



Agenda Item
2.3

Planning, Performance and Finance Sub-Committee

Emergency Ambulance Performance Framework Phase 1 Update

Dyddiad y Cyfarfod / Date of Meeting	12/08/2025
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
Awdur yr Adroddiad / Report Author	Ross Whitehead, Director of Commissioning Ambulance Services and 111
Cyflwynydd yr Adroddiad / Report Presenter	Ross Whitehead, Director of Commissioning Ambulance Services and 111
Noddwr yr Adroddiad / Report Sponsor	Ross Whitehead, Director of Commissioning for Ambulance Services and 111

Pwrpas yr Adroddiad / Report Purpose	For Noting Choose an item.
---	-------------------------------

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
Updates provided at Joint Commissioning Committee: <ul style="list-style-type: none"> • 20 May 2025 • 15 July 2025 		Noted

Acronyms / Glossary of Terms	
WAST	Welsh Ambulance Services University NHS Trust

1. SITUATION/BACKGROUND

The Welsh Ambulance Services University NHS Trust (WAST) successfully implemented a revised ambulance response model on 1 July 2025 as part of a 12-month pilot.

This change reflects a strategic shift from time-based targets to clinically driven, outcome-focused care, aligning with international best practice.

The new response categories introduced include the:

- **Purple Category:** For patients in cardiac or respiratory arrest—highest priority
- **Red Category:** For patients at imminent risk of arrest without urgent intervention.

2. SPECIFIC MATTERS FOR CONSIDERATION

The attached Stakeholder Briefing Pack (**Appendix 1**) and accompanying Frequently Asked Questions (**Appendix 2**) provide a detailed overview of the changes undertaken.

Further to this, the Cabinet Secretary announced on the 17 July 2025 that further changes would be made to the performance framework for the ambulance service with the introduction of 3 new categories of:

- **'Orange: time sensitive'** - for conditions needing a fast response and care from ambulance clinicians before transport to hospital for specialist care, such as a stroke
- **'Yellow: assess and respond'** - for conditions which require further clinical assessment to determine the best pathway of care, such as a person suffering from abdominal pain who may be suitable to stay at home or may need further investigations
- **'Green: planned response'** - for conditions such as a blocked catheter which may require community care or planned transport to urgent care services.

Work is now ongoing on the detailed definition and operational delivery processes required to deliver this second phase.

3. KEY RISKS / MATTERS FOR ESCALATION

Both Phase 1 and Phase 2 of these changes aim to shift the focus of performance from time-based response to clinical outcomes for patients, this will require the NWJCC to consider its approach to performance management and oversight of the emergency ambulance services it commissions.

4. ASSESSMENT

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)	Improve Equity and Population Health If more than one applies please list below: Maximise Value Ensure Quality
	A Healthier Wales If more than one applies please list below:
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	Learning, Improvement & Research If more than one applies please list below: Whole-systems perspective
	Effective If more than one applies please list below: Efficient Equitable Person Centred Timely Safe
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Choose an item. If more than one applies please list below:
	Choose an item. If more than one applies please list below:
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Domains of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Choose an item. If more than one applies please list below:
	Choose an item. If more than one applies please list below:
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	Choose an item. If more than one applies please list below:
	Choose an item. If more than one applies please list below:

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
	Outcome: Quality Impact Assessment for Rapid Clinical Screening and Call Flow (Phase 1) – Approved. In progress for Call Flow (Phase 2).	If no, please include rationale below:
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
	Outcome: EQIA for the overall programme and for Rapid Clinical Screening – Approved. In progress for Call Flow (Phase 2).	If no, please include rationale below:
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl / Ariannol) /</i> Resource Impact <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

5. RECOMMENDATIONS

Members of the Planning, Performance and Finance Sub-Committee are recommended to:

- **Note** the content of the paper.

6. NEXT STEPS

A further update on the performance of phase 1 and delivery of phase 2 will be brought to a future meeting.