



Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Welsh Ambulance Services
NHS Trust



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CHAIR AND CHIEF EXECUTIVE'S OFFICE

Your Ref:

Our Ref: EH/001/JTF

11 December 2015

Rhys Morgan
Deputy Clerk
Health and Social Care Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

Dear Rhys

Health and Social Care Committee: Follow-Up Inquiry into Performance of Ambulance Services in Wales

Many thanks for providing the Welsh Ambulance Service with a transcript of proceedings from the Committee meeting of December 3, 2015. I can confirm on behalf of Chair, Mick Giannasi, and Chief Executive, Tracy Myhill that they are a true and accurate record of the account given by them at Committee, subject to one amendment at paragraph 385. In the fourth line of that paragraph, the sentence should begin "So, she" rather than "So, he". Please note that we have reviewed only those sections pertaining to the contribution made by Mrs Myhill and Mr Giannasi.

In addition, I attach the performance figures of the Welsh Ambulance Service for October 2015, broken down by local authority area, which Mrs Myhill committed to share with Committee at its meeting on December 3, 2015.

However, it is very important to note that these figures should be treated with a significant degree of caution. As Committee members will be aware, and as Mrs Myhill explained in her evidence, the previous clinical response model resulted in some 40% of calls to the ambulance service being categorised as "Red" (either Red 1 or Red 2, but both requiring an eight minute response).

The new clinical response model, which was introduced on a pilot basis on October 1, 2015, has resulted in approximately five per cent of calls received by the ambulance service being categorised as "Red". The relatively small number of "Red" calls received means that even a handful of missed calls over a month can exert a disproportionate impact on overall performance percentages. It is, therefore, important that these factors are borne in mind when considering performance at this level of detail.

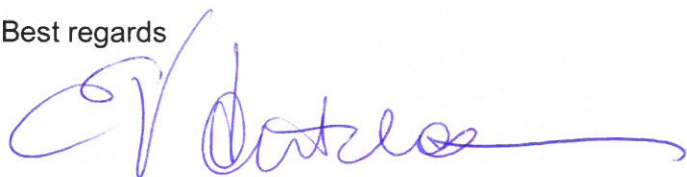
Cadeirydd/Chair: Mick Giannasi
Prif Weithredwr/Chief Executive: Tracy Myhill
Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg
The Trust welcomes correspondence in Welsh or English



As explained in the evidence session, the Welsh Ambulance Service is examining the reasons for every "missed Red" call in order to understand what needs to be done to continue to improve performance.

Notwithstanding these caveats, I trust the information attached at Appendix 1 is helpful to Committee members. Should you require anything further, please do not hesitate to contact me.

Best regards

A handwritten signature in blue ink, appearing to read 'Estelle Hitchon', with a long horizontal flourish extending to the right.

Estelle Hitchon
Director of Partnerships and Engagement

cc: Mick Giannasi, Chair
Tracy Myhill, Chief Executive

Encs

Appendix One:

Performance of the Welsh Ambulance Service by Local Authority Area October 2015

Blaenau Gwent	71.4%
Bridgend	65.9%
Caerphilly	60.4%
Cardiff	71.8%
Carmarthenshire	50.5%
Ceredigion	68.3%
Conwy	82.9%
Denbighshire	82.8%
Flintshire	59.3%
Gwynedd	72.0%
Isle of Anglesey	58.6%
Merthyr Tydfil	65.1%
Monmouthshire	59.5%
Neath Port Talbot	61.0%
Newport	81.9%
Pembrokeshire	61.5%
Powys	63.8%
Rhondda Cynon Taff	63.0%
Swansea	79.9%
Torfaen	52.5%
Vale of Glamorgan	68.6%
Wrexham	77.6%