

## Agenda Item No. 6

### Review of Issues Arising from Performance Information

**Great Western Ambulance Joint Health Scrutiny Committee**  
**14<sup>th</sup> October 2011**

**Author:** Chair, Great Western Ambulance Joint Health Scrutiny Committee

#### **Purpose**

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

#### **Recommendation**

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

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

#### **1.0 Reasons**

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

#### **2.0 Detail**

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

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



*Gloucestershire*

excellence

JHOSC: GWAS

Commissioners report

October 2011

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# Activity

- Total number of incidents to date is 110,068 – a 2% increase on the 2010-11 figure, 1% lower than the contracted 3% increase
- This activity rate varies by PCT as seen on the following pages. It is too early to draw conclusions from these differences
- Graphs are repeated removing calls from Healthcare professionals and Inter-facility transfers, thus showing just calls from the public

# Activity cont

- P11-12: This sets out the activity at the new currencies of measurement by PCT
- These 'hear-and-treat' and 'see-and-treat' activities now also form two of the new quality indicators by which ambulance services are measured nationally.
- P13-15: Those incidents where GWAS does convey patients, comparing the current year with last.
- The year-to-date conveyance rate of 59% is an improvement compared to the same period in 2010-11.

# Performance

- P16: The 8-minute and 19-minute response standards to these most serious medical emergencies are still in place.
- For April-August GWAS is exceeding the national performance standard of 75% for Red (previously known as Category A) calls.
- Similarly, GWAS is exceeding the 95% threshold of the secondary 95% standard
- Green calls – previously known as Category B and C – not part of the national performance requirements but still in local contracts is being met

# Performance cont

- P17-19: The following charts provide activity and performance at Authority level
- The 8-minute performance for Red calls ranges from 89.8% (Swindon) to 67.0% (South Glos). Further work is ongoing into reasons for differences, beyond usual factors
- P20-22: GWAS as a whole is also meeting the secondary Red 19-minute standard
- At authority level there is less variation in performance levels – from 99.1% (Swindon) to 93.9% (Wiltshire) the majority are close to or exceeding the 95% threshold
- Handover delays remain a challenge



**TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS**

**ACTIVITY:**

**All Incidents with Response:**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	20,749	22,380	21,475	21,977	21,378	21,361	22,603	21,622	25,214	22,844	20,355	22,605	107,959
2011/12 Contract	21,372	23,051	22,118	22,636	22,020	22,001	23,282	22,271	25,971	23,528	20,966	23,284	111,197
2011/12 Actual	21,888	21,790	21,906	22,806	21,678	*	*	*	*	*	*	*	110,068
Variance from Contract	516	-1,261	-212	170	-342	*	*	*	*	*	*	*	-1,129
Variance from Contract %	2.4%	-5.5%	-1.0%	0.8%	-1.6%	*	*	*	*	*	*	*	-1.0%
Variance from 2010/11	1,139	-590	431	829	300	*	*	*	*	*	*	*	2,109
Variance from 2010/11 %	5.5%	-2.6%	2.0%	3.8%	1.4%	*	*	*	*	*	*	*	2.0%

**Incidents with Transport:**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	13,944	14,785	14,232	14,395	14,145	14,407	15,121	14,551	16,423	15,232	13,681	15,242	71,501
2011/12 Actual	14,624	14,506	14,350	14,877	14,178	*	*	*	*	*	*	*	72,535
Variance from 2010/11	680	-279	118	482	33	*	*	*	*	*	*	*	1,034
Variance from 2010/11 %	4.9%	-1.9%	0.8%	3.3%	0.2%	*	*	*	*	*	*	*	1.4%

**Conveyance Rates (Transports over Responses):**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	67.2%	66.1%	66.3%	65.5%	66.2%	67.4%	66.9%	67.3%	65.1%	66.7%	67.2%	67.4%	66.2%
2011/12 Actual	66.8%	66.6%	65.5%	65.2%	65.4%	*	*	*	*	*	*	*	65.9%
Variance from 2010/11 %	-0.6%	0.8%	-1.2%	-0.4%	-1.2%	*	*	*	*	*	*	*	-0.5%



## TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

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

#### Incidents with Response:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	16,595	18,031	17,062	17,624	17,169	16,952	17,982	16,919	20,030	17,709	15,672	17,736	86,481
2011/12 Actual	17,289	17,154	17,338	18,217	17,114	*	*	*	*	*	*	*	87,112
Variance from 2010/11	694	-877	276	593	-55	*	*	*	*	*	*	*	631
Variance from 2010/11 %	4.2%	-4.9%	1.6%	3.4%	-0.3%	*	*	*	*	*	*	*	0.7%

#### Incidents with Transport:

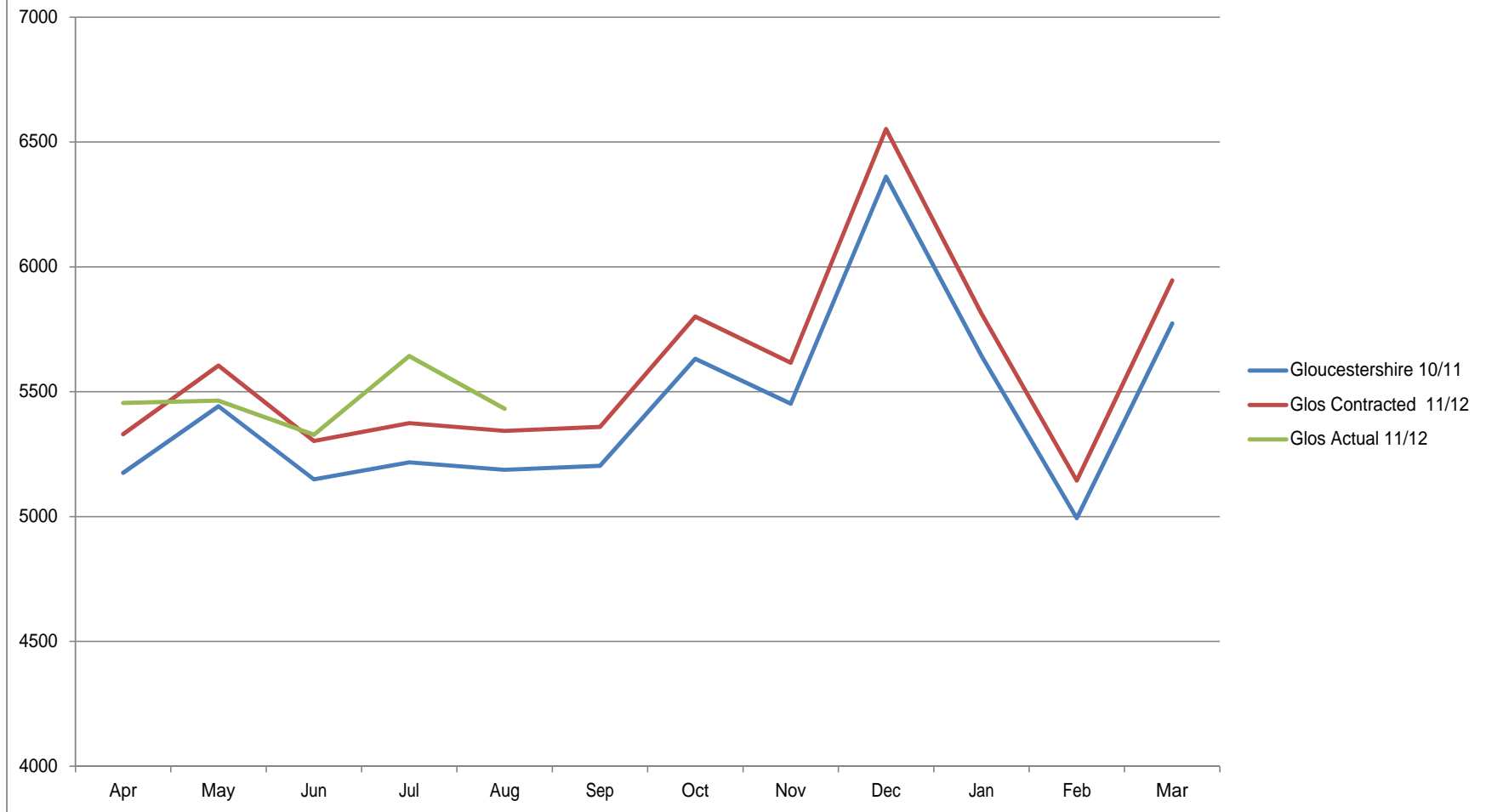
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	9,999	10,702	10,065	10,341	10,179	10,264	10,795	10,220	11,690	10,489	9,341	10,724	51,286
2011/12 Actual	10,383	10,220	10,150	10,641	9,978	*	*	*	*	*	*	*	51,372
Variance from 2010/11	384	-482	85	300	-201	*	*	*	*	*	*	*	86
Variance from 2010/11 %	3.8%	-4.5%	0.8%	2.9%	-2.0%	*	*	*	*	*	*	*	0.2%

