



Ambulance Data Portal *Performance Report*

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November 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

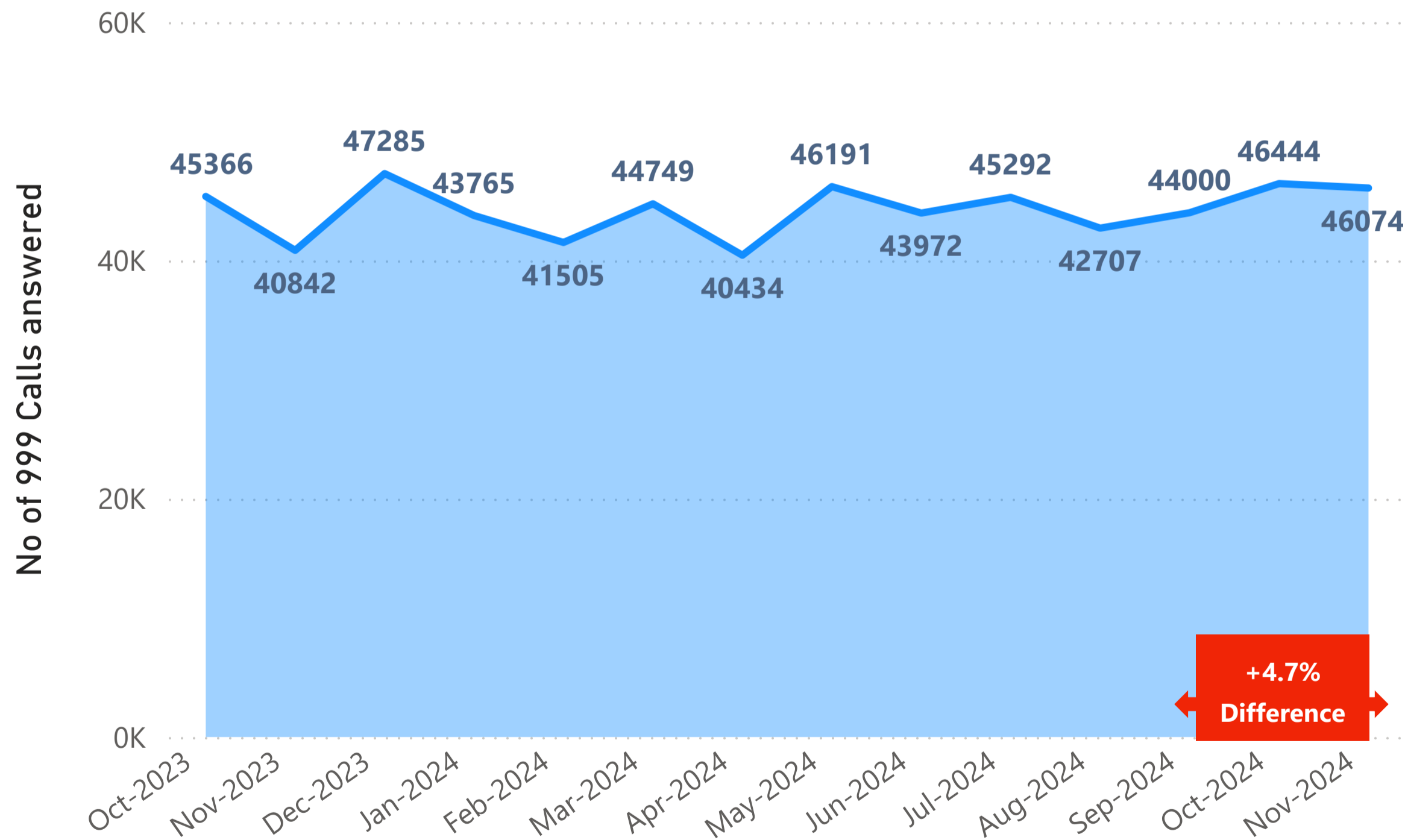
Performance Report

999 Call Demand



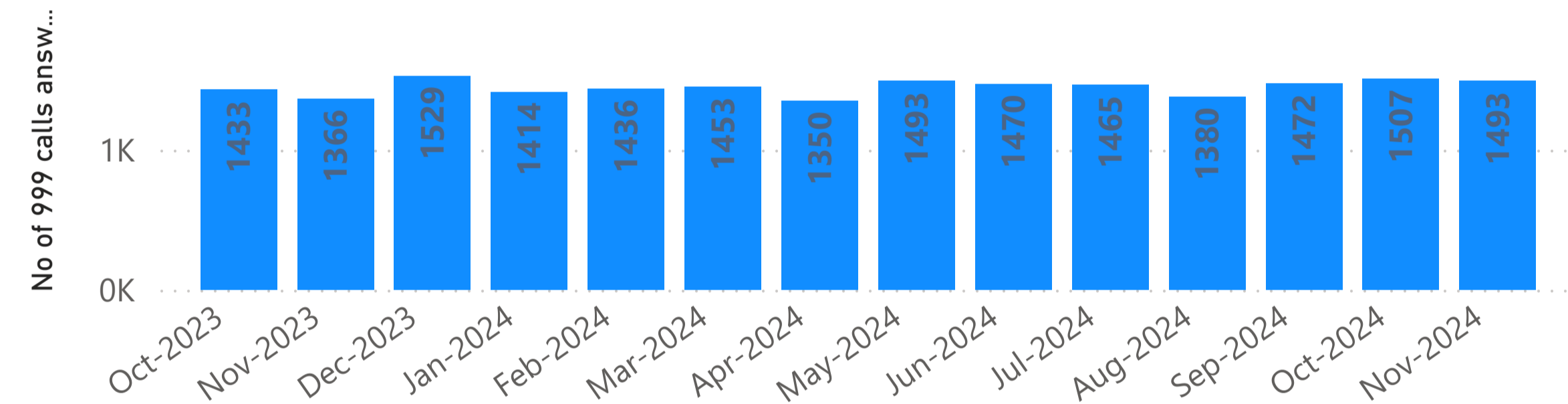
The number of 999 calls saw a 4.7% increase from September to November 2024. The number of 999 calls were 12.8% higher in November 2024 as compared with the same period the previous year. The daily average number of 999 calls answered has increased by 127 calls in November 2024 as compared to November 2023.

1.1 Monthly -Volume of 999 Calls Answered

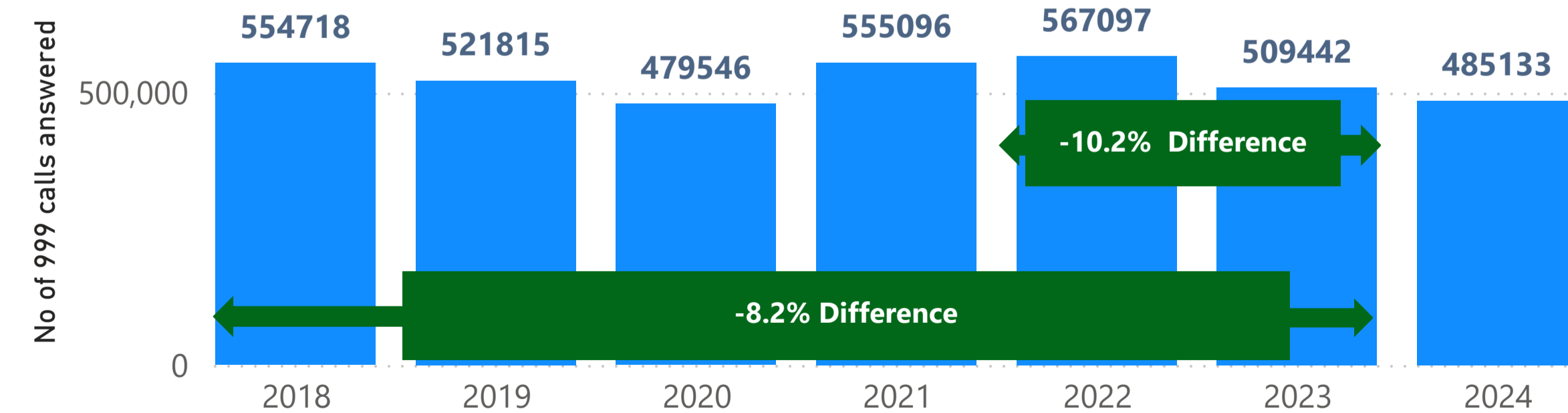


Source: Ops Directorate Telephony Qlikview

1.2 Daily Average - 999 Calls Answered



1.3 Annualised Data - Volume of Calls Answered



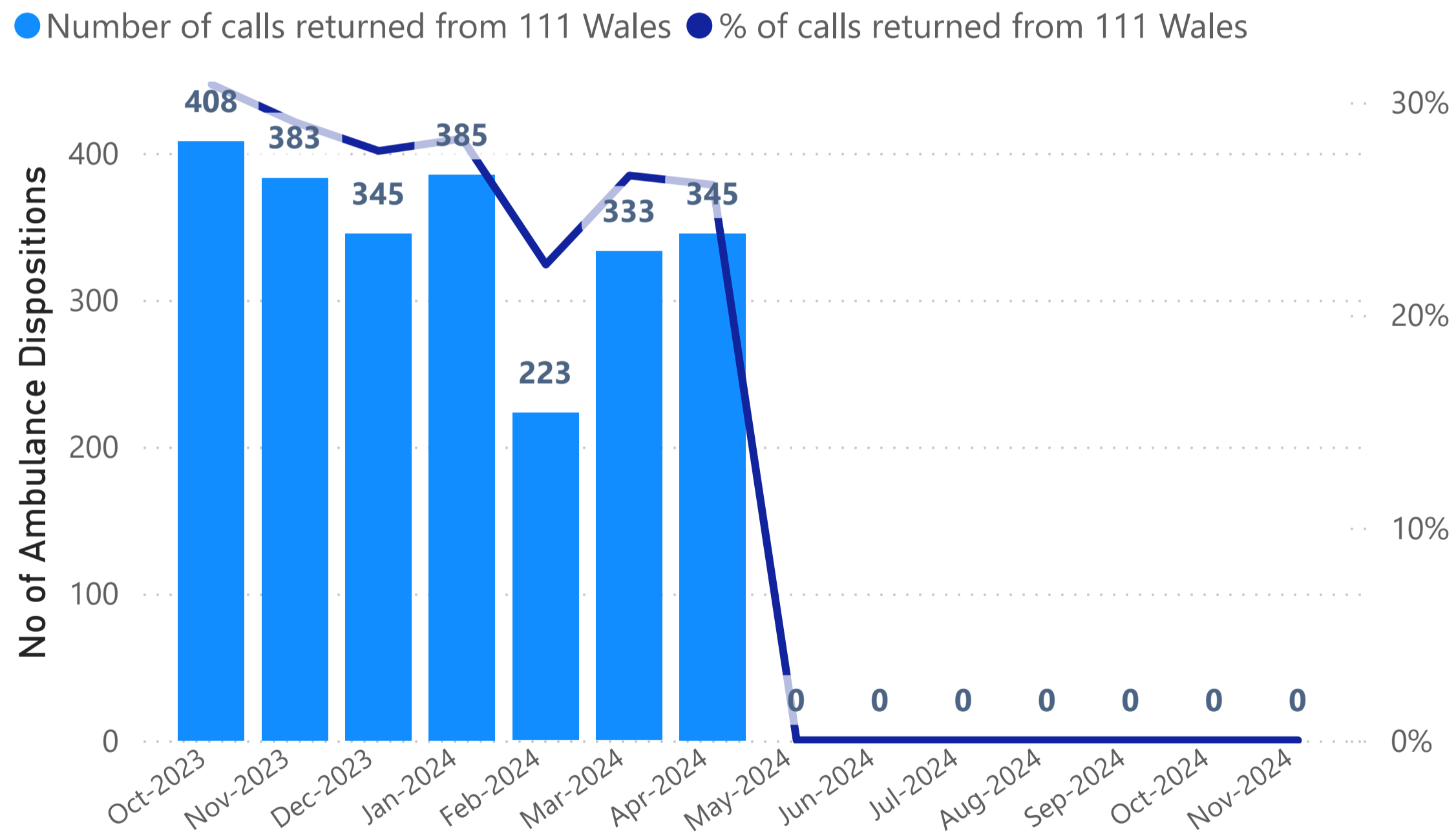
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NHS 111 Wales to 999 Transfers

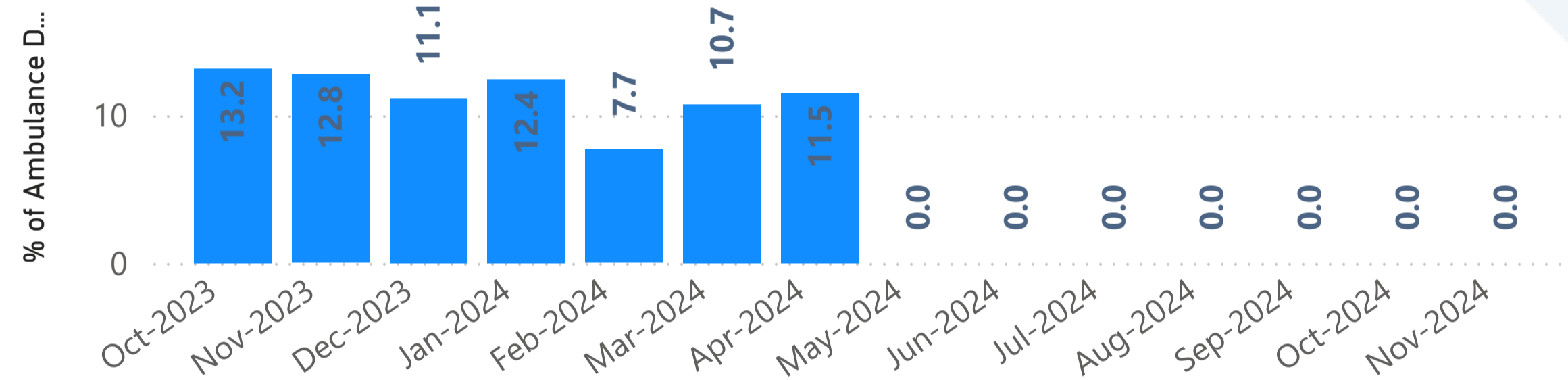


In April 2024, the Welsh Ambulance Service University NHS Trust implemented a new 111 system for call handing and clinical assessment. An issue has also been identified when aggregating 111 call records to Health Board level to support the AQI reporting. This issue is being actively worked on, with mitigations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

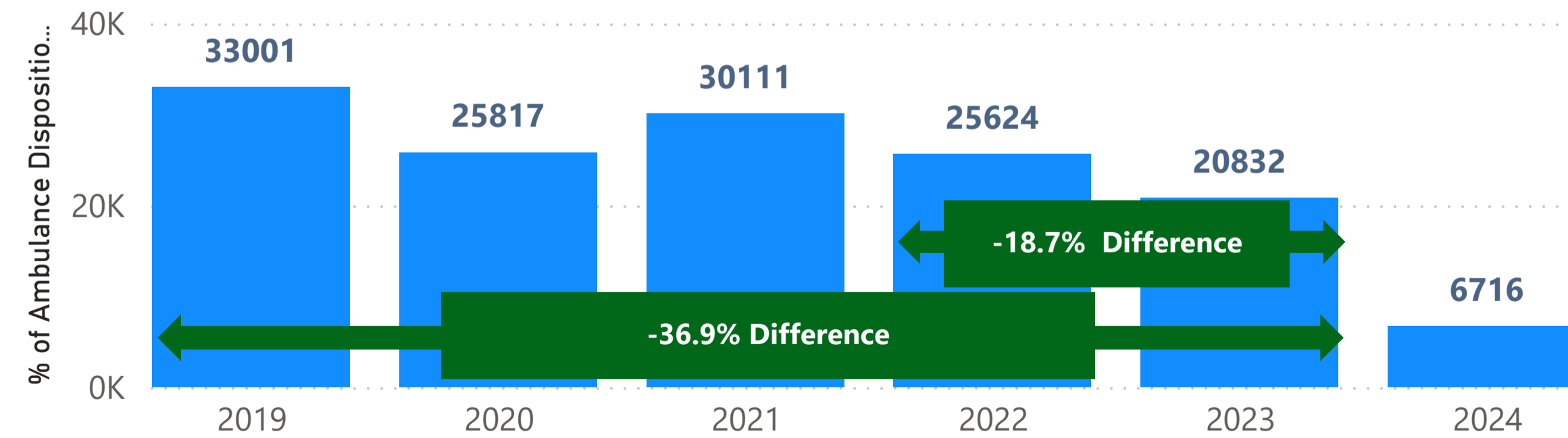
2.1 Monthly - Calls returned from 111 Wales



2.2 Daily Average - Calls Returned from 111 Wales



2.3 Annualised Data - Total Calls Returned from 111 Wales



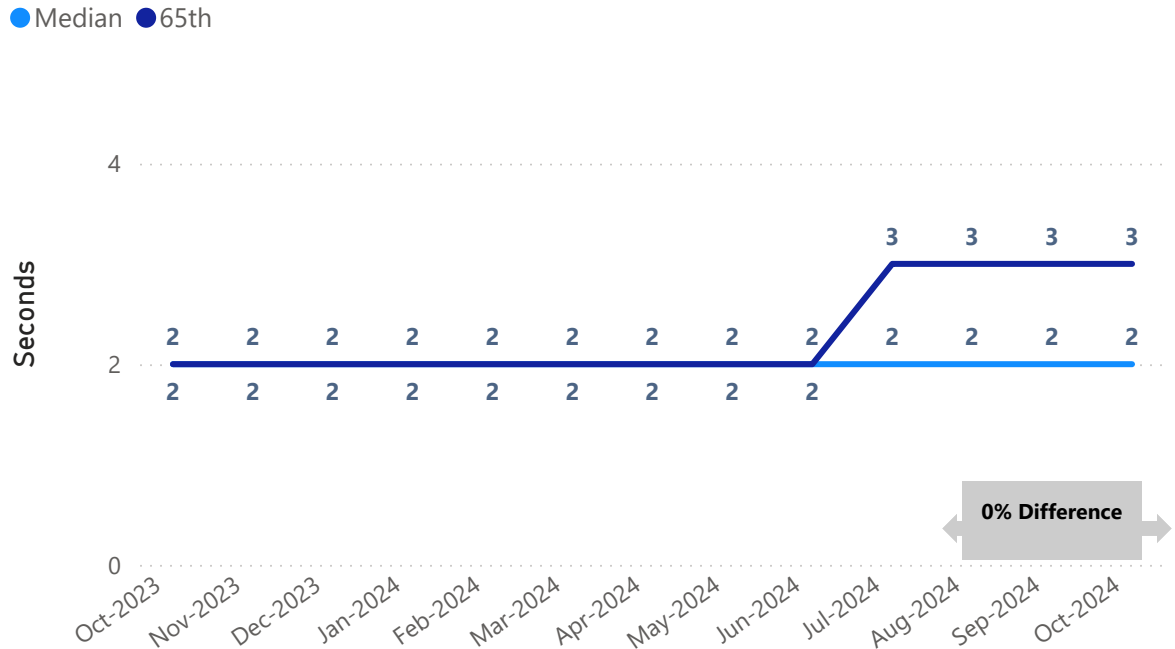
Source: AQI9ii Calls Returned from NHS Direct with an Outcome of "Ambulance Required"

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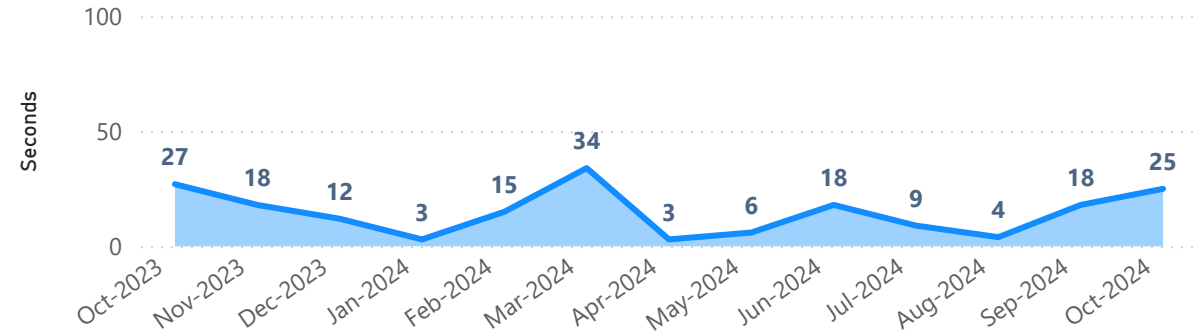
999 Call Answer Times

