




Informatics 

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East of England Ambulance Service NHS Trust 

East of England Ambulance Service NHS Trust

Operational Performance Improvement Plan (OPIP) 2024/2025

#WeAreEEAST 



Front Page, Front Pg

@ Public snapshot ^

Data updated on 21/06/24, 17:44



Filters

Key Assumptions
Current

Note: Amber metrics are within 10% of target

Note: All metrics are based on 'Last Month', which is last full calendar month



Key Assumptions - August 2024



Response Times - Summary

1.1 - Improve C1 Mean Performance Average Response Time Performance - C1

[Detail Page](#)

[ICS Graphs](#)

1.2 - Improve C1 90th Percentile Performance 90th Percentile of Response Times - C1

[Detail Page](#)

[ICS Graphs](#)

1.3 - Improve C2 Mean Performance Average Response Time Performance - C2

[Detail Page](#)

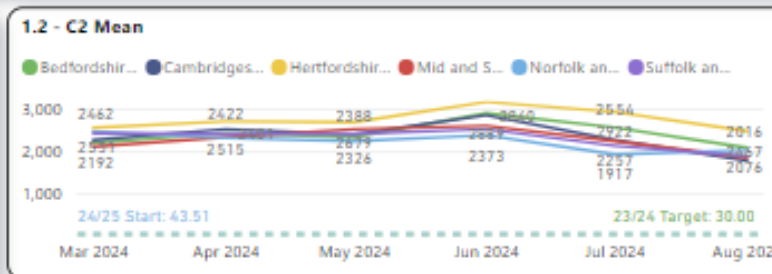
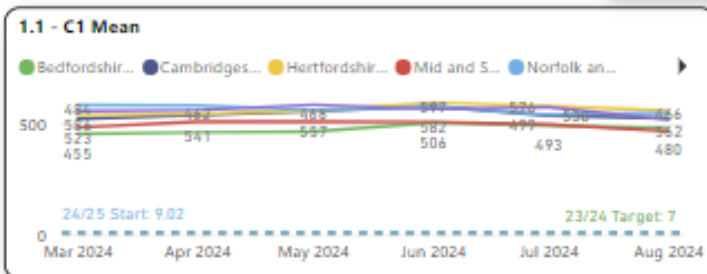
[ICS Graphs](#)

1.4 - Improve C2 90th Percentile Performance 90th Percentile of Response Times - C2

[Detail Page](#)

[ICS Graphs](#)

Mth Year	C1 Mean	C1 90th	C2 Mean	C2 Mean Trajectory	C2 90th
August 2024	00:08:41	00:16:58	00:33:41	00:31:15	01:31:01
July 2024	00:09:01	00:17:17	00:38:45	00:31:15	01:37:54
June 2024	00:09:19	00:17:27	00:45:15	00:31:31	01:53:22
May 2024	00:09:04	00:17:29	00:40:35	00:31:31	01:40:04
April 2024	00:08:57	00:17:19	00:40:46	00:31:31	01:51:43
March 2024	00:08:49	00:16:58	00:39:08	00:30:00	01:55:16
February 2024	00:09:23	00:17:38	00:45:07	00:30:00	01:38:19
January 2024	00:09:04	00:16:28	00:51:57	00:30:00	01:24:09
December 2023	00:09:17	00:16:49	00:51:00	00:30:00	01:28:05
November 2023	00:09:16	00:16:51	00:46:08	00:30:00	01:25:57
October 2023	00:09:21	00:17:31	00:52:40	00:30:00	01:37:46
September 2023	00:09:05	00:17:03	00:45:21	00:30:00	01:22:33
August 2023	00:09:00	00:16:25	00:41:40	00:30:00	01:12:23
Targets:	00:07:00	00:15:00		00:30:00	00:40:00



Call Pick Up Times - Summary - Trust

1.5 - Improve Call Pick Up Mean Performance
Average time taken to answer call. All calls in A1 included.

[Detail Page](#) [EOC Graphs](#)

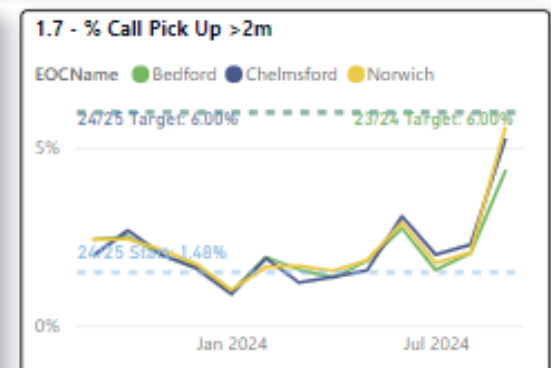
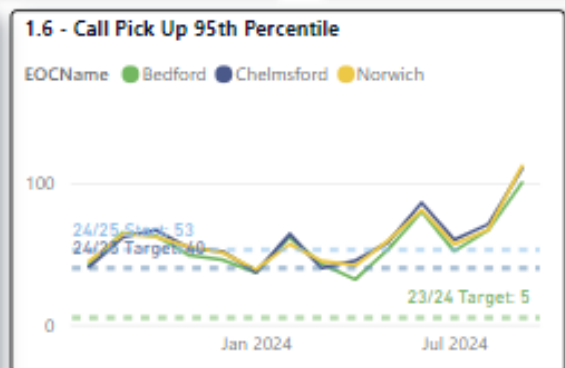
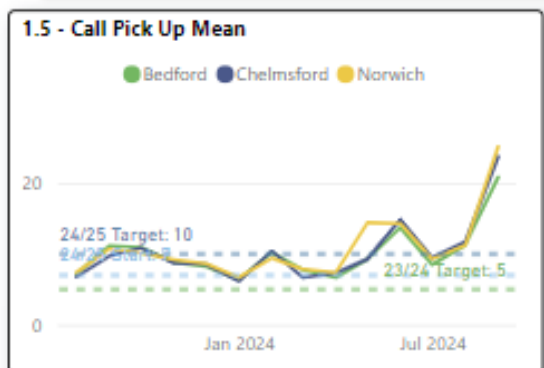
1.6 - Improve Call Pick Up 95th Percentile
95th Percentile of taken to answer call. All calls in A1 included.

[Detail Page](#) [EOC Graphs](#)

1.7 - Reduce Calls over 2 mins
Percentage of calls (A1) answered 2+ minutes.

[Detail Page](#) [EOC Graphs](#)

Month Yr	1.5 Mean	1.6 95th %ile	1.7 Ans > 2m
August 2024	00:00:11	00:01:08	2.12%
July 2024	00:00:09	00:00:57	1.79%
June 2024	00:00:14	00:01:23	2.91%
May 2024	00:00:11	00:00:57	1.72%
April 2024	00:00:07	00:00:41	1.40%
March 2024	00:00:07	00:00:43	1.46%
February 2024	00:00:10	00:01:01	1.77%
January 2024	00:00:06	00:00:38	0.91%
December 2023	00:00:09	00:00:50	1.65%
November 2023	00:00:09	00:00:53	2.01%
October 2023	00:00:11	00:01:04	2.54%
September 2023	00:00:10	00:01:03	2.31%
August 2023	00:00:07	00:00:43	1.25%
Total	00:00:09	00:00:57	1.83%
Target:	00:00:10	00:00:40	6%



