

## Ambulance Quality Indicators (AQI) Systems Indicators (AmbSys) data specification addendum

### Introduction

This document supplements the “20180525 AQI Systems Indicators specification” at [www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators](http://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators) and will be placed alongside it.

The 20180525 specification listed data items A0-A73 that continued to be collected in 2018-19, and data items A74-A113 that will be collected in future.

The Ambulance Response Programme (ARP) Implementation Group agreed in winter 2018-19 to add some new items to the April 2019 data collection, but to keep other items on hold until later in 2019, while Ambulance Services continue to test new procedures for calls from Healthcare Professionals (HCP) and Inter-Facility Transfers (IFT).

This Group also agreed to add to this addendum a diagram showing how the indicators to be collected in future (including A74-A113) relate to each other; and a table showing which stop codes relate to Hear & Treat, See & Treat, and See & Convey incidents.

### New data items A114 and A106-A110

Starting from the April 2019 collection:

#### **A114 90th centile call answer time**

Across all calls in the period, the 90th centile time to answer each call.

#### **Section 136 response times**

Items A106-A110 remain as they were written in the 20180525 specification, using the clock start and clock stop definitions from Section 6 of that document:

#### **A106 Section 136 count**

Count of incidents where a patient is attended by an Ambulance Service as a result of a request under section 136 in a mental health crisis situation.

#### **A107 Section 136 total response time**

The total response time aggregated across all incidents in A106 in the period.

#### **A108 Section 136 mean response time**

Across all incidents in A106 in the period, the mean average response time.

Definition:  $A108 = A107 / A106$

#### **A109 Section 136 90th centile response time**

Across all incidents in A106 in the period, the 90th centile response time.

#### **A110 Section 136 transport**

For all incidents in A106, the count where the Ambulance Service transported a patient.

## Stop codes

This table shows which stop codes, used by Ambulance Services to close calls and incidents, are counted in the AmbSYS data items used to measure Hear & Treat.

Test / Error: Count in no data items.	A0 & A1 Contacts, Calls	A7 Incidents	A17 Hear & Treat	A18 / A21	A19 / A22	A56 See & Treat / Convey
Duplicate (of existing incident) Information	Y	-	-	-	-	-
Passed to another (Ambulance) Service	Y	-	-	-	-	-
Hoax (identified at time of call)	Y	-	-	-	-	-
Cancelled by caller – Delay in response	Y	-	-	-	-	-
Cancelled by caller – Patient recovered	Y	-	-	-	-	-
Cancelled by caller – Other reason	Y	-	-	-	-	-
Cancelled by Police / Fire	Y	-	-	-	-	-
No send – demand management (cancelled by Ambulance Service)	Y	-	-	-	-	-
Abandoned (by caller during triage)	Y	-	-	-	-	-
Police transported, section 136 (Not attended by Ambulance Service)	Y	-	-	-	-	-
Police transported, other (Not attended by Ambulance Service)	Y	-	-	-	-	-
<b>On telephone call:</b>						
Self Care (Patient given specific advice for care of ongoing symptoms at home)	Y	Y	Y	Y	-	-
Refer to GP (patient attends GP, or GP attends)	Y	Y	Y	-	Y	-
Refer to A&E (patient attends of own accord)	Y	Y	Y	-	Y	-
Refer to MIU / WIC (patient attends of own accord)	Y	Y	Y	-	Y	-
Refer to 111 / OOH (ITK message to 111 / out of hours, or patient redials)	Y	Y	Y	-	Y	-
Refer to Specific Service (locally commissioned)	Y	Y	Y	-	Y	-
Refer to HCP (not locally commissioned; Pharmacy, Midwife, Dentist, District Nurse, ECP)	Y	Y	Y	-	Y	-
<b>At scene:</b>						
No patient contact (cancelled on arrival; not required / desired)	Y	Y	-	-	-	Y
No patient found (incorrect location or patient left scene)	Y	Y	-	-	-	Y
Deceased (attended)	Y	Y	-	-	-	Y

