

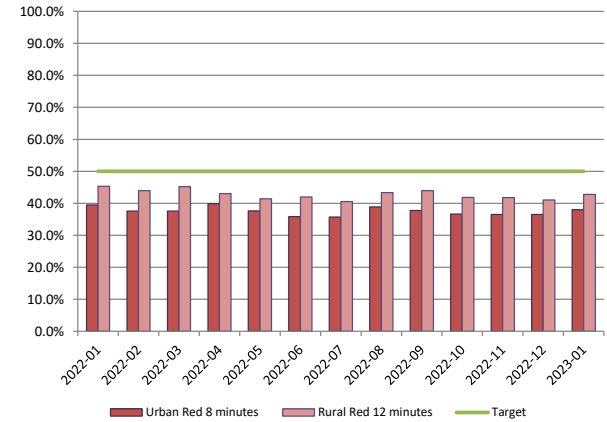
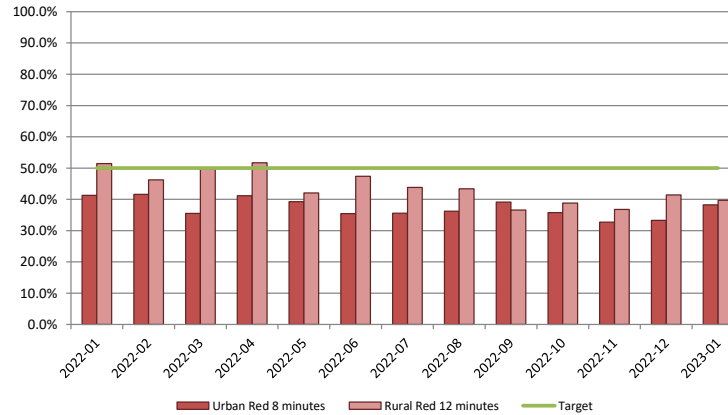
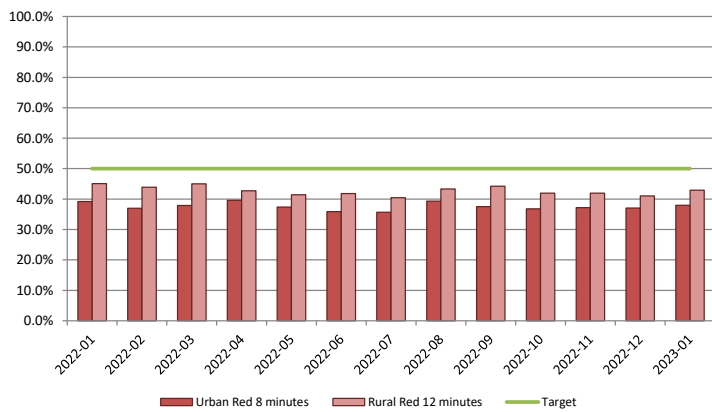
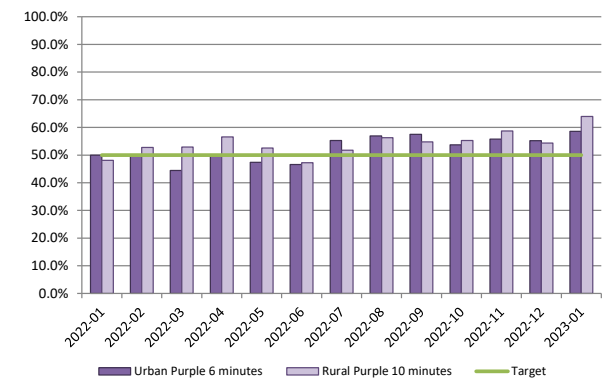
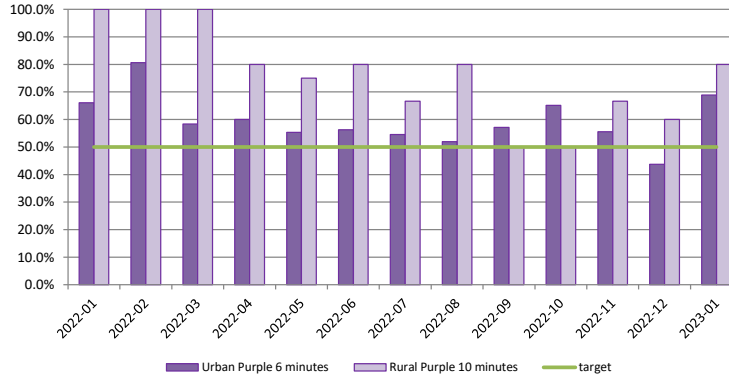
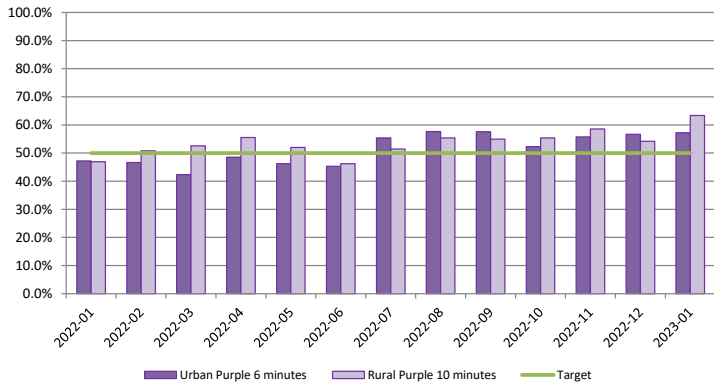


