

Agenda Item 4.5.2  
Appendix 2



## Ambulance Data Portal *Performance Report*

# Click here to enter

Latest data loaded  
**September 2024**

GENERAL RELEASE

# 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

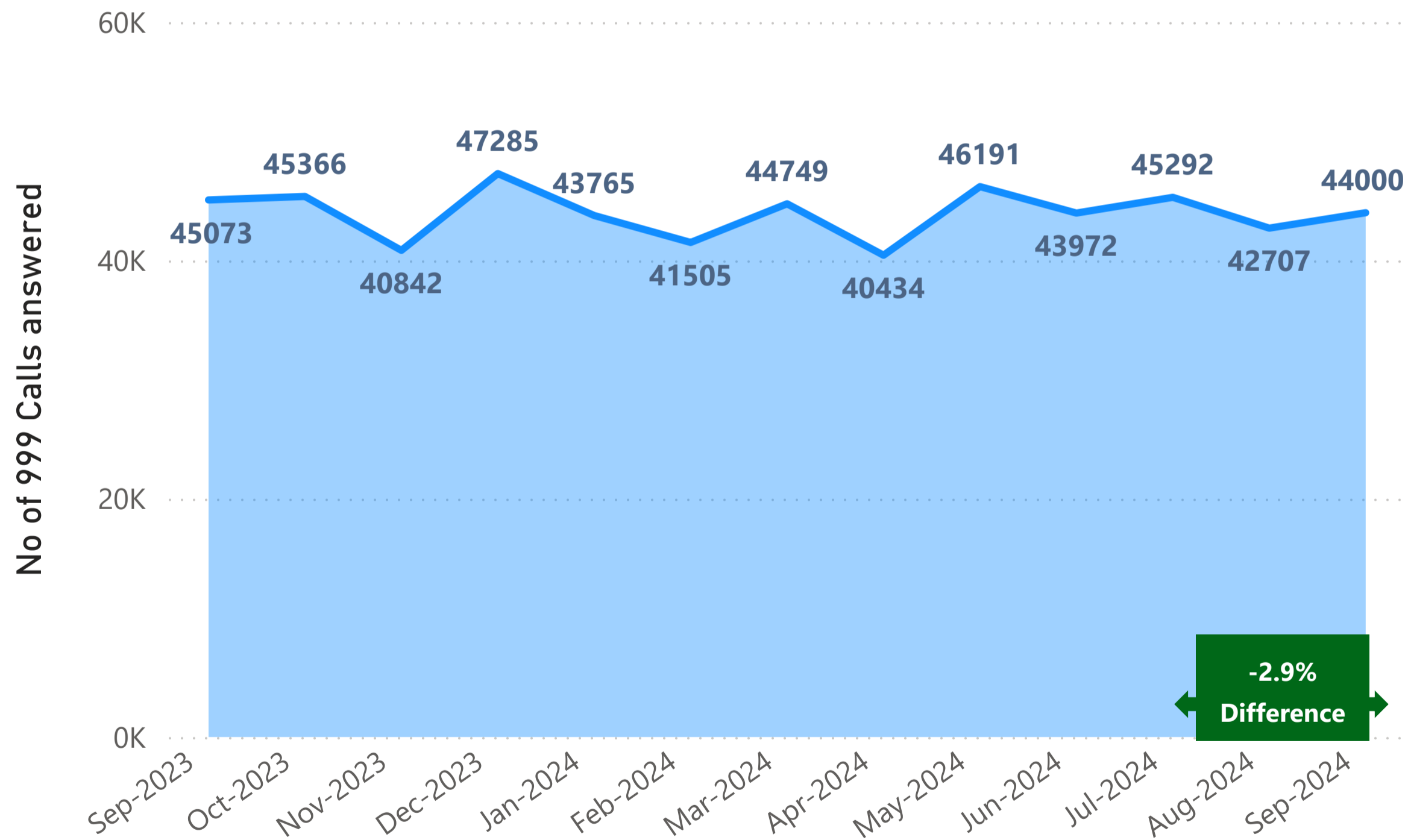
# Performance Report

## 999 Call Demand



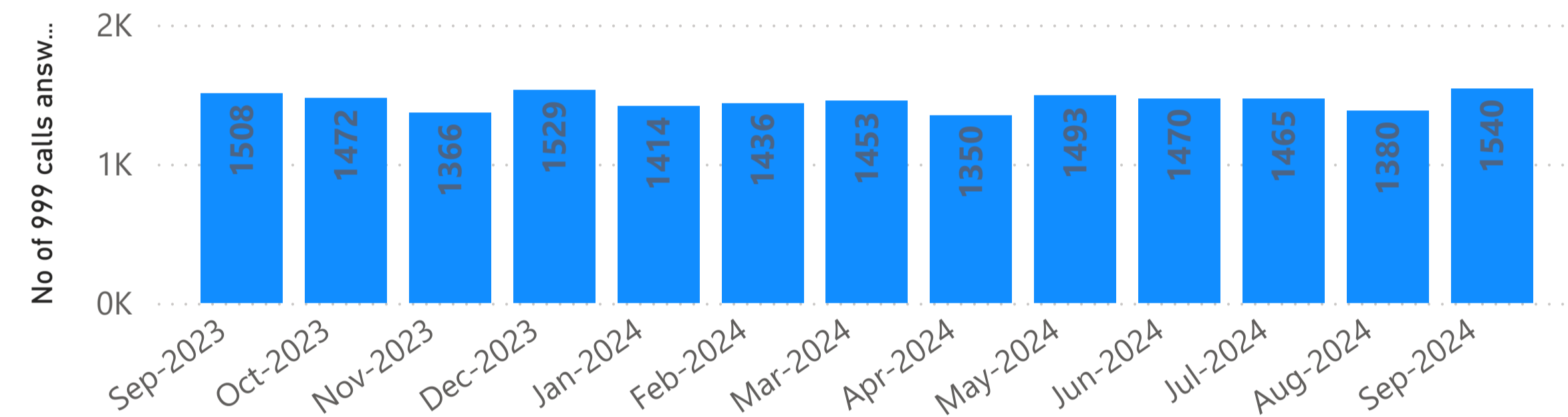
The number of 999 calls saw a 2.9% decrease from July to September 2024. The number of 999 calls were 2.4% lower in September 2024 as compared with the same period the previous year. The daily average number of 999 calls answered has increased by 32 calls in September 2024 as compared to September 2023.

### 1.1 Monthly -Volume of 999 Calls Answered

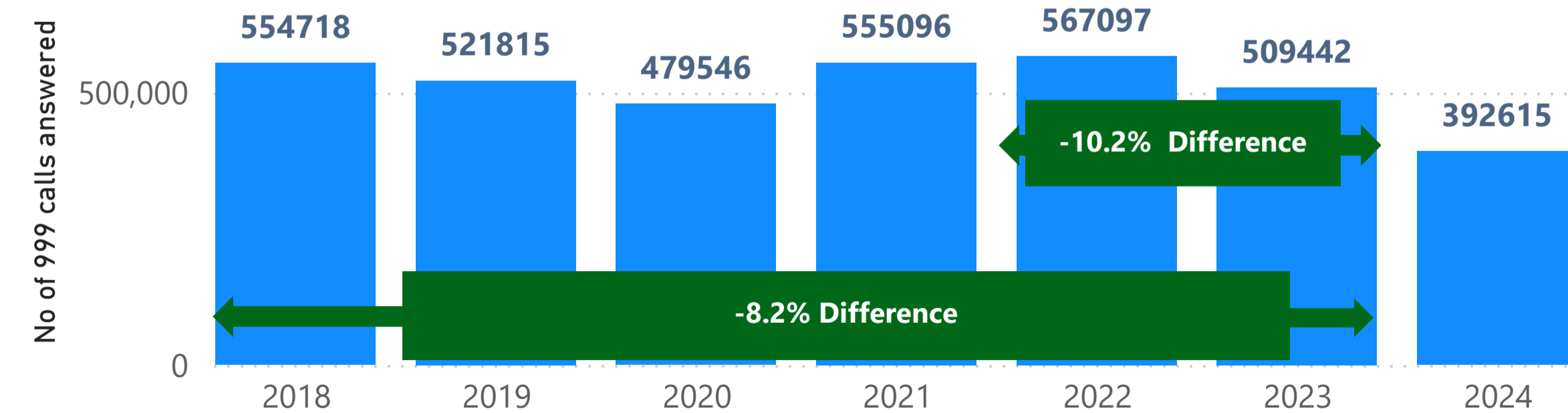


Source: Ops Directorate Telephony Qlikview

### 1.2 Daily Average - 999 Calls Answered



### 1.3 Annualised Data - Volume of Calls Answered



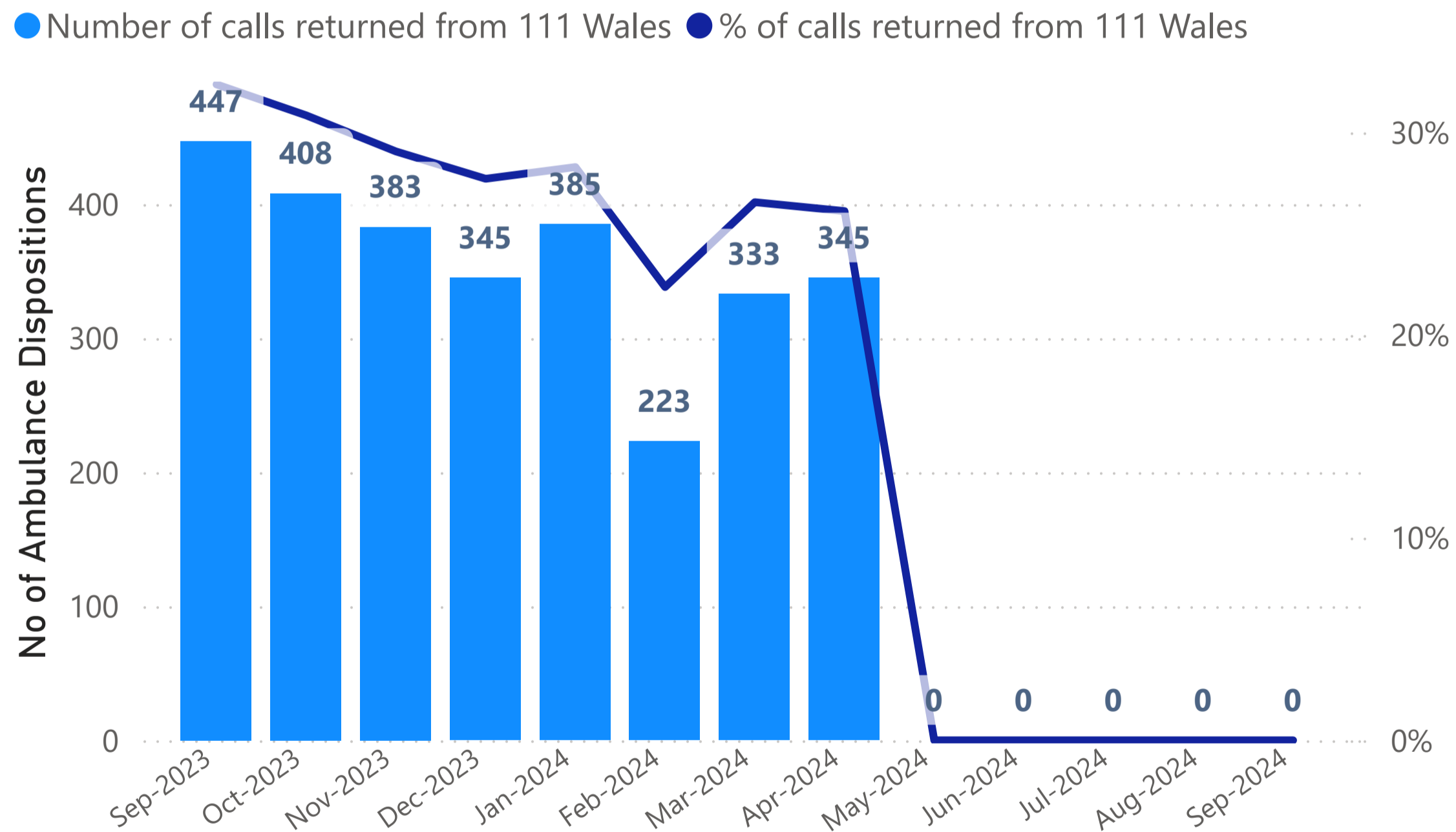
# Performance Report

## NHS 111 Wales to 999 Transfers

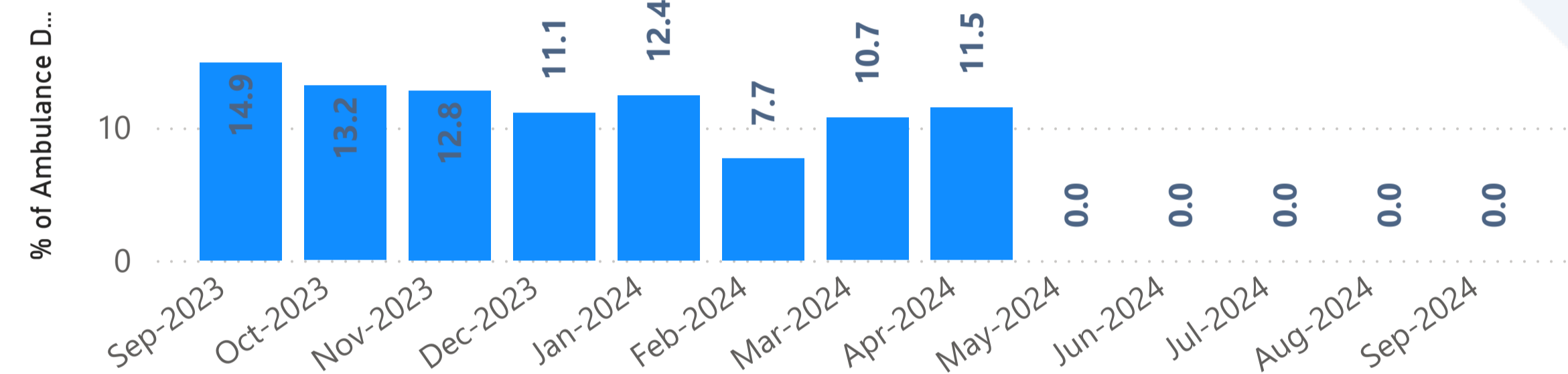


In April 2024, the Welsh Ambulance Service University NHS Trust implemented a new 111 system for call handing and clinical assessment. An issue has also been identified when aggregating 111 call records to Health Board level to support the AQI reporting. This issue is being actively worked on, with mitigations already in place, however, until full validation and sign-off of the May-August 2024 data has taken place, any AQIs which utilise 111 records in their calculation are currently not available.

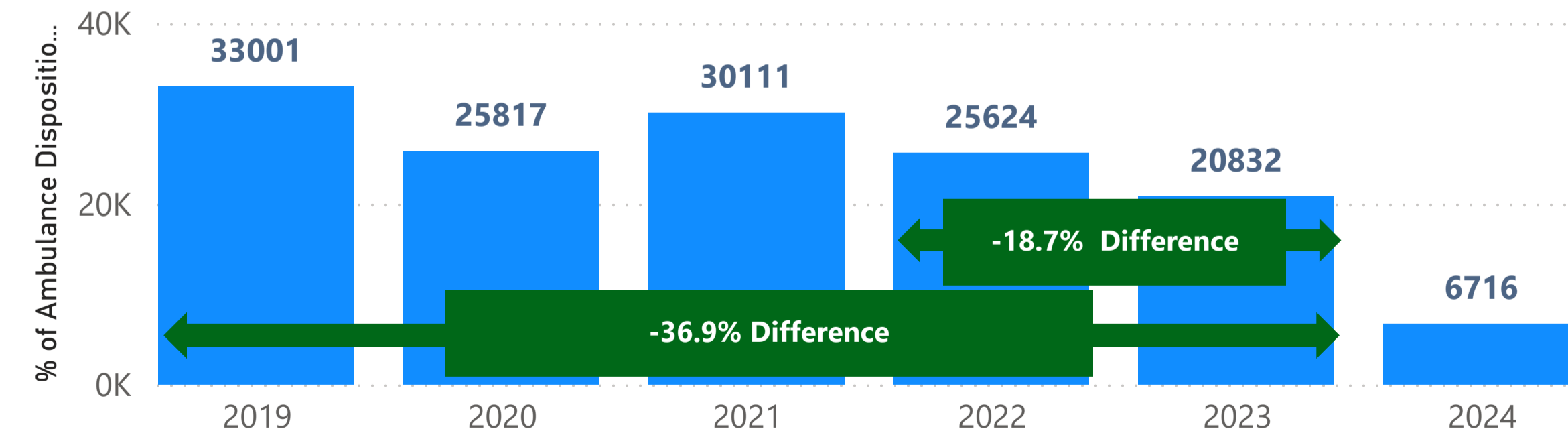
### 2.1 Monthly - Calls returned from 111 Wales



### 2.2 Daily Average - Calls Returned from 111 Wales



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



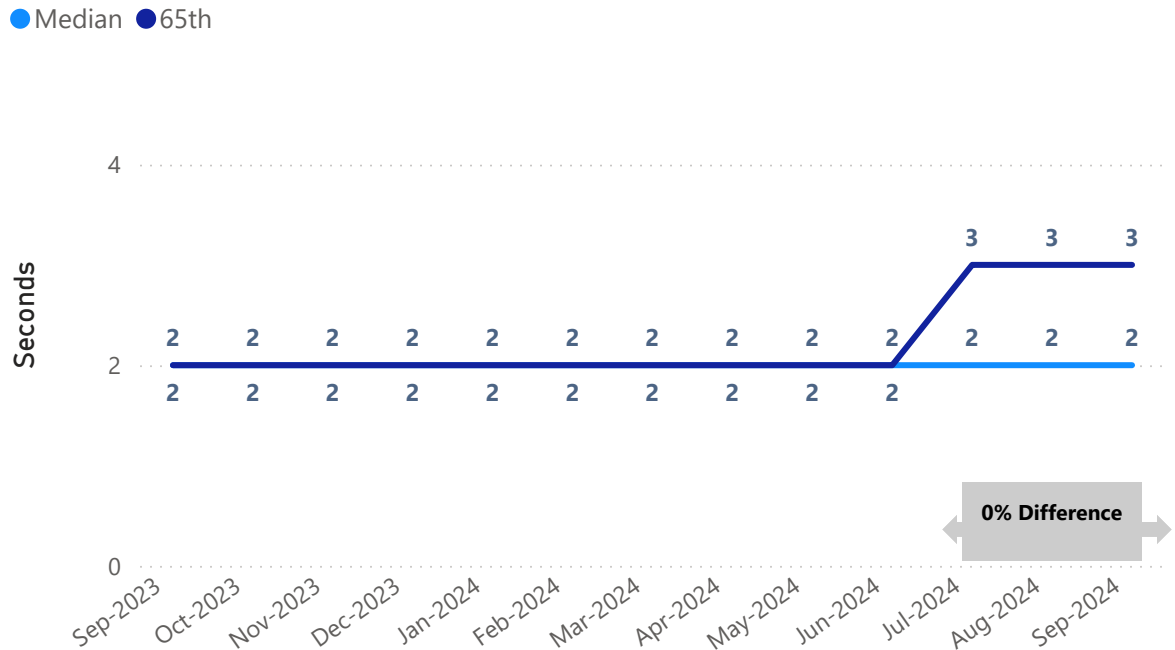
Source: AQI9ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

# Performance Report

## 999 Call Answer Times

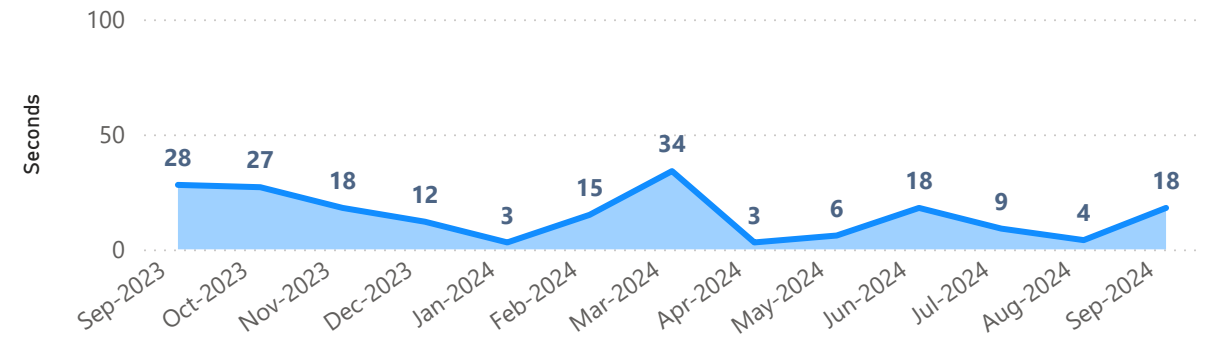
999 median call answer times have remained constant. The 95th percentile is at its highest in March 2024 for the period reported at 34 seconds and then has reduced to 18 seconds in September 2024.

