

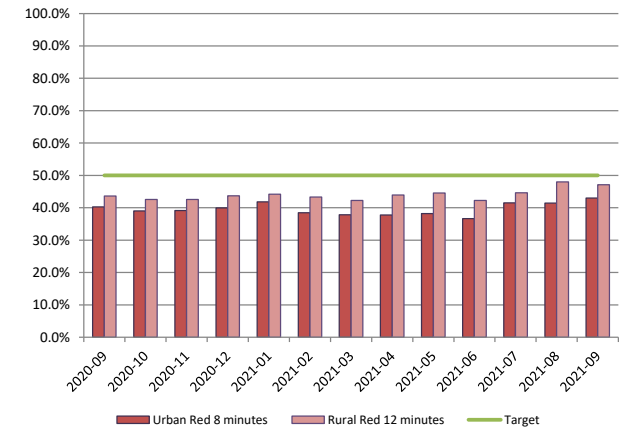
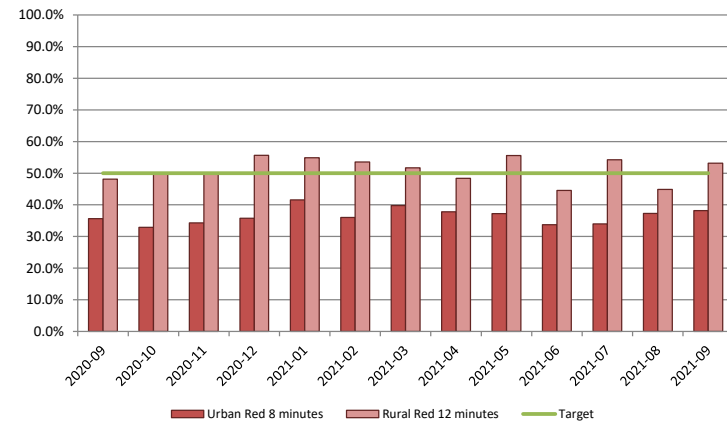
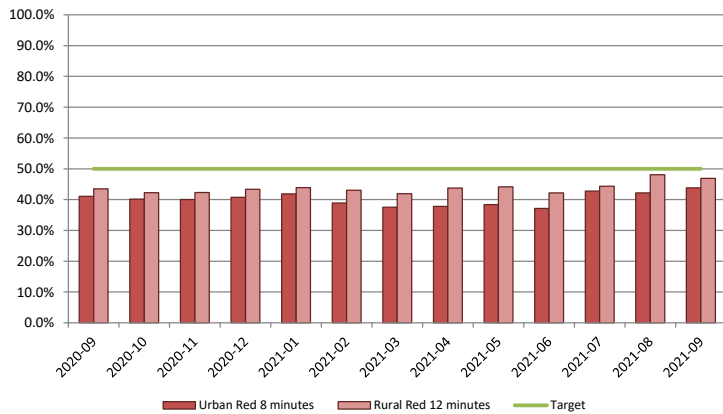
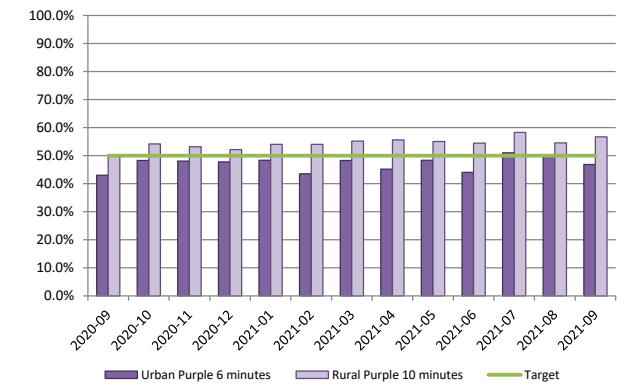
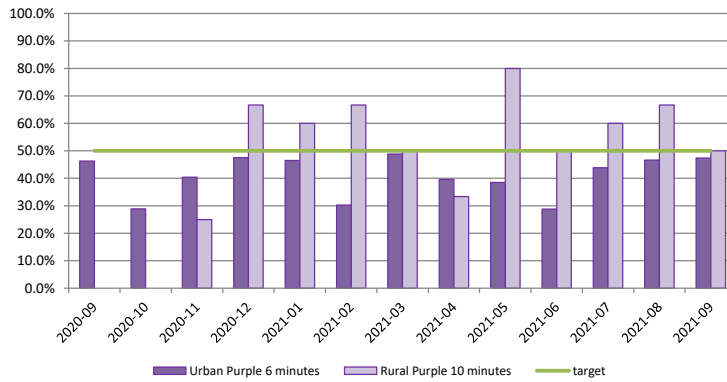
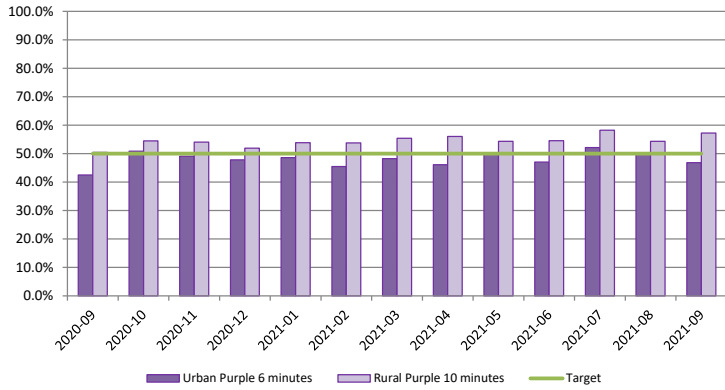


