Emergency Medical Retrieval Transfer Service (EMRTS) Quality & Delivery Framework

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Step 1 - Help partners understand how we work

Step 2 - Actively Identify Critical Cases

Step 3 - Respond quickly and efficiently

Step 4 - Provide high quality critical care

Step 5 - Handover care safely and efficently

Data 2021/22

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GIG CYMRU NHS WALES | Gwasanaeth Casglu a Throsglwyddo Meddygol Brys

Emergency Medical Retrieval & Transfer Service

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Emergency Medical Retrieval & Transfer Service

Step 1: Help Partners Understand our work						

Ref	Description	Q1 Total	Q2 Total	Q3 Total	Q4 Total	Annual Total
S1/A1	Number of EMRTS engagement events & EMRTS CPD events attended by non EMRTS personnel.	6	4	2	7	19
S1/A2	Number of Local Health Board/ WAST engagement events attended by EMRTS.	2	0	0	2	4
S1/A3	Number of attendances by EMRTS at National, Regional and Local Health Board events where focus is on service redesign and developments that may impact upon delivery of high acuity patient transfer.	25	6	6	6	43
S1/A4	Proportion of WAACT board meetings attended by EMRTS representative where relevant	100%	100%	100%	100%	100%
S1/A5	Number of EMRTS duty shifts completed by healthcare professionals in training (PHEM).	109	71	68	73	321
S1/A6	Number of training (Observer/ Clinical attendant/ Fellow) shifts or formal base visits completed within the previous 12 months by trained healthcare professionals.	124	35	38	30	227
S1/A7	Proportion of Specialty Training Committee meetings in Pre hospital Emergency Medicine at which EMRTS provides a representative (%)	100%	100%	100%	100%	100%
S1/PCP1	Annual Audit of Health Board Switchboards availability of EMRTS contact details	Annual				

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Step 2: We Will Actively Identify Critical Care Cases

Ref	Description	Apr-21 Total	May-21 Total	Jun-21 Total	Q1 Total	Jul-21 Total	Aug-21 Total	Sep-21 Total	Q2 Total	Oct-21 Total	Nov-21 Total	Dec-21 Total	Q3 Total	Jan-22 Total	Feb-22 Total	Mar-22 Total	Q4 Total	Annual Total
S2/A1	Number of incidents reviewed by an EMRTS Practitioner/Dispatcher.	5270	5292	5117	15679	5467	5389	4107	14963	3728	3469	3415	10612	3453	2897	3165	9515	50769
S2/A2	Number of EMRTS contacts made by WAST on-scene personnel (i.e. requests for advice and/or direct clinical support)	68	71	50	189	42	40	32	114	35	26	27	88	21	22	39	82	473
S2/A3	Number of EMRTS contacts made by hospital personnel (i.e. requests for advice and/or direct clinical support)	25	28	22	75	18	53	60	131	79	77	54	210	66	57	60	183	599
S2/A4	Number of calls answered by Critical Care Hub (ECCH)	2004	2154	1942	6100	2366	2383	2266	7015	2235	2020	2024	6279	2025	1938	2150	6113	25507
S2/A5	Number of EMRTS Top cover consultant calls	46	54	58	158	46	42	39	127	35	39	25	99	40	28	38	106	490
S2/RE3	Sickness Figures ECCH (Based on hours lost when planned on roster)	0	12	24	36	11.5	11.5	115	138	103.5	126.5	230	460	184	80.5	11.5	276	910
S2/RE4	Resource Unit Hours of ECCH lost	0	0	0	0	0	0	26	26	11.5	0	40.5	52	19.5	0	12	31	109

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Step 3: Respond quickly and efficiently

