



Bath & North East
Somerset Council



Gloucestershire
COUNTY COUNCIL



South Gloucestershire
Council



SWINDON
BOROUGH COUNCIL



Wiltshire Council
Where everybody matters

GREAT WESTERN AMBULANCE SERVICE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Date & Time: 24th February 2012 at 11.00 am (Pre-meeting for Members and L A Officers only at 10.15 am.)

Venue: North Somerset Council, New Council Chamber, Town Hall, Weston-Super-Mare, BS23 1UJ.

Members of the Committee:

- Councillor Anthony Clarke, Bath & North East Somerset Council (Chair)
- Councillor Sharon Ball, Bath & North East Somerset Council
- Councillor Eleanor Jackson, Bath & North East Somerset Council
- Councillor Lesley Alexander, Bristol City Council
- Jenny Smith, Bristol City Council
- Councillor Sylvia Townsend, Bristol City Council
- Councillor Ron Allen, Gloucestershire County Council
- Councillor Terry Hale, Gloucestershire County Council
- Councillor Sheila Jeffery, Cotswold D C (Glos. County Council)
- Gloucestershire County Council
- Councillor Bob Garner, North Somerset Council
- Councillor Reyna Knight, North Somerset Council
- Councillor Nick Pennycott, North Somerset Council
- Councillor Janet Biggin, South Gloucestershire Council
- Councillor Sue Hope, South Gloucestershire Council
- Councillor Ian Scott, South Gloucestershire Council
- Councillor Fionuala Foley, Swindon Borough Council
- Councillor tba, Swindon Borough Council
- Councillor tba, Swindon Borough Council
- Councillor Christine Crisp, Wiltshire Council

- Councillor Mike Hewitt, Wiltshire Council
- Councillor Ian McLennan, Wiltshire Council

Contact Officers:

Romayne de Fonseca, Bristol City Council, 0117 9222770, romayne.de.Fonseka@bristol.gov.uk or Norman Cornthwaite, Bristol City Council, 0117 9222390, norman.cornthwaite@bristol.gov.uk

Web site addresses:

Bath & North East Somerset Council - www.bathnes.gov.uk
 Bristol City Council – www.bristol.gov.uk
 Gloucestershire County Council – www.gloucestershire.gov.uk
 North Somerset Council – www.n-somerset.gov.uk
 South Gloucestershire Council - www.southglos.gov.uk
 Swindon Borough Council – www.swindon.gov.uk
 Wiltshire Council – www.wiltshire.gov.uk

AGENDA

- 1. Apologies for Absence**
To receive and note any apologies from Members of the Committee.
- 2. Declarations of Interest**
Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.
- 3. Public Question Time**
See explanatory note below. Please contact the Officers whose names and numbers appear at the top of this agenda if you need further guidance.
- 4. Chair's Update**
To receive any information from the Chair. There will not normally be any discussion on this item.
- 5. Minutes of the Meeting Held on 14th October 2011**
To approve the Minutes of the Meeting for signature by the Chair.
- 6. Monthly Performance Information Comprising:**
 - A. Commissioners' Monthly Report for October 2011;**

	<p>B. Trust Activity and Performance; C. Hospital Handover Summary.</p> <p>To comment and note.</p>
7.	<p>Organisational change at GWAS</p> <p>To comment and note.</p>
8.	<p>Update from HOSCs</p> <p>To comment and note.</p>
9.	<p>Report from Joint Working Group</p> <p>To comment and note. (To follow)</p>
10.	<p>Work Programme</p> <p>To agree the priorities for future meetings of the Committee.</p>
11.	<p>Dates of Future Meetings</p> <p>Proposed date of next meeting: Friday 15th June 2012 – Swindon Borough Council; Friday 19th October 2012 – Bath and North East Somerset Council. Both Meetings commencing at 11.00 am.</p>
12.	<p>Urgent Business</p>

Date of Dispatch: 16th February 2012

MEMBERS OF THE COMMITTEE –

Please note that lunch will not be provided.

Public Question Time

Up to 15 minutes will be allowed at the start of all Joint Committee meetings for questions to the Chair from members of the public about the work of the Committee. Questions must be relevant, clear and concise. Because of time constraints, Public Question Time is not an opportunity to make speeches or statements. Prior notice of a question to the Scrutiny Officers supporting the Joint Committee is desirable, particularly if detailed information is needed.

Access Arrangements

The Venue is wheelchair accessible and an infrared receiver hearing system is provided. If you would wish to attend the meeting but have any special requirement to enable you to do so please contact the Scrutiny Officers whose names and numbers appear at the top of this agenda as soon as possible prior to the date of the meeting.

If you would like to receive any of the pages contained in this agenda in a larger print size, please contact the Scrutiny Officers whose name and numbers appear at the top of this agenda.

**GREAT WESTERN AMBULANCE SERVICE
JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE**

**MINUTES OF MEETING HELD
10:00AM ON FRIDAY 14 OCTOBER 2011
AT
WILTSHIRE COUNCIL**

Members of the Committee:

Councillors Present:

Cllr Anthony Clark (Chairman) - Bath & North East Somerset Council, Cllr Sharon Ball, Bath & North East Somerset Council, Jenny Smith – Bristol City Council, Cllr Sylvia Townsend – Bristol City Council, Cllr Ron Allen – Gloucestershire County Council, Cllr Sheila Jeffery – Cotswold District Council (Glos. County Council), Cllr Terry Hale – Gloucestershire County Council, Cllr Nick Pennycott, North Somerset Council, Cllr Janet Biggin – South Gloucestershire Council, Cllr Mike Hewitt – Wiltshire Council, Cllr Ian McLennan – Wiltshire Council, Cllr Peter Hutton – Wiltshire Council (substitute for Cllr Christine Crisp).

Apologies:

Cllr Eleanor Jackson - Bath & North East Somerset Council, Cllr Lesley Alexander - Bristol City Council, Cllr Bob Garner – North Somerset Council, Cllr Reyna Knight – North Somerset Council, Cllr Sue Hope – South Gloucestershire Council, Cllr Ian Scott – South Gloucestershire Council, Cllr Fionuala Foley – Swindon Borough Council, Cllr Christine Crisp – Wiltshire Council (substitute was Cllr Peter Hutton).

Also in attendance:

Liam Williams – Great Western Ambulance Service, John Oliver – Great Western Ambulance Service, Romaine de Fonseca – Bristol City Council, Ros Low – Wiltshire Council, Sharon Smith – Wiltshire Council, Jill Crooks – Wiltshire Gazette & Herald, Linda Prosser – NHS Gloucestershire

1. Apologies for Absence

Apologies were received from Cllr Eleanor Jackson, Cllr Lesley Alexander, Cllr Bob Garner, Cllr Reyna Knight, Cllr Sue Hope, Cllr Ian Scott, Cllr Fionuala Foley and Cllr Christine Crisp.

2. Declarations of Interest

There were no declarations of interest received.

3. Public Question Time

There were no questions received.

4. Chair's Update

The Chair confirmed that he had attended an awards ceremony in Bath regarding frontline ambulance teams. Following a request received the Chairman confirmed that details of the award winners would be circulated.

He had also attended the AGM of GWAS where a local MP had proposed that smaller ambulance services be linked with the police authority. This had not received much support.

The decision of GWAS not to pursue Foundation Status was also raised and would be discussed later in the agenda.

5. Minutes of the Previous Meeting.

The minutes of the previous meeting were approved as a correct record.

6. Organisational Change at GWAS

This item was brought forward on the agenda to accommodate the late arrival of the NHS Gloucester representative.

An update report was provided with the agenda confirming that GWAS was to explore the possibility of partnership working with another organisation to ensure continued improvements to patient care following a decision by the Trust Board not to pursue an independent application for Foundation Trust status due to viability.

Prior to the meeting taking place a media release statement was circulated to the Committee providing further development in this area which included that South Western Ambulance Service NHS Foundation Trust (SWAST) had been identified as GWAS' preferred partner to explore a possible creation of a single ambulance trust providing services in the south west by October 2012.

A period of due diligence would now commence which would include a consultation period with the public and OSCs would continue to be involved in the process throughout.

In order to support this work the Chief Executive of SWAST had been appointed interim Chief Executive for GWAS from 1 November and the current Deputy Chief Executive and Director of Finance and Performance of SWAST appointed acting Chief Executive at SWAST.

Clarification was provided that further information contained with the agenda highlighted the good performance overall of GWAS to ensure continued

quality of care which would remain a focus during the due diligence process to be undertaken.

The benchmarking information available to GWAS had raised concerns over the financial or clinical services that SWAS offered and this would also be further investigated through the due diligence process. The Committee was also reminded, however, that the ambulance service was monitored by the Care Quality Commission (CQC) and that SWAS were considered a high performing organisation.

Ensuing discussion included concern by the Committee that patients could be negatively affected by the partnership arrangements with SWAS due to the significant size of the area to be serviced and that reassurance should be provided that the quality of service would not be affected.

Upon seeking details of timescales to be worked towards, clarification was provided that a new Project Manager had also been appointed, was due to commence employment on Monday 17 October and would, as part of his role, be responsible for pulling together timelines. As detailed earlier, OSCs would be further updated throughout the due diligence process.

With the concerns of the Committee in mind in relation to the retention of a good local service the Chairman proposed that an invitation be extended to the newly appointed Project Manager to attend the next meeting of the Committee to ensure early engagement with scrutiny and that representatives from SWAS also attend the meeting.

Resolved:

- i) To note the updates provided; and**
- ii) To request that the newly appointed Project Manager and representatives from SWAS attend the next meeting of the Committee to provide an update on developments in relation to the preferred partnership with SWAS.**

7. Monthly Performance Information

Representatives from NHS Gloucestershire were in attendance to present monthly performance information for the Committee's consideration details of which were included with the agenda as follows:

- A presentation on Commissioners Report for October 2011;
- Trust Activity and Performance; and
- Hospital Handover Summary

Upon commencement of the presentation NHS Gloucestershire confirmed the need to ensure continued delivery of outcomes as a strong partner in terms of the partnership proposals as detailed above and that this would be demonstrated as the performance indicators and targets would highlight.

Clarification was provided that the new currencies of measurement for ambulance services included two new quality indicators which were 'hear and treat (whereby the service provided is delivered over the phone) and 'see and treat' (where patients were seen by a professional at home).

As part of a continued drive to encourage a sense of community service, providers wished to measure and see a reduction in the number of patients taken to hospital. Although figures were provided for consideration, there was currently no benchmark available to ascertain the performance status in this area.

The issue of patient transfer and, specifically, the return journey of those patients taken to facilities, was further raised and clarification provided that the PTS would be the relevant service to provide this facility. In addition for those patients not eligible for PTS there were other options applicable.

Members also noted that there was a greater variance of performance in key areas, such as Gloucestershire where ambulances in both directions from Wales to Gloucester impacted on performance figures. This was being monitored by GWAS.

Members were also reminded that vehicles were positioned based on demand which used both historical data and information provided on a minute by minute basis. This resulted in a clear mechanism to ensure 'nearest and quickest' ambulance attendance.

Resolved:

To note the update information provided.

8. National Audit Office Report on VFM

The Committee was asked to note the update report provided which gave a brief update on some of the National Audit Office key findings and recommendations arising from the 'Transforming NHS ambulance services' report published in June 2011.

In presenting the report, clarification was provided that much work was being undertaken to ensure a reduction in the number of dual resource despatch to ensure this was only done where absolutely necessary. Members were also asked to note that although the NAO had identified an historically high sickness level among frontline ambulance staff, GWAS had been identified as having the lowest level of frontline staff sickness.

Resolved:

To note the update report provided.

9. Ambulance Quality Indicators

A presentation on ambulance quality indicators which arose from central government at the end of 2010 was presented for consideration. The 11 quality indicators for England's ambulance services would be used to measure patient experience and outcomes.

The indicators, which were reported on a monthly basis by all English ambulance services, were accessible through the internet and allowed for the data of each of the indicators to be viewed in varying forms. This included the re-contact rate of each NHS Trust where GWAS was performing well.

The percentage of FAST positive stroke patients potentially eligible for stroke thrombolysis arriving at a hyperacute stroke centre within 60 minutes remained around 65%, GWAS was investigating the remaining 35% outside of this standard to aspire to further improve on the figure.

A second part of the 2 part indicator for stroke patients included a 'care bundle' indicator where GWAS achieved a 100% and therefore the Trust was doing well in this area.

Of the estimated 20,000 999 calls managed by GWAS, approximately 400 of these were evaluated. The Trust was therefore working towards expanding its evaluation of the quality of care to provide better evidence in the future. This included the 'End of Life' care where patients wishes via a registration system to ensure these are followed.

Ensuing discussion included concerns of the potential relocation of the Helicopter pad at Filton and what lessons may have been learnt following the riots earlier this year including Bristol.

Clarification was provided that the priority of the Trust would be to ensure patient care remained the focus and that plans were in place with partner organisations, such as the police and fire authority, to ensure access to patients remained viable whilst securing the safety of ambulance crew members.

Resolved:

To note the update provided.

10. Update on GWAS Estates

An update report on the implementation of the GWAS Estates Strategy was provided following approval of the GWAS Trust Board in May 2011.

The update included that a programme to implement the strategy and now been established and resourced with three initial key projects within the programme. These were:

Bristol estate review
Trust-wide offices review
Trust-wide operations centre review

Upon questions raised by members of the Committee, clarification was provided that a site visit would be facilitated for those members wishing to visit the Bristol estate as concerns were raised as to the impact any potential removal of services may have on other NHS departments.

The Committee were reminded that the purpose of the strategy was to ensure the needs of the population were met. The strategy would continue to develop although operation centres, for example, would be addressed and reviewed step by step to ensure offices were also clearly aligned to the needs of future partners.

Resolved:

To note the update provided.

11. Update from HOSCs

The Committee was asked to note the update provided and the following additional information:

Wiltshire Council was undergoing a review of the Scrutiny structure which was expected to be concluded in February 2012.

Cotswold District Council had formed a working group to review response times within the area. As a result a focus on the use of defibrillators had been agreed which were now being rolled out within the area.

Resolved:

To note the updates provided.

12. Report from Joint Working Group

An update on the work of the Joint Working Group was provided for consideration.

Resolved:

To note the update provided.

13. Work Programme

The Committee were asked to agree the priorities for the Committees future meetings.

Resolved:

To note the programme provided and agree the priorities detailed.

14. Dates of Future Meetings

The next meeting of the Committee will be held on 24 February 2011. The Committee agreed that future agendas will include details of the next 3 meetings scheduled and related briefings for Councillors.

Resolved:

That the next meeting of the GWAS JH Select Committee would be held on Friday 24 February 2011.

15. Urgent items

There were no urgent items for consideration.

(Duration of meeting: 11:00am – 1:15pm)

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY

Agenda Item No. 6

Review of Issues Arising from Performance Information

Great Western Ambulance Joint Health Scrutiny Committee
24th February 2012

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with monthly performance information, including handover times/delays broken down by hospital

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Consider the appended information and identify any issues requiring further clarification or discussion with the Great Western Ambulance NHS Trust or NHS Gloucestershire as lead commissioners.

1.0 Reasons

1.1 The Great Western Ambulance Joint Health Scrutiny Committee had previously resolved to review the monthly "Managing Our Performance" Report that was presented to the Great Western Ambulance NHS Trust Board. This report has subsequently been revised and renamed as the "Board Performance Report".

2.0 Detail

2.1 Performance information is attached. The attached information outlines GWAS performance by month, broken down by sector, PCT and local authority.

2.2 Also attached is a breakdown of handover times/delays by hospital. This provides more detailed localised information which Committee members may find helpful.

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY



ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2011/12

CONTENTS

- PAGE 2: Breakdown of all activity types by PCT during 2011/12
- PAGE 3: Breakdown of activity types excluding card 33 and 35 by PCT during 2011/12
- PAGE 4: GREAT WESTERN AMBULANCE SERVICE TOP LEVEL SUMMARY OF ACTIVITY & PERFORMANCE DURING 2011/12 AGAINST THE PREVIOUS FINANCIAL YEAR AND NATIONAL TARGETS (exclusions are test error & duplicate calls)
- PAGE 5: AVERAGE JOB CYCLE TIME BY PCT FOR 2011/12, (Assignment of resource to clear for all response types)
- PAGE 6: CHARTS PRESENTING ACTIVITY & PERFORMANCE DURING 2011/12 AGAINST THE PREVIOUS FINANCIAL YEAR AND NATIONAL TARGETS
- PAGE 7: PERFORMANCE AGAINST CATEGORY RED 8 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY with percentage of Red responses against total responses for Sector & PCT.
- PAGE 8: PERFORMANCE AGAINST CATEGORY RED 19 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY with percentage of Red responses against total responses for Sector & PCT.
- PAGE 9: PERFORMANCE AGAINST CATEGORY GREEN 1 LOCAL STANDARDS BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST with percentage of Green 1 responses against total responses for Sector & PCT.
- PAGE 10: PERFORMANCE AGAINST CATEGORY GREEN 2 LOCAL STANDARDS BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST with percentage of Green 2 responses against total responses for Sector & PCT.
- PAGE 11: PERFORMANCE AGAINST CATEGORY GREEN 3 LOCAL STANDARDS BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST with percentage of Green 3 responses against total responses for Sector & PCT.
- PAGE 12: PERFORMANCE AGAINST CATEGORY GREEN 4 LOCAL STANDARDS BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST with percentage of Green 4 responses against total responses for Sector & PCT.
- PAGE 13: ACTIVITY LEVELS - INCIDENTS WITH RESPONSE BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST AGAINST THE PREVIOUS FINANCIAL YEAR
- PAGE 14: CONVEYANCE RATE - BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST
- PAGE 15: CONVEYANCE RATE (excluding card 33 and 35) - BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST
- PAGE 16: ACTIVITY LEVELS - TOTAL NUMBER OF RESPONDING RESOURCES BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST
- PAGE 17: ACTIVITY LEVELS - TOTAL NUMBER OF PATIENTS TRANSPORTED BROKEN DOWN BY SECTOR AND PRIMARY CARE TRUST
- PAGE 18: CONTRACT SUMMARY - CONTRACTED ACTIVITY (INCIDENTS WITH RESPONSE) VS ACTUAL ACTIVITY BROKEN DOWN BY PCT
- PAGE 19: Clinical Desk report with summary by PCT
- PAGE 20: Hart Activity Report and ASU Activity Report

Activity by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	76	110	107	106	103	102	132	224	244	189			1,393
	see & treat	1,718	1,650	1,666	1,762	1,691	1,606	1,767	1,701	2,184	2,052			17,797
	Type 1&2 A&E	3,109	3,179	3,028	3,244	3,112	3,326	3,459	3,229	3,416	3,353			32,455
	other destination	553	521	525	526	519	466	496	474	489	462			5,031
	xassist	2	5	5	5	7	7	6	9	4	9			59
Gloucestershire	Total	5,458	5,465	5,331	5,643	5,432	5,507	5,860	5,637	6,337	6,065			56,735
	hear & treat	28	50	51	68	81	61	69	74	92	87			661
	see & treat	644	651	654	659	657	665	695	662	814	726			6,827
	Type 1&2 A&E	1,035	991	1,032	1,061	927	1,037	1,040	1,000	1,038	1,104			10,265
	other destination	166	173	167	136	169	189	149	151	144	143			1,587
	xassist			1										1
Swindon	Total	1,873	1,865	1,905	1,924	1,834	1,952	1,953	1,887	2,088	2,060			19,341
	hear & treat	222	193	213	210	175	276	281	329	433	322			2,654
	see & treat	1,467	1,437	1,457	1,668	1,478	1,517	1,652	1,501	1,678	1,615			15,470
	Type 1&2 A&E	2,186	2,144	2,260	2,282	2,198	2,348	2,352	2,073	2,363	2,106			22,312
	other destination	840	767	766	719	603	681	714	676	555	618			6,939
	xassist													-
Bristol	Total	4,715	4,541	4,696	4,879	4,454	4,822	4,999	4,579	5,029	4,661			47,375
	hear & treat	52	76	74	65	64	71	93	109	137	104			845
	see & treat	527	570	544	566	531	495	530	468	534	533			5,298
	Type 1&2 A&E	1,206	1,231	1,150	1,244	1,269	1,259	1,279	1,150	1,301	1,199			12,288
	other destination	260	217	218	216	239	254	217	231	204	198			2,254
	xassist			1	1	1		2			1			6
North Somerset	Total	2,045	2,094	1,987	2,092	2,104	2,079	2,121	1,958	2,176	2,035			20,691
	hear & treat	63	53	54	55	54	67	75	98	155	120			794
	see & treat	513	516	561	551	522	577	607	632	772	636			5,887
	Type 1&2 A&E	995	991	929	1,039	1,028	1,021	1,060	1,051	1,173	1,014			10,301
	other destination	482	471	415	384	359	347	333	336	299	328			3,754
	xassist													-
South Gloucestershire	Total	2,053	2,031	1,959	2,029	1,963	2,012	2,075	2,117	2,399	2,098			20,736
	hear & treat	25	32	26	28	30	30	57	78	114	59			479
	see & treat	449	403	495	467	401	439	476	480	603	528			4,741
	Type 1&2 A&E	910	911	980	970	876	893	1,006	921	979	971			9,417
	other destination	148	159	145	164	135	166	141	141	98	89			1,386
	xassist				1		1		3	1	1			7
Bath and North East Somerset	Total	1,532	1,505	1,646	1,630	1,442	1,529	1,680	1,623	1,795	1,648	-	-	16,030
	hear & treat	69	82	87	121	106	123	165	184	203	196			1,336
	see & treat	1,342	1,385	1,509	1,491	1,513	1,456	1,566	1,449	1,861	1,614			15,186
	Type 1&2 A&E	2,206	2,227	2,175	2,357	2,176	2,303	2,306	2,189	2,385	2,287			22,611
	other destination	386	391	434	371	411	389	360	354	350	321			3,767
	xassist				2	1	3	3	2	2	4			17
Wiltshire	Total	4,003	4,085	4,205	4,342	4,207	4,274	4,400	4,178	4,801	4,422	-	-	42,917
	hear & treat	1	4		1	1	1	2	3	1	1			15
	see & treat	53	61	47	62	60	58	49	57	76	72			595
	Type 1&2 A&E	14	19	13	28	18	25	21	35	21	20			214
	other destination	70	66	72	71	73	92	61	64	75	67			711
	xassist	76	70	61	107	94	64	50	55	48	34			659
Other/Unknown	Total	214	220	193	269	246	240	183	214	221	194	-	-	2,194
	hear & treat	536	600	612	654	614	731	874	1,099	1,379	1,078			8,177
	see & treat	6,713	6,673	6,933	7,226	6,853	6,813	7,342	6,950	8,522	7,776			71,801
	Type 1&2 A&E	11,661	11,693	11,567	12,225	11,604	12,212	12,523	11,648	12,676	12,054			119,863
	other destination	2,905	2,765	2,742	2,587	2,508	2,584	2,471	2,427	2,214	2,226			25,429
	xassist	78	75	68	116	103	75	61	69	55	49			749
GWAS	Total	21,893	21,806	21,922	22,808	21,682	22,415	23,271	22,193	24,846	23,183			226,019

