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Emergency Ambulance Services Committee

Ambulance Data Portal | Performance Report

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Emergency Ambulance Services Committee

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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

3 HU RUP DQFH 5 HS RUW_ F D O O V G H P D Q G

7KH QXP EHU R I FDOOV D LQFUHDVH IUR P 1 R YHP EHU WR -DQXDU 7KH QXP EHU R I FDOOV ZHUH KLJKHU LQ -DQXDU DV FR PSDUHG ZLWK WKH VDP H SHULR G\HDU 7KH GDLO DYHUDJH QXP EHU R I FDOOV DQVZHUHG KDVLQFUHDVHG E\ FDOOV LQ -DQXDU DV FR PSDUHG WR -DQXDU

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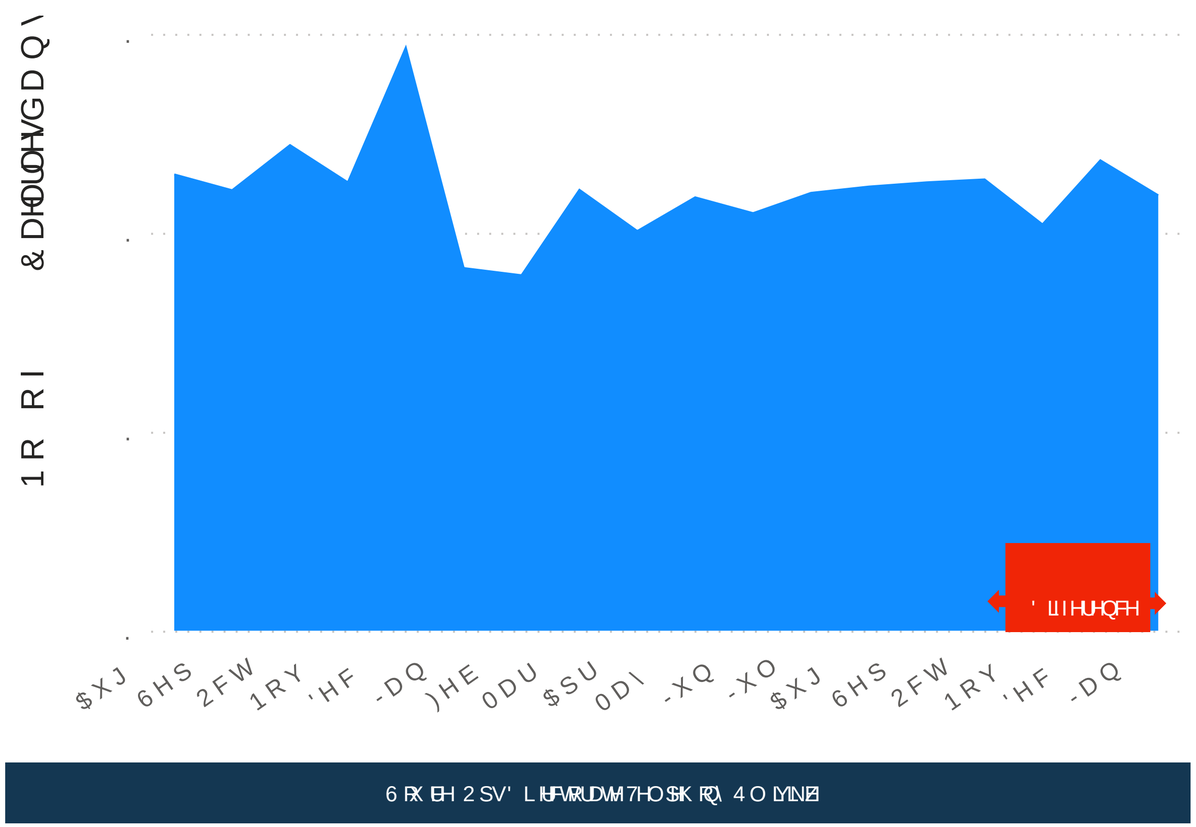

