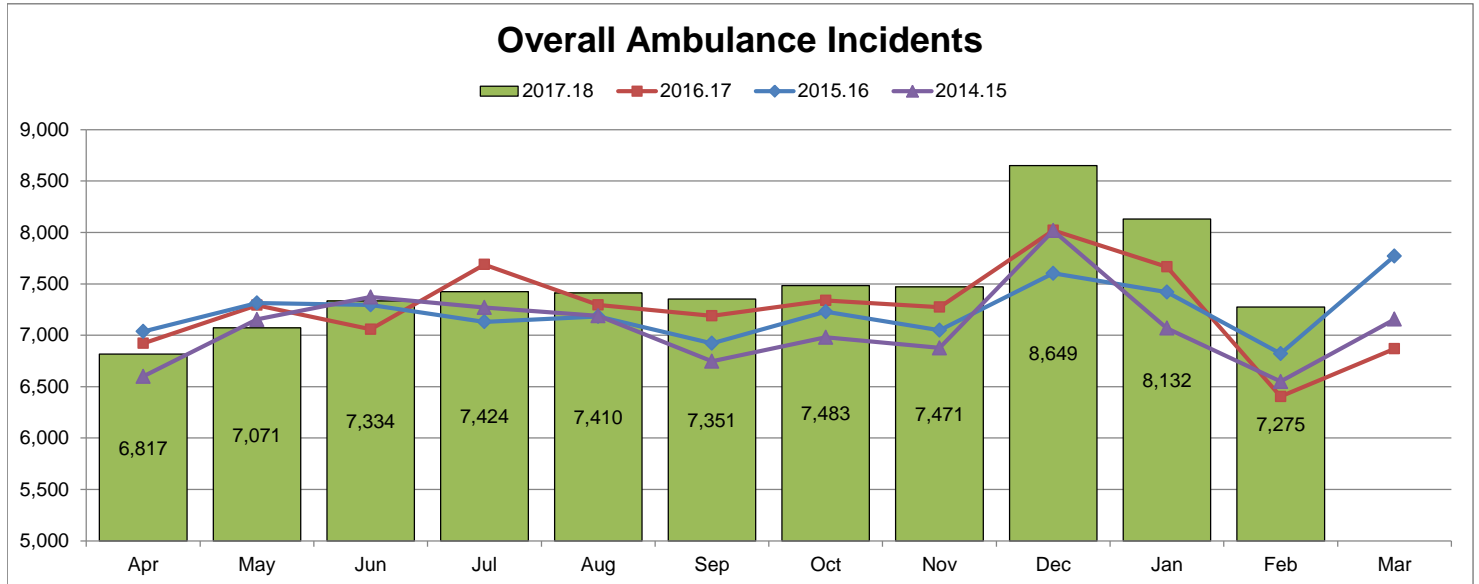


Somerset - Overall Activity

2017.18 Data for the period 01 April 2017 - 28 February 2018
Year To Date figures are from April to February

Overall Activity

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2014.15	6,599	7,153	7,371	7,269	7,188	6,746	6,979	6,876	8,018	7,068	6,549	7,156	77,816
2015.16	7,037	7,314	7,295	7,131	7,182	6,921	7,229	7,049	7,602	7,419	6,821	7,770	79,000
2016.17	6,921	7,293	7,057	7,688	7,295	7,188	7,339	7,274	8,020	7,666	6,403	6,869	80,144
2017.18	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275		82,417
Variance 2017.18 - 2016.17	-104	-222	277	-264	115	163	144	197	629	466	872		2,273
% Variance 2017.18 - 2016.17	-1.50%	-3.04%	3.93%	-3.43%	1.58%	2.27%	1.96%	2.71%	7.84%	6.08%	13.62%		2.84%



Average Number of Ambulance Incidents per day

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2014.15	220	231	246	234	232	225	225	229	259	228	234	231	233
2015.16	235	236	243	230	232	231	233	235	245	239	244	251	237
2016.17	231	235	235	248	235	240	237	242	259	247	229	222	240
2017.18	227	228	244	239	239	245	241	249	279	262	260		247

Somerset - Source of Incidents

2017.18 Data for the period 01 April 2017 - 28 February 2018

Ambulance Incidents originated from three identified source groups:

Healthcare Professional (HCP) - Incidents originating from a Healthcare Professional who has had contact with the patient and recommended an ambulance response

NHS 111 - Incidents where the patient has initially contacted the NHS 111 Service and an ambulance response is required following triage

Public (999) - All other sources of ambulance incidents (including general public and other emergency services)

