

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



Data 2023/24

v1.7

Draft Return, For NHS Wales & WAACT internal distribution only



Version	Date	Revision
1.6	22/10/2023	TCC updated to include Smart Numbers
1.7	09/11/2023	New measure S2/RE3b Sickness Figures ECCH Clinical (Based on hours lost when planned on roster)



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Step 1: Help Partners Understand our work

Ref	Description	Q1	Q2	Q3	Q4	Annual
		Total	Total	Total	Total	Total
S1/A1	Number of EMRTS engagement events & EMRTS CPD events attended by non EMRTS personnel.	4	2	8	4	18
S1/A2	Number of Local Health Board/ WAST engagement events attended by EMRTS.	26	4	3	3	36
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.	22	0	3	6	31
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).	64	41	43	47	195
S1/A6	Number of training (Observer/ Clinical attendant/ Fellow) shifts or formal base visits completed within the previous 12 months by trained healthcare professionals.	48	55	54	42	199
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-23	May-23	Jun-23	Q1	Jul-23	Aug-23	Sep-23	Q2	Oct-23	Nov-23	Dec-23	Q3	Jan-24	Feb-24	Mar-24	Q4	Annual
		Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S2/A1	Number of incidents reviewed by an EMRTS Practitioner/Dispatcher.	2536	2605	2434	7575	2535	2322	2274	7131	2736	2423	2387	7546	2297	1986	2190	6473	28725
S2/A2	Number of EMRTS contacts made by WAST on-scene personnel (i.e. requests for advice and/or direct clinical support)	45	49	39	133	34	45	35	114	41	46	64	151	55	46	50	151	549
S2/A3	Number of EMRTS contacts made by hospital personnel (i.e. requests for advice and/or direct clinical support)	70	67	60	197	74	59	64	197	75	65	41	181	65	59	86	210	785
S2/A4	Number of calls answered by Critical Care Hub (ECCH)	2239	2124	2284	6647	2360	2350	1445	6155	2452	2199	2346	6997	2129	2048	2235	6412	26211
S2/A5	Number of EMRTS Top cover consultant calls	81	133	122	336	127	153	85	365	95	101	113	309	119	98	102	319	1329
S2/RE3a	Sickness Figures ECCH Dispatch (Based on hours lost when planned on roster)	172	138	287.5	598	158	172.5	46	377	149	23	0	172	46	23	12	80.5	1227
S2/RE3b	Sickness Figures ECCH Clinical (Based on hours lost when planned on roster)	23	46	34.5	104	115	23	0	138	57.5	80.5	23	161	12	58	69	138	541
S2/RE4	Resource Unit Hours of ECCH lost	0	0	34.5	35	11.5	0	0	12	0	0	0	0	0	0	0	0.0	46



Step 3: Respond quickly and efficiently

Step	Ref	Sub Ref	Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S3	RE2		Sickness figures for each Individual EMRTS Base (Hours lost)													
		i	Caernarfon	0	0	0	0	0	0	0	34.5	11.5	0	0	0	0
		iiiv	Welshpool	23	0	0	34	0	0	0	69	11.5	12	0	0	68
		iii	Dafen	69	12	35	150	23	0	34.5	0	0	35	12	23	357
		iv	Cardiff	58	35	58	150	46	0	92	57.5	80.5	12	35	81	472
S3	RE3		Lost Resource unit hours for each Individual EMRTS Base													
		i	Caernarfon	0	0	0	0	0	0	0	0	0	0	0	0	0
		iiiv	Welshpool	0	0	0	0	0	0	0	0	0	0	0	0	0
		iii	Dafen	0	0	0	0	0	12	0	0	0	0	0	0	12
		iv	Cardiff	12	12	12	0	0	0	0	0	0	0	0	0	36
S3	PCP8		% of calls where critical care interventions provided by EMRTS following arrival on scene	49%	55%	48%	46%	48%	50%	46%	51%	39%	49%	47%	46%	50%
S3	PCP9	ii	Mobilisation time by Aircraft/Road Vehicle													
			Primary Mission (999)	00:04:10	00:03:57	00:03:37	00:03:52	00:03:47	00:03:42	00:03:18	00:03:37	00:03:09	00:03:59	00:03:14	00:04:24	00:03:53
			Air Ambulance	00:05:38	00:05:37	00:04:48	00:05:07	00:05:01	00:04:53	00:05:34	00:05:21	00:05:31	00:05:34	00:05:44	00:05:27	00:05:33
			Rapid Response Vehicle	00:02:10	00:01:25	00:01:32	00:02:08	00:02:04	00:02:03	00:01:39	00:02:11	00:02:13	00:02:16	00:01:55	00:02:13	00:02:06
			Secondary Transfer	00:07:00	00:03:38	00:03:32	00:06:15	00:07:24	00:07:38	00:05:17	00:04:55	00:06:10	00:04:45	00:04:15	00:05:25	00:04:52
			Air Ambulance	00:11:24	00:06:15	00:05:17	00:07:47	00:07:53	00:09:50	00:12:30	00:06:30	00:11:20	00:05:16	00:05:36	00:08:48	00:06:11
			Rapid Response Vehicle	00:01:30	00:01:00	00:01:30	00:01:40	00:03:00	00:01:00	00:02:24	00:02:24	00:01:00	00:03:36	00:02:00	00:03:00	00:03:00
S3	PCP10		% hours of each operational duty period during which aircraft is unavailable by reason.	Annual												



