

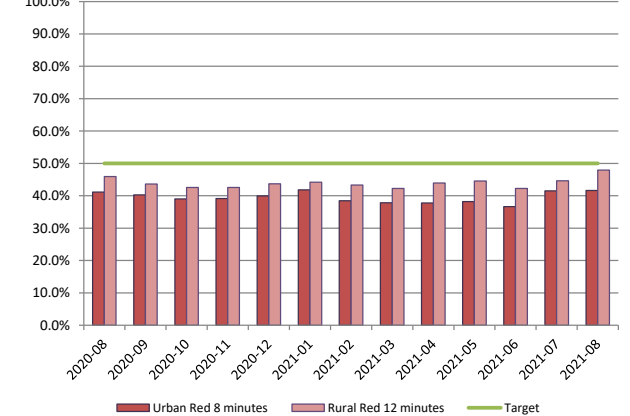
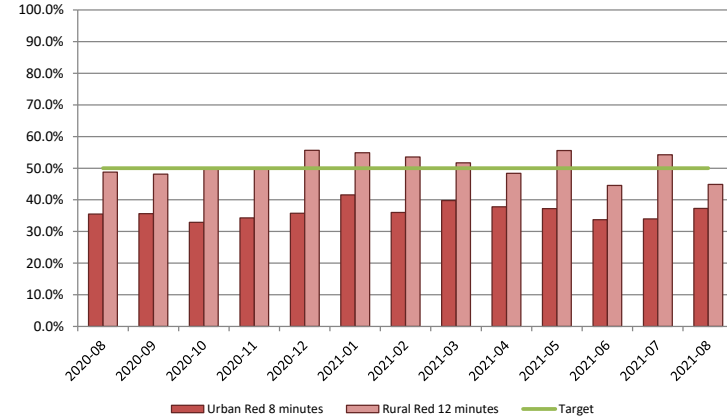
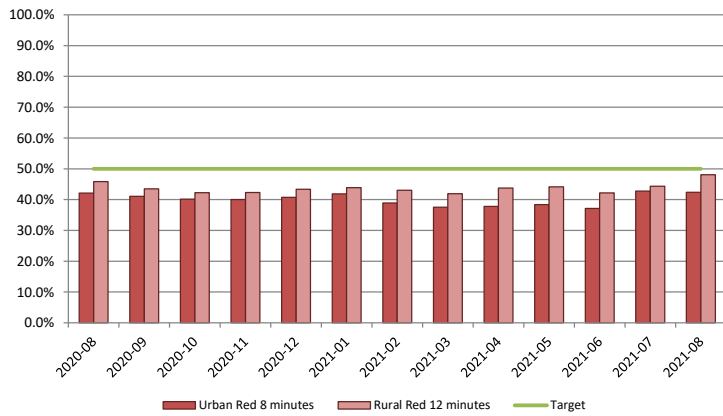
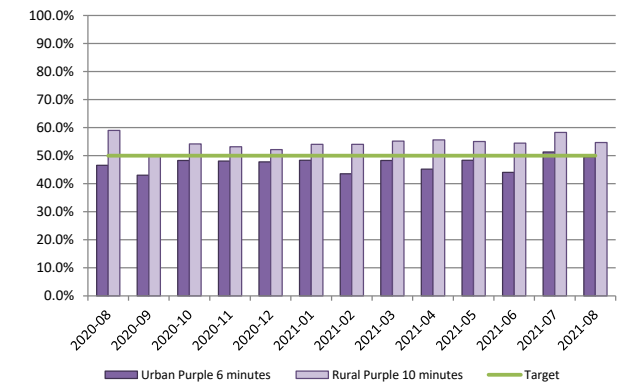
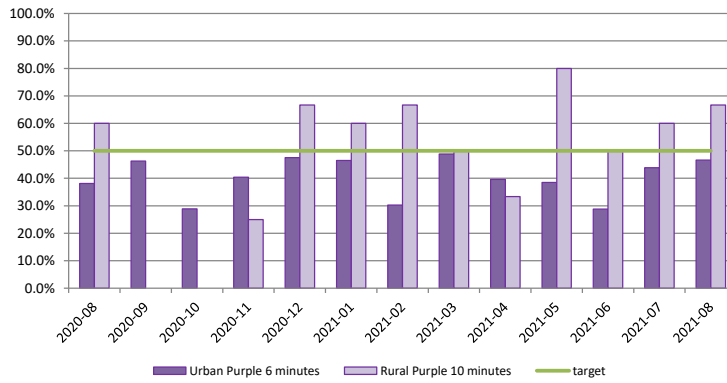
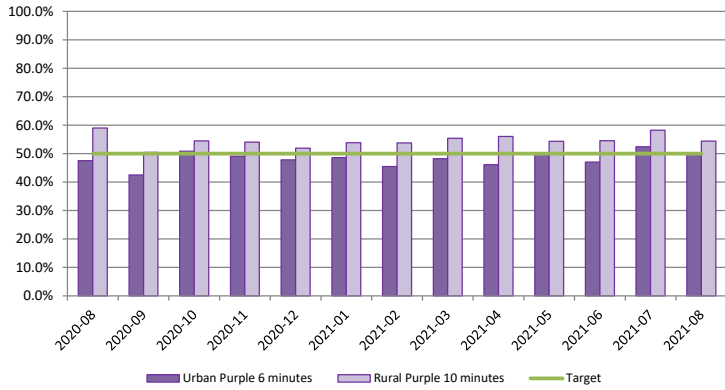


