

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



A transformational programme for commissioning healthcare



## Data 2024/25

v1.7

For NHS Wales & WAACT internal distribution only



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Gwasanaeth Casglu a  
Throsoglwyddo Meddygol Brys  
Emergency Medical  
Retrieval & Transfer Service

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)

### Release Notes

15/10/2024 ECCH WAST call data quality issue- awaiting resolution  
EMRTS call data access issues- awaiting resolution

**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	4	5	4	17
S1/A2	Number of Local Health Board/ WAST engagement events attended by EMRTS.	2	2	1	2	7
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.	3	3	4	3	13
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).	46	46	57	70	219
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	65	60	228
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	100%				

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

Ref	Description	Apr-24	May-24	Jun-24	Q1	Jul-24	Aug-24	Sep-24	Q2	Oct-24	Nov-24	Dec-24	Q3	Jan-25	Feb-25	Mar-25	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.	2122	2622	2081	6825	2235	2178	2143	6556	2023	1745	1862	5630	1788	1706	1814	5308	24319
S2/A2	Number of EMRTS contacts made by WAST on-scene personnel (i.e. requests for advice and/or direct clinical support)	40	71	51	162	61	60	41	162	33	53	44	130	40	42	49	131	585
S2/A3	Number of EMRTS contacts made by hospital personnel (i.e. requests for advice and/or direct clinical support)	71	63	79	213	69	67	65	201	68	51	74	193	72	68	58	198	805
S2/A4	Number of calls answered by Critical Care Hub (ECCH)	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	0
S2/A5	Number of EMRTS Top cover consultant calls	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	TBC	TBC	TBC	0	0
S2/RE3a	Sickness Figures ECCH Dispatch (Based on hours lost when planned on roster)	0	0	184	184	138	161	149.5	449	34.5	28.87	0	63.37	0	81	12	92	788
S2/RE3b	Sickness Figures ECCH Clinical (Based on hours lost when planned on roster)	11.5	0	23	35	23	57.5	46	127	46	11.5	46	104	0	0	69	69	334
S2/RE4	Resource Unit Hours of ECCH lost	0	0	11.5	12	0	0	23	23	0	5.87	0	5.87	0	23	0	23.0	63.37

## Step 3: Respond quickly and efficiently

Step	Ref	Sub Ref	Description	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	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	0	0	0	69	0	0
		iiv	Welshpool	0	0	0	0	0	46	0	0	23	58	46	0	104
		iii	Dafen	46	11.5	0	11.5	0	0	46	11.5	11.5	23	0	35	58
		iv	Cardiff	184	0	23	23	69	138	138	115	103.5	115	23	69	230
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
		iiv	Welshpool	0	0	0	0	0	0	0	0	0	0	0	0	0
		iii	Dafen	0	0	0	0	0	0	0	0	0	0	0	0	0
		iv	Cardiff	12	0	0	0	0	0	0	0	3	0	0	0	15
S3	PCP8		% of calls where critical care interventions provided by EMRTS following arrival on scene	52%	43%	46%	48%	51%	45%	45%	43%	46%	44%	43%	45%	47%
S3	PCP9	ii	Mobilisation time by Aircraft/Road Vehicle													
			Primary Mission (999)	00:03:47	00:04:04	00:04:24	00:04:17	00:04:37	00:04:01	00:04:19	00:04:30	00:03:22	00:03:37	00:04:05	00:04:42	00:04:09
			Air Ambulance	00:05:35	00:05:20	00:05:21	00:05:24	00:05:44	00:05:28	00:05:54	00:06:33	00:06:07	00:06:12	00:05:52	00:05:57	00:05:59
			Rapid Response Vehicle	00:01:44	00:02:07	00:02:01	00:02:11	00:02:28	00:01:52	00:02:01	00:02:12	00:02:06	00:01:57	00:02:25	00:02:18	00:02:11
			Secondary Transfer	00:04:12	00:06:39	00:04:40	00:03:35	00:04:51	00:03:00	00:09:00	00:03:34	00:05:43	00:09:48	00:08:30	00:06:00	00:08:06
			Air Ambulance	00:05:30	00:09:47	00:05:30	00:04:00	00:06:36	00:03:10	00:10:17	00:04:15	00:08:43	00:18:00	00:14:00	00:05:45	00:11:04
			Rapid Response Vehicle	00:03:20	00:03:07	00:03:00	00:02:45	00:03:06	00:02:50	00:06:45	00:02:53	00:02:43	00:04:20	00:03:00	00:07:00	00:04:14
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	2024												Grand Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
WAA Caernarfon (North)	3	11	8	10	8	4	4	2	9	3	7	12	81
WAA Cardiff (South East)	13	9	29	20	11	11	15	9	12	12	11	20	172
WAA Dafen (South)	12	16	12	19	9	18	20	10	17	18	19	11	181
WAA Welshpool (Mid-Wales)	11	6	10	13	4	6	14	6	4	7	9	9	99
<b>Grand Total</b>	<b>39</b>	<b>42</b>	<b>59</b>	<b>62</b>	<b>32</b>	<b>39</b>	<b>53</b>	<b>27</b>	<b>42</b>	<b>40</b>	<b>46</b>	<b>52</b>	<b>533</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

