GREAT WESTERN AMBULANCE JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Date & Time: 11th June 2010 at 10.30 am (Please note start time)
Venue: Swindon Borough Council, Civic Offices, Euclid Street, Swindon, SN1 2JH.

Members of the Committee:

- Councillor Andrew Gravells, Gloucestershire County Council (Chair)
- Councillor Sharon Ball, Bath & North East Somerset Council
- Councillor Anthony Clarke, Bath & North East Somerset Council
- Councillor Adrian Inker, Bath & North East Somerset Council
- Councillor Lesley Alexander, Bristol City Council
- Councillor Sylvia Townsend, Bristol City Council
- Jenny Smith, Bristol City Council
- Councillor Ron Allen, Gloucestershire County Council
- Councillor Sheila Jeffery, Cotswold D C (Glos CC)
- Councillor Sandra Grant, South Gloucestershire Council
- Councillor Sue Hope, South Gloucestershire Council
- Councillor Andy Perkins, South Gloucestershire Council
- Councillor Ann Harley, North Somerset Council
- Councillor Anne Kemp, North Somerset Council
- Councillor Reyna Knight, North Somerset Council
- Councillor Andrew Bennett, Swindon Borough Council
- Councillor Michael Bray, Swindon Borough Council
- Councillor Peter Mallinson, Swindon Borough Council
- Councillor Christine Crisp, Wiltshire Council
- Councillor Mike Hewitt, Wiltshire Council
- Councillor Ian McLennan, Wilshire Council

Contact Officers:
Romayne de Fonseka, 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 29th January 2010
To approve the Minutes of the Meeting for signature by the Chair.

6. Monthly Performance Information Comprising:
- **A. Commissioners' Monthly Report For Activity In March and April 2010;**
- **B. Board Performance Report - March 2010;**
- **C. Hospital Handover Times - April 2010.**

To comment and note.

7.	**AGW Cardiac and Stroke Network** Presentation by Dr Tim Cribbs
8.	**Update from HOSCs** To note the above.
9.	**Report from Joint Working Group** To consider the above.
10.	**Task and Finish Group** **(to incorporate update on CFR Scheme)** To note
11.	**Quality Accounts** To note background report to explain what QAs are etc
12.	**GWAS Quality Account** To comment.
13.	**Work Programme** To agree the priorities for future meetings of the Committee.
14.	**Dates of Future Meetings** Proposed date of next meeting: 17th September 2010 at 11.00 am – venue – Gloucestershire County Council 17th December 2010 at 11.00 am – venue - South Gloucestershire Council
15.	**Urgent Business**

Date of Dispatch: 3rd June 2010

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.

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AGENDA ITEM NO. 5

Great Western Ambulance Service Joint Health Overview and Scrutiny Committee

Friday 29th January 2010

Bath & North East Somerset Council, The Guildhall, Bath

MINUTES

Present:
Councillors:
Cllr Sylvia Townsend (Bristol City Council) – Chairman (in the absence of Cllr Gravells),
Cllr Adrian Inker (Bath and North East Somerset Council), Cllr Anthony Clarke (Bath and North East Somerset Council), Cllr Sharon Ball (Bath and North East Somerset), Cllr Lesley Alexander (Bristol City Council), Jenny Smith (Bristol City Council), Cllr Ron Allen (Gloucestershire County Council), Cllr Sandra Grant (South Gloucestershire Council), Cllr Sue Hope (South Gloucestershire Council), Cllr Andy Perkins (South Gloucestershire Council), Cllr Ann Harley (North Somerset Council), Cllr Reyna Knight (North Somerset Council), Cllr Andrew Bennett (Swindon Borough Council) (substitute for Cllr Peter Mallinson), Cllr Christine Crisp (Wiltshire Council), Cllr Mike Hewitt (Wiltshire Council), Cllr Ray Apperley (Gloucestershire County Council) (substitute for Cllr Andrew Gravells).

Others:
Elizabeth Power (Gloucestershire County Council), Jill Tompkins (Bath and North East Somerset LINK), Jill Crook (NHS Gloucestershire), Jonathan Lofthouse (Great Western Ambulance Service), David Whiting (Great Western Ambulance

Service), Caroline Pickford (Wiltshire Council), Caerrie Braber (NHS North Somerset), Mark Durnford (Bath and North East Somerset), Victoria Eld (Great Western Ambulance Service), Corinne Edwards (NHS Bath and North East Somerset), Ian Whittern (Unison, GWA Branch), Nicki Millin (NHS Gloucestershire), Becky Parish (NHS Gloucestershire), John Oliver (Great Western Ambulance Service), Romayne de Fonseka (Bristol City Council)

Apologies:
Cllr Andrew Gravells (Gloucestershire County Council) - Chairman, Cllr Peter Mallinson (Swindon Borough Council), Cllr Michael Bray (Swindon Borough Council), Cllr Anne Kemp (North Somerset Council)

Sally Smith (Swindon Borough Council), Jan Stubbings (NHS Gloucestershire).

114 Declarations of Interest (Agenda Item 2)
Cllr Andy Perkins declared a personal and non-prejudicial interest as his wife works at University Hospitals Bristol NHS Foundation Trust.

115 Public Question Time (Agenda Item 3)
No questions were received from the public.

116 Chairman's Update (Agenda Item 4)
The Chairman announced that a report from the Joint Working Group would now be present as a standing item on the agenda.

117 Minutes of the Meeting held 30th October 2009 (Agenda Item 5)
The Committee **RESOLVED** that the minutes of the meeting held on 30th October 2009 be approved as a correct record.

118 Monthly Performance Information for December 2009 (Agenda Item 6)
David Whiting (Chief Executive, Great Western Ambulance Service) introduced this report to the Committee.

He acknowledged that with regard to the Category A 8 Minute Target Performance they were under target for December at 69.91%, however the year to date figures still remained good at 74.6% with a target of 75%.
The service faced continuing challenges between 20th December and 13th January from the adverse weather. He wished to pay tribute to all his staff for their efforts over this period.

In response to a question from the Committee he stressed that the service had very clear plans if a flu pandemic had occurred within this period.

Jonathan Lofthouse (Director of Service Delivery, Great Western Ambulance Service) spoke of how the service operated in the difficult conditions. A full command network was in place continuously and they were in constant communication between the Highways Dept and the Meteorological Office. The service during this period recognised the need for increasing the number of 4 x 4 vehicles it has access to.

Some members of the Committee commented that the font size of the document was too small and that a commentary should be provided with the figures. The officers acknowledged this and hoped to improve it for the next meeting.

David Whiting (Chief Executive, Great Western Ambulance Service) spoke of the increasing number of Category C incidents and the need for the service to find the correct working model to enable it to move forward in making sustainable improvements.

In response to a question from the Committee he replied that complaints were monitored and that they were not at a significant level. He added that data relating to Key Performance Indicators would be available at the next meeting of the Committee.

In response to a question from the Committee he acknowledged the variation in Accident & Emergency handover times and said that these were being addressed.

The Committee **RESOLVED** to note the report.

119 Benchmarking of GWAS – Performance and Financial Data (Agenda Item 7)

David Whiting (Chief Executive, Great Western Ambulance Service) introduced this report to the Committee.

He informed them that Cllr Gravells had requested to receive this information. He added that currently there was not a great deal of national benchmarking data.

In response to a question from the Committee he replied that the service would strongly be attempting to improve on its rating of 'Weak'.

The Committee **RESOLVED** to note the report.

120 Update from HOSCs (Agenda Item 8)

Cllr Andy Perkins asked for clarification on a point mentioned in the South Gloucestershire Health Scrutiny Select Committee minute extract.

The Category B (not life threatening) performance target to respond to 95% of calls within 19 minutes was not being met due to resource issues. The Community First Responder (CFR) scheme would help address this and was being widely promoted.

David Whiting (Chief Executive, Great Western Ambulance Service) replied that a CFR could not 'stop the clock' for Category B incidents.

Cllr Mike Hewitt commented that he felt Wiltshire was not supported enough and cited ongoing problems in the Kennet area.

David Whiting (Chief Executive, Great Western Ambulance Service) replied that areas such as the Cotswolds, Forest of Dean and Kennet have been identified as areas of specific need.

The Committee **RESOLVED** to note the written and verbal updates provided by the individual Health Overview and Scrutiny Committees.

121 Short Life Group on Rural Response Times (Agenda Item 9)

Cllr Ray Apperley spoke of how successful the work regarding Community First Responders had been in Gloucestershire. He recommended promotion of the scheme on a wide variety of levels to enable the public to become more aware.

Cllr Andrew Bennet suggested that Parish Councils should be leafleted to gain their involvement.

Jonathan Lofthouse (Director of Service Delivery, Great Western Ambulance Service) commented that direct funding had been received from the British Heart Foundation to train Vulnerable Groups, Schools and BME Communities.

The Committee **RESOLVED** to:

(i) Note and welcome the draft Terms of Reference attached at Appendix 1.

(ii) Note the attached CFR update at Appendix 2.

122 GWAS Declaration against Core Standards (Agenda Item 10)
David Whiting (Chief Executive, Great Western Ambulance Service) introduced this report to the Committee.

He informed them that in 2008 / 09 five core standards were not met, these included technology appraisals and mandatory training programmes. He added that a great deal of work had been done regarding this area of the service and now he was pleased to report that only one core standard was outstanding, this was likely to be resolved by March 2010.

The Committee thanked him for the update and welcomed the progress made.

123 Future Draft Strategic Direction and Clinical Strategy of GWAS (Agenda Item 11)
David Whiting (Chief Executive, Great Western Ambulance Service) introduced this report to the Committee.

He explained that the purpose of the paper was to set out the emerging strategic direction and clinical priorities of the Great Western Ambulance Service (GWAS) for 2010-15. GWAS is seeking early engagement and feedback from key stakeholders to help shape the final strategy which will be approved by the GWAS trust board in March 2010.

In response to a question from a member of the Committee he replied that he believed the proposed changes to the structure of the service would lead to improvements.

A Unison representative was present and addressed the Committee. He stated that they could not support the Draft Strategy and would be balloting members on the matter.

David Whiting (Chief Executive, Great Western Ambulance Service) replied that staff were very key to the service. The intention is to have 200 / 300 extra paramedics in the service within the next five years.

In response to a question from the Committee he assured them that the draft strategy was not a tick list exercise and that it would be monitored closely through delivery plans over the next five years.

In response to a question from the Committee he replied that the savings made when the merger of services took place in April 2006 was invested into frontline services.

The Committee **RESOLVED** to note the report.

124 Work Programme (Agenda Item 12)
The Chairman introduced this item to the Committee and asked if they had any issues they wished to raise.

The Committee **RESOLVED** to approve the Work Programme as printed.

125 Dates of Future Meetings (Agenda Item 13)
The Chairman confirmed that the next meeting would take place on 23rd April 2010 and proposed that the July meeting take place on the 16th. Venues for both dates were to be arranged.

126 Urgent Business (Agenda Item 14)
There was none.

Agenda Item No. 6

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
11th June 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (2009/10 year end plus April 2010)
- the Board Performance Report (covering activity in April 2010)
- Handover times/delays broken down by hospital

Recommendation

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

Consider the appended reports 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 The Commissioners Monthly Report (2009/10 year end plus April 2010) outlines GWAS performance by month, broken down by sector, PCT and local authority. This is attached at Appendix 1.

2.2 The Board Performance Report (April 2010) is attached at Appendix 2.

2.3 Attached at Appendix 3 is a full breakdown of handover times/delays by hospital. This provides more detailed information as the Board Performance Report only indicates average handover time.

3.0 Background Papers and Appendices

Appendices

Appendix 1: Commissioners Monthly Report (2009/10 year end plus April 2010), Great Western Ambulance NHS Trust

Appendix 2: Board Performance Report (covering activity in April 2010), Great Western Ambulance NHS Trust

Appendix 3: Breakdown of handover times/delays by hospital, Great Western Ambulance NHS Trust

Great Western Ambulance Service NHS
NHS Trust

ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2009/10

CONTENTS

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
2008/09	17,985	19,138	18,490	19,251	18,751	18,762	19,883	19,474	22,163	20,352	18,279	20,875	233,403
2009/10 Contract	18,214	19,840	19,124	19,902	19,265	19,470	20,673	20,123	23,616	21,529	18,832	22,181	242,769
2009/10 Actual	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911
Variance from Contract	1,554	1,375	1,943	1,722	2,186	1,216	1,853	1,496	46	56	766	-71	14,142
Variance from Contract %	8.5%	6.9%	10.2%	8.7%	11.3%	6.2%	9.0%	7.4%	0.2%	0.3%	4.1%	-0.3%	5.8%
Variance from 2008/09	*1,783*	*2,077*	*2,577*	*2,373*	*2,700*	*1,924*	*2,643*	*2,145*	*1,499*	*1,233*	*1,319*	*1,235*	*23,508*
Variance from 2008/09 %	*9.9%*	*10.9%*	*13.9%*	*12.3%*	*14.4%*	*10.3%*	*13.3%*	*11.0%*	*6.8%*	*6.1%*	*7.2%*	*5.9%*	10.1%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	11,619	12,107	11,751	12,212	11,886	12,001	13,058	12,958	14,476	13,725	12,394	14,021	152,208
2009/10 Contract	11,968	12,470	12,104	12,578	12,243	12,361	13,450	13,347	14,910	14,137	12,766	14,442	156,774
2009/10 Actual	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,001	14,619	169,046
Variance from Contract	1,336	1,557	1,373	1,199	1,463	1,432	1,451	1,007	694	346	235	177	12,272
Variance from Contract %	11.2%	12.5%	11.3%	9.5%	12.0%	11.6%	10.8%	7.5%	4.7%	2.4%	1.8%	1.2%	7.8%
Variance from 2008/09	*1,685*	*1,920*	*1,726*	*1,565*	*1,820*	*1,792*	*1,843*	*1,396*	*1,128*	*758*	*607*	*598*	*16,838*
Variance from 2008/09 %	*14.5%*	*15.9%*	*14.7%*	*12.8%*	*15.3%*	*14.9%*	*14.1%*	*10.8%*	*7.8%*	*5.5%*	*4.9%*	*4.3%*	*11.1%*

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	64.6%	63.3%	63.6%	63.4%	63.4%	64.0%	65.7%	66.5%	65.3%	67.4%	67.8%	67.2%	65.2%
2009/10 Actual	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.8%
Variance from 2008/09 %	*2.7%*	*2.9%*	*0.4%*	*0.3%*	*0.5%*	*2.7%*	*0.5%*	*-0.1%*	*0.6%*	*-0.3%*	*-1.5%*	*-1.0%*	*0.6%*

PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	72.63%	71.55%	68.62%	72.36%	73.91%	66.54%	63.79%	65.30%	60.85%	68.81%	66.87%	71.15%	68.4%
2009/10 Target	74.00%	76.00%	75.50%	76.25%	76.25%	75.75%	76.25%	76.25%	75.25%	75.75%	75.75%	75.25%	75.0%
2009/10 Actual	76.03%	77.41%	77.17%	72.72%	77.17%	75.77%	74.78%	75.04%	69.97%	71.20%	75.80%	78.24%	75.0%
Variance from Target	2.0%	1.4%	1.7%	-3.5%	0.9%	0.0%	-1.5%	-1.2%	-5.3%	-4.5%	0.1%	3.0%	0.0%
Variance from 2008/09	*3.4%*	*5.9%*	*8.6%*	*0.4%*	*3.3%*	*9.2%*	*11.0%*	*9.7%*	*9.1%*	*2.4%*	*8.9%*	*7.1%*	*6.6%*

Category A 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	94.69%	94.81%	93.45%	94.11%	95.54%	92.08%	91.86%	93.28%	91.90%	95.34%	94.47%	95.66%	93.9%
2009/10 Target	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.4%
2009/10 Actual	95.89%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
Variance from Target	0.5%	1.1%	0.4%	-0.1%	0.2%	0.3%	-0.2%	-0.2%	-2.2%	-2.0%	-0.4%	-0.1%	-0.3%
Variance from 2008/09	*1.2%*	*1.7%*	*2.4%*	*1.2%*	*0.0%*	*3.6%*	*3.3%*	*1.9%*	*1.3%*	*-1.9%*	*0.5%*	*-0.3%*	*1.2%*

Category B 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	88.59%	86.89%	82.64%	84.93%	88.23%	83.38%	85.06%	88.06%	86.04%	91.75%	89.71%	91.47%	87.2%
2009/10 Target	93.40%	94.40%	94.40%	94.65%	94.65%	94.65%	94.90%	94.90%	94.90%	95.15%	95.15%	95.40%	95.0%
2009/10 Actual	92.36%	92.95%	92.40%	91.04%	91.82%	92.16%	89.75%	89.80%	86.45%	87.69%	90.15%	90.98%	90.7%
Variance from Target	-1.0%	-1.5%	-2.0%	-3.6%	-2.8%	-2.5%	-5.2%	-5.1%	-8.5%	-7.5%	-5.0%	-4.4%	-4.3%
Variance from 2008/09	*3.8%*	*6.1%*	*9.8%*	*6.1%*	*3.6%*	*8.8%*	*4.7%*	*1.7%*	*0.4%*	*-4.1%*	*0.4%*	*-0.5%*	*3.5%*

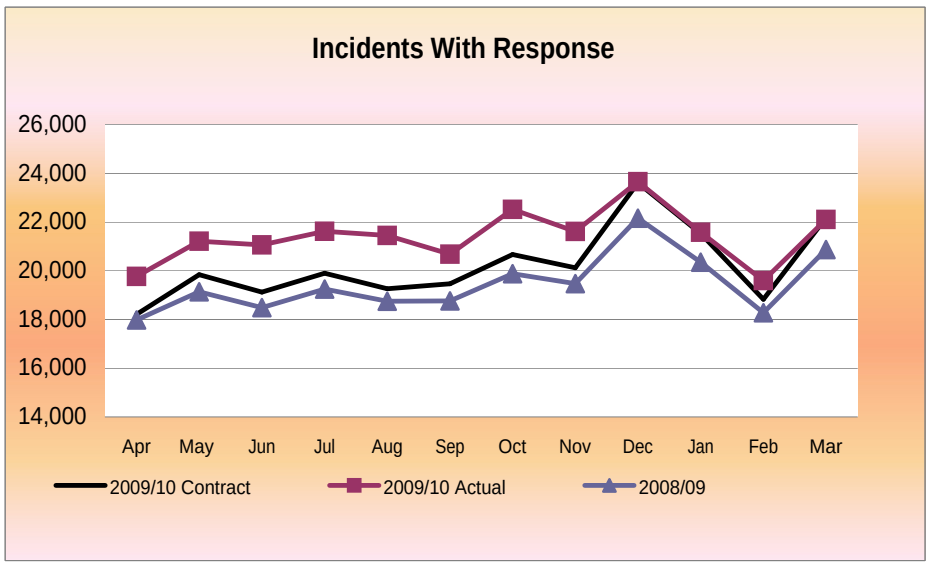
Category C Performance: *

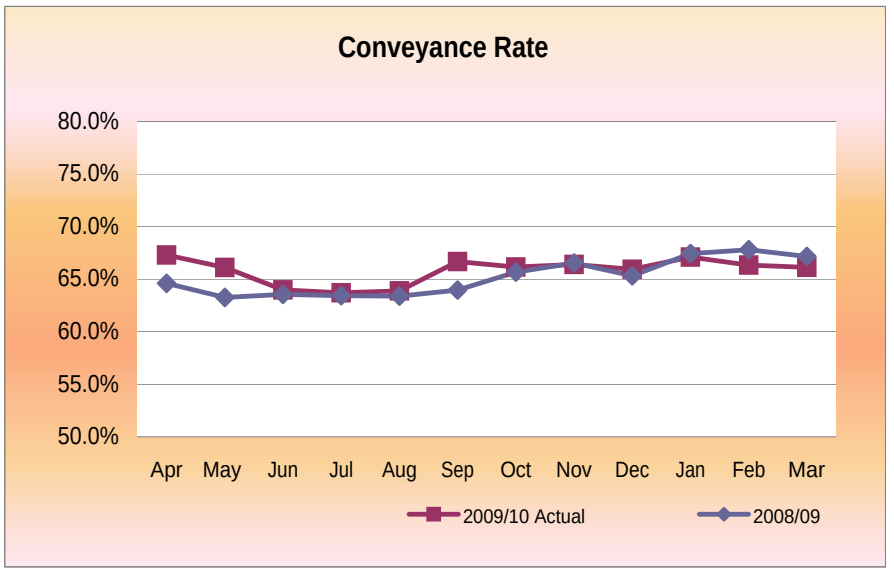
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2008/09	88.4%	85.8%	79.7%	82.8%	87.4%	83.5%	80.5%	85.5%	85.4%	92.5%	92.9%	92.1%	86.6%
2009/10 Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
2009/10 Actual	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
Variance from Target	-2.8%	-2.6%	-1.9%	-3.4%	-4.6%	-4.2%	-8.6%	-9.1%	-13.9%	-9.4%	-11.2%	-11.6%	-7.1%
Variance from 2008/09	*3.7%*	*6.6%*	*13.3%*	*8.8%*	*3.0%*	*7.3%*	*5.9%*	*0.4%*	*-4.3%*	*-6.9%*	*-9.1%*	*-8.8%*	*1.3%*

Great Western Ambulance Service NHS
NHS Trust

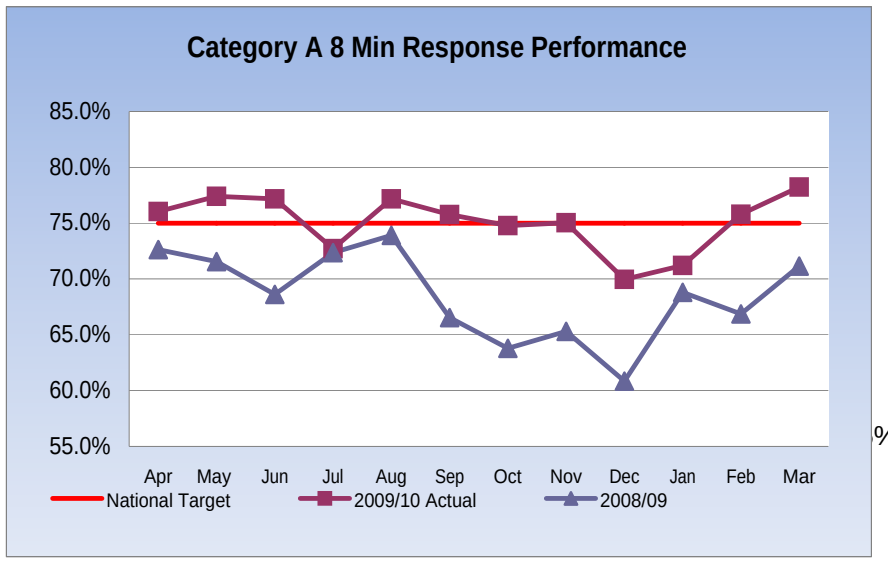
TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

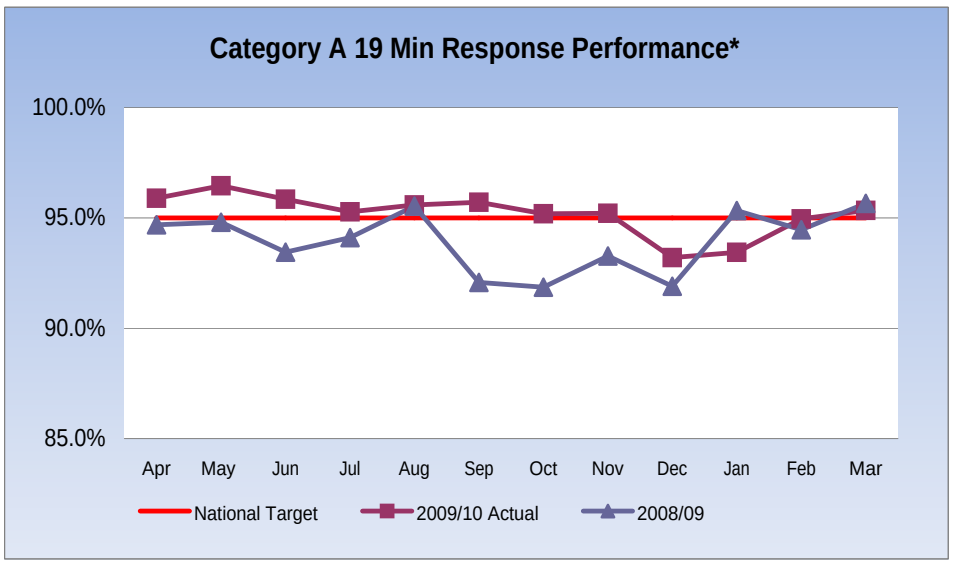
ACTIVITY:

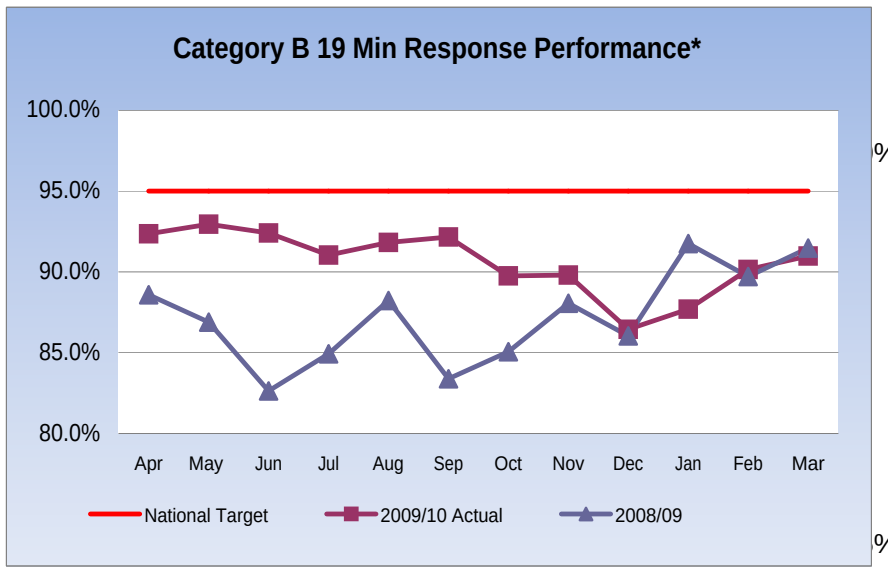


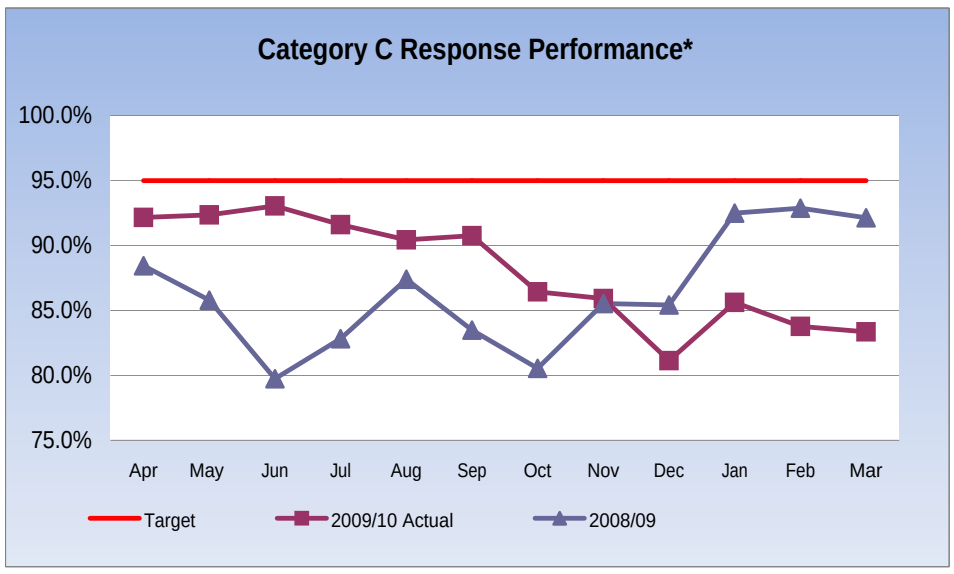


PERFORMANCE:









Category A 8 Minute Performance by Sector

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2896	2985	2799	3108	3241	2853	3271	3277	3688	3322	3004	3494	37,938
Gloucestershire	1606	1550	1546	1671	1637	1555	1821	1840	2061	1743	1709	2048	20,787
Wiltshire	2114	2308	2645	2467	2373	2363	2630	2629	2895	2604	2427	2812	30,267
Other/Unknown	6	17	46	56	48	44	54	67	63	44	42	27	514
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2234	2386	2194	2263	2662	2192	2435	2503	2642	2383	2280	2765	28,939
Gloucestershire	1237	1172	1157	1192	1156	1162	1337	1338	1366	1197	1292	1599	15,205
Wiltshire	1564	1748	2068	1847	1808	1798	2029	2015	2076	1902	1862	2191	22,906
Other/Unknown	0	4	11	8	7	12	14	7	8	10	10	2	93
Total	5,035	5,310	5,430	5,310	5,633	5,164	5,815	5,863	6,092	5,492	5,444	6,557	67,145

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	77.1%	79.9%	78.4%	72.8%	82.1%	76.8%	74.4%	76.38%	71.64%	71.73%	75.90%	79.14%	76.3%
Gloucestershire	77.0%	75.6%	74.8%	71.3%	70.6%	74.7%	73.4%	72.72%	66.28%	68.67%	75.60%	78.08%	73.1%
Wiltshire	74.0%	75.7%	78.2%	74.9%	76.2%	76.1%	77.1%	76.65%	71.71%	73.04%	76.72%	77.92%	75.7%
Other/Unknown	0.0%	23.5%	23.9%	14.3%	14.6%	27.3%	25.9%	10.45%	12.70%	22.73%	23.81%	7.41%	18.1%
Total	76.0%	77.4%	77.2%	72.7%	77.2%	75.8%	74.8%	75.0%	70.0%	71.2%	75.8%	78.2%	75.0%

Category A 8 Minute Performance by PCT

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	477	515	488	544	465	509	628	598	582	585	507	669	6,567
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	1,646	1,522	1,833	19,766
Gloucestershire	1,606	1,550	1,546	1,671	1,637	1,555	1,821	1,840	2,061	1,743	1,709	2,048	20,787
North Somerset	623	596	601	674	1,008	679	747	718	808	764	696	773	8,687
South Gloucestershire	639	727	620	674	589	638	745	746	850	815	716	819	8,578
Swindon	528	595	577	586	612	597	589	687	811	693	647	676	7,596
Wiltshire	1,171	1,267	1,648	1,412	1,353	1,330	1,492	1,438	1,591	1,423	1,343	1,534	17,002
Other/Unknown	6	17	46	57	49	46	55	67	63	44	42	29	521
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	347	394	356	409	354	381	490	449	403	432	390	549	4,954
Bristol	1,274	1,355	1,275	1,332	1,364	1,255	1,397	1,416	1,523	1,307	1,252	1,607	16,357
Gloucestershire	1,237	1,172	1,157	1,192	1,156	1,162	1,337	1,338	1,366	1,197	1,292	1,599	15,205
North Somerset	468	442	430	449	844	453	501	520	537	498	508	535	6,185
South Gloucestershire	455	546	452	437	420	440	488	514	539	530	473	581	5,875
Swindon	456	546	510	533	560	524	540	620	689	601	586	597	6,762
Wiltshire	798	851	1,239	950	928	937	1,048	999	1,027	917	933	1,087	11,714
Other/Unknown	0	4	11	8	7	12	14	7	8	10	10	2	93
Total	5,035	5,310	5,430	5,310	5,633	5,164	5,815	5,863	6,092	5,492	5,444	6,557	67,145

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	72.7%	76.5%	73.0%	75.2%	76.1%	74.9%	78.03%	75.08%	69.24%	73.85%	76.92%	82.06%	75.4%
Bristol	81.04%	85.06%	84.44%	79.10%	86.00%	85.90%	82.22%	82.37%	78.46%	79.40%	82.26%	87.67%	82.8%
Gloucestershire	77.02%	75.61%	74.84%	71.33%	70.62%	74.73%	73.42%	72.72%	66.28%	68.67%	75.60%	78.08%	73.1%
North Somerset	75.12%	74.16%	71.55%	66.62%	83.73%	66.72%	67.07%	72.42%	66.46%	65.18%	72.99%	69.21%	71.2%
South Gloucestershire	71.21%	75.10%	72.90%	64.84%	71.31%	68.97%	65.50%	68.90%	63.41%	65.03%	66.06%	70.94%	68.5%
Swindon	86.36%	91.76%	88.39%	90.96%	91.50%	87.77%	91.68%	90.25%	84.96%	86.72%	90.57%	88.31%	89.0%
Wiltshire	68.15%	67.17%	75.18%	67.28%	68.59%	70.45%	70.24%	69.47%	64.55%	64.44%	69.47%	70.86%	68.9%
Other/Unknown	0.00%	23.53%	23.91%	14.04%	14.29%	26.09%	25.45%	10.45%	12.70%	22.73%	23.81%	6.90%	17.9%
Total	76.0%	77.4%	77.2%	72.7%	77.2%	75.8%	74.8%	75.0%	70.0%	71.2%	75.8%	78.2%	75.0%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	1,646	1,522	1,833	19,766
South Gloucestershire	639	727	620	674	589	638	745	746	850	815	716	819	8,578
North Somerset	623	596	601	674	1,008	679	747	718	808	764	696	773	8,687
Bath and North East Somerset	477	515	488	544	465	509	628	598	582	585	507	669	6,567
Forest of Dean	213	210	181	195	230	200	207	207	282	216	216	260	2,617
Cotswold	193	180	196	190	178	179	216	224	257	185	201	233	2,432
Tewkesbury	187	191	192	227	188	174	224	204	246	217	216	213	2,479
Cheltenham	363	302	334	329	321	312	393	405	430	414	344	513	4,460
Gloucester	369	409	395	442	444	431	465	450	515	425	417	482	5,244
Stroud	281	258	248	288	276	259	316	350	331	286	315	347	3,555
Kennet	220	177	198	234	221	236	250	242	259	225	213	234	2,709
North Wiltshire	320	343	663	388	356	341	415	401	458	404	389	428	4,906
Swindon	522	591	570	584	607	588	589	686	797	685	638	667	7,524
West Wiltshire	379	379	342	425	416	398	477	424	505	454	425	488	5,112
Salisbury	252	368	445	365	360	355	350	371	369	340	316	384	4,275
Other/Unknown	12	21	53	59	54	55	55	68	77	52	51	38	595
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,274	1,355	1,275	1,332	1,364	1,255	1,397	1,416	1,523	1,307	1,252	1,607	16,357
South Gloucestershire	455	546	452	437	420	440	488	514	539	530	473	581	5,875
North Somerset	468	442	430	449	844	453	501	520	537	498	508	535	6,185
Bath and North East Somerset	347	394	356	409	354	381	490	449	403	432	390	549	4,954
Forest of Dean	133	136	103	113	141	121	130	140	160	115	141	162	1,595
Cotswold	103	100	112	81	74	96	103	104	105	84	110	133	1,205
Tewkesbury	143	135	143	155	125	130	143	146	152	137	149	159	1,717
Cheltenham	335	265	298	281	275	274	361	364	352	351	319	485	3,960
Gloucester	327	368	351	381	372	392	406	394	429	360	375	434	4,589
Stroud	196	168	150	181	169	149	194	190	168	150	198	226	2,139
Kennet	123	95	111	122	123	133	153	124	135	108	126	134	1,487
North Wiltshire	212	227	547	258	238	240	273	286	291	261	275	303	3,411
Swindon	454	545	509	531	559	521	540	620	685	598	585	595	6,742
West Wiltshire	289	277	243	306	314	313	362	319	358	317	313	373	3,784
Salisbury	174	252	338	264	253	251	260	270	243	231	219	277	3,032
Other/Unknown	2	5	12	10	8	15	14	7	12	13	11	4	113
Total	5,035	5,310	5,430	5,310	5,633	5,164	5,815	5,863	6,092	5,492	5,444	6,557	67,145

