

Agenda Item No. 6

Review of Issues Arising from Performance Information

Great Western Ambulance Joint Health Scrutiny Committee
15th June 2012

Author: Chair, Great Western Ambulance Joint Health Scrutiny Committee

Purpose

To present Members with outturn performance information for 2011/12, 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.

2.0 Detail

2.1 Performance information is attached. The attached information outlines GWAS performance, 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.


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	264,563
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	272,500
2011/12 Actual	21,891	21,803	21,919	22,807	21,682	22,415	23,270	22,193	24,844	23,186	22,812	24,478	273,300
Variance from Contract	519	-1,248	-199	171	-338	414	-12	-78	-1,127	-342	1,846	1,194	800
Variance from Contract %	2.4%	-5.4%	-0.9%	0.8%	-1.5%	1.9%	-0.1%	-0.4%	-4.3%	-1.5%	8.8%	5.1%	0.3%
Variance from 2010/11	1,142	-577	444	830	304	1,054	667	571	-370	342	2,457	1,873	8,737
Variance from 2010/11 %	5.5%	-2.6%	2.1%	3.8%	1.4%	4.9%	3.0%	2.6%	-1.5%	1.5%	12.1%	8.3%	3.3%

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	176,158
2011/12 Actual	14,622	14,507	14,351	14,876	14,176	14,848	15,037	14,120	14,921	14,311	13,712	14,679	174,160
Variance from 2010/11	678	-278	119	481	31	441	-84	-431	-1,502	-921	31	-563	-1,998
Variance from 2010/11 %	4.9%	-1.9%	0.8%	3.3%	0.2%	3.1%	-0.6%	-3.0%	-9.1%	-6.0%	0.2%	-3.7%	-1.1%

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%	66.6%
2011/12 Actual	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	60.1%	60.0%	63.7%
Variance from 2010/11 %	-0.6%	0.7%	-1.2%	-0.4%	-1.2%	-1.8%	-3.4%	-5.5%	-7.8%	-7.4%	-10.6%	-11.1%	-4.3%



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	209,481
2011/12 Actual	17,292	17,166	17,349	18,218	17,118	17,660	18,351	17,294	19,445	17,955	17,650	19,085	214,583
Variance from 2010/11	697	-865	287	594	-51	708	369	375	-585	246	1,978	1,349	5,102
Variance from 2010/11 %	4.2%	-4.8%	1.7%	3.4%	-0.3%	4.2%	2.1%	2.2%	-2.9%	1.4%	12.6%	7.6%	2.4%

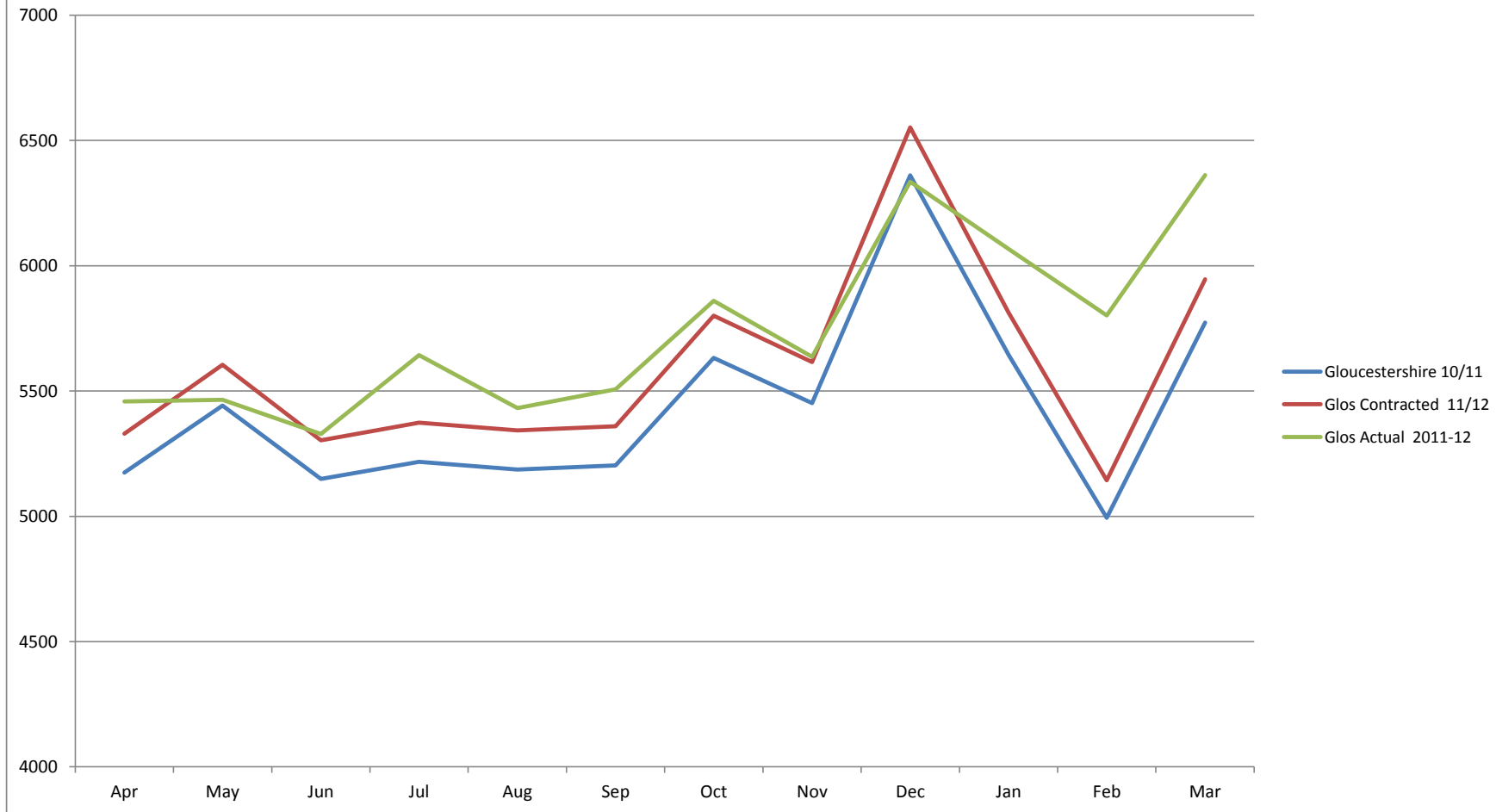
Incidents with Transport:

	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	124,809
2011/12 Actual	10,381	10,220	10,149	10,640	9,977	10,476	10,567	9,687	10,098	9,644	9,175	9,866	120,880
Variance from 2010/11	382	-482	84	299	-202	212	-228	-533	-1,592	-845	-166	-858	-3,929
Variance from 2010/11 %	3.8%	-4.5%	0.8%	2.9%	-2.0%	2.1%	-2.1%	-5.2%	-13.6%	-8.1%	-1.8%	-8.0%	-3.1%

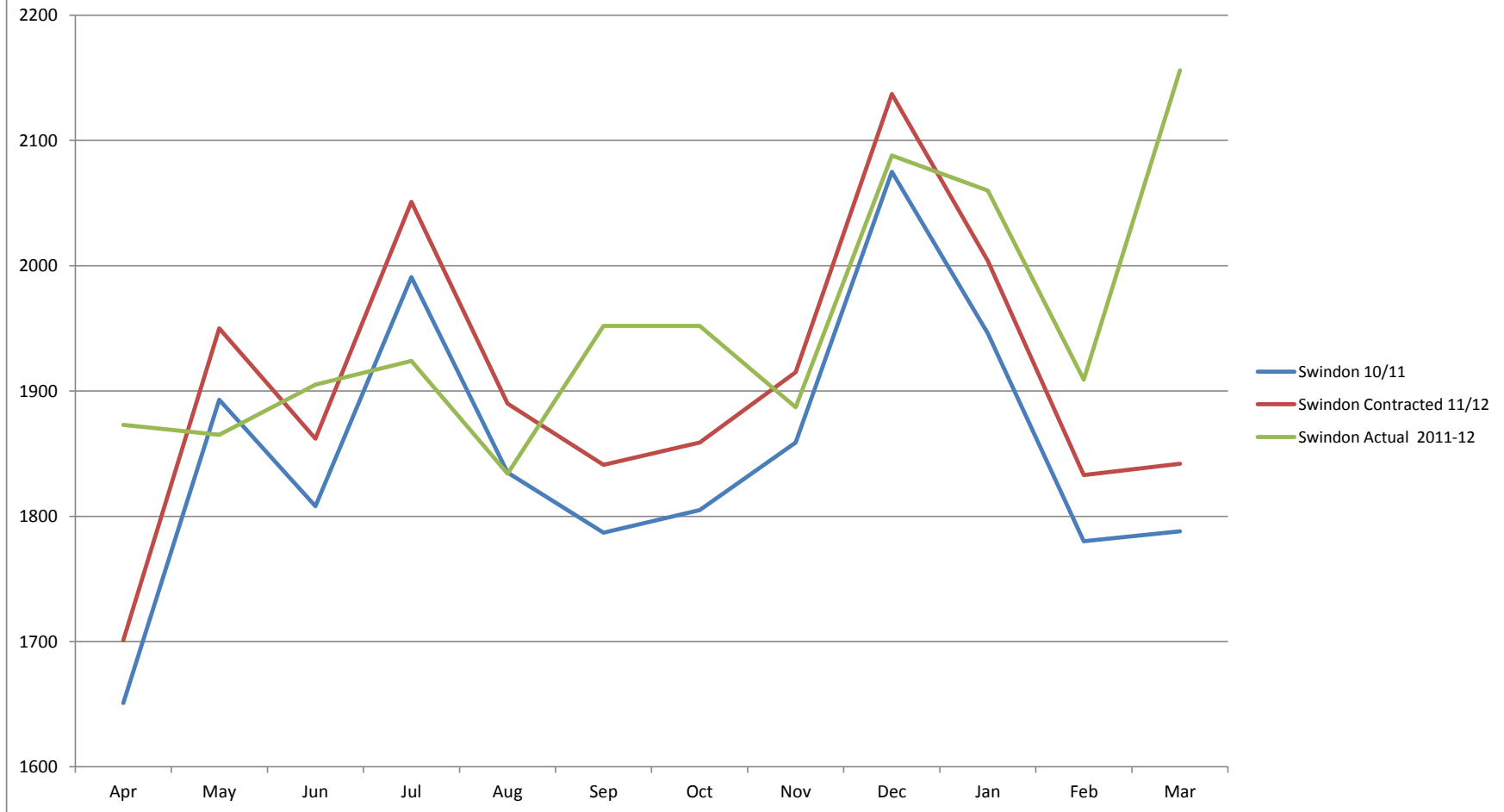
Conveyance Rates (Transports over Responses):

	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%	59.6%
2011/12 Actual	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	52.0%	51.7%	56.3%
Variance from 2010/11 %	-0.2%	0.2%	-0.5%	-0.3%	-1.0%	-1.2%	-2.4%	-4.4%	-6.4%	-5.5%	-7.6%	-8.8%	-3.2%

