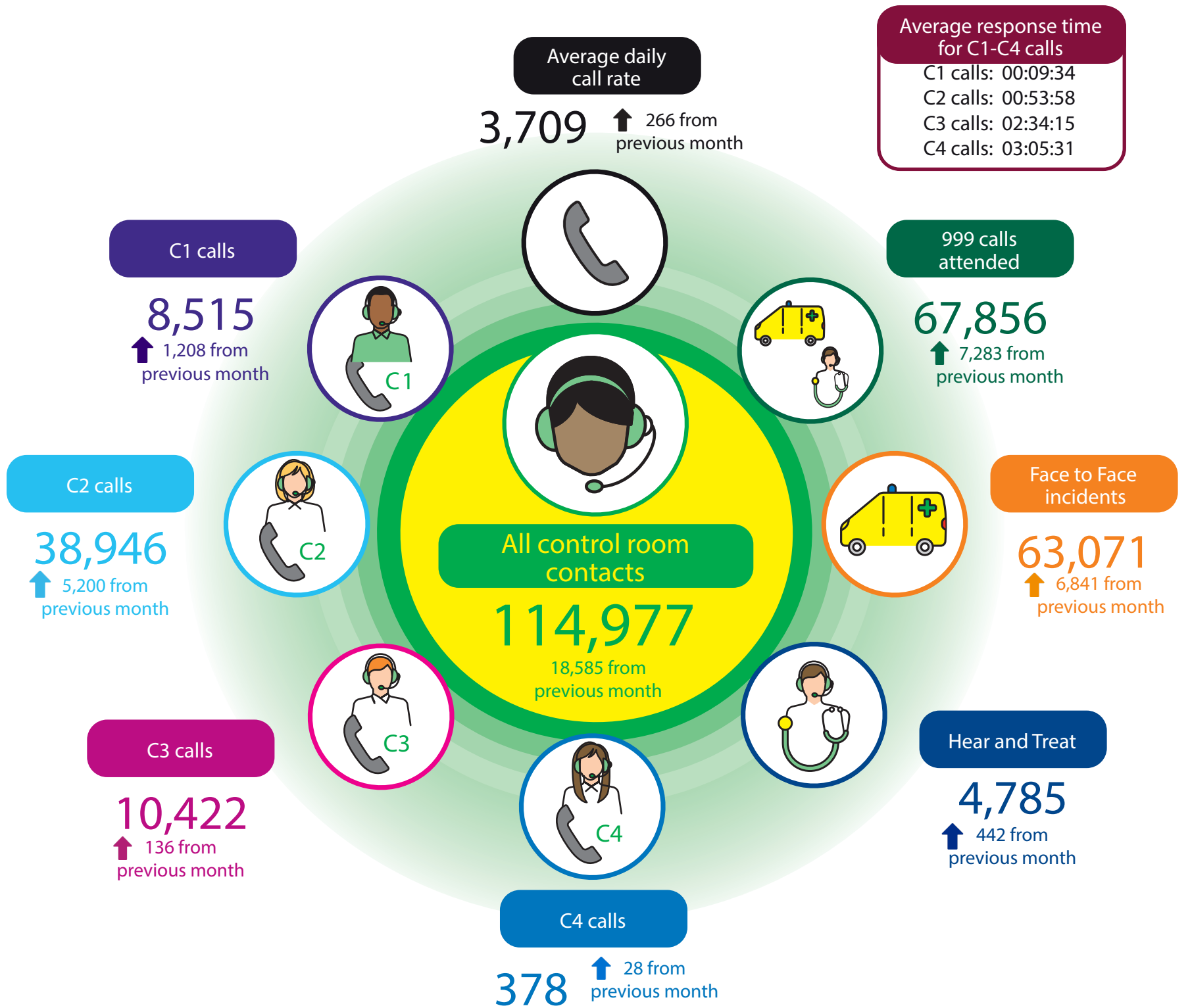


Monthly Performance Dashboard

April 2023

Data for 1st - 31st March



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.
- Average daily call rate:** Average number of control room contacts per day.
- Average response times:** Average response time for each call category.