

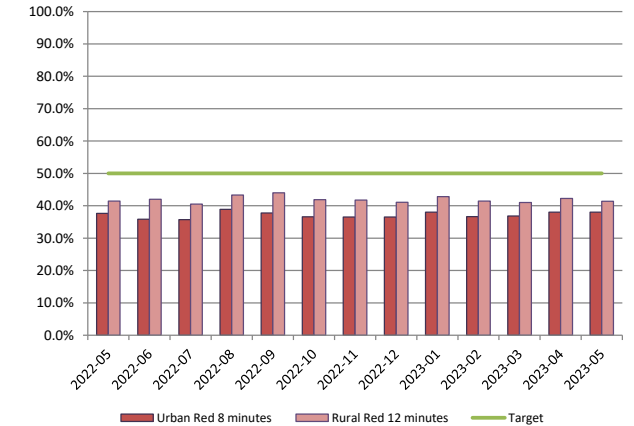
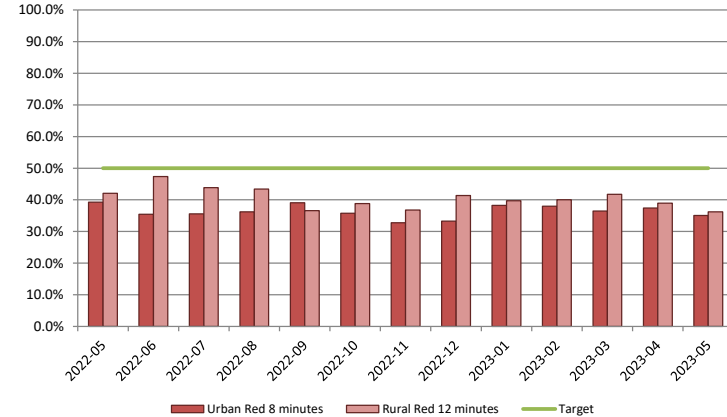
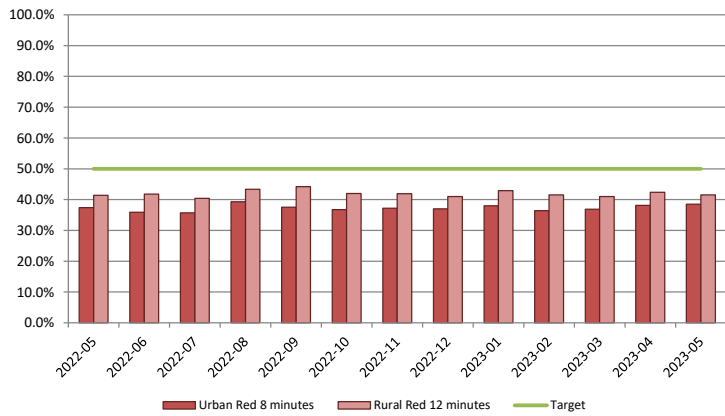
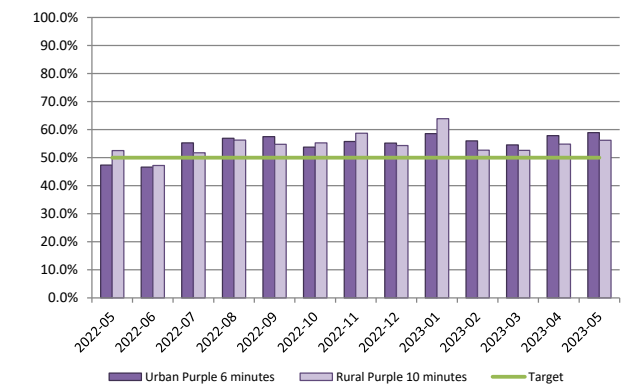
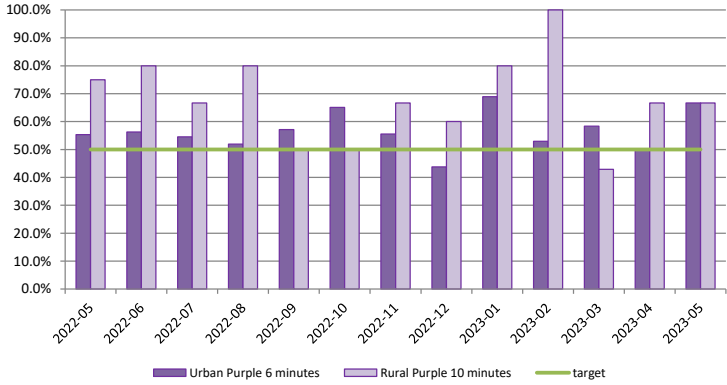
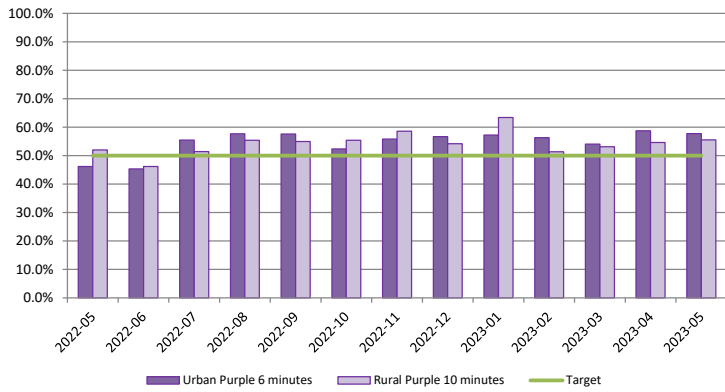


