

Item 2.1

Emergency Ambulance Performance

Planning, Performance & Finance Committee

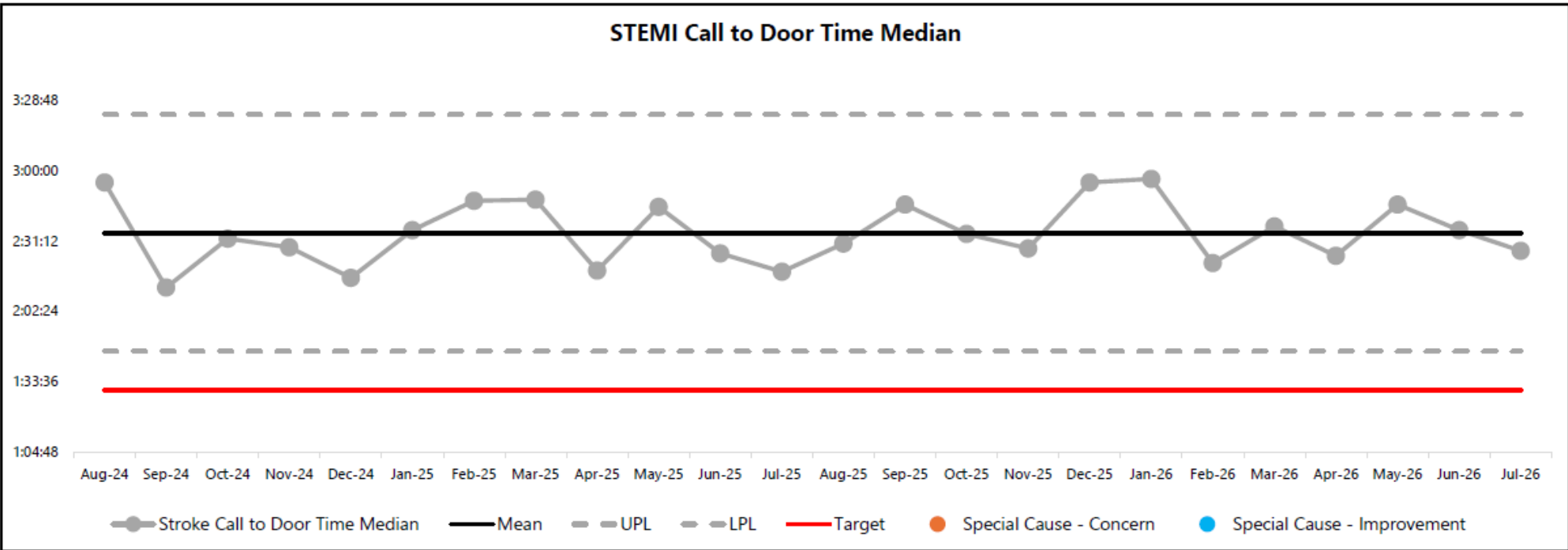
