

# National Ambulance Data – Final

Data to the end of June 2023

Published - July 25<sup>th</sup>, 2023

## 2. Summary and Contents

**Overview:** Category-1 and Category-2 incidents reached their highest average daily number in 2023, although the monthly total for each category was lower than recorded in June 2022. Response times increased for each category – and although faster than the same time last year, each measure remains slower than its respective national standard: Category-1 mean response time has exceeded seven minutes since early 2021. Patient handover delays decreased in June to some of the lowest levels seen in well over a year. However, hours lost to longer delays remain ten times greater than recorded just two years previously.

### Section 1. Contact Volume and Call Answer Time



- In June, the average daily number of 999 calls reached its highest level in 2023 (around 26-thousand a day). The 12-months to June 2023 recorded a million fewer calls than the same period last year, but over a million more calls than the same period in both 2020 and 2021.
- The mean call answer time increased to 17 seconds in June 2023, but remains faster than the same time last year, and below the series average of 18-seconds.

### Section 2. Incidents and Response Time, by Category



- The number of incidents per-day was at its highest since November 2022. There was an uplift in the daily volume of Category-1 and Category-2 incidents, with both reaching their highest levels in 2023.
- Response times increased for each category, and although faster than the same time last year, remain slower than the respective national standards: Category-1 mean response has been slower than its seven-minute standard since early 2021.

### Section 3. Incidents by Response Outcome



- Hear-and-treat responses increased in June to reach the highest daily average in 2023.
- The average daily volume of patients requiring conveyance to an emergency department was close to 12-thousand in June, having increased steadily every month since December 2022.

### Section 4. Patient Handover Delays



- Patient handover delays decreased in June, as did the time lost to those delays.
- Delays of an hour or longer decreased to their second lowest level since late 2021. However, the annualised volume of these delays greatly exceeds that recorded just two years ago, while the hours lost in the 12-months to June 2023 was over ten-times greater than the same period to June 2020.

# Section 1

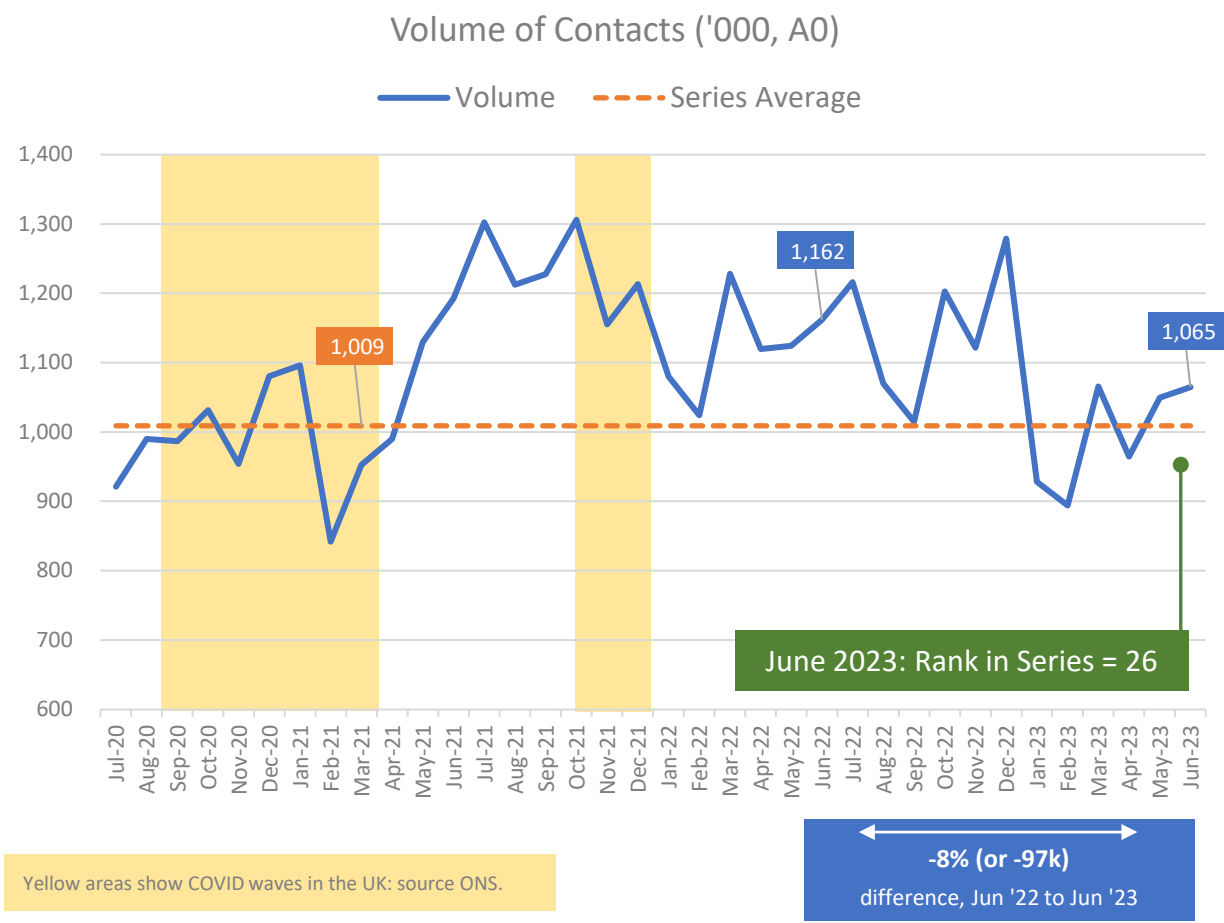
## Contact Volume and Call Answer time

- [Demand: Volume of Contacts](#)
- [Demand: Volume of 999 Calls Answered](#)
- [Demand: 111 Call Volumes](#)
- [Ambulance Dispositions \(111 to 999 calls\)](#)
- [Demand: Call Answering Time](#)

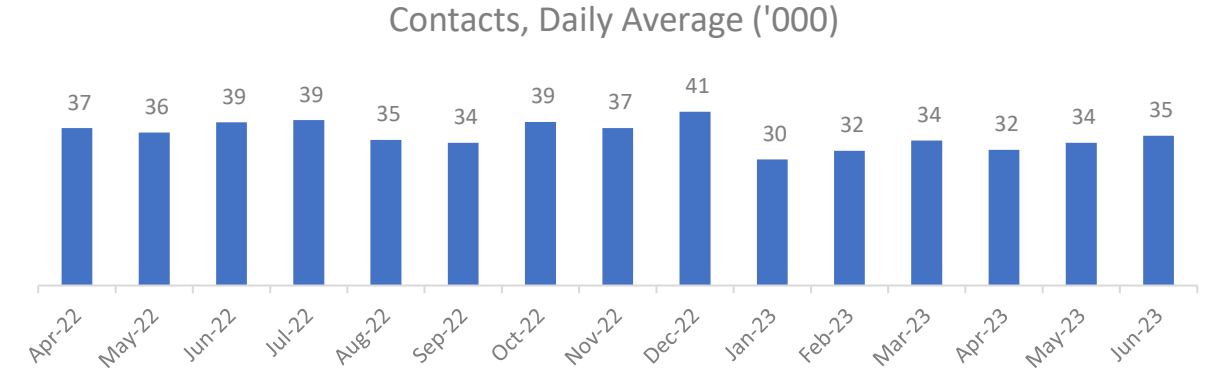
# 4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

June saw volume of contacts to ambulance control rooms increase to reach the second highest volume in 2023. However, the average daily volume for the month was at its highest since January. Annually, the most recent 12-months has fewer contacts than last period, but remains higher than 2020 and 2021.

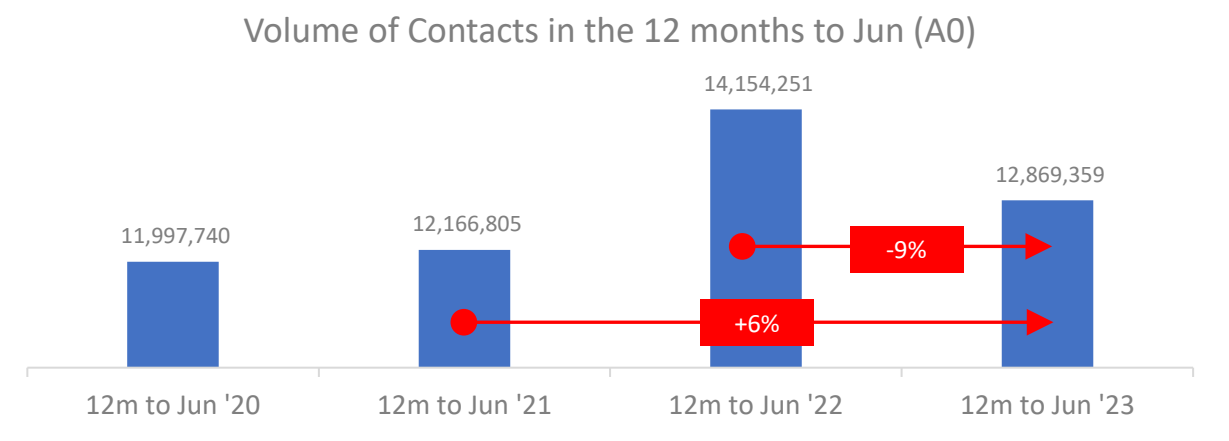
## 1. Monthly



## 2. Average Daily Volume



## 3. Annualised Data

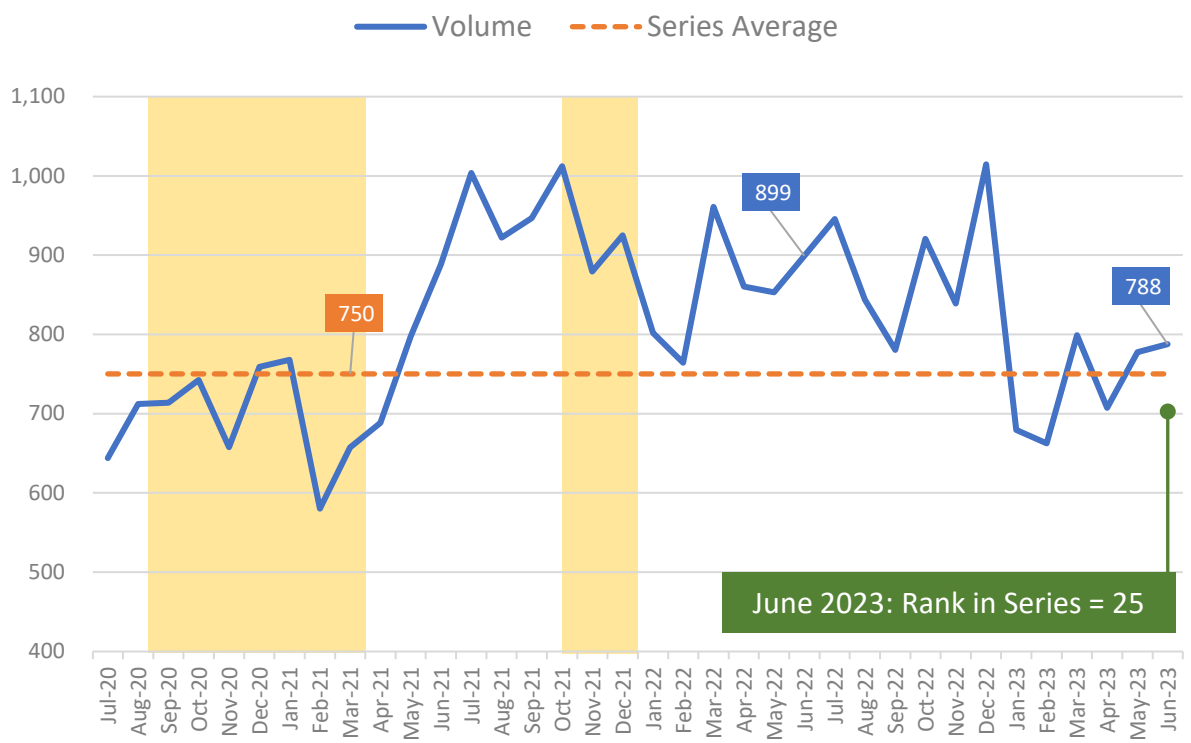


# 5. Demand: Volume of 999 Calls-Answered (Measure A1)

The trend for 999 calls answered reflects that of contacts overall: an increase in June, with the average daily volume at its highest since January 2023. Similarly, the most recent annualised data show fewer calls answered than the previous year, but significantly more than in 2020 or 2021.

## 1. Monthly

Volume of Calls Answered ('000, A1)



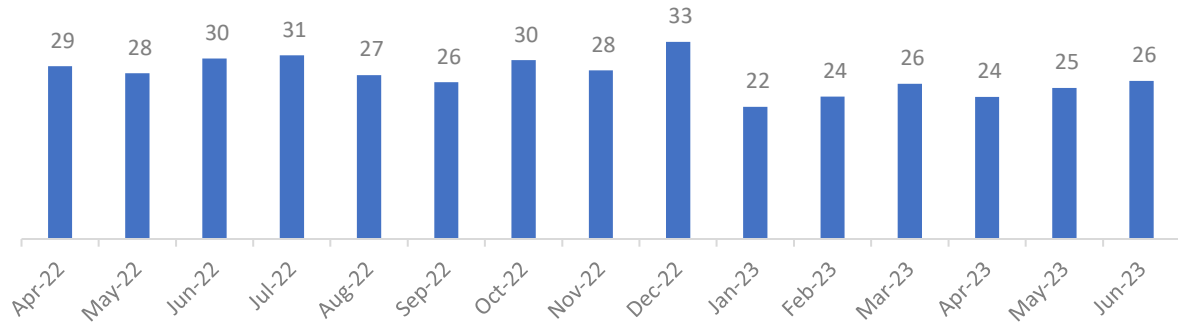
June 2023: Rank in Series = 25

-12% (or -111k) difference, Jun '22 to Jun '23

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

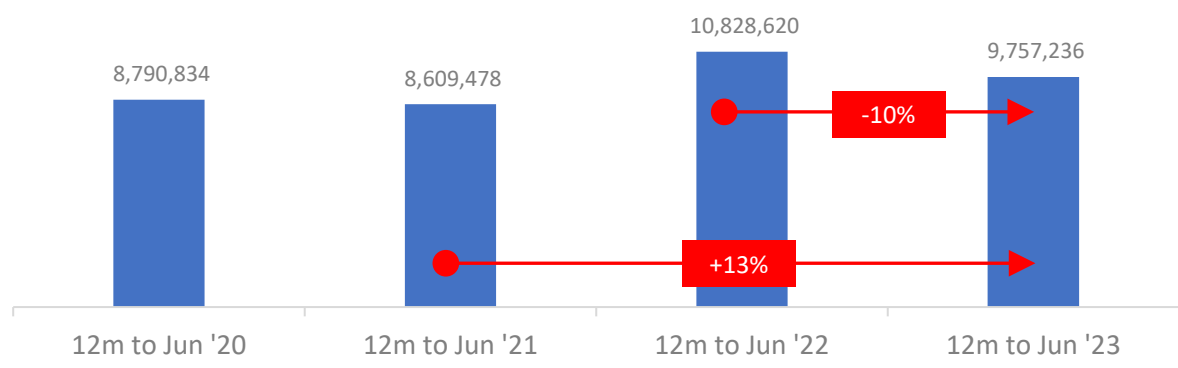
## 2. Average Daily Volume

Calls Answered, Daily Average ('000)



## 3. Annualised Data

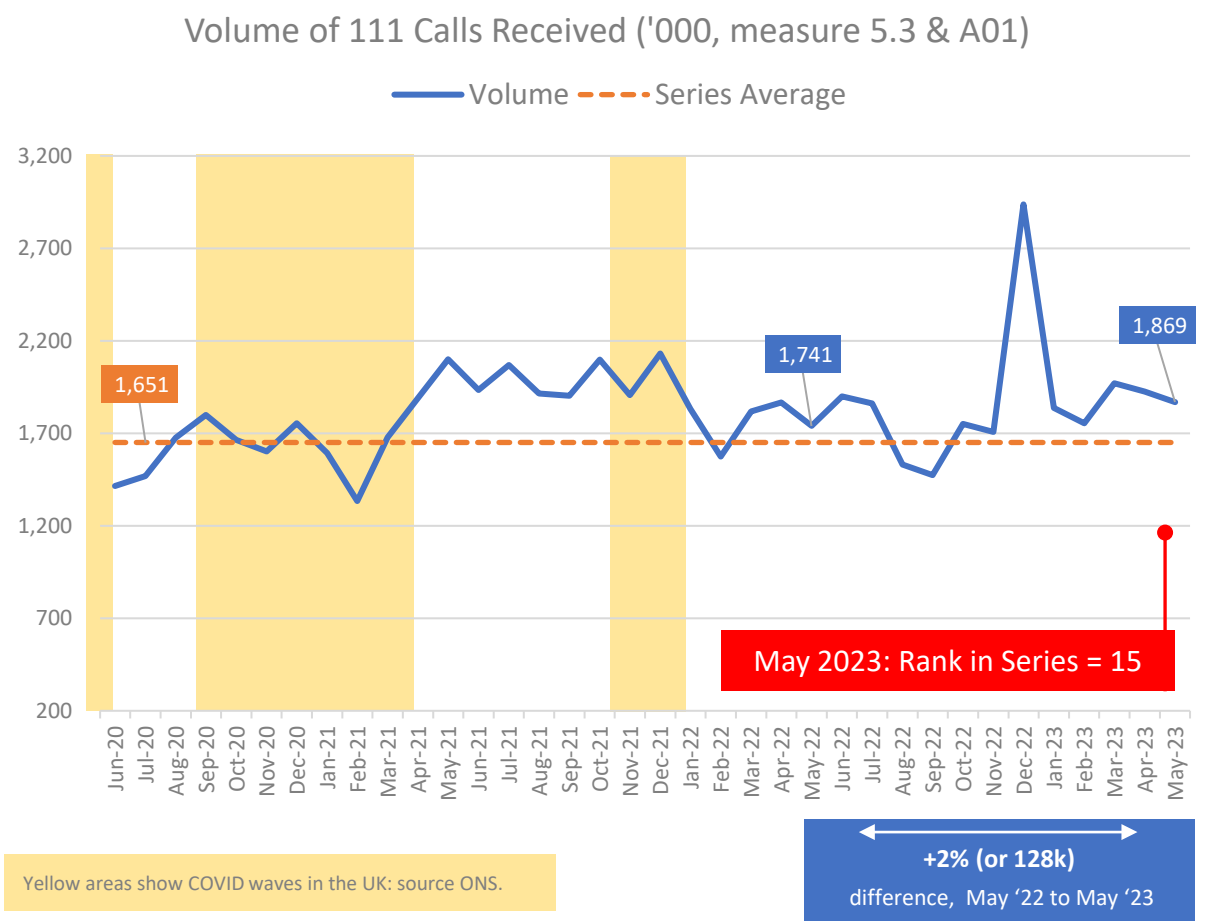
Calls Answered in the 12 months to Jun (A1)



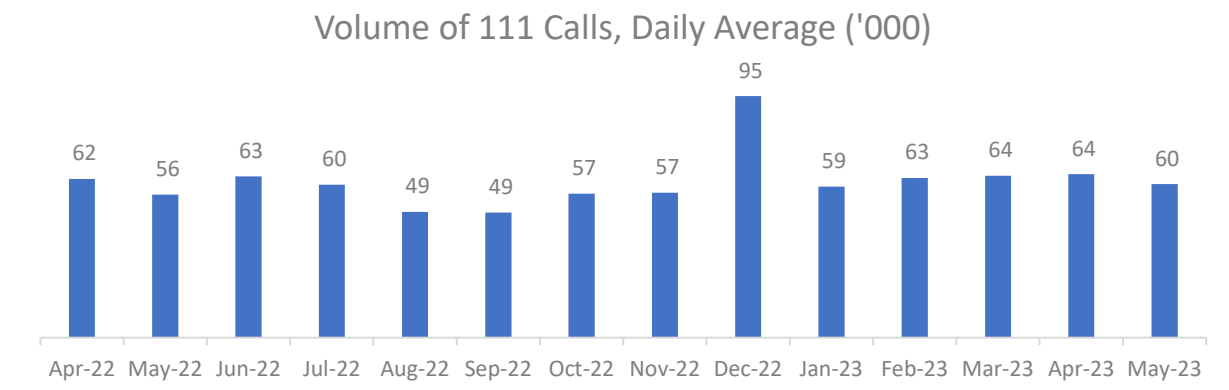
# 6. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then [IUCADC](#) (measure A0))

Monthly and daily demand remained high and steady in May. The most recent annualised data relating to 111-calls show call numbers at well over 22-million, just below the same period year, and over two-million higher than the same period to May 2021.

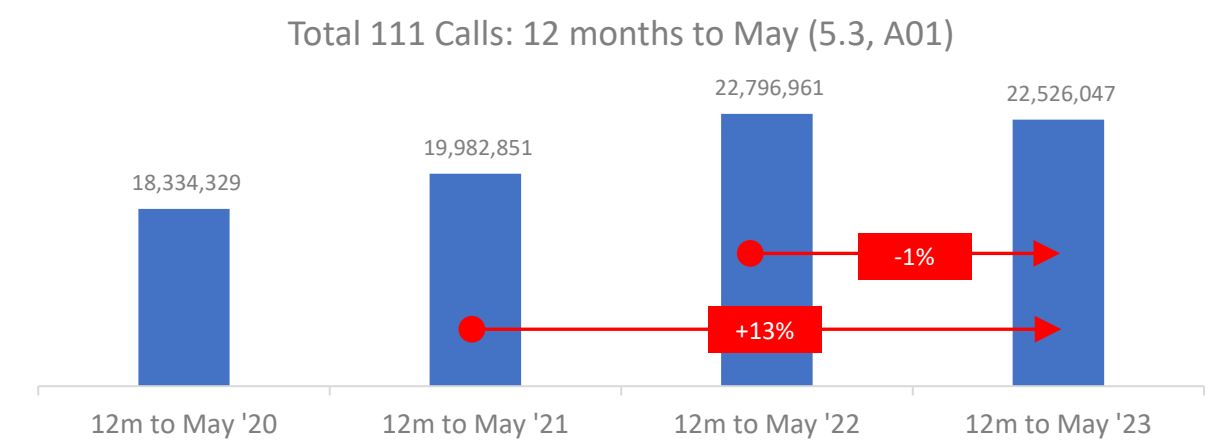
## 1. Monthly



## 2. Average Daily Volume



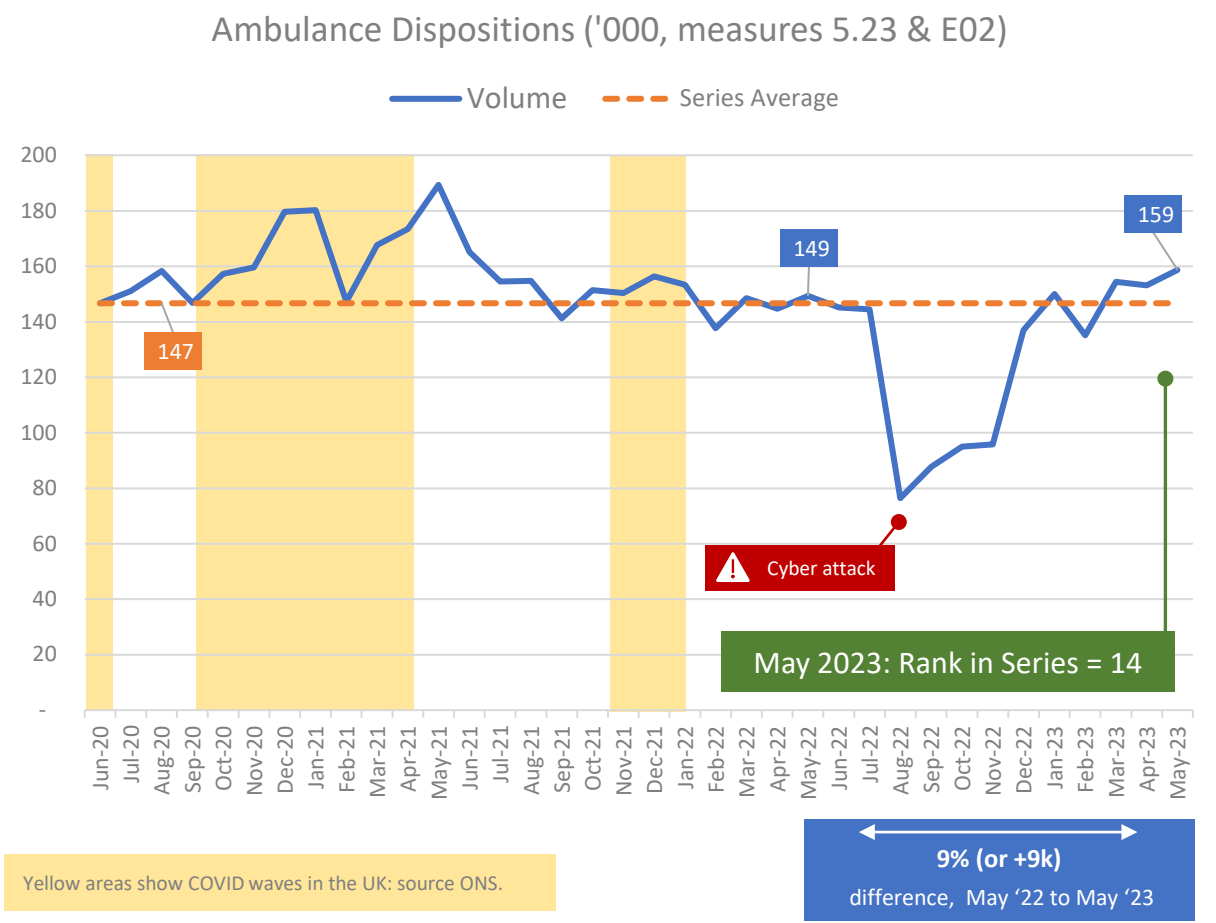
## 3. Annualised Data



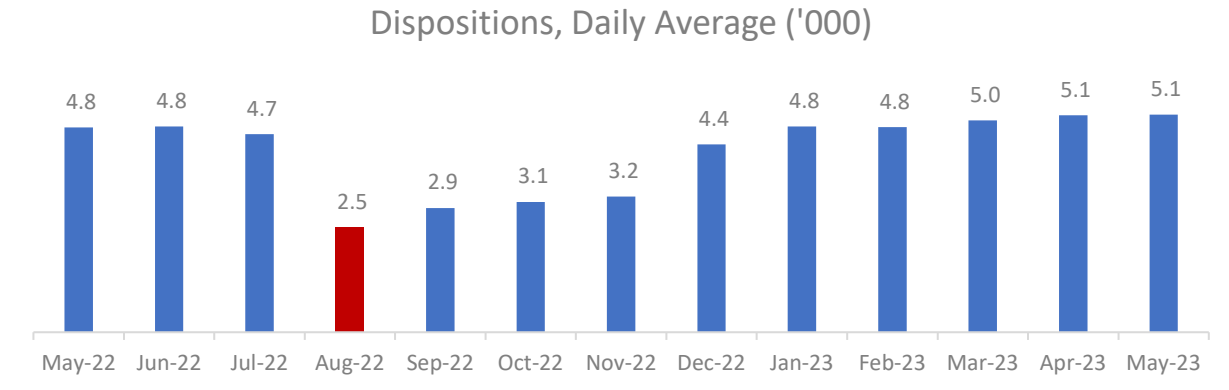
# 7. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

The volume of 111 calls referred to the ambulance service increased in May to reach its highest level in nearly two years. Dispositions continue to represent a steady one-in-ten monthly calls – a proportion largely unchanged over the past two years (not shown).