Emergency Ambulance Service National Performance Report  
September 2021



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.
Sep-21	47%	95%	57%	99%	44%	95%	47%	92%	47%	96%	50%	100%	38%	87%	53%	92%	47%	95%	57%	99%	43%	93%	47%	92%
2021-22 YTD	50%	95%	57%	97%	43%	93%	46%	91%	46%	90%	55%	100%	36%	83%	51%	92%	49%	94%	57%	97%	42%	92%	47%	91%
12 Mths rolling (Oct20-Sep21)	49%	93%	55%	95%	40%	92%	44%	89%	41%	87%	54%	98%	36%	85%	51%	92%	48%	92%	55%	96%	40%	91%	44%	89%
12 Mths rolling (Oct19-Sep20)	45%	92%	53%	95%	43%	93%	46%	90%	46%	89%	66%	97%	39%	87%	50%	93%	45%	92%	53%	95%	43%	92%	46%	90%





Emergency Ambulance Service National Performance Report  
September 2021

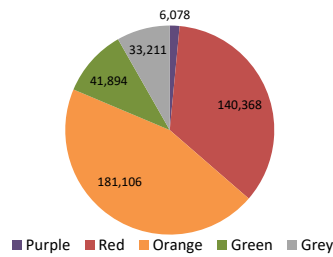


2. Total number of Incidents

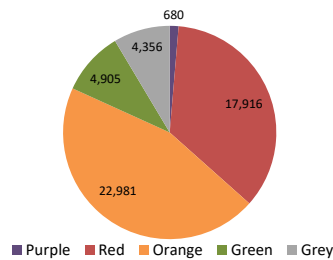
	St John Ambulance	Wellington Free Ambulance	National Performance
Sep-21	38,120	5,192	43,312
YTD:	122,549	16,482	139,031
12 Mths rolling (Oct20-Sep21)	480,810	63,695	544,505
12 Mths rolling (Oct19-Sep20)	448,725	59,457	508,182

\* 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): 2020-10 to 2021-09

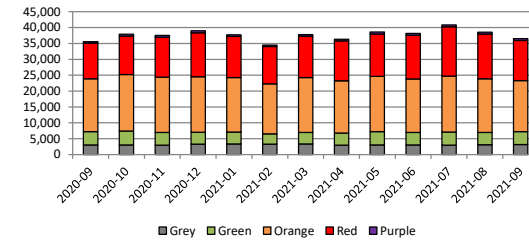


EAS Incidents Attended by Job type (WFA): 2020-10 to 2021-09



EAS Incidents Attended by job type (National)

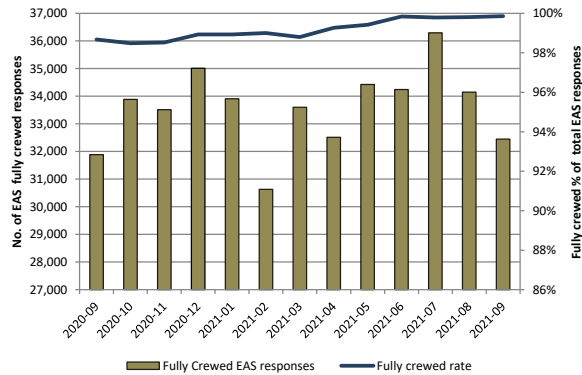
(note that the purple volumes are too small to show up below)



