

Ambulance Collection Data Point Definitions

Status: Draft

Version No: 1.7

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Version History

Version No.	Date	Revised by	Amended Section & Description of Change
0.1	20.02.2018	Geoff Coles	Initial Specification for internal review
0.2	05.03.2018	Geoff Coles	Updated after clarifications from Ian Kay and Alun Williams
0.3	09/05/2018	Alun Williams	Updated after further clarifications from Alun Williams, Tracy Bishop and Richard Webber
0.4	10/05/2018	Alun Williams	Updated after further clarification
1.0	10/05/2018	Alun Williams	Updated after further clarification
1.1	07/06/2018	Alun Williams	Corrected contents page Further clarification for Data Point ID's 80, 81, 82 In Appendix: Corrected spelling to "AMBULANCE DAILY" Corrected Org_Code to "RDR" Changed date time examples
1.2	16/08/2018	Geoff Coles	Added rank hospital waits metrics from 6 to 10.
1.3	08/11/2018	K.Briggs	Metrics amended following review by UEC team: <ul style="list-style-type: none"> • Addition of metrics for Acute Trusts 11-14 • Addition of "Handover delays >30 mins" per site • Addition of "total time lost due to handover delays" per site • Metrics re-worded New Metrics IDs added.
1.4	July 2019	Geoff Coles	<p>Deprecated metrics from 64 to 78 and 85 to 139 - Removed the focused site metrics.</p> <p>Added new metrics 140 to 146 inclusive – see definitions page below for details of these new metrics</p> <p>New Data Points The new datapoints are acute site level metrics. The Org_Code for these metrics will be the site code for which the metric is being submitted. The Ambulance Trust level and Acute site level metrics are distinguished using the Org_Type. The Org_Type is 'Ambulance Trust' for ambulance metrics and Org_Type is 'A&E Site' for site level metrics.</p>

CONTENTS

A.1 Executive Summary 4

A.2 High Level – List of Data Points 5

A.3 Detailed Level – List of Data Points 7

A.4 Appendix 14

A.1 Executive Summary

The data from the ambulance data collection is used to indicate where there are pressures on the NHS around the country in areas such as number of calls, number of waits and ambulance handover delays.

This document outlines the data points to be submitted by ambulance trusts to NHSI as well how any calculations are applied.

A.2 High Level – List of Data Points

A list of the data points is presented below. There are 2 data points issued in this version.

Data Point ID	Data Point Name	Status
1	REAP level	
2	Contact Count	
3	Calls Answered	
4	Total Call Answer Time (Seconds)	
5	Mean Call answer time (Seconds)	
6	Median Call answer time (Seconds)	
7	95th Percentile Call Answer Time (Seconds)	
8	99th Percentile Call Answer Time (Seconds)	
15	Total Incidents	
16	Total Incidents (this time last year)	
18	Calls Answered (this time last year)	
20	Total Ambulance Service Call Volume that originated from NHS111	
22	C1 Incidents	
23	C1 Total Response Time (Seconds)	
25	C1 - Mean response time (Seconds)	
26	C1 - 90th Percentile Response time (Seconds)	
27	C2 Incidents	
28	C2 Total Response Time (Seconds)	
30	C2 - Mean response time (Seconds)	
31	C2 - 90th Percentile Response time (Seconds)	
32	C3 Incidents	
33	C3 Total Response Time (Seconds)	
35	C3 - Mean response time (Seconds)	
36	C3 - 90th Percentile Response time (Seconds)	

Data Point ID	Data Point Name	Status
37	C4 Incidents	
38	C4 Total Response Time (Seconds)	
40	C4 - Mean response time (Seconds)	
41	C4 - 90th Percentile Response time (Seconds)	
42	Total Incidents with Transport to ED	
43	Total Incidents with Transport NOT to ED	
46	C1 Incidents with Transport to ED	
47	C1 Incidents with Transport NOT to ED	
50	C2 Incidents with Transport to ED	
51	C2 Incidents with Transport NOT to ED	
54	C3 Incidents with Transport to ED	
55	C3 Incidents with Transport NOT to ED	
58	C4 Incidents with Transport to ED	
59	C4 Incidents with Transport NOT to ED	
62	Incidents with no face to face response	
80	Total Number of Handover Delays (trust level) between 15 and 30 minutes (arrival to handover)	Amended
81	Total Number of Handover Delays (trust level) between 30 and 60 minutes (arrival to handover)	Amended
82	Total Number of Handover Delays (trust level) over the 60 minute (arrival to handover)	Amended
83	Incidents with no transport	Amended
84	Total time lost due to handover delays (trust level) (seconds)	Amended
140	Total Number of Handover Delays (Site level) between 30 and 60 minutes	New
141	Total Number of Handover Delays (Site level) over the 60 minutes	New
142	Total time lost due to handover delays	New
143	Longest recorded delay over 1 hour (Seconds)	New
144	Post Handover Time	New
145	HHO -Total hospital arrivals	New
146	Handovers delays between 15 and 30 minutes	New

A.3 Detailed Level - List of Data Points

We are introducing metrics at the grain of A&E site level. The data points will now contain Ambulance Trust level metrics and A&E site level metrics for ambulance. The Org_Code for Ambulance Trust level metrics should be Ambulance organisation code and for A&E site level should be the Acute site code.

