

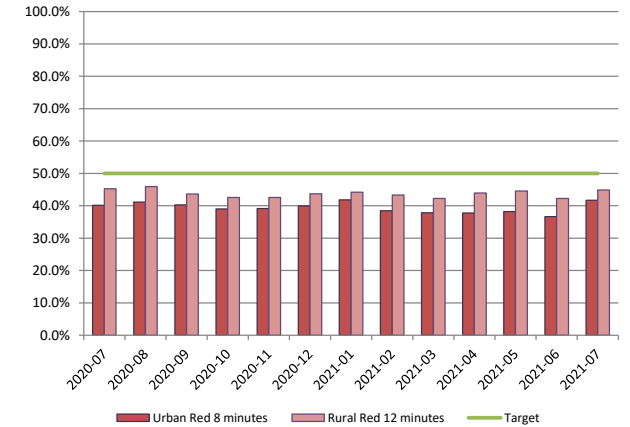
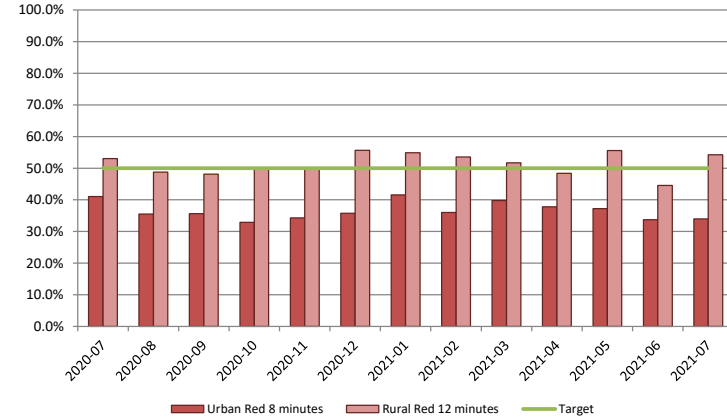
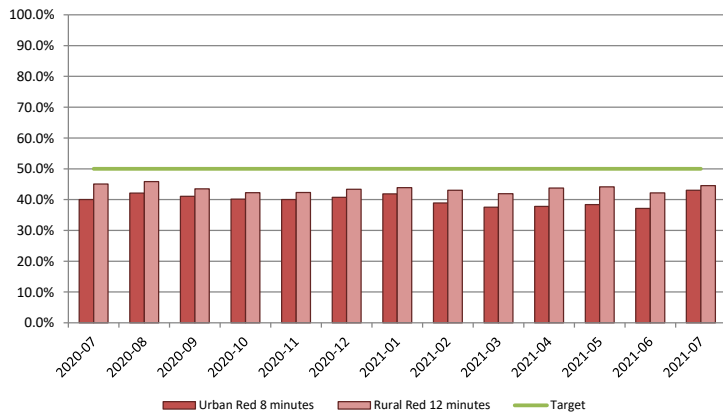
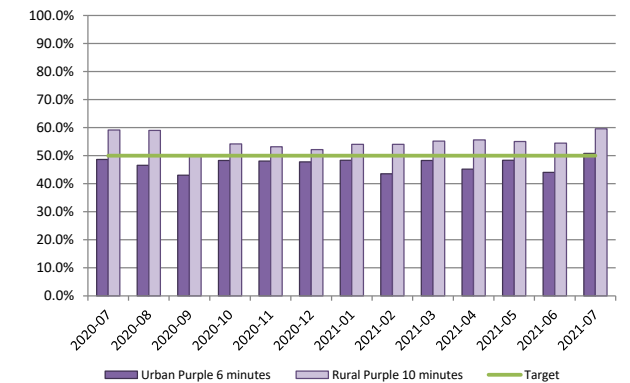
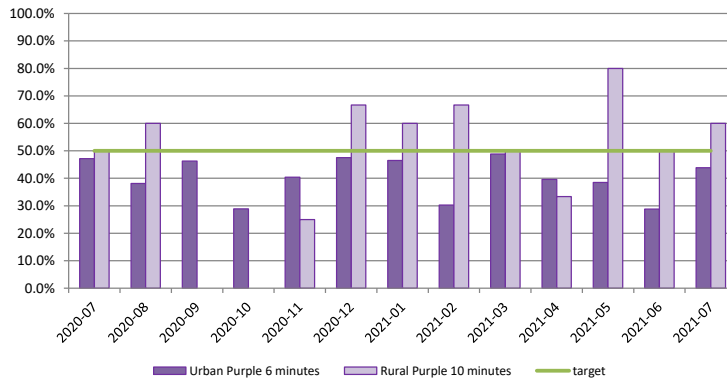
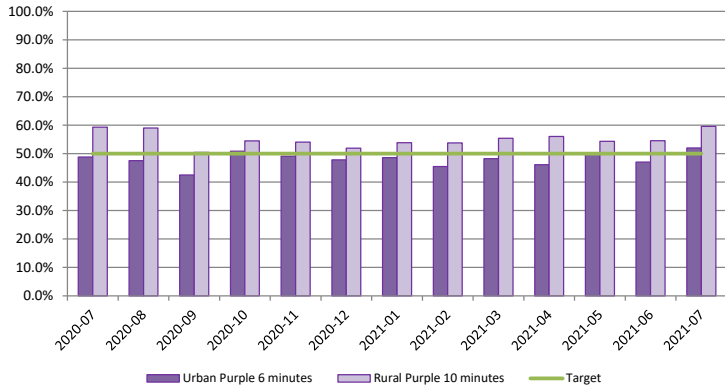