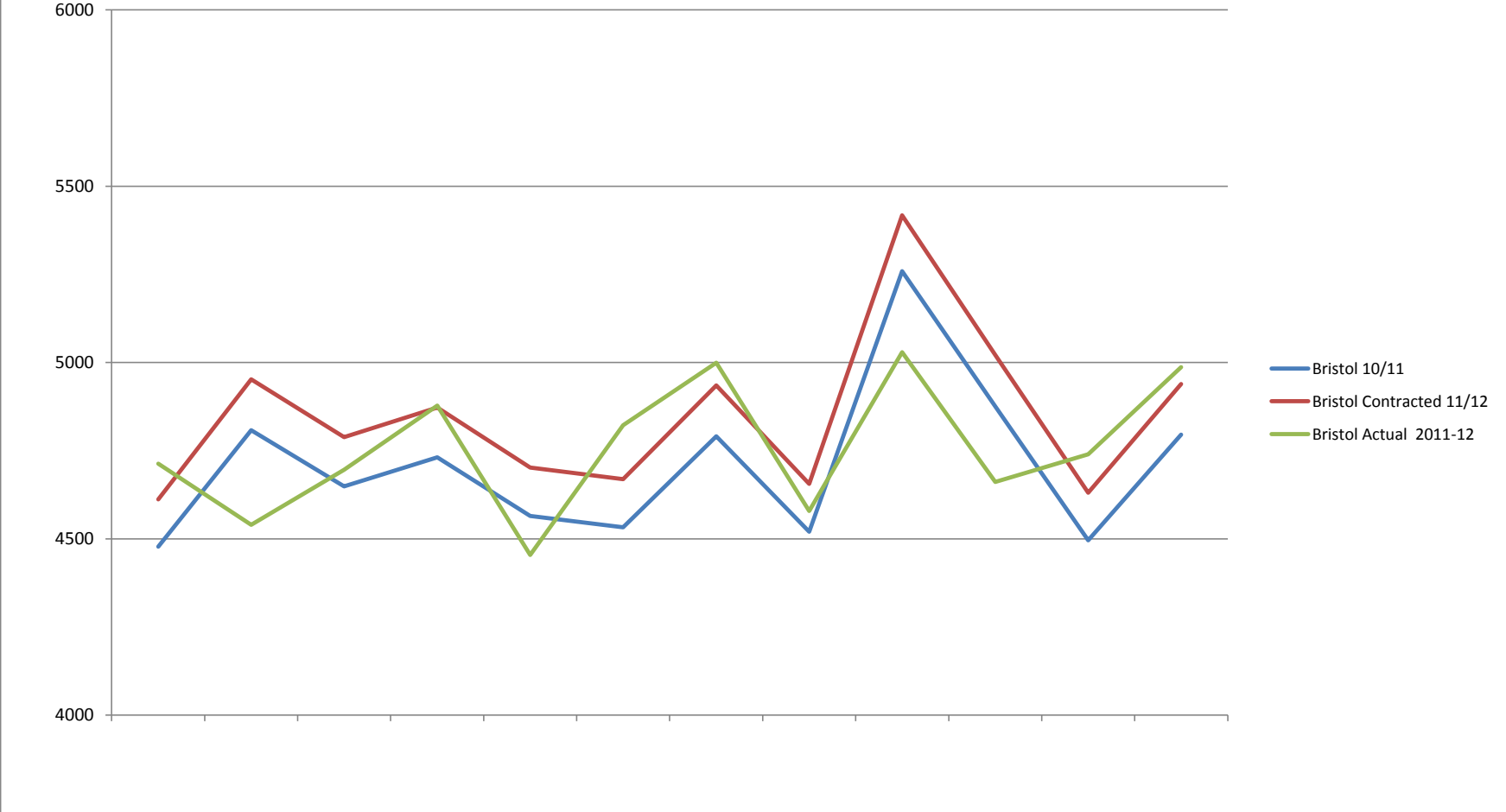
All Activity 2010/11 vs. 2011/12 Gloucestershire PCT

