

National Ambulance Data

Demand, Response and Hospital Handover Data to the end of April 2024

New content for May 2024: Range (“Benchmarking”) Statistics for Key Measures

Final Version. Published – May 20th 2024

2. December 2023: Summary and Contents

Overview: Volume of 999 calls-answered, and overall volume of incidents decreased between March and April, but demand remains well above the levels seen 12-months ago. Despite this, mean-call answer time was the fourth fastest to date, and response times were faster than March for all categories (although slower than most national standards). Hear-and-treat responses were the fifth highest to-date, but conveyance saw the daily average increase. Handover delays dropped, but remain much higher than 12-months ago, with continued impact on patient and staff well-being, and resources.

New Charts for May 2024

Section 1. Contact Volume and Call Answer Time



- This report now includes “Range” charts in each section. These show the average data for the three “outlying” trusts at either end of the range, and compare these with the national average for the month.

Section 2. Incidents and Response Time, by Category



- The number of 999 calls-answered decreased between March and April, but the monthly volume was 69-thousand greater than April 2024 (at 732-thousand).
- Mean call-answer time was its fourth fastest to-date (three-seconds). In April, the range of mean answer times varied from an under one-second for the fastest-three trusts to six-seconds for the slowest three.

Section 3. Incidents by Response Outcome



- Incident volumes decreased, but remained high with 54-thousand more than April 2023 (at 722-thousand): Category 1 and 2 incidents decreased, but Category 3 and 4 increased.
- Response times dropped to some of the fastest since April 2023, but most remain slower than their respective national standards. Times vary considerably by trust, especially for Category 3 and 4 incidents.

Section 4. Patient Handover Delays



- Hear-and-treat responses decreased, but were at the fifth highest to-date, accounting for 14-percent of responses in England, but ranging from an average of ten-percent, to 17-percent for “outlying” trusts.
- Conveyance to Emergency Departments saw an increase in the daily average, with 99 more each day than in March (an average of 12,234 responses).
- Delays decreased again in April, but remain substantially higher than volumes seen last year. For example, there were 35-thousand hour-plus delays in the most recent month compared with 23-thousand last April.
- Hour-plus delays as a proportion of handovers varied significantly across trusts, from a national average of ten-percent, to a average low of three-percent and a high of eighteen percent for “outlying” trusts.

