

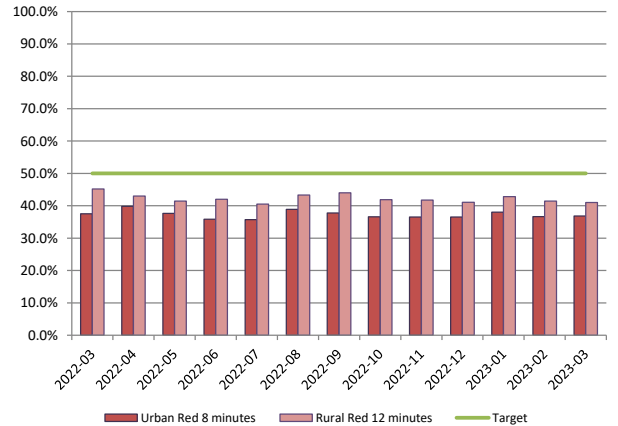
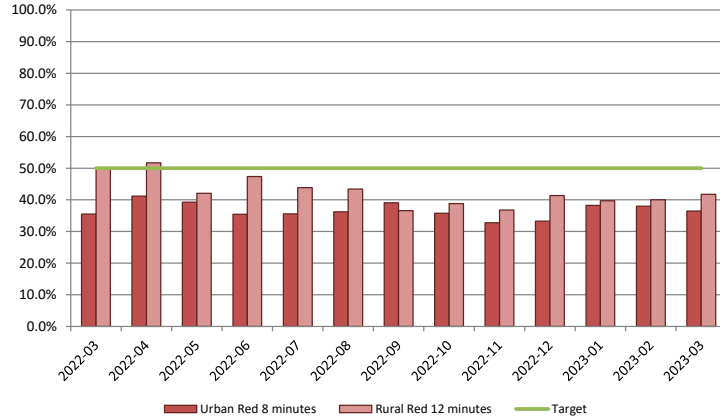
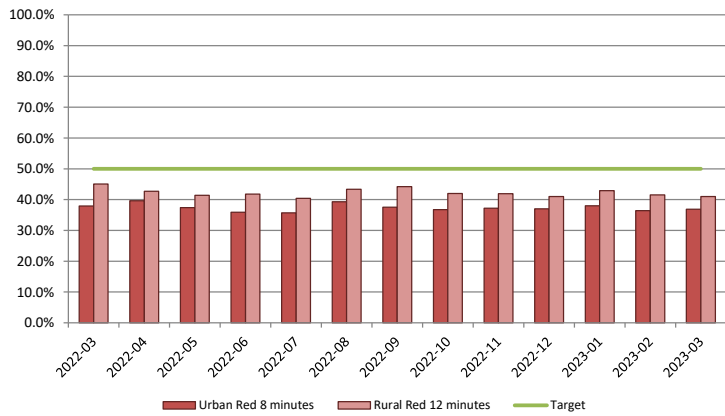
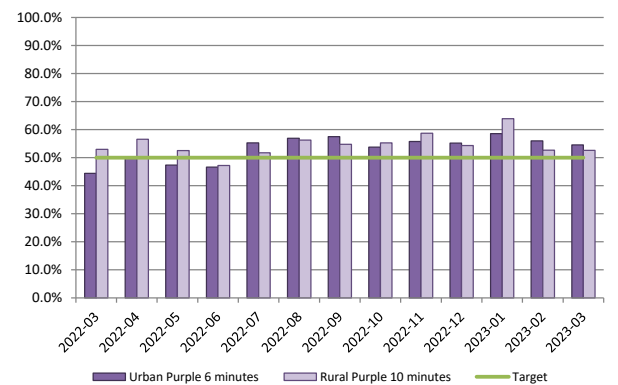
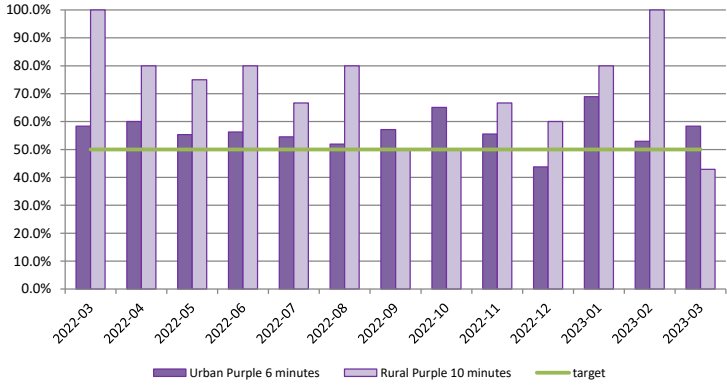
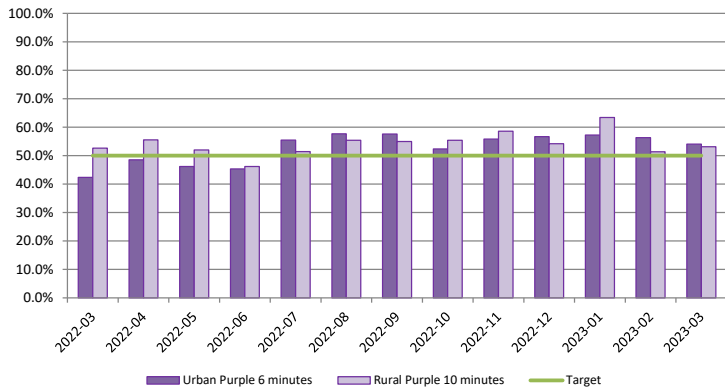