Cat A 8 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	81.0%	85.1%	84.4%	79.1%	86.0%	85.9%	82.22%	82.37%	78.46%	79.40%	82.26%	87.67%	82.8%
South Gloucestershire	71.21%	75.10%	72.90%	64.84%	71.31%	68.97%	65.50%	68.90%	63.41%	65.03%	66.06%	70.94%	68.5%
North Somerset	75.12%	74.16%	71.55%	66.62%	83.73%	66.72%	67.07%	72.42%	66.46%	65.18%	72.99%	69.21%	71.2%
Bath and North East Somerset	72.75%	76.50%	72.95%	75.18%	76.13%	74.85%	78.03%	75.08%	69.24%	73.85%	76.92%	82.06%	75.4%
Forest of Dean	62.44%	64.76%	56.91%	57.95%	61.30%	60.50%	62.80%	67.63%	56.74%	53.24%	65.28%	62.31%	60.9%
Cotswold	53.37%	55.56%	57.14%	42.63%	41.57%	53.63%	47.69%	46.43%	40.86%	45.41%	54.73%	57.08%	49.5%
Tewkesbury	76.47%	70.68%	74.48%	68.28%	66.49%	74.71%	63.84%	71.57%	61.79%	63.13%	68.98%	74.65%	69.3%
Cheltenham	92.29%	87.75%	89.22%	85.41%	85.67%	87.82%	91.86%	89.88%	81.86%	84.78%	92.73%	94.54%	88.8%
Gloucester	88.62%	89.98%	88.86%	86.20%	83.78%	90.95%	87.31%	87.56%	83.30%	84.71%	89.93%	90.04%	87.5%
Stroud	69.75%	65.12%	60.48%	62.85%	61.23%	57.53%	61.39%	54.29%	50.76%	52.45%	62.86%	65.13%	60.2%
Kennet	55.91%	53.67%	56.06%	52.14%	55.66%	56.36%	61.20%	51.24%	52.12%	48.00%	59.15%	57.26%	54.9%
North Wiltshire	66.25%	66.18%	82.50%	66.49%	66.85%	70.38%	65.78%	71.32%	63.54%	64.60%	70.69%	70.79%	69.5%
Swindon	86.97%	92.22%	89.30%	90.92%	92.09%	88.61%	91.68%	90.38%	85.95%	87.30%	91.69%	89.21%	89.6%
West Wiltshire	76.25%	73.09%	71.05%	72.00%	75.48%	78.64%	75.89%	75.24%	70.89%	69.82%	73.65%	76.43%	74.0%
Salisbury	69.05%	68.48%	75.96%	72.33%	70.28%	70.70%	74.29%	72.78%	65.85%	67.94%	69.30%	72.14%	70.9%
Other/Unknown	16.67%	23.81%	22.64%	16.95%	14.81%	27.27%	25.45%	10.29%	15.58%	25.00%	21.57%	10.53%	19.0%
Total	76.0%	77.4%	77.2%	72.7%	77.2%	75.8%	74.8%	75.0%	70.0%	71.2%	75.8%	78.2%	75.0%

Category A 19 Minute Performance by Sector

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2896	2985	2799	3108	3241	2853	3271	3277	3688	3322	3004	3494	37,938
Gloucestershire	1606	1550	1546	1671	1637	1555	1821	1840	2061	1743	1709	2048	20,787
Wiltshire	2114	2308	2645	2467	2373	2363	2630	2629	2895	2604	2427	2812	30,267
Other/Unknown	6	17	46	56	48	44	54	67	63	44	42	27	514
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2817	2926	2722	2976	3126	2753	3135	3172	3497	3152	2868	3352	36,496
Gloucestershire	1523	1484	1474	1601	1556	1480	1731	1730	1889	1597	1622	1966	19,653
Wiltshire	2005	2193	2515	2338	2255	2256	2495	2487	2688	2426	2297	2653	28,608
Other/Unknown	5	14	33	42	40	34	41	50	41	32	33	20	385
Total	6,350	6,617	6,744	6,957	6,977	6,523	7,402	7,439	8,115	7,207	6,820	7,991	85,142

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	97.3%	98.0%	97.2%	95.8%	96.5%	96.5%	95.8%	96.8%	94.82%	94.88%	95.47%	95.94%	96.2%
Gloucestershire	94.8%	95.7%	95.3%	95.8%	95.1%	95.2%	95.1%	94.0%	91.65%	91.62%	94.91%	96.00%	94.5%
Wiltshire	94.8%	95.0%	95.1%	94.8%	95.0%	95.5%	94.9%	94.6%	92.85%	93.16%	94.64%	94.35%	94.5%
Other/Unknown	83.3%	82.4%	71.7%	75.0%	83.3%	77.3%	75.9%	74.6%	65.08%	72.73%	78.57%	74.07%	74.9%
Total	95.9%	96.5%	95.8%	95.3%	95.6%	95.7%	95.2%	95.2%	93.2%	93.4%	95.0%	95.3%	95.1%

Category A 19 Minute Performance by PCT

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	477	515	488	544	465	509	628	598	582	585	507	669	6,567
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	1,646	1,522	1,833	19,766
Gloucestershire	1,606	1,550	1,546	1,671	1,637	1,555	1,821	1,840	2,061	1,743	1,709	2,048	20,787
North Somerset	623	596	601	674	1,008	679	747	718	808	764	696	773	8,687
South Gloucestershire	639	727	620	674	589	638	745	746	850	815	716	819	8,578
Swindon	528	595	577	586	612	597	589	687	811	693	647	676	7,598
Wiltshire	1,171	1,267	1,648	1,412	1,353	1,330	1,492	1,438	1,591	1,423	1,343	1,534	17,002
Other/Unknown	6	17	46	57	49	46	55	67	63	44	42	29	521
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	438	491	459	512	443	483	591	576	537	550	482	629	6,191
Bristol	1,548	1,579	1,486	1,650	1,554	1,443	1,672	1,684	1,881	1,605	1,492	1,789	19,383
Gloucestershire	1,523	1,484	1,474	1,601	1,556	1,480	1,731	1,730	1,889	1,597	1,622	1,966	19,653
North Somerset	596	570	570	618	956	625	682	678	741	702	634	712	8,084
South Gloucestershire	618	710	600	640	563	614	712	722	799	760	678	784	8,200
Swindon	523	588	572	576	605	591	582	678	801	682	641	668	7,507
Wiltshire	1,099	1,181	1,550	1,317	1,259	1,251	1,390	1,321	1,426	1,279	1,238	1,421	15,732
Other/Unknown	5	14	33	43	41	36	42	50	41	32	33	22	392
Total	6,350	6,617	6,744	6,957	6,977	6,523	7,402	7,439	8,115	7,207	6,820	7,991	85,142

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	91.8%	95.3%	94.1%	94.1%	95.3%	94.9%	94.11%	96.32%	92.27%	94.02%	95.07%	94.02%	94.3%
Bristol	98.47%	99.12%	98.41%	97.98%	97.98%	98.77%	98.41%	97.96%	96.91%	97.51%	98.03%	97.60%	98.06%
Gloucestershire	94.83%	95.74%	95.34%	95.81%	95.05%	95.18%	95.06%	94.02%	91.65%	91.62%	94.91%	96.00%	94.5%
North Somerset	95.67%	95.64%	94.84%	91.69%	94.84%	92.05%	91.30%	94.43%	91.71%	91.88%	91.09%	92.11%	93.1%
South Gloucestershire	96.71%	97.66%	96.77%	94.96%	95.59%	96.24%	95.57%	96.78%	94.00%	93.25%	94.69%	95.73%	95.6%
Swindon	99.05%	98.82%	99.13%	98.29%	98.86%	98.99%	98.81%	98.69%	98.77%	98.41%	99.07%	98.82%	98.8%
Wiltshire	93.85%	93.21%	94.05%	93.27%	93.05%	94.06%	93.16%	91.86%	89.63%	89.88%	92.18%	92.63%	92.5%
Other/Unknown	83.33%	82.35%	71.74%	75.44%	83.67%	78.26%	76.36%	74.63%	65.08%	72.73%	78.57%	75.86%	75.2%
Total	95.9%	96.5%	95.8%	95.3%	95.6%	95.7%	95.2%	95.2%	93.2%	93.4%	95.0%	95.3%	95.1%

Category A 19 Minute Performance by District Council / Unitary Authority

Category A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,572	1,593	1,510	1,684	1,586	1,461	1,699	1,719	1,941	1,646	1,522	1,833	19,766
South Gloucestershire	639	727	620	674	589	638	745	746	850	815	716	819	8,578
North Somerset	623	596	601	674	1,008	679	747	718	808	764	696	773	8,687
Bath and North East Somerset	477	515	488	544	465	509	628	598	582	585	507	669	6,567
Forest of Dean	213	210	181	195	230	200	207	207	282	216	216	260	2,617
Cotswold	193	180	196	190	178	179	216	224	257	185	201	233	2,432
Tewkesbury	187	191	192	227	188	174	224	204	246	217	216	213	2,479
Cheltenham	363	302	334	329	321	312	393	405	430	414	344	513	4,460
Gloucester	369	409	395	442	444	431	465	450	515	425	417	482	5,244
Stroud	281	258	248	288	276	259	316	350	331	286	315	347	3,555
Kennet	220	177	198	234	221	236	250	242	259	225	213	234	2,709
North Wiltshire	320	343	663	388	356	341	415	401	458	404	389	428	4,906
Swindon	522	591	570	584	607	588	589	686	797	685	638	667	7,524
West Wiltshire	379	379	342	425	416	398	477	424	505	454	425	488	5,112
Salisbury	252	368	445	365	360	355	350	371	369	340	316	384	4,275
Other/Unknown	12	21	53	59	54	55	55	68	77	52	51	38	595
Total	6,622	6,860	7,036	7,302	7,299	6,815	7,776	7,813	8,707	7,713	7,182	8,381	89,506

Compliant Cat A Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,548	1,579	1,486	1,650	1,554	1,443	1,672	1,684	1,881	1,605	1,492	1,789	19,383
South Gloucestershire	618	710	600	640	563	614	712	722	799	760	678	784	8,200
North Somerset	596	570	570	618	956	625	682	678	741	702	634	712	8,084
Bath and North East Somerset	438	491	459	512	443	483	591	576	537	550	482	629	6,191
Forest of Dean	194	199	164	181	214	182	189	183	249	188	201	250	2,394
Cotswold	156	150	164	154	142	143	181	188	183	127	163	195	1,946
Tewkesbury	183	186	188	226	186	174	221	196	237	203	208	209	2,417
Cheltenham	360	300	330	325	317	310	388	399	420	408	342	503	4,402
Gloucester	366	407	394	437	439	424	453	443	507	414	411	480	5,175
Stroud	264	242	234	278	258	247	299	321	293	257	297	329	3,319
Kennet	189	159	177	202	200	216	226	207	221	183	186	199	2,365
North Wiltshire	305	325	637	371	336	313	387	370	400	364	359	405	4,572
Swindon	518	584	565	574	600	582	582	677	787	674	632	659	7,434
West Wiltshire	362	359	319	400	384	382	445	395	471	429	404	461	4,811
Salisbury	243	338	417	344	339	340	332	349	334	303	289	356	3,984
Other/Unknown	10	18	40	45	46	45	42	51	55	40	42	31	465
Total	6,350	6,617	6,744	6,957	6,977	6,523	7,402	7,439	8,115	7,207	6,820	7,991	85,142

Cat A 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	98.5%	99.1%	98.4%	98.0%	98.0%	98.8%	98.41%	97.96%	96.91%	97.51%	98.03%	97.60%	98.1%
South Gloucestershire	96.71%	97.66%	96.77%	94.96%	95.59%	96.24%	95.57%	96.78%	94.00%	93.25%	94.69%	95.73%	95.6%
North Somerset	95.67%	95.64%	94.84%	91.69%	94.84%	92.05%	91.30%	94.43%	91.71%	91.88%	91.09%	92.11%	93.1%
Bath and North East Somerset	91.82%	95.34%	94.06%	94.12%	95.27%	94.89%	94.11%	96.32%	92.27%	94.02%	95.07%	94.02%	94.3%
Forest of Dean	91.08%	94.76%	90.61%	92.82%	93.04%	91.00%	91.30%	88.41%	88.30%	87.04%	93.06%	96.15%	91.5%
Cotswold	80.83%	83.33%	83.67%	81.05%	79.78%	79.89%	83.80%	83.93%	71.21%	68.65%	81.09%	83.69%	80.0%
Tewkesbury	97.86%	97.38%	97.92%	99.56%	98.94%	100.00%	98.66%	96.08%	96.34%	93.55%	96.30%	98.12%	97.5%
Cheltenham	99.17%	99.34%	98.80%	98.78%	98.75%	99.36%	98.73%	98.52%	97.67%	98.55%	99.42%	98.05%	98.7%
Gloucester	99.19%	99.51%	99.75%	98.87%	98.87%	98.38%	97.42%	98.44%	98.45%	97.41%	98.56%	99.59%	98.7%
Stroud	93.95%	93.80%	94.35%	96.53%	93.48%	95.37%	94.62%	91.71%	88.52%	89.86%	94.29%	94.81%	93.4%
Kennet	85.91%	89.83%	89.39%	86.32%	90.50%	91.53%	90.40%	85.54%	85.33%	81.33%	87.32%	85.04%	87.3%
North Wiltshire	95.31%	94.75%	96.08%	95.62%	94.38%	91.79%	93.25%	92.27%	87.34%	90.10%	92.29%	94.63%	93.2%
Swindon	99.23%	98.82%	99.12%	98.29%	98.85%	98.98%	98.81%	98.69%	98.75%	98.39%	99.06%	98.80%	98.8%
West Wiltshire	95.51%	94.72%	93.27%	94.12%	92.31%	95.98%	93.29%	93.16%	93.27%	94.49%	95.06%	94.47%	94.1%
Salisbury	96.43%	91.85%	93.71%	94.25%	94.17%	95.77%	94.86%	94.07%	90.51%	89.12%	91.46%	92.71%	93.2%
Other/Unknown	83.33%	85.71%	75.47%	76.27%	85.19%	81.82%	76.36%	75.00%	71.43%	76.92%	82.35%	81.58%	78.2%
Total	95.9%	96.5%	95.8%	95.3%	95.6%	95.7%	95.2%	95.2%	93.2%	93.4%	95.0%	95.3%	95.1%

Category B 19 Minute Performance by Sector

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	3390	3598	3549	3362	3143	3077	3219	2991	3275	3057	2869	3295	38,829
Gloucestershire	1935	2144	1932	1855	1771	1760	1826	1745	1852	1805	1642	1813	22,080
Wiltshire	2572	2882	2739	2644	2620	2495	2743	2550	2856	2529	2375	2555	31,562
Other/Unknown	34	52	84	105	96	77	85	89	92	68	75	86	943
Total	7,931	8,676	8,304	7,966	7,630	7,409	7,873	7,375	8,081	7,459	6,961	7,749	93,414

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	3076	3312	3236	2996	2842	2791	2791	2614	2753	2626	2497	2918	34,452
Gloucestershire	1827	2029	1811	1716	1645	1656	1699	1616	1599	1580	1540	1696	20,414
Wiltshire	2398	2689	2564	2464	2456	2330	2519	2330	2578	2293	2193	2382	29,196
Other/Unknown	24	34	62	76	63	51	57	63	56	42	45	54	627
Total	7,325	8,064	7,673	7,252	7,006	6,828	7,066	6,623	6,986	6,541	6,275	7,050	84,689

Cat B 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	90.7%	92.1%	91.2%	89.1%	90.4%	90.7%	86.7%	87.4%	83.96%	85.90%	87.03%	88.56%	88.7%
Gloucestershire	94.4%	94.6%	93.7%	92.5%	92.9%	94.1%	93.0%	92.6%	86.34%	87.53%	93.79%	93.55%	92.5%
Wiltshire	93.2%	93.3%	93.6%	93.2%	93.7%	93.4%	91.8%	91.4%	90.20%	90.67%	92.34%	93.23%	92.5%
Other/Unknown	70.6%	65.4%	73.8%	72.4%	65.6%	66.2%	67.1%	70.8%	60.87%	61.76%	60.00%	62.79%	66.5%
Total	92.4%	92.9%	92.4%	91.0%	91.8%	92.2%	89.7%	89.8%	86.4%	87.7%	90.1%	91.0%	90.7%

Category B 19 Minute Performance by PCT

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	605	653	540	527	537	526	636	573	609	586	486	543	6,821
Bristol	1,816	1,983	1,995	1,834	1,748	1,626	1,840	1,608	1,794	1,701	1,580	1,816	21,341
Gloucestershire	1,935	2,144	1,932	1,855	1,771	1,760	1,826	1,745	1,852	1,805	1,642	1,813	22,080
North Somerset	777	820	753	715	700	732	630	647	689	601	613	711	8,388
South Gloucestershire	701	721	727	729	625	658	678	648	709	673	598	687	8,154
Swindon	621	702	701	692	633	618	688	650	755	655	647	700	8,062
Wiltshire	1,442	1,600	1,572	1,509	1,520	1,412	1,490	1,415	1,581	1,369	1,320	1,393	17,623
Other/Unknown	34	53	84	105	96	77	85	89	92	69	75	86	945
Total	7,931	8,676	8,304	7,966	7,630	7,409	7,873	7,375	8,081	7,459	6,961	7,749	93,414

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	553	598	504	486	493	492	567	516	543	519	440	497	6,208
Bristol	1,658	1,836	1,845	1,665	1,605	1,509	1,624	1,437	1,545	1,495	1,402	1,644	19,265
Gloucestershire	1,827	2,029	1,811	1,716	1,645	1,656	1,699	1,616	1,599	1,580	1,540	1,696	20,414
North Somerset	696	748	670	614	614	640	524	542	565	508	521	614	7,256
South Gloucestershire	641	665	653	649	566	593	586	560	578	567	513	593	7,164
Swindon	614	689	692	684	625	604	665	633	726	629	636	687	7,884
Wiltshire	1,312	1,464	1,436	1,362	1,395	1,283	1,344	1,256	1,374	1,200	1,178	1,265	15,869
Other/Unknown	24	35	62	76	63	51	57	63	56	43	45	54	629
Total	7,325	8,064	7,673	7,252	7,006	6,828	7,066	6,623	6,986	6,541	6,275	7,050	84,689

Cat B 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	91.4%	91.6%	93.3%	92.2%	91.8%	93.5%	89.15%	90.05%	89.16%	88.57%	90.53%	91.53%	91.0%
Bristol	91.30%	92.59%	92.48%	90.79%	91.82%	92.80%	88.26%	89.37%	86.12%	87.89%	88.73%	90.53%	90.3%
Gloucestershire	94.42%	94.64%	93.74%	92.51%	92.89%	94.09%	93.04%	92.61%	86.34%	87.53%	93.79%	93.55%	92.5%
North Somerset	89.58%	91.22%	88.98%	85.87%	87.71%	87.43%	83.17%	83.77%	82.00%	84.53%	84.99%	86.36%	86.5%
South Gloucestershire	91.44%	92.23%	89.82%	89.03%	90.56%	90.12%	86.43%	86.42%	81.52%	84.25%	85.79%	86.32%	87.9%
Swindon	98.87%	98.15%	98.72%	98.84%	98.74%	97.73%	96.66%	97.38%	96.16%	96.03%	98.30%	98.14%	97.8%
Wiltshire	90.98%	91.50%	91.35%	90.26%	91.78%	90.86%	90.20%	88.76%	86.91%	87.66%	89.24%	90.81%	90.0%
Other/Unknown	70.59%	66.04%	73.81%	72.38%	65.63%	66.23%	67.06%	70.79%	60.87%	62.32%	60.00%	62.79%	66.6%
Total	92.4%	92.9%	92.4%	91.0%	91.8%	92.2%	89.7%	89.8%	86.4%	87.7%	90.1%	91.0%	90.7%

Category B 19 Minute Performance by District Council / Unitary Authority

Category B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,816	1,983	1,995	1,834	1,748	1,626	1,840	1,608	1,794	1,701	1,580	1,816	21,341
South Gloucestershire	701	721	727	729	625	658	678	648	709	673	598	687	8,154
North Somerset	777	820	753	715	700	732	630	647	689	601	613	711	8,388
Bath and North East Somerset	605	653	540	527	537	526	636	573	609	586	486	543	6,821
Forest of Dean	256	243	247	231	236	232	240	215	257	219	214	236	2,826
Cotswold	246	268	247	255	198	224	208	186	247	233	183	216	2,711
Tewkesbury	215	259	231	211	202	205	215	226	238	226	196	220	2,644
Cheltenham	399	445	379	361	353	352	386	357	354	380	342	372	4,480
Gloucester	483	523	497	464	479	427	482	451	435	442	429	476	5,588
Stroud	336	406	331	333	303	320	295	310	321	305	278	293	3,831
Kennet	245	247	256	244	232	239	238	235	276	230	216	252	2,910
North Wiltshire	338	418	422	414	392	360	402	367	412	379	335	382	4,621
Swindon	614	699	695	684	629	608	687	648	741	648	637	692	7,982
West Wiltshire	472	506	477	474	501	454	495	462	495	426	439	433	5,634
Salisbury	387	429	417	377	395	359	355	351	398	334	330	326	4,458
Other/Unknown	41	56	90	113	100	86	86	91	106	76	85	94	1,024
Total	7,931	8,676	8,304	7,966	7,630	7,408	7,873	7,375	8,081	7,459	6,961	7,749	93,413

Compliant Cat B Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	1,658	1,836	1,845	1,665	1,605	1,509	1,624	1,437	1,545	1,495	1,402	1,644	19,265
South Gloucestershire	641	665	653	649	566	593	586	560	578	567	513	593	7,164
North Somerset	696	748	670	614	614	640	524	542	565	508	521	614	7,256
Bath and North East Somerset	553	598	504	486	493	492	567	516	543	519	440	497	6,208
Forest of Dean	229	220	231	208	205	216	218	195	204	180	196	205	2,507
Cotswold	199	216	195	207	152	183	163	140	176	169	150	172	2,122
Tewkesbury	210	251	220	193	195	199	202	213	219	203	191	215	2,511
Cheltenham	399	437	375	352	348	349	378	353	334	365	336	369	4,395
Gloucester	476	515	487	449	472	418	478	444	405	414	418	462	5,438
Stroud	314	390	303	307	273	291	260	271	261	249	249	273	3,441
Kennet	212	209	221	209	200	202	206	190	214	191	183	213	2,450
North Wiltshire	312	394	396	379	365	332	363	332	368	325	302	351	4,219
Swindon	607	686	686	676	622	594	664	631	712	622	626	680	7,806
West Wiltshire	438	474	439	439	474	421	458	419	449	385	405	400	5,201
Salisbury	350	387	380	335	356	328	317	315	343	299	288	301	3,999
Other/Unknown	31	38	68	84	66	60	58	65	70	50	55	61	706
Total	7,325	8,064	7,673	7,252	7,006	6,827	7,066	6,623	6,986	6,541	6,275	7,050	84,688

Cat B 19 Min Performance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	91.30%	92.59%	92.48%	90.79%	91.82%	92.80%	88.26%	89.37%	86.12%	87.89%	88.73%	90.53%	90.3%
South Gloucestershire	91.44%	92.23%	89.82%	89.03%	90.56%	90.12%	86.43%	86.42%	81.52%	84.25%	85.79%	86.32%	87.9%
North Somerset	89.58%	91.22%	88.98%	85.87%	87.71%	87.43%	83.17%	83.77%	82.00%	84.53%	84.99%	86.36%	86.5%
Bath and North East Somerset	91.40%	91.58%	93.33%	92.22%	91.81%	93.54%	89.15%	90.05%	89.16%	88.57%	90.53%	91.53%	91.0%
Forest of Dean	89.45%	90.53%	93.52%	90.04%	86.86%	93.10%	90.83%	90.70%	79.38%	82.19%	91.59%	86.86%	88.7%
Cotswold	80.89%	80.60%	78.95%	81.18%	76.77%	81.70%	78.37%	75.27%	71.26%	72.53%	81.97%	79.63%	78.3%
Tewkesbury	97.67%	96.91%	95.24%	91.47%	96.53%	97.07%	93.95%	94.25%	92.02%	89.82%	97.45%	97.73%	95.0%
Cheltenham	100.00%	98.20%	98.94%	97.51%	98.58%	99.15%	97.93%	98.88%	94.35%	96.05%	98.25%	99.19%	98.1%
Gloucester	98.55%	98.47%	97.99%	96.77%	98.54%	97.89%	99.17%	98.45%	93.10%	93.67%	97.44%	97.06%	97.3%
Stroud	93.45%	96.06%	91.54%	92.19%	90.10%	90.94%	88.14%	87.42%	81.31%	81.64%	89.57%	93.17%	89.8%
Kennet	86.53%	84.62%	86.33%	85.66%	86.21%	84.52%	86.55%	80.85%	77.54%	83.04%	84.72%	84.52%	84.2%
North Wiltshire	92.31%	94.26%	93.84%	91.55%	93.11%	92.22%	90.30%	90.46%	89.32%	85.75%	90.15%	91.88%	91.3%
Swindon	98.86%	98.14%	98.71%	98.83%	98.89%	97.70%	96.65%	97.38%	96.09%	95.99%	98.27%	98.27%	97.8%
West Wiltshire	92.80%	93.68%	92.03%	92.62%	94.61%	92.73%	92.53%	90.69%	90.71%	90.38%	92.26%	92.38%	92.3%
Salisbury	90.44%	90.21%	91.13%	88.86%	90.13%	91.36%	89.30%	89.74%	86.18%	89.52%	87.27%	92.33%	89.7%
Other/Unknown	75.61%	67.86%	75.56%	74.34%	66.00%	69.77%	67.44%	71.43%	66.04%	65.79%	64.71%	64.89%	68.9%
Total	92.4%	92.9%	92.4%	91.0%	91.8%	92.2%	89.7%	89.8%	86.4%	87.7%	90.1%	91.0%	90.7%

Category C Compliance by Sector

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	2082	2327	2240	2544	2628	2610	2823	2550	2695	2587	2153	2344	29,583
Gloucestershire	1447	1474	1521	1601	1688	1712	1794	1706	1818	1734	1450	1611	19,556
Wiltshire	1634	1799	1879	2124	2106	2044	2161	2090	2248	2013	1781	1930	23,809
Other/Unknown	7	13	19	31	28	28	38	40	46	34	26	27	337
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	6,368	5,410	5,912	73,285

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	1864	2099	2040	2231	2303	2270	2310	2089	2053	2126	1663	1760	24,808
Gloucestershire	1361	1406	1407	1493	1502	1587	1621	1497	1491	1458	1290	1455	17,568
Wiltshire	1533	1668	1800	2018	2002	1918	1925	1862	1935	1837	1554	1688	21,740
Other/Unknown	7	11	19	29	26	28	35	39	44	31	25	25	319
Total	4,765	5,184	5,266	5,771	5,833	5,803	5,891	5,487	5,523	5,452	4,532	4,928	64,435

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	89.5%	90.2%	91.1%	87.7%	87.6%	87.0%	81.8%	81.9%	76.18%	82.18%	77.24%	75.09%	83.9%
Gloucestershire	94.1%	95.4%	92.5%	93.3%	89.0%	92.7%	90.4%	87.7%	82.01%	84.08%	88.97%	90.32%	89.8%
Wiltshire	93.8%	92.7%	95.8%	95.0%	95.1%	93.8%	89.1%	89.1%	86.08%	91.26%	87.25%	87.46%	91.3%
Other/Unknown	100.0%	84.6%	100.0%	93.5%	92.9%	100.0%	92.1%	97.5%	95.65%	91.18%	96.15%	92.59%	94.7%
Total	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%

Category C Compliance by PCT

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	382	401	394	466	437	460	487	501	513	439	379	424	5,283
Bristol	974	1,124	1,074	1,266	1,229	1,311	1,360	1,207	1,269	1,273	985	1,089	14,161
Gloucestershire	1,447	1,474	1,521	1,601	1,688	1,712	1,794	1,706	1,818	1,734	1,450	1,611	19,556
North Somerset	429	441	473	497	585	511	554	510	570	547	454	488	6,059
South Gloucestershire	616	701	631	714	737	712	831	744	762	689	652	691	8,480
Swindon	361	402	417	459	491	443	484	474	523	490	383	474	5,401
Wiltshire	954	1,057	1,130	1,266	1,254	1,215	1,268	1,204	1,306	1,161	1,081	1,107	14,003
Other/Unknown	7	13	19	31	29	30	38	40	46	35	26	28	342
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	6,368	5,410	5,912	73,285

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	357	360	368	443	405	432	430	434	420	399	322	358	4,728
Bristol	868	1,021	962	1,110	1,088	1,134	1,111	984	955	1,022	758	790	11,803
Gloucestershire	1,361	1,406	1,407	1,493	1,502	1,587	1,621	1,497	1,491	1,458	1,290	1,455	17,568
North Somerset	392	403	443	433	521	457	452	433	465	469	364	374	5,206
South Gloucestershire	552	616	583	626	628	617	681	603	568	573	492	545	7,084
Swindon	348	390	406	443	476	419	448	431	476	440	338	415	5,030
Wiltshire	880	977	1,078	1,194	1,186	1,127	1,113	1,066	1,104	1,060	943	965	12,693
Other/Unknown	7	11	19	29	27	30	35	39	44	31	25	26	323
Total	4,765	5,184	5,266	5,771	5,833	5,803	5,891	5,487	5,523	5,452	4,532	4,928	64,435

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	93.46%	89.78%	93.40%	95.06%	92.68%	93.91%	88.30%	86.63%	81.87%	90.89%	84.96%	84.43%	89.5%
Bristol	89.12%	90.84%	89.57%	87.68%	88.53%	86.50%	81.69%	81.52%	75.26%	80.28%	76.95%	72.54%	83.3%
Gloucestershire	94.06%	95.39%	92.50%	93.25%	88.98%	92.70%	90.36%	87.75%	82.01%	84.08%	88.97%	90.32%	89.8%
North Somerset	91.38%	91.38%	93.66%	87.12%	89.06%	89.43%	81.59%	84.90%	81.58%	85.74%	80.18%	76.64%	85.9%
South Gloucestershire	89.61%	87.87%	92.39%	87.68%	85.21%	86.66%	81.95%	81.05%	74.54%	83.16%	75.46%	78.87%	83.5%
Swindon	96.40%	97.01%	97.36%	96.51%	96.95%	94.58%	92.56%	90.93%	91.01%	89.80%	88.25%	87.55%	93.1%
Wiltshire	92.24%	92.43%	95.40%	94.31%	94.58%	92.76%	87.78%	88.54%	84.53%	91.30%	87.23%	87.17%	90.6%
Other/Unknown	100.00%	84.62%	100.00%	93.55%	93.10%	100.00%	92.11%	97.50%	95.65%	88.57%	96.15%	92.86%	94.4%
Total	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%

Category C Compliance by District Council / Unitary Authority

Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	974	1,124	1,074	1,266	1,229	1,311	1,360	1,207	1,269	1,273	985	1,089	14,161
South Gloucestershire	616	701	631	714	737	712	831	744	762	689	652	691	8,480
North Somerset	429	441	473	497	585	511	554	510	570	547	454	488	6,059
Bath and North East Somerset	382	401	394	466	437	460	487	501	513	439	379	424	5,283
Forest of Dean	168	177	196	196	239	220	230	222	247	219	204	188	2,506
Cotswold	217	227	265	240	283	275	286	236	280	281	230	255	3,075
Tewkesbury	170	176	159	189	189	191	194	195	213	198	149	209	2,232
Cheltenham	331	319	339	365	391	369	412	380	392	367	312	358	4,335
Gloucester	300	341	329	344	358	371	411	387	388	343	325	308	4,205
Stroud	261	234	233	267	228	286	261	286	298	326	230	293	3,203
Kennet	142	147	190	194	205	221	220	180	223	210	179	196	2,307
North Wiltshire	248	279	314	359	338	308	343	288	360	286	279	293	3,695
Swindon	359	393	409	455	485	437	483	471	519	486	376	468	5,341
West Wiltshire	312	371	342	411	420	391	378	419	396	346	359	362	4,507
Salisbury	252	260	284	302	291	295	327	317	327	319	264	256	3,494
Other/Unknown	9	22	27	35	35	36	39	43	50	39	33	34	402
Total	5,170	5,613	5,659	6,300	6,450	6,394	6,816	6,386	6,807	6,368	5,410	5,912	73,285

Compliant Category C Responses

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	868	1,021	962	1,110	1,088	1,134	1,111	984	955	1,022	758	790	11,803
South Gloucestershire	552	616	583	626	628	617	681	603	568	573	492	545	7,084
North Somerset	392	403	443	433	521	457	452	433	465	469	364	374	5,206
Bath and North East Somerset	357	360	368	443	405	432	430	434	420	399	322	358	4,728
Forest of Dean	153	167	186	185	212	207	220	201	200	186	180	172	2,269
Cotswold	203	200	223	210	233	239	231	187	214	219	188	211	2,558
Tewkesbury	165	171	145	178	174	185	179	177	171	166	138	193	2,042
Cheltenham	315	309	325	336	352	341	378	347	328	322	283	327	3,963
Gloucester	288	332	316	334	335	350	377	349	329	301	301	285	3,897
Stroud	237	227	212	250	196	265	236	236	249	264	200	267	2,839
Kennet	127	130	179	189	192	207	190	162	189	189	153	172	2,079
North Wiltshire	233	259	300	336	319	279	293	253	294	266	233	256	3,321
Swindon	346	381	398	439	470	413	447	428	473	436	332	410	4,973
West Wiltshire	286	341	326	383	395	365	321	362	329	315	323	317	4,063
Salisbury	234	247	273	286	280	276	309	289	292	290	234	220	3,230
Other/Unknown	9	20	27	33	33	36	36	42	47	35	31	31	380
Total	4,765	5,184	5,266	5,771	5,833	5,803	5,891	5,487	5,523	5,452	4,532	4,928	64,435

