

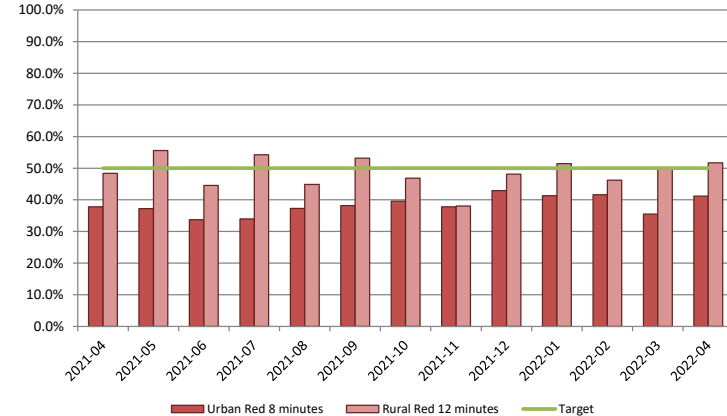
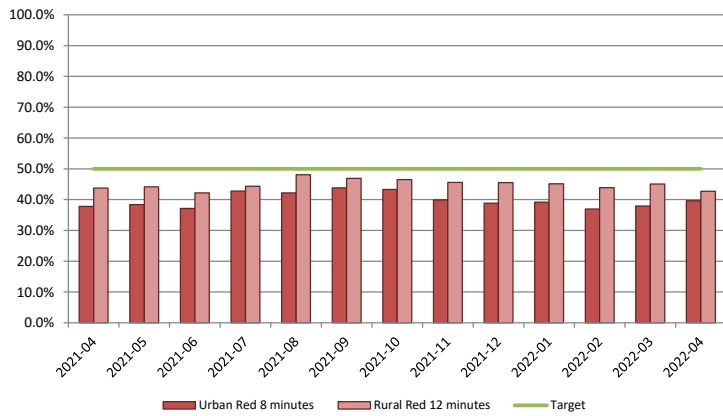
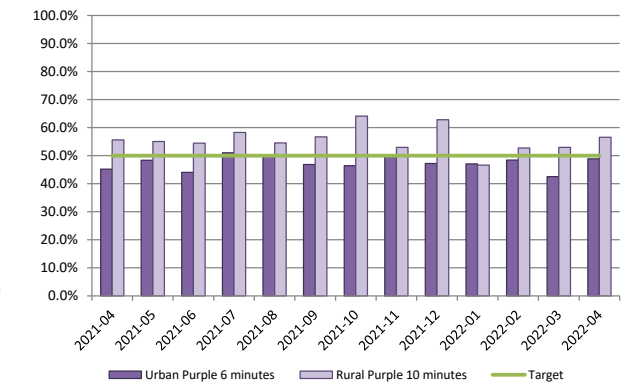
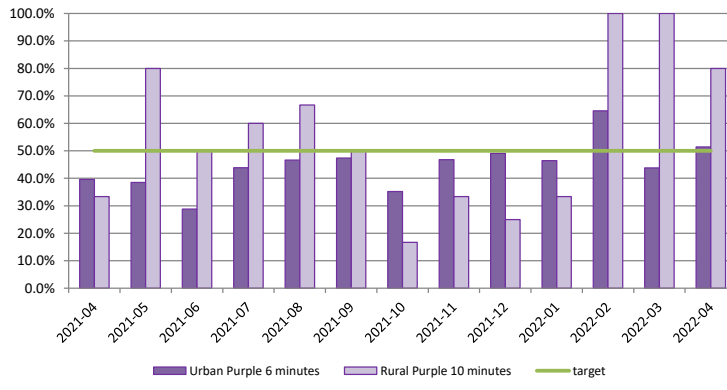
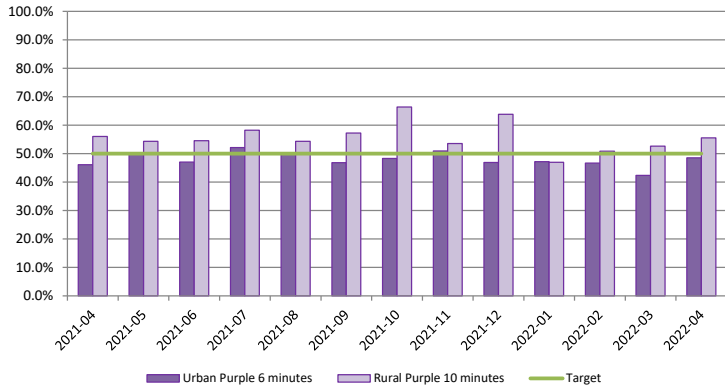


