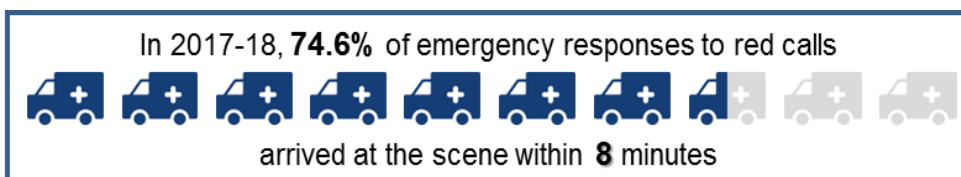




## Ambulance services in Wales, 2017-18

27 June 2018  
SFR 52/2018

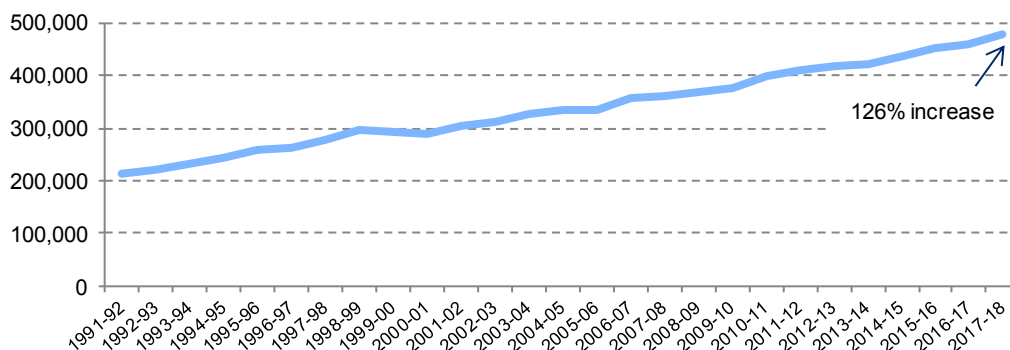
This report presents data and analysis on ambulance services in Wales for the financial year 2017-18. The report focusses on call volumes, call categories, mean and median response times and performance against the 'red' call response time target. This report also provides ambulance service statistical profiles for Local Health Boards and supplements monthly ambulance data published in the [NHS Activity and Performance](#) release.



### Key points in 2017-18

- 479,444 emergency ambulance calls were made during 2017-18, an increase of 4.4% on the previous year, and 126% more than in 1991-92.
- 22,878 were red calls (immediately life-threatening), 4.8% of the total, and an increase of 11.5% on the previous year.
- 74.6% of red calls received an emergency response within 8 minutes, down from 76.3% in 2016-17; performance ranged from 68.2% in Hywel Dda to 81.7% in Cardiff & Vale.
- The median response time for red calls was 4 minutes and 58 seconds, three seconds slower than in 2016-17. The median response time for amber calls was 19 minutes and 3 seconds, almost five and a half minutes slower than in 2016-17.

### Chart 1, total emergency calls, 1991-92 onwards



NOTE: Different call classifications over the years but combined to be as comparable a basis as possible:

- Emergency calls and GP urgent patient journeys from 1991-92 to 1998-99
- Category A, Category B and GP urgent journeys from 1999-2000 until November 2011
- Category A, Category C and Category C (HCP) from December 2011 until September 2015
- Red, amber and green calls from October 2015 to date

### About this release

Following an initial trial starting on 1 October 2015, a new clinical response model for the ambulance service in Wales was implemented in February 2017. Under the new model, only the most serious calls, categorised as red (immediately life-threatening), have a response time target. All other calls receive an appropriate response, either face-to-face or telephone assessment, based on clinical need.

The Emergency Ambulance Services Committee also publishes [Ambulance Quality Indicators](#) each quarter.

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## SUMMARY OF THE YEAR (2017-18)

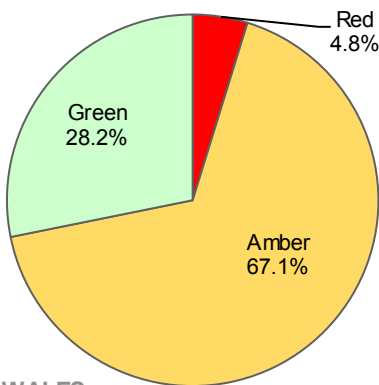
Under the new model, calls are classified as follows:

**Red:** Immediately life-threatening (someone is in imminent danger of death, such as a cardiac arrest). The Wales target is for 65% of emergency responses to arrive within 8 minutes.

**Amber:** Serious but not immediately life-threatening (patients who will need treatment to be delivered on the scene and may then need to be taken to hospital)

**Green:** Non urgent (can often be managed by other health services) and clinical telephone assessment.

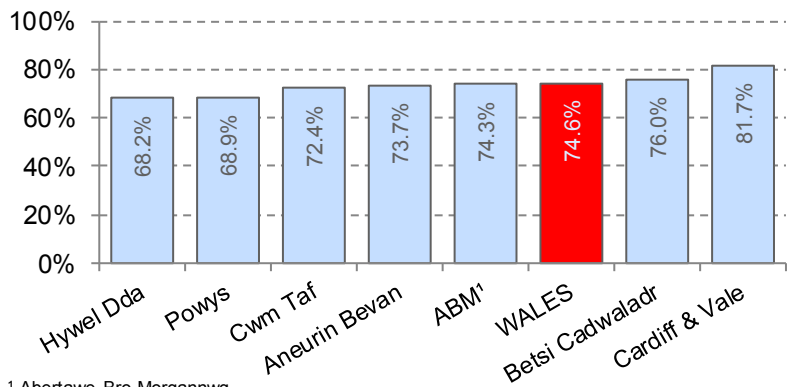
**Chart 2: Emergency calls, 2017-18**



**WALES**

479,444 emergency calls were received during the year; 22,878 (4.8%) were red, 11.5% up on the previous year. 321,497 (67.1%) were amber, up 10.7%, and 135,069 (28.2%) were green, down 9.0%.

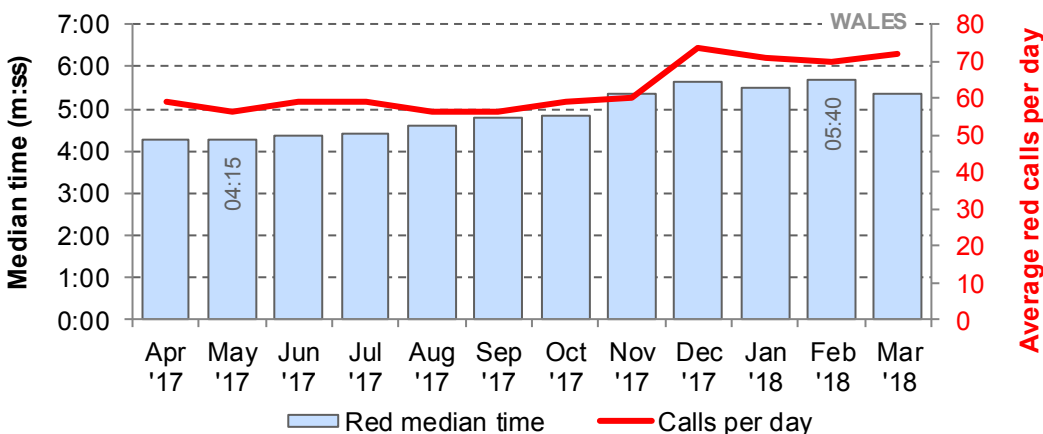
**Chart 3: % of red calls which received an emergency response at the scene within 8 minutes, 2017-18**



<sup>1</sup> Abertawe Bro Morgannwg

- Across Wales, 74.6 % of red calls received a response within 8 minutes, well above the 65% target.
- Performance in the LHB areas ranged from 68.2% in Hywel Dda to 81.7% in Cardiff & Vale.

**Chart 4: Median response times, and average red calls per day, Wales**



The median response time to red calls varied each month, ranging from 4 minutes and 15 seconds (May 2017) to 5 minutes and 40 seconds (February 2018). It was under 5 minutes every month from April to October 2017.

## CALLS

**Table 1: Calls by type, average calls per day and calls per 10,000 population**

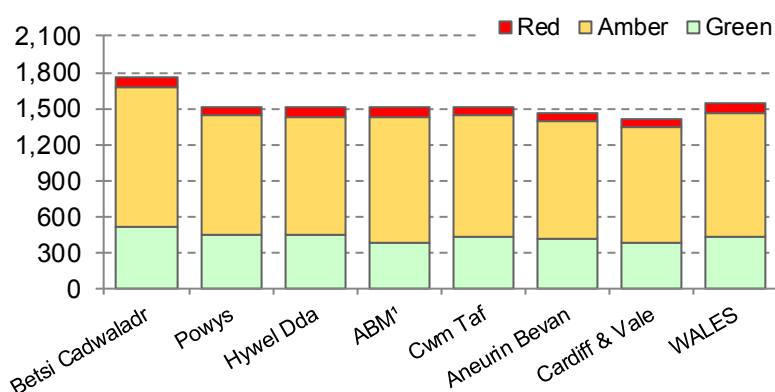
LHB	Number of calls				Average calls per day				Calls per 10,000 population <sup>1</sup>			
	Red	Amber	Green	TOTAL	Red	Amber	Green	Total	Red	Amber	Green	Total
Betsi Cadwaladr	4,949	80,587	36,311	121,847	14	221	99	334	71	1,158	522	1,751
Powys	797	13,042	6,014	19,853	2	36	16	54	60	987	455	1,502
Hywel Dda	2,758	37,963	16,977	57,698	8	104	47	158	72	989	442	1,504
ABM <sup>1</sup>	4,494	55,279	20,125	79,898	12	151	55	219	85	1,044	380	1,510
Cwm Taf	2,148	29,803	13,018	44,969	6	82	36	123	72	1,000	437	1,508
Aneurin Bevan	4,021	57,933	23,765	85,719	11	159	65	235	69	992	407	1,467
Cardiff & Vale	3,711	46,890	18,859	69,460	10	128	52	190	76	957	385	1,418
<b>WALES</b>	<b>22,878</b>	<b>321,497</b>	<b>135,069</b>	<b>479,444</b>	<b>63</b>	<b>881</b>	<b>370</b>	<b>1,314</b>	<b>73</b>	<b>1,033</b>	<b>434</b>	<b>1,540</b>

<sup>1</sup> Abertawe Bro Morgannwg

<sup>1</sup> 2016 mid year estimate of population (ONS)

- During 2017-18 there was an average of 1,314 calls per day, a 4.4% increase on 2016-17 (1,258).
- There were around 63 red calls each day, up from 56 (11.9%) in 2016-17.
- Daily amber calls increased from an average of 795 to 881 (10.8%), while green calls decreased from 406 to 370 (8.9%).

