

Agenda Item No. 6

Review of Issues Arising from Performance Reports

Great Western Ambulance Joint Health Scrutiny Committee
17th September 2010

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with:

- the Commissioners Monthly Report (July 2010)
- the Board Performance Report for August (covering activity in July 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 (July 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 for August 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 A: Commissioners Monthly Report (July 2010), Great Western Ambulance NHS Trust

Appendix B: Board Performance Report for August (covering activity in July 2010), Great Western Ambulance NHS Trust

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



ACTIVITY & PERFORMANCE
COMMISSIONERS' MONTHLY REPORT 2010/11

CONTENTS

- PAGE 1: GREAT WESTERN AMBULANCE SERVICE TOP LEVEL SUMMARY OF ACTIVITY & PERFORMANCE DURING 2010/11 AGAINST THE PREVIOUS FINANCIAL YEAR AND NATIONAL TARGETS
- PAGE 2: CHARTS PRESENTING ACTIVITY & PERFORMANCE DURING 2010/11 AGAINST THE PREVIOUS FINANCIAL YEAR AND NATIONAL TARGETS
- PAGE 3: PERFORMANCE AGAINST CATEGORY A 8 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 4: PERFORMANCE AGAINST CATEGORY A 19 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 5: PERFORMANCE AGAINST CATEGORY B 19 MINUTE STANDARD BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 6: PERFORMANCE AGAINST CATEGORY C LOCAL STANDARDS BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 7: ACTIVITY LEVELS - INCIDENTS WITH RESPONSE BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY AGAINST THE PREVIOUS FINANCIAL YEAR
- PAGE 8: CONVEYANCE RATE - BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 9: ACTIVITY LEVELS - TOTAL NUMBER OF RESPONDING RESOURCES BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 10: ACTIVITY LEVELS - TOTAL NUMBER OF PATIENTS TRANSPORTED BROKEN DOWN BY SECTOR, PRIMARY CARE TRUST AND LOCAL AUTHORITY
- PAGE 11: CONTRACT SUMMARY - CONTRACTED ACTIVITY (INCIDENTS WITH RESPONSE) VS ACTUAL ACTIVITY BROKEN DOWN BY PCT



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	21,215	21,067	21,624	*	*	*	*	*	*	*	*	83,674
2010/11 Contract	20,389	21,860	21,786	22,402	*	*	*	*	*	*	*	*	86,437
2010/11 Actual	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249
Variance from Contract	269	438	-384	-511	*	*	*	*	*	*	*	*	-188
Variance from Contract %	1.3%	2.0%	-1.8%	-2.3%	*	*	*	*	*	*	*	*	-0.2%
Variance from 2009/10	890	1,083	335	267	*	*	*	*	*	*	*	*	2,575
Variance from 2009/10 %	4.5%	5.1%	1.6%	1.2%	*	*	*	*	*	*	*	*	3.1%

Incidents with Transport:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	13,304	14,027	13,477	13,777	*	*	*	*	*	*	*	*	54,585
2010/11 Contract	13,703	14,448	13,881	14,190	*	*	*	*	*	*	*	*	56,223
2010/11 Actual	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211
Variance from Contract	198	305	315	171	*	*	*	*	*	*	*	*	988
Variance from Contract %	1.4%	2.1%	2.3%	1.2%	*	*	*	*	*	*	*	*	1.8%
Variance from 2009/10	597	726	719	584	*	*	*	*	*	*	*	*	2,626
Variance from 2009/10 %	4.5%	5.2%	5.3%	4.2%	*	*	*	*	*	*	*	*	4.8%

Conveyance Rates (Transports over Responses):

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2009/10	67.3%	66.1%	64.0%	63.7%	*	*	*	*	*	*	*	*	65.2%
2010/11 Actual	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%
Variance from 2009/10 %	0.0%	0.0%	2.4%	1.9%	*	*	*	*	*	*	*	*	1.1%

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%	71.21%	75.81%	78.24%	75.0%
2010/11 Target	77.85%	76.17%	76.27%	76.03%	75.81%	76.19%	76.30%	75.43%	74.78%	75.69%	77.01%	78.00%	76.3%
2010/11 Actual	78.32%	78.07%	76.28%	77.55%	*	*	*	*	*	*	*	*	77.6%
Variance from Target	0.5%	1.9%	0.0%	1.5%	*	*	*	*	*	*	*	*	1.3%
Variance from 2009/10	2.3%	0.7%	-0.9%	4.8%	*	*	*	*	*	*	*	*	2.5%

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	96.36%	96.28%	95.59%	95.40%	95.97%	96.15%	95.53%	95.56%	95.52%	96.39%	95.58%	95.79%	95.8%
2010/11 Actual	95.98%	96.01%	94.93%	95.66%	*	*	*	*	*	*	*	*	95.6%
Variance from Target	-0.4%	-0.3%	-0.7%	0.3%	*	*	*	*	*	*	*	*	-0.2%
Variance from 2009/10	0.1%	-0.4%	-0.9%	0.4%	*	*	*	*	*	*	*	*	0.5%

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	92.52%	92.60%	90.87%	91.67%	91.84%	91.98%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	93.4%
2010/11 Actual	93.18%	93.83%	91.77%	92.52%	*	*	*	*	*	*	*	*	92.8%
Variance from Target	0.7%	1.2%	0.9%	0.8%	*	*	*	*	*	*	*	*	-0.6%
Variance from 2009/10	0.8%	0.9%	-0.6%	1.5%	*	*	*	*	*	*	*	*	2.2%

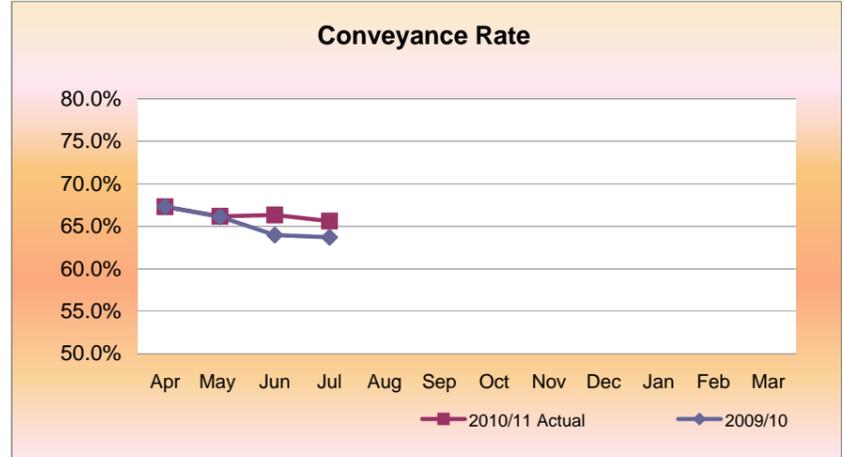
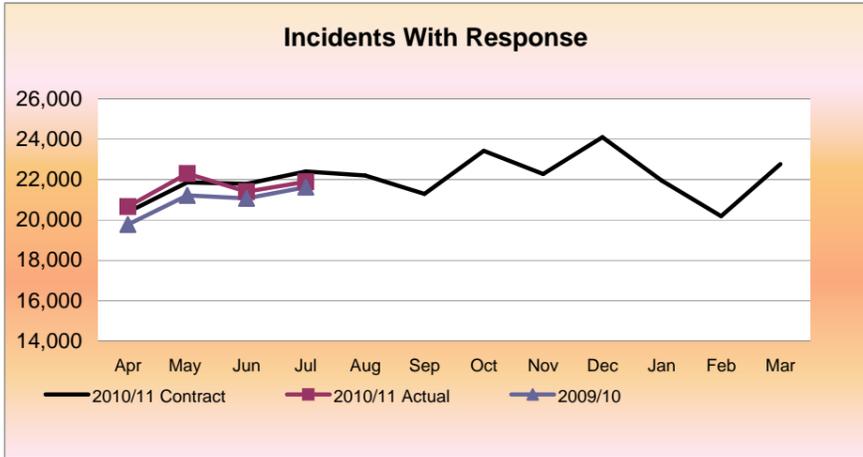
Category C Performance: *

	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	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%
Variance from Target	-9.3%	-9.5%	-13.6%	-11.0%	*	*	*	*	*	*	*	*	-10.8%
Variance from 2009/10	-6.4%	-6.8%	-11.6%	-7.6%	*	*	*	*	*	*	*	*	-3.8%