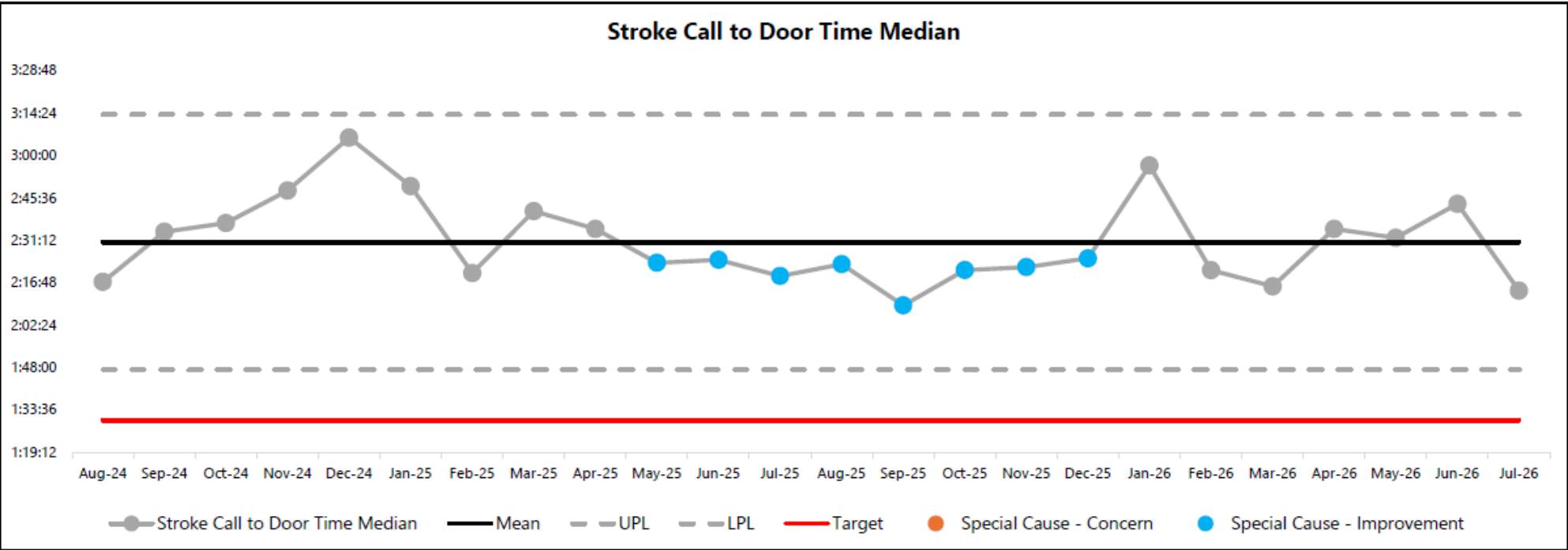
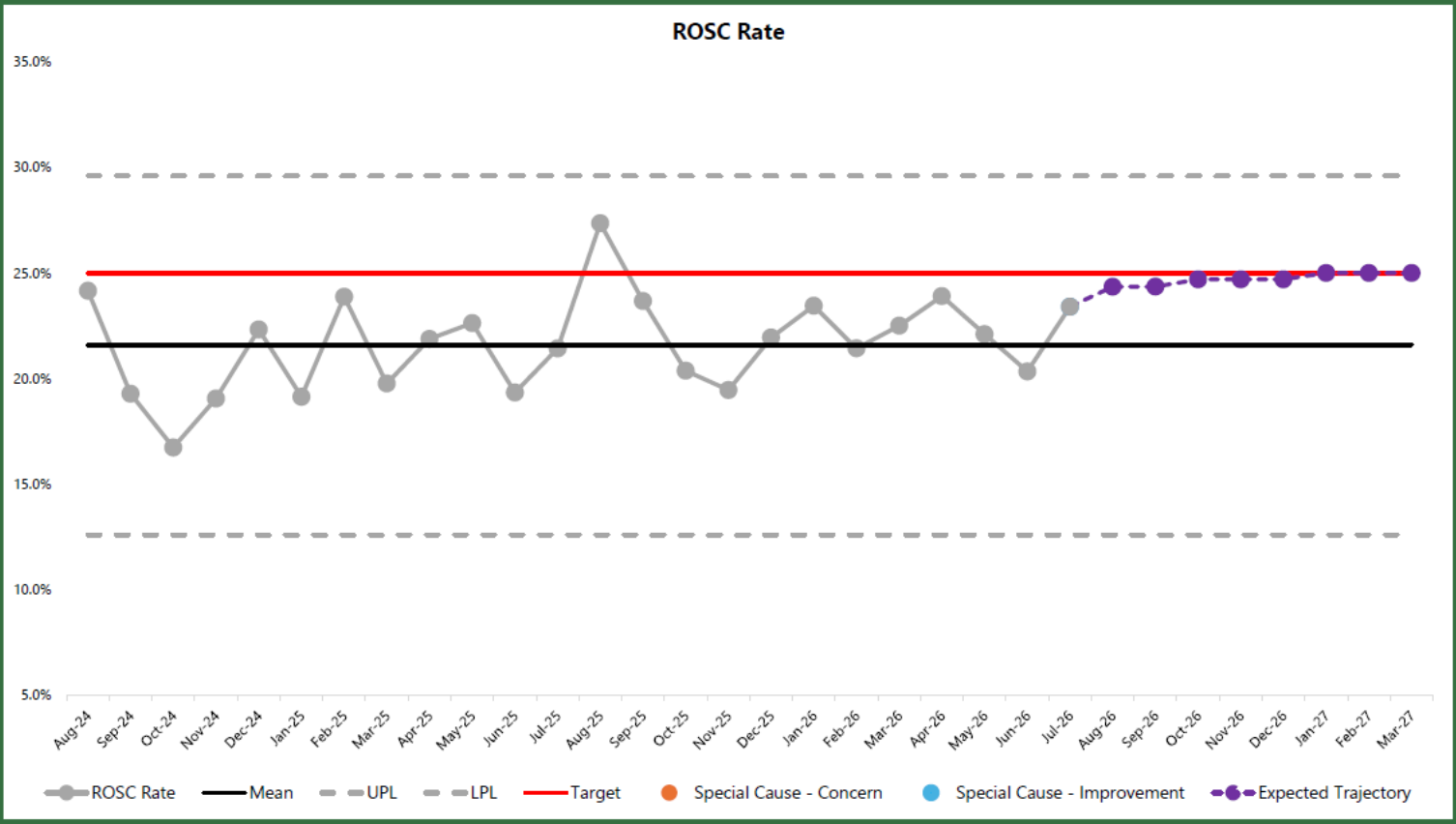
27th of August 2026

