

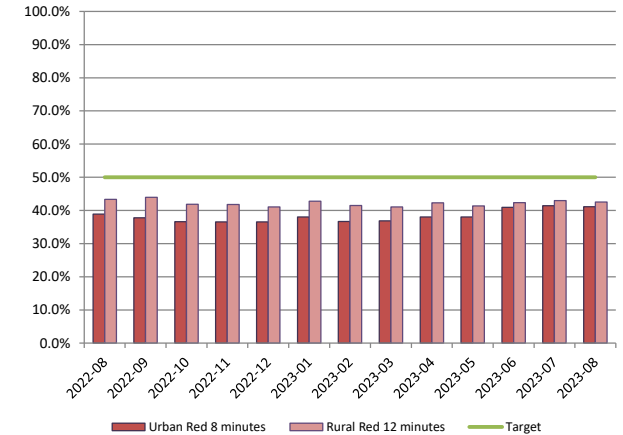
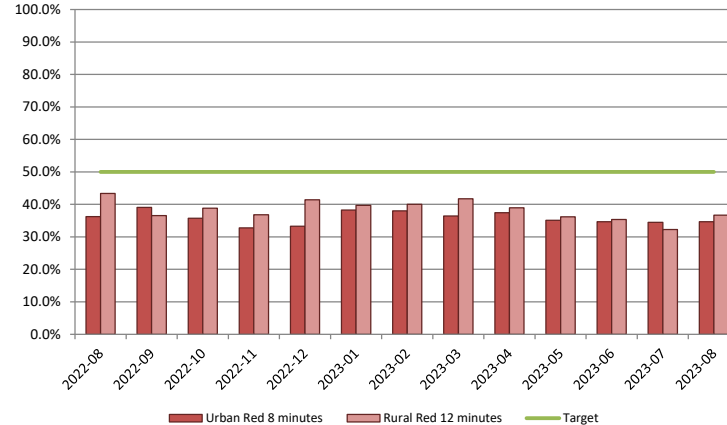
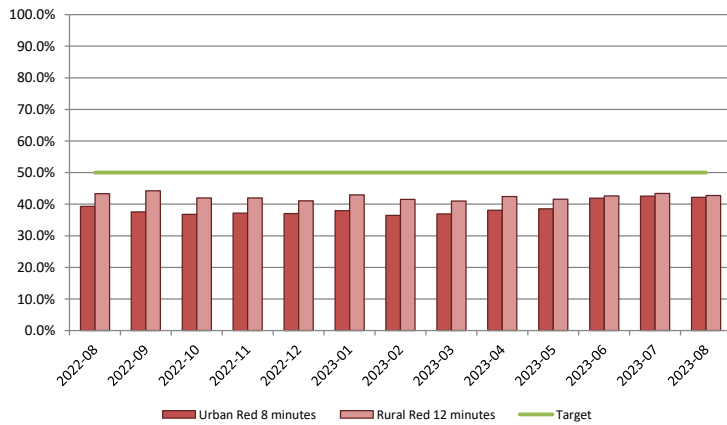
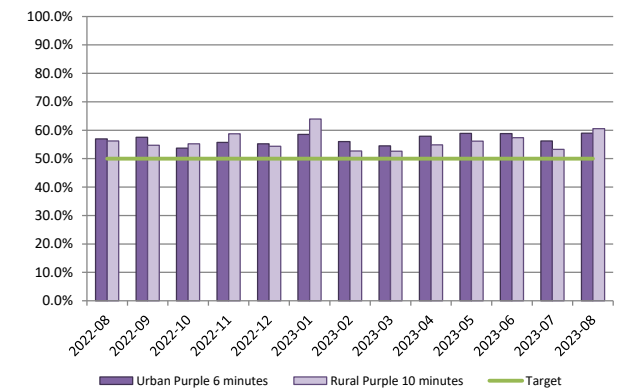
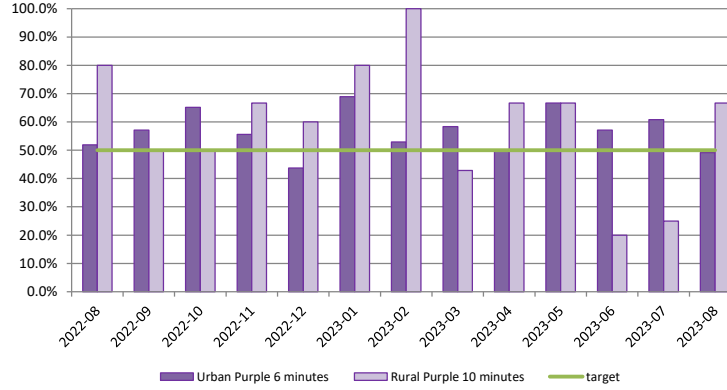
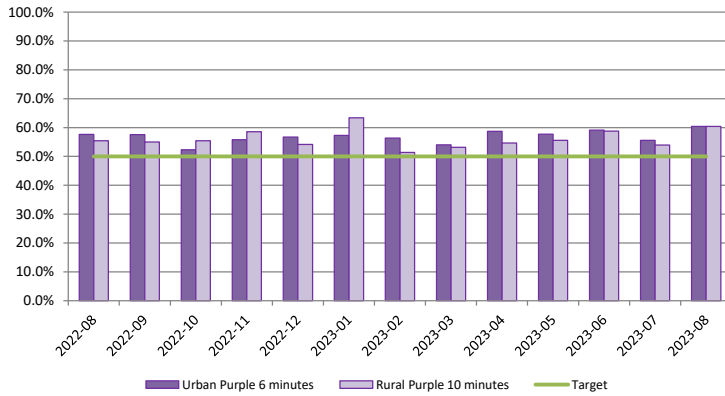


