## (CCG) - Overall Activity

2016.17 Data for the period 01 April 2017 - 31 January 2017
Year To Date figures are from 01 April to 31 January for each year

Overall Activity

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr - Jan Year to Date
2014.15	2,321	2,536	2,546	2,562	2,556	2,446	2,659	2,682	2,939	2,704	2,466	2,776	25,951
2015.16	3,103	3,361	3,169	3,181	3,223	3,294	3,275	3,243	3,459	3,456	3,228	3,622	32,764
2016.17	3,061	3,272	3,190	3,630	3,416	3,101	3,615	3,679	3,992	3,596			34,552
Variance 2016.17 - 2015.16	-42	-89	21	449	193	-193	340	436	533	140			1,788
% Variance 2016.17 - 2015.16	-1.35%	-2.65%	0.66%	14.12%	5.99%	-5.86%	10.38%	13.44%	15.41%	4.05%			5.46%
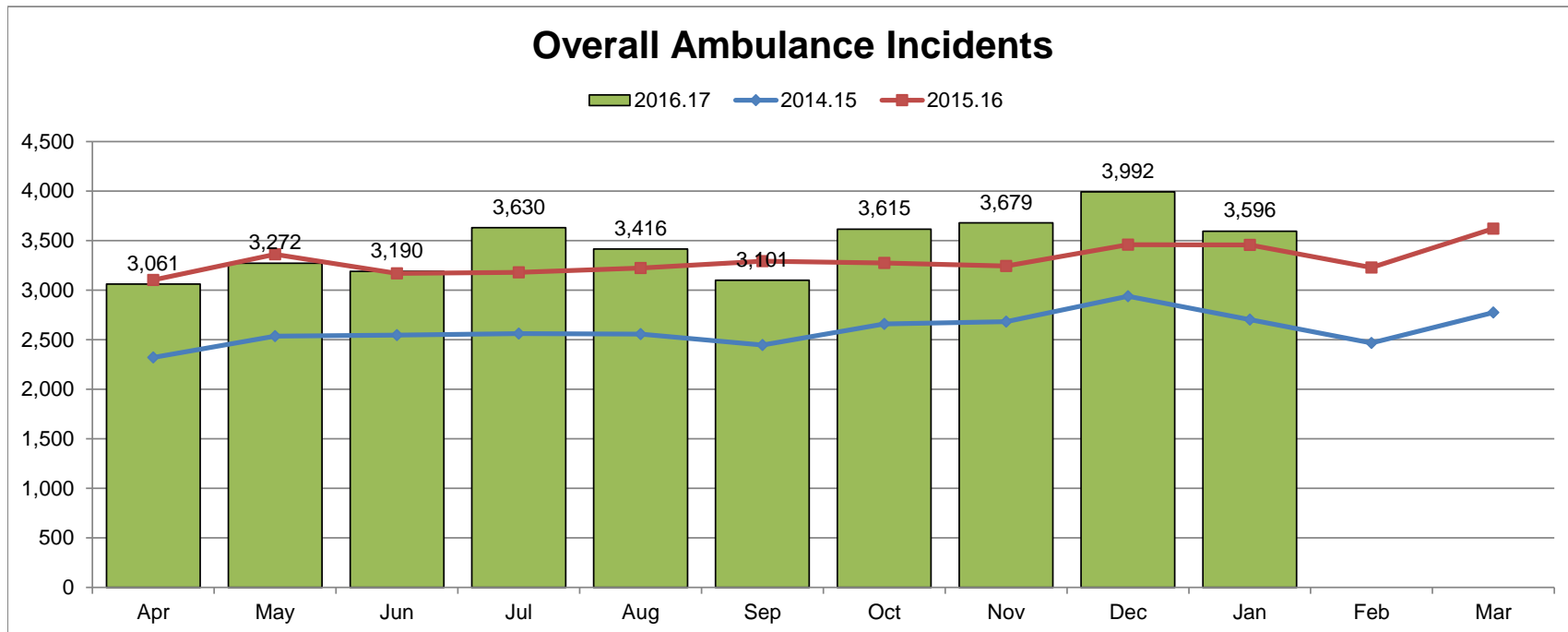
Average Number of Ambulance Incidents per day

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2014.15	77	82	85	83	82	82	86	89	95	87	88	90	85
2015.16	103	108	106	103	104	110	106	108	112	111	115	117	107

(CCG) - Source of Incidents

2016.17 Data for the period 01 April 2016 - 31 January 2017

Ambulance Incidents originated from three identified source groups:

Healthcare Professional (HCP) - Incidetns originating from a Healthcare Professional who has had contact with the patient and recommended an ambulance response

NHS 111 - Incidents where the patient has initially contacted the NHS 111 Service and an ambulance response is required following triage

Public (999) - All other sources of ambulance incidents (including general public and other emergency services)
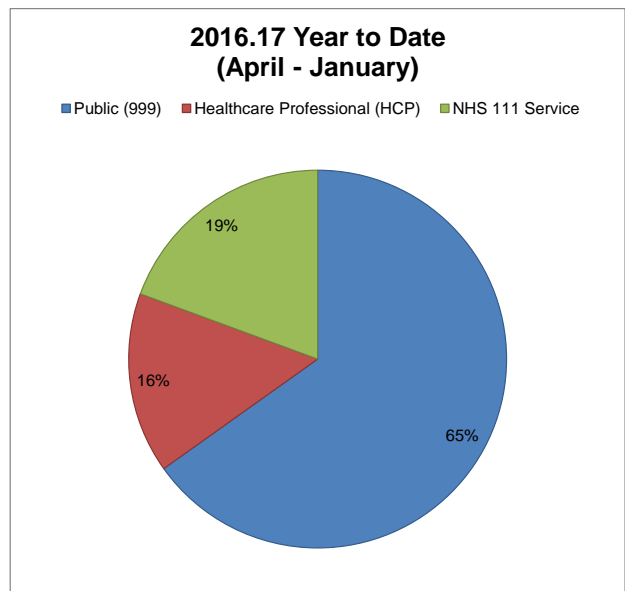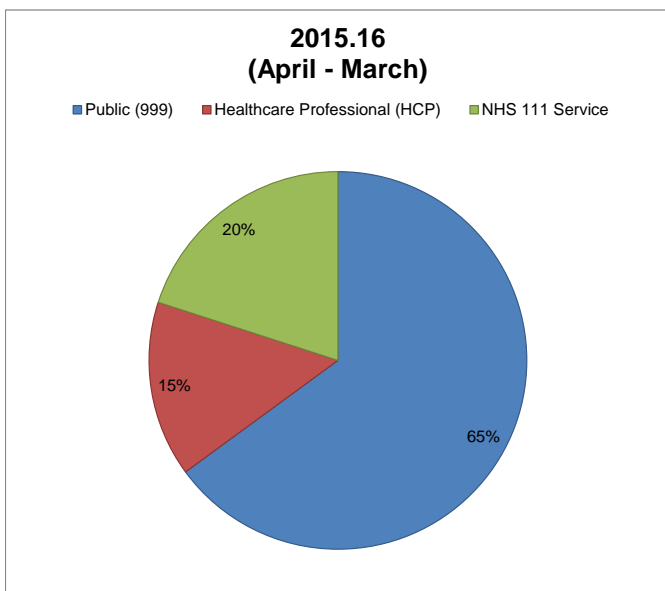
2015.16

