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**12/31/2023**



# Emergency Ambulance Services Committee

## Ambulance Data Portal | Performance Report

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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

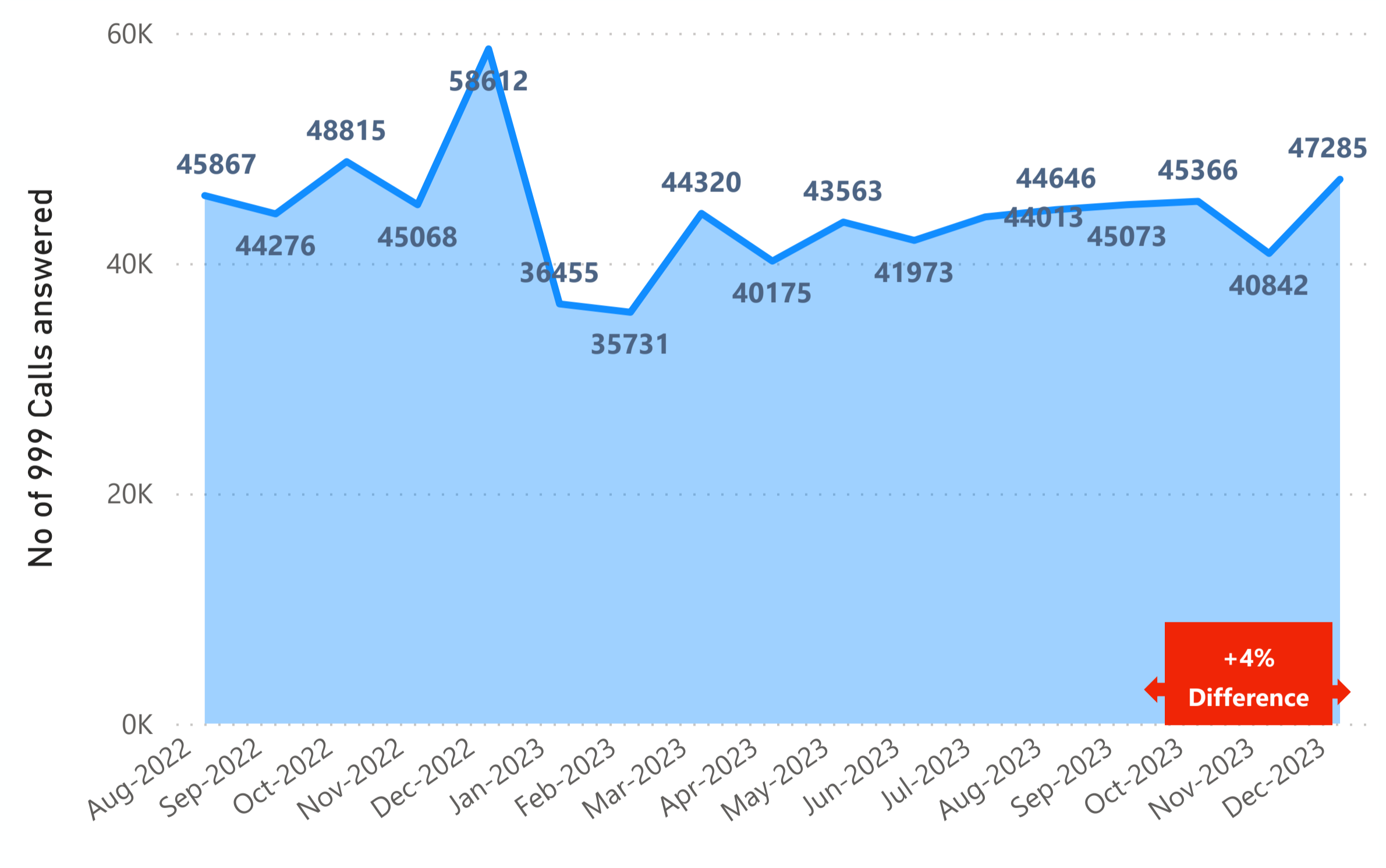
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# Performance Report | 999 calls demand

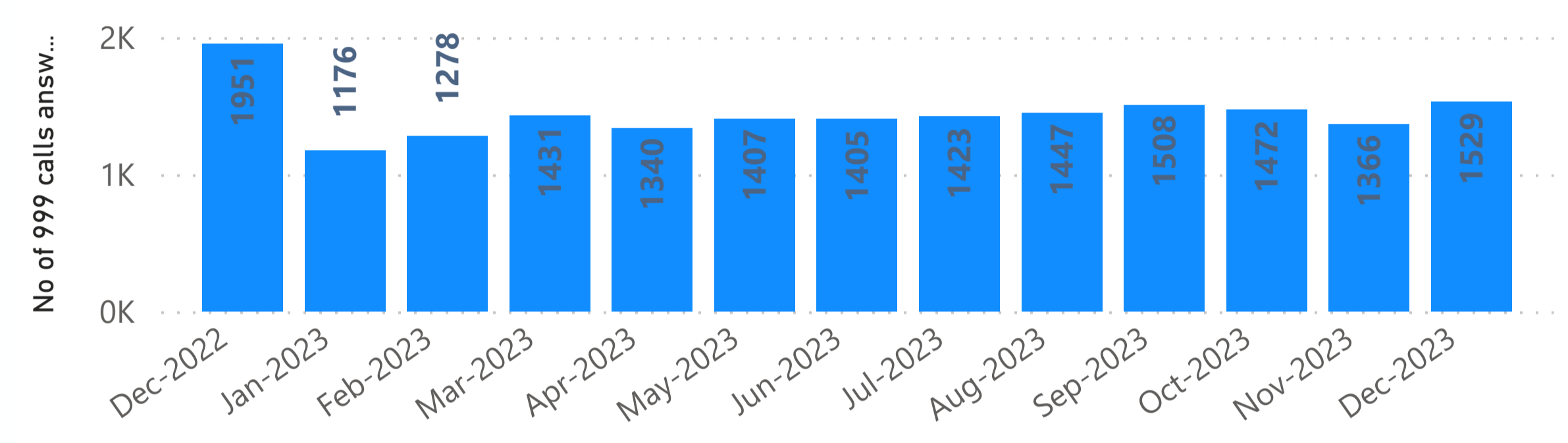
The number of 999 calls saw a 4% increase from October 2023 to December 2023. The number of 999 calls were 19.3% lower in December 2023 as compared with the same period the previous year. The daily average number of 999 calls answered has reduced by 370 calls in December 2023 as compared to December 2022.

## 1.1 Monthly -Volume of 999 Calls Answered

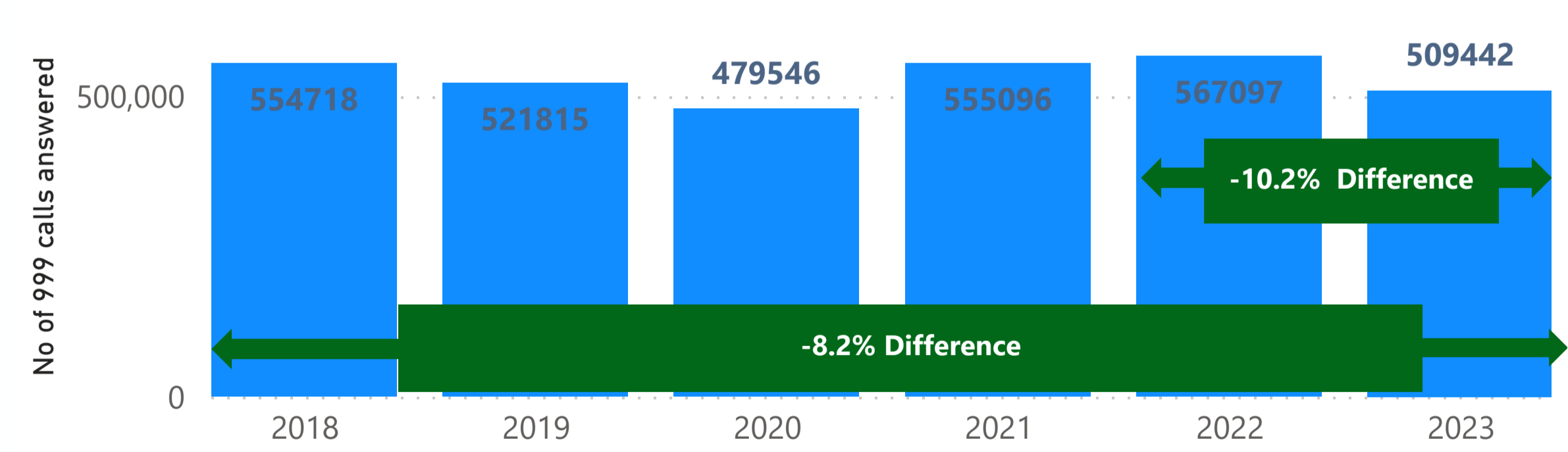


Source: Ops Directorate Telephony Qlikview

## 1.2 Daily Average - 999 Calls Answered



## 1.3 Annualised Data - Volume of Calls Answered



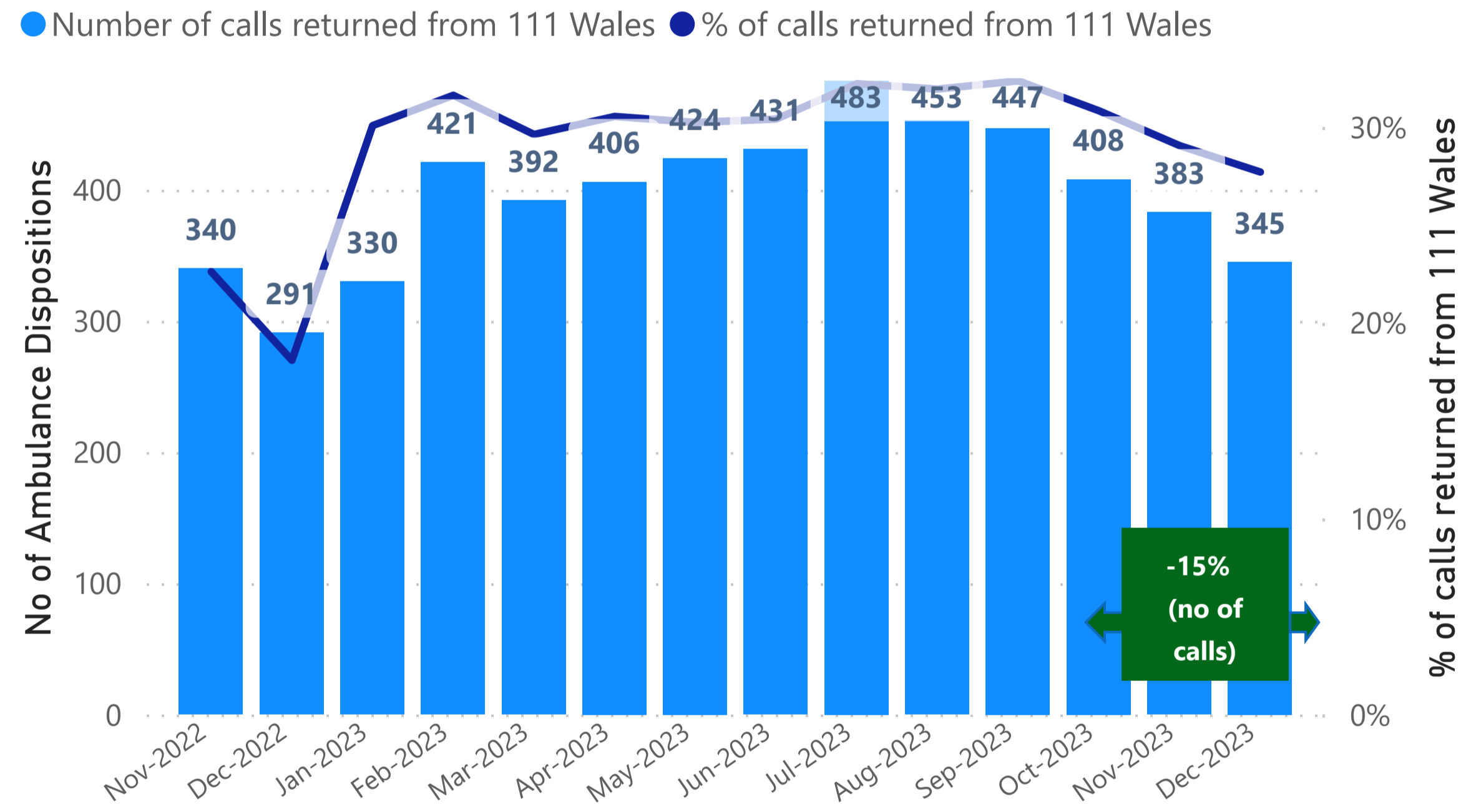
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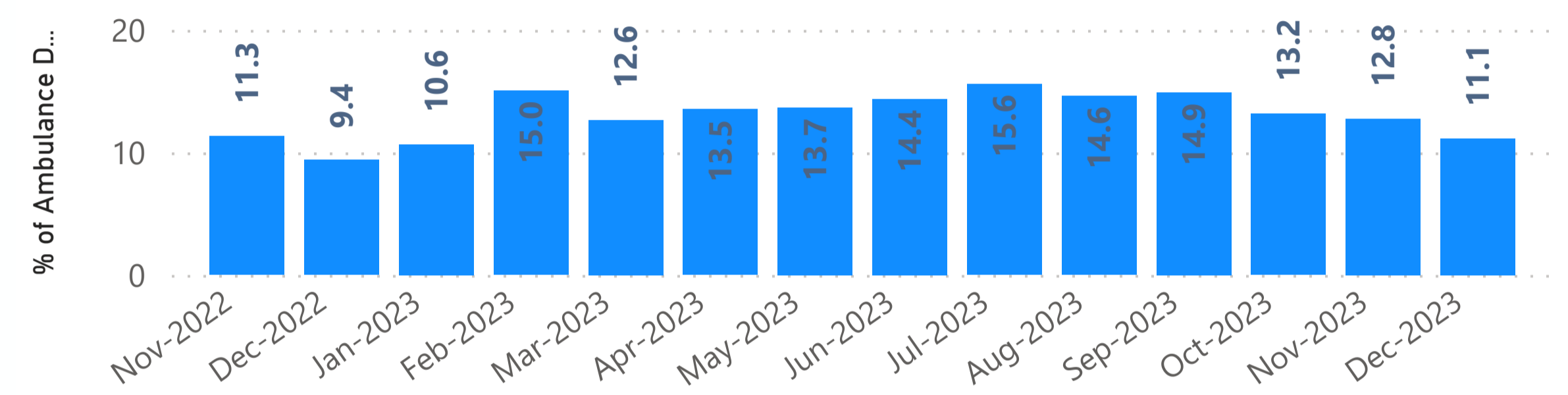
# Performance Report | 111 Wales to 999 Transfers

There was a 15% reduction in the number of calls returned from 111 Wales from October 2023 to December 2023. In December 2023, the number of calls returned was 18.6% higher and the % of calls were 9.6% higher than in December 2022.

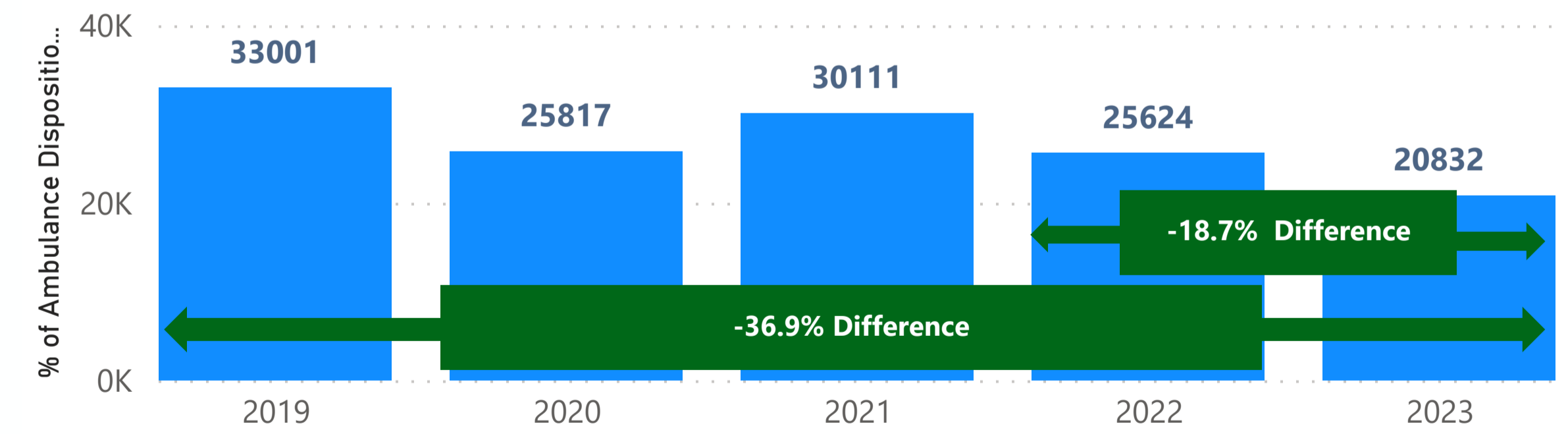
## 2.1 Monthly - Calls returned from 111 Wales



## 2.2 Daily Average - Calls Returned from 111 Wales



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



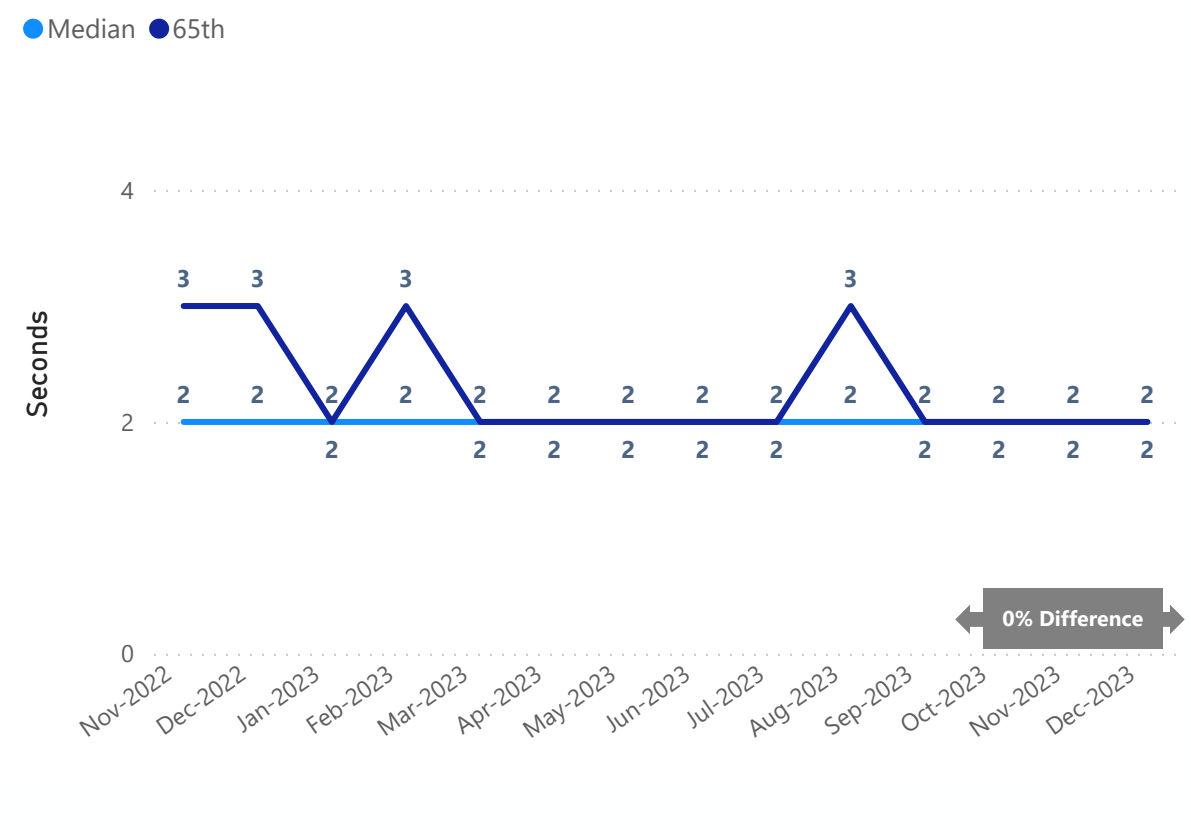
Source: AQ19ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

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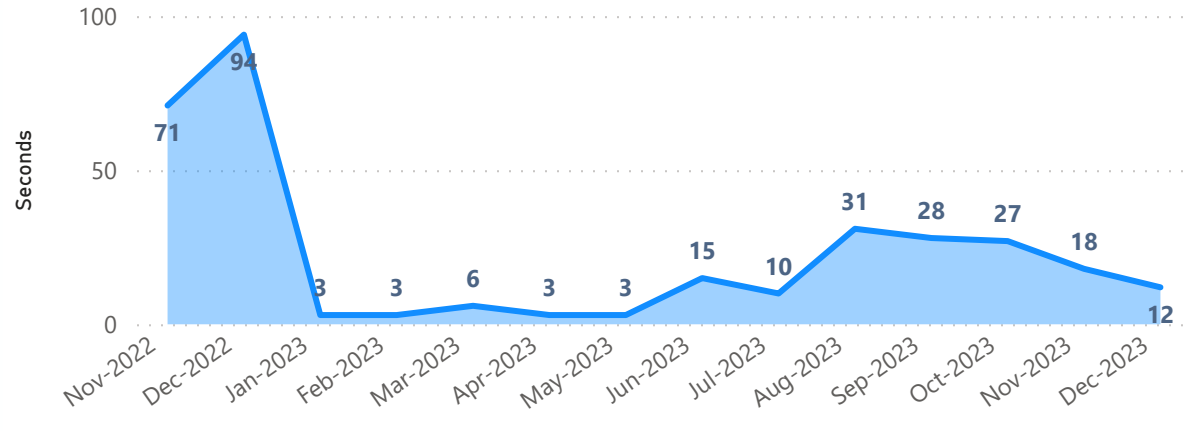
# Performance Report | 999 call answer times

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. It then increased from June to August 2023 and has been reducing from August 2023 to December 2023.