Emergency Ambulance Service National Performance Report
January 2023



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%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%	50%	95%
	6 min.	12 min.	10 min.	25 min.	8 min.	20 min.	12 min.	30 min.	6 min.	12 min.	10 min.	25 min.	8 min.	20 min.	12 min.	30 min.	6 min.	12 min.	10 min.	25 min.	8 min.	20 min.	12 min.	30 min.
Jan-23	57%	96%	63%	97%	38%	89%	43%	89%	69%	91%	80%	100%	38%	87%	40%	95%	59%	95%	64%	97%	38%	89%	43%	89%
2022-23 YTD	56%	96%	56%	97%	37%	89%	42%	88%	56%	93%	65%	94%	36%	84%	40%	93%	56%	95%	57%	97%	37%	88%	42%	88%
12 Mths rolling (Feb22-Jan23)	52%	94%	54%	97%	37%	89%	43%	88%	58%	94%	73%	94%	37%	85%	43%	94%	53%	94%	55%	97%	37%	88%	43%	88%
12 Mths rolling (Feb21-Jan22)	48%	93%	56%	96%	40%	91%	45%	90%	50%	91%	67%	98%	38%	86%	49%	93%	49%	93%	57%	97%	40%	90%	45%	90%

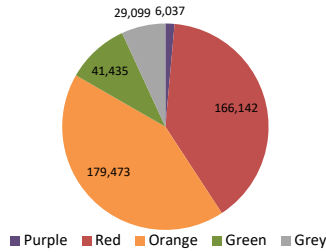


2. Total number of Incidents

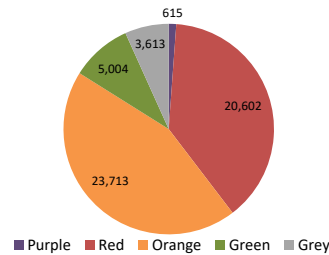
St John Ambulance		Wellington Free Ambulance		National Performance	
Jan-23	44,698	Jan-23	5,414	Jan-23	50,112
YTD:	310,645	YTD:	40,271	YTD:	350,916
12 Mths rolling (Feb22-Jan23)	525,113		68,844		593,957
12 Mths rolling (Feb21-Jan22)	486,433		65,010		551,443

* 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): 2022-02 to 2023-01

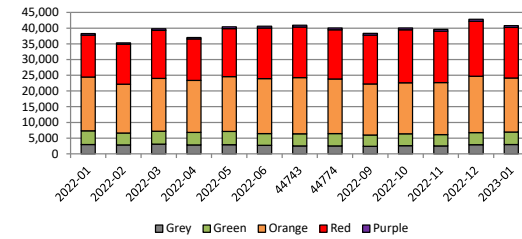


EAS Incidents Attended by Job type (WFA): 2022-02 to 2023-01



EAS Incidents Attended by job type (National)

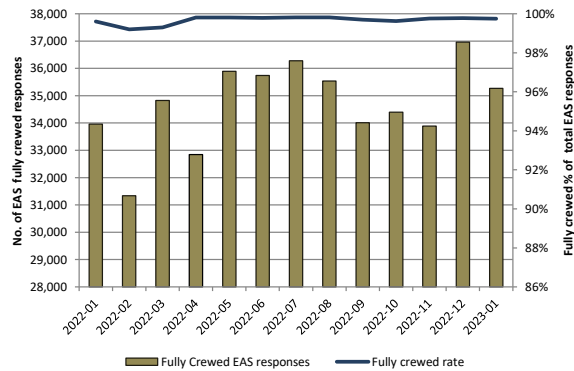
(note that the purple volumes are too small to show up below)