	2024									2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>WAA Caernarfon (North)</b>	<b>29</b>	<b>46</b>	<b>41</b>	<b>43</b>	<b>43</b>	<b>49</b>	<b>22</b>	<b>31</b>	<b>35</b>	<b>34</b>	<b>33</b>	<b>45</b>	<b>451</b>
Air Ambulance	27	38	40	36	39	35	18	22	22	16	25	40	358
Rapid Response Vehicle	2	8	1	7	4	14	4	9	13	18	8	5	93
<b>WAA Cardiff (South East)</b>	<b>135</b>	<b>137</b>	<b>144</b>	<b>155</b>	<b>152</b>	<b>161</b>	<b>147</b>	<b>151</b>	<b>137</b>	<b>188</b>	<b>154</b>	<b>137</b>	<b>1798</b>
Air Ambulance	42	55	89	81	67	62	62	51	34	46	45	69	703
Rapid Response Vehicle	93	82	55	74	85	99	85	100	103	142	109	68	1095
<b>WAA Dafen (South)</b>	<b>98</b>	<b>106</b>	<b>78</b>	<b>75</b>	<b>64</b>	<b>65</b>	<b>71</b>	<b>62</b>	<b>103</b>	<b>68</b>	<b>71</b>	<b>90</b>	<b>951</b>
Air Ambulance	53	66	55	57	45	54	57	39	37	47	48	58	616
Rapid Response Vehicle	45	40	23	18	19	11	14	23	66	21	23	32	335
<b>WAA Welshpool (Mid-Wales)</b>	<b>37</b>	<b>46</b>	<b>48</b>	<b>42</b>	<b>39</b>	<b>41</b>	<b>49</b>	<b>33</b>	<b>32</b>	<b>33</b>	<b>37</b>	<b>47</b>	<b>484</b>
Air Ambulance	35	41	42	39	34	35	38	20	17	17	21	40	379
Rapid Response Vehicle	2	5	6	3	5	6	11	13	15	16	16	7	105
<b>Grand Total</b>	<b>299</b>	<b>335</b>	<b>311</b>	<b>315</b>	<b>298</b>	<b>316</b>	<b>289</b>	<b>277</b>	<b>307</b>	<b>323</b>	<b>295</b>	<b>319</b>	<b>3684</b>