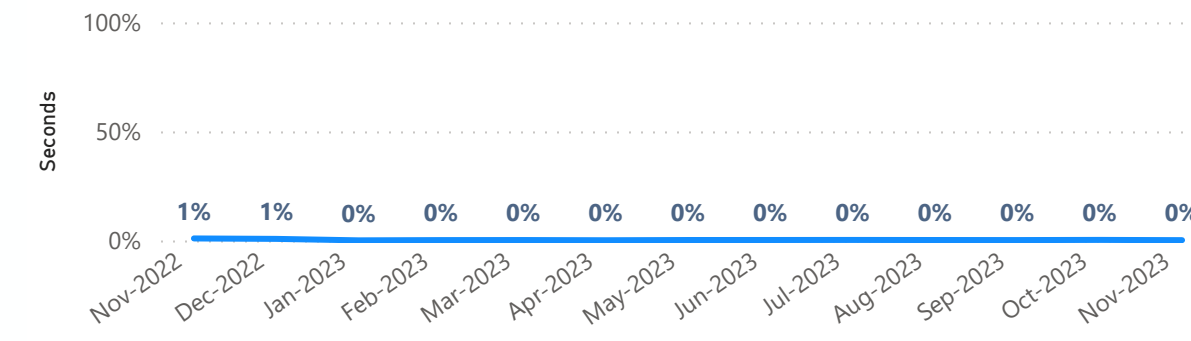
### 3.1 Median and 65th Percentile - 999 Calls: Time to Answer



### 3.2 95th Percentile



### 3.3 Call Abandonment



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

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[HTTPS://EASC.NHS.WALES](https://EASC.NHS.WALES)  
 CTM\_CASC\_EASC@WALES.NHS.UK  
 @NCCU\_CYMRU

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.



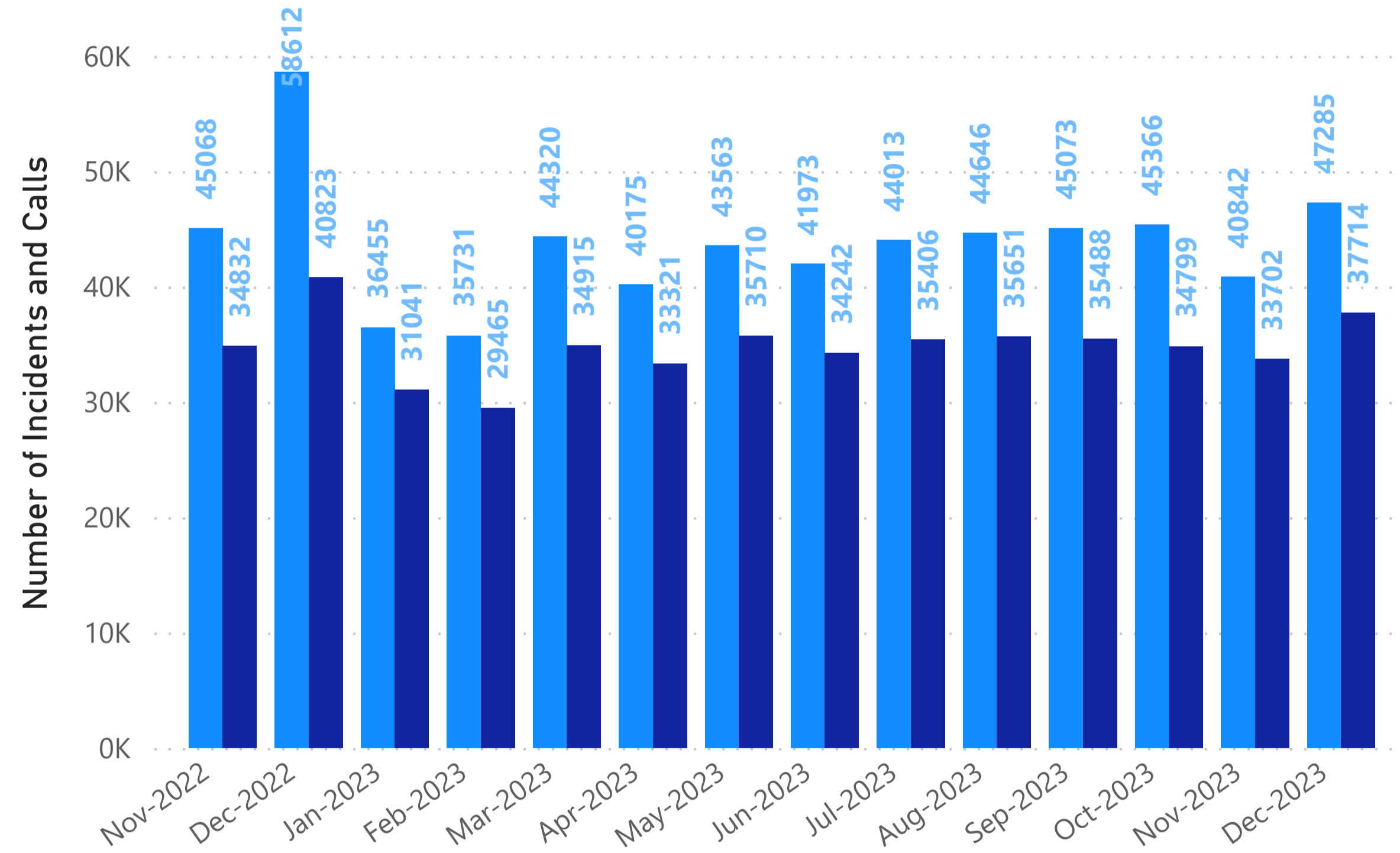


# Performance Report | All incidents

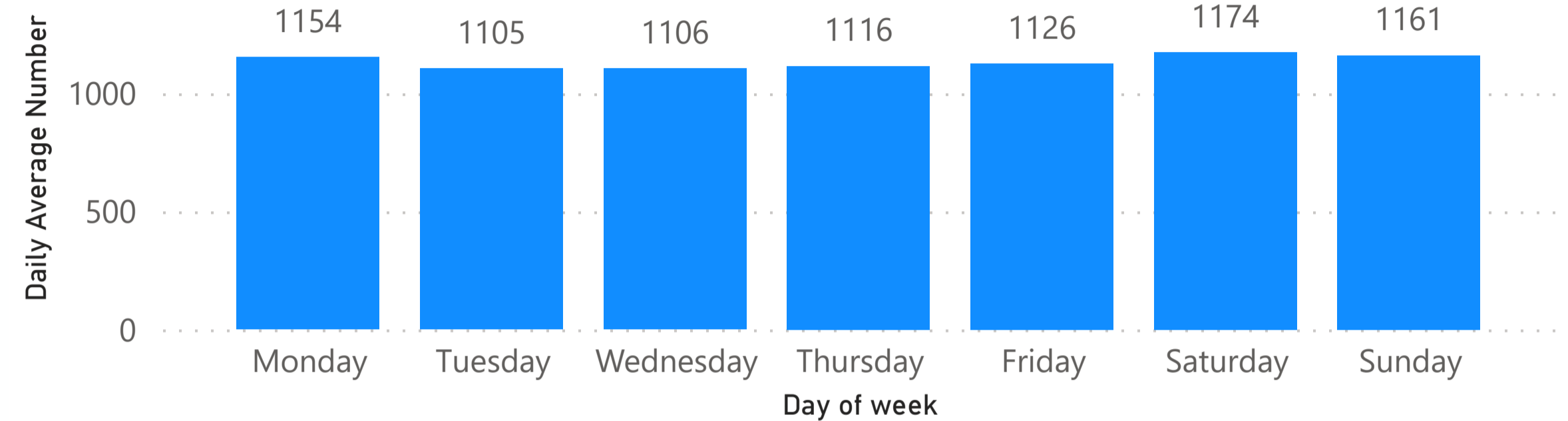
December 2023 saw a 19.3% in reduction calls and a 7.5% reduction in incidents compared to December 2022.

## 4.1 Monthly Volume of Incidents and Calls

● Total 999 Calls ● Total Incidents

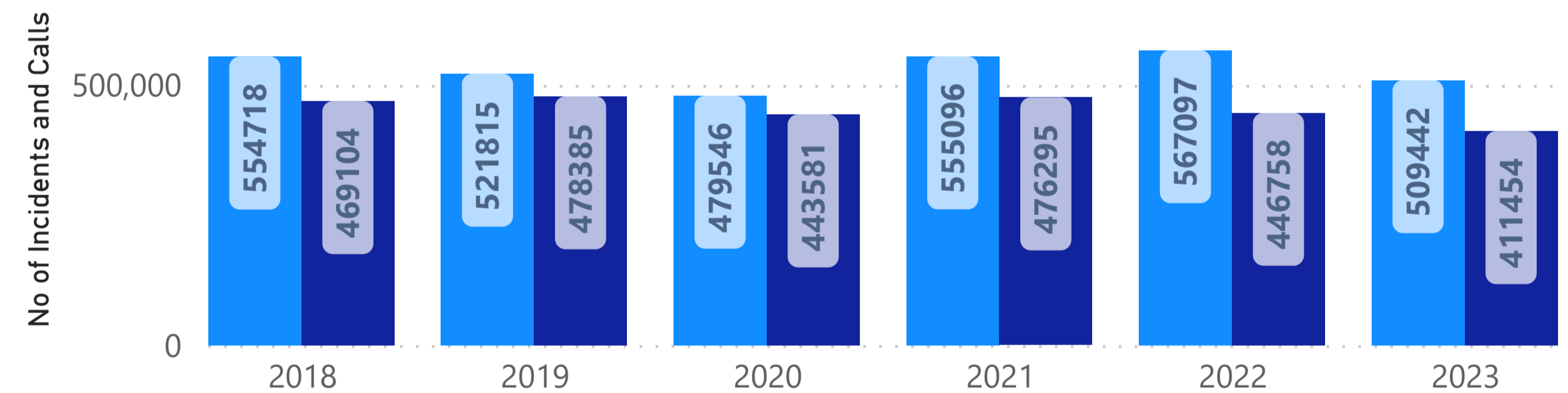


## 4.2 Average Daily Incidents - 2023



## 4.3 Annualised Data - Total Incidents and Calls

● Total 999 Calls ● Total Incidents



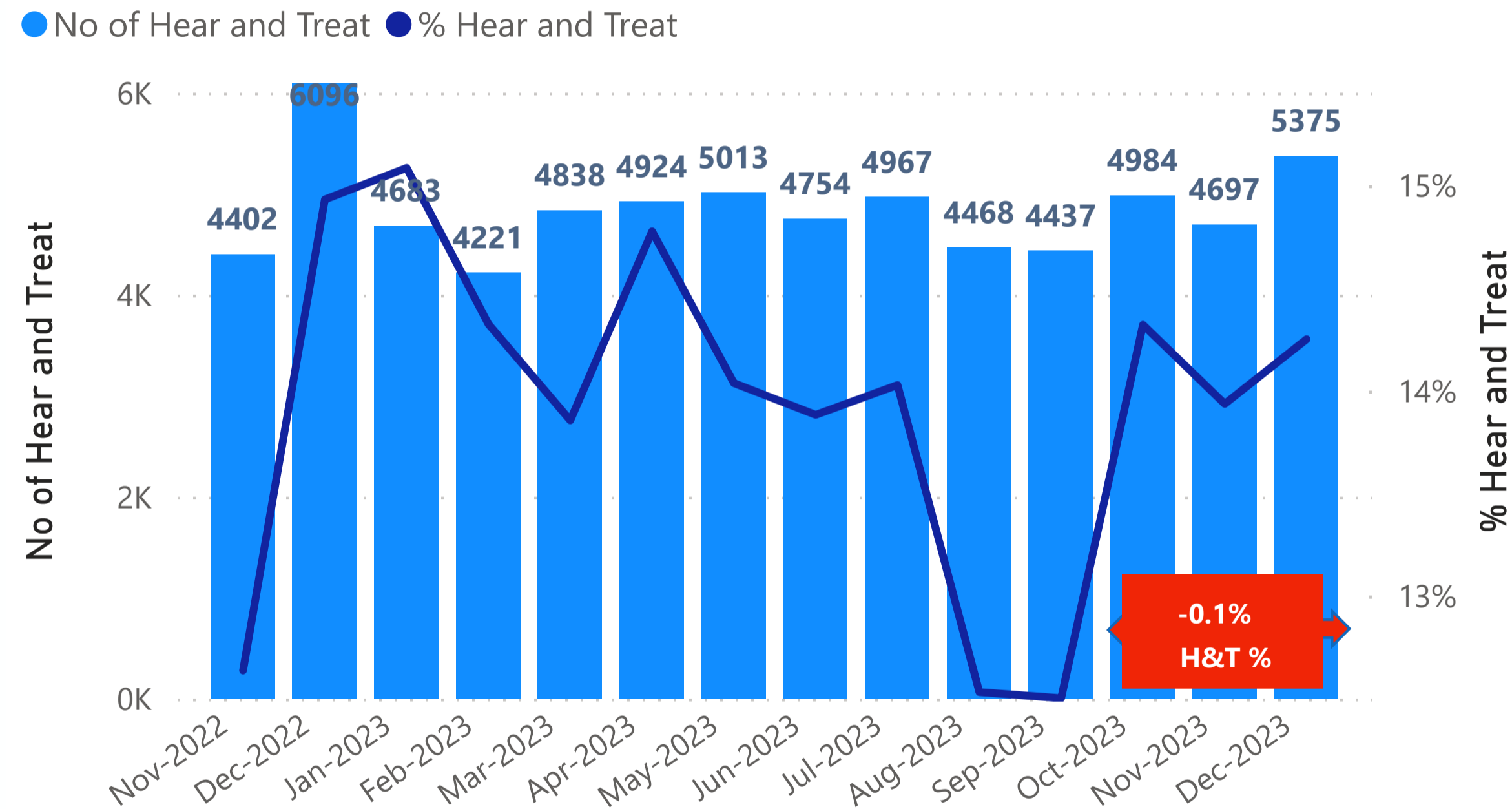
Source: AQ15 Total number of incidents; Avg Daily Incidents - WAST SQL Data Academy

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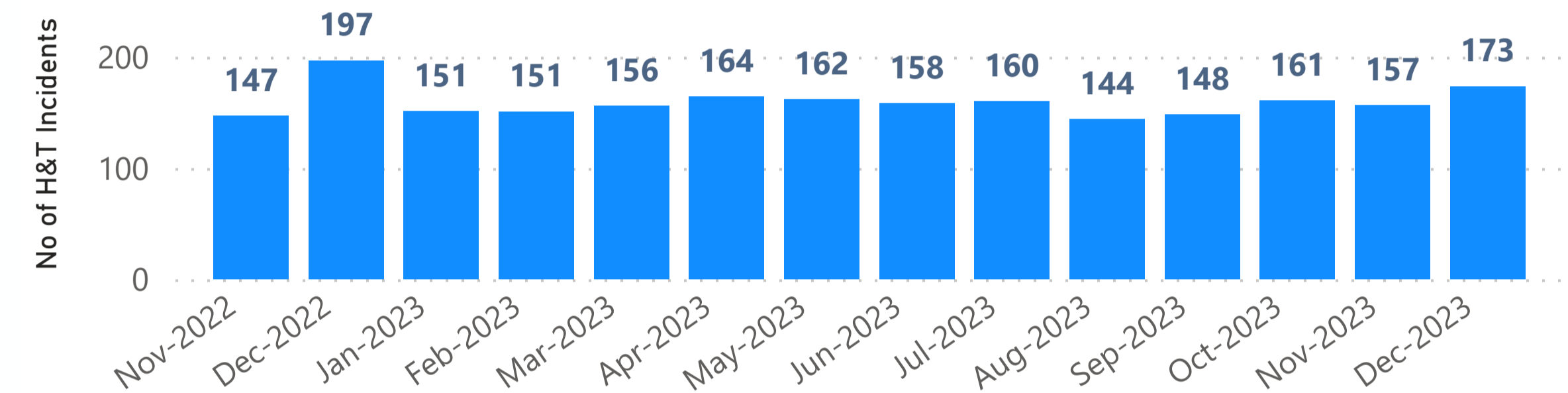
# Performance Report | Hear and Treat

The percentage of Hear and Treat Incidents has reduced by 0.1% from October 2023 to December 2023. The percentage of Hear and Treat incidents in December 2023 were 0.7% lower than the same period last year.

