

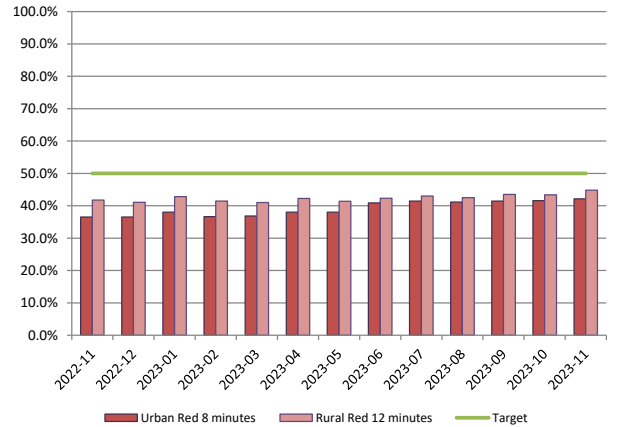
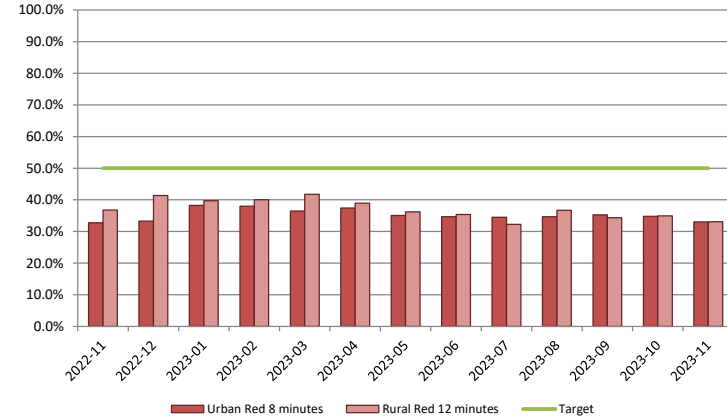
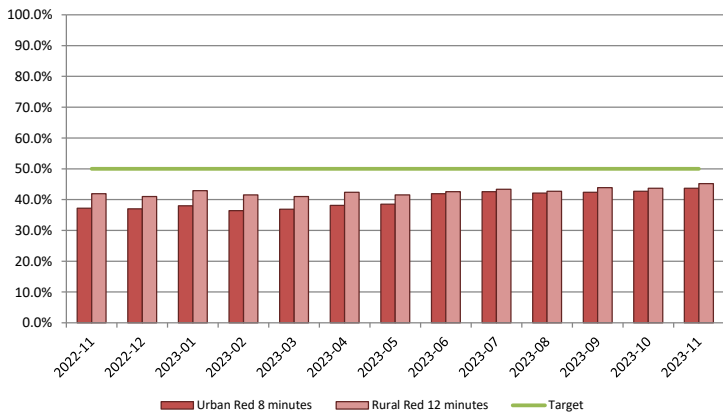
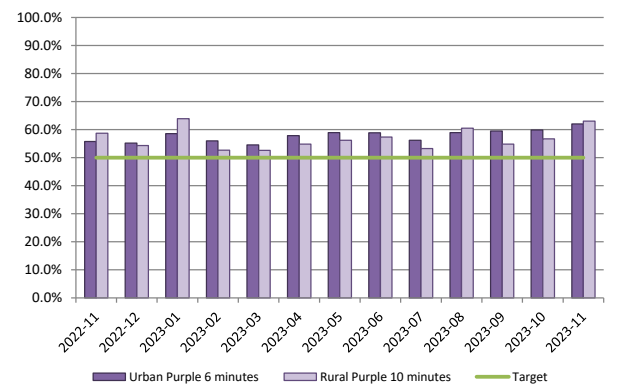
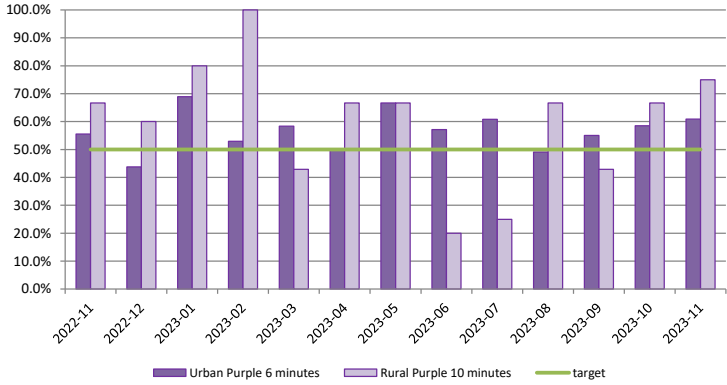
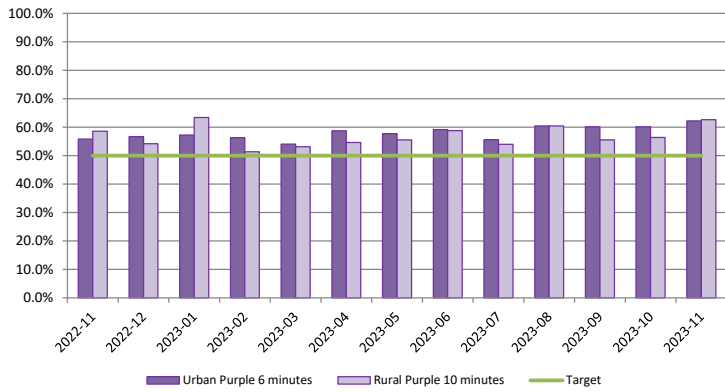