Activity (excluding card 33 and 35) by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	76	110	107	106	103	102	132	224	243	188			1,391
	see & treat	1,636	1,568	1,591	1,691	1,605	1,536	1,661	1,617	2,057	1,932			16,894
	Type 1&2 A&E	2,264	2,297	2,124	2,332	2,210	2,408	2,511	2,243	2,377	2,340			23,106
	other destination	246	213	227	219	232	193	189	162	150	140			1,971
	kassist	2	4	4	5	7	5	5	9	4	9			54
Gloucestershire	Total	4,224	4,192	4,053	4,353	4,157	4,244	4,498	4,255	4,831	4,609	-	-	43,416
	hear & treat	28	50	51	68	81	61	69	74	91	87			660
	see & treat	603	621	624	632	636	619	653	628	769	682			6,467
	Type 1&2 A&E	883	833	863	867	771	867	824	824	803	852			8,387
	other destination	29	35	40	29	32	36	27	24	21	20			293
	kassist			1										1
Swindon	Total	1,543	1,539	1,579	1,596	1,520	1,583	1,573	1,550	1,684	1,641	-	-	15,808
	hear & treat	218	189	213	208	174	275	278	328	428	319			2,630
	see & treat	1,412	1,389	1,387	1,611	1,414	1,458	1,574	1,428	1,572	1,535			14,780
	Type 1&2 A&E	1,819	1,794	1,904	1,892	1,816	1,933	1,886	1,659	1,853	1,643			18,199
	other destination	486	408	433	388	307	329	389	366	249	324			3,679
	kassist													-
Bristol	Total	3,935	3,780	3,937	4,099	3,711	3,995	4,127	3,781	4,102	3,821	-	-	39,288
	hear & treat	52	72	74	64	63	71	93	108	136	104			837
	see & treat	498	545	500	531	499	456	496	420	495	485			4,925
	Type 1&2 A&E	913	946	877	977	946	937	962	841	937	856			9,192
	other destination	130	115	99	106	113	101	100	89	79	79			1,011
	kassist			1	1	1		1			1			5
North Somerset	Total	1,593	1,678	1,551	1,679	1,622	1,565	1,652	1,458	1,647	1,525	-	-	15,970
	hear & treat	61	52	53	54	53	66	75	98	154	117			783
	see & treat	484	488	536	517	493	556	568	587	719	584			5,532
	Type 1&2 A&E	845	813	749	852	824	829	834	791	914	779			8,230
	other destination	154	149	146	129	93	93	103	103	78	121			1,169
	kassist													-
South Gloucestershire	Total	1,544	1,502	1,484	1,552	1,463	1,544	1,580	1,579	1,865	1,601	-	-	15,714
	hear & treat	25	31	26	28	30	30	56	77	112	59			474
	see & treat	424	382	479	448	383	408	440	445	566	489			4,464
	Type 1&2 A&E	670	682	723	701	634	662	733	662	710	709			6,886
	other destination	78	74	74	92	72	98	78	64	33	26			689
	kassist			1	1		1		2	1	1			6
Bath and North East Somerset	Total	1,197	1,169	1,302	1,270	1,119	1,199	1,307	1,250	1,422	1,284	-	-	12,519
	hear & treat	68	82	86	121	106	123	165	184	202	195			1,332
	see & treat	1,253	1,281	1,405	1,386	1,404	1,345	1,457	1,311	1,707	1,447			13,996
	Type 1&2 A&E	1,606	1,607	1,624	1,777	1,664	1,701	1,702	1,613	1,707	1,598			16,599
	other destination	133	138	157	135	129	143	116	120	79	57			1,207
	kassist			2	2	1	3	3	2	2	4			17
Wiltshire	Total	3,060	3,108	3,272	3,421	3,304	3,315	3,443	3,230	3,697	3,301	-	-	33,151
	hear & treat	1	4		1	1	1	2	3	1	1			15
	see & treat	53	58	46	61	59	55	48	53	73	69			575
	Type 1&2 A&E	9	14	7	21	10	18	14	25	12	11			141
	other destination	63	61	67	66	68	82	58	61	68	62			656
	kassist	72	63	54	100	84	59	49	49	44	27			601
Other/Unknown	Total	198	200	174	249	222	215	171	191	198	170	-	-	1,988
	hear & treat	529	590	610	650	611	729	870	1,096	1,367	1,070	-	-	8,122
	see & treat	6,363	6,332	6,568	6,877	6,493	6,433	6,897	6,489	7,958	7,223	-	-	67,633
	Type 1&2 A&E	9,009	8,986	8,871	9,419	8,875	9,355	9,466	8,658	9,313	8,788	-	-	90,740
	other destination	1,319	1,193	1,243	1,164	1,046	1,075	1,060	989	757	829	-	-	10,675
	kassist	74	67	60	109	93	68	58	62	51	42	-	-	684
GWAS	Total	17,294	17,168	17,352	18,219	17,118	17,660	18,351	17,294	19,446	17,952	-	-	177,854



TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	221,603
2011/12 Contract	21,372	23,051	22,118	22,636	22,020	22,001	23,282	22,271	25,971	23,528	20,966	23,284	228,250
2011/12 Actual	21,893	21,806	21,921	22,808	21,682	22,415	23,271	22,193	24,846	23,186	*	*	226,021
Variance from Contract	521	-1,245	-197	172	-338	414	-11	-78	-1,125	-342	*	*	-2,229
Variance from Contract %	2.4%	-5.4%	-0.9%	0.8%	-1.5%	1.9%	0.0%	-0.4%	-4.3%	-1.5%	*	*	-1.0%
Variance from 2010/11	1,144	-574	446	831	304	1,054	668	571	-368	342	*	*	4,418
Variance from 2010/11 %	5.5%	-2.6%	2.1%	3.8%	1.4%	4.9%	3.0%	2.6%	-1.5%	1.5%	*	*	2.0%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	147,235
2011/12 Actual	14,624	14,508	14,355	14,878	14,178	14,848	15,039	14,120	14,926	14,312	*	*	145,788
Variance from 2010/11	680	-277	123	483	33	441	-82	-431	-1,497	-920	*	*	-1,447
Variance from 2010/11 %	4.9%	-1.9%	0.9%	3.4%	0.2%	3.1%	-0.5%	-3.0%	-9.1%	-6.0%	*	*	-1.0%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	67.2%	66.1%	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.4%
2011/12 Actual	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	*	*	64.5%
Variance from 2010/11 %	-0.4%	0.5%	-0.8%	-0.3%	-0.8%	-1.2%	-2.3%	-3.7%	-5.1%	-5.0%	*	*	-1.9%

ACTIVITY excluding card 33 & 35

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	16,595	18,031	17,062	17,624	17,169	16,952	17,982	16,919	20,030	17,709	15,672	17,736	176,073
2011/12 Actual	17,294	17,168	17,351	18,219	17,118	17,660	18,351	17,294	19,446	17,955	*	*	177,856
Variance from 2010/11	699	-863	289	595	-51	708	369	375	-584	246	*	*	1,783
Variance from 2010/11 %	4.2%	-4.8%	1.7%	3.4%	-0.3%	4.2%	2.1%	2.2%	-2.9%	1.4%	*	*	1.0%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	9,999	10,702	10,065	10,341	10,179	10,264	10,795	10,220	11,690	10,489	9,341	10,724	104,744
2011/12 Actual	10,383	10,221	10,152	10,642	9,978	10,476	10,568	9,687	10,102	9,645	*	*	101,854
Variance from 2010/11	384	-481	87	301	-201	212	-227	-533	-1,588	-844	*	*	-2,890
Variance from 2010/11 %	3.8%	-4.5%	0.9%	2.9%	-2.0%	2.1%	-2.1%	-5.2%	-13.6%	-8.0%	*	*	-2.8%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	60.3%	59.4%	59.0%	58.7%	59.3%	60.5%	60.0%	60.4%	58.4%	59.2%	59.6%	60.5%	59.5%
2011/12 Actual	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	*	*	57.3%
Variance from 2010/11 %	-0.2%	0.2%	-0.5%	-0.3%	-1.0%	-1.2%	-2.4%	-4.4%	-6.4%	-5.5%	*	*	-2.2%

PERFORMANCE:

Category RED 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
2011/12 Target	75.50%	76.60%	75.00%	76.50%	75.50%	76.50%	76.00%	75.50%	70.00%	75.00%	75.50%	77.00%	75.0%
2011/12 Actual	75.48%	76.95%	74.73%	76.40%	77.58%	75.45%	75.86%	75.81%	73.26%	76.72%	*	*	75.8%
Variance from Target	0.0%	0.3%	-0.3%	-0.1%	2.1%	-1.0%	-0.1%	0.3%	3.3%	1.7%	*	*	0.8%
Variance from 2010/11	-2.3%	-0.5%	-1.1%	-0.4%	2.5%	1.2%	1.0%	2.0%	8.6%	4.5%	*	*	1.5%

Category RED 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	95.98%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	94.7%
2011/12 Target	95.79%	96.50%	95.80%	96.00%	96.50%	97.00%	97.00%	96.25%	92.75%	96.00%	96.50%	97.00%	96.0%
2011/12 Actual	95.71%	96.40%	95.56%	96.01%	96.28%	95.37%	95.55%	95.71%	94.90%	95.61%	*	*	95.7%
Variance from Target	-0.1%	-0.1%	-0.2%	0.0%	-0.2%	-1.6%	-1.5%	-0.5%	2.2%	-0.4%	*	*	-0.3%
Variance from 2010/11	-0.3%	-0.1%	-0.3%	0.7%	0.7%	-0.3%	0.4%	0.5%	1.7%	2.2%	*	*	1.0%

Category GREEN Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2011/12 Target	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
2011/12 Actual	94.7%	94.5%	93.5%	92.8%	95.6%	92.4%	92.7%	92.1%	88.4%	93.1%	*	*	93.0%
Variance from Target	4.7%	4.5%	3.5%	2.8%	5.6%	2.4%	2.7%	2.1%	-1.6%	3.1%	*	*	3.0%

Average Job Cycle Time by PCT

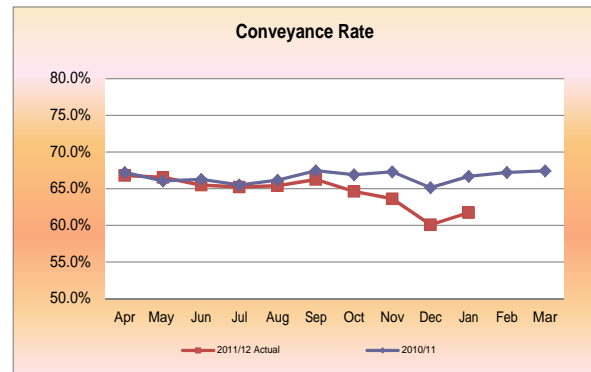
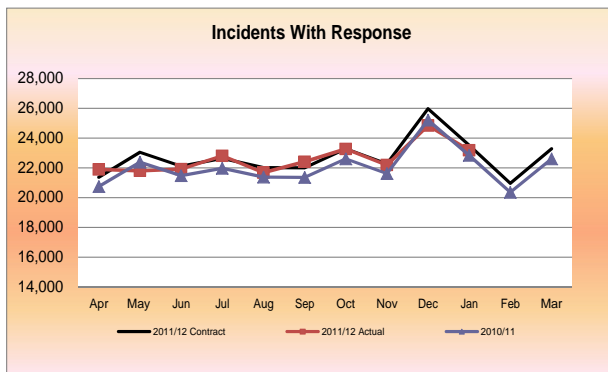
(Time from Assign to Clear for all responses)

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	01:40:53	01:39:00	01:41:41	01:39:17	01:39:51	01:45:03	*	*	*	*	*	*	01:40:57
Swindon	01:17:08	01:15:01	01:17:39	01:14:28	01:11:50	01:16:00	*	*	*	*	*	*	01:15:22
Bristol	01:28:44	01:26:13	01:41:55	01:30:20	01:31:30	01:32:35	*	*	*	*	*	*	01:31:54
North Somerset	01:39:41	01:40:16	01:55:33	01:40:44	01:44:35	01:46:46	*	*	*	*	*	*	01:44:31
South Gloucestershire	01:39:44	01:35:24	01:44:14	01:38:08	01:37:08	01:42:43	*	*	*	*	*	*	01:39:32
Bath and North East Somerset	01:25:54	01:26:11	01:30:30	01:30:47	01:28:45	01:27:13	*	*	*	*	*	*	01:28:17
Wiltshire	01:35:43	01:38:13	01:38:22	01:38:17	01:35:09	01:38:57	*	*	*	*	*	*	01:37:28
Total	01:34:58	01:33:52	01:40:53	01:36:15	01:35:40	01:39:41	*	*	*	*	*	*	01:39:00

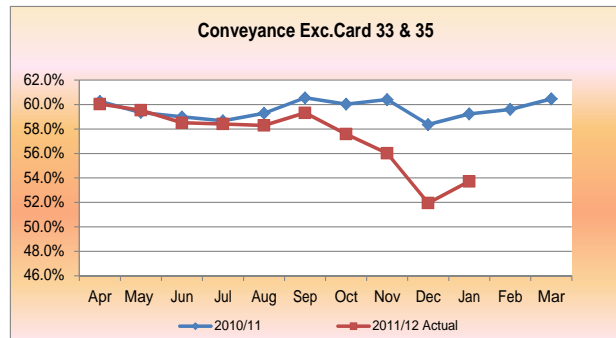
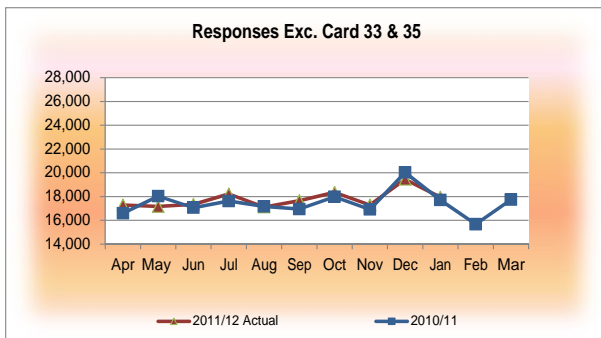


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

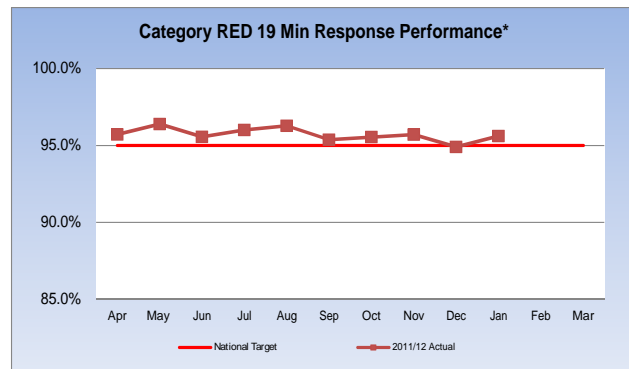
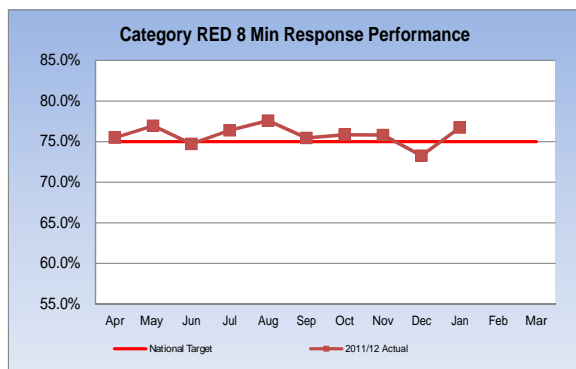
ACTIVITY:



ACTIVITY EXCLUDING CARD 33 & 35:



PERFORMANCE:



GREEN 1 Performance by Sector

GREEN 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	344	345	373	429	388	397	400	370	402	385	*	*	3,833
Gloucestershire	199	208	203	229	214	185	191	210	247	249	*	*	2,139
Wiltshire	286	306	292	295	303	295	320	312	317	298	*	*	3,024
Other/Unknown	7	10	5	9	13	17	6	6	12	7	*	*	92
Total	836	869	873	962	918	898	917	898	978	939	*	*	9,088

Compliant GREEN 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	308	328	339	384	365	349	364	327	334	345	*	*	3,443
Gloucestershire	195	200	196	220	211	182	184	206	235	240	*	*	2,069
Wiltshire	274	300	277	284	283	282	305	295	301	282	*	*	2,883
Other/Unknown	5	8	5	9	11	12	5	3	6	3	*	*	67
Total	782	836	817	897	870	825	858	831	876	870	*	*	8,462

GREEN 1 Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	89.5%	95.1%	90.9%	89.5%	94.1%	87.9%	91.0%	88.4%	83.08%	89.61%	*	*	89.8%
Gloucestershire	98.0%	96.2%	96.6%	96.1%	98.6%	96.3%	96.3%	98.1%	95.14%	96.39%	*	*	96.7%
Wiltshire	95.8%	98.0%	94.9%	96.3%	93.4%	95.6%	95.3%	94.6%	94.95%	94.63%	*	*	95.3%
Other/Unknown	71.4%	80.0%	100.0%	100.0%	84.6%	70.6%	83.3%	50.0%	50.00%	42.86%	*	*	72.8%
Total	93.5%	96.2%	93.6%	93.2%	94.8%	91.9%	93.6%	92.5%	89.6%	92.7%	*	*	93.1%

GREEN 1 Performance by PCT

GREEN 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	199	208	203	229	214	189	191	210	247	249	*	*	2,139
Swindon	86	95	88	88	74	83	89	93	83	89	*	*	868
Bristol	191	181	204	223	214	216	214	207	203	217	*	*	2,070
North Somerset	74	76	86	95	87	89	93	76	87	69	*	*	832
South Gloucestershire	70	80	70	96	78	82	82	80	102	90	*	*	830
Bath and North East Somerset	50	57	56	66	61	54	64	62	68	65	*	*	603
Wiltshire	158	162	161	156	177	168	178	164	176	153	*	*	1,653
Other/Unknown	8	10	5	9	13	17	6	6	12	7	*	*	93
Total	836	869	873	962	918	898	917	898	978	939	*	*	9,088

Compliant GREEN 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	195	200	196	220	211	182	184	206	235	240	*	*	2,069
Swindon	85	94	86	86	73	81	86	91	82	86	*	*	850
Bristol	176	174	188	205	203	186	191	182	168	194	*	*	1,867
North Somerset	66	72	76	82	81	79	84	68	74	62	*	*	744
South Gloucestershire	60	74	63	86	73	77	78	71	83	80	*	*	745
Bath and North East Somerset	44	57	55	60	55	50	60	61	65	62	*	*	569
Wiltshire	150	157	148	149	163	158	170	149	163	143	*	*	1,550
Other/Unknown	6	8	5	9	11	12	5	3	6	3	*	*	68
Total	782	836	817	897	870	825	858	831	876	870	*	*	8,462

GREEN 1 Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	98.0%	96.2%	96.6%	96.1%	98.6%	96.3%	96.34%	98.10%	95.14%	96.39%	*	*	96.7%
Swindon	98.84%	98.95%	97.73%	97.73%	98.65%	97.59%	96.63%	97.85%	98.80%	96.63%	*	*	97.9%
Bristol	92.15%	96.13%	92.16%	91.93%	94.86%	86.11%	89.25%	87.92%	82.76%	89.40%	*	*	90.2%
North Somerset	89.19%	94.74%	88.37%	86.32%	93.10%	88.76%	90.32%	89.47%	85.06%	89.86%	*	*	89.4%
South Gloucestershire	85.71%	92.50%	90.00%	89.58%	93.59%	93.90%	95.12%	88.75%	81.37%	88.89%	*	*	89.8%
Bath and North East Somerset	88.00%	100.00%	98.21%	90.91%	90.16%	92.59%	93.75%	98.39%	95.59%	95.38%	*	*	94.4%
Wiltshire	94.94%	96.91%	91.93%	95.51%	92.09%	94.05%	95.51%	90.85%	92.61%	93.46%	*	*	93.8%
Other/Unknown	75.00%	80.00%	100.00%	100.00%	84.62%	70.59%	83.33%	50.00%	50.00%	42.86%	*	*	73.1%
Total	93.5%	96.2%	93.6%	93.2%	94.8%	91.9%	93.6%	92.5%	89.6%	92.7%	*	*	93.1%

Percentage of Total Responses being Green 1 Responses by Sector

Category Green 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	3.80%	3.88%	4.18%	4.62%	4.44%	4.35%	4.24%	4.16%	4.07%	4.25%	*	*	4.2%
Gloucestershire	3.65%	3.81%	3.81%	4.06%	3.94%	3.43%	3.26%	3.73%	3.90%	4.10%	*	*	3.8%
Wiltshire	3.98%	4.24%	3.90%	3.87%	4.17%	3.91%	4.11%	4.19%	3.77%	3.79%	*	*	4.0%
Other/Unknown	3.27%	4.55%	2.59%	3.35%	5.28%	7.08%	3.28%	2.80%	5.43%	3.59%	*	*	4.2%
Total	3.82%	3.99%	3.98%	4.22%	4.23%	4.01%	3.94%	4.05%	3.94%	4.05%	*	*	4.0%

Percentage of Total Responses being Green 1 Responses by PCT

Green 1 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3.65%	3.81%	3.81%	4.06%	3.94%	3.43%	3.26%	3.73%	3.90%	4.10%	*	*	3.8%
Swindon	4.59%	5.09%	4.62%	4.57%	4.03%	4.25%	4.56%	4.93%	3.98%	4.32%	*	*	4.5%
Bristol	4.05%	3.99%	4.34%	4.57%	4.80%	4.48%	4.28%	4.52%	4.04%	4.66%	*	*	4.4%
North Somerset	3.62%	3.63%	4.33%	4.54%	4.13%	4.28%	4.38%	3.88%	4.00%	3.39%	*	*	4.0%
South Gloucestershire	3.41%	3.94%	3.58%	4.73%	3.97%	4.08%	3.95%	3.78%	4.25%	4.29%	*	*	4.0%
Bath and North East Somerset	3.26%	3.79%	3.40%	4.05%	4.23%	3.53%	3.81%	3.82%	3.79%	3.94%	*	*	3.8%
Wiltshire	3.95%	3.97%	3.83%	3.59%	4.21%	3.93%	4.05%	3.93%	3.67%	3.46%	*	*	3.9%
Other/Unknown	3.69%	4.52%	2.56%	3.32%	5.22%	7.00%	3.23%	2.76%	5.31%	3.54%	*	*	4.2%
Total	3.82%	3.99%	3.98%	4.22%	4.23%	4.01%	3.94%	4.05%	3.94%	4.05%	*	*	4.0%

GREEN 3 Performance by Sector

GREEN 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	656	579	585	640	571	585	581	487	542	545	*	*	5,771
Gloucestershire	358	331	328	352	370	287	341	387	339	328	*	*	3,421
Wiltshire	471	474	453	534	469	438	474	435	445	455	*	*	4,648
Other/Unknown	12	7	17	14	14	16	12	15	15	12	*	*	134
Total	1,497	1,391	1,383	1,540	1,424	1,32€	1,40€	1,324	1,341	1,340	*	*	13,974

Compliant GREEN 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	586	513	517	560	524	512	503	427	460	499	*	*	5,101
Gloucestershire	354	328	321	348	363	283	335	372	321	316	*	*	3,342
Wiltshire	466	467	441	506	461	415	455	407	390	423	*	*	4,431
Other/Unknown	11	6	14	14	13	15	12	14	14	9	*	*	122
Total	1,417	1,314	1,293	1,429	1,361	1,22€	1,30€	1,220	1,18€	1,247	*	*	12,996

GREEN 3 Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	89.3%	88.6%	88.4%	87.5%	91.8%	87.5%	86.6%	87.7%	84.87%	91.56%	*	*	88.4%
Gloucestershire	98.9%	99.1%	97.9%	99.1%	98.1%	98.6%	98.2%	96.1%	94.69%	96.34%	*	*	97.7%
Wiltshire	98.9%	98.5%	97.4%	94.8%	98.3%	94.7%	96.0%	93.6%	87.64%	92.97%	*	*	95.3%
Other/Unknown	91.7%	85.7%	82.4%	100.0%	92.9%	93.8%	100.0%	93.3%	93.33%	75.00%	*	*	91.0%
Total	94.7%	94.5%	93.5%	92.8%	95.6%	92.4%	92.7%	92.1%	88.4%	93.1%	*	*	93.0%

GREEN 3 Performance by PCT

GREEN 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	358	331	328	352	370	287	341	387	339	328	*	*	3,421
Swindon	164	143	129	197	152	136	158	137	124	130	*	*	1,470
Bristol	376	319	365	377	349	368	363	293	310	297	*	*	3,417
North Somerset	136	135	105	135	109	125	107	91	103	122	*	*	1,188
South Gloucestershire	132	118	99	114	104	84	102	95	117	113	*	*	1,078
Bath and North East Somerset	91	80	101	92	84	80	90	81	104	82	*	*	885
Wiltshire	228	258	239	258	242	230	235	225	229	256	*	*	2,401
Other/Unknown	12	7	17	14	14	16	12	15	15	12	*	*	134
Total	1,497	1,391	1,383	1,540	1,424	1,32€	1,40€	1,324	1,341	1,340	*	*	13,974