Data for November 2024 is not available due to an issue has been identified following the migration of the 999 telephony system

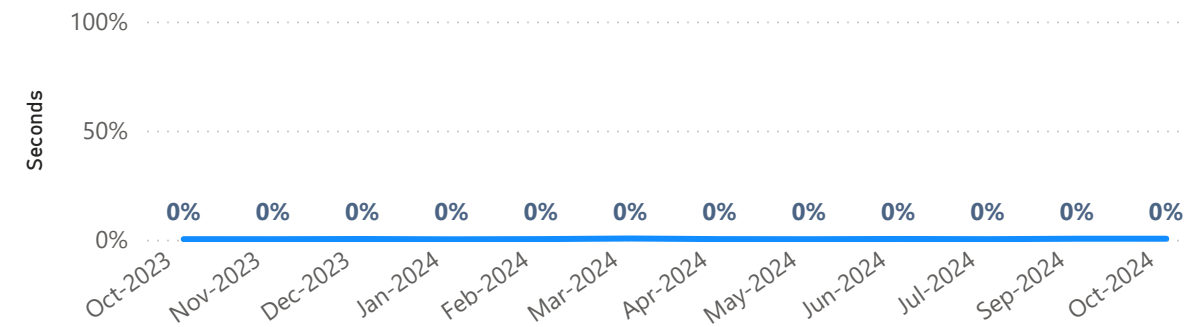
3.1 Median and 65th Percentile - 999 Calls: Time to Answer



3.2 95th Percentile



3.3 Call Abandonment



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

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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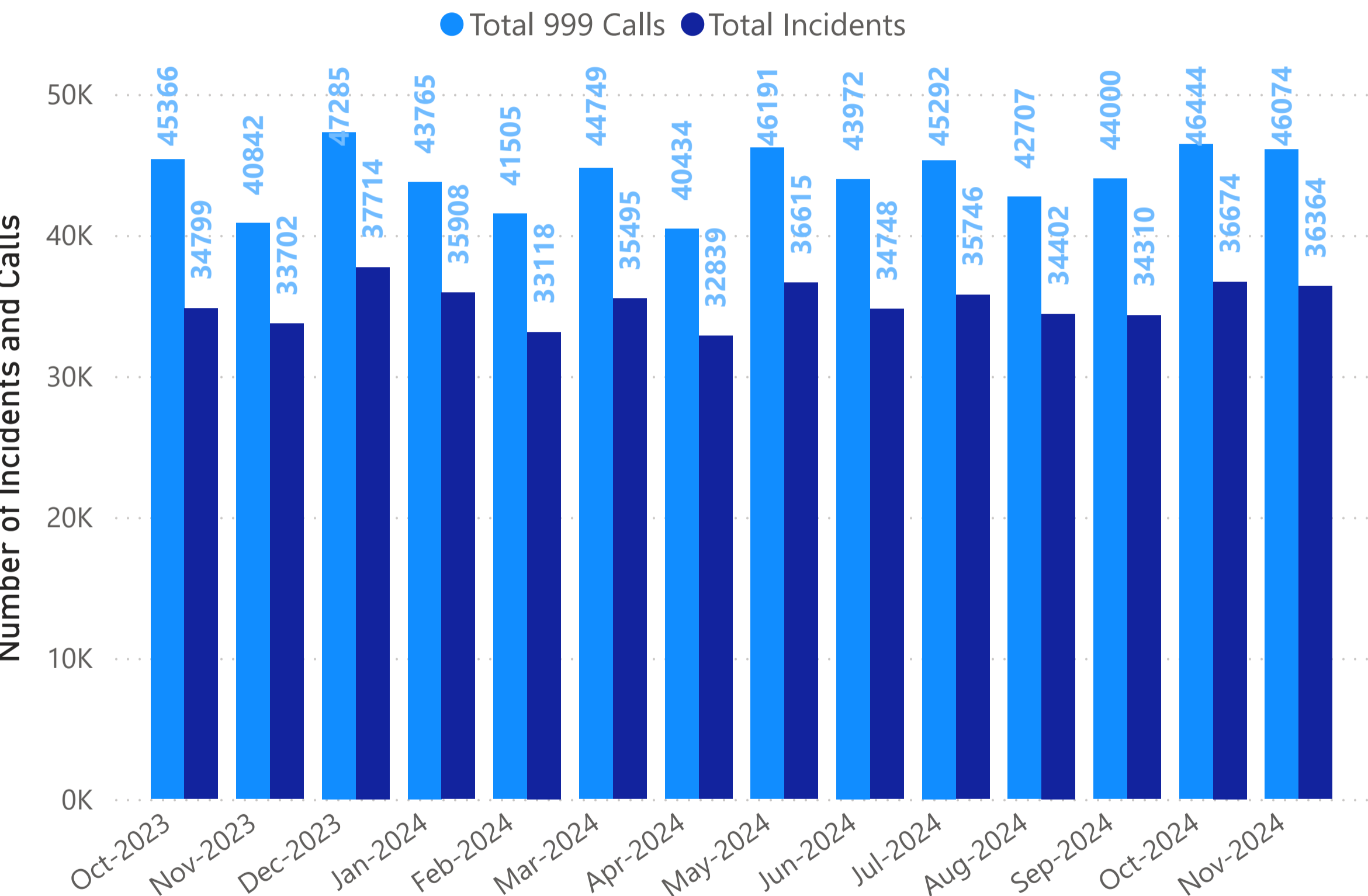


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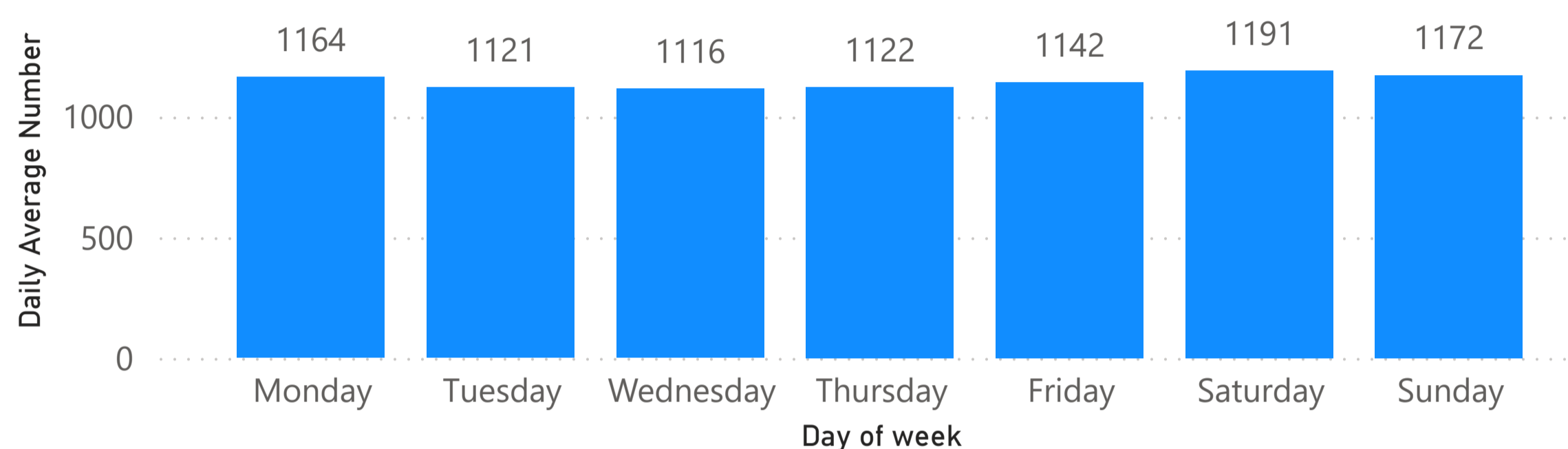
All Incidents

November 2024 saw a 12.8% increase in calls and a 7.9% increase in incidents compared to November 2023.

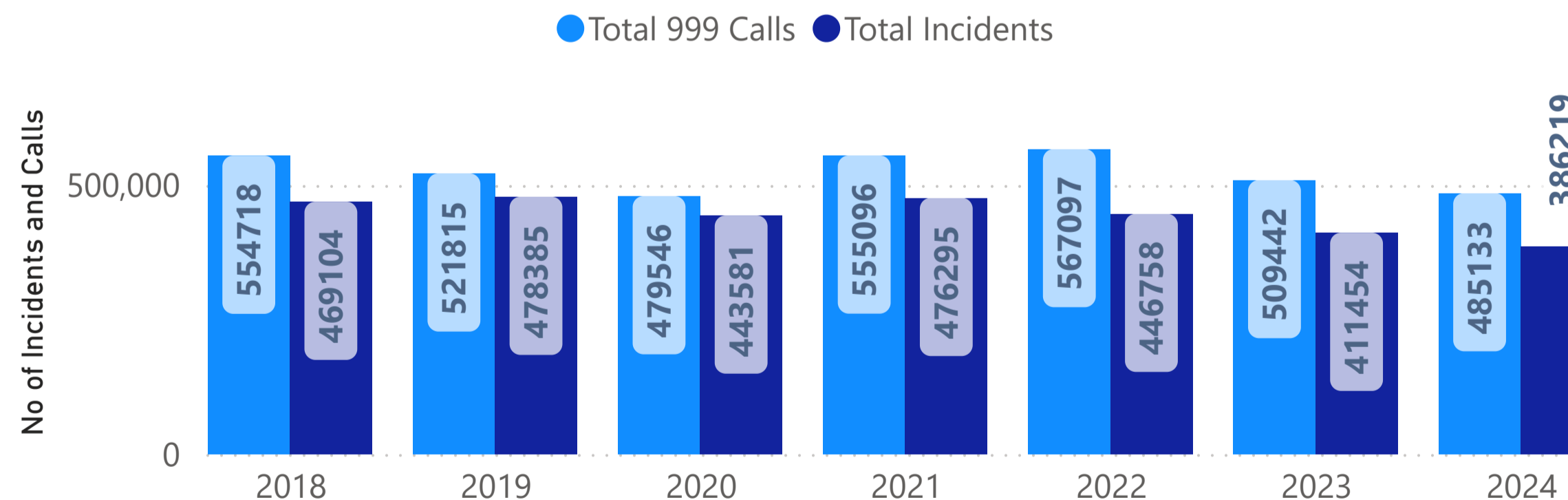
4.1 Monthly Volume of Incidents and Calls



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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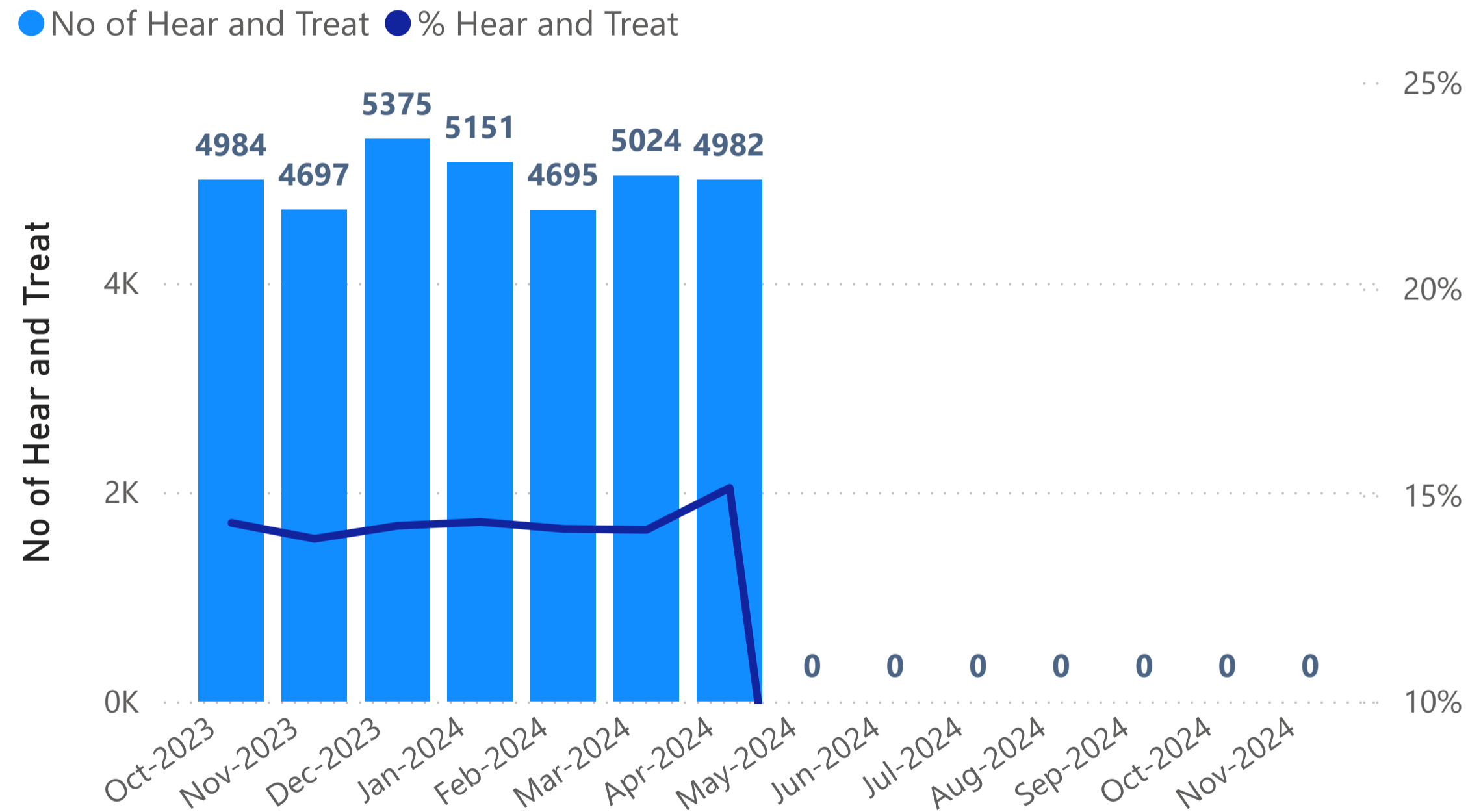
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Hear and Treat

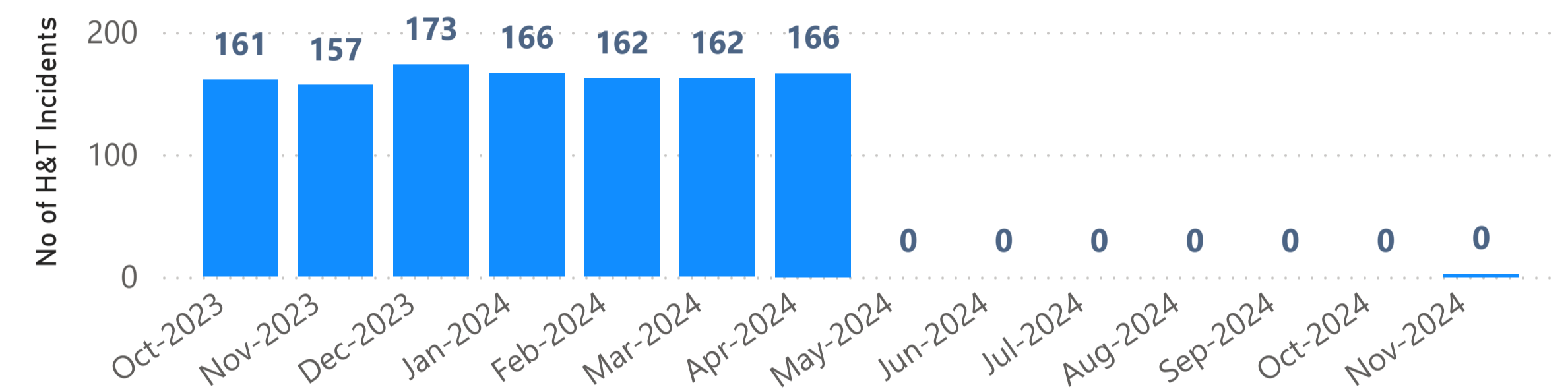


In April 2024, the Welsh Ambulance Service University NHS Trust implemented a new 111 system for call handing and clinical assessment. An issue has also been identified when aggregating 111 call records to Health Board level to support the AQI reporting. This issue is being actively worked on, with mitigations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

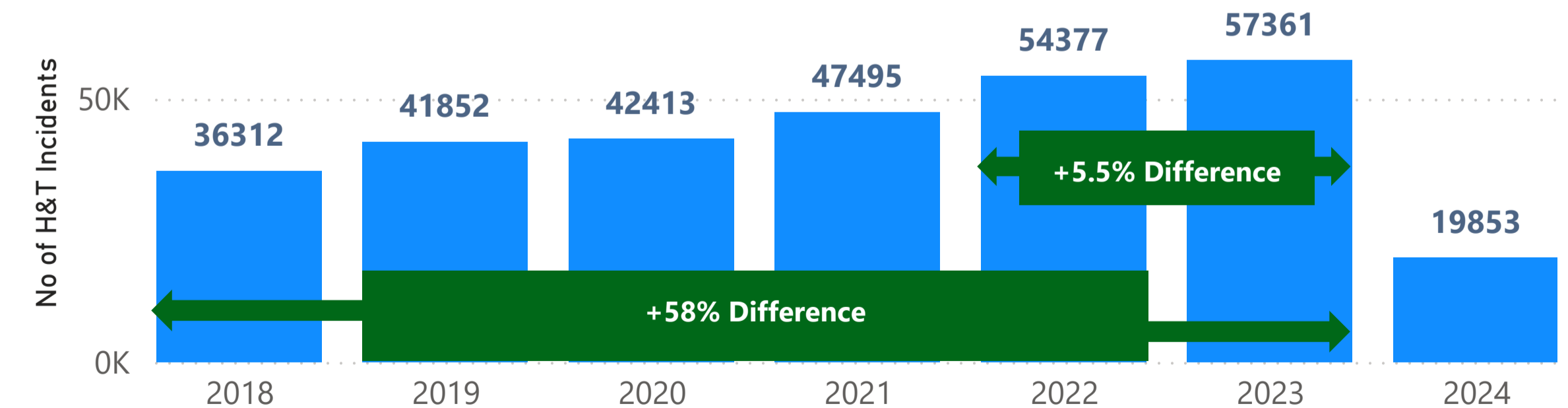
5.1 Monthly - Volume of Hear and Treat Incidents



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)

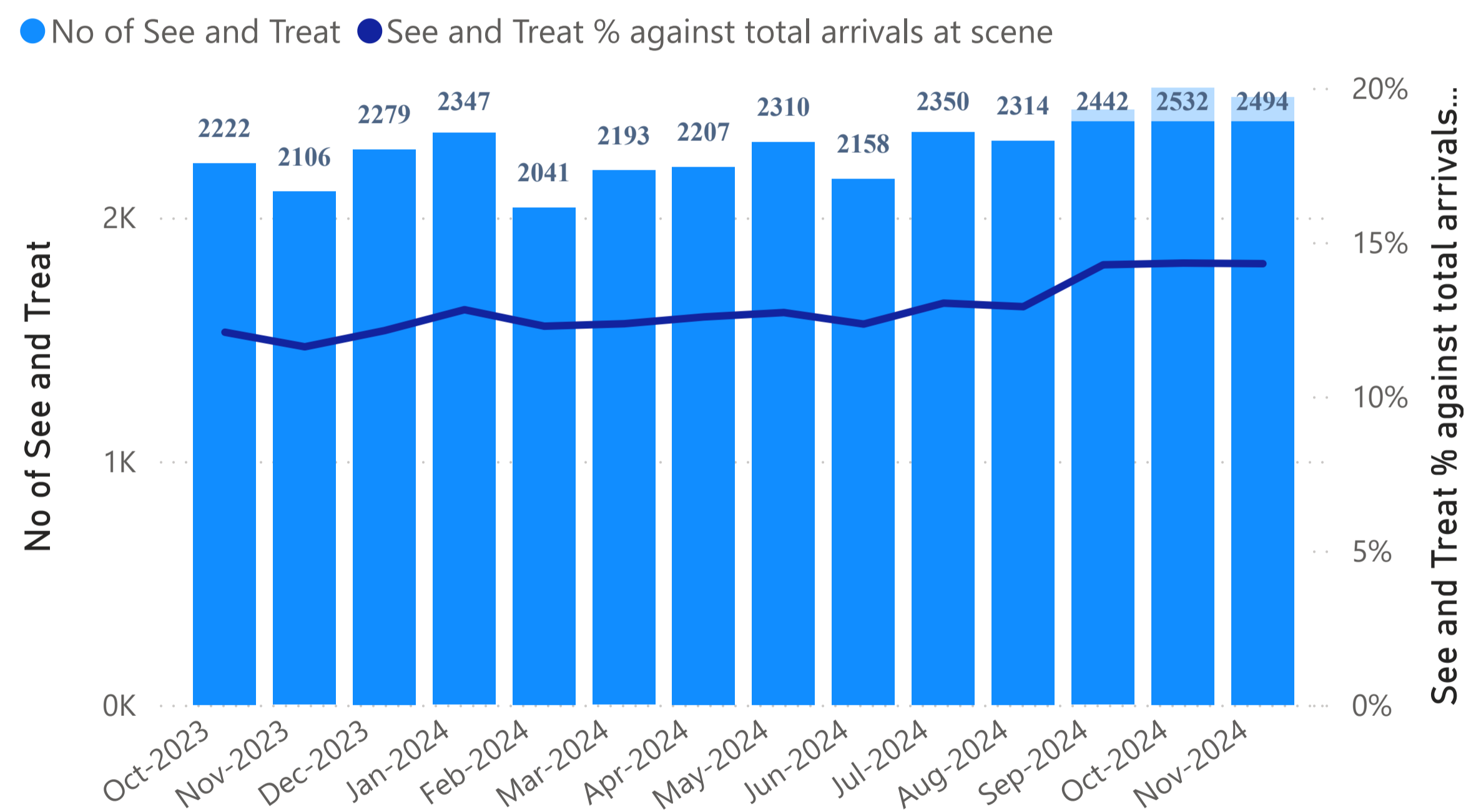
NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

