

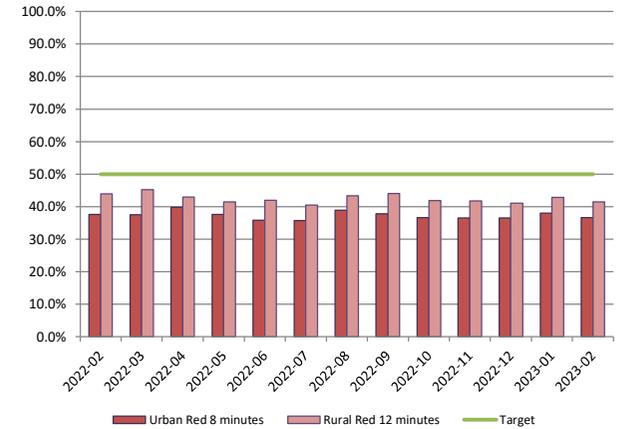
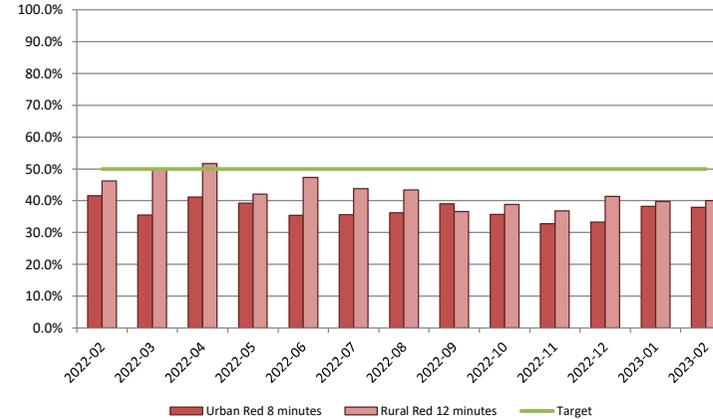
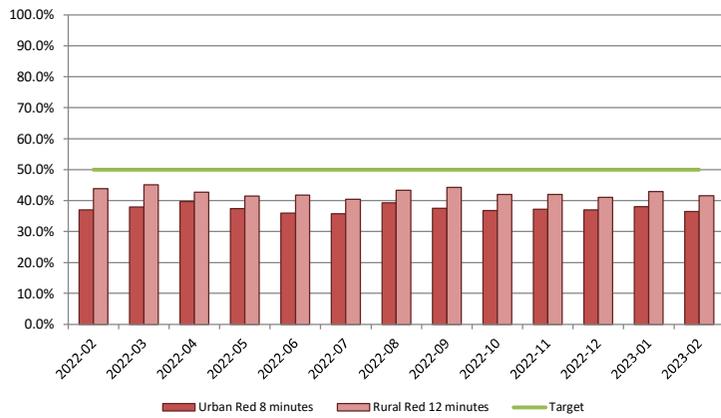
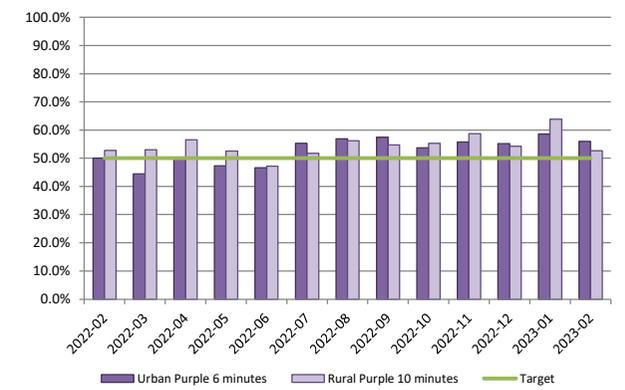
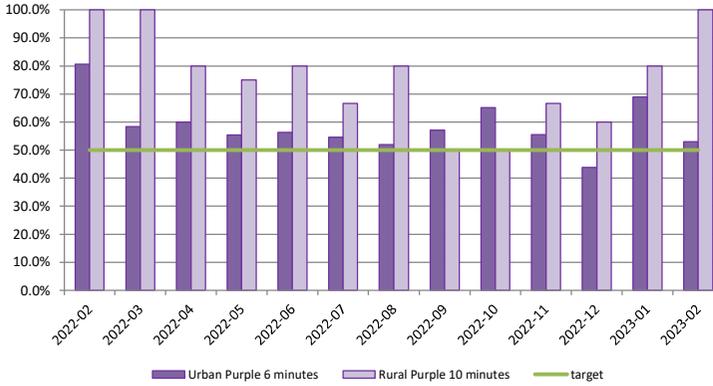
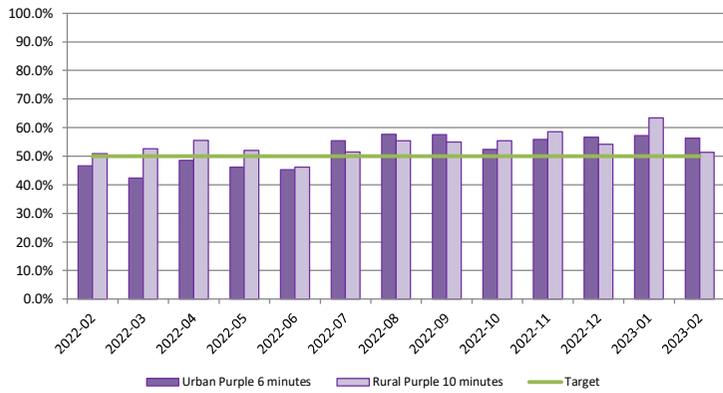