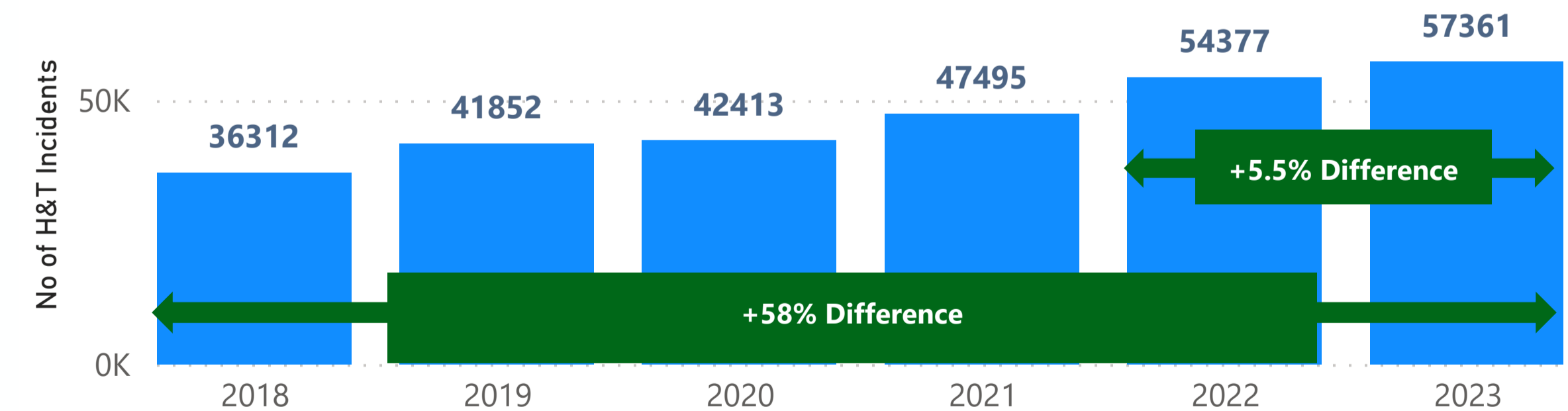
## 5.1 Monthly - Volume of Hear and Treat Incidents



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



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



Source: AQ110i Number of calls ended following WAST telephone assessment (Hear and Treat)

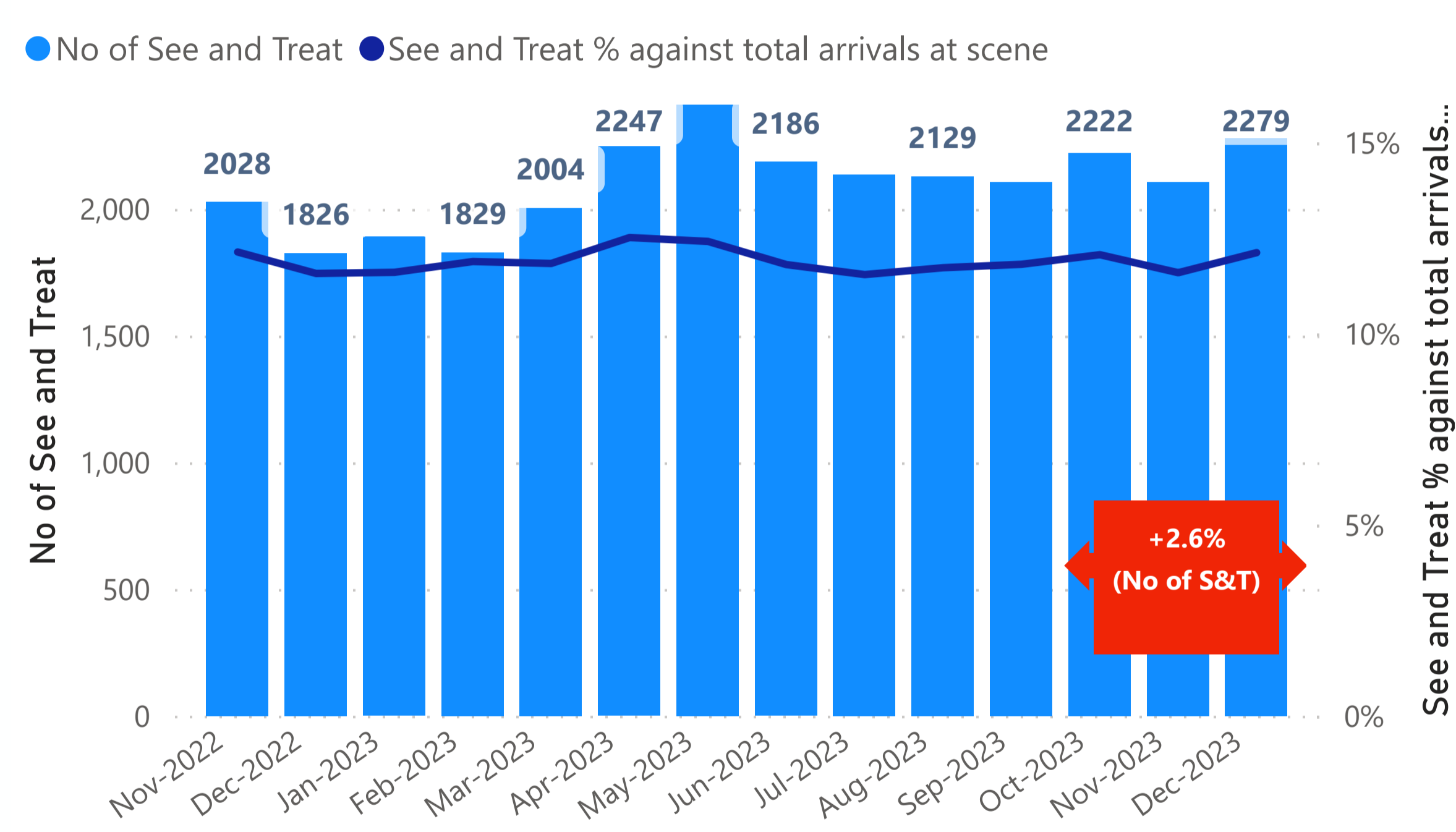
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# Performance Report | See and Treat

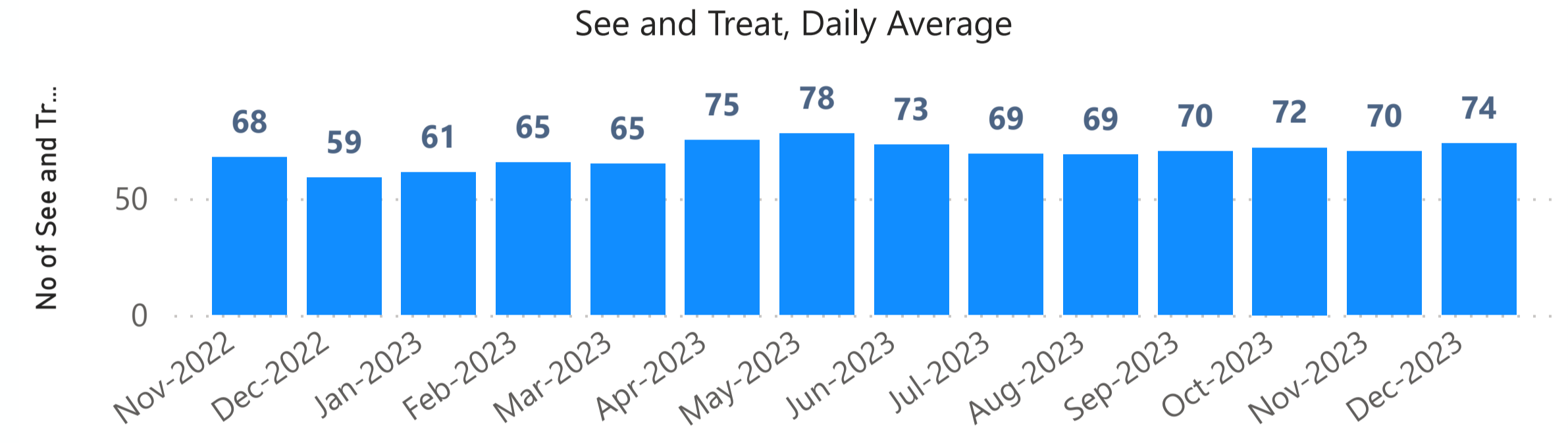
The number of See and Treat responses have increased by 2.6% constant from October 2023 to December 2023. In December 2023 the number of See and Treat responses were 24.2% higher than December 2022. The daily average of See and Treat responses were 15 incidents higher for the same time period.

## 6.1 Monthly Volume of See and Treat Responses

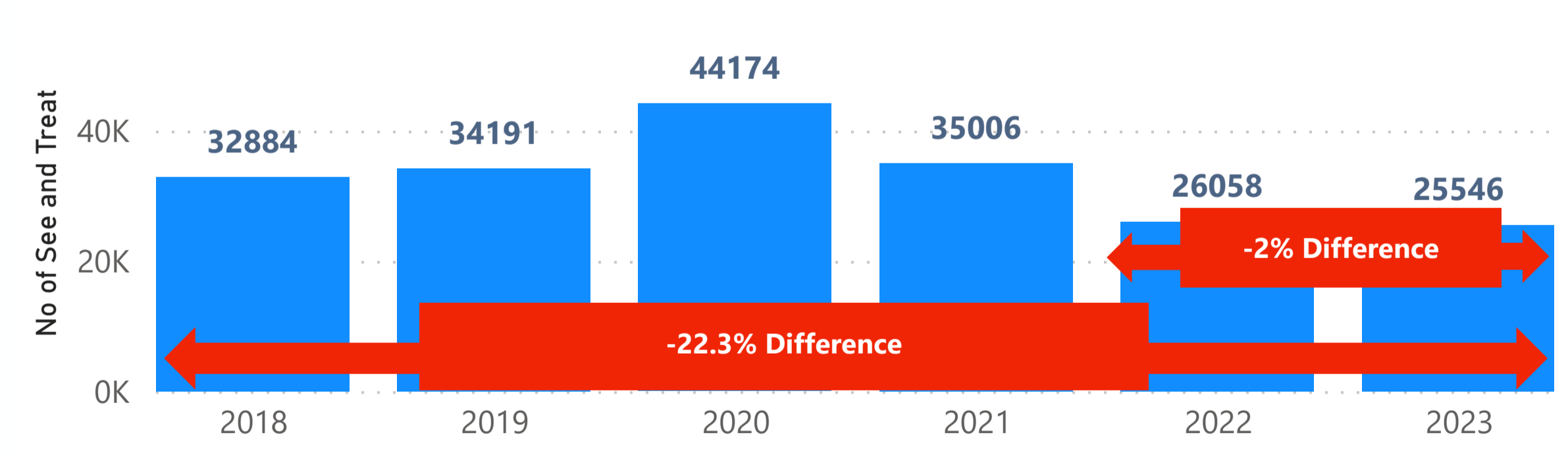


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

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



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



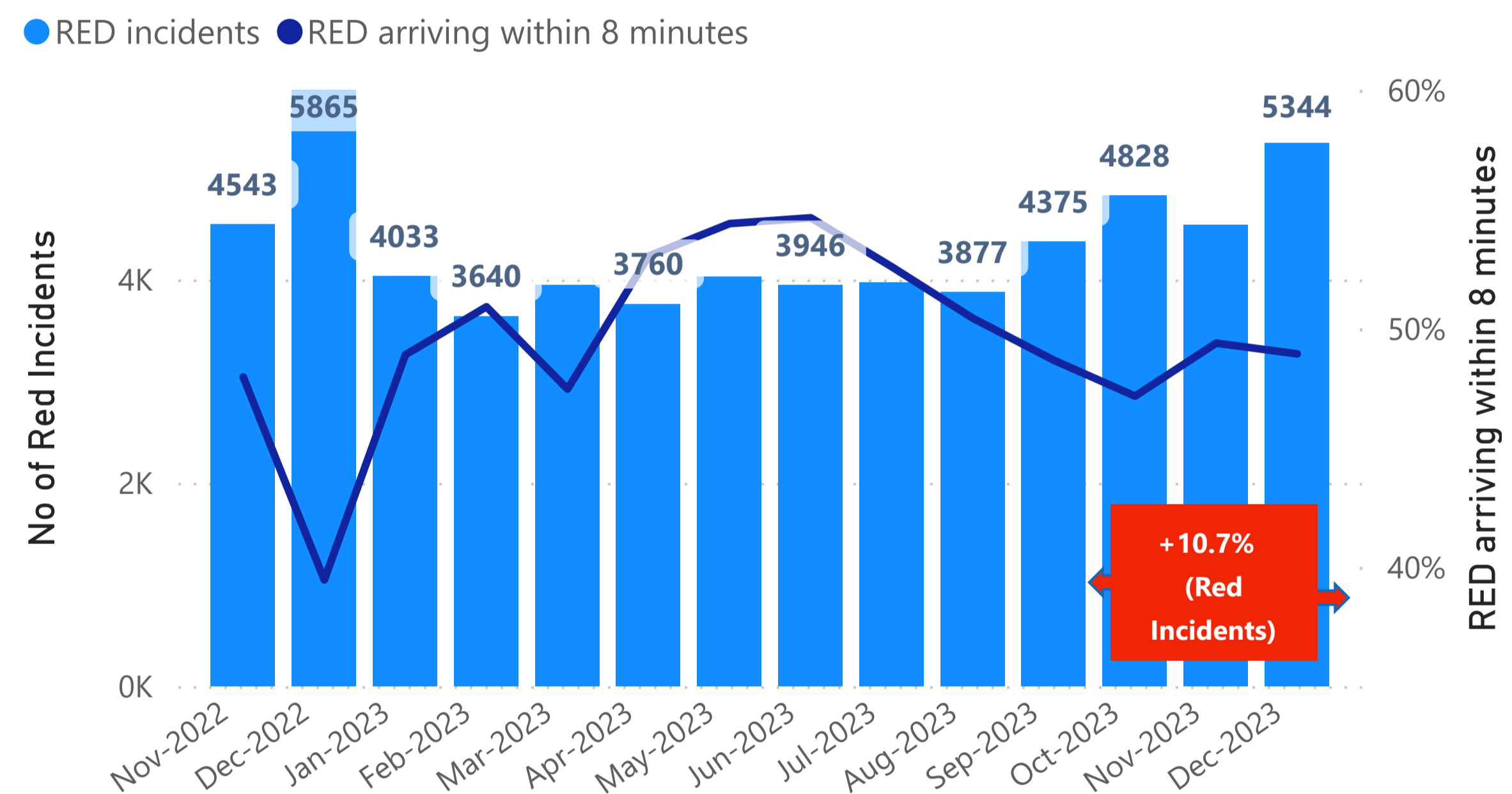
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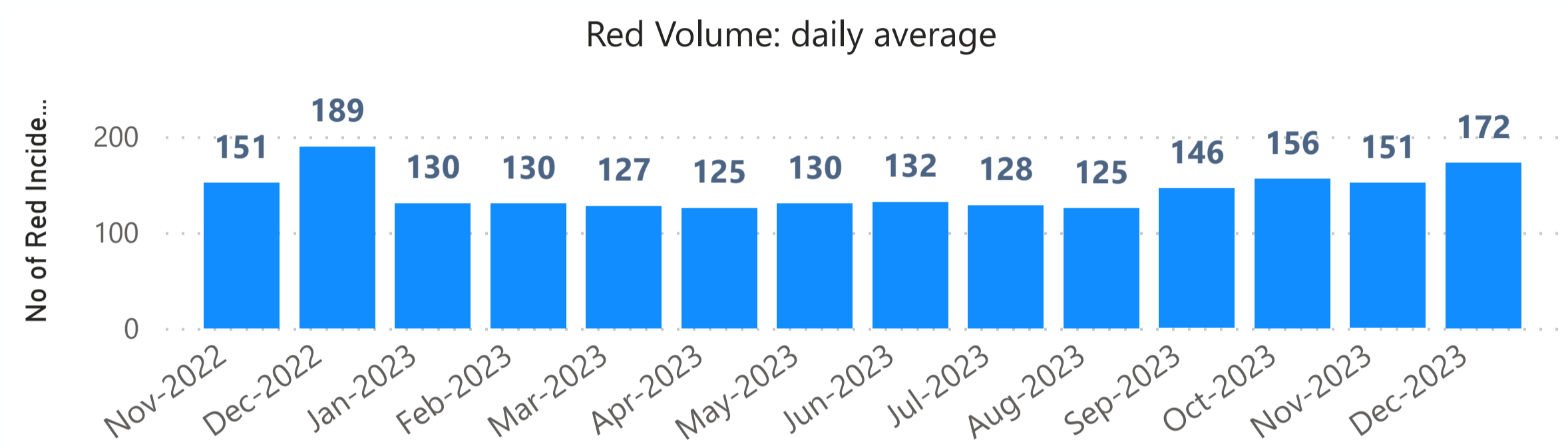
# Performance Report | RED incidents

There has been a 10.7% increase in the number of red incidents from October 2023 to December 2023. However, the number of red incidents in December 2023 is 8.9% lower than December 2022. The 8 min % performance is 9.5% higher for the same time period.

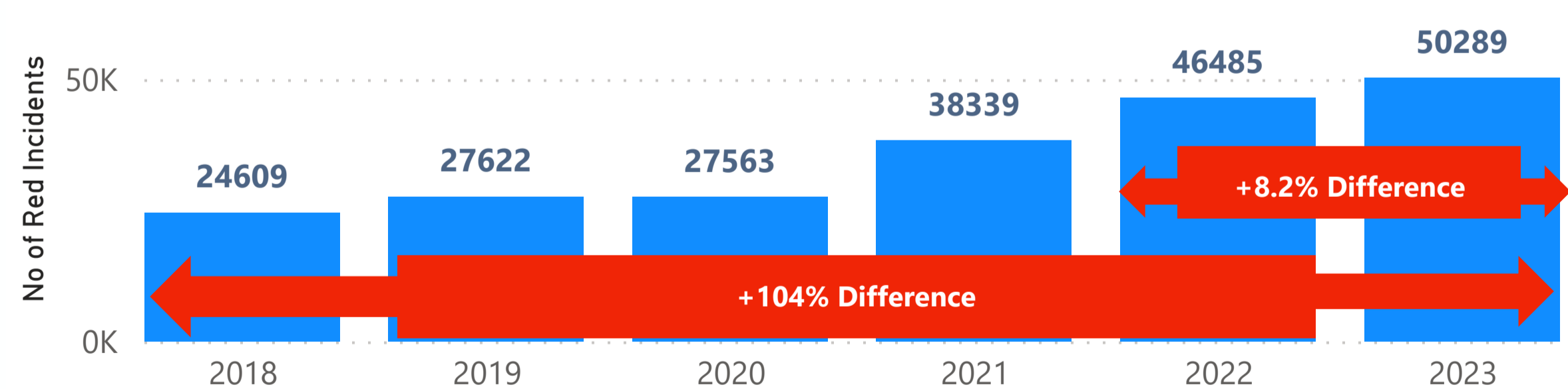
## 7.1 Monthly Volume of Red Incidents and Red % Performance



## 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

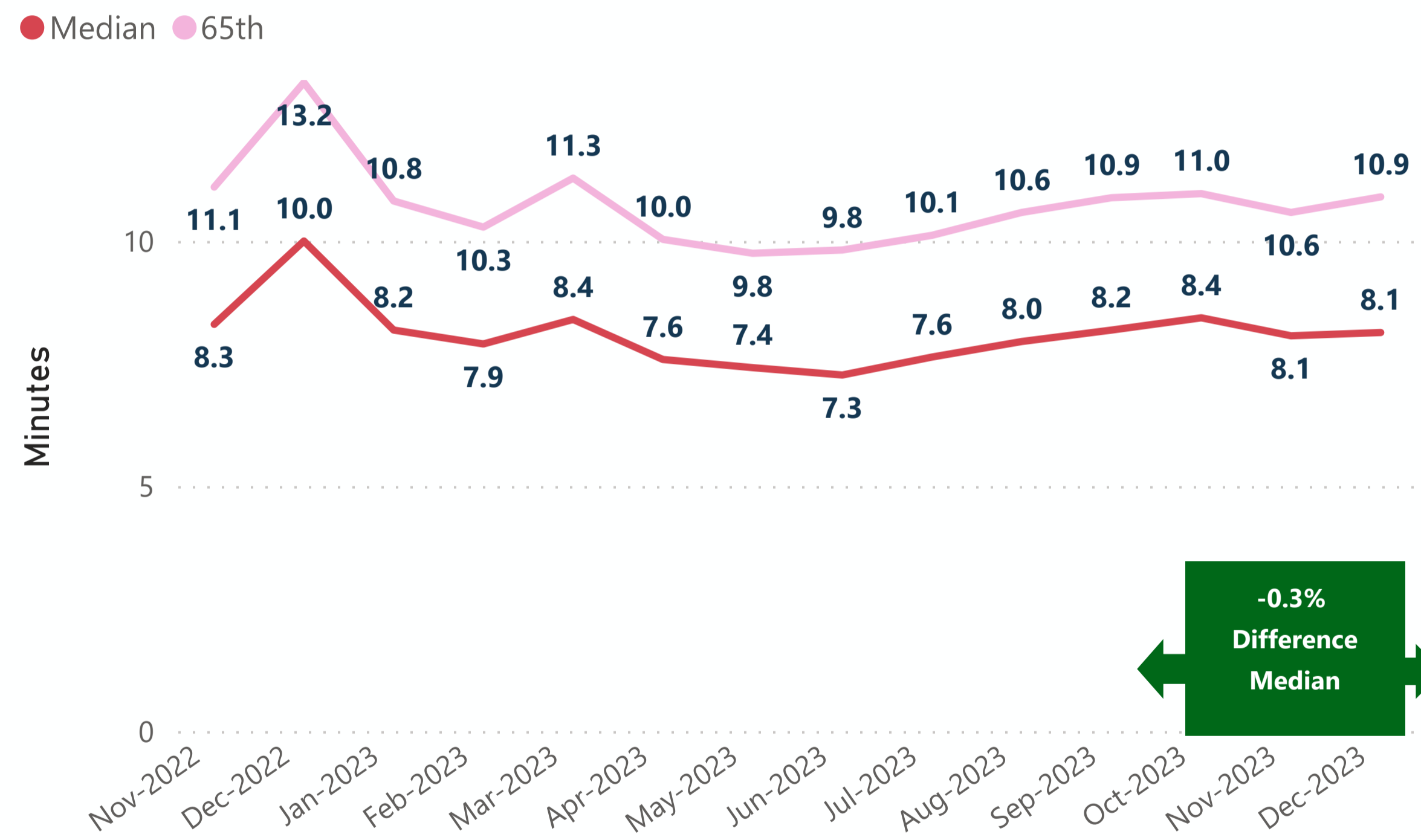
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# Performance Report | RED incident response time

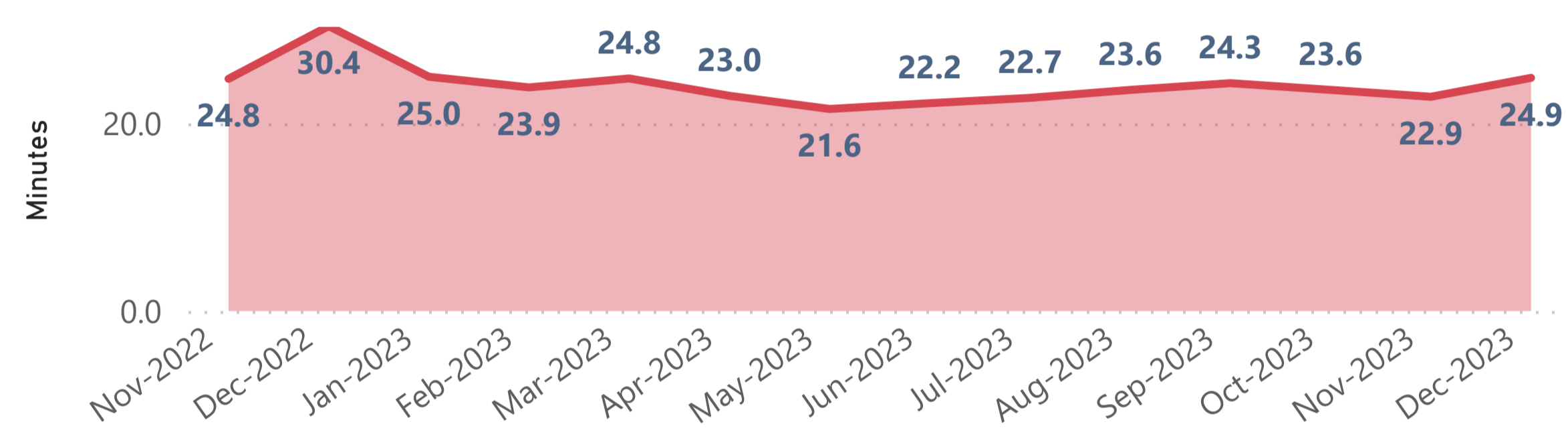
Whilst red median and 65th percentile has increased since June 2023, there is a 0.3% reduction in the red median between October 2023 and December 2023. The 95th percentile was 5.5 minutes less in December 2023 as compared to December 2022 and the longest red was 130 minutes less for the same period.