Category C Compliance

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	89.12%	90.84%	89.57%	87.68%	88.53%	86.50%	81.69%	81.52%	75.26%	80.28%	76.95%	72.54%	83.3%
South Gloucestershire	89.61%	87.87%	92.39%	87.68%	85.21%	86.66%	81.95%	81.05%	74.54%	83.16%	75.46%	78.87%	83.5%
North Somerset	91.38%	91.38%	93.66%	87.12%	89.06%	89.43%	81.59%	84.90%	81.58%	85.74%	80.18%	76.64%	85.9%
Bath and North East Somerset	93.46%	89.78%	93.40%	95.06%	92.68%	93.91%	88.30%	86.63%	81.87%	90.89%	84.96%	84.43%	89.5%
Forest of Dean	91.07%	94.35%	94.90%	94.39%	88.70%	94.09%	95.65%	90.54%	80.97%	84.93%	88.24%	91.49%	90.5%
Cotswold	93.55%	88.11%	84.15%	87.50%	82.33%	86.91%	80.77%	79.24%	76.43%	77.94%	81.74%	82.75%	83.2%
Tewkesbury	97.06%	97.16%	91.19%	94.18%	92.06%	96.86%	92.27%	90.77%	80.28%	83.84%	92.62%	92.34%	91.5%
Cheltenham	95.17%	96.87%	95.87%	92.05%	90.03%	92.41%	91.75%	91.32%	83.67%	87.74%	90.71%	91.34%	91.4%
Gloucester	96.00%	97.36%	96.05%	97.09%	93.58%	94.34%	91.73%	90.18%	84.79%	87.76%	92.62%	92.53%	92.7%
Stroud	90.80%	97.01%	90.99%	93.63%	85.96%	92.66%	90.42%	82.52%	83.56%	80.98%	86.96%	91.13%	88.6%
Kennet	89.44%	88.44%	94.21%	97.42%	93.66%	93.67%	86.36%	90.00%	84.75%	90.00%	85.47%	87.76%	90.1%
North Wiltshire	93.95%	92.83%	95.54%	93.59%	94.38%	90.58%	85.42%	87.85%	81.67%	93.01%	83.51%	87.37%	89.9%
Swindon	96.38%	96.95%	97.31%	96.48%	96.91%	94.51%	92.55%	90.87%	91.14%	89.71%	88.30%	87.61%	93.1%
West Wiltshire	91.67%	91.91%	95.32%	93.19%	94.05%	93.35%	84.92%	86.40%	83.08%	91.04%	89.97%	87.57%	90.1%
Salisbury	92.86%	95.00%	96.13%	94.70%	96.22%	93.56%	94.50%	91.17%	89.30%	90.91%	88.64%	85.94%	92.4%
Other/Unknown	100.00%	90.91%	100.00%	94.29%	94.29%	100.00%	92.31%	97.67%	94.00%	89.74%	93.94%	91.18%	94.5%
Total	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%

Incidents with Response by Sector

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8371	8919	8596	9017	9014	8546	9316	8819	9662	8966	8027	9133	106,386
Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	62,480
Wiltshire	6324	6993	7268	7241	7105	6909	7535	7266	8000	7146	6586	7297	85,672
Other/Unknown	81	129	193	236	227	199	230	238	264	190	183	203	2,373
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Avon	7682	8176	7876	7989	7952	7837	8302	8355	9024	8422	7577	8819	98,011
Gloucestershire	4393	4663	4557	4726	4622	4701	4766	4636	5569	5076	4597	5233	57,543
Wiltshire	5836	6244	5991	6471	6103	6176	6775	6431	7503	6804	6050	6747	77,133
Other/Unknown	74	55	66	63	74	46	40	52	67	48	55	76	716
Total	17,985	19,138	18,490	19,251	18,751	18,762	19,883	19,474	22,163	20,352	18,279	20,875	233,403

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	9.0%	9.1%	9.1%	12.9%	13.4%	9.0%	12.2%	5.6%	7.1%	6.5%	5.9%	3.6%	9.0%
Gloucestershire	13.6%	11.0%	9.9%	8.5%	10.5%	7.0%	14.2%	14.2%	3.0%	4.0%	4.5%	4.7%	9.0%
Wiltshire	8.4%	12.0%	21.3%	11.9%	16.4%	11.8%	11.2%	13.0%	6.6%	5.0%	8.9%	8.2%	11.4%
Other/Unknown	9.5%	134.5%	192.4%	274.6%	206.8%	332.6%	475.0%	357.7%	294.0%	295.8%	232.7%	167.1%	239.1%
Total	9.9%	10.9%	13.9%	12.3%	14.4%	10.3%	13.3%	11.0%	6.8%	6.1%	7.2%	5.9%	10.5%

Incident with Response by PCT

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	18,682
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	55,285
Gloucestershire	4,992	5,174	5,010	5,130	5,105	5,032	5,445	5,294	5,736	5,283	4,802	5,477	62,480
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,764	1,972	23,146
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	25,218
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	1,838	1,678	1,848	21,068
Wiltshire	3,569	3,926	4,350	4,191	4,129	3,960	4,250	4,057	4,478	3,953	3,746	4,035	48,644
Other/Unknown	81	130	193	237	230	203	231	238	264	192	183	206	2,388
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bath and North East Somerset	1,346	1,393	1,292	1,426	1,368	1,390	1,488	1,493	1,659	1,474	1,367	1,523	17,219
Bristol	3,904	4,266	4,176	4,155	4,125	4,069	4,443	4,343	4,607	4,307	3,981	4,617	50,993
Gloucestershire	4,393	4,663	4,557	4,728	4,622	4,701	4,766	4,636	5,569	5,076	4,597	5,233	57,543
North Somerset	1,640	1,761	1,693	1,780	1,805	1,683	1,756	1,801	1,966	1,901	1,559	1,854	21,199
South Gloucestershire	1,929	1,950	1,824	1,880	1,842	1,886	1,918	2,009	2,231	2,013	1,845	2,080	23,407
Swindon	1,385	1,546	1,489	1,577	1,530	1,486	1,718	1,577	1,808	1,639	1,492	1,681	18,928
Wiltshire	3,313	3,502	3,393	3,637	3,381	3,500	3,753	3,561	4,247	3,891	3,383	3,809	43,370
Other/Unknown	75	57	66	68	78	47	41	54	76	49	55	78	744
Total	17,985	19,138	18,490	19,251	18,751	18,762	19,883	19,474	22,163	20,352	18,279	20,875	233,403

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	8.8%	12.7%	10.1%	7.9%	5.3%	7.7%	17.8%	12.0%	2.7%	9.2%	0.4%	7.5%	8.6%
Bristol PCT	11.8%	10.3%	9.7%	15.2%	10.6%	8.1%	10.3%	4.4%	8.6%	7.3%	2.7%	2.6%	9.0%
Gloucestershire PCT	13.6%	11.0%	9.9%	8.5%	10.5%	7.0%	14.2%	14.2%	3.0%	4.0%	4.5%	4.7%	9.0%
North Somerset PCT	11.5%	5.5%	8.2%	6.0%	27.1%	14.3%	10.0%	4.2%	5.1%	0.6%	13.1%	6.4%	9.5%
South Gloucestershire PCT	1.4%	10.31%	8.50%	12.66%	5.92%	6.57%	17.52%	6.42%	4.03%	8.15%	6.56%	5.63%	7.94%
Swindon PCT	9.1%	9.96%	14.10%	10.15%	13.59%	11.71%	2.50%	14.77%	15.49%	12.14%	12.47%	9.93%	11.44%
Wiltshire PCT	7.7%	12.11%	28.21%	15.23%	22.12%	13.14%	13.24%	13.93%	5.44%	1.59%	10.73%	5.93%	12.76%
Other/Unknown	8.0%	128.1%	192.4%	248.5%	194.9%	331.9%	463.4%	340.7%	247.4%	291.8%	232.7%	164.1%	227.6%
Total	9.9%	10.9%	13.9%	12.3%	14.4%	10.3%	13.3%	11.0%	6.8%	6.1%	7.2%	5.9%	10.5%

Incidents with Response by District Council/Unitary Authority

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	55,285
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	25,218
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,764	1,972	23,146
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	18,682
Forest of Dean	638	630	625	622	708	655	679	645	788	655	636	685	7,966
Cotswold	657	675	709	686	659	678	711	646	786	699	615	705	8,226
Tewkesbury	572	628	585	627	581	571	633	626	698	641	561	644	7,367
Cheltenham	1,094	1,068	1,055	1,056	1,066	1,034	1,192	1,142	1,176	1,161	998	1,243	13,285
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	1,210	1,170	1,266	15,044
Stroud	878	898	813	888	808	865	872	947	950	917	822	934	10,592
Kennet	607	571	644	673	658	696	708	657	758	665	608	682	7,927
North Wiltshire	908	1,040	1,399	1,161	1,087	1,012	1,160	1,056	1,230	1,069	1,003	1,103	13,228
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	1,819	1,651	1,824	20,849
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	1,226	1,224	1,283	15,255
Salisbury	891	1,057	1,147	1,047	1,047	1,009	1,032	1,039	1,094	993	911	967	12,234
Other/Unknown	96	147	215	251	245	228	233	244	296	211	210	230	2,606
Total	19,768	21,215	21,067	21,624	21,451	20,685	22,526	21,619	23,662	21,585	19,598	22,110	256,910

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bristol	3,904	4,266	4,176	4,155	4,125	4,069	4,443	4,343	4,607	4,307	3,981	4,617	50,993
South Gloucestershire	1,929	1,950	1,824	1,880	1,842	1,886	1,918	2,009	2,231	2,013	1,845	2,080	23,407
North Somerset	1,640	1,761	1,693	1,780	1,805	1,683	1,756	1,801	1,966	1,901	1,559	1,854	21,199
Bath and North East Somerset	1,346	1,393	1,292	1,426	1,368	1,390	1,488	1,493	1,659	1,474	1,367	1,523	17,219
Forest of Dean	577	618	585	626	613	602	596	593	685	680	560	679	7,414
Cotswold	563	606	642	714	658	667	697	609	749	671	660	701	7,937
Tewkesbury	520	546	559	545	575	590	593	535	659	585	537	639	6,883
Cheltenham	925	985	947	967	915	960	991	914	1,174	1,088	973	1,087	11,926
Gloucester	1,023	1,149	1,079	1,088	1,097	1,066	1,097	1,172	1,325	1,221	1,075	1,261	13,653
Stroud	785	759	745	788	764	816	792	813	977	833	792	866	9,730
Kennet	545	596	513	563	550	527	637	587	660	584	548	590	6,900
North Wiltshire	861	920	991	1,013	896	977	983	955	1,144	1,073	878	1,002	11,693
Swindon	1,369	1,530	1,473	1,559	1,513	1,479	1,705	1,567	1,798	1,625	1,477	1,663	18,758
West Wiltshire	1,090	1,084	1,066	1,127	1,082	1,078	1,201	1,142	1,347	1,235	1,066	1,273	13,791
Salisbury	817	902	823	934	853	918	932	877	1,096	999	891	944	10,986
Other/Unknown	91	73	82	86	95	54	54	64	86	63	70	96	914
Total	17,985	19,138	18,490	19,251	18,751	18,762	19,883	19,474	22,163	20,352	18,279	20,875	233,403

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	11.8%	10.3%	9.7%	15.2%	10.6%	8.1%	10.3%	4.4%	8.6%	7.3%	2.7%	2.6%	9.0%
South Gloucestershire	1.4%	10.3%	8.5%	12.7%	5.9%	6.6%	17.5%	6.4%	4.0%	8.1%	6.6%	5.6%	7.9%
North Somerset	11.5%	5.5%	8.2%	6.0%	27.1%	14.3%	10.0%	4.2%	5.1%	0.6%	13.1%	6.4%	9.5%
Bath and North East Somerset	8.8%	12.7%	10.1%	7.9%	5.3%	7.7%	17.8%	12.0%	2.7%	9.2%	0.4%	7.5%	8.6%
Forest of Dean	10.6%	1.9%	6.8%	-0.6%	15.5%	8.8%	13.9%	8.8%	15.0%	-3.7%	13.6%	0.9%	8.1%
Cotswold	16.7%	11.4%	10.4%	-3.9%	0.2%	1.6%	2.0%	6.1%	4.9%	4.2%	-6.8%	0.6%	3.9%
Tewkesbury	10.0%	15.0%	4.7%	15.0%	1.0%	-3.2%	6.7%	17.0%	5.9%	9.6%	4.5%	0.8%	7.7%
Cheltenham	18.3%	8.4%	11.4%	9.2%	16.5%	7.7%	20.3%	24.9%	0.2%	6.7%	2.6%	14.4%	11.1%
Gloucester	12.7%	11.0%	13.3%	15.0%	17.0%	15.3%	23.8%	9.9%	1.0%	-0.9%	8.8%	0.4%	11.2%
Stroud	11.8%	18.3%	9.1%	12.7%	5.8%	6.0%	10.1%	16.5%	-2.8%	10.1%	3.8%	7.9%	9.0%
Kennet	11.4%	-4.2%	25.5%	19.5%	19.6%	32.1%	11.1%	11.9%	14.8%	13.9%	10.9%	15.6%	14.8%
North Wiltshire	5.5%	13.0%	41.2%	14.6%	21.3%	3.6%	18.0%	10.6%	7.5%	-0.4%	14.2%	10.1%	13.4%
Swindon	9.3%	10.0%	13.8%	10.5%	13.9%	10.5%	3.2%	15.1%	14.3%	11.9%	11.8%	9.7%	11.3%
West Wiltshire	6.7%	16.1%	8.8%	16.2%	23.6%	15.3%	12.4%	14.3%	3.6%	-0.7%	14.8%	0.8%	11.6%
Salisbury	9.1%	17.2%	39.4%	12.1%	22.7%	9.9%	10.7%	18.5%	-0.2%	-0.6%	2.2%	2.4%	12.2%
Other/Unknown	5.5%	101.4%	162.2%	191.9%	157.9%	322.2%	331.5%	281.3%	244.2%	234.9%	200.0%	139.6%	190.5%
Total	9.9%	10.9%	13.9%	12.3%	14.4%	10.2%	13.3%	11.0%	6.8%	6.1%	7.2%	5.9%	10.5%

Conveyance Rates by Sector

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8371	8919	8596	9017	9014	8546	9316	8819	9662	8966	8027	9133	106,386
Gloucestershire	4992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	62,480
Wiltshire	6324	6993	7268	7241	7105	6909	7535	7268	8000	7146	6586	7297	85,672
Other/Unknown	81	129	193	236	227	199	230	238	264	190	183	203	2,373
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5783	6067	5740	5900	5764	5832	6303	6044	6611	6199	5518	6280	72,041
Gloucestershire	3301	3308	3206	3240	3335	3362	3591	3407	3817	3526	3137	3523	40,753
Wiltshire	4186	4597	4444	4534	4507	4517	4887	4781	5047	4646	4241	4755	55,142
Other/Unknown	34	55	87	103	100	82	120	122	129	112	105	61	1,110
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,001	14,619	169,046

Conveyance Rate

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	69.08%	68.02%	66.78%	65.43%	63.94%	68.24%	67.66%	68.53%	68.42%	69.14%	68.74%	68.76%	67.7%
Gloucestershire	66.13%	63.94%	63.99%	63.16%	65.33%	66.81%	65.95%	64.36%	66.54%	66.74%	65.33%	64.32%	65.2%
Wiltshire	66.19%	65.74%	61.14%	62.62%	63.43%	65.38%	64.86%	65.78%	63.09%	65.02%	64.39%	65.16%	64.4%
Other/Unknown	41.98%	42.64%	45.08%	43.64%	44.05%	41.21%	52.17%	51.26%	48.86%	58.95%	57.38%	30.05%	46.8%
Total	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.8%

Conveyance Rates by PCT

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	18,682
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	55,285
Gloucestershire	4,992	5,174	5,010	5,130	5,105	5,032	5,445	5,294	5,736	5,283	4,802	5,477	62,480
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,764	1,972	23,146
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	25,218
Swindon	1,511	1,700	1,699	1,737	1,738	1,660	1,761	1,810	2,088	1,838	1,678	1,848	21,068
Wiltshire	3,569	3,926	4,350	4,191	4,129	3,960	4,250	4,057	4,478	3,953	3,746	4,035	48,644
Other/Unknown	81	130	193	237	230	203	231	238	264	192	183	206	2,388
Total	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,055	1,092	1,028	1,080	985	1,076	1,221	1,147	1,157	1,132	949	1,097	13,019
Bristol	2,937	3,116	2,946	3,002	2,905	2,887	3,145	2,984	3,335	3,126	2,719	3,097	36,201
Gloucestershire	3,301	3,308	3,206	3,240	3,335	3,362	3,591	3,407	3,817	3,526	3,137	3,523	40,753
North Somerset	1,292	1,317	1,257	1,307	1,326	1,333	1,366	1,343	1,483	1,342	1,215	1,446	16,027
South Gloucestershire	1,393	1,495	1,393	1,439	1,397	1,463	1,632	1,558	1,612	1,557	1,447	1,589	17,975
Swindon	948	1,085	1,059	1,026	1,011	1,030	1,077	1,159	1,266	1,149	1,058	1,195	13,063
Wiltshire	2,344	2,555	2,499	2,579	2,646	2,557	2,749	2,634	2,805	2,537	2,371	2,608	30,888
Other/Unknown	34	55	87	104	101	85	120	122	129	114	105	64	1,120
Total	13,304	14,027	13,477	13,777	13,706	13,793	14,901	14,354	15,604	14,483	13,001	14,619	169,046

Conveyance Rate

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	72.01%	69.55%	72.24%	70.18%	68.40%	71.88%	69.65%	68.60%	67.90%	70.31%	69.17%	67.01%	69.7%
Bristol	67.29%	66.21%	64.34%	62.74%	63.65%	65.61%	64.18%	65.81%	66.65%	67.66%	66.53%	65.37%	65.5%
Gloucestershire	66.13%	63.94%	63.99%	63.16%	65.33%	66.81%	65.95%	64.36%	66.54%	66.74%	65.33%	64.32%	65.2%
North Somerset	70.64%	70.88%	68.65%	69.26%	57.80%	69.28%	70.70%	71.59%	71.75%	70.19%	68.88%	73.33%	69.2%
South Gloucestershire	71.22%	69.50%	70.39%	67.94%	71.60%	72.79%	72.40%	72.87%	69.45%	71.52%	73.60%	72.33%	71.3%
Swindon	62.74%	63.82%	62.33%	59.07%	58.17%	62.05%	61.16%	64.03%	60.63%	62.51%	63.05%	64.66%	62.0%
Wiltshire	65.68%	65.18%	57.45%	61.54%	64.08%	64.57%	64.68%	64.92%	62.64%	64.18%	63.29%	64.63%	63.5%
Other/Unknown	41.98%	42.31%	45.08%	43.88%	43.91%	41.87%	51.95%	51.26%	48.86%	59.38%	57.38%	31.07%	46.9%
Total	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.8%

Conveyance Rates by District Council / Unitary Authority

Incidents with a response

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	4,706	4,582	4,785	4,564	4,400	4,900	4,534	5,004	4,620	4,087	4,738	55,285
South Gloucestershire	1,956	2,151	1,979	2,118	1,951	2,010	2,254	2,138	2,321	2,177	1,966	2,197	25,218
North Somerset	1,829	1,858	1,831	1,887	2,294	1,924	1,932	1,876	2,067	1,912	1,764	1,972	23,146
Bath and North East Somerset	1,465	1,570	1,423	1,539	1,440	1,497	1,753	1,672	1,704	1,610	1,372	1,637	18,682
Forest of Dean	638	630	625	622	708	655	679	645	788	655	636	685	7,966
Cotswold	657	675	709	686	659	678	711	646	786	699	615	705	8,226
Tewkesbury	572	628	585	627	581	571	633	626	698	641	561	644	7,367
Cheltenham	1,094	1,068	1,055	1,056	1,066	1,034	1,192	1,142	1,176	1,161	998	1,243	13,285
Gloucester	1,153	1,275	1,223	1,251	1,283	1,229	1,358	1,288	1,338	1,210	1,170	1,266	15,044
Stroud	878	898	813	888	808	865	872	947	950	917	822	934	10,592
Kennet	607	571	644	673	658	696	708	657	758	665	608	682	7,927
North Wiltshire	908	1,040	1,399	1,161	1,087	1,012	1,160	1,056	1,230	1,069	1,003	1,103	13,228
Swindon	1,496	1,683	1,677	1,723	1,723	1,634	1,759	1,804	2,056	1,819	1,651	1,824	20,849
West Wiltshire	1,163	1,258	1,160	1,310	1,337	1,243	1,350	1,305	1,396	1,226	1,224	1,283	15,255
Salisbury	891	1,057	1,147	1,047	1,047	1,009	1,032	1,039	1,094	993	911	967	12,234
Other/Unknown	96	147	215	251	245	228	233	244	296	211	210	230	2,606
Total	19,768	21,215	21,067	21,624	21,451	20,685	22,526	21,619	23,662	21,585	19,598	22,110	256,910

Incidents with transport

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,937	3,116	2,946	3,002	2,905	2,887	3,145	2,984	3,335	3,126	2,719	3,097	36,201
South Gloucestershire	1,393	1,495	1,393	1,439	1,397	1,463	1,632	1,558	1,612	1,557	1,447	1,589	17,975
North Somerset	1,292	1,317	1,257	1,307	1,326	1,333	1,366	1,343	1,483	1,342	1,215	1,446	16,027
Bath and North East Somerset	1,055	1,092	1,028	1,080	985	1,076	1,221	1,147	1,157	1,132	949	1,097	13,019
Forest of Dean	420	420	396	382	470	432	444	422	514	446	420	442	5,208
Cotswold	464	440	480	453	443	448	497	431	535	469	428	480	5,568
Tewkesbury	368	403	378	396	397	390	415	432	466	440	359	427	4,871
Cheltenham	732	692	693	697	697	709	797	756	826	783	645	748	8,775
Gloucester	762	824	769	809	824	824	911	811	924	822	797	842	9,919
Stroud	555	529	490	503	504	559	527	555	552	566	488	584	6,412
Kennet	425	397	438	408	439	455	477	444	447	454	388	435	5,207
North Wiltshire	607	690	683	721	704	645	783	688	801	692	650	723	8,387
Swindon	936	1,074	1,046	1,016	1,001	1,012	1,075	1,154	1,243	1,135	1,035	1,175	12,902
West Wiltshire	695	756	704	737	796	751	802	785	803	719	716	802	9,066
Salisbury	617	716	674	713	707	706	687	717	754	672	617	648	8,228
Other/Unknown	46	66	100	114	111	102	122	127	152	128	128	84	1,280
Total	13,304	14,027	13,477	13,777	13,706	13,792	14,901	14,354	15,604	14,483	13,001	14,619	169,045

Conveyance Rate

	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol, City of	67.29%	66.21%	64.34%	62.74%	63.65%	65.61%	64.18%	65.81%	66.65%	67.66%	66.53%	65.37%	65.5%
South Gloucestershire	71.22%	69.50%	70.39%	67.94%	71.60%	72.79%	72.40%	72.87%	69.45%	71.52%	73.60%	72.33%	71.3%
North Somerset	70.64%	70.88%	68.65%	69.26%	57.80%	69.28%	70.70%	71.59%	71.75%	70.19%	68.88%	73.33%	69.2%
Bath and North East Somerset	72.01%	69.55%	72.24%	70.18%	68.40%	71.88%	69.65%	68.60%	67.90%	70.31%	69.17%	67.01%	69.7%
Forest of Dean	65.83%	66.67%	63.36%	61.41%	66.38%	65.95%	65.39%	65.43%	65.23%	68.09%	66.04%	64.53%	65.4%
Cotswold	70.62%	65.19%	67.70%	66.03%	67.22%	66.08%	69.90%	66.72%	68.07%	67.10%	69.59%	68.09%	67.7%
Tewkesbury	64.34%	64.17%	64.62%	63.16%	68.33%	68.30%	65.56%	69.01%	66.76%	68.64%	63.99%	66.30%	66.1%
Cheltenham	66.91%	64.79%	65.69%	66.00%	65.38%	68.57%	66.86%	66.20%	70.24%	67.44%	64.63%	60.18%	66.1%
Gloucester	66.09%	64.63%	62.88%	64.67%	64.22%	67.05%	67.08%	62.97%	69.06%	67.93%	68.12%	66.51%	65.9%
Stroud	63.21%	58.91%	60.27%	56.64%	62.38%	64.62%	60.44%	58.61%	58.11%	61.72%	59.37%	62.53%	60.5%
Kennet	70.02%	69.53%	68.01%	60.62%	66.72%	65.37%	67.37%	67.58%	58.97%	68.27%	63.82%	63.78%	65.7%
North Wiltshire	66.85%	66.35%	48.82%	62.10%	64.77%	63.74%	67.50%	65.15%	65.12%	64.73%	64.81%	65.55%	63.4%
Swindon	62.57%	63.81%	62.37%	58.97%	58.10%	61.93%	61.11%	63.97%	60.46%	62.40%	62.69%	64.42%	61.9%
West Wiltshire	59.76%	60.10%	60.69%	56.26%	59.54%	60.42%	59.41%	60.15%	57.52%	58.65%	58.50%	62.51%	59.4%
Salisbury	69.25%	67.74%	58.76%	68.10%	67.53%	69.97%	66.57%	69.01%	68.92%	67.67%	67.73%	67.01%	67.3%
Other/Unknown	47.92%	44.90%	46.51%	45.42%	45.31%	44.74%	52.36%	52.05%	51.35%	60.66%	60.95%	36.52%	49.1%
Total	67.3%	66.1%	64.0%	63.7%	63.9%	66.7%	66.2%	66.4%	65.9%	67.1%	66.3%	66.1%	65.8%

Total Number of Responses by Sector

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	12165	1273	1240	1294	1273	1223	1319	1264	1394	1267	1146	1346	152,601
Gloucestershire	7087	729	697	724	7242	7274	7853	768	8412	7524	696	814	89,700
Wiltshire	9368	1035	1042	1058	1038	1025	1124	1076	1179	1031	970	1085	126,040
Other/Unknown	72	119	196	237	230	196	224	264	247	193	197	193	2,368
Total	28,692	30,50	30,00	31,011	30,587	29,961	32,512	31,34	34,39	30,707	28,33	32,65	370,709

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Avon	10445	11181	1072	11271	1108	1100	11671	1205	1284	12431	1069	1260	138,013
Gloucestershire	6055	631	624	6514	6463	652	6567	6472	7767	7043	6475	7381	79,824
Wiltshire	8012	8594	838	9023	8489	8671	9529	9241	10657	9856	8694	992	109,074
Other/Unknown	97	65	85	83	94	60	45	72	73	51	63	68	856
Total	24,609	26,15	25,437	26,891	26,132	26,267	27,812	27,841	31,342	29,381	25,92	29,97	327,767

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	16.5%	13.9%	15.7%	14.9%	14.8%	11.2%	13.0%	4.9%	8.6%	1.9%	7.2%	6.8%	10.9%
Gloucestershire	17.0%	15.5%	11.7%	11.2%	12.1%	11.4%	19.6%	18.7%	8.3%	6.8%	7.6%	10.4%	12.6%
Wiltshire	16.9%	20.5%	24.3%	17.3%	22.3%	18.2%	18.0%	16.5%	10.7%	4.7%	11.6%	9.3%	16.2%
Other/Unknown	-25.8%	83.1%	130.6%	185.5%	144.7%	226.7%	397.8%	266.7%	238.4%	278.4%	212.7%	183.8%	176.0%
Total	16.6%	16.6%	17.9%	15.3%	17.0%	14.1%	16.9%	12.6%	9.8%	4.5%	9.3%	8.9%	13.5%

Total Number of Responses by PCT

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	2,090	2,27	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	26,656
Bristol	6,446	6,87	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	80,651
Gloucestershire	7,087	7,290	6,978	7,246	7,242	7,274	7,853	7,680	8,412	7,524	6,965	8,149	89,700
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,605	2,923	33,134
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	35,051
Swindon	2,202	2,464	2,450	2,478	2,502	2,436	2,576	2,636	3,058	2,626	2,504	2,746	30,678
Wiltshire	5,377	5,894	6,192	6,202	6,147	5,963	6,459	6,120	6,685	5,791	5,558	6,059	72,447
Other/Unknown	72	121	196	239	232	201	226	264	247	197	197	200	2,392
Total	28,692	30,50	30,00	31,011	30,587	29,961	32,512	31,34	34,39	30,707	28,33	32,65	370,709

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bath and North East Somerset	1,800	1,851	1,756	1,931	1,876	1,825	1,952	2,066	2,273	2,051	1,887	2,155	23,423
Bristol	5,406	5,937	5,815	5,966	5,838	5,794	6,415	6,413	6,662	6,543	5,710	6,671	73,170
Gloucestershire	6,055	6,313	6,246	6,514	6,463	6,528	6,567	6,472	7,767	7,043	6,475	7,381	79,824
North Somerset	2,196	2,373	2,234	2,468	2,501	2,344	2,370	2,491	2,760	2,763	2,198	2,655	29,353
South Gloucestershire	2,563	2,615	2,442	2,613	2,508	2,607	2,645	2,875	3,131	2,845	2,529	2,917	32,290
Swindon	1,928	2,128	2,050	2,142	2,115	2,107	2,422	2,298	2,547	2,360	2,138	2,420	26,655
Wiltshire	4,563	4,869	4,809	5,169	4,731	4,999	5,394	5,151	6,117	5,724	4,925	5,705	62,156
Other/Unknown	98	67	85	88	100	63	47	75	85	52	63	73	896
Total	24,609	26,15	25,437	26,891	26,132	26,267	27,812	27,841	31,342	29,381	25,92	29,97	327,767

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	16.1%	23.0%	17.6%	14.4%	7.7%	17.9%	30.0%	14.1%	6.5%	9.3%	1.7%	9.9%	14.2%
Bristol PCT	19.2%	15.9%	15.2%	17.4%	14.8%	10.1%	9.5%	3.1%	10.1%	1.3%	2.6%	6.1%	10.6%
Gloucestershire PCT	17.0%	15.5%	11.7%	11.2%	12.1%	11.4%	19.6%	18.7%	8.3%	6.8%	7.6%	10.4%	12.6%
North Somerset PCT	20.8%	10.3%	18.6%	8.3%	22.6%	17.9%	15.5%	8.6%	8.8%	-0.9%	18.5%	10.1%	13.2%
South Gloucestershire PCT	7.9%	13.23%	13.43%	13.16%	6.58%	7.10%	17.20%	3.55%	3.45%	4.15%	7.83%	7.20%	8.68%
Swindon PCT	14.2%	15.79%	19.51%	15.69%	18.30%	15.61%	6.36%	14.71%	20.06%	11.27%	17.12%	13.47%	15.25%
Wiltshire PCT	17.8%	21.05%	28.76%	19.98%	29.93%	19.28%	19.74%	18.81%	9.29%	1.17%	12.85%	6.21%	17.60%
Other/Unknown	-26.5%	80.6%	130.6%	171.6%	132.0%	219.0%	380.9%	252.0%	190.6%	278.8%	212.7%	174.0%	166.3%
Total	16.6%	16.6%	17.9%	15.3%	17.0%	14.1%	16.9%	12.6%	9.8%	4.5%	9.3%	8.9%	13.5%

Total Number of Responses by District Council/Unitary Authority

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	6,446	6,87	6,700	7,006	6,704	6,381	7,024	6,610	7,334	6,626	5,861	7,080	80,651
South Gloucestershire	2,765	2,961	2,770	2,957	2,673	2,792	3,100	2,977	3,239	2,963	2,727	3,127	35,051
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,605	2,923	33,134
Bath and North East Somerset	2,090	2,276	2,065	2,209	2,021	2,151	2,537	2,357	2,420	2,242	1,919	2,369	26,656
Forest of Dean	934	923	863	899	1,046	937	1,021	950	1,186	974	936	1,050	11,719
Cotswold	950	925	987	936	885	966	1,033	939	1,131	970	899	1,050	11,671
Tewkesbury	824	927	852	908	844	848	928	927	1,044	944	837	973	10,856
Cheltenham	1,513	1,465	1,455	1,472	1,453	1,465	1,678	1,641	1,737	1,631	1,424	1,778	18,712
Gloucester	1,632	1,770	1,662	1,745	1,806	1,763	1,932	1,842	1,936	1,712	1,649	1,897	21,346
Stroud	1,234	1,280	1,159	1,286	1,208	1,295	1,261	1,381	1,378	1,293	1,220	1,401	15,396
Kennet	933	840	979	967	979	1,030	1,070	982	1,100	957	886	1,012	11,735
North Wiltshire	1,397	1,644	1,948	1,757	1,671	1,576	1,818	1,667	1,928	1,629	1,563	1,731	20,329
Swindon	2,175	2,439	2,417	2,453	2,480	2,397	2,573	2,628	3,007	2,599	2,467	2,709	30,344
West Wiltshire	1,772	1,896	1,693	1,992	1,979	1,875	2,086	1,966	2,073	1,831	1,823	1,932	22,920
Salisbury	1,275	1,512	1,572	1,486	1,518	1,482	1,485	1,505	1,584	1,374	1,286	1,384	17,463
Other/Unknown	99	146	229	264	254	237	229	272	298	224	234	237	2,723
Total	28,692	30,50	30,00	31,011	30,587	29,95	32,512	31,34	34,39	30,707	28,33	32,65	370,706

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bristol	5,406	5,937	5,815	5,966	5,838	5,794	6,415	6,413	6,662	6,543	5,710	6,671	73,170
South Gloucestershire	2,563	2,615	2,442	2,613	2,508	2,607	2,645	2,875	3,131	2,845	2,529	2,917	32,290
North Somerset	2,196	2,373	2,234	2,468	2,501	2,344	2,370	2,491	2,760	2,763	2,198	2,655	29,353
Bath and North East Somerset	1,800	1,851	1,756	1,931	1,876	1,825	1,952	2,066	2,273	2,051	1,887	2,155	23,423
Forest of Dean	795	894	835	905	871	858	846	829	965	969	797	979	10,543
Cotswold	790	829	872	978	918	880	958	843	1,034	911	929	1,001	10,943
Tewkesbury	733	778	766	762	825	855	820	750	951	831	779	936	9,786
Cheltenham	1,271	1,303	1,277	1,322	1,277	1,328	1,357	1,266	1,614	1,498	1,348	1,494	16,355
Gloucester	1,376	1,454	1,451	1,465	1,502	1,489	1,495	1,595	1,806	1,666	1,510	1,735	18,544
Stroud	1,090	1,055	1,045	1,082	1,070	1,118	1,091	1,189	1,397	1,168	1,112	1,236	13,653
Kennet	708	796	664	781	756	725	882	851	959	842	783	877	9,624
North Wiltshire	1,245	1,357	1,450	1,467	1,319	1,438	1,456	1,425	1,707	1,602	1,312	1,580	17,358
Swindon	1,911	2,105	2,029	2,121	2,096	2,097	2,399	2,281	2,533	2,342	2,114	2,393	26,421
West Wiltshire	1,525	1,528	1,559	1,655	1,515	1,571	1,764	1,657	1,986	1,869	1,574	1,881	20,084
Salisbury	1,085	1,188	1,136	1,266	1,141	1,265	1,292	1,218	1,465	1,411	1,256	1,367	15,090
Other/Unknown	115	90	106	109	119	73	70	92	99	70	87	100	1,130
Total	24,609	26,15	25,437	26,891	26,132	26,267	27,812	27,841	31,342	29,381	25,92	29,97	327,767