Emergency Ambulance Service National Performance Report  
February 2023



1. Response Times

	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.
Feb-23	56%	97%	51%	95%	36%	88%	42%	87%	53%	91%	100%	100%	38%	88%	40%	92%	56%	96%	53%	96%	37%	88%	41%	87%
2022-23 YTD	56%	96%	56%	97%	37%	89%	42%	88%	56%	93%	68%	94%	36%	85%	40%	93%	56%	95%	56%	97%	37%	88%	42%	88%
12 Mths rolling (Mar22-Feb23)	53%	95%	54%	97%	37%	89%	42%	88%	56%	93%	71%	94%	37%	85%	42%	93%	53%	94%	55%	97%	37%	88%	42%	88%
12 Mths rolling (Mar21-Feb22)	48%	93%	56%	97%	40%	91%	45%	90%	53%	92%	70%	98%	38%	86%	49%	93%	49%	93%	57%	97%	40%	90%	45%	90%



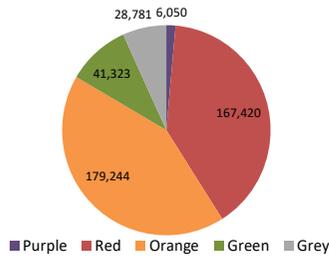


2. Total number of Incidents

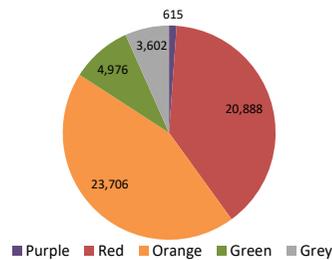
	St John Ambulance	Wellington Free Ambulance	National Performance
Feb-23	39,939	5,216	45,155
YTD:	350,584	45,487	396,071
12 Mths rolling (Mar22-Feb23)	525,744	69,132	594,876
12 Mths rolling (Mar21-Feb22)	489,358	64,983	554,341

\* 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): 2022-03 to 2023-02

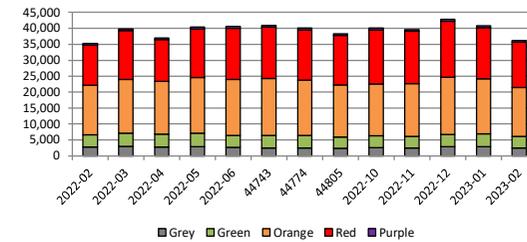


EAS Incidents Attended by Job type (WFA): 2022-03 to 2023-02



EAS Incidents Attended by job type (National)