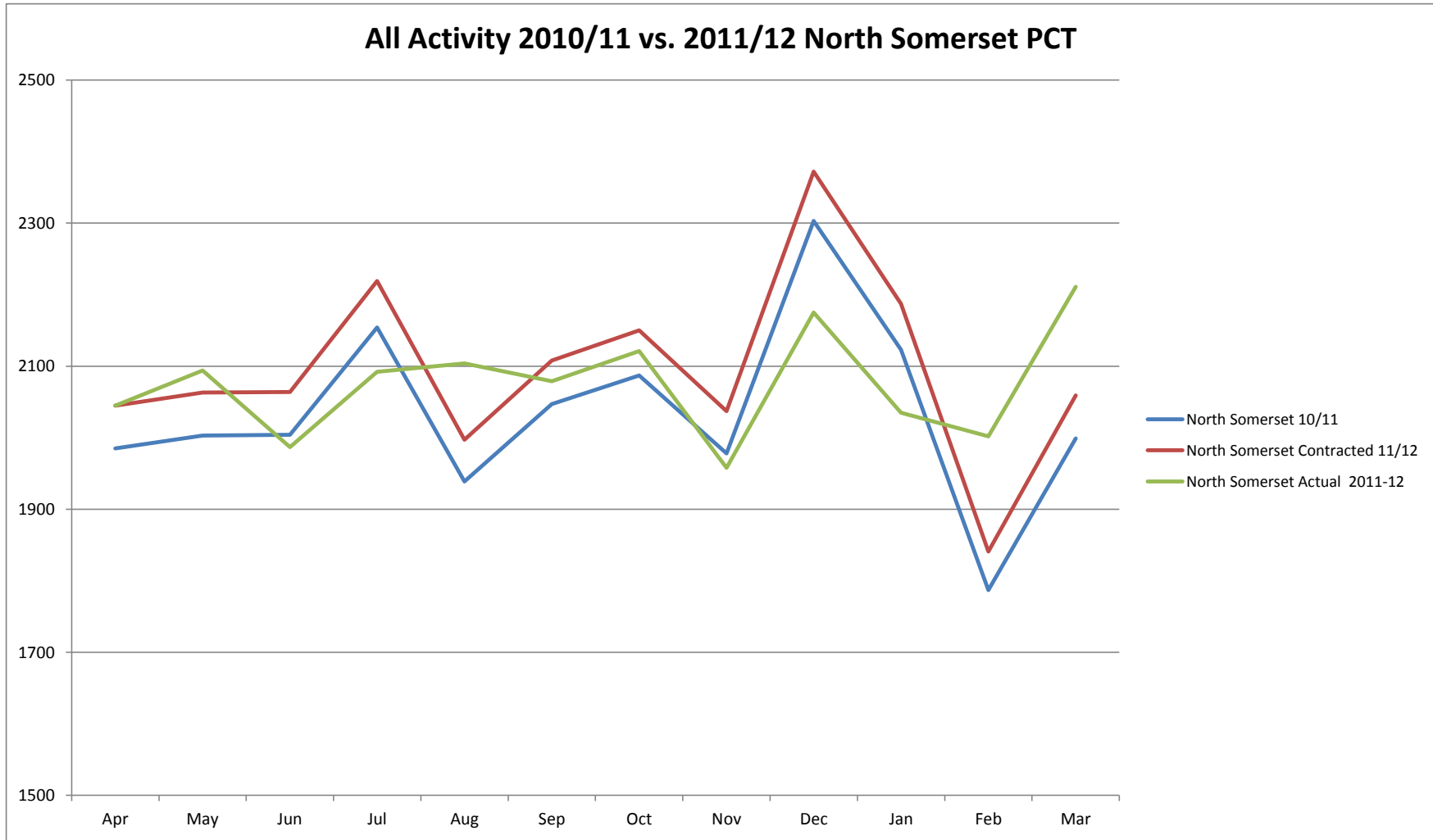


All Activity 2010/11 vs 2011/12 Swindon PCT

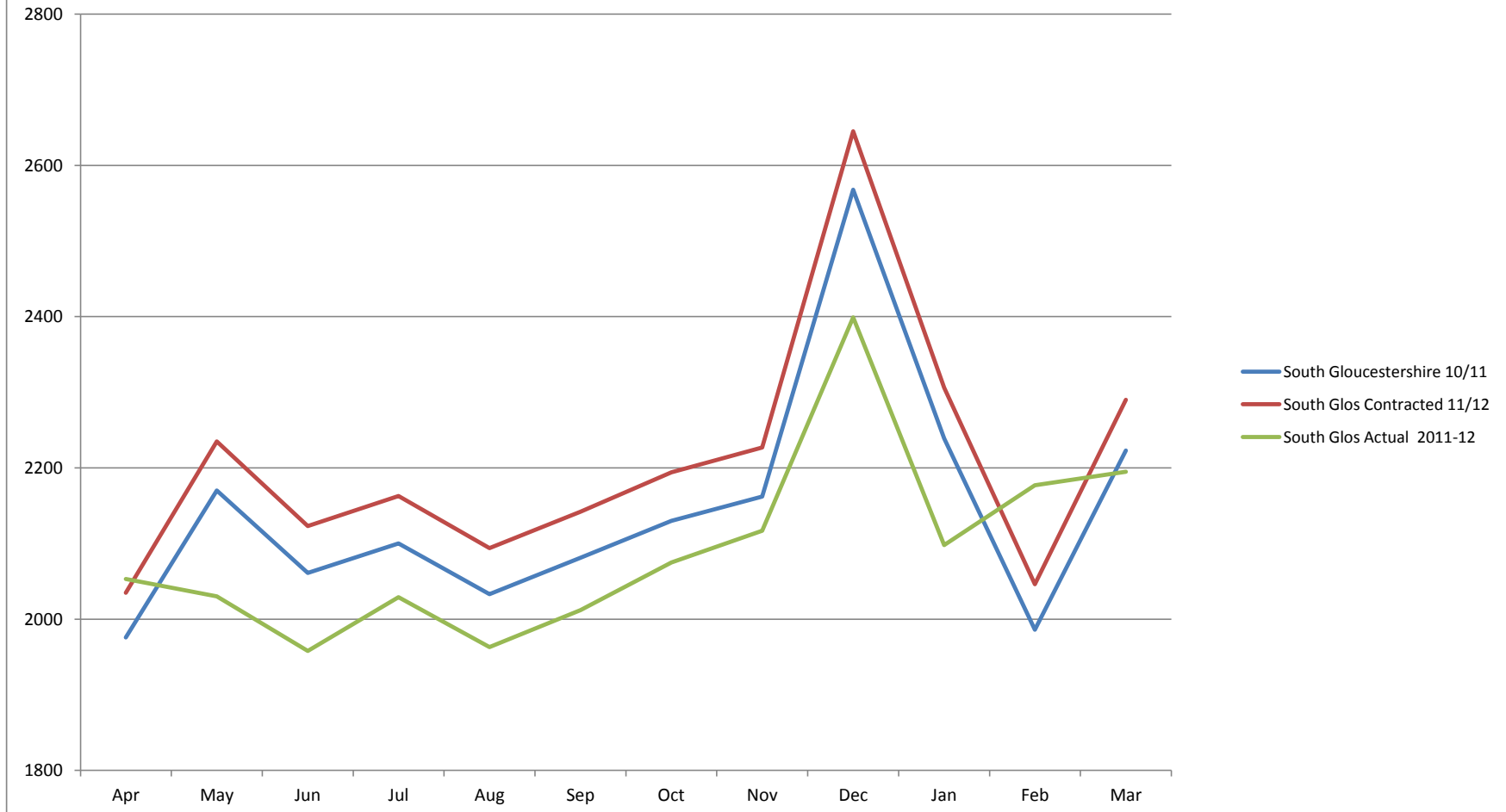


All Activity 2010/11 vs. 2011/12 Bristol PCT

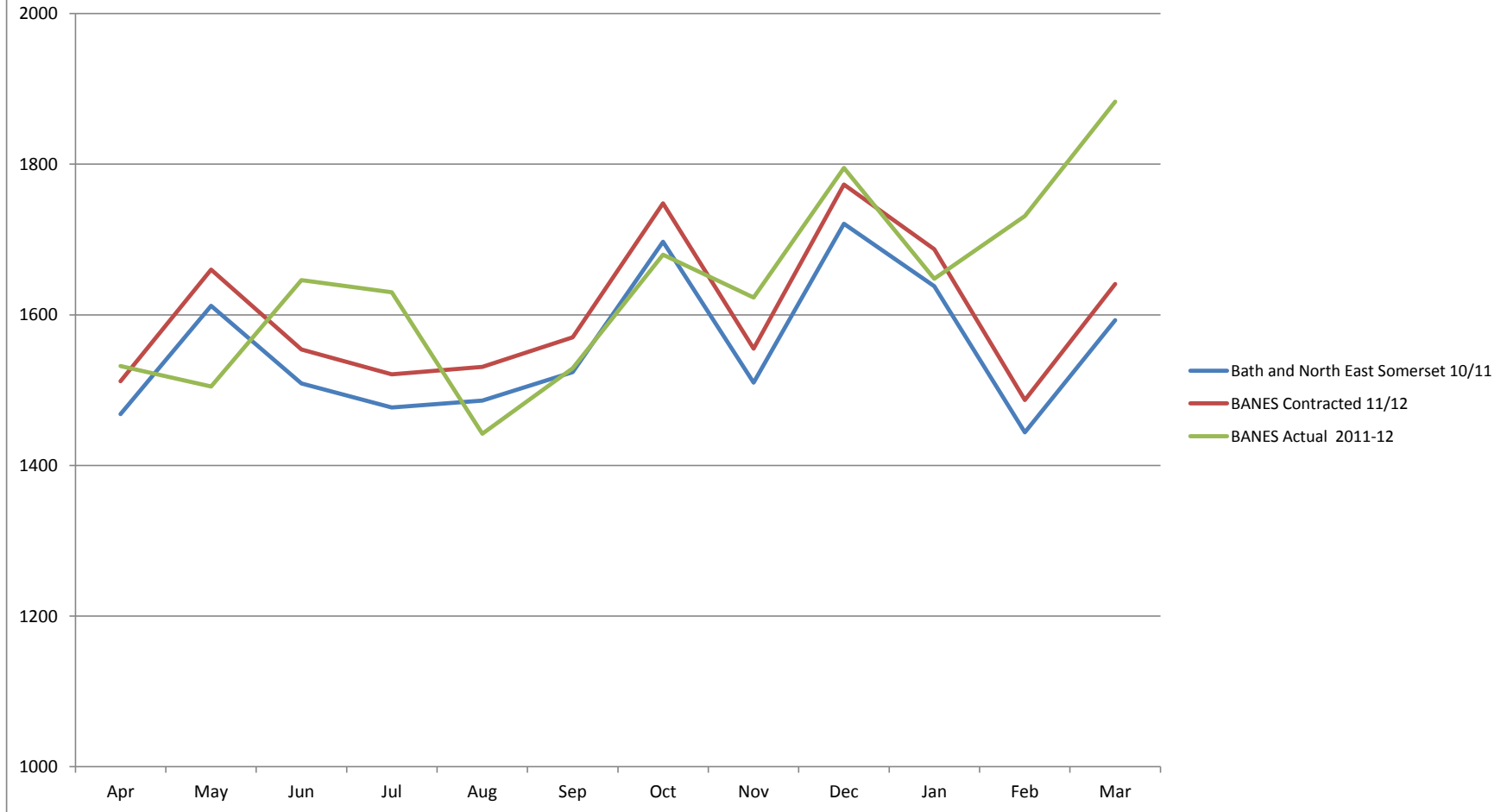




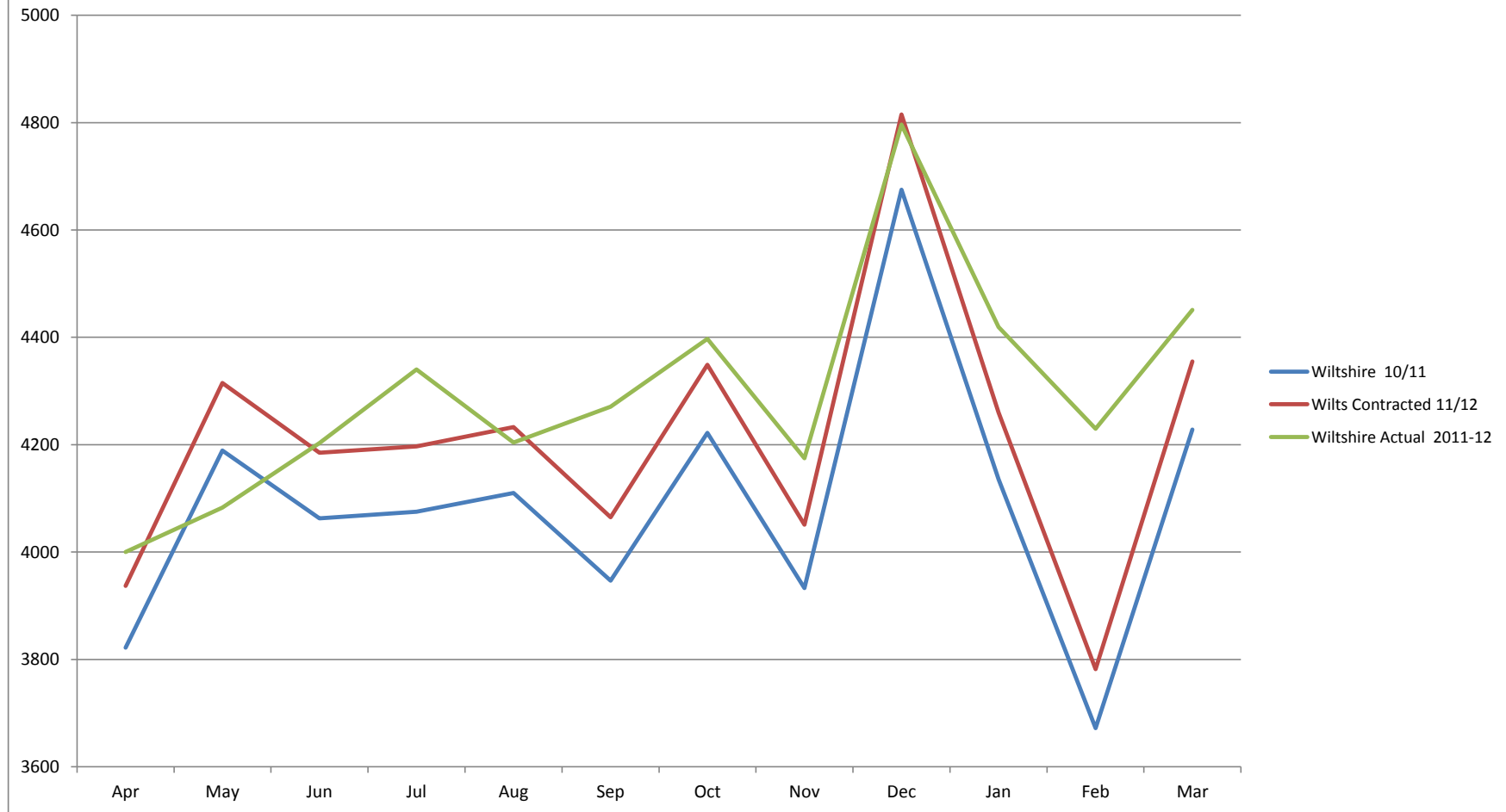
All Activity 2010/11 vs. 2011/12 South Gloucestershire PCT



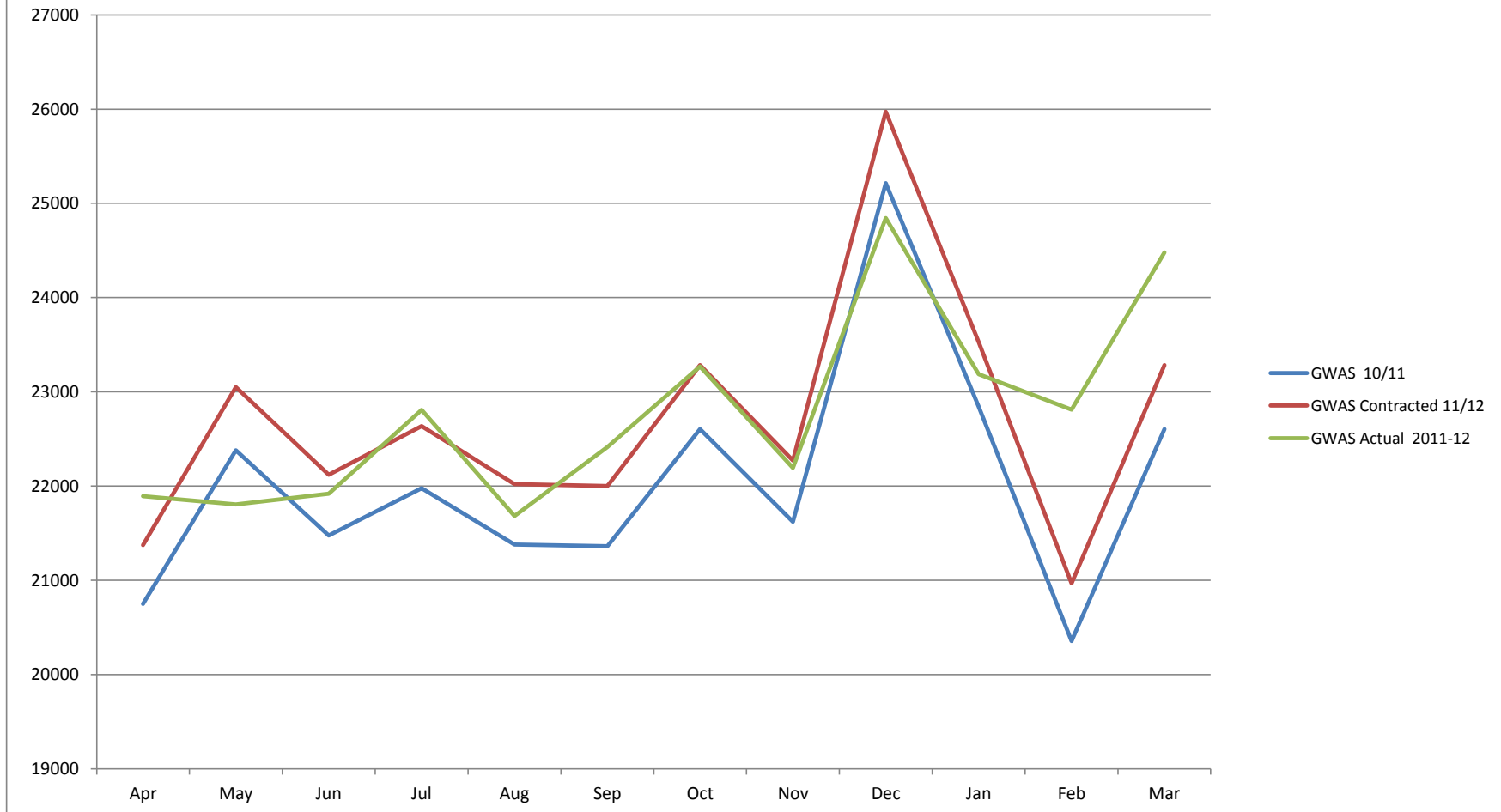
All Activity 2010/11 vs. 2011/12 BANES PCT