**Chart 5: Red, amber and green calls, per 10,000 population, 2017-18**



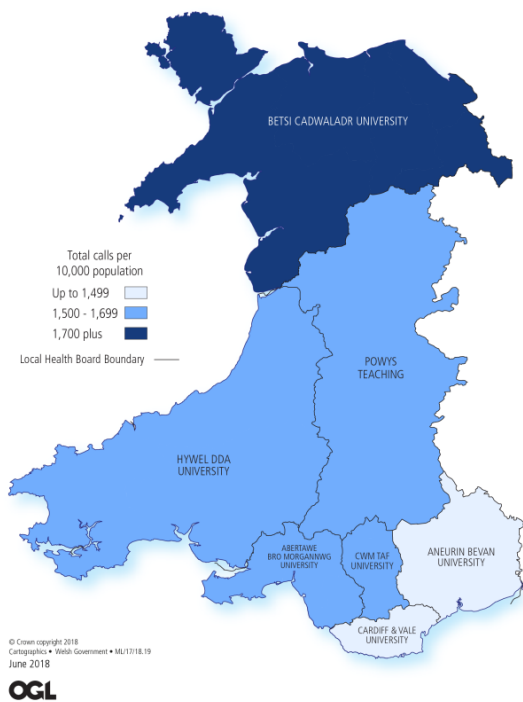
There was an average of 73 red calls per 10,000 population during 2017-18, up from 66 (11.3%) in 2016-17; this varied across the LHBs, from 60 per 10,000 population in Powys to 85 per 10,000 in Abertawe Bro Morgannwg.

- Average daily amber calls per 10,000 population increased, from 937 in 2016-17, to 1,033 in 2017-18 (10.2%); this varied across the LHBs, from 957 in Cardiff & Vale to, 1,158 in Betsi Cadwaladr.
- In contrast, green calls per 10,000 population decreased from an average of 479 a day in 2016-17 to 434 in 2017-18 (9.4%); this varied across the LHBs, from 380 in Abertawe Bro Morgannwg, to 522 in Betsi Cadwaladr.

Chart 5, and maps 1 to 4 overleaf, look at the calls made across the country, per 10,000 population.

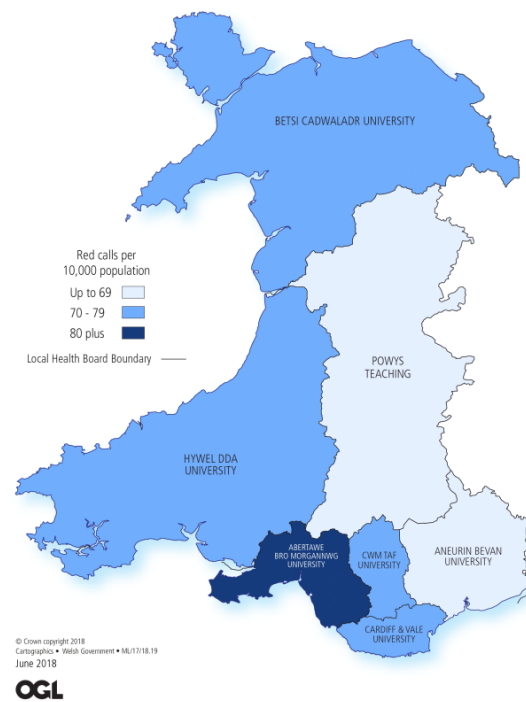
Note that this is the resident population of the LHB where the incident occurred. All areas include some calls to attend accidents or illnesses from non-Welsh residents.

**Map 1: Total calls per 10,000 population**



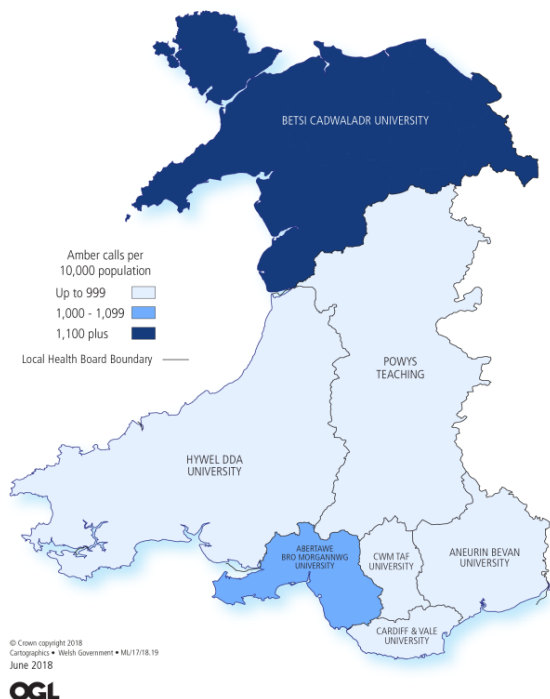
Almost 1,550 emergency calls were received during the year for every 10,000 residents in Wales; this varied from 1,418 in Cardiff & Vale to 1,751 in Betsi Cadwaladr.

**Map 2: Red calls per 10,000 population**



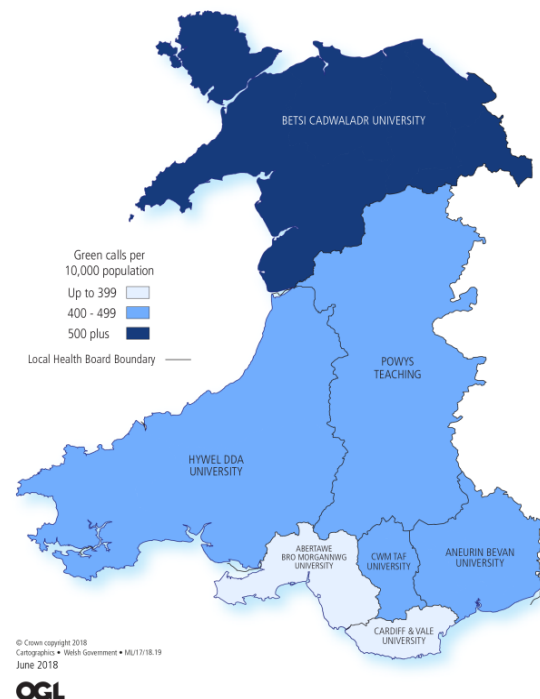
73 red calls were received for every 10,000 residents in Wales, ranging from 60 in Powys to 85 in Abertawe Bro Morgannwg.

**Map 3: Amber calls per 10,000 population**



1,033 amber calls were received for every 10,000 residents in Wales, ranging from 957 in Cardiff & Vale to 1,158 in Betsi Cadwaladr.

**Map 4: Green calls per 10,000 population**



434 green calls were received for every 10,000 residents in Wales, ranging from 380 in Abertawe Bro Morgannwg to 522 in Betsi Cadwaladr.

