



## Information Pack

Apr-19



**Source of Incidents**

<b>Wiltshire</b>
<b>Apr-19</b>

Ambulance Incidents originated from three identified source groups:

Healthcare Professional (HCP) - Incidents 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)

**2018.19**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total 18.19	YTD 18.19
Public (999)	6,553	7,206	7,330	7,616	7,103	6,876	7,219	6,988	7,549	7,271	6,854	7,668	86,233	6,553
Healthcare Professional (HCP)	1,242	1,225	1,273	1,325	1,257	1,241	1,421	1,389	1,461	1,554	1,272	1,406	16,066	1,242
NHS 111 Service	2,249	2,571	2,334	2,415	2,398	2,351	2,553	2,805	3,116	2,940	2,697	2,710	31,139	2,249
<b>Total</b>	<b>10,044</b>	<b>11,002</b>	<b>10,937</b>	<b>11,356</b>	<b>10,758</b>	<b>10,468</b>	<b>11,193</b>	<b>11,182</b>	<b>12,126</b>	<b>11,765</b>	<b>10,823</b>	<b>11,784</b>	<b>133,438</b>	<b>10,044</b>

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Total 18.19	% YTD 18.19
Public (999)	65.24%	65.50%	67.02%	67.07%	66.03%	65.69%	64.50%	62.49%	62.25%	61.80%	63.33%	65.07%	64.62%	65.24%
Healthcare Professional (HCP)	12.37%	11.13%	11.64%	11.67%	11.68%	11.86%	12.70%	12.42%	12.05%	13.21%	11.75%	11.93%	12.04%	12.37%
NHS 111 Service	22.39%	23.37%	21.34%	21.27%	22.29%	22.46%	22.81%	25.08%	25.70%	24.99%	24.92%	23.00%	23.34%	22.39%

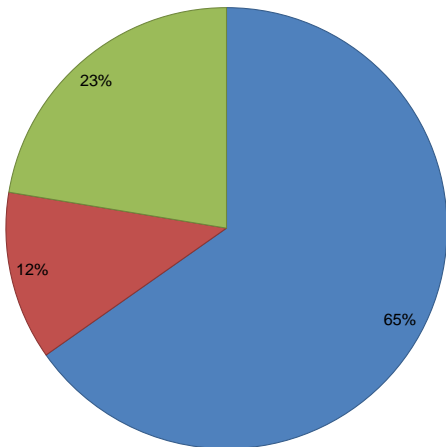
**2019.20**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD 19.20	YTD 19.20	Var	% Var
Public (999)	7,204												7,204	6,553	651	9.93%
Healthcare Professional (HCP)	1,344												1,344	1,242	102	8.21%
NHS 111 Service	2,617												2,617	2,249	368	16.36%
<b>Total</b>	<b>11,165</b>												<b>11,165</b>	<b>10,044</b>	<b>1,121</b>	<b>11.16%</b>

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% YTD 19.20
Public (999)	64.5%												64.52%
Healthcare Professional (HCP)	12.0%												12.04%
NHS 111 Service	23.4%												23.44%

