

# National Ambulance Data

Demand, Response and Hospital Handover Data to the end of December 2023

New Format for January 2024

Final Version. Published – January 22<sup>nd</sup>, 2024

## 2. December 2023: Summary and Contents

**Overview:** As seen in previous years, many measures, having decreased in November, increased again in December. Demand, in terms of call and incident numbers, was at its highest since December 2022, with Category-1 reaching the second highest volume to-date. All response times increased, but remain well below the times recorded 12-months ago. Hear-and-treat responses reached the highest volume to-date and Face-to-Face responses the highest volume since October 2021. Meanwhile, patient handover delays increased again: in many cases the time lost to those delays has more than doubled since July 2023.

### Data Covered in This Report



- The data included in this report is largely unchanged from the previous version. However, the layout of the data, and some of the terminology used, has been revised. This page outlines those changes.

### Section 1.

Contact Volume and Call Answer Time



- Call demand increased: overall volume of contacts to ambulance control rooms reached the ninth highest to-date, while 999 calls-answered reached its highest volume in 12-months.
- Mean call answer time increased from eight to 11-seconds in December 2023. This measure has remained relatively steady in 2023, averaging 10 seconds across the year vs. 40 seconds in 2022.

### Section 2.

Incidents and Response Time, by Category



- Total incident volume reached the ninth highest to-date: 761-thousand across the month. Category-1 (the most serious) reached its second highest volume to-date, and Category-2 the ninth highest.
- All response times increased, and all continued to exceed national standards. However, despite this, all response times remain well below those recorded in December 2023.

### Section 3.

Incidents by Response Outcome



- Hear-and-Treat responses reached 109-thousand, the highest volume of this response type to-date, and taking the annual total to over one-million for the second year running.
- Face-to-face responses, which includes transporting patients to hospitals, also increased, reaching the highest monthly volume since October 2021.

### Section 4.

Patient Handover Delays



- Handover delays exceeding 15-minutes reached their highest volume to-date, those exceeding 30-minutes their second highest, and hour-plus delays the fourth highest.
- The time lost to these delays also reached some of their highest levels: for some measures, hours lost have more than doubled over the past six months.

### 3. Data Covered in this Report

Most sections in this report follow the same layout, with data presented identically on each page. The main exceptions to this are call-handling and response time data, which focus only on the monthly figure (see below). This page describes these data, what the different graphs show, and how they are calculated.

#### Monthly Data

- This box shows a line graph displaying the data at monthly level, month-by-month. These main data are displayed as a blue line.
- The value for the most recent month, and every previous instance of that month in the chart, the line graph includes a dotted orange line, which represents the series-average, with a linked data-label showing the value for this line.
- National standards, for response times, are included as a dotted red line, with the national standard displayed in yellow text in a red data label
- Call-handling and response time data is only displayed in this way

#### Average Daily Data

- This box shows a line graph displaying the average daily volume: this is calculated by dividing the metric by the days in the month. This smooths out the steeper changes sometimes seen in monthly data due to the difference in month length (for example February to March).
- As with the monthly data, the average daily figures use blue lines to show the main trend, orange to show the series-average, and red to show any national standards
- Data labels again show relevant values, as highlighted in the “Monthly Data” section
- Call-handling and response time data is not displayed in this way

#### Fast Facts

This box generally shows how the latest month ranks against all months since January 2018

This box generally shows any change between the previous, and most recent month

This box generally shows any change between the most recent month, and the same month 12-months ago

#### “Annualized Data” – 12 months to...

- This shows a bar chart with the total figure for 12-months, ending with the most recent month
- Four 12-month periods are included
- Two grey arrows show the percentage change between the last three periods (e.g. most previous-to-most recent, and, two-years previous-to-most-recent)
- Call-handling and response time data is not displayed in this way

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



# Section 1

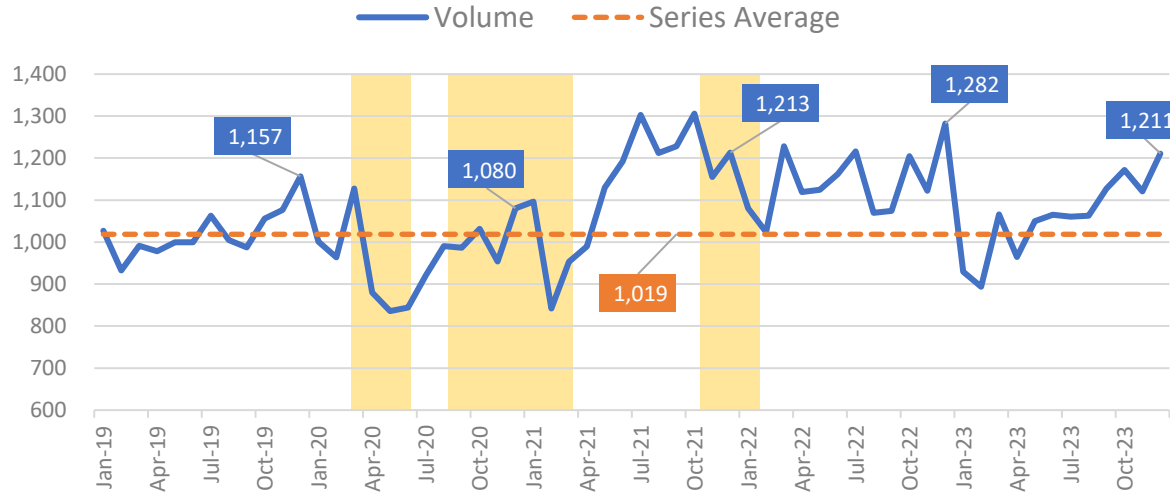
## Contact Volume and Call Answer time

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

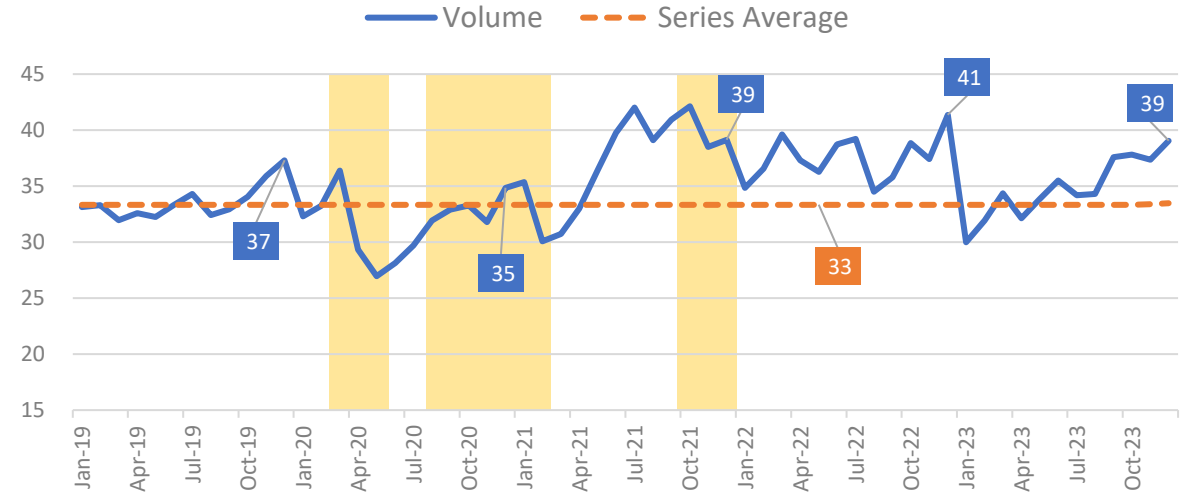
# 5. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

The volume of contacts to ambulance control rooms increased by 90-thousand between October and November to reach 1.2 million, the 9<sup>th</sup> highest monthly volume to-date.

1. Monthly Volume of Contacts ('000, A0)



2. Average Daily Volume of Contacts ('000, A0)



Monthly Volume for December 2023: Fast Facts

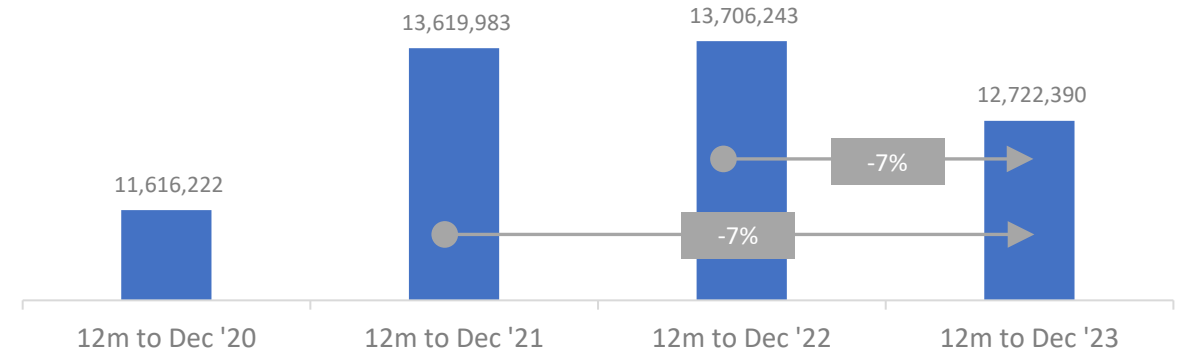
Rank in series  
to-date  
**9<sup>th</sup> highest**

Change from  
Nov 2023  
**+90 thousand**

Change from  
Dec 2022  
**-71 thousand**

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

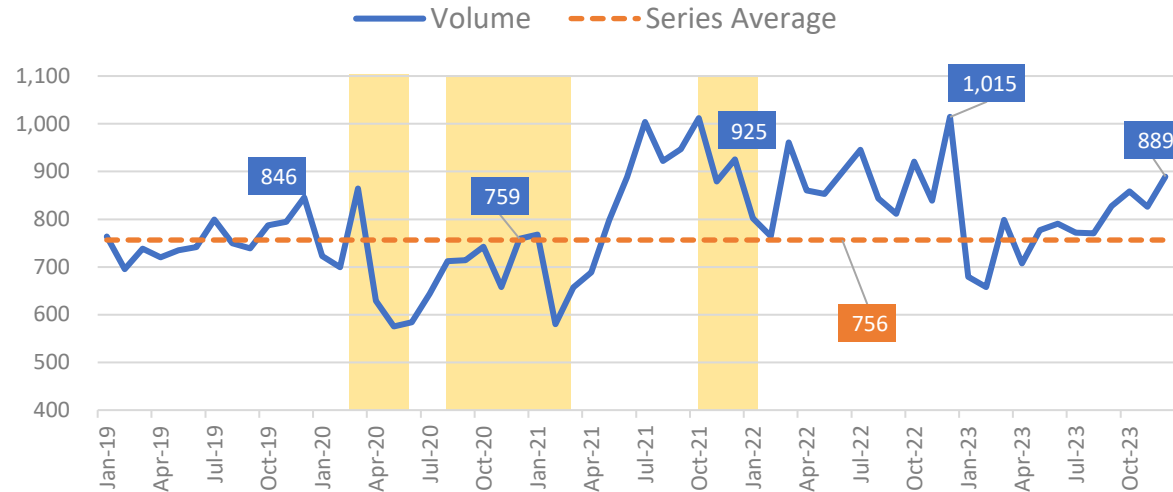
3. Volume of Contacts in the 12 months to Dec (A0)



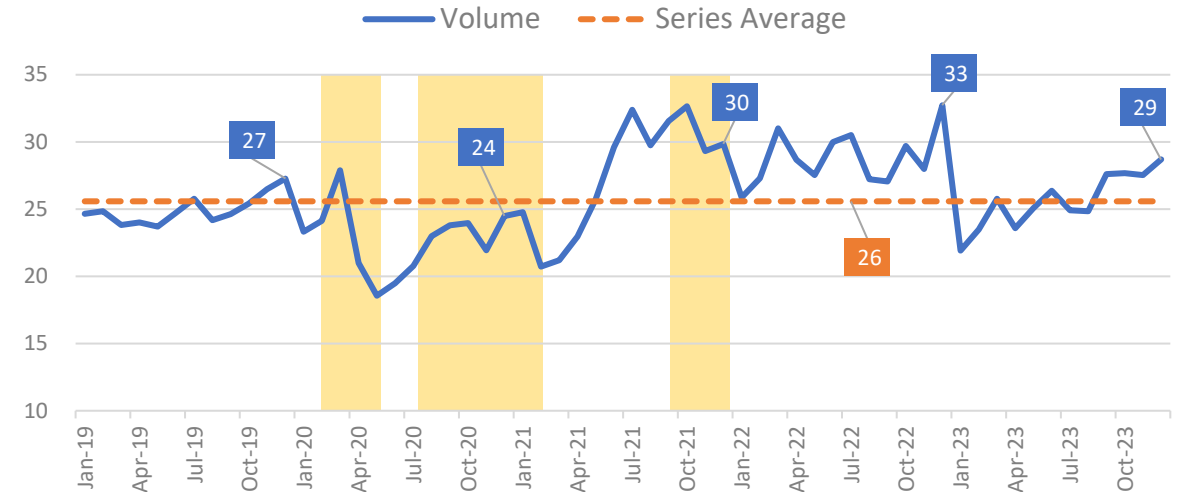
# 6. Demand: Volume of 999 Calls-Answered (Measure A1)

There were 889-thousand 999-calls answered in December, an increase of 63 thousand from November. This was the highest figure seen since December 2022, and the 11<sup>th</sup> highest to-date.

1. Monthly Volume of Calls Answered ('000, A1)



2. Average Daily Volume of Calls Answered ('000, A1)



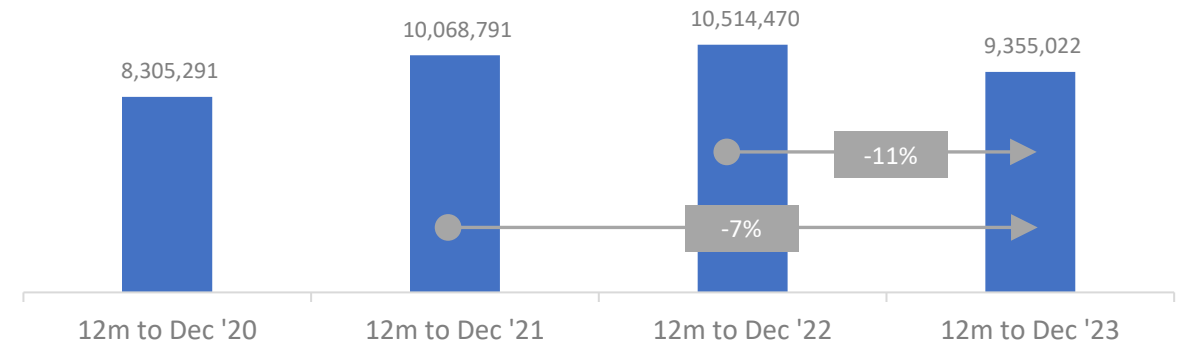
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
11<sup>th</sup> highest

Change from Nov 2023  
+63 thousand

Change from Dec 2022  
-125 thousand

3. Volume of Calls Answered in the 12 months to Dec (A1)



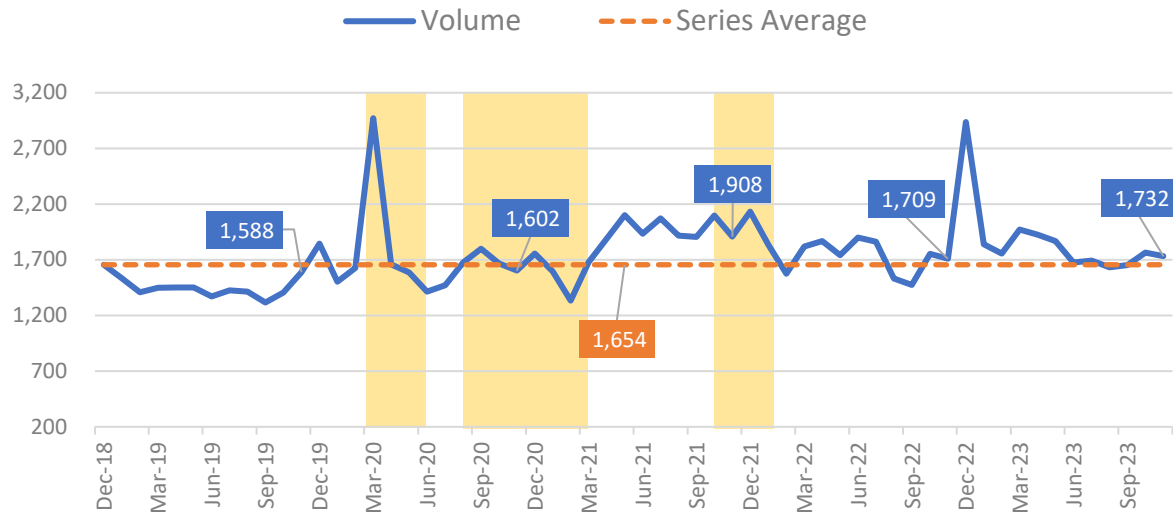
Yellow areas show COVID waves in the UK: source ONS.



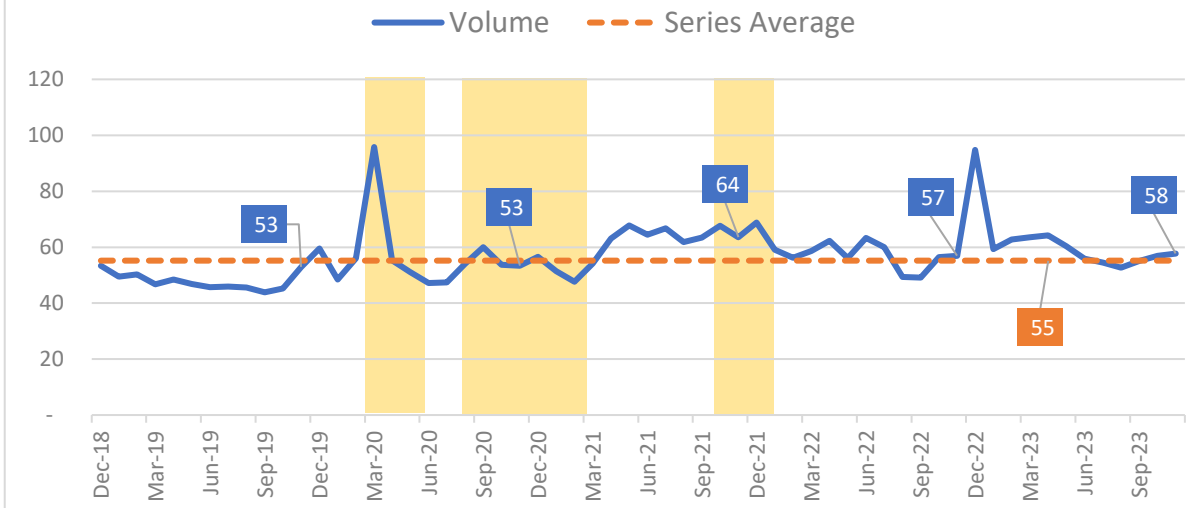
# 7. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then [IUCADC](#) (measure A0))

111 data runs a month behind AQI data. Between October and November there was a decrease in monthly call volume to 1.7-million (1), although the average daily volume grew due to the shorter month (2). annualized data show 1.2-million more 111 calls between the two most recent periods (3).

1. Volume of 111 Call Received ('000, A01)



2. Average Daily Volume of 111 Calls Received ('000, A01)



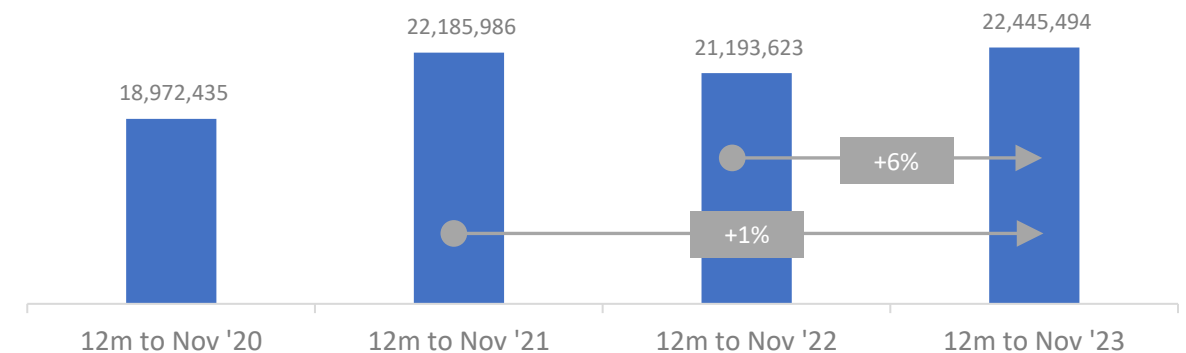
## Monthly Volume for November 2023: Fast Facts

Rank in series to-date  
28<sup>th</sup> highest

Change from Oct 2023  
-32 thousand

Change from Nov 2022  
+23 thousand

3. Total 111 Calls Received: 12 months to Nov (A01)



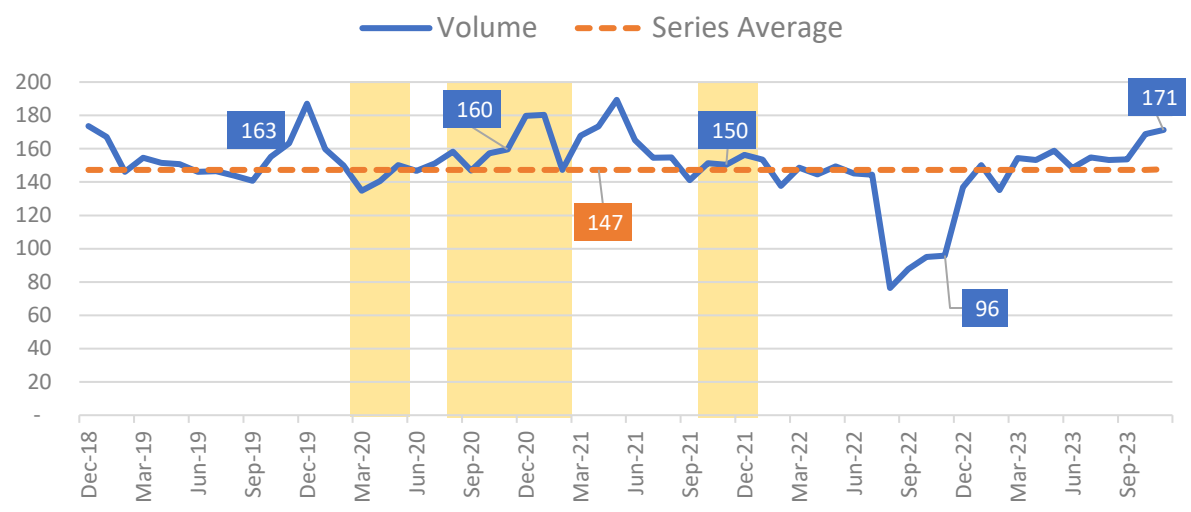
Yellow areas show COVID waves in the UK: source ONS.