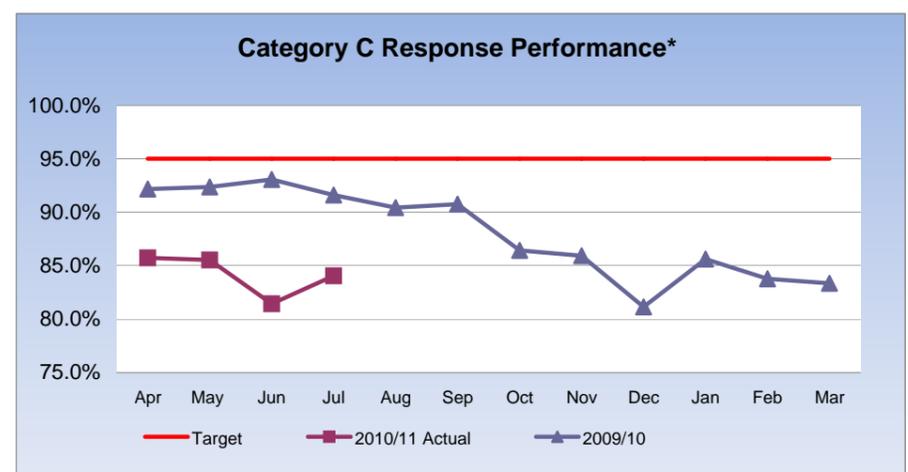
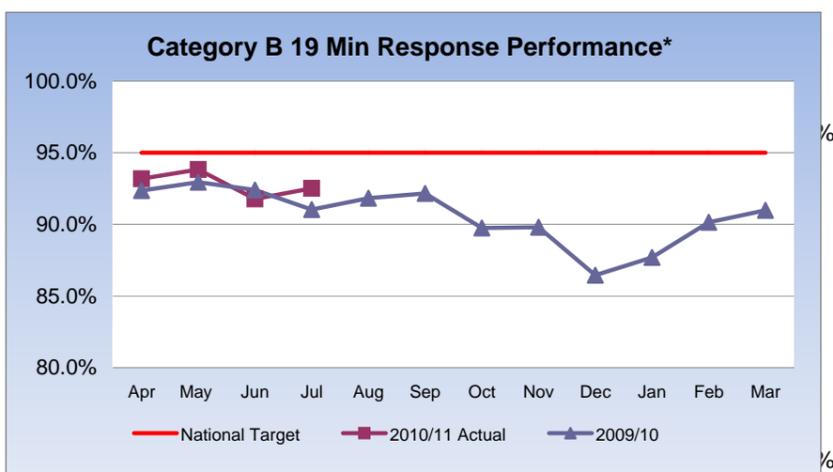
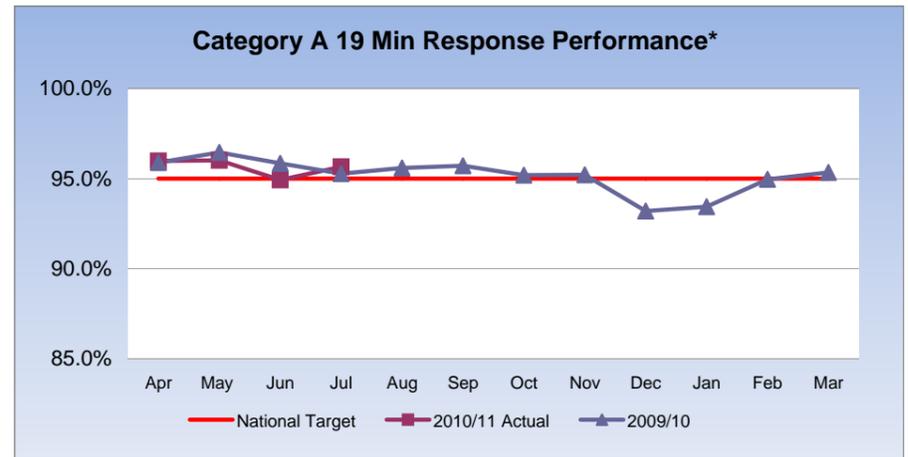
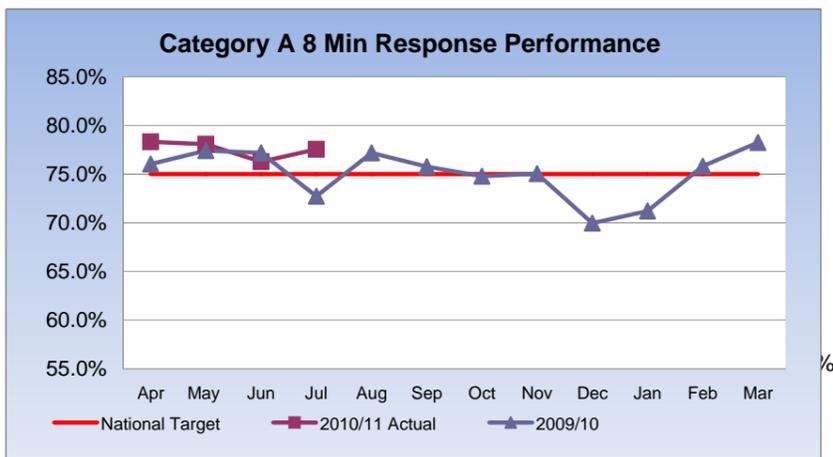


TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

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	3493	3265	3528	*	*	*	*	*	*	*	*	13,522
Gloucestershire	1811	1919	1797	1819	*	*	*	*	*	*	*	*	7,346
Wiltshire	2409	2755	2626	2732	*	*	*	*	*	*	*	*	10,522
Other/Unknown	40	59	39	46	*	*	*	*	*	*	*	*	184
Total	7,496	8,226	7,727	8,125									31,574

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	2767	2468	2716	*	*	*	*	*	*	*	*	10,469
Gloucestershire	1437	1496	1399	1446	*	*	*	*	*	*	*	*	5,778
Wiltshire	1905	2148	2020	2133	*	*	*	*	*	*	*	*	8,206
Other/Unknown	11	11	7	6	*	*	*	*	*	*	*	*	35
Total	5,871	6,422	5,894	6,301									24,488

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%	79.2%	75.6%	77.0%	*	*	*	*	*	*	*	*	77.4%
Gloucestershire	79.3%	78.0%	77.9%	79.5%	*	*	*	*	*	*	*	*	78.7%
Wiltshire	79.1%	78.0%	76.9%	78.1%	*	*	*	*	*	*	*	*	78.0%
Other/Unknown	27.5%	18.6%	17.9%	13.0%	*	*	*	*	*	*	*	*	19.0%
Total	78.3%	78.1%	76.3%	77.6%									77.6%

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	608	541	568	*	*	*	*	*	*	*	*	2,248
Bristol	1,658	1,803	1,775	1,891	*	*	*	*	*	*	*	*	7,127
Gloucestershire	1,811	1,919	1,797	1,819	*	*	*	*	*	*	*	*	7,346
North Somerset	742	797	716	830	*	*	*	*	*	*	*	*	3,085
South Gloucestershire	752	814	713	728	*	*	*	*	*	*	*	*	3,007
Swindon	612	710	655	736	*	*	*	*	*	*	*	*	2,713
Wiltshire	1,350	1,515	1,490	1,507	*	*	*	*	*	*	*	*	5,862
Other/Unknown	40	60	40	46	*	*	*	*	*	*	*	*	186
Total	7,496	8,226	7,727	8,125									31,574

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	473	411	451	*	*	*	*	*	*	*	*	1,739
Bristol	1,396	1,518	1,467	1,566	*	*	*	*	*	*	*	*	5,947
Gloucestershire	1,437	1,496	1,399	1,446	*	*	*	*	*	*	*	*	5,778
North Somerset	543	602	496	630	*	*	*	*	*	*	*	*	2,271
South Gloucestershire	538	602	474	477	*	*	*	*	*	*	*	*	2,091
Swindon	566	636	596	654	*	*	*	*	*	*	*	*	2,452
Wiltshire	976	1,084	1,044	1,071	*	*	*	*	*	*	*	*	4,175
Other/Unknown	11	11	7	6	*	*	*	*	*	*	*	*	35
Total	5,871	6,422	5,894	6,301									24,488

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%	77.8%	76.0%	79.4%	*	*	*	*	*	*	*	*	77.4%
Bristol	84.20%	84.19%	82.65%	82.81%	*	*	*	*	*	*	*	*	83.4%
Gloucestershire	79.35%	77.96%	77.85%	79.49%	*	*	*	*	*	*	*	*	78.7%
North Somerset	73.18%	75.53%	69.27%	75.90%	*	*	*	*	*	*	*	*	73.6%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	*	*	*	*	*	*	*	*	69.5%
Swindon	92.48%	89.58%	90.99%	88.86%	*	*	*	*	*	*	*	*	90.4%
Wiltshire	72.30%	71.55%	70.07%	71.07%	*	*	*	*	*	*	*	*	71.2%
Other/Unknown	27.50%	18.33%	17.50%	13.04%	*	*	*	*	*	*	*	*	18.8%
Total	78.3%	78.1%	76.3%	77.6%									77.6%

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	1,803	1,775	1,891	*	*	*	*	*	*	*	*	7,127
South Gloucestershire	752	814	713	728	*	*	*	*	*	*	*	*	3,007
North Somerset	742	797	716	830	*	*	*	*	*	*	*	*	3,085
Bath and North East Somerset	531	608	541	568	*	*	*	*	*	*	*	*	2,248
Forest of Dean	225	246	259	249	*	*	*	*	*	*	*	*	979
Cotswold	219	218	242	259	*	*	*	*	*	*	*	*	938
Tewkesbury	211	187	202	222	*	*	*	*	*	*	*	*	822
Cheltenham	405	433	355	342	*	*	*	*	*	*	*	*	1,535
Gloucester	431	481	454	430	*	*	*	*	*	*	*	*	1,796
Stroud	320	354	285	317	*	*	*	*	*	*	*	*	1,276
Kennet	205	234	244	224	*	*	*	*	*	*	*	*	907
North Wiltshire	372	445	417	478	*	*	*	*	*	*	*	*	1,712
Swindon	606	700	645	727	*	*	*	*	*	*	*	*	2,678
West Wiltshire	464	484	428	454	*	*	*	*	*	*	*	*	1,830
Salisbury	309	352	401	351	*	*	*	*	*	*	*	*	1,413
Other/Unknown	46	70	50	55	*	*	*	*	*	*	*	*	221
Total	7,496	8,226	7,727	8,125									31,574

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	1,518	1,467	1,566	*	*	*	*	*	*	*	*	5,947
South Gloucestershire	538	602	474	477	*	*	*	*	*	*	*	*	2,091
North Somerset	543	602	496	630	*	*	*	*	*	*	*	*	2,271
Bath and North East Somerset	404	473	411	451	*	*	*	*	*	*	*	*	1,739
Forest of Dean	137	147	171	176	*	*	*	*	*	*	*	*	631
Cotswold	137	117	123	162	*	*	*	*	*	*	*	*	539
Tewkesbury	164	142	152	173	*	*	*	*	*	*	*	*	631
Cheltenham	376	409	333	322	*	*	*	*	*	*	*	*	1,440
Gloucester	400	437	420	384	*	*	*	*	*	*	*	*	1,641
Stroud	223	244	200	229	*	*	*	*	*	*	*	*	896
Kennet	136	130	131	129	*	*	*	*	*	*	*	*	526
North Wiltshire	277	317	299	347	*	*	*	*	*	*	*	*	1,240
Swindon	564	634	593	650	*	*	*	*	*	*	*	*	2,441
West Wiltshire	347	378	321	333	*	*	*	*	*	*	*	*	1,379
Salisbury	216	259	293	262	*	*	*	*	*	*	*	*	1,030
Other/Unknown	13	13	10	10	*	*	*	*	*	*	*	*	46
Total	5,871	6,422	5,894	6,301									24,488