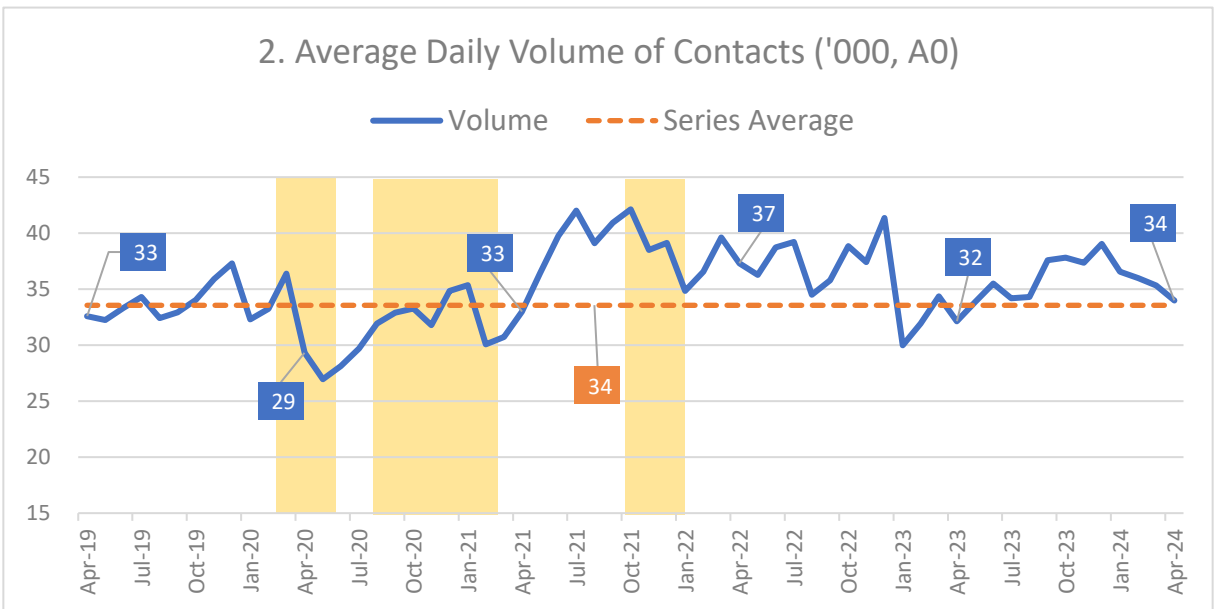
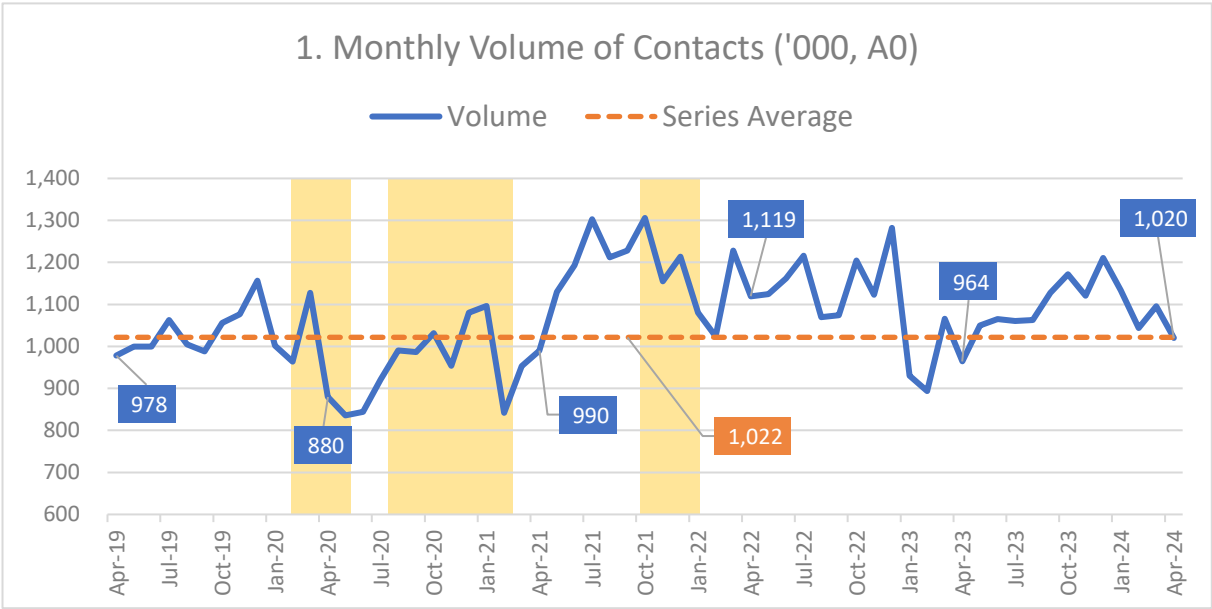
Section 1

Contact Volume and Call Answer time

- [Demand: Volume of Contacts](#)
- [Demand: Volume of 999 Calls Answered](#)
- [Demand: Call Answering Time](#)
- [Call Answer Time, Range - April 2024](#)