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

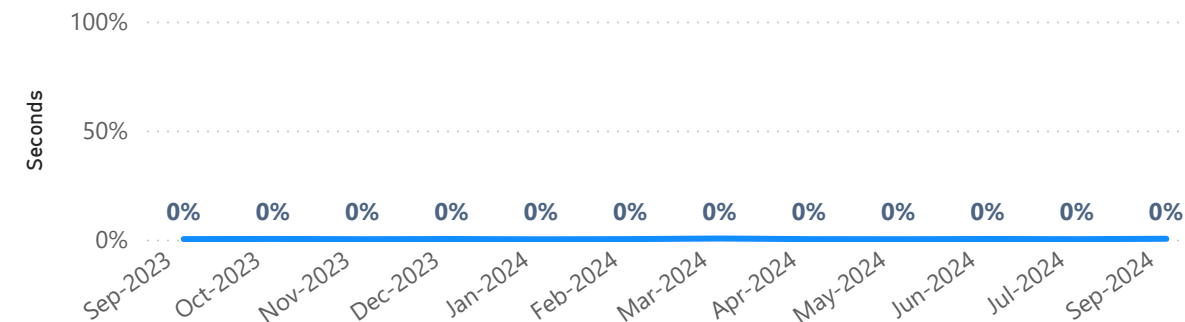


Source: AQ17ii 999 Calls: Time to Answer Median, 65th and 95th percentile (in seconds)

### 3.2 95th Percentile



### 3.3 Call Abandonment



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.

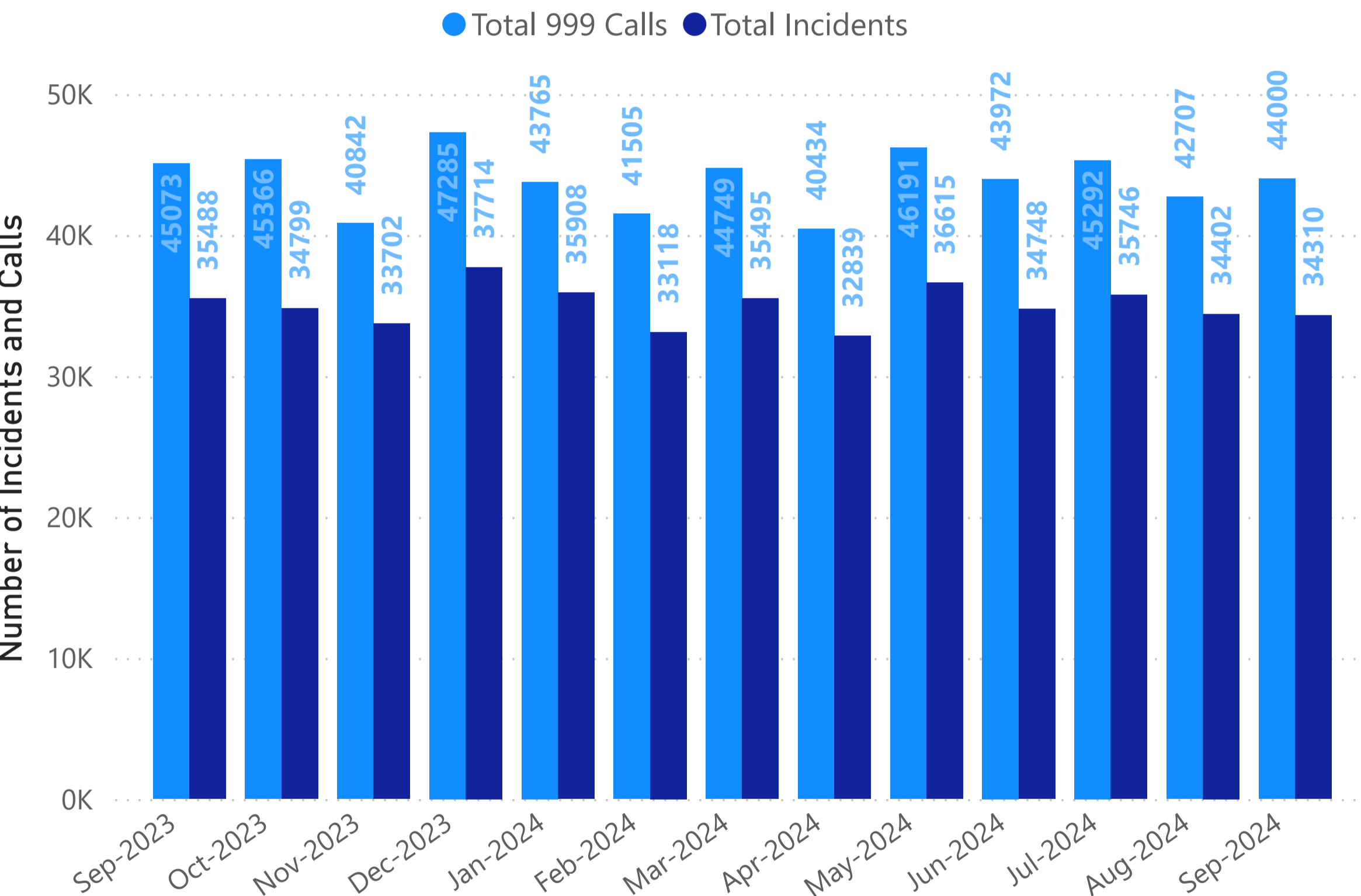
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# Performance Report

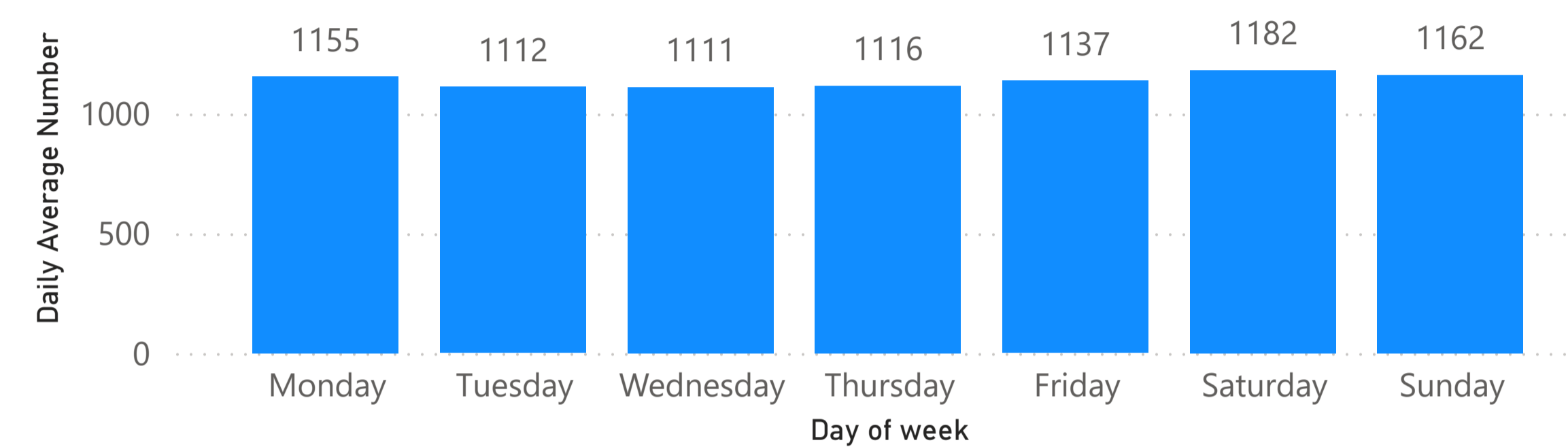
## All Incidents

September 2024 saw a 2.4% reduction in calls and a 3.3% decrease in incidents compared to September 2023.

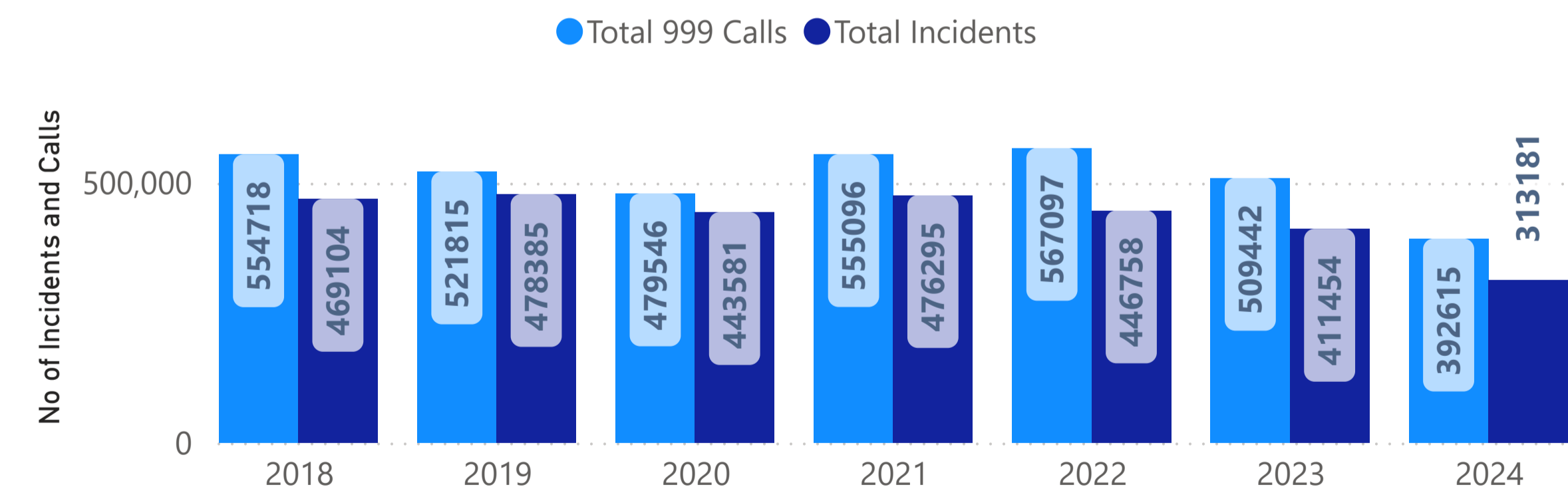
### 4.1 Monthly Volume of Incidents and Calls



### 4.2 Average Daily Incidents - 2023



### 4.3 Annualised Data - Total Incidents and Calls



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

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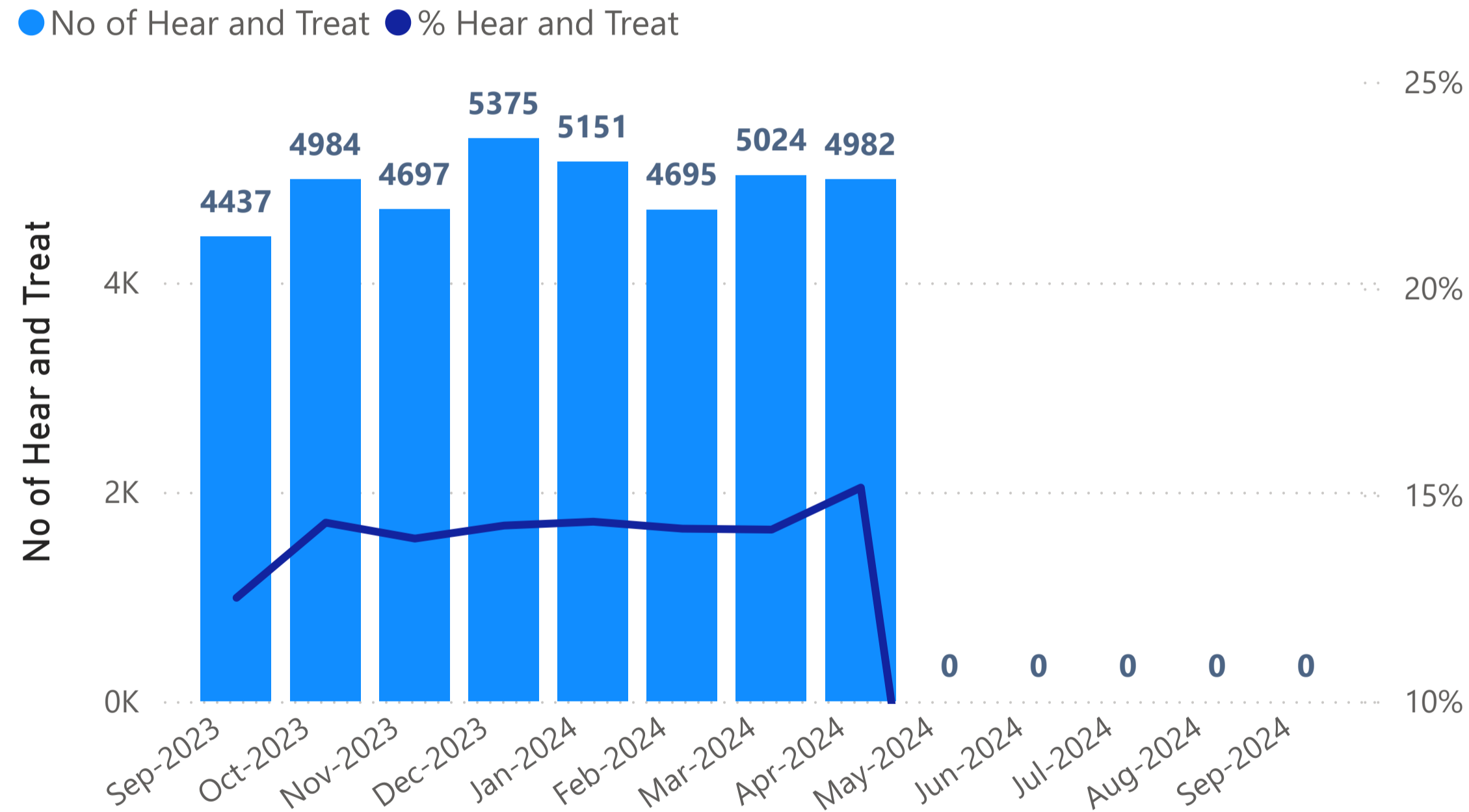
# Performance Report

## Hear and Treat

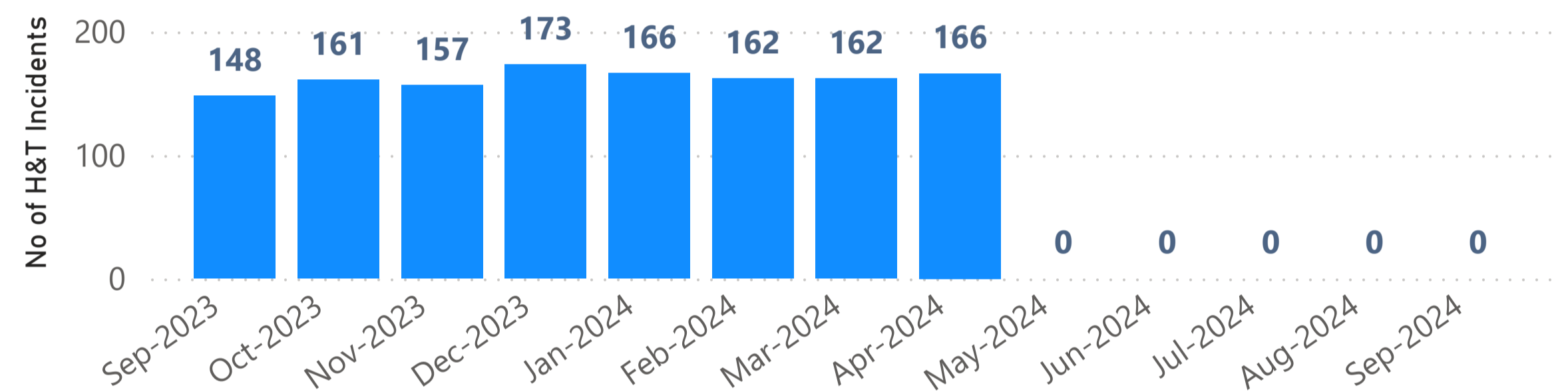


In April 2024, the Welsh Ambulance Service University NHS Trust implemented a new 111 system for call handing and clinical assessment. An issue has also been identified when aggregating 111 call records to Health Board level to support the AQI reporting. This issue is being actively worked on, with mitigations already in place, however, until full validation and sign-off of the May-August 2024 data has taken place, any AQIs which utilise 111 records in their calculation are currently not available.

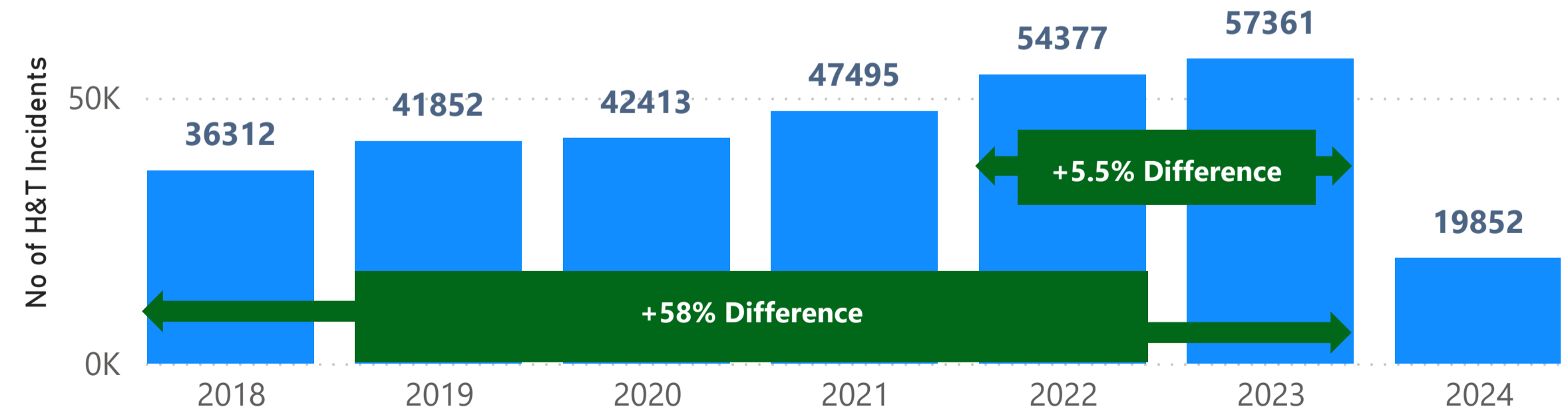
### 5.1 Monthly - Volume of Hear and Treat Incidents