Performance Report

See and Treat

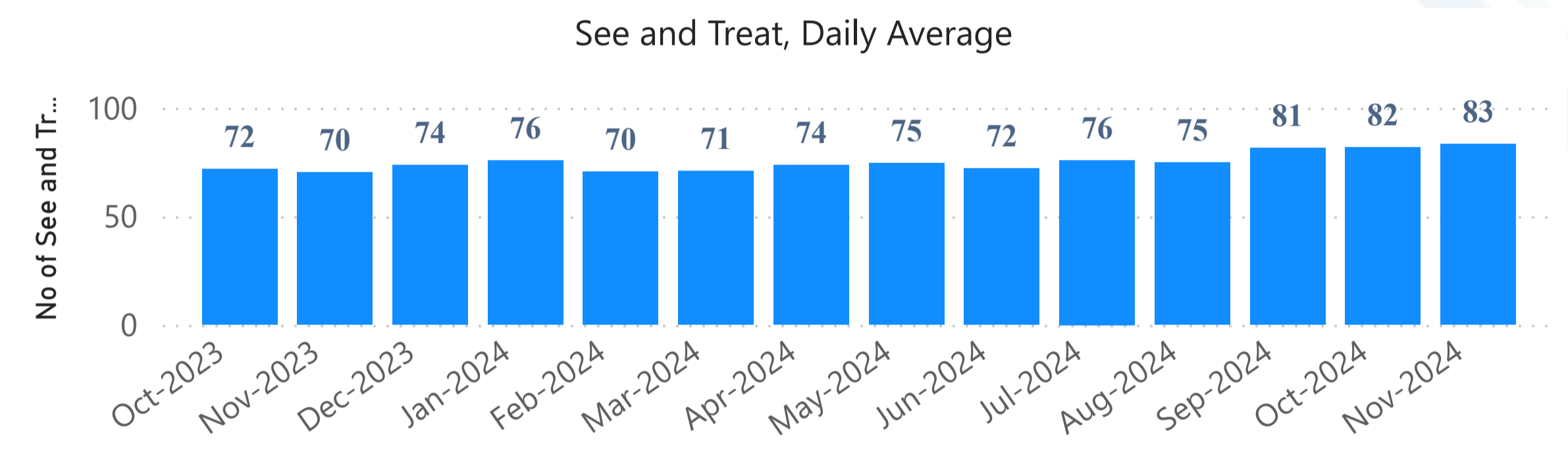
There is an upward trend in the number of see and treat responses. The number of see and treat responses in November 2024 was 18.4% higher than November 2023. The See and Treat % was 2.7% higher in November 2024 as compared to the same period for the previous year. The daily number of see and treat responses has increased by 13 incidents for the same period.

6.1 Monthly Volume of See and Treat Responses

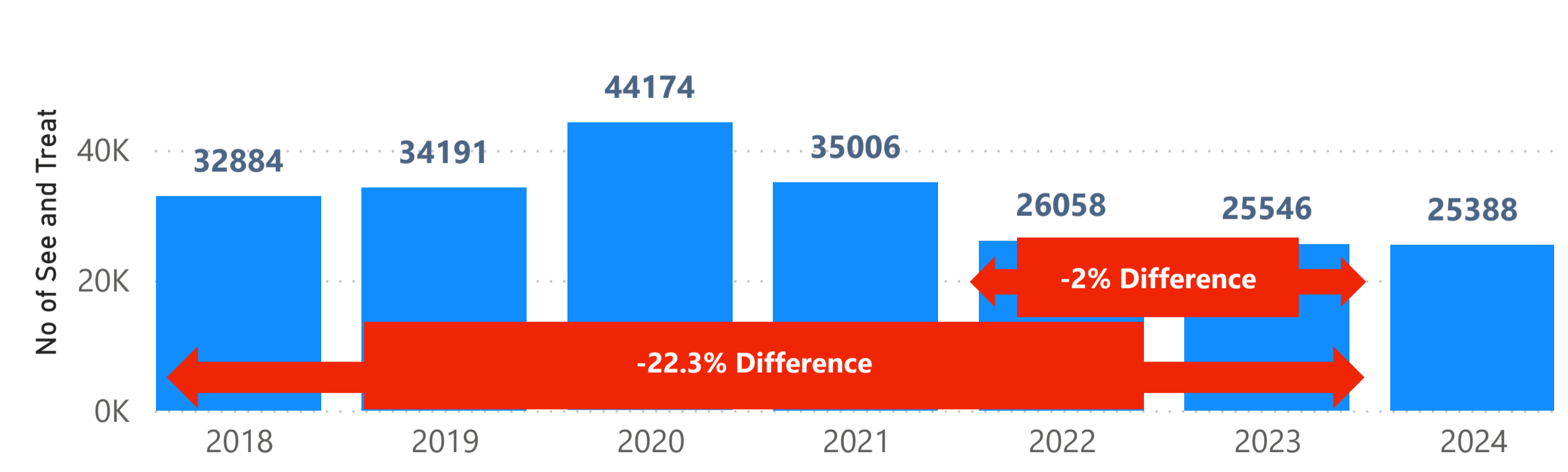


Source: AQI19i Total Number of Incidents where an Ambulance Resource Attended Scene

6.2 Daily Average - Number of See and Treat Responses



6.3 Annualised Data - Number of See and Treat Responses



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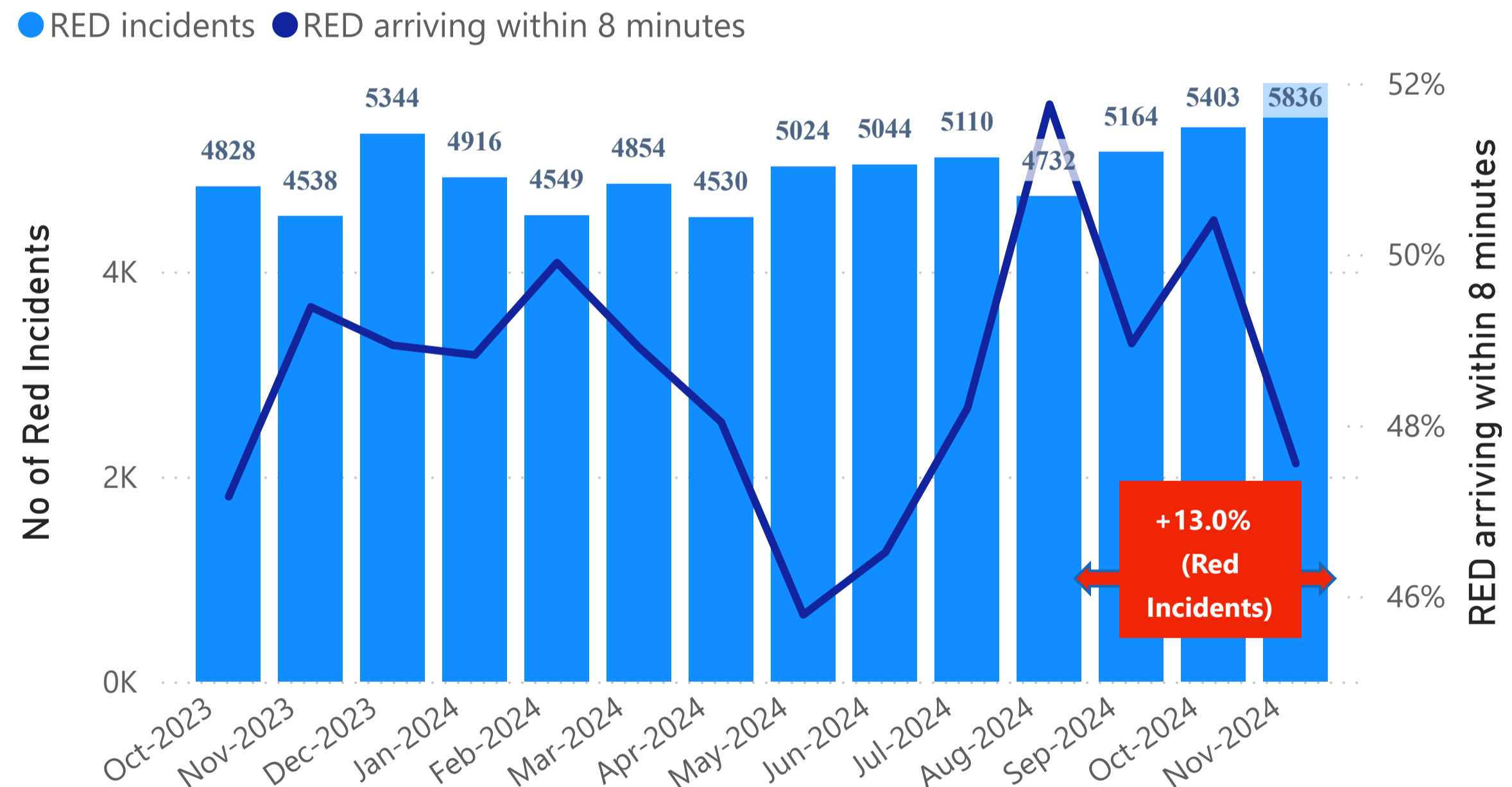
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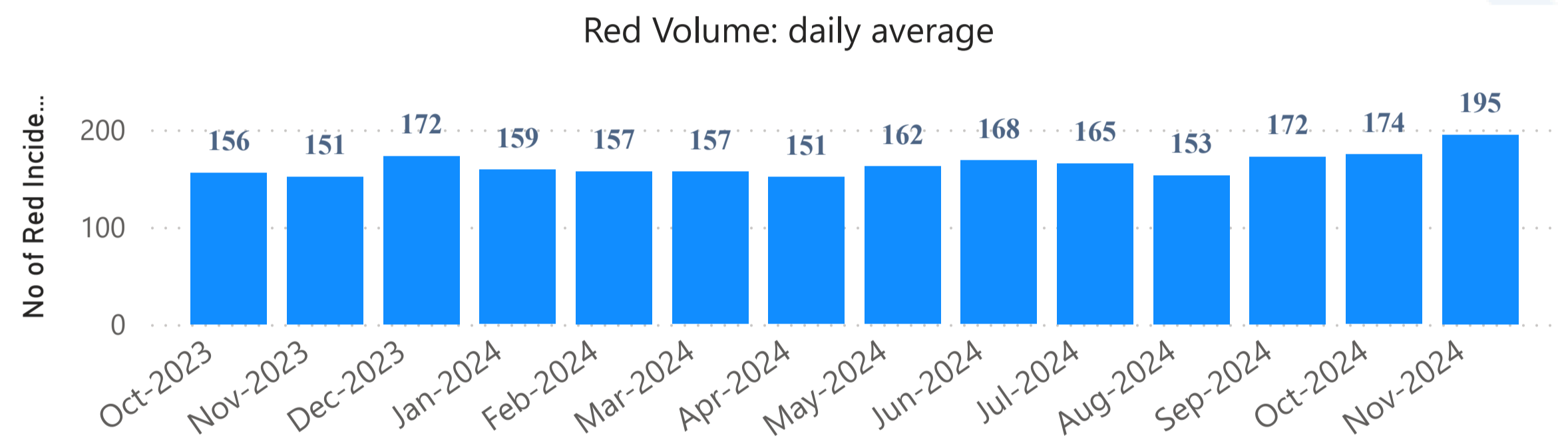
RED Incidents

There has been a 13.0% increase in the number of red incidents from September to November 2024. However, the number of red incidents in November 2024 is 28.6% higher than November 2023. The 8 min % performance is 1.8% lower for the same time period.

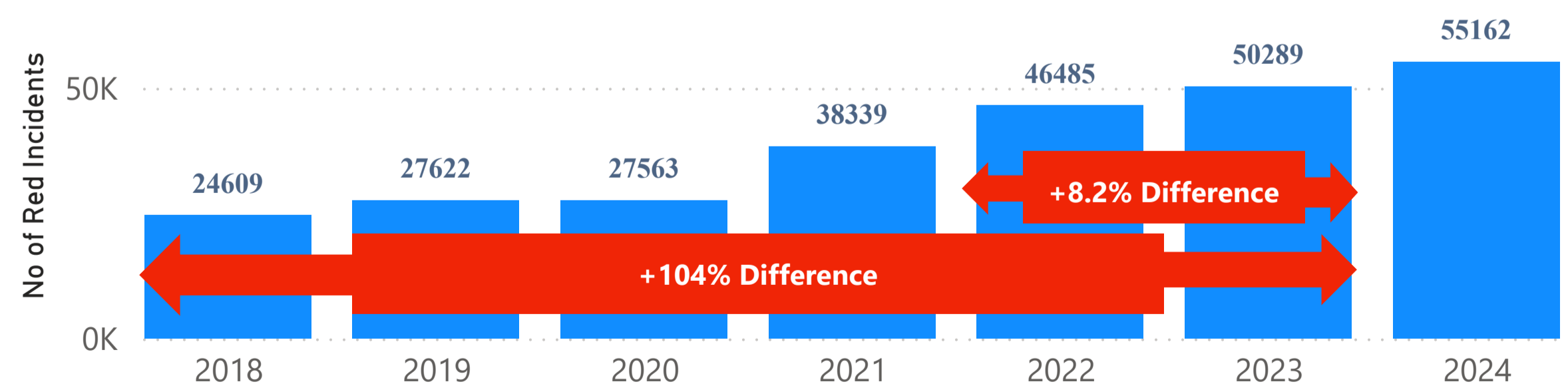
7.1 Monthly Volume of Red Incidents and Red % Performance



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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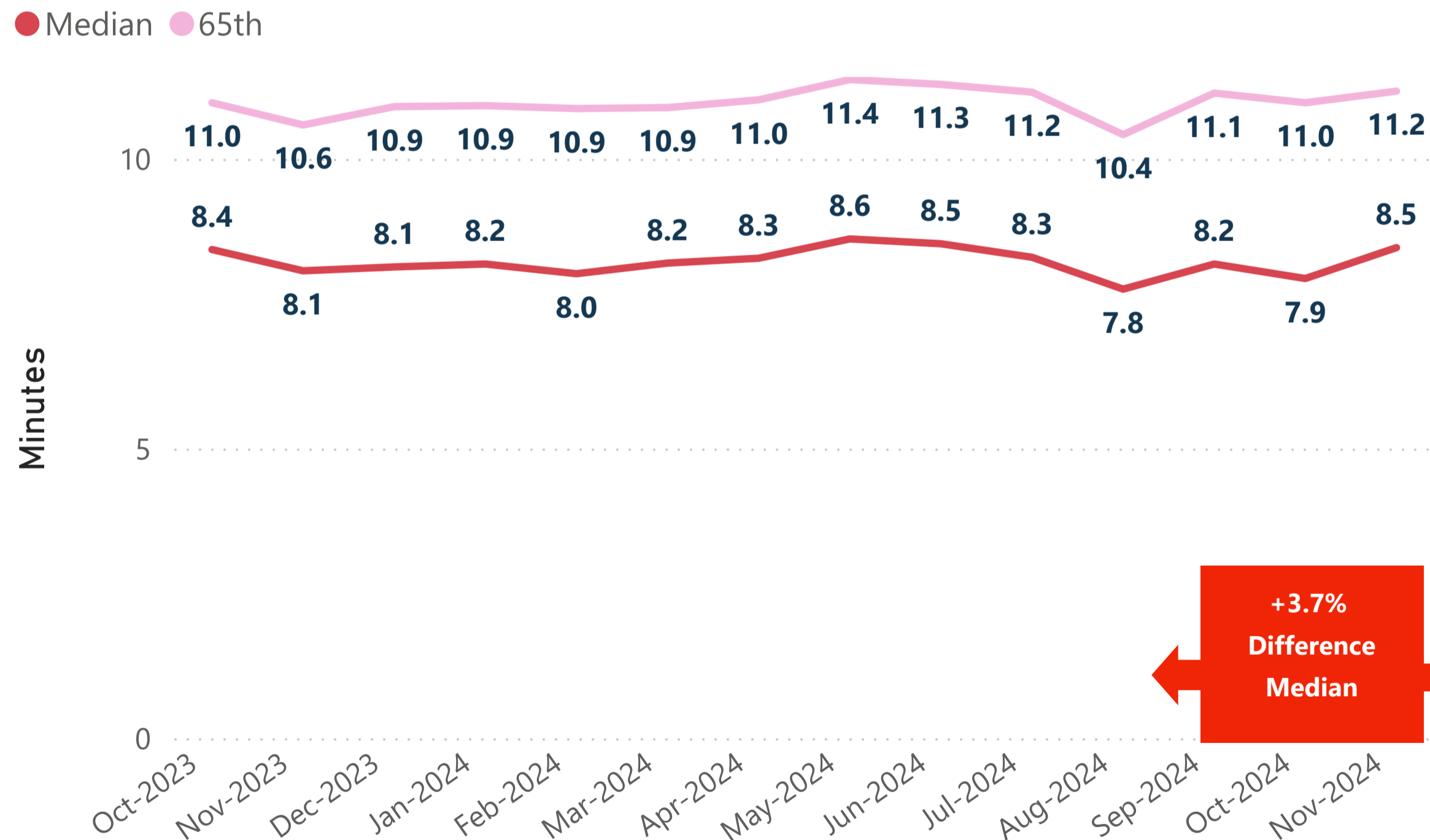
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RED Incident Response Time

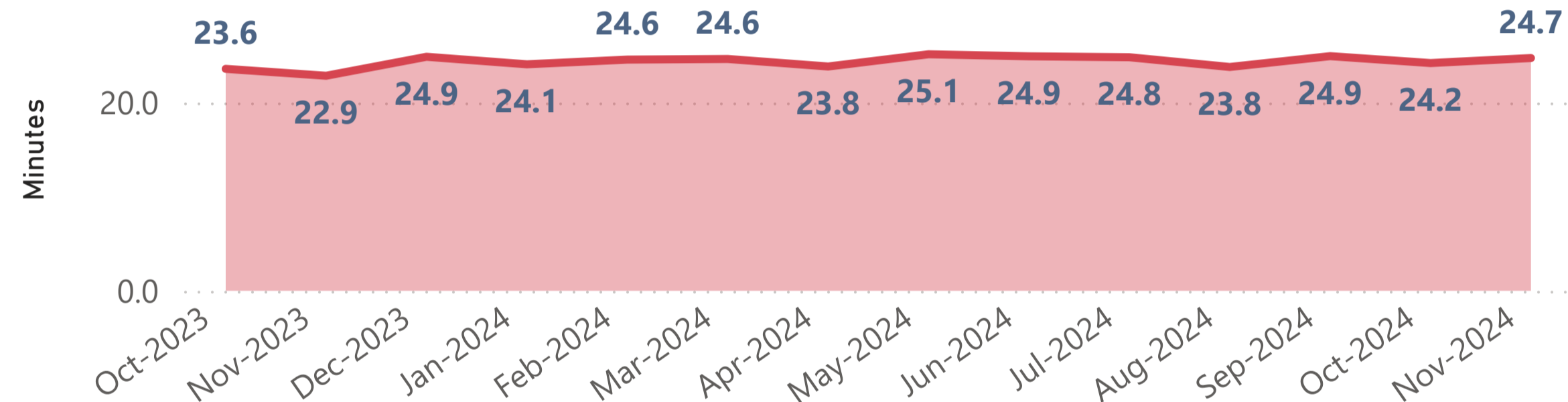
Red Median and 65th percentile in November 2024 are 18 and 6 seconds higher respectively than September 2024. Red Median and 65th percentile in November 2024 were 24 and 36 seconds respectively lower than November 2023. The 95th percentile was 1 minute and 48 seconds higher in November 2024 as compared to November 2023 and the longest red was 70 minutes more for the same period.