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

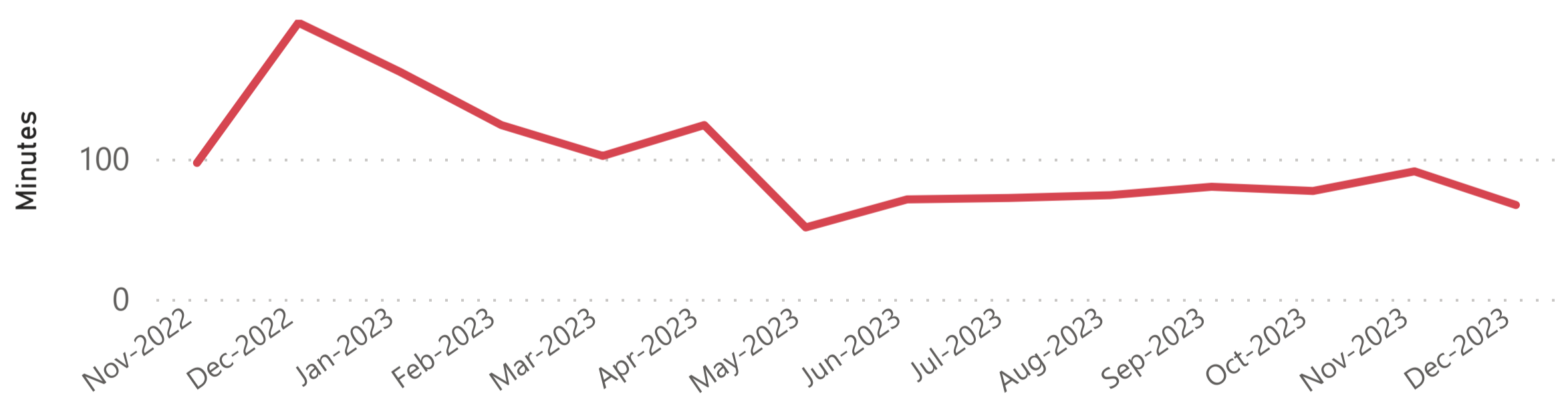


Source: AQI11 Red Category Median, 65th and 95th Response Minutes

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



## 8.3 Longest Red



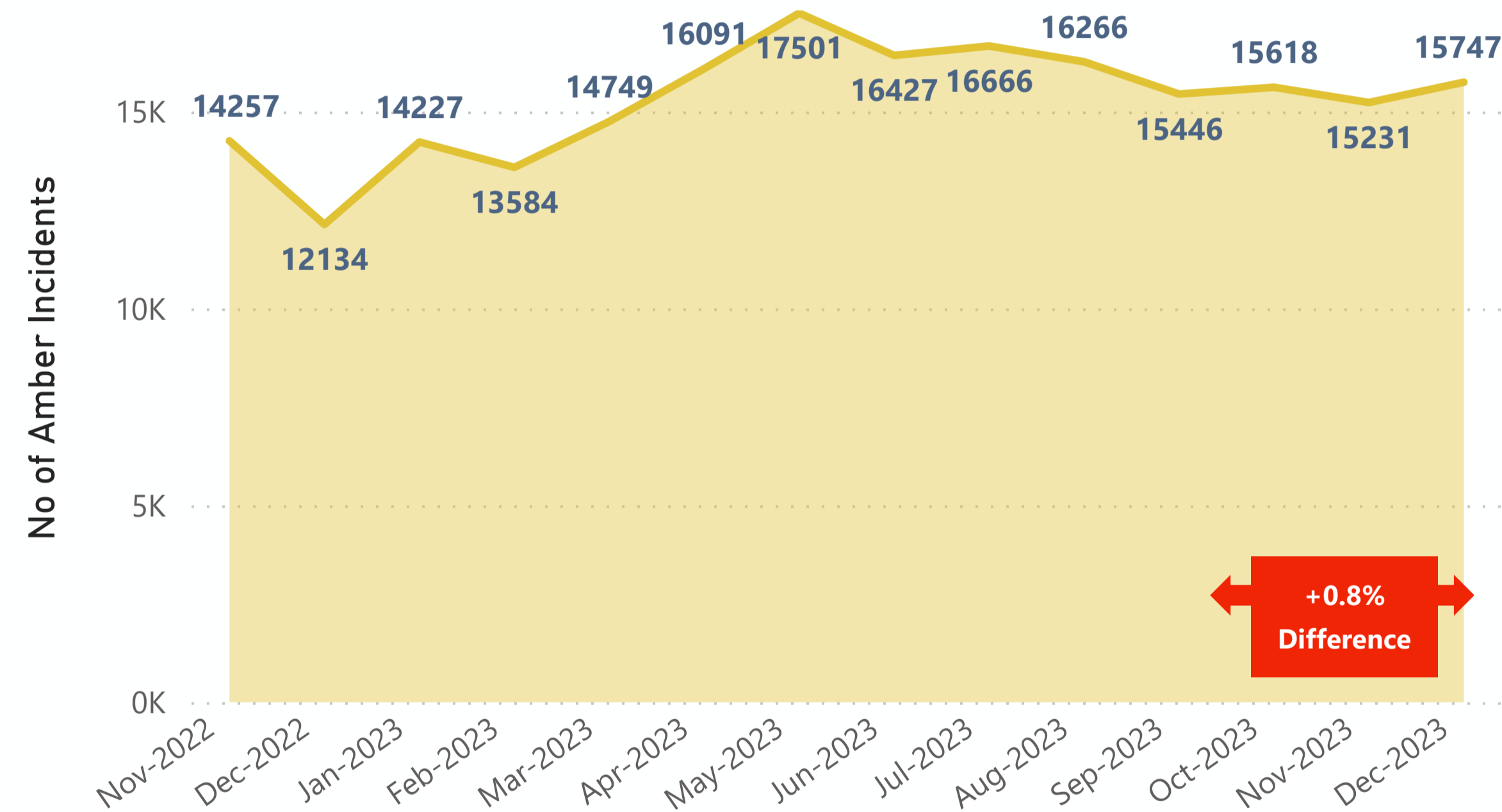
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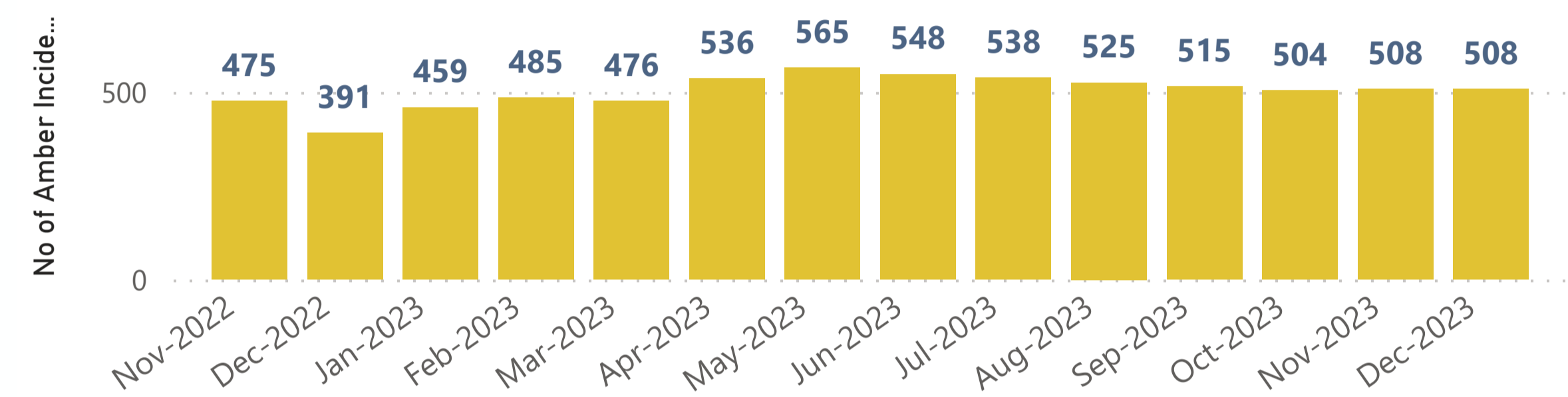
# Performance Report | AMBER incidents

There was a 0.8% reduction in the number of amber incidents from October to December 2023. The number of amber incidents in December 2023 were 29.8% higher than December 2022. The daily average were 117 amber incidents higher for the same period.

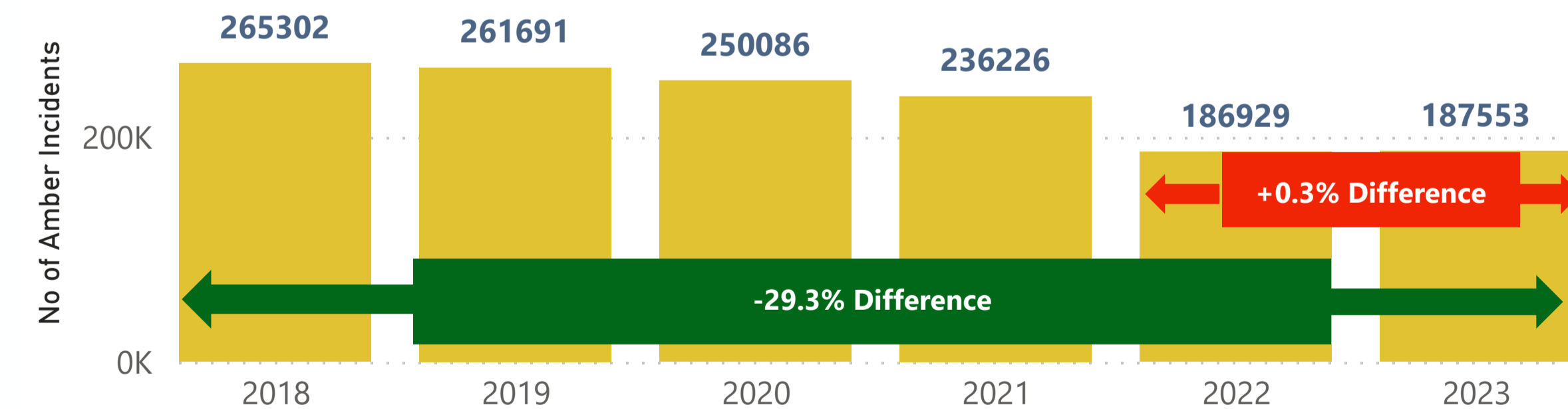
## 9.1 Monthly Volume of Amber Incidents



## 9.2 Daily Average - Number of Amber Incidents



## 9.3 Annualised Data - Number of Amber Incidents



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

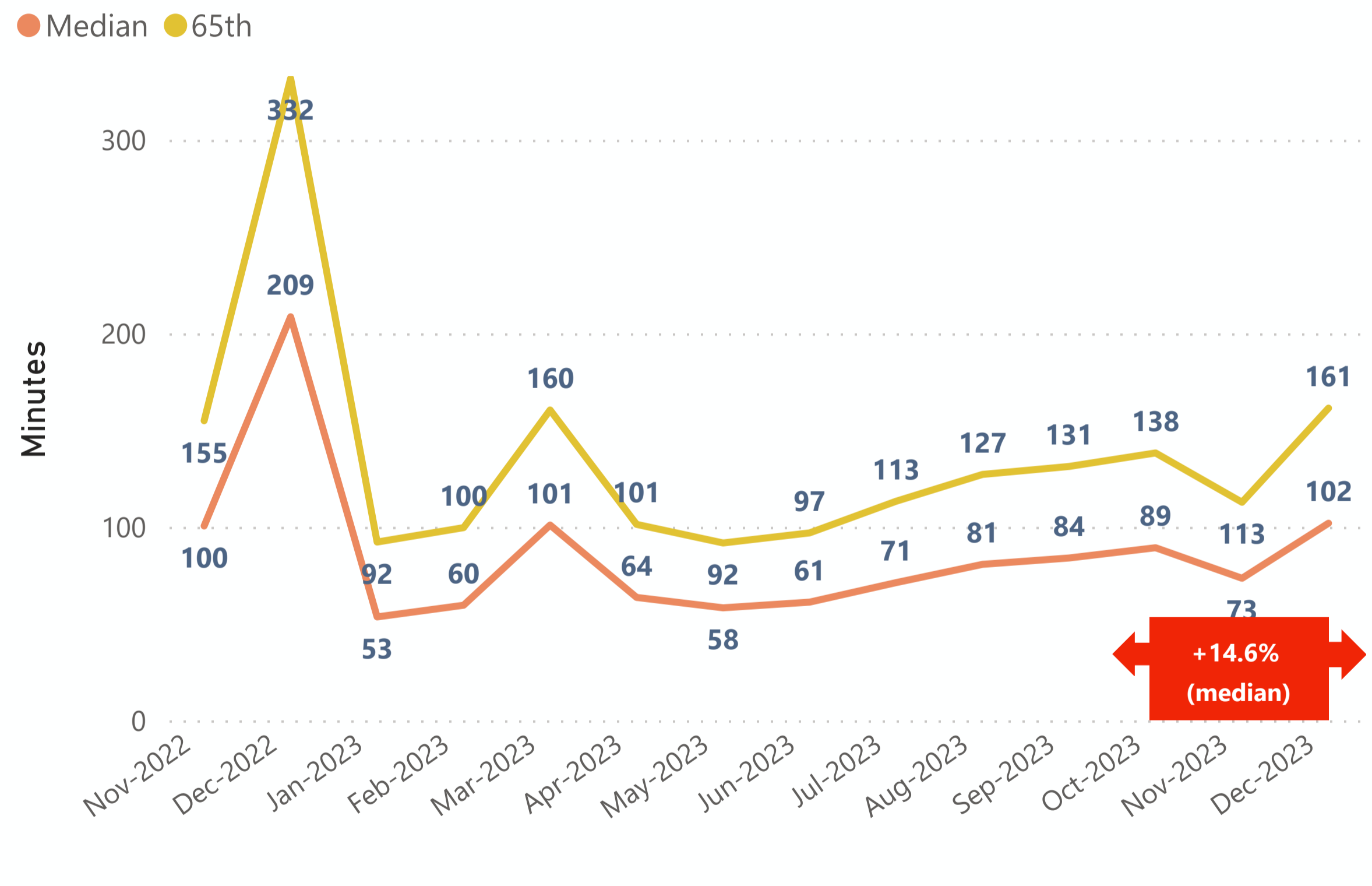
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# Performance Report | AMBER incident response times

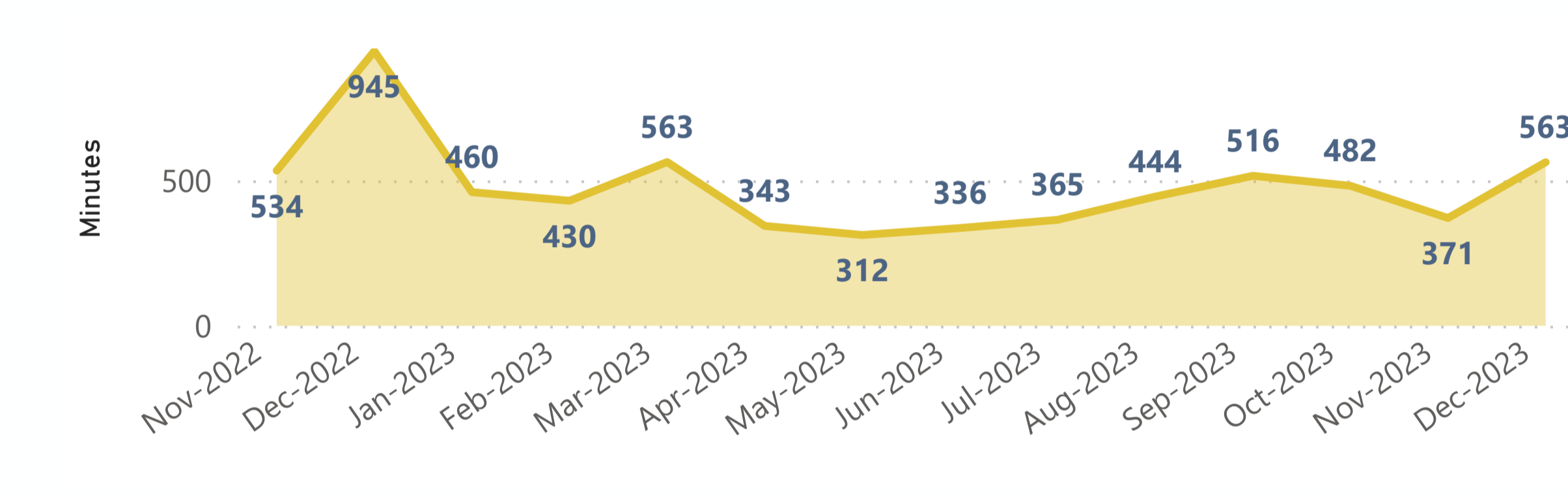
There was a 14.6% increase in amber median from October 2023 to December 2023. The amber median and the 65th percentile in December 2023 were both 103.9% and 51.5% respectively lower with December 2022. The 95th percentile was 382 minutes lower and the longest amber was 347 minutes lower for the same period.

