RESTRICTED – STATISTICS

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Prepared by the Government Statistical Service

**STATISTICAL NOTE**

**AMBULANCE SYSTEMS INDICATORS MARCH 2014 AND**

**AMBULANCE CLINICAL OUTCOMES DECEMBER 2013**

**MONTHLY REPORT**

**Main findings – Ambulance Systems Indicators March 2014**

* The proportion of **Category A (Red 1)** calls resulting in an emergency response arriving within 8 minutes was **76.2**% nationally, more than the expected standard of 75%. However, three Trusts did not meet this standard; Yorkshire, East Midlands, and East of England.
* The proportion of **Category A (Red 2)** calls resulting in an emergency response arriving within 8 minutes was **74.7**% nationally, just less than the expected standard of 75%. Five Trusts did not meet this standard; North East, Yorkshire, East Midlands, West Midlands, and East of England.
* The national 19 minute response time performance for Category A calls this month of **96.1%** and so the national standard of 95% was achieved this month. Two Trusts failed to achieve the standard for 95% of patients receiving an ambulance within 19 minutes. These were South Central and East of England.
* The total number of **emergency calls** presented to switchboard this month was **725,977**.
* In March 2014, there were **413,670 emergency journeys** to a Type 1 or 2 A&E. Due to a change in definitions this is not comparable to journeys pre-April 2013, as now the number of journeys recorded only counts the number of transports to type 1&2 A&E rather than to any destination as previously was the case.
* This publication on 2 May 2014 contains revisions to Systems Indicators from April 2013 to February 2014 inclusive. North East, Yorkshire, West Midlands, East of England and South Central are not affected.
* The largest revisions are for the 8 minute Red 2 response proportions. The February 2014 South East Coast figure was revised from 84.6% to 73.8%. The April to October 2013 South West figures were each revised upwards by between two and three percentage points (%pts).
* The other proportions revised by at least 2%pts were July 2013 East Midlands call abandonment (up 2.2%pts) and North West April 2013 treatment at scene and not taken to Type 1 or 2 A&E, down 2.3%pts.

**Table 1 – March 2014 Ambulance Systems Indicators, Aggregate National Figures**

|  |  |  |  |
| --- | --- | --- | --- |
| **Indicator** | **Performance** | **Range Lowest** | **Range Highest** |
|  |  |  |  |
| Category A Red 1: | 76.2% | 70.4% | 83.6% |
| 8 Minutes Response |  |  |  |
|  |  |  |  |
| Category A Red 2: | 74.7% | 62.4% | 80.9% |
| 8 Minute Response |  |  |  |
|  |  |  |  |
| Category A: | 96.1% | 90.9% | 98.3% |
| 19 Minute Response |  |  |  |
|  |  |  |  |
| Call Abandonment Rate | 0.9% | 0.0% | 2.6% |
|  |  |  |  |
| Calls Resolved Through Telephone Assessment | 6.5% | 3.2% | 12.7% |
|  |  |  |  |
| Calls Resolved without Transport To Major A&E | 36.1% | 25.9% | 51.5% |
|  |  |  |  |
| Recontact Rate Following Discharge By Telephone Advice\* | 8.6% | 0.0% | 15.4% |
|  |  |  |  |
| Recontact Rate Following Face-to-Face Treatment At Scene\* | 5.4% | 4.1% | 7.1% |
|  |  | [IOW 0.0%] |  |
|  |  |  |  |
| Number of Emergency Journeys | 413,670 |  |  |
|  |  |  |  |

**\*** Very small numbers returned for these indicators so liable to large variations in performance.

NOTE: Due to its small size, performance on the Isle of Wight tends to vary a lot more than other Trusts. If it is an outlier the range will be for mainland England and its performance is given separately as IOW.