Compliant GREEN 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	354	328	321	349	363	283	335	372	321	316	*	*	3,342
Swindon	163	142	128	186	150	131	155	129	112	121	*	*	1,417
Bristol	330	278	315	317	315	322	317	255	260	269	*	*	2,978
North Somerset	126	124	100	127	103	115	97	85	91	117	*	*	1,085
South Gloucestershire	120	106	87	103	98	68	84	80	100	101	*	*	947
Bath and North East Somerset	89	78	99	88	81	75	82	78	88	76	*	*	834
Wiltshire	224	252	229	245	238	216	223	207	199	238	*	*	2,271
Other/Unknown	11	6	14	14	13	15	12	14	14	9	*	*	122
Total	1,417	1,314	1,293	1,429	1,361	1,22€	1,30€	1,220	1,18€	1,247	*	*	12,996

GREEN 3 Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	98.9%	99.1%	97.9%	99.1%	98.1%	98.6%	98.24%	96.12%	94.69%	96.34%	*	*	97.7%
Swindon	99.39%	99.30%	99.22%	94.42%	98.68%	96.32%	98.10%	94.16%	93.02%	93.08%	*	*	96.4%
Bristol	87.77%	87.15%	86.30%	84.08%	90.26%	87.50%	87.33%	87.03%	83.87%	90.57%	*	*	87.2%
North Somerset	92.65%	91.85%	95.24%	94.07%	94.50%	92.00%	90.65%	93.41%	88.35%	95.90%	*	*	92.9%
South Gloucestershire	90.91%	89.83%	87.88%	90.35%	94.23%	80.95%	82.35%	84.21%	85.47%	89.38%	*	*	87.8%
Bath and North East Somerset	97.80%	97.50%	98.02%	95.65%	96.43%	93.75%	91.11%	96.30%	84.62%	92.68%	*	*	94.2%
Wiltshire	98.25%	97.67%	95.82%	94.59%	98.35%	93.91%	94.89%	92.00%	86.90%	92.97%	*	*	94.6%
Other/Unknown	91.67%	85.71%	82.35%	100.00%	92.86%	93.75%	100.00%	93.33%	93.33%	75.00%	*	*	0.00%
Total	94.7%	94.5%	93.5%	92.8%	95.6%	92.4%	92.7%	92.1%	88.4%	93.1%	*	*	93.0%

Percentage of Total Responses being Green 3 Responses by Sector

Category Green 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	7.26%	6.51%	6.56%	6.90%	6.54%	6.41%	6.15%	5.47%	5.49%	6.02%	*	*	6.32%
Gloucestershire	6.56%	6.06%	6.15%	6.24%	6.81%	5.21%	5.82%	6.87%	5.35%	5.41%	*	*	6.03%
Wiltshire	6.56%	6.56%	6.06%	7.01%	6.45%	5.81%	6.09%	5.85%	5.29%	5.79%	*	*	6.13%
Other/Unknown	5.61%	3.18%	8.81%	5.20%	5.69%	6.67%	6.56%	7.01%	6.79%	6.15%	*	*	6.10%
Total	6.84%	6.38%	6.31%	6.75%	6.57%	5.92%	6.05%	5.97%	5.40%	5.78%	*	*	6.18%

Percentage of Total Responses being Green 3 Responses by PCT

Green 3 Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	6.56%	6.06%	6.15%	6.24%	6.81%	5.21%	5.82%	6.87%	5.35%	5.41%	*	*	6.03%
Swindon	8.76%	7.67%	6.77%	10.24%	8.29%	6.97%	8.09%	7.26%	5.94%	6.31%	*	*	7.60%
Bristol	7.97%	7.02%	7.77%	7.73%	7.84%	7.63%	7.26%	6.40%	6.16%	6.37%	*	*	7.21%
North Somerset	6.65%	6.45%	5.28%	6.45%	5.18%	6.01%	5.04%	4.65%	4.73%	6.00%	*	*	5.64%
South Gloucestershire	6.43%	5.81%	5.06%	5.62%	5.30%	4.17%	4.92%	4.49%	4.88%	5.39%	*	*	5.20%
Bath and North East Somerset	5.94%	5.32%	6.14%	5.64%	5.83%	5.23%	5.36%	4.99%	5.79%	4.98%	*	*	5.52%
Wiltshire	5.70%	6.32%	5.69%	5.97%	5.76%	5.39%	5.34%	5.39%	4.77%	5.79%	*	*	5.60%
Other/Unknown	5.53%	3.17%	8.72%	5.17%	5.62%	6.58%	6.45%	6.91%	6.64%	6.06%	*	*	6.03%
Total	6.84%	6.38%	6.31%	6.75%	6.57%	5.92%	6.05%	5.97%	5.40%	5.78%	*	*	6.18%

Incidents with Response by Sector

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	9041	8898	8918	9276	8737	9132	9443	8902	9878	9058	*	*	91,282
Gloucestershire	5458	5465	5331	5643	5432	5507	5860	5637	6337	6067	*	*	56,737
Wiltshire	7180	7223	7478	7620	7267	7536	7788	7440	8412	7868	*	*	75,807
Other/Unknown	214	220	193	269	246	240	183	214	221	195	*	*	2,195
Total	21,893	21,808	21,921	22,808	21,682	22,418	23,271	22,190	24,848	23,188	*	*	226,021

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	8652	9228	8932	9205	8762	8911	9267	8890	10438	9488	8502	9305	91,770
Gloucestershire	5175	5442	5148	5217	5187	5203	5632	5452	6361	5644	4994	5773	54,462
Wiltshire	6728	7448	7168	7328	7210	7011	7472	7076	8173	7473	6668	7323	73,084
Other/Unknown	194	261	229	227	219	237	232	205	244	241	193	204	2,289
Total	20,749	22,380	21,478	21,977	21,378	21,363	22,600	21,620	25,214	22,844	20,358	22,608	221,605

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	4.5%	-3.6%	-0.2%	0.8%	-0.3%	2.5%	1.9%	0.1%	-5.4%	-4.5%	*	*	-0.5%
Gloucestershire	5.5%	0.4%	3.5%	8.2%	4.7%	5.8%	4.0%	3.4%	-0.4%	7.5%	*	*	4.2%
Wiltshire	6.7%	-3.0%	4.4%	4.0%	0.8%	7.5%	4.2%	5.1%	2.9%	5.2%	*	*	3.7%
Other/Unknown	10.3%	-15.7%	-15.7%	18.5%	12.3%	1.3%	-21.1%	4.4%	-9.4%	-19.1%	*	*	-4.1%
Total	5.5%	-2.6%	2.1%	3.8%	1.4%	4.9%	3.0%	2.6%	-1.5%	1.5%	*	*	2.0%

Incident with Response by PCT

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	5,458	5,465	5,331	5,643	5,432	5,507	5,860	5,637	6,337	6,067	*	*	56,737
Swindon	1,873	1,865	1,908	1,924	1,834	1,952	1,953	1,887	2,088	2,060	*	*	19,341
Bristol	4,715	4,541	4,698	4,878	4,454	4,822	4,998	4,578	5,028	4,661	*	*	47,375
North Somerset	2,045	2,094	1,987	2,092	2,104	2,079	2,121	1,958	2,178	2,038	*	*	20,691
South Gloucestershire	2,053	2,031	1,958	2,028	1,963	2,012	2,078	2,117	2,398	2,098	*	*	20,735
Bath and North East Somerset	1,532	1,508	1,648	1,630	1,442	1,528	1,680	1,623	1,798	1,648	*	*	16,030
Wiltshire	4,000	4,084	4,203	4,340	4,204	4,271	4,397	4,178	4,798	4,418	*	*	42,889
Other/Unknown	217	221	195	271	249	243	186	217	226	198	*	*	2,223
Total	21,893	21,808	21,921	22,808	21,682	22,418	23,271	22,190	24,848	23,188	*	*	226,021

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Gloucestershire	5,175	5,442	5,148	5,217	5,187	5,203	5,632	5,452	6,361	5,644	4,994	5,773	54,462
Swindon	1,651	1,893	1,808	1,991	1,835	1,787	1,808	1,858	2,078	1,948	1,788	1,788	18,650
Bristol	4,478	4,808	4,648	4,731	4,565	4,533	4,791	4,521	5,258	4,878	4,498	4,798	47,210
North Somerset	1,985	2,003	2,004	2,154	1,939	2,047	2,087	1,978	2,303	2,123	1,787	1,998	20,623
South Gloucestershire	1,976	2,170	2,061	2,100	2,033	2,081	2,130	2,162	2,568	2,238	1,988	2,223	21,520
Bath and North East Somerset	1,468	1,612	1,508	1,477	1,486	1,524	1,697	1,510	1,721	1,638	1,444	1,593	15,642
Wiltshire	3,822	4,188	4,063	4,078	4,110	3,947	4,222	3,933	4,678	4,138	3,672	4,228	41,172
Other/Unknown	194	263	232	232	223	240	239	208	252	243	196	206	2,326
Total	20,749	22,380	21,478	21,977	21,378	21,363	22,600	21,620	25,214	22,844	20,358	22,608	221,605

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Gloucestershire	5.5%	0.4%	3.5%	8.2%	4.7%	5.8%	4.0%	3.4%	-0.4%	7.5%	*	*	4.2%
Swindon	13.4%	-1.5%	5.4%	-3.4%	-0.1%	9.2%	8.2%	1.5%	0.6%	5.9%	*	*	3.7%
Bristol	5.3%	-5.6%	1.0%	3.1%	-2.4%	6.4%	4.3%	1.3%	-4.4%	*	*	*	0.3%
North Somerset	3.0%	4.5%	-0.8%	-2.9%	8.5%	1.6%	1.6%	-1.0%	-5.5%	-4.1%	*	*	0.3%
South Gloucestershire	3.9%	-6.41%	-5.00%	-3.38%	-3.44%	-3.32%	-2.58%	-2.08%	-6.58%	-6.30%	*	*	-3.6%
Bath and North East Somerset	4.4%	-6.64%	9.08%	10.36%	-2.96%	0.33%	-1.00%	7.48%	4.30%	0.61%	*	*	2.5%
Wiltshire	4.7%	-2.51%	3.45%	6.50%	2.29%	8.21%	4.14%	6.15%	2.59%	6.84%	*	*	4.2%
Other/Unknown	11.9%	-16.0%	-15.9%	16.8%	11.7%	1.3%	-22.2%	4.3%	-10.3%	-18.5%	*	*	-4.4%
Total	5.5%	-2.6%	2.1%	3.8%	1.4%	4.9%	3.0%	2.6%	-1.5%	1.5%	*	*	2.0%

Conveyance Rates by Sector

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	9041	889€	891€	927€	8737	9132	944€	8902	987€	905€	*	*	91,282
Gloucestershire	5458	546€	5331	5643	5432	5507	586€	5637	6337	6067	*	*	56,737
Wiltshire	7180	7223	747€	7620	7267	7536	778€	7440	8412	786€	*	*	75,807
Other/Unknown	214	220	193	269	246	240	183	214	221	195	*	*	2,195
Total	21,993	21,80€	21,921	22,80€	21,68€	22,41€	23,271	22,19€	24,84€	23,18€	*	*	226,021

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	6132	597€	5924	6087	5853	6074	613€	5681	6054	5623	*	*	59,540
Gloucestershire	3664	3702	355€	3773	3635	379€	396€	3710	390€	3823	*	*	37,532
Wiltshire	4689	4697	474€	4857	4541	481€	482€	4596	483€	475€	*	*	47,365
Other/Unknown	139	133	124	161	149	160	117	133	128	107	*	*	1,351
Total	14,624	14,50€	14,35€	14,87€	14,17€	14,84€	15,03€	14,12€	14,92€	14,312	*	*	145,788

Incidents with transport

2010/11

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	5921	612€	6067	6084	5922	612€	6314	6103	701€	642€	5899	639€	62,106
Gloucestershire	3506	363€	343€	352€	3477	357€	375€	3689	404€	378€	3301	3875	36,433
Wiltshire	4403	4861	4601	4650	4609	4562	488€	4627	5222	486€	4362	4849	47,284
Other/Unknown	114	159	131	135	137	142	163	134	143	156	119	128	1,414
Total	13,944	14,78€	14,23€	14,39€	14,14€	14,40€	15,121	14,55€	16,42€	15,23€	13,681	15,24€	147,237

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	67.82%	67.16%	66.43%	65.62%	66.99%	66.51%	64.98%	63.82%	61.30%	62.07%	*	*	65.2%
Gloucestershire	67.13%	67.74%	66.74%	66.86%	66.92%	68.98%	67.58%	65.82%	61.67%	63.01%	*	*	66.2%
Wiltshire	65.31%	65.03%	63.50%	63.74%	62.49%	63.89%	61.99%	61.77%	57.49%	60.51%	*	*	62.5%
Other/Unknown	64.95%	60.45%	64.25%	59.85%	60.57%	66.67%	63.93%	62.15%	57.92%	54.87%	*	*	61.5%
Total	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	*	*	64.5%

Conveyance Rates by PCT

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	5,458	5,46€	5,331	5,64€	5,432	5,507	5,86€	5,637	6,337	6,067	*	*	56,737
Swindon	1,873	1,86€	1,90€	1,924	1,834	1,952	1,95€	1,887	2,08€	2,06€	*	*	19,341
Bristol	4,715	4,541	4,69€	4,87€	4,454	4,822	4,99€	4,57€	5,02€	4,661	*	*	47,375
North Somerset	2,045	2,094	1,987	2,09€	2,104	2,07€	2,121	1,95€	2,17€	2,03€	*	*	20,691
South Gloucestershire	2,053	2,031	1,95€	2,02€	1,963	2,012	2,07€	2,117	2,39€	2,09€	*	*	20,735
Bath and North East Somerset	1,532	1,50€	1,64€	1,63€	1,442	1,52€	1,68€	1,62€	1,79€	1,64€	*	*	16,030
Wiltshire	4,000	4,084	4,20€	4,34€	4,204	4,271	4,397	4,17€	4,79€	4,41€	*	*	42,889
Other/Unknown	217	221	195	271	249	243	186	217	22€	198	*	*	2,223
Total	21,893	21,80€	21,921	22,80€	21,68€	22,41€	23,271	22,19€	24,84€	23,18€	*	*	226,021

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3,664	3,702	3,55€	3,77€	3,63€	3,79€	3,96€	3,71€	3,90€	3,82€	*	*	37,532
Swindon	1,201	1,164	1,19€	1,197	1,09€	1,22€	1,18€	1,151	1,182	1,247	*	*	11,852
Bristol	3,026	2,911	3,02€	3,001	2,801	3,02€	3,06€	2,74€	2,91€	2,724	*	*	29,251
North Somerset	1,466	1,44€	1,36€	1,46€	1,50€	1,51€	1,49€	1,381	1,50€	1,39€	*	*	14,547
South Gloucestershire	1,478	1,46€	1,34€	1,42€	1,38€	1,36€	1,394	1,387	1,472	1,342	*	*	14,061
Bath and North East Somerset	1,058	1,07€	1,12€	1,13€	1,011	1,05€	1,147	1,06€	1,077	1,061	*	*	10,808
Wiltshire	2,589	2,617	2,607	2,72€	2,58€	2,69€	2,667	2,541	2,732	2,607	*	*	26,362
Other/Unknown	142	134	126	163	151	163	118	136	132	110	*	*	1,375
Total	14,624	14,50€	14,35€	14,87€	14,17€	14,84€	15,03€	14,12€	14,92€	14,312	*	*	145,788

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	67.13%	67.74%	66.74%	66.86%	66.92%	68.98%	67.58%	65.82%	61.67%	63.01%	*	*	66.2%
Swindon	64.12%	62.41%	62.94%	62.21%	59.76%	62.81%	60.88%	61.00%	56.61%	60.53%	*	*	61.3%
Bristol	64.18%	64.10%	64.44%	61.51%	62.89%	62.82%	61.33%	60.03%	58.02%	58.44%	*	*	61.7%
North Somerset	71.69%	69.15%	68.90%	69.79%	71.72%	72.78%	70.63%	70.53%	69.16%	68.70%	*	*	70.3%
South Gloucestershire	71.99%	71.98%	68.69%	70.13%	70.76%	68.04%	67.18%	65.52%	61.36%	63.97%	*	*	67.8%
Bath and North East Somerset	69.06%	71.10%	68.35%	69.63%	70.11%	69.26%	68.27%	65.62%	60.00%	64.38%	*	*	67.4%
Wiltshire	64.73%	64.08%	62.03%	62.81%	61.51%	62.98%	60.65%	60.86%	56.96%	59.00%	*	*	61.5%
Other/Unknown	65.44%	60.63%	64.62%	60.15%	60.64%	67.08%	63.44%	62.67%	58.41%	55.56%	*	*	61.9%
Total	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	*	*	64.5%

Conveyance Rates by Sector excluding card 33 & 35

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	7242	7137	7200	7548	6967	7274	7544	7012	7835	7162	*	*	72,921
Gloucestershire	4224	4192	4053	4353	4157	4244	4496	4255	4831	4611	*	*	43,418
Wiltshire	5630	5638	5924	6069	5772	5927	6136	5836	6582	6011	*	*	59,528
Other/Unknown	198	200	174	249	222	215	171	191	198	171	*	*	1,989
Total	17,294	17,166	17,351	18,216	17,116	17,660	18,351	17,294	19,446	17,956	*	*	177,856

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	4455	4332	4347	4489	4212	4340	4396	3963	4228	3918	*	*	42,683
Gloucestershire	2512	2511	2356	2554	2446	2606	2704	2412	2530	2486	*	*	25,118
Wiltshire	3292	3262	3343	3457	3192	3387	3361	3196	3236	3150	*	*	32,876
Other/Unknown	124	116	107	142	128	140	107	116	108	89	*	*	1,177
Total	10,383	10,221	10,152	10,642	9,978	10,476	10,566	9,687	10,102	9,645	*	*	101,854

Incidents with transport

2010/11

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	4333	4516	4422	4515	4422	4442	4596	4421	5067	4582	4101	4567	45,319
Gloucestershire	2314	2427	2202	2374	2291	2394	2535	2448	2722	2423	2133	2596	24,130
Wiltshire	3246	3618	3322	3333	3345	3294	3523	3237	3774	3351	3004	3444	34,043
Other/Unknown	106	141	119	119	121	134	138	115	127	133	103	117	1,253
Total	9,999	10,702	10,066	10,341	10,176	10,260	10,796	10,221	11,690	10,486	9,341	10,724	104,745

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	61.52%	60.70%	60.38%	59.47%	60.46%	59.71%	58.27%	56.52%	53.96%	54.71%	*	*	58.5%
Gloucestershire	59.47%	59.90%	58.11%	58.67%	58.84%	61.40%	60.12%	56.69%	52.37%	53.96%	*	*	57.9%
Wiltshire	58.47%	57.85%	56.43%	56.96%	55.30%	57.15%	54.76%	54.76%	49.16%	52.40%	*	*	55.2%
Other/Unknown	62.63%	58.00%	61.49%	57.03%	57.66%	65.12%	62.57%	60.73%	54.55%	52.05%	*	*	59.2%
Total	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	*	*	57.3%

Conveyance Rates by PCT

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	4,224	4,192	4,053	4,353	4,157	4,244	4,496	4,255	4,831	4,611	*	*	43,418
Swindon	1,543	1,536	1,579	1,596	1,520	1,583	1,572	1,550	1,684	1,641	*	*	15,808
Bristol	3,935	3,780	3,937	4,096	3,711	3,996	4,127	3,781	4,102	3,821	*	*	39,288
North Somerset	1,593	1,676	1,551	1,676	1,622	1,565	1,652	1,456	1,647	1,526	*	*	15,970
South Gloucestershire	1,544	1,502	1,483	1,552	1,463	1,544	1,580	1,576	1,865	1,601	*	*	15,713
Bath and North East Somerset	1,197	1,166	1,302	1,270	1,119	1,196	1,307	1,250	1,422	1,284	*	*	12,519
Wiltshire	3,057	3,107	3,270	3,416	3,301	3,313	3,440	3,226	3,692	3,296	*	*	33,125
Other/Unknown	201	201	176	251	225	217	174	193	203	174	*	*	2,015
Total	17,294	17,166	17,351	18,216	17,116	17,660	18,351	17,294	19,446	17,956	*	*	177,856

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,512	2,511	2,356	2,554	2,446	2,606	2,704	2,412	2,530	2,486	*	*	25,118
Swindon	912	868	903	896	803	903	851	848	824	872	*	*	8,680
Bristol	2,305	2,202	2,337	2,280	2,123	2,262	2,276	2,026	2,102	1,967	*	*	21,878
North Somerset	1,043	1,061	977	1,083	1,060	1,038	1,063	930	1,016	936	*	*	10,207
South Gloucestershire	1,000	962	895	981	918	922	937	894	992	900	*	*	9,401
Bath and North East Somerset	748	756	797	794	706	760	811	728	743	736	*	*	7,579
Wiltshire	1,736	1,744	1,776	1,910	1,792	1,843	1,816	1,732	1,783	1,654	*	*	17,792
Other/Unknown	127	117	109	144	130	142	108	118	112	92	*	*	1,199
Total	10,383	10,221	10,152	10,642	9,978	10,476	10,566	9,687	10,102	9,645	*	*	101,854

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	59.47%	59.90%	58.11%	58.67%	58.84%	61.40%	60.12%	56.69%	52.37%	53.96%	*	*	57.9%
Swindon	59.11%	56.40%	57.19%	56.14%	52.83%	57.04%	54.10%	54.71%	48.93%	53.14%	*	*	54.9%
Bristol	58.58%	58.25%	59.36%	55.62%	57.21%	56.62%	55.12%	53.56%	51.24%	51.48%	*	*	55.7%
North Somerset	65.47%	63.23%	62.99%	64.50%	65.35%	66.33%	64.35%	63.79%	61.69%	61.38%	*	*	63.9%
South Gloucestershire	64.77%	64.05%	60.35%	63.21%	62.75%	59.72%	59.30%	56.62%	53.19%	56.21%	*	*	59.8%
Bath and North East Somerset	62.49%	64.67%	61.21%	62.52%	63.09%	63.39%	62.05%	58.24%	52.25%	57.32%	*	*	60.5%
Wiltshire	56.79%	56.13%	54.40%	55.86%	54.29%	55.63%	52.88%	53.66%	48.29%	50.15%	*	*	53.7%
Other/Unknown	63.18%	58.21%	61.93%	57.37%	57.78%	65.44%	62.07%	61.14%	55.17%	52.87%	*	*	59.5%
Total	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	*	*	57.3%

Total Number of Responses by Sector

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	13754	1341€	13694	13962	13187	13845	14271	1353€	1572€	1469€	*	*	140,081
Gloucestershire	8700	8538	8284	8873	8513	878€	930€	902€	1028€	995€	*	*	90,263
Wiltshire	10860	11014	1140€	1166€	1111€	11493	1171€	11552	1299€	1246€	*	*	116,277
Other/Unknown	177	189	159	207	182	216	164	203	213	19€	*	*	1,900
Total	33,491	33,151	33,54€	34,70€	32,99€	34,34€	35,451	34,317	39,21€	37,30€	*	*	348,521

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	12542	1372€	1321€	1329€	1287€	13491	1421€	1367€	15857	13973	1276€	14094	136,870
Gloucestershire	7720	8187	781€	7791	7794	7951	871€	8709	9957	860€	783€	9080	83,240
Wiltshire	10022	1118€	10642	1103€	10894	10813	1162€	1102€	12627	1131€	1009€	11304	111,195
Other/Unknown	197	222	200	217	194	214	198	163	214	193	166	182	2,012
Total	30,481	33,327	31,87€	32,341	31,75€	32,46€	34,75€	33,574	38,65€	34,084	30,854	34,66€	333,317

