National Ambulance Data – FINAL

Data period to end August 2022

Date of Report: September 21st, 2022

2. Summary and Contents

- **In August, most key metrics improved, but remained high following unprecedented figures in July.** This decrease appears to be seasonal, having happened between July and August each year since 2018 – with the exception of 2020 (which was atypical due to the UK coming out of its first major lockdown).
- **The volume of 999 calls dropped, but remained above the series average by some margin.** Annualized data shows volume increasingly steadily over time.
- **While call-answer times improved, the latest figures remained well above average and considerably slower than in August 2021.** The mean answer time was 22 seconds faster in August 2022 than in July, but remained above 40 seconds and compares with a series average of 16 seconds.
- **Volume of C1 and C2 incidents dropped, while C3 and C4 both increased.** Despite this, the most serious incidents continued to account for a greater proportion of the total compared with historical data: C1 today remains well above 10% vs. 8% before the pandemic.
- **Response times improved for all categories – but for C1 and C2 remain much slower than the national standard.** C2 mean response has now significantly exceeded the national standard of 18 minutes for over two years.
- **Face-to-face responses continue to decrease, albeit slowly.** The last two months have seen conveyance to ED at its lowest to date, while hear-and-treat responses are showing long term growth (despite a decrease in August).
- **The volume of longer patient handovers, and associated hours lost, remain substantially higher than August 2021 with ongoing impact on patients, crews and resource levels.** Harm as a result of >60 minute delays was experienced by a potential 35k patients in August.
- **Total hours lost to handover delays was the fourth highest on record, despite having decreased from 152k to 138k.** This is the equivalent of 110k job-cycles lost in August, or 148 patients who could not be attended every hour of every day. This is close in volume to all the face-to-face responses made by West Midlands and South-Central ambulance services for the whole of August.

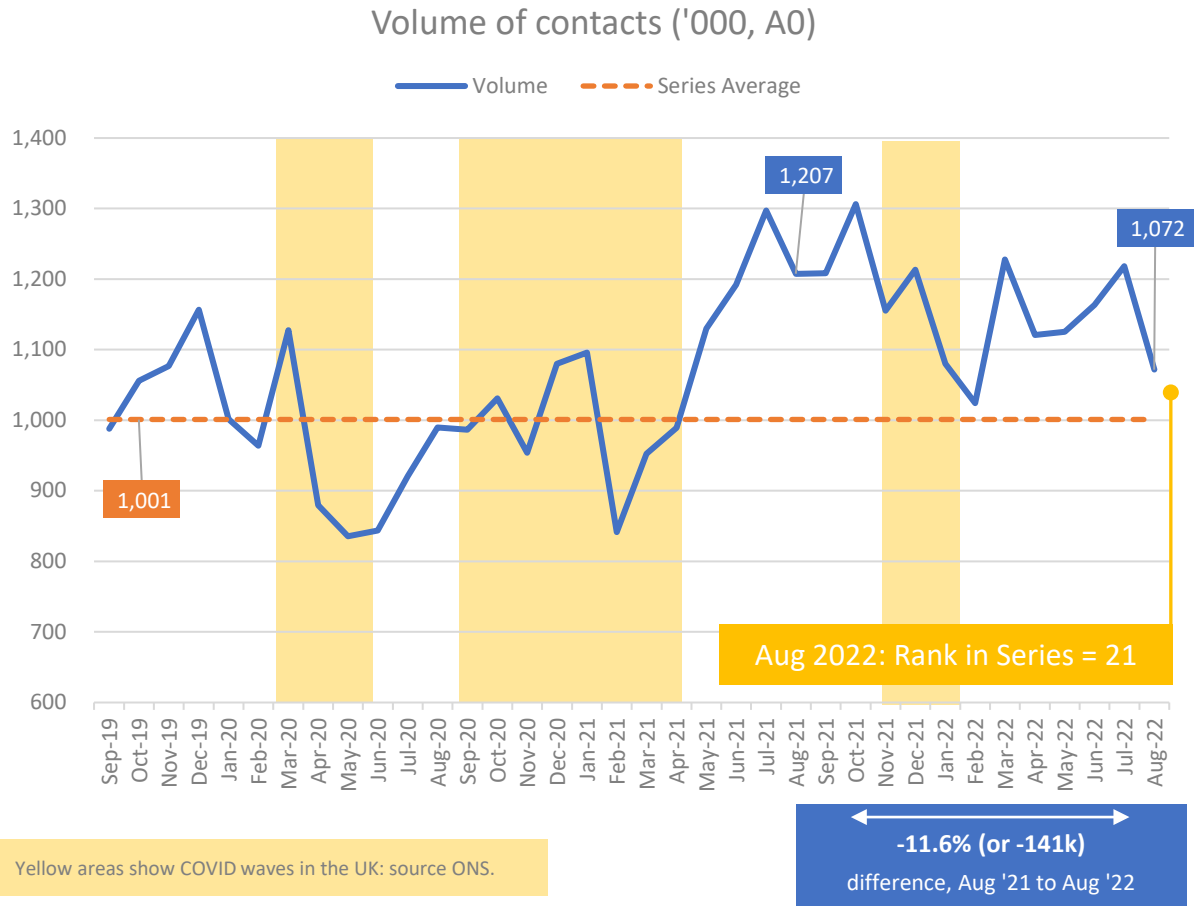
Contents (Ctrl+Click to go to slide and the symbol to return to summary).

Source of all data is AQI July 2022 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

3. Demand: Volume of Contacts (Measure A0)

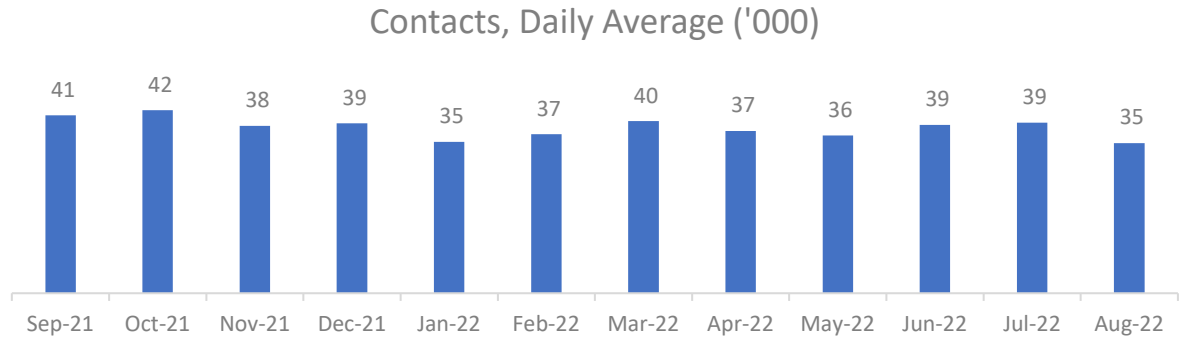
August saw Ambulance control room contacts drop by 147k from July to reach 1,072k. This is the second lowest volume of contacts since May 2021 (the lowest being 1,023k in February this year). As with many other measures covered here, contact volumes have decreased between July and August every year since 2018 – with the exception of 2020. Year-on-year, the volume of contacts continues to grow, reaching nearly 14million in the 12 months to August 2022.

1. Monthly

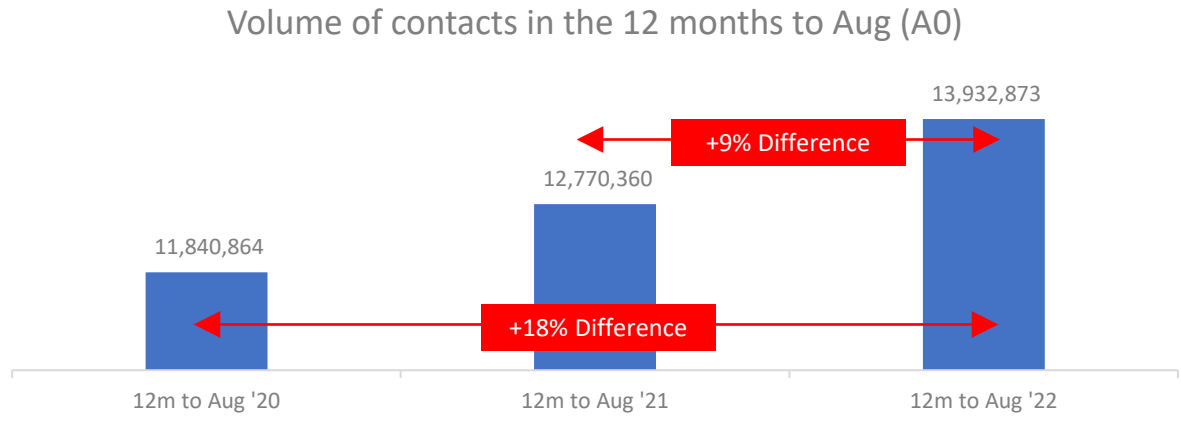


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



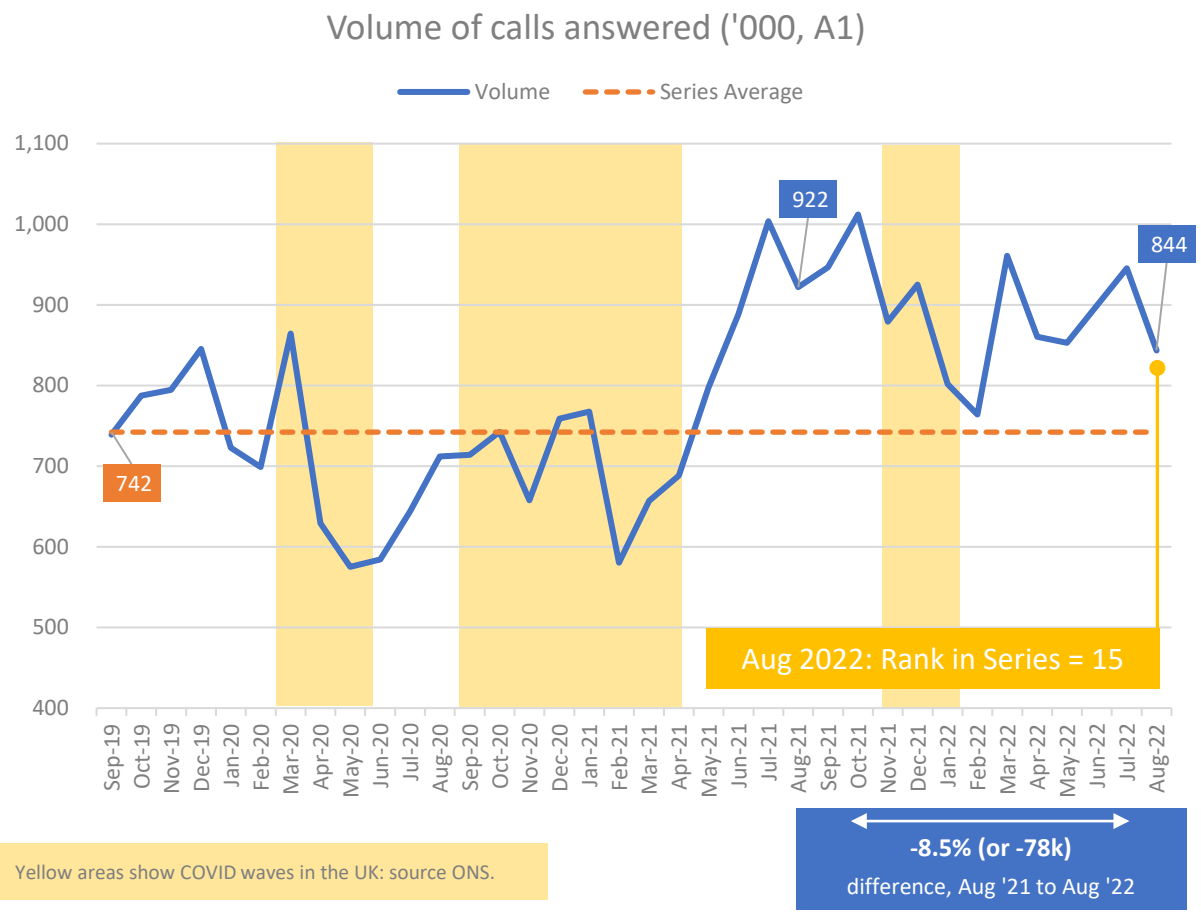
3. Annualised Data



4. Demand: Volume of 999 Calls-Answered (Measure A1)

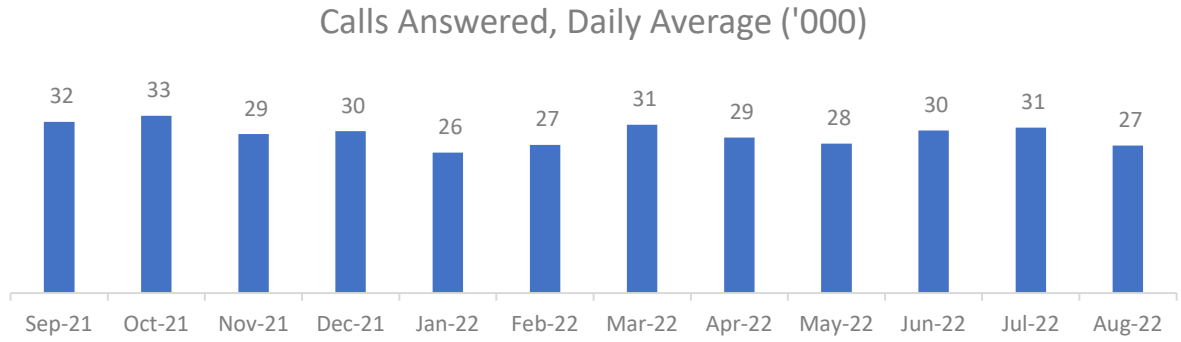
The volume of 999 calls answered dropped to 844k in August – the third lowest monthly volume in 2022 after January and February. While the monthly volume is below that of August 2021 (by 78k calls answered) year-to-date data show the most recent period is 1.5million higher than the previous period and 2 million higher than the 12 months to August 2020.

1. Monthly

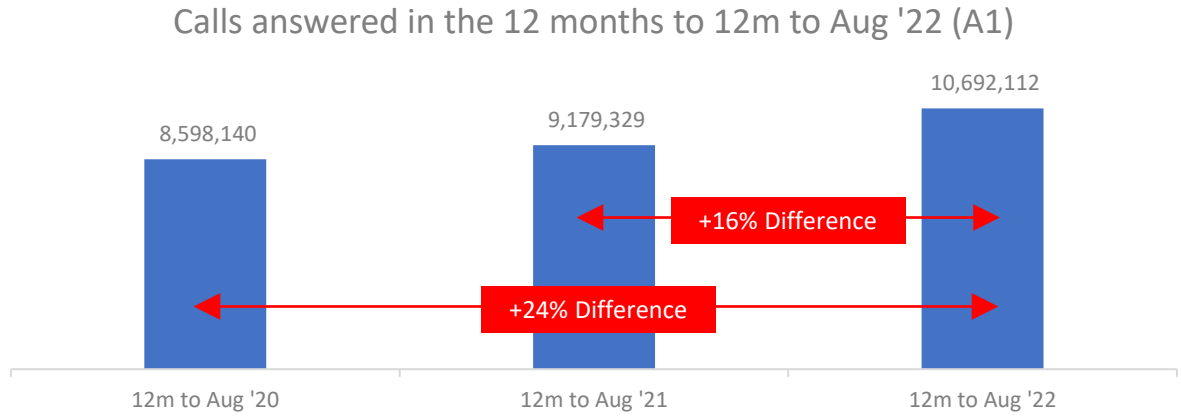


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



3. Annualised Data



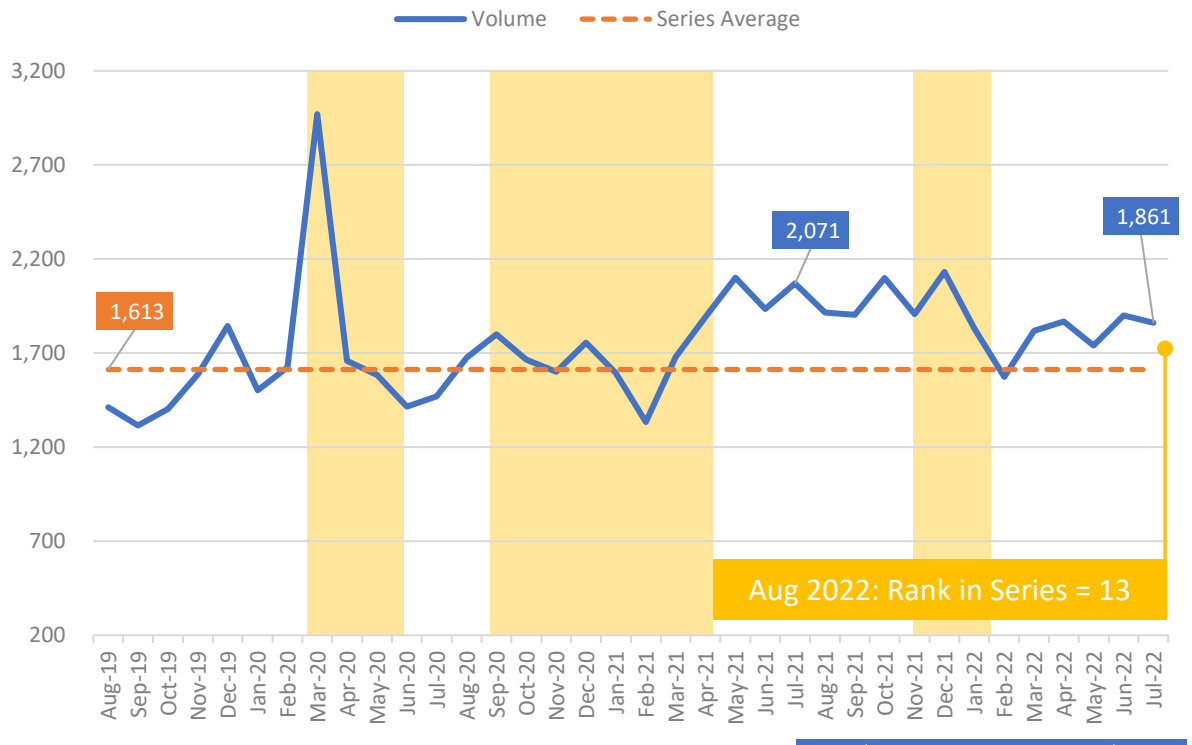
5. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then IUCADC (measure A0))

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

In July, there were 1,861k 111 calls received, a decrease of 209k compared with July 2021, but still above the series average of 1,613k. Annualised volumes continue to increase steadily: there were 22 million 111 calls received in the 12 months to July 2022, a 1.4 million increase from the previous period and almost 3 million higher than the 12 months to July 2000.

1. Monthly

Volume of 111 Calls Received ('000, measure 5.3 & A01)

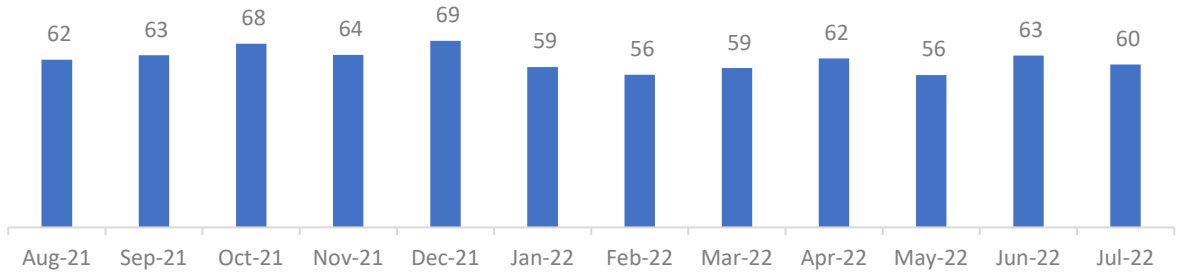


Yellow areas show COVID waves in the UK: source ONS.

-10% (or -209k)
difference, Jun '21 to Jun '22

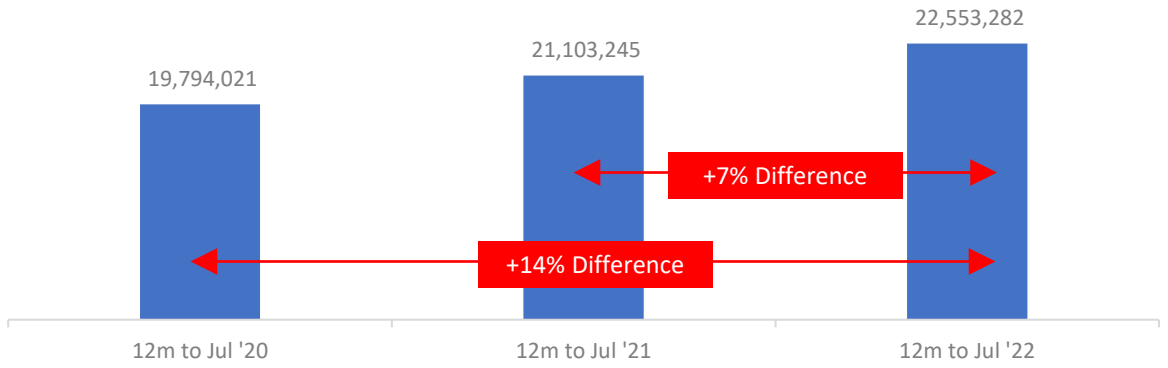
2. Daily Average

Volume of 111 Calls, Daily Average ('000)



3. Annualised Data

Total 111 Calls: 12 months to Jul (5.3, A01)

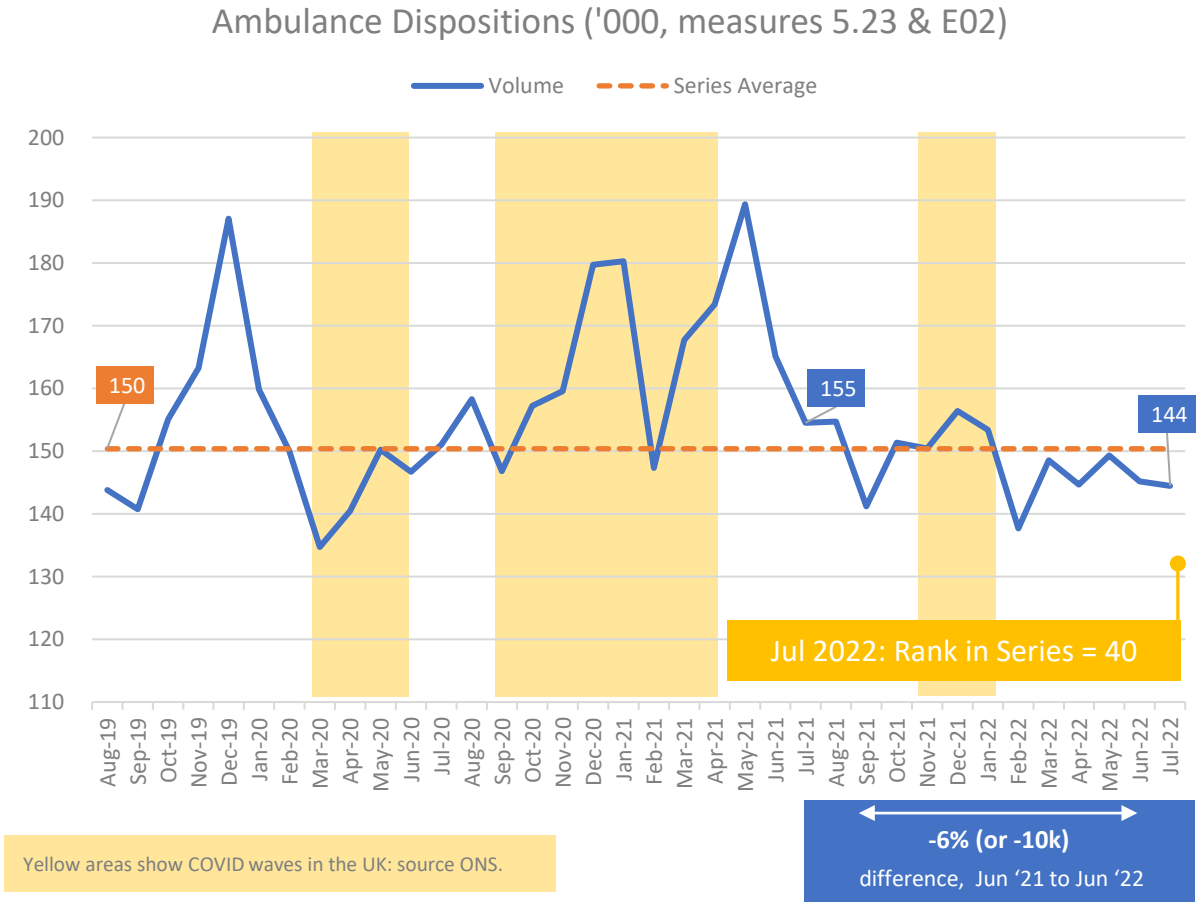


6. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

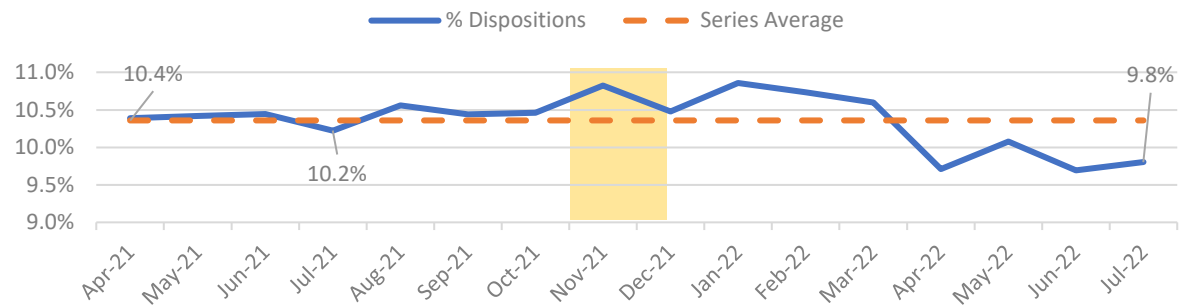
There were 144k ambulance dispositions in July, a slight monthly decrease from June and around 10k fewer than July 2021. Dispositions accounted for 9.8% of 111 calls answered in July (vs. 10.2% in July 2021). Note from this month this measure is calculated using calls answered (A03), rather than calls received (A01).