#### Conveyance Rates (Transports over Responses):

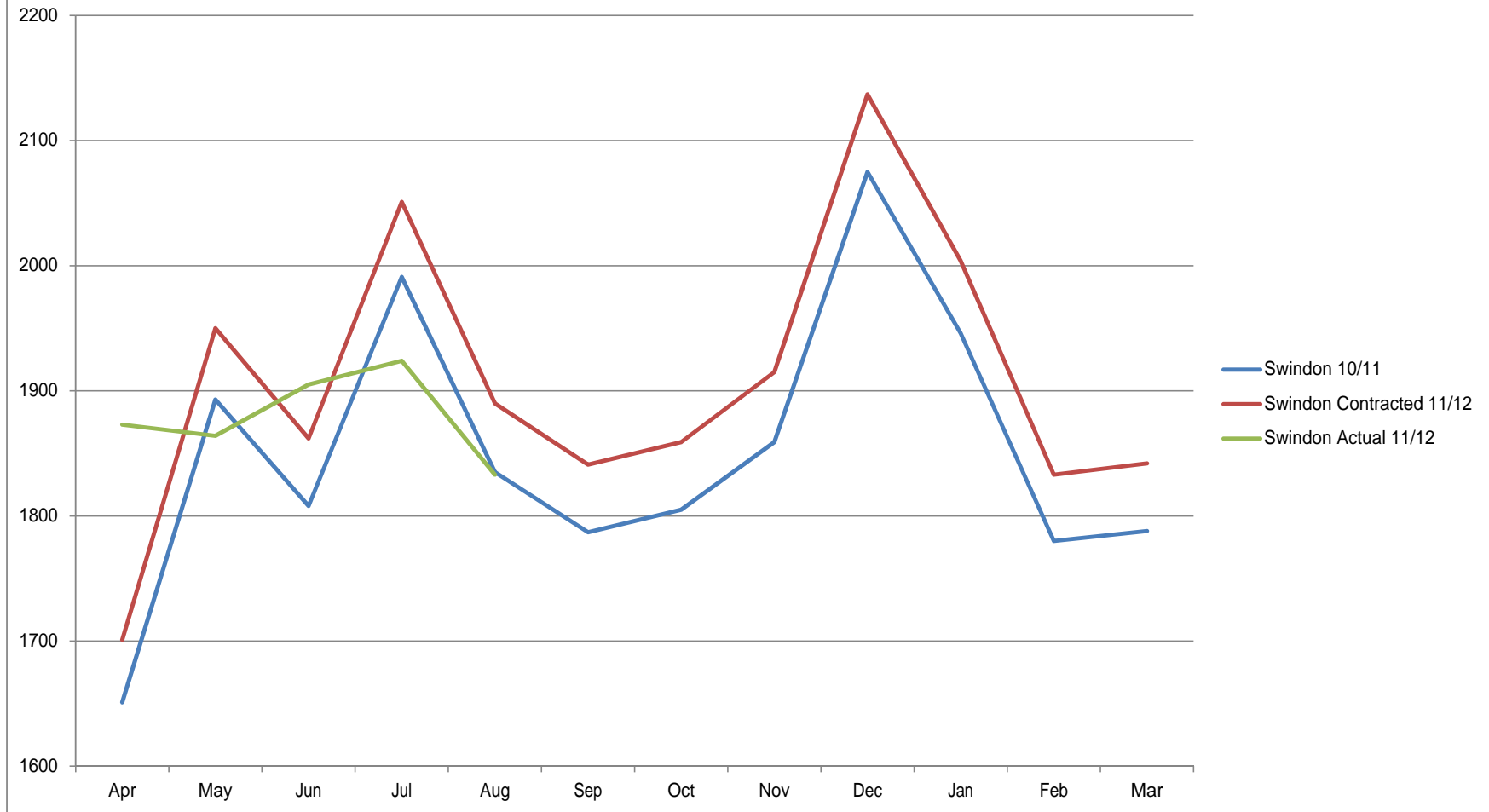
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	60.3%	59.4%	59.0%	58.7%	59.3%	60.5%	60.0%	60.4%	58.4%	59.2%	59.6%	60.5%	59.3%
2011/12 Actual	60.1%	59.6%	58.5%	58.4%	58.3%	*	*	*	*	*	*	*	59.0%
Variance from 2010/11 %	-0.2%	0.2%	-0.4%	-0.3%	-1.0%	*	*	*	*	*	*	*	-0.3%



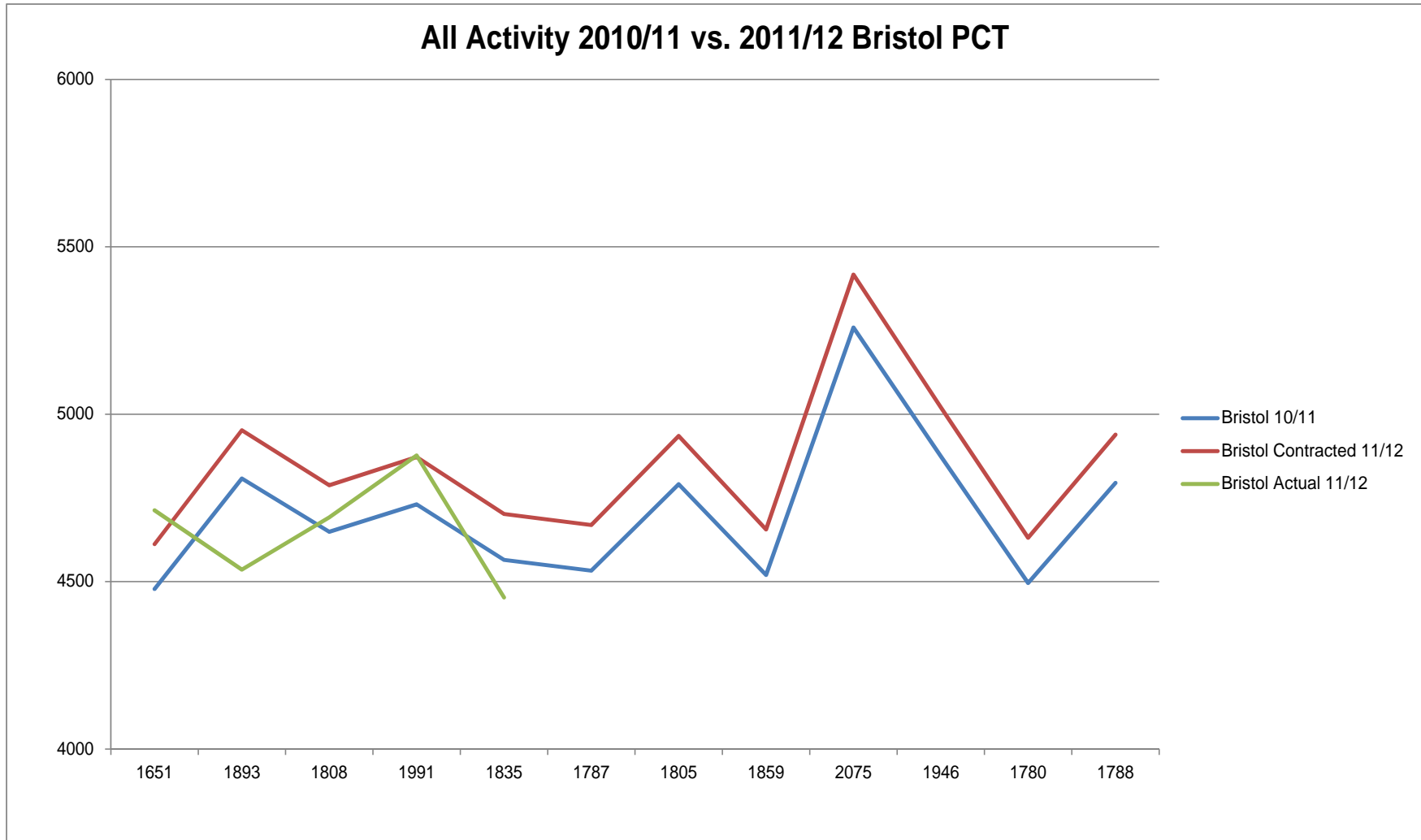
### All Activity 2010/11 vs. 2011/12 Gloucestershire PCT