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	9.7%	-2.3%	3.6%	5.0%	2.4%	2.6%	0.4%	-1.0%	-0.8%	5.2%	*	*	2.3%
Gloucestershire	12.7%	4.3%	6.0%	13.9%	9.2%	10.5%	6.7%	3.6%	3.3%	15.8%	*	*	8.4%
Wiltshire	8.4%	-1.6%	7.2%	5.7%	2.0%	6.3%	0.7%	4.8%	2.9%	10.1%	*	*	4.6%
Other/Unknown	-10.2%	-14.9%	-20.5%	-4.6%	-6.2%	0.9%	-17.2%	24.5%	-0.5%	-1.6%	*	*	-5.6%
Total	9.9%	-0.5%	5.2%	7.3%	3.9%	5.8%	2.0%	2.2%	1.5%	9.5%	*	*	4.6%

Total Number of Responses by PCT

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	8,700	8,538	8,284	8,873	8,513	8,78€	9,30€	9,02€	10,282	9,958	*	*	90,263
Swindon	2,759	2,803	2,841	2,862	2,731	2,935	2,93€	2,89€	3,10€	3,24€	*	*	29,111
Bristol	7,195	6,871	7,221	7,361	6,771	7,362	7,563	6,99€	7,98€	7,542	*	*	72,856
North Somerset	3,102	3,208	3,044	3,151	3,199	3,148	3,20€	2,96€	3,45€	3,36€	*	*	31,846
South Gloucestershire	3,122	2,989	2,99€	3,024	2,891	3,01€	3,13€	3,22€	3,85€	3,36€	*	*	31,617
Bath and North East Somerset	2,307	2,25€	2,483	2,451	2,137	2,291	2,504	2,442	2,76€	2,60€	*	*	24,242
Wiltshire	6,124	6,302	6,50€	6,77€	6,567	6,582	6,644	6,56€	7,554	7,025	*	*	66,645
Other/Unknown	182	19€	163	210	186	219	166	208	222	195	*	*	1,941
Total	33,491	33,151	33,54€	34,70€	32,99€	34,34€	35,451	34,317	39,21€	37,30€	*	*	348,521

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Gloucestershire	7,720	8,187	7,81€	7,791	7,794	7,951	8,71€	8,70€	9,957	8,60€	7,832	9,08€	83,240
Swindon	2,444	2,773	2,632	2,944	2,70€	2,721	2,77€	2,87€	3,14€	2,892	2,65€	2,697	27,892
Bristol	6,520	7,20€	6,92€	6,861	6,738	6,99€	7,451	6,97€	8,01€	7,19€	6,684	7,271	70,866
North Somerset	2,921	3,001	2,994	3,193	2,876	3,007	3,15€	3,021	3,484	3,167	2,742	3,04€	30,823
South Gloucestershire	2,772	3,16€	2,98€	2,93€	2,928	3,102	3,21€	3,34€	3,923	3,245	3,00€	3,32€	31,610
Bath and North East Somerset	2,158	2,37€	2,19€	2,16€	2,224	2,272	2,603	2,302	2,627	2,453	2,15€	2,40€	23,374
Wiltshire	5,749	6,411	6,12€	6,231	6,289	6,19€	6,634	6,18€	7,287	6,334	5,61€	6,64€	63,443
Other/Unknown	197	225	203	225	200	219	210	168	227	195	171	185	2,069
Total	30,481	33,327	31,87€	32,341	31,75€	32,46€	34,75€	33,574	38,65€	34,084	30,854	34,66€	333,317

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Gloucestershire	12.7%	4.3%	6.0%	13.9%	9.2%	10.5%	6.7%	3.6%	3.3%	15.8%	*	*	8.4%
Swindon	12.9%	1.1%	7.9%	-2.8%	0.9%	7.9%	5.8%	1.0%	-1.1%	12.2%	*	*	4.4%
Bristol	10.4%	-4.6%	4.3%	7.3%	0.5%	5.2%	1.5%	0.3%	-0.4%	4.8%	*	*	2.8%
North Somerset	6.2%	6.9%	1.7%	-1.3%	11.2%	4.7%	1.6%	-1.9%	-0.8%	6.3%	*	*	3.3%
South Gloucestershire	12.6%	-5.41%	0.30%	3.21%	-1.26%	-2.77%	-2.49%	-3.68%	-1.86%	3.82%	*	*	0.0%
Bath and North East Somerset	6.9%	-5.06%	12.91%	13.16%	-3.91%	0.84%	-3.80%	6.08%	5.41%	6.32%	*	*	3.7%
Wiltshire	6.5%	-1.70%	6.36%	8.65%	4.42%	6.18%	0.15%	6.12%	3.66%	10.91%	*	*	5.0%
Other/Unknown	-7.6%	-15.6%	-19.7%	-6.7%	-7.0%	0.0%	-21.0%	23.8%	-2.2%	0.0%	*	*	-6.2%
Total	9.9%	-0.5%	5.2%	7.3%	3.9%	5.8%	2.0%	2.2%	1.5%	9.5%	*	*	4.6%

Total Number of Patients Transported by Sector

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Avon	6330	6091	5998	6180	5985	6145	6235	5772	6182	5701	*	*	60,619
Gloucestershire	3768	3755	3594	3818	3708	3853	4007	3747	3955	3872	*	*	38,077
Wiltshire	4760	4763	4776	4898	4612	4866	4877	4650	4894	4812	*	*	47,908
Other/Unknown	150	143	128	174	159	163	123	139	134	110	*	*	1,423
Total	15,008	14,752	14,496	15,070	14,464	15,027	15,242	14,306	15,166	14,496	*	*	148,027

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	6078	6286	6224	6282	6097	6252	6466	6249	7233	6674	6054	6580	63,841
Gloucestershire	3621	3719	3493	3594	3542	3627	3826	3769	4131	3864	3374	3954	37,186
Wiltshire	4515	4956	4657	4730	4687	4657	4986	4718	5331	4956	4437	4950	48,190
Other/Unknown	129	178	145	150	145	152	176	146	174	182	123	132	1,577
Total	14,343	15,136	14,516	14,756	14,471	14,686	15,446	14,882	16,866	15,675	13,986	15,616	150,794

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	4.1%	-3.1%	-3.6%	-1.6%	-1.8%	-1.7%	-3.6%	-7.6%	-14.5%	-14.6%	*	*	-5.0%
Gloucestershire	4.1%	1.0%	2.9%	6.2%	4.7%	6.2%	4.7%	-0.6%	-4.3%	0.2%	*	*	2.4%
Wiltshire	5.4%	-3.9%	2.6%	3.6%	-1.6%	4.5%	-2.1%	-1.4%	-8.2%	-3.0%	*	*	-0.6%
Other/Unknown	16.3%	-19.7%	-11.7%	16.0%	9.7%	7.2%	-30.1%	-4.8%	-23.0%	-39.6%	*	*	-9.8%
Total	4.6%	-2.6%	-0.2%	2.1%	0.0%	2.3%	-1.3%	-3.9%	-10.1%	-7.6%	*	*	-1.8%

Total Number of Patients Transported by PCT

<i>Current Year</i>	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bath and North East Somerset	1,083	1,097	1,133	1,147	1,031	1,068	1,163	1,096	1,093	1,066	*	*	10,979
Bristol	3,128	2,968	3,056	3,054	2,858	3,054	3,106	2,796	2,974	2,757	*	*	29,753
Gloucestershire	3,768	3,755	3,594	3,818	3,708	3,853	4,007	3,747	3,955	3,872	*	*	38,077
North Somerset	1,521	1,479	1,388	1,475	1,547	1,542	1,526	1,406	1,544	1,423	*	*	14,853
South Gloucestershire	1,515	1,482	1,368	1,446	1,422	1,385	1,418	1,400	1,500	1,362	*	*	14,297
Swindon	1,215	1,173	1,206	1,204	1,107	1,235	1,197	1,161	1,197	1,264	*	*	11,958
Wiltshire	2,625	2,654	2,623	2,751	2,630	2,724	2,695	2,562	2,762	2,635	*	*	26,661
Other/Unknown	153	144	130	176	161	166	124	142	140	113	*	*	1,449
Total	15,008	14,752	14,496	15,070	14,464	15,027	15,242	14,306	15,166	14,496	*	*	148,027

<i>2010/11</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	1,043	1,131	1,056	1,016	1,045	1,052	1,247	1,046	1,144	1,136	1,006	1,132	13,061
Bristol	3,065	3,163	3,090	3,087	3,017	3,036	3,181	3,037	3,515	3,282	3,006	3,224	37,703
Gloucestershire	3,621	3,719	3,493	3,594	3,542	3,627	3,826	3,766	4,131	3,864	3,374	3,954	44,514
North Somerset	1,437	1,447	1,473	1,550	1,397	1,481	1,547	1,452	1,676	1,572	1,370	1,507	17,909
South Gloucestershire	1,423	1,502	1,506	1,486	1,511	1,549	1,546	1,606	1,862	1,664	1,516	1,645	18,824
Swindon	1,103	1,246	1,166	1,260	1,179	1,192	1,183	1,251	1,356	1,280	1,186	1,226	14,629
Wiltshire	2,522	2,753	2,587	2,607	2,632	2,596	2,737	2,567	3,004	2,697	2,397	2,795	31,894
Other/Unknown	129	179	147	153	148	155	181	149	184	184	125	133	1,864
Total	14,343	15,136	14,516	14,756	14,471	14,686	15,446	14,882	16,866	15,675	13,986	15,616	150,794

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.8%	-3.0%	7.1%	12.9%	-1.3%	1.5%	-6.7%	4.4%	-4.5%	-5.9%	*	*	0.5%
Bristol PCT	2.1%	-6.2%	-1.1%	-1.1%	-5.3%	0.6%	-2.3%	-7.9%	-15.4%	-16.0%	*	*	-5.5%
Gloucestershire PCT	4.1%	1.0%	2.9%	6.2%	4.7%	6.2%	4.7%	-0.6%	-4.3%	0.2%	*	*	2.4%
North Somerset PCT	5.8%	2.2%	-5.8%	-4.8%	10.7%	4.1%	-1.2%	-3.2%	-7.9%	-9.5%	*	*	-1.2%
South Gloucestershire PCT	6.5%	-1.33%	-9.16%	-2.96%	-5.89%	-10.59%	-8.28%	-12.94%	-19.44%	-18.15%	*	*	-8.7%
Swindon PCT	10.2%	-5.78%	3.43%	-4.44%	-6.11%	3.61%	1.18%	-7.19%	-11.73%	-1.25%	*	*	-2.1%
Wiltshire PCT	4.1%	-3.60%	1.39%	5.52%	-0.08%	4.93%	-1.53%	-0.19%	-8.06%	-2.30%	*	*	-0.2%
Other/Unknown	18.6%	-19.6%	-11.6%	15.0%	8.8%	7.1%	-31.5%	-4.7%	-22.7%	-38.6%	*	*	-9.8%
Total	4.6%	-2.6%	-0.2%	2.1%	0.0%	2.3%	-1.3%	-3.9%	-10.1%	-7.6%	*	*	-1.8%

Summary of Contracted Activity (Incidents With Response)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset													
Contracted	1,512	1,666	1,554	1,521	1,531	1,570	1,746	1,555	1,773	1,687	1,487	1,641	16,111
Actual	1,532	1,505	1,646	1,630	1,442	1,525	1,680	1,623	1,795	1,646	*	*	16,030
Variance	1.32%	-9.34%	5.92%	7.17%	-5.81%	-2.61%	-3.89%	4.37%	1.24%	-2.31%	*	*	-0.50%
Bristol													
Contracted	4,612	4,952	4,788	4,872	4,702	4,665	4,935	4,656	5,417	5,021	4,631	4,935	48,624
Actual	4,715	4,541	4,696	4,875	4,454	4,822	4,995	4,579	5,025	4,661	*	*	47,375
Variance	2.23%	-8.30%	-1.92%	0.14%	-5.27%	3.28%	1.30%	-1.65%	-7.16%	-7.17%	*	*	-2.57%
Gloucestershire													
Contracted	5,330	5,605	5,303	5,374	5,343	5,355	5,801	5,616	6,552	5,813	5,144	5,945	56,096
Actual	5,458	5,465	5,331	5,642	5,432	5,507	5,860	5,637	6,337	6,067	*	*	56,737
Variance	2.40%	-2.50%	0.53%	5.01%	1.67%	2.76%	1.02%	0.37%	-3.28%	4.37%	*	*	1.14%
North Somerset													
Contracted	2,045	2,063	2,064	2,215	1,997	2,105	2,150	2,037	2,372	2,187	1,841	2,055	21,242
Actual	2,045	2,094	1,987	2,092	2,104	2,079	2,121	1,958	2,175	2,035	*	*	20,691
Variance	0.00%	1.50%	-3.73%	-5.72%	5.36%	-1.38%	-1.35%	-3.88%	-8.26%	-6.95%	*	*	-2.59%
South Gloucestershire													
Contracted	2,035	2,235	2,123	2,163	2,094	2,142	2,194	2,227	2,645	2,305	2,045	2,290	22,164
Actual	2,053	2,031	1,958	2,025	1,963	2,012	2,075	2,117	2,395	2,095	*	*	20,735
Variance	0.88%	-9.13%	-7.77%	-6.20%	-6.26%	-6.07%	-5.42%	-4.94%	-9.30%	-9.02%	*	*	-6.45%
Swindon													
Contracted	1,701	1,950	1,862	2,051	1,890	1,841	1,855	1,915	2,137	2,004	1,830	1,842	19,210
Actual	1,873	1,865	1,905	1,924	1,834	1,952	1,953	1,887	2,085	2,060	*	*	19,341
Variance	10.11%	-4.36%	2.31%	-6.19%	-2.96%	6.03%	5.06%	-1.46%	-2.29%	2.79%	*	*	0.68%
Wiltshire													
Contracted	3,937	4,315	4,185	4,197	4,233	4,065	4,345	4,051	4,815	4,260	3,782	4,355	42,407
Actual	4,000	4,084	4,203	4,340	4,204	4,271	4,397	4,175	4,795	4,415	*	*	42,889
Variance	1.60%	-5.35%	0.43%	3.41%	-0.69%	5.07%	1.10%	3.06%	-0.39%	3.73%	*	*	1.14%
Other/Unknown													
Contracted	200	271	239	239	230	247	246	214	260	250	202	212	2,396
Actual	217	221	195	271	249	243	186	217	225	198	*	*	2,223
Variance	8.50%	-18.45%	-18.41%	13.39%	8.26%	-1.62%	-24.39%	1.40%	-13.08%	-20.80%	*	*	-7.22%
GWAS													
Contracted	21,372	23,051	22,115	22,635	22,020	22,001	23,282	22,271	25,971	23,525	20,965	23,284	228,250
Actual	21,893	21,805	21,921	22,805	21,682	22,415	23,271	22,195	24,845	23,185	*	*	226,021
Variance	2.44%	-5.40%	-0.89%	0.76%	-1.53%	1.88%	-0.05%	-0.35%	-4.33%	-1.45%	*	*	-0.98%

GWAS Clinical Desk Activity and Performance - from 1st April 2011

Calls Type	April	May	June	July	August	September	October	November	December	January	February	March	Total
All Calls Activity	17,577	17,408	17,667	18,438	17,396	17,971	18,735	17,629	19,805	18,224	-	-	180,850
Green 3 & Green 4 Call Activity	5,210	5,010	5,024	5,351	5,116	5,235	5,482	4,978	5,405	5,065	-	-	51,876
All Calls referred to NHSD Activity	406	369	397	393	393	389	462	437	404	339	-	-	3,989
All Calls Closed by Clinical Desk Activity	491	550	574	597	554	696	865	1,092	1,385	1,058	-	-	7,862
All Calls closed by Clinical Desk passed to Alternative Pathways	99	60	77	61	57	40	47	96	168	177	-	-	882
All Failed referrals from the clinical desk to alternative pathways/services													
All Calls Triaged by the clinical desk (Psiamed Calls)	2,101	2,093	2,207	2,273	2,284	2,393	2,577	3,351	4,395	3,898			27,572

PCT	April	May	June	July	August	September	October	November	December	January	February	March	Total
Gloucestershire - Triaged calls by clinical desk													
- Calls closed by the clinical desk	71	103	96	93	88	101	123	218	244	181	-	-	1,318
- Failed referrals to alternative pathways													-
Swindon - Triaged calls by clinical desk													
- Calls closed by the clinical desk	22	48	50	46	54	55	64	68	87	84	-	-	578
- Failed referrals to alternative pathways													-
Bristol - Triaged calls by clinical desk													
- Calls closed by the clinical desk	192	177	204	194	167	255	281	334	438	317	-	-	2,559
- Failed referrals to alternative pathways													-
North Somerset - Triaged calls by clinical desk													
- Calls closed by the clinical desk	49	65	66	63	57	72	95	107	144	106	-	-	824
- Failed referrals to alternative pathways													-
South Glos - Triaged calls by clinical desk													
- Calls closed by the clinical desk	59	44	51	55	51	65	79	100	153	114	-	-	771
- Failed referrals to alternative pathways													-
BaNES - Triaged calls by clinical desk													
- Calls closed by the clinical desk	26	28	24	28	32	31	57	79	113	60	-	-	478
- Failed referrals to alternative pathways													-
Wiltshire - Triaged calls by clinical desk													
- Calls closed by the clinical desk	70	81	83	117	105	116	164	182	206	195	-	-	1,319
- Failed referrals to alternative pathways													-
Total - Triaged calls by clinical desk													
- Calls closed by the clinical desk	489	546	574	596	554	696	865	1,092	1,385	1,058	-	-	7,855
- Failed referrals to alternative pathways													-

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY



TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY:

All Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	221,603
2011/12 Contract	21,372	23,051	22,118	22,636	22,020	22,001	23,282	22,271	25,971	23,528	20,966	23,284	228,250
2011/12 Actual	21,893	21,806	21,921	22,808	21,682	22,415	23,271	22,193	24,846	23,186	*	*	226,021
Variance from Contract	521	-1,245	-197	172	-338	414	-11	-78	-1,125	-342	*	*	-2,229
Variance from Contract %	2.4%	-5.4%	-0.9%	0.8%	-1.5%	1.9%	0.0%	-0.4%	-4.3%	-1.5%	*	*	-1.0%
Variance from 2010/11	1,144	-574	446	831	304	1,054	668	571	-368	342	*	*	4,418
Variance from 2010/11 %	5.5%	-2.6%	2.1%	3.8%	1.4%	4.9%	3.0%	2.6%	-1.5%	1.5%	*	*	2.0%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	147,235
2011/12 Actual	14,624	14,508	14,355	14,878	14,178	14,848	15,039	14,120	14,926	14,312	*	*	145,788
Variance from 2010/11	680	-277	123	483	33	441	-82	-431	-1,497	-920	*	*	-1,447
Variance from 2010/11 %	4.9%	-1.9%	0.9%	3.4%	0.2%	3.1%	-0.5%	-3.0%	-9.1%	-6.0%	*	*	-1.0%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	67.2%	66.1%	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.4%
2011/12 Actual	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	*	*	64.5%
Variance from 2010/11 %	-0.6%	0.7%	-1.2%	-0.4%	-1.2%	-1.8%	-3.4%	-5.5%	-7.8%	-7.4%	*	*	-2.9%



TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

ACTIVITY excluding card 33 & 35 (Card 33 & 35 are Healthcare Professional & Interfacility Transfers)

Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	16,595	18,031	17,062	17,624	17,169	16,952	17,982	16,919	20,030	17,709	15,672	17,736	176,073
2011/12 Actual	17,294	17,168	17,351	18,219	17,118	17,660	18,351	17,294	19,446	17,955	*	*	177,856
Variance from 2010/11	699	-863	289	595	-51	708	369	375	-584	246	*	*	1,783
Variance from 2010/11 %	4.2%	-4.8%	1.7%	3.4%	-0.3%	4.2%	2.1%	2.2%	-2.9%	1.4%	*	*	1.0%

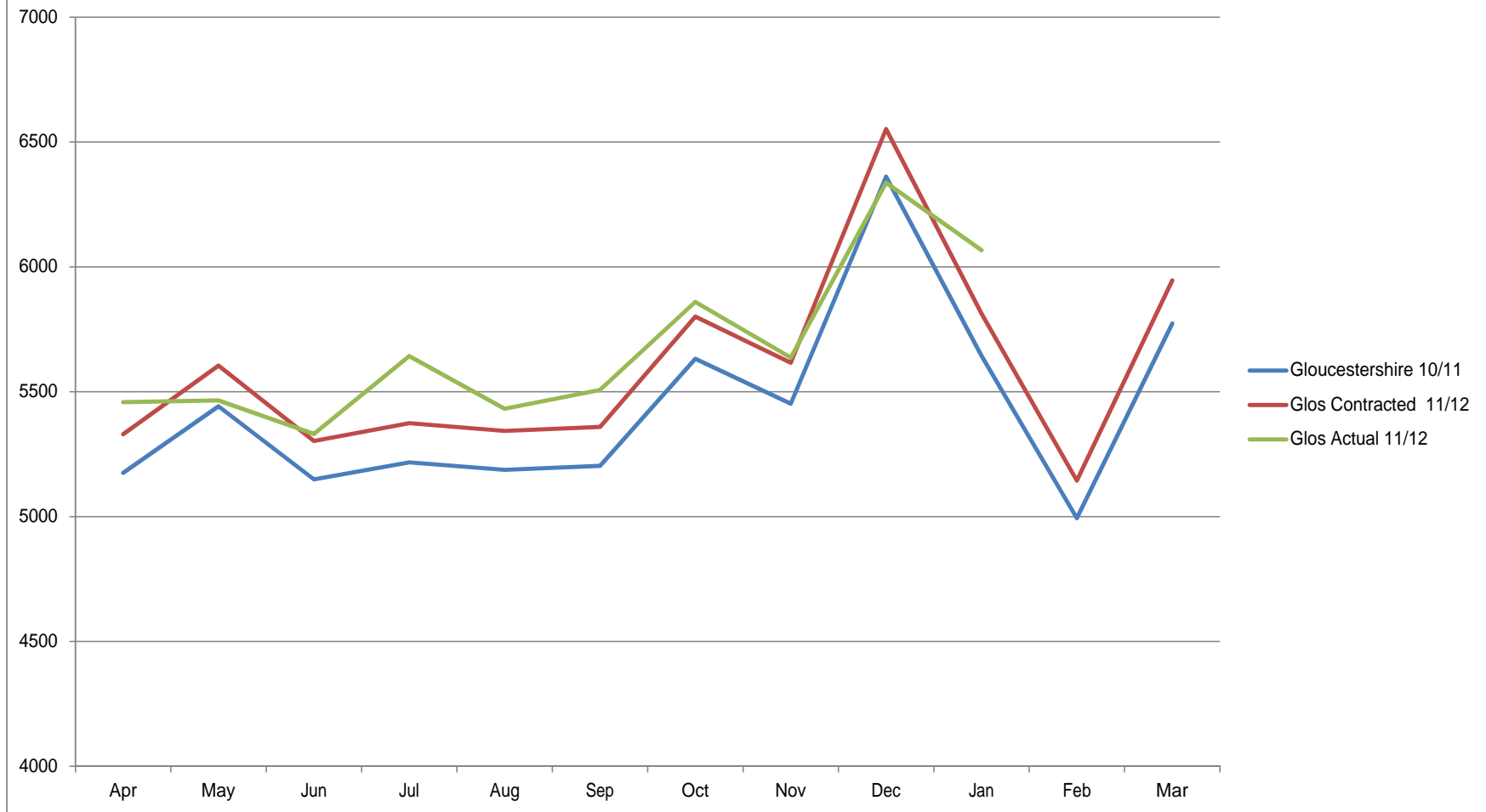
Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	9,999	10,702	10,065	10,341	10,179	10,264	10,795	10,220	11,690	10,489	9,341	10,724	104,744
2011/12 Actual	10,383	10,221	10,152	10,642	9,978	10,476	10,568	9,687	10,102	9,645	*	*	101,854
Variance from 2010/11	384	-481	87	301	-201	212	-227	-533	-1,588	-844	*	*	-2,890
Variance from 2010/11 %	3.8%	-4.5%	0.9%	2.9%	-2.0%	2.1%	-2.1%	-5.2%	-13.6%	-8.0%	*	*	-2.8%