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

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

	2024			2025									Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Local Health Board</b>													
<b>Aneurin Bevan</b>	<b>56</b>	<b>68</b>	<b>58</b>	<b>66</b>	<b>56</b>	<b>49</b>	<b>62</b>	<b>51</b>	<b>55</b>	<b>67</b>	<b>77</b>	<b>56</b>	<b>721</b>
Air Ambulance	19	33	35	43	25	24	38	27	15	24	31	31	345
Rapid Response Vehicle	37	35	23	23	31	25	24	24	40	43	46	25	376
<b>Betsi Cadwaladr</b>	<b>49</b>	<b>69</b>	<b>70</b>	<b>66</b>	<b>53</b>	<b>59</b>	<b>42</b>	<b>42</b>	<b>50</b>	<b>53</b>	<b>59</b>	<b>74</b>	<b>686</b>
Air Ambulance	46	60	66	58	48	52	34	26	30	27	42	66	555
Rapid Response Vehicle	3	9	4	8	5	7	8	16	20	26	17	8	131
<b>Cardiff and Vale</b>	<b>62</b>	<b>49</b>	<b>38</b>	<b>47</b>	<b>41</b>	<b>65</b>	<b>45</b>	<b>47</b>	<b>62</b>	<b>68</b>	<b>53</b>	<b>40</b>	<b>617</b>
Air Ambulance	11	9	11	10	11	18	8	7	11	9	10	3	118
Rapid Response Vehicle	51	40	27	37	30	47	37	40	51	59	43	37	499
<b>Cwm Taf Morgannwg</b>	<b>45</b>	<b>55</b>	<b>47</b>	<b>35</b>	<b>47</b>	<b>47</b>	<b>38</b>	<b>37</b>	<b>38</b>	<b>44</b>	<b>41</b>	<b>34</b>	<b>508</b>
Air Ambulance	20	28	33	25	28	25	22	19	8	16	20	28	272
Rapid Response Vehicle	25	27	14	10	19	22	16	18	30	28	21	6	236
<b>Hywel Dda</b>	<b>30</b>	<b>35</b>	<b>45</b>	<b>41</b>	<b>41</b>	<b>38</b>	<b>36</b>	<b>42</b>	<b>47</b>	<b>36</b>	<b>24</b>	<b>54</b>	<b>469</b>
Air Ambulance	23	30	38	35	32	29	33	24	27	21	14	42	348
Rapid Response Vehicle	7	5	7	6	9	9	3	18	20	15	10	12	121
<b>Out of Area</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>32</b>
Air Ambulance	2	2	6	2	1	1	2	8	1	1	2		28
Rapid Response Vehicle							1		3				4
<b>Powys</b>	<b>18</b>	<b>23</b>	<b>23</b>	<b>20</b>	<b>23</b>	<b>19</b>	<b>33</b>	<b>18</b>	<b>18</b>	<b>23</b>	<b>21</b>	<b>27</b>	<b>266</b>
Air Ambulance	15	17	20	17	18	13	24	10	10	12	9	21	186
Rapid Response Vehicle	3	6	3	3	5	6	9	8	8	11	12	6	80
<b>Swansea Bay</b>	<b>39</b>	<b>34</b>	<b>24</b>	<b>38</b>	<b>36</b>	<b>38</b>	<b>30</b>	<b>32</b>	<b>33</b>	<b>31</b>	<b>18</b>	<b>35</b>	<b>388</b>
Air Ambulance	23	21	17	23	22	24	14	11	8	16	11	17	207
Rapid Response Vehicle	16	13	7	15	14	14	16	21	25	15	7	18	181
<b>Grand Total</b>	<b>301</b>	<b>335</b>	<b>311</b>	<b>315</b>	<b>298</b>	<b>316</b>	<b>289</b>	<b>277</b>	<b>307</b>	<b>323</b>	<b>295</b>	<b>320</b>	<b>3687</b>