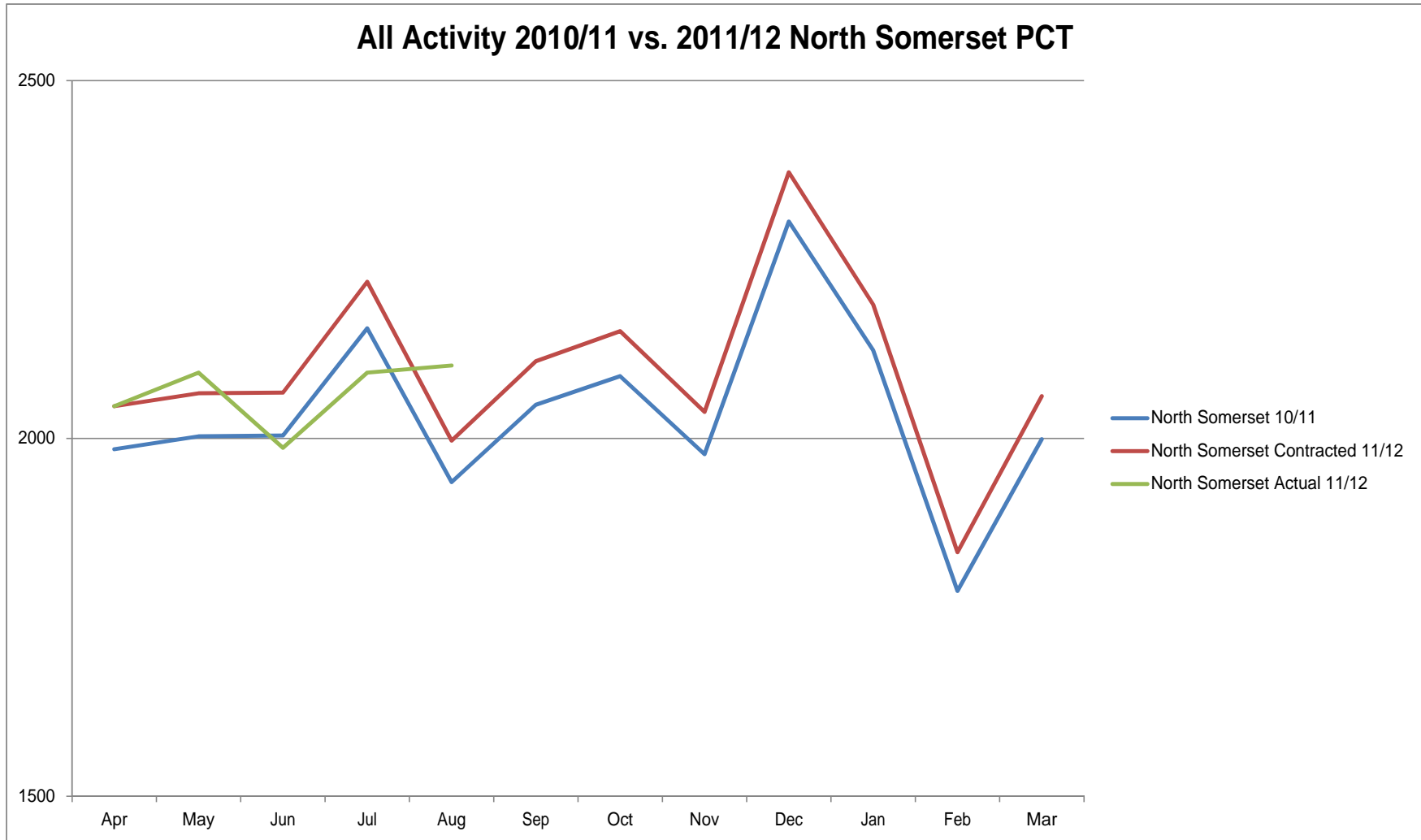


### All Activity 2010/11 vs 2011/12 Swindon PCT

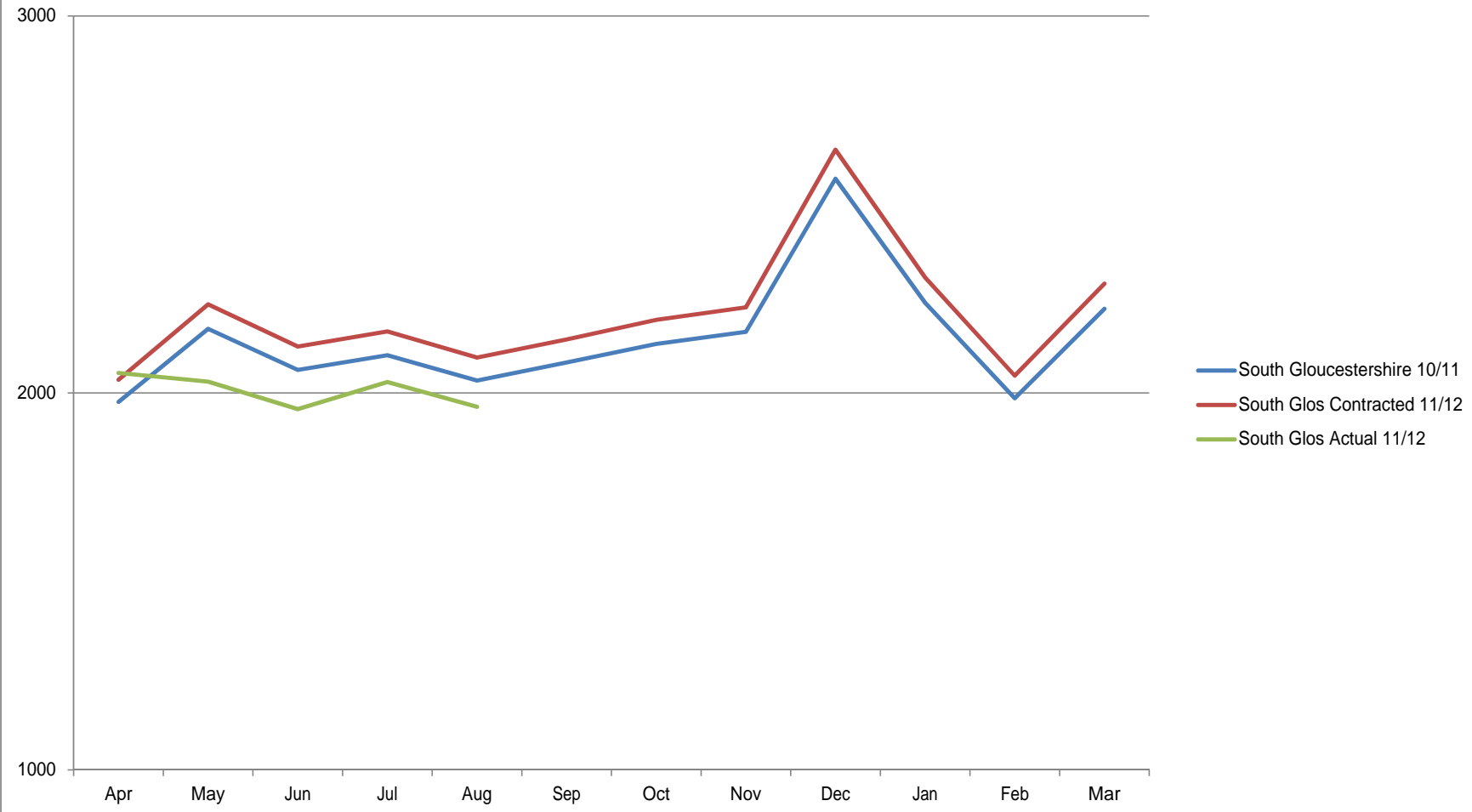


### All Activity 2010/11 vs. 2011/12 Bristol PCT

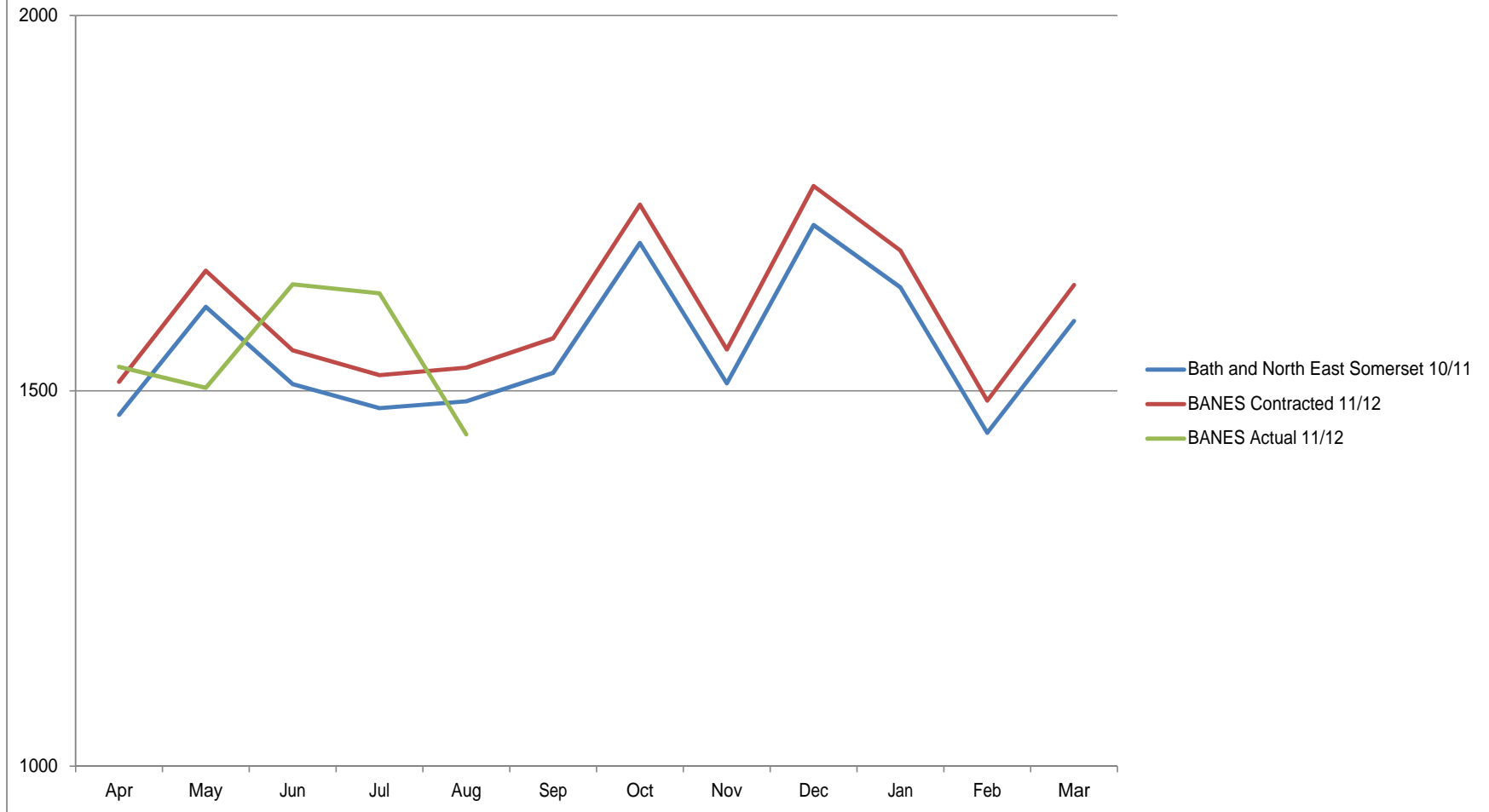




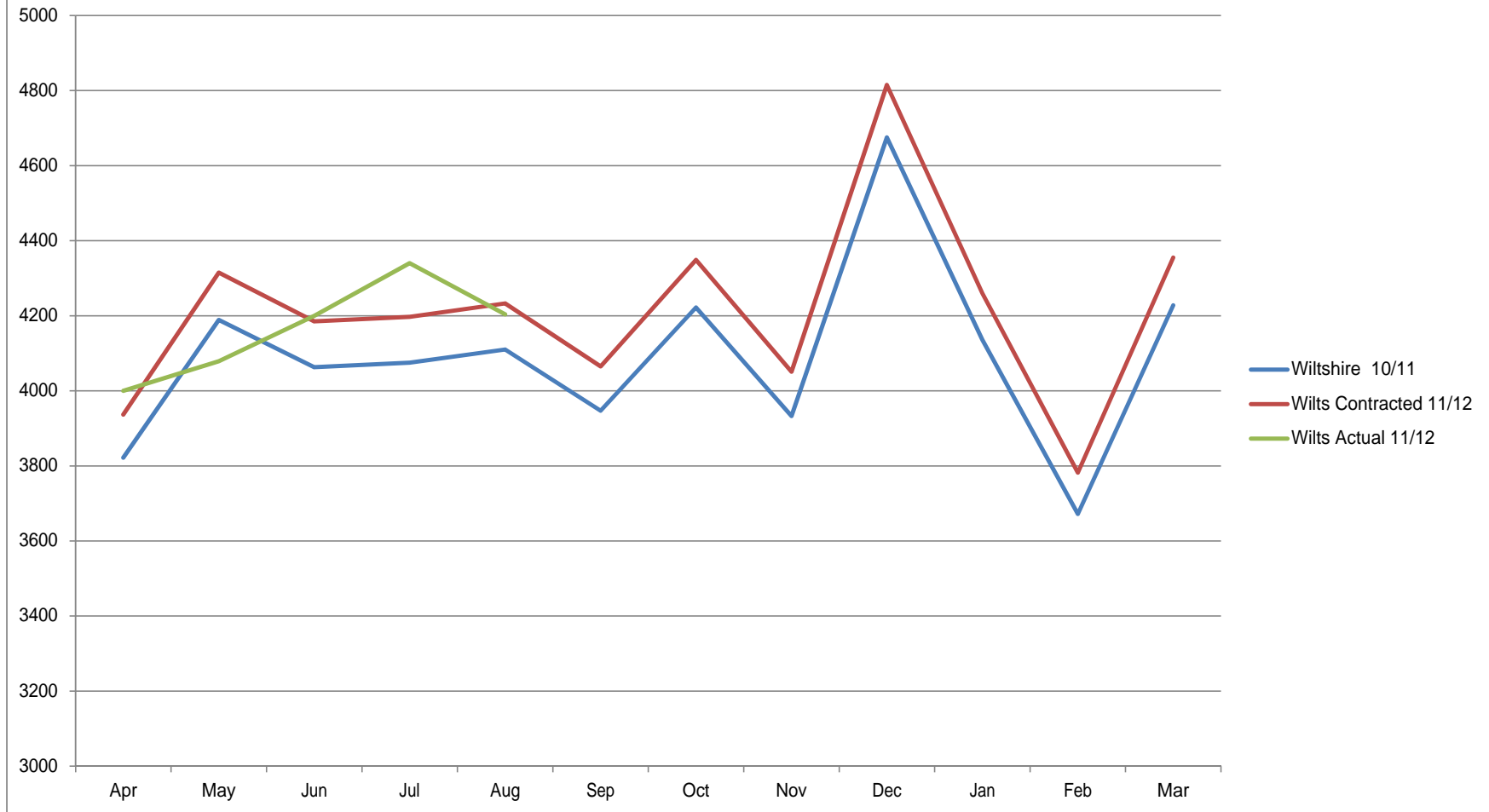
### All Activity 2010/11 vs. 2011/12 South Gloucestershire PCT