**NOTE: because of the number of calls, the maps have different scales – see legends**

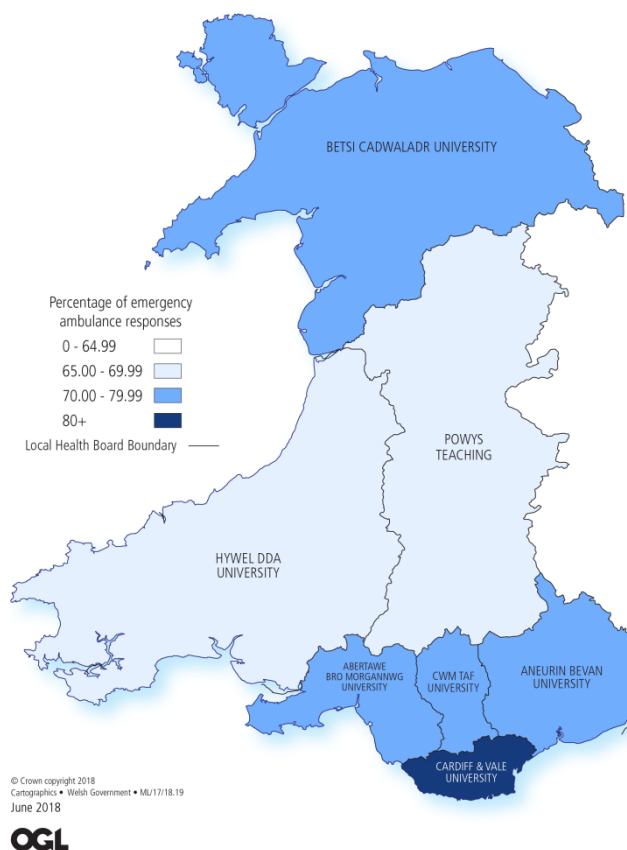
## RED CALLS, EMERGENCY RESPONSES AND MEDIAN RESPONSE TIMES

**Table 2: Red calls and emergency responses, 2017-18**

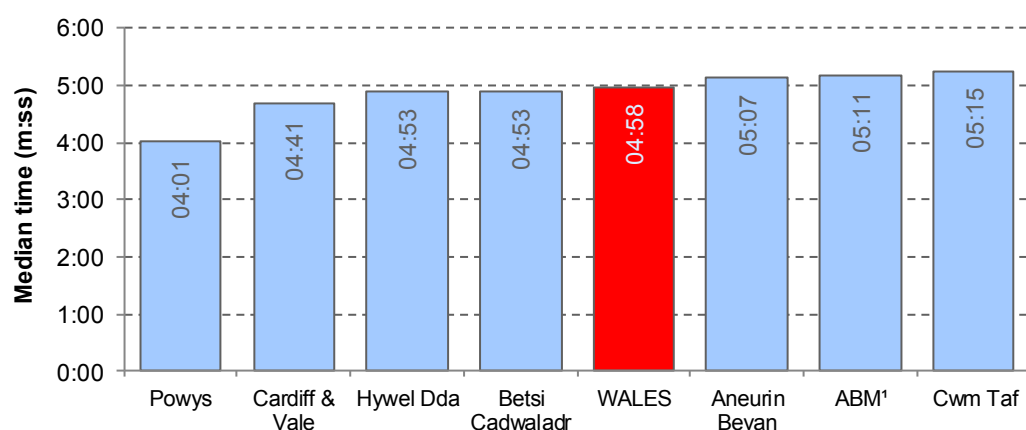
LHB	Red	ER at scene	ER at scene within 8 minutes	% within 8 mins
Betsi Cadwaladr	4,949	4,886	3,711	76.0%
Powys	797	787	542	68.9%
Hywel Dda	2,758	2,734	1,865	68.2%
ABM <sup>1</sup>	4,494	4,446	3,302	74.3%
Cwm Taf	2,148	2,129	1,542	72.4%
Aneurin Bevan	4,021	3,986	2,936	73.7%
Cardiff & Vale	3,711	3,671	3,001	81.7%
<b>WALES</b>	<b>22,878</b>	<b>22,639</b>	<b>16,899</b>	<b>74.6%</b>

Betsi Cadwaladr received the most red calls with just under 5,000 calls throughout the year (22% of the Wales total), while Powys received just under 800 calls (3.5% of the Wales total).

**Map 5: Emergency responses to red calls arriving within 8 minutes, 2017-18**



**Chart 6: Median response times – red calls, 2017-18**



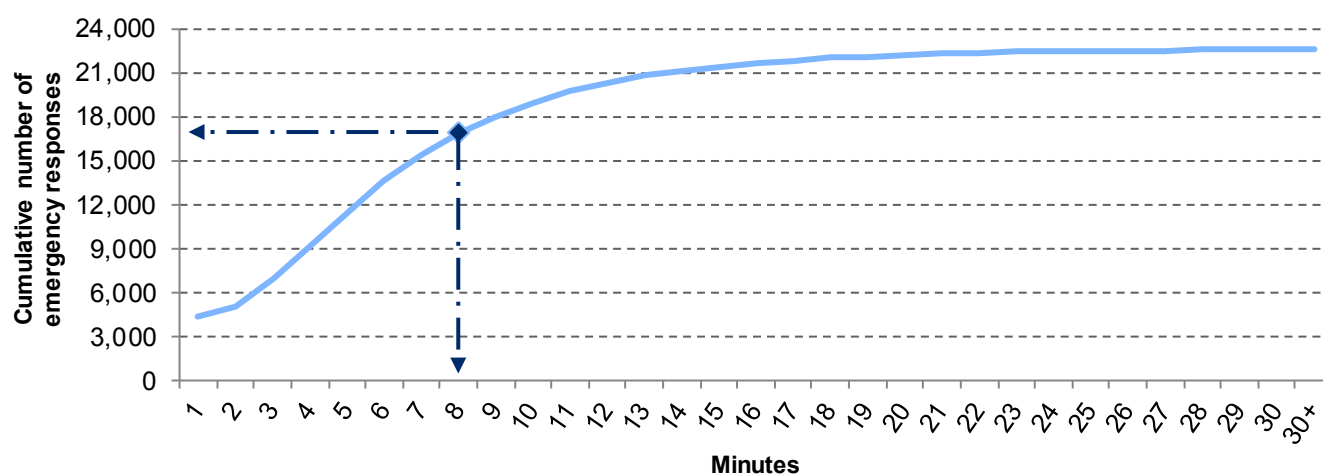
<sup>1</sup> Abertawe Bro Morgannwg

Across Wales, the median response time for red calls during the year was 4 minutes and 58 seconds, ranging from 4 minutes and 1 second in Powys, to 5 minutes and 15 seconds in Cwm Taf. This is similar to performance in 2016-17 when the median time across Wales was 4 minutes and 55 seconds, ranging from 4 minutes and 21 seconds in Powys, to 5 minutes and 13 seconds in Abertawe Bro Morgannwg.

**Table 3: Emergency responses to red calls, by time band, 2017-18**

Area	Number of responses at scene	Percentage of responses at the scene within											
		4 mins	5 mins	6 mins	7 mins	8 mins	9 mins	10 mins	11 mins	12 mins	15 mins	20 mins	30 mins
Betsi Cadwaladr	4,886	41.3	51.4	61.1	69.7	76.0	80.2	83.4	86.6	89.0	93.8	97.5	99.6
Powys	787	49.7	56.5	61.5	65.9	68.9	72.7	75.0	77.4	79.3	86.8	94.2	98.0
Hywel Dda	2,734	42.9	51.1	57.8	63.5	68.2	72.2	76.0	79.6	82.0	89.7	95.6	99.4
ABM <sup>1</sup>	4,446	38.3	48.4	57.9	66.6	74.3	79.9	84.5	88.2	91.3	96.0	98.9	99.8
Cwm Taf	2,129	37.3	47.8	57.7	66.1	72.4	78.5	82.9	87.3	90.7	95.3	98.7	99.9
Aneurin Bevan	3,986	38.4	48.9	59.0	66.9	73.7	79.0	83.8	87.5	90.5	95.2	98.4	99.7
Cardiff & Vale	3,671	41.8	53.4	64.6	74.1	81.7	86.6	90.7	93.2	94.9	97.8	99.4	99.9
<b>WALES</b>	<b>22,639</b>	<b>40.4</b>	<b>50.5</b>	<b>60.0</b>	<b>68.1</b>	<b>74.6</b>	<b>79.6</b>	<b>83.6</b>	<b>87.0</b>	<b>89.7</b>	<b>94.5</b>	<b>98.0</b>	<b>99.7</b>

**Chart 7: Cumulative number of emergency responses to red calls arriving at the scene, 2017-18**



- 16,899 red calls (74.6%) received an emergency response within 8 minutes.
- Of the 22,639 red calls where an emergency response arrived at the scene, just over half arrived within 5 minutes, almost 84% within 10 minutes and 99.7% within 30 minutes.
- Across the LHBs, more than 70% of emergency responses arrived within 8 minutes in all areas except Hywel Dda (68.2%) and Powys (68.9%).

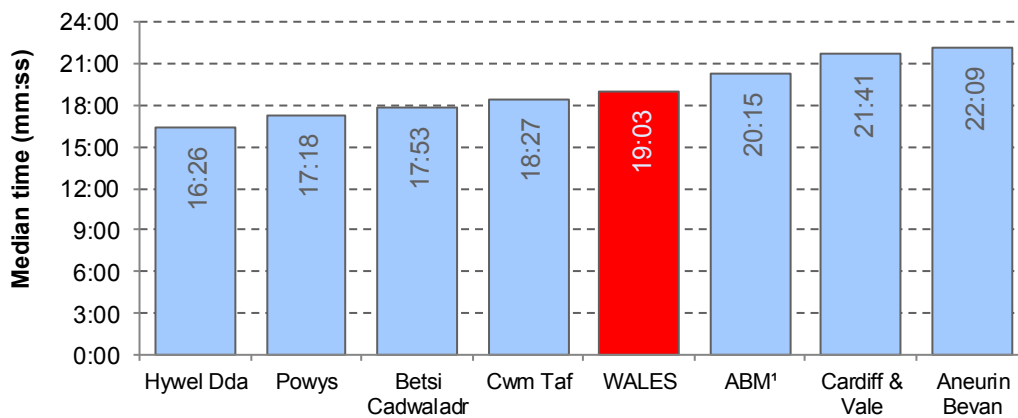
## AMBER CALLS, EMERGENCY RESPONSES AND MEDIAN RESPONSE TIMES

**Table 4: Emergency responses to amber calls, by time band, 2017-18**

Area	Number of responses at scene	Percentage of responses at the scene within						
		5 mins	10 mins	15 mins	20 mins	25 mins	30 mins	30+ mins
Betsi Cadwaladr	70,308	9.5	28.1	43.0	54.4	62.8	69.0	31.0
Powys	12,004	14.7	31.0	44.7	56.1	65.2	71.9	28.1
Hywel Dda	34,278	11.3	30.6	46.1	58.6	67.7	74.3	25.7
ABM <sup>1</sup>	44,039	7.0	24.1	39.3	49.6	56.6	61.9	38.1
Cwm Taf	25,919	8.5	26.8	41.5	53.3	62.0	68.4	31.6
Aneurin Bevan	48,693	8.0	24.1	37.1	46.5	54.0	59.7	40.3
Cardiff & Vale	36,660	7.6	24.7	38.5	47.6	54.2	59.3	40.7
<b>WALES</b>	<b>271,901</b>	<b>8.9</b>	<b>26.6</b>	<b>41.1</b>	<b>51.8</b>	<b>59.7</b>	<b>65.6</b>	<b>34.4</b>

Of the 271,901 amber calls where an emergency response arrived at the scene, around 41% arrived within 15 minutes, and around 65% in half an hour.