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

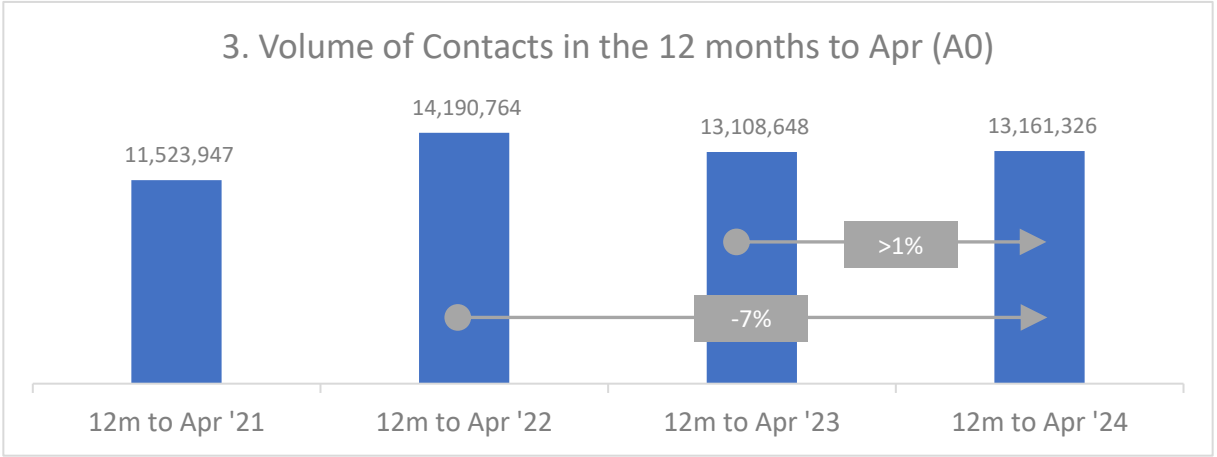
Volume of contacts dropped in April for both the monthly, and daily average, measures. While the takes the monthly volume (just over one-million) to the lowest in 12-months, it is also higher than the April 2023 level by 56-thousand contacts.