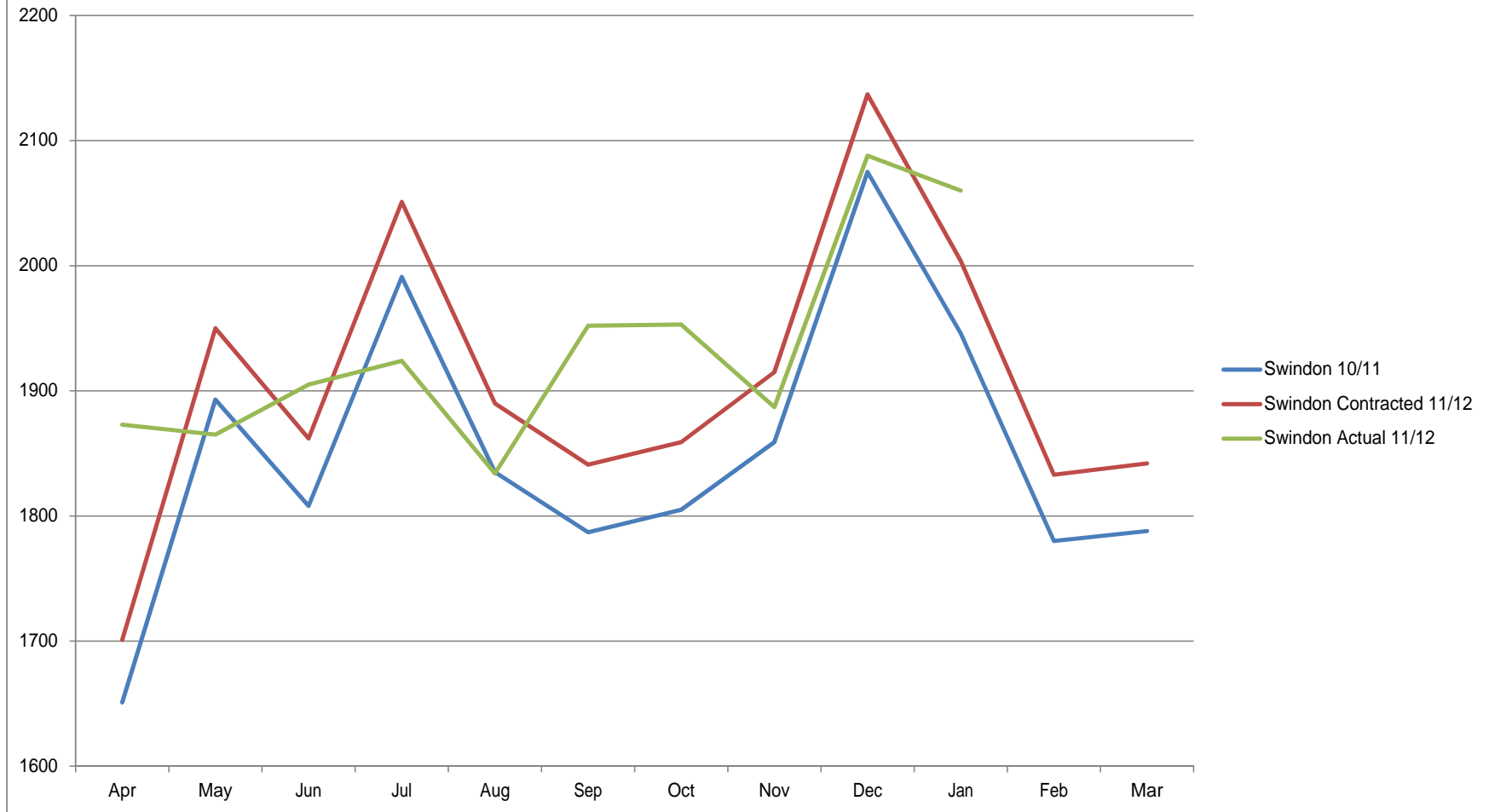
Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	60.3%	59.4%	59.0%	58.7%	59.3%	60.5%	60.0%	60.4%	58.4%	59.2%	59.6%	60.5%	59.5%
2011/12 Actual	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	*	*	57.3%
Variance from 2010/11 %	-0.2%	0.2%	-0.5%	-0.3%	-1.0%	-1.2%	-2.4%	-4.4%	-6.4%	-5.5%	*	*	-2.2%

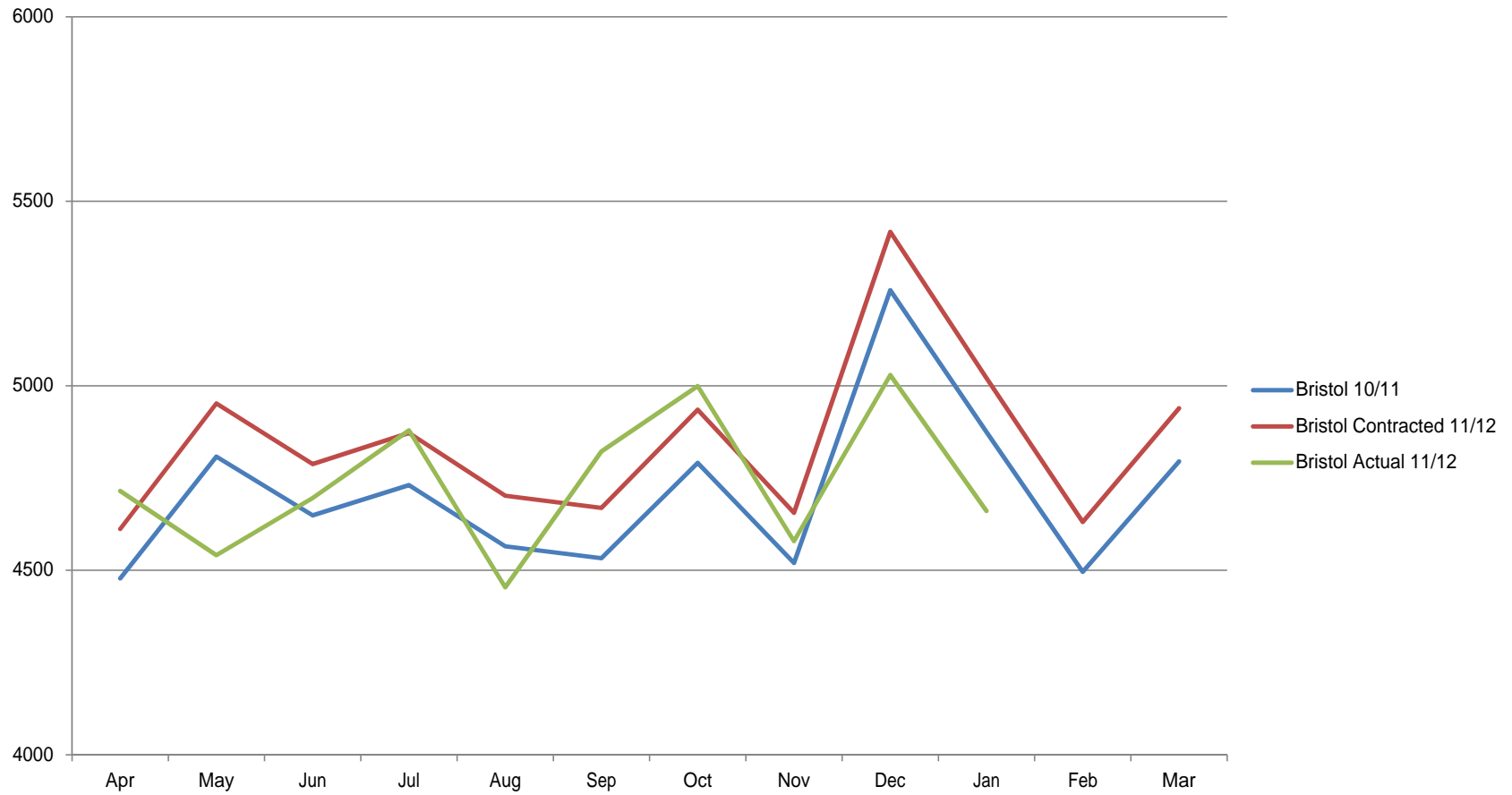
All Activity 2010/11 vs. 2011/12 Gloucestershire PCT



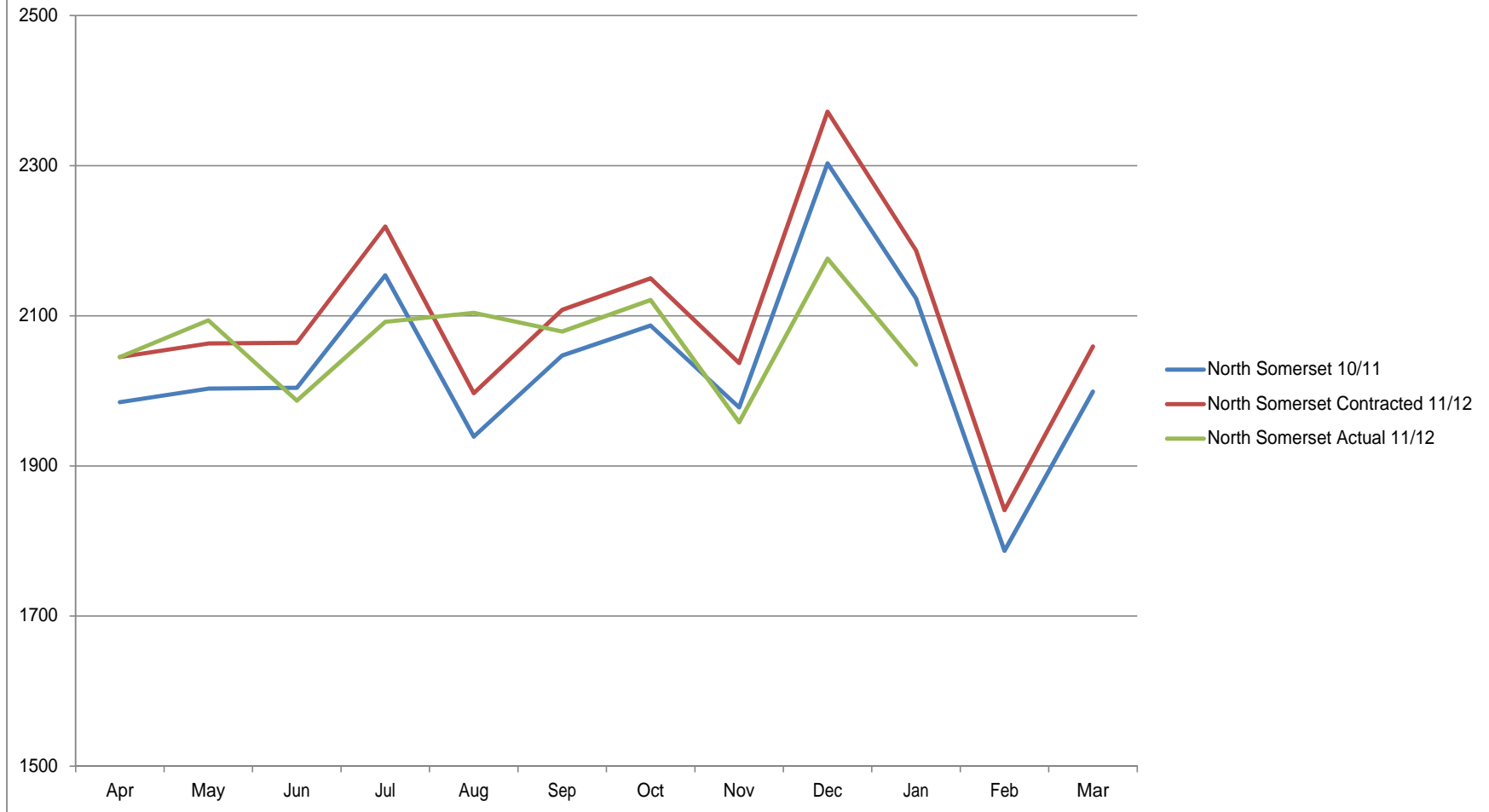
All Activity 2010/11 vs 2011/12 Swindon PCT



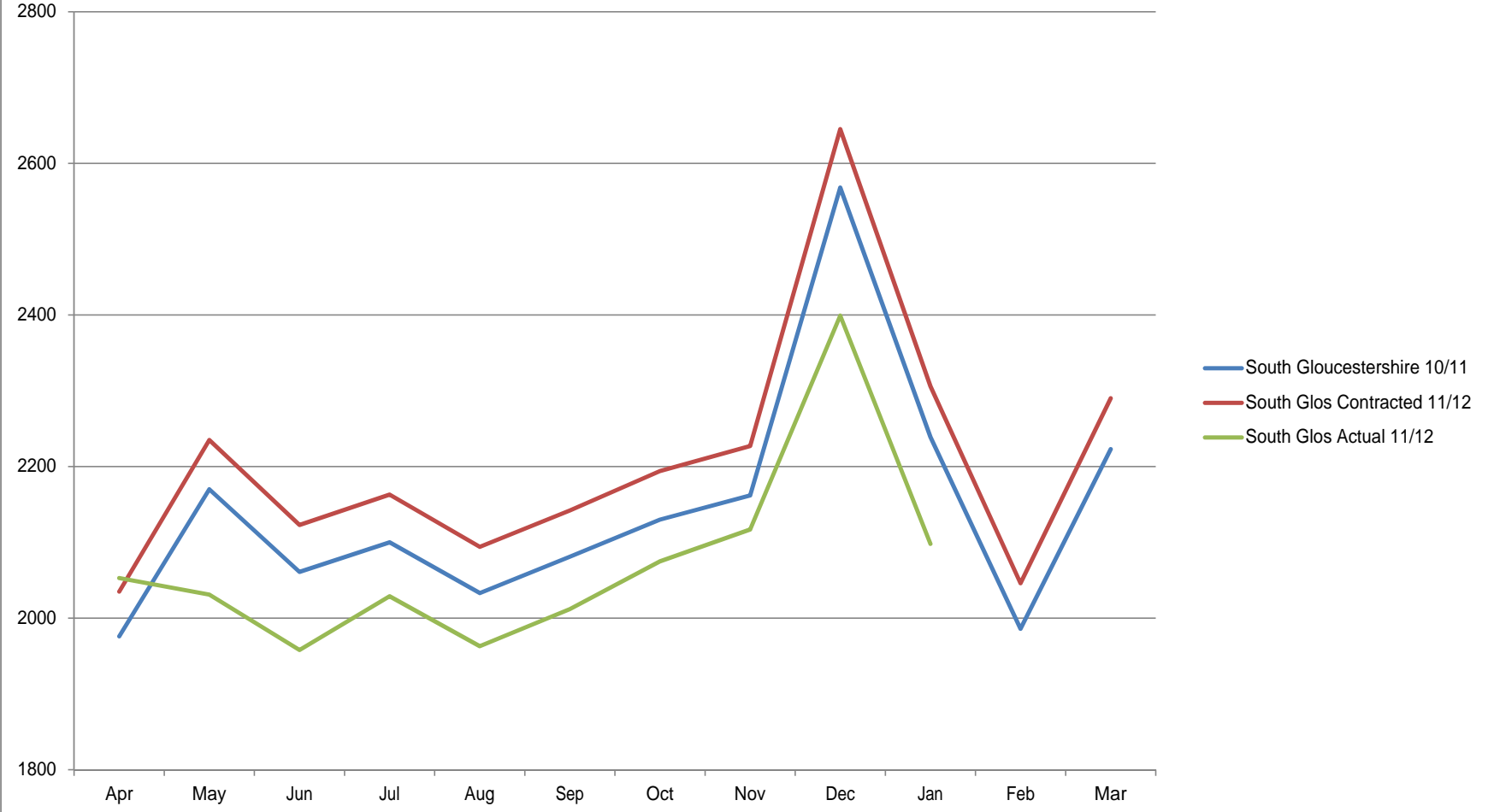
All Activity 2010/11 vs. 2011/12 Bristol PCT



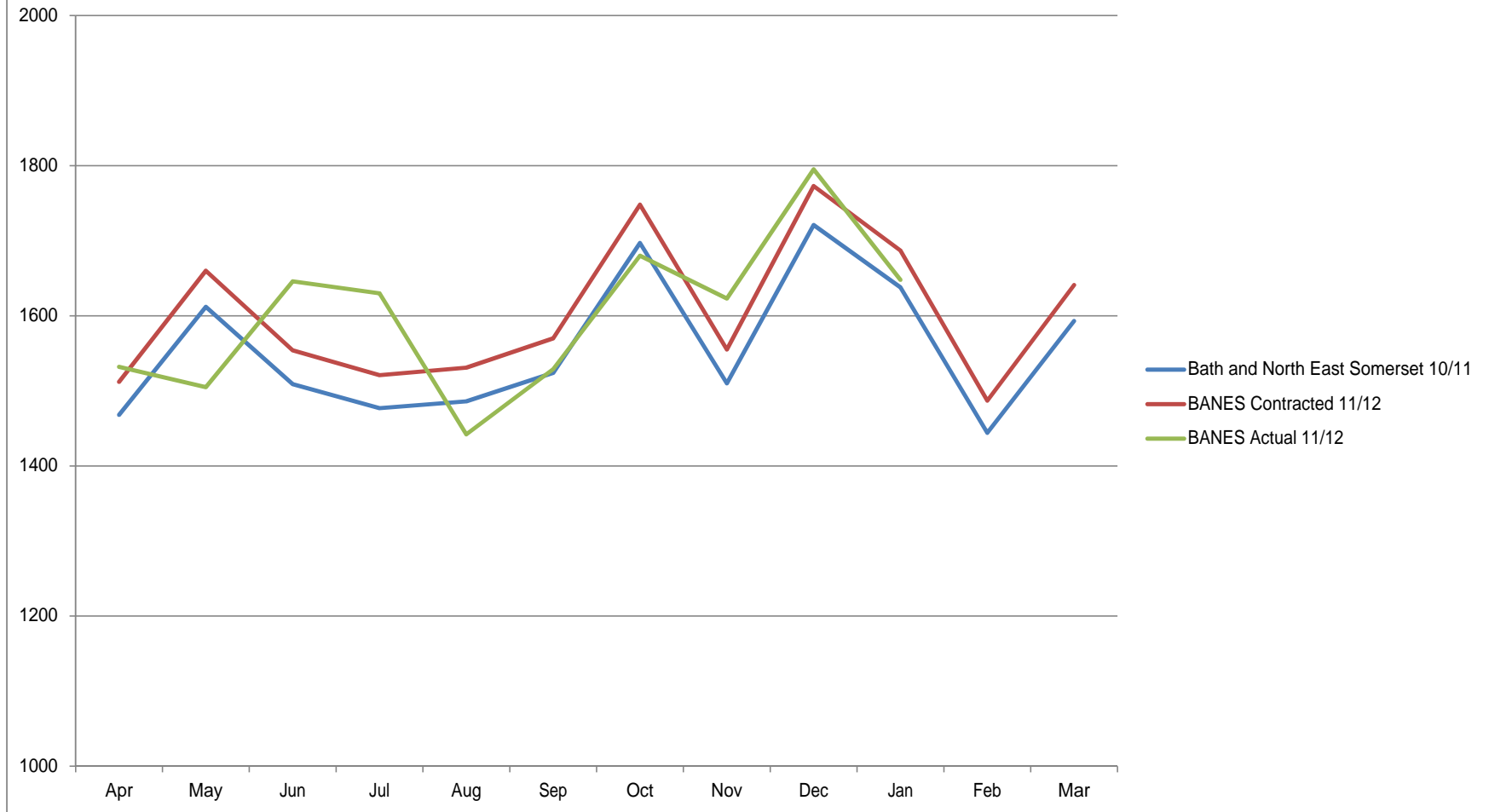
All Activity 2010/11 vs. 2011/12 North Somerset PCT



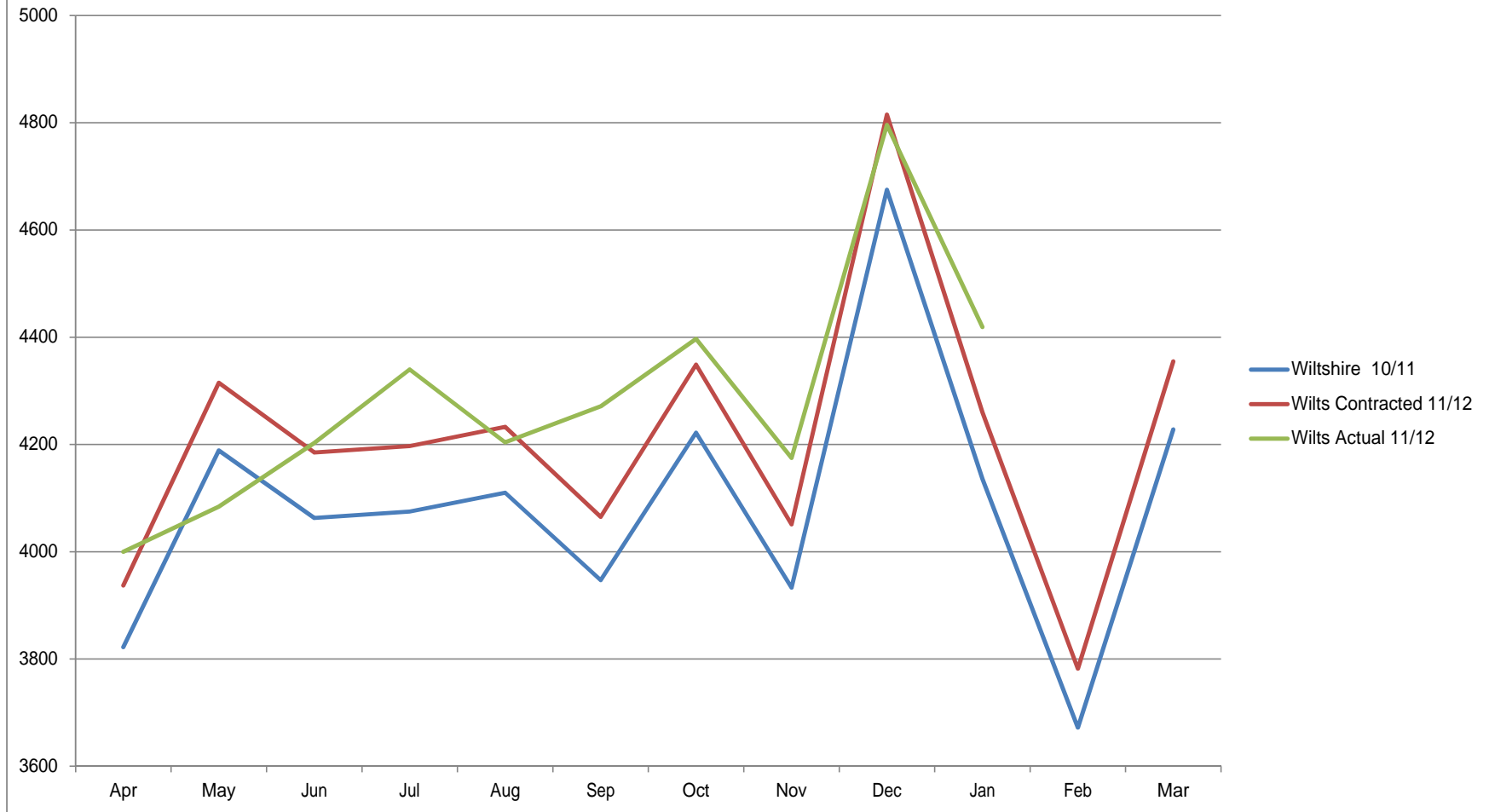
All Activity 2010/11 vs. 2011/12 South Gloucestershire PCT



