St John
Here for Life

WELLINGTON FREE AMBULANCE
kia ora te tangata

1. Response Times

	Hato Hone St John Ambulance								Wellington Free Ambulance								National Performance							
	Purple Calls				Red Calls				Purple Calls				Red Calls				Purple Calls				Red Calls			
	Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural		Urban		Rural	
Target	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.	50% 6 min.	95% 12 min.	50% 10 min.	95% 25 min.	50% 8 min.	95% 20 min.	50% 12 min.	95% 30 min.
Dec-23	56%	96%	57%	97%	45%	93%	45%	89%	55%	93%	0%	100%	34%	82%	41%	93%	56%	96%	56%	97%	43%	91%	45%	89%
2023-24 YTD	59%	96%	57%	97%	43%	92%	44%	88%	56%	95%	50%	100%	34%	82%	35%	90%	59%	96%	57%	97%	42%	90%	44%	89%
12 Mths rolling (Jan23-Dec23)	58%	96%	57%	97%	41%	90%	43%	88%	58%	93%	55%	98%	35%	83%	37%	90%	58%	96%	57%	97%	40%	89%	43%	88%
12 Mths rolling (Jan22-Dec22)	51%	94%	53%	97%	37%	89%	43%	88%	58%	94%	73%	94%	37%	85%	44%	94%	52%	94%	53%	97%	37%	88%	43%	88%
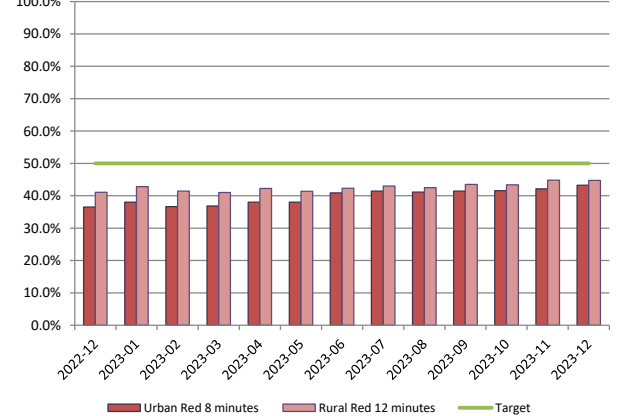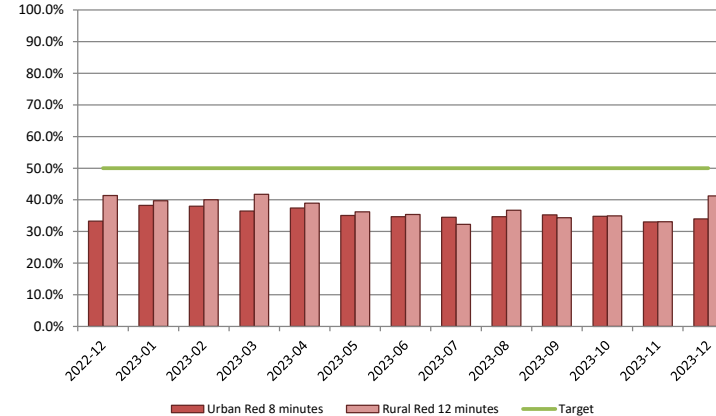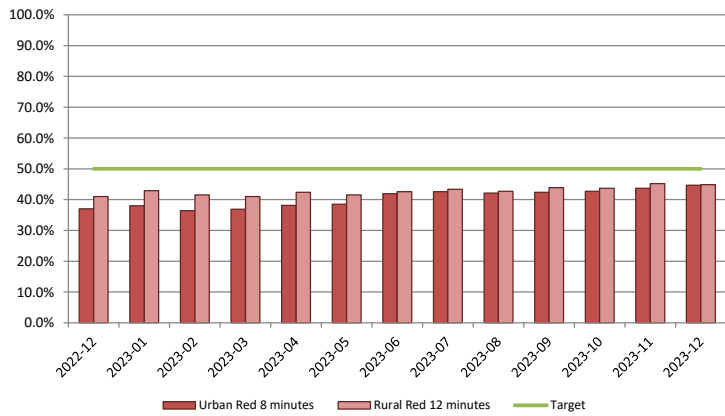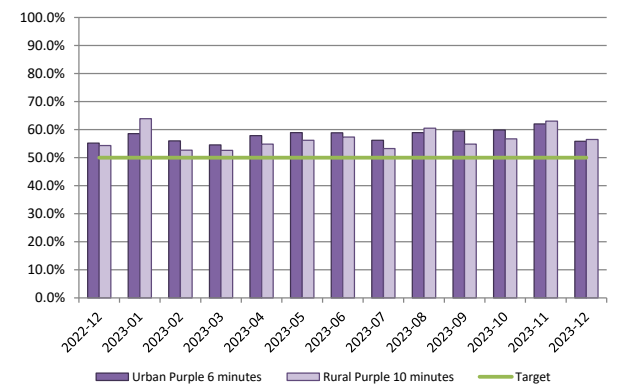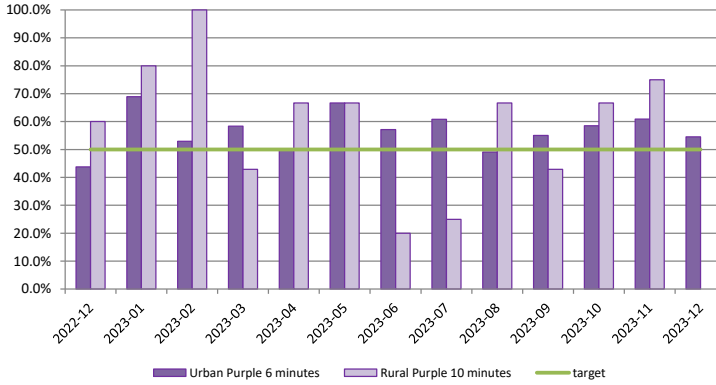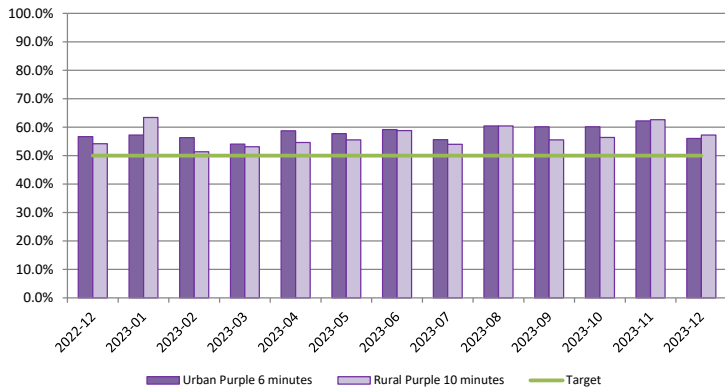
2. Total number of Incidents

