

Grŵp Iechyd a Gwasanaethau Cymdeithasol
Cyfarwyddwr Gweithrediadau, GIG Cymru

Health and Social Services Group
Director of Operations, NHS Wales



Llywodraeth Cymru
Welsh Government

Jason Killens

Chief Executive
Welsh Ambulance Services University NHS Trust

Ross Whitehead

Director of Commissioning for Ambulance Services & 111
NHS Wales Joint Commissioning Committee

20 March 2025

Dear colleagues,

New emergency ambulance performance framework

Firstly, thank you to you and your teams for your contributions and support in reviewing the appropriateness of the existing ambulance response target.

I am writing to inform you that the new Emergency Ambulance Performance Framework has been approved by the Cabinet Secretary for Health and Social Care and will be implemented from 1 July 2025 for an initial 12-month pilot period.

The new performance framework (enclosed at appendix 1) is designed to focus on clinical outcome and enhance the efficiency and effectiveness of emergency ambulance services.

As part of this implementation, we expect the development of clear and precise definitions for the new performance metrics. These definitions will be crucial in accurately measuring and reporting performance against the new framework, and in identifying areas for continuous improvement. We expect this work to be concluded **by the end of May 2025**.

I have issued a copy of this letter to colleagues with responsibility for statistics for awareness and to enable alignment where required.

In the lead up to 1 July we will continue to work closely with you to ensure the successful implementation of the new framework, and in doing so will agree monitoring arrangements for assurance purposes by **the end of May 2025**.

Please ensure that all relevant individuals and teams are informed and prepared for the upcoming changes.

Rapid review: opportunities to support accelerated delivery of plans to improve outcomes for people in out of hospital cardiac arrest

To support the delivery of the new performance framework, you will be aware the Welsh Government has approved a recommendation for the transfer of the NHS Wales Save a Life Cymru (SaLC) programme from Public Health Wales to the Welsh Ambulance Services University NHS Trust (WAST). We understand the transitioning process has commenced.

The Cabinet Secretary has requested a rapid review of the opportunities to build on the current NHS Executive SaLC programme plans to improve survival rates from out of hospital cardiac arrest, and sought recommendations on key actions that could be accelerated in the short and medium term.

We should appreciate your support in collaborating with SaLC over the coming weeks to undertake this review which should focus on the following key areas, and others where action could make a positive impact:

- Provision of education and CPR training
- Improving accessibility to defibrillators; and
- Increasing community awareness and involvement

Please work with the SaLC programme team to garner their significant expertise and insight in this field and initiate the review as soon as possible. We will set up a roundtable discussion to be held over the next few weeks to initiate conversations. Following this, I should be grateful if you would submit a jointly approved report with recommendations by the **end of June 2025**.

Funding to secure automated external defibrillators (AEDs)

Finally, I can confirm we have approved your request for funding of £506,635 to secure 500 AEDs in 2024/2025.

This funding is provided in line with the principles of the case submitted via the NHS Wales Joint Commissioning Committee. It is intended to enable delivery of the new framework and our collective focus on improving outcomes for people in cardiac arrest.

Should you have any questions or require further information, please do not hesitate to contact me.

Thank you for your assistance.

Yours sincerely,



Jeremy Griffith

Director of Operations

NHS Wales / Health, Social Care and Early Years Group, Welsh Government

Cc: Judith Paget, Director General Health and Social Services / NHS Chief Executive, HSCEY Group, WG
Nick Wood, Deputy Chief Executive, NHS Wales, HSCEY Group, WG
Aled Brown, Head of Emergency Care Policy, HSCEY Group, WG
Ryan Pike, Head of Hospital Statistics
Dr Julie Starling, Clinical Director, NHS Wales Save a Life Cymru Programme

Appendix 1: New ambulance performance framework

Category	Descriptor	Types of complaint	Response targets / standard(s)
Purple: arrest	<p>ARREST</p> <p>Refers to incidents where a person is in cardiac or respiratory arrest</p>	<ul style="list-style-type: none"> - Cardiac arrest - Respiratory arrest 	<p>Purple: cardiac arrest ‘bundle’ of measures</p> <ol style="list-style-type: none"> 1. % of people to have a heartbeat restored after a period of cardiac arrest which is subsequently retained until arrival at hospital (Return Of Spontaneous Circulation) 2. Median (average) time to bystander CPR 3. Median time to defibrillation 4. Median response time target range of 6-8 minutes 5. 90% receive an ambulance response within 20 mins
Red: emergency	<p>EMERGENCY</p> <p>Refers to incidents where a person is at risk of cardiac or respiratory arrest</p>	<ul style="list-style-type: none"> - Choking - Major haemorrhage - Major trauma 	<ol style="list-style-type: none"> 1. Median ambulance response time target range of 6-8 minutes 2. 90% receive an ambulance response within 20 mins <p><i>Clinical performance indicators (to be developed)</i></p>