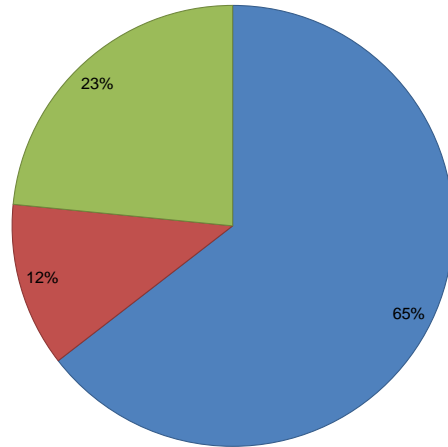
**2018.19 - Year to Date Call Source**

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



**2019.20 - Year to Date Call Source**

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



**Outcome of Incidents**

<b>Wiltshire</b>
<b>Apr-19</b>

**2018.19**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total 18.19	YTD 18.19
Hear & Treat	857	1,178	1,213	1,371	1,158	1,180	1,286	1,250	1,362	1,279	1,289	1,441	14,864	857
See & Treat	3,661	4,086	4,053	4,143	3,842	3,685	3,873	4,009	4,305	4,099	3,904	4,136	47,796	3,661
See & Convey Non ED	713	681	655	593	561	567	672	660	754	747	679	675	7,957	713
See & Convey ED	4,813	5,057	5,016	5,249	5,197	5,036	5,362	5,263	5,705	5,640	4,951	5,532	62,821	4,813
<b>Total</b>	<b>10,044</b>	<b>11,002</b>	<b>10,937</b>	<b>11,356</b>	<b>10,758</b>	<b>10,468</b>	<b>11,193</b>	<b>11,182</b>	<b>12,126</b>	<b>11,765</b>	<b>10,823</b>	<b>11,784</b>	<b>133,438</b>	<b>10,044</b>
<b>%</b>														
Hear & Treat	8.53%	10.71%	11.09%	12.07%	10.76%	11.27%	11.49%	11.18%	11.23%	10.87%	11.91%	12.23%	11.14%	8.53%
See & Treat	36.45%	37.14%	37.06%	36.48%	35.71%	35.20%	34.60%	35.85%	35.50%	34.84%	36.07%	35.10%	35.82%	36.45%
See & Convey Non ED	7.10%	6.19%	5.99%	5.22%	5.21%	5.42%	6.00%	5.90%	6.22%	6.35%	6.27%	5.73%	5.96%	7.10%
See & Convey ED	47.92%	45.96%	45.86%	46.22%	48.31%	48.11%	47.90%	47.07%	47.05%	47.94%	45.75%	46.95%	47.08%	47.92%

**2019.20**

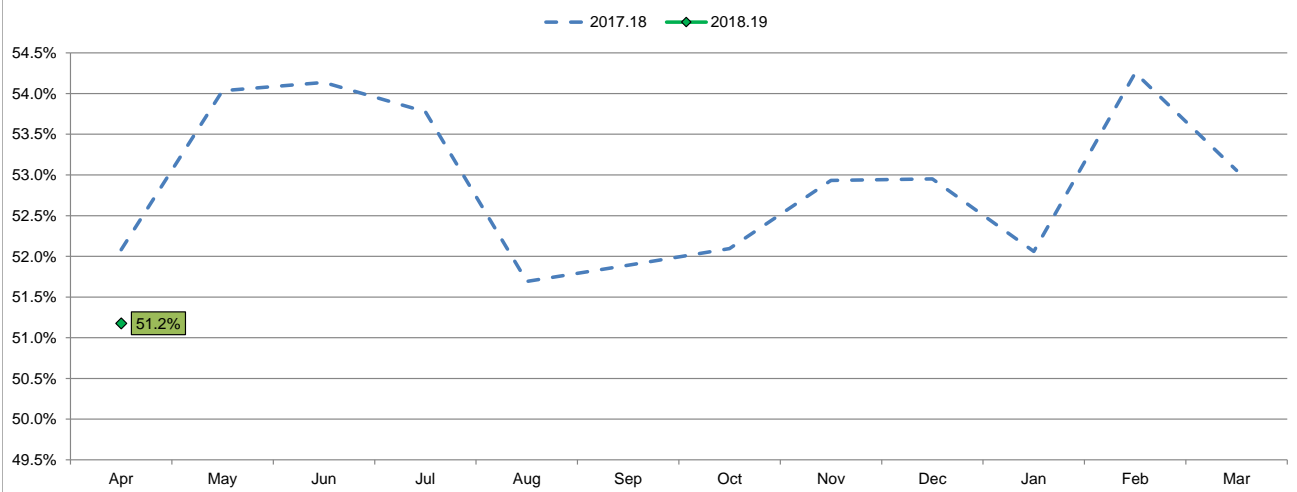
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total 18.19
Hear & Treat	1,269												1,269
See & Treat	3,737												3,737
See & Convey Non ED	708												708
See & Convey ED	5,451												5,451
<b>Total</b>	<b>11,165</b>												<b>11,165</b>
<b>%</b>													
Hear & Treat	11.4%												11.37%
See & Treat	33.5%												33.47%
See & Convey Non ED	6.3%												6.34%
See & Convey ED	48.8%												48.82%