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



All Activity 2010/11 vs. 2011/12 GWAS

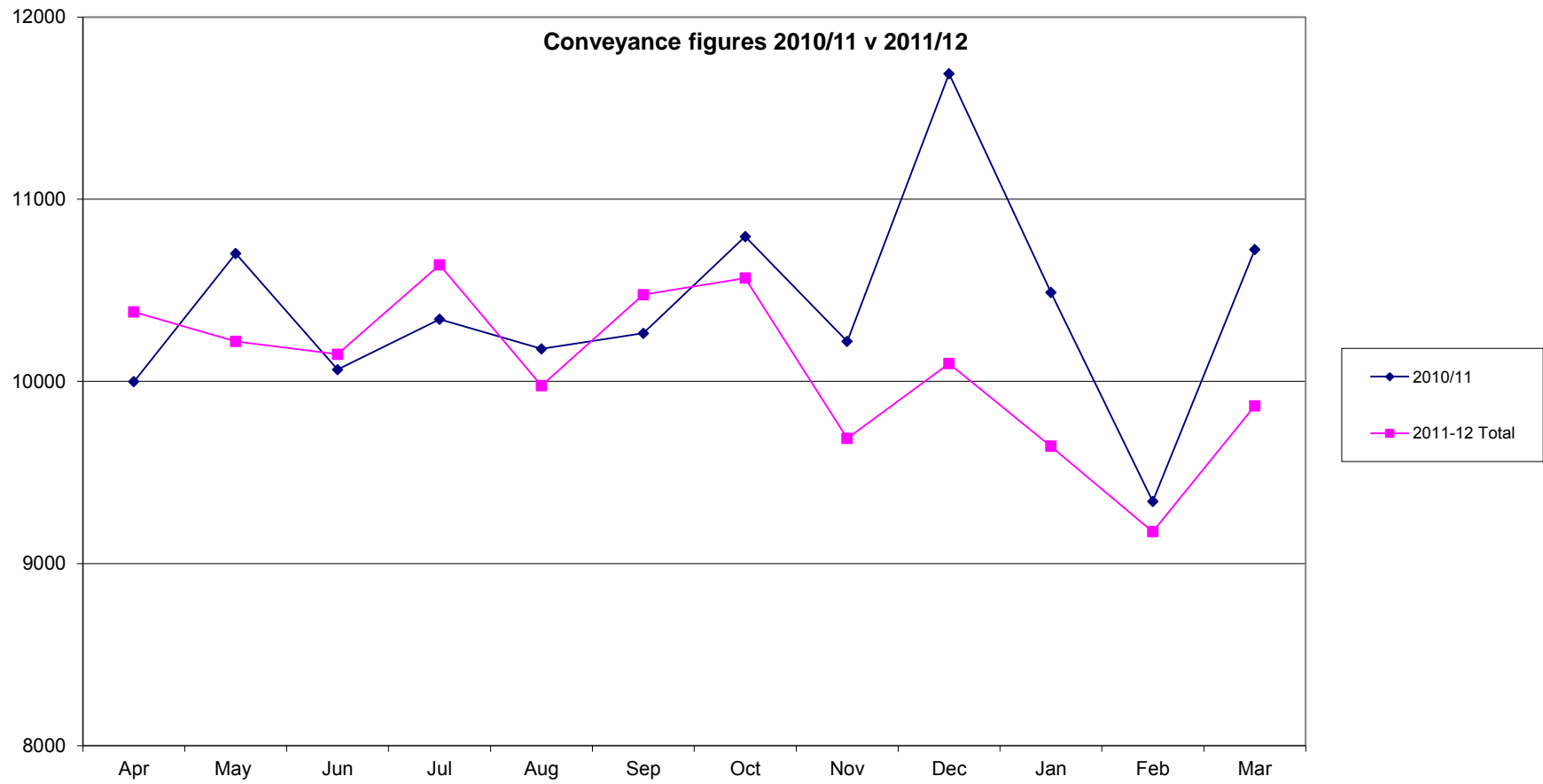


Activity by PCT

Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
Inst & Maint	70	107	102	92	103	100	112	101	104	100	101	101	1,184
Proc & Support	176	171	165	161	162	160	162	161	163	162	161	161	1,862
IPCC MRV A&B	3,700	3,178	3,078	3,224	3,112	3,076	3,079	3,079	3,016	3,021	3,211	3,092	39,371
Other destination	63	51	53	50	50	49	49	49	49	49	47	47	566
Assist	2	1	1	1	1	1	1	1	1	1	1	1	12
Total	5,409	5,445	5,329	5,443	5,432	5,407	5,460	5,437	5,336	5,362	5,520	5,362	68,998
Inst & Maint	28	30	31	31	31	31	31	31	31	31	31	31	363
Proc & Support	64	61	64	62	62	62	62	62	61	62	62	62	727
IPCC MRV A&B	1,031	981	1,020	1,011	971	1,012	1,010	971	1,020	1,026	995	1,005	12,098
Other destination	66	53	57	56	56	56	56	56	56	56	55	55	666
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	1,677	1,665	1,665	1,661	1,622	1,652	1,652	1,627	1,686	1,661	1,666	1,658	20,465
Inst & Maint	212	193	195	200	175	176	181	180	181	182	180	180	2,145
Proc & Support	1,467	1,437	1,437	1,460	1,478	1,472	1,472	1,471	1,479	1,471	1,494	1,493	18,711
IPCC MRV A&B	2,146	2,144	2,201	2,201	2,183	2,186	2,182	2,073	2,183	2,187	2,074	2,074	26,278
Other destination	188	166	166	170	164	161	161	161	164	161	162	161	1,968
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	4,713	4,540	4,606	4,873	4,854	4,822	4,999	4,979	5,020	4,961	4,740	4,987	57,088
Inst & Maint	51	26	24	65	64	71	93	100	117	104	117	106	1,138
Proc & Support	207	220	246	266	231	295	310	268	333	333	343	361	4,089
IPCC MRV A&B	1,006	1,211	1,167	1,244	1,269	1,259	1,279	1,300	1,301	1,191	1,096	1,191	14,964
Other destination	200	217	213	216	230	254	212	211	204	198	227	226	2,792
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	2,945	2,904	2,967	2,993	2,994	2,979	2,921	2,968	2,975	2,903	2,903	2,911	34,903
Inst & Maint	61	53	51	55	54	62	75	88	105	110	102	108	1,194
Proc & Support	111	114	100	101	104	121	102	101	123	108	120	100	1,272
IPCC MRV A&B	606	661	670	670	670	670	670	670	670	670	670	670	8,070
Other destination	202	212	211	211	205	212	213	216	209	201	211	211	2,515
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	2,063	2,030	1,998	2,029	1,964	2,012	2,075	2,117	2,109	2,098	2,177	2,195	25,106
Inst & Maint	51	33	30	28	30	30	32	38	114	97	90	102	691
Proc & Support	650	601	601	601	601	601	601	601	604	591	601	601	7,200
IPCC MRV A&B	110	111	100	100	100	100	100	101	100	101	100	100	1,200
Other destination	117	109	101	101	101	101	101	101	101	101	101	101	1,200
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	1,322	1,255	1,241	1,230	1,232	1,232	1,232	1,232	1,232	1,232	1,232	1,232	15,094
Inst & Maint	10	10	10	10	10	10	10	10	10	10	10	10	120
Proc & Support	10	10	10	10	10	10	10	10	10	10	10	10	120
IPCC MRV A&B	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	24,000
Other destination	10	10	10	10	10	10	10	10	10	10	10	10	120
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	48,000
Inst & Maint	1	1	1	1	1	1	1	1	1	1	1	1	12
Proc & Support	11	11	11	11	11	11	11	11	11	11	11	11	132
IPCC MRV A&B	11	11	11	11	11	11	11	11	11	11	11	11	132
Other destination	10	10	10	10	10	10	10	10	10	10	10	10	120
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	34	34	34	34	34	34	34	34	34	34	34	34	408
Inst & Maint	136	100	102	101	101	101	101	100	100	100	100	100	1,200
Proc & Support	5,714	5,671	5,631	5,622	5,603	5,613	5,613	5,600	5,621	5,621	5,621	5,621	67,254
IPCC MRV A&B	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000
Other destination	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	24,000
Assist	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	21,801	21,673	21,607	21,626	21,615	21,626	21,626	21,626	21,626	21,626	21,626	21,626	259,924

Activity (excluding card 33 and 35) by PCT

PCT	Outcome	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
	hear & treat	76	110	107	106	103	102	132	224	243	189	218	274	1,884
	see & treat	1,636	1,569	1,691	1,691	1,606	1,536	1,661	1,617	2,058	1,933	1,783	1,994	20,674
	Type 1&2 A&E	2,264	2,296	2,124	2,332	2,210	2,408	2,511	2,243	2,377	2,339	2,236	2,401	27,741
	other destination	246	213	226	219	231	193	189	162	149	141	126	156	2,251
	xassist	2	4	4	5	7	5	5	9	4	9	8	9	71
Gloucestershire	Total	4,224	4,192	4,051	4,353	4,157	4,244	4,498	4,255	4,831	4,611	4,371	4,834	52,621
	hear & treat	28	50	51	68	81	61	69	74	91	87	91	150	901
	see & treat	603	621	624	632	636	619	653	628	770	683	682	750	7,901
	Type 1&2 A&E	883	833	863	867	771	867	824	824	801	848	759	837	9,977
	other destination	29	35	40	29	32	36	27	24	22	23	16	20	333
	xassist			1										1
Swindon	Total	1,543	1,539	1,579	1,596	1,520	1,583	1,573	1,550	1,684	1,641	1,548	1,757	19,113
	hear & treat	218	189	213	208	174	275	278	328	428	319	405	484	3,519
	see & treat	1,412	1,389	1,387	1,612	1,414	1,458	1,574	1,428	1,573	1,535	1,492	1,548	17,822
	Type 1&2 A&E	1,819	1,794	1,904	1,890	1,816	1,933	1,886	1,659	1,853	1,644	1,590	1,652	21,440
	other destination	484	408	433	388	307	329	389	366	248	323	351	383	4,409
	xassist													-
Bristol	Total	3,933	3,780	3,937	4,098	3,711	3,995	4,127	3,781	4,102	3,821	3,838	4,067	47,190
	hear & treat	52	72	74	64	63	71	93	108	136	104	147	145	1,129
	see & treat	498	545	501	531	499	456	496	420	494	485	486	583	5,994
	Type 1&2 A&E	913	946	877	977	946	937	962	841	937	856	753	838	10,783
	other destination	130	115	98	106	113	101	100	89	79	79	103	94	1,207
	xassist			1	1	1	1	1			1		2	7
North Somerset	Total	1,593	1,678	1,551	1,679	1,622	1,565	1,652	1,458	1,646	1,525	1,489	1,662	19,120
	hear & treat	61	52	53	54	53	66	75	98	154	117	149	157	1,089
	see & treat	484	487	535	517	493	556	568	587	719	584	635	641	6,806
	Type 1&2 A&E	845	813	749	852	824	829	834	791	914	779	736	764	9,730
	other destination	154	149	146	129	95	93	103	103	78	72	118	134	1,421
	xassist											1		1
South Gloucestershire	Total	1,544	1,501	1,483	1,552	1,463	1,544	1,580	1,579	1,865	1,601	1,639	1,696	19,047
	hear & treat	25	31	26	28	30	30	56	77	112	59	89	121	684
	see & treat	425	382	479	448	383	408	441	445	567	489	556	590	5,613
	Type 1&2 A&E	670	682	723	701	634	662	732	662	710	709	657	740	8,282
	other destination	77	74	74	92	72	98	78	64	32	26	25	33	745
	xassist				1		1		2	1	1			6
Bath and North East Somerset	Total	1,197	1,169	1,302	1,270	1,119	1,199	1,307	1,250	1,422	1,284	1,327	1,484	15,330
	hear & treat	68	82	86	121	106	123	165	184	202	195	209	252	1,793
	see & treat	1,253	1,280	1,405	1,386	1,404	1,345	1,457	1,311	1,707	1,447	1,454	1,440	16,889
	Type 1&2 A&E	1,606	1,607	1,624	1,777	1,664	1,701	1,700	1,613	1,703	1,598	1,510	1,624	19,727
	other destination	133	138	157	135	129	143	118	120	83	57	68	63	1,344
	xassist				2	1	3	3	2	2	4	1	1	19
Wiltshire	Total	3,060	3,107	3,272	3,421	3,304	3,315	3,443	3,230	3,697	3,301	3,242	3,380	39,772
	hear & treat	1	4		1	1	1	2	3	1	1	1	7	23
	see & treat	53	58	47	61	59	55	48	53	73	70	63	61	701
	Type 1&2 A&E	9	14	7	21	10	18	14	25	12	11	13	18	172
	other destination	63	61	66	66	68	82	58	61	68	62	76	66	797
	xassist	72	63	54	100	84	59	49	49	44	27	43	53	697
Other/Unknown	Total	198	200	174	249	222	215	171	191	198	171	196	205	2,390
	hear & treat	529	590	610	650	611	729	870	1,096	1,367	1,071	1,309	1,590	11,022
	see & treat	6,364	6,331	6,568	6,878	6,494	6,433	6,898	6,489	7,961	7,226	7,151	7,607	82,400
	Type 1&2 A&E	9,009	8,985	8,871	9,417	8,875	9,355	9,463	8,658	9,307	8,784	8,254	8,874	107,852
	other destination	1,316	1,193	1,240	1,164	1,045	1,075	1,062	989	759	832	883	949	12,507
	xassist	74	67	60	109	93	68	58	62	51	42	53	65	802
GWAS	Total	17,292	17,166	17,349	18,218	17,118	17,660	18,351	17,294	19,445	17,955	17,650	19,085	214,583



Conveyance Rates by PCT

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	5,458	5,465	5,329	5,643	5,432	5,507	5,860	5,637	6,336	6,067	5,802	6,362	68,898
Swindon	1,873	1,865	1,905	1,924	1,834	1,952	1,952	1,887	2,088	2,060	1,909	2,156	23,405
Bristol	4,713	4,540	4,696	4,878	4,454	4,822	4,999	4,579	5,029	4,661	4,740	4,987	57,098
North Somerset	2,045	2,094	1,987	2,092	2,104	2,079	2,121	1,958	2,175	2,035	2,002	2,211	24,903
South Gloucestershire	2,053	2,030	1,958	2,029	1,963	2,012	2,075	2,117	2,399	2,098	2,177	2,195	25,106
Bath and North East Somerset	1,532	1,505	1,646	1,630	1,442	1,529	1,680	1,623	1,795	1,648	1,731	1,883	19,644
Wiltshire	4,000	4,083	4,203	4,340	4,204	4,271	4,397	4,175	4,796	4,419	4,230	4,451	51,569
Other/Unknown	217	221	195	271	249	243	186	217	226	198	221	233	2,677
Total	21,891	21,803	21,919	22,807	21,682	22,415	23,270	22,193	24,844	23,186	22,812	24,478	273,300

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	3,701	3,557	3,773	3,634	3,799	3,960	3,710	3,907	3,823	3,676	3,970	45,174
Swindon	1,201	1,164	1,199	1,197	1,096	1,226	1,188	1,151	1,181	1,246	1,091	1,208	14,148
Bristol	3,025	2,910	3,026	2,999	2,801	3,029	3,066	2,749	2,917	2,724	2,726	2,867	34,839
North Somerset	1,466	1,448	1,367	1,460	1,509	1,513	1,498	1,381	1,505	1,398	1,313	1,417	17,275
South Gloucestershire	1,478	1,463	1,345	1,423	1,389	1,369	1,394	1,387	1,472	1,342	1,314	1,355	16,731
Bath and North East Somerset	1,057	1,070	1,125	1,135	1,011	1,059	1,146	1,065	1,076	1,061	1,039	1,116	12,960
Wiltshire	2,589	2,617	2,607	2,726	2,585	2,690	2,667	2,541	2,731	2,607	2,415	2,606	31,381
Other/Unknown	142	134	125	163	151	163	118	136	132	110	138	140	1,652
Total	14,622	14,507	14,351	14,876	14,176	14,848	15,037	14,120	14,921	14,311	13,712	14,679	174,160