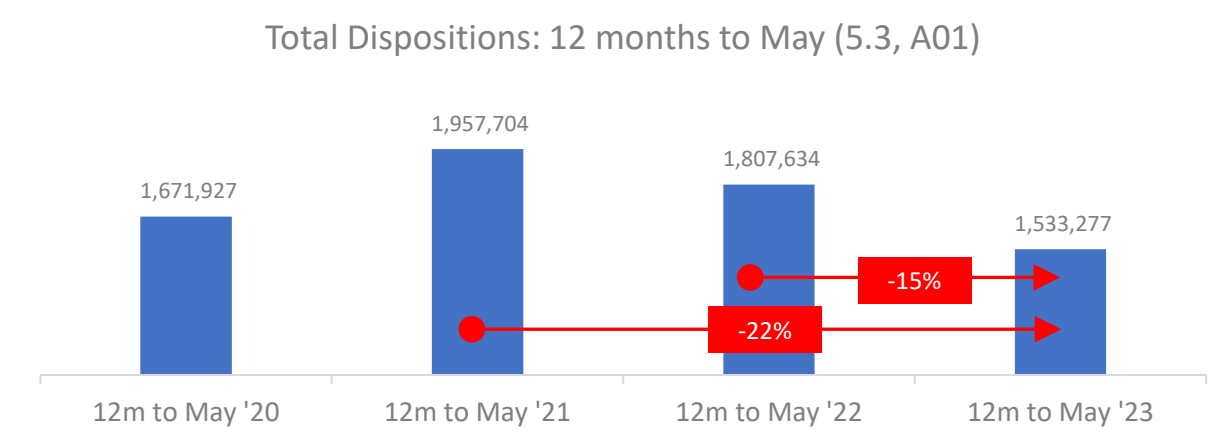
## 1. Monthly



## 2. Average Daily Volume



## 3. Annualised Data

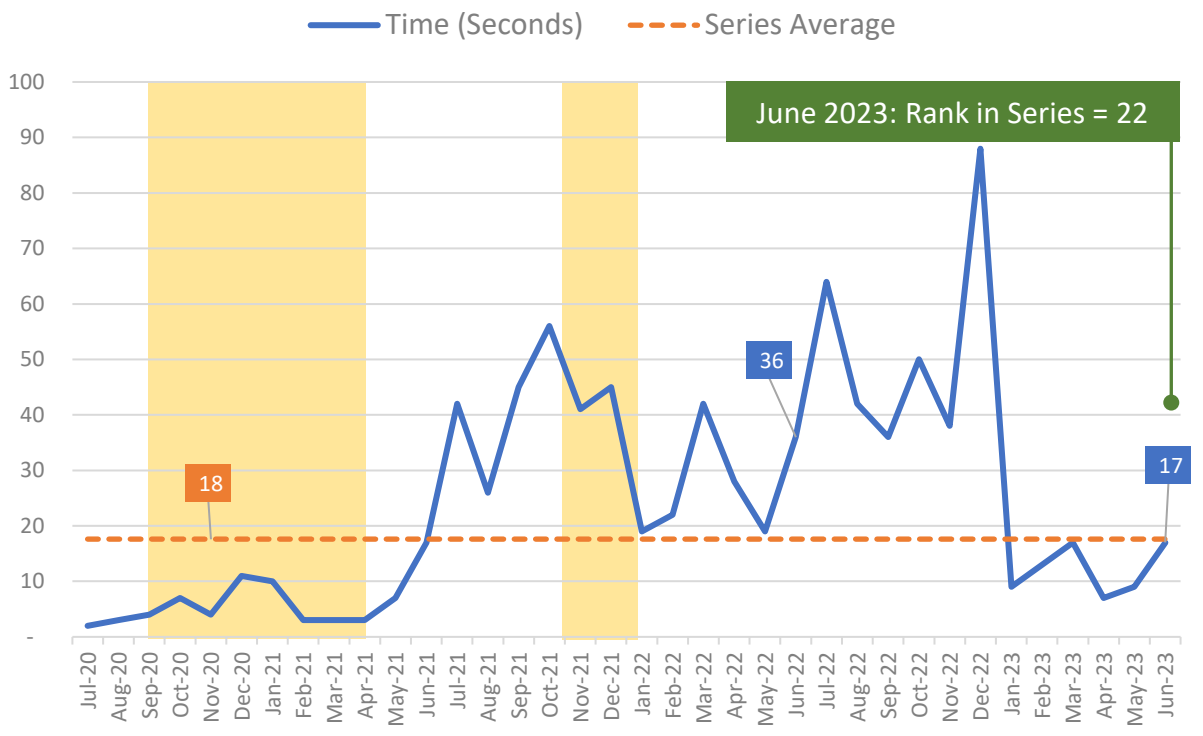


# 8. Demand: Call Answer Time (999, Measures A3 and A5)

Call answer times slowed for the second consecutive month. The mean 999 call answer time reached 17 seconds – although this is lower than series average and 19-seconds faster than June 2022. The 95<sup>th</sup> Centile answer time reached 100 seconds – the slowest since December, but still 62 seconds faster than June 2022.

## 1. Mean

Mean Call Answer Time (A3)

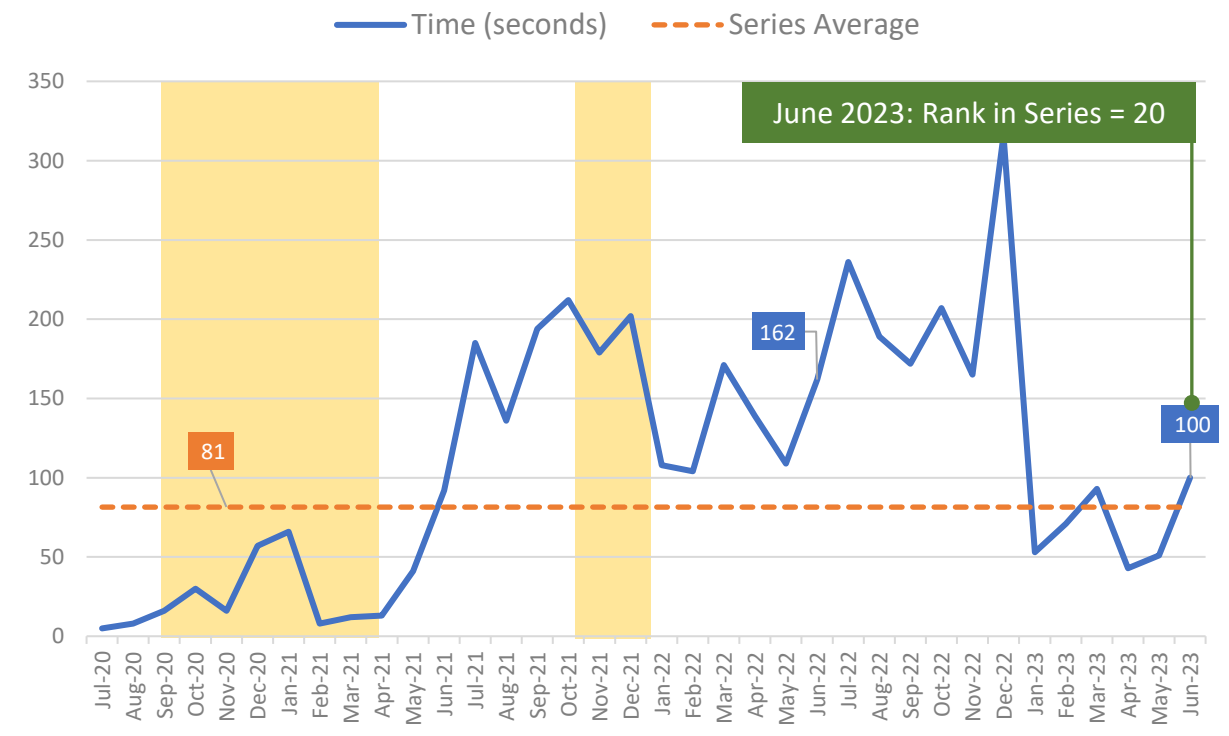


Yellow areas show COVID waves in the UK: source ONS.

**-19 seconds**  
difference, Jun '22 to Jun '23

## 2. 95<sup>th</sup> Centile

95th Centile Call Answer Time (A5)



**-62 seconds**  
difference, Jun '22 to Jun '23





## Section 2

### Incidents and Response Time, by Category

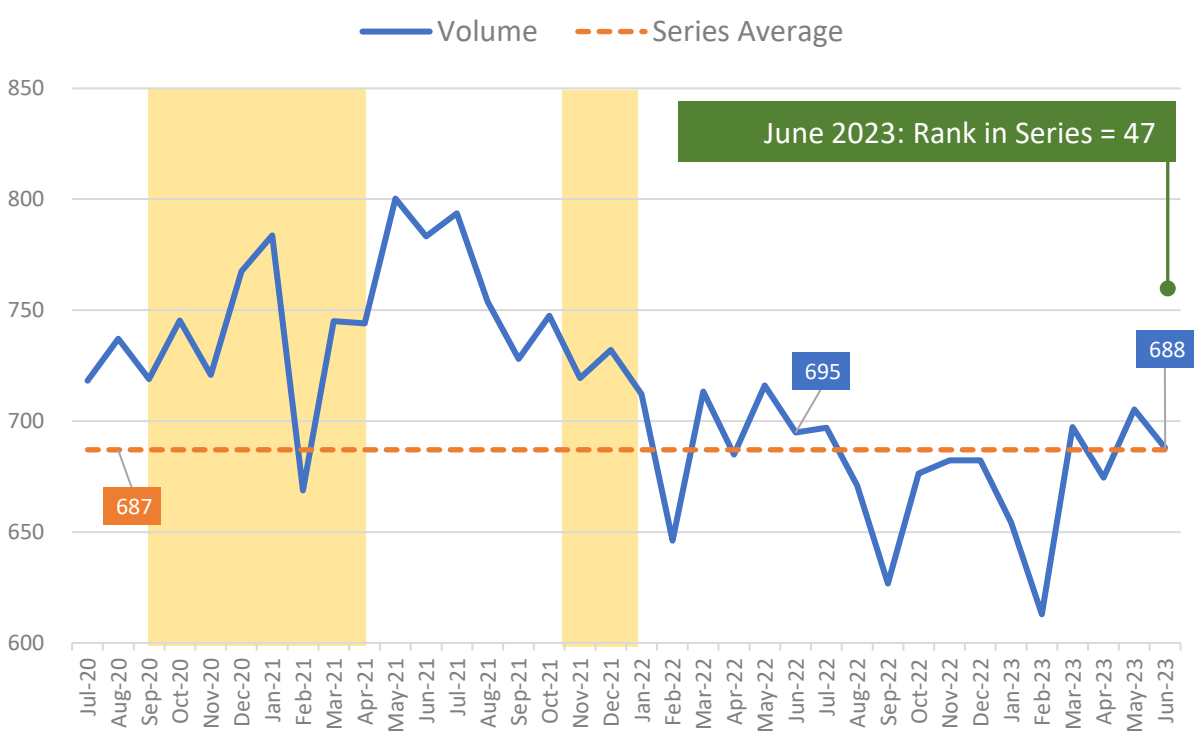
- [Demand: All Incidents](#)
- [Share of Incidents by Category](#)
- [Demand: C1 Incidents](#)
- [Demand: C2 Incidents](#)
- [Demand: C3 Incidents](#)
- [Demand: C4 Incidents](#)
- [Demand: C1 Response Times](#)
- [Demand: C2 Response Times](#)
- [Demand: C3 Response Times](#)
- [Demand: C4 Response Times](#)

# 10. Demand: All Incidents (A7)

While the monthly volume of incidents decreased in June (a reflection of the shorter month), the average daily number increased to reach its highest level in 12-months. Meanwhile, the annualised data show a decrease in incidents for the second consecutive 12-month period.

## 1. Monthly volume of Incidents and Proportion that are C1

Volume of all incidents ('000, A7)

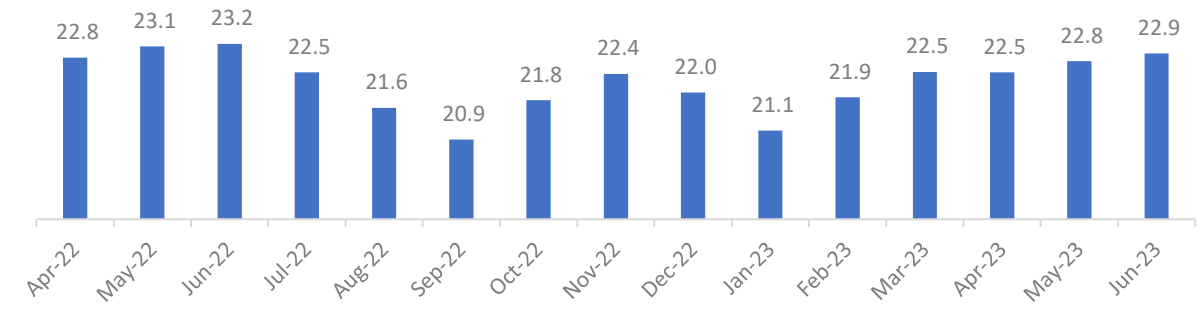


Yellow areas show COVID waves in the UK: source ONS.

-1% (or -7k)  
difference, Jun '22 to Jun '23

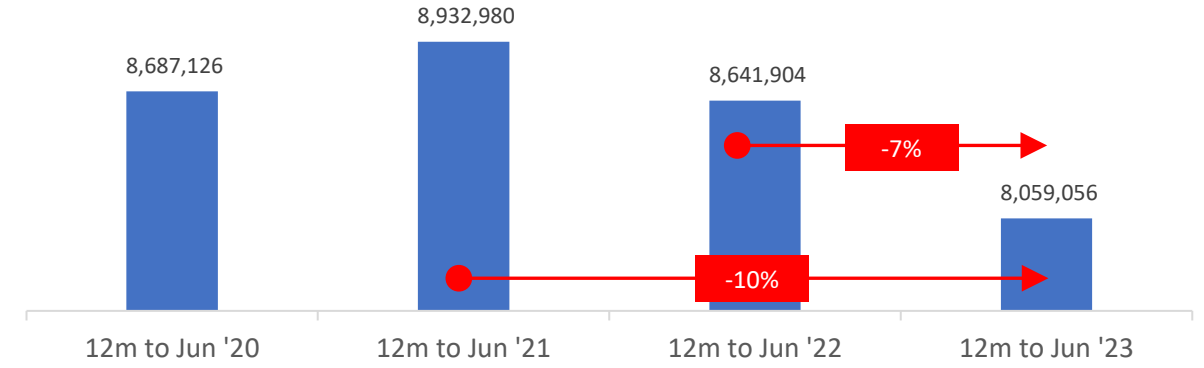
## 2. Average Daily Volume

Daily Average (A7, '000)



## 3. Annualised Data

Volume of incidents in the 12 months to Jun (A7)

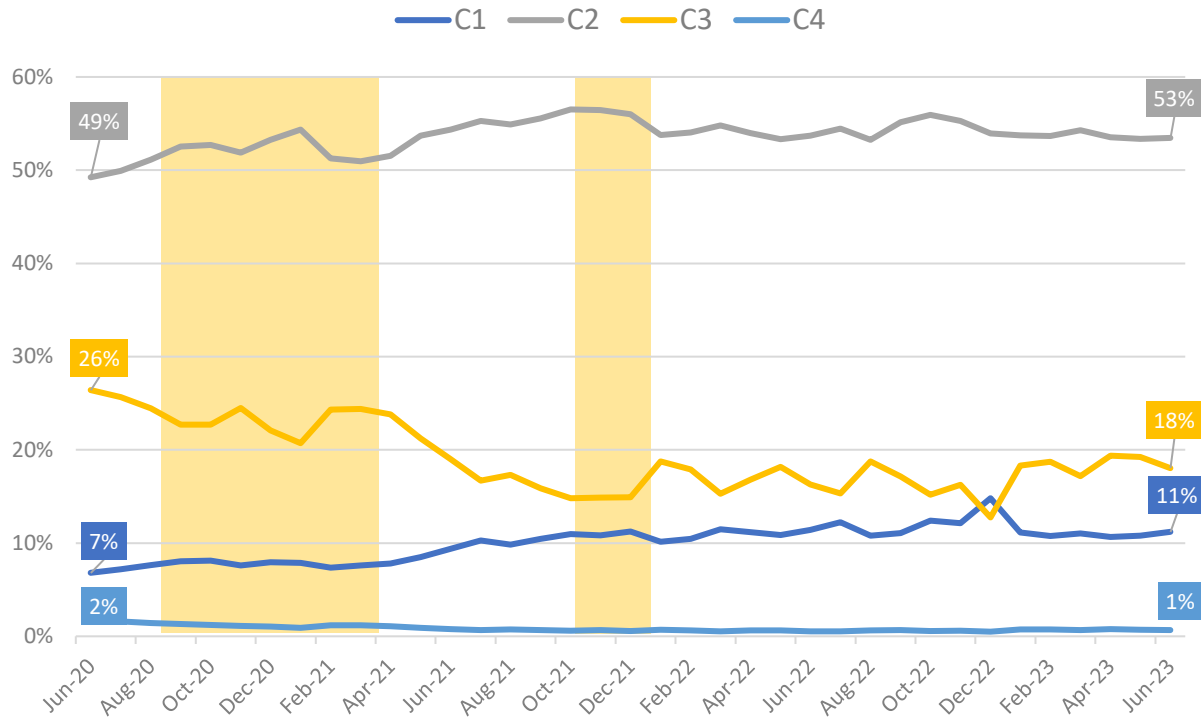


# 11. Demand: Share of Incidents by Category

Share of incidents by category was largely unchanged in June. Category-1 continues to account for over one-in-ten incidents at a monthly level, the annualised data showing 12% for the most recent period compared with 8% back in 2020. Categories 3 and 4 have seen share decrease over the last four years.

## 1. Monthly

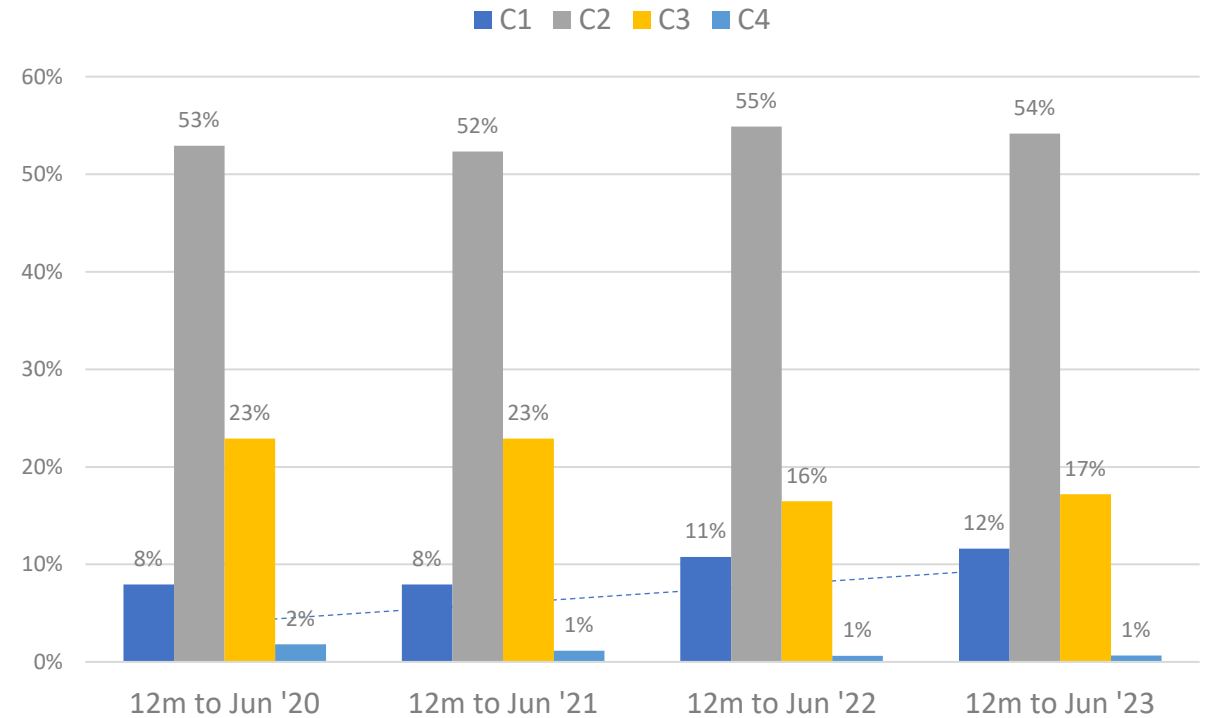
Share of Incidents by Category



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

## 2. Annualised Data

Share of Incidents by Category (12m to Jun)



C3+C4 = 25%

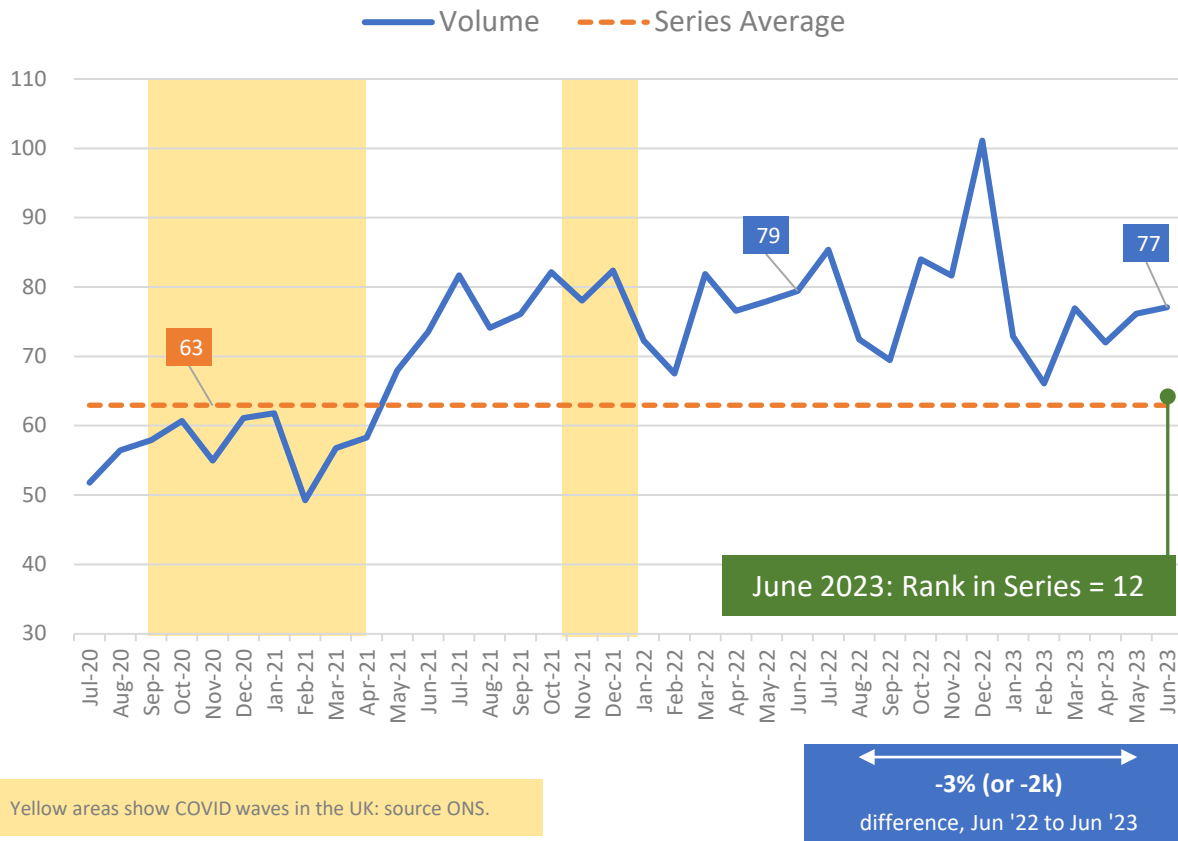
C3+C4 = 18%

# 12. Demand: Category-1 Incidents (A8)

Category-1 incidents increased to their highest average daily volume in 2023, with the monthly total marginally lower than seen in June 2022. Annualised data show numbers were slightly higher the same period last year, but significantly higher than recorded in the 12-months to June 2020, or June 2021.