Summary

Capacity Measures - Data provided by Workforce Team monthly

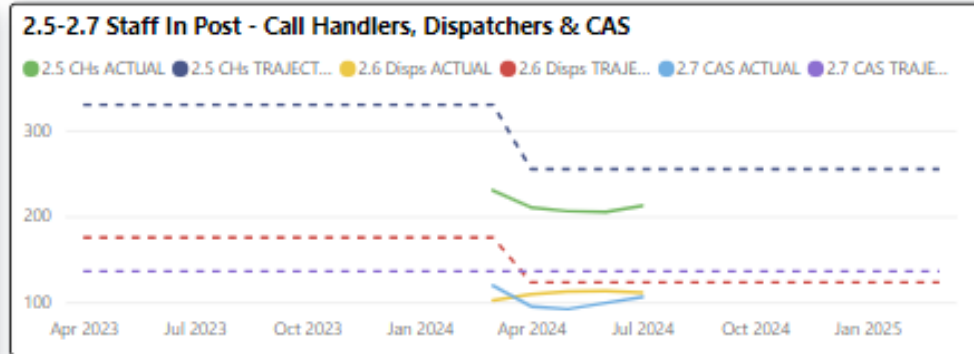
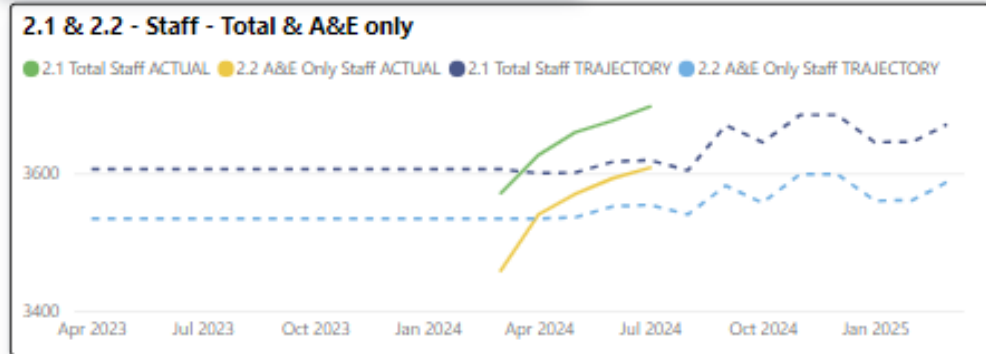


Filters

Capacity - Staff In Post - Summary - Trust

- 2.1 - Staff - Total (inc APs)
 - [Detail Page](#)
- 2.2 - Staff - A&E Only
 - [Detail Page](#)
- 2.5 - Staff in Post - Call Handlers
 - [Detail Page](#)
- 2.6 - Staff in Post - Dispatchers
 - [Detail Page](#)
- 2.7 - Staff in Post - CAS
 - [Detail Page](#)

Mth	2.1 Actual	2.1 Trajectory	2.5 Actual	2.5 Trajectory	2.6 Actual	2.6 Trajectory	2.7 Actual	2.7 Trajectory
August 2024		3604		255		123.00		136
July 2024	3697	3619	212.00	255	111.00	123.00	106	136
June 2024	3677	3617	205.00	255	113.00	123.00	99	136
May 2024	3660	3601	206.00	255	112.35	123.00	92	136
April 2024	3627	3600	210.29	255	109.12	123.00	95	136
March 2024	3571	3606	230.00	330	102.00	175.35	119	136
February 2024		3606		330		175.35		136
January 2024		3606		330		175.35		136
December 2023		3606		330		175.35		136
November 2023		3606		330		175.35		136
October 2023		3606		330		175.35		136
September 2023		3606		330		175.35		136
August 2023		3606		330		175.35		136



Summary

Capacity Measures - Data provided by Workforce team monthly

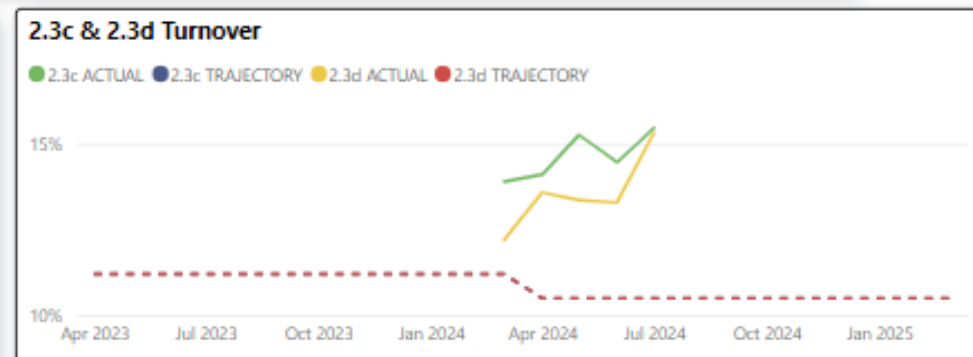
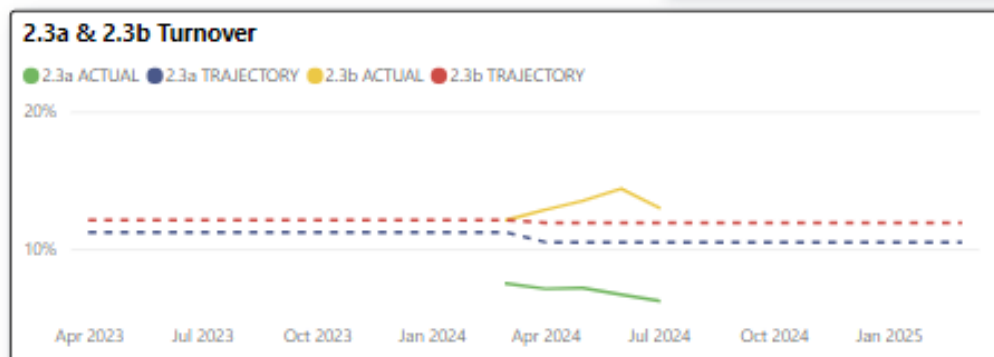


Filters

Capacity - Staff Turnover - Summary - Trust

- 2.3a - Turnover - A&E**
[Detail Page](#)
- 2.3b - Turnover - EOC**
[Detail Page](#)
- 2.3c - Turnover - PTS**
[Detail Page](#)
- 2.3d - Turnover - Make Ready (MRO)**
[Detail Page](#)

Mth	2.3a Actual	2.3a Trajectory	2.3b Actual	2.3b Trajectory	2.3c Actual	2.3c Trajectory	2.3d Actual	2.3d Trajectory
August 2024		10.50%		11.90%		10.50%		10.50%
July 2024	6.23%	10.50%	13.00%	11.90%	15.45%	10.50%	15.31%	10.50%
June 2024	6.69%	10.50%	14.39%	11.90%	14.47%	10.50%	13.29%	10.50%
May 2024	7.18%	10.50%	13.50%	11.90%	15.26%	10.50%	13.36%	10.50%
April 2024	7.10%	10.50%	12.85%	11.90%	14.11%	10.50%	13.58%	10.50%
March 2024	7.50%	11.20%	12.10%	12.10%	13.90%	11.20%	12.20%	11.20%
February 2024		11.20%		12.10%		11.20%		11.20%
January 2024		11.20%		12.10%		11.20%		11.20%
December 2023		11.20%		12.10%		11.20%		11.20%
November 2023		11.20%		12.10%		11.20%		11.20%
October 2023		11.20%		12.10%		11.20%		11.20%
September 2023		11.20%		12.10%		11.20%		11.20%
August 2023		11.20%		12.10%		11.20%		11.20%



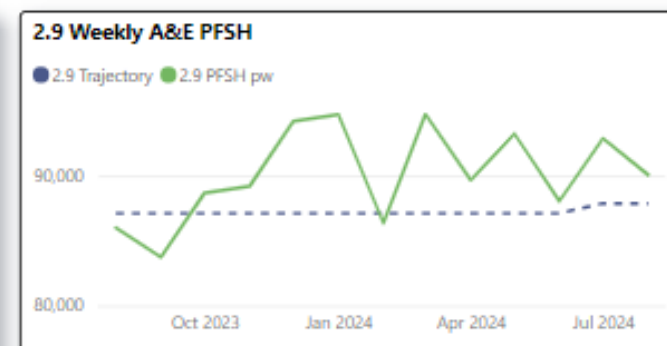
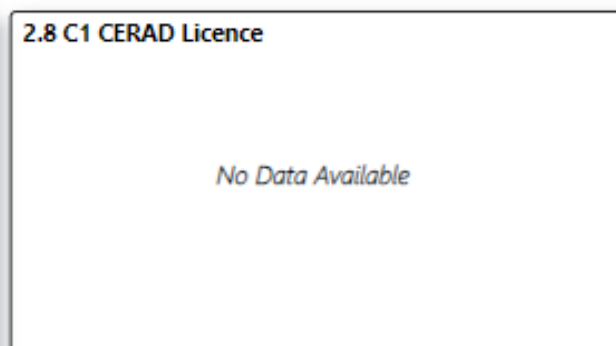
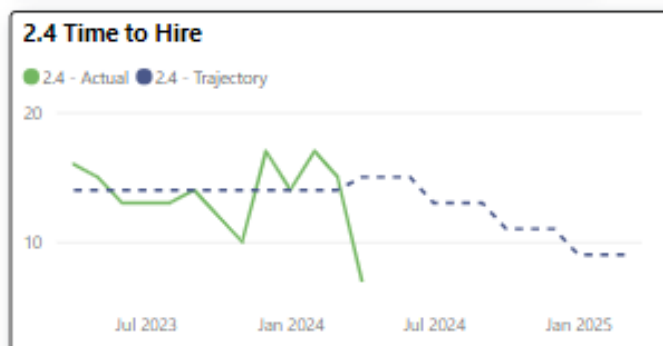
Capacity - Staffing - Other - Summary - Trust