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	67.13%	67.72%	66.75%	66.86%	66.90%	68.98%	67.58%	65.82%	61.66%	63.01%	63.36%	62.40%	65.6%
Swindon	64.12%	62.41%	62.94%	62.21%	59.76%	62.81%	60.86%	61.00%	56.56%	60.49%	57.15%	56.03%	60.4%
Bristol	64.18%	64.10%	64.44%	61.48%	62.89%	62.82%	61.33%	60.03%	58.00%	58.44%	57.51%	57.49%	61.0%
North Somerset	71.69%	69.15%	68.80%	69.79%	71.72%	72.78%	70.63%	70.53%	69.20%	68.70%	65.58%	64.09%	69.4%
South Gloucestershire	71.99%	72.07%	68.69%	70.13%	70.76%	68.04%	67.18%	65.52%	61.36%	63.97%	60.36%	61.73%	66.6%
Bath and North East Somerset	68.99%	71.10%	68.35%	69.63%	70.11%	69.26%	68.21%	65.62%	59.94%	64.38%	60.02%	59.27%	66.0%
Wiltshire	64.73%	64.10%	62.03%	62.81%	61.49%	62.98%	60.65%	60.86%	56.94%	59.00%	57.09%	58.55%	60.9%
Other/Unknown	65.44%	60.63%	64.10%	60.15%	60.64%	67.08%	63.44%	62.67%	58.41%	55.56%	62.44%	60.09%	61.7%
Total	66.8%	66.5%	65.5%	65.2%	65.4%	66.2%	64.6%	63.6%	60.1%	61.7%	60.1%	60.0%	63.7%

Conveyance Rates by PCT excluding Card 33 & 35

Incidents with a response

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	4,224	4,192	4,051	4,353	4,157	4,244	4,498	4,255	4,831	4,611	4,371	4,834	52,621
Swindon	1,543	1,539	1,579	1,596	1,520	1,583	1,573	1,550	1,684	1,641	1,548	1,757	19,113
Bristol	3,933	3,780	3,937	4,098	3,711	3,995	4,127	3,781	4,102	3,821	3,838	4,067	47,190
North Somerset	1,593	1,678	1,551	1,679	1,622	1,565	1,652	1,458	1,646	1,525	1,489	1,662	19,120
South Gloucestershire	1,544	1,501	1,483	1,552	1,463	1,544	1,580	1,579	1,865	1,601	1,639	1,696	19,047
Bath and North East Somerset	1,197	1,169	1,302	1,270	1,119	1,199	1,307	1,250	1,422	1,284	1,327	1,484	15,330
Wiltshire	3,057	3,106	3,270	3,419	3,301	3,313	3,440	3,228	3,692	3,298	3,241	3,374	39,739
Other/Unknown	201	201	176	251	225	217	174	193	203	174	197	211	2,423
Total	17,292	17,166	17,349	18,218	17,118	17,660	18,351	17,294	19,445	17,955	17,650	19,085	214,583

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	2,510	2,354	2,554	2,445	2,606	2,704	2,412	2,529	2,488	2,368	2,565	30,047
Swindon	912	868	903	896	803	903	851	848	823	871	775	857	10,310
Bristol	2,304	2,202	2,337	2,278	2,123	2,262	2,275	2,025	2,101	1,967	1,941	2,035	25,850
North Somerset	1,043	1,061	976	1,083	1,060	1,038	1,063	930	1,016	936	856	933	11,995
South Gloucestershire	1,000	962	895	981	918	922	937	894	992	900	854	898	11,153
Bath and North East Somerset	747	756	797	794	706	760	810	728	742	736	682	773	9,031
Wiltshire	1,736	1,744	1,779	1,910	1,792	1,843	1,819	1,732	1,783	1,654	1,579	1,684	21,055
Other/Unknown	127	117	108	144	130	142	108	118	112	92	120	121	1,439
2011-12 Total	10,381	10,220	10,149	10,640	9,977	10,476	10,567	9,687	10,098	9,644	9,175	9,866	120,880

Conveyance Rate

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	59.47%	59.88%	58.11%	58.67%	58.82%	61.40%	60.12%	56.69%	52.35%	53.96%	54.18%	53.06%	57.1%
Swindon	59.11%	56.40%	57.19%	56.14%	52.83%	57.04%	54.10%	54.71%	48.87%	53.08%	50.06%	48.78%	53.9%
Bristol	58.58%	58.25%	59.36%	55.59%	57.21%	56.62%	55.12%	53.56%	51.22%	51.48%	50.57%	50.04%	54.8%
North Somerset	65.47%	63.23%	62.93%	64.50%	65.35%	66.33%	64.35%	63.79%	61.73%	61.38%	57.49%	56.14%	62.7%
South Gloucestershire	64.77%	64.09%	60.35%	63.21%	62.75%	59.72%	59.30%	56.62%	53.19%	56.21%	52.10%	52.95%	58.6%
Bath and North East Somerset	62.41%	64.67%	61.21%	62.52%	63.09%	63.39%	61.97%	58.24%	52.18%	57.32%	51.39%	52.09%	58.9%
Wiltshire	56.79%	56.15%	54.40%	55.86%	54.29%	55.63%	52.88%	53.66%	48.29%	50.15%	48.72%	49.91%	53.0%
Other/Unknown	63.18%	58.21%	61.36%	57.37%	57.78%	65.44%	62.07%	61.14%	55.17%	52.87%	60.91%	57.35%	59.4%
Total	60.0%	59.5%	58.5%	58.4%	58.3%	59.3%	57.6%	56.0%	51.9%	53.7%	52.0%	51.7%	56.3%



TRUST SUMMARY - ACTIVITY AND PERFORMANCE AGAINST NATIONAL TARGETS

PERFORMANCE:

Category RED 8 Minute Target Performance:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	77.79%	77.45%	75.80%	76.79%	75.08%	74.24%	74.87%	73.86%	64.67%	72.26%	73.91%	77.81%	74.3%
2011/12 Target	75.50%	76.60%	75.00%	76.50%	75.50%	76.50%	76.00%	75.50%	70.00%	75.00%	75.50%	77.00%	75.0%
2011/12 Actual	75.53%	76.98%	74.81%	76.49%	77.62%	75.55%	75.87%	75.86%	73.30%	76.78%	73.65%	75.53%	75.6%
Variance from Target	0.0%	0.4%	-0.2%	0.0%	2.1%	-0.9%	-0.1%	0.4%	3.3%	1.8%	-1.9%	-1.5%	0.6%
Variance from 2010/11	-2.3%	-0.5%	-1.0%	-0.3%	2.5%	1.3%	1.0%	2.0%	8.6%	4.5%	-0.3%	-2.3%	1.3%

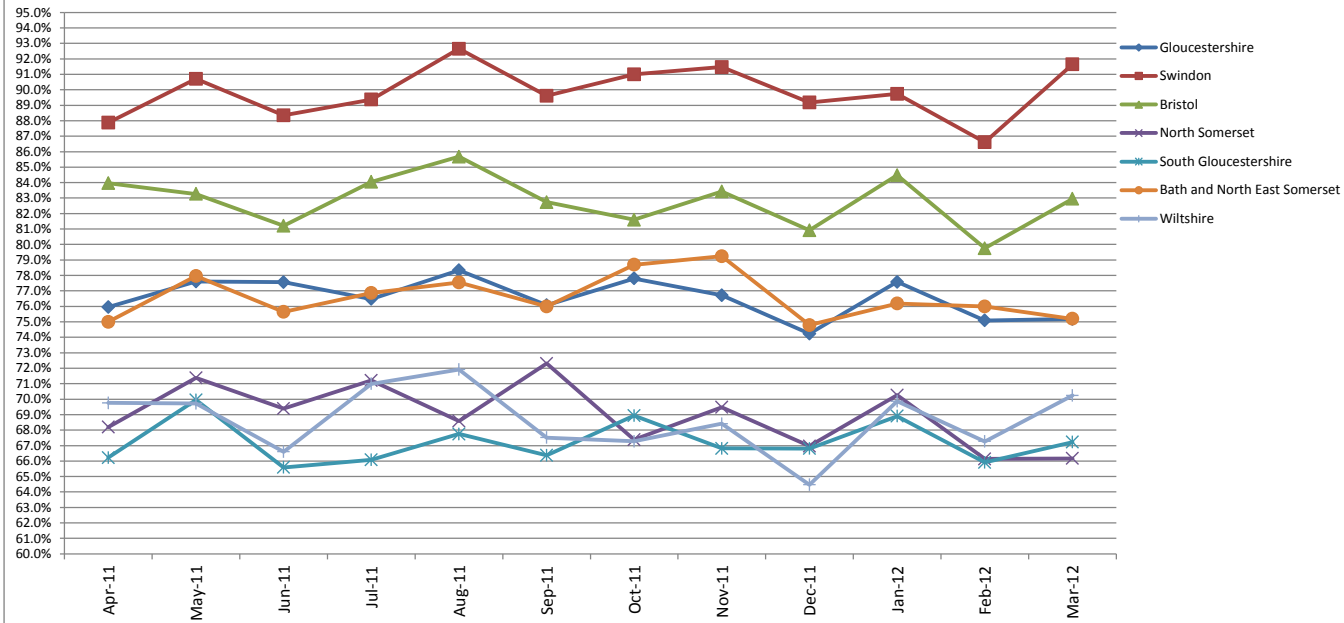
Category RED 19 Minute Target Performance: *

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010/11	95.98%	96.46%	95.85%	95.28%	95.59%	95.72%	95.19%	95.21%	93.20%	93.44%	94.96%	95.35%	94.7%
2011/12 Target	95.79%	96.50%	95.80%	96.00%	96.50%	97.00%	97.00%	96.25%	92.75%	96.00%	96.50%	97.00%	96.0%
2011/12 Actual	95.79%	96.48%	95.83%	96.11%	96.32%	95.39%	95.55%	95.74%	94.90%	95.66%	94.58%	94.86%	95.6%
Variance from Target	0.0%	0.0%	0.0%	0.1%	-0.2%	-1.6%	-1.5%	-0.5%	2.2%	-0.3%	-1.9%	-2.1%	-0.5%
Variance from 2010/11	-0.2%	0.0%	0.0%	0.8%	0.7%	-0.3%	0.4%	0.5%	1.7%	2.2%	-0.4%	-0.5%	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	94.0%	93.9%	92.9%	92.3%	95.5%	91.7%	91.4%	91.2%	86.6%	92.2%	88.2%	89.9%	91.7%
Variance from Target	4.0%	3.9%	2.9%	2.3%	5.5%	1.7%	1.4%	1.2%	-3.4%	2.2%	-1.8%	-0.1%	1.7%

PCT Red 8 Performance



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	1,996	1,925	1,994	1,874	1,994	2,068	1,950	2,355	2,288	2,148	2,393	25,010
Swindon	685	732	704	734	680	780	800	762	869	867	792	850	9255
Bristol	1796	1805	1894	1949	1752	1894	1978	1804	2153	1940	1971	2100	23036
North Somerset	783	800	735	823	850	780	840	819	905	854	812	875	9876
South Gloucestershire	743	722	773	796	710	797	808	880	958	836	889	897	9809
Bath and North East Somerset	520	549	587	601	512	583	643	549	714	655	679	766	7358
Wiltshire	1521	1549	1644	1648	1567	1607	1656	1684	1967	1732	1659	1757	19991
Other/Unknown	47	40	51	59	35	60	34	53	66	59	58	54	616
Total	8,120	8,193	8,313	8,604	7,980	8,495	8,827	8,501	9,987	9,231	9,008	9,692	104,951