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



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



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

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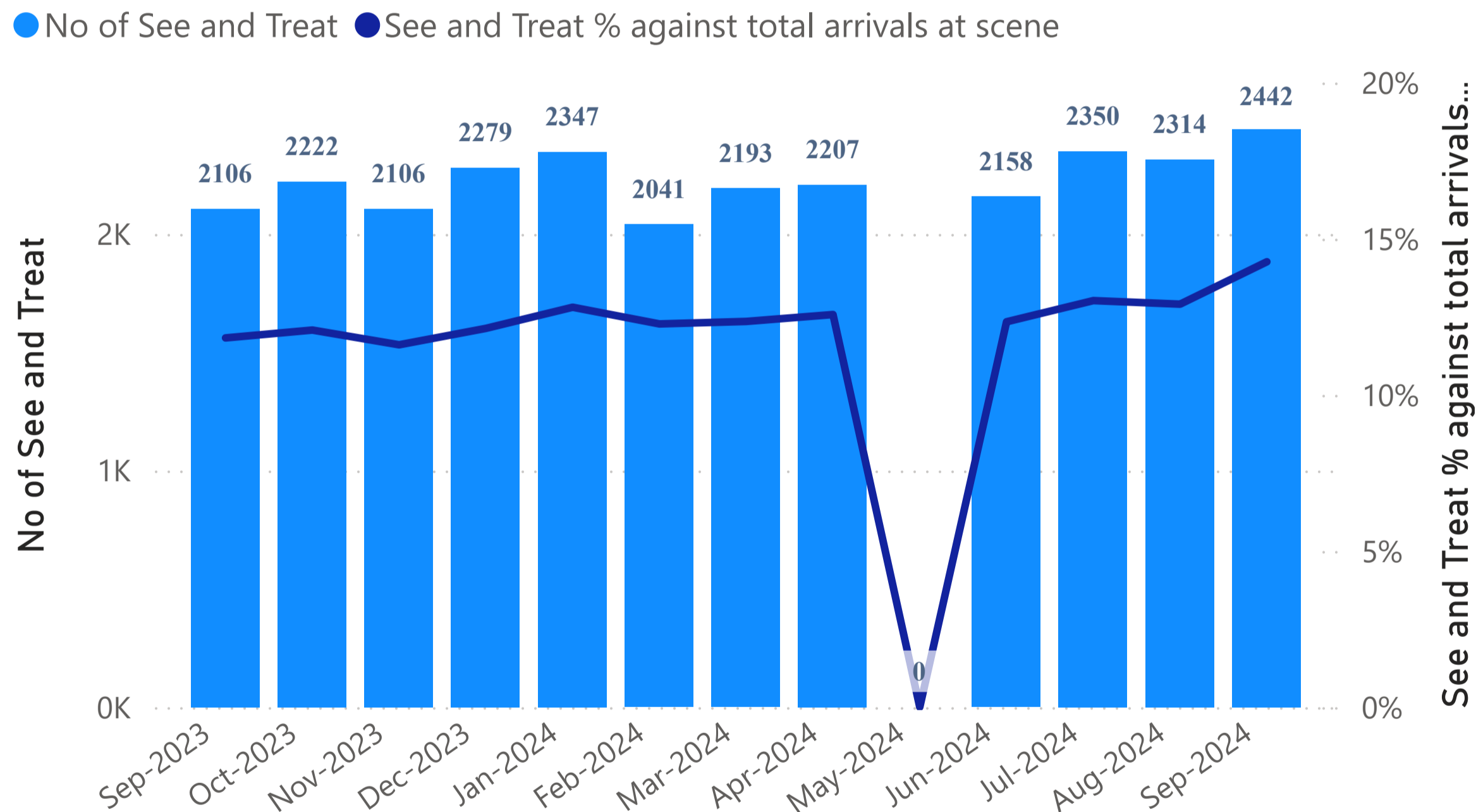
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# Performance Report

## See and Treat

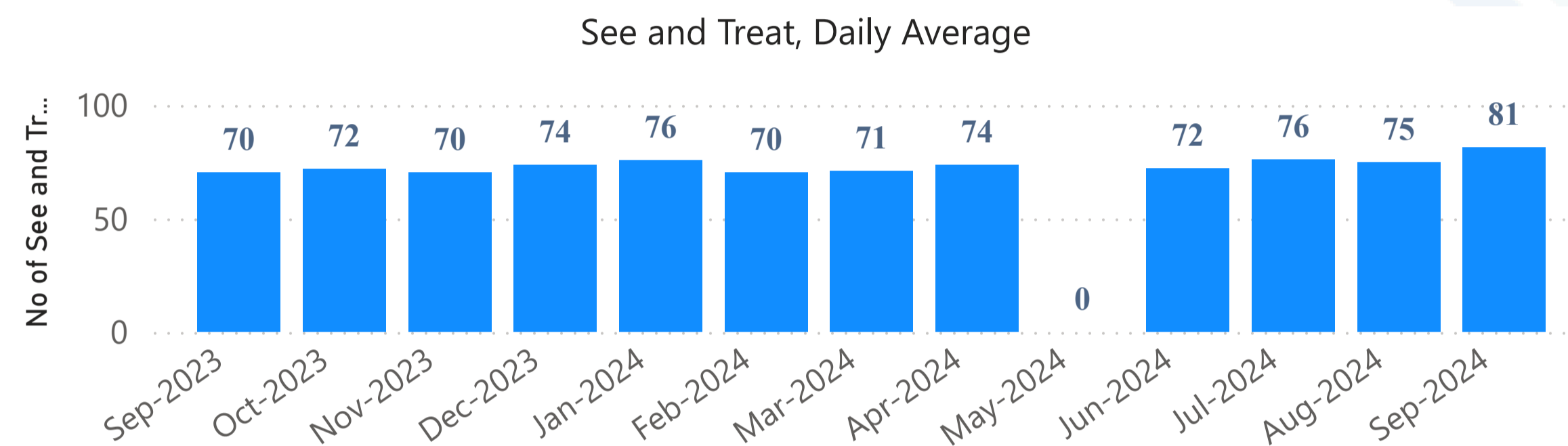
In April 2024, the Welsh Ambulance Service University NHS Trust implemented a new 111 system for call handing and clinical assessment. Due to issues with the new system, there is no data for the month of May 2024. There is an upward trend in the number of see and treat responses. The number of see and treat responses in September 2024 was 15.9% higher than September 2023. The See and Treat % was 2.5% higher in September 2024 as compared to the same period for the previous year.

### 6.1 Monthly Volume of See and Treat Responses

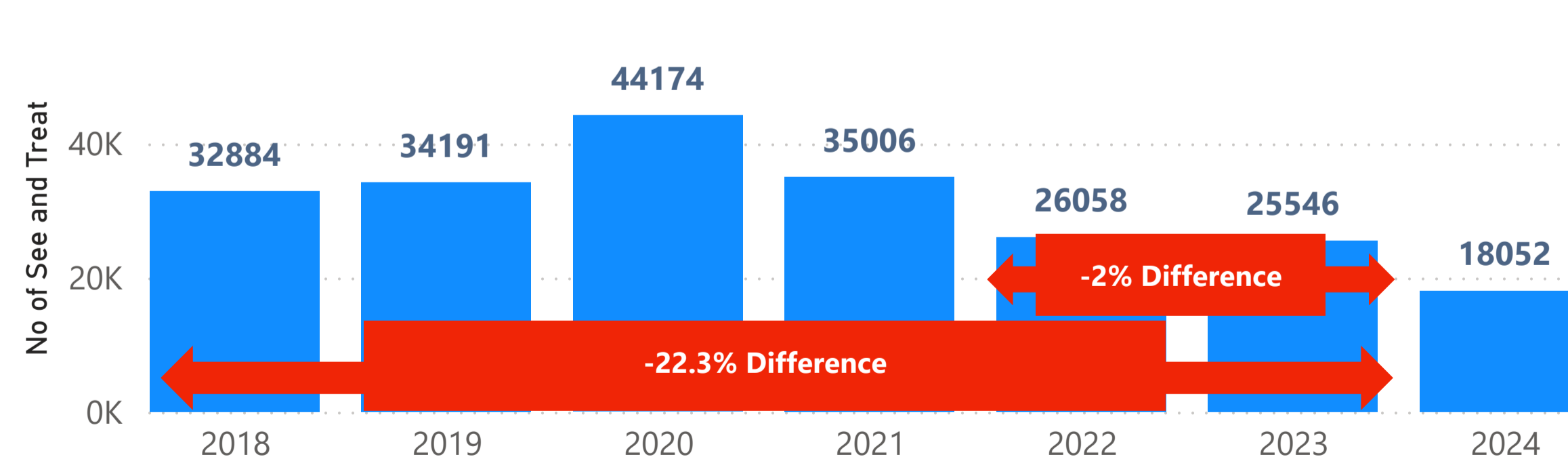


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

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



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



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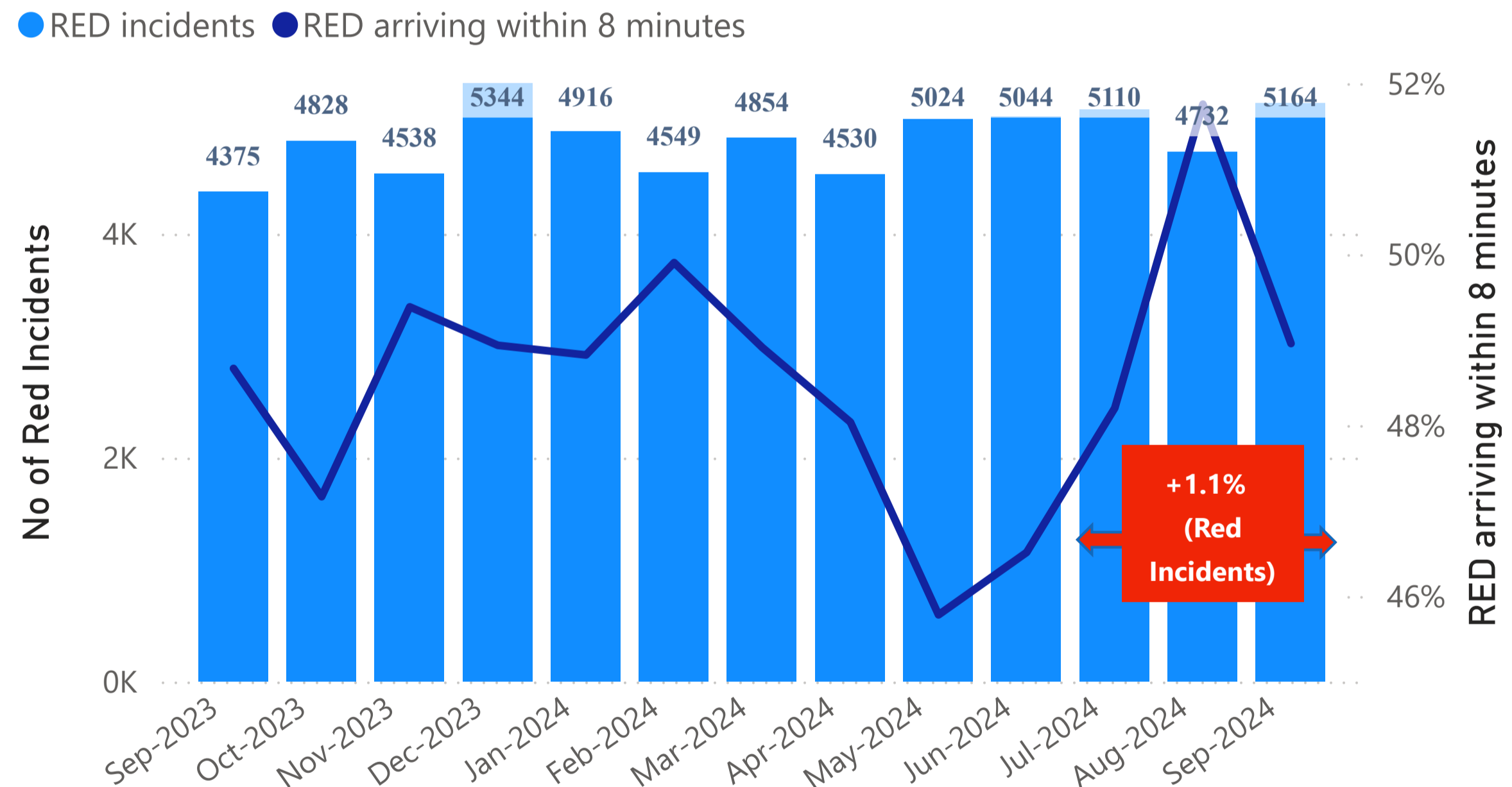


# Performance Report

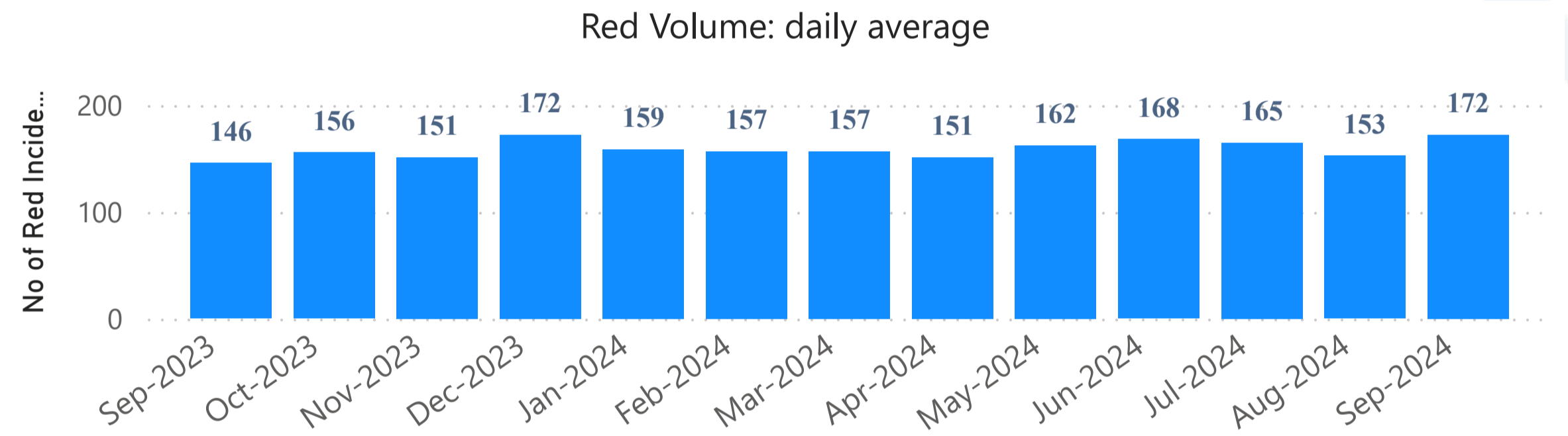
## RED Incidents

There has been a 1.1% increase in the number of red incidents from July to September 2024. However, the number of red incidents in September 2024 is 18.0% higher than September 2023. The 8 min % performance is 0.3% higher for the same time period.

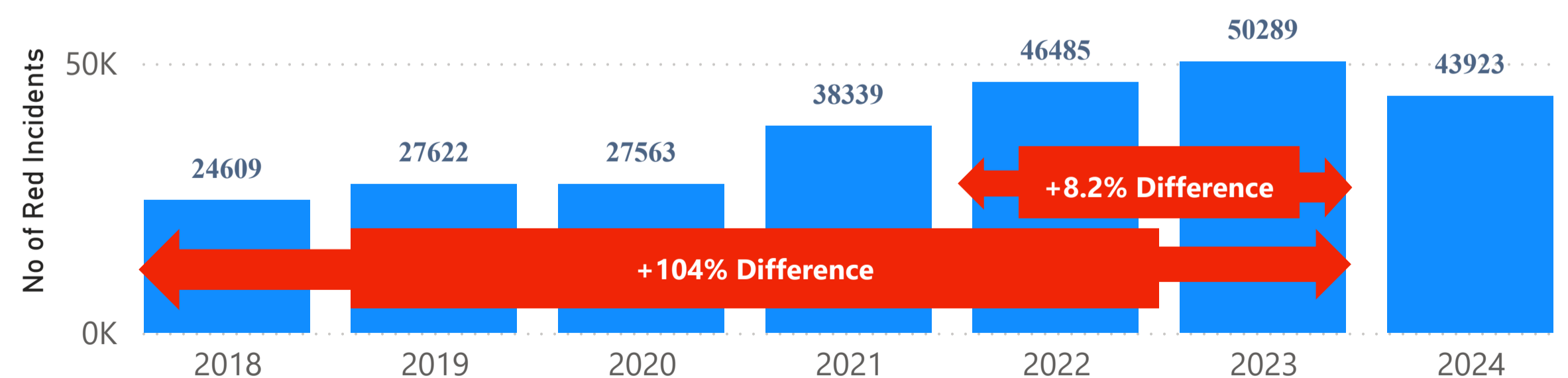
### 7.1 Monthly Volume of Red Incidents and Red % Performance



### 7.2 Daily Average - Red Volume



### 7.3 Annualised Data - Volume of Red Incidents



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

NHS Wales Joint Commissioning Committee

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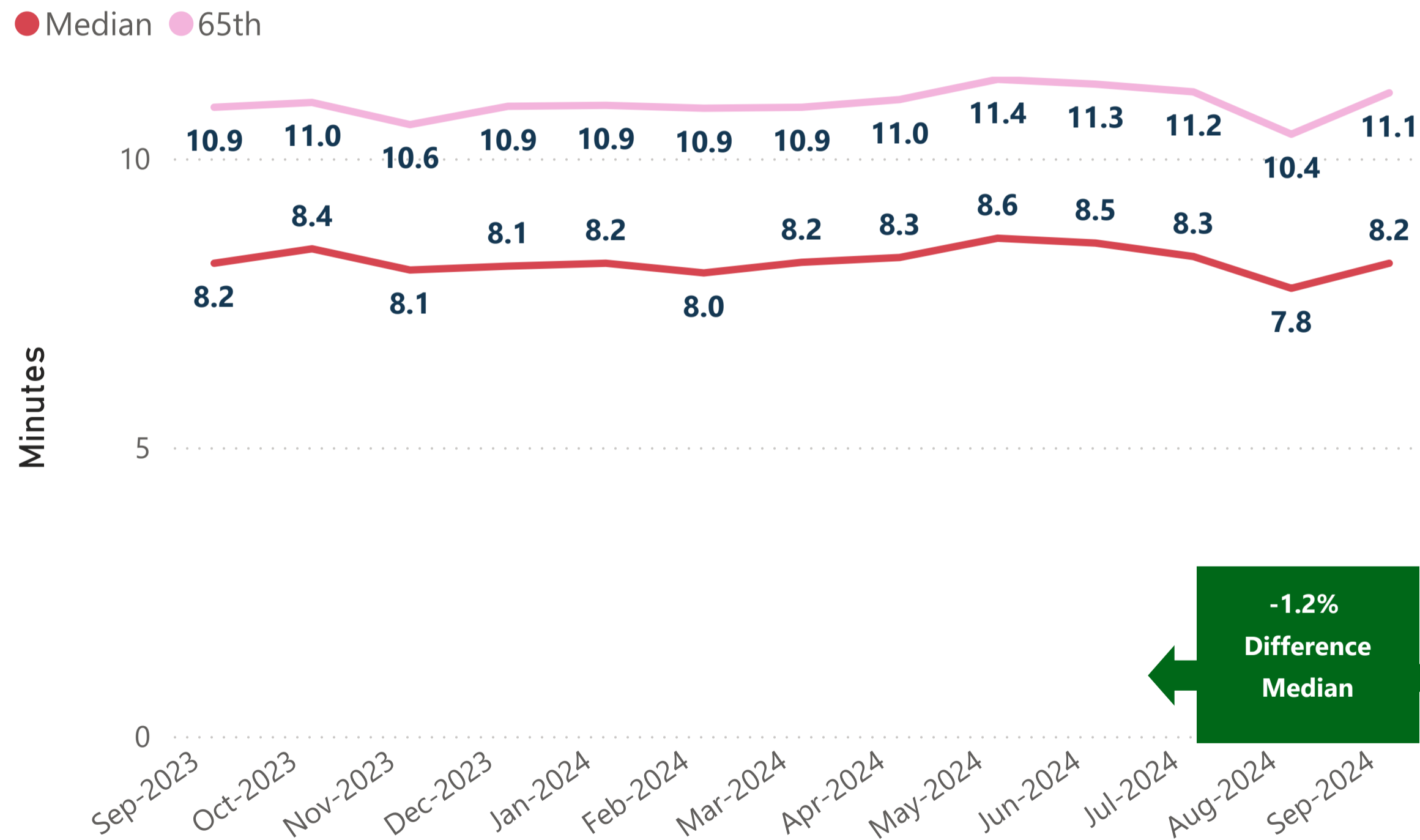
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# Performance Report

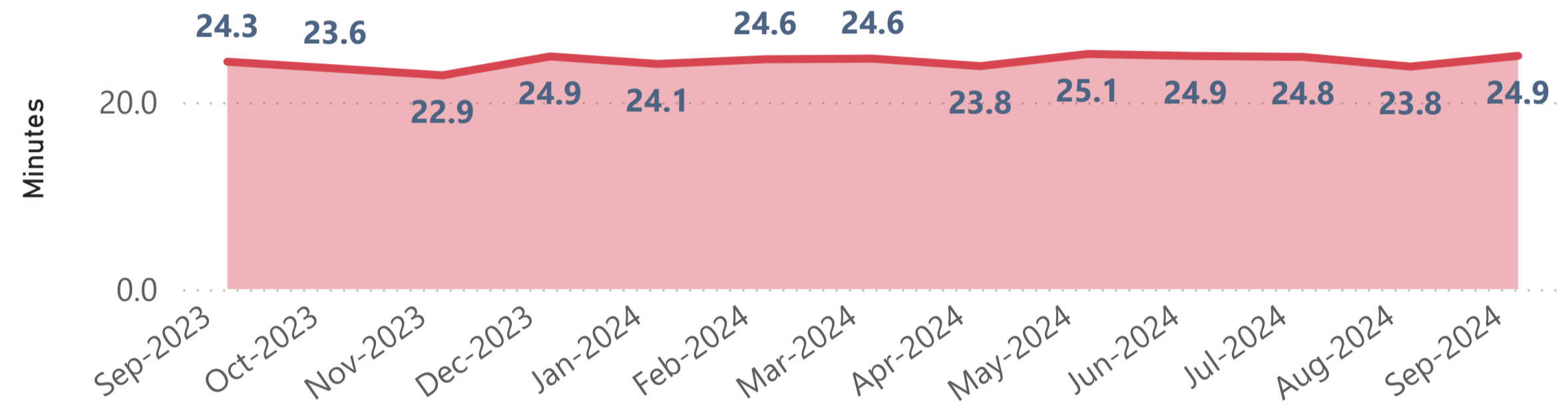
## RED Incident Response Time

Red Median and 65th percentile in September 2024 are both 6 seconds lower than July 2024. Red Median in September 2024 is the same as September 2023, where the 65th percentile is 12 seconds higher for the same period. The 95th percentile was 36 seconds higher in September 2024 as compared to September 2023 and the longest red was 2 minutes more for the same period.