**Figure 1: Category A Historic Performance**



**Figure 2: Category A 19 Minute Historic Performance**



**Figure 3: Emergency Calls Per Month Historic Volumes**



**Figure 4: Emergency Journeys Per Month Historic Volumes**



**Main Findings – Ambulance Clinical Outcomes December 2013**

* For patients who had an **out-of-hospital cardiac arrest**, where ambulance staff commenced/continued resuscitation, **26.4**% had a return of spontaneous circulation (**ROSC**) on arrival at hospital.
* For patients who had an **out-of-hospital cardiac** arrest and where the outcome is known, the proportion of patients who were subsequently **discharged from hospital alive** was **7.7%**.
* For the sub-group of these patients that fulfilled the criteria for being in the **Utstein comparator** group the proportion that had **ROSC** on arrival at hospital was **44.9%**. The corresponding proportion of patients who were **discharged from hospital alive** (of patients where outcome was known) was **22.3**%.
* This month **87.2%** of patients suffering from an acute **ST-Elevation myocardial infarction** (**STEMI**) received primary angioplasty within 150 minutes of the call being connected to the ambulance service.
* Of the patients with an initial diagnosis of acute **ST-Elevation** **definite myocardial infarction**, **80.2**% received the **appropriate care bundle** in November.
* The proportion of **FAST positive** patients potentially eligible for stroke thrombolysis arriving at a **hyperaccute stroke unit within 60 minutes** this month was **59.7**%.
* The proportion of **suspected stroke** patients that were assessed face to face and who then received the **appropriate care bundle** was **96.2%.**

Detailed tables of all ambulance Systems Indicators and Clinical Outcomes data are available at:

[**www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2013-14/**](http://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2013-14/)

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 2 – December 2013 Ambulance Clinical Outcomes, Aggregate National Figures** | | | |
|  |  |  |  |
| **Indicator** | **Performance** | **Range Lowest** | **Range Highest** |
| Return of Spontaneous Circulation: |  |  |  |
| All Patients\* | 26.4% | 13.5% | 42.2% |
|  |  |  | [IOW 63.6%] |
|  |  |  |  |
| Return of Spontaneous Circulation: |  |  |  |
| Utstein Group\* | 44.9% | 27.6% | 57.7% |
|  |  |  | [IOW 75.0%] |
|  |  |  |  |
| Survival to Discharge following cardiac arrest: |  |  |  |
| All Patients\* | 7.7% | 2.1% | 20.9% |
| IOW |  |  | [IOW 27.3%] |
|  |  |  |  |
| Survival to Discharge following cardiac arrest: |  |  |  |
| Utstein Group | 22.3% | 4.2% | 35.3% |
|  |  |  |  |
| Outcome from acute STEMI: |  |  |  |
| Angioplasty within 150 minutes\* | 87.2% | 79.2% | 95.1% |
| IOW |  |  | IOW 100.0% |
|  |  |  |  |
| Outcome from acute STEMI: |  |  |  |
| Received Appropriate Care Bundle\* | 80.2% | 68.2% | 88.2% |
| IOW |  |  | IOW 100.0% |
|  |  |  |  |
| Outcome From Stroke: |  |  |  |
| Thrombolysis in 60 Minutes | 59.7% | 42.6% | 72.5% |
|  |  |  |  |
| Outcome From Stroke: |  |  |  |
| Appropriate Care Bundle | 96.2% | 90.5% | 99.6% |
|  |  |  |  |

**\*** Very small numbers returned for these indicators so liable to large variations in performance.

NOTE: Due to its small size, performance on the Isle of Wight tends to vary a lot more than other Trusts. If it is an outlier the range will be for mainland England and its performance is given separately as IOW. N/A indicates that there is no activity recorded in this measure for this month.

**Figure 5: Return of Spontaneous Circulation Following Cardiac Arrest Historic Data**



**Figure 6: Survival to Discharge Following Cardiac Arrest Historic Data**



**ANNEX**

1. **Ambulance Quality Indicators: Overview**
   * The Ambulance Quality Indicators data is an aggregate data collection collected from the 11 Ambulance Trusts in England each month. The collection is divided into two complimentary parts, Systems Indicators (AmbSYS) and Clinical Outcomes (AmbCO).

The indicators that make up the Ambulance Systems Indicators relate to the initial 999 call, and as such cover indicators such as the 8 minute response time for Category A calls (Red 1 and 2) and the number of emergency journeys.

Clinical Outcomes data covers a range of key clinical indicators, and corresponding performance by ambulance trust, such as survival to discharge following cardiac arrest. Clinical Outcomes performance is published on a 3 month lag relative to the Systems Indicators to allow time for patient outcomes to be resolved.

* + With the exception of the 8-minute response time standard and the 19-minute transportation standard for Category A (immediately life-threatening) calls, no thresholds to denote “poor” care have been set for these indicators. Instead, the data on the indicators will be used to reduce variation in performance across trusts (where clinically appropriate) and drive continuous improvement in patient outcomes over time.

1. **Ambulance Quality Indicators: Key Terms**

**Category A Calls**

This is a call where the patient is presenting a condition which is serious and life threatening, and where an immediate emergency response is required. For Category A calls, an emergency response should arrive at the scene of the incident within 8 minutes on at least 75% of cases.