Emergency Ambulance Service National Performance Report  
July 2021



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.
Jul-21	52%	95%	60%	97%	43%	92%	45%	90%	44%	81%	60%	100%	34%	81%	54%	94%	51%	93%	60%	97%	42%	91%	45%	90%
2021-22 YTD	52%	95%	60%	97%	43%	92%	45%	90%	44%	81%	60%	100%	34%	81%	54%	94%	51%	93%	60%	97%	42%	91%	45%	90%
12 Mths rolling (Aug20-Jul21)	48%	92%	55%	95%	40%	91%	43%	89%	40%	86%	53%	95%	36%	85%	51%	92%	47%	92%	55%	95%	39%	90%	44%	89%
12 Mths rolling (Aug19-Jul20)	45%	92%	52%	95%	44%	93%	47%	90%	46%	90%	67%	98%	40%	87%	50%	92%	45%	92%	53%	95%	43%	92%	47%	90%





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

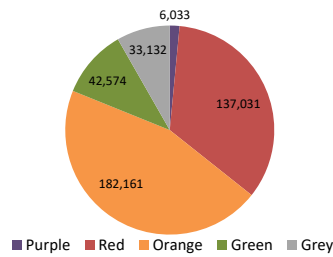


**2. Total number of Incidents**

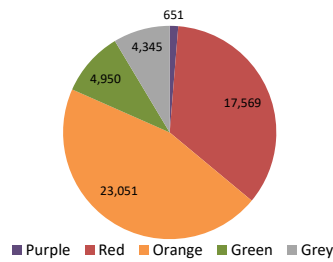
	St John Ambulance	Wellington Free Ambulance	National Performance
Jul-21	43,646	5,845	49,491
YTD:	43,646	5,845	49,491
12 Mths rolling (Aug20-Jul21)	477,574	63,197	540,771
12 Mths rolling (Aug19-Jul20)	451,328	59,944	511,272

\* 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): 2020-08 to 2021-07**

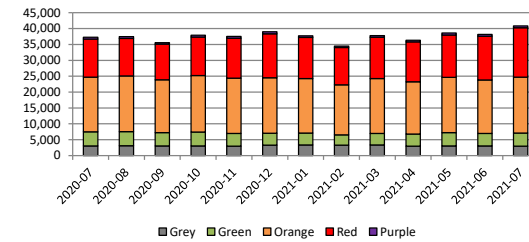


**EAS Incidents Attended by Job type (WFA): 2020-08 to 2021-07**



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

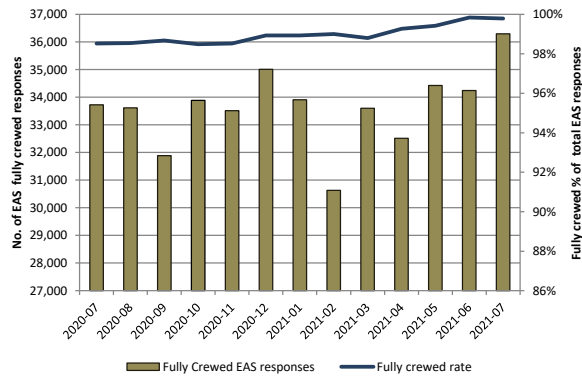
(note that the purple volumes are too small to show up below)