Monthly Volume for April 2024: Fast Facts

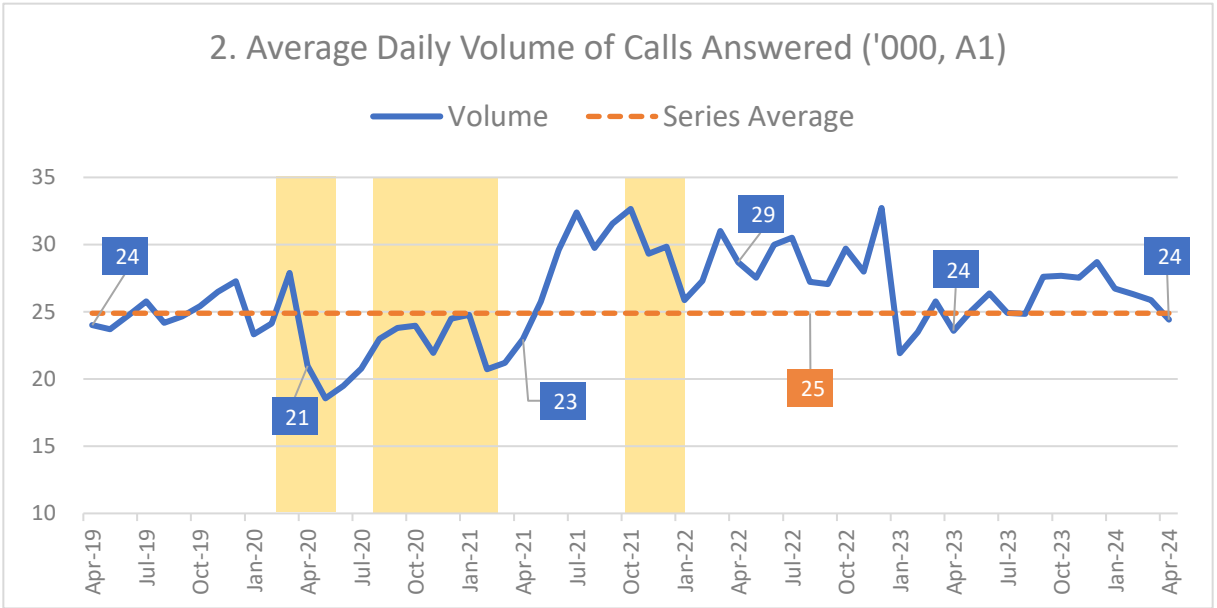
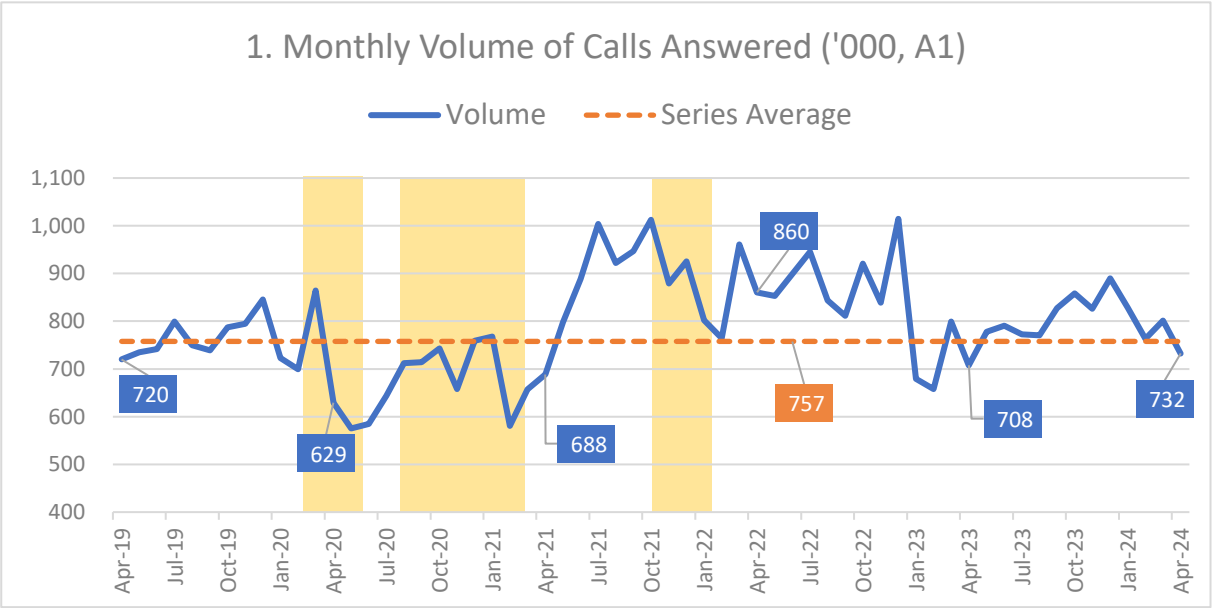
Rank in series to-date 44 th highest	Change from Mar 2024 -75 thousand	Change from Apr 2023 +56 thousand
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Yellow areas show COVID waves in the UK: source ONS.



