ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

# National Ambulance Data – Final

Data to the end of September 2023

Published – October 25th, 2023

# 2. Summary and Contents

**Overview:** Early September saw a heat-wave hit the UK, and a strong subsequent uplift in call numbers, and volumes of the most serious incidents. Call answer, and response times, slowed – but are significantly faster than September 2022 (although Mean Category-1 and Category-2 times still exceed their national standards). Patient handover delays increased, with the average daily volume of 15-minute-plus delays reaching their highest since November 2021.

| | |
|---|---|
| Section 1.<br>Contact Volume and Call Answer Time | • Number 999-calls answered increased in September, with monthly volume and daily averages reaching their highest levels in 2023 to-date - exceeding volumes seen in September 2022 by some margin.<br>• Call answer times slowed, but remain below the series average. The Mean call-answer time was 17-seconds in September 2023, compared with 36-seconds 12-months ago. |
| Section 2.<br>Incidents and Response Time, by Category | • The average daily number of incidents was its highest since November 2021. The daily average volume of Category-2 incidents reached its highest since April 2022.<br>• Response times slowed for each Category: Mean Category-1 response reached eight-and-a-half minutes, and Category-2 over 37-minutues: both continue to exceed their respective national standards. |
| Section 3.<br>Incidents by Response Outcome | • Hear and Treat responses returned their 10th highest volume to-date, while both See-and-Treat and conveyance volumes also grew.<br>• All these response-types returned higher volume than in September 2022, with conveyance volumes having increased steadily since the start of the year. |
| Section 4.<br>Patient Handover Delays | • Patient handovers exceeding 15-minutes have increased every month since June 2023, reaching 201-thousand in the most recent month, and the highest average daily volume since November 2021.<br>• Hour-plus delays, and the hours lost to them, increased to their highest levels since March 2023 – but both remain someway below the equivalent numbers seen last September. |

Source of all data is AQI September 2023 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.

# Section 1

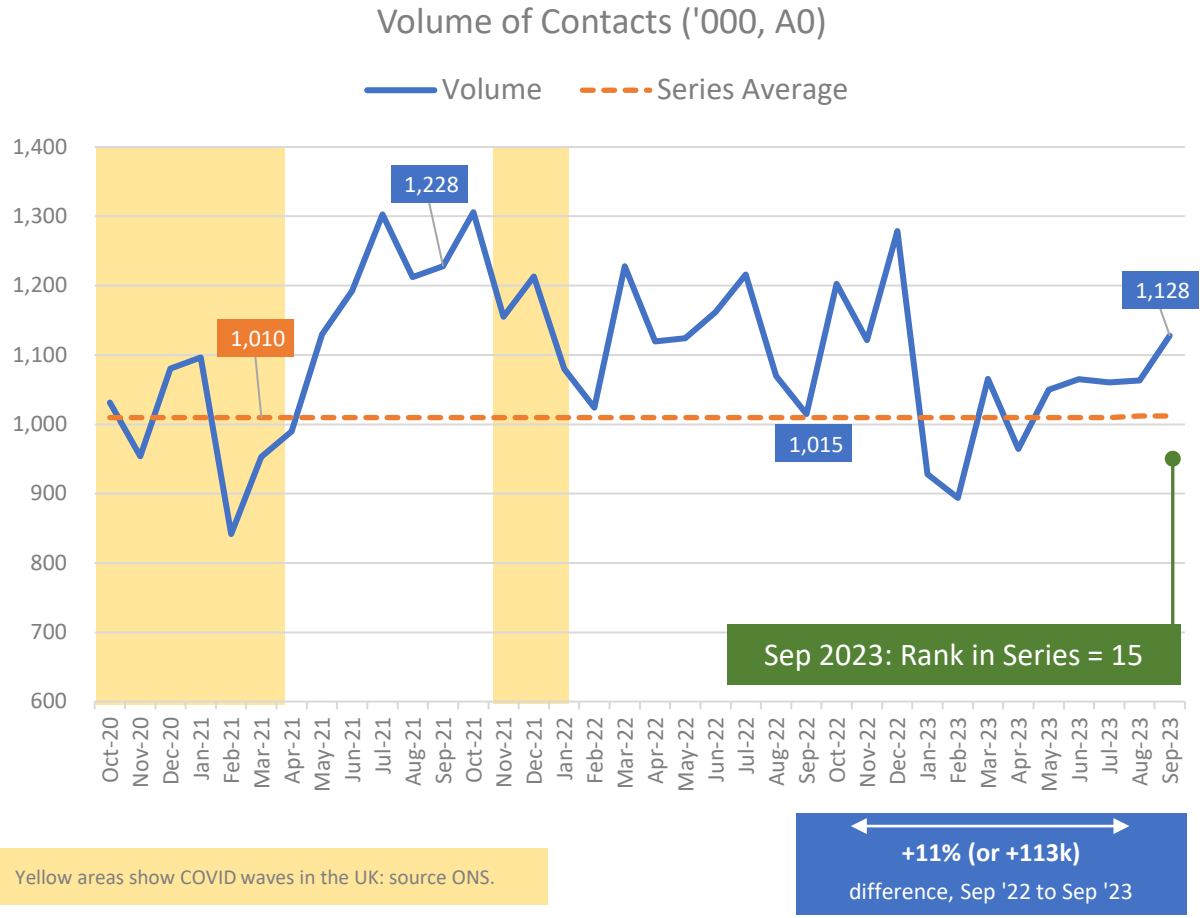
## Contact Volume and Call Answer time

- 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)

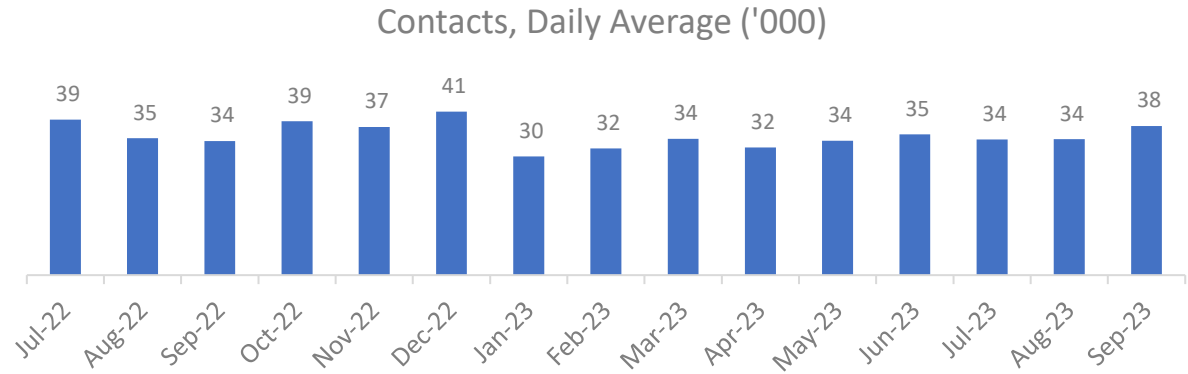
The volume of contacts to ambulance control rooms reached its highest since December 2022, with 1.2-million contacts across the month and a daily average of 38-thousand. This was the 15th highest volume since recording began, and 113-thousand incidents greater than September 2022.

## 1. Monthly

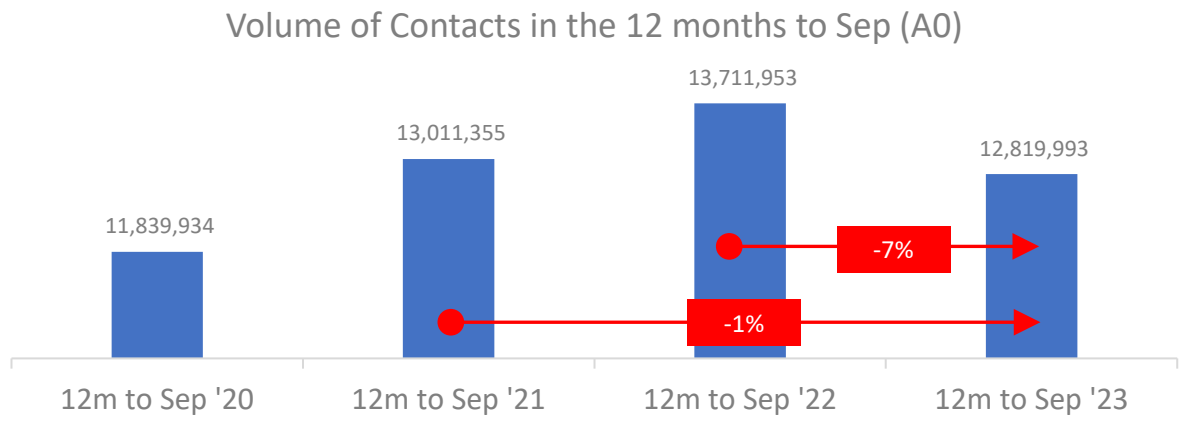



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



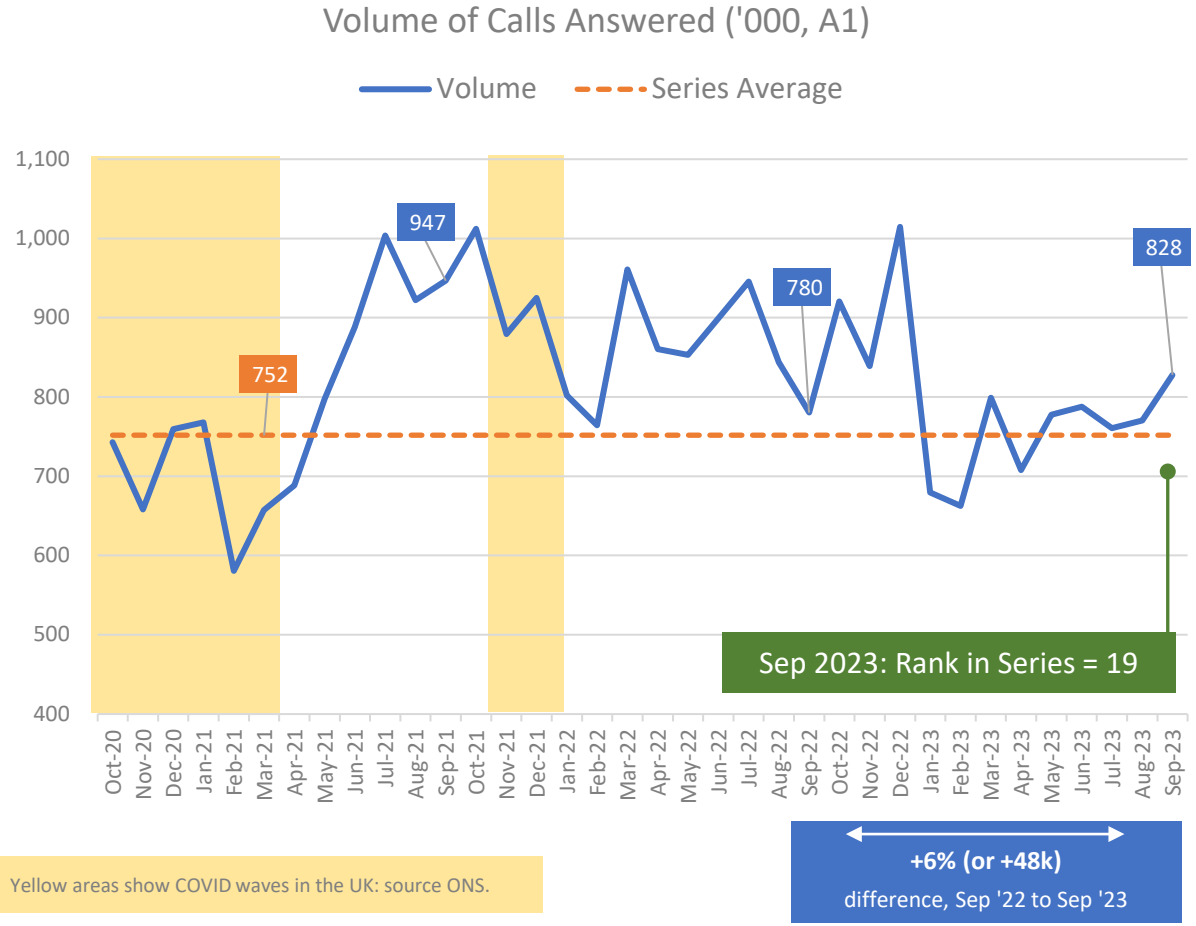

## 3. Annualised Data



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

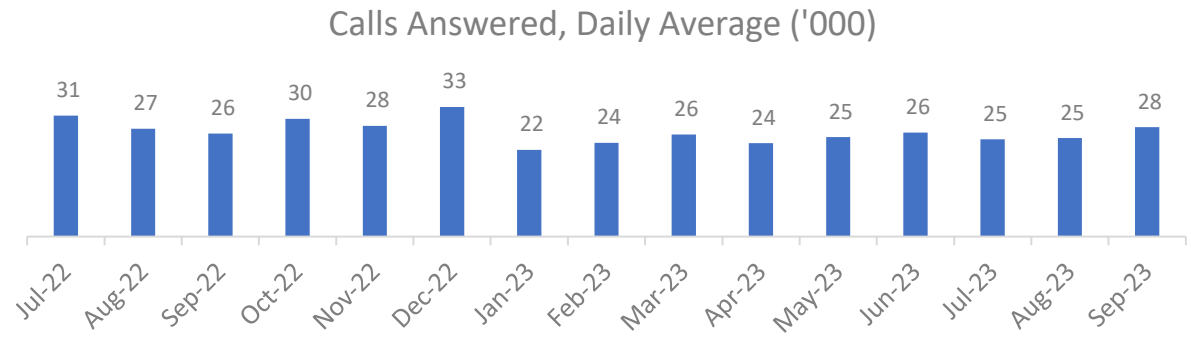
The monthly volume of 999-calls answered reached 828- thousand (or an average of 28-thousand each day). These figures are the highest since December 2022. Across the month, there were 48-thousand more calls-answered than in September 2022.

## 1. Monthly

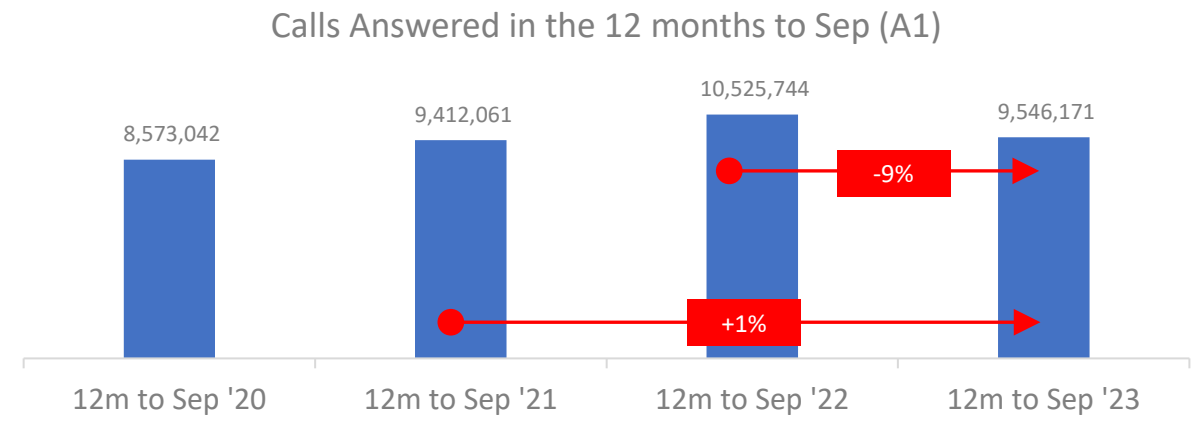



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



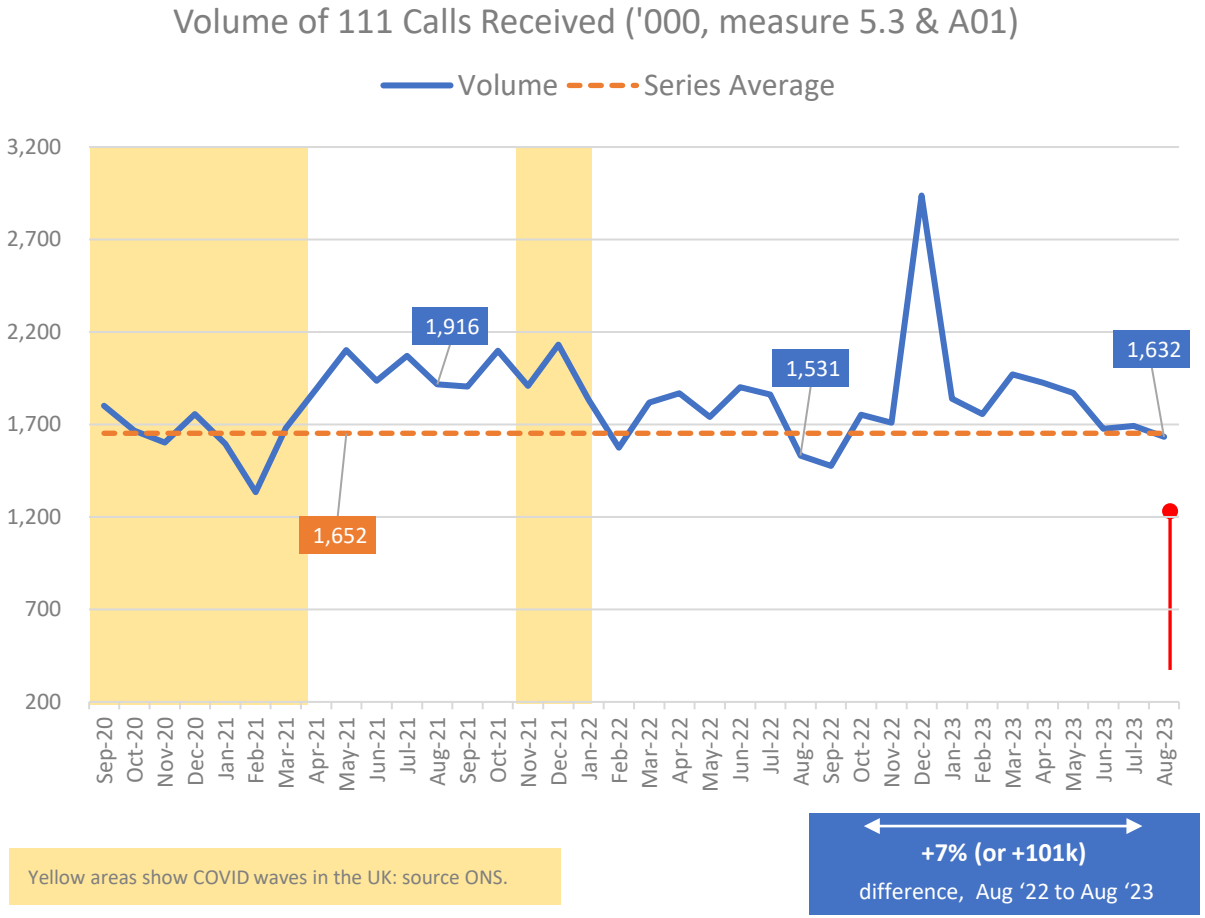

## 3. Annualised Data



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

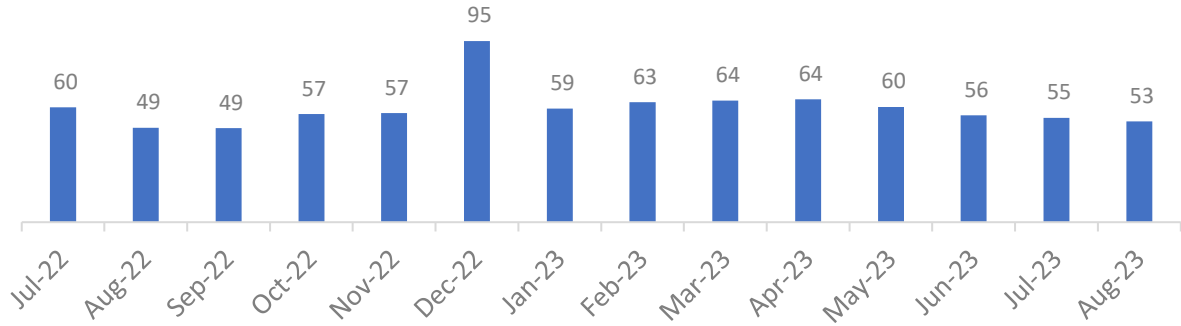
Running a month behind the AQI figures, 111-call data shows volume dropped between July and August 2023, but the monthly total (1.6-million) was higher than August 2022 by 101-thousand.

## 1. Monthly

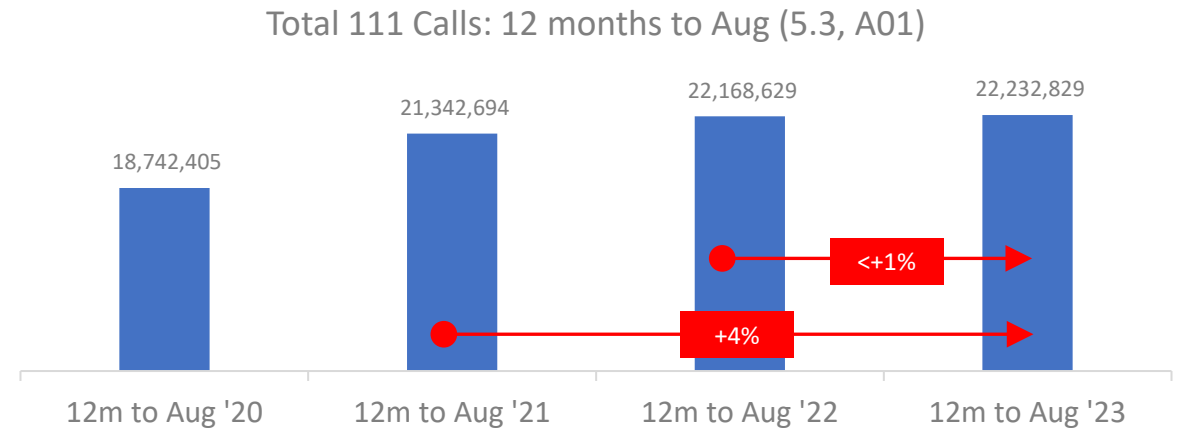



Yellow areas show COVID waves in the UK: source ONS.

## 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))

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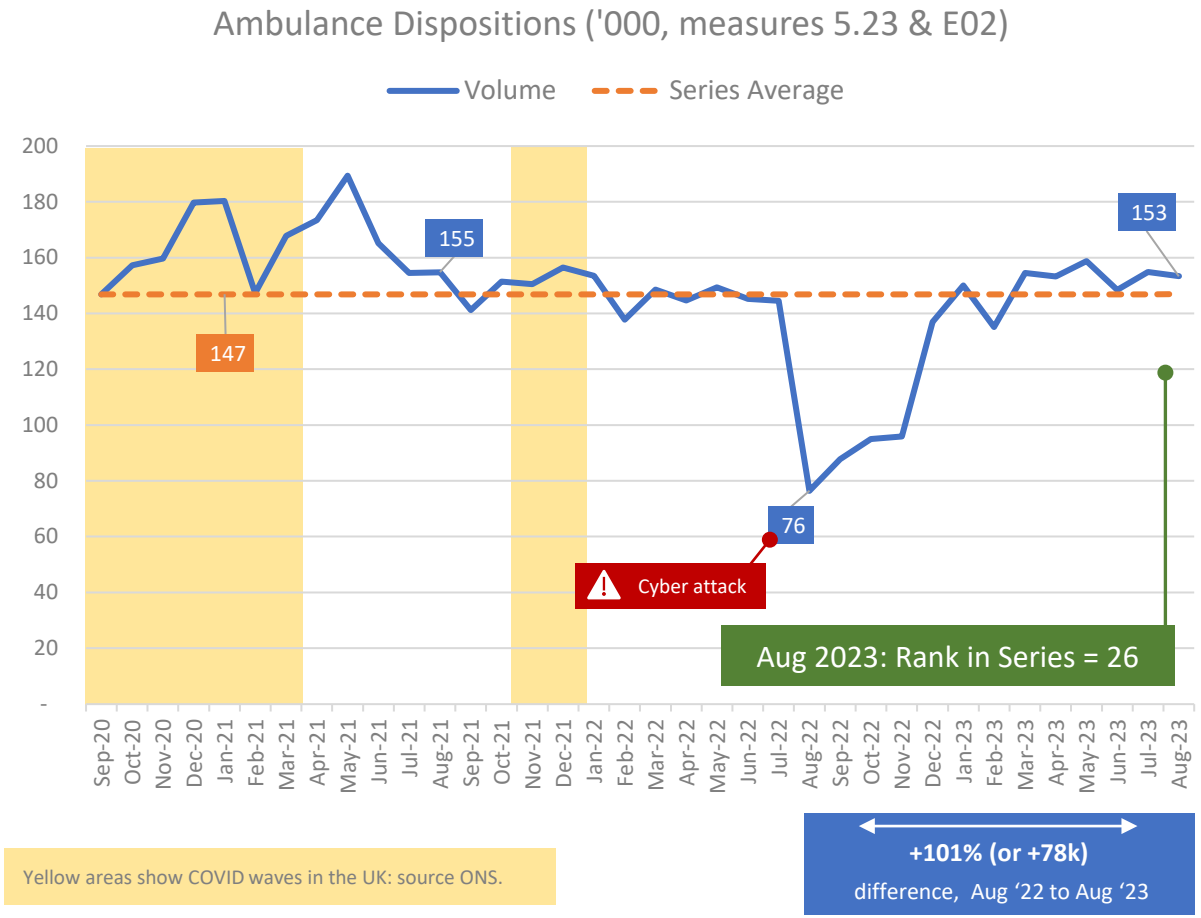
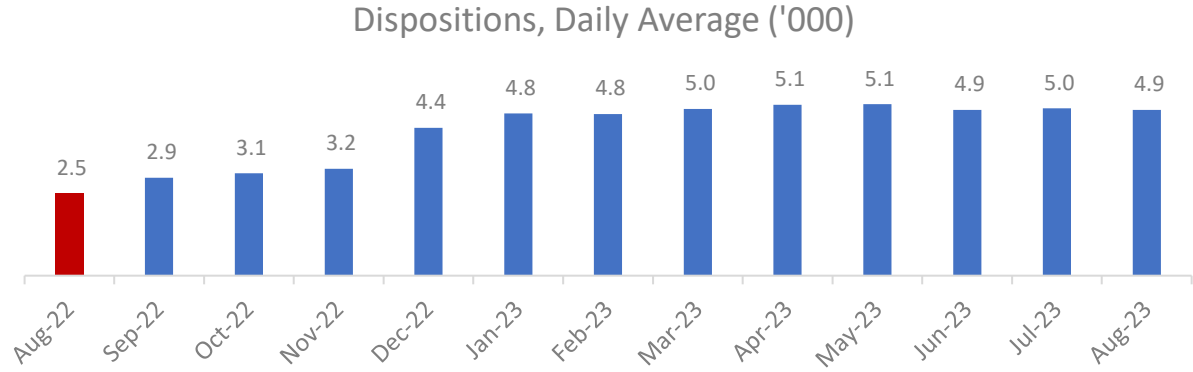
The number of 111 calls referred to the ambulance service dipped by 2-thousand in August, reaching 153-thousand across the month (or just over 10% of 111-calls answered). Annualised data show 1.6-million dispositions in the most recent period, a decrease from 1.9-million two years ago.