1. Monthly

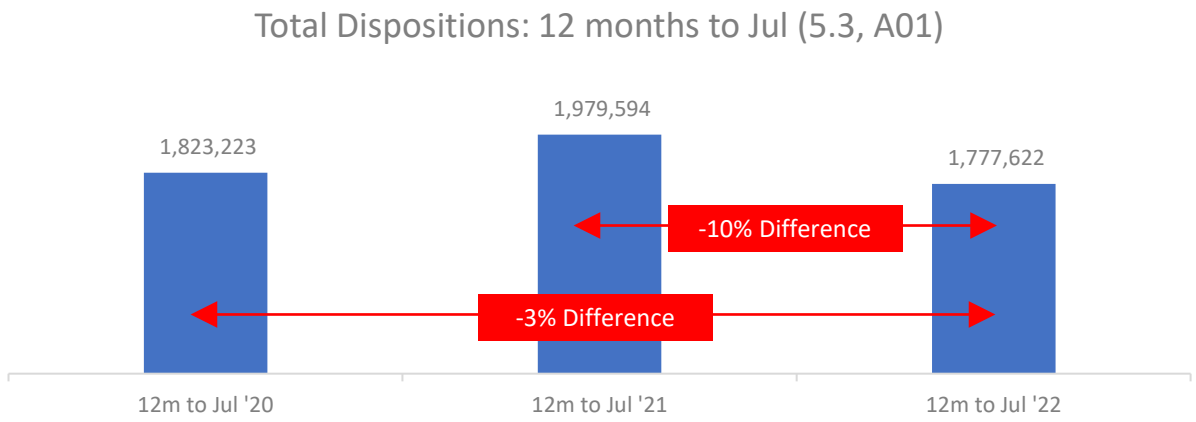


Yellow areas show COVID waves in the UK: source ONS.

2. Dispositions as % of 111 Calls Answered (A03, from April 2021)



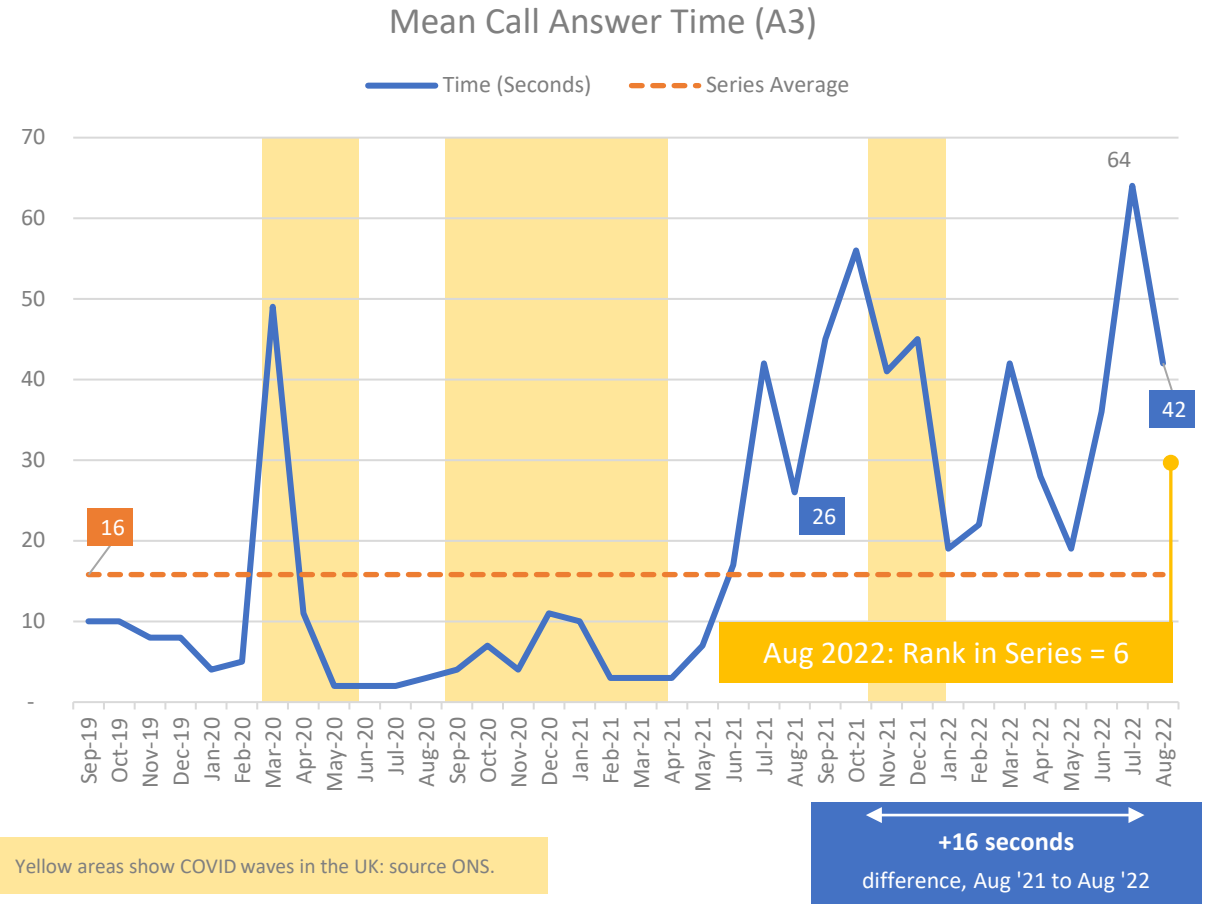
3. Annualised Data



7. Demand: Call Answer Time (999, Measures A3 and A5)

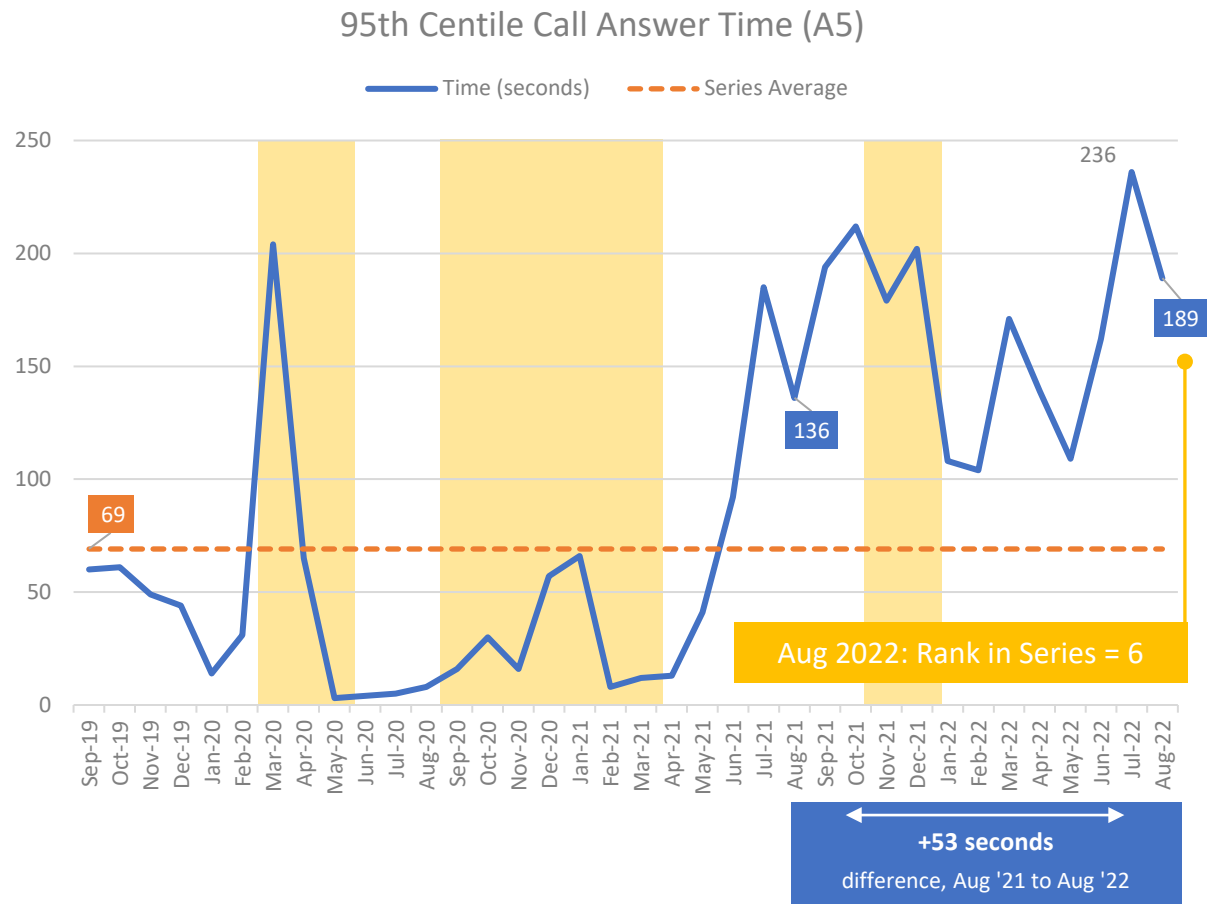
From a series high of 64 seconds in July, mean call answer time was 22 seconds faster in August at 42 seconds. Despite the improvement this is still the 6th slowest answer-time to date, and compares to 26 seconds in August 2021 and 9 seconds in August 2019. The 95th centile measure followed a similar pattern – a sharp decrease from July that nonetheless leaves the answer time at over 3 minute, and at 53 seconds slower than August 2021.

1. Mean



Yellow areas show COVID waves in the UK: source ONS.

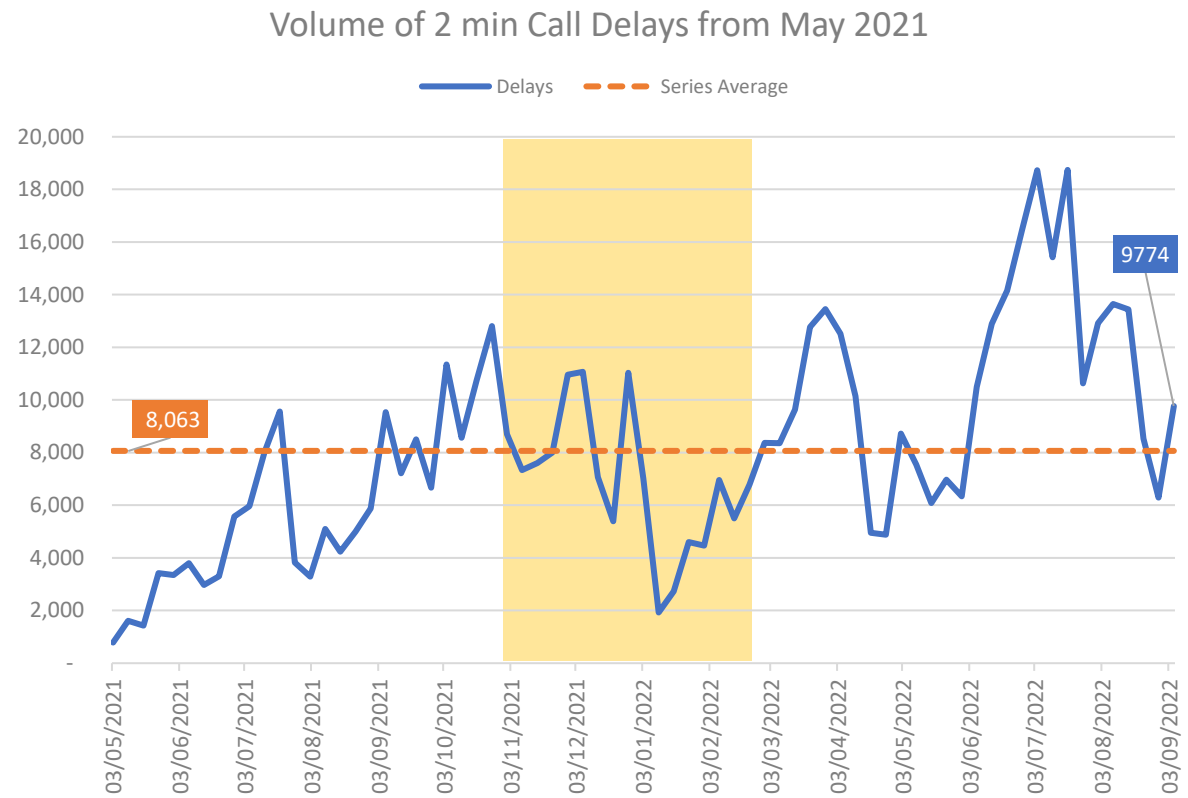
2. 95th Centile



8. Call Delays over 2 minutes and Network Partner Connections (weekly data, source BT)

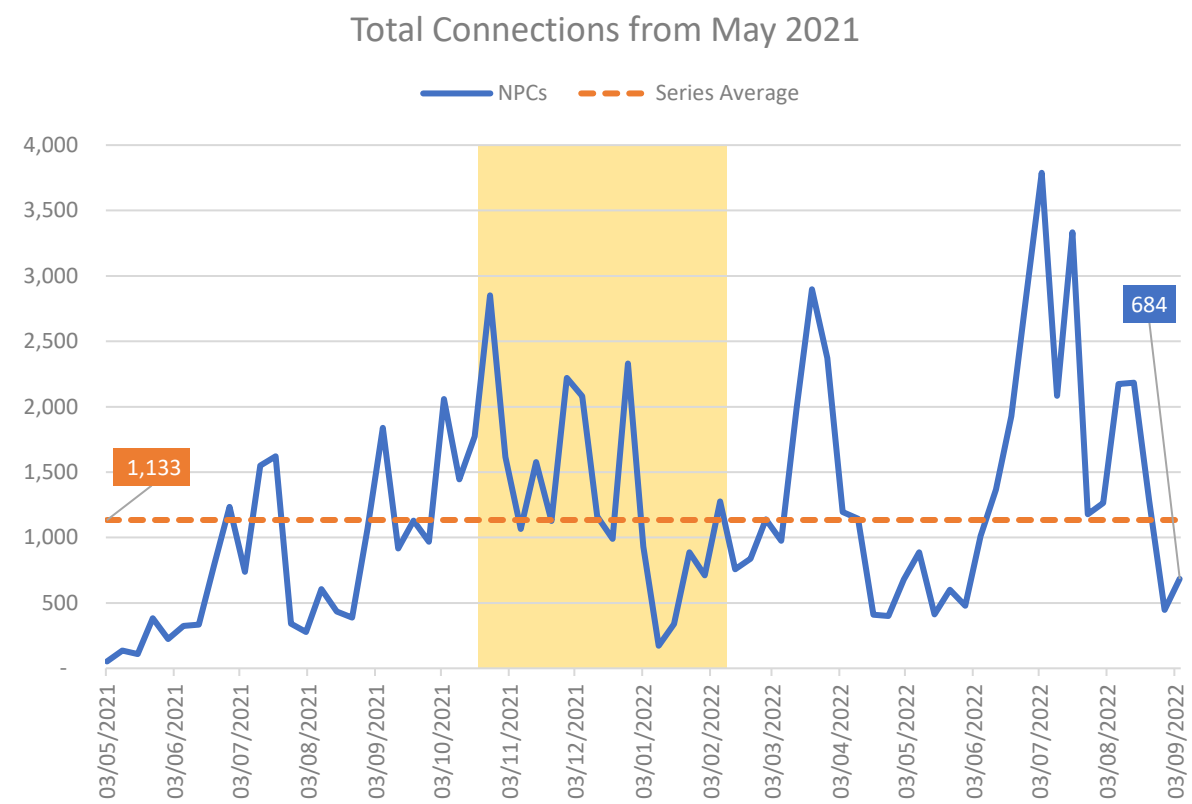
From a series high at the end of July, the volume of call-delays of 2 minutes decreased unsteadily throughout August, with the last week of the month reaching 6,288. A similar pattern was seen with Network Partner Connections, with the number of weekly calls being connected to partner trusts reaching just 446 at the end of the month.

1. Call Answer Delays (2 mins+, weekly data)



Yellow areas show COVID waves in the UK: source ONS.

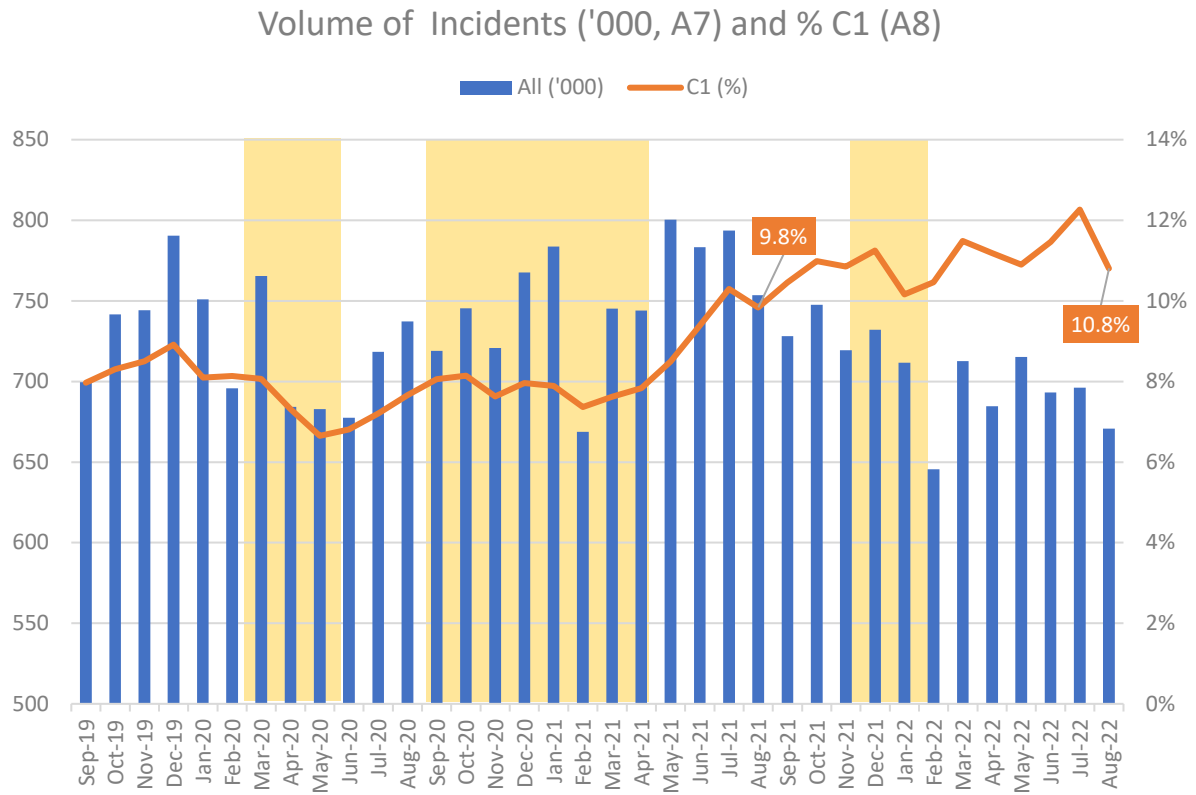
2. Network Partner Connections (volume, weekly data)



9. Demand: All Incidents (A7) and Proportion C1 (A8)

The overall volume of incidents decreased in August, following a pattern seen each year apart from 2020. There were 667k incidents across the month, 82k fewer than in August 2021. C1 accounted for 10.8% of incidents, a decrease from 12.3% in July, but still considerably greater than the 8% share which was typical two years previously.

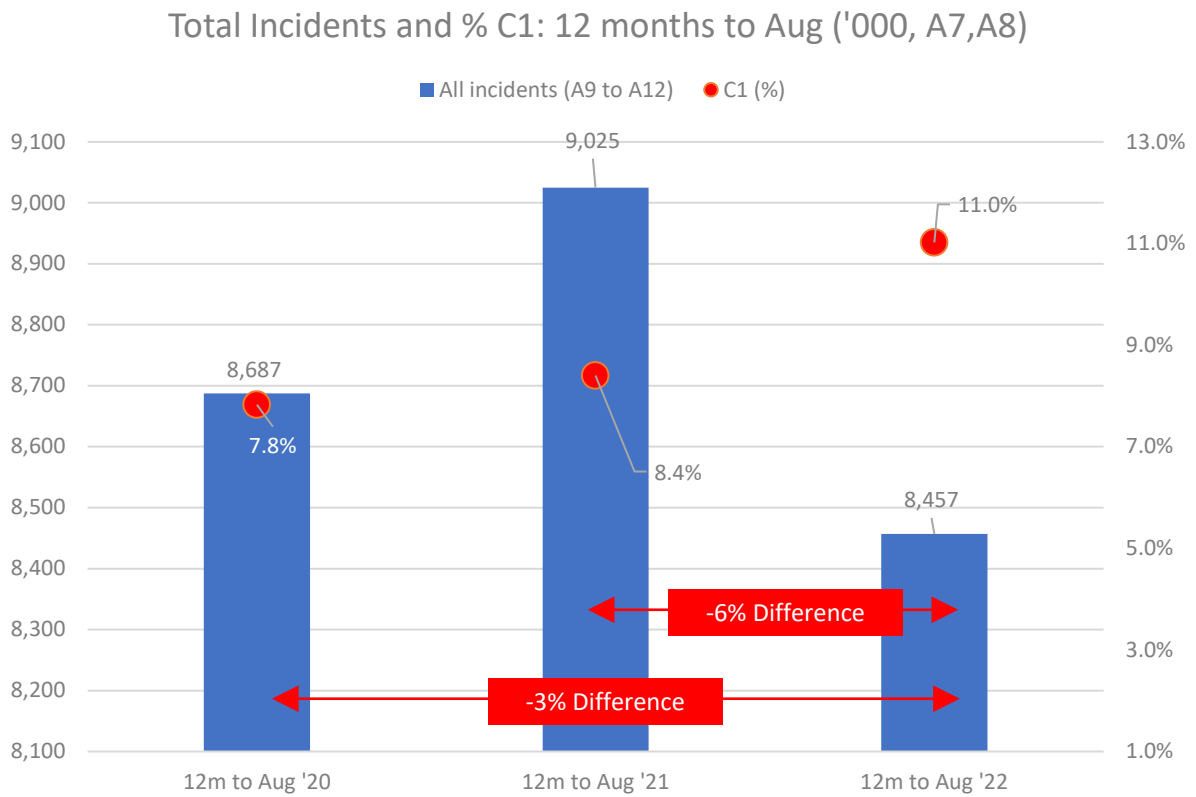
1. Monthly volume of Incidents and Proportion that are C1



Yellow areas show COVID waves in the UK: source ONS.