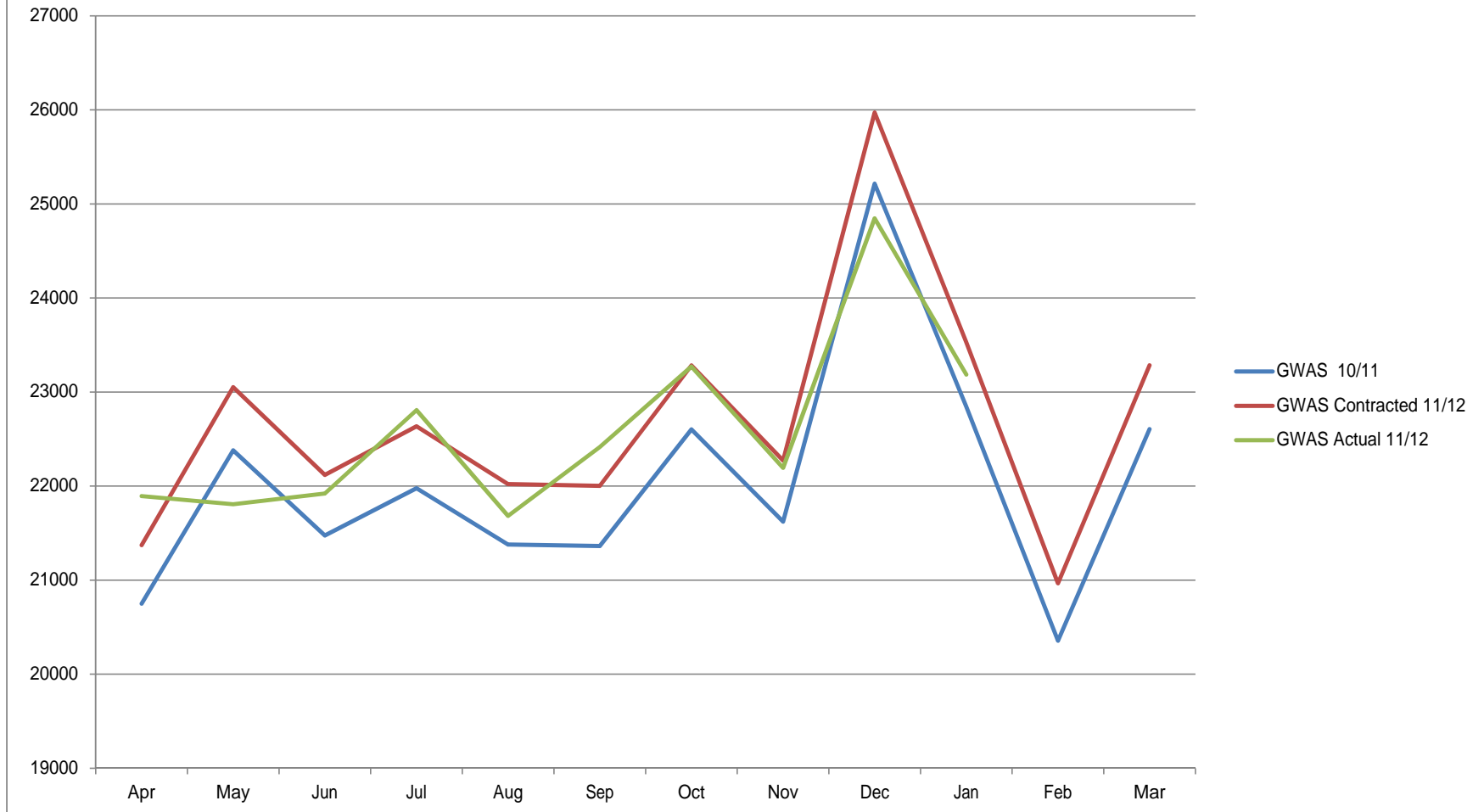
All Activity 2010/11 vs. 2011/12 BANES PCT



All Activity 2010/11 vs. 2011/12 Wiltshire PCT



All Activity 2010/11 vs. 2011/12 GWAS

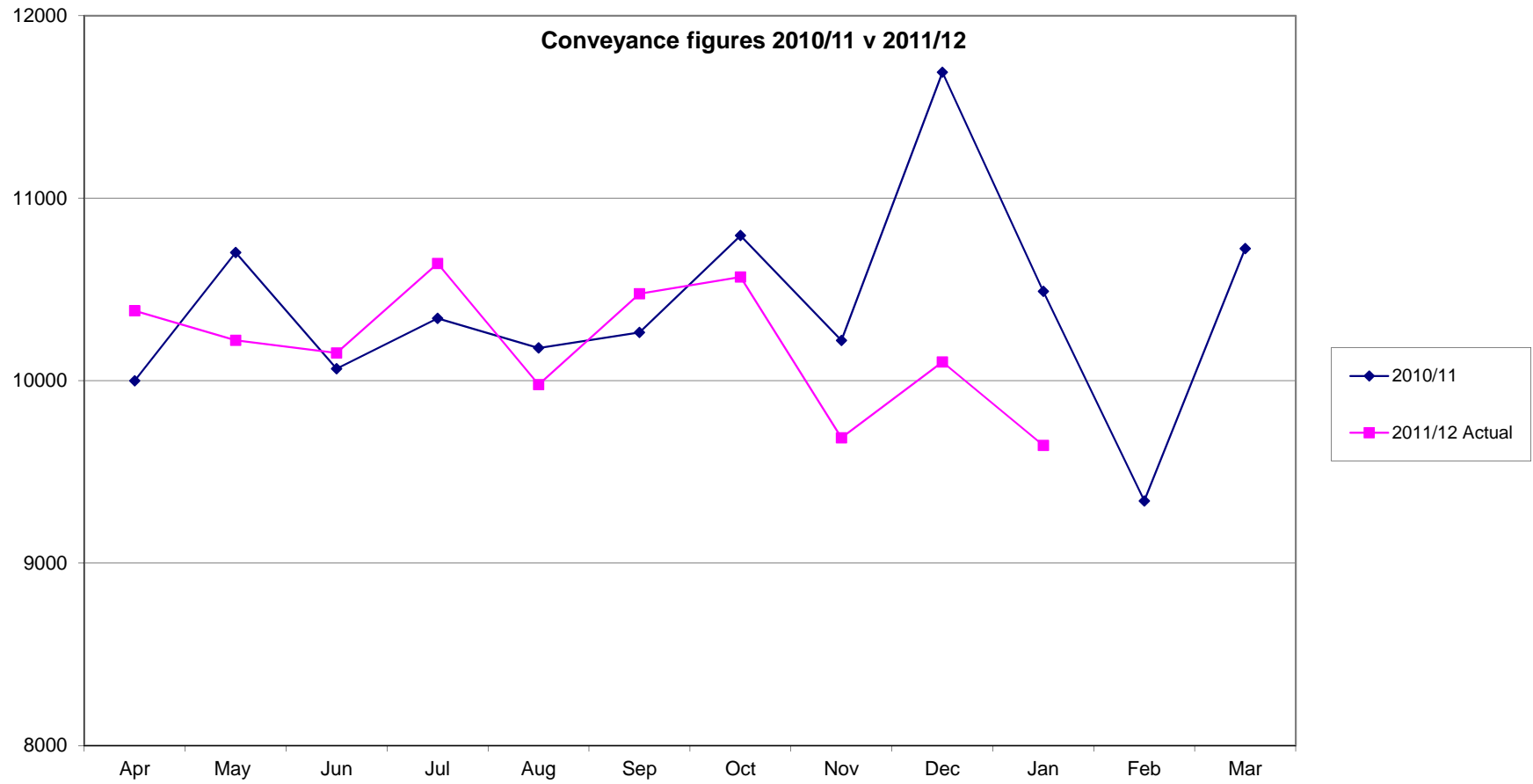


Activity by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	76	110	107	106	103	102	132	224	244	189			1,393
	see & treat	1,718	1,650	1,666	1,762	1,691	1,606	1,767	1,701	2,184	2,052			17,797
	Type 1&2 A&E	3,109	3,179	3,028	3,244	3,112	3,326	3,459	3,229	3,416	3,353			32,455
	other destination	553	521	525	526	519	466	496	474	489	462			5,031
	xassist	2	5	5	5	7	7	6	9	4	9			59
Gloucestershire	Total	5,458	5,465	5,331	5,643	5,432	5,507	5,860	5,637	6,337	6,065			56,735
	hear & treat	28	50	51	68	81	61	69	74	92	87			661
	see & treat	644	651	654	659	657	665	695	662	814	726			6,827
	Type 1&2 A&E	1,035	991	1,032	1,061	927	1,037	1,040	1,000	1,038	1,104			10,265
	other destination	166	173	167	136	169	189	149	151	144	143			1,587
	xassist			1										1
Swindon	Total	1,873	1,865	1,905	1,924	1,834	1,952	1,953	1,887	2,088	2,060			19,341
	hear & treat	222	193	213	210	175	276	281	329	433	322			2,654
	see & treat	1,467	1,437	1,457	1,668	1,478	1,517	1,652	1,501	1,678	1,615			15,470
	Type 1&2 A&E	2,186	2,144	2,260	2,282	2,198	2,348	2,352	2,073	2,363	2,106			22,312
	other destination	840	767	766	719	603	681	714	676	555	618			6,939
	xassist													-
Bristol	Total	4,715	4,541	4,696	4,879	4,454	4,822	4,999	4,579	5,029	4,661			47,375
	hear & treat	52	76	74	65	64	71	93	109	137	104			845
	see & treat	527	570	544	566	531	495	530	468	534	533			5,298
	Type 1&2 A&E	1,206	1,231	1,150	1,244	1,269	1,259	1,279	1,150	1,301	1,199			12,288
	other destination	260	217	218	216	239	254	217	231	204	198			2,254
	xassist	1	1	1	1	1	2	2	1	1	1			6
North Somerset	Total	2,045	2,094	1,987	2,092	2,104	2,079	2,121	1,958	2,176	2,035			20,691
	hear & treat	63	53	54	55	54	67	75	98	155	120			794
	see & treat	513	516	561	551	522	577	607	632	772	636			5,887
	Type 1&2 A&E	995	991	929	1,039	1,028	1,021	1,060	1,051	1,173	1,014			10,301
	other destination	482	471	415	384	359	347	333	336	299	328			3,754
	xassist													-
South Gloucestershire	Total	2,053	2,031	1,959	2,029	1,963	2,012	2,075	2,117	2,399	2,098			20,736
	hear & treat	25	32	26	28	30	30	57	78	114	59			479
	see & treat	449	403	495	467	401	439	476	480	603	528			4,741
	Type 1&2 A&E	910	911	980	970	876	893	1,006	921	979	971			9,417
	other destination	148	159	145	164	135	166	141	141	98	89			1,386
	xassist			1	1	1	1	3	1	1	1			7
Bath and North East Somerset	Total	1,532	1,505	1,646	1,630	1,442	1,529	1,680	1,623	1,795	1,648			16,030
	hear & treat	69	82	87	121	106	123	165	184	203	196			1,336
	see & treat	1,342	1,385	1,509	1,491	1,513	1,456	1,566	1,449	1,861	1,614			15,186
	Type 1&2 A&E	2,206	2,227	2,175	2,357	2,176	2,303	2,306	2,189	2,385	2,287			22,611
	other destination	386	391	434	371	411	389	360	354	350	321			3,767
	xassist			2	2	1	3	3	2	2	4			17
Wiltshire	Total	4,003	4,085	4,205	4,342	4,207	4,274	4,400	4,178	4,801	4,422			42,917
	hear & treat	1	4	1	1	1	1	2	3	1	1			15
	see & treat	53	61	47	62	60	58	49	57	76	72			595
	Type 1&2 A&E	14	19	13	28	18	25	21	35	21	20			214
	other destination	70	66	72	71	73	92	61	64	75	67			711
	xassist	76	70	61	107	94	64	50	55	48	34			659
Other/Unknown	Total	214	220	193	269	246	240	183	214	221	194			2,194
	hear & treat	536	600	612	654	614	731	874	1,099	1,379	1,078			8,177
	see & treat	6,713	6,673	6,933	7,226	6,853	6,813	7,342	6,950	8,522	7,776			71,801
	Type 1&2 A&E	11,661	11,693	11,567	12,225	11,604	12,212	12,523	11,648	12,676	12,054			119,863
	other destination	2,905	2,765	2,742	2,587	2,508	2,584	2,471	2,427	2,214	2,226			25,429
	xassist	78	75	68	116	103	75	61	69	55	49			749
GWAS		21,893	21,806	21,922	22,808	21,682	22,415	23,271	22,193	24,846	23,183			226,019

Activity (excluding card 33 and 35) by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	76	110	107	106	103	102	132	224	243	188			1,391
	see & treat	1,636	1,568	1,591	1,691	1,605	1,536	1,661	1,617	2,057	1,932			16,894
	Type 1&2 A&E	2,264	2,297	2,124	2,332	2,210	2,408	2,511	2,243	2,377	2,340			23,106
	other destination	246	213	227	219	232	193	189	162	150	140			1,971
	xassist	2	4	4	5	7	5	5	9	4	9			54
Gloucestershire	Total	4,224	4,192	4,053	4,353	4,157	4,244	4,498	4,255	4,831	4,609	-	-	43,416
	hear & treat	28	50	51	68	81	61	69	74	91	87			660
	see & treat	603	621	624	632	636	619	653	628	769	682			6,467
	Type 1&2 A&E	883	833	863	867	771	867	824	824	803	852			8,387
	other destination	29	35	40	29	32	36	27	24	21	20			293
	xassist			1										1
Swindon	Total	1,543	1,539	1,579	1,596	1,520	1,583	1,573	1,550	1,684	1,641	-	-	15,808
	hear & treat	218	189	213	208	174	275	278	328	428	319			2,630
	see & treat	1,412	1,389	1,387	1,611	1,414	1,458	1,574	1,428	1,572	1,535			14,780
	Type 1&2 A&E	1,819	1,794	1,904	1,892	1,816	1,933	1,886	1,659	1,853	1,643			18,199
	other destination	486	408	433	388	307	329	389	366	249	324			3,679
	xassist													-
Bristol	Total	3,935	3,780	3,937	4,099	3,711	3,995	4,127	3,781	4,102	3,821	-	-	39,288
	hear & treat	52	72	74	64	63	71	93	108	136	104			837
	see & treat	498	545	500	531	499	456	496	420	495	485			4,925
	Type 1&2 A&E	913	946	877	977	946	937	962	841	937	856			9,192
	other destination	130	115	99	106	113	101	100	89	79	79			1,011
	xassist			1	1	1		1		1				5
North Somerset	Total	1,593	1,678	1,551	1,679	1,622	1,565	1,652	1,458	1,647	1,525	-	-	15,970
	hear & treat	61	52	53	54	53	66	75	98	154	117			783
	see & treat	484	488	536	517	493	556	568	587	719	584			5,532
	Type 1&2 A&E	845	813	749	852	824	829	834	791	914	779			8,230
	other destination	154	149	146	129	93	93	103	103	78	121			1,169
	xassist													-
South Gloucestershire	Total	1,544	1,502	1,484	1,552	1,463	1,544	1,580	1,579	1,865	1,601	-	-	15,714
	hear & treat	25	31	26	28	30	30	56	77	112	59			474
	see & treat	424	382	479	448	383	408	440	445	566	489			4,464
	Type 1&2 A&E	670	682	723	701	634	662	733	662	710	709			6,886
	other destination	78	74	74	92	72	98	78	64	33	26			689
	xassist				1		1		2	1	1			6
Bath and North East Somerset	Total	1,197	1,169	1,302	1,270	1,119	1,199	1,307	1,250	1,422	1,284	-	-	12,519
	hear & treat	68	82	86	121	106	123	165	184	202	195			1,332
	see & treat	1,253	1,281	1,405	1,386	1,404	1,345	1,457	1,311	1,707	1,447			13,996
	Type 1&2 A&E	1,606	1,607	1,624	1,777	1,664	1,701	1,702	1,613	1,707	1,598			16,599
	other destination	133	138	157	135	129	143	116	120	79	57			1,207
	xassist				2	1	3	3	2	2	4			17
Wiltshire	Total	3,060	3,108	3,272	3,421	3,304	3,315	3,443	3,230	3,697	3,301	-	-	33,151
	hear & treat	1	4		1	1	1	2	3	1	1			15
	see & treat	53	58	46	61	59	55	48	53	73	69			575
	Type 1&2 A&E	9	14	7	21	10	18	14	25	12	11			141
	other destination	63	61	67	66	68	82	58	61	68	62			656
	xassist	72	63	54	100	84	59	49	49	44	27			601
Other/Unknown	Total	198	200	174	249	222	215	171	191	198	170	-	-	1,988
	hear & treat	529	590	610	650	611	729	870	1,096	1,367	1,070			8,122
	see & treat	6,363	6,332	6,568	6,877	6,493	6,433	6,897	6,489	7,958	7,223			67,633
	Type 1&2 A&E	9,009	8,986	8,871	9,419	8,875	9,355	9,466	8,658	9,313	8,788			90,740
	other destination	1,319	1,193	1,243	1,164	1,046	1,075	1,060	989	757	829			10,675
	xassist	74	67	60	109	93	68	58	62	51	42			684
GWAS	Total	17,294	17,168	17,352	18,219	17,118	17,660	18,351	17,294	19,446	17,952	-	-	177,854



Conveyance Rates by PCT

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	5,458	5,46€	5,331	5,643	5,432	5,507	5,860	5,637	6,337	6,067	*	*	56,737
Swindon	1,873	1,86€	1,90€	1,924	1,834	1,952	1,95€	1,887	2,08€	2,060	*	*	19,341
Bristol	4,715	4,541	4,69€	4,87€	4,454	4,822	4,99€	4,57€	5,02€	4,661	*	*	47,375
North Somerset	2,045	2,094	1,987	2,092	2,104	2,07€	2,121	1,95€	2,17€	2,03€	*	*	20,691
South Gloucestershire	2,053	2,031	1,95€	2,02€	1,96€	2,012	2,07€	2,117	2,39€	2,09€	*	*	20,735
Bath and North East Somerset	1,532	1,50€	1,64€	1,630	1,442	1,52€	1,680	1,62€	1,79€	1,64€	*	*	16,030
Wiltshire	4,000	4,084	4,20€	4,340	4,204	4,271	4,397	4,17€	4,79€	4,41€	*	*	42,889
Other/Unknown	217	221	195	271	249	243	186	217	226	198	*	*	2,223
Total	21,893	21,80€	21,921	22,80€	21,682	22,41€	23,271	22,19€	24,84€	23,18€	*	*	226,021

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3,664	3,702	3,55€	3,773	3,63€	3,79€	3,960	3,710	3,90€	3,823	*	*	37,532
Swindon	1,201	1,164	1,19€	1,197	1,09€	1,22€	1,18€	1,151	1,182	1,247	*	*	11,852
Bristol	3,026	2,911	3,02€	3,001	2,801	3,02€	3,06€	2,74€	2,91€	2,724	*	*	29,251
North Somerset	1,466	1,44€	1,36€	1,460	1,50€	1,51€	1,49€	1,381	1,50€	1,39€	*	*	14,547
South Gloucestershire	1,478	1,462	1,34€	1,423	1,38€	1,36€	1,394	1,387	1,472	1,342	*	*	14,061
Bath and North East Somerset	1,058	1,070	1,12€	1,13€	1,011	1,05€	1,147	1,06€	1,077	1,061	*	*	10,808
Wiltshire	2,589	2,617	2,607	2,72€	2,58€	2,690	2,667	2,541	2,732	2,607	*	*	26,362
Other/Unknown	142	134	126	163	151	163	118	136	132	110	*	*	1,375
Total	14,624	14,50€	14,35€	14,87€	14,17€	14,84€	15,03€	14,120	14,92€	14,312	*	*	145,788

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	67.13%	67.74%	66.74%	66.86%	66.92%	68.98%	67.58%	65.82%	61.67%	63.01%	*	*	66.2%
Swindon	64.12%	62.41%	62.94%	62.21%	59.76%	62.81%	60.88%	61.00%	56.61%	60.53%	*	*	61.3%
Bristol	64.18%	64.10%	64.44%	61.51%	62.89%	62.82%	61.33%	60.03%	58.02%	58.44%	*	*	61.7%
North Somerset	71.69%	69.15%	68.90%	69.79%	71.72%	72.78%	70.63%	70.53%	69.16%	68.70%	*	*	70.3%
South Gloucestershire	71.99%	71.98%	68.69%	70.13%	70.76%	68.04%	67.18%	65.52%	61.36%	63.97%	*	*	67.8%
Bath and North East Somerset	69.06%	71.10%	68.35%	69.63%	70.11%	69.26%	68.27%	65.62%	60.00%	64.38%	*	*	67.4%
Wiltshire	64.73%	64.08%	62.03%	62.81%	61.51%	62.98%	60.65%	60.86%	56.96%	59.00%	*	*	61.5%
Other/Unknown	65.44%	60.63%	64.62%	60.15%	60.64%	67.08%	63.44%	62.67%	58.41%	55.56%	*	*	61.9%
Total	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	*	*	64.5%

Conveyance Rates by PCT excluding Card 33 & 35

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	4,224	4,192	4,053	4,353	4,157	4,244	4,498	4,255	4,831	4,611	*	*	43,418
Swindon	1,543	1,539	1,579	1,596	1,520	1,583	1,573	1,550	1,684	1,641	*	*	15,808
Bristol	3,935	3,780	3,937	4,099	3,711	3,995	4,127	3,781	4,102	3,821	*	*	39,288
North Somerset	1,593	1,678	1,551	1,679	1,622	1,568	1,652	1,458	1,647	1,525	*	*	15,970
South Gloucestershire	1,544	1,502	1,483	1,552	1,463	1,544	1,580	1,579	1,865	1,601	*	*	15,713
Bath and North East Somerset	1,197	1,169	1,302	1,270	1,119	1,199	1,307	1,250	1,422	1,284	*	*	12,519
Wiltshire	3,057	3,107	3,270	3,419	3,301	3,313	3,440	3,228	3,692	3,298	*	*	33,125
Other/Unknown	201	201	176	251	225	217	174	193	203	174	*	*	2,015
Total	17,294	17,166	17,351	18,219	17,118	17,660	18,351	17,294	19,446	17,958	*	*	177,856

Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,512	2,511	2,355	2,554	2,446	2,606	2,704	2,412	2,530	2,488	*	*	25,118
Swindon	912	868	903	896	803	903	851	848	824	872	*	*	8,680
Bristol	2,305	2,202	2,337	2,280	2,123	2,262	2,275	2,025	2,102	1,967	*	*	21,878
North Somerset	1,043	1,061	977	1,083	1,060	1,038	1,063	930	1,016	936	*	*	10,207
South Gloucestershire	1,000	962	895	981	918	922	937	894	992	900	*	*	9,401
Bath and North East Somerset	748	756	797	794	706	760	811	728	743	736	*	*	7,579
Wiltshire	1,736	1,744	1,779	1,910	1,792	1,843	1,819	1,732	1,783	1,654	*	*	17,792
Other/Unknown	127	117	109	144	130	142	108	118	112	92	*	*	1,199
Total	10,383	10,221	10,152	10,642	9,978	10,476	10,568	9,687	10,102	9,645	*	*	101,854

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	59.47%	59.90%	58.11%	58.67%	58.84%	61.40%	60.12%	56.69%	52.37%	53.96%	*	*	57.9%
Swindon	59.11%	56.40%	57.19%	56.14%	52.83%	57.04%	54.10%	54.71%	48.93%	53.14%	*	*	54.9%
Bristol	58.58%	58.25%	59.36%	55.62%	57.21%	56.62%	55.12%	53.56%	51.24%	51.48%	*	*	55.7%
North Somerset	65.47%	63.23%	62.99%	64.50%	65.35%	66.33%	64.35%	63.79%	61.69%	61.38%	*	*	63.9%
South Gloucestershire	64.77%	64.05%	60.35%	63.21%	62.75%	59.72%	59.30%	56.62%	53.19%	56.21%	*	*	59.8%
Bath and North East Somerset	62.49%	64.67%	61.21%	62.52%	63.09%	63.39%	62.05%	58.24%	52.25%	57.32%	*	*	60.5%
Wiltshire	56.79%	56.13%	54.40%	55.86%	54.29%	55.63%	52.88%	53.66%	48.29%	50.15%	*	*	53.7%
Other/Unknown	63.18%	58.21%	61.93%	57.37%	57.78%	65.44%	62.07%	61.14%	55.17%	52.87%	*	*	59.5%
Total	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	*	*	57.3%



TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

PERFORMANCE:

Category RED 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
2011/12 Target	75.50%	76.60%	75.00%	76.50%	75.50%	76.50%	76.00%	75.50%	70.00%	75.00%	75.50%	77.00%	75.0%
2011/12 Actual	75.48%	76.95%	74.73%	76.40%	77.58%	75.45%	75.86%	75.81%	73.26%	76.72%	*	*	75.8%