## 1. Monthly

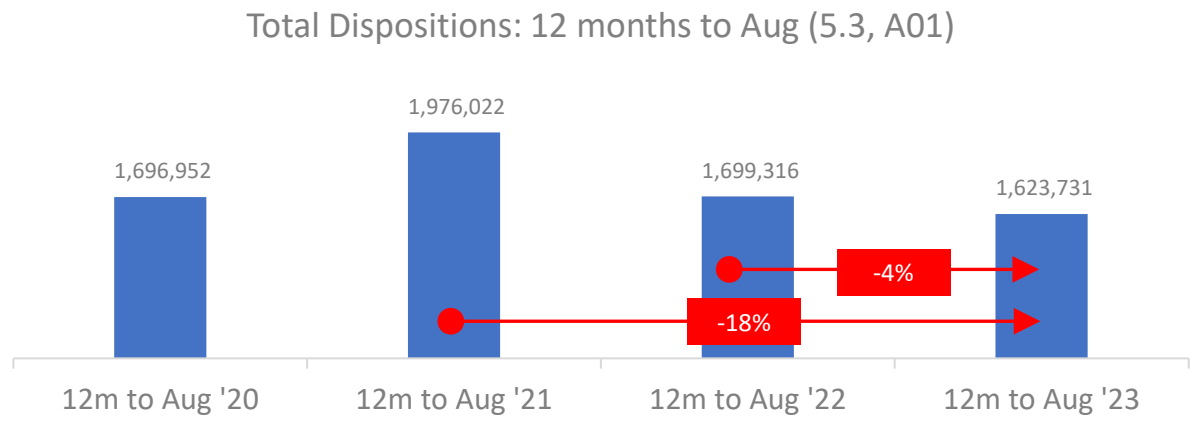



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



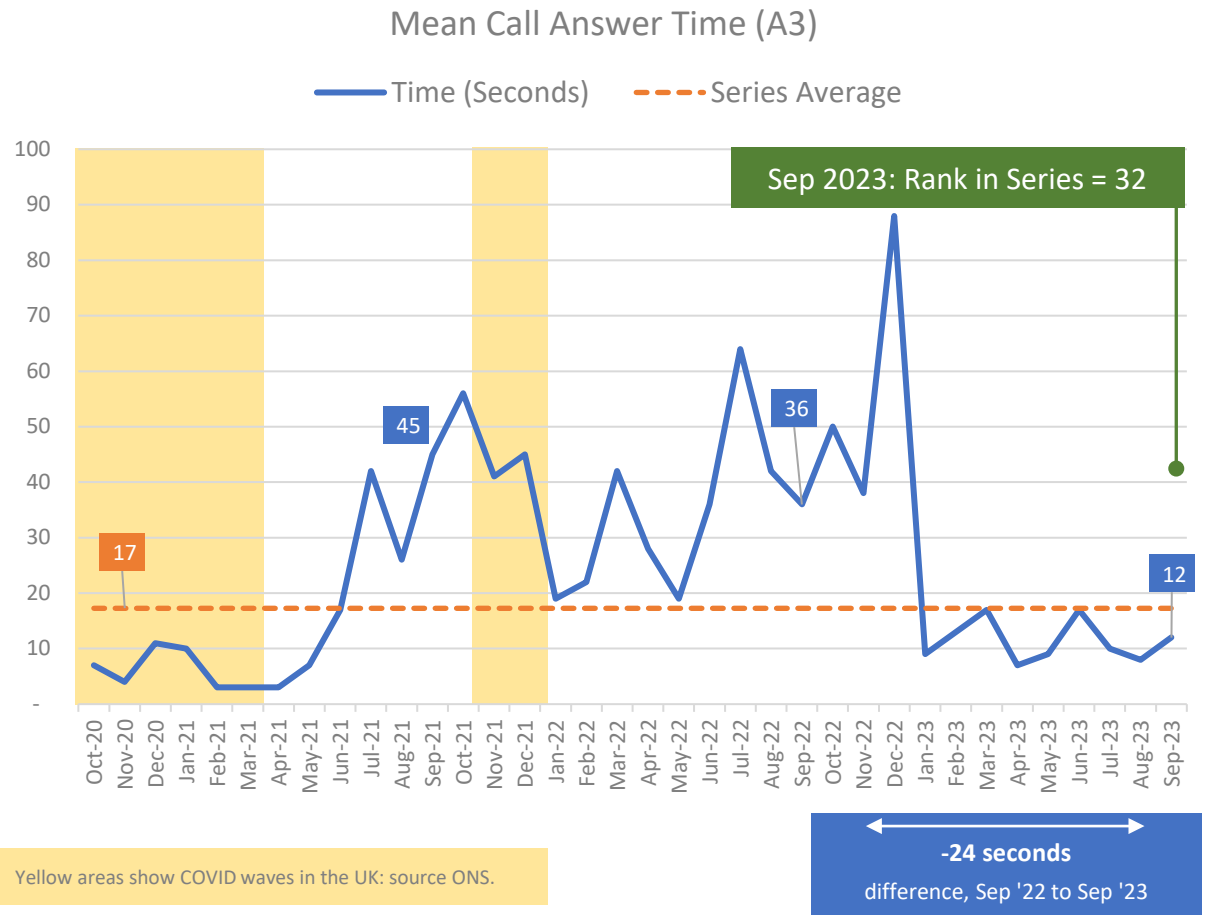

## 3. Annualised Data



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

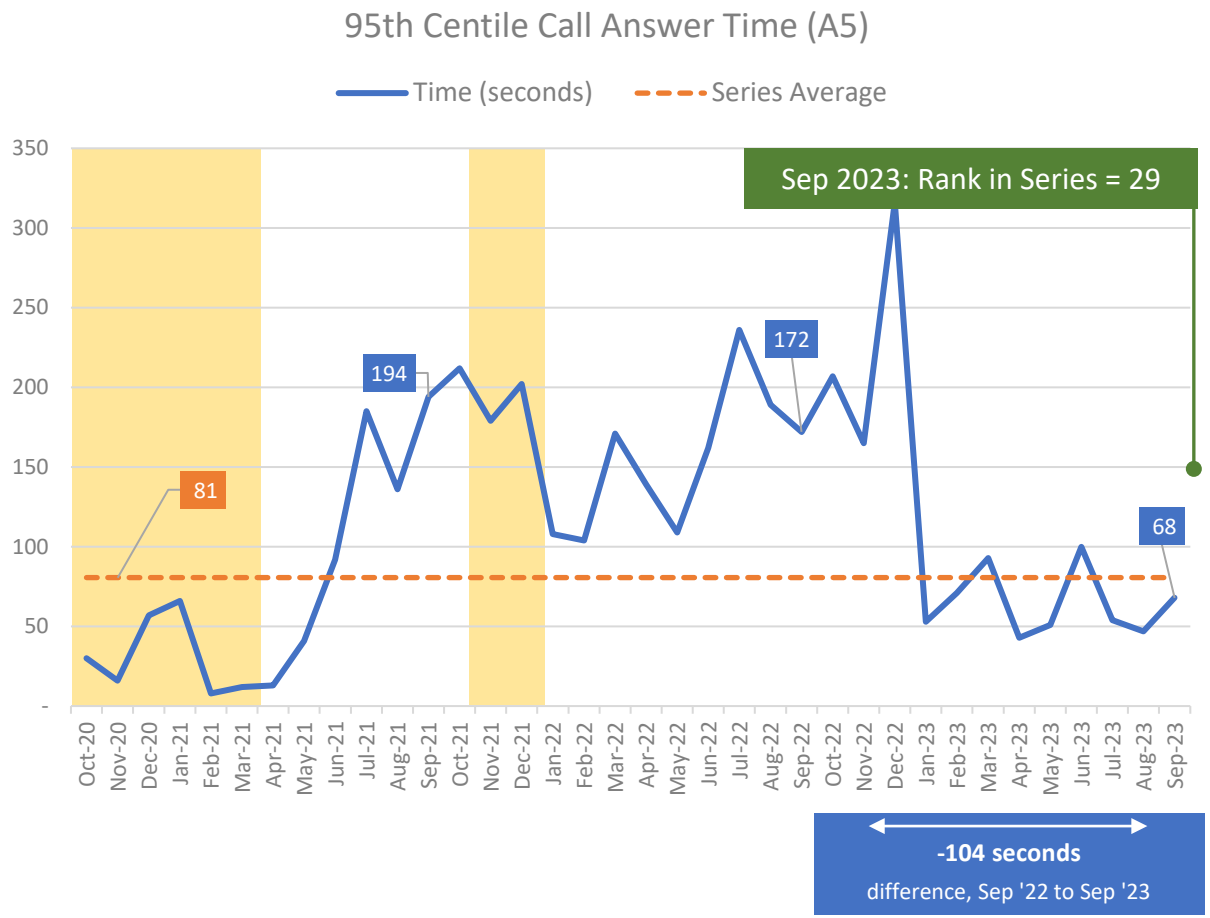
Both Mean, and 90th Centile call answer times slowed in September, reaching 12-seconds and 68-seconds respectively. However, both these figures remain below their series average, and are significantly faster than the answer-times seen in September 2022.

## 1. Mean




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

## 2. 95th Centile



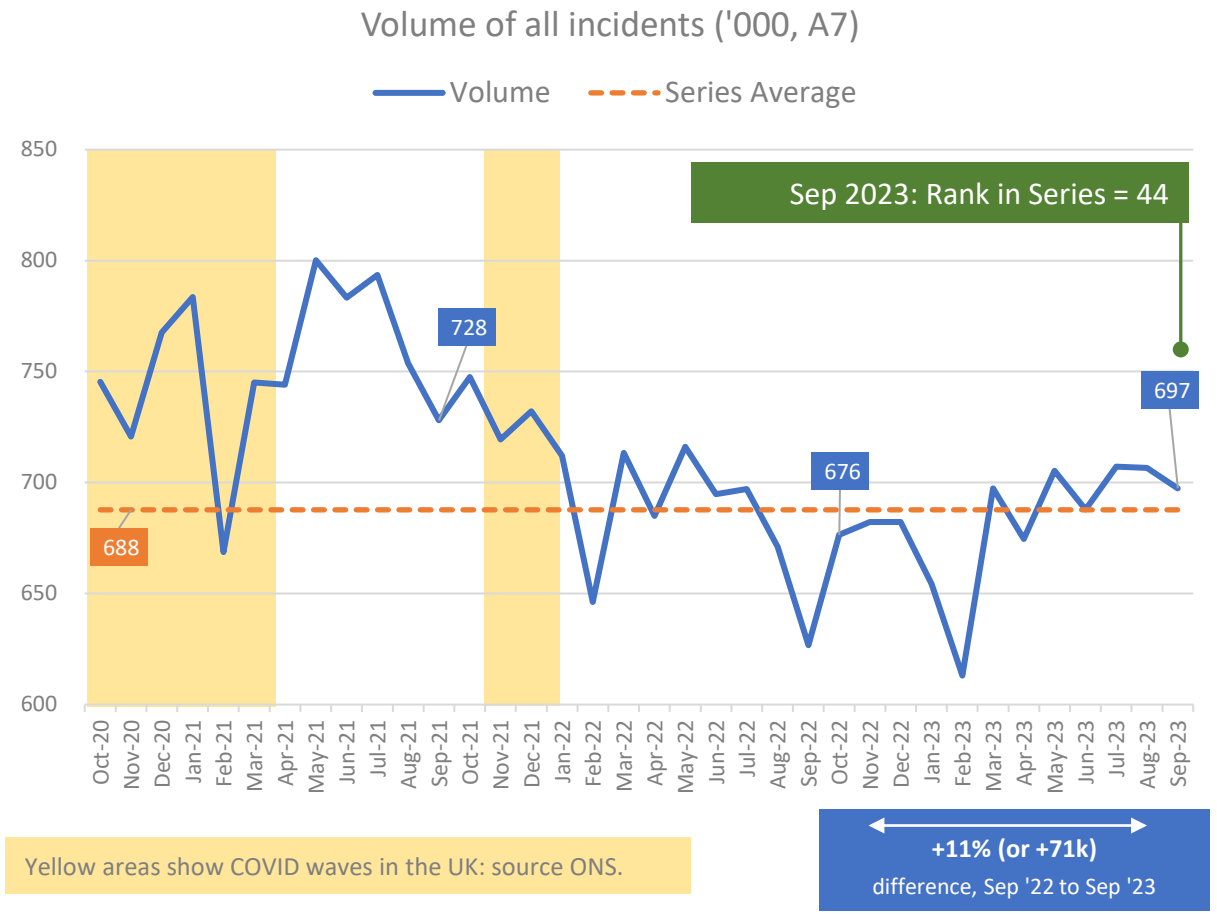
# Section 2

## Incidents and Response Time, by Category

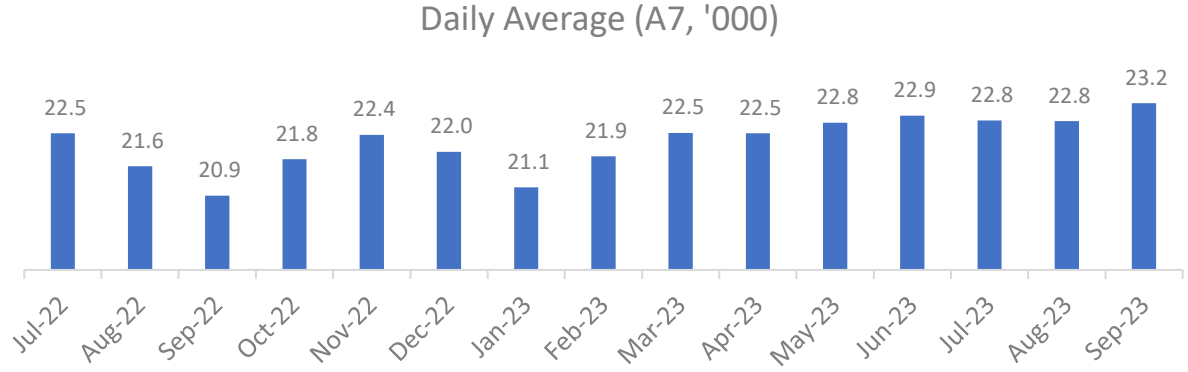
# 10. Demand: All Incidents (A7)

The monthly volume of incidents decreased to 697-thousand in September - although this represents an increase of 71-thousand incidents compared with September 2022. The daily average reached 23.2-thousand incidents – the highest since November 2021, which had a daily average of 24.0-thousand.

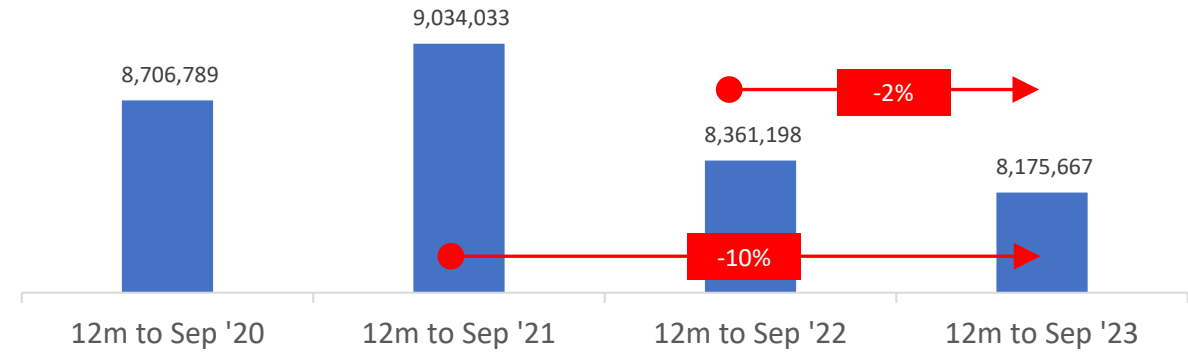
## 1. Monthly




## 2. Average Daily Volume



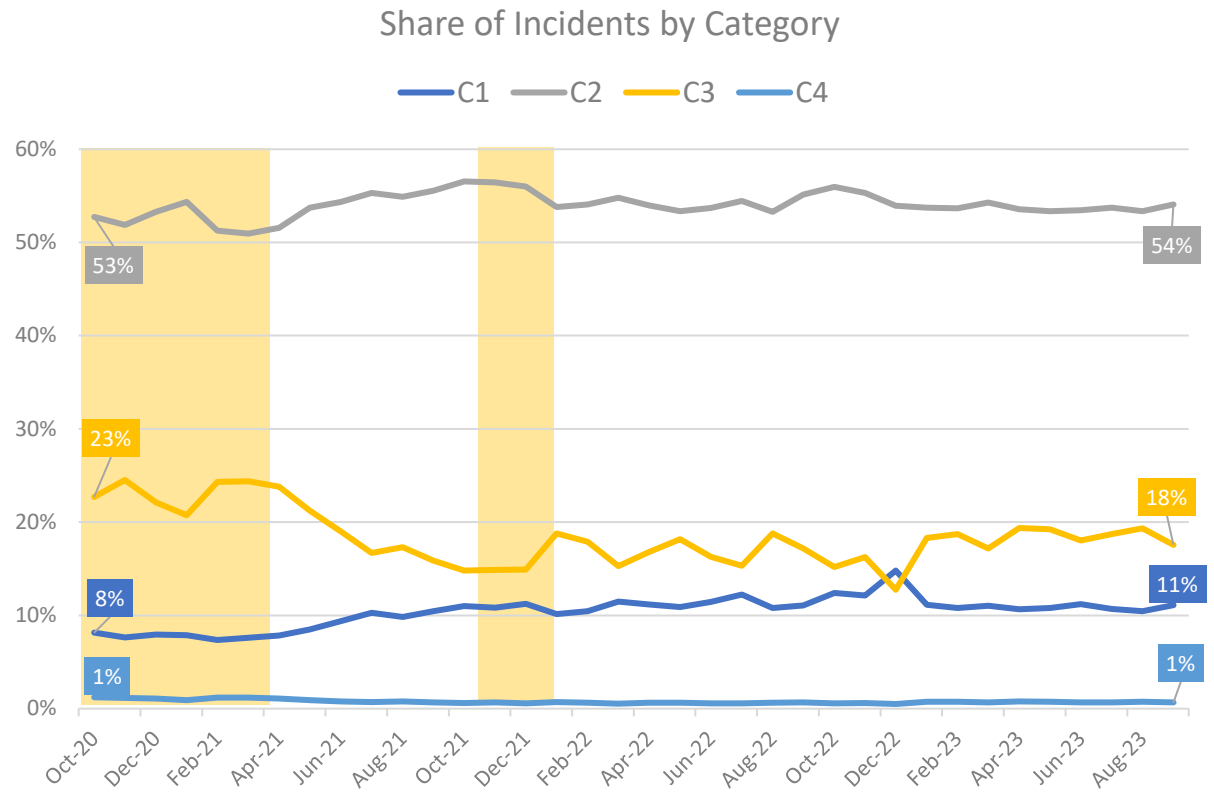

## 3. Annualised Data



# 11. Demand: Share of Incidents by Category

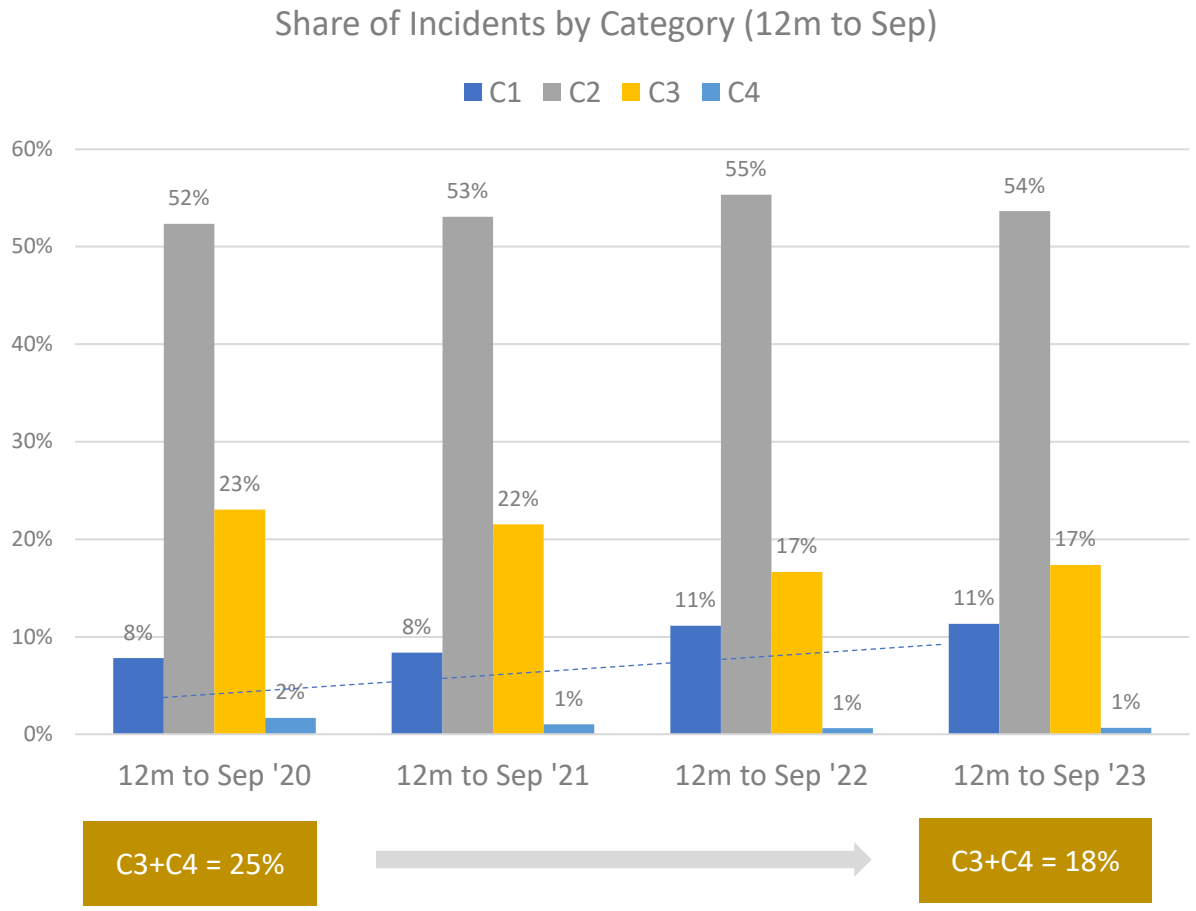
Distribution of incidents remained relatively steady in September. Compared with the previous month, there was a slight uplift in Category-1 and Category-2 as proportions of the total, with a corresponding decrease in Category-3 and Category-4.

## 1. Monthly




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

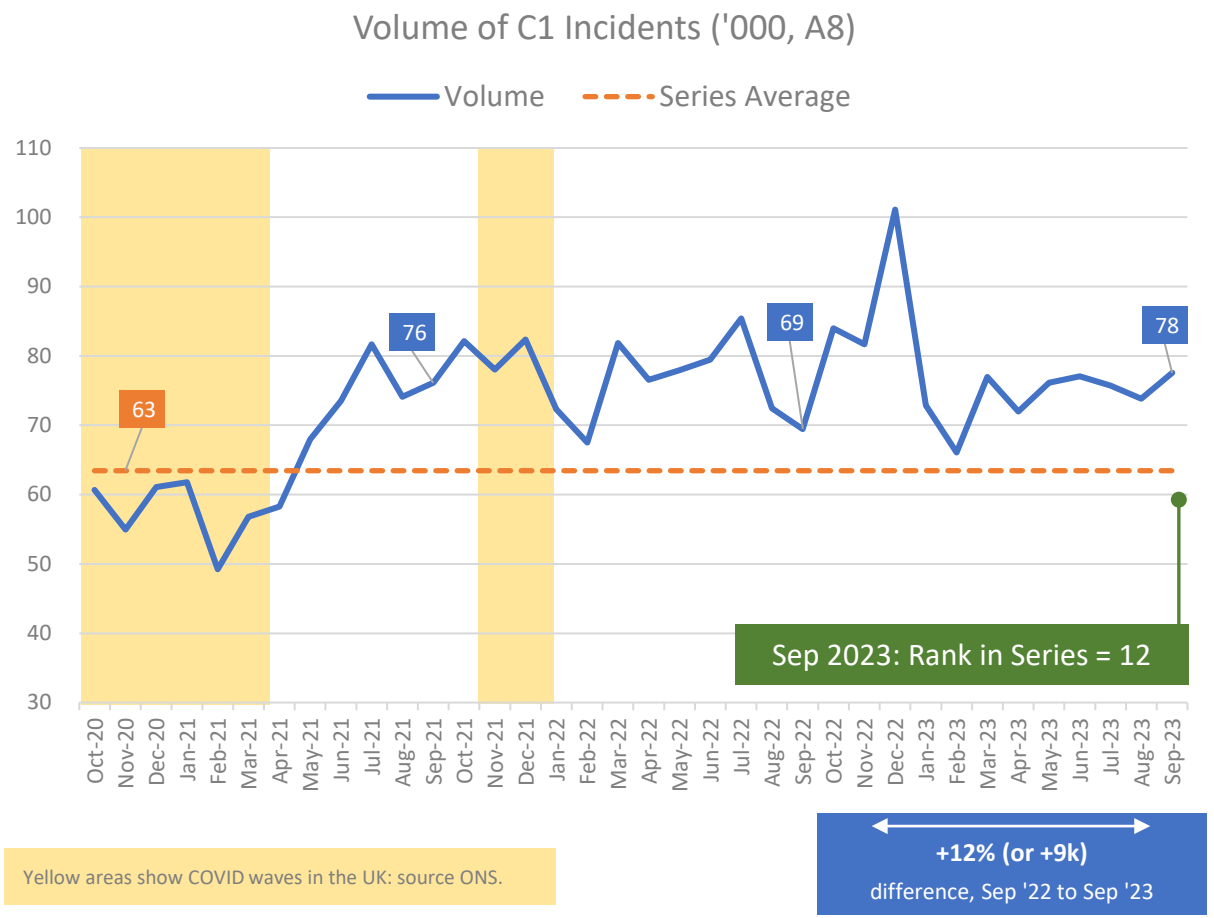
## 2. Annualised Data



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

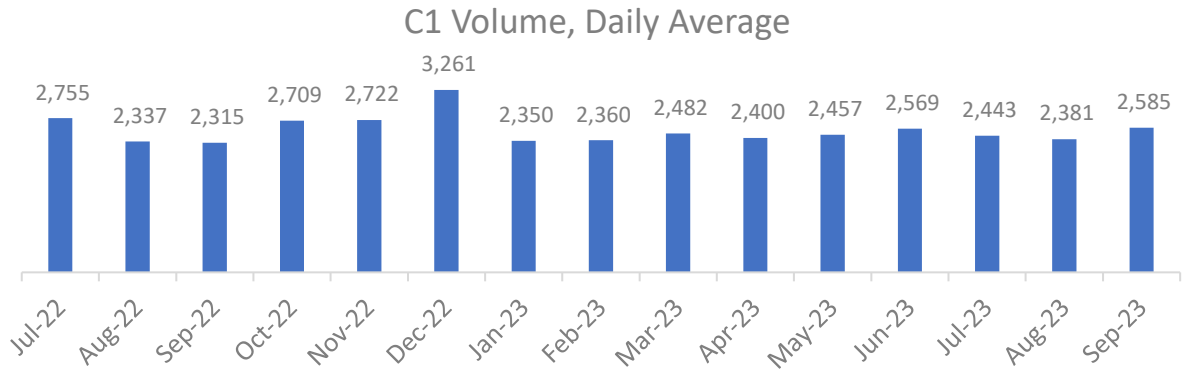
Category-1 volume increased to 78-thousand incidents across the month – the 12th highest volume to date, and 9-thousand greater than September 2022. The daily average reached its highest since December 2022, while annualised volume shows a 1% increased compared with the previous period.