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

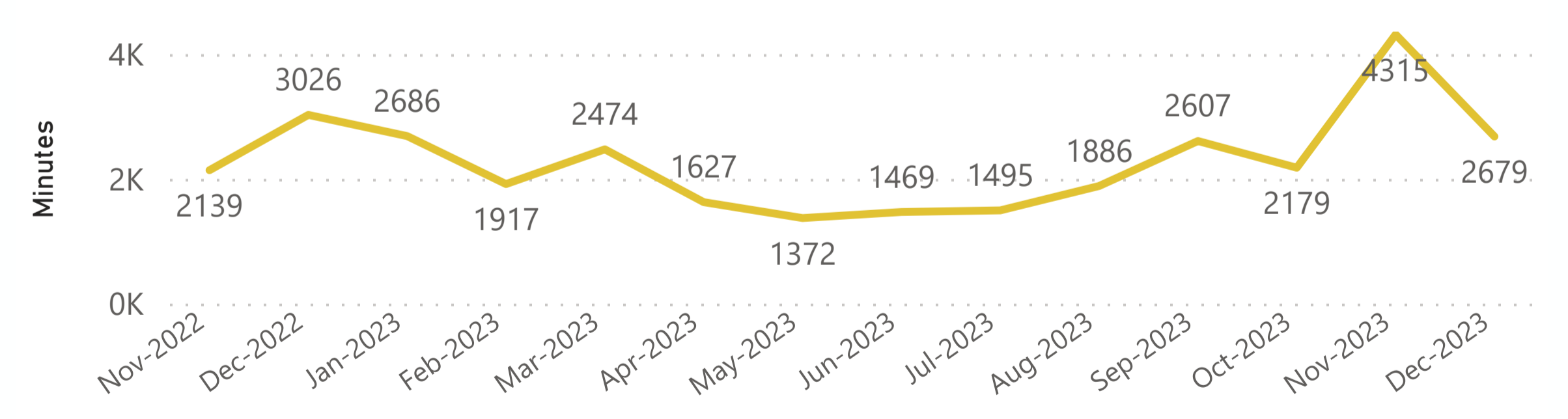


Source: AQ111 Amber Category Median, 65th and 95th Response Minutes

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



## 10.3 Longest Amber (Minutes)



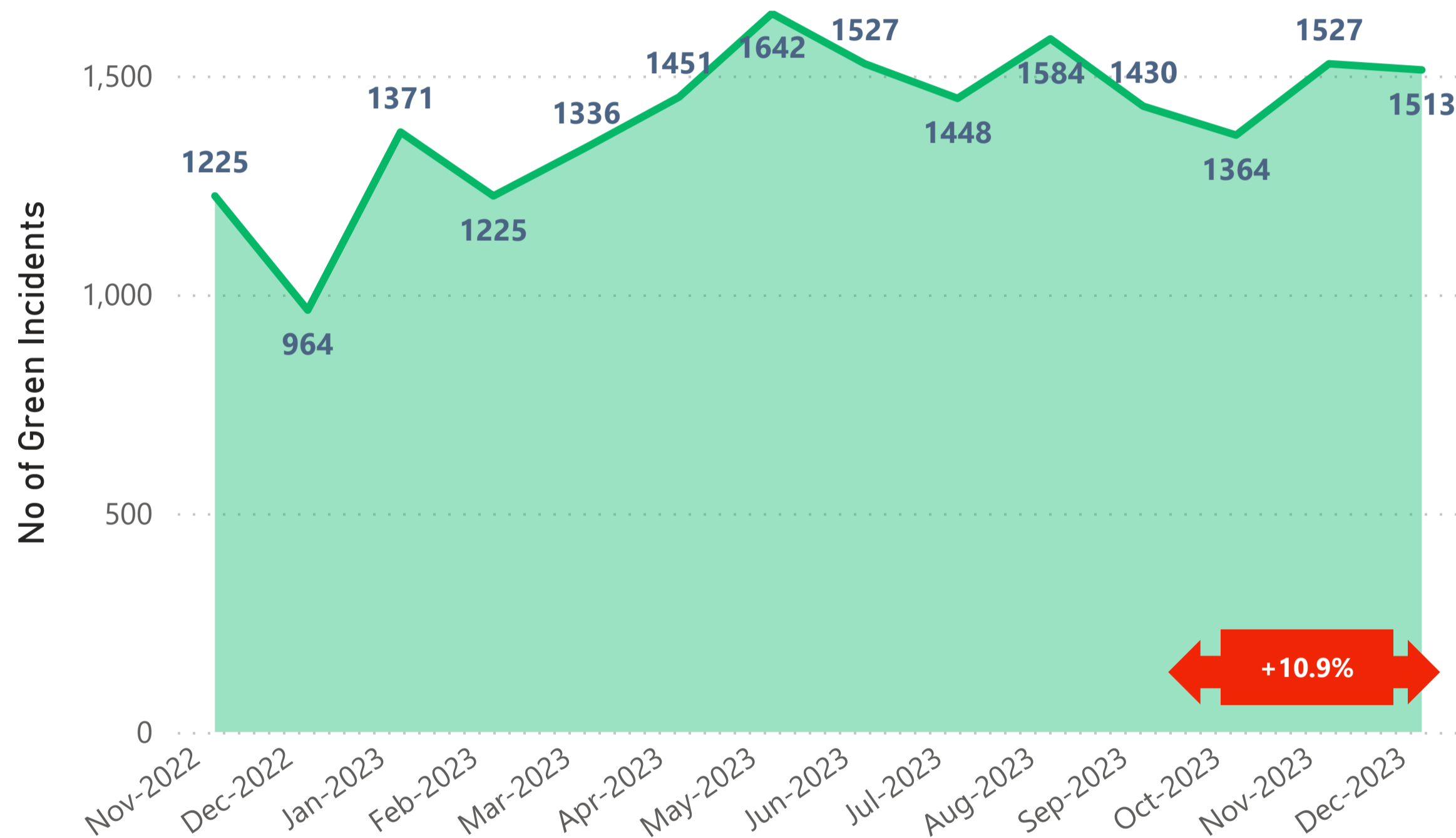
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# Performance Report | GREEN incidents

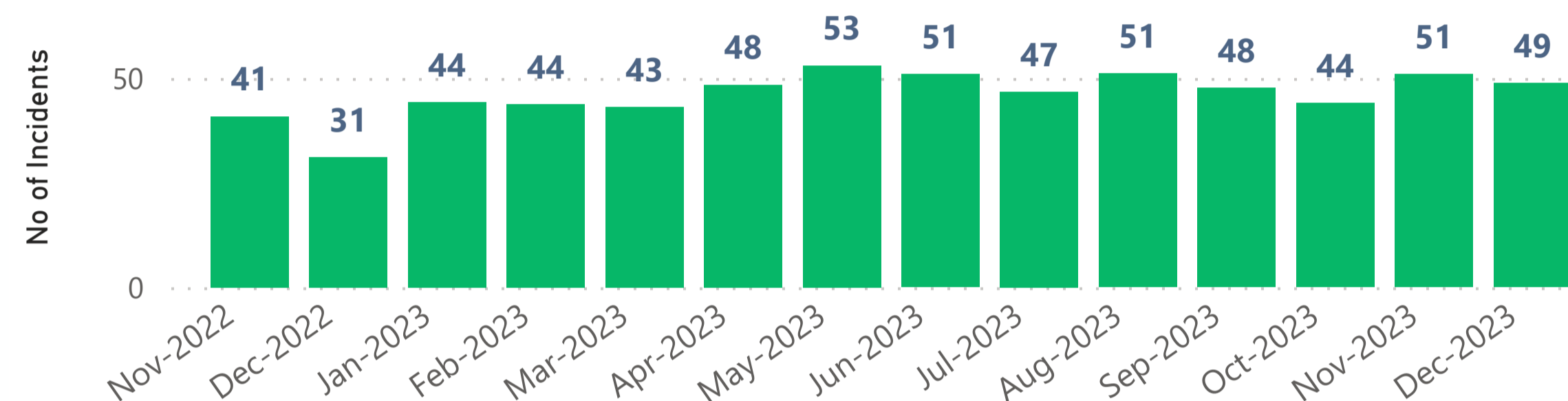
The number of green incidents increased by 10.9% from October 2023 to December 2023. The number of green incidents in December 2023 were 57% higher than in December 2022. The daily average were 18 incidents higher for the same date period.

## 11.1 Monthly Volume of Green Incidents

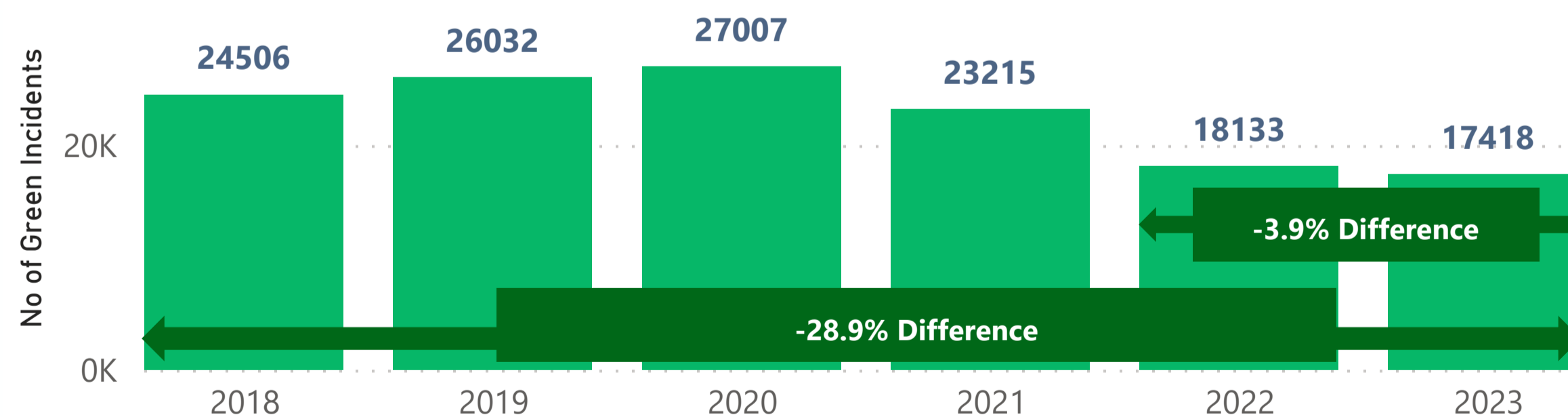


Source: AQI11 Number of Green category incidents resulting in an emergency response

## 11.2 Daily Average - Number of Green Incidents



## 11.3 Annualised Data - Number of Green Incidents



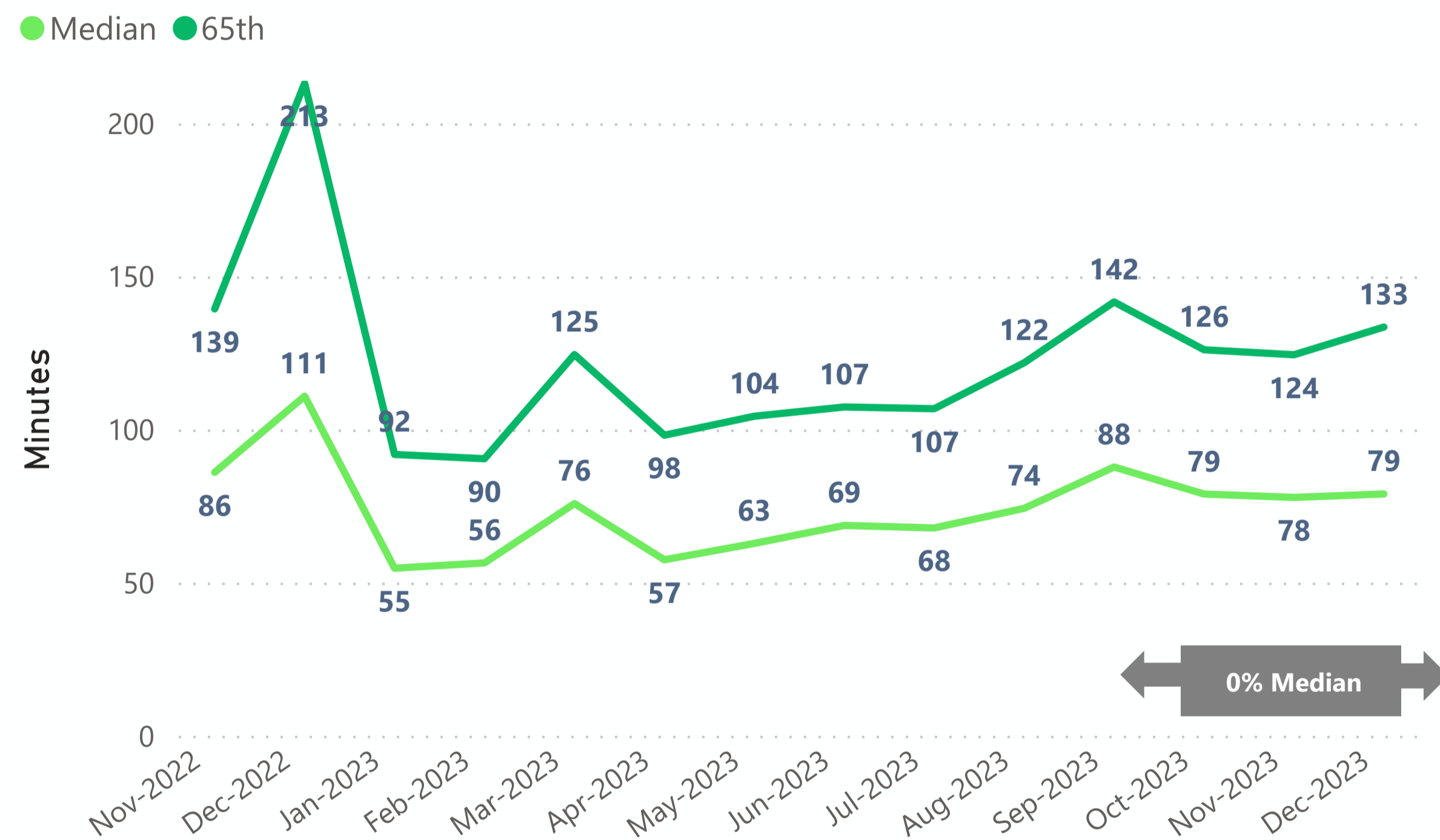
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# Performance Report | GREEN incident response times

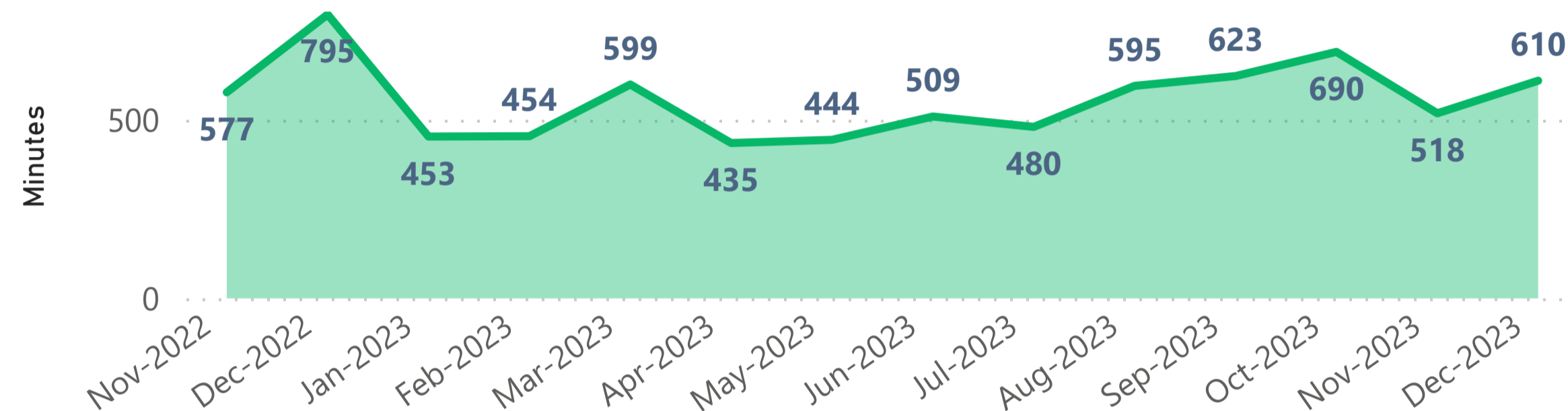
Green median and 65th percentile have increased from April 2023 to September 2023. Green Median is consistent from October 2023 to December 2023. Green median in December 2023 was 32 minutes lower than December 2022. The green 65th percentile was 80 minutes lower and the green 95th percentile was 185 minutes lower for the same period.

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

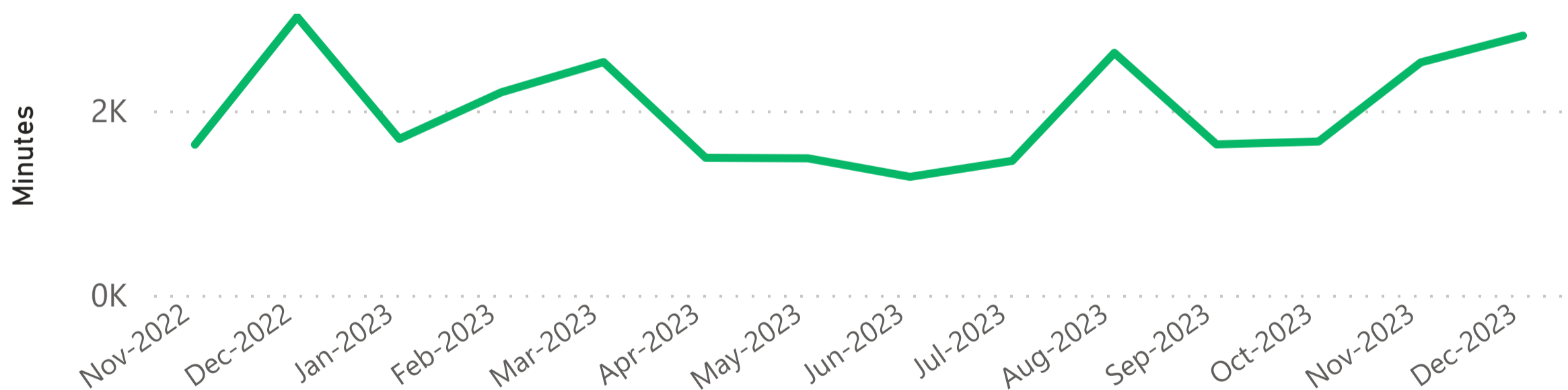


Source: AQI11 Green Category Median, 65th and 95th Response Minutes

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



## 12.3 Longest Green



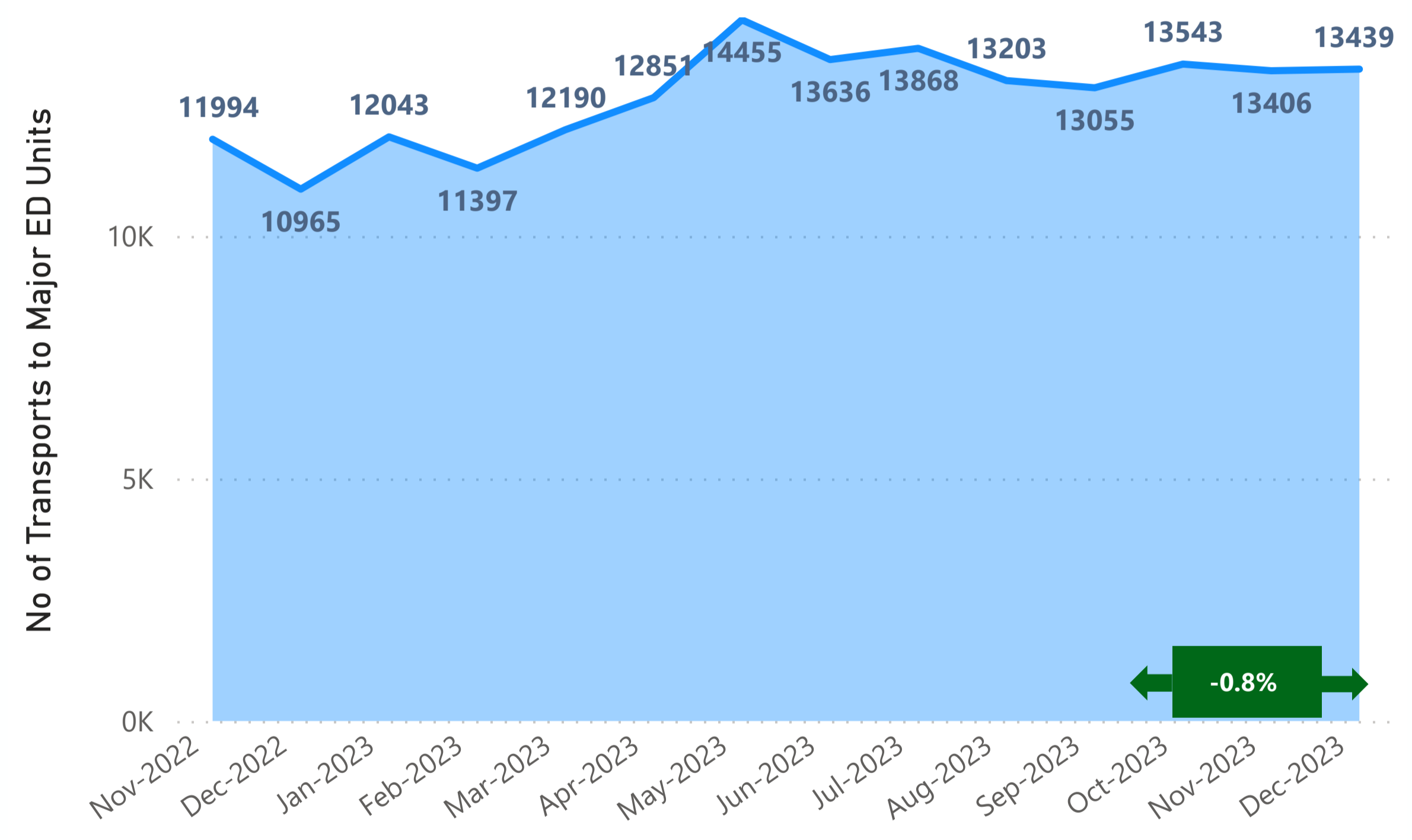
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# Performance Report | Transported to Tier 1 site

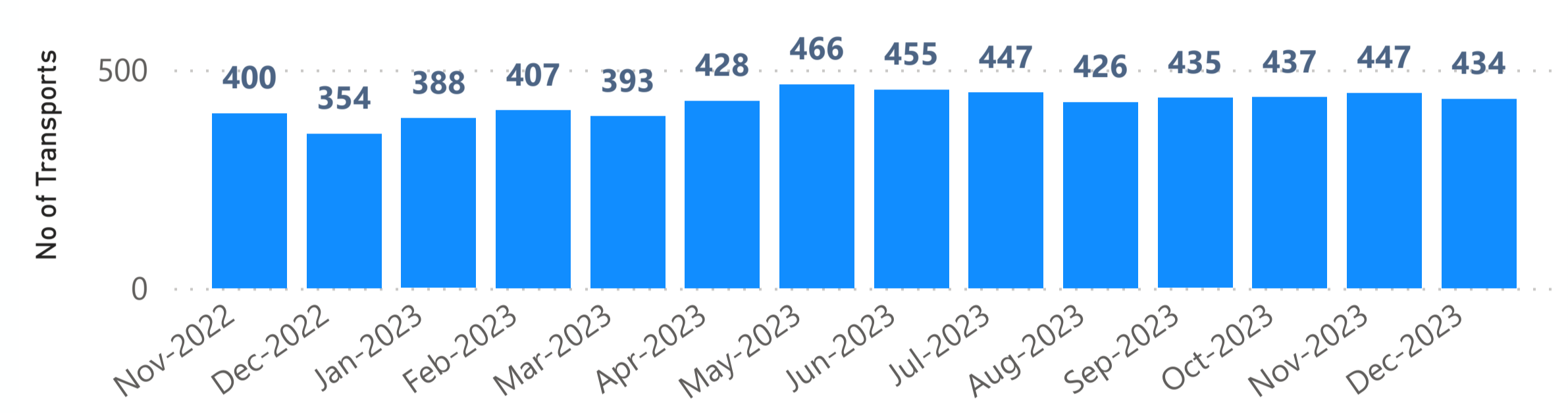
The number of incidents transported to Tier 1 sites have been increasing for the period shown (in 13.1), although since 2018, the total number of transfers has been reducing. In December 2023, the number of incidents transported to Tier 1 sites were 22.6% higher than December 2022. The daily number of incidents were 80 incidents higher for the same period.