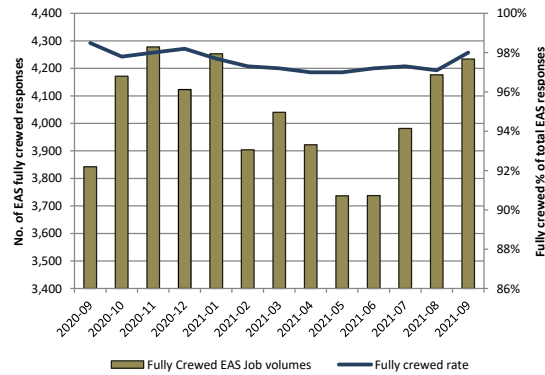
3. Incident responses fully crewed

	St John Ambulance	Wellington Free Ambulance	National Performance
Sep-21	100%	98%	100%
YTD:	100%	98%	100%
12 Mths rolling (Oct20-Sep21)	99%	97%	99%
12 Mths rolling (Oct19-Sep20)	98%	98%	98%

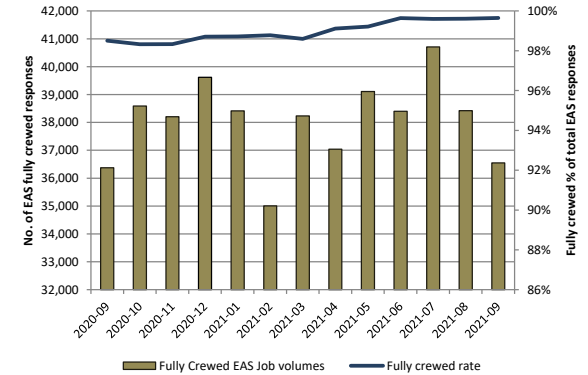
EAS Incident Responses Fully Crewed St John Ambulance



EAS Incident Responses Fully Crewed WFA



EAS Incident Responses Fully Crewed National

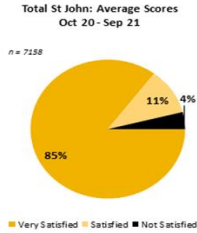
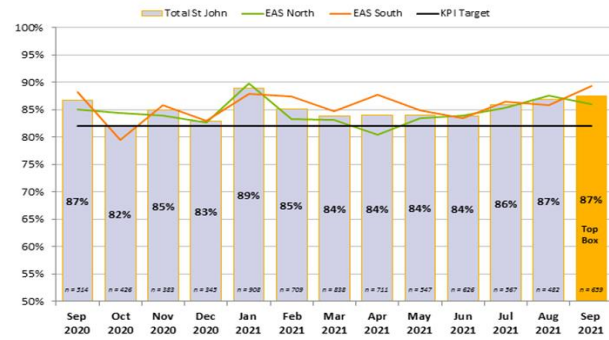




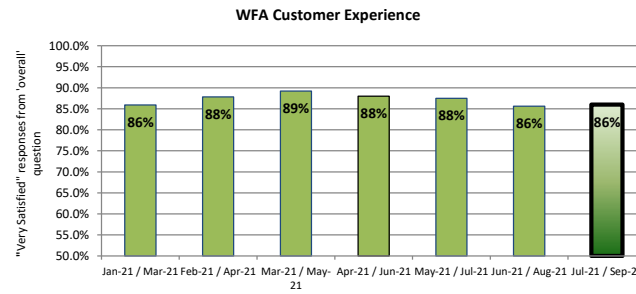
#### 4. Improving customer experience

Surveyed patients reporting as very satisfied with service

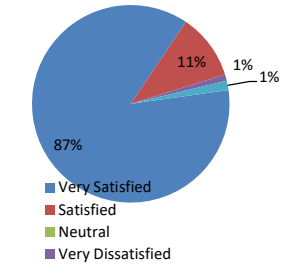
St John Ambulance		Wellington Free Ambulance	
Sep-21:	87%	Jul-21 - Sep-21:	86%
Last 12 months AVG:	85%	Last 12 months AVG:	88%



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)?



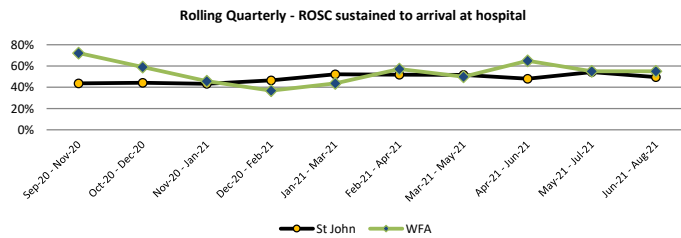
Total WFA Oct 20 to Sep 21



#### 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
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	140	20	76	11	54%	55%
Jun-21 - Aug-21	129	20	64	11	50%	55%



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