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	1,799	1,848	1,808	1,812	1,802	1,940	1,929	1,830	1,884	1,820	1,691	1,863	22,026
Healthcare Professional (HCP)	380	406	405	394	392	433	446	441	444	444	414	503	5,102
NHS 111 Service	572	593	491	570	590	453	466	508	621	680	600	645	6,789
Total	2,751	2,847	2,704	2,776	2,784	2,826	2,841	2,779	2,949	2,944	2,705	3,011	33,917

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	65.39%	64.91%	66.86%	65.27%	64.73%	68.65%	67.90%	65.85%	63.89%	61.82%	62.51%	61.87%	64.94%
Healthcare Professional (HCP)	13.81%	14.26%	14.98%	14.19%	14.08%	15.32%	15.70%	15.87%	15.06%	15.08%	15.30%	16.71%	15.04%
NHS 111 Service	20.79%	20.83%	18.16%	20.53%	21.19%	16.03%	16.40%	18.28%	21.06%	23.10%	22.18%	21.42%	20.02%

2016.17

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	1,795	1,884	1,781	1,959	1,911	1,722	1,918	1,847	1,923	1,745			18,485
Healthcare Professional (HCP)	373	396	443	443	417	415	432	518	474	477			4,388
NHS 111 Service	496	507	479	511	529	466	603	580	727	602			5,500
Total	2,664	2,787	2,703	2,913	2,857	2,603	2,953	2,945	3,124	2,824			28,373

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	67.38%	67.60%	65.89%	67.25%	66.89%	66.15%	64.95%	62.72%	61.56%	61.79%			65.15%
Healthcare Professional (HCP)	14.00%	14.21%	16.39%	15.21%	14.60%	15.94%	14.63%	17.59%	15.17%	16.89%			15.47%
NHS 111 Service	18.62%	18.19%	17.72%	17.54%	18.52%	17.90%	20.42%	19.69%	23.27%	21.32%			19.38%

**2015.16
(April - March)**

Public (999) ■ Healthcare Professional (HCP) ■ NHS 111 Service

65%, 15%, 20%

**2016.17 Year to Date
(April - January)**

Public (999) ■ Healthcare Professional (HCP) ■ NHS 111 Service

65%, 16%, 19%

(CCG) - Category of Incidents

As of 25 October, the ambulance service moved to a new set of call categories, named ARP2.2
Therefore, data is provided from 25 October 2016 onwards

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year To Date
Category 1 (Purple)							42	152	154	149			497
Category 2 Response (Red)							23	119	144	102			388
Category 2 Transport (Red)							267	1,164	1,248	1,158			3,837
Category 3 Response (Amber)							88	418	424	368			1,298
Category 3 Transport (Amber)							86	373	377	311			1,147
Category 4 Transport 999 (Green)							30	91	120	83			324
Category 4 Transport HCP 60 (Green)							9	41	45	49			144
Category 4 Transport HCP 120 (Green)							7	45	37	44			133
Category 4 Transport HCP 180 (Green)							1	1	3	1			6
Category 4 Transport HCP 240 (Green)							8	44	39	35			126
Total							**561**	**2,448**	**2,591**	**2,300**			**7,900**

%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year To Date
Category 1 (Purple)							7.49%	6.21%	5.94%	6.48%			6.29%
Category 2 Response (Red)							4.10%	4.86%	5.56%	4.43%			4.91%
Category 2 Transport (Red)							47.59%	47.55%	48.17%	50.35%			48.57%
Category 3 Response (Amber)							15.69%	17.08%	16.36%	16.00%			16.43%
Category 3 Transport (Amber)							15.33%	15.24%	14.55%	13.52%			14.52%
Category 4 Transport 999 (Green)							5.35%	3.72%	4.63%	3.61%			4.10%
Category 4 Transport HCP 60 (Green)							1.60%	1.67%	1.74%	2.13%			1.82%
Category 4 Transport HCP 120 (Green)							1.25%	1.84%	1.43%	1.91%			1.68%
Category 4 Transport HCP 180 (Green)							0.18%	0.04%	0.12%	0.04%			0.08%
Category 4 Transport HCP 240 (Green)							1.43%	1.80%	1.51%	1.52%			1.59%

2016.17 Year To Date (25 October 2016 - 31 January 2017)

Pie chart legend:
- Category 1 (Purple)
- Category 2 Response (Red)
- Category 2 Transport (Red)
- Category 3 Response (Amber)
- Category 3 Transport (Amber)
- Category 4 Transport 999 (Green)
- Category 4 Transport HCP 60 (Green)
- Category 4 Transport HCP 120 (Green)
- Category 4 Transport HCP 180 (Green)
- Category 4 Transport HCP 240 (Green)
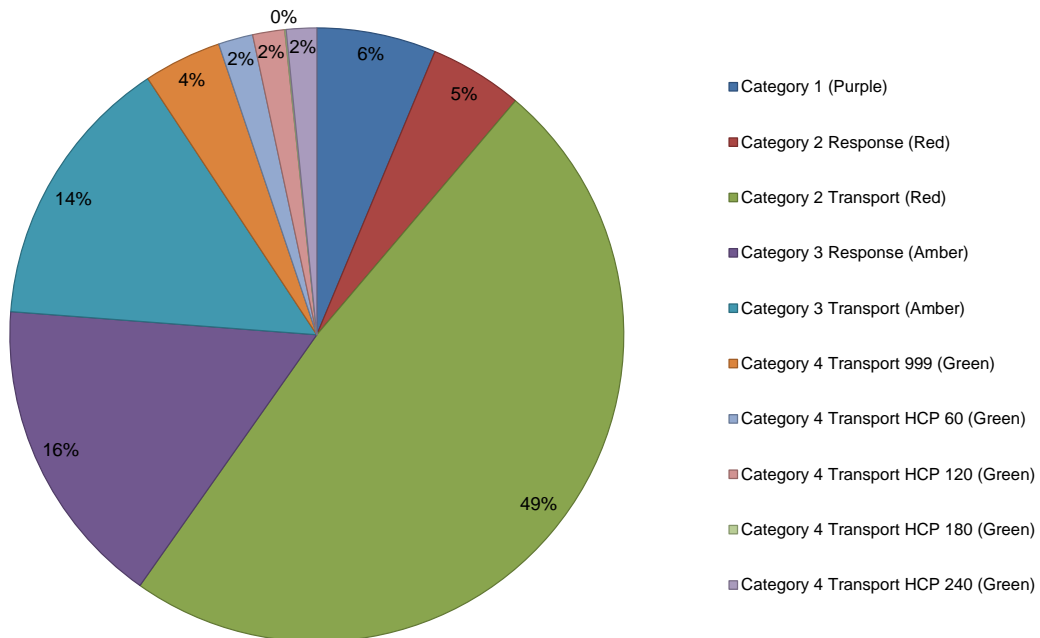
(CCG) - Performance

