National Assembly for Wales / Cynulliad Cenedlaethol Cymru
Health and Social Care Committee / Y Pwyllgor Iechyd a Gofal Cymdeithasol

Inquiry into the performance of Ambulance Services in Wales / Ymchwiliad i berfformiad Gwasanaethau Ambiwlans Cymru

Additional information from Welsh Ambulance Service NHS Trust – PAS(AI) 10 / Gwybodaeth ychwanegol gan Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru – PAS(AI) 10

From: Estelle Hitchon (Welsh Ambulance Service NHS Trust - 020)
Sent: 16 April 2015 13:36
To: Health and Social Care Committee | Y Pwyllgor Iechyd a Gofal Cymdeithasol
Subject: RE: Ymchwiliad i berfformiad Gwasanaethau Ambiwlans Cymru - llythyr i'r Dirprwy Gweinidog | Inquiry into the performance of Ambulance Services in Wales - letter to the Deputy Minister

Dear Colleague

Many thanks for your recent letter requesting additional information following our recent correspondence. I attach an updated spreadsheet which details the number of incidents in each year for which multiple or repeat calls were made.

In addition, Members also indicated that they would welcome more information about the criteria by which the eight-minute target is measured, particularly whether the target is deemed to have been met at the point at which a first responder arrives at the scene, even if that responder is not a paramedic equipped to provide treatment at the scene.

In response, we would say that, in line with all UK Ambulance Services, the Welsh Ambulance Services NHS Trust uses the UK-wide KA34 guidance tool which defines what constitutes an appropriate response in terms of the Category A8-minute standard.

This guidance outlines the following in respect of emergency response:

Paragraph 3.6.1 of KA34 Guidance

For the purposes of the Category A 8-minute standard, an emergency response may only be by:

• An emergency ambulance; or

• A rapid response vehicle equipped with a defibrillator to provide treatment at the scene; or

• An approved first responder equipped with a defibrillator, who is accountable to the ambulance service; or when a healthcare professional is at the location of the incident, equipped with a defibrillator and deemed clinically appropriate to respond by the Trust. A first responder is not a substitute for an ambulance response and an

ambulance response should be dispatched to all calls attended by an approved first responder.

I hope this information is helpful to Members. However, should you require anything further, please do not hesitate to contact me.

Best regards

Estelle Hitchon
Associate Director
Chief Executive's Office
Welsh Ambulance Services NHS Trust

Health Informatics Reference: 8041

Analyst: Richard Thomas

Data Period: 1st January 2012 - 31st December 2014 (Inclusive)

Data Source: Emergency Medical Service Cube

Selection Criteria: Categorisation: Category A Calls
                           Valid Calls
                           Verified Incidents
                           KPI A8 Denominator
                           KPI A8 Numerator
                           KPI A8 Percentage
                           WAST Operation Area (Operational Area)
                           Incident Location (LHB)
                           Calendar (All Wales)

Caveat:

The data does not include any 2015 data, this is due to some figures not been officially released in accordance with the UK Statistics Authority Code of Practice.

Verified Incident

A Valid call is all 999 calls answered by Control, excluding calls made in error, test calls, calls to other ambulance control rooms, Information and duplicate calls.

Question

The number of Category A emergency calls made in 2012,2013 and 2014;
The number of incidents to which those calls relate
The number which resulted in an emergency response arriving at the scene and
The number which is resulted in an emergency response arriving at the scene within eight minutes

All Wales

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage	# of Duplicate Calls
2012	186,481	166,426	161,199	102,393	63.5%	9,535
2013	201,147	169,903	164,585	99,506	60.5%	10,403
2014	217,326	172,210	166,130	90,102	54.2%	12,643
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**	**32,581**