2016.17

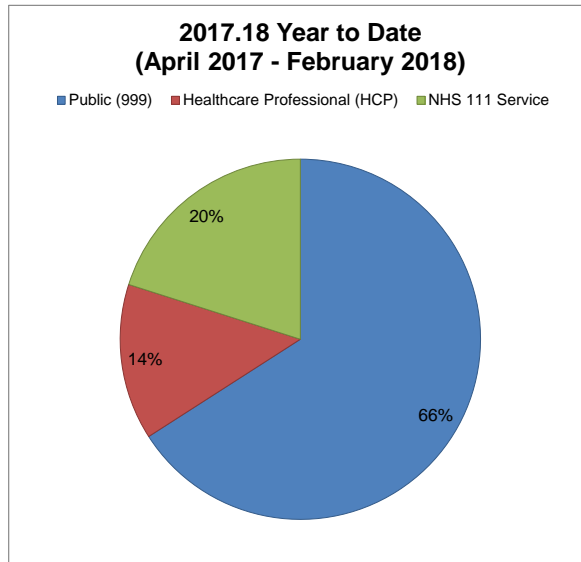
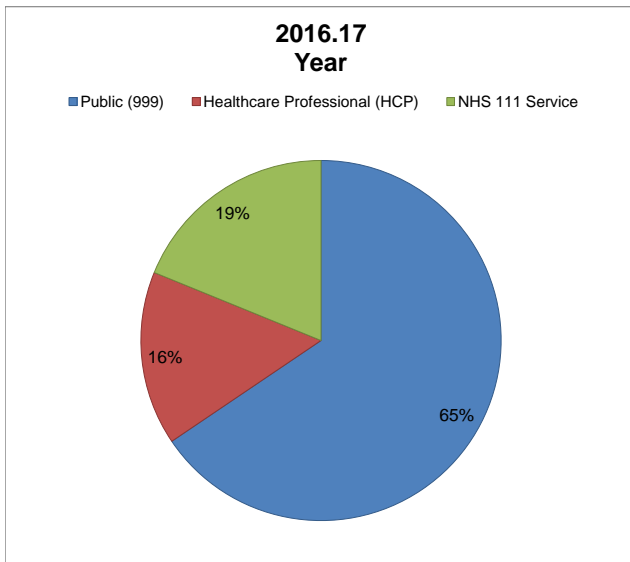
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	4,558	4,834	4,707	5,165	4,984	4,703	4,800	4,711	5,182	4,853	4,099	4,435	57,031
Healthcare Professional (HCP)	1,159	1,135	1,142	1,178	1,105	1,140	1,083	1,116	1,098	1,268	1,015	1,154	13,593
NHS 111 Service	1,204	1,324	1,208	1,345	1,206	1,345	1,456	1,447	1,740	1,545	1,289	1,280	16,389
Total	6,921	7,293	7,057	7,688	7,295	7,188	7,339	7,274	8,020	7,666	6,403	6,869	87,013

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Public (999)	65.86%	66.28%	66.70%	67.18%	68.32%	65.43%	65.40%	64.76%	64.61%	63.31%	64.02%	64.57%	65.54%
Healthcare Professional (HCP)	16.75%	15.56%	16.18%	15.32%	15.15%	15.86%	14.76%	15.34%	13.69%	16.54%	15.85%	16.80%	15.62%
NHS 111 Service	17.40%	18.15%	17.12%	17.49%	16.53%	18.71%	19.84%	19.89%	21.70%	20.15%	20.13%	18.63%	18.84%

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date	YTD 2016/17	Variance	Variance %
Public (999)	4,435	4,759	4,999	5,035	5,013	4,927	4,939	4,830	5,566	5,120	4,707		54,330	52,596	1,734	3.30%
Healthcare Professional (HCP)	1,017	1,032	1,051	927	1,058	1,028	1,019	1,050	1,099	1,188	1,069		11,538	12,439	-901	-7.24%
NHS 111 Service	1,365	1,280	1,284	1,462	1,339	1,396	1,525	1,591	1,984	1,824	1,499		16,549	15,109	1,440	9.53%
Total	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275		82,417	80,144	2,273	2.84%

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Public (999)	65.06%	67.30%	68.16%	67.82%	67.65%	67.02%	66.00%	64.65%	64.35%	62.96%	64.70%		65.92%
Healthcare Professional (HCP)	14.92%	14.59%	14.33%	12.49%	14.28%	13.98%	13.62%	14.05%	12.71%	14.61%	14.69%		14.00%
NHS 111 Service	20.02%	18.10%	17.51%	19.69%	18.07%	18.99%	20.38%	21.30%	22.94%	22.43%	20.60%		20.08%



Somerset - Response Times - ARP 2.3 Metrics (from 23 November 2017)