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%	82.6%	82.8%	*	*	*	*	*	*	*	*	83.4%
South Gloucestershire	71.54%	73.96%	66.48%	65.52%	*	*	*	*	*	*	*	*	69.5%
North Somerset	73.18%	75.53%	69.27%	75.90%	*	*	*	*	*	*	*	*	73.6%
Bath and North East Somerset	76.08%	77.80%	75.97%	79.40%	*	*	*	*	*	*	*	*	77.4%
Forest of Dean	60.89%	59.76%	66.02%	70.68%	*	*	*	*	*	*	*	*	64.5%
Cotswold	62.56%	53.67%	50.83%	62.55%	*	*	*	*	*	*	*	*	57.5%
Tewkesbury	77.73%	75.94%	75.25%	77.93%	*	*	*	*	*	*	*	*	76.8%
Cheltenham	92.84%	94.46%	93.80%	94.15%	*	*	*	*	*	*	*	*	93.8%
Gloucester	92.81%	90.85%	92.51%	89.30%	*	*	*	*	*	*	*	*	91.4%
Stroud	69.69%	68.93%	70.18%	72.24%	*	*	*	*	*	*	*	*	70.2%
Kennet	66.34%	55.56%	53.69%	57.59%	*	*	*	*	*	*	*	*	58.0%
North Wiltshire	74.46%	71.24%	71.70%	72.59%	*	*	*	*	*	*	*	*	72.4%
Swindon	93.07%	90.57%	91.94%	89.41%	*	*	*	*	*	*	*	*	91.2%
West Wiltshire	74.78%	78.10%	75.00%	73.35%	*	*	*	*	*	*	*	*	75.4%
Salisbury	69.90%	73.58%	73.07%	74.64%	*	*	*	*	*	*	*	*	72.9%
Other/Unknown	28.26%	18.57%	20.00%	18.18%	*	*	*	*	*	*	*	*	20.8%
Total	78.3%	78.1%	76.3%	77.6%									77.6%

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	2198	2337	2363	2356	*	*	*	*	*	*	*	*	9,254
Gloucestershire	1541	1577	1539	1521	*	*	*	*	*	*	*	*	6,178
Wiltshire	1768	1933	1894	1974	*	*	*	*	*	*	*	*	7,569
Other/Unknown	29	27	33	28	*	*	*	*	*	*	*	*	117
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

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	1741	1959	1780	1848	*	*	*	*	*	*	*	*	7,328
Gloucestershire	1406	1381	1342	1354	*	*	*	*	*	*	*	*	5,483
Wiltshire	1572	1659	1595	1713	*	*	*	*	*	*	*	*	6,539
Other/Unknown	27	25	30	26	*	*	*	*	*	*	*	*	108
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

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	79.2%	83.8%	75.3%	78.4%	*	*	*	*	*	*	*	*	79.2%
Gloucestershire	91.2%	87.6%	87.2%	89.0%	*	*	*	*	*	*	*	*	88.8%
Wiltshire	88.9%	85.8%	84.2%	86.8%	*	*	*	*	*	*	*	*	86.4%
Other/Unknown	93.1%	92.6%	90.9%	92.9%	*	*	*	*	*	*	*	*	92.3%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

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	433	434	407	*	*	*	*	*	*	*	*	1,652
Bristol	1,044	1,120	1,076	1,095	*	*	*	*	*	*	*	*	4,335
Gloucestershire	1,541	1,577	1,539	1,521	*	*	*	*	*	*	*	*	6,178
North Somerset	509	493	560	514	*	*	*	*	*	*	*	*	2,076
South Gloucestershire	596	656	649	681	*	*	*	*	*	*	*	*	2,582
Swindon	389	448	421	477	*	*	*	*	*	*	*	*	1,735
Wiltshire	1,050	1,120	1,116	1,152	*	*	*	*	*	*	*	*	4,438
Other/Unknown	29	27	34	32	*	*	*	*	*	*	*	*	122
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

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	337	379	348	353	*	*	*	*	*	*	*	*	1,417
Bristol	812	913	803	848	*	*	*	*	*	*	*	*	3,376
Gloucestershire	1,406	1,381	1,342	1,354	*	*	*	*	*	*	*	*	5,483
North Somerset	432	436	438	431	*	*	*	*	*	*	*	*	1,737
South Gloucestershire	456	552	485	518	*	*	*	*	*	*	*	*	2,011
Swindon	348	401	374	424	*	*	*	*	*	*	*	*	1,547
Wiltshire	928	937	926	984	*	*	*	*	*	*	*	*	3,775
Other/Unknown	27	25	31	29	*	*	*	*	*	*	*	*	112
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

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	89.15%	87.53%	80.18%	86.73%	*	*	*	*	*	*	*	*	85.8%
Bristol	77.78%	81.52%	74.63%	77.44%	*	*	*	*	*	*	*	*	77.9%
Gloucestershire	91.24%	87.57%	87.20%	89.02%	*	*	*	*	*	*	*	*	88.8%
North Somerset	84.87%	88.44%	78.21%	83.85%	*	*	*	*	*	*	*	*	83.7%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	*	*	*	*	*	*	*	*	77.9%
Swindon	89.46%	89.51%	88.84%	88.89%	*	*	*	*	*	*	*	*	89.2%
Wiltshire	88.38%	83.66%	82.97%	85.42%	*	*	*	*	*	*	*	*	85.1%
Other/Unknown	93.10%	92.59%	91.18%	90.63%	*	*	*	*	*	*	*	*	91.8%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

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	1,044	1,120	1,076	1,095	*	*	*	*	*	*	*	*	4,335
South Gloucestershire	596	656	649	681	*	*	*	*	*	*	*	*	2,582
North Somerset	509	493	560	514	*	*	*	*	*	*	*	*	2,076
Bath and North East Somerset	378	433	434	407	*	*	*	*	*	*	*	*	1,652
Forest of Dean	188	216	202	201	*	*	*	*	*	*	*	*	807
Cotswold	239	264	277	222	*	*	*	*	*	*	*	*	1,002
Tewkesbury	181	172	175	191	*	*	*	*	*	*	*	*	719
Cheltenham	330	286	311	341	*	*	*	*	*	*	*	*	1,268
Gloucester	338	352	335	312	*	*	*	*	*	*	*	*	1,337
Stroud	265	287	239	254	*	*	*	*	*	*	*	*	1,045
Kennet	176	163	199	180	*	*	*	*	*	*	*	*	718
North Wiltshire	292	320	269	340	*	*	*	*	*	*	*	*	1,221
Swindon	383	444	414	471	*	*	*	*	*	*	*	*	1,712
West Wiltshire	343	377	364	362	*	*	*	*	*	*	*	*	1,446
Salisbury	239	260	284	270	*	*	*	*	*	*	*	*	1,053
Other/Unknown	35	31	41	38	*	*	*	*	*	*	*	*	145
Total	5,536	5,874	5,829	5,879	*	*	*	*	*	*	*	*	23,118

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	812	913	803	848	*	*	*	*	*	*	*	*	3,376
South Gloucestershire	456	552	485	518	*	*	*	*	*	*	*	*	2,011
North Somerset	432	436	438	431	*	*	*	*	*	*	*	*	1,737
Bath and North East Somerset	337	379	348	353	*	*	*	*	*	*	*	*	1,417
Forest of Dean	172	189	178	188	*	*	*	*	*	*	*	*	727
Cotswold	199	225	219	182	*	*	*	*	*	*	*	*	825
Tewkesbury	167	161	156	172	*	*	*	*	*	*	*	*	656
Cheltenham	305	259	279	308	*	*	*	*	*	*	*	*	1,151
Gloucester	319	308	304	285	*	*	*	*	*	*	*	*	1,216
Stroud	244	239	206	219	*	*	*	*	*	*	*	*	908
Kennet	150	131	160	157	*	*	*	*	*	*	*	*	598
North Wiltshire	258	268	236	293	*	*	*	*	*	*	*	*	1,055
Swindon	343	397	369	419	*	*	*	*	*	*	*	*	1,528
West Wiltshire	299	318	295	307	*	*	*	*	*	*	*	*	1,219
Salisbury	221	220	235	227	*	*	*	*	*	*	*	*	903
Other/Unknown	32	29	36	34	*	*	*	*	*	*	*	*	131
Total	4,746	5,024	4,747	4,941	*	*	*	*	*	*	*	*	19,458

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	77.78%	81.52%	74.63%	77.44%	*	*	*	*	*	*	*	*	77.9%
South Gloucestershire	76.51%	84.15%	74.73%	76.06%	*	*	*	*	*	*	*	*	77.9%
North Somerset	84.87%	88.44%	78.21%	83.85%	*	*	*	*	*	*	*	*	83.7%
Bath and North East Somerset	89.15%	87.53%	80.18%	86.73%	*	*	*	*	*	*	*	*	85.8%
Forest of Dean	91.49%	87.50%	88.12%	93.53%	*	*	*	*	*	*	*	*	90.1%
Cotswold	83.26%	85.23%	79.06%	81.98%	*	*	*	*	*	*	*	*	82.3%
Tewkesbury	92.27%	93.60%	89.14%	90.05%	*	*	*	*	*	*	*	*	91.2%
Cheltenham	92.42%	90.56%	89.71%	90.32%	*	*	*	*	*	*	*	*	90.8%
Gloucester	94.38%	87.50%	90.75%	91.35%	*	*	*	*	*	*	*	*	90.9%
Stroud	92.08%	83.28%	86.19%	86.22%	*	*	*	*	*	*	*	*	86.9%
Kennet	85.23%	80.37%	80.40%	87.22%	*	*	*	*	*	*	*	*	83.3%
North Wiltshire	88.36%	83.75%	87.73%	86.18%	*	*	*	*	*	*	*	*	86.4%
Swindon	89.56%	89.41%	89.13%	88.96%	*	*	*	*	*	*	*	*	89.3%
West Wiltshire	87.17%	84.35%	81.04%	84.81%	*	*	*	*	*	*	*	*	84.3%
Salisbury	92.47%	84.62%	82.75%	84.07%	*	*	*	*	*	*	*	*	85.8%
Other/Unknown	91.43%	93.55%	87.80%	89.47%	*	*	*	*	*	*	*	*	90.3%
Total	85.7%	85.5%	81.4%	84.0%	*	*	*	*	*	*	*	*	84.2%

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	9185	8895	9159	*	*	*	*	*	*	*	*	35,846
Gloucestershire	5160	5434	5141	5208	*	*	*	*	*	*	*	*	20,943
Wiltshire	6697	7418	7137	7299	*	*	*	*	*	*	*	*	28,551
Other/Unknown	194	261	229	225	*	*	*	*	*	*	*	*	909
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