Step	Ref	Sub Ref	Description	Apr-21 Total	May-21 Total	Jun-21 Total	Jul-21 Total	Aug-21 Total	Sep-21 Total	Oct-21 Total	Nov-21 Total	Dec-21 Total	Jan-22 Total	Feb-22 Total	Mar-22 Total	Annual Total
S3	RE2		Sickness figures for each Individual EMRTS Base (Hours lost)													
		i	Caernarfon				12									12
		iiv	Welshpool			24	12	12		12	12	60				132
		iii	Dafen	5					12		12				12	41
		iv	Cardiff		12	12				24		12	12		12	84
S3	RE3		Lost Resource unit hours for each Individual EMRTS Base													
		i	Caernarfon								12					12
		iiv	Welshpool			6						60		24		90
		iii	Dafen													0
		iv	Cardiff		12	12		12		24	12	24	24	12		132
S3	PCP8		% of calls where critical care interventions provided by EMRTS following arrival on scene	51%	50%	51%	50%	56%	48%	54%	36%	49%	47%	54%	52%	50%
S3	PCP9	ii	Mobilisation time by Aircraft/Road Vehicle													
			Primary Mission (999)	00:03:15	00:03:04	00:03:08	00:04:37	00:04:39	00:04:14	00:03:42	00:04:05	00:02:42	00:03:31	00:02:56	00:03:31	00:03:58
			Air Ambulance	00:05:47	00:05:12	00:05:00	00:05:33	00:06:07	00:05:47	00:05:16	00:06:41	00:05:30	00:05:29	00:04:18	00:04:57	00:05:34
			Rapid Response Vehicle	00:01:33	00:01:31	00:01:41	00:02:19	00:02:08	00:01:46	00:02:07	00:02:14	00:01:40	00:01:46	00:01:58	00:01:59	00:02:00
			Secondary Transfer	00:06:20	00:03:46	00:13:05	00:19:47	00:09:46	00:07:43	00:15:42	00:09:55	00:28:06	00:04:04	00:05:05	00:05:27	00:12:35
			Air Ambulance	00:09:30	00:04:10	00:17:22	00:26:17	00:13:15	00:11:55	00:24:00	00:16:04	00:53:48	00:09:45	00:08:40	00:07:51	00:17:41
			Rapid Response Vehicle	00:04:45	00:03:26	00:01:40	00:01:36	00:01:24	00:00:53	00:02:24	00:01:18	00:02:24	00:01:48	00:02:00	00:01:15	00:01:57
S3	PCP10		% hours of each operational duty period during which aircraft is unavailable by reason.	Annual												

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S3 A1 Number of Air stand Downs following engine Start*

Base	2021									2022			Grand Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
WAA Caernarfon (North)	9	9	8	3	6	9	10	10	5	2	3	2	76
WAA Cardiff (South East)	25	21	19	29	18	29	38	31	32	2		1	245
WAA Dafen (South)	12	12	17	9	15	17	16	17	20	11	6	11	163
WAA Welshpool (Mid-Wales)	8	7	6	7	8	13	8	4	6	8	7	4	86
Grand Total	**54**	**49**	**50**	**48**	**47**	**68**	**72**	**63**	**63**	**23**	**16**	**18**	**571**

Air response only to reflect potential cost of starting helicopter.

May include some cases where aircraft was redirected in flight to another incident.

Step 3: We will Respond quickly and efficiently

A2: Number of incidents responded to by transport modality (WAACT air ambulance, EMRTS RRV, others), and by base

	2021									2022			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
WAA Caernarfon (North)	**44**	**54**	**46**	**51**	**47**	**38**	**35**	**32**	**29**	**27**	**23**	**32**	**458**
Air Ambulance	37	46	0	43	36	33	25	20	21	19	17	25	**322**
Rapid Response Vehicle	7	8	6	8	11	5	10	12	8	8	6	7	**96**
WAA Cardiff (South East)	**163**	**144**	**115**	**131**	**114**	**129**	**125**	**123**	**126**	**128**	**110**	**128**	**1536**
Air Ambulance	67	50	49	53	46	33	25	29	15	19	17	34	**437**
Rapid Response Vehicle	96	94	66	78	68	96	100	94	111	109	93	94	**1099**
WAA Dafen (South)	**68**	**92**	**91**	**83**	**86**	**92**	**83**	**67**	**76**	**79**	**68**	**83**	**968**
Air Ambulance	55	66	58	72	65	72	57	40	22	52	35	56	**650**
Rapid Response Vehicle	13	26	33	11	21	20	26	27	54	27	33	27	**318**
WAA Welshpool (Mid-Wales)	**52**	**60**	**56**	**66**	**46**	**62**	**40**	**29**	**21**	**35**	**33**	**34**	**534**
Air Ambulance	49	51	48	57	43	54	31	24	12	27	22	26	**444**
Rapid Response Vehicle	3	9	8	9	3	8	9	5	9	8	11	8	**90**
Grand Total	**327**	**350**	**308**	**331**	**293**	**321**	**283**	**251**	**252**	**269**	**234**	**277**	**3496**

Note WAA cardiff count includes forward located RRV e.g. PHEM, CCP car, or HTP solo response.

