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Note:

- 1: Referring to Post Code Area performance on page 3; WMAS performance targets are on a regional basis only and not by Post Code Area, therefore please note that this is for information only.
- 2: Where WMAS figures are stated: This relates to Trust activity as a whole and not CCG's combined, unless otherwise stated.
- 3: If clarification is required on any section of this report, then please contact information@wmas.nhs.uk .

Glossary:

- 1: Information correct on 6th June 2016.
- 2: At time of collation, all previous months are collated.
- 3: Green text/cell shading indicates that target has been met.
- 4: Red text/cell shading indicates that target has not been met.
- 5: Red incidents are classified as either Red 1 or Red 2. There are no other classifications of Red calls for the purposes of measuring initial response time on scene.
- 6: Red 1 and Red 2 incidents have a target of 75% within the response time of 8mins. Such initial help may be via a first response vehicle or similar resource, which may or may not be capable of providing onward transport if needed.
- 7: Red 19 Incident Count equals the total of Red 1 + Red 2 incidents. The % figure shows what proportion of these had a conveying vehicle arrive within 19mins, These may or may not have been by a second vehicle following-up after the initial response on scene.

Red Performance And Incident Volume

Red 1 (target 75% response within 8mins)	Apr '16		May '16		Jun '16		Jul '16		Aug '16		Sep '16		Oct '16		Nov '16		Dec '16		Jan '17		Feb '17		Mar '17		ytd		
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	
NHS Dudley CCG	86	86.0 %	84	73.8 %																						170	80.0 %
NHS Walsall CCG	117	91.5 %	93	89.2 %																						210	90.5 %
NHS Wolverhampton CCG	102	85.3 %	123	83.7 %																						225	84.4 %
NHS Sandwell and West Birmingham CCG	177	87.0 %	225	87.1 %																						402	87.1 %
NHS Birmingham CrossCity CCG	247	88.3 %	279	88.5 %																						526	88.4 %
NHS Birmingham South and Central CCG	74	85.1 %	66	81.8 %																						140	83.6 %
NHS Solihull CCG	71	70.4 %	55	69.1 %																						126	69.8 %
NHS North Staffordshire CCG	63	71.4 %	67	76.1 %																						130	73.8 %
NHS Stoke on Trent CCG	110	80.9 %	114	78.9 %																						224	79.9 %
NHS Cannock Chase CCG	37	75.7 %	45	60.0 %																						82	67.1 %
NHS East Staffordshire CCG	49	73.5 %	36	83.3 %																						85	77.6 %
NHS South East Staffs and Seisdon and Peninsular CCG	74	58.1 %	87	57.5 %																						161	57.8 %
NHS Stafford and Surrounds CCG	55	72.7 %	50	66.0 %																						105	69.5 %
NHS Shropshire CCG	88	59.1 %	97	52.6 %																						185	55.7 %
NHS Telford & Wrekin CCG	42	73.8 %	34	88.2 %																						76	80.3 %
NHS Coventry and Rugby CCG	128	74.2 %	136	72.1 %																						264	73.1 %
NHS Warwickshire North CCG	78	70.5 %	65	61.5 %																						143	66.4 %
NHS South Warwickshire CCG	97	49.5 %	83	55.4 %																						180	52.2 %
NHS Herefordshire CCG	60	66.7 %	65	66.2 %																						125	66.4 %
NHS Wyre Forest CCG	21	71.4 %	28	64.3 %																						49	67.3 %
NHS Redditch and Bromsgrove CCG	47	72.3 %	44	70.5 %																						91	71.4 %
NHS South Worcestershire CCG	93	72.0 %	104	72.1 %																						197	72.1 %
WMAS	1,916	76.8 %	1,980	75.6 %																						3,896	76.2 %

Red 2 (target 75% response within 8mins)	Apr '16		May '16		Jun '16		Jul '16		Aug '16		Sep '16		Oct '16		Nov '16		Dec '16		Jan '17		Feb '17		Mar '17		ytd		
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	
NHS Dudley CCG	1,493	76.7 %	1,540	79.1 %																						3,033	77.9 %
NHS Walsall CCG	1,779	79.5 %	1,846	80.0 %																						3,625	79.8 %
NHS Wolverhampton CCG	1,789	78.0 %	1,862	76.9 %																						3,651	77.4 %
NHS Sandwell and West Birmingham CCG	3,350	80.3 %	3,613	79.0 %																						6,963	79.6 %
NHS Birmingham CrossCity CCG	4,562	81.7 %	4,980	79.6 %																						9,542	80.6 %
NHS Birmingham South and Central CCG	1,166	81.7 %	1,314	77.1 %																						2,480	79.3 %
NHS Solihull CCG	1,033	68.5 %	1,106	68.4 %																						2,139	68.5 %
NHS North Staffordshire CCG	1,143	76.5 %	1,095	75.8 %																						2,238	76.1 %
NHS Stoke on Trent CCG	1,920	77.9 %	1,990	74.4 %																						3,910	76.1 %
NHS Cannock Chase CCG	758	65.0 %	879	65.3 %																						1,637	65.2 %
NHS East Staffordshire CCG	657	77.6 %	662	74.2 %																						1,319	75.9 %
NHS South East Staffs and Seisdon and Peninsular CCG	1,139	64.6 %	1,284	67.8 %																						2,423	66.3 %
NHS Stafford and Surrounds CCG	801	69.7 %	840	67.0 %																						1,641	68.3 %
NHS Shropshire CCG	1,317	56.7 %	1,371	58.6 %																						2,688	57.7 %
NHS Telford & Wrekin CCG	778	75.4 %	861	74.2 %																						1,639	74.8 %
NHS Coventry and Rugby CCG	2,361	74.9 %	2,510	73.5 %																						4,871	74.2 %
NHS Warwickshire North CCG	916	65.8 %	1,024	64.8 %																						1,940	65.3 %
NHS South Warwickshire CCG	1,076	58.9 %	1,140	56.1 %																						2,216	57.5 %
NHS Herefordshire CCG	904	74.2 %	886	70.1 %																						1,790	72.2 %
NHS Wyre Forest CCG	524	75.4 %	529	67.1 %																						1,053	71.2 %
NHS Redditch and Bromsgrove CCG	821	77.5 %	861	75.6 %																						1,682	76.5 %
NHS South Worcestershire CCG	1,361	74.9 %	1,570	72.5 %																						2,931	73.7 %
WMAS	31,653	75.1 %	33,766	73.7 %																						65,419	74.4 %