**Right Care, Right Place, Right Time**

*% of incidents resolved without a conveyance to an Emergency Department - resolved through Hear & Treat, See & Treat and See & Convey Non ED*

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2017.18	52.1%	54.0%	54.1%	53.8%	51.7%	51.9%	52.1%	52.9%	53.0%	52.1%	54.3%	53.1%	52.9%
2018.19	51.2%												51.2%
Variance	-0.9%												-1.7%

**Non Conveyance - % of Incidents Not Conveyed to Emergency Departments**

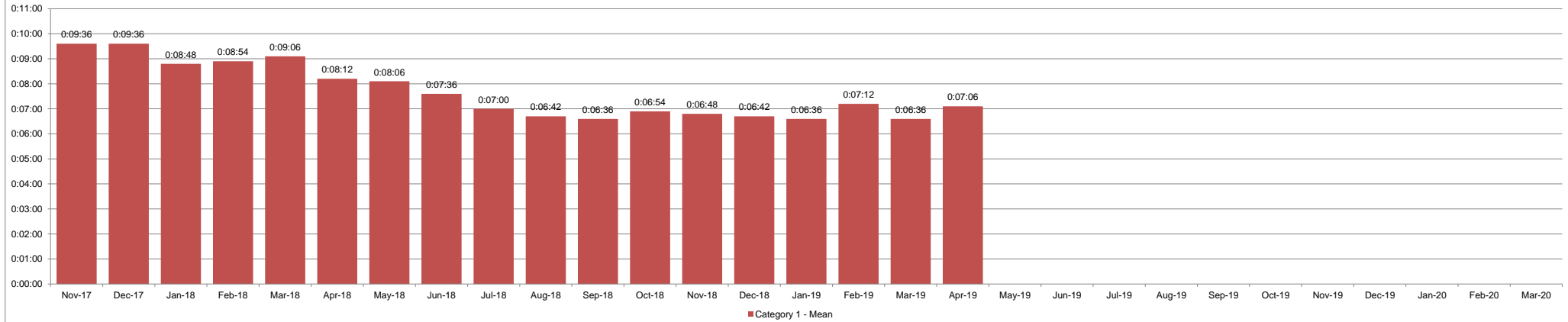


**Category 1 Response Times**

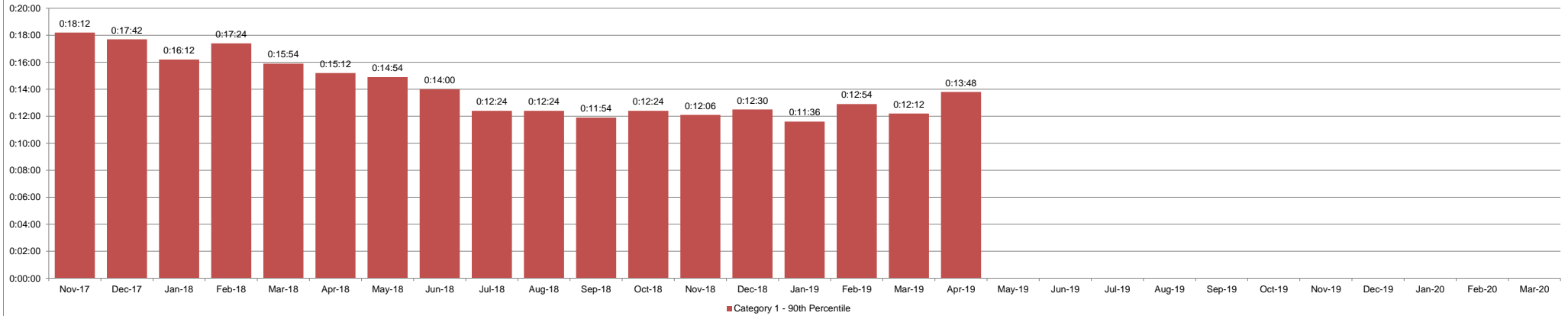
<b>Wiltshire</b>
<b>Apr-19</b>