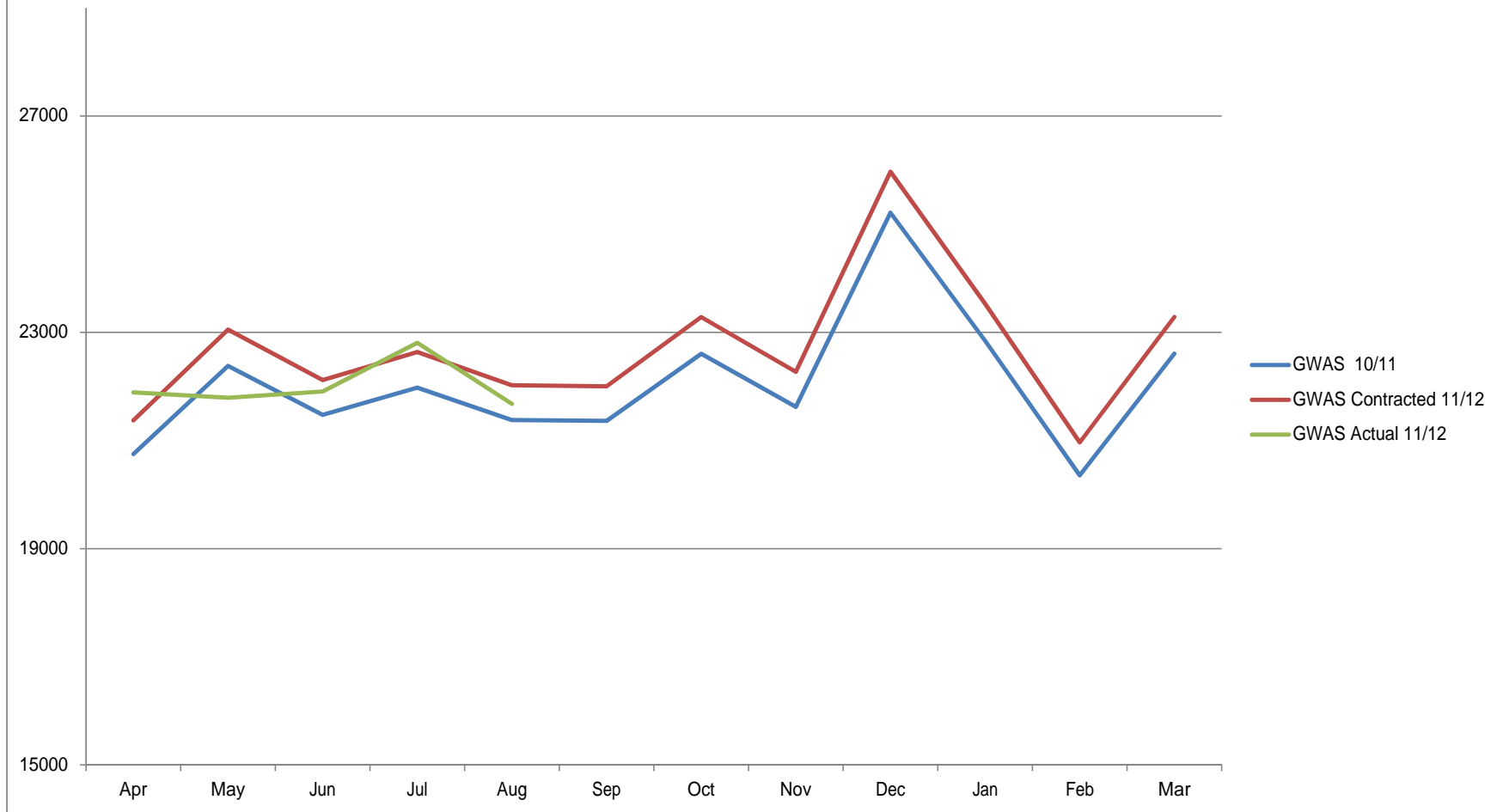
### All Activity 2010/11 vs. 2011/12 BANES PCT



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



### All Activity 2010/11 vs. 2011/12 GWAS



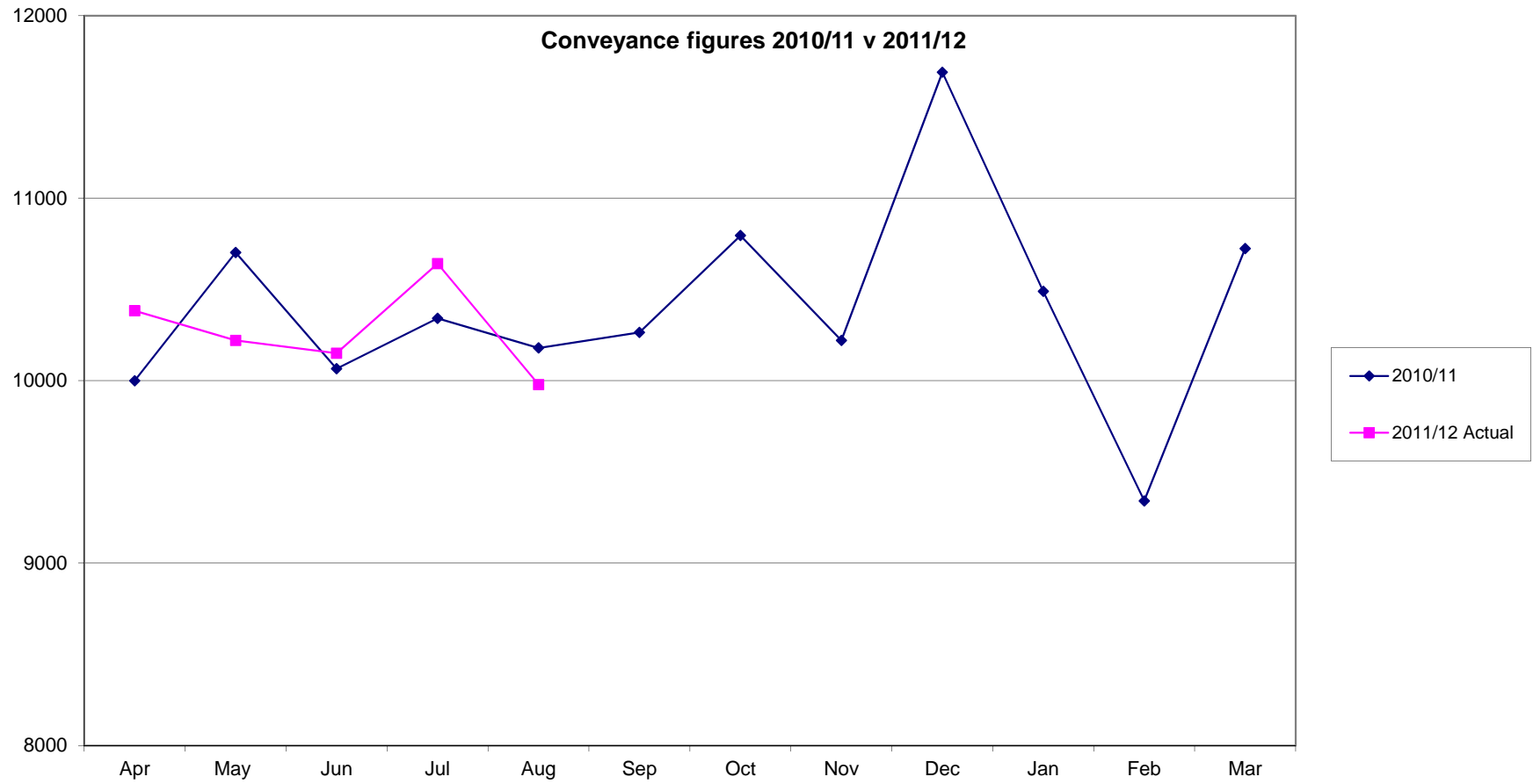


### Activity by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	93	133	123	127	121								597
	see & treat	1,696	1,628	1,646	1,735	1,672								8,377
	Type 1&2 A&E	3,122	3,186	3,041	3,249	3,122								15,720
	other destination	541	515	515	521	510								2,602
	xassist	5	5	11	16	15								52
<b>Gloucestershire</b>	<b>Total</b>	<b>5,455</b>	<b>5,464</b>	<b>5,328</b>	<b>5,643</b>	<b>5,432</b>								<b>27,322</b>
	hear & treat	33	58	57	68	78								294
	see & treat	638	641	647	657	657								3,240
	Type 1&2 A&E	1,040	996	1,036	1,064	928								5,064
	other destination	161	168	163	133	168								793
	xassist	3	2	5	3	2								15
<b>Swindon</b>	<b>Total</b>	<b>1,873</b>	<b>1,864</b>	<b>1,905</b>	<b>1,924</b>	<b>1,833</b>								<b>9,399</b>
	hear & treat	215	194	212	221	184								1,026
	see & treat	1,471	1,431	1,454	1,651	1,465								7,472
	Type 1&2 A&E	2,198	2,152	2,270	2,295	2,203								11,118
	other destination	828	758	756	705	598								3,645
	xassist	4	4	2	9	4								23
<b>Bristol</b>	<b>Total</b>	<b>4,713</b>	<b>4,536</b>	<b>4,692</b>	<b>4,877</b>	<b>4,453</b>								<b>23,271</b>
	hear & treat	54	81	78	67	65								345
	see & treat	525	561	542	564	528								2,720
	Type 1&2 A&E	1,210	1,236	1,152	1,251	1,276								6,125
	other destination	256	212	215	209	232								1,124
	xassist	1	2	2	4	4								13
<b>North Somerset</b>	<b>Total</b>	<b>2,045</b>	<b>2,092</b>	<b>1,987</b>	<b>2,092</b>	<b>2,102</b>								<b>10,318</b>
	hear & treat	61	53	54	57	58								283
	see & treat	514	515	560	548	517								2,654
	Type 1&2 A&E	997	992	938	1,045	1,029								5,001
	other destination	480	469	405	378	358								2,090
	xassist	1	4	3	2	4								14
<b>South Gloucestershire</b>	<b>Total</b>	<b>2,053</b>	<b>2,030</b>	<b>1,957</b>	<b>2,029</b>	<b>1,963</b>								<b>10,032</b>
	hear & treat	29	34	35	28	37								163
	see & treat	444	399	483	466	394								2,186
	Type 1&2 A&E	913	912	983	973	879								4,660
	other destination	145	158	141	162	132								738
	xassist	1	2	2	3	4								12
<b>Bath and North East Somerset</b>	<b>Total</b>	<b>1,532</b>	<b>1,505</b>	<b>1,644</b>	<b>1,632</b>	<b>1,446</b>								<b>7,759</b>
	hear & treat	94	102	101	135	125								557
	see & treat	1,314	1,358	1,491	1,474	1,491								7,128
	Type 1&2 A&E	2,209	2,239	2,179	2,362	2,182								11,171
	other destination	383	379	429	366	405								1,962
	xassist	5	5	3	8	5								26
<b>Wiltshire</b>	<b>Total</b>	<b>4,005</b>	<b>4,083</b>	<b>4,203</b>	<b>4,345</b>	<b>4,208</b>								<b>20,844</b>
	hear & treat	1	5	1	2	1								10
	see & treat	64	70	50	72	76								332
	Type 1&2 A&E	33	35	33	52	45								198
	other destination	97	88	85	101	98								469
	xassist	69	66	72	72	72								351
<b>Other/Unknown</b>	<b>Total</b>	<b>264</b>	<b>264</b>	<b>241</b>	<b>299</b>	<b>292</b>								<b>1,360</b>
	hear & treat	580	660	661	705	669								3,275
	see & treat	6,666	6,603	6,873	7,167	6,800								34,109
	Type 1&2 A&E	11,722	11,748	11,632	12,291	11,664								59,057
	other destination	2,891	2,747	2,709	2,575	2,501								13,423
	xassist	89	90	100	117	110								506
<b>GWAS</b>		<b>21,888</b>	<b>21,790</b>	<b>21,906</b>	<b>22,806</b>	<b>21,678</b>								<b>110,068</b>