2.4 - Time to Hire
[Detail Page](#)

2.8 - Time between C1 license and CERAD course
[Detail Page](#)

2.9 - Deliver average weekly A&E PFSH
[Detail Page](#) [ICS Graphs](#)

Mth	2.4 - Trajectory	2.4 - Actual	Trajectory	2.9 PFSH pw
August 2024	13		87869	90,049.44
July 2024	13		87869	92,852.75
June 2024	15		87106	88,039.57
May 2024	15		87106	93,218.07
April 2024	15	7	87106	89,658.33
March 2024	14	15	87106	94,723.75
February 2024	14	17	87106	86,359.50
January 2024	14	14	87106	94,684.92
December 2023	14	17	87106	94,171.19
November 2023	14	10	87106	89,182.45
October 2023	14	12	87106	88,670.66
September 2023	14	14	87106	83,727.51
August 2023	14	13	87106	86,001.28



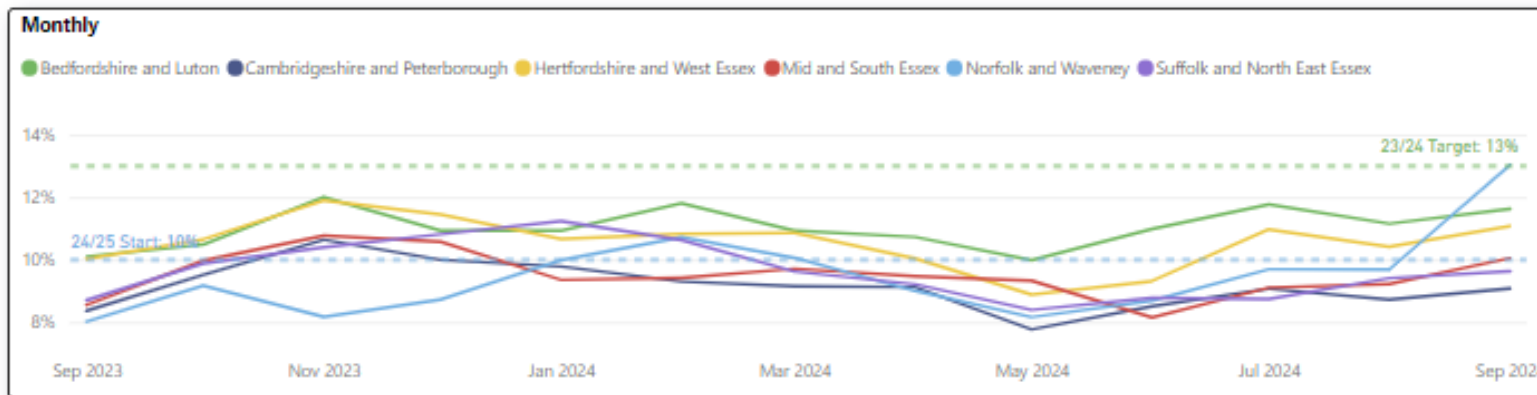
Demand - Hear & Treat % - Summary - Trust

3.1 - Increase Hear & Treat %
Percentage of Incidents (A7) treated as Hear & Treat

[Detail Page](#)

[ICS Graphs](#)

Mth	H&T %	Target
August 2024	9.70%	10.77%
July 2024	9.79%	10.46%
June 2024	8.93%	10.14%
May 2024	8.70%	9.82%
April 2024	9.53%	9.50%
March 2024	10.04%	10.00%
February 2024	10.39%	10.00%
January 2024	10.28%	10.00%
December 2023	10.39%	10.00%
November 2023	10.56%	10.00%
October 2023	9.93%	10.00%
September 2023	8.91%	10.00%
August 2023	8.74%	10.00%
Total	9.69%	



Summary - 4.1 & 4.2

On Scene Times - C2

Category

C2

Managing ICB

All

Hub

All



Filters

Average On Scene Times - Summary - Trust

4.1 - Reduce C2 On Scene Times (conveyed)

Sum of total time on scene for all vehicles that arrived on scene for all incidents where the patient was conveyed.

[Detail Page](#)

[ICS Graphs](#)

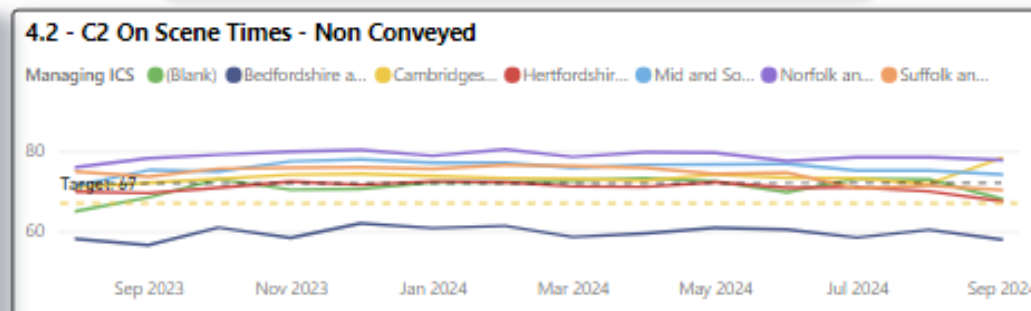
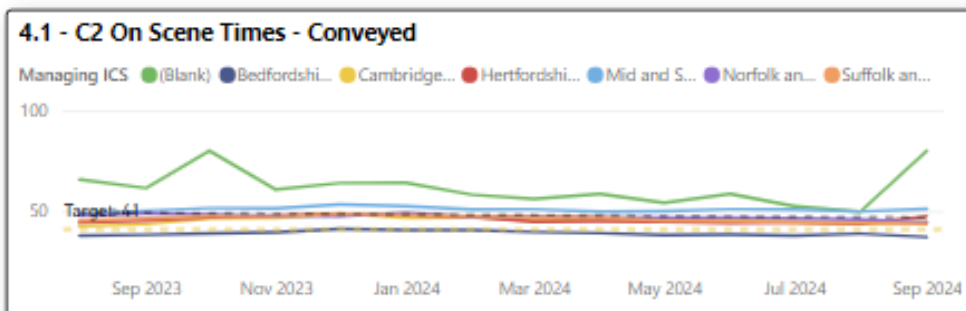
4.2 - Reduce C2 On Scene Times (not conveyed)

Sum of total time on scene for all vehicles that arrived on scene for all incidents where the patient was not conveyed.

[Detail Page](#)

[ICS Graphs](#)

Month	4.1 C2 On Scene Conveyed	4.2 C2 On Scene Time Non Conveyed
August 2024	00:45:07	01:12:36
July 2024	00:45:44	01:12:35
June 2024	00:46:19	01:13:16
May 2024	00:45:58	01:14:11
April 2024	00:46:46	01:13:55
March 2024	00:46:58	01:13:39
February 2024	00:47:52	01:14:45
January 2024	00:49:04	01:14:23
December 2023	00:49:24	01:14:48
November 2023	00:47:58	01:14:19
October 2023	00:49:07	01:13:38
September 2023	00:46:48	01:12:08
August 2023	00:46:08	01:11:01
Total	00:47:11	01:13:30
Target	00:41:00	01:07:00