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Number of Category 1 Incidents with a Response	188	859	776	720	840	722	788	772	717	620	637	680	642	642	581	544	678	560											
Category 1 - Mean	0:09:36	0:09:36	0:08:48	0:08:54	0:09:06	0:08:12	0:08:06	0:07:36	0:07:00	0:06:42	0:06:36	0:06:54	0:06:48	0:06:42	0:06:36	0:07:12	0:06:36	0:07:06											
Category 1 - 90th Percentile	0:18:12	0:17:42	0:16:12	0:17:24	0:15:54	0:15:12	0:14:54	0:14:00	0:12:24	0:12:24	0:11:54	0:12:24	0:12:06	0:12:30	0:11:36	0:12:54	0:12:12	0:13:48											

**Category 1 Incident Mean Response Times**



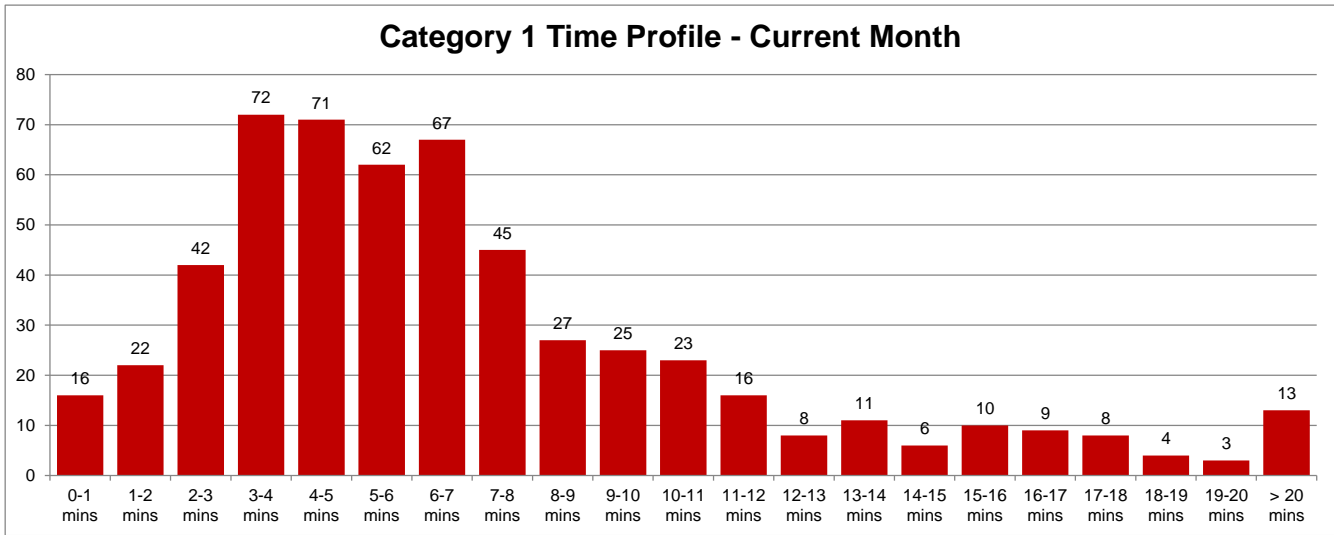
**Category 1 Incident 90th centile Response Times**