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	19.2%	15.9%	15.2%	17.4%	14.8%	10.1%	9.5%	3.1%	10.1%	1.3%	2.6%	6.1%	10.6%
South Gloucestershire	7.9%	13.2%	13.4%	13.2%	6.6%	7.1%	17.2%	3.5%	3.4%	4.1%	7.8%	7.2%	8.7%
North Somerset	20.8%	10.3%	18.6%	8.3%	22.6%	17.9%	15.5%	8.6%	8.8%	-0.9%	18.5%	10.1%	13.2%
Bath and North East Somerset	16.1%	23.0%	17.6%	14.4%	7.7%	17.9%	30.0%	14.1%	6.5%	9.3%	1.7%	9.9%	14.2%
Forest of Dean	17.5%	3.2%	3.4%	-0.7%	20.1%	9.2%	20.7%	14.6%	22.9%	0.5%	17.4%	7.3%	11.6%
Cotswold	20.3%	11.6%	13.2%	-4.3%	-3.6%	9.8%	7.8%	11.4%	9.4%	6.5%	-3.2%	4.9%	6.8%
Tewkesbury	12.4%	19.2%	11.2%	19.2%	2.3%	-0.8%	13.2%	23.6%	9.8%	13.6%	7.4%	4.0%	11.7%
Cheltenham	19.0%	12.4%	13.9%	11.3%	13.8%	10.3%	23.7%	29.6%	7.6%	8.9%	5.6%	19.0%	13.9%
Gloucester	18.6%	21.7%	14.5%	19.1%	20.2%	18.4%	29.2%	15.5%	7.2%	2.8%	9.2%	9.3%	15.7%
Stroud	13.2%	21.3%	10.9%	18.9%	12.9%	15.8%	15.6%	16.1%	-1.4%	10.7%	9.7%	13.3%	12.7%
Kennet	31.8%	5.5%	47.4%	23.8%	29.5%	42.1%	21.3%	15.4%	14.7%	13.7%	13.2%	15.4%	22.6%
North Wiltshire	12.2%	21.1%	34.3%	19.8%	26.7%	9.6%	24.9%	17.0%	12.9%	1.7%	19.1%	9.6%	17.9%
Swindon	13.8%	15.9%	19.1%	15.7%	18.3%	14.3%	7.3%	15.2%	18.7%	11.0%	16.7%	13.2%	15.0%
West Wiltshire	16.2%	24.2%	8.6%	20.4%	30.6%	19.4%	18.3%	18.6%	4.4%	-2.0%	15.8%	2.7%	15.3%
Salisbury	17.5%	27.3%	38.4%	17.4%	33.0%	17.2%	14.9%	23.6%	8.1%	-2.6%	2.4%	1.2%	17.2%
Other/Unknown	-13.9%	62.2%	116.0%	142.2%	113.4%	224.7%	227.1%	195.7%	201.0%	220.0%	169.0%	137.0%	141.4%
Total	16.6%	16.6%	17.9%	15.3%	17.0%	14.1%	16.9%	12.6%	9.8%	4.5%	9.3%	8.9%	13.5%

Total Number of Patients Transported by Sector

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5855	6164	5795	6004	5895	5932	6434	6186	6760	6347	5643	6406	73,421
Gloucestershire	3322	3362	3231	3291	3394	3409	3635	3468	3902	3612	3202	3581	41,409
Wiltshire	4233	4675	4501	4621	4604	4574	4996	4871	5132	4758	4338	4835	56,138
Other/Unknown	37	60	91	110	113	89	127	142	144	127	124	68	1,232
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,307	14,890	172,200

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Avon	5327	5566	5346	5487	5402	5352	5700	5888	6197	5993	5371	6193	67,822
Gloucestershire	2670	2836	2821	2881	2879	2958	3111	2990	3674	3400	3056	3404	36,680
Wiltshire	3890	4034	3838	4127	3904	3969	4519	4348	4751	4453	4069	4518	50,420
Other/Unknown	54	28	39	45	48	38	24	30	32	25	33	37	433
Total	11,941	12,464	12,044	12,540	12,233	12,317	13,354	13,256	14,654	13,871	12,529	14,152	155,355

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	9.9%	10.7%	8.4%	9.4%	9.1%	10.8%	12.9%	5.1%	9.1%	5.9%	5.1%	3.4%	8.7%
Gloucestershire	24.4%	18.5%	14.5%	14.2%	17.9%	15.2%	16.8%	16.0%	6.2%	6.2%	4.8%	5.2%	13.7%
Wiltshire	8.8%	15.9%	17.3%	12.0%	17.9%	15.2%	10.6%	12.0%	8.0%	6.8%	6.6%	7.0%	11.8%
Other/Unknown	-31.5%	114.3%	133.3%	144.4%	135.4%	134.2%	429.2%	373.3%	350.0%	408.0%	275.8%	83.8%	193.9%
Total	12.6%	14.4%	13.1%	11.9%	14.5%	13.7%	13.8%	10.6%	8.8%	7.0%	6.2%	5.2%	11.4%

Total Number of Patients Transported by PCT

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	36,937
Gloucestershire	3,322	3,362	3,231	3,291	3,394	3,409	3,635	3,468	3,902	3,612	3,202	3,581	41,409
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,247	1,476	16,335
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	18,292
Swindon	958	1,103	1,068	1,045	1,027	1,043	1,105	1,173	1,292	1,182	1,084	1,211	13,291
Wiltshire	2,369	2,609	2,540	2,637	2,709	2,597	2,816	2,688	2,845	2,587	2,427	2,652	31,476
Other/Unknown	37	60	91	111	114	92	127	142	144	129	124	71	1,242
Total	13,447	14,261	13,618	14,026	14,006	14,004	15,192	14,667	15,938	14,844	13,307	14,890	172,200

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bath and North East Somerset	996	987	910	982	943	971	1,040	1,103	1,138	1,046	978	1,094	12,188
Bristol	2,649	2,867	2,760	2,743	2,758	2,728	2,937	2,945	3,066	2,984	2,754	3,149	34,340
Gloucestershire	2,670	2,836	2,821	2,881	2,879	2,958	3,111	2,990	3,674	3,400	3,056	3,404	36,680
North Somerset	1,216	1,258	1,229	1,294	1,271	1,205	1,296	1,326	1,415	1,399	1,138	1,335	15,382
South Gloucestershire	1,310	1,300	1,229	1,339	1,247	1,289	1,340	1,465	1,568	1,473	1,345	1,530	16,435
Swindon	913	989	952	1,000	984	926	1,132	1,044	1,083	1,007	973	1,062	12,065
Wiltshire	2,133	2,197	2,104	2,252	2,100	2,201	2,474	2,350	2,674	2,536	2,252	2,539	27,812
Other/Unknown	54	30	39	49	51	39	24	33	36	26	33	39	453
Total	11,941	12,464	12,044	12,540	12,233	12,317	13,354	13,256	14,654	13,871	12,529	14,152	155,355

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	6.8%	11.7%	14.0%	11.1%	7.0%	11.5%	18.9%	6.0%	3.4%	11.2%	-1.3%	2.5%	9.0%
Bristol PCT	12.3%	10.0%	7.6%	11.4%	8.0%	7.5%	9.9%	4.4%	11.5%	7.5%	0.9%	0.4%	8.3%
Gloucestershire PCT	24.4%	18.5%	14.5%	14.2%	17.9%	15.2%	16.8%	16.0%	6.2%	6.2%	4.8%	5.2%	13.7%
North Somerset PCT	7.5%	6.8%	3.9%	3.1%	6.5%	12.8%	7.5%	2.8%	6.6%	-1.9%	9.6%	10.6%	5.8%
South Gloucestershire PCT	8.1%	17.46%	14.24%	9.04%	13.95%	15.44%	23.28%	8.40%	5.36%	7.88%	9.96%	5.62%	11.88%
Swindon PCT	4.9%	11.53%	12.18%	4.50%	4.37%	12.63%	-2.39%	12.36%	19.30%	17.38%	11.41%	14.03%	9.79%
Wiltshire PCT	11.1%	18.75%	20.72%	17.10%	29.00%	17.99%	13.82%	14.38%	6.39%	2.01%	7.77%	4.45%	14.05%
Other/Unknown	-31.5%	100.0%	133.3%	126.5%	123.5%	135.9%	429.2%	330.3%	300.0%	396.2%	275.8%	82.1%	182.9%
Total	12.6%	14.4%	13.1%	11.9%	14.5%	13.7%	13.8%	10.6%	8.8%	7.0%	6.2%	5.2%	11.4%

Total Number of Patients Transported by District Council/Unitary Authority

Current Year	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,974	3,154	2,970	3,057	2,978	2,933	3,227	3,076	3,418	3,209	2,779	3,162	36,937
South Gloucestershire	1,416	1,527	1,404	1,460	1,421	1,488	1,652	1,588	1,652	1,589	1,479	1,616	18,292
North Somerset	1,307	1,344	1,277	1,334	1,354	1,359	1,393	1,363	1,508	1,373	1,247	1,476	16,335
Bath and North East Somerset	1,064	1,102	1,037	1,091	1,009	1,083	1,237	1,169	1,177	1,163	965	1,121	13,218
Forest of Dean	424	425	400	389	478	439	451	426	526	457	431	450	5,296
Cotswold	466	446	486	458	451	450	501	440	548	482	435	489	5,652
Tewkesbury	372	414	381	404	404	391	423	441	473	455	367	432	4,957
Cheltenham	737	705	697	706	703	716	804	768	838	798	655	764	8,891
Gloucester	765	835	771	822	842	837	922	833	951	843	816	853	10,090
Stroud	558	537	496	512	516	576	534	560	566	577	498	593	6,523
Kennet	432	403	447	416	451	466	492	452	454	464	406	448	5,331
North Wiltshire	612	701	693	734	715	648	793	704	816	706	668	736	8,526
Swindon	945	1,090	1,054	1,035	1,017	1,025	1,103	1,168	1,269	1,168	1,059	1,191	13,124
West Wiltshire	699	764	714	756	810	759	814	801	807	727	727	811	9,189
Salisbury	626	741	686	731	733	724	717	731	768	690	626	657	8,430
Other/Unknown	50	73	105	121	124	109	129	147	167	143	149	91	1,408
Total	13,447	14,261	13,618	14,026	14,006	14,003	15,192	14,667	15,938	14,844	13,307	14,890	172,199

2008/09	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD
Bristol	2,649	2,867	2,760	2,743	2,758	2,728	2,937	2,945	3,066	2,984	2,754	3,149	34,340
South Gloucestershire	1,310	1,300	1,229	1,339	1,247	1,289	1,340	1,465	1,568	1,473	1,345	1,530	16,435
North Somerset	1,216	1,258	1,229	1,294	1,271	1,205	1,296	1,326	1,415	1,399	1,138	1,335	15,382
Bath and North East Somerset	996	987	910	982	943	971	1,040	1,103	1,138	1,046	978	1,094	12,188
Forest of Dean	354	371	365	359	359	371	407	366	462	466	370	439	4,689
Cotswold	335	374	383	411	385	406	454	429	537	467	468	508	5,157
Tewkesbury	321	336	338	333	338	368	368	332	419	391	365	399	4,308
Cheltenham	581	640	587	620	601	637	695	616	800	757	670	723	7,927
Gloucester	630	703	716	700	751	690	721	766	862	836	713	810	8,898
Stroud	449	412	432	458	445	486	466	481	594	483	470	525	5,701
Kennet	353	386	313	348	352	359	415	387	445	399	369	408	4,534
North Wiltshire	550	572	597	606	550	588	646	652	699	726	579	703	7,468
Swindon	901	975	943	992	970	919	1,122	1,033	1,074	994	964	1,050	11,937
West Wiltshire	663	642	622	651	601	643	744	697	794	738	644	753	8,192
Salisbury	567	597	572	647	597	611	669	614	736	673	660	675	7,618
Other/Unknown	66	44	48	57	65	46	34	44	45	39	42	51	581
Total	11,941	12,464	12,044	12,540	12,233	12,317	13,354	13,256	14,654	13,871	12,529	14,152	155,355

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	12.3%	10.0%	7.6%	11.4%	8.0%	7.5%	9.9%	4.4%	11.5%	7.5%	0.9%	0.4%	8.3%
South Gloucestershire	8.1%	17.5%	14.2%	9.0%	14.0%	15.4%	23.3%	8.4%	5.4%	7.9%	10.0%	5.6%	11.9%
North Somerset	7.5%	6.8%	3.9%	3.1%	6.5%	12.8%	7.5%	2.8%	6.6%	-1.9%	9.6%	10.6%	5.8%
Bath and North East Somerset	6.8%	11.7%	14.0%	11.1%	7.0%	11.5%	18.9%	6.0%	3.4%	11.2%	-1.3%	2.5%	9.0%
Forest of Dean	19.8%	14.6%	9.6%	8.4%	33.1%	18.3%	10.8%	16.4%	13.9%	-1.9%	16.5%	2.5%	14.0%
Cotswold	39.1%	19.3%	26.9%	11.4%	17.1%	10.8%	10.4%	2.6%	2.0%	3.2%	-7.1%	-3.7%	11.1%
Tewkesbury	15.9%	23.2%	12.7%	21.3%	19.5%	6.3%	14.9%	32.8%	12.9%	16.4%	0.5%	8.3%	15.8%
Cheltenham	26.9%	10.2%	18.7%	13.9%	17.0%	12.4%	15.7%	24.7%	4.8%	5.4%	-2.2%	5.7%	12.8%
Gloucester	21.4%	18.8%	7.7%	17.4%	12.1%	21.3%	27.9%	8.7%	10.3%	0.8%	14.4%	5.3%	14.2%
Stroud	24.3%	30.3%	14.8%	11.8%	16.0%	18.5%	14.6%	16.4%	-4.7%	19.5%	6.0%	13.0%	14.6%
Kennet	22.4%	4.4%	42.8%	19.5%	28.1%	29.8%	18.6%	16.8%	2.0%	16.3%	10.0%	9.8%	18.3%
North Wiltshire	11.3%	22.6%	16.1%	21.1%	30.0%	10.2%	22.8%	8.0%	16.7%	-2.8%	15.4%	4.7%	15.2%
Swindon	4.9%	11.8%	11.8%	4.3%	4.8%	11.5%	-1.7%	13.1%	18.2%	17.5%	9.9%	13.4%	9.6%
West Wiltshire	5.4%	19.0%	14.8%	16.1%	34.8%	18.0%	9.4%	14.9%	1.6%	-1.5%	12.9%	7.7%	12.6%
Salisbury	10.4%	24.1%	19.9%	13.0%	22.8%	18.5%	7.2%	19.1%	4.3%	2.5%	-5.2%	-2.7%	12.0%
Other/Unknown	-24.2%	65.9%	118.8%	112.3%	90.8%	137.0%	279.4%	234.1%	271.1%	266.7%	254.8%	78.4%	148.5%
Total	12.6%	14.4%	13.1%	11.9%	14.5%	13.7%	13.8%	10.6%	8.8%	7.0%	6.2%	5.2%	11.4%

Summary of Contracted Activity (Incidents With Response)

Bath and North East Somerset	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,381	1,486	1,356	1,507	1,420	1,396	1,529	1,536	1,755	1,579	1,396	1,657	17,998
Actual	1,465	1570	1423	1539	1440	1497	1753	1672	1704	1610	1372	1637	18,682
Variance	6.08%	5.65%	4.94%	2.12%	1.41%	7.23%	14.65%	8.85%	-2.91%	1.96%	-1.72%	-1.21%	3.80%

Bristol	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	3,950	4,406	4,307	4,305	4,208	4,224	4,641	4,536	4,800	4,429	4,090	5,043	52,939
Actual	4,365	4706	4582	4785	4564	4400	4900	4534	5004	4620	4087	4738	55,285
Variance	10.51%	6.81%	6.38%	11.15%	8.46%	4.17%	5.58%	-0.04%	4.25%	4.31%	-0.07%	-6.05%	4.43%

Gloucestershire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	4,438	4,769	4,716	4,913	4,810	5,015	4,943	4,696	6,025	5,396	4,812	5,479	60,012
Actual	4,992	5174	5010	5130	5105	5032	5445	5294	5736	5283	4802	5477	62,480
Variance	12.48%	8.49%	6.23%	4.42%	6.13%	0.34%	10.16%	12.73%	-4.80%	-2.09%	-0.21%	-0.04%	4.11%

North Somerset	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,613	1,820	1,781	1,763	1,848	1,669	1,803	1,890	2,060	1,966	1,534	1,996	21,743
Actual	1,829	1858	1831	1887	2294	1924	1932	1876	2067	1912	1764	1972	23,146
Variance	13.39%	2.09%	2.81%	7.03%	24.13%	15.28%	7.15%	-0.74%	0.34%	-2.75%	14.99%	-1.20%	6.45%

South Gloucestershire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	2,091	2,124	1,886	1,921	1,901	1,997	1,953	2,095	2,404	2,089	1,882	2,133	24,479
Actual	1,956	2151	1979	2118	1951	2010	2254	2138	2321	2177	1966	2197	25,218
Variance	-6.46%	1.27%	4.93%	10.26%	2.63%	0.65%	15.41%	1.91%	-3.45%	4.21%	4.46%	3.00%	3.02%

Swindon	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,357	1,536	1,514	1,625	1,589	1,504	1,791	1,651	1,919	1,737	1,592	1,821	19,638
Actual	1,511	1700	1699	1737	1738	1660	1761	1810	2088	1838	1678	1848	21,068
Variance	11.35%	10.53%	12.22%	6.89%	9.38%	10.37%	-1.68%	9.63%	8.81%	5.81%	5.40%	1.48%	7.28%

Wiltshire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	3,298	3,638	3,454	3,796	3,395	3,622	3,961	3,664	4,578	4,274	3,448	3,912	45,040
Actual	3,569	3926	4350	4191	4129	3960	4250	4057	4478	3953	3746	4035	48,644
Variance	8.22%	7.92%	25.94%	10.41%	21.62%	9.33%	7.30%	10.73%	-2.18%	-7.51%	8.64%	3.14%	8.00%

Other/Unknown	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	86	59	110	72	94	43	52	52	75	59	78	140	920
Actual	81	130	193	237	230	203	231	238	264	192	183	206	2,388
Variance	-5.81%	120.34%	75.45%	229.17%	144.68%	372.09%	344.23%	357.69%	252.00%	225.42%	134.62%	47.14%	159.57%

GWAS	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	18,214	19,840	19,124	19,902	19,265	19,470	20,673	20,123	23,616	21,529	18,832	22,181	242,769
Actual	19,768	21,215	21,067	21,624	21,451	20,686	22,526	21,619	23,662	21,585	19,598	22,110	256,911
Variance	8.53%	6.93%	10.16%	8.65%	11.35%	6.25%	8.96%	7.43%	0.19%	0.26%	4.07%	-0.32%	5.83%

Great Western Ambulance Service NHS
NHS Trust

ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2010/11

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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
2009/10	19,768	*	*	*	*	*	*	*	*	*	*	*	19,768
2010/11 Contract	20,389	*	*	*	*	*	*	*	*	*	*	*	20,389
2010/11 Actual	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656
Variance from Contract	267	*	*	*	*	*	*	*	*	*	*	*	267
Variance from Contract %	1.3%	*	*	*	*	*	*	*	*	*	*	*	1.3%
Variance from 2009/10	*888*	*	*	*	*	*	*	*	*	*	*	*	*888*
Variance from 2009/10 %	*4.5%*	*	*	*	*	*	*	*	*	*	*	*	4.5%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	13,304	*	*	*	*	*	*	*	*	*	*	*	13,304
2010/11 Contract	13,703	*	*	*	*	*	*	*	*	*	*	*	13,703
2010/11 Actual	13,901	*	*	*	*	*	*	*	*	*	*	*	13,901
Variance from Contract	198	*	*	*	*	*	*	*	*	*	*	*	198
Variance from Contract %	1.4%	*	*	*	*	*	*	*	*	*	*	*	1.4%
Variance from 2009/10	*597*	*	*	*	*	*	*	*	*	*	*	*	*597*
Variance from 2009/10 %	*4.5%*	*	*	*	*	*	*	*	*	*	*	*	*4.5%*

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	67.3%	*	*	*	*	*	*	*	*	*	*	*	67.3%
2010/11 Actual	67.3%	*	*	*	*	*	*	*	*	*	*	*	67.3%
Variance from 2009/10 %	*0.0%*	*	*	*	*	*	*	*	*	*	*	*	*0.0%*

PERFORMANCE:

Category A 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	76.03%	77.41%	77.17%	72.72%	77.17%	75.77%	74.78%	75.04%	69.97%	71.20%	75.80%	78.24%	75.0%
2010/11 Target	74.00%	76.00%	75.50%	76.25%	76.25%	75.75%	76.25%	76.25%	75.25%	75.75%	75.75%	75.25%	75.0%
2010/11 Actual	78.31%	*	*	*	*	*	*	*	*	*	*	*	78.3%
Variance from Target	4.3%	*	*	*	*	*	*	*	*	*	*	*	3.3%
Variance from 2009/10	*2.3%*	*	*	*	*	*	*	*	*	*	*	*	*3.3%*

Category A 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	95.89%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
2010/11 Target	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.40%	95.4%
2010/11 Actual	95.98%	*	*	*	*	*	*	*	*	*	*	*	96.0%
Variance from Target	0.6%	*	*	*	*	*	*	*	*	*	*	*	0.6%
Variance from 2009/10	*0.1%*	*	*	*	*	*	*	*	*	*	*	*	*0.9%*

Category B 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.36%	92.95%	92.40%	91.04%	91.82%	92.16%	89.75%	89.80%	86.45%	87.69%	90.15%	90.98%	90.7%
2010/11 Target	93.40%	94.40%	94.40%	94.65%	94.65%	94.65%	94.90%	94.90%	94.90%	95.15%	95.15%	95.40%	95.0%
2010/11 Actual	93.18%	*	*	*	*	*	*	*	*	*	*	*	93.2%
Variance from Target	-0.2%	*	*	*	*	*	*	*	*	*	*	*	-1.8%
Variance from 2009/10	*0.8%*	*	*	*	*	*	*	*	*	*	*	*	*2.5%*

Category C Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	92.2%	92.4%	93.1%	91.6%	90.4%	90.8%	86.4%	85.9%	81.1%	85.6%	83.8%	83.4%	87.9%
2010/11 Target	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
2010/11 Actual	83.3%	*	*	*	*	*	*	*	*	*	*	*	83.3%
Variance from Target	-11.7%	*	*	*	*	*	*	*	*	*	*	*	-11.7%
Variance from 2009/10	*-8.8%*	*	*	*	*	*	*	*	*	*	*	*	*-4.6%*

Great Western Ambulance Service NHS
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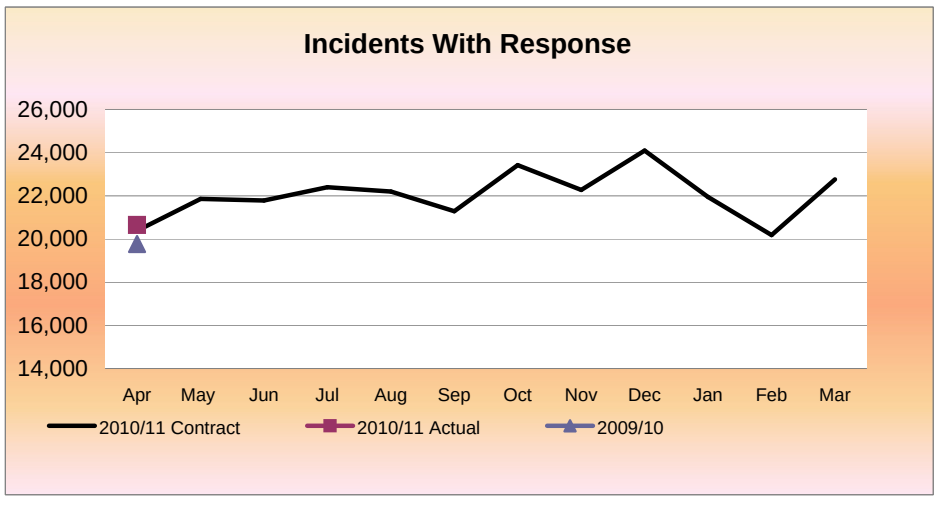
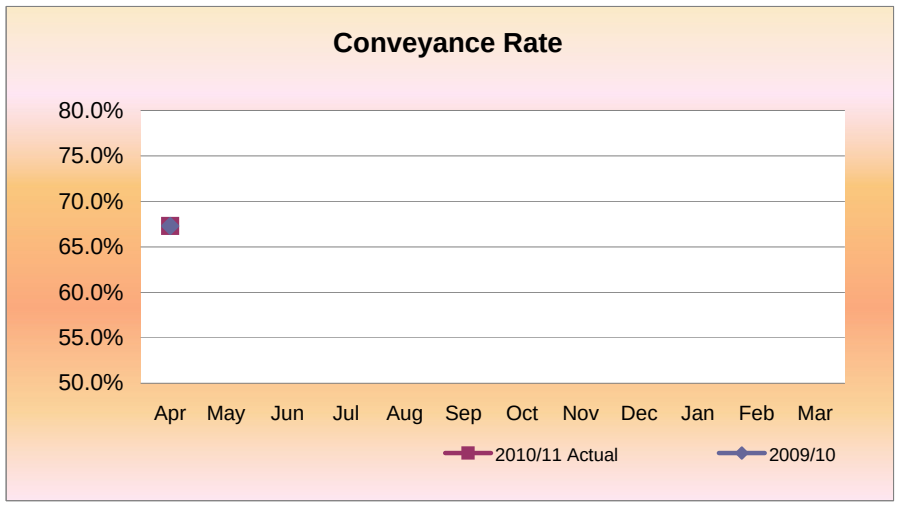
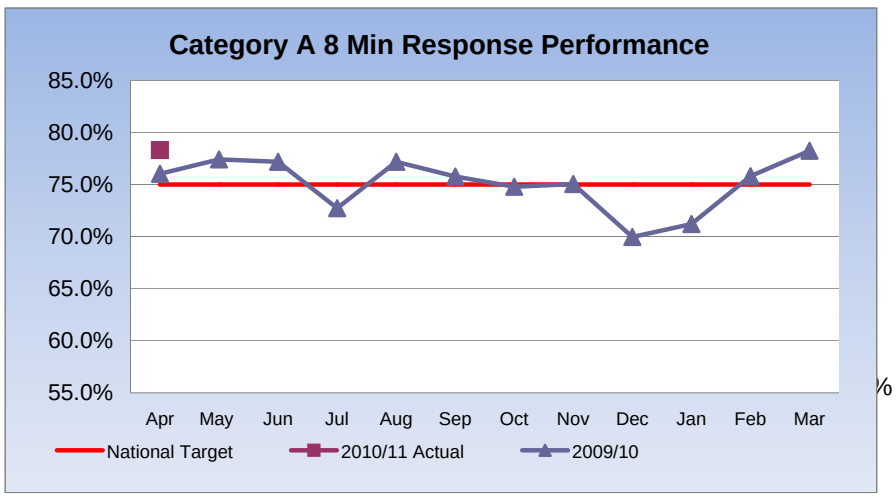
TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

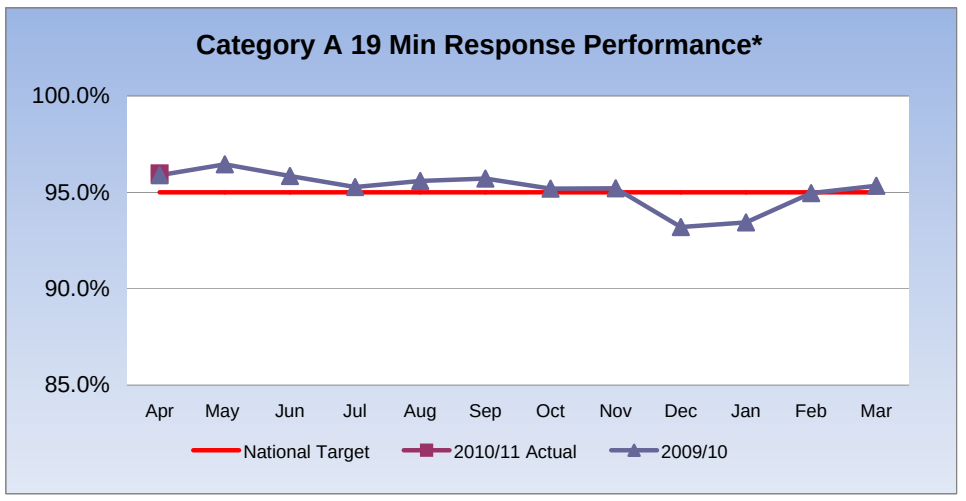
ACTIVITY:

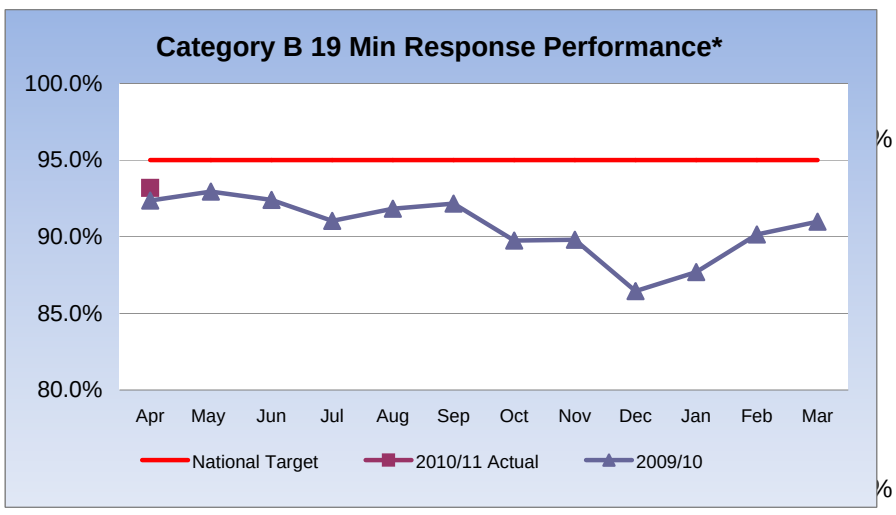


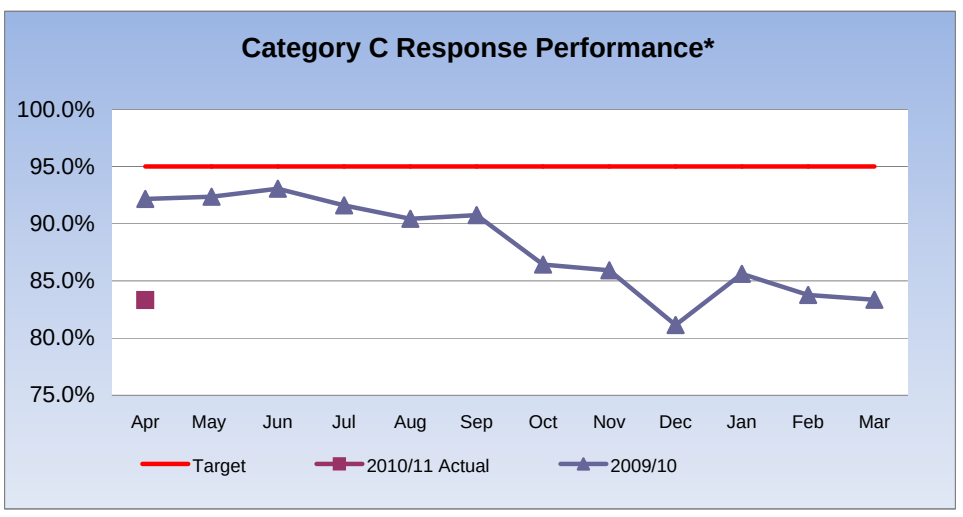


PERFORMANCE:









Category A 8 Minute Performance by Sector

Category A Responses

	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	3236	*	*	*	*	*	*	*	*	*	*	*	3,236
Gloucestershire	1809	*	*	*	*	*	*	*	*	*	*	*	1,809
Wiltshire	2410	*	*	*	*	*	*	*	*	*	*	*	2,410
Other/Unknown	40	*	*	*	*	*	*	*	*	*	*	*	40
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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	2518	*	*	*	*	*	*	*	*	*	*	*	2,518
Gloucestershire	1435	*	*	*	*	*	*	*	*	*	*	*	1,435
Wiltshire	1905	*	*	*	*	*	*	*	*	*	*	*	1,905
Other/Unknown	11	*	*	*	*	*	*	*	*	*	*	*	11
Total	5,869	*	*	*	*	*	*	*	*	*	*	*	5,869

Cat A 8 Min Performance

	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	77.8%	*	*	*	*	*	*	*	*	*	*	*	77.8%
Gloucestershire	79.3%	*	*	*	*	*	*	*	*	*	*	*	79.3%
Wiltshire	79.0%	*	*	*	*	*	*	*	*	*	*	*	79.0%
Other/Unknown	27.5%	*	*	*	*	*	*	*	*	*	*	*	27.5%
Total	78.3%	*	*	*	*	*	*	*	*	*	*	*	78.3%

Category A 8 Minute Performance by PCT

Category A Responses

	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	531	*	*	*	*	*	*	*	*	*	*	*	531
Bristol	1,658	*	*	*	*	*	*	*	*	*	*	*	1,658
Gloucestershire	1,809	*	*	*	*	*	*	*	*	*	*	*	1,809
North Somerset	742	*	*	*	*	*	*	*	*	*	*	*	742
South Gloucestershire	752	*	*	*	*	*	*	*	*	*	*	*	752
Swindon	613	*	*	*	*	*	*	*	*	*	*	*	613
Wiltshire	1,350	*	*	*	*	*	*	*	*	*	*	*	1,350
Other/Unknown	40	*	*	*	*	*	*	*	*	*	*	*	40
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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	404	*	*	*	*	*	*	*	*	*	*	*	404
Bristol	1,396	*	*	*	*	*	*	*	*	*	*	*	1,396
Gloucestershire	1,435	*	*	*	*	*	*	*	*	*	*	*	1,435
North Somerset	543	*	*	*	*	*	*	*	*	*	*	*	543
South Gloucestershire	538	*	*	*	*	*	*	*	*	*	*	*	538
Swindon	566	*	*	*	*	*	*	*	*	*	*	*	566
Wiltshire	976	*	*	*	*	*	*	*	*	*	*	*	976
Other/Unknown	11	*	*	*	*	*	*	*	*	*	*	*	11
Total	5,869	*	*	*	*	*	*	*	*	*	*	*	5,869

Cat A 8 Min Performance

	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	76.1%	*	*	*	*	*	*	*	*	*	*	*	76.1%
Bristol	84.20%	*	*	*	*	*	*	*	*	*	*	*	84.2%
Gloucestershire	79.33%	*	*	*	*	*	*	*	*	*	*	*	79.3%
North Somerset	73.18%	*	*	*	*	*	*	*	*	*	*	*	73.2%
South Gloucestershire	71.54%	*	*	*	*	*	*	*	*	*	*	*	71.5%
Swindon	92.33%	*	*	*	*	*	*	*	*	*	*	*	92.3%
Wiltshire	72.30%	*	*	*	*	*	*	*	*	*	*	*	72.3%
Other/Unknown	27.50%	*	*	*	*	*	*	*	*	*	*	*	27.5%
Total	78.3%	*	*	*	*	*	*	*	*	*	*	*	78.3%