Summary

Sickness % - Data From IPR



Filters

Sickness - Summary - Trust

- 4.3 - Control Sickness Absence - A&E Operations**

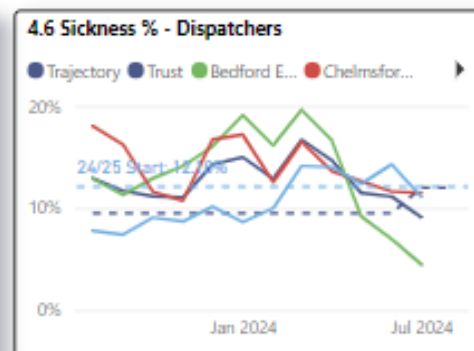
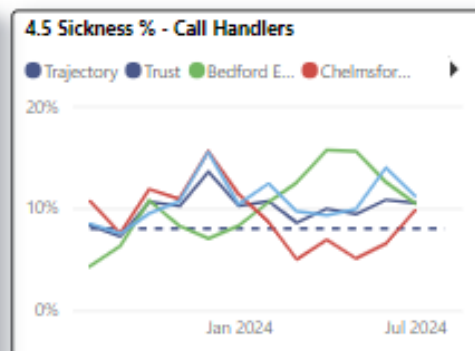
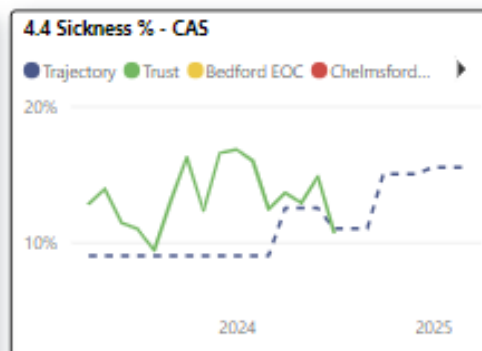
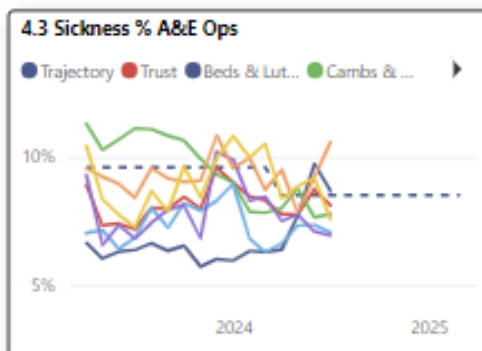
[Detail Page](#) [ICS Graphs](#)
- 4.4 - Control Sickness Absence - CAS**

[Detail Page](#) [EOC Graphs](#)
- 4.5 - Control Sickness Absence - Call Handlers**

[Detail Page](#) [EOC Graphs](#)
- 4.6 - Control Sickness Absence - Dispatchers**

[Detail Page](#) [EOC Graphs](#)

Mth	4.3 Actual	4.3 Trajectory	4.4 Actual	4.4 Trajectory	4.5 Actual	4.5 Trajectory	4.6 Actual	4.6 Trajectory
August 2024		8.50%		11.00%		8.00%		12.00%
July 2024	8.12%	8.50%	10.75%	11.00%	10.49%	8.00%	9.13%	12.00%
June 2024	8.73%	8.50%	14.81%	12.50%	10.81%	8.00%	11.14%	9.50%
May 2024	7.75%	8.50%	12.88%	12.50%	9.41%	8.00%	11.49%	9.50%
April 2024	7.76%	8.50%	13.64%	12.50%	9.94%	8.00%	14.66%	9.50%
March 2024	8.31%	9.60%	12.42%	9.00%	8.57%	8.00%	16.70%	9.50%
February 2024	8.45%	9.60%	15.95%	9.00%	10.67%	8.00%	12.86%	9.50%
January 2024	9.00%	9.60%	16.80%	9.00%	10.25%	8.00%	14.97%	9.50%
December 2023	9.60%	9.60%	16.54%	9.00%	13.56%	8.00%	14.27%	9.50%
November 2023	7.98%	9.60%	12.32%	9.00%	10.20%	8.00%	11.04%	9.50%
October 2023	8.44%	9.60%	16.24%	9.00%	10.63%	8.00%	11.16%	9.50%
September 2023	7.98%	9.60%	13.08%	9.00%	7.23%	8.00%	11.67%	9.50%
August 2023	8.01%	9.60%	9.41%	9.00%	8.30%	8.00%	12.92%	9.50%



Vehicles Off Road (VOR) - Summary - Trust

4.7 - Reduce the total percentage of vehicles off the road (VOR)

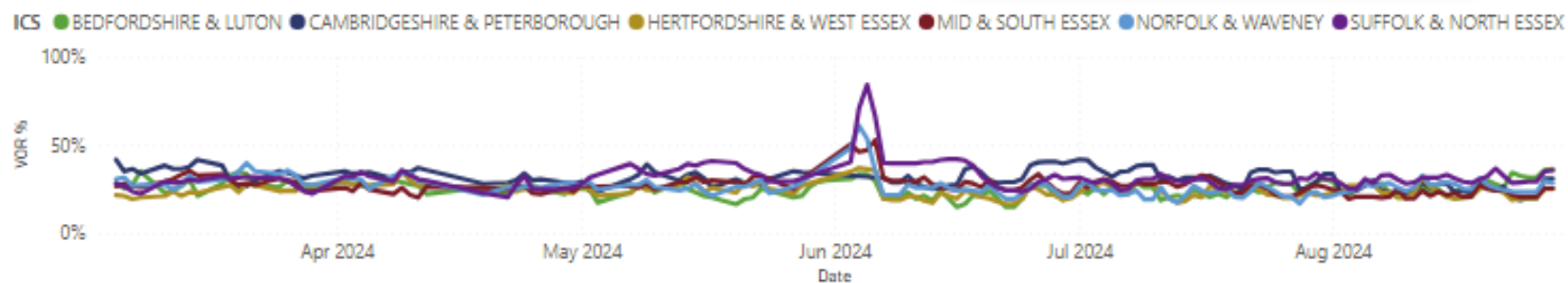
Mth	VOR % Calc	Trajectory	Target
August 2024	25.79%	26.00%	26.00%
July 2024	26.47%	26.00%	26.00%
June 2024	28.70%	30.00%	26.00%
May 2024	28.57%	30.00%	26.00%
April 2024	27.78%	30.00%	26.00%
March 2024	28.93%	30.00%	26.00%
February 2024	28.99%	30.00%	26.00%
January 2024	28.38%	30.00%	26.00%
December 2023	26.66%	30.00%	26.00%
November 2023	27.71%	30.00%	26.00%
October 2023	26.66%	30.00%	26.00%

Date: 10/23/2023

Time: All

Filters

VOR Vehicles Off Road %



Summary

Out of Service - Percentage of Vehicle Hours PVSH - Monthly - Trust

Managing Sector

All

Managing Hub

All



Out of Service Percentage - Summary - Trust

4.8 - Reduce weekly total out of service hours (as percentage of PVSH)

Total out of service time as a percentage of vehicle hours. All out of service reasons, DSA & RRV vehicle types only.

[Detail Page](#)

[ICS Graphs](#)

[Further Detail - Reason Usage](#)

[Further Detail - Guidance Type](#)

4.9 - Improve weekly Cohorting out of service hours lost (as percentage of PFSH, DSA & RRV)

Total out of service time as a percentage of vehicle hours. Cohorting out of service reasons, DSA & RRV vehicle types only.

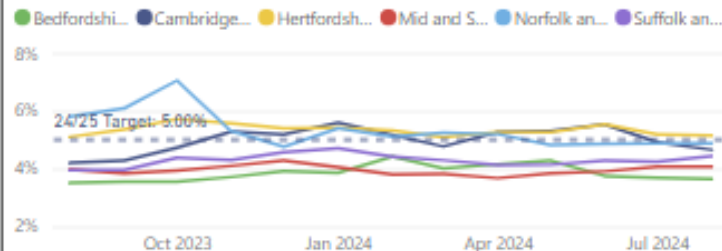
Note: This OOS Reason relates to how much time is spent by staff being at hospital ready to cohort other patients NOT when a patient is being cohorted.