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

A4: Number of incidents responded to by nature

Nature	2024												Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Animal related injuries		1	2		1	1	2	1	1		2	1	12
Breathing Problems	21	14	10	16	12	10	13	18	15	28	12	19	188
Burns or Explosions	4	6	3	5	3	4	4	6	2	5	5	3	50
Cardiac Arrest	74	70	70	58	56	64	67	50	68	80	62	71	790
Cardiac related	1	6	4	9	3	4	1	3	1	2	2	7	43
Drowning	2	7	5	3	9	3	6	3	2		5		45
Falls	39	40	43	39	25	39	27	28	29	36	29	38	412
Other Medical	14	8	9	14	19	13	11	11	16	10	15	14	154
Other Trauma	47	56	50	60	52	55	54	41	41	41	46	36	579
Penetrating Trauma	12	7	10	8	12	13	8	6	11	11	14	12	124
Pregnancy or Childbirth Related	3	2	2		4	2	5	5	3	2	3	4	35
Road Incidents	45	57	63	56	52	52	43	55	43	43	45	74	628
Seizures	18	28	16	14	11	20	15	13	24	18	14	17	208
Stroke	1		1	2			1		1		2		8
Transfer	5	18	3	12	22	12	11	16	19	15	16	10	159
Unconscious	15	15	20	19	17	24	21	21	31	32	23	14	252
<b>Grand Total</b>	<b>301</b>	<b>335</b>	<b>311</b>	<b>315</b>	<b>298</b>	<b>316</b>	<b>289</b>	<b>277</b>	<b>307</b>	<b>323</b>	<b>295</b>	<b>320</b>	<b>3687</b>



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

A5: Mission type by LHB

Mission Type by LHB	2024												2025			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
<b>Primary Mission (999)</b>	<b>296</b>	<b>317</b>	<b>308</b>	<b>303</b>	<b>276</b>	<b>304</b>	<b>278</b>	<b>261</b>	<b>288</b>	<b>308</b>	<b>279</b>	<b>310</b>	<b>3528</b>			
Aneurin Bevan	54	62	55	64	49	48	60	48	53	64	73	53	683			
Betsi Cadwaladr	49	68	70	61	51	58	41	42	47	51	56	73	667			
Cardiff and Vale	62	47	38	47	41	64	45	42	62	68	50	40	606			
Cwm Taf Morgannwg	44	52	47	33	43	43	37	33	35	43	39	34	483			
Hywel Dda	29	30	45	41	37	36	33	41	42	31	22	52	439			
Out of Area	2	2	6	2	1	1	3	8	4	1	2		32			
Powys	18	23	23	19	22	19	32	17	17	22	19	26	257			
Swansea Bay	38	33	24	36	32	35	27	30	28	28	18	32	361			
<b>Secondary Transfer</b>	<b>5</b>	<b>18</b>	<b>3</b>	<b>12</b>	<b>22</b>	<b>12</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>15</b>	<b>16</b>	<b>10</b>	<b>159</b>			
Aneurin Bevan	2	6	3	2	7	1	2	3	2	3	4	3	38			
Betsi Cadwaladr		1		5	2	1	1		3	2	3	1	19			
Cardiff and Vale		2				1		5			3		11			
Cwm Taf Morgannwg	1	3		2	4	4	1	4	3	1	2		25			
Hywel Dda	1	5			4	2	3	1	5	5	2	2	30			
Powys				1	1		1	1	1	1	2	1	9			
Swansea Bay	1	1		2	4	3	3	2	5	3		3	27			
<b>Grand Total</b>	<b>301</b>	<b>335</b>	<b>311</b>	<b>315</b>	<b>298</b>	<b>316</b>	<b>289</b>	<b>277</b>	<b>307</b>	<b>323</b>	<b>295</b>	<b>320</b>	<b>3687</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).