Category A 8 Minute Performance by District Council / Unitary Authority

Category A Responses

	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
Bristol	1,658	*	*	*	*	*	*	*	*	*	*	*	1,658
South Gloucestershire	752	*	*	*	*	*	*	*	*	*	*	*	752
North Somerset	742	*	*	*	*	*	*	*	*	*	*	*	742
Bath and North East Somerset	531	*	*	*	*	*	*	*	*	*	*	*	531
Forest of Dean	225	*	*	*	*	*	*	*	*	*	*	*	225
Cotswold	217	*	*	*	*	*	*	*	*	*	*	*	217
Tewkesbury	211	*	*	*	*	*	*	*	*	*	*	*	211
Cheltenham	405	*	*	*	*	*	*	*	*	*	*	*	405
Gloucester	431	*	*	*	*	*	*	*	*	*	*	*	431
Stroud	320	*	*	*	*	*	*	*	*	*	*	*	320
Kennet	205	*	*	*	*	*	*	*	*	*	*	*	205
North Wiltshire	372	*	*	*	*	*	*	*	*	*	*	*	372
Swindon	606	*	*	*	*	*	*	*	*	*	*	*	606
West Wiltshire	464	*	*	*	*	*	*	*	*	*	*	*	464
Salisbury	309	*	*	*	*	*	*	*	*	*	*	*	309
Other/Unknown	47	*	*	*	*	*	*	*	*	*	*	*	47
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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
Bristol	1,396	*	*	*	*	*	*	*	*	*	*	*	1,396
South Gloucestershire	538	*	*	*	*	*	*	*	*	*	*	*	538
North Somerset	543	*	*	*	*	*	*	*	*	*	*	*	543
Bath and North East Somerset	404	*	*	*	*	*	*	*	*	*	*	*	404
Forest of Dean	137	*	*	*	*	*	*	*	*	*	*	*	137
Cotswold	135	*	*	*	*	*	*	*	*	*	*	*	135
Tewkesbury	164	*	*	*	*	*	*	*	*	*	*	*	164
Cheltenham	376	*	*	*	*	*	*	*	*	*	*	*	376
Gloucester	400	*	*	*	*	*	*	*	*	*	*	*	400
Stroud	223	*	*	*	*	*	*	*	*	*	*	*	223
Kennet	136	*	*	*	*	*	*	*	*	*	*	*	136
North Wiltshire	277	*	*	*	*	*	*	*	*	*	*	*	277
Swindon	564	*	*	*	*	*	*	*	*	*	*	*	564
West Wiltshire	347	*	*	*	*	*	*	*	*	*	*	*	347
Salisbury	216	*	*	*	*	*	*	*	*	*	*	*	216
Other/Unknown	13	*	*	*	*	*	*	*	*	*	*	*	13
Total	5,869	*	*	*	*	*	*	*	*	*	*	*	5,869

Cat A 8 Min Performance

	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
Bristol	84.2%	*	*	*	*	*	*	*	*	*	*	*	84.2%
South Gloucestershire	71.54%	*	*	*	*	*	*	*	*	*	*	*	71.5%
North Somerset	73.18%	*	*	*	*	*	*	*	*	*	*	*	73.2%
Bath and North East Somerset	76.08%	*	*	*	*	*	*	*	*	*	*	*	76.1%
Forest of Dean	60.89%	*	*	*	*	*	*	*	*	*	*	*	60.9%
Cotswold	62.21%	*	*	*	*	*	*	*	*	*	*	*	62.2%
Tewkesbury	77.73%	*	*	*	*	*	*	*	*	*	*	*	77.7%
Cheltenham	92.84%	*	*	*	*	*	*	*	*	*	*	*	92.8%
Gloucester	92.81%	*	*	*	*	*	*	*	*	*	*	*	92.8%
Stroud	69.69%	*	*	*	*	*	*	*	*	*	*	*	69.7%
Kennet	66.34%	*	*	*	*	*	*	*	*	*	*	*	66.3%
North Wiltshire	74.46%	*	*	*	*	*	*	*	*	*	*	*	74.5%
Swindon	93.07%	*	*	*	*	*	*	*	*	*	*	*	93.1%
West Wiltshire	74.78%	*	*	*	*	*	*	*	*	*	*	*	74.8%
Salisbury	69.90%	*	*	*	*	*	*	*	*	*	*	*	69.9%
Other/Unknown	27.66%	*	*	*	*	*	*	*	*	*	*	*	27.7%
Total	78.3%	*	*	*	*	*	*	*	*	*	*	*	78.3%

Category A 19 Minute Performance by Sector

Category A Responses

	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	3236	*	*	*	*	*	*	*	*	*	*	*	3,236
Gloucestershire	1809	*	*	*	*	*	*	*	*	*	*	*	1,809
Wiltshire	2410	*	*	*	*	*	*	*	*	*	*	*	2,410
Other/Unknown	40	*	*	*	*	*	*	*	*	*	*	*	40
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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	3122	*	*	*	*	*	*	*	*	*	*	*	3,122
Gloucestershire	1732	*	*	*	*	*	*	*	*	*	*	*	1,732
Wiltshire	2310	*	*	*	*	*	*	*	*	*	*	*	2,310
Other/Unknown	30	*	*	*	*	*	*	*	*	*	*	*	30
Total	7,194	*	*	*	*	*	*	*	*	*	*	*	7,194

Cat A 19 Min Performance

	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	96.5%	*	*	*	*	*	*	*	*	*	*	*	96.5%
Gloucestershire	95.7%	*	*	*	*	*	*	*	*	*	*	*	95.7%
Wiltshire	95.9%	*	*	*	*	*	*	*	*	*	*	*	95.9%
Other/Unknown	75.0%	*	*	*	*	*	*	*	*	*	*	*	75.0%
Total	96.0%	*	*	*	*	*	*	*	*	*	*	*	96.0%

Category A 19 Minute Performance by PCT

Category A Responses

	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	531	*	*	*	*	*	*	*	*	*	*	*	531
Bristol	1,658	*	*	*	*	*	*	*	*	*	*	*	1,658
Gloucestershire	1,809	*	*	*	*	*	*	*	*	*	*	*	1,809
North Somerset	742	*	*	*	*	*	*	*	*	*	*	*	742
South Gloucestershire	752	*	*	*	*	*	*	*	*	*	*	*	752
Swindon	613	*	*	*	*	*	*	*	*	*	*	*	613
Wiltshire	1,350	*	*	*	*	*	*	*	*	*	*	*	1,350
Other/Unknown	40	*	*	*	*	*	*	*	*	*	*	*	40
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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	514	*	*	*	*	*	*	*	*	*	*	*	514
Bristol	1,627	*	*	*	*	*	*	*	*	*	*	*	1,627
Gloucestershire	1,732	*	*	*	*	*	*	*	*	*	*	*	1,732
North Somerset	694	*	*	*	*	*	*	*	*	*	*	*	694
South Gloucestershire	720	*	*	*	*	*	*	*	*	*	*	*	720
Swindon	603	*	*	*	*	*	*	*	*	*	*	*	603
Wiltshire	1,274	*	*	*	*	*	*	*	*	*	*	*	1,274
Other/Unknown	30	*	*	*	*	*	*	*	*	*	*	*	30
Total	7,194	*	*	*	*	*	*	*	*	*	*	*	7,194

Cat A 19 Min Performance

	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	96.8%	*	*	*	*	*	*	*	*	*	*	*	96.8%
Bristol	98.13%	*	*	*	*	*	*	*	*	*	*	*	98.13%
Gloucestershire	95.74%	*	*	*	*	*	*	*	*	*	*	*	95.7%
North Somerset	93.53%	*	*	*	*	*	*	*	*	*	*	*	93.5%
South Gloucestershire	95.74%	*	*	*	*	*	*	*	*	*	*	*	95.7%
Swindon	98.37%	*	*	*	*	*	*	*	*	*	*	*	98.4%
Wiltshire	94.37%	*	*	*	*	*	*	*	*	*	*	*	94.4%
Other/Unknown	75.00%	*	*	*	*	*	*	*	*	*	*	*	75.0%
Total	96.0%	*	*	*	*	*	*	*	*	*	*	*	96.0%

Category A 19 Minute Performance by District Council / Unitary Authority

Category A Responses

	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
Bristol	1,658	*	*	*	*	*	*	*	*	*	*	*	1,658
South Gloucestershire	752	*	*	*	*	*	*	*	*	*	*	*	752
North Somerset	742	*	*	*	*	*	*	*	*	*	*	*	742
Bath and North East Somerset	531	*	*	*	*	*	*	*	*	*	*	*	531
Forest of Dean	225	*	*	*	*	*	*	*	*	*	*	*	225
Cotswold	217	*	*	*	*	*	*	*	*	*	*	*	217
Tewkesbury	211	*	*	*	*	*	*	*	*	*	*	*	211
Cheltenham	405	*	*	*	*	*	*	*	*	*	*	*	405
Gloucester	431	*	*	*	*	*	*	*	*	*	*	*	431
Stroud	320	*	*	*	*	*	*	*	*	*	*	*	320
Kennet	205	*	*	*	*	*	*	*	*	*	*	*	205
North Wiltshire	372	*	*	*	*	*	*	*	*	*	*	*	372
Swindon	606	*	*	*	*	*	*	*	*	*	*	*	606
West Wiltshire	464	*	*	*	*	*	*	*	*	*	*	*	464
Salisbury	309	*	*	*	*	*	*	*	*	*	*	*	309
Other/Unknown	47	*	*	*	*	*	*	*	*	*	*	*	47
Total	7,495	*	*	*	*	*	*	*	*	*	*	*	7,495

Compliant Cat A Responses

	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
Bristol	1,627	*	*	*	*	*	*	*	*	*	*	*	1,627
South Gloucestershire	720	*	*	*	*	*	*	*	*	*	*	*	720
North Somerset	694	*	*	*	*	*	*	*	*	*	*	*	694
Bath and North East Somerset	514	*	*	*	*	*	*	*	*	*	*	*	514
Forest of Dean	214	*	*	*	*	*	*	*	*	*	*	*	214
Cotswold	183	*	*	*	*	*	*	*	*	*	*	*	183
Tewkesbury	207	*	*	*	*	*	*	*	*	*	*	*	207
Cheltenham	402	*	*	*	*	*	*	*	*	*	*	*	402
Gloucester	428	*	*	*	*	*	*	*	*	*	*	*	428
Stroud	298	*	*	*	*	*	*	*	*	*	*	*	298
Kennet	186	*	*	*	*	*	*	*	*	*	*	*	186
North Wiltshire	349	*	*	*	*	*	*	*	*	*	*	*	349
Swindon	596	*	*	*	*	*	*	*	*	*	*	*	596
West Wiltshire	448	*	*	*	*	*	*	*	*	*	*	*	448
Salisbury	291	*	*	*	*	*	*	*	*	*	*	*	291
Other/Unknown	37	*	*	*	*	*	*	*	*	*	*	*	37
Total	7,194	*	*	*	*	*	*	*	*	*	*	*	7,194

Cat A 19 Min Performance

	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
Bristol	98.1%	*	*	*	*	*	*	*	*	*	*	*	98.1%
South Gloucestershire	95.74%	*	*	*	*	*	*	*	*	*	*	*	95.7%
North Somerset	93.53%	*	*	*	*	*	*	*	*	*	*	*	93.5%
Bath and North East Somerset	96.80%	*	*	*	*	*	*	*	*	*	*	*	96.8%
Forest of Dean	95.11%	*	*	*	*	*	*	*	*	*	*	*	95.1%
Cotswold	84.33%	*	*	*	*	*	*	*	*	*	*	*	84.3%
Tewkesbury	98.10%	*	*	*	*	*	*	*	*	*	*	*	98.1%
Cheltenham	99.26%	*	*	*	*	*	*	*	*	*	*	*	99.3%
Gloucester	99.30%	*	*	*	*	*	*	*	*	*	*	*	99.3%
Stroud	93.13%	*	*	*	*	*	*	*	*	*	*	*	93.1%
Kennet	90.73%	*	*	*	*	*	*	*	*	*	*	*	90.7%
North Wiltshire	93.82%	*	*	*	*	*	*	*	*	*	*	*	93.8%
Swindon	98.35%	*	*	*	*	*	*	*	*	*	*	*	98.3%
West Wiltshire	96.55%	*	*	*	*	*	*	*	*	*	*	*	96.6%
Salisbury	94.17%	*	*	*	*	*	*	*	*	*	*	*	94.2%
Other/Unknown	78.72%	*	*	*	*	*	*	*	*	*	*	*	78.7%
Total	96.0%	*	*	*	*	*	*	*	*	*	*	*	96.0%

Category B 19 Minute Performance by Sector

Category B Responses

	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	3180	*	*	*	*	*	*	*	*	*	*	*	3,180
Gloucestershire	1807	*	*	*	*	*	*	*	*	*	*	*	1,807
Wiltshire	2522	*	*	*	*	*	*	*	*	*	*	*	2,522
Other/Unknown	74	*	*	*	*	*	*	*	*	*	*	*	74
Total	7,583	*	*	*	*	*	*	*	*	*	*	*	7,583

Compliant Cat B Responses

	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	2893	*	*	*	*	*	*	*	*	*	*	*	2,893
Gloucestershire	1719	*	*	*	*	*	*	*	*	*	*	*	1,719
Wiltshire	2406	*	*	*	*	*	*	*	*	*	*	*	2,406
Other/Unknown	48	*	*	*	*	*	*	*	*	*	*	*	48
Total	7,066	*	*	*	*	*	*	*	*	*	*	*	7,066

Cat B 19 Min Performance

	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	91.0%	*	*	*	*	*	*	*	*	*	*	*	91.0%
Gloucestershire	95.1%	*	*	*	*	*	*	*	*	*	*	*	95.1%
Wiltshire	95.4%	*	*	*	*	*	*	*	*	*	*	*	95.4%
Other/Unknown	64.9%	*	*	*	*	*	*	*	*	*	*	*	64.9%
Total	93.2%	*	*	*	*	*	*	*	*	*	*	*	93.2%

Category B 19 Minute Performance by PCT

Category B Responses

	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	553	*	*	*	*	*	*	*	*	*	*	*	553
Bristol	1,768	*	*	*	*	*	*	*	*	*	*	*	1,768
Gloucestershire	1,807	*	*	*	*	*	*	*	*	*	*	*	1,807
North Somerset	724	*	*	*	*	*	*	*	*	*	*	*	724
South Gloucestershire	621	*	*	*	*	*	*	*	*	*	*	*	621
Swindon	636	*	*	*	*	*	*	*	*	*	*	*	636
Wiltshire	1,400	*	*	*	*	*	*	*	*	*	*	*	1,400
Other/Unknown	74	*	*	*	*	*	*	*	*	*	*	*	74
Total	7,583	*	*	*	*	*	*	*	*	*	*	*	7,583

Compliant Cat B Responses

	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	528	*	*	*	*	*	*	*	*	*	*	*	528
Bristol	1,634	*	*	*	*	*	*	*	*	*	*	*	1,634
Gloucestershire	1,719	*	*	*	*	*	*	*	*	*	*	*	1,719
North Somerset	638	*	*	*	*	*	*	*	*	*	*	*	638
South Gloucestershire	559	*	*	*	*	*	*	*	*	*	*	*	559
Swindon	625	*	*	*	*	*	*	*	*	*	*	*	625
Wiltshire	1,315	*	*	*	*	*	*	*	*	*	*	*	1,315
Other/Unknown	48	*	*	*	*	*	*	*	*	*	*	*	48
Total	7,066	*	*	*	*	*	*	*	*	*	*	*	7,066

Cat B 19 Min Performance

	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	95.5%	*	*	*	*	*	*	*	*	*	*	*	95.5%
Bristol	92.42%	*	*	*	*	*	*	*	*	*	*	*	92.4%
Gloucestershire	95.13%	*	*	*	*	*	*	*	*	*	*	*	95.1%
North Somerset	88.12%	*	*	*	*	*	*	*	*	*	*	*	88.1%
South Gloucestershire	90.02%	*	*	*	*	*	*	*	*	*	*	*	90.0%
Swindon	98.27%	*	*	*	*	*	*	*	*	*	*	*	98.3%
Wiltshire	93.93%	*	*	*	*	*	*	*	*	*	*	*	93.9%
Other/Unknown	64.86%	*	*	*	*	*	*	*	*	*	*	*	64.9%
Total	93.2%	*	*	*	*	*	*	*	*	*	*	*	93.2%

Category B 19 Minute Performance by District Council / Unitary Authority

Category B Responses

	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
Bristol	1,768	*	*	*	*	*	*	*	*	*	*	*	1,768
South Gloucestershire	621	*	*	*	*	*	*	*	*	*	*	*	621
North Somerset	724	*	*	*	*	*	*	*	*	*	*	*	724
Bath and North East Somerset	553	*	*	*	*	*	*	*	*	*	*	*	553
Forest of Dean	231	*	*	*	*	*	*	*	*	*	*	*	231
Cotswold	188	*	*	*	*	*	*	*	*	*	*	*	188
Tewkesbury	198	*	*	*	*	*	*	*	*	*	*	*	198
Cheltenham	402	*	*	*	*	*	*	*	*	*	*	*	402
Gloucester	495	*	*	*	*	*	*	*	*	*	*	*	495
Stroud	293	*	*	*	*	*	*	*	*	*	*	*	293
Kennet	216	*	*	*	*	*	*	*	*	*	*	*	216
North Wiltshire	356	*	*	*	*	*	*	*	*	*	*	*	356
Swindon	627	*	*	*	*	*	*	*	*	*	*	*	627
West Wiltshire	468	*	*	*	*	*	*	*	*	*	*	*	468
Salisbury	360	*	*	*	*	*	*	*	*	*	*	*	360
Other/Unknown	83	*	*	*	*	*	*	*	*	*	*	*	83
Total	7,583	*	*	*	*	*	*	*	*	*	*	*	7,583

Compliant Cat B Responses

	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
Bristol	1,634	*	*	*	*	*	*	*	*	*	*	*	1,634
South Gloucestershire	559	*	*	*	*	*	*	*	*	*	*	*	559
North Somerset	638	*	*	*	*	*	*	*	*	*	*	*	638
Bath and North East Somerset	528	*	*	*	*	*	*	*	*	*	*	*	528
Forest of Dean	216	*	*	*	*	*	*	*	*	*	*	*	216
Cotswold	145	*	*	*	*	*	*	*	*	*	*	*	145
Tewkesbury	194	*	*	*	*	*	*	*	*	*	*	*	194
Cheltenham	397	*	*	*	*	*	*	*	*	*	*	*	397
Gloucester	489	*	*	*	*	*	*	*	*	*	*	*	489
Stroud	278	*	*	*	*	*	*	*	*	*	*	*	278
Kennet	193	*	*	*	*	*	*	*	*	*	*	*	193
North Wiltshire	337	*	*	*	*	*	*	*	*	*	*	*	337
Swindon	616	*	*	*	*	*	*	*	*	*	*	*	616
West Wiltshire	442	*	*	*	*	*	*	*	*	*	*	*	442
Salisbury	343	*	*	*	*	*	*	*	*	*	*	*	343
Other/Unknown	57	*	*	*	*	*	*	*	*	*	*	*	57
Total	7,066	*	*	*	*	*	*	*	*	*	*	*	7,066

Cat B 19 Min Performance

	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
Bristol	92.42%	*	*	*	*	*	*	*	*	*	*	*	92.4%
South Gloucestershire	90.02%	*	*	*	*	*	*	*	*	*	*	*	90.0%
North Somerset	88.12%	*	*	*	*	*	*	*	*	*	*	*	88.1%
Bath and North East Somerset	95.48%	*	*	*	*	*	*	*	*	*	*	*	95.5%
Forest of Dean	93.51%	*	*	*	*	*	*	*	*	*	*	*	93.5%
Cotswold	77.13%	*	*	*	*	*	*	*	*	*	*	*	77.1%
Tewkesbury	97.98%	*	*	*	*	*	*	*	*	*	*	*	98.0%
Cheltenham	98.76%	*	*	*	*	*	*	*	*	*	*	*	98.8%
Gloucester	98.79%	*	*	*	*	*	*	*	*	*	*	*	98.8%
Stroud	94.88%	*	*	*	*	*	*	*	*	*	*	*	94.9%
Kennet	89.35%	*	*	*	*	*	*	*	*	*	*	*	89.4%
North Wiltshire	94.66%	*	*	*	*	*	*	*	*	*	*	*	94.7%
Swindon	98.25%	*	*	*	*	*	*	*	*	*	*	*	98.2%
West Wiltshire	94.44%	*	*	*	*	*	*	*	*	*	*	*	94.4%
Salisbury	95.28%	*	*	*	*	*	*	*	*	*	*	*	95.3%
Other/Unknown	68.67%	*	*	*	*	*	*	*	*	*	*	*	68.7%
Total	93.2%	*	*	*	*	*	*	*	*	*	*	*	93.2%

Category C Compliance by Sector

Category C Responses

	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	2190	*	*	*	*	*	*	*	*	*	*	*	2,190
Gloucestershire	1540	*	*	*	*	*	*	*	*	*	*	*	1,540
Wiltshire	1765	*	*	*	*	*	*	*	*	*	*	*	1,765
Other/Unknown	29	*	*	*	*	*	*	*	*	*	*	*	29
Total	5,524	*	*	*	*	*	*	*	*	*	*	*	5,524

Compliant Category C Responses

	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	1662	*	*	*	*	*	*	*	*	*	*	*	1,662
Gloucestershire	1380	*	*	*	*	*	*	*	*	*	*	*	1,380
Wiltshire	1535	*	*	*	*	*	*	*	*	*	*	*	1,535
Other/Unknown	26	*	*	*	*	*	*	*	*	*	*	*	26
Total	4,603	*	*	*	*	*	*	*	*	*	*	*	4,603

Category C Compliance

	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	75.9%	*	*	*	*	*	*	*	*	*	*	*	75.9%
Gloucestershire	89.6%	*	*	*	*	*	*	*	*	*	*	*	89.6%
Wiltshire	87.0%	*	*	*	*	*	*	*	*	*	*	*	87.0%
Other/Unknown	89.7%	*	*	*	*	*	*	*	*	*	*	*	89.7%
Total	83.3%	*	*	*	*	*	*	*	*	*	*	*	83.3%

Category C Compliance by PCT

Category C Responses

	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	378	*	*	*	*	*	*	*	*	*	*	*	378
Bristol	1,043	*	*	*	*	*	*	*	*	*	*	*	1,043
Gloucestershire	1,540	*	*	*	*	*	*	*	*	*	*	*	1,540
North Somerset	504	*	*	*	*	*	*	*	*	*	*	*	504
South Gloucestershire	594	*	*	*	*	*	*	*	*	*	*	*	594
Swindon	386	*	*	*	*	*	*	*	*	*	*	*	386
Wiltshire	1,050	*	*	*	*	*	*	*	*	*	*	*	1,050
Other/Unknown	29	*	*	*	*	*	*	*	*	*	*	*	29
Total	5,524	*	*	*	*	*	*	*	*	*	*	*	5,524

Compliant Category C Responses

	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	333	*	*	*	*	*	*	*	*	*	*	*	333
Bristol	774	*	*	*	*	*	*	*	*	*	*	*	774
Gloucestershire	1,380	*	*	*	*	*	*	*	*	*	*	*	1,380
North Somerset	411	*	*	*	*	*	*	*	*	*	*	*	411
South Gloucestershire	438	*	*	*	*	*	*	*	*	*	*	*	438
Swindon	332	*	*	*	*	*	*	*	*	*	*	*	332
Wiltshire	909	*	*	*	*	*	*	*	*	*	*	*	909
Other/Unknown	26	*	*	*	*	*	*	*	*	*	*	*	26
Total	4,603	*	*	*	*	*	*	*	*	*	*	*	4,603

Category C Compliance

	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	88.10%	*	*	*	*	*	*	*	*	*	*	*	88.1%
Bristol	74.21%	*	*	*	*	*	*	*	*	*	*	*	74.2%
Gloucestershire	89.61%	*	*	*	*	*	*	*	*	*	*	*	89.6%
North Somerset	81.55%	*	*	*	*	*	*	*	*	*	*	*	81.5%
South Gloucestershire	73.74%	*	*	*	*	*	*	*	*	*	*	*	73.7%
Swindon	86.01%	*	*	*	*	*	*	*	*	*	*	*	86.0%
Wiltshire	86.57%	*	*	*	*	*	*	*	*	*	*	*	86.6%
Other/Unknown	89.66%	*	*	*	*	*	*	*	*	*	*	*	89.7%
Total	83.3%	*	*	*	*	*	*	*	*	*	*	*	83.3%

Category C Compliance by District Council / Unitary Authority

Category C Responses

	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
Bristol	1,043	*	*	*	*	*	*	*	*	*	*	*	1,043
South Gloucestershire	594	*	*	*	*	*	*	*	*	*	*	*	594
North Somerset	504	*	*	*	*	*	*	*	*	*	*	*	504
Bath and North East Somerset	378	*	*	*	*	*	*	*	*	*	*	*	378
Forest of Dean	188	*	*	*	*	*	*	*	*	*	*	*	188
Cotswold	239	*	*	*	*	*	*	*	*	*	*	*	239
Tewkesbury	181	*	*	*	*	*	*	*	*	*	*	*	181
Cheltenham	330	*	*	*	*	*	*	*	*	*	*	*	330
Gloucester	337	*	*	*	*	*	*	*	*	*	*	*	337
Stroud	265	*	*	*	*	*	*	*	*	*	*	*	265
Kennet	176	*	*	*	*	*	*	*	*	*	*	*	176
North Wiltshire	292	*	*	*	*	*	*	*	*	*	*	*	292
Swindon	380	*	*	*	*	*	*	*	*	*	*	*	380
West Wiltshire	343	*	*	*	*	*	*	*	*	*	*	*	343
Salisbury	239	*	*	*	*	*	*	*	*	*	*	*	239
Other/Unknown	35	*	*	*	*	*	*	*	*	*	*	*	35
Total	5,524	*	*	*	*	*	*	*	*	*	*	*	5,524

Compliant Category C Responses

	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
Bristol	774	*	*	*	*	*	*	*	*	*	*	*	774
South Gloucestershire	438	*	*	*	*	*	*	*	*	*	*	*	438
North Somerset	411	*	*	*	*	*	*	*	*	*	*	*	411
Bath and North East Somerset	333	*	*	*	*	*	*	*	*	*	*	*	333
Forest of Dean	170	*	*	*	*	*	*	*	*	*	*	*	170
Cotswold	199	*	*	*	*	*	*	*	*	*	*	*	199
Tewkesbury	166	*	*	*	*	*	*	*	*	*	*	*	166
Cheltenham	299	*	*	*	*	*	*	*	*	*	*	*	299
Gloucester	312	*	*	*	*	*	*	*	*	*	*	*	312
Stroud	234	*	*	*	*	*	*	*	*	*	*	*	234
Kennet	146	*	*	*	*	*	*	*	*	*	*	*	146
North Wiltshire	252	*	*	*	*	*	*	*	*	*	*	*	252
Swindon	327	*	*	*	*	*	*	*	*	*	*	*	327
West Wiltshire	292	*	*	*	*	*	*	*	*	*	*	*	292
Salisbury	219	*	*	*	*	*	*	*	*	*	*	*	219
Other/Unknown	31	*	*	*	*	*	*	*	*	*	*	*	31
Total	4,603	*	*	*	*	*	*	*	*	*	*	*	4,603

Category C Compliance

	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
Bristol	74.21%	*	*	*	*	*	*	*	*	*	*	*	74.2%
South Gloucestershire	73.74%	*	*	*	*	*	*	*	*	*	*	*	73.7%
North Somerset	81.55%	*	*	*	*	*	*	*	*	*	*	*	81.5%
Bath and North East Somerset	88.10%	*	*	*	*	*	*	*	*	*	*	*	88.1%
Forest of Dean	90.43%	*	*	*	*	*	*	*	*	*	*	*	90.4%
Cotswold	83.26%	*	*	*	*	*	*	*	*	*	*	*	83.3%
Tewkesbury	91.71%	*	*	*	*	*	*	*	*	*	*	*	91.7%
Cheltenham	90.61%	*	*	*	*	*	*	*	*	*	*	*	90.6%
Gloucester	92.58%	*	*	*	*	*	*	*	*	*	*	*	92.6%
Stroud	88.30%	*	*	*	*	*	*	*	*	*	*	*	88.3%
Kennet	82.95%	*	*	*	*	*	*	*	*	*	*	*	83.0%
North Wiltshire	86.30%	*	*	*	*	*	*	*	*	*	*	*	86.3%
Swindon	86.05%	*	*	*	*	*	*	*	*	*	*	*	86.1%
West Wiltshire	85.13%	*	*	*	*	*	*	*	*	*	*	*	85.1%
Salisbury	91.63%	*	*	*	*	*	*	*	*	*	*	*	91.6%
Other/Unknown	88.57%	*	*	*	*	*	*	*	*	*	*	*	88.6%
Total	83.3%	*	*	*	*	*	*	*	*	*	*	*	83.3%

Incidents with Response by Sector

Current Year	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	8607	*	*	*	*	*	*	*	*	*	*	*	8,607
Gloucestershire	5158	*	*	*	*	*	*	*	*	*	*	*	5,158
Wiltshire	6697	*	*	*	*	*	*	*	*	*	*	*	6,697
Other/Unknown	194	*	*	*	*	*	*	*	*	*	*	*	194
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	8371	*	*	*	*	*	*	*	*	*	*	*	8,371
Gloucestershire	4992	*	*	*	*	*	*	*	*	*	*	*	4,992
Wiltshire	6324	*	*	*	*	*	*	*	*	*	*	*	6,324
Other/Unknown	81	*	*	*	*	*	*	*	*	*	*	*	81
Total	19,768	*	*	*	*	*	*	*	*	*	*	*	19,768

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.8%	*	*	*	*	*	*	*	*	*	*	*	2.8%
Gloucestershire	3.3%	*	*	*	*	*	*	*	*	*	*	*	3.3%
Wiltshire	5.9%	*	*	*	*	*	*	*	*	*	*	*	5.9%
Other/Unknown	139.5%	*	*	*	*	*	*	*	*	*	*	*	139.5%
Total	4.5%	*	*	*	*	*	*	*	*	*	*	*	4.5%

Incident with Response by PCT

Current Year	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	1,462	*	*	*	*	*	*	*	*	*	*	*	1,462
Bristol	4,469	*	*	*	*	*	*	*	*	*	*	*	4,469
Gloucestershire	5,158	*	*	*	*	*	*	*	*	*	*	*	5,158
North Somerset	1,971	*	*	*	*	*	*	*	*	*	*	*	1,971
South Gloucestershire	1,967	*	*	*	*	*	*	*	*	*	*	*	1,967
Swindon	1,635	*	*	*	*	*	*	*	*	*	*	*	1,635
Wiltshire	3,800	*	*	*	*	*	*	*	*	*	*	*	3,800
Other/Unknown	194	*	*	*	*	*	*	*	*	*	*	*	194
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,465	*	*	*	*	*	*	*	*	*	*	*	1,465
Bristol	4,365	*	*	*	*	*	*	*	*	*	*	*	4,365
Gloucestershire	4,992	*	*	*	*	*	*	*	*	*	*	*	4,992
North Somerset	1,829	*	*	*	*	*	*	*	*	*	*	*	1,829
South Gloucestershire	1,956	*	*	*	*	*	*	*	*	*	*	*	1,956
Swindon	1,511	*	*	*	*	*	*	*	*	*	*	*	1,511
Wiltshire	3,569	*	*	*	*	*	*	*	*	*	*	*	3,569
Other/Unknown	81	*	*	*	*	*	*	*	*	*	*	*	81
Total	19,768	*	*	*	*	*	*	*	*	*	*	*	19,768

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-0.2%	*	*	*	*	*	*	*	*	*	*	*	-0.2%
Bristol PCT	2.4%	*	*	*	*	*	*	*	*	*	*	*	2.4%
Gloucestershire PCT	3.3%	*	*	*	*	*	*	*	*	*	*	*	3.3%
North Somerset PCT	7.8%	*	*	*	*	*	*	*	*	*	*	*	7.8%
South Gloucestershire PCT	0.6%	*	*	*	*	*	*	*	*	*	*	*	0.56%
Swindon PCT	8.2%	*	*	*	*	*	*	*	*	*	*	*	8.21%
Wiltshire PCT	6.5%	*	*	*	*	*	*	*	*	*	*	*	6.47%
Other/Unknown	139.5%	*	*	*	*	*	*	*	*	*	*	*	139.5%
Total	4.5%	*	*	*	*	*	*	*	*	*	*	*	4.5%

Incidents with Response by District Council/Unitary Authority

Current Year	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
Bristol	4,469	*	*	*	*	*	*	*	*	*	*	*	4,469
South Gloucestershire	1,967	*	*	*	*	*	*	*	*	*	*	*	1,967
North Somerset	1,971	*	*	*	*	*	*	*	*	*	*	*	1,971
Bath and North East Somerset	1,462	*	*	*	*	*	*	*	*	*	*	*	1,462
Forest of Dean	645	*	*	*	*	*	*	*	*	*	*	*	645
Cotswold	645	*	*	*	*	*	*	*	*	*	*	*	645
Tewkesbury	590	*	*	*	*	*	*	*	*	*	*	*	590
Cheltenham	1,137	*	*	*	*	*	*	*	*	*	*	*	1,137
Gloucester	1,263	*	*	*	*	*	*	*	*	*	*	*	1,263
Stroud	878	*	*	*	*	*	*	*	*	*	*	*	878
Kennet	597	*	*	*	*	*	*	*	*	*	*	*	597
North Wiltshire	1,020	*	*	*	*	*	*	*	*	*	*	*	1,020
Swindon	1,613	*	*	*	*	*	*	*	*	*	*	*	1,613
West Wiltshire	1,275	*	*	*	*	*	*	*	*	*	*	*	1,275
Salisbury	908	*	*	*	*	*	*	*	*	*	*	*	908
Other/Unknown	216	*	*	*	*	*	*	*	*	*	*	*	216
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	4,365	*	*	*	*	*	*	*	*	*	*	*	4,365
South Gloucestershire	1,956	*	*	*	*	*	*	*	*	*	*	*	1,956
North Somerset	1,829	*	*	*	*	*	*	*	*	*	*	*	1,829
Bath and North East Somerset	1,465	*	*	*	*	*	*	*	*	*	*	*	1,465
Forest of Dean	638	*	*	*	*	*	*	*	*	*	*	*	638
Cotswold	657	*	*	*	*	*	*	*	*	*	*	*	657
Tewkesbury	572	*	*	*	*	*	*	*	*	*	*	*	572
Cheltenham	1,094	*	*	*	*	*	*	*	*	*	*	*	1,094
Gloucester	1,153	*	*	*	*	*	*	*	*	*	*	*	1,153
Stroud	878	*	*	*	*	*	*	*	*	*	*	*	878
Kennet	607	*	*	*	*	*	*	*	*	*	*	*	607
North Wiltshire	908	*	*	*	*	*	*	*	*	*	*	*	908
Swindon	1,496	*	*	*	*	*	*	*	*	*	*	*	1,496
West Wiltshire	1,163	*	*	*	*	*	*	*	*	*	*	*	1,163
Salisbury	891	*	*	*	*	*	*	*	*	*	*	*	891
Other/Unknown	96	*	*	*	*	*	*	*	*	*	*	*	96
Total	19,768	*	*	*	*	*	*	*	*	*	*	*	19,768

