

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



A transformational programme for commissioning healthcare



**Data 2021/22**

v1.4

Draft Return, For NHS Wales & WAACT internal distribution only



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Emergency Medical  
Retrieval & Transfer Service

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.                                                                                                                 | 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 |       |       |       |        |

## Step 2: We Will Actively Identify Critical Care Cases

| 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 |
|--------|--------------------------------------------------------------------------------------------------------------------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|
|        |                                                                                                                    | 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.                                                  | 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   | 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    |
| S3   | RE2   |         | Sickness figures for each Individual EMRTS Base (Hours lost)                              |          |          |          |          |          |          |          |          |          |          |          |          |          |
|      |       | i       | Caernarfon                                                                                |          |          |          | 12       |          |          |          |          |          |          |          |          | 12       |
|      |       | iiiv    | 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       |
|      |       | iiiv    | 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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### Step 3: We will Respond quickly and efficiently

#### S3 A1 Number of Air stand Downs following engine Start\*

|                           | 2021      |           |           |           |           |           |           |           | 2022      |           |           |           |            | Grand Total |
|---------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
|                           | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       |            |             |
| Base                      |           |           |           |           |           |           |           |           |           |           |           |           |            |             |
| 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         |             |
| <b>Grand Total</b>        | <b>54</b> | <b>49</b> | <b>50</b> | <b>48</b> | <b>47</b> | <b>68</b> | <b>72</b> | <b>63</b> | <b>63</b> | <b>23</b> | <b>16</b> | <b>18</b> | <b>571</b> |             |

\*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        |             |
| <b>WAA Caernarfon (North)</b>    | <b>44</b>  | <b>54</b>  | <b>46</b>  | <b>51</b>  | <b>47</b>  | <b>38</b>  | <b>35</b>  | <b>32</b>  | <b>29</b>  | <b>27</b>  | <b>23</b>  | <b>32</b>  | <b>458</b>  |
| 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          |
| <b>WAA Cardiff (South East)</b>  | <b>163</b> | <b>144</b> | <b>115</b> | <b>131</b> | <b>114</b> | <b>129</b> | <b>125</b> | <b>123</b> | <b>126</b> | <b>128</b> | <b>110</b> | <b>128</b> | <b>1536</b> |
| 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        |
| <b>WAA Dafen (South)</b>         | <b>68</b>  | <b>92</b>  | <b>91</b>  | <b>83</b>  | <b>86</b>  | <b>92</b>  | <b>83</b>  | <b>67</b>  | <b>76</b>  | <b>79</b>  | <b>68</b>  | <b>83</b>  | <b>968</b>  |
| 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         |
| <b>WAA Welshpool (Mid-Wales)</b> | <b>52</b>  | <b>60</b>  | <b>56</b>  | <b>66</b>  | <b>46</b>  | <b>62</b>  | <b>40</b>  | <b>29</b>  | <b>21</b>  | <b>35</b>  | <b>33</b>  | <b>34</b>  | <b>534</b>  |
| 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          |
| <b>Grand Total</b>               | <b>327</b> | <b>350</b> | <b>308</b> | <b>331</b> | <b>293</b> | <b>321</b> | <b>283</b> | <b>251</b> | <b>252</b> | <b>269</b> | <b>234</b> | <b>277</b> | <b>3496</b> |

