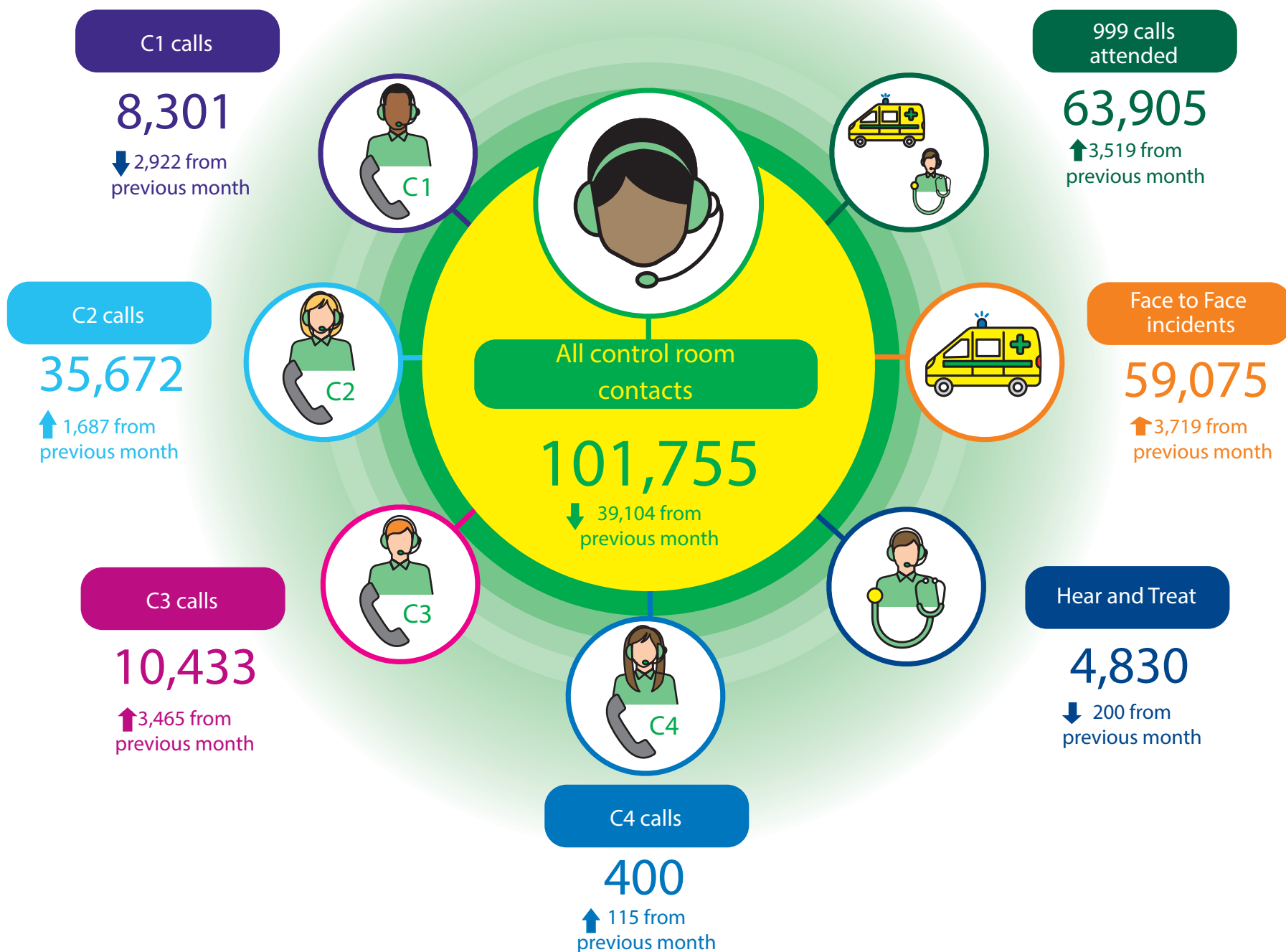


# Monthly Performance Dashboard



February 2023

Data for 1st - 31st January



**KEY:**

**All control room contacts:** Total number of contacts to our three control rooms (AOCs) in Bedford, Chelmsford and Norwich.

**C1 calls:** Total number of incidents requiring an immediate response to a potentially life-threatening illness or injury.

**C2 calls:** Total number of incidents classed as an emergency for a potentially serious condition.

**C3 calls:** Total number of incidents classed as urgent where some patients may be treated in their own home.

**C4 calls:** Total number of incidents classed as less urgent where some patients may receive advice over the phone or be referred to another service such as a GP or pharmacist

**999 calls attended:** Total number of 999 calls that received a response from a clinician either by phone or face to face.

**Face to Face incidents:** Total number of incidents that received a face to face ambulance response.

**Hear and Treat:** Total number of incidents managed by emergency clinical advice and triage (ECAT) clinicians not requiring an ambulance response face to face.