of Amber Incidents

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	Oct-2023
488	475	475	391	459	485	476	536	565	548	538	525	515	504

9.3 Annualised Data - Number of Amber Incidents

2018	2019	2020	2021	2022	2023
265302	261691	250086	236226	186929	156575

-21% Difference

-28.6% Difference

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Performance Report | AMBER incident response times

There was a 9.9% increase in amber median from August 2023 to October 2023. The amber median and the 65th percentile in October 2023 were 17.6% and 17.4% respectively lower with October 2022. The 95th percentile was 53 minutes lower and the longest amber was 284 minutes lower for the same period.
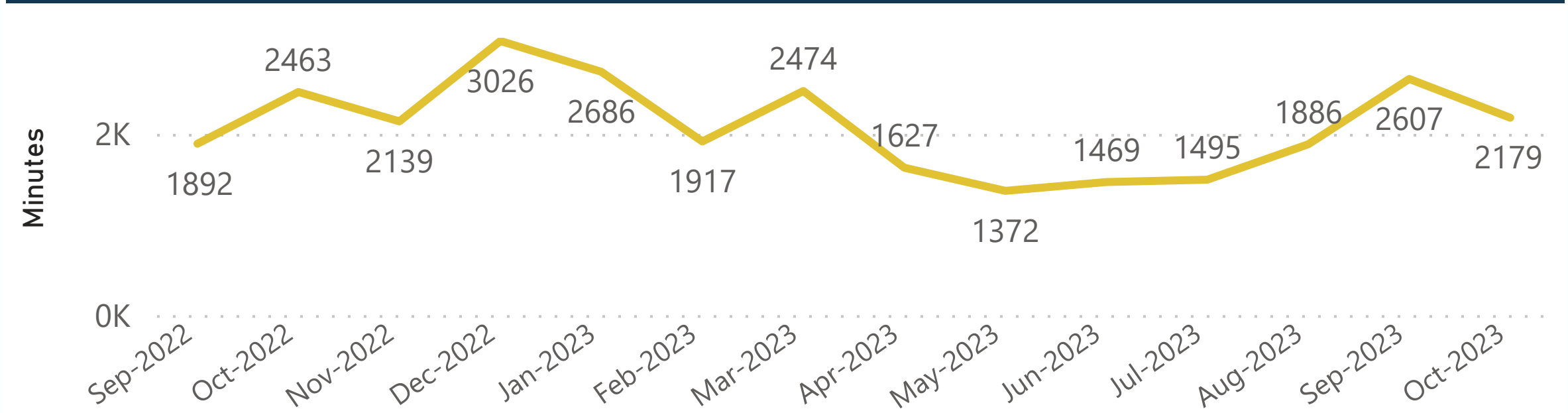
10.1 Median and 65th Percentile Amber Response Time (Minutes)

● Median ● 65th

+9.9%
(median)

Source: AQI11 Amber Category Median, 65th and 95th Response Minutes
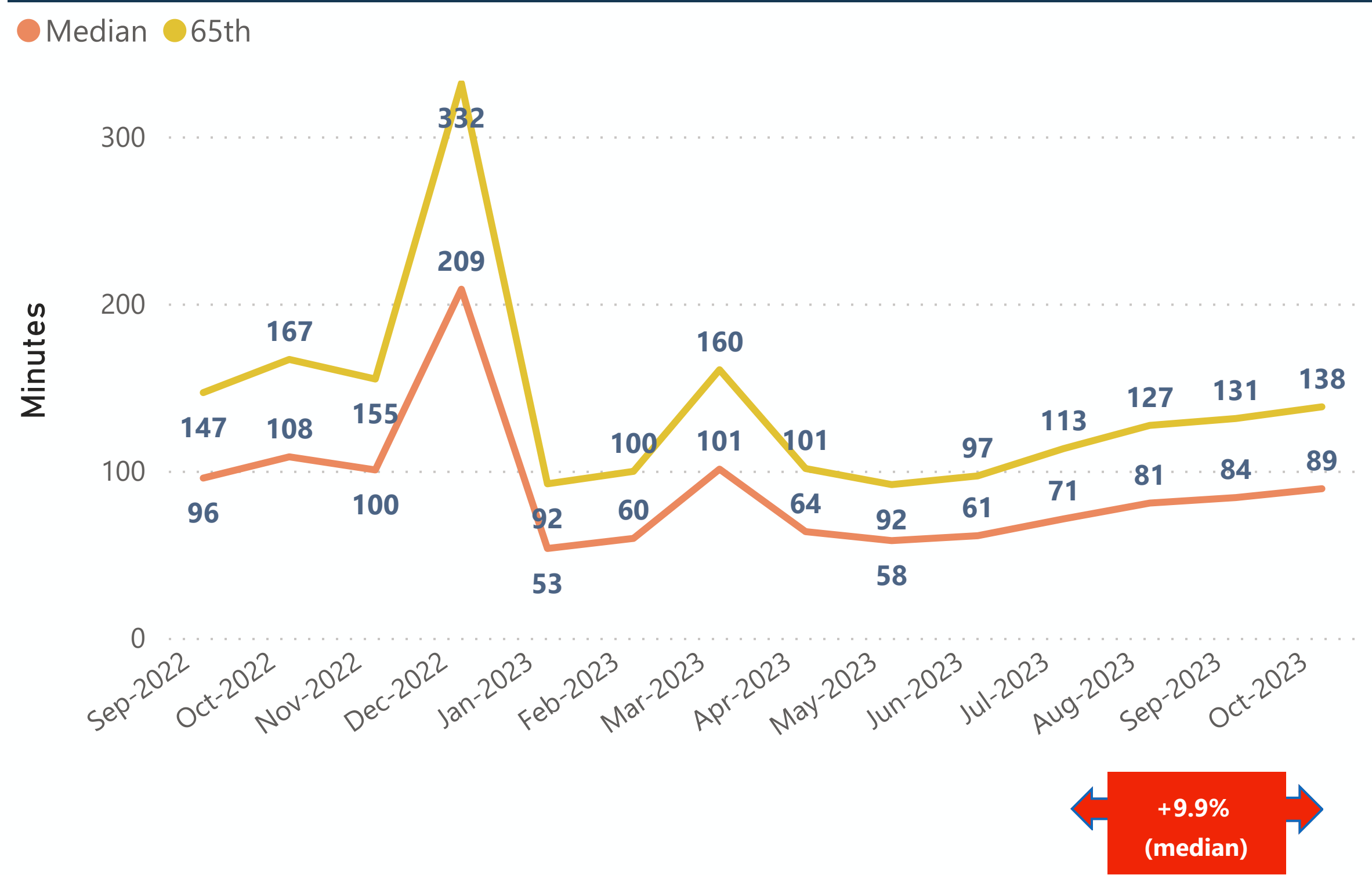
10.2 95th Percentile Amber Response Time (Minutes)
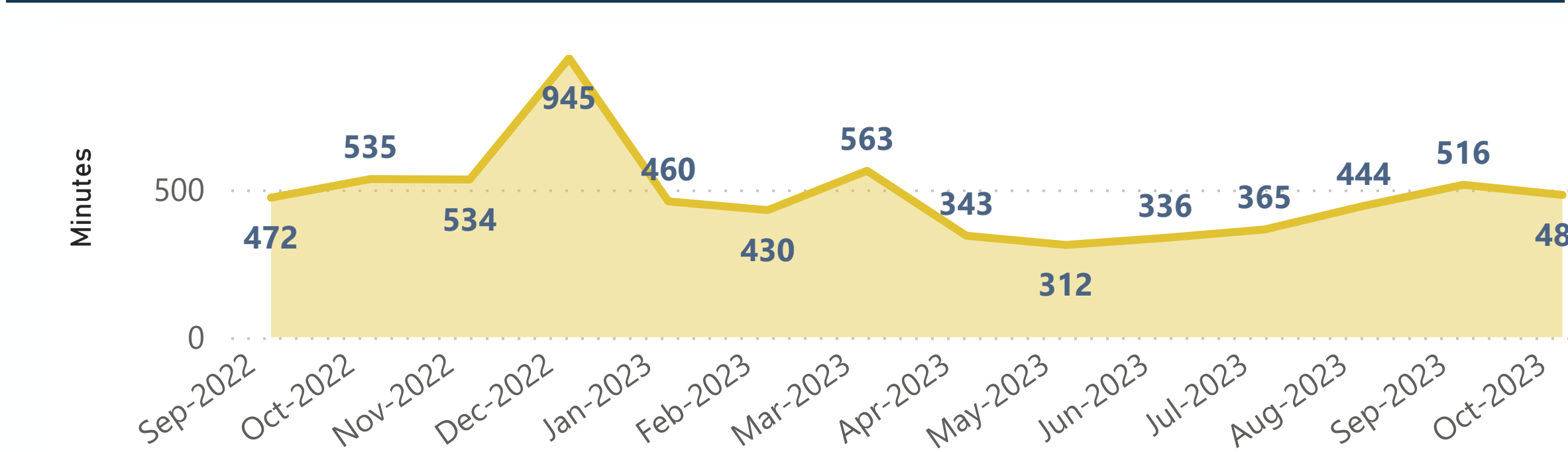
10.3 Longest Amber (Minutes)