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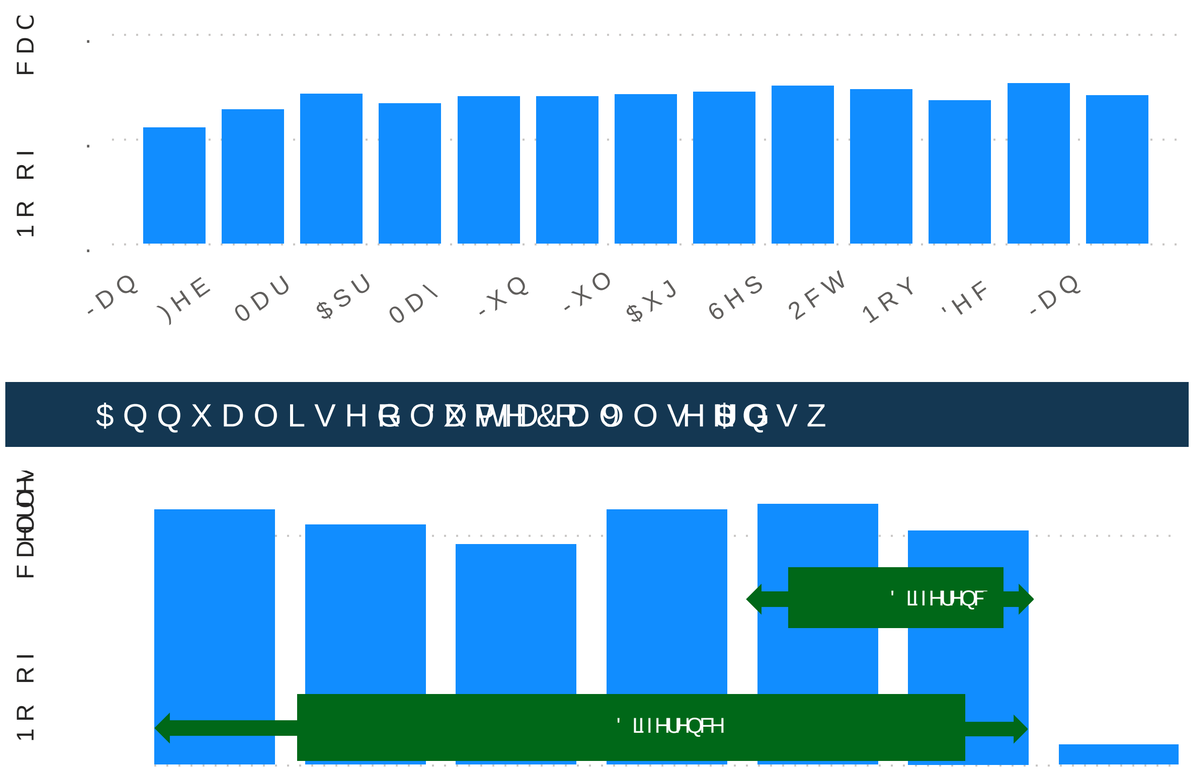
'DLOYHUDJH &DOOVHSG QV Z



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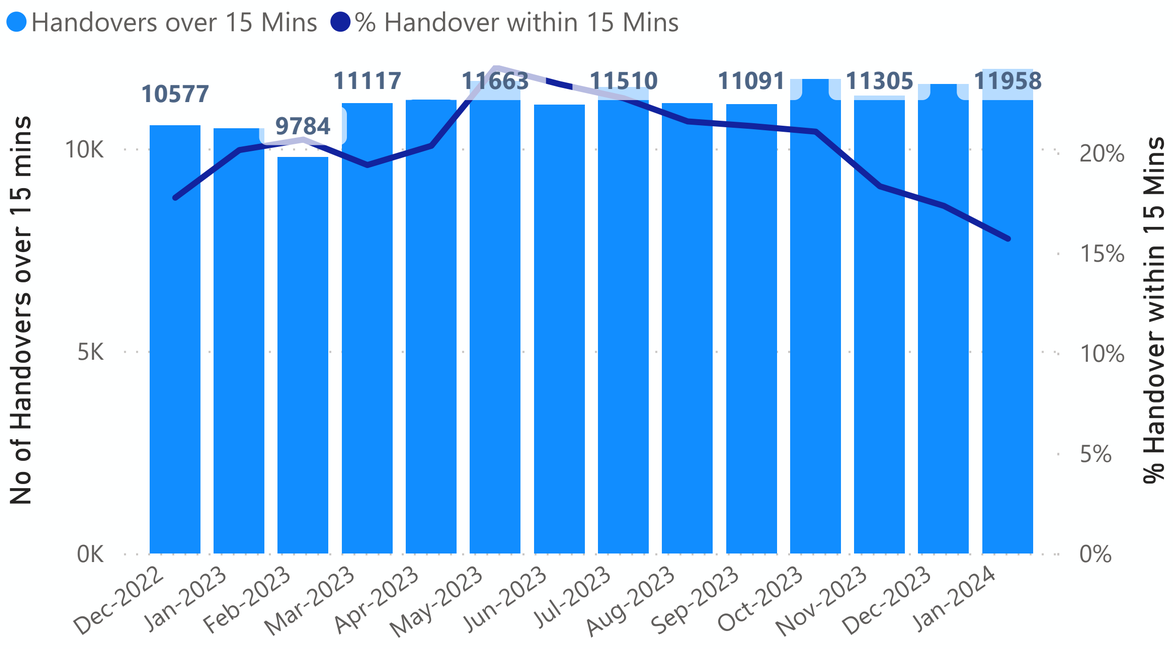
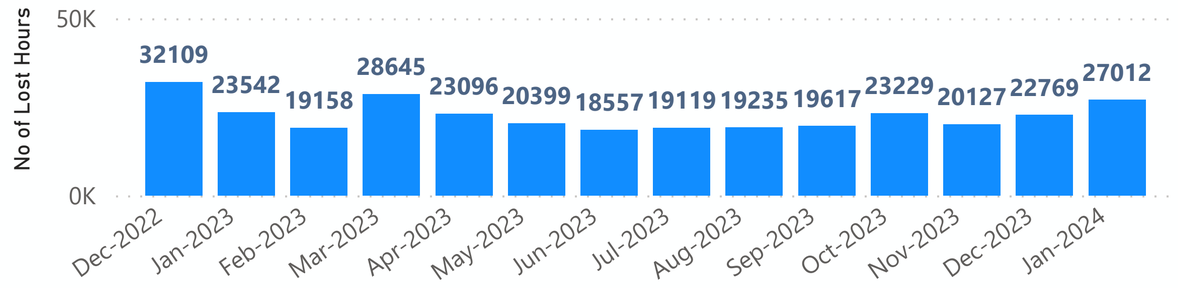
Performance Report | Handover delays over 15-minutes

The number of handovers over 15 mins in January 2024 were 13.9% higher as compared to January 2023. The % of handovers within 15 minutes were 4.4% lower for the same period. The total lost hours over 15 minutes for January 2024 increased by 14.7% from January 2023.