These calls are further sub-divided into Red 1 and Red 2 based on the level of urgency of the incident. Due to differences in clock start definitions for the different call types it is not possible to aggregate performance of Red 1 and 2 into a total Category A performance.

**Category A Red 1**

A sub-group of all Category A calls where the call comes from a patient who is presenting conditions which may be immediately life threatening, and where a response is the most time critical.

**Category A Red 2**

A sub-group of all Category A calls where the call comes from a patient who is presenting a serious condition which may be life threatening, but may be less time critical than a Red 1 call.

**Emergency Journey**

An emergency or urgent incident that results in a patient being transported to a Type 1 & 2 A&E.

**Emergency Call**

The number of emergency and urgent calls presented to switchboard. This does include calls passed manually from 111 as requiring an ambulance response, however this definition does not include calls that have been passed electronically from 111.

**Return of Spontaneous Circulation (ROSC)**

The proportion of patients who have had a return of spontaneous circulation on arrival at hospital. Here patients refers to those who have had resuscitation (either Advanced or Basic Life Support) commenced/continued by the ambulance service following an out-of hospital cardiac arrest.

**Utstein Comparator Group**

The Utstein comparator group is a sub-group for the above ROSC indicator. This refers to patients who had resuscitation (Advanced or Basic Life Support) commenced/continued by the ambulance service following an out of hospital cardiac arrest of presumed cardiac origin, where the arrest was bystander witnessed and the initial rhythm was Ventricular Fibrillation or Ventricular Tachycardia.

For full details of each indicator and definition please consult the AQI technical guidance document at:

[**www.england.nhs.uk/statistics/ambulance-quality-indicators/**](http://www.england.nhs.uk/statistics/ambulance-quality-indicators/)

1. **Clinical Dashboards**

The Ambulance Quality Indicators continue to be published in a clinical care dashboard in line with recommendations from the National Ambulance Director and the National Clinical Director for Urgent and Emergency Care. One of the aims of the dashboard is to use statistical process control to indicate whether variation in performance reflects underlying change or merely natural variance, which is unavoidable even when a health system is performing well.

These statistical process control measures will take at least seven months worth of data to be reliable, but they will help ensure that performance changes over time are seen in the proper clinical context. Dashboards containing data for April 2011 to December 2013 have already been published on several ambulance trust websites.

1. **Revision timetable**
   * Future revisions will be made on a six-monthly cycle. Revisions to previous month’s data are made in line with the Department of Health’s revisions protocol for performance monitoring data: [www.england.nhs.uk/statistics/code-compliance/](http://www.england.nhs.uk/statistics/code-compliance/)

**Previous Revisions:**

|  |  |
| --- | --- |
| 2 May 2014 | AmbSYS April 2013 to February 2014 |
| 7 March 2014 | AmbCO April 2013 to September 2013 |
| 1 November 2013 | AmbSYS April 2013 to August 2013 |
| 2 August 2013 | AmbCO April 2012 to March 2013 |
| 3 May 2013 | AmbSYS April 2012 to March 2013 |
| 1 February 2013 | AmbCO April 2012 to August 2012 |
| 11 January 2013 | AmbSYS April 2012 to October 2012 |
| 11 January 2013 | AmbSYS April 2011 to March 2012 |
| 31 August 2012 | AmbCO April 2011 to March 2012 |

1. **Related Statistics**
   * The total number of category A and category B calls made to ambulance trusts in England, and of these how many were responded to within 8 minutes (category A) or 19 minutes (category B), and the number of urgent and emergency journeys, were previously collected by the Weekly Situation Reports collection. The collection also included data on instances of delayed handover to A&E staff. Data covering the period 08/11/2010 to 29/05/2011 can be found at:

[http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/en/Publicationsandstatistics/Statistics/Performancedataandstatistics/WeeklySituationReports/DH\_128506](http://webarchive.nationalarchives.gov.uk/20130107105354/http:/www.dh.gov.uk/en/Publicationsandstatistics/Statistics/Performancedataandstatistics/WeeklySituationReports/DH_128506)

* Performance statistics on ambulance services in other countries of the UK can be found at:

Wales: <http://wales.gov.uk/topics/statistics/headlines/health2012/120307/?lang=en>

Scotland: [www.scottishambulance.com/Performance](http://www.scottishambulance.com/Performance)

Northern Ireland: [www.niamb.co.uk/docs/corporate\_info.html](http://www.niamb.co.uk/docs/corporate_info.html)

**Additional Information**

For press enquiries, please contact the NHS England press office on 0113 825 0958 or [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net).

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