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

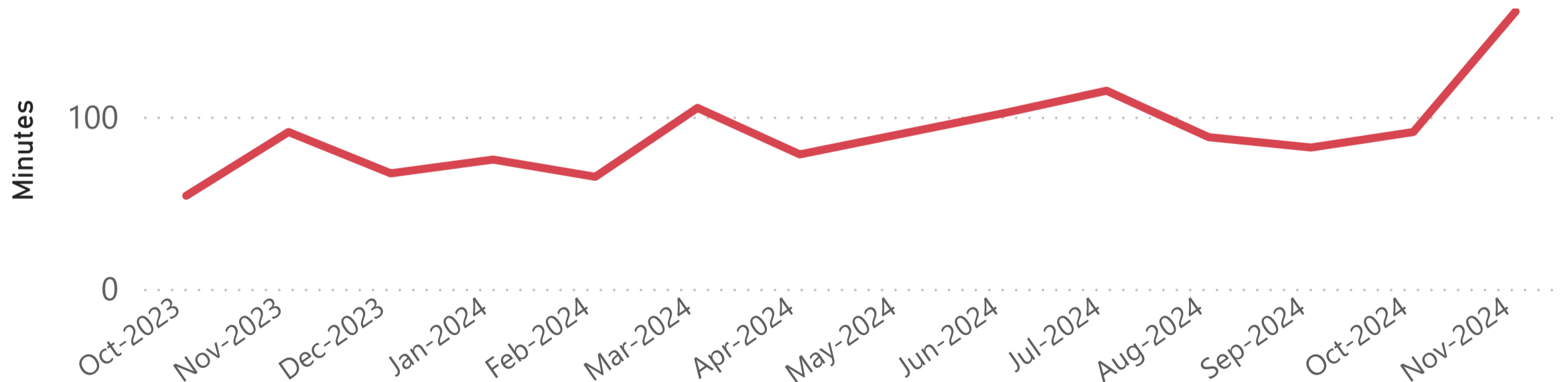


+3.7% Difference Median

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

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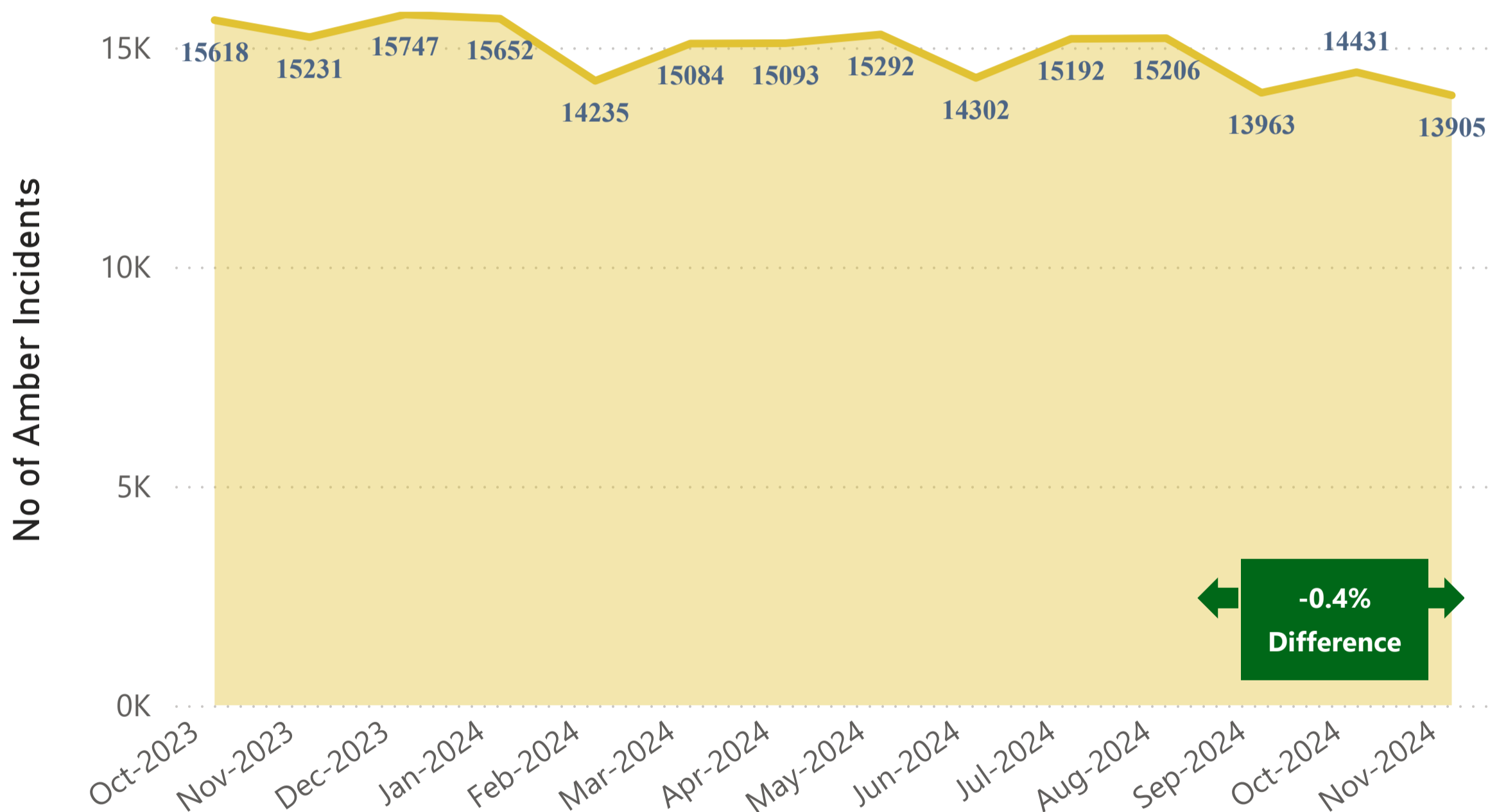
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AMBER Incidents

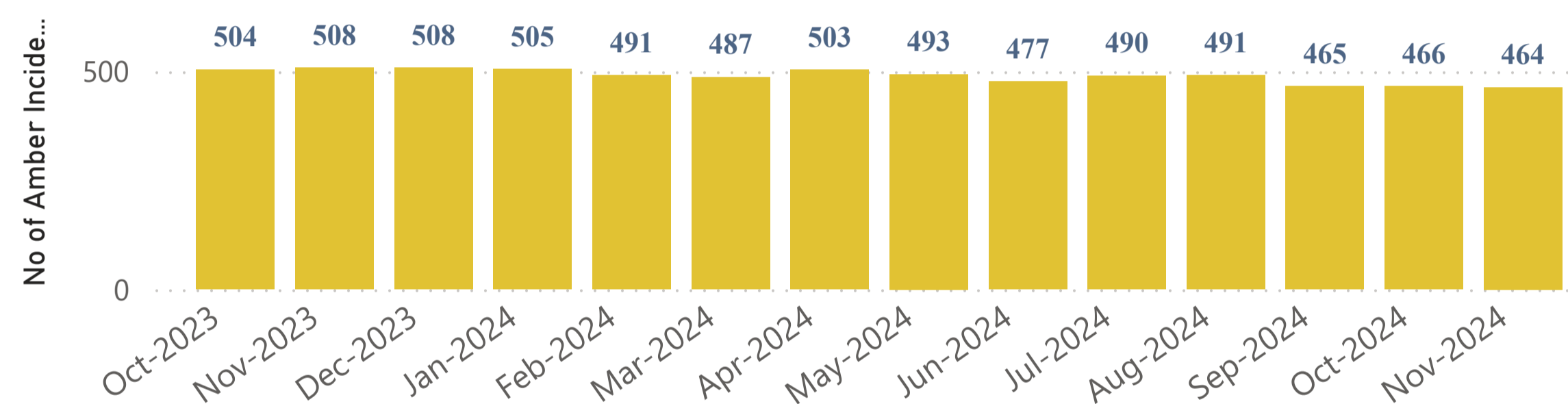
There was a 0.4% decrease in the number of amber incidents from September to November 2024. The number of amber incidents in November 2024 were 8.7% lower than November 2023. The daily average were 44 amber incidents lower for the same period.

9.1 Monthly Volume of Amber Incidents

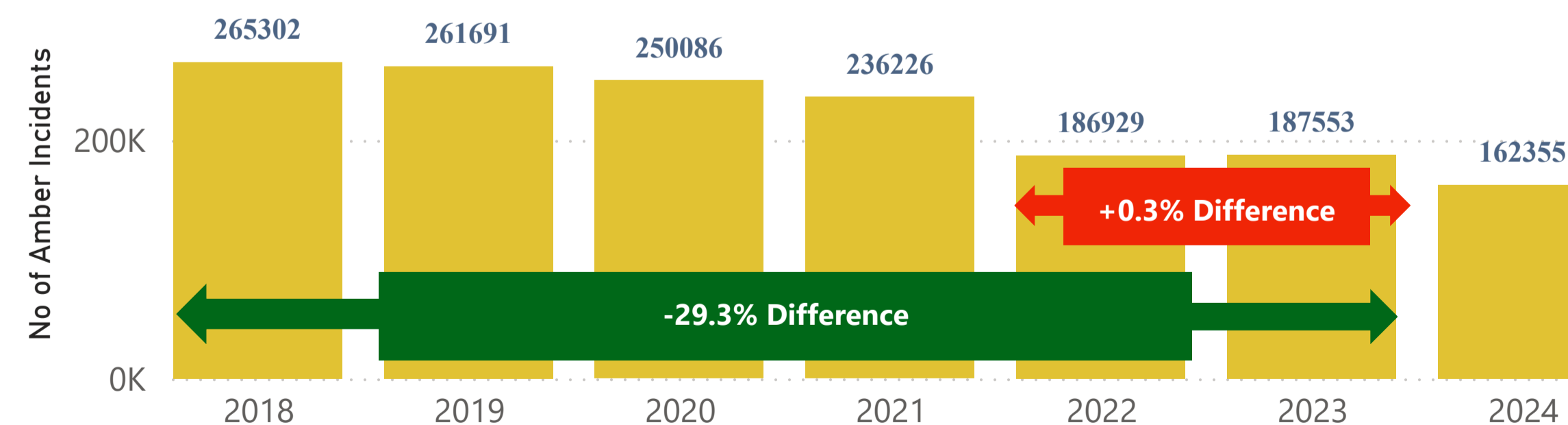


Source: AQ111 Number of Amber category incidents resulting in an emergency response

9.2 Daily Average - Number of Amber Incidents



9.3 Annualised Data - Number of Amber Incidents



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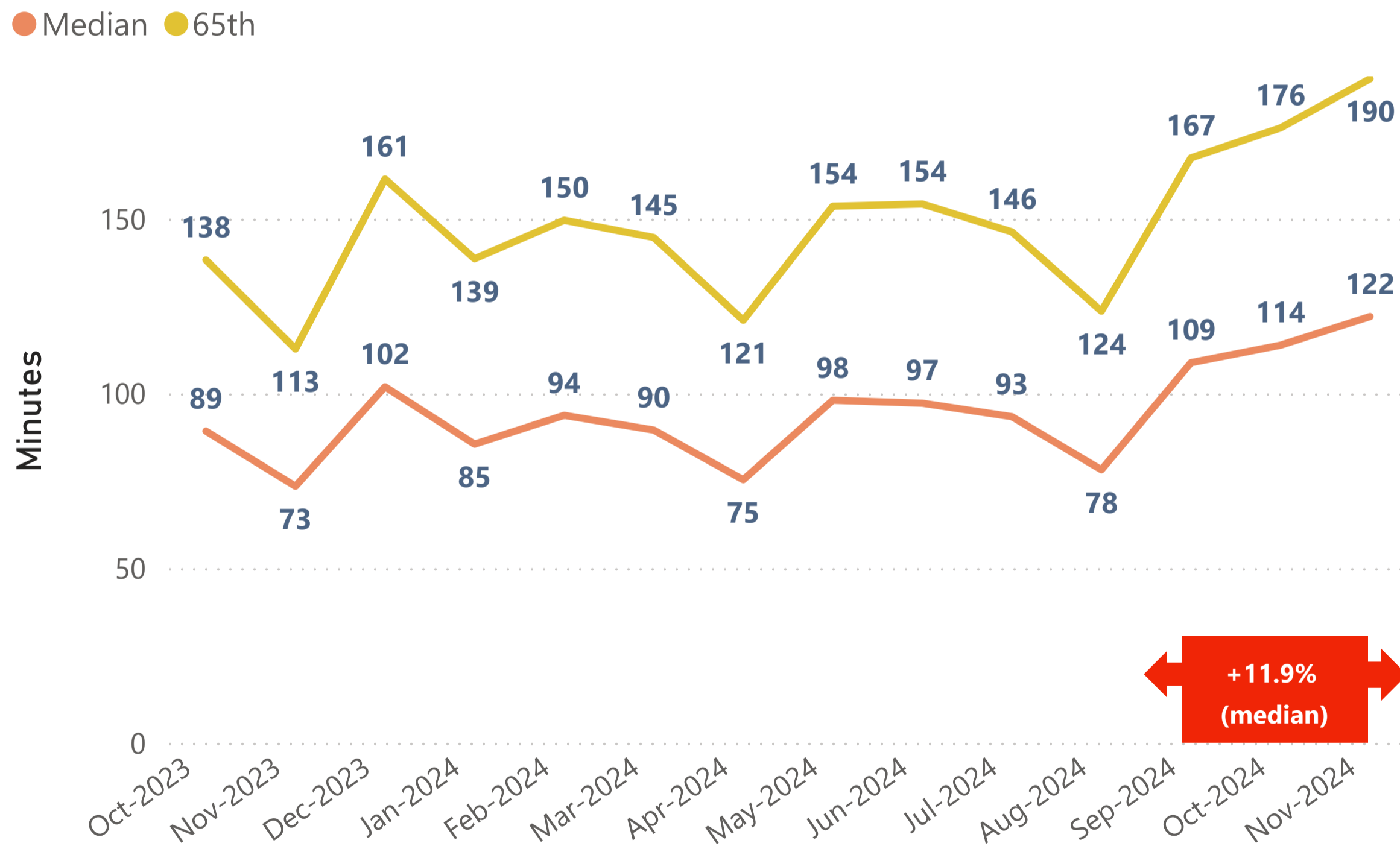
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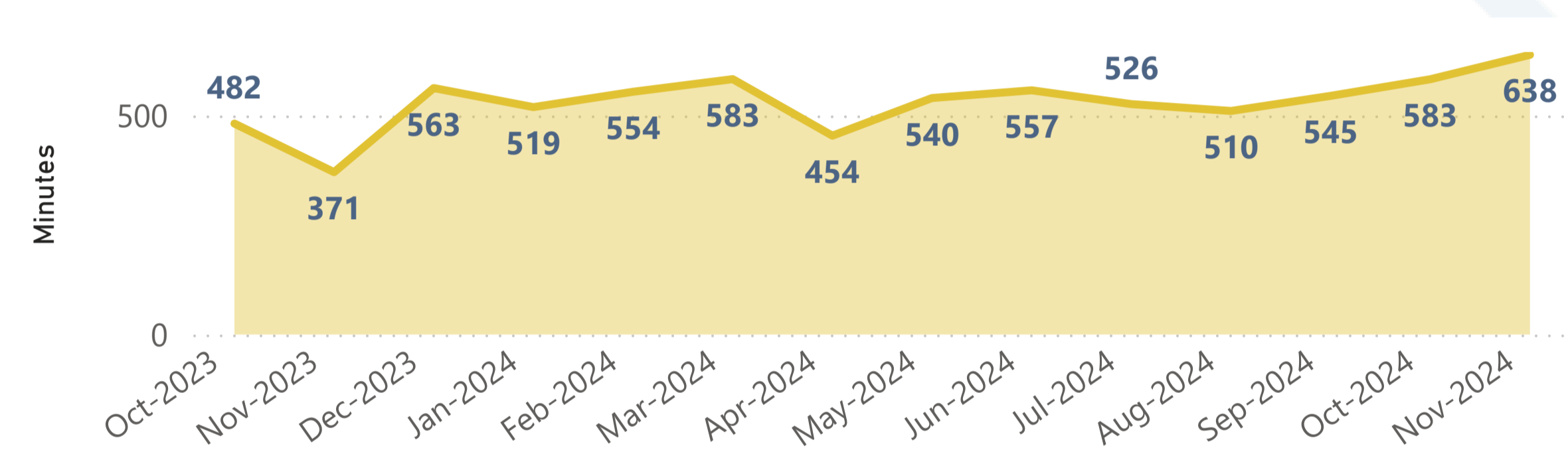
AMBER Incident Response Times

There was a increase of 13 minutes in amber median from September to November 2024. The amber median and the 65th percentile in November 2024 were 49 minutes and 78 minutes lower than November 2023. The 95th percentile was 4 hour and 27 minutes higher and the longest amber was 4 hours and 37 minutes less for the same period.