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	6103	6044	6056	*	*	*	*	*	*	*	*	24,094
Gloucestershire	3492	3629	3426	3518	*	*	*	*	*	*	*	*	14,065
Wiltshire	4404	4862	4595	4653	*	*	*	*	*	*	*	*	18,514
Other/Unknown	114	159	131	134	*	*	*	*	*	*	*	*	538
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

Incidents with transport 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	5783	6067	5740	5900	5764	5832	6303	6044	6611	6199	5519	6280	72,042
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	4242	4755	55,143
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	13,003	14,619	169,048

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%	66.45%	67.95%	66.12%	*	*	*	*	*	*	*	*	67.2%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	*	*	*	*	*	*	*	*	67.2%
Wiltshire	65.76%	65.54%	64.38%	63.75%	*	*	*	*	*	*	*	*	64.8%
Other/Unknown	58.76%	60.92%	57.21%	59.56%	*	*	*	*	*	*	*	*	59.2%
Total	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%

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	1,602	1,505	1,474	*	*	*	*	*	*	*	*	6,043
Bristol	4,469	4,799	4,639	4,720	*	*	*	*	*	*	*	*	18,627
Gloucestershire	5,160	5,434	5,141	5,208	*	*	*	*	*	*	*	*	20,943
North Somerset	1,971	1,993	1,995	2,142	*	*	*	*	*	*	*	*	8,101
South Gloucestershire	1,967	2,158	2,055	2,091	*	*	*	*	*	*	*	*	8,271
Swindon	1,635	1,881	1,790	1,977	*	*	*	*	*	*	*	*	7,283
Wiltshire	3,800	4,168	4,045	4,049	*	*	*	*	*	*	*	*	16,062
Other/Unknown	194	263	232	230	*	*	*	*	*	*	*	*	919
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

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	1,106	1,040	1,000	*	*	*	*	*	*	*	*	4,163
Bristol	2,980	3,075	2,993	2,966	*	*	*	*	*	*	*	*	12,014
Gloucestershire	3,492	3,629	3,426	3,518	*	*	*	*	*	*	*	*	14,065
North Somerset	1,389	1,404	1,433	1,497	*	*	*	*	*	*	*	*	5,723
South Gloucestershire	1,384	1,461	1,474	1,451	*	*	*	*	*	*	*	*	5,770
Swindon	1,064	1,222	1,143	1,239	*	*	*	*	*	*	*	*	4,668
Wiltshire	2,461	2,696	2,554	2,553	*	*	*	*	*	*	*	*	10,264
Other/Unknown	114	160	133	137	*	*	*	*	*	*	*	*	544
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

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%	69.04%	69.10%	67.84%	*	*	*	*	*	*	*	*	68.9%
Bristol	66.68%	64.08%	64.52%	62.84%	*	*	*	*	*	*	*	*	64.5%
Gloucestershire	67.67%	66.78%	66.64%	67.55%	*	*	*	*	*	*	*	*	67.2%
North Somerset	70.47%	70.45%	71.83%	69.89%	*	*	*	*	*	*	*	*	70.6%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	*	*	*	*	*	*	*	*	69.8%
Swindon	65.08%	64.97%	63.85%	62.67%	*	*	*	*	*	*	*	*	64.1%
Wiltshire	64.76%	64.68%	63.14%	63.05%	*	*	*	*	*	*	*	*	63.9%
Other/Unknown	58.76%	60.84%	57.33%	59.57%	*	*	*	*	*	*	*	*	59.2%
Total	67.3%	66.2%	66.3%	65.6%	*	*	*	*	*	*	*	*	66.3%

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	4,799	4,639	4,720	*	*	*	*	*	*	*	*	18,627
South Gloucestershire	1,967	2,158	2,055	2,091	*	*	*	*	*	*	*	*	8,271
North Somerset	1,971	1,993	1,995	2,142	*	*	*	*	*	*	*	*	8,101
Bath and North East Somerset	1,462	1,602	1,505	1,474	*	*	*	*	*	*	*	*	6,043
Forest of Dean	645	711	685	736	*	*	*	*	*	*	*	*	2,777
Cotswold	647	727	733	714	*	*	*	*	*	*	*	*	2,821
Tewkesbury	590	551	579	617	*	*	*	*	*	*	*	*	2,337
Cheltenham	1,137	1,107	1,040	1,028	*	*	*	*	*	*	*	*	4,312
Gloucester	1,263	1,335	1,247	1,236	*	*	*	*	*	*	*	*	5,081
Stroud	878	1,003	857	877	*	*	*	*	*	*	*	*	3,615
Kennet	597	648	660	663	*	*	*	*	*	*	*	*	2,568
North Wiltshire	1,020	1,150	1,079	1,179	*	*	*	*	*	*	*	*	4,428
Swindon	1,613	1,861	1,770	1,952	*	*	*	*	*	*	*	*	7,196
West Wiltshire	1,275	1,375	1,256	1,233	*	*	*	*	*	*	*	*	5,139
Salisbury	908	995	1,050	974	*	*	*	*	*	*	*	*	3,927
Other/Unknown	216	283	252	255	*	*	*	*	*	*	*	*	1,006
Total	20,658	22,298	21,402	21,891	*	*	*	*	*	*	*	*	86,249

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	3,075	2,993	2,966	*	*	*	*	*	*	*	*	12,014
South Gloucestershire	1,384	1,461	1,474	1,451	*	*	*	*	*	*	*	*	5,770
North Somerset	1,389	1,404	1,433	1,497	*	*	*	*	*	*	*	*	5,723
Bath and North East Somerset	1,017	1,106	1,040	1,000	*	*	*	*	*	*	*	*	4,163
Forest of Dean	448	477	469	473	*	*	*	*	*	*	*	*	1,867
Cotswold	459	484	499	475	*	*	*	*	*	*	*	*	1,917
Tewkesbury	409	375	367	446	*	*	*	*	*	*	*	*	1,597
Cheltenham	781	769	750	751	*	*	*	*	*	*	*	*	3,051
Gloucester	847	902	828	845	*	*	*	*	*	*	*	*	3,422
Stroud	548	622	513	528	*	*	*	*	*	*	*	*	2,211
Kennet	403	444	448	420	*	*	*	*	*	*	*	*	1,715
North Wiltshire	664	730	704	753	*	*	*	*	*	*	*	*	2,851
Swindon	1,050	1,208	1,126	1,224	*	*	*	*	*	*	*	*	4,608
West Wiltshire	781	846	724	731	*	*	*	*	*	*	*	*	3,082
Salisbury	613	676	678	649	*	*	*	*	*	*	*	*	2,616
Other/Unknown	128	174	150	152	*	*	*	*	*	*	*	*	604
Total	13,901	14,753	14,196	14,361	*	*	*	*	*	*	*	*	57,211

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%	64.08%	64.52%	62.84%	*	*	*	*	*	*	*	*	64.5%
South Gloucestershire	70.36%	67.70%	71.73%	69.39%	*	*	*	*	*	*	*	*	69.8%
North Somerset	70.47%	70.45%	71.83%	69.89%	*	*	*	*	*	*	*	*	70.6%
Bath and North East Somerset	69.56%	69.04%	69.10%	67.84%	*	*	*	*	*	*	*	*	68.9%
Forest of Dean	69.46%	67.09%	68.47%	64.27%	*	*	*	*	*	*	*	*	67.2%
Cotswold	70.94%	66.57%	68.										

Total Number of Responses by Sector

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Avon	12485	13679	13169	13239	*	*	*	*	*	*	*	*	52,572
Gloucestershire	7704	8178	7807	7781	*	*	*	*	*	*	*	*	31,470
Wiltshire	9994	11160	10615	11009	*	*	*	*	*	*	*	*	42,778
Other/Unknown	197	222	200	214	*	*	*	*	*	*	*	*	833
Total	30,380	33,239	31,791	32,243	*	*	*	*	*	*	*	*	127,653

<i>2009/10</i>	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	12735	12406	12948	12731	12239	13190	12642	13945	12672	11470	13460	152,603
Gloucestershire	7087	7290	6978	7246	7242	7274	7853	7680	8412	7524	6965	8144	89,695
Wiltshire	9368	10359	10420	10580	10384	10252	11245	10763	11794	10320	9710	10851	126,046
Other/Unknown	72	119	196	237	230	196	224	264	247	193	197	193	2,368
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	370,712

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Avon	2.6%	7.4%	6.2%	2.2%	*	*	*	*	*	*	*	*	-62.2%
Gloucestershire	8.7%	12.2%	11.9%	7.4%	*	*	*	*	*	*	*	*	-61.4%
Wiltshire	6.7%	7.7%	1.9%	4.1%	*	*	*	*	*	*	*	*	-62.9%
Other/Unknown	173.6%	86.6%	2.0%	-9.7%	*	*	*	*	*	*	*	*	-61.7%
Total	5.9%	9.0%	6.0%	4.0%	*	*	*	*	*	*	*	*	-62.2%

Total Number of Responses by PCT

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bath and North East Somerset	2,152	2,358	2,193	2,163	*	*	*	*	*	*	*	*	8,866
Bristol	6,508	7,191	6,909	6,848	*	*	*	*	*	*	*	*	27,456
Gloucestershire	7,704	8,178	7,807	7,781	*	*	*	*	*	*	*	*	31,470
North Somerset	2,906	2,990	2,985	3,180	*	*	*	*	*	*	*	*	12,061
South Gloucestershire	2,761	3,148	2,982	2,920	*	*	*	*	*	*	*	*	11,811
Swindon	2,425	2,760	2,610	2,928	*	*	*	*	*	*	*	*	10,723
Wiltshire	5,727	6,389	6,102	6,201	*	*	*	*	*	*	*	*	24,419
Other/Unknown	197	225	203	222	*	*	*	*	*	*	*	*	847
Total	30,380	33,239	31,791	32,243	*	*	*	*	*	*	*	*	127,653

<i>2009/10</i>	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	2,276	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	6,879	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	8,144	89,695
North Somerset	2,653	2,618	2,649	2,674	3,066	2,763	2,737	2,705	3,003	2,738	2,607	2,923	33,136
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	2,628	2,507	2,746	30,683
Wiltshire	5,377	5,894	6,192	6,202	6,147	5,963	6,459	6,120	6,685	5,791	5,559	6,059	72,448
Other/Unknown	72	121	196	239	232	201	226	264	247	197	197	200	2,392
Total	28,692	30,503	30,000	31,011	30,587	29,961	32,512	31,349	34,398	30,709	28,342	32,648	370,712