Performance Report | GREEN incidents

The number of green incidents reduced by 13.9% from August 2023 to October 2023. The number of green incidents in October 2023 were 15% higher than in October 2022. The daily average were 6 incidents higher for the same date period.
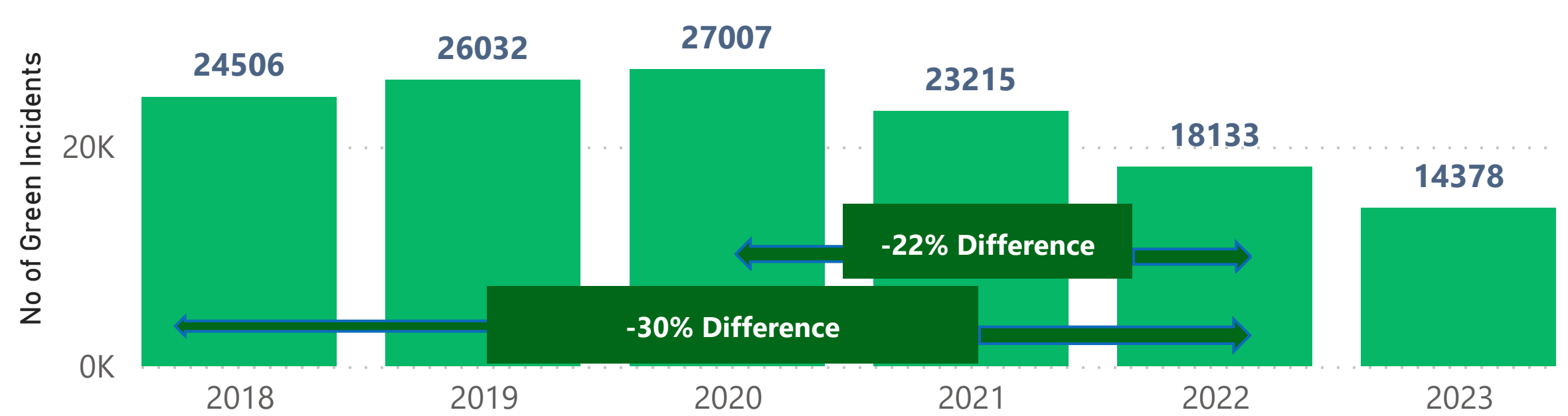
11.1 Monthly Volume of Green Incidents

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

11.2 Daily Average - Number of Green Incidents

11.3 Annualised Data - Number of Green Incidents
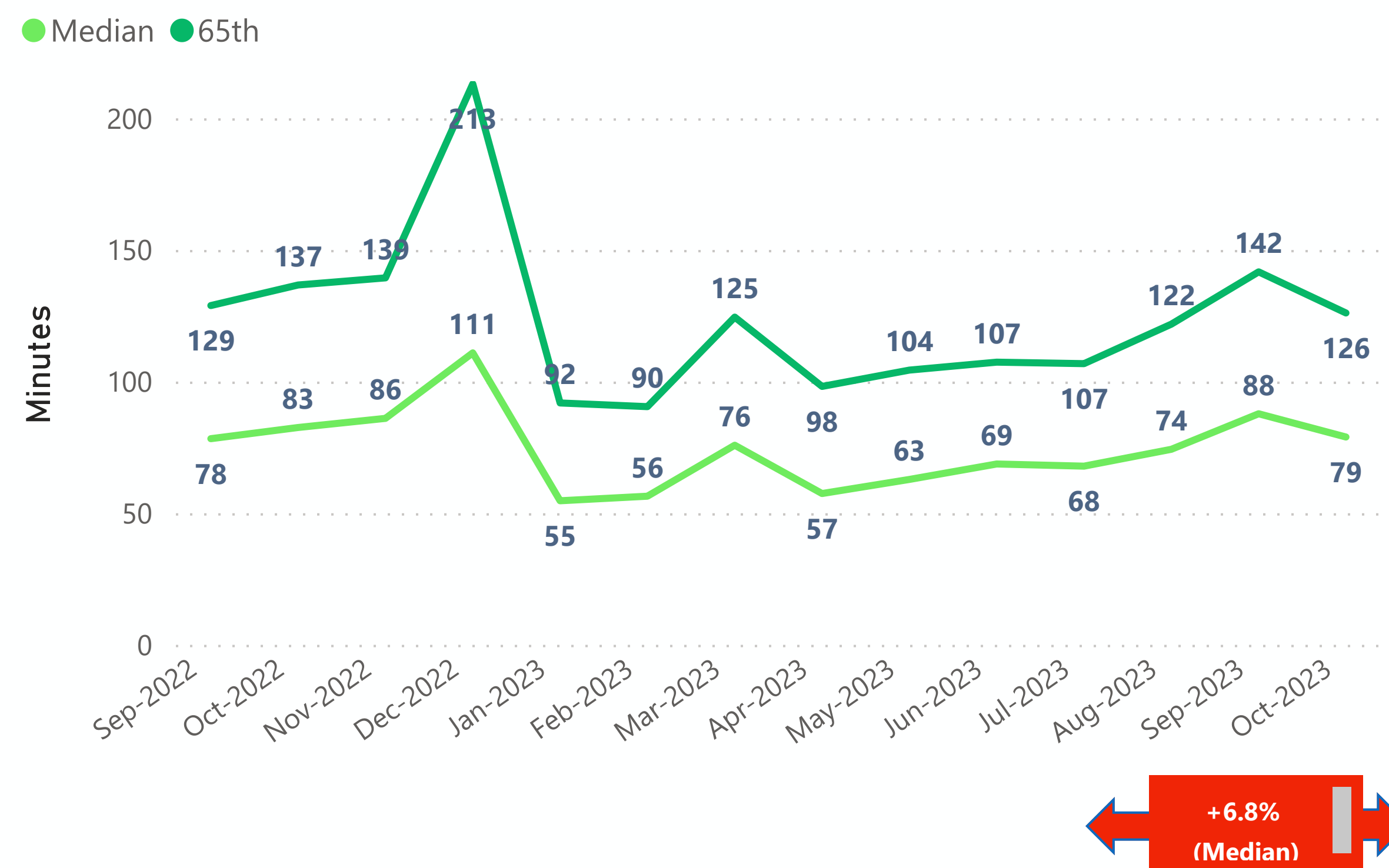
Performance Report | GREEN incident response times

Green median and 65th percentile have been increasing since April 2023. There is a 6.8% increase in Green Median from August 2023 to October 2023. Green median in October 2023 was 4 minutes lower than October 2022. The green 65th percentile was 11 minutes lower and the green 95th percentile was 13 minutes higher for the same period.

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

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

+6.8% (Median)

12.2 95th Percentile Green Response Time (Minutes)

12.3 Longest Green

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 reduci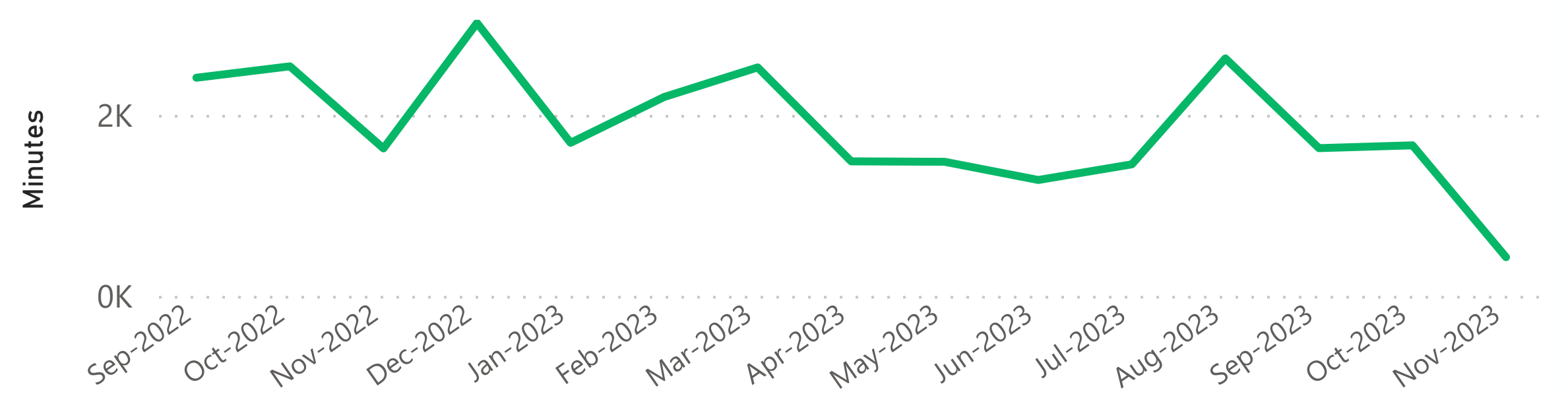ng. In October 2023, the number of incidents transported to Tier 1 sites were 13.1% higher than October 2022. The daily number of incidents were 51 incidents higher for the same period.

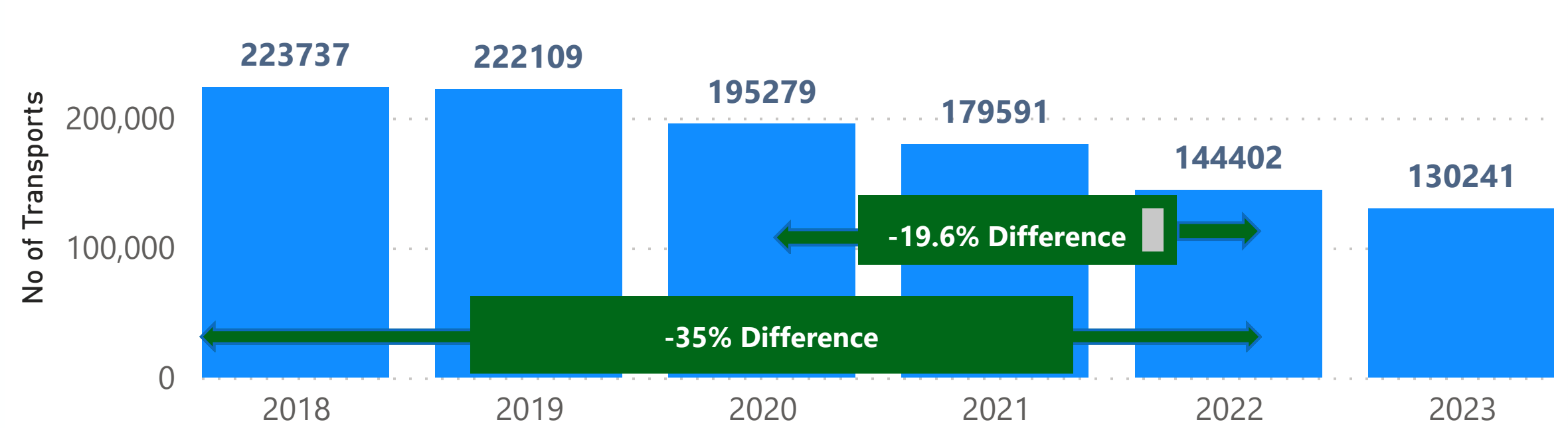## 13.1 Monthly Volume of Transport to Major ED Units