## 1. Monthly

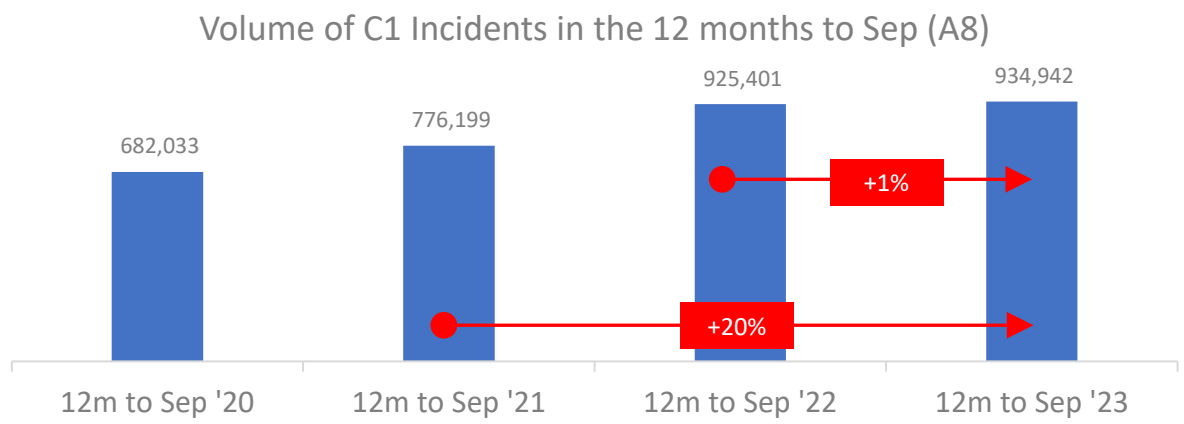



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



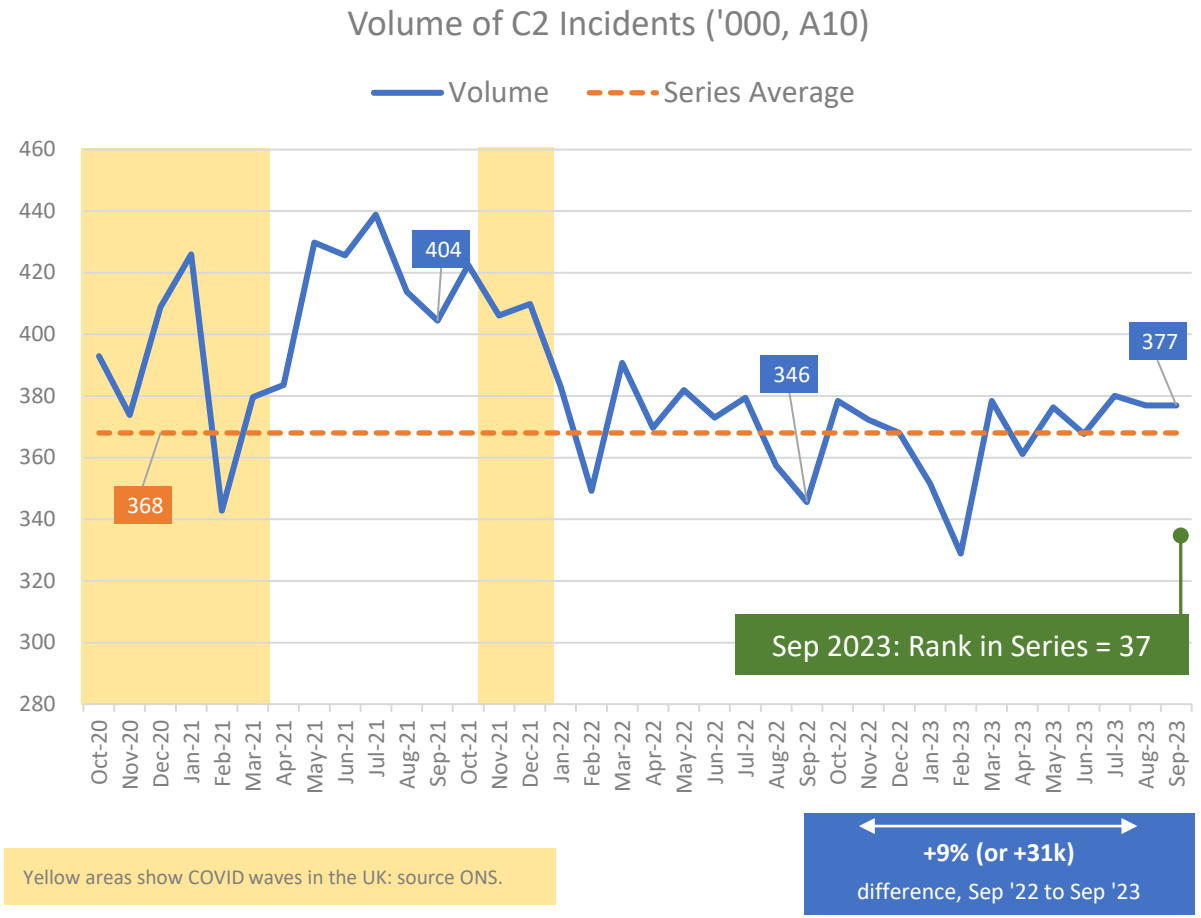

## 3. Annualised Data



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

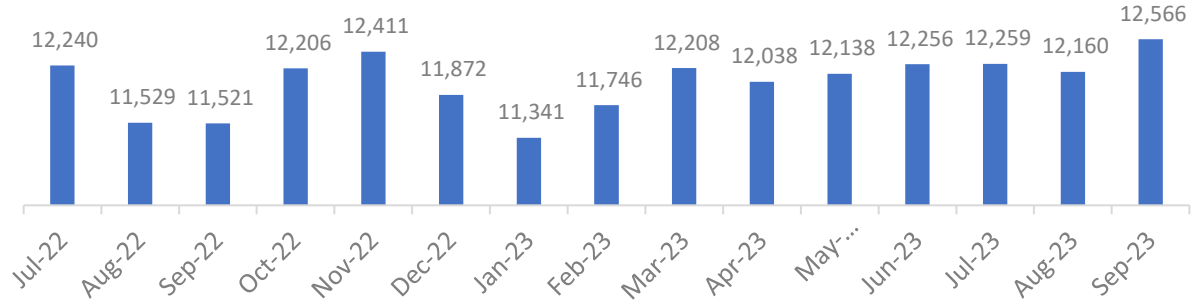
Category-2 volume remained largely unchanged from August, but was 31-thousand incidents greater than in September 2022. The daily average for September was at its highest since April 2022.

## 1. Monthly

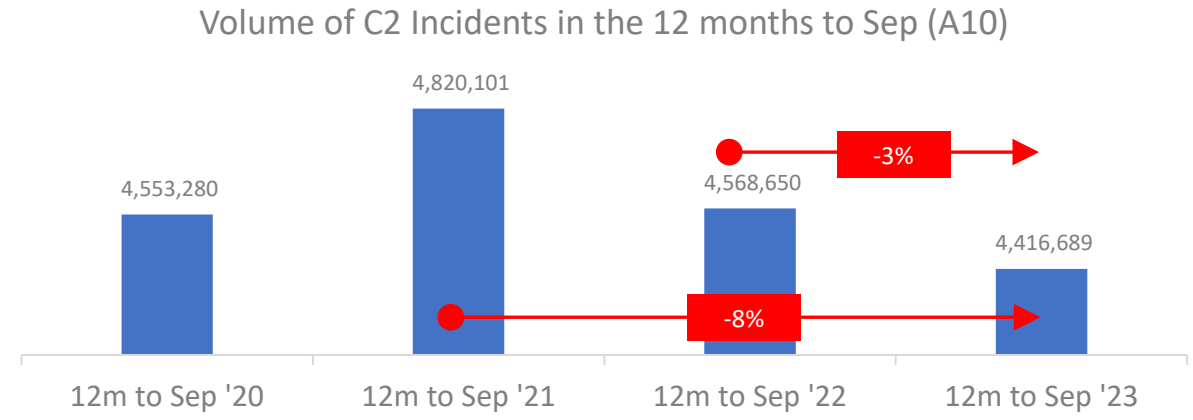



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



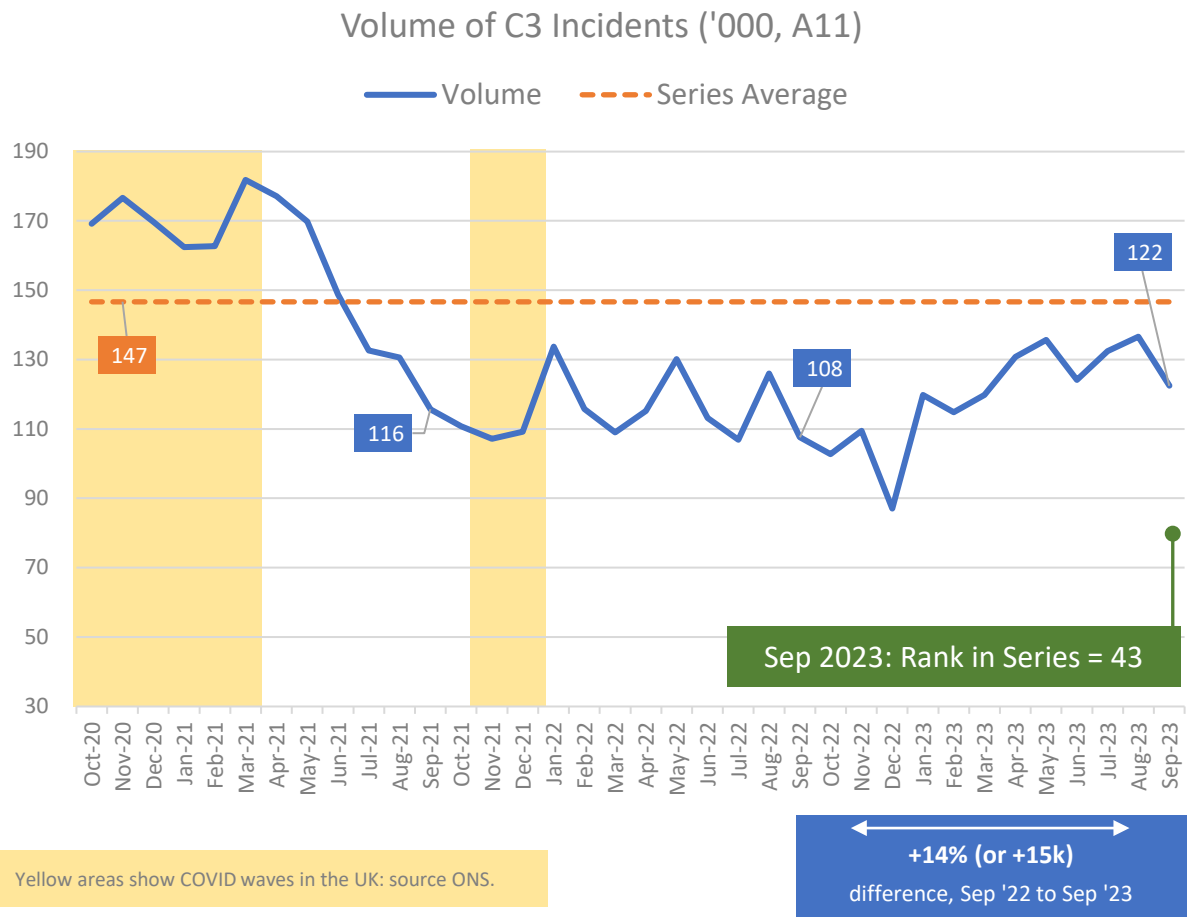

## 3. Annualised Data



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

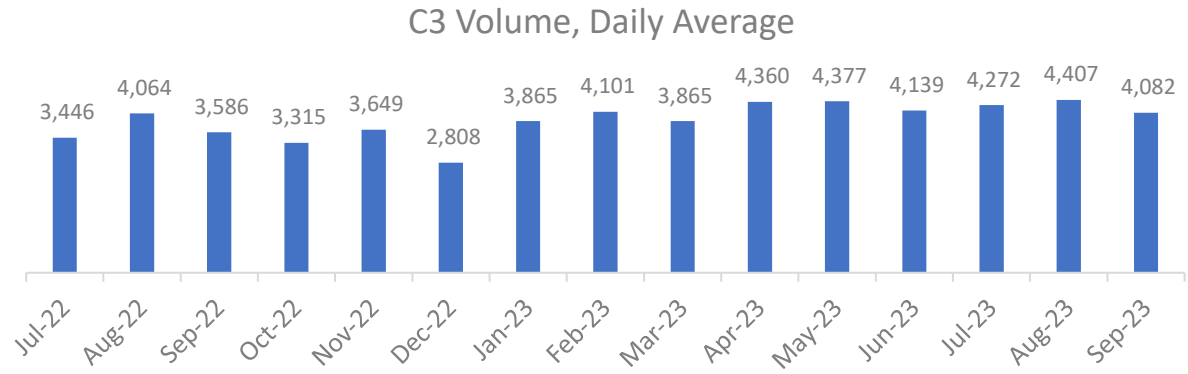
Following two months increases, Category-3 incidents dropped to 122-thousand, although this was greater than September 2022 by 15-thousand incidents.

## 1. Monthly

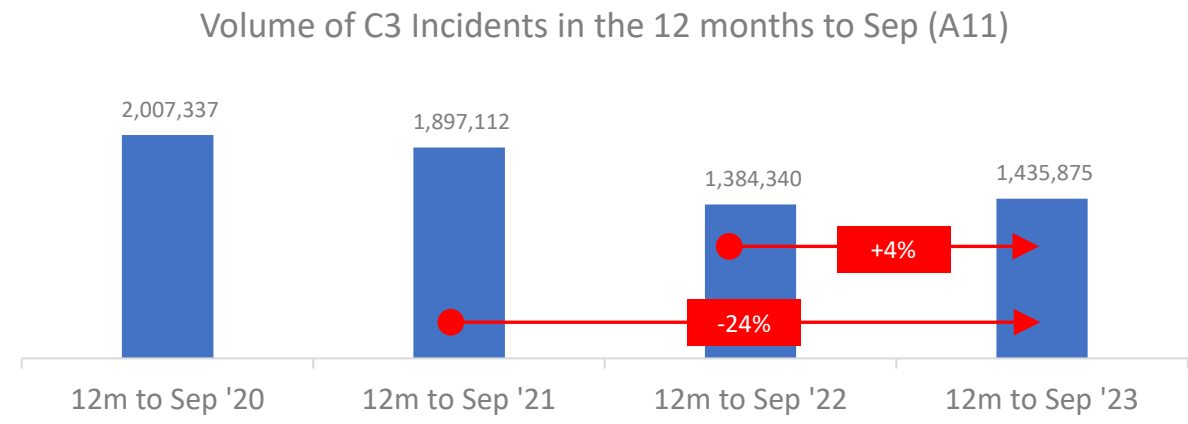



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



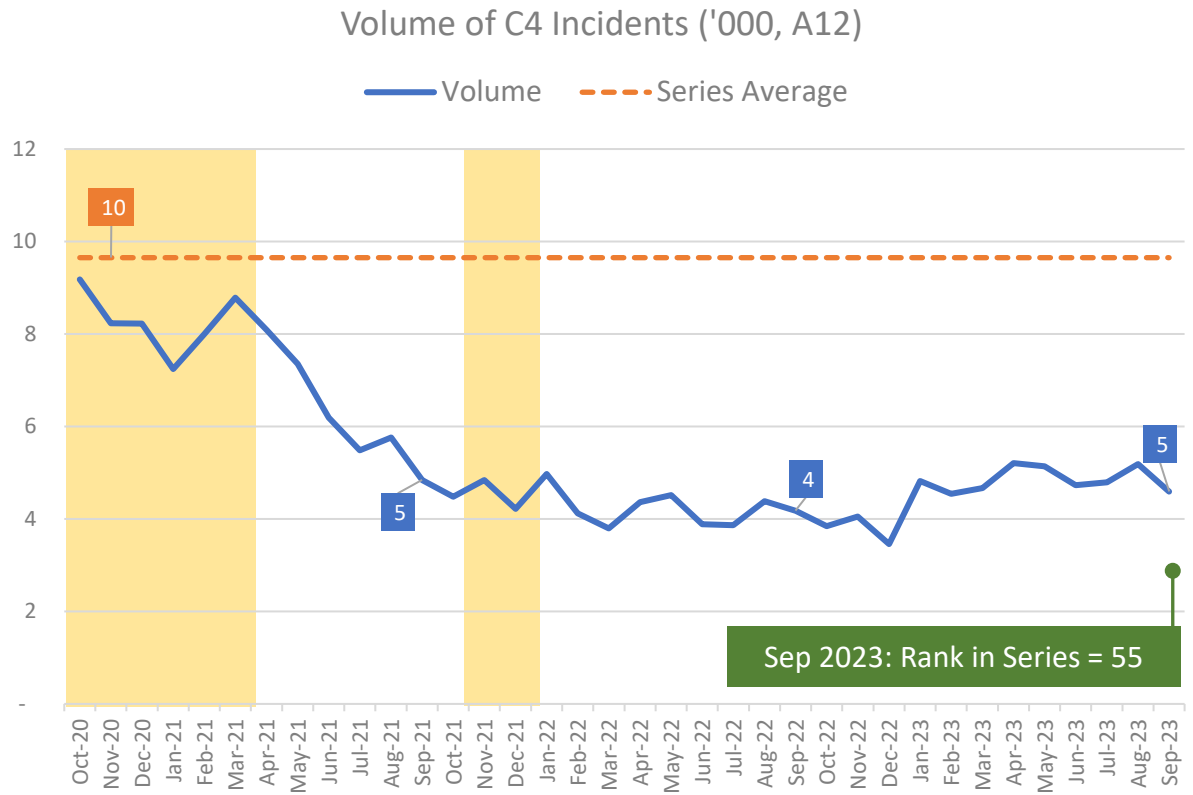

## 3. Annualised Data



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

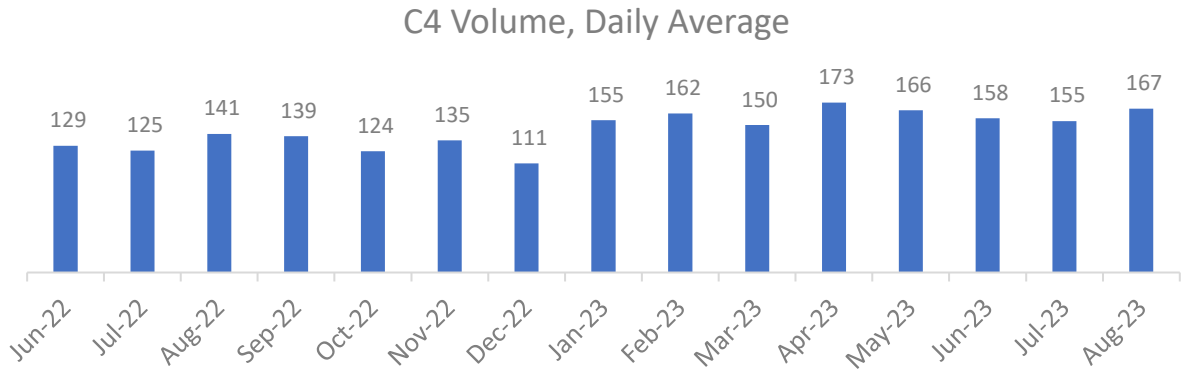
Category-4 incidents saw a dip in monthly volume balanced by an increase in the daily average. Annualised volume show there were over 3-thousand more Category-3 incidents recorded in the most recent period compared with the previous – although 86-thousand fewer than four-years ago.

## 1. Monthly

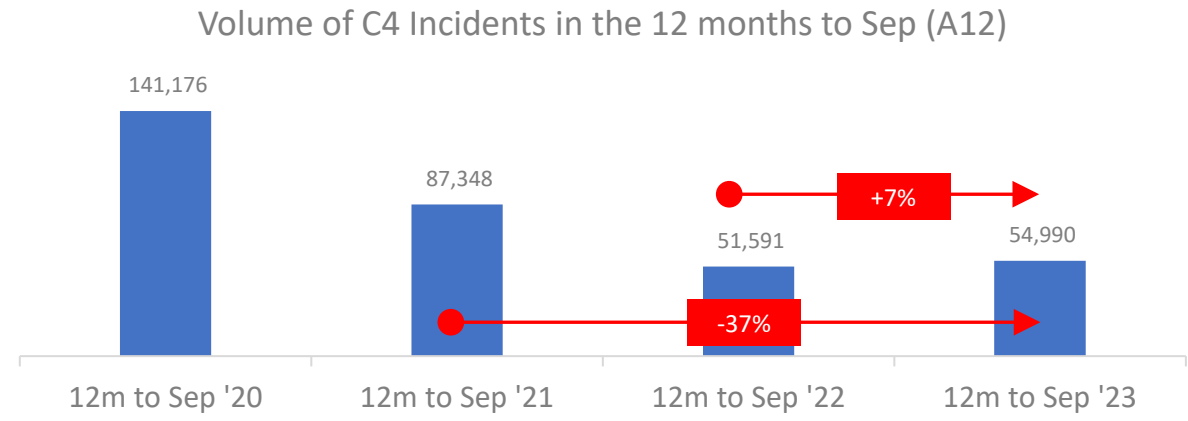



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



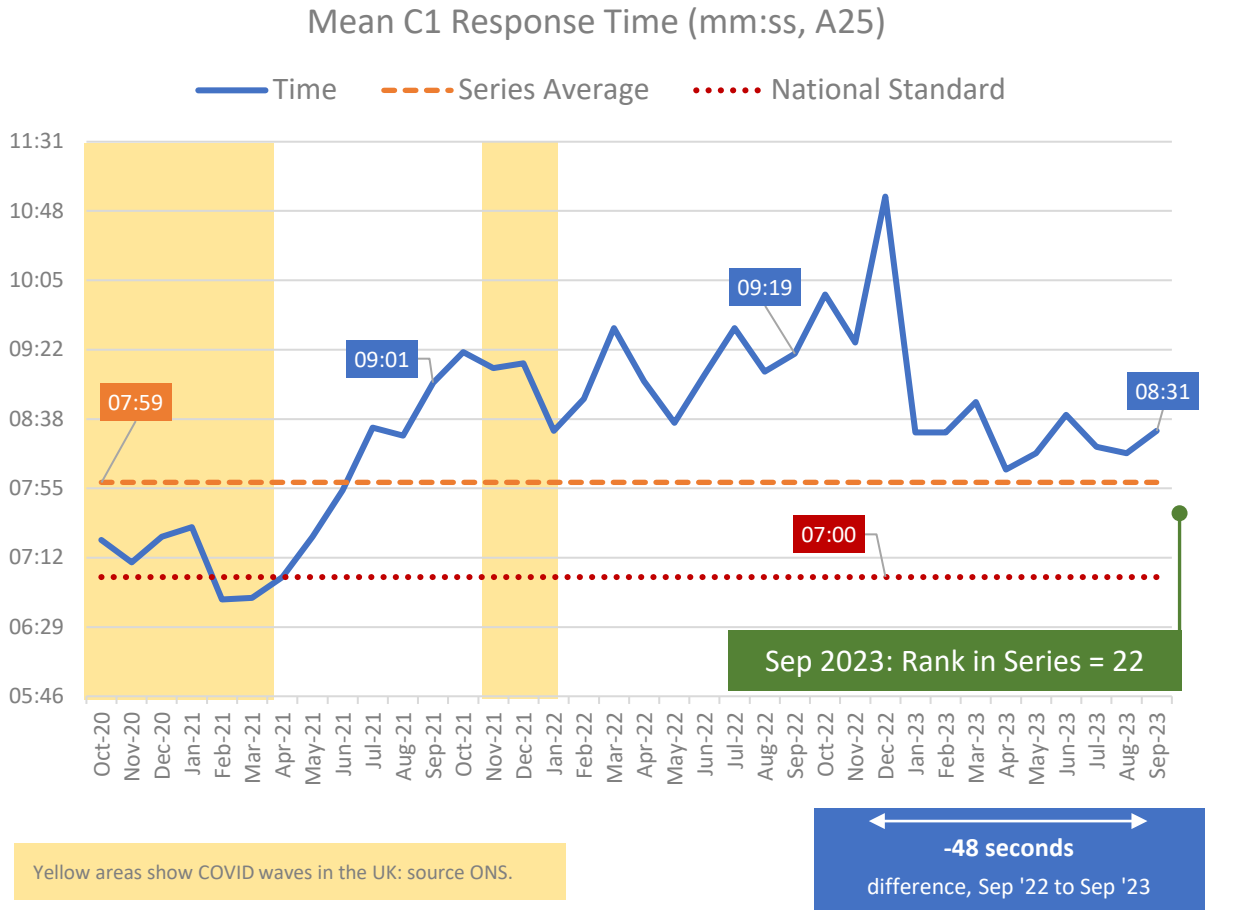

## 3. Annualised Data



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

Mean Category-1 response times slowed by 14 seconds, and 90th Centile by 21 seconds, between August and September. While the mean remains slower that its seven-minute national standard, the 90th centile measure has now fluctuated around its 15-minute standard for most of 2023.

