

National Ambulance Data – Final

Data to the end of July 2023

Published - August 21st, 2023

2. Summary and Contents

Overview: This month saw an increase in Category-2 and Category-3 incidents, and the highest volume of patients requiring conveyance to hospital since late 2021. It also saw improvement in call-answer and response times, although in most cases the latter remain above national standards for each category. Longer patient handover delays continue to decrease, with hour-plus delays - and associated time lost - reaching some of their lowest volumes in two years.

Section 1. Contact Volume and Call Answer Time



- Despite a slight decrease in the average daily volume of calls to ambulance control rooms, demand remained steady. Call volume has decreased over the past year, however, with 761-thousand 999 calls across the month compared with 946-thousand in July 2022.
- Mean call-answer time improved to 10-seconds from 17-seconds in June. In July 2022 the mean answer-time exceeded one-minute.

Section 2. Incidents and Response Time, by Category



- Volume of incidents was 707-thousand across the month, higher than June 2022 by 10-thousand incidents. Category-1 volume remained high, but steady while Category-2 and Category-3 volumes both increased.
- Response times improved for each category, but in most cases remain above the respective national standard. One notable exception is the Category-2 90th centile response time, which dipped below its 15-minute standard for the third time in four months.

Section 3. Incidents by Response Outcome



- The number of responses requiring ambulance conveyance to hospital increased to 374-thousand across the month, the highest since November 2021.
- Hear-and-treat responses dropped slightly in July to reach 84-thousand. This compares with 88-thousand the previous July. Long term growth continues, however, with annualised data revealing the current volume exceeding that seen just two years ago by some margin.

Section 4. Patient Handover Delays



- Patient handover delays exceeding an hour decreased to reach their lowest numbers in several years, with fewer hours lost as a result.
- Despite this positive trend, the annualised volume of time lost remains extremely high. There were 386-thousand hours lost to two-hour plus delays in the most recent period - over ten times greater than that seen just two years ago.

Section 1

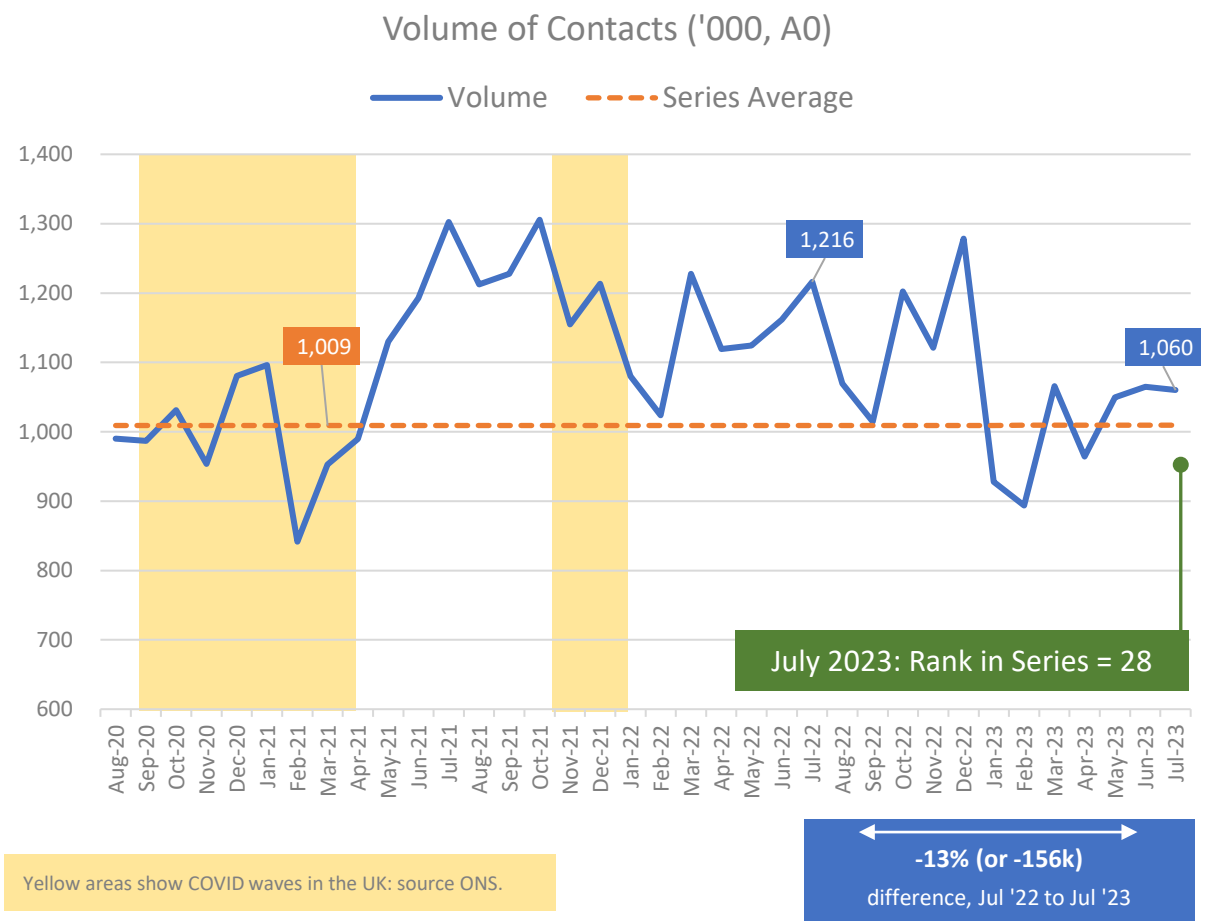
Contact Volume and Call Answer time

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

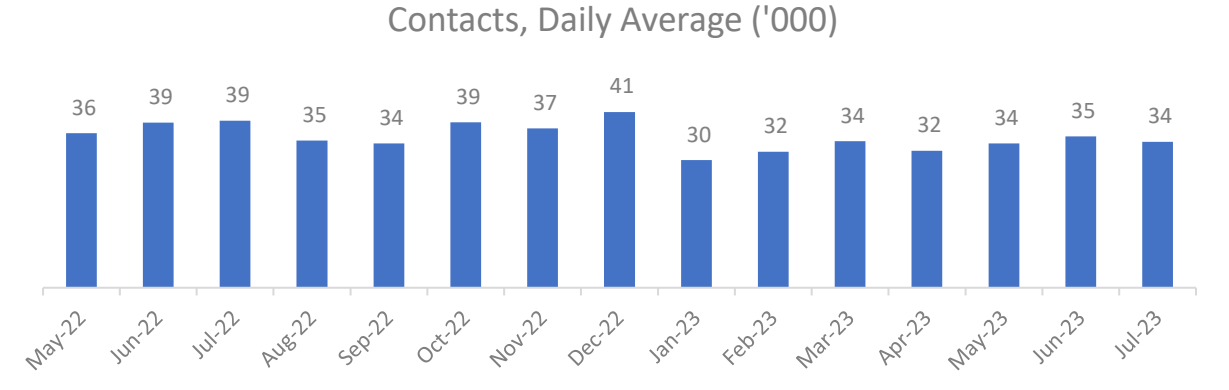
4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

Contacts to ambulance control rooms decreased slightly between June and July with the daily average moving from 35-thousand to 34-thousand calls. Demand is less pronounced than last year, with 156k fewer calls compared with July 2022, and over one-million fewer calls in the most recent 12-month period.

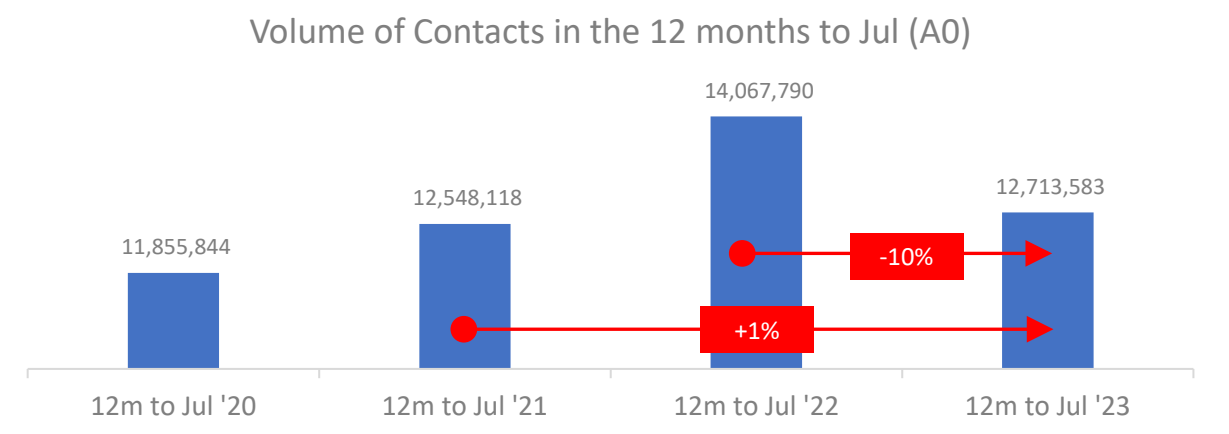
1. Monthly



2. Average Daily Volume



3. Annualised Data

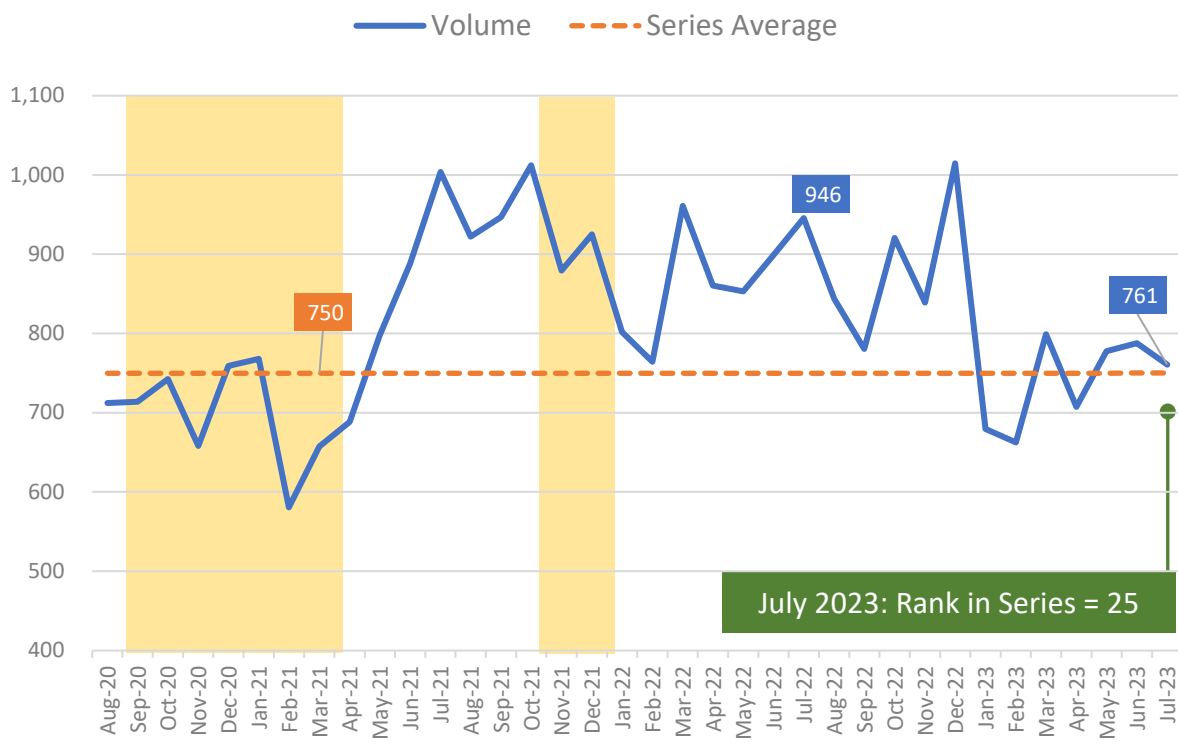


5. Demand: Volume of 999 Calls-Answered (Measure A1)

The number of 999 calls answered followed the trend for contacts overall, with a slight month-on-month decrease and notably fewer calls compared with the equivalent month in 2022. The annualised data show over a million fewer calls in the most recent period compared with the 12-months to July 2022.

1. Monthly

Volume of Calls Answered ('000, A1)

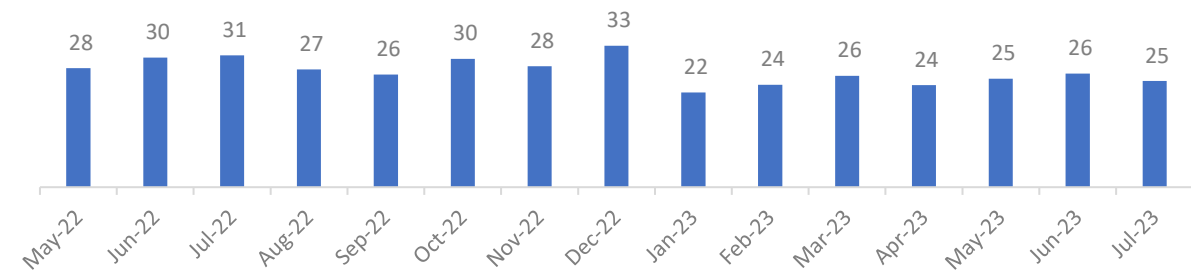


Yellow areas show COVID waves in the UK: source ONS.

-20% (or -185k) difference, Jul '22 to Jul '23

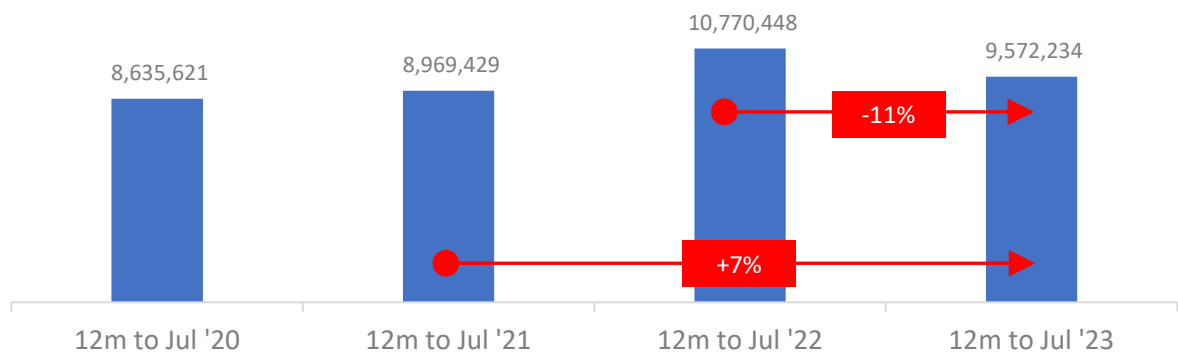
2. Average Daily Volume

Calls Answered, Daily Average ('000)



3. Annualised Data

Calls Answered in the 12 months to Jul (A1)

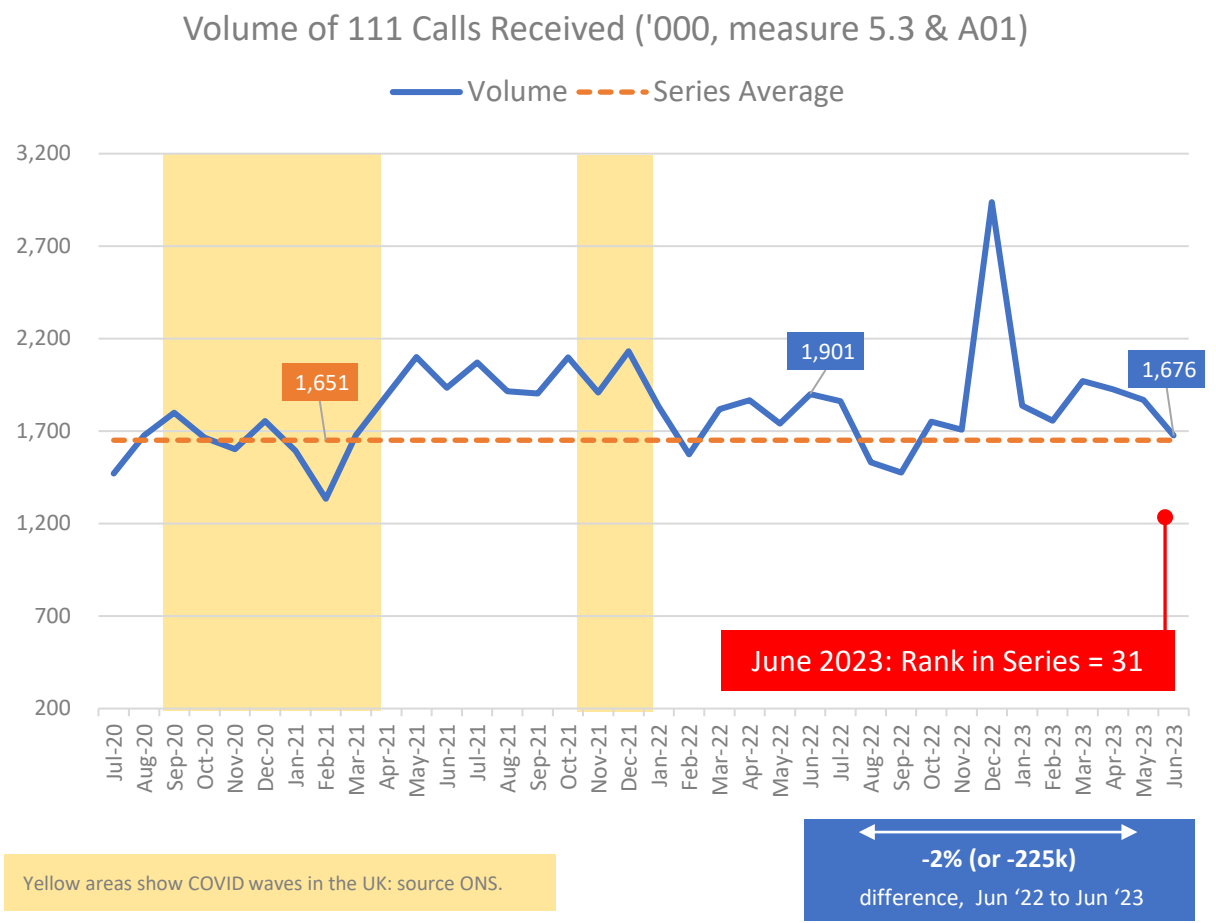


6. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then IUCADC (measure A0))

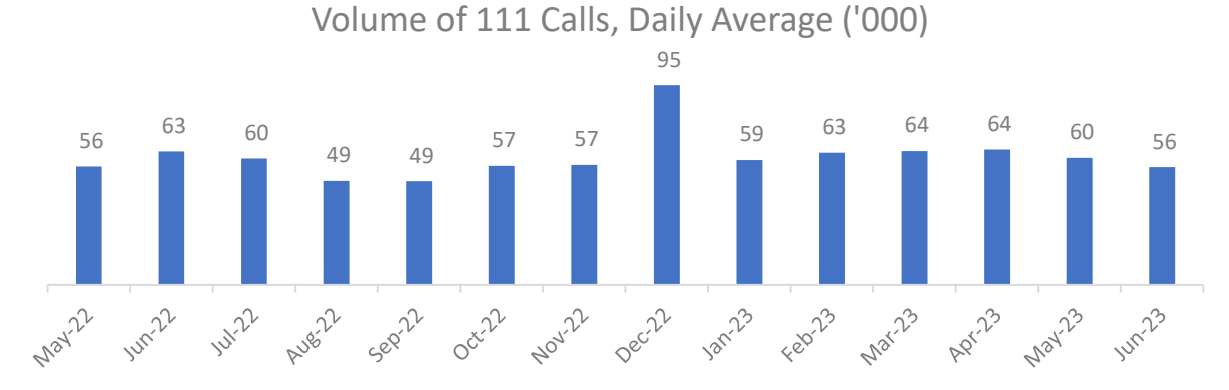


Running a month behind the AQI figures, 111-call data shows volume dropped in June and currently hovers just above the series average. Meanwhile, the daily average of 56-thousand calls was the lowest since December 2022.

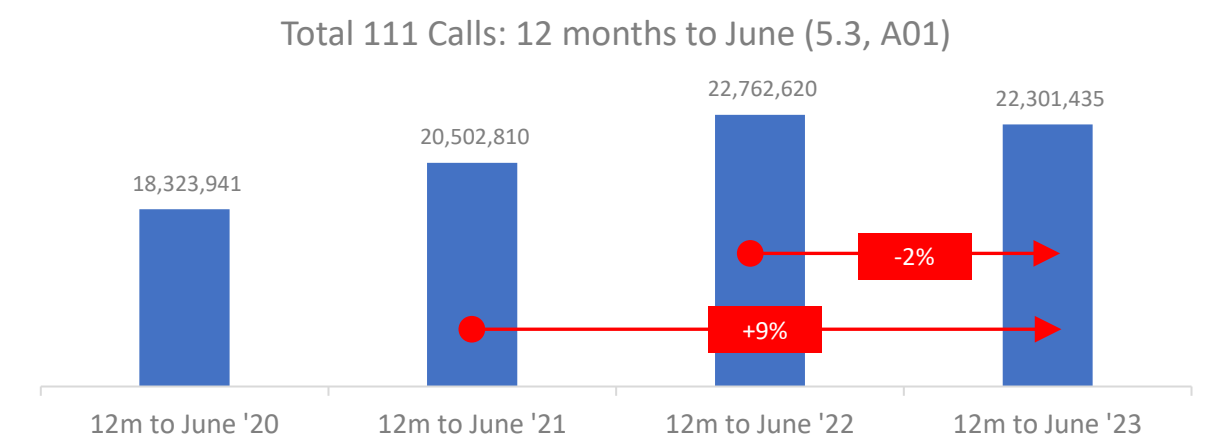
1. Monthly



2. Average Daily Volume



3. Annualised Data

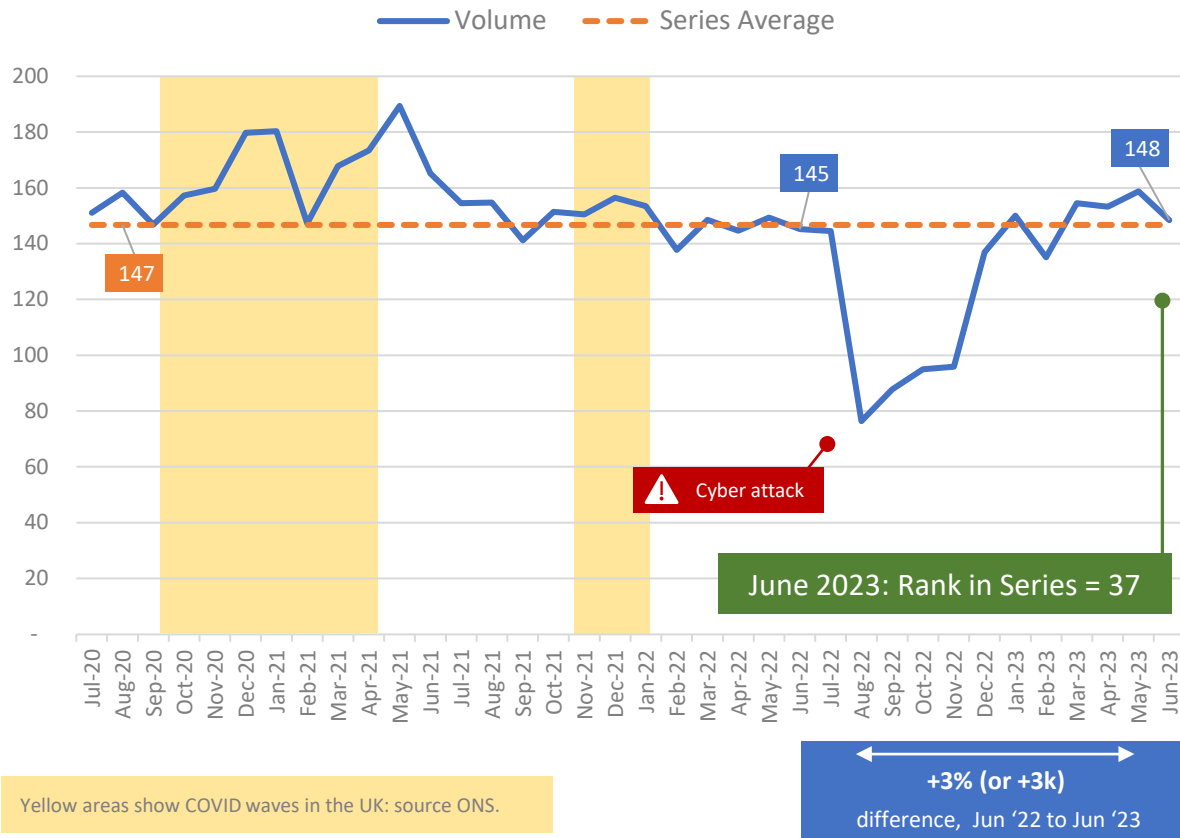


7. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

The number of 111 calls referred to the ambulance service also dipped in June, but despite this the monthly total was higher than the same month last year. Dispositions continue to represent around ten-percent of monthly calls – a figure that has remained largely unchanged since April 2021 (trend not shown).