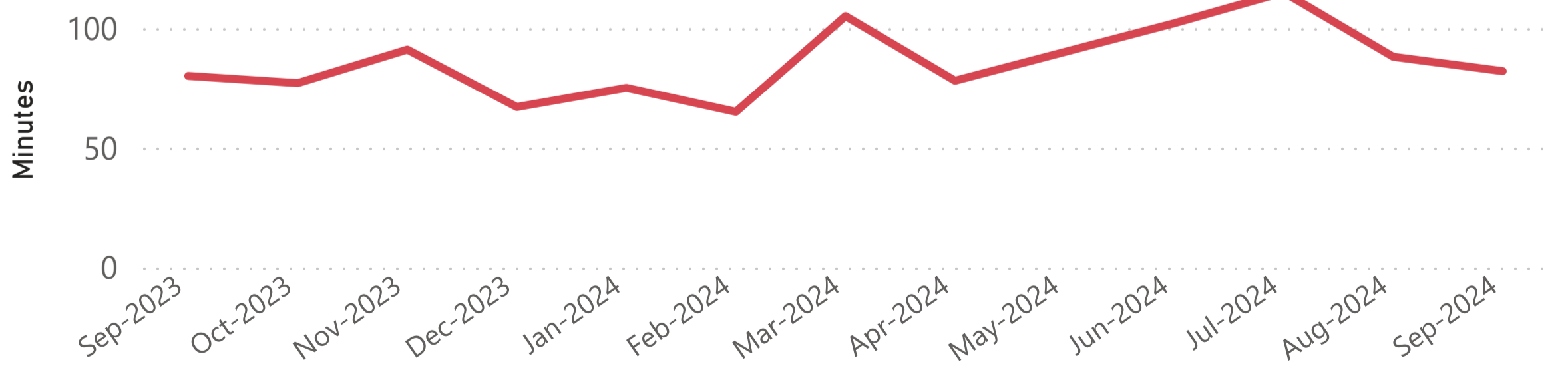
### 8.1 Median and 65th Percentile Red Response Time (Minutes)



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



### 8.3 Longest Red



Source: AQ11 Red Category Median, 65th and 95th Response Minutes

NHS Wales Joint Commissioning Committee

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.

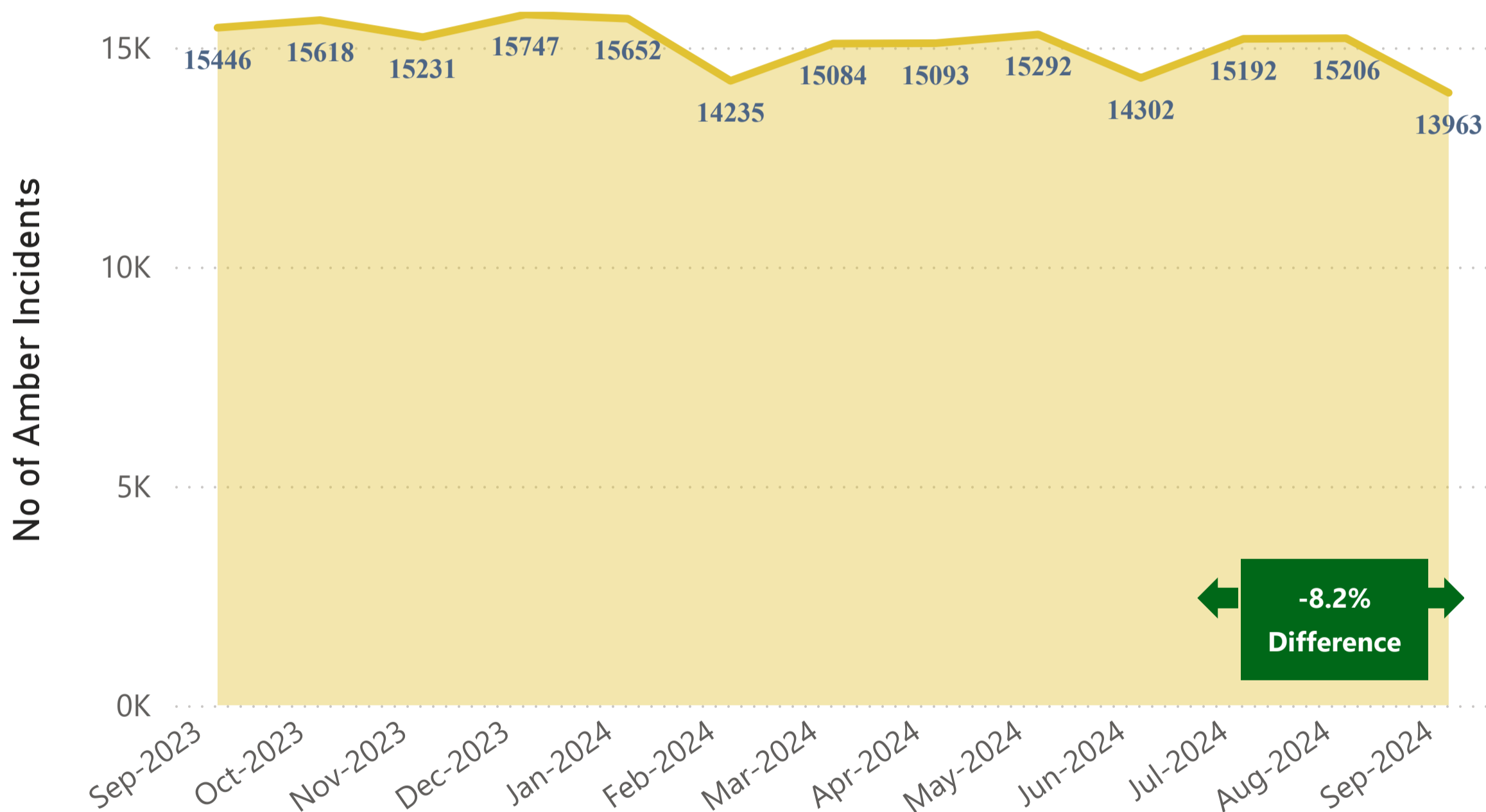
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# Performance Report

## AMBER Incidents

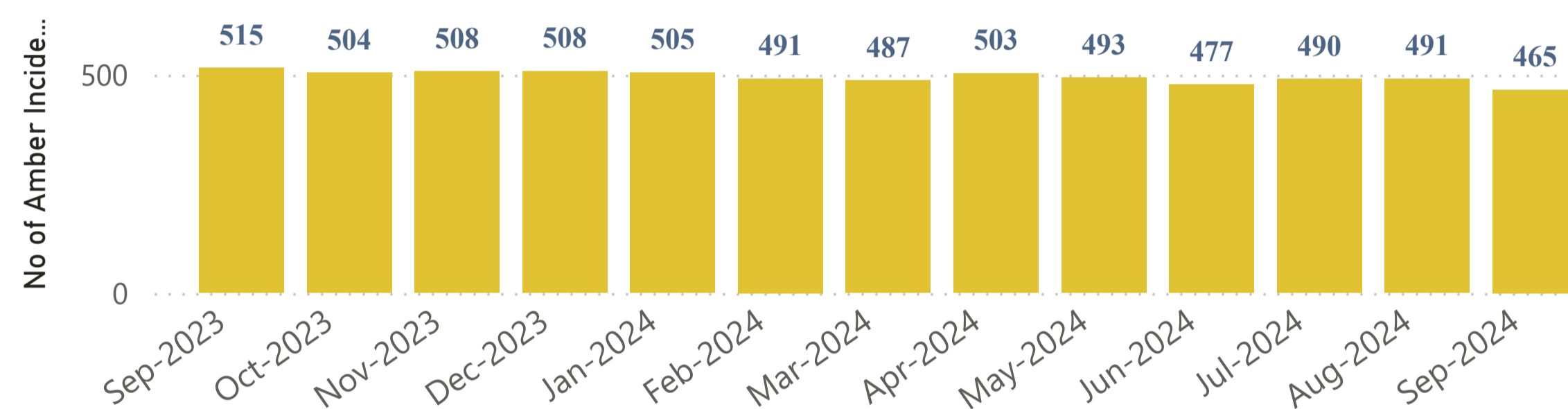
There was a 8.2% decrease in the number of amber incidents from July to September 2024. The number of amber incidents in September 2024 were 9.6% lower than September 2023. The daily average were 50 amber incidents lower for the same period.

### 9.1 Monthly Volume of Amber Incidents

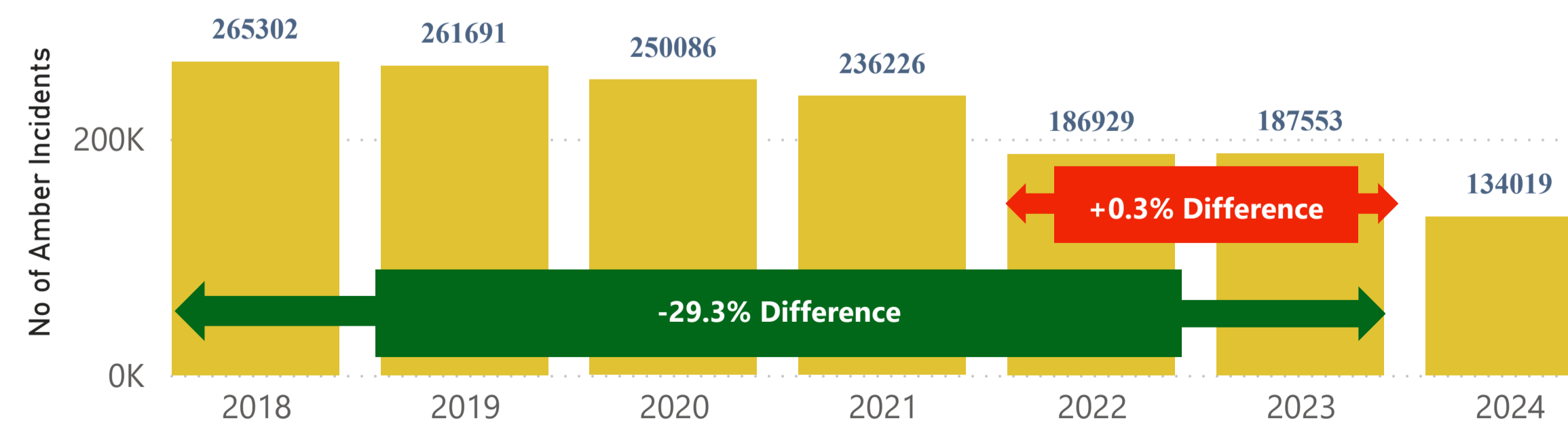


Source: AQI11 Number of Amber category incidents resulting in an emergency response

### 9.2 Daily Average - Number of Amber Incidents



### 9.3 Annualised Data - Number of Amber Incidents



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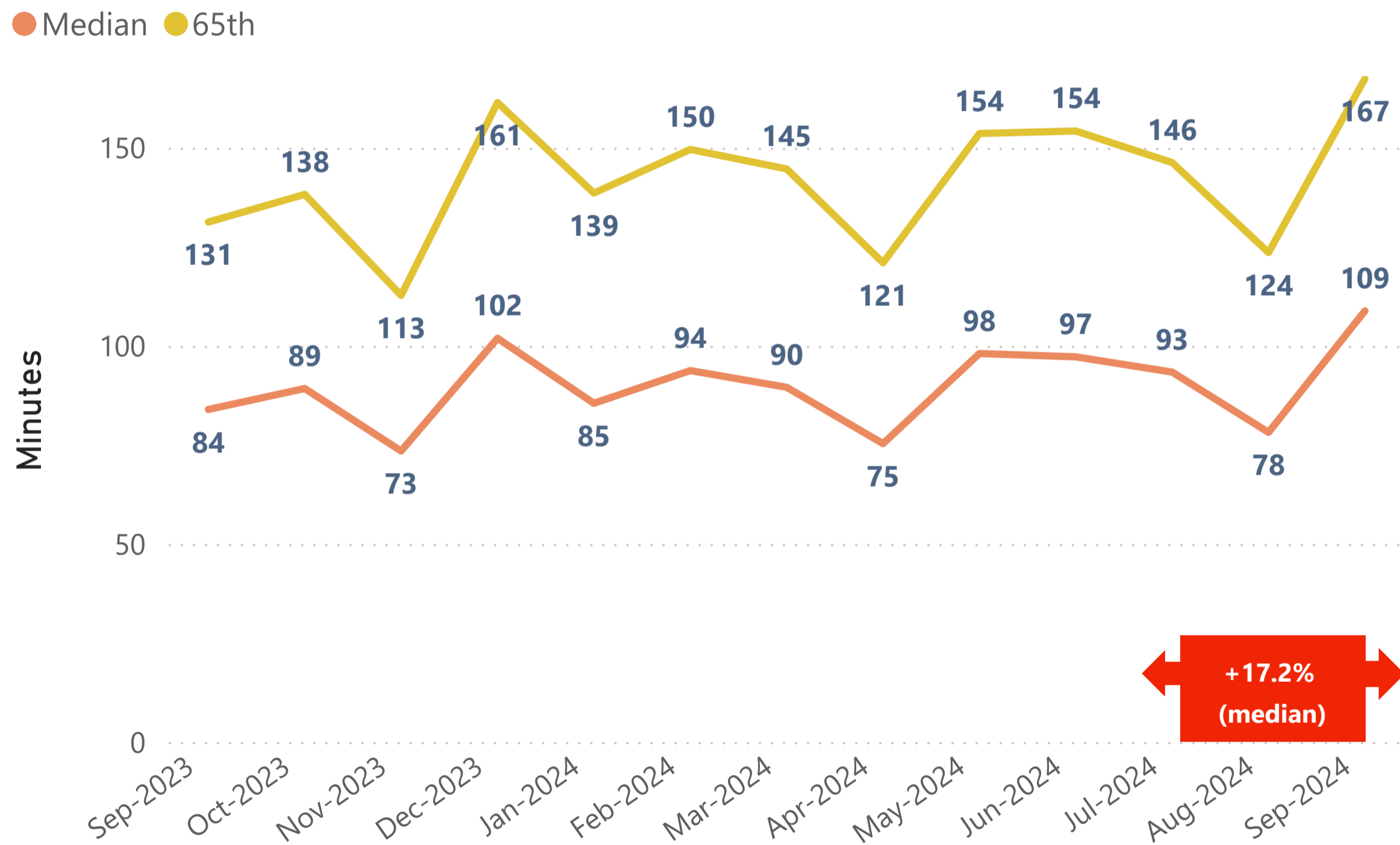


# Performance Report

## AMBER Incident Response Times

There was a decrease of 31 minutes in amber median from July to September 2024. The amber median and the 65th percentile in September 2024 were 25 minutes and 36 minutes lower than September 2023. The 95th percentile was 29 minutes higher and the longest amber was 39 minutes higher for the same period.

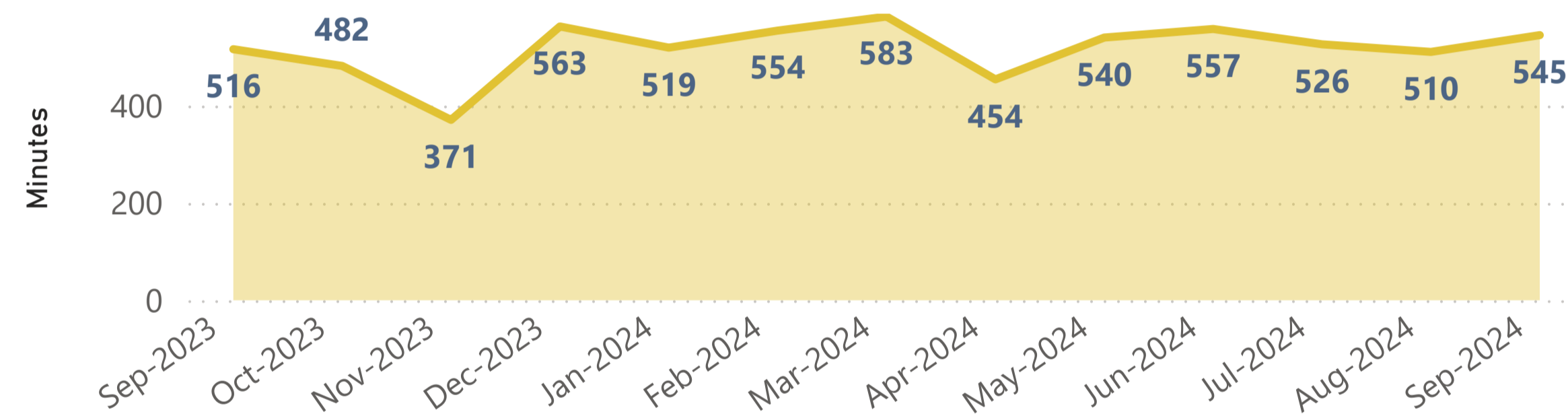
### 10.1 Median and 65th Percentile Amber Response Time (Minutes)



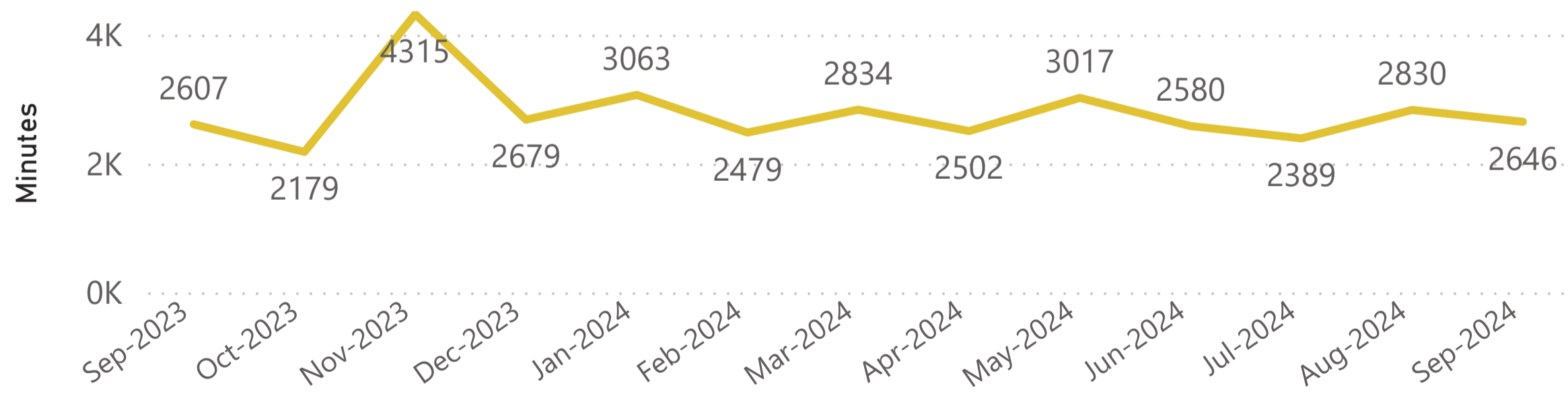
Source: AQ111 Amber Category Median, 65th and 95th Response Minutes