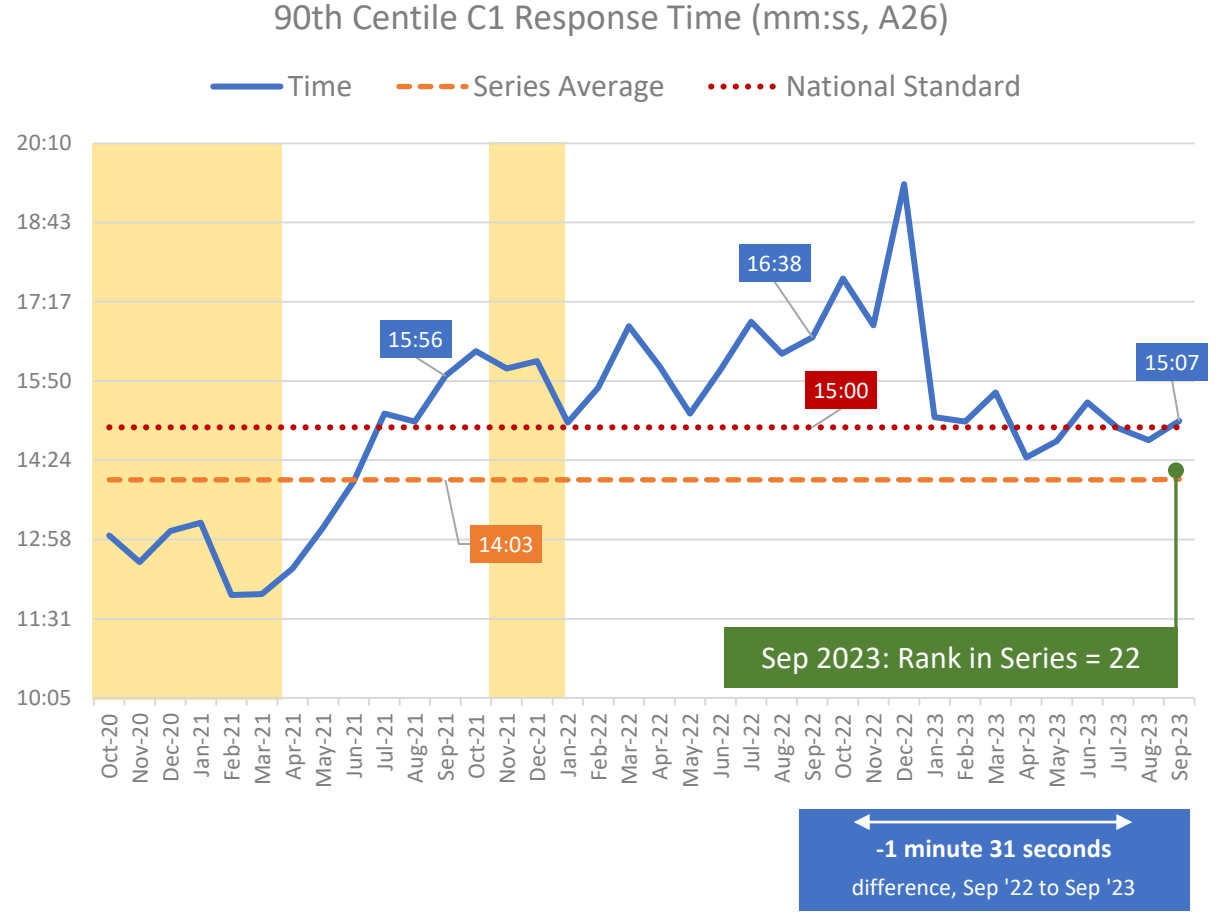
## 1. Mean




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

**-48 seconds**
difference, Sep '22 to Sep '23

## 2. 90th Centile

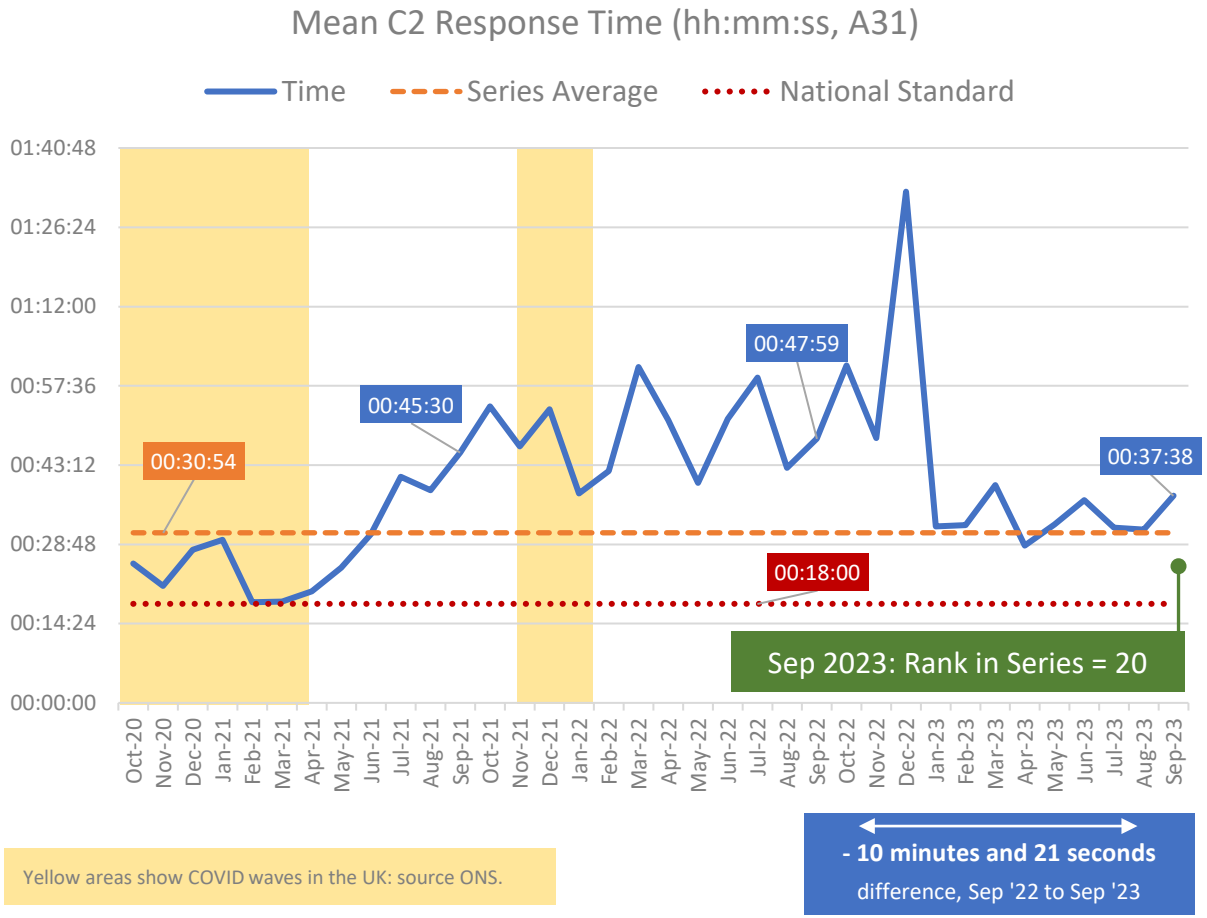



**-1 minute 31 seconds**
difference, Sep '22 to Sep '23

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

Category-2 incidents saw response times slow for both measures. The Mean increased to 37-and-a-half minutes, and the 90th Centile to one-hour and 21-minutes. Although both slower than their relevant national standards, equally these times are faster than those recorded in September 2022.

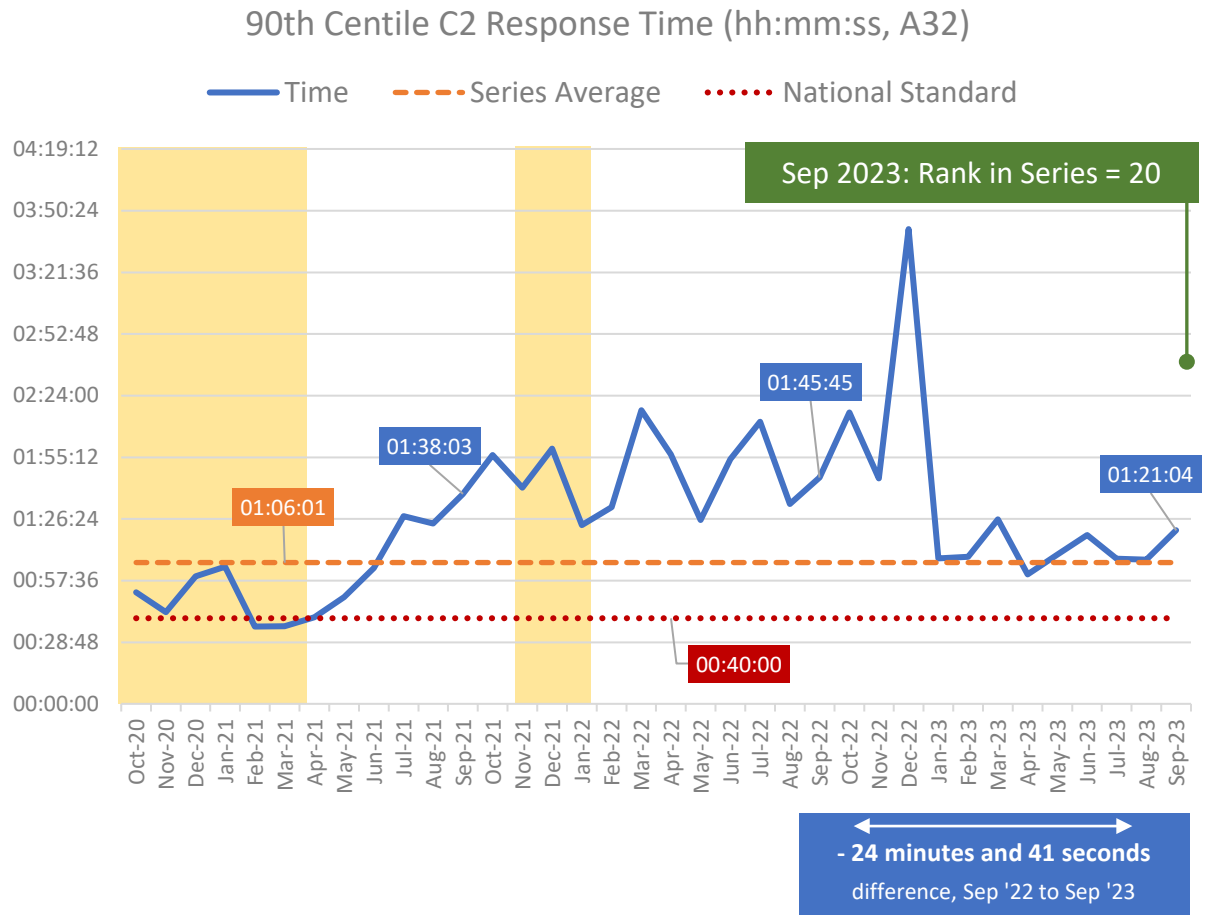
## 1. Mean




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

**- 10 minutes and 21 seconds**
difference, Sep '22 to Sep '23

## 2. 90th Centile

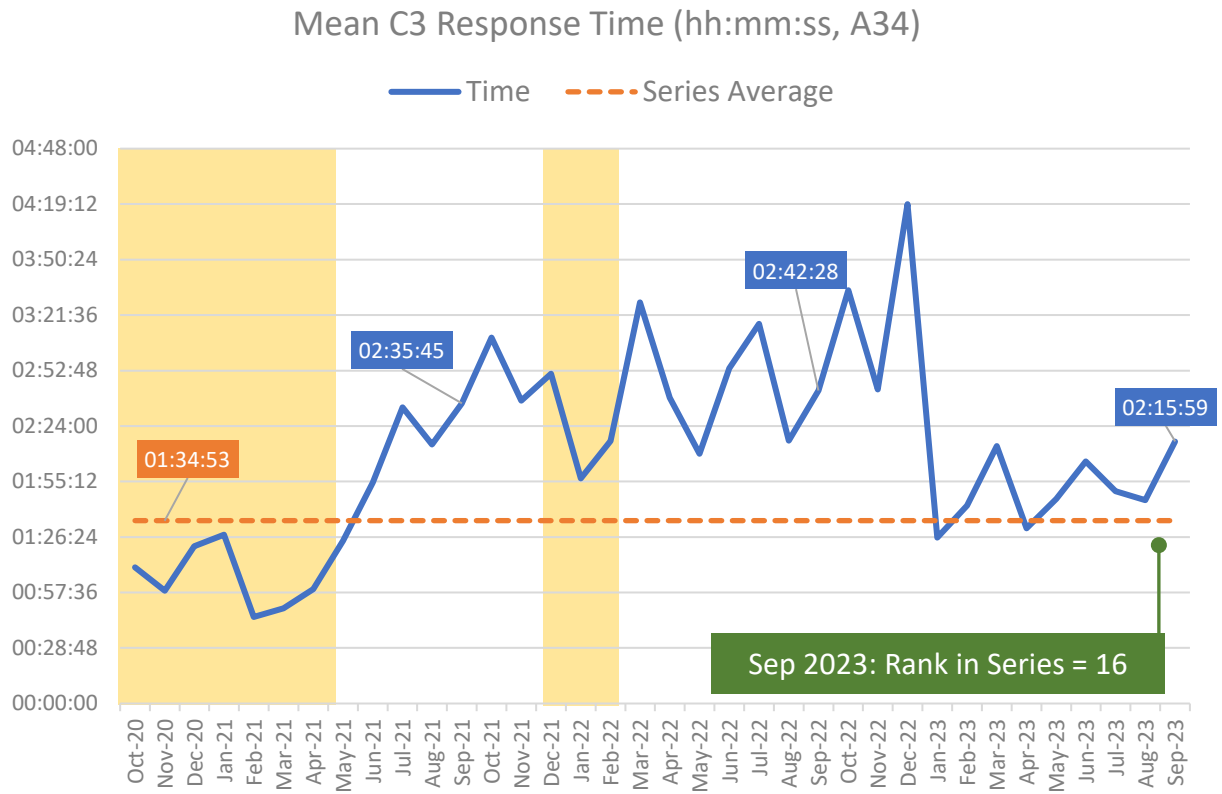



**- 24 minutes and 41 seconds**
difference, Sep '22 to Sep '23

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

Category-3 response slowed in September, recording the slowest times in 2023 to-date. Once again, however, the current response times are faster than those seen 12-months ago by some margin – although the 90th Centile measure is more than double its two-hour national standard.

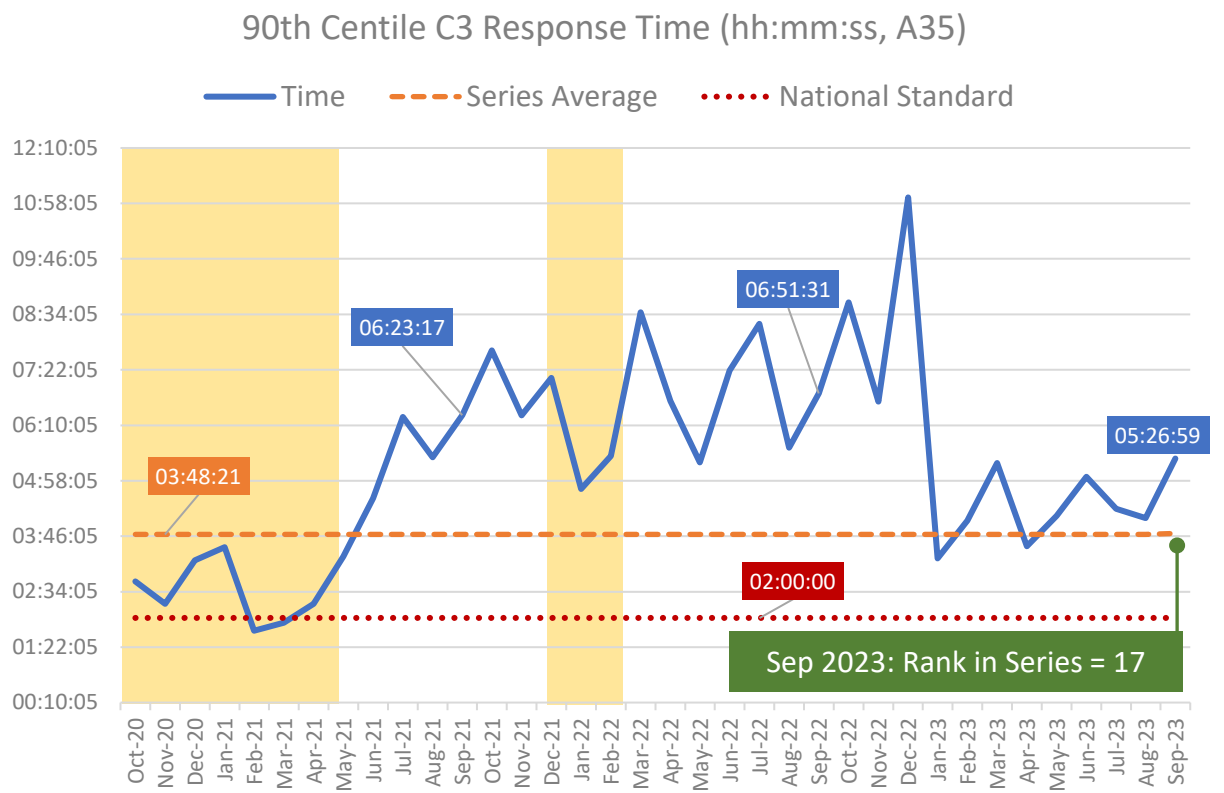
## 1. Mean




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

**-26 minutes and 29 seconds**
difference, Sep '22 to Sep '23

## 2. 90th Centile

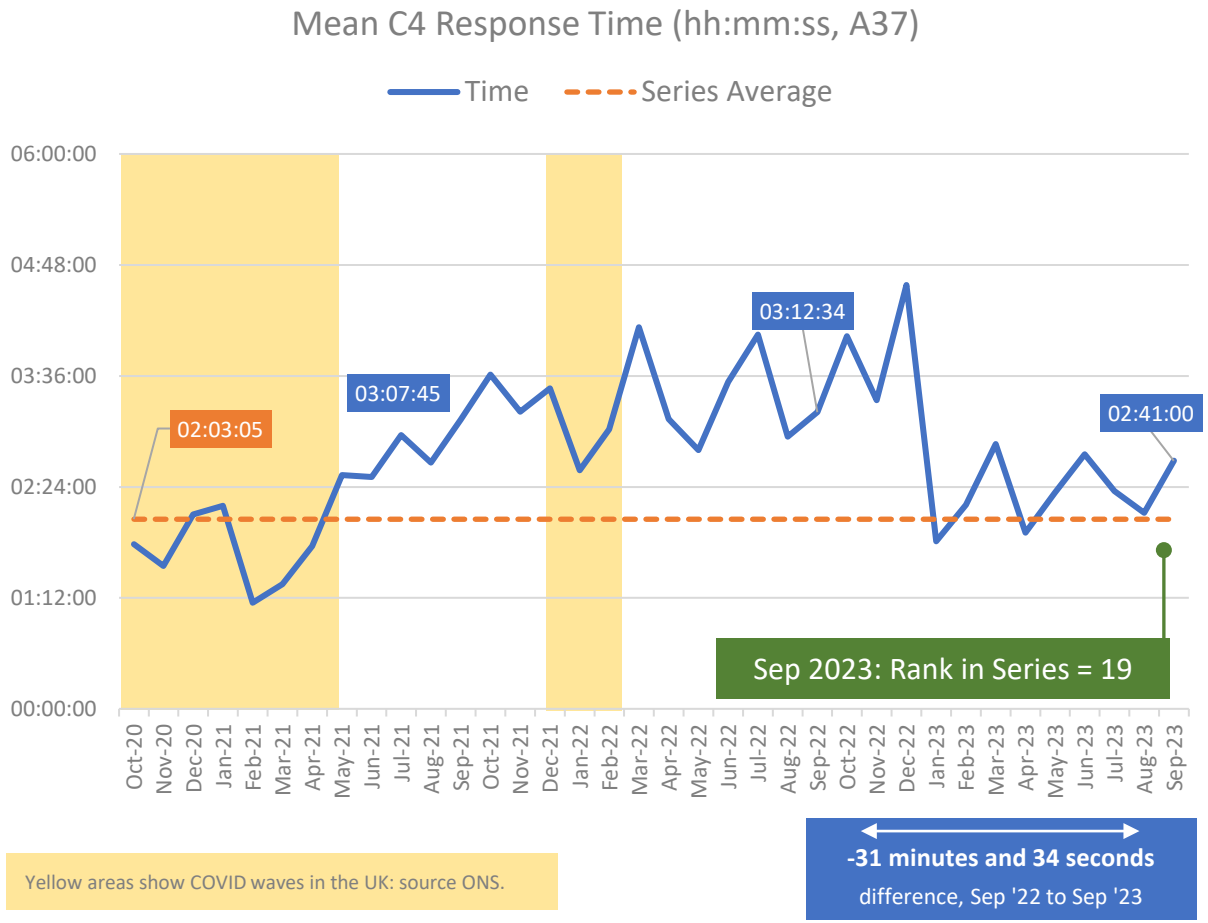



**-1 hours and 24 minutes**
difference, Sep '22 to Sep '23

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

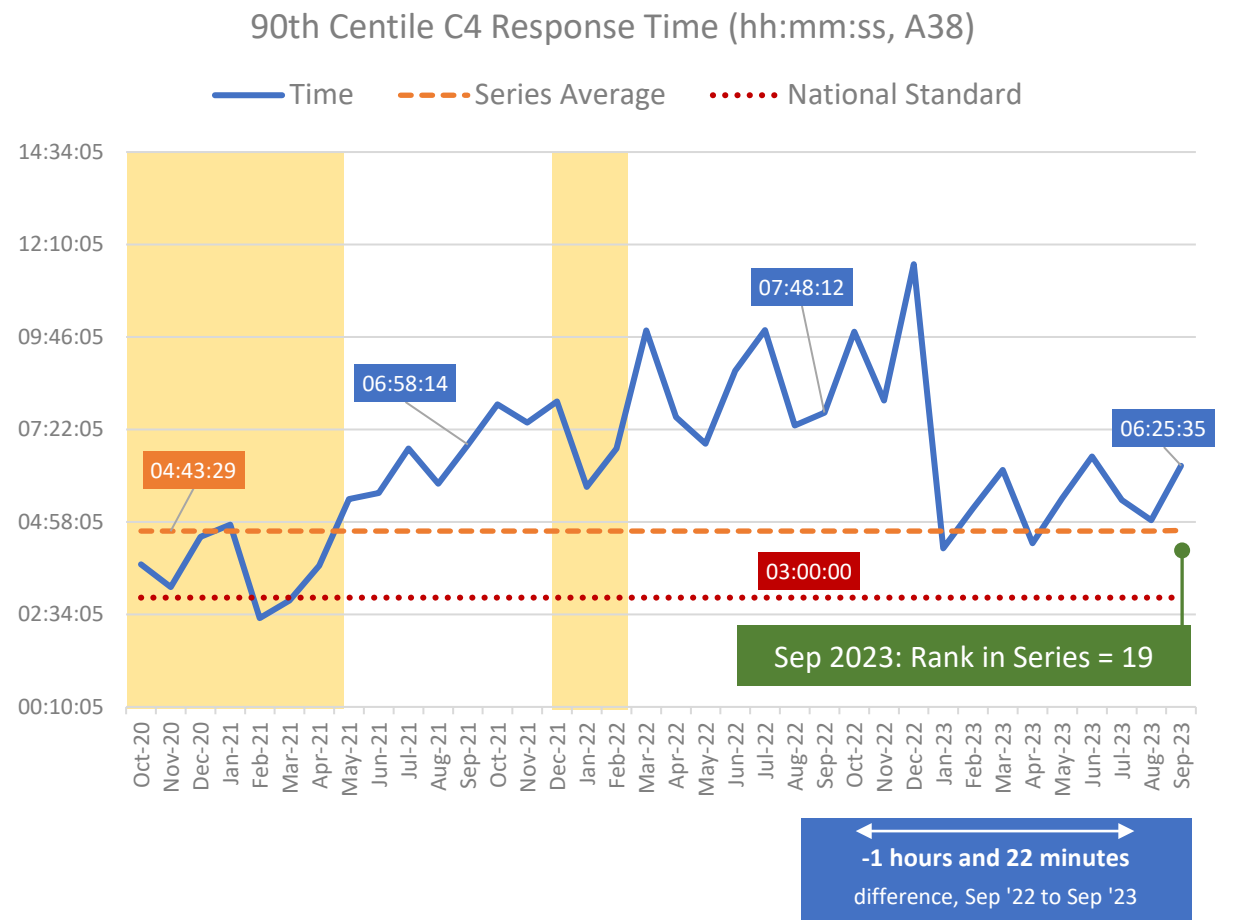
Category-4 response times slowed in September by 40-minutes (Mean) and 90-minutes (90th Centile). Although faster than September 2022, the current response times are some of the slowest seen in 2023 to-date, with the 90th Centile measure exceeding its national standard by more than three hours.