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bath and North East Somerset PCT	3.0%	3.6%	6.2%	-2.1%	*	*	*	*	*	*	*	*	-63.5%
Bristol PCT	1.0%	4.5%	3.1%	-2.3%	*	*	*	*	*	*	*	*	-62.7%
Gloucestershire PCT	8.7%	12.2%	11.9%	7.4%	*	*	*	*	*	*	*	*	-61.4%
North Somerset PCT	9.5%	14.2%	12.7%	18.9%	*	*	*	*	*	*	*	*	-60.1%
South Gloucestershire PCT	-0.1%	6.32%	7.65%	-1.25%	*	*	*	*	*	*	*	*	-63.00%
Swindon PCT	10.1%	12.01%	6.53%	18.16%	*	*	*	*	*	*	*	*	-61.62%
Wiltshire PCT	6.5%	8.40%	-1.45%	-0.02%	*	*	*	*	*	*	*	*	-63.22%
Other/Unknown	173.6%	86.0%	3.6%	-7.1%	*	*	*	*	*	*	*	*	-61.4%
Total	5.9%	9.0%	6.0%	4.0%	*	*	*	*	*	*	*	*	-62.2%

Total Number of Responses by District Council/Unitary Authority

<i>Current Year</i>	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD
Bristol	6,508	7,191	6,909	6,848	*	*	*	*	*	*	*	*	27,456
South Gloucestershire	2,761	3,148	2,982	2,920	*	*	*	*	*	*	*	*	11,811
North Somerset	2,906	2,990	2,985	3,180	*	*	*	*	*	*	*	*	12,061
Bath and North East Somerset	2,152	2,358	2,193	2,163	*	*	*	*	*	*	*	*	8,866
Forest of Dean	1,001	1,115	1,066	1,126	*	*	*	*	*	*	*	*	4,308
Cotswold	968	1,086	1,081	1,042	*	*	*	*	*	*	*	*	4,177
Tewkesbury	900	847	899	966	*	*	*	*	*	*	*	*	3,612
Cheltenham	1,666	1,650	1,554	1,514	*	*	*	*	*	*	*	*	6,384
Gloucester	1,836	1,959	1,884	1,789	*	*	*	*	*	*	*	*	7,468
Stroud	1,333	1,521	1,323	1,344	*	*	*	*	*	*	*	*	5,521
Kennet	885	995	992	1,004	*	*	*	*	*	*	*	*	3,876
North Wiltshire	1,566	1,835	1,712	1,872	*	*	*	*	*	*	*	*	6,985
Swindon	2,396	2,732	2,577	2,888	*	*	*	*	*	*	*	*	10,593
West Wiltshire	1,938	2,093	1,904	1,896	*	*	*	*	*	*	*	*	7,831
Salisbury	1,338	1,466	1,494	1,429	*	*	*	*	*	*	*	*	5,727
Other/Unknown	226	253	236	262	*	*	*	*	*	*	*	*	977
Total	30,380	33,239	31,791	32,243	*	*	*	*	*	*	*	*	127,653

<i>2009/10</i>	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	6,879	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	2,607	2,923	33,136
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	1,773	18,707
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	887	1,012	11,736
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	2,601	2,470	2,709	30,349
West Wiltshire	1,772	1,898	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	30,503	30,000	31,011	30,587	29,958	32,512	31,349	34,398	30,709	28,342	32,648	370,709

<i>Variance Year on Year</i>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Bristol	1.0%	4.5%	3.1%	-2.3%	*	*	*	*	*	*	*	*	-62.7%
South Gloucestershire	-0.1%	6.3%	7.7%	-1.3%	*	*	*	*	*	*	*	*	-63.0%
North Somerset	9.5%	14.2%	12.7%	18.9%	*	*	*	*	*	*	*	*	-60.1%
Bath and North East Somerset	3.0%	3.6%	6.2%	-2.1%	*								



Great Western Ambulance Service 
NHS Trust

Board Performance Report

August 2010

This report presents the performance of the Trust against its 2010/2011 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 managed actions
Green:	Variance within tolerance levels to be maintained

↑ **Denotes improvement in performance**
↓ **Denotes a reduction in performance**

Aim: Timely access to services**Objective: Achievement of all accident and emergency performance standards – A8, A19, B19****Narrative**

We achieved A8/A19 & B19 targets this month with slight improvements across the board on the previous month. We are continuing to build on the encouraging results of the 1st quarter.

A change in the use of agency to improve clinical quality of care has been introduced - agency resources can no longer respond to Cat A calls unless there is a paramedic on board (change from previous use of agency). This may have an impact on performance

We continue to apply efforts across rural areas to bring performance closer to GWAS targets.

Our call answering is delivering an excellent service

A specific project has been initiated to focus on improving wrap up performance, which we will be monitoring closely.

A19 Performance

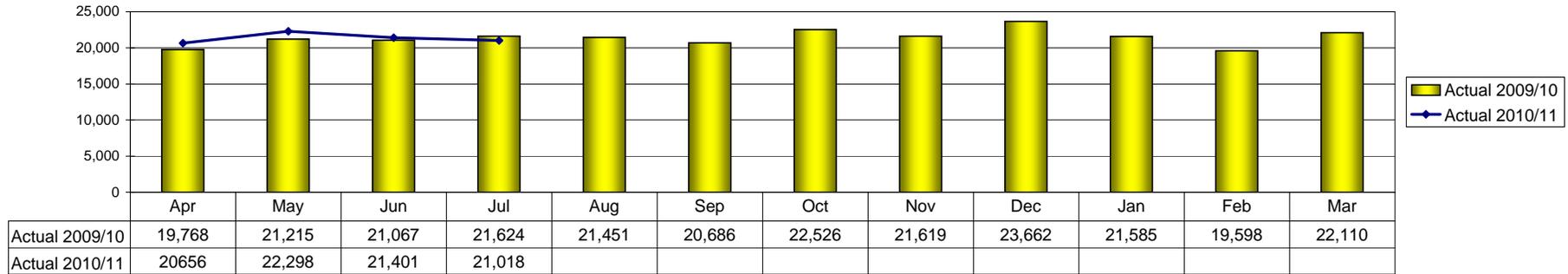
The impact of high demand activity in the Wiltshire & Gloucester localities makes the delivery of the A19/B19 targets challenging particularly in rural areas.

Despite an increase in activity in both the Wiltshire & Gloucester localities, there has been minimal change in A19 performance between Apr-Jul 2010 and the same months the previous year. This is due to an improvement in efficiency.

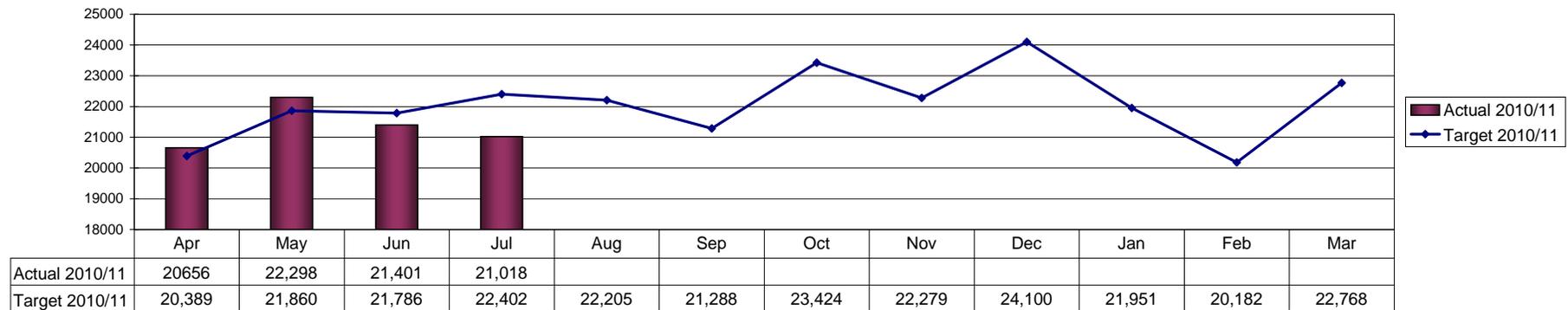
Description	Target	Monthly Plan	(July)	Year to date	previous month	Year end forecast
Accident & Emergency						
Volume of responses:						
% of Category A			35.04%	36.09%	↓	
% of Category B			36.69%	36.55%	↑	
% of Category C (excluding uncategorised calls)			27.95%	27.07%	↑	
Activity (emergency incidents with response) (Activity does not include additional 3% funded as part of the clinical desk investment)	264,634	21,786	21,891	86,249	↑	265,957
Responses to Category A calls within 8 minutes	75%	76.27%	77.55%	77.62%	↑	76%
Responses to Category A calls within 19 minutes	95%	95.59%	95.66%	96.62%	↑	95.83%
Responses to Category B calls within 19 minutes	95%	90.87%	92.52%	92.83%	↑	93.42%

Emergency Incidents with Response

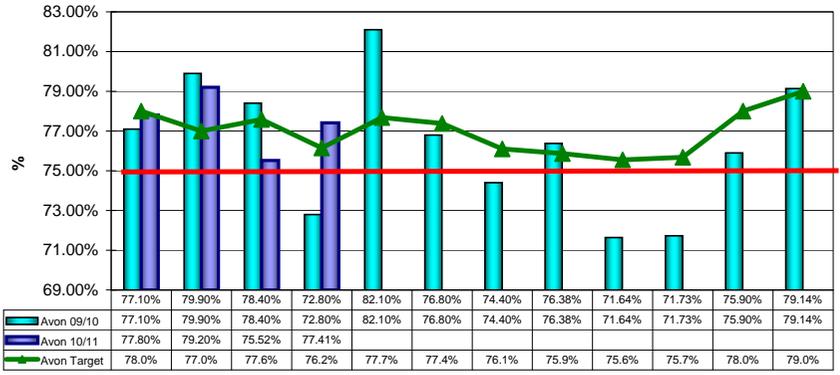
Number of Emergency Incidents with Response Comparison 09/10 & 10/11