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

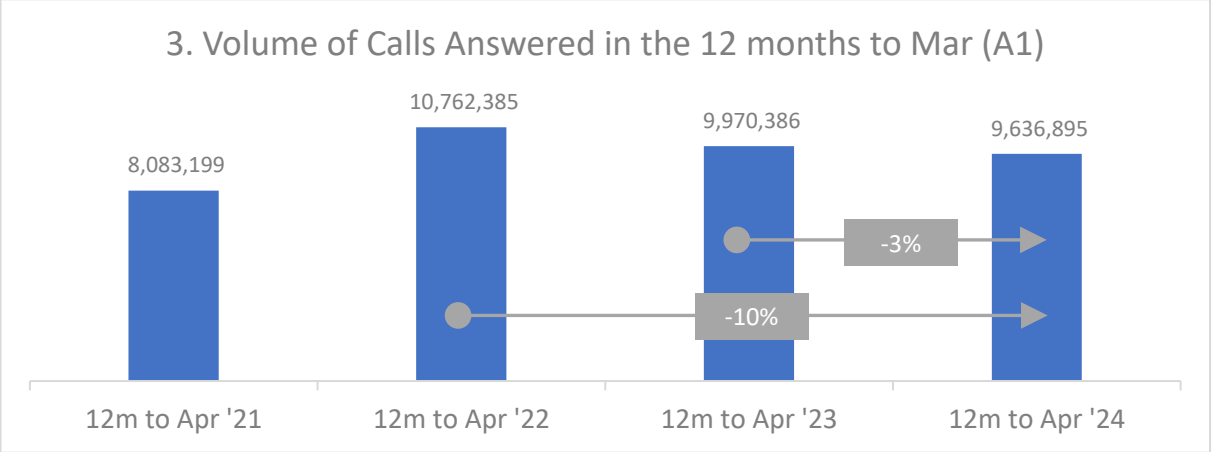
There were 69-thousand fewer 999 calls-answered in April, compared with March 2024. As with overall volume of contacts, this is the lowest in 12-months, but also some way above level of demand seen in April 2023.