LHB

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage	# of Duplicate Calls
2012	**186,481**	**166,426**	**161,199**	**102,393**	**63.5%**	**9,535**
Abertawe Bro Morgannwg	33,142	28,186	27,305	17,694	64.8%	2,069
Aneurin Bevan	34,768	31,396	30,686	18,708	61.0%	1,686
Betsi Cadwaladr	40,463	38,337	37,963	24,899	65.6%	1,536
Cardiff and Vale	27,481	24,692	24,028	16,349	68.0%	1,512
Cwm Taf	18,542	16,429	16,006	8,935	55.8%	825
Hywel Dda	21,725	19,431	18,969	12,072	63.6%	1,246
Out of Area	2,923	1,565	0	0	0.0%	220
Powys	7,437	6,390	6,242	3,736	59.9%	441
2013	**201,147**	**169,903**	**164,585**	**99,506**	**60.5%**	**10,403**
Abertawe Bro Morgannwg	35,712	28,263	27,369	17,120	62.6%	2,211
Aneurin Bevan	37,244	32,012	31,321	17,875	57.1%	1,755
Betsi Cadwaladr	42,497	39,043	38,581	24,888	64.5%	1,760
Cardiff and Vale	30,481	25,937	25,160	15,485	61.5%	1,771
Cwm Taf	20,051	16,691	16,291	8,570	52.6%	925
Hywel Dda	24,170	20,113	19,589	11,923	60.9%	1,248
Out of Area	3,044	1,427	0	0	0.0%	249
Powys	7,948	6,417	6,274	3,645	58.1%	484
2014	**217,326**	**172,210**	**166,130**	**90,102**	**54.2%**	**12,643**
Abertawe Bro Morgannwg	37,935	28,136	27,117	16,340	60.3%	2,360
Aneurin Bevan	40,168	32,537	31,552	15,193	48.2%	2,393
Betsi Cadwaladr	47,245	40,518	39,821	23,570	59.2%	2,198
Cardiff and Vale	33,328	26,615	25,614	13,560	52.9%	2,372
Cwm Taf	21,305	16,834	16,379	7,283	44.5%	1,171
Hywel Dda	25,597	19,837	19,273	10,633	55.2%	1,425
Out of Area	3,155	1,214	0	0	0.0%	289
Powys	8,593	6,519	6,374	3,523	55.3%	435
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**	**32,581**

Operational Area

	Total Category A Emergency Calls	Total Category A Verified Incidents	# Category A Resulting in an Arrival At Scene	# Resulting Category A in an Arrival At Scene within 8 Minutes	Category A Percentage	# of Duplicate Calls
2012	**186,481**	**166,426**	**161,199**	**102,393**	**63.5%**	**9,535**
Abertawe Bro Morgannwg	**33,142**	**28,186**	**27,305**	**17,694**	**64.8%**	**2,069**
Bridgend	8,958	6,777	6,566	3,846	58.6%	523
Neath Port Talbot	8,835	7,823	7,616	4,657	61.1%	503
Swansea	15,349	13,586	13,123	9,191	70.0%	1,043
Aneurin Bevan	**34,768**	**31,396**	**30,686**	**18,708**	**61.0%**	**1,686**
Blaenau Gwent	4,777	4,235	4,143	2,443	59.0%	215
Caerphilly	10,730	9,819	9,638	5,731	59.5%	497
Monmouth	4,738	4,064	3,964	2,401	60.6%	268
Newport	9,104	8,318	8,073	5,410	67.0%	479
Torfaen	5,419	4,960	4,868	2,723	55.9%	227
Betsi Cadwaladr	**40,463**	**38,337**	**37,963**	**24,899**	**65.6%**	**1,536**
Conwy & Denbighshire	14,362	13,640	13,528	9,634	71.2%	556
Flintshire & Wrexham	15,033	14,292	14,152	9,197	65.0%	568
Gwynedd & Isle of Anglesey	11,068	10,405	10,283	6,068	59.0%	412
Cardiff And Vale	**27,481**	**24,692**	**24,028**	**16,349**	**68.0%**	**1,512**
Cardiff	20,523	18,551	18,004	12,481	69.3%	1,168
Vale of Glamorgan	6,958	6,141	6,024	3,868	64.2%	344
Cwm Taf	**18,542**	**16,429**	**16,006**	**8,935**	**55.8%**	**825**
Merthyr Tydfil	3,783	3,378	3,266	1,987	60.8%	177
Rhondda Cynon Taff	14,759	13,051	12,740	6,948	54.5%	648
Hywel Dda	**21,725**	**19,431**	**18,969**	**12,072**	**63.6%**	**1,246**
Carmarthen	10,535	9,383	9,121	5,732	62.8%	626
Ceredigion	3,921	3,505	3,426	2,090	61.0%	228
Pembrokeshire	7,269	6,543	6,422	4,250	66.2%	392
Out of Area	**2,923**	**1,565**	**0**	**0**	**0.0%**	**220**
Out of Area	2,923	1,565	0	0	0.0%	220
Powys	**7,437**	**6,390**	**6,242**	**3,736**	**59.9%**	**441**
North Powys	3,512	3,017	2,950	1,769	60.0%	196
South Powys	3,925	3,373	3,292	1,967	59.8%	245
2013	**201,147**	**169,903**	**164,585**	**99,506**	**60.5%**	**10,403**
Abertawe Bro Morgannwg	**35,712**	**28,263**	**27,369**	**17,120**	**62.6%**	**2,211**
Bridgend	9,760	7,001	6,765	4,009	59.3%	541
Neath Port Talbot	9,764	8,006	7,778	4,675	60.1%	563
Swansea	16,188	13,256	12,826	8,436	65.8%	1,107
Aneurin Bevan	**37,244**	**32,012**	**31,321**	**17,875**	**57.1%**	**1,755**
Blaenau Gwent	5,091	4,251	4,159	2,297	55.2%	219
Caerphilly	11,485	10,038	9,862	5,342	54.2%	494
Monmouth	5,420	4,413	4,300	2,388	55.5%	279
Newport	9,427	8,208	7,981	5,217	65.4%	495
Torfaen	5,821	5,102	5,019	2,631	52.4%	268
Betsi Cadwaladr	**42,497**	**39,043**	**38,581**	**24,888**	**64.5%**	**1,760**
Conwy & Denbighshire	15,117	13,921	13,756	9,701	70.5%	619
Flintshire & Wrexham	15,757	14,545	14,383	9,125	63.4%	671
Gwynedd & Isle of Anglesey	11,623	10,577	10,442	6,062	58.1%	470
Cardiff And Vale	**30,481**	**25,937**	**25,160**	**15,485**	**61.5%**	**1,771**
Cardiff	22,412	19,298	18,716	11,742	62.7%	1,322
Vale of Glamorgan	8,069	6,639	6,444	3,743	58.1%	449
Cwm Taf	**20,051**	**16,691**	**16,291**	**8,570**	**52.6%**	**925**
Merthyr Tydfil	4,041	3,389	3,293	1,831	55.6%	202
Rhondda Cynon Taff	16,010	13,302	12,998	6,739	51.8%	723
Hywel Dda	**24,170**	**20,113**	**19,589**	**11,923**	**60.9%**	**1,248**
Carmarthen	11,650	9,682	9,421	5,582	59.3%	614
Ceredigion	4,423	3,681	3,574	2,108	59.0%	232
Pembrokeshire	8,097	6,750	6,594	4,233	64.2%	402
Out of Area	**3,044**	**1,427**	**0**	**0**	**0.0%**	**249**
Out of Area	3,044	1,427	0	0	0.0%	249
Powys	**7,948**	**6,417**	**6,274**	**3,645**	**58.1%**	**484**
North Powys	3,572	2,920	2,853	1,656	58.0%	193
South Powys	4,376	3,497	3,421	1,989	58.1%	291