[Detail Page](#)

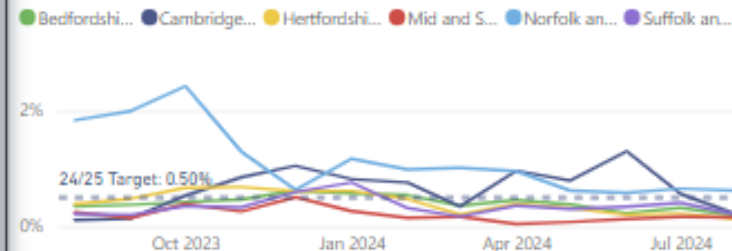
[ICS Graphs](#)

Month Name	4.8 All Reasons	4.9 Cohorting
August 2024	4.55%	0.26%
July 2024	4.56%	0.39%
June 2024	4.68%	0.45%
May 2024	4.59%	0.40%
April 2024	4.62%	0.52%
March 2024	4.57%	0.39%
February 2024	4.69%	0.52%
January 2024	4.89%	0.71%
December 2023	4.73%	0.65%
November 2023	4.79%	0.66%
October 2023	5.07%	0.88%
September 2023	4.65%	0.63%
August 2023	4.56%	0.60%
Total	4.69%	0.55%

4.8 OOS All Reasons as % of Vehicle Hours



4.9 OOS Cohorting Reason as % of Vehicle Hours



OPIP_4.8 - 4.9, Summary - Out of Service

Live data

Data updated on 04/09/24, 03:01



Filters

Summary

Average Weekly Arrival to Handover and Handover to Clear hours lost >15m - Monthly

Managing Sector

All



Handover times - Hours Lost Weekly Avg > 15m - Summary

4.10 - Average Weekly A2H Hours Lost > 15mins

Detail

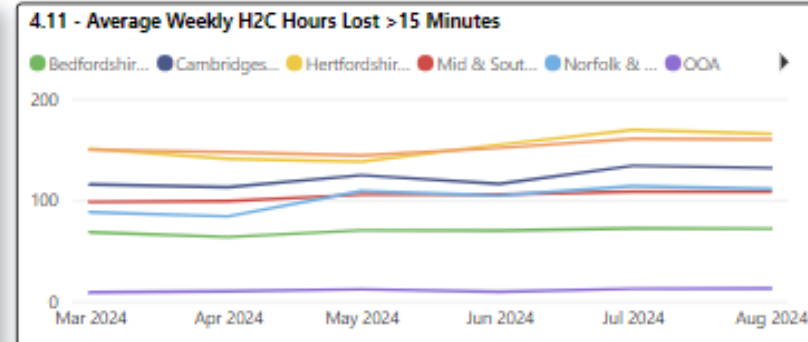
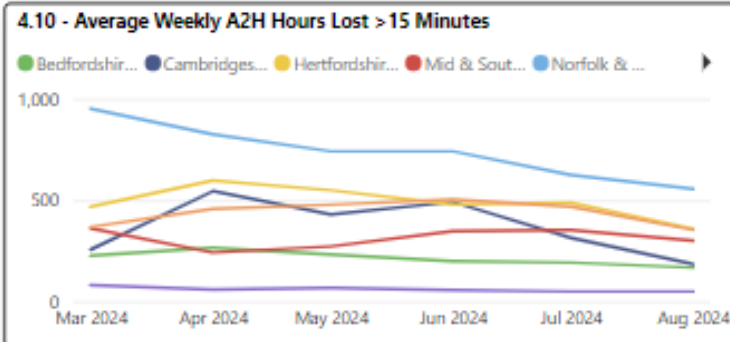
ICS Graph

4.11 - Average Weekly H2C Hours Lost > 15mins

Detail

ICS Graph

Month	A2H > 15 Hours Lost	H2C > 15 Hours Lost
Sep-24	2,800.31	571.48
Aug-24	1,966.60	760.89
Jul-24	2,486.53	770.71
Jun-24	2,816.21	711.78
May-24	2,762.81	703.28
Apr-24	2,988.97	657.54
Mar-24	2,708.15	679.11
Feb-24	3,588.40	619.71
Jan-24	4,245.70	609.39
Dec-23	4,081.40	637.83
Nov-23	3,686.72	721.52
Oct-23	4,900.98	685.34
Sep-23	3,362.48	741.39
Aug-23	3,347.65	747.14



OPIP_4.10 - 4.11_Summary - Handovers

Live data

Data updated on 04/09/24, 04:08



Filters

Summary

Abstractions - Data From GRS - Monthly Only

Click here for guidance notes: <https://webreports/portal/help/workeffectivehoursdashboard>

Absence Type

All

ICS

All



Filters

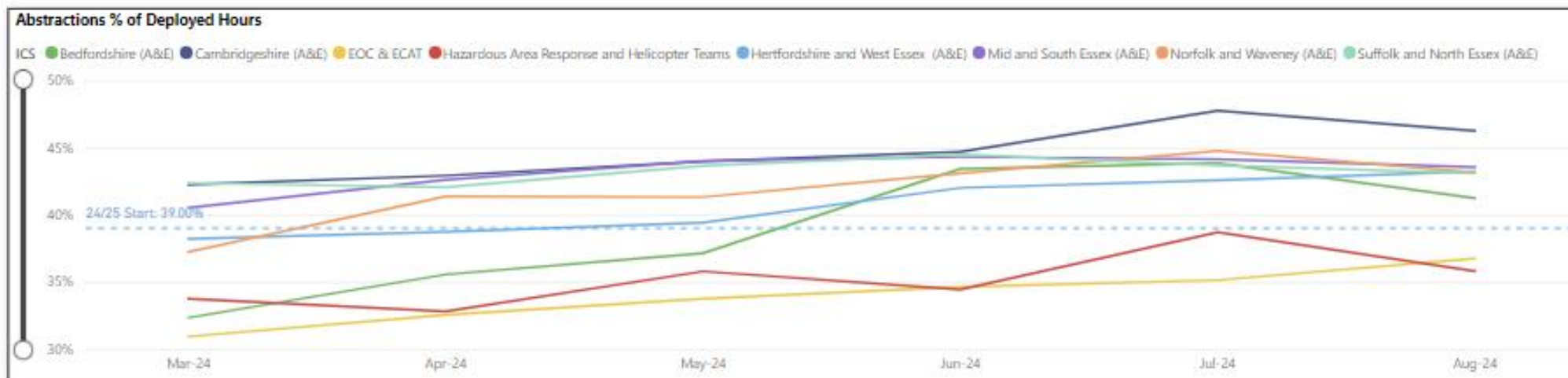
Abstractions - Summary - Trust

4.12 - Control Total Abstractions

Total Abstractions as a percentage of the total deployed hours.

[Detail Page](#)

[Further Detail](#)



OPIP_4.12, Summary - 4.12

Live data

Data updated on 04/09/24, 04:02



Summary

Access to Stack (A2S) - Monthly

Provider

All



Access to Stack - Summary - Trust

5.1 - Improve Access to Stack - Sent

Number of incidents sent to Access to the Stack

[Detail Page](#)

[Further detail - Hour & Day of Week](#)

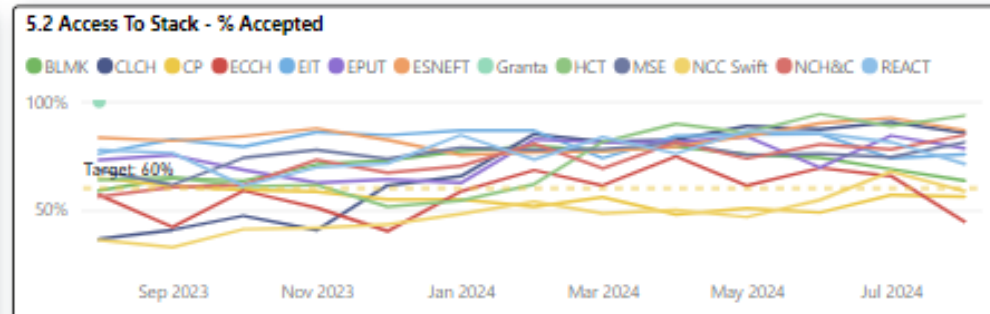
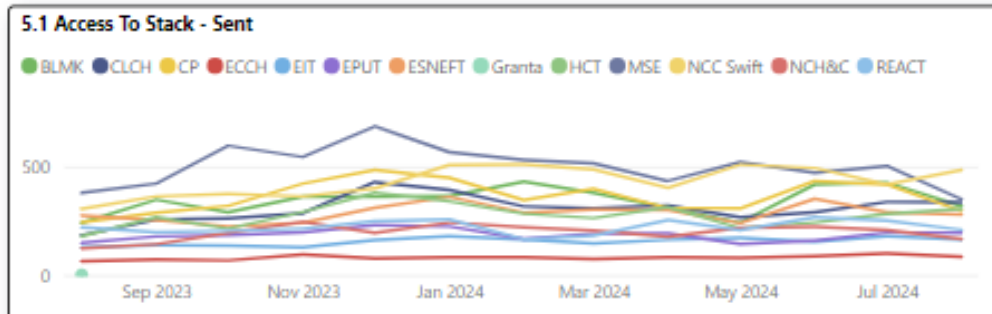
5.2 - Improve Access to Stack - Accepted

Percentage of incidents sent to Access to Stack that were Accepted

[Detail Page](#)

[Further detail - Hour & Day of Week](#)

Month	5.1 Passed	5.2 Accepted %
August 2024	3191	73.93%
July 2024	3609	75.95%
June 2024	3589	73.95%
May 2024	3123	72.05%
April 2024	3257	74.27%
March 2024	3451	71.14%
February 2024	3503	71.51%
January 2024	3964	67.15%
December 2023	3965	64.21%
November 2023	3387	64.78%
October 2023	3065	62.90%
September 2023	2923	60.86%
August 2023	2494	62.75%
Total	43521	69.06%
Target		60%



Summary

See & Treat % & See, Treat & Convey % - Monthly

Sector

All



See & Treat and See, Treat & Convey % - Summary - Trust

5.3 - Improve See & Treat Performance

Percentage of Incidents (A7) that are dealt with on scene as See & Treat.