NHS Wales Joint Commissioning Committee

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



### 10.3 Longest Amber (Minutes)



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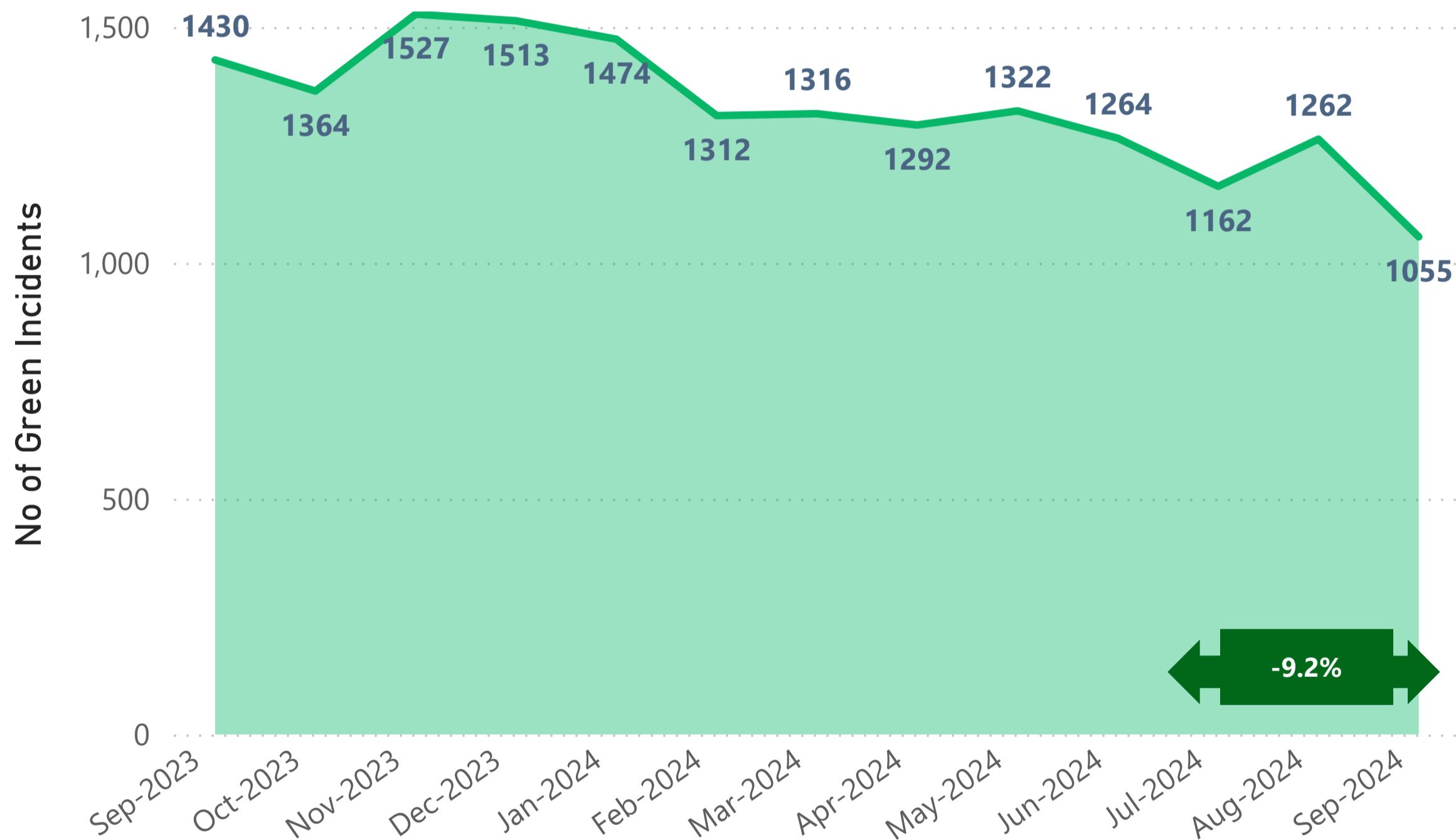
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# Performance Report

## GREEN Incidents

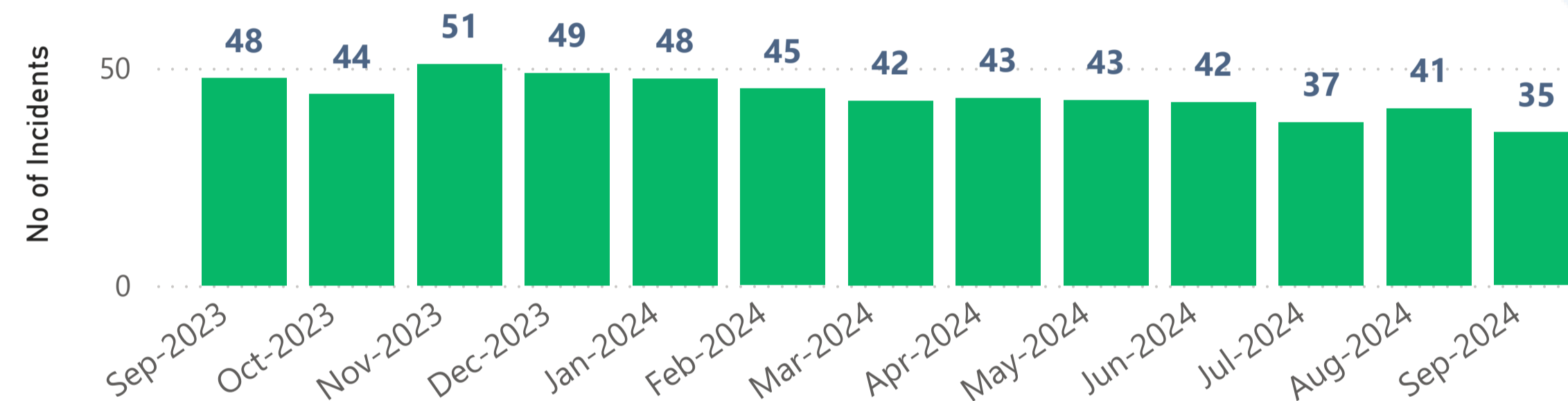
The number of green incidents decreased by 9.2% from July to September 2024. The number of green incidents in September 2024 were 26.2% lower than in September 2023. The daily average were 13 incidents lower for the same date period.

### 11.1 Monthly Volume of Green Incidents

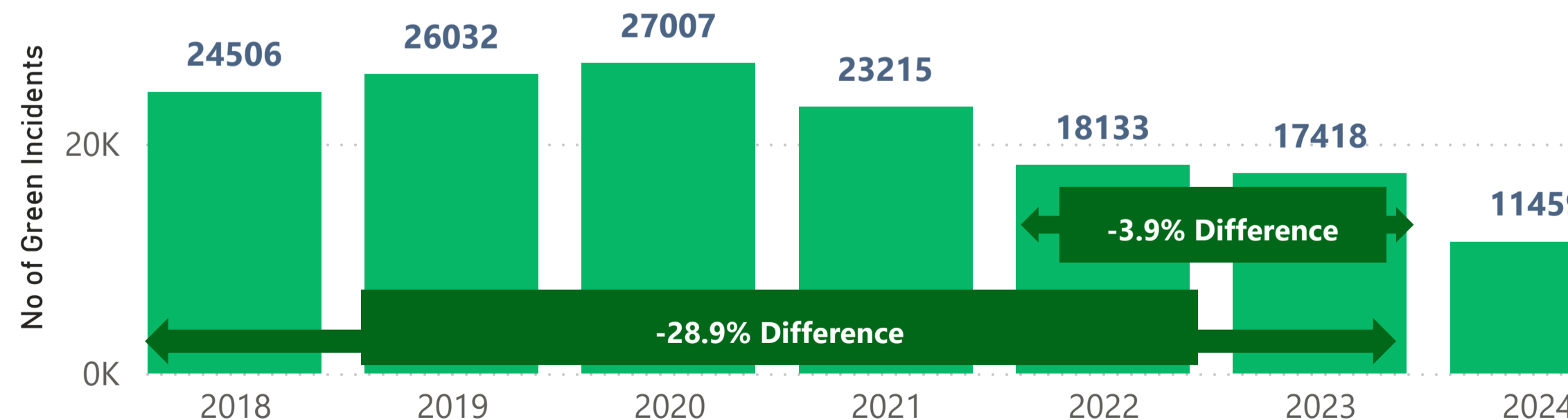


Source: AQI11 Number of Green category incidents resulting in an emergency response

### 11.2 Daily Average - Number of Green Incidents



### 11.3 Annualised Data - Number of Green Incidents

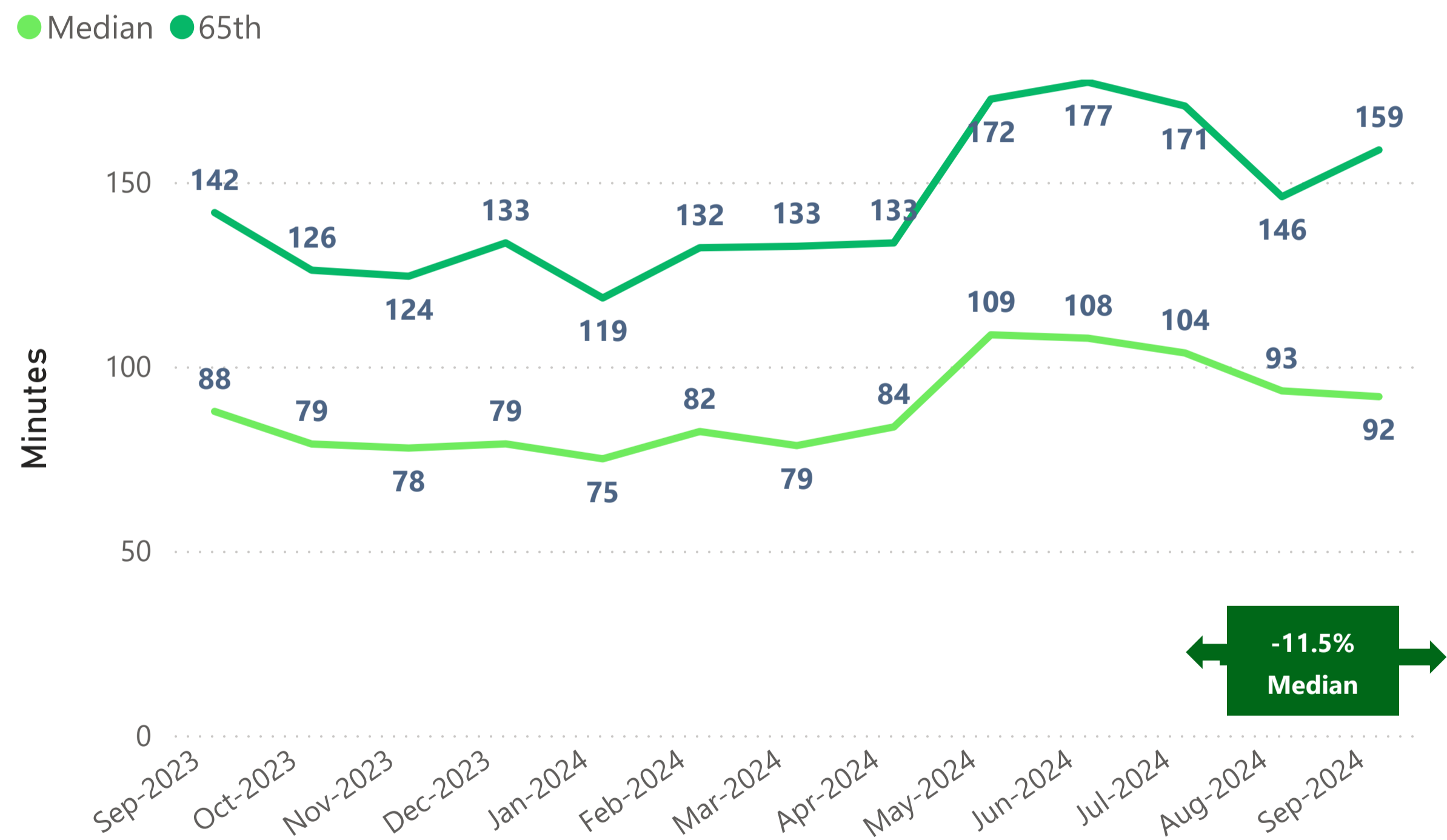


# Performance Report

## GREEN Incident Response Times

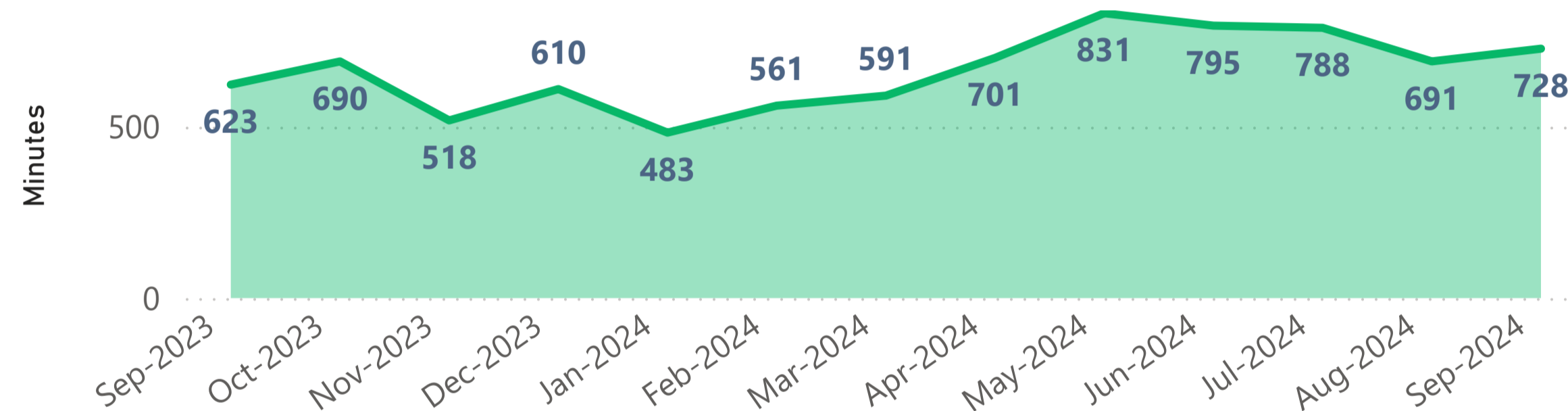
There is an overall decline in performance for both green median and 65th percentile. Green median in September 2024 was 4 minutes higher than September 2023. The green 65th percentile was 17 minutes higher and the green 95th percentile was 1 hour and 45 minutes higher for the same period.

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

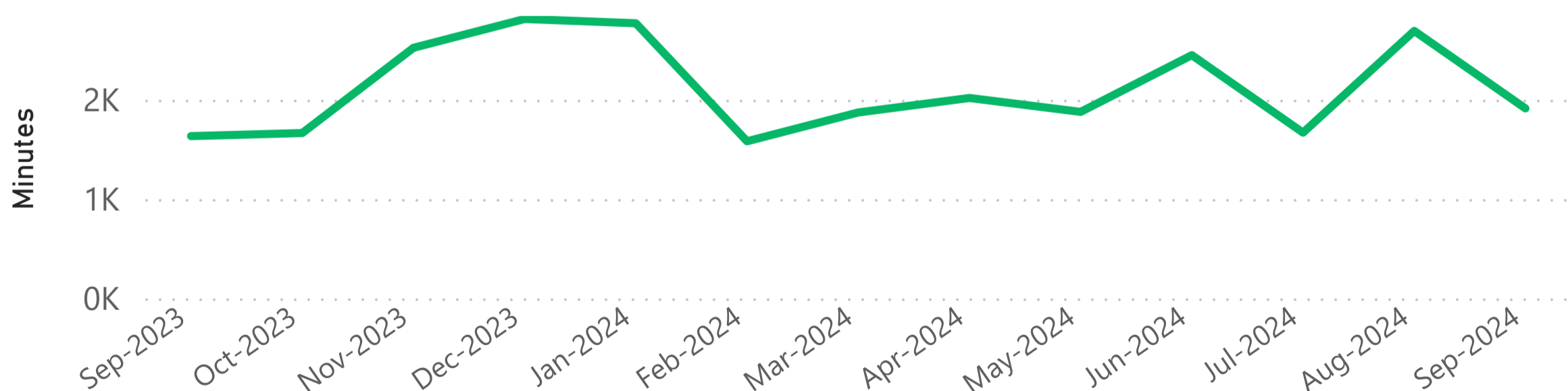


Source: AQI11 Green Category Median, 65th and 95th Response Minutes

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



### 12.3 Longest Green



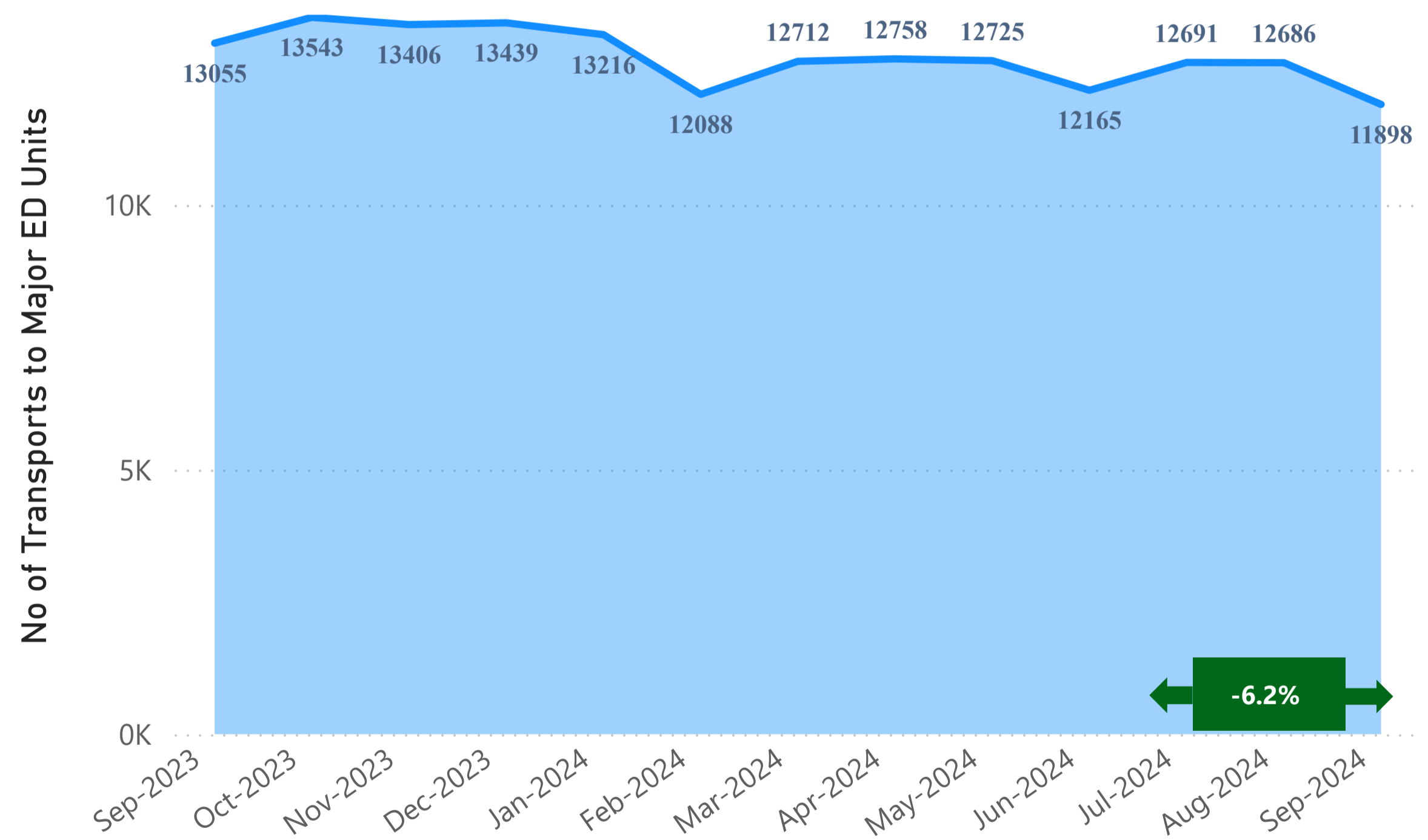


# Performance Report

## Transported to Tier 1 Site

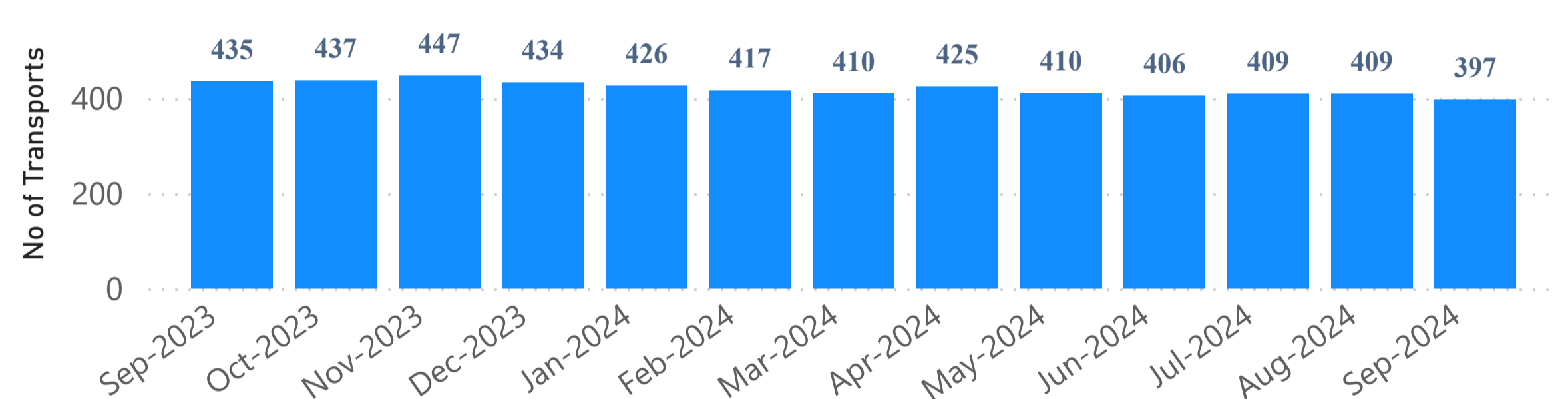
The overall number of incidents transported to Tier 1 sites has been decreasing for the period shown. In September 2024, the number of incidents transported to Tier 1 sites were 8.9% lower than September 2023. The daily number of incidents were 38 incidents lower for the same period.