Category 1 (Purple) - Performance Target: 75%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 1 (Purple) Incidents							42	152	154	149			497
Number of Category 1 (Purple) Responses within 8 Minutes							28	102	100	119			349
Category 1 (Purple) Performance %							66.67%	67.11%	64.94%	79.87%			70.22%
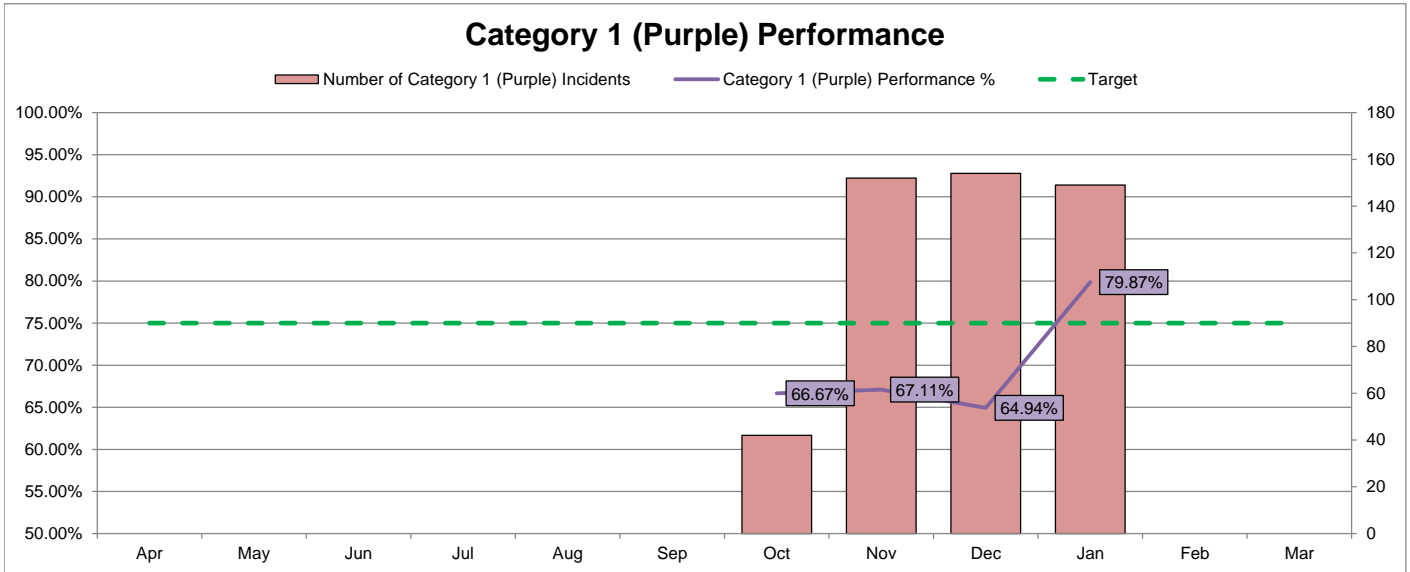
Category 1 (Purple) Performance

- Number of Category 1 (Purple) Incidents
- Category 1 (Purple) Performance %
- Target

Category 1 (Purple) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 1 (Purple) 50th Percentile							6.4	6.0	6.3	5.6			6.0
Category 1 (Purple) 75th Percentile							9.4	8.7	9.4	7.4			8.7
Category 1 (Purple) 95th Percentile							18.7	14.6	15.7	14.9			15.6

Category 1 Transport (Purple)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 1 Transport (Purple) Incidents							26	86	92	95			299
Number of Category 1 Transport (Purple) Responses within 8 Minutes							21	76	77	81			255
Category 1 Transport(Purple) Performance %							80.77%	88.37%	83.70%	85.26%			85.28%
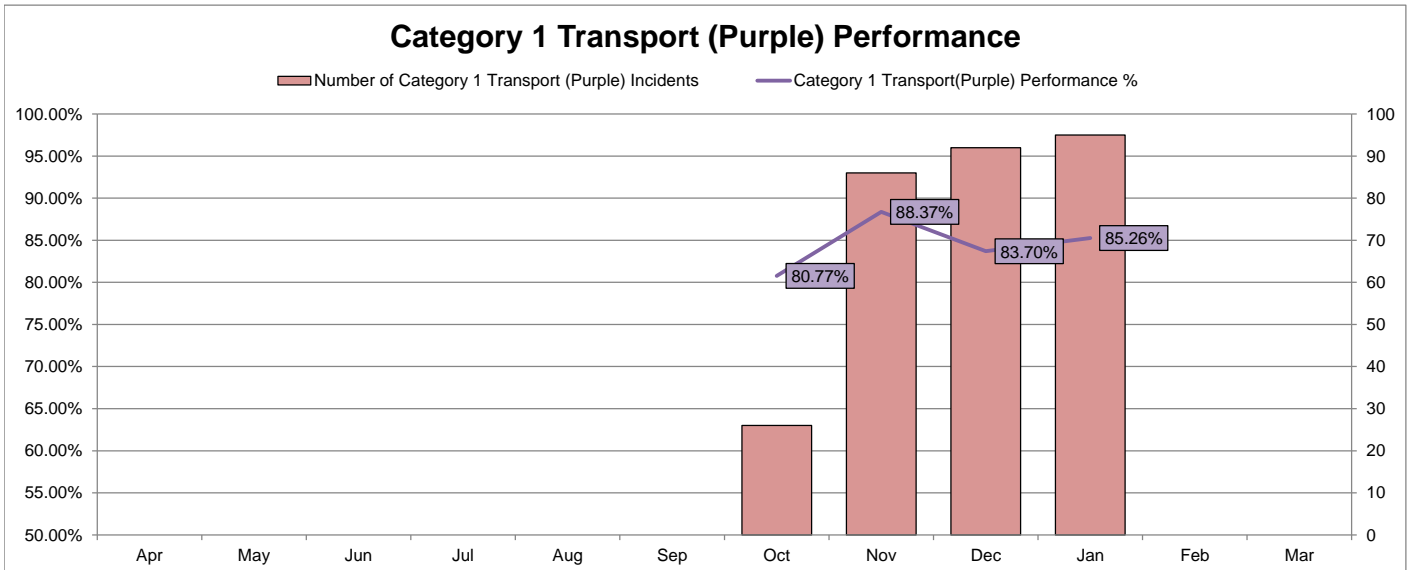
Category 1 Transport (Purple) Performance

