

# Ambulance Services and 111 Quality and Safety Dashboard

Latest Data Loaded Oct, Nov, Dec 2024

JCC Quality, Safety and Outcomes Sub- Committee 31/03/25

Agenda item 4.3.1

Appendix 1



# Purpose

The Duty of Quality

- The Committee has a responsibility to support the delivery of Emergency Ambulance Services, and therefore must do so with a view to securing improvement in the quality of the services provided.

The Duty of Candour

- The Committee has a responsibility to ensure Emergency Ambulance Services are identifying and learning from incidents that have caused harm and supporting the development of initiatives to stop similar incidents from happening again.

The purpose of this report is to ensure both requirements are addressed and to inform the Committee of progress in improving quality of commissioned Ambulance Services in Wales.



# Measures

## Safe Care

1	% of 111 calls answered within 60 seconds
2	% of P1CT that received a call back by a clinician within 1 hour
3	95 <sup>th</sup> Percentile 999 Call Answering Times
4	Number of Patients with No Send or Cancelling Ambulance
5	Advanced Discharge and transfer journeys collected less than 60 minutes after booked time (NEPTS)
6	Oncology journeys arriving within 45 minutes and up to 5 minutes after appointment time

## Timely Care

7	999 Red Response times
8	Amber Median
9	Stroke Call to Door Times
10	STEMI Call to Door Times

## Effective Care

11	Return of Spontaneous Circulation Bundle Compliance
12	Stroke Care Bundle Compliance
13	ST Elevation Myocardial Infarction Bundle Compliance
14	Neck of Femur Bundle Compliance

## Efficient Care

15	Ambulance Abstractions and Production Indicators
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## Equitable Care

16	Update on strategic equality plan
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## Patient Centred Care

17	Number of NRI's
18	Number of times Duty of Candour enacted
19	% of Concerns with a response within 30 working days
20	Number of incidents reported to Health Boards under Joint Investigation Framework
21	Patient feedback

## Leadership

	Clinical Transformation programme update
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## Workforce

22	Monthly sickness absence
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## Culture

23	Staff turnover
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## Information

24	Data protection / GDPR Breaches
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## Learning, Improvement and Research

25	Thematic learning
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## Whole Systems Approach

26	Consult and close data
27	Conveyance destinations

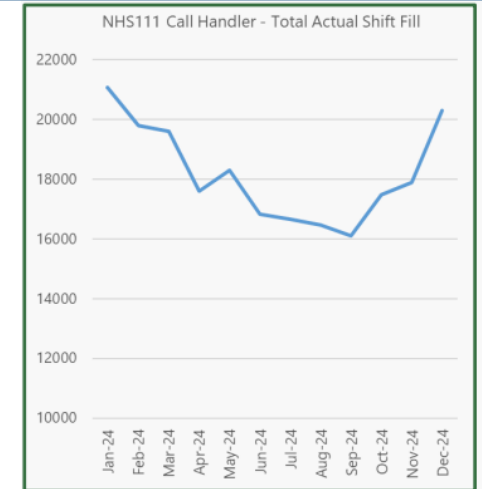
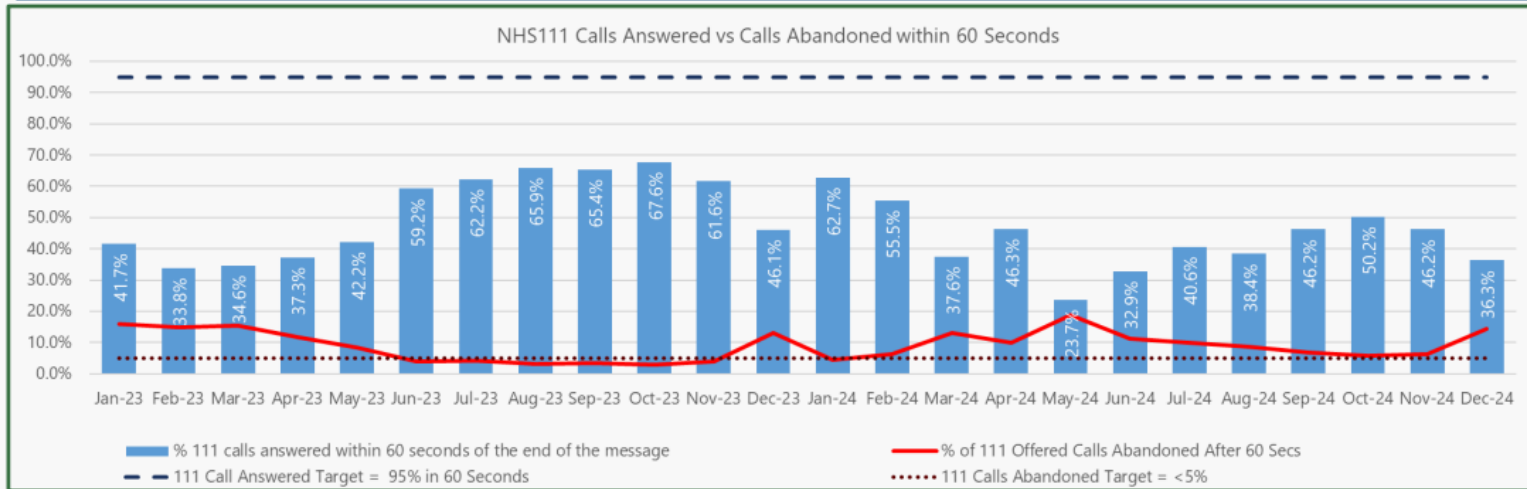
# NHS 111 Wales



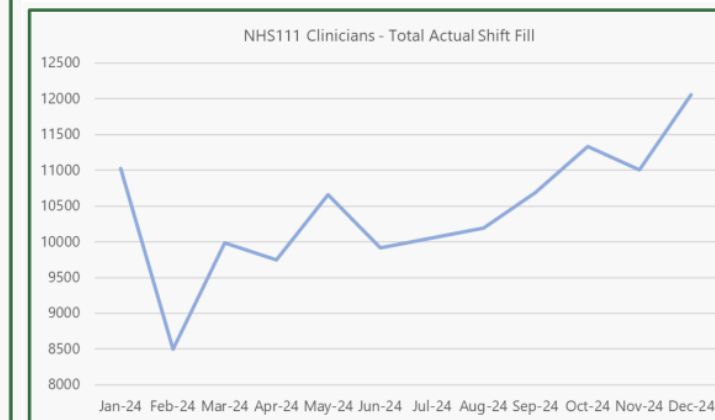
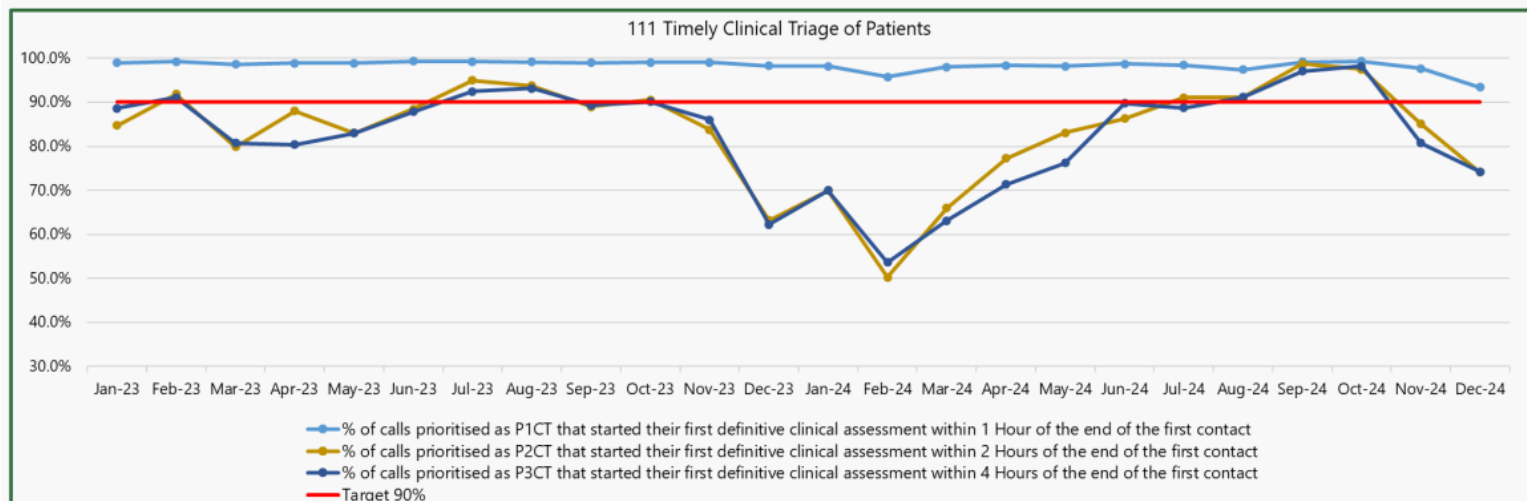
GIG  
CYMRU  
NHS  
WALES

Cyd-bwyllgor  
Comisiynu  
Joint Commissioning  
Committee

## Measure 1: % of 111 calls answered within 60 seconds



## Measure 2: % of P1CT that received a call back by a clinician within 1 hour



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Safe



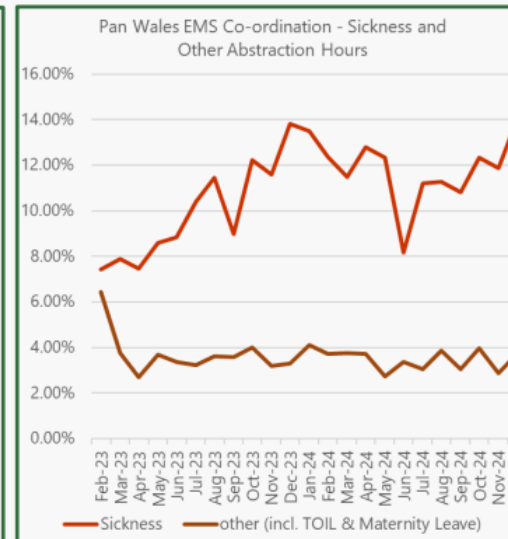
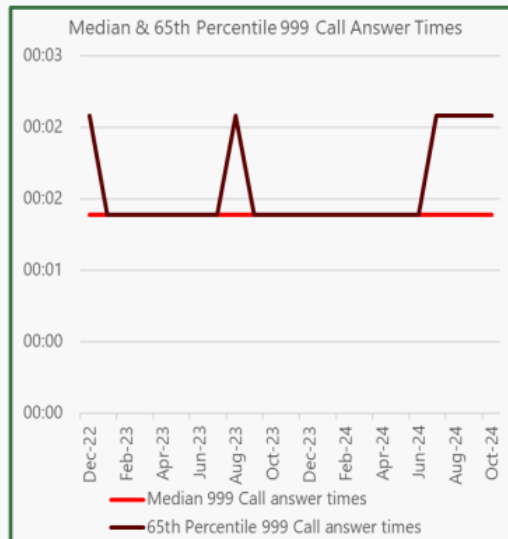
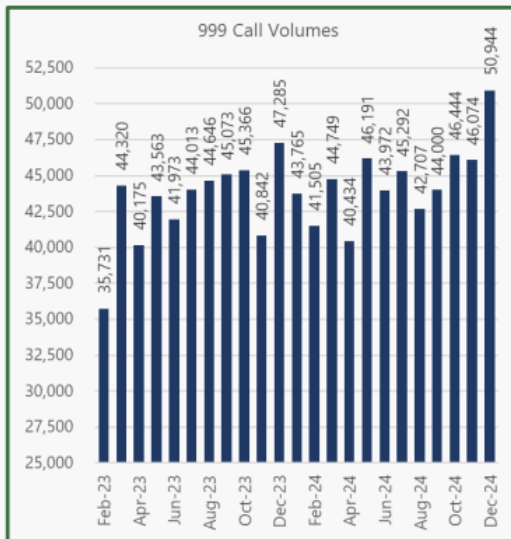
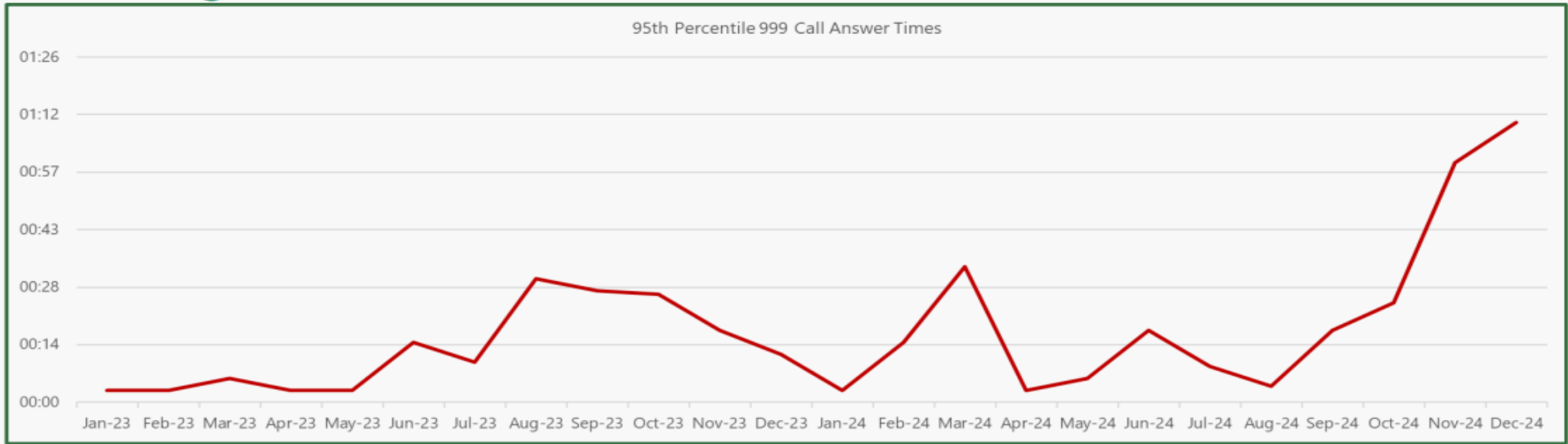
# 999 Services