## 1. Mean




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

## 2. 90th Centile



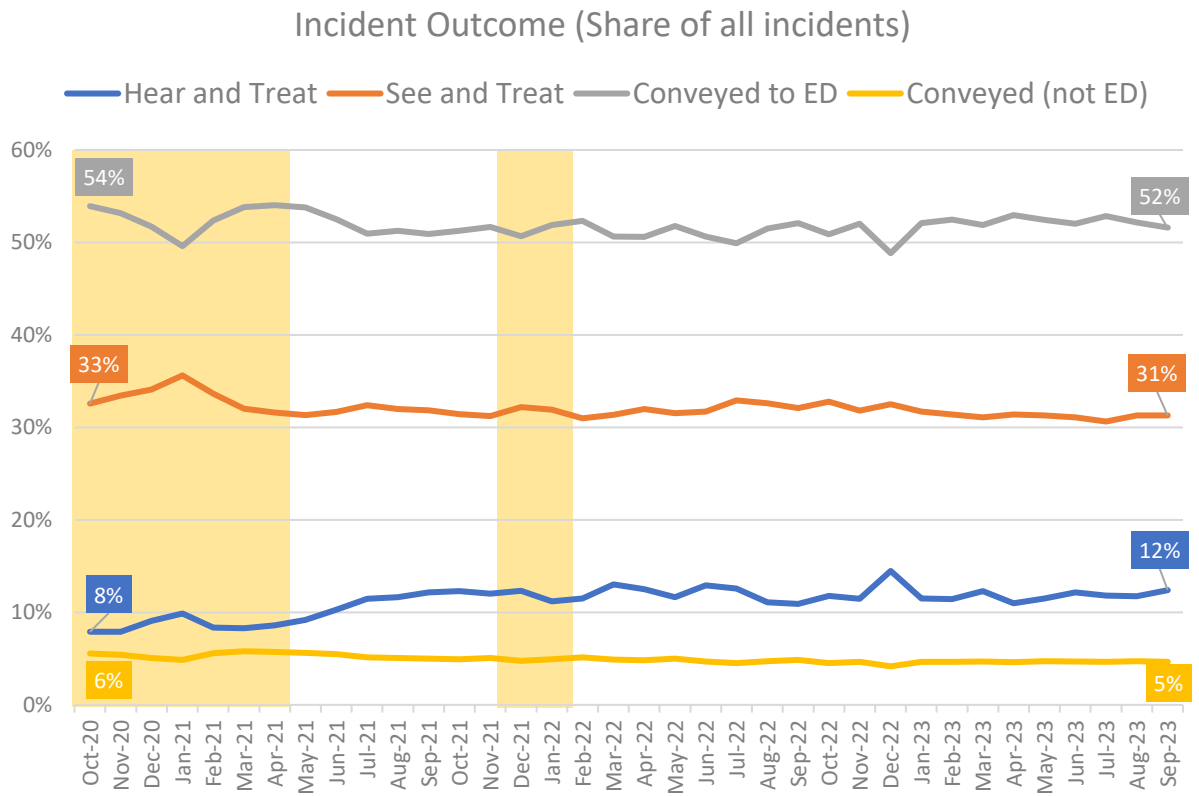
# Section 3

## Incidents by Response Outcome

# 21. Share of Incidents by Response Outcome

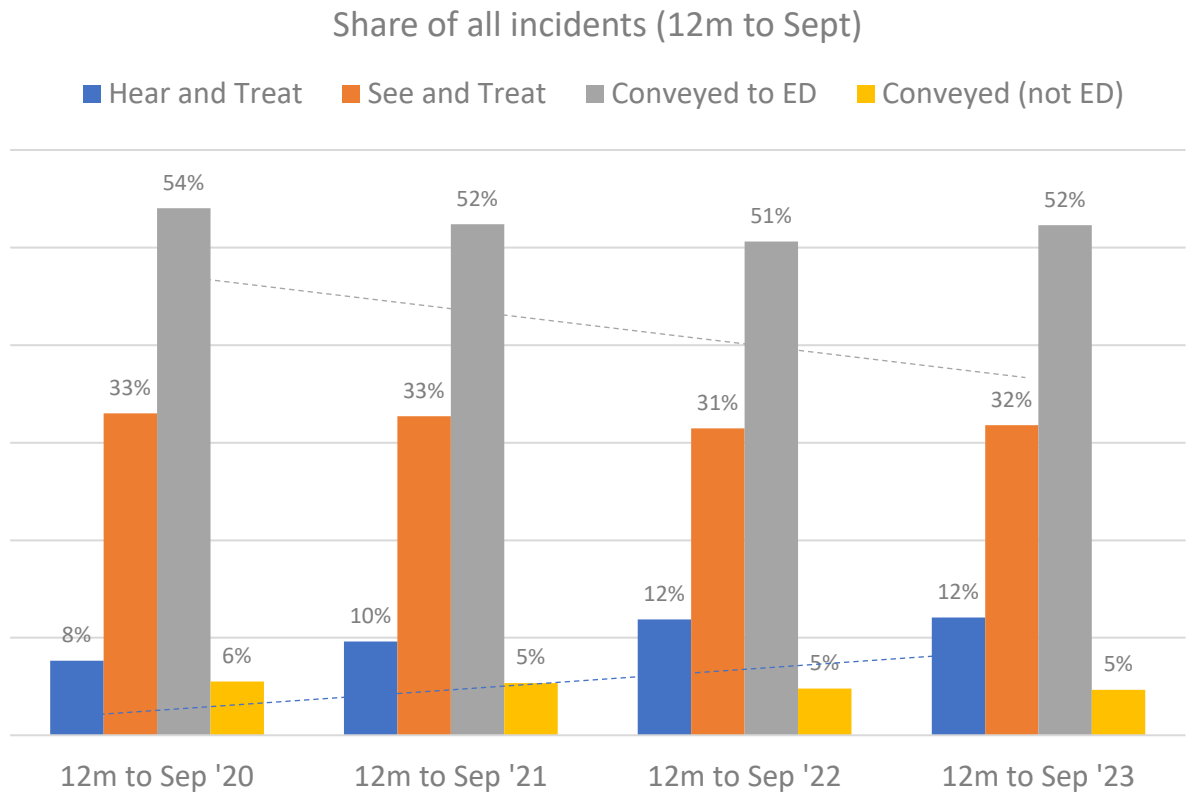
The share of incidents by response type was largely unchanged between August and September, although the long-term trend continues to show growth in the proportion of Hear-and-Treat incidents, while Conveyance rates remain relatively steady.

## 1. Monthly




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

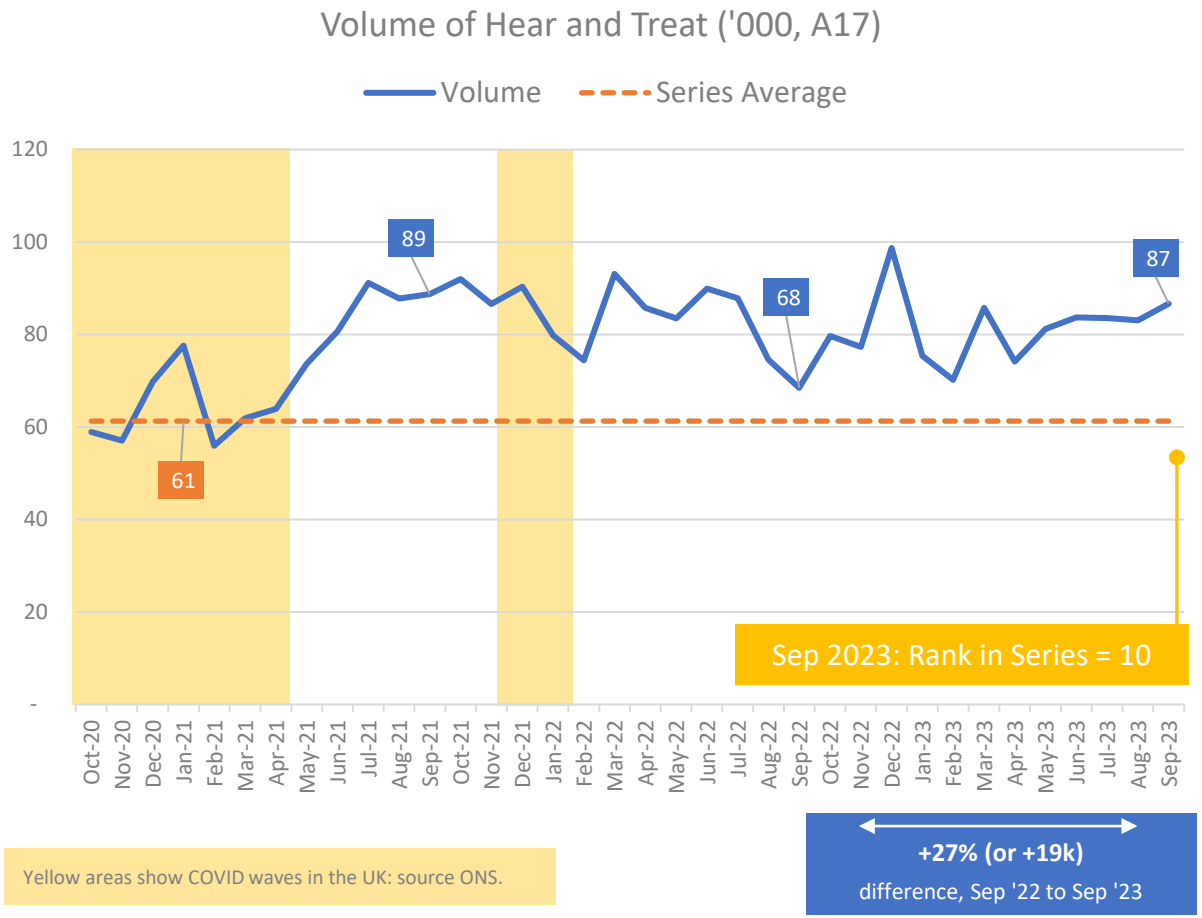
## 2. Annualised Data



# 22. Hear and Treat (measure A17)

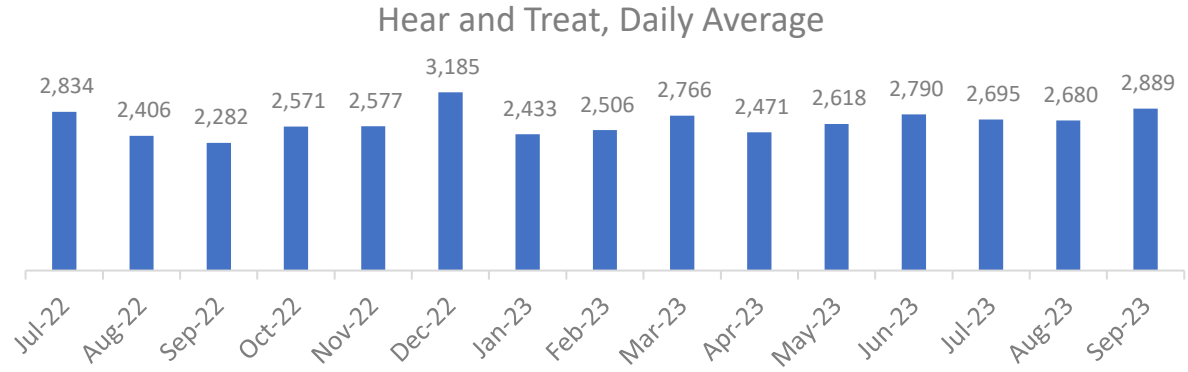
Volume of Hear-and-Treat responses increased in September, reaching its highest volume in 2023 so far – and returning the 10th highest volume to-date. There were 19-thousand more Hear-and-Treat responses in the most recent month compared with September 2022.

## 1. Monthly

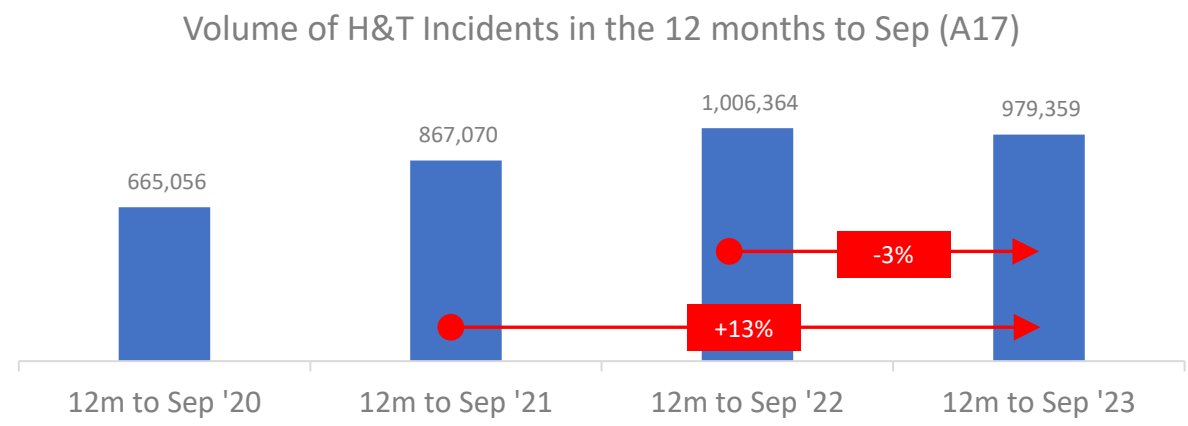



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



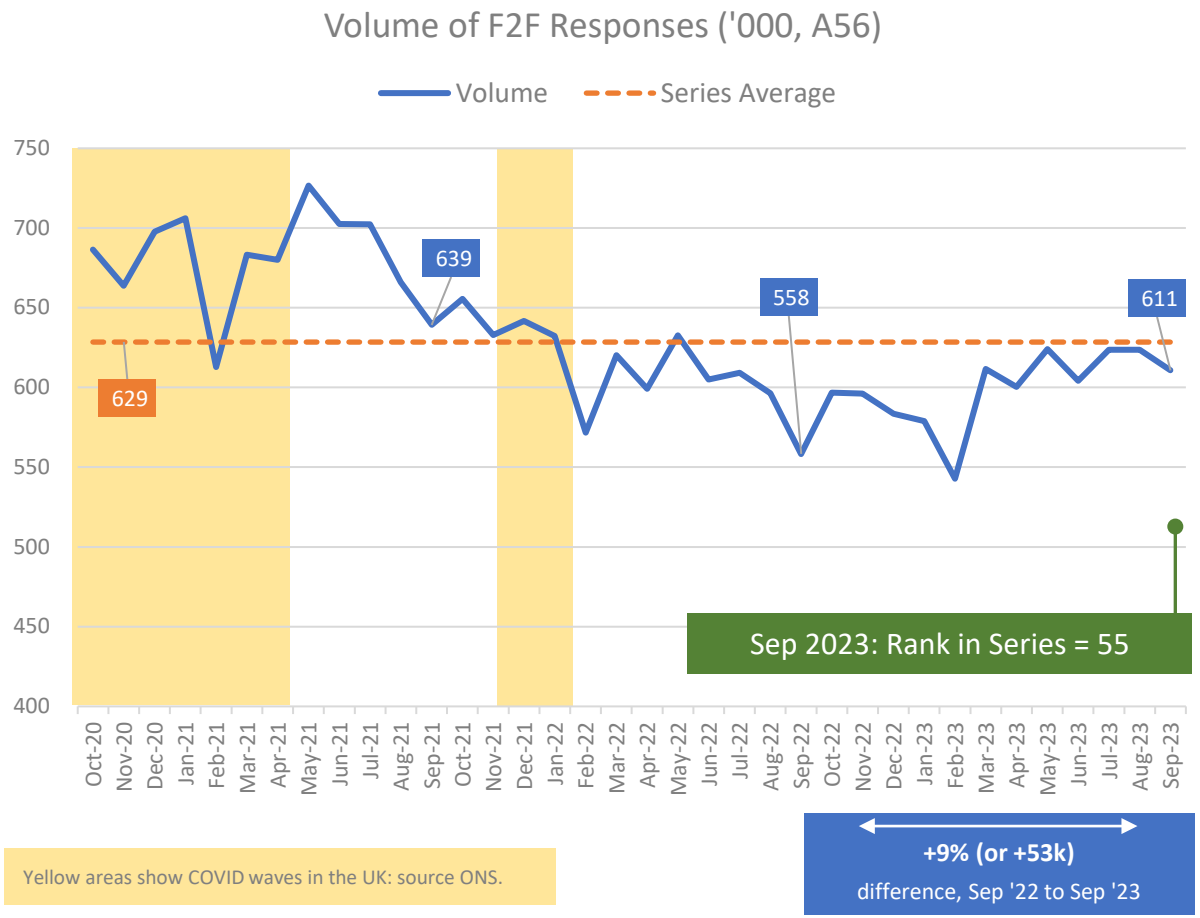

## 3. Annualised Data



# 23. Face to Face (measure A56)

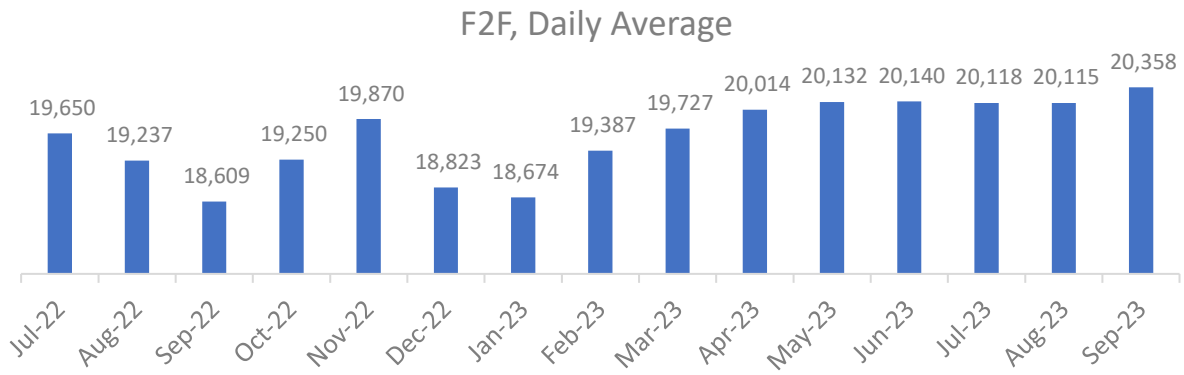
Face-to-Face responses dropped from 629-thousand in August to 611-thousand in September, but exceeded September 2022 by 54-thousand responses. The daily average increased, reaching its highest volume since May 2022.

## 1. Monthly

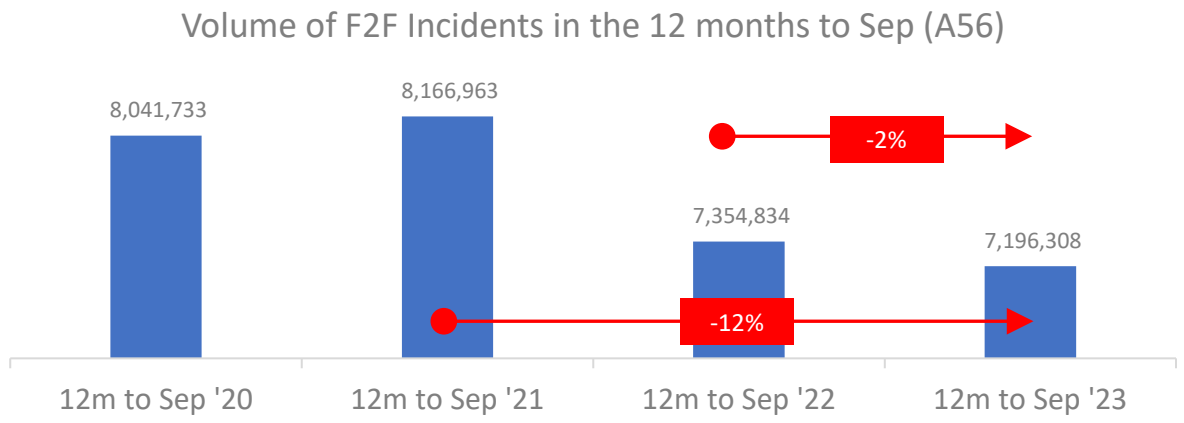



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



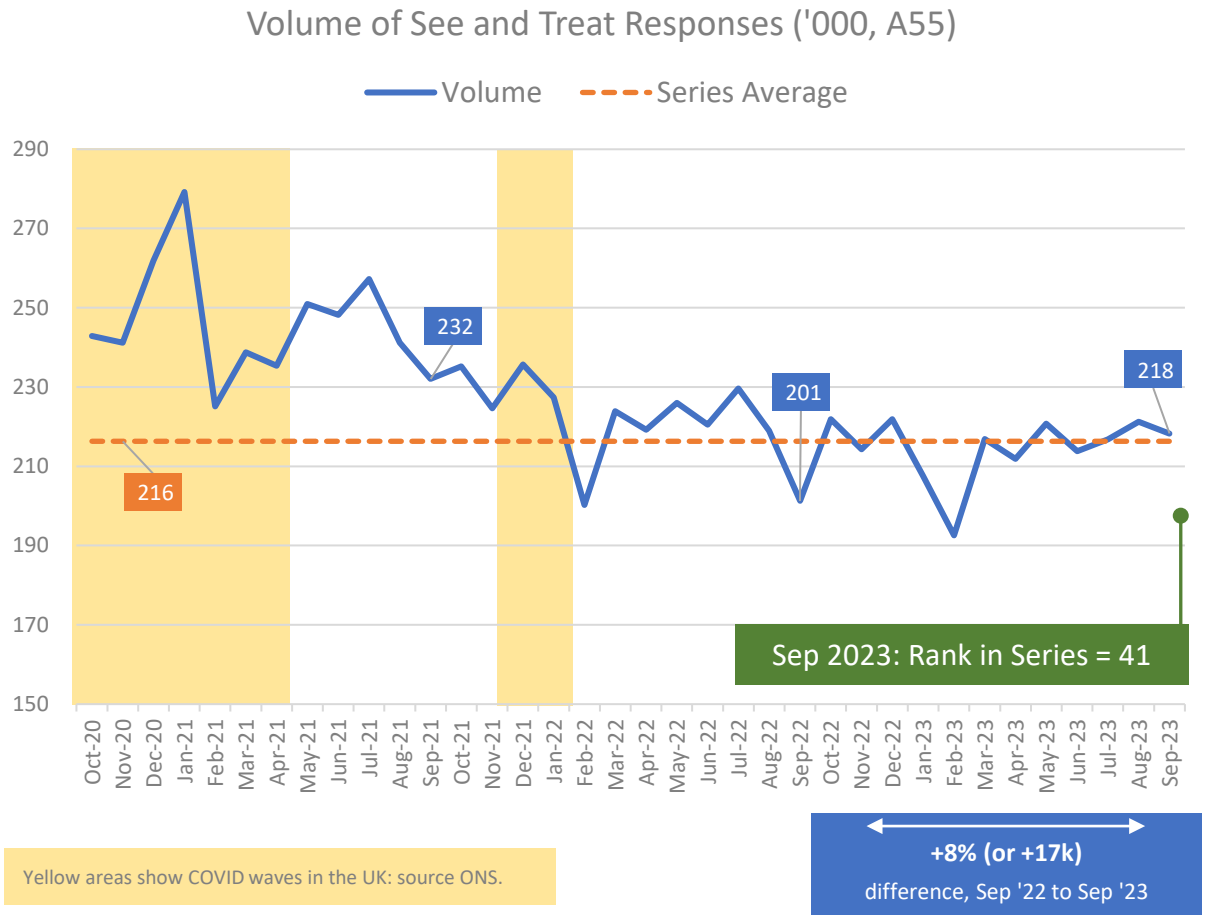

## 3. Annualised Data



# 24. See and Treat (measure A55)

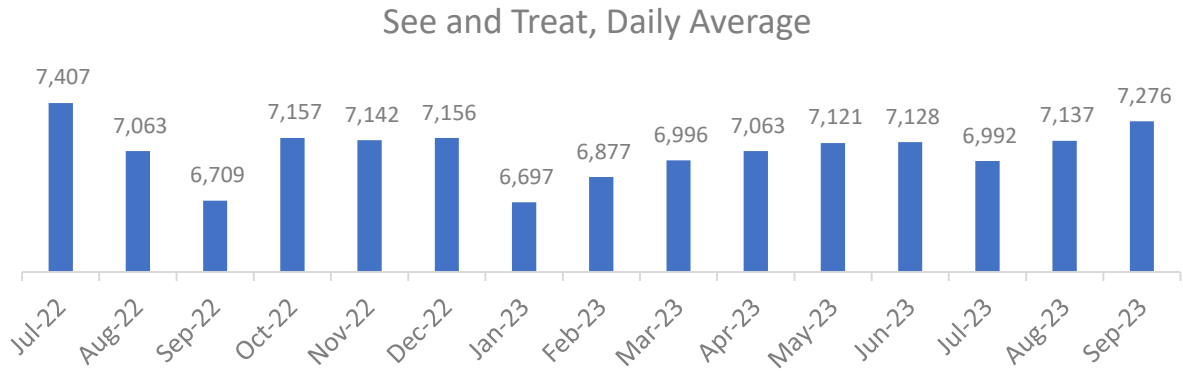
See-and-Treat responses have hovered around the series average (216-thousand) since March, and September's monthly total of 218-thousand continued that trend. The daily average increased, reaching its highest since July 2022, but annualised data show year-on-year decreases across the previous three periods.

## 1. Monthly

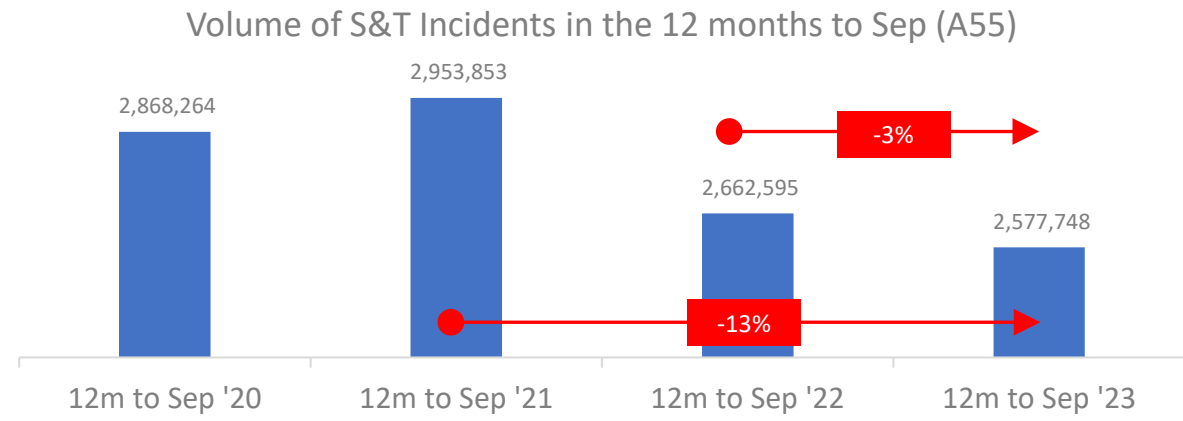



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



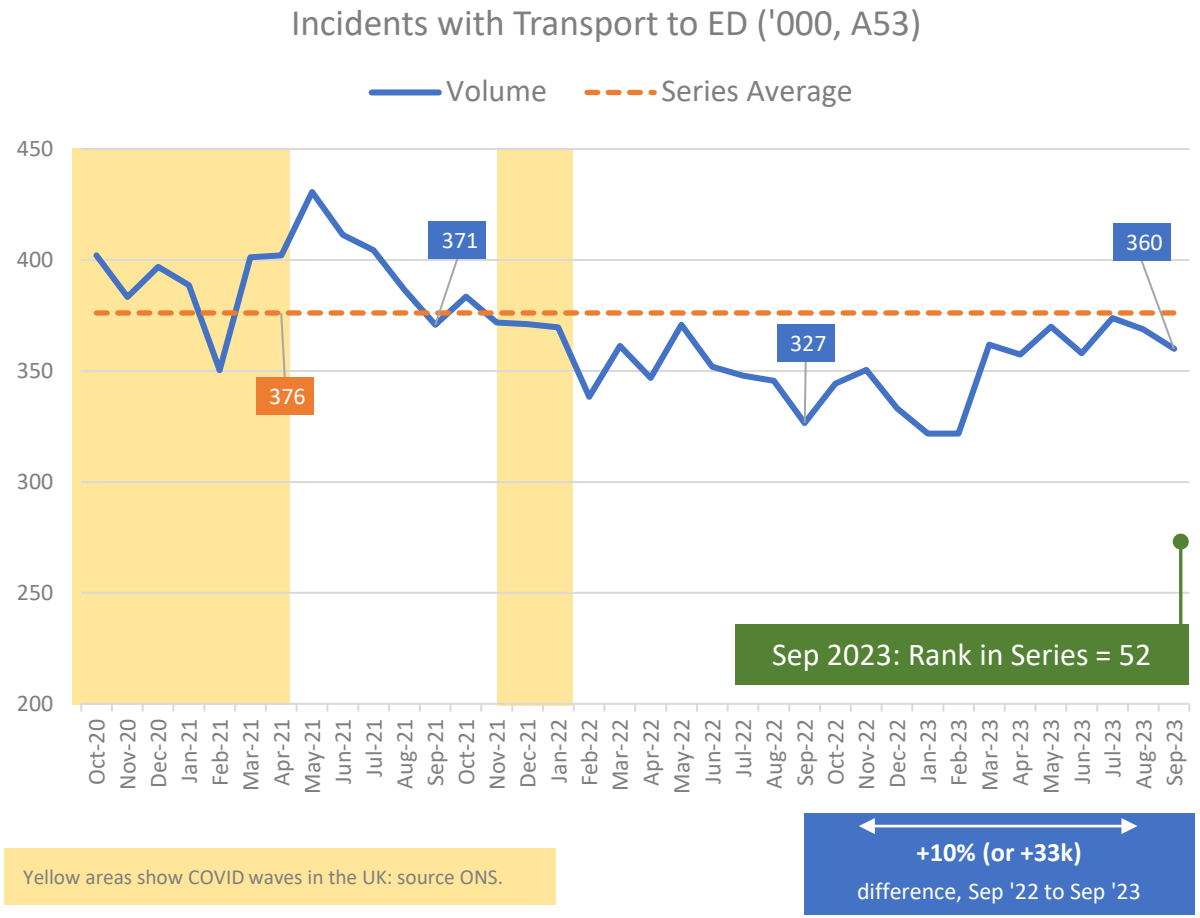

## 3. Annualised Data



# 25. Transported to Emergency Departments (measure A53)

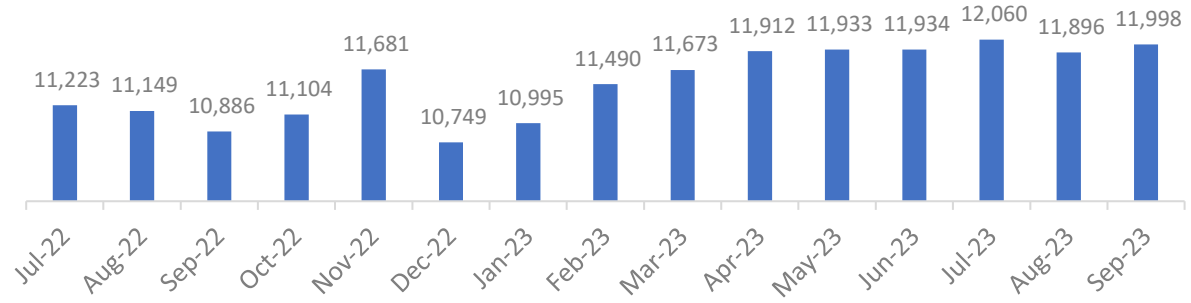
The monthly volume of patients transported to an Emergency Department dropped in September, but the daily average remained steady. There were 33-thousand more conveyances compared with September 2023, while the annualised data show a flat trend for the past two periods, following a steep drop from 2021.