Background

- Phase 1 – Changes to historic red category and adoption of Purple (arrest) and Red (Emerg) – median 6-8 min, 90th <20 min
- Phase 2 – Remaining ambulance response categories and adoption of Orange (now), Yellow (soon) and Green (Planned)
- External evaluation by Edge Hill and Swansea University, initial report expected in November 2026

Performance Overview

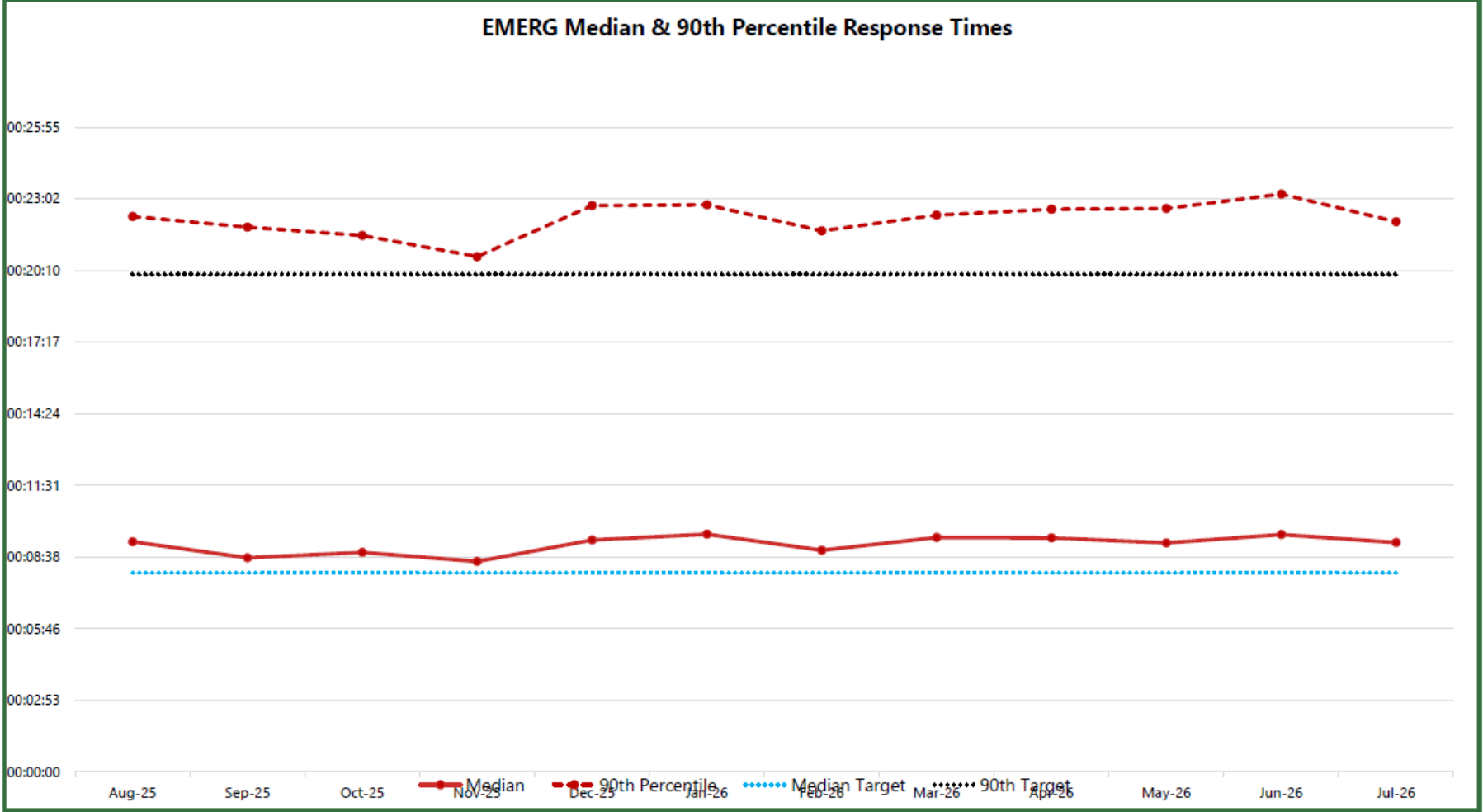
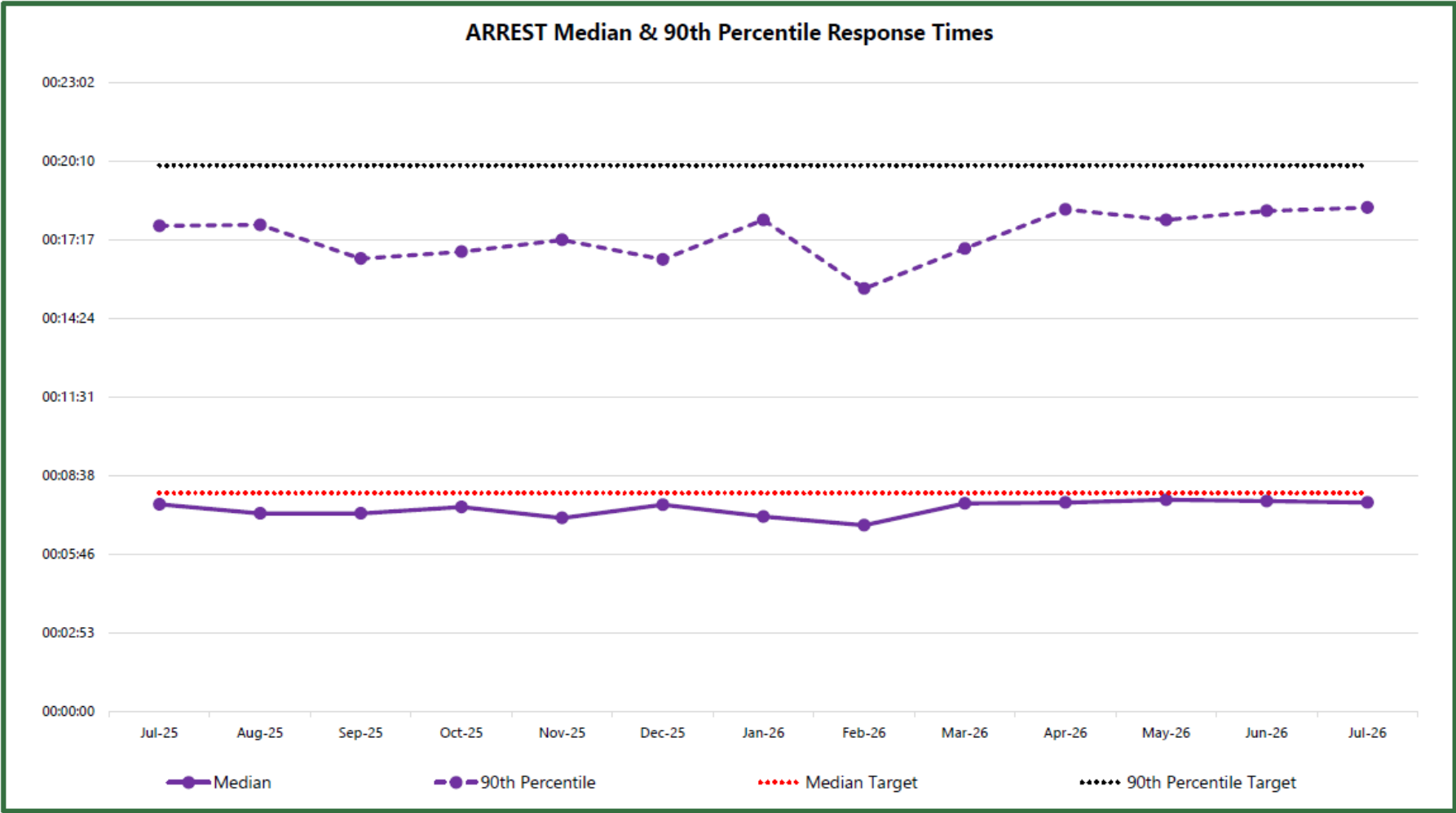
Top Monthly Indicators	Ambition 2026/27	Apr-26	May-26	Jun-26	2 Year Average	RAG	Top Monthly Indicators	Ambition 2026/27	Apr-26	May-26	Jun-26	2 Year Average	RAG
Our Patients (SO1&5)							Our People (SO2)						
Return of Spontaneous Circulation (ROSC)	25-30%*	23.9%	22.1%	20.3%	21.6%	R	% of Under-represented Groups Offered	>7%	55.6%	34.4%	26.70%	N/A	G
Stroke Call to Hospital Door Times	01:30	02:35	02:32	02:43	02:28	R	EMS Hours Produced (Against Planned)	95%	88%	87%	87%	86.08%	A
STEMI Call to Hospital Door Times	01:30	02:25	02:46	02:35	02:33	R	Sickness Absence (all staff)	<6%*	7.67%	7.57%	N/A	7.88%	R
NOF Call to Hospital Door Times							Staff Turnover Rate	<10%*	7.87%	8.36%	8.32%	8.10%	G