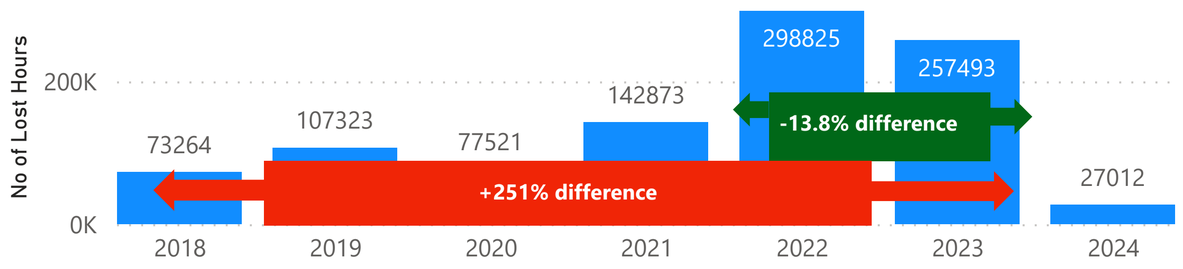
15.1 Volume of Handovers over 15 minutes



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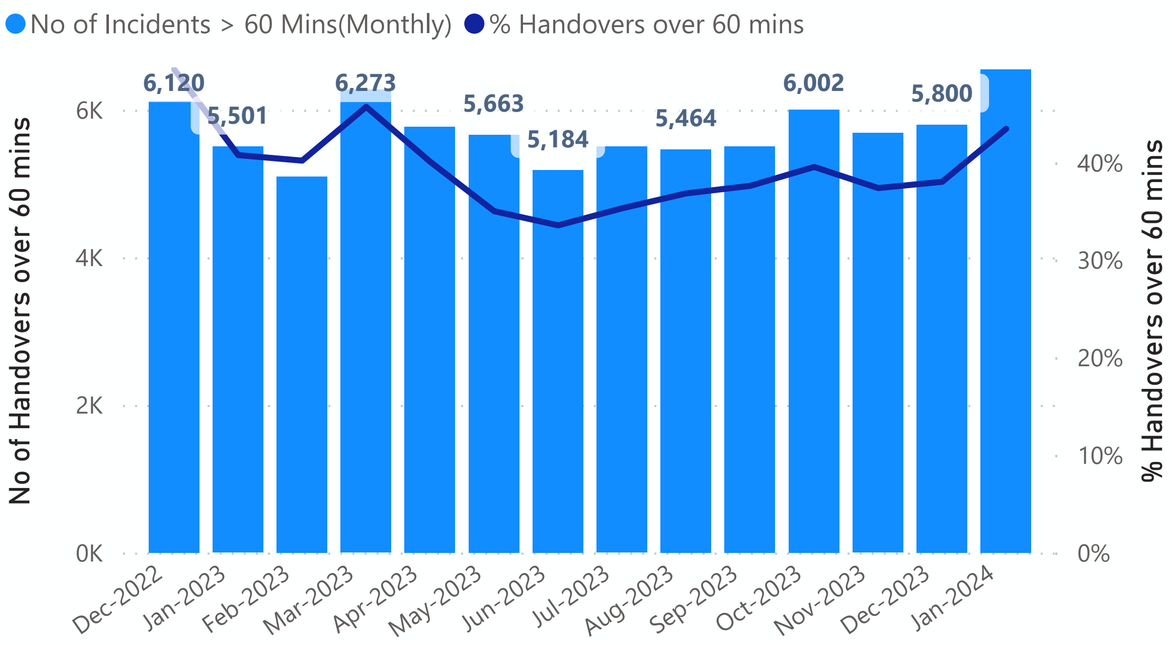
NB. Ambulance indicator and performance data is published on the penultimate Thursday of the month with the exception of February 2023 when it is the last Thursday. As such only those in the public domain are shown on this slide.

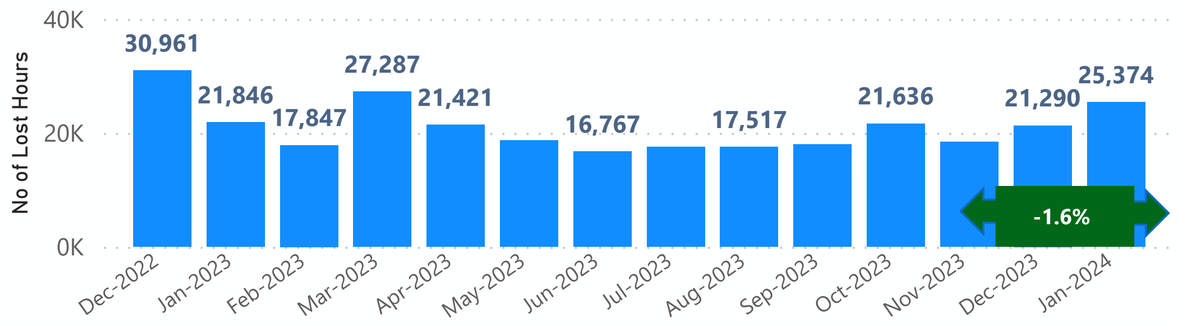
Performance Report | Handover delays over 60-minutes

The number and % of handovers over 60 minutes have been increasing since June 2023. The number and % of handovers over 60 minutes were 19% and 2.7% respectively higher in January 2024 as compared to January 2023. Total lost hours over 60 minutes were 16.1% higher for the same period.