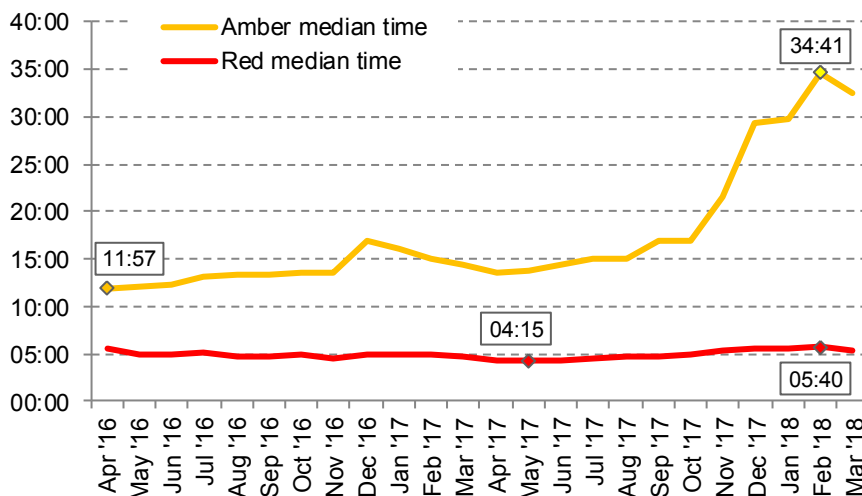
**Chart 8: Median response time – amber calls, 2017-18**



<sup>1</sup> Abertawe Bro Morgannwg

The median response time for amber calls during the year was 19 minutes and 3 seconds, up from 13 minutes and 40 seconds in the previous year. Across LHBs response time varied from 16 minutes and 26 seconds in Hywel Dda to 22 minutes and 09 seconds in Aneurin Bevan.

**Chart 9: Median response times, red and amber, by month from April 2016**

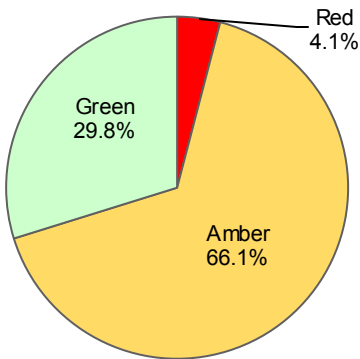


While the median response time for red calls has only varied from 4 minutes and 15 seconds to 5 minutes and 40 seconds, the median response time for amber calls has varied much more, ranging from 11 minutes and 57 seconds in April 2016 to 34 minutes and 41 seconds in December 2016.



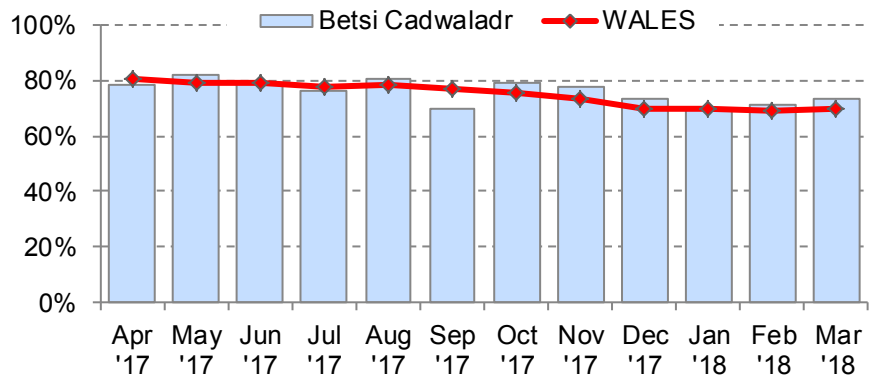
# LOCAL HEALTH BOARD PROFILE 2017-18: BETSI CADWALADR

**Chart 10a: Red, amber and green calls**

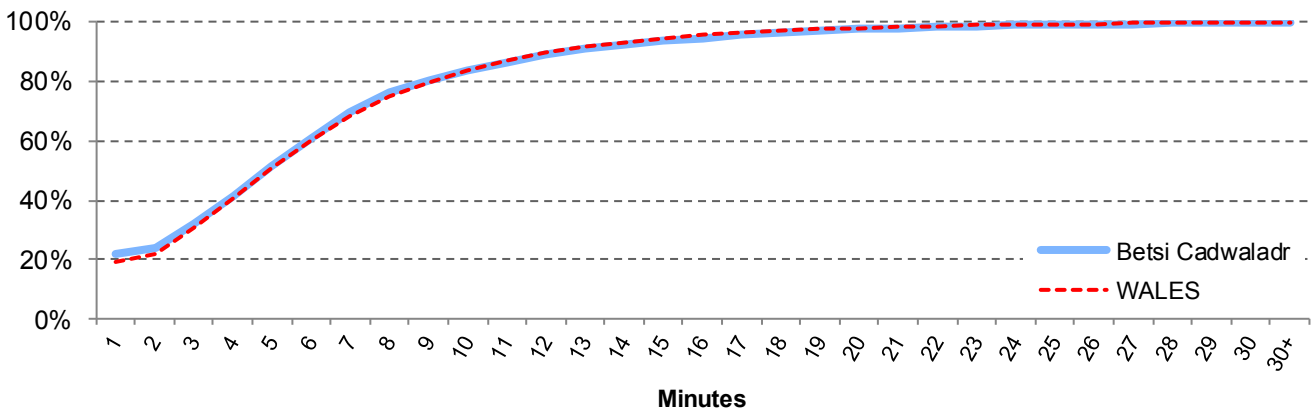


Betsi Cadwaladr

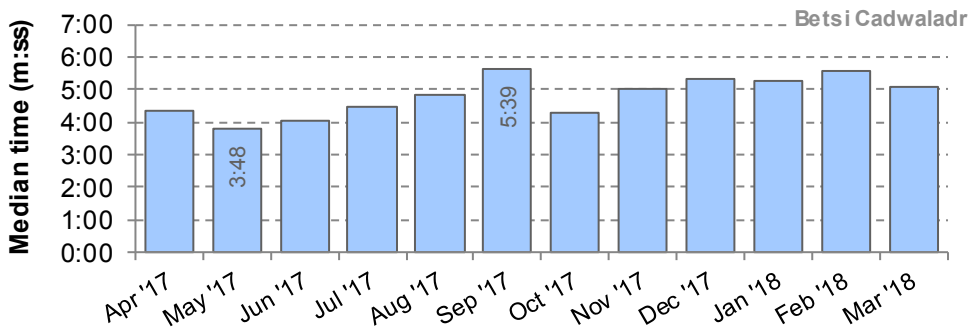
**Chart 11a: Percentage of emergency responses at the scene within 8 minutes**



**Chart 12a: Percentage of emergency responses to red calls arriving at the scene, by minute**

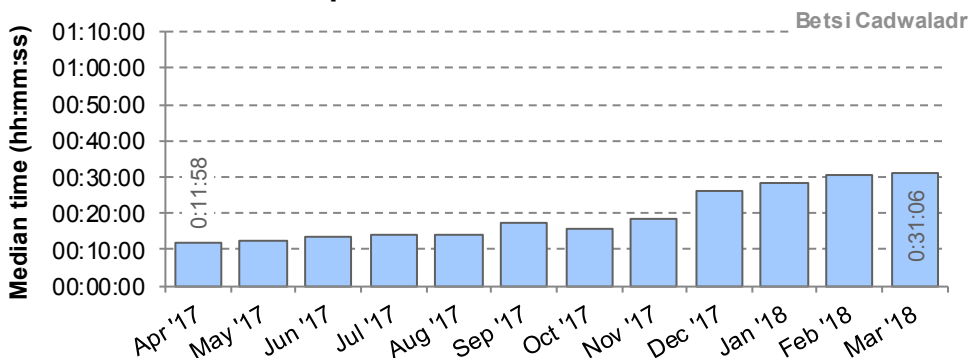


**Chart 13a: Median response time – red calls**



Betsi Cadwaladr  
2017-18

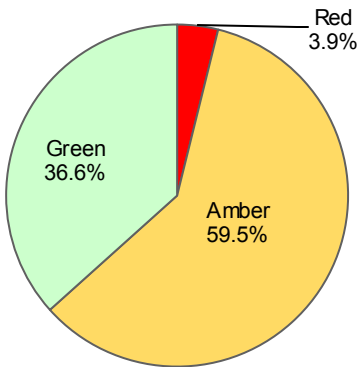
**Chart 14a: Median response time – amber calls**



Betsi Cadwaladr  
2017-18

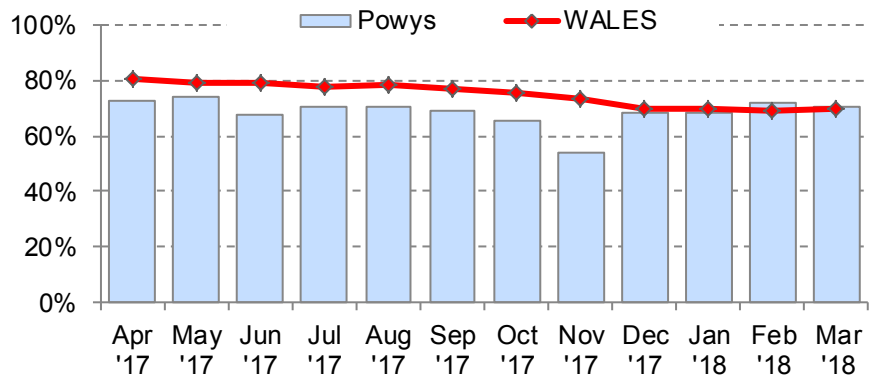
# LOCAL HEALTH BOARD PROFILE 2017-18: POWYS

