

Swindon - Source of Incidents

2017.18 Data for the period 01 April 2017 - 28 February 2018

Ambulance Incidents originated from three identified source groups:

Healthcare Professional (HCP) - Incidents originating from a Healthcare Professional who has had contact with the patient and recommended an ambulance response

NHS 111 - Incidents where the patient has initially contacted the NHS 111 Service and an ambulance response is required following triage

Public (999) - All other sources of ambulance incidents (including general public and other emergency services)

2016.17

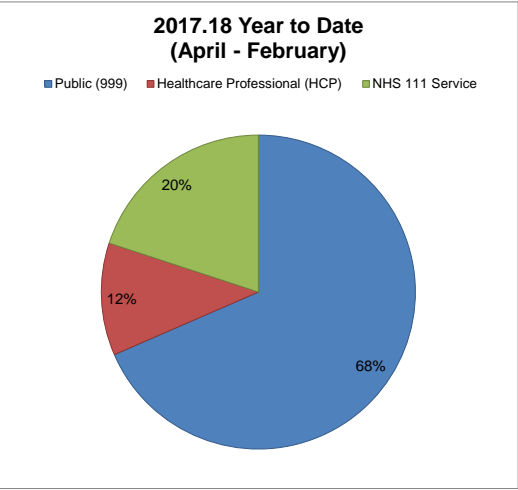
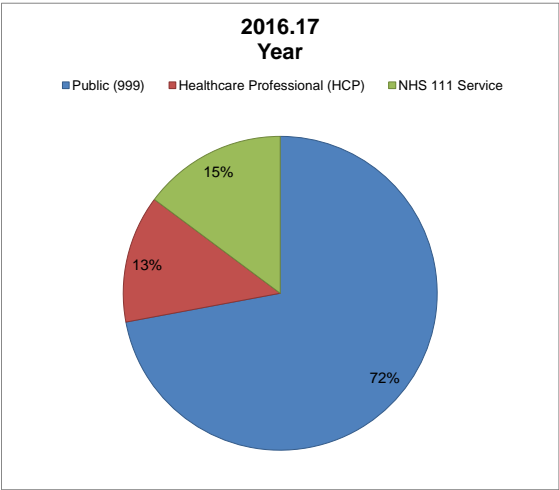
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	1,757	1,893	1,910	2,012	1,884	1,886	1,874	1,992	2,001	1,999	1,766	1,917	22,891
Healthcare Professional (HCP)	334	333	332	349	360	344	399	388	344	330	293	369	4,175
NHS 111 Service	399	393	354	327	352	366	420	413	462	432	383	399	4,700
Total	2,490	2,619	2,596	2,688	2,596	2,596	2,693	2,793	2,807	2,761	2,442	2,685	31,766

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	70.56%	72.28%	73.57%	74.85%	72.57%	72.65%	69.59%	71.32%	71.29%	72.40%	72.32%	71.40%	72.06%
Healthcare Professional (HCP)	13.41%	12.71%	12.79%	12.98%	13.87%	13.25%	14.82%	13.89%	12.26%	11.95%	12.00%	13.74%	13.14%
NHS 111 Service	16.02%	15.01%	13.64%	12.17%	13.56%	14.10%	15.60%	14.79%	16.46%	15.65%	15.68%	14.86%	14.80%

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	YTD 2016/17	Variance	Variance %
Public (999)	1,752	1,937	1,773	1,958	1,802	1,999	1,934	1,914	2,211	2,036	1,799		21,115	20,974	141	0.67%
Healthcare Professional (HCP)	316	321	305	349	314	312	335	317	329	346	325		3,569	3,806	-237	-6.23%
NHS 111 Service	389	475	507	530	496	566	579	592	699	688	632		6,153	4,301	1,852	43.06%
Total	2,457	2,733	2,585	2,837	2,612	2,877	2,848	2,823	3,239	3,070	2,756		30,837	29,081	1,756	6.04%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	71.31%	70.87%	68.59%	69.02%	68.99%	69.48%	67.91%	67.80%	68.26%	66.32%	65.28%		68.47%
Healthcare Professional (HCP)	12.86%	11.75%	11.80%	12.30%	12.02%	10.84%	11.76%	11.23%	10.16%	11.27%	11.79%		11.57%
NHS 111 Service	15.83%	17.38%	19.61%	18.68%	18.99%	19.67%	20.33%	20.97%	21.58%	22.41%	22.93%		19.95%