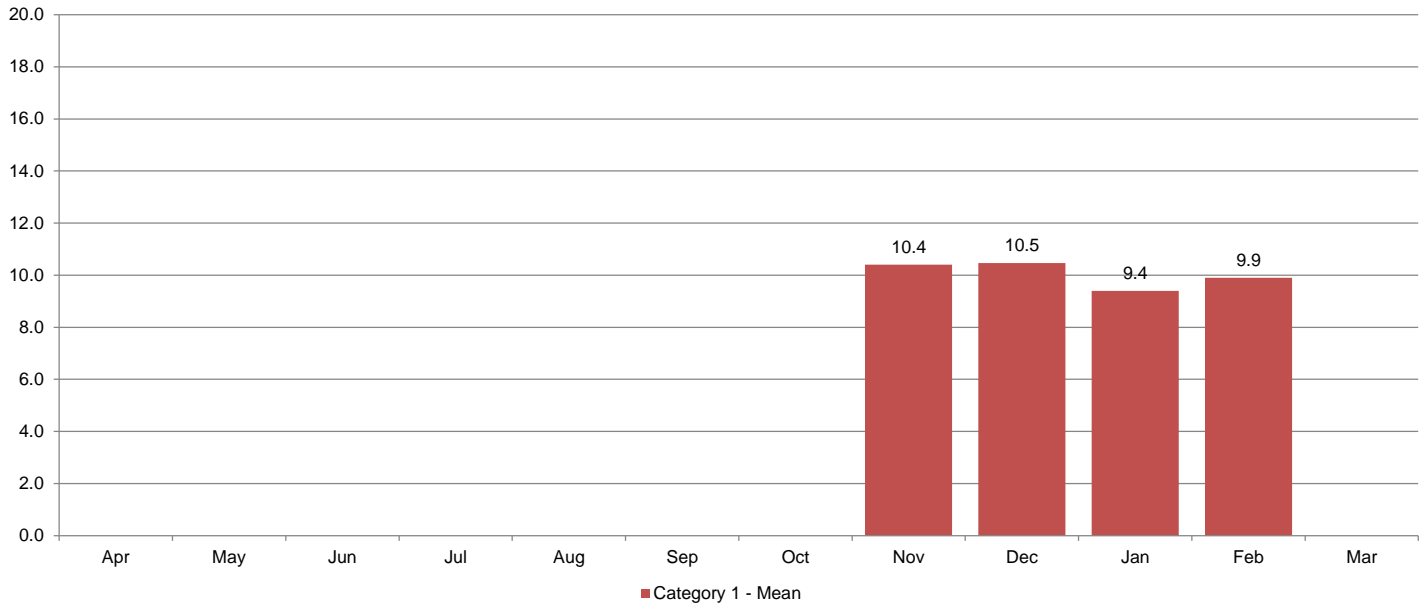
Category 1

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 1 Incidents with a Response								106	513	536	507		1,662

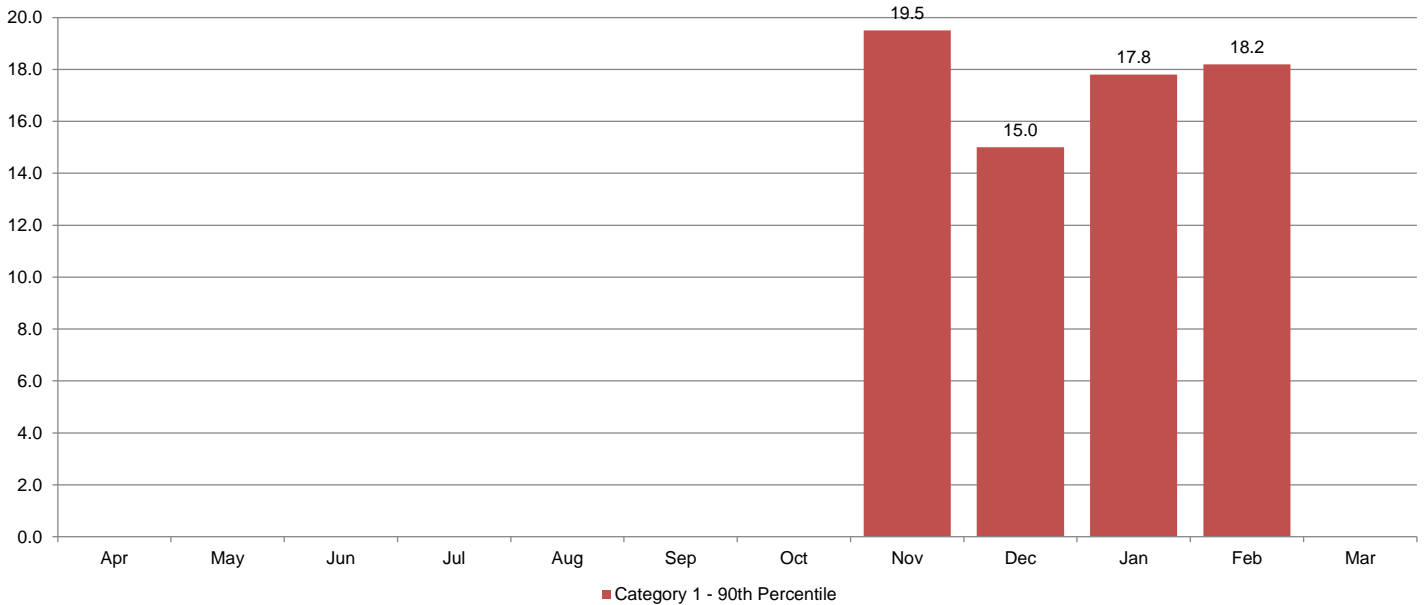
Category 1 Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 1 - Mean								10.4	10.5	9.4	9.9	
Category 1 - 90th Percentile								19.5	15.0	17.8	18.2	