**Chart 10b: Red, amber and green calls**

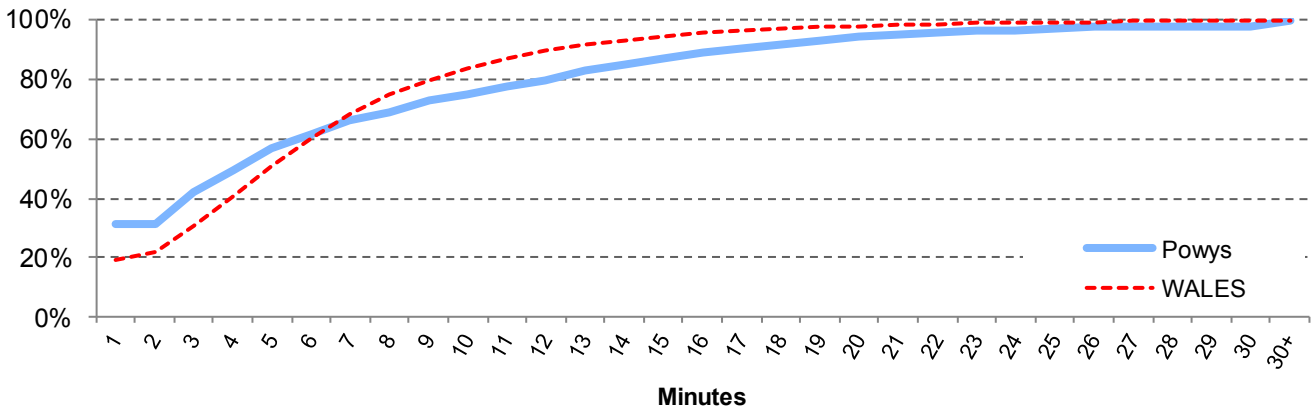


Powys

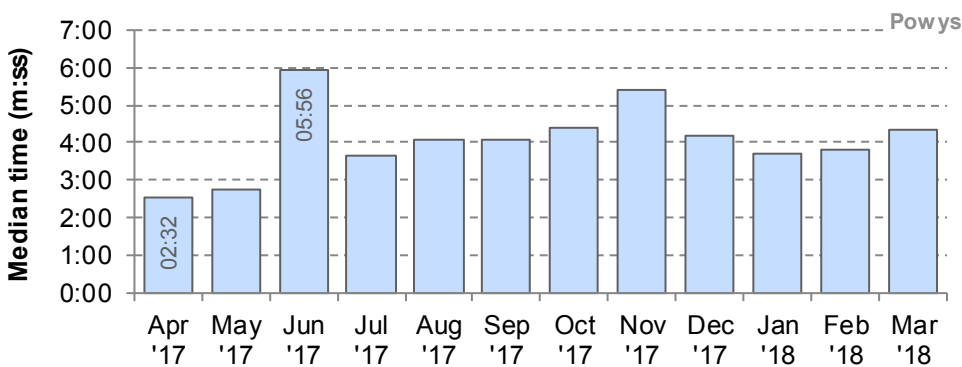
**Chart 11b: Percentage of emergency responses at the scene within 8 minutes**



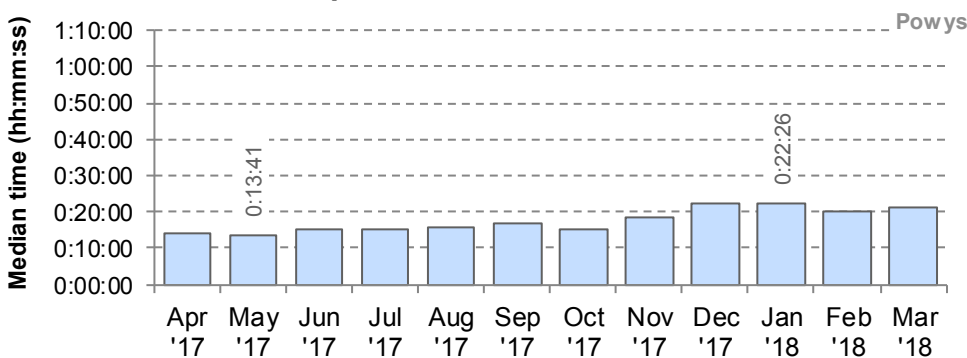
**Chart 12b: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13b: Median response time – red calls**

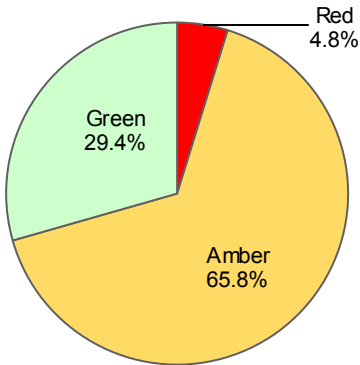


**Chart 14b: Median response time – amber calls**



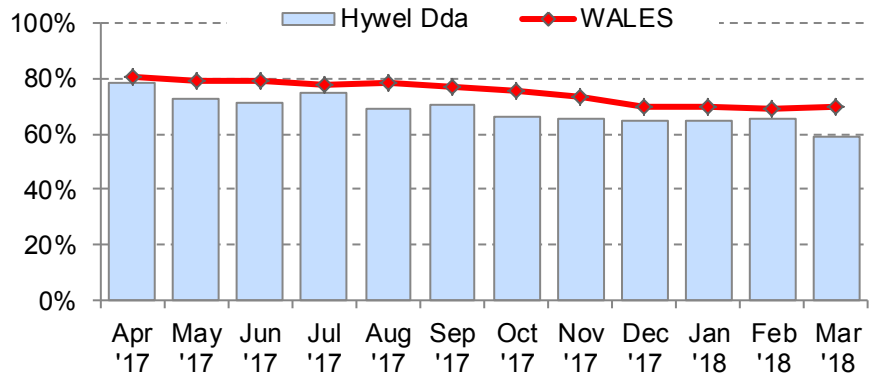
# LOCAL HEALTH BOARD PROFILE 2017-18: HYWEL DDA

**Chart 10c: Red, amber and green calls**

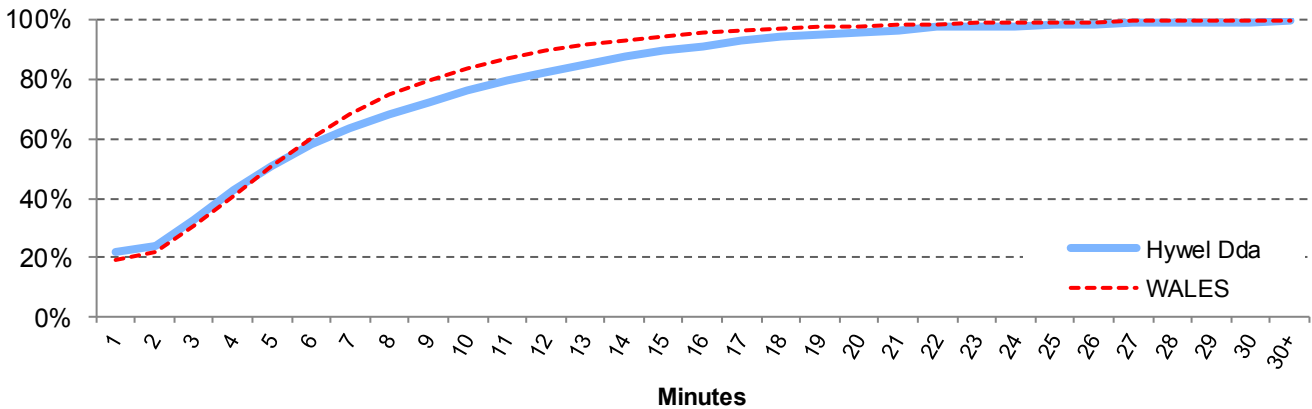


Hywel Dda

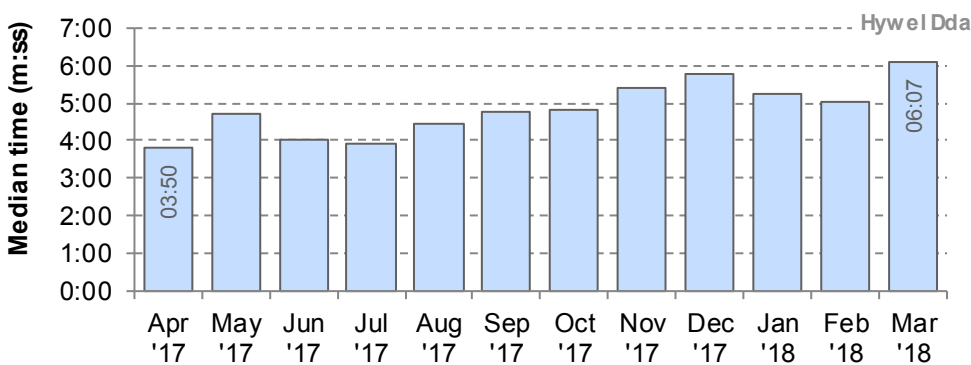
**Chart 11c: Percentage of emergency responses at the scene within 8 minutes**



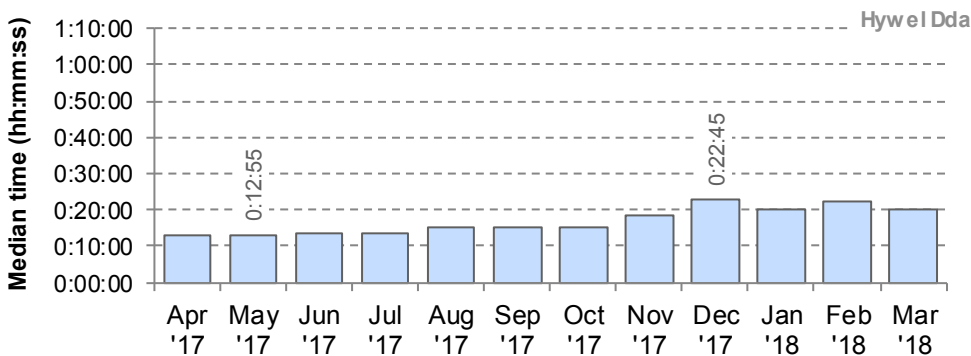
**Chart 12c: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13c: Median response time – red calls**