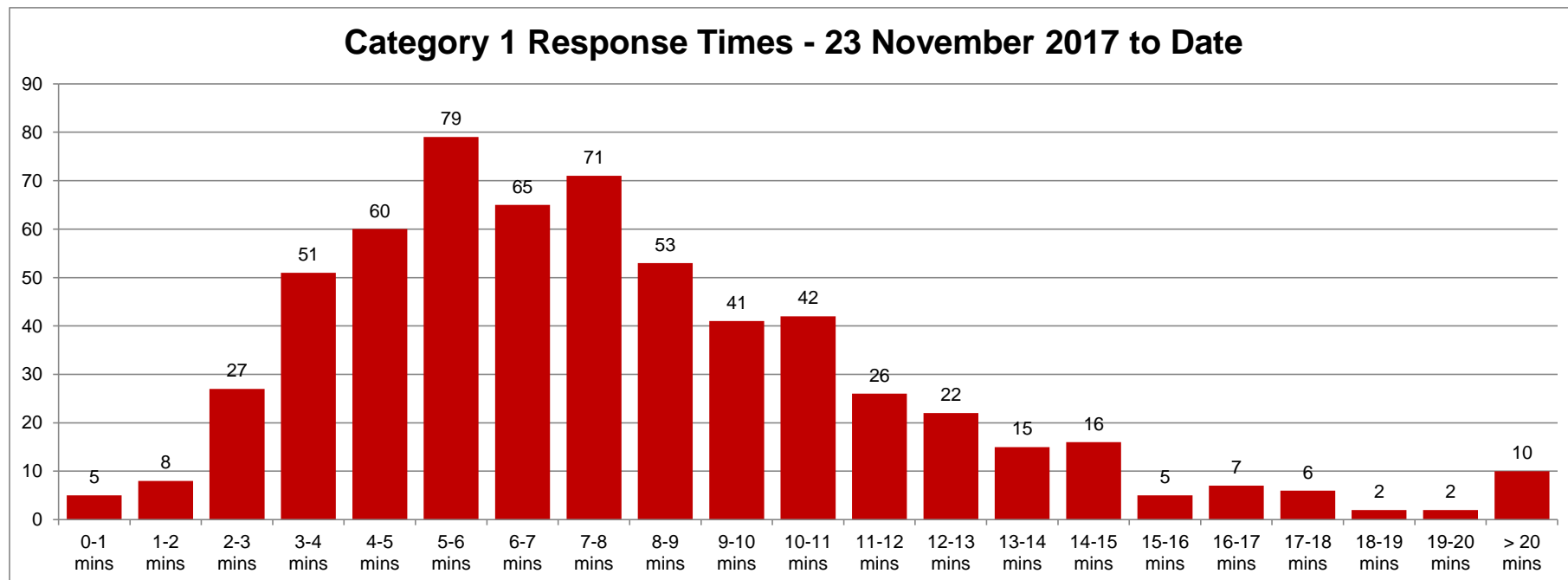
Swindon - Response Times - ARP 2.3 Metrics (from 23 November 2017)

Category 1	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 1 Incidents with a Response								65	278	270	121		734
Category 1 Response Time Percentiles	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Category 1 - Mean								9.5	7.8	7.7	10.8		
Category 1 - 90th Percentile								15.3	12.6	12.4	19.3		