Activity (excluding card 33 and 35) by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	91	129	122	127	120								589
	see & treat	1,616	1,550	1,572	1,664	1,587								7,989
	Type 1&2 A&E	2,276	2,301	2,133	2,336	2,218								11,264
	other destination	234	209	217	215	224								1,099
	xassist	2	4	4	5	7								22
<b>Gloucestershire</b>	<b>Total</b>	<b>4,219</b>	<b>4,193</b>	<b>4,048</b>	<b>4,347</b>	<b>4,156</b>	-	-	-	-	-	-	-	<b>20,963</b>
	hear & treat	33	58	57	68	78								294
	see & treat	597	611	617	630	636								3,091
	Type 1&2 A&E	888	838	867	870	772								4,235
	other destination	24	30	36	26	31								147
	xassist	-	-	1	-	-								1
<b>Swindon</b>	<b>Total</b>	<b>1,542</b>	<b>1,537</b>	<b>1,578</b>	<b>1,594</b>	<b>1,517</b>	-	-	-	-	-	-	-	<b>7,768</b>
	hear & treat	211	189	212	219	183								1,014
	see & treat	1,416	1,384	1,384	1,595	1,401								7,180
	Type 1&2 A&E	1,830	1,802	1,912	1,902	1,821								9,267
	other destination	475	399	425	377	302								1,978
	xassist	-	-	-	-	-								-
<b>Bristol</b>	<b>Total</b>	<b>3,932</b>	<b>3,774</b>	<b>3,933</b>	<b>4,093</b>	<b>3,707</b>	-	-	-	-	-	-	-	<b>19,439</b>
	hear & treat	53	77	77	66	65								338
	see & treat	497	536	498	529	495								2,555
	Type 1&2 A&E	916	951	880	984	953								4,684
	other destination	127	110	96	99	107								539
	xassist	-	-	1	1	1								3
<b>North Somerset</b>	<b>Total</b>	<b>1,593</b>	<b>1,674</b>	<b>1,552</b>	<b>1,679</b>	<b>1,621</b>	-	-	-	-	-	-	-	<b>8,119</b>
	hear & treat	60	52	53	56	57								278
	see & treat	484	487	535	514	488								2,508
	Type 1&2 A&E	847	814	757	858	825								4,101
	other destination	152	148	138	123	92								653
	xassist	-	-	-	-	-								-
<b>South Gloucestershire</b>	<b>Total</b>	<b>1,543</b>	<b>1,501</b>	<b>1,483</b>	<b>1,551</b>	<b>1,462</b>	-	-	-	-	-	-	-	<b>7,540</b>
	hear & treat	28	33	35	28	37								161
	see & treat	420	378	467	447	376								2,088
	Type 1&2 A&E	673	683	727	702	637								3,422
	other destination	75	73	70	91	69								378
	xassist	-	-	-	1	-								1
<b>Bath and North East Somerset</b>	<b>Total</b>	<b>1,196</b>	<b>1,167</b>	<b>1,299</b>	<b>1,269</b>	<b>1,119</b>	-	-	-	-	-	-	-	<b>6,050</b>
	hear & treat	91	100	99	133	125								548
	see & treat	1,227	1,257	1,388	1,371	1,382								6,625
	Type 1&2 A&E	1,608	1,614	1,625	1,781	1,669								8,297
	other destination	131	131	155	131	124								672
	xassist	-	-	-	2	1								3
<b>Wiltshire</b>	<b>Total</b>	<b>3,057</b>	<b>3,102</b>	<b>3,267</b>	<b>3,418</b>	<b>3,301</b>	-	-	-	-	-	-	-	<b>16,145</b>
	hear & treat	1	5	1	2	1								10
	see & treat	64	67	48	71	75								325
	Type 1&2 A&E	10	14	7	20	10								61
	other destination	62	61	67	67	68								325
	xassist	72	63	54	100	84								373
<b>Other/Unknown</b>	<b>Total</b>	<b>209</b>	<b>210</b>	<b>177</b>	<b>260</b>	<b>238</b>	-	-	-	-	-	-	-	<b>1,094</b>
	hear & treat	568	643	656	699	666								3,232
	see & treat	6,321	6,270	6,509	6,821	6,440								32,361
	Type 1&2 A&E	9,048	9,017	8,908	9,453	8,905								45,331
	other destination	1,280	1,161	1,204	1,129	1,017								5,791
	xassist	74	67	60	109	93								403
<b>GWAS</b>	<b>Total</b>	<b>17,291</b>	<b>17,158</b>	<b>17,337</b>	<b>18,211</b>	<b>17,121</b>	-	-	-	-	-	-	-	<b>87,118</b>



## Conveyance Rates by PCT

### Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	5,455	5,464	5,328	5,643	5,432	*	*	*	*	*	*	*	27,322
Swindon	1,873	1,864	1,908	1,924	1,838	*	*	*	*	*	*	*	9,399
Bristol	4,713	4,538	4,692	4,877	4,458	*	*	*	*	*	*	*	23,271
North Somerset	2,045	2,092	1,987	2,092	2,102	*	*	*	*	*	*	*	10,318
South Gloucestershire	2,053	2,030	1,957	2,028	1,968	*	*	*	*	*	*	*	10,032
Bath and North East Somerset	1,532	1,504	1,642	1,630	1,442	*	*	*	*	*	*	*	7,750
Wiltshire	4,000	4,078	4,200	4,340	4,204	*	*	*	*	*	*	*	20,823
Other/Unknown	217	221	195	271	249	*	*	*	*	*	*	*	1,153
<b>Total</b>	<b>21,888</b>	<b>21,790</b>	<b>21,908</b>	<b>22,808</b>	<b>21,678</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>110,068</b>

### Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3,664	3,702	3,557	3,773	3,638	*	*	*	*	*	*	*	18,331
Swindon	1,201	1,164	1,198	1,197	1,098	*	*	*	*	*	*	*	5,857
Bristol	3,026	2,910	3,028	3,000	2,801	*	*	*	*	*	*	*	14,763
North Somerset	1,466	1,448	1,368	1,460	1,508	*	*	*	*	*	*	*	7,251
South Gloucestershire	1,478	1,461	1,344	1,423	1,388	*	*	*	*	*	*	*	7,095
Bath and North East Somerset	1,058	1,070	1,124	1,138	1,011	*	*	*	*	*	*	*	5,398
Wiltshire	2,589	2,617	2,608	2,728	2,588	*	*	*	*	*	*	*	13,124
Other/Unknown	142	134	126	163	151	*	*	*	*	*	*	*	716
<b>Total</b>	<b>14,624</b>	<b>14,508</b>	<b>14,358</b>	<b>14,877</b>	<b>14,178</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>72,535</b>

### Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	67.17%	67.75%	66.76%	66.86%	66.92%	*	*	*	*	*	*	*	67.1%
Swindon	64.12%	62.45%	62.94%	62.21%	59.79%	*	*	*	*	*	*	*	62.3%
Bristol	64.21%	64.15%	64.49%	61.51%	62.90%	*	*	*	*	*	*	*	63.4%
North Somerset	71.69%	69.22%	68.85%	69.79%	71.79%	*	*	*	*	*	*	*	70.3%
South Gloucestershire	71.99%	71.97%	68.68%	70.13%	70.76%	*	*	*	*	*	*	*	70.7%
Bath and North East Somerset	69.06%	71.14%	68.45%	69.63%	70.11%	*	*	*	*	*	*	*	69.7%
Wiltshire	64.73%	64.16%	62.05%	62.81%	61.51%	*	*	*	*	*	*	*	63.0%
Other/Unknown	65.44%	60.63%	64.62%	60.15%	60.64%	*	*	*	*	*	*	*	62.1%
<b>Total</b>	<b>66.8%</b>	<b>66.6%</b>	<b>65.5%</b>	<b>65.2%</b>	<b>65.4%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>65.9%</b>

## Conveyance Rates by PCT excluding Card 33 & 35

### Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	4,221	4,191	4,050	4,353	4,157	*	*	*	*	*	*	*	20,972
Swindon	1,543	1,538	1,578	1,596	1,518	*	*	*	*	*	*	*	7,775
Bristol	3,933	3,778	3,933	4,097	3,710	*	*	*	*	*	*	*	19,448
North Somerset	1,593	1,678	1,551	1,678	1,620	*	*	*	*	*	*	*	8,119
South Gloucestershire	1,544	1,502	1,483	1,552	1,463	*	*	*	*	*	*	*	7,544
Bath and North East Somerset	1,197	1,168	1,298	1,270	1,118	*	*	*	*	*	*	*	6,053
Wiltshire	3,057	3,103	3,267	3,418	3,301	*	*	*	*	*	*	*	16,147
Other/Unknown	201	201	176	251	228	*	*	*	*	*	*	*	1,054
<b>Total</b>	<b>17,289</b>	<b>17,154</b>	<b>17,338</b>	<b>18,217</b>	<b>17,114</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>87,112</b>

### Incidents with transport

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,512	2,511	2,354	2,554	2,446	*	*	*	*	*	*	*	12,377
Swindon	912	868	903	896	803	*	*	*	*	*	*	*	4,382
Bristol	2,305	2,201	2,337	2,278	2,123	*	*	*	*	*	*	*	11,245
North Somerset	1,043	1,061	977	1,083	1,060	*	*	*	*	*	*	*	5,224
South Gloucestershire	1,000	962	895	981	918	*	*	*	*	*	*	*	4,756
Bath and North East Somerset	748	756	797	794	706	*	*	*	*	*	*	*	3,801
Wiltshire	1,736	1,744	1,778	1,910	1,792	*	*	*	*	*	*	*	8,960
Other/Unknown	127	117	109	144	130	*	*	*	*	*	*	*	627
<b>Total</b>	<b>10,383</b>	<b>10,220</b>	<b>10,150</b>	<b>10,641</b>	<b>9,978</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>51,372</b>

### Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	59.51%	59.91%	58.12%	58.67%	58.84%	*	*	*	*	*	*	*	59.0%
Swindon	59.11%	56.44%	57.19%	56.14%	52.86%	*	*	*	*	*	*	*	56.4%
Bristol	58.61%	58.30%	59.42%	55.63%	57.22%	*	*	*	*	*	*	*	57.8%
North Somerset	65.47%	63.31%	62.99%	64.50%	65.43%	*	*	*	*	*	*	*	64.3%
South Gloucestershire	64.77%	64.05%	60.35%	63.21%	62.75%	*	*	*	*	*	*	*	63.0%
Bath and North East Somerset	62.49%	64.73%	61.35%	62.52%	63.09%	*	*	*	*	*	*	*	62.8%
Wiltshire	56.79%	56.20%	54.42%	55.86%	54.29%	*	*	*	*	*	*	*	55.5%
Other/Unknown	63.18%	58.21%	61.93%	57.37%	57.78%	*	*	*	*	*	*	*	59.5%
<b>Total</b>	<b>60.1%</b>	<b>59.6%</b>	<b>58.5%</b>	<b>58.4%</b>	<b>58.3%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>59.0%</b>



**TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS**

**PERFORMANCE:**

**Category RED 8 Minute Target Performance:**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
2011/12 Target	75.50%	76.60%	75.00%	76.50%	75.50%	76.50%	76.00%	75.50%	70.00%	75.00%	75.50%	77.00%	75.4%
2011/12 Actual	75.47%	76.91%	74.73%	76.40%	77.58%	*	*	*	*	*	*	*	76.2%

Variance from Target	0.0%	0.3%	-0.3%	-0.1%	2.1%	*	*	*	*	*	*	*	0.8%
Variance from 2010/11	-2.3%	-0.5%	-1.1%	-0.4%	2.5%	*	*	*	*	*	*	*	1.9%

**Category RED 19 Minute Target Performance: \***

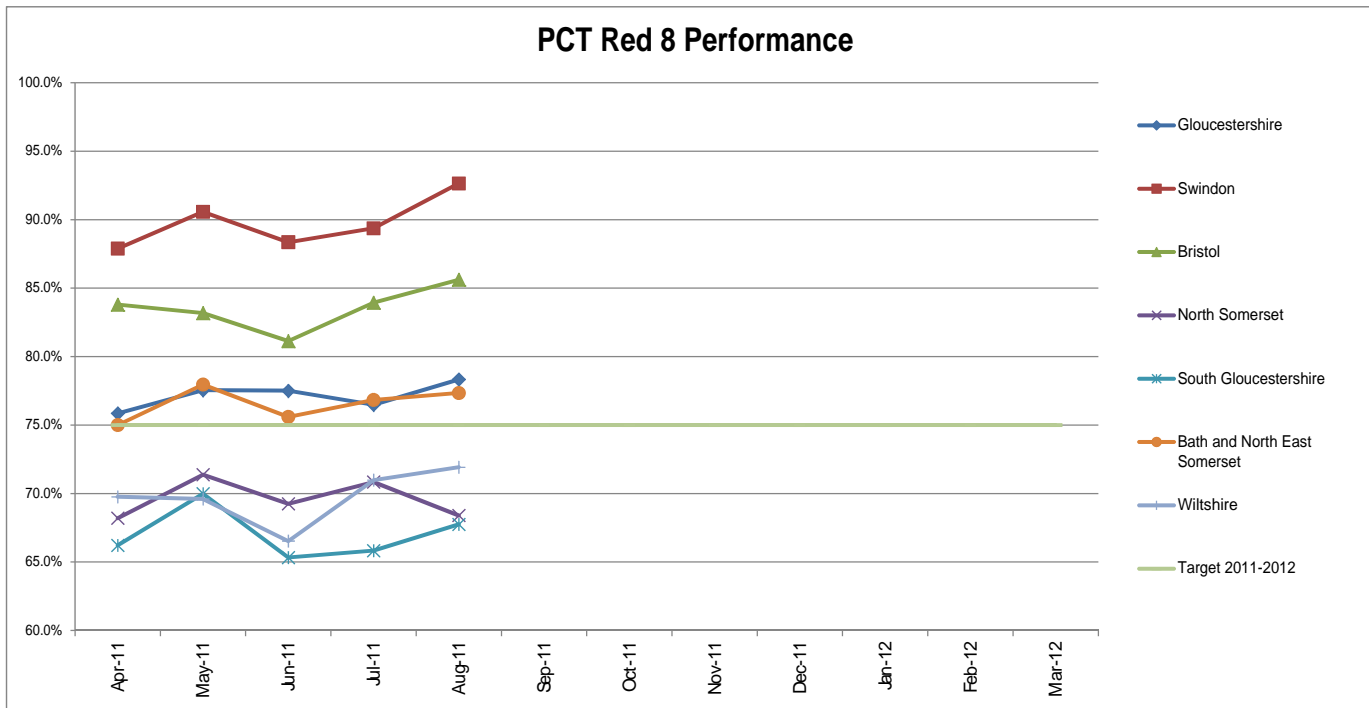
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	95.98%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	95.1%
2011/12 Target	95.79%	96.50%	95.80%	96.00%	96.50%	97.00%	97.00%	96.25%	92.75%	96.00%	96.50%	97.00%	96.0%
2011/12 Actual	95.71%	96.38%	95.57%	96.00%	96.28%	*	*	*	*	*	*	*	96.0%

Variance from Target	-0.1%	-0.1%	-0.2%	0.0%	-0.2%	*	*	*	*	*	*	*	0.0%
Variance from 2010/11	-0.3%	-0.1%	-0.3%	0.7%	0.7%	*	*	*	*	*	*	*	0.9%

**Category GREEN Performance: \***

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2011/12 Target	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
2011/12 Actual	91.6%	90.7%	89.1%	88.2%	90.6%	*	*	*	*	*	*	*	90.0%

Variance from Target	1.6%	0.7%	-0.9%	-1.8%	0.6%	*	*	*	*	*	*	*	0.0%
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## RED 8 Minute Performance by PCT

### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,025	1,99€	1,92€	1,994	1,874	*	*	*	*	*	*	*	9,813
Swindon	685	732	704	734	680	*	*	*	*	*	*	*	3535
Bristol	1796	1802	1892	194€	1752	*	*	*	*	*	*	*	9191
North Somerset	783	800	735	823	848	*	*	*	*	*	*	*	3989
South Gloucestershire	743	723	773	796	710	*	*	*	*	*	*	*	3745
Bath and North East Somerset	520	549	58€	600	512	*	*	*	*	*	*	*	2767
Wiltshire	1521	154€	164€	1647	1567	*	*	*	*	*	*	*	7924
Other/Unknown	47	40	51	59	35	*	*	*	*	*	*	*	232
<b>Total</b>	<b>8,120</b>	<b>8,187</b>	<b>8,30€</b>	<b>8,602</b>	<b>7,97€</b>	*	*	*	*	*	*	*	<b>41,196</b>

### RED 8 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	75.9%	77.5%	77.5%	76.5%	78.3%	*	*	*	*	*	*	*	77.1%
Swindon	87.9%	90.6%	88.4%	89.4%	92.6%	*	*	*	*	*	*	*	89.8%
Bristol	83.8%	83.2%	81.1%	83.9%	85.6%	*	*	*	*	*	*	*	83.5%
North Somerset	68.2%	71.4%	69.3%	70.8%	68.4%	*	*	*	*	*	*	*	69.6%
South Gloucestershire	66.2%	70.0%	65.3%	65.8%	67.7%	*	*	*	*	*	*	*	67.0%
Bath and North East Somerset	75.0%	78.0%	75.6%	76.8%	77.3%	*	*	*	*	*	*	*	76.5%
Wiltshire	69.8%	69.6%	66.5%	71.0%	71.9%	*	*	*	*	*	*	*	69.7%
Other/Unknown	17.0%	17.5%	19.6%	30.5%	20.0%	*	*	*	*	*	*	*	21.6%
<b>Total</b>	<b>75.5%</b>	<b>76.9%</b>	<b>74.7%</b>	<b>76.4%</b>	<b>77.6%</b>	*	*	*	*	*	*	*	<b>76.2%</b>

## Percentage of Total Responses being Red Responses by PCT

### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	37%	37%	36%	35%	34%	*	*	*	*	*	*	*	36%
Swindon	36.6%	39.3%	37.0%	38.1%	37.1%	*	*	*	*	*	*	*	37.6%
Bristol	38.1%	39.7%	40.3%	40.0%	39.3%	*	*	*	*	*	*	*	39.5%
North Somerset	38.3%	38.2%	37.0%	39.3%	40.3%	*	*	*	*	*	*	*	38.7%
South Gloucestershire	36.2%	35.6%	39.5%	39.2%	36.2%	*	*	*	*	*	*	*	37.3%
Bath and North East Somerset	33.9%	36.5%	35.7%	36.8%	35.5%	*	*	*	*	*	*	*	35.7%
Wiltshire	38.0%	37.9%	39.1%	37.9%	37.3%	*	*	*	*	*	*	*	38.1%
Other/Unknown	21.7%	18.1%	26.2%	21.8%	14.1%	*	*	*	*	*	*	*	20.1%
<b>Total</b>	<b>37%</b>	<b>38%</b>	<b>38%</b>	<b>38%</b>	<b>37%</b>	*	*	*	*	*	*	*	<b>37%</b>