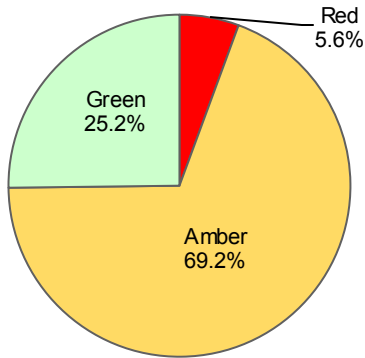


**Chart 14c: Median response time – amber calls**



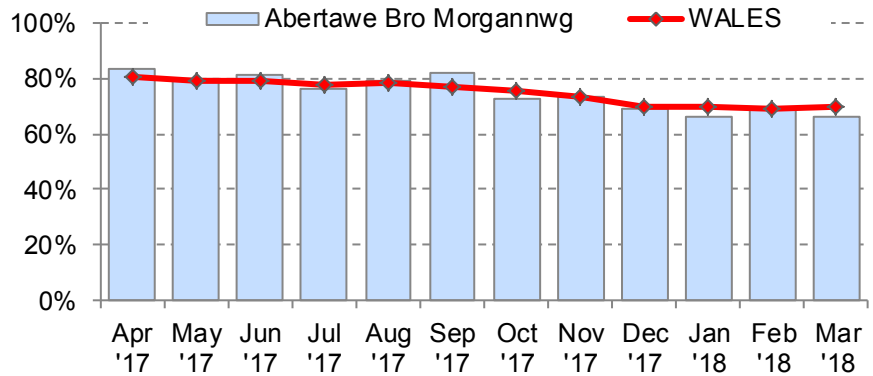
# LOCAL HEALTH BOARD PROFILE 2017-18: ABERTAWE BRO MORGANNWG

**Chart 10d: Red, amber and green calls**

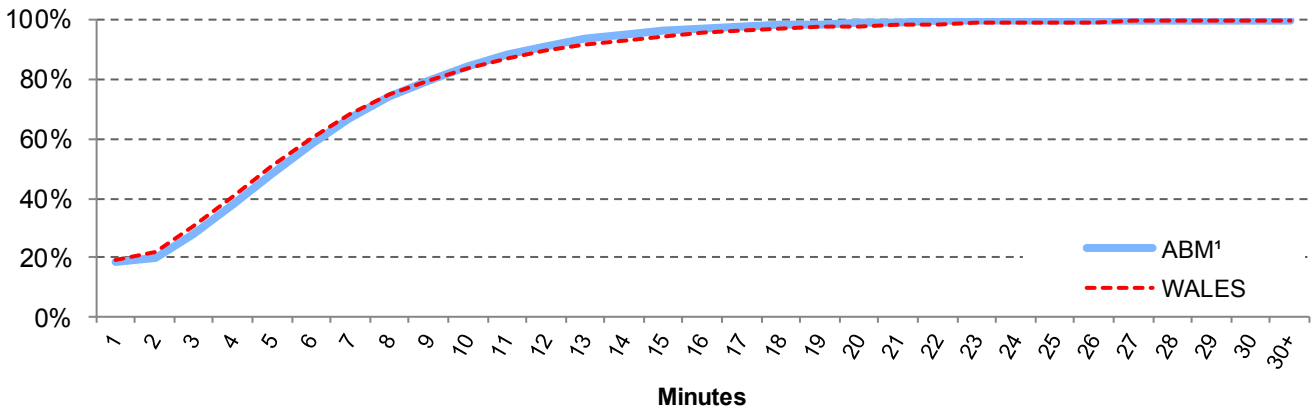


Abertawe Bro Morgannwg

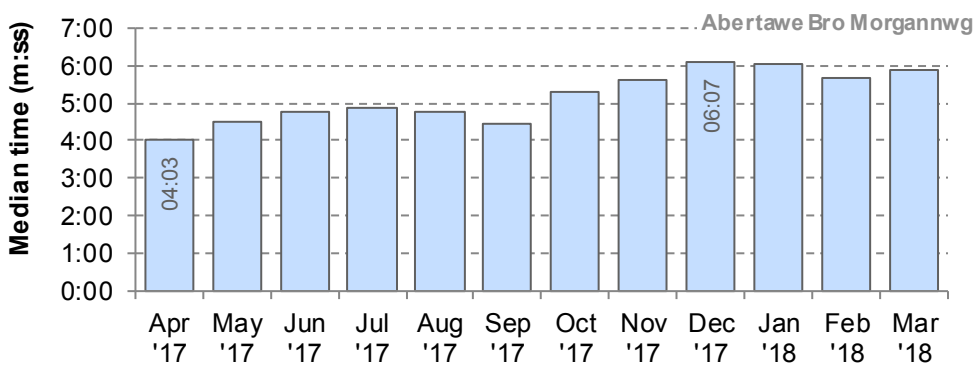
**Chart 11d: Percentage of emergency responses at the scene within 8 minutes**



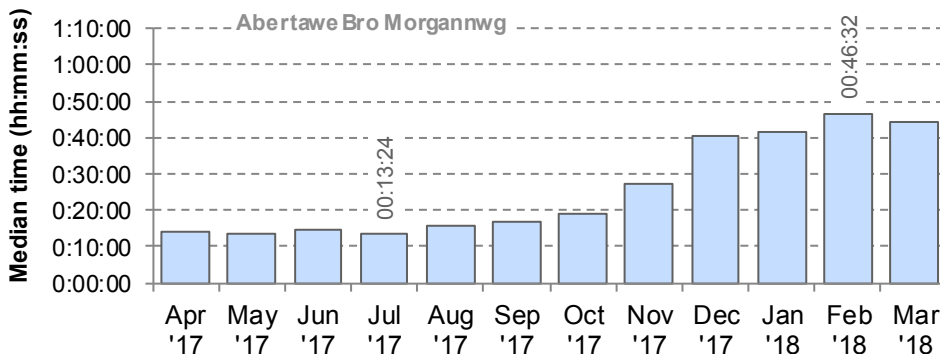
**Chart 12d: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13d: Median response time – red calls**

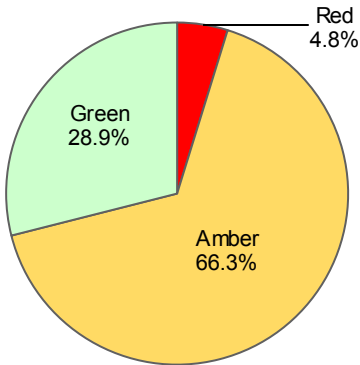


**Chart 14d: Median response time – amber calls**



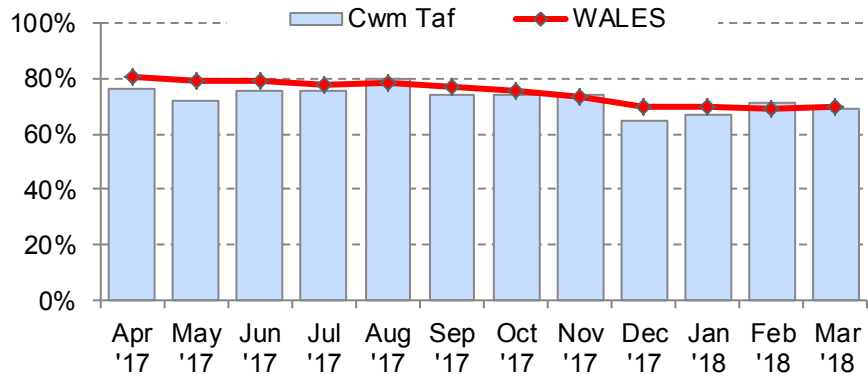
# LOCAL HEALTH BOARD PROFILE 2017-18: CWM TAF

**Chart 10e: Red, amber and green calls**

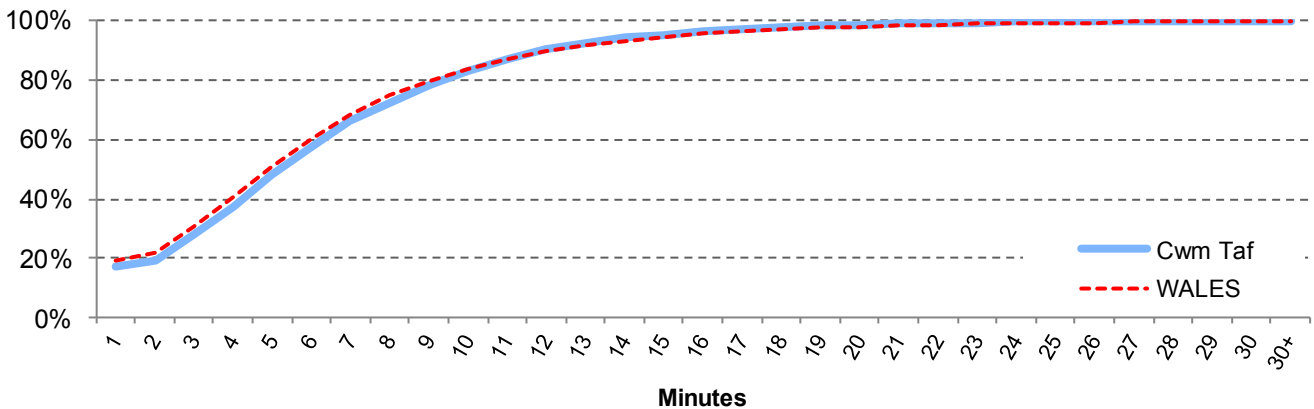


Cwm Taf

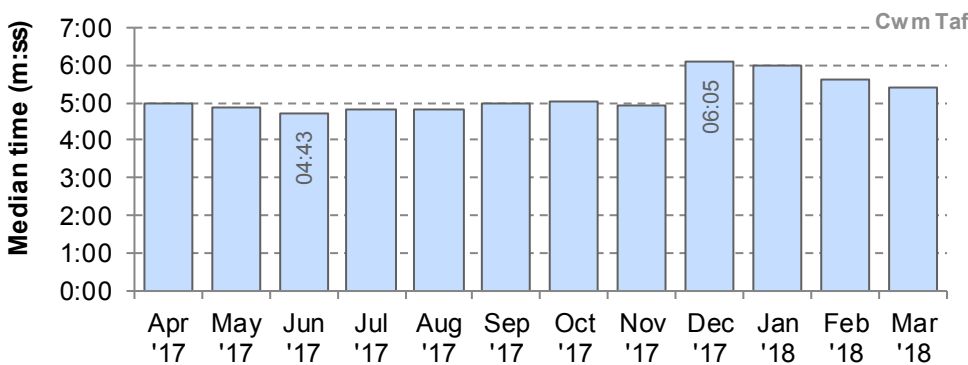
**Chart 11e: Percentage of emergency responses at the scene within 8 minutes**