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## Measure 3: 95<sup>th</sup> Percentile 999 Call Answering Times



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Safe



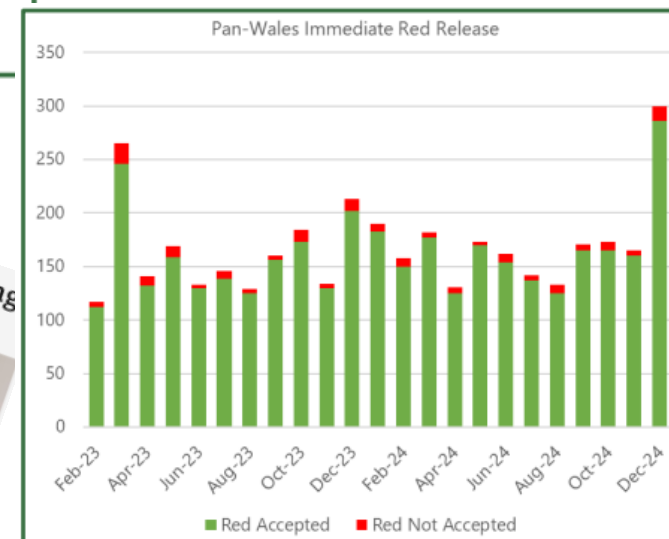
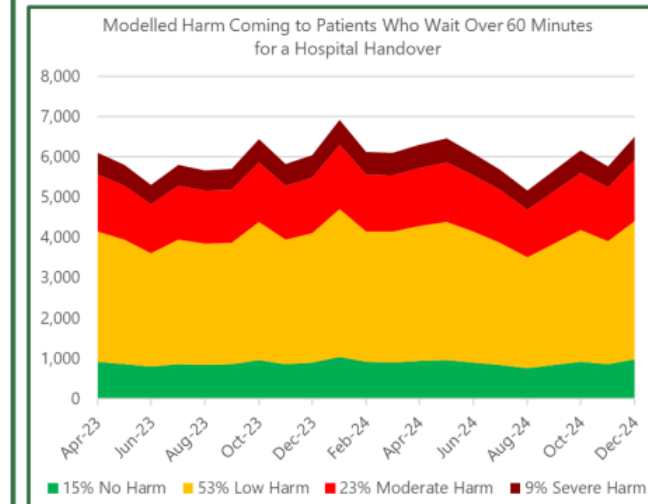
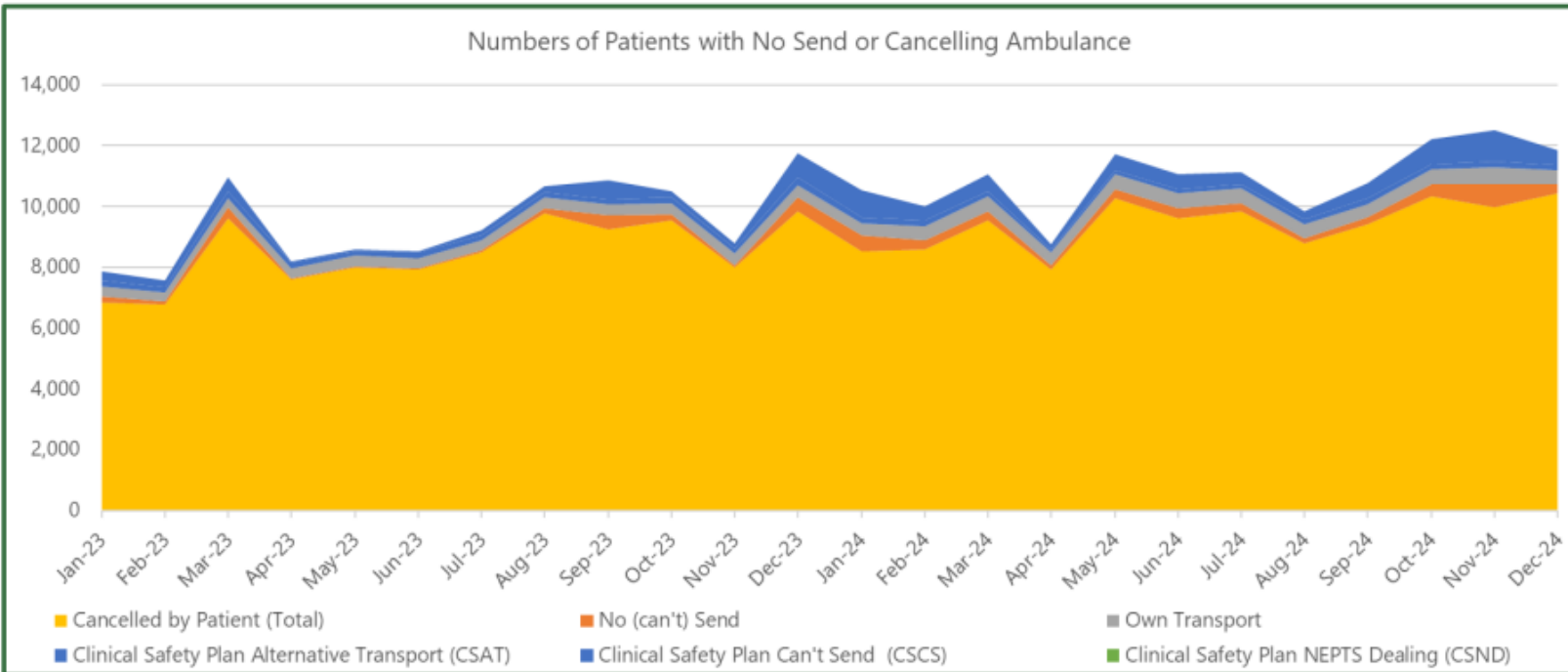
# 999 Services



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## Measure 4: Number of Patients with No Send or Cancelling Ambulance

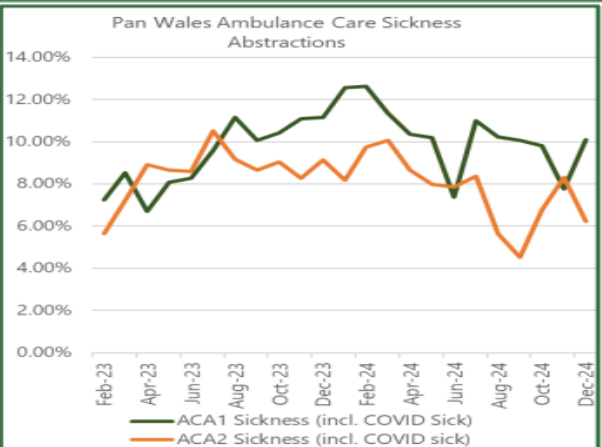
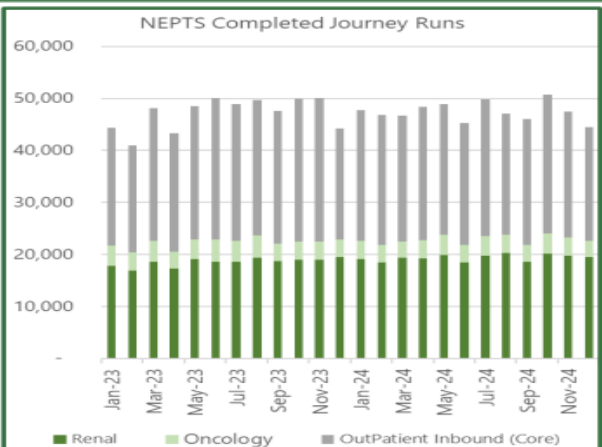
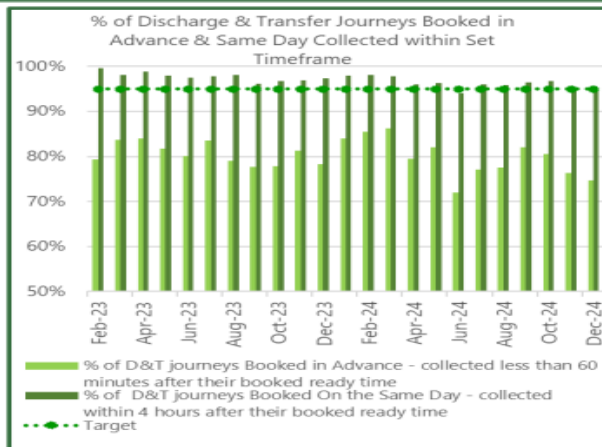
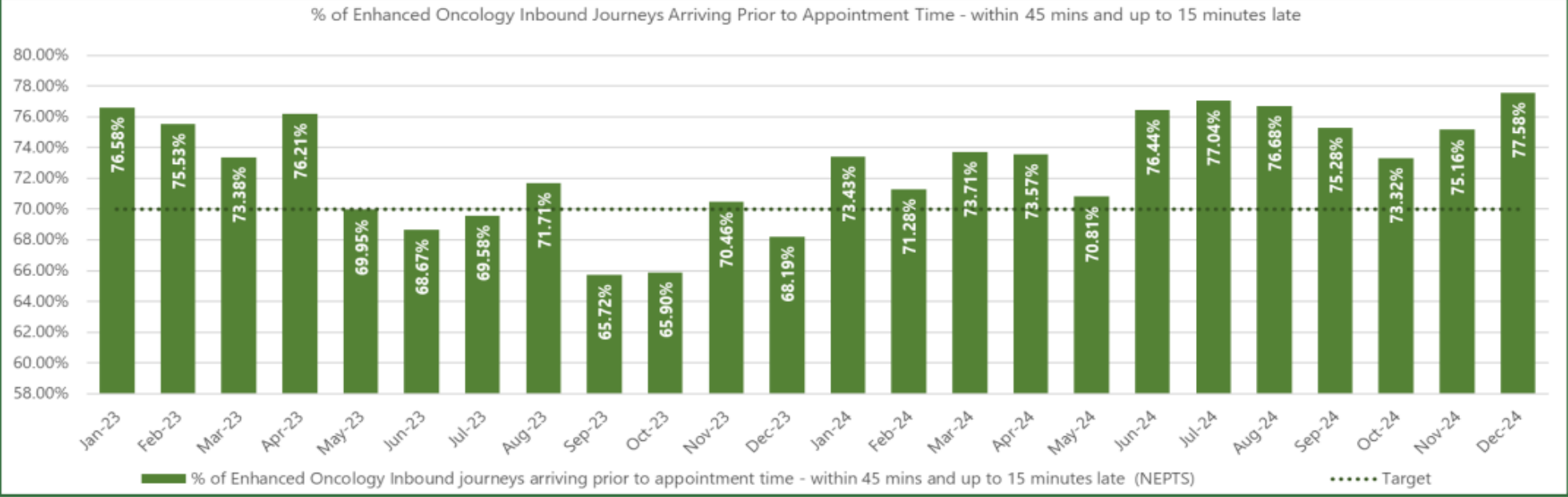