Arrest (Purple) Median	6-8 Minutes*	07:39	07:45	07:42	N/A	G	PADR/Medical Appraisal	>85%	76.52%	74.63%	73.67%	73.96%	R
Arrest (Purple) 90th	<20 Minutes	18:23	18:00	18:20	N/A	G	Statutory & Mandatory Training	>85%	89.40%	89.52%	89.31%	86.78%	G
Emerg. (Red) Median	6-8 Minutes*	09:24	09:12	09:32	N/A	R	Finance & Value (SO6)						
Emerg. (Red) 90th	<20 Minutes	22:37	22:39	23:14	N/A	R	Average Jobs per Shift (EA)	>2.3	2.96	3.06	3.02	2.77	G
Now (Orange) Median	<60 Minutes	01:26	01:22	01:29	N/A	R	Average Jobs per Shift (APP)	4.75	2.57	2.59	2.59	2.98	R
Time to Integrated Care RICS 1 90th Percentile	<60 Minutes						NEPTS Activity Cancelled (by CMP, Patients & HBs)	<10%	19.1%	18.3%	19.3%	17.7%	R
Can't Send & Cancelled by Patient Volumes	<5,770	5,712	6,109	6,288	7,003	A	Financial balance - annual expenditure YTD as % of budget expenditure YTD	100%	100%	100%	100%	100%	G
NHS111 Call Handling Abandonment Rates	<10-15%	18.8%	19.7%	16.1%	12.2%	A	Partnerships / System Contribution (SO3&4)						
Renal Repeat Cancellation	Zero	0	0	0	N/A	G	Number of Patients using Albot	MOA	5,374	5,263	5,286	N/A	MOA