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	76.0%	77.6%	77.6%	76.5%	78.3%	76.1%	77.80%	76.72%	74.23%	77.58%	75.09%	75.18%	76.5%
Swindon	87.9%	90.7%	88.4%	89.4%	92.6%	89.6%	91.0%	91.5%	89.2%	89.7%	86.6%	91.6%	89.9%
Bristol	84.0%	83.3%	81.2%	84.0%	85.7%	82.7%	81.6%	83.4%	80.9%	84.5%	79.8%	83.0%	82.8%
North Somerset	68.2%	71.4%	69.4%	71.2%	68.6%	72.3%	67.4%	69.5%	67.0%	70.3%	66.1%	66.2%	68.9%
South Gloucestershire	66.2%	69.9%	65.6%	66.1%	67.7%	66.4%	68.9%	66.8%	66.8%	68.9%	65.9%	67.2%	67.2%
Bath and North East Somerset	75.0%	78.0%	75.6%	76.9%	77.5%	76.0%	78.7%	79.2%	74.8%	76.2%	76.0%	75.2%	76.5%
Wiltshire	69.8%	69.7%	66.6%	71.0%	71.9%	67.5%	67.3%	68.4%	64.5%	69.9%	67.3%	70.2%	68.6%
Other/Unknown	17.0%	17.5%	19.6%	30.5%	20.0%	23.3%	8.8%	13.2%	10.6%	18.6%	13.8%	14.8%	17.5%
Total	75.5%	77.0%	74.8%	76.5%	77.6%	75.6%	75.9%	75.9%	73.3%	76.8%	73.6%	75.5%	75.6%

Percentage of Total Responses being Red Responses by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	37%	37%	36%	35%	34%	36%	35%	35%	37%	38%	37%	38%	36%
Swindon	36.6%	39.2%	37.0%	38.1%	37.1%	40.0%	41.0%	40.4%	41.6%	42.1%	41.5%	39.4%	39.5%
Bristol	38.1%	39.8%	40.3%	40.0%	39.3%	39.3%	39.6%	39.4%	42.8%	41.6%	41.6%	42.1%	40.3%
North Somerset	38.3%	38.2%	37.0%	39.3%	40.4%	37.5%	39.6%	41.8%	41.6%	42.0%	40.6%	39.6%	39.7%
South Gloucestershire	36.2%	35.6%	39.5%	39.2%	36.2%	39.6%	38.9%	41.6%	39.9%	39.8%	40.8%	40.9%	39.1%
Bath and North East Somerset	33.9%	36.5%	35.7%	36.9%	35.5%	38.1%	38.3%	33.8%	39.8%	39.7%	39.2%	40.7%	37.5%
Wiltshire	38.0%	37.9%	39.1%	38.0%	37.3%	37.6%	37.7%	40.3%	41.0%	39.2%	39.2%	39.5%	38.8%
Other/Unknown	21.7%	18.1%	26.2%	21.8%	14.1%	24.7%	18.3%	24.4%	29.2%	29.8%	26.2%	23.2%	23.0%
Total	37%	38%	38%	38%	37%	38%	38%	38%	40%	40%	39%	40%	38%

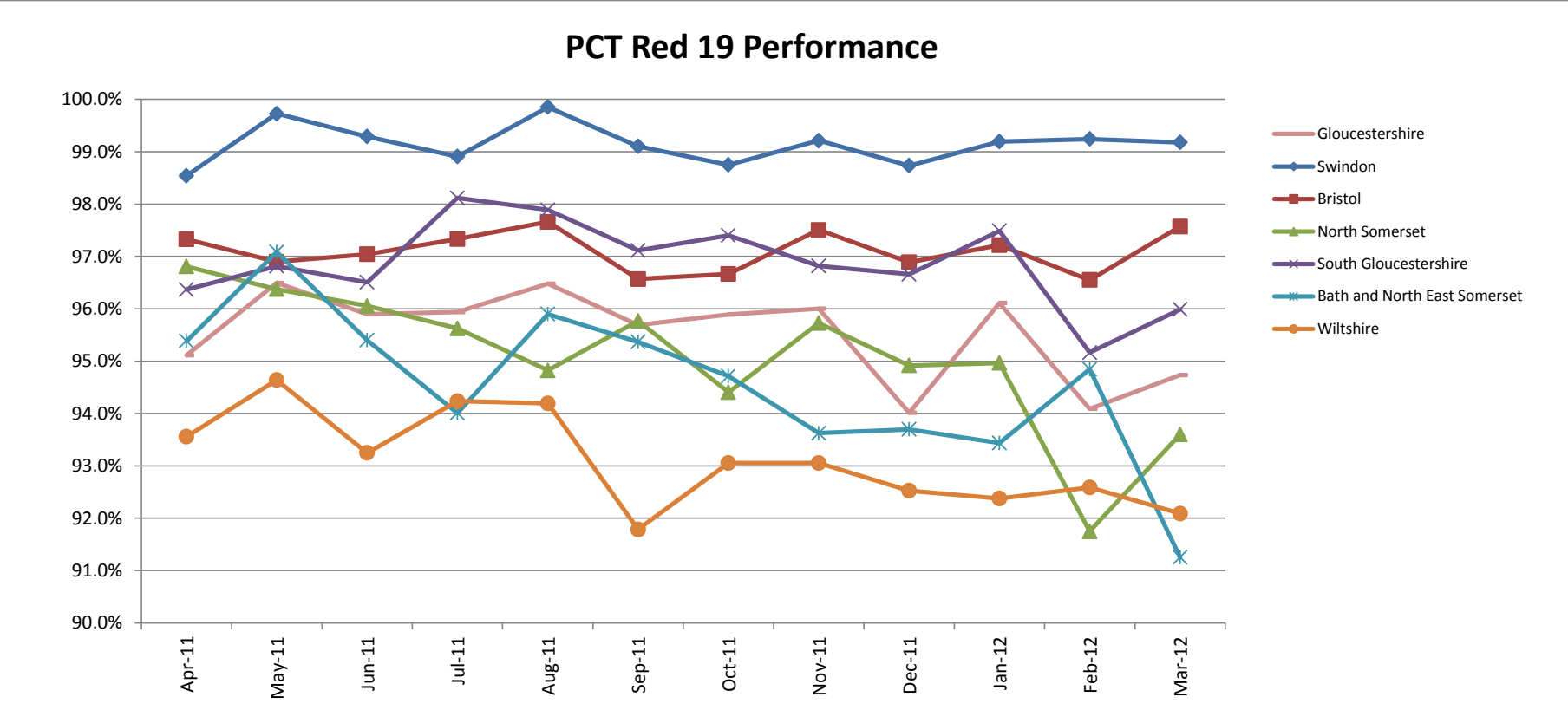
RED 8 Minute Performance by District Council / Unitary Authority

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Bristol	1,796	1,805	1,894	1,949	1,752	1,894	1,978	1,804	2,153	1,940	1,971	2,100	23,036
South Gloucestershire	743	722	773	796	710	797	808	880	958	836	889	897	9809
North Somerset	783	800	735	823	850	780	840	819	905	854	812	875	9876
Bath and North East Somerset	520	549	587	601	512	583	643	549	714	655	679	766	7358
Forest of Dean	300	274	252	257	246	282	296	288	304	313	296	316	3424
Cotswold	256	247	225	256	257	250	236	233	314	282	264	292	3112
Tewkesbury	256	221	227	237	204	246	219	222	252	281	268	301	2934
Cheltenham	398	376	374	393	390	402	394	359	428	427	439	485	4865
Gloucester	468	521	494	489	444	497	538	464	588	562	526	562	6153
Stroud	347	357	353	362	333	317	385	384	469	423	355	437	4522
Wiltshire	1521	1549	1644	1648	1567	1607	1656	1684	1967	1732	1659	1757	19991
Swindon	686	732	705	735	681	781	800	764	870	870	792	851	9267
Other/Unknown	46	40	50	58	34	59	34	51	65	56	58	53	604
Total	8,120	8,193	8,313	8,604	7,980	8,495	8,827	8,501	9,987	9,231	9,008	9,692	104,951

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	84.0%	83.3%	81.2%	84.0%	85.7%	82.7%	81.60%	83.43%	80.91%	84.48%	79.76%	82.95%	82.8%
South Gloucestershire	66.22%	69.94%	65.59%	66.08%	67.75%	66.37%	68.94%	66.82%	66.81%	68.90%	65.92%	67.22%	67.2%
North Somerset	68.20%	71.38%	69.39%	71.20%	68.59%	72.31%	67.38%	69.47%	66.96%	70.26%	66.13%	66.17%	68.9%
Bath and North East Somerset	75.00%	77.96%	75.64%	76.87%	77.54%	75.99%	78.69%	79.23%	74.79%	76.18%	75.99%	75.20%	76.5%
Forest of Dean	68.00%	60.58%	67.46%	61.87%	63.41%	61.70%	60.47%	61.11%	58.55%	61.02%	64.19%	61.71%	62.4%
Cotswold	44.92%	57.89%	53.33%	49.22%	57.20%	49.20%	47.88%	57.08%	48.41%	47.16%	48.86%	46.23%	50.4%
Tewkesbury	79.30%	72.85%	74.45%	76.37%	77.45%	72.36%	81.74%	77.48%	72.22%	81.14%	71.64%	75.08%	76.0%
Cheltenham	89.95%	92.29%	93.05%	93.13%	94.36%	93.53%	95.43%	92.20%	92.06%	94.15%	92.48%	94.85%	93.2%
Gloucester	91.03%	93.09%	91.50%	91.62%	90.54%	91.15%	91.82%	90.73%	92.69%	92.53%	87.83%	89.15%	91.2%
Stroud	66.86%	69.19%	66.29%	67.68%	71.17%	67.19%	69.61%	68.49%	63.33%	71.16%	65.92%	64.53%	67.5%
Wiltshire	69.76%	69.72%	66.61%	71.00%	71.92%	67.52%	67.27%	68.41%	64.46%	69.86%	67.27%	70.23%	68.6%
Swindon	87.76%	90.71%	88.23%	89.25%	92.51%	89.50%	91.00%	91.23%	89.08%	89.43%	86.62%	91.54%	89.7%
Other/Unknown	17.39%	17.50%	20.00%	31.03%	20.59%	23.73%	8.82%	13.73%	10.77%	19.64%	13.79%	15.09%	17.9%
Total	75.5%	77.0%	74.8%	76.5%	77.6%	75.6%	75.9%	75.9%	73.3%	76.8%	73.6%	75.5%	75.6%



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	1,996	1,925	1,994	1,874	1,994	2,068	1,950	2,355	2,288	2,148	2,393	25,010
Swindon	685	732	704	734	680	780	800	762	869	867	792	850	9,255
Bristol	1796	1805	1894	1949	1752	1894	1978	1804	2153	1940	1971	2100	23,036
North Somerset	783	800	735	823	850	780	840	819	905	854	812	875	9,876
South Gloucestershire	743	722	773	796	710	797	808	880	958	836	889	897	9,809
Bath and North East Somerset	520	549	587	601	512	583	643	549	714	655	679	766	7,358
Wiltshire	1521	1549	1644	1648	1567	1607	1656	1684	1967	1732	1659	1757	19,991
Other/Unknown	47	40	51	59	35	60	34	53	66	59	58	54	616
Total	8,120	8,193	8,313	8,604	7,980	8,495	8,827	8,501	9,987	9,231	9,008	9,692	104,951

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%	96.5%	95.9%	95.9%	96.5%	95.7%	95.89%	96.00%	94.01%	96.11%	94.09%	94.73%	95.5%
Swindon	98.54%	99.73%	99.29%	98.91%	99.85%	99.10%	98.75%	99.21%	98.73%	99.19%	99.24%	99.18%	99.14%
Bristol	97.33%	96.90%	97.04%	97.33%	97.66%	96.57%	96.66%	97.51%	96.89%	97.22%	96.55%	97.57%	97.1%
North Somerset	96.81%	96.38%	96.05%	95.63%	94.82%	95.77%	94.40%	95.73%	94.92%	94.96%	91.75%	93.60%	95.0%
South Gloucestershire	96.37%	96.81%	96.51%	98.12%	97.89%	97.11%	97.40%	96.82%	96.66%	97.49%	95.16%	95.99%	96.8%
Bath and North East Somerset	95.38%	97.09%	95.40%	94.01%	95.90%	95.37%	94.71%	93.62%	93.70%	93.44%	94.85%	91.25%	94.4%
Wiltshire	93.56%	94.64%	93.25%	94.24%	94.19%	91.79%	93.06%	93.05%	92.53%	92.38%	92.59%	92.09%	93.1%
Other/Unknown	76.60%	77.50%	74.51%	79.66%	57.14%	68.33%	55.88%	66.04%	69.70%	79.66%	67.24%	70.37%	70.9%
Total	95.8%	96.5%	95.8%	96.1%	96.3%	95.4%	95.5%	95.7%	94.9%	95.7%	94.6%	94.9%	95.6%