## 1. Monthly

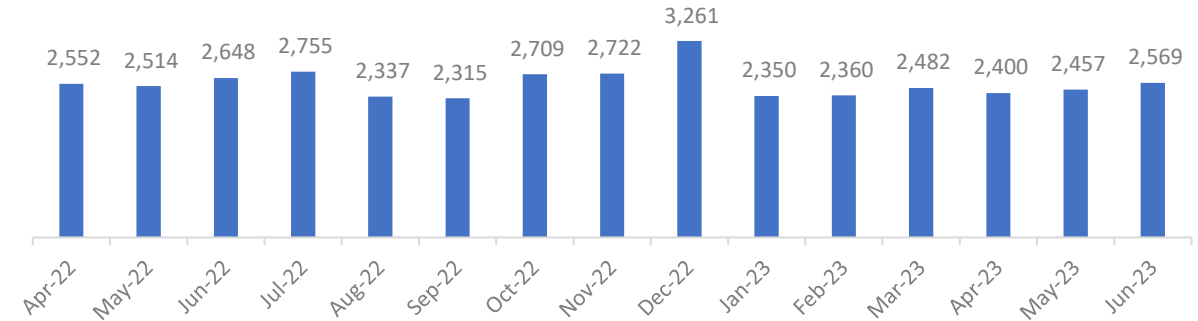
Volume of C1 Incidents ('000, A8)



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

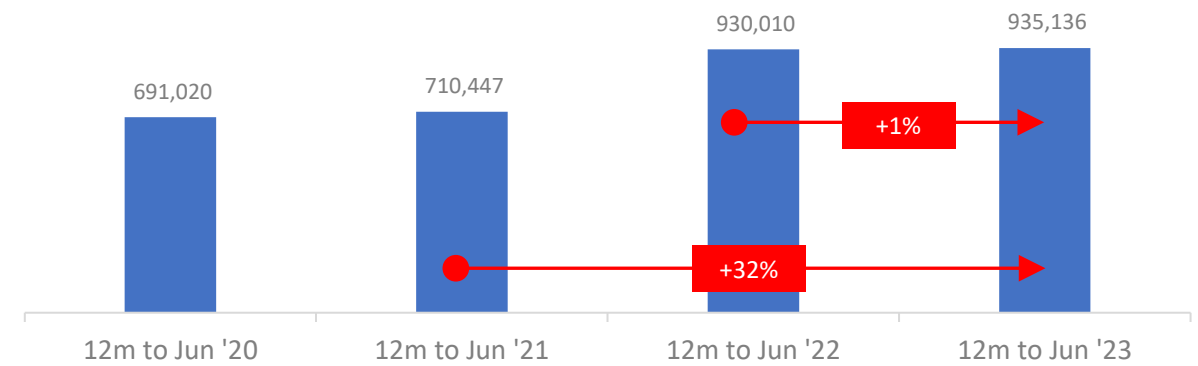
## 2. Average Daily Volume

C1 Volume, Daily Average



## 3. Annualised Data

Volume of C1 Incidents in the 12 months to Jun (A8)

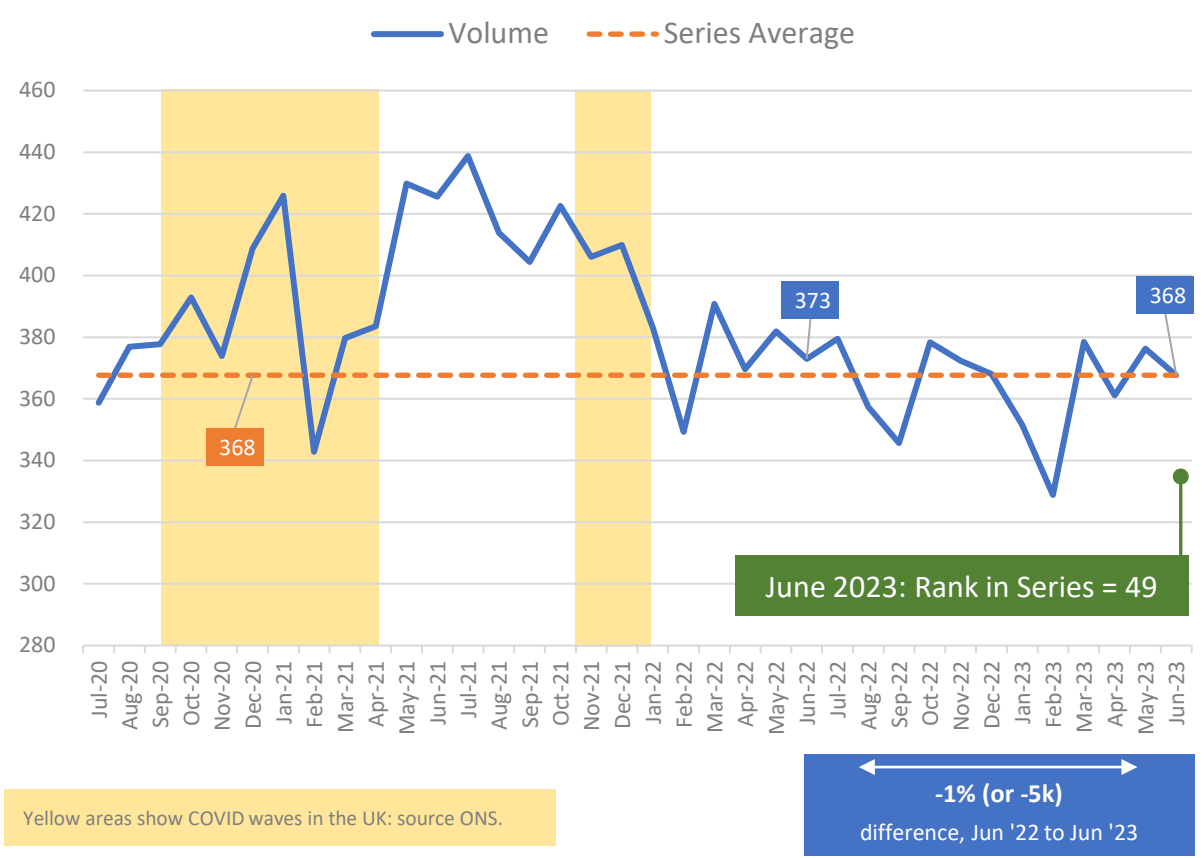


# 13. Demand: Category-2 Incidents (A10)

While the monthly volume of Category-2 incidents fell in June, the daily average increased to its highest level since December 2022. In the 12-months to June 2023, there were over four-million Category-2 incidents, although this was the lowest volume seen over the last four years.

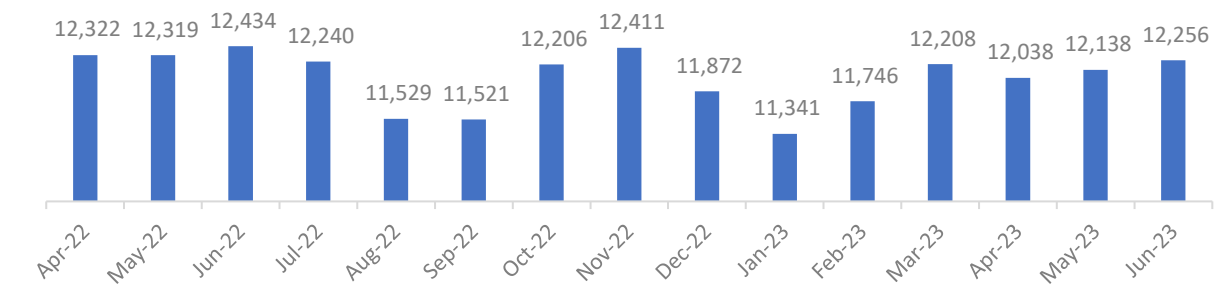
## 1. Monthly

Volume of C2 Incidents ('000, A10)



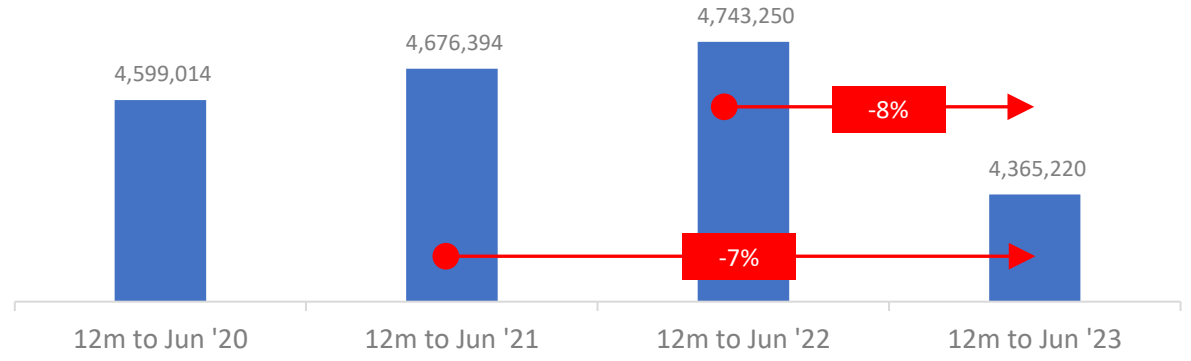
## 2. Average Daily Volume

C2 Volume, Daily Average



## 3. Annualised Data

Volume of C2 Incidents in the 12 months to Jun (A10)

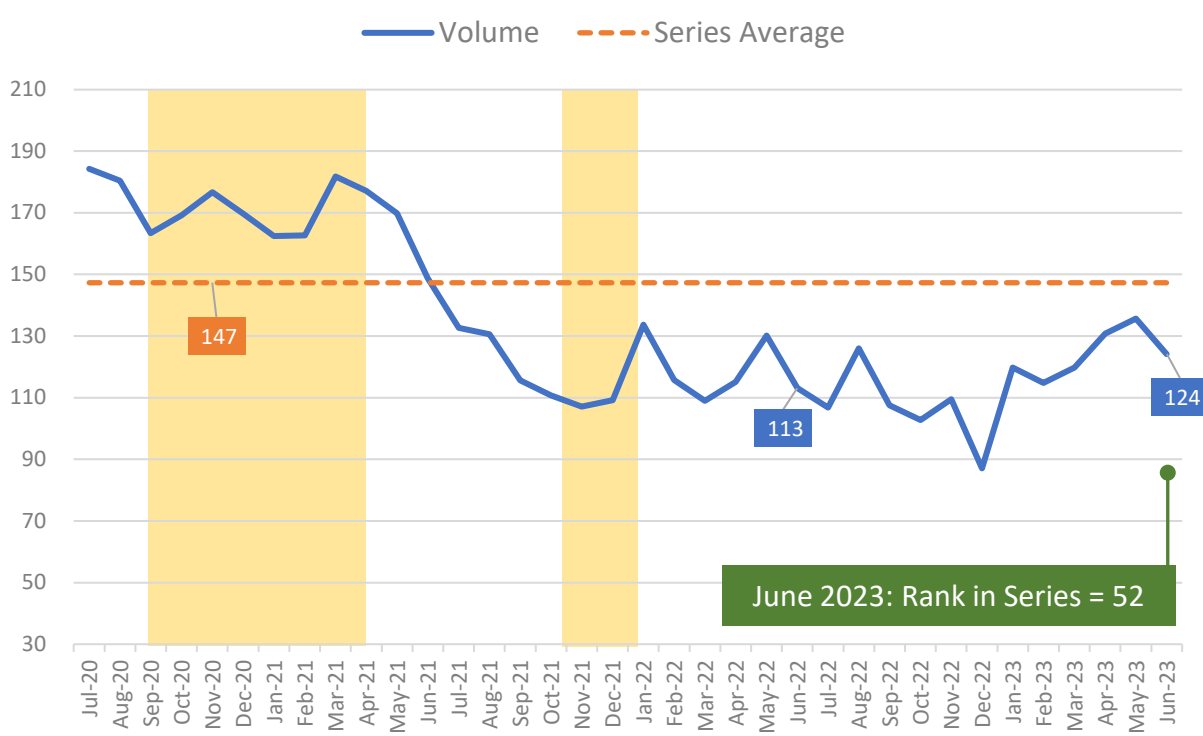


# 14. Demand: Category-3 Incidents (A11)

Category-3 recorded more 11-thousand more incidents in June 2023 than in June 2022, although the total remains below the series average. The average daily volume exceeded four-thousand for the third consecutive month, while the annualised figures reflect the ongoing decrease in Category-3 incidents.

## 1. Monthly

Volume of C3 Incidents ('000, A11)

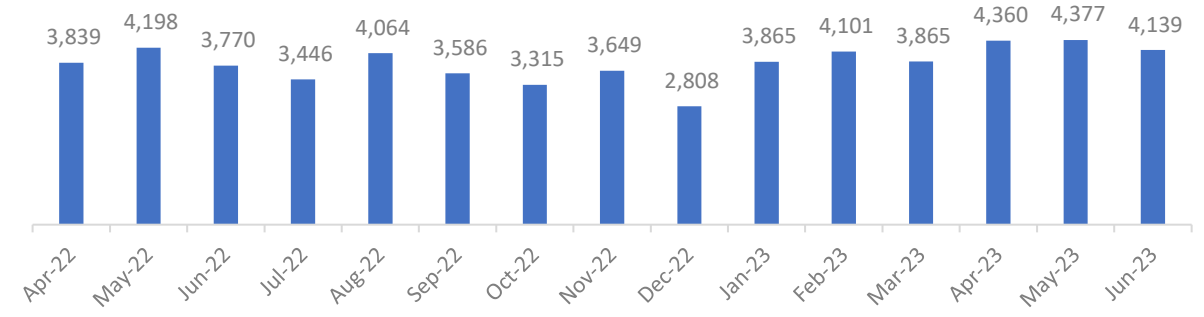


Yellow areas show COVID waves in the UK: source ONS.

+10% (or +11k)  
difference, Jun '22 to Jun '23

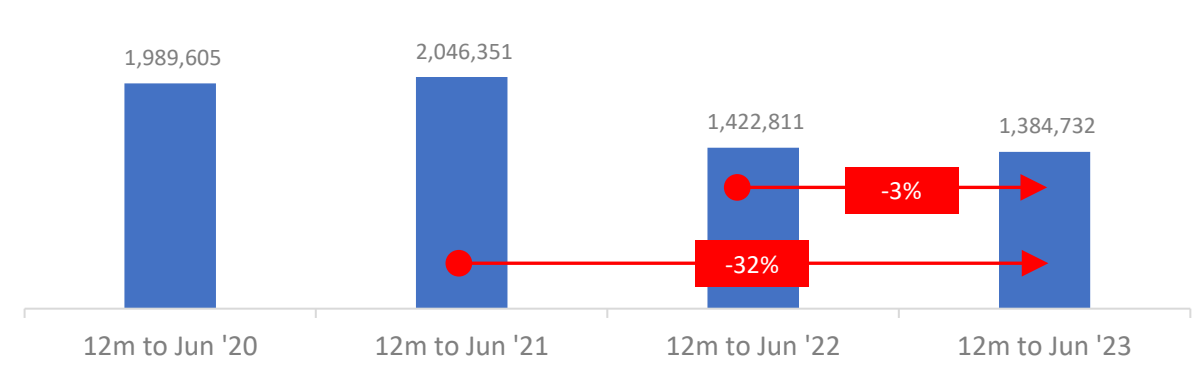
## 2. Average Daily Volume

C3 Volume, Daily Average



## 3. Annualised Data

Volume of C3 Incidents in the 12 months to Jun (A11)

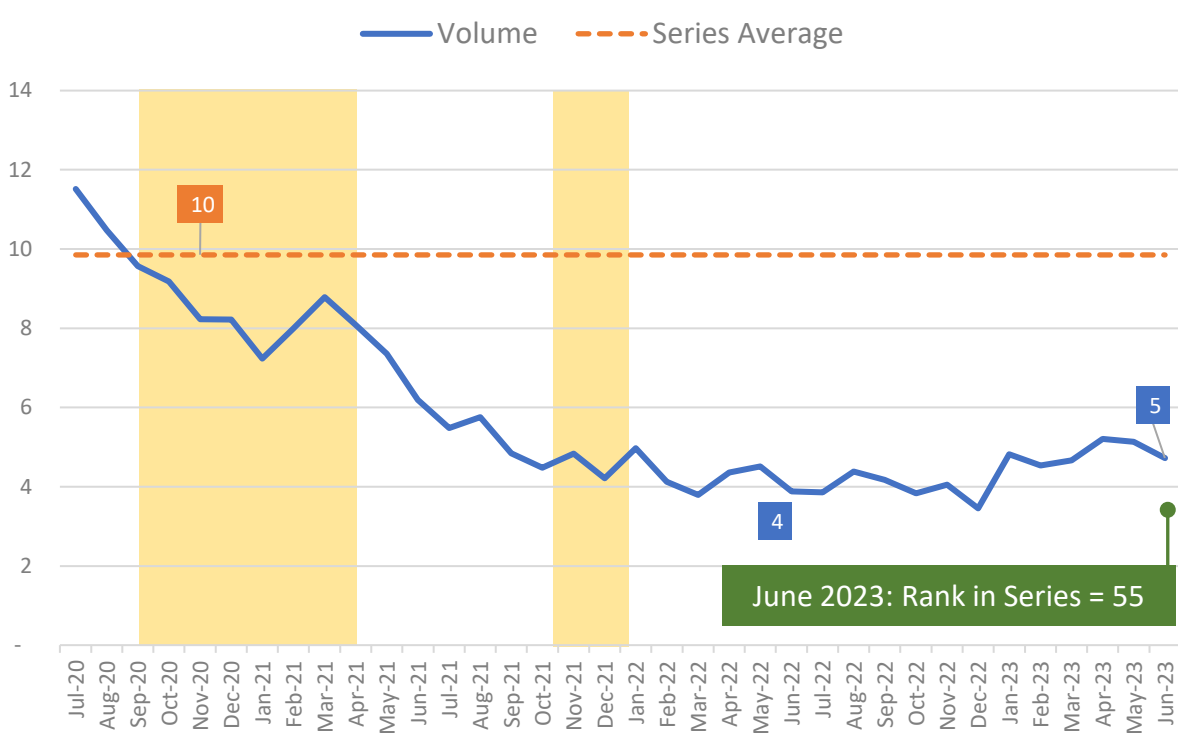


# 15. Demand: Category-4 Incidents (A12)

The annualised volume shows a steep, long-term decrease in Category-4 incidents – especially when compared with the 12-months to June 2020. That said, there has been a small increase in volume since December 2022, and steady demand over the past six months.

## 1. Monthly

Volume of C4 Incidents ('000, A12)



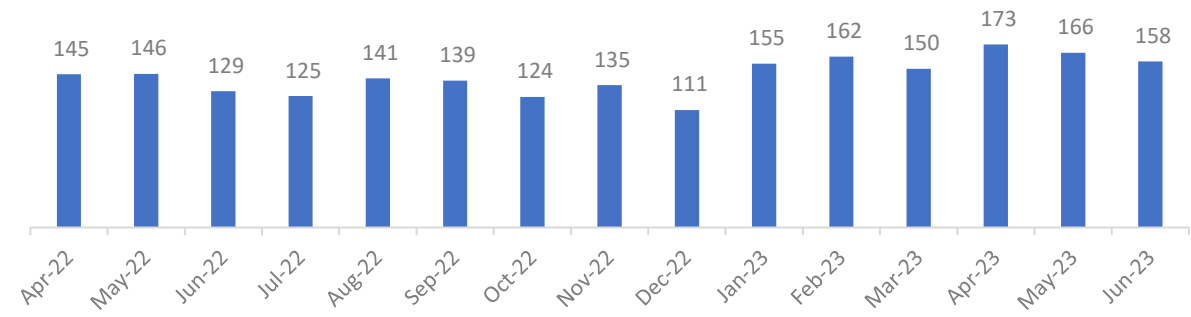
Yellow areas show COVID waves in the UK: source ONS.

+22% (or +845)  
difference, Jun '22 to Jun '23

June 2023: Rank in Series = 55

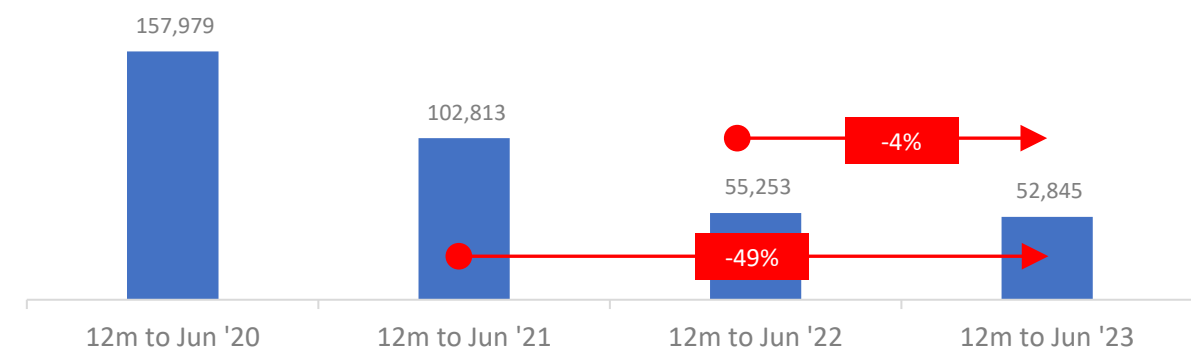
## 2. Average Daily Volume

C4 Volume, Daily Average



## 3. Annualised Data

Volume of C4 Incidents in the 12 months to Jun (A12)

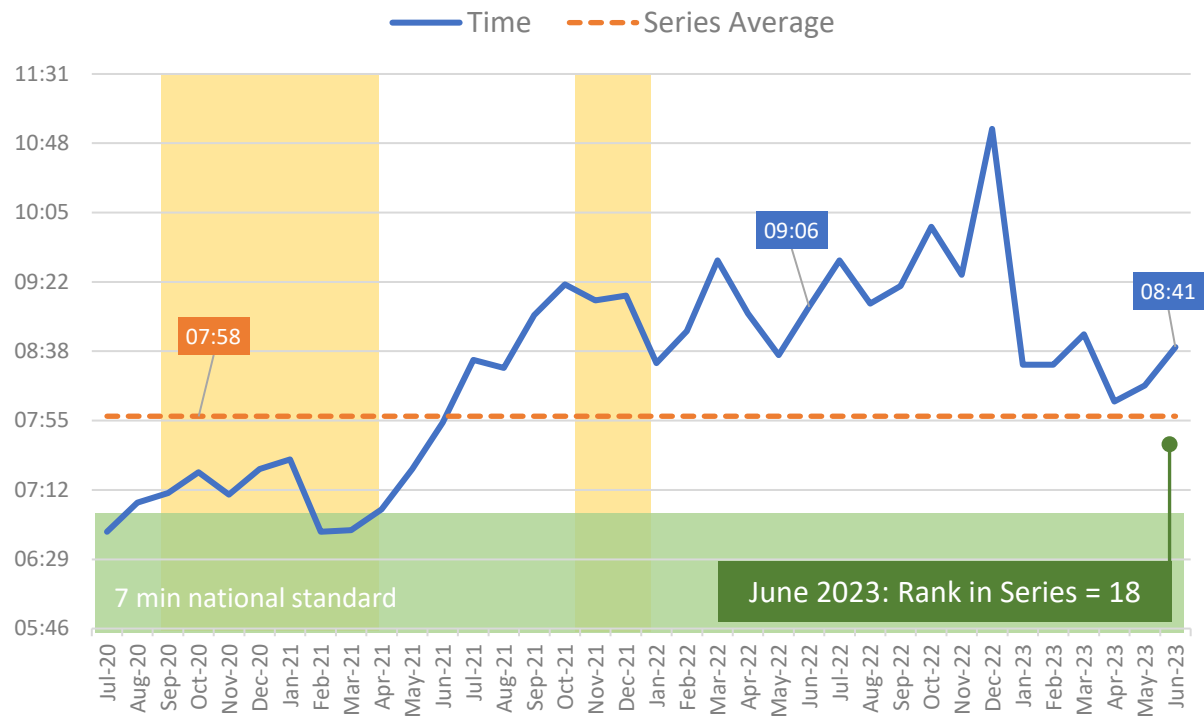


# 16. Demand: Category-1 Response Times (Measures A25 and A26)

Category-1 response times increased for the second consecutive month. The mean, although faster than Jun 2022, has exceeded the seven-minute national standard since April 2021. The 90<sup>th</sup> Centile measure increased to exceed its 15-minute national standard for the first time since April 2023.