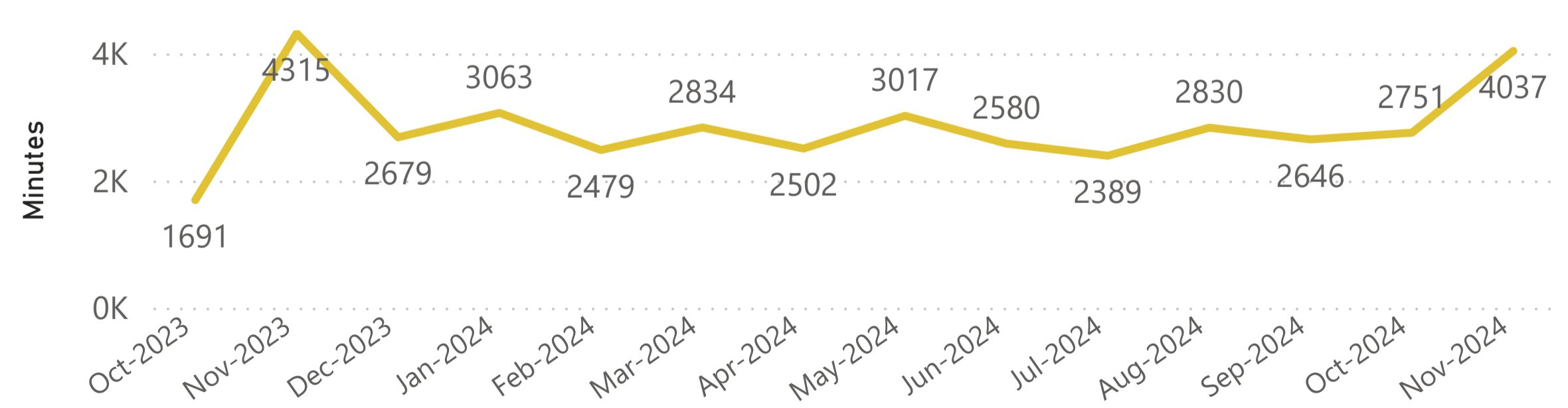
10.1 Median and 65th Percentile Amber Response Time (Minutes)



10.2 95th Percentile Amber Response Time (Minutes)



10.3 Longest Amber (Minutes)



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

NHS Wales Joint Commissioning Committee

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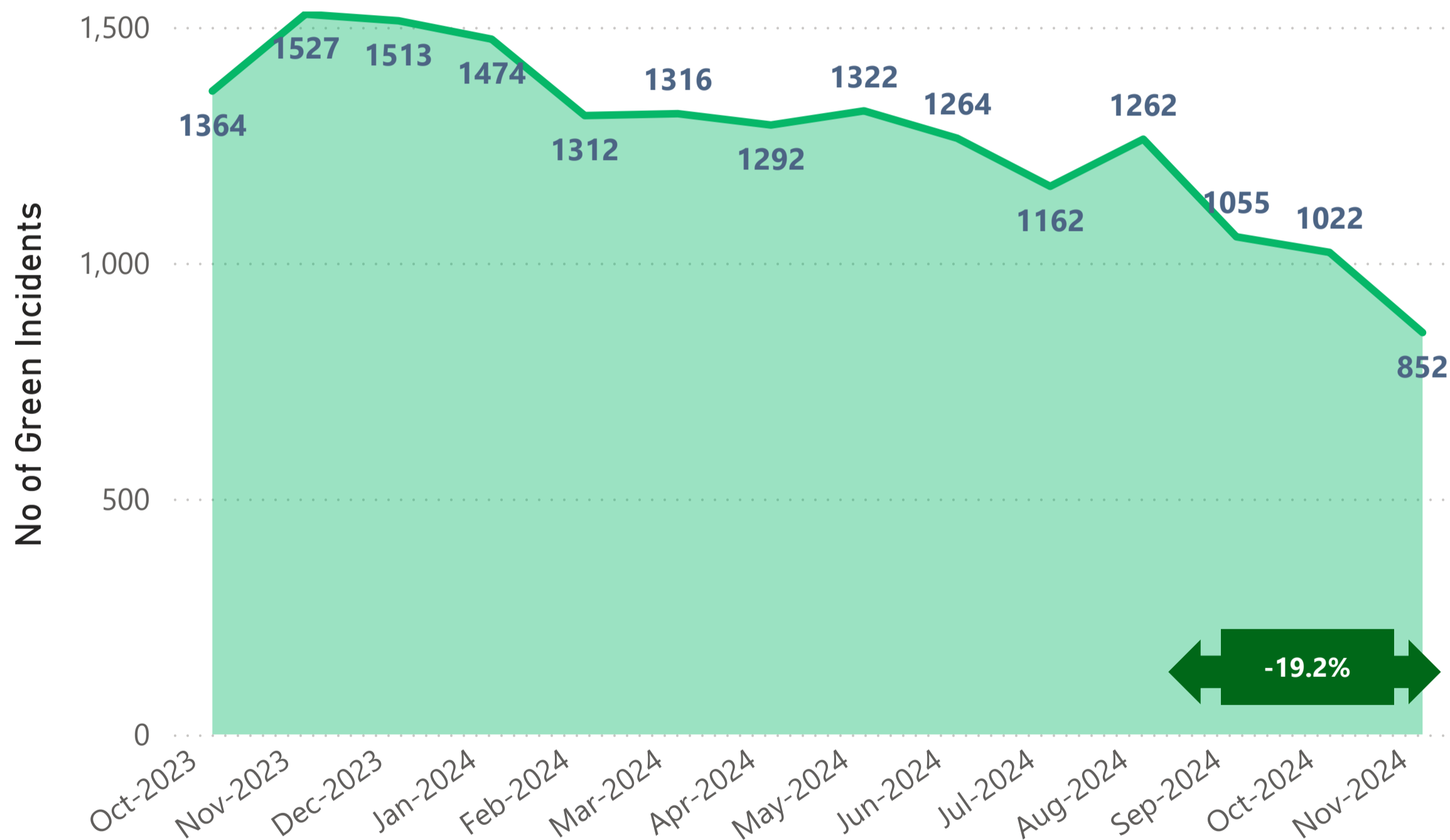
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GREEN Incidents

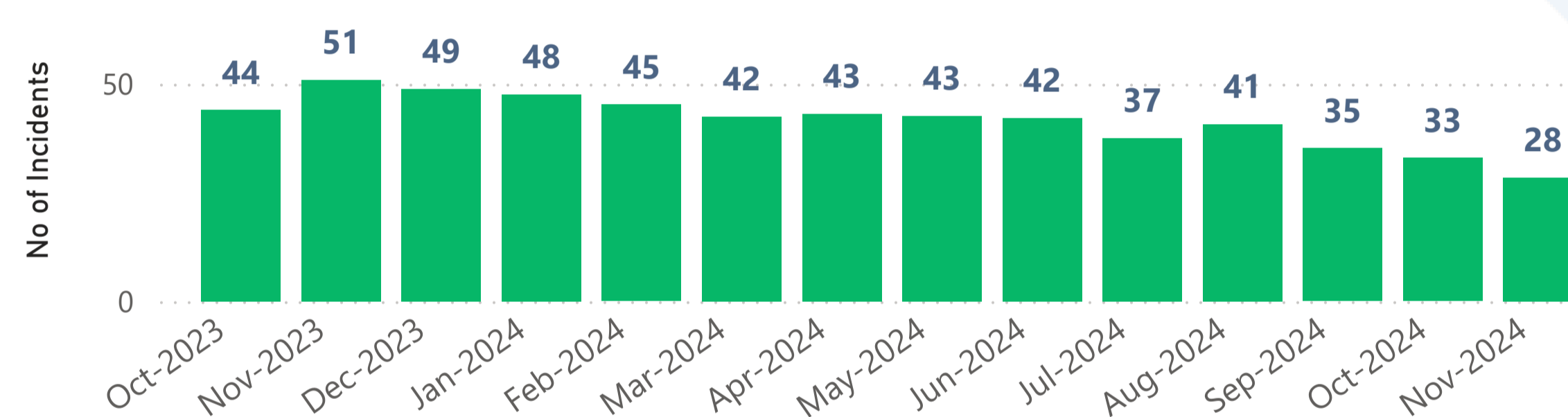
The number of green incidents decreased by 19.2% from September to November 2024. The number of green incidents in November 2024 were 44.2% lower than in November 2023. The daily average were 23 incidents lower for the same date period.

11.1 Monthly Volume of Green Incidents

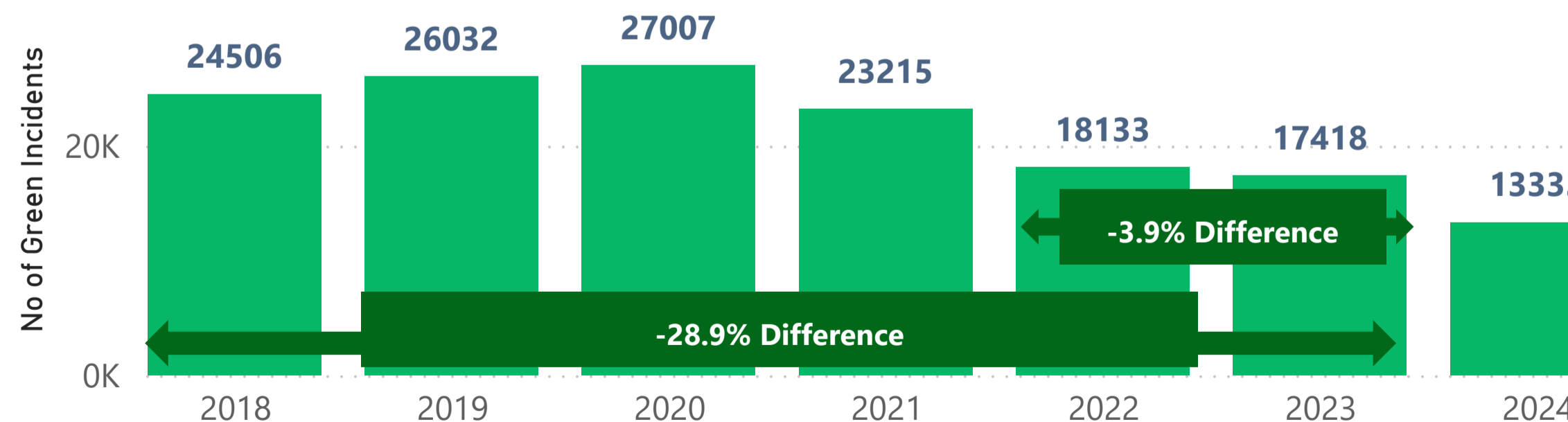


Source: AQI11 Number of Green category incidents resulting in an emergency response

11.2 Daily Average - Number of Green Incidents



11.3 Annualised Data - Number of Green Incidents

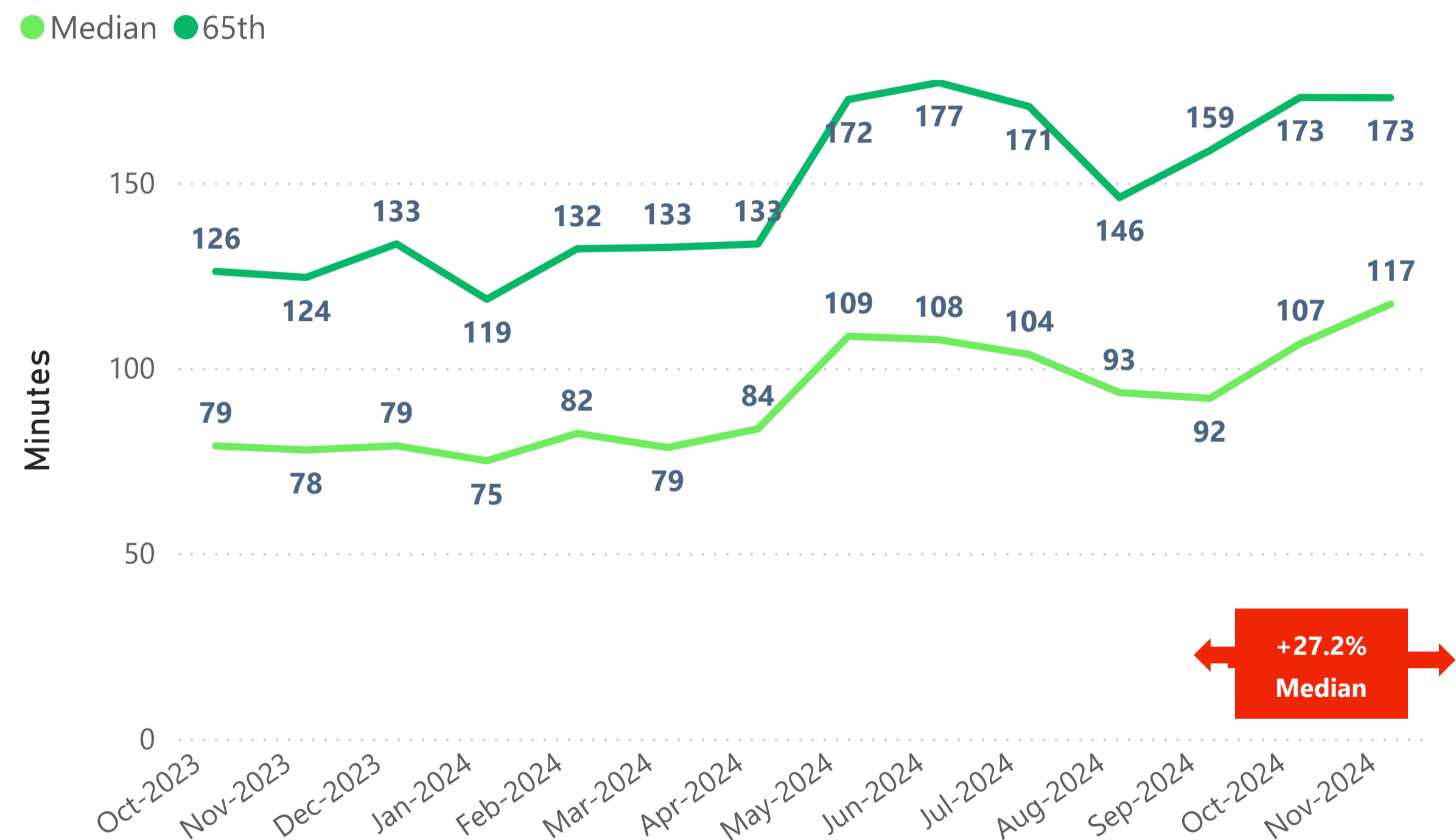


Performance Report

GREEN Incident Response Times

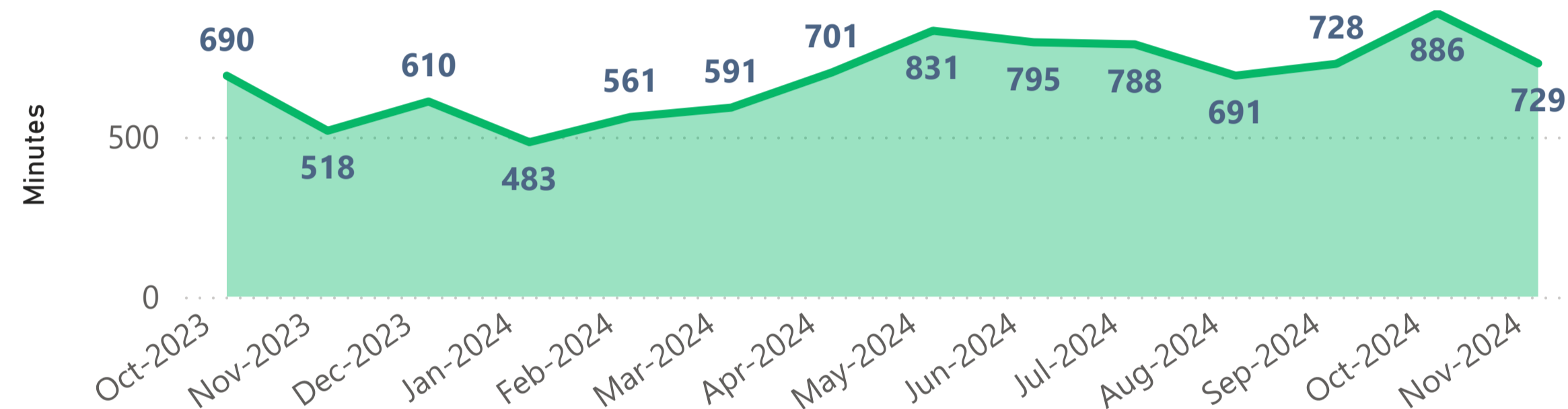
There is an overall decline in performance for both green median and 65th percentile. Green median in November 2024 was 39 minutes higher than November 2023. The green 65th percentile was 49 minutes higher and the green 95th percentile was 3 hours and 30 minutes higher for the same period.

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

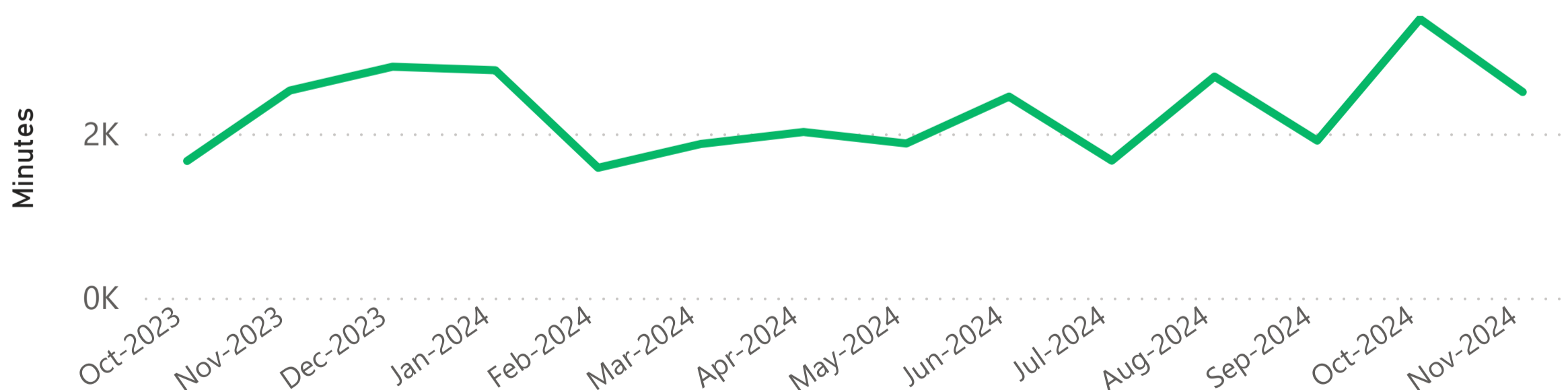


Source: AQI11 Green Category Median, 65th and 95th Response Minutes

12.2 95th Percentile Green Response Time (Minutes)



12.3 Longest Green

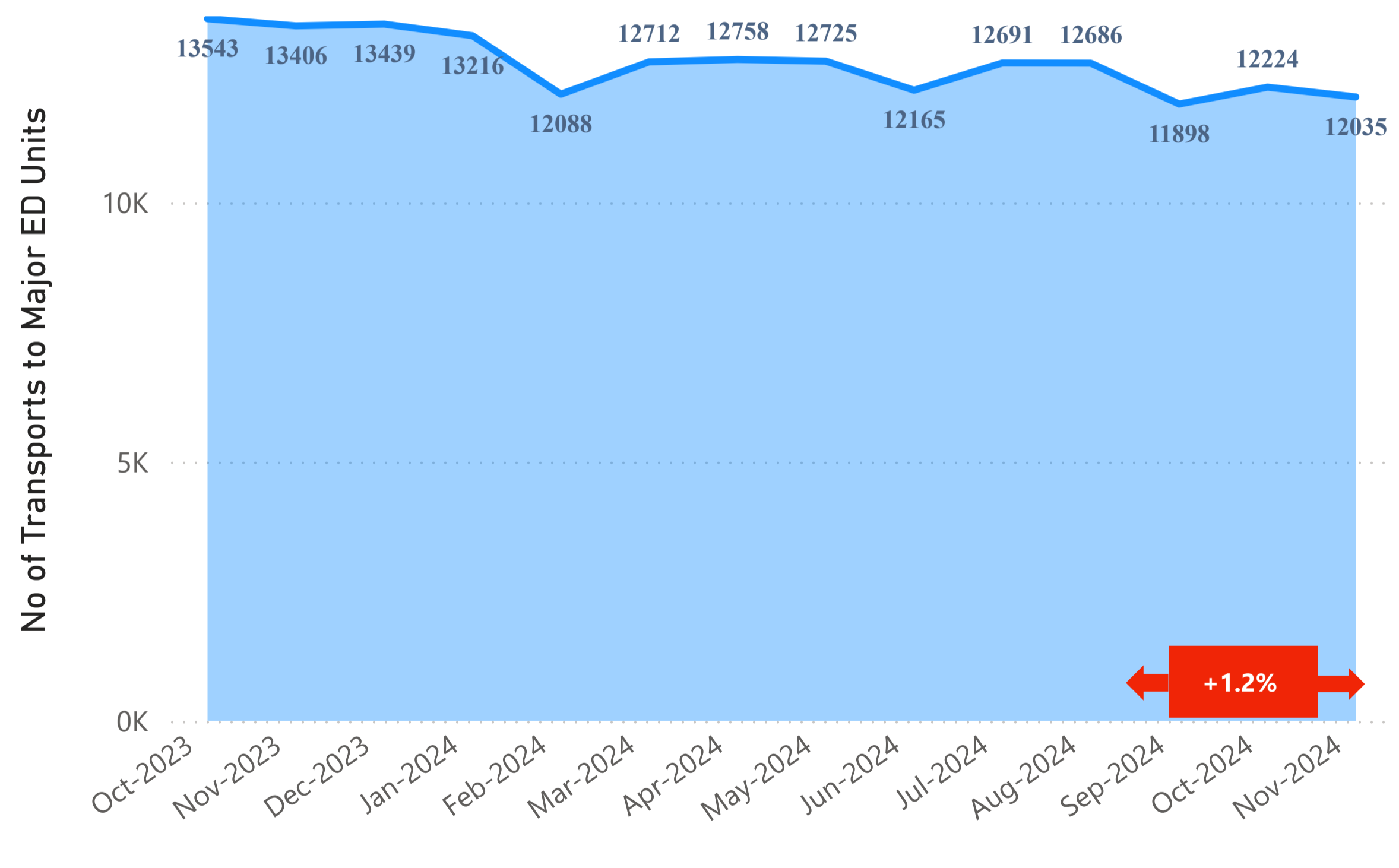


Performance Report

Transported to Tier 1 Site

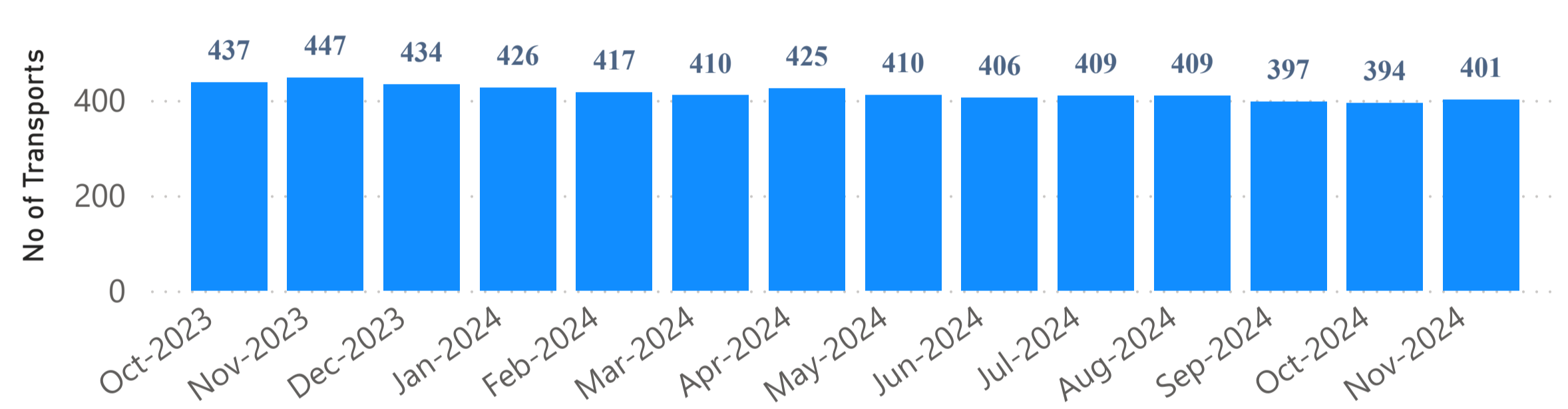
The overall number of incidents transported to Tier 1 sites has been decreasing for the period shown. In November 2024, the number of incidents transported to Tier 1 sites were 10.2% lower than November 2023. The daily number of incidents were 46 incidents lower for the same period.