Red 19 (target 95% response within 19mins)	Apr '16		May '16		Jun '16		Jul '16		Aug '16		Sep '16		Oct '16		Nov '16		Dec '16		Jan '17		Feb '17		Mar '17		ytd		
	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	
NHS Dudley CCG	1,579	99.1 %	1,624	99.3 %																						3,203	99.2 %
NHS Walsall CCG	1,896	99.8 %	1,939	99.5 %																						3,835	99.7 %
NHS Wolverhampton CCG	1,891	99.3 %	1,985	99.4 %																						3,876	99.4 %
NHS Sandwell and West Birmingham CCG	3,527	99.4 %	3,838	99.2 %																						7,365	99.3 %
NHS Birmingham CrossCity CCG	4,809	99.6 %	5,259	99.5 %																						10,068	99.6 %
NHS Birmingham South and Central CCG	1,240	99.9 %	1,380	99.6 %																						2,620	99.7 %
NHS Solihull CCG	1,104	97.6 %	1,161	98.2 %																						2,265	97.9 %
NHS North Staffordshire CCG	1,206	95.4 %	1,162	95.2 %																						2,368	95.3 %
NHS Stoke on Trent CCG	2,030	99.4 %	2,104	98.7 %																						4,134	99.0 %
NHS Cannock Chase CCG	795	95.5 %	924	94.7 %																						1,719	95.1 %
NHS East Staffordshire CCG	706	95.2 %	698	94.7 %																						1,404	94.9 %
NHS South East Staffs and Seisdon and Peninsular CCG																											

Hospital Turnaround And Handover Activity

Turnaround By Timeband Duration							
Hospital	0-30 mins	30-60 mins	Over 60 mins	Avg Time (mins)	Lost Hrs (hh:mm:ss)	Total	F/cast Total
Birmingham Childrens	504	168		0:26	14:27:58	672	677
Russells Hall	2,115	1,010	7	0:27	83:42:58	3,132	2,951
Good Hope	1,356	1,244	10	0:30	136:32:28	2,610	2,366
Heartlands	1,983	1,963	16	0:30	194:57:52	3,962	3,665
Solihull	457	253	1	0:28	23:43:26	711	689
New Cross	2,151	1,792	17	0:29	170:25:50	3,960	3,543
City (Birmingham)	1,495	1,020	2	0:29	83:57:29	2,517	2,493
Sandwell	1,368	717	2	0:28	53:57:00	2,087	1,979
New Queen Elizabeth Hosp	1,763	2,021	20	0:31	216:41:41	3,804	3,388
Walsall Manor	1,933	806	6	0:27	82:21:49	2,745	2,646
Hereford County	967	599	14	0:30	93:22:33	1,580	1,412
Princess Royal	868	682	34	0:30	108:30:18	1,584	1,477
Royal Shrewsbury	733	627	61	0:33	156:02:40	1,421	1,416
Alexandra	812	589	46	0:32	134:48:28	1,447	1,427
Worcestershire Royal	1,746	1,099	43	0:30	173:41:08	2,888	2,489
George Elliot	755	407	2	0:28	36:33:49	1,164	1,091
St Cross	3	1		0:23	0:04:04	4	18
Uni Hospital Cov & War	2,325	2,147	45	0:31	322:13:19	4,517	4,169
Warwick	1,017	517		0:27	41:39:44	1,534	1,350
Burton	1,020	390	7	0:27	42:16:21	1,417	1,273
County Hospital (Stafford)	922	87		0:24	3:47:52	1,009	1,148
Royal Stoke Univ Hosp	3,678	1,657	13	0:27	127:45:32	5,348	4,894

Volume Of Turnarounds Greater Than 30 minutes														
Hospital	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	Apr '17	ytd
Birmingham Childrens	148	168												316
Russells Hall	852	1,017												1,869
Good Hope	1,137	1,254												2,391
Heartlands	1,795	1,979												3,774
Solihull	254	254												508
New Cross	1,605	1,809												3,414
City (Birmingham)	908	1,022												1,930
Sandwell	735	719												1,454
New Queen Elizabeth Hosp	1,823	2,041												3,864
Walsall Manor	950	812												1,762
Hereford County	523	613												1,136
Princess Royal	681	716												1,397
Royal Shrewsbury	626	688												1,314
Alexandra	564	635												1,199
Worcestershire Royal	1,086	1,142												2,228
George Elliot	518	409												927
St Cross		1												1
Uni Hospital Cov & War	2,246	2,192												4,438
Warwick	515	517												1,032
Burton	330	397												727
County Hospital (Stafford)	82	87												169
Royal Stoke Univ Hosp	1,467	1,670												3,137

Handover By Timeband Duration					
Hospital	0-30 mins	30-60 mins	Over 60 mins	Avg Time (mins)	Total
Birmingham Childrens	627	45		0:11:53	672
Russells Hall	3,051	76	5	0:13:04	3132
Good Hope	2,441	164	4	0:16:32	2609
Heartlands	3,790	165	5	0:15:28	3960
Solihull	691	19	1	0:12:56	711
New Cross	3,760	192	8	0:15:08	3960
City (Birmingham)	2,393	123	1	0:14:38	2517
Sandwell	2,033	54		0:13:06	2087
New Queen Elizabeth Hosp	3,435	358	11	0:17:36	3804
Walsall Manor	2,614	130	1	0:13:14	2745
Hereford County	1,348	220	12	0:21:58	1580
Princess Royal	1,390	172	22	0:18:34	1584
Royal Shrewsbury	1,131	239	51	0:23:06	1421
Alexandra	1,285	130	32	0:20:10	1447
Worcestershire Royal	2,556	314	18	0:18:06	2888
George Elliot	1,105	58	1	0:16:11	1164
St Cross	3	1		0:23:35	4
Uni Hospital Cov & War	3,685	813	19	0:19:55	4517
Warwick	1,485	49		0:14:29	1534
Burton	1,358	54	5	0:13:26	1417
County Hospital (Stafford)	1,002	6		0:10:37	1008
Royal Stoke Univ Hosp	5,039	299	9	0:13:26	5347

Volume Of Handovers Greater Than 30 minutes														
Hospital	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	Apr '17	ytd
Birmingham Childrens	44	45												89
Russells Hall	117	81												198
Good Hope	165	168												333
Heartlands	208	170												378
Solihull	9	20												29
New Cross	161	200												361
City (Birmingham)	124	124												248
Sandwell	66	54												120
New Queen Elizabeth Hosp	327	369												696
Walsall Manor	184	131												315
Hereford County	177	232												409
Princess Royal	209	194												403
Royal Shrewsbury	317	290												607
Alexandra	116	162												278
Worcestershire Royal	274	332												606
George Elliot	132	59												191
St Cross		1												1
Uni Hospital Cov & War	914	832												1,746
Warwick	38	49												87
Burton	26	59												85
County Hospital (Stafford)	6	6												12
Royal Stoke Univ Hosp	278	308												586

Note:

- Volumes shown are all transports with a known hospital code/name and known turnaround time periods, regardless of incident location.
- Turnaround calculated from 'time of arrival at hospital' to 'vehicle clear' where times are known.
- Handover calculated from 'time of arrival at hospital' to 'patient handover'. If 'patient handover' time field has not been completed then 'vehicle clear' time is used where times are known.
- 'Patient handover' times that have a time prior to the 'time of arrival at hospital' are excluded from handover data.
- Turnaround time lost is the total time lost above 30 minutes and does not include the 30 mins prior.