## 13.1 Monthly Volume of Transport to Major ED Units

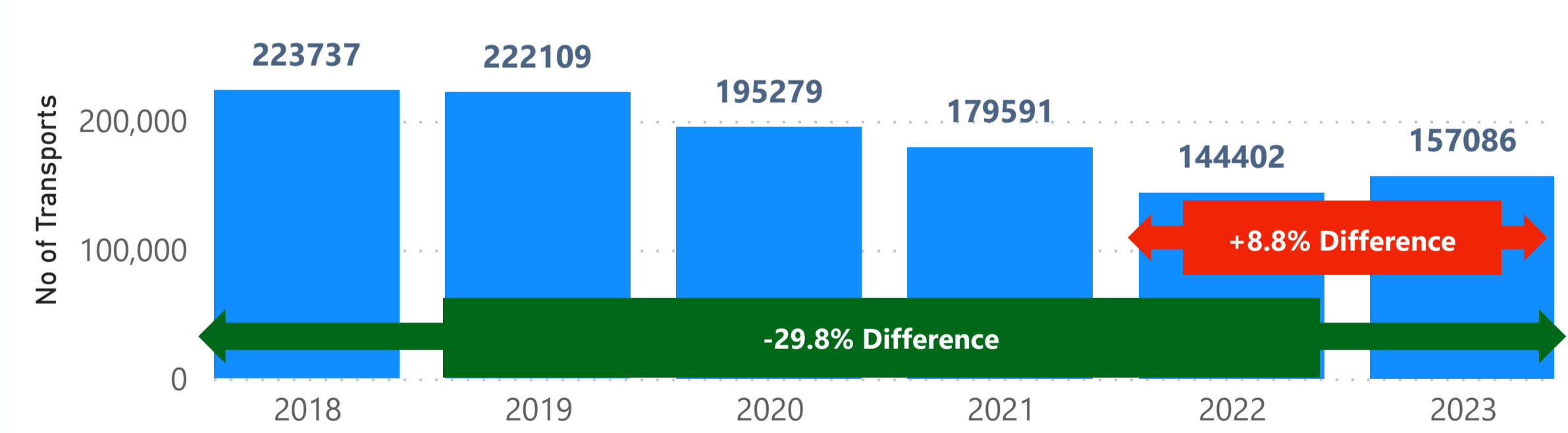


Source: AQI19ii Tier 1 Major A&E Units

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



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



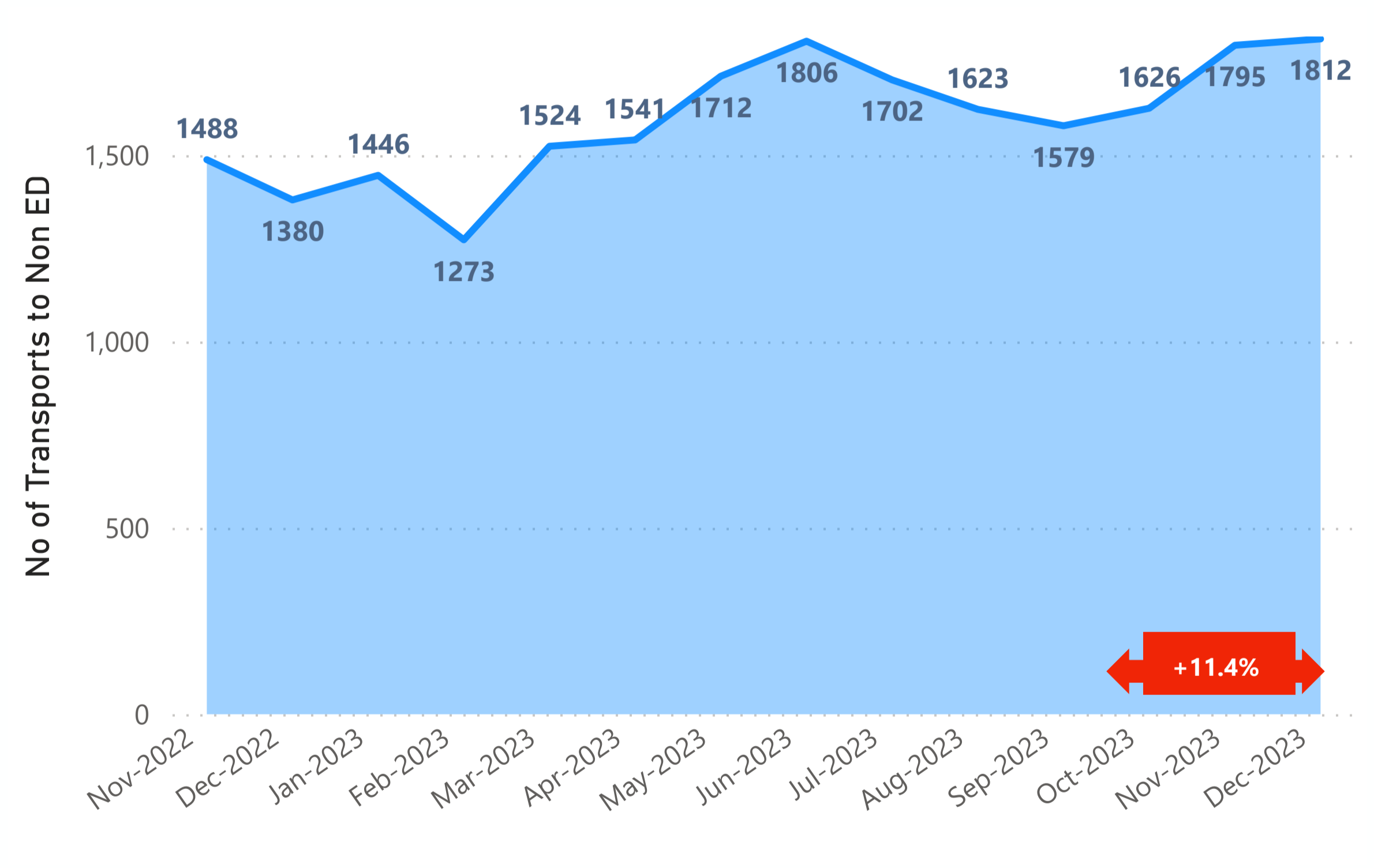
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# Performance Report | Transported to non-Tier 1 site

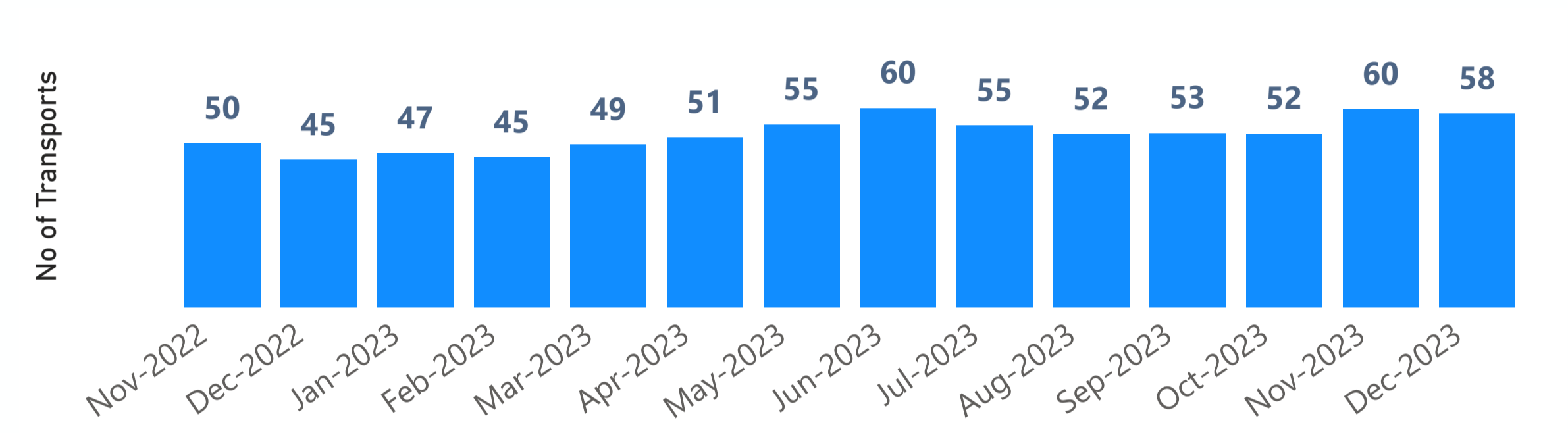
There has been a 11.4% increase in the number of incidents transported to non Tier 1 sites from October 2023 to December 2023. The number of incidents transported to non tier 1 sites were 23.8% increase in December 2023 as compared to the same period the previous year. The daily average in December 2023 were 13 incidents higher than December 2022.

## 14.1 Monthly Volume of Transport to non Major ED

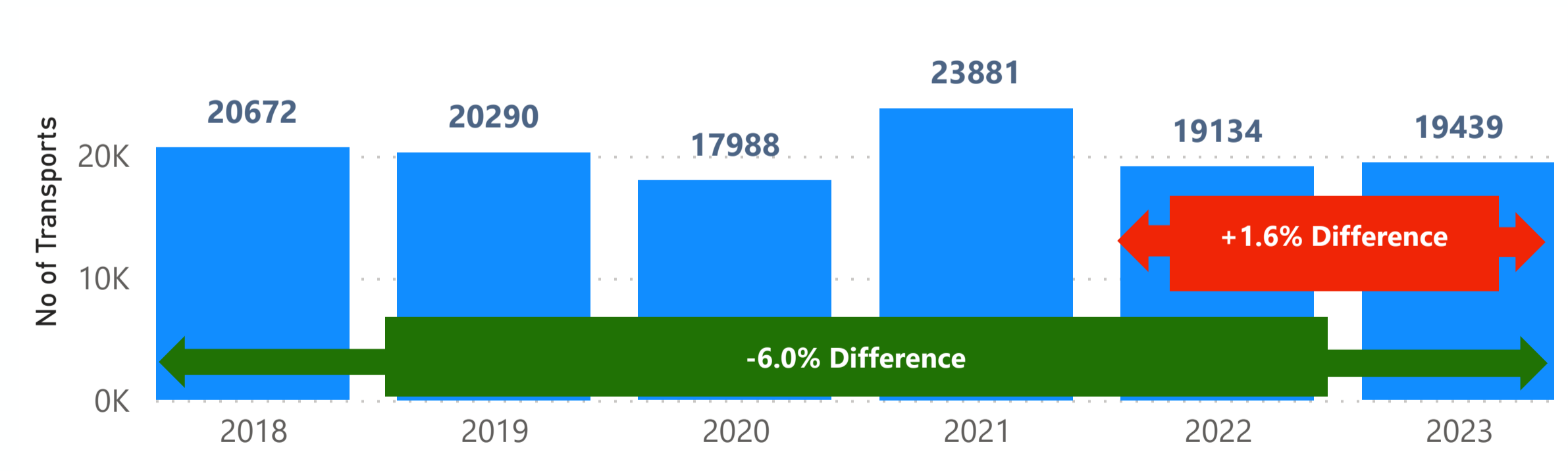


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

## 14.2 Daily Average - Transport to Non Major ED



## 14.3 Annualised Data - Transport to Non Major ED



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[CTM\\_CASC\\_EASC@WALES.NHS.UK](mailto:CTM_CASC_EASC@WALES.NHS.UK)  
 @NCCU\_CYMRU

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.

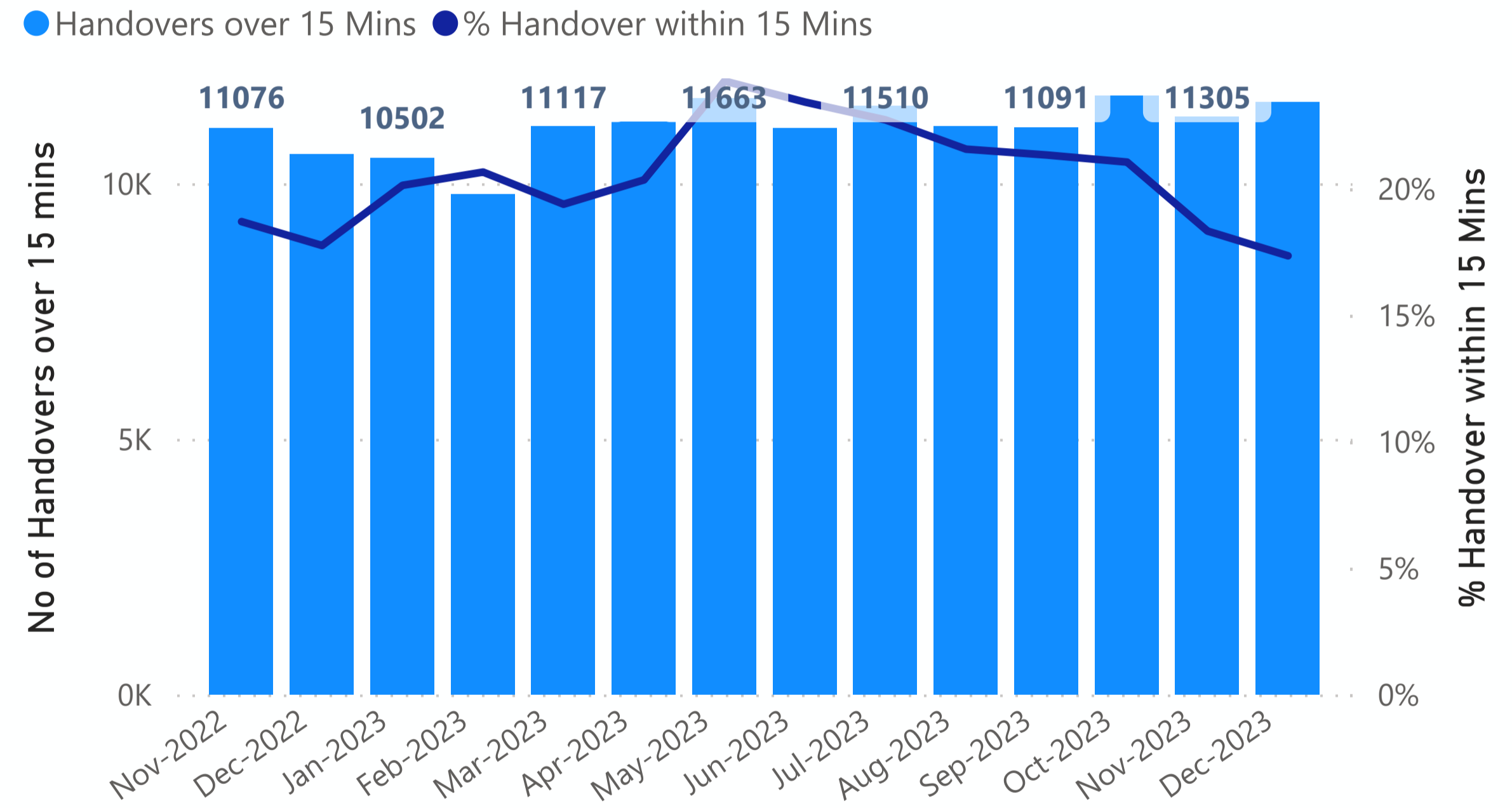




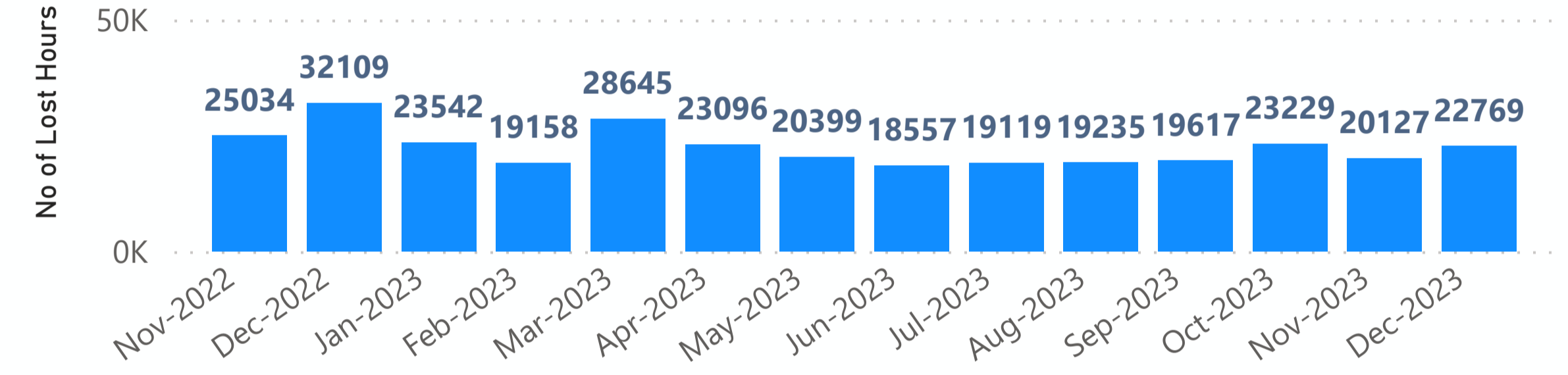
# Performance Report | Handover delays over 15-minutes

The number of handovers over 15 mins in December 2023 were 9.6% higher as compared to December 2022. The % of handovers within 15 minutes were 0.4% lower for the same period. The total lost hours over 15 minutes for December 2023 reduced by 29.1% from December 2022.