## 1. Mean

Mean C1 Response Time (mm:ss, A25)

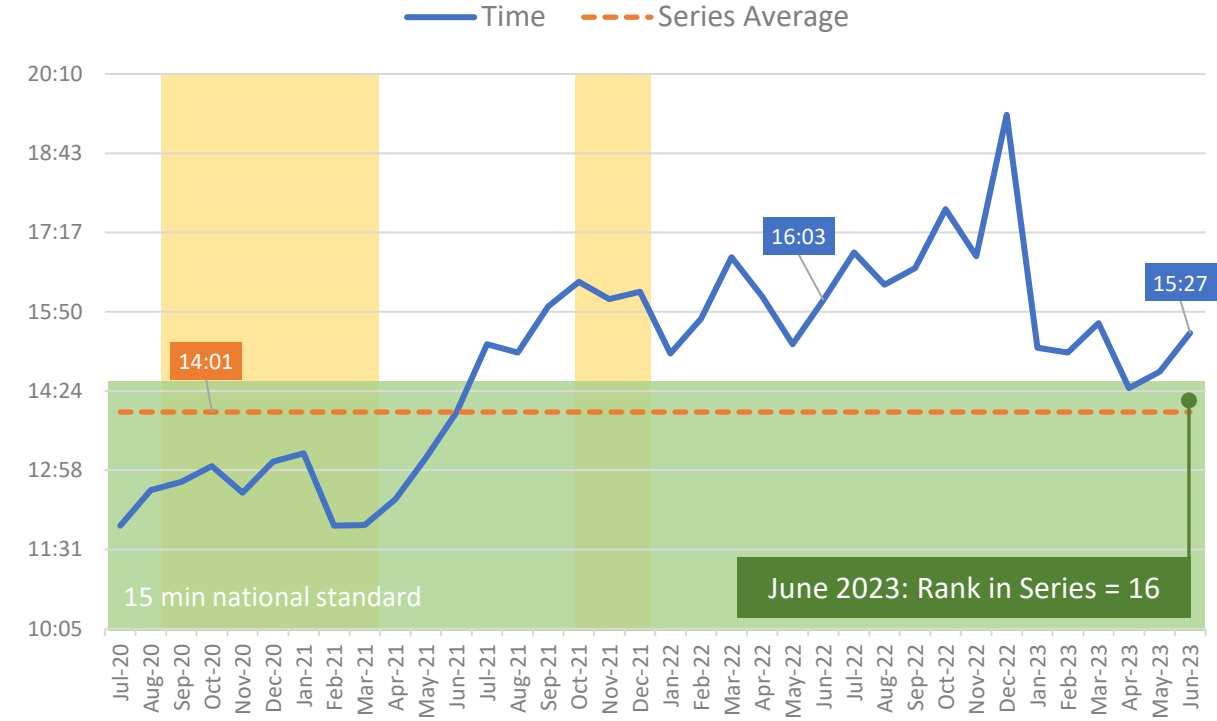


Yellow areas show COVID waves in the UK: source ONS.

**-25 seconds**  
difference, Jun '22 to Jun '23

## 2. 90<sup>th</sup> Centile

90th Centile C1 Response Time (mm:ss, A26)



**-36 seconds**  
difference, Jun '22 to Jun '23



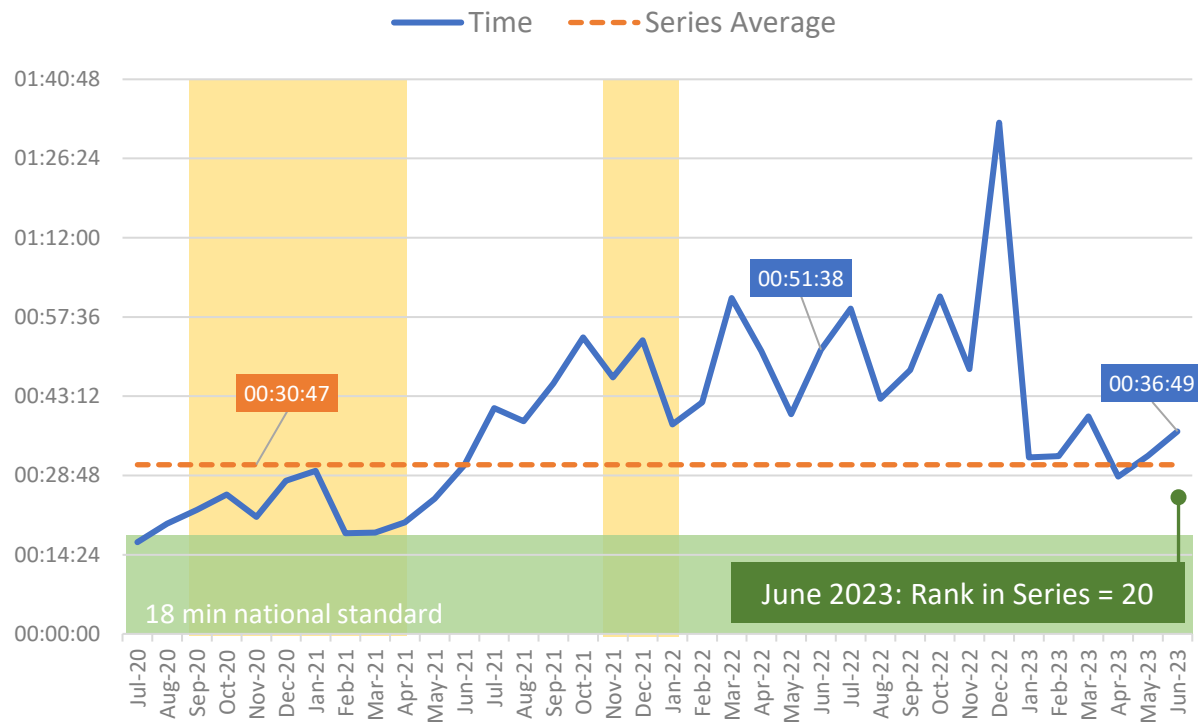


# 17. Demand: Category-2 Response Times (Measures A31 and A32)

Category-2 response times have exceeded their national standards since early 2021. Both the mean, and 90<sup>th</sup> Centile measure increased in June 2023, the former exceeding 30-minutes (vs. an 18 minute standard) and the latter well over an hour (vs. a 40 minute standard).

## 1. Mean

Mean C2 Response Time (hh:mm:ss, A31)

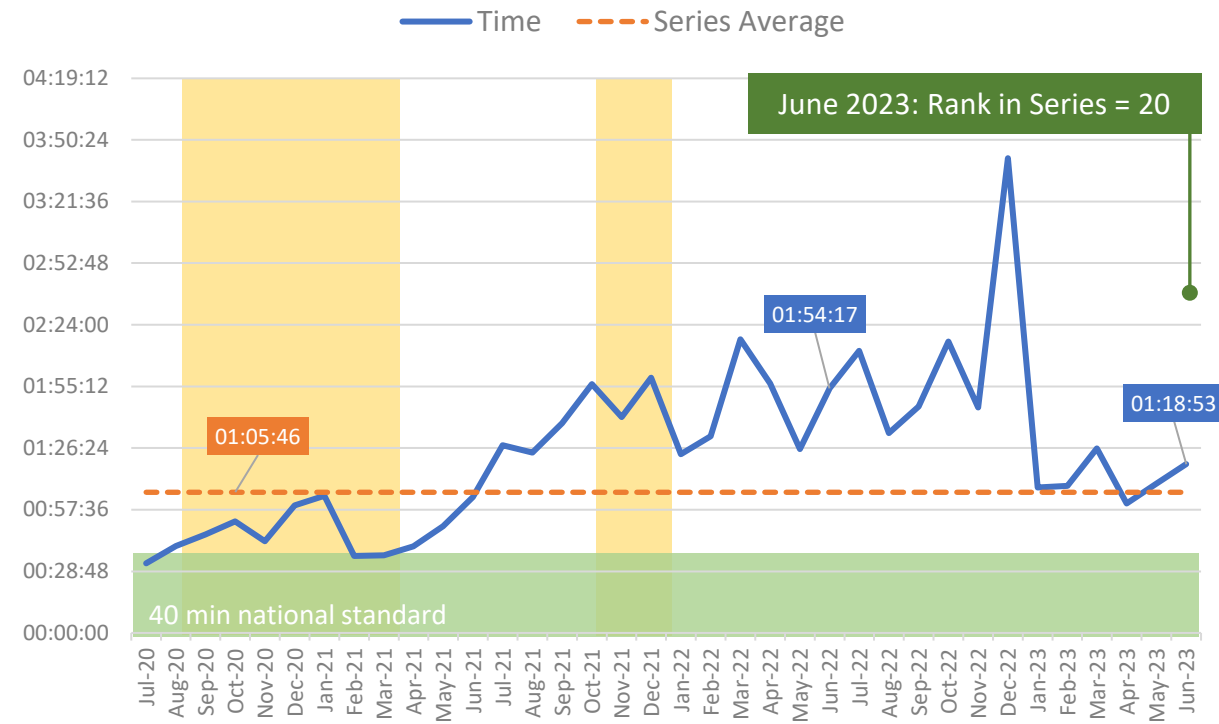


Yellow areas show COVID waves in the UK: source ONS.

-00:14:49  
difference, Jun '22 to Jun '23

## 2. 90<sup>th</sup> Centile

90th Centile C2 Response Time (hh:mm:ss, A32)



-00:35:24  
difference, Jun '22 to Jun '23

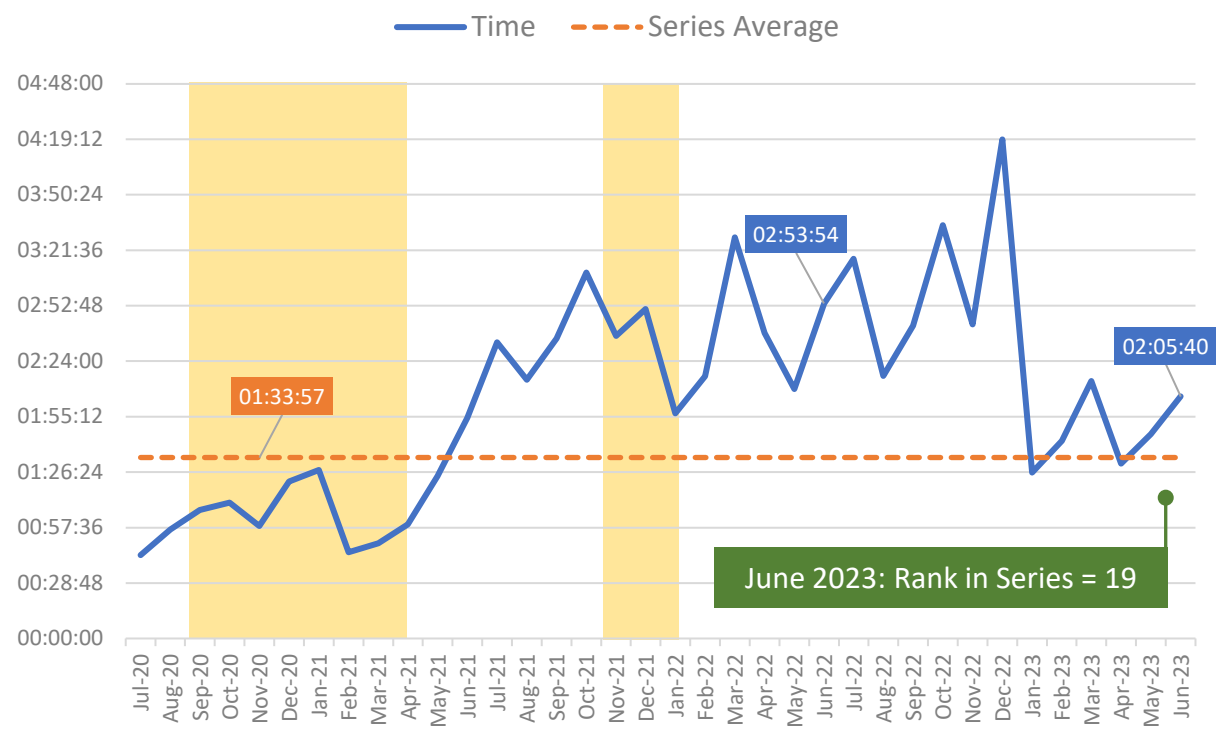


# 18. Demand: Category-3 Response Times (Measures A34 and A35)

Category-3 response times reflect those seen for Categories 1 and 2, namely a further slowdown in June 2023 which – although still faster than those seen in June 2022 – remain well above the series average and national standard (for the 90<sup>th</sup> Centile measure).

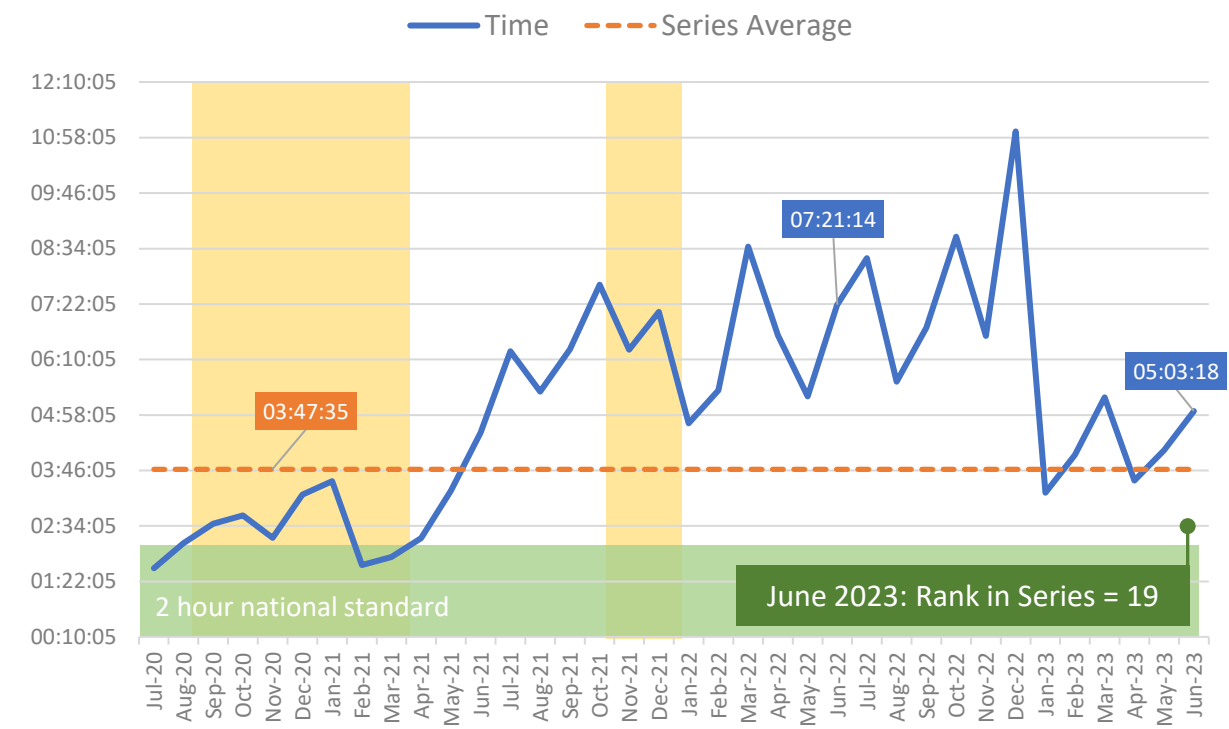
## 1. Mean

Mean C3 Response Time (hh:mm:ss, A34)



## 2. 90<sup>th</sup> Centile

90th Centile C3 Response Time (hh:mm:ss, A35)

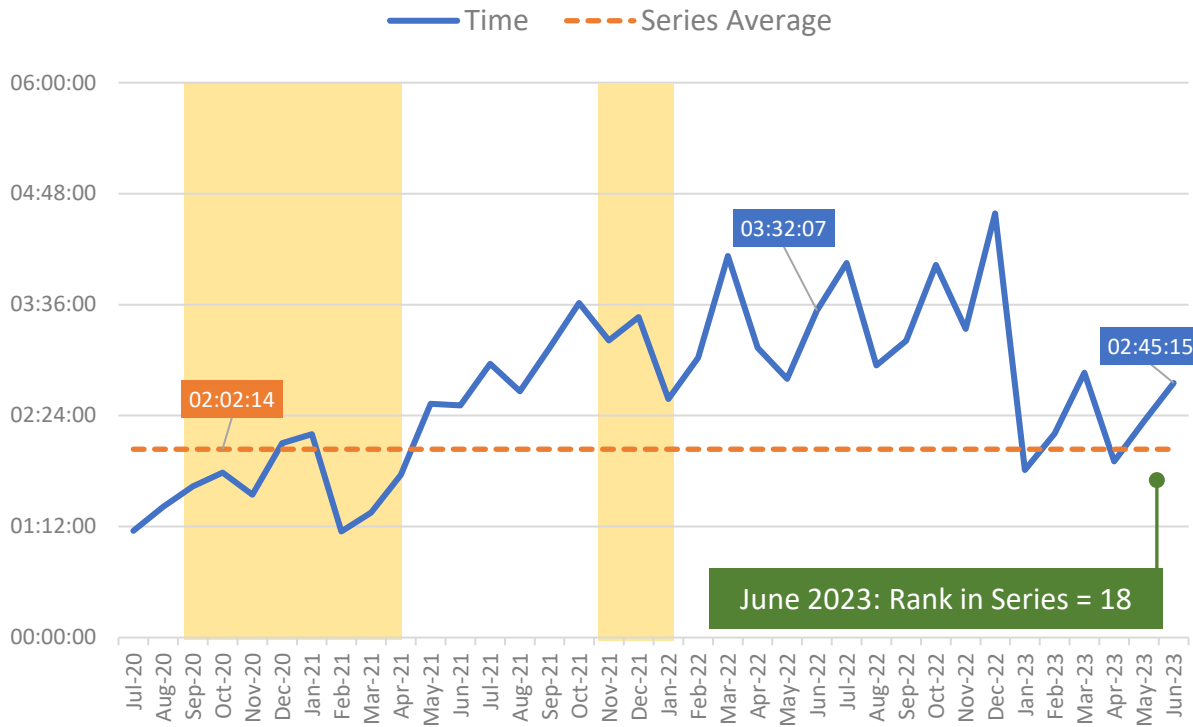


# 19. Demand: Category-4 Response Times (Measures A37 and A38)

Category-4 response times again reflect the trends seen above: both the mean and 90<sup>th</sup> Centile measures increased in June, and although currently faster than the same time last year, the 90<sup>th</sup> centile measure is currently more than double its three-hour national standard.

## 1. Mean

Mean C4 Response Time (hh:mm:ss, A37)

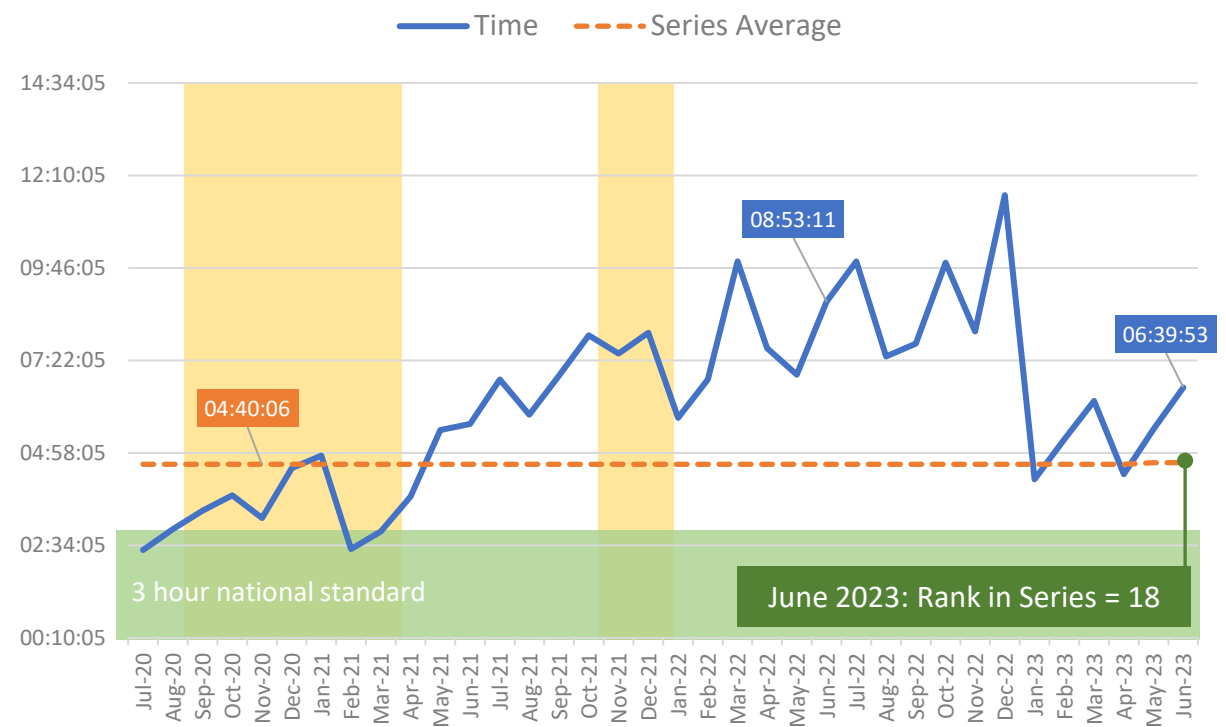


Yellow areas show COVID waves in the UK: source ONS.

← -00:46:52 →  
difference, Jun '22 to Jun '23

## 2. 90<sup>th</sup> Centile

90th Centile C4 Response Time (hh:mm:ss, A38)



← -02:13.18 →  
difference, Jun '22 to Jun '23



# Section 3

## Incidents by Response Outcome

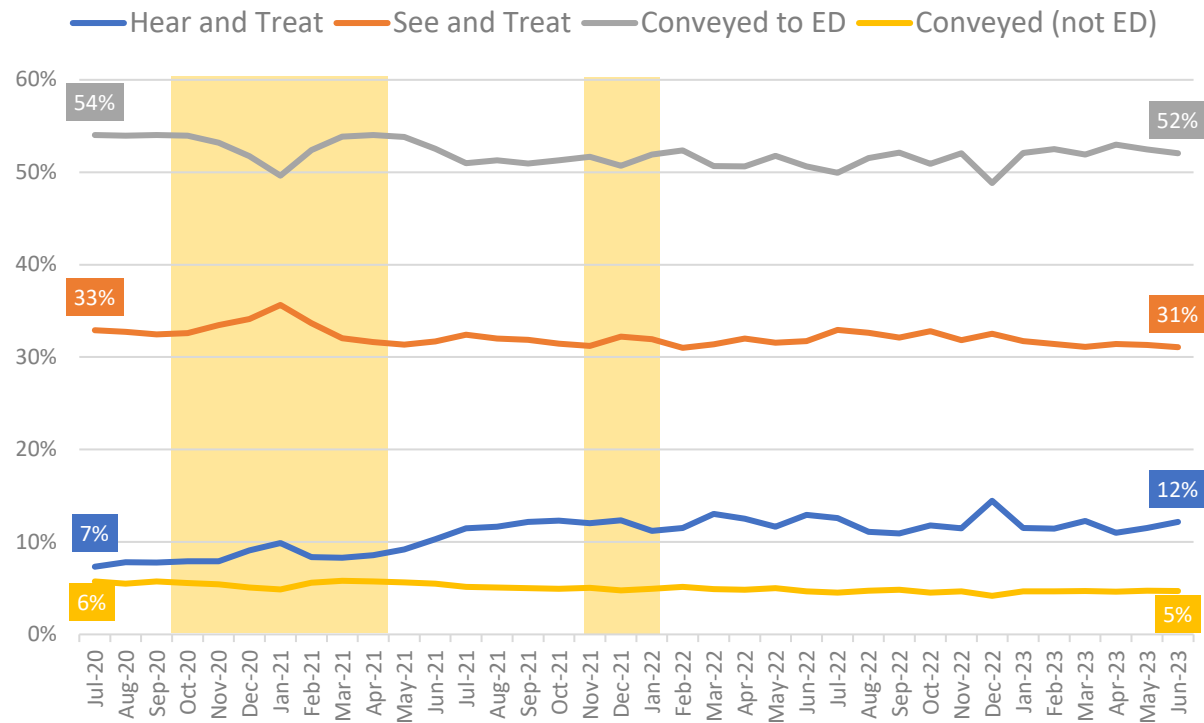
- [Share of Incidents by Response Outcome](#)
- [Hear and Treat](#)
- [Face to Face](#)
- [See and Treat](#)
- [Incidents with Transport to ED](#)
- [Incidents not with Transport to Destination other than ED](#)

# 21. Share of Incidents by Response Outcome

The share of incidents by response type remained relatively steady in June. The annualised data show a slight decline in the conveyance of patients to emergency departments (EDs) and a corresponding increase in incidents resulting in a “hear-and-treat” outcome.