Post Code Area Performance By CCG
Note:

- 1: WMAS performance targets are on a regional basis only and not by Post Code Area, therefore please note that is for information only.
 2: Performance by CCG can be found on page 2 of this report.

NHS Birmingham CrossCity CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B1	5	80.0 %	73	86.3 %	78	100 %	62	87.1 %	8	100 %
B10	8	100 %	172	74.4 %	180	100 %	133	88.7 %	33	100 %
B11	1	0%	56	75.0 %	57	100 %	51	78.4 %	10	100 %
B12	4	75.0 %	50	80.0 %	54	100 %	55	92.7 %	7	100 %
B13	6	66.7 %	133	77.4 %	139	100 %	144	89.6 %	24	100 %
B14	12	83.3 %	148	68.2 %	160	100 %	145	89.7 %	21	100 %
B15	10	90.0 %	166	90.4 %	176	98.9 %	176	89.2 %	14	100 %
B16	1	100 %	66	72.7 %	67	97.0 %	99	88.9 %	26	100 %
B17	12	75.0 %	185	84.3 %	197	98.5 %	161	93.2 %	37	94.6 %
B23	27	88.9 %	337	78.0 %	364	99.7 %	369	88.3 %	69	100 %
B24	14	100 %	187	86.6 %	201	100 %	196	93.4 %	31	96.8 %
B25	5	100 %	94	78.7 %	99	100 %	89	82.0 %	11	100 %
B26	9	100 %	190	75.3 %	199	100 %	200	83.5 %	28	100 %
B27	12	91.7 %	164	68.3 %	176	98.9 %	165	89.7 %	27	100 %
B28	7	85.7 %	131	61.1 %	138	100 %	156	87.2 %	32	100 %
B29	1	100 %	116	96.6 %	117	99.1 %	122	92.6 %	22	100 %
B30	0	0%	4	75.0 %	4	100 %	9	100 %	1	100 %
B31	9	88.9 %	161	91.9 %	170	100 %	160	95.6 %	37	100 %
B32	14	92.9 %	216	81.0 %	230	100 %	236	96.6 %	41	97.6 %
B33	11	100 %	294	83.7 %	305	99.7 %	293	90.1 %	37	94.6 %
B34	7	85.7 %	123	78.0 %	130	98.5 %	147	91.2 %	28	100 %
B35	6	100 %	73	82.2 %	79	100 %	70	90.0 %	12	100 %
B36	5	100 %	97	79.4 %	102	100 %	87	86.2 %	13	100 %
B37	0	0%	1	100 %	1	100 %	0	0%	0	0%
B4	5	60.0 %	74	91.9 %	79	100 %	83	90.4 %	11	100 %
B42	0	0%	14	42.9 %	14	100 %	12	91.7 %	2	100 %
B43	0	0%	7	42.9 %	7	100 %	8	87.5 %	1	100 %
B44	21	85.7 %	244	66.8 %	265	99.2 %	233	85.4 %	35	100 %
B45	7	100 %	104	83.7 %	111	99.1 %	121	95.9 %	16	100 %
B5	17	88.2 %	209	84.7 %	226	100 %	168	91.1 %	21	95.2 %
B6	0	0%	4	100 %	4	100 %	10	90.0 %	1	100 %
B62	0	0%	3	66.7 %	3	100 %	4	100 %	0	0%
B7	2	50.0 %	82	78.0 %	84	98.8 %	72	84.7 %	14	100 %
B72	3	100 %	54	75.9 %	57	100 %	65	92.3 %	8	100 %
B73	4	75.0 %	108	81.5 %	112	99.1 %	143	88.1 %	19	100 %
B74	4	75.0 %	69	62.3 %	73	98.6 %	78	96.2 %	13	92.3 %
B75	2	100 %	156	80.8 %	158	99.4 %	148	86.5 %	18	94.4 %
B76	7	85.7 %	55	76.4 %	62	98.4 %	78	88.5 %	13	92.3 %
B8	14	92.9 %	336	79.5 %	350	99.7 %	239	90.8 %	50	100 %
B9	7	85.7 %	218	88.1 %	225	99.1 %	137	87.6 %	11	100 %
N/V	0	0%	6	100 %	6	100 %	8	100 %	1	100 %

NHS Birmingham South and Central CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B10	0	0%	8	62.5 %	8	100 %	9	100 %	2	100 %
B11	15	73.3 %	272	68.4 %	287	99.3 %	192	82.8 %	46	100 %
B12	10	90.0 %	145	82.8 %	155	99.4 %	99	81.8 %	15	100 %
B13	4	75.0 %	90	67.8 %	94	100 %	112	87.5 %	12	100 %
B14	9	77.8 %	132	63.6 %	141	98.6 %	164	87.2 %	21	100 %
B15	0	0%	1	100 %	1	100 %	1	100 %	0	0%
B17	1	100 %	5	100 %	6	100 %	0	0%	1	100 %
B28	0	0%	4	75.0 %	4	100 %	4	75.0 %	2	100 %
B29	5	100 %	114	88.6 %	119	100 %	140	92.1 %	13	100 %
B30	4	100 %	198	84.8 %	202	99.5 %	214	90.2 %	21	100 %
B31	5	80.0 %	180	85.0 %	185	100 %	262	94.3 %	29	100 %
B38	13	76.9 %	134	72.4 %	147	100 %	140	92.1 %	28	100 %
B5	0	0%	31	93.5 %	31	100 %	28	92.9 %	0	0%
N/V	0	0%	0	0%	0	0%	0	0%	1	100 %

NHS Cannock Chase CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
N/V	1	100 %	0	0 %	1	100 %	0	0 %	0	0 %
ST19	0	0 %	1	100 %	1	100 %	0	0 %	0	0 %
WS11	12	66.7 %	357	76.8 %	369	95.9 %	325	88.3 %	31	100 %
WS12	14	64.3 %	153	69.3 %	167	94.6 %	231	86.6 %	24	100 %
WS15	7	28.6 %	217	42.9 %	224	90.6 %	241	92.1 %	42	100 %
WS3	1	100 %	1	0 %	2	100 %	1	100 %	0	0 %
WS6	8	75.0 %	119	68.9 %	127	97.6 %	131	90.1 %	3	100 %
WV10	0	0 %	11	45.5 %	11	90.9 %	9	100 %	0	0 %
WV11	2	0 %	20	65.0 %	22	100 %	27	92.6 %	4	100 %