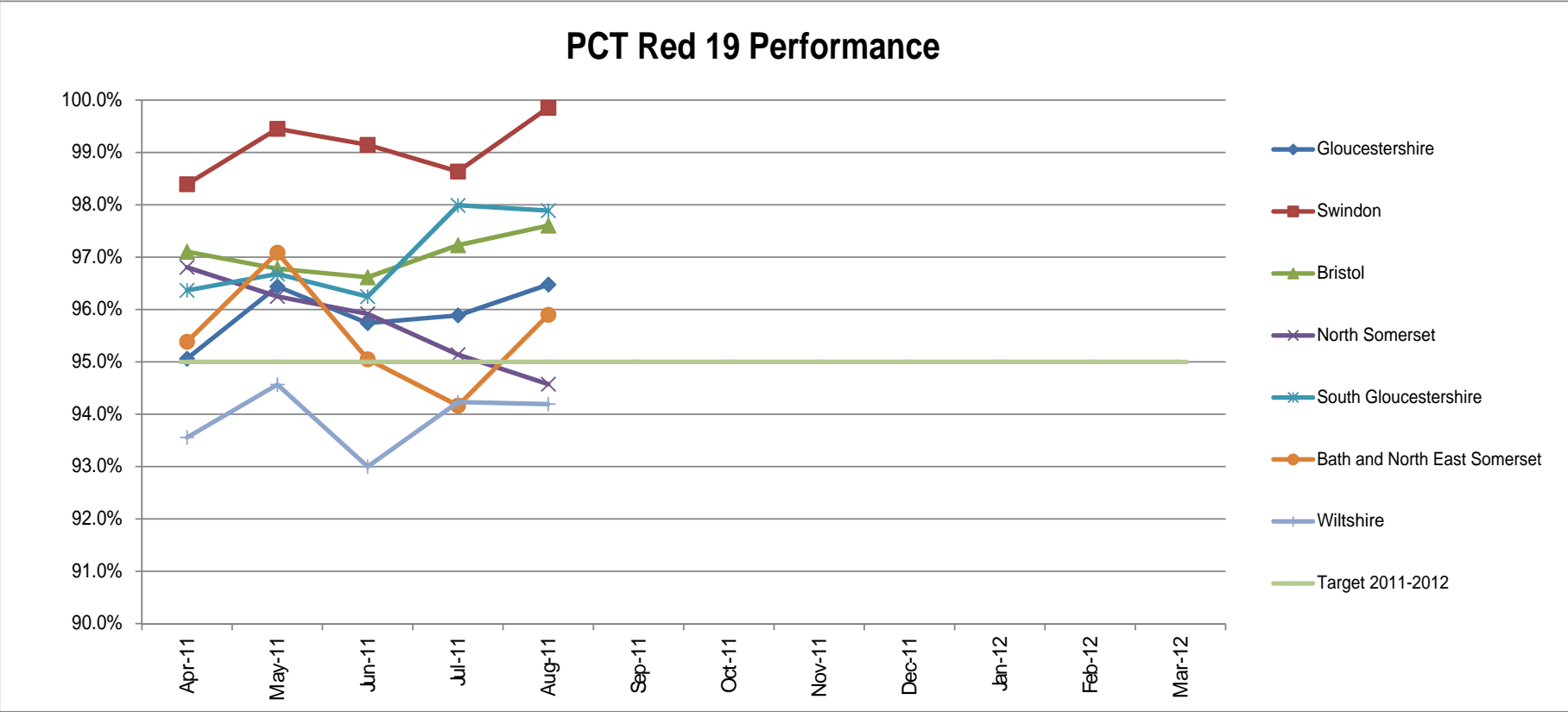
## RED 8 Minute Performance by District Council / Unitary Authority

### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	1,796	1,802	1,892	1,945	1,752	*	*	*	*	*	*	*	9,191
South Gloucestershire	743	723	773	796	710	*	*	*	*	*	*	*	3745
North Somerset	783	800	735	823	848	*	*	*	*	*	*	*	3989
Bath and North East Somerset	520	549	586	600	512	*	*	*	*	*	*	*	2767
Forest of Dean	300	274	251	257	246	*	*	*	*	*	*	*	1328
Cotswold	256	247	225	256	257	*	*	*	*	*	*	*	1241
Tewkesbury	256	221	227	237	204	*	*	*	*	*	*	*	1145
Cheltenham	398	375	375	393	390	*	*	*	*	*	*	*	1931
Gloucester	468	521	494	489	444	*	*	*	*	*	*	*	2416
Stroud	347	357	353	362	333	*	*	*	*	*	*	*	1752
Wiltshire	1521	1546	1643	1647	1567	*	*	*	*	*	*	*	7924
Swindon	686	732	705	735	681	*	*	*	*	*	*	*	3539
Other/Unknown	46	40	50	58	34	*	*	*	*	*	*	*	228
<b>Total</b>	<b>8,120</b>	<b>8,187</b>	<b>8,305</b>	<b>8,602</b>	<b>7,975</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>41,196</b>

### RED 8 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	83.8%	83.2%	81.1%	83.9%	85.6%	*	*	*	*	*	*	*	83.5%
South Gloucestershire	66.22%	69.99%	65.33%	65.83%	67.75%	*	*	*	*	*	*	*	67.0%
North Somerset	68.20%	71.38%	69.25%	70.84%	68.40%	*	*	*	*	*	*	*	69.6%
Bath and North East Somerset	75.00%	77.96%	75.60%	76.83%	77.34%	*	*	*	*	*	*	*	76.5%
Forest of Dean	68.00%	60.58%	67.73%	61.87%	63.41%	*	*	*	*	*	*	*	64.4%
Cotswold	44.53%	57.89%	53.33%	49.22%	57.20%	*	*	*	*	*	*	*	52.4%
Tewkesbury	78.91%	72.85%	74.01%	76.37%	77.45%	*	*	*	*	*	*	*	76.0%
Cheltenham	89.95%	92.27%	92.80%	93.13%	94.36%	*	*	*	*	*	*	*	92.5%
Gloucester	91.03%	93.09%	91.50%	91.62%	90.54%	*	*	*	*	*	*	*	91.6%
Stroud	66.86%	68.91%	66.29%	67.68%	71.17%	*	*	*	*	*	*	*	68.2%
Wiltshire	69.76%	69.60%	66.52%	70.98%	71.92%	*	*	*	*	*	*	*	69.7%
Swindon	87.76%	90.57%	88.23%	89.25%	92.51%	*	*	*	*	*	*	*	89.7%
Other/Unknown	17.39%	17.50%	20.00%	31.03%	20.59%	*	*	*	*	*	*	*	21.9%
<b>Total</b>	<b>75.5%</b>	<b>76.9%</b>	<b>74.7%</b>	<b>76.4%</b>	<b>77.6%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>76.2%</b>



## RED 19 Minute Performance by PCT

### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	2,025	1,99€	1,92€	1,994	1,874	*	*	*	*	*	*	*	9,813
Swindon	685	732	704	734	680	*	*	*	*	*	*	*	3,535
Bristol	1796	1802	1892	194€	1752	*	*	*	*	*	*	*	9,191
North Somerset	783	800	735	823	848	*	*	*	*	*	*	*	3,989
South Gloucestershire	743	723	773	796	710	*	*	*	*	*	*	*	3,745
Bath and North East Somerset	520	549	58€	600	512	*	*	*	*	*	*	*	2,767
Wiltshire	1521	154€	164€	1647	1567	*	*	*	*	*	*	*	7,924
Other/Unknown	47	40	51	59	35	*	*	*	*	*	*	*	232
<b>Total</b>	<b>8,120</b>	<b>8,187</b>	<b>8,30€</b>	<b>8,602</b>	<b>7,97€</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>41,196</b>

### RED 19 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	95.1%	96.4%	95.7%	95.9%	96.5%	*	*	*	*	*	*	*	95.9%
Swindon	98.39%	99.45%	99.15%	98.64%	99.85%	*	*	*	*	*	*	*	99.09%
Bristol	97.10%	96.78%	96.62%	97.23%	97.60%	*	*	*	*	*	*	*	97.1%
North Somerset	96.81%	96.25%	95.92%	95.14%	94.58%	*	*	*	*	*	*	*	95.7%
South Gloucestershire	96.37%	96.68%	96.25%	97.99%	97.89%	*	*	*	*	*	*	*	97.0%
Bath and North East Somerset	95.38%	97.09%	95.05%	94.17%	95.90%	*	*	*	*	*	*	*	95.5%
Wiltshire	93.56%	94.57%	93.00%	94.23%	94.19%	*	*	*	*	*	*	*	93.9%
Other/Unknown	76.60%	77.50%	74.51%	79.66%	57.14%	*	*	*	*	*	*	*	74.1%
<b>Total</b>	<b>95.7%</b>	<b>96.4%</b>	<b>95.6%</b>	<b>96.0%</b>	<b>96.3%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>96.0%</b>

## Percentage of Total Responses being Red Responses by PCT

### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	39%	37%	37%	38%	36%	*	*	*	*	*	*	*	37%
Swindon	41%	39%	39%	37%	37%	*	*	*	*	*	*	*	39%
Bristol	40%	37%	41%	41%	38%	*	*	*	*	*	*	*	40%
North Somerset	39%	40%	37%	38%	44%	*	*	*	*	*	*	*	40%
South Gloucestershire	38%	33%	38%	38%	35%	*	*	*	*	*	*	*	36%
Bath and North East Somerset	35%	34%	39%	41%	34%	*	*	*	*	*	*	*	37%
Wiltshire	40%	37%	40%	40%	38%	*	*	*	*	*	*	*	39%
Other/Unknown	24%	15%	22%	25%	16%	*	*	*	*	*	*	*	20%
<b>Total</b>	<b>39%</b>	<b>37%</b>	<b>39%</b>	<b>39%</b>	<b>37%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>38%</b>

## RED 19 Minute Performance by District Council / Unitary Authority

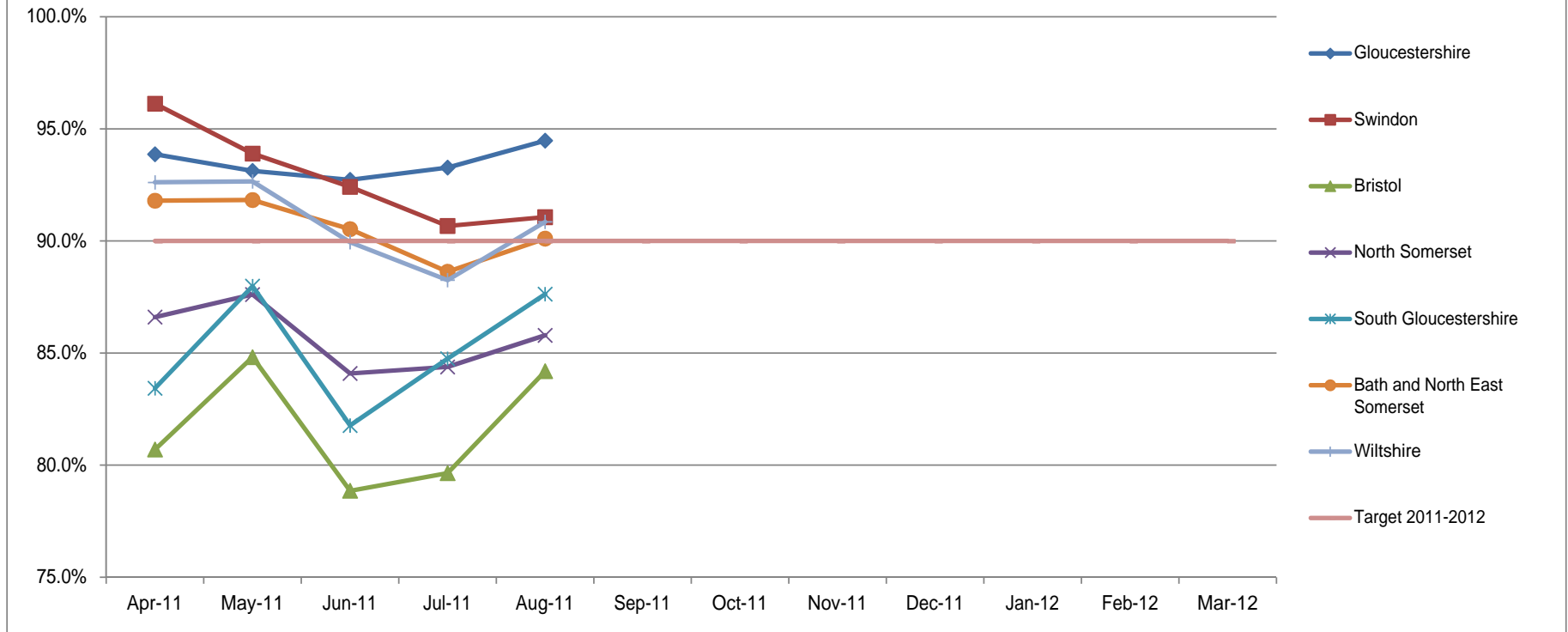
### RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	1,796	1,802	1,892	1,949	1,752	*	*	*	*	*	*	*	9,191
South Gloucestershire	743	723	773	796	710	*	*	*	*	*	*	*	3,745
North Somerset	783	800	735	823	848	*	*	*	*	*	*	*	3,989
Bath and North East Somerset	520	549	586	600	512	*	*	*	*	*	*	*	2,767
Forest of Dean	300	274	251	257	246	*	*	*	*	*	*	*	1,328
Cotswold	256	247	225	256	257	*	*	*	*	*	*	*	1,241
Tewkesbury	256	221	227	237	204	*	*	*	*	*	*	*	1,145
Cheltenham	398	375	375	393	390	*	*	*	*	*	*	*	1,931
Gloucester	468	521	494	489	444	*	*	*	*	*	*	*	2,416
Stroud	347	357	353	362	333	*	*	*	*	*	*	*	1,752
Wiltshire	1521	1546	1643	1647	1567	*	*	*	*	*	*	*	7,924
Swindon	686	732	705	735	681	*	*	*	*	*	*	*	3,539
Other/Unknown	46	40	50	58	34	*	*	*	*	*	*	*	228
<b>Total</b>	<b>8,120</b>	<b>8,187</b>	<b>8,309</b>	<b>8,602</b>	<b>7,976</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>41,196</b>