Step 3: We will Respond quickly and efficiently

A3: Number of incidents responded to by transport modality (WAACT air ambulance, EMRTS RRV) by LHB

Local Health Board	2021									2022			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Aneurin Bevan	**58**	**52**	**45**	**57**	**41**	**68**	**50**	**49**	**46**	**56**	**48**	**58**	**628**
Air Ambulance	26	25	25	31	21	38	19	20	9	13	16	31	**274**
Rapid Response Vehicle	32	27	20	26	20	30	31	29	37	43	32	27	**354**
Betsi Cadwaladr	**65**	**77**	**65**	**77**	**72**	**61**	**50**	**49**	**38**	**45**	**39**	**40**	**678**
Air Ambulance	56	65	59	71	63	55	37	34	26	34	27	36	**563**
Rapid Response Vehicle	9	12	6	6	9	6	13	15	12	11	12	4	**115**
Cardiff and Vale	**46**	**48**	**48**	**52**	**37**	**49**	**38**	**47**	**36**	**39**	**32**	**63**	**535**
Air Ambulance	12	15	17	16	12	17	8	10	6	4	2	14	**133**
Rapid Response Vehicle	34	33	31	36	25	32	30	37	30	35	30	49	**402**
Cwm Taf Morgannwg	**48**	**60**	**40**	**36**	**35**	**40**	**39**	**36**	**45**	**38**	**44**	**33**	**494**
Air Ambulance	25	30	25	20	21	19	18	9	3	14	21	12	**217**
Rapid Response Vehicle	23	30	15	16	14	21	21	27	42	24	23	21	**277**
Hywel Dda	**40**	**45**	**46**	**56**	**41**	**35**	**44**	**33**	**36**	**35**	**23**	**30**	**464**
Air Ambulance	32	37	35	48	33	21	27	19	19	25	14	21	**331**
Rapid Response Vehicle	8	8	11	8	8	14	17	14	17	10	9	9	**133**
Out of Area	**3**	**7**	**6**	**4**	**9**	**4**	**2**		**1**	**3**	**2**	**4**	**45**
Air Ambulance	3	6	6	4	8	4	2		1	3	1	3	**41**
Rapid Response Vehicle		1			1						1	1	**4**
Powys	**24**	**23**	**22**	**16**	**18**	**30**	**25**	**11**	**11**	**15**	**14**	**18**	**227**
Air Ambulance	21	18	13	12	15	21	14	10	5	9	9	12	**159**
Rapid Response Vehicle	3	5	9	4	3	9	11	1	6	6	5	6	**68**
Swansea Bay	**43**	**38**	**36**	**33**	**40**	**34**	**35**	**26**	**39**	**38**	**32**	**31**	**425**
Air Ambulance	33	17	15	23	17	17	13	11	1	15	1	12	**175**
Rapid Response Vehicle	10	21	21	10	23	17	22	15	38	23	31	19	**250**
Grand Total	**327**	**350**	**308**	**331**	**293**	**321**	**283**	**251**	**252**	**269**	**234**	**277**	**3496**