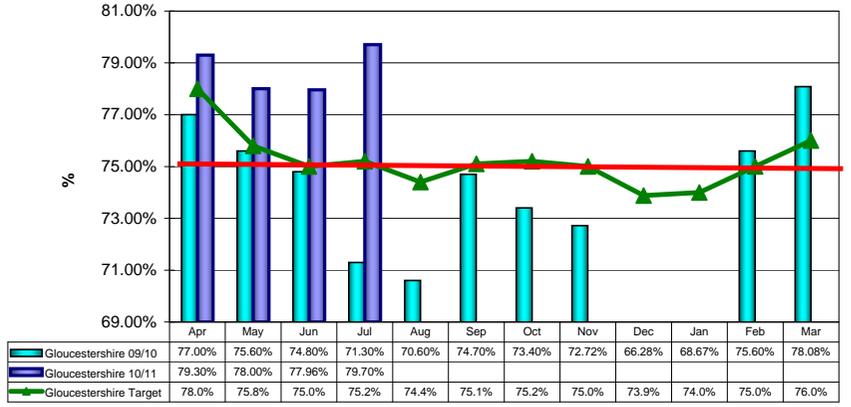
Number of Emergency Incidents with Response Actual vs Target 10/11



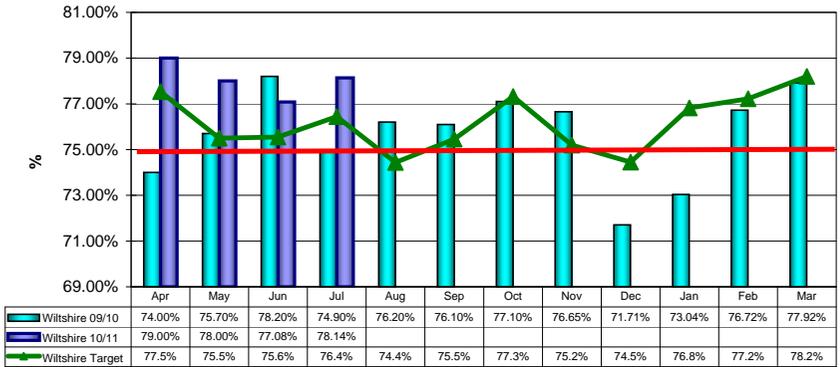
Avon Cat A8 Performance Comparison 09/10 & 10/11



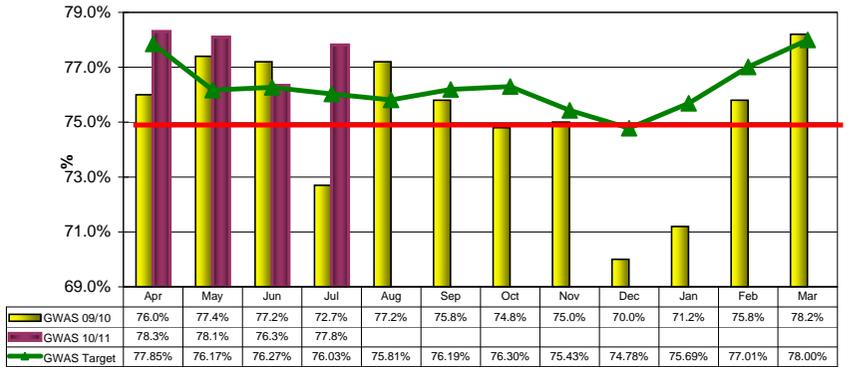
Gloucestershire Cat A8 Performance Comparison 09/10 & 10/11



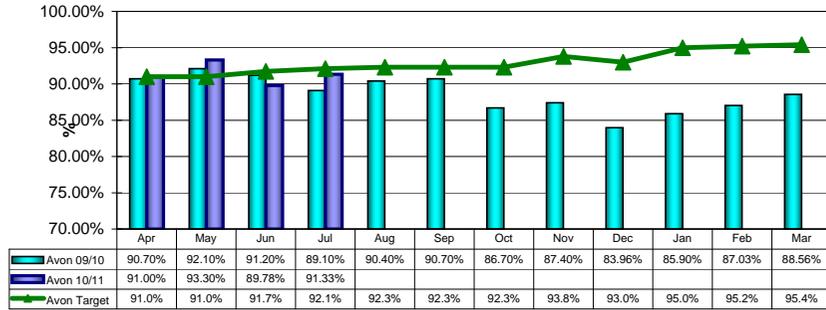
Wiltshire Cat A8 Performance Comparison 09/10 & 10/11



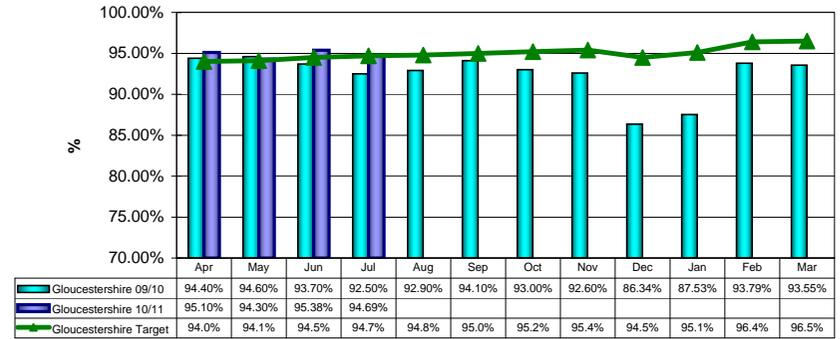
GWAS Cat A8 Performance Comparison 09/10 & 10/11



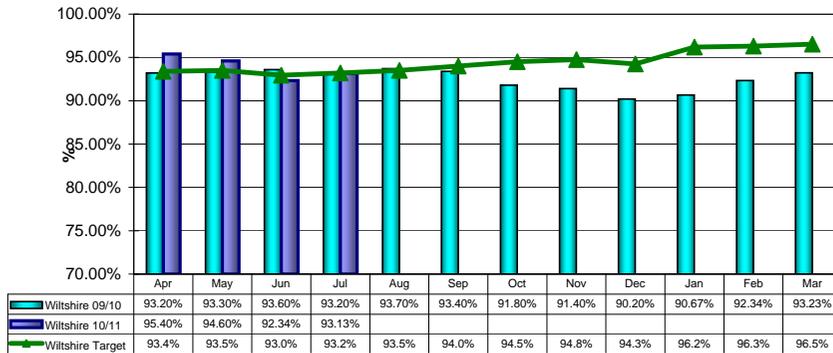
Avon Cat B19 Performance Comparison 09/10 & 10/11



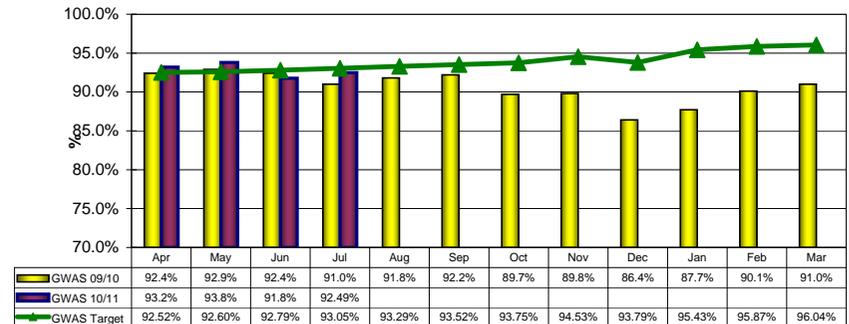
Gloucestershire Cat B19 Performance Comparison 09/10 & 10/11



Wiltshire Cat B19 Performance Comparison 09/10 & 10/11



GWAS Cat B19 Performance Comparison 09/10 & 10/11



Accident & Emergency

Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Call answering (999 calls)	95% in 5 seconds		96.69%	96.73%	↑	97.60%
Total front line hours delivered (including agency)	1,370,210		98,442	322,984	↓	1,295,485
Total front line hours abstracted	27%		41,436 (31.45%)	118,121 (28.82%)	↑	
Handover delays (at A&E departments)(average time for month)			11:23	12:53	↑	
Number of handovers in excess of 15 minutes	0		2,039	10,619	↑	
Wrap up time(average time for month)			14:07	15:02	↓	
Number of Wrap ups in excess of 15 minutes	0		3,938	18,172	↑	
Average total turnaround			25:30	27:55	↑	

Out of Hours Service

Narrative

Out of Hours has turned in a really pleasing first quarter, which we expect to continue.

We are not complacent and are working to add robustness to our performance, improving those areas currently not meeting targets

Performance for the month of June was fully compliant and it is anticipated with the implementation of the Tough Notebooks on the vehicles and Version 3 of Adastra to increase the mobile performance and efficiency of dispatching.

Out of Hours Service						
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Total number OOH calls received		13,984	10,491	44,898	↑	
Calls abandoned	< 5%		2.00%	3.70%	↓	3%
Calls engaged	< 1%		0%	0%	↔	0%
Percentage of calls answered under 60 seconds	95% in 60 seconds		97.00%	96.00%	↔	95.2% in 60 seconds
Triage under 20 minutes	> 95%		98.00%	97.00%	↔	> 95.9%
Triage under 60 minutes	> 95%		99.00%	99.00%	↔	> 99.3%
Emergency Visit under 1 hour	95%		100%	98.00%	↔	98.20%
Urgent Visit under 2 hours	95%		95.00%	95.00%	↔	93.50%
Routine Visit under 6 hours	95%		98.00%	97.00%	↑	95%

Aim: Provision of high quality clinical care

Objective: Achievement of reperfusion standard and introduction of clinical performance indicators

Narrative

Reperfusion

Trend of reducing number of PHT continues as PPCI becomes more available. Performance of 20.00% (5/1) achieved for June based on data received to date. YTD June, currently at 50.00% (16/8) which is below national requirement of 68% . Poor performance in South Wiltshire (SFT 4/1) due to lack of PPCI service and telemetry issues. Investigations underway.

Call to balloon performance for May is 83.0% (53/44). There was one additional case which was an interhospital transfer, which is excluded from the criteria. YTD is 83.3%, small 0.4% reduction

Conveyance

Conveyance reporting now excludes G.P. admissions and inter hospital transfers, this is a better reflection on opportunities that clinicians have to find alternatives to the emergency department.

The figure for all calls are provided for historical comparison purposes only.

Conveyance rates have maintained a downward trend despite the increasing interventions of the clinical desk in stopping responses which has the paradoxical affect of increasing conveyance rates.

