

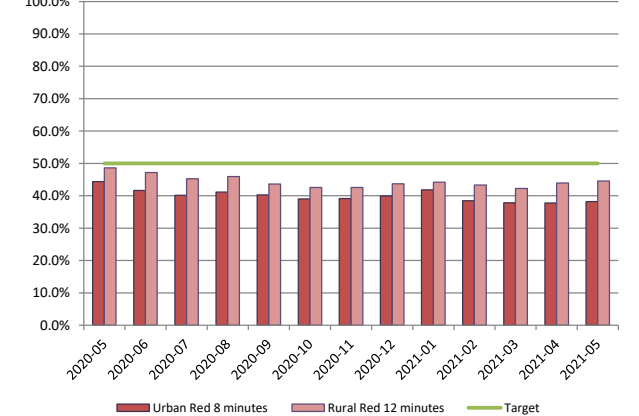
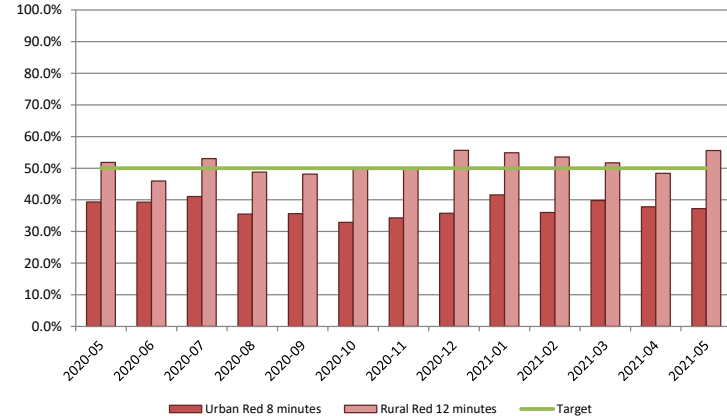
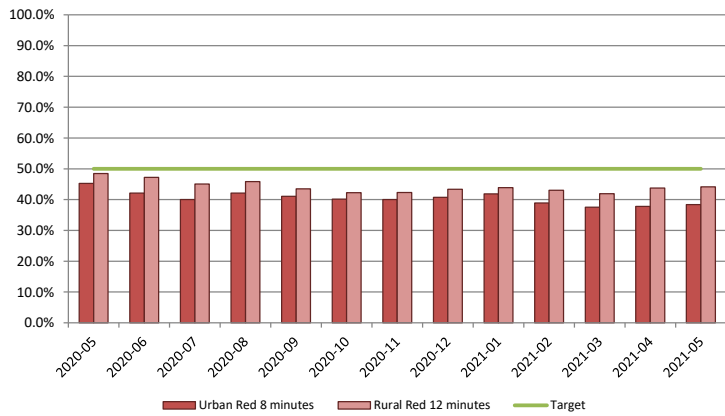
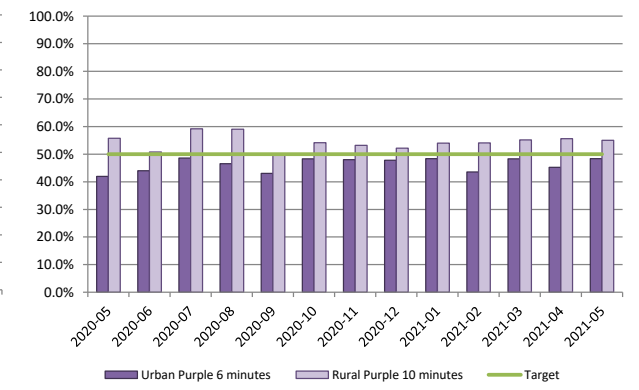
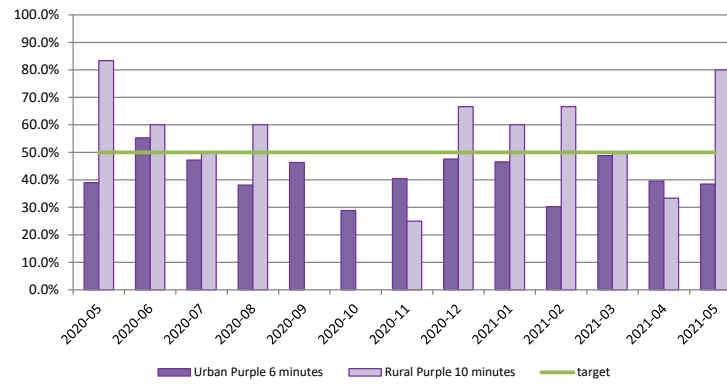
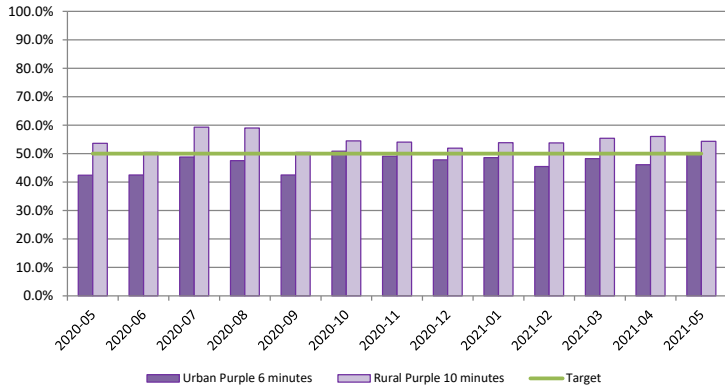