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# Ambulance Care

Measure 5: Oncology journeys arriving within 45 minutes and up to 5 minutes after appointment time  
 Measure 6: Advanced Discharge and transfer journeys collected less than 60 minutes after booked time (NEPTS)

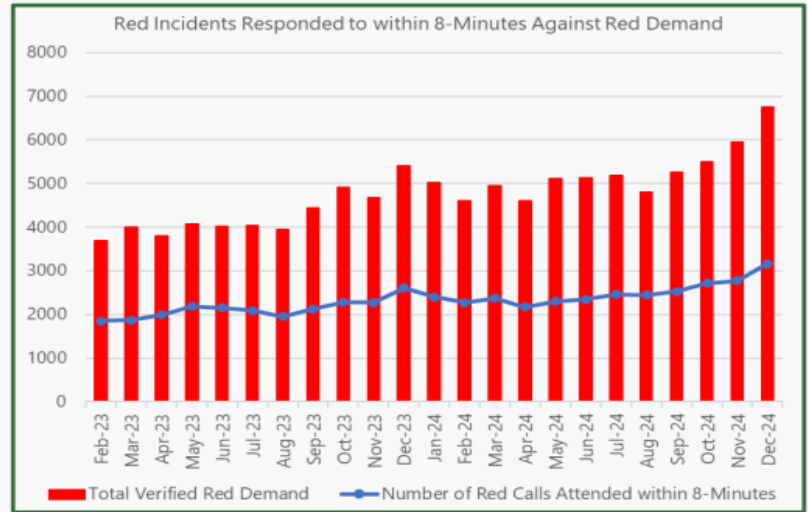
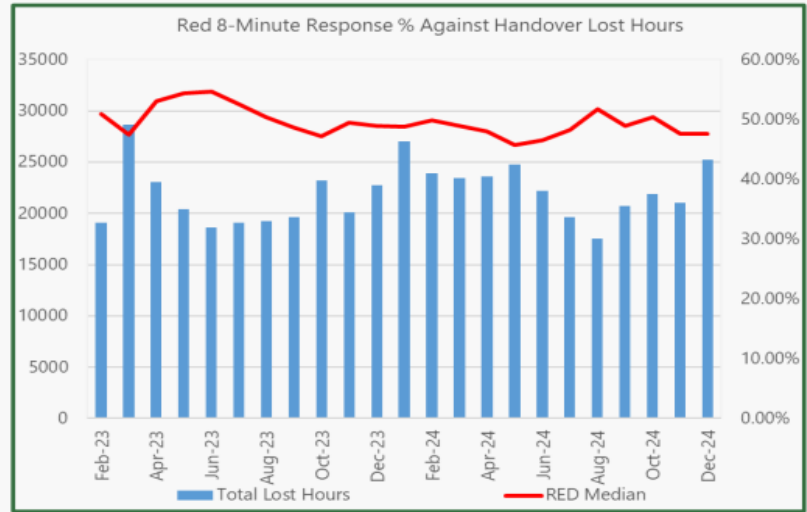
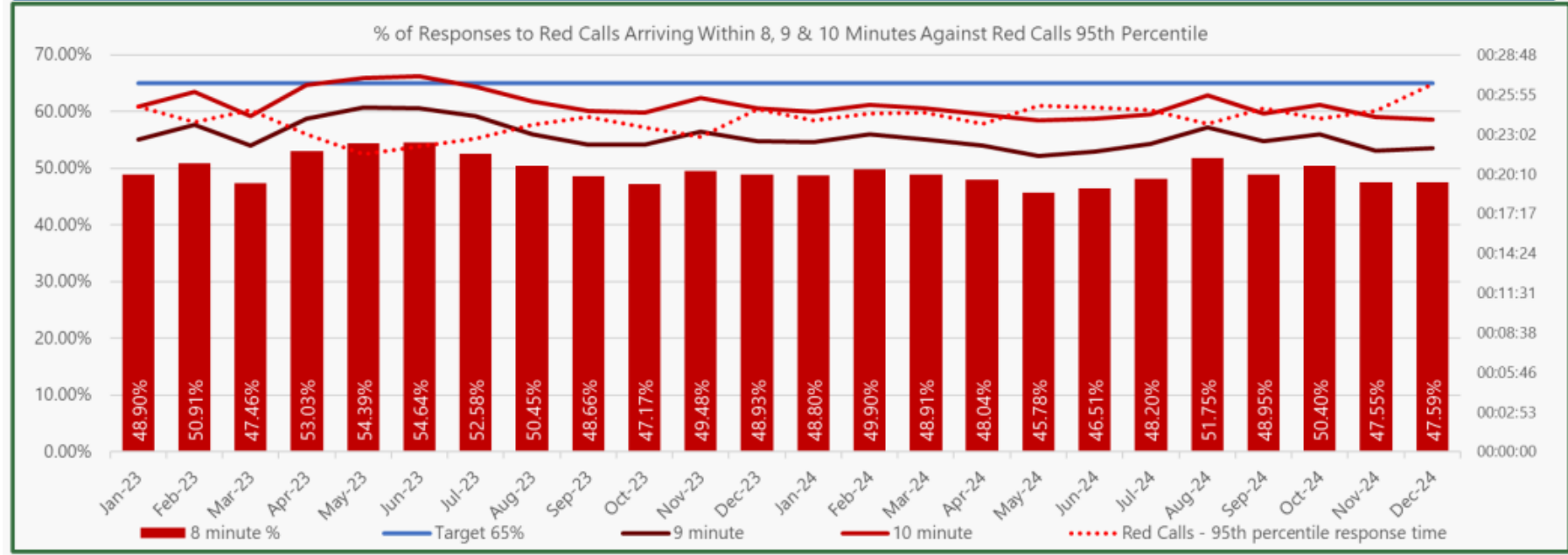


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# 999 Services

## Measure 7: Red Response times



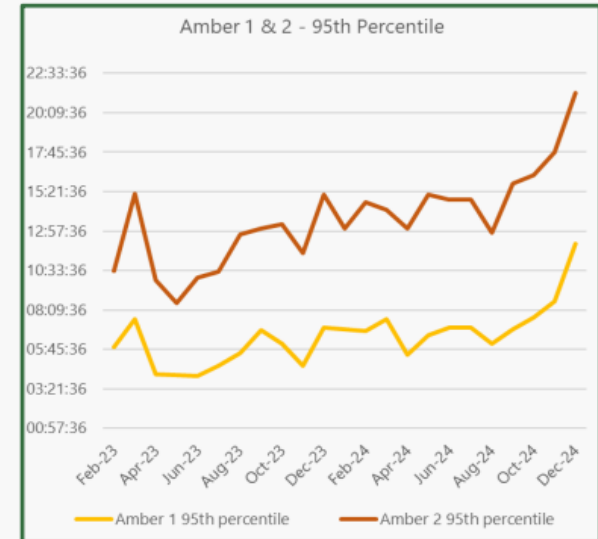
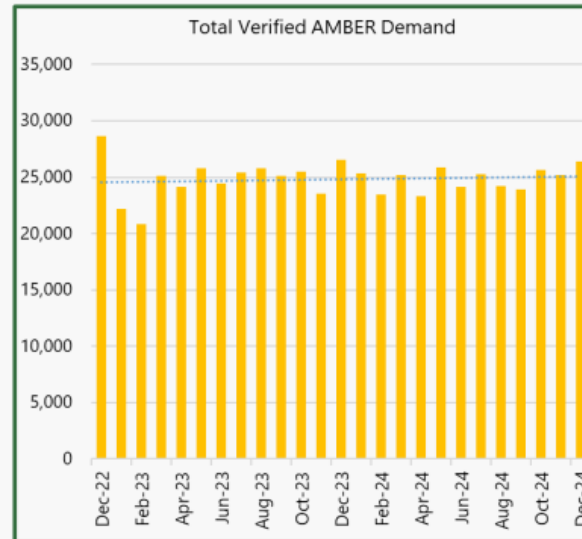
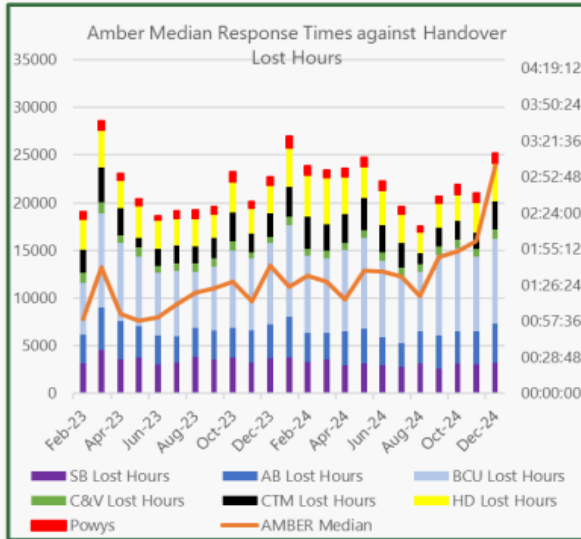
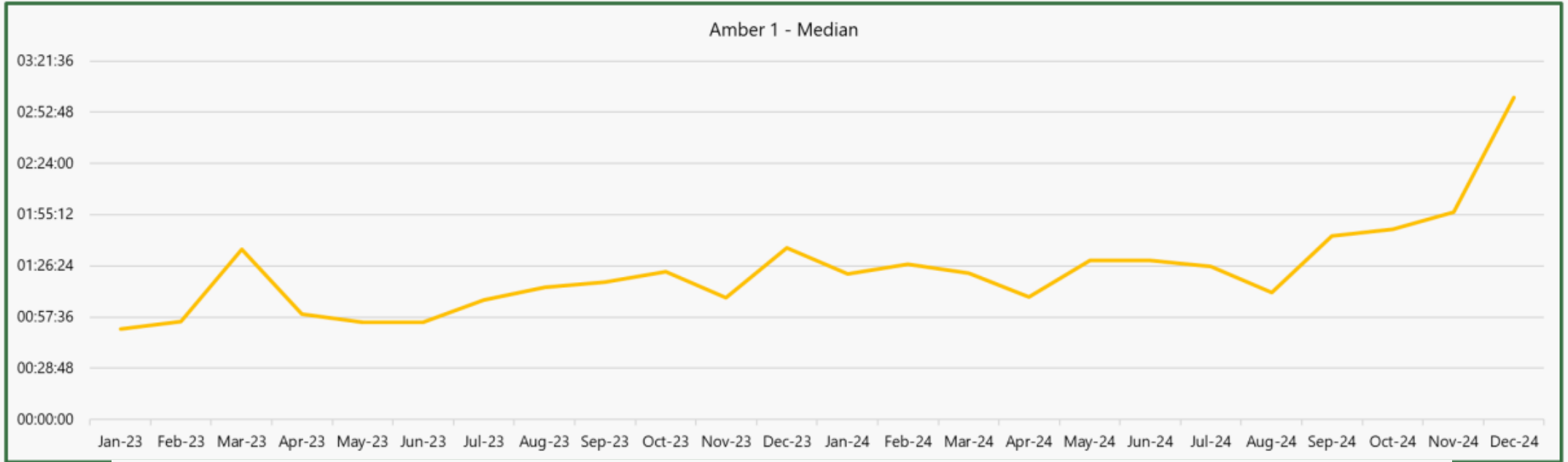
Amserol  
Timely