NHS Coventry and Rugby CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
CV1	19	89.5 %	363	82.9 %	382	98.2 %	359	86.1 %	51	100 %
CV11	0	0 %	5	20.0 %	5	100 %	0	0 %	0	0 %
CV12	1	0 %	0	0 %	1	100 %	0	0 %	0	0 %
CV2	26	92.3 %	415	82.7 %	441	99.5 %	439	85.6 %	72	100 %
CV21	12	75.0 %	230	73.9 %	242	93.4 %	256	86.3 %	29	96.6 %
CV22	7	28.6 %	196	76.0 %	203	78.3 %	234	79.5 %	23	100 %
CV23	6	33.3 %	77	41.6 %	83	97.6 %	103	90.3 %	8	100 %
CV3	17	76.5 %	327	68.8 %	344	98.8 %	428	82.9 %	66	98.5 %
CV4	11	36.4 %	171	49.1 %	182	95.6 %	189	79.4 %	24	100 %
CV5	10	80.0 %	181	57.5 %	191	95.8 %	228	80.3 %	38	100 %
CV6	25	72.0 %	509	82.3 %	534	98.9 %	529	85.8 %	82	96.3 %
CV7	1	100 %	14	78.6 %	15	100 %	25	84.0 %	7	100 %
CV8	0	0 %	19	31.6 %	19	100 %	24	83.3 %	3	100 %
LE10	1	0 %	1	0 %	2	100 %	1	100 %	0	0 %
LE17	0	0 %	0	0 %	0	0 %	2	100 %	0	0 %
N/V	0	0 %	2	50.0 %	2	100 %	1	100 %	0	0 %

NHS Dudley CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B62	3	100 %	67	76.1 %	70	98.6 %	80	92.5 %	13	100 %
B63	10	20.0 %	140	62.9 %	150	100 %	204	92.2 %	22	100 %
B64	0	0 %	0	0 %	0	0 %	2	100 %	0	0 %
B65	0	0 %	1	100 %	1	100 %	3	100 %	0	0 %
DY1	7	100 %	231	93.1 %	238	99.6 %	254	94.5 %	29	100 %
DY2	16	87.5 %	215	88.8 %	231	99.6 %	218	94.0 %	26	100 %
DY3	5	80.0 %	147	74.8 %	152	99.3 %	152	96.1 %	19	100 %
DY4	0	0 %	10	80.0 %	10	100 %	11	100 %	1	100 %
DY5	9	77.8 %	226	85.8 %	235	99.1 %	267	94.0 %	33	100 %
DY6	8	75.0 %	100	73.0 %	108	100 %	128	96.1 %	24	100 %
DY8	15	66.7 %	229	69.9 %	244	98.8 %	284	90.1 %	50	100 %
DY9	5	60.0 %	109	70.6 %	114	98.2 %	142	90.8 %	16	93.8 %
WV14	6	100 %	60	80.0 %	66	98.5 %	96	92.7 %	14	92.9 %
WV4	0	0 %	5	40.0 %	5	100 %	7	100 %	0	0 %

NHS East Staffordshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
DE13	5	80.0 %	188	65.4 %	193	93.8 %	219	91.8 %	22	100 %
DE14	15	80.0 %	243	85.6 %	258	96.9 %	225	91.6 %	29	100 %
DE15	8	100 %	81	75.3 %	89	98.9 %	115	81.7 %	10	100 %
DE6	0	0 %	13	23.1 %	13	76.9 %	16	87.5 %	1	100 %
N/V	0	0 %	0	0 %	0	0 %	3	100 %	0	0 %
ST10	0	0 %	4	0 %	4	75.0 %	2	100 %	0	0 %
ST14	7	85.7 %	109	78.0 %	116	92.2 %	118	93.2 %	14	92.9 %
WS13	1	0 %	15	46.7 %	16	93.8 %	15	86.7 %	3	100 %
WS15	0	0 %	9	44.4 %	9	77.8 %	19	94.7 %	2	100 %

NHS Herefordshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
GL17	0	0%	1	0%	1	0%	1	100%	0	0%
GL18	0	0%	1	0%	1	0%	1	100%	0	0%
HR1	6	66.7%	201	76.1%	207	98.6%	253	97.2%	15	100%
HR2	14	78.6%	192	75.0%	206	96.1%	202	97.0%	15	100%
HR3	0	0%	6	16.7%	6	33.3%	14	85.7%	2	100%
HR4	12	58.3%	141	81.6%	153	98.7%	185	98.9%	12	91.7%
HR5	2	50.0%	30	43.3%	32	31.3%	46	73.9%	1	100%
HR6	10	70.0%	104	62.5%	114	88.6%	103	96.1%	15	100%
HR7	2	100%	29	86.2%	31	87.1%	49	100%	1	100%
HR8	4	50.0%	53	64.2%	57	87.7%	77	93.5%	8	100%
HR9	11	72.7%	90	70.0%	101	85.1%	149	96.0%	11	90.9%
LD8	0	0%	0	0%	0	0%	4	50.0%	0	0%
NP25	0	0%	1	0%	1	100%	8	75.0%	0	0%
SY7	1	0%	3	0%	4	100%	6	66.7%	0	0%
SY8	2	50.0%	11	9.1%	13	76.9%	18	100%	3	100%
WR13	1	0%	17	29.4%	18	88.9%	17	88.2%	1	100%
WR6	0	0%	6	33.3%	6	100%	9	100%	0	0%

NHS North Staffordshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
CW12	0	0%	1	100%	1	100%	0	0%	0	0%
CW2	0	0%	0	0%	0	0%	1	100%	0	0%
CW3	2	50.0%	21	33.3%	23	91.3%	42	95.2%	12	100%
DE6	0	0%	3	33.3%	3	66.7%	3	100%	0	0%
SK11	1	0%	1	0%	2	50.0%	4	75.0%	0	0%
SK17	1	0%	1	0%	2	50.0%	7	71.4%	0	0%
ST10	2	100%	111	79.3%	113	91.2%	145	93.1%	20	100%
ST11	1	100%	23	65.2%	24	95.8%	29	93.1%	4	100%
ST13	14	64.3%	150	80.7%	164	89.6%	197	93.9%	18	100%
ST2	2	50.0%	4	50.0%	6	100%	5	100%	2	100%
ST4	0	0%	1	100%	1	100%	4	100%	0	0%
ST5	30	90.0%	506	82.8%	536	98.5%	632	89.6%	69	100%
ST6	0	0%	2	50.0%	2	100%	1	100%	0	0%
ST7	7	57.1%	139	50.4%	146	96.6%	208	88.9%	28	100%
ST8	7	85.7%	90	90.0%	97	94.8%	87	94.3%	9	100%
ST9	0	0%	29	58.6%	29	89.7%	22	100%	7	100%
TF9	0	0%	13	46.2%	13	84.6%	13	100%	1	100%