The number of Cat C calls triaged and closed by the clinical desk rose from the previous month

Recruitment to the desk has been disappointing with a limited number of succesful applicants. Work is underway to recruit more individuals to maintain the benefits trajectory of the desk. At the present time the objective of having 12 triage clinicians in post and trained for 1st November looks at risk

Clinical Care

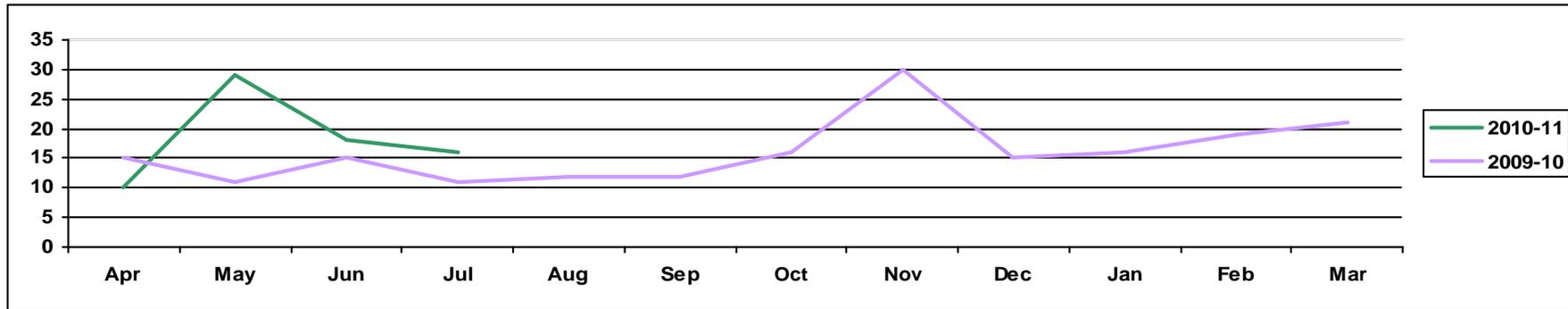
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
% under 60 minutes call to needle time (May figures)	68%		20.00%	50% *(8/16 cases)	↓ 51.4%	68%
% under 150 minutes call to balloon time(April figures)	75%	75%	83.00%	83.50%	—	75%
Conveyance rate (All)	65%	65%	65.51%	66.31%	↓	65.80%
Conveyance rate from 999 members of the public	60%	60%	58.19%	59.19%	↑	
Conveyance rate to other destinations (eg MIU, WIC) (Excludes hospital transfers and health care professional calls)			0.37%	3.60%	↓	
All Category C calls			6,975	27,555	↓	
Category C calls from members of the public suitable for clinical desk triage			3,345	12,850	↑	
Category C calls passed to NHSD			259 7.14%	1073 8.35%	↓	
Category C calls triaged by clinical desk			922	3546	↑	
Category C calls closed by clinical desk			266 7.95%	847 6.59%	↑	

Narrative

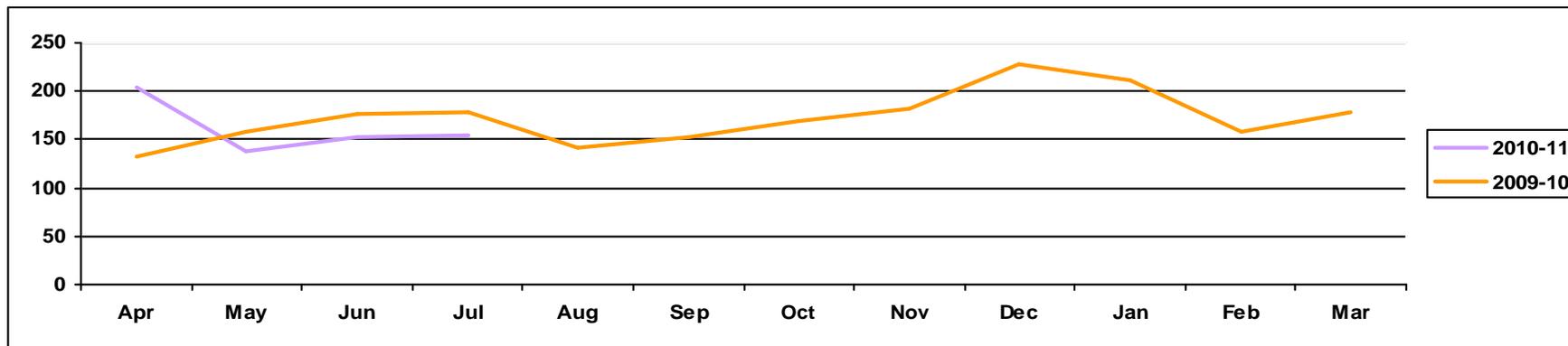
Since May 2010, the Incidents Officer has noticed a reduction in incident reporting. In particular, there has been reduced Emergency Operations Centre (EOC) reporting. Work is ongoing to identify reasons behind this overall decrease.

Complaints						
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Number of formal complaints received			16	77	↑	
Formal complaints acknowledged within 3 working days	100%	100%	(16) 100%	(77) 100%	↔	100%
Formal complaints responded to within 25 working days (or agreed extension):	100%	100%	10	53	↑	97.60%
Formal complaints not completed within time			2	3	↓	
Formal complaints still ongoing, within time			4	7		
Number of serious untoward incidents			0	6	↑	
Number of patient safety incidents			12	57	↓	

The graph below illustrates the number of complaints received from patients and the public this year to date compared with 2009-10 and 2008-09



The graph illustrates the number of internal incidents received this year to date, compared with 2009-10



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

Narrative
Staffing levels

Data Source: Target & Forecast align with the budget at 1 April 2010. Monthly Plan is calculated taking the previous month's Year to Date figure, subtracting projected turnover & adding projected recruitment. Latest month is monthly recruitment from ESR. Year to Date is ESR staff list at last day of month. Movement has up arrow to show improvement; down arrow deteriorated, horizontal no change.

Recruitment plans are underway to bring A&E to full establishment. 17 Emergency Care Assistants commenced training on 5 July 2010 and a further 17 commenced on 26 July 2010, with an additional cohort of 22 scheduled to commence on 6 September 2010. Recruitment assessments took place for Graduate and Qualified Paramedics during w/c 26 June 2010 and 19 offers have been made, with further assessments scheduled in August 2010.

Recruitment activity is currently underway for a number of posts within EOC including the additional Triage Clinician positions for the clinical desk. Interviews for EMDs are taking place w/c 9 August 2010.

A full recruitment programme to recruit to the new PTS structure contained in the BNSSG tender proposal is being carried out. In accordance with this plan offers were made to successful candidates in July ready to commence the training programme in August and September.

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

Data Source: Headcount & leavers from ESR (excluding bank staff). Monthly turnover is calculated as leavers for the month divided by average headcount for the month, multiplied by 12 to give an annualised figure. The year to date figure is calculated in a similar fashion.

Turnover was at 7.4% in July and remains on target as does the YTD figure. The high percentage of staff turnover in July within OOH is due to the relatively low numbers of staff within the service. Turnover does not represent any cause for concern in any of the service lines.

Sickness Absence

Data Source: Primarily ESR. The sickness rate is calculated as FTE Calendar Days Lost divided by FTE Calendar Days Available. This is the standard ESR calculation for sickness absence. In order to provide sickness data for the month immediately preceding the Board meeting, some processing of raw data prior to its input to ESR by our payroll provider is necessary.

The Trust absence figure for July reduced to at 5.3% from 5.8% . The YTD figure also reduced to 5.7% from 5.9% in June.

In service areas where absence exceeds the 5% target, all long term absence cases are kept under weekly review ensuring appropriate contact is made with the employee and information is obtained from Occupational Health. As part of the transition to the new Occupational Health provider, all long term cases are being reviewed to ensure they are being managed in the most appropriate way. In support of this absence trajectories are being developed to reduce absence to 5% over the next 12-18 months and will include key deliverables and milestones to achieve the plan.

Initially, all staff with 5 or more absences in a rolling 12 month period are being managed and reviewed to ensure they are at the correct stage of the management of attendance policy. Absence in these service areas continues to be monitored and reviewed at operational level on a weekly basis, with support and input from HR. The primary focus of the Absence Management Project between now and the end of the year will be to embed the application of the Management of Attendance Policy and improve the availability and visibility of compliance with the policy.

Trust Education Plan (paid release) training hours A&E Field

Reports a deficit of 465 hours. 225 hours of the deficit was due to postponed annual leave commitments within the education team. 15 hours were due to staff annual leave commitments that were not recorded on PROMIS when allocated, and the remaining 225 hours related to a combination of sickness absence, work commitments, short notice cancellations, date changes and personal reasons. This will need to be recouped throughout the year in order to achieve the plan.

Appraisals

Appraisal activity during July has been low and is being reviewed at performance meetings with managers. Appraisal trajectories have been requested from each service line.

Accident Frequency Rates

Total number of incidents (verbal abuse not included) X 100, 000 divided by total hours worked

Violence and Aggression

Two of the reported eleven incidents were physical assaults. Whilst the number of incidents are slightly higher than projected, the number of physical assaults remains low by contrast indicating a reduction in the severity of reported incidents.

Manual Handling

Overall there is a general downward trend in manual handling incidents with one spike in June which was outside this trend.