# 999 Services

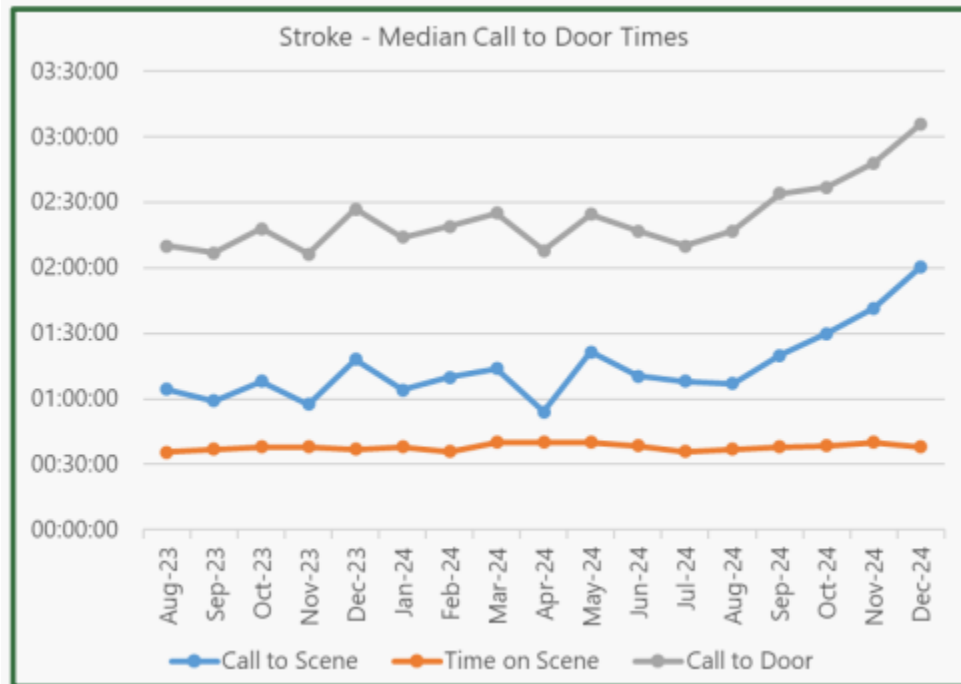
## Measure 8: Amber Median

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Timely

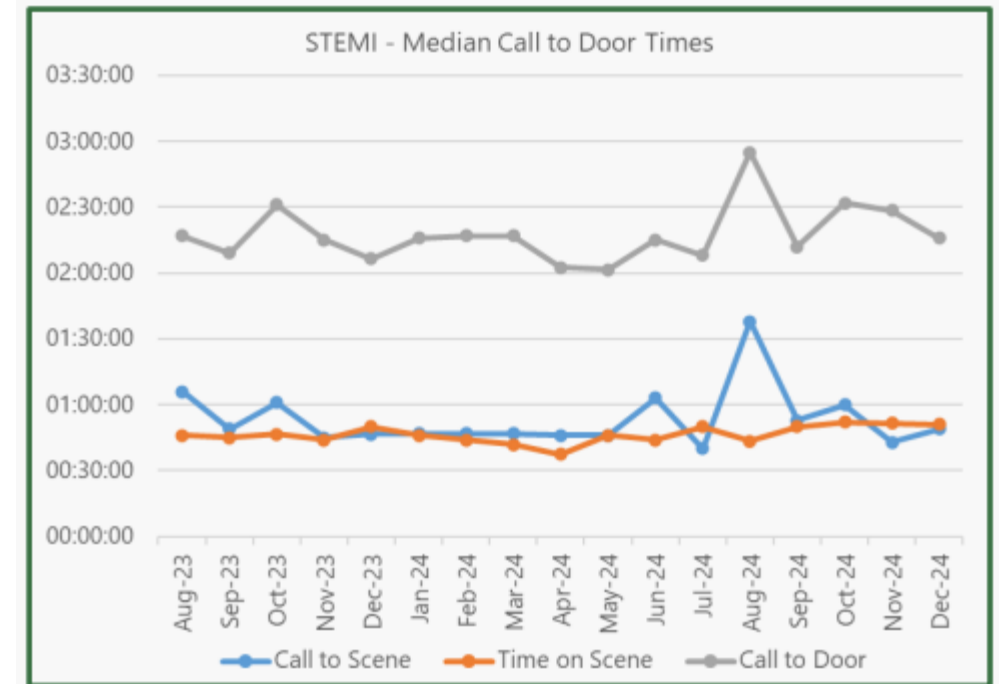


# 999 Services

## Measure 9: Stroke; Call to Door Times



## Measure 10: STEMI; Call to Door Times

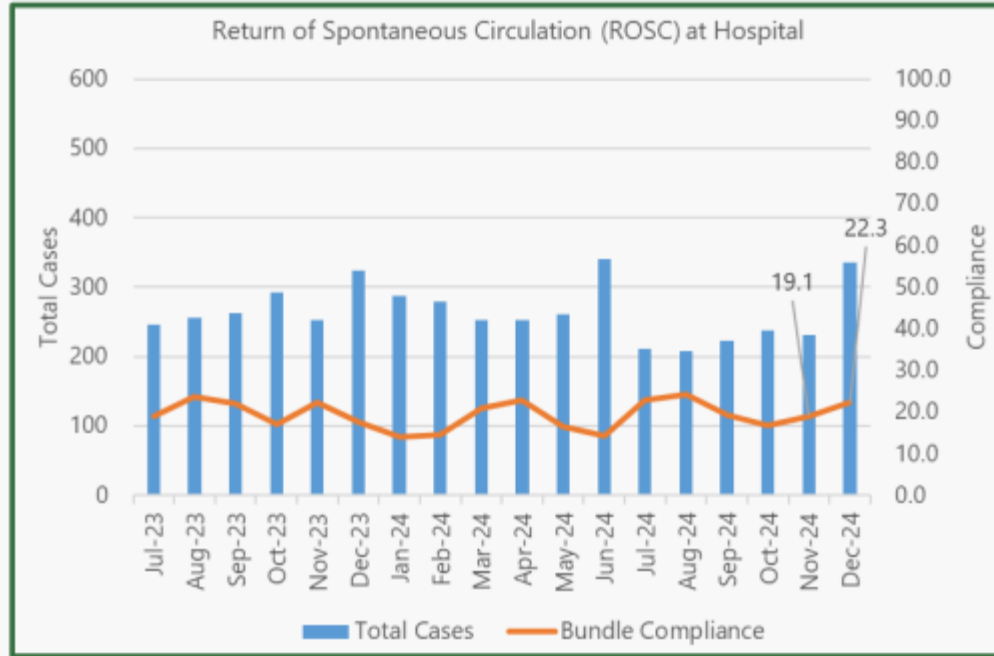


Amserol  
Timely



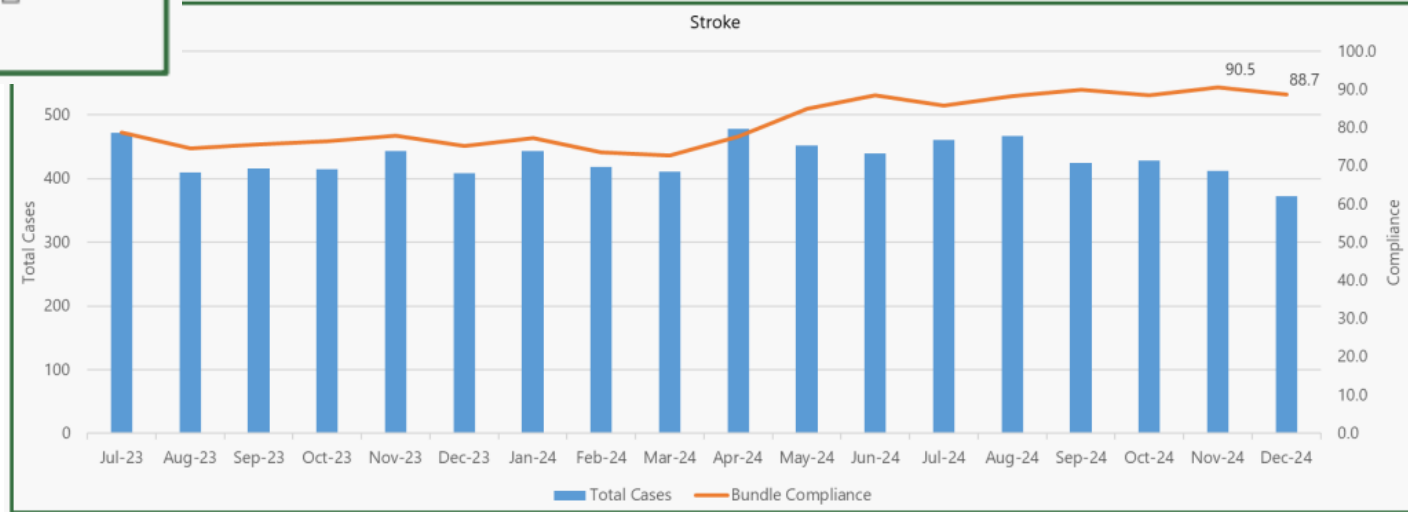
# 999 Services

## Measure 11: Return of Spontaneous Circulation



- Care Bundle**
- F.A.S.T. recorded**
- BM recorded**
- BP recorded**
- GCS recorded**