## Swindon - Category 1 Response Time Distribution (ARP 2.3 from 23 November 2017)

### Category 1 Response Times

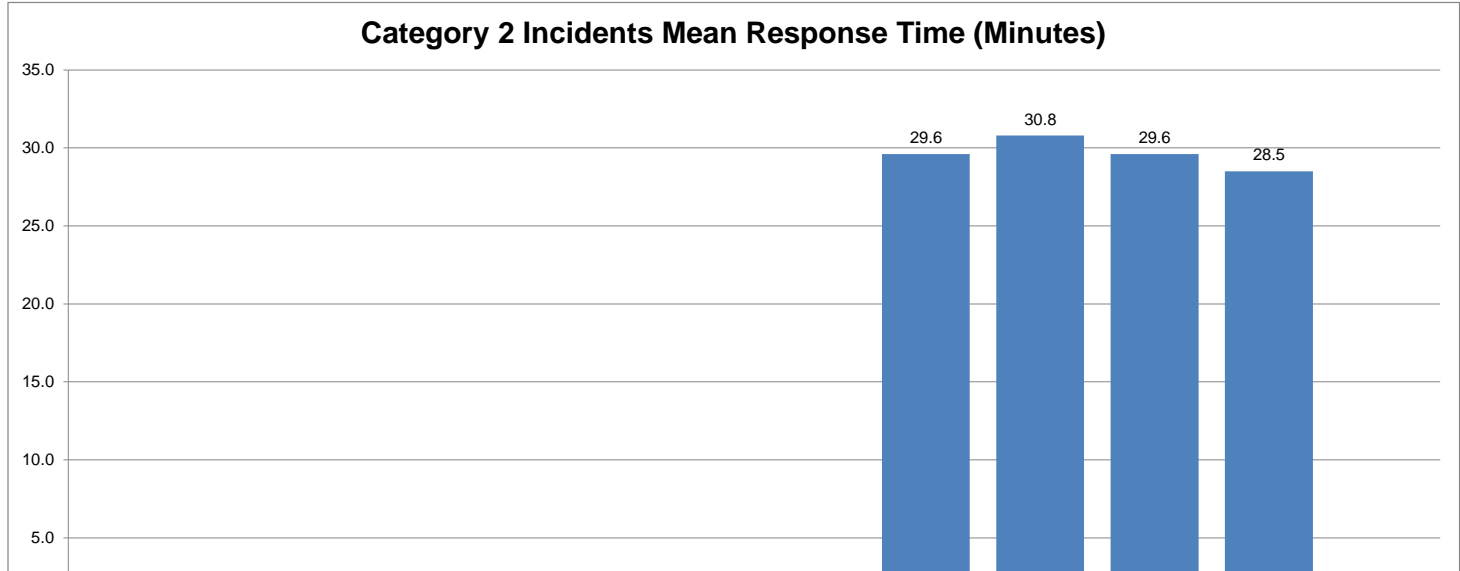
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	Cumulative %
0-1 mins								1	1	3			5	0.8%
1-2 mins								1	3	4			8	2.1%
2-3 mins								2	11	14			27	6.5%
3-4 mins								4	29	18			51	14.8%
4-5 mins								6	25	29			60	24.6%
5-6 mins								11	33	35			79	37.5%
6-7 mins								3	27	35			65	48.1%
7-8 mins								5	32	34			71	59.7%
8-9 mins								2	33	18			53	68.4%
9-10 mins								6	17	18			41	75.0%
10-11 mins								5	17	20			42	81.9%
11-12 mins								4	13	9			26	86.1%
12-13 mins								2	11	9			22	89.7%
13-14 mins								2	6	7			15	92.2%
14-15 mins								4	6	6			16	94.8%
15-16 mins								2	2	1			5	95.6%
16-17 mins								2	4	1			7	96.7%
17-18 mins								0	3	3			6	97.7%
18-19 mins								1	1	0			2	98.0%
19-20 mins								0	1	1			2	98.4%
> 20 mins								2	3	5			10	100.0%



Swindon - Response Times - ARP 2.3 Metrics (from 23 November 2017)

Category 2	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 2 Incidents with a Response								383	1,572	1,535	1,393		4,883