Category 1 Incident Mean Response Times (Minutes)



Category 1 Incident 90th centile Response Times (Minutes)



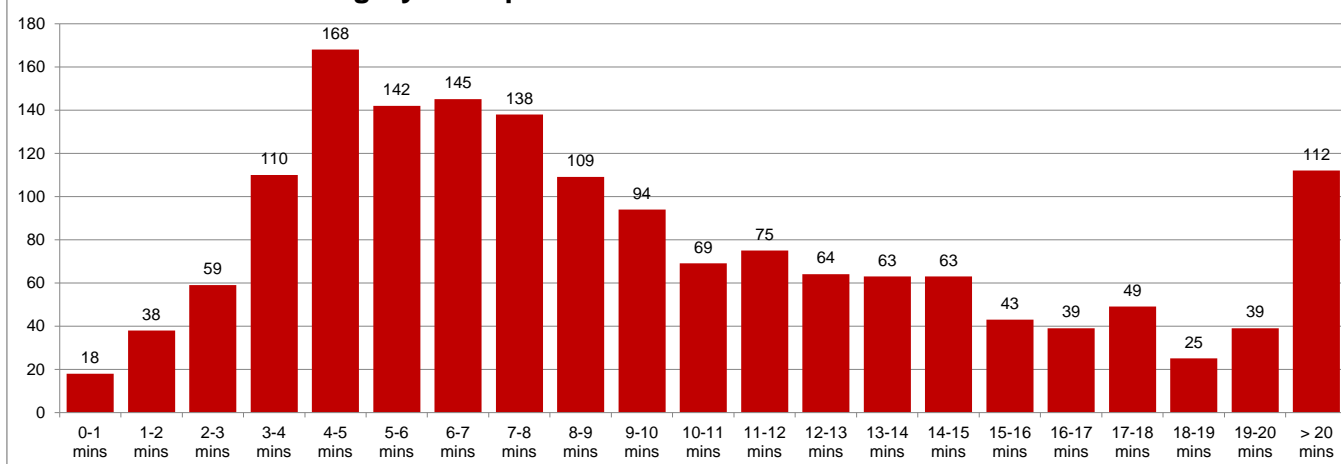
Somerset - Category 1 Response Time Distribution (ARP 2.3 from 23 November 2017)

Category 1 Response Times

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0-1 mins								0	2	7	9	
1-2 mins								1	13	12	12	
2-3 mins								6	14	20	19	
3-4 mins								12	26	42	30	
4-5 mins								8	56	61	43	
5-6 mins								9	44	46	43	
6-7 mins								8	42	46	49	
7-8 mins								12	41	36	49	
8-9 mins								6	35	40	28	
9-10 mins								2	33	32	27	
10-11 mins								5	18	23	23	
11-12 mins								1	24	27	23	
12-13 mins								6	18	20	20	
13-14 mins								3	26	15	19	
14-15 mins								3	22	20	18	
15-16 mins								0	17	12	14	
16-17 mins								5	9	13	12	
17-18 mins								3	11	17	18	
18-19 mins								3	5	9	8	
19-20 mins								3	12	11	13	
> 20 mins								10	45	27	30	

Year to Date	Cumulative %
18	1.1%
38	3.4%
59	6.9%
110	13.5%
168	23.6%
142	32.2%
145	40.9%
138	49.2%
109	55.8%
94	61.4%
69	65.6%
75	70.1%
64	73.9%
63	77.7%
63	81.5%
43	84.1%
39	86.5%
49	89.4%
25	90.9%
39	93.3%
112	100.0%

Category 1 Response Times - 23 November 2017 to Date



Somerset - Response Times - ARP 2.3 Metrics (from 23 November 2017)