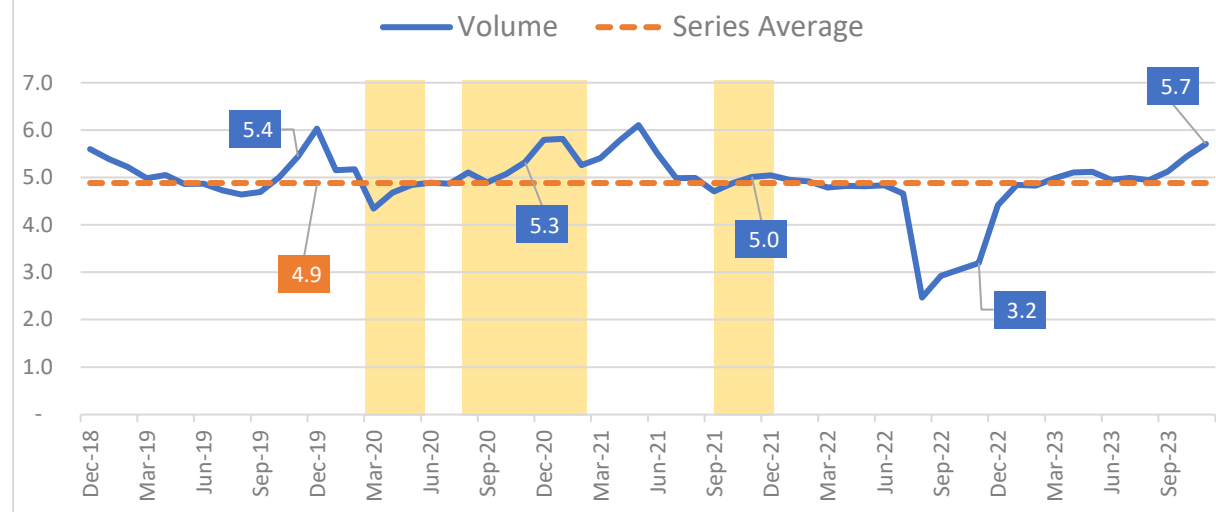
# 8. 111 Transfers to 999 (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

111 data runs a month behind AQI data. The volume of 111 calls referred to ambulance services increased to 171-thousand in November 2023, the 7<sup>th</sup> greatest volume to-date. This represents 11.2 -percent of 111 calls-answered, the highest proportion to-date (not shown).

1. Monthly Volume of Dispositions ('000, E02)



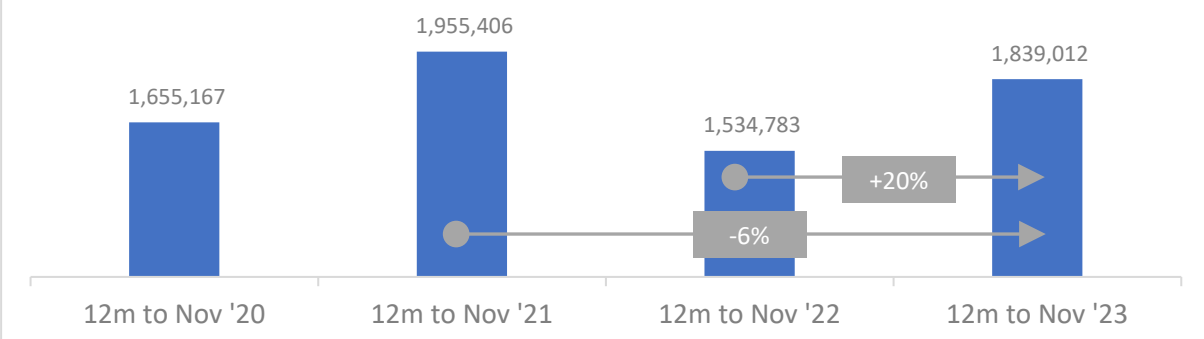
2. Average Daily Dispositions ('000, E02)



Monthly Volume for November 2023: Fast Facts

Rank in series to-date <b>7<sup>th</sup> highest</b>	Change from Oct 2023 <b>+2 thousand</b>	Change from Nov 2022 <b>+75 thousand</b>
---	--	---

3. Total Dispositions: 12 months to Nov (5.3, A01)



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



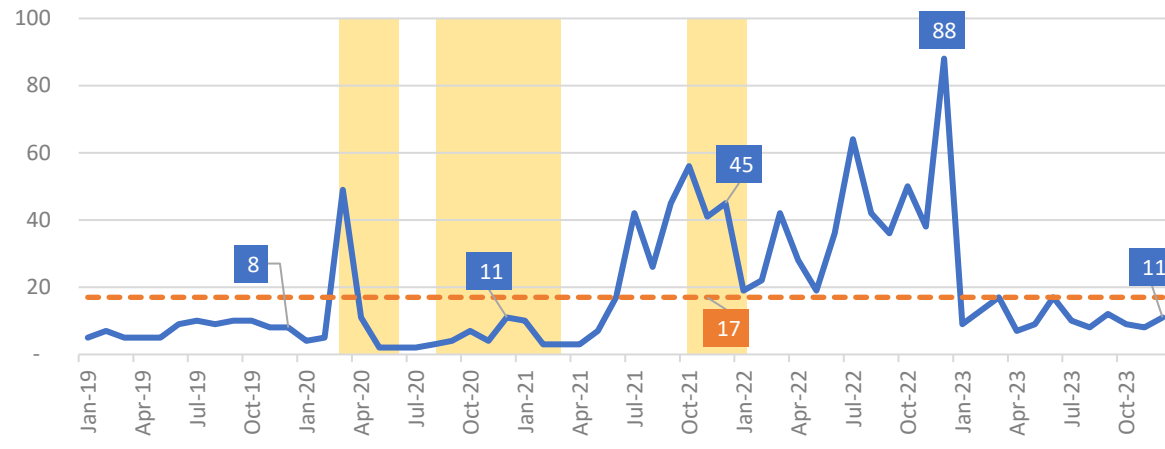


# 9. Demand: Call Answer Time (999, Measures A3 and A5)

Call answer times increased in December, but remain significantly below those seen 12-months ago. Both the mean and 95<sup>th</sup> centile answer times have tracked on, or below, the series average since January 2023: previous to this, answer times tracked above the series average for nearly two years.

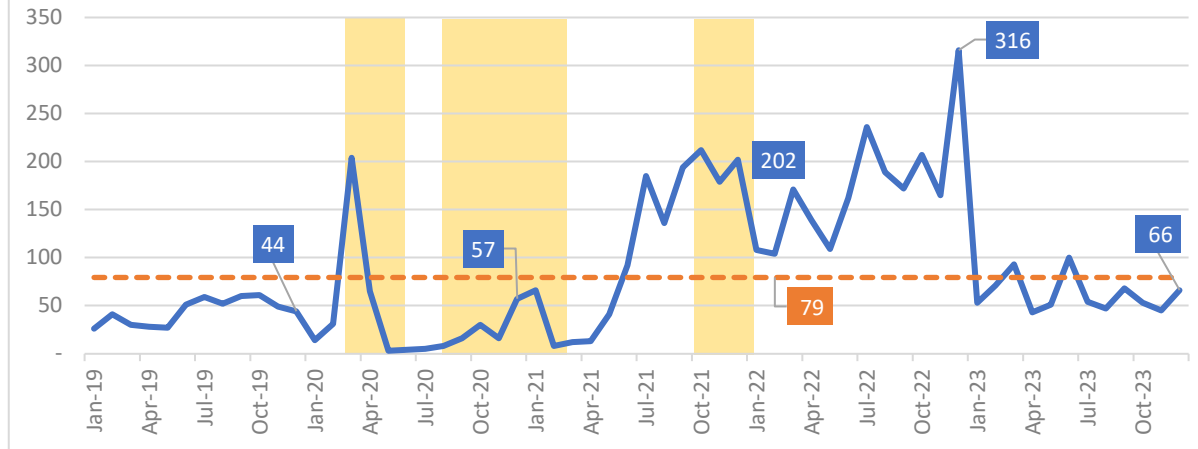
Mean Call Answer Time (A3)

— Time (Seconds)    - - - Series Average



95<sup>th</sup> Centile Call Answer Time (A5)

— Time (seconds)    - - - Series Average



Mean Call Answer Time for December 2023: Fast Facts

Rank in series to-date

33<sup>rd</sup> slowest

Change from Nov 2023

+3 seconds

Change from Dec 2022

-77 seconds

95<sup>th</sup> Centile Answer Time for December 2023: Fast Facts

Rank in series to-date:

32<sup>nd</sup> slowest

Change from Nov 2023

21 seconds

Change from Dec 2022

-250 seconds

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



## Section 2

### Incidents and Response Time, by Category

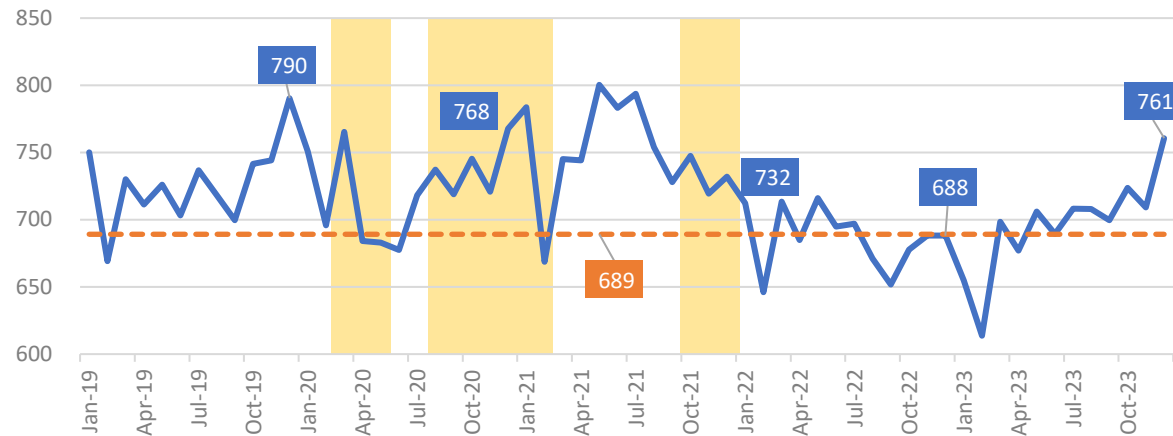
- [Demand: All Incidents](#)
- [Share of Incidents by Category](#)
- [Demand: C1 Incidents](#)
- [Demand: C2 Incidents](#)
- [Demand: C3 Incidents](#)
- [Demand: C4 Incidents](#)
- [Demand: C1 Response Times](#)
- [Demand: C2 Response Times](#)
- [Demand: C3 Response Times](#)
- [Demand: C4 Response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

# 11. Demand: All Incidents (A7)

Incidents reached 761-thousand in December, the 9<sup>th</sup> highest to-date, and 72-thousand greater than December 2022 (1). Average daily volumes increased to 25-thousand incidents per-day (2), while the annualized data show 8.3-million incidents in the past 12-months, a one-percent increase from the previous period (3).

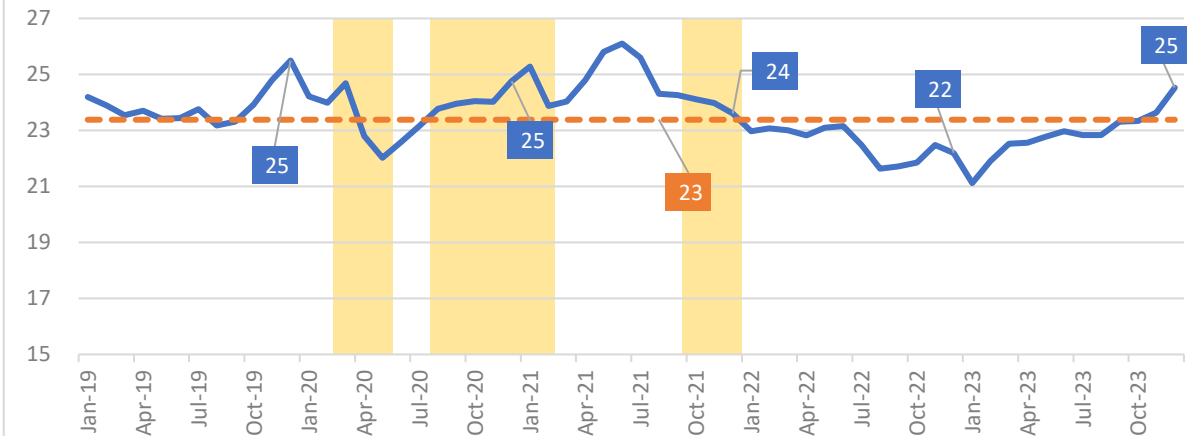
1. Volume of Incidents ('000, A7)

— Volume    - - - Series Average



2. Average Daily Volume of Incidents ('000, A7)

— Volume    - - - Series Average



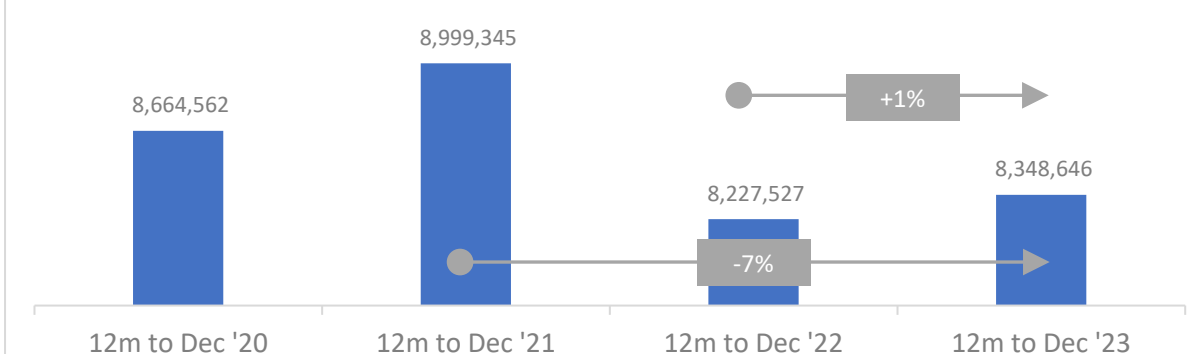
## Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
**9<sup>th</sup> highest**

Change from  
Nov 2023  
**+51 thousand**

Change from  
Dec 2022  
**+72 thousand**

3. Volume of Incidents in the 12 months to Dec (A7)

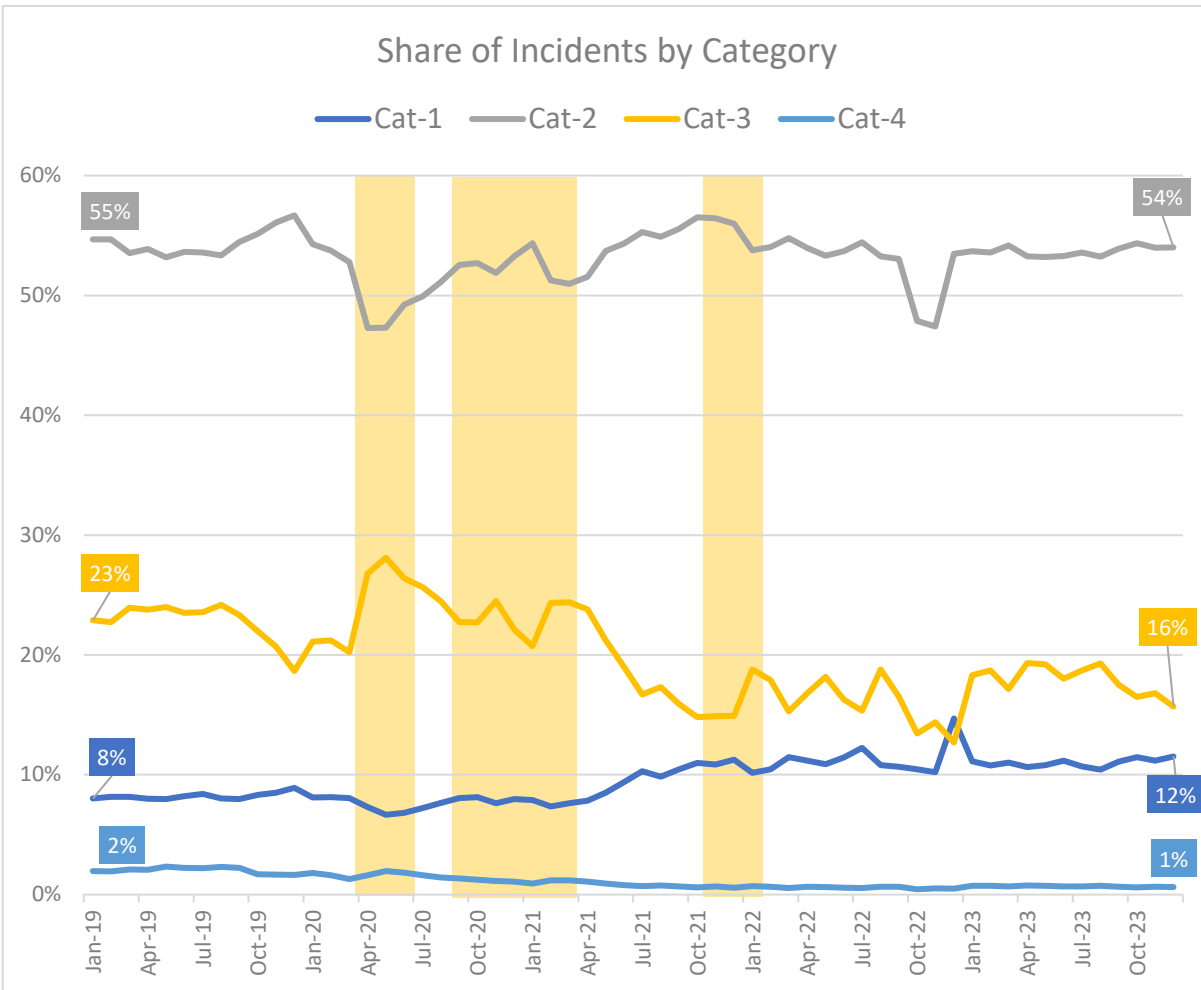


Yellow areas show COVID waves in the UK: source ONS.

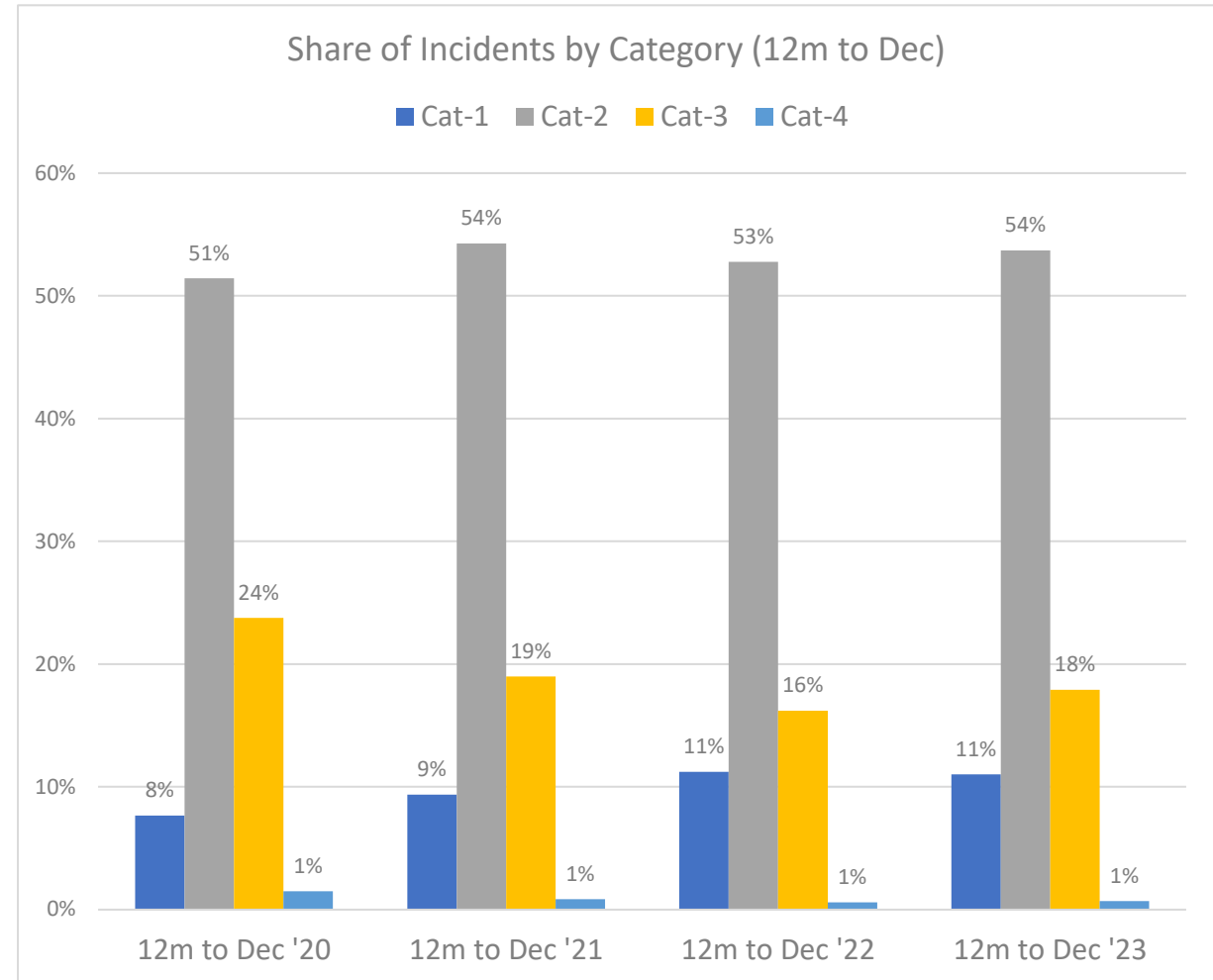


## 12. Demand: Share of Incidents by Category

Category-2 accounts for over half of incidents, but this fluctuates over time: December 2023 is just one-percentage point less than January 2019. The greatest change since January 2019 is Category-3, decreasing from 23-percent to 10-percent, while Category-1 has increased from eight-percent to 12-percent.



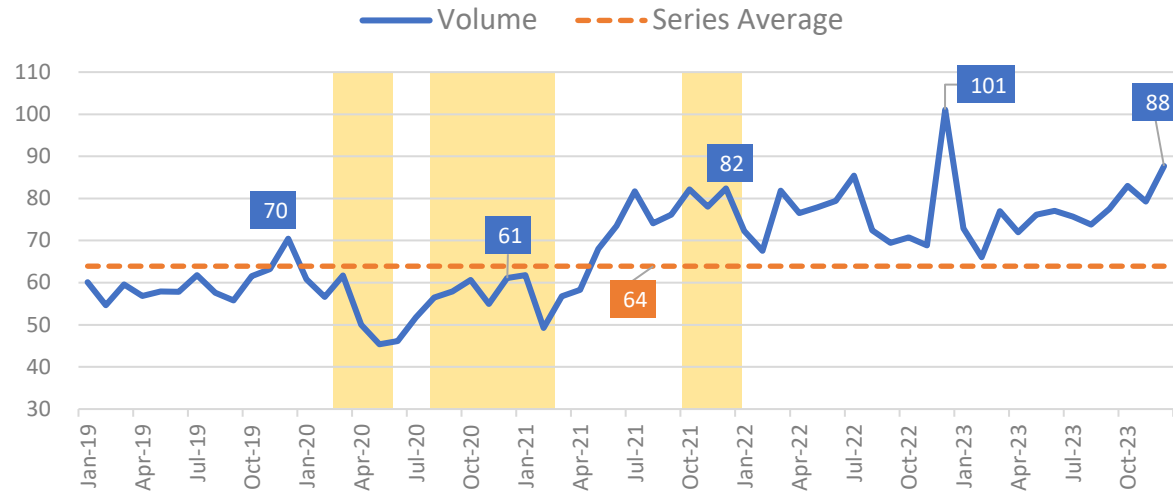
Yellow areas show COVID waves in the UK: source ONS.