13.1 Monthly Volume of Transport to Major ED Units

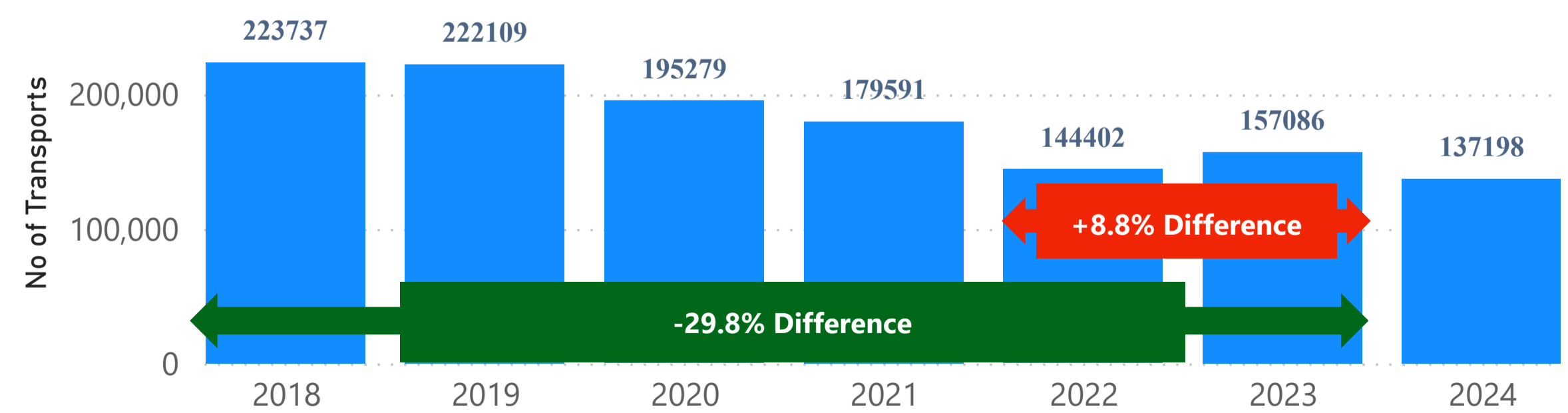


Source: AQI19ii Tier 1 Major A&E Units

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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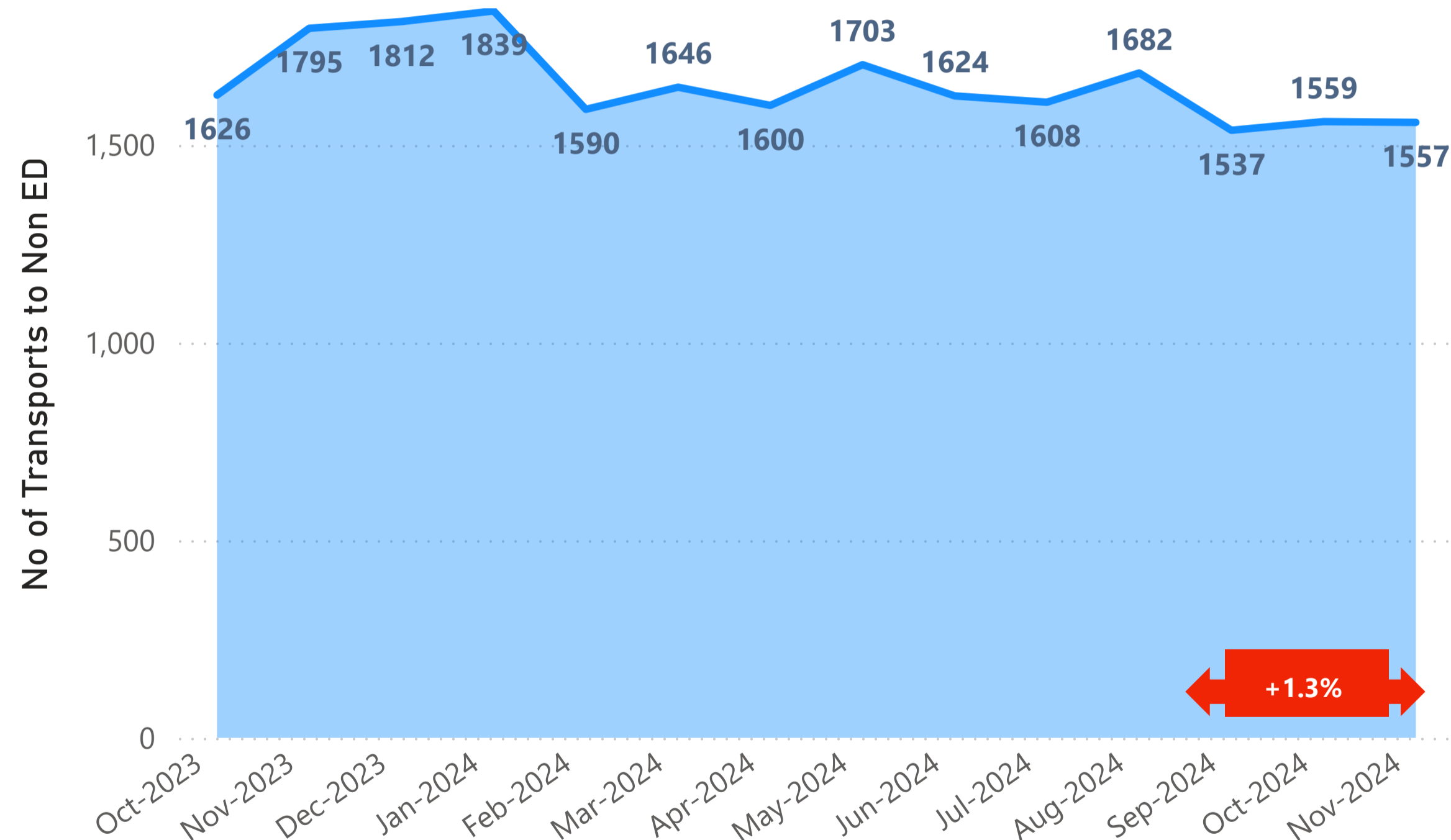
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Transport to Non-Tier 1 Site

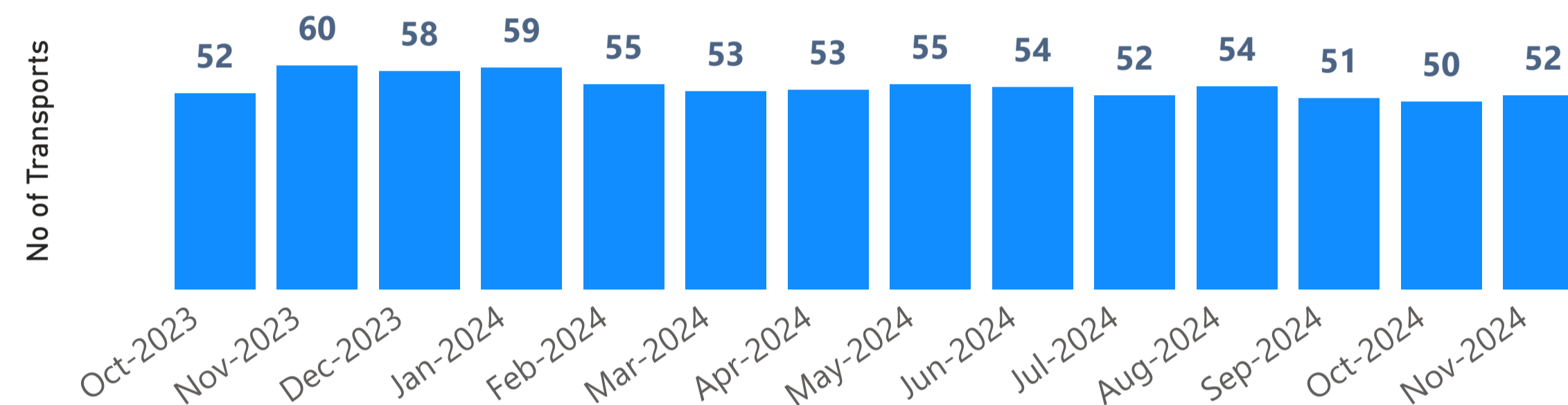
There has been a 1.3% increase in the number of incidents transported to non Tier 1 sites from September to November 2024. The number of incidents transported to non tier 1 sites has decreased by 13.3% in November 2024 as compared to November 2023. The daily number of incidents were 8 incidents lower for the same period.

14.1 Monthly Volume of Transport to non Major ED

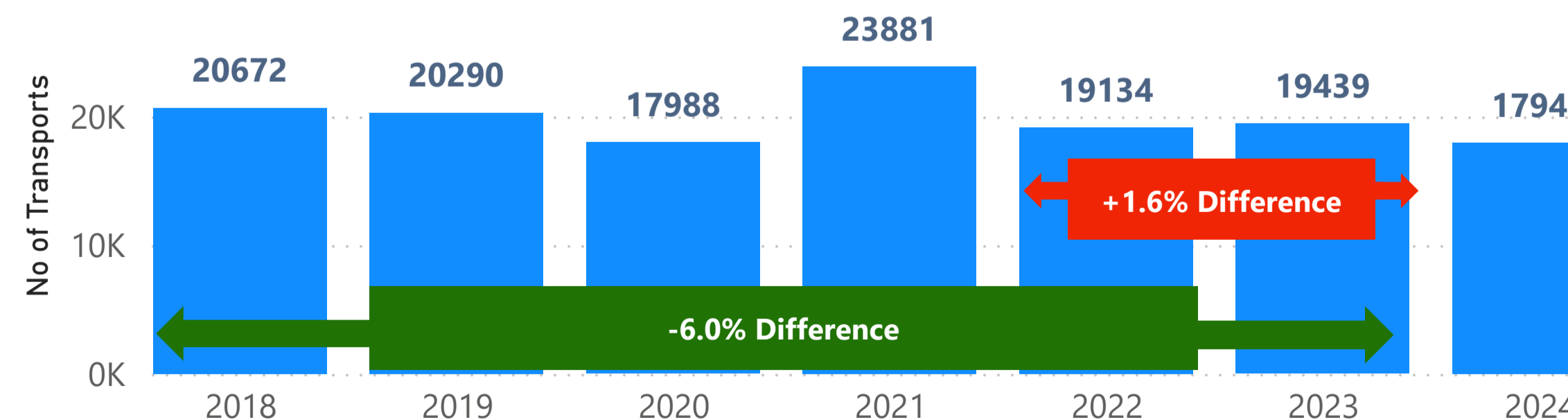


Source: AQI19ii Total number of patients conveyed to hospital by type / AQI19ii Tier 1 Major A&E Units

14.2 Daily Average - Transport to Non Major ED



14.3 Annualised Data - Transport to Non Major ED



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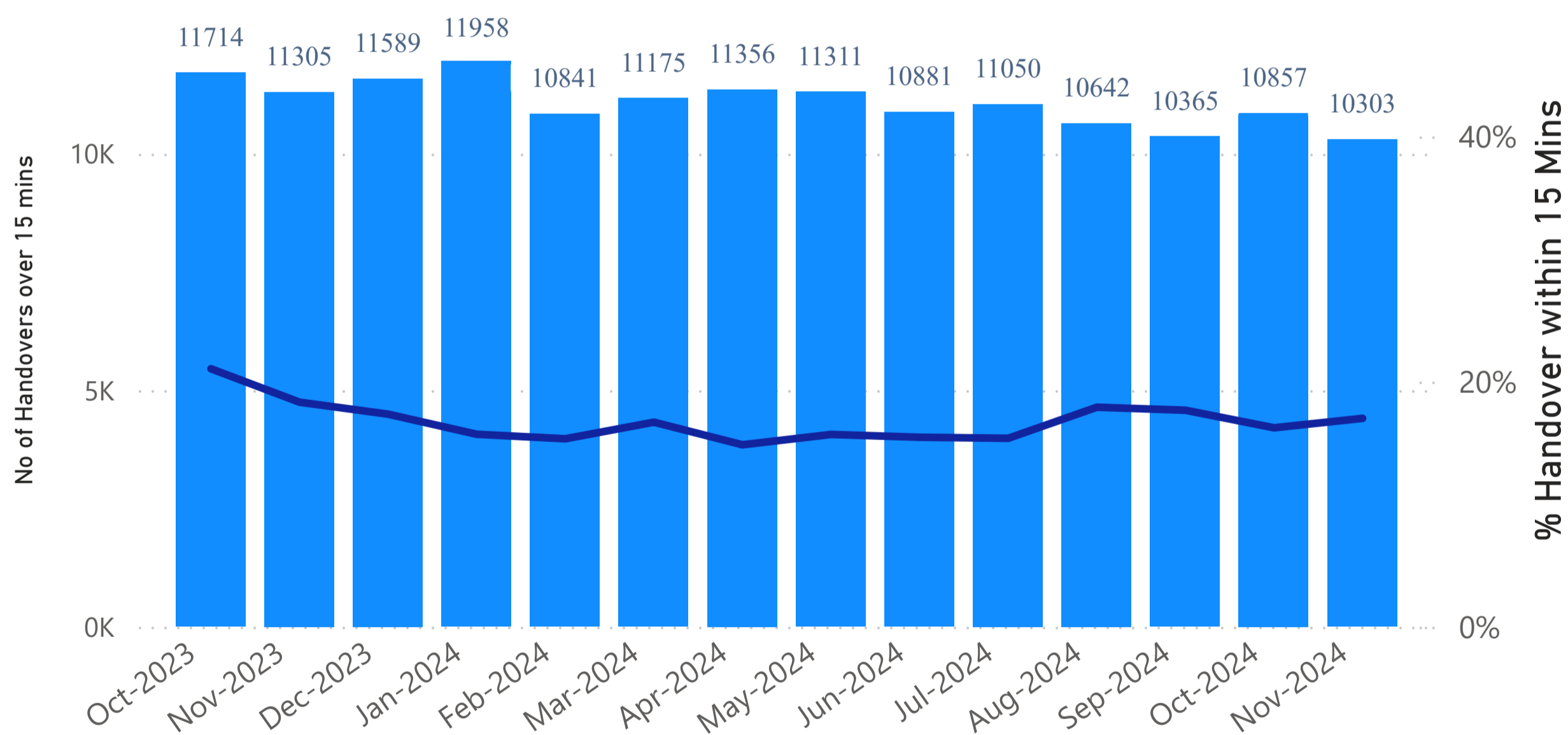
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Handover Delays Over 15 Minutes

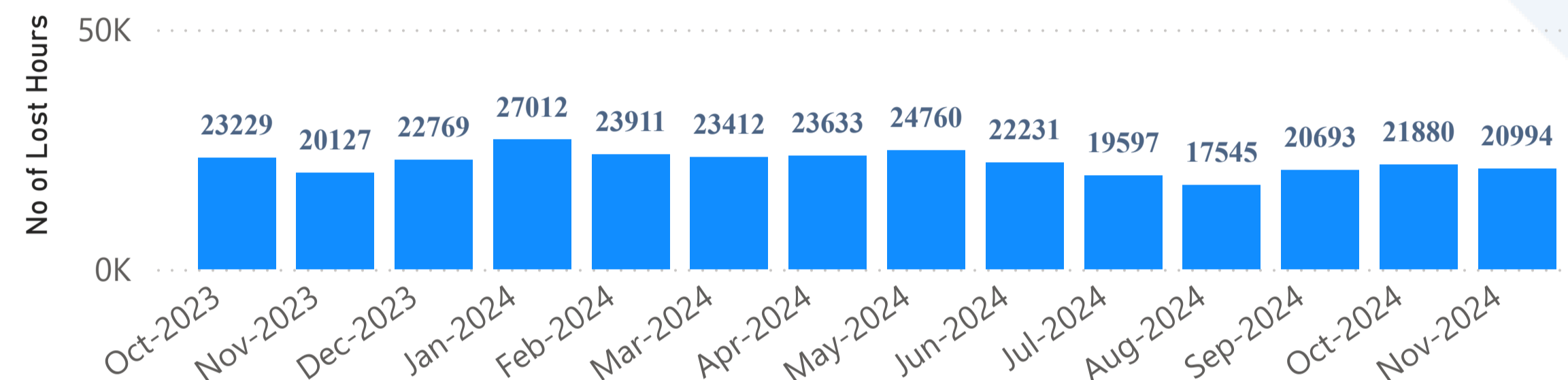
The number of handovers over 15 mins in November 2024 were 8.9% lower as compared to November 2023. The % of handovers within 15 minutes were 1.3% lower for the same period. The total lost hours over 15 minutes for November 2024 increased by 4.3% from November 2023.