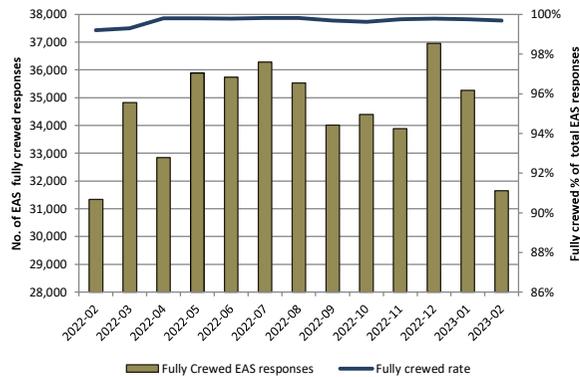
(note that the purple volumes are too small to show up below)



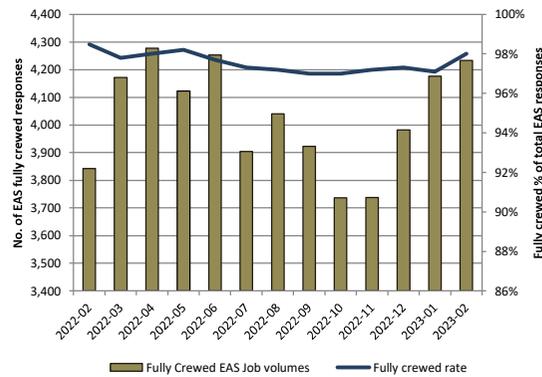
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
Feb-23	100%	98%	99%
YTD:	100%	98%	100%
12 Mths rolling (Mar22-Feb23)	100%	97%	100%
12 Mths rolling (Mar21-Feb22)	100%	98%	99%

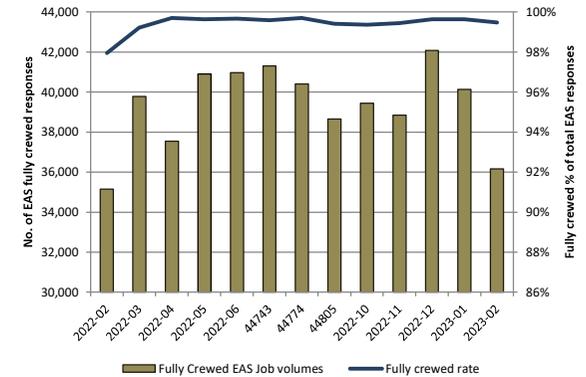
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National





#### 4. Improving customer experience

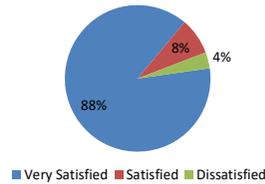
Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Dec-22 - Feb-23:	91%	Dec-22 - Feb-23:	87%
Last 12 months AVG:	88%	Last 12 months AVG:	89%

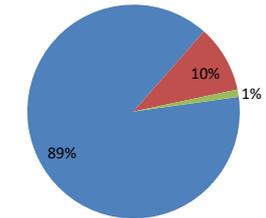
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



Total St John Mar 22 to Feb 23



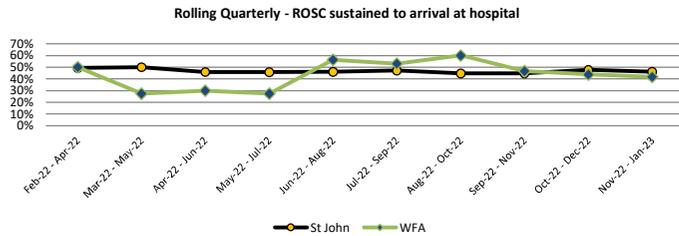
Total WFA Mar 22 to Feb 23



#### 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
Feb-22 - Apr-22	138	14	68	7	49%	50%
Mar-22 - May-22	146	11	73	3	50%	27%
Apr-22 - Jun-22	146	10	67	3	46%	30%
May-22 - Jul-22	140	11	64	3	46%	27%
Jun-22 - Aug-22	141	16	65	9	46%	56%
Jul-22 - Sep-22	138	17	65	9	47%	53%
Aug-22 - Oct-22	132	20	59	12	45%	60%
Sep-22 - Nov-22	121	15	54	7	45%	47%
Oct-22 - Dec-22	124	16	59	7	48%	44%
Nov-22 - Jan-23	128	12	59	5	46%	42%



#### 6. 111 Calls Answered within 15 seconds