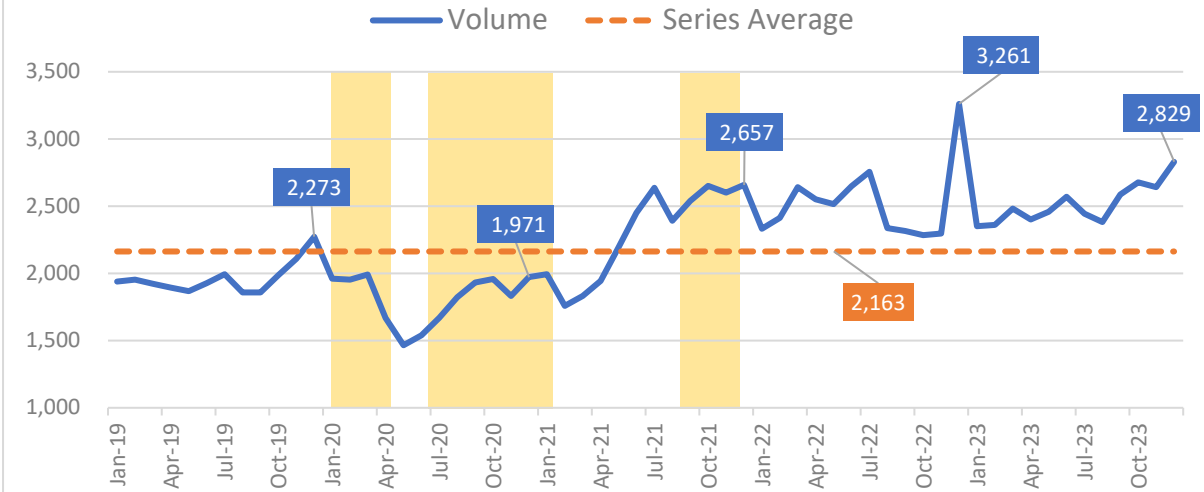
# 13. Demand: Category-1 Incidents (A8)

December 2023 saw Category-1 reach 88-thousand incidents, the second highest volume to-date after December 2022 (1). Average daily volume followed a similar pattern (2). Annualized data show a slight decrease from the previous period, but 76-thousand more incidents than 2021 (3).

1. Volume of Cat-1 Incidents ('000, A8)



2. Average Daily Volume of Cat-1 Incidents (A8)



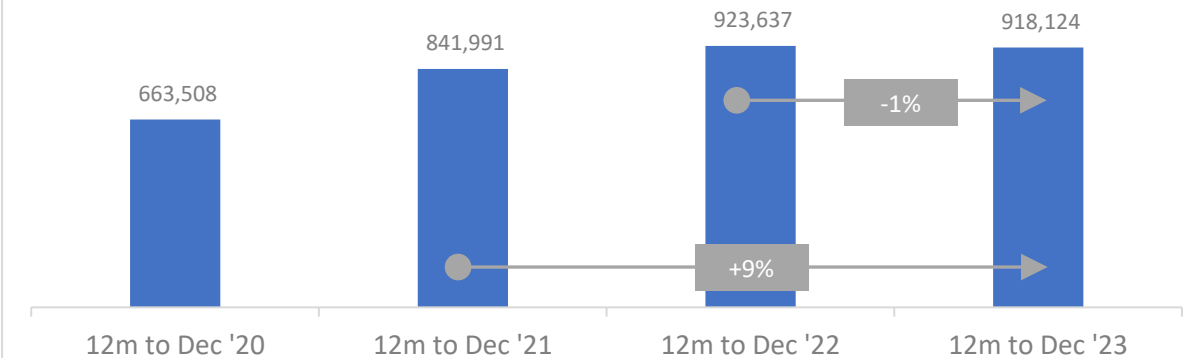
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
**2nd highest**

Change from Nov 2023  
**+8 thousand**

Change from Dec 2022  
**-13 thousand**

3. Volume of Cat-1 Incidents in the 12 months to Dec (A8)



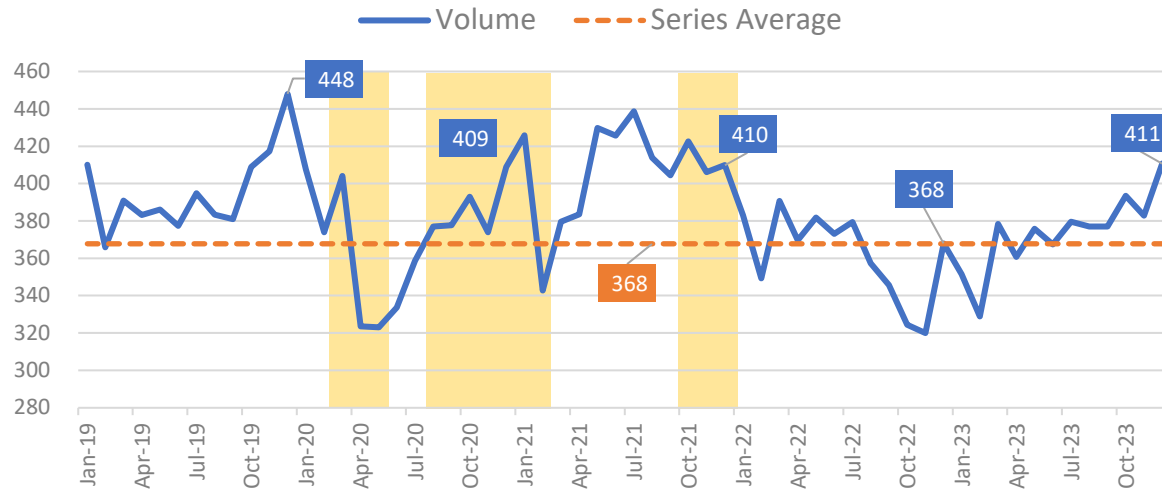
Yellow areas show COVID waves in the UK: source ONS.



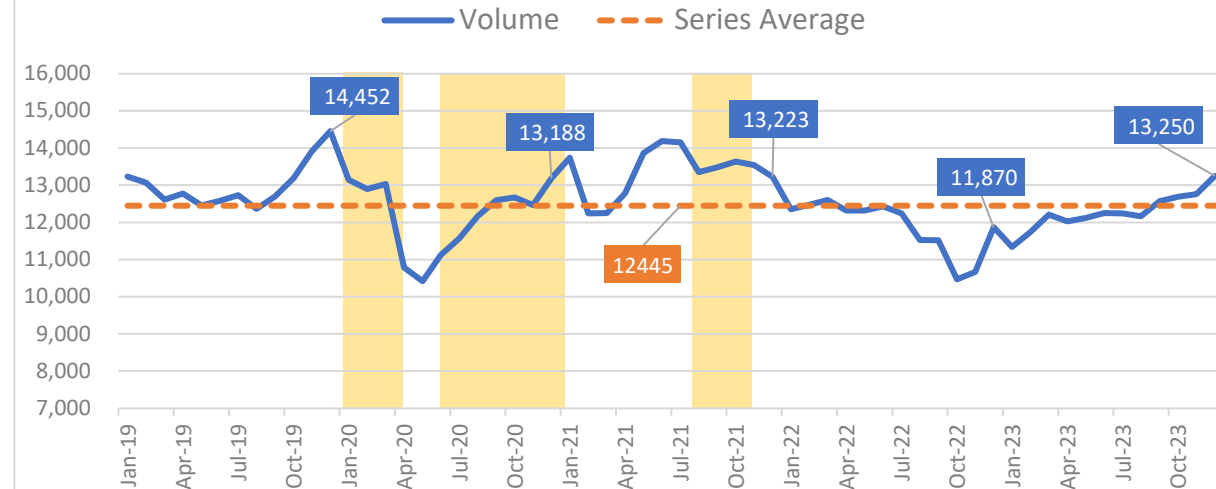
# 14. Demand: Category-2 Incidents (A10)

An increase of 28-thousand Category-2 incidents between November and December saw the total reach 411-thousand, the 9<sup>th</sup> highest to-date (1). Annualized data for 2023 show 141 thousand more Category-2 incidents than 2022, but 400-thousand fewer than 2021 (3).

1. Volume of Cat-2 Incidents ('000, A10)



2. Average Daily Volume of Cat-2 Incidents (A10)



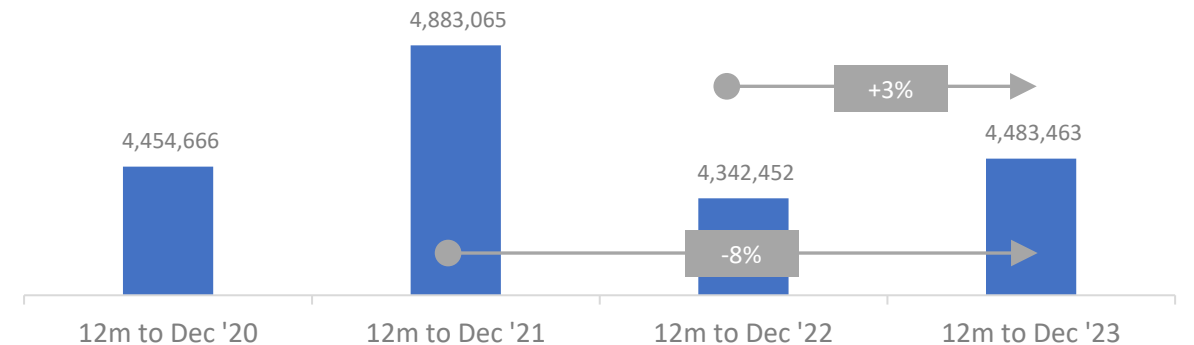
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
**9<sup>th</sup> highest**

Change from Nov 2023  
**+28 thousand**

Change from Dec 2022  
**+43 thousand**

3. Volume of Cat-2 Incidents in the 12 months to Dec (A10)



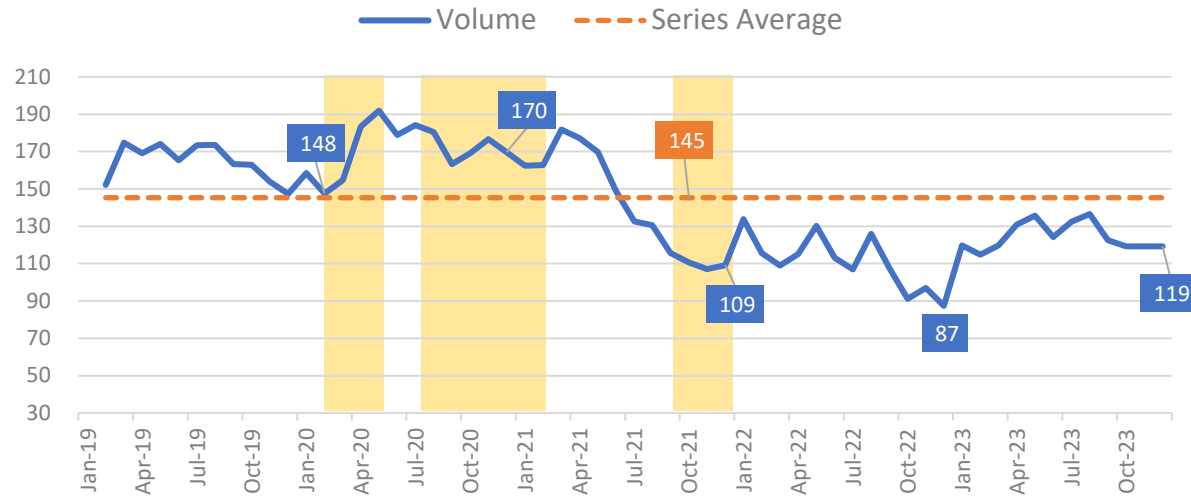
Yellow areas show COVID waves in the UK: source ONS.



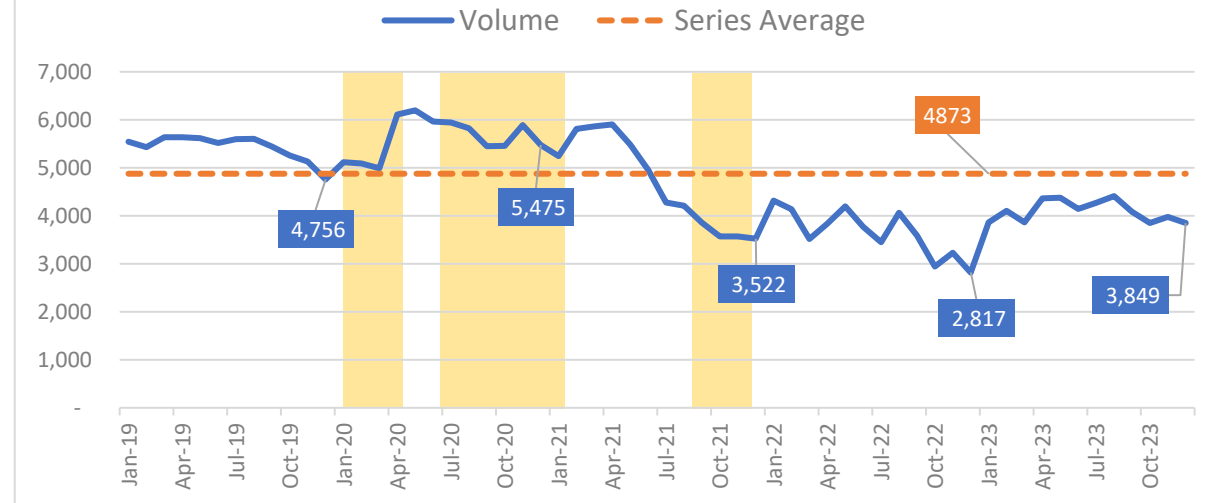
# 15. Demand: Category-3 Incidents (A11)

Category-3 incidents increased to 119-thousand, just 54 more incidents than November, but 32-thousand more than December 2022 (1). The annualized data show an increase of 152-thousand incidents between 2022 and 2023, taking the total to 1.5-million, the first increase in the 12-month data for since 2020.

Volume of C3 Incidents ('000, A11)



2. Average Daily Volume of Cat-3 Incidents (A11)



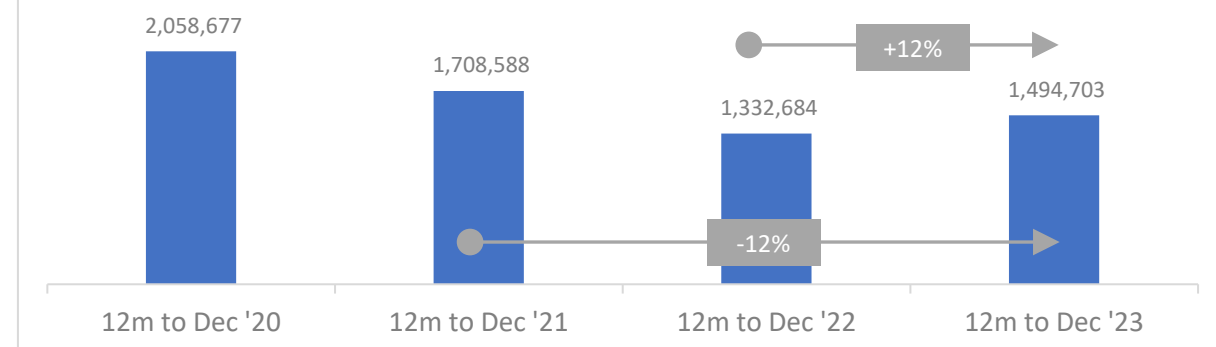
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
57<sup>th</sup> highest

Change from Nov 2023  
+54 incidents

Change from Dec 2022  
+32 thousand

3. Volume of Cat-3 Incidents in the 12 months to Dec (A11)



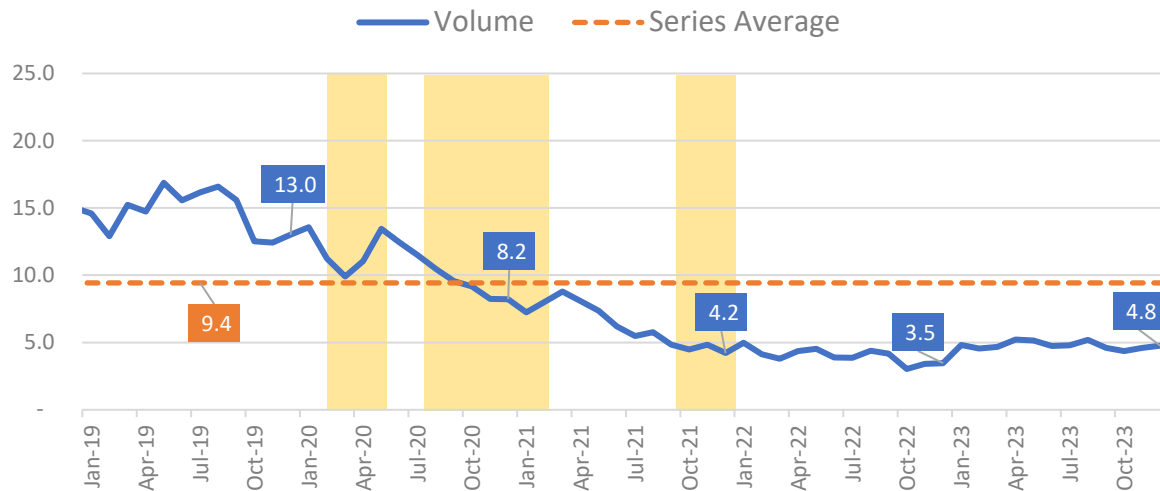
Yellow areas show COVID waves in the UK: source ONS.



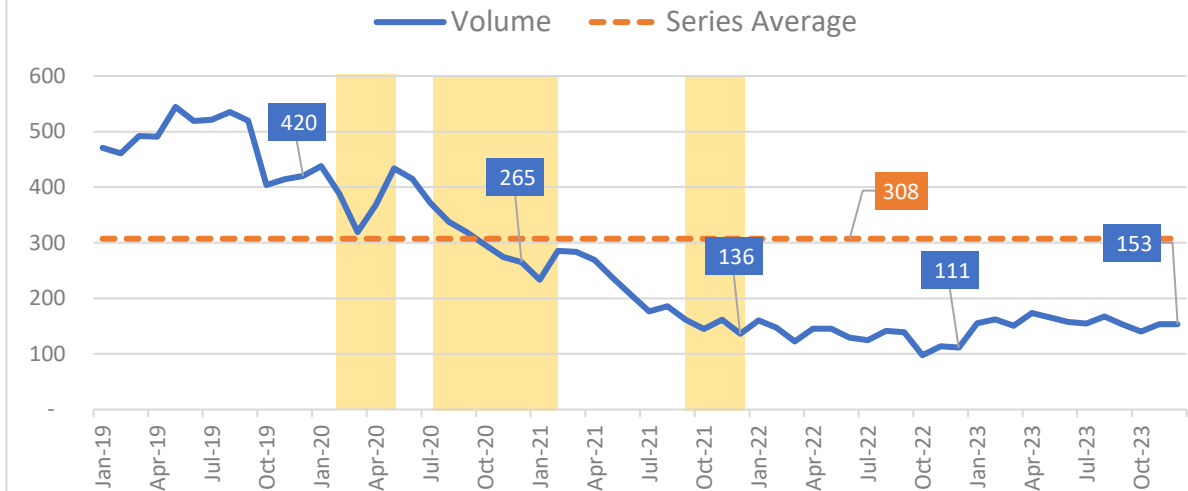
# 16. Demand: Category-4 Incidents (A12)

There were just under five-thousand Category-4 incidents in December, an increase of just 152 incidents from November (1). The average daily volume remained flat at 153 incidents (2), but the annualized data saw the first increase since 2020 (3).

1. Volume of Cat-4 Incidents ('000, A12)



2. Average Daily Volume of Cat-4 Incidents (A12)



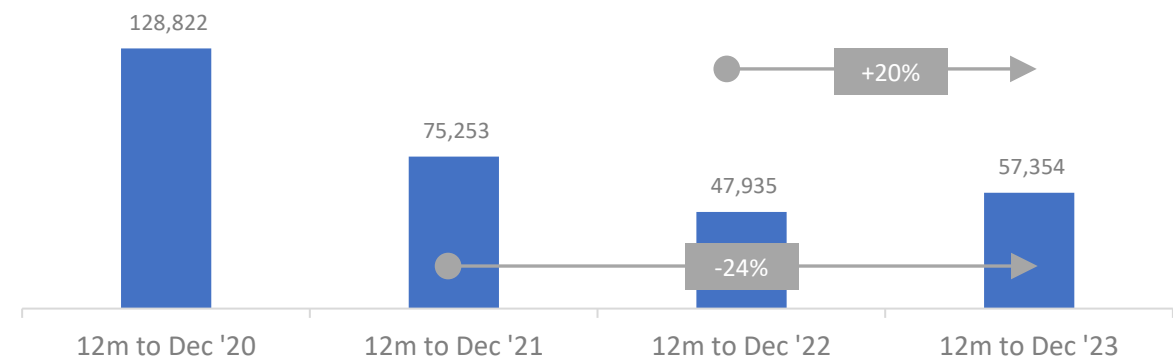
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
53<sup>rd</sup> highest

Change from Nov 2023  
+152 incidents

Change from Dec 2022  
+1.3 thousand

3. Volume of Cat-4 Incidents in the 12 months to Dec (A12)



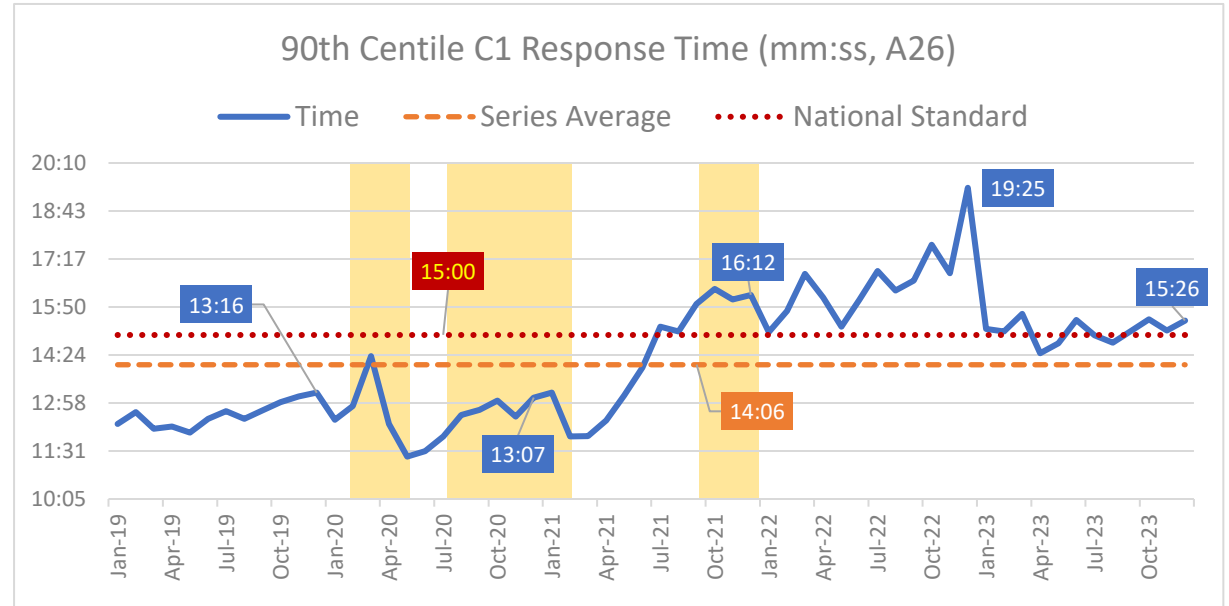
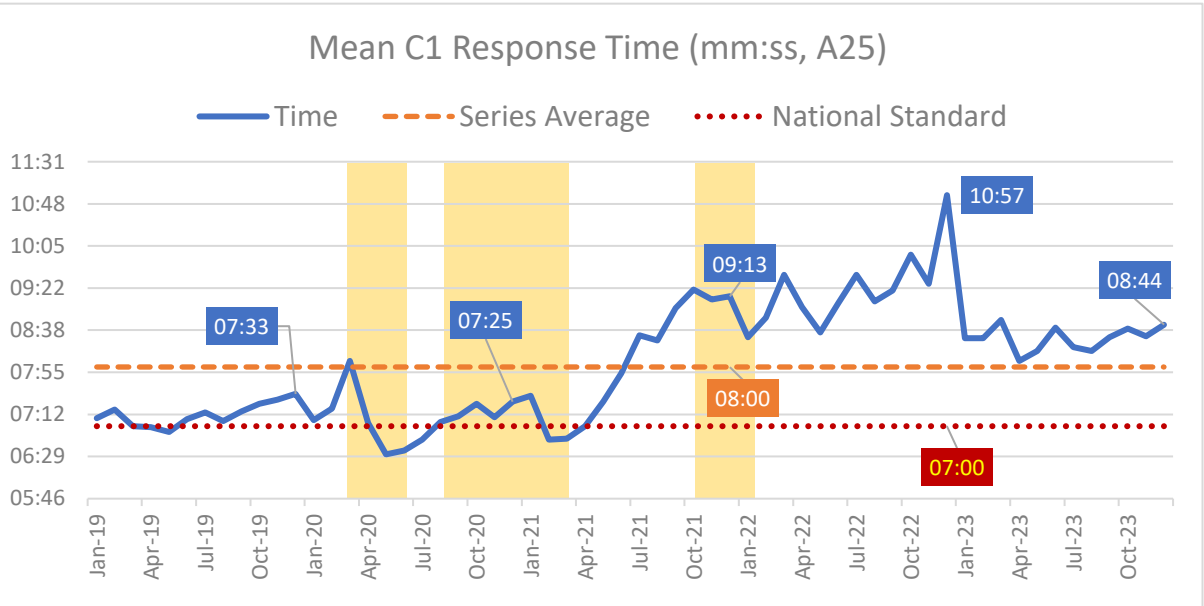
Yellow areas show COVID waves in the UK: source ONS.