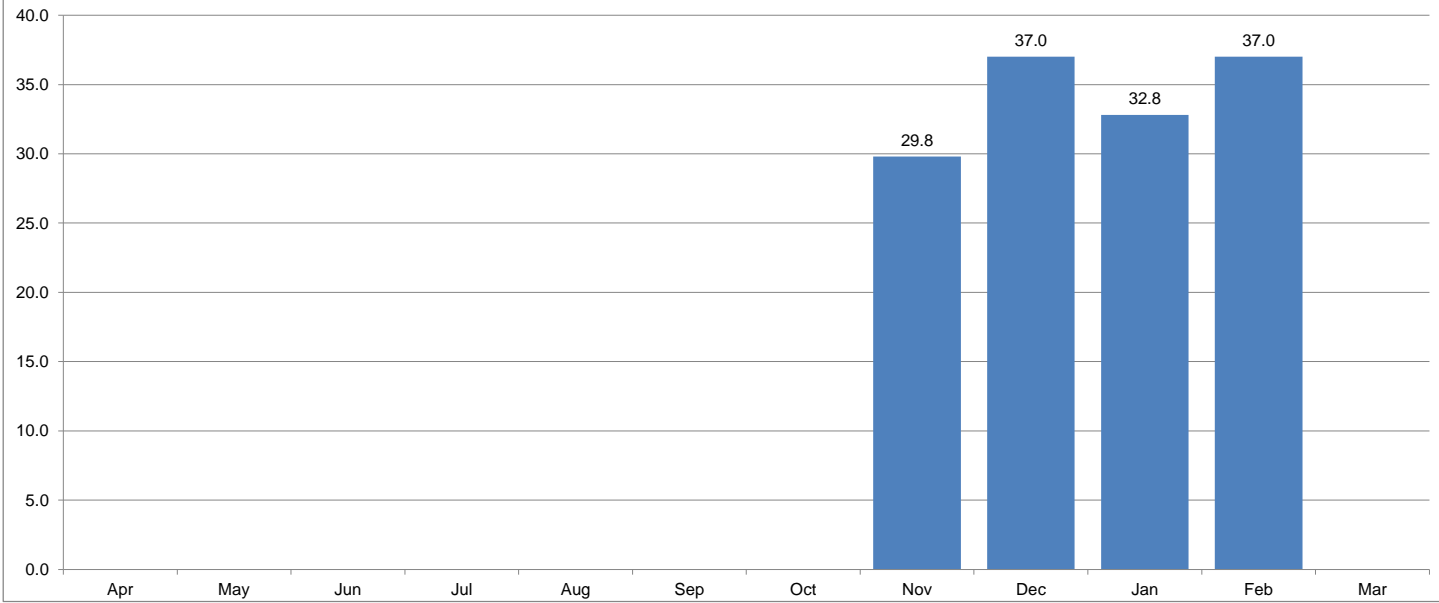
Category 2

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 2 Incidents with a Response								959	4,110	3,922	3,474		12,465

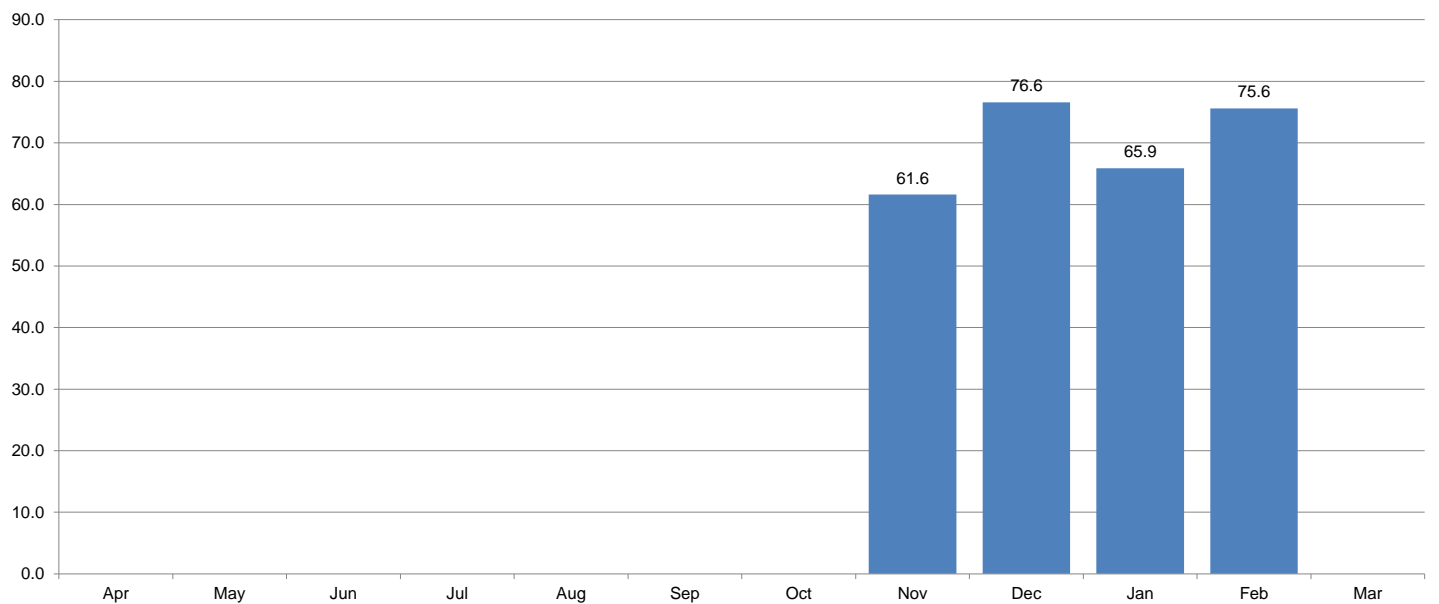
Category 2 Response Time Percentiles

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 2 Response Mean								29.8	37.0	32.8	37.0	
Category 2 Response 90th Percentile								61.6	76.6	65.9	75.6	

Category 2 Incidents Mean Response Time (Minutes)