Source: AQI19ii Tier 1 Major A&E Units

+2.6%

Data points (No of Transports to Major ED Units):
11298, 11970, 11994, 10965, 12043, 11397, 12190, 12851, 14455, 13868, 13203, 13055, 13543
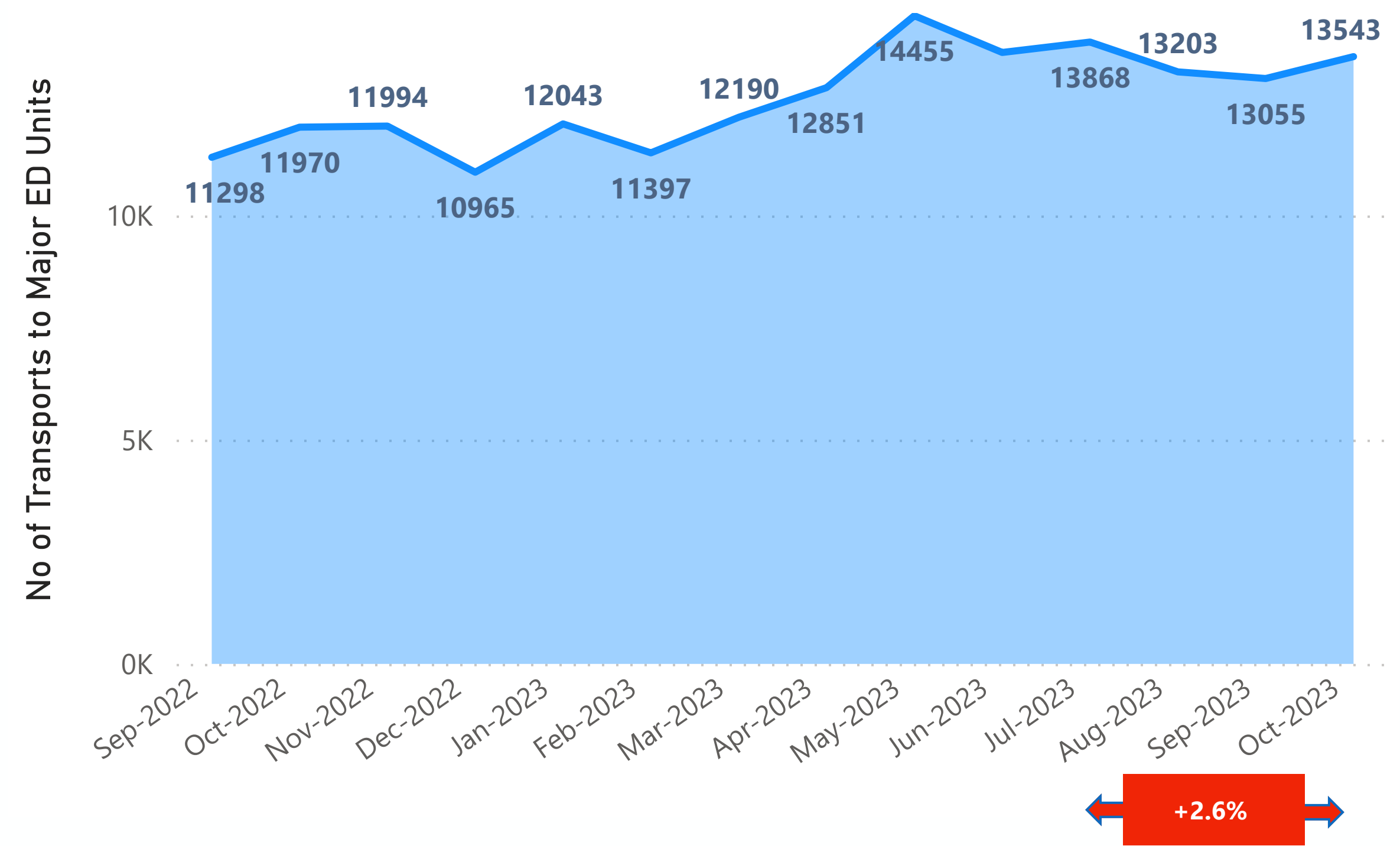
13.2 Daily Average - Number of Transport to Major ED Units

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	Oct-2023
377	386	400	354	388	407	393	428	466	455	447	426	435	437

13.3 Annualised Data - No of Transport to Major ED Units

2018	2019	2020	2021	2022	2023
223737	222109	195279	179591	144402	130241

-19.6% Difference

-35% Difference

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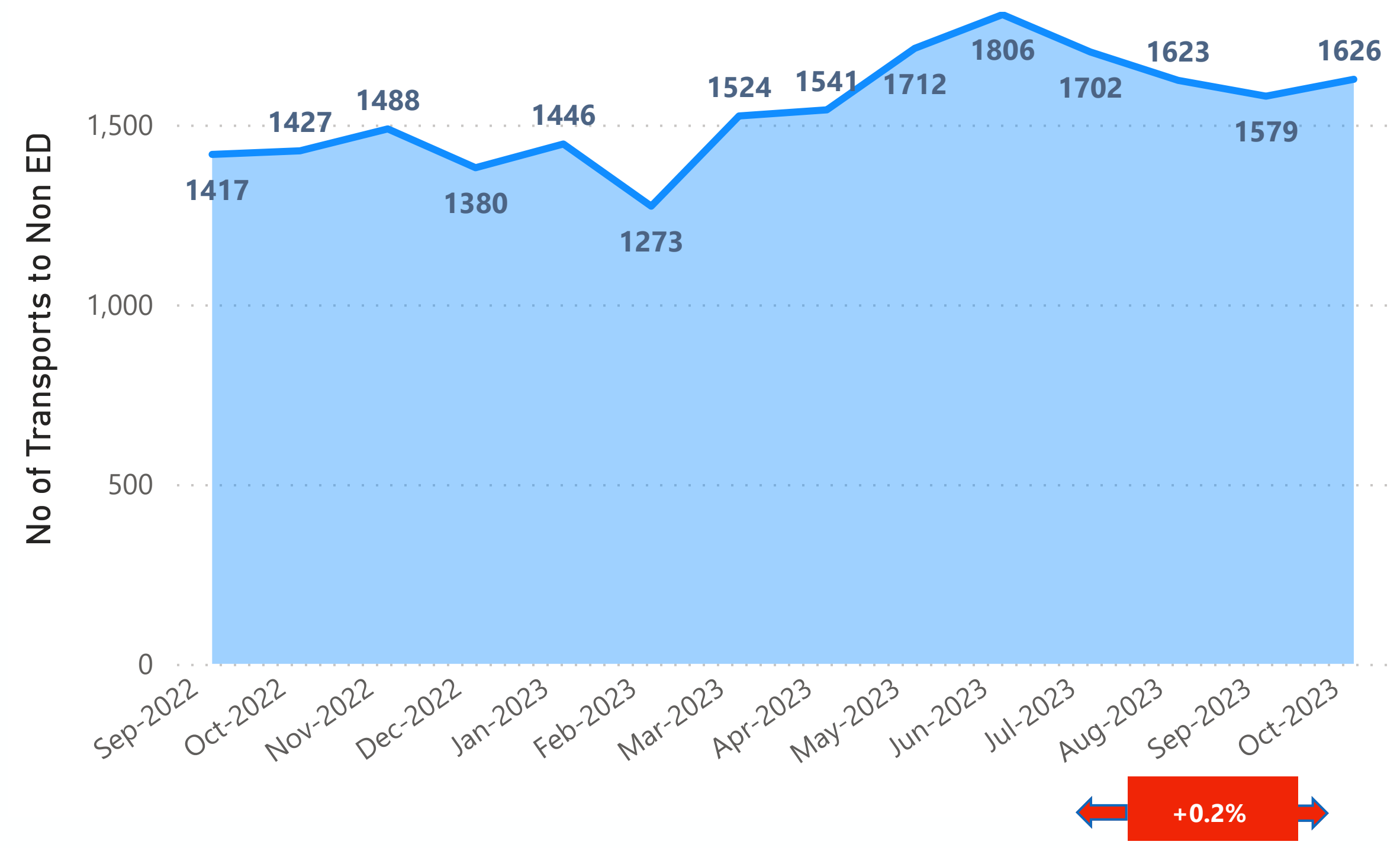
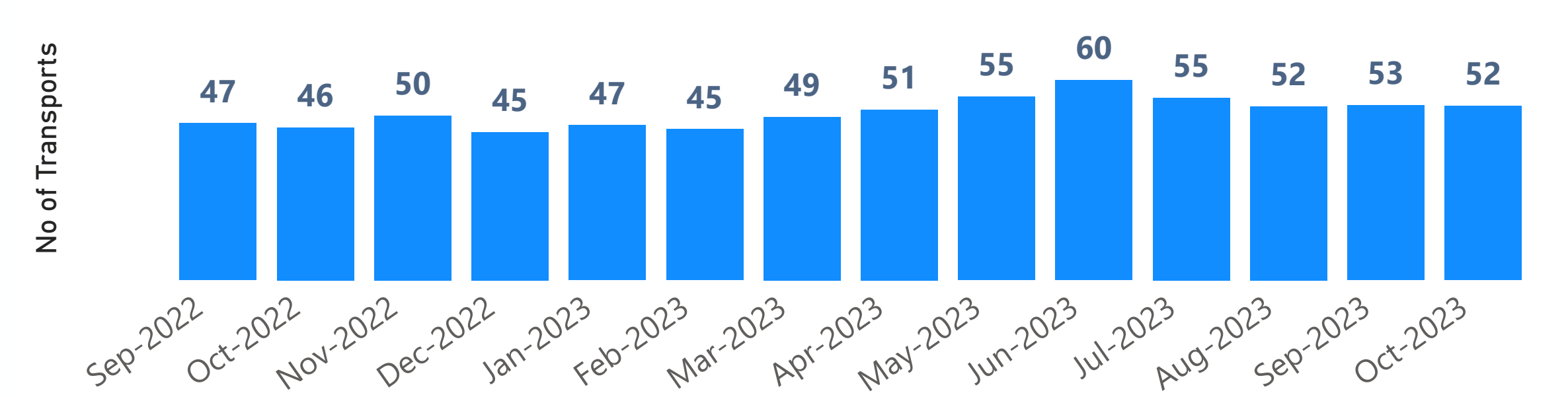# Performance Report | Transported to non-Tier 1 site

There has been a 0.2% reduction in the number of incidents transported to non Tier 1 sites from August 2023 to October 2023. The number of incidents transported to non tier 1 sites were 13.9% increase in October 2023 as compared to the same period the previous year. The daily average in October 2023 were 6 incidents higher than October 2022.