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

Category-1 response times increased in December 2023, but are well below those recorded in December 2022. The mean-time did not exceed nine-minutes in 2023, but remains above the national standard of seven-minutes. The 90<sup>th</sup> centile time dipped below the 15-minute national standard four times in 2023.



## Mean Response Time for December 2023: Fast Facts

Rank in series to-date <b>18<sup>th</sup> slowest</b>	Change from Nov 2023 <b>12 secs slower</b>	Change from Dec 2022 <b>2 mins faster</b>
--	---	--

## 90<sup>th</sup> Centile Response Time for December 2023: Fast Facts

Rank in series to-date: <b>18<sup>th</sup> slowest</b>	Change from Nov 2023 <b>18 secs slower</b>	Change from Dec 2022 <b>4 mins faster</b>
---	---	--

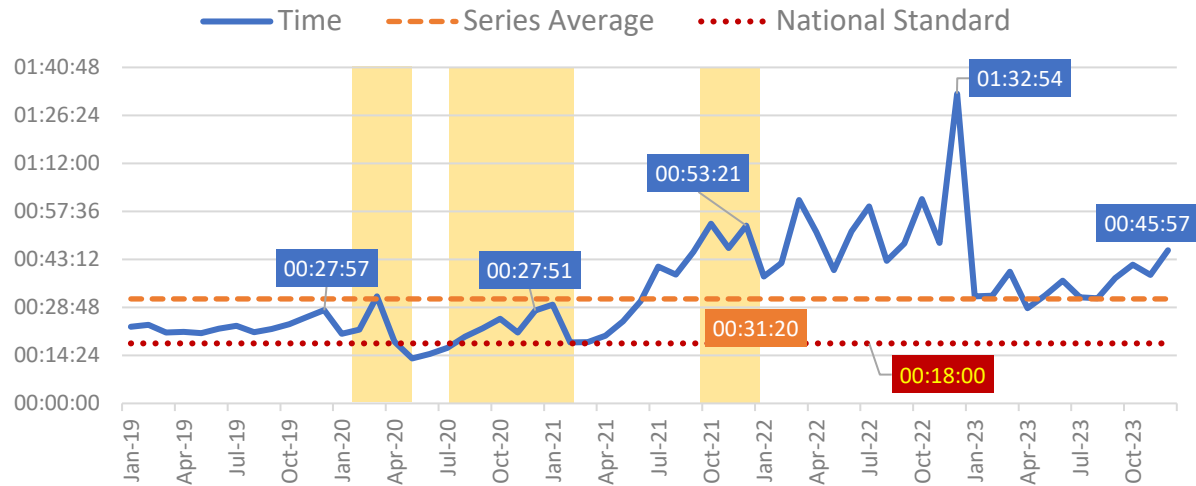
Yellow areas show COVID waves in the UK: source ONS.



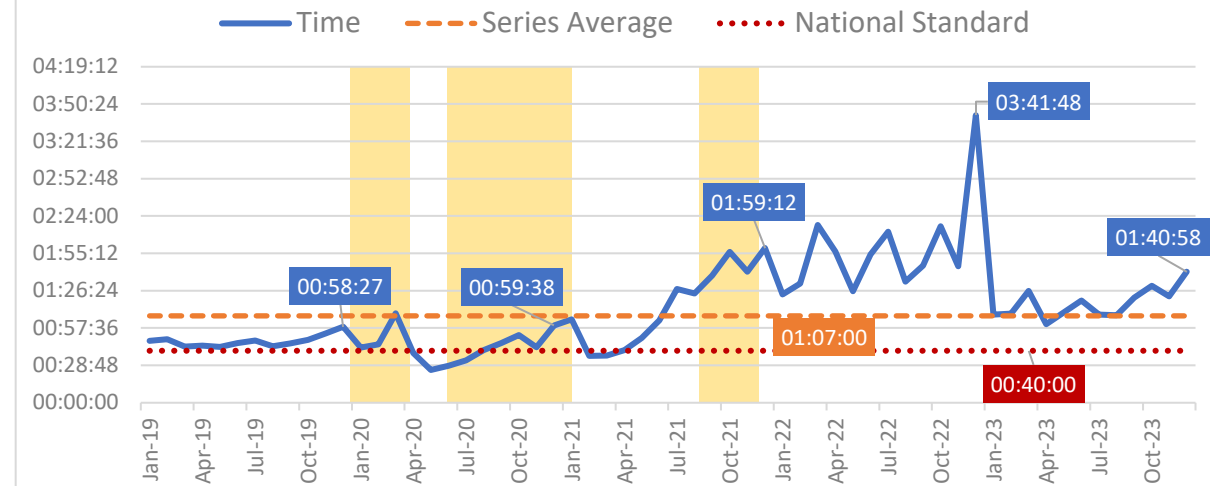
# 18. Demand: Category-2 Response Times (Measures A31 and A32)

Category-2 response times have been increasing since August: December saw the mean-time increase by seven-minutes and the 90<sup>th</sup> centile measure by 19 minutes. While both remain slower than their respective national standards, they are also significantly faster than December 2022.

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



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



Mean Response Time for December 2023: Fast Facts

Rank in series to-date  
12<sup>th</sup> slowest

Change from Nov 2023  
7 mins slower

Change from Dec 2022  
47 mins faster

90<sup>th</sup> Centile Response Time for December 2023: Fast Facts

Rank in series to-date:  
11<sup>th</sup> slowest

Change from Nov 2023  
19 mins slower

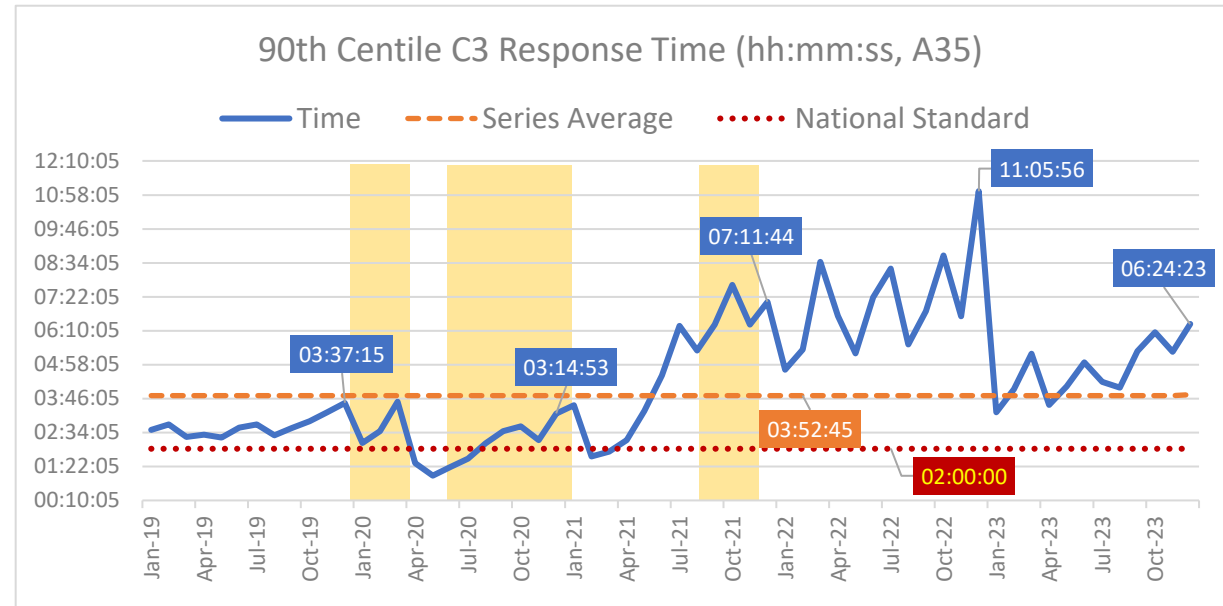
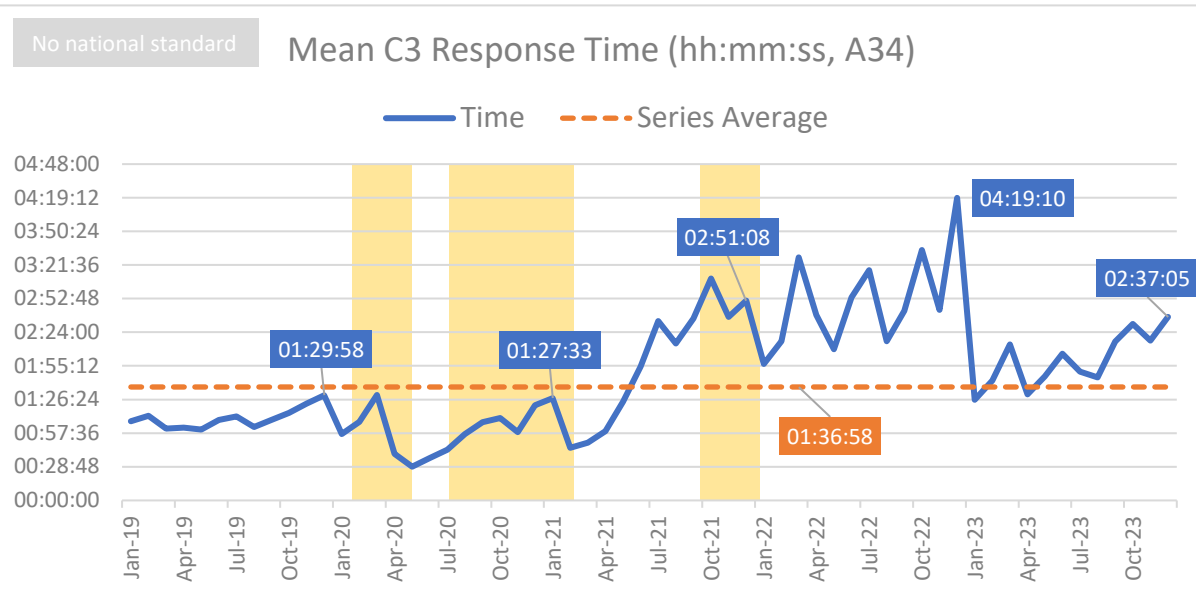
Change from Dec 2022  
2 hours faster

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



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

Category-3 response times have been increasing (unevenly) since April 2023. Between November and December, the mean-time increased by 20-minutes and the 90<sup>th</sup> centile by nearly one-hour – the latter is currently around four-and-a-half hours slower than its two-hour national standard.



### Mean Response Time for December 2023: Fast Facts

Rank in series  
to-date  
12<sup>th</sup> slowest

Change from  
Nov 2023  
20 mins slower

Change from  
Dec 2022  
1.75 hrs faster

### 90<sup>th</sup> Centile Response Time for December 2023: Fast Facts

Rank in series  
to-date:  
11<sup>th</sup> slowest

Change from  
Nov 2023  
58 mins slower

Change from  
Dec 2022  
4.75 hrs faster

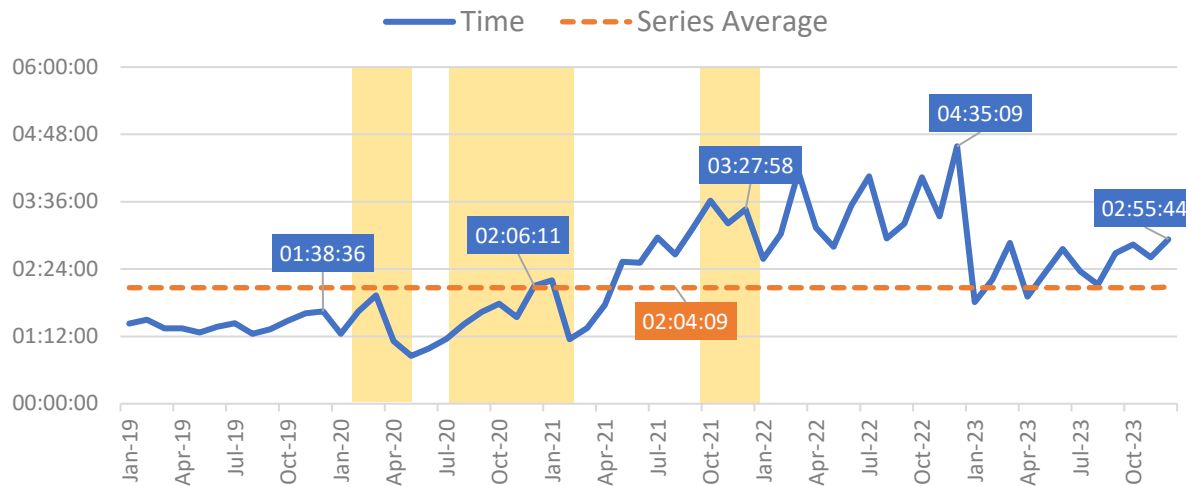
Yellow areas show COVID waves in the UK: source ONS.



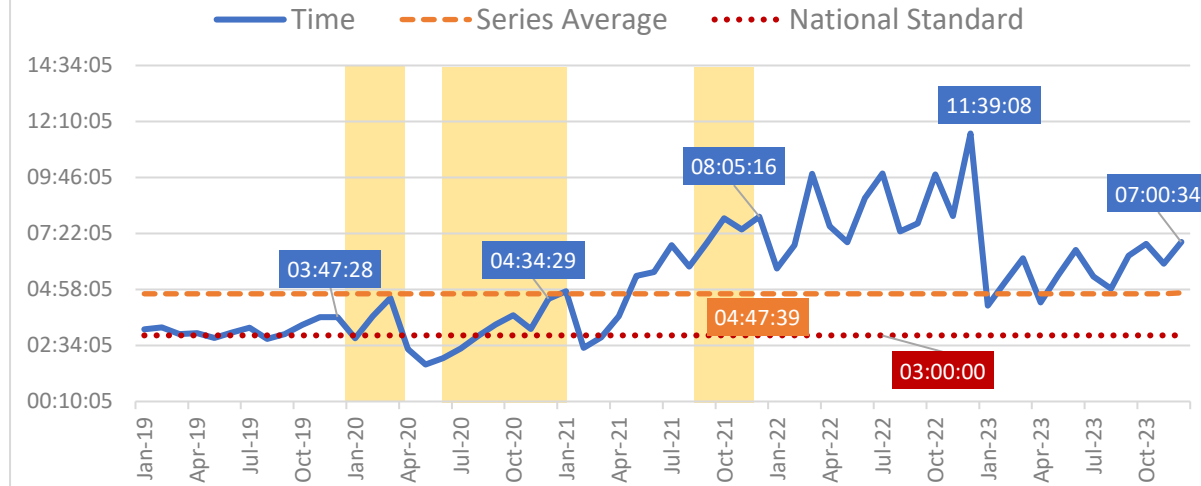
## 20. Demand: Category-4 Response Times (Measures A37 and A38)

Category-4 response times followed a similar pattern to that seen on the previous three pages: an increase in December takes both measures to their highest in 12-months, remaining well below December 2022's level, but (in the case of the 95<sup>th</sup> centile) more than twice as slow as the national standard.

No national standard Mean C4 Response Time (hh:mm:ss, A37)



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



### Mean Response Time for December 2023: Fast Facts

Rank in series to-date  
16<sup>th</sup> slowest

Change from Nov 2023  
20 mins slower

Change from Dec 2022  
1.7 hrs faster

### 90<sup>th</sup> Centile Response Time for December 2023: Fast Facts

Rank in series to-date:  
16<sup>th</sup> slowest

Change from Nov 2023  
55 mins slower

Change from Dec 2022  
4.7 hrs faster

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



# Section 3

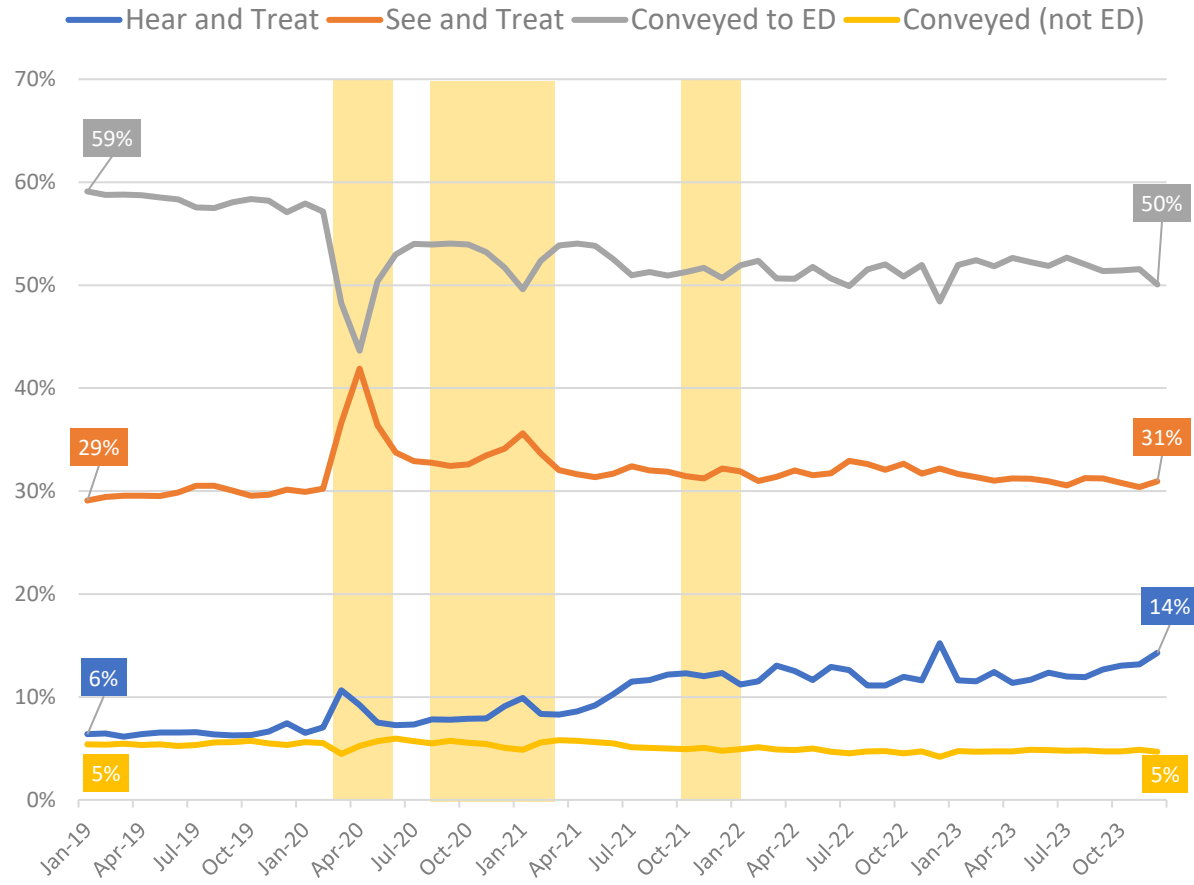
## Incidents by Response Outcome

- [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](#)

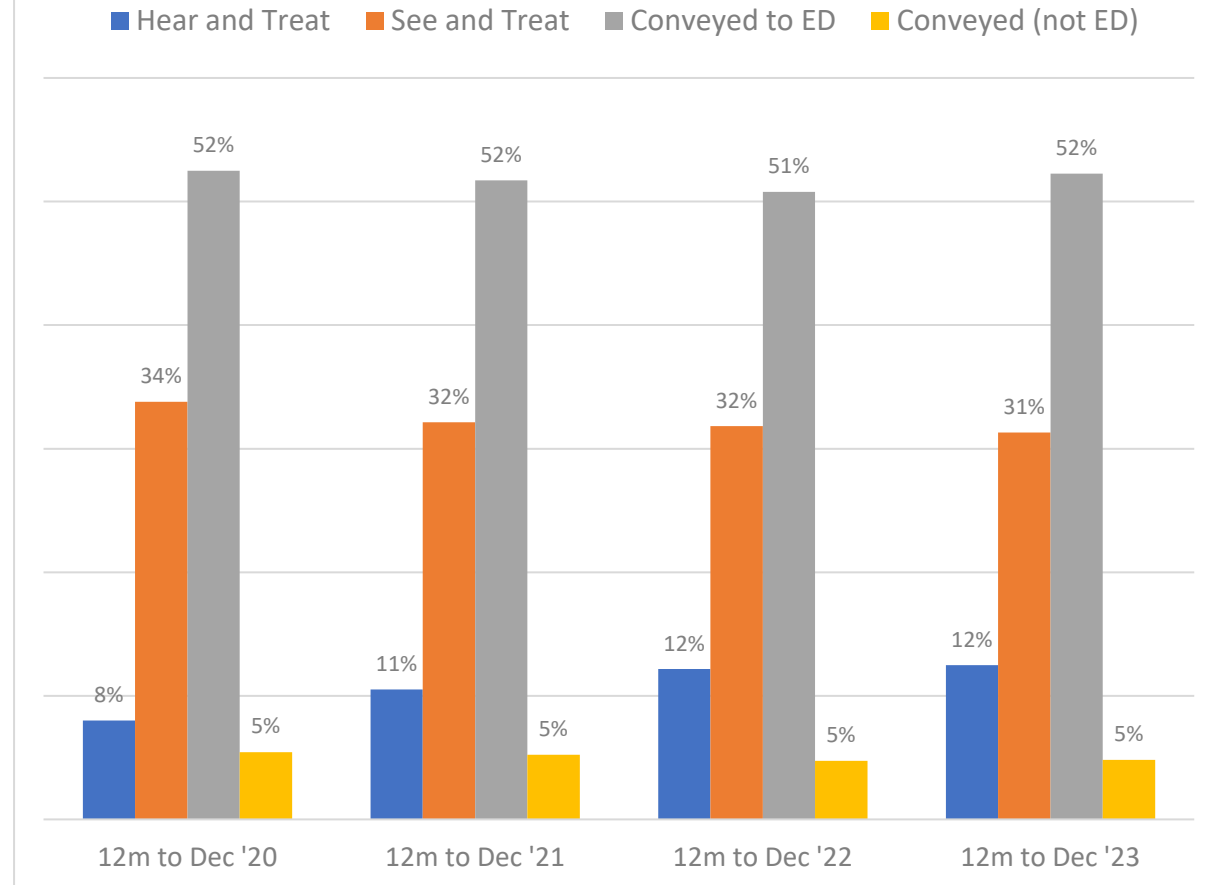
## 22. Share of Incidents by Response Outcome

From January 2019, Conveyance to Emergency Department (ED) has seen its share of responses decrease by nearly ten-percent (to 50-percent in December 2023). Over this time, Hear-and-Treat responses have more than doubled, while See-and-Treat, and Conveyance “elsewhere” have remained relatively steady.