Monthly Volume for April 2024: Fast Facts

Rank in series to-date 50 th highest	Change from Mar 2024 -69 thousand	Change from Apr 2023 +24 thousand
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Yellow areas show COVID waves in the UK: source ONS.

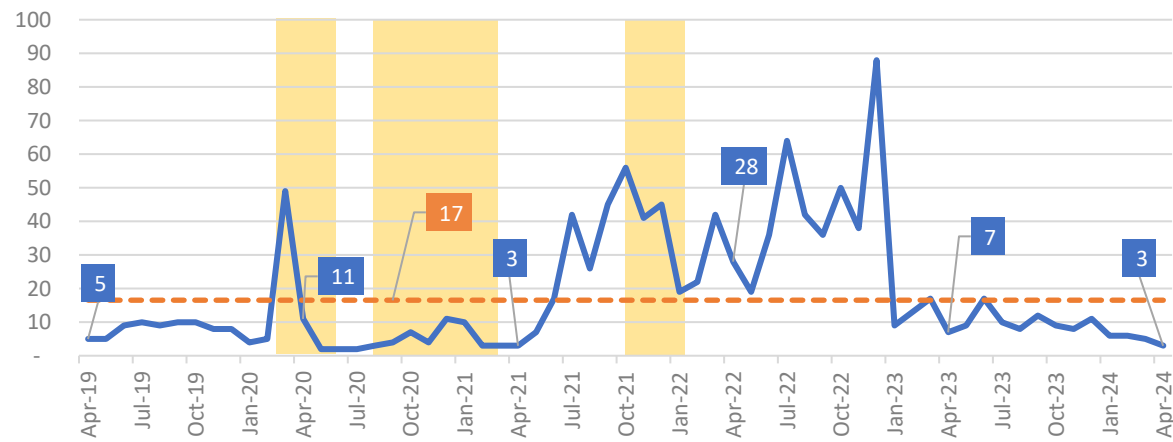


6. Demand: Call Answer Time (999, Measures A3 and A5)

Mean call-answer decreased by two-seconds to reach its fourth fastest time to date, while the 95th centile time decreased ten-seconds to reach its ninth fastest time. Both measures are under half the time seen in April 2023.

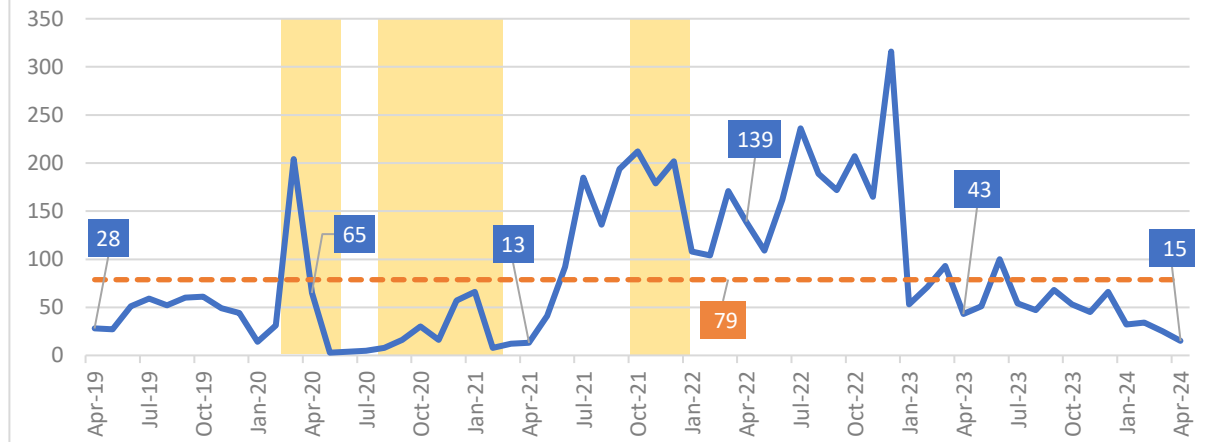
Mean Call Answer Time (A3)