**Emergency Ambulance Service National Performance Report**  
April 2022



**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.
Apr-22	49%	93%	56%	96%	40%	91%	43%	89%	51%	97%	80%	100%	41%	90%	52%	94%	49%	94%	57%	96%	40%	90%	43%	89%
2021-22 YTD	48%	93%	56%	97%	40%	91%	45%	90%	47%	91%	53%	98%	39%	86%	48%	93%	48%	93%	56%	97%	40%	90%	45%	90%
12 Mths rolling (May21-Apr22)	48%	93%	56%	97%	40%	91%	45%	90%	44%	90%	56%	98%	38%	86%	49%	93%	48%	92%	56%	97%	40%	90%	45%	90%
12 Mths rolling (May20-Apr21)	47%	92%	54%	95%	41%	92%	44%	89%	42%	88%	58%	94%	37%	87%	51%	92%	46%	92%	55%	95%	40%	91%	44%	89%





**Emergency Ambulance Service National Performance Report**  
April 2022

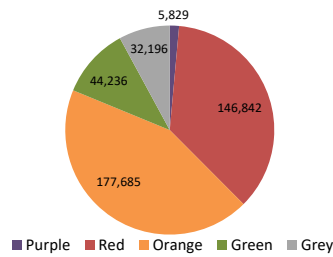


**2. Total number of Incidents**

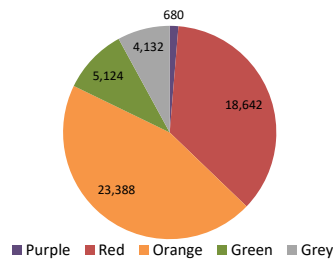
	St John Ambulance	Wellington Free Ambulance	National Performance
Apr-22	40,065	5,425	45,490
YTD:	414,665	55,415	470,080
12 Mths rolling (May21-Apr22)	496,071	66,274	562,345
12 Mths rolling (May20-Apr21)	463,503	61,191	524,694

\* 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): 2021-05 to 2022-04**

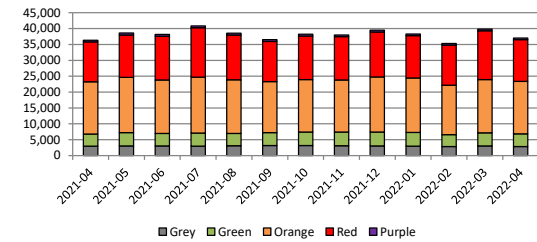


**EAS Incidents Attended by Job type (WFA): 2021-05 to 2022-04**



**EAS Incidents Attended by job type (National)**

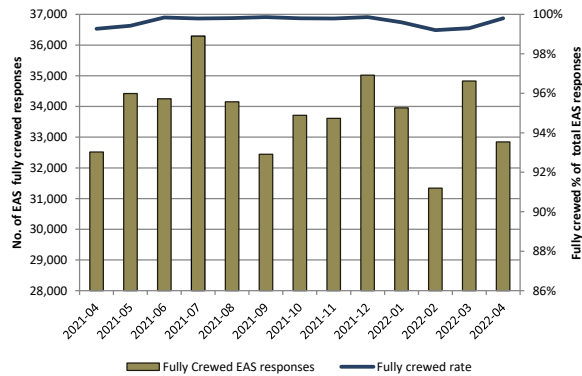
(note that the purple volumes are too small to show up below)



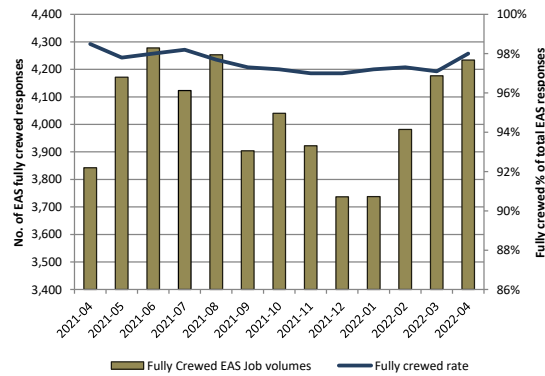
**3. Incident responses fully crewed**

	St John Ambulance	Wellington Free Ambulance	National Performance
Apr-22	100%	98%	100%
YTD:	100%	98%	99%
12 Mths rolling (May21-Apr22)	100%	97%	99%
12 Mths rolling (May20-Apr21)	99%	98%	99%