**Emergency Ambulance Service National Performance Report**  
August 2021



**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-21	50%	94%	54%	97%	42%	93%	48%	91%	47%	92%	67%	100%	37%	83%	45%	90%	50%	94%	55%	97%	42%	92%	48%	91%
2021-22 YTD	51%	95%	56%	97%	43%	93%	46%	90%	45%	86%	63%	100%	36%	82%	50%	92%	51%	93%	57%	97%	42%	91%	46%	90%
12 Mths rolling (Sep20-Aug21)	48%	93%	54%	95%	40%	91%	44%	89%	41%	87%	54%	95%	36%	85%	51%	92%	47%	92%	54%	95%	39%	90%	44%	89%
12 Mths rolling (Sep19-Aug20)	45%	92%	53%	95%	43%	93%	47%	90%	45%	89%	67%	98%	40%	87%	50%	92%	45%	91%	53%	95%	43%	92%	47%	90%





**Emergency Ambulance Service National Performance Report**  
August 2021

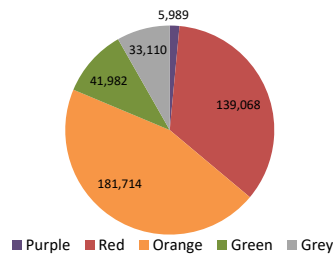


**2. Total number of Incidents**

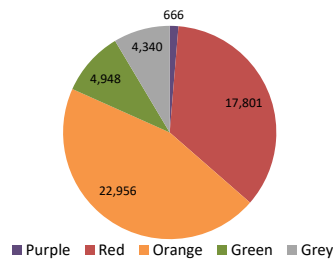
	St John Ambulance	Wellington Free Ambulance	National Performance
Aug-21	38,622	5,445	44,067
YTD:	82,268	11,290	93,558
12 Mths rolling (Sep20-Aug21)	477,460	63,488	540,948
12 Mths rolling (Sep19-Aug20)	450,026	59,649	509,675

\* 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): 2020-09 to 2021-08**

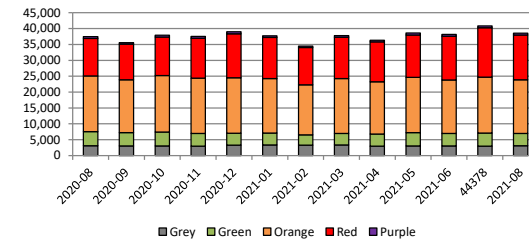


**EAS Incidents Attended by Job type (WFA): 2020-09 to 2021-08**



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

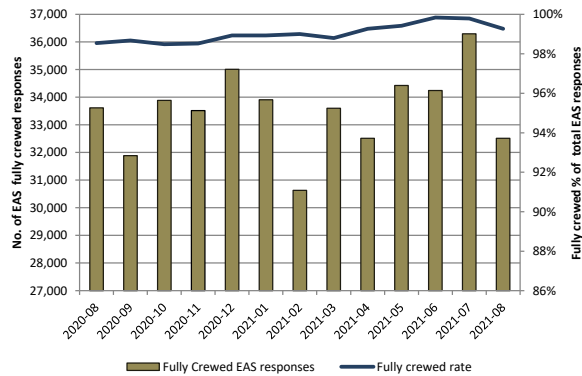
(note that the purple volumes are too small to show up below)



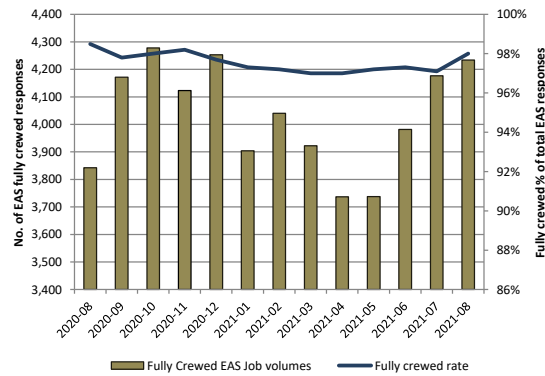
**3. Incident responses fully crewed**

	St John Ambulance	Wellington Free Ambulance	National Performance
Aug-21	99%	98%	99%
YTD:	100%	98%	99%
12 Mths rolling (Sep20-Aug21)	99%	97%	99%
12 Mths rolling (Sep19-Aug20)	98%	98%	98%