15.1 Volume of Handovers over 15 minutes

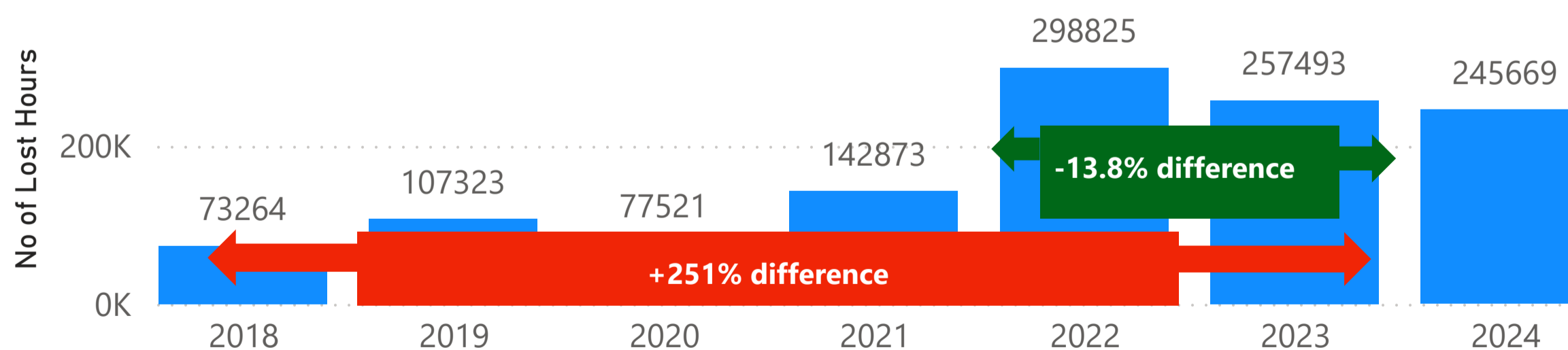
● Handovers over 15 Mins ● % Handover within 15 Mins



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



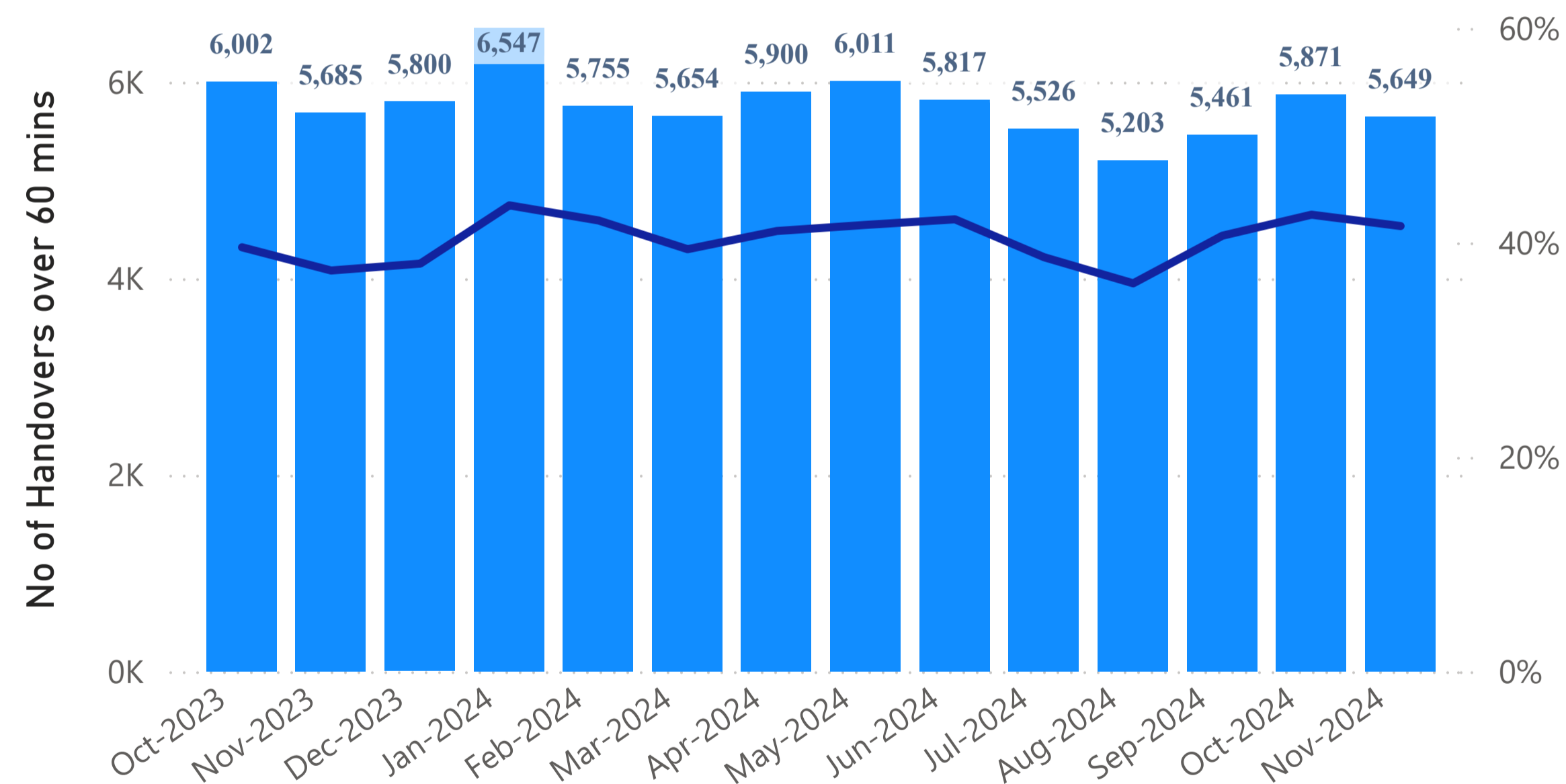
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Handover Delays Over 60 Minutes

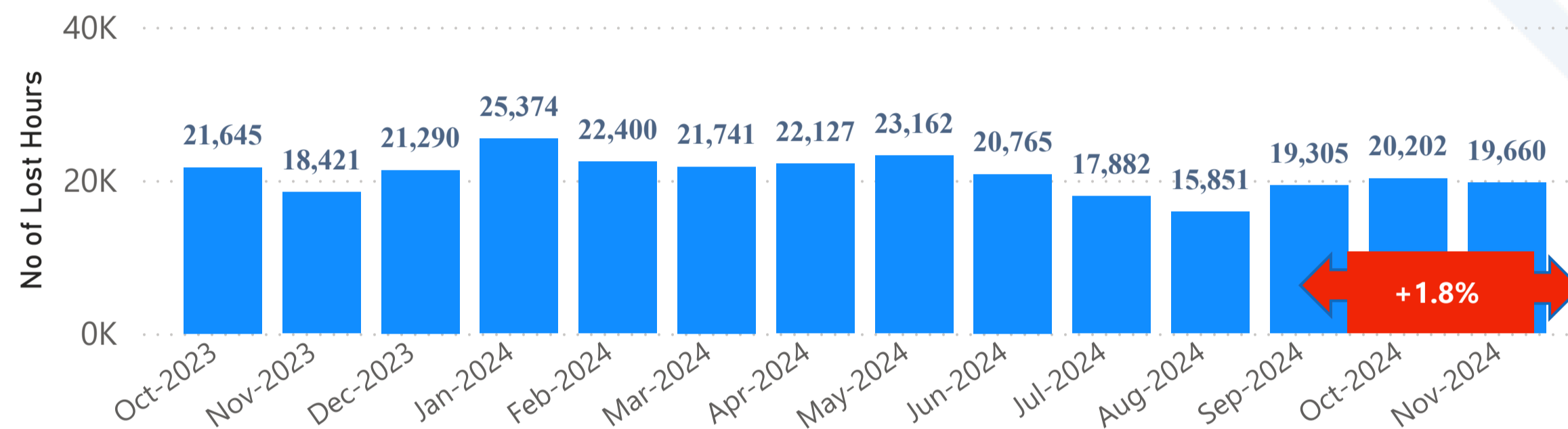
The number of handovers over 60 mins in November 2024 were 0.6% lower as compared to November 2023. The % of handovers over 60 minutes were 4.1% higher for the same period. There has been an increase of 1.8% in the total lost hours over 60 minutes from September 2024 to November 2024. Total lost hours for November 2024 is 6.7% higher than November 2023.

16.1 Number of Handovers over 60 minutes

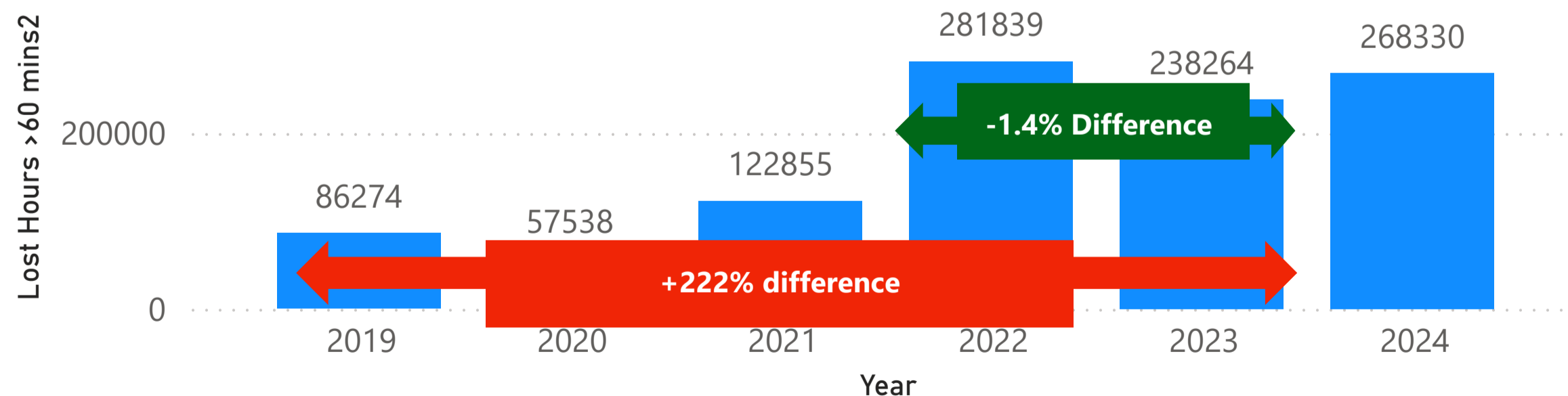
● No of Incidents > 60 Mins(Monthly) ● % Handovers over 60 mins



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

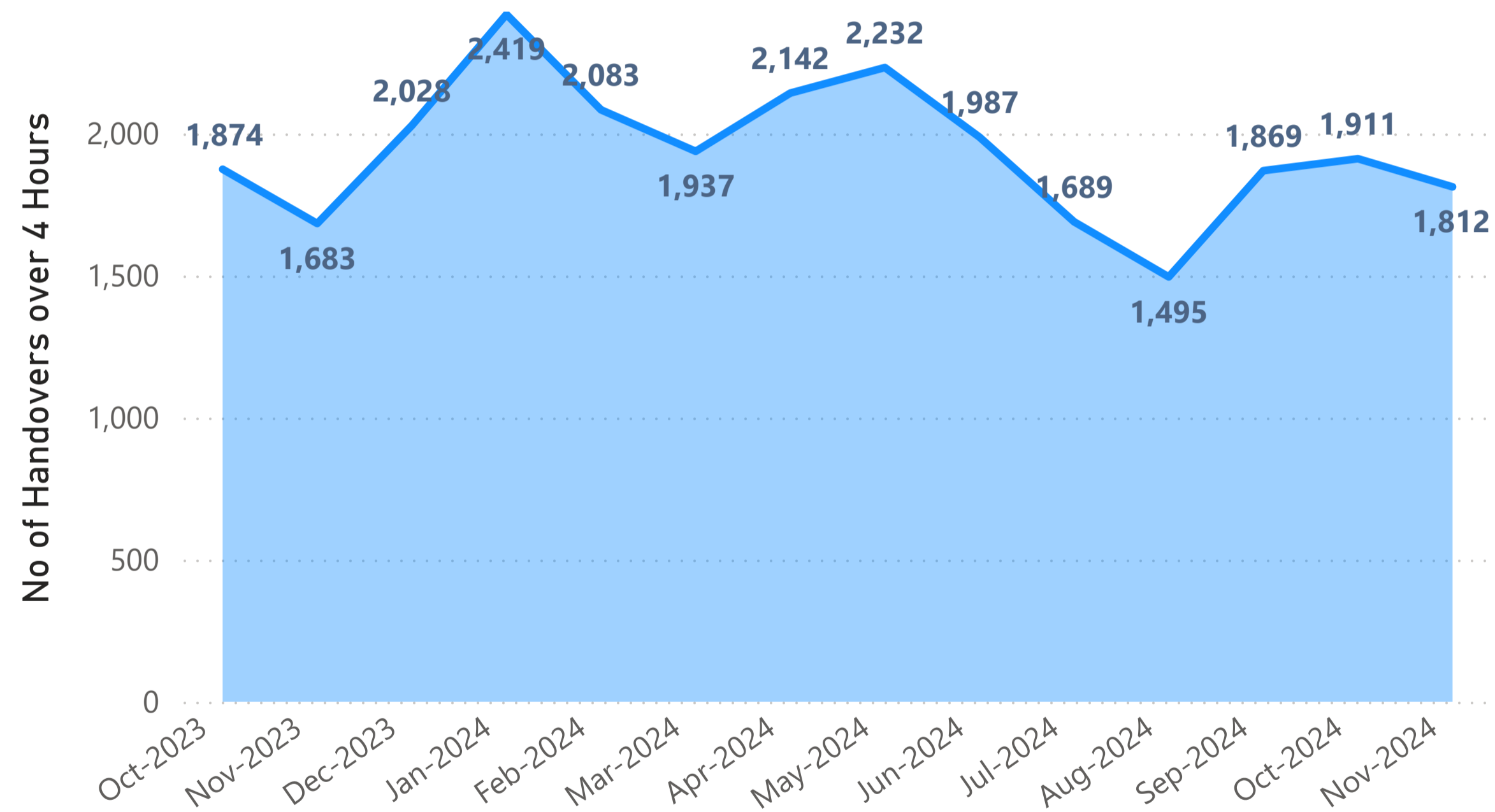


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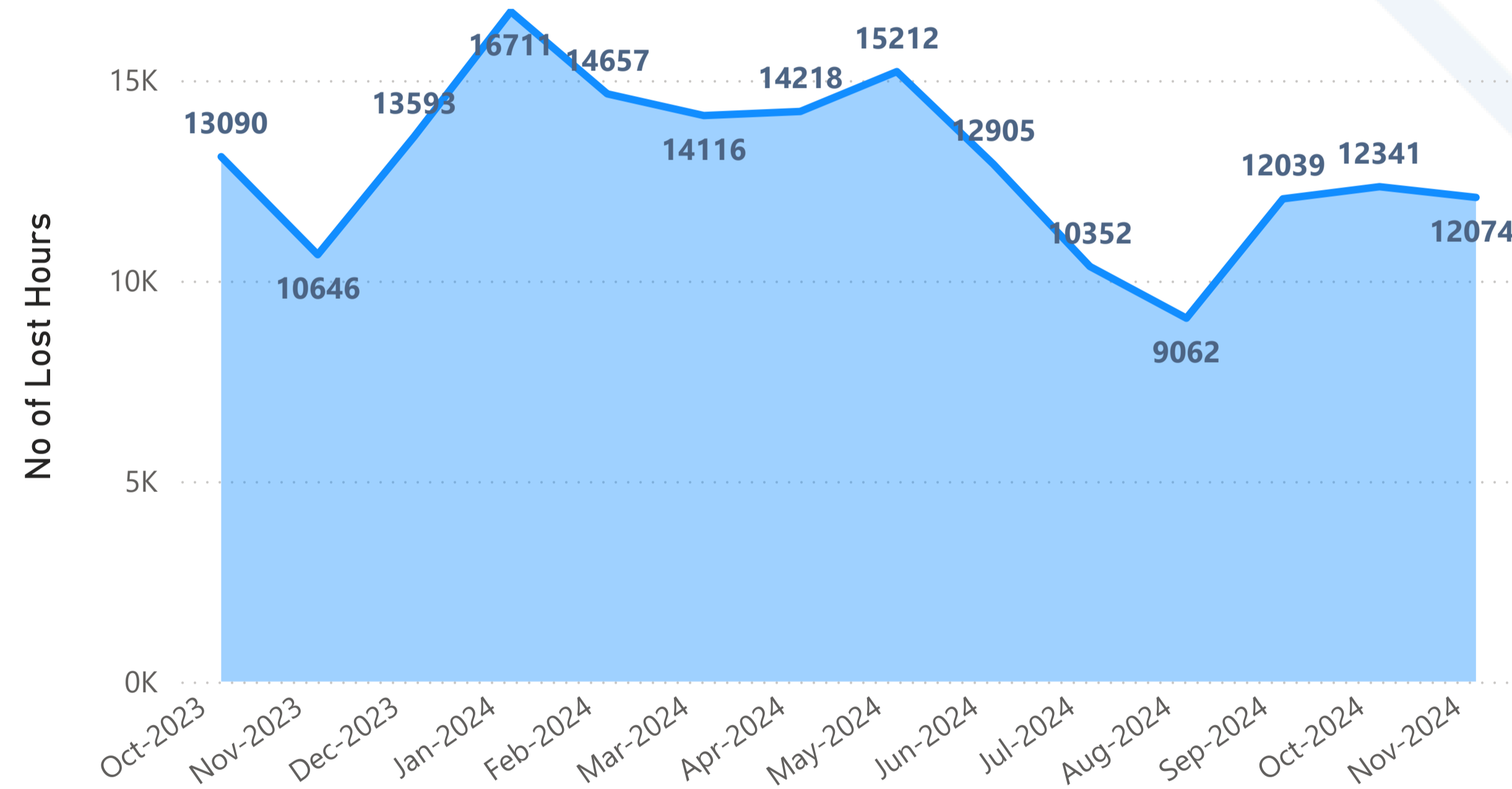
Handover Delays Over 4 Hours

There was an overall upward trend in both handovers over 4 hours and lost hours until May 2024. In August 2024, both handovers over 4 hours and lost hours were at the lowest figure for the period reported, but have been rising since. The number of delays over 4 hours were 7.7% higher in November 2024 as compared with November 2023, and a 13.4% 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



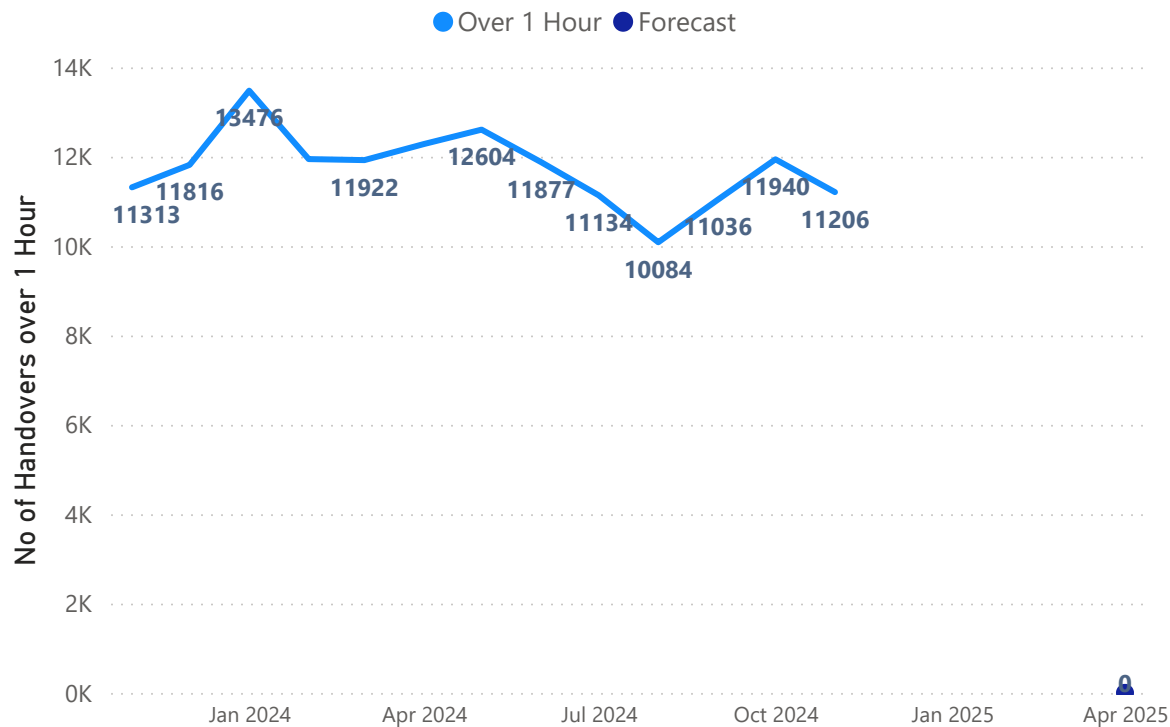
Source: Welsh Ambulance Services NHS Trust Data Academy SQL

Performance Report Trajectory

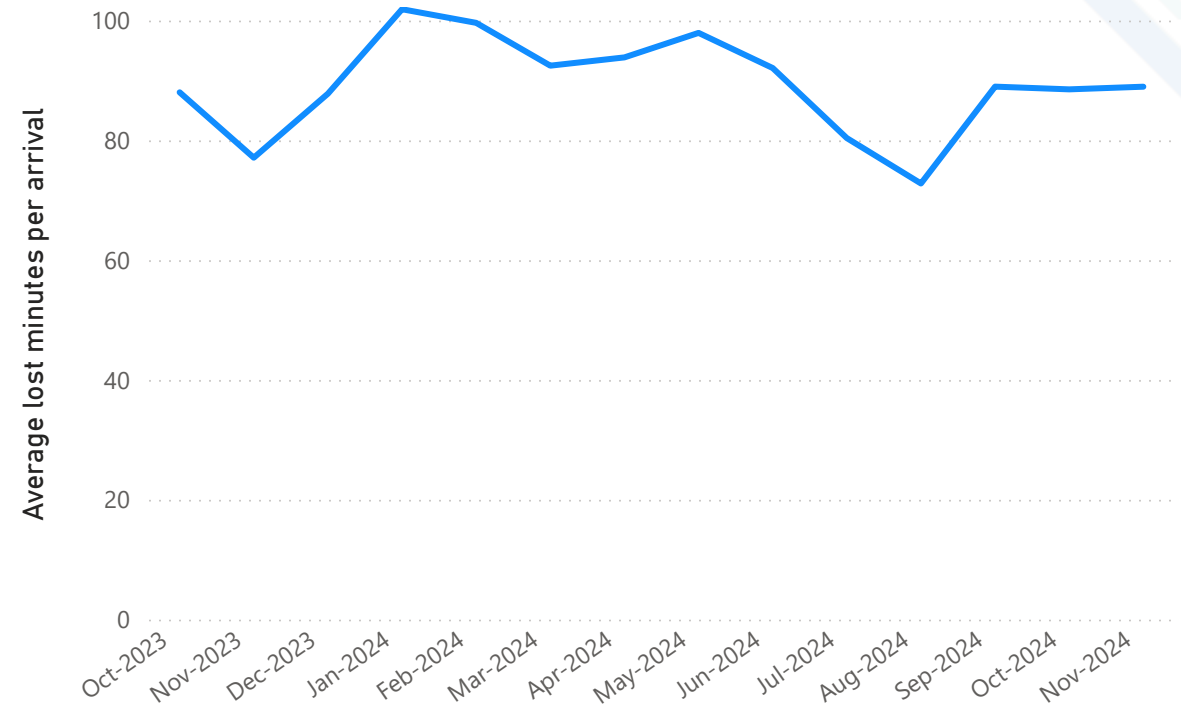


The number of handovers over 1 hour were 0.9% lower in November 2024 compared to November 2023. Average lost minutes per arrival for November 2024 were 15.6% higher than November 2023.