- Number of Category 1 Transport (Purple) Incidents
- Category 1 Transport(Purple) Performance %

Category 1 (Purple) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 1 Transport (Purple) 50th Percentile							7.4	8.0	9.4	8.0			8.4
Category 1 Transport (Purple) 75th Percentile							18.7	13.1	15.4	13.5			14.9
Category 1 Transport (Purple) 95th Percentile							30.1	27.0	30.3	27.3			29.7

(CCG) - Performance

Category 1 (Purple) Response Time Bell Curve

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	Cumilative %
0-1 mins							1	3	12	7			23	4.6%
1-2 mins							0	2	4	5			11	6.8%
2-3 mins							2	6	6	9			23	11.5%
3-4 mins							3	26	15	13			57	22.9%
4-5 mins							3	19	12	23			57	34.4%
5-6 mins							6	21	23	28			78	50.1%
6-7 mins							8	11	21	21			61	62.4%
7-8 mins							5	14	7	13			39	70.2%
8-9 mins							3	15	9	5			32	76.7%
9-10 mins							2	6	12	2			22	81.1%
10-11 mins							1	5	8	4			18	84.7%
11-12 mins							2	1	2	4			9	86.5%
12-13 mins							0	5	8	5			18	90.1%
13-14 mins							1	7	3	1			12	92.6%
14-15 mins							0	4	2	2			8	94.2%
15-16 mins							0	3	3	2			8	95.8%
16-17 mins							2	2	0	0			4	96.6%
17-18 mins							0	1	2	1			4	97.4%
18-19 mins							1	0	2	0			3	98.0%
19-20 mins							0	0	0	0			0	98.0%
> 20 mins							2	1	3	4			10	100.0%

Category 1 (Purple) Response Time Bell Curve - January 2017

Bin	Value
0-1 mins	7
1-2 mins	5
2-3 mins	9
3-4 mins	13
4-5 mins	23
5-6 mins	28
6-7 mins	21
7-8 mins	13
8-9 mins	5
9-10 mins	2
10-11 mins	4
11-12 mins	4
12-13 mins	5
13-14 mins	1
14-15 mins	2
15-16 mins	2
16-17 mins	0
17-18 mins	1
18-19 mins	0
19-20 mins	0
> 20 mins	4
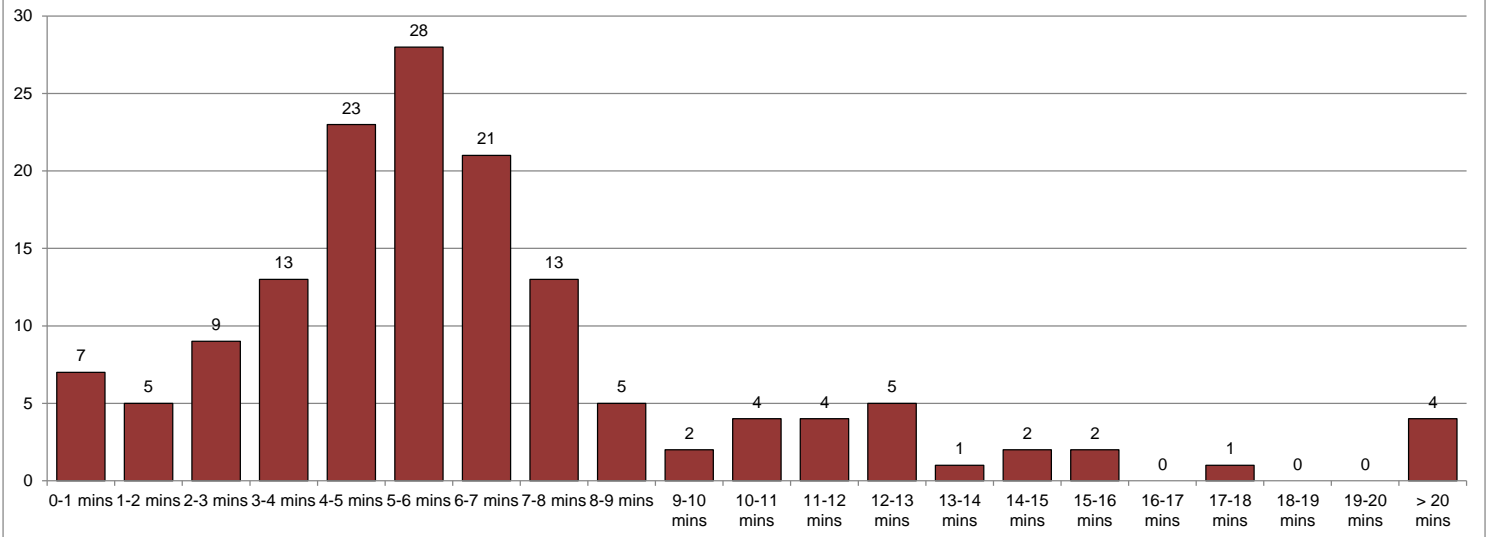
(CCG) - Performance

Category 2 Response (Red)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 2 Response (Red) Incidents							23	119	144	102			**388**
Number of Category 2 Response (Red) Responses within 8 Minutes							16	95	94	67			**272**
Category 2 Response (Red) Performance %							**69.57%**	**79.83%**	**65.28%**	**65.69%**			**70.10%**