**Category 1 Response Time Profile**

<b>Wiltshire</b>
<b>Apr-19</b>

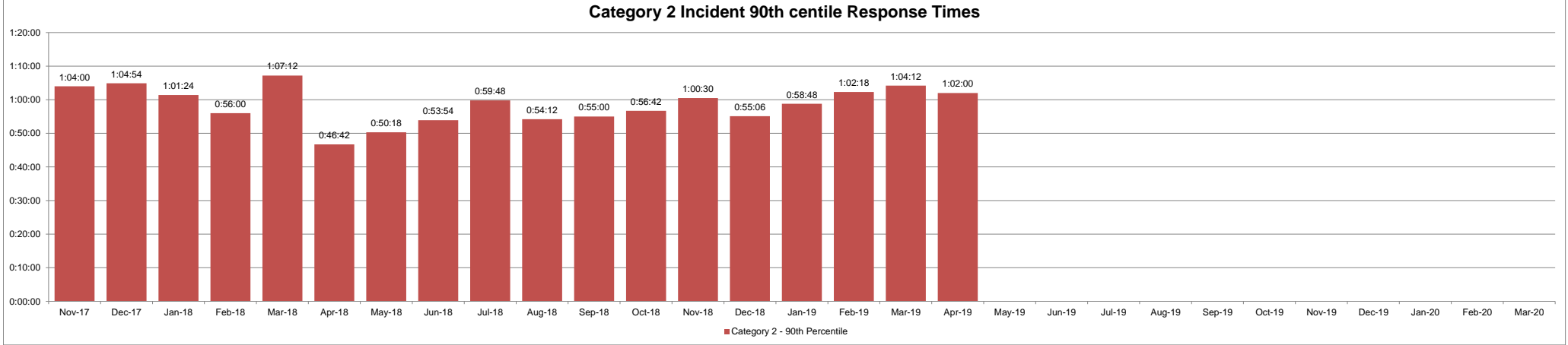
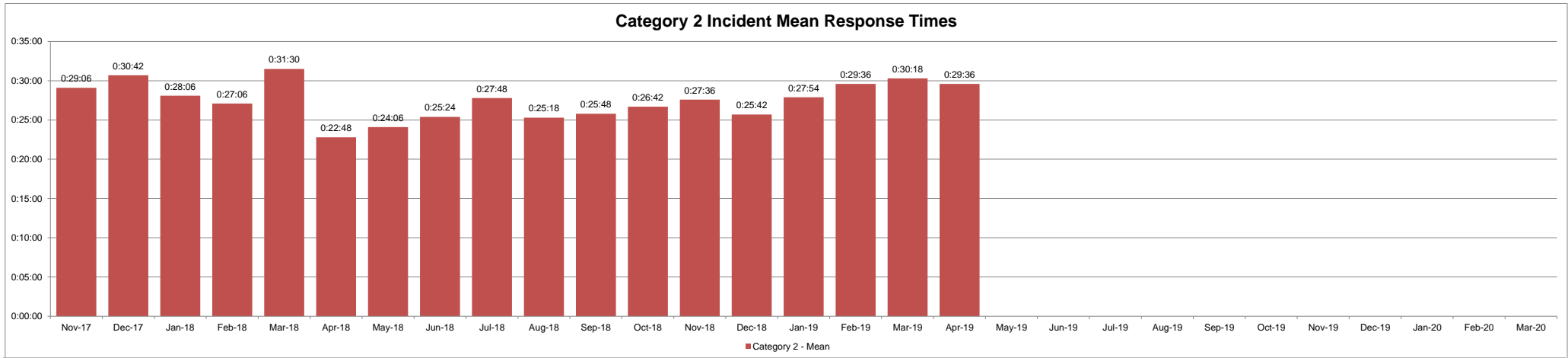
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	YTD
0-1 mins	16												16
1-2 mins	22												22
2-3 mins	42												42
3-4 mins	72												72
4-5 mins	71												71
5-6 mins	62												62
6-7 mins	67												67
7-8 mins	45												45
8-9 mins	27												27
9-10 mins	25												25
10-11 mins	23												23
11-12 mins	16												16
12-13 mins	8												8
13-14 mins	11												11
14-15 mins	6												6
15-16 mins	10												10
16-17 mins	9												9
17-18 mins	8												8
18-19 mins	4												4
19-20 mins	3												3
> 20 mins	13												13