\*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

|                          | 2021       |            |            |            |            |            |            |            |            |            |            |            | Total       |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Local Health Board       | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        |             |
| <b>Aneurin Bevan</b>     | <b>58</b>  | <b>52</b>  | <b>45</b>  | <b>57</b>  | <b>41</b>  | <b>68</b>  | <b>50</b>  | <b>49</b>  | <b>46</b>  | <b>56</b>  | <b>48</b>  | <b>58</b>  | <b>628</b>  |
| 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         |
| <b>Betsi Cadwaladr</b>   | <b>65</b>  | <b>77</b>  | <b>65</b>  | <b>77</b>  | <b>72</b>  | <b>61</b>  | <b>50</b>  | <b>49</b>  | <b>38</b>  | <b>45</b>  | <b>39</b>  | <b>40</b>  | <b>678</b>  |
| 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         |
| <b>Cardiff and Vale</b>  | <b>46</b>  | <b>48</b>  | <b>48</b>  | <b>52</b>  | <b>37</b>  | <b>49</b>  | <b>38</b>  | <b>47</b>  | <b>36</b>  | <b>39</b>  | <b>32</b>  | <b>63</b>  | <b>535</b>  |
| 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         |
| <b>Cwm Taf Morgannwg</b> | <b>48</b>  | <b>60</b>  | <b>40</b>  | <b>36</b>  | <b>35</b>  | <b>40</b>  | <b>39</b>  | <b>36</b>  | <b>45</b>  | <b>38</b>  | <b>44</b>  | <b>33</b>  | <b>494</b>  |
| 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         |
| <b>Hywel Dda</b>         | <b>40</b>  | <b>45</b>  | <b>46</b>  | <b>56</b>  | <b>41</b>  | <b>35</b>  | <b>44</b>  | <b>33</b>  | <b>36</b>  | <b>35</b>  | <b>23</b>  | <b>30</b>  | <b>464</b>  |
| 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         |
| <b>Out of Area</b>       | <b>3</b>   | <b>7</b>   | <b>6</b>   | <b>4</b>   | <b>9</b>   | <b>4</b>   | <b>2</b>   |            | <b>1</b>   | <b>3</b>   | <b>2</b>   | <b>4</b>   | <b>45</b>   |
| Air Ambulance            | 3          | 6          | 6          | 4          | 8          | 4          | 2          |            | 1          | 3          | 1          | 3          | 41          |
| Rapid Response Vehicle   |            | 1          |            |            | 1          |            |            |            |            |            | 1          | 1          | 4           |
| <b>Powys</b>             | <b>24</b>  | <b>23</b>  | <b>22</b>  | <b>16</b>  | <b>18</b>  | <b>30</b>  | <b>25</b>  | <b>11</b>  | <b>11</b>  | <b>15</b>  | <b>14</b>  | <b>18</b>  | <b>227</b>  |
| 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          |
| <b>Swansea Bay</b>       | <b>43</b>  | <b>38</b>  | <b>36</b>  | <b>33</b>  | <b>40</b>  | <b>34</b>  | <b>35</b>  | <b>26</b>  | <b>39</b>  | <b>38</b>  | <b>32</b>  | <b>31</b>  | <b>425</b>  |
| 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         |
| <b>Grand Total</b>       | <b>327</b> | <b>350</b> | <b>308</b> | <b>331</b> | <b>293</b> | <b>321</b> | <b>283</b> | <b>251</b> | <b>252</b> | <b>269</b> | <b>234</b> | <b>277</b> | <b>3496</b> |

### Step 3: We will Respond quickly and efficiently

A4: Number of incidents responded to by nature

|                                 | 2021       |            |            |            |            |            |            |            |            |            | 2022       |            |      | Total |
|---------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------|-------|
| Nature                          | 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  |       |
| <b>Grand Total</b>              | <b>327</b> | <b>350</b> | <b>308</b> | <b>331</b> | <b>293</b> | <b>321</b> | <b>283</b> | <b>251</b> | <b>252</b> | <b>269</b> | <b>234</b> | <b>277</b> | 3496 |       |

### Step 3: We will Respond quickly and efficiently

A5: Mission type by LHB

|                              | 2021       |            |            |            |            |            |            | 2022       |            |            |            |            | Total       |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Mission Type by LHB          | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        |             |
| <b>Primary Mission (999)</b> |            |            |            |            |            |            |            |            |            |            |            |            |             |
| 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         |
| <b>Secondary Transfer</b>    |            |            |            |            |            |            |            |            |            |            |            |            |             |
| 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          |
| <b>Grand Total</b>           | <b>327</b> | <b>350</b> | <b>308</b> | <b>331</b> | <b>293</b> | <b>321</b> | <b>283</b> | <b>251</b> | <b>252</b> | <b>269</b> | <b>234</b> | <b>277</b> | <b>3496</b> |

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).

#### Step 4: Provide high quality critical care

| Step | 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 |
|------|--------|---------|-------------------------------------------------------------------------------------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|-------|--------|
|      |        |         |                                                                                     | 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                                   | 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 |         | <b>Total Number of cases undergoing formal review</b>                               | 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     |

## Step 5: Handover care safely and efficiently

| Step | Ref   | Sub Ref | Description                                                                                                                                                    | Apr-21<br>Total | May-21<br>Total | Jun-21<br>Total | Jul-21<br>Total | Aug-21<br>Total | Sep-21<br>Total | Oct-21<br>Total | Nov-21<br>Total | Dec-21<br>Total | Jan-22<br>Total | Feb-22<br>Total | Mar-22<br>Total | Annual<br>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        |

## R1 Schedule - Core Requirements

|  | 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 Requirements                                                     | 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    |