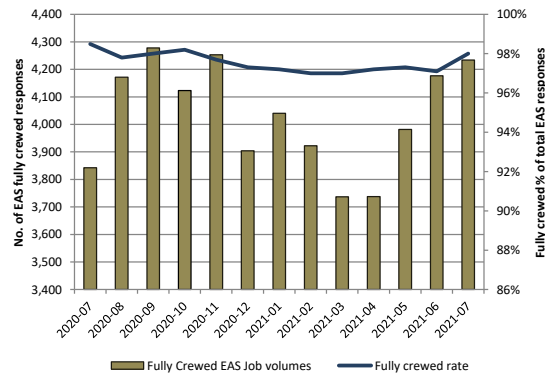
**3. Incident responses fully crewed**

	St John Ambulance	Wellington Free Ambulance	National Performance
Jul-21	100%	98%	100%
YTD:	100%	98%	100%
12 Mths rolling (Aug20-Jul21)	99%	97%	99%
12 Mths rolling (Aug19-Jul20)	98%	98%	98%

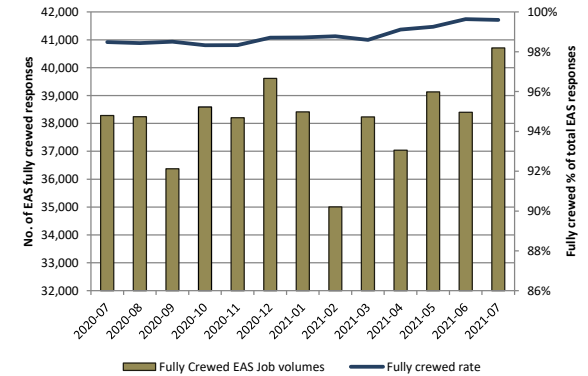
**EAS Incident Responses Fully Crewed St John Ambulance**



**EAS Incident Responses Fully Crewed WFA**



**EAS Incident Responses Fully Crewed National**

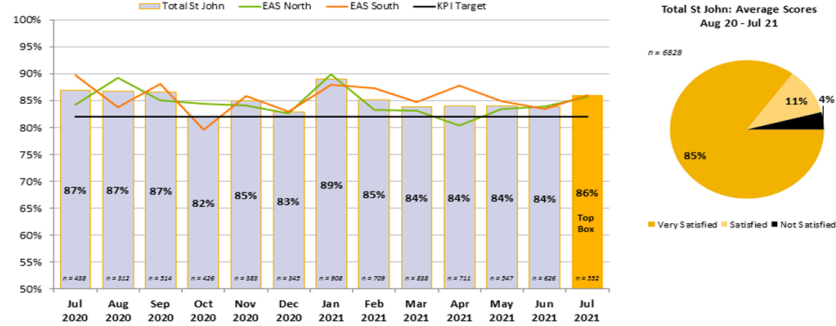




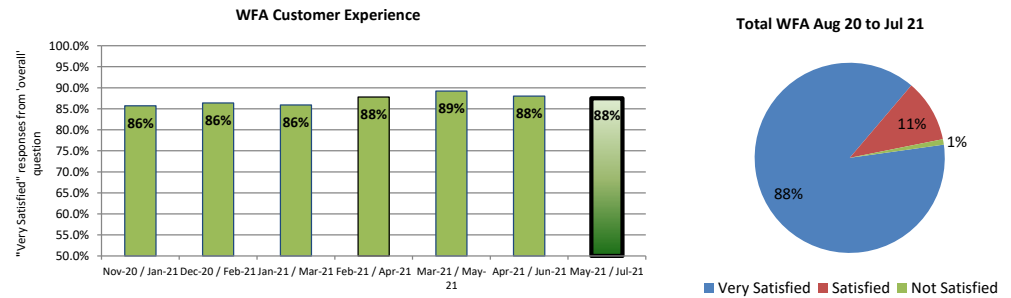
#### 4. Improving customer experience

Surveyed patients reporting as very satisfied with service

St John Ambulance		Wellington Free Ambulance	
Jul-21:	86%	May-21 - Jul-21:	88%
Last 12 months AVG:	85%	Last 12 months AVG:	88%



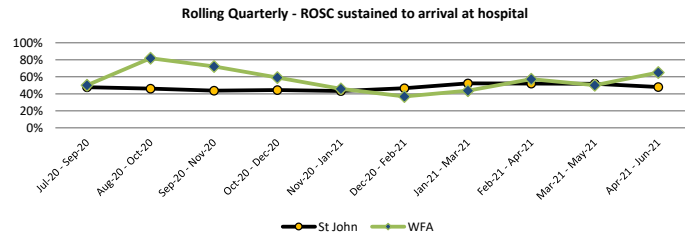
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



#### 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
Jul-20 - Sep-20	149	10	71	5	48%	50%
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%



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