	Hato Hone St John Ambulance		Wellington Free Ambulance		National Performance	
Dec-23	47,173	Dec-23	5,872	Dec-23	53,045
YTD:	275,025	YTD:	35,263	YTD:	310,288
12 Mths rolling (Jan23-Dec23)	535,653		68,827		604,480
12 Mths rolling (Jan22-Dec22)	522,313		68,934		591,247

* table above includes hear/treat volumes as well as 'other' incidents that don't fall into a category - therefore these totals won't match the sum of the pie charts below which are based on attended jobs only.

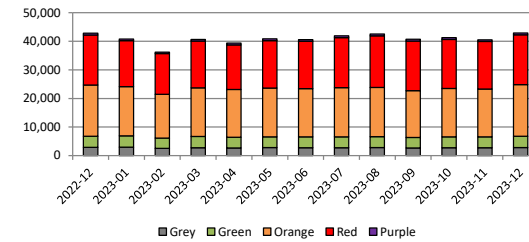**EAS Incidents Attended by Job type (St John): 2023-01 to 2023-12**
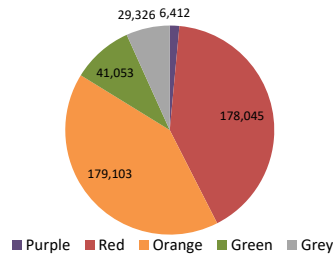
EAS Incidents Attended by Job type (WFA): 2023-01 to 2023-12
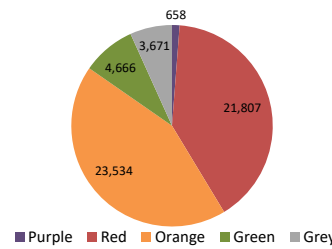

EAS Incidents Attended by job type (National)
*(note that the purple volumes are too small to show up below)*

3. Incident responses fully crewed

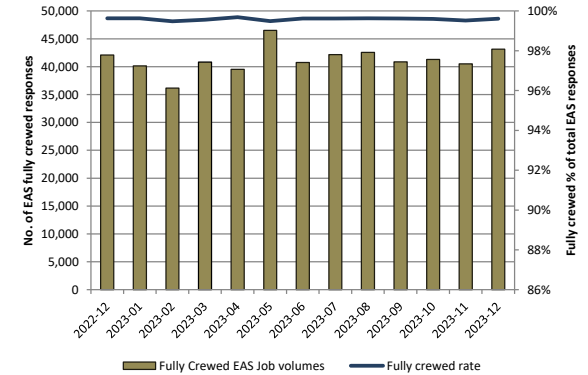|	Hato Hone St John Ambulance		Wellington Free Ambulance		National Performance	
Dec-23	100%	Dec-23	99%	Dec-23	100%
YTD:	100%	YTD:	99%	YTD:	100%
12 Mths rolling (Jan23-Dec23)	100%		99%		100%
12 Mths rolling (Jan22-Dec22)	100%		98%		99%