**Category 2 Response Times**

Wiltshire
Apr-19

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
Number of Category 2 Incidents with a Response	1,366	6,015	5,572	4,883	5,549	4,804	5,176	5,375	5,635	5,444	5,467	5,809	5,798	6,397	6,230	5,668	6,107	5,806												
Category 2 - Mean	0:29:06	0:30:42	0:28:06	0:27:06	0:31:30	0:22:48	0:24:06	0:25:24	0:27:48	0:25:18	0:25:48	0:26:42	0:27:36	0:25:42	0:27:54	0:29:36	0:30:18	0:29:36												
Category 2 - 90th Percentile	1:04:00	1:04:54	1:01:24	0:56:00	1:07:12	0:46:42	0:50:18	0:53:54	0:59:48	0:54:12	0:55:00	0:56:42	1:00:30	0:55:06	0:58:48	1:02:18	1:04:12	1:02:00												

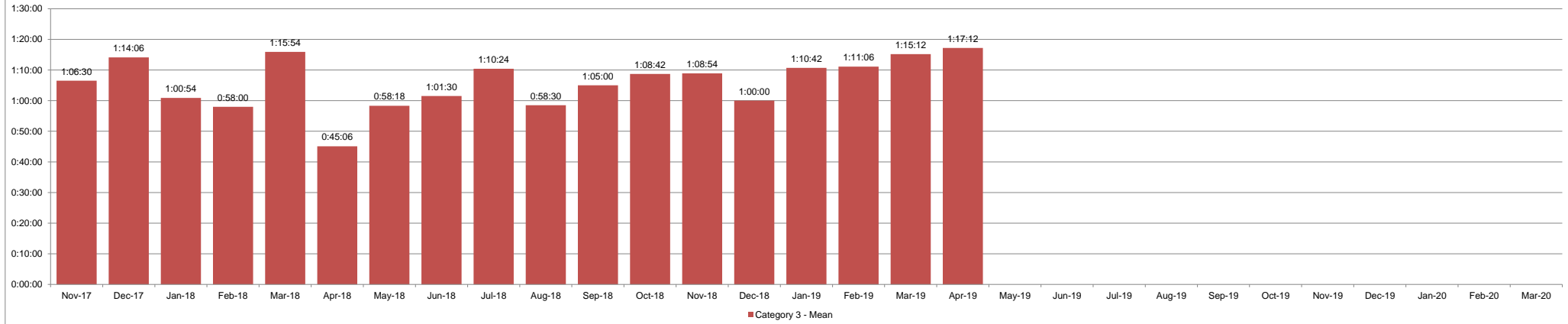


**Category 3 Response Times**

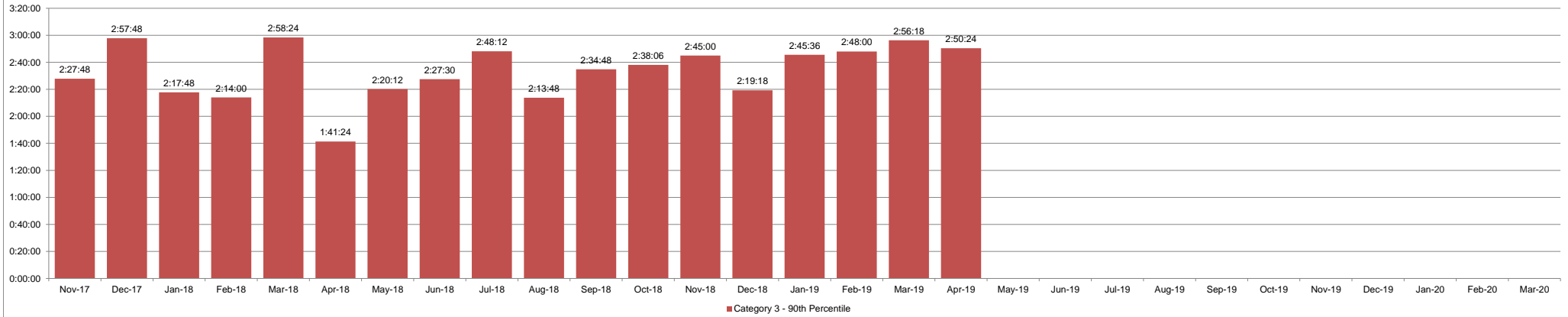
<b>Wiltshire</b>
<b>Apr-19</b>

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
Number of Category 3 Incidents with a Response	809	3,052	2,849	2,616	2,633	2,631	2,832	2,625	2,701	2,654	2,431	2,585	2,675	2,797	2,804	2,589	2,773	2,707												
Category 3 - Mean	1:06:30	1:14:06	1:00:54	0:58:00	1:15:54	0:45:06	0:58:18	1:01:30	1:10:24	0:58:30	1:05:00	1:08:42	1:08:54	1:00:00	1:10:42	1:11:06	1:15:12	1:17:12												