## 1. Monthly

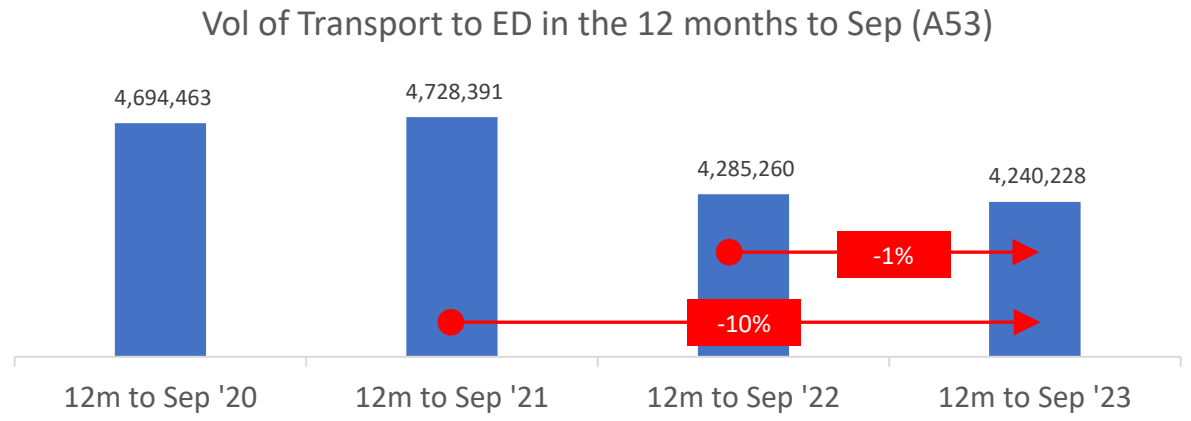



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume



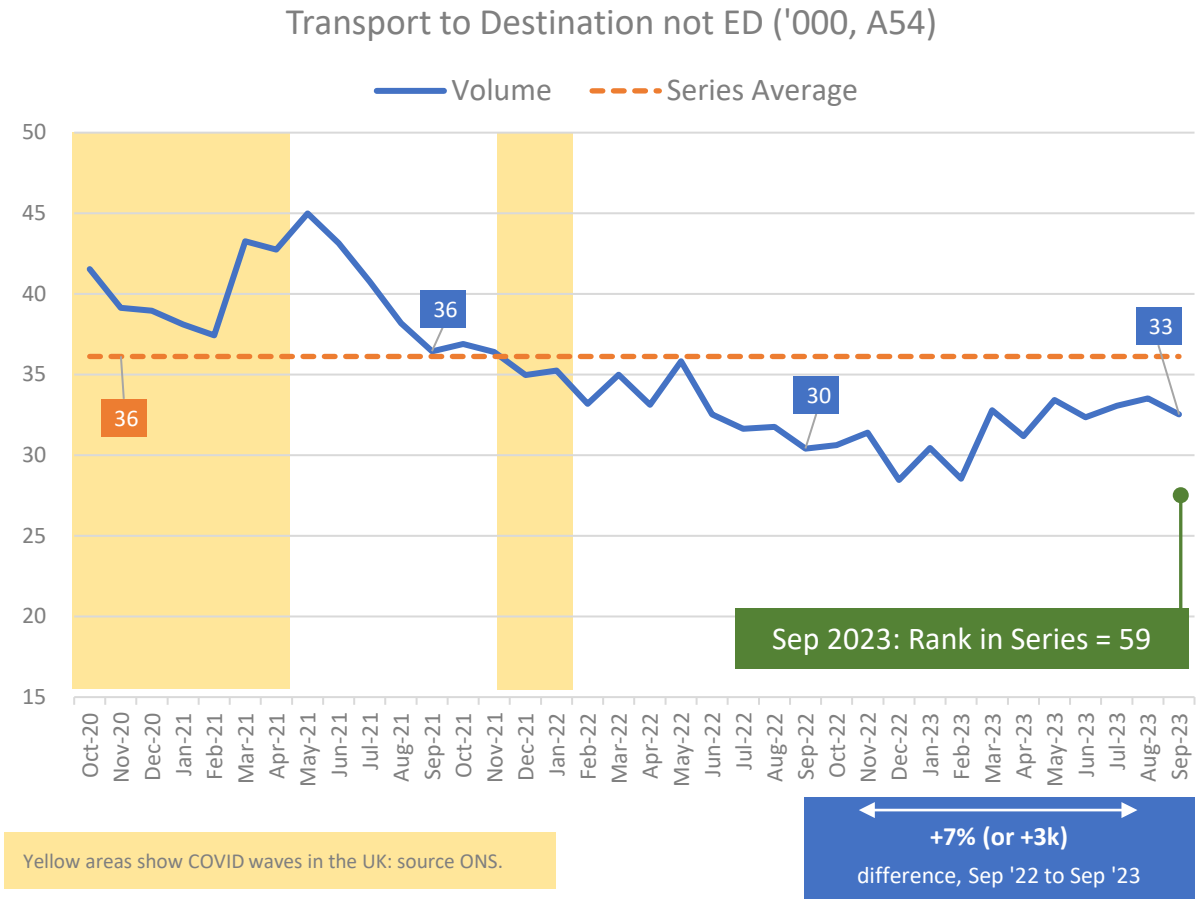

## 3. Annualised Data



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

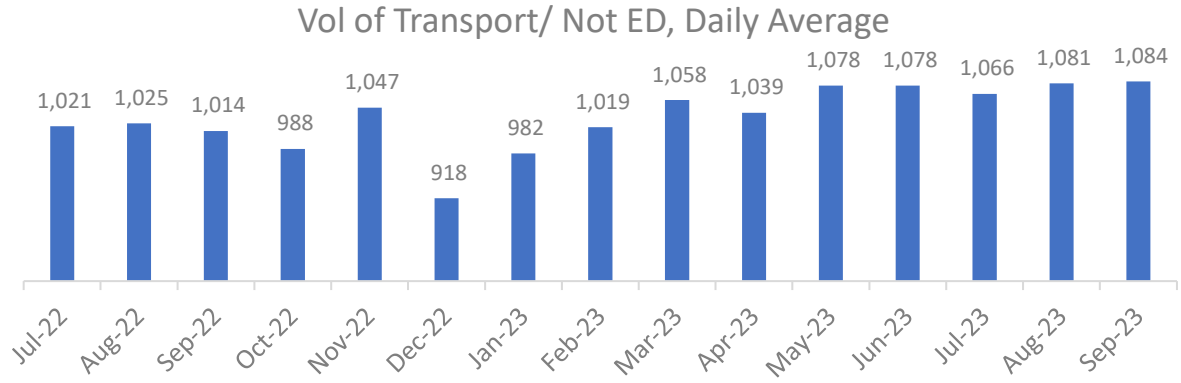
The volume of patients transported to destinations other than an ED dropped across the month, but there were 3-thousand more incidents in the most recent month compared with September 2022. The average daily volume remained steady between August 2023 and September.

## 1. Monthly

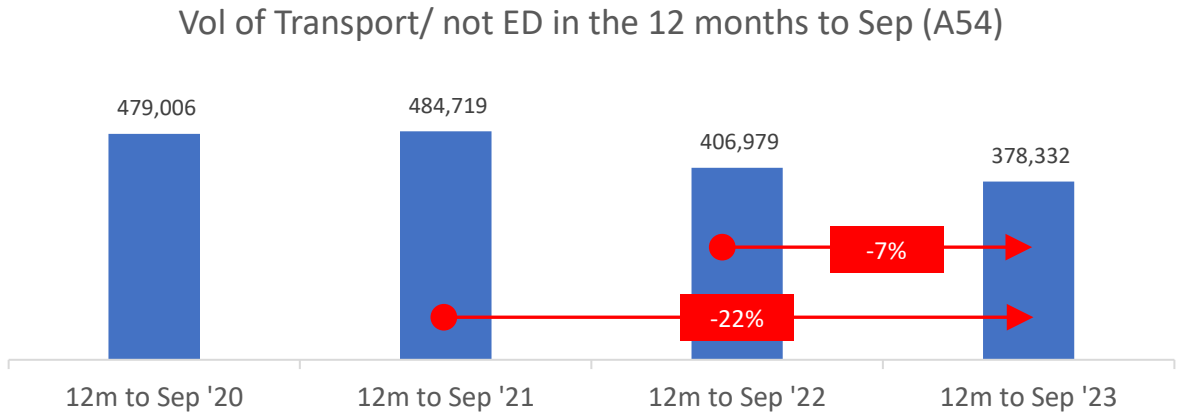



Yellow areas show COVID waves in the UK: source ONS.

## 2. Average Daily Volume




## 3. Annualised Data



# Section 4

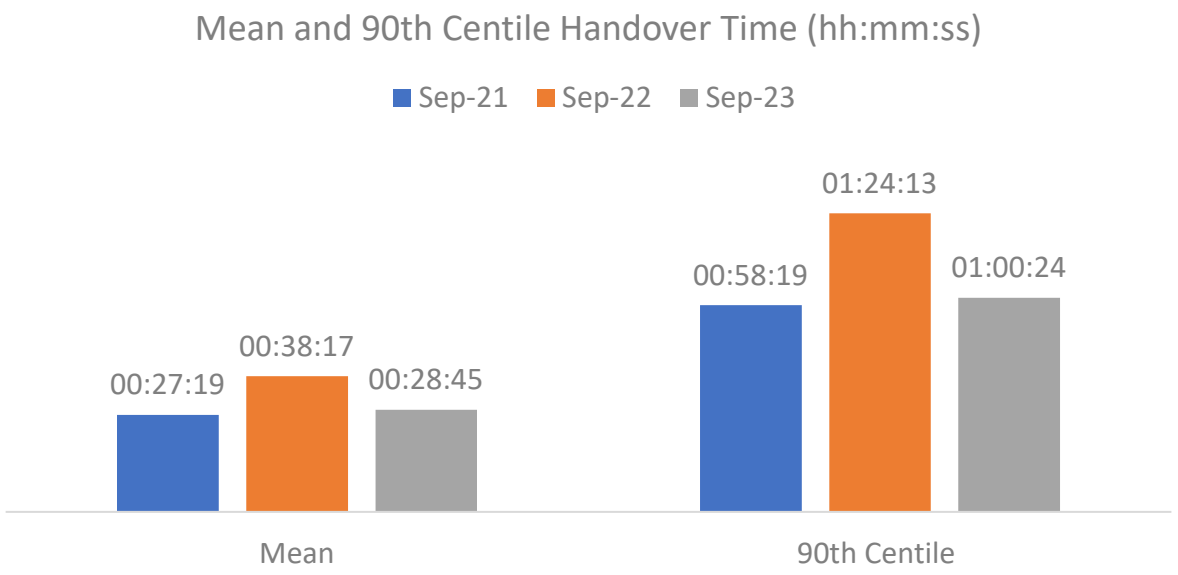
## Patient Handover Delays

- 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)

The Mean handover time was nearly 29-minutes in September, ten minutes faster than the previous year, but a minute slower than September 2021. Hour-plus handover delas accounted for 9% of all handovers across the month – unchanged from 2021, but 6-percentage points less than September 2022.

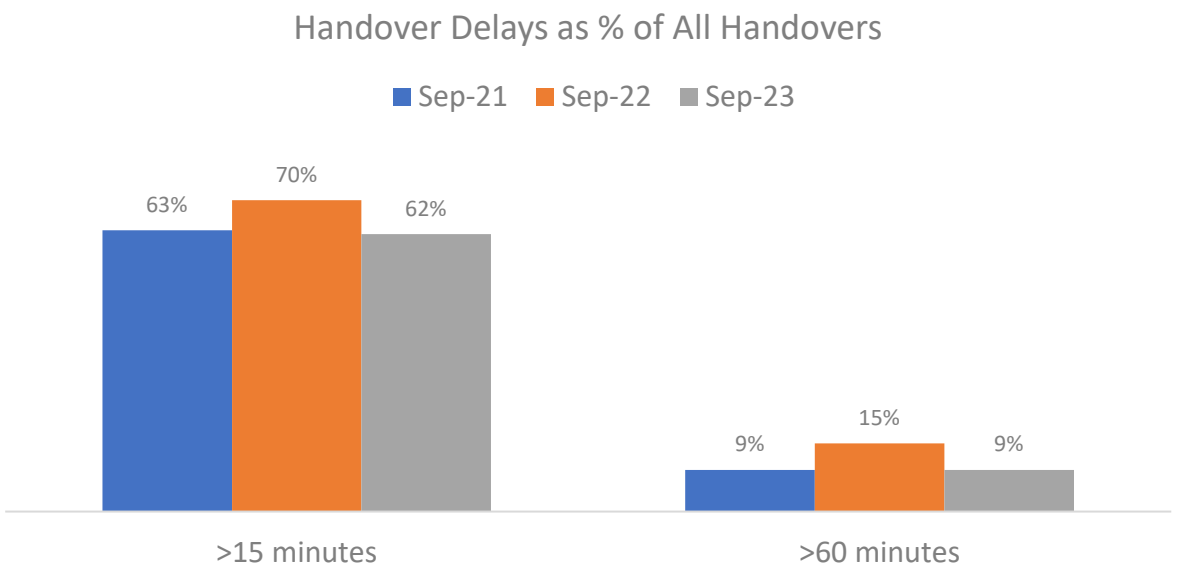
## 1. Mean and 90th Centile Handover Times




| 2021 to 2023 | 2022 to 2023 |
|---|---|
| +1 minute | -10 minutes |

| 2021 to 2023 | 2022 to 2023 |
|---|---|
| +2 minutes | -24 minutes |

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



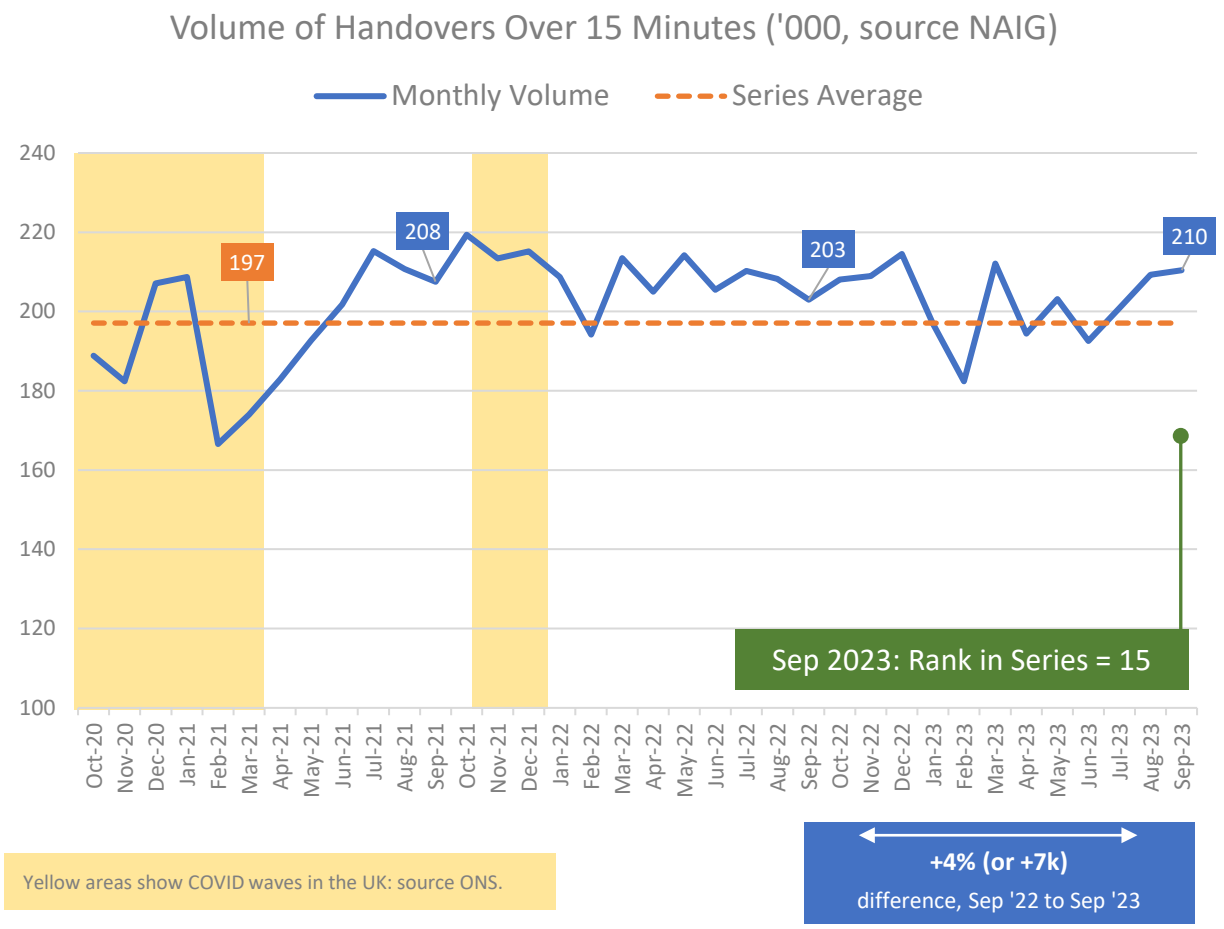

| 2021 to 2023 | 2022 to 2023 |
|---|---|
| -1pp | -8pp |

| 2021 to 2023 | 2022 to 2023 |
|---|---|
| = | -6pp |

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

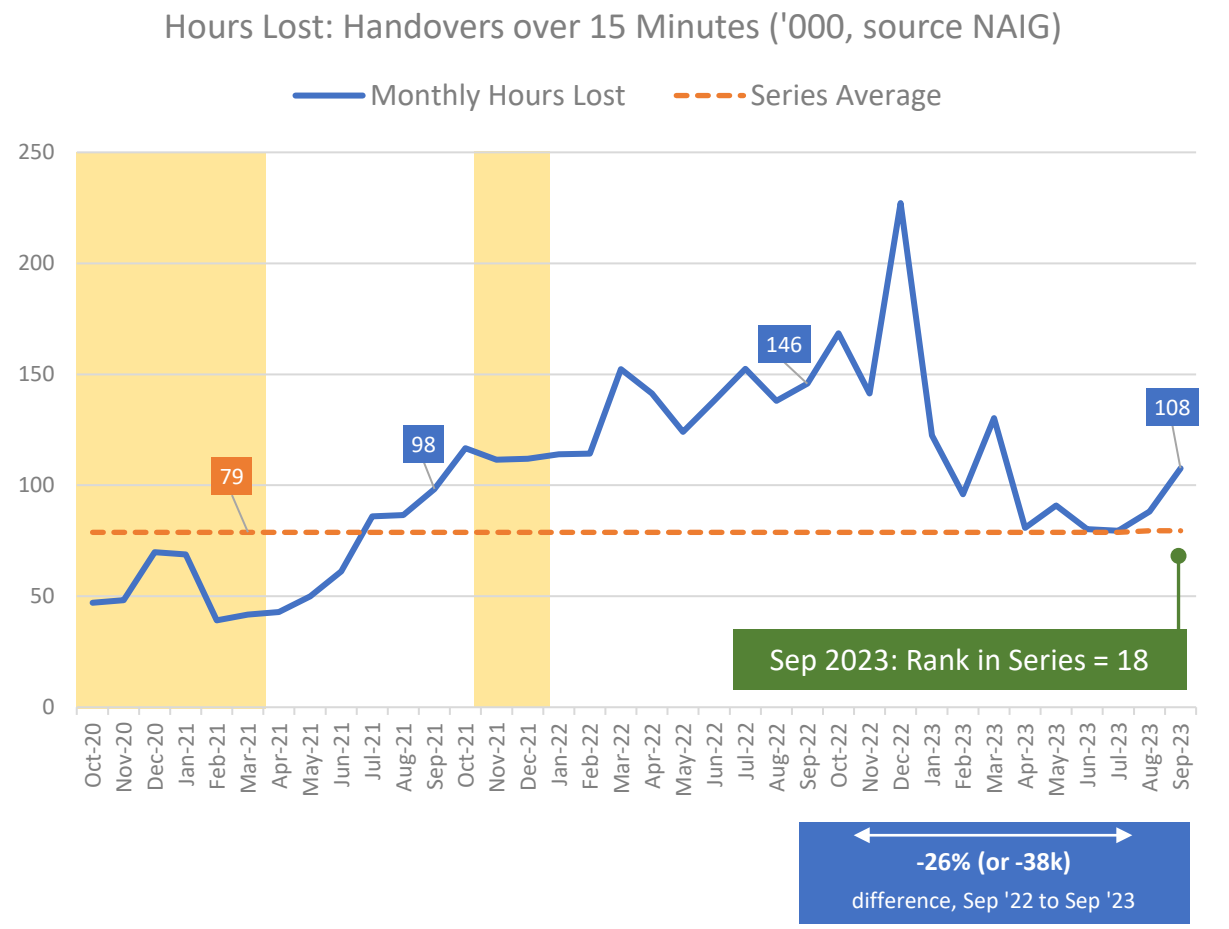
Handovers exceeding 15-minutes have increased each month since June 2023, reaching 201-thousand in the most recent month. This is 7-thousand more than September 2022, and represents the highest average daily volume since November 2021 (see next page for details).

## 1. Delays over 15 Minutes



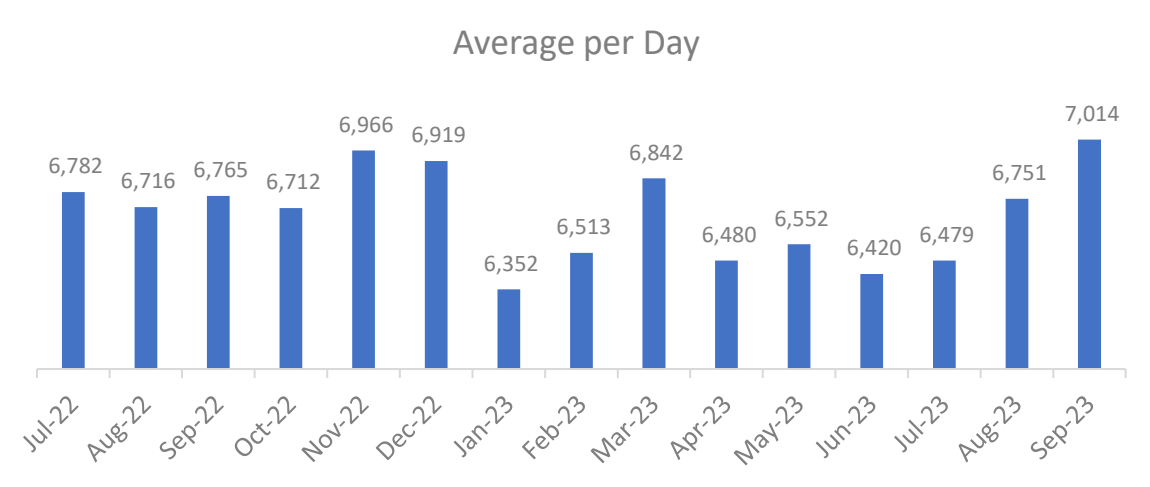

Yellow areas show COVID waves in the UK: source ONS.

