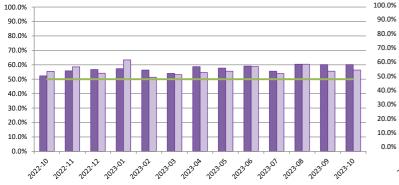


Emergency Ambulance Service National Performance Report October 2023

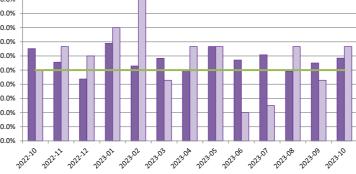


1. Response Times

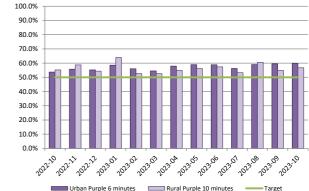
	Hato Hone St John Ambulance					Wellington Free Ambulance					National Performance													
	Purple Calls				Red Calls			Purple Calls			Red Calls		Purple Calls		Red Calls									
	Ur	ban	Ru	ıral	U	rban	Ru	ıral	Url	ban	Rı	ıral	Ur	ban	Ru	ıral	Ur	ban	Ru	ıral	Ur	ban	Ru	ural
Target	50% 6 min.	95% 12 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.
Oct-23	60%	96%	56%	96%	43%	92%	44%	88%	58%	92%	67%	100%	35%	81%	35%	90%	60%	96%	57%	96%	42%	90%	43%	88%
2023-24 YTD	59%	96%	57%	97%	42%	91%	43%	88%	56%	94%	50%	100%	35%	82%	35%	90%	59%	96%	56%	97%	41%	90%	43%	88%
12 Mths rolling (Nov22-Oct23)	58%	96%	56%	97%	40%	90%	42%	88%	57%	93%	57%	98%	35%	84%	37%	90%	58%	96%	56%	97%	39%	89%	42%	88%
12 Mths rolling (Nov21-Oct22)	50%	93%	53%	97%	38%	89%	43%	89%	60%	95%	73%	94%	38%	86%	45%	94%	51%	94%	54%	97%	38%	88%	43%	89%



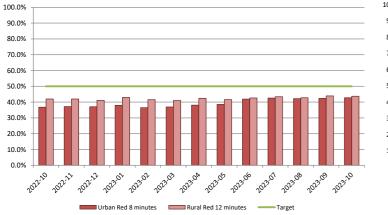
Urban Purple 6 minutes Rural Purple 10 minutes Target

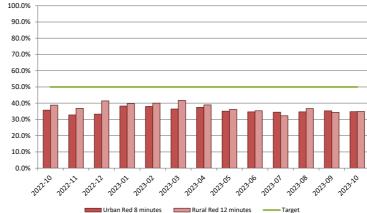
















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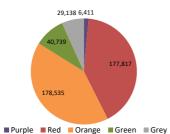


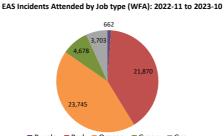
2. Total number of Incidents

	Hato Hone St John Amb	Wellington Free Ambulance	National Performance
Oct-23	45,314	Oct-23 5,923	Oct-23 51,237
YTD:	183,333	YTD: 23,610	YTD: 206,943
12 Mths rolling (Nov22-Oct23)	534,823	69,126	603,949
12 Mths rolling (Nov21-Oct22)	516,415	68,236	584,651

* 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.

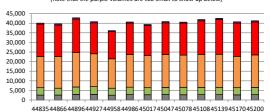
EAS Incidents Attended by Job type (St John): 2022-11 to 2023-10





■ Purple ■ Red ■ Orange ■ Green ■ Grey

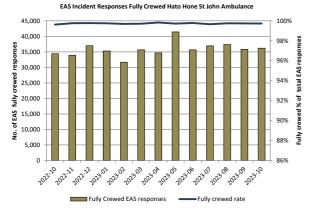
EAS Incidents Attended by job type (National) (note that the purple volumes are too small to show up below)



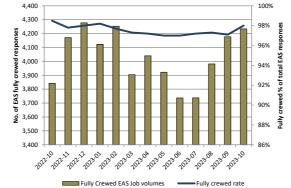
■Grey ■Green ■Orange ■Red ■Purple

3. Incident responses fully crewed

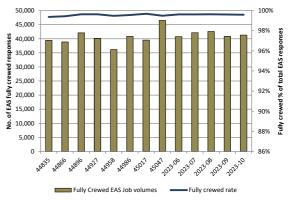
	Hato Hone St John Amb	Wellington F	ree Ambulance		National Performance		
Oct-23	100%	Oct-23	98%	Oct	t-23 100	%	
YTD:	100%	YTD:	99%	YTD	D: 100	%	
12 Mths rolling (Nov22-Oct23)	100%		97%		100	%	
12 Mths rolling (Nov21-Oct22)	100%		98%		999	6	



EAS Incident Responses Fully Crewed WFA









"Very Satisfied" responses from 'overall' question

4. Improving customer experience

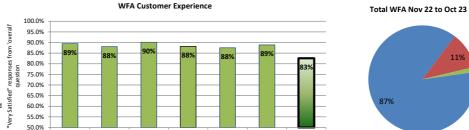
Surveyed patients reporting as very satisfied with service

Hato Hone St John Ambulance		Wellington Free Ambulance		
Aug-23 - Oct-23:	88% 88%	Aug-23 - Oct-23:	83%	
Last 12 months AVG:	88%	Last 12 months AVG:	88%	

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Hato Hone St John Customer Experience Total HHSJ Nov 22 to Oct 23 100% 95% overal 90% 85% rom 80% 75% 70% 65% 60% Very Satisfied Satisfied Dissatisfied 55% 50% Feb-23 / Apr- Mar-23 / May- Apr-23 / Jun- May-23 / Jul- Jun-23 / Aug- Jul-23 / Sep-23 Aug-23 / Oct-

23



Feb-23 / Apr-23 Mar-23 / May- Apr-23 / Jun-23 May-23 / Jul-23 Jun-23 / Aug-23 Jul-23 / Sep-23 Aug-23 / Oct-23 23

Very Satisfied Satisfied Dissatisfied

11%

2%

5. Improving clinical outcomes

23

23

Cardiac arrest - Return of spontaneous circulation (ROSC) sustained to arrival at hospital

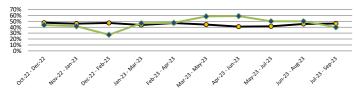
23

Rolling Quarter Starting	Eve	nts	ROS	SC	%		
Kolling Quarter Starting							
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%	
Mar-23 - May-23	135	24	60	14	44%	58%	
Apr-23 - Jun-23	122	17	50	10	41%	59%	
May-23 - Jul-23	123	14	51	7	41%	50%	
Jun-23 - Aug-23	134	10	61	5	46%	50%	
Jul-23 - Sep-23	145	15	67	6	46%	40%	

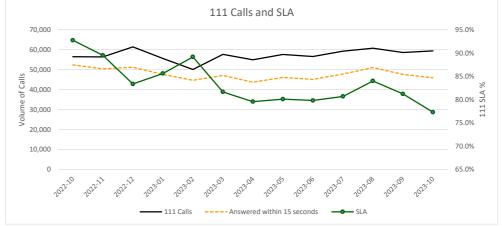
23

23

Rolling Quarterly - ROSC sustained to arrival at hospital



6. 111 Calls Answered within 15 seconds



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)?