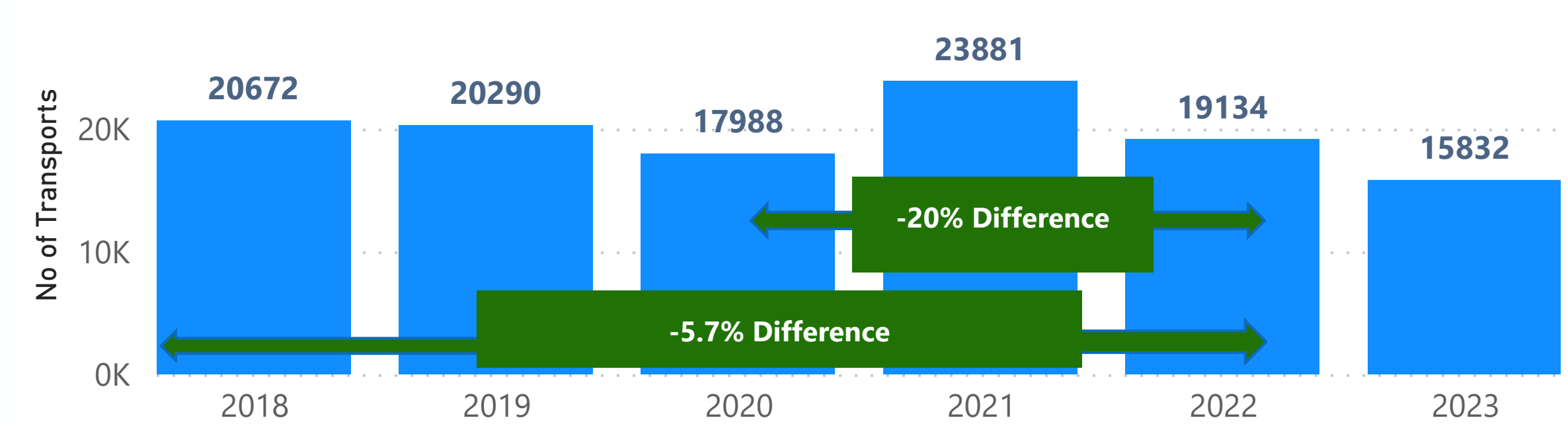## 14.1 Monthly Volume of Transport to non Major ED

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

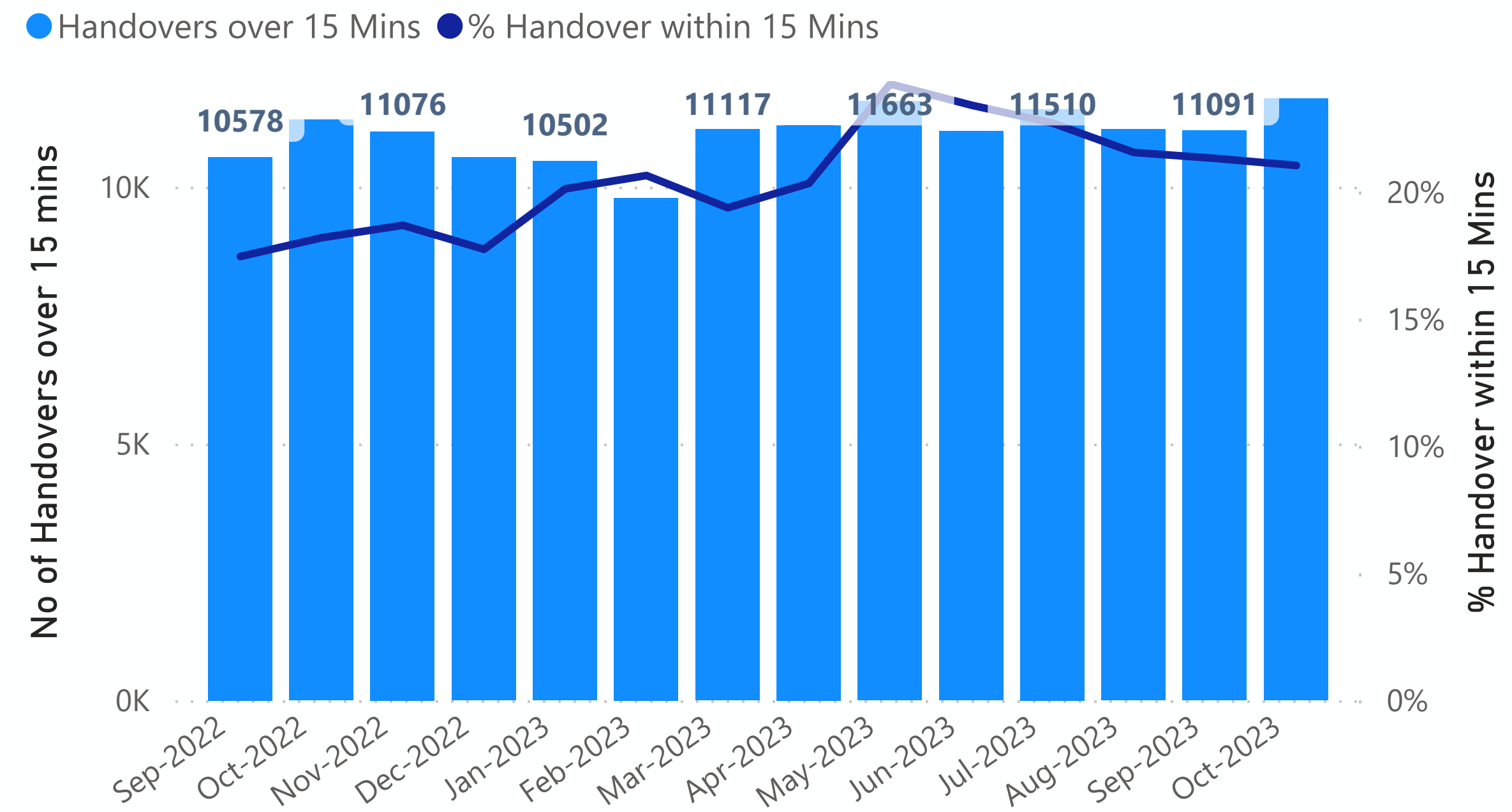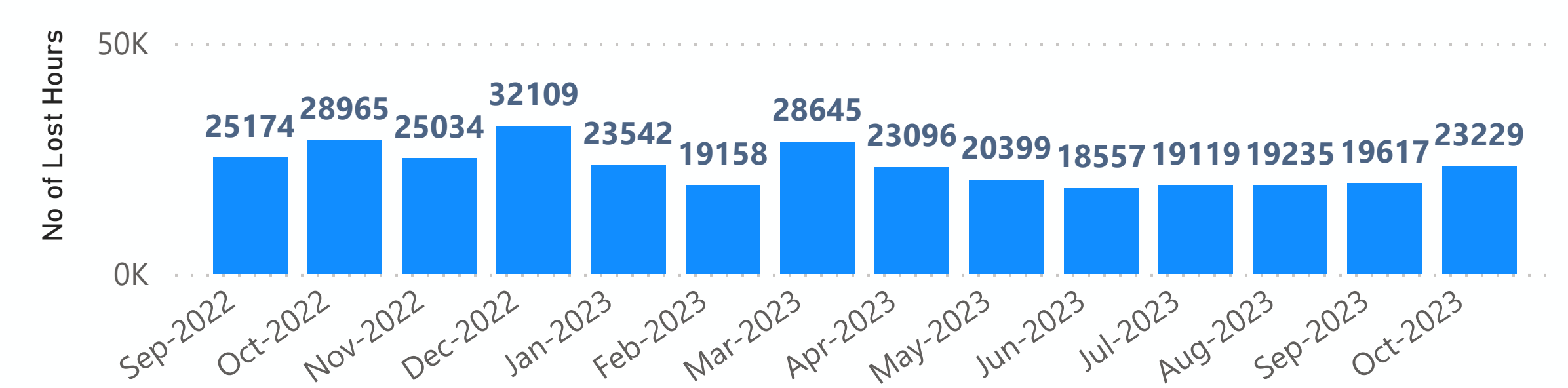## 14.3 Annualised Data - Transport to Non Major ED

Performance Report | Handover delays over 15-minutes

The number of handovers over 15 mins in October 2023 were 3.6% higher as compared to October 2022. The % of handovers within 15 minutes were 3% higher for the same period. The total lost hours for October 2023 increased by 18.4% from the previous month. The total lost hours over 15 minutes in October 2023 were 19.8% lower than October 2022.
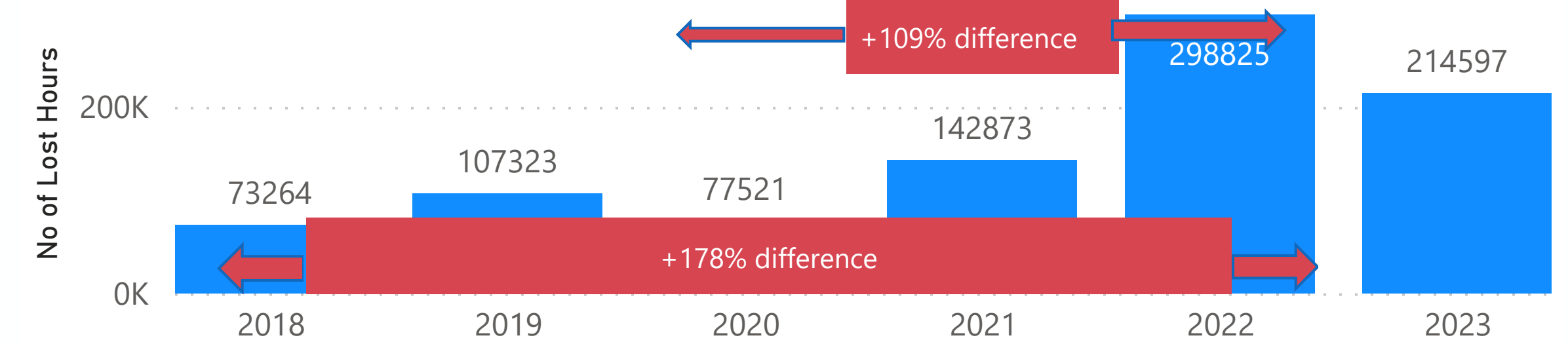
15.1 Volume of Handovers over 15 minutes