**Emergency Ambulance Service National Performance Report**  
May 2023



**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.
May-23	58%	98%	56%	95%	39%	89%	42%	87%	67%	88%	67%	89%	35%	83%	36%	89%	59%	96%	56%	94%	38%	88%	41%	87%
2022-23 YTD	56%	96%	55%	97%	37%	89%	42%	88%	57%	92%	64%	94%	36%	85%	40%	92%	56%	96%	56%	97%	37%	88%	42%	88%
12 Mths rolling (Jun22-May23)	55%	96%	55%	97%	37%	88%	42%	88%	57%	92%	66%	93%	36%	84%	40%	92%	56%	95%	55%	97%	37%	88%	42%	88%
12 Mths rolling (Jun21-May22)	48%	93%	56%	97%	40%	91%	45%	90%	56%	94%	75%	100%	38%	86%	48%	93%	49%	93%	56%	97%	40%	90%	45%	90%





**Emergency Ambulance Service National Performance Report**  
May 2023

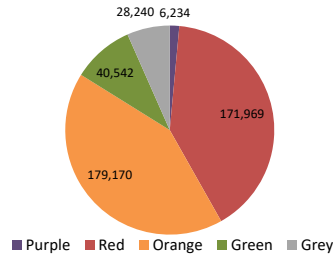


**2. Total number of Incidents**

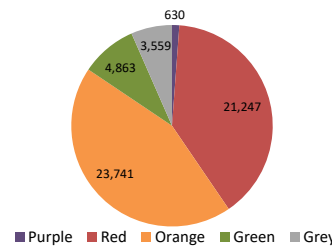
	St John Ambulance	Wellington Free Ambulance	National Performance
May-23	44,500	5,859	50,359
YTD:	482,416	62,609	545,025
12 Mths rolling (Jun22-May23)	527,637	68,819	596,456
12 Mths rolling (Jun21-May22)	499,854	66,644	566,498

\* 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): 2022-06 to 2023-05**

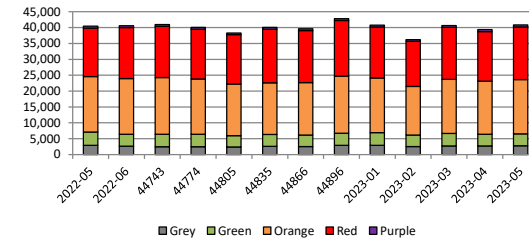


**EAS Incidents Attended by Job type (WFA): 2022-06 to 2023-05**



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

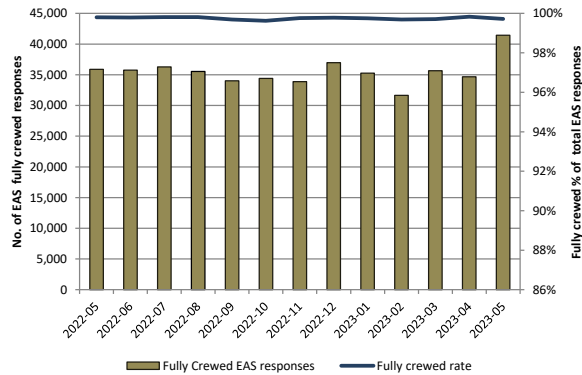
(note that the purple volumes are too small to show up below)