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

Step	Ref	Sub Ref	Description	Apr-24	May-24	Jun-24	Q1	Jul-24	Aug-24	Sep-24	Q2	Oct-24	Nov-24	Dec-24	Q3	Jan-25	Feb-25	Mar-25	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	28	28	23	79	31	26	36	93	16	32	36	84	30	27	28	85	341
S4	A2		Number of patients receiving procedural sedation	10	18	14	42	10	9	9	28	8	11	3	22	8	9	17	34	126
S4	A3		Number of cases entering an appropriate audit pathway	44	45	41	130	47	48	49	144	43	56	58	157	54	51	62	167	598
S4	A4		Number of patients receiving blood or blood products	8	10	9	27	9	11	7	27	11	5	8	24	10	9	10	29	107
S4	A5		% of patients receiving interventions above normal paramedic practice (e.g. JRCALC)	52%	43%	46%	47%	48%	51%	45%	48%	45%	43%	46%	47%	44%	43%	45%	44%	47%
S4	PCP 11		<b>Total Number of cases undergoing formal review</b>	51	54	46	151	56	58	53	167	47	62	67	176	56	57	70	183	677
S4	PCP 11	a	RSI Audit	28	28	23	79	31	26	36	93	16	32	36	84	30	27	28	85	341
S4	PCP 11	b	Blood Audit	8	10	9	27	9	11	7	27	11	5	8	24	10	9	10	29	107
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	0	0	0	0	0	0	0	0	0	0	0
S4	PCP 11	e	Post Rosc	8	7	9	24	7	11	6	24	8	8	11	27	6	6	7	19	94
S4	PCP 11	f	Procedural Sedation	0	0	0	0	0	0	0	0	8	11	3	22	8	9	17	34	56
S4	PCP 11	g	Clinical Governance Review (ex. Audit)	3	1	0	4	0	0	0	0	1	1	0	2	0	2	0	2	8
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	4	8	5	17	9	10	4	23	3	5	9	17	2	4	8	14	71

Step 5: Handover care safely and efficiently

Step	Ref	Sub Ref	Description	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	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	36	40	49	45	33	37	43	32	36				351
S5	A2		Number of patients transported to hospital with EMRTS escort	82	107	103	123	103	109	97	104	105				933
S5	A3		Number of patients transported to hospital	228	260	242	256	237	253	227	214	240	237	211	256	2861
S5	PCP12		Number of cases where EMRTS bypass the nearest hospital to take a patient direct to definitive care	26	27	38	35	36	33	32	32	28	25	18	37	367
S5	PCP13		Number of patients where patients are passed to WAST for transport to hospital following EMRTS intervention	48	55	37	42	38	47	32	39	37	47	38	55	515
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		0:41:00	0:59:30		00:37:00	01:01:00	00:41:30	00:36:00			00:33:00	01:31:00	00:47:07
			Breathing Problems	1:11:00	1:01:30	1:02:40	01:02:27	01:00:18	01:08:51	01:04:55	01:25:51	00:47:45	01:19:34	01:17:27	01:15:34	01:06:29
			Burns or Explosions	0:55:30	1:24:00	0:47:20	01:10:40	00:47:20	01:06:00	01:20:40	00:51:00	00:15:00		00:40:45	00:35:00	01:02:53
			Cardiac Arrest	1:20:26	1:17:59	1:21:05	01:15:53	01:33:24	01:28:31	01:15:28	01:20:28	01:21:23	01:11:22	01:19:18	01:13:46	01:21:40
			Cardiac related	2:01:00	1:10:45	1:04:30	01:55:34	01:40:00	00:17:00		01:06:40	00:59:00	00:33:00	00:25:00	00:45:50	01:22:37
			Drowning	0:44:30	1:08:40	0:52:20	00:53:30	00:34:50	00:21:20	01:54:20	00:47:00	02:18:00		01:29:00		00:57:36
			Falls	1:16:41	1:09:16	1:21:05	01:16:34	01:07:06	01:16:16	01:06:40	01:08:05	01:12:38	01:13:42	01:14:09	01:37:21	01:13:29
			Other Medical	0:40:09	1:13:00	0:54:20	01:05:13	01:22:13	01:12:51	01:39:36	01:34:30	01:04:24	00:30:09	01:17:11	01:05:30	01:11:27
			Other Trauma	1:05:53	1:08:10	1:04:02	01:06:44	01:03:54	01:08:16	01:19:45	01:14:46	01:03:41	00:53:11	01:01:30	01:05:45	01:08:15
			Penetrating Trauma	0:44:40	0:36:20	0:51:00	00:35:36	00:23:52	00:41:07	00:55:15	01:45:40	00:55:53	00:17:47	00:20:45	00:58:27	00:45:56
			Pregnancy or Childbirth Related	0:59:00				00:30:40	00:32:30	01:53:36	02:41:00	00:41:00	01:47:00	00:54:00	00:20:30	01:22:49
			Road Incidents	1:08:44	0:57:47	1:08:02	01:36:18	01:16:32	01:07:49	01:22:10	01:20:44	01:06:40	01:08:58	01:17:37	01:08:02	01:13:48
			Seizures	1:00:17	0:56:19	1:01:14	01:13:40	01:01:48	01:05:35	00:30:50	00:56:00	01:17:14	00:50:37	00:45:10	01:07:49	01:02:41
			Stroke	0:21:00		0:25:00	01:38:00			01:18:00		00:50:00		01:44:00		01:01:40
			Unconscious	0:46:15	1:18:45	0:57:20	01:21:40	01:19:45	01:46:40	01:10:00	01:23:09	01:12:34	00:44:05	01:25:22	00:51:00	01:19:27
S5	PCP16	ii	Time Spent at the referring facility for EMRTS inter-hospital transfers	1:20:13	1:19:16	1:00:10	00:58:51	00:53:55	01:34:27	01:16:32	01:12:30	01:10:50	01:10:38	01:25:05	01:23:42	01:12:28
S5	PCP16	iii	Time from handover to clear, by Aircraft or Road Vehicle	hh:mm:ss												
	PCP16	iv	Air Ambulance	0:11:52	0:19:49	0:15:23	00:14:11	00:16:54	00:18:12	00:19:39	00:21:59	00:18:21	00:14:05	00:16:48	00:12:34	00:17:10
	PCP16	v	Rapid Response Vehicle	0:13:40	0:16:54	0:09:15	00:08:16	00:11:58	00:07:31	00:15:06	00:14:18	00:17:53	00:13:35	00:09:15	00:11:17	00:13:50