Incident Outcome (Share of all incidents)



Share of all incidents (12m to Dec)



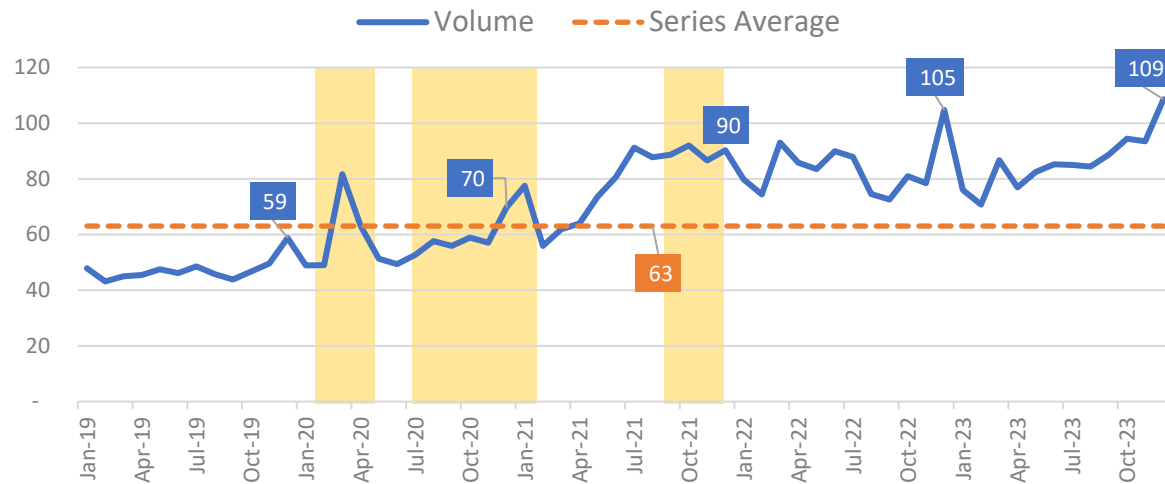
Yellow areas show COVID waves in the UK: source ONS.



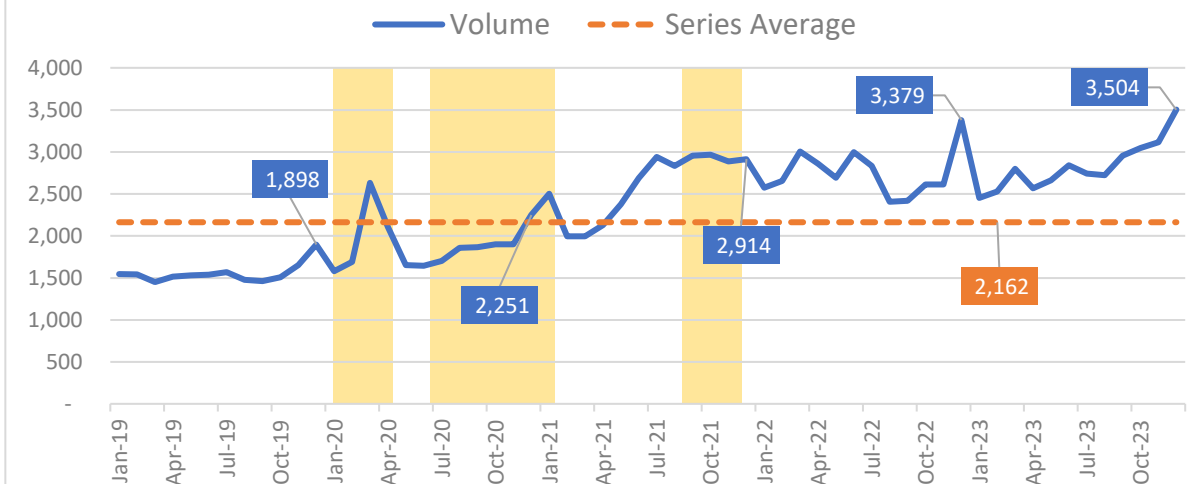
## 23. Hear and Treat (measure A17)

December saw the greatest number of Hear-and-Treat (H&T) responses than any month to-date, reaching 109-thousand across the month (1) and, on average, 3,504 each day (2). The full-year saw over 1-million H&T responses, an increase of 338-thousand from 2020 (3).

1. Volume of H&T Responses ('000, A17)



2. Average Daily Volume of H&T Responses (A17)



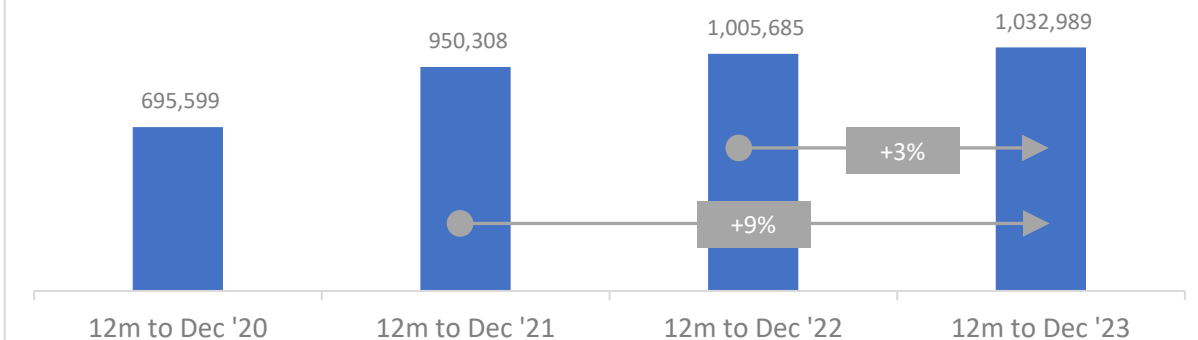
### Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
**1<sup>st</sup> / highest**

Change from  
Nov 2023  
**+15 thousand**

Change from  
Dec 2022  
**+4 thousand**

3. Volume of H&T Responses in the 12 months to Dec (A17)



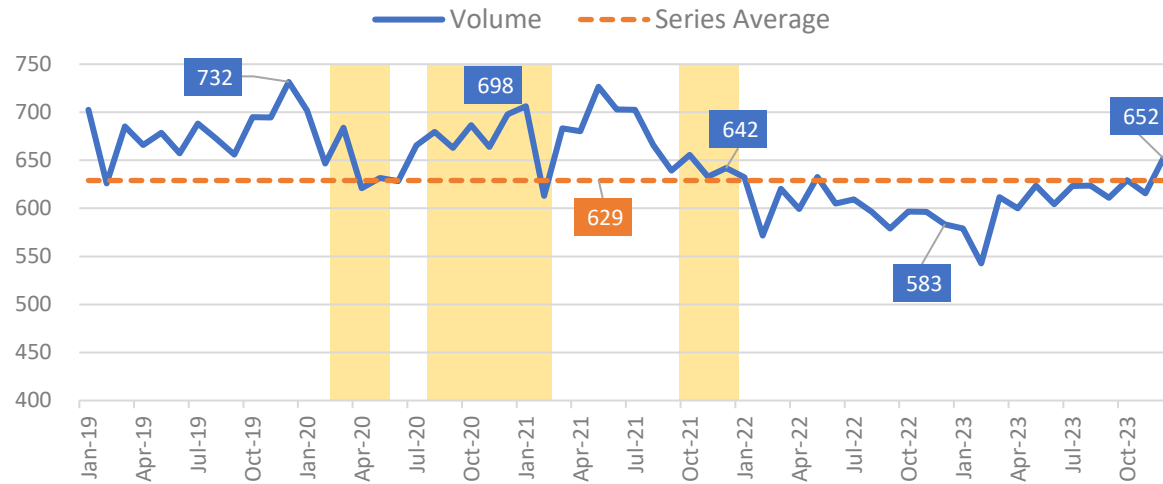
Yellow areas show COVID waves in the UK: source ONS.



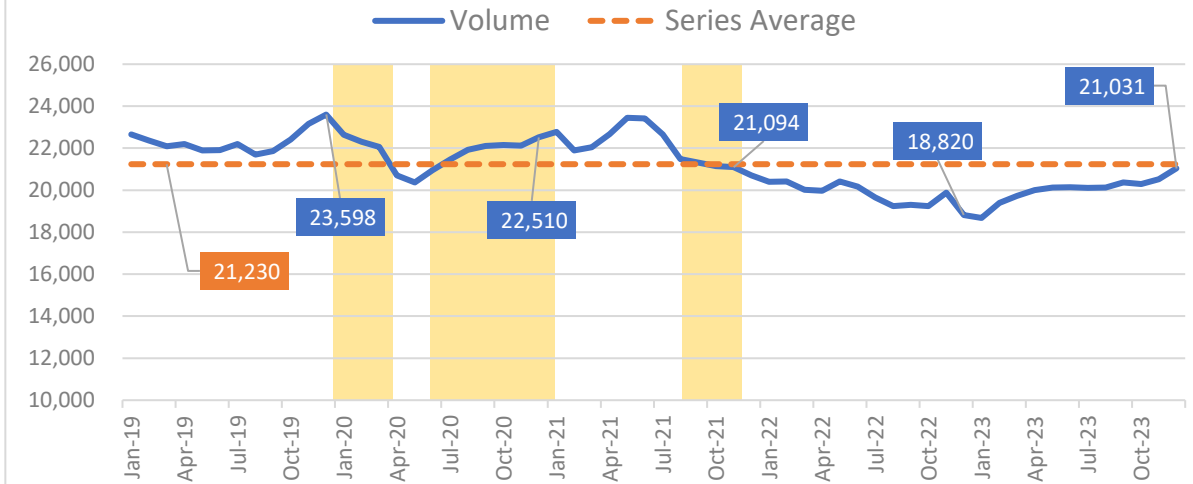
## 24. Face to Face (measure A56)

Face-to-Face (F2F) responses (which includes See-and-Treat and Conveyance) grew by 36-thousand between November and December to reach 652-thousand. This is the highest since October 2021 both in terms of month and average daily volume (1 and 2).

### 1. Volume of F2F Responses ('000, A56)



### 2. Average Daily Volume of F2F Responses (A56)



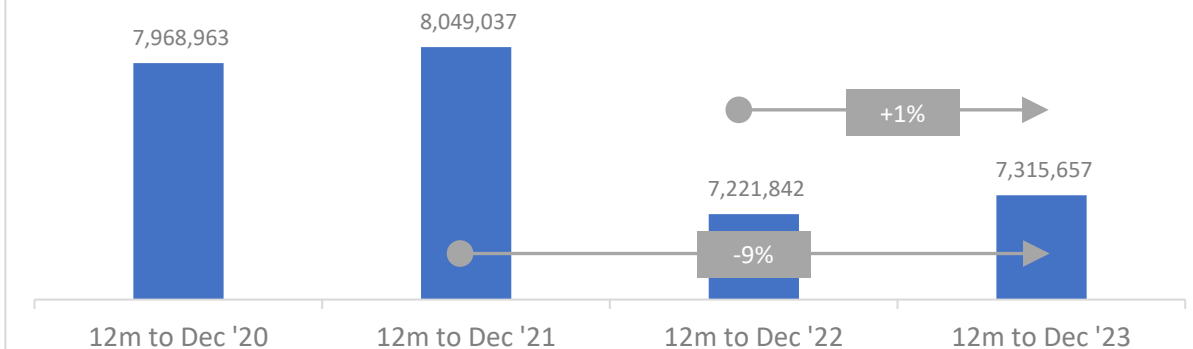
### Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
35<sup>th</sup> highest

Change from  
Nov 2023  
+36 thousand

Change from  
Dec 2022  
+69 thousand

### 3. Volume of F2F Responses in the 12 months to Dec (A56)



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

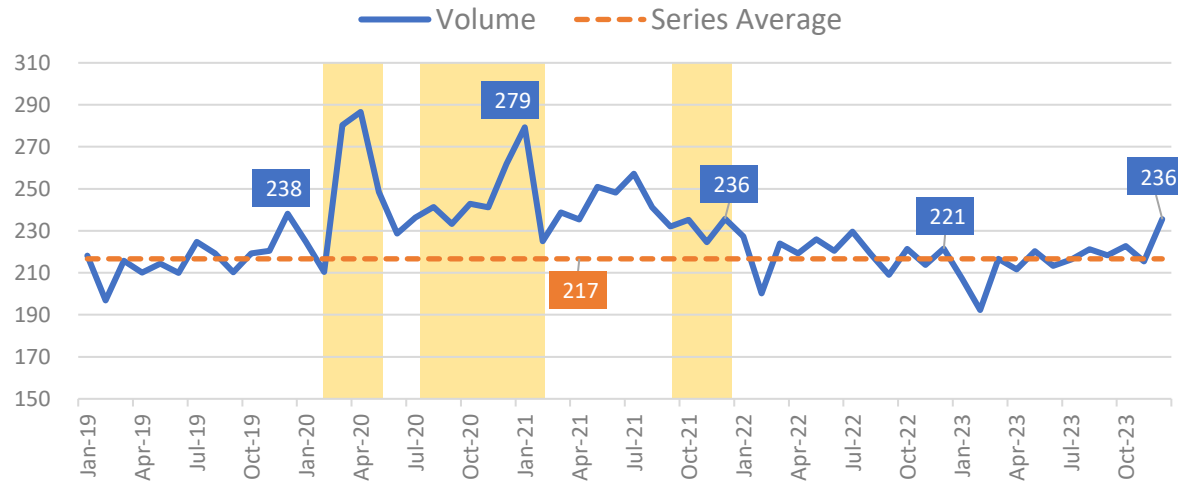




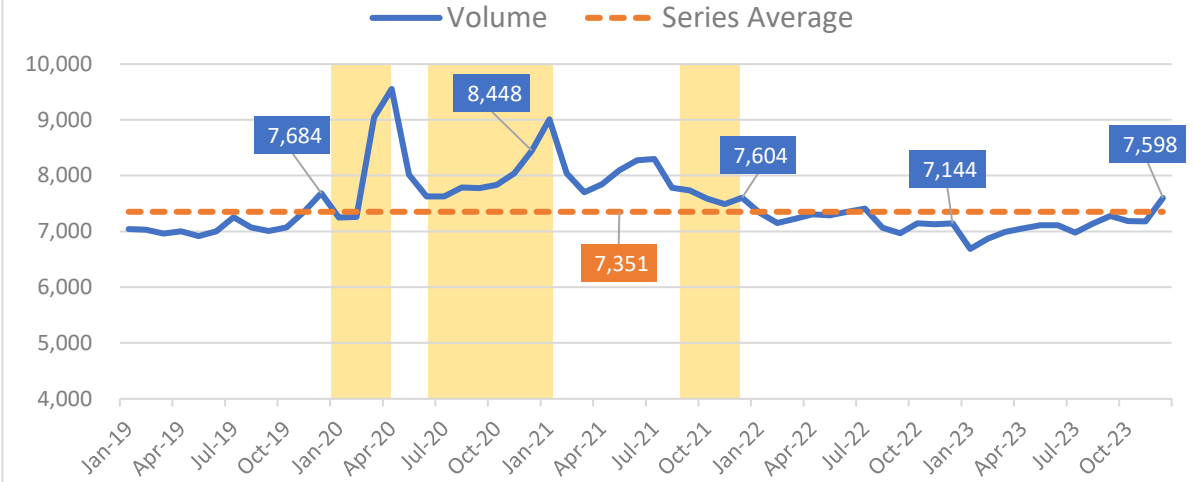
## 25. See and Treat (measure A55)

See-and-Treat (S&T) responses increased to 236-thousand across the month, the highest volume since December 2021 (1). Over time, however, this figure has dropped, with the annualized data showing a steady decrease from 2020 (3).

1. Volume of S&T Responses ('000, A55)



2. Average Daily Volume of S&T Responses (A55)



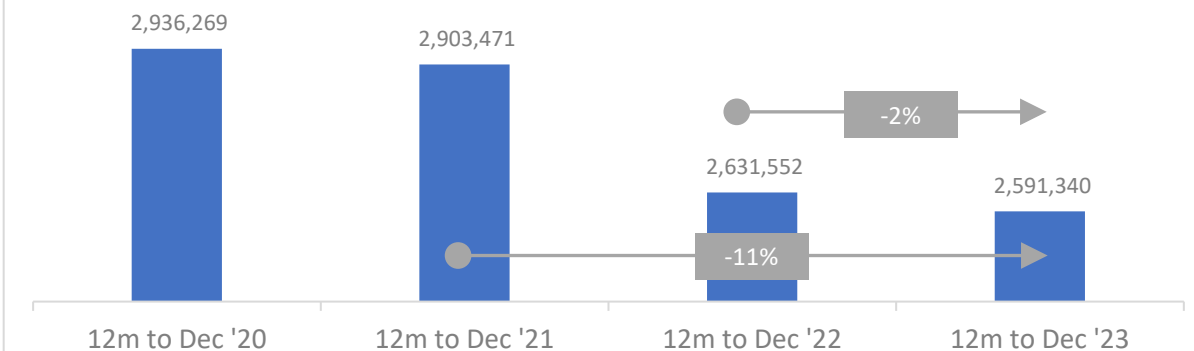
### Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
17<sup>th</sup> highest

Change from  
Nov 2023  
+20 thousand

Change from  
Dec 2022  
+14 thousand

3. Volume of S&T Responses in the 12 months to Dec (A55)



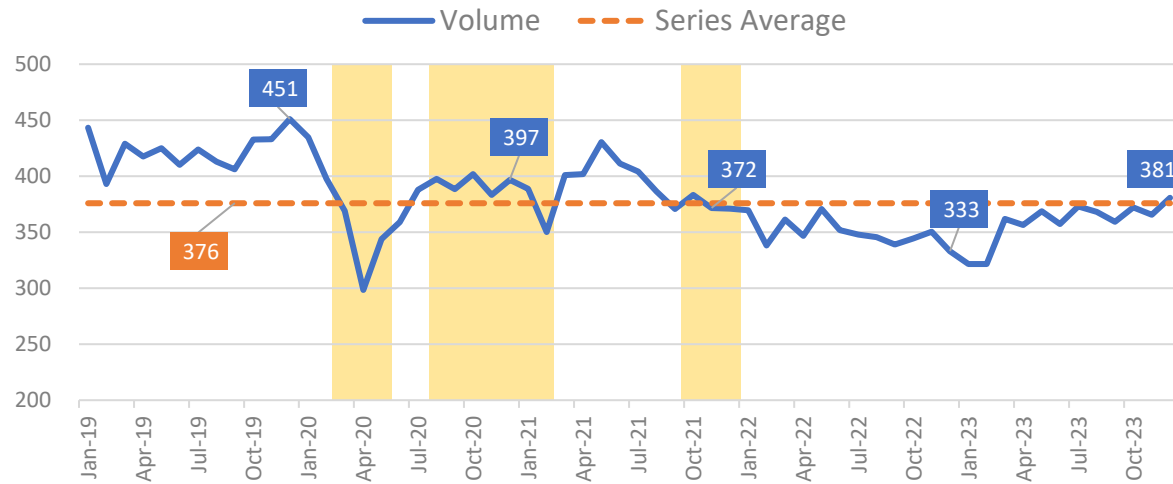
Yellow areas show COVID waves in the UK: source ONS.



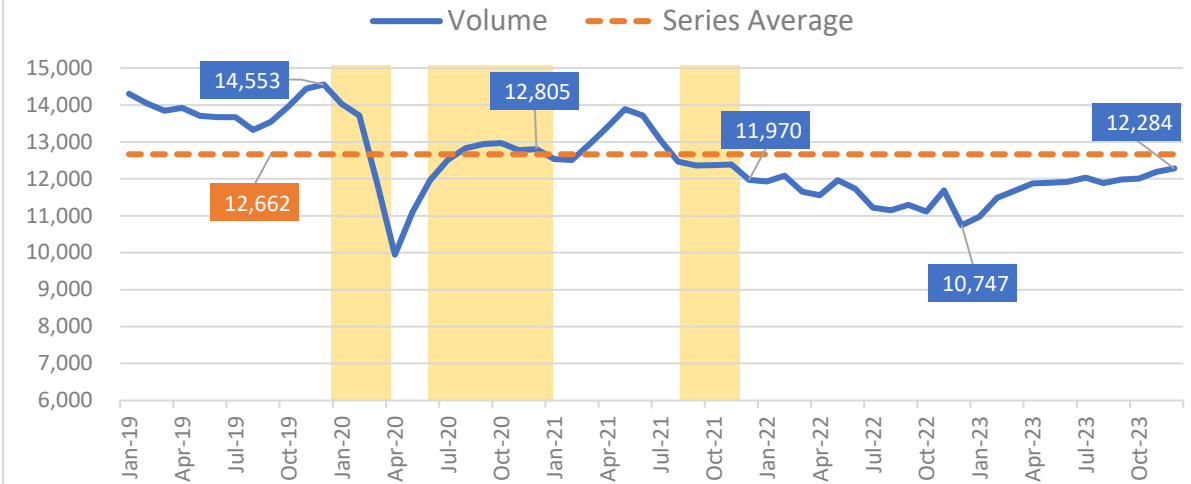
## 26. Transported to Emergency Departments (T2ED) (measure A53)

Patients conveyed, or transported, to EDs (T2ED), saw volumes reach the highest since October 2021, with 381-thousand incidents across the month (1). Annualized data show an increase of 127-thousand compared with 2022, reaching 4.3-million in 2023.

1. Volume of T2ED Responses ('000, A53)



2. Average Daily Volume of T2ED Responses (A53)



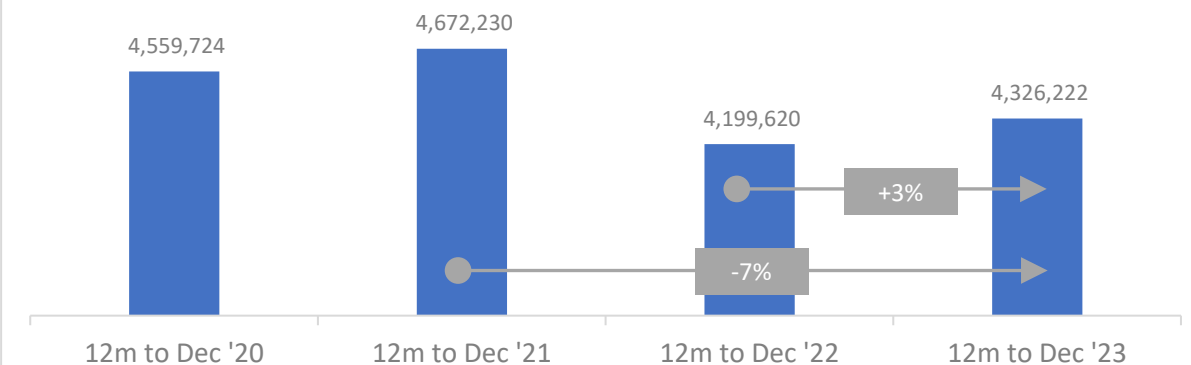
### Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
40<sup>th</sup> highest

Change from  
Nov 2023  
+15 thousand

Change from  
Dec 2022  
+48 thousand

3. Volume of T2ED Responses in the 12 months to Dec (A53)



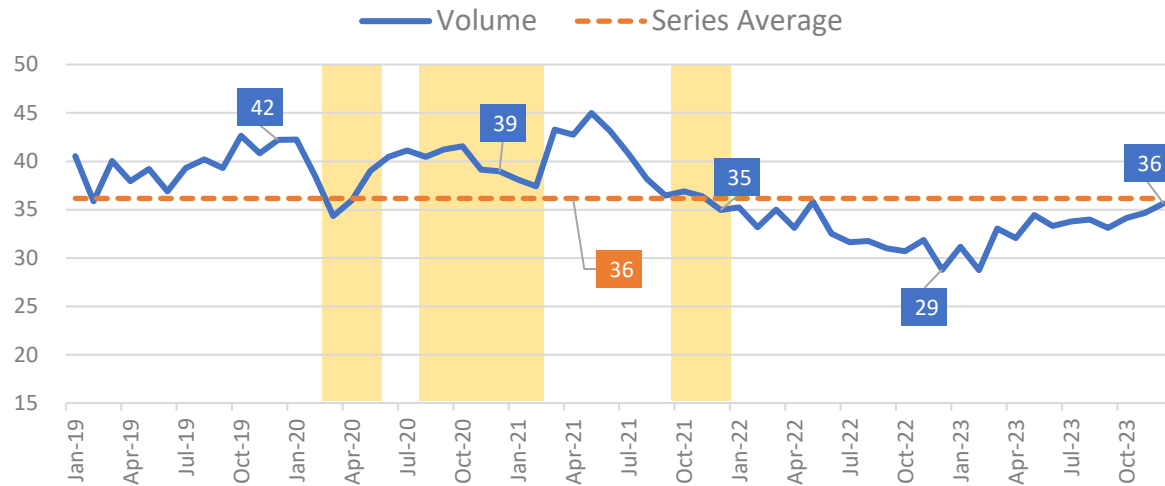
Yellow areas show COVID waves in the UK: source ONS.