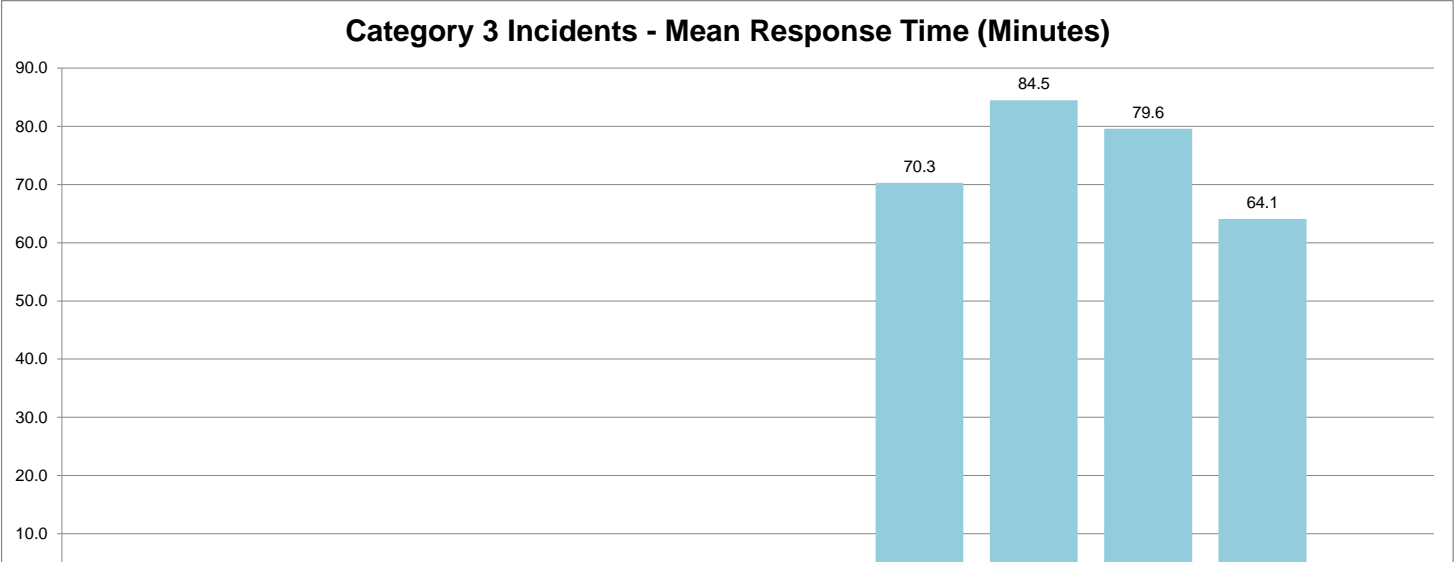
Category 2 Response Time Percentiles	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 2 Response Mean								29.6	30.8	29.6	28.5	
Category 2 Response 90th Percentile								67.7	68.6	68.1	62.7	



Swindon - Response Times - ARP 2.3 Metrics (from 23 November 2017)

Category 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 3 Incidents with a Response								176	764	680	662		2,282

Category 3 Response Time Percentiles	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 3 Response Mean								70.3	84.5	79.6	64.1	
Category 3 Response 90th Percentile								168.3	223.4	203.3	160.3	