## 1. Monthly

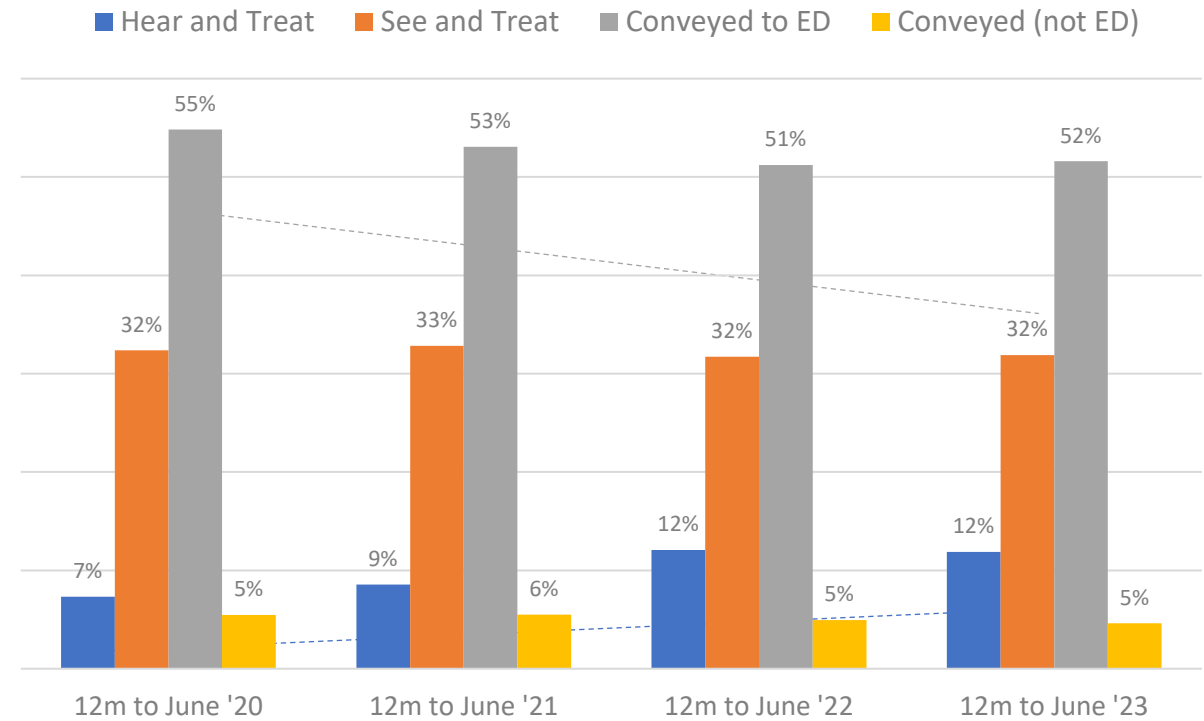
Incident Outcome (Share of all incidents)



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

## 2. Annualised Data

Share of all incidents (12m to June)

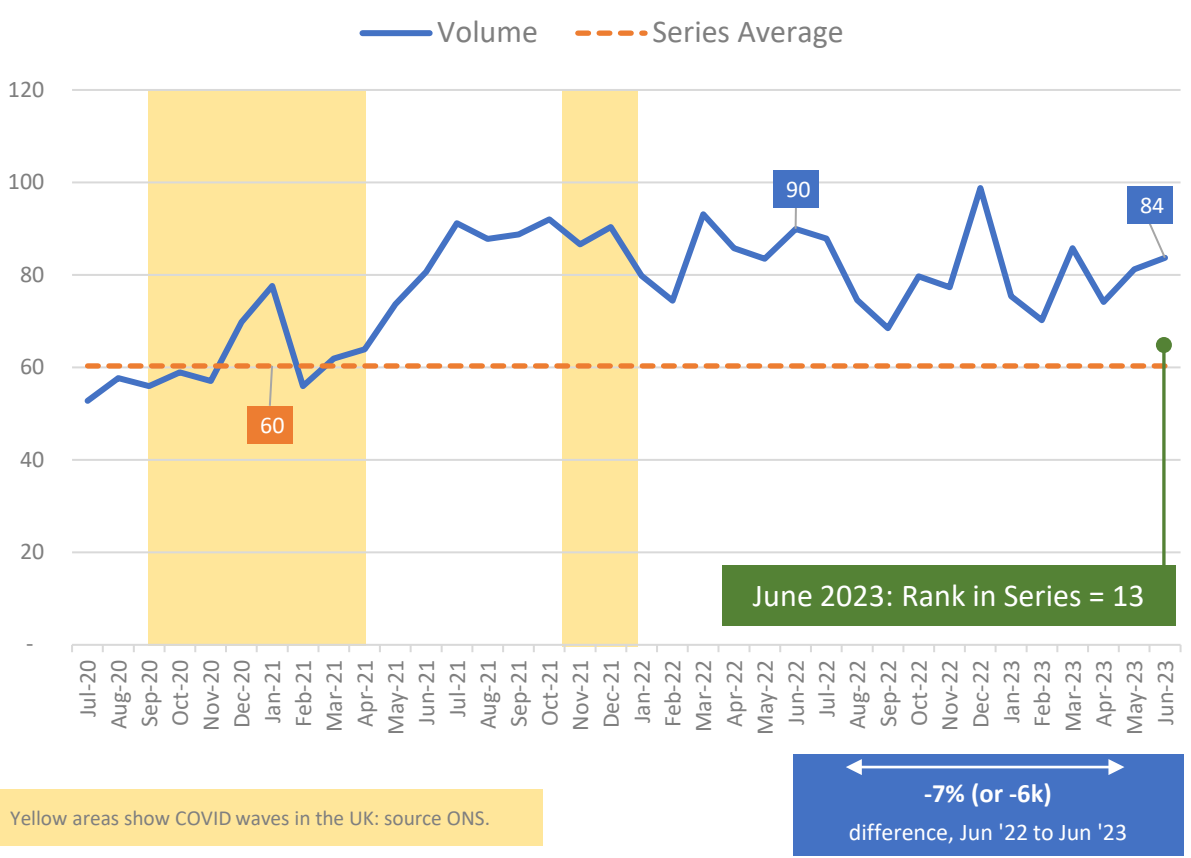


# 22. Hear and Treat (measure A17)

Hear-and-treat responses increased for the second consecutive month, and the average daily volume reached its highest level since December 2022. Annualised data show fewer incidents in the most recent 12-months compared with previous period, but significantly higher volumes than 2020 or 2021.

## 1. Monthly

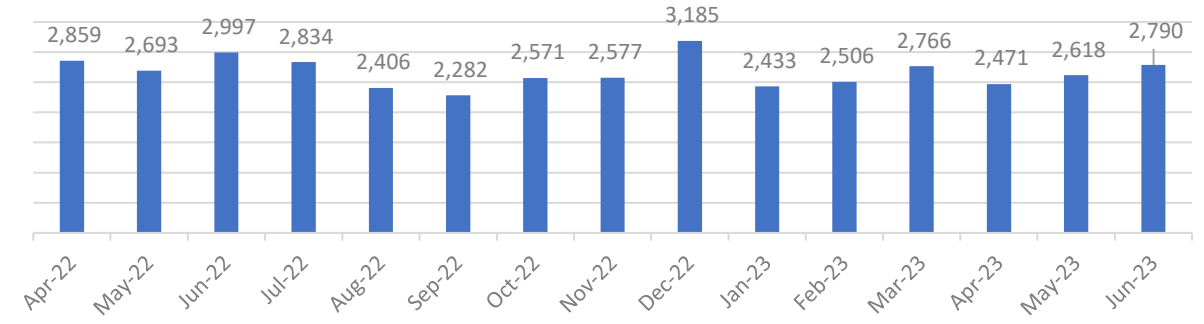
Volume of Hear and Treat ('000, A17)



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

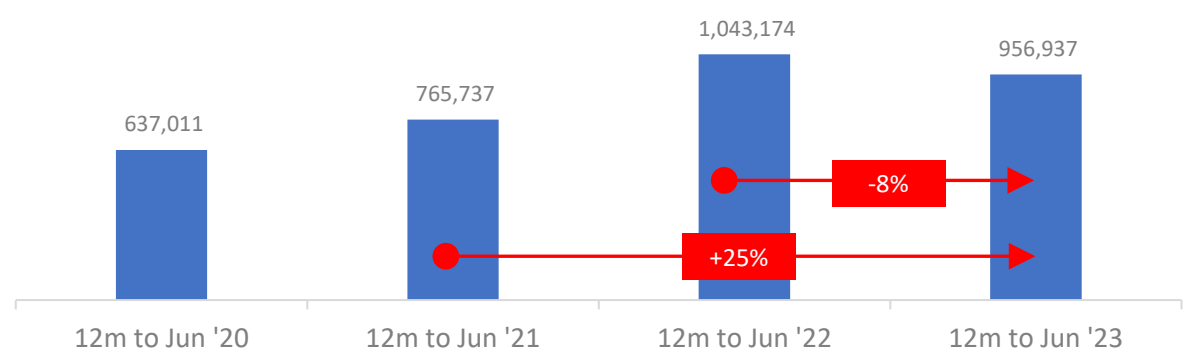
## 2. Average Daily Volume

Hear and Treat, Daily Average



## 3. Annualised Data

Volume of H&T Incidents in the 12 months to Jun (A17)

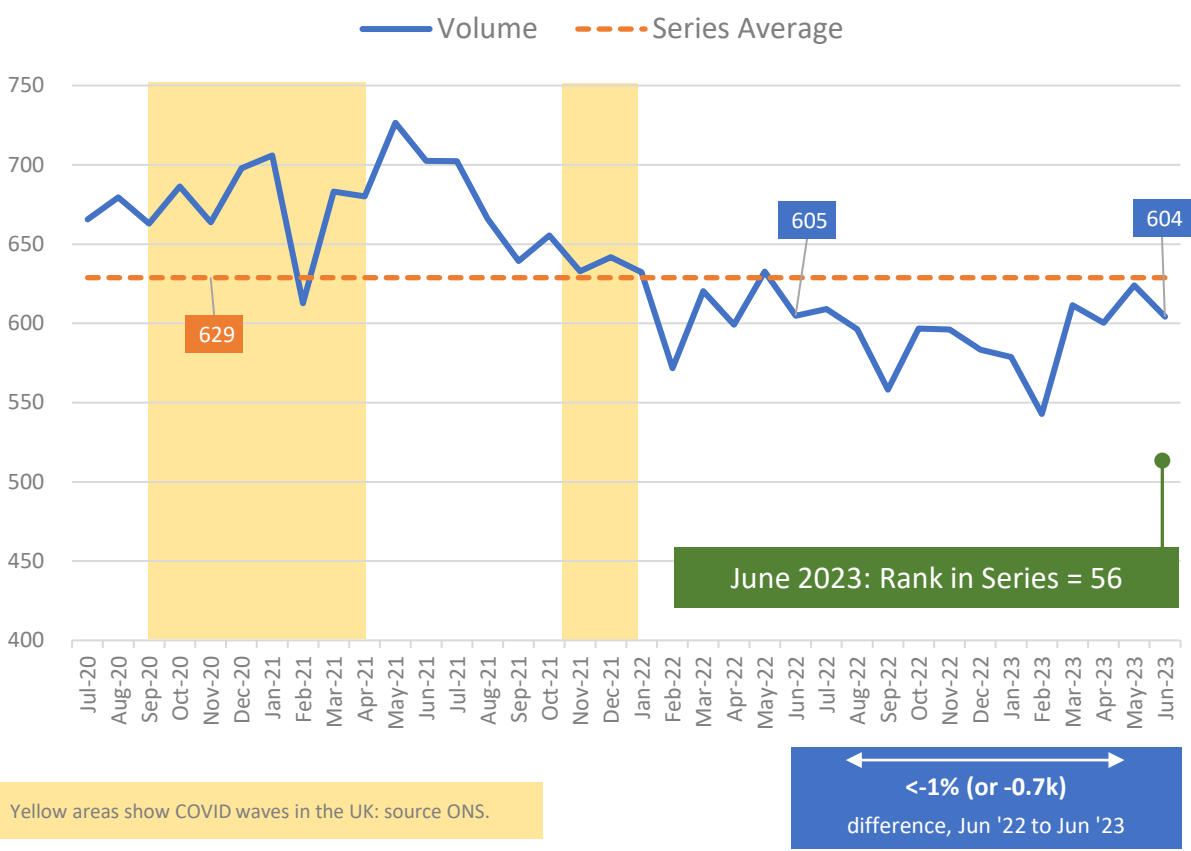


# 23. Face to Face (measure A56)

The average daily volume of face-to-face responses has remained steady for the past three months, while the most recent monthly data show June 2023 only slightly lower than June 2022. Most recent annualised data show a decline over the past few years with over one-million fewer responses compared with 2021.

## 1. Monthly

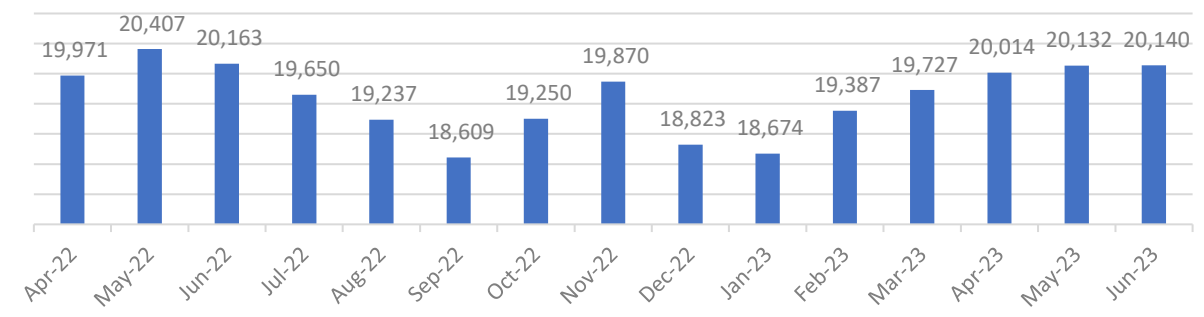
Volume of F2F Responses ('000, A56)



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

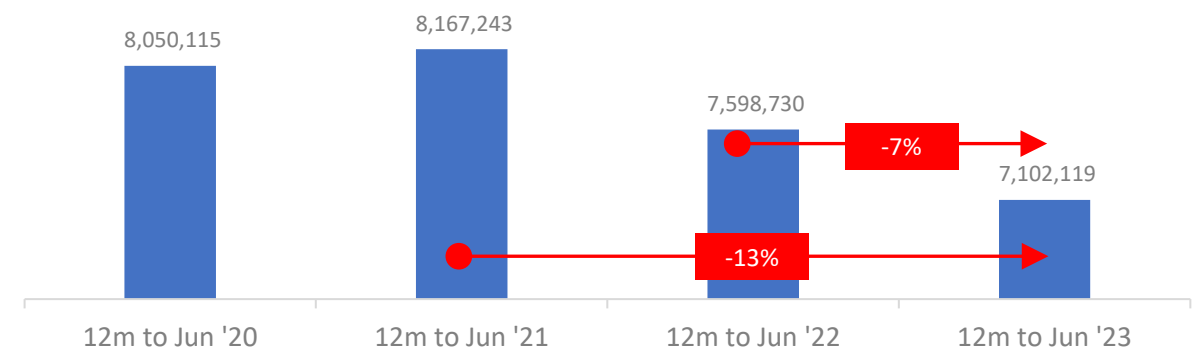
## 2. Average Daily Volume

F2F, Daily Average



## 3. Annualised Data

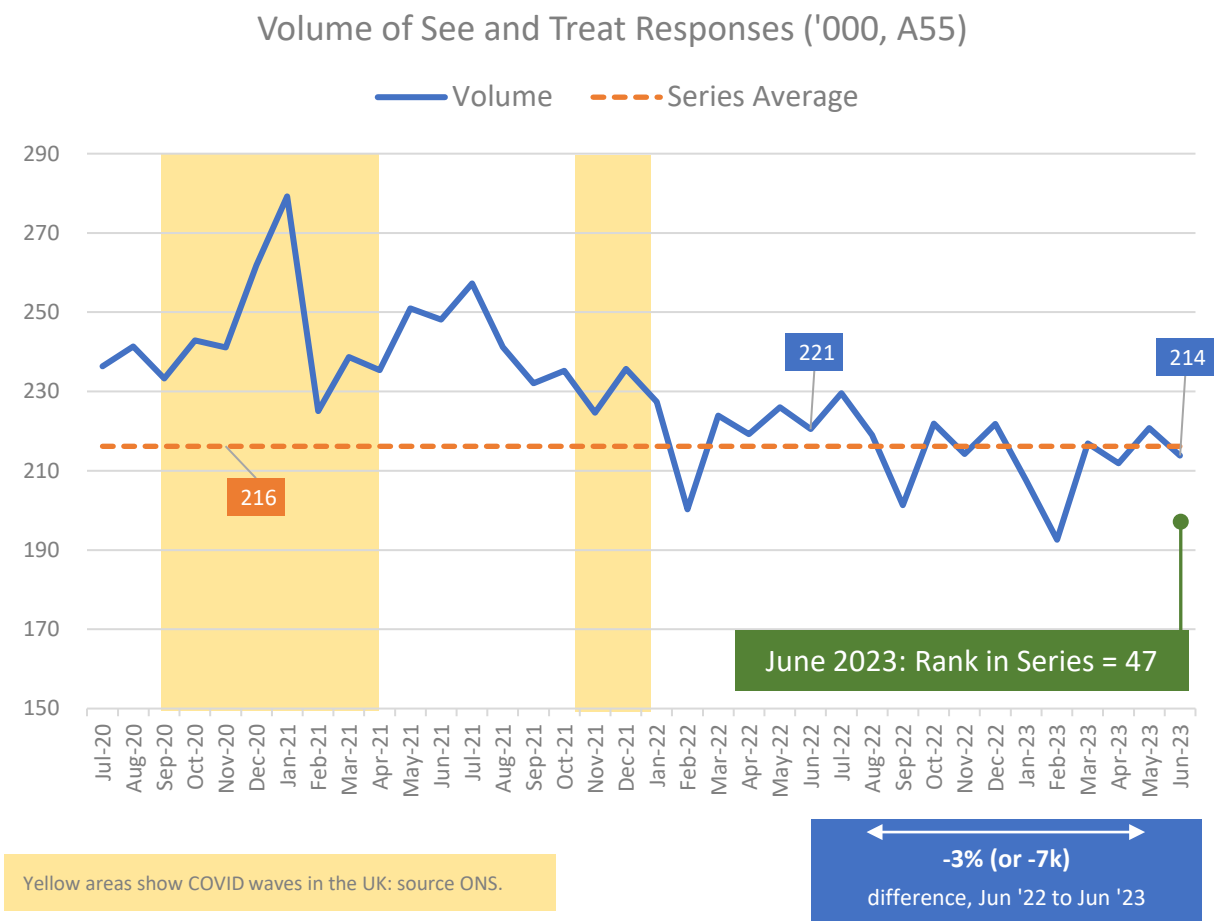
Volume of F2F Incidents in the 12 months to Jun (A56)



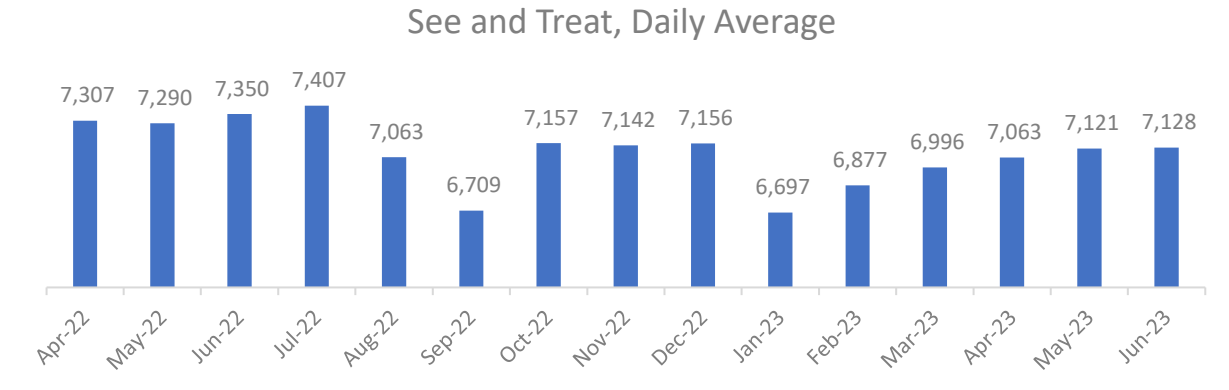
# 24. See and Treat (measure A55)

See-and-treat responses have decreased over the past four years, although the short term trend is more steady. The average daily volume of these responses has increased every month this year, with June 2023's monthly volume only slightly under that seen in June 2022.

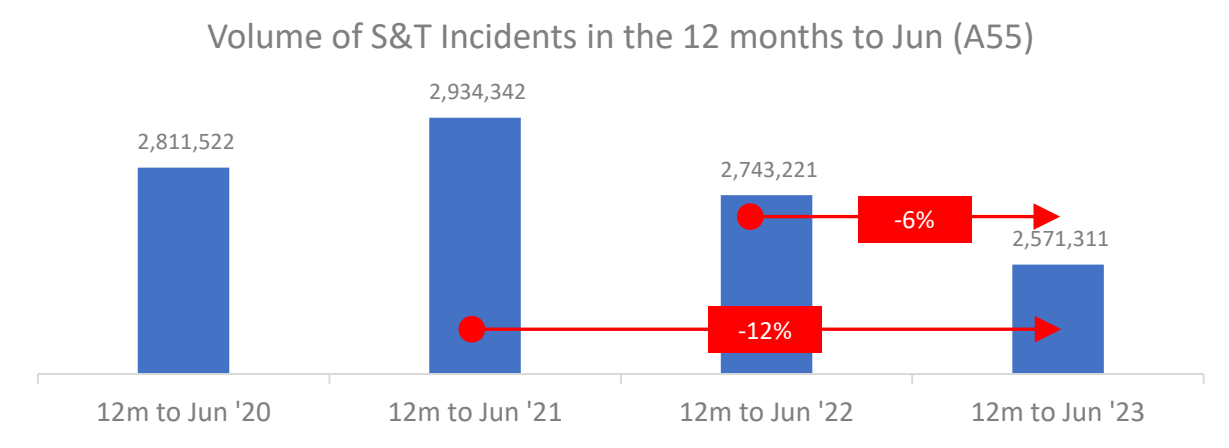
## 1. Monthly



## 2. Average Daily Volume



## 3. Annualised Data



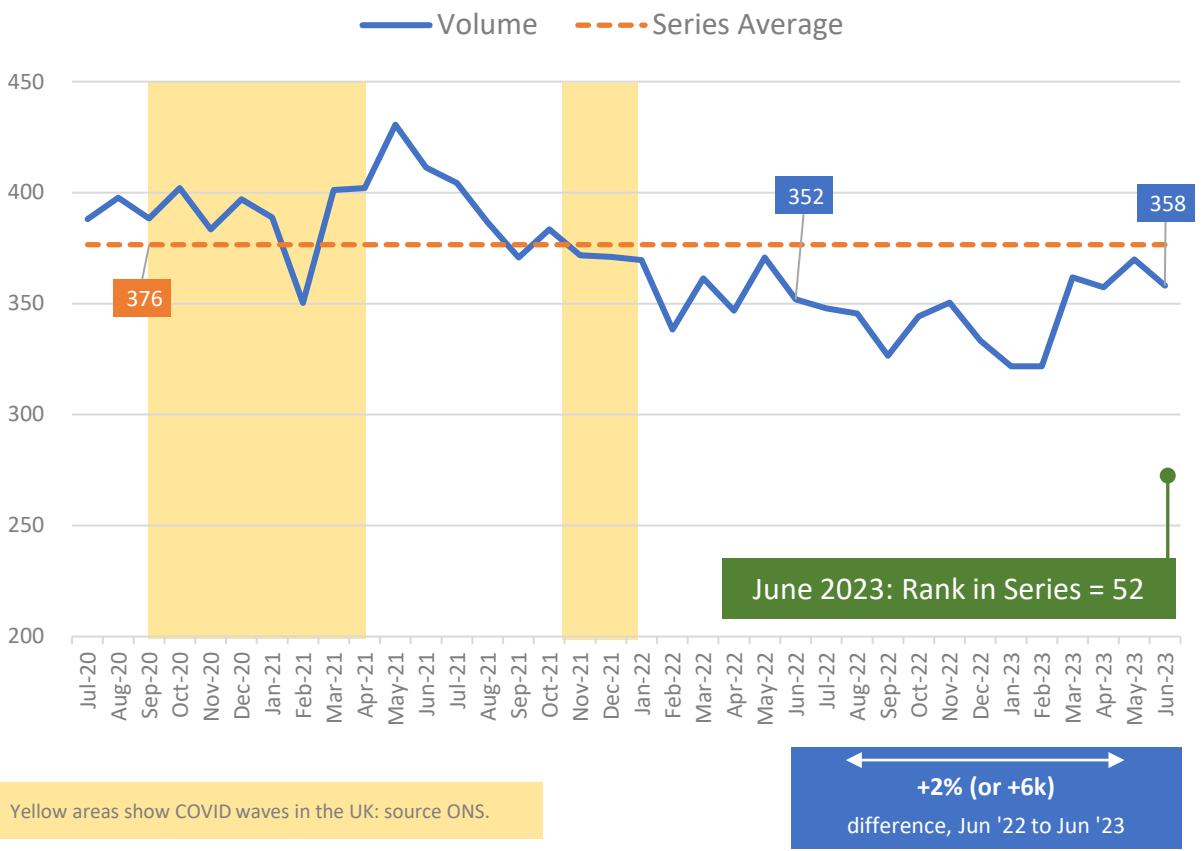


# 25. Transported to Emergency Departments (measure A53)

The average daily volume of patients requiring transport to an ED has increased every month since December 2022, reaching 11,934 in June 2023. The monthly total for the most recent month (358-thousand) was higher than June 2022, although the annualised data has decreased for the past three years.