● Handovers over 15 Mins ● % Handover within 15 Mins

No of Handovers over 15 mins / % Handover within 15 Mins

10578 11076 10502 11117 11663 11510 11091

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, Oct-2023

15.2 Hours lost for handovers over 15 minutes

No of Lost Hours

25174 28965 25034 32109 23542 19158 28645 23096 20399 18557 19119 19235 19617 23229

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, Oct-2023

15.3 Hours Lost for handovers over 15 minutes

No of Lost Hours

+109% difference

298825

214597

73264 107323 77521 142873

+178% difference

2018 2019 2020 2021 2022 2023

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NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

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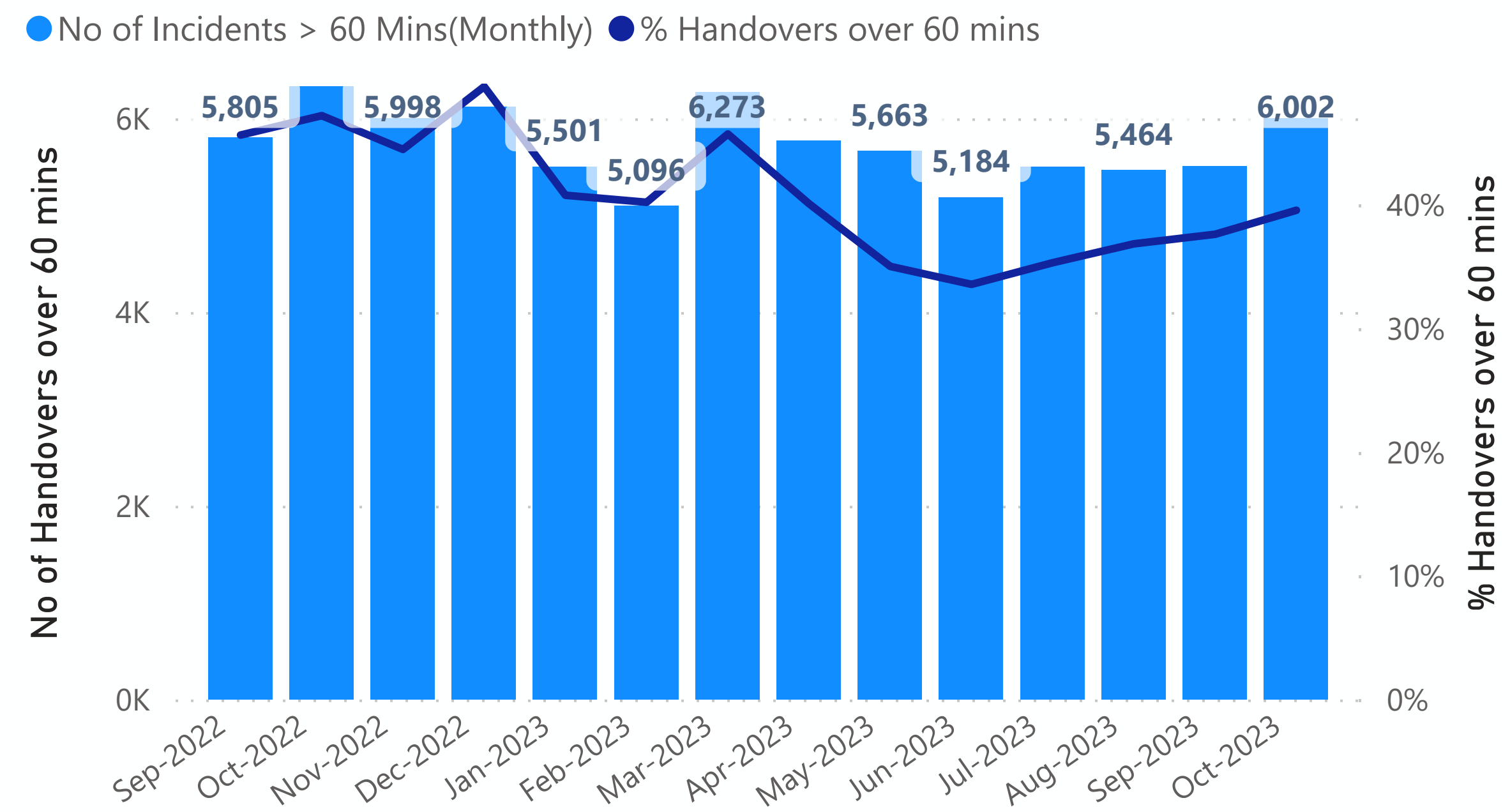
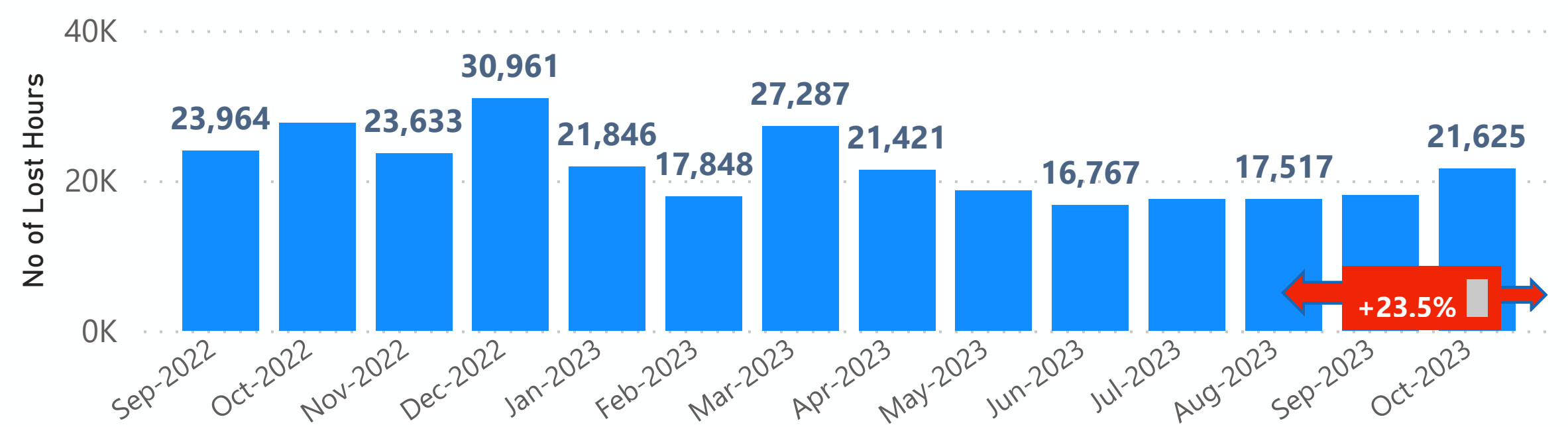# Performance Report | Handover delays over 60-minutes

The number and % of handovers over 60 minutes have been increasing since June 2023. The number and % of handovers over 60 minutes were 5.2% and 8% respectively lower in October 2023 as compared to October 2022. Total lost hours over 60 minutes were 21.9% lower for the same period.
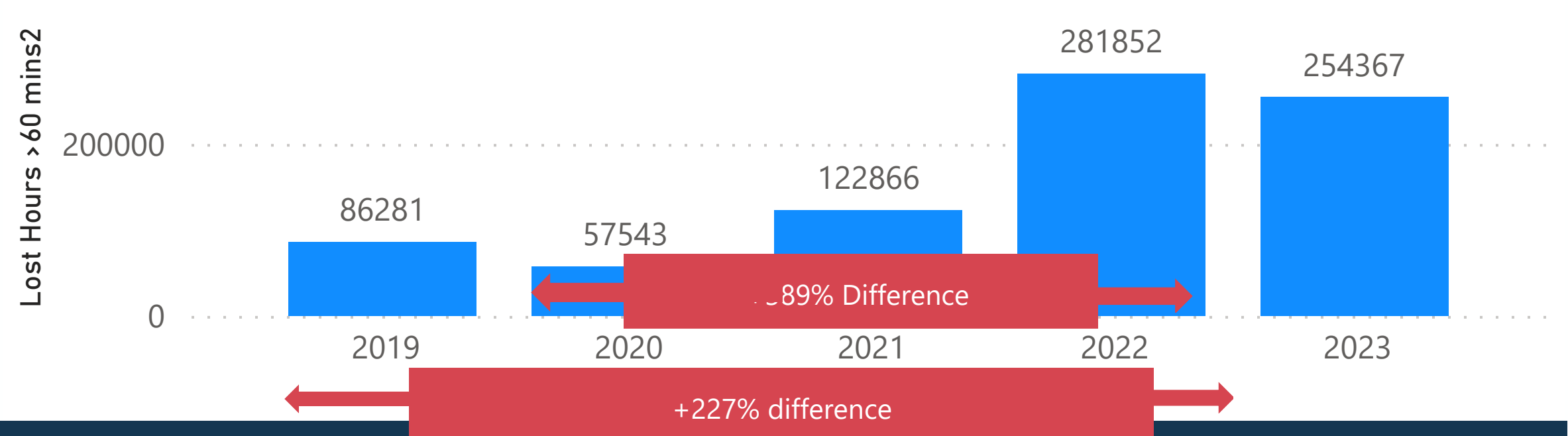
16.1 Number of Handovers over 60 minutes

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

No of Handovers over 60 mins: 5,805, 5,998, 6,273, 5,501, 5,096, 6,273, 5,663, 5,184, 5,464, 6,002

16.2 Hours lost for handovers over 60 minutes

No of Lost Hours:
- Sep-2022: 23,964
- Oct-2022: (not labelled)
- Nov-2022: 23,633
- Dec-2022: 30,961
- Jan-2023: 21,846
- Feb-2023: 17,848
- Mar-2023: 27,287
- Apr-2023: 21,421
- May-2023: (not labelled)
- Jun-2023: 16,767
- Jul-2023: (not labelled)
- Aug-2023: 17,517
- Sep-2023: (not labelled)
- Oct-2023: 21,625