Sickness & Absence Levels							
Description	Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end	
Staff – FTE*	A&E(field)	958.4	900.7	1.5	904.9	↑	958.4
	ASU	14.8	14.0	0.0	14.0	↔	14.8
	HART	42	32.0	23.0	32.0	↑	42
	EOC	173.2	155.2	3.5	152.8	↓	173.2
	EOC (pre P.E)	(166.2)					
	OOH	39.5	35.4	0.0	34.8	↓	39.5
	PTS	180.4	174.8	0.4	176.0	↓	180.4
	Support staff	231.4	199.2	1.6	196.4	↓	231.4
	Total	1639.7	1511.2	30.0	1510.8	↑	1639.7
*year end target may be subject to change							
*Staff – Turnover	A&E(field)			3.8%	5.4%	↑	
	ASU			0.0%	0.0%	↔	
	HART			0.0%	0.0%	↔	
	EOC			21.8%	12.6%	↓	
	OOH	10%	<10%	50.0%	18.8%	↓	<10%
	PTS			11.9%	12.1%	↔	
	Support staff			0.0%	7.3%	↑	
	Total			7.4%	7.5%	↑	
*annualised							
*Sickness	A&E(field)			5.6%	6.1%	↑	
	ASU			17.3%	7.9%	↓	
	HART			2.2%	1.6%	↓	
	EOC			5.6%	6.4%	↑	
	OOH	5%	<5%	1.7%	3.4%	↑	5%
	PTS			6.0%	6.0%	↓	
	Support staff			3.7%	3.9%	↑	
	Total			5.3%	5.7%	↑	
Trust Education Plan (paid release) Training hours A&E field	67,600	5,325	4860	21,352	↑	65,037	
Training hours general (PTS, OOH, Support Directorate, Mgmt)	1,000	111	69	207		1,000	
Number of clinical staff completed mandatory training (Face to face)	90%	8.3%	31.2%	34.3%	↑	9000	
Number of staff completed mandatory training (Workbook)* * from November 2008 – November 2011 three year cycle	90%		97.8%	97.8%		97%	
Percentage of staff undertaken an appraisal (from April 2010)	80%	8.3%	3.0%	7.4%	↓	80%	
Number of RIDDOR reportable incidents	50	<4.3	4	9	↔		
Accident frequency rates	9	9	8	6	↑		
Number of violence and aggression incidents	136	<11	11	51	↓		
Number of manual handling incidents	100	<8.5	8	41	↓		
Number of stress incidents	4.5	<0.35	1	1	↔		

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

Narrative

The Audit Commission has confirmed they have discontinued the use of scored assessments, which means that ALE work will not be undertaken in the future. Further information about the approach will be included in the 2011/12 work programme and scale of fees consultation in September 2010. However, given that meeting ALE level 3 requirements would suggest that the Trust is performing well, the Audit Commission has suggested the Trust may wish to continue with the development of an action plan to achieve. Therefore the action plan for the achievement of ALE level 3 will be presented to the Audit and Risk Committee on 26 August 2010. The NHSLA assessment is due to take place on 15/16 September and it is planned to have the necessary arrangements in place by end August. A position paper will be presented to the reconvened Governance Committee when a date has been agreed.

An updated version (v8) of the Information Governance Toolkit was issued in June 2010. There remains the requirement to achieve a minimum of Level 2 performance and the two areas where the trust remains at level 1, data quality and use of NHS number. There are a number of other areas where the updated toolkit requirements will impact on trust performance and these are being assessed through the revision of the action plan which is presented to the Information Governance Steering Group. Of particular concern are the stringent training requirements and a delivery plan is being discussed with the training department

Finance Target	Annual Plan £'000	Month 4 Plan £'000	Month 4 Actual £'000	Variance to Plan £'000	Last Month Variance £'000	Forecast Outturn £'000
Income & Expenditure	800	283	242 -	41 -	11	800
Delivery of Cost Improvement	4,431	945	869 -	76		4,431
Capital Resource Limit	10,293	1,642	425 -	1,217 -	421	10,293
Better Payment Practice Code						
- Number	95%	95%	98.5%	3.5%	3.5%	95%
- Value	95%	95%	95.9%	0.9%	1.3%	95%
External Financing Limit	5100 N/A	N/A				5100
Rate of Return on Capital	3.5%	3.5%	3.5%			3.5%

Description	Measure	Year end Target	Status	Comments
Care Quality Commission	Maintain registration with the Care Quality Commission with no conditions	No breaches in regulations		Further work being undertaken to ensure wider organisation engagement and compliance
NHS Litigation Authority	Maintain and consolidate Level 1	Level 1		Action plan developed. Feedback to governance committee
NHS Litigation Authority	Develop and implement action plan for achieving Level 2			
Information Governance	Delivery and implementation of IGT action plan	75%		Action plan to IGS group July, further work being undertaken to ensure wider organisation engagement and compliance

Aim: Develop effective partnership and stakeholder engagement

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

Narrative

Balanced and positive media coverage is assigned to articles that either praise the ambulance service or contain no information or comments/quotes which could be

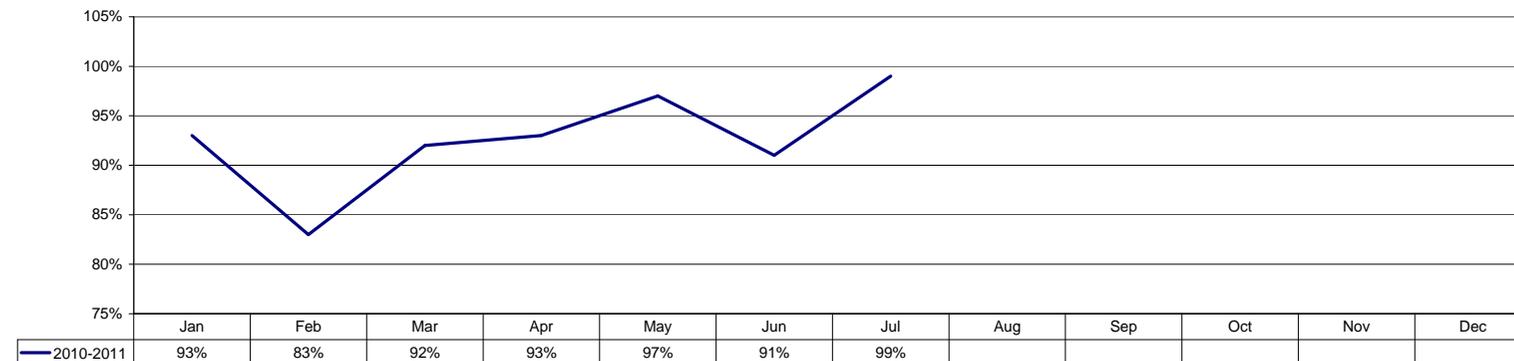
86/87 balanced/positive media coverage = 99%

One item of negative coverage – Forest of Dean and Wye Valley Review: *Ambulance 999 responses lag well behind the best* was about GWAS meeting its A8 target across the trust but that this is still not the case in some of the rural areas the trust covers, including the FoD. The article did include quotes from GWAS stating that we have many schemes underway to improve the responses in rural areas.

The public engagement activity for July consisted of GWAS attendance at the South Gloucestershire HOSC

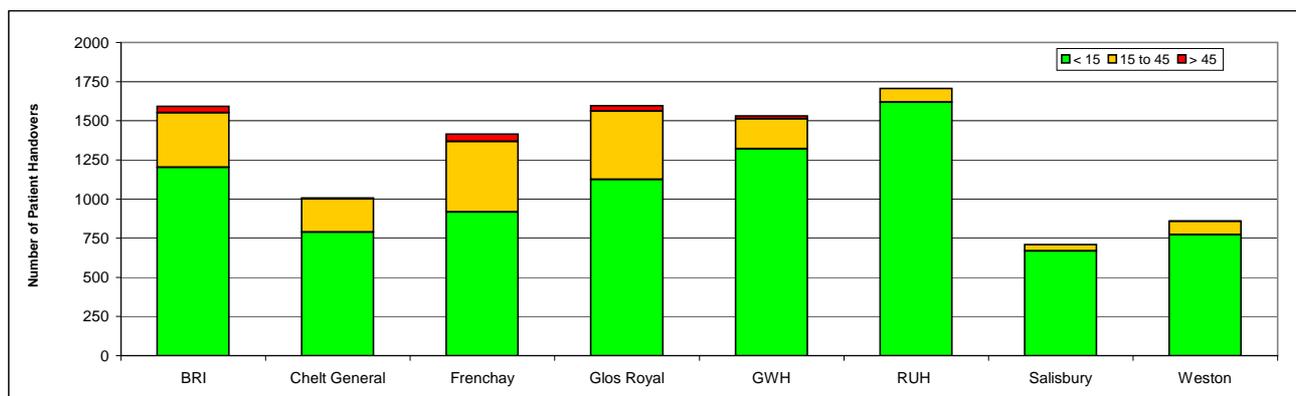
Description	Year end Target	Monthly Plan	Latest month	Year to date	Movement on previous month	Year end forecast
Newspapers Daily			44	264		
Weekly			23	91		
Broadcasts TV			1	3		
Radio			2	15		
Other Websites			16	126		
Stakeholder activity Station visits			1	3		
HOSC meetings			13	36		
External Reference Group			1	3		
LINKs			0	1		
			0	3		

% Positive Media Coverage GWAS by Calendar Year 2010-2011



GWAS MONTHLY A&E HANDOVER SUMMARY - July 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	1203	164	78	45	34	17	11	20	18	3			390	41	1593
Cheltenham General Hospital	790	111	43	33	12	6	6	5	1				217	6	1007
Frenchay Hospital	918	187	98	69	45	31	19	23	21	3			496	47	1414
Gloucester Royal Hospital	1125	210	84	63	36	23	20	26	10				472	36	1597
Great Western Hospital	1321	113	24	15	16	15	8	11	8				210	19	1531
Royal United Hospital	1618	82	4	2									88	0	1706
Salisbury District Hospital	668	30	6	4	1								41	0	709
Weston General Hospital	772	65	13	3	5	1		2					89	2	861
Overall Total	8415	962	350	234	149	93	64	87	58	6			2003	151	10418



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	75.5%	10.3%	4.9%	2.8%	2.1%	1.1%	0.7%	1.3%	1.1%	0.2%			24.5%	2.6%	100%
Cheltenham General Hospital	78.5%	11.0%	4.3%	3.3%	1.2%	0.6%	0.6%	0.5%	0.1%				21.5%	0.6%	100%
Frenchay Hospital	64.9%	13.2%	6.9%	4.9%	3.2%	2.2%	1.3%	1.6%	1.5%	0.2%			35.1%	3.3%	100%
Gloucester Royal Hospital	70.4%	13.1%	5.3%	3.9%	2.3%	1.4%	1.3%	1.6%	0.6%				29.6%	2.3%	100%
Great Western Hospital Swindon	86.3%	7.4%	1.6%	1.0%	1.0%	1.0%	0.5%	0.7%	0.5%				13.7%	1.2%	100%
Royal United Hospital Bath	94.8%	4.8%	0.2%	0.1%									5.2%	0.0%	100%
Salisbury District Hospital	94.2%	4.2%	0.8%	0.6%	0.1%								5.8%	0.0%	100%
Weston General Hospital	89.7%	7.5%	1.5%	0.3%	0.6%	0.1%		0.2%					10.3%	0.2%	100%
GWAS Average	80.8%	9.2%	3.4%	2.2%	1.4%	0.9%	0.6%	0.8%	0.6%	0.1%			19.2%	1.4%	100%