Category 2 Response (Red) Performance
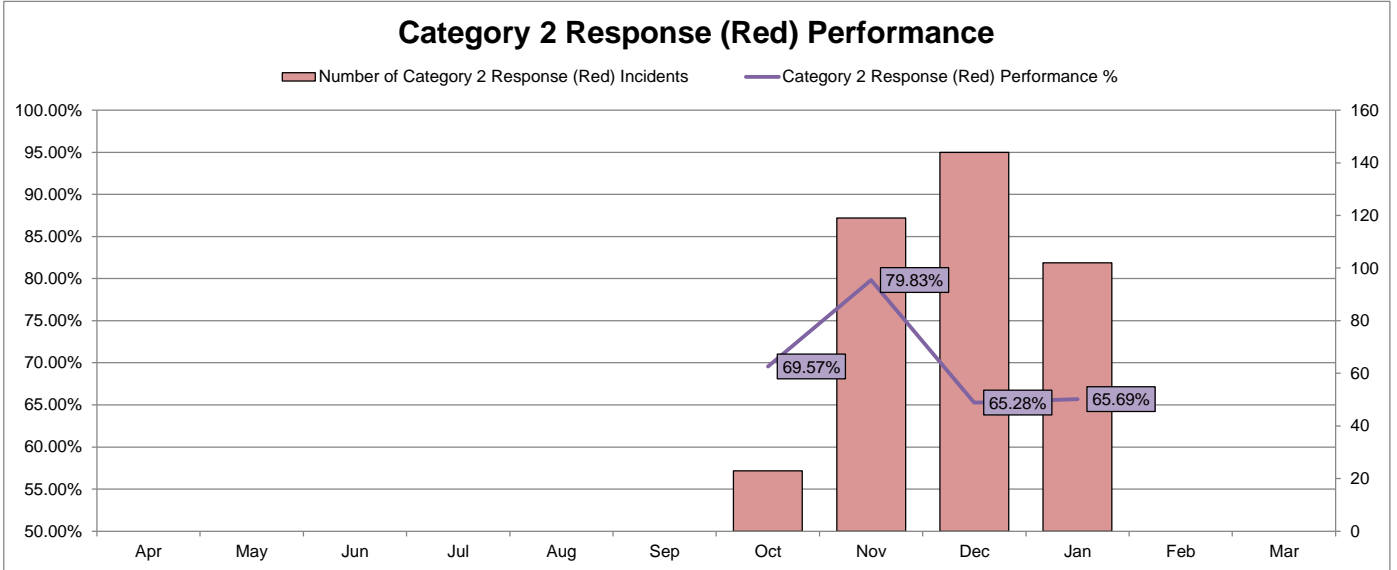
Category 2 Response (Red) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 2 Response (Red) 50th Percentile							8.9	7.7	12.5	13.0			**11.2**
Category 2 Response (Red) 75th Percentile							23.5	15.8	25.1	28.0			**23.0**
Category 2 Response (Red) 95th Percentile							42.3	45.1	45.4	62.7			**53.9**

Category 2 Transport (Red)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 2 Transport (Red) Incidents							267	1,164	1,248	1,158			**3,837**
Number of Category 2 Transport (Red) Responses within 8 Minutes							158	654	627	592			**2,031**
Category 2 Transport (Red) Performance %							**59.18%**	**56.19%**	**50.24%**	**51.12%**			**52.93%**

Category 2 Transport (Red) Performance
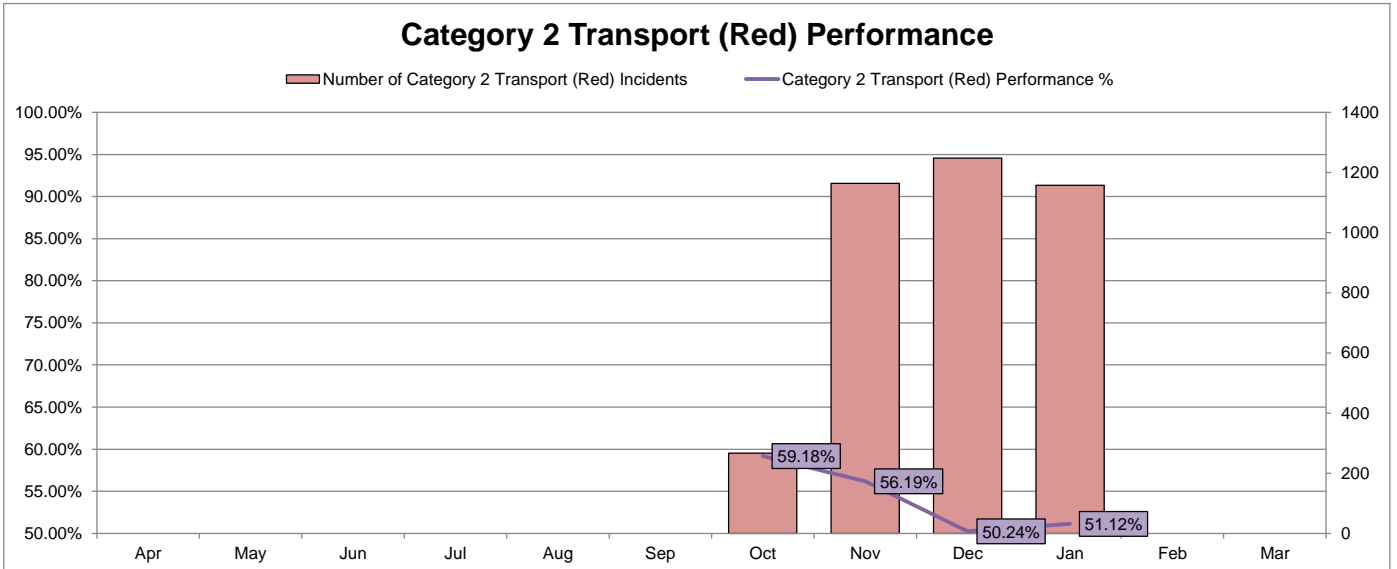
Category 2 Transport (Red) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 2 Transport (Red) 50th Percentile							15.4	16.7	18.9	18.4			**17.8**
Category 2 Transport (Red) 75th Percentile							30.8	29.5	35.0	34.0			**32.8**
Category 2 Transport (Red) 95th Percentile							78.0	74.9	74.9	76.7			**76.4**

(CCG) - Performance

Category 3 Response (Amber)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 3 Response (Amber) Incidents							88	418	424	368			**1,298**
Number of Category 3 Response (Amber) Responses within 8 Minutes							64	298	275	230			**867**
Category 3 Response (Amber) Performance %							**72.73%**	**71.29%**	**64.86%**	**62.50%**			**66.80%**