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Step 3: We will Respond quickly and efficiently

S3 A1 Number of Air stand Downs following engine Start*

Base	2023									2024			Grand Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
WAA Caernarfon (North)	9	9	6	5	7	8	5	3	0	5	1	6	64
WAA Cardiff (South East)	19	14	12	16	15	11	6	4	6	14	4	12	133
WAA Dafen (South)	19	13	13	12	19	18	16	4	8	11	8	11	152
WAA Welshpool (Mid-Wales)	7	4	10	12	18	15	4	8	2	5	10	5	100
Grand Total	54	40	41	45	59	52	31	19	16	35	23	34	449

*Air response only to reflect potential cost of starting helicopter.

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



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

	2023									2024			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
WAA Caernarfon (North)	50	47	47	34	40	38	30	27	29	34	29	34	439
Air Ambulance	44	39	35	26	36	34	21	19	14	20	16	32	336
Rapid Response Vehicle	6	8	12	8	4	4	9	8	15	14	13	2	103
WAA Cardiff (South East)	167	155	163	154	164	151	169	143	193	164	162	141	1926
Air Ambulance	73	63	83	54	54	41	33	23	21	67	27	59	598
Rapid Response Vehicle	94	92	80	100	110	110	136	120	172	97	135	82	1328
WAA Dafen (South)	117	138	101	71	85	80	84	69	77	87	65	68	1042
Air Ambulance	64	79	59	56	67	70	54	42	36	56	25	54	662
Rapid Response Vehicle	53	59	42	15	18	10	30	27	41	31	40	14	380
WAA Welshpool (Mid-Wales)	47	58	48	53	51	50	48	38	32	31	35	36	527
Air Ambulance	40	40	43	44	51	41	21	27	13	20	29	31	400
Rapid Response Vehicle	7	18	5	9		9	27	11	19	11	6	5	127
Grand Total	381	398	359	312	340	319	331	277	331	316	291	279	3934