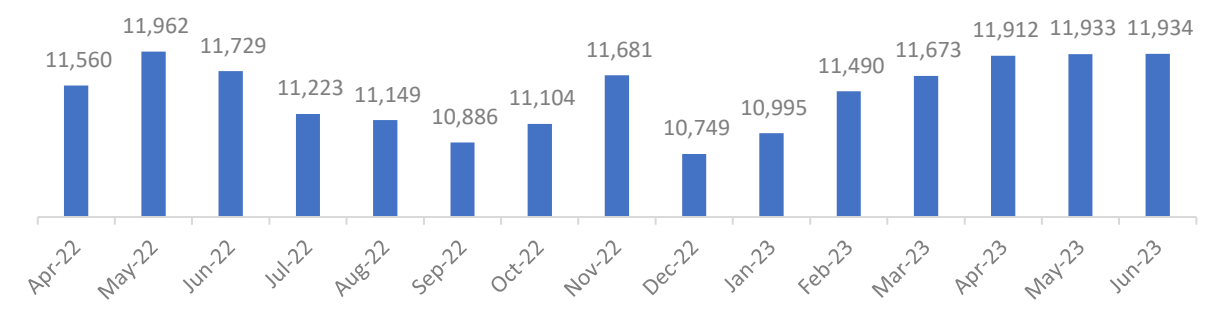
## 1. Monthly

Incidents with Transport to ED ('000, A53)



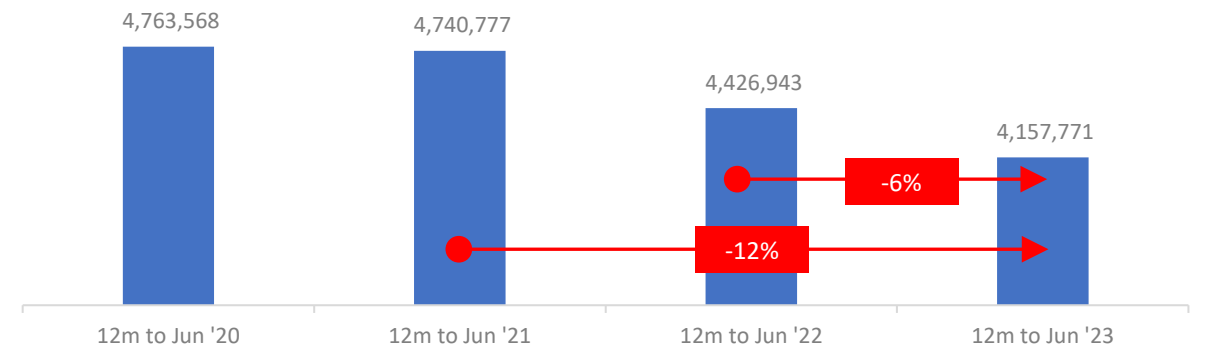
## 2. Average Daily Volume

Transport to ED, Daily Average



## 3. Annualised Data

Vol of Transport to ED in the 12 months to Jun (A53)

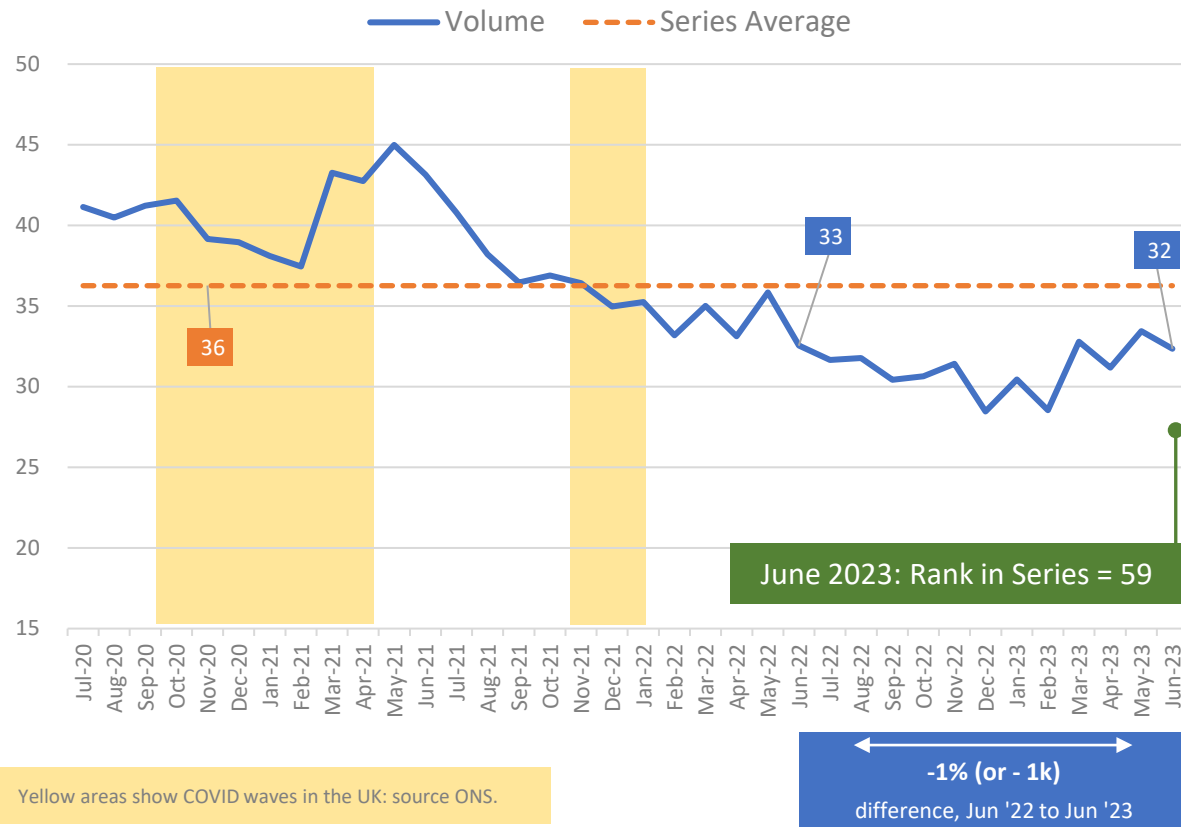


## 26. Transported to Destination other than ED (measure A54)

The number of patients transported to destinations other than an ED remains steady in 2023, with the daily average for June 2023 largely unchanged from May. The monthly volume was one-thousand fewer than June 2022, although again the annualised data shows a decrease over the past few years.

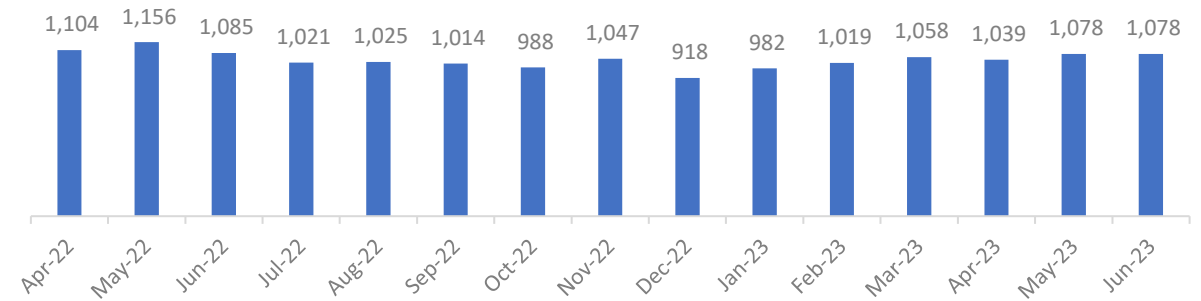
### 1. Monthly

Transport to Destination not ED ('000, A54)



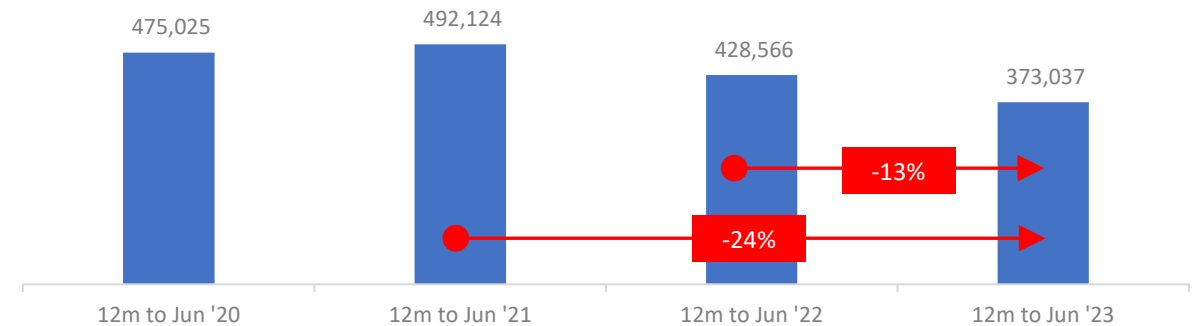
### 2. Average Daily Volume

Vol of Transport/ Not ED, Daily Average



### 3. Annualised Data

Vol of Transport/ not ED in the 12 months to Jun (A54)



# Section 4

## Patient Handover Delays

- [Average Handover Times and Delays as Proportion of All Handovers](#)
- [Handover Delays Over 15 Minutes](#)
- [Handover Delays Over 30 Minutes](#)
- [Handover Delays Over 60 Minutes](#)
- [Handover Delays Over 120 Minutes](#)
- [Handovers Longer Than Three Hours](#)
- [Impact on Patients and Crew](#)

# 28. Average Handover Times and Delays as Proportion of All Handovers (source, NAIG)



The mean handover time in June 2023 was faster than in June 2022, although remains slower than June 2021 – although this latter difference continues to shrink with each passing month. Handover delays of an hour or longer follow a similar pattern: fewer than last year, but still higher than the 2021 equivalent.

## 1. Mean and 90th Centile Handover Times

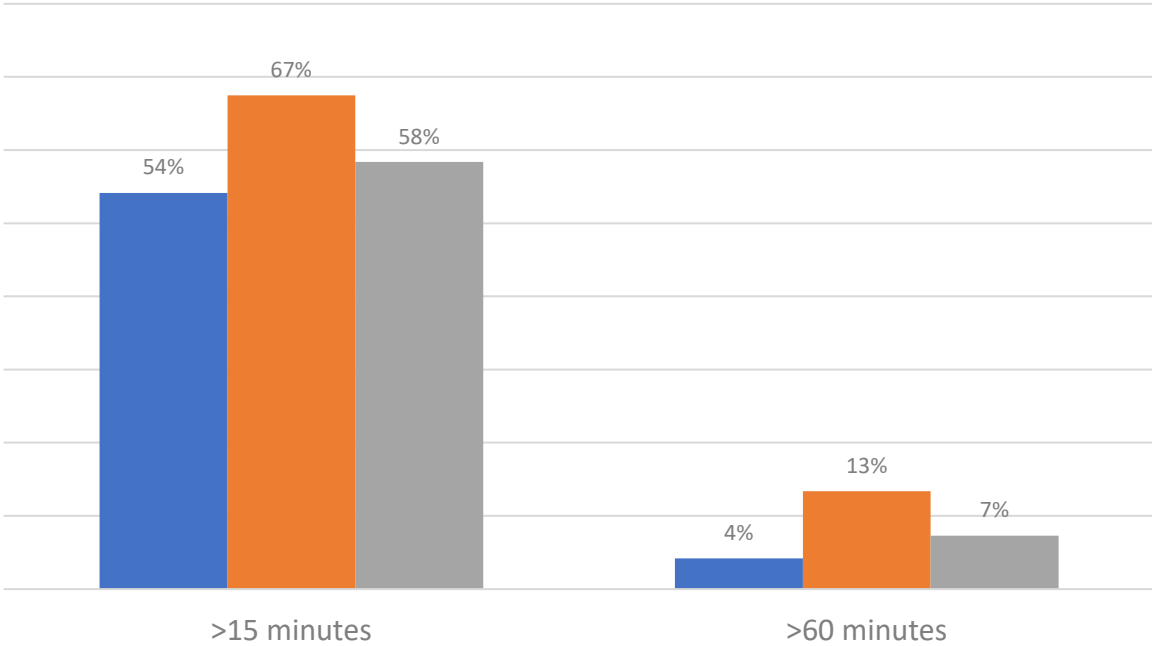
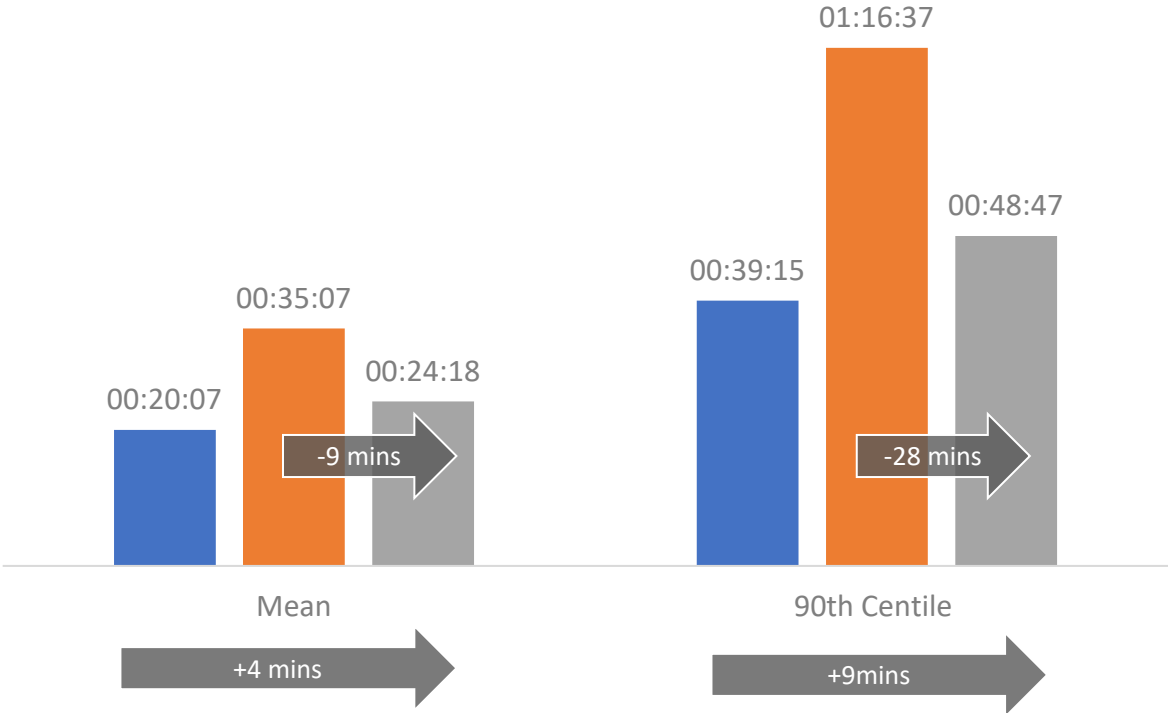
## 2. Handover Delays as a Percentage of All Handovers

Mean and 90th Centile Handover Time (hh:mm:ss)

Handover Delays as % of All Handovers

■ Jun-21 ■ Jun-22 ■ Jun-23

■ Jun-21 ■ Jun-22 ■ Jun-23

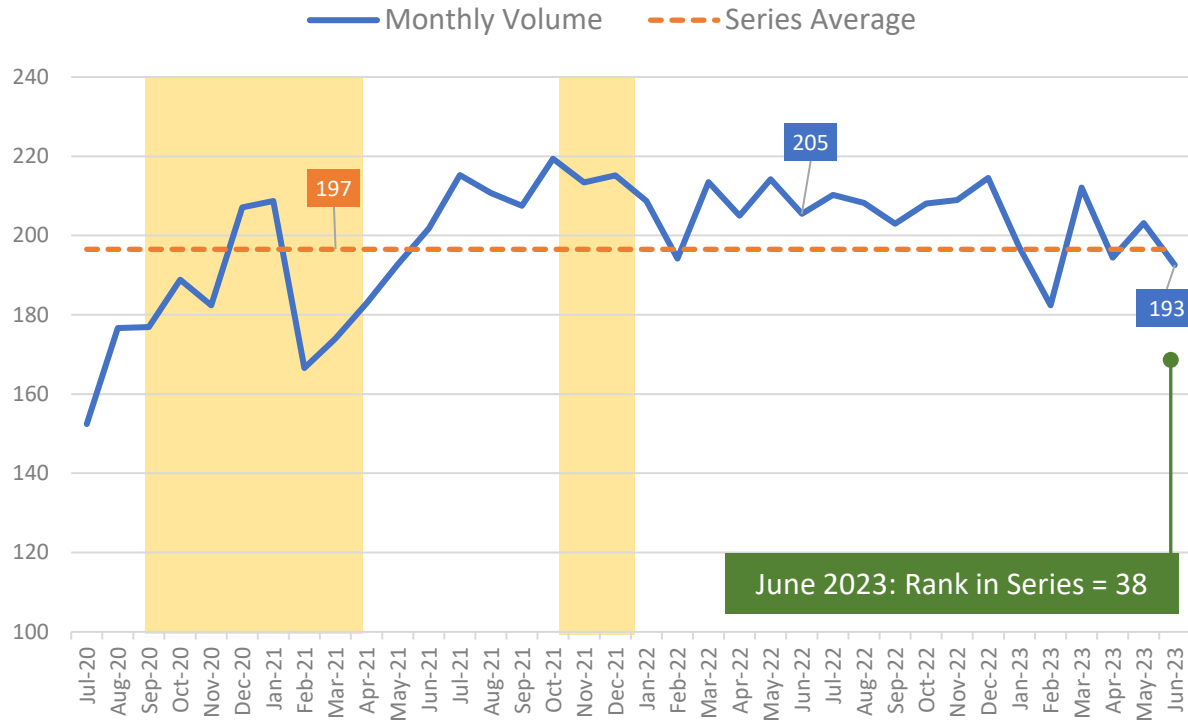


# 29. Patient Handover Delays over 15 Minutes (source, NAIG)

Patient handovers taking longer than 15-minutes (and time lost) dropped in June (at a monthly and average daily level, see next page). This continues a trend of gradual improvement seen since December 2022, although the annualised volumes remain well above that seen in 2020 and 2021 (next page).

## 1. Delays over 15 Minutes

Volume of Handovers Over 15 Minutes ('000, source NAIG)



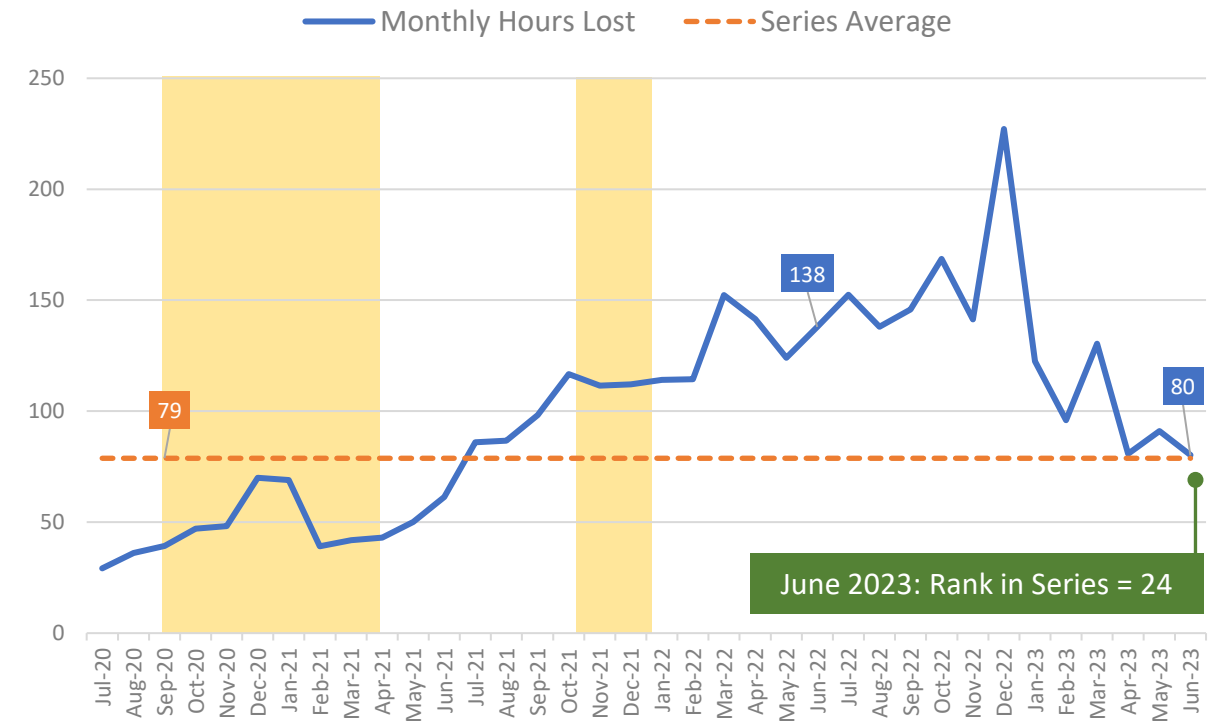
June 2023: Rank in Series = 38

← -6% (or -13k) →  
difference, Jun '22 to Jun '23

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

## 2. Hours lost for Handovers Over 15 Minutes

Hours Lost: Handovers over 15 Minutes ('000, source NAIG)



June 2023: Rank in Series = 24

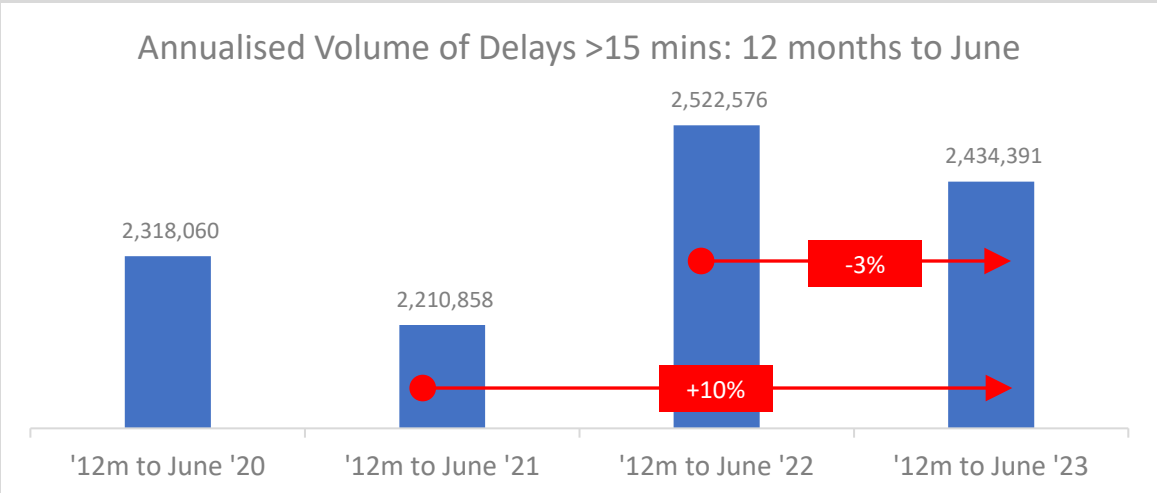
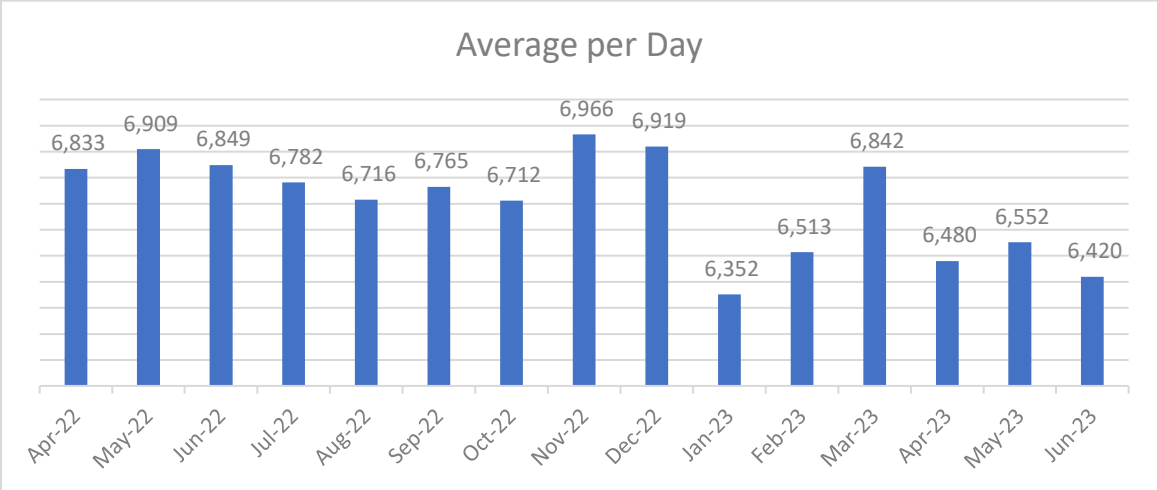
← -42% (or -58k) →  
difference, Jun '22 to Jun '23