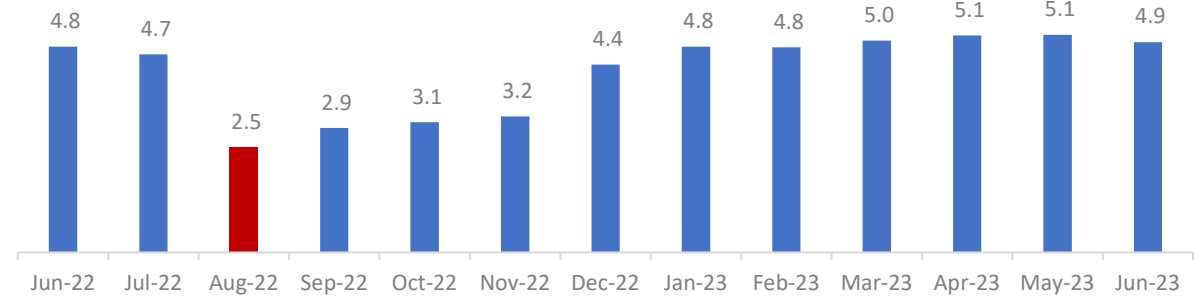
1. Monthly

Ambulance Dispositions ('000, measures 5.23 & E02)



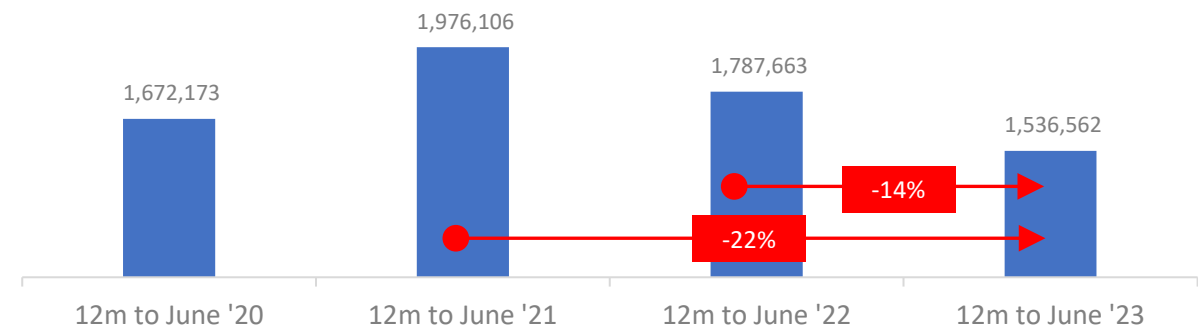
2. Average Daily Volume

Dispositions, Daily Average ('000)



3. Annualised Data

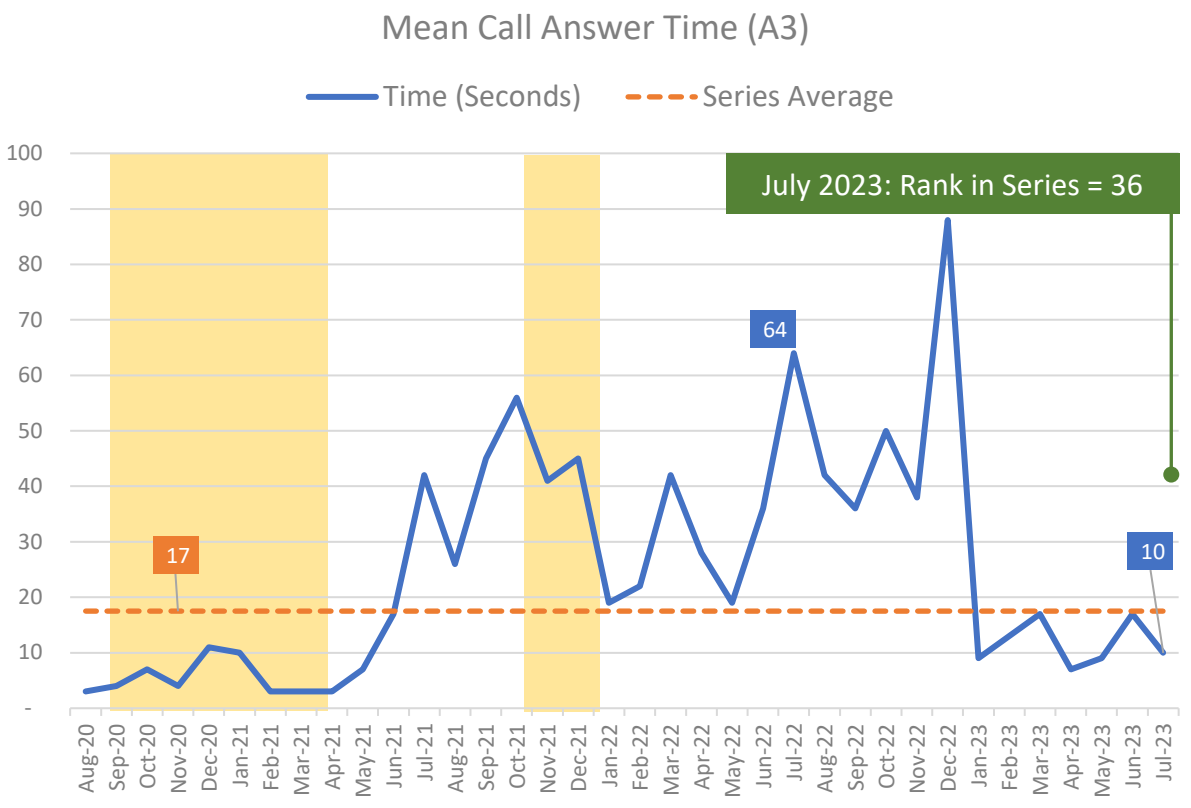
Total Dispositions: 12 months to June (5.3, A01)



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

Mean and 95th centile call-answer times improved in July. The mean dropped to 10-seconds, faster than the series average of 17-seconds and notably faster than the 64-seconds recorded in July 2022. The 95th centile time nearly halved between June and July, dropping to 54 seconds, four times faster than July 2022.

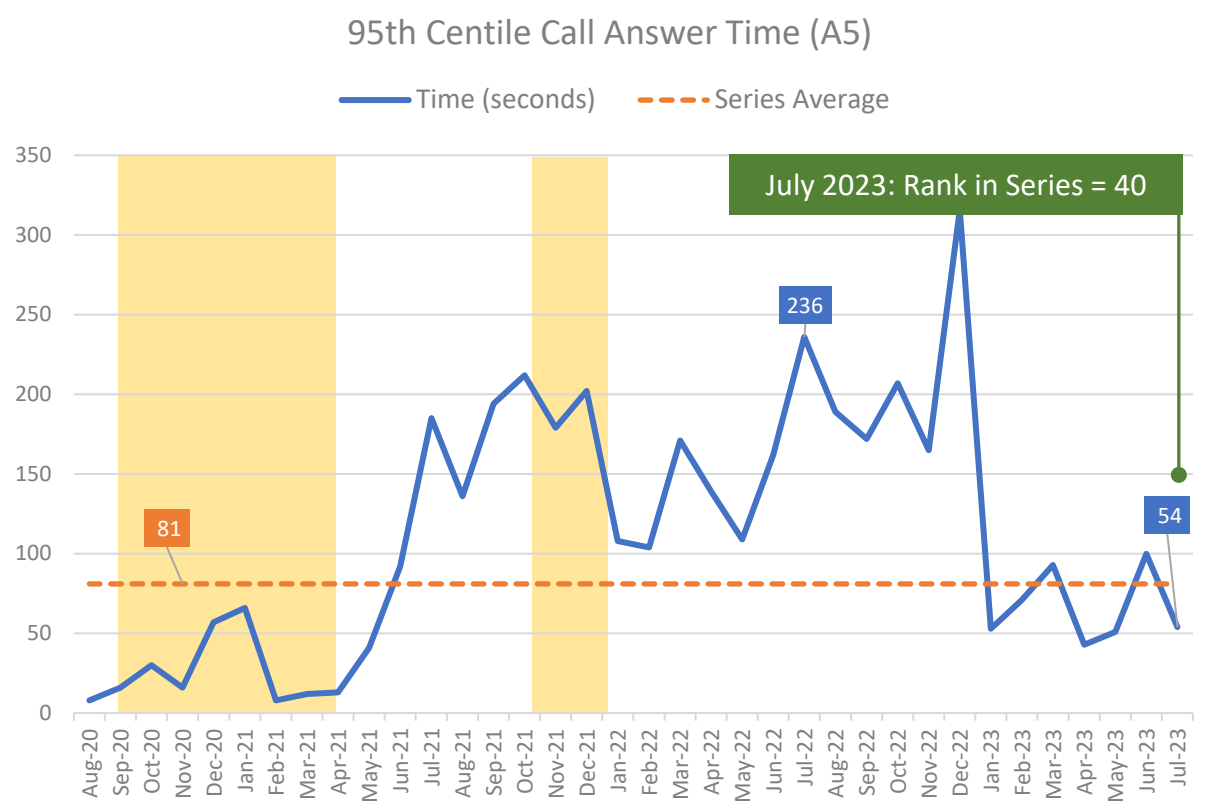
1. Mean



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

-54 seconds
difference, Jul '22 to Jul '23

2. 95th Centile



-182 seconds
difference, Jul '22 to Jul '23



Section 2

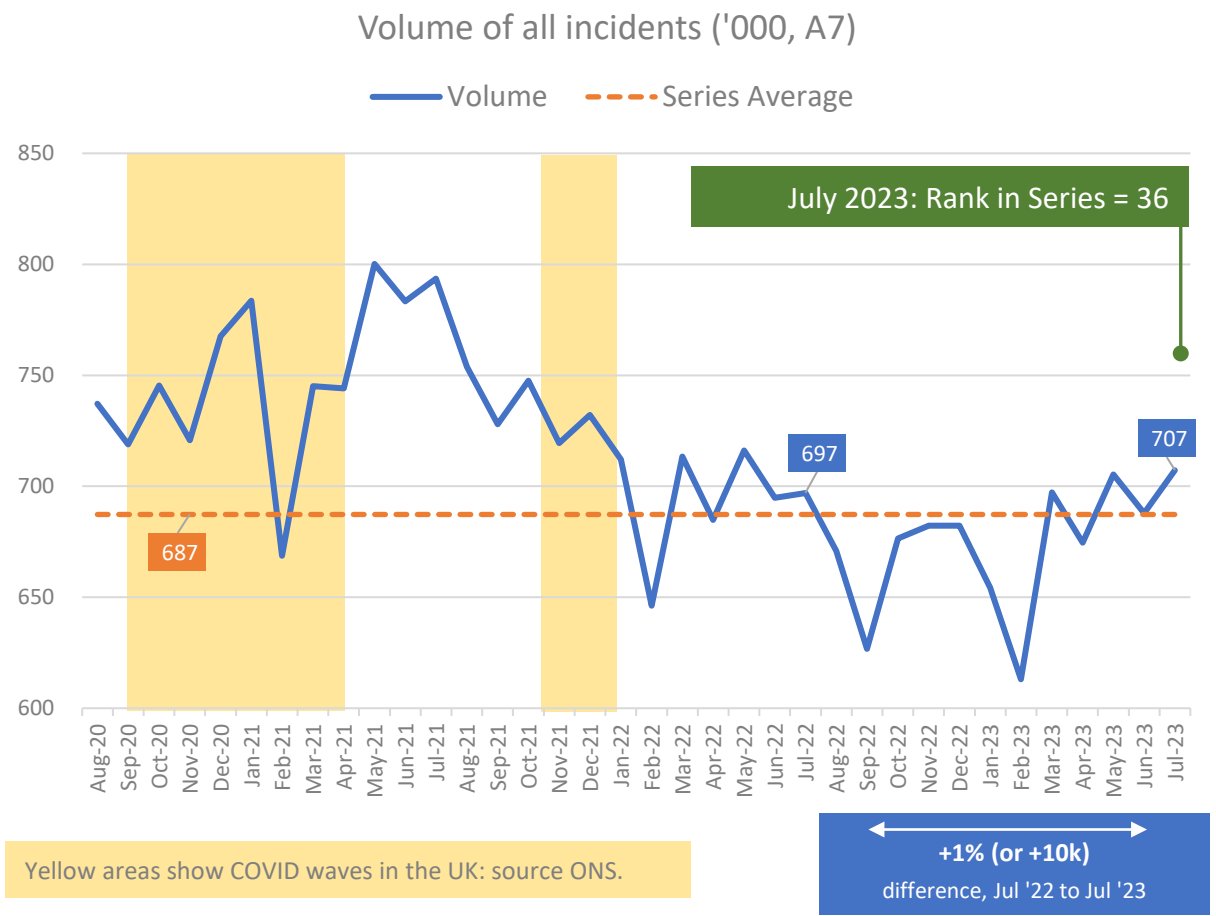
Incidents and Response Time, by Category

- [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](#)

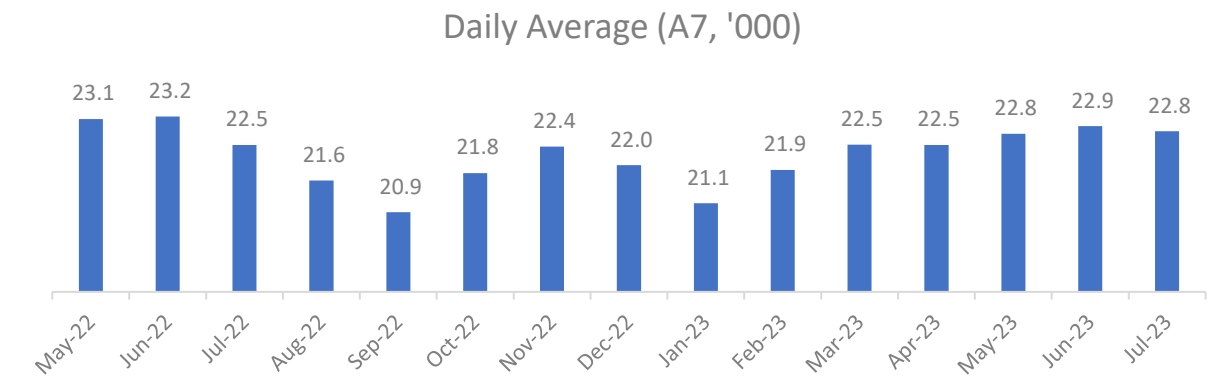
10. Demand: All Incidents (A7)

July's monthly increase in incidents can be attributed to the longer calendar month - the daily average dropped very slightly. That said, demand was greater than in July 2022 with 10-thousand more incidents, and in 2023 has risen above the series average four times in the last five months.

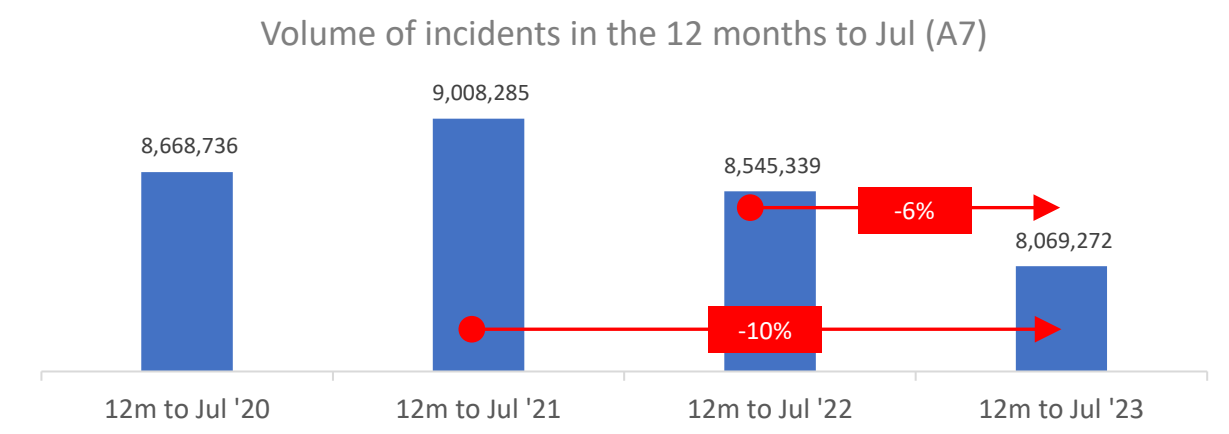
1. Monthly volume of Incidents and Proportion that are C1



2. Average Daily Volume



3. Annualised Data

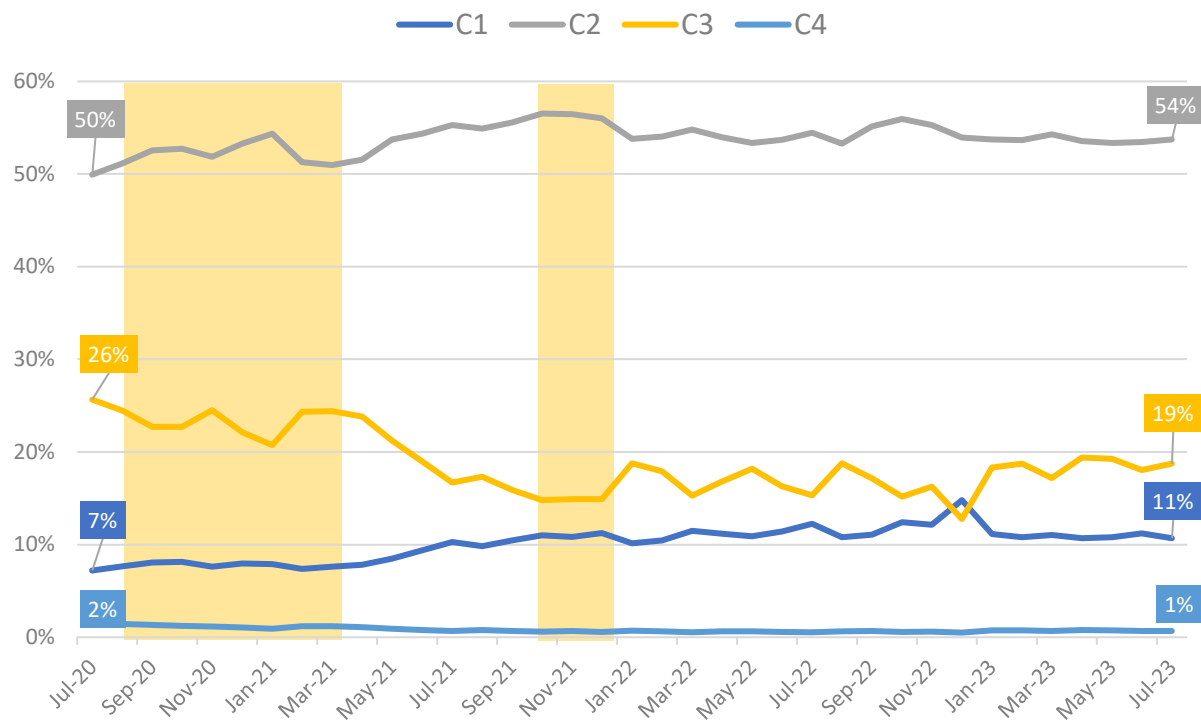


11. Demand: Share of Incidents by Category

Distribution of incidents remains steady in July with Category-2 accounting for over half, and Category-1 accounting for over one-in-ten. Over the past four years Category-3 and Category-4 have seen share of incidents decrease, falling from a quarter in the 12-months to July 2020 to 18-percent in the most recent period.

1. Monthly

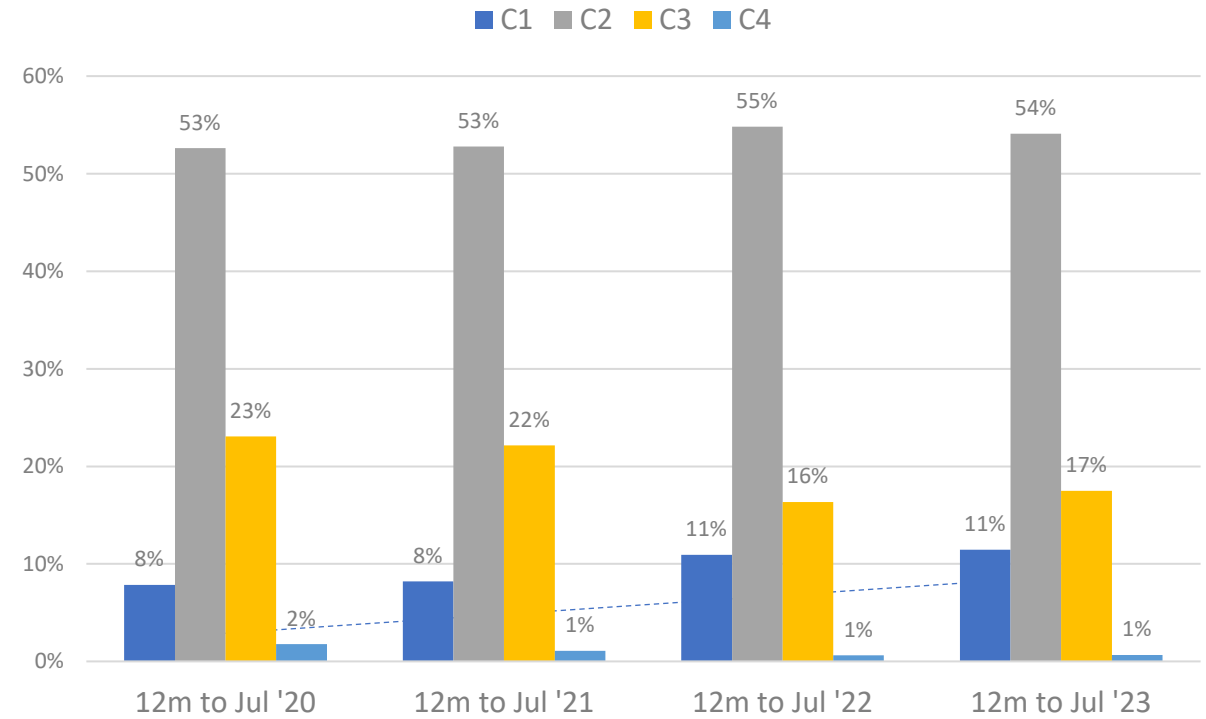
Share of Incidents by Category



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

2. Annualised Data

Share of Incidents by Category (12m to Jul)



C3+C4 = 25%

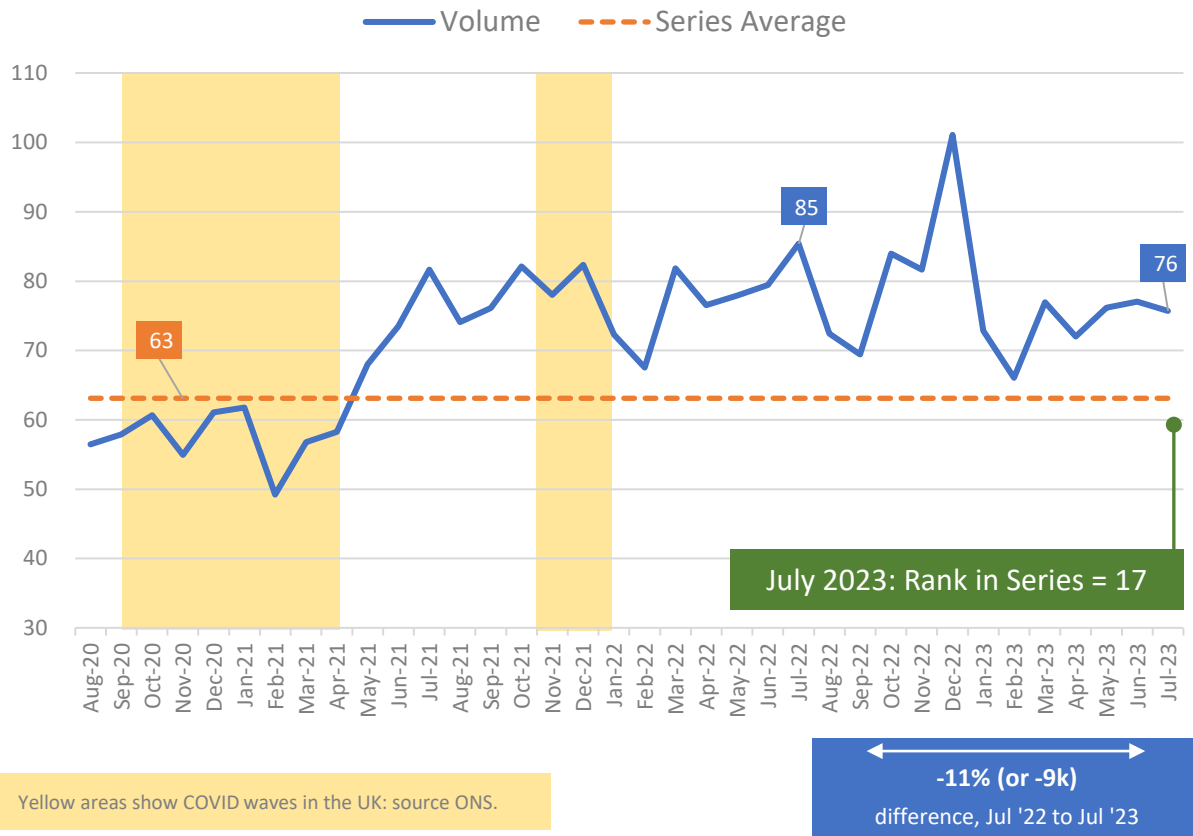
C3+C4 = 18%

12. Demand: Category-1 Incidents (A8)

Category-1 volume dipped slightly in July, but demand remains well above the series average. Although the most recent month had 9-thousand fewer incidents than July 2022, annualised data show just one-percent fewer incidents in the 12-months to July compared with the previous period.

