

GWAS Quality Indicators 2011/12

(Nb Q1 - may have data quality issues in as trusts align themselves to the new indicators)

Indicator	Category A Calls										Abandonment					Re-Contact Rate										Frequent Callers					Time to answer call (sec)				
	Proportion of calls responded to within 8 minutes					Proportion of calls responded to within 19 minutes					Proportion of calls abandoned before being answered					Proportion of patients who re-contacted following discharge of care, by telephone within 24 hours					Proportion of patients who re-contacted following treatment and discharge at the scene, within 24 hours					Proportion of calls from patients for whom a locally agreed frequent caller procedure is in place					Median				
	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank(out of 5)	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month
April	76.8%	77.0%	75.5%	10		97.2%	99.3%	97.7%	7		1.4%	0.1%	1.2%	6		16.5%	0.6%	14.1%	6		5.1%	0.7%	4.5%	6		0.7%	0.0%	0.1%	2		1.9	0.0	1.0	2	
May	76.8%	79.7%	77.0%	7	↑	97.3%	99.4%	96.5%	9	↔	1.0%	0.1%	1.0%	9	↔	15.0%	1.2%	7.2%	3	↑	5.2%	0.9%	2.6%	3	↑	0.7%	0.1%	0.1%	2	↑	2.0	0.0	1.0	2	↔
June	75.3%	78.4%	74.9%	10	↓	96.8%	99.3%	96.0%	7	↑	1.4%	0.1%	1.2%	4	↑	15.2%	0.4%	8.8%	3	↔	5.6%	1.4%	3.1%	2	↑	0.6%	0.1%	0.1%	1	↑	2.0	0.0	1.0	2	↔
July	76.4%	77.7%	76.0%	8	↑	Awaiting validation of data					1.1%	0.1%	1.2%	6	↓	14.4%	2.6%	8.4%	5	↓	5.4%	0.9%	4.0%	4	↓	0.7%	0.1%	0.1%	1	↔	1.9	0.0	1.0	2	↔
August	77.4%	80.8%	77.6%	4	↑						1.1%	0.0%	0.8%	5	↑	13.9%	3.9%	9.1%	4	↑	6.2%	2.6%	3.3%	2	↑	0.7%	0.1%	0.1%	2	↓	1.8	0.0	1.0	3	↓

Indicator	Time to answer call (sec)										Time to treatment for Cat A calls (mins)										Closed without Transport														
	95th Percentile					99th Percentile					Median					95th Percentile					99th Percentile					Proportion of calls closed by telephone advice					Proportion of incidents managed without need for transport to Accident and Emergency department				
	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month	England Average	Best Performing	GWAS	Rank	Rank vs. last month
April	13.9	1.0	3.0	5		17.0	1.0	7.0	10		5.6	4.2	5.6	6		15.4	11.9	14.6	6		23.6	18.2	22.1	6		4.4%	9.5%	2.9%	11		32.6%	48.3%	42.2%	3	
May	14.0	1.0	6.0	4	↔	50.6	6.0	85.0	11	↓	5.4	4.0	5.4	6	↔	14.5	4.0	13.7	5	↔	22.3	6.0	19.9	4	↑	4.6%	12.7%	5.3%	6	↑	33.4%	49.0%	46.1%	3	↔
June	19.3	1.0	11.0	5	↓	63.3	13.0	90.0	10	↑	5.4	4.0	5.5	7	↓	14.8	6.0	14.5	6	↓	22.8	6.0	22.2	6	↓	4.7%	15.4%	4.5%	7	↓	34.4%	50.4%	43.0%	4	↓
July	15.3	1.0	5.0	5	↔	56.1	7.0	70.0	9	↑	5.6	5.0	5.4	6	↑	15.4	11.8	14.2	6	↔	23.6	17.5	21.4	6	↔	4.8%	14.8%	5.6%	6	↑	34.3%	52.5%	43.3%	3	↑
August	16.4	1.0	1.5	2	↑	57.9	6.0	50.0	5	↑	5.5	4.7	5.4	5	↑	15.4	11.7	13.9	4	↑	23.8	18.1	21.2	4	↑	4.9%	12.7%	5.8%	5	↑	34.2%	54.1%	45.9%	3	↔

Rank vs. last month Key	
↑	Better than Last Month
↔	Same as Last Month
↓	Worse than Last Month