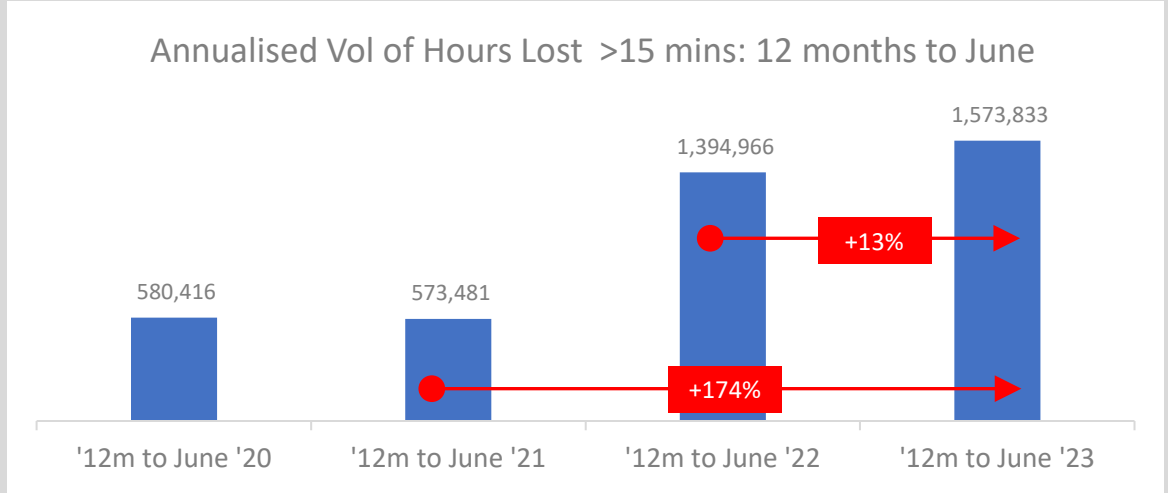
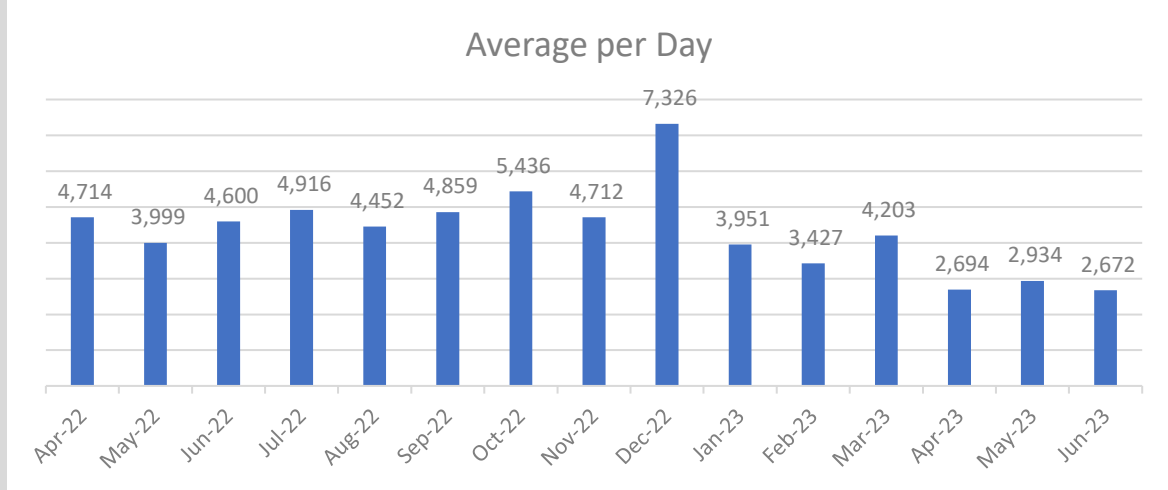
# 30. Average Daily and Annualised Data for >15 minute delays (source, NAIG)



## 1. Volume of Handover Delays over 15 minutes



## 2. Hours Lost for Handover Delays over 15 minutes

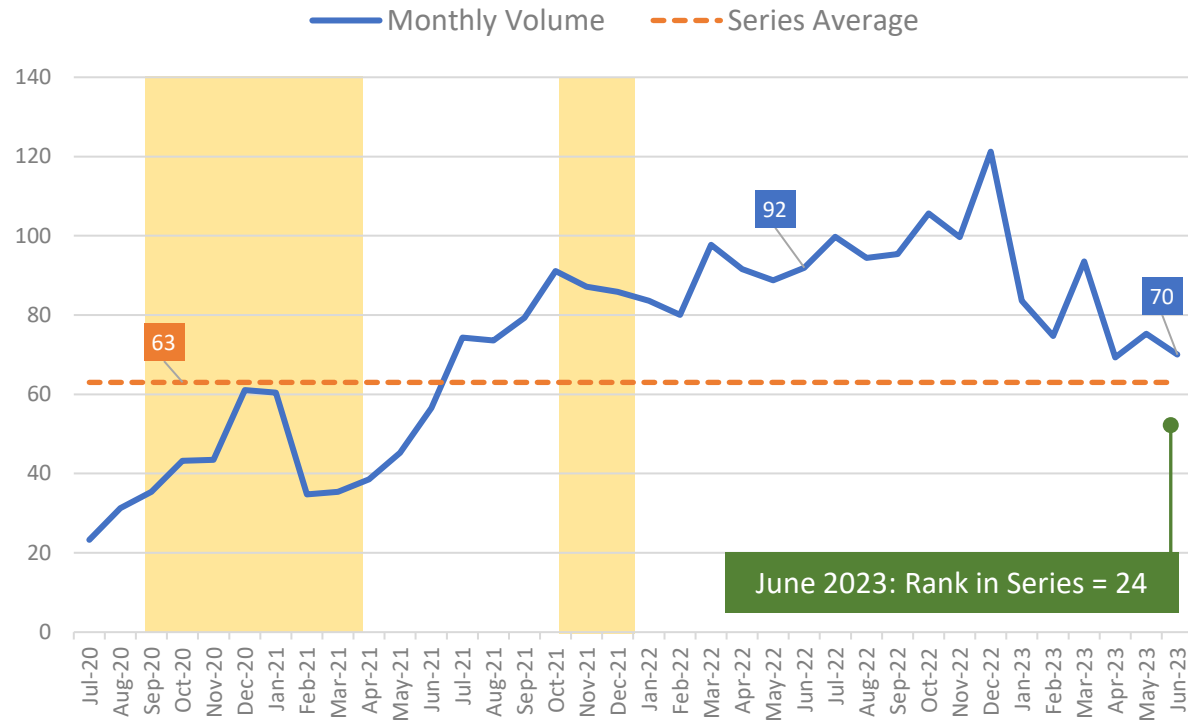


# 31. Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays of 30 minutes or more, and the associated hours lost, also decreased in June, with the monthly volume for both measures lower than the same time last year, but significantly greater than in June 2021.

## 1. Delays over 30 Minutes

Volume of Handovers Over 30 Minutes ('000, source NAIG)

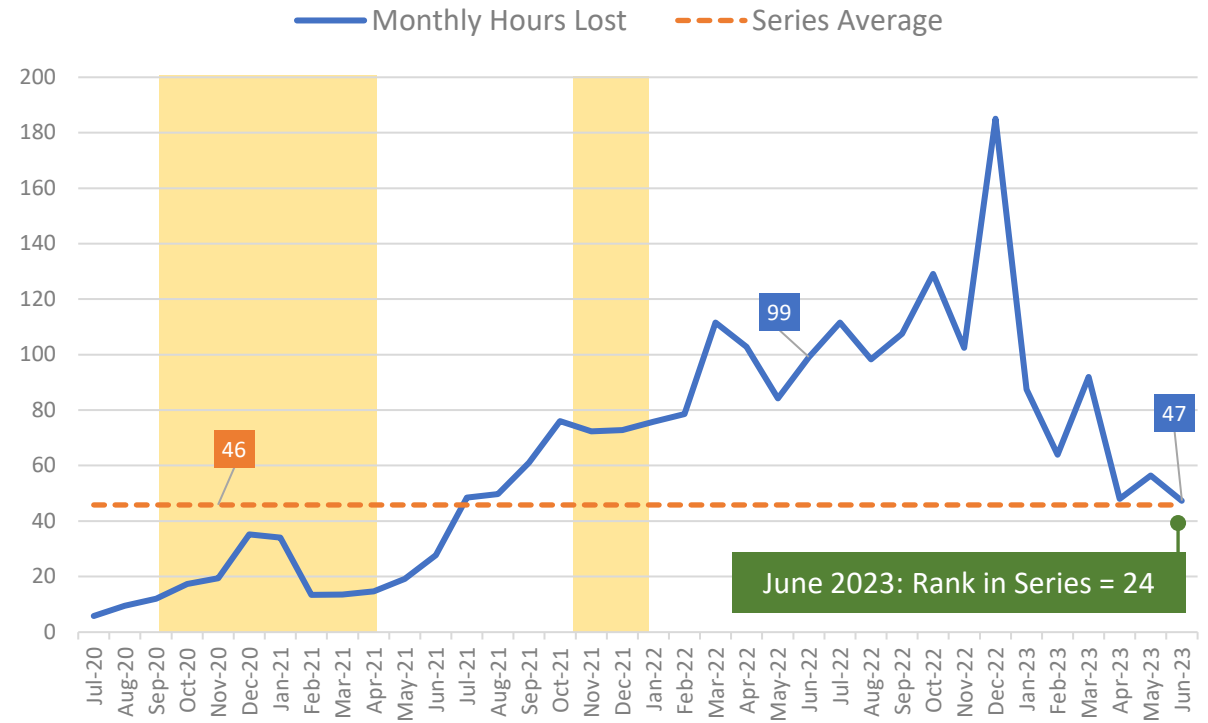


Yellow areas show COVID waves in the UK: source ONS.

← -24% (or -22k) →  
difference, Jun '22 to Jun '23

## 2. Hours lost for Handovers Over 30 Minutes

Hours Lost: Handovers over 30 Minutes ('000, source NAIG)



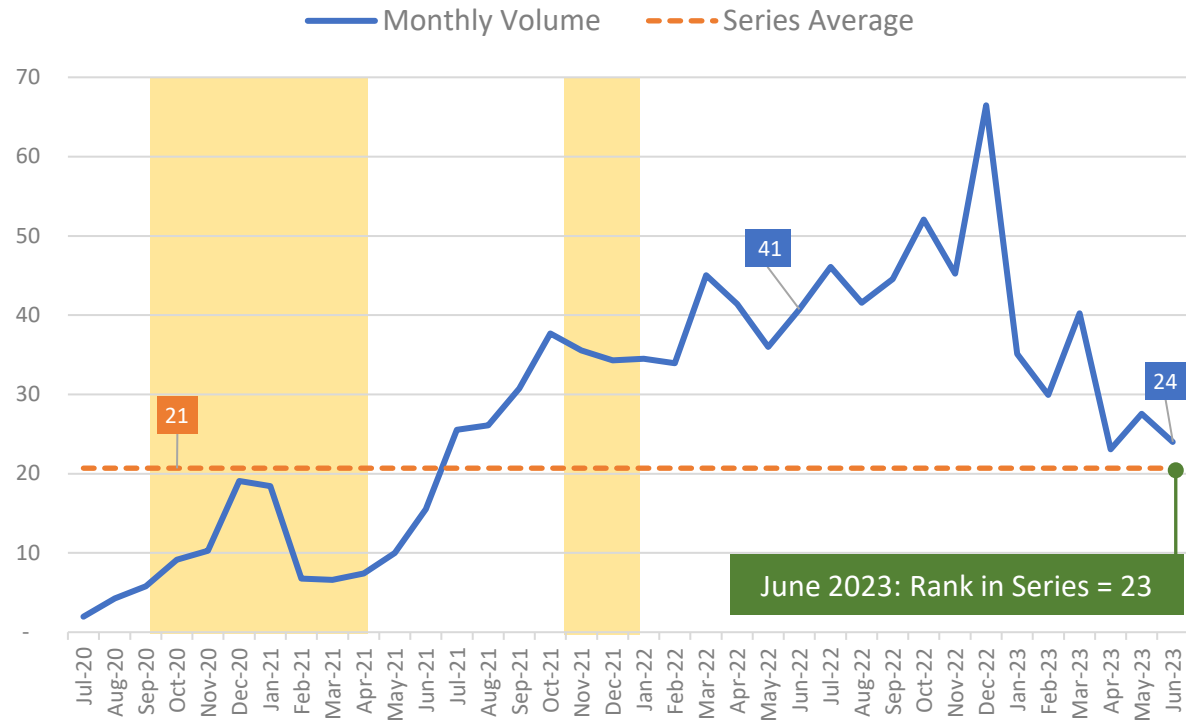
← -52% (or -52k) →  
difference, Jun '22 to Jun '23

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

Hour-plus handover delays decreased in June at both a monthly, and average daily level. Volume of these delays, and the associated hours lost, are somewhat below the levels seen last June, but still higher than June 2021. Annualised, the hours lost to these delays was ten times greater than four years ago (see next page).

## 1. Delays over 60 Minutes

Volume of Handovers Over 60 Minutes ('000, source NAIG)

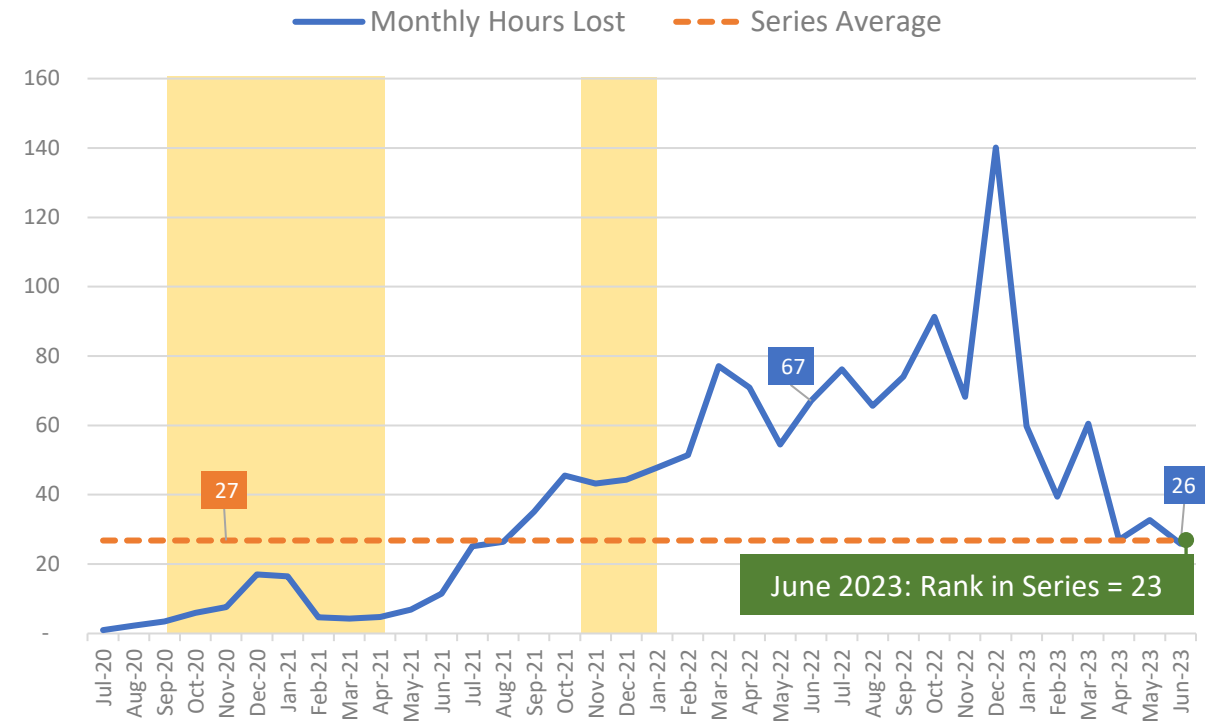


Yellow areas show COVID waves in the UK: source ONS.

← -41% (or -17k) →  
difference, Jun '22 to Jun '23

## 2. Hours lost for Handovers Over 60 Minutes

Hours Lost: Handovers over 60 Minutes ('000, source NAIG)



← -61% (or -40k) →  
difference, Jun '22 to Jun '23

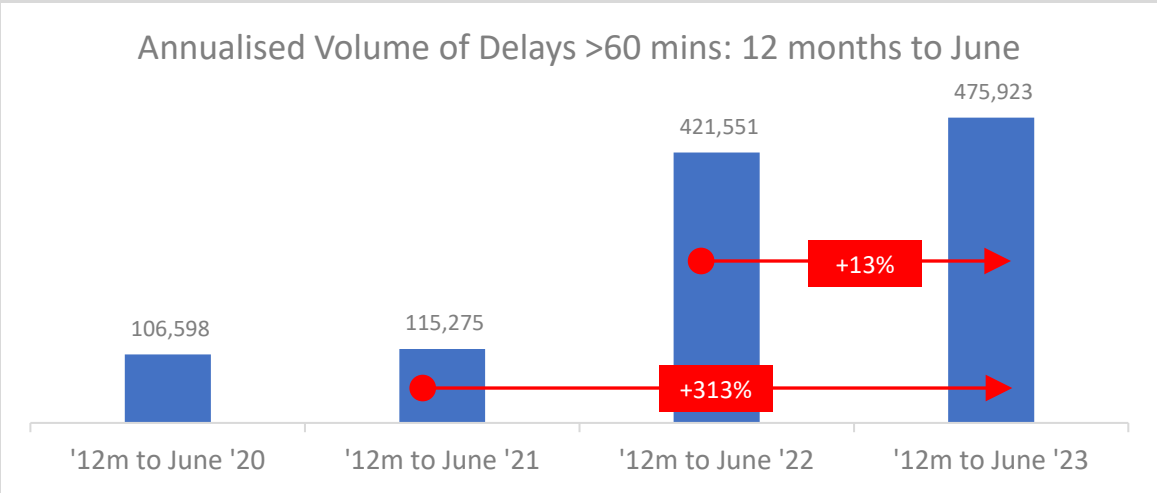
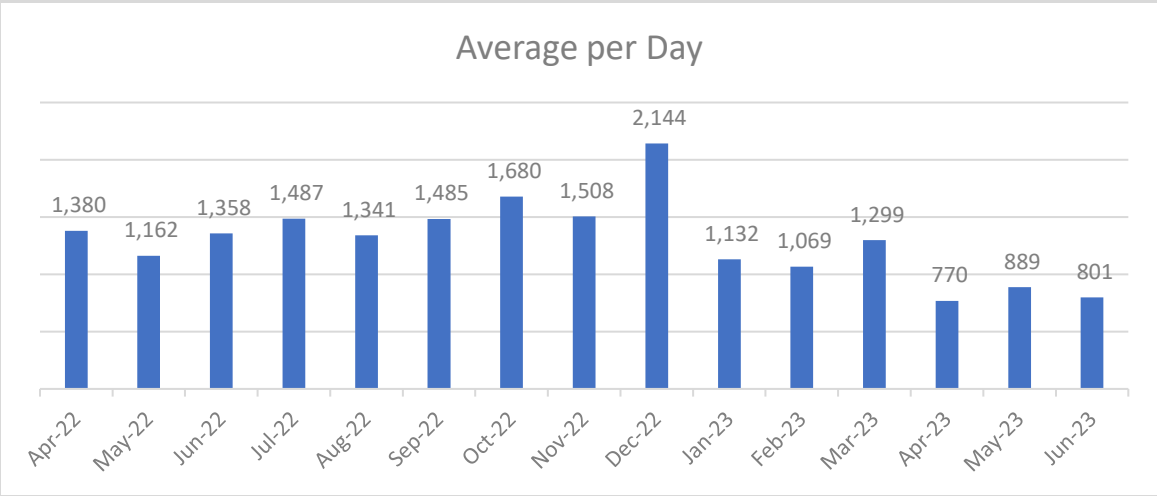




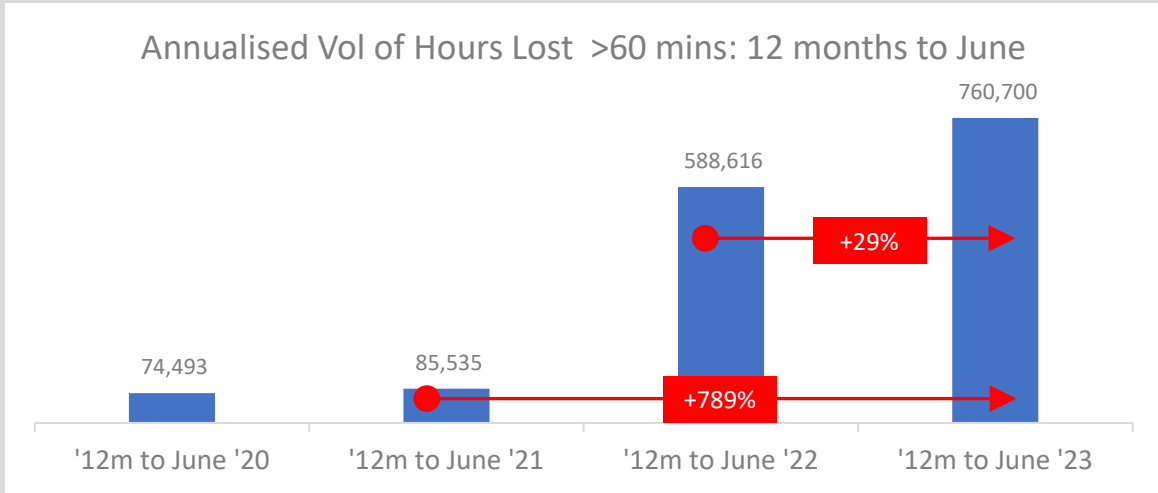
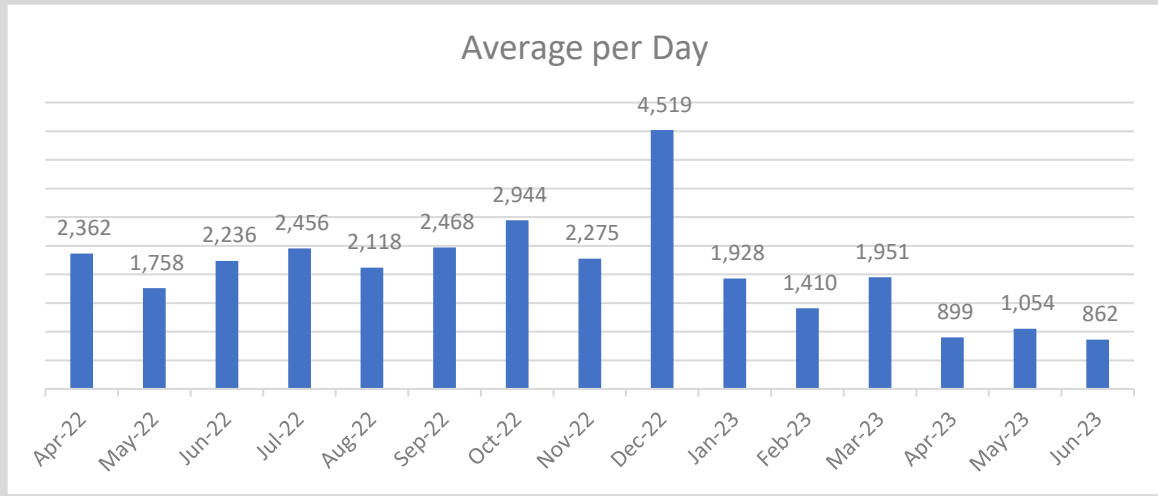
# 33. Average Daily and Annualised Data for >60 minute delays (source, NAIG)



## 1. Volume of Handover Delays over 60 minutes



## 2. Hours Lost for Handover Delays over 60 minutes

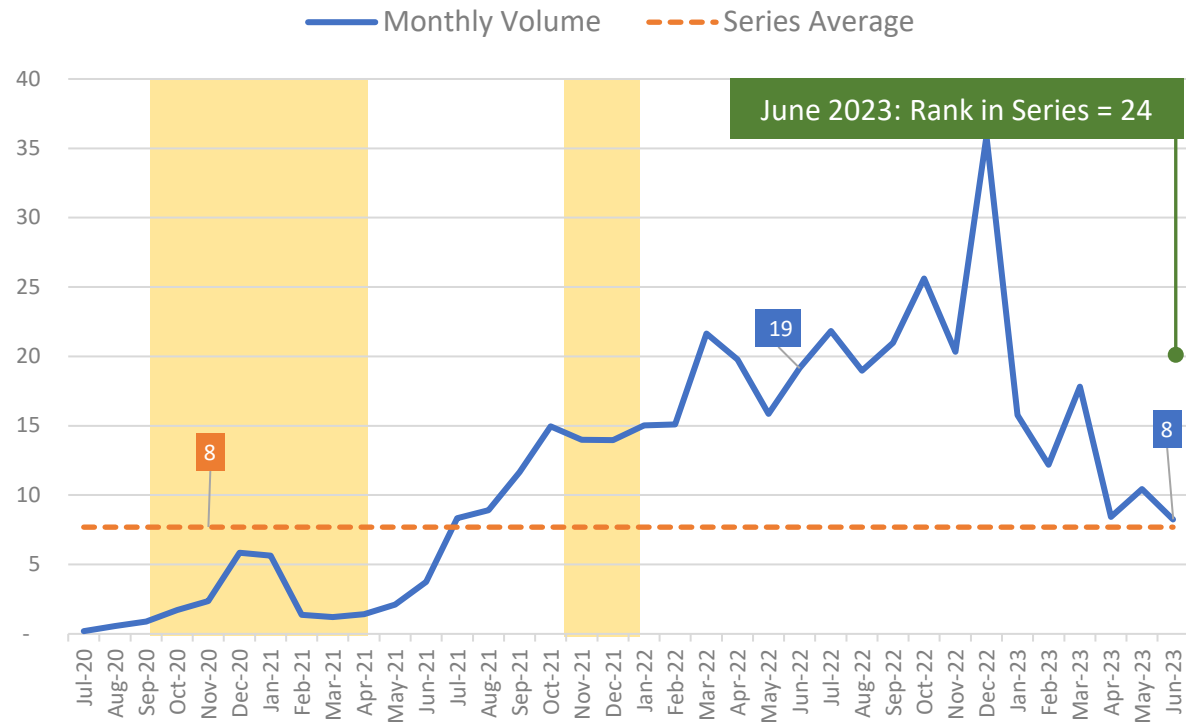


# 34. Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two-or-more hours continue to show an unsteady improvement, following the record high in December 2022. However, both levels remain well above those recorded two years previously.