*Note WAA cardiff count includes daytime EMRTS response



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

	2023												Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Local Health Board													
Aneurin Bevan	71	74	65	66	58	54	60	47	56	68	71	48	738
Air Ambulance	44	37	53	30	27	20	21	17	10	36	20	29	344
Rapid Response Vehicle	27	37	12	36	31	34	39	30	46	32	51	19	394
Betsi Cadwaladr	73	78	72	65	75	54	54	50	49	49	52	55	726
Air Ambulance	64	57	58	54	71	50	31	36	20	30	38	51	560
Rapid Response Vehicle	9	21	14	11	4	4	23	14	29	19	14	4	166
Cardiff and Vale	65	59	53	52	52	50	65	58	77	44	60	55	690
Air Ambulance	14	9	8	5	9	9	7	5	7	5	4	12	94
Rapid Response Vehicle	51	50	45	47	43	41	58	53	70	39	56	43	596
Cwm Taf Morgannwg	54	47	57	35	41	51	50	46	58	49	35	40	563
Air Ambulance	31	28	27	25	19	30	22	18	12	27	9	28	276
Rapid Response Vehicle	23	19	30	10	22	21	28	28	46	22	26	12	287
Hywel Dda	50	47	50	40	50	44	40	29	22	50	23	27	472
Air Ambulance	32	35	33	30	37	32	22	15	14	34	9	20	313
Rapid Response Vehicle	18	12	17	10	13	12	18	14	8	16	14	7	159
Out of Area	3	2	3	2	5	3	2	3	1	0	0	4	28
Air Ambulance	3	2	3	2	5	3	1	3	1	0	0	4	27
Rapid Response Vehicle	0	0	0	0	0	0	1	0	0	0	0	0	1
Powys	19	33	23	27	26	25	26	18	17	13	14	19	260
Air Ambulance	13	26	20	20	26	17	12	9	8	10	8	15	184
Rapid Response Vehicle	6	7	3	7	0	8	14	9	9	3	6	4	76
Swansea Bay	46	58	36	25	33	38	34	26	51	43	36	31	457
Air Ambulance	20	27	18	14	14	25	13	8	12	21	9	17	198
Rapid Response Vehicle	26	31	18	11	19	13	21	18	39	22	27	14	259
Grand Total	381	398	359	312	340	319	331	277	331	316	291	279	3934



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A4: Number of incidents responded to by nature

Nature	2023												2024			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Animal related injuries	4	2	1	0	1	3	2	3	0			1	17			
Breathing Problems	13	13	14	11	11	6	14	13	25	15	16	15	166			
Burns or Explosions	2	9	6	7	4	8	6	6	7	4	1	2	62			
Cardiac Arrest	84	75	64	48	66	59	57	58	98	73	55	63	800			
Cardiac related	2	5	6	1	3	0	2	2	4	2	7	6	40			
Drowning	2	6	5	5	9	9	0	5	10	1	6	5	63			
Falls	50	47	47	36	44	34	39	37	21	39	34	23	451			
Other Medical	20	17	16	11	15	22	17	15	17	17	15	18	200			
Other Trauma	67	60	64	44	63	53	64	34	43	50	38	45	625			
Penetrating Trauma	13	11	11	18	11	14	10	12	22	17	15	15	169			
Pregnancy or Childbirth Related	5	0	1	7	2	2	4	6	3	3	5	4	42			
Road Incidents	74	96	75	77	66	62	57	34	42	46	45	46	720			
Seizures	17	18	19	16	21	21	24	21	16	14	22	11	220			
Stroke	0	0	0	0	1	0	0	0	1	0	0	0	2			
Transfer	9	8	15	12	10	8	14	15	7	16	12	12	138			
Unconscious	19	31	15	19	13	18	21	16	15	19	20	13	219			
Grand Total	381	398	359	312	340	319	331	277	331	316	291	279	3934			



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A5: Mission type by LHB

Mission Type by LHB	2023												2024			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Primary Mission (999)	372	390	344	300	330	311	317	262	324	300	279	267	3796			
Aneurin Bevan	70	73	62	63	58	53	55	46	55	63	67	45	710			
Betsi Cadwaladr	71	78	70	63	70	53	54	47	48	49	50	55	708			
Cardiff and Vale	64	58	53	52	52	50	64	56	76	44	59	55	683			
Cwm Taf Morgannwg	54	46	56	34	39	49	47	42	57	45	33	39	541			
Hywel Dda	49	43	44	36	47	41	37	27	21	44	22	22	433			
Out of Area	3	2	3	2	5	3	2	3	1	0	0	4	28			
Powys	18	33	21	26	26	25	25	16	17	13	12	18	250			
Swansea Bay	43	57	35	24	33	37	33	25	49	42	36	29	443			
Secondary Transfer	9	8	15	12	10	8	14	15	7	16	12	12	138			
Aneurin Bevan	1	1	3	3	0	1	5	1	1	5	4	3	28			
Betsi Cadwaladr	2	0	2	2	5	1	0	3	1	0	2	0	18			
Cardiff and Vale	1	1	0	0	0	0	1	2	1	0	1	0	7			
Cwm Taf Morgannwg	0	1	1	1	2	2	3	4	1	4	2	1	22			
Hywel Dda	1	4	6	4	3	3	3	2	1	6	1	5	39			
Out of Area	0	0	0	0	0	0	0	0	0	0	0	0	0			
Powys	1	0	2	1	0	0	1	2	0	0	2	1	10			
Swansea Bay	3	1	1	1	0	1	1	1	2	1	0	2	14			
Grand Total	381	398	359	312	340	319	331	277	331	316	291	279	3934			