-11% (or -82k, vol)
difference, Aug '21 to Aug '22

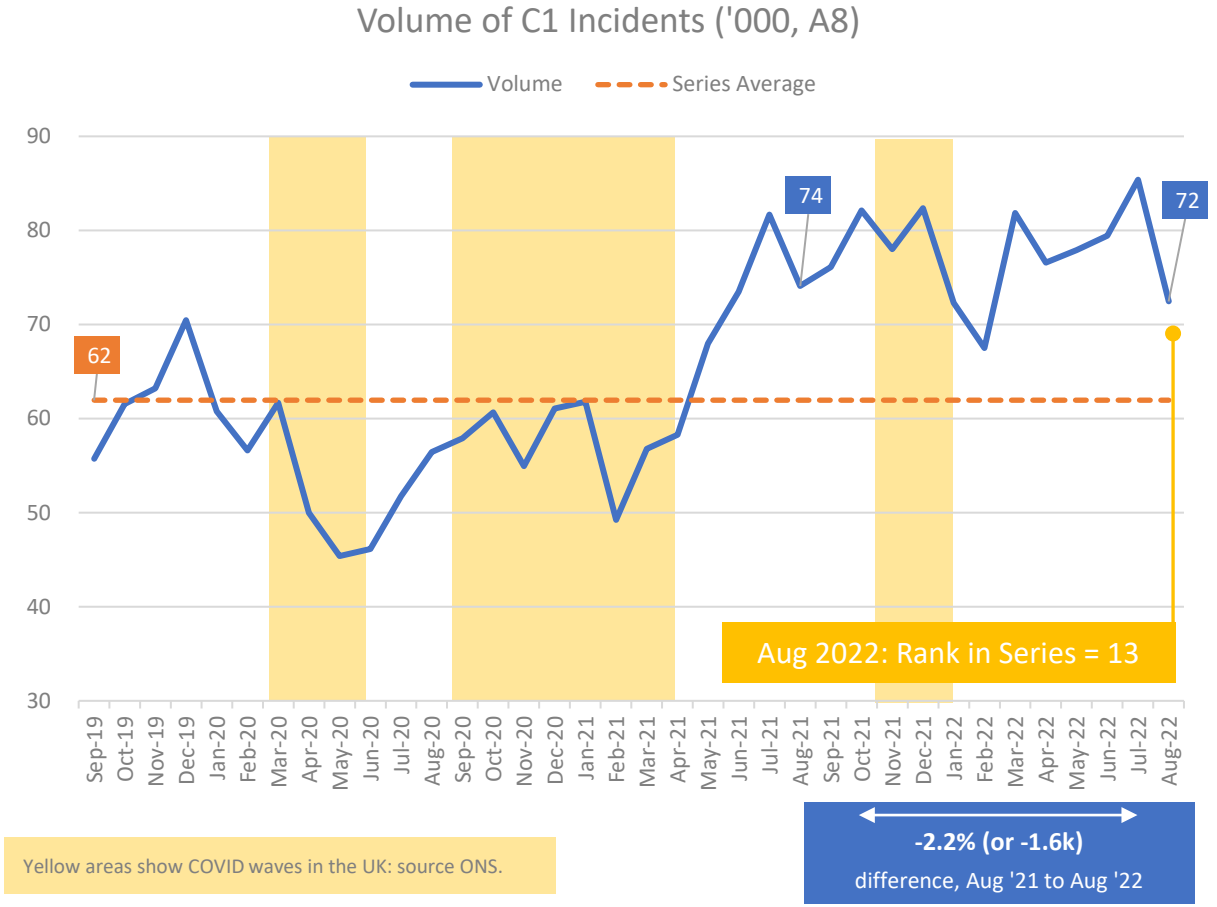
2. Annualised Data



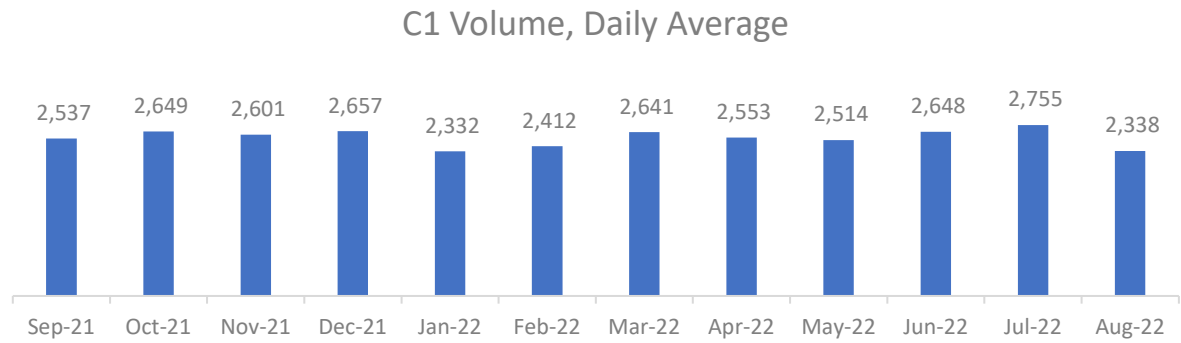
10. Demand: C1 Incidents (A8)

The monthly volume of C1 incidents dropped by 13k in August to reach 72k, slightly lower than the same month last year. C1 demand nonetheless remains high and growing over time, with 932k incidents in the 12 months to August 2022 compared with 680k two years previously.

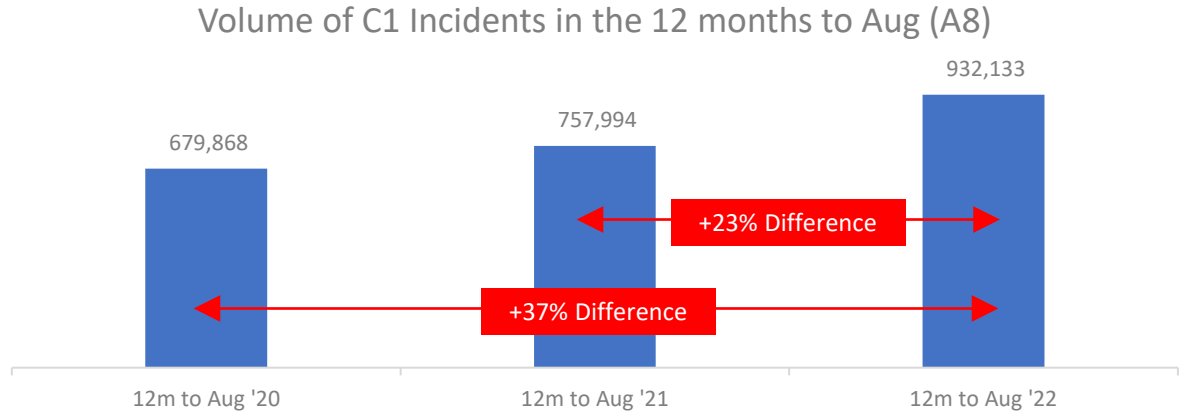
1. Monthly



2. Daily Average



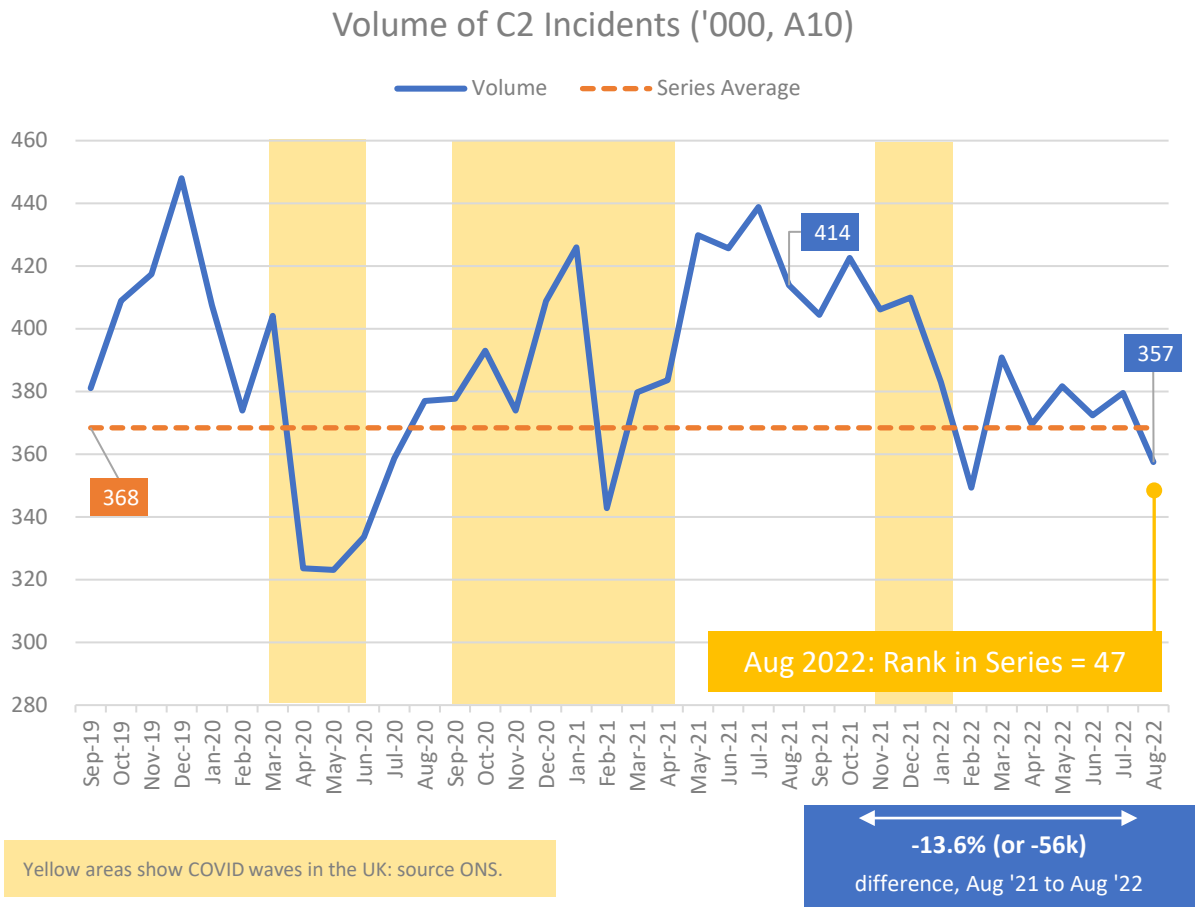
3. Annualised Data



11. Demand: C2 Incidents (A10)

C2 volumes also decreased in August 2022, with 22k fewer incidents taking the monthly total to 357k. This compares with 414k in August 2022. As a proportion of total incidents C2 has increased from 52% in the 12 months to August 2020 to 55% in the most recent period (not shown).

1. Monthly



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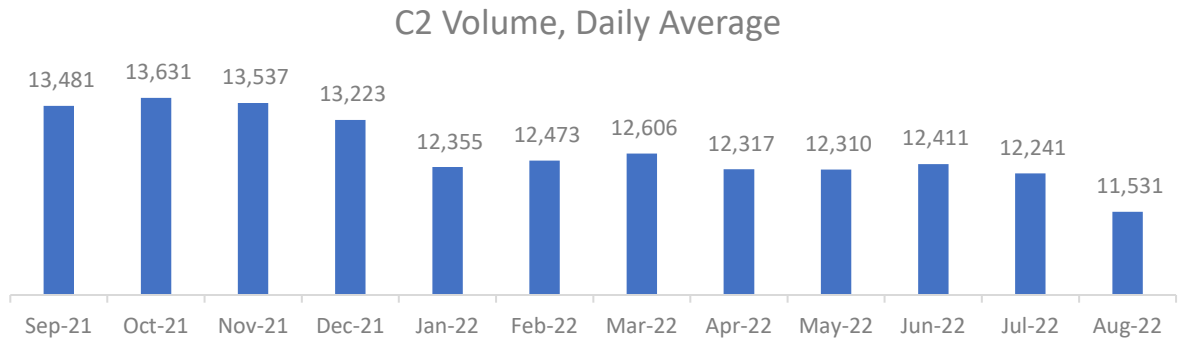
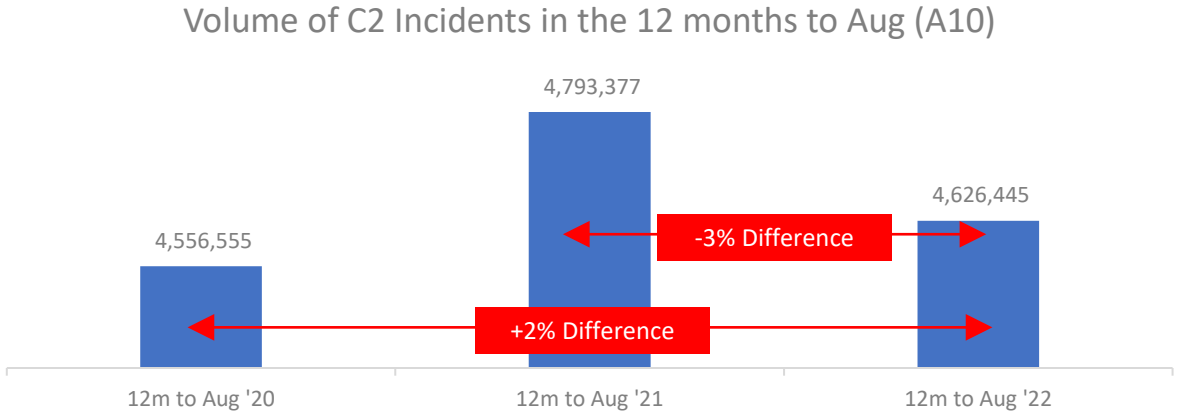
2. Daily Average



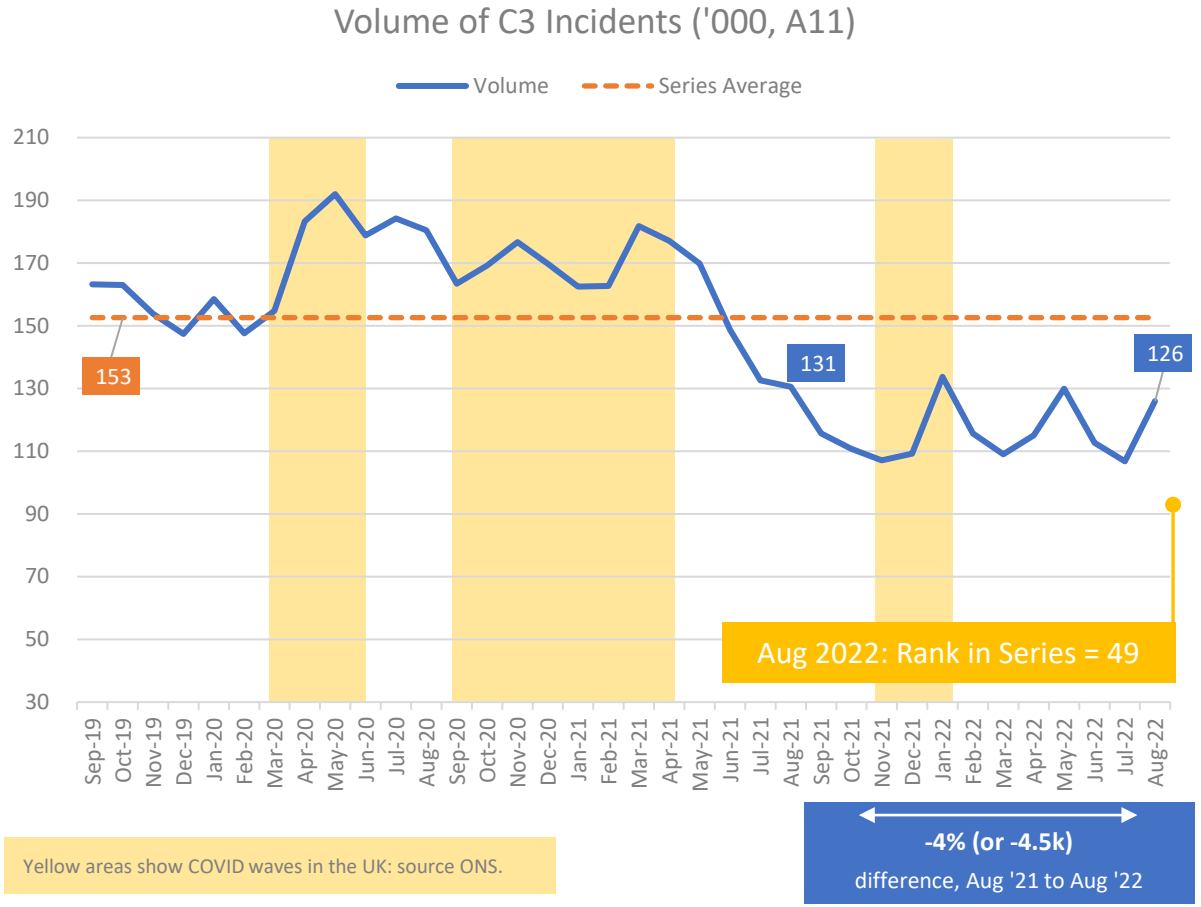
3. Annualised Data



12. Demand: C3 Incidents (A11)

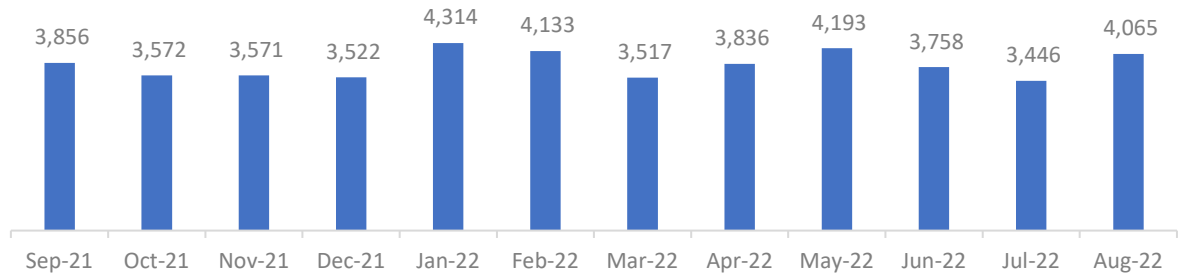
C3 incidents saw the steepest increase since the start of 2022, increasing by around 20k incidents to reach 126k. This represents 20% of incidents in August, compared with 15% the previous month. The long-term trend is decreasing, however, with the 12 months to August 2022 recording 1.4 million incidents compared with 2 million two in 2020.

1. Monthly

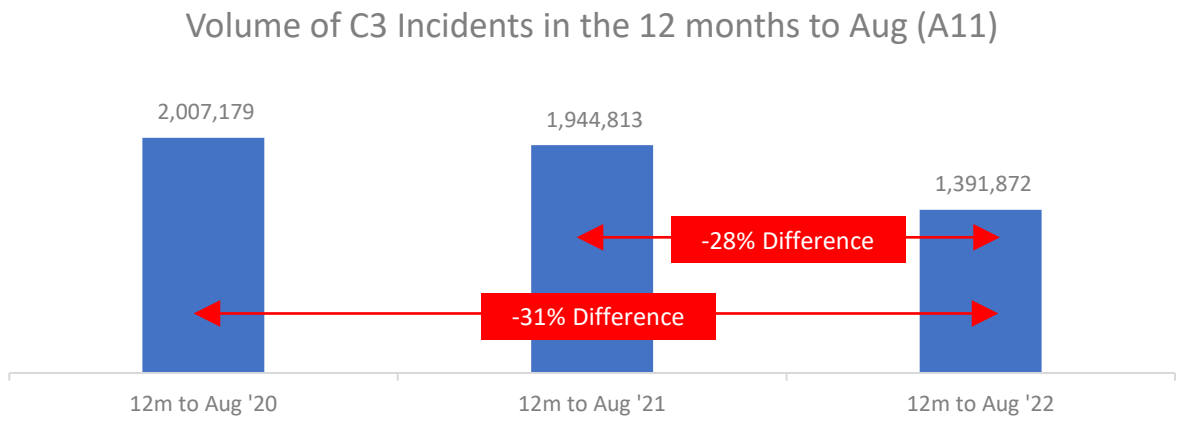


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



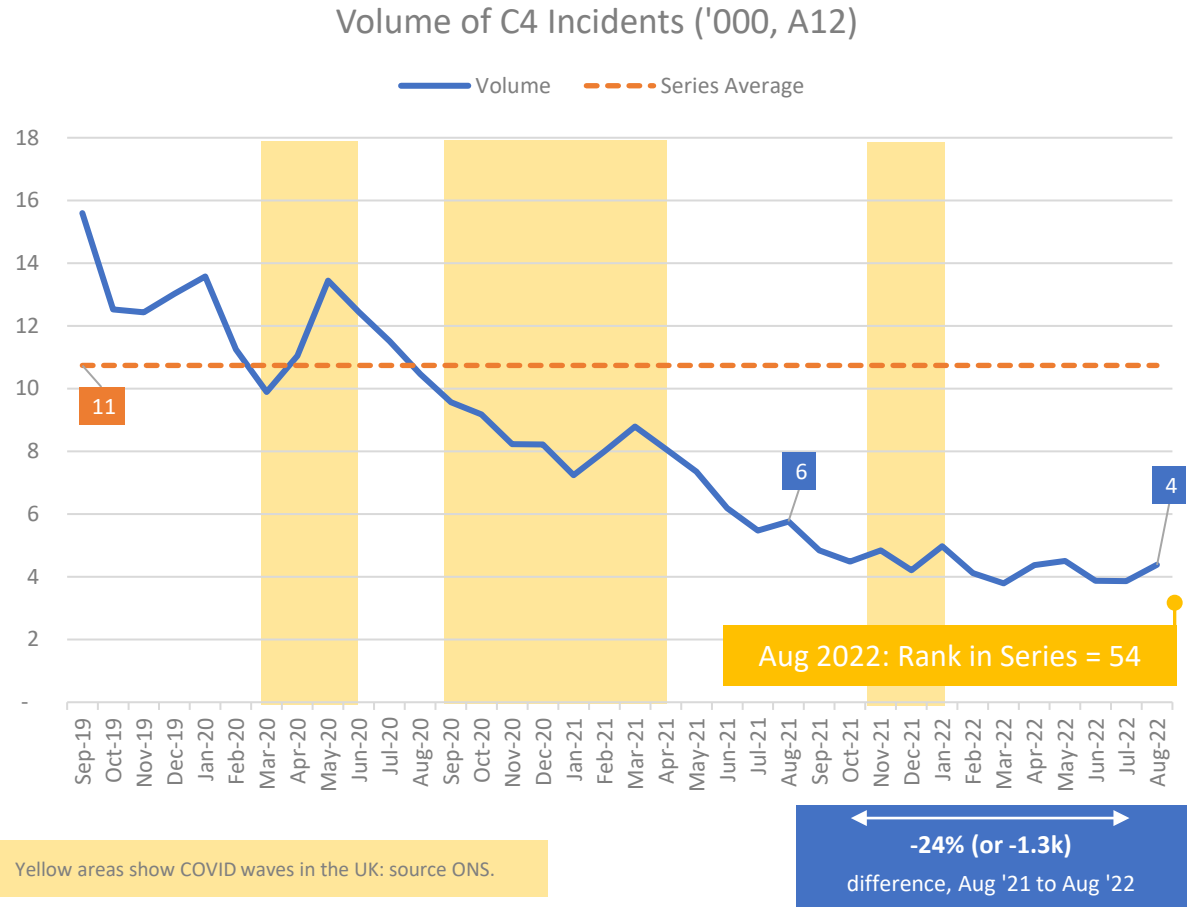
3. Annualised Data



13. Demand: C4 Incidents (A12)

C4 incidents increased slightly in August to reach 4k across the month, although like C3 incidents, the long-term trend is decreasing. Annualised volume is a third of the 2020 figure, accounting for around 0.7% of incidents compared with around 2% in 2020.