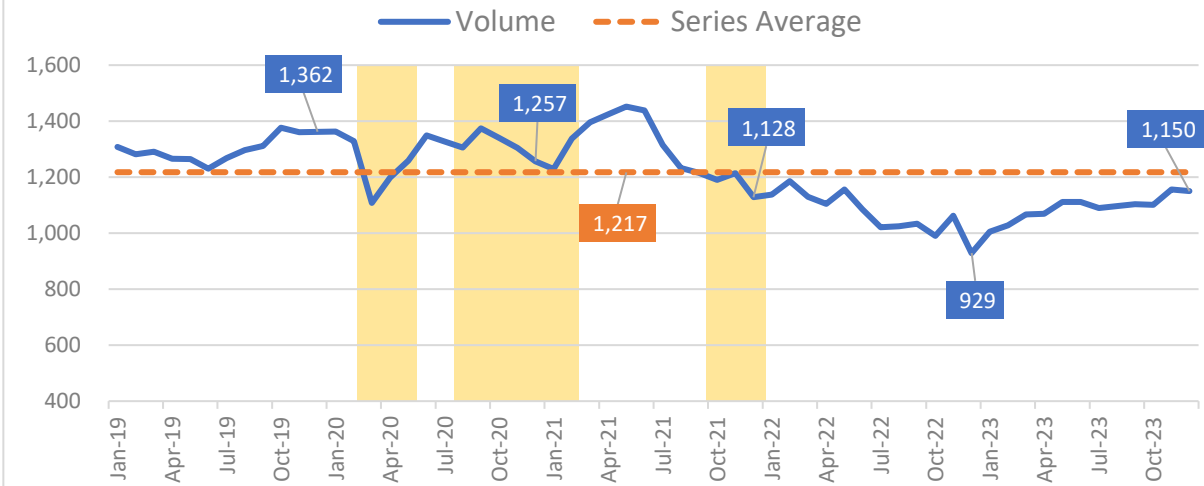
# 27. Transported to Destination other than ED (T=Other) (measure A54)

Patients conveyed to a destination other than ED also returned the highest monthly volume since October 2021 (1). Like the previous measure, it also saw year-on-year growth, with an increase of over seven-thousand between 2022 and 2023 (3).

1. Volume of T=Other Responses ('000, A54)



2. Average Daily Volume of T=Other Responses (A54)



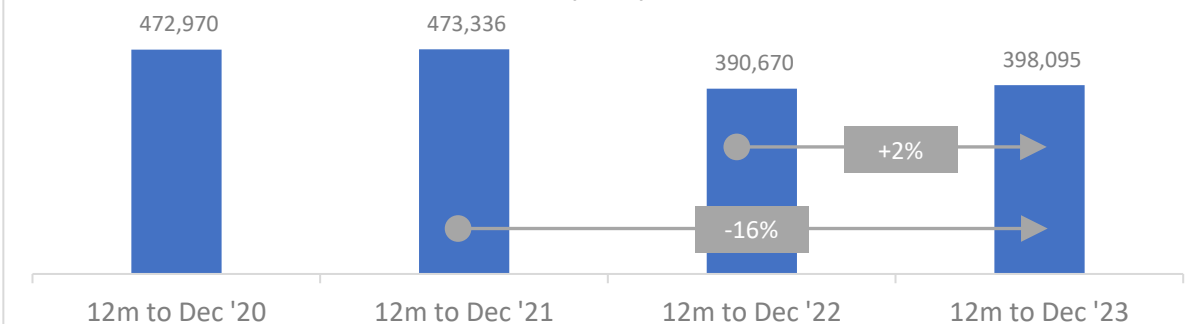
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
47<sup>th</sup> highest

Change from Nov 2023  
+975 responses

Change from Dec 2022  
+7 thousand

3. Volume of T=Other Responses in the 12 months to Dec (A54)



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



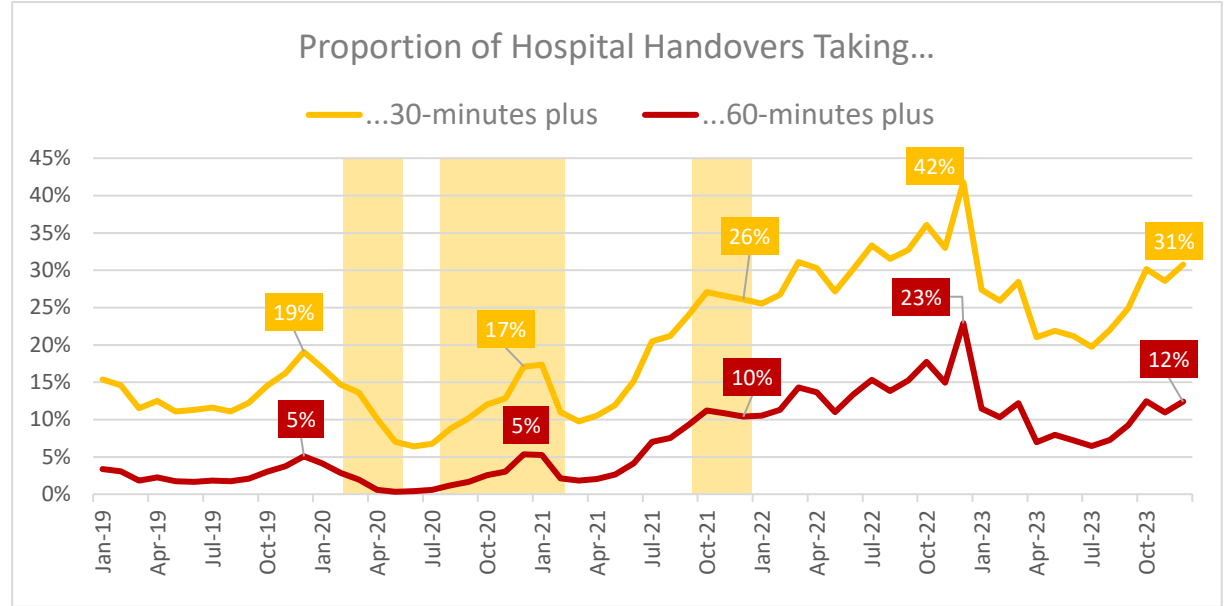
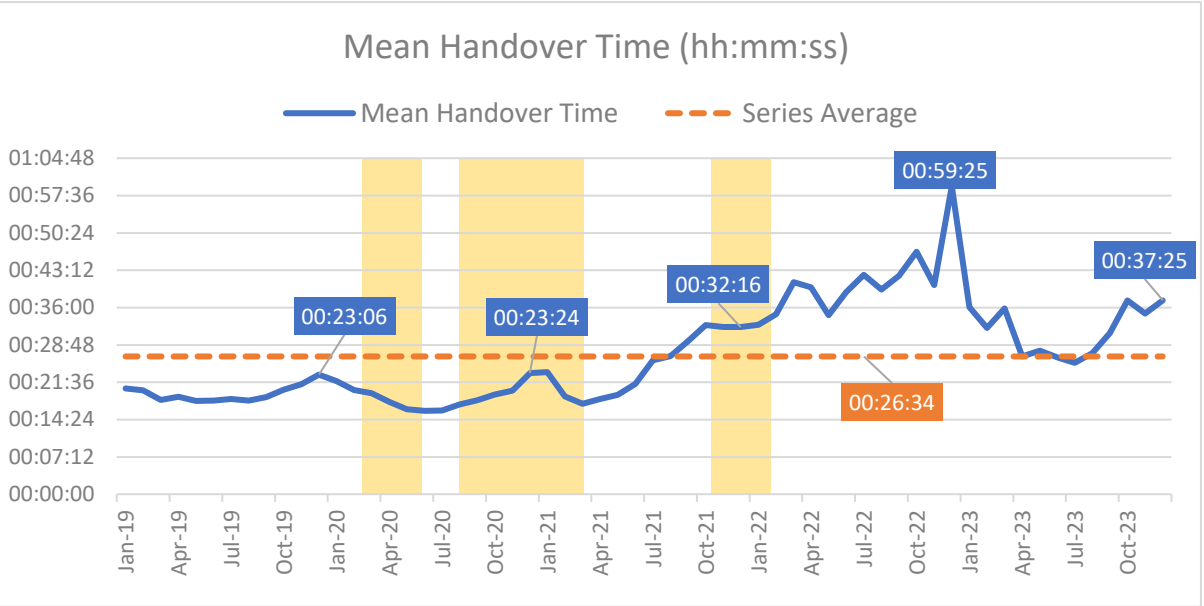
# Section 4

## 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](#)

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

The mean-time for patient hospital handovers was over 37-minutes in December, two-minutes slower than November, but 22-minutes faster than December 2022. The proportion of handovers taking over 60-minutes reached 12-percent, second highest in 2023, but 11-percentage points lower than December 2022.



## Mean Handover Time for December 2023: Fast Facts

Rank in series to-date  
**10<sup>th</sup> highest**

Change from Nov 2023  
**2.5 mins slower**

Change from Dec 2022  
**22 mins faster**

## 60 minute-plus Handovers December 2023: Fast Facts

Rank in series to-date:  
**11<sup>th</sup> highest**

Change from Nov 2023  
**1pp higher**

Change from Dec 2022  
**11pp lower**

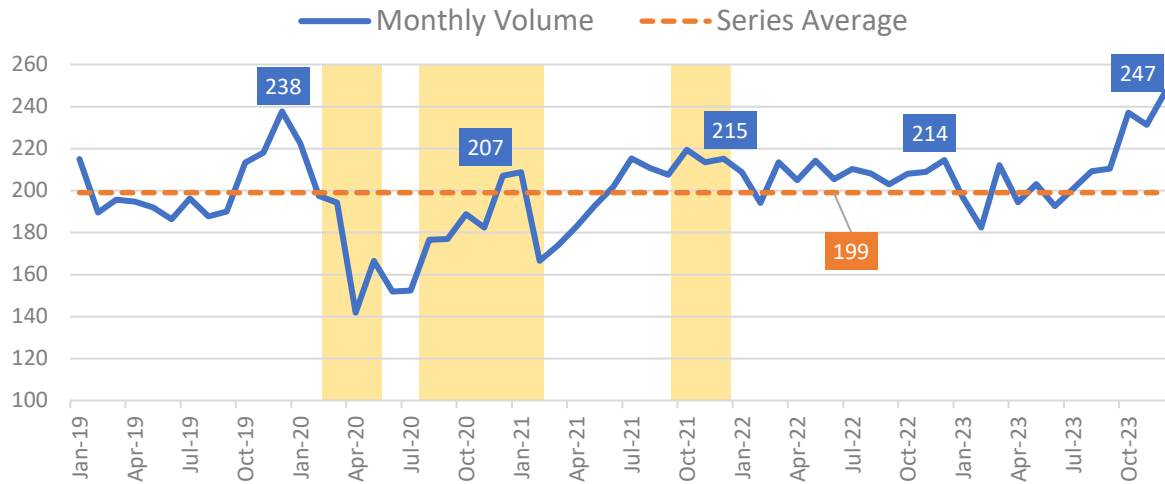
Yellow areas show COVID waves in the UK: source ONS.



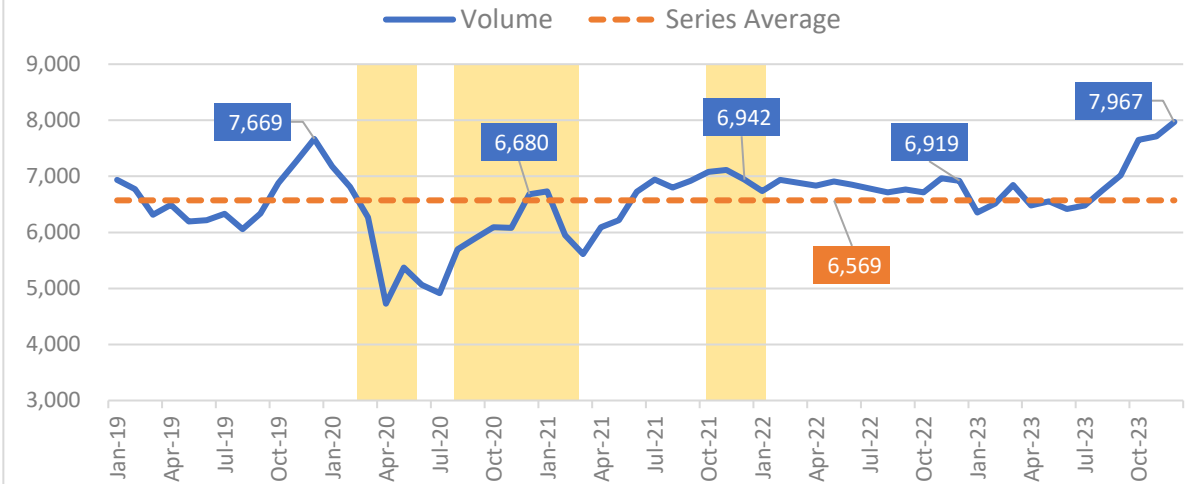
# 30. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

The volume of patient handovers taking 15-minutes or longer at hospital reached its highest volume to-date in December. There was an increase of 16-thousand from November, taking the total to 247-thousand (1). This equates to an average of nearly eight-thousand patients each day in December (2).

1. Volume of Handovers at 15+ Minutes ('000)



2. Average Daily Volume of Handovers at 15+ Minutes



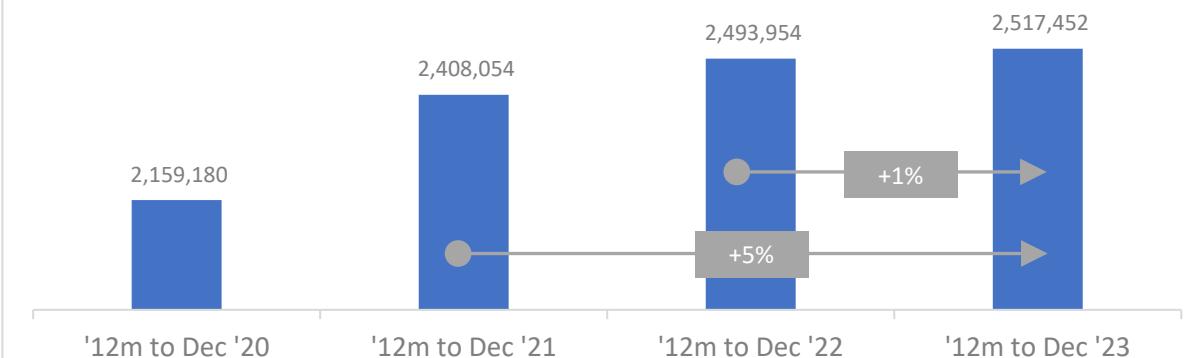
## Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
**1<sup>st</sup>/ highest**

Change from  
Nov 2023  
**+16 thousand**

Change from  
Dec 2022  
**+32 thousand**

3. Volume of Handovers at 15+ Mins, 12 months to Dec



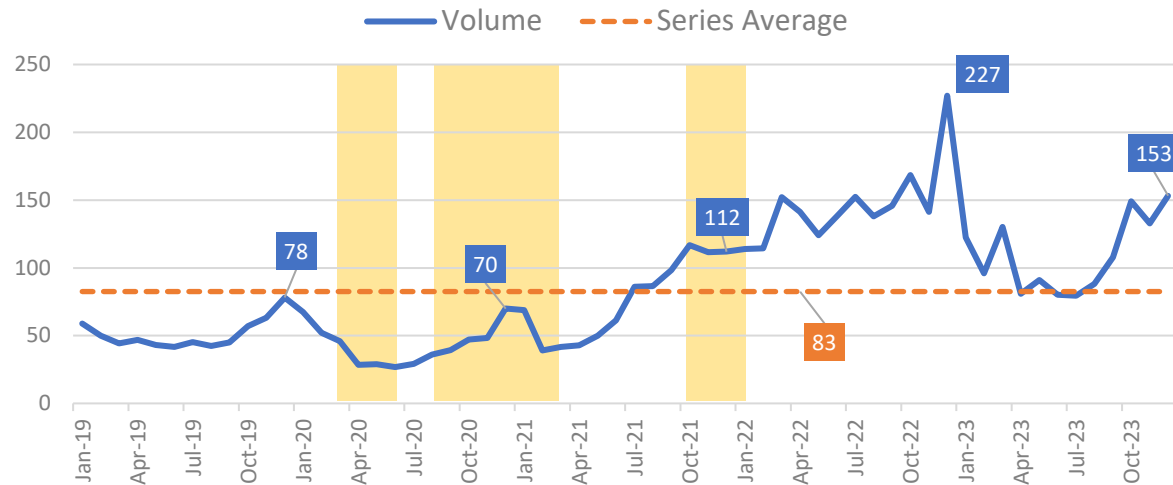
Yellow areas show COVID waves in the UK: source ONS.



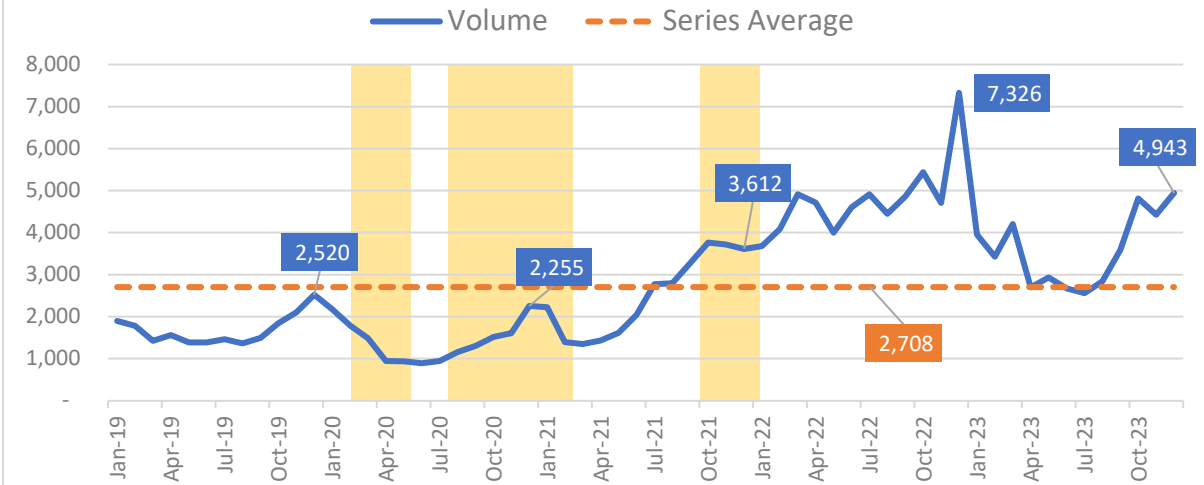
# 31. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours lost as result of handovers exceeding 15-minutes reached the second highest volume to-date. There were 153-thousand hours lost across the month, an increase of 20-thousand from November (1).

1. Hours Lost to Handovers at 15+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 15+ Minutes



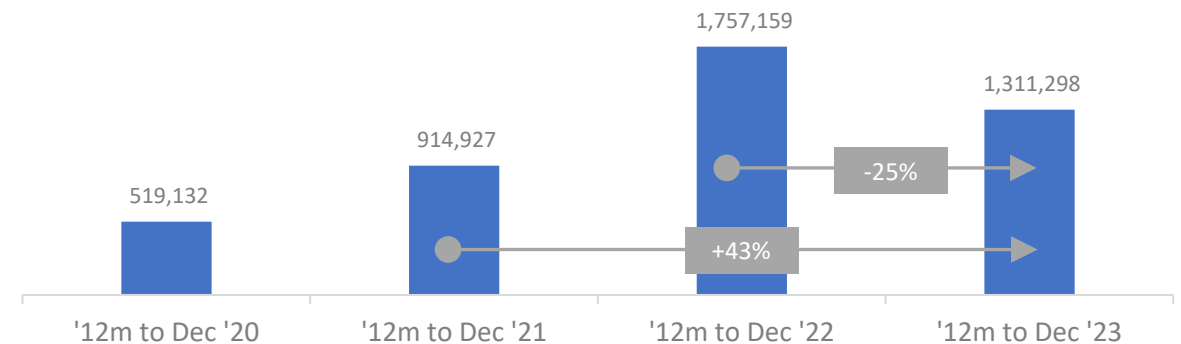
## Monthly Hours Lost for December 2023: Fast Facts

Rank in series  
to-date  
**3<sup>rd</sup> highest**

Change from  
Nov 2023  
**+20 thousand**

Change from  
Dec 2022  
**-74 thousand**

3. Hours Lost to Handovers at 15+ Mins, 12 months to Dec



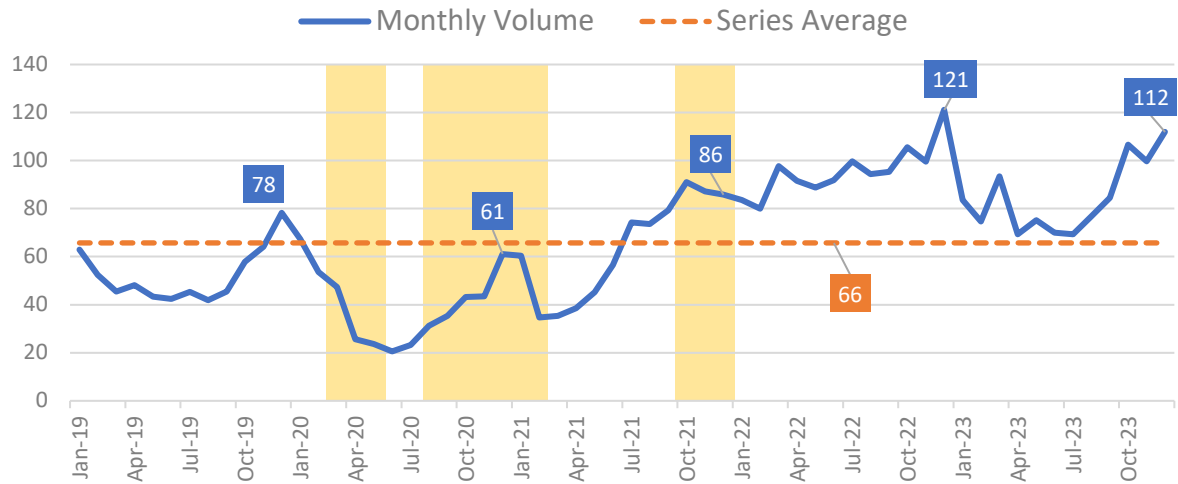
Yellow areas show COVID waves in the UK: source ONS.