Variance from Target	0.0%	0.3%	-0.3%	-0.1%	2.1%	-1.0%	-0.1%	0.3%	3.3%	1.7%	*	*	0.8%
Variance from 2010/11	-2.3%	-0.5%	-1.1%	-0.4%	2.5%	1.2%	1.0%	2.0%	8.6%	4.5%	*	*	1.5%

Category RED 19 Minute Target Performance: *

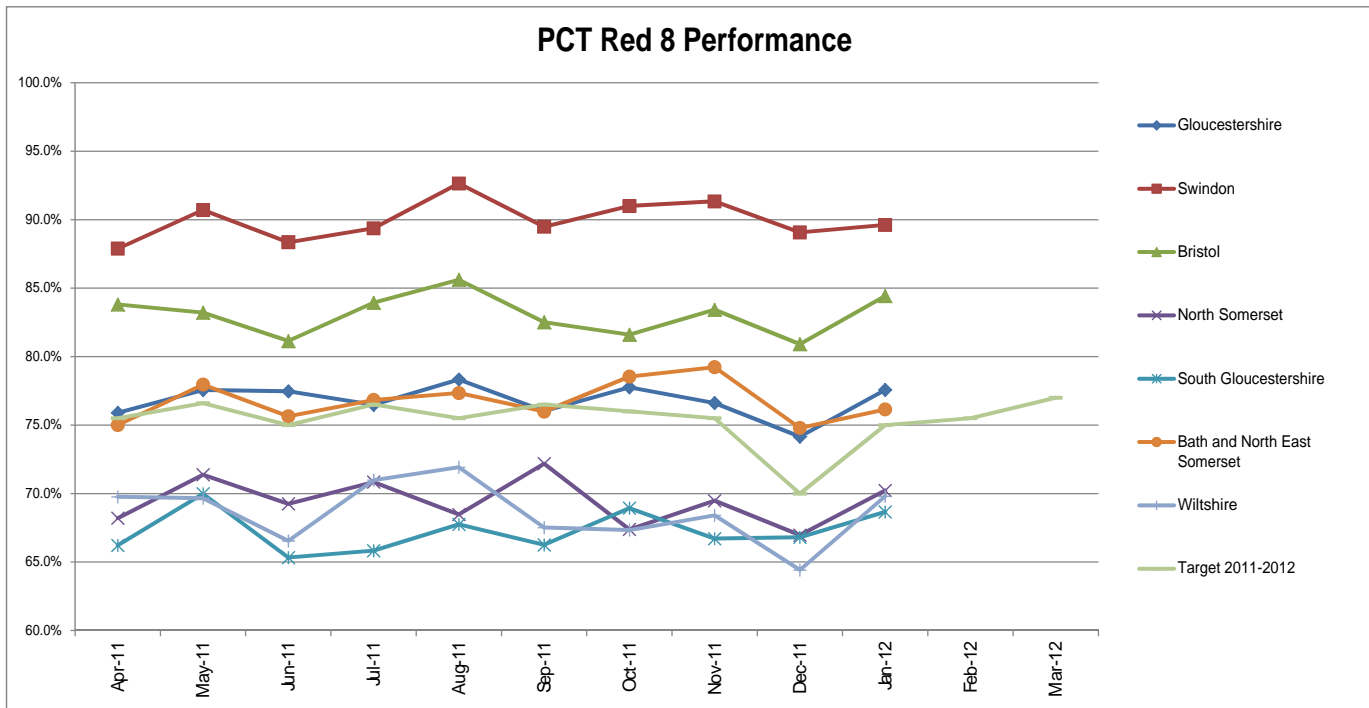
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	95.98%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	94.7%
2011/12 Target	95.79%	96.50%	95.80%	96.00%	96.50%	97.00%	97.00%	96.25%	92.75%	96.00%	96.50%	97.00%	96.0%
2011/12 Actual	95.71%	96.40%	95.56%	96.01%	96.28%	95.37%	95.55%	95.71%	94.90%	95.61%	*	*	95.7%

Variance from Target	-0.1%	-0.1%	-0.2%	0.0%	-0.2%	-1.6%	-1.5%	-0.5%	2.2%	-0.4%	*	*	-0.3%
Variance from 2010/11	-0.3%	-0.1%	-0.3%	0.7%	0.7%	-0.3%	0.4%	0.5%	1.7%	2.2%	*	*	1.0%

Category GREEN Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2011/12 Target	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
2011/12 Actual	94.7%	94.5%	93.5%	92.8%	95.6%	92.4%	92.7%	92.1%	88.4%	93.1%	*	*	93.0%

Variance from Target	4.7%	4.5%	3.5%	2.8%	5.6%	2.4%	2.7%	2.1%	-1.6%	3.1%	*	*	3.0%
----------------------	------	------	------	------	------	------	------	------	-------	------	---	---	------



RED 8 Minute Performance by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,025	1,99€	1,92€	1,994	1,874	1,994	2,06€	1,95€	2,35€	2,287	*	*	20,467
Swindon	685	732	704	734	68€	780	80€	762	86€	867	*	*	7613
Bristol	1797	180€	189€	194€	175€	189€	197€	1804	215€	194€	*	*	18964
North Somerset	783	800	735	823	85€	780	84€	819	90€	853	*	*	8188
South Gloucestershire	743	723	77€	796	71€	797	80€	880	95€	836	*	*	8024
Bath and North East Somerset	520	549	587	600	512	583	64€	549	714	654	*	*	5911
Wiltshire	1521	154€	1644	1647	1567	1607	165€	1684	1967	1732	*	*	16574
Other/Unknown	47	40	51	59	35	60	33	53	66	59	*	*	503
Total	8,121	8,194	8,31€	8,60€	7,98€	8,494	8,82€	8,501	9,98€	9,22€	*	*	86,244

RED 8 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	75.9%	77.6%	77.5%	76.5%	78.3%	76.0%	77.76%	76.62%	74.16%	77.57%	*	*	76.7%
Swindon	87.9%	90.7%	88.4%	89.4%	92.6%	89.5%	91.0%	91.3%	89.1%	89.6%	*	*	89.9%
Bristol	83.8%	83.2%	81.1%	83.9%	85.6%	82.5%	81.6%	83.4%	80.9%	84.4%	*	*	83.0%
North Somerset	68.2%	71.4%	69.3%	70.8%	68.5%	72.2%	67.4%	69.5%	67.0%	70.2%	*	*	69.4%
South Gloucestershire	66.2%	70.0%	65.3%	65.8%	67.7%	66.2%	68.9%	66.7%	66.8%	68.7%	*	*	67.2%
Bath and North East Somerset	75.0%	78.0%	75.6%	76.8%	77.3%	76.0%	78.5%	79.2%	74.8%	76.1%	*	*	76.7%
Wiltshire	69.8%	69.7%	66.5%	71.0%	71.9%	67.5%	67.3%	68.4%	64.4%	69.8%	*	*	68.5%
Other/Unknown	17.0%	17.5%	19.6%	30.5%	20.0%	23.3%	6.1%	13.2%	10.6%	18.6%	*	*	18.1%
Total	75.5%	76.9%	74.7%	76.4%	77.6%	75.5%	75.9%	75.8%	73.3%	76.7%	*	*	75.8%

Percentage of Total Responses being Red Responses by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	37%	37%	36%	35%	34%	36%	35%	35%	37%	38%	*	*	36%
Swindon	36.6%	39.2%	37.0%	38.1%	37.1%	40.0%	41.0%	40.4%	41.6%	42.1%	*	*	39.4%
Bristol	38.1%	39.7%	40.3%	39.9%	39.3%	39.3%	39.6%	39.4%	42.8%	41.6%	*	*	40.0%
North Somerset	38.3%	38.2%	37.0%	39.3%	40.4%	37.5%	39.6%	41.8%	41.6%	41.9%	*	*	39.6%
South Gloucestershire	36.2%	35.6%	39.5%	39.2%	36.2%	39.6%	38.9%	41.6%	39.9%	39.8%	*	*	38.7%
Bath and North East Somerset	33.9%	36.5%	35.7%	36.8%	35.5%	38.1%	38.3%	33.8%	39.8%	39.7%	*	*	36.9%
Wiltshire	38.0%	37.9%	39.1%	37.9%	37.3%	37.6%	37.7%	40.3%	41.0%	39.2%	*	*	38.6%
Other/Unknown	21.7%	18.1%	26.2%	21.8%	14.1%	24.7%	17.7%	24.4%	29.2%	29.8%	*	*	22.6%
Total	37%	38%	38%	38%	37%	38%	38%	38%	40%	40%	*	*	38%

RED 8 Minute Performance by District Council / Unitary Authority

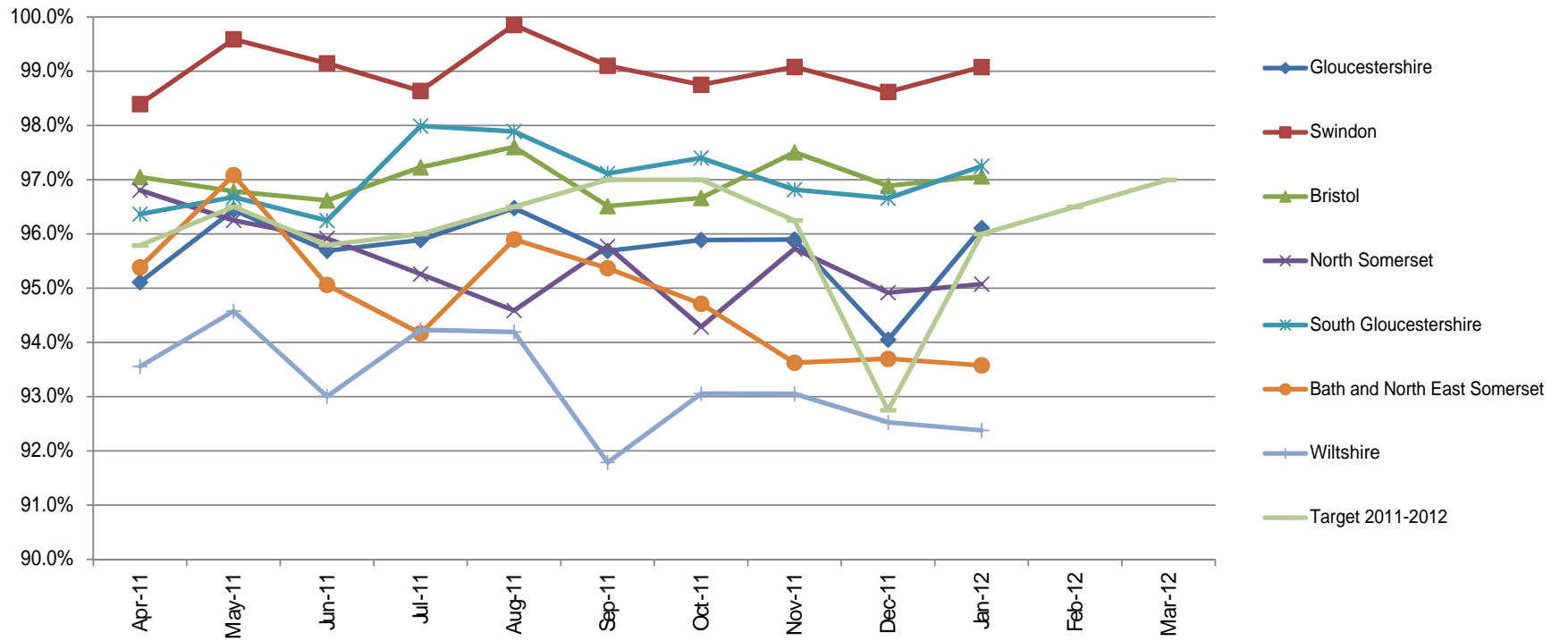
RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	1,797	1,80€	1,89€	1,94€	1,75€	1,89€	1,97€	1,804	2,15€	1,94C	*	*	18,964
South Gloucestershire	743	723	773	796	710	797	808	88C	958	836	*	*	8024
North Somerset	783	800	735	823	850	78C	84C	819	905	853	*	*	8188
Bath and North East Somerset	520	549	587	600	512	583	643	549	714	654	*	*	5911
Forest of Dean	300	274	252	257	246	282	296	288	304	313	*	*	2812
Cotswold	256	247	225	256	257	25C	236	233	313	282	*	*	2555
Tewkesbury	256	221	227	237	204	246	219	222	252	281	*	*	2365
Cheltenham	398	376	375	393	390	402	394	359	427	427	*	*	3941
Gloucester	468	521	494	489	444	497	538	464	588	562	*	*	5065
Stroud	347	357	353	362	333	317	385	384	468	422	*	*	3729
Wiltshire	1521	154€	1644	1647	1567	1607	1656	1684	1967	1732	*	*	16574
Swindon	686	732	705	735	681	781	80C	764	87C	87C	*	*	7624
Other/Unknown	46	40	50	58	34	59	33	51	65	56	*	*	492
Total	8,121	8,194	8,31€	8,60€	7,98C	8,494	8,82€	8,501	9,98€	9,22€	*	*	86,244

RED 8 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	83.8%	83.2%	81.1%	83.9%	85.6%	82.5%	81.60%	83.43%	80.91%	84.43%	*	*	83.0%
South Gloucestershire	66.22%	69.99%	65.33%	65.83%	67.75%	66.25%	68.94%	66.70%	66.81%	68.66%	*	*	67.2%
North Somerset	68.20%	71.38%	69.25%	70.84%	68.47%	72.18%	67.38%	69.47%	66.96%	70.22%	*	*	69.4%
Bath and North East Somerset	75.00%	77.96%	75.64%	76.83%	77.34%	75.99%	78.54%	79.23%	74.79%	76.15%	*	*	76.7%
Forest of Dean	68.00%	60.58%	67.46%	61.87%	63.41%	61.70%	60.47%	61.11%	58.55%	61.02%	*	*	62.3%
Cotswold	44.92%	57.89%	53.33%	49.22%	57.20%	48.80%	47.46%	57.08%	48.24%	47.16%	*	*	51.0%
Tewkesbury	78.91%	72.85%	74.01%	76.37%	77.45%	72.36%	81.74%	77.48%	72.22%	81.14%	*	*	76.5%
Cheltenham	89.95%	92.29%	92.80%	93.13%	94.36%	93.53%	95.43%	91.92%	92.04%	94.15%	*	*	93.0%
Gloucester	91.03%	93.09%	91.50%	91.62%	90.54%	91.15%	91.82%	90.73%	92.69%	92.53%	*	*	91.7%
Stroud	66.86%	68.91%	66.29%	67.68%	71.17%	67.19%	69.61%	68.23%	63.11%	71.09%	*	*	67.9%
Wiltshire	69.76%	69.66%	66.55%	70.98%	71.92%	67.52%	67.33%	68.41%	64.41%	69.80%	*	*	68.5%
Swindon	87.76%	90.71%	88.23%	89.25%	92.51%	89.37%	91.00%	91.10%	88.97%	89.31%	*	*	89.8%
Other/Unknown	17.39%	17.50%	20.00%	31.03%	20.59%	*	*	*	*	*	*	*	10.2%
Total	75.5%	76.9%	74.7%	76.4%	77.6%	75.3%	75.8%	75.7%	73.2%	76.6%	*	*	75.7%

PCT Red 19 Performance



RED 19 Minute Performance by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,025	1,99€	1,92€	1,994	1,874	1,994	2,06€	1,950	2,353	2,287	*	*	20,467
Swindon	685	732	704	734	680	780	800	762	869	867	*	*	7,613
Bristol	1797	180€	1893	1949	1752	1893	197€	1804	2153	1940	*	*	18,964
North Somerset	783	800	735	823	850	780	840	819	905	853	*	*	8,188
South Gloucestershire	743	723	773	796	710	797	808	880	958	836	*	*	8,024
Bath and North East Somerset	520	549	587	600	512	583	643	549	714	654	*	*	5,911
Wiltshire	1521	154€	1644	1647	1567	1607	165€	1684	1967	1732	*	*	16,574
Other/Unknown	47	40	51	59	35	60	33	53	66	59	*	*	503
Total	8,121	8,194	8,313	8,602	7,980	8,494	8,82€	8,501	9,98€	9,22€	*	*	86,244

RED 19 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	95.1%	96.4%	95.7%	95.9%	96.5%	95.7%	95.89%	95.90%	94.05%	96.11%	*	*	95.7%
Swindon	98.39%	99.59%	99.15%	98.64%	99.85%	99.10%	98.75%	99.08%	98.62%	99.08%	*	*	99.01%
Bristol	97.05%	96.79%	96.62%	97.23%	97.60%	96.51%	96.66%	97.51%	96.89%	97.06%	*	*	97.0%
North Somerset	96.81%	96.25%	95.92%	95.26%	94.59%	95.77%	94.29%	95.73%	94.92%	95.08%	*	*	95.4%
South Gloucestershire	96.37%	96.68%	96.25%	97.99%	97.89%	97.11%	97.40%	96.82%	96.66%	97.25%	*	*	97.0%
Bath and North East Somerset	95.38%	97.09%	95.06%	94.17%	95.90%	95.37%	94.71%	93.62%	93.70%	93.58%	*	*	94.8%
Wiltshire	93.56%	94.58%	93.00%	94.23%	94.19%	91.79%	93.06%	93.05%	92.53%	92.38%	*	*	93.2%
Other/Unknown	76.60%	77.50%	74.51%	79.66%	57.14%	68.33%	57.58%	66.04%	69.70%	79.66%	*	*	71.6%
Total	95.7%	96.4%	95.6%	96.0%	96.3%	95.4%	95.5%	95.7%	94.9%	95.6%	*	*	95.7%

Percentage of Total Responses being Red Responses by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	39%	37%	37%	38%	36%	38%	37%	36%	37%	41%	*	*	78%
Swindon	41%	39%	39%	37%	37%	44%	44%	41%	42%	45%	*	*	83%
Bristol	40%	38%	41%	41%	38%	42%	41%	40%	41%	40%	*	*	82%
North Somerset	39%	40%	37%	38%	44%	38%	40%	41%	39%	40%	*	*	81%
South Gloucestershire	38%	33%	38%	38%	35%	38%	38%	41%	37%	37%	*	*	78%
Bath and North East Somerset	35%	34%	39%	41%	34%	38%	38%	36%	41%	40%	*	*	78%
Wiltshire	40%	37%	40%	40%	38%	41%	39%	43%	42%	42%	*	*	82%
Other/Unknown	24%	15%	22%	25%	16%	25%	14%	25%	26%	24%	*	*	44%
Total	39%	37%	39%	39%	37%	40%	39%	39%	40%	40%	*	*	80%

RED 19 Minute Performance by District Council / Unitary Authority

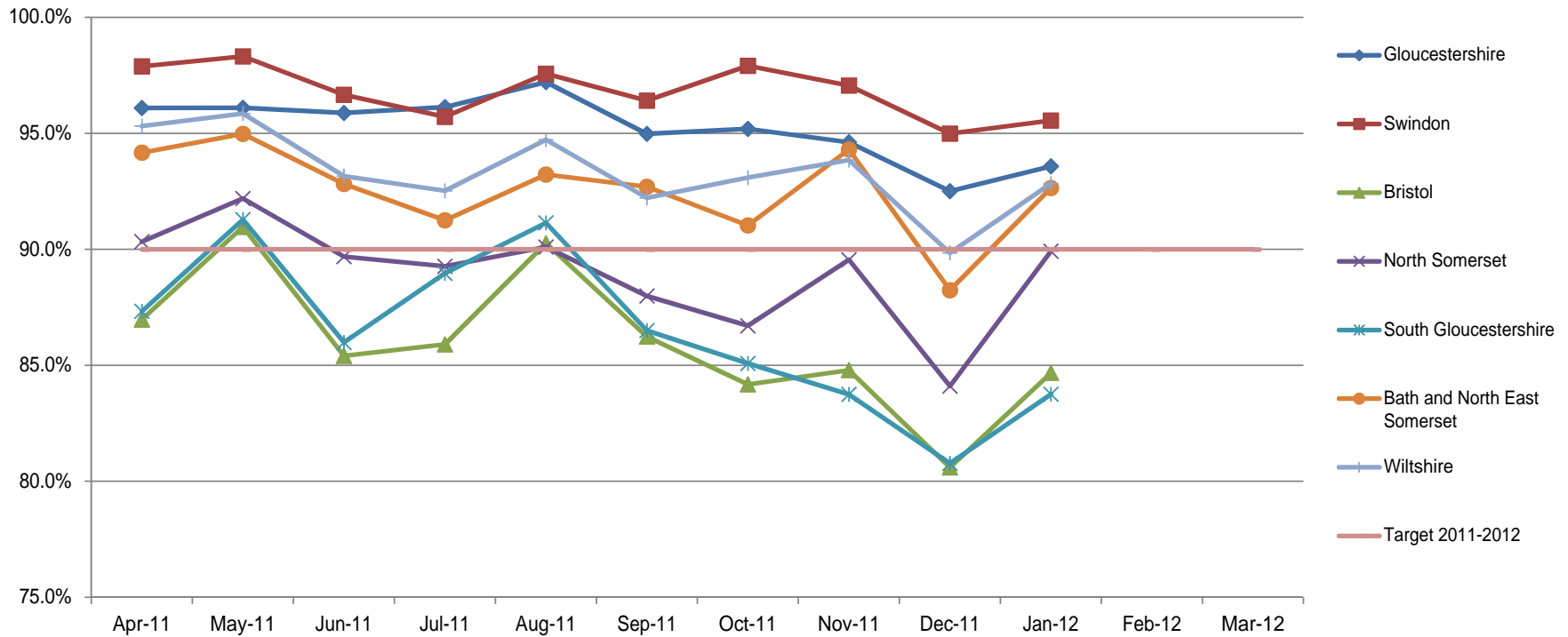
RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	1,797	1,80£	1,89£	1,94£	1,75£	1,89£	1,97£	1,804	2,15£	1,94£	*	*	18,964
South Gloucestershire	743	723	773	79£	710	797	80£	880	95£	836	*	*	8,024
North Somerset	783	800	735	82£	850	780	84£	819	905	853	*	*	8,188
Bath and North East Somerset	520	549	587	60£	512	583	64£	549	714	654	*	*	5,911
Forest of Dean	300	274	252	257	246	282	29£	288	304	313	*	*	2,812
Cotswold	256	247	225	25£	257	250	23£	233	313	282	*	*	2,555
Tewkesbury	256	221	227	237	204	246	21£	222	252	281	*	*	2,365
Cheltenham	398	376	375	39£	390	402	394	359	427	427	*	*	3,941
Gloucester	468	521	494	48£	444	497	53£	464	588	562	*	*	5,065
Stroud	347	357	353	36£	333	317	38£	384	46£	422	*	*	3,729
Wiltshire	1521	154£	1644	1647	1567	1607	165£	1684	1967	173£	*	*	16,574
Swindon	686	732	705	73£	681	781	80£	764	87£	870	*	*	7,624
Other/Unknown	46	40	50	58	34	59	33	51	65	56	*	*	492
Total	8,121	8,194	8,31£	8,60£	7,98£	8,494	8,82£	8,501	9,98£	9,22£	*	*	86,244