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	2.4%	*	*	*	*	*	*	*	*	*	*	*	2.4%
South Gloucestershire	0.6%	*	*	*	*	*	*	*	*	*	*	*	0.6%
North Somerset	7.8%	*	*	*	*	*	*	*	*	*	*	*	7.8%
Bath and North East Somerset	-0.2%	*	*	*	*	*	*	*	*	*	*	*	-0.2%
Forest of Dean	1.1%	*	*	*	*	*	*	*	*	*	*	*	1.1%
Cotswold	-1.8%	*	*	*	*	*	*	*	*	*	*	*	-1.8%
Tewkesbury	3.1%	*	*	*	*	*	*	*	*	*	*	*	3.1%
Cheltenham	3.9%	*	*	*	*	*	*	*	*	*	*	*	3.9%
Gloucester	9.5%	*	*	*	*	*	*	*	*	*	*	*	9.5%
Stroud	0.0%	*	*	*	*	*	*	*	*	*	*	*	0.0%
Kennet	-1.6%	*	*	*	*	*	*	*	*	*	*	*	-1.6%
North Wiltshire	12.3%	*	*	*	*	*	*	*	*	*	*	*	12.3%
Swindon	7.8%	*	*	*	*	*	*	*	*	*	*	*	7.8%
West Wiltshire	9.6%	*	*	*	*	*	*	*	*	*	*	*	9.6%
Salisbury	1.9%	*	*	*	*	*	*	*	*	*	*	*	1.9%
Other/Unknown	125.0%	*	*	*	*	*	*	*	*	*	*	*	125.0%
Total	4.5%	*	*	*	*	*	*	*	*	*	*	*	4.5%

Conveyance Rates by Sector

Incidents with a response

	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	8607	*	*	*	*	*	*	*	*	*	*	*	8,607
Gloucestershire	5158	*	*	*	*	*	*	*	*	*	*	*	5,158
Wiltshire	6697	*	*	*	*	*	*	*	*	*	*	*	6,697
Other/Unknown	194	*	*	*	*	*	*	*	*	*	*	*	194
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

Incidents with transport

	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	5891	*	*	*	*	*	*	*	*	*	*	*	5,891
Gloucestershire	3492	*	*	*	*	*	*	*	*	*	*	*	3,492
Wiltshire	4404	*	*	*	*	*	*	*	*	*	*	*	4,404
Other/Unknown	114	*	*	*	*	*	*	*	*	*	*	*	114
Total	13,901	*	*	*	*	*	*	*	*	*	*	*	13,901

Conveyance Rate

	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	68.44%	*	*	*	*	*	*	*	*	*	*	*	68.4%
Gloucestershire	67.70%	*	*	*	*	*	*	*	*	*	*	*	67.7%
Wiltshire	65.76%	*	*	*	*	*	*	*	*	*	*	*	65.8%
Other/Unknown	58.76%	*	*	*	*	*	*	*	*	*	*	*	58.8%
Total	67.3%	*	*	*	*	*	*	*	*	*	*	*	67.3%

Conveyance Rates by PCT

Incidents with a response

	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	1,462	*	*	*	*	*	*	*	*	*	*	*	1,462
Bristol	4,469	*	*	*	*	*	*	*	*	*	*	*	4,469
Gloucestershire	5,158	*	*	*	*	*	*	*	*	*	*	*	5,158
North Somerset	1,971	*	*	*	*	*	*	*	*	*	*	*	1,971
South Gloucestershire	1,967	*	*	*	*	*	*	*	*	*	*	*	1,967
Swindon	1,635	*	*	*	*	*	*	*	*	*	*	*	1,635
Wiltshire	3,800	*	*	*	*	*	*	*	*	*	*	*	3,800
Other/Unknown	194	*	*	*	*	*	*	*	*	*	*	*	194
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

Incidents with transport

	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	1,017	*	*	*	*	*	*	*	*	*	*	*	1,017
Bristol	2,980	*	*	*	*	*	*	*	*	*	*	*	2,980
Gloucestershire	3,492	*	*	*	*	*	*	*	*	*	*	*	3,492
North Somerset	1,389	*	*	*	*	*	*	*	*	*	*	*	1,389
South Gloucestershire	1,384	*	*	*	*	*	*	*	*	*	*	*	1,384
Swindon	1,064	*	*	*	*	*	*	*	*	*	*	*	1,064
Wiltshire	2,461	*	*	*	*	*	*	*	*	*	*	*	2,461
Other/Unknown	114	*	*	*	*	*	*	*	*	*	*	*	114
Total	13,901	*	*	*	*	*	*	*	*	*	*	*	13,901

Conveyance Rate

	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	69.56%	*	*	*	*	*	*	*	*	*	*	*	69.6%
Bristol	66.68%	*	*	*	*	*	*	*	*	*	*	*	66.7%
Gloucestershire	67.70%	*	*	*	*	*	*	*	*	*	*	*	67.7%
North Somerset	70.47%	*	*	*	*	*	*	*	*	*	*	*	70.5%
South Gloucestershire	70.36%	*	*	*	*	*	*	*	*	*	*	*	70.4%
Swindon	65.08%	*	*	*	*	*	*	*	*	*	*	*	65.1%
Wiltshire	64.76%	*	*	*	*	*	*	*	*	*	*	*	64.8%
Other/Unknown	58.76%	*	*	*	*	*	*	*	*	*	*	*	58.8%
Total	67.3%	*	*	*	*	*	*	*	*	*	*	*	67.3%

Conveyance Rates by District Council / Unitary Authority

Incidents with a response

	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
Bristol	4,469	*	*	*	*	*	*	*	*	*	*	*	4,469
South Gloucestershire	1,967	*	*	*	*	*	*	*	*	*	*	*	1,967
North Somerset	1,971	*	*	*	*	*	*	*	*	*	*	*	1,971
Bath and North East Somerset	1,462	*	*	*	*	*	*	*	*	*	*	*	1,462
Forest of Dean	645	*	*	*	*	*	*	*	*	*	*	*	645
Cotswold	645	*	*	*	*	*	*	*	*	*	*	*	645
Tewkesbury	590	*	*	*	*	*	*	*	*	*	*	*	590
Cheltenham	1,137	*	*	*	*	*	*	*	*	*	*	*	1,137
Gloucester	1,263	*	*	*	*	*	*	*	*	*	*	*	1,263
Stroud	878	*	*	*	*	*	*	*	*	*	*	*	878
Kennet	597	*	*	*	*	*	*	*	*	*	*	*	597
North Wiltshire	1,020	*	*	*	*	*	*	*	*	*	*	*	1,020
Swindon	1,613	*	*	*	*	*	*	*	*	*	*	*	1,613
West Wiltshire	1,275	*	*	*	*	*	*	*	*	*	*	*	1,275
Salisbury	908	*	*	*	*	*	*	*	*	*	*	*	908
Other/Unknown	216	*	*	*	*	*	*	*	*	*	*	*	216
Total	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656

Incidents with transport

	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
Bristol	2,980	*	*	*	*	*	*	*	*	*	*	*	2,980
South Gloucestershire	1,384	*	*	*	*	*	*	*	*	*	*	*	1,384
North Somerset	1,389	*	*	*	*	*	*	*	*	*	*	*	1,389
Bath and North East Somerset	1,017	*	*	*	*	*	*	*	*	*	*	*	1,017
Forest of Dean	448	*	*	*	*	*	*	*	*	*	*	*	448
Cotswold	459	*	*	*	*	*	*	*	*	*	*	*	459
Tewkesbury	409	*	*	*	*	*	*	*	*	*	*	*	409
Cheltenham	781	*	*	*	*	*	*	*	*	*	*	*	781
Gloucester	847	*	*	*	*	*	*	*	*	*	*	*	847
Stroud	548	*	*	*	*	*	*	*	*	*	*	*	548
Kennet	403	*	*	*	*	*	*	*	*	*	*	*	403
North Wiltshire	664	*	*	*	*	*	*	*	*	*	*	*	664
Swindon	1,050	*	*	*	*	*	*	*	*	*	*	*	1,050
West Wiltshire	781	*	*	*	*	*	*	*	*	*	*	*	781
Salisbury	613	*	*	*	*	*	*	*	*	*	*	*	613
Other/Unknown	128	*	*	*	*	*	*	*	*	*	*	*	128
Total	13,901	*	*	*	*	*	*	*	*	*	*	*	13,901

Conveyance Rate

	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
Bristol, City of	66.68%	*	*	*	*	*	*	*	*	*	*	*	66.7%
South Gloucestershire	70.36%	*	*	*	*	*	*	*	*	*	*	*	70.4%
North Somerset	70.47%	*	*	*	*	*	*	*	*	*	*	*	70.5%
Bath and North East Somerset	69.56%	*	*	*	*	*	*	*	*	*	*	*	69.6%
Forest of Dean	69.46%	*	*	*	*	*	*	*	*	*	*	*	69.5%
Cotswold	71.16%	*	*	*	*	*	*	*	*	*	*	*	71.2%
Tewkesbury	69.32%	*	*	*	*	*	*	*	*	*	*	*	69.3%
Cheltenham	68.69%	*	*	*	*	*	*	*	*	*	*	*	68.7%
Gloucester	67.06%	*	*	*	*	*	*	*	*	*	*	*	67.1%
Stroud	62.41%	*	*	*	*	*	*	*	*	*	*	*	62.4%
Kennet	67.50%	*	*	*	*	*	*	*	*	*	*	*	67.5%
North Wiltshire	65.10%	*	*	*	*	*	*	*	*	*	*	*	65.1%
Swindon	65.10%	*	*	*	*	*	*	*	*	*	*	*	65.1%
West Wiltshire	61.25%	*	*	*	*	*	*	*	*	*	*	*	61.3%
Salisbury	67.51%	*	*	*	*	*	*	*	*	*	*	*	67.5%
Other/Unknown	59.26%	*	*	*	*	*	*	*	*	*	*	*	59.3%
Total	67.3%	*	*	*	*	*	*	*	*	*	*	*	67.3%

Total Number of Responses by Sector

Current Year	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	12480	*	*	*	*	*	*	*	*	*	*	*	12,480
Gloucestershire	7696	*	*	*	*	*	*	*	*	*	*	*	7,696
Wiltshire	9996	*	*	*	*	*	*	*	*	*	*	*	9,996
Other/Unknown	197	*	*	*	*	*	*	*	*	*	*	*	197
Total	30,369	*	*	*	*	*	*	*	*	*	*	*	30,369

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	12165	*	*	*	*	*	*	*	*	*	*	*	12,165
Gloucestershire	7087	*	*	*	*	*	*	*	*	*	*	*	7,087
Wiltshire	9368	*	*	*	*	*	*	*	*	*	*	*	9,368
Other/Unknown	72	*	*	*	*	*	*	*	*	*	*	*	72
Total	28,692	*	*	*	*	*	*	*	*	*	*	*	28,692

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.6%	*	*	*	*	*	*	*	*	*	*	*	2.6%
Gloucestershire	8.6%	*	*	*	*	*	*	*	*	*	*	*	8.6%
Wiltshire	6.7%	*	*	*	*	*	*	*	*	*	*	*	6.7%
Other/Unknown	173.6%	*	*	*	*	*	*	*	*	*	*	*	173.6%
Total	5.8%	*	*	*	*	*	*	*	*	*	*	*	5.8%

Total Number of Responses by PCT

Current Year	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	2,152	*	*	*	*	*	*	*	*	*	*	*	2,152
Bristol	6,506	*	*	*	*	*	*	*	*	*	*	*	6,506
Gloucestershire	7,696	*	*	*	*	*	*	*	*	*	*	*	7,696
North Somerset	2,903	*	*	*	*	*	*	*	*	*	*	*	2,903
South Gloucestershire	2,761	*	*	*	*	*	*	*	*	*	*	*	2,761
Swindon	2,427	*	*	*	*	*	*	*	*	*	*	*	2,427
Wiltshire	5,727	*	*	*	*	*	*	*	*	*	*	*	5,727
Other/Unknown	197	*	*	*	*	*	*	*	*	*	*	*	197
Total	30,369	*	*	*	*	*	*	*	*	*	*	*	30,369

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	2,090	*	*	*	*	*	*	*	*	*	*	*	2,090
Bristol	6,446	*	*	*	*	*	*	*	*	*	*	*	6,446
Gloucestershire	7,087	*	*	*	*	*	*	*	*	*	*	*	7,087
North Somerset	2,653	*	*	*	*	*	*	*	*	*	*	*	2,653
South Gloucestershire	2,765	*	*	*	*	*	*	*	*	*	*	*	2,765
Swindon	2,202	*	*	*	*	*	*	*	*	*	*	*	2,202
Wiltshire	5,377	*	*	*	*	*	*	*	*	*	*	*	5,377
Other/Unknown	72	*	*	*	*	*	*	*	*	*	*	*	72
Total	28,692	0	0	0	0	0	0	0	0	0	0	0	28,692

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.0%	*	*	*	*	*	*	*	*	*	*	*	3.0%
Bristol PCT	0.9%	*	*	*	*	*	*	*	*	*	*	*	0.9%
Gloucestershire PCT	8.6%	*	*	*	*	*	*	*	*	*	*	*	8.6%
North Somerset PCT	9.4%	*	*	*	*	*	*	*	*	*	*	*	9.4%
South Gloucestershire PCT	-0.1%	*	*	*	*	*	*	*	*	*	*	*	-0.14%
Swindon PCT	10.2%	*	*	*	*	*	*	*	*	*	*	*	10.22%
Wiltshire PCT	6.5%	*	*	*	*	*	*	*	*	*	*	*	6.51%
Other/Unknown	173.6%	*	*	*	*	*	*	*	*	*	*	*	173.6%
Total	5.8%	*	*	*	*	*	*	*	*	*	*	*	5.8%

Total Number of Responses by District Council/Unitary Authority

Current Year	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
Bristol	6,506	*	*	*	*	*	*	*	*	*	*	*	6,506
South Gloucestershire	2,761	*	*	*	*	*	*	*	*	*	*	*	2,761
North Somerset	2,903	*	*	*	*	*	*	*	*	*	*	*	2,903
Bath and North East Somerset	2,152	*	*	*	*	*	*	*	*	*	*	*	2,152
Forest of Dean	1,000	*	*	*	*	*	*	*	*	*	*	*	1,000
Cotswold	964	*	*	*	*	*	*	*	*	*	*	*	964
Tewkesbury	900	*	*	*	*	*	*	*	*	*	*	*	900
Cheltenham	1,666	*	*	*	*	*	*	*	*	*	*	*	1,666
Gloucester	1,834	*	*	*	*	*	*	*	*	*	*	*	1,834
Stroud	1,332	*	*	*	*	*	*	*	*	*	*	*	1,332
Kennet	885	*	*	*	*	*	*	*	*	*	*	*	885
North Wiltshire	1,566	*	*	*	*	*	*	*	*	*	*	*	1,566
Swindon	2,396	*	*	*	*	*	*	*	*	*	*	*	2,396
West Wiltshire	1,938	*	*	*	*	*	*	*	*	*	*	*	1,938
Salisbury	1,338	*	*	*	*	*	*	*	*	*	*	*	1,338
Other/Unknown	228	*	*	*	*	*	*	*	*	*	*	*	228
Total	30,369	*	*	*	*	*	*	*	*	*	*	*	30,369

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	6,446	*	*	*	*	*	*	*	*	*	*	*	6,446
South Gloucestershire	2,765	*	*	*	*	*	*	*	*	*	*	*	2,765
North Somerset	2,653	*	*	*	*	*	*	*	*	*	*	*	2,653
Bath and North East Somerset	2,090	*	*	*	*	*	*	*	*	*	*	*	2,090
Forest of Dean	934	*	*	*	*	*	*	*	*	*	*	*	934
Cotswold	950	*	*	*	*	*	*	*	*	*	*	*	950
Tewkesbury	824	*	*	*	*	*	*	*	*	*	*	*	824
Cheltenham	1,513	*	*	*	*	*	*	*	*	*	*	*	1,513
Gloucester	1,632	*	*	*	*	*	*	*	*	*	*	*	1,632
Stroud	1,234	*	*	*	*	*	*	*	*	*	*	*	1,234
Kennet	933	*	*	*	*	*	*	*	*	*	*	*	933
North Wiltshire	1,397	*	*	*	*	*	*	*	*	*	*	*	1,397
Swindon	2,175	*	*	*	*	*	*	*	*	*	*	*	2,175
West Wiltshire	1,772	*	*	*	*	*	*	*	*	*	*	*	1,772
Salisbury	1,275	*	*	*	*	*	*	*	*	*	*	*	1,275
Other/Unknown	99	*	*	*	*	*	*	*	*	*	*	*	99
Total	28,692	*	*	*	*	*	*	*	*	*	*	*	28,692

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	0.9%	*	*	*	*	*	*	*	*	*	*	*	0.9%
South Gloucestershire	-0.1%	*	*	*	*	*	*	*	*	*	*	*	-0.1%
North Somerset	9.4%	*	*	*	*	*	*	*	*	*	*	*	9.4%
Bath and North East Somerset	3.0%	*	*	*	*	*	*	*	*	*	*	*	3.0%
Forest of Dean	7.1%	*	*	*	*	*	*	*	*	*	*	*	7.1%
Cotswold	1.5%	*	*	*	*	*	*	*	*	*	*	*	1.5%
Tewkesbury	9.2%	*	*	*	*	*	*	*	*	*	*	*	9.2%
Cheltenham	10.1%	*	*	*	*	*	*	*	*	*	*	*	10.1%
Gloucester	12.4%	*	*	*	*	*	*	*	*	*	*	*	12.4%
Stroud	7.9%	*	*	*	*	*	*	*	*	*	*	*	7.9%
Kennet	-5.1%	*	*	*	*	*	*	*	*	*	*	*	-5.1%
North Wiltshire	12.1%	*	*	*	*	*	*	*	*	*	*	*	12.1%
Swindon	10.2%	*	*	*	*	*	*	*	*	*	*	*	10.2%
West Wiltshire	9.4%	*	*	*	*	*	*	*	*	*	*	*	9.4%
Salisbury	4.9%	*	*	*	*	*	*	*	*	*	*	*	4.9%
Other/Unknown	130.3%	*	*	*	*	*	*	*	*	*	*	*	130.3%
Total	5.8%	*	*	*	*	*	*	*	*	*	*	*	5.8%

Total Number of Patients Transported by Sector

Current Year	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	6048	*	*	*	*	*	*	*	*	*	*	*	6,048
Gloucestershire	3607	*	*	*	*	*	*	*	*	*	*	*	3,607
Wiltshire	4517	*	*	*	*	*	*	*	*	*	*	*	4,517
Other/Unknown	129	*	*	*	*	*	*	*	*	*	*	*	129
Total	14,301	*	*	*	*	*	*	*	*	*	*	*	14,301

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Avon	5855	*	*	*	*	*	*	*	*	*	*	*	5,855
Gloucestershire	3322	*	*	*	*	*	*	*	*	*	*	*	3,322
Wiltshire	4233	*	*	*	*	*	*	*	*	*	*	*	4,233
Other/Unknown	37	*	*	*	*	*	*	*	*	*	*	*	37
Total	13,447	*	*	*	*	*	*	*	*	*	*	*	13,447

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	3.3%	*	*	*	*	*	*	*	*	*	*	*	3.3%
Gloucestershire	8.6%	*	*	*	*	*	*	*	*	*	*	*	8.6%
Wiltshire	6.7%	*	*	*	*	*	*	*	*	*	*	*	6.7%
Other/Unknown	248.6%	*	*	*	*	*	*	*	*	*	*	*	248.6%
Total	6.4%	*	*	*	*	*	*	*	*	*	*	*	6.4%

Total Number of Patients Transported by PCT

Current Year	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	1,040	*	*	*	*	*	*	*	*	*	*	*	1,040
Bristol	3,060	*	*	*	*	*	*	*	*	*	*	*	3,060
Gloucestershire	3,607	*	*	*	*	*	*	*	*	*	*	*	3,607
North Somerset	1,430	*	*	*	*	*	*	*	*	*	*	*	1,430
South Gloucestershire	1,417	*	*	*	*	*	*	*	*	*	*	*	1,417
Swindon	1,096	*	*	*	*	*	*	*	*	*	*	*	1,096
Wiltshire	2,522	*	*	*	*	*	*	*	*	*	*	*	2,522
Other/Unknown	129	*	*	*	*	*	*	*	*	*	*	*	129
Total	14,301	*	*	*	*	*	*	*	*	*	*	*	14,301

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bath and North East Somerset	1,064	*	*	*	*	*	*	*	*	*	*	*	1,064
Bristol	2,974	*	*	*	*	*	*	*	*	*	*	*	2,974
Gloucestershire	3,322	*	*	*	*	*	*	*	*	*	*	*	3,322
North Somerset	1,307	*	*	*	*	*	*	*	*	*	*	*	1,307
South Gloucestershire	1,416	*	*	*	*	*	*	*	*	*	*	*	1,416
Swindon	958	*	*	*	*	*	*	*	*	*	*	*	958
Wiltshire	2,369	*	*	*	*	*	*	*	*	*	*	*	2,369
Other/Unknown	37	*	*	*	*	*	*	*	*	*	*	*	37
Total	13,447	*	*	*	*	*	*	*	*	*	*	*	13,447

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	-2.3%	*	*	*	*	*	*	*	*	*	*	*	-2.3%
Bristol PCT	2.9%	*	*	*	*	*	*	*	*	*	*	*	2.9%
Gloucestershire PCT	8.6%	*	*	*	*	*	*	*	*	*	*	*	8.6%
North Somerset PCT	9.4%	*	*	*	*	*	*	*	*	*	*	*	9.4%
South Gloucestershire PCT	0.1%	*	*	*	*	*	*	*	*	*	*	*	0.07%
Swindon PCT	14.4%	*	*	*	*	*	*	*	*	*	*	*	14.41%
Wiltshire PCT	6.5%	*	*	*	*	*	*	*	*	*	*	*	6.46%
Other/Unknown	248.6%	*	*	*	*	*	*	*	*	*	*	*	248.6%
Total	6.4%	*	*	*	*	*	*	*	*	*	*	*	6.4%

Total Number of Patients Transported by District Council/Unitary Authority

Current Year	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
Bristol	3,060	*	*	*	*	*	*	*	*	*	*	*	3,060
South Gloucestershire	1,417	*	*	*	*	*	*	*	*	*	*	*	1,417
North Somerset	1,430	*	*	*	*	*	*	*	*	*	*	*	1,430
Bath and North East Somerset	1,040	*	*	*	*	*	*	*	*	*	*	*	1,040
Forest of Dean	468	*	*	*	*	*	*	*	*	*	*	*	468
Cotswold	471	*	*	*	*	*	*	*	*	*	*	*	471
Tewkesbury	419	*	*	*	*	*	*	*	*	*	*	*	419
Cheltenham	801	*	*	*	*	*	*	*	*	*	*	*	801
Gloucester	889	*	*	*	*	*	*	*	*	*	*	*	889
Stroud	559	*	*	*	*	*	*	*	*	*	*	*	559
Kennet	416	*	*	*	*	*	*	*	*	*	*	*	416
North Wiltshire	679	*	*	*	*	*	*	*	*	*	*	*	679
Swindon	1,080	*	*	*	*	*	*	*	*	*	*	*	1,080
West Wiltshire	796	*	*	*	*	*	*	*	*	*	*	*	796
Salisbury	631	*	*	*	*	*	*	*	*	*	*	*	631
Other/Unknown	145	*	*	*	*	*	*	*	*	*	*	*	145
Total	14,301	*	*	*	*	*	*	*	*	*	*	*	14,301

2009/10	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD
Bristol	2,974	*	*	*	*	*	*	*	*	*	*	*	2,974
South Gloucestershire	1,416	*	*	*	*	*	*	*	*	*	*	*	1,416
North Somerset	1,307	*	*	*	*	*	*	*	*	*	*	*	1,307
Bath and North East Somerset	1,064	*	*	*	*	*	*	*	*	*	*	*	1,064
Forest of Dean	424	*	*	*	*	*	*	*	*	*	*	*	424
Cotswold	466	*	*	*	*	*	*	*	*	*	*	*	466
Tewkesbury	372	*	*	*	*	*	*	*	*	*	*	*	372
Cheltenham	737	*	*	*	*	*	*	*	*	*	*	*	737
Gloucester	765	*	*	*	*	*	*	*	*	*	*	*	765
Stroud	558	*	*	*	*	*	*	*	*	*	*	*	558
Kennet	432	*	*	*	*	*	*	*	*	*	*	*	432
North Wiltshire	612	*	*	*	*	*	*	*	*	*	*	*	612
Swindon	945	*	*	*	*	*	*	*	*	*	*	*	945
West Wiltshire	699	*	*	*	*	*	*	*	*	*	*	*	699
Salisbury	626	*	*	*	*	*	*	*	*	*	*	*	626
Other/Unknown	50	*	*	*	*	*	*	*	*	*	*	*	50
Total	13,447	*	*	*	*	*	*	*	*	*	*	*	13,447

Variance Year on Year

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	2.9%	*	*	*	*	*	*	*	*	*	*	*	2.9%
South Gloucestershire	0.1%	*	*	*	*	*	*	*	*	*	*	*	0.1%
North Somerset	9.4%	*	*	*	*	*	*	*	*	*	*	*	9.4%
Bath and North East Somerset	-2.3%	*	*	*	*	*	*	*	*	*	*	*	-2.3%
Forest of Dean	10.4%	*	*	*	*	*	*	*	*	*	*	*	10.4%
Cotswold	1.1%	*	*	*	*	*	*	*	*	*	*	*	1.1%
Tewkesbury	12.6%	*	*	*	*	*	*	*	*	*	*	*	12.6%
Cheltenham	8.7%	*	*	*	*	*	*	*	*	*	*	*	8.7%
Gloucester	16.2%	*	*	*	*	*	*	*	*	*	*	*	16.2%
Stroud	0.2%	*	*	*	*	*	*	*	*	*	*	*	0.2%
Kennet	-3.7%	*	*	*	*	*	*	*	*	*	*	*	-3.7%
North Wiltshire	10.9%	*	*	*	*	*	*	*	*	*	*	*	10.9%
Swindon	14.3%	*	*	*	*	*	*	*	*	*	*	*	14.3%
West Wiltshire	13.9%	*	*	*	*	*	*	*	*	*	*	*	13.9%
Salisbury	0.8%	*	*	*	*	*	*	*	*	*	*	*	0.8%
Other/Unknown	190.0%	*	*	*	*	*	*	*	*	*	*	*	190.0%
Total	6.4%	*	*	*	*	*	*	*	*	*	*	*	6.4%

Summary of Contracted Activity (Incidents With Response)

Bath and North East Somerset	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,507	1,635	1,470	1,579	1,465	1,532	1,852	1,738	1,716	1,654	1,413	1,686	1,507
Actual	1,462	*	*	*	*	*	*	*	*	*	*	*	1,462
Variance	-3.01%	*	*	*	*	*	*	*	*	*	*	*	-3.01%

Bristol	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	4,525	4,857	4,721	5,011	4,715	4,506	5,057	4,596	5,138	4,730	4,209	4,880	4,525
Actual	4,469	*	*	*	*	*	*	*	*	*	*	*	4,469
Variance	-1.25%	*	*	*	*	*	*	*	*	*	*	*	-1.25%

Gloucestershire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	5,201	5,351	5,168	5,269	5,275	5,139	5,682	5,515	5,788	5,374	4,944	5,639	5,201
Actual	5,158	*	*	*	*	*	*	*	*	*	*	*	5,158
Variance	-0.83%	*	*	*	*	*	*	*	*	*	*	*	-0.83%

North Somerset	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,918	1,901	1,894	1,935	2,353	2,038	2,014	1,909	2,112	1,916	1,816	2,031	1,918
Actual	1,971	*	*	*	*	*	*	*	*	*	*	*	1,971
Variance	2.76%	*	*	*	*	*	*	*	*	*	*	*	2.76%

South Gloucestershire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,967	2,190	2,048	2,227	1,998	2,063	2,415	2,194	2,359	2,234	2,025	2,262	1,967
Actual	1,967	*	*	*	*	*	*	*	*	*	*	*	1,967
Variance	-0.01%	*	*	*	*	*	*	*	*	*	*	*	-0.01%

Swindon	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	1,547	1,745	1,763	1,784	1,801	1,711	1,773	1,881	2,174	1,897	1,728	1,903	1,547
Actual	1,635	*	*	*	*	*	*	*	*	*	*	*	1,635
Variance	5.66%	*	*	*	*	*	*	*	*	*	*	*	5.66%

Wiltshire	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	3,639	4,047	4,524	4,353	4,361	4,090	4,394	4,201	4,540	3,949	3,857	4,155	3,639
Actual	3,800	*	*	*	*	*	*	*	*	*	*	*	3,800
Variance	4.42%	*	*	*	*	*	*	*	*	*	*	*	4.42%

Other/Unknown	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	83	134	199	244	237	209	238	245	272	198	188	212	83
Actual	194	*	*	*	*	*	*	*	*	*	*	*	194
Variance	132.53%	*	*	*	*	*	*	*	*	*	*	*	132.53%

GWAS	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Contracted	20,389	21,860	21,786	22,402	22,205	21,288	23,424	22,279	24,100	21,951	20,182	22,768	20,389
Actual	20,656	*	*	*	*	*	*	*	*	*	*	*	20,656
Variance	1.31%	*	*	*	*	*	*	*	*	*	*	*	1.31%

Great Western Ambulance Service NHS

NHS Trust

Board Performance Report
March 2010

V1 - 110909

This report presents the performance of the Trust against its 2009/2010 Business Plan and consists of:

- An overview of how Great Western Ambulance Service is performing against national targets and internal Trust indicators
- Detailed information relating to exceptions to national target and indicator performance

Commentary, and where appropriate graphical representation, of deviations in performance is provided with detail of remedial action being taken to bring performance back to agreed tolerance levels.

Red – variance from target/plan requiring exception actions
Amber – variance from target/plan requiring management actions
Green – variance within tolerance levels to be maintained

*Note
Revised performance for Cat A8 has occurred following a letter from the DH dated 1st April providing further clarity for all ambulance Trusts on KA34 definitions following some uncertainty / differing treatments. The letter explicitly clarifies when 3rd party responses can and cannot be included. .....

Aim: **Timely access to services**

Objective: Achievement of all accident and emergency performance standards – A8, A19, B19

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Accident & Emergency						
Volume of responses:						
% of Category A			37.9%	34.8%	↑	
% of Category B			35.0%	36.4%	↓	
% of Category C (excluding uncategorised calls)			26.7%	28.5%	↓	
Activity (emergency incidents with response)	242,769	22,181	22,110	256,911	↑	256,911 (+5.83% above plan)
Responses to Category A calls within 8 minutes	75%		78.2%	*75.0%	↑	75%
Responses to Category A calls within 19 minutes	95%		95.3%	95.1%	↑	95.1%
Responses to Category B calls within 19 minutes	95%		91.0%	90.7%	↑	90.7%
Call answering (999 calls)	95% in 5 seconds		98.0%	97.6%	↑	97.6%
Total front line hours planned		30 = 105300 31 = 108810	108,810	1,281,150		1,281,150
Total front line hours delivered (including agency)			115,628	1,357,562	↑	
Total front line hours abstracted			42,199	466,746	↑	
Handover delays over 15 minutes (at A&E departments) (average time for month)	< 15 mins		16:25	15:12	↑	
Number of handovers in excess of 15 minutes			4177	42108	↓	
Wrap up time (average time for month)	< 15 mins		17:05	17:21	↑	
Number of Wrap ups in excess of 15 minutes			6051	65271	↓	
Average total turnaround			33:30	32:33	↑	
Contribution by indirect resources (Community, fire, staff and charity responder schemes)			16.4%	12.4%	↑	

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Out of Hours Service						
Total number OOH calls received			11,080	136,907	↑	
Calls abandoned	< 5%		2.1%	3.0%	↑	3%
Calls engaged	< 1%		0%	0%	↔	0%
Percentage of calls answered under 60 seconds	95% in 60 seconds		96.5%	95.2%	↑	95.2% in 60 seconds
Triage under 20 minutes	> 95%		95.8%	95.9%	↓	> 95.9%
Triage under 60 minutes	> 95%		99.0%	99.3%	↑	> 99.3%
Emergency Visit under 1 hour	95%		100%	98.2%	↔	98.2%
Urgent Visit under 2 hours	95%		96.9%	93.5%	↑	93.5%
Routine Visit under 6 hours	95%		97.8%	95.2%	↑	95%

OOH's was fully compliant for March despite an increase of 1,110 calls. The number of urgent home visits reduced by 45 and the routine visits increased by 79, this reflects a reduction in the conversion of triaged calls to urgent home visits. This is in response to the PCT OOH study day held at the end of February where GWAS clinicians presented data to the group regarding triaging calls to hoe visits and this has had a positive effect and will continued to be monitored.

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Patient Transport Services						
Activity		20,500	23,796	260,812	↑	260,812

Aim: Provision of high quality clinical care
Objective: Achievement of reperfusion standard and introduction of clinical performance indicators

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% under 60 minutes call to needle time (February figures)	68%		85.70%	71.30%	**+0.81%**	70%
% under 150 minutes call to balloon time(February figures)			77.50%	81.80%	**-1.04%**	
Conveyance rate	65%	65%	66.1%	65.8%	↑	65.8%
Conveyance rate to other destinations (eg MIU, WIC)			0.6%	0.6%	↑	
Category C calls (excluding card 33&35) Activity			4031	52193	↑	
Category C calls passed to NHSD			247 6.1%		↑	
Category C calls passed to clinical desk			205 5.1%		↑	
Number of formal complaints received			24			
Formal complaints acknowledged within 3 working days	100%	100%	100%	100%	-	100%
Formal complaints responded to within 25 working days (or agreed extension):	100%	100%	17	235	-	100%
Completed			7			
Not completed within time			0	5	-	
Number of serious untoward incidents			1	20	1	
Number of patient safety incidents			Not yet available	139	Not yet available	

Notes

1. Latest month for % under 60 minutes call to needle time is February 2010
2. Data % under 60 minutes call to needle time for RUH not yet received for February 2010
3. February data shows 7 cases eligible for thrombolysis (GWH 3/3, SDH 3/2 GHT 1/1)
4. Latest month for % under 150 minutes call to balloon time is January.