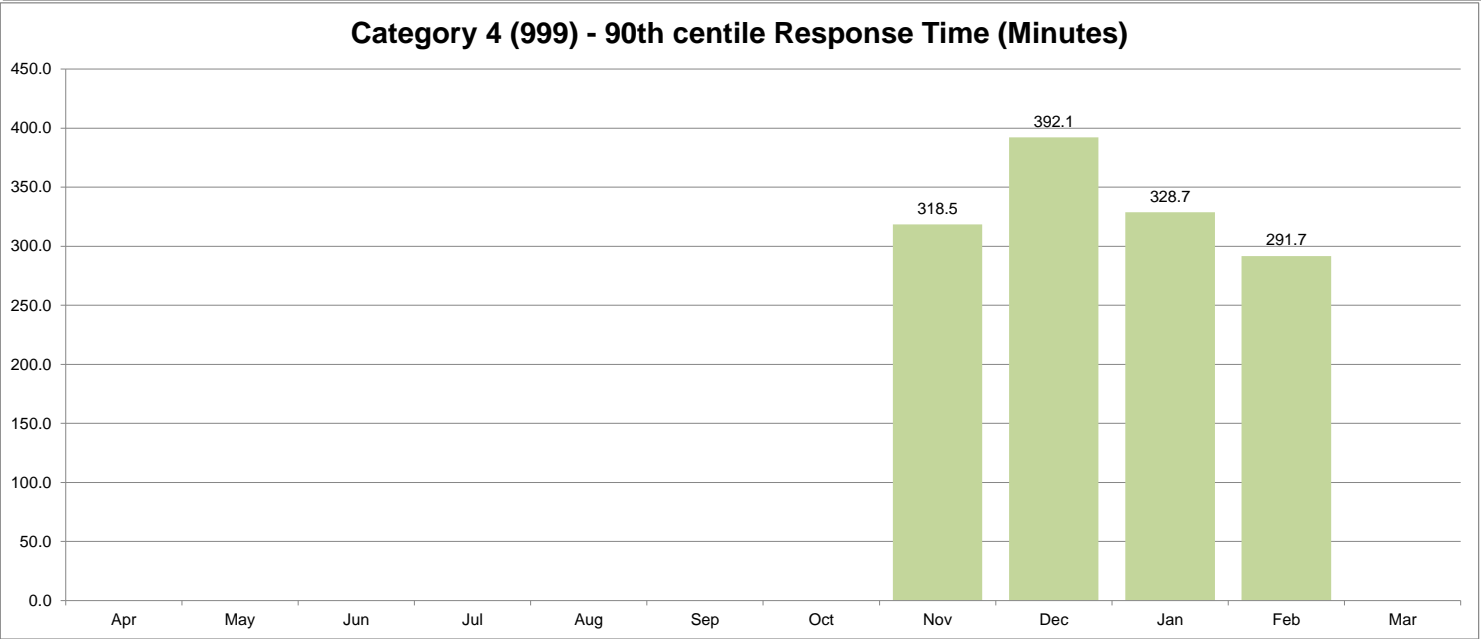
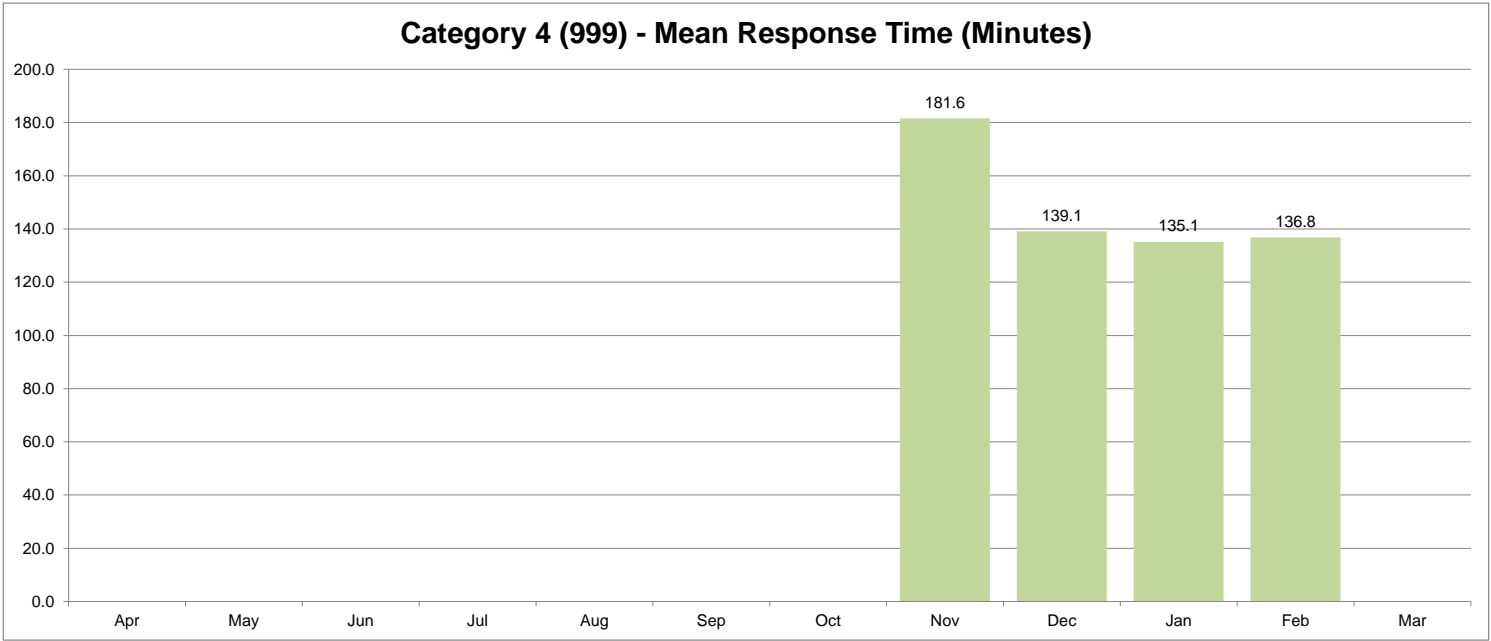
Swindon - Response Times - ARP 2.3 Metrics (from 23 November 2017)