Step 3: We will Respond quickly and efficiently

A4: Number of incidents responded to by nature

Nature	2021									2022			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Animal related injuries	2	-	-	1	3	-	-	3	-	2		1	12
Breathing Problems	6	8	6	18	11	11	7	14	6	10	6	9	112
Burns or Explosions	8	3	4	-	4	8	4	3	1	6	1	4	46
Cardiac Arrest	40	59	51	52	33	44	35	42	64	44	43	55	562
Cardiac related	6	5	2	2	5	2	2	2	1	6	2	3	38
Drowning	3	6	4	9	9	5	5	2	2	1	4	2	52
Falls	60	40	27	46	41	40	42	23	31	32	30	29	441
Other Medical	9	16	5	14	5	7	10	12	5	7	9	4	103
Other Trauma	58	60	73	60	61	66	66	56	43	47	42	41	673
Penetrating Trauma	23	20	8	12	9	9	12	8	16	13	6	19	155
Pregnancy or Childbirth Related	1	4		3	2	1	1	1	1	1		3	18
Road Incidents	52	60	55	62	50	64	49	36	38	55	54	42	617
Seizures	10	9	21	11	5	15	13	7	9	13	6	11	130
Stroke	2	-	-	1	1	-	-	-	-		1	1	6
Transfer	31	30	27	20	38	24	15	27	12	16	16	13	269
Unconscious	16	30	25	20	16	25	22	15	23	16	14	40	262
Grand Total	**327**	**350**	**308**	**331**	**293**	**321**	**283**	**251**	**252**	**269**	**234**	**277**	**3496**

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Emergency Medical Retrieval & Transfer Service

Step 3: We will Respond quickly and efficiently

A5: Mission type by LHB

Mission Type by LHB	2021 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 Jan	Feb	Mar	Total
Primary Mission (999)													
Aneurin Bevan	56	51	42	55	31	63	45	41	45	52	43	55	**579**
Betsi Cadwaladr	59	67	60	75	66	57	47	48	37	43	38	39	**636**
Cardiff and Vale	42	44	42	47	34	46	35	45	36	38	31	58	**498**
Cwm Taf Morgannwg	47	58	38	35	27	38	39	31	43	35	40	32	**463**
Hywel Dda	31	35	39	52	36	30	44	28	30	35	19	29	**408**
Out of Area	3	5	5	3	7	1	1	-	-	2	2	3	**32**
Powys	24	23	22	15	18	29	25	11	10	15	14	18	**224**
Swansea Bay	34	37	33	29	36	33	32	20	39	33	31	30	**387**
Secondary Transfer													
Aneurin Bevan	2	1	3	2	10	5	5	8	1	4	5	3	**49**
Betsi Cadwaladr	6	10	5	2	6	4	3	1	1	2	1	1	**42**
Cardiff and Vale	4	4	6	5	3	3	3	2	-	1	1	5	**37**
Cwm Taf Morgannwg	1	2	2	1	8	2	-	5	2	3	4	1	**31**
Hywel Dda	9	10	7	4	5	5	-	5	6		4	1	**56**
Out of Area	-	2	1	2	2	4	1	-	2	1		1	**16**
Swansea Bay	9	1	3	4	4	1	3	6	-	5	1	1	**38**
Grand Total	327	350	308	331	293	321	283	251	252	269	234	277	**3496**

The table details the numbers of patients attended by health board area and mission type.

Primary missions relate to patients attended outside of healthcare facilities (e.g. a road accident or out of hospital cardiac arrest).

Secondary transfers relate to patients attended inside healthcare facilities (e.g. a head injury being transferred from Bangor to Stoke).

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Step 4: Provide high quality critical care