+23.5%

16.3 Hours Lost for handovers over 60 minutes

Lost Hours >60 mins2:
- 2019: 86281
- 2020: 57543
- 2021: 122866
- 2022: 281852
- 2023: 254367

_89% Difference
+227% difference

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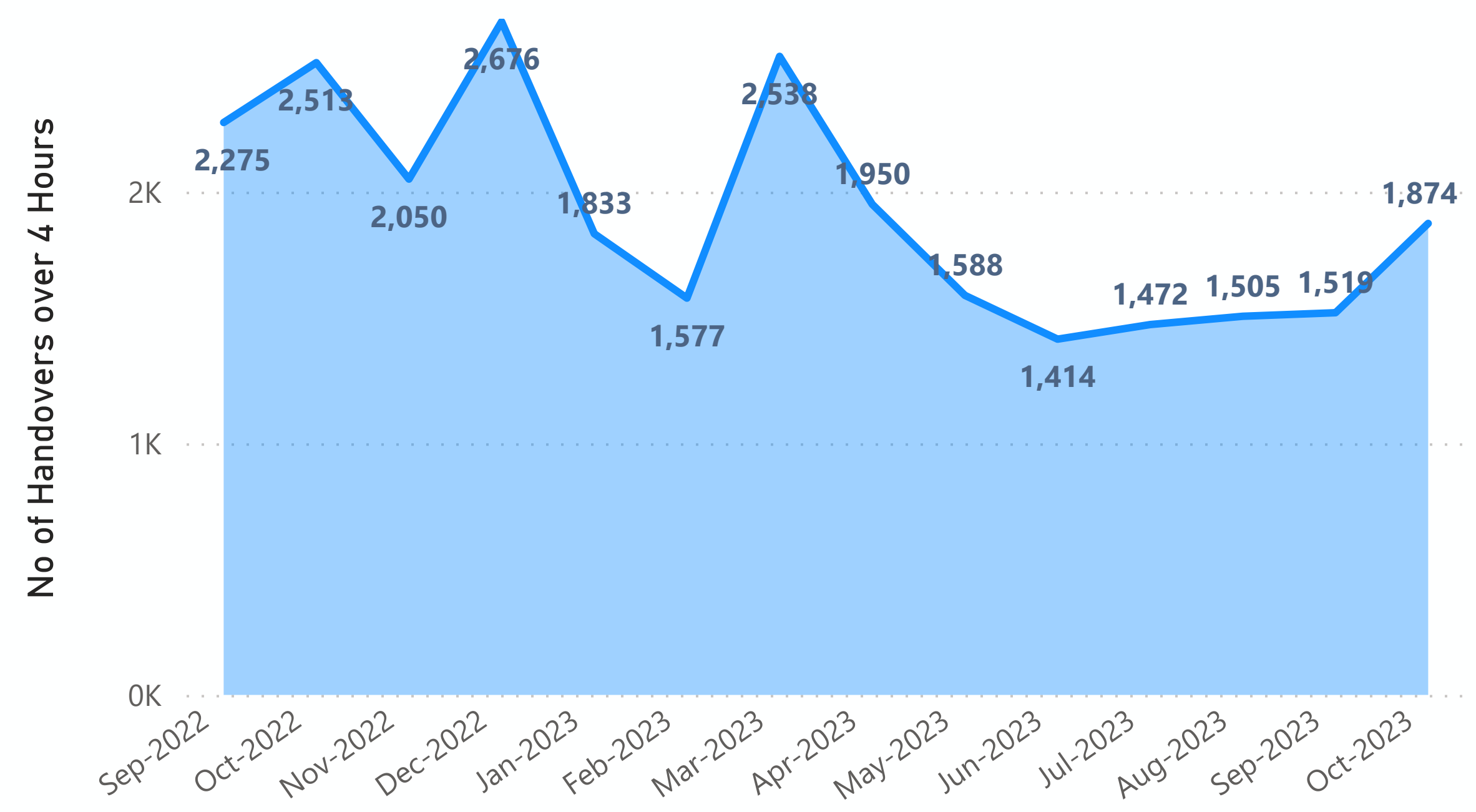GWASANAETHAU DIGIDOL
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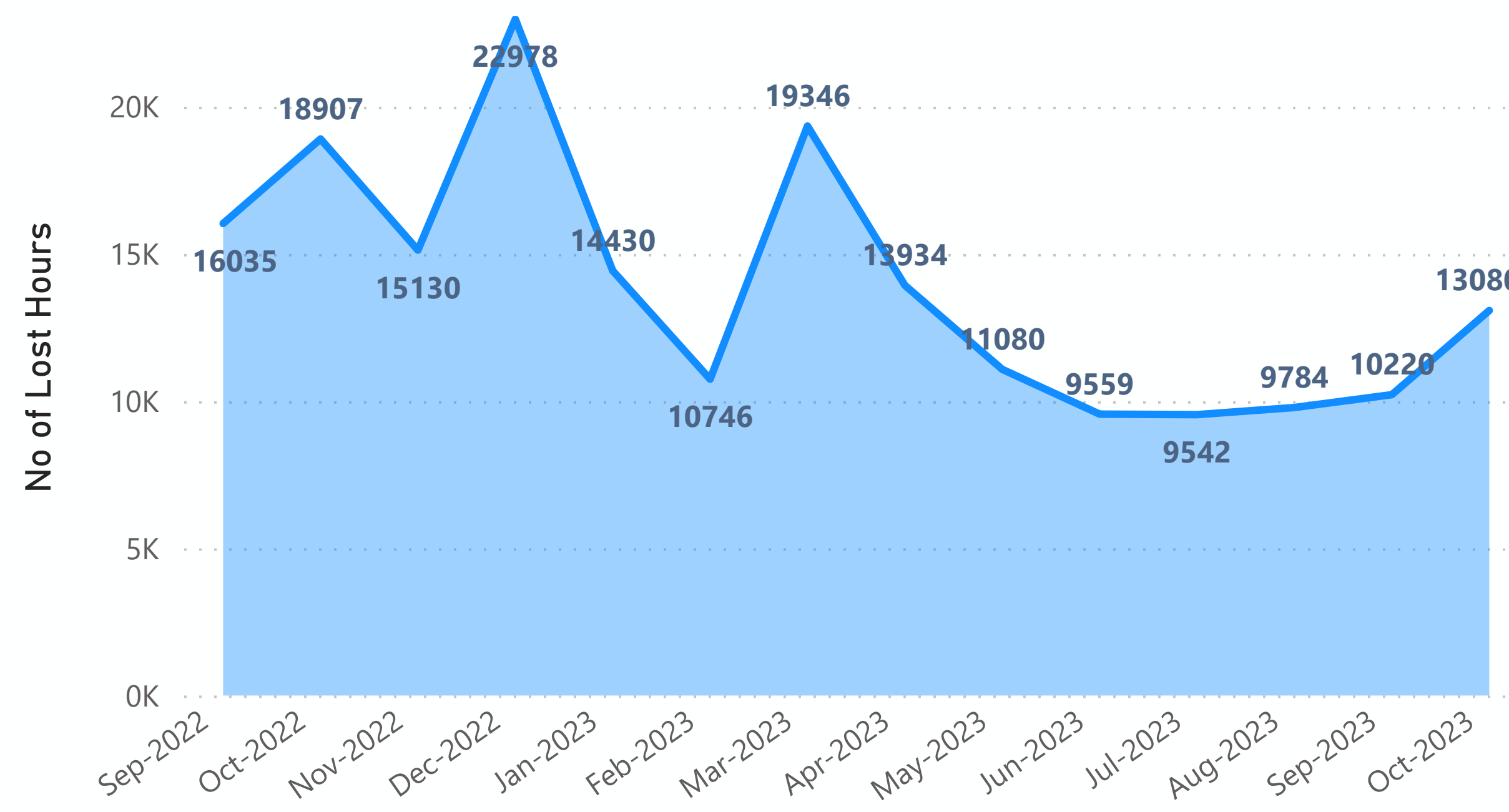# Performance Report | Handover delays over 4-hours

There is a downward trend for handovers over 4 hours and total lost hours. The number of delays over 4 hours were 25.4% lower in October 2023 as compared with October 2022, and a 30.8% reduction in lost hours over 4 hours for the same period.

17.1 Number of Handovers over 4 Hours

Data points (No of Handovers over 4 Hours):
- Sep-2022: 2,275
- Oct-2022: 2,513
- Nov-2022: 2,050
- Dec-2022: 2,676
- Jan-2023: 1,833
- Feb-2023: 1,577
- Mar-2023: 2,538
- Apr-2023: 1,950
- May-2023: 1,588
- Jun-2023: 1,414
- Jul-2023: 1,472
- Aug-2023: 1,505
- Sep-2023: 1,519
- Oct-2023: 1,874

17.2 Hours lost for handovers over 4 Hours

Data points (No of Lost Hours):
- Sep-2022: 16035
- Oct-2022: 18907
- Nov-2022: 15130
- Dec-2022: 22978
- Jan-2023: 14430
- Feb-2023: 10746
- Mar-2023: 19346
- Apr-2023: 13934
- May-2023: 11080
- Jun-2023: 9559
- Jul-2023: 9542
- Aug-2023: 9784
- Sep-2023: 10220
- Oct-2023: 13080