1. Monthly



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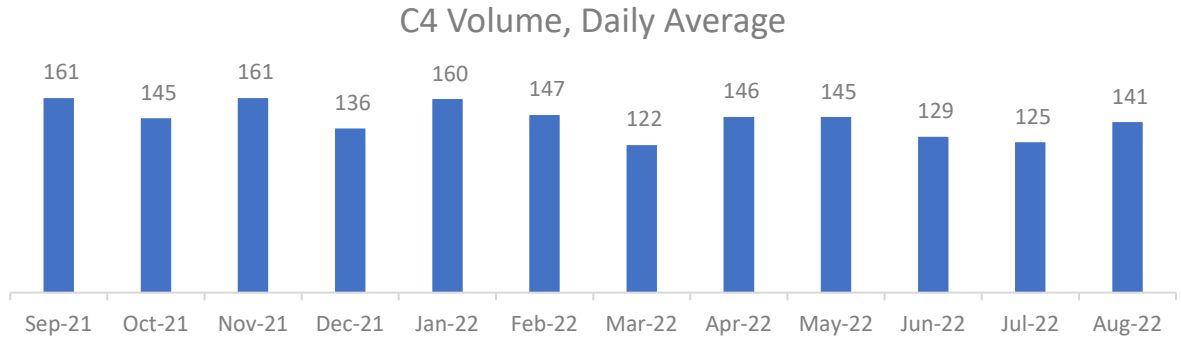
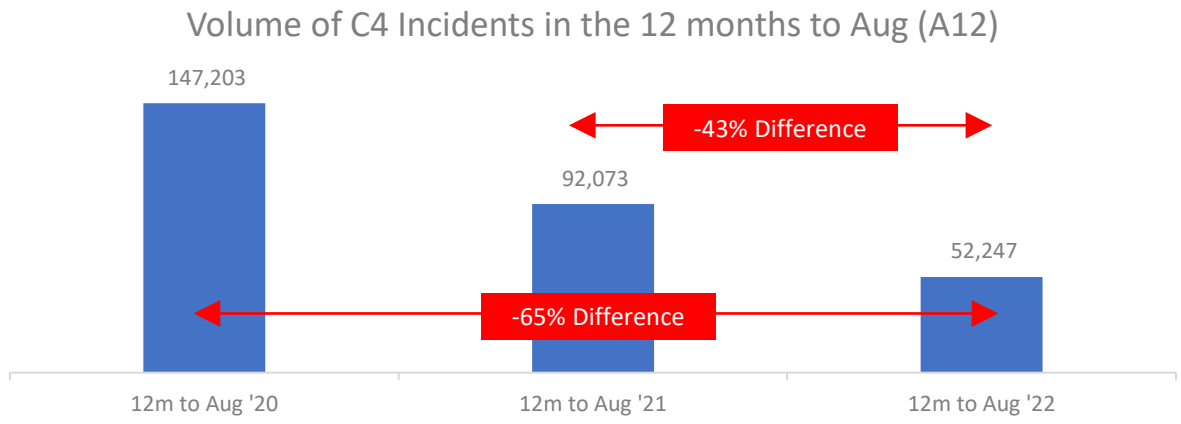
2. Daily Average



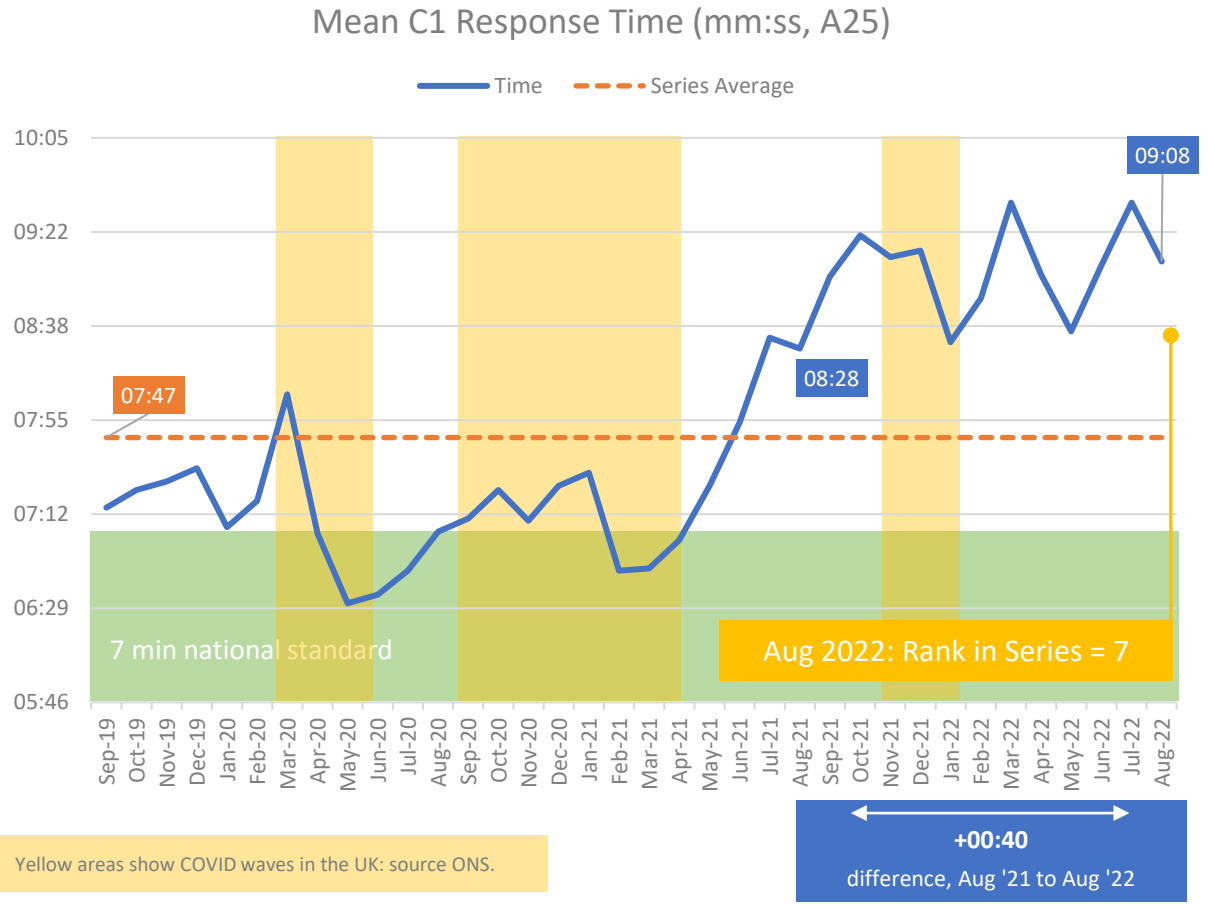
3. Annualised Data



14. Demand: C1 Response Times (Measures A25 and A26)

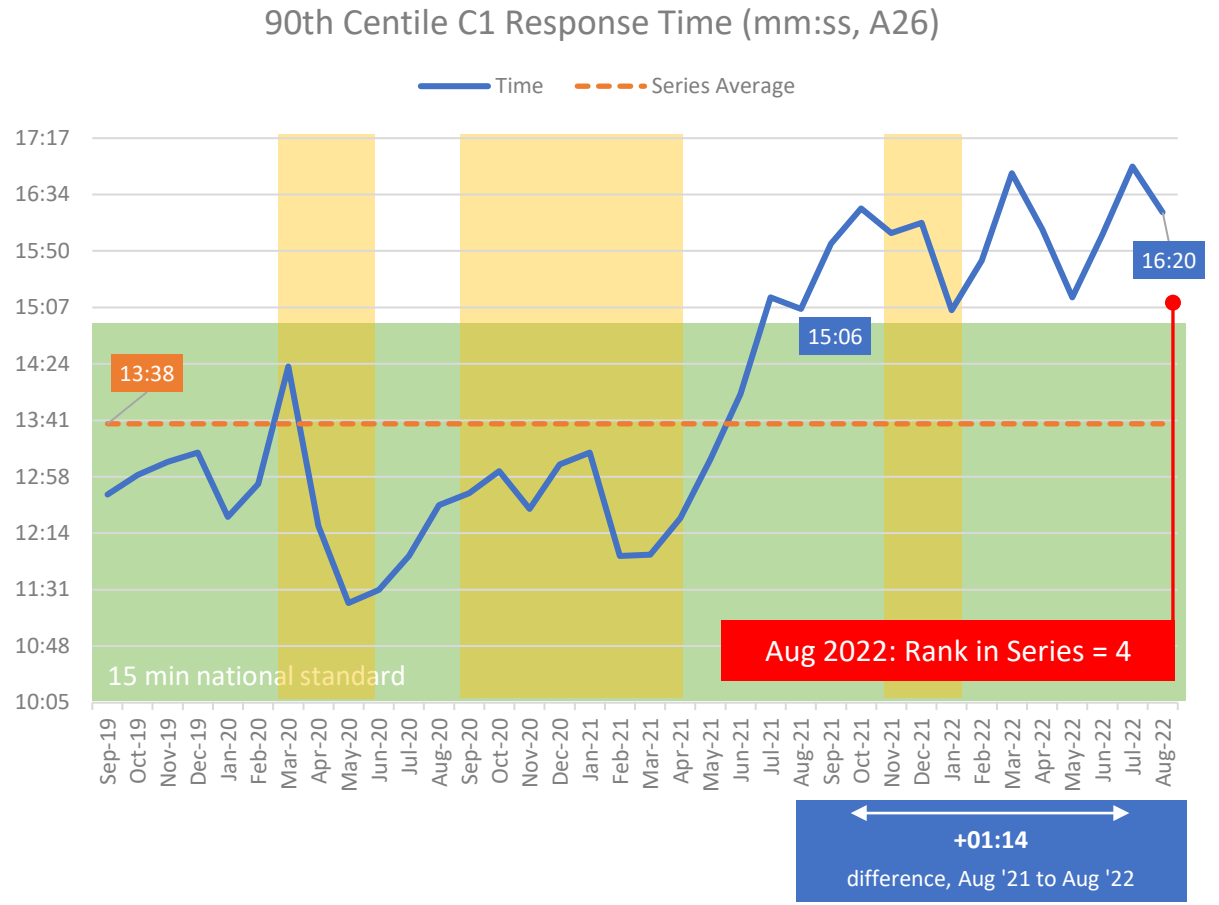
Response times to C1 incidents improved in August, but remain well above the national standards for both the mean and 90th centile measures. For the mean, response time was over 9 minutes (40 seconds slower than August 2021, and the 7th slowest time to date) and has been slower than the 7 minute national standard since April 2021. The 90th centile time was the 4th slowest to date at 16 minutes 20 seconds (vs. a 15 minute national standard).

1. Mean



Yellow areas show COVID waves in the UK: source ONS.

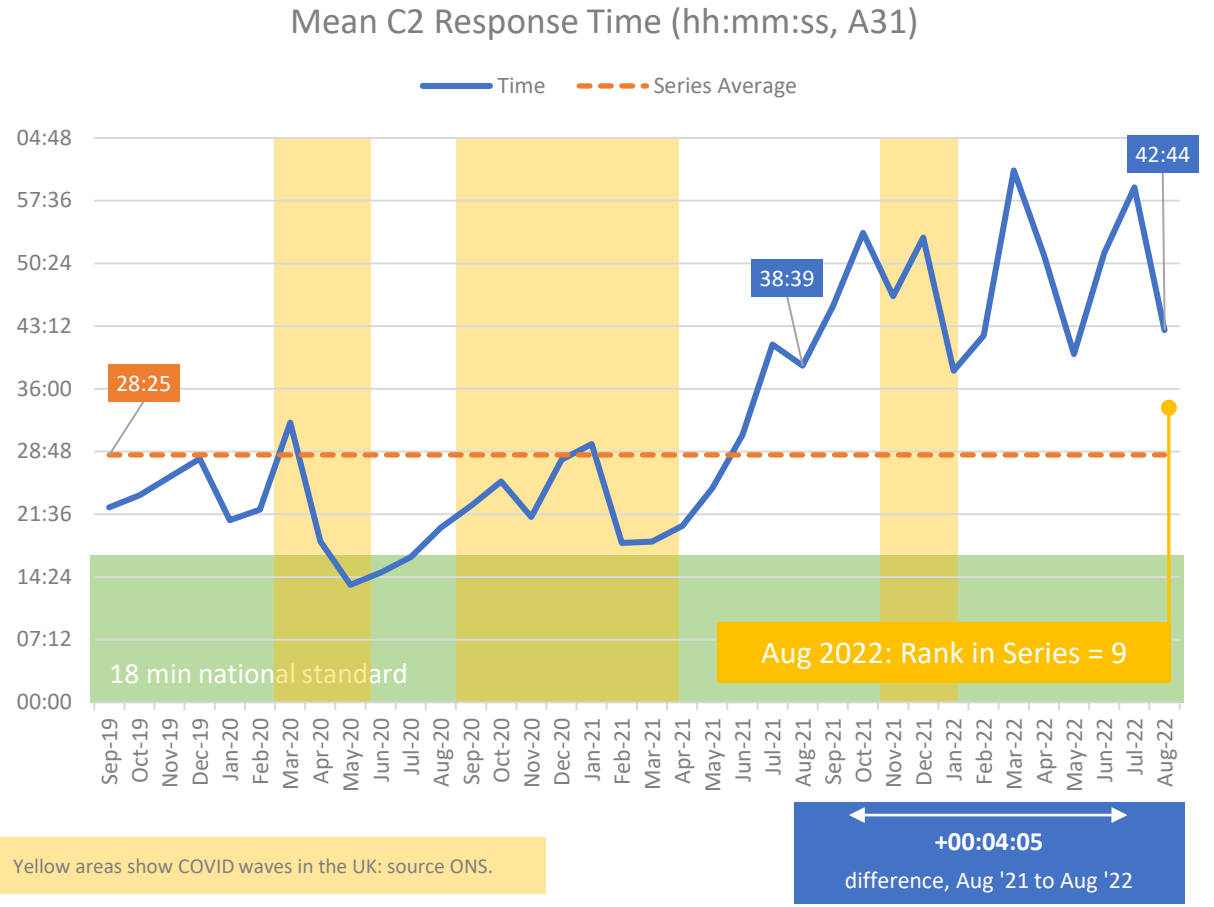
2. 90th Centile



15. Demand: C2 Response Times (Measures A31 and A32)

Against an 18 minute national standard, the C2 mean response time was nearly 43 minutes in August 2022. While this is only marginally slower than August 2021, the measure has now exceeded the national standard for over two years. The 90th centile response time was over one-and-a-half hours vs. the national standard of 40 minutes: it has exceeded this standard since April 2021.

1. Mean



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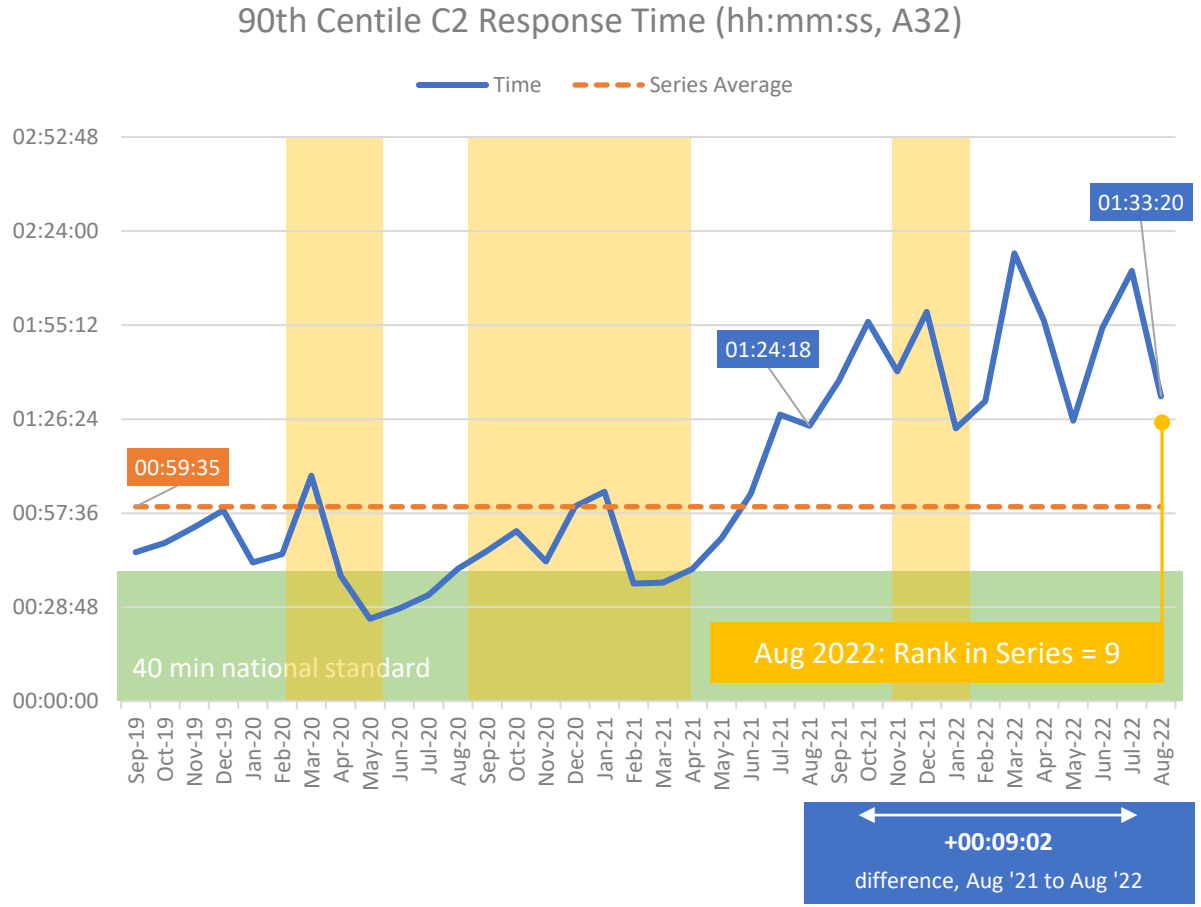
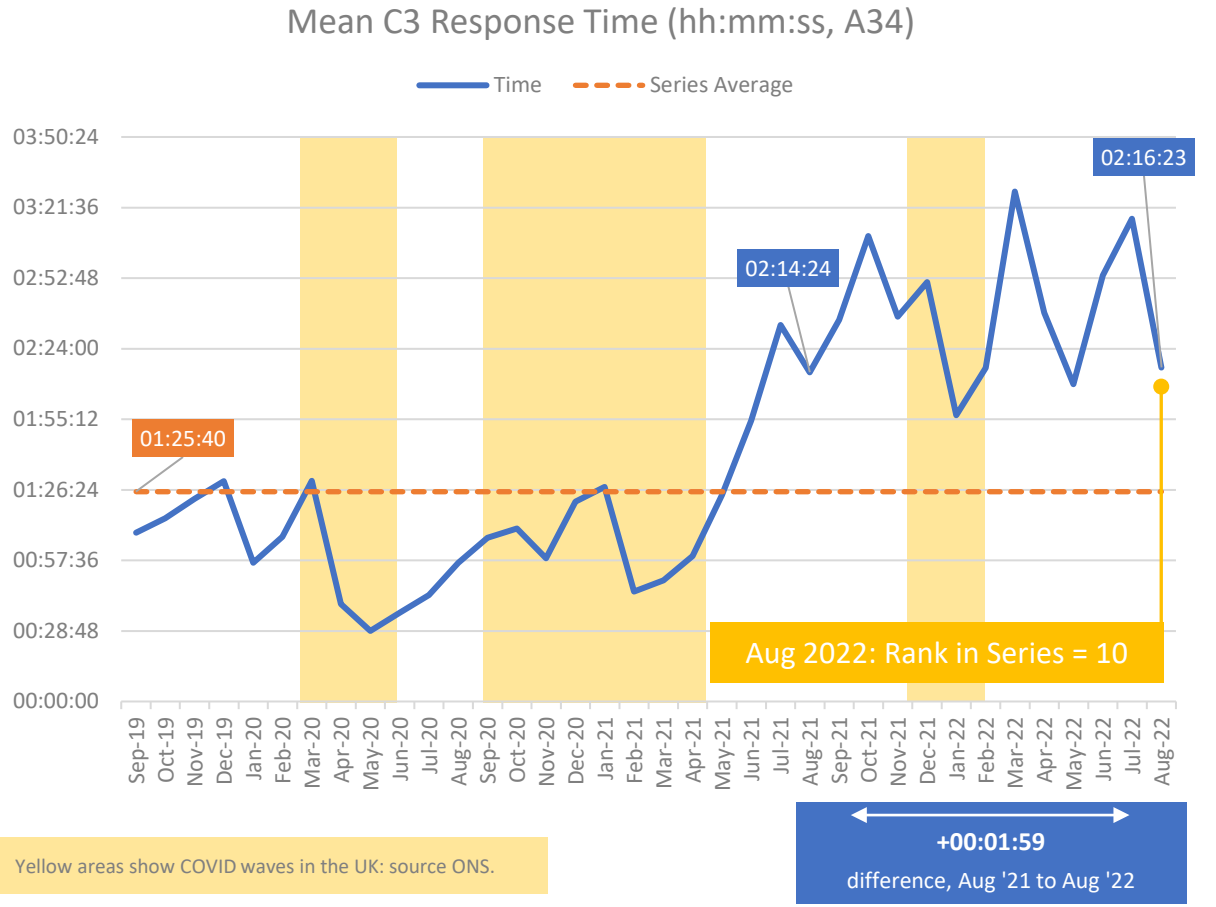
2. 90th Centile



16. Demand: C3 Response Times (Measures A34 and A35)

C3 mean response time was an hour faster in August 2022 than in July, and roughly unchanged from August 2021. The 90th centile response time was 2 hours and 40 minutes faster than in July 2022 – and also close to the August 2021 figure. Despite improvements in both measures, each was the 10th slowest to-date, and in the case of the latter, nearly three times the national standard of two hours.