Step	Ref	Sub Ref	Description	Apr-21 Total	May-21 Total	Jun-21 Total	Q1 Total	Jul-21 Total	Aug-21 Total	Sep-21 Total	Q2 Total	Oct-21 Total	Nov-21 Total	Dec-21 Total	Q3 Total	Jan-22 Total	Feb-22 Total	Mar-22 Total	Q4 Total	Annual Total
S4	A1		Number of patients undergoing general anaesthesia	27	37	26	90	39	45	48	132	34	30	26	90	33	33	34	100	346
S4	A2		Number of patients receiving procedural sedation	19	17	12	48	17	9	8	34	11	3	9	23	7	10	20	37	125
S4	A3		Number of cases entering an appropriate audit pathway	95	134	91	320	67	75	389	531	55	59	41	155	50	53	58	161	1064
S4	A4		Number of patients receiving blood or blood products	9	11	12	32	7	21	11	39	9	7	5	21	9	10	8	27	100
S4	A5		% of patients receiving interventions above normal paramedic practice (e.g. JRCALC)	51%	50%	51%	51%	50%	56%	48%	51%	54%	36%	49%	46%	47%	54%	52%	51%	50%
S4	PCP 11		**Total Number of cases undergoing formal review**	95	134	91	320	67	75	389	531	55	59	41	155	50	53	58	161	1064
S4	PCP 11	a	RSI Audit	27	37	26	90	39	45	48	132	34	30	26	90	33	33	34	100	346
S4	PCP 11	b	Blood Audit	9	11	12	32	7	21	11	39	9	7	5	21	9	10	8	27	100
S4	PCP 11	c	Transfer Audit	26	33	26	85	0	0	0	0	0	0	0	0	0	0	0	0	85
S4	PCP 11	d	Paediatric (including Neonatal)	0	0	0	0	0	0	316	316	0	0	0	0	0	0	0	0	316
S4	PCP 11	e	Post Rosc	13	24	14	51	10	9	13	32	11	7	10	28	7	9	6	22	117
S4	PCP 11	f	Procedural Sedation	19	17	12	48	0	0	0	0	0	0	0	0	0	0	0	0	48
S4	PCP 11	g	Clinical Governance Review (ex. Audit)	1	1	1	3	0	0	1	1	1	0	0	1	1	1	0	2	5
S4	PCP 11	h	External Clinical Advisory Group (ECAG)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	i	M&M	0	11	0	11	11	0	0	11	0	15	0	11	0	0	10	10	43

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Step 5: Handover care safely and efficiently

Step	Ref	Sub Ref	Description	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S5	A1		Number of responded incidents that result in a non-conveyance to hospital	34	37	29	33	28	36	33	35	29	24	21	37	376
S5	A2		Number of patients transported to hospital with EMRTS escort	127	121	122	117	115	139	118	124	103	110	105	119	1420
S5	A3		Number of patients transported to hospital	144	151	153	151	143	172	152	144	130	134	129	146	1749
S5	PCP12		Number of cases where EMRTS bypass the nearest hospital to take a patient direct to definitive care	44	56	63	45	56	56	41	30	33	37	32	46	539
S5	PCP13		Number of patients where patients are passed to WAST for transport to hospital following EMRTS intervention	17	30	31	34	28	33	34	20	27	24	24	27	329
S5	PCP14	i	Percentage of conveyed cases by EMRTS where a pre-alert call is made to the receiving facility	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
S5	PCP14	ii	Percentage of inter-hospital transfers where a discussion takes place between EMRTS personnel and the receiving unit to ensure availability of specialist care	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
S5	PCP16	i	Time Spent on scene for EMRTS pre-hospital attendances broken down by patient chief condition	hh:mm:ss												
			Animal related injuries	0:45:00			00:52:00	00:56:20			03:12:00		0.02708		0.10347	01:13:00
			Breathing Problems	0:51:40	1:04:26	1:18:30	01:20:26	01:55:51	01:16:48	01:42:00	01:12:44	00:51:36	0.03542	0.00417	0.08417	01:18:27
			Burns or Explosions	1:02:30	1:20:00	1:05:30		00:54:00	01:36:00	01:28:30	00:45:00	03:12:00	0.04597	0.00417	0.06829	01:16:12
			Cardiac Arrest	1:17:58	1:20:44	0:57:22	01:07:15	01:16:17	01:03:43	01:24:52	01:23:08	01:06:57	0.04354	0.05294	0.05224	01:12:17
			Cardiac related	0:54:36	1:15:30	1:08:00	01:37:00	00:53:12	02:42:00	01:11:00	01:49:00	01:51:00	0.0559	0.02569	0.03715	01:11:51
			Drowning	2:52:00	1:43:00	1:19:00	00:53:00	01:41:10	01:17:15	01:57:36	00:17:00	01:40:30		0.01736	0.05799	01:23:03
			Falls	1:16:27	1:10:20	1:08:38	01:08:38	01:15:55	01:08:16	01:14:07	01:17:13	01:16:07	0.05611	0.04988	0.05497	01:13:50
			Other Medical	0:58:17	1:04:53	0:49:45	01:06:50	00:37:20	01:05:10	01:45:45	01:06:36	01:02:40	0.02847	0.03597		01:04:22
			Other Trauma	1:10:56	1:02:36	1:11:39	01:05:33	01:06:52	01:06:44	01:11:27	00:56:39	01:15:38	0.04781	0.04852	0.05054	01:08:06
			Penetrating Trauma	0:50:34	0:45:38	0:50:45	01:44:00	01:24:15	00:14:00	01:10:00	00:55:12	00:47:17	0.01883	0.03872	0.03317	00:52:34
			Pregnancy or Childbirth Related		0:33:00			00:09:00	00:32:00	00:11:00	01:00:00	01:24:00	0.04444		0.00995	00:33:36
			Road Incidents	1:07:53	1:21:46	0:55:12	01:08:31	01:14:45	01:15:50	01:12:00	01:14:40	01:06:21	0.038	0.0525	0.04607	01:09:46
			Seizures	1:13:17	1:03:34	1:15:11	00:47:49	01:48:00	01:26:51	01:15:23	00:57:15	01:37:50	0.05669	0.07431	0.03433	01:14:28
			Stroke	0:56:30			00:32:00							0.06181	0.02917	00:55:12
			Unconscious	1:11:16	1:01:09	1:20:11	01:35:35	01:09:38	01:38:54	01:12:00	00:47:45	01:17:17	0.04387	0.06563	0.05201	01:16:31
S5	PCP16	ii	Time Spent at the referring facility for EMRTS inter-hospital transfers	1:31:56	1:28:44	1:26:32	01:20:12	01:43:43	01:30:00	01:34:28	01:14:55	01:22:53	0.06204	0.0616	0.05196	01:28:32
S5	PCP16	iii	Time from handover to clear, by Aircraft or Road Vehicle	hh:mm:ss												
	PCP16	iv	Air Ambulance	0:12:55	0:12:43	0:13:04	00:15:39	00:14:44	00:12:25	00:08:51	00:08:09	00:13:12	00:16:57	00:13:06	00:15:38	00:13:29
	PCP16	v	Rapid Response Vehicle	0:09:27	0:10:46	0:09:02	00:18:49	00:07:07	00:09:50	00:10:52	00:16:47	00:08:26	00:07:26	00:12:39	00:21:20	00:11:30