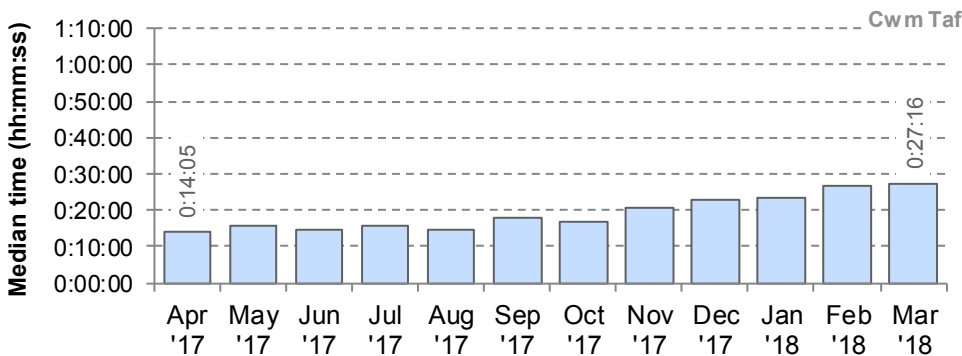
**Chart 12e: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13e: Median response time – red calls**

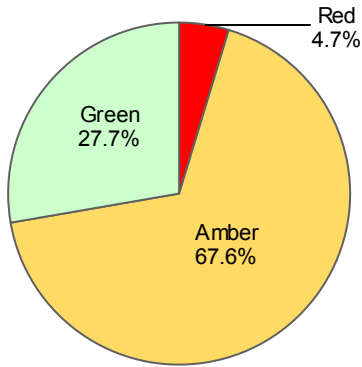


**Chart 14e: Median response time – amber calls**



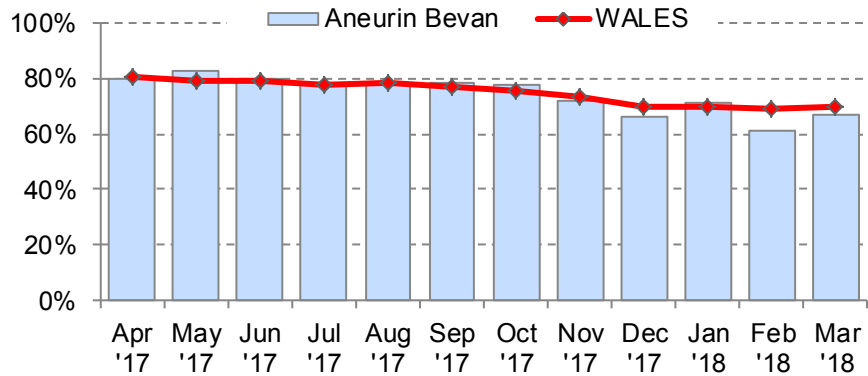
# LOCAL HEALTH BOARD PROFILE 2017-18: ANEURIN BEVAN

**Chart 10f: Red, amber and green calls**

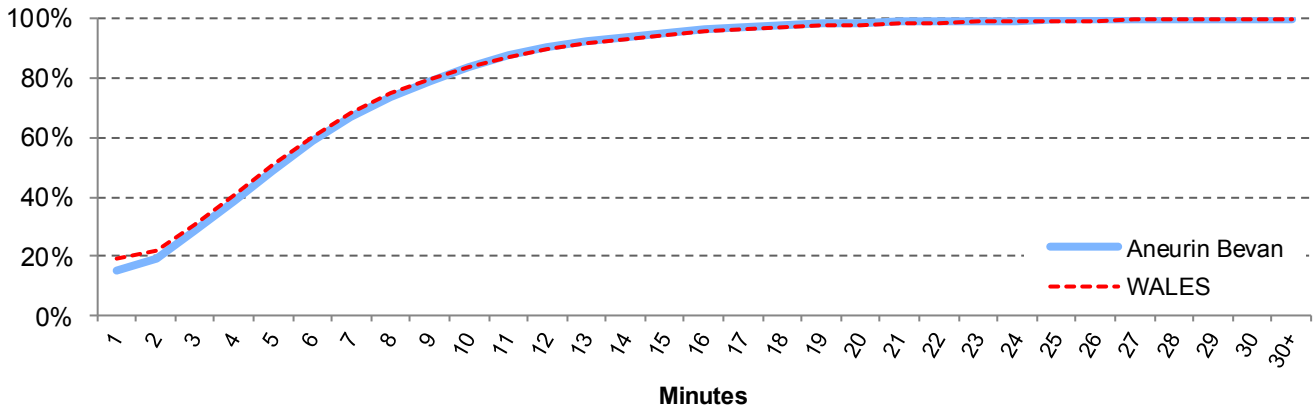


Aneurin Bevan

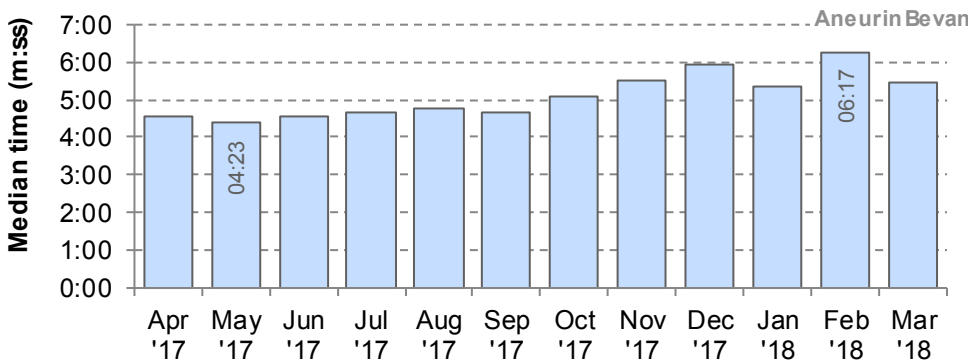
**Chart 11f: Percentage of emergency responses at the scene within 8 minutes**



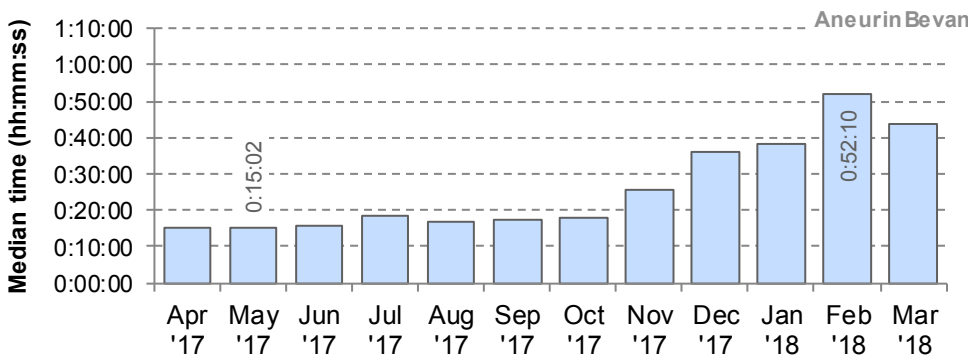
**Chart 12f: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13f: Median response time – red calls**

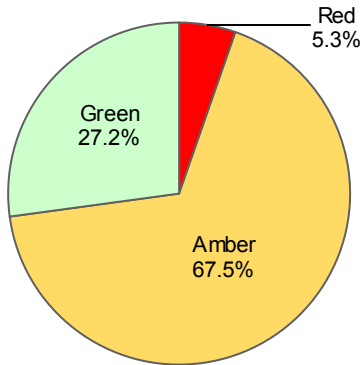


**Chart 14f: Median response time – amber calls**



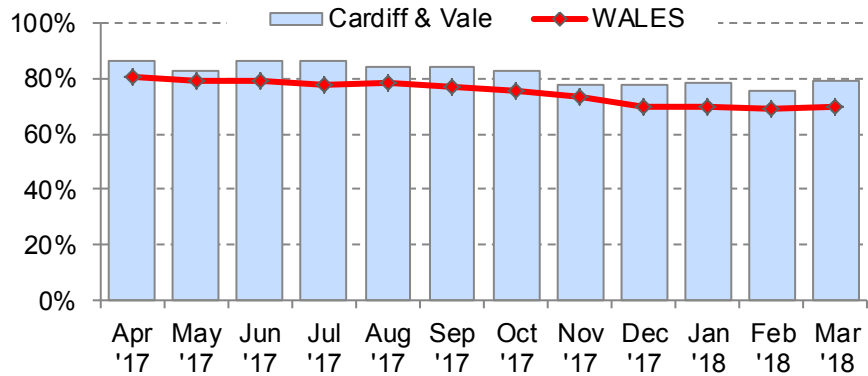
# LOCAL HEALTH BOARD PROFILE 2017-18: CARDIFF & VALE