NB. Messages submitted electronically will not be processed if the following are not adhered to:

- The data point period start and period end formats must be as specified as below
- A valid organisation code must be present
- A valid ID must be present
- A version number must be present
- A return type of “AMBULANCE DAILY” must be present and must be in capital letters.
- Org_Type should be “Ambulance Trust” for Ambulance metrics and “A&E Site” for Site level metrics. (See Appendix for more details)

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
1	REAP level	Ambulance Trust		As defined by the National Ambulance Resilience Unit	Metric			To be provided separately by the trust		
2	Contact Count	Ambulance Trust	AO	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
3	Calls Answered	Ambulance Trust	A1	Link to Official Definition	Measure	2500	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
4	Total Call Answer Time (Seconds)	Ambulance Trust	A2	Link to Official Definition	Metric	20000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
5	Mean Call answer time (Seconds)	Ambulance Trust	A3	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
6	Median Call answer time (Seconds)	Ambulance Trust	A4	Link to Official Definition	Metric	7	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
7	95th Percentile Call Answer Time (Seconds)	Ambulance Trust	A5	Link to Official Definition	Metric	59	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
8	99th Percentile Call Answer Time (Seconds)	Ambulance Trust	A6	Link to Official Definition	Metric	124	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
15	Total Incidents	Ambulance Trust	A7	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
16	Total Incidents (this time last year)	Ambulance Trust		Measure: [Total Incidents] from the same time last year	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
18	Calls Answered (this time last year)	Ambulance Trust		Measure: [Calls Answered] from the same time last year	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
20	Total Ambulance Service Call Volume that originated from NHS111	Ambulance Trust		As defined for AQI A0, but only include NHS111 contacts	Measure	339	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
22	C1 Incidents	Ambulance Trust	A8	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
23	C1 Total Response Time (Seconds)	Ambulance Trust	A24	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
25	C1 - Mean response time (Seconds)	Ambulance Trust	A25	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
26	C1 - 90th Percentile Response time (Seconds)	Ambulance Trust	A26	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
27	C2 Incidents	Ambulance Trust	A10	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
28	C2 Total Response Time (Seconds)	Ambulance Trust	A30	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
30	C2 - Mean response time (Seconds)	Ambulance Trust	A31	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
31	C2 - 90th Percentile Response time (Seconds)	Ambulance Trust	A32	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
32	C3 Incidents	Ambulance Trust	A11	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
33	C3 Total Response Time (Seconds)	Ambulance Trust	A33	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
35	C3 - Mean response time (Seconds)	Ambulance Trust	A34	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
36	C3 - 90th Percentile Response time (Seconds)	Ambulance Trust	A35	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
37	C4 Incidents	Ambulance Trust	A12	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
38	C4 Total Response Time (Seconds)	Ambulance Trust	A36	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
40	C4 - Mean response time (Seconds)	Ambulance Trust	A37	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
41	C4 - 90th Percentile Response time (Seconds)	Ambulance Trust	A38	Link to Official Definition	Metric	10	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
42	Total Incidents with Transport to ED	Ambulance Trust	A53	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
43	Total Incidents with Transport NOT to ED	Ambulance Trust	A54	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
46	C1 Incidents with Transport to ED	Ambulance Trust	A53 for C1 Incidents	<u>A53 from the Official Definition but broken down for C1 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
47	C1 Incidents with Transport NOT to ED	Ambulance Trust	A54 for C1 Incidents	<u>A54 from the Official Definition but broken down for C1 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
50	C2 Incidents with Transport to ED	Ambulance Trust	A53 for C2 Incidents	<u>A53 from the Official Definition but broken down for C2 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
51	C2 Incidents with Transport NOT to ED	Ambulance Trust	A54 for C2 Incidents	<u>A54 from the Official Definition but broken down for C2 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
54	C3 Incidents with Transport to ED	Ambulance Trust	A53 for C3 Incidents	<u>A53 from the Official Definition but broken down for C3 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
55	C3 Incidents with Transport NOT to ED	Ambulance Trust	A54 for C3 Incidents	<u>A54 from the Official Definition but broken down for C3 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
58	C4 Incidents with Transport to ED	Ambulance Trust	A53 for C4 Incidents	<u>A53 from the Official Definition but broken down for C4 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
59	C4 Incidents with Transport NOT to ED	Ambulance Trust	A54 for C4 Incidents	<u>A54 from the Official Definition but broken down for C4 Incidents only</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
62	Incidents with no face to face response	Ambulance Trust	A17	<u>Link to Official Definition</u>	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
80	Total Number of Handover Delays (trust level) between 15 and 30 minutes (arrival to handover)	Ambulance Trust		Total Number of Handover Delays over the 15 minute (arrival to handover), i.e. between 00:15:01 and 00:30:00	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
81	Total Number of Handover Delays (trust level) between 30 and 60 minutes (arrival to handover)	Ambulance Trust		Total Number of Handover Delays over the 30 minute (arrival to handover), i.e. between 00:30:01 and 01:00:00	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
82	Total Number of Handover Delays (trust level) over the 60 minute (arrival to handover)	Ambulance Trust		Total Number of Handover Delays over the 60 minute (arrival to handover), i.e. greater than 01:00:00	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
83	Incidents with no transport	Ambulance Trust	A55	Link to Official Definition	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
84	Total time lost due to handover delays (trust level) (seconds)	Ambulance Trust		Total handover delay time excluding the first 30 minutes (seconds)	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
140	Total Number of Handover Delays (Site level) between 30 and 60 minutes	A&E Site		Total Number of Handover Delays over 30 minutes (arrival to handover), i.e. between 00:30:01 and 01:00:00	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
141	Total Number of Handover Delays (Site level) over the 60 minutes	A&E Site		Total Number of Handover Delays over the 60 minutes (arrival to handover), i.e. greater than 01:00:00	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