EAS Incident Responses Fully Crewed Hato Hone St John Ambulance
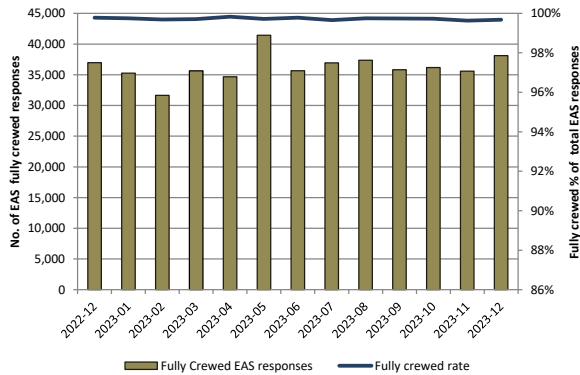
EAS Incident Responses Fully Crewed WFA
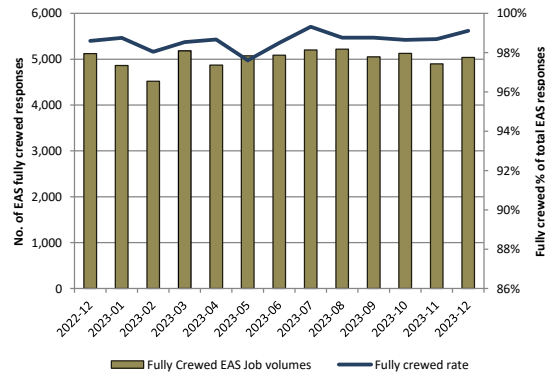

EAS Incident Responses Fully Crewed National

4. Improving customer experience

Surveyed patients reporting as very satisfied with service

| Hato Hone St John Ambulance		Wellington Free Ambulance	
Oct-23 - Dec-23:	87%	Oct-23 - Dec-23:	90%
Last 12 months AVG:	88%	Last 12 months AVG:	88%

Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?

Hato Hone St John Customer Experience

Total HHSJ Jan 23 to Dec 23

WFA Customer Experience

Total WFA Jan 23 to Dec 23
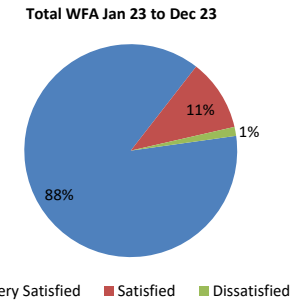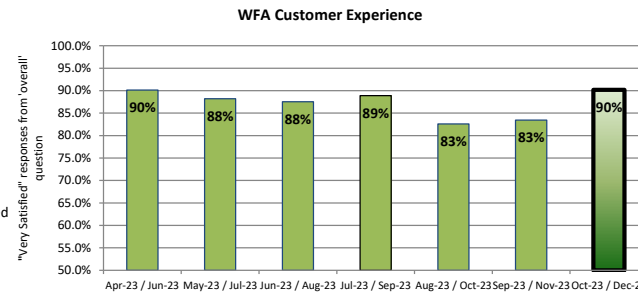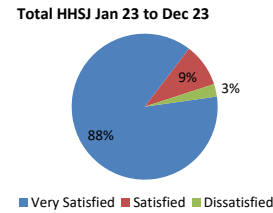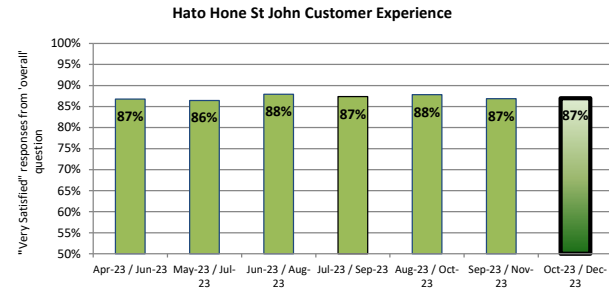
5. Improving clinical outcomes

Cardiac arrest - Return of spontaneous circulation (ROSC) sustained to arrival at hospital

Rolling Quarter Starting	Events		ROSC		%	
	OSJ	WFA	OSJ	WFA	OSJ	WFA
Dec-22 - Feb-23	129	11	61	3	47%	27%
Jan-23 - Mar-23	137	15	60	7	44%	47%
Feb-23 - Apr-23	138	19	65	9	47%	47%
Mar-23 - May-23	135	24	60	14	44%	58%
Apr-23 - Jun-23	122	17	50	10	41%	59%
May-23 - Jul-23	123	14	51	7	41%	50%
Jun-23 - Aug-23	134	10	61	5	46%	50%
Jul-23 - Sep-23	145	15	67	6	46%	40%
Aug-23 - Oct-23	152	18	72	8	47%	44%
Sep-23 - Nov-23	147	24	73	12	50%	50%

Rolling Quarterly - ROSC sustained to arrival at hospital
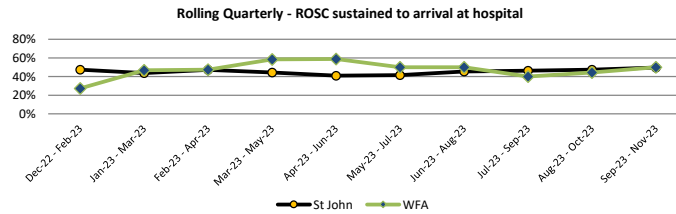
6. 111 Calls Answered within 15 seconds

111 Calls and SLA