Percentage of Total Responses being Red Responses by PCT

RED Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	39%	37%	37%	38%	36%	38%	37%	36%	37%	41%	43%	41%	96%
Swindon	41%	39%	39%	37%	37%	44%	44%	41%	42%	45%	44%	48%	101%
Bristol	40%	38%	41%	41%	38%	42%	41%	40%	41%	40%	44%	44%	99%
North Somerset	39%	40%	37%	38%	44%	38%	40%	41%	39%	40%	45%	44%	98%
South Gloucestershire	38%	33%	38%	38%	35%	38%	38%	41%	37%	37%	45%	40%	95%
Bath and North East Somerset	35%	34%	39%	41%	34%	38%	38%	36%	41%	40%	47%	48%	97%
Wiltshire	40%	37%	40%	40%	38%	41%	39%	43%	42%	42%	45%	42%	99%
Other/Unknown	24%	15%	22%	25%	16%	25%	14%	25%	26%	24%	30%	26%	54%
Total	39%	37%	39%	39%	37%	40%	39%	39%	40%	40%	44%	43%	97%

RED 19 Minute Performance by District Council / Unitary Authority

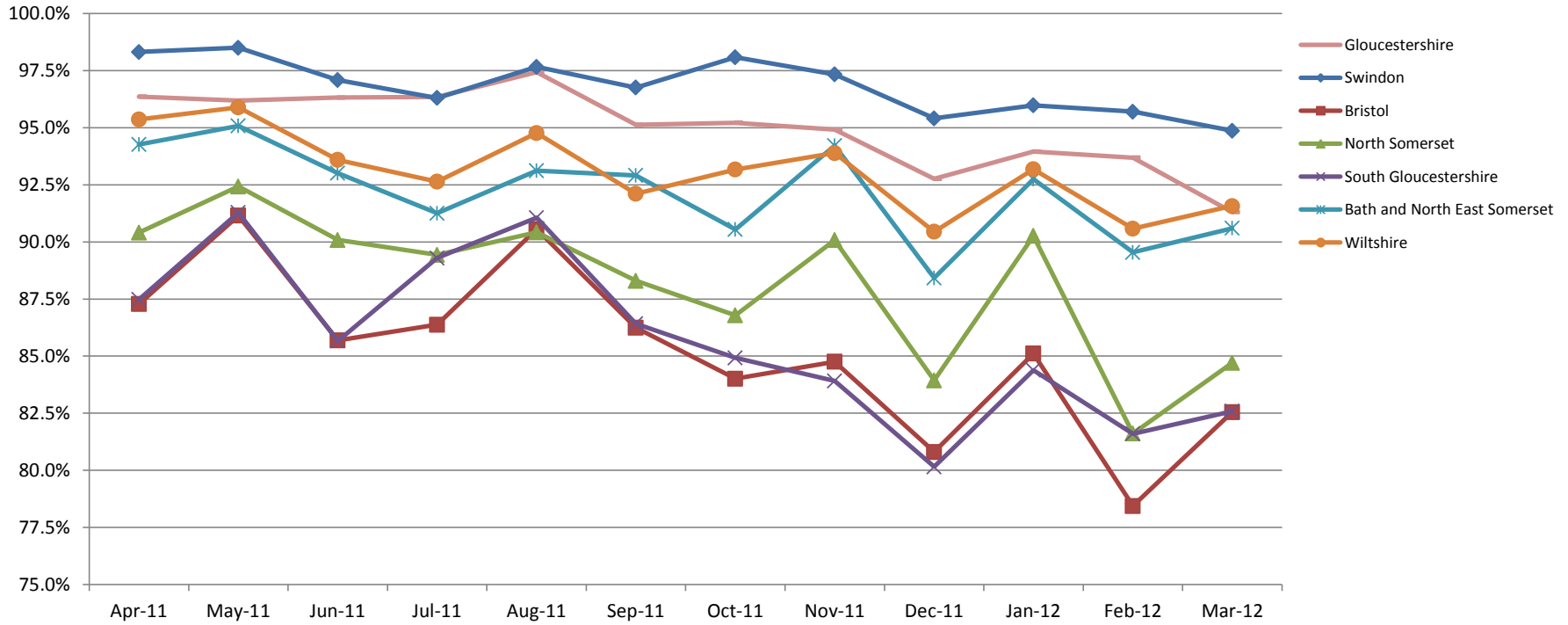
RED Responses

	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	1,805	1,894	1,949	1,752	1,894	1,978	1,804	2,153	1,940	1,971	2,100	23,036
South Gloucestershire	743	722	773	796	710	797	808	880	958	836	889	897	9,809
North Somerset	783	800	735	823	850	780	840	819	905	854	812	875	9,876
Bath and North East Somerset	520	549	587	601	512	583	643	549	714	655	679	766	7,358
Forest of Dean	300	274	252	257	246	282	296	288	304	313	296	316	3,424
Cotswold	256	247	225	256	257	250	236	233	314	282	264	292	3,112
Tewkesbury	256	221	227	237	204	246	219	222	252	281	268	301	2,934
Cheltenham	398	376	374	393	390	402	394	359	428	427	439	485	4,865
Gloucester	468	521	494	489	444	497	538	464	588	562	526	562	6,153
Stroud	347	357	353	362	333	317	385	384	469	423	355	437	4,522
Wiltshire	1521	1549	1644	1648	1567	1607	1656	1684	1967	1732	1659	1757	19,991
Swindon	686	732	705	735	681	781	800	764	870	870	792	851	9,267
Other/Unknown	46	40	50	58	34	59	34	51	65	56	58	53	604
Total	8,120	8,193	8,313	8,604	7,980	8,495	8,827	8,501	9,987	9,231	9,008	9,692	104,951

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	97.3%	96.9%	97.0%	97.3%	97.7%	96.6%	96.66%	97.51%	96.89%	97.22%	96.55%	97.57%	97.1%
South Gloucestershire	96.37%	96.81%	96.51%	98.12%	97.89%	97.11%	97.40%	96.82%	96.66%	97.49%	95.16%	95.99%	96.8%
North Somerset	96.81%	96.38%	96.05%	95.63%	94.82%	95.77%	94.40%	95.73%	94.92%	94.96%	91.75%	93.60%	95.0%
Bath and North East Somerset	95.38%	97.09%	95.40%	94.01%	95.90%	95.37%	94.71%	93.62%	93.70%	93.44%	94.85%	91.25%	94.4%
Forest of Dean	93.00%	95.62%	96.03%	92.22%	94.31%	95.39%	89.53%	92.36%	90.13%	94.89%	90.20%	92.72%	93.0%
Cotswold	81.25%	84.21%	82.67%	89.45%	87.16%	82.40%	84.75%	85.41%	82.80%	82.98%	77.65%	81.16%	83.4%
Tewkesbury	99.61%	97.74%	95.15%	97.89%	99.51%	98.37%	98.63%	98.20%	96.83%	99.29%	97.76%	98.34%	98.1%
Cheltenham	99.50%	99.73%	100.00%	99.49%	99.49%	99.75%	100.00%	99.72%	96.96%	99.30%	98.86%	96.70%	99.1%
Gloucester	99.57%	99.81%	99.60%	99.18%	99.55%	99.60%	99.44%	99.78%	99.15%	99.64%	99.05%	99.82%	99.5%
Stroud	92.80%	96.64%	95.18%	93.65%	95.80%	93.06%	96.88%	95.83%	93.39%	95.74%	93.52%	94.05%	94.7%
Wiltshire	93.56%	94.64%	93.25%	94.24%	94.19%	91.79%	93.06%	93.05%	92.53%	92.38%	92.59%	92.09%	93.1%
Swindon	98.54%	99.73%	99.15%	98.78%	99.71%	99.10%	98.75%	99.08%	98.74%	99.08%	99.24%	99.18%	99.1%
Other/Unknown	76.09%	77.50%	76.00%	81.03%	58.82%	67.80%	55.88%	66.67%	69.23%	80.36%	67.24%	69.81%	71.2%
Total	95.8%	96.5%	95.8%	96.1%	96.3%	95.4%	95.5%	95.7%	94.9%	95.7%	94.6%	94.9%	95.6%

PCT Green Performance



GREEN Performance by PCT

GREEN Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	3431	3464	3399	3644	3551	3506	3786	3678	3979	3771	3646	3957	43,812
Swindon	1188	1133	1200	1190	1154	1172	1152	1125	1219	1193	1117	1306	14,149
Bristol	2917	2735	2803	2929	2702	2929	3021	2775	2876	2721	2769	2887	34,064
North Somerset	1262	1294	1251	1268	1253	1299	1279	1139	1270	1181	1191	1334	15,021
South Gloucestershire	1310	1308	1186	1233	1253	1215	1267	1237	1441	1262	1288	1298	15,298
Bath and North East Somerset	1012	956	1059	1029	930	945	1037	1071	1080	993	1052	1117	12,281
Wiltshire	2479	2534	2559	2691	2636	2661	2739	2489	2827	2683	2570	2694	31,562
Other/Unknown	94	111	83	105	120	119	102	109	112	105	112	117	1,289
Total	13,693	13,535	13,540	14,089	13,599	13,846	14,383	13,623	14,804	13,909	13,745	14,710	167,476

GREEN Performance

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	96.4%	96.2%	96.3%	96.4%	97.4%	95.1%	95.22%	94.92%	92.76%	93.95%	93.69%	91.31%	94.9%
Swindon	98.32%	98.50%	97.08%	96.30%	97.66%	96.76%	98.09%	97.33%	95.41%	95.98%	95.70%	94.87%	96.8%
Bristol	87.28%	91.15%	85.69%	86.38%	90.56%	86.24%	84.01%	84.76%	80.81%	85.12%	78.44%	82.54%	85.2%
North Somerset	90.41%	92.43%	90.09%	89.43%	90.42%	88.30%	86.79%	90.08%	83.94%	90.26%	81.61%	84.71%	88.2%
South Gloucestershire	87.48%	91.28%	85.67%	89.29%	91.06%	86.42%	84.93%	83.91%	80.15%	84.39%	81.60%	82.59%	85.7%
Bath and North East Somerset	94.27%	95.08%	93.01%	91.25%	93.12%	92.91%	90.55%	94.21%	88.43%	92.75%	89.54%	90.60%	92.1%
Wiltshire	95.36%	95.90%	93.59%	92.64%	94.76%	92.11%	93.17%	93.89%	90.45%	93.18%	90.58%	91.57%	93.1%
Other/Unknown	93.62%	91.89%	87.95%	94.29%	88.33%	84.03%	89.22%	88.07%	83.04%	80.95%	83.93%	87.18%	87.6%
Total	92.8%	94.4%	91.9%	91.9%	94.0%	91.2%	90.7%	91.3%	87.8%	90.9%	87.6%	88.5%	91.0%

Percentage of Total Responses being Green Responses by PCT

Green Responses

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	YTD
Gloucestershire	62.86%	63.39%	63.78%	64.58%	65.37%	63.66%	64.61%	65.25%	62.80%	62.16%	62.84%	62.20%	63.6%
Swindon	63.43%	60.75%	62.99%	61.85%	62.92%	60.04%	59.02%	59.62%	58.38%	57.91%	58.51%	60.58%	60.5%
Bristol	61.89%	60.24%	59.69%	60.05%	60.66%	60.74%	60.43%	60.60%	57.19%	58.38%	58.42%	57.89%	59.7%
North Somerset	61.71%	61.80%	62.96%	60.61%	59.55%	62.48%	60.30%	58.17%	58.39%	58.03%	59.49%	60.33%	60.3%
South Gloucestershire	63.81%	64.43%	60.57%	60.77%	63.83%	60.39%	61.06%	58.43%	60.07%	60.15%	59.16%	59.13%	60.9%
Bath and North East Somerset	66.06%	63.52%	64.34%	63.13%	64.49%	61.81%	61.73%	65.99%	60.17%	60.25%	60.77%	59.32%	62.5%
Wiltshire	61.98%	62.06%	60.89%	62.00%	62.70%	62.30%	62.29%	59.62%	58.94%	60.72%	60.76%	60.53%	61.2%
Other/Unknown	43.32%	50.23%	42.56%	38.75%	48.19%	48.97%	54.84%	50.23%	49.56%	53.03%	50.68%	50.21%	48.2%
Total	62.55%	62.08%	61.77%	61.77%	62.72%	61.77%	61.81%	61.38%	59.59%	59.99%	60.25%	60.09%	61.28%