Data Point ID	Data Point	Grain	AQI Reference	Definition	Measure / Metric Flag	Example values	Data Type	Frequency	Period Start	Period End
142	Total time lost due to handover delays	A&E Site		Total handover delay time excluding the first 30 minutes (seconds)	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
143	Longest recorded delay over 1 hour (Seconds)	A&E Site		The Longest Recorded delay (in Seconds) with waiting times over 1 hour	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
144	Post Handover Time	A&E Site		post Handover - time is the time the ambulance crew take before they are ready for next call, excluding the first 15 mins (in mins)	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
145	Total hospital arrivals	A&E Site		the number of transports sent to the site (midnight to now) or from midnight	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59
146	Handovers delays between 15 and 30 minutes	A&E Site		HHO delays between 15-30 mins	Measure	3000	Integer	Daily	yyyy-mm-dd 00:00:00	yyyy-mm-dd 23:59:59

A.4 Appendix

This section details an example of the json message structure and a code snippet of how trusts can submit to NHSI.

(a) Ambulance Collection Json Structure

[{	Description	Type
"EndPoint_ID":"001",	The endpoint id represents a unique message sending application / device	Header
"Version":"1.1",	The version of the submission.	Header
"Submission_DateTime":"2016-11-20 17:48:28",	The date time that the sending application sends the message	Header
"Returntype":"AMBULANCE DAILY",	The return type associated with the message (i.e. "AMBULANCE DAILY")	Metric Detail
"Metrics": [Metric Detail
{ "Org_Code":"RDR",	The code of the organisation for Ambulance Trust metrics	Metric Detail
"Org_Type":"Ambulance Trust",	The type of organisation	Metric Detail
"Metric_ID":1,	The ID of the Metric	Metric Detail
"Metric_Value":79.17,	The Metric value	Metric Detail

<code>"Period_DateTime_Start":"2018-05-31 00:00:00",</code>	This attribute marks the start of a period. For a range the format will be: <code>"Period_DateTime": {"From":"2018-05-31 00:00:00","To":"2018-05-31 23:59:59"}</code>	Metric Detail
<code>"Period_DateTime_End":"2018-05-31 23:59:59" },</code>	The end of a period	Metric Detail
<code>{"Org_Code":"RVV01",</code>	The code of the organisation for Acute Site metrics	Metric Detail
<code>"Org_Type":"A&E Site",</code>	The type of organisation	Metric Detail
<code>"Metric_ID":1,</code>	The ID of the Metric	Metric Detail
<code>"Metric_Value":79.17,</code>	The Metric value	Metric Detail
<code>"Period_DateTime_Start":"2018-05-31 00:00:00",</code>	This attribute marks the start of a period. For a range the format will be: <code>"Period_DateTime": {"From":"2018-05-31 00:00:00","To":"2018-05-31 23:59:59"}</code>	Metric Detail
<code>"Period_DateTime_End":"2018-05-31 23:59:59" },</code>	The end of a period	Metric Detail
<code>]</code>	The end of an array of metrics	
<code>}}</code>		