## Measure 12: Stroke Bundle Compliance

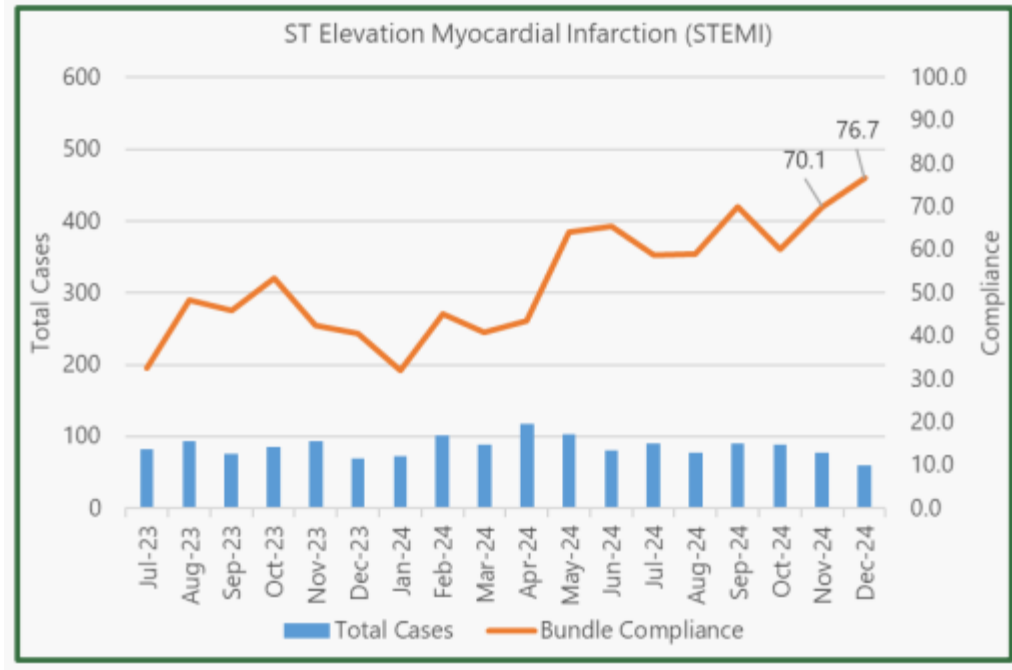


Effethiol  
Effective

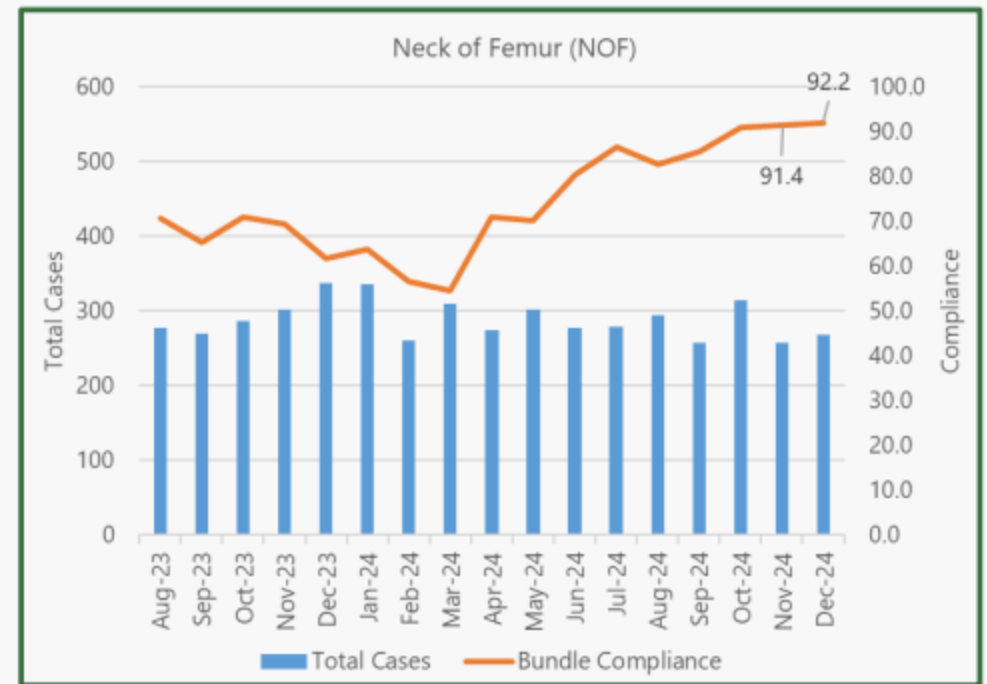


# 999 Services

## Measure 13: ST Elevation Myocardial Infarction



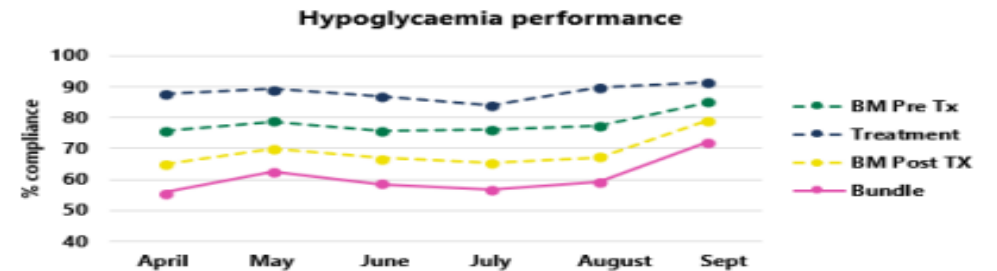
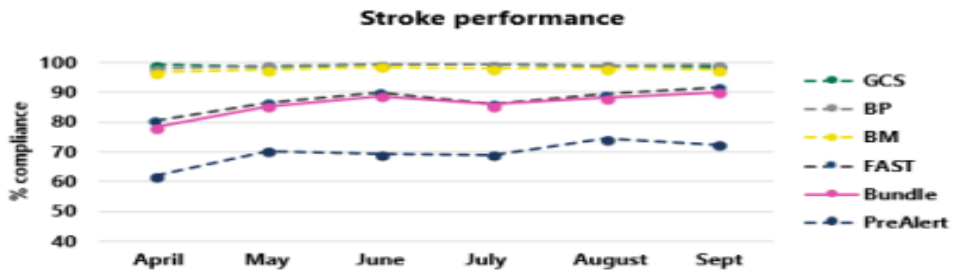
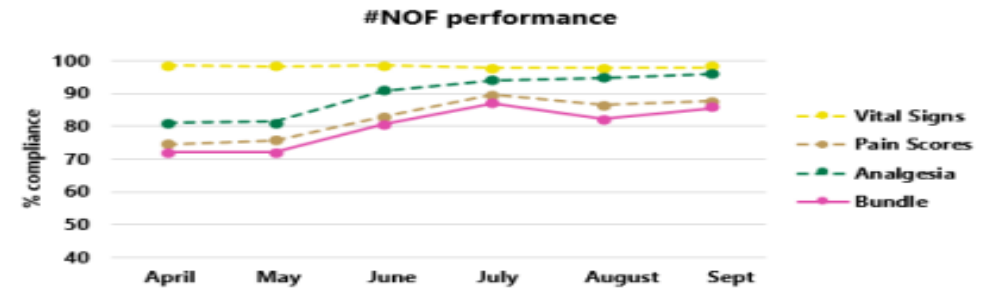
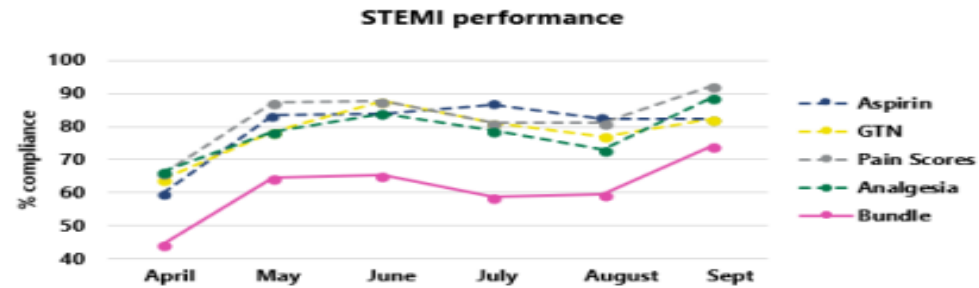
## Measure 14: Neck of Femur



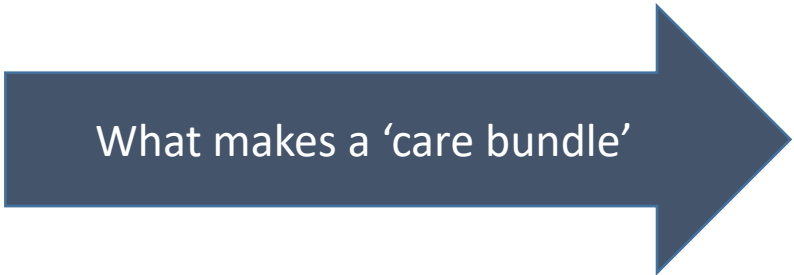
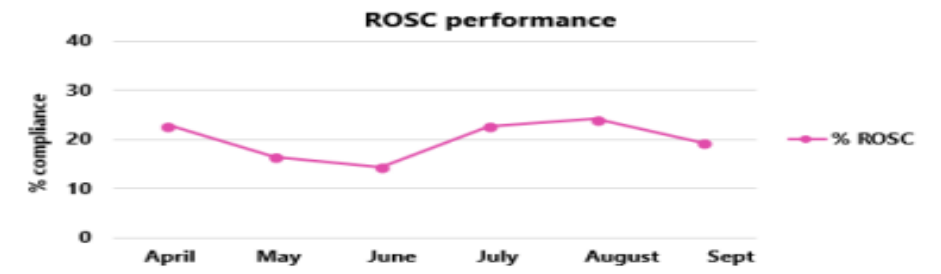
# 999 Services

## Clinical Indicator Improvement - Storyboard

(April– September 2024 (data extract 03/10/2024))



What makes a 'care bundle'

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Effective



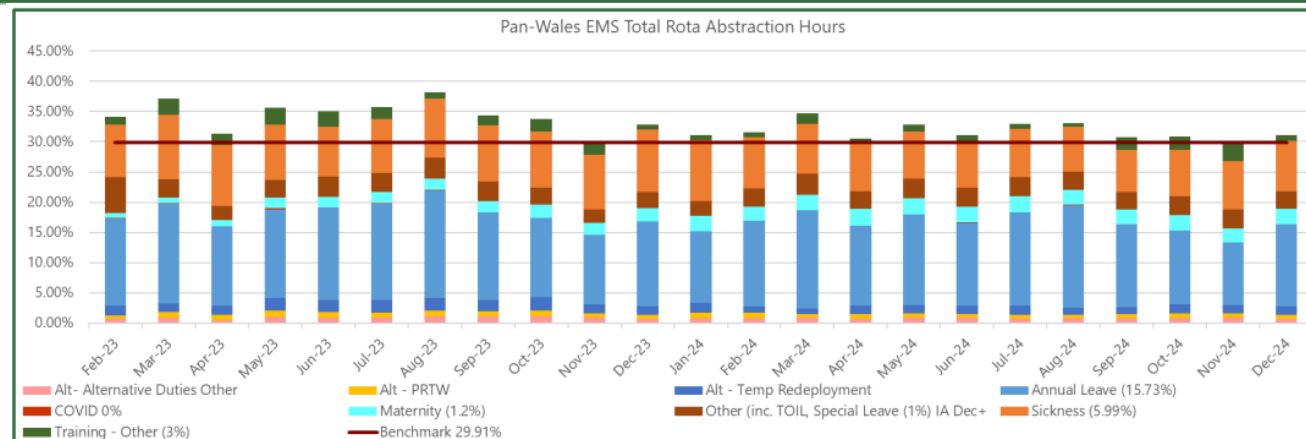
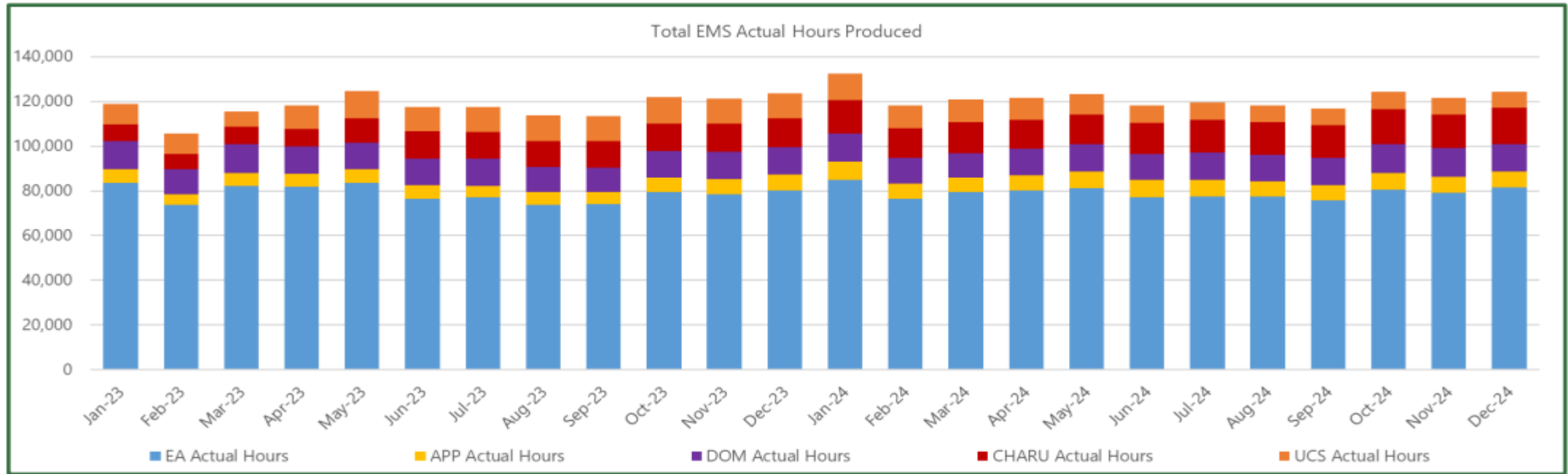
# 999 Services



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## Measure 15: Ambulance Abstractions and Production Indicators