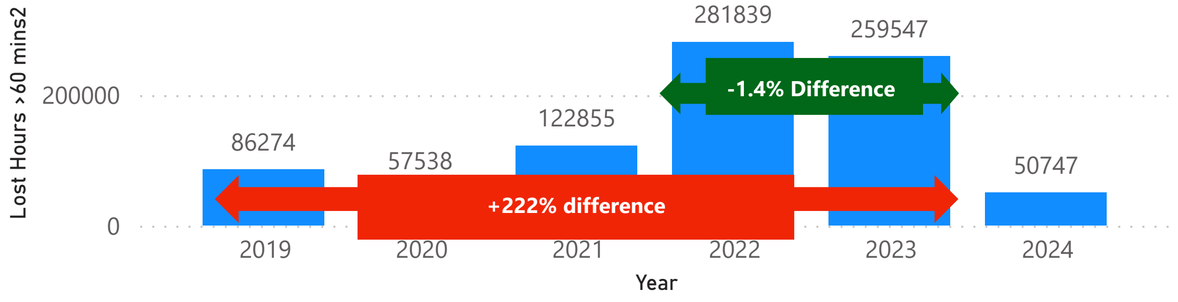
16.1 Number of Handovers over 60 minutes



16.2 Hours lost for handovers over 60 minutes



16.3 Hours Lost for handovers over 60 minutes

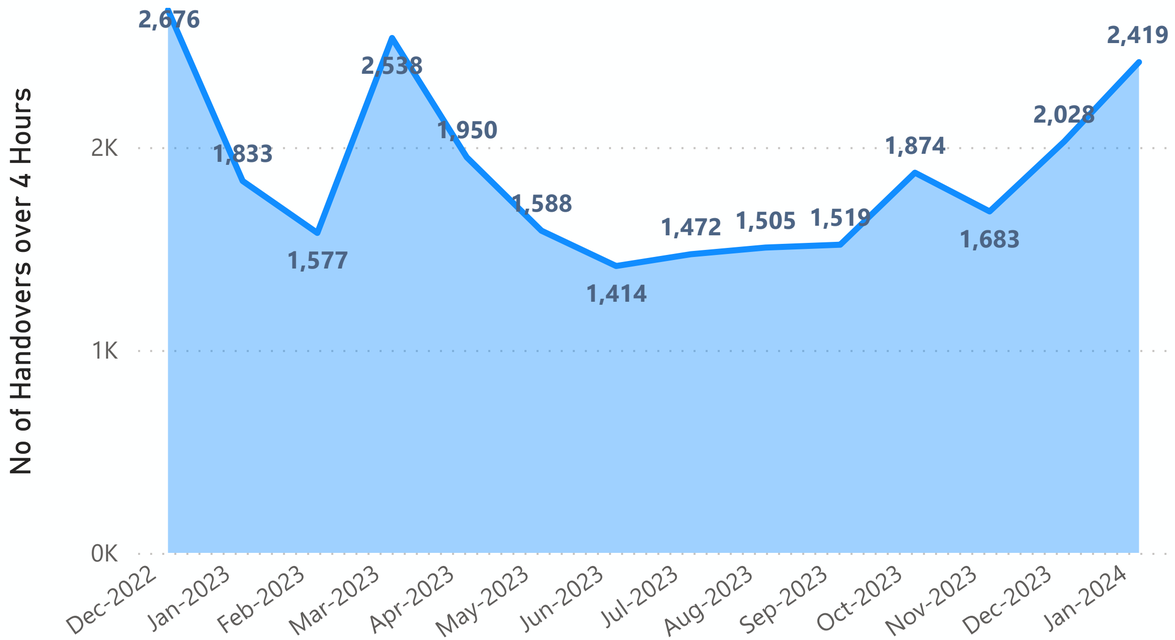


Source: Welsh Ambulance Services NHS Trust Data Academy SQL

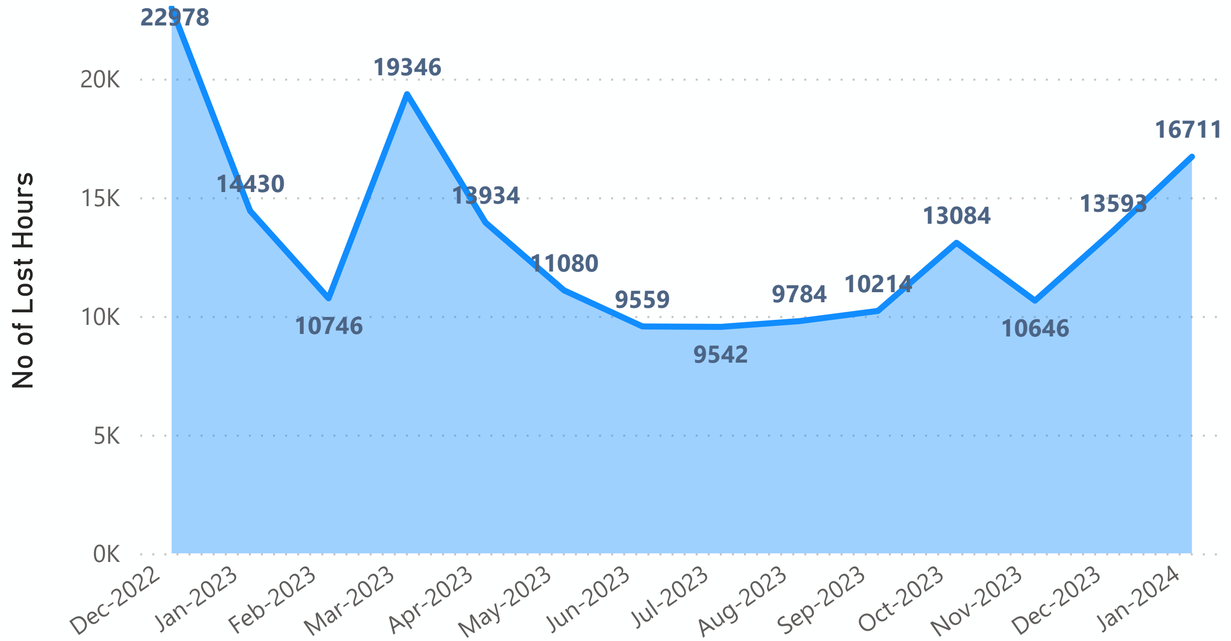
Performance Report | Handover delays over 4-hours