Oncology Journeys arriving within 45 mins and up to 15 minutes after appointment time	>70%	73.9%	72.8%	74.5%	76.7%	G	Webchats as a % of Web Site Hits	>1.35%	1.43%	1.51%	1.51%	N/A	G
Advanced Discharge & Transfer journeys collected less than 60 minutes after booked time (NEPTS)	>95%	71.6%	72.7%	67.6%	77.8%	R	111 Outcomes (999 & ED)	MOA	16.1%	15.4%	17.0%	19.0%	MOA
% of 111 call presented in Welsh, Answered in Welsh	>70%	60.0%	51.3%	58.0%	58.4%	R	Successful Consult & Close Outcome	>22%	19.7%	17.2%	17.1%	17.9%	R
National Patient Reported Experience Measure (average overall experience score)	85%						% See & Treat & Alternative pathways (of verified activity)	>20%	10.36%	9.59%	10.03%	10.58%	R
Concerns Response within 30 Days	>40%						Number of Handover Lost Hours	<6000	13,748	14,057	13,874	17,512	R
Enactment of the Duty of Candour Total	100%	67%	100%	100%	N/A	G	Number of Handovers over 45 mins	Zero*	4,534	4,597	4,612	5,562	R
National Reportable Incidents reports (NRI)	MOA	2	12	2	5	MOA	Reduction in Number of Conveyances to ED as % of Verified	30%	33.84%	37.92%	36.90%	35.44%	R
Joint Investigation Framework Referrals to HBs	<7	12	10	15	13	R							