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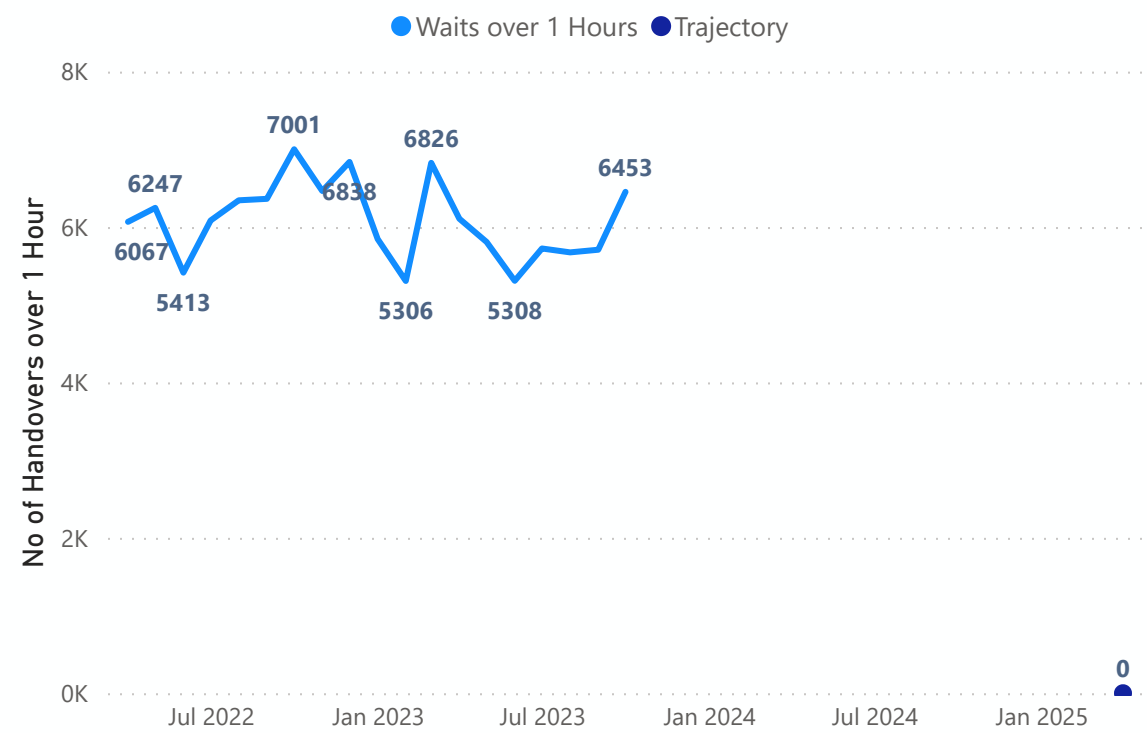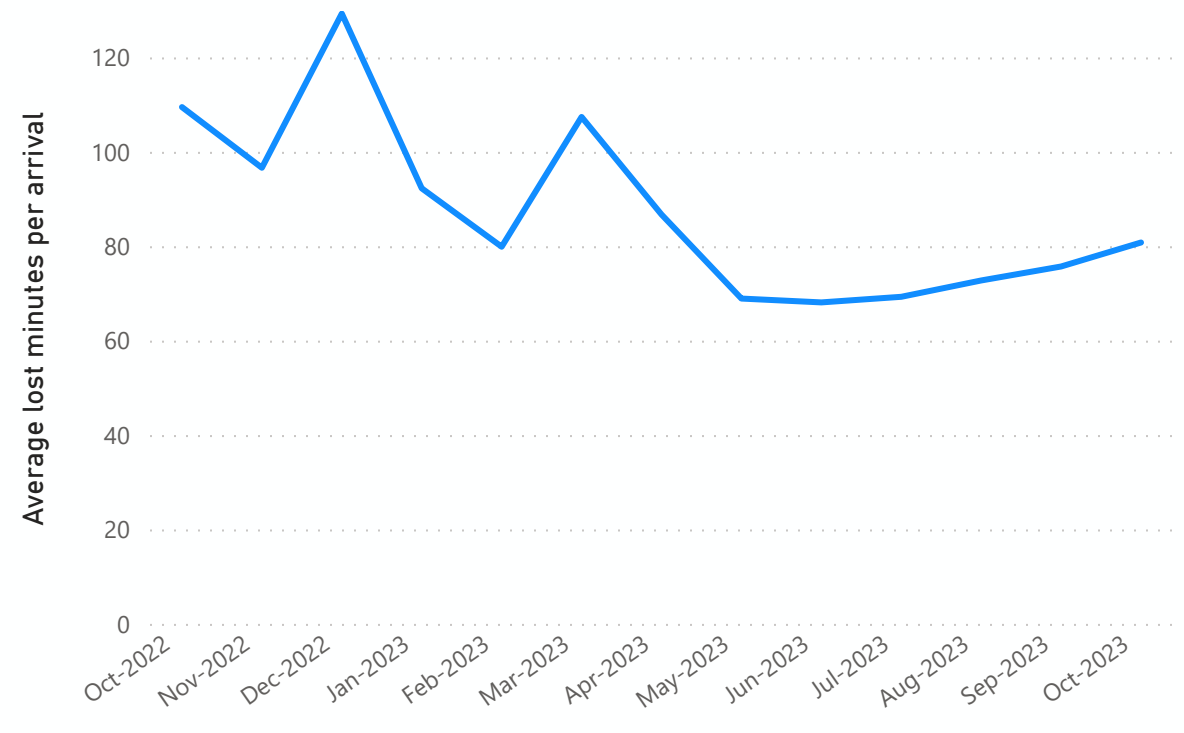
Performance Report | Trajectory

The number of handovers over 1 hour were 7.8% lower in October 2023 compared to October 2022. Average lost minutes per arrival for October 2023 were 28 minutes lower as compared to October 2022.

18.1 1 Hour Trajectory

- Waits over 1 Hours
- Trajectory

18.2 Average Lost Minutes per Arrival (All Vehicles)
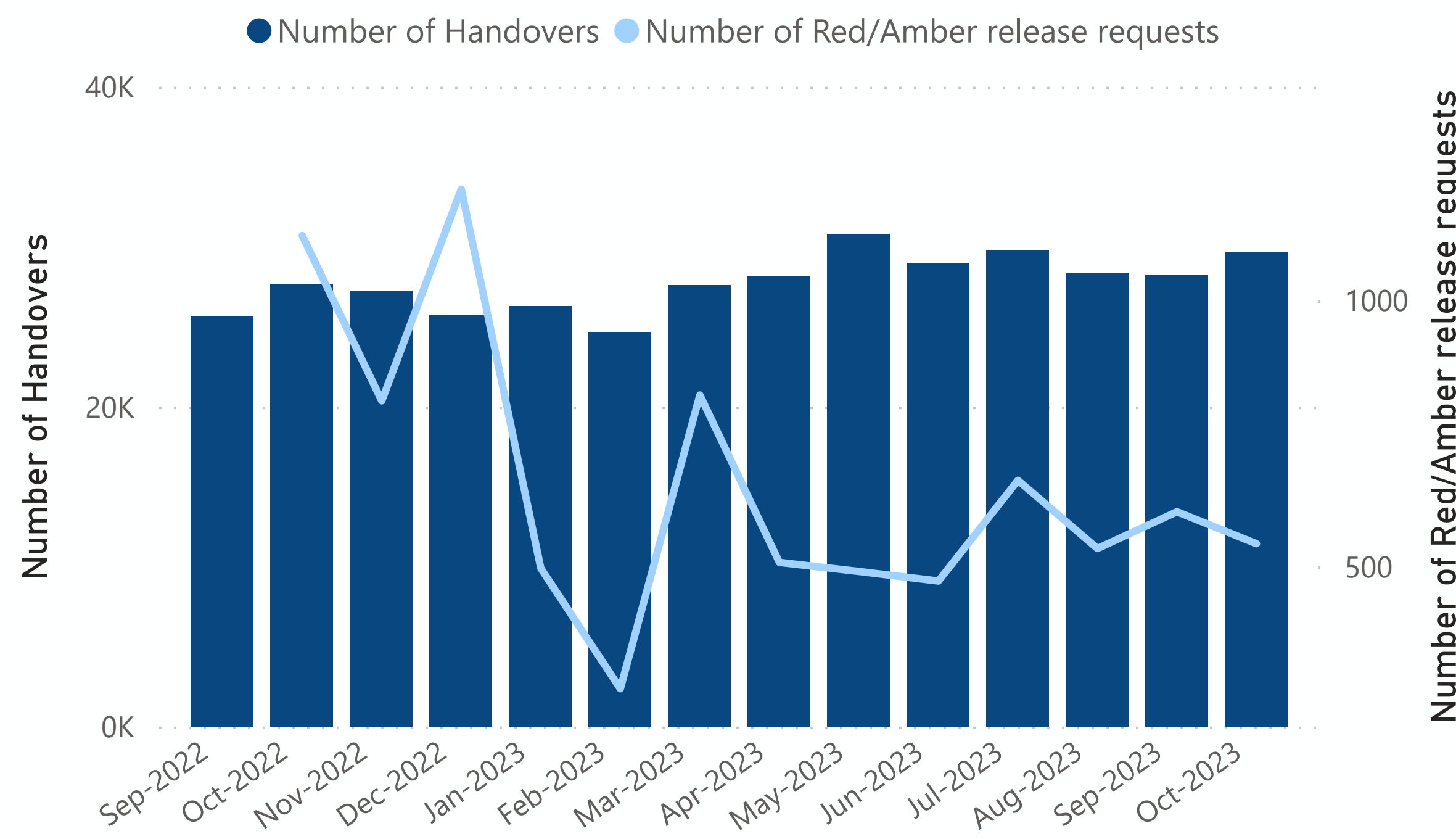
Performance Report | RED/AMBER release requests

There is a downward trend in both verified incidents and release requests throughout the period. Release requests were 51.6% lower in October 2023 as compared to October 2022. The number of incidents were 7.4% lower and the number of patients handed over were 7.3% higher for October 2023 as compared to October 2022.