Emergency Ambulance Service National Performance Report
March 2023



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.
Mar-23	54%	96%	53%	98%	37%	87%	41%	87%	58%	94%	43%	100%	36%	84%	42%	89%	55%	96%	53%	99%	37%	87%	41%	87%
2022-23 YTD	56%	96%	56%	97%	37%	89%	42%	88%	56%	93%	63%	95%	36%	85%	40%	93%	56%	96%	56%	97%	37%	88%	42%	88%
12 Mths rolling (Apr22-Mar23)	54%	95%	54%	97%	37%	88%	42%	88%	56%	93%	67%	95%	37%	85%	42%	93%	54%	95%	55%	97%	37%	88%	42%	88%
12 Mths rolling (Apr21-Mar22)	48%	93%	56%	97%	40%	91%	45%	90%	53%	93%	73%	100%	38%	86%	48%	93%	49%	93%	56%	97%	40%	90%	45%	90%





Emergency Ambulance Service National Performance Report
March 2023

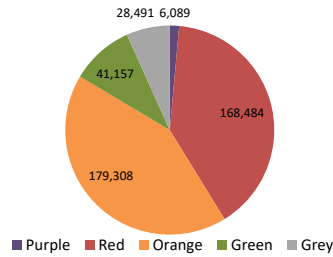


2. Total number of Incidents

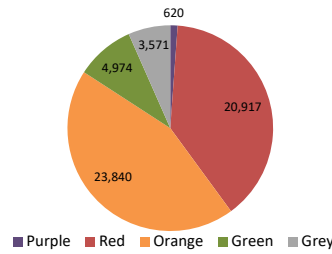
	St John Ambulance	Wellington Free Ambulance	National Performance
Mar-23	44,522	5,930	50,452
YTD:	395,106	51,417	446,523
12 Mths rolling (Apr22-Mar23)	525,029	68,903	593,932
12 Mths rolling (Apr21-Mar22)	494,628	65,887	560,515

* 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): 2022-04 to 2023-03

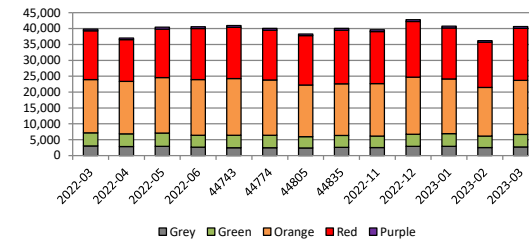


EAS Incidents Attended by Job type (WFA): 2022-04 to 2023-03



EAS Incidents Attended by job type (National)

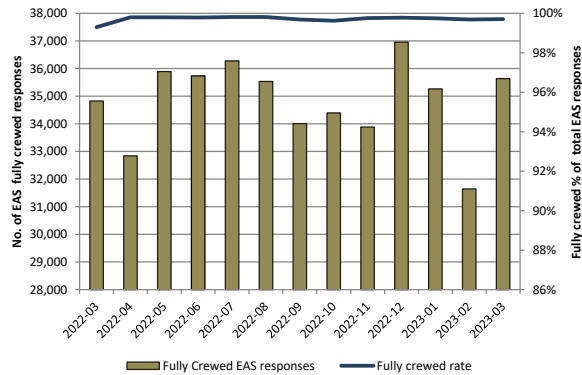
(note that the purple volumes are too small to show up below)