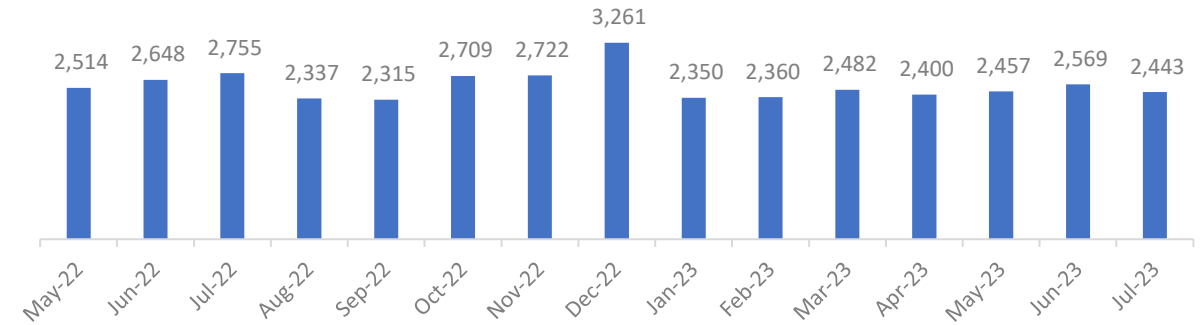
1. Monthly

Volume of C1 Incidents ('000, A8)



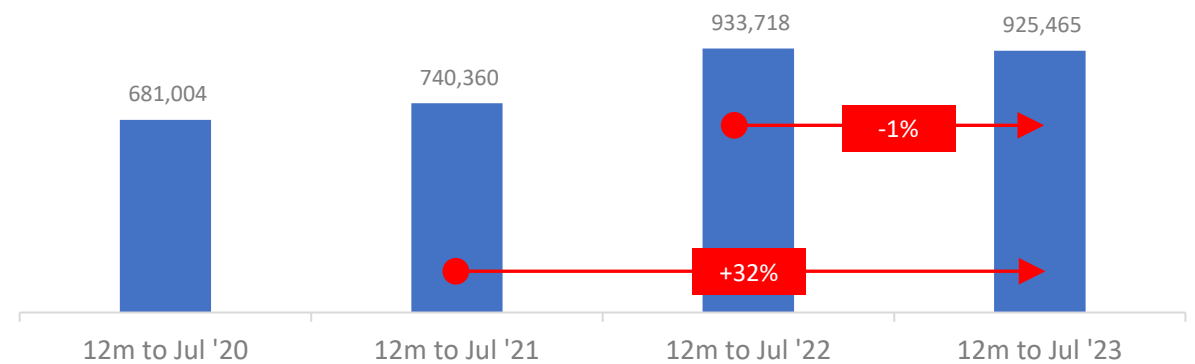
2. Average Daily Volume

C1 Volume, Daily Average



3. Annualised Data

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

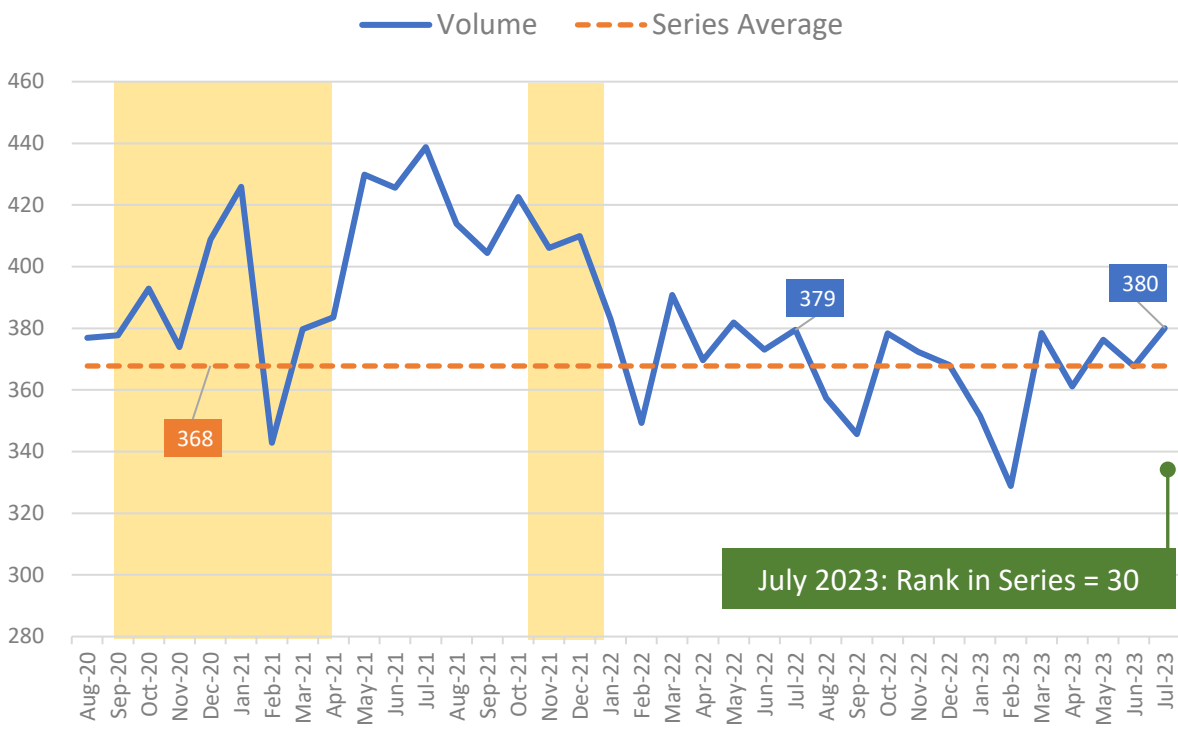


13. Demand: Category-2 Incidents (A10)

Category-2 incidents increased in July with the monthly total slightly higher than seen in July 2022. The daily average has exceeded 12-thousand since March 2023, and July's total of 12,259 incidents per day was the second highest seen in 12-months.

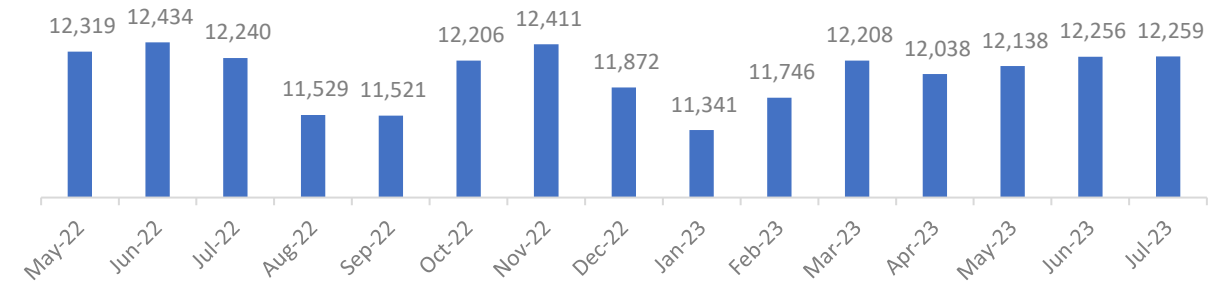
1. Monthly

Volume of C2 Incidents ('000, A10)



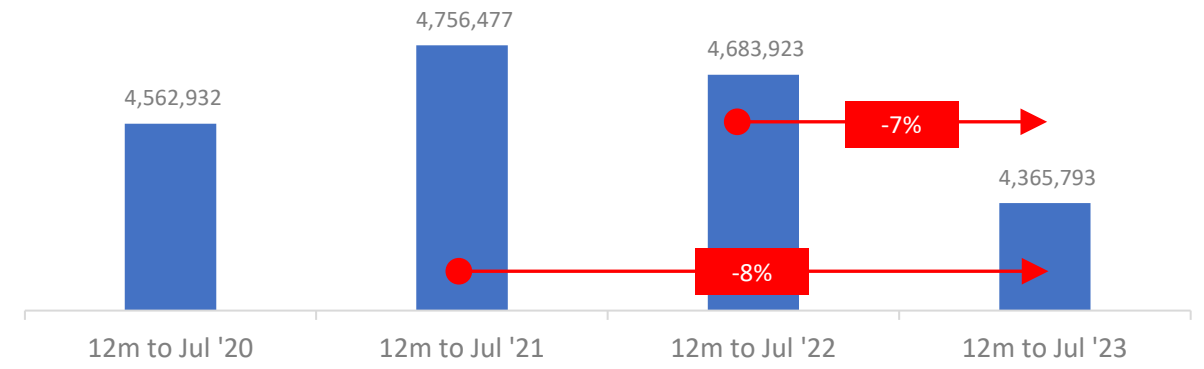
2. Average Daily Volume

C2 Volume, Daily Average



3. Annualised Data

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

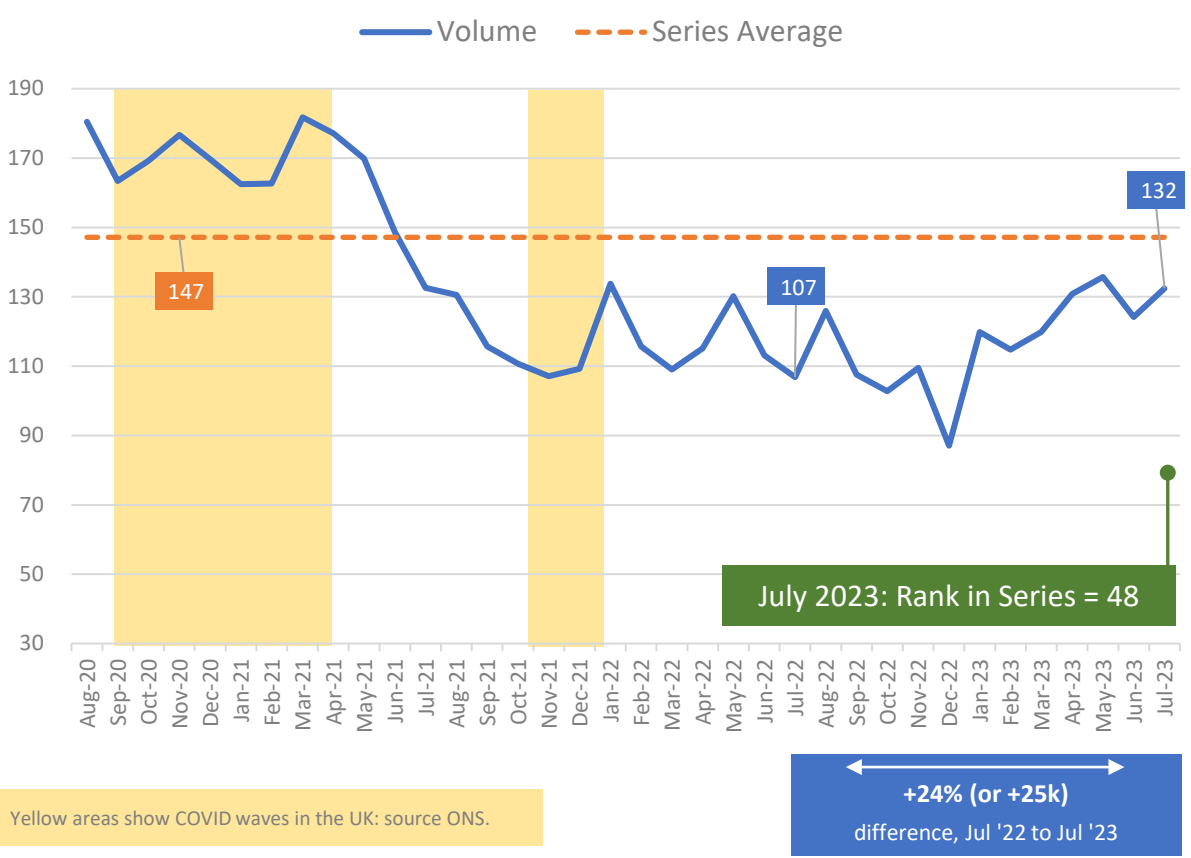


14. Demand: Category-3 Incidents (A11)

Category-3 incidents also registered an increase in volume in July, with the most recent month recording 25-thousand more incidents than in July 2022. The annualised data also show a slight increase, with one-percent more incidents in the most recent period.

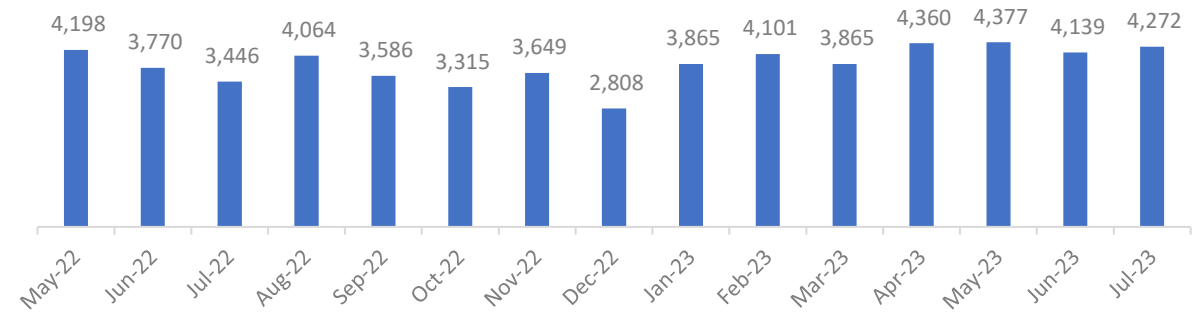
1. Monthly

Volume of C3 Incidents ('000, A11)



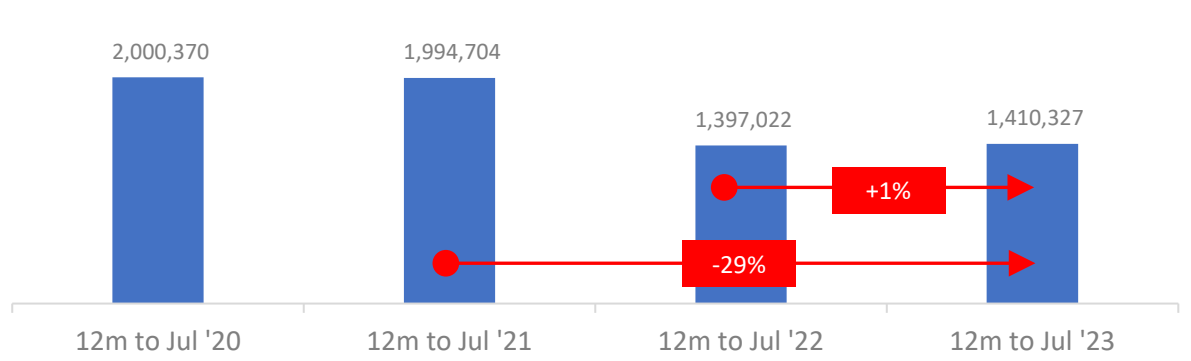
2. Average Daily Volume

C3 Volume, Daily Average



3. Annualised Data

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

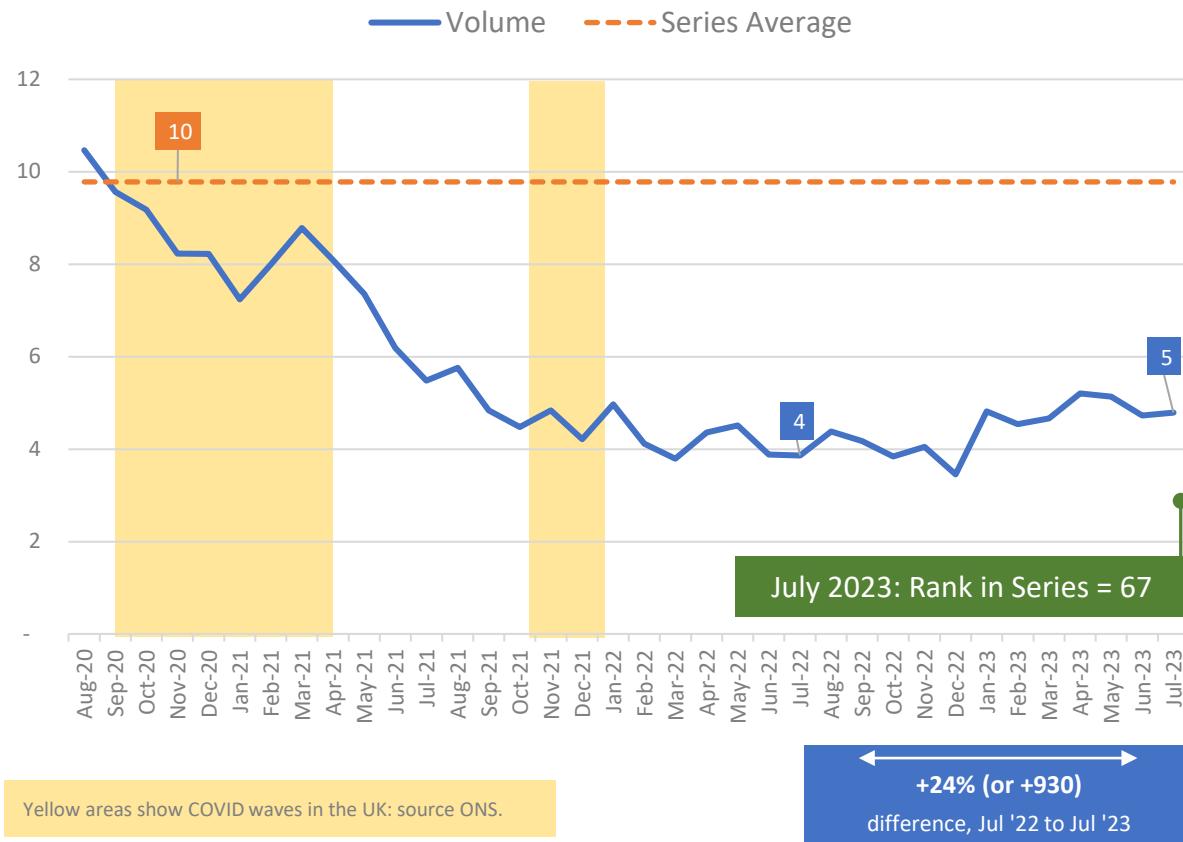


15. Demand: Category-4 Incidents (A12)

Category-4 incidents remains well below their series average, with the average daily volume dropping for the second consecutive month. The annualised data show a less-than one-percent difference between the most recent, and previous periods.

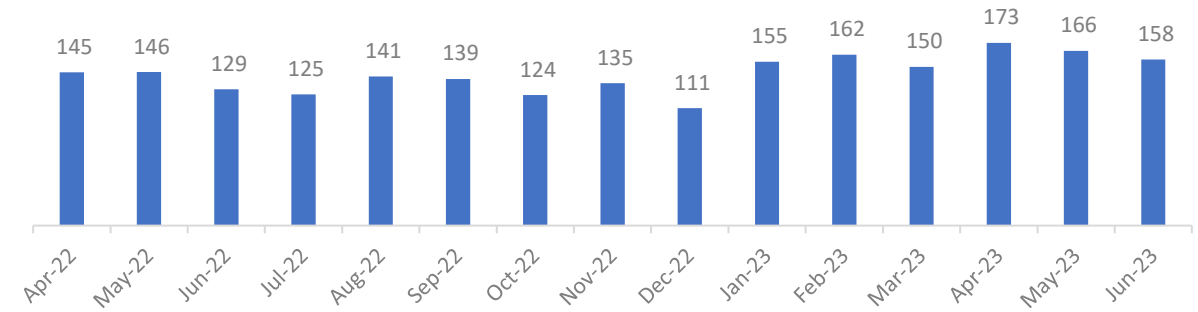
1. Monthly

Volume of C4 Incidents ('000, A12)



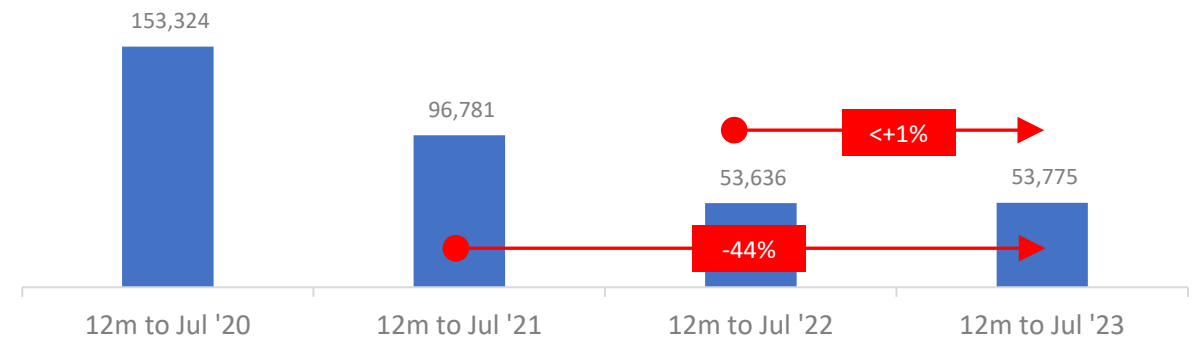
2. Average Daily Volume

C4 Volume, Daily Average



3. Annualised Data

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

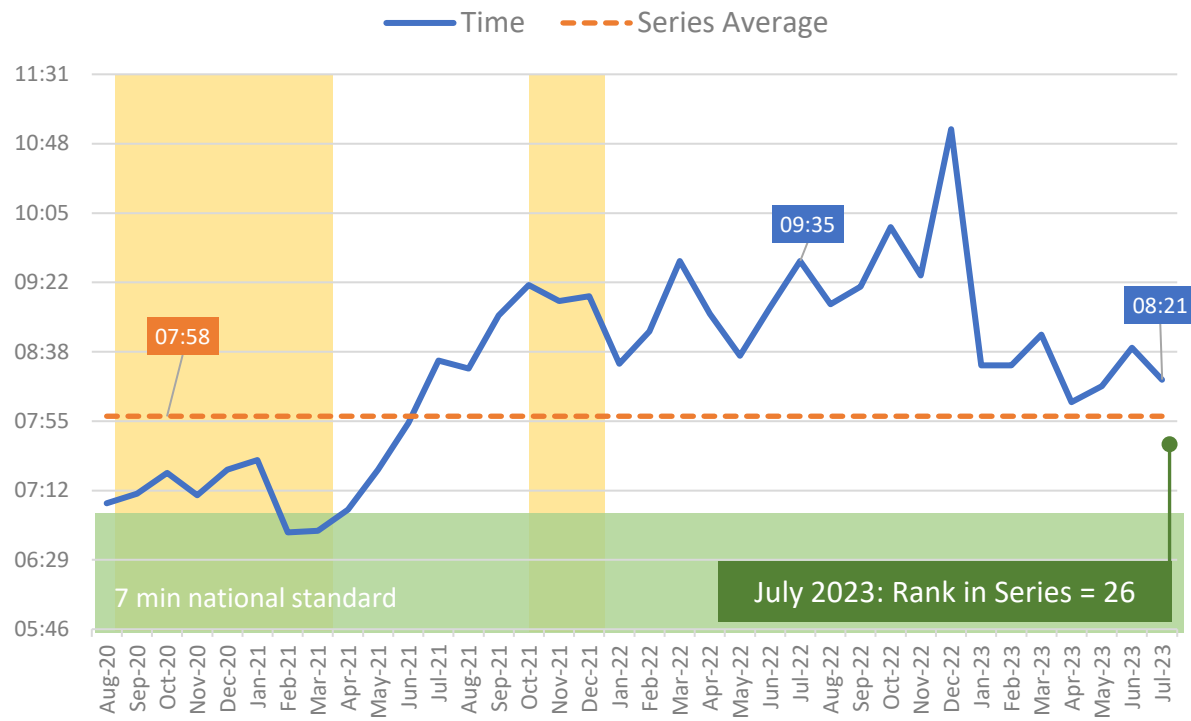


16. Demand: Category-1 Response Times (Measures A25 and A26)

Category-1 response times improved in July. Both measures reached their third-fastest time in 12-months, and while the mean time remains over a minute slower than its national standard, the 90th centile measure was slightly faster than its 15-minute standard for the third time in four months.