Aim: Develop a highly skilled, professional and flexible workforce
Objective: Implement a staff survey action plan to address key developmental areas

Description		Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end
Staff – WTE	A&E	902	905.7	2.0	906.2	↓	906.2
	HART		7.0	3.0	8.0	↑	8.0
	EOC	172.7	156.9	0.0	157.3	↓	157.3
	OOH	39.54	33.0	0.0	33.0	↓	33.0
	PTS	180.4	172.6	0.0	173.9	↑	173.9
	Support staff	227.7	187.2	5.6	185.4	↑	185.4
	Total	1522.34	**1462.5**	**10.6**	**1463.8**	↑	**1463.8**
*Staff – Turnover	A&E	10%		3.8%	6.0%	↑	
	HART			0.0%	0.0%	↔	
	EOC			14.2%	11.9%	↓	
	OOH			25.3%	27.7%	↓	
	PTS			18.2%	8.5%	↓	
	Support staff			12.2%	17.4%	↔	
	Total			**8.4%**	**9.0%**	↔	
*annualised							
*Sickness	A&E	5%		5.5%	6.1%	↑	
	HART			0.0%	0.0%	↔	
	EOC			8.2%	5.1%	↓	
	OOH			8.1%	3.7%	↓	
	PTS			7.1%	5.6%	↑	
	Support staff			3.8%	3.9%	↑	
	Total			**5.8%**	**5.6%**	↑	
*unvalidated data							
Training hours A&E field operations (hrs)		31,000	6785	2908	33,444	↑	33,589
Training hours general (hrs)			1790	1339.5			
Number of staff completed mandatory training (Face to face)		80%	7.5%	0.19%	91%	↑	80%
Number of staff completed mandatory training (Workbook)* * from November 2008 – three year cycle		90%	0.5%	0.8%	96.8%%	↑	96%
Number of staff undertaken an appraisal		80%	8.3%	16.8%	88.8%	↑	70%

Number of RIDDOR reportable incidents	52	<4.3	2	41	↑	
Accident frequency rates	9.3%	<0.75%	4.76	7.9	↓	
Number of violence and aggression incidents	143	<12	11	131	↑	
Number of manual handling incidents	90	<7.5	8	105	↑	
Number of stress incidents	4.5	<0.35	0	0	↓	

Staffing levels
The overall YTD figure was just ahead the monthly plan due to lower than anticipated turnover.

Within EOC current staffing levels are 15.4 WTE below establishment. Nine of these WTE posts are being recruited to whilst the remaining vacancies will currently remain unfilled as part of EOC plans.

Out of hour's currently have 6.54 WTE vacancies, which are Doctors, Control Assistants and Drivers. Recruitment is currently underway to fill the Control Assistants and Drivers vacancies. The Doctor vacancies are currently being filled through the use of self employed Doctors.

PTS currently have 6.5 WTE vacancies. Recruitment is being closely managed prior to the outcome of the BNSSG tender process. A full recruitment programme to recruit to the new structure contained in the tender proposal is being developed and will be implemented from May, should GWAS be successful in the tender process. Current recruitment activity is underway to fill the existing vacancies.

Vacancies within support services are spread across a number of directorates. Recruitment is being managed at a local level in accordance with service delivery requirements.

Staff turnover
Staff turnover for 2009/10 was 9%, this is 1% below the year end target of 10%. Whilst turnover in some areas appears high this is due to turnover in areas of the organisation that have lower staffing numbers. Staff turnover is not a cause for concern.

Sickness absence
During the month of March Support Services and HART recorded absence levels below the required 5% target. All other services recorded absence levels above the required target. Overall, the Trust absence figure for March reduced significantly to 5.8% compared to 6.2% in February. Support Services and OOH ended the year within the required 5% absence target. A&E, PTS and EOC exceeded the year end target. Overall, the Trust exceeded the 5% target by 0.6%.

Training Hours A&E Field Operations
The variance is due to cancellation of SME/Conflict Resolution towards end of the month.

Training Hours A&E/Mandatory Training (Face to Face/SME)
Movement shows down on previous month due to suspension of SME/Conflict Resolution programme for A&E staff only

Training Hours General
These hours comprise of ECA & ICA Foundation, Induction & Emergency Driving, driving assessments (practical and theory), FPOS Urgent Care and TIA sessions. The shortfall is due to employees not attending as scheduled combined with course cancellations caused by pre-notified non-attendance. Cancelled courses have been re-scheduled within the training plan.

Appraisals
Significant progress was made in the last month of the financial year to exceed the year end target.

Manual Handling
At the year end Manual Handling is the only area that has failed to reach its target. This is largely attributable to the extreme weather conditions during the winter. (The HSE defines any slip during a manual handling operation as a MH incident) Significantly the number of RIDDORS associated with Manual Handling has decreased indicating that the severity of individual incidents is decreasing.

Notes
- Year end forecast is calculated by taking January YTD figure and deducting YTD turnover to the end of the year (i.e. 2 months).
- YTD turnover is calculated as the number of leavers, divided by the average headcount of substantive staff for the period (shown as a percentage).
- Latest month turnover is calculated as the number of leavers, divided by the average headcount of substantive staff for the period, multiplied by twelve. This figure represents the annual turnover percentage if turnover was the same in every month as the month being reported.
- Movement on previous month; the down arrow indicates a worsening on last month and the up arrow indicates an improvement on last month.

Aim: To become a competitive and effective organisation

Objectives: Financial balance
Governance – achievement of Auditors Local Evaluation
Full compliance with Care Quality Commission Standards
Development and implementation of full Foundation Trust programme

		Annual Plan	Month 12 Plan	Month 12 Actual	Variance to plan	Previous month variance
Income and Expenditure Surplus / (Deficit)	£000's	0	0	94	94	0
Cash releasing efficiency savings	£000's	4,902	4,902	3,609	-1,293	-1,455
Capital Resource Limit	£000's	6,579	6,579	6337	242	0
Better Payment Practice Code – Number	%	95	95	97.5	2.5	2.4
Better Payment Practice – Value	%	95	95	93.2	-1.8	-3.6
External Finance Limit	£000's	3,435	3,435	2296	1139	0
Rate of Return on capital	%	3.5	3.5	3.5	0	-0.2

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Compliance with 86 ALE KLOEs at Level 2	97			78	↔	97
				12	↔	
				2	↔	
				5 n/a		
Compliance with all 42 Standards for Better Health	42			42	↔	42
Compliance with all 50 NHSLA risk management standards	50			42	↔	42
Attainment of a minimum of 70% compliance with information governance toolkit requirements	70%			72%	↔	70%
Narrative: The ALE value for money audit has now been completed. The two areas which still require assessment against compliance are in relation to partnership working. Feedback from this audit is expected at the end of April.						

Aim: Develop effective partnership and stakeholder engagement

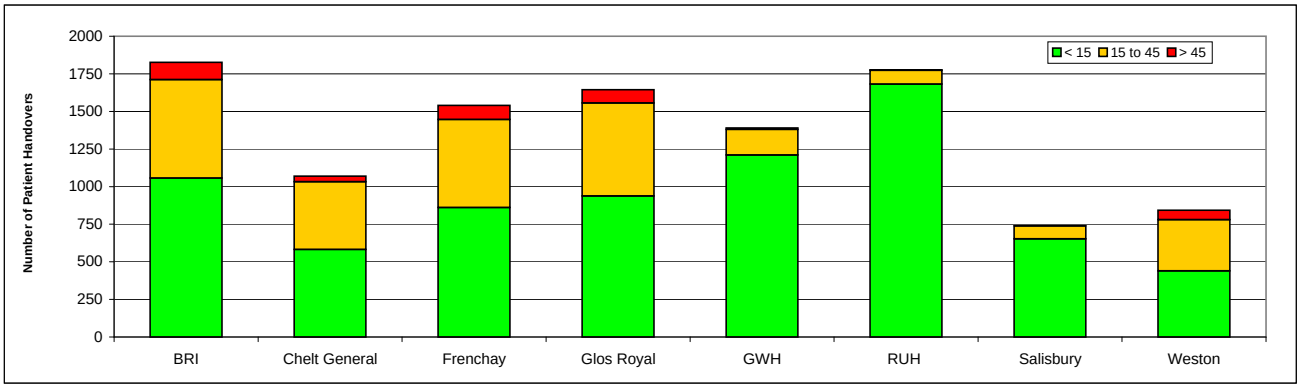
Objective Improvement of the reputation of the Trust and the development of effective working relationships and partnerships

Description		Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers	Daily			45	706		
	Weekly			16	279		
Broadcasts	TV			1	21		
	Radio			8	126		
Other	Websites			35	643		
				1	9		
Stakeholder activity	Station visits			0	34		
	HOSC meetings			0	8		
	External Reference Group			1	7		
				1	11		

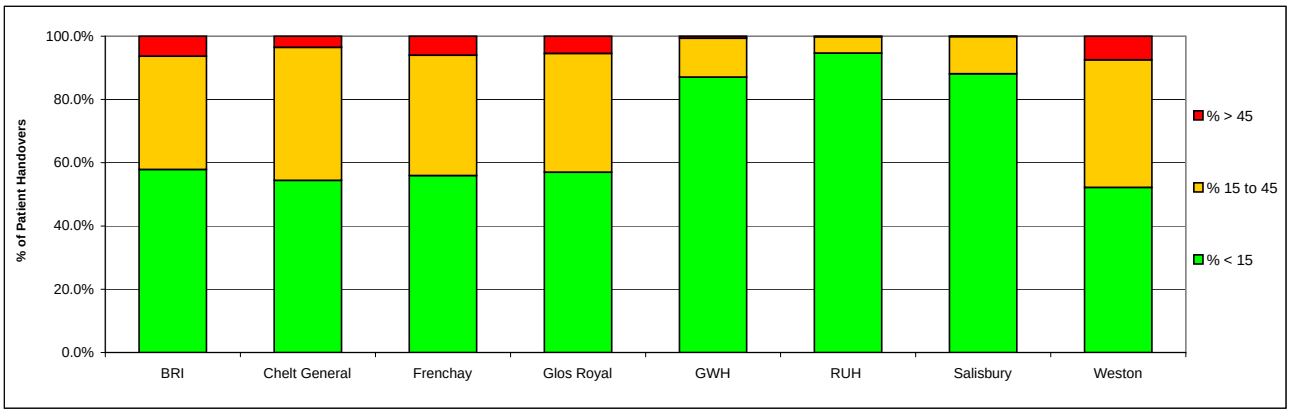
Month of March GWAS received 92% positive media coverage (98/106)

GWAS MONTHLY A&E HANDOVER SUMMARY - APRIL 2010

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	1057	264	163	98	48	46	36	55	54	5	2		771	116	1828
Cheltenham General Hospital	582	216	101	61	27	31	14	24	14				488	38	1070
Frenchay Hospital	861	206	160	81	59	45	35	43	47	3			679	93	1540
Gloucester Royal Hospital	938	289	132	87	51	35	24	33	49	7	1		708	90	1646
Great Western Hospital	1210	116	26	12	12	1	4	8	1				180	9	1390
Royal United Hospital	1682	89	1		1			4					95	4	1777
Salisbury District Hospital	652	58	23	4	2				1				88	1	740
Weston General Hospital	440	139	79	53	29	23	17	29	32	2			403	63	843
Overall Total	7422	1377	685	396	229	181	130	196	198	17	3		3412	414	10834



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	57.8%	14.4%	8.9%	5.4%	2.6%	2.5%	2.0%	3.0%	3.0%	0.3%	0.1%		42.2%	6.3%	100%
Cheltenham General Hospital	54.4%	20.2%	9.4%	5.7%	2.5%	2.9%	1.3%	2.2%	1.3%				45.6%	3.6%	100%
Frenchay Hospital	55.9%	13.4%	10.4%	5.3%	3.8%	2.9%	2.3%	2.8%	3.1%	0.2%			44.1%	6.0%	100%
Gloucester Royal Hospital	57.0%	17.6%	8.0%	5.3%	3.1%	2.1%	1.5%	2.0%	3.0%	0.4%	0.1%		43.0%	5.5%	100%
Great Western Hospital Swindon	87.1%	8.3%	1.9%	0.9%	0.9%	0.1%	0.3%	0.6%	0.1%				12.9%	0.6%	100%
Royal United Hospital Bath	94.7%	5.0%	0.1%		0.1%			0.2%					5.3%	0.2%	100%
Salisbury District Hospital	88.1%	7.8%	3.1%	0.5%	0.3%				0.1%				11.9%	0.1%	100%
Weston General Hospital	52.2%	16.5%	9.4%	6.3%	3.4%	2.7%	2.0%	3.4%	3.8%	0.2%			47.8%	7.5%	100%
GWAS Average	68.5%	12.7%	6.3%	3.7%	2.1%	1.7%	1.2%	1.8%	1.8%	0.2%	0.0%		31.5%	3.8%	100%



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Agenda Item No. 8

Update from Individual Health Overview and Scrutiny Committees

Great Western Ambulance Joint Health Scrutiny Committee
11th June 2010

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:

Note the 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

Appendices

Appendix 1 – Update from Wiltshire Health and Adult Social Care Select Committee

Appendix 1

Wiltshire Health and Adult Social Care Select Committee (HASC): Update to 11th June Joint Scrutiny Committee - Activity in relation to GWAS:

1. **Periodical meetings** are arranged with representatives from GWAS, NHS Wiltshire and the HASC to consider Wiltshire locality issues. The purpose of these meetings is to review performance and action plans, and to offer assistance where appropriate.

   We have met on two occasions since the last Committee:
   a. 4th January 2010.
      Ideas from this meeting included exploring how the GWAS might engage with the NHS Fairs, ensuring key contacts in the Council, NHS Wiltshire and GWAS were put in touch with each other.

   b. 21 May 2010
      This meeting focussed on nominating which CFR schemes in the Kennet Area we would actively promote (in liaison with GWAS and NHS Wiltshire). This was an action point from the Rural Response Times Task Group.

2. **Local liaison with GWAS CFR Managers (recommendation by Rural Task Group)**
   Cllr Ridout and Cllr Jane Burton met with Jessica Burston (Wiltshire Locality Manager) on 19th March.

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AGENDA ITEM NO. 9

LOCAL INVOLVEMENT NETWORK (LINk)
Joint Working Group (JWG)
UPDATE FOR THE JOINT OVERVIEW AND SCRUTINY COMMITTEE

June 2010

All seven LINks are now represented on the JWG. The valuable support given to the Group by GRCC acting as secretariat is much appreciated.

Members are now completing CRB checks and Enter and View training so that the Group will be able to engage in some scrutiny of hospital handover times and PTS criteria if it was needed. Concerns exist that administrative delays are holding back the checks and training because the various host support is limited.

The JWG wishes to see greater integration of ambulance services into local healthcare communities. ECPs are particularly relevant and appropriate to this role. The JWG notes that there are concerns within this professional community that they are becoming de-skilled and less able to serve the community in the ways envisaged from the onset of their entry into service.

GWAS has set up an ECP review Project Board and the JWG chair is a member of this Board.

The JWG Chair recently met the GWAS CEO, Dave Whiting, and expects to meet the lead commissioner in the near future. The meeting is to discuss how ambulance services, beyond the strictly emergency dimension, can make a broader contribution to community healthcare, thereby avoiding the duality of commissioning which may happen and the isolation of healthcare initiatives, where 'togetherness' is not necessarily happening.

The Trust lead on dementia will be speaking to the Group at its next meeting in June.

The Group recently had a productive meeting with GWAS representatives to discuss the Trust's Quality Account, prior to submitting its comments via the Wiltshire LINk

The JWG has welcomed its positive relationship with GWAS since its inception and looks forward to this continuing.

Albert Weager

Albert Weager (Chair)
28th May 2010

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Agenda Item No. 10

Short Life Group on Rural Response Times – Update paper

Great Western Ambulance Joint Health Scrutiny Committee
June 11th 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose
To update the Joint Health Scrutiny Committee on the outcomes of the Short Life Group.

Recommendation
The Great Western Ambulance Joint Health Scrutiny Committee is requested to: - comment on the recommendations for further action as set out in paragraphs 3.2 - 3.7 and 4.1 - 4.2.

1.0 Reasons

1.1 The Great Western Ambulance Joint Health Scrutiny Committee meeting on 30th October 2009 agreed to establish a short life group to explore ways of improving performance in rural areas. The areas that were identified as being of particular concern, and would therefore form the remit of the work of the group, were Forest of Dean, Cotswold and Kennet (now part of Wiltshire Council). Terms of Reference are attached at **Appendix 1**.

1.2 The Committee agreed that one member from each of the three areas would participate in the Group, together with the appropriate officers from GWAS. The Committee requested that the Group provide regular updates on progress to the Committee.

2.0 Detail

2.1 The Group met three times, on January 28th, March 4th and April 22nd.

2.2 The Group has focussed its attention on the provision of Community First Responders and how to best to increase numbers of these where insufficient, and also on increasing the placement of defibrillators in the community.

.

2.3 A number of issues have emerged, some of which fall outside the specific remit of this group, but which may be worthy of further consideration by the Joint Committee. These are detailed later in this report.

3.0 Outcomes of the Short Life Group

3.1 In some rural areas with low density of population, there is insufficient activity to justify a vehicle being stationed there. In these situations, GWAS needs to look at other initiatives in order to ensure that cover is maintained. These initiatives include Co- Responder Schemes, Community First Responders and the provision of Automatic External Defibrillators (AEDs).

3.2 The Group agreed to select two or three focussed local areas within each of the rural areas that formed the remit of the Group's work. There will be a joint concerted effort by local councillors and GWAS officers in these areas to publicise and increase recruitment of CFRs and placement of defibrillators. The areas selected are:

Cotswold	Bourton-on-the-Water Stow-on-the-Wold
Forest of Dean	Sedbury Tiddenham Mitcheldean
Kennet	Schemes have been identified but not confirmed at the time of writing. An update will be provided when available.

3.3 For each of these focussed areas, GWAS will provide information on the number of calls received and response time performance. It is estimated that it will take six months for this joint work to have a demonstrable impact on performance figures. Therefore in six months time, GWAS will provide this information again. This should give a clear indication of the impact, and depending on this, could lead to an expansion in the targeted areas.

3.4 The Group agreed that it was important to select specific areas on which to focus, in order to ensure that the ongoing training and support needs that would arise from increased recruitment can be met, and that the increases are sustainable.

3.5 It is proposed to provide an interim update to the Joint Committee in three months time, and a further progress report another three months after that.

Other outcomes

3.6 When a license is granted for large public events, GWAS need to be notified of first aid facilities, access/egress points etc. All OSCs were therefore requested to check that this is happening.

GWAS has received responses from all OSCs and this issue has now been clarified. The information provided by all local authorities is sufficient, with the exception of Gloucestershire, where only certain events are notified to GWAS eg. Gloucester Rugby, Cheltenham Town FC, Cheltenham races and the Royal International Air Tattoo. GWAS would ideally require information on each licensed event where first aid facilities are a condition of the licence being issued.

3.7 All OCS were asked to provide a list of council owned properties, such as leisure centres, care homes, schools etc. GWAS will then be able to use this information to map areas of high 999 calls and thereby identify properties that might benefit from extra indirect resources such as defibrillators.

Responses have been received from all councils, with the lists being very comprehensive. GWAS is now matching activity to demand at these locations. Where activity is greater than 1 life threatening call per month and this is not likely to be reached in 8 minutes, then GWAS will look to provide an AED and provide the necessary training. For properties and businesses that do not reach this level of activity, then GWAS will provide advice and guidance for organisations that are interested in purchasing their own AED.

In order to facilitate this, GWAS has identified the first 10 locations, which include leisure centres in the Forest of Dean and care homes in Wiltshire. A batch of 50 AEDs have been ordered for roll out.

4.0 Emerging issues

The issues that emerged from the Group can be summarised as follows:

4.1 Immediate/local issues

- Ongoing need to improve recruitment of CFRs, both in the three specific rural areas and more generally across the GWAS region.
- Increase placements of static defibrillators

These issues are being addressed by the joint work that is being carried out in the focussed areas, however for the wider GWAS region, the attention of the

Committee is drawn to **Appendix 2** (CFR Schemes by area). Where there are 6 or fewer CFRs in an area, and activity justifies more volunteers, councillors are requested to actively assist recruitment. Attached at **Appendix 3** are three versions of a text which councillors (or any other interested parties) may wish to use as editorial which they can offer to local newsletters, parish magazines, etc, to fit the space available.

4.2 Strategic issues

- Given the strategic importance of schemes such as CFRs and defibrillators in enabling GWAS to meet response targets, what action can be taken at a more strategic level to promote these schemes and make links with potential partner organisations?
- Ambulance demand is increasing year on year; however not all patients need to attend Emergency Departments as other care pathways may be available. An example of this would be patients who have fallen and could be referred to falls teams – what is being done by GWAS and the wider health community to use and develop these alternative care pathways?
- How do other ambulance trusts work with local authorities to promote schemes such as CFRs?

Although these issues have arisen from the Group's discussions, they fall outside the remit of the Terms of Reference. The Joint Committee is therefore requested to take a view on whether and how it wishes to take these questions forward.

Background Papers and Appendices

Appendices

Appendix 1 - Terms of Reference

Appendix 2 - CFR Schemes by area

Appendix 3 - Community First Responders – 3 versions of publicity text

Appendix 1

Great Western Ambulance Service NHS
NHS Trust

Draft Terms of Reference
Short Life Group on Ambulance Rural Response Times

Authority

The meeting has been established following a proposal at the Joint Overview & Scrutiny Committee (JHOSC)

Membership

Membership of the group will consist of the following:

Keith Scott, Locality Director
Kim Morrissey, CFR Manager (Avon)
Kevin Dickens, CFR Manager (Gloucestershire)
Terry Hale, Gloucestershire HOSC
Sheila Jeffery, Gloucestershire HOSC
Pip Ridout, Wiltshire HOSC

Other members of GWAS or the Joint HOSC will be asked to attend as required.

Frequency

This is a short life working group and it is envisaged that the work will be completed in 3 months. Three working meetings have been planned.

Duties

The purpose of the Group is to review Category A8 performance (this may need to be expanded to include other categories) in Cotswold, Forest of Dean and Kennet (within Wiltshire) in partnership with the Joint Health Overview & Scrutiny Committee (JHOSC). Action areas will be agreed from the first meeting.

The following are the desired outcomes from this short life working group:

- For joint understanding of ambulance response standard performance in rural areas.
- Joint understanding of the role of Emergency Care Practitioners (ECPs), Static Defibrillators, Public Assess Defibrillators, Co Responders, Community First Responders (CFRs), Charity Responders and Retained CFR schemes.

- Joint understanding of what improvements can be made to response standards in the rural areas.
- Have an agreed action plan that can be shared with the JHOSC.
- Joint understanding on how members of the JHOSC and the District Councils can be of assistance to the ambulance service to move the agreed action plan forward.

Reporting

The group will report back to the Joint Overview & Scrutiny Committee (JHOSC)

Administrative arrangements

GWAS will record the meetings and any subsequent actions arising from the meetings. The responsibility for producing HOSC papers will rest with full time officers who support the joint HOSC.

Date: 29/01/10 Signed:

Chair:

Avon Sector

Area	No of Calls/Week
Clutton	1.6
Wick	1
Sneyd Park	1

Gloucestershire Sector

Area	No of Calls/Week
Bussage	1.6
Chipping Campden	1.1

Wiltshire Sector

Area	No of Calls/Week
Purton	2.4
Redlynch	1.5
Little Chevrell	1.5
Mere	1.5
Chisledon	1.4
Easterton	1.1
Watchfield	1

Appendix 3

Community First Responders – 3 versions of publicity text

a) 100 word version

Community First Responders – a life-saving service in the community

Community first responders (CFRs) are a vital part of our emergency care services, able to provide the essential care and treatment for a patient in those first minutes following an emergency.

CFRs are volunteers who respond from their home addresses or places of work to patients with immediately life-threatening medical emergencies.

They are NOT an alternative to an ambulance. CFRs provide life-saving care to patients, often in rural areas, while the professional ambulance crew is on the way.

If you live in the Great Western Ambulance Service area and would like to know more about becoming a community first responder at work or from home, please contact us on: **0117 928 0485.**

Ends

(112 words, excl heading)

b) 250 word version

Community First Responders – a life-saving service in the community

For a person suffering a heart attack, stroke or other similar emergency, receiving clinical help in the first few minutes can literally be the difference between life and death.

Community first responders (CFRs) are a vital part of our emergency care services, able to provide the essential care and treatment for a patient in those first minutes following an emergency.

CFRs are volunteers who respond from their home addresses or places of work to patients with immediately life-threatening medical emergencies.

They are NOT an alternative to an ambulance. CFRs provide life-saving care to patients, often in rural areas, while the professional ambulance crew is on the way.

There are currently around 300 CFRs across the region covered by Great Western Ambulance Service (GWAS). Each week, around 300 life-threatening incidents are attended by CFRs, by people using defibrillation equipment placed in public areas, or by co-responders such as firefighters or police.

A CFR operates within a three-mile radius of their home or place of work, meaning they are able to get to the scene of an emergency very quickly; the average time it takes for a CFR to arrive on scene is 2.5 minutes, while the vast majority (92%) of CFRs are providing life-saving emergency care to a patient within six minutes of a 999 call for help.

If you live in the Great Western Ambulance Service area and would like to know more about becoming a community first responder at work or from home, please contact us on: **0117 928 0485.**

Ends (251 words, excl heading)

c) Recruitment article

Community First Responders – a life-saving service in the community

For a person suffering a heart attack, stroke or other similar emergency, receiving clinical help in the first few minutes can literally be the difference between life and death.

Community first responders (CFRs) are a vital part of our emergency care services, able to provide the essential care and treatment for a patient in those first minutes following an emergency.

CFRs are volunteers who respond from their home addresses or places of work to patients with immediately life-threatening medical emergencies.

They are NOT an alternative to an ambulance. CFRs provide life-saving care to patients, often in rural areas, while the professional ambulance crew is on the way.

There are currently around 300 CFRs across the region covered by Great Western Ambulance Service (GWAS). Each week, around 300 life-threatening incidents are attended by CFRs, by people using defibrillation equipment placed in public areas, or by co-responders such as firefighters or police.

A CFR operates within a three-mile radius of their home or place of work, meaning they are able to get to the scene of an emergency very quickly; the average time it takes for a CFR to arrive on scene is 2.5 minutes, while the vast majority (92%) of CFRs are providing life-saving emergency care to a patient within six minutes of a 999 call for help.

What kind of emergences do CFRs attend?

CFRs attend particular types of medical emergencies where it is essential for the patient to receive immediate life-saving care. This includes conditions such as:

- cardiac arrest
- chest pain

- breathing difficulties
- unconscious patients
- fitting
- stroke

CFRs are not sent to many other particular types of incidents, including:

- road traffic collisions
- other incidents involving traumatic injuries
- incidents involving children

You do not need any previous medical training to become a CFR. GWAS currently has a whole host of people available to save lives in their local community, including nurses, engineers, postal workers and teachers. You do need:

- good interpersonal and communication skills
- the ability to observe and accurately record details
- the ability to take the lead and remain calm in pressured situations.

What does the application process involve?

When you apply to become a CFR, you complete:

- an application form
- a health-check form, which is posted directly to our doctor
- a Criminal Records Bureau (CRB) form

You will then be invited for interview, and will be asked to brink along the CRB form. You will be told at the interview if you have been successful – subject to the CRB check.

Once that check comes back, your training is booked – and is available at weekends or during the week to suit you. You will receive four days' training.

From first application to training can take up to three months, depending on the speed of response from the CRB. You will also ride out as an observer with an ambulance crew to gain a better understanding of the role.

It is important to remember that attending people in critical, life-threatening situation can be upsetting. However, the GWAS network makes sure there is someone to help 24 hours a day.

How can I find out more?

If you live in the Great Western Ambulance Service area and would like to know more about becoming a community first responder at work or from home, please contact us on: **0117 928 0485.**

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Agenda Item No. 11

Quality Accounts

Great Western Ambulance Joint Health Scrutiny Committee
23rd April 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present members with the background to the development of Quality Accounts.

Recommendation

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

- consider this report as background information about the introduction of Quality Accounts

1.0 Reasons

1.1 From April 2010 NHS provider trusts are required to publish a Quality Account on an annual basis. OSCs and LINKs will be offered the opportunity to comment on the Quality Account on a voluntary basis.

1.2 The GWAS Quality Account is elsewhere on the agenda of this meeting, for members' information. Members have already provided comments on this to GWAS.

2.0 Detail

2.1 High Quality Care for All was published in June 2008, as the final report of Lord Darzi's NHS Next Stage Review. This report set out the vision for putting quality at the heart of everything the NHS does.

2.2 A key component of the new Quality Framework that is set out in this report, is that all providers of NHS services are required to publish a Quality Account, which is an annual report to the public on the quality of healthcare services they deliver. The 2009 Health Act has made this statutory. The aim of Quality Accounts is to improve public accountability and to engage NHS trust boards in understanding and improving quality in their organisations

2.3 The details surrounding the form and content of Quality Accounts have been agreed over a yearlong period in partnership between the Department of Health, Monitor, the Care Quality Commission and NHS East of England. A consultation ran between September and December 2009, and the responses to this have shaped the framework for the final regulations and guidance in 2010.

2.4 From April 2010 the legal duty to publish a Quality Account came into force. Providers will be required to publish their Quality Account in June each year, to report on the quality of their healthcare services for the previous financial year

2.5 For this first year however, the requirement will **not** apply to providers of primary care and community healthcare. Further work is underway to develop Quality Accounts for providers of primary care and community services with the aim of bringing these providers into the requirement by June 2011.

2.6 The commissioning PCT (or SHA) is required to comment on the providers' Quality Account whilst OSCs and LINKs will be offered the opportunity to comment on a **voluntary** basis.

2.7 NHS provider trusts are required to send their draft Quality Account to their "appropriate" OSC (see paragraph 2.10 below), and should give the OSC at least 30 working days to prepare and return their comments. Any statement supplied should be published verbatim as part of the Quality Account. Statements should be a maximum of 500 words. Where comments are made by more than one OSC, the final statement submitted back to the provider must still not exceed 500 words.

2.8 The role of OSCs (and LINKs) in commenting on Quality Accounts is a voluntary one. Members therefore need to consider whether in the first place they wish to comment at all.

2.9 OSCs might like to comment on:

- whether the Quality Account is representative
- whether it gives comprehensive coverage of the provider's services
- whether they believe that there are significant omissions of issues of concern that had previously been discussed with providers in relation to Quality Accounts

2.10 The "appropriate" OSC is the OSC in the local authority area in which the provider's principal office is located. The "appropriate" OSC must co-ordinate and collate responses on behalf of other local authorities using the services of the provider. In the case of GWAS, the appropriate OSC is Wiltshire.

Proposal

2.11 The GWAS Quality Account is elsewhere on this agenda and is being brought to the Committee for information. The deadline by which comments were to be received by GWAS (8th June) fell before the date of the meeting of 11th June, and, due to the unforeseen cancellation of the Committee's meeting of 23rd April, it was necessary to circulate the Quality Account and request comments outside the meetings of the Committee.

2.12 Comments from members of the Committee on the GWAS Quality Account have been sent to GWAS. Members look forward to working with GWAS over the coming year on the development of next year's Quality Account.

Background Papers and Appendices

Appendices

Appendix 1 – Letter and Advice from Department of Health

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Appendix 1

Democratic Services
Department of Resource
Department,
County Hall,
Trowbridge,
Wiltshire
BA14 8JN

8 June 2010

John Oliver
External Communications Manager
Great Western Ambulance Service NHS Trust
Jenner House
Langley Park Estate
Chippenham
Wiltshire
SN15 1GG

Your ref: letter 23 April 2010
Our ref: GWAS QA response Letter MH

Dear John

Re: Great Western Ambulance Service NHS Trust - Quality Account

Thank you for inviting us to provide comments on your Quality Account. As your service is subject to a Joint Scrutiny Committee, DH have informed us that it is appropriate for a single response to be made on behalf of that Joint Committee, but that it should be formally submitted by ourselves.

The collated comments are now included at Appendix A. The 500 word limit meant we have had to merge similar comments together. This means they are not all individually identifiable by LA, which is not really satisfactory but the word limit is very restrictive. All the authorities have been given the opportunity to see the draft collated response, and resulting feedback has been incorporated in this final version.

Thank you for your help and co-operation in this first year of Quality Accounts.

Yours Sincerely

Councillor Mike Hewitt
Chairman, Health and Adult Social Care Select Committee
Wiltshire Council

E-mail CC:

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Brian Warwick, Wiltshire and Swindon Users Network chair.wsun@mac.com
Phil Matthews. Wiltshire Involvement Network phil.matt@btinternet.com

Wiltshire QA Task Group:

Cllr Desna Allen. Cllr Richard Britton, Cllr Thomas James, Cllr Nina Phillips, Cllr Pip Ridout. Ashley Matthews.

Interested OSCS:

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Officers name: Caroline Pickford,
Officers title: Senior Scrutiny Officer
Direct Line: 01225 713058. Email: caroline.pickford@wiltshire.gov.uk

Appendix A

Great Western Ambulance Service NHS Trust (GWAS) - Quality Account

Note to GWAS QA Editor:
The Response from the Joint Committee is included in the following table. However, As we understand the QA provided to us has since been amended following LINK comments, could you please include a sentence, along the lines of that below in your introductory paragraph.

> **'The OSC comments below are based on the Draft Quality Account (QA) provided on 23 April 2010. '**

The Great Western Ambulance NHS Trust (GWAS) is the subject of a Joint Scrutiny Committee consisting of Overview and Scrutiny Committee (OSCS) representatives from Bath and North East Somerset (B&NES), Bristol, Gloucestershire, North Somerset, South Gloucestershire, Swindon, and Wiltshire. The comments below are made on behalf of this committee.

GWAS officers have engaged well with the joint committee and its processes and have partaken in a Task Group looking at Rural Response times. They also send representatives to some OSCS to review local issues, which is a practice that should be widened.

The comments below are observations on the QA, as made by individual OSCs.

1. The report provides details of ambulance services, but does not cover Patient Transport and Out of Hours Services which are also provided by the Trust.

2. It is understood that Category A and B response times were met Trust Wide this year but, as response times are considered a very important area against which the Ambulance Trust is measured, it is surprising to find so little mention of them, or any supporting data, within the report. There is also no acknowledgement that performance has been more challenging in rural areas. (NB It is accepted that some isolated rural areas will never attain targets due to low activity numbers)

3. It is encouraging that the priorities identified will improve services to patients, however it is questionable whether patients in rural areas will benefit from these improvements if response times remain below target.
4. The Joint committee has heard of improvements in processes and systems which have not been mentioned (e.g. Community First Responders)
5. Hospital turnaround times from certain hospitals are not acceptable and ambulances have been known to divert to more distant Hospitals due to hold ups at A&E, but here is no mention of work being done to address this, e.g. the new Urgent Care Department and enhanced facilities at Weston Hospital.
6. Information Quality and Records Management was assessed at only 44%. It would be good to see an action to improve on this.

7. On page 13 it states that staff in most cases choose to use a reusable tourniquet device, but that this is known to increase the risk of infection between patients. No action is mentioned to address this
8. Swindon would like it noted that it is extremely satisfied and proud of the service that is provided in the town and the continuing efforts by the staff in exceeding the Government targets in respect of the response times.
9. B&NES feel that, despite certain general concerns about GWAS within the Joint Scrutiny process, they recognise that in their area GWAS' performance figures are reasonably acceptable. Nevertheless as always they look forward to seeing further improvements
10. Both Wiltshire and North Somerset felt GWAS has seen marked improvements and, except for some isolated rural areas, have done a good job under extreme conditions, especially during the severe winter.
11. It is good to see multi lingual contact information.