Emergency Ambulance Service National Performance Report
August 2023



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.
Aug-23	60%	97%	60%	98%	42%	91%	43%	89%	49%	98%	67%	100%	35%	82%	37%	91%	59%	97%	61%	98%	41%	90%	43%	89%
2023-24 YTD	58%	96%	57%	97%	42%	91%	43%	89%	55%	97%	43%	100%	35%	83%	34%	90%	58%	96%	57%	97%	41%	90%	43%	89%
12 Mths rolling (Sep22-Aug23)	57%	96%	56%	97%	39%	89%	42%	88%	57%	93%	56%	96%	36%	84%	38%	91%	57%	96%	56%	97%	38%	89%	42%	88%
12 Mths rolling (Sep21-Aug22)	49%	93%	54%	97%	39%	89%	44%	89%	59%	95%	73%	96%	39%	86%	47%	94%	50%	94%	55%	97%	39%	89%	44%	89%

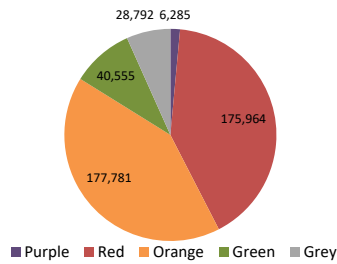


2. Total number of Incidents

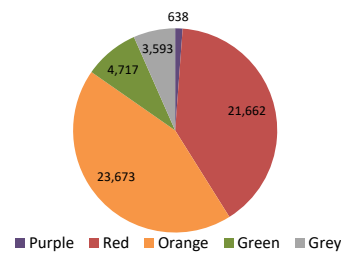
	St John Ambulance	Wellington Free Ambulance	National Performance
Aug-23	46,911	Aug-23 5,996	Aug-23 52,907
YTD:	92,936	YTD: 11,946	YTD: 104,882
12 Mths rolling (Sep22-Aug23)	530,342	68,732	599,074
12 Mths rolling (Sep21-Aug22)	509,263	67,821	577,084

* 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.

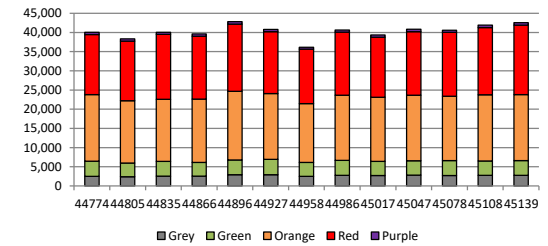
EAS Incidents Attended by Job type (St John): 2022-09 to 2023-08



EAS Incidents Attended by Job type (WFA): 2022-09 to 2023-08



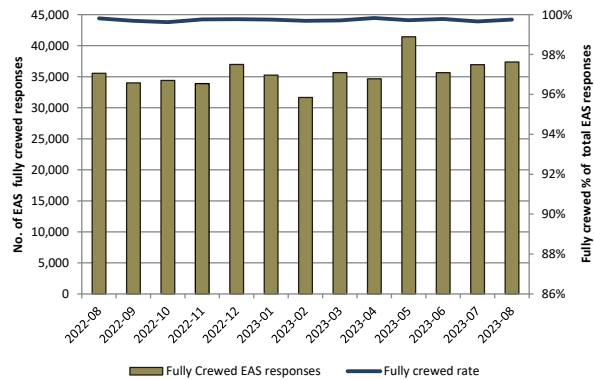
EAS Incidents Attended by job type (National)
(note that the purple volumes are too small to show up below)