RED 19 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	97.1%	96.8%	96.6%	97.2%	97.6%	96.5%	96.66%	97.51%	96.89%	97.06%	*	*	97.0%
South Gloucestershire	96.37%	96.68%	96.25%	97.99%	97.89%	97.11%	97.40%	96.82%	96.66%	97.25%	*	*	97.0%
North Somerset	96.81%	96.25%	95.92%	95.26%	94.59%	95.77%	94.29%	95.73%	94.92%	95.08%	*	*	95.4%
Bath and North East Somerset	95.38%	97.09%	95.06%	94.17%	95.90%	95.37%	94.71%	93.62%	93.70%	93.58%	*	*	94.8%
Forest of Dean	93.00%	95.62%	95.63%	92.22%	94.31%	95.39%	89.53%	92.36%	90.13%	94.89%	*	*	93.2%
Cotswold	81.25%	84.21%	82.67%	89.06%	87.16%	82.40%	84.75%	85.41%	83.07%	82.98%	*	*	84.3%
Tewkesbury	99.61%	97.74%	94.71%	97.89%	99.51%	98.37%	98.63%	98.20%	96.83%	99.29%	*	*	98.1%
Cheltenham	99.50%	99.73%	99.47%	99.49%	99.49%	99.75%	100.00%	99.44%	97.19%	99.30%	*	*	99.3%
Gloucester	99.57%	99.81%	99.60%	99.18%	99.55%	99.60%	99.44%	99.78%	99.15%	99.47%	*	*	99.5%
Stroud	92.80%	96.36%	95.18%	93.65%	95.80%	93.06%	96.88%	95.57%	93.18%	95.97%	*	*	94.9%
Wiltshire	93.56%	94.58%	93.00%	94.23%	94.19%	91.79%	93.06%	93.05%	92.53%	92.38%	*	*	93.2%
Swindon	98.40%	99.59%	99.01%	98.50%	99.71%	99.10%	98.75%	98.95%	98.62%	98.97%	*	*	99.0%
Other/Unknown	76.09%	77.50%	76.00%	81.03%	58.82%	67.80%	57.58%	66.67%	69.23%	80.36%	*	*	72.0%
Total	95.7%	96.4%	95.6%	96.0%	96.3%	95.4%	95.5%	95.7%	94.9%	95.6%	*	*	95.7%

PCT Green Performance



GREEN Performance by PCT

GREEN Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3431	3464	3400	3644	3551	3506	3786	3678	3980	3771	*	*	36,211
Swindon	1188	1133	1200	1190	1154	1172	1153	1125	1219	1193	*	*	11,727
Bristol	2918	2736	2803	2930	2702	2929	3021	2775	2876	2721	*	*	28,411
North Somerset	1262	1294	1251	1268	1253	1299	1279	1139	1271	1181	*	*	12,497
South Gloucestershire	1310	1308	1185	1233	1253	1215	1267	1237	1441	1262	*	*	12,711
Bath and North East Somerset	1012	956	1059	1029	930	945	1037	1071	1080	993	*	*	10,112
Wiltshire	2479	2535	2559	2691	2636	2661	2739	2489	2827	2683	*	*	26,299
Other/Unknown	94	111	83	105	120	119	102	109	112	105	*	*	1,060
Total	13,694	13,537	13,540	14,090	13,595	13,846	14,384	13,621	14,806	13,905	*	*	139,028

GREEN Performance

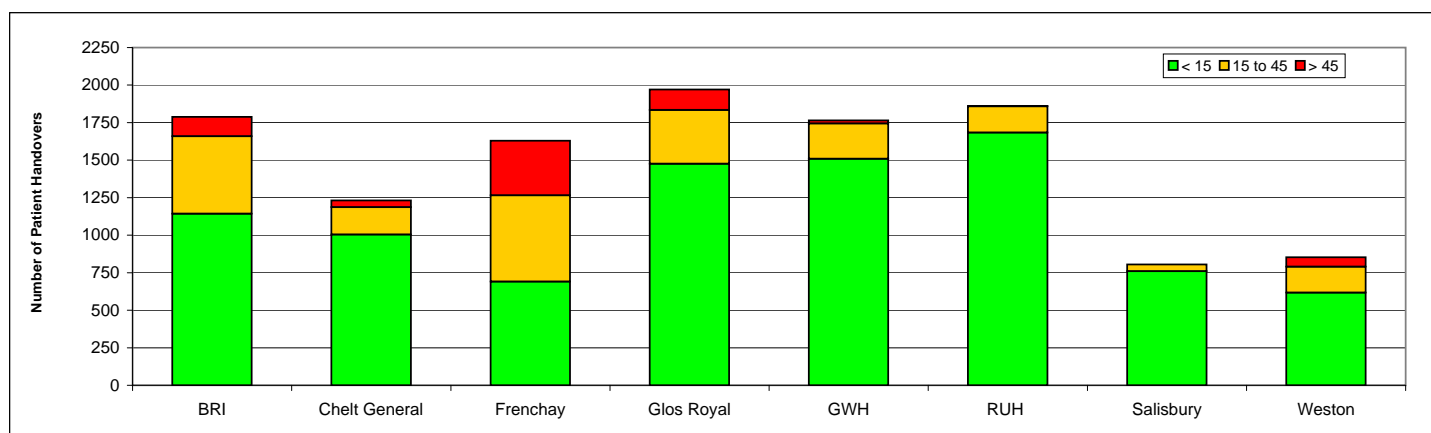
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	96.1%	96.1%	95.9%	96.1%	97.2%	95.0%	95.19%	94.62%	92.51%	93.58%	*	*	95.2%
Swindon	97.90%	98.32%	96.67%	95.71%	97.57%	96.42%	97.92%	97.07%	95.00%	95.56%	*	*	96.8%
Bristol	86.98%	90.97%	85.41%	85.90%	90.27%	86.24%	84.18%	84.79%	80.60%	84.67%	*	*	86.0%
North Somerset	90.33%	92.19%	89.69%	89.27%	90.10%	87.99%	86.71%	89.55%	84.11%	89.92%	*	*	89.0%
South Gloucestershire	87.33%	91.28%	85.99%	88.97%	91.14%	86.50%	85.08%	83.75%	80.78%	83.76%	*	*	86.4%
Bath and North East Somerset	94.17%	94.98%	92.82%	91.25%	93.23%	92.70%	91.03%	94.30%	88.24%	92.65%	*	*	92.5%
Wiltshire	95.32%	95.86%	93.16%	92.53%	94.73%	92.22%	93.10%	93.85%	89.85%	92.84%	*	*	93.3%
Other/Unknown	90.43%	90.09%	87.95%	94.29%	87.50%	84.03%	88.24%	88.99%	83.04%	79.05%	*	*	87.3%
Total	92.6%	94.2%	91.5%	91.7%	93.8%	91.1%	90.7%	91.2%	87.6%	90.5%	*	*	91.5%

Percentage of Total Responses being Green Responses by PCT

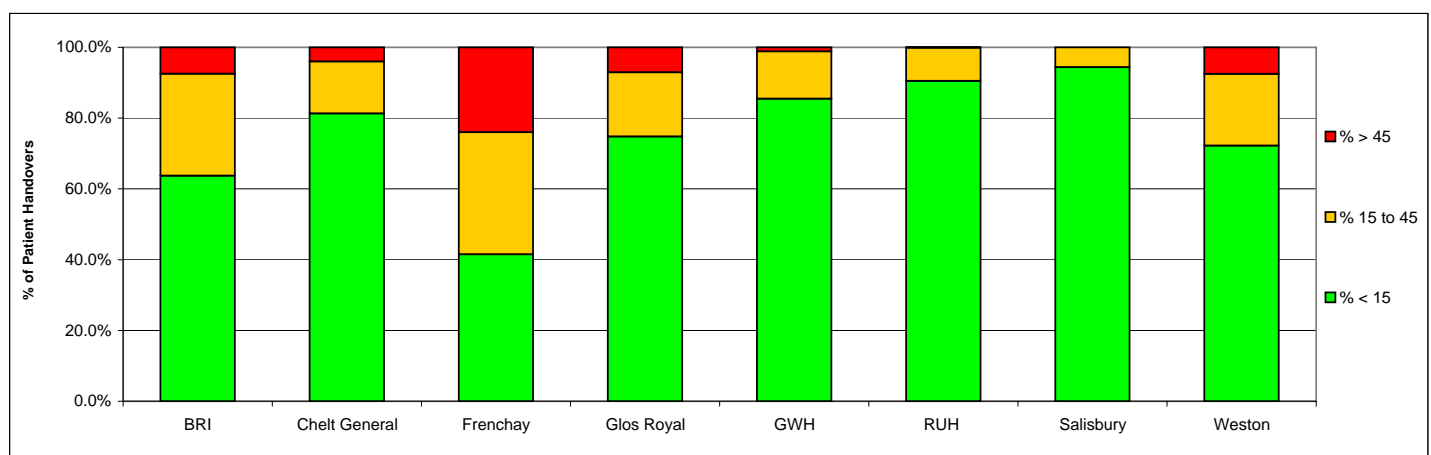
Green Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	62.86%	63.39%	63.78%	64.58%	65.37%	63.66%	64.61%	65.25%	62.81%	62.16%	*	*	63.8%
Swindon	63.43%	60.75%	62.99%	61.85%	62.92%	60.04%	59.04%	59.62%	58.38%	57.91%	*	*	60.6%
Bristol	61.89%	60.25%	59.69%	60.05%	60.66%	60.74%	60.43%	60.60%	57.19%	58.38%	*	*	60.0%
North Somerset	61.71%	61.80%	62.96%	60.61%	59.55%	62.48%	60.30%	58.17%	58.41%	58.03%	*	*	60.4%
South Gloucestershire	63.81%	64.40%	60.52%	60.77%	63.83%	60.39%	61.06%	58.43%	60.07%	60.15%	*	*	61.3%
Bath and North East Somerset	66.06%	63.52%	64.34%	63.13%	64.49%	61.81%	61.73%	65.99%	60.17%	60.25%	*	*	63.1%
Wiltshire	61.98%	62.07%	60.89%	62.00%	62.70%	62.30%	62.29%	59.62%	58.94%	60.72%	*	*	61.3%
Other/Unknown	43.32%	50.23%	42.56%	38.75%	48.19%	48.97%	54.84%	50.23%	49.56%	53.03%	*	*	47.7%
Total	62.55%	62.08%	61.77%	61.78%	62.72%	61.77%	61.81%	61.38%	59.59%	59.99%	*	*	61.51%

Acute Hospital	<= 15:00	15:00 - 19:59	20:00 - 24:59	25:00 - 29:59	30:00 - 34:59	35:00 - 39:59	40:00 - 44:59	45:00 - 59:59	1 - 2 Hrs	2 - 3 Hrs	3 - 4 Hrs	> 4 Hrs	Total 15 Mins and Over	Total 45 Mins and Over	Total
Bristol Royal Infirmary	1143	199	110	72	51	42	42	46	72	11	5		650	134	1793
Cheltenham General Hospital	1005	75	42	28	13	18	6	18	21	6	4		231	49	1236
Frenchay Hospital	691	196	116	78	85	57	43	98	204	61	19	17	974	399	1665
Gloucester Royal Hospital	1476	132	74	47	45	31	29	64	65	8	2		497	139	1973
Great Western Hospital	1509	155	25	25	13	9	9	14	6				256	20	1765
Royal United Hospital	1684	129	27	10	6	3		2					177	2	1861
Salisbury District Hospital	760	43	1	1									45	0	805
Weston General Hospital	617	80	28	27	14	15	9	18	34	11		1	237	64	854
Overall Total	8885	1009	423	288	227	175	138	260	402	97	30	18	3067	807	11952



Acute Hospital	% < 15:00	% 15:00-19:59	% 20:00 - 24:59	% 25:00 - 29:59	% 30:00 - 34:59	% 35:00 - 39:59	% 40:00 - 44:59	% 45:00 - 59:59	% 1-2 Hours	% 2-3 Hours	% 3-4 Hours	% > 4hrs	% 15 Mins and Over	% 45 Mins and Over	Total
Bristol Royal Infirmary	63.7%	11.1%	6.1%	4.0%	2.8%	2.3%	2.3%	2.6%	4.0%	0.6%	0.3%		36.3%	7.5%	100%
Cheltenham General Hospital	81.3%	6.1%	3.4%	2.3%	1.1%	1.5%	0.5%	1.5%	1.7%	0.5%	0.3%		18.7%	4.0%	100%
Frenchay Hospital	41.5%	11.8%	7.0%	4.7%	5.1%	3.4%	2.6%	5.9%	12.3%	3.7%	1.1%	1.0%	58.5%	24.0%	100%
Gloucester Royal Hospital	74.8%	6.7%	3.8%	2.4%	2.3%	1.6%	1.5%	3.2%	3.3%	0.4%	0.1%		25.2%	7.0%	100%
Great Western Hospital Swindon	85.5%	8.8%	1.4%	1.4%	0.7%	0.5%	0.5%	0.8%	0.3%				14.5%	1.1%	100%
Royal United Hospital Bath	90.5%	6.9%	1.5%	0.5%	0.3%	0.2%		0.1%					9.5%	0.1%	100%
Salisbury District Hospital	94.4%	5.3%	0.1%	0.1%									5.6%	0.0%	100%
Weston General Hospital	72.2%	9.4%	3.3%	3.2%	1.6%	1.8%	1.1%	2.1%	4.0%	1.3%		0.1%	27.8%	7.5%	100%
GWAS Average	74.3%	8.4%	3.5%	2.4%	1.9%	1.5%	1.2%	2.2%	3.4%	0.8%	0.3%	0.2%	25.7%	6.8%	100%



THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY

GWAS – the future

The proposed acquisition of GWAS
by SWASFT

The current position

- Ambulance Quality Indicators – response and beyond
- Centre of excellence for 999 handling
- Clinical excellence
 - Clinical Indicators: stroke, heart attack, diabetes, asthma
 - Cutting edge work: dementia and ‘end of life’ care
 - Research: REVIVE - airway study
- PTS contracts
- OoH service

Why is GWAS proposing this change?

- Smallest ambulance trust in England
 - Difficulties in recruiting & retaining Execs/CE
 - Relatively high-cost service (higher than average % spent on management functions)
 - Limited capacity to invest in service improvements
- Public sector spending review requires year-on-year efficiencies
- Required to be an FT (or part of an FT) by April 2014

How did GWAS reach this decision?

- August 2011 – GWAS announced no longer working to become an FT and that it was looking for a partner
- September 2011 – replies from all ambulance trusts following invitation to express interest in partnering GWAS collated
- October 2011 – GWAS confirmed that SWASFT had expressed an interest in acquiring GWAS and that they are the preferred partner

Why would SWASFT make a good partner?

- Consistently one of the best performing ambulance trusts over past 5 years
- One of the first ambulance trusts to get FT status
- Similar clinical and operational priorities
- Shared boundary lines
- Strong existing relationship

Benefits

- Improved services for patients
- Improved ability to meet key performance and contractual targets
- More robust organisational model
- A more robust financial position
- Capacity to pursue innovation and continuous quality improvement
- Greater economies of scale

Who is involved?

- NHS South of England (SHA)
- SWASFT
- GWAS
- NHS Gloucestershire and Swindon
- Monitor
- Co-operation and Competition Panel (CCP)

Overall objectives

To provide a solution that delivers:

- Consistent high-quality, locally responsive and trusted care to patients across the South West
- Ensure long-term sustainability and financial strength
- Provide better value for money for the tax-payer and our commissioners

By:

- Creating a single ambulance trust providing services across the South West
- Ensuring that all stakeholders are meaningfully engaged and informed

SWASFT acquisition pledges

- Delivering improvements in AQIs over the medium term;
- Achieve all national targets in the first full year of operation (2013/14);
- Deliver a combined FRR in line with the Investment Strategy and GRR of Green in the medium term.
- Deliver a 10% improvement on non-conveyance rates (RCRPRT) to emergency departments across the whole region;
- Deliver combined management costs of 6%, which is below the national average, in the medium term;
- Deliver an overall improvement in patient satisfaction over the medium term.

What has happened so far?

- October to December 2011 – Due diligence undertaken
- 21 December 2011 – SWASFT confirmed they will be proceeding to the next phase
- January 2012 – integration planning has begun

Key facts 1

	GWAS	SWAST
Size of area covered	3,000 square miles	6,600 square miles
Number of residents	2.4 million	2.9 million (plus 17.5 million visitors)
Number of employees	1,645 (WTE)	2,200 (WTE)
Total number of community responders (inc CFRs, other emergency organisations and non-clinical staff)	435	600
Number of operational sites - inc HQ and airbases	33	74
Number of operational ambulance stations	30	64
Number of control rooms	3	2

Key facts 2

	GWAS	SWAST
Number of emergency calls responded to in 2010-11	264,000	397,913
Number of OOH/urgent calls dealt with in 2010-11	139,000	204,245
Number of PTS journeys carried out in 2010-11	238,000	304,000
% of CAT A responded to within 8 minutes 2010-11	74.30%	7.80%
% of 999 CAT A calls backed up by ambulance with 19 minutes 2010-11	95.10%	96.10%
% of CAT B calls responded to within 19 minutes 2010-11	91.40%	95.60%
Number of operational emergency vehicles	192 plus 3 helicopters	457 plus 4 helicopters
Number of PTS vehicles	115	108

Next steps

- Development of business case
- Third party reviews
- Stakeholder engagement
- Integration planning – has to commence before final decisions made
- Membership recruitment
- SWASFT final decision
- Secretary of state decision to dissolve GWAS
- New organisation begins operations

Sharing our plans

- Using existing channels
 - HOSCs (inc JOSOC)
 - LINKs (inc joint working group)
 - External reference group
- Website
- Media relations
- Working with our NHS colleagues
- Membership recruitment

GWAS – the future

Discussion

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY

Agenda Item No. 8

Update from Individual Health Overview and Scrutiny Committees

Great Western Ambulance Joint Health Scrutiny Committee
24th February 2012

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To enable individual Health Overview and Scrutiny Committees to advise the Joint Committee of any work they are undertaking in relation to ambulance services and the outcomes of such work.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

Consider any written and verbal updates provided by Health Overview and Scrutiny Committees and determine whether the Joint Committee requires any further action.

1.0 Reasons

1.1 Recommendation 5 of the Great Western Ambulance Joint Health Scrutiny Committee's *"Review of the Operation of the Great Western Ambulance Joint Health Scrutiny Committee, February - October 2008"* required that a standing agenda item be included at each meeting of the Joint Committee to enable individual Health Overview and Scrutiny Committees (HOSCs) to provide an update on any work they are undertaking in relation to ambulance services and the outcomes of such work.

2.0 Detail

2.1 The rationale for this recommendation was to ensure that the Joint Committee was kept informed of any local work that is being carried out by individual HOSCs. This will enable the Joint Committee to identify any issues that may benefit from its involvement and will reduce the likelihood of duplication of work occurring between the Joint Committee and individual HOSCs.

2.2 Submissions from those local authority HOSCs which are undertaking any such work are included in the appendices to this report for the information of Members.

- 2.3 Members from each local authority HOSC may also wish to provide the Joint Committee with a verbal update.
- 2.4 Members are requested to consider the updates provided by HOSCs and determine whether any further action is required by the Joint Committee in relation to any of the issues raised.

3.0 Background Papers and Appendices

Appendix A - Statement from B&NES to GWAS Joint Scrutiny Committee: 24th February 2012

Appendix A

Statement from B&NES to GWAS Joint Scrutiny Committee: 24th February

At their meeting on Friday 27th January, the Wellbeing Policy Development and Scrutiny Panel received a presentation about the proposed merger between the Great Western Ambulance Service (GWAS) and South Western Ambulance Service NHS Trust (SWAST) from Kerry Pinker and Brigid Musselwhite.

The presentation covered the following points:

- Great Western Ambulance Service (GWAS) current position
- Why is GWAS proposing this change?
- How did GWAS reach this decision?
- Why would South West Ambulance Service NHS Trust (SWAST) make a good partner?
- Benefits
- Who is involved?
- Overall objectives
- What has happened so far?
- The existing GWAS map
- The existing SWAST map
- Key facts for GWAS and SWAST
- Next steps
- Sharing the plans

The Panel went on to make the following points:

The Panel commended the work of ambulance call centres and asked if they will stay the same.

Kerry Pinker replied that nobody would know the answer on that question now, not until the planning part of the process starts.

The Panel commented that they do understand the financial viability of the merger but stated that they would not want to lose the service that we have at the moment and hopefully the merger will enhance that service.

Members of the Panel commented that both GWAS and SWAST will have to be utterly transparent with the staff and members of the public on their plans for merger.

The Panel also commented that SWAST, once merged with GWAS, will cover vast area (whole of the South-West of England) and for that reason the Panel recommended that the future board, or similar body, should have independent voices from each area in the region. Different areas will have different interpretations and also different service needs.

The Panel asked about the consultation timescale.

Brigid Musselwhite replied that according to her assessment the consultation will run from March until June 2012 and Local Involvement Networks will be involved in consultation. Consultation will not be open for the public as this is change with leadership.

Agenda Item No. 10

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee 24th February 2012

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To agree the next stages of the work programme for the Great Western Ambulance Joint Health Scrutiny Committee for 2012/13.

Recommendation

The Great Western Ambulance Joint Health Scrutiny Committee is requested to:

- Agree the future items on the Work Programme and authorise the Chair and support officers to make arrangements for the delivery of the Work Programme
- Agree the proposed date and hosting arrangements for the forthcoming meetings in June and October 2012.

1.0 Reasons

- 1.1 In order to facilitate the preparation of meetings, the Great Western Ambulance Joint Health Scrutiny Committee has agreed to develop a work programme that outlines its priorities.

2.0 Detail

- 2.1 At the last meeting on 14th October 2011, Members agreed a work programme up to the 24th February 2012.
- 2.2 Members are requested to confirm the date of the remaining two meetings in 2012. The proposed dates are 15th June (Swindon) and 19th October 2012 (B&NES).

- 2.3 Members are requested to confirm work programme priorities for the next meeting of the Committee.
- 2.4 A draft Work Programme is attached, which includes the standing items that are reported to every meeting of the Committee.

3.0 Background Papers and Appendices

Appendices

Appendix A - Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2012/13

Appendix A

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee Work Programme 2012/13

Please note:

- Where possible, pre-meeting will be held before all formal Committee meetings. These will be held in private.
- Members are reminded that the Work Programme is a live document and will be reviewed at every Committee meeting to ensure that it remains relevant and to plan future meetings.

Friday 24th February 2012 at North Somerset Council, Town Hall, Weston-super-mare

Agenda Item	Issues to be Considered	Witnesses Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	<ul style="list-style-type: none">• To consider the latest data regarding key performance information• To raise any issues with officers from GWAS and Gloucestershire PCT• To determine whether any further action is required by the Joint Committee	<ul style="list-style-type: none">• Representative from GWAS• Representative from Gloucestershire PCT
Report from Joint Working Group		<ul style="list-style-type: none">• Local LINK rep and/or Chair of JWG

Update on organisational change and leadership in GWAS	•	• Representative from GWAS
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	• To enable individual HOSCs to advise the Joint Committee of any work they are undertaking and the outcomes of such work	• N/A
GWAS Joint Health Scrutiny Committee Work Programme	• To review the Committee's work programme to ensure that it remains relevant	• Scrutiny Officer

Friday 15th June 2012 at Swindon Council

Agenda Item	Issues to be Considered	Witnesses Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	<ul style="list-style-type: none"> • To consider the latest data regarding key performance information • To raise any issues with officers from GWAS and Gloucestershire PCT • To determine whether any further action is required by the Joint Committee 	<ul style="list-style-type: none"> • Representative from GWAS • Representative from Gloucestershire PCT
Report from Joint		• Local LINK rep

Working Group		and/or Chair of JWG
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	<ul style="list-style-type: none"> To enable individual HOSCs to advise the Joint Committee of any work they are undertaking and the outcomes of such work 	<ul style="list-style-type: none"> N/A
GWAS Joint Health Scrutiny Committee Work Programme	<ul style="list-style-type: none"> To review the Committee's work programme to ensure that it remains relevant 	<ul style="list-style-type: none"> Scrutiny Officer

Friday 19th October 2012 at Bath and North East Somerset Council

Agenda Item	Issues to be Considered	Witnesses Required
To consider any issues arising from the Monthly Performance Report, and response times for district councils. (also included will be a full breakdown of handover times/delays by hospital)	<ul style="list-style-type: none"> To consider the latest data regarding key performance information To raise any issues with officers from GWAS and Gloucestershire PCT To determine whether any further action is 	<ul style="list-style-type: none"> Representative from GWAS Representative from Gloucestershire PCT

	required by the Joint Committee	
Report from Joint Working Group		<ul style="list-style-type: none"> Local LINK rep and/or Chair of JWG
Update from local authority Health Overview and Scrutiny Committees (HOSCs)	<ul style="list-style-type: none"> To enable individual HOSCs to advise the Joint Committee of any work they are undertaking and the outcomes of such work 	<ul style="list-style-type: none"> N/A
GWAS Joint Health Scrutiny Committee Work Programme	<ul style="list-style-type: none"> To review the Committee's work programme to ensure that it remains relevant 	<ul style="list-style-type: none"> Scrutiny Officer