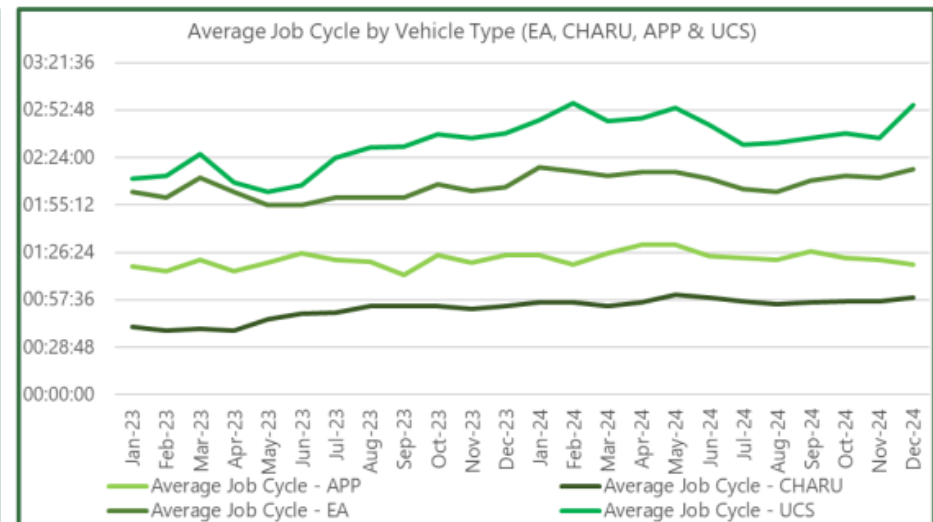
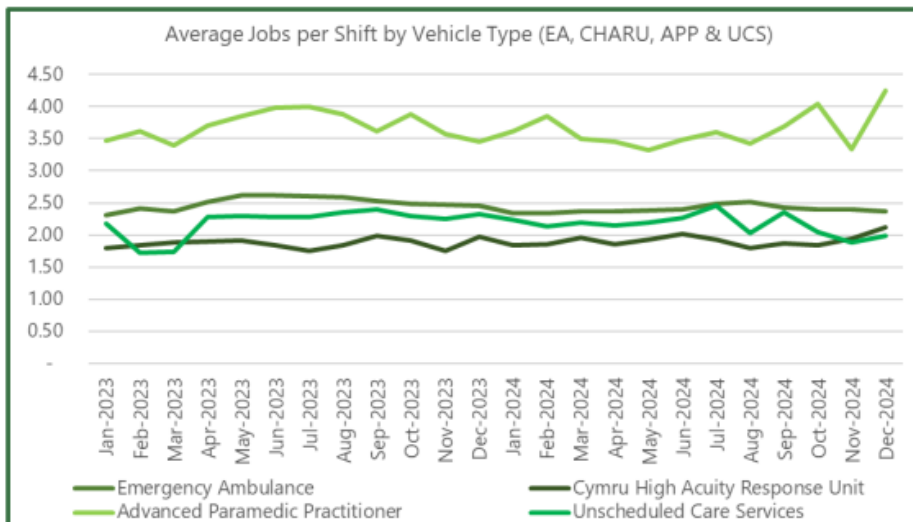
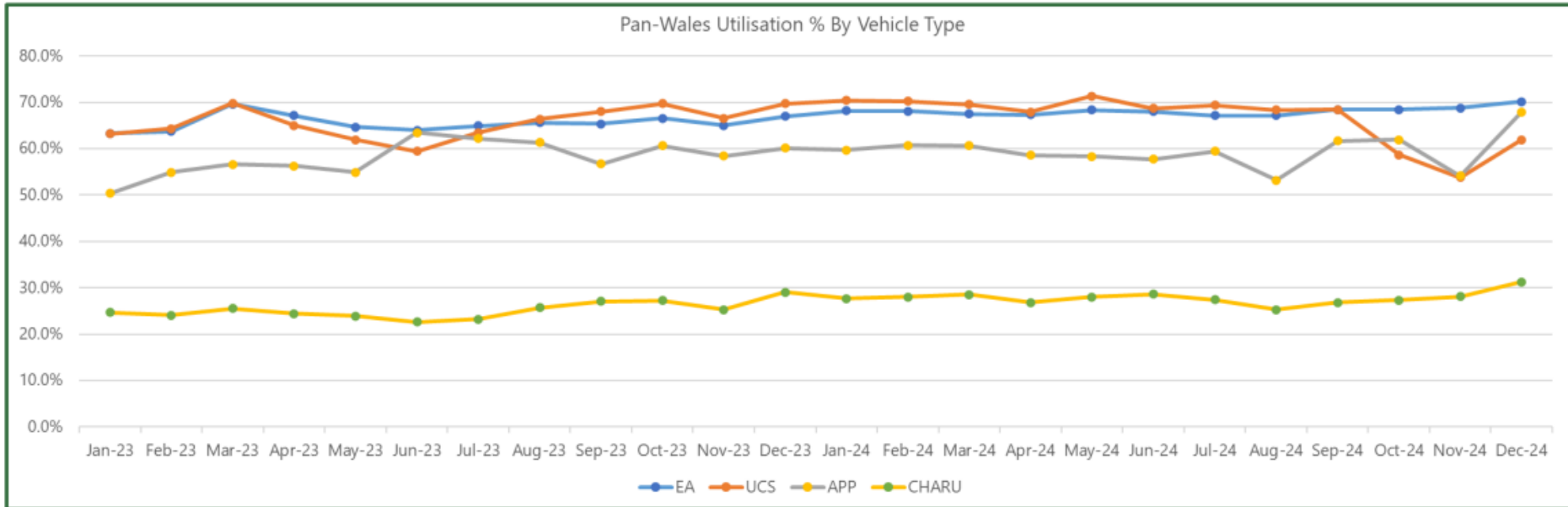


Effeithiol  
Efficient



# 999 Services

## Measure 15: Ambulance Abstractions and Production Indicators



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Efficient



# Equitable Care

## Measure 16: Update on strategic equality plan



# STRATEGIC EQUALITY PLAN 2024-2028



## THE PEOPLE WE SERVE



## OUR STRATEGIC EQUALITY OBJECTIVES

*We will aim to*

- DESIGN EQUITABLE SERVICES
- LEAD BY EXAMPLE
- BE AN EMPLOYER OF CHOICE
- CREATE ALLYSHIP

### LEAD BY EXAMPLE

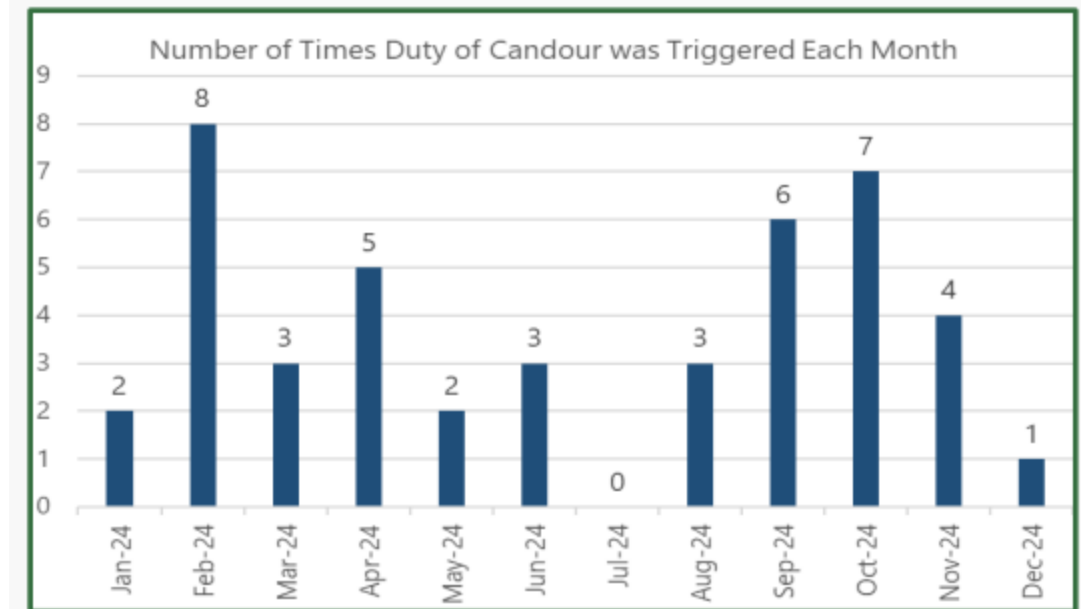
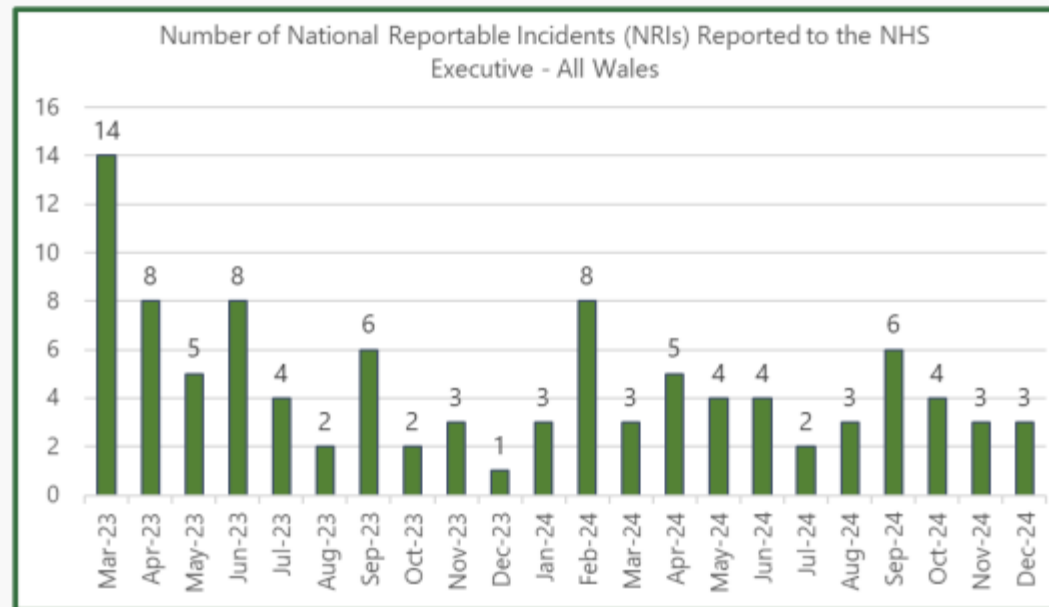
What will we do?	How will we do it?	How will we measure our success?
<p>We will ensure that our all of our staff actively promote a culture of inclusion and wellbeing across the organisation.</p> <p>Staff will demonstrate an understanding and awareness of the individual needs of the diversity population that we serve.</p> <p>Our senior leaders and managers will promote the Trust as an inclusive organisation. They will display genuine empathy and support for those who are disadvantaged in any way. They will not accept discriminatory behaviour in any form.</p>	<p>Use lived experience to help identify where improvements can be made and ensure that staff are supported to put their ideas into practice.</p> <p>Continue to develop, evaluate and embed WAST behaviours which foster inclusivity and respect for everyone.</p> <p>Create links and support networks with other organisations who aim to eliminate discrimination</p> <p>Ensure that senior leaders and managers' personal objectives include a focus around improving equality, diversity and inclusion.</p>	<p>Meaningful commitments in our IMTP, our People and Culture Plan, and other published strategies</p> <p>Evidence of managers' personal objectives and actions which aim to improve equality, diversity and inclusion, eliminate discrimination, promote the use of Welsh language and a thriving Welsh culture.</p> <p>Visible support for people with a protected characteristic and joint working initiatives.</p>





# Patient Safety

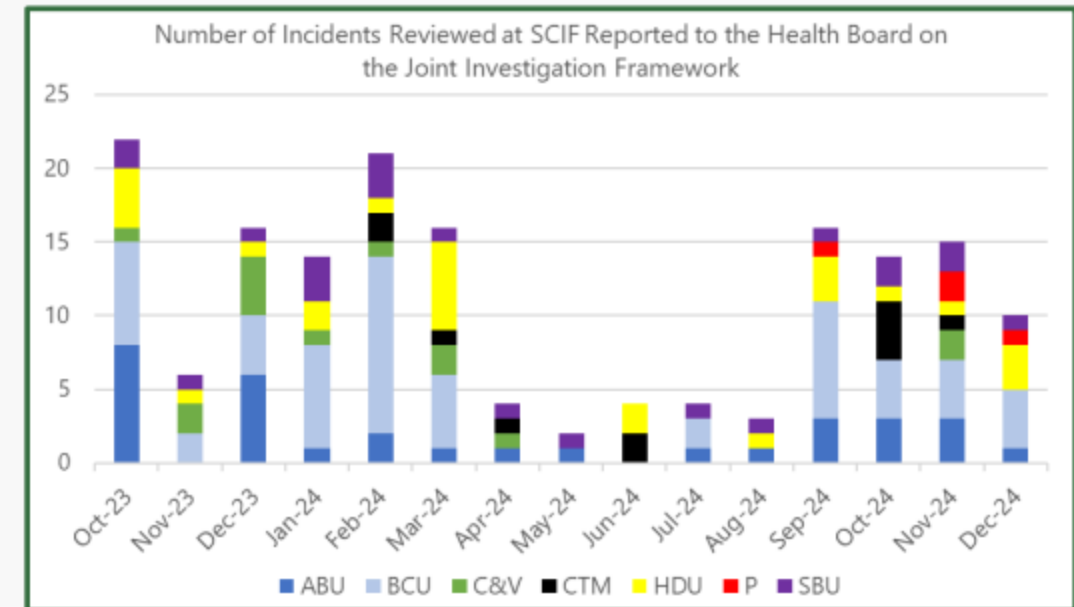
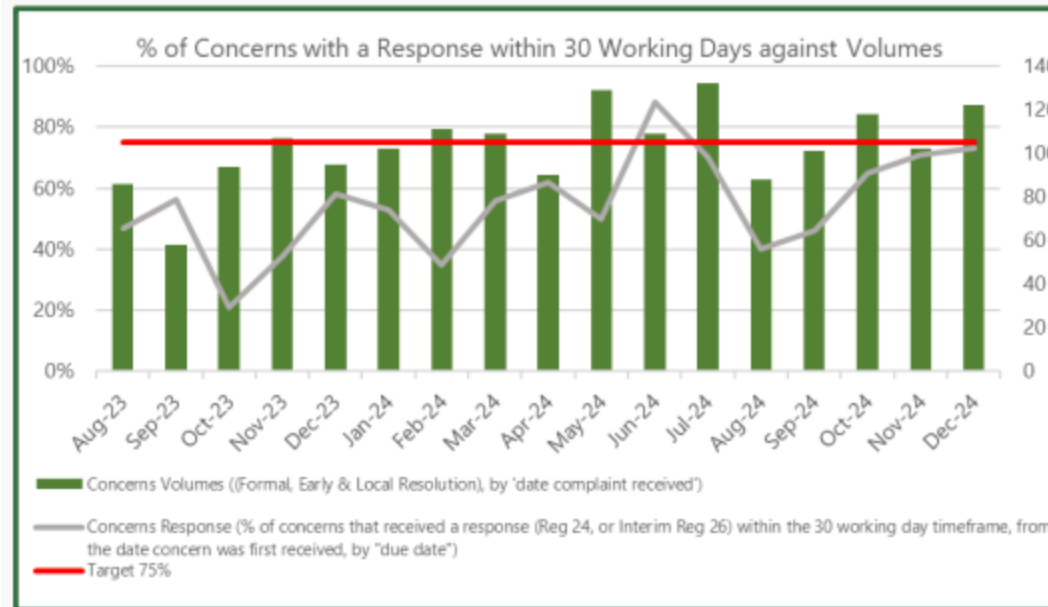
Measure 17: Number of National Reportable Incident's  
Measure 18: Number of times Duty of Candour Enacted