2014	217,326	172,210	166,130	90,102	54.2%	12,643
Abertawe Bro Morgannwg	**37,935**	**28,136**	**27,117**	**16,340**	**60.3%**	**2,360**
Bridgend	10,518	6,997	6,662	3,918	58.8%	626
Neath Port Talbot	9,995	7,685	7,476	4,405	58.9%	570
Swansea	17,422	13,454	12,979	8,017	61.8%	1,164
Aneurin Bevan	**40,168**	**32,537**	**31,552**	**15,193**	**48.2%**	**2,393**
Blaenau Gwent	5,527	4,287	4,175	1,884	45.1%	295
Caerphilly	11,996	10,026	9,763	4,350	44.6%	624
Monmouth	5,871	4,403	4,274	1,967	46.0%	390
Newport	10,497	8,635	8,293	4,761	57.4%	715
Torfaen	6,277	5,186	5,047	2,231	44.2%	369
Betsi Cadwaladr	**47,245**	**40,518**	**39,821**	**23,570**	**59.2%**	**2,198**
Conwy & Denbighshire	16,695	14,454	14,225	9,162	64.4%	723
Flintshire & Wrexham	17,942	15,402	15,135	8,638	57.1%	846
Gwynedd & Isle of Anglesey	12,608	10,662	10,461	5,770	55.2%	629
Cardiff And Vale	**33,328**	**26,615**	**25,614**	**13,560**	**52.9%**	**2,372**
Cardiff	24,538	19,861	19,049	10,140	53.2%	1,813
Vale of Glamorgan	8,790	6,754	6,565	3,420	52.1%	559
Cwm Taf	**21,305**	**16,834**	**16,379**	**7,283**	**44.5%**	**1,171**
Merthyr Tydfil	4,298	3,401	3,287	1,659	50.5%	251
Rhondda Cynon Taff	17,007	13,433	13,092	5,624	43.0%	920
Hywel Dda	**25,597**	**19,837**	**19,273**	**10,633**	**55.2%**	**1,425**
Carmarthen	12,509	9,666	9,366	5,002	53.4%	691
Ceredigion	4,601	3,562	3,459	1,874	54.2%	256
Pembrokeshire	8,487	6,609	6,448	3,757	58.3%	478
Out of Area	**3,155**	**1,214**	**0**	**0**	**0.0%**	**289**
Out of Area	3,155	1,214	0	0	0.0%	289
Powys	**8,593**	**6,519**	**6,374**	**3,523**	**55.3%**	**435**
North Powys	3,925	2,984	2,918	1,625	55.7%	193
South Powys	4,668	3,535	3,456	1,898	54.9%	242
Grand Total	**604,954**	**508,539**	**491,914**	**292,001**	**59.4%**	**32,581**