1. Mean



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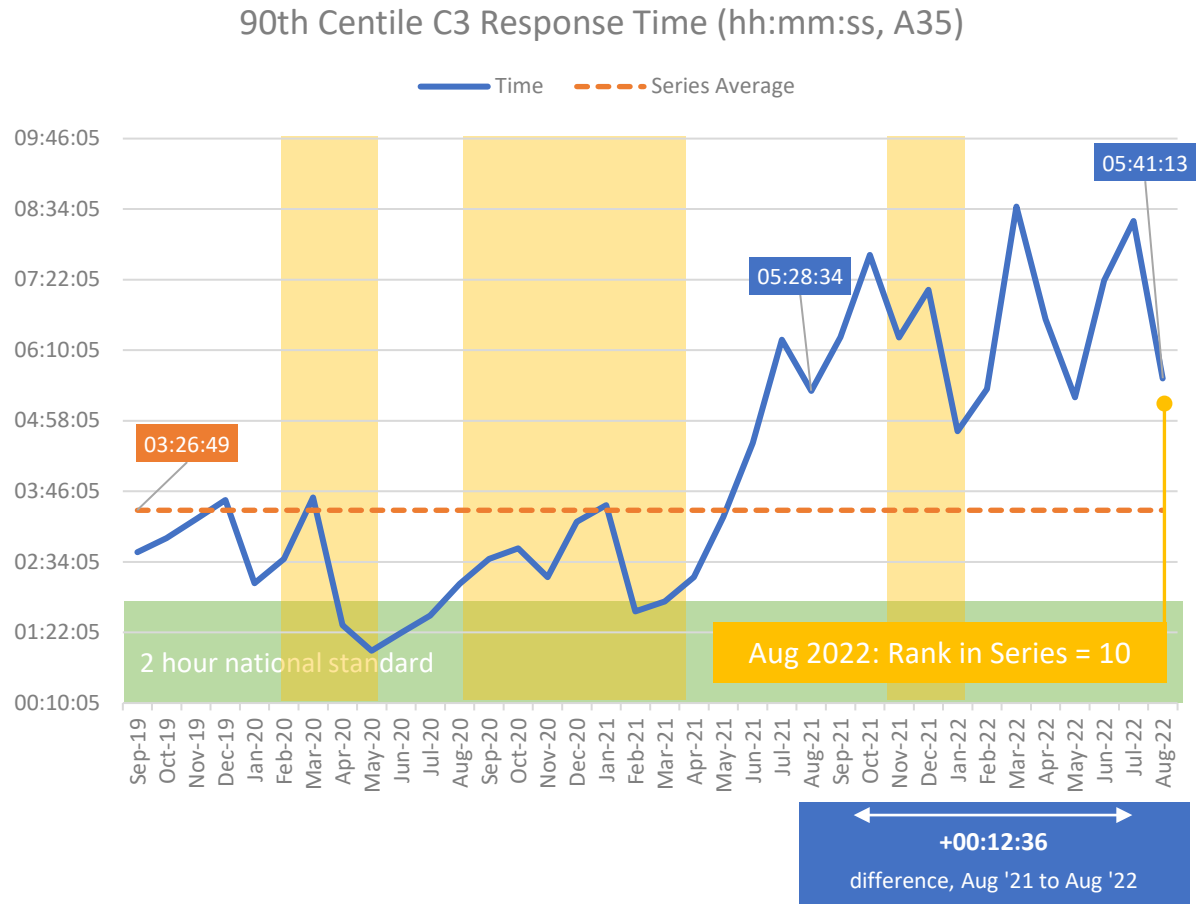
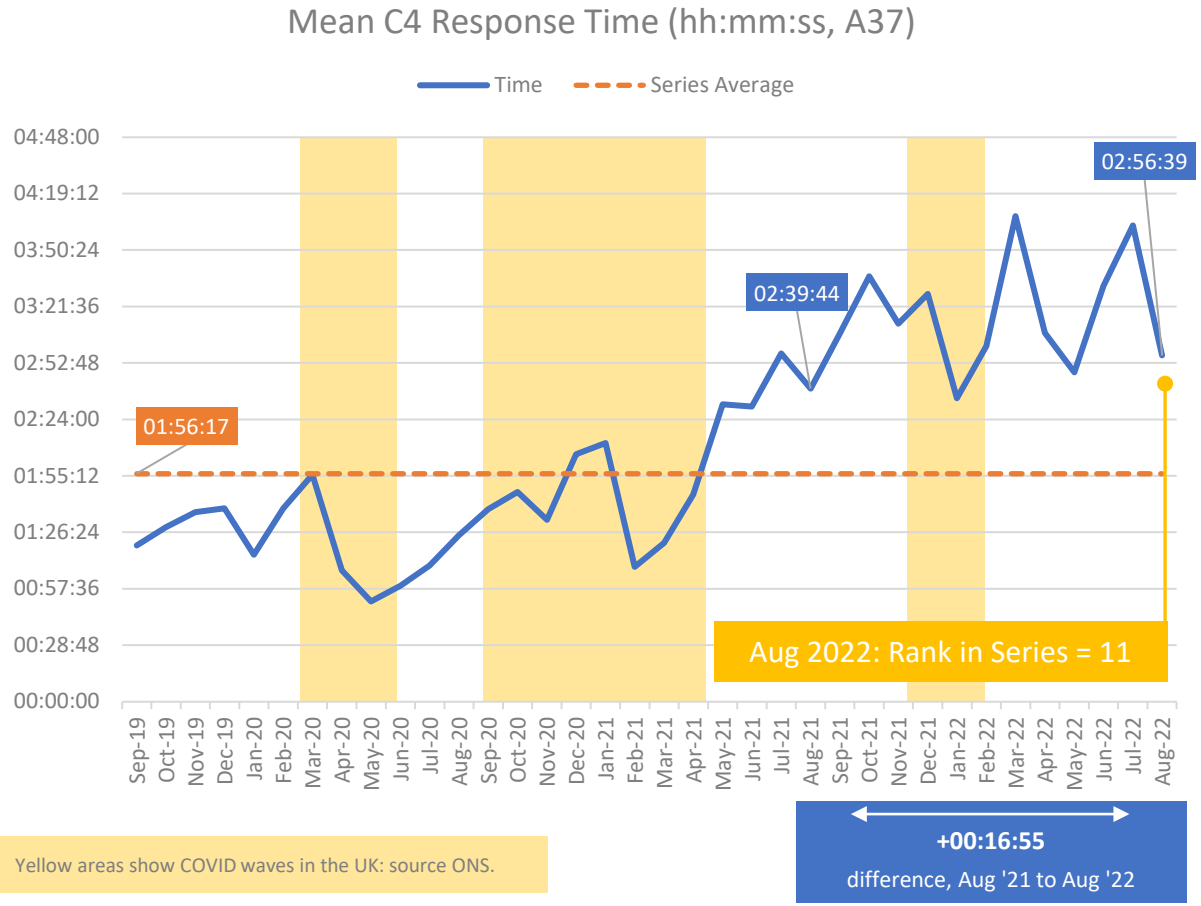
2. 90th Centile



17. Demand: C4 Response Times (Measures A37 and A38)

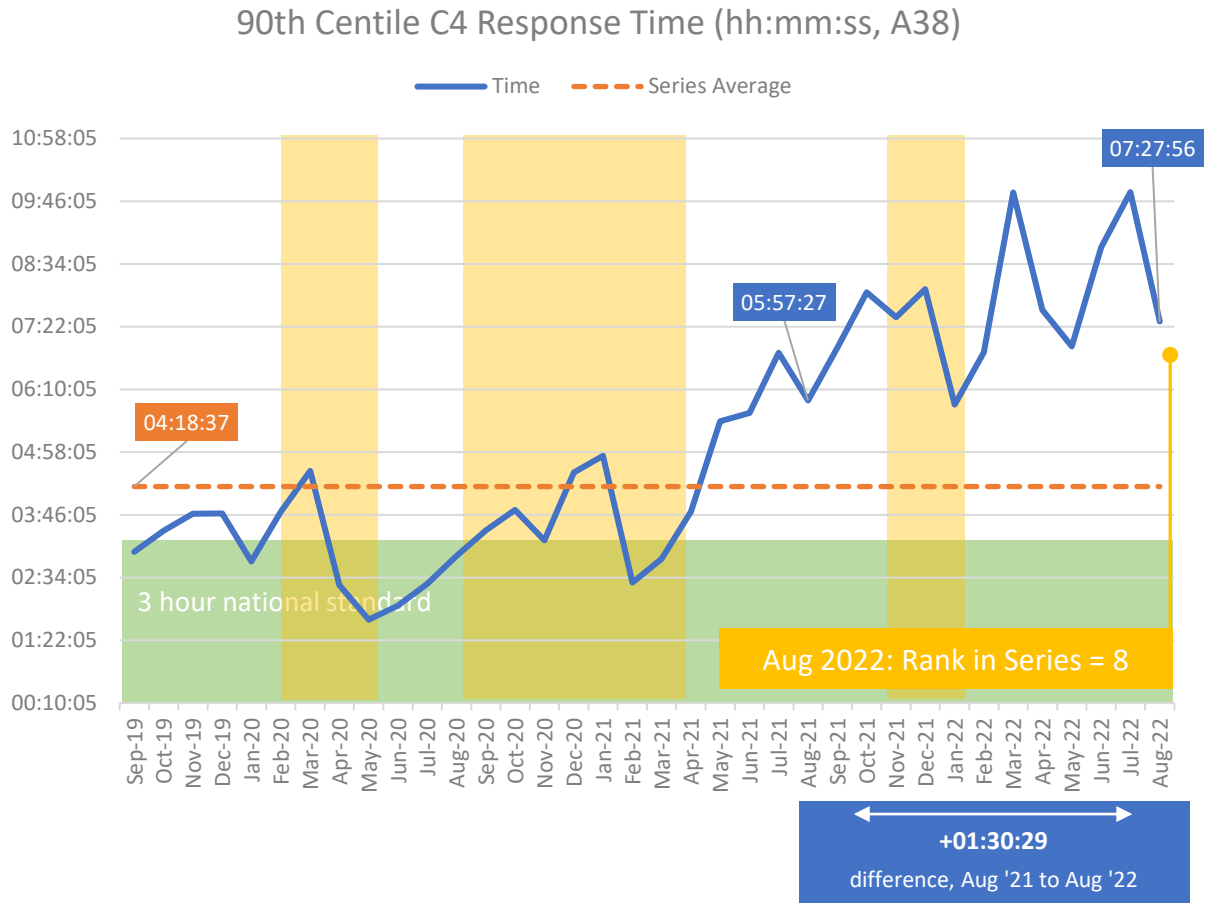
C4 response times also improved, although remain some of the slowest to date. The mean response time fell by over an hour and the 90th centile time by two-and-a-half hours between July and August 2022.

1. Mean



Yellow areas show COVID waves in the UK: source ONS.

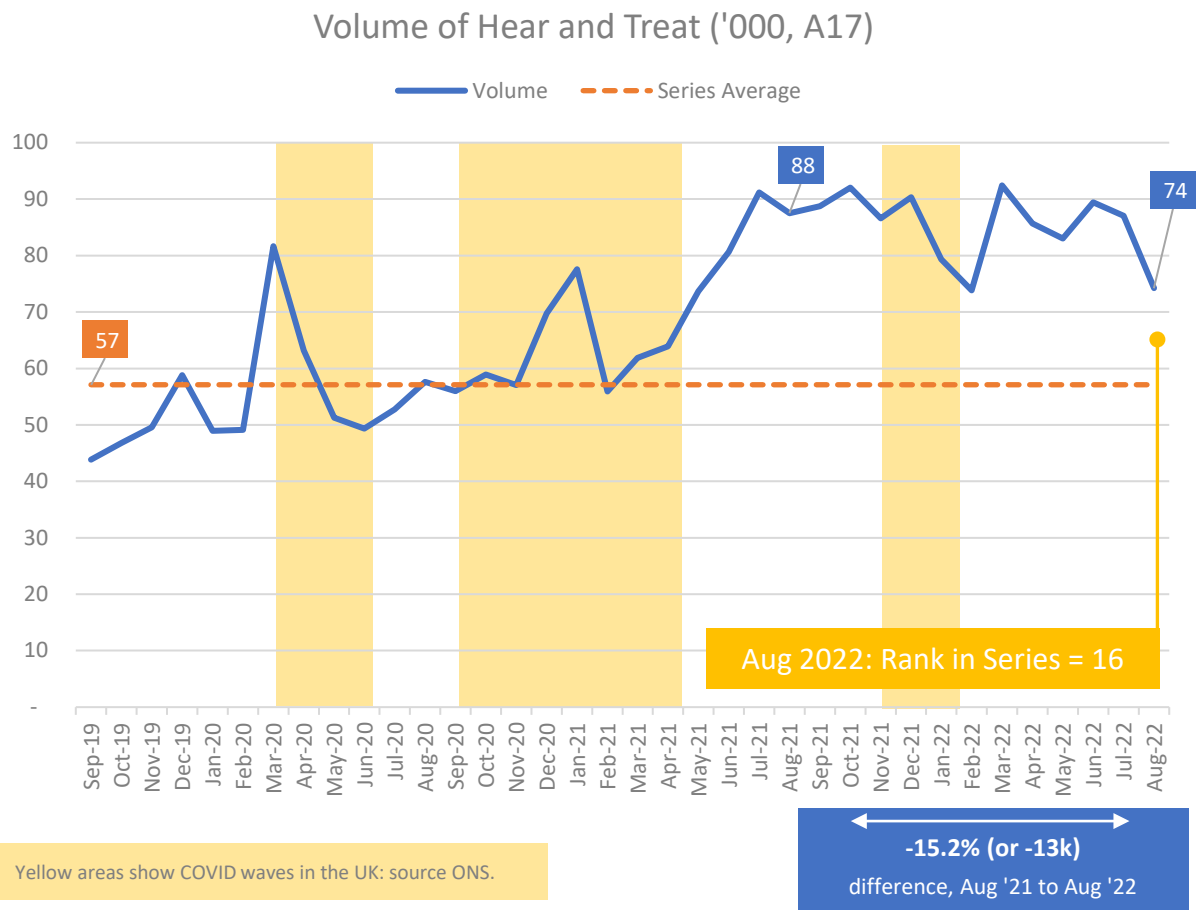
2. 90th Centile



18. Hear and Treat (measure A17)

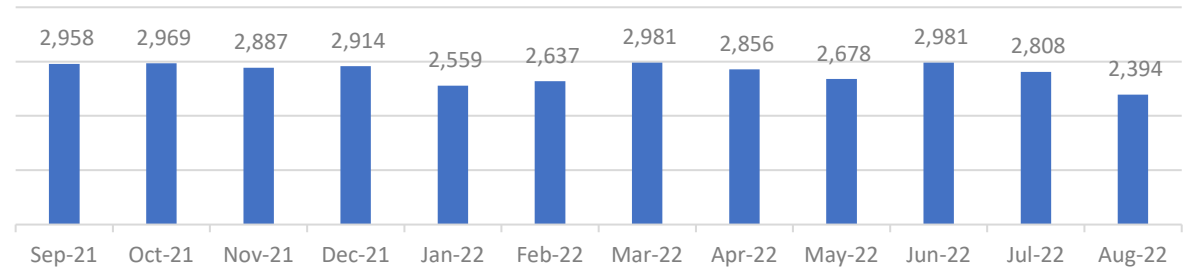
Although H&T responses decreased in August, the long-term trend continues to increase. Annualised data show over 1 million H&T incidents in the 12 months to August 2022 compared with 653k over the same period in 2020.

1. Monthly

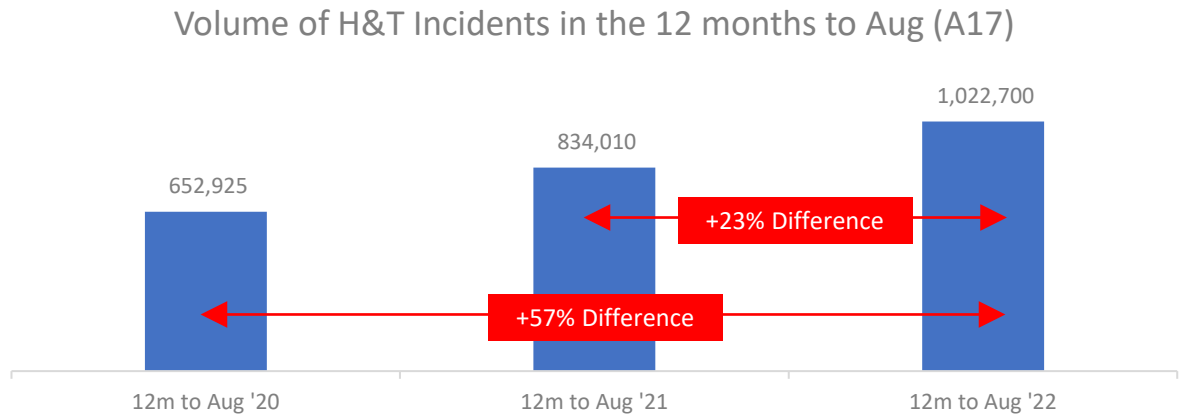


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



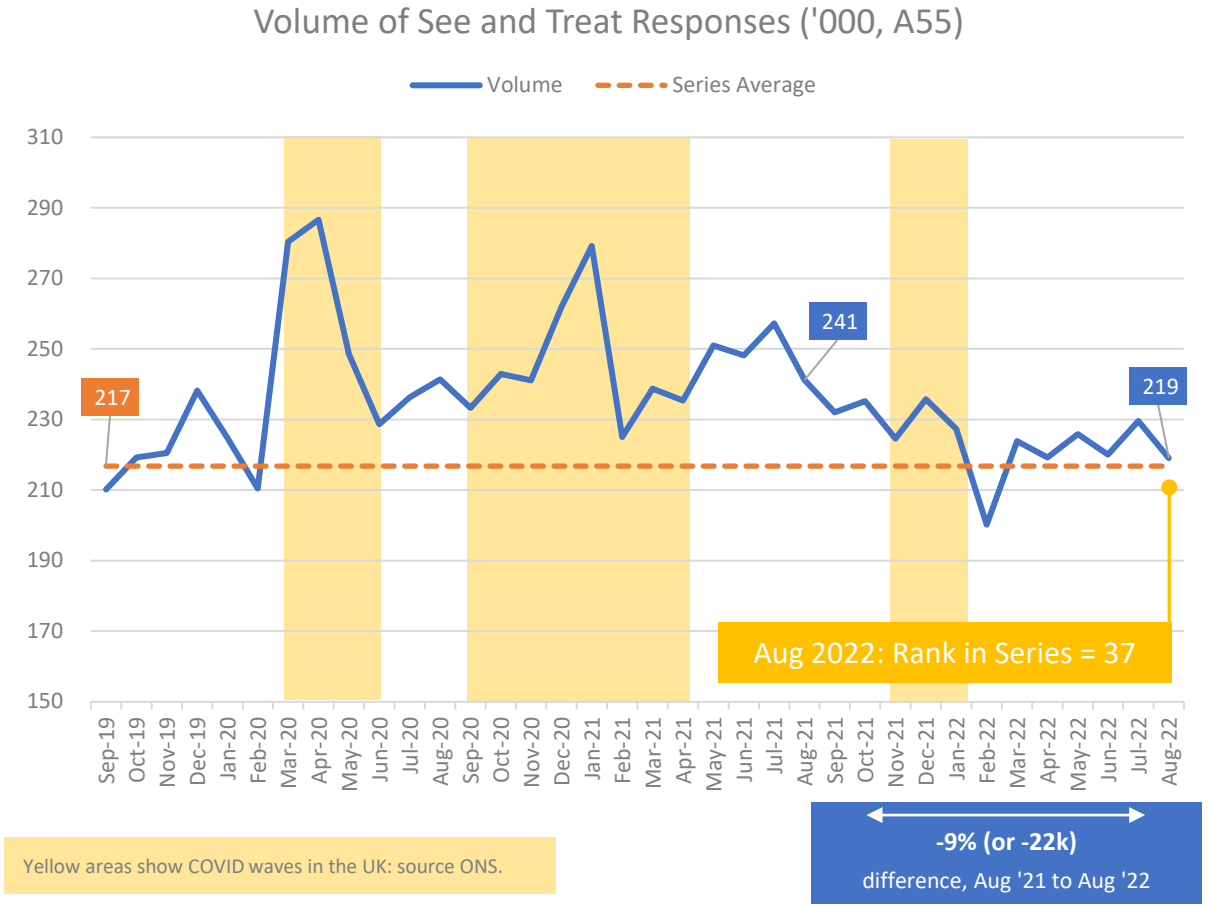
3. Annualised Data



19. See and Treat (measure A55)

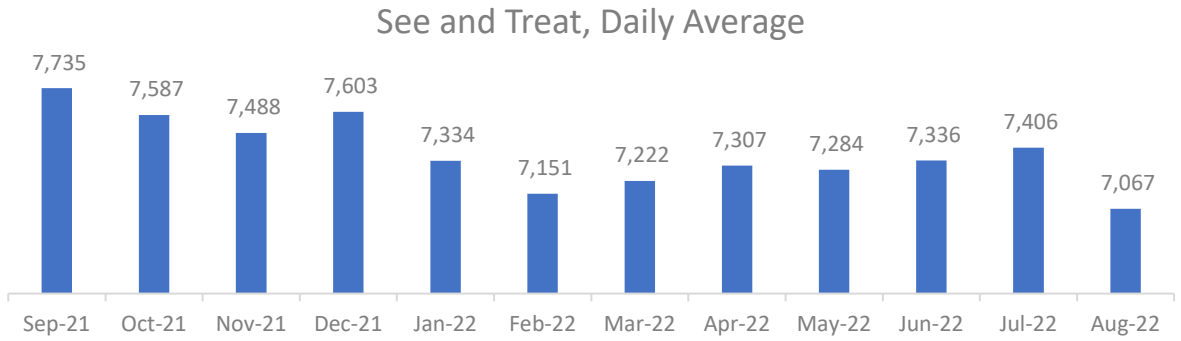
S&T responses dropped to 219k in August, the second lowest in 2022 after February (200k). The last two years has seen the trend decreasing: the volume of S&T responses has dropped from around 3 million in the 12 months to August 2021 to 2.7m in the most recent period.