Emergency Ambulance Service National Performance Report
May 2021



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.
May-21	50%	91%	54%	94%	38%	91%	44%	89%	38%	87%	80%	100%	37%	86%	56%	96%	48%	91%	55%	94%	38%	90%	45%	89%
2020-21 YTD	48%	92%	55%	95%	40%	91%	44%	89%	41%	88%	53%	95%	37%	86%	52%	92%	49%	91%	59%	95%	40%	91%	45%	90%
12 Mths rolling (Jun20-May21)	47%	92%	55%	95%	40%	91%	44%	89%	42%	88%	53%	93%	37%	86%	51%	92%	47%	92%	55%	95%	40%	91%	44%	89%
12 Mths rolling (Jun19-May20)	44%	91%	52%	95%	44%	93%	47%	90%	45%	91%	70%	100%	40%	87%	52%	93%	44%	91%	53%	95%	43%	92%	47%	90%





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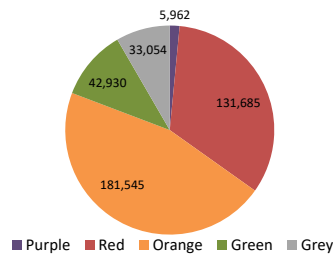


2. Total number of Incidents

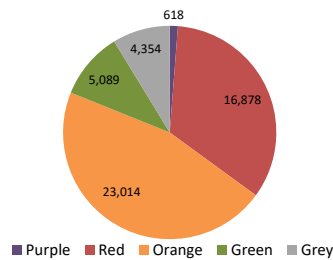
	St John Ambulance	Wellington Free Ambulance	National Performance
May-21	40,854	5,481	46,335
YTD:	432,167	57,097	43,914
12 Mths rolling (Jun20-May21)	468,717	62,098	530,815
12 Mths rolling (Jun19-May20)	455,253	60,210	515,463

* 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): 2020-06 to 2021-05

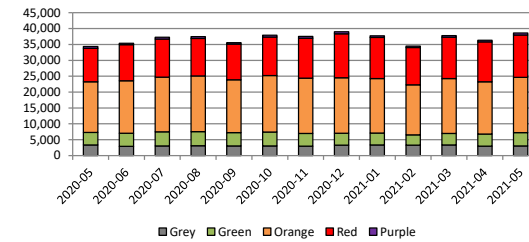


EAS Incidents Attended by Job type (WFA): 2020-06 to 2021-05



EAS Incidents Attended by job type (National)

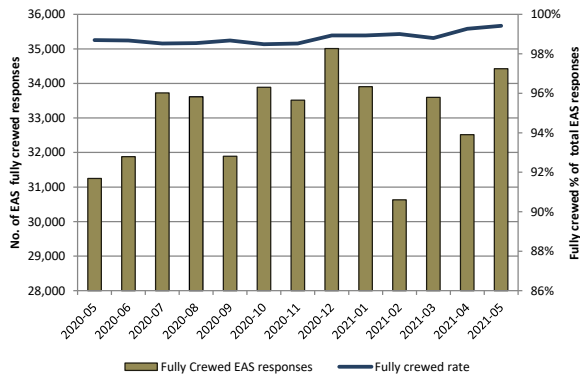
(note that the purple volumes are too small to show up below)



