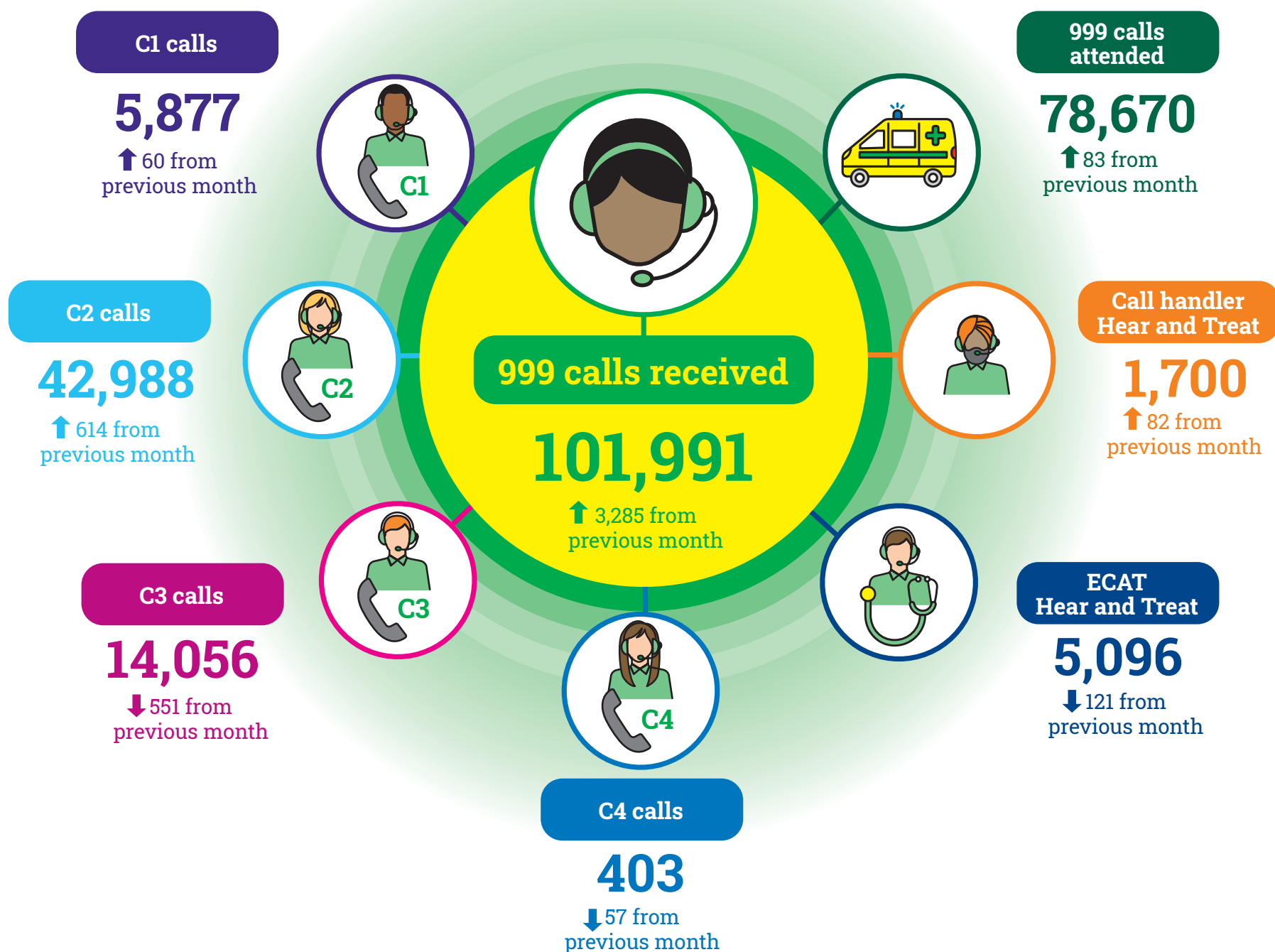


Monthly Performance Dashboard



May 2021

Data for 1-30 April 2021



KEY:

999 calls received: Total number of 999 calls received in our three control rooms (AOCs) in Bedford, Chelmsford and Norwich.

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

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

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

C4 calls: Total number of calls classed as less urgent where some patients may receive advice over the phone or 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.

Call handler Hear and Treat: Total number of calls triaged by call handlers as not requiring an ambulance response.

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