### R1 Schedule - Core Requirments

Ref	Sub Ref	Description	Apr-24	May-24	Jun-24	Q1	Jul-24	Aug-24	Sep-24	Q2	Oct-24	Nov-24	Dec-24	Q3	Jan-25	Feb-25	Mar-25	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	1	0	0	1	1	0	0	1	1	0	0	1	3
CR2	b	Number EMRTS compliments	10	8	12	30	14	12	8	34	15	9	17	41	15	4	9	28	133
CR2	c	Number of EMRTS patient satisfaction surveys undertaken	1	2	1	4	1	0	2	3	0	2	0	2	1	1	1	3	12
CR2	d	Number of EMRTS complaints investigated by SBUHB (PTR)	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	2
CR3	a	Number of calls available to be attended due to resource availability	301	335	311	947	315	298	316	929	289	277	307	873	323	295	320	938	3687
CR4	a	Number of core audits undertaken annually	6																
CR4	b	% of annual cases reviewed at monthly governance days				4%				5%				5%				5%	18%
CR4	c	Number of patient follow ups undertaken	224	260	261	745	276	244	256	776	226	214	241	681	252	213	273	738	2940
CR5	a	% of planned training delivered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	4
CR5	b	% of sickness absence (service provision)	6.7%	0.3%	6.4%	4.5%	5.3%	7.7%	10.5%	7.8%	7.3%	4.6%	4.6%	5.6%	3.4%	3.6%	3.2%	3.4%	5.3%
CR5	c	Number of violence & aggression incidents reported by staff	0	0	0	0	0	0	0	0	0	0	0	0		1		1	1
CR5	d	Number of injuries reported by staff	0	0	0	0	0	0	1	1	0	0	0	0	1	1	1	3	2
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	3	7	14	10	9	7	26	12	4	6	22	9	5	4	18	80