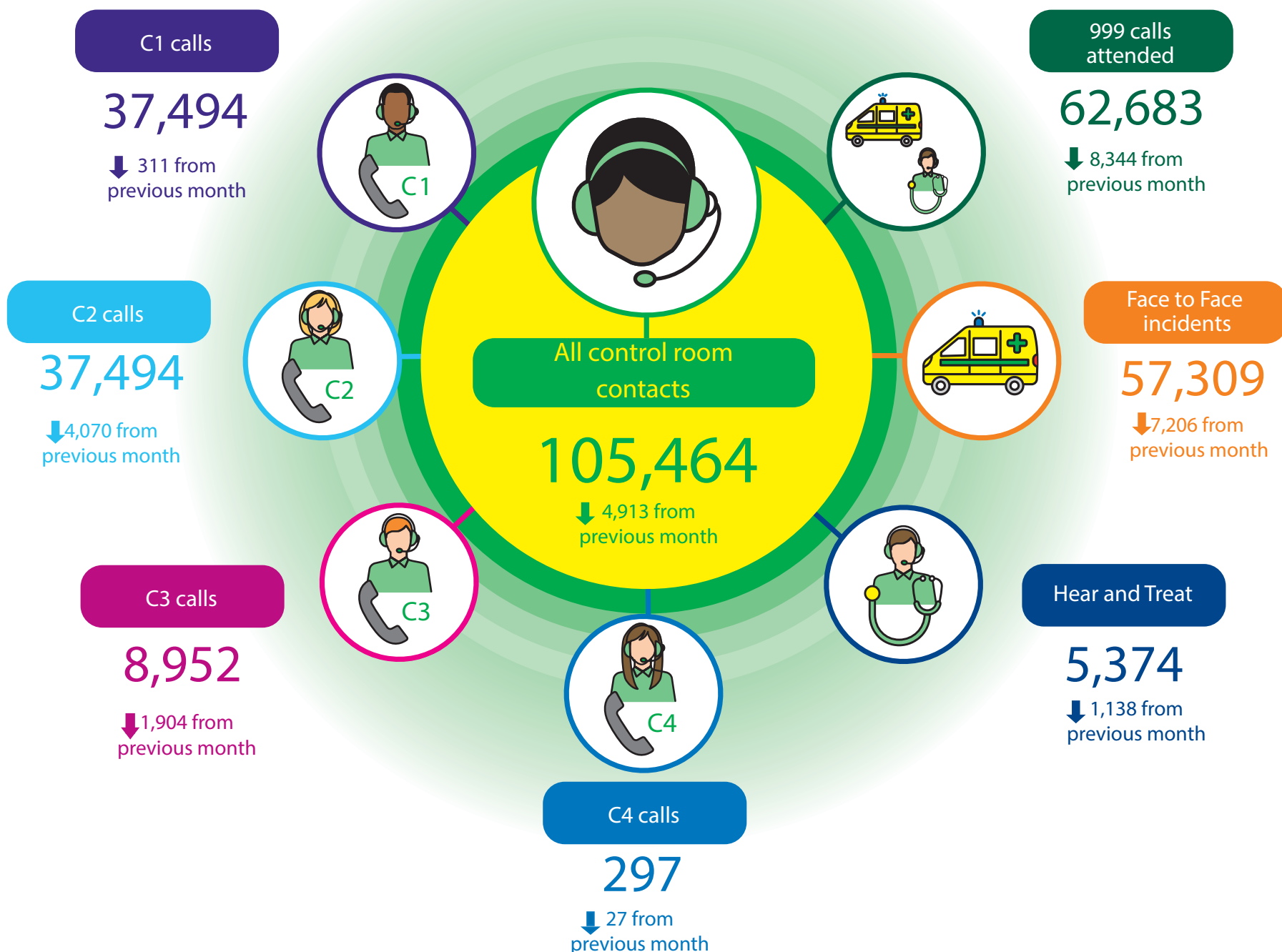


Monthly Performance Dashboard



March 2022

Data for 1-28 February 2022



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.