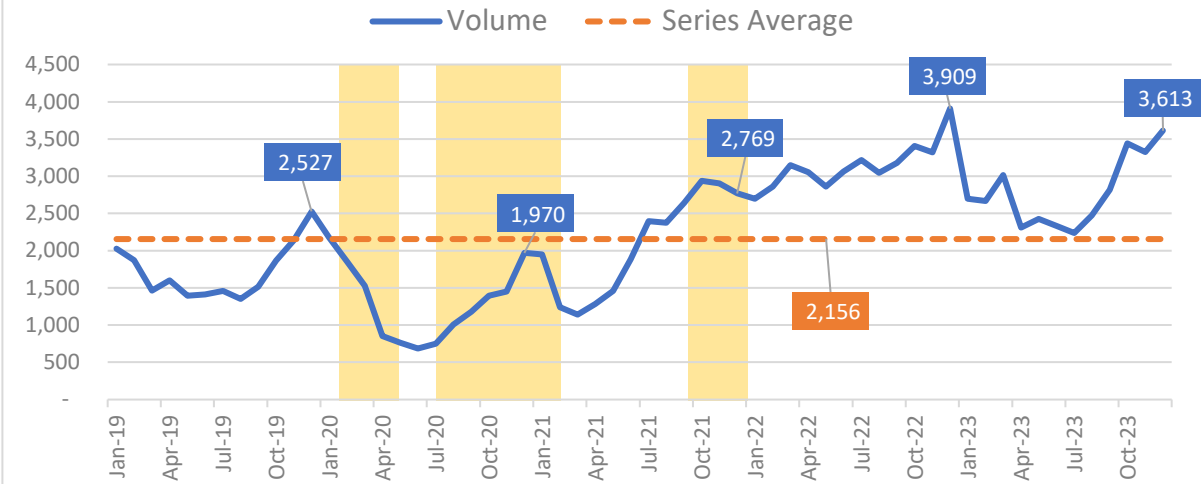
# 32. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays of 30-minutes or longer reached the second highest level to-date in December. With 112-thousand across the month, and an average of well over three-thousand each day (1 and 2).

1. Volume of Handovers at 30+ Minutes ('000)



2. Average Daily Volume of Handovers at 30+ Minutes



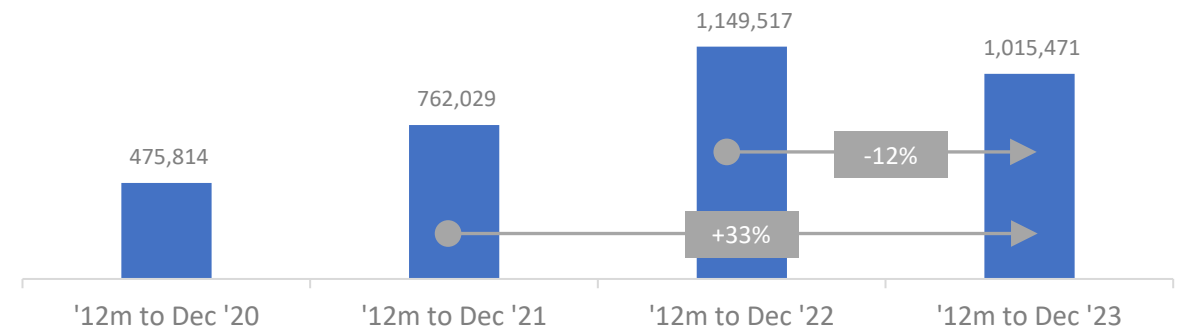
## Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
**2<sup>nd</sup> highest**

Change from Nov 2023  
**+12 thousand**

Change from Dec 2022  
**-9 thousand**

3. Volume of Handovers at 30+ Mins, 12 months to Dec



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

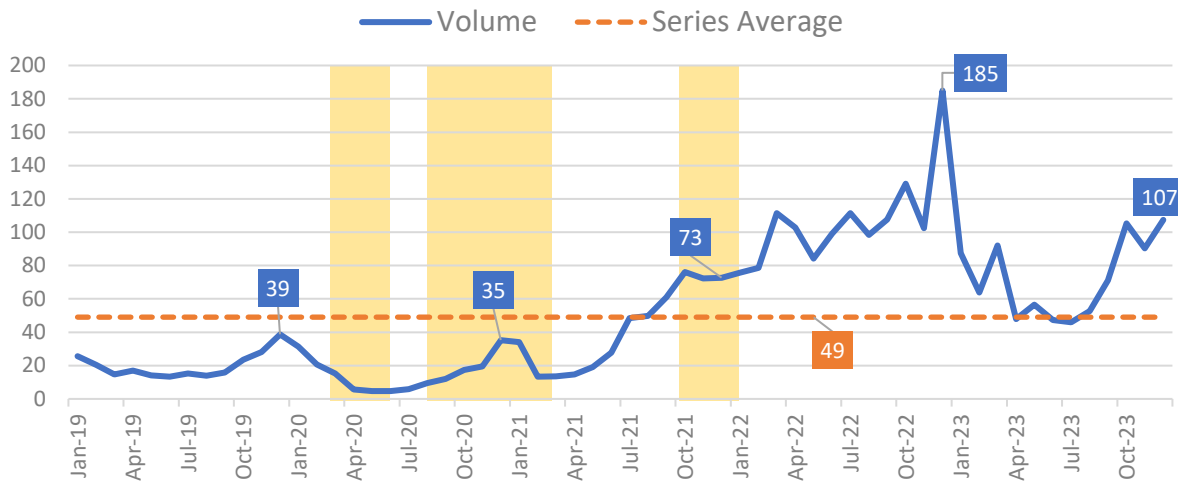




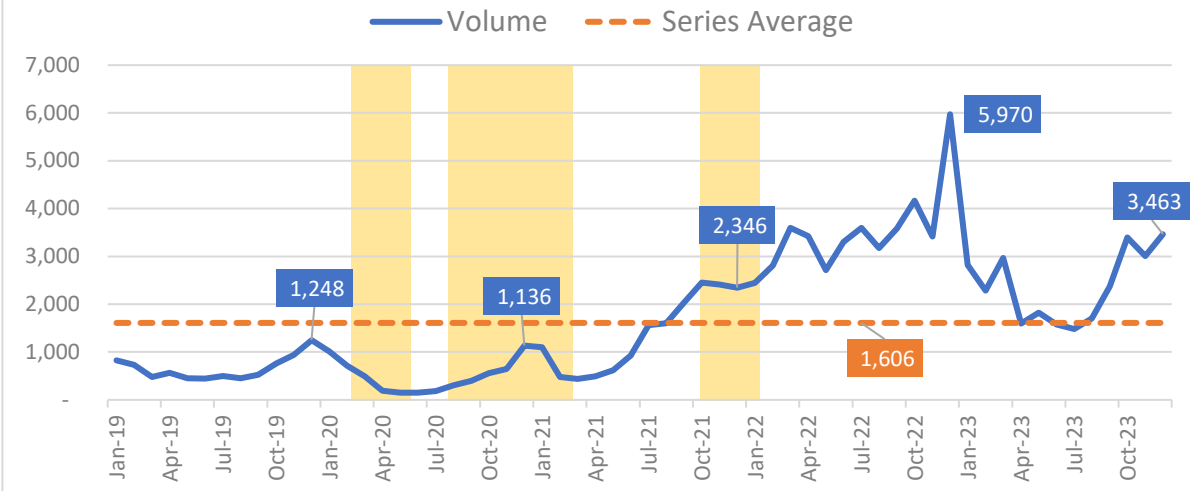
# 33. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Time lost to handover delays exceeding 30-minutes reached its sixth highest monthly volume to-date with 107-thousand hours lost across the month (1).

1. Hours Lost to Handovers at 30+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 30+ Minutes



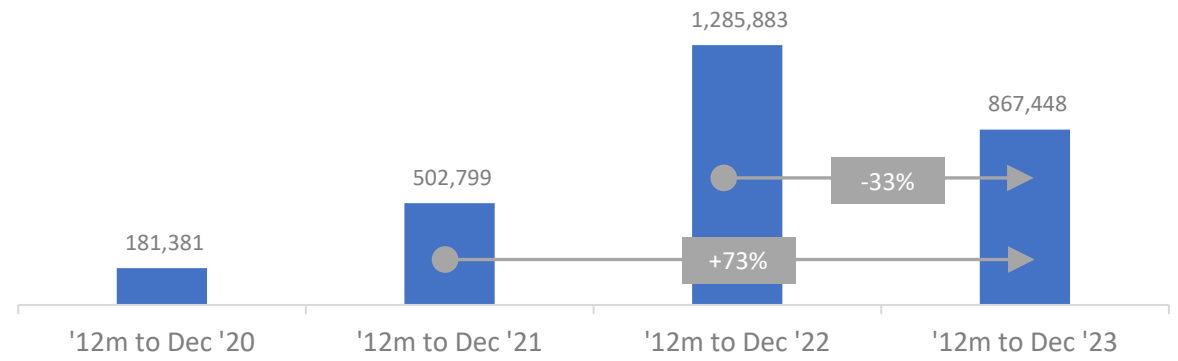
Monthly Hours Lost for December 2023: Fast Facts

Rank in series to-date  
**6<sup>th</sup> highest**

Change from Nov 2023  
**+17 thousand**

Change from Dec 2022  
**-78 thousand**

3. Hours Lost to Handovers at 30+ Mins, 12 months to Dec



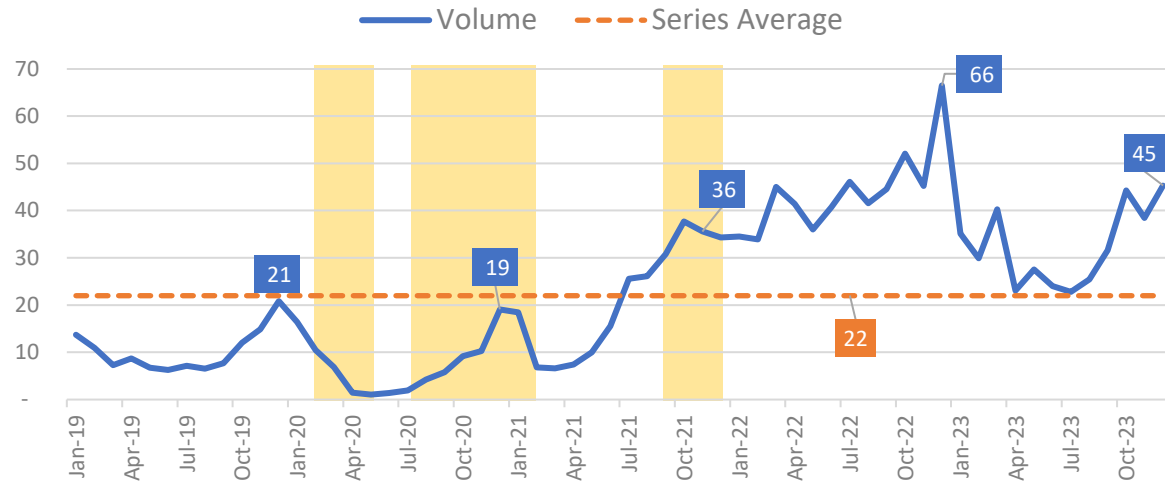
Yellow areas show COVID waves in the UK: source ONS.



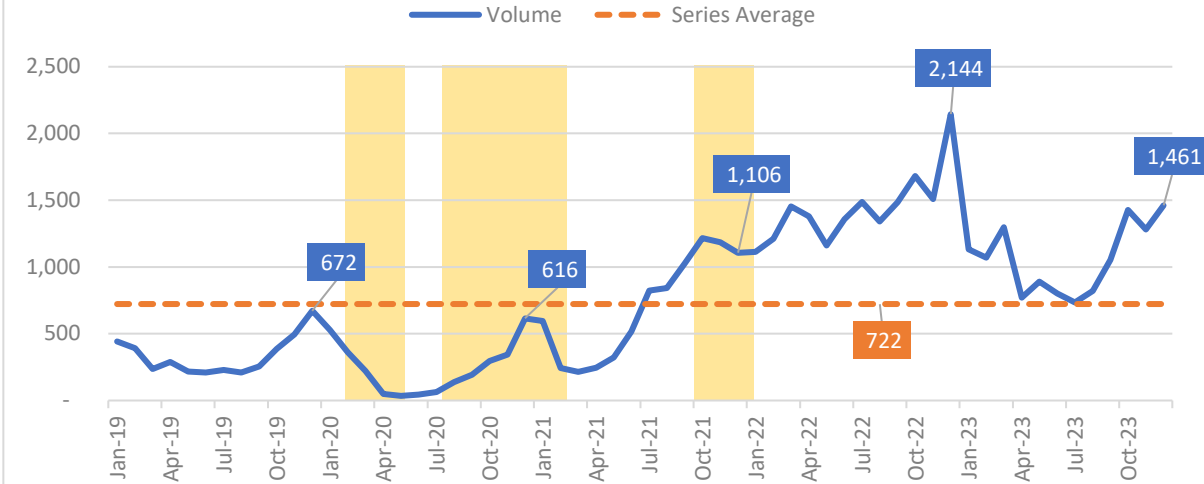
# 34. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus delays increased by seven-thousand to reach 45-thousand, the fourth highest volume to-date (1). On average, 1,461 patients experience an hour-plus delay every day in December (2). The annual total of 388-thousand delays is a notable decrease from 2022, but remains over 100-thousand more than in 2021.

1. Volume of Handovers at 60+ Minutes ('000)



2. Average Daily Volume of Handovers at 60+ Minutes



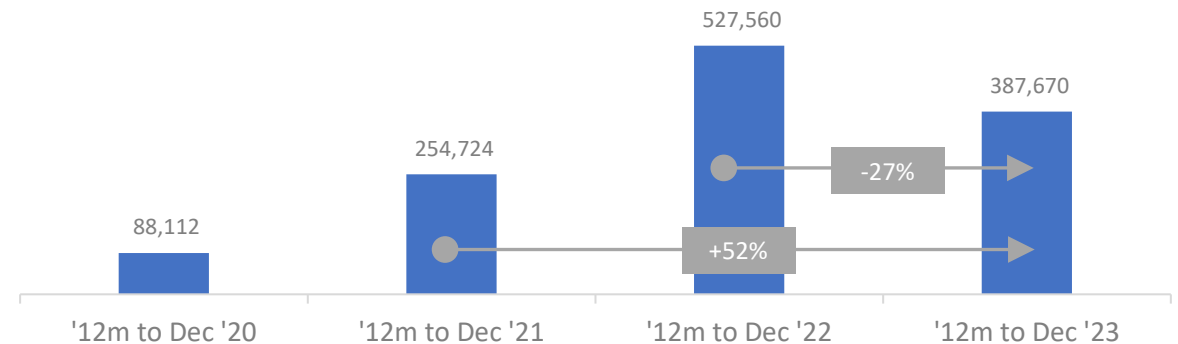
## Monthly Volume for December 2023: Fast Facts

Rank in series  
to-date  
**4<sup>th</sup> highest**

Change from  
Nov 2023  
**+7 thousand**

Change from  
Dec 2022  
**-21 thousand**

3. Volume of Handovers at 60+ Mins, 12 months to Dec



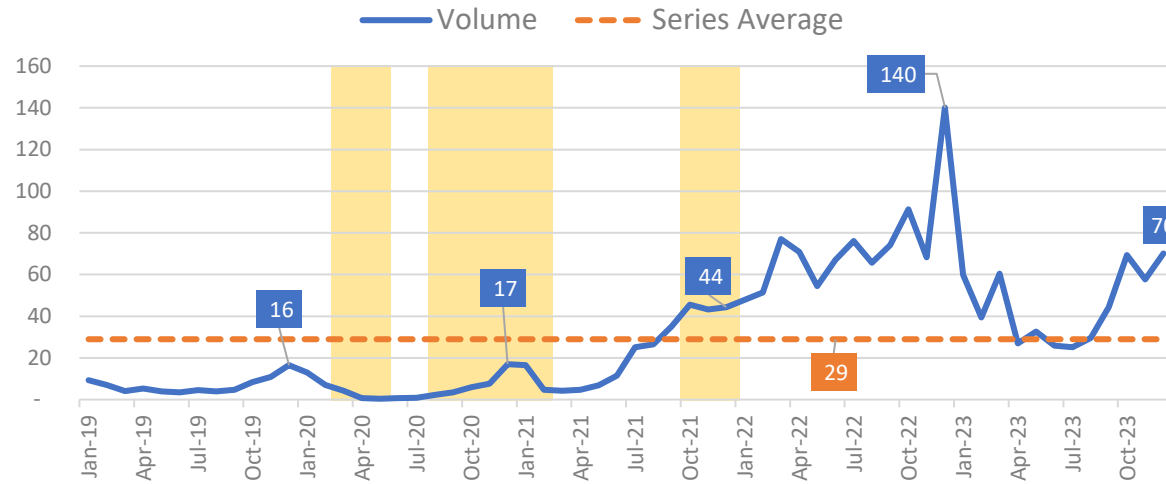
Yellow areas show COVID waves in the UK: source ONS.



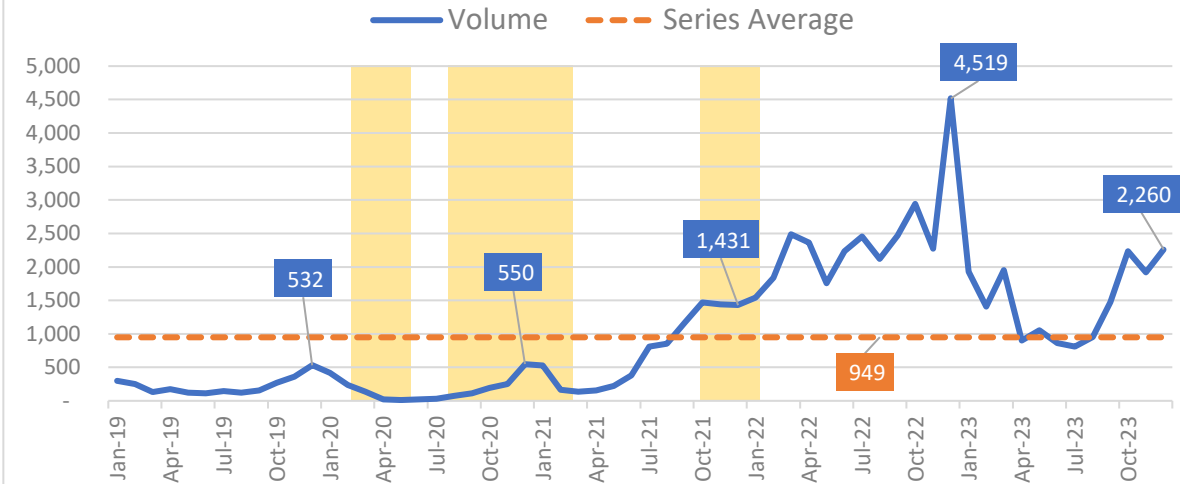
# 35. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

Time lost to hour-plus delays have more than doubled over the past six months, and reached the seventh highest volume to-date in December. There were 70-thousand hours lost across the month – although this is half the volume seen in December 2022 (1).

1. Hours Lost to Handovers at 60+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 60+ Minutes



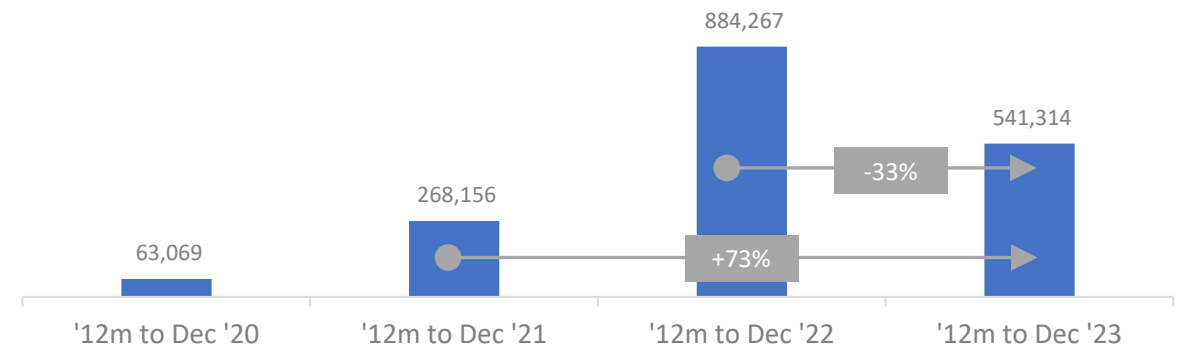
## Monthly Hours Lost for December 2023: Fast Facts

Rank in series  
to-date  
**7<sup>th</sup> highest**

Change from  
Nov 2023  
**+12 thousand**

Change from  
Dec 2022  
**-70 thousand**

3. Hours Lost to Handovers at 60+ Mins, 12 months to Dec



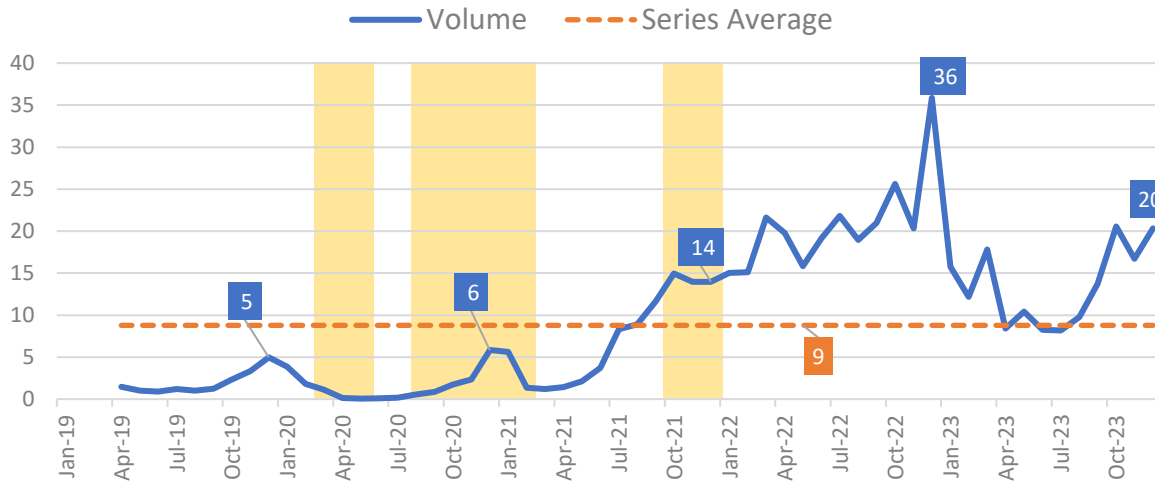
Yellow areas show COVID waves in the UK: source ONS.



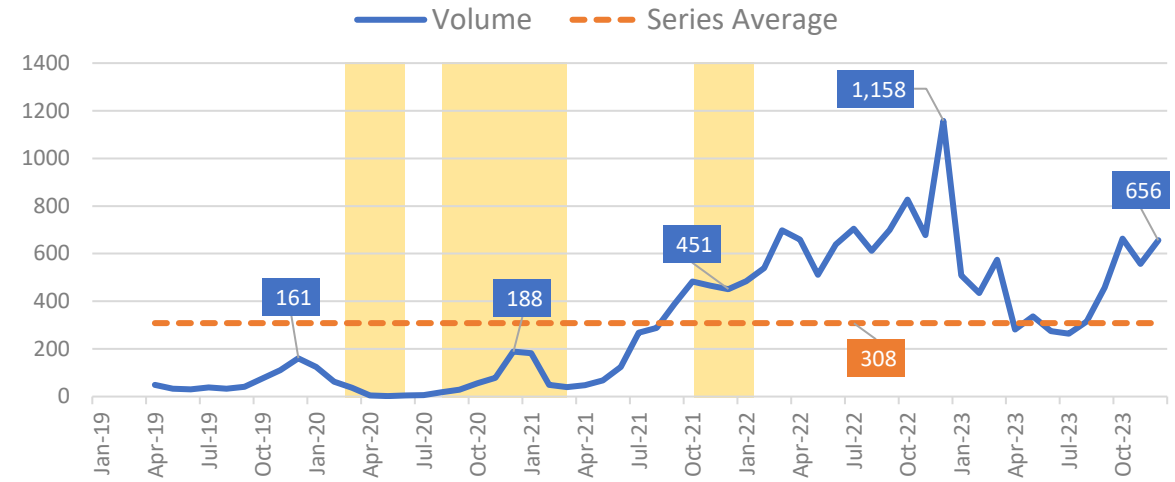
# 36. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Two-hour-plus delays dipped to nine-thousand in July 2023, but have since doubled to 20-thousand. December saw the eighth highest volume to-date (1). Across the year, there were over 162-thousand two-hour-plus delays, a step drop from 2022, but just under double the volume seen in 2021.