NHS Redditch and Bromsgrove CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B14	0	0%	1	0%	1	100%	0	0%	0	0%
B31	0	0%	1	0%	1	100%	0	0%	0	0%
B32	0	0%	3	33.3%	3	100%	5	100%	1	100%
B38	2	100%	12	66.7%	14	100%	15	86.7%	5	100%
B45	3	100%	60	73.3%	63	100%	66	97.0%	5	100%
B47	4	0%	31	45.2%	35	100%	81	91.4%	6	100%
B48	2	50.0%	25	64.0%	27	100%	26	100%	5	100%
B60	4	75.0%	96	80.2%	100	99.0%	134	93.3%	14	100%
B61	3	100%	140	77.9%	143	98.6%	171	95.9%	17	100%
B62	3	33.3%	7	57.1%	10	100%	18	94.4%	4	100%
B90	0	0%	4	75.0%	4	100%	7	57.1%	1	100%
B96	0	0%	8	62.5%	8	100%	18	94.4%	0	0%
B97	7	85.7%	186	79.6%	193	97.9%	199	95.0%	18	100%
B98	13	84.6%	254	80.7%	267	97.0%	322	93.2%	21	100%
DY10	0	0%	0	0%	0	0%	2	100%	0	0%
DY8	0	0%	2	50.0%	2	100%	0	0%	1	100%
DY9	3	33.3%	30	50.0%	33	93.9%	44	90.9%	4	100%
N/V	0	0%	1	100%	1	100%	0	0%	0	0%

NHS Sandwell and West Birmingham CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B1	4	100 %	90	90.0 %	94	98.9 %	50	84.0 %	1	100 %
B16	2	100 %	64	78.1 %	66	100 %	49	93.9 %	11	100 %
B17	0	0%	2	100 %	2	100 %	1	100 %	0	0%
B18	14	92.9 %	217	88.9 %	231	98.7 %	169	88.2 %	25	100 %
B19	9	77.8 %	175	82.3 %	184	99.5 %	189	87.3 %	27	100 %
B2	9	77.8 %	50	78.0 %	59	98.3 %	79	86.1 %	5	100 %
B20	12	91.7 %	228	71.5 %	240	99.2 %	191	88.0 %	52	98.1 %
B21	14	92.9 %	238	72.7 %	252	98.8 %	185	86.5 %	32	100 %
B3	0	0%	42	83.3 %	42	100 %	39	84.6 %	2	100 %
B4	2	50.0 %	62	83.9 %	64	100 %	42	83.3 %	6	100 %
B42	6	100 %	105	59.0 %	111	98.2 %	119	88.2 %	22	100 %
B43	7	85.7 %	77	59.7 %	84	100 %	98	88.8 %	20	100 %
B44	0	0%	4	75.0 %	4	100 %	6	83.3 %	0	0%
B5	0	0%	4	100 %	4	100 %	2	100 %	0	0%
B6	14	92.9 %	164	78.7 %	178	100 %	125	76.8 %	28	100 %
B62	0	0%	2	100 %	2	100 %	1	100 %	0	0%
B64	10	100 %	124	72.6 %	134	97.0 %	118	97.5 %	14	100 %
B65	7	71.4 %	144	77.8 %	151	97.4 %	141	94.3 %	20	100 %
B66	12	83.3 %	198	77.3 %	210	99.5 %	163	91.4 %	28	100 %
B67	12	75.0 %	159	77.4 %	171	99.4 %	177	95.5 %	36	100 %
B68	15	86.7 %	177	83.6 %	192	99.5 %	184	91.3 %	26	100 %
B69	7	71.4 %	204	83.3 %	211	99.5 %	197	94.9 %	46	100 %
B70	19	94.7 %	293	85.3 %	312	100 %	281	92.9 %	36	97.2 %
B71	17	76.5 %	241	83.0 %	258	98.8 %	248	91.5 %	28	100 %
DY4	17	94.1 %	327	79.8 %	344	99.1 %	293	94.9 %	52	98.1 %
N/V	0	0%	1	100 %	1	100 %	0	0%	0	0%
WS10	16	87.5 %	193	78.2 %	209	100 %	160	93.1 %	25	100 %
WS5	0	0%	24	58.3 %	24	100 %	31	100 %	0	0%
WV14	0	0%	4	75.0 %	4	100 %	2	100 %	0	0%

NHS Shropshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
CW3	2	0%	0	0%	2	100 %	5	100 %	0	0%
DY12	0	0%	5	20.0 %	5	80.0 %	5	80.0 %	1	100 %
DY14	2	0%	15	26.7 %	17	64.7 %	33	93.9 %	2	100 %
LD7	0	0%	2	0%	2	100 %	1	0%	0	0%
LL14	0	0%	2	100 %	2	100 %	5	60.0 %	0	0%
N/V	0	0%	3	66.7 %	3	100 %	0	0%	0	0%
SY1	12	66.7 %	189	68.3 %	201	99.0 %	184	96.2 %	13	100 %
SY10	1	100 %	40	47.5 %	41	61.0 %	55	92.7 %	4	100 %
SY11	13	61.5 %	120	70.0 %	133	81.2 %	159	91.8 %	11	100 %
SY12	3	33.3 %	30	36.7 %	33	87.9 %	32	93.8 %	1	100 %
SY13	7	85.7 %	82	75.6 %	89	87.6 %	87	85.1 %	9	100 %
SY15	1	0%	0	0%	1	0%	1	100 %	1	100 %
SY2	6	66.7 %	70	70.0 %	76	98.7 %	95	95.8 %	6	100 %
SY21	0	0%	3	0%	3	0%	0	0%	0	0%
SY22	0	0%	0	0%	0	0%	2	100 %	0	0%
SY3	6	66.7 %	183	85.8 %	189	96.3 %	190	95.8 %	14	100 %
SY4	5	40.0 %	84	31.0 %	89	89.9 %	117	88.0 %	6	100 %
SY5	4	25.0 %	61	24.6 %	65	86.2 %	83	92.8 %	12	100 %
SY6	2	0%	29	37.9 %	31	58.1 %	24	87.5 %	2	100 %
SY7	3	66.7 %	28	32.1 %	31	71.0 %	31	74.2 %	2	100 %
SY8	1	100 %	76	64.5 %	77	88.3 %	82	90.2 %	12	100 %
SY9	2	50.0 %	15	86.7 %	17	47.1 %	15	66.7 %	0	0%
TF10	0	0%	0	0%	0	0%	2	100 %	0	0%
TF11	1	0%	33	72.7 %	34	94.1 %	48	95.8 %	9	100 %
TF12	0	0%	18	5.6 %	18	77.8 %	14	92.9 %	2	100 %
TF13	2	50.0 %	19	21.1 %	21	76.2 %	11	90.9 %	5	100 %
TF6	0	0%	0	0%	0	0%	2	100 %	0	0%
TF8	0	0%	0	0%	0	0%	9	100 %	0	0%
TF9	7	85.7 %	97	48.5 %	104	77.9 %	85	89.4 %	10	100 %
WR15	0	0%	6	16.7 %	6	66.7 %	11	63.6 %	1	100 %
WV15	8	50.0 %	41	58.5 %	49	89.8 %	36	88.9 %	1	100 %
WV16	4	25.0 %	79	60.8 %	83	63.9 %	88	87.5 %	13	100 %
WV5	1	0%	5	60.0 %	6	83.3 %	3	33.3 %	0	0%
WV6	1	0%	4	0%	5	100 %	3	100 %	1	100 %
WV7	3	0%	32	28.1 %	35	85.7 %	38	94.7 %	4	100 %
WV8	0	0%	0	0%	0	0%	1	100 %	0	0%