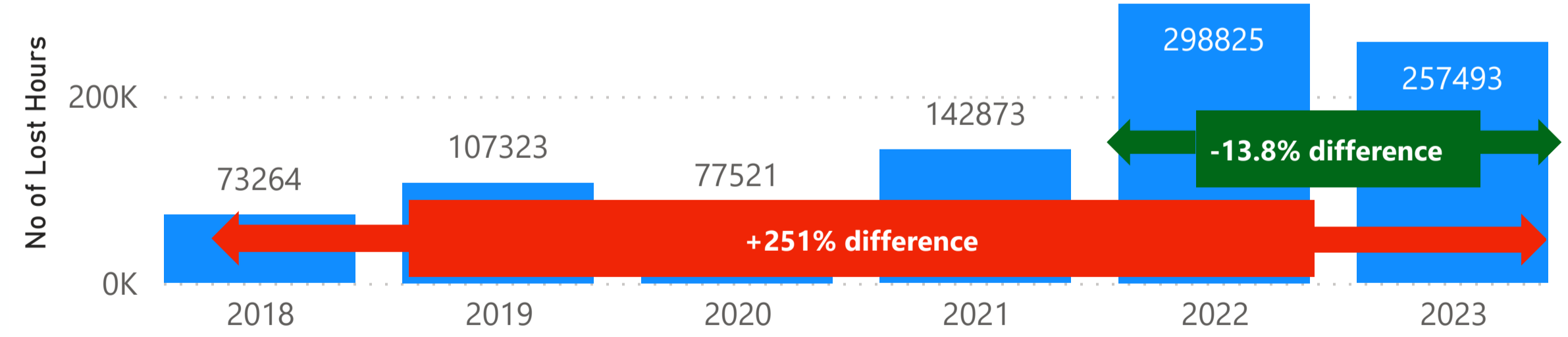
## 15.1 Volume of Handovers over 15 minutes



## 15.2 Hours lost for handovers over 15 minutes



## 15.3 Hours Lost for handovers over 15 minutes



Source: AQI20i Total Number of Handovers / AQI20i Number of Notification to Handover within 15 minutes

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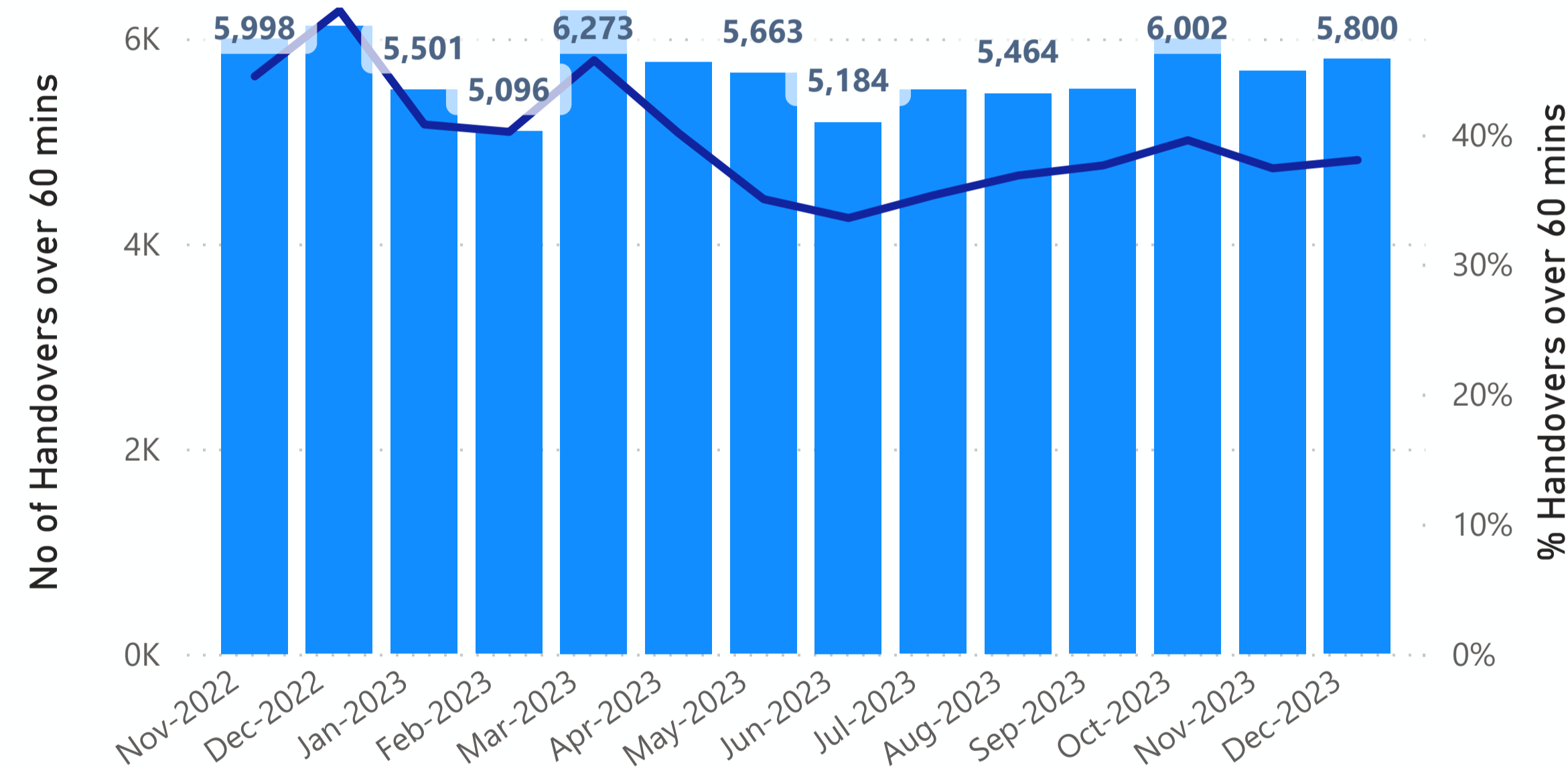


# Performance Report | Handover delays over 60-minutes

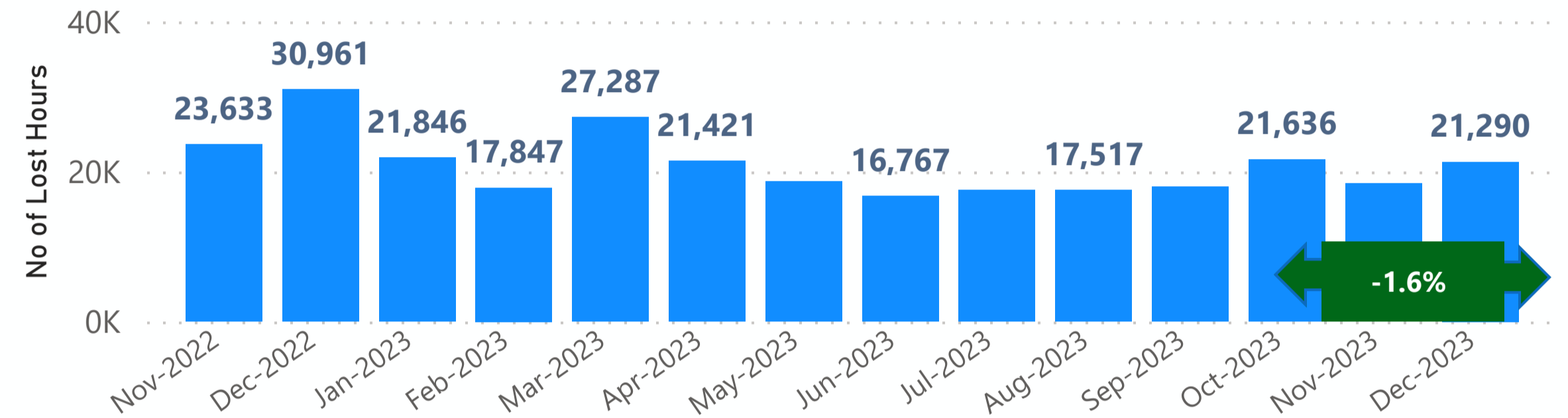
The number and % of handovers over 60 minutes have been increasing since June 2023. The number and % of handovers over 60 minutes were 5.2% and 11.5% respectively lower in December 2023 as compared to December 2022. Total lost hours over 60 minutes were 31.2% lower for the same period.

## 16.1 Number of Handovers over 60 minutes

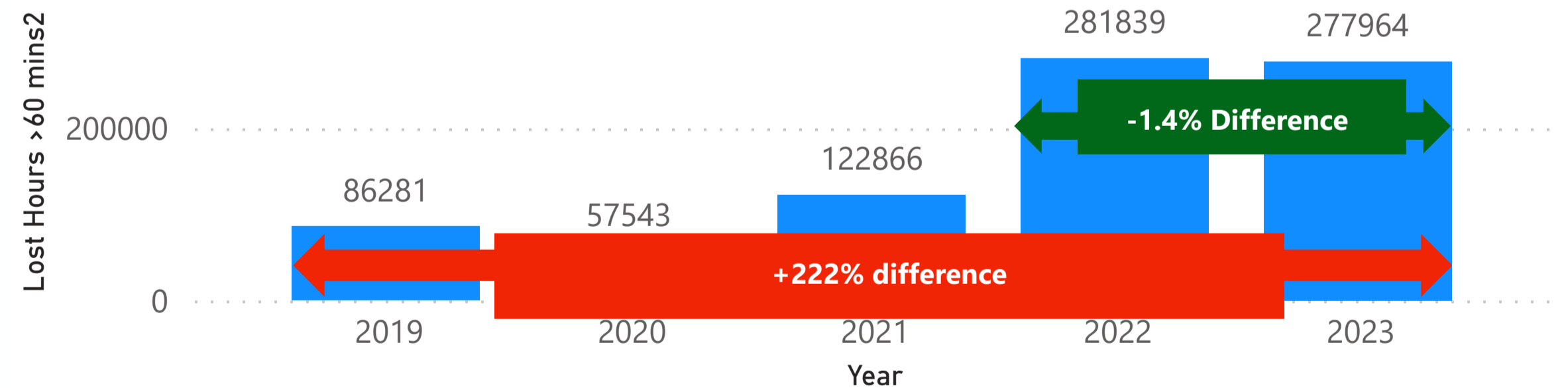
● No of Incidents > 60 Mins(Monthly) ● % Handovers over 60 mins



## 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

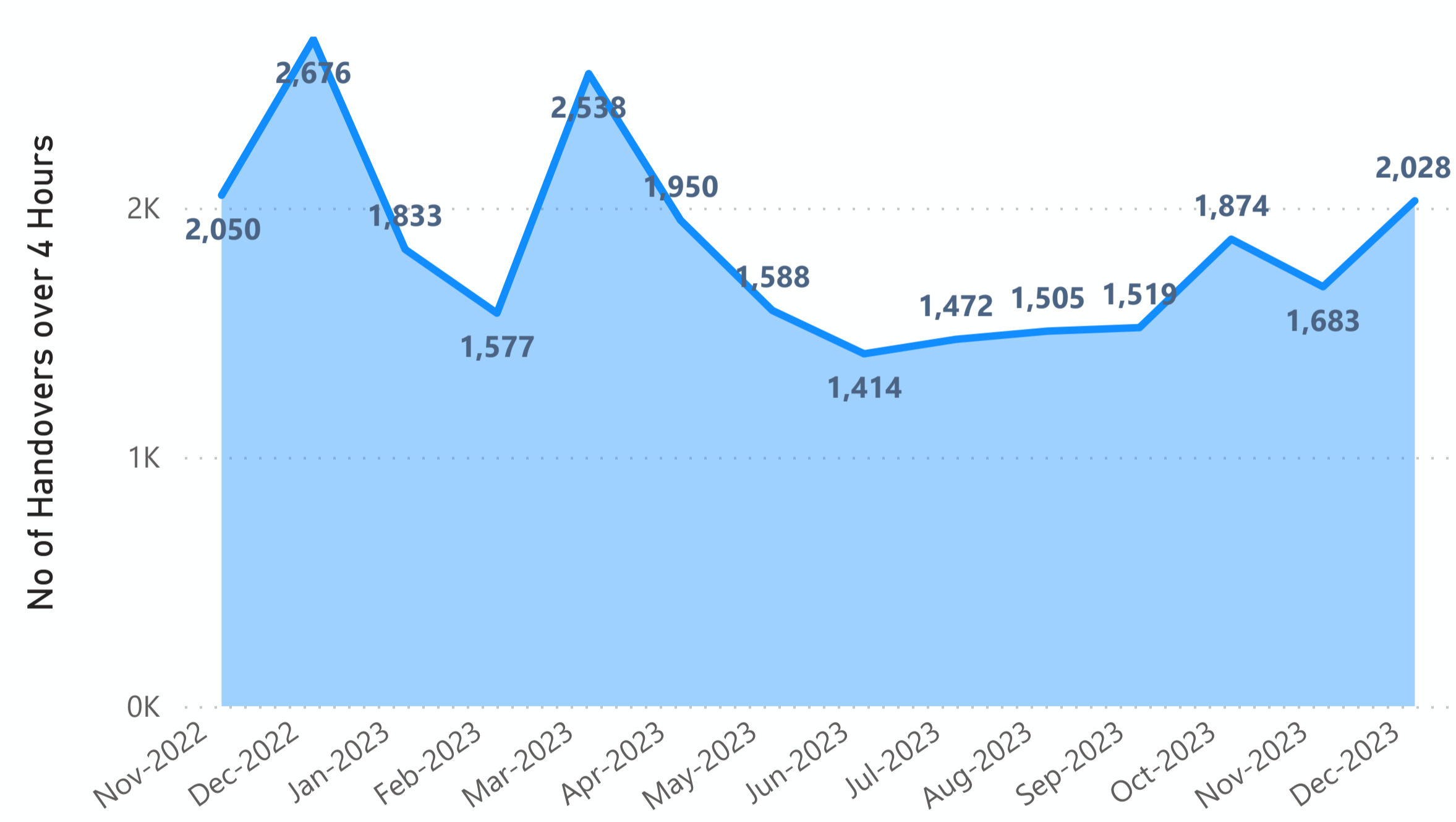
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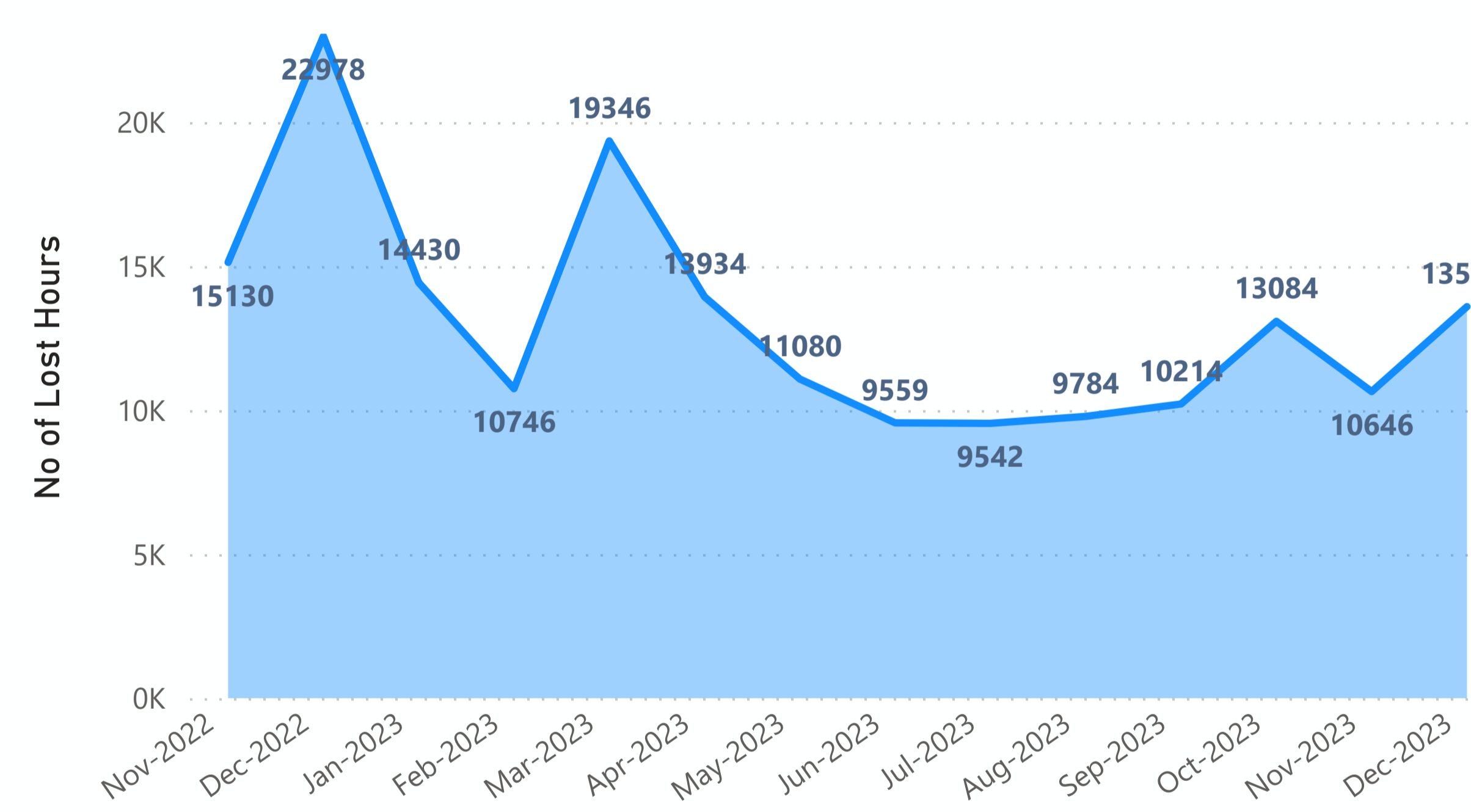
# Performance Report | Handover delays over 4-hours

There is an overall downward trend for handovers over 4 hours and total lost hours. until June 2023. The number of delays over 4 hours were 24.3% lower in December 2023 as compared with December 2022, and a 69% reduction 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



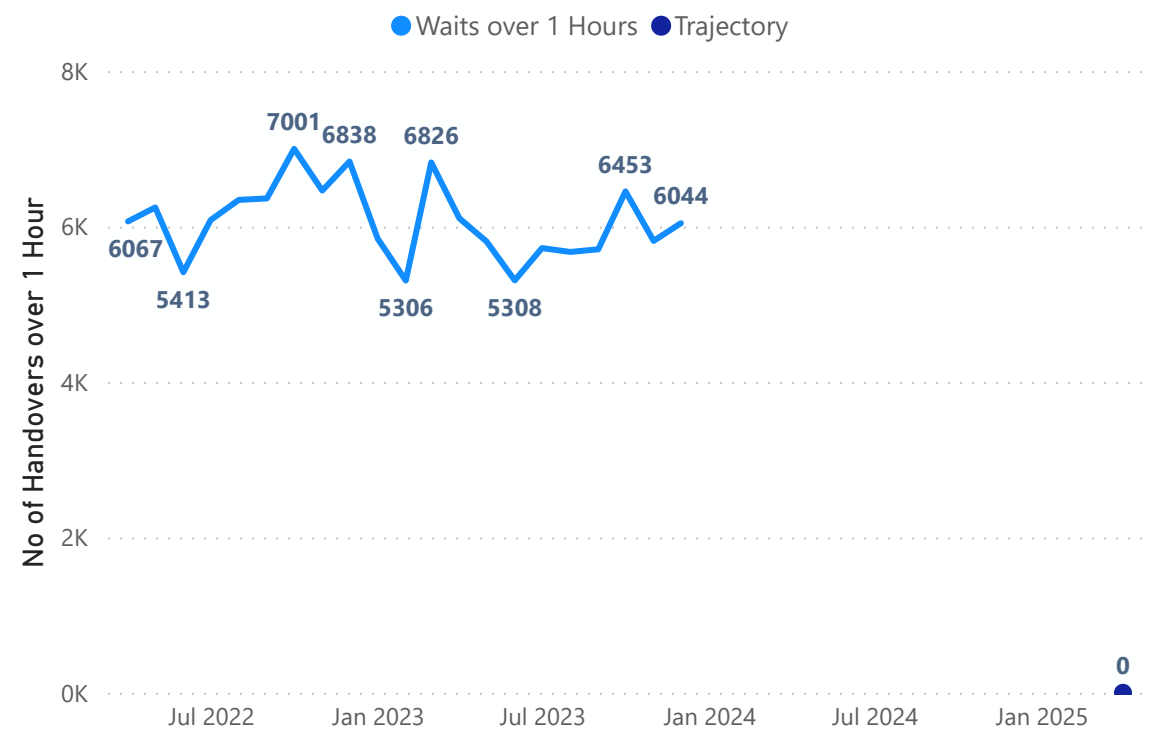
Source: Welsh Ambulance Services NHS Trust Data Academy SQL

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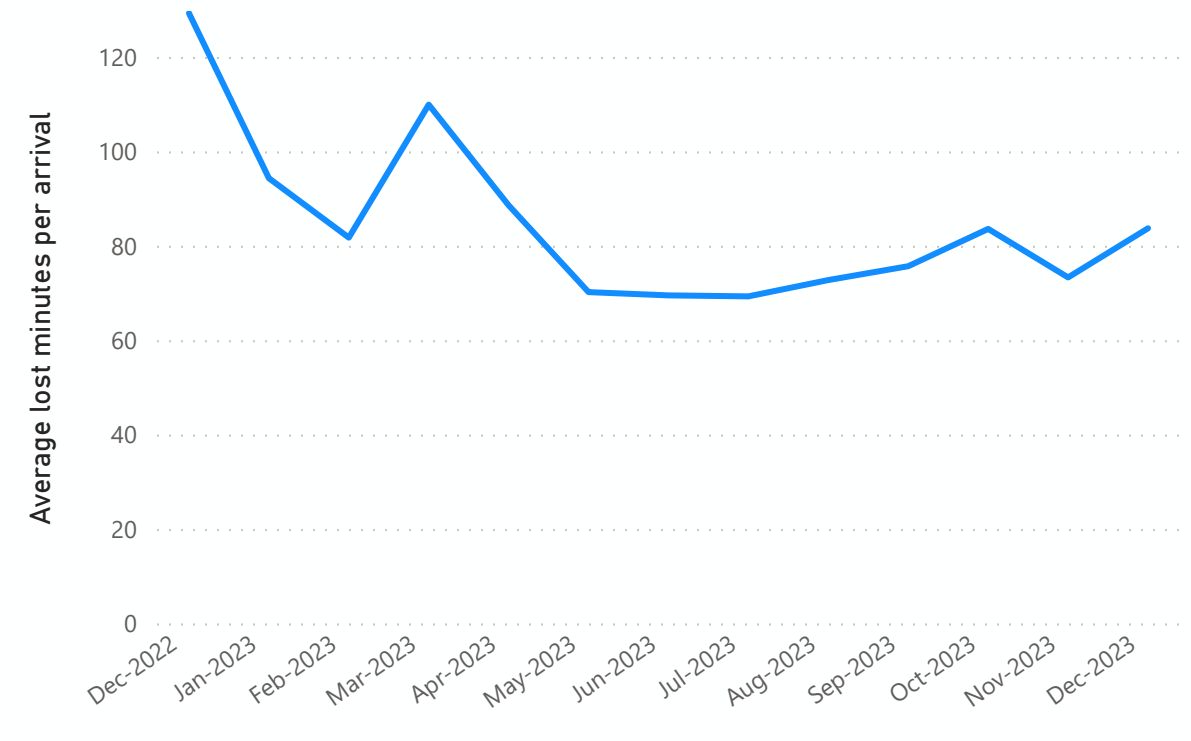
# Performance Report | Trajectory

The number of handovers over 1 hour were 11.6% lower in December 2023 compared to December 2022. Average lost minutes per arrival for December 2023 were 45 minutes lower as compared to December 2022.