### 13.1 Monthly Volume of Transport to Major ED Units

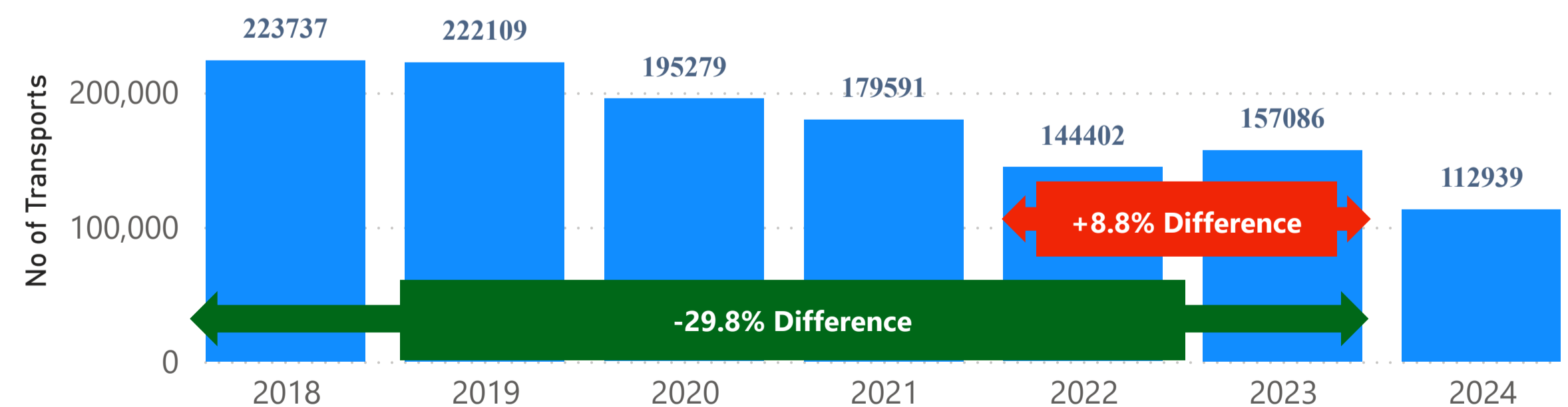


Source: AQI19ii Tier 1 Major A&E Units

### 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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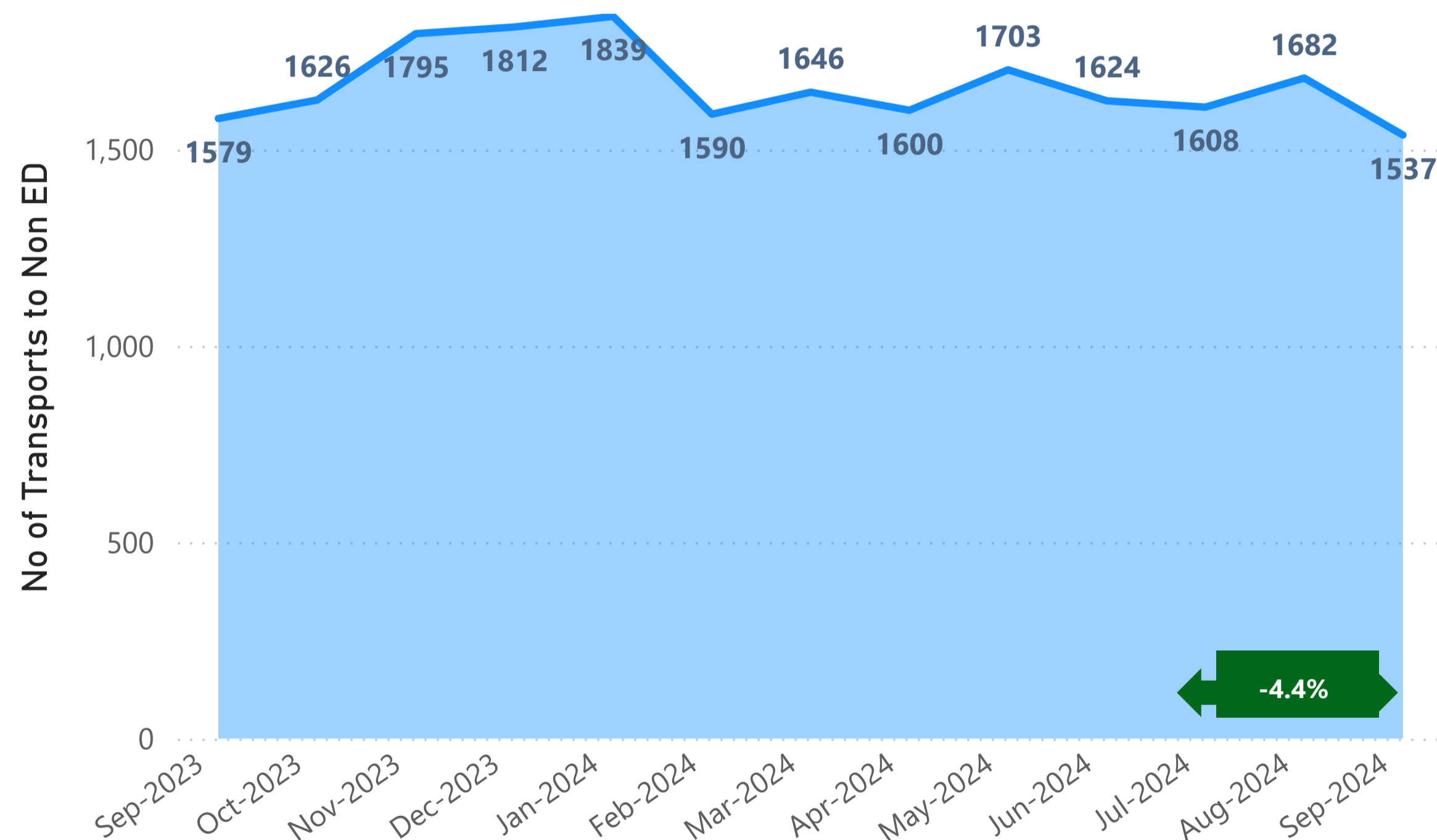
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# Performance Report

## Transport to Non-Tier 1 Site

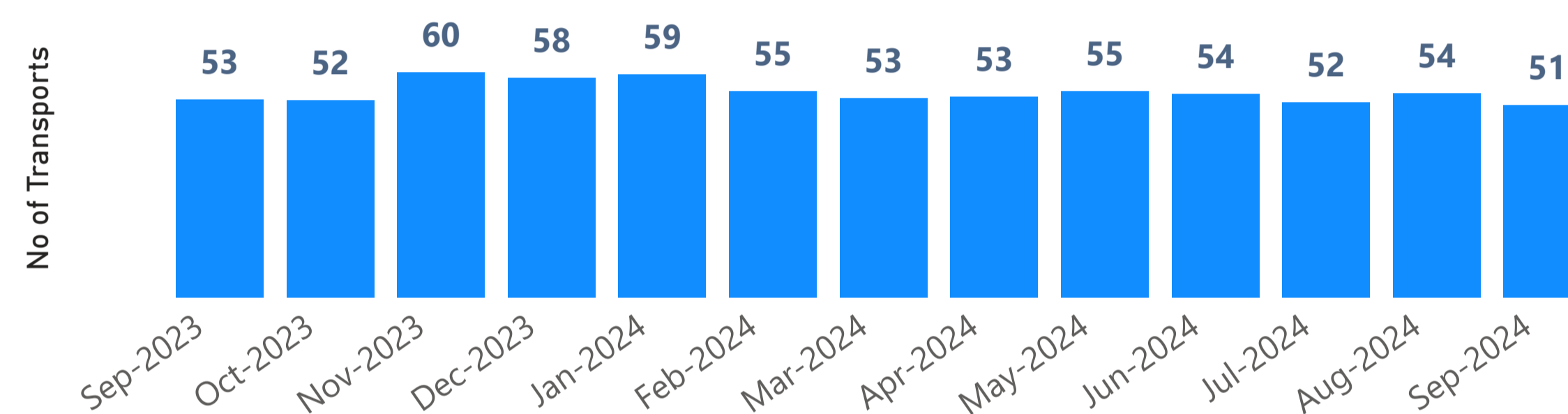
There has been a 4.4% increase in the number of incidents transported to non Tier 1 sites from July to September 2024. The number of incidents transported to non tier 1 sites has decreased by 2.7% in September 2024 as compared to September 2023. The daily number of incidents were 2 incidents lower for the same period.

### 14.1 Monthly Volume of Transport to non Major ED

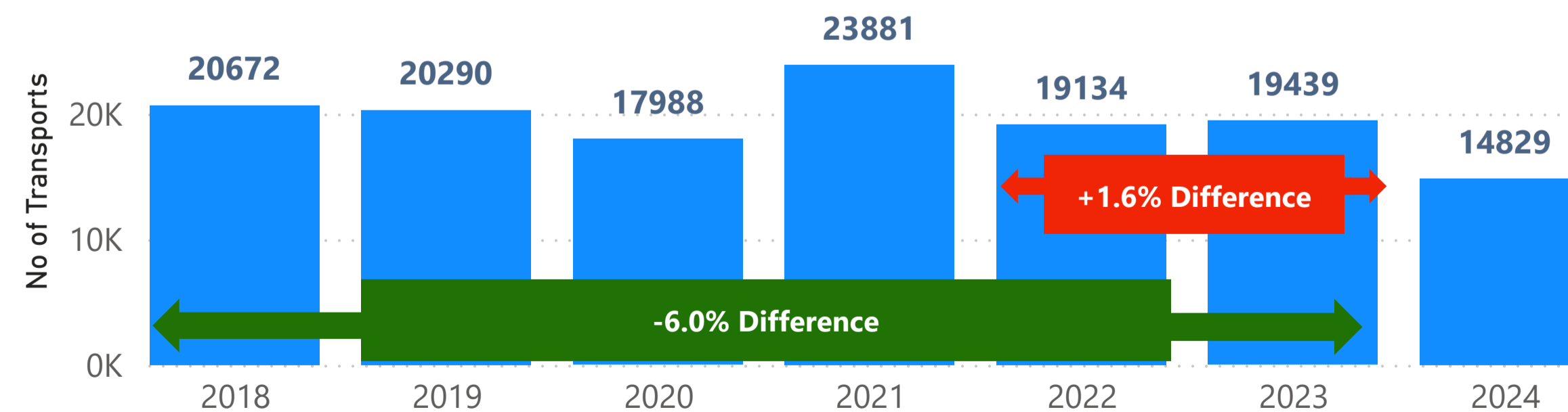


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

### 14.2 Daily Average - Transport to Non Major ED



### 14.3 Annualised Data - Transport to Non Major ED



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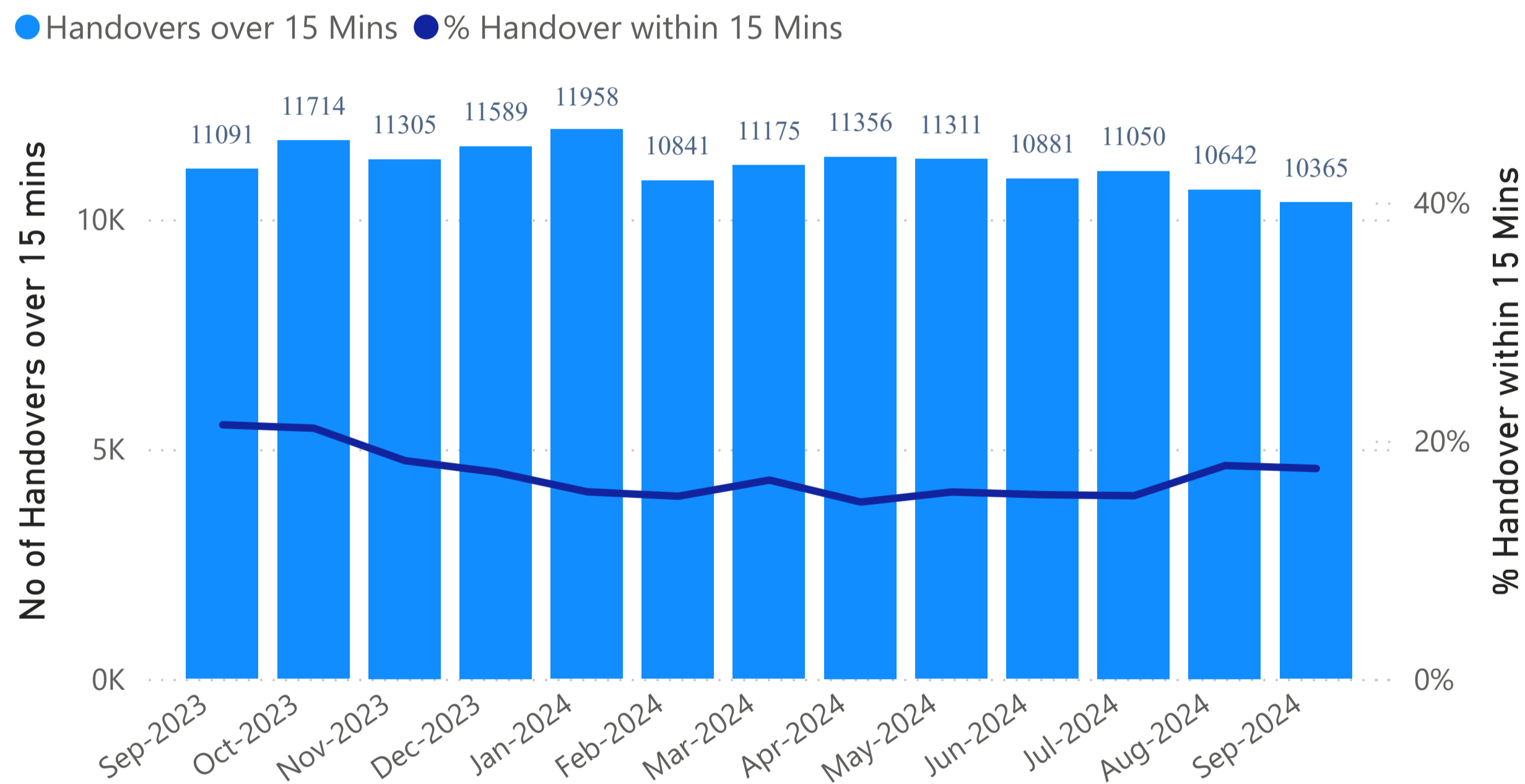


# Performance Report

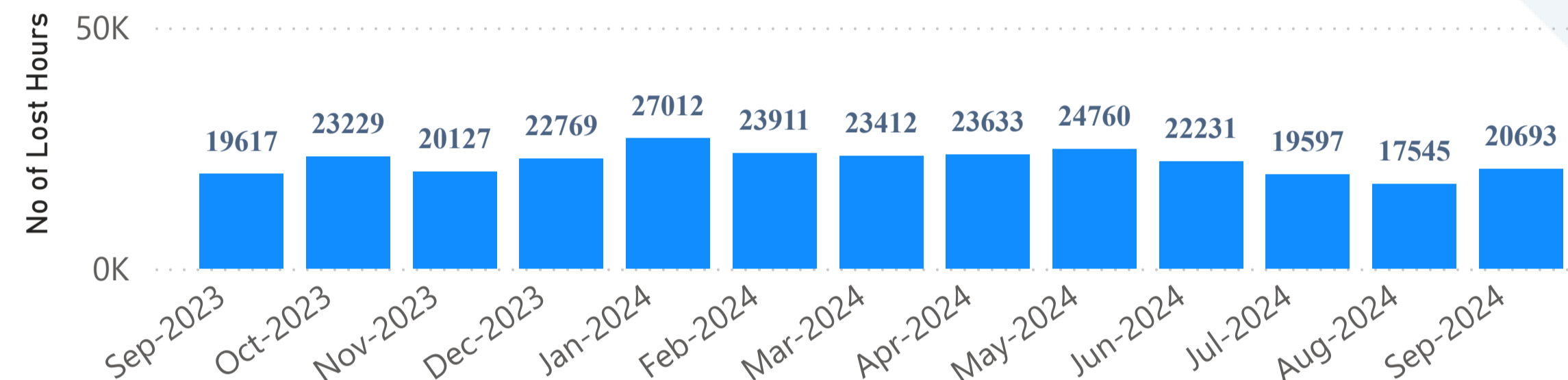
## Handover Delays Over 15 Minutes

The number of handovers over 15 mins in September 2024 were 6.2% lower as compared to September 2023. The % of handovers within 15 minutes were 3.7% lower for the same period. The total lost hours over 15 minutes for September 2024 increased by 5.5% from September 2023.