NHS Solihull CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B14	0	0%	2	0%	2	100%	0	0%	0	0%
B26	1	0%	22	90.9%	23	95.7%	44	95.5%	1	100%
B27	0	0%	11	72.7%	11	100%	19	89.5%	2	100%
B28	0	0%	1	100%	1	100%	0	0%	0	0%
B36	5	80.0%	115	61.7%	120	100%	135	88.9%	18	100%
B37	17	58.8%	210	54.8%	227	99.1%	212	85.4%	23	100%
B40	1	100%	14	50.0%	15	93.3%	18	94.4%	0	0%
B90	13	76.9%	192	69.3%	205	98.5%	247	86.6%	35	97.1%
B91	10	90.0%	235	86.8%	245	98.4%	247	85.0%	26	96.2%
B92	4	75.0%	183	68.9%	187	98.9%	230	88.7%	23	100%
B93	2	50.0%	77	75.3%	79	92.4%	93	86.0%	10	90.0%
B94	0	0%	3	33.3%	3	100%	11	90.9%	1	100%
CV4	0	0%	2	100%	2	100%	0	0%	1	100%
CV5	0	0%	2	0%	2	50.0%	3	100%	2	100%
CV7	2	0%	36	30.6%	38	97.4%	52	80.8%	3	100%
CV8	0	0%	1	0%	1	100%	1	100%	0	0%

NHS South East Staffs and Seisdon and Peninsular CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B74	0	0%	14	35.7%	14	100%	16	100%	1	100%
B75	0	0%	0	0%	0	0%	1	100%	0	0%
B77	11	54.5%	262	67.9%	273	95.2%	297	88.2%	37	97.3%
B78	7	71.4%	124	85.5%	131	91.6%	93	88.2%	5	100%
B79	9	77.8%	126	60.3%	135	91.1%	203	88.7%	22	100%
DY10	0	0%	1	100%	1	100%	0	0%	0	0%
DY11	0	0%	1	0%	1	100%	0	0%	0	0%
DY3	2	0%	10	50.0%	12	100%	21	95.2%	2	100%
DY6	0	0%	1	0%	1	100%	5	80.0%	2	100%
DY7	8	25.0%	26	19.2%	34	100%	42	88.1%	3	100%
DY8	0	0%	2	50.0%	2	100%	0	0%	0	0%
N/V	0	0%	1	100%	1	100%	0	0%	0	0%
WS13	9	77.8%	182	84.6%	191	96.9%	201	87.6%	26	100%
WS14	5	60.0%	86	62.8%	91	96.7%	107	90.7%	14	100%
WS15	1	0%	7	14.3%	8	87.5%	7	85.7%	0	0%
WS7	15	46.7%	147	57.8%	162	98.1%	182	88.5%	21	95.2%
WS8	0	0%	0	0%	0	0%	1	0%	0	0%
WS9	2	100%	12	75.0%	14	100%	6	83.3%	1	100%
WV10	3	100%	118	88.1%	121	95.9%	37	75.7%	3	66.7%
WV11	0	0%	3	66.7%	3	100%	2	100%	0	0%
WV15	0	0%	0	0%	0	0%	1	100%	0	0%
WV3	0	0%	0	0%	0	0%	2	50.0%	0	0%
WV4	0	0%	9	33.3%	9	100%	7	100%	2	100%
WV5	8	37.5%	57	43.9%	65	96.9%	76	93.4%	10	100%
WV6	1	0%	35	48.6%	36	91.7%	52	71.2%	3	100%
WV7	0	0%	4	0%	4	75.0%	5	80.0%	0	0%
WV8	4	75.0%	51	68.6%	55	98.2%	96	76.0%	13	92.3%
WV9	2	100%	5	60.0%	7	100%	4	100%	0	0%

NHS South Warwickshire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B47	0	0%	0	0%	0	0%	1	100%	0	0%
B49	1	100%	28	50.0%	29	89.7%	70	97.1%	9	100%
B50	2	100%	28	17.9%	30	83.3%	53	98.1%	4	100%
B80	4	100%	26	61.5%	30	100%	38	92.1%	3	100%
B93	0	0%	0	0%	0	0%	3	33.3%	0	0%
B94	1	0%	15	6.7%	16	100%	18	72.2%	5	100%
B95	3	0%	24	37.5%	27	92.6%	54	83.3%	7	100%
B96	0	0%	0	0%	0	0%	1	100%	0	0%
B97	0	0%	0	0%	0	0%	2	100%	0	0%
B98	0	0%	0	0%	0	0%	1	100%	0	0%
CV22	0	0%	0	0%	0	0%	0	0%	1	100%
CV3	1	100%	5	60.0%	6	100%	2	100%	1	100%
CV31	10	60.0%	142	60.6%	152	97.4%	200	89.5%	22	100%
CV32	13	46.2%	164	69.5%	177	96.6%	212	88.7%	15	100%
CV33	1	0%	25	32.0%	26	92.3%	21	90.5%	2	100%
CV34	11	100%	156	85.3%	167	97.6%	201	86.1%	20	100%
CV35	5	40.0%	90	40.0%	95	95.8%	121	90.1%	10	100%
CV36	2	100%	38	57.9%	40	55.0%	60	86.7%	4	100%
CV37	11	45.5%	217	64.5%	228	96.5%	318	91.8%	35	100%
CV4	1	0%	2	50.0%	3	100%	0	0%	0	0%
CV47	12	25.0%	53	24.5%	65	70.8%	70	91.4%	4	100%
CV8	4	75.0%	110	31.8%	114	97.4%	144	90.3%	22	95.5%
GL55	0	0%	1	0%	1	0%	0	0%	0	0%
GL56	0	0%	1	0%	1	100%	4	75.0%	1	100%
N/V	0	0%	2	100%	2	100%	2	100%	1	100%
NN11	0	0%	2	0%	2	50.0%	1	100%	0	0%
OX15	1	0%	5	20.0%	6	83.3%	5	80.0%	0	0%
OX17	0	0%	1	100%	1	100%	4	75.0%	0	0%
WR11	0	0%	5	0%	5	100%	7	85.7%	2	100%