There is an overall upward trend for handovers over 4 hours and total lost hours from June 2023. The number of delays over 4 hours were 32% lower in January 2024 as compared with January 2023, and a 15.8% 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

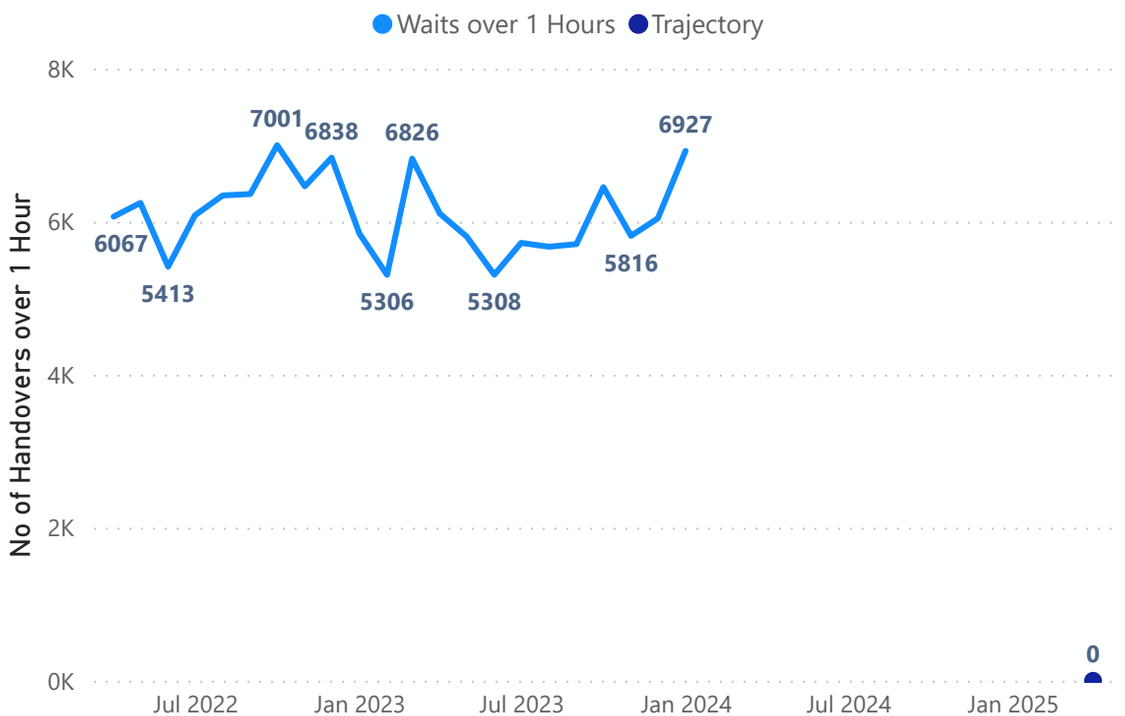


Source: Welsh Ambulance Services NHS Trust Data Academy SQL

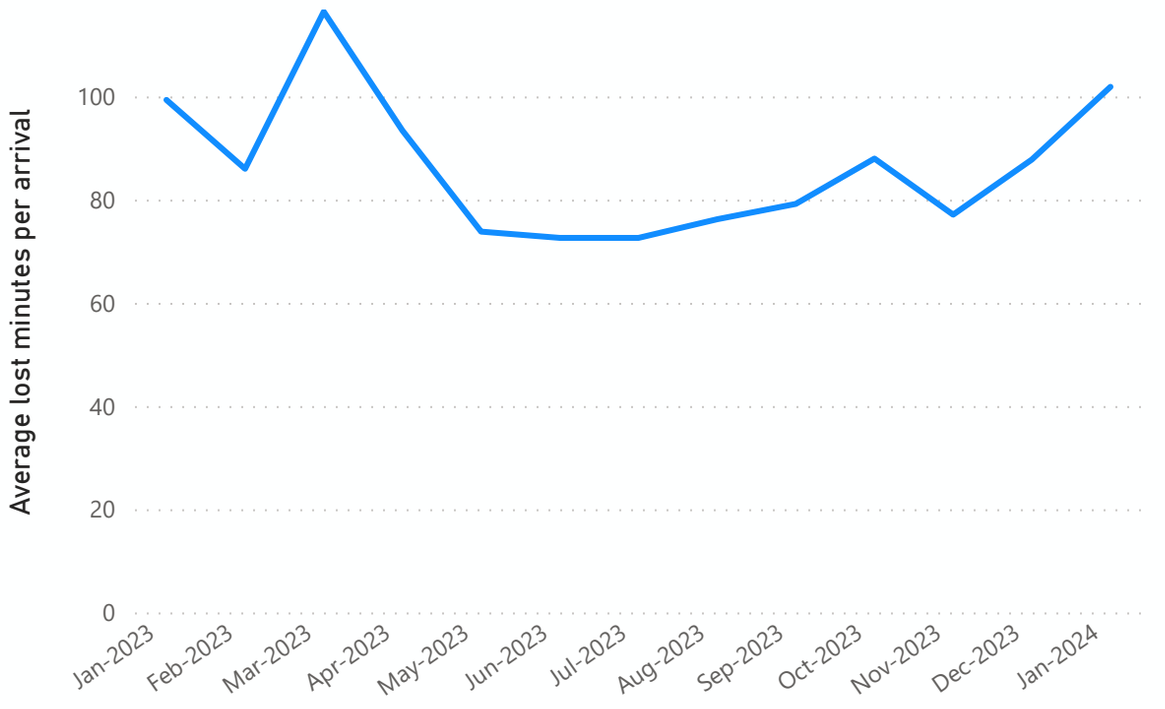
Performance Report | Trajectory