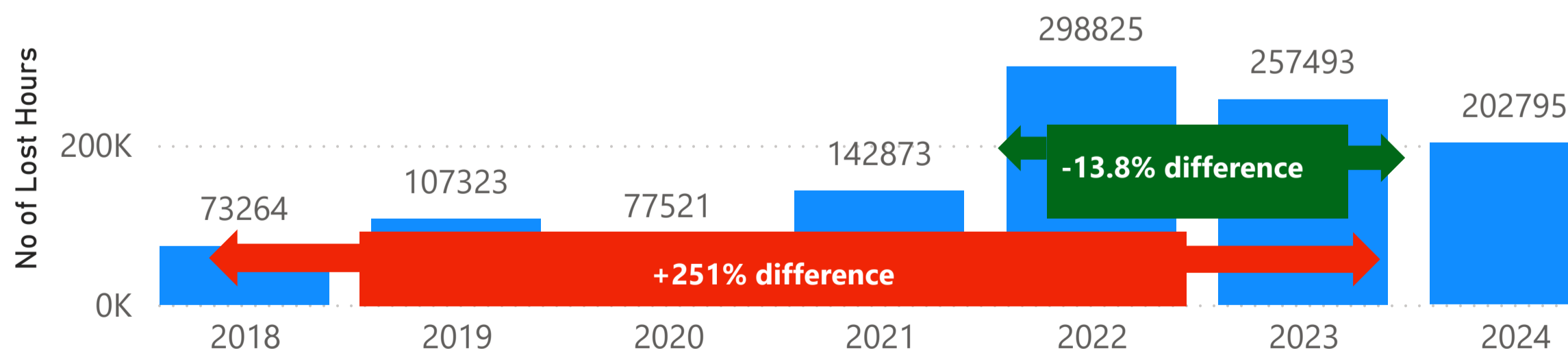
### 15.1 Volume of Handovers over 15 minutes



### 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

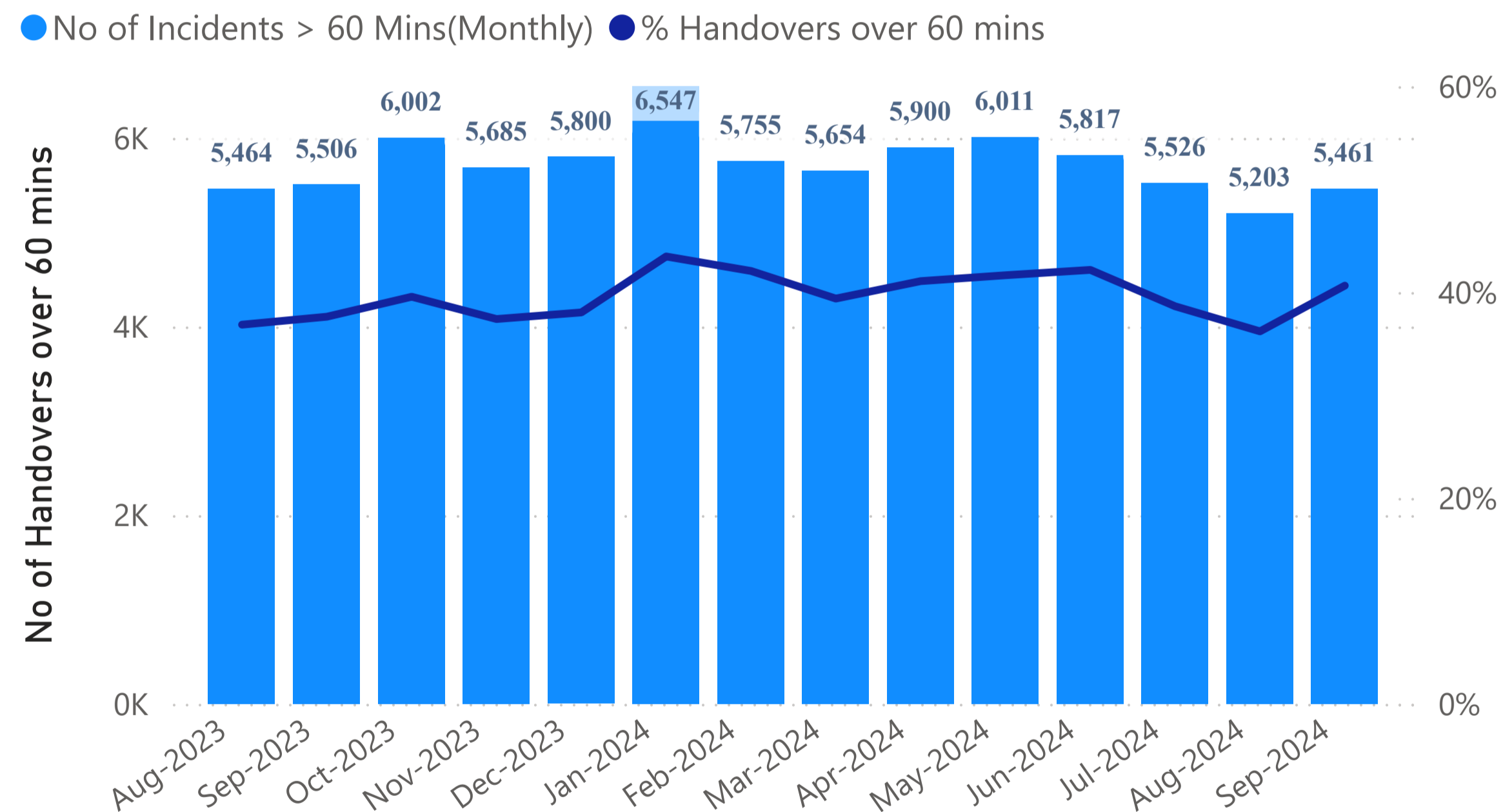


# Performance Report

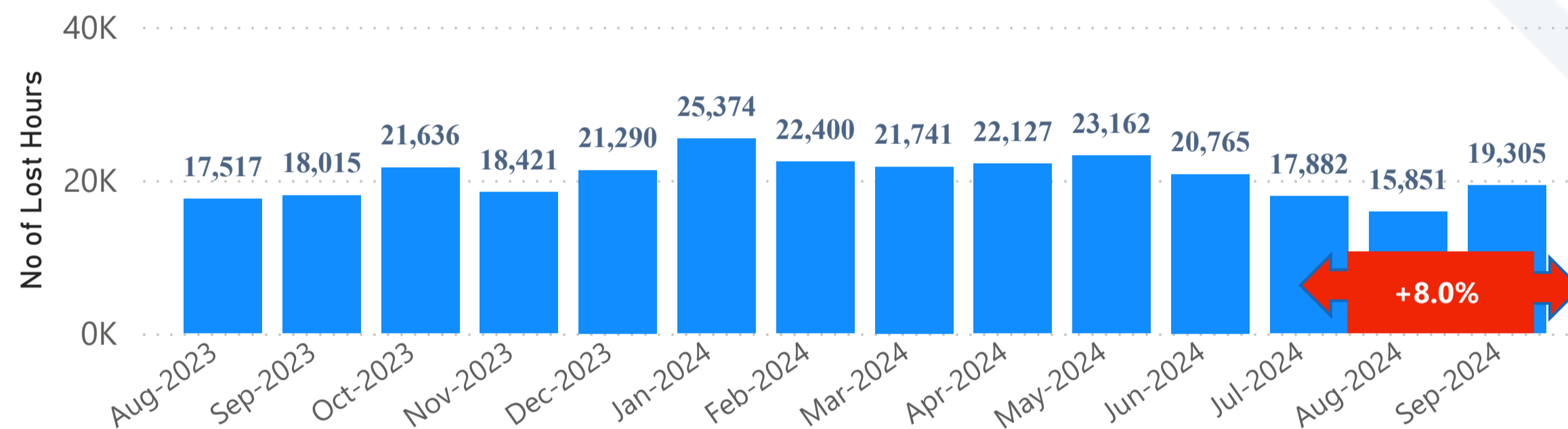
## Handover Delays Over 60 Minutes

The number and % of handovers over 60 minutes have been increasing since July 2023 to May 2024. There has been a reduction of 10.1% in the number of handovers over 60 minutes from May 2024 to September 2024. The number and % of handovers over 60 minutes were 0.8% lower and 3% higher respectively in September 2024 as compared to September 2023. Total lost hours over 60 minutes were 7.2% higher for the same period.

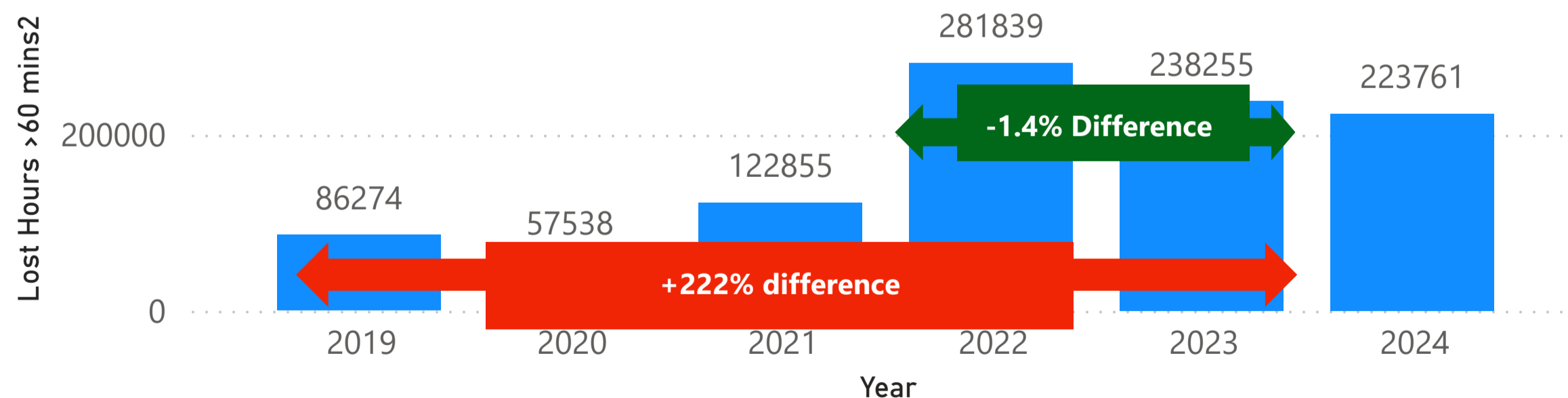
### 16.1 Number of Handovers over 60 minutes



### 16.2 Hours lost for handovers over 60 minutes



### 16.3 Hours Lost for handovers over 60 minutes



Source: Welsh Ambulance Services NHS Trust Data Academy SQL

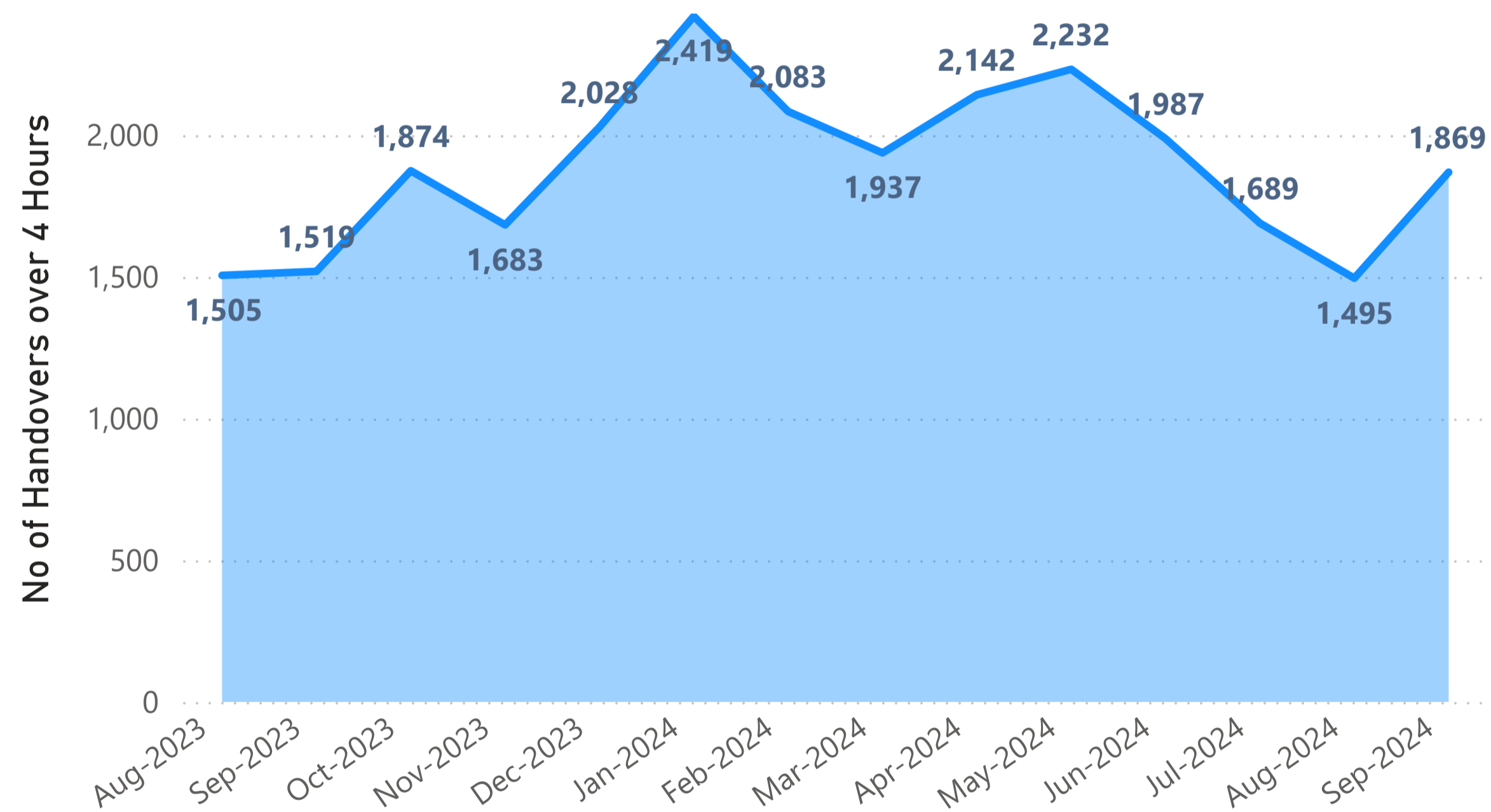


# Performance Report

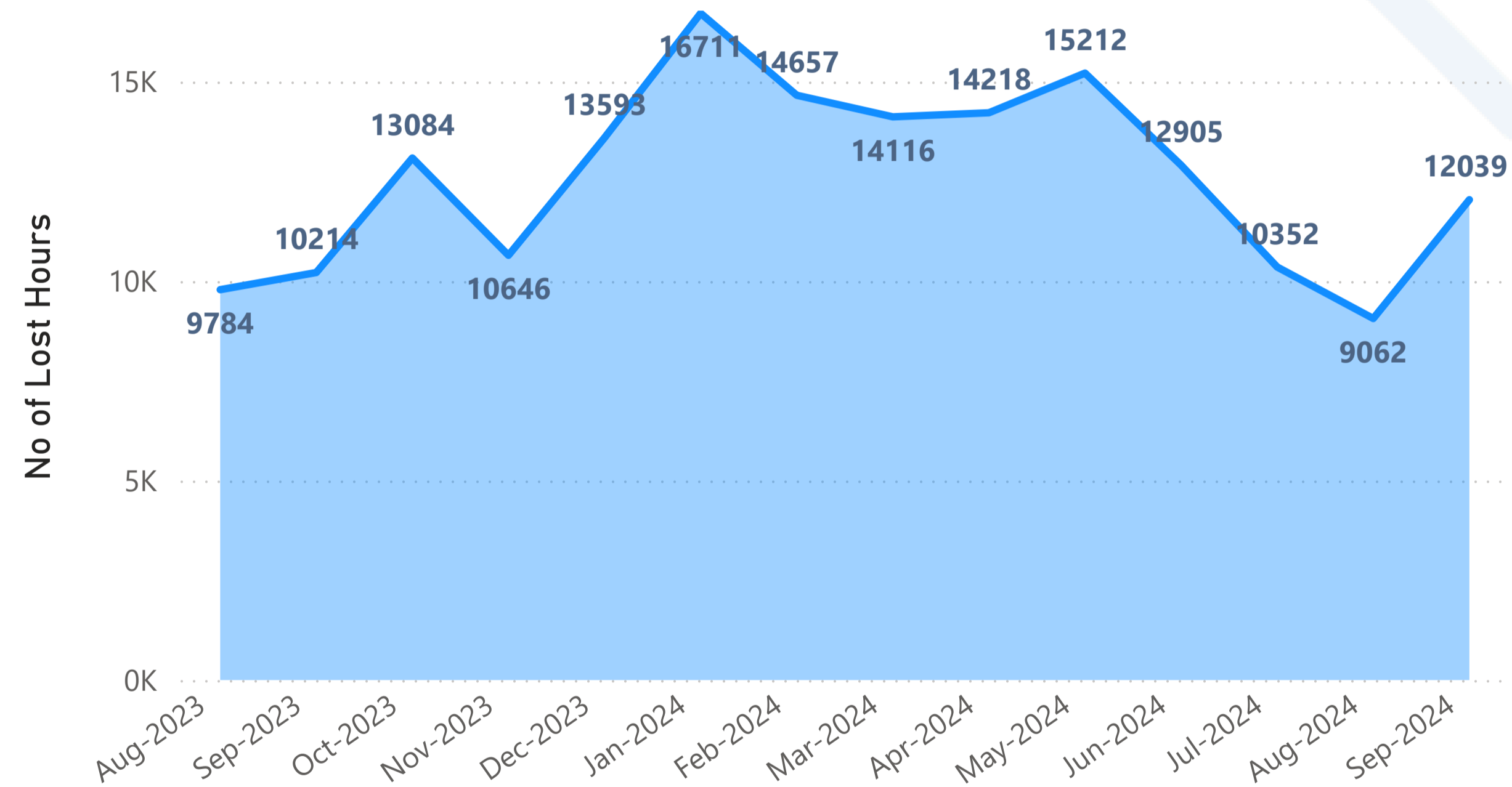
## Handover Delays Over 4 Hours

There was an upward trend in both handovers over 4 hours and lost hours from July 2023 to May 2024. Since May 2024, the number of handovers over 4 hours and lost hours has been reducing. The number of delays over 4 hours were 23.0% higher in September 2024 as compared with September 2023, and a 17.9% increase in lost hours over 4 hours for the same period.

### 17.1 Number of Handovers over 4 Hours



### 17.2 Hours lost for handovers over 4 Hours



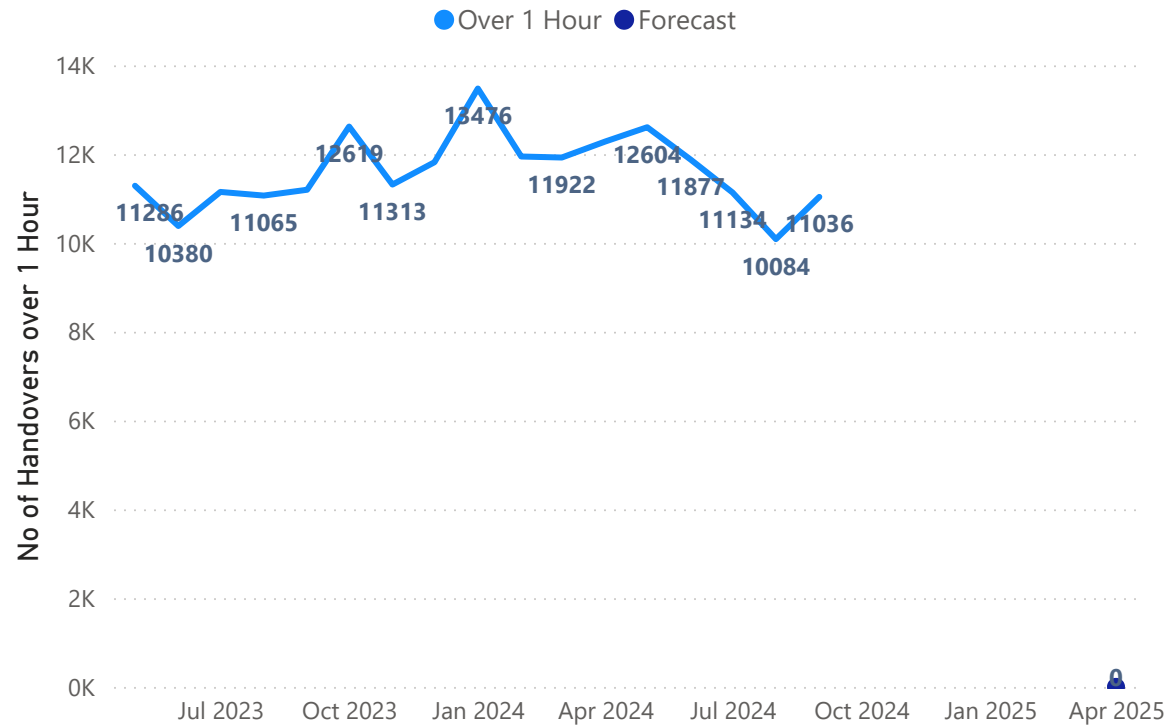
Source: Welsh Ambulance Services NHS Trust Data Academy SQL

# Performance Report Trajectory

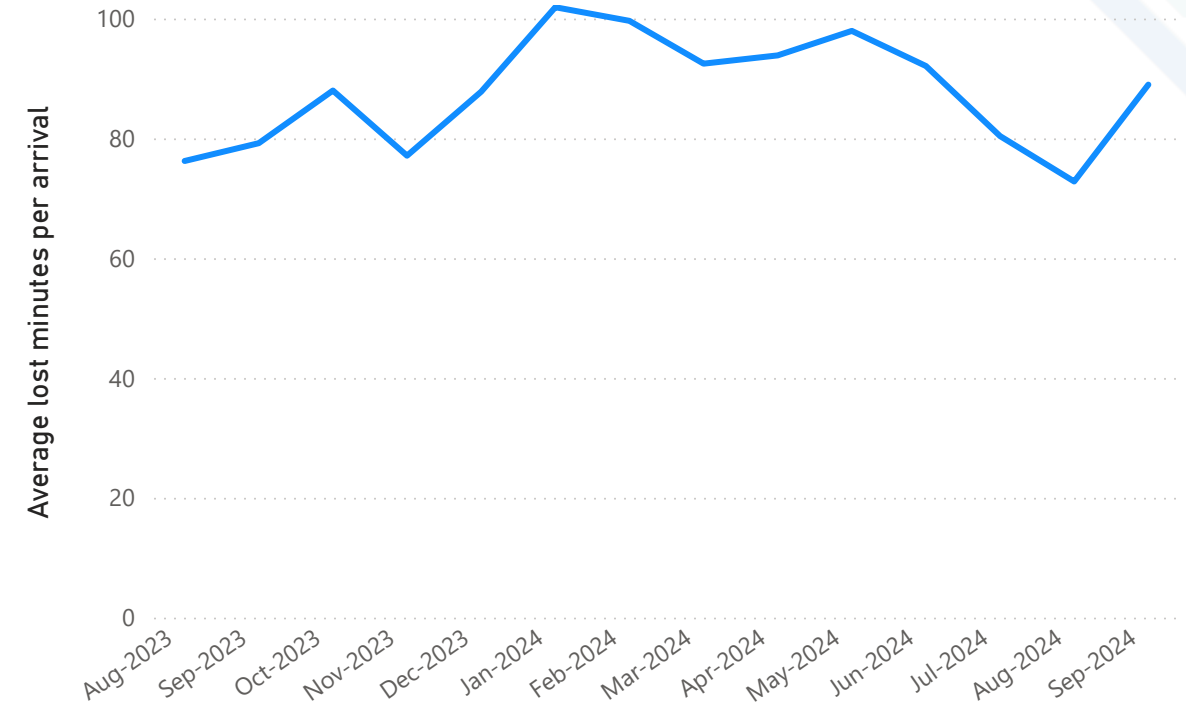


The number of handovers over 1 hour were 1.4% lower in September 2024 compared to September 2023. Average lost minutes per arrival for September 2024 were 10 minutes lower as compared to September 2023.