18.1 1 Hour Trajectory



18.2 Average Lost Minutes per Arrival (All Vehicles)



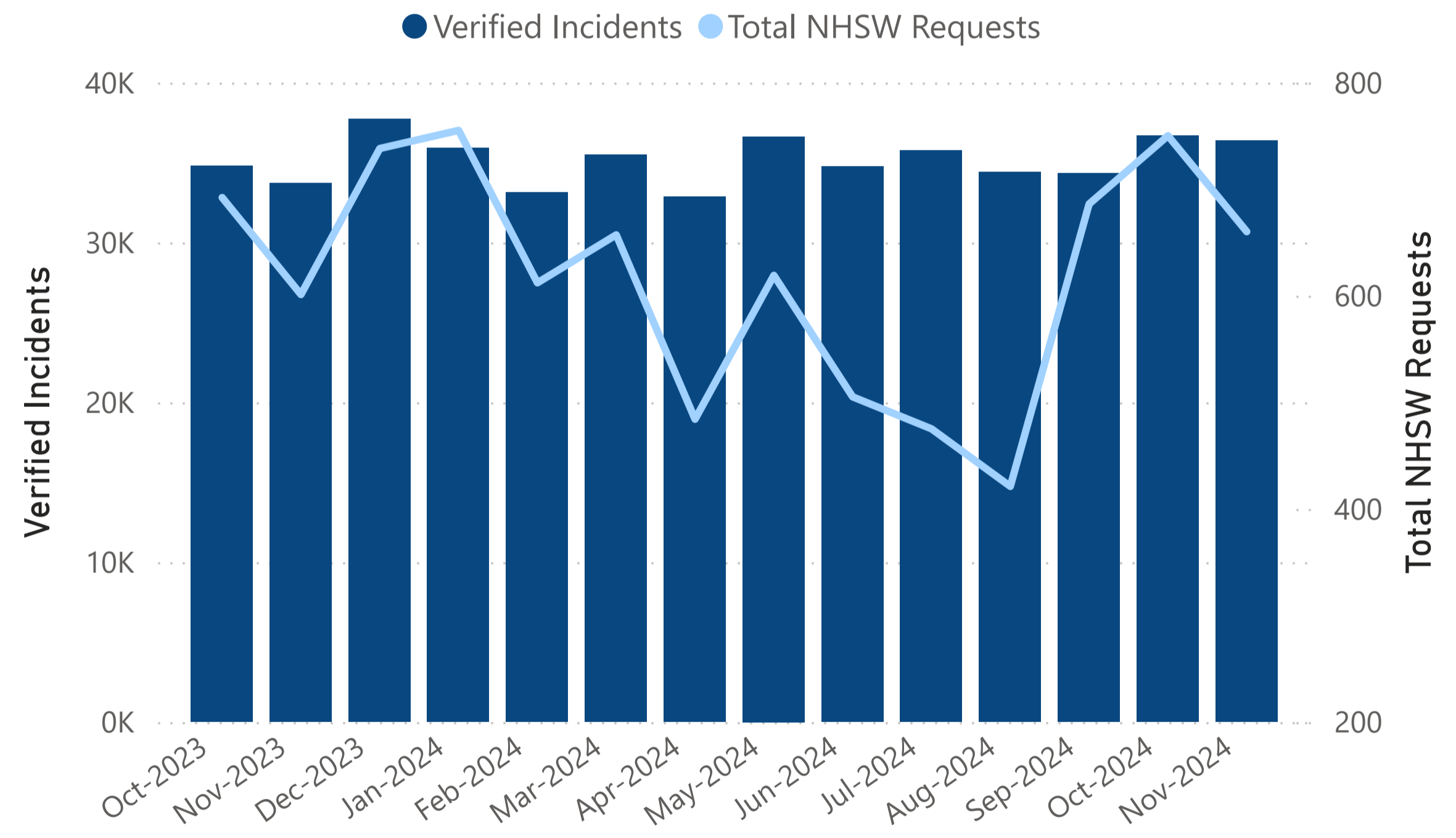
Source: 4 hour Trajectory - Hospital Handover Delays by Time Band delays . Please note that numbers of delays may be duplicated here as they may fall in several time bands Average Lost Minutes - Welsh Ambulance Services NHS Trust Data Academy SQL

Performance Report

RED/AMBER Release Requests

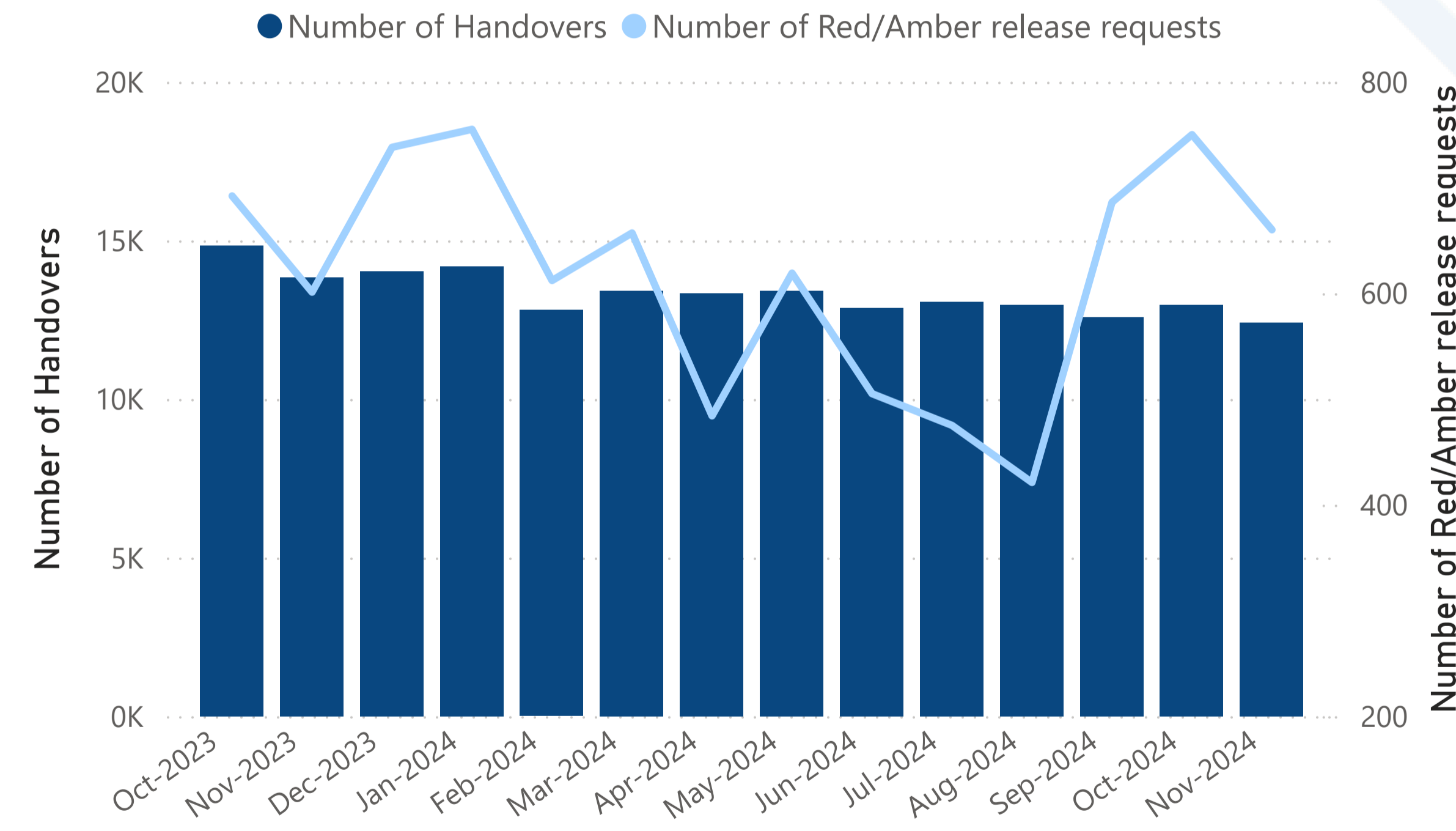
From October 2023 to August 2024, there was an downward trend in red/amber release requests. Since August 2024, red/amber release requests have been increasing. Release requests were 9.8% higher in November 2024 as compared to November 2023. The number of incidents were 7.9% higher and the number of patients handed over were 10.3% lower for the same period.

19.1 Red/Amber Release Request v Verified Incidents



Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQ15 Total number of incidents

19.2 Red/Amber Release Request v Total Handovers



Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQ120i Total Number of Handovers



Performance Report

Unit Hour Production (UHP)

Lowest Recorded UHP

85.10%

All Wales Latest Month

Average Recorded UHP

92.80%

All Wales Latest Month

Highest Recorded UHP

100.10%

All Wales Latest Month

Lowest Recorded UHP

86.8%

N Wales Latest Month

Lowest Recorded UHP

82.0%

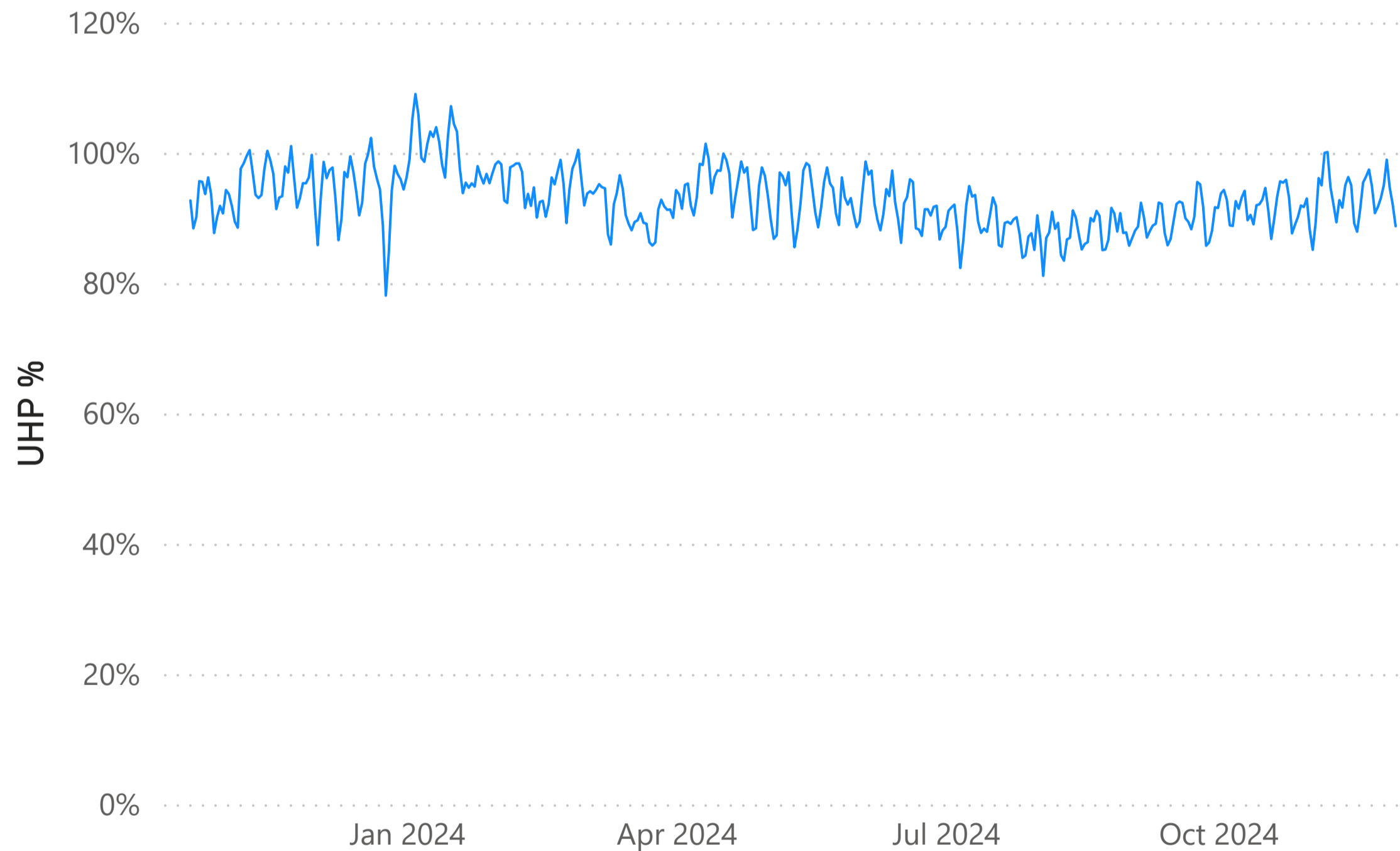
C&W Wales Latest Month

Lowest Recorded UHP

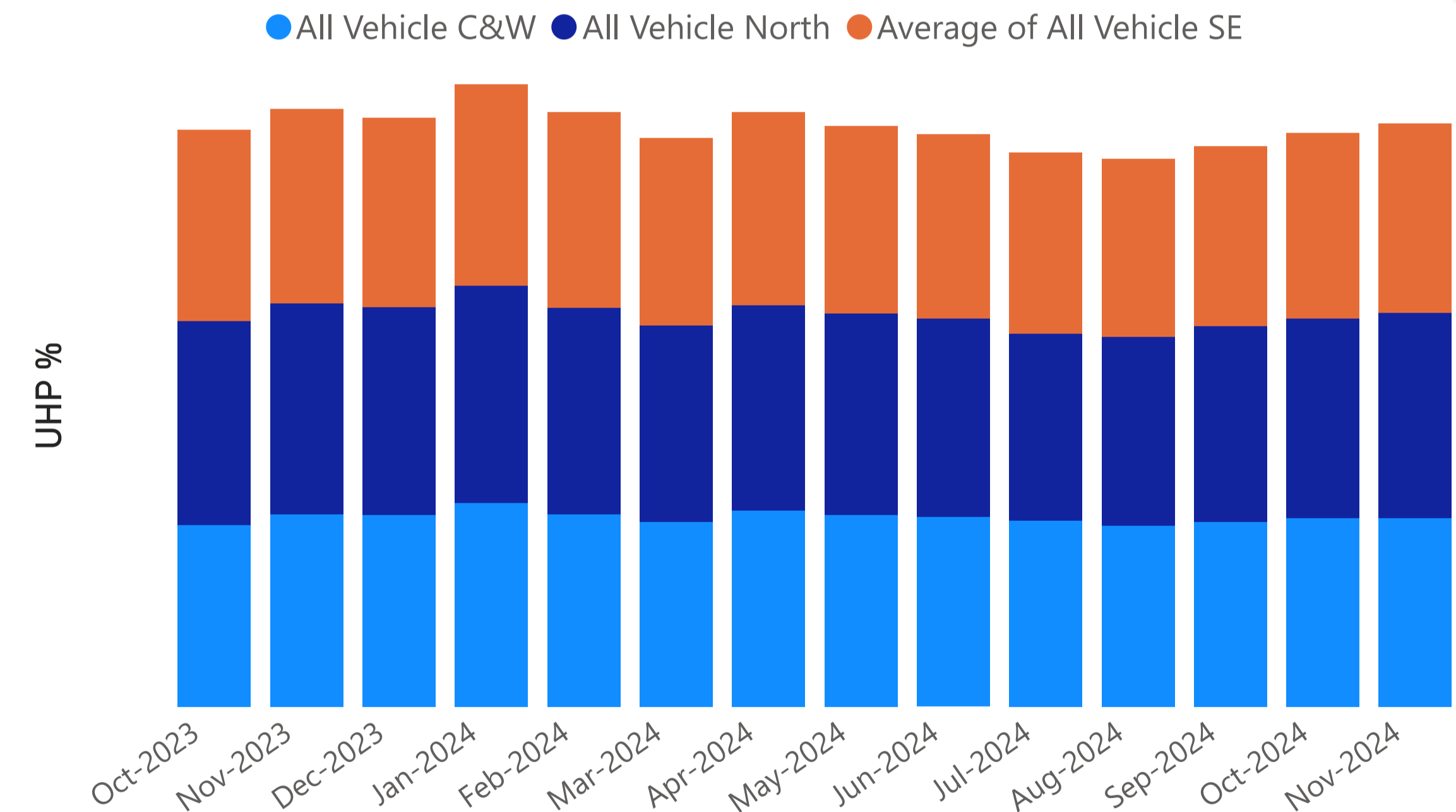
79.4%

SE Wales Latest Month

20.1 Daily UHP %



20.2 Monthly Average UHP % by Area



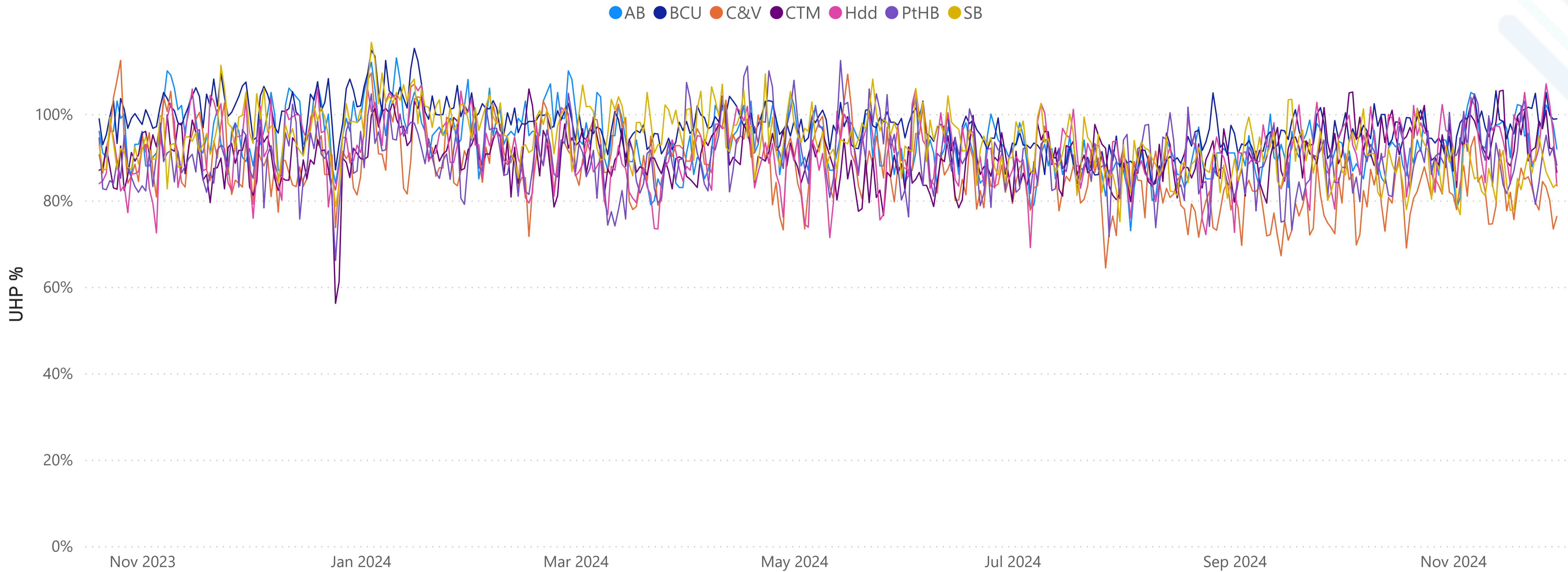
Source: Welsh Ambulance Services NHS Trust EMS File. % Data reference is August 2023 (Latest Month)



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)