The number of handovers over 1 hour were 18.5% higher in January 2024 compared to January 2023. Average lost minutes per arrival for January 2024 were 3 minutes higher as compared to January 2023.

18.1 1 Hour Trajectory



18.2 Average Lost Minutes per Arrival (All Vehicles)

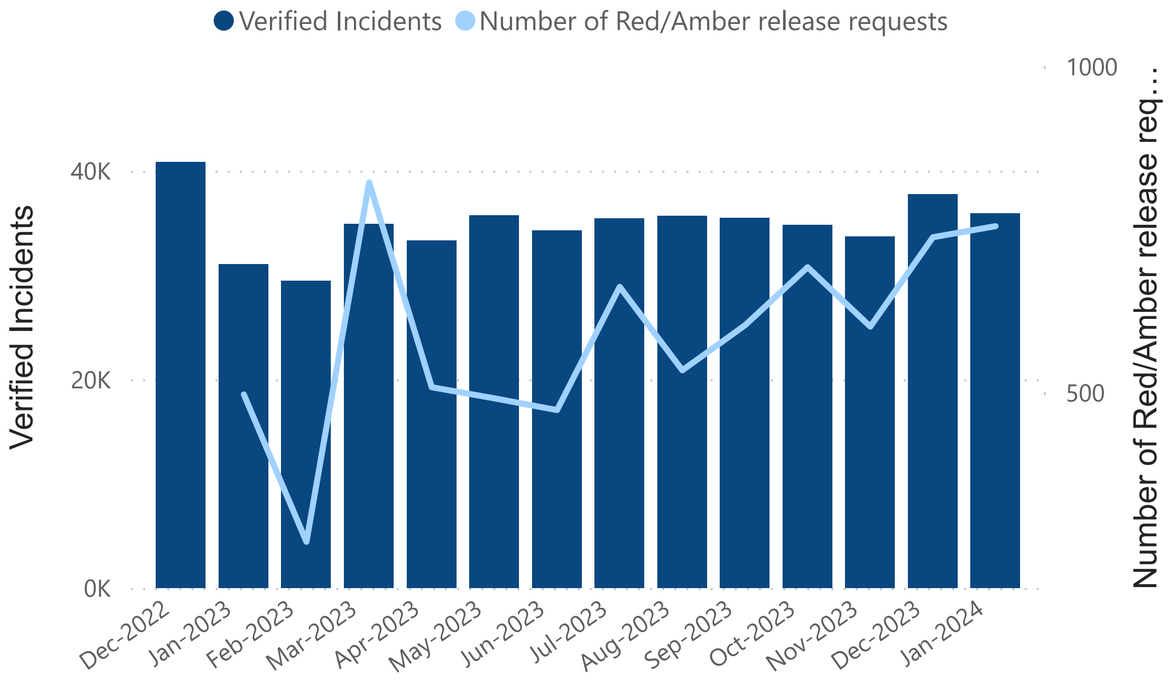


Source: 4 hour Trajectory - Hospital Handover Delays by Time Band delays . ***Please note that numbers of delays may be duplicated here as they may fall in several time bands*** ***Average Lost Minutes - Welsh Ambulance Services NHS Trust Data Academy SQL***