## 18.1 1 Hour Trajectory



## 18.2 Average Lost Minutes per Arrival (All Vehicles)



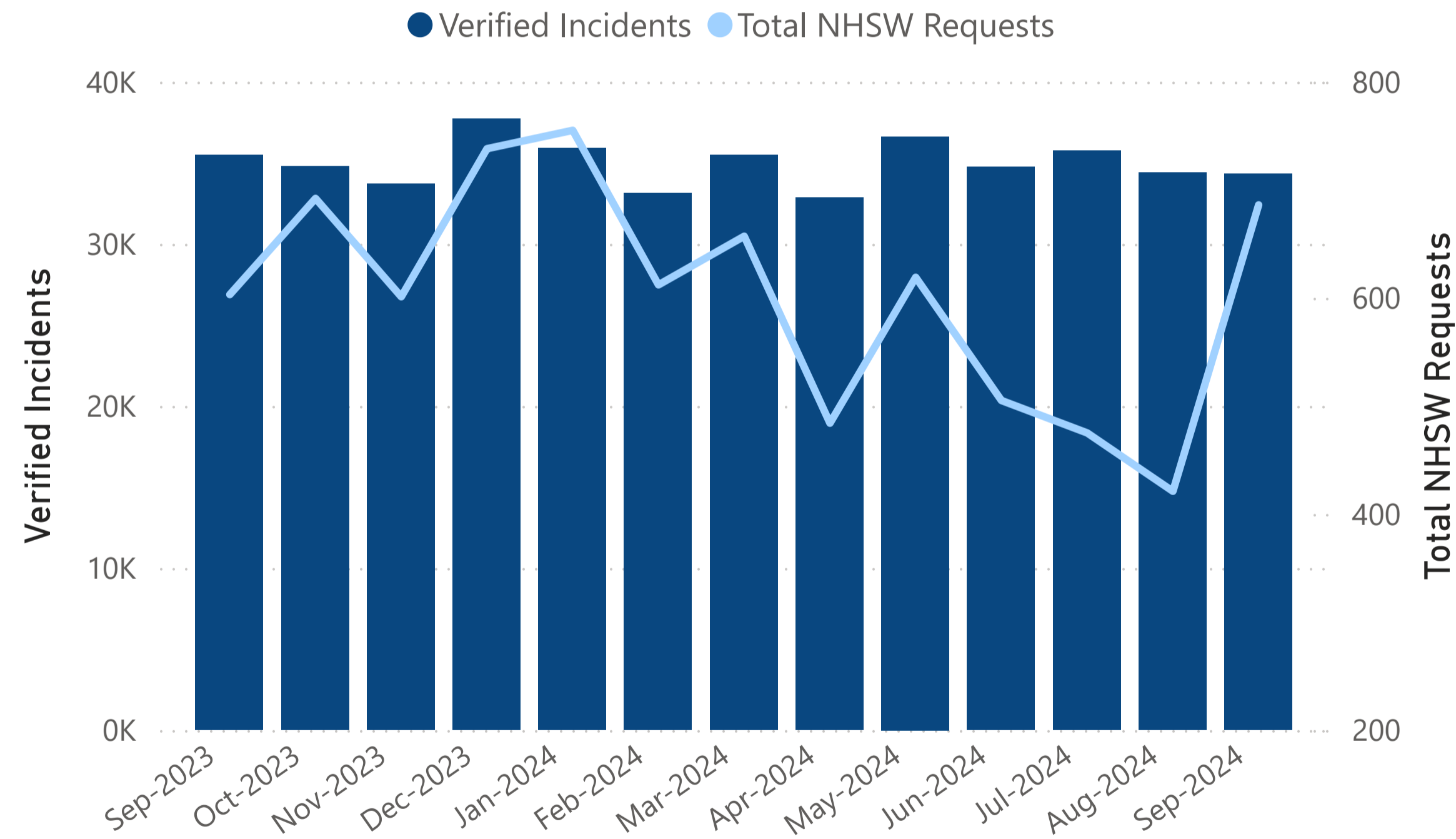
Source: 4 hour Trajectory - Hospital Handover Delays by Time Band delays . Please note that numbers of delays may be duplicated here as they may fall in several time bands Average Lost Minutes - Welsh Ambulance Services NHS Trust Data Academy SQL

# Performance Report

## RED/AMBER Release Requests

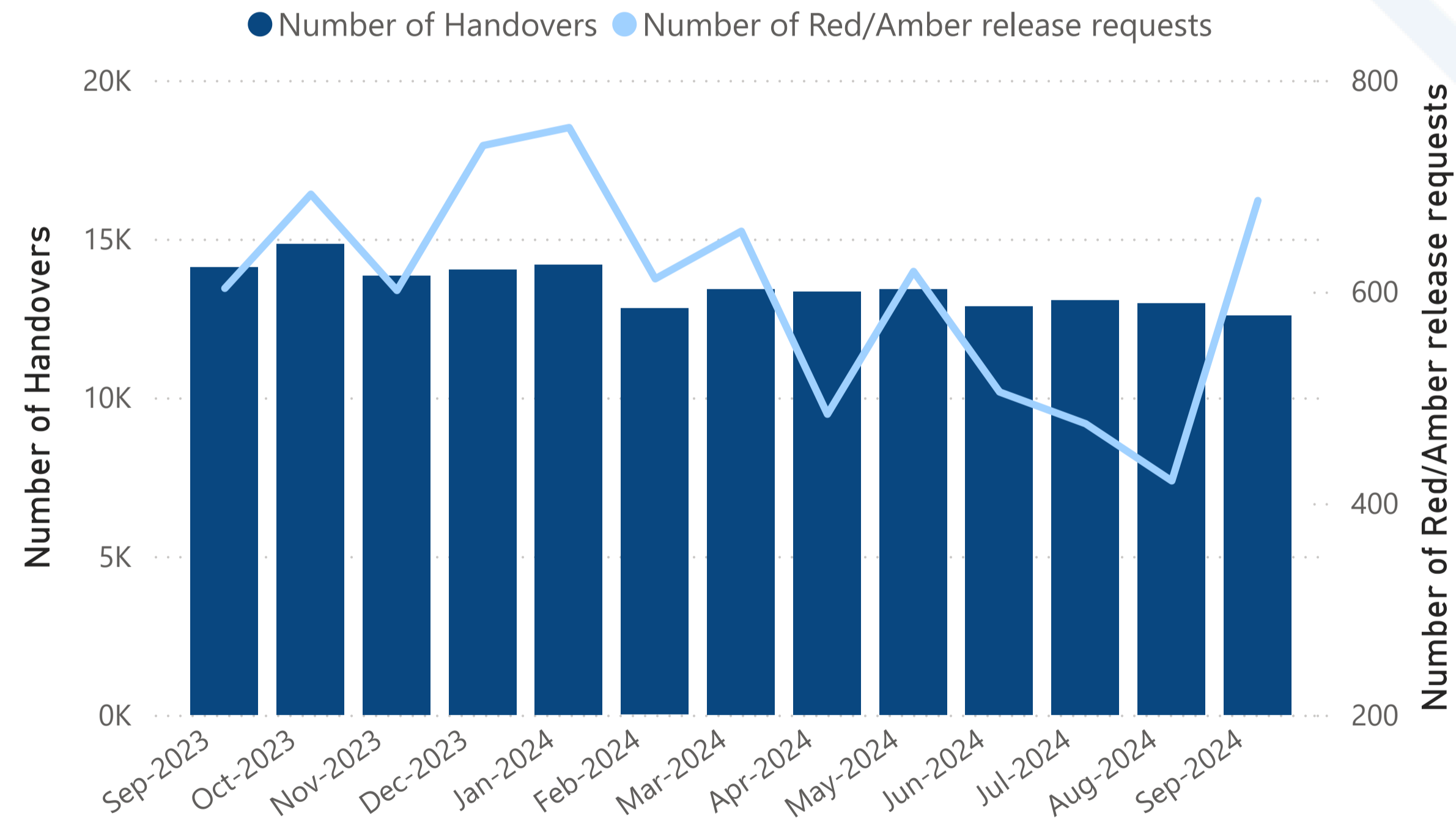
From July 2023 to January 2024, there was an upward trend in both verified incidents and release requests. Since January 2024, verified incidents and release requests have been reducing. Release requests were 13.7% higher in September 2024 as compared to September 2023. The number of incidents were 3.3% lower and the number of patients handed over were 10.7% lower for September 2024 as compared to September 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



# Performance Report

## Unit Hour Production (UHP)

Lowest Recorded UHP

**85.70%**

All Wales Latest Month

Average Recorded UHP

**89.52%**

All Wales Latest Month

Highest Recorded UHP

**95.50%**

All Wales Latest Month

Lowest Recorded UHP

**88.6%**

N Wales Latest Month

Lowest Recorded UHP

**80.0%**

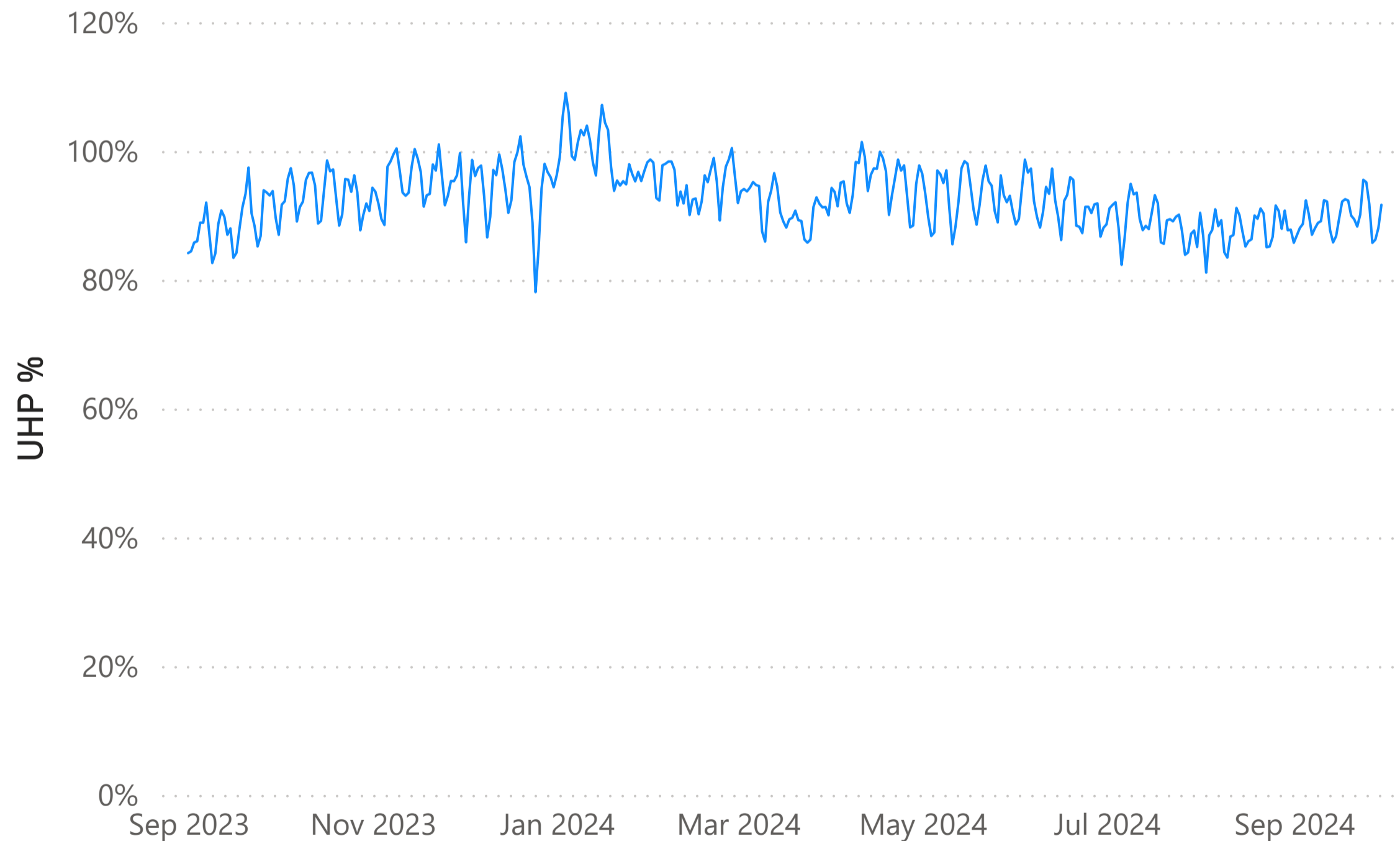
C&W Wales Latest Month

Lowest Recorded UHP

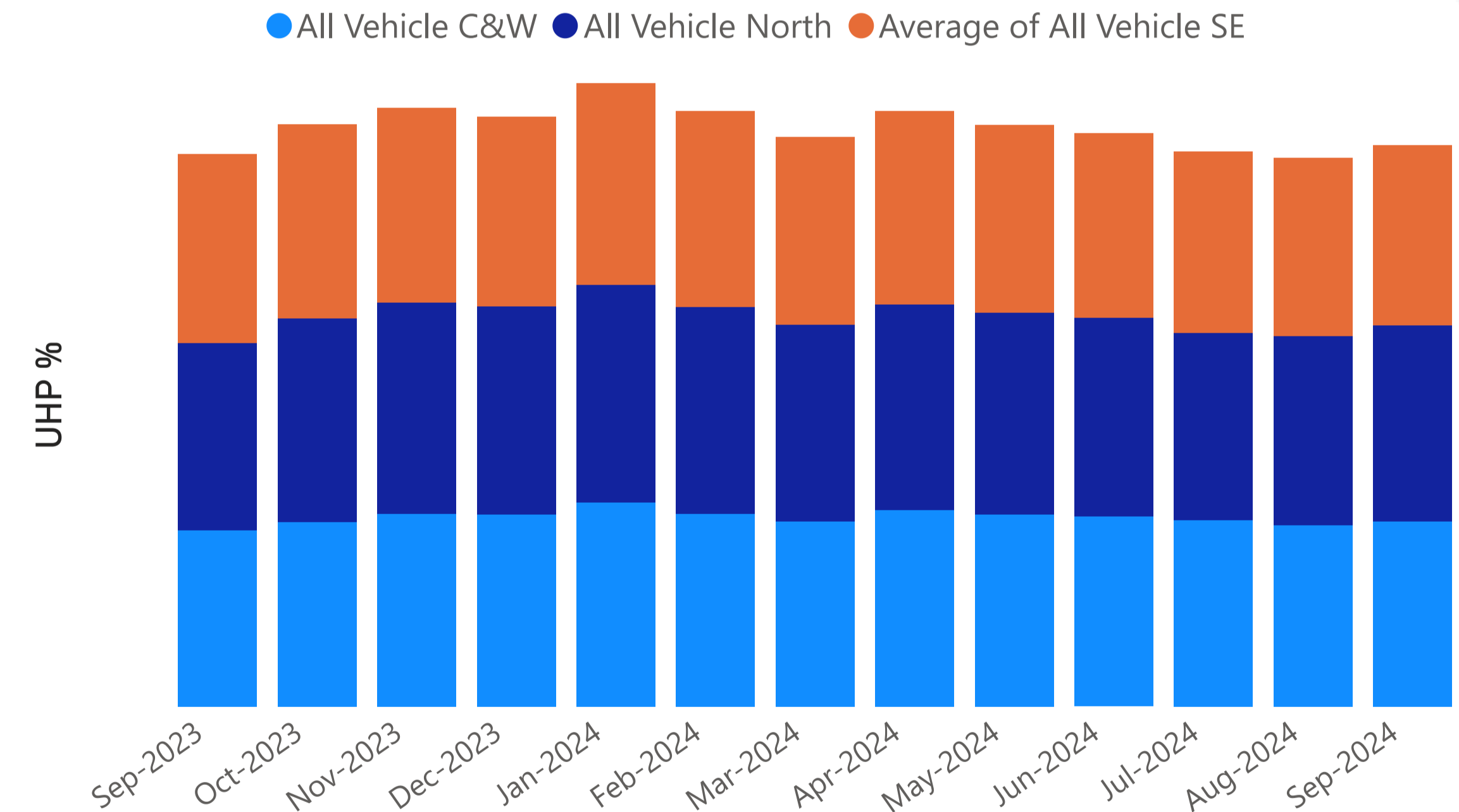
**82.2%**

SE Wales Latest Month

### 20.1 Daily UHP %



### 20.2 Monthly Average UHP % by Area



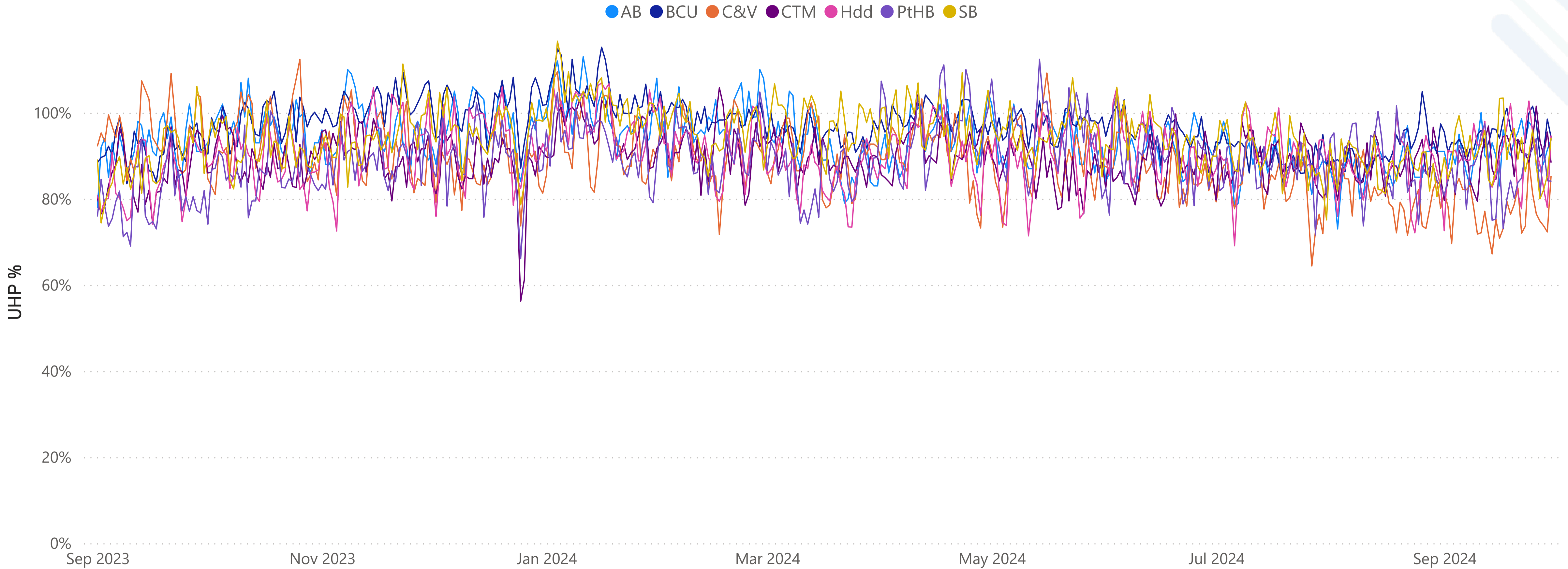
Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)

# Performance Report

## Unit Hour Production (UHP) - Health Board



### 21.1 Unit Hours Production



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

# 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)