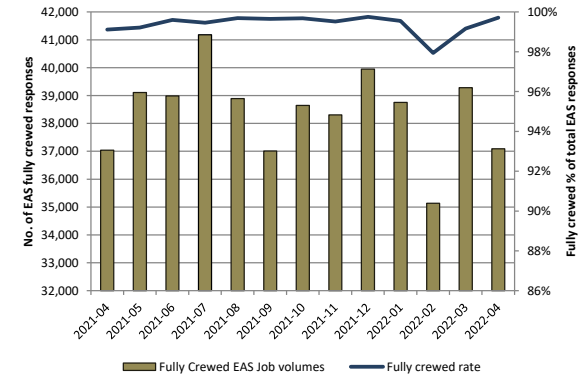
**EAS Incident Responses Fully Crewed St John Ambulance**



**EAS Incident Responses Fully Crewed WFA**



**EAS Incident Responses Fully Crewed National**

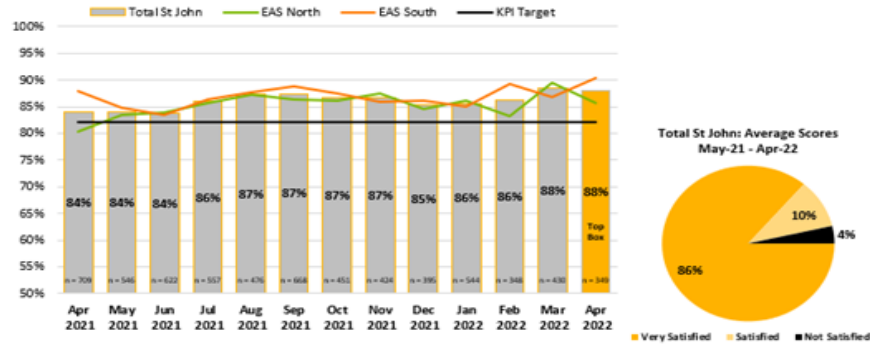




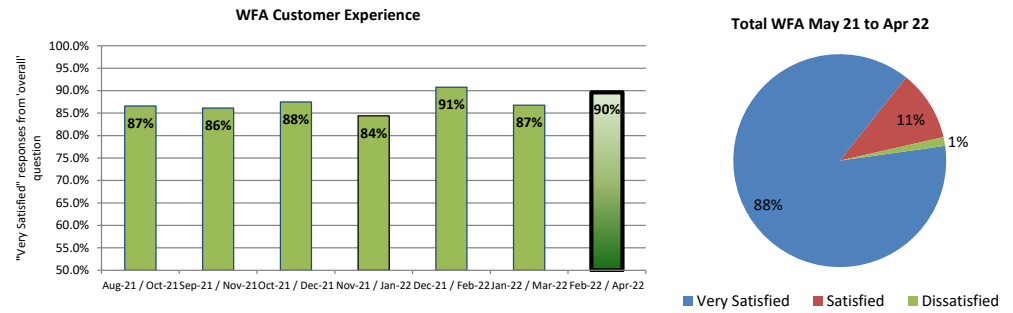
4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Apr-22:	88%	Feb-22 - Apr-22:	90%
Last 12 months AVG:	86%	Last 12 months AVG:	88%



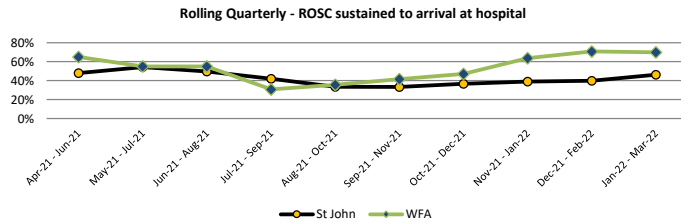
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
Apr-21 - Jun-21	123	20	59	13	48%	65%
May-21 - Jul-21	140	20	76	11	54%	55%
Jun-21 - Aug-21	129	20	64	11	50%	55%
Jul-21 - Sep-21	145	13	61	4	42%	31%
Aug-21 - Oct-21	137	14	46	5	34%	36%
Sep-21 - Nov-21	129	12	43	5	33%	42%
Oct-21 - Dec-21	109	17	40	8	37%	47%
Nov-21 - Jan-22	110	22	43	14	39%	64%
Dec-21 - Feb-22	118	24	47	17	40%	71%
Jan-22 - Mar-22	132	20	61	14	46%	70%



6. 111 Calls Answered within 15 seconds