## 1. Delays over 120 Minutes

Volume of Handovers Over 120 Minutes ('000, source NAIG)

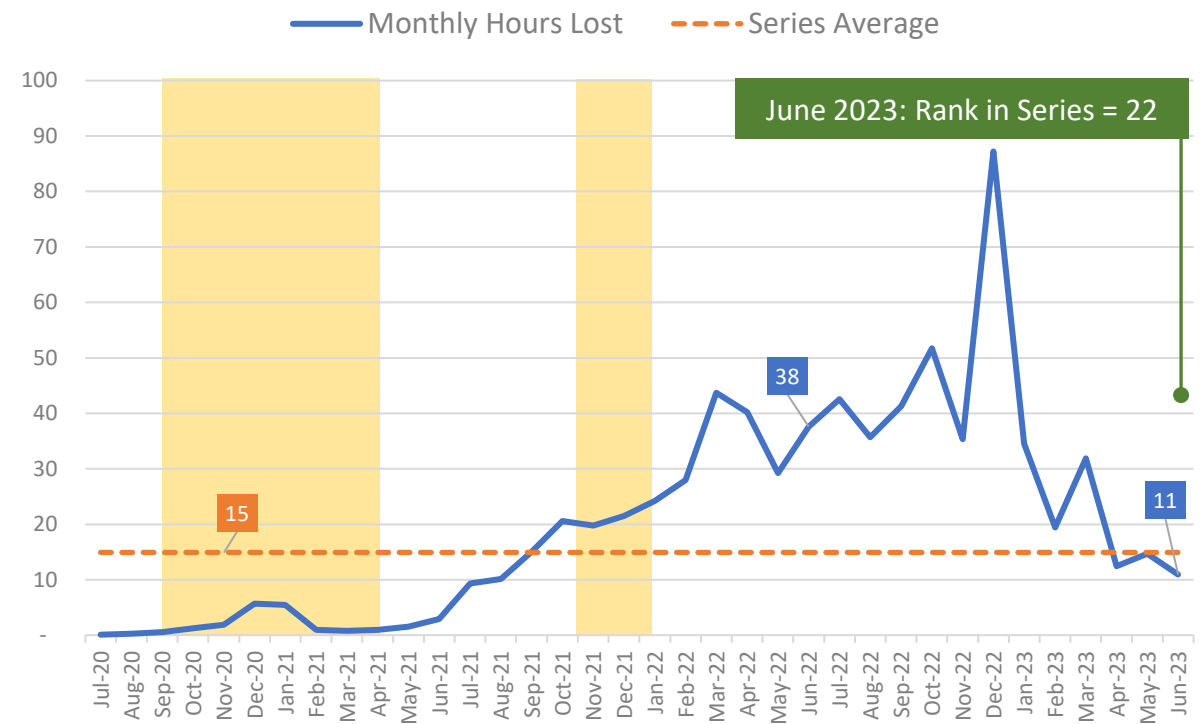


Yellow areas show COVID waves in the UK: source ONS.

← -57% (or -11k) →  
difference, Jun '22 to Jun '23

## 2. Hours lost for Handovers Over 120 Minutes

Hours Lost: Handovers over 120 Minutes ('000, source NAIG)

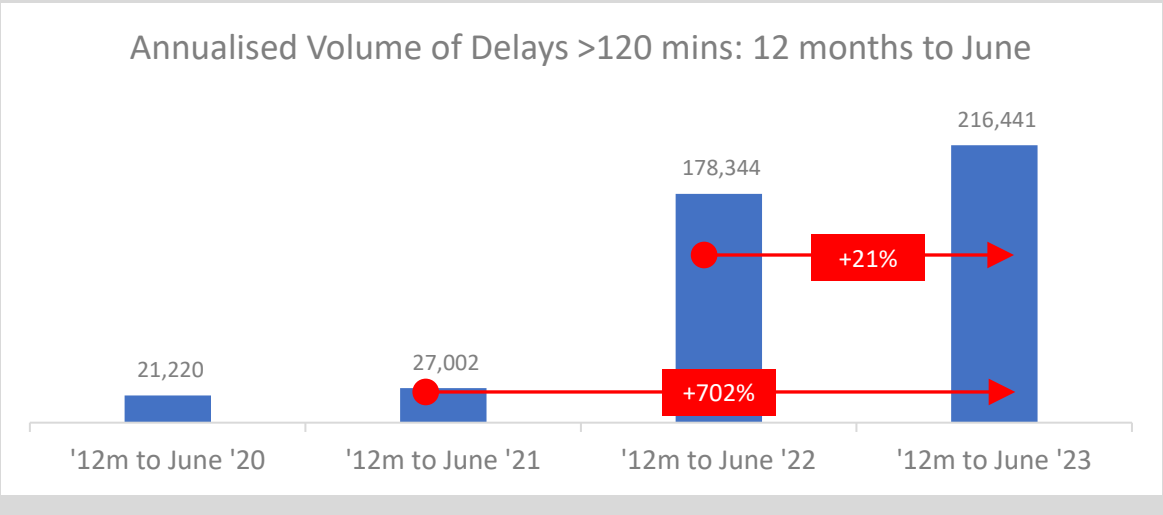
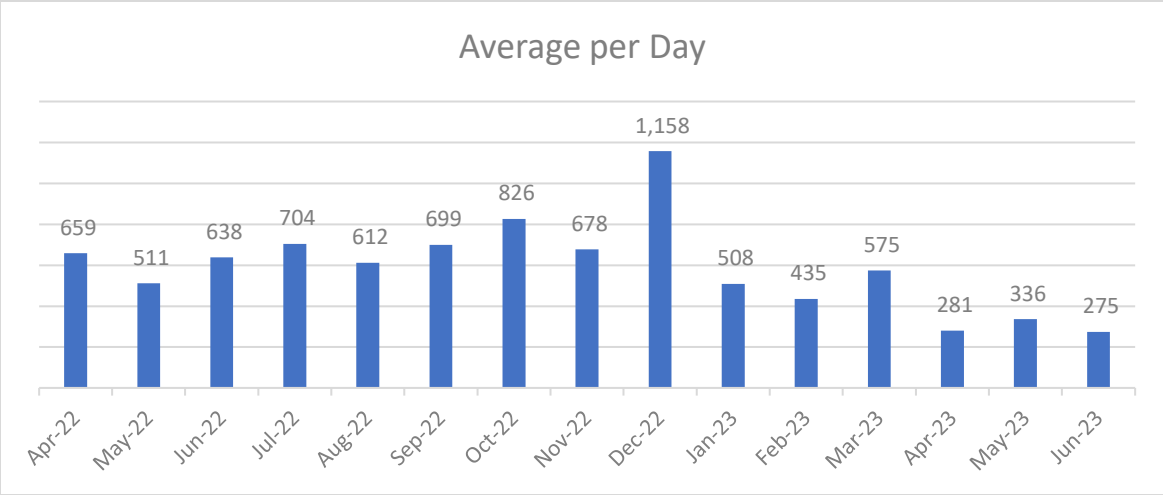


← -71% (or -27k) →  
difference, Jun '22 to Jun '23

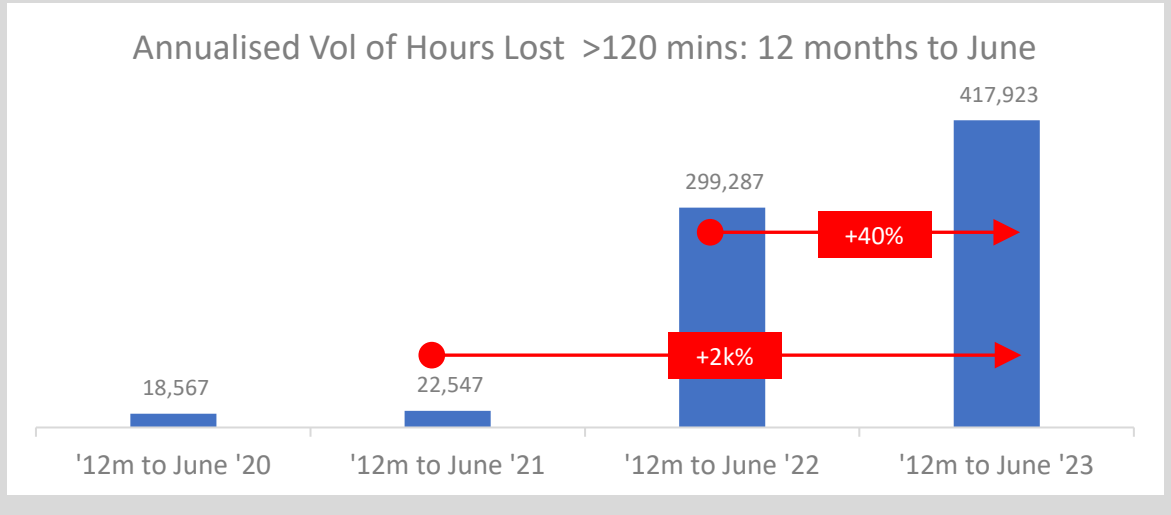
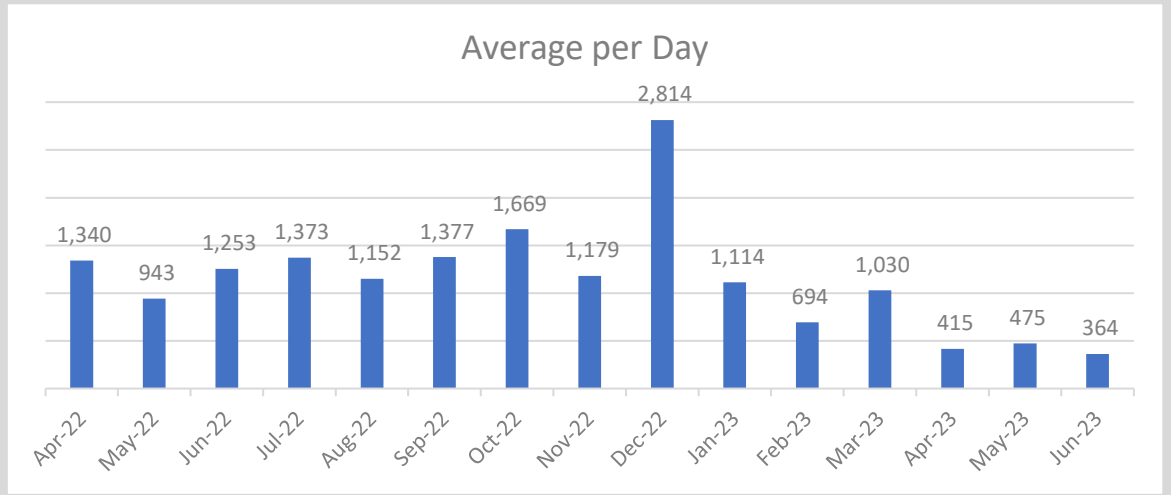


# 35. Average Daily and Annualised Data for >120 minute delays (source, NAIG)

## 1. Volume of Handover Delays over 120 minutes



## 2. Hours Lost for Handover Delays over 120 minutes



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

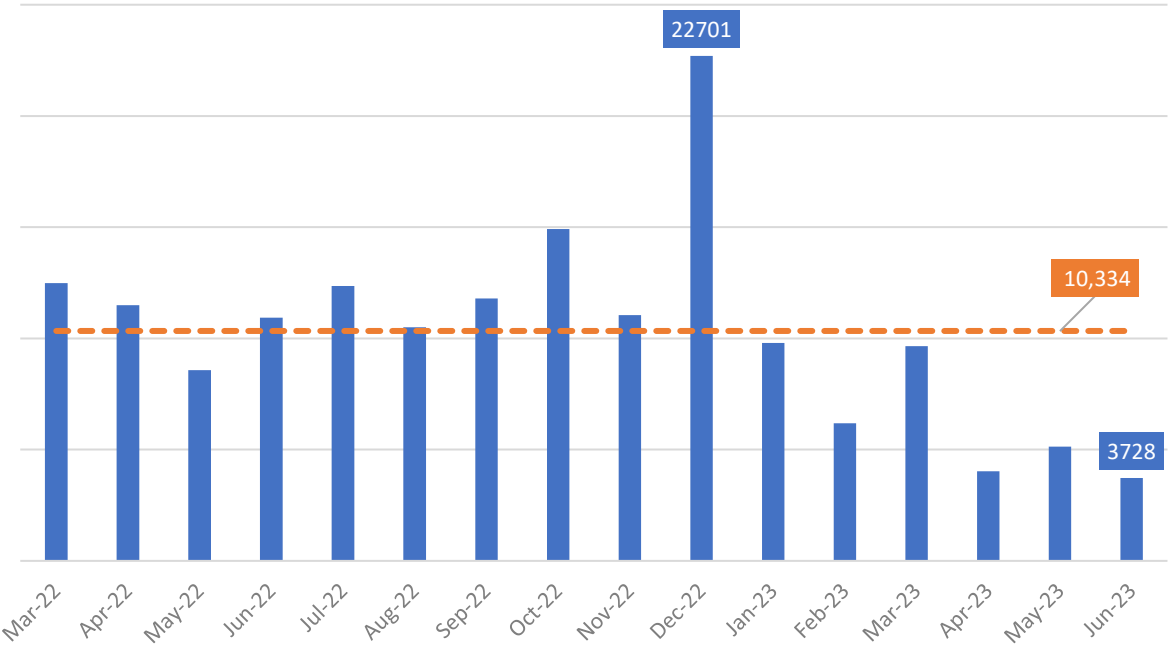


Patient handovers exceeding three hours decreased in May, although those exceeding ten-or-more hours increased slightly. Despite this, levels remain well below those recorded in December 2022.

## 1. Longer Handover Delays: All Over Three Hours

Volume of Handovers over Three Hours

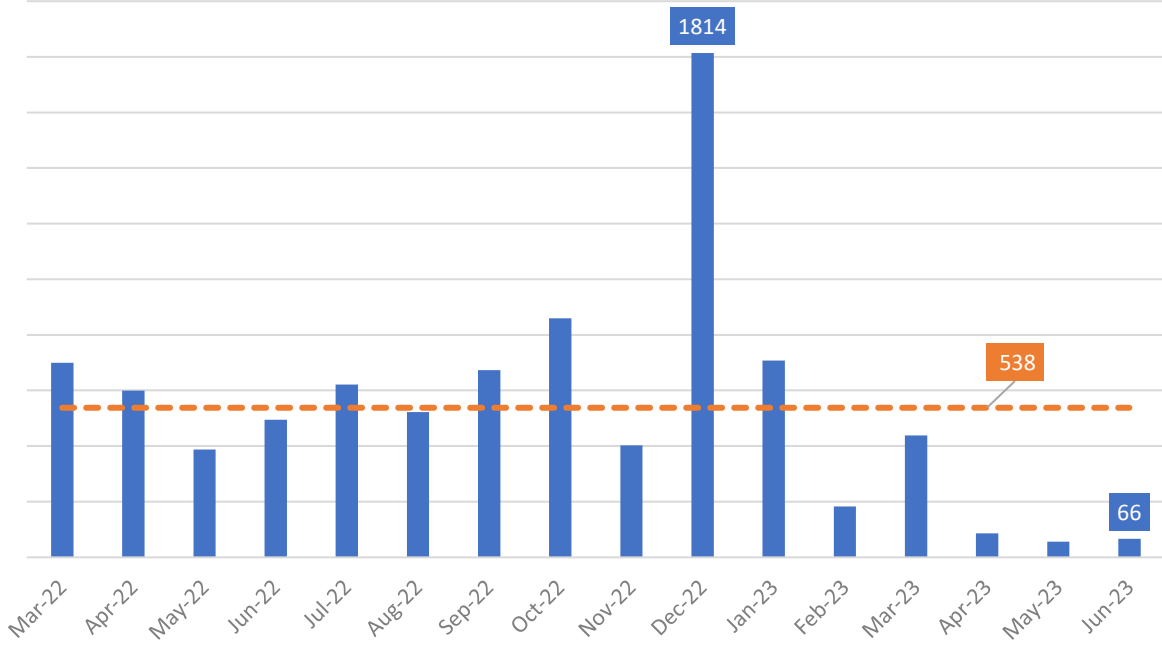
Over 3 hours    Series Average



## 2. Longer Handover Delays: All Over Ten Hours

Volume of Handovers over Ten Hours

Over 10 hours    Series Average

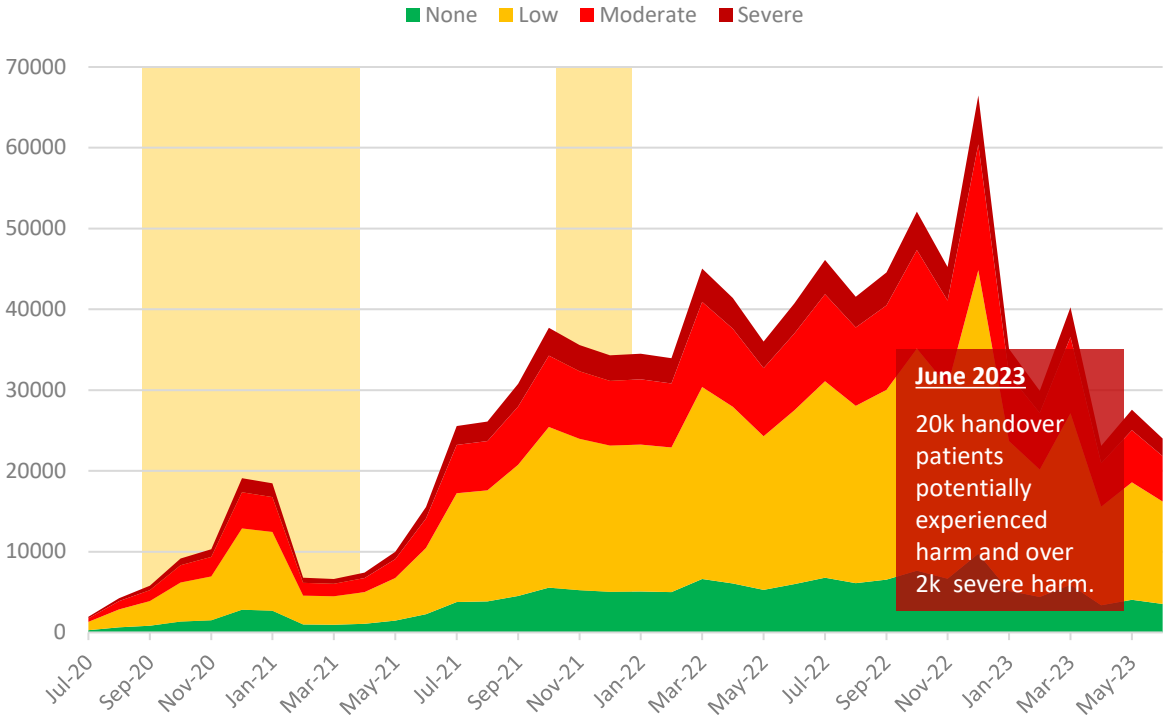


# 37. Impact on Patients and Crew (source, NAIG, [AQI Data](#) and [AACE](#))

Around 20k patients experienced potential harm as a result of long handover delays in June 2023. Looking at the total hours lost to handover delays, the sector lost the equivalent of 64k job cycles. This equates to 11% of potential ambulance capacity across the month – compared with three-percent in June 2020.

## 1. Estimated number of patients experiencing potential harm

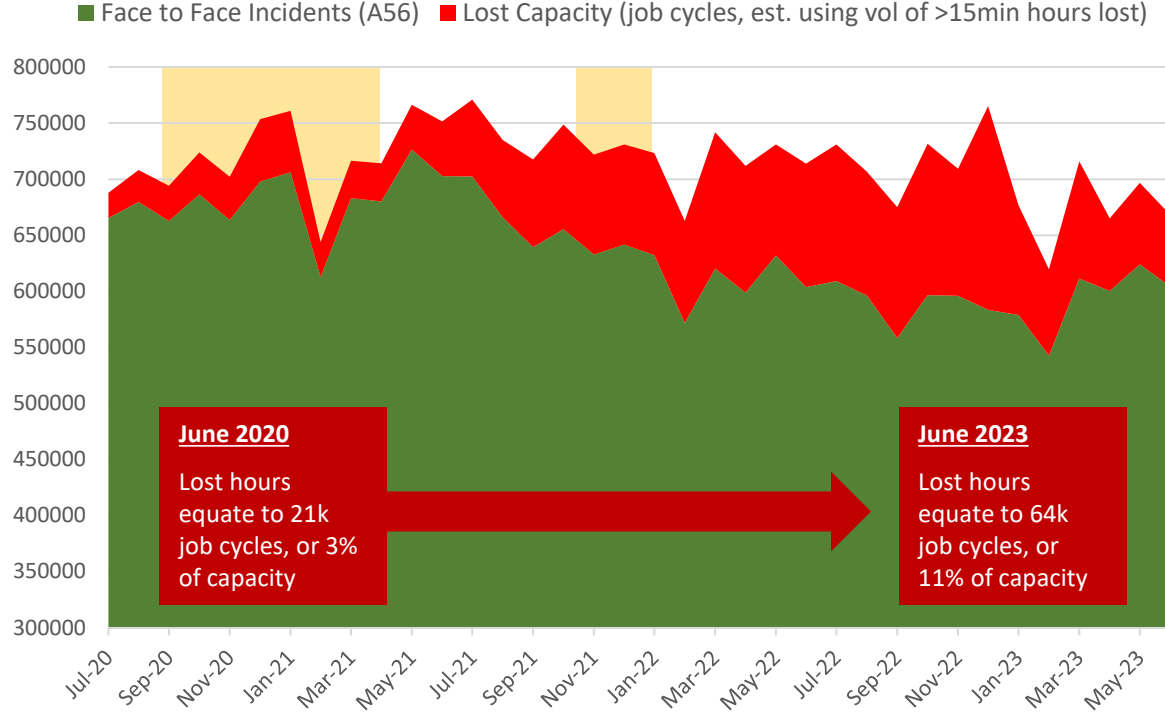
Vol of >60 min handovers by estimated harm (NAIG & AACE)



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

## 2. Estimated impact of lost hours on capacity

Lost Hours and Impact on Capacity



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