**Chart 10g: Red, amber and green calls**

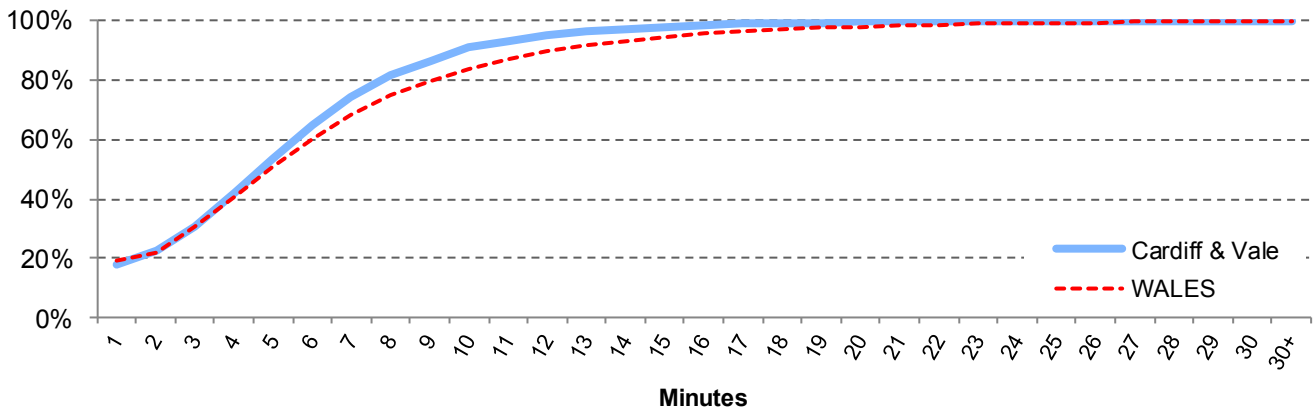


Cardiff & Vale

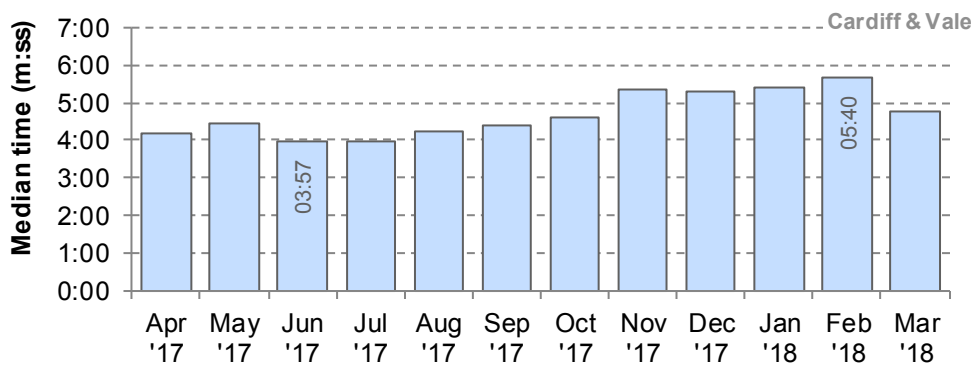
**Chart 11g: Percentage of emergency responses at the scene within 8 minutes**



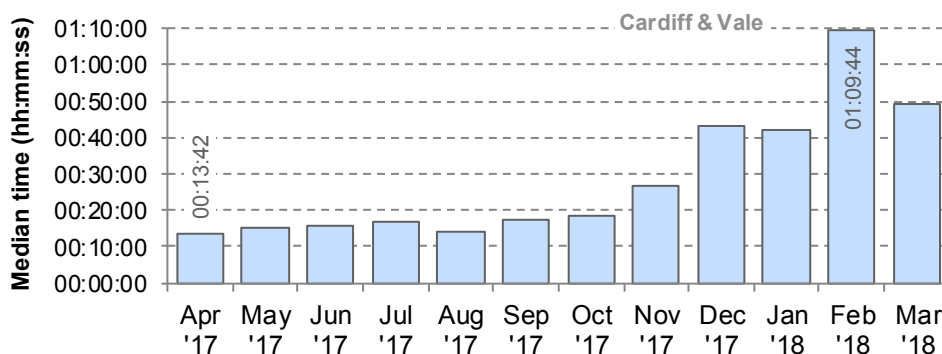
**Chart 12g: Percentage of emergency responses to red calls arriving at the scene, by minute**



**Chart 13g: Median response time – red calls**



**Chart 14g: Median response time – amber calls**



## Changes to the Ambulance Service from 1 October 2015

As announced in [a statement by the Deputy Minister for Health](#), a new clinical response model was implemented in Wales from 1 October 2015. The trial, initially scheduled for 12 months, was extended for a further 6 months, but, following receipt of the independent evaluation report commissioned by the Emergency Ambulance Services Committee (EASC), the clinical response model was implemented (February 2017).

This official statistics release covers call volumes for red, amber and green categories, response times against the red target, and median response times for both red and amber calls. Data is shown for Wales and at Local Health Board level. There is no time target for amber or green calls. Supporting information for amber responses is available on StatsWales, provides consistency (as far as possible) with the suite of information that was available under the previous model.

From 27 January 2016, more detailed, contextual information on red, amber and green calls is being published quarterly by the Emergency Ambulance Services Committee (EASC). EASC has developed a Quality and Delivery Framework for Emergency Ambulance Services and a five-step ambulance patient care pathway. It includes a range of Ambulance Quality Indicators (AQIs), targets and measures for each of the five steps – how it helps people to choose the right service for their needs; how their call is dealt with; how a response is provided; how treatment is delivered; and – if appropriate – how people are taken to hospital. Monthly data from April 2016 is now available on StatsWales.

### Call categories and comparability with previous data

The new model has three new categories of calls – Red, Amber and Green.

**Red:** Immediately life-threatening (someone is in imminent danger of death, such as a cardiac arrest). There is an all-Wales target for 65% of these calls to have a response within 8 minutes.

**Amber:** Serious, but not immediately life-threatening (patients who will often need treatment to be delivered on the scene, and may then need to be taken to hospital). There will be no time-based target for amber calls; instead a range of clinical outcome indicators will be introduced to measure the quality, safety and timeliness of care being delivered alongside patient experience information, which will be published every quarter.

**Green:** Non urgent (can often be managed by other health services and clinical telephone assessment). There is no official time based target for these calls.

Running calls (operational crews who arrive at the scene of an unrecorded incident without prior receipt of an emergency call) are counted as red calls, as are calls answered by either a Health Care Professional on Scene with a Defibrillator (MEDIC), or a Public Access Defibrillator (PAD).

Health Care Professionals<sup>1</sup> (HCP) Urgent & Planned Calls are identified as green; where an HCP call poses an immediate threat to life, these calls will be prioritised according to the final Medical Priority Dispatch System priority.

<sup>1</sup> Doctor, General Practitioner, Emergency Care Practitioner, Nurse, District Nurse, Midwife, Paramedic, Dentist, Approved Social Worker.



As a result of these changes, nearly all of the data from the trial is not comparable with data prior to October 2015. Some of the differences include:

- call categories A & C have been removed and replaced by colour coding
- call handlers are allowed up to an additional two minutes to accurately identify both the severity and nature of a patient's condition (for those calls that are not immediately life threatening), and the clinical resource they require before dispatching an ambulance
- a small proportion of calls that were classed as red 2 calls have been moved to the red category and a proportion of calls have been re-categorised from red 1. This means that comparisons cannot be made between performance against the old red1/2 categories and the current red category
- the changes will result in a reduction in the number of calls received with a time target
- an 8 minute response time target is only applied to red calls and therefore comparisons of the 8 minute target performance cannot be made before and after 1 October 2015 – but see also the following section on 'Changes during the trial'

The total number of calls received prior to 1 October 2015 can still be compared with total calls under the current model. This is done by adding in the GP urgent calls - which were classed as urgent not emergency - prior to December 2011.

Therefore only overall call volumes can be compared over time, whilst all other measures during the trial period can only be compared within the trial model.

### **Changes during the trial**

Following the first month of the trial, the Chief Ambulance Services Commissioner approved revised technical guidance with WAST. This guidance ensures that incidents, (where following a 999 call the patient deteriorates), are more accurately captured (and the call is upgraded to a red category). This reflects the requirement for WAST to urgently dispatch the most appropriate response to patients with the greatest clinical need.

These changes were implemented from 11 November 2015. Calls which were originally coded as amber or green, and the patient subsequently deteriorated, are re-coded through Professional Question & Answering or by the use of a manual dispatch code/override to red. For these calls, the clock start is registered as the time the call is re-coded to red. This change is consistent with the clinical response model and reflects the immediacy of response required for the patient.

Calls which were originally coded as red and during the initial call taking process the patient's condition improves are then re-coded through Professional Question & Answering or by the use of a manual dispatch code/override to amber or green depending on condition. For these calls, the clock start is re-registered as the time the call is re-coded to amber or green.

The overall impact of this meant that – from 11 to 30 November 2015 - an additional 37 calls arrived at the scene within the 8 minute target time, increasing the percentage arriving within the target time by 2.2 percentage points.

This means that performance data for December 2015 onwards cannot be compared with October and November 2015.

## **Comparability with other countries**

England, Scotland, Wales and Northern Ireland publish statistics relating to ambulance performance. There are distinct differences in the way times are measured and how calls are categorised, meaning that direct comparisons are not possible.

Users should bear the differences in mind if making comparisons.

### **England**

[NHS England website: Ambulance Quality Indicators](#)

### **Scotland**

[Scottish Ambulance Service website: Annual Report](#)

### **Northern Ireland**

[Department of Health website: Emergency care and ambulance statistics](#)

### **Quality report**

We publish a detailed [quality report](#) on ambulance services statistics. The quality report includes information on definitions and coverage, and details of our users.

## National Statistics status

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

## Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

## Further details

This release is available at: <http://gov.wales/statistics-and-research/ambulance-services/?lang=en>

## Next update

The next annual release is planned for summer 2019.

In addition, from April 2017 we started to publish all of our monthly [NHS activity statistics](#) on a single day each month. All of the existing data - including ambulance data – is updated monthly through StatsWales, and an overarching commentary is published. To allow you to explore the data better and to see it in one place, an [online tool](#) is also available. More information is available in [Chief Statistician's update](#).

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to [stats.healthinfo@gov.wales](mailto:stats.healthinfo@gov.wales).

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