1. Monthly

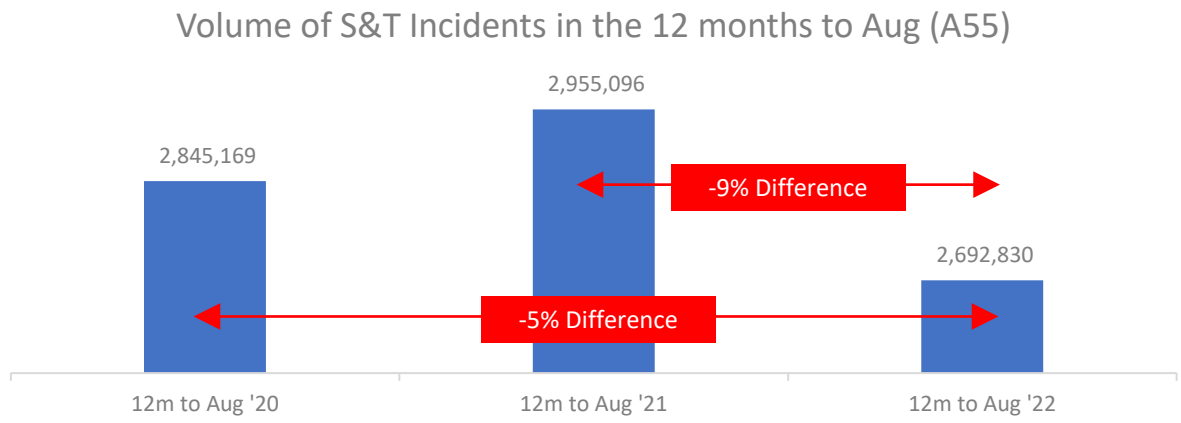


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



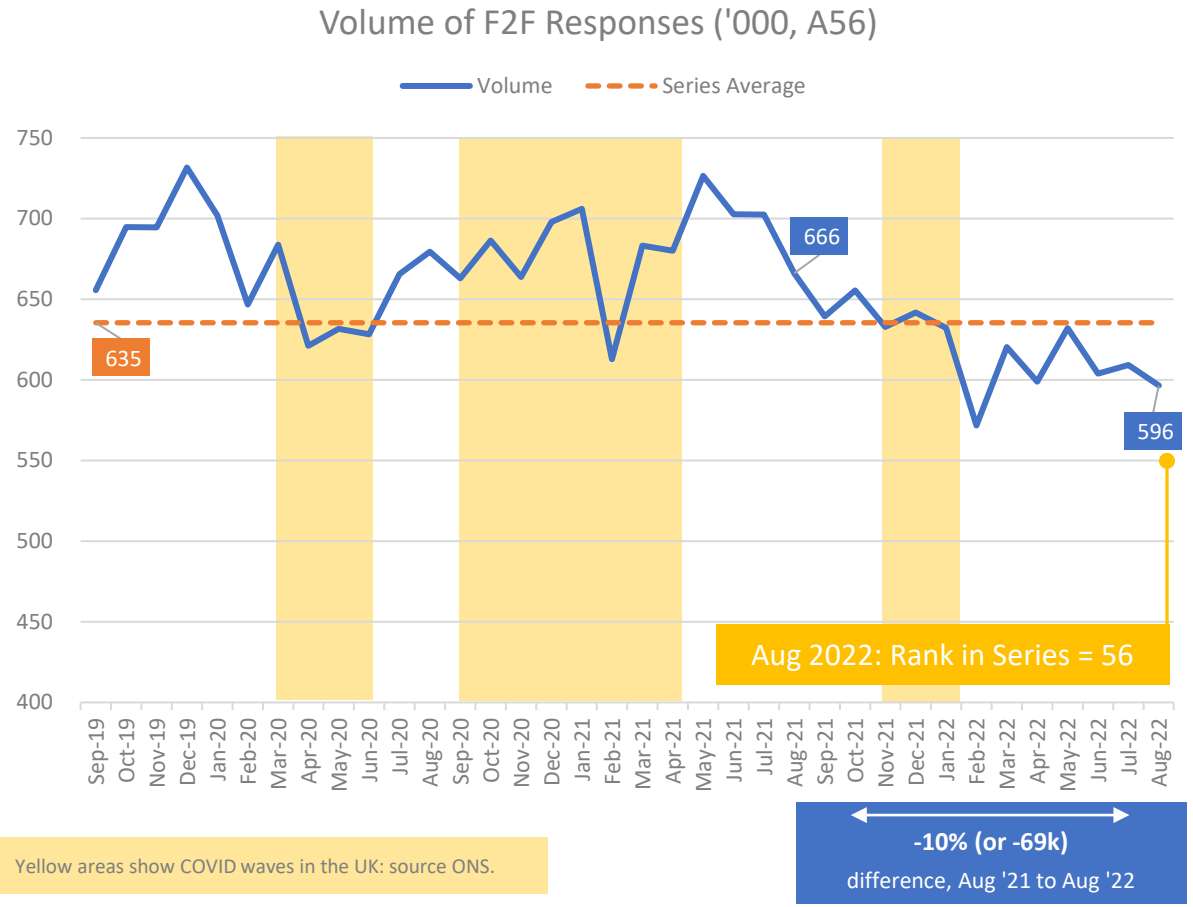
3. Annualised Data



20. Face to Face (measure A56)

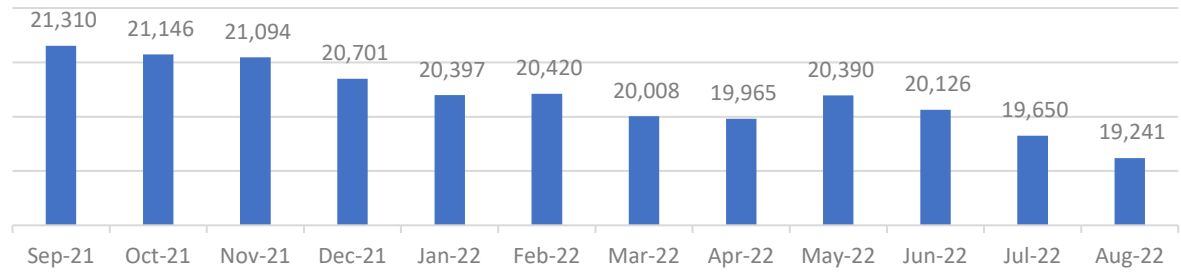
Total F2F responses dropped to 596k in August 2022. This is the second lowest monthly volume since December 2017, with the actual lowest being 572k in February 2022.

1. Monthly

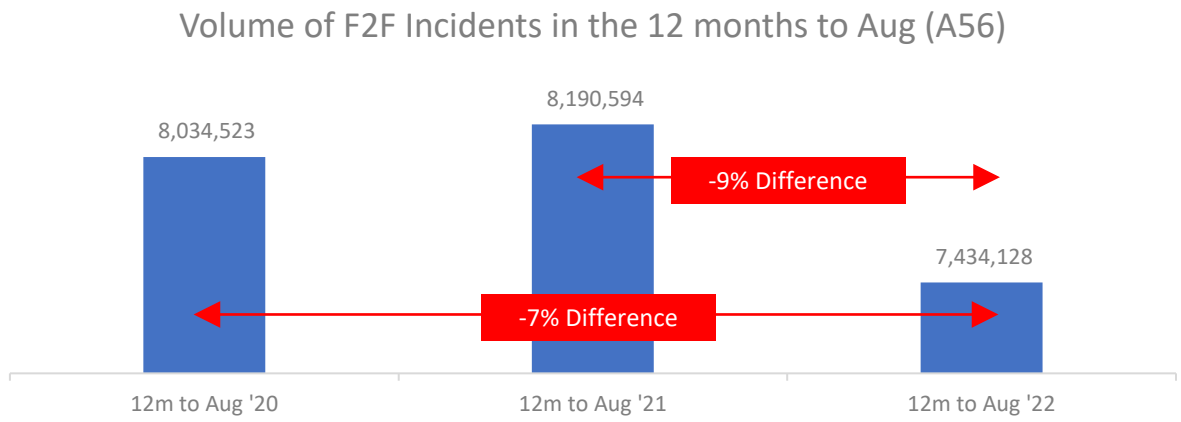


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



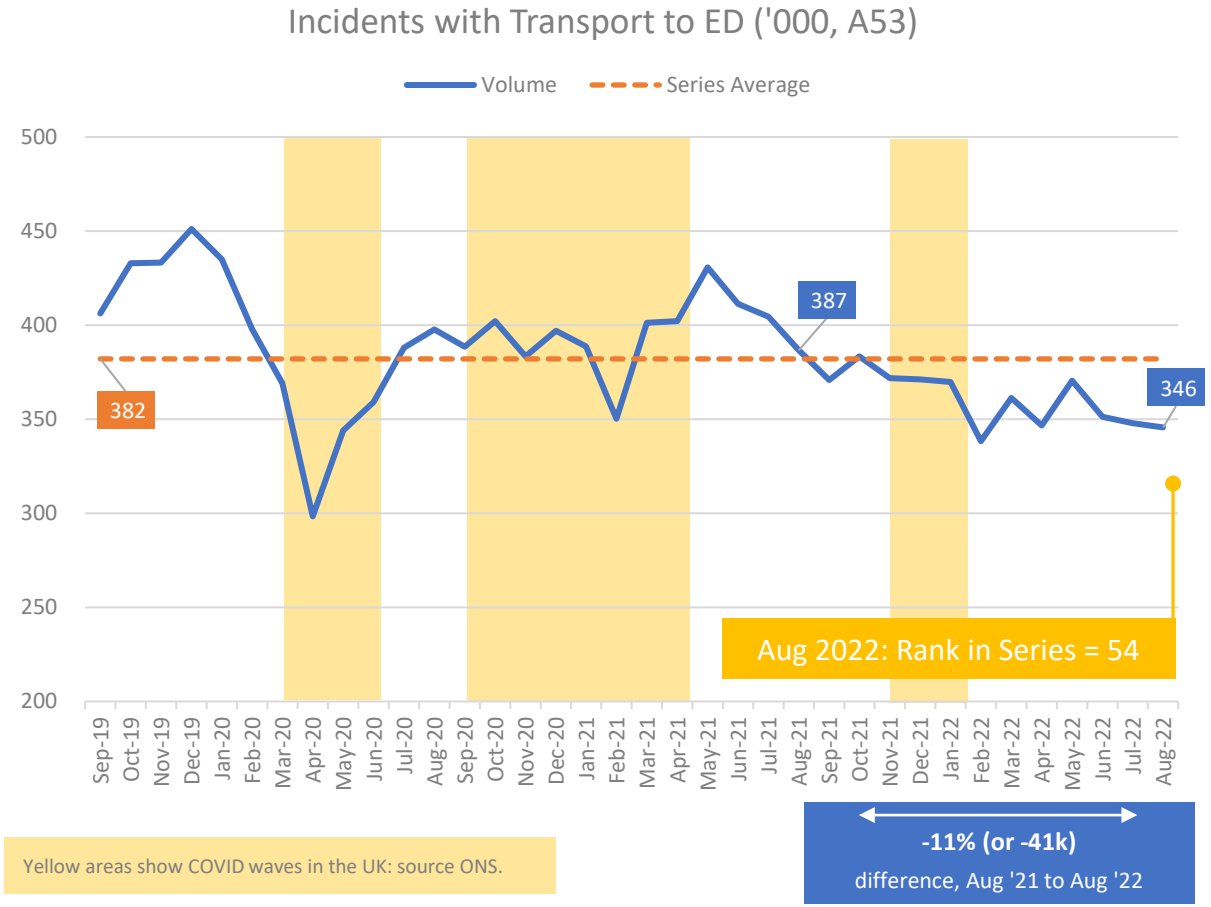
3. Annualised Data



21. Transport to Emergency Departments (measure A53)

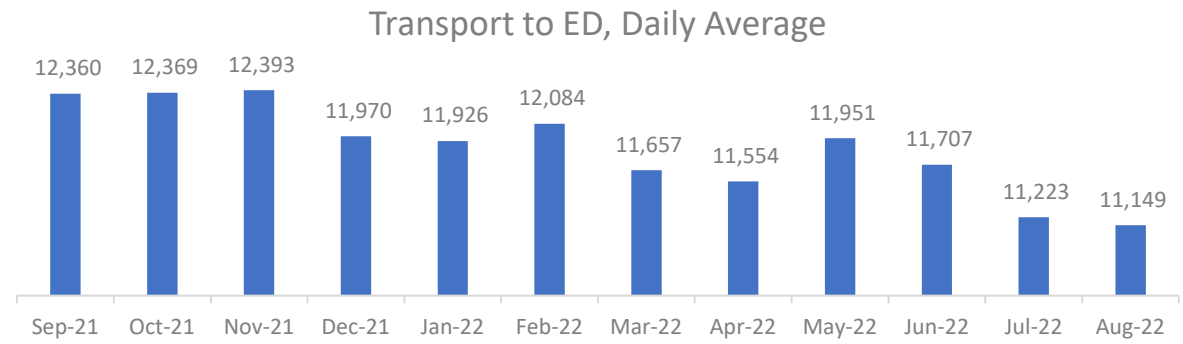
August saw 346k responses where patients were conveyed to ED, this is the 4th lowest monthly volume to date and the second lowest in 2022.

1. Monthly

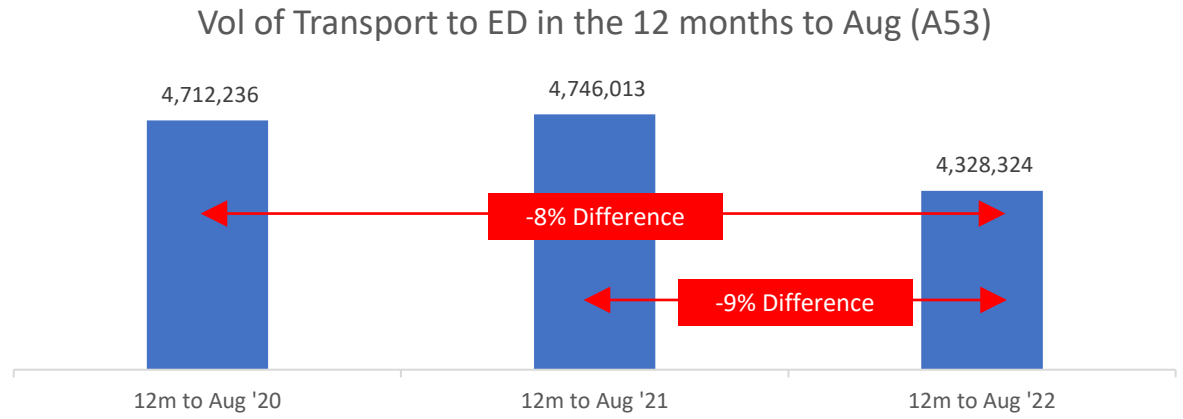


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



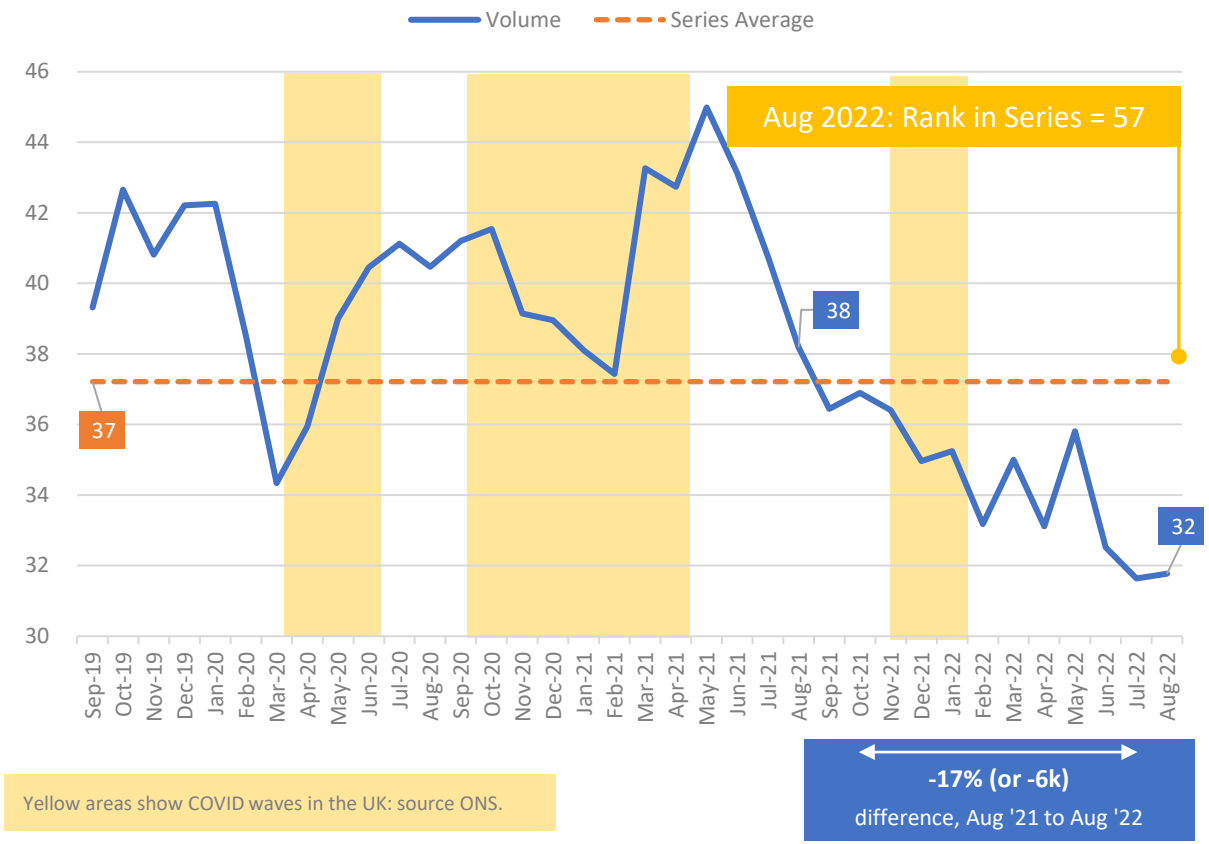
3. Annualised Data



22. Transported to Destination other than ED (measure A54)

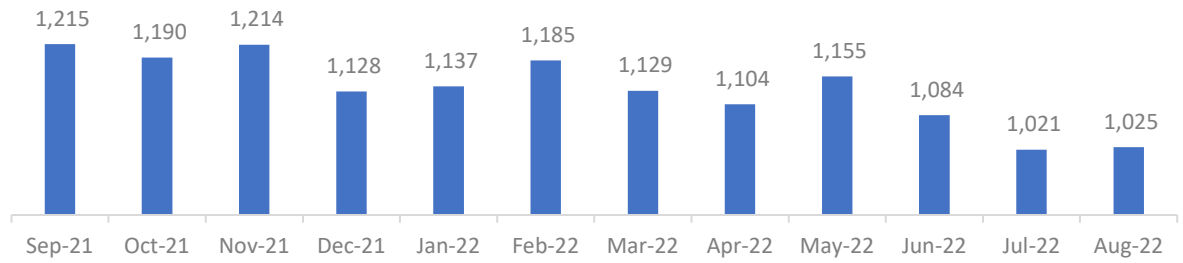
Volume of patients conveyed to destinations other than ED increased very slightly in August 2022. This is the second lowest volume to date, with the previous low being the previous month.

1. Monthly

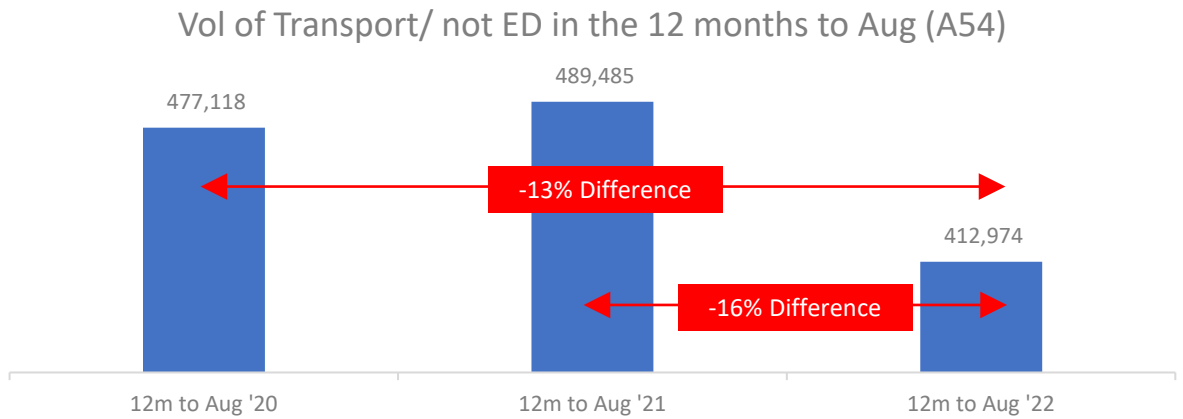


Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average



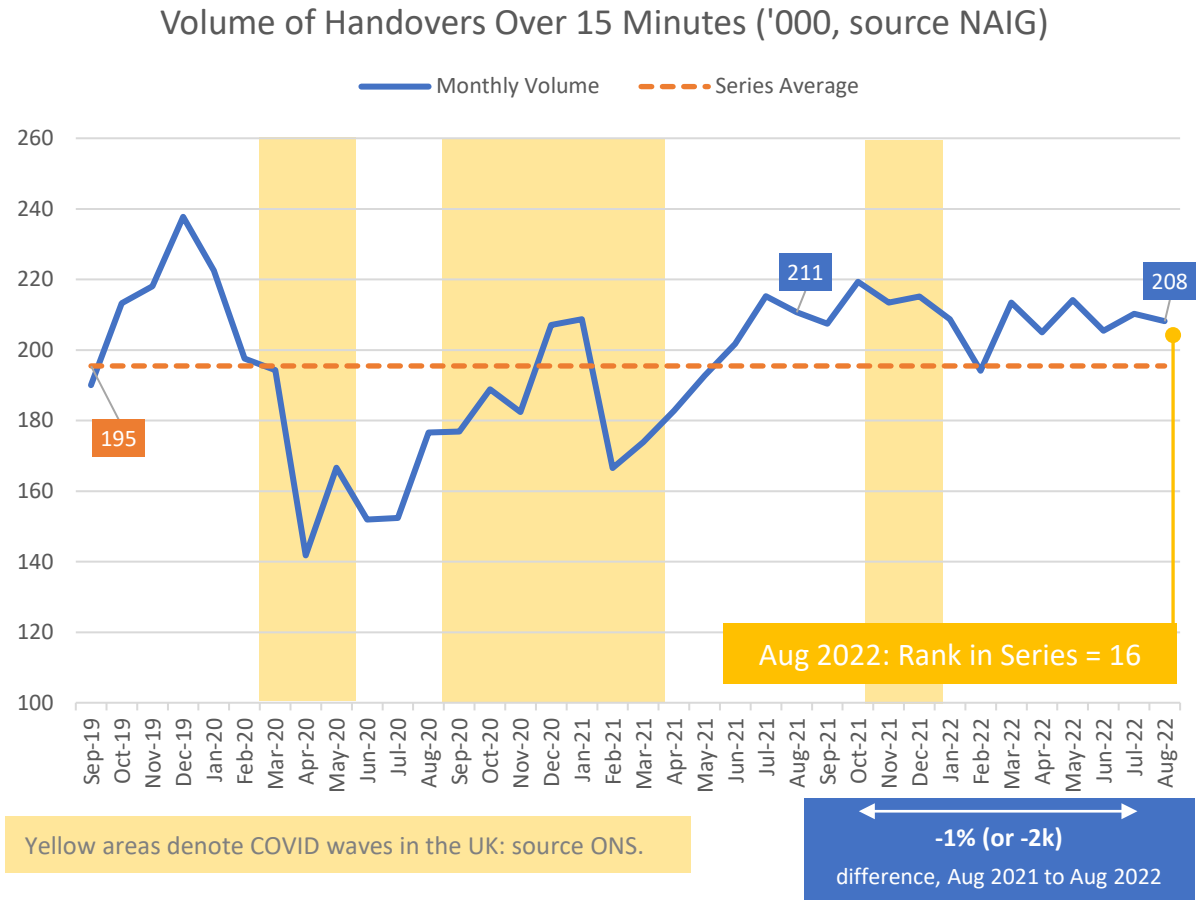
3. Annualised Data



23. Patient Handover Delays over 15 Minutes (source, NAIG)

The overall volume of patient handover delays exceeding 15 minutes decreased slightly in August from 210k to 208k. This is a slight decrease from August 2021 (211k) but overall the trend remains broadly steady. Hours lost as a result of these delays dropped to 138k (from 152k) but remain 52k greater than August 2021, and is the fourth highest volume to date.

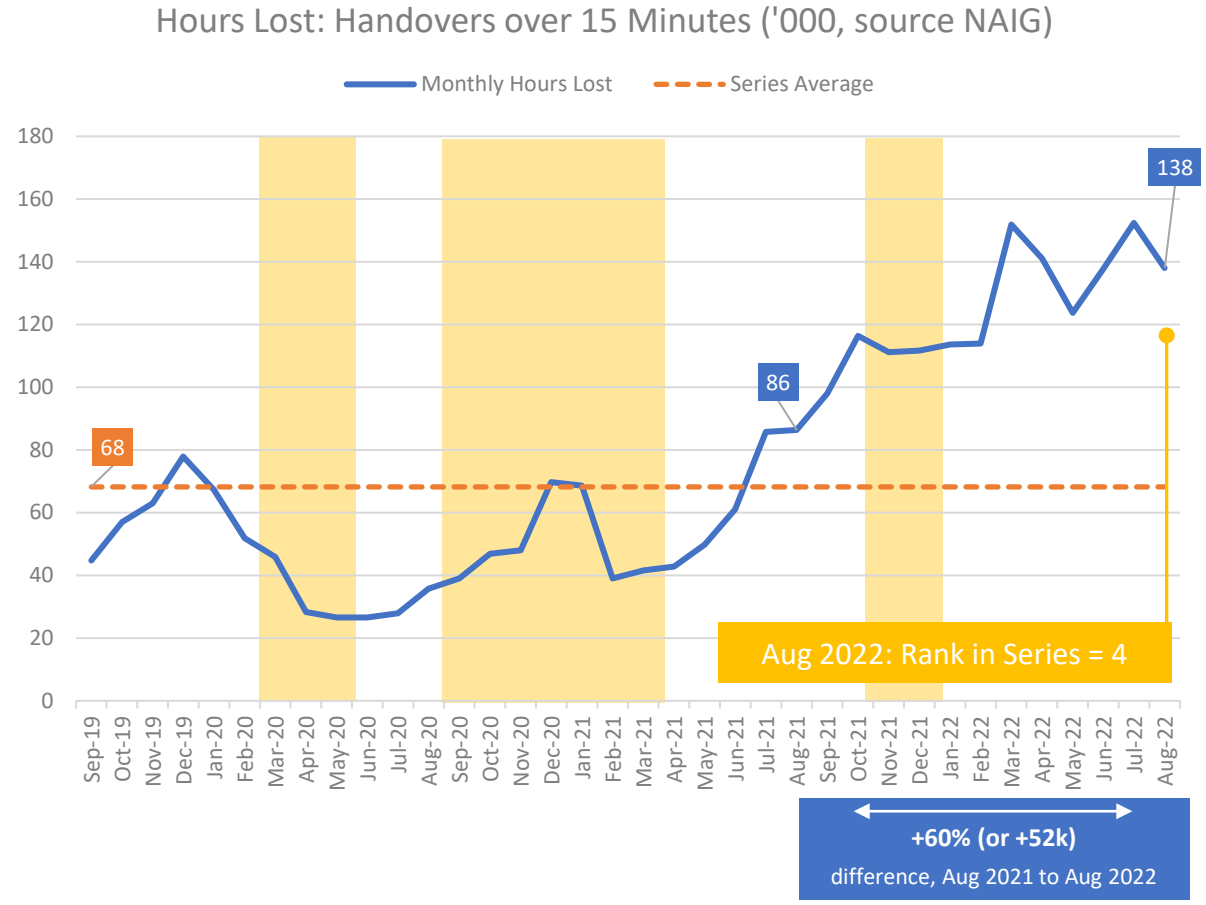
1. Delays over 15 Minutes



Yellow areas denote COVID waves in the UK: source ONS.