Category 3 Response (Amber) Performance
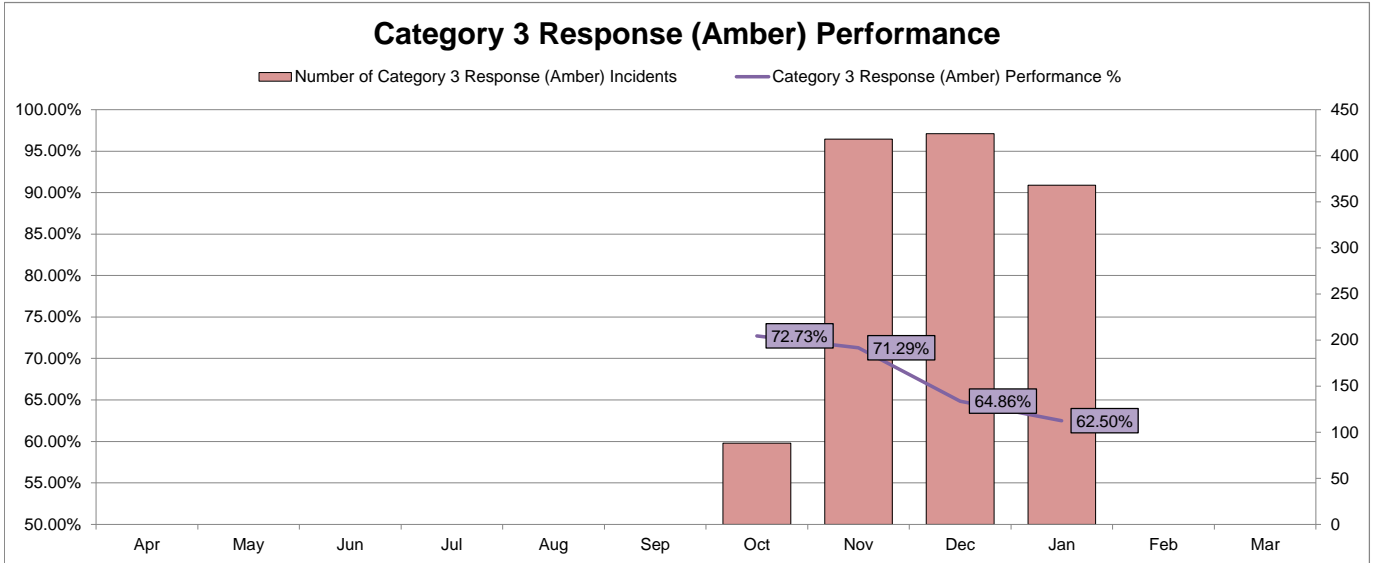
Category 3 Response (Amber) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 3 Response (Amber) 50th Percentile							25.0	21.5	26.0	28.3			**25.0**
Category 3 Response (Amber) 75th Percentile							41.9	44.7	55.2	60.3			**52.1**
Category 3 Response (Amber) 95th Percentile							128.3	130.5	171.7	173.5			**153.2**

Category 3 Transport (Amber)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 3 Transport (Amber) Incidents							86	373	377	311			**1,147**
Number of Category 3 Transport (Amber) Responses within 8 Minutes							57	209	204	141			**611**
Category 3 Transport (Amber) Performance %							**66.28%**	**56.03%**	**54.11%**	**45.34%**			**53.27%**

Category 3 Transport (Amber) Performance
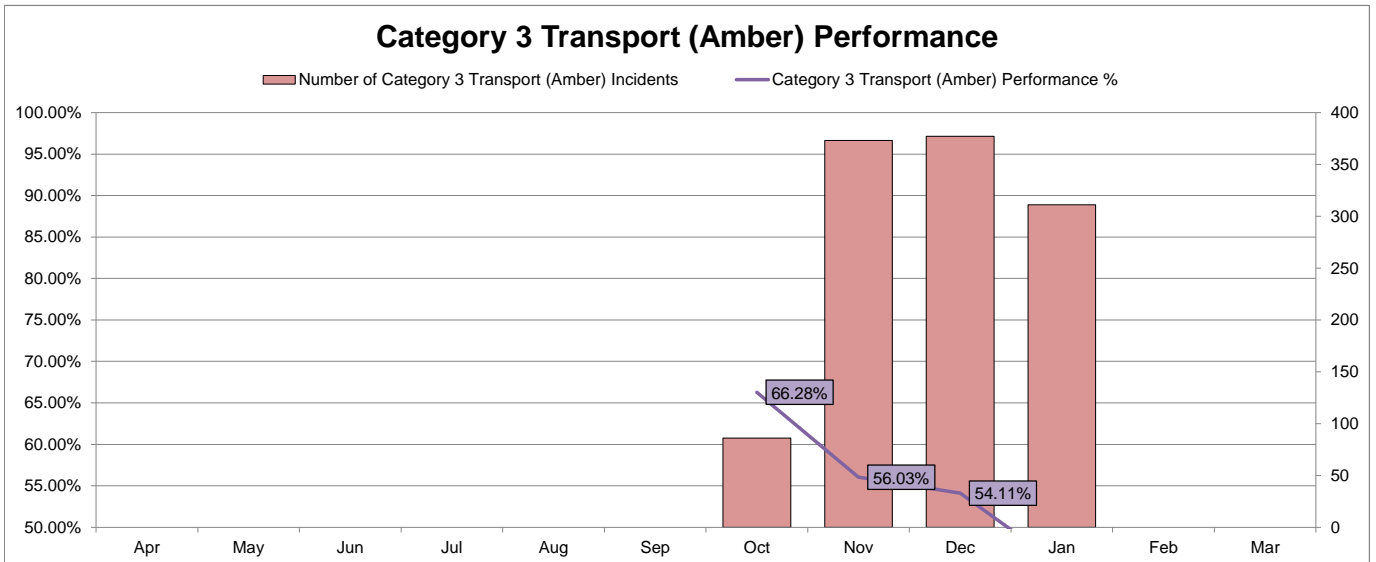
Category 3 Transport (Amber) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 3 Transport (Amber) 50th Percentile							28.9	31.0	35.0	44.3			**35.4**
Category 3 Transport (Amber) 75th Percentile							45.4	69.3	68.0	84.7			**71.9**
Category 3 Transport (Amber) 95th Percentile							103.5	180.6	119.9	225.6			**198.4**

(CCG) - Performance

Category 4 Transport 999 (Green)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 4 Transport 999 (Green) Incidents							30	91	120	83			**324**
Number of Category 4 Transport 999 (Green) Responses within 8 Minutes							16	57	85	45			**203**
Category 4 Transport 999 (Green) Performance %							**53.33%**	**62.64%**	**70.83%**	**54.22%**			**62.65%**