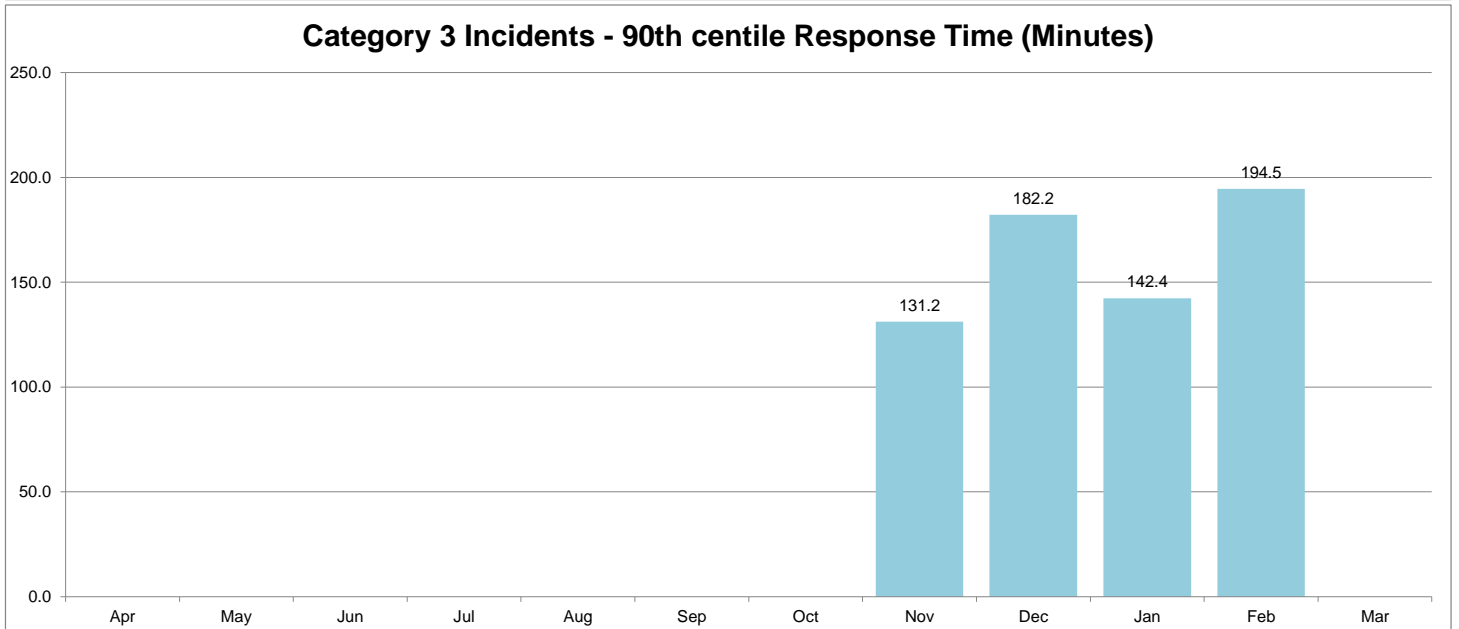
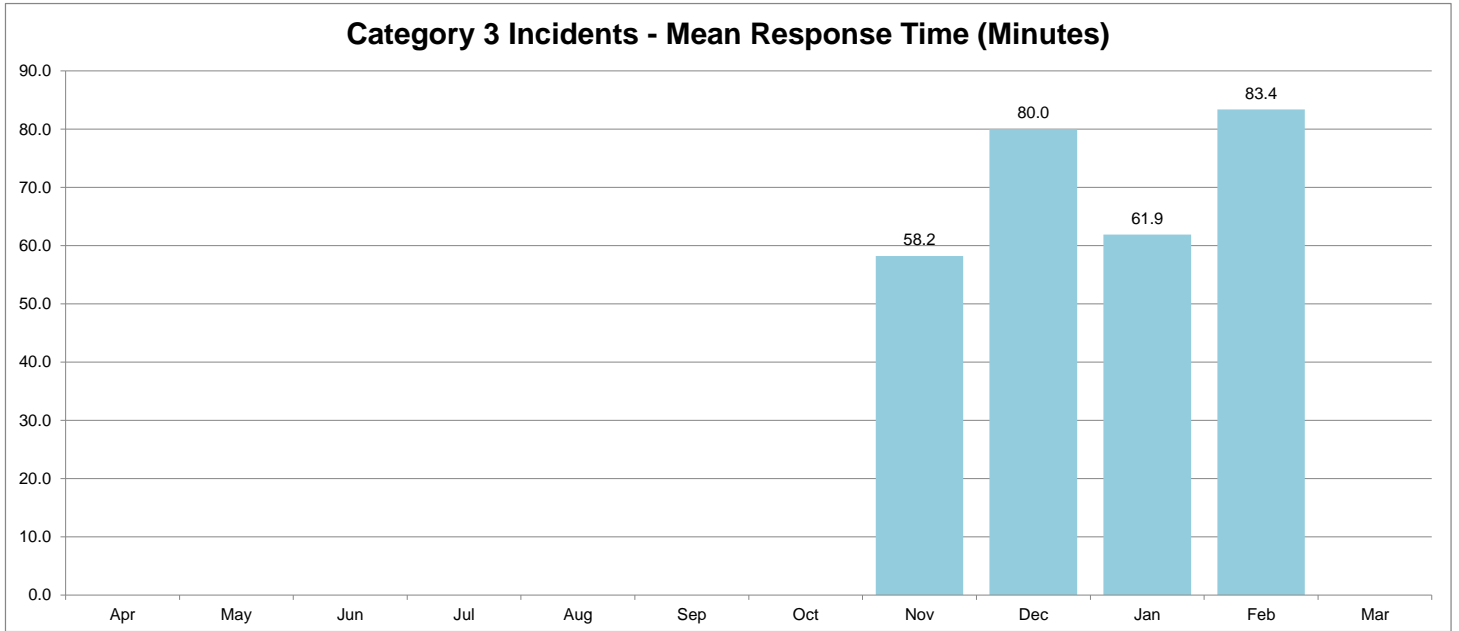
Category 2 Incidents 90th centile Response Time (Minutes)