Category 4 Transport 999

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 4 Transport 999 Incidents								12	50	33	34		129

Category 4 Transport 999 Response Time Percentiles  
Category 4 Transport 999

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 4 Transport 999 Mean								181.6	139.1	135.1	136.8	
Category 4 Transport 999 90th Percentile								318.5	392.1	328.7	291.7	



## Swindon - Outcome of Incidents

2016.17

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hear & Treat	255	347	308	326	280	275	269	351	366	296	240	272	3,585
See & Treat	859	876	878	904	918	924	948	998	920	976	870	974	11,045
See & Convey Non ED	251	274	234	211	205	213	203	197	199	173	155	203	2,518
See & Convey ED	1,125	1,122	1,176	1,247	1,193	1,184	1,273	1,247	1,322	1,316	1,177	1,236	14,618
<b>Total</b>	<b>2,490</b>	<b>2,619</b>	<b>2,596</b>	<b>2,688</b>	<b>2,596</b>	<b>2,596</b>	<b>2,693</b>	<b>2,793</b>	<b>2,807</b>	<b>2,761</b>	<b>2,442</b>	<b>2,685</b>	<b>31,766</b>

%

Hear & Treat	10.24%	13.25%	11.86%	12.13%	10.79%	10.59%	9.99%	12.57%	13.04%	10.72%	9.83%	10.13%	11.29%
See & Treat	34.50%	33.45%	33.82%	33.63%	35.36%	35.59%	35.20%	35.73%	32.78%	35.35%	35.63%	36.28%	34.77%
See & Convey Non ED	10.08%	10.46%	9.01%	7.85%	7.90%	8.20%	7.54%	7.05%	7.09%	6.27%	6.35%	7.56%	7.93%
See & Convey ED	45.18%	42.84%	45.30%	46.39%	45.96%	45.61%	47.27%	44.65%	47.10%	47.66%	48.20%	46.03%	46.02%

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	284	314	294	413	296	389	318	333	408	387	300		3,736
See & Treat	848	1,019	969	1,044	929	1,008	976	1,059	1,271	1,111	1,047		11,281
See & Convey Non ED	209	232	230	258	308	307	334	286	312	284	219		2,979
See & Convey ED	1,116	1,168	1,092	1,122	1,079	1,173	1,220	1,145	1,248	1,288	1,190		12,841
<b>Total</b>	<b>2,457</b>	<b>2,733</b>	<b>2,585</b>	<b>2,837</b>	<b>2,612</b>	<b>2,877</b>	<b>2,848</b>	<b>2,823</b>	<b>3,239</b>	<b>3,070</b>	<b>2,756</b>		<b>30,837</b>

%

Hear & Treat	11.56%	11.49%	11.37%	14.56%	11.33%	13.52%	11.17%	11.80%	12.60%	12.61%	10.89%		12.12%
See & Treat	34.51%	37.29%	37.49%	36.80%	35.57%	35.04%	34.27%	37.51%	39.24%	36.19%	37.99%		36.58%
See & Convey Non ED	8.51%	8.49%	8.90%	9.09%	11.79%	10.67%	11.73%	10.13%	9.63%	9.25%	7.95%		9.66%
See & Convey ED	45.42%	42.74%	42.24%	39.55%	41.31%	40.77%	42.84%	40.56%	38.53%	41.95%	43.18%		41.64%

### Right Care, Right Place, Right Time

% of incidents resolved without a conveyance to an Emergency Department (Proportion of incidents resolved through Hear & Treat 7 See & Treat 7 See & Convey Non ED)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2016.17	44.74%	46.70%	45.69%	45.76%	46.15%	46.19%	45.19%	48.30%	45.81%	46.07%	45.45%	46.41%	46.06%
2017.18	46.07%	48.77%	48.86%	51.36%	46.90%	48.56%	45.44%	49.31%	51.84%	48.79%	48.88%		48.70%
Variance	1.33%	2.08%	3.17%	5.60%	0.75%	2.37%	0.24%	1.01%	6.02%	2.72%	3.42%		2.64%

### Non Conveyance - % of Incidents Not Conveyed to Emergency Departments