Category 4 Transport 999 (Green) Performance
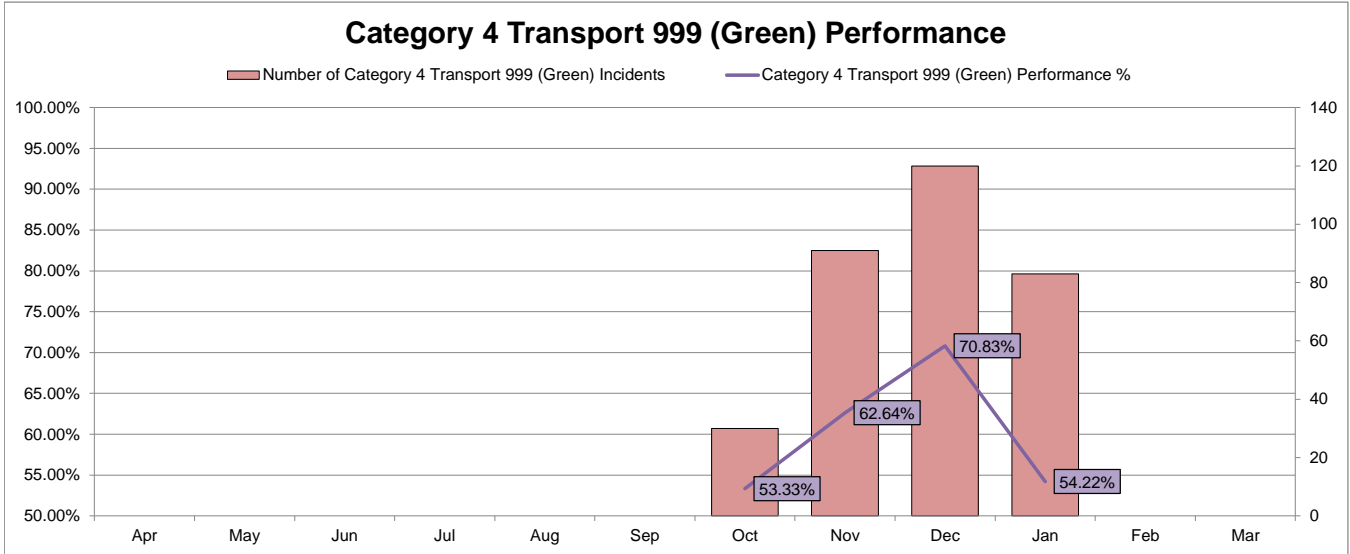
Category 4 Transport 999 (Green) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 4 Transport 999 (Green) 50th Percentile							73.6	65.6	50.9	78.5			**64.5**
Category 4 Transport 999 (Green) 75th Percentile							179.7	135.9	103.4	139.5			**133.0**
Category 4 Transport 999 (Green) 95th Percentile							287.6	311.3	232.1	262.1			**300.2**

Category 4 Transport HCP 60 Minutes

Category 4 Transport HCP 60 (Green)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 4 Transport HCP 60 (Green) Incidents							9	41	45	49			**144**
Number of Category 4 Transport HCP 60 (Green) Responses within 8 Minutes							2	14	15	14			**45**
Category 4 Transport HCP 60 (Green) Performance %							**22.22%**	**34.15%**	**33.33%**	**28.57%**			**31.25%**

Category 4 Transport HCP 60 (Green) Performance
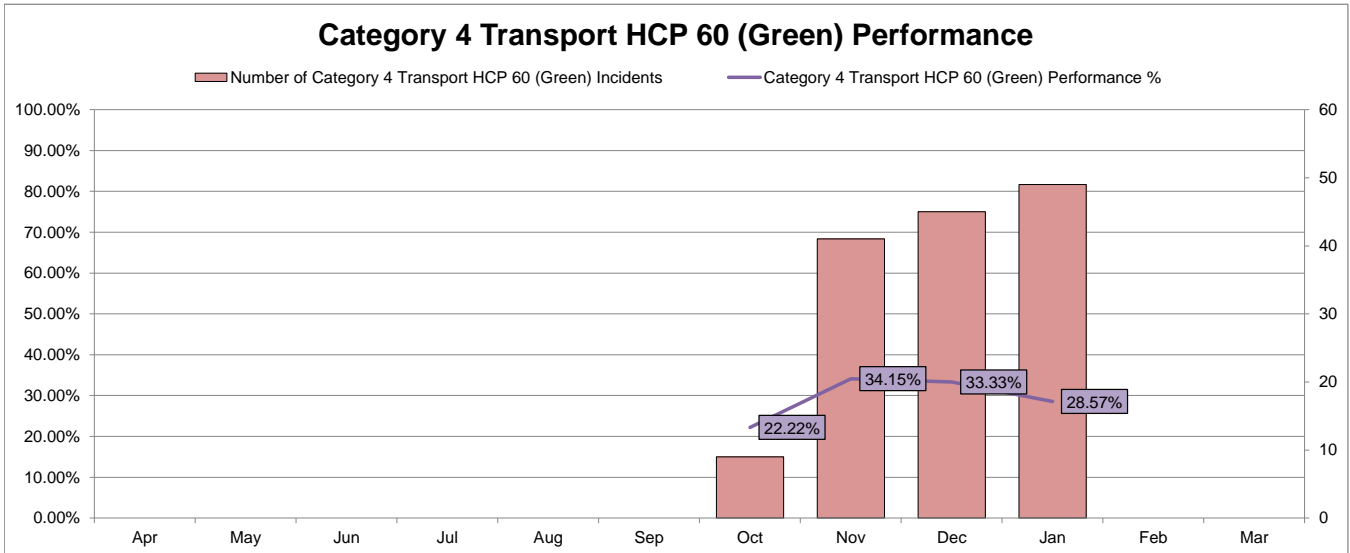
Category 4 Transport HCP 60 (Green) Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Category 4 Transport HCP 60 (Green) 50th Percentile							97.0	135.4	91.9	84.7			**89.0**
Category 4 Transport HCP 60 (Green) 75th Percentile							109.0	187.2	171.2	149.0			**171.2**
Category 4 Transport HCP 60 (Green) 95th Percentile							185.1	386.6	285.2	300.5			**300.5**

(CCG) - Outcome of Incidents

2015.16

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	286	348	322	296	323	382	386	306	380	370	325	352	**4,076**
See & Treat	854	891	823	846	853	839	788	867	834	924	823	961	**10,303**
See & Convey Non ED	268	229	246	246	264	254	252	236	234	199	188	113	**2,729**
See & Convey ED	1,343	1,379	1,313	1,388	1,344	1,351	1,415	1,370	1,501	1,451	1,369	1,585	**16,809**
Total	**2,751**	**2,847**	**2,704**	**2,776**	**2,784**	**2,826**	**2,841**	**2,779**	**2,949**	**2,944**	**2,705**	**3,011**	**33,917**