# Patient Safety

Measure 19: % of Concerns with a response within 30 working days

Measure 20: Number of incidents reported to Health Boards under Joint Investigation Framework



Person ganolog  
Person centred





# Patient Safety

Compliance heat map																
METRIC	SCORING	Q3 2023-24			Q4 2023-24			Q1 2024-25				Q2 2024-25		Q3 2024-25		
		Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Overdue NRIs	R: 10 A: 1 G: 0												40	34	29	30
Patient Safety Alerts/Notices overdue	R: 2 A: 1 G: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints acknowledged within 5 working days	R: 80% A: 90% G: 100%	71%	99%	100%	99%	95%	99%	62%	87%	98%	100%	100%	100%	99%	95%	98%
Complaints responded to within 30 working days	R: 55% A: 65% G: 75%	21%	38%	58%	53%	35%	56%	62%	50%	88%	70%	40%	46%	65%	72%	73%
Duty of Candour letters issued within 5 working days	R: NO G: YES	YES	--	NO	YES	YES	YES	NO	NO	YES	NO	YES	YES	NO	YES	--
Regulation 28 PFD reports responded to on time	R: NO G: YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Public Interest reports published by the PSOW	R: >1 A: 1 G: 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Person ganolog  
Person centred



# Patient Feedback



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## Measure 21: Patient feedback

December 2024		
<b>NEPTS (286 responses)</b>	Benchmark	Score
How long did you wait for your transport to take you home after your appointment.	85	84
Were you happy with the transport you received?	85	96
<b>999 (11 responses)</b>	Benchmark	Score
The 999-call taker who answered your call was reassuring.	85	90
The 999-call taker who answered your call explained what was going to happen next.	85	90
You felt confident in the call taker ability to manage your call and provide appropriate advice.	85	91
The length of time I waited for an ambulance to arrive was acceptable.	85	44
<b>111 (21 responses)</b>	Benchmark	Score
Do you feel your call to 111 Wales was helpful?	85	49
Did you follow the advice given to you by NHS 111 Wales?	85	59
Would you consider using NHS 111 Wales again?	85	62
<b>WAST Overall - Friends &amp; Family Test</b>	Ranked from very poor to very good.	
How was your overall experience with the service today?		
• Ambulance care	92.59% Good	4.12% Poor
• Integrated Care (NHS 111 Wales Telephone line only)	60.00% Good	27.78% Poor
• EMS (including CSD)	81.82% Good	18.18% Poor
• NHS 111 Wales Online	61.29% Good	16.13% Poor
	* Where totals above do not add up to 100%, this is because a 'Do Not Know' answer was given, these are excluded from overall total.	

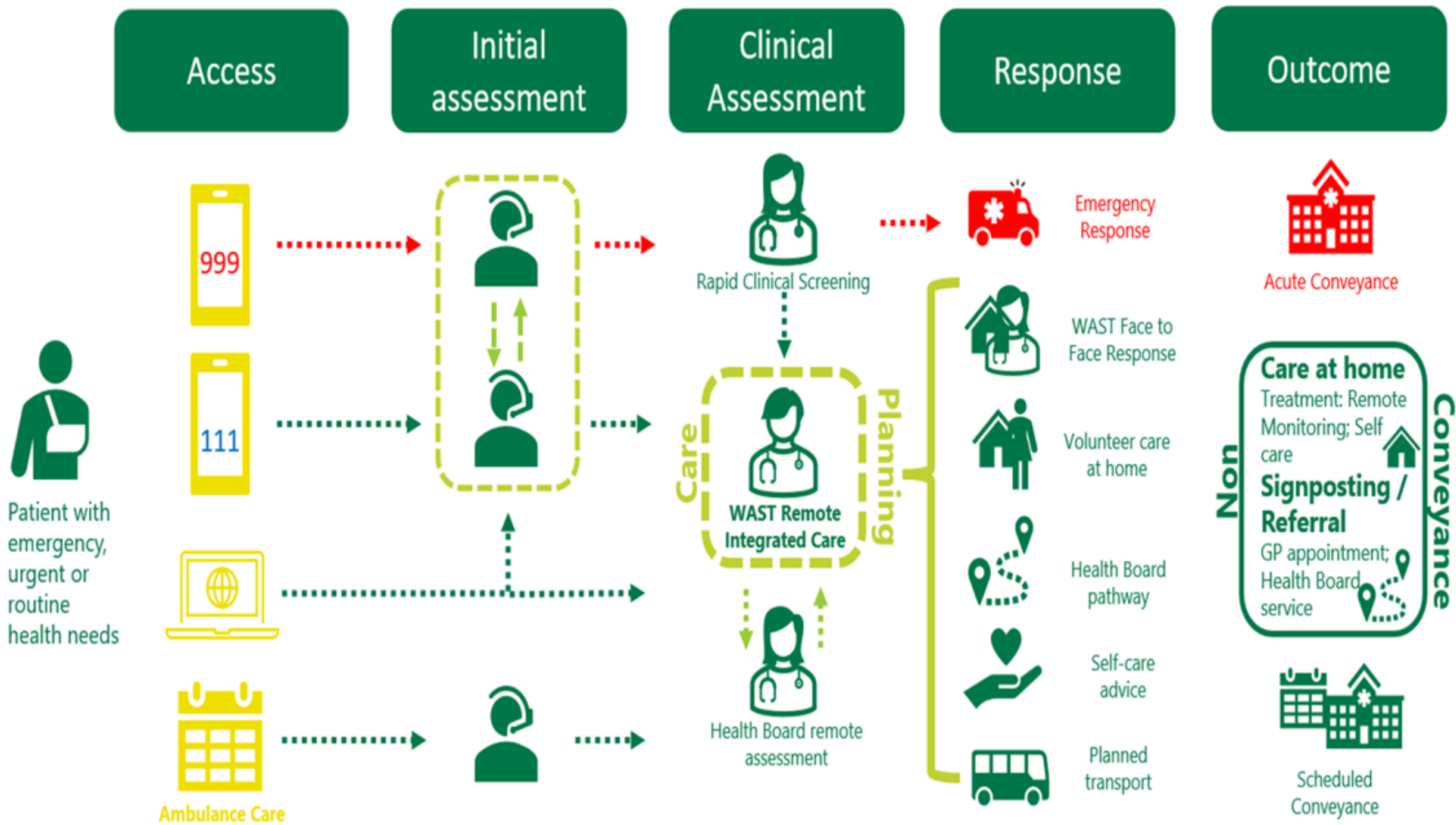
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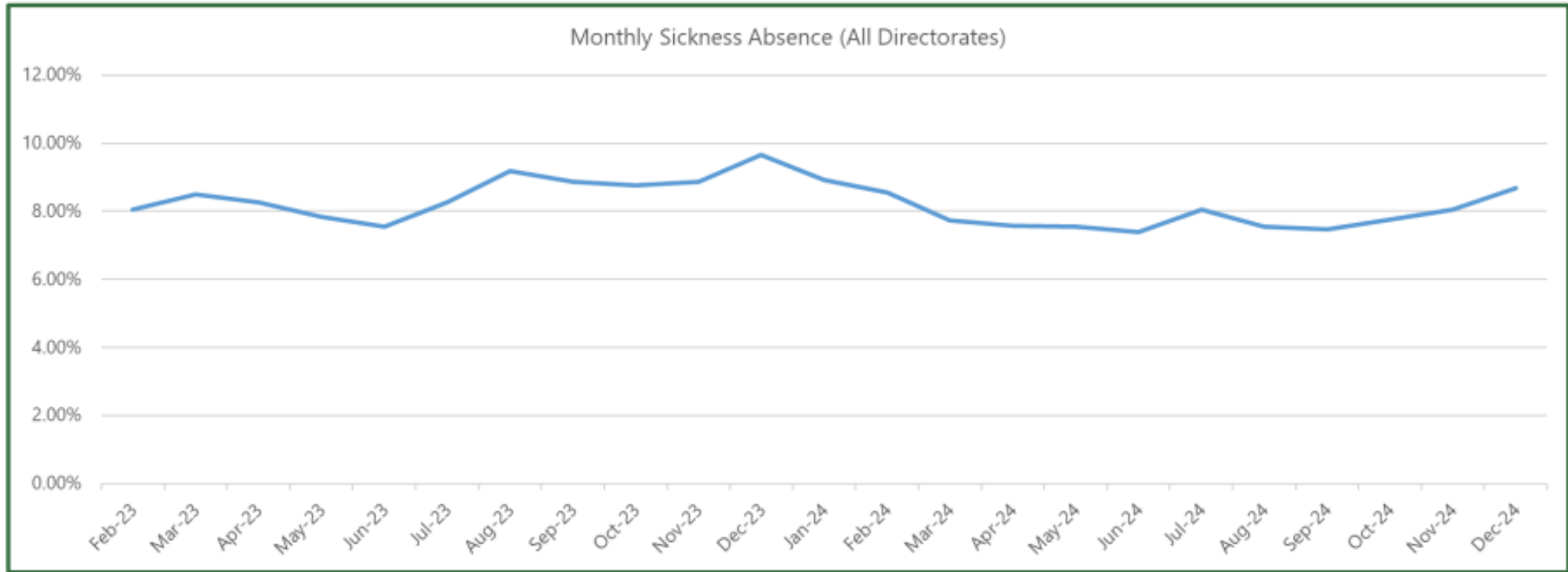
# Leadership

Arweinyddiaeth  
Leadership



# Workforce

## Measure 22: Monthly sickness absence



# Culture



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## Measure 23: Staff Turnover Rate



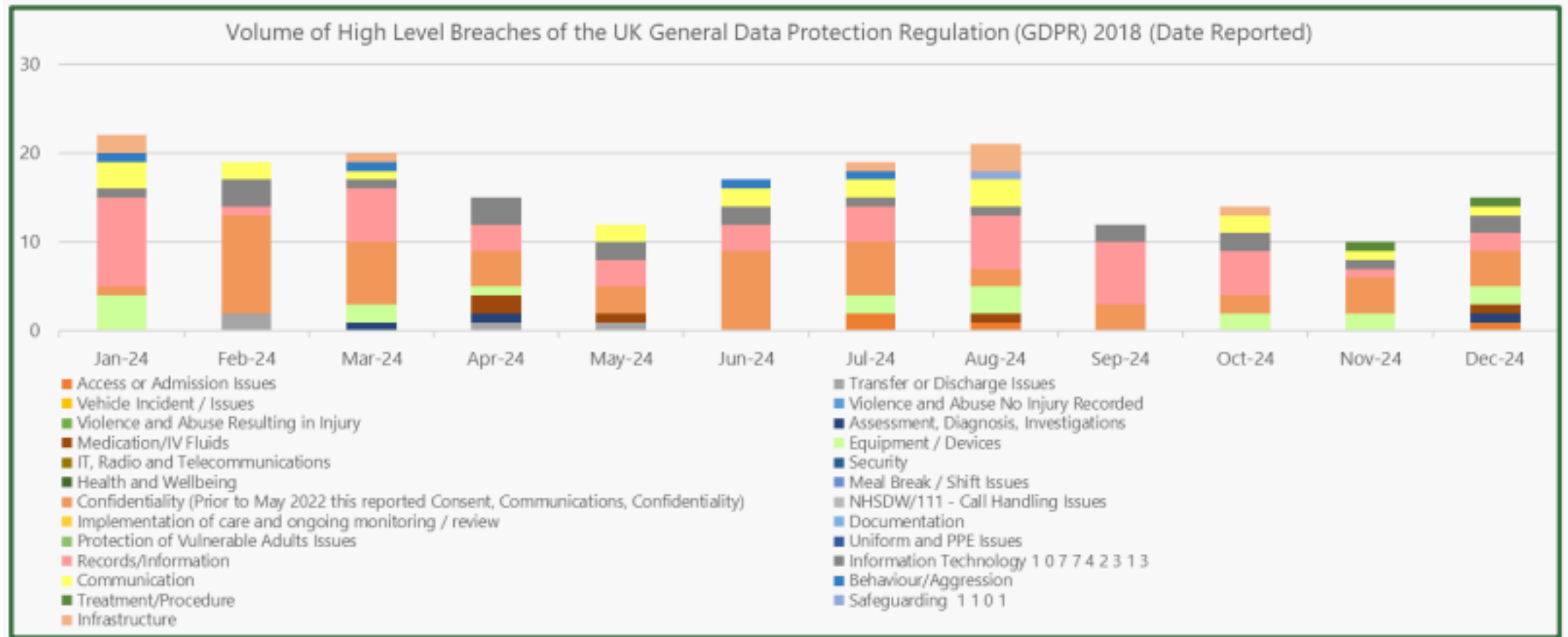
# Information



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## Measure 24: GDPR Breaches



Gwybodaeth  
Information






# Learning, Improvement and Research


## Measure 25: Thematic learning

### Thematic Learning - Incidents


**ACCESS & ADMISSION**  
Approximately 50% of incidents reported related to delays in admission, appointments, transfer or transport.