Performance Report | RED/AMBER release requests

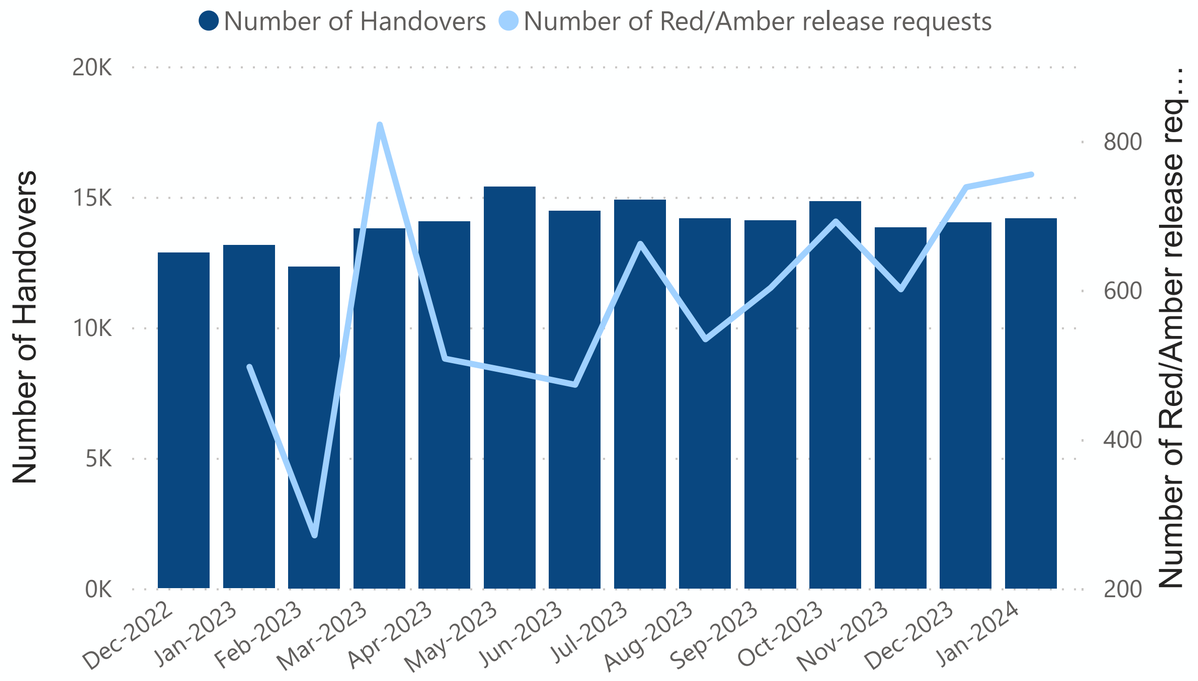
From February 2023, there is an upward trend in both verified incidents and release requests. Release requests were 51.9% higher in January 2024 as compared to January 2023. The number of incidents were 15.7% higher and the number of patients handed over were 7.9% higher for January 2024 as compared to January 2023.

19.1 Red/Amber Release Request v Verified Incidents



Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI5 Total number of incidents

19.2 Red/Amber Release Request v Total Handovers



Source: WAST Red/Amber 1 Immediate Release Weekly Update / AQI20i Total Number of Handovers

Performance Report | Unit Hour Production (UHP)

Lowest Recorded UHP

(Blank)

All Wales Latest Month

Average Recorded UHP

(Blank)

All Wales Latest Month

Highest Recorded UHP

(Blank)

All Wales Latest Month

Lowest Recorded UHP

(Blank)

N Wales Latest Month

Lowest Recorded UHP

(Blank)