Somerset - Response Times - ARP 2.3 Metrics (from 23 November 2017)

Category 3													Year to Date
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of Category 3 Incidents with a Response								537	2,212	2,083	1,790		6,622

Category 3 Response Time Percentiles												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 3 Response Mean								58.2	80.0	61.9	83.4	
Category 3 Response 90th Percentile								131.2	182.2	142.4	194.5	



Somerset - Response Times - ARP 2.3 Metrics (from 23 November 2017)

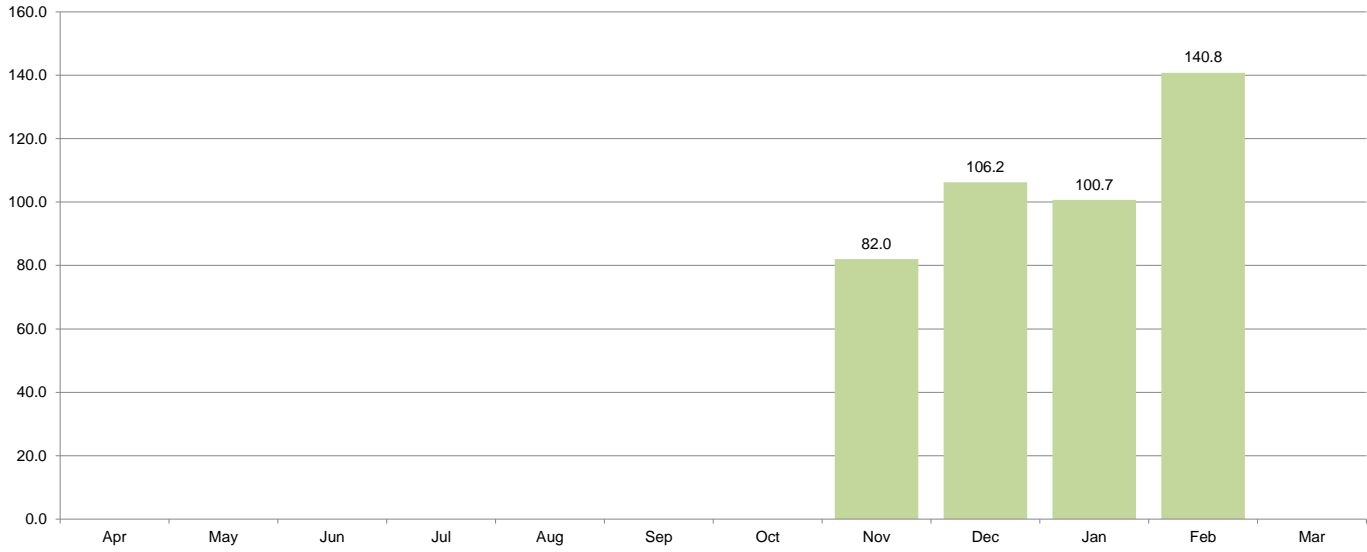
Category 4 Transport 999

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Number of Category 4 Transport 999 Incidents								53	172	189	101		515