-1% (or -2k)
difference, Aug 2021 to Aug 2022

2. Hours lost for Handovers Over 15 Minutes

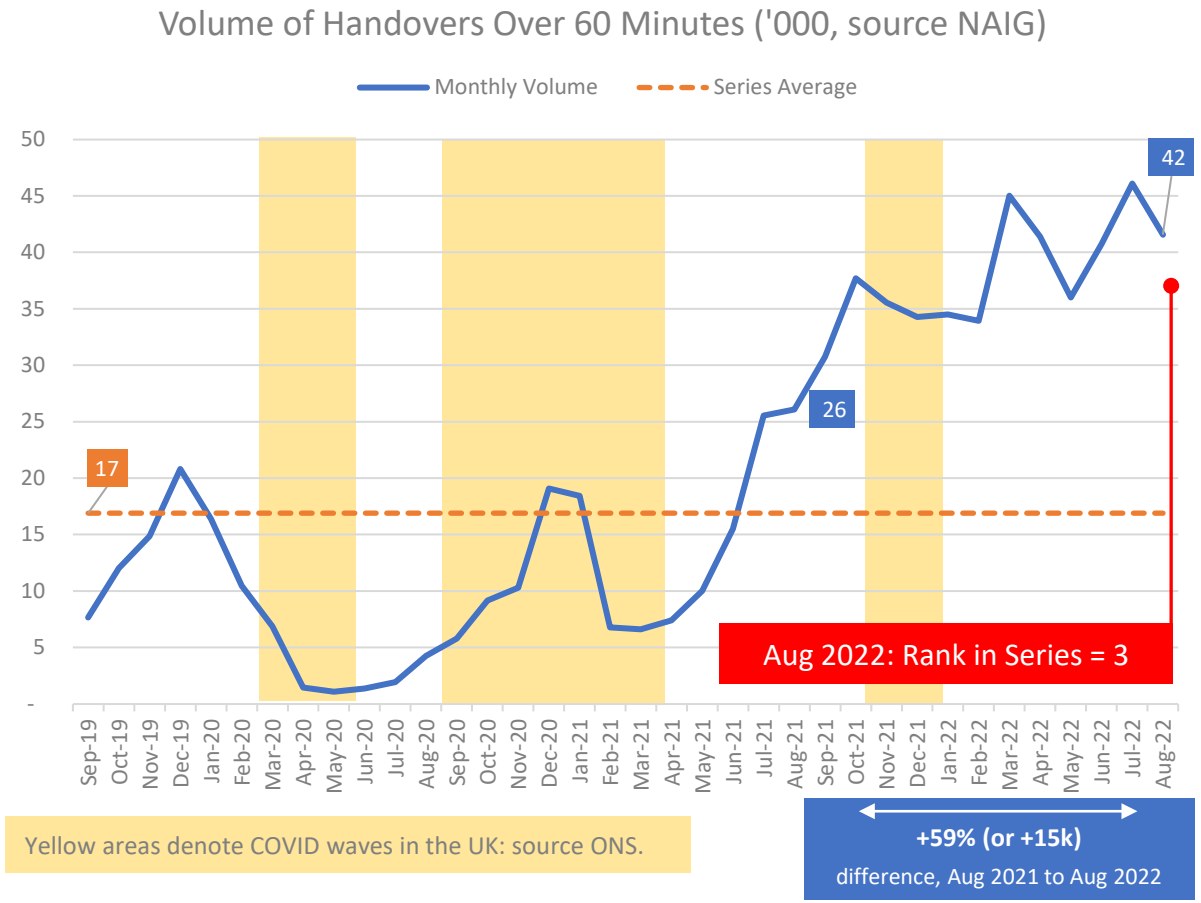


+60% (or +52k)
difference, Aug 2021 to Aug 2022

24. Patient Handover Delays over 60 Minutes (source, NAIG)

Patients waiting for an hour or longer decreased from 46k to 42k. This is the third highest volume on record, 15k greater than August last year and more than twice the series average. Despite a decrease in hours lost due to these delays, the August 2022 figure is two-and-a-half times greater than August last year.

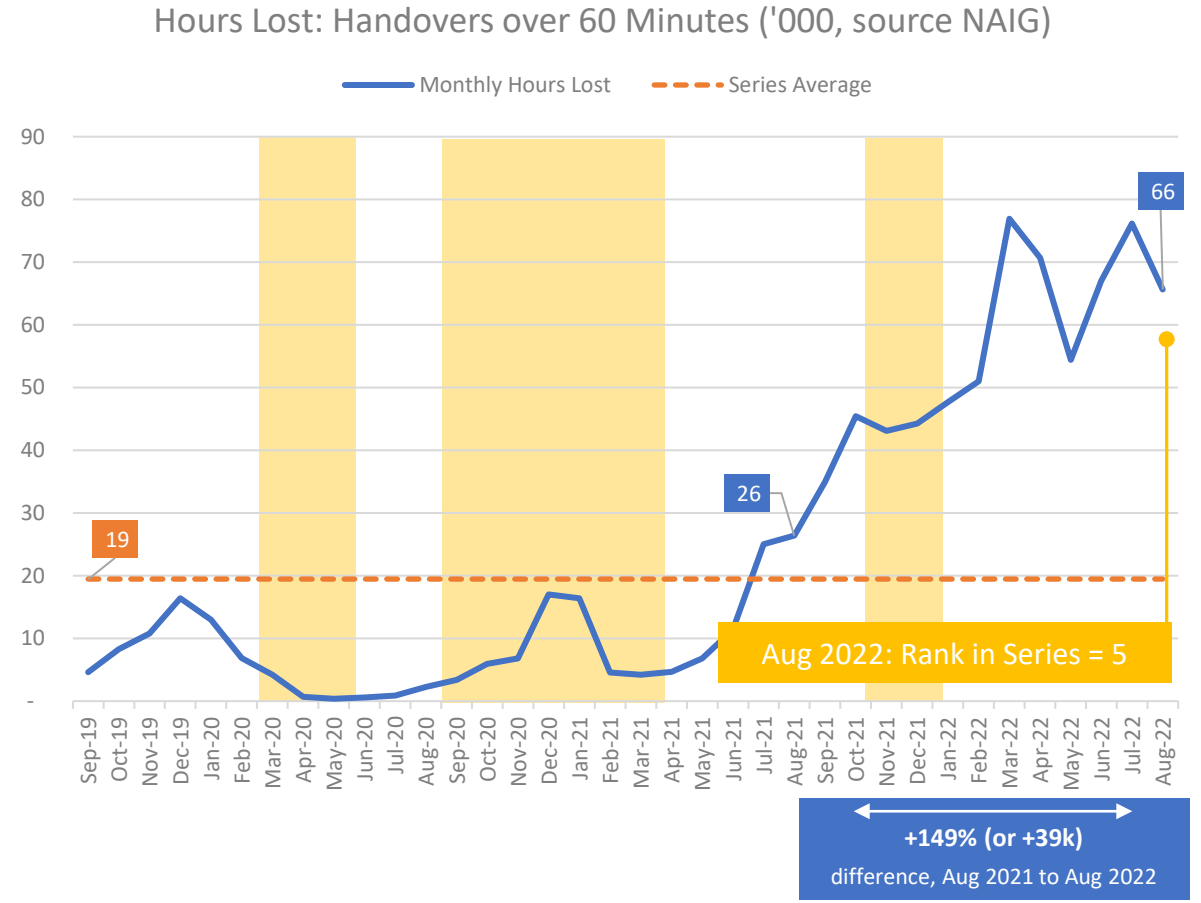
1. Delays over 60 Minutes



Yellow areas denote COVID waves in the UK: source ONS.

+59% (or +15k)
difference, Aug 2021 to Aug 2022

2. Hours lost for Handovers Over 60 Minutes

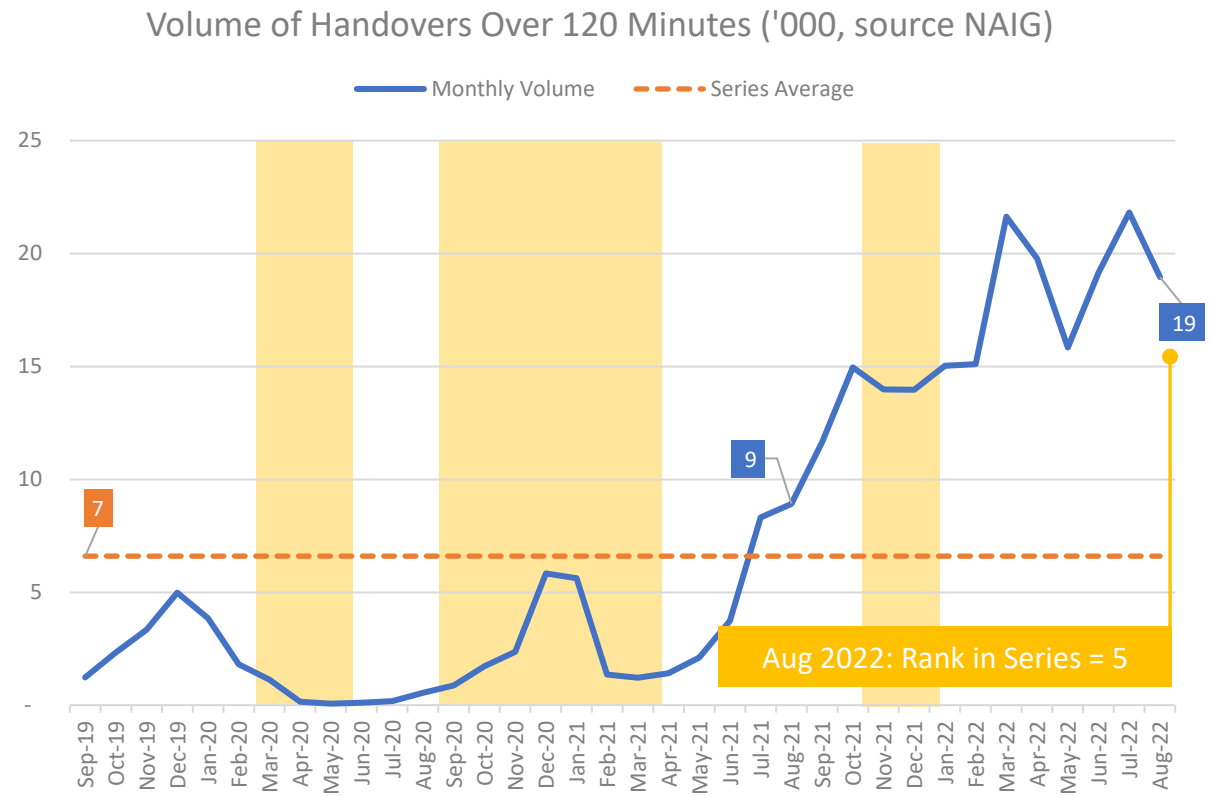


+149% (or +39k)
difference, Aug 2021 to Aug 2022

25. Patient Handover Delays over 120 Minutes (source, NAIG)

The volume of 2 hour delays decreased – but remains comparatively very high: at 19k the volume is more than twice that of August 2021 while the hours lost to those delays is more than three-and-a-half times greater. In both cases, the August 2022 volume was the fifth highest on record.

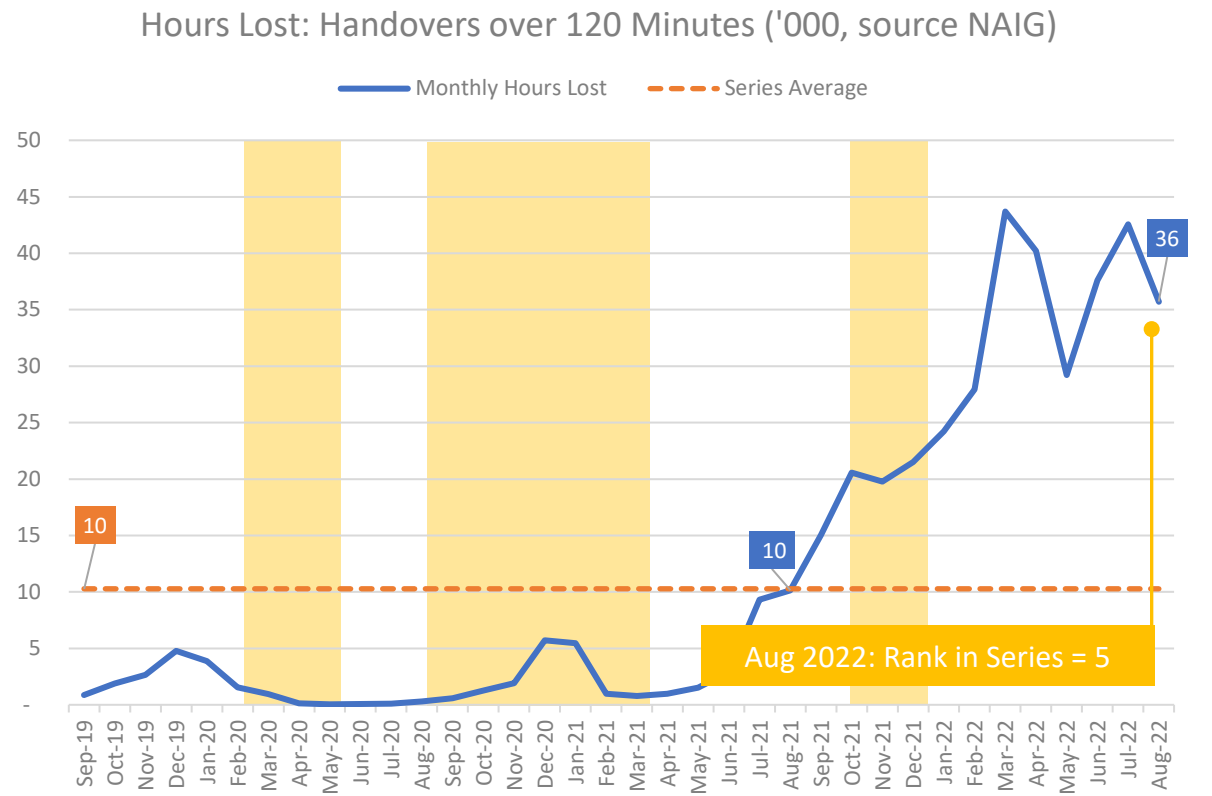
1. Delays over 120 Minutes



Yellow areas denote COVID waves in the UK: source ONS.

+113% (or +10k)
difference, Aug 2021 to Aug 2022

2. Hours lost for Handovers Over 120 Minutes

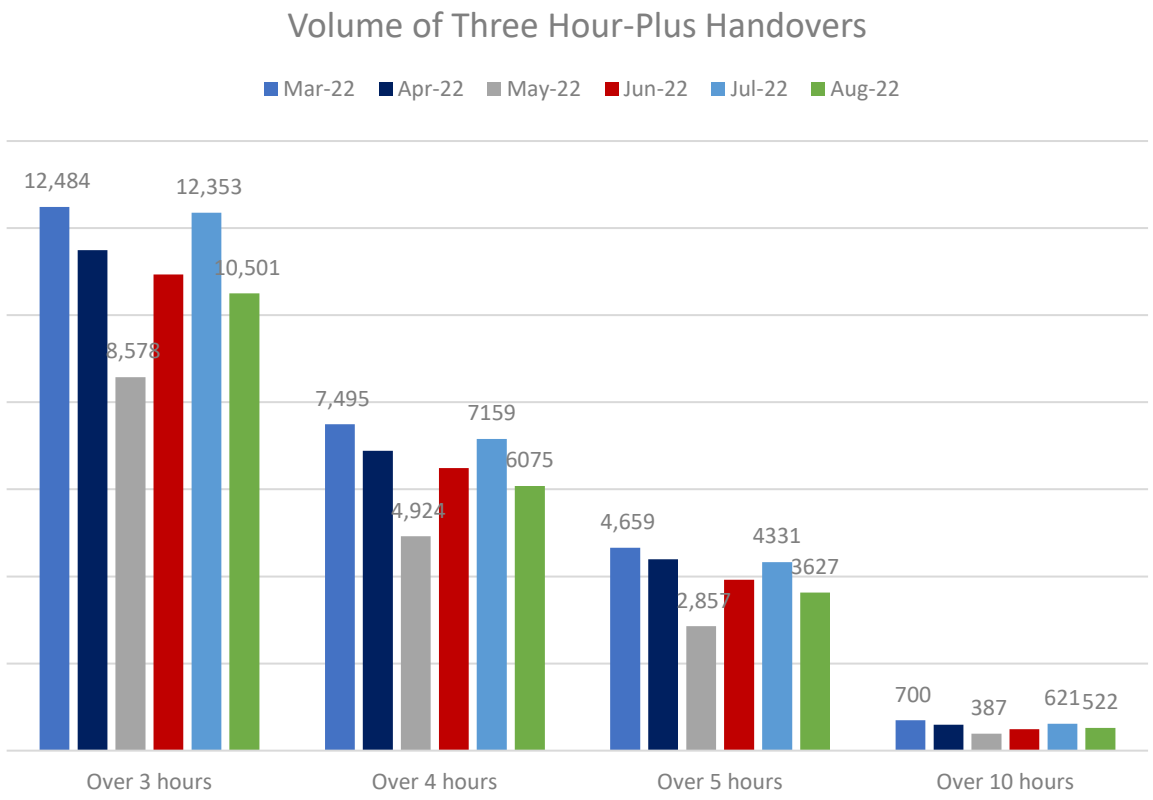


+252% (or +26k)
difference, Aug 2021 to Aug 2022

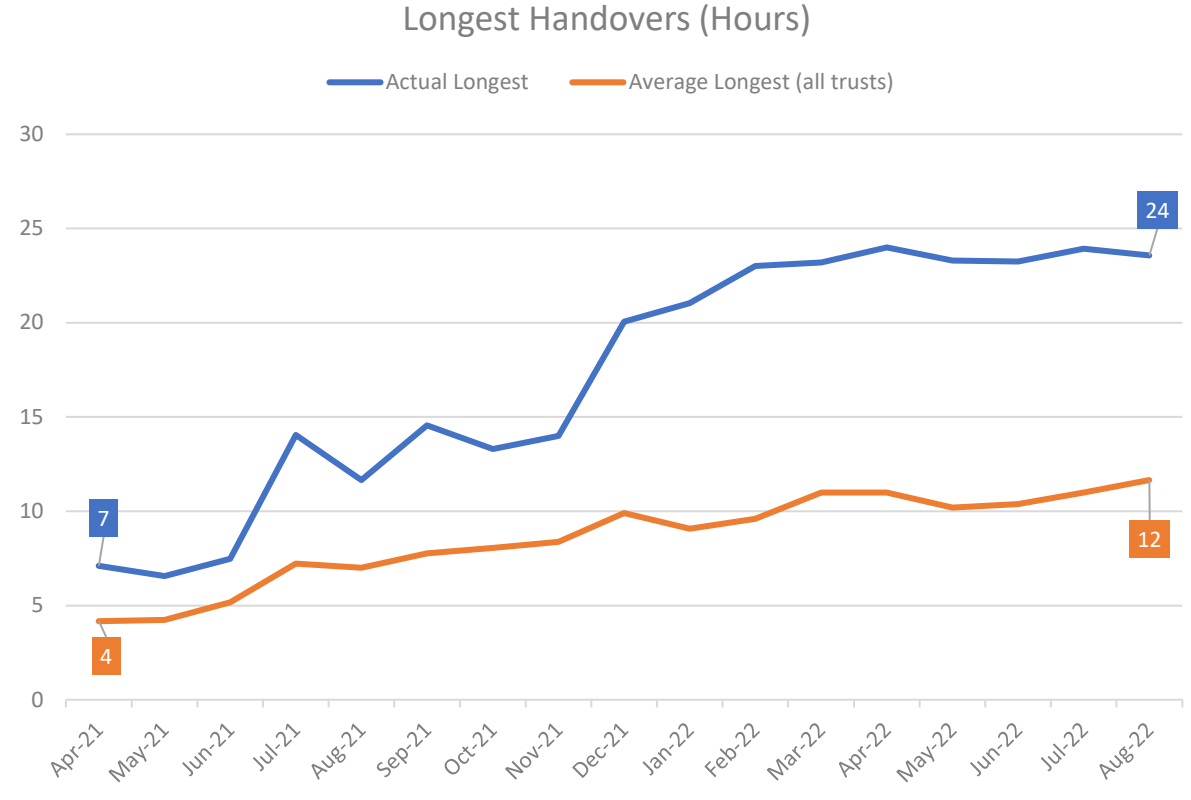
26. Patient Handovers Longer than Three Hours (source, NAIG)

Every day in August, more than 300 patients and their associated crews waited for three hours or longer for hand-over (10,501 in total). Each day, there were 16 delays of ten hours or longer, a total of 522 across the month. While these are not the highest figures to date, they represent a considerable volume of patients and crew, with a subsequent impact on health and resource (see next page).