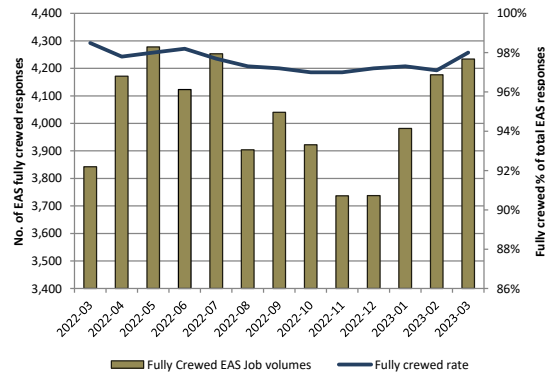
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
Mar-23	100%	98%	100%
YTD:	100%	98%	100%
12 Mths rolling (Apr22-Mar23)	100%	97%	100%
12 Mths rolling (Apr21-Mar22)	100%	98%	99%

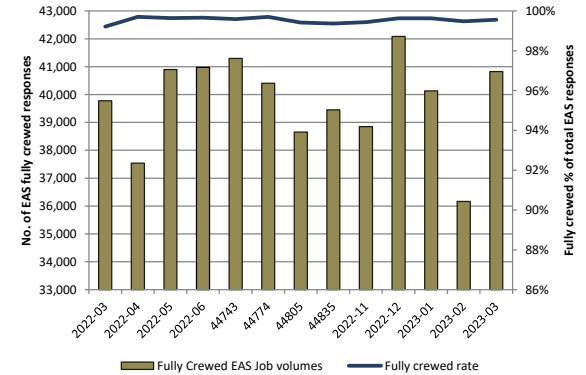
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



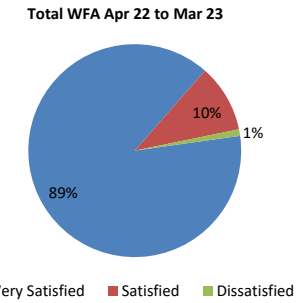
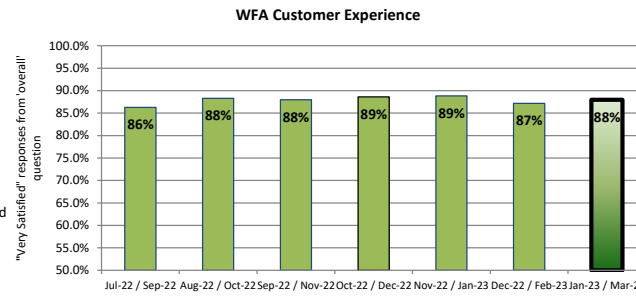
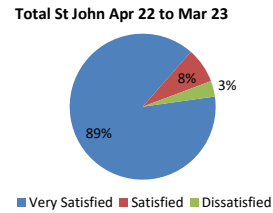
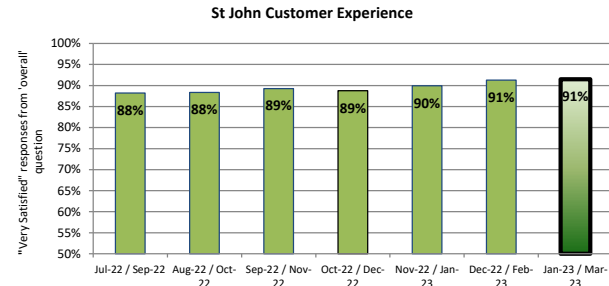


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Jan-23 - Mar-23:	91%	Jan-23 - Mar-23:	88%
Last 12 months AVG:	89%	Last 12 months AVG:	89%

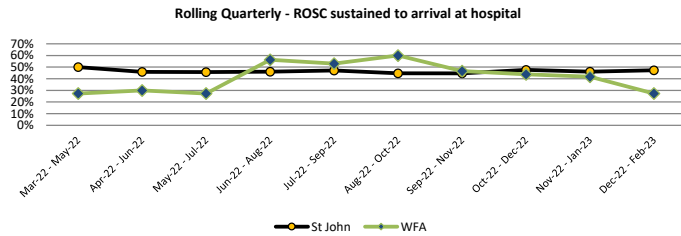
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
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%
Dec-22 - Feb-23	129	11	61	3	47%	27%



6. 111 Calls Answered within 15 seconds