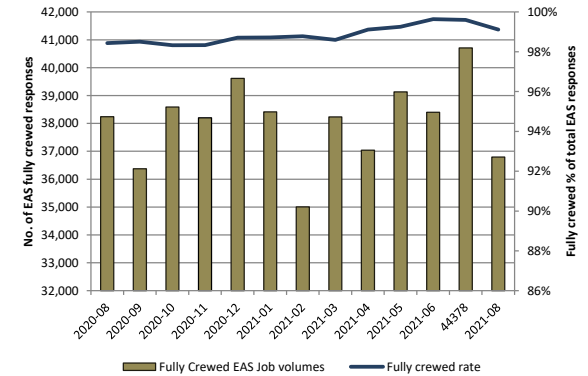
**EAS Incident Responses Fully Crewed St John Ambulance**



**EAS Incident Responses Fully Crewed WFA**



**EAS Incident Responses Fully Crewed National**

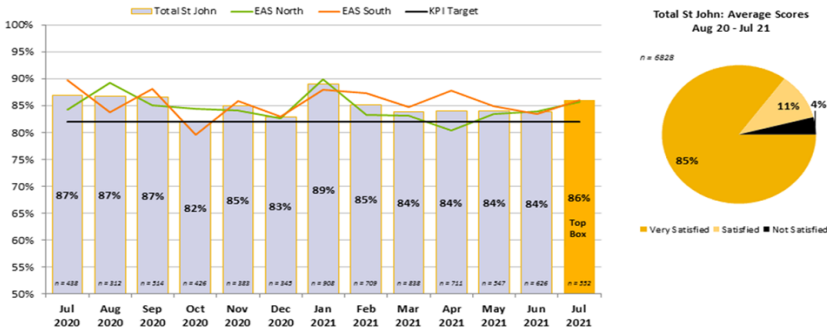




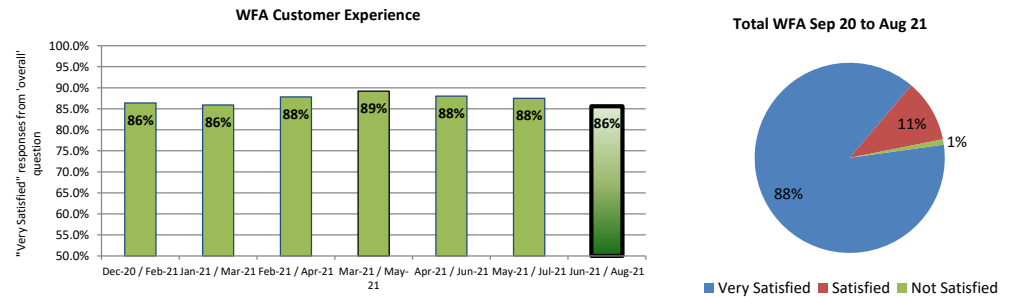
#### 4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Aug-21:	84%	Jun-21 - Aug-21:	86%
Last 12 months AVG:	86%	Last 12 months AVG:	88%



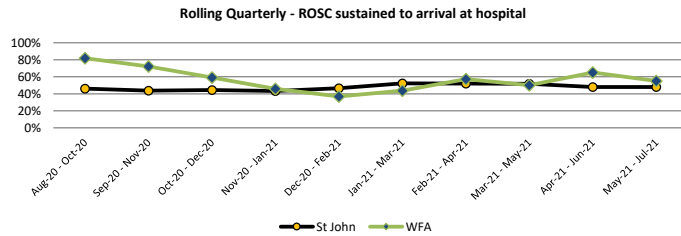
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



#### 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
Aug-20 - Oct-20	143	11	66	9	46%	82%
Sep-20 - Nov-20	135	18	59	13	44%	72%
Oct-20 - Dec-20	149	22	66	13	44%	59%
Nov-20 - Jan-21	141	24	61	11	43%	46%
Dec-20 - Feb-21	131	19	61	7	47%	37%
Jan-21 - Mar-21	111	16	58	7	52%	44%
Feb-21 - Apr-21	104	14	54	8	52%	57%
Mar-21 - May-21	120	16	62	8	52%	50%
Apr-21 - Jun-21	123	20	59	13	48%	65%
May-21 - Jul-21	123	20	59	11	48%	55%



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