### RED 19 Min Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	97.1%	96.8%	96.6%	97.2%	97.6%	*	*	*	*	*	*	*	97.1%
South Gloucestershire	96.37%	96.68%	96.25%	97.99%	97.89%	*	*	*	*	*	*	*	97.0%
North Somerset	96.81%	96.25%	95.92%	95.14%	94.58%	*	*	*	*	*	*	*	95.7%
Bath and North East Somerset	95.38%	97.09%	95.05%	94.17%	95.90%	*	*	*	*	*	*	*	95.5%
Forest of Dean	93.00%	95.62%	96.02%	92.22%	94.31%	*	*	*	*	*	*	*	94.2%
Cotswold	80.86%	84.21%	82.67%	89.06%	87.16%	*	*	*	*	*	*	*	84.9%
Tewkesbury	99.61%	97.74%	94.71%	97.89%	99.51%	*	*	*	*	*	*	*	97.9%
Cheltenham	99.50%	99.73%	99.47%	99.49%	99.49%	*	*	*	*	*	*	*	99.5%
Gloucester	99.57%	99.81%	99.60%	99.18%	99.55%	*	*	*	*	*	*	*	99.5%
Stroud	92.80%	96.36%	95.18%	93.65%	95.80%	*	*	*	*	*	*	*	94.7%
Wiltshire	93.56%	94.57%	93.00%	94.23%	94.19%	*	*	*	*	*	*	*	93.9%
Swindon	98.40%	99.45%	99.01%	98.50%	99.71%	*	*	*	*	*	*	*	99.0%
Other/Unknown	76.09%	77.50%	76.00%	81.03%	58.82%	*	*	*	*	*	*	*	75.0%
<b>Total</b>	<b>95.7%</b>	<b>96.4%</b>	<b>95.6%</b>	<b>96.0%</b>	<b>96.3%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>96.0%</b>

## PCT Green Performance



## GREEN Performance by PCT

### GREEN Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3428	3464	339£	3644	3551	*	*	*	*	*	*	*	17,485
Swindon	1188	1132	120£	119£	115£	*	*	*	*	*	*	*	5,863
Bristol	2917	2734	280£	292£	2701	*	*	*	*	*	*	*	14,080
North Somerset	1262	1292	1251	126£	125£	*	*	*	*	*	*	*	6,326
South Gloucestershire	1310	1307	118£	123£	125£	*	*	*	*	*	*	*	6,288
Bath and North East Somerset	1012	955	105£	102£	930	*	*	*	*	*	*	*	4,982
Wiltshire	2479	253£	2557	2691	263£	*	*	*	*	*	*	*	12,896
Other/Unknown	94	111	83	105	120	*	*	*	*	*	*	*	513
<b>Total</b>	<b>13,690</b>	<b>13,52£</b>	<b>13,53£</b>	<b>14,08£</b>	<b>13,597</b>	*	*	*	*	*	*	*	<b>68,433</b>

### GREEN Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	93.9%	93.1%	92.7%	93.3%	94.5%	*	*	*	*	*	*	*	93.5%
Swindon	96.13%	93.90%	92.42%	90.67%	91.07%	*	*	*	*	*	*	*	92.8%
Bristol	80.70%	84.82%	78.86%	79.64%	84.19%	*	*	*	*	*	*	*	81.6%
North Somerset	86.61%	87.62%	84.09%	84.38%	85.79%	*	*	*	*	*	*	*	85.7%
South Gloucestershire	83.44%	87.99%	81.77%	84.75%	87.63%	*	*	*	*	*	*	*	85.2%
Bath and North East Somerset	91.80%	91.83%	90.53%	88.63%	90.11%	*	*	*	*	*	*	*	90.6%
Wiltshire	92.62%	92.66%	89.95%	88.26%	90.86%	*	*	*	*	*	*	*	90.8%
Other/Unknown	89.36%	86.49%	87.95%	93.33%	87.50%	*	*	*	*	*	*	*	88.9%
<b>Total</b>	<b>89.2%</b>	<b>90.3%</b>	<b>87.3%</b>	<b>87.4%</b>	<b>89.7%</b>	*	*	*	*	*	*	*	<b>88.8%</b>

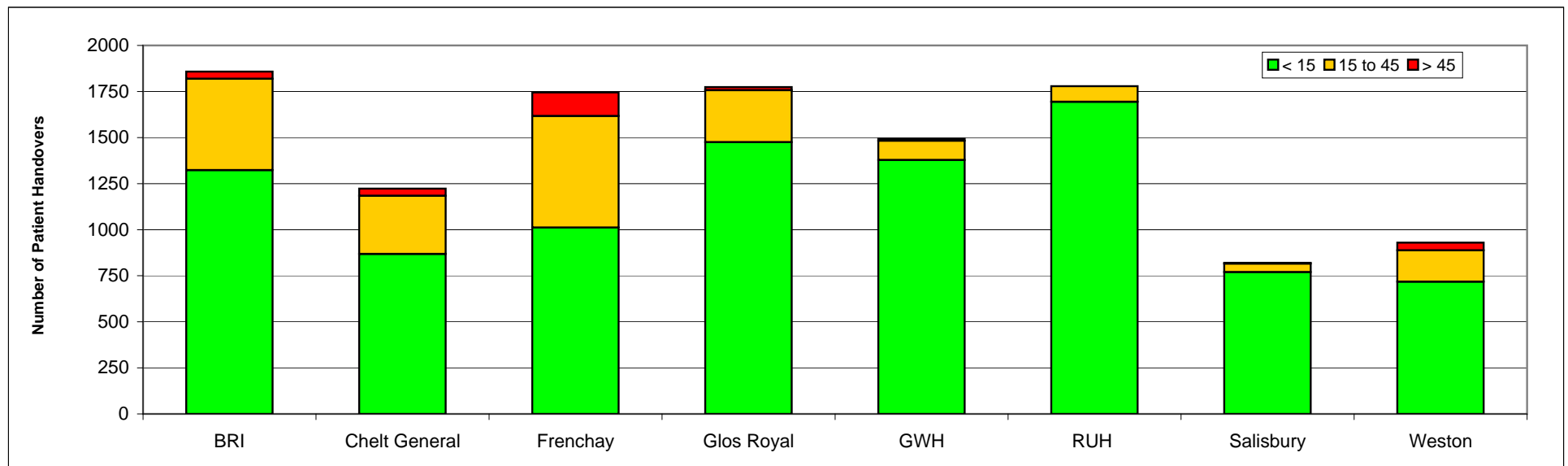
### Percentage of Total Responses being Green Responses by PC¹

#### Green Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	62.84%	63.40%	63.78%	64.58%	65.37%	*	*	*	*	*	*	*	64.0%
Swindon	63.43%	60.73%	62.99%	61.85%	62.90%	*	*	*	*	*	*	*	62.4%
Bristol	61.89%	60.27%	59.68%	60.04%	60.66%	*	*	*	*	*	*	*	60.5%
North Somerset	61.71%	61.76%	62.96%	60.61%	59.61%	*	*	*	*	*	*	*	61.3%
South Gloucestershire	63.81%	64.38%	60.55%	60.77%	63.83%	*	*	*	*	*	*	*	62.7%
Bath and North East Somerset	66.06%	63.50%	64.31%	63.13%	64.49%	*	*	*	*	*	*	*	64.3%
Wiltshire	61.98%	62.10%	60.88%	62.00%	62.70%	*	*	*	*	*	*	*	61.9%
Other/Unknown	43.32%	50.23%	42.56%	38.75%	48.19%	*	*	*	*	*	*	*	44.5%
<b>Total</b>	<b>62.55%</b>	<b>62.08%</b>	<b>61.76%</b>	<b>61.77%</b>	<b>62.72%</b>	*	*	*	*	*	*	*	<b>62.17%</b>

**GWAS MONTHLY A&E HANDOVER SUMMARY - August 2011**

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	1323	255	109	50	40	23	19	23	15	1			535	39	1858
Cheltenham General Hospital	868	162	69	38	21	15	11	22	17				355	39	1223
Frenchay Hospital	1012	248	151	76	61	40	29	53	70	5			733	128	1745
Gloucester Royal Hospital	1475	145	58	38	23	13	5	11	6				299	17	1774
Great Western Hospital	1378	51	23	17	6	4	4	3	8				116	11	1494
Royal United Hospital	1694	84		1									85	0	1779
Salisbury District Hospital	770	30	8	3	2	1	2	2	2				50	4	820
Weston General Hospital	718	80	39	17	11	12	11	20	18	4			212	42	930
<b>Overall Total</b>	9238	1055	457	240	164	108	81	134	136	10			2385	280	11623



**GWAS Quality Indicators 2011/12**  
(Nb Q1 - may have data quality issues in as trusts align themselves to the new indicators)

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

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

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