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-23	May-23	Jun-23	Q1	Jul-23	Aug-23	Sep-23	Q2	Oct-23	Nov-23	Dec-23	Q3	Jan-24	Feb-24	Mar-24	Q4	Annual
				Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total
S4	A1		Number of patients undergoing general anaesthesia	31	36	27	94	28	31	35	94	29	35	19	83	23	22	25	70	341
S4	A2		Number of patients receiving procedural sedation	14	14	17	45	9	12	16	37	14	9	4	27	12	10	13	35	144
S4	A3		Number of cases entering an appropriate audit pathway	73	92	76	241	53	76	345	474	63	69	48	180	57	52	59	168	1063
S4	A4		Number of patients receiving blood or blood products	11	11	13	35	8	13	12	33	10	10	10	30	10	12	10	32	130
S4	A5		% of patients receiving interventions above normal paramedic practice (e.g. JRCALC)	49%	55%	48%	51%	46%	48%	50%	48%	46%	51%	39%	48%	49%	47%	46%	48%	48%
S4	PCP 11		Total Number of cases undergoing formal review	73	94	76	243	53	76	349	478	63	70	48	181	57	52	59	168	1070
S4	PCP 11	a	RSI Audit	31	36	27	94	28	31	35	94	29	35	19	83	23	22	25	70	341
S4	PCP 11	b	Blood Audit	11	11	13	35	8	13	12	33	10	10	10	30	10	12	10	32	130
S4	PCP 11	c	Transfer Audit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	d	Paediatric (including Neonatal)	0	0	0	0	0	0	267	267	0	0	0	0	0	0	0	0	267
S4	PCP 11	e	Post Rosc	9	25	15	49	4	13	9	26	7	8	8	23	8	4	8	20	118
S4	PCP 11	f	Procedural Sedation	14	14	17	45	9	12	16	37	14	9	4	27	12	10	13	35	144
S4	PCP 11	g	Clinical Governance Review (ex. Audit)	0	2	0	2	0	0	4	4	0	1	0	1	0	0	0	0	7
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	8	6	4	18	4	7	6	17	3	7	7	17	4	4	3	11	63



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Step 5: Handover care safely and efficiently