### 1. Volume of Handovers at 120+ Minutes ('000)



### 2. Average Daily Volume of Handovers at 120+ Minutes



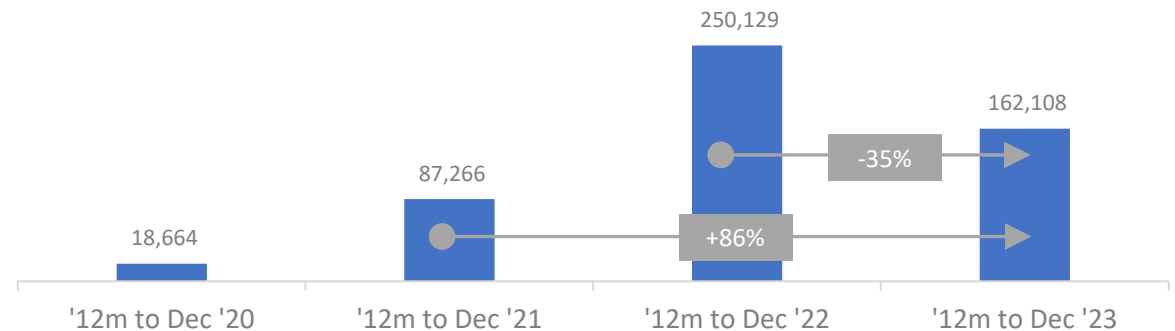
### Monthly Volume for December 2023: Fast Facts

Rank in series to-date  
**8<sup>th</sup> highest**

Change from Nov 2023  
**+4 thousand**

Change from Dec 2022  
**-16 thousand**

### 3. Volume of Handovers at 120+ Mins, 12 months to Dec



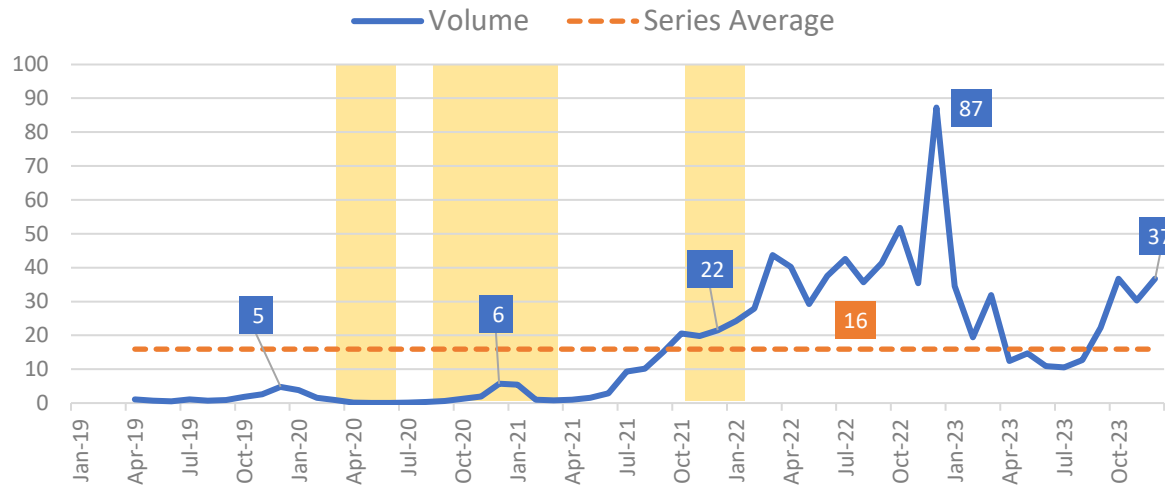
Yellow areas show COVID waves in the UK: source ONS.



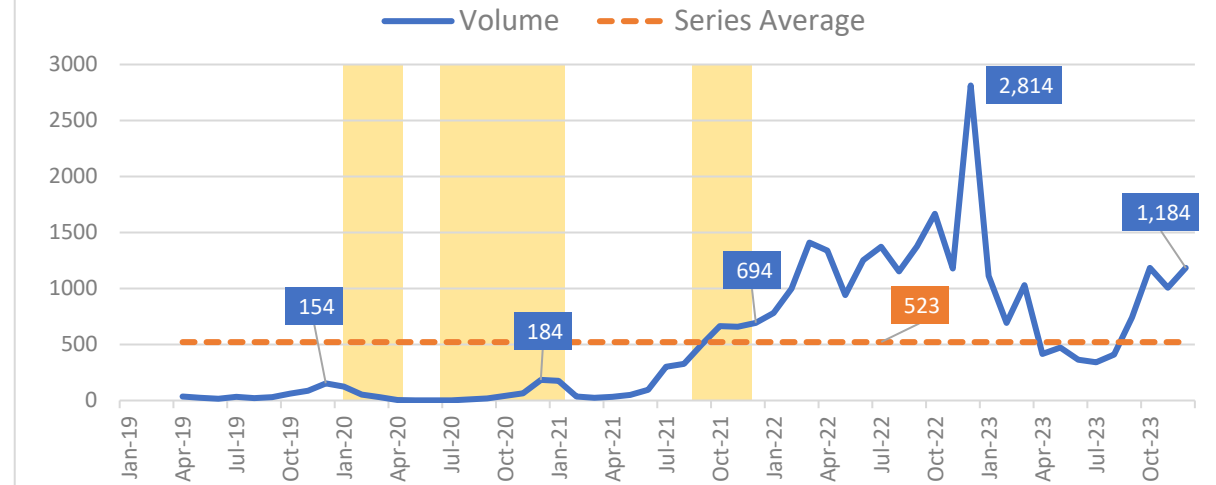
# 37. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

December saw 30-thousand hours lost as a result of two-hour-plus delays, the ninth highest to-date (1). This is over three times the volume seen in July 2023, but under half that seen in December 2022.

1. Hours Lost to Handovers at 120+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 120+ Minutes



## Monthly Hours Lost for December 2023: Fast Facts

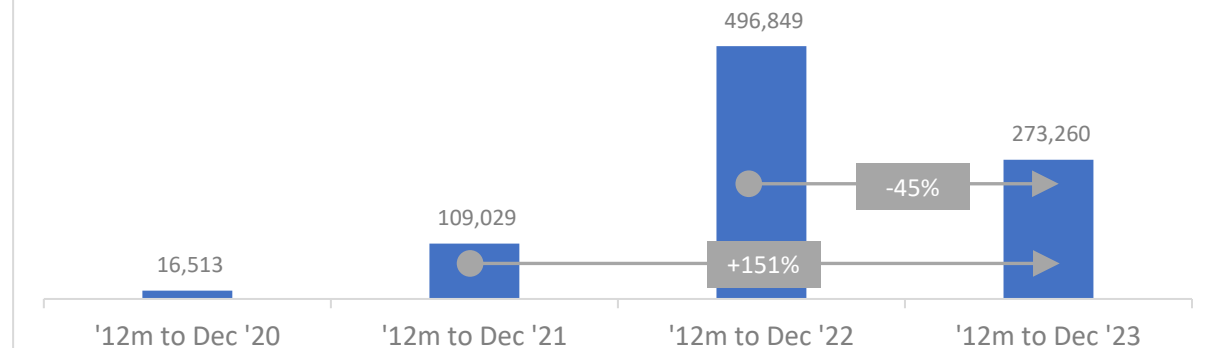
Rank in series  
to-date  
**9<sup>th</sup> highest**

Change from  
Nov 2023  
**+6 thousand**

Change from  
Dec 2022  
**-50 thousand**

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

3. Hours Lost to Handovers at 120+ Mins, 12 months to Dec

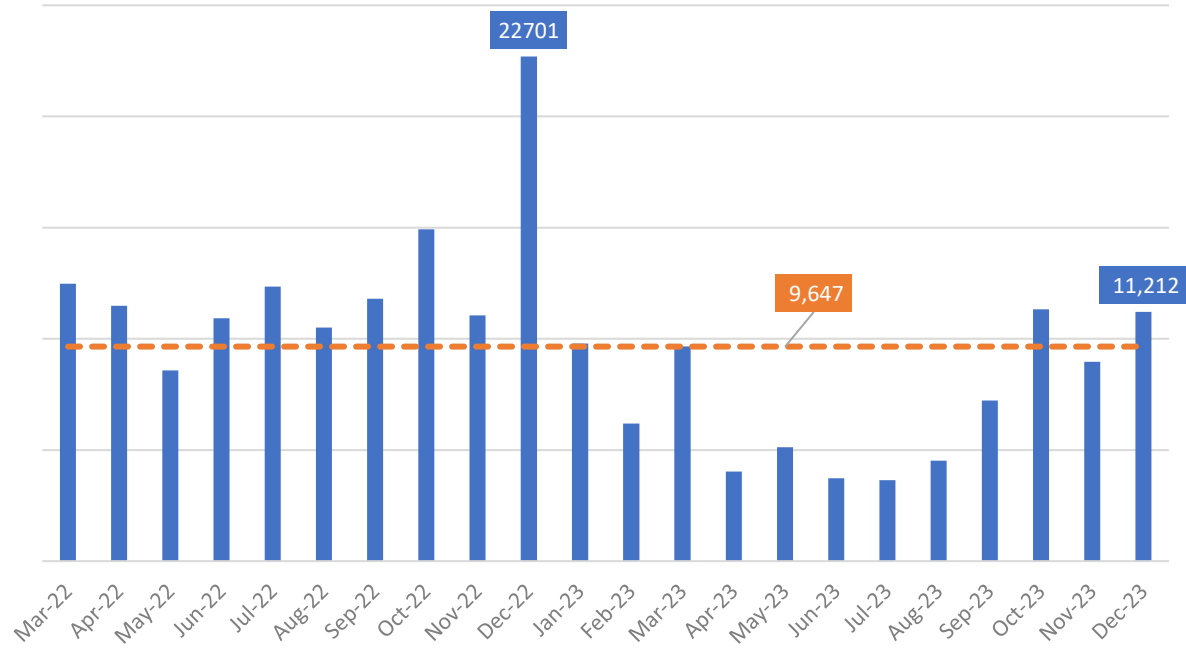


## 38. Patient Handovers Longer than Three Hours (source, NAIG)

The very longest handover delays increased between November and December 2023. Over 11-thousand patients experienced delays of three hours or longer, while 504 patients experienced delays of ten-or-more hours.

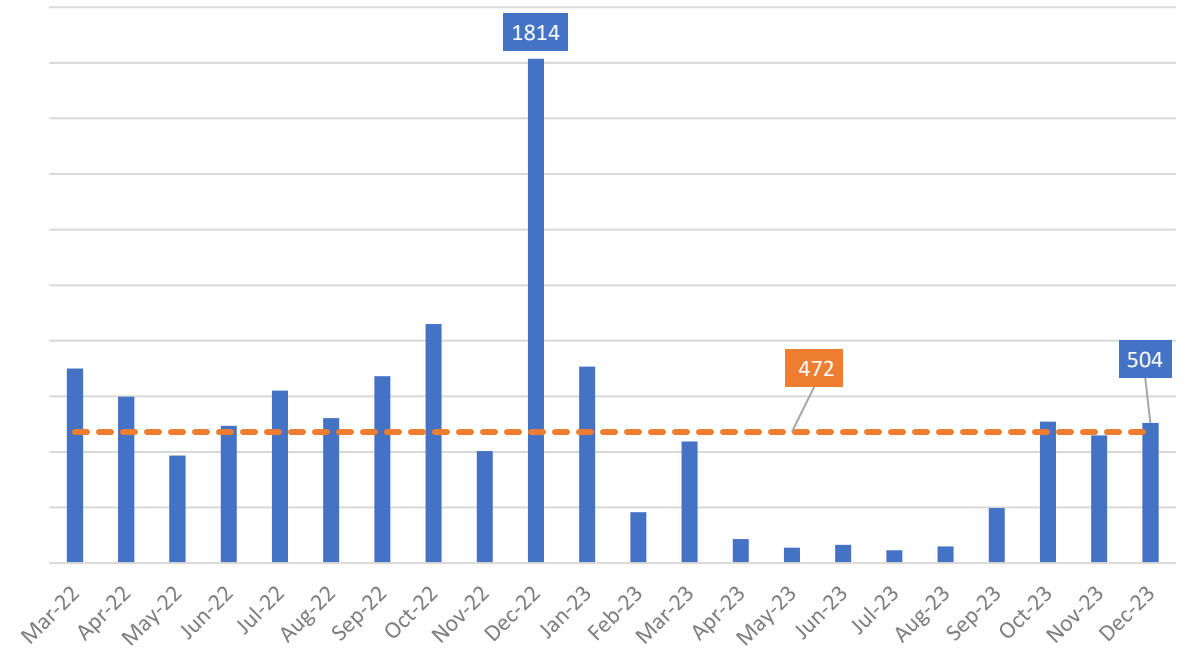
Volume of Handovers over Three Hours

Over 3 hours Series Average



Volume of Handovers over Ten Hours

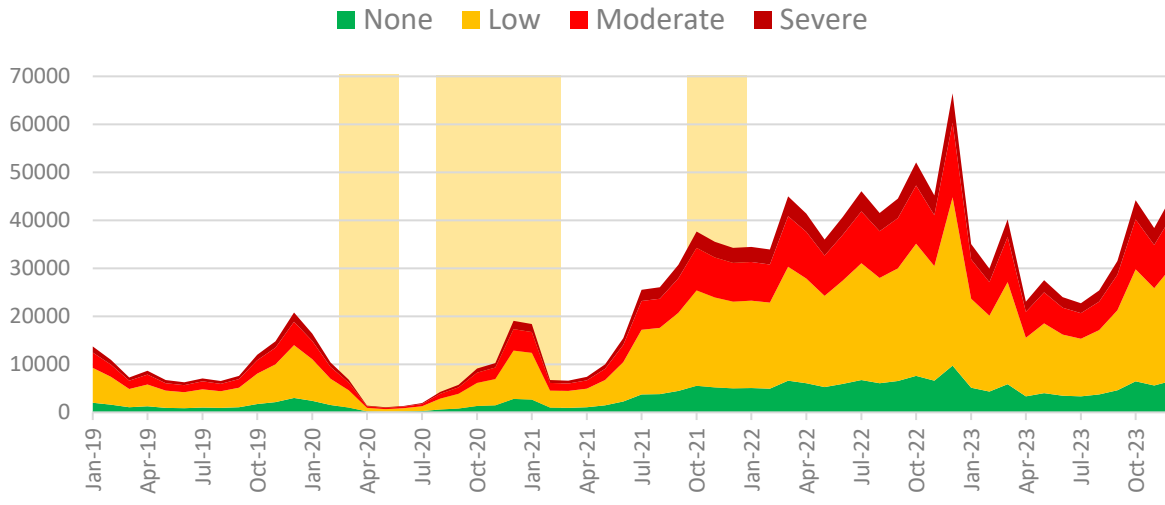
Over 10 hours Series Average



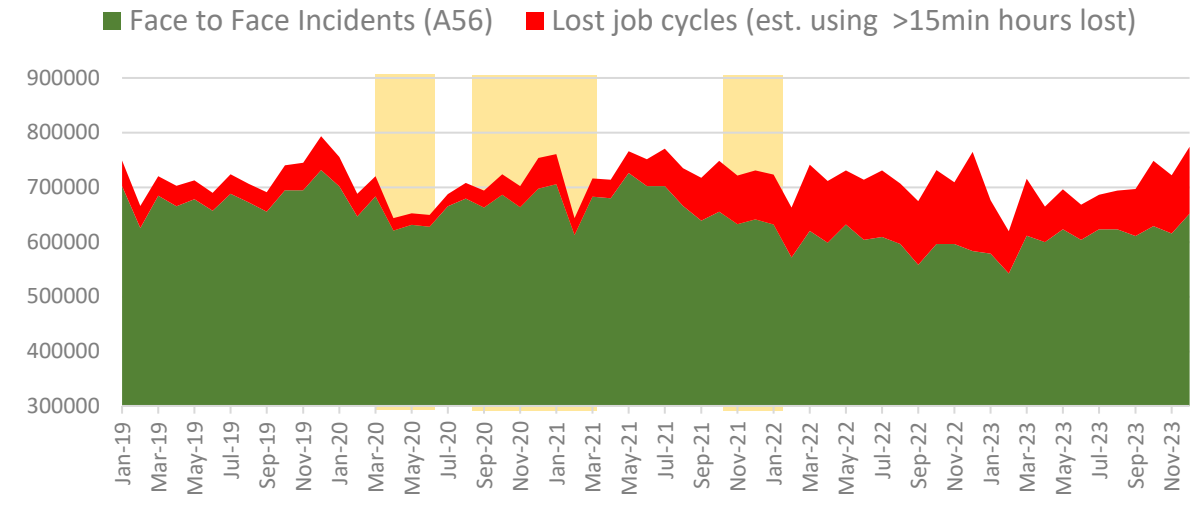
# 39. Impact on Patients and Crew (source, NAIG, [AQI](#) Data and [AACE](#))

Around 39k patients experienced potential harm\* as a result of hour-plus handover delays in December 2023. Over the same time, the sector lost the equivalent of 123k ambulance job cycles (where patients could have been attended): this is broadly the same as 17% of all Face-to-Face responses across the month.

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



Lost Hours and Impact on Resources



## Estimated Harm, December 2023: Fast Facts

Patients experiencing any potential harm  
39 thousand

Patients experiencing potential moderate harm  
11 thousand

Patients experiencing potential severe harm  
4 thousand

## Impact on Capacity, December 2023: Fast Facts

Estimated volume of lost job cycles  
123 thousand

Est. lost job cycles as a % of F2F responses  
Dec '23 = 19%

Est. lost job cycles as a % of F2F responses  
Dec '19 = 9%

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

\* For definitions of "harm", please refer to [the original report](#), published by AACE in 2021

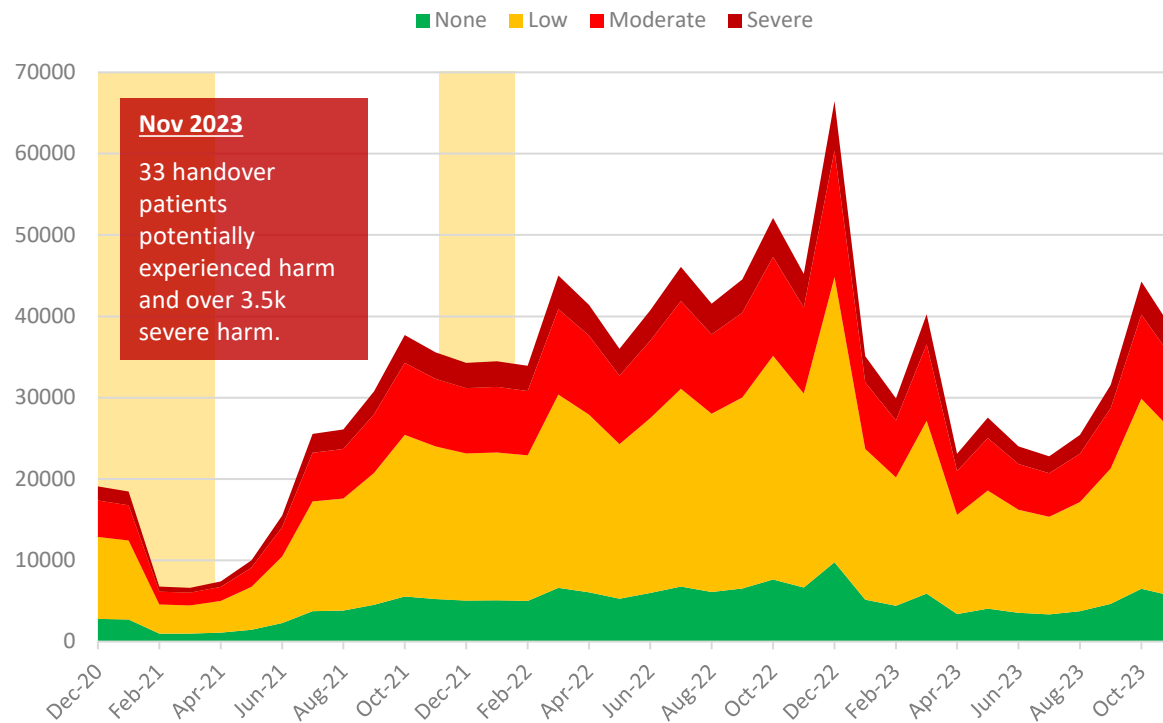


# 40. Impact on Patients and Crew (source, NAIG, [AQI Data](#) and [AACE](#))

Around 33k patients experienced potential harm as a result of hour-plus handover delays in November 2023. Over the same time, the sector lost the equivalent of 106k ambulance job cycles (where patients could have been attended). This is the same as 17% of ambulance capacity across the month – compared with six percent in November 2020.

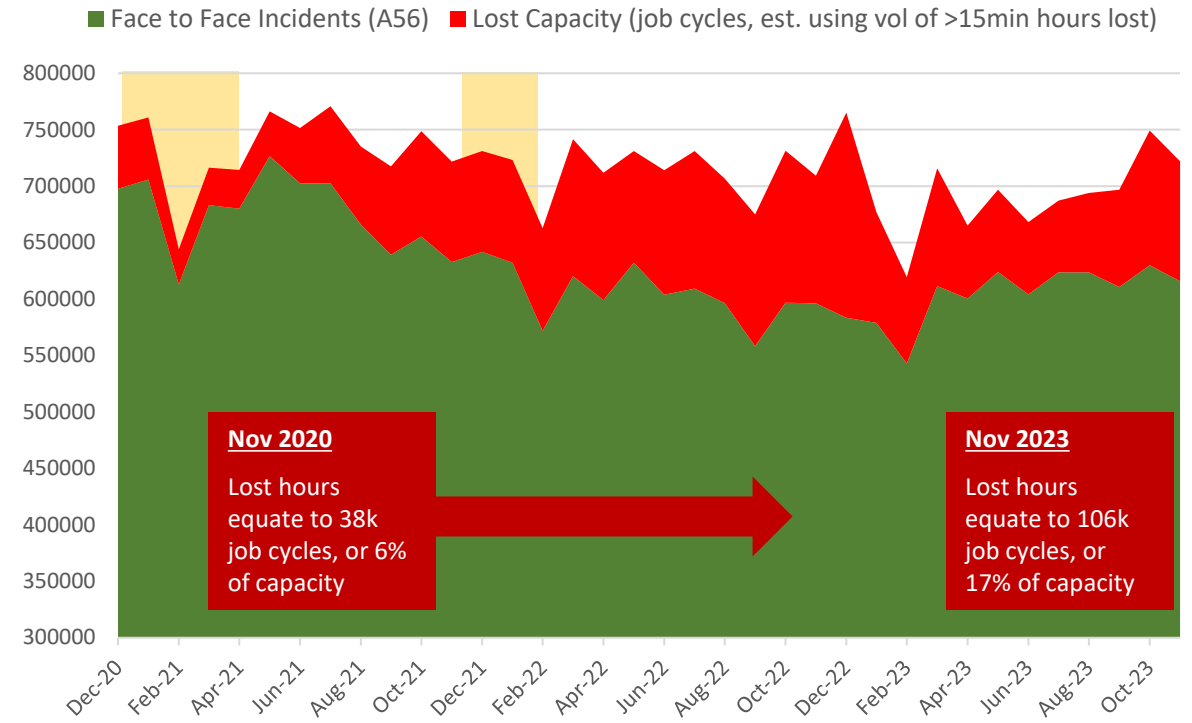
## 1. Estimated number of patients experiencing potential harm

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



## 2. Estimated impact of lost hours on capacity

Lost Hours and Impact on Capacity



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

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