

REVIEW OF PERFORMANCE DESCRIPTORS - R1

Extant Ambulance Quality Indicators

<https://easc.nhs.wales/asi>

Ongoing Development

Ref	Care Standard	Ambulance Quality Indicators (AQIs) – Mapped as A=Activity R=Resources P=Performance wherever applicable	Updates Proposed from utilisation and experiences to date	Updates Proposed for Supporting shift towards Inverting the Triangle
Step 1 - Help me choose				
PCP1	WAST must participate in citizen and community engagement events to minimise the use of the ambulance service as a first response for non-life threatening calls.			
PCP2	WAST must participate in service development initiatives at National, Regional (Alliance) and local events with other healthcare providers where there is a potential impact upon the future delivery of emergency ambulance services.			

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Step 2 - Answer my call				
PCP3	WAST must answer all healthcare professional calls [non-999] promptly.			
PCP4	WAST must answer all 999 calls promptly.			
PCP5	WAST must ensure a procedure is in place to identify life threatening conditions with minimum delay.			
PCP6	WAST should ensure all appropriate non-life threatening calls are diverted to “hear and treat”.			
PCP7	WAST must ensure a clinically appropriate response to non serious, non-life threatening calls – “signposting” to the correct care option within NHS Wales (“hear & direct”).			

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Step 3 - Come to see me				
PCP8	WAST must ensure that the right resource(s) are dispatched to provide the right care and treatment as quickly as possible.			
PCP9	WAST must ensure a clinically appropriate ambulance response is dispatched with minimum delay to serious, non-life threatening calls.			
PCP10	WAST must ensure an emergency response is dispatched with minimum delay to immediate life threatening calls.			

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Step 4 - Give me treatment				
PCP11	Where a face to face assessment is required WAST must ensure all interventions adhere to best practice e.g. Joint Royal Colleges Ambulance Liaison Committee (JRCALC)			
PCP12	All patients determined by WAST not requiring conveyance are referred by WAST to the appropriate service and a record of the referral is left with the patient / family / carer / service.			

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Step 5 - Take me to hospital				
PCP13	WAST must only convey patients to A&E where no alternative (e.g. community-care or direct ward admission) is safe or available to meet the care needs of the patient.			
PCP14	WAST must ensure conveyance by EMS is only undertaken when the patient condition requires Advanced Life Support (ALS) or intervention / monitoring on route to hospital.			
PCP15	WAST must ensure that resources are available to respond to their next call without delay.			