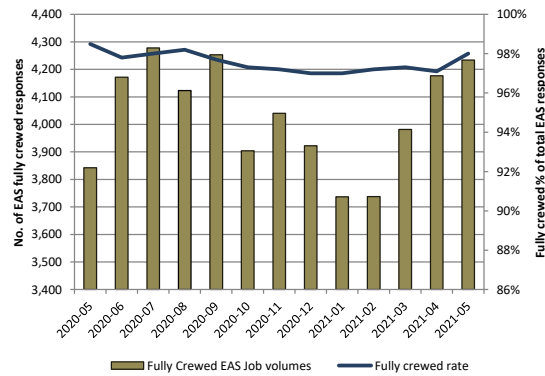
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
May-21	99%	98%	99%
YTD:	99%	97%	98%
12 Mths rolling (Jun20-May21)	99%	97%	99%
12 Mths rolling (Jun19-May20)	97%	98%	97%

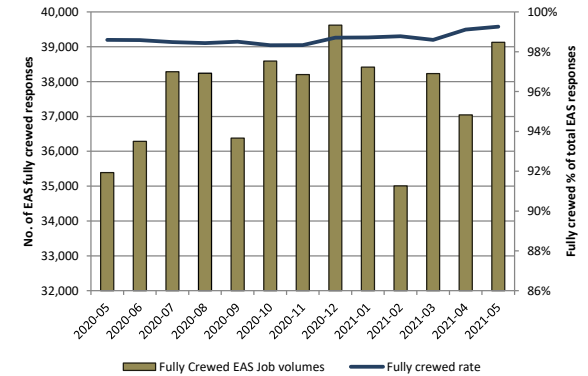
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National

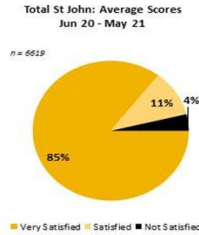
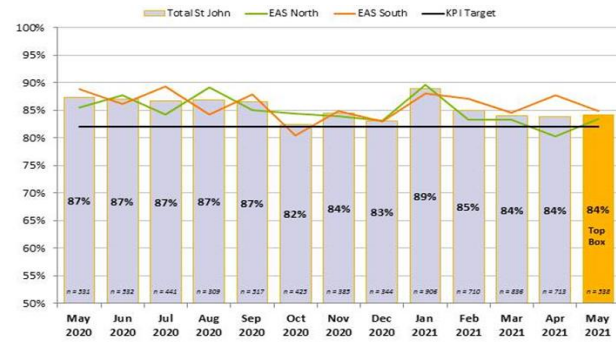




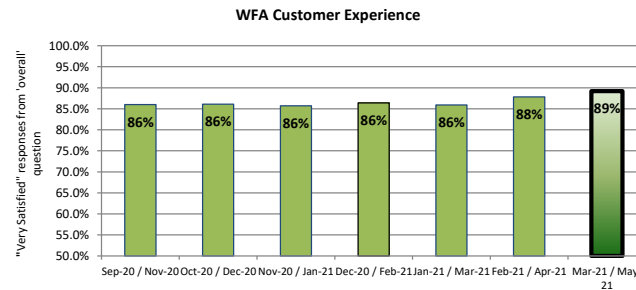
4. Improving customer experience

Surveyed patients reporting as very satisfied with service

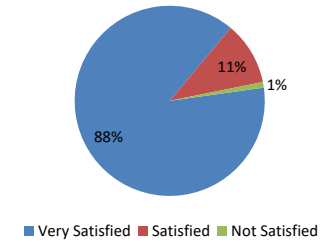
St John Ambulance		Wellington Free Ambulance	
May-21:	84%	Mar-21 - May-21:	89%
Last 12 months AVG:	85%	Last 12 months AVG:	87%



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)?



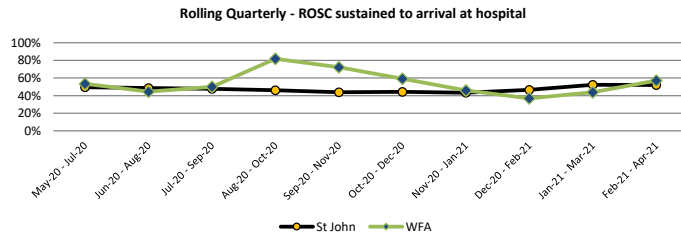
Total WFA Jun 20 to May 21



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-20 - Jul-20	133	15	66	8	50%	53%
Jun-20 - Aug-20	142	9	69	4	49%	44%
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%



6. 111 Calls Answered within 15 seconds