19.1 Red/Amber Release Request v Verified Incidents

● Verified Incidents ● Number of Red/Amber release requests
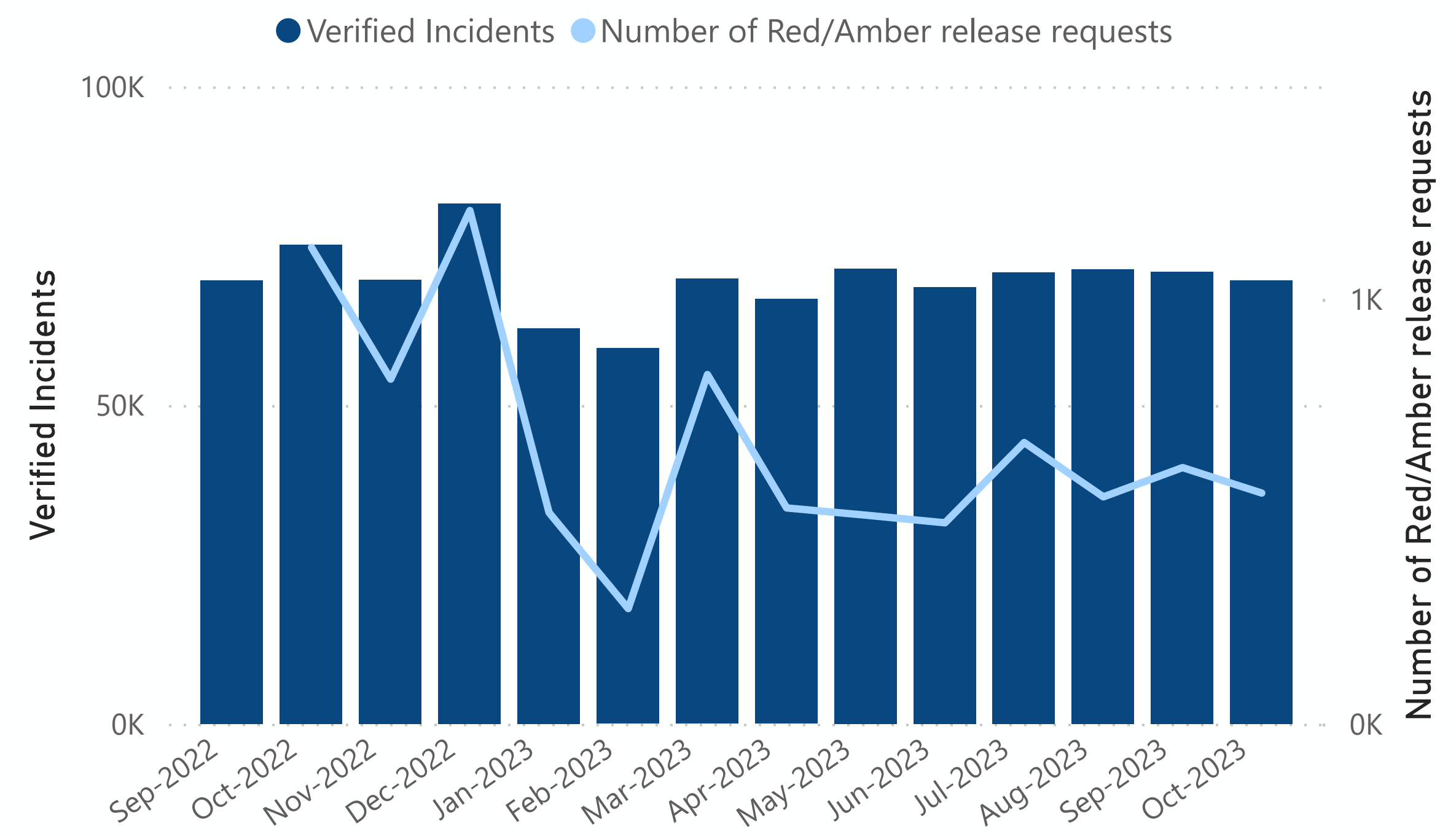
Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI5 Total number of incidents

19.2 Red/Amber Release Request v Total Handovers

● Number of Handovers ● Number of Red/Amber release requests

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	Average Recorded UHP	Highest Recorded UHP	Lowest Recorded UHP	Lowest Recorded UHP	Lowest Recorded UHP
87.00%	**93.05%**	**98.50%**	**90.4%**	**83.0%**	**86.2%**
All Wales Latest Month	All Wales Latest Month	All Wales Latest Month	N Wales Latest Month	C&W Wales Latest Month	SE Wales Latest Month

20.1 Daily UHP %
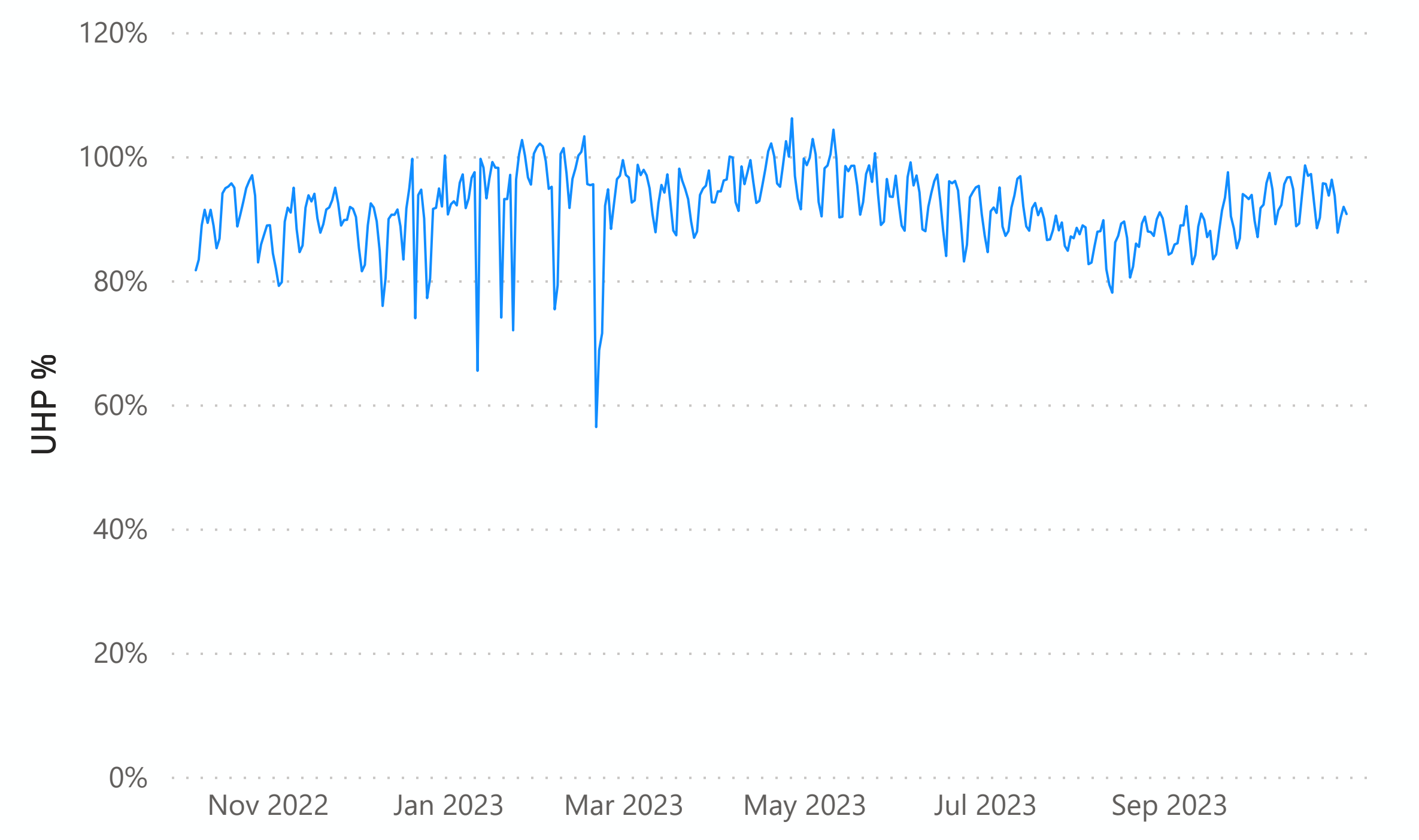
20.2 Monthly Average UHP % by Area

- All Vehicle C&W
- All Vehicle North
- Average of All Vehicle SE

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Performance Report | Unit Hour Production (UHP)

Legend: AB · BCU · CaV · CTM · Hdd · PtHB · SB

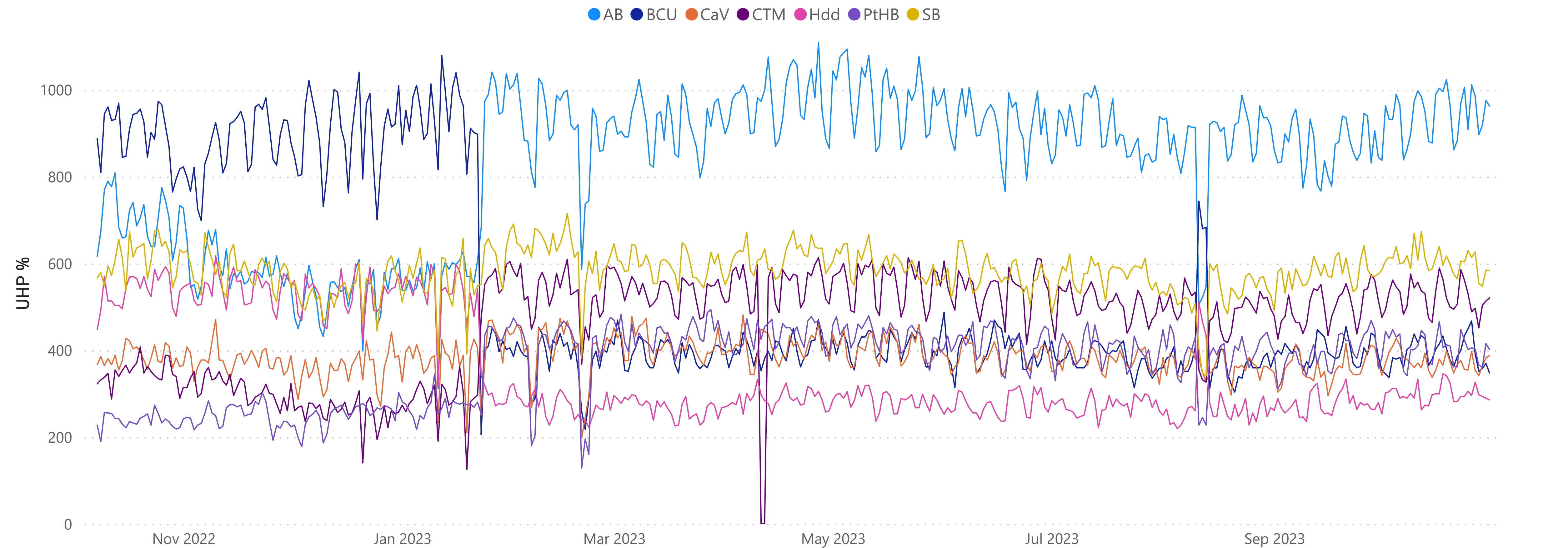Y-axis: UHP %

X-axis: Nov 2022, Jan 2023, Mar 2023, May 2023, Jul 2023, Sep 2023

Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)

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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)