NHS South Worcestershire CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B49	0	0%	4	50.0%	4	100%	2	100%	1	100%
B60	0	0%	3	66.7%	3	100%	5	100%	0	0%
B61	0	0%	3	33.3%	3	100%	1	100%	0	0%
B96	0	0%	2	50.0%	2	100%	5	80.0%	0	0%
CV37	0	0%	1	0%	1	100%	7	100%	0	0%
DY10	0	0%	1	100%	1	100%	3	100%	0	0%
DY11	1	0%	11	54.5%	12	100%	9	88.9%	0	0%
DY13	0	0%	10	50.0%	10	90.0%	9	100%	0	0%
DY14	1	0%	10	20.0%	11	81.8%	6	66.7%	0	0%
GL19	0	0%	4	0%	4	75.0%	1	100%	0	0%
GL20	0	0%	17	23.5%	17	70.6%	14	78.6%	1	100%
HR8	0	0%	0	0%	0	0%	2	100%	0	0%
N/V	1	100%	7	85.7%	8	100%	23	87.0%	0	0%
WR1	6	83.3%	149	92.6%	155	100%	149	96.6%	7	85.7%
WR10	12	50.0%	86	57.0%	98	94.9%	115	93.9%	14	100%
WR11	12	83.3%	221	66.5%	233	89.3%	258	91.5%	36	97.2%
WR12	1	0%	25	16.0%	26	88.5%	45	91.1%	2	100%
WR13	0	0%	11	63.6%	11	81.8%	20	95.0%	5	100%
WR14	13	84.6%	203	72.9%	216	98.6%	274	94.2%	35	100%
WR15	3	0%	26	15.4%	29	72.4%	35	85.7%	5	100%
WR2	8	62.5%	158	80.4%	166	99.4%	198	97.5%	20	100%
WR3	13	69.2%	102	85.3%	115	100%	123	97.6%	3	100%
WR4	8	100%	122	86.1%	130	100%	174	96.6%	16	100%
WR5	10	90.0%	170	94.7%	180	99.4%	195	99.0%	21	100%
WR6	1	0%	26	19.2%	27	85.2%	34	88.2%	0	0%
WR7	1	100%	22	63.6%	23	95.7%	21	95.2%	5	100%
WR8	2	0%	36	41.7%	38	97.4%	52	96.2%	5	100%
WR9	11	90.9%	140	70.0%	151	99.3%	191	97.9%	30	100%

NHS Stafford and Surrounds CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
N/V	0	0%	0	0%	0	0%	0	0%	0	0%
ST10	0	0%	1	0%	1	100%	0	0%	0	0%
ST11	3	66.7%	20	45.0%	23	91.3%	21	90.5%	2	100%
ST12	1	100%	17	52.9%	18	94.4%	33	90.9%	6	83.3%
ST15	8	25.0%	108	46.3%	116	96.6%	136	93.4%	12	100%
ST16	13	92.3%	255	87.1%	268	98.9%	269	92.6%	26	100%
ST17	12	91.7%	207	76.8%	219	98.6%	277	90.6%	33	100%
ST18	8	37.5%	85	51.8%	93	96.8%	98	88.8%	6	100%
ST19	4	25.0%	77	49.4%	81	87.7%	97	90.7%	11	100%
ST20	0	0%	11	36.4%	11	100%	45	93.3%	3	100%
ST21	1	100%	20	55.0%	21	90.5%	24	91.7%	1	100%
ST3	0	0%	20	45.0%	20	100%	23	87.0%	3	100%
ST4	0	0%	1	0%	1	100%	5	80.0%	0	0%
ST5	0	0%	1	100%	1	100%	2	100%	0	0%
TF10	0	0%	6	0%	6	83.3%	6	100%	0	0%
TF11	0	0%	0	0%	0	0%	2	100%	0	0%
WS12	0	0%	2	100%	2	100%	0	0%	0	0%
WS15	0	0%	0	0%	0	0%	1	100%	1	100%
WV10	0	0%	0	0%	0	0%	1	100%	0	0%
WV8	0	0%	0	0%	0	0%	0	0%	0	0%
WV9	0	0%	9	55.6%	9	100%	13	92.3%	2	100%

NHS Stoke on Trent CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
N/V	0	0%	1	100%	1	100%	1	100%	0	0%
ST1	18	72.2%	323	81.7%	341	98.2%	357	90.2%	29	100%
ST10	0	0%	1	0%	1	100%	1	100%	0	0%
ST11	0	0%	3	100%	3	100%	4	75.0%	0	0%
ST12	0	0%	2	50.0%	2	100%	1	100%	0	0%
ST2	7	42.9%	207	56.0%	214	99.1%	285	89.5%	28	96.4%
ST3	24	66.7%	458	70.1%	482	98.8%	475	88.8%	58	98.3%
ST4	32	93.8%	455	84.8%	487	99.0%	510	93.9%	43	100%
ST5	0	0%	3	100%	3	100%	2	100%	0	0%
ST6	30	83.3%	498	73.7%	528	98.5%	569	88.6%	70	100%
ST7	2	100%	8	62.5%	10	100%	11	90.9%	2	100%
ST8	1	100%	3	100%	4	100%	4	100%	0	0%
ST9	0	0%	28	39.3%	28	96.4%	40	85.0%	5	100%

NHS Telford & Wrekin CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
N/V	0	0%	7	100%	7	85.7%	10	100%	1	100%
SY4	0	0%	2	0%	2	100%	4	100%	1	100%
TF1	10	90.0%	251	87.6%	261	98.5%	281	96.4%	24	100%
TF10	3	100%	68	48.5%	71	90.1%	72	95.8%	8	87.5%
TF2	6	83.3%	166	82.5%	172	98.8%	177	93.8%	22	100%
TF3	4	75.0%	108	71.3%	112	99.1%	138	92.0%	16	100%
TF4	6	100%	85	65.9%	91	97.8%	67	92.5%	5	100%
TF5	1	0%	16	87.5%	17	100%	7	85.7%	0	0%
TF6	0	0%	25	32.0%	25	96.0%	12	100%	2	100%
TF7	4	100%	125	65.6%	129	97.7%	143	90.9%	17	100%
TF8	0	0%	8	62.5%	8	100%	15	80.0%	1	100%