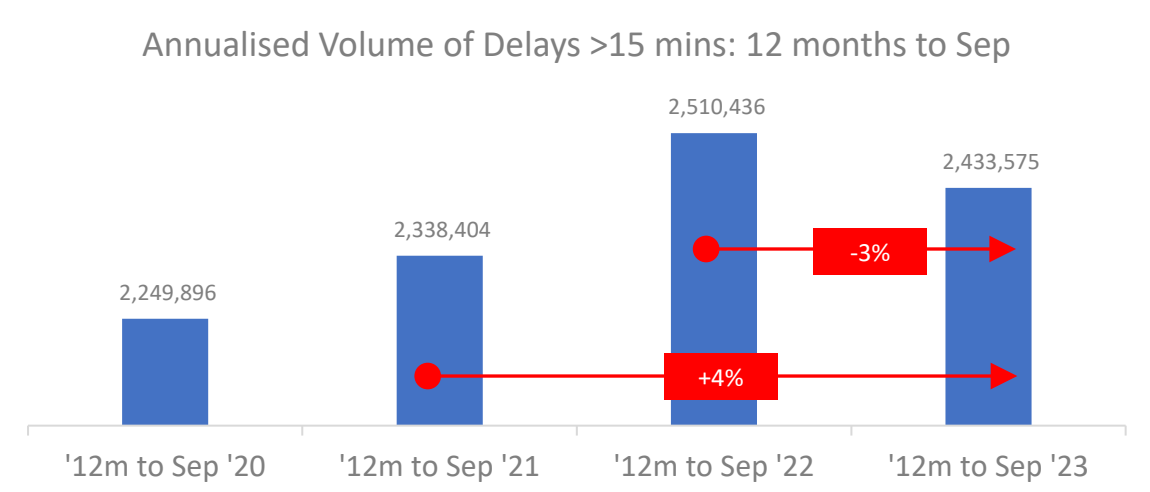
## 2. Hours lost for Handovers Over 15 Minutes



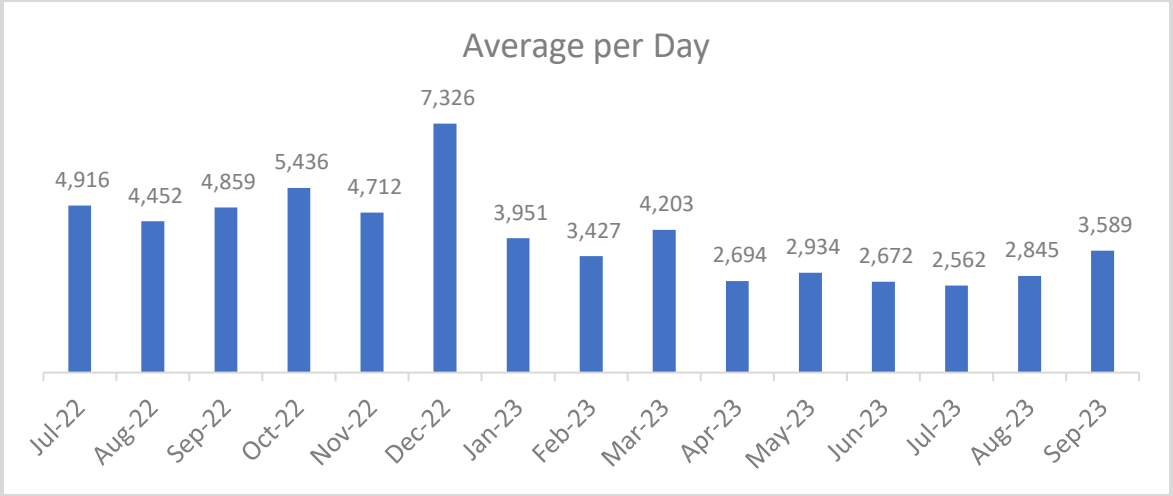
# 30. Average Daily and Annualised Data for >15 minute delays (source, NAIG)

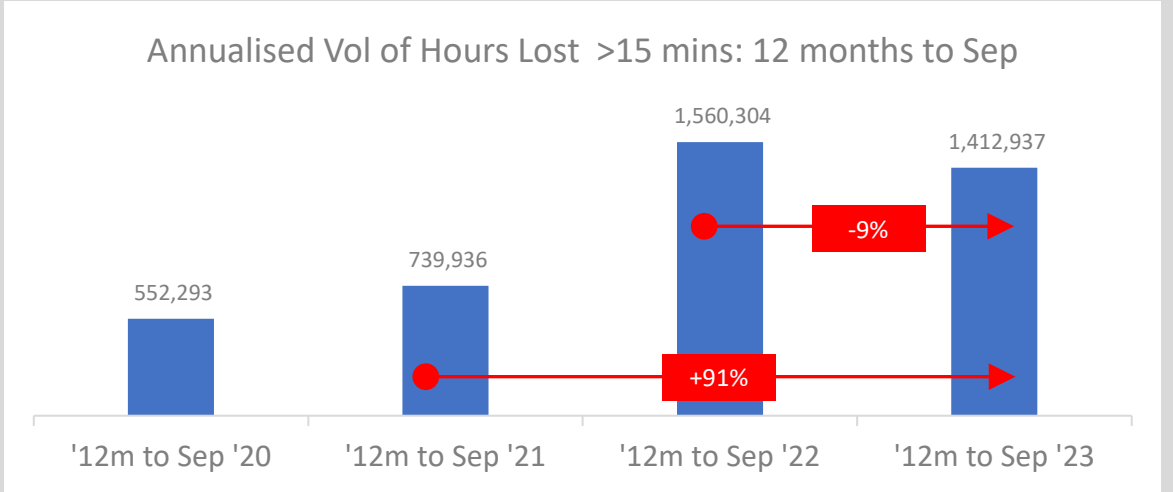
## 1. Volume of Handover Delays over 15 minutes




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

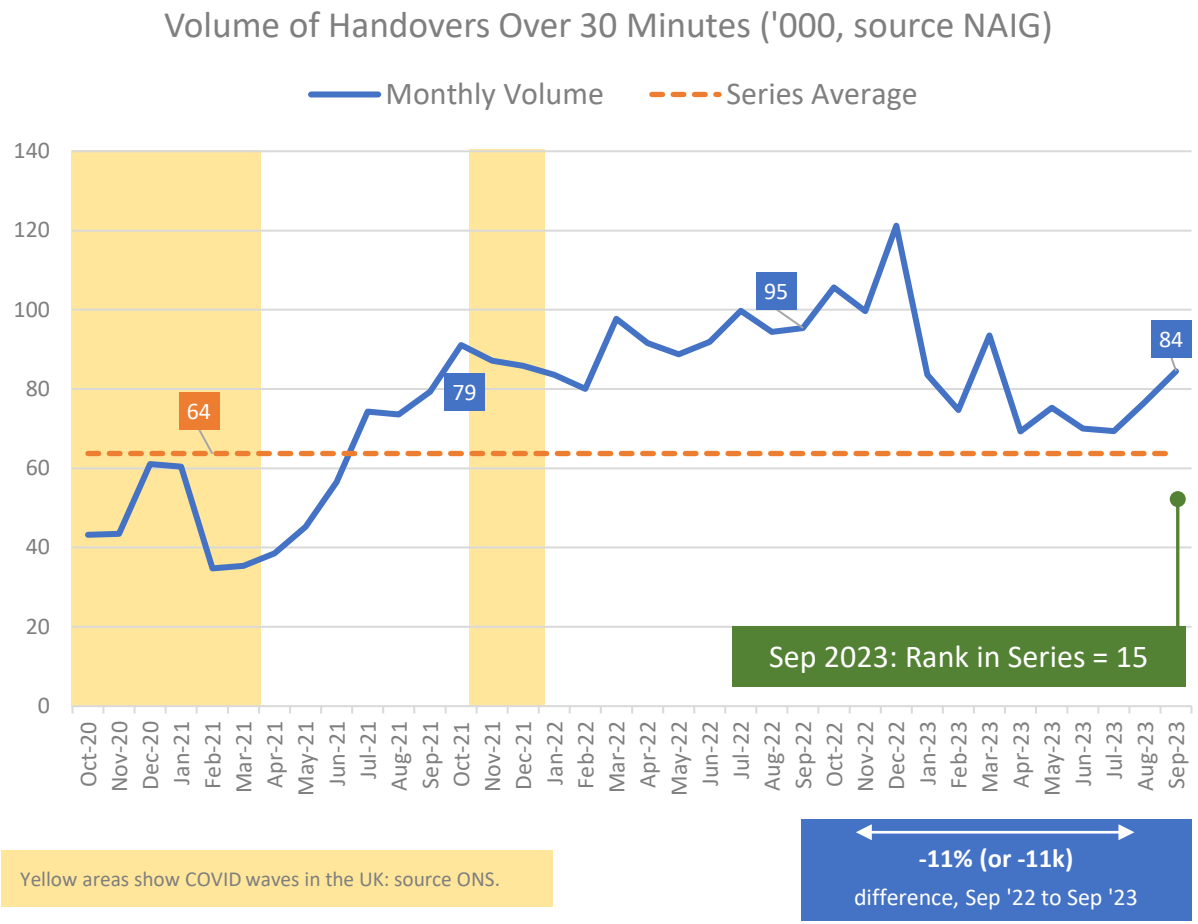


# 31. Patient Handover Delays over 30 Minutes (source, NAIG)

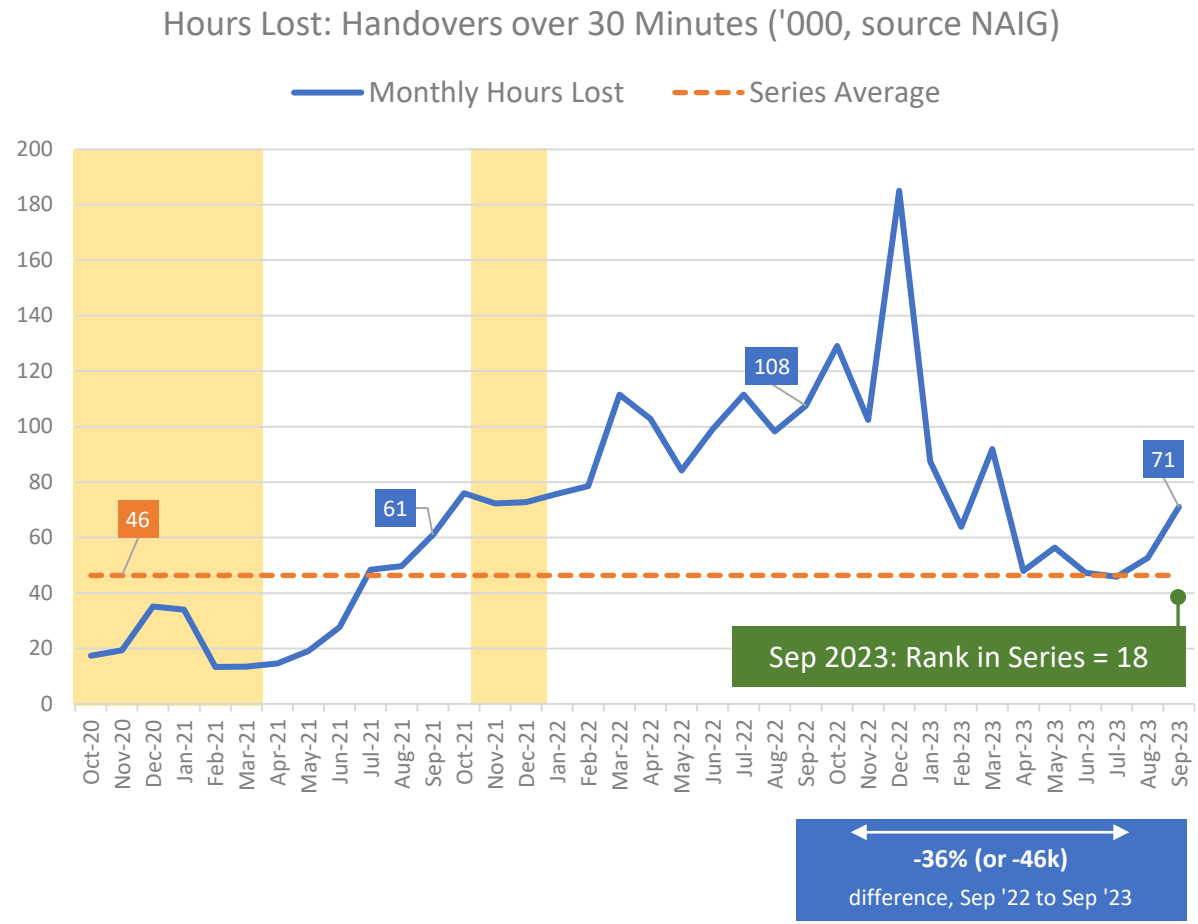
Handover delays exceeding 30 minutes grew to 84-thousand in September. This is 11-thousand fewer than September 2022, but the 15th highest volume to-date. Hours lost to these delays totalled 71-thousand, again lower than the same month last year but the highest volume since April 2023.

## 1. Delays over 30 Minutes




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

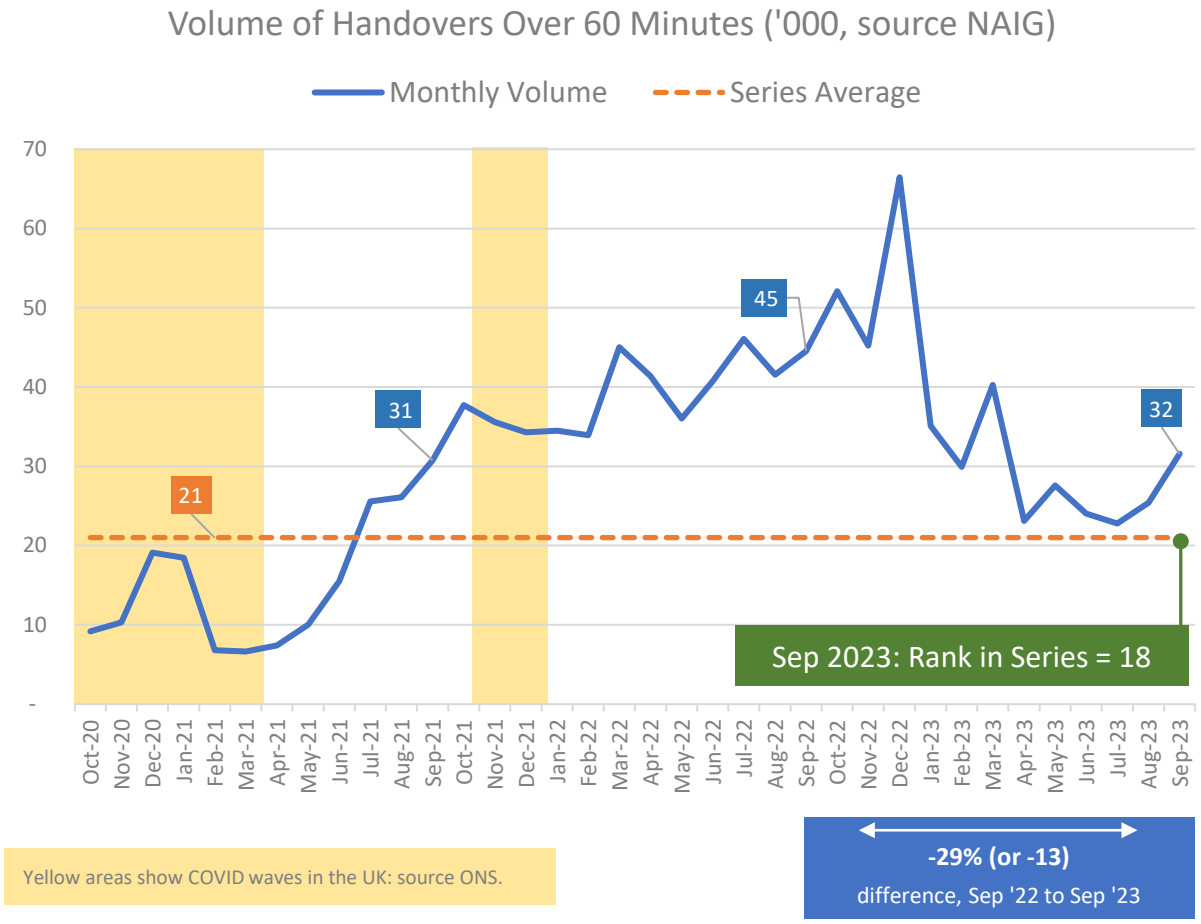
## 2. Hours lost for Handovers Over 30 Minutes



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

Hour-plus handover delays totalled 32-thousand in September, a decrease compared with September 2022, but the highest volume since March this year. Hours lost also increased – again, remaining below the levels seen last September, but the highest number recorded since March 2023.

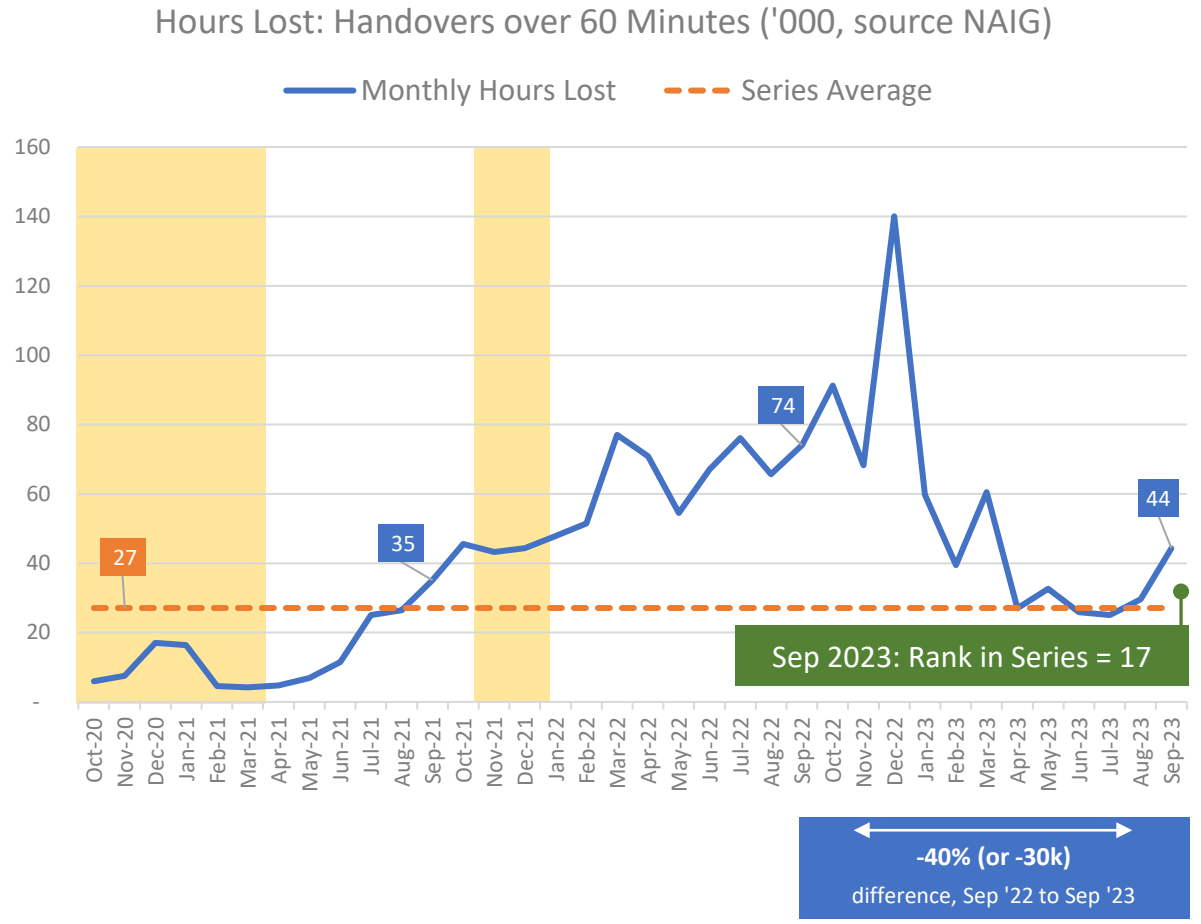
## 1. Delays over 60 Minutes




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

**-29% (or -13)**
difference, Sep '22 to Sep '23

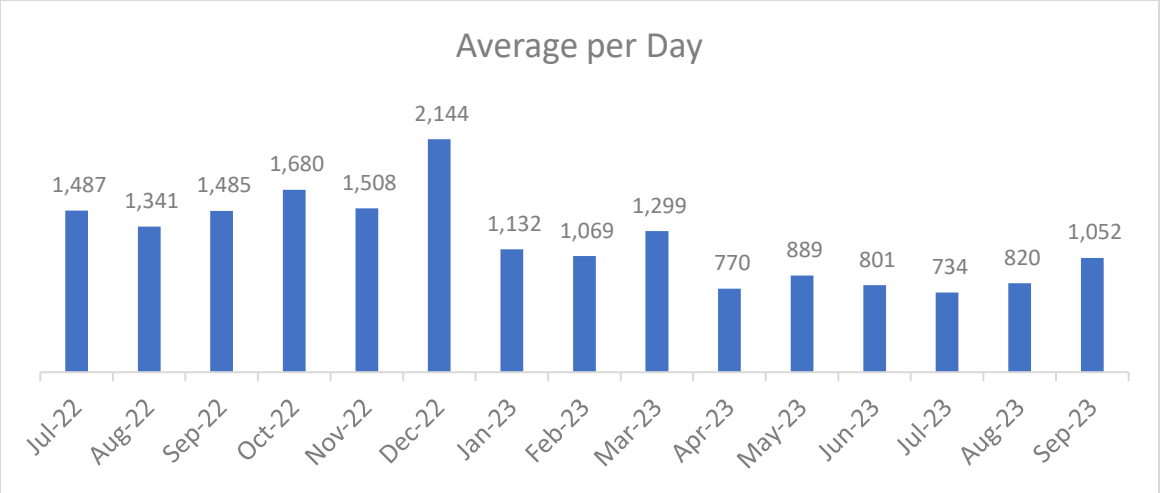
## 2. Hours lost for Handovers Over 60 Minutes

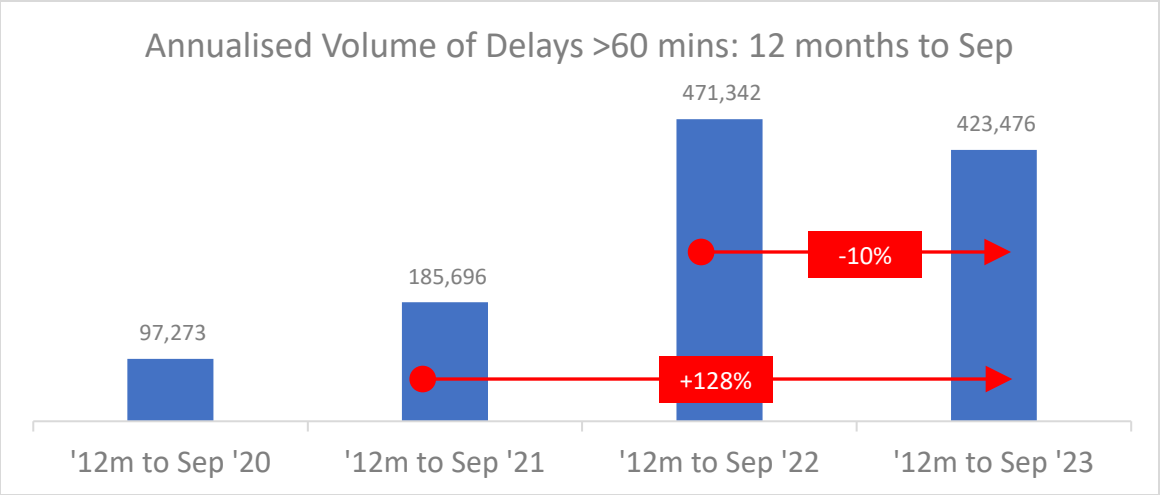



**-40% (or -30k)**
difference, Sep '22 to Sep '23

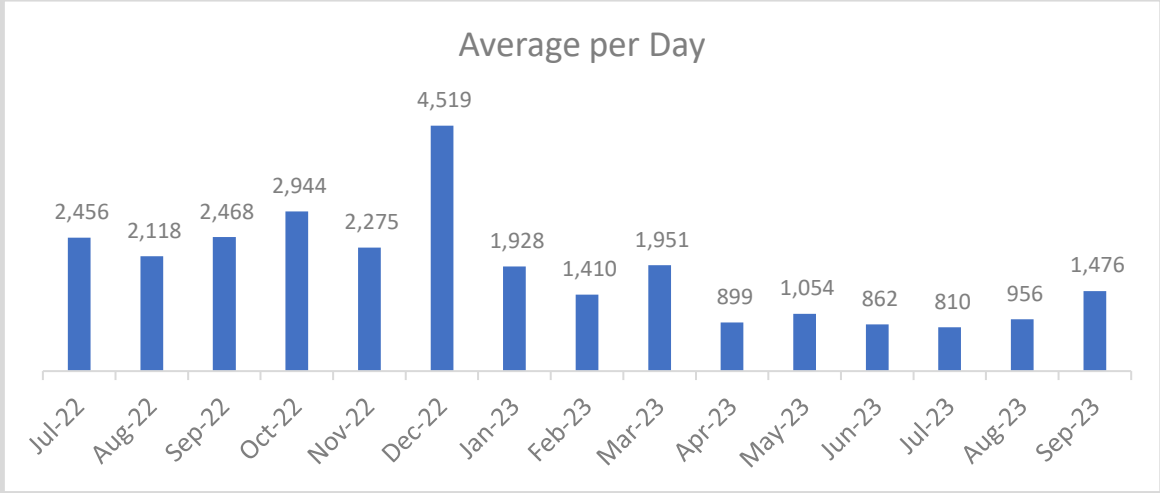
# 33. Average Daily and Annualised Data for >60 minute delays (source, NAIG)

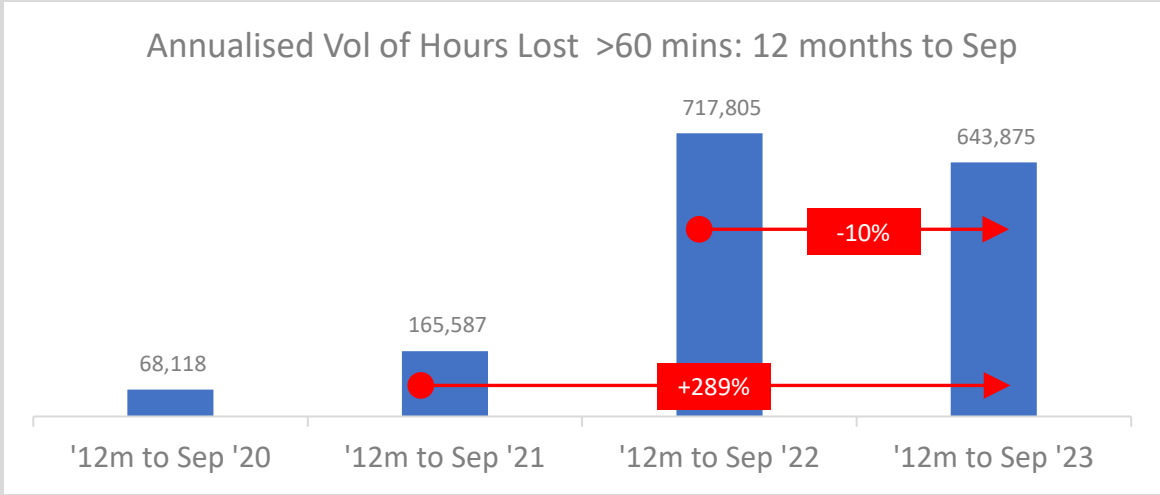
## 1. Volume of Handover Delays over 60 minutes




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

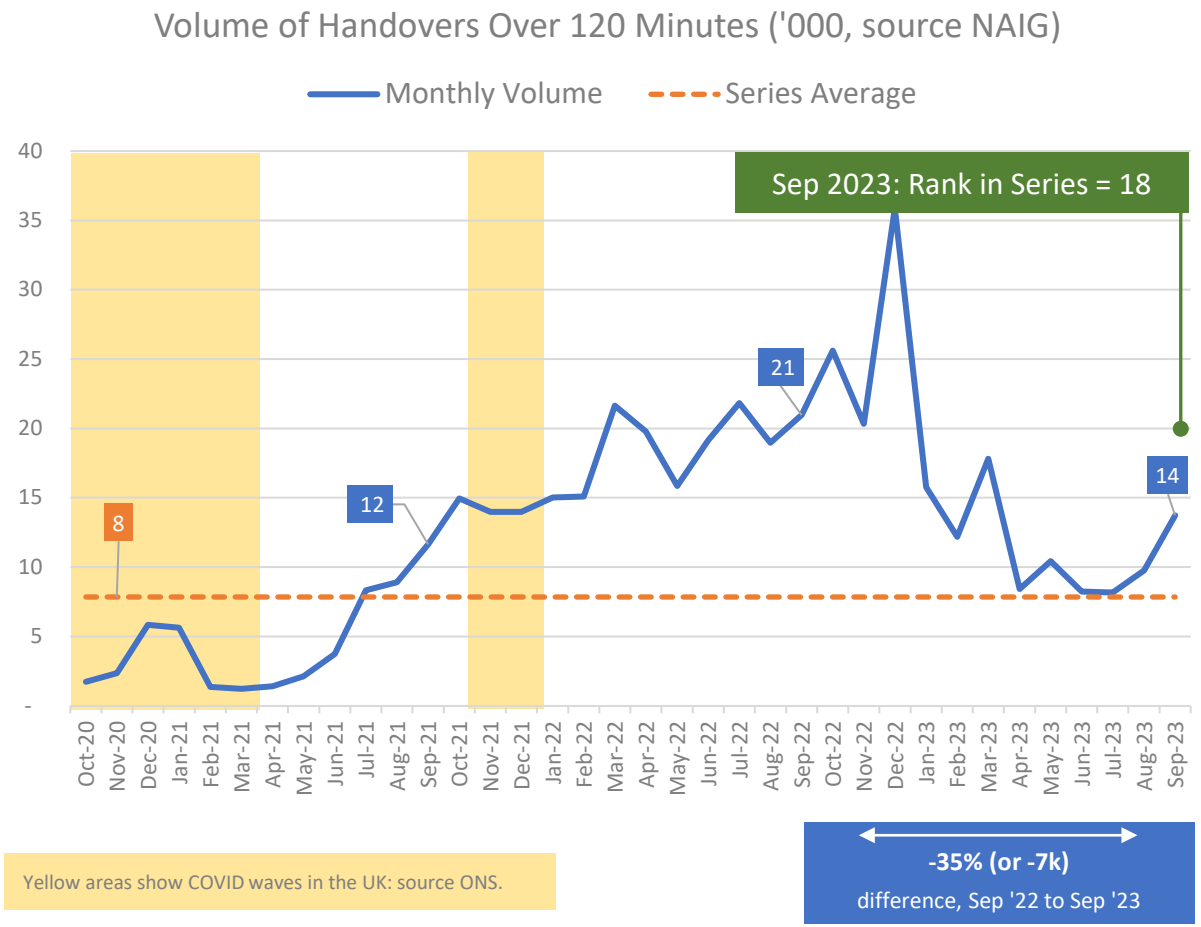


# 34. Patient Handover Delays over 120 Minutes (source, NAIG)

Two-hour plus handover delays reflect the trends outlined above - an increase in volume and hours lost in September taking levels to a recent high, but remaining below those seen 12-months ago.