1. Breakdown of delays over three hours



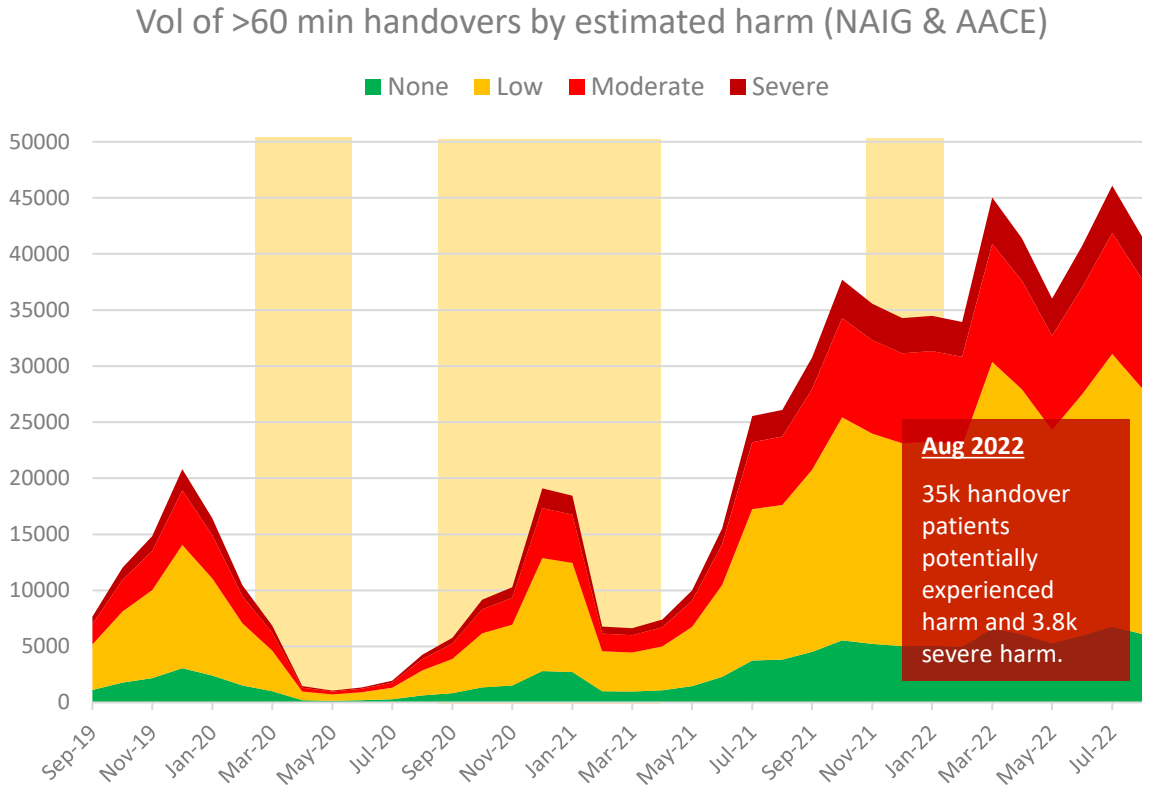
2. Longest individual handover delays



27. Impact on Patients and Crew (source, NAIG, AQI Data and AACE)

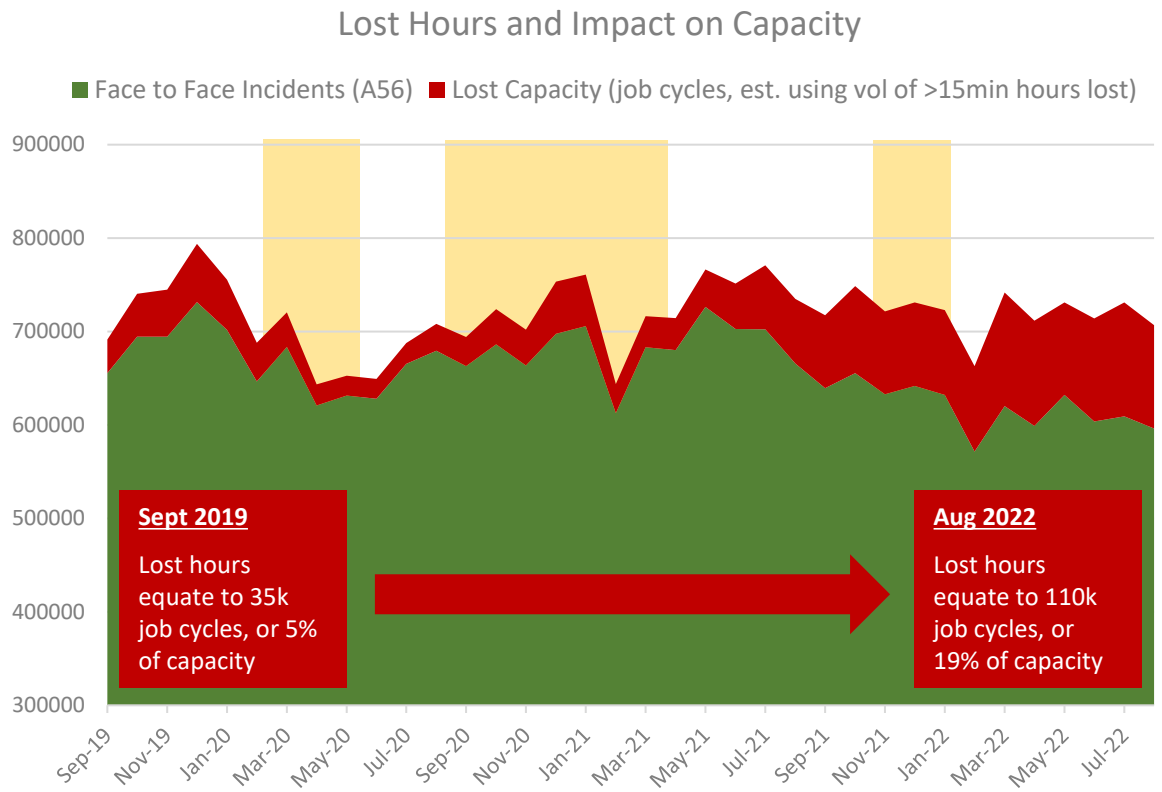
Around 35k patients experienced potential harm as a result of long handover delays in August, with just under 4k of these experiencing severe harm*. Taking the total hours lost to handover delays in August, the sector lost the equivalent of 110k job cycles. Using Face-to-Face AQI data, this equates to 19% of potential capacity – double that of August 2021 and up from 5% in September 2019.

1. Estimated number of patients experiencing potential harm



*Estimates based on clinical review of patients waiting >60 minutes in 2021

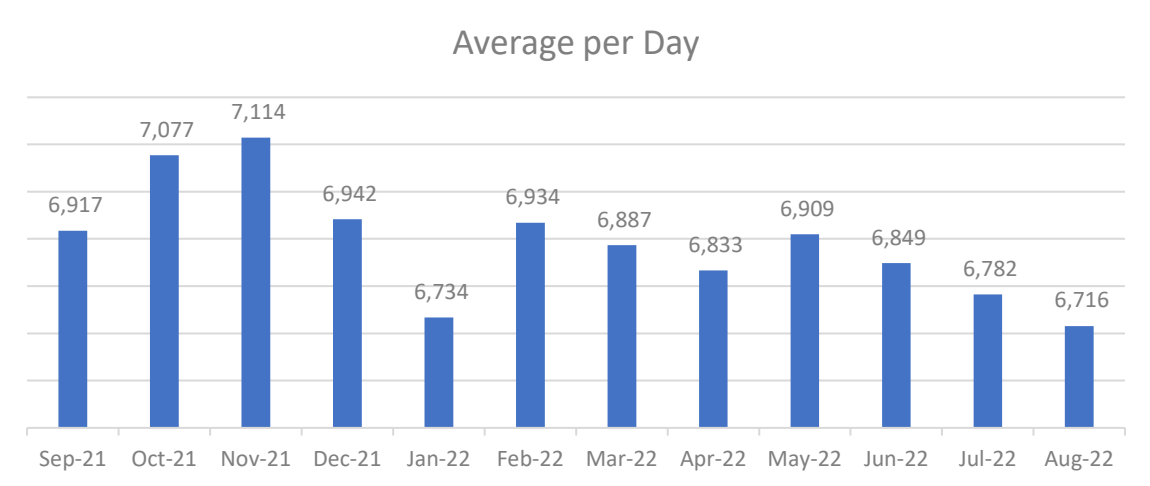
2. Estimated impact of lost hours on capacity

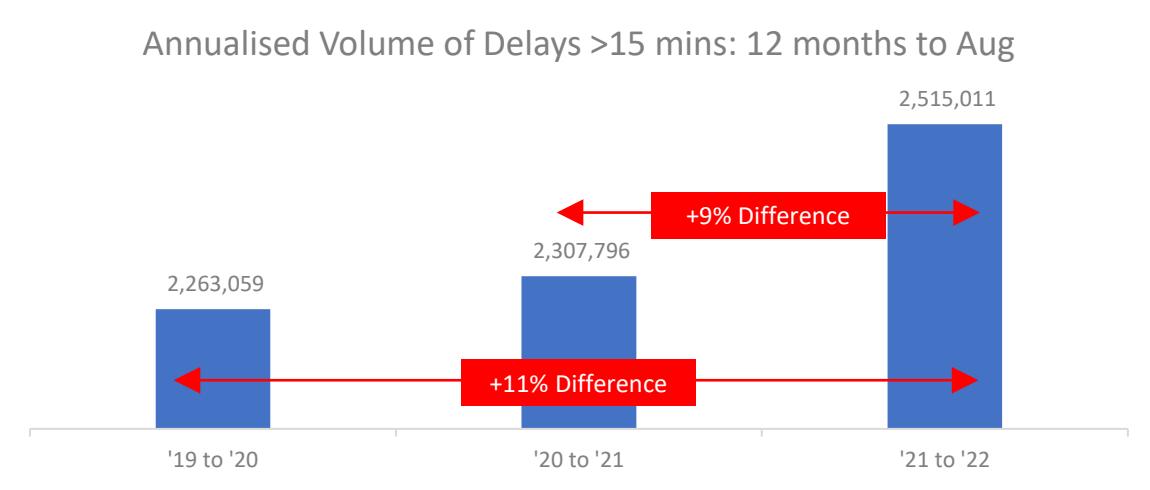


Yellow areas denote COVID waves in the UK: source ONS.

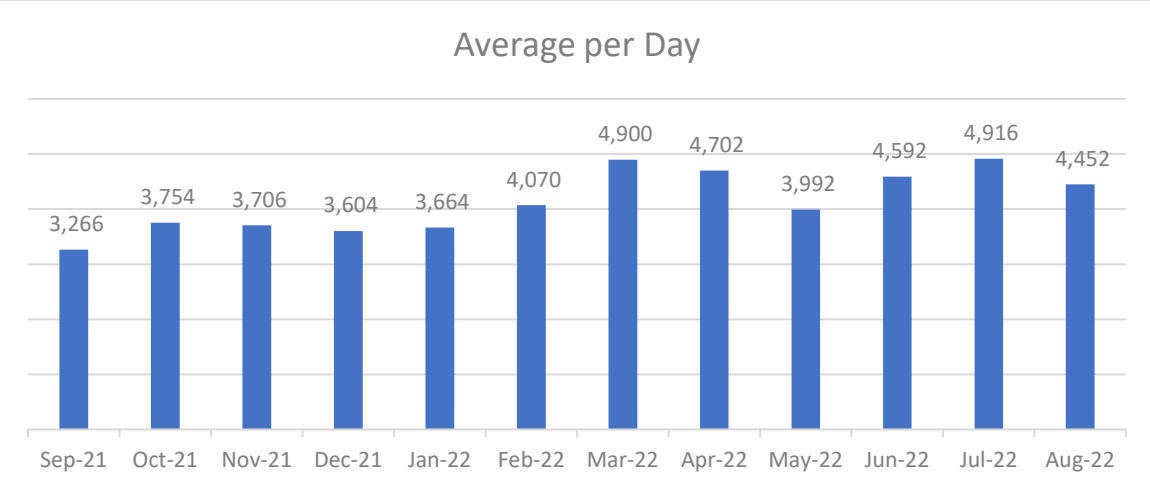
28. Appendix (i): Average Daily and Annualised Data for >15 minute delays (source, NAIG)

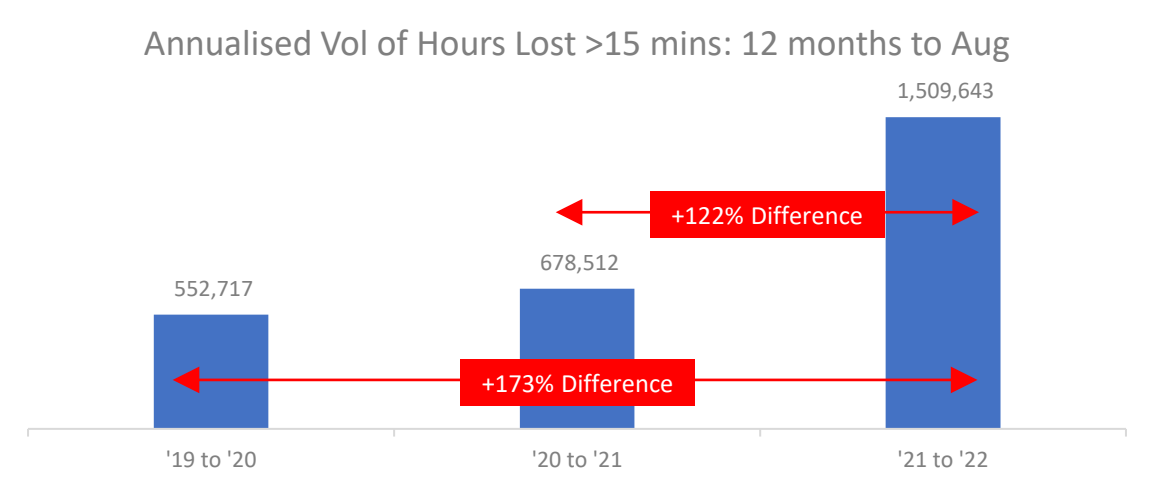
1. Volume of Handover Delays over 15 minutes





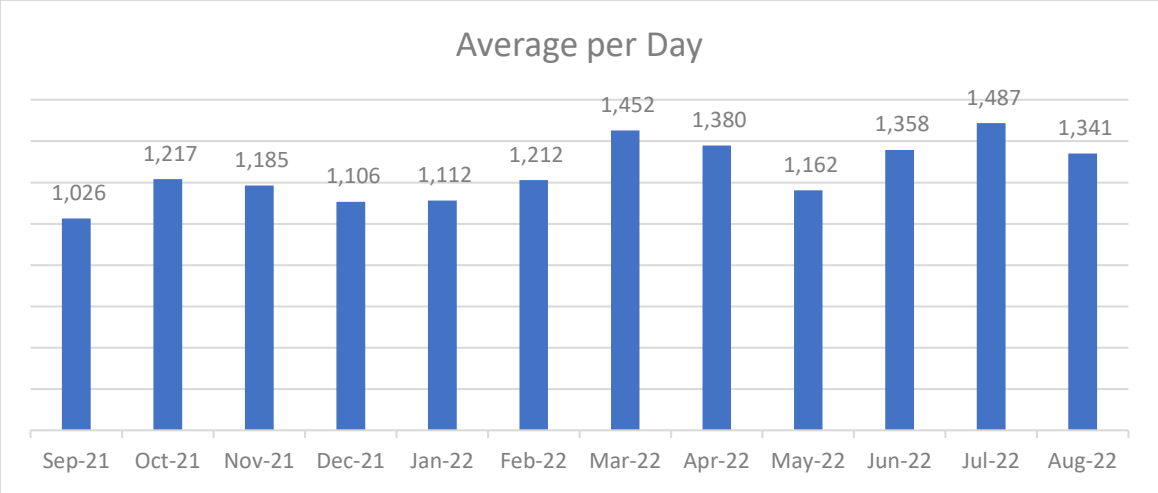
2. Hours Lost for Handover Delays over 15 minutes

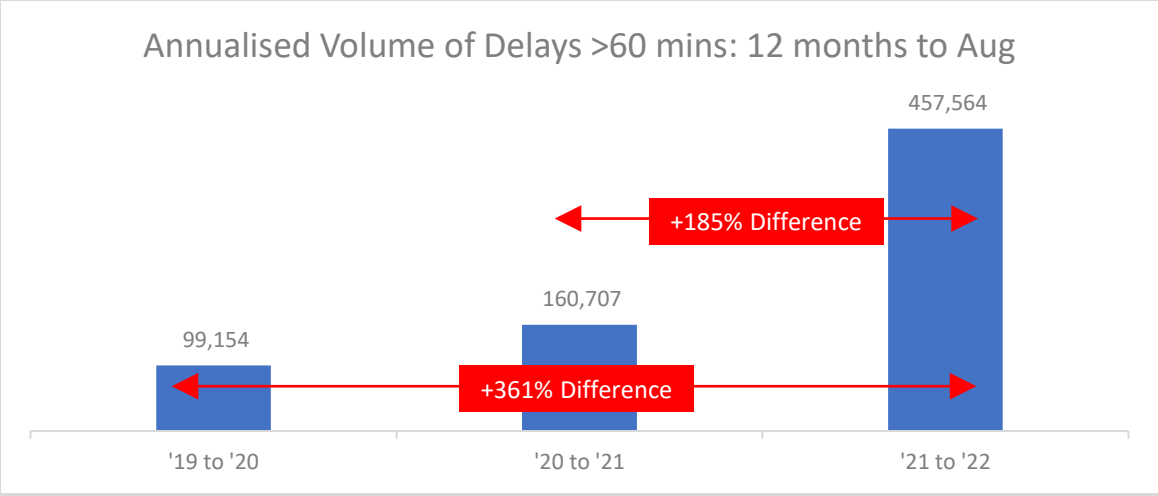




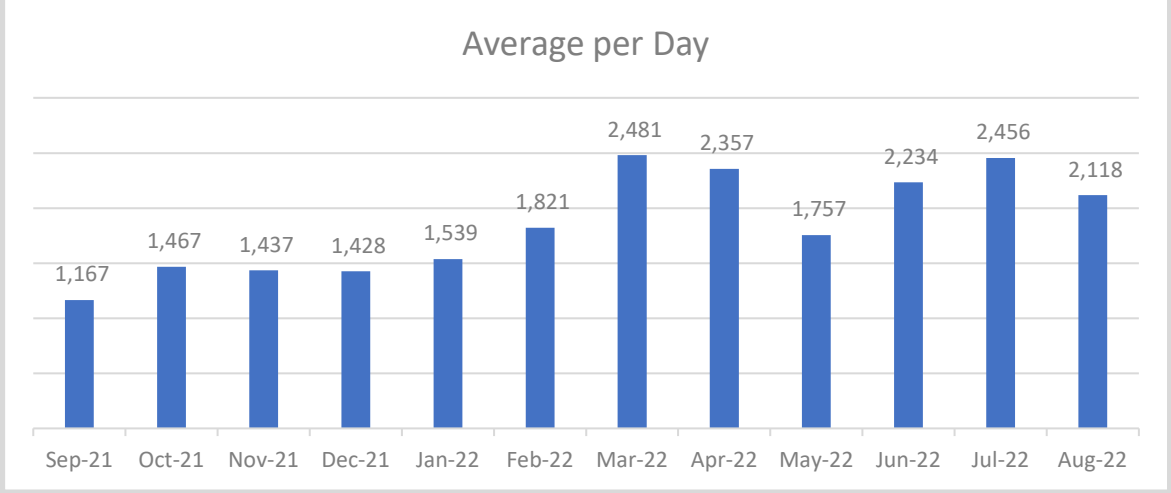
29. Appendix (ii): Average Daily and Annualised Data for >60 minute delays (source, NAIG)

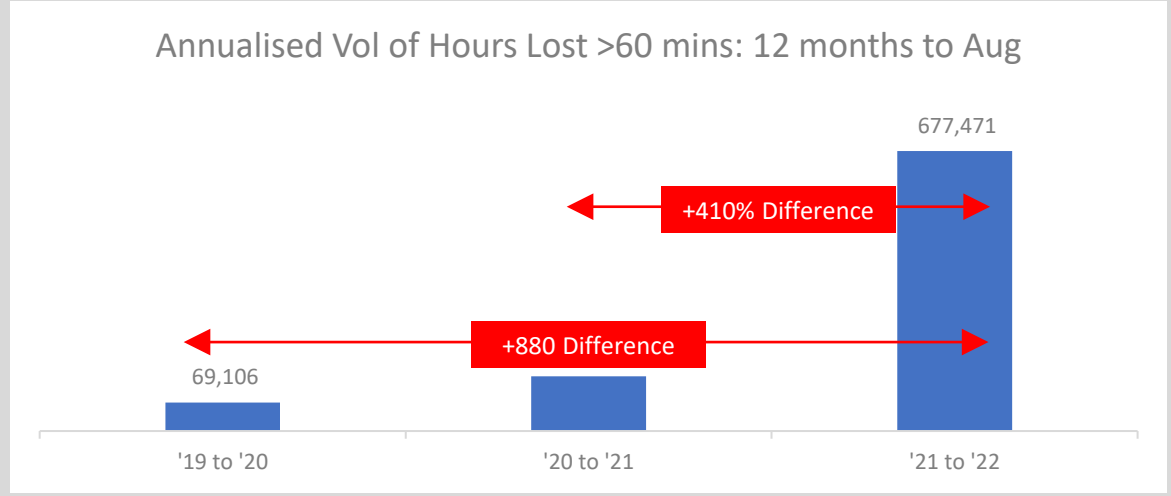
1. Volume of Handover Delays over 60 minutes





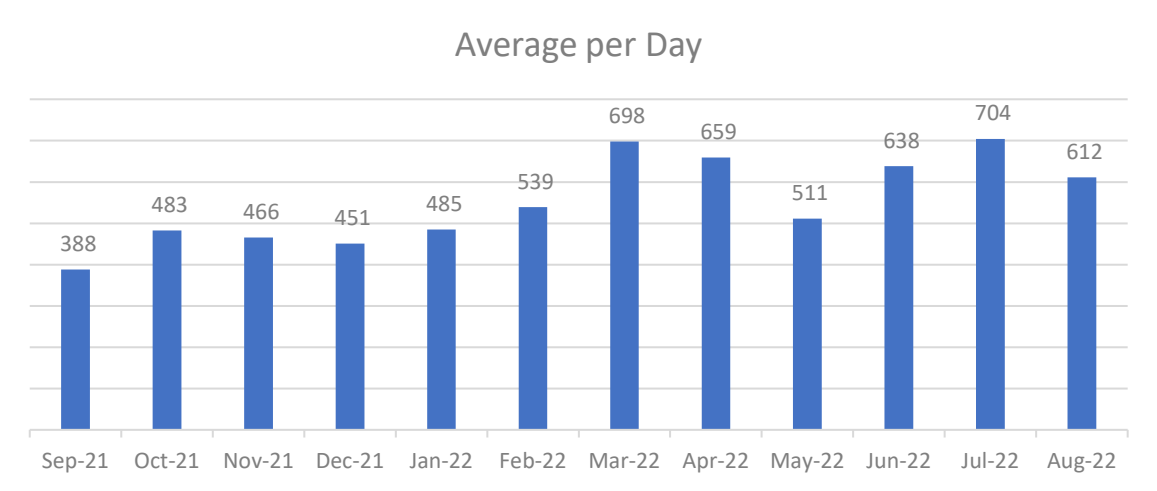
2. Hours Lost for Handover Delays over 60 minutes

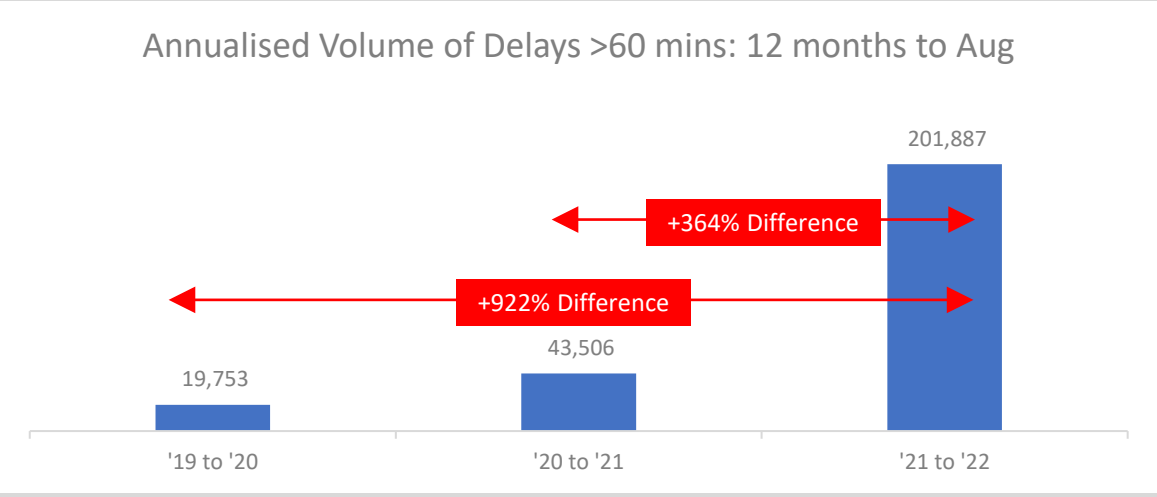




30. Appendix (iii): Average Daily and Annualised Data for >120 minute delays (source, NAIG)

1. Volume of Handover Delays over 120 minutes





2. Hours Lost for Handover Delays over 120 minutes