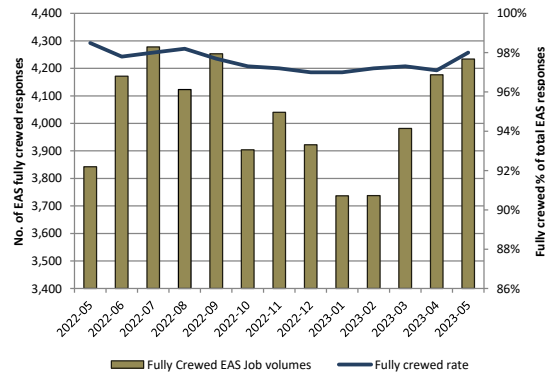
**3. Incident responses fully crewed**

	St John Ambulance	Wellington Free Ambulance	National Performance
May-23	100%	98%	99%
YTD:	100%	98%	100%
12 Mths rolling (Jun22-May23)	100%	97%	100%
12 Mths rolling (Jun21-May22)	100%	98%	99%

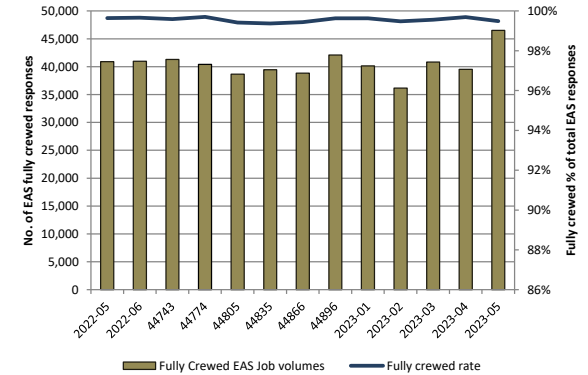
**EAS Incident Responses Fully Crewed St John Ambulance**



**EAS Incident Responses Fully Crewed WFA**



**EAS Incident Responses Fully Crewed National**



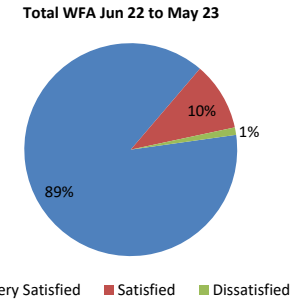
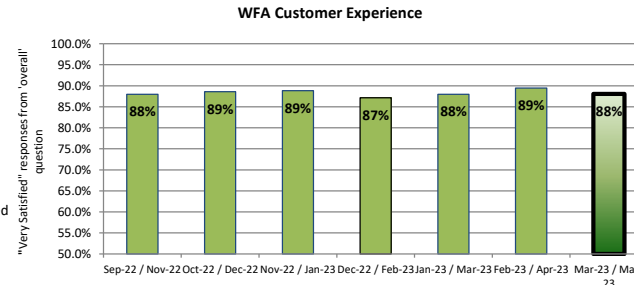
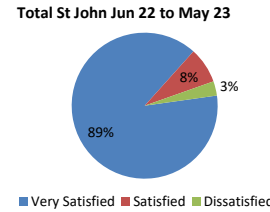
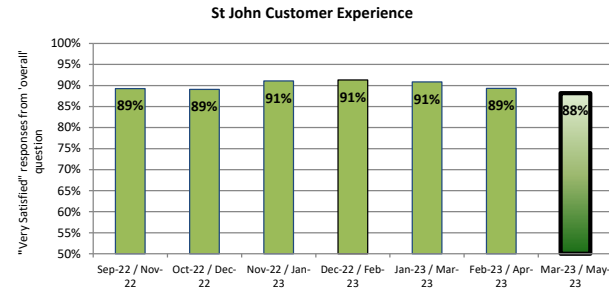


**4. Improving customer experience**

Surveyed patients reporting as very satisfied with service

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

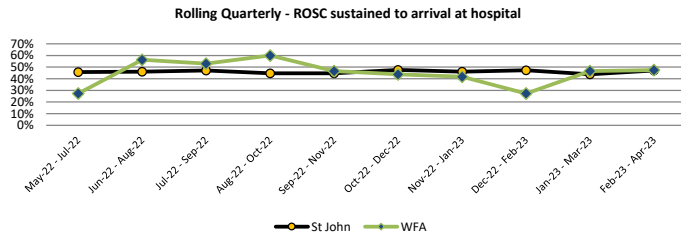
Q14 How satisfied were you with your Wellington Free Ambulance experience (from the initial 111 call through to delivery at the next place of care)?



**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
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%
Jan-23 - Mar-23	137	15	60	7	44%	47%
Feb-23 - Apr-23	138	19	65	9	47%	47%



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