**COMMUNICATION**  
Incidents were largely between healthcare staff rather than with patients



**ASSESSMENT, INVESTIGATION AND TREATMENT**  
Incidents often originated from other providers or needed us to share them with other providers

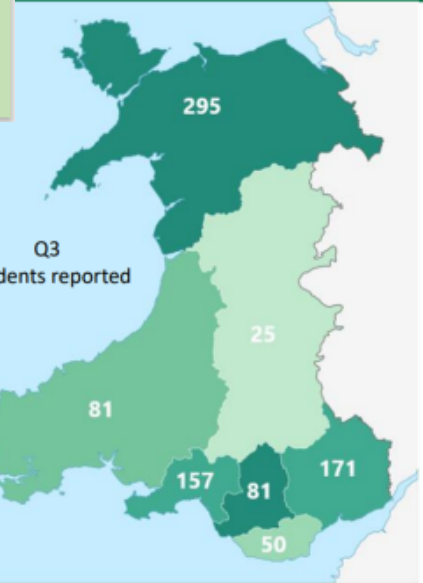


**ACCIDENT AND INJURY**  
Patient accidents and injuries related to skin tears, falls, as well as unwitnessed falls in care homes and some safeguarding matters







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### Thematic Learning - Incidents



Q3 Incidents reported

-  111 Contact Centre
-  Ambulance Care Service
-  999 Coordination Centre
-  Emergency Medical Services

111 Contact Centre	92
Ambulance Care Service	246
999 Coordination Centre	307
Emergency Medical Services	351


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# Learning, Improvement and Research


## Measure 25: Thematic learning

### Thematic Learning - Complaints




**ACCESS TO SERVICES**  
Delays, being asked about alternative transport and asked to self-convey


**COMMUNICATION**  
Not receiving call-back or welfare calls, frustration & dissatisfaction with scripting and repetition




**APPOINTMENTS**  
Distress and difficulties caused by same-day cancellations




**CLINICAL TREATMENT & ASSESSMENT**  
Largely centered on decisions not to convey advice or plan offered ought to have been more robust



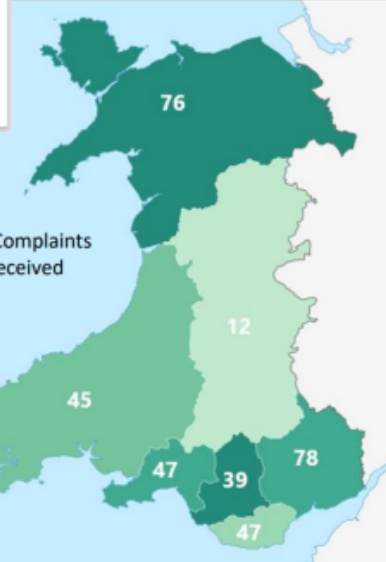
**ATTITUDE & BEHAVIOUR**  
Importance of patience and empathy when informing, particularly when advising of cancellations or increased waiting times









Welsh Ambulance Services University NHS Trust

### Thematic Learning -Complaints



Q3 Complaints received

<b>111 Contact Centre</b>	29
<b>Ambulance Care Service</b>	152
<b>999 Coordination Centre</b>	110
<b>Emergency Medical Services</b>	53

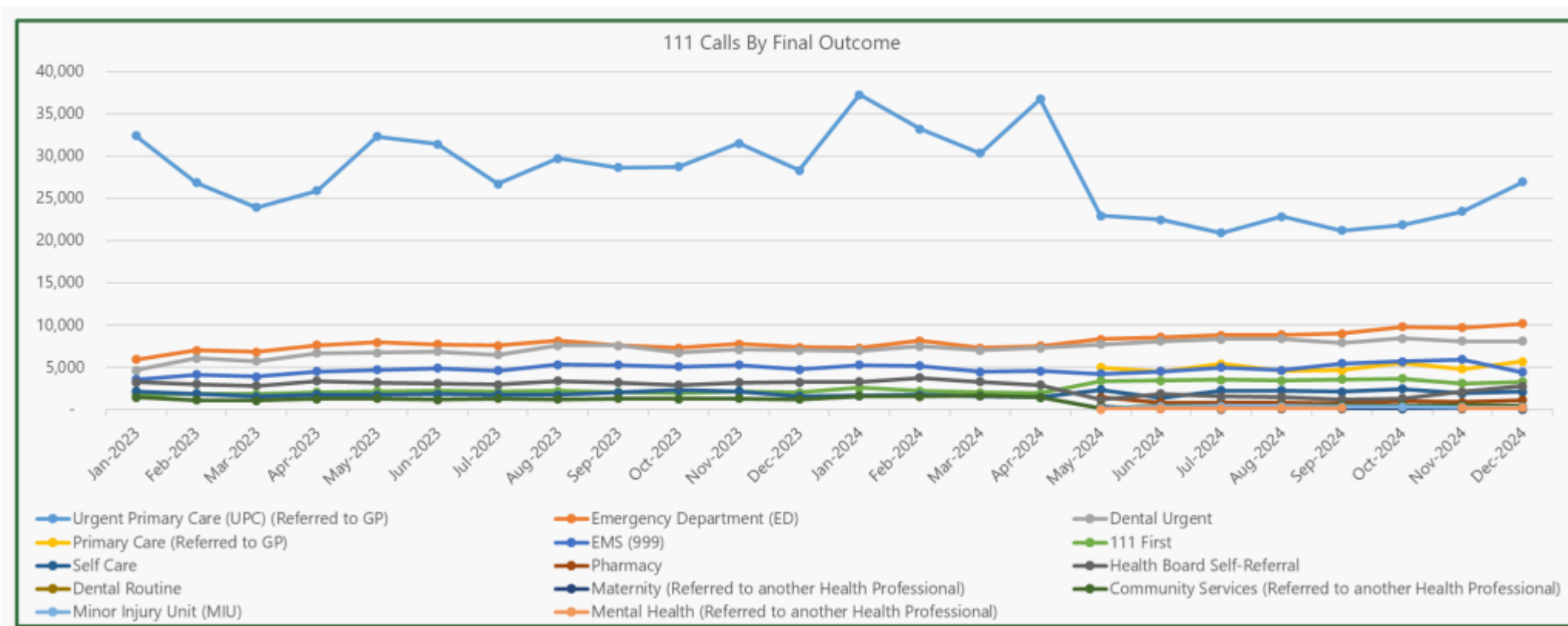
Welsh Ambulance Services University NHS Trust



# Whole Systems Approach

## Measure 26: Consult and Close

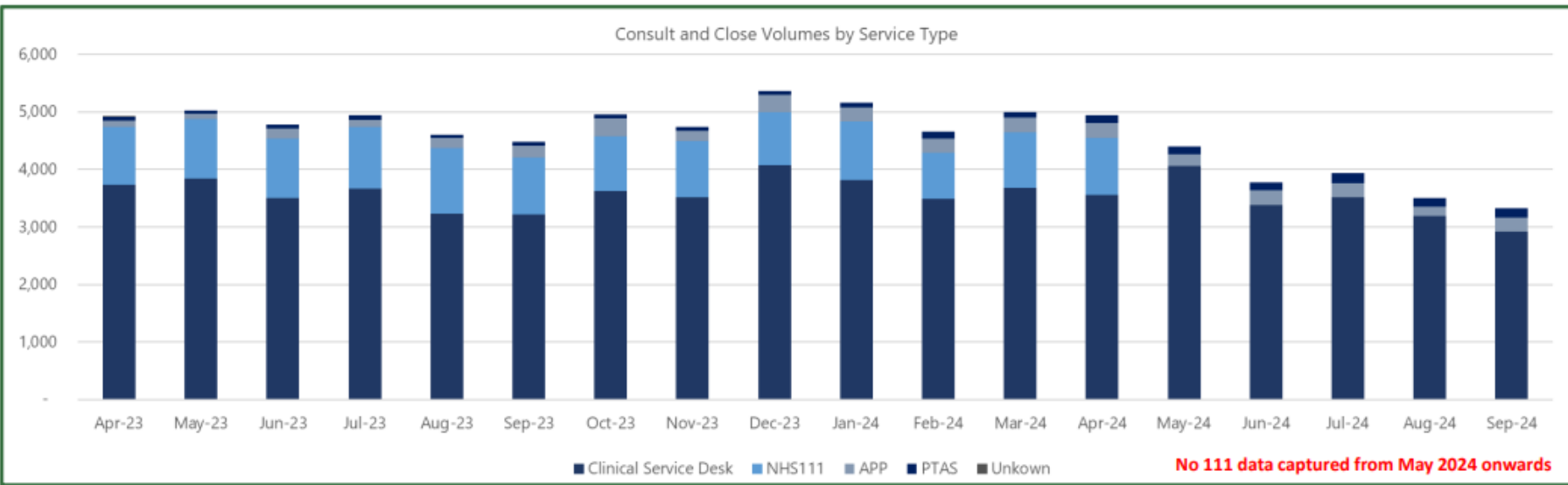
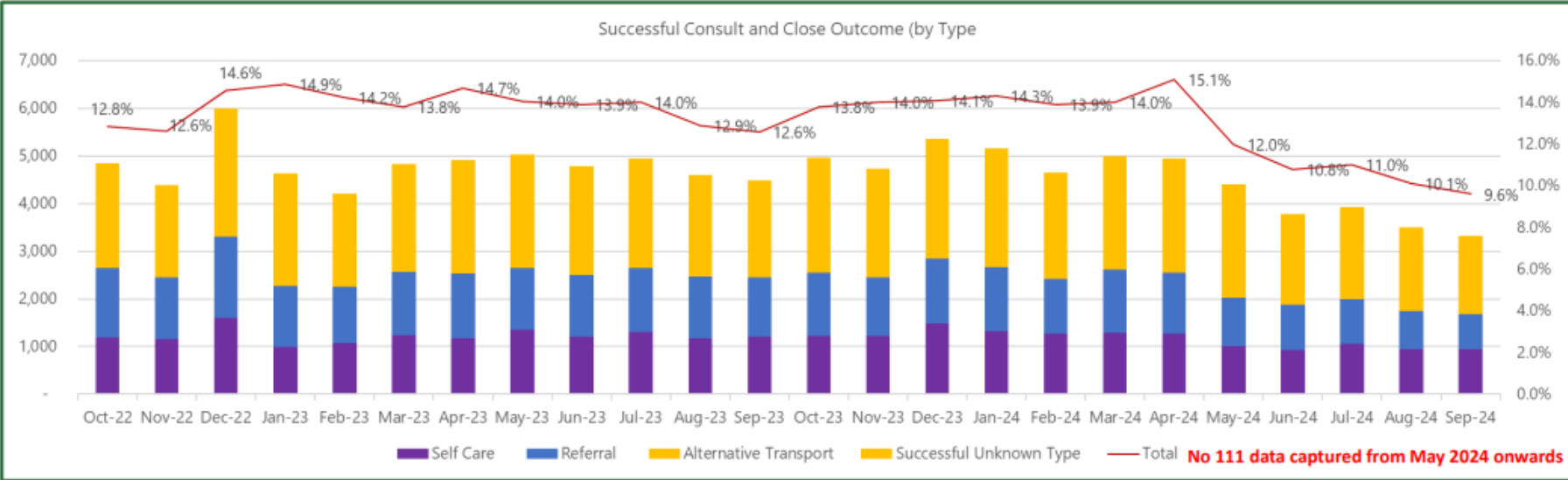
Ymagwedd systemau cyfan  
Whole systems approach





# Whole Systems Approach

## Measure 26: Consult and Close





# Whole Systems Approach

## Measure 27: Conveyance destinations