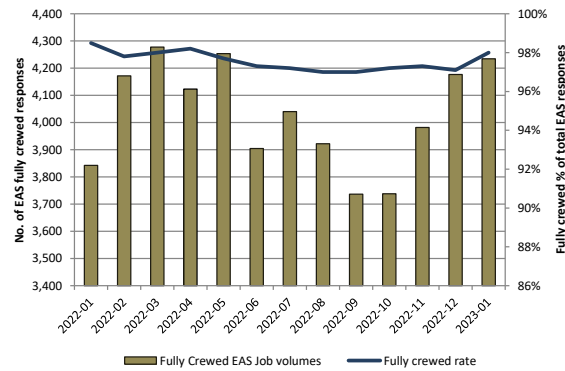
3. Incident responses fully crewed

St John Ambulance		Wellington Free Ambulance		National Performance	
Jan-23	100%	Jan-23	98%	Jan-23	100%
YTD:	100%	YTD:	98%	YTD:	100%
12 Mths rolling (Feb22-Jan23)	100%		97%		99%
12 Mths rolling (Feb21-Jan22)	100%		98%		99%

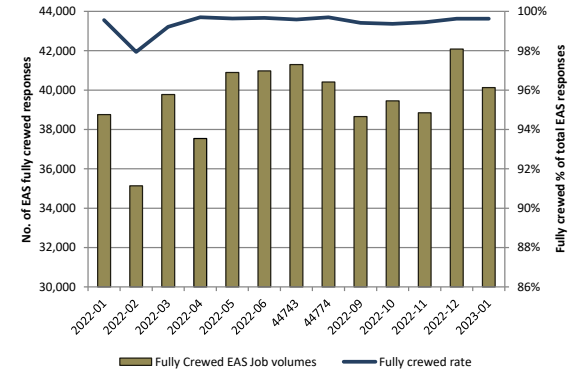
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



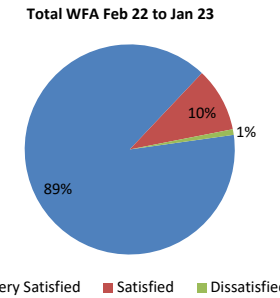
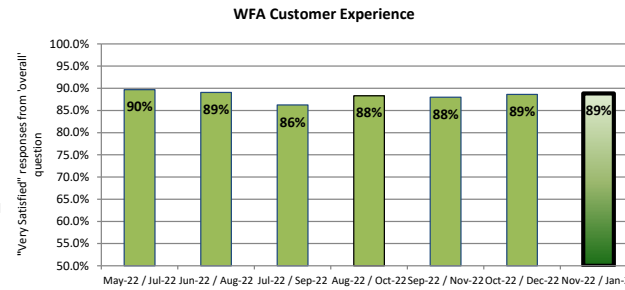
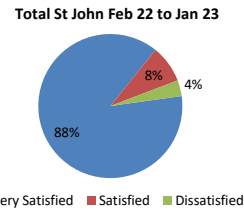
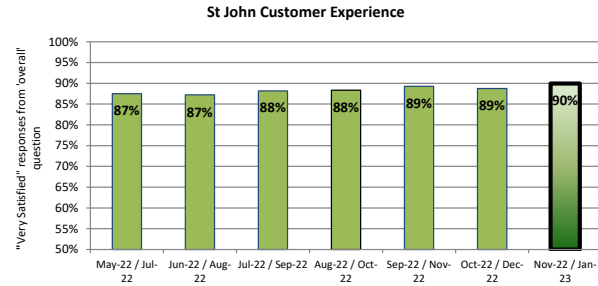


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Nov-22 - Jan-23:	90%	Nov-22 - Jan-23:	89%
Last 12 months AVG:	88%	Last 12 months AVG:	89%

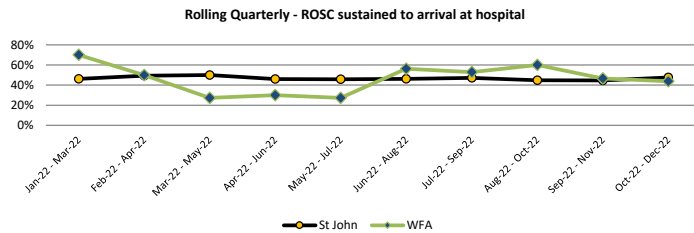
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
Jan-22 - Mar-22	132	20	61	14	46%	70%
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%



6. 111 Calls Answered within 15 seconds