1. Mean

Mean C1 Response Time (mm:ss, A25)

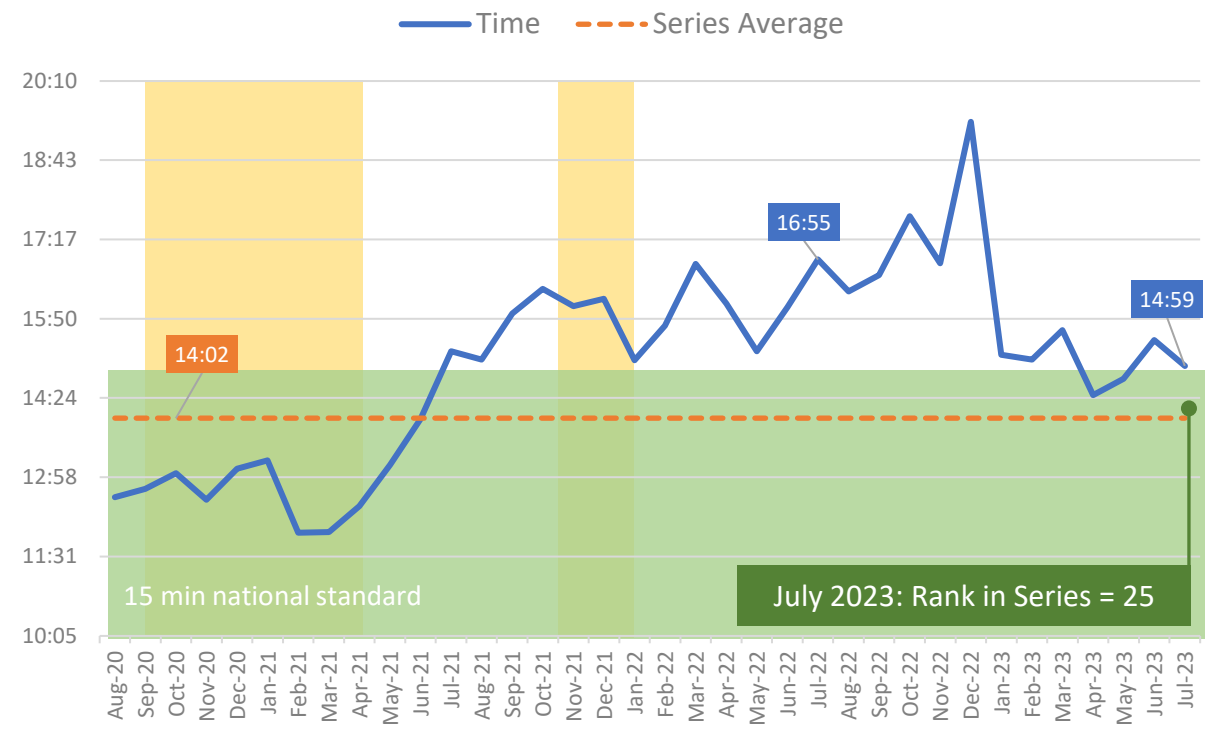


Yellow areas show COVID waves in the UK: source ONS.

← -1 minute and 14 seconds difference, Jul '22 to Jul '23 →

2. 90th Centile

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



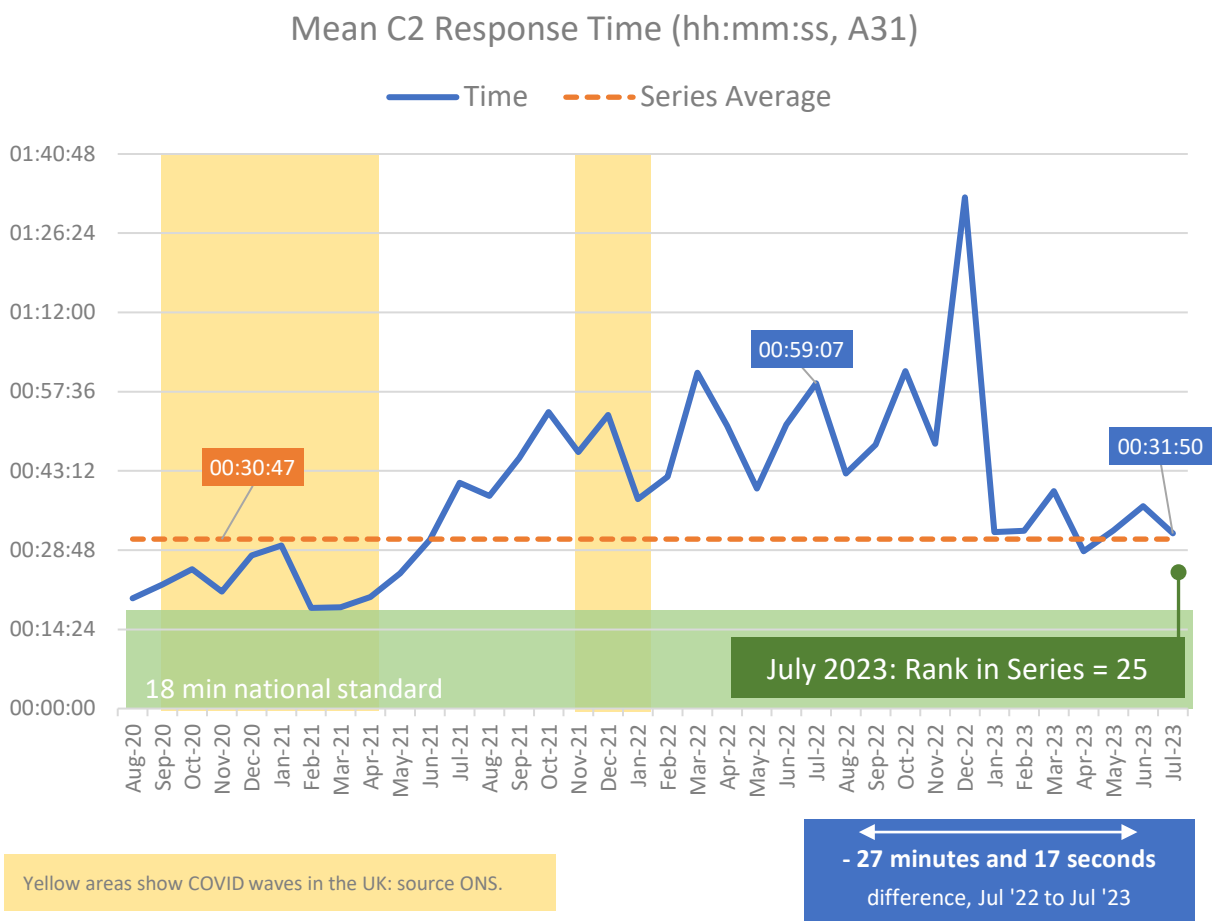
← -1 minute and 56 seconds difference, Jul '22 to Jul '23 →



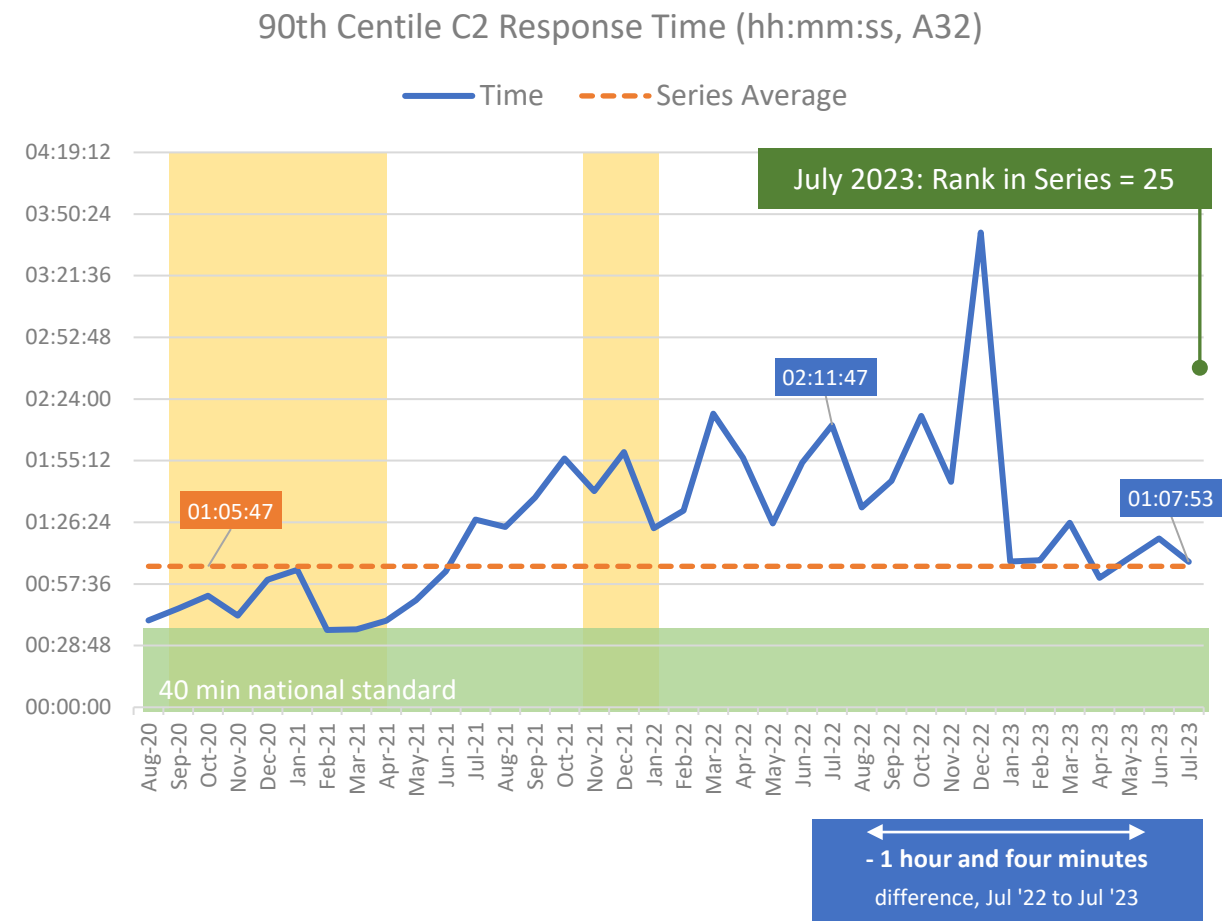
17. Demand: Category-2 Response Times (Measures A31 and A32)

Category-2 response times also improved in July and both measures are now half the times recorded in July 2022. However, both continue to exceed their national standards by some margin – and have now done so for well over two years,

1. Mean



2. 90th Centile



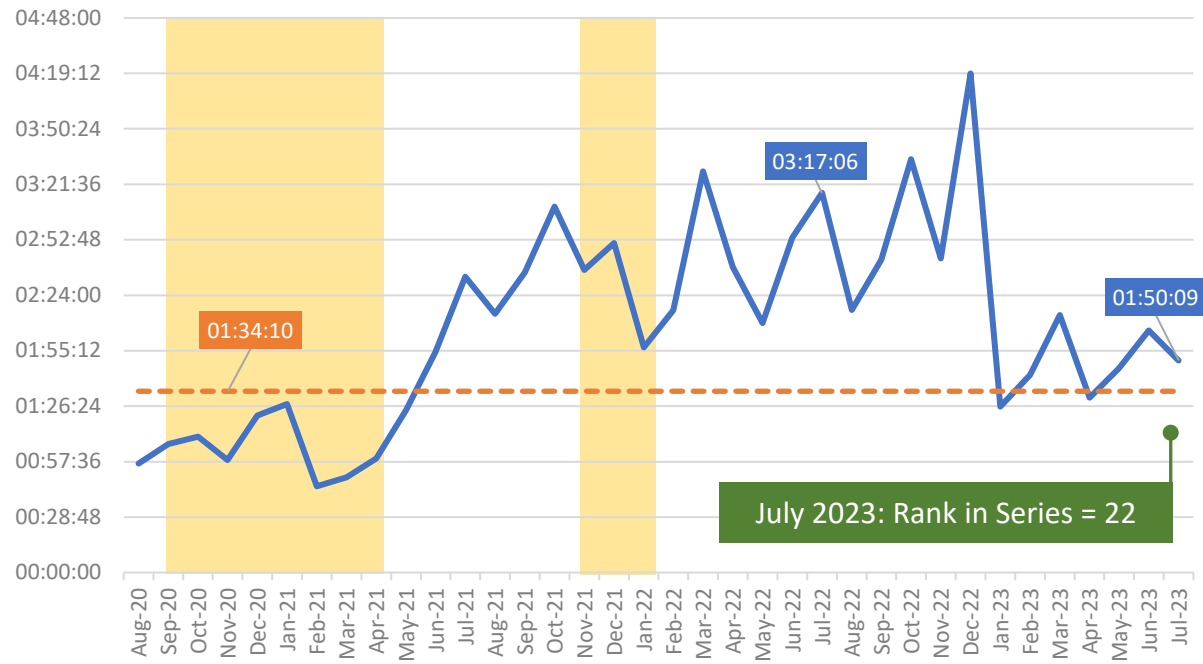
18. Demand: Category-3 Response Times (Measures A34 and A35)

Mean Category-3 response time dropped below two hours in the latest month, while the 90th centile measure, although also faster, was still double the national standard of two-hours. Despite this, both measures were significantly faster than seen in July 2022.

1. Mean

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

— Time - - - Series Average



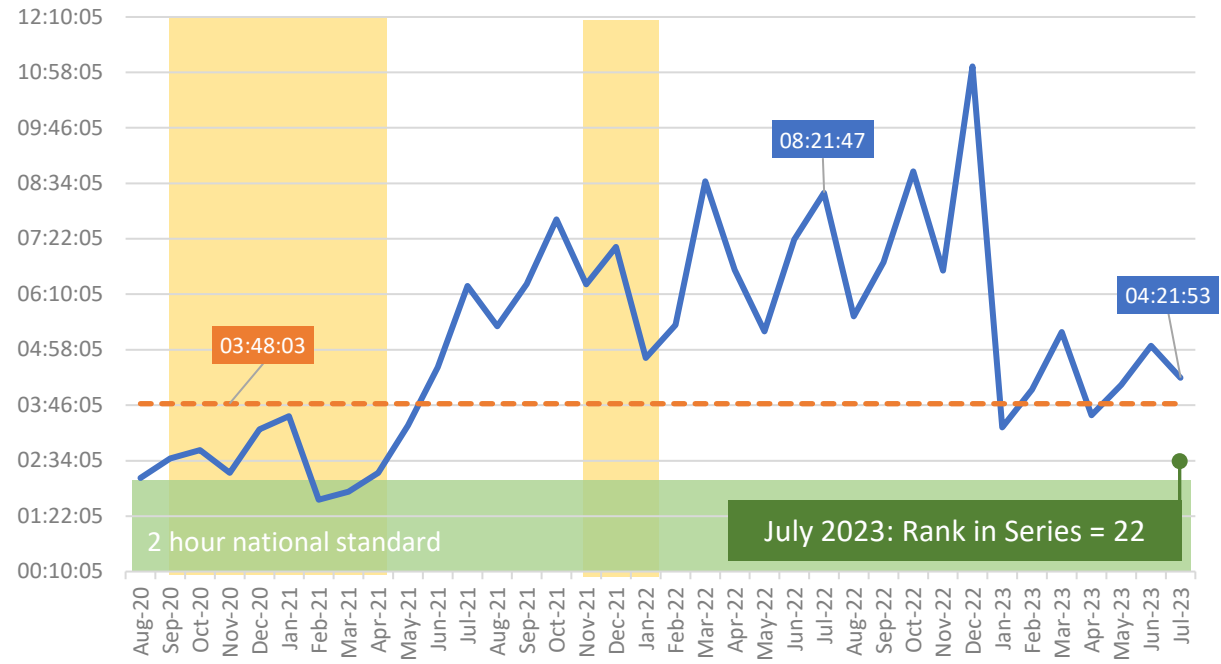
Yellow areas show COVID waves in the UK: source ONS.

← -1 hours and 27 minutes difference, Jul '22 to Jul '23 →

2. 90th Centile

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

— Time - - - Series Average



← - 4 hours difference, Jul '22 to Jul '23 →

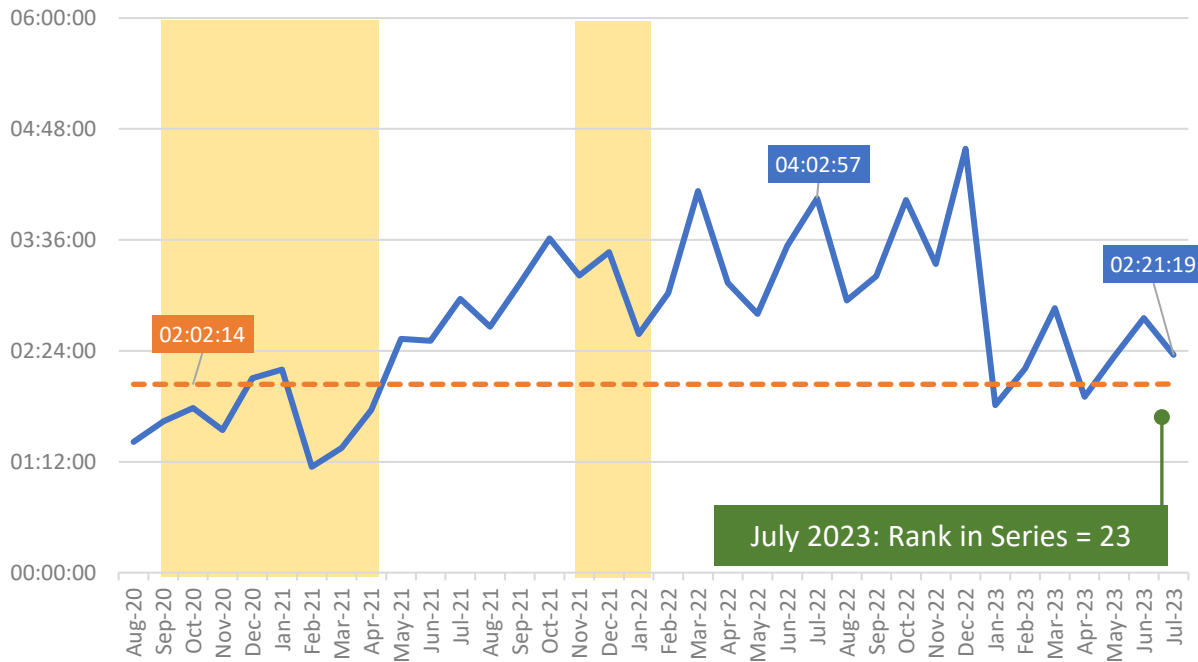
19. Demand: Category-4 Response Times (Measures A37 and A38)

Category-4 response times reflect the trends seen above with both measures improving month-on-month, both recording significantly faster times than in July 2022, but both equally still slower than the series average (mean) and national standard (90th centile).

1. Mean

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

— Time - - - Series Average



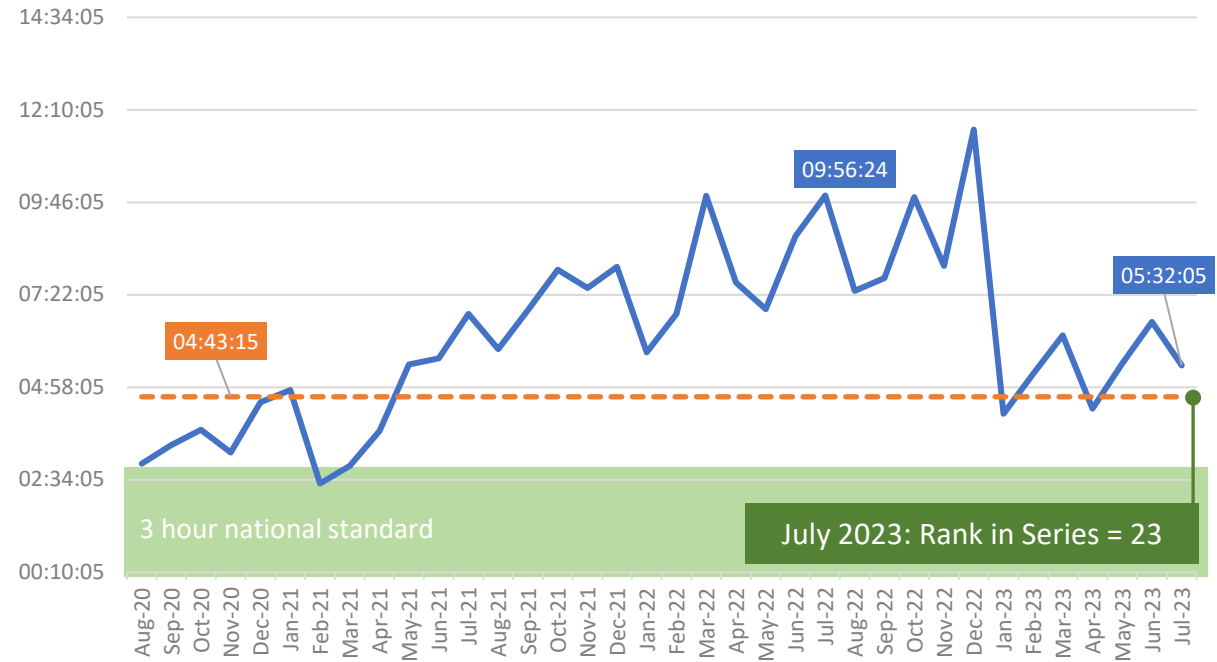
Yellow areas show COVID waves in the UK: source ONS.

← -1 hour and 42 minutes difference, Jul '22 to Jul '23 →

2. 90th Centile

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

— Time - - - Series Average



← -4 hours and 24 minutes difference, Jul '22 to Jul '23 →



Section 3

Incidents by Response Outcome

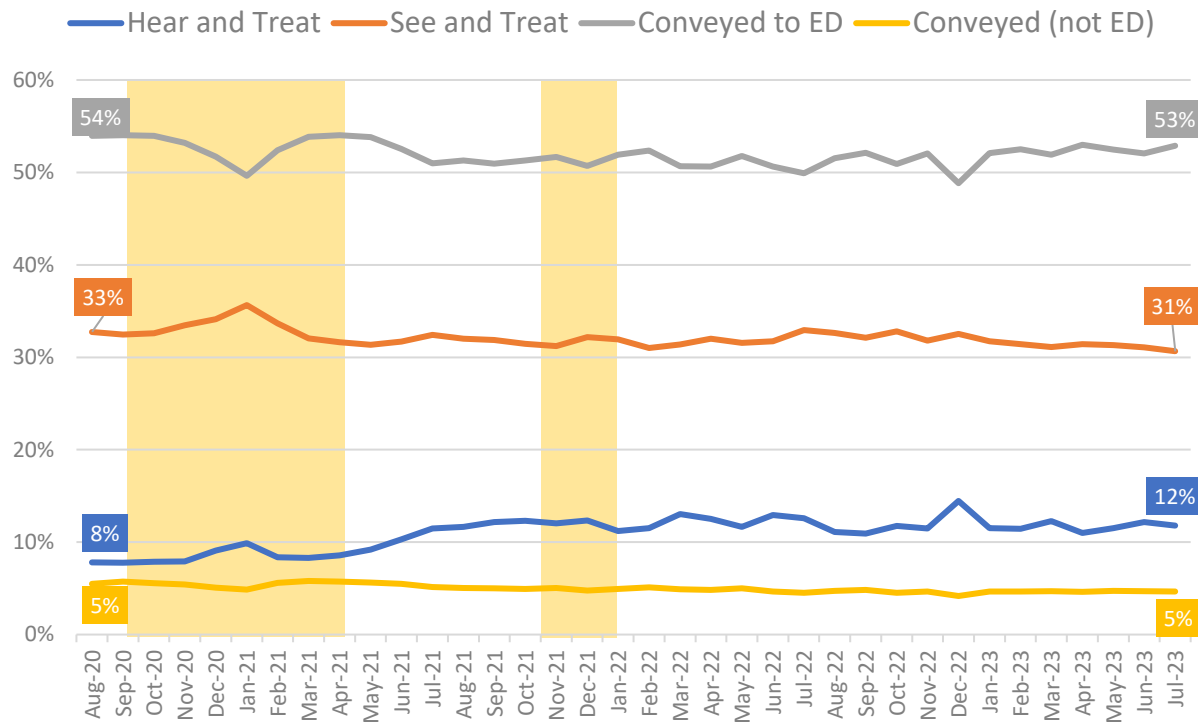
- [Share of Incidents by Response Outcome](#)
- [Hear and Treat](#)
- [Face to Face](#)
- [See and Treat](#)
- [Incidents with Transport to ED](#)
- [Incidents not with Transport to Destination other than ED](#)

21. Share of Incidents by Response Outcome

The share of incidents by response type was largely unchanged in July, although the longer-term, annualised data continue to show a slight decrease in share of incidents requiring conveyance to Emergency Departments, and a corresponding increase in the share of Hear-and-Treat incidents.