%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	10.40%	12.22%	11.91%	10.66%	11.60%	13.52%	13.59%	11.01%	12.89%	12.57%	12.01%	11.69%	12.02%
See & Treat	31.04%	31.30%	30.44%	30.48%	30.64%	29.69%	27.74%	31.20%	28.28%	31.39%	30.43%	31.92%	30.38%
See & Convey Non ED	9.74%	8.04%	9.10%	8.86%	9.48%	8.99%	8.87%	8.49%	7.93%	6.76%	6.95%	3.75%	8.05%
See & Convey ED	48.82%	48.44%	48.56%	50.00%	48.28%	47.81%	49.81%	49.30%	50.90%	49.29%	50.61%	52.64%	49.56%

2016.17

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	291	343	299	351	311	246	321	339	390	375			**3,266**
See & Treat	844	874	797	835	864	783	900	903	927	795			**8,522**
See & Convey Non ED	279	275	283	300	287	251	256	277	332	286			**2,826**
See & Convey ED	1,250	1,295	1,324	1,427	1,395	1,323	1,476	1,426	1,475	1,368			**13,759**
Total	**2,664**	**2,787**	**2,703**	**2,913**	**2,857**	**2,603**	**2,953**	**2,945**	**3,124**	**2,824**			**28,373**

%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	10.58%	12.05%	11.06%	12.64%	11.17%	8.70%	11.30%	12.20%	13.22%	12.74%			9.63%
See & Treat	30.68%	30.70%	29.47%	30.08%	31.03%	27.71%	31.68%	32.49%	31.43%	27.00%			25.13%
See & Convey Non ED	10.14%	9.66%	10.47%	10.81%	10.31%	8.88%	9.01%	9.97%	11.26%	9.71%			8.33%
See & Convey ED	45.44%	45.49%	48.96%	51.40%	50.11%	46.82%	51.95%	51.31%	50.02%	46.47%			40.57%

Right Care, Right Place, Right Time

% of incidents resolved without a conveyance to an Emergency Department (Proportion of incidents resolved through Hear & Treat, See & Treat 7 See & Convey Non ED)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2015.16	51.18%	51.56%	51.44%	50.00%	51.72%	52.19%	50.19%	50.70%	49.10%	50.71%			**50.44%**
2016.17	53.08%	53.53%	51.02%	51.01%	51.17%	49.17%	50.02%	51.58%	52.78%	51.56%			**51.51%**
Variance	1.90%	1.97%	-0.42%	1.01%	-0.55%	-3.02%	-0.18%	0.88%	3.68%	0.84%			**1.07%**

Non Conveyance - % of Incidents Not Conveyed to ED
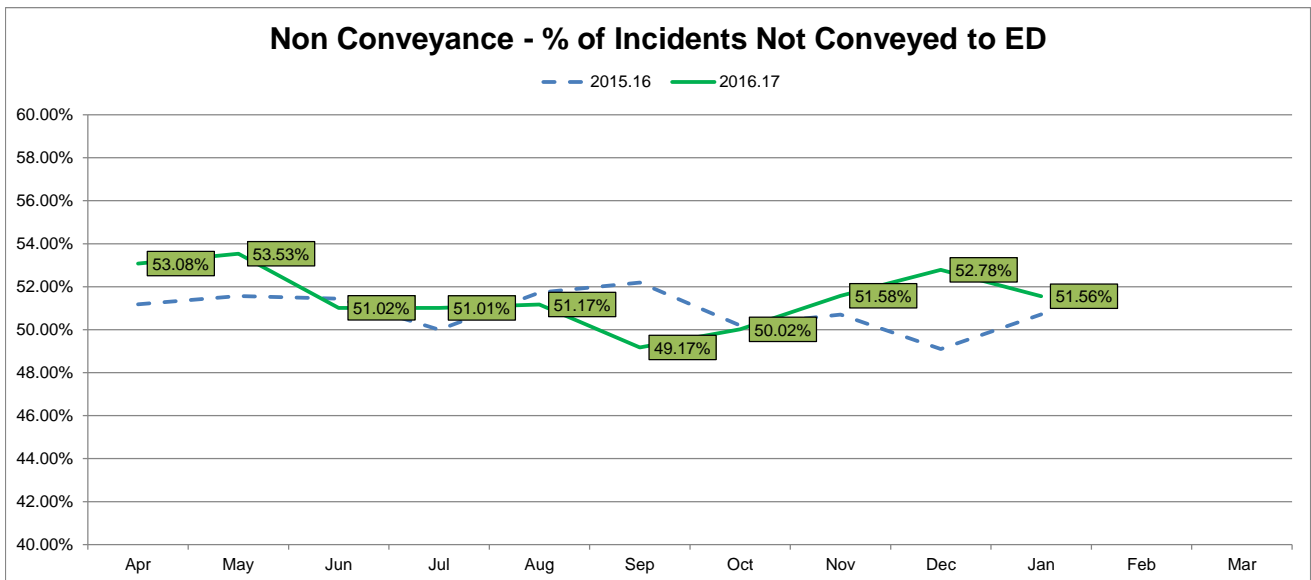
SWASFT Handover Information

The information in the tables and charts below includes all Completed Handovers at the Identified Hospital (includes non chargeable handover incidents)
These figures are subject to on-going review and validation with the hospitals, therefore the most recent information is likely to change
Includes Handovers from any CCG

Hospital	WESTON GENERAL HOSPITAL												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
0 to 15 Mins	688	783	792	810	810	691	678	845	823	716			7,636
15 to 30 Mins	456	366	383	441	445	472	570	309	402	427			4,271
30 to 60 Mins	72	64	63	72	65	56	83	82	116	101			774
60 to 90 Mins	5	5	8	8	4	3	6	9	18	16			82
90 to 120 Mins	3	1	1	2	0	1	1	0	2	5			16
120+ Mins	0	1	0	1	0	0	0	0	4	3			9
Total Handovers	1,224	1,220	1,247	1,334	1,324	1,223	1,338	1,245	1,365	1,268			12,788
Total Handovers > 15 Mins	536	437	455	524	514	532	660	400	542	552			5,152
% Over 30 Mins	6.54%	5.82%	5.77%	6.22%	5.21%	4.91%	6.73%	7.31%	10.26%	9.86%			6.89%
% Over 60 Mins	0.65%	0.57%	0.72%	0.82%	0.30%	0.33%	0.52%	0.72%	1.76%	1.89%			0.84%
Time Lost to Handovers in Excess of 15 Minutes	74:56:54	65:21:51	67:43:00	76:13:52	63:17:46	65:37:22	90:50:18	69:19:09	113:30:13	111:55:32			798:45:57

Total Handovers

Total Handovers > 15 Mins

Time Lost to Handovers in Excess of 15 Minutes