[Detail Page](#)

[ICS Graphs](#)

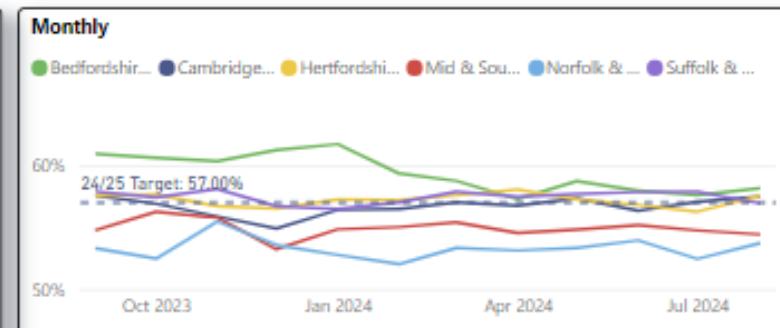
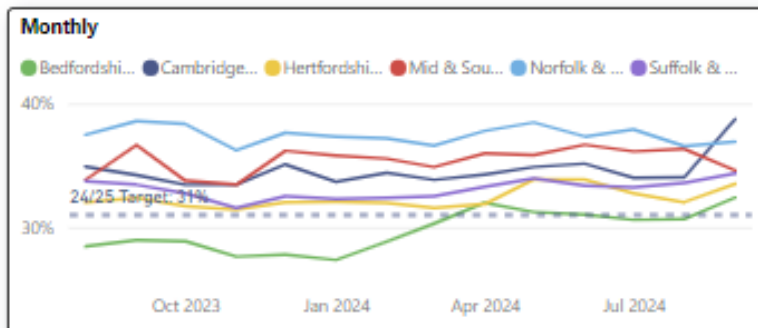
5.4 - Improve See, Treat & Convey Performance

Percentage of Incidents (A7) that are conveyed to hospital as See, Treat & Convey.

[Detail Page](#)

[ICS Graphs](#)

Mth	5.3 S&T %	5.4 ST&C %
August 2024	34.20%	56.10%
July 2024	34.46%	55.75%
June 2024	34.90%	56.17%
May 2024	35.07%	56.23%
April 2024	34.42%	56.05%
March 2024	33.56%	56.40%
February 2024	33.79%	55.83%
January 2024	33.62%	56.10%
December 2023	34.03%	55.58%
November 2023	32.66%	56.79%
October 2023	33.49%	56.57%
September 2023	34.50%	56.59%
August 2023	33.78%	57.48%
Total	34.04%	56.27%
Target	31%	59%



OPIP_5.3 - 5.4, Summary - See & Treat / See, Treat & Convey

Live data

Data updated on 04/09/24, 03:03

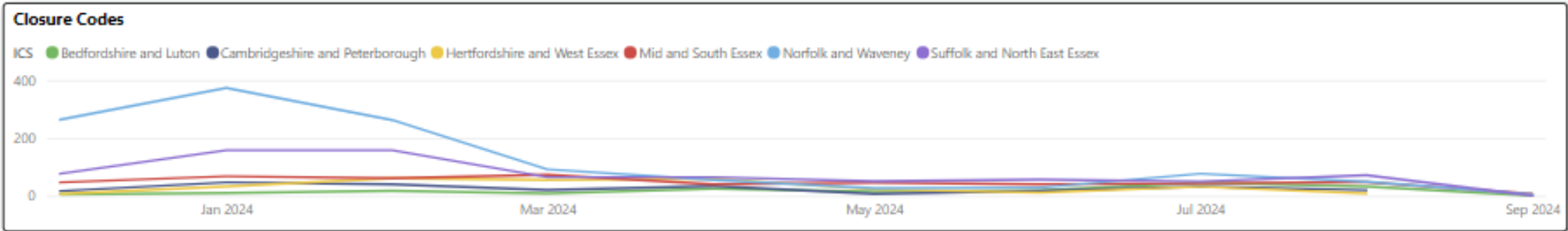


Filters

Unscheduled Care Hubs - Summary

5.5 Unscheduled Care Hubs - Summary
 Number of incidents closed as gone to Unscheduled Care Hubs.

Month	5.5 Count
September 2024	14
August 2024	231
July 2024	282
June 2024	174
May 2024	169
April 2024	279
March 2024	314
February 2024	600
January 2024	690
December 2023	418
Total	3171



Summary

Job Cycle Times against Target and Trajectory - Monthly
DSA, C2 Only

Category

All

Managing Sector

All



Filters

Job Cycle Times - Summary - Trust

6.1 - Total Job Cycle Time

Job cycle time is calculated as the total amount of time crews spent dealing with the incident from assigned to clear.

This is a sum of all time spent, so if 3 crews are assigned and go clear of the incident at different times, all 3 times spent will be added, giving the amount of resource time spent on the incident.

Note that this does not show how long the incident has taken.

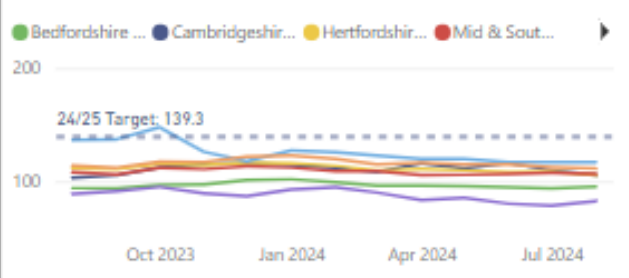
[Detail Page](#)

[ICS Graphs](#)

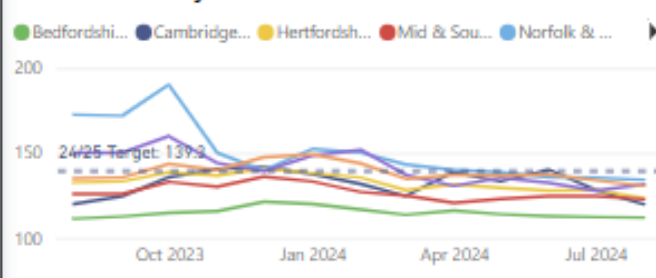
Job Cycle Time - Monthly

Month	Avg JCT All - Time	Avg JCT - Conveyed - Time	Avg JCT - Not Conveyed - Time
September 2024			
August 2024	01:53:40	02:10:06	01:27:40
July 2024	01:55:32	02:13:26	01:27:27
June 2024	01:57:06	02:15:51	01:27:33
May 2024	01:56:57	02:15:13	01:28:20
April 2024	01:57:51	02:16:23	01:28:12
March 2024	01:57:09	02:14:47	01:28:36
February 2024	02:00:56	02:21:05	01:28:30
January 2024	02:03:39	02:25:25	01:28:17
December 2023	02:02:05	02:24:20	01:27:44
November 2023	02:01:22	02:22:32	01:26:43
October 2023	02:05:41	02:30:13	01:26:12
September 2023	01:59:03	02:20:49	01:25:28
August 2023	01:58:49	02:19:41	01:25:13
Total	01:59:11	02:19:10	01:27:23

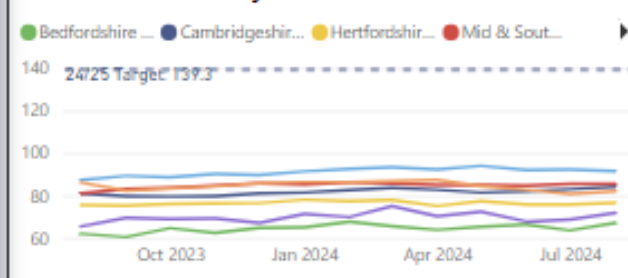
6.1 - JCT - Total



6.1a - JCT - Conveyed



6.1b - JCT - Non Conveyed



Summary

Impact of Make Ready - Monthly



Make Ready Impact - Summary - Trust

6.2 - Impact of Make Ready

% of Vehicle Starts Made Ready (MR20): Number of vehicles made ready out of total number of Vehicle Starts.