— Time (Seconds) - - - Series Average



95th Centile Call Answer Time (A5)

— Time (seconds) - - - Series Average



Mean Call Answer Time for April 2024: Fast Facts

Rank in series
to-date
4th fastest

Change from
Mar 2024
-2 seconds

Change from
Apr 2023
-5 seconds

95th Centile Answer Time for April 2024: Fast Facts

Rank in series
to-date:
9th fastest

Change from
Mar 2024
-10 seconds

Change from
Apr 2023
-28 seconds

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

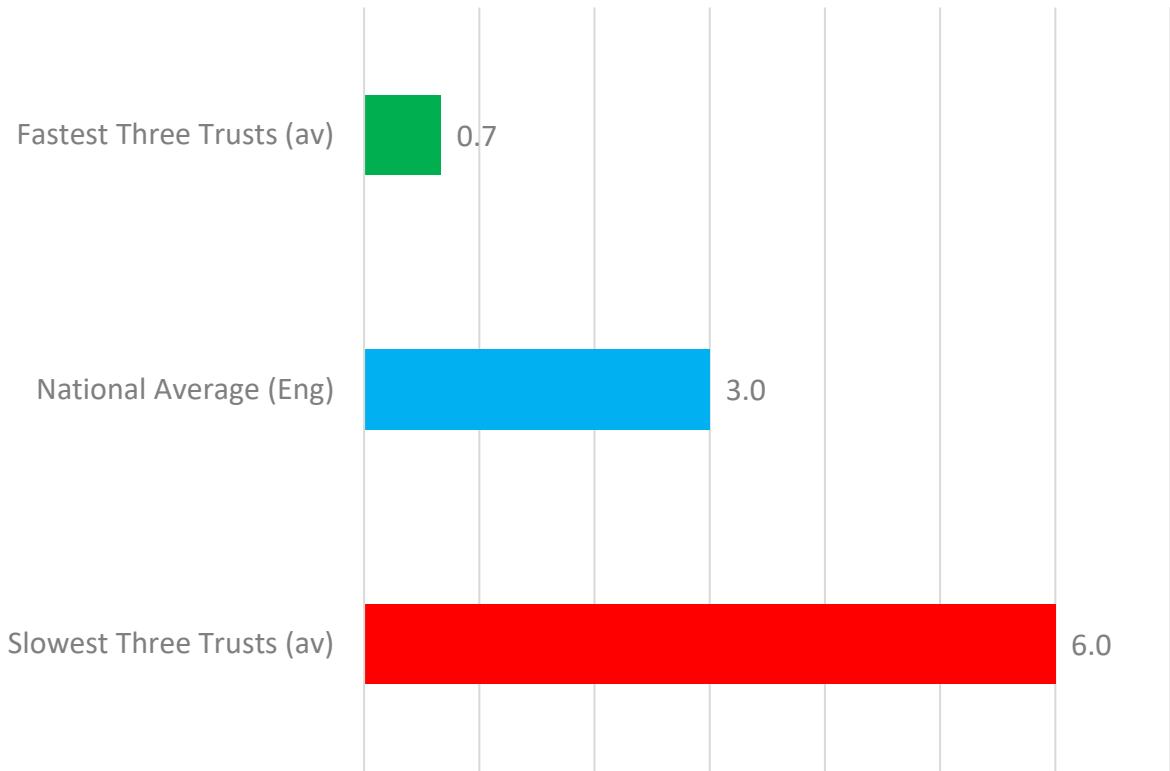


7. Call Answer Time, Range - April 2024

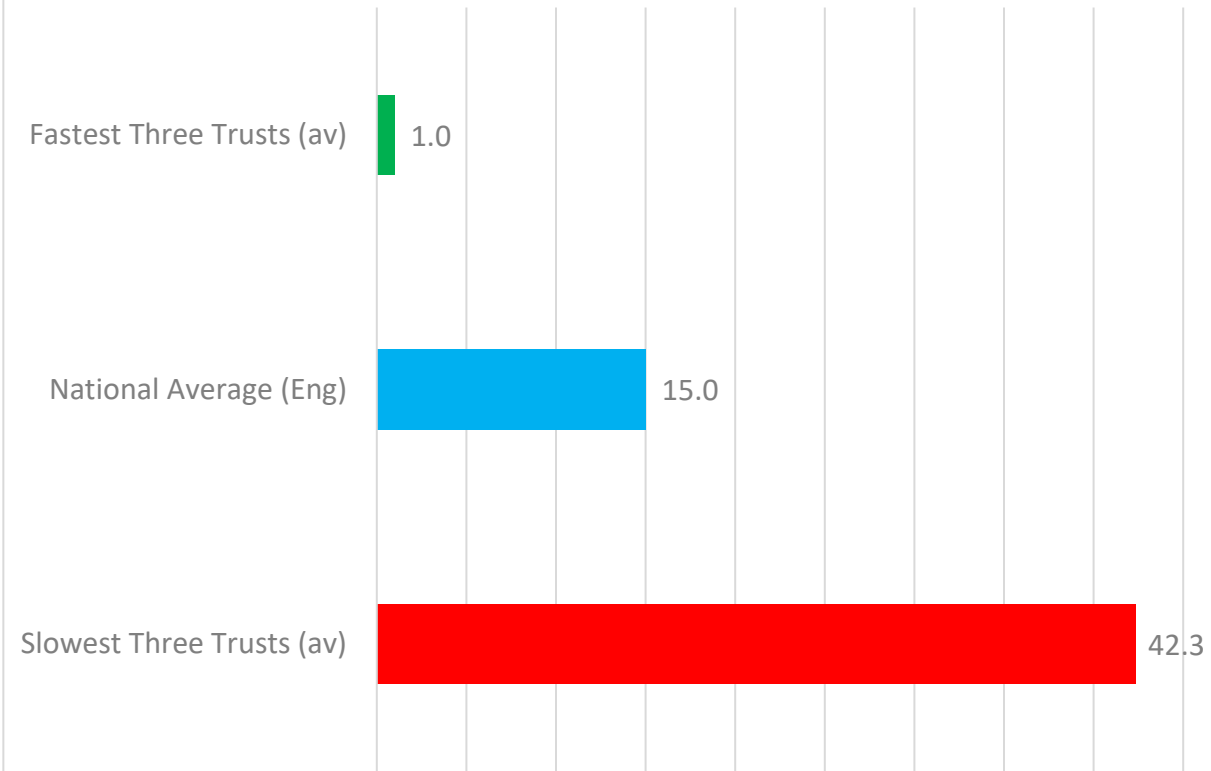
New

The range of answer times varies considerably by trust. For the mean, the fastest three trusts average a time of under one-second, while for the slowest three the figure is six-seconds. The variation is also pronounced for the 95th Centile measures, with a difference of over 40 seconds between the fastest and slowest trusts.

Mean Call Answer Time (seconds)



95th Centile Call Answer Time (seconds)



- Notes:
- Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England.
 - Calculation excludes Isle of White.