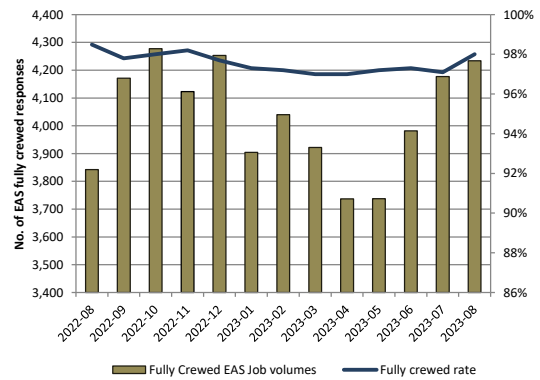
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
Aug-23	100%	Aug-23 98%	Aug-23 100%
YTD:	100%	YTD: 99%	YTD: 100%
12 Mths rolling (Sep22-Aug23)	100%	97%	100%
12 Mths rolling (Sep21-Aug22)	100%	98%	99%

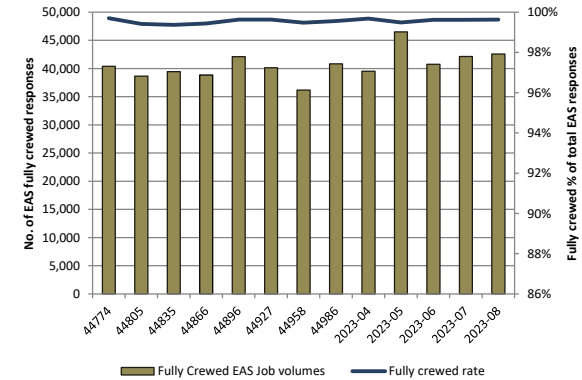
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National



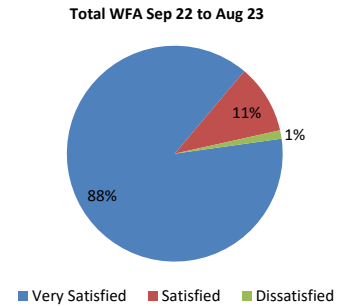
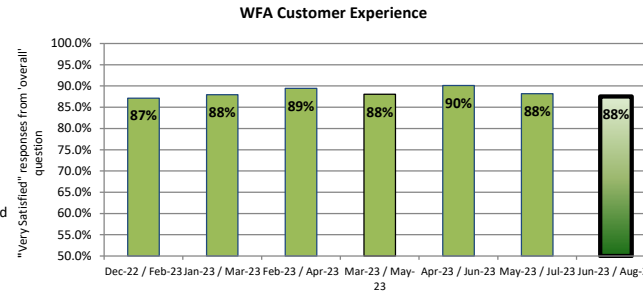
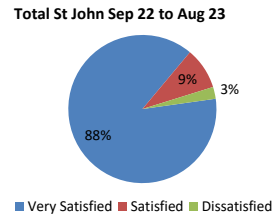
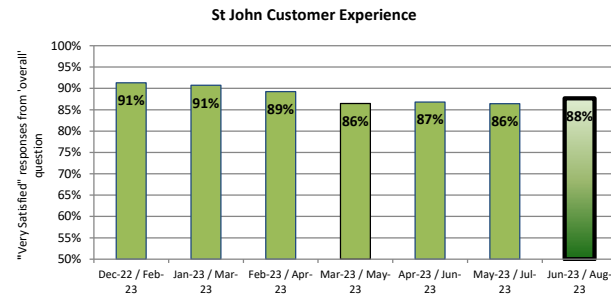


4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Jun-23 - Aug-23:	88%	Jun-23 - Aug-23:	88%
Last 12 months AVG:	88%	Last 12 months AVG:	88%

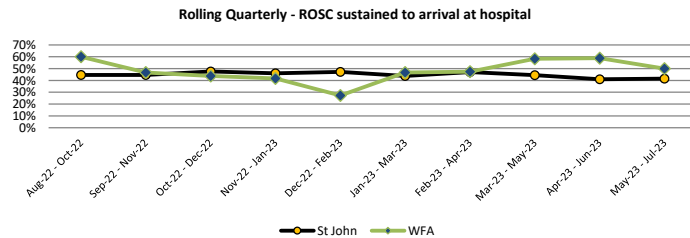
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



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
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%
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%



6. 111 Calls Answered within 15 seconds