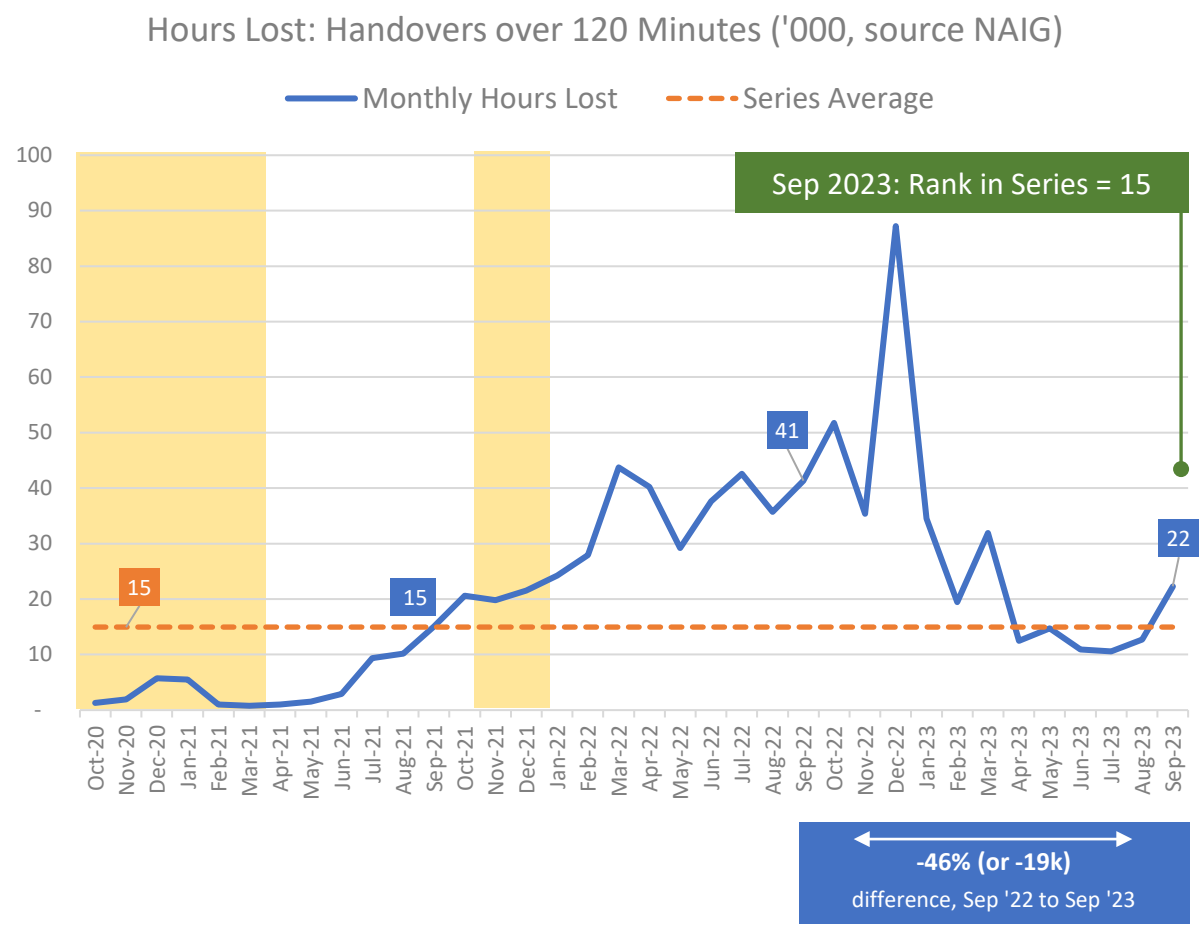
## 1. Delays over 120 Minutes




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

**-35% (or -7k)**
difference, Sep '22 to Sep '23

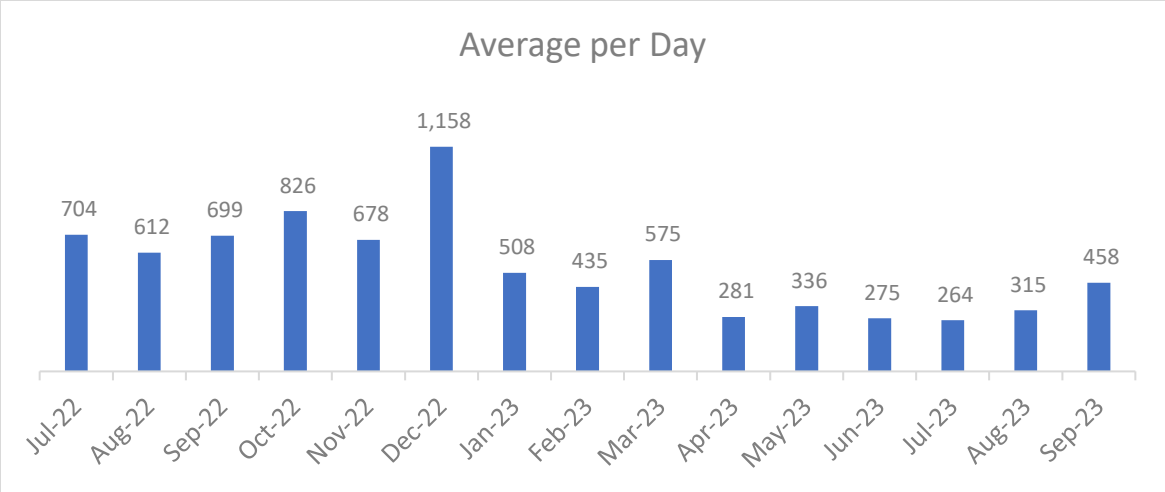
## 2. Hours lost for Handovers Over 120 Minutes

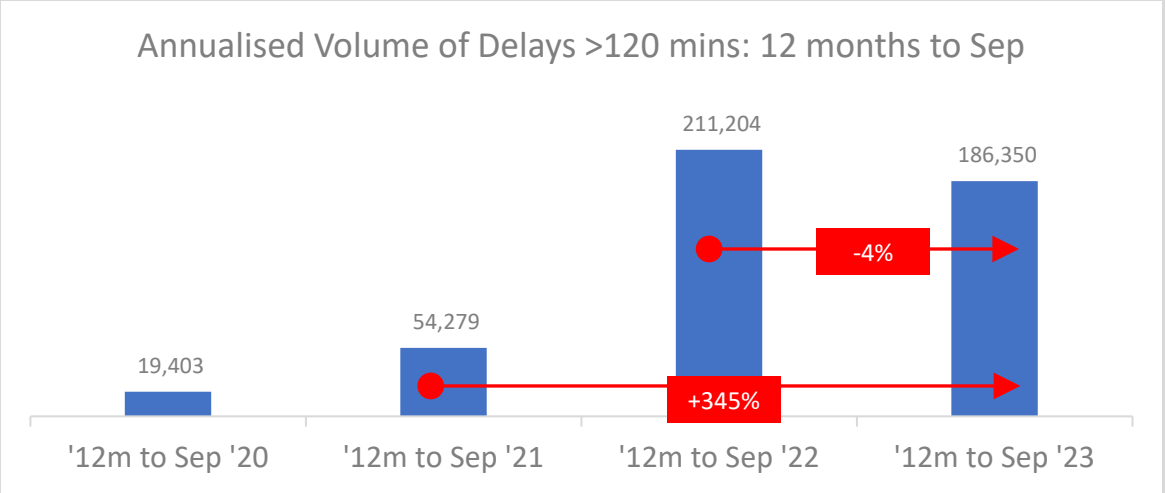



**-46% (or -19k)**
difference, Sep '22 to Sep '23

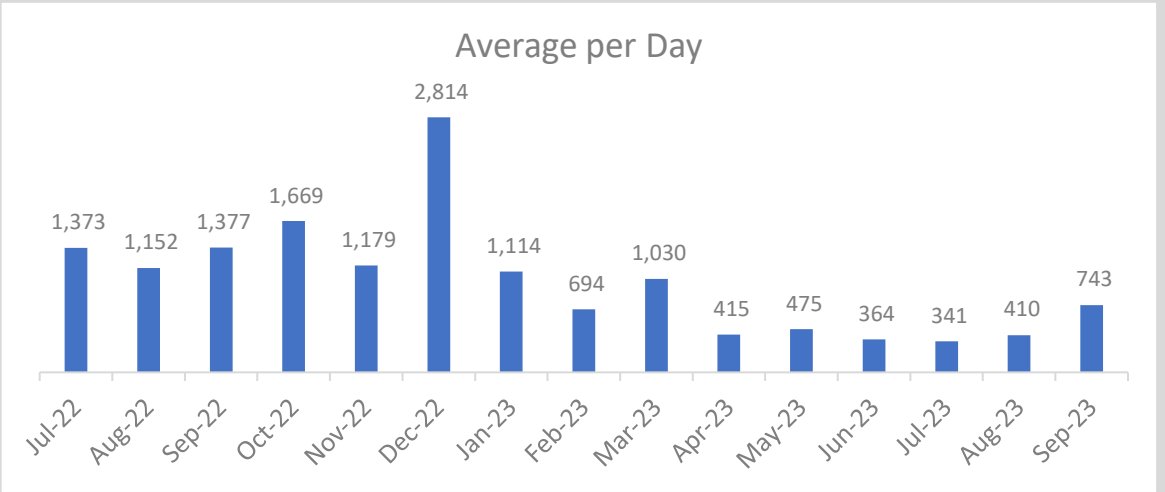
# 35. Average Daily and Annualised Data for >120 minute delays (source, NAIG)

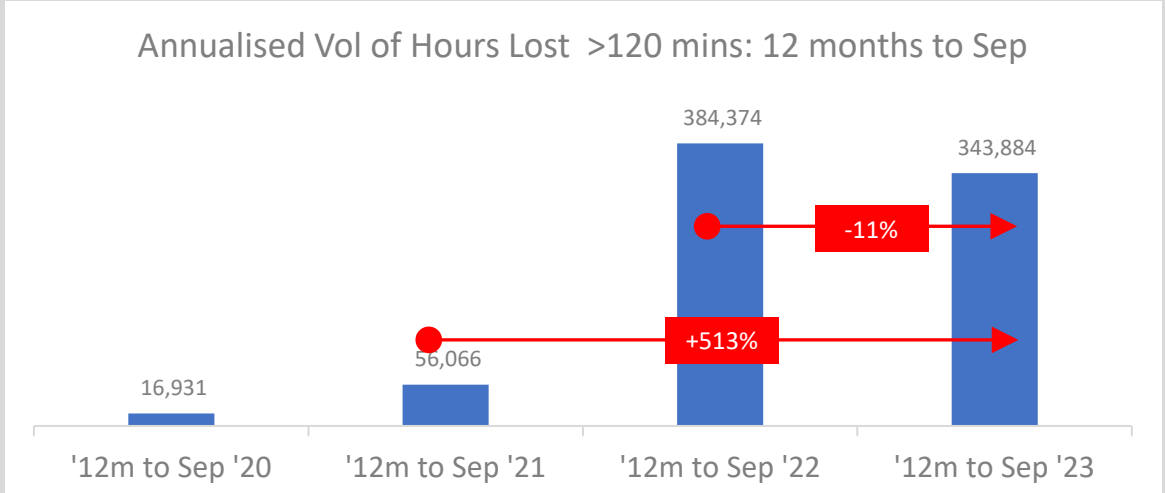
## 1. Volume of Handover Delays over 120 minutes




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

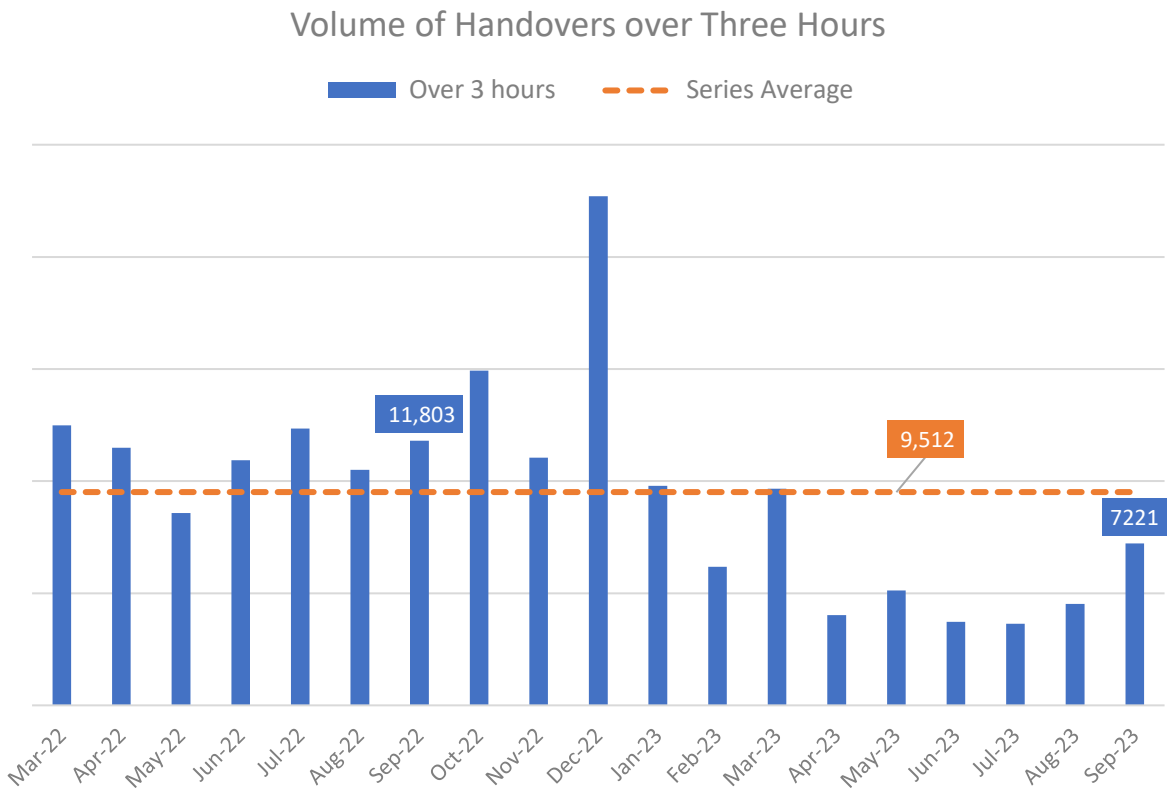


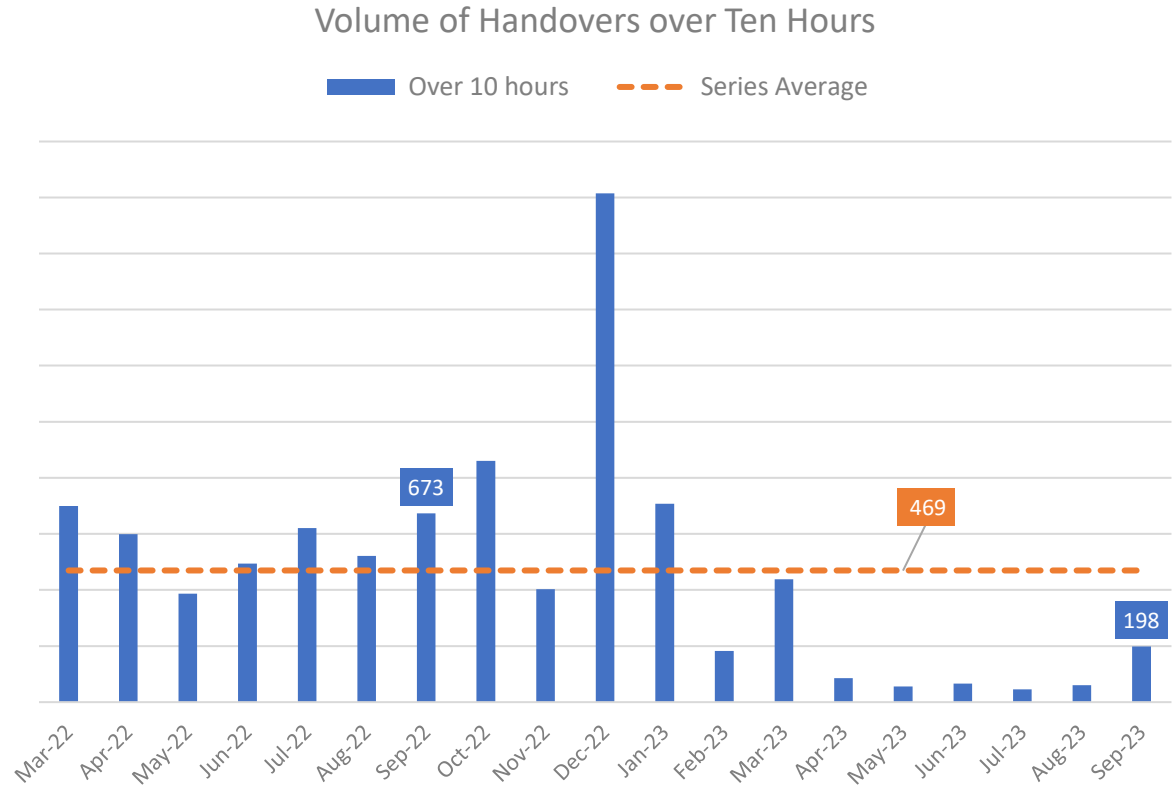
# 36. Patient Handovers Longer than Three Hours (source, NAIG)

The very longest handover delays increased to reach the highest volumes seen in recent months, but remaining below the series average – and fewer than those recorded in September 2022. Nonetheless, nearly 200 patients experienced handovers exceeding ten-hours in September 2023.

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



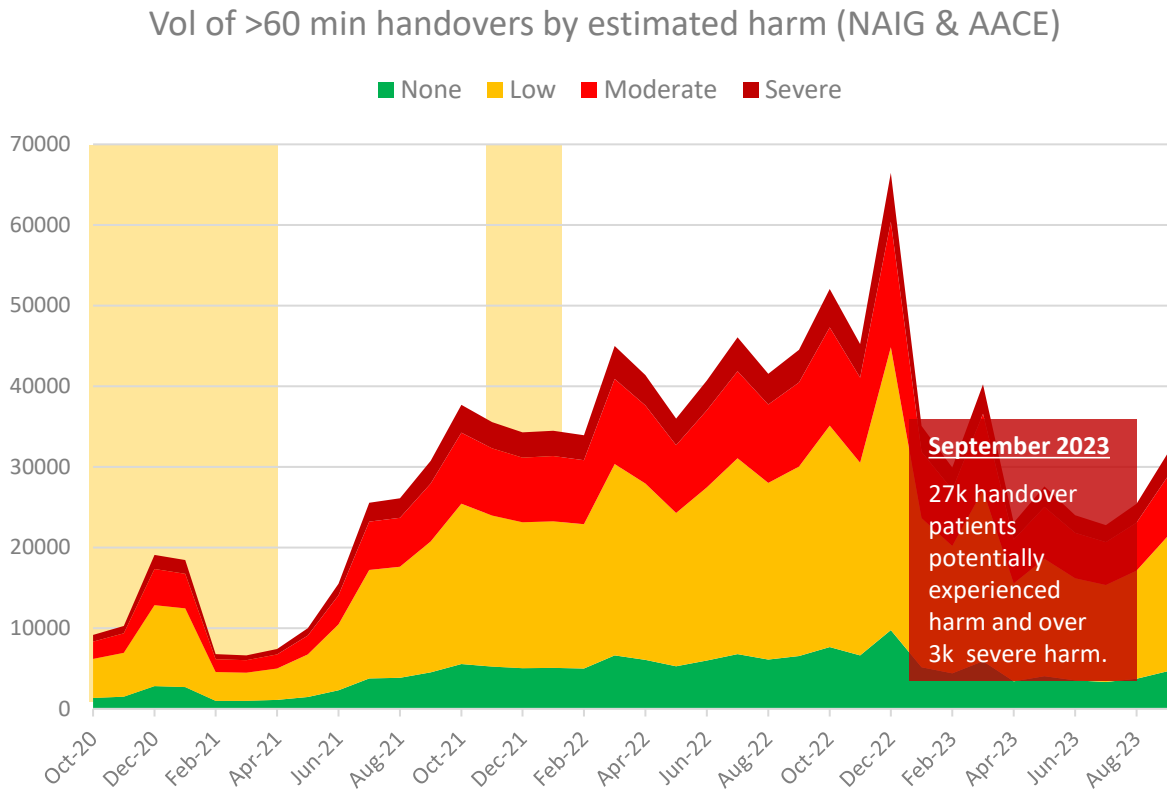

## 2. Longer Handover Delays: All Over Ten Hours



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

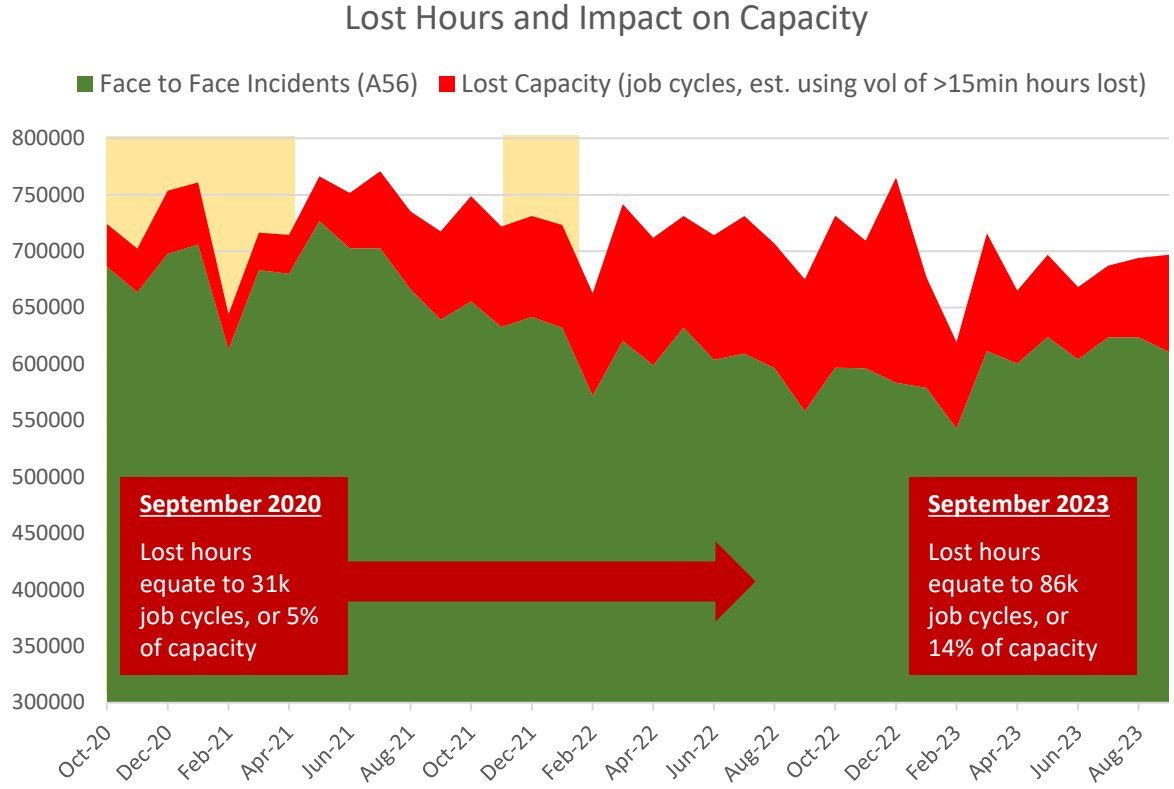
Around 27k patients experienced potential harm as a result of hour-plus handover delays in September 2023. Over the same time, the sector lost the equivalent of 86k job cycles due to handover delays. This equates to 14% of potential ambulance capacity across the month – compared with five percent in September 2020.

## 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 show COVID waves in the UK: source ONS.