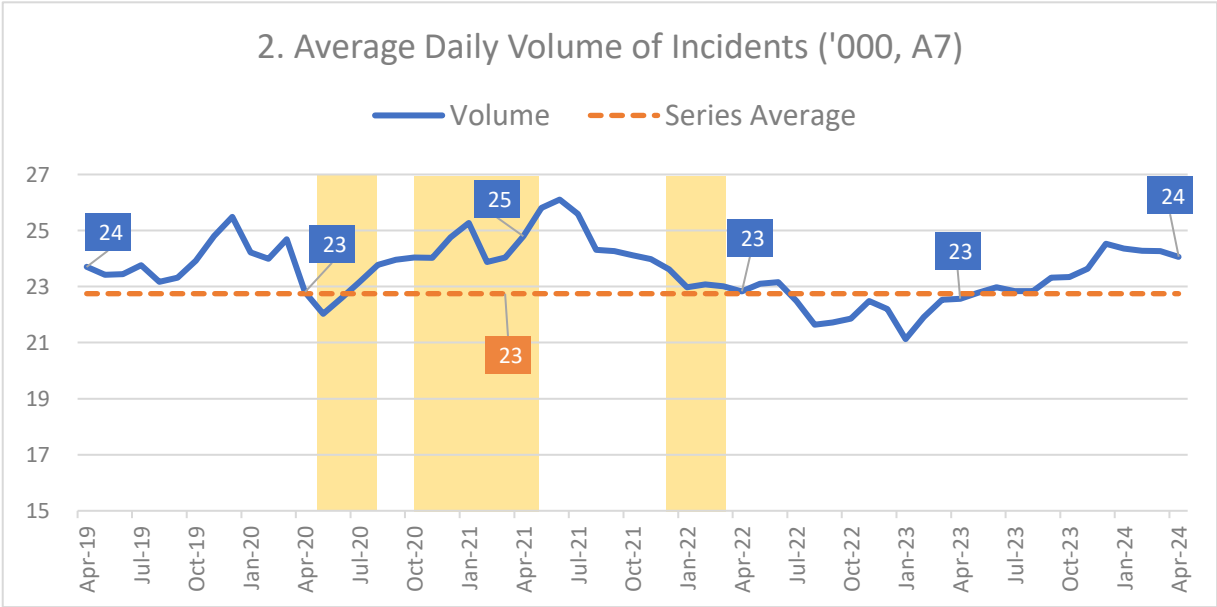
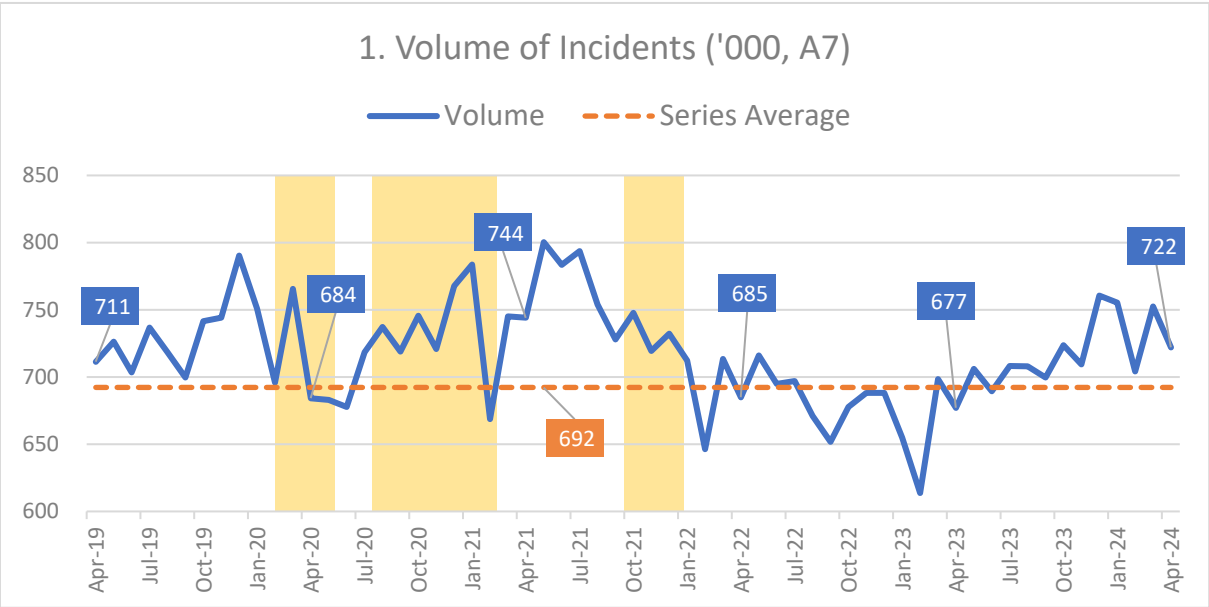
Section 2

Incidents and Response Time, by Category

- [Demand: All Incidents](#)
- [Share of Incidents by Category](#)
- [Share of Incidents, Range – April 2024](#)
- [Demand: C1 Incidents](#)
- [Demand: C2 Incidents](#)
- [Demand: C3 Incidents](#)
- [Demand: C4 Incidents](#)
- [Demand: S136 Incidents](#)
- [Demand: C1 Response Times](#)
- [Demand: C2 Response Times](#)
- [C1 and C2 Response Times, Range – April 2024](