Word Count : 500

The above response was prepared by Wiltshire Health and Adult Social Care Select Committee on behalf of the Joint GWAS Scrutiny Committee.

Officer's name: Caroline Pickford,
Officer's title: Senior Scrutiny Officer
Direct Line: 01225 713058. Email: caroline.pickford@wiltshire.gov.uk

Date: 8 June 2010

Agenda Item No. 12

Great Western Ambulance Service NHS

NHS Trust

Quality Accounts 2009-10

Table of contents

Part 1: Statement on quality from the Chief Executive

'High Quality Care for All'[1] highlighted the importance of measuring what NHS trusts do in order to drive improvements in the quality of care. The requirement that NHS trusts publish a set of Quality Accounts offers the board of Great Western Ambulance Service NHS Trust, as well as me personally, the opportunity to review the quality of care we provide. This allows us to better understand which areas will benefit from improvement, and to ensure that quality remains part of the core business of our organisation.

I am personally committed to the trust delivering the highest level of care through quality improvement and innovation and I am delighted to welcome the publication of our first Quality Accounts.

This is a summary report of our performance against a number of quality measures for 2009-10 and to make clear our quality priorities for 2010-11. The format of this document follows guidance issued by the Department of Health in early 2010. Parts 1 and 2 follow the required template with part 3 reflecting more locally determined information relevant to our service users, staff and stakeholders. The trust vision is to build our business on a foundation of service quality and patient safety, continual improvement and innovation. Through our staff we aim to embed quality in all we do and provide a cost effective service to the communities we serve.

There are many things that the trust does well and some areas which require further improvement. The whole trust is committed to a strategy based on quality and safety that will improve patient experience and outcomes. Many of the improvements delivered over the last 12 months have come about through engagement and participation with local stakeholders and we will continue to develop and shape our service through a partnership approach.

Quality improvement is an ongoing cycle and the trust is continually updating and adapting plans and priorities to reflect its needs and experiences and I anticipate that Quality Accounts will evolve in a similar fashion and become the mechanism for us to share best practice within the local NHS. Whilst the next 12 months will continue to be challenging, not only for us, but for all parts of the local health community the trust will continue to identify and maximize opportunities to provide the highest levels of clinical care in the most appropriate settings.

I confirm that to the best of my knowledge the information presented in this Quality Account is accurate, and I would welcome any comments or feedback.

Signed

David Whiting
Chief Executive
Great Western Ambulance Service NHS Trust

[1] High quality care for all: NHS Next Stage Review final report. Department of Health Gateway reference 10106.

Part 2: Prioritises for improvement

Three priority areas have been agreed between ourselves and our local commissioners (purchasers of our services on behalf of the public) as areas in which clinically effective intervention will have a significant impact on patient outcomes. These improvement areas build upon work undertaken through the Commissioning for Quality and Innovation (CQUINS) payment framework for 2009-10 and that moving forward into 2010-11.

2.1 Priority 1 - Improvement in asthma and hypoglycaemia care

The Care Quality Commission reported that the proportion of eligible patients with a clinical diagnosis of asthma or hypoglycaemic attack who were given the appropriate tests and treatment was not satisfactory when compared with the national average (Source: Care Quality Commission 2009). Specifically this related to the measurement of the peak expiratory flow rate (PEFR) before treatment in asthma and the recording of blood glucose levels prior to treatment of a hypoglycaemic episode. Great Western Ambulance Service NHS Trust will improve the application and recording of these tests and thus, the treatment provided to these patient groups.

For treatment of an asthma attack, this will include ensuring that the recording of the baseline respiratory rate, the peak expiratory flow rate before treatment, the pulse oximeter oxygen saturation (S_pO_2) before treatment, the administration of a beta 2 agonist (drug to dilate the airway and aid breathing) and the administration of oxygen is undertaken in all cases unless there is a clinical reason why this cannot be performed.

For the treatment of hypoglycaemic episodes, we will ensure that the recording of the blood glucose level before treatment, the administration of treatment to combat the hypoglycaemia and the recording of the blood glucose level after treatment is undertaken in all cases unless there is a clinical reason why this cannot be performed.

The number of calls where the clinical diagnosis is either acute asthma or hypoglycaemic episode will be recorded and progress monitored by audit of the patient care record. Improvement will be measured by an increase in the number of patients where appropriate treatment has been provided and data recorded.

Reporting on progress to the commissioner will be quarterly.

2.2 Priority 2 - Improvement in Return of Spontaneous Circulation (ROSC) on arrival at hospital following cardiac arrest

The return of spontaneous circulation (ROSC) on arrival at hospital following cardiac arrest (when the heart stops beating) is a first step on the road to recovery for patients.

Great Western Ambulance Service NHS Trust will record the number of incidents with a diagnosis of cardiac arrest and monitor by audit all cardiac arrest patient care records and report the percentage of patients where ROSC is achieved. Whilst we current perform at or slightly above the national average, we wish to improve and increase the numbers of patients with a return of spontaneous circulation on arrival at hospital in 2010-11

Reporting on progress to the commissioner will be quarterly

2.3 Priority 3 - Improvement in the recognition of FAST +ve strokes during 999 call and upgrade to category 'A' response

Recognising the onset of a stroke and reducing the time taken to respond to the patient will improve the clinical outcome. Using a stroke diagnostic tool (Face Arms Speech Test) within the Advanced Medical Priority Dispatch System (AMPDS) will allow Great Western Ambulance Service NHS Trust to upgrade FAST +ve patients to a category 'A' response.

Great Western Ambulance Service NHS Trust will continue to develop this service response and increase the number of strokes identified using telephone FAST and those identified as FAST +ve being upgraded to category 'A' response.

The number of times when possible stroke is identified using the FAST diagnostic tool will be recorded and monitored by audit of all stroke patient care records. The number of incidents where strokes are identified using the FAST diagnostic tool will be recorded and monitored against the allocated response category.

Reporting on progress to the commissioner will be quarterly

2.4 Statements of assurance from the board

2.4.1 Review of Services 2009-10

During 2009-10 Great Western Ambulance Service NHS Trust provided or subcontracted three NHS services, accident and emergency (999) ambulance services, out of hours services and patient transport services.

Great Western Ambulance Service NHS Trust has reviewed all the data available to it on the quality of care in three of these NHS services.

The income generated by the NHS services reviewed in 2009-10 represents 95 per cent of the total income generated from the provision of NHS services by Great Western Ambulance Service NHS Trust for 2009-10.

2.4.2 Participation in clinical audits

During 2009-10 two national clinical audits and no national confidential enquires covered NHS services that Great Western Ambulance Service NHS Trust provides.

During that period Great Western Ambulance Service NHS Trust participated in 100 percent of national clinical audits and no national confidential enquiries of the national clinical audits and national confidential enquiries which it was eligible to participate in.

The national clinical audits and national confidential enquiries that Great Western Ambulance Service NHS Trust was eligible to participate in during 2009-10 are as follows.

- Myocardial Infarction National Audit Project (MINAP)
- National Clinical Performance indicators (cycle 3)

The national clinical audits and national confidential enquiries that Great Western Ambulance Service NHS Trust participated in during 2009-10 are as follows.

- Myocardial Infarction National Audit Project (MINAP)
- National Clinical Performance indicators (cycle 3)

The national clinical audits and national confidential enquires the Great Western Ambulance Service NHS Trust participated in, for which data collection was completed during 2009-10 are listed below alongside the number of cases submitted to each audit or enquiry as a percentage of the number of registered cases required by the terms of that audit or enquiry.

Table 1 – Number of submissions to national clinical audit and national confidential enquiries

National clinical audit or national confidential enquiry	Number of cases submitted	Number of cases submitted as a percentage of registered cases required
Myocardial Infarction National Audit Project (MINAP).	1251[2]	N/A
National Clinical Performance Indicators cycle 3	537	35.8%[3]

The reports of two national clinical audits were reviewed by the provider in 2009/10 and Great Western Ambulance Service NHS Trust intends to take the following actions to improve the quality of healthcare provided:

- The results from the pre-hospital thrombolysis (PHT) audit form part of the larger Myocardial Infarction National Audit Project (MINAP) audit which is inclusive of hospital data. This data is subject to scrutiny by key stakeholder groups. Primary Percutaneous Coronary Intervention (PPCI) has meant that the number of patients undergoing PHT has fallen. Continuous monitoring of data ensures deficits of care are identified and appropriate interventions including training are initiated to improve patient outcomes

[2] The number of cases submitted (1251) is the total number of patients entered onto the National MINAP database in 2009-10 by local NHS trusts and relates to the number of patients diagnosed as having had a myocardial infarction

[3] The trust is required to submit up to 300 cases for each of the 5 National Clinical Performance Indicators (total 1500 cases). Hence the percentage submitted = 537/1500% Compared to other ambulance trusts our patient population is small which results in fewer cases being submitted for each CPI

The results of the national Clinical Performance Indicators audit (CPI) are reviewed by the National Ambulance Service Clinical Quality Group. An action plan to address underperformance in CPI for asthma and hypoglycaemia management has been developed and is being implemented. This includes the issuing of clinical instructions to staff, the inclusion of updates in the statutory and mandatory training in 2010-11, and the publication of articles on asthma and hypoglycaemia in the trust clinical journal.

The reports of four local clinical audits were reviewed by the provider in 2009-10 and Great Western Ambulance Service NHS Trust intends to take the following actions to improve the quality of healthcare provided;

(i) Infection prevention and control

The clinical audit programme ensured compliance against the HealthCare Associated Infection (HCAI) health check standards and ensured that the trust implemented a plan continual service improvement. The results of audits in hand hygiene, decontamination of medical devices and station and vehicle cleaning are ongoing and will continue to be monitored by the trust's Infection Prevention Control Committee (TIPCC) and reported to the governance committee and directors group. The trust was found to be complying with its duty to protect patients and staff under the Health Care Act 2005 during an unannounced inspection by the CQC in July 2009.

(ii) Use of morphine - pain management

An audit on the use of morphine and the recording of a pain score was undertaken by analysing the patient care records for a given month. The results from this audit, combined with data from the national clinical performance indicators programme showed that there was an opportunity to improve. As part of this improvement plan a clinical instruction has been issued to staff and the provision of staff training with the aim of improving pain management and patient choice regarding analgesia has been planned

(iii) Vulnerable adults

An audit of the vulnerable adult referral process was undertaken. The results indicated that a more streamlined process was required and led to a review of the relevant policies and procedures. New policies and procedures are now in place and changes to the referral process have been implemented.

(iv) Peripheral venous cannulation

An audit on the indications for, and process of, venous cannulation was undertaken. Following this a project has begun to replace the current venous cannula together with the introduction of cannulation packs to improve aseptic insertion. Aseptic "no touch" technique is included in the 2010-11 education plan.

2.4.3 Research

The number of patients receiving NHS services provided or sub-contracted by Great Western Ambulance Service NHS Trust in 2009-10 that were recruited during that period to participate in research approved by a research ethics committee was eleven.

This level of participation in clinical research demonstrates Great Western Ambulance Service NHS Trust's commitment to improving the quality of care we offer and to making our contribution to wider health improvement.

2.4.4 Goals agreed with commissioners

A proportion of Great Western Ambulance Service NHS Trust income in 2009-10 was conditional on achieving quality improvement and innovation goals agreed between Great Western Ambulance Service NHS Trust and NHS Gloucestershire as lead commissioner for the provision of NHS services through the Commissioning and Innovation payment framework. Further details of the agreed goals for 2009-10 and the following 12 month period are available on request from the trust.

2.4.4 What others say about Great Western Ambulance Service NHS Trust

Great Western Ambulance Service NHS Trust is required to register with the Care Quality Commission and its current registration status is registered as of 31 March 2010. Great Western Ambulance Service NHS Trust has no conditions following registration.

The Care Quality Commission has not taken enforcement action against Great Western Ambulance Service NHS Trust during 2009/10.

Great Western Ambulance Service NHS Trust is subject to periodic reviews by the Care Quality Commission and the last review was on 1 May 2009. The CQC's assessment of the Great Western Ambulance Service NHS Trust following that review was weak for quality of services and fair for quality of financial management.

Great Western Ambulance Service NHS Trust took following action in 2009-10 to address the points made in the CQC's assessment:

- the production of an annual health check improvement plan
- publication of the improvement plan on the trust website
- a monthly review of progress within the improvement plan
- a review of the improvement plan with commissioners.

Great Western Ambulance Service NHS Trust has made the following progress by 31 March 2010

- Achievement of category A8 standard
- achievement of category A19 standard
- improvement of the category B19 standards
- achievement of the call to needle standard
- improved position with national clinical performance indicators
- full compliance with all standards for better health.

Great Western Ambulance Service NHS Trust has not participated in special reviews or investigations by the Care Quality Commission during the reporting period.

2.4.6 Data Quality

Great Western Ambulance Service NHS Trust was not required to submit records during 2009-10 to the Secondary Uses service for inclusion in the Hospital Episode Statistics which are included in the latest published data.

Great Western Ambulance Service NHS Trust score for 2009-10 for Information Quality and Records Management, assessed using the Information Governance Toolkit was 44%

Great Western Ambulance Service NHS Trust was not subject to the payment by results clinical coding audit during 2009-10 by the Audit Commission

2.4.7 Statements from Local Involvement Networks, Overview and Scrutiny Committees and primary care trusts

The regulations require Great Western Ambulance Service NHS Trust to send copies of the QA to the relevant Local Involvement Network (LINk), Overview and Scrutiny Committee (OSC) and lead commissioning primary care trusts (PCT) for comment prior to publication, and their comments will be included in the published QA.

Part 3: Review of quality performance

Five areas of clinical quality performance are reported in more detail, each providing an insight into the services provided by the trust. Feedback from the Local Involvement Network (LINk), Overview and Scrutiny Committee (OSC) and NHS Gloucestershire (Lead Commissioner) is also reported at the end of this section.

3.1 Percentage of ST elevation myocardial infarction (STEMI) patients who received thrombolytic treatment within 60 minutes of call (call to needle time)

This indicator measures the percentage of people who receive thrombolyitic intervention (clot busting drugs) following a diagnosis of ST elevation myocardial infarction (heart attack). The indicator is captured by the NHS information Centre as a measurement of health, performance, quality and efficiency and provides insight into how care is being delivered by measuring performance of the ambulance service and the hospital in providing timely treatment.

This indicator has been chosen as there is good evidence that early treatment of patients with thrombolytic drugs improves mortality outcome following ST elevation infarction. It has also been chosen as it provides a good example of how working in partnership with local hospitals to develop a service has resulted in improved performance.

The quality measure is the percentage of eligible patients (with initial diagnosis of a definite myocardial infarction, that did not self present, make own way to hospital or were transferred for primary percutaneous coronary intervention (primary angioplasty or PPCI) whose initial reperfusion treatment was thrombolytic treatment and did not have a justified delay to treatment) who received thrombolytic treatment within 60 minutes of calling for help.

Great Western Ambulance Service NHS Trust has worked in partnership with local hospitals to provide a consistent service within its area. Initially this relied on a combination of thrombolysis being given by the ambulance clinician prior to arrival at hospital and thrombolysis being given at the receiving hospital.

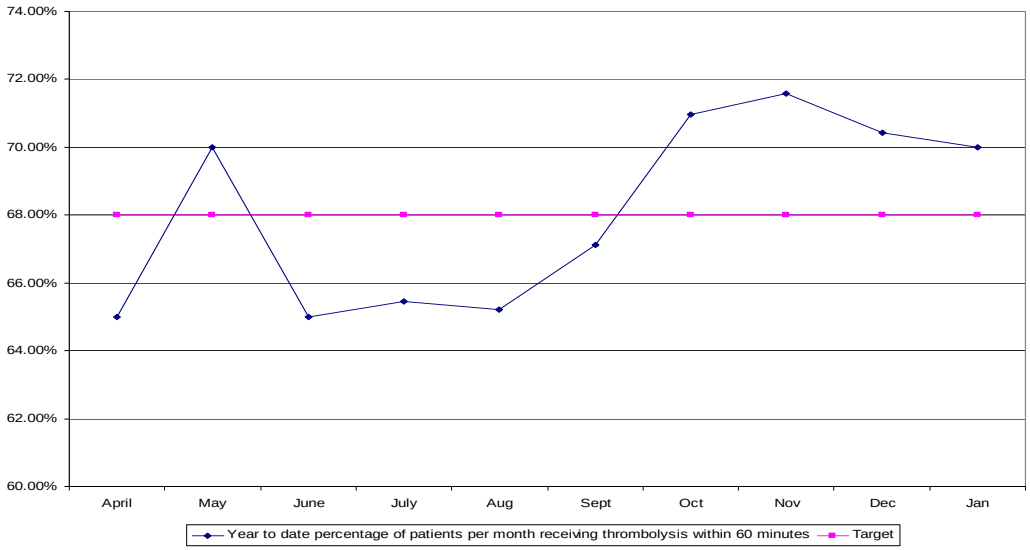
During 2009-10 Great Western Ambulance Service NHS Trust has been influential as a member of the local cardiac network clinical reference group in increasing the availability of primary percutaneous coronary intervention at specialist cardiology centres. This development has ensured that patients treated by Great Western Ambulance Service NHS Trust have access to the treatment of choice. Although the improved availability of this service has resulted in a reduction in the number of patients requiring thrombolysis Great Western Ambulance Service NHS Trust has still exceeded that national requirement of 68.00%.

Table 2 – Percentage of patients per month receiving thrombolysis within 60 minutes.

	A	M	J	J	A	S	O	N	D	J	YTD
Number of patients eligible for thrombolysis	20	10	10	15	14	7	17	9	12	8	122
Number of patients receiving thrombolysis in less than 60 minutes	13	8	5	10	9	6	15	7	8	5	86
Percentage of patients per month receiving thrombolysis within 60 minutes	65.00	80.00	50.00	66.67	64.29	85.71	88.24	77.78	66.67	62.50	70.49

In addition as the numbers of eligible patients per month reduce, this can result in large variations in monthly performance if treatment breaches the 60 minute window, Great Western Ambulance Service NHS Trust has exceeded the national requirement of treatment being received within 60 minutes by 68% of eligible patients.

Graph 1 – Year-to-date percentage of patients receiving thrombolysis within 60 minutes.



As the option for treatment at a specialised cardiology centre increases, the impact for Great Western Ambulance Service NHS Trust is that eligible patients have to be transported greater distances than when treatment was provided either by the ambulance clinician or by the nearest receiving hospital. In continuing to improve the quality of this service Great Western Ambulance Service NHS Trust has made available additional ambulance clinicians to transport patients to these centres.

3.2 Improving infection prevention and control for standard peripheral venous cannula insertion

Great Western Ambulance Service NHS Trust places great importance on the management of infection control. During 2009-10 the trust was subject to an inspection by the CQC who reported favourably on our management and practice for the prevention and control of healthcare associated infections. As part of our annual infection control audit plan, and our commitment to continually improve standards with this area the trust reviewed its use of peripheral venous cannula insertion.

This indicator has been chosen as The Health Act 2006 Code of Practice for the Prevention and Control of Healthcare Associated Infection states that “Effective prevention and control of HealthCare Associated Infection (HCAI) has to be embedded into every day practice and applied consistently by everyone” and the NHS organisations must audit key policies and procedures for infection prevention and control

Cannulation is a common procedure performed by appropriately trained ambulance clinicians in order to administer intravenous medication and fluids. The appropriate technique and management is key in reducing the risk factor for MRSA bacteraemia infection in the patient.

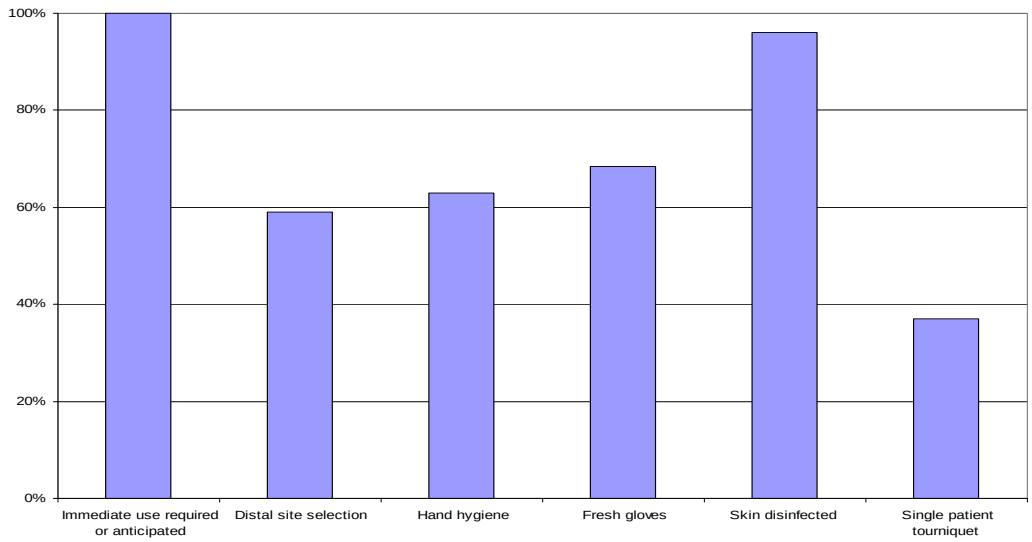
As an indirect measure of clinical effectiveness and patient experience (by assuming appropriate insertion reduces the risk of infection) an audit was designed to understand the limitations in emergency pre-hospital care and establish the current understanding of the cannulation procedure by ambulance clinicians.

To capture the reasons for each cannula insertion, for the period of 1 June - to 31 August 2009, ambulance clinicians completed an audit form each time they inserted a peripheral cannula (a device inserted into the smaller veins of the arms or legs to give fluid or medication). The data was collected and 54 completed forms were included in the analysis.

The following standards were measured;

- The cannula must only be inserted if immediate use is required or anticipated
- The site selection should be routinely selected in the distal areas of the arm
- Hand hygiene must be performed prior to cannula insertion
- New gloves must be worn for cannula insertion
- The skin must be disinfected prior to insertion of cannula
- A tourniquet should be used only once where there is the potential for cross contamination between patients

Graph 2 – Results of peripheral venous cannula insertion audit



The results show that insertion of cannulae is generally only performed for immediate or likely immediate administration of fluids or medication. Where the patients condition did not affect where the cannula could be inserted, in the majority of cases the insertion was peripheral. Hand hygiene prior to cannula insertion and the application of a clean pair of gloves was performed in most cases, as was the preparation of the patient's skin. Although Great Western Ambulance Service NHS Trust supplies single use tourniquets, staff in most cases chose to use a reusable device which does increase the risk of infection between patients.

Following this audit the following actions have been developed:

- The trust is developing a customised cannulation pack to ensure all items are quickly and easily available. This will be introduced in May 2010 and will be accompanied with aseptic non-touch training (ANTT)
- All aseptically inserted cannulae will be marked with a green sticker which will provide assurance to our acute trust colleagues and reduce the requirement to remove and replace cannulae on admission to hospital, thereby improving quality and patient safety

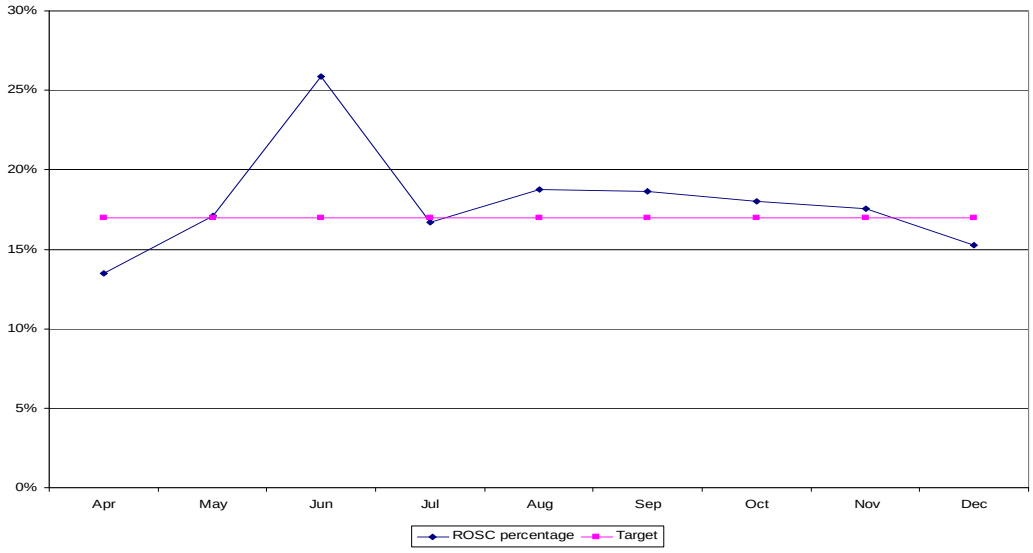
The trust will adopt the "saving lives peripheral intravenous cannula" compliance tool for ongoing audits, and it is planned to re-audit from June 2010.

3.3 Improvement in Return of Spontaneous Circulation (ROSC) on arrival at hospital

An improvement in the return of spontaneous circulation (ROSC) on arrival at hospital will greatly improve the outcome for patients following cardiac arrest. This indicator has been chosen as it is a current measure within the Commissioning for Quality and Innovation (CQUINS) payment framework and also a national clinical performance indicator reviewed by the National Ambulance Clinical Quality Group.

Great Western Ambulance Service NHS Trust agreed to achieve a ROSC rate of at least the national ambulance service average (currently 17%) over two quarters in 2009-10. Although the latest data for December 2009 showed a slight reduction, for the months August to November 2009 Great Western Ambulance Service NHS Trust exceeded the national average.

Graph 3 – Percentage of patients where return of spontaneous circulation is achieved at arrival at hospital.



However the trust recognises that further improvements in this area can be made and an improvement plan has been developed that will consider the following areas;

- The use of community based automated external defibrillators (AED) and cardiopulmonary resuscitation (CPR)
- Emergency operations centre procedures
- Ambulance clinician resuscitation knowledge.
- Consideration of drug therapy once ROSC at scene achieved
- An ongoing review / audit of resuscitation incidents
- Increase the contribution of Community First Responders (CFR's)

3.4 Improvement in the recognition of FAST +ve strokes during 999 call and upgrade to category 'A' response

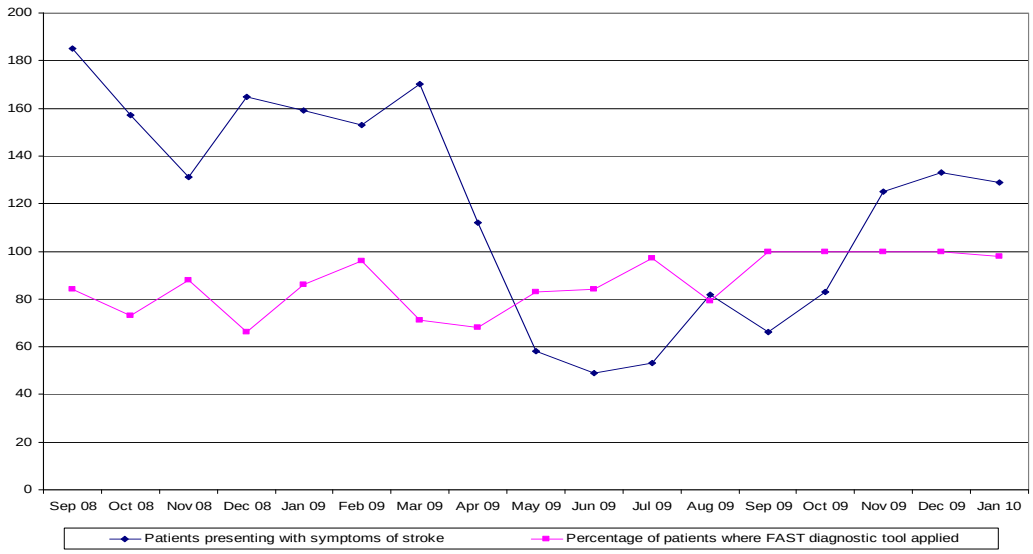
An initial assessment of a cerebral vascular incident (stroke) is undertaken by the application of the Face, Arms, Speech, Test (FAST). Where there is facial weakness, reduced arm mobility and slurred speech a patient is said to be have suffered a stroke (FAST +ve)

This indicator has been chosen as it is recognised that following the onset of a stroke reducing the time taken to respond to the patient will improve their clinical outcome. As such Great Western Ambulance Service NHS Trust was one of the first to link the application of the FAST diagnostic tool to the AMPDS, such that where a FAST +ve response is indicated the response is coded as a category A with an 8 minute response time set.

Great Western Ambulance Service NHS Trust submits supporting data for this quality measure to the National Ambulance Clinical Quality Group. Certain patient groups are excluded from this data set, but misinterpretation of the exclusion criteria from March to August 2009 resulted in Great Western Ambulance Service NHS Trust under-reporting patient exclusions. This resulted in a reduction in performance for that period.

Initial data collection difficulties from May to October 2009 resulted in a reduction in the number of new stroke cases being reported. An action plan, including training on data recording has now been implemented, resulting in improvements in both data quality and application of the FAST assessment

Graph 4 – Number of patients presenting with symptom of stroke and percentage of patients where FAST diagnostic tool applied.



3.5 An explanation of who Great Western Ambulance Service NHS Trust has involved

This first set of Quality Accounts has been produced and shared with NHS Gloucestershire, as lead commissioner, the Wiltshire Health and Overview Scrutiny Committee as lead for the Joint Health and Overview Scrutiny Committee and the Wiltshire Local Involvement Network as lead for the Joint Local Involvement Network Working Group.

3.6 Statements provided from commissioning PCT, LINks or OSC's

This is also to include any changes made to the final version of the Quality Account after receiving these statements

You can write to us at:
Great Western Ambulance Service,
Jenner House, Langley Park Estate, Chippenham, Wiltshire SN15 1GG
You can telephone or fax us on: **Tel: 01249 858 000 Fax: 01249 850 091**

You can email us at **pals@gwas.nhs.uk**
www.gwas.nhs.uk

We can supply larger print copies of this leaflet and we can put it on tape.
Please ask if you would like this publication in another language.



If you would like to find out more about the contents of this document, please telephone 01249 858612

Albanian
Nëse do të doni të mësoni më tepër për përmbajtjen e këtij dokumenti ju lutem telefoni numrin 01249 858612

Bengali
এ নথির বিষয়বস্তু আরো জানতে হলে, দয়া করে 01249 858612 এ নাম্বারে টেলিফোন করুন।

Chinese
如果您想取得這份文件的更詳盡內容，請致電 01249 858612。

Gujerati
આ પત્રિકામાં આપેલી માહિતી વિષે તમારે વધુ જાણકારી મેળવવી હોય તો, કૃપા કરી આ નબંર પર ફોન કરો 01249 858612

Hindi
यदि आप इस प्रलेख की अन्तर्वस्तु के विषय में और अधिक जानना चाहते हैं तो कृपया 01249858612 पर फोन करें।

Kurdish
بۆ وەرگرتنی زانیاری زیاتر سە بارە ت بە ئە م نامیلکە یە دەتوانن پەیوەندی بە ژمارە تەلەفۆنی 01249 858612 بکە ن

Polish
Jeśli pragną Państwo dowiedzieć się więcej na temat treści tego dokumentu, prosimy o telefon pod numer 01249 858612.

Portuguese
Para receber mais informações sobre os temas abordados neste documento, ligue para o número 01249 858612

Punjabi
ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਸ਼ਾਮਲ ਤੱਤਾਂ ਬਾਰੇ ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01249 858612 ਫ਼ੋਨ ਕਰੋ।

Somali
Haddii aad dooneyso akhbaar dheeri ah oo ku saabsan macnaha qoraalka nuqulkaan, fadlan soo wac taleefanka 01249 858612

Urdu
اگر آپ اس دستاویز کے مندرجات کے بارے میں مزید معلومات چاہتے ہوں تو براہ کرم ٹیلیفون نمبر 01249 858612 پر رابطہ کریں۔

Vietnamese
Nếu quí vị muốn tìm hiểu thêm về nội dung tài liệu này, xin hãy điện thoại số 01249 858612

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Agenda Item No. 13

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee
11th June 2010

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 2010/11.

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 September and December

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 29th January 2010, Members agreed a work programme up to the 23rd April 2010.

2.2 Members are requested to confirm work programme priorities for the next meeting of the Committee on Friday 17th September 2010, which will be hosted by Gloucestershire.

2.3 Members are requested to confirm the proposed date of Friday 17th December (in order to maintain the three month cycle of meetings). South Gloucestershire has offered to host this meeting.

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 20010/11

Appendix A

Work Programme

Great Western Ambulance Joint Health Scrutiny Committee
Work Programme 2010/11 (Updated 17th May 2010)

Please note:

- Where possible, a 45 minute 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 11th June 2010 at 11.00am at Swindon Borough Council, Civic Offices, Euclid St, Swindon SN1 2J

Agenda Item	Issues to be Considered	Witnesses Required	Details of Evidence 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)	• 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	• Representative from GWAS • Representative from Gloucestershire PCT	• Commissioners Monthly Report (2009/10 year end plus April 2010), GWAS • Board Performance Report (April 2010) GWAS • Handover times/delays by hospital • District Response Times

Report from Short Life Group on Rural Response Times	• To consider the recommendations of the Short Life Group	• Representative from GWAS • Members of the Short Life Group	
Report from Joint Working Group		Local LINK rep	
Quality Accounts	• To explain the background to Quality Accounts	Scrutiny Officer	
GWAS Quality Account	• For information	Representative from GWAS	GWAS Quality Account
GWAS Joint Health Scrutiny Committee Work Programme	• To review the Committee's work programme to ensure that it remains relevant	Scrutiny Officer	
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	• Extracts of minutes from local authority HOSCs

Friday 17th September 2010 at 11.00am at Gloucestershire Council

Agenda Item	Issues to be Considered	Witnesses Required	Evidence 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)	• 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	• Representative from GWAS • Representative from Gloucestershire PCT	• Commissioners Monthly Report, GWAS • Board Performance Report, GWAS • Handover times/delays by hospital • District Response Times
Report from Joint Working Group	•	• Local LINK rep	•
Interim (3 month) update on locally focussed work (from Short Life Group on Rural Response Times)	•	•	•
GWAS Joint Health Scrutiny Committee Work Programme	• To review the Committee's work programme to ensure that it remains relevant	• Scrutiny Officer	•
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	• Extracts of minutes from local authority HOSCs

Friday 17th December at South Gloucestershire Council, Council Offices, Castle Street, Thornbury, BS35 1HF)

Proposed Outcome	Issues to be Considered	Witnesses Required	Evidence 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)	• 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	• Representative from GWAS • Representative from Gloucestershire PCT	• Commissioners Monthly Report, GWAS • Board Performance Report, GWAS • Handover times/delays by hospital • District Response Times
Six month update on locally focussed work (from Short Life Group on Rural Response Times)	•	•	•
Report from Joint Working Group	•	• Local LINK rep	•
GWAS Joint Health Scrutiny Committee Work Programme	• To review the Committee's work programme to ensure that it remains relevant	•	•
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	• Extracts of minutes from local authority HOSCs