Emergency Ambulance Service National Performance Report
November 2023



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.
Nov-23	62%	97%	63%	97%	44%	92%	45%	89%	61%	100%	75%	100%	33%	81%	33%	88%	62%	97%	63%	97%	42%	90%	45%	89%
2023-24 YTD	60%	96%	58%	97%	43%	91%	44%	88%	57%	95%	54%	100%	34%	82%	34%	90%	59%	96%	57%	97%	42%	90%	43%	88%
12 Mths rolling (Dec22-Nov23)	58%	96%	57%	97%	40%	90%	43%	88%	57%	93%	57%	98%	35%	84%	37%	90%	58%	96%	57%	97%	39%	89%	42%	88%
12 Mths rolling (Dec21-Nov22)	50%	94%	54%	97%	38%	88%	43%	89%	60%	95%	73%	94%	38%	85%	45%	94%	51%	94%	54%	97%	38%	88%	43%	89%





Emergency Ambulance Service National Performance Report
November 2023

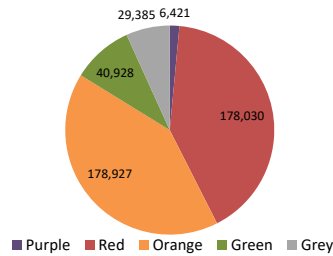


2. Total number of Incidents

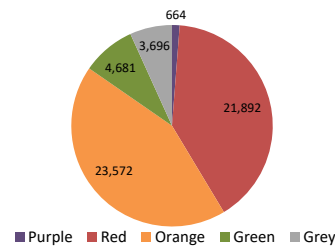
	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Nov-23	44,519	Nov-23 5,781	Nov-23 50,300
YTD:	227,852	YTD: 29,391	YTD: 257,243
12 Mths rolling (Dec22-Nov23)	535,935	69,048	604,983
12 Mths rolling (Dec21-Nov22)	518,541	68,535	587,076

* 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): 2022-12 to 2023-11

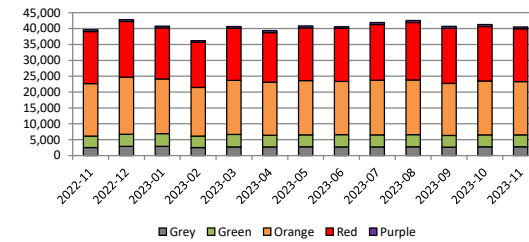


EAS Incidents Attended by Job type (WFA): 2022-12 to 2023-11



EAS Incidents Attended by job type (National)

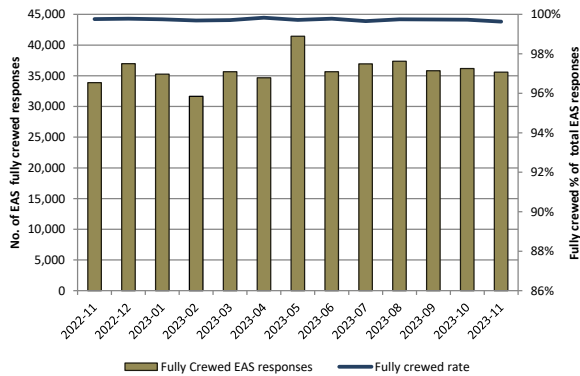
(note that the purple volumes are too small to show up below)