What are we doing?

- JCC now commission Save a Life Cymru – Updated Out of Hospital Cardiac Arrest Plan in development
- Working with WAST to identify internal and system opportunities to progress to their stated ambition of 1.5h Call to Door time.

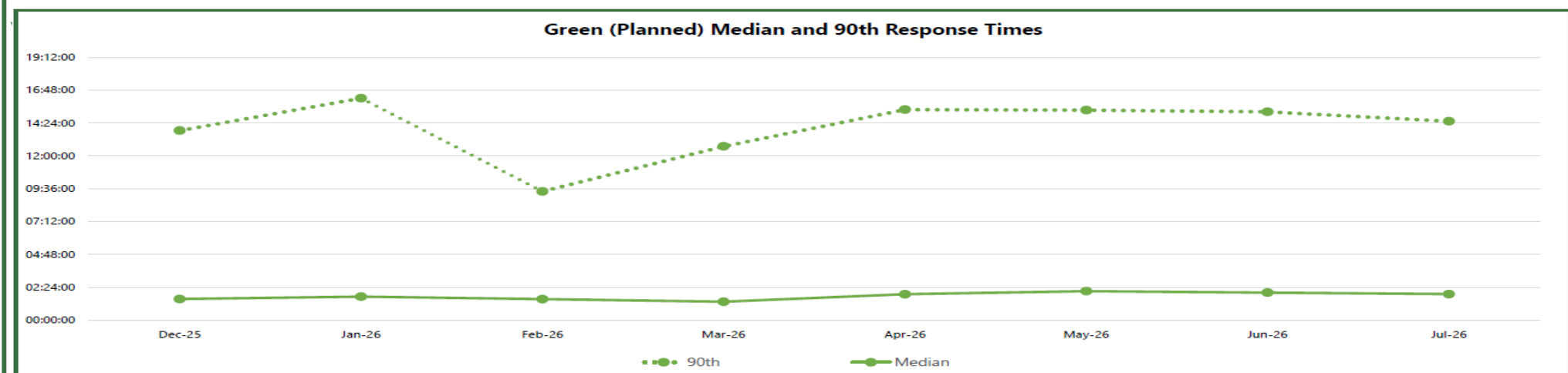
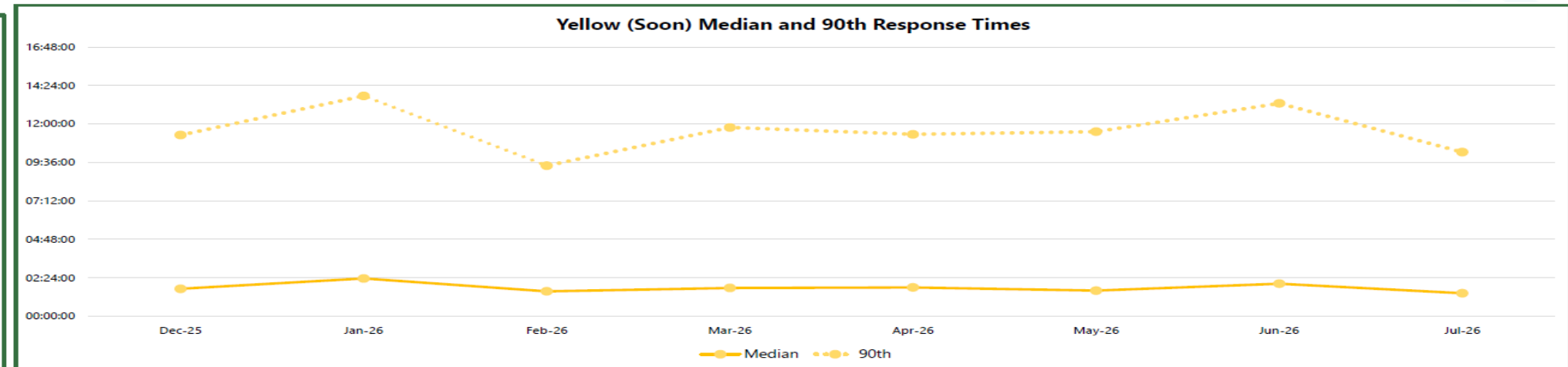
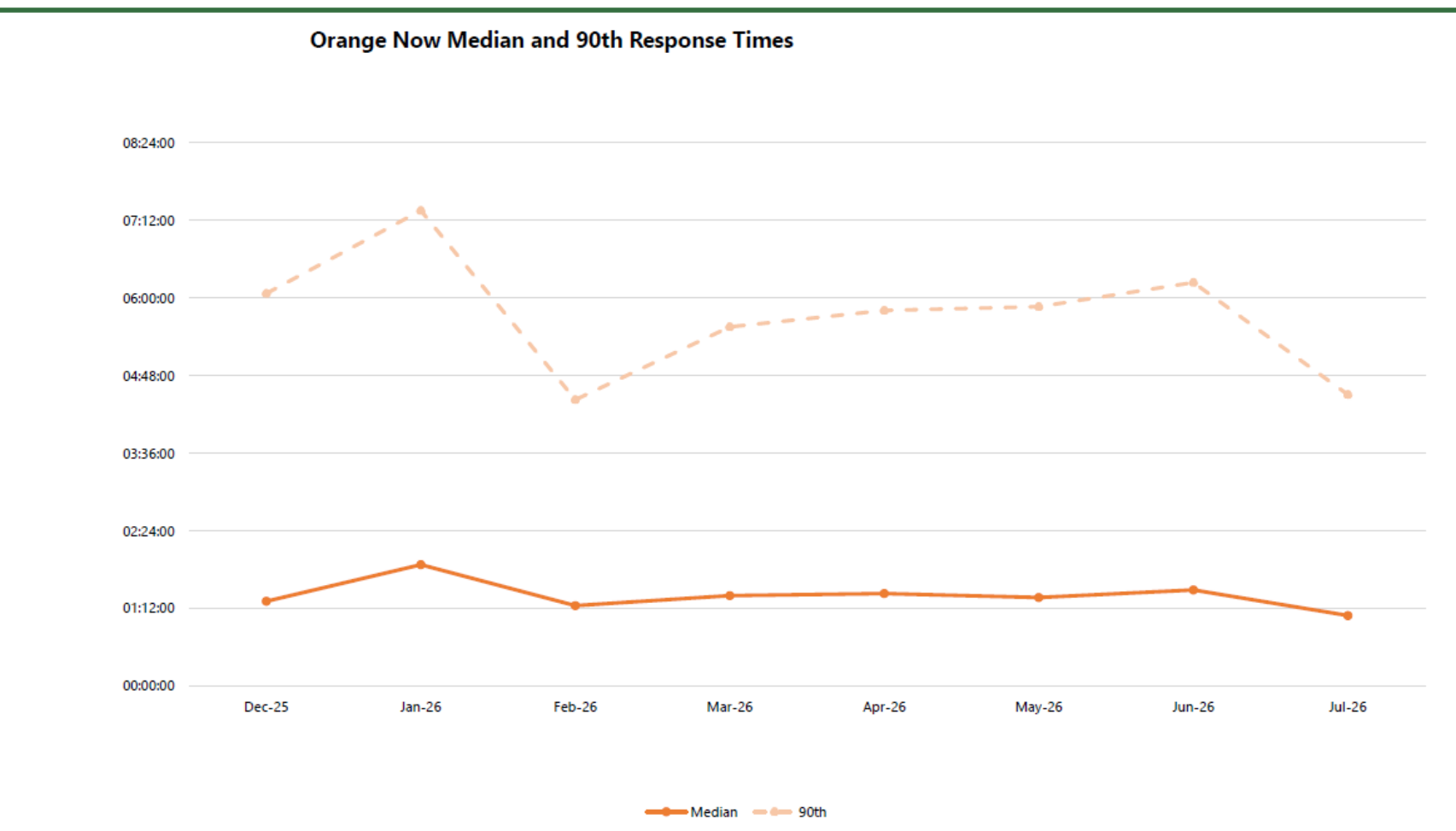
Purple and Red



What are we doing?