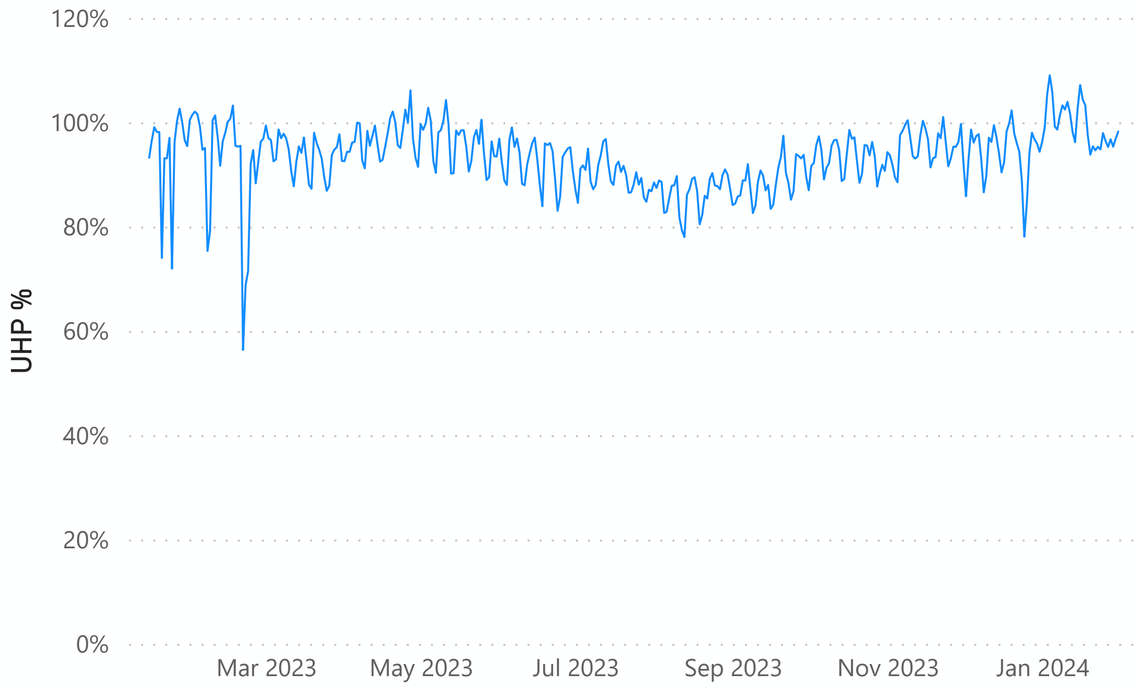
C&W Wales Latest Month

Lowest Recorded UHP

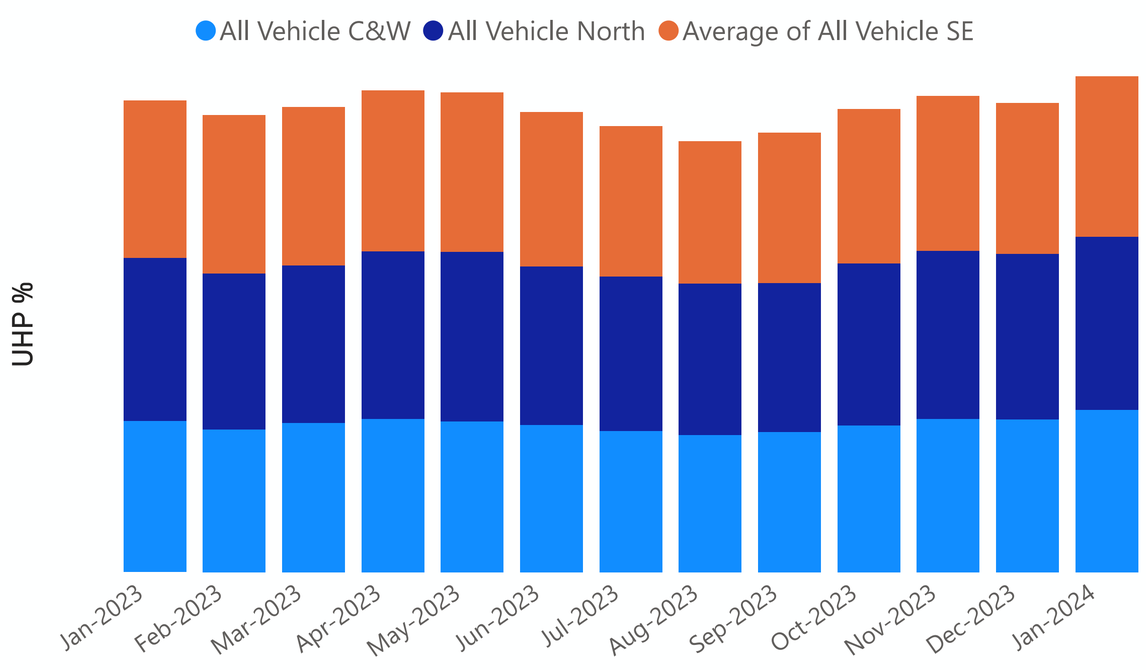
(Blank)

SE Wales Latest Month

20.1 Daily UHP %



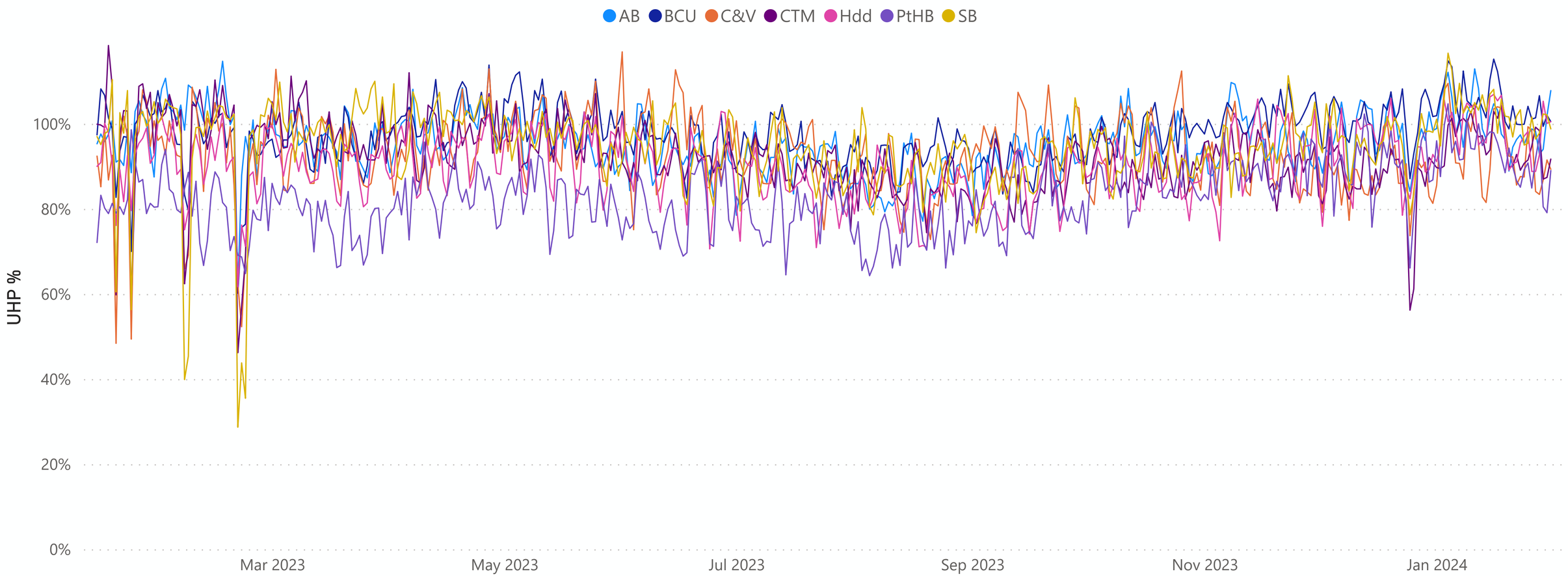
20.2 Monthly Average UHP % by Area



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

Performance Report | Unit Hour Production (UHP)

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)