Great Western Ambulance Service **NHS**

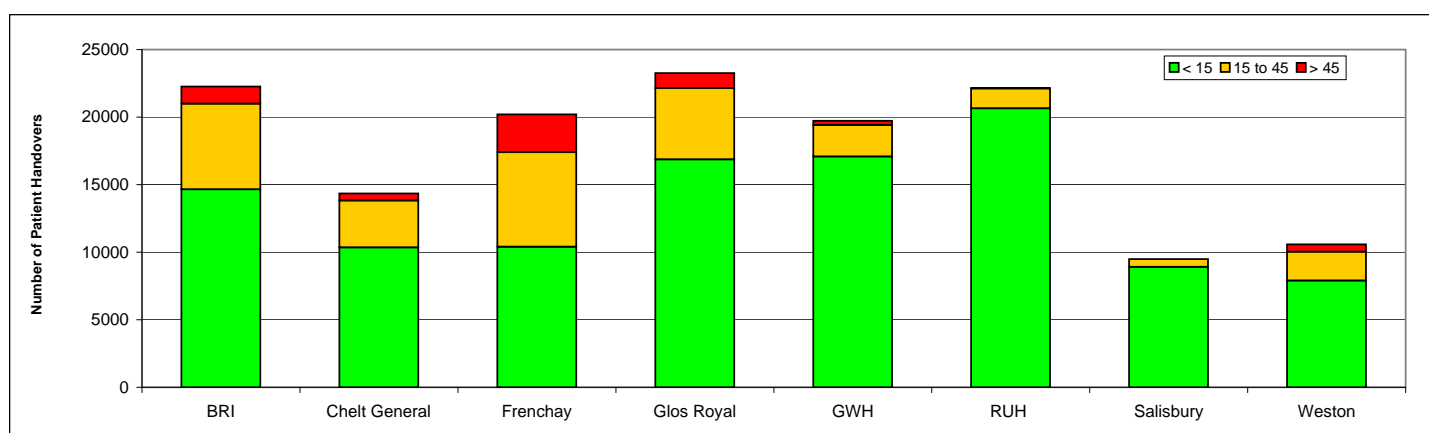
NHS Trust

April 2012 Performance – comparing 8 minute to 10 minute response compliance

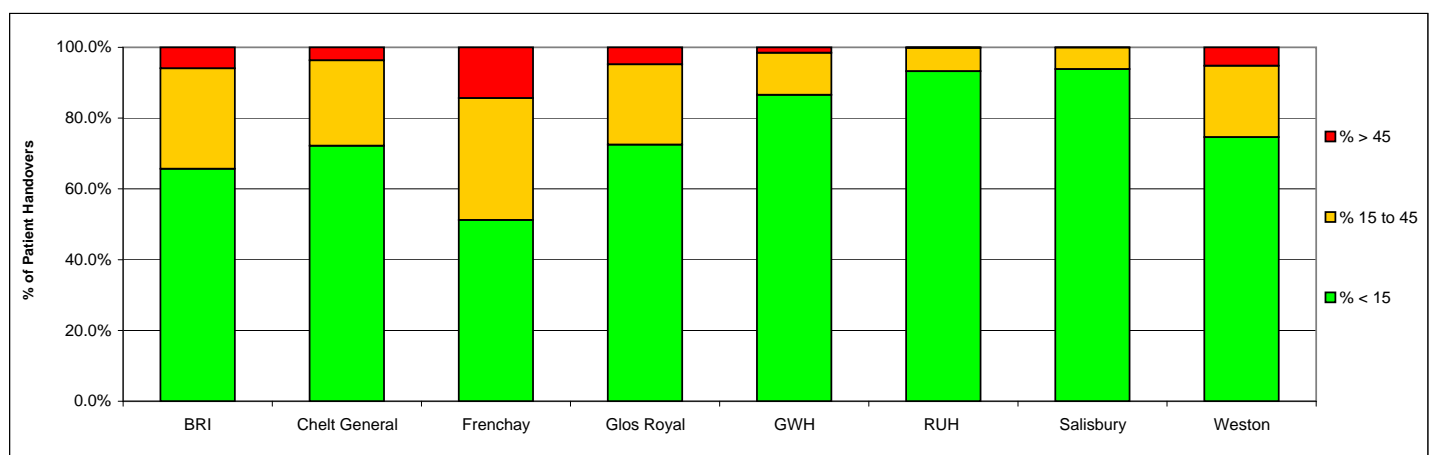
Area	Performance Red8 percentage compliant incidents	Performance Red8 actual number of compliant Incidents	Performance at 10 minutes from call connect - percentage	Performance at 10 minutes from call connect - numbers
GWAS	76.2%	6799	86.66%	7733
Bath & North East Somerset PCT	76.2%	484	85.67%	544
Bristol PCT	83.5%	1593	93.76%	1789
Gloucestershire PCT	77.7%	1627	87.15%	1824
N. Somerset PCT	68.7%	574	81.32%	679
South Gloucestershire PCT	70.4%	592	84.43%	705
Swindon PCT	88.3%	706	95.62%	765
Wiltshire PCT	69%	1213	80.42%	1413

GWAS ANNUAL A&E HANDOVER SUMMARY - 01 April 2011 to 31 March 2012

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	14656	2787	1415	820	544	405	363	463	691	124	32	11	7655	1321	22311
Cheltenham General Hospital	10359	1653	740	437	265	223	153	287	217	15	5	1	3996	525	14355
Frenchay Hospital	10407	2486	1641	1079	766	577	450	1013	1503	280	71	46	9912	2913	20319
Gloucester Royal Hospital	16876	2383	1107	710	476	328	270	553	520	40	4	3	6394	1120	23270
Great Western Hospital	17080	1491	295	233	148	110	67	166	131	8	1	1	2651	307	19731
Royal United Hospital	20656	1304	85	34	18	11	7	20	9				1488	29	22144
Salisbury District Hospital	8912	519	24	15	10	5	5	4	1				583	5	9495
Weston General Hospital	7903	995	462	260	160	145	114	206	270	62	6	6	2686	550	10589
Overall Total	106849	13618	5769	3588	2387	1804	1429	2712	3342	529	119	68	35365	6770	142214

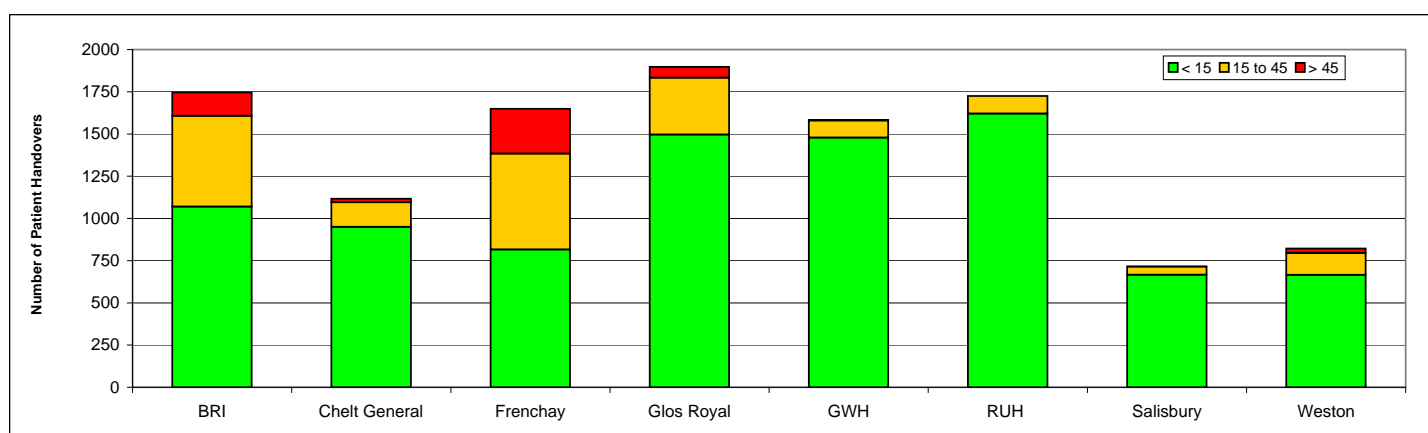


Acute Hospital	% < 15:00	% 15:00-19:59	% 20:00 - 24:59	% 25:00 - 29:59	% 30:00 - 34:59	% 35:00 - 39:59	% 40:00 - 44:59	% 45:00 - 59:59	% 1-2 Hours	% 2-3 Hours	% 3-4 Hours	% > 4hrs	% 15 Mins and Over	% 45 Mins and Over	Total
Bristol Royal Infirmary	65.7%	12.5%	6.3%	3.7%	2.4%	1.8%	1.6%	2.1%	3.1%	0.6%	0.1%	0.0%	34.3%	5.9%	100%
Cheltenham General Hospital	72.2%	11.5%	5.2%	3.0%	1.8%	1.6%	1.1%	2.0%	1.5%	0.1%	0.0%	0.0%	27.8%	3.7%	100%
Frenchay Hospital	51.2%	12.2%	8.1%	5.3%	3.8%	2.8%	2.2%	5.0%	7.4%	1.4%	0.3%	0.2%	48.8%	14.3%	100%
Gloucester Royal Hospital	72.5%	10.2%	4.8%	3.1%	2.0%	1.4%	1.2%	2.4%	2.2%	0.2%	0.0%	0.0%	27.5%	4.8%	100%
Great Western Hospital Swindon	86.6%	7.6%	1.5%	1.2%	0.8%	0.6%	0.3%	0.8%	0.7%	0.0%	0.0%	0.0%	13.4%	1.6%	100%
Royal United Hospital Bath	93.3%	5.9%	0.4%	0.2%	0.1%	0.0%	0.0%	0.1%	0.0%				6.7%	0.1%	100%
Salisbury District Hospital	93.9%	5.5%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%				6.1%	0.1%	100%
Weston General Hospital	74.6%	9.4%	4.4%	2.5%	1.5%	1.4%	1.1%	1.9%	2.5%	0.6%	0.1%	0.1%	25.4%	5.2%	100%
GWAS Average	75.1%	9.6%	4.1%	2.5%	1.7%	1.3%	1.0%	1.9%	2.3%	0.4%	0.1%	0.0%	24.9%	4.8%	100%



GWAS MONTHLY A&E HANDOVER SUMMARY - April 2012

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	1070	222	112	82	49	37	36	42	75	21	4	1	681	143	1751
Cheltenham General Hospital	950	63	44	10	16	8	5	13	8				167	21	1117
Frenchay Hospital	816	200	116	97	59	48	48	93	145	27	7	12	852	284	1668
Gloucester Royal Hospital	1497	153	65	42	38	25	13	31	32	2			401	65	1898
Great Western Hospital	1479	89	5	2	3		2	3					104	3	1583
Royal United Hospital	1621	104											104	0	1725
Salisbury District Hospital	666	34	6	1	2	4	2	1					50	1	716
Weston General Hospital	665	82	16	11	9	8	4	9	13	5	2	1	160	30	825
Overall Total	8764	947	364	245	176	130	110	192	273	55	13	14	2519	547	11283



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	61.1%	12.7%	6.4%	4.7%	2.8%	2.1%	2.1%	2.4%	4.3%	1.2%	0.2%	0.1%	38.9%	8.2%	100%
Cheltenham General Hospital	85.0%	5.6%	3.9%	0.9%	1.4%	0.7%	0.4%	1.2%	0.7%				15.0%	1.9%	100%
Frenchay Hospital	48.9%	12.0%	7.0%	5.8%	3.5%	2.9%	2.9%	5.6%	8.7%	1.6%	0.4%	0.7%	51.1%	17.0%	100%
Gloucester Royal Hospital	78.9%	8.1%	3.4%	2.2%	2.0%	1.3%	0.7%	1.6%	1.7%	0.1%			21.1%	3.4%	100%
Great Western Hospital Swindon	93.4%	5.6%	0.3%	0.1%	0.2%		0.1%	0.2%					6.6%	0.2%	100%
Royal United Hospital Bath	94.0%	6.0%											6.0%	0.0%	100%
Salisbury District Hospital	93.0%	4.7%	0.8%	0.1%	0.3%	0.6%	0.3%	0.1%					7.0%	0.1%	100%
Weston General Hospital	80.6%	9.9%	1.9%	1.3%	1.1%	1.0%	0.5%	1.1%	1.6%	0.6%	0.2%	0.1%	19.4%	3.6%	100%
GWAS Average	77.7%	8.4%	3.2%	2.2%	1.6%	1.2%	1.0%	1.7%	2.4%	0.5%	0.1%	0.1%	22.3%	4.8%	100%