Category 3 - 90th Percentile	2:27:48	2:57:48	2:17:48	2:14:00	2:58:24	1:41:24	2:20:12	2:27:30	2:48:12	2:13:48	2:34:48	2:38:06	2:45:00	2:19:18	2:45:36	2:48:00	2:56:18	2:50:24												

**Category 3 Incident Mean Response Times**



**Category 3 Incident 90th centile Response Times**



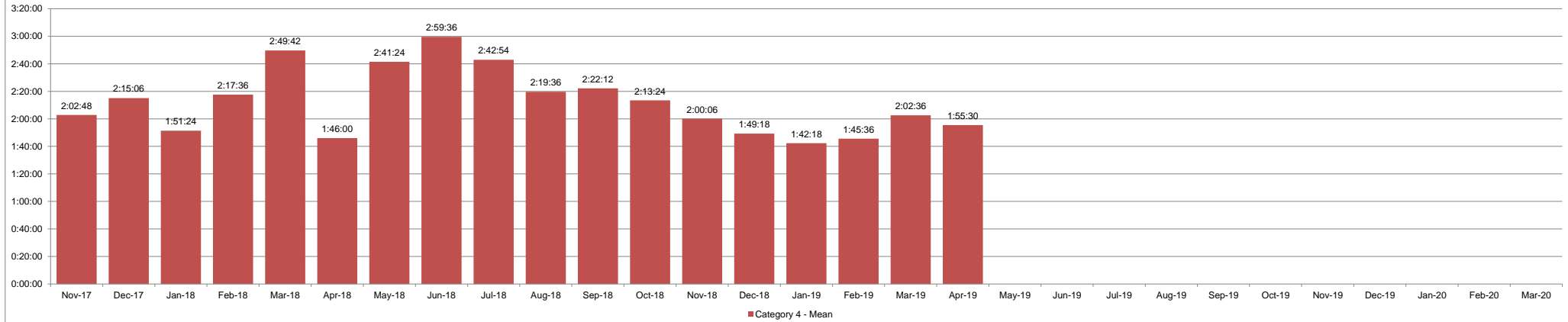


**Category 4 (999) Response Times**

<b>Wiltshire</b>
<b>Apr-19</b>

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
Number of Category 4 Incidents with a Response	65	238	190	145	117	149	140	119	140	122	79	102	88	190	208	196	194	216												
Category 4 - Mean	2:02:48	2:15:06	1:51:24	2:17:36	2:49:42	1:46:00	2:41:24	2:59:36	2:42:54	2:19:36	2:22:12	2:13:24	2:00:06	1:49:18	1:42:18	1:45:36	2:02:36	1:55:30												
Category 4 - 90th Percentile	4:21:42	5:18:24	3:58:00	4:42:00	6:22:42	3:47:12	5:18:12	6:19:48	6:09:42	5:49:24	5:55:30	4:20:48	4:16:48	4:10:24	3:59:36	3:35:48	4:43:54	4:32:42												

**Category 4 (999) Incident Mean Response Times**



**Category 4 (999) Incident 90th centile Response Times**