NHS Walsall CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B43	0	0%	42	54.8 %	42	100 %	50	86.0 %	8	100 %
B74	1	100 %	38	55.3 %	39	100 %	62	91.9 %	9	100 %
N/V	0	0%	0	0%	0	0%	2	100 %	0	0%
WS1	22	86.4 %	261	79.3 %	283	99.3 %	269	90.7 %	46	100 %
WS10	7	100 %	118	83.1 %	125	100 %	123	92.7 %	21	100 %
WS2	20	95.0 %	377	91.8 %	397	99.5 %	324	94.4 %	50	100 %
WS3	12	83.3 %	368	79.1 %	380	99.7 %	392	89.8 %	49	98.0 %
WS4	3	100 %	101	68.3 %	104	100 %	115	93.0 %	6	83.3 %
WS5	3	100 %	51	68.6 %	54	100 %	78	80.8 %	11	100 %
WS8	4	75.0 %	89	62.9 %	93	97.8 %	77	90.9 %	14	100 %
WS9	5	100 %	154	68.8 %	159	99.4 %	185	88.6 %	23	100 %
WV11	0	0%	2	100 %	2	100 %	3	100 %	1	100 %
WV12	8	75.0 %	140	90.7 %	148	100 %	152	94.1 %	24	100 %
WV13	7	85.7 %	91	92.3 %	98	99.0 %	94	89.4 %	15	100 %
WV14	1	100 %	14	78.6 %	15	100 %	11	100 %	1	100 %

NHS Warwickshire North CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
B46	8	0%	67	31.3 %	75	97.3 %	82	76.8 %	13	100 %
B75	0	0%	2	100 %	2	100 %	1	100 %	0	0%
B76	2	0%	14	42.9 %	16	100 %	11	81.8 %	0	0%
B77	0	0%	1	100 %	1	100 %	2	100 %	0	0%
B78	2	50.0 %	57	47.4 %	59	96.6 %	98	83.7 %	12	100 %
B79	1	100 %	12	16.7 %	13	92.3 %	11	81.8 %	0	0%
CV10	8	87.5 %	285	77.5 %	293	94.9 %	312	86.5 %	28	100 %
CV11	17	82.4 %	204	77.5 %	221	97.7 %	231	89.2 %	18	100 %
CV12	11	63.6 %	186	65.6 %	197	100 %	226	88.1 %	21	95.2 %
CV2	0	0%	2	0%	2	100 %	0	0%	0	0%
CV6	1	0%	5	80.0 %	6	100 %	5	100 %	1	100 %
CV7	6	83.3 %	89	55.1 %	95	96.8 %	97	83.5 %	9	100 %
CV9	9	55.6 %	98	50.0 %	107	92.5 %	109	88.1 %	7	100 %
N/V	0	0%	2	100 %	2	100 %	1	100 %	0	0%

NHS Wolverhampton CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
WV1	20	90.0 %	243	88.9 %	263	99.6 %	213	91.5 %	33	100 %
WV10	21	95.2 %	406	76.6 %	427	99.8 %	357	87.7 %	72	100 %
WV11	9	100 %	173	83.8 %	182	100 %	216	93.5 %	19	94.7 %
WV12	1	100 %	4	75.0 %	5	100 %	8	100 %	1	100 %
WV13	4	100 %	38	86.8 %	42	100 %	32	87.5 %	13	100 %
WV14	15	80.0 %	245	77.1 %	260	99.6 %	246	93.5 %	42	100 %
WV2	10	80.0 %	136	72.1 %	146	99.3 %	126	85.7 %	11	100 %
WV3	9	66.7 %	186	72.0 %	195	99.5 %	185	89.2 %	36	100 %
WV4	16	62.5 %	208	72.1 %	224	99.1 %	191	89.0 %	37	100 %
WV6	16	87.5 %	179	71.5 %	195	99.5 %	230	84.8 %	30	100 %
WV8	0	0%	15	46.7 %	15	86.7 %	22	86.4 %	9	100 %
WV9	2	50.0 %	29	58.6 %	31	96.8 %	17	76.5 %	3	100 %

NHS Wyre Forest CCG	Red 1 (target 75% response within 8mins)		Red 2 (target 75% response within 8mins)		Red 19 (target 95% response within 19mins)		Green 2 (target 90% response within 30mins)		Green 4 (target 90% triage in 60mins)	
	Post Code Area	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt	Pass %	Inc Cnt
DY10	13	69.2 %	166	63.3 %	179	96.6 %	227	93.4 %	26	100 %
DY11	5	80.0 %	199	73.9 %	204	88.7 %	224	87.1 %	15	100 %
DY12	4	50.0 %	49	63.3 %	53	92.5 %	45	84.4 %	5	100 %
DY13	5	60.0 %	95	68.4 %	100	92.0 %	123	91.1 %	15	100 %
DY14	0	0%	13	15.4 %	13	92.3 %	11	72.7 %	3	100 %
DY9	1	0%	0	0%	1	100 %	2	100 %	0	0%
N/V	0	0%	7	71.4 %	7	85.7 %	1	100 %	0	0%
WR6	0	0%	0	0%	0	0%	1	100 %	0	0%



Glossary Of Terms

This is not the reporting definitions used, it is a terminology guide only.

Activity

- Incident - All calls that result in a response being dispatched and arriving on the scene on the incident (Inc Cnt)..
- Conveyance/transport - An incident that results in a patient(s) being transported to hospital or an alternative place of care.

Priority

- Red 1 - Life threatening emergency - primarily cardiac arrest patients - target response time 8 minutes.
- Red 2 - Life Threatening emergency - target response time 8 minutes.
- Red 19 - Red 1 and Red 2 incidents, measuring the time to get a conveying vehicle to scene - target response time 19 minutes.
- Green 2 - Non immediate life threatening emergency - target response time 30 minutes.
- Green 4 - Non life threatening emergency - target response time - response in 60 minutes or telephone triage in 30 minutes.

Hospitals

- Hospital Turnaround - Time between an ambulance arriving at hospital and being clear for another incident.
- Hospital Handover - Time between an ambulance arriving at hospital and handover of clinical responsibility of patient to the hospital staff.
- Lost Hours - Time above 30 minutes turnaround per incident. which ambulance crews are delayed at hospital.