CAREMORE® — A transformational programme for commissioning healthcare

R1 Schedule - Core Requirments

Ref	Sub Ref	Description	Apr-21	May-21	Jun-21	Q1	Jul-21	Aug-21	Sep-21	Q2	Oct-21	Nov-21	Dec-21	Q3	Jan-22	Feb-22	Mar-22	Q4	Annual
		Core Requirments	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
CR1	a	Number of cases being reviewed by External Clinical Advisory Group	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR1	b	Number of cases reviewed by SBUHB quality and safety committee	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR2	a	Number EMRTS complaints	1	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	3
CR2	b	Number EMRTS compliments	4	5	5	14	1	6	9	1	1	4	6	11	2	2	11	15	41
CR2	c	Number of EMRTS patient satisfaction surveys undertaken	5	0	1	6	0	0	0	0	0	0	0	0	0	0	1	1	7
CR2	d	Number of EMRTS complaints investigated by SBUHB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR3	a	Number of calls available to be attended due to resource availability	327	350	308	985	331	293	321	945	283	251	252	786	269	234	277	780	3496
CR4	a	Number of core audits undertaken annually								6									6
CR4	b	% of annual cases reviewed at monthly governance days				9%				15%				4%				5%	30%
CR4	c	Number of patient follow ups undertaken	283	294	263	840	248	244	259	751	253	231	205	689	248	210	254	712	2992
CR5	a	% of planned training delivered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CR5	b	% of sickness absence (service provision)	0.0%	0.5%	0.5%	0.3%	0.0%	0.5%	1.0%	0.5%	5.0%	5.9%	4.9%	5.3%	0.0%	1.4%	0.0%	0.4%	1.5%
CR5	c	Number of violence & aggression incidents reported by staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR5	d	Number of injuries reported by staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR5	e	Number of grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR6	a	Number of adverse incidents (SAI)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CR6	B	Number of incidents reported on DATIX	4	13	11	28	13	11	10	34	8	9	11	28	3	7	10	20	110