Vehicle Starts = Normally there is one vehicle per shift but please note this also includes instances where a crew has changed vehicle mid shift i.e. if a crew uses 2 vehicles in a shift, this will count as 2 vehicle starts.

This metric includes Live Make Ready Hubs only:

Basildon, Chelmsford, Harlow, Hemel Hempstead, Kings Lynn, Longwater, Luton, Peterborough, Southend, Stevenage & Waveney.

Please note that a few hubs have gone live since November 2023: These are not captured in the data at present. Work is ongoing to resolve this.

[Detail Page](#)

[ICS Graphs](#)

Date	MR20%	Trajectory %
6/1/2024	40.39%	43.00%
5/1/2024	41.40%	43.00%
4/1/2024	41.11%	43.00%
3/1/2024	40.24%	43.00%
2/1/2024	42.48%	43.00%
1/1/2024	41.25%	43.00%
12/1/2023	42.36%	43.00%
11/1/2023	39.16%	43.00%
10/1/2023	45.16%	43.00%
9/1/2023	42.14%	43.00%
8/1/2023	43.26%	43.00%



OPIP_6.2, Summary - Make Ready

[Live data](#)

Data updated on 01/07/24, 09:10



Summary - 6.3 & 6.4

Average Arrival to Handover and Handover to Clear (secs) - Monthly

ICS

All

Hub

All



Handover Delays - Summary - Trust

6.3 - Reduce Handover Delays - Average Arrival to Handover (A2H)

Average time from Arrival at Hospital to Handover - All Categories

[Details Page](#)

[ICS Graphs](#)

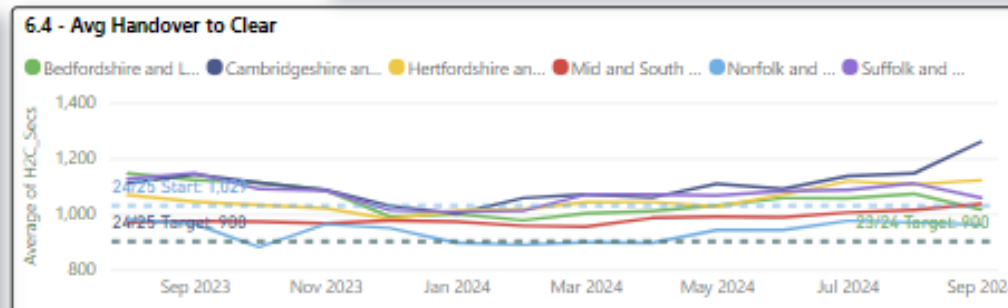
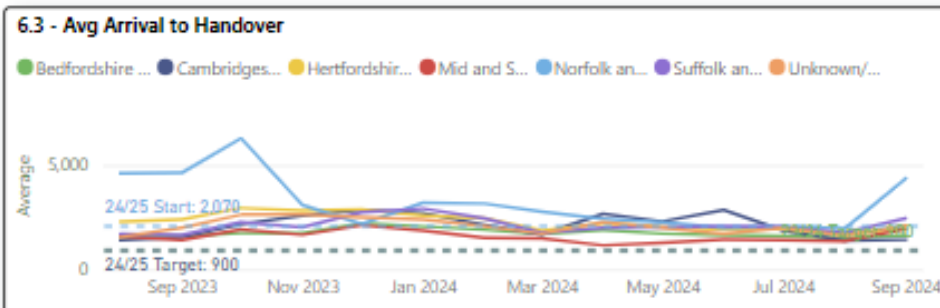
6.4 - Reduce Handover Delays - Average Handover to Clear (H2C)

Average time from Handover at Hospital to Clear - All Categories

[Details Page](#)

[ICS Graphs](#)

MthYear	6.3 A2H	6.4 H2C
August 2024	00:27:04	00:17:44
July 2024	00:30:28	00:17:39
June 2024	00:32:54	00:17:12
May 2024	00:32:18	00:17:02
April 2024	00:34:07	00:16:47
March 2024	00:31:39	00:16:42
February 2024	00:38:16	00:16:21
January 2024	00:42:50	00:16:18
December 2023	00:41:37	00:16:26
November 2023	00:39:12	00:17:06
October 2023	00:49:21	00:17:05
September 2023	00:37:49	00:17:38
August 2023	00:37:44	00:17:37
Total	00:36:28	00:17:03
Target	00:15:00	00:15:00



Summary

Average Arrival to Handover and Handover to Clear (secs) - Monthly

ICBName

All

Hub

All



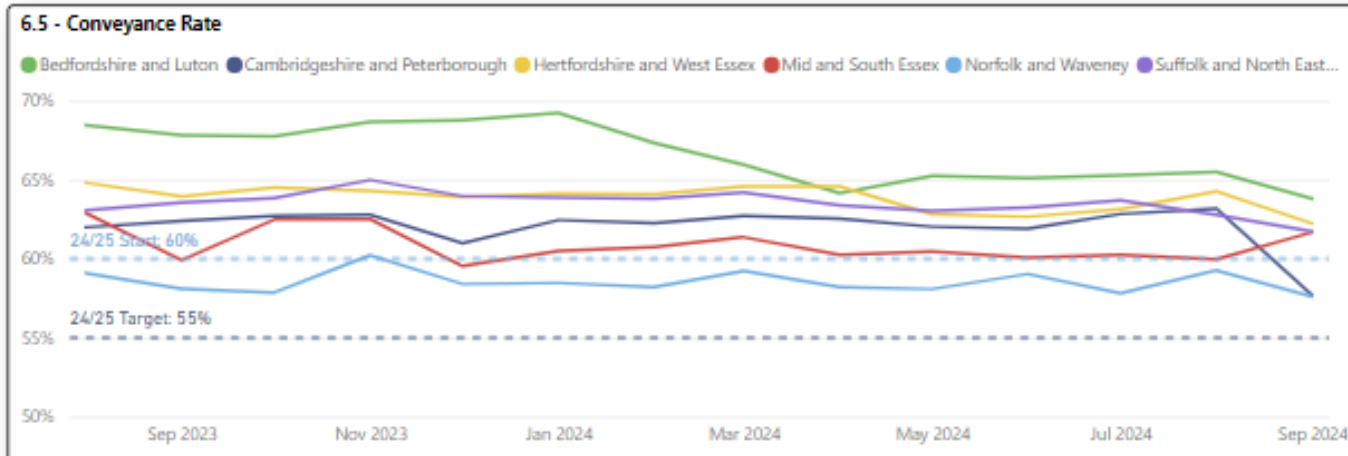
Conveyance Rate % of A56 - Summary - Trust

6.5 - Conveyance Rate

Percentage of Face to Face Incidents (A56) that were conveyed to hospital

[Detail Page](#)

[ICS Graphs](#)



Month	Conveyed %
August 2024	62.13%
July 2024	61.80%
June 2024	61.68%
May 2024	61.59%
April 2024	61.95%
March 2024	62.69%
February 2024	62.30%
January 2024	62.53%
December 2023	62.02%
November 2023	63.49%
October 2023	62.81%
September 2023	62.13%
August 2023	62.98%
Total	62.31%
Target	55.00%



OPIP_6.5, Summary - Conveyance Rate

Live data

Data updated on 04/09/24, 02:05



Filters

Summary

Defective / unavailable Vehicles - Monthly

ICB

All

Hub

All



Filters

Defective or Unavailable Vehicles - Summary - Trust

6.6 - Reduce PFSH lost to Defective or Unavailable Vehicles - Hrs

Sum of all hours lost to no vehicle available. Note that this data comes from the crew entered data on portal so may not be reliable.