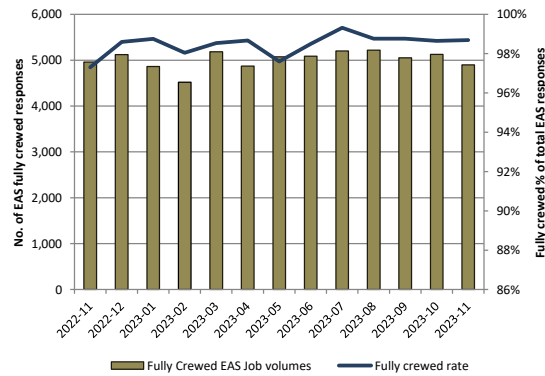
3. Incident responses fully crewed

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Nov-23	100%	Nov-23 99%	Nov-23 100%
YTD:	100%	YTD: 99%	YTD: 100%
12 Mths rolling (Dec22-Nov23)	100%	99%	100%
12 Mths rolling (Dec21-Nov22)	100%	98%	99%

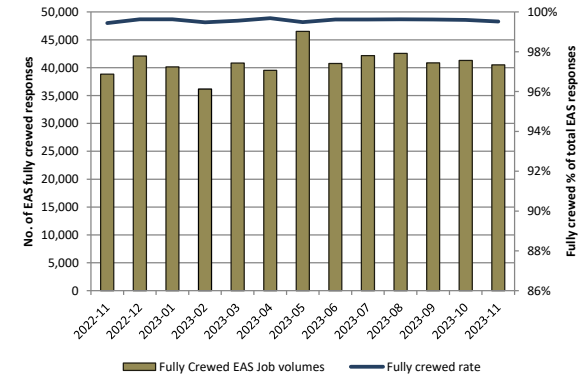
EAS Incident Responses Fully Crewed Hato Hone St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



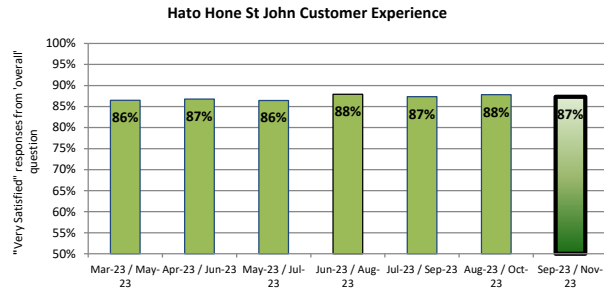


4. Improving customer experience

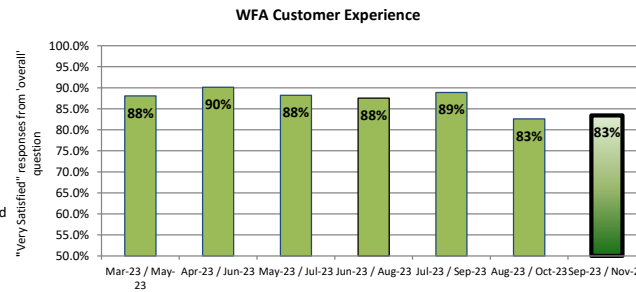
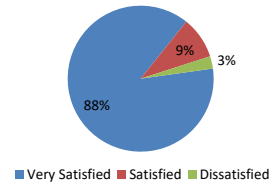
Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance	
Sep-23 - Nov-23:	87%	Sep-23 - Nov-23:	83%
Last 12 months AVG:	88%	Last 12 months AVG:	88%

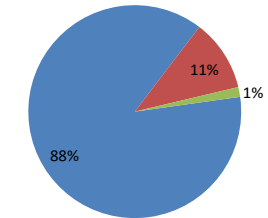
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



Total HHSJ Dec 22 to Nov 23



Total WFA Dec 22 to Nov 23



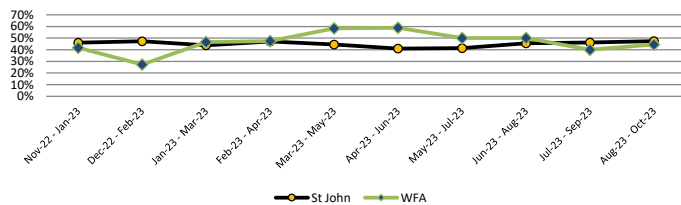
Very Satisfied Satisfied Dissatisfied

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
Nov-22 - Jan-23	128	12	59	5	46%	42%
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%

Rolling Quarterly - ROSC sustained to arrival at hospital



6. 111 Calls Answered within 15 seconds

