

Analysis Method Notice

Category A Ambulance 8 Minute Response Times

An accredited Analysis Method describes a method that has been agreed for use in the production of published national outcome indicators, performance measures and/or currencies

Analysis Methods are developed and / or agreed by the Analysis Methodologies Group. They are accredited by the Welsh Information Standards Board. For further details about the group, including Terms of Reference and membership, please visit the following website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=56696>

WISB Reference: ISRN Ref. 2013/015

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<p>WISB Appraisal Assessment</p>	<p>Accredited This Analysis Method has been appraised by WISB and is felt to be fit for purpose in that it:</p> <ul style="list-style-type: none"> • Meets the business requirement; • Is reproducible by organisations, where appropriate.
<p>Status of Data Standards Assurance</p>	<p>Not WISB Reviewed Some or all of the data used in this Analysis Method do not have standards approved via the Information Standards Assurance Process. This may include data flows that predate the establishment of WISB.</p>
<p>WISB Outcome(s)</p>	<p>Outcome</p>

Indicator

The percentage of emergency responses to Category A (immediately life threatening) calls arriving within (up to and including) 8 minutes.

Target:

65% - the target is monitored by individual Local Health Board (LHB).

Rationale / Context

To reduce mortality in respect of patients reporting an immediately life threatening condition by ensuring that they receive a prompt and appropriate first response from the emergency service.

A faster response time for patients suffering immediately life threatening conditions, in particular cardiac arrest increases the potential for a positive health outcome. In addition, the speed of response is valued by patients as an important characteristic of a responsive ambulance service, and supports a positive patient experience.

Data Source

Welsh Ambulance Service NHS Trust (WAST).

Definitions:

Definitional Guidance:

The WAST return is an aggregate data collection provided directly to Welsh Government by WAST. Whereas more complex methodologies could be applied to patient-level data sets, in this case, definitional guidance has been provided to WAST to enable them to determine the content of their aggregate return. The central 'analysis' of this return is then comprised of the straightforward selection of relevant counts for onward presentation.

The following data items and terms are relevant

Data Items:

n/a

Terms:

n/a

Detailed Specification

Since December 2011, the following changes to the ambulance service in Wales were introduced and the calls have been re-categorised as follows:

- Category B (serious but not immediately life-threatening calls) has been removed;
 - Immediately life-threatening calls (where there is an imminent threat to life) will continue to be identified as Category A calls but will now include the most serious of the former Category B calls;
 - Urgent & planned calls (serious but not life threatening and/or neither serious nor life threatening) will be identified as Category C (urgent and planned) calls, but will now also include the majority of the former Category B calls; and
 - Calls to the ambulance service from health care professionals (HCP) to order an ambulance for patients on an urgent basis for admission to hospital (previously called 'GP urgent patient journeys') are now included in the calls data. These calls will be prioritised and classified as Category A or C in the same way as emergency 999 calls, although those classified as Category C will have additional time bands/standards.
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The number of emergency responses arriving at the scene might be slightly less than the number of total calls as some calls are cancelled on route, either because they are no longer needed or because they have been identified as hoax calls.

Please see 'additional information' for more details.

All Category C calls are excluded from the method. The indicator and associated target are applicable to immediately life-threatening calls (Category A) calls only.

Calculation:

Numerator

Number of emergency first responses to Category A (immediately life threatening) calls arriving at the scene within (up to and including) 8 minutes.

Denominator

Total number of emergency first responses to Category A (immediately life threatening) calls arriving at the scene.

Reporting Frequency

WAST submit un-validated data to Welsh Government monthly by the first calendar day after month end. Fully validated data is submitted to WG by the 10th working day after month end.

Publication of performance also takes place on a monthly basis.

Areas for Future Development

The following points reflect considerations raised by either the Analysis Methodologies Group or WISB in terms of aspects of the Analysis Method that require further investigation or development.

For a full breakdown of the issues considered, please refer to the formal WISB Outcome for this Analysis Method, which can be accessed via the Information Standards Assurance website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=52532>

None applicable.

Appendix A – Additional Information

Prior to 5 December 2011, ambulance calls were categorised as follows:

- **Category A –immediately life-threatening.**

For these calls, an emergency response will be a fully equipped ambulance, a rapid response vehicle crewed by a paramedic equipped to provide treatment at the scene, or an approved first responder despatched by and accountable to the ambulance service. In those cases where the first response is not a fully equipped ambulance, such an ambulance will also be sent.

- **Category B/C - serious but not life-threatening.**

This is all other emergency calls.

From 5 December 2011, the following changes to the ambulance service in Wales were introduced and the calls have been re-categorised as follows:

- Category B (serious but not immediately life-threatening calls) has been removed;
- Immediately life-threatening calls (where there is an imminent threat to life) will continue to be identified as Category A calls but will now include the most serious of the former Category B calls;
- Urgent & planned calls (serious but not life threatening and/or neither serious nor life threatening) will be identified as Category C (urgent and planned) calls, but will now also include the majority of the former Category B calls; and
- Calls to the ambulance service from health care professionals (HCP) to order an ambulance for patients on an urgent basis for admission to hospital (previously called ‘GP urgent patient journeys’) are now included in the calls data. These calls will be prioritised and classified as Category A or C in the same way as emergency 999 calls, although those classified as Category C will have additional time bands/standards.

The number of emergency responses arriving at the scene might be slightly less than the number of total calls as some calls are cancelled on route, either because they are no longer needed or because they have been identified as hoax calls.

Appendix B – SQL Code (where applicable)

Important: The following code is intended for information purposes only. It will contain references to specific references (servers, data item descriptions etc.) that are applicable within the NHS Wales Informatics Service only and therefore will not be suitable for direct application to local (LHB) data.

n/a