## 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

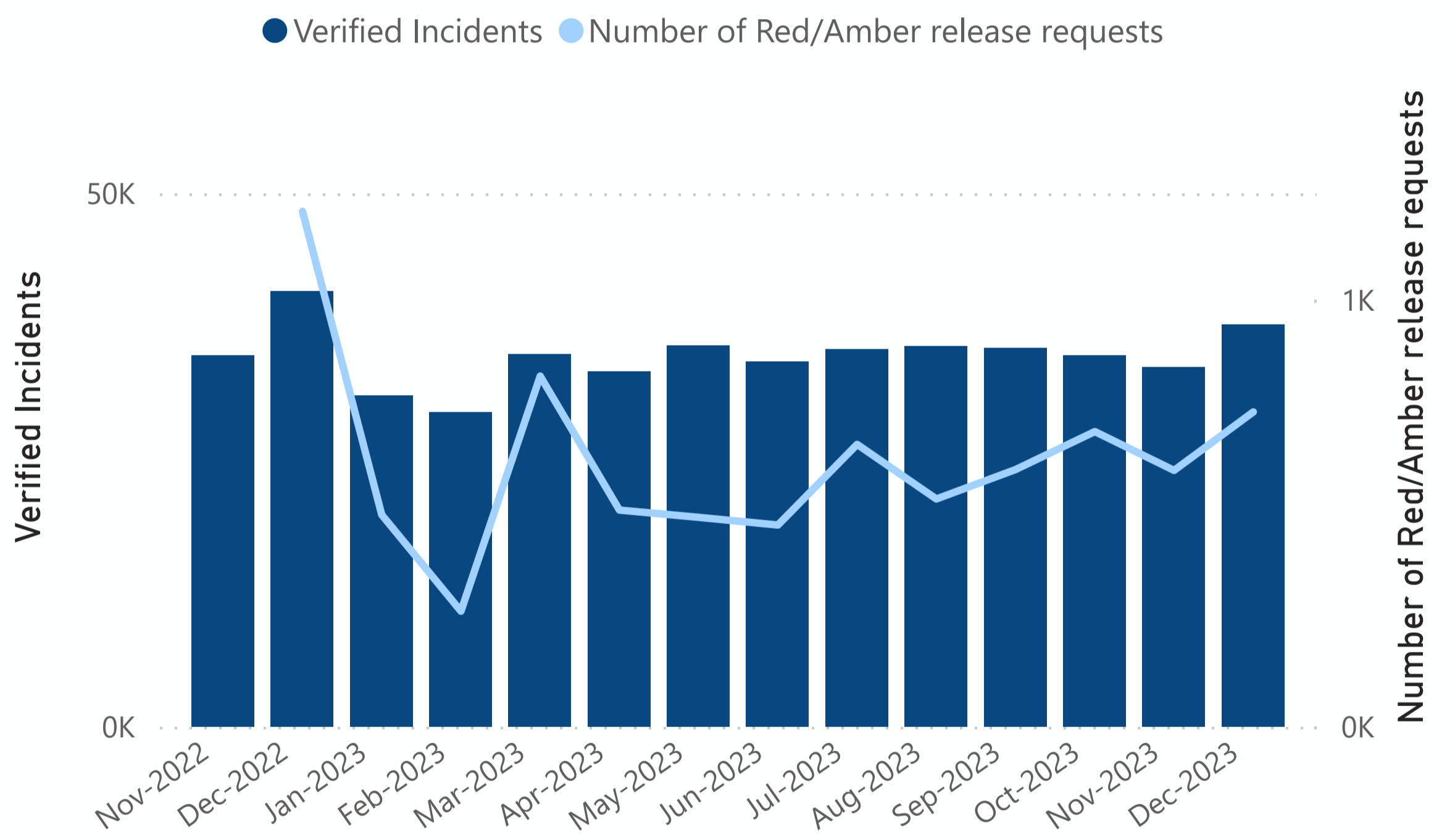
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# Performance Report | RED/AMBER release requests

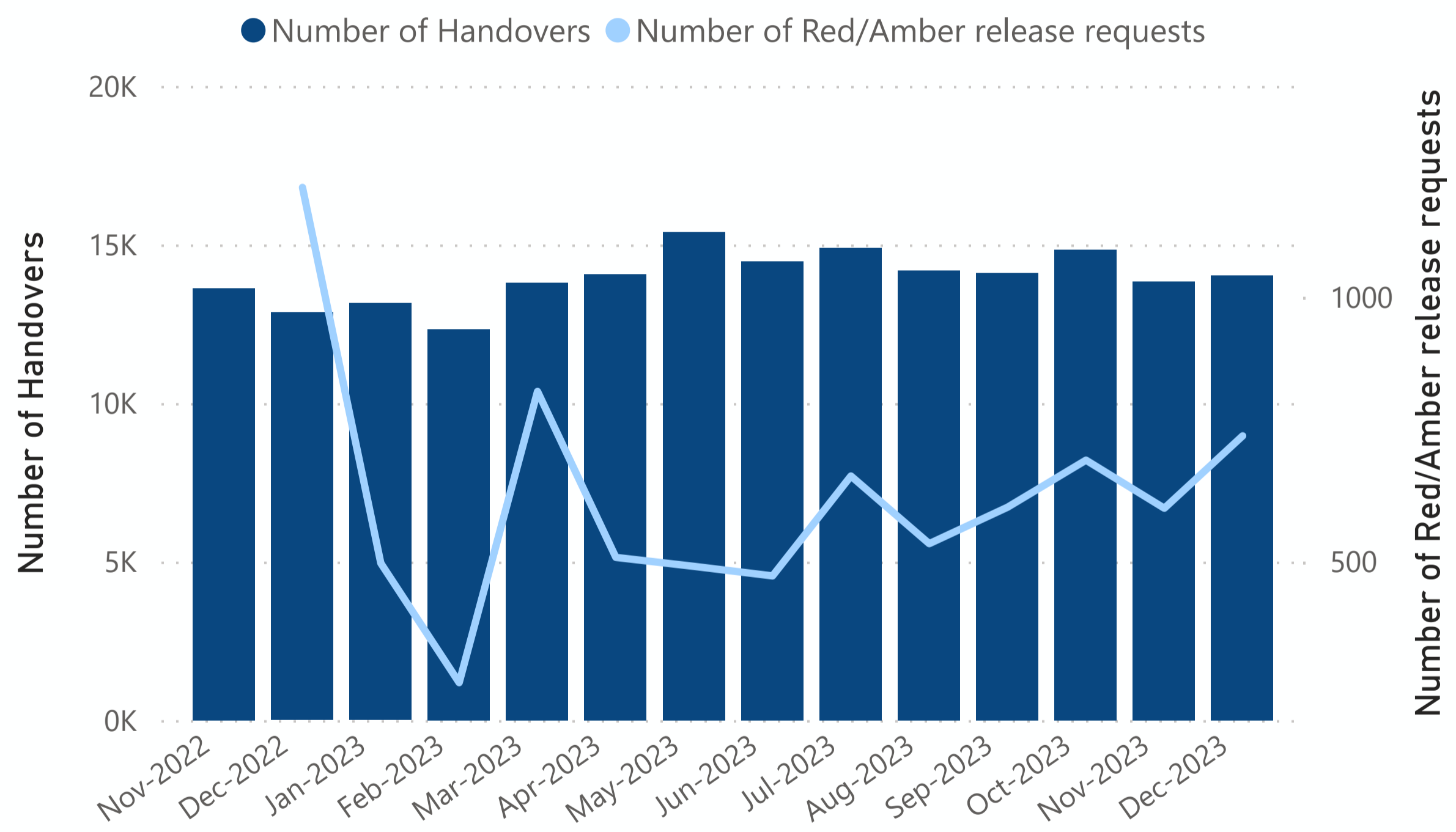


There is a downward trend in both verified incidents and release requests throughout the period. Release requests were 38.9% lower in December 2023 as compared to December 2022. The number of incidents were 7.6% lower and the number of patients handed over were 9% higher for December 2023 as compared to December 2022.

## 19.1 Red/Amber Release Request v Verified Incidents



## 19.2 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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# Performance Report | Unit Hour Production (UHP)

Lowest Recorded UHP

## 78.10%

All Wales Latest Month

Average Recorded UHP

## 94.06%

All Wales Latest Month

Highest Recorded UHP

## 102.30%

All Wales Latest Month

Lowest Recorded UHP

## 87.1%

N Wales Latest Month

Lowest Recorded UHP

## 77.1%

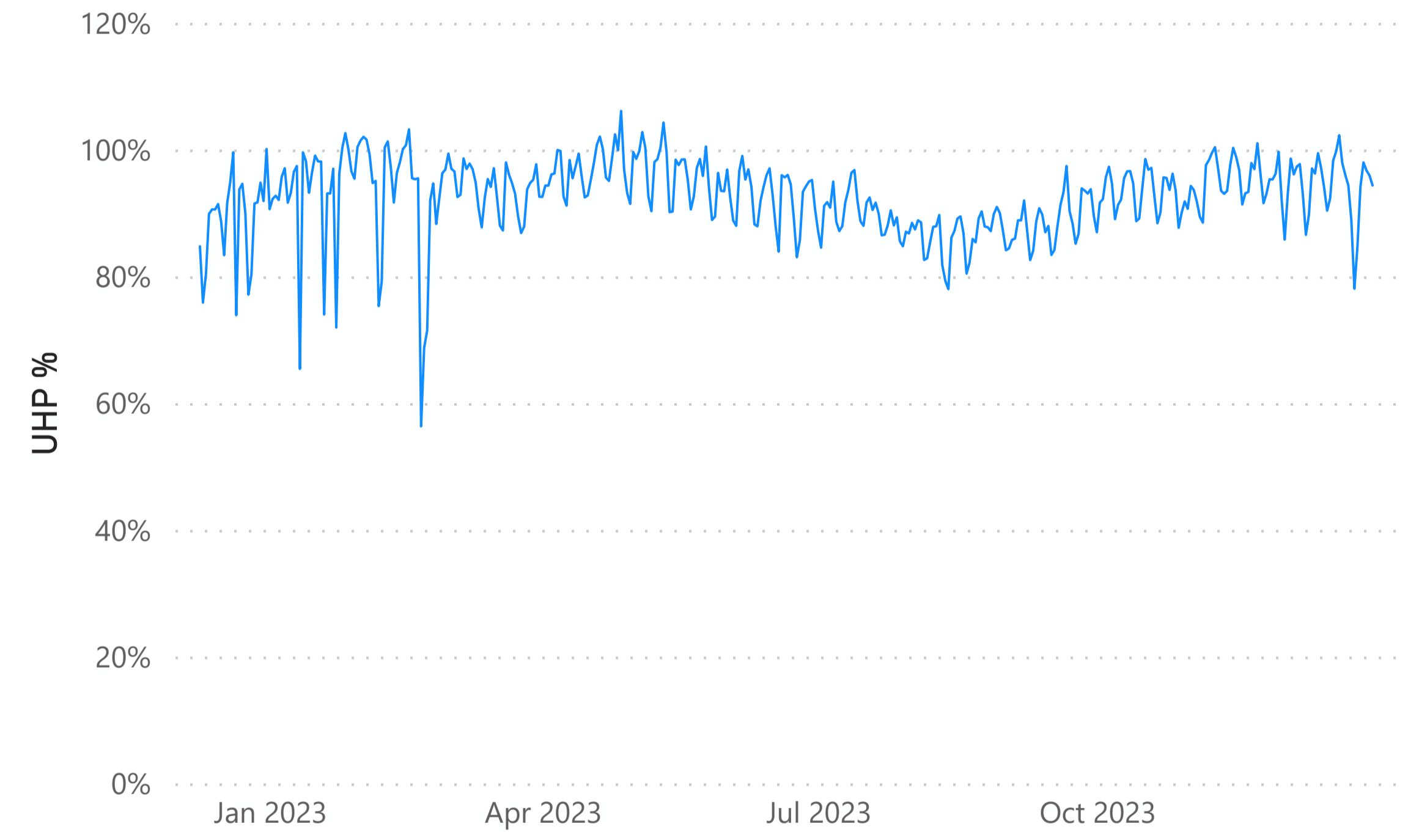
C&W Wales Latest Month

Lowest Recorded UHP

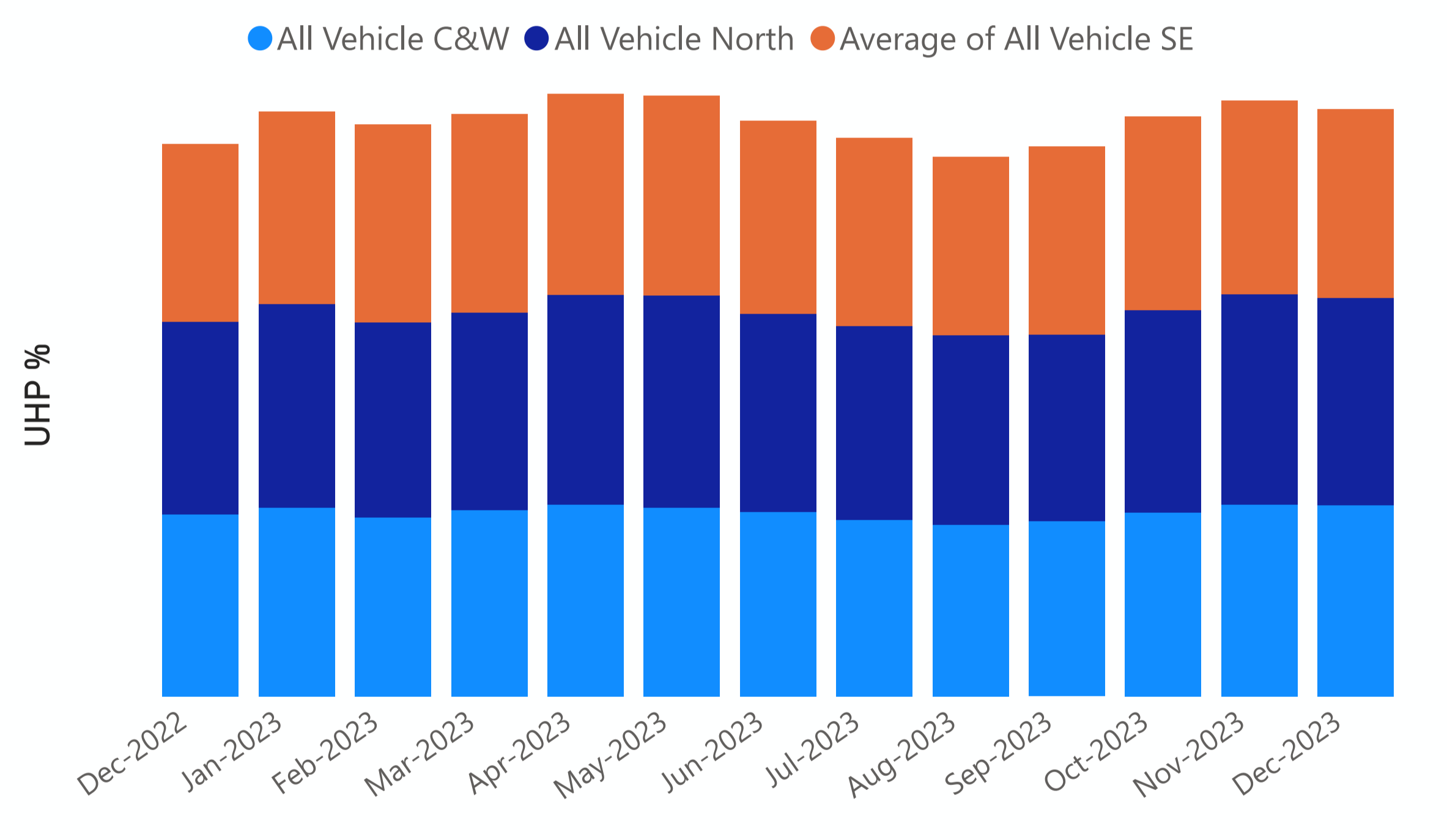
## 73.0%

SE Wales Latest Month

### 20.1 Daily UHP %



### 20.2 Monthly Average UHP % by Area



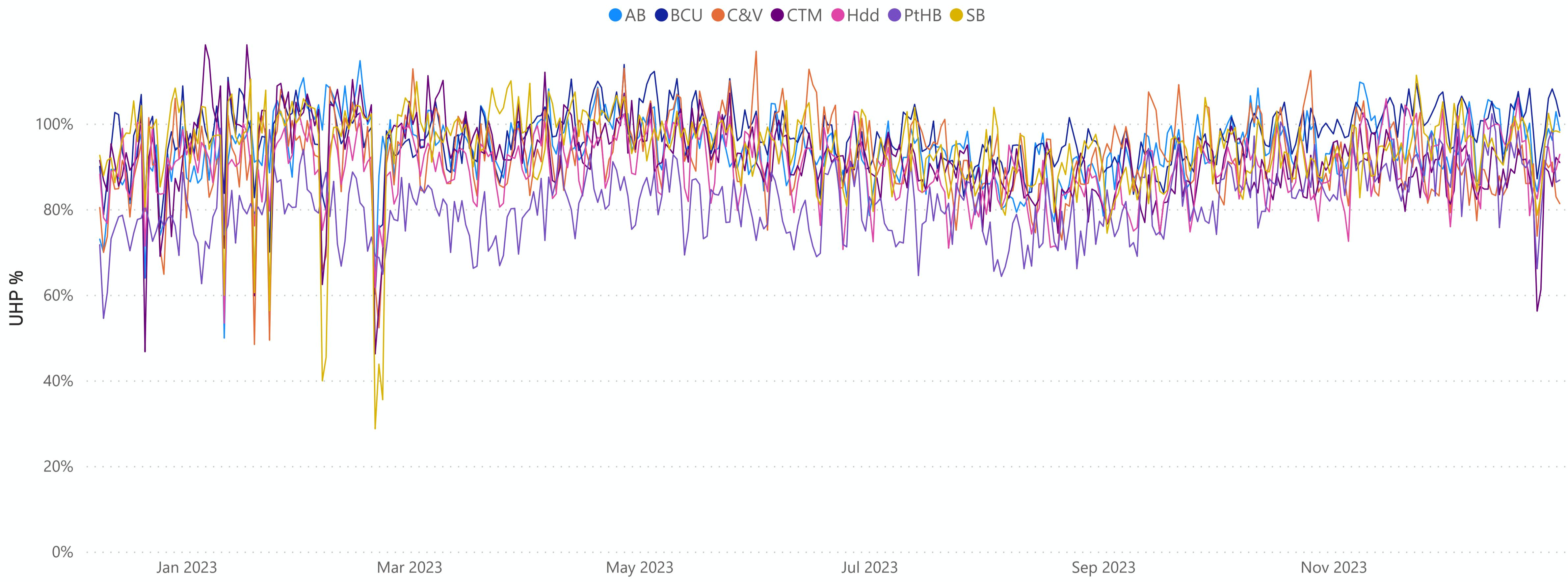
Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)

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# Performance Report | Unit Hour Production (UHP)



## 21.1 Unit Hours Production



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 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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