- Supporting the trust to re-invest savings into front line capacity
- Identifying productivity opportunities through benchmarking
- Challenged the trust on improvement actions for Red (Emerg) Demand
- Independent external review

Orange ,Yellow & Green

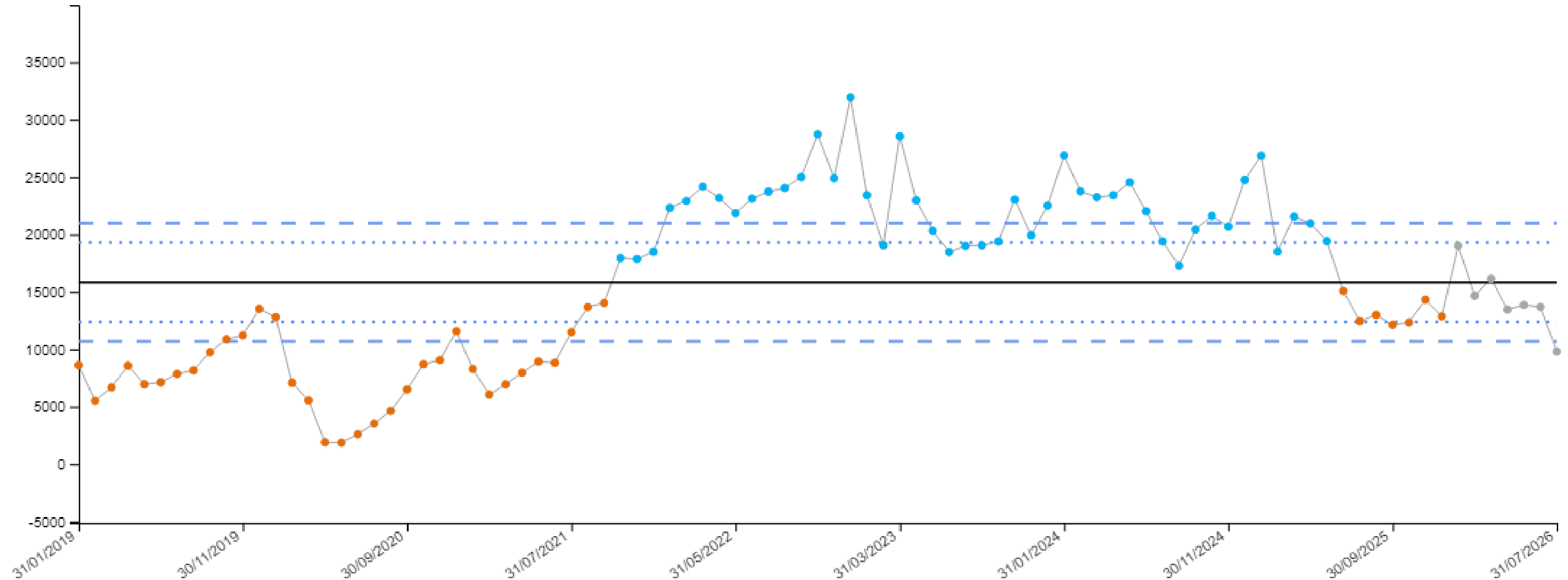


What are we doing?

- Supporting the trust to re-invest savings into front line capacity
- Identifying productivity opportunities through benchmarking
- Seeking regular assurance from WAST on progress of improvement workstreams
- Sought assurance from the trust on their performance expectations linked to handover reduction

Handover

Lost Hours



What are we doing?

- Tracking and information provision of handover to the system
- Review handover levels impact of performance outputs

- Support for saving re-investment into operational capacity
- Ambulance Service Strategic Review
 - Review extant commissioning arrangements
 - Review of historic D&C assumptions and investment profile
 - Productivity benchmarking
- Review and refresh of commissioning assurance arrangements
 - Strengthened internal commissioning practices aligned to business partner model
 - Revised executive accountability meeting
 - Implementation of modified approach to commissioning assurance structures
- Regular review of strategic commissioning risks
- Development of focused winter dashboard for performance monitoring and assurance in conjunction with NHS P&I