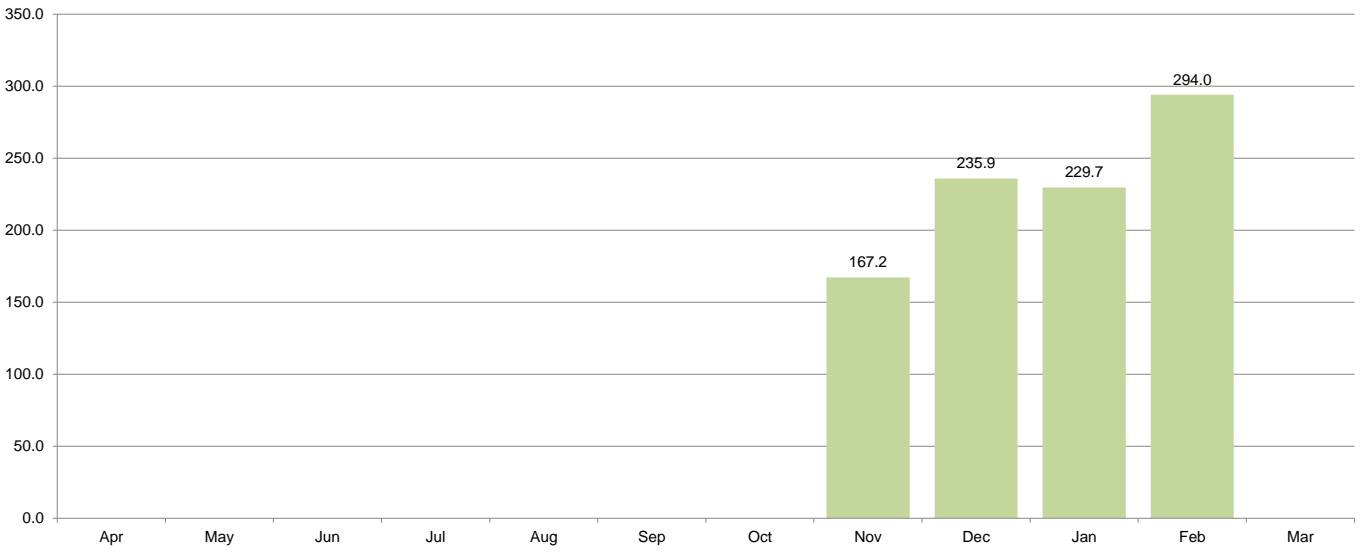
Category 4 Transport 999 Response Time Percentiles
Category 4 Transport 999

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Category 4 Transport 999 Mean								82.0	106.2	100.7	140.8	
Category 4 Transport 999 90th Percentile								167.2	235.9	229.7	294.0	

Category 4 (999) - Mean Response Time (Minutes)



Category 4 (999) - 90th centile Response Time (Minutes)



Somerset - Outcome of Incidents

2016.17

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Hear & Treat	766	903	823	919	841	777	852	829	980	855	637	667	9,849
See & Treat	2,182	2,401	2,343	2,610	2,382	2,422	2,446	2,370	2,754	2,529	1,975	2,149	28,563
See & Convey Non ED	525	494	552	568	476	519	502	514	515	504	456	472	6,097
See & Convey ED	3,448	3,495	3,339	3,591	3,596	3,470	3,539	3,561	3,771	3,778	3,335	3,581	42,504
Total	6,921	7,293	7,057	7,688	7,295	7,188	7,339	7,274	8,020	7,666	6,403	6,869	87,013

%

Hear & Treat	11.07%	12.38%	11.66%	11.95%	11.53%	10.81%	11.61%	11.40%	12.22%	11.15%	9.95%	9.71%	11.32%
See & Treat	31.53%	32.92%	33.20%	33.95%	32.65%	33.70%	33.33%	32.58%	34.34%	32.99%	30.84%	31.29%	32.83%
See & Convey Non ED	7.59%	6.77%	7.82%	7.39%	6.53%	7.22%	6.84%	7.07%	6.42%	6.57%	7.12%	6.87%	7.01%
See & Convey ED	49.82%	47.92%	47.31%	46.71%	49.29%	48.27%	48.22%	48.96%	47.02%	49.28%	52.08%	52.13%	48.85%

2017.18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Hear & Treat	652	664	811	682	734	733	689	618	1,006	701	762		8,052
See & Treat	2,193	2,307	2,427	2,591	2,468	2,433	2,446	2,474	2,939	2,740	2,343		27,361
See & Convey Non ED	451	465	476	420	460	443	450	434	435	440	409		4,883
See & Convey ED	3,521	3,635	3,620	3,731	3,748	3,742	3,898	3,945	4,269	4,251	3,761		42,121
Total	6,817	7,071	7,334	7,424	7,410	7,351	7,483	7,471	8,649	8,132	7,275		82,417

%

Hear & Treat	9.56%	9.39%	11.06%	9.19%	9.91%	9.97%	9.21%	8.27%	11.63%	8.62%	10.47%		9.77%
See & Treat	32.17%	32.63%	33.09%	34.90%	33.31%	33.10%	32.69%	33.11%	33.98%	33.69%	32.21%		33.20%
See & Convey Non ED	6.62%	6.58%	6.49%	5.66%	6.21%	6.03%	6.01%	5.81%	5.03%	5.41%	5.62%		5.92%
See & Convey ED	51.65%	51.41%	49.36%	50.26%	50.58%	50.90%	52.09%	52.80%	49.36%	52.27%	51.70%		51.11%

Right Care, Right Place, Right Time

% of incidents resolved without a conveyance to an Emergency Department (Proportion of incidents resolved through Hear & Treat, See & Treat & See & Convey Non ED)

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
2016.17	42.60%	45.30%	44.86%	45.90%	44.18%	44.50%	44.94%	43.98%	46.56%	44.14%	40.79%	41.00%	44.15%
2017.18	41.73%	42.02%	44.15%	44.09%	43.21%	43.07%	41.89%	41.39%	45.61%	42.31%	42.68%		42.97%
Variance	-0.86%	-3.29%	-0.71%	-1.82%	-0.97%	-1.44%	-3.04%	-2.59%	-0.95%	-1.83%	1.89%		-1.18%

Non Conveyance - % of Incidents Not Conveyed to Emergency Departments