[Detail Page](#)

[ICS Graphs](#)

6.6 - Reduce PFSH lost to Defective or Unavailable Vehicles - %

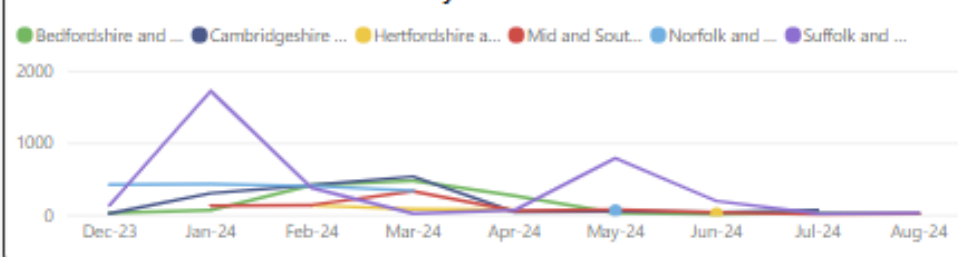
Sum of all hours lost to no vehicle available as a percentage of the total shifts affected. Note that this data comes from the crew entered data on portal so may not be reliable.

[Detail Page](#)

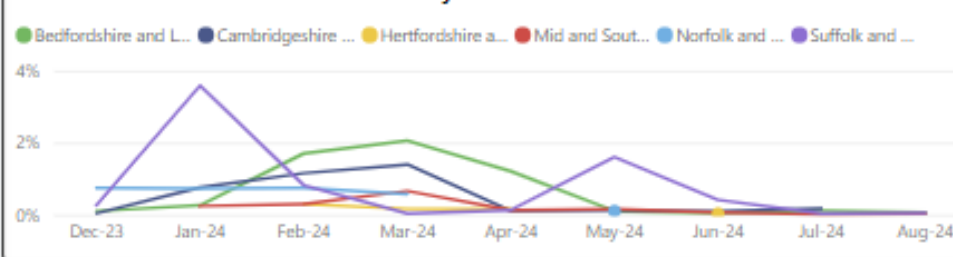
[ICS Graphs](#)

Month	Hours Lost	% Of Shifts Available
Aug-24	49	0.02%
Jul-24	112	0.04%
Jun-24	281	0.11%
May-24	979	0.36%
Apr-24	489	0.19%
Mar-24	1751	0.64%
Feb-24	1853	0.72%
Jan-24	2627	0.95%
Dec-23	587	0.22%

Hours lost to Vehicle Unavailable - Monthly - Hrs



Hours lost to Vehicle Unavailable - Monthly - % of Affected Shift



Data Quality Assurance

DQA OPIP Summary

Summary of current DQA in Aperture (formerly known as IntoZetta) **Daily Refresh**

response_Date

4/1/2023

5/10/2024

EOC

AI

Category

All



DQA_OPIP_Summary

Counts provided in this report relate to potential DQ Errors from Cleric Incident & Assignment data only. Additional Error Counts on Shift, OOS and other data points/systems are provided in additional DQA Reporting

Error & Incidents Counts

Total Incidents

Selected Range

1,540,320

Error Percentage

Selected Range

4.18%

Total Incidents w/Errors

Selected Range

64,458

Total Errors

Selected Range

73,556

Total Incidents

Current Month

8,985

Total Incidents w/Errors

Current Month

216

Total Incidents w/Errors

Current Week

216

Total Incidents w/Errors

Yesterday

0

Cleanse Type

Review/cleanse activity

Cleanse Type	Total Errors
Asset Owner/User	57540
DQ&S Process	491
Info Only	2036
Investigate	9677
Total	73556

Rule Type

Source of the DQ error

Rule Type	Total Errors
Data Error	3812
N/A	9126
Outliers	1037
Process Error	23868
System Error	1422
Total	73556

Summary Context

Aperture (formerly known as IntoZetta) is the Trusts DQ reporting tool, managed by the DQA Team to identify potential errors in Cleric data used for reporting.

This summary provides the scale of errors across Incident and Assignment data, split by EOC, timeframe, response category, origin of the error and whos is responsible for correction.

Not all counts will reflect actual errors as some require further investigation by System Owners, System Users or the Data Quality Assurance team.

Error Percentage

Cleric errors identified by DQA each month compared to the total incident and the percentage errors compared to the previous month.

Month Year	Total Incidents	Incidents w/Error	Error %	Error % Difference
April 2023	102,079	4,185	4.10%	4.10%
May 2023	109,681	4,840	4.41%	0.31%
June 2023	111,555	4,590	4.11%	-0.30%
July 2023	110,896	4,302	3.88%	-0.24%
August 2023	112,234	4,276	3.81%	-0.07%
September 2023	114,644	7,330	6.39%	2.58%
October 2023	120,449	5,040	4.18%	-2.21%
November 2023	116,932	4,557	3.90%	-0.29%
December 2023	129,233	4,868	3.77%	-0.13%
January 2024	125,575	5,015	3.99%	0.23%
February 2024	113,590	4,553	4.01%	0.01%
March 2024	119,709	4,666	3.90%	-0.11%
April 2024	113,783	4,526	3.98%	0.08%
May 2024	39,960	1,710	4.28%	0.30%
Total	1,540,320	64,458	4.18%	0.00%

Error Percentage By Month

Cleric errors identified by DQA each month compared to the total incident and the percentage errors compared to the previous month.



Error Summary by EOC

Counts by EOC responsible for the management of the incident.

EOC	Total Incidents	Incidents w/Error	Error %	Total Errors
Bedford EOC	475,037	24,068	5.07%	26712
Chelmsford EOC	538,981	20,275	3.76%	22800
Norwich EOC	490,937	19,764	4.03%	22248
OOA/Unknown	35,365	351	0.99%	1796
Total	1,540,320	64,458	4.18%	73556

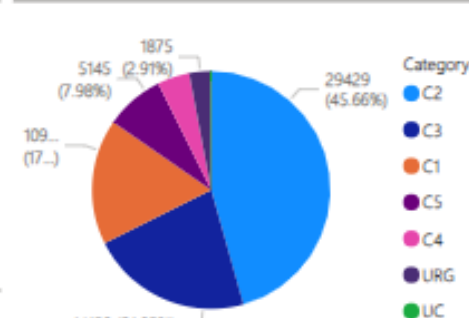
Error Summary by EOC

Counts by EOC responsible for the management of the incident.



Errors By Category

Count of Incidents w/Errors by the current Reporting Category



DQA reports available in Aperture (Formerly IntoZetta).
Access requested via HALO
Contact DQA: dataquality@eastamb.nhs.uk

Summary

Out of Service - Percentage of Vehicle Hours PVSH - Monthly - Trust

Managing ICS

Base Hub

All

All



Out of Service Percentage - Drug Restock - Summary - Trust

6.8 - Improve weekly Drug Restock out of service hours lost (as percentage of PFSH, DSA & RRV)

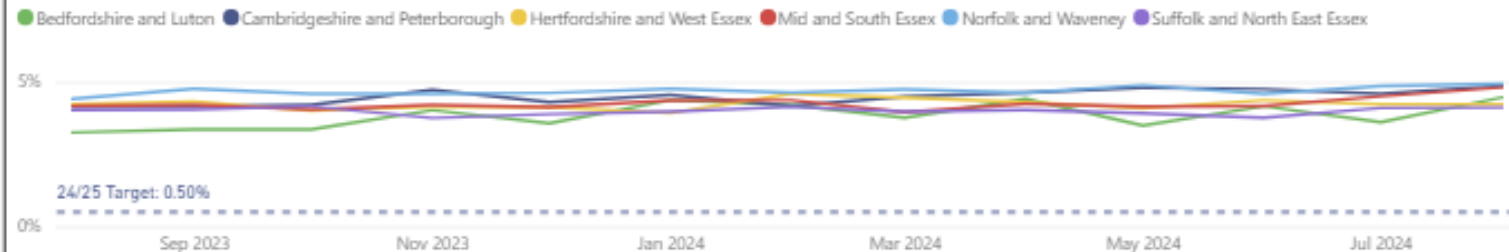
Total out of service time as a percentage of vehicle hours. Drug Restock out of service reasons, DSA & RRV vehicle types only.

[Detail Page](#)

[ICS Graphs](#)

Month Name	6.8 Drug Restock OOS Reason
August 2024	4.52%
July 2024	4.38%
June 2024	4.24%
May 2024	4.24%
April 2024	4.32%
March 2024	4.25%
February 2024	4.36%
January 2024	4.29%
December 2023	4.15%
November 2023	4.20%
October 2023	4.13%
September 2023	4.23%
August 2023	4.12%
Total	4.26%
Target	0.5%

6.8 OOS Drug Restock Reasons as % of Vehicle Hours



OPIP_6.8, Summary - Out of Service

[Live data](#)

Data updated on 04/09/24, 00:05



Filters