Step	Ref	Sub Ref	Description	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	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	50	43	33	26	39	35	33	27	39	38	37	29	429
S5	A2		Number of patients transported to hospital with EMRTS escort	114	140	130	112	100	107	110	88	100	105	80	85	1271
S5	A3		Number of patients transported to hospital	272	266	251	233	227	222	243	214	199	234	194	235	2790
S5	PCP12		Number of cases where EMRTS bypass the nearest hospital to take a patient direct to definitive care	37	54	44	33	35	25	32	24	22	35	16	26	383
S5	PCP13		Number of patients where patients are passed to WAST for transport to hospital following EMRTS intervention	56	45	35	38	53	39	39	36	30	30	38	45	484
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	1:14:45		0:56:00		00:00:00	00:22:00	02:25:00	00:48:00				02:00:00	00:49:53
			Breathing Problems	1:26:45	1:22:53	1:41:20	01:11:36	01:05:10	01:19:00	01:35:15	01:16:15	01:13:16	01:02:55	01:22:53	00:59:47	01:22:04
			Burns or Explosions	0:49:30	1:40:00	1:37:12	00:57:00	02:34:00	01:18:00	01:02:20	01:21:30	01:22:00		00:18:00	02:01:00	01:24:31
			Cardiac Arrest	1:14:22	1:24:25	1:24:44	01:20:19	01:16:08	01:26:27	01:09:40	01:35:59	01:16:41	01:21:12	01:15:03	01:28:22	01:20:52
			Cardiac related	1:16:00	0:46:15	1:10:00		01:00:00		01:16:30	00:45:00	00:03:30		00:53:30	01:28:00	01:00:05
			Drowning	0:16:00	1:01:00	1:13:00	00:35:20	00:54:10	01:01:36		01:44:00	01:36:00	00:31:00	01:15:15	00:56:00	00:56:20
			Falls	1:12:12	1:12:12	1:12:04	01:06:30	01:01:02	01:03:45	01:10:12	01:13:36	00:52:40	01:18:56	01:30:00	01:19:18	01:08:10
			Other Medical	1:29:00	1:14:55	1:14:23	01:10:00	00:41:07	01:20:37	01:30:55	00:48:00	01:12:18	01:23:55	00:43:55	01:42:14	01:14:10
			Other Trauma	1:02:12	1:05:54	1:04:23	01:01:06	00:54:04	01:05:22	00:58:34	01:19:48	01:20:35	00:57:42	00:58:08	01:16:12	01:02:07
			Penetrating Trauma	0:26:42	0:59:34	0:47:43	00:50:28	01:09:00	00:53:30	00:26:15	00:59:30	00:49:05	00:57:32	01:15:22	00:46:33	00:50:26
			Pregnancy or Childbirth Related	0:56:24		0:17:00	01:19:15	02:18:00	00:46:00	00:25:00	01:03:30	01:35:00	01:04:20	01:12:20	00:42:40	01:06:40
			Road Incidents	1:06:20	0:59:29	1:19:42	01:15:26	01:13:05	01:27:07	01:24:47	01:17:17	01:00:45	01:19:41	01:15:04	01:08:15	01:12:13
			Seizures	1:05:32	0:57:06	1:14:41	01:08:30	01:14:15	01:21:38	01:02:04	01:13:44	01:17:55	01:20:15	01:18:11	01:13:45	01:10:36
			Stroke					02:03:00				01:32:00				02:03:00
			Unconscious	1:22:20	1:23:35	1:13:33	01:01:46	02:11:26	00:51:30	01:32:21	01:38:37	01:32:48	01:14:05	01:32:46	01:07:50	01:18:06
S5	PCP16	ii	Time Spent at the referring facility for EMRTS inter-hospital transfers	2:50:08	1:27:30	1:19:04	01:31:33	01:48:00	01:19:34	01:09:00	00:54:06	01:01:18	01:24:04	01:12:00	01:35:25	01:40:12
S5	PCP16	iii	Time from handover to clear, by Aircraft or Road Vehicle	hh:mm:ss												
	PCP16	iv	Air Ambulance	0:14:03	0:18:25	0:11:59	00:15:40	00:14:20	00:13:35	00:12:52	00:20:05	00:17:03	00:14:31	00:11:18	00:17:56	00:15:02
	PCP16	v	Rapid Response Vehicle	0:09:51	0:11:27	0:15:15	00:07:28	00:14:07	00:03:28	00:12:55	00:06:56	00:13:17	00:04:05	00:16:36	00:18:30	00:10:39



A transformational programme for commissioning healthcare

R1 Schedule - Core Requirments

Ref	Sub Ref	Description	Apr-23	May-23	Jun-23	Q1	Jul-23	Aug-23	Sep-23	Q2	Oct-23	Nov-23	Dec-23	Q3	Jan-24	Feb-24	Mar-24	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	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1
CR2	b	Number EMRTS compliments	6	21	11	38	11	2	2	15	6	5	7	18	5	5	8	18	89
CR2	c	Number of EMRTS patient satisfaction surveys undertaken	2	4	1	7	1	1	3	5	2	1	1	4	1	0	3	4	20
CR2	d	Number of EMRTS complaints investigated by SBUHB (PTR)	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	0	2
CR3	a	Number of calls available to be attended due to resource availability	381	398	359	1138	312	340	319	971	331	277	331	939	316	291	279	886	3934
CR4	a	Number of core audits undertaken annually	6																
CR4	b	% of annual cases reviewed at monthly governance days				6%				12%				19%				19%	27%
CR4	c	Number of patient follow ups undertaken	311	324	295	930	264	266	241	771	212	226	226	664	248	206	241	695	3060
CR5	a	% of planned training delivered	86%	100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	3.92
CR5	b	% of sickness absence (service provision)	8.3%	2.5%	5.1%	5.3%	3.7%	0.0%	0.0%	1.3%	7.0%	9.0%	6.0%	7.0%	3.6%	4.2%	5.7%	3.9%	5.3%
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	1	0	0	1	0	2	1	3	0	0	0	0	0	0	0	0	4
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	15	7	11	33	5	11	9	25	7	12	3	22	4	10	8	22	102