1. Monthly

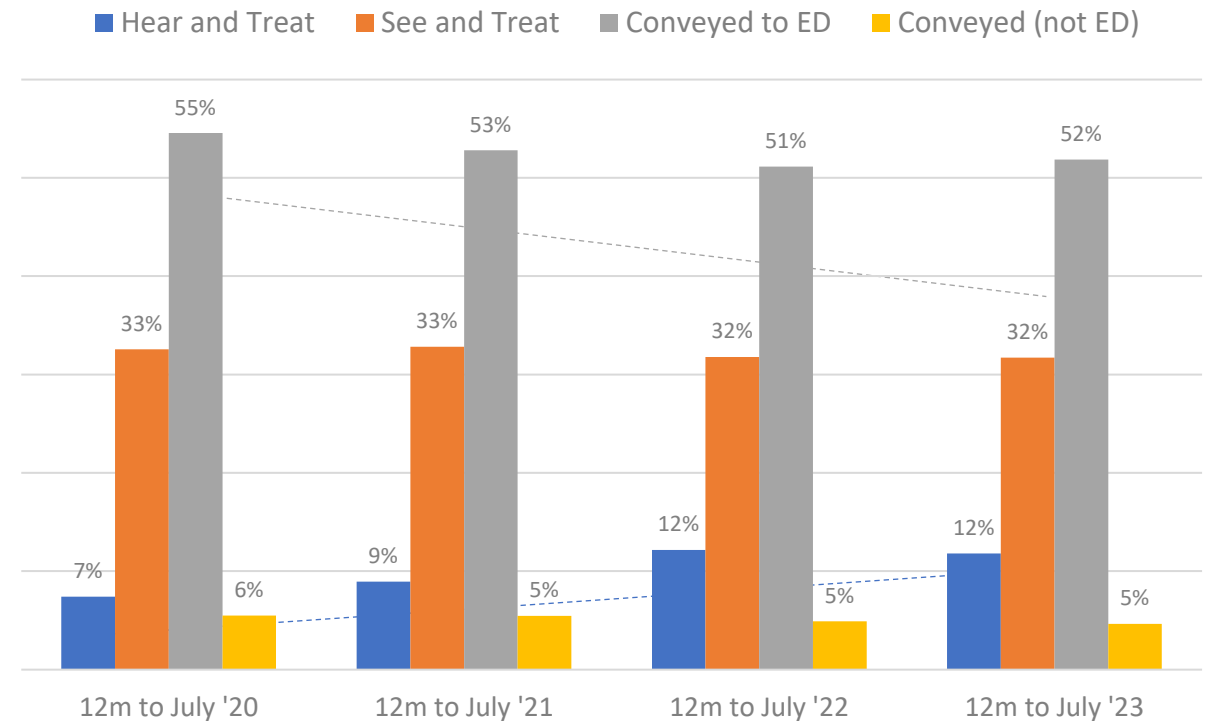
Incident Outcome (Share of all incidents)



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

2. Annualised Data

Share of all incidents (12m to July)

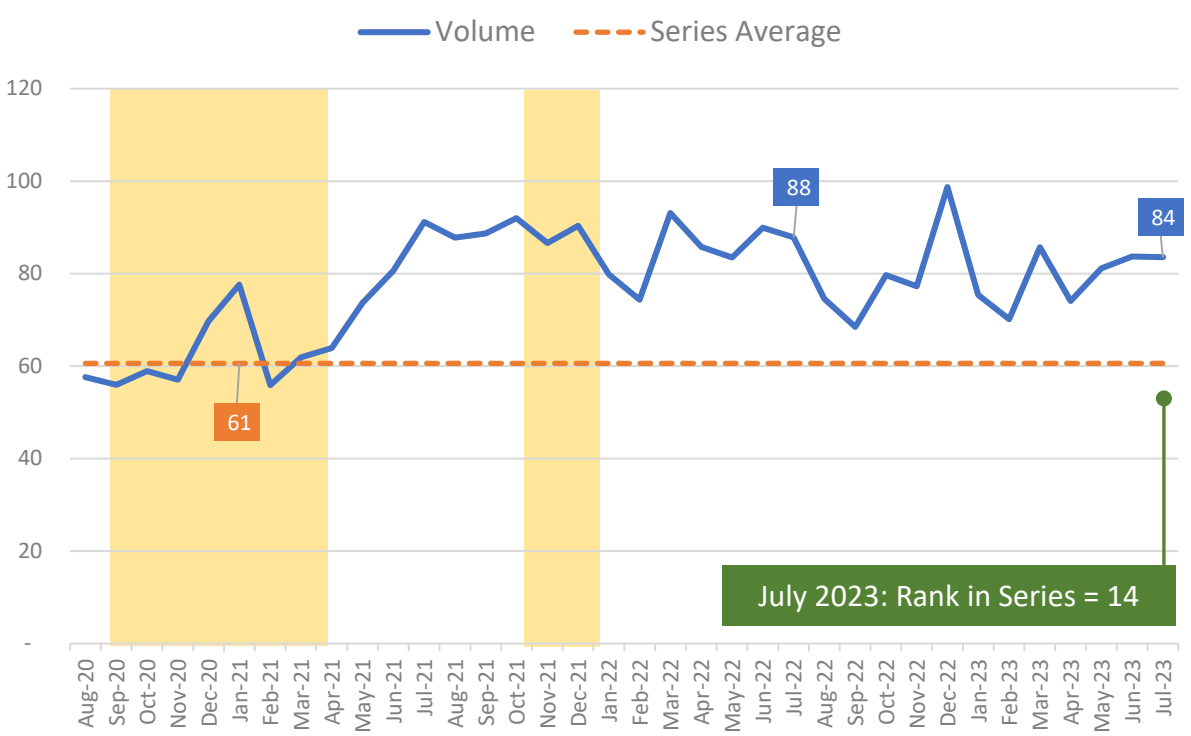


22. Hear and Treat (measure A17)

Volume of Hear-and-Treat responses dipped very slightly in July, but remain well above the series average. Annualised data also decreased slightly when compared with previous period, but volume remains high when compared with previous years.

1. Monthly

Volume of Hear and Treat ('000, A17)

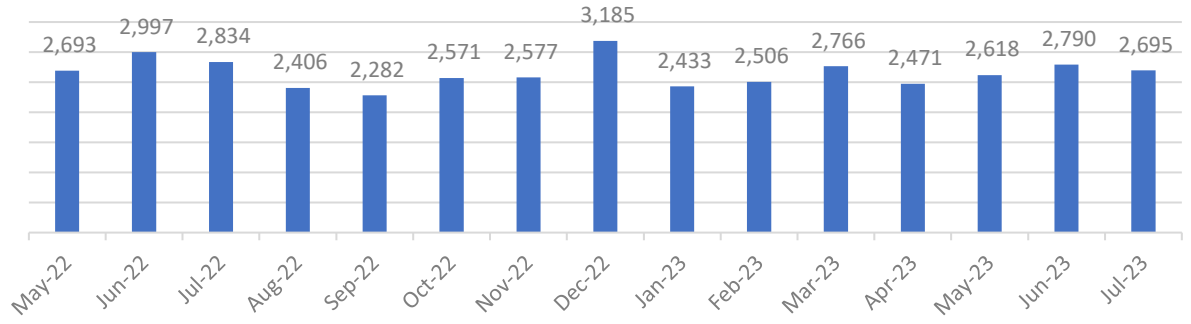


Yellow areas show COVID waves in the UK: source ONS.

-5% (or -4k)
difference, Jul '22 to Jul '23

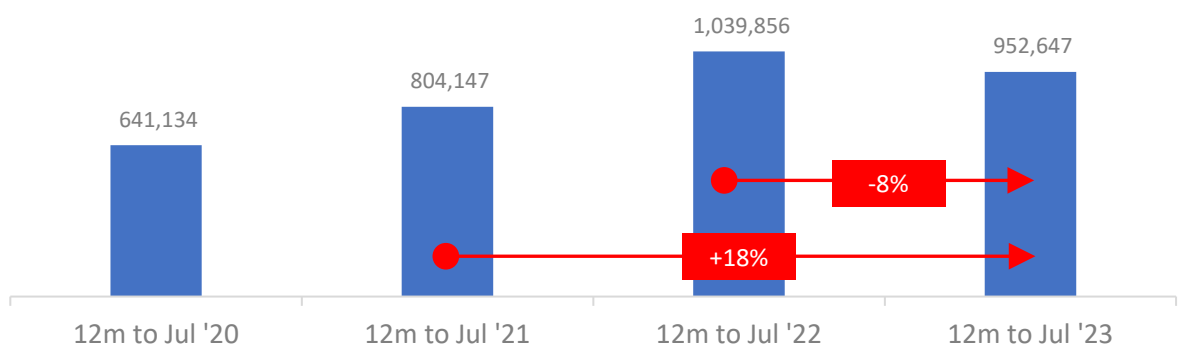
2. Average Daily Volume

Hear and Treat, Daily Average



3. Annualised Data

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

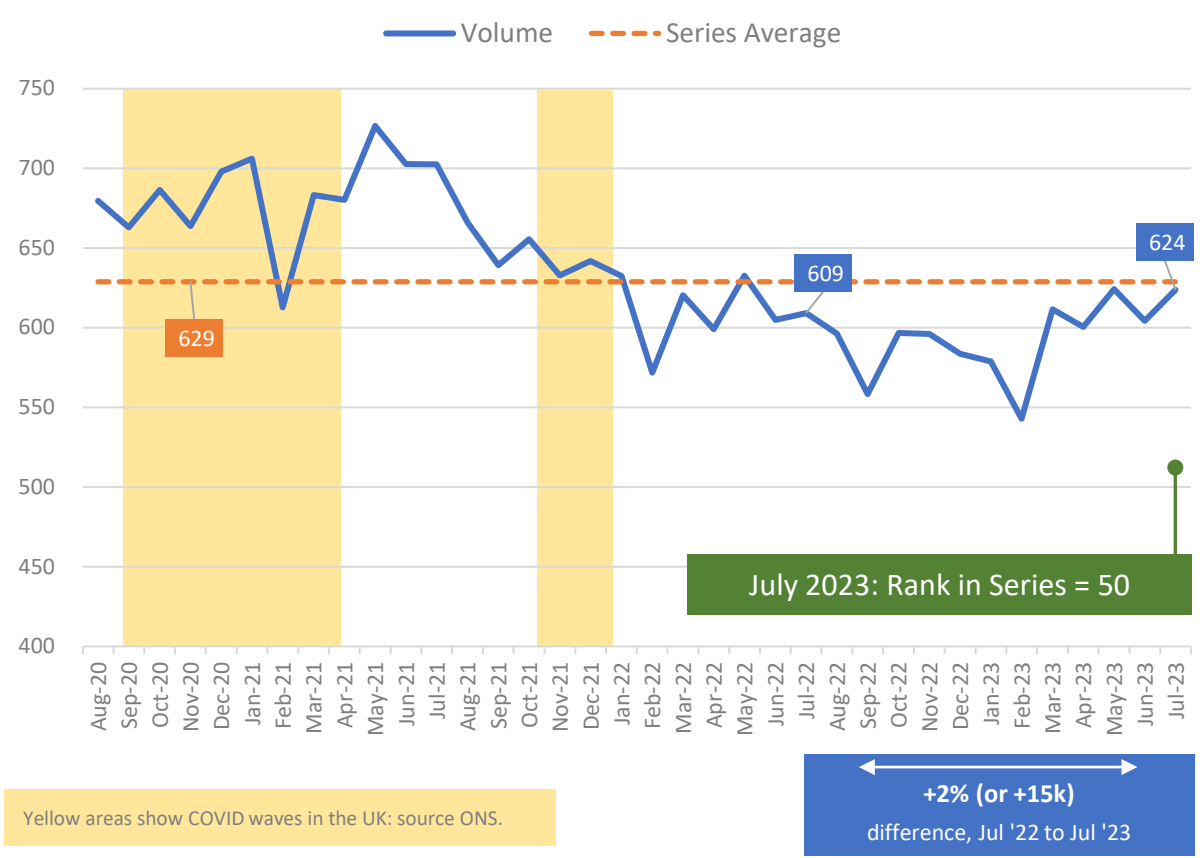


23. Face to Face (measure A56)

The monthly volume of Face-to-Face responses increased in July 2023, and exceeds the July 2022 volume by 15-thousand incidents. The average daily volume has remained fairly steady for three months now, having shown notable growth in the first quarter of the calendar year.

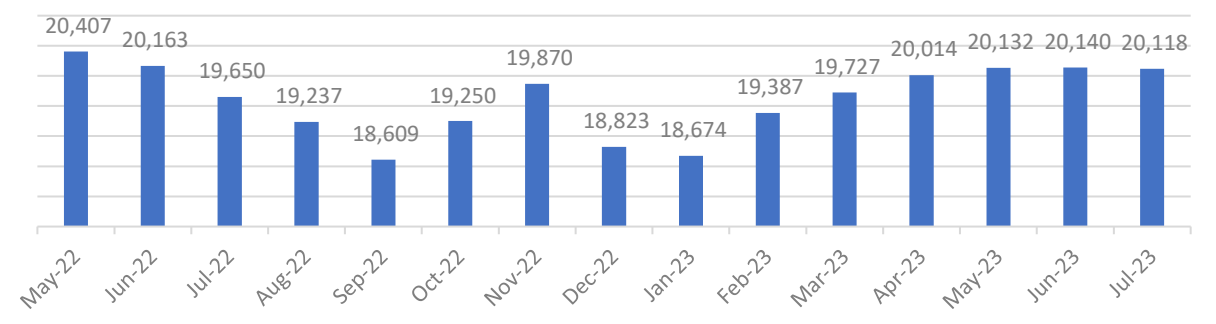
1. Monthly

Volume of F2F Responses ('000, A56)



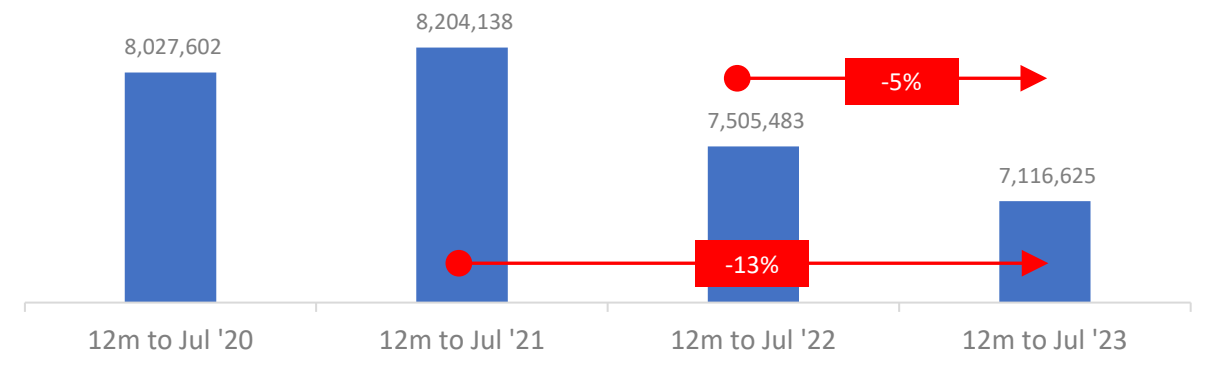
2. Average Daily Volume

F2F, Daily Average



3. Annualised Data

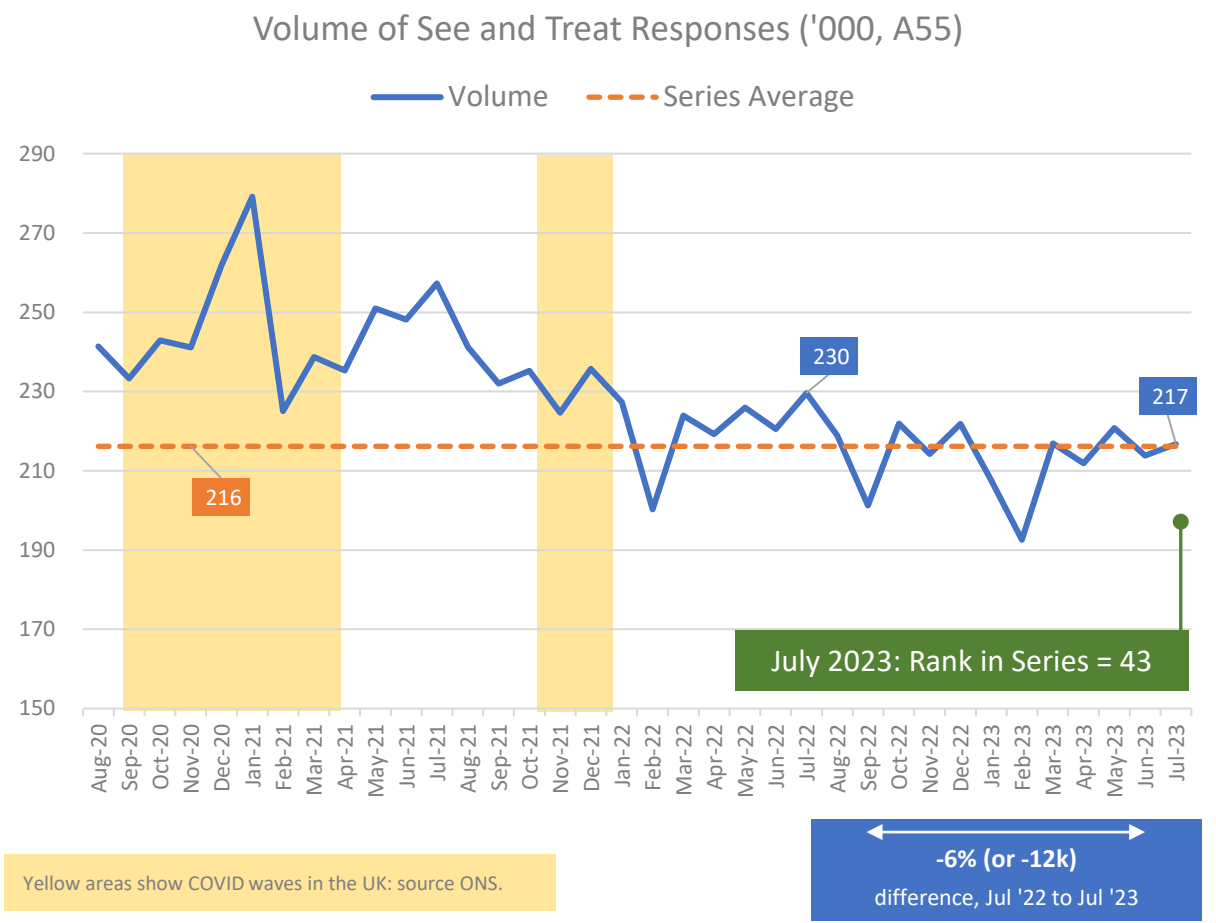
Volume of F2F Incidents in the 12 months to Jul (A56)



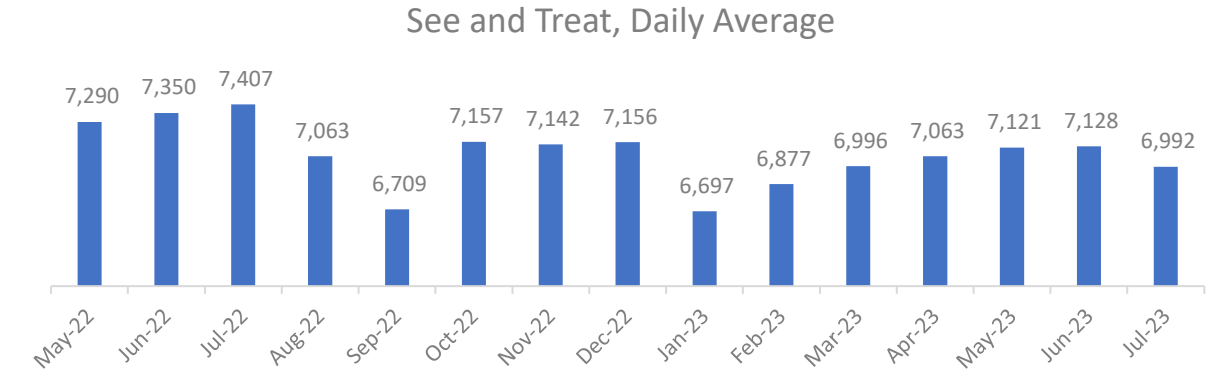
24. See and Treat (measure A55)

While the monthly volume of See-and-Treat responses increased slightly, the average daily total moved in the opposite direction, dipping below seven-thousand for the first time since March 2022.

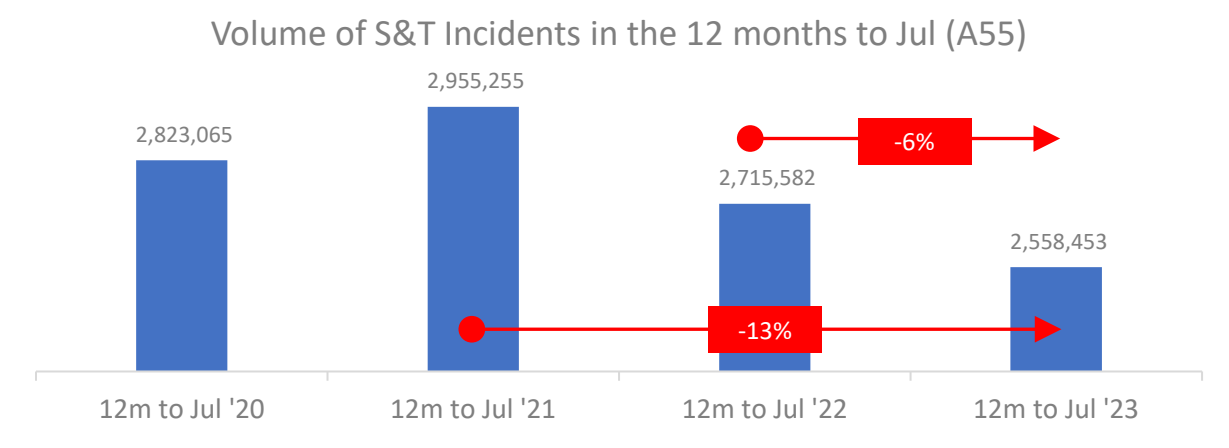
1. Monthly



2. Average Daily Volume



3. Annualised Data

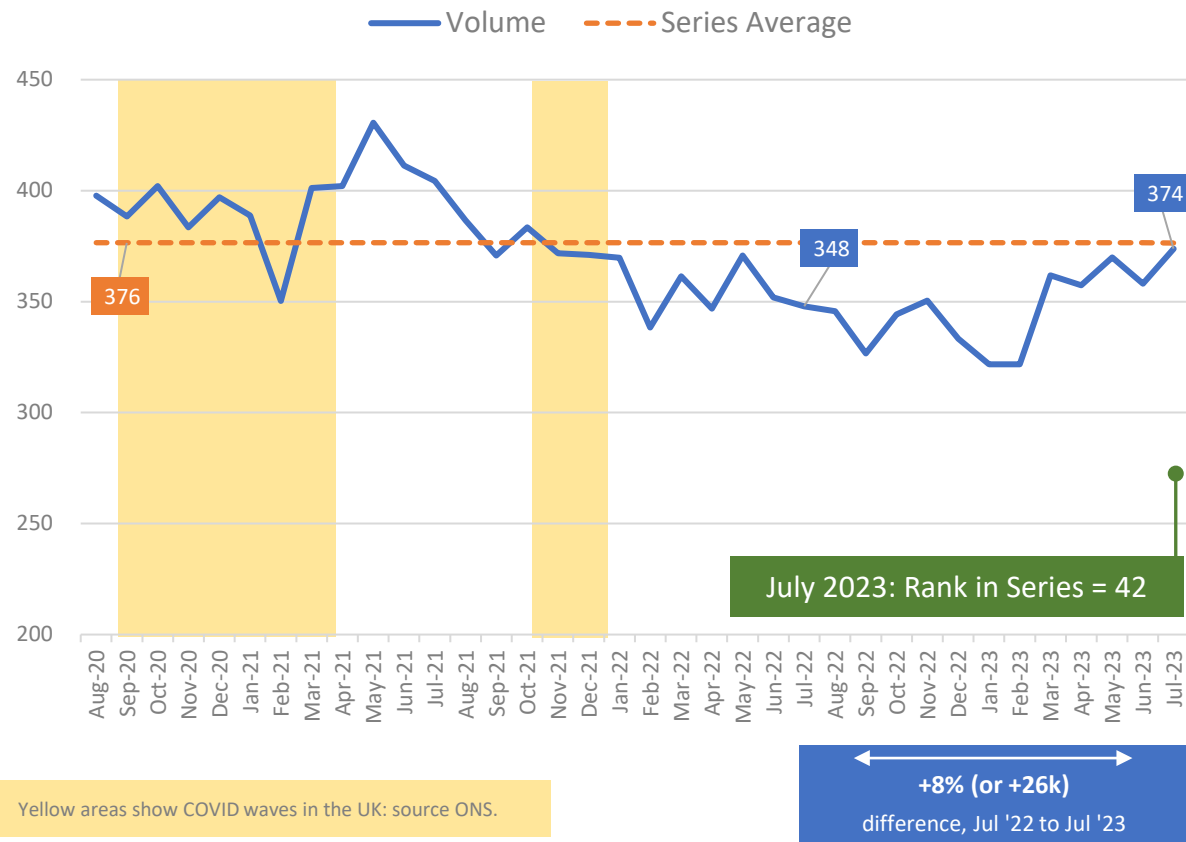


25. Transported to Emergency Departments (measure A53)

The volume of patients conveyed by ambulances to Emergency Departments was at its highest since November 2021: at 374-thousand, the monthly volume was 26-thousand cases higher than in July 2022.

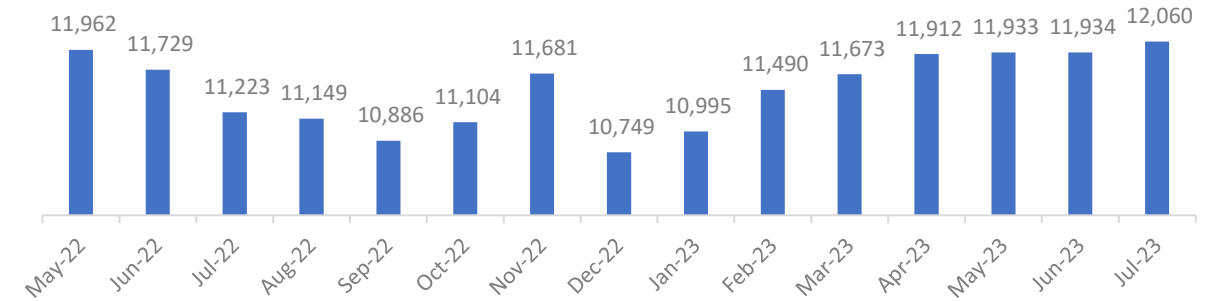
1. Monthly

Incidents with Transport to ED ('000, A53)



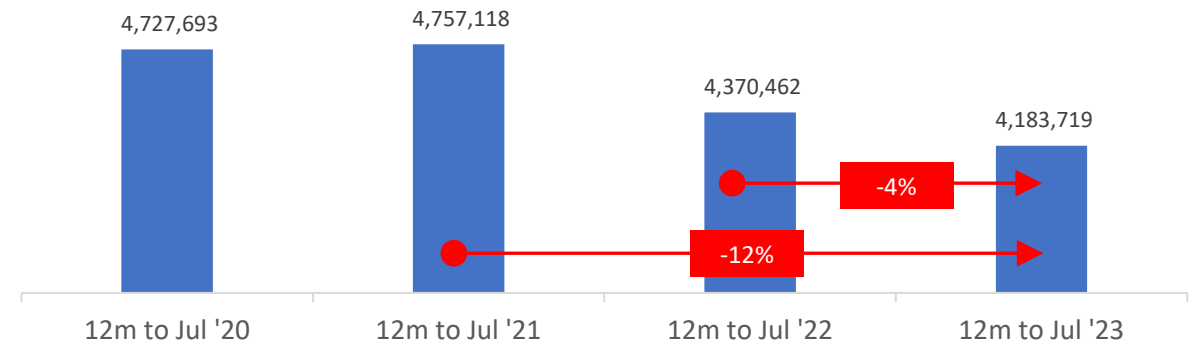
2. Average Daily Volume

Transport to ED, Daily Average



3. Annualised Data

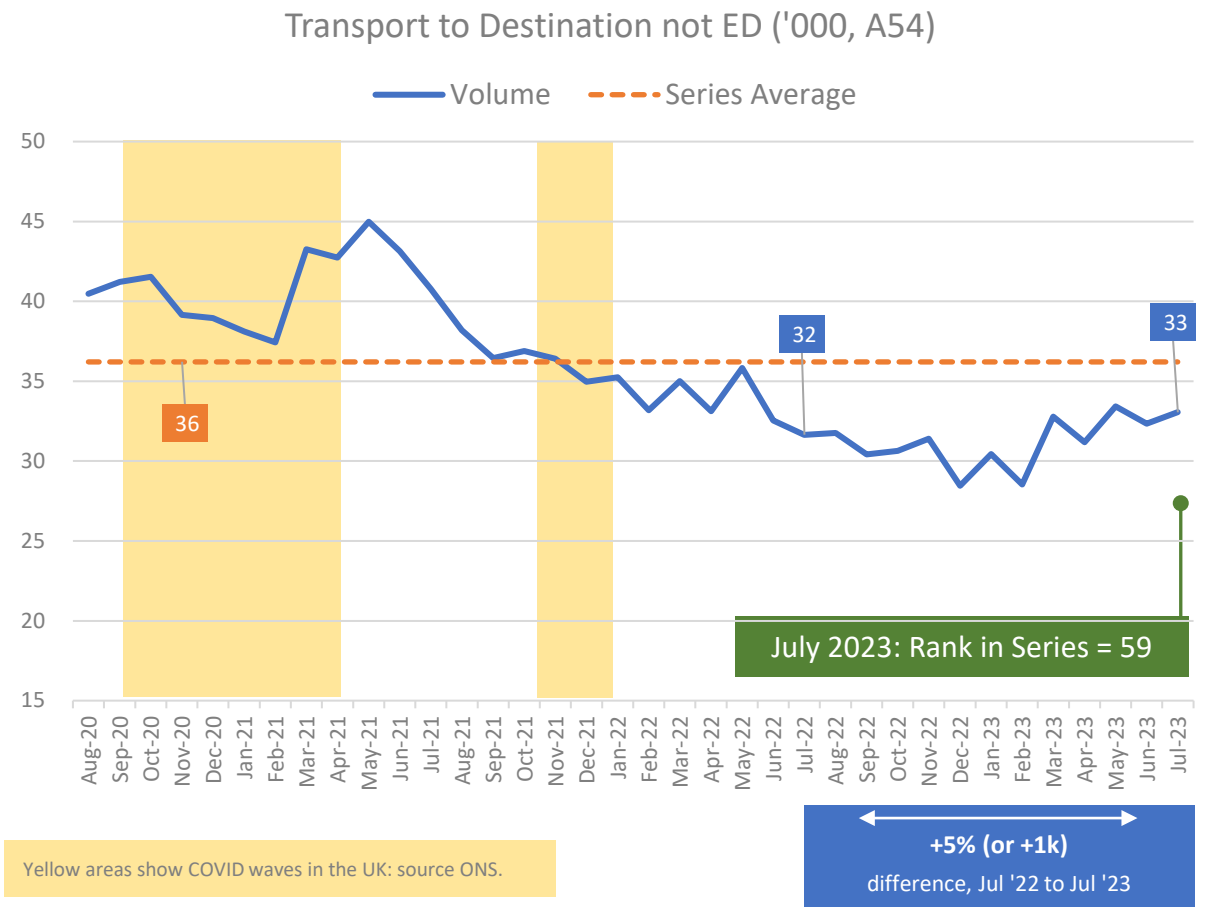
Vol of Transport to ED in the 12 months to Jul (A53)



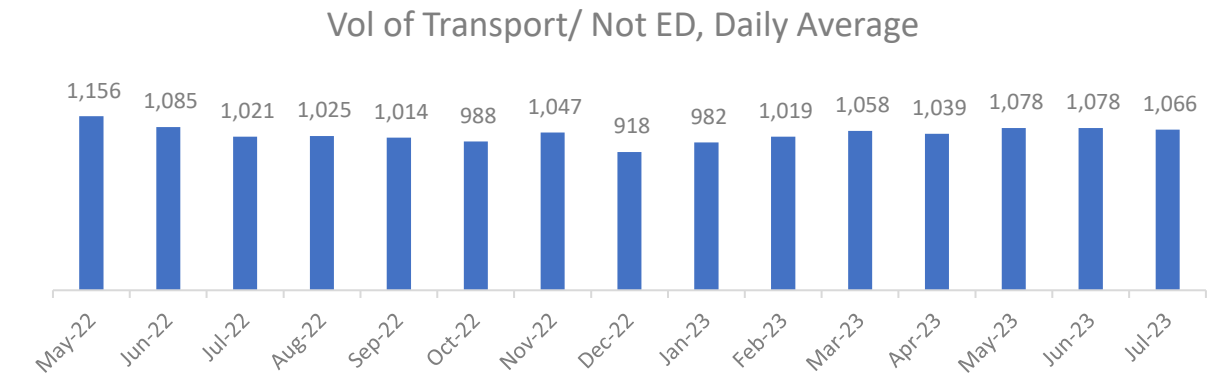
26. Transported to Destination other than ED (measure A54)

The volume of patients transported to destinations other than an ED continues to remain steady. The average daily volume increased slightly at the start of 2023, and has since exceeded one-thousand trips each month.

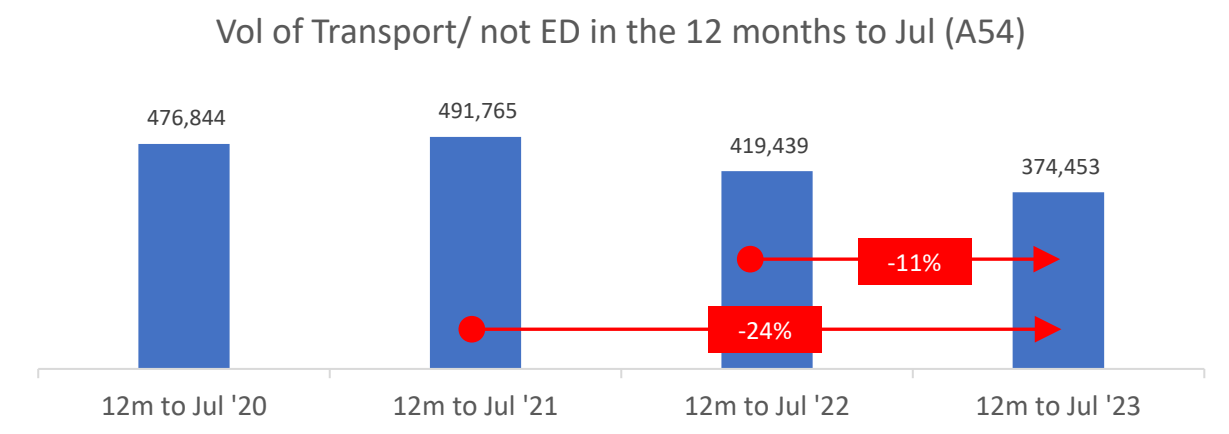
1. Monthly



2. Average Daily Volume



3. Annualised Data



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)

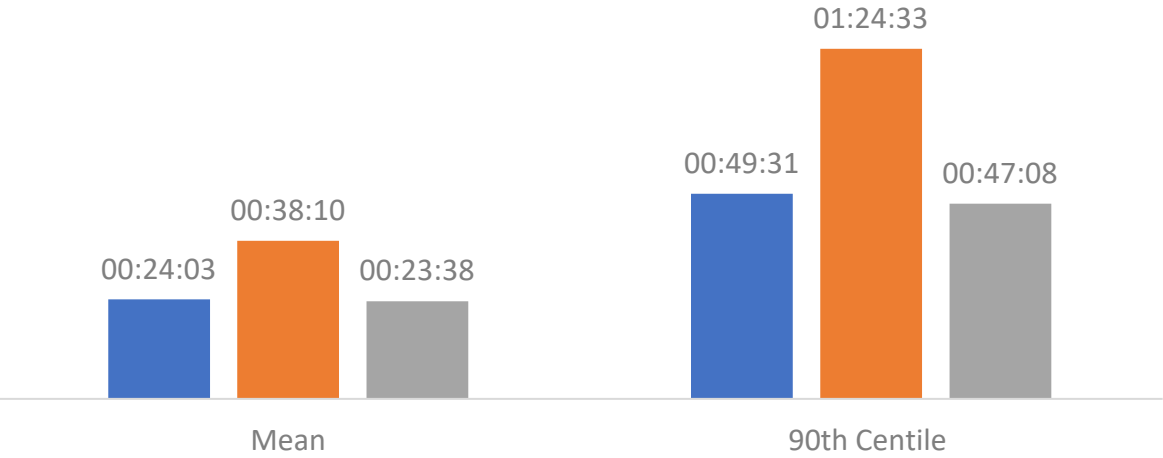


In July, the mean (and 90th centile) patient handover time was lower than the same month in both 2021 and 2022. Similarly, the proportion of handovers exceeding 15, and also 60 minutes was lower than the two previous years, the latter dropping to six-percent – less than half that seen 12-months ago.

1. Mean and 90th Centile Handover Times

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

■ Jul-21 ■ Jul-22 ■ Jul-23



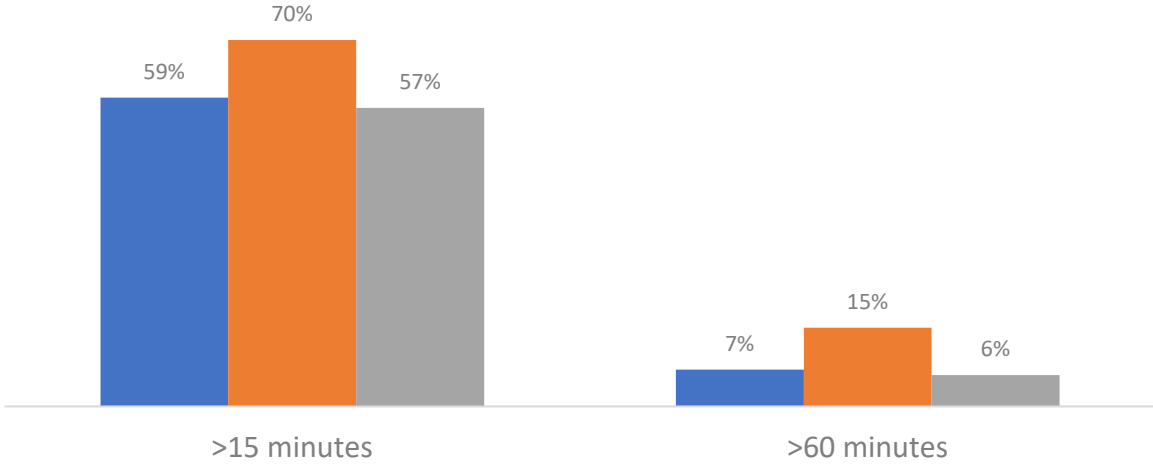
2021 to 2023	2022 to 2023
-26 seconds	-14 minutes

2021 to 2023	2022 to 2023
-2 minutes	-37 minutes

2. Handover Delays as a Percentage of All Handovers

Handover Delays as % of All Handovers

■ Jul-21 ■ Jul-22 ■ Jul-23



2021 to 2023	2022 to 2023
-2pp	-13pp

2021 to 2023	2022 to 2023
-1pp	-9pp

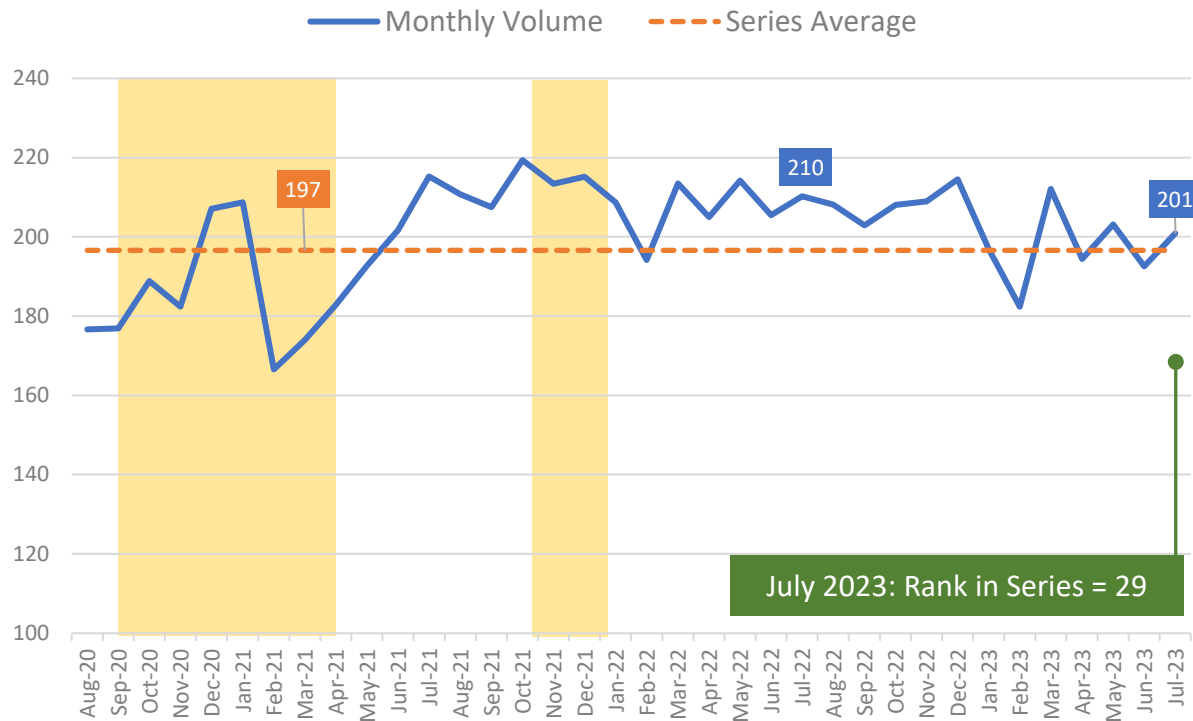


29. Patient Handover Delays over 15 Minutes (source, NAIG)

Handovers exceeding 15-minutes increased in July, but hours lost to those delays decreased. Around 79-thousand hours were lost across the month, around half the volume recorded last July - however, the annualised data (next page) show hours lost in the most recent period are more than double that seen two years ago.

1. Delays over 15 Minutes

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

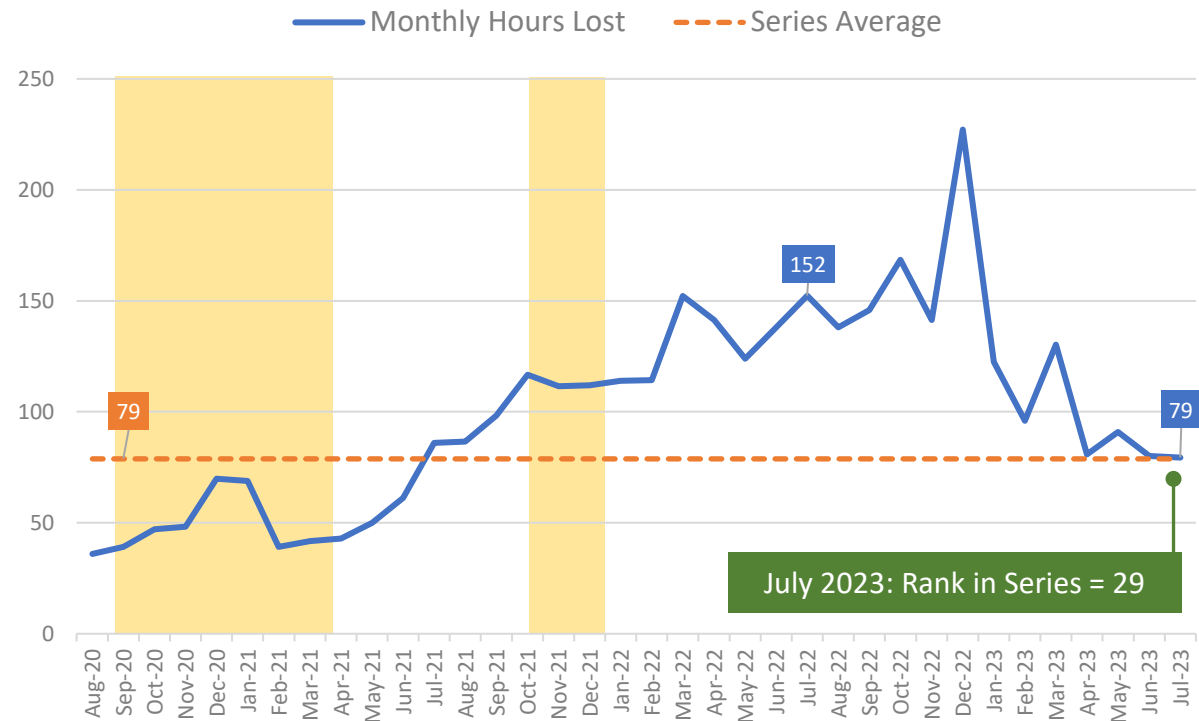


Yellow areas show COVID waves in the UK: source ONS.

← -4% (or -9k) difference, Jul '22 to Jul '23 →

2. Hours lost for Handovers Over 15 Minutes

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



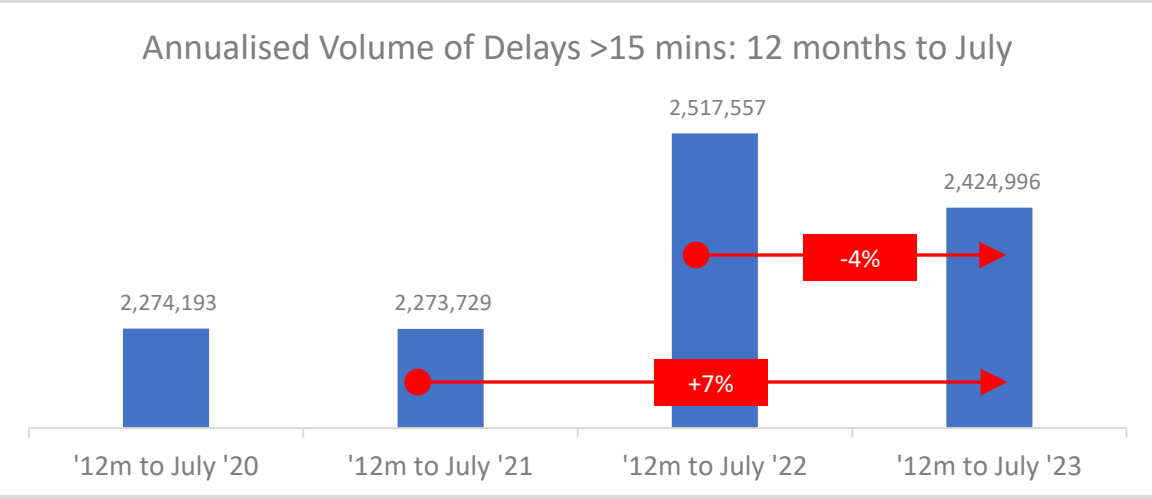
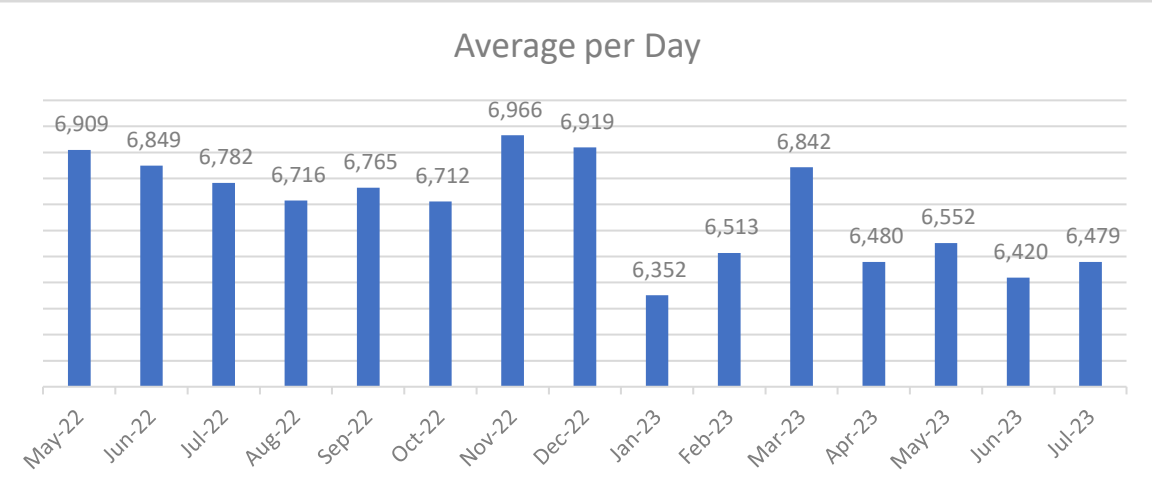
← -48% (or -73k) difference, Jul '22 to Jul '23 →



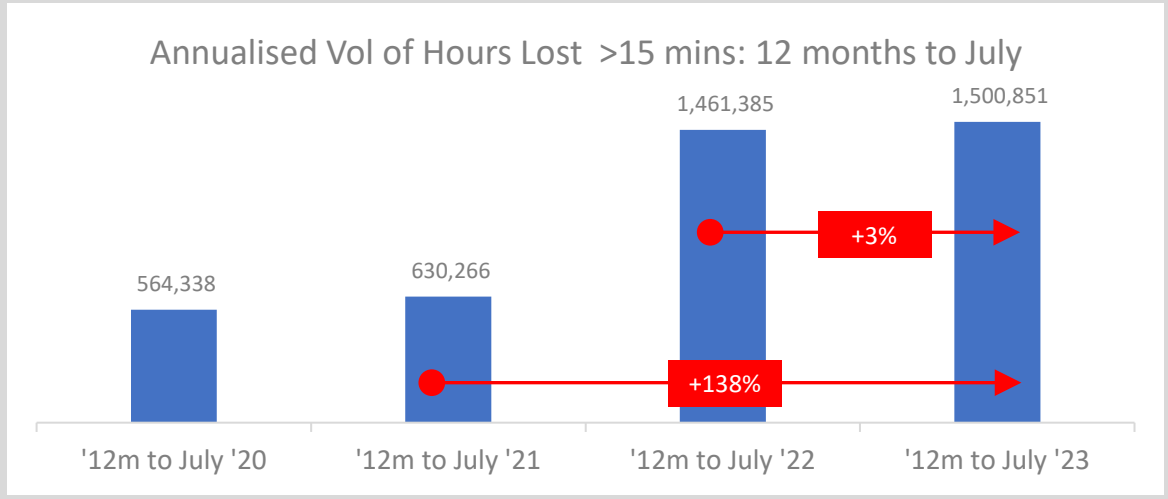
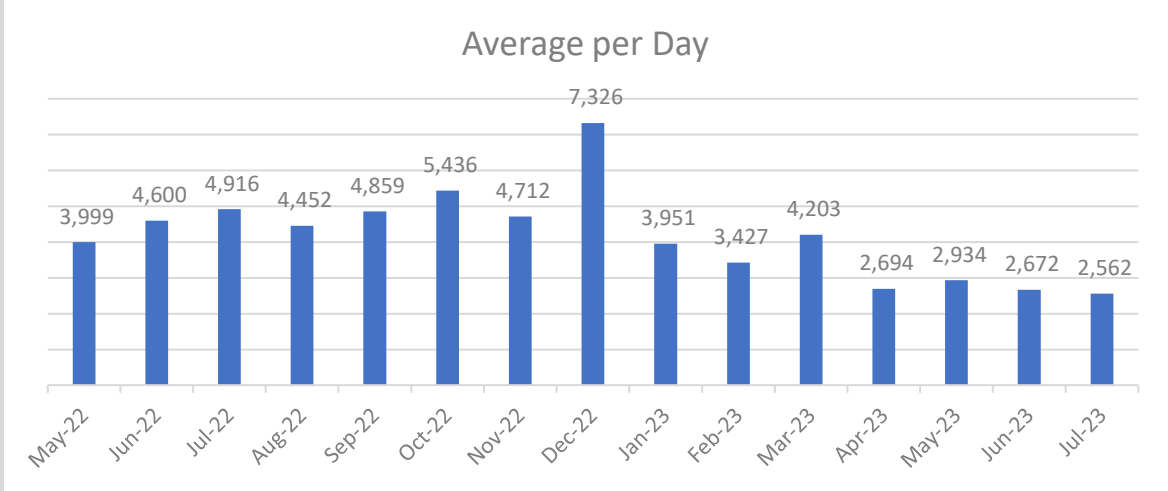
30. Average Daily and Annualised Data for >15 minute delays (source, NAIG)



1. Volume of Handover Delays over 15 minutes



2. Hours Lost for Handover Delays over 15 minutes

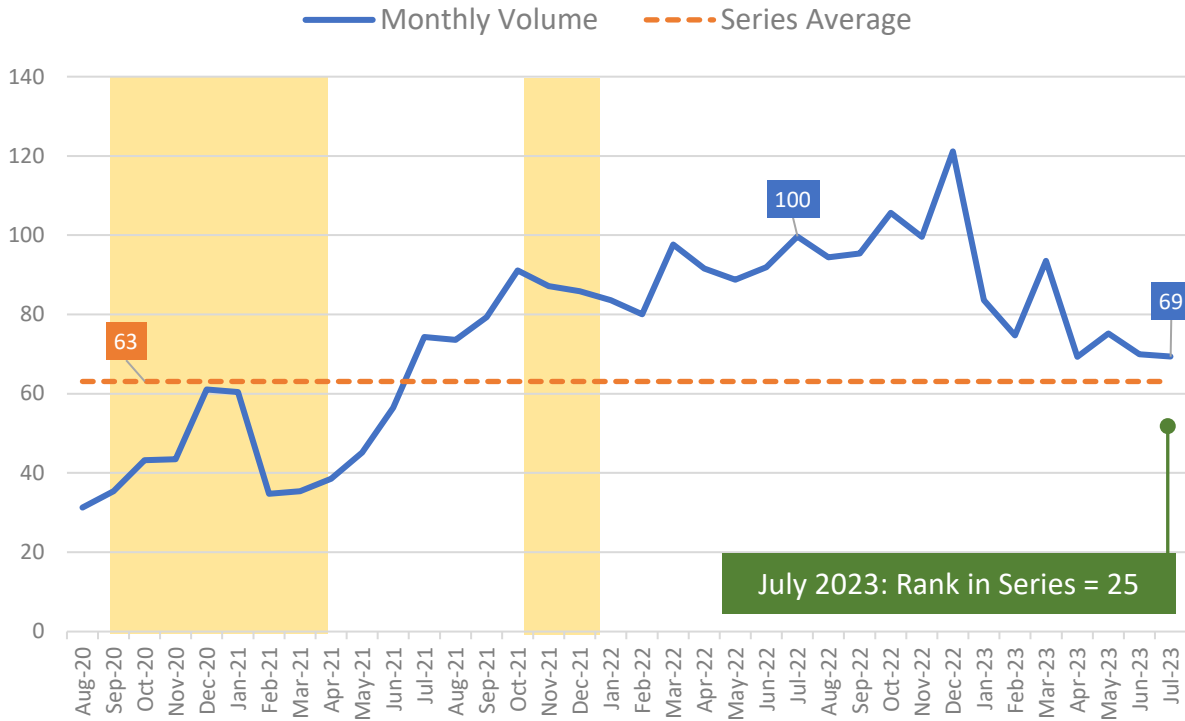


31. Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays of 30-minutes or longer decreased to its second lowest volume in two years, the lowest being April this year. Hours lost to those delays dropped to their lowest level since June 2021.

1. Delays over 30 Minutes

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

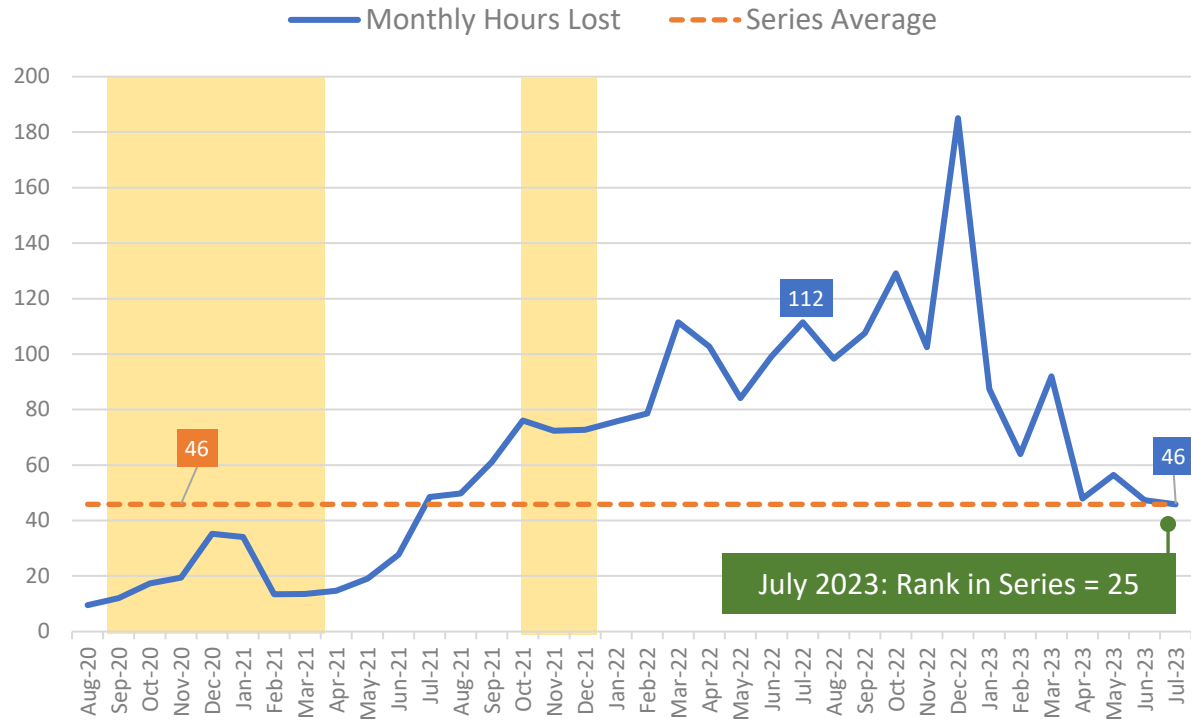


Yellow areas show COVID waves in the UK: source ONS.

← -30% (or -31k) difference, Jul '22 to Jul '23 →

2. Hours lost for Handovers Over 30 Minutes

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



← -59% (or -66k) difference, Jul '22 to Jul '23 →



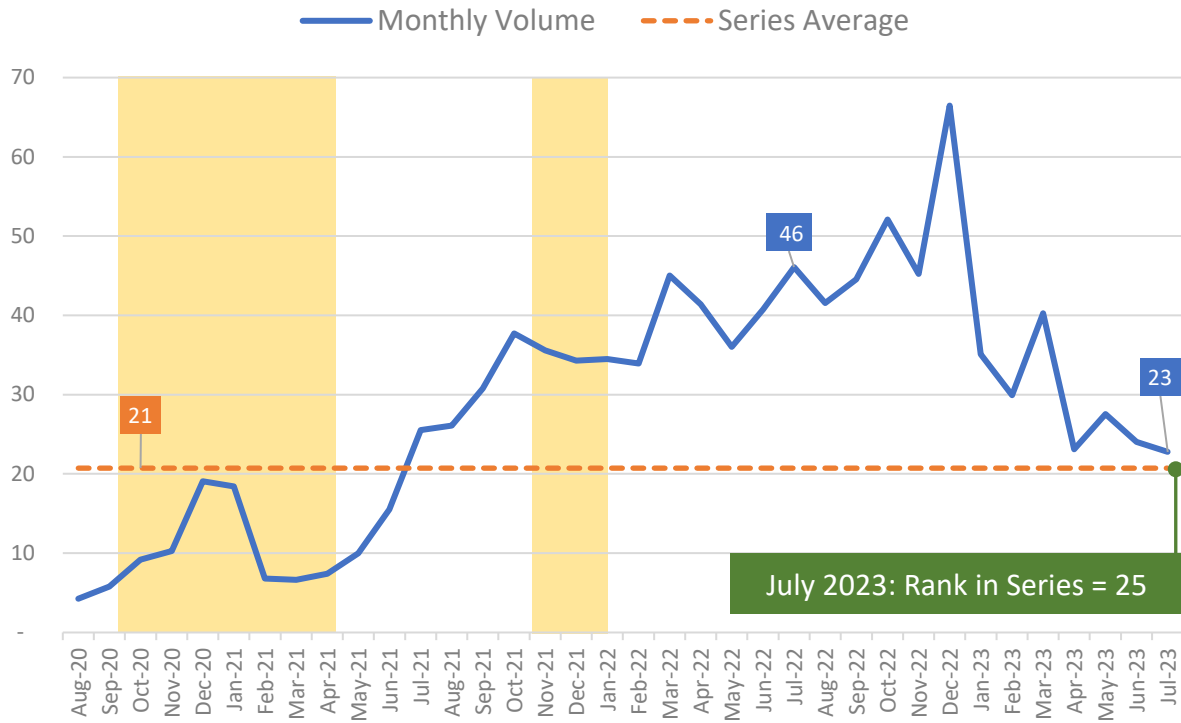
32. Patient Handover Delays over 60 Minutes (source, NAIG)



Hour-plus handover delays reached their lowest level since June 2021, as did the associated hours lost. The direction of this trend is clearly positive, although the annualised data show hours lost in the 12-months to July 2023 were more than six times greater than recorded two years previously.

1. Delays over 60 Minutes

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

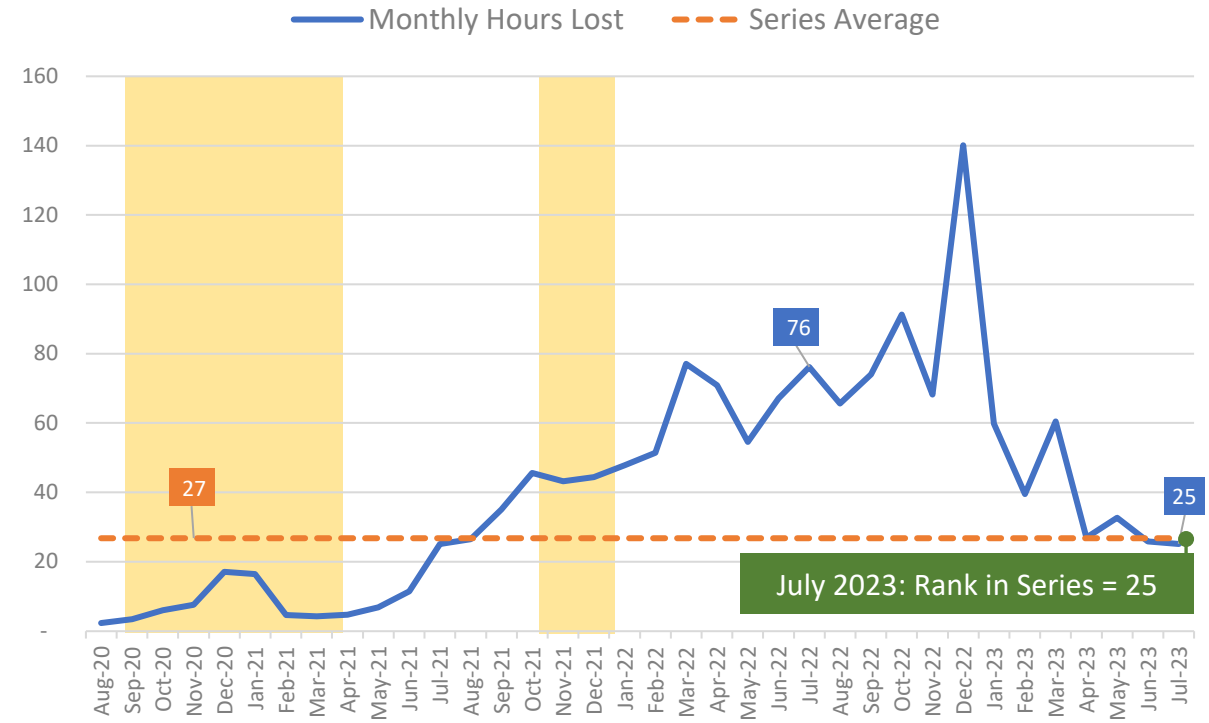


Yellow areas show COVID waves in the UK: source ONS.

-51% (or -23k)
difference, Jul '22 to Jul '23

2. Hours lost for Handovers Over 60 Minutes

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



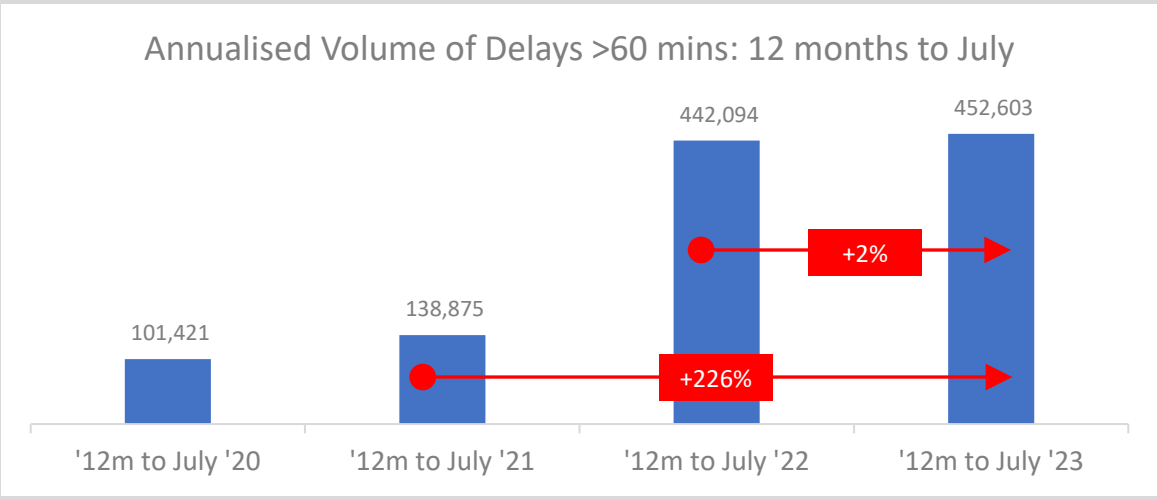
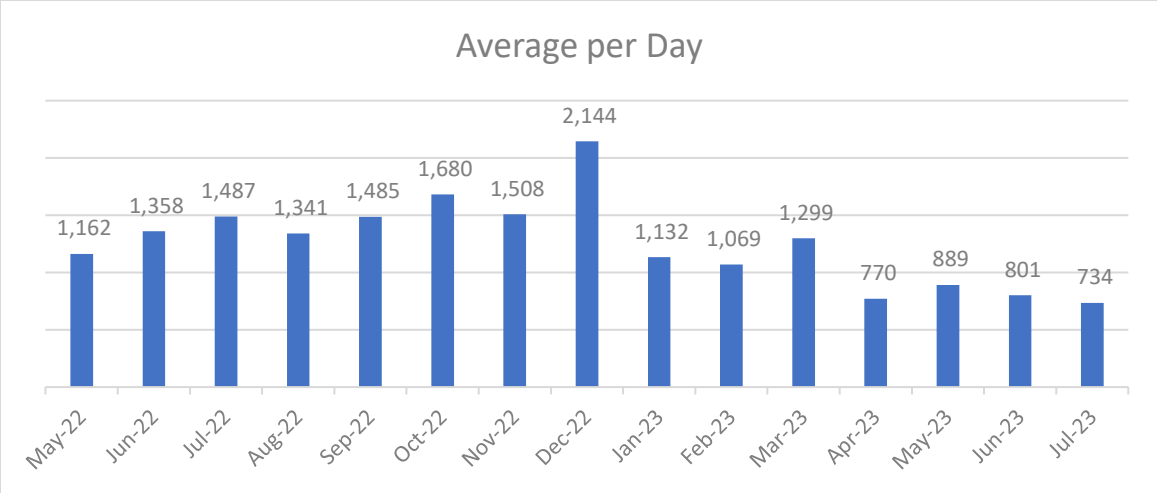
-67% (or -51k)
difference, Jul '22 to Jul '23



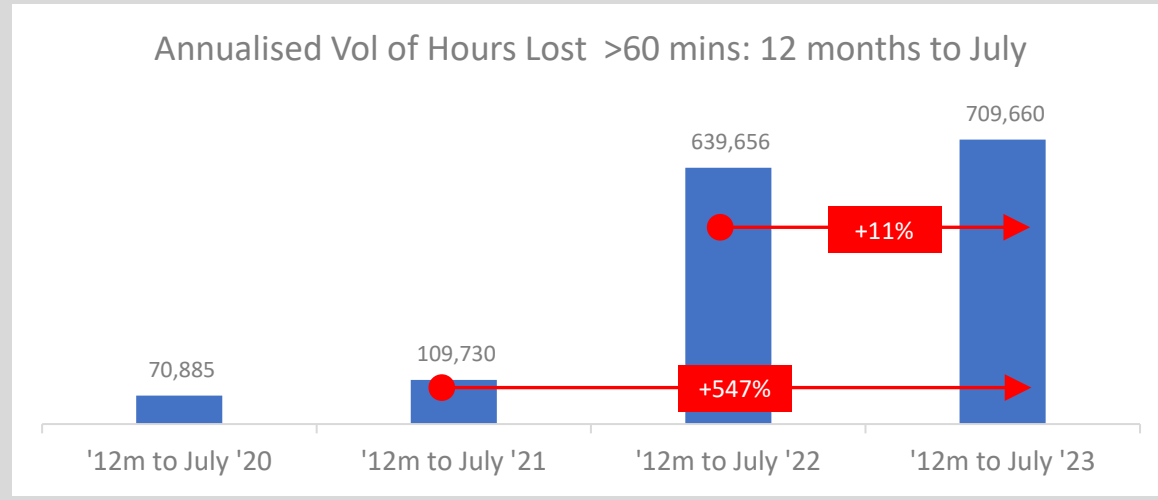
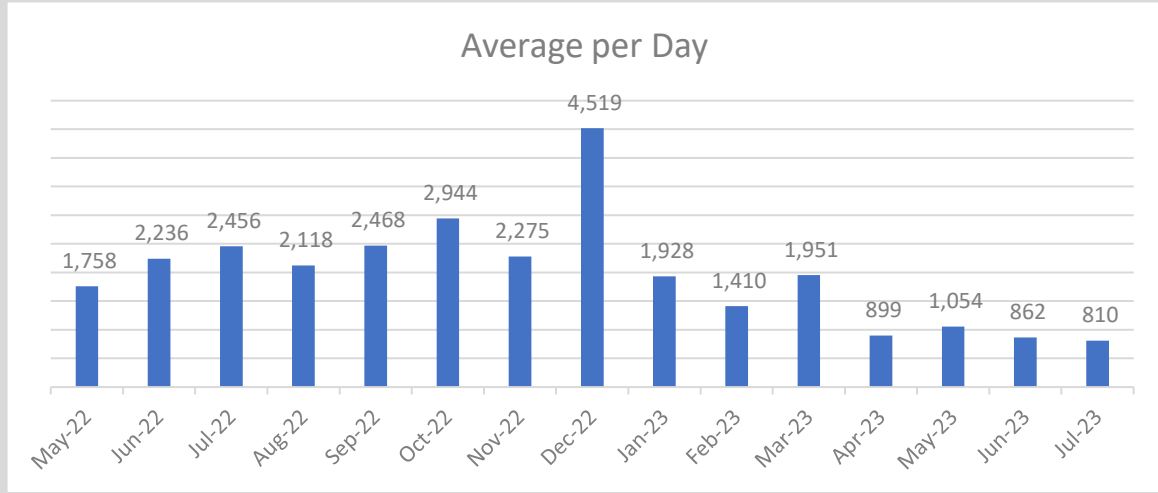
33. Average Daily and Annualised Data for >60 minute delays (source, NAIG)



1. Volume of Handover Delays over 60 minutes



2. Hours Lost for Handover Delays over 60 minutes



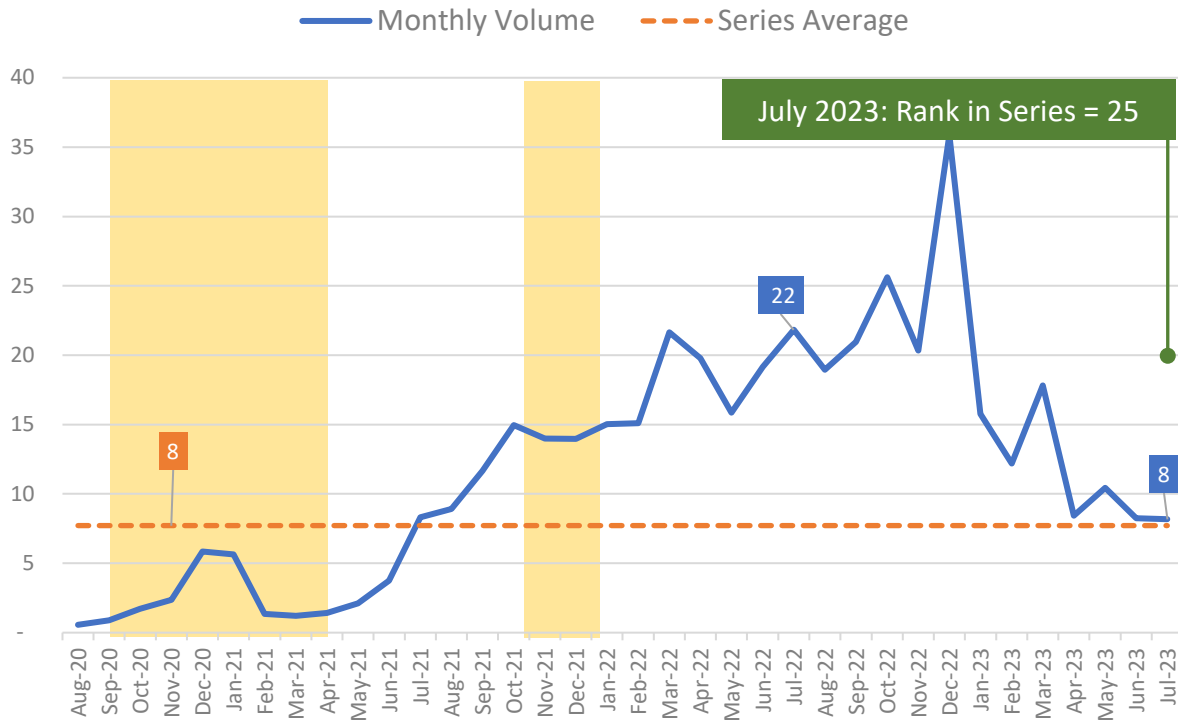
34. Patient Handover Delays over 120 Minutes (source, NAIG)



As seen with the hour-plus delays, handovers of two-hours or longer also dropped to the lowest levels seen in two years, while hours lost were at their third lowest. Again, this is positive, although the annualised data show hours lost is more than twelve-times greater than seen two years previously.

1. Delays over 120 Minutes

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

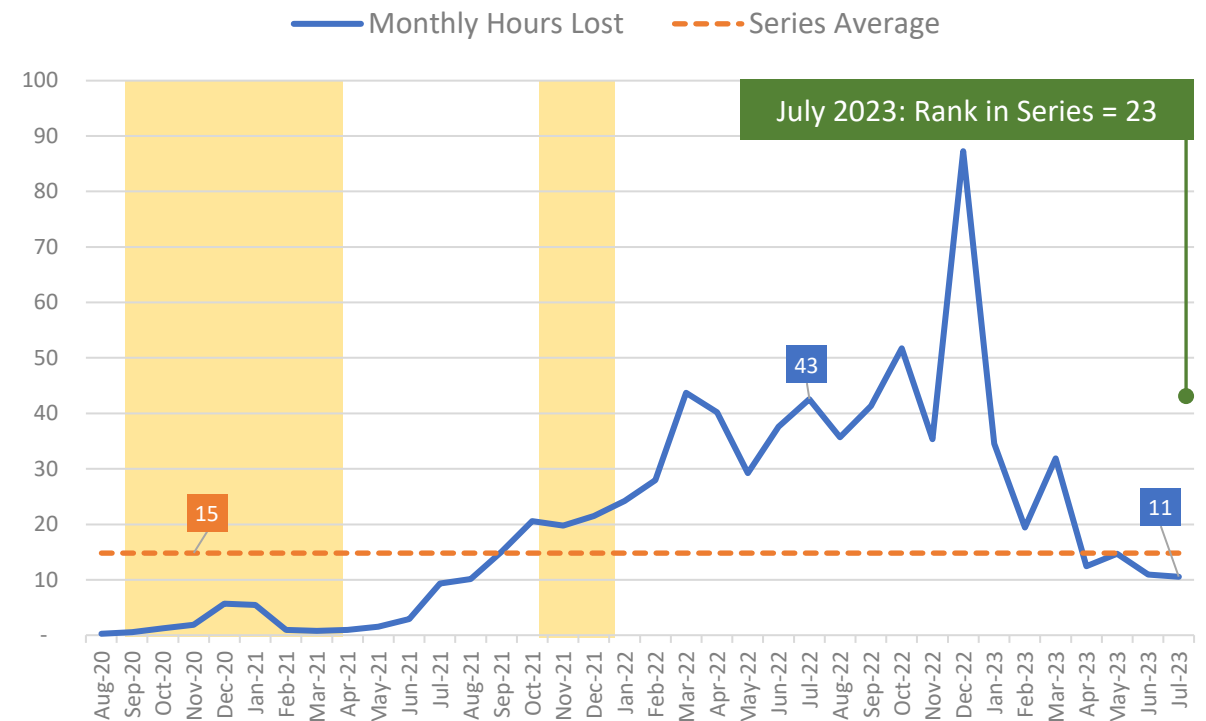


Yellow areas show COVID waves in the UK: source ONS.

-63% (or -14k)
difference, Jul '22 to Jul '23

2. Hours lost for Handovers Over 120 Minutes

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

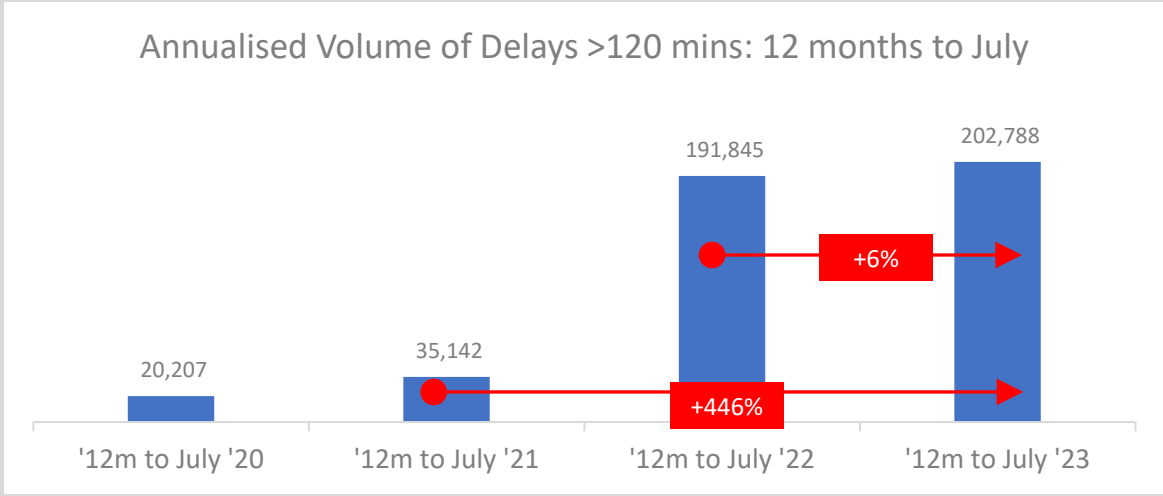
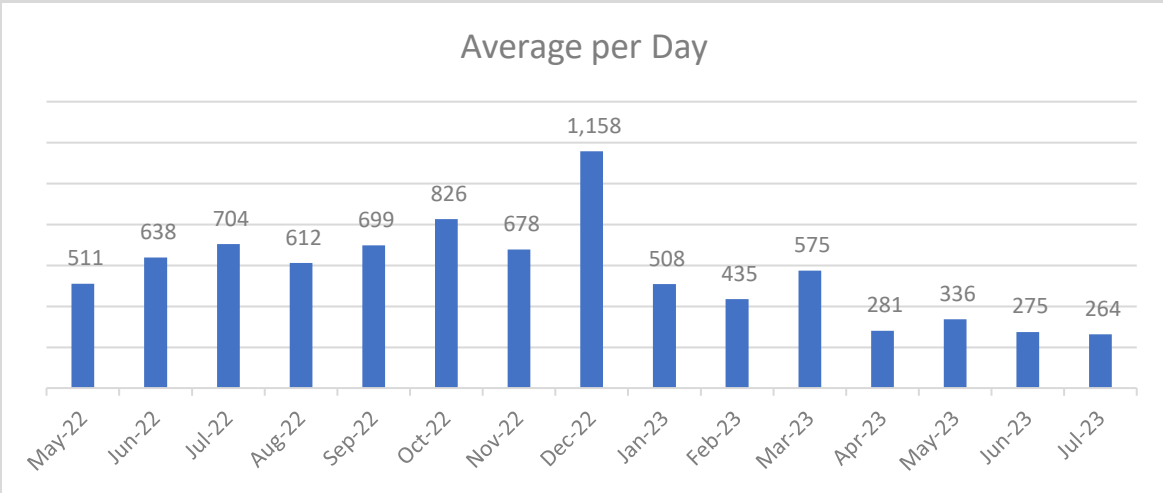


-75% (or -32k)
difference, Jul '22 to Jul '23

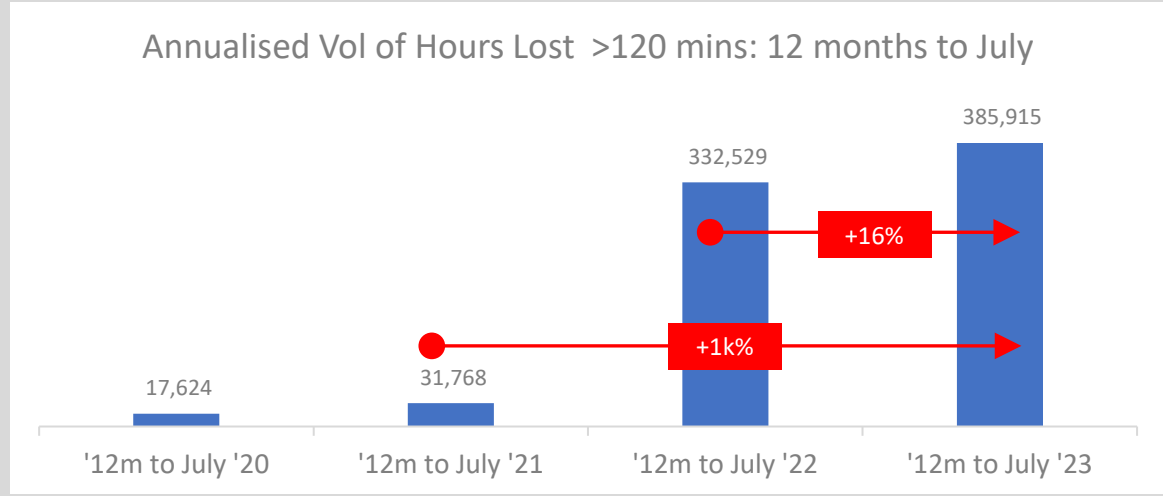
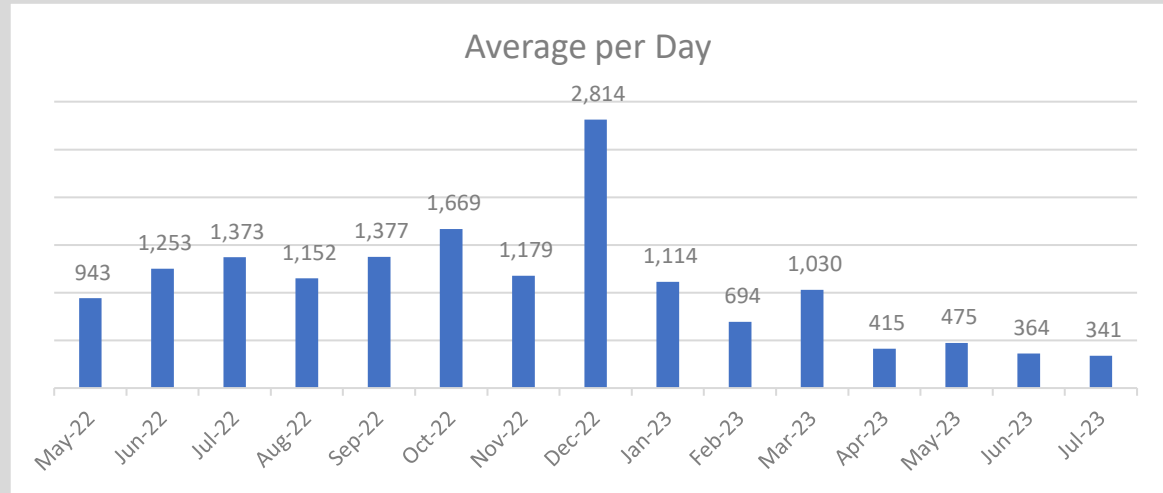


35. Average Daily and Annualised Data for >120 minute delays (source, NAIG)

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)

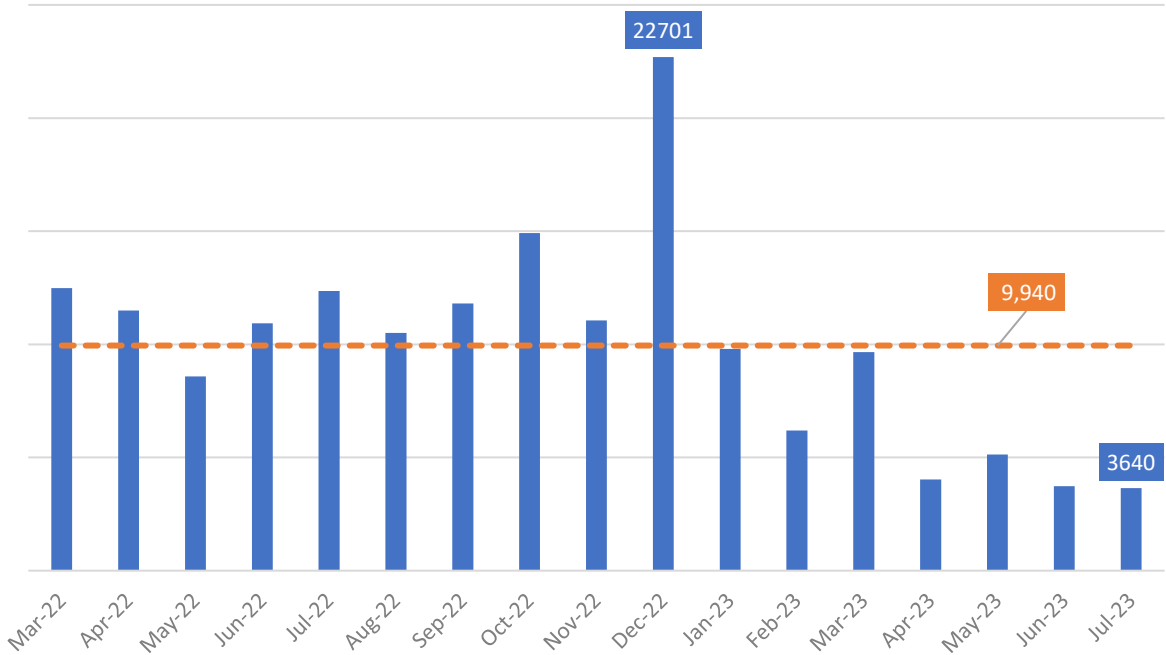


The very longest delays also reached the lowest numbers seen in several years. Delays of ten-hours or more peaked at 1,814 in December 2022, but in July 2023 had decreased to 46 incidents.

1. Longer Handover Delays: All Over Three Hours

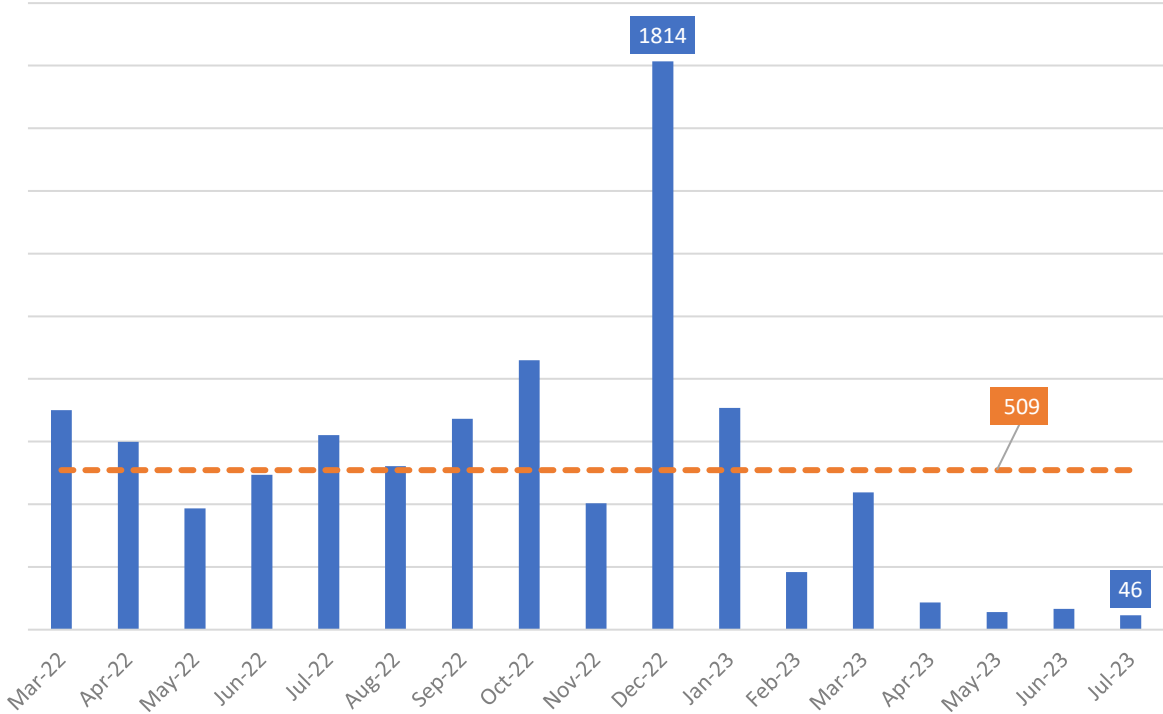
Volume of Handovers over Three Hours

Over 3 hours Series Average



2. Longer Handover Delays: All Over Ten Hours

Volume of Handovers over Ten Hours

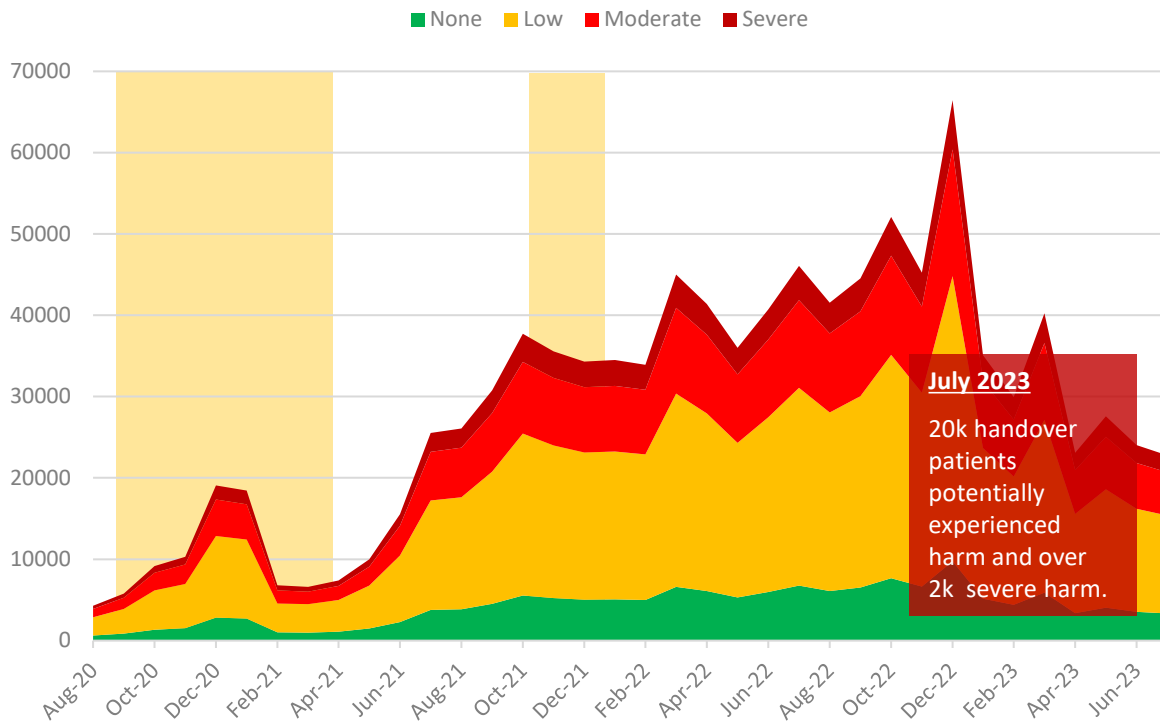


37. Impact on Patients and Crew (source, NAIG, [AQI Data](#) and [AACE](#))

Around 20k patients experienced potential harm as a result of long handover delays in July 2023. Looking at the total hours lost to handover delays, the sector lost the equivalent of 64k job cycles. This equates to 10% of potential ambulance capacity across the month – compared with three-percent in July 2020.

1. Estimated number of patients experiencing potential harm

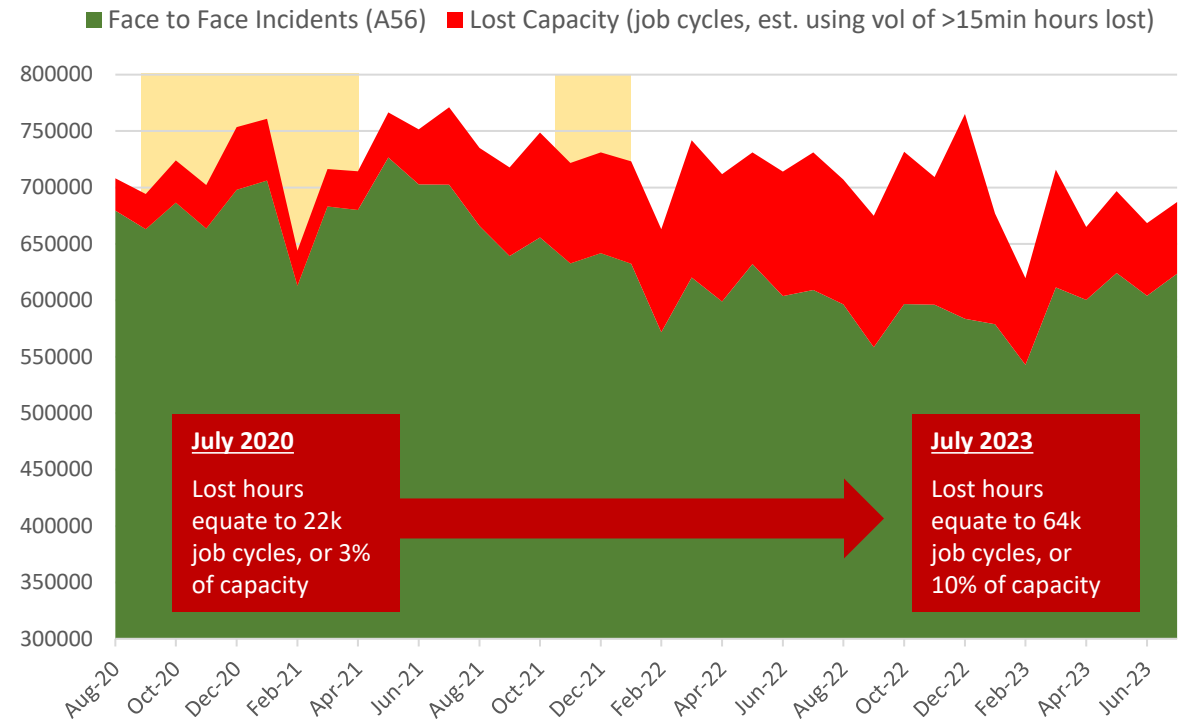
Vol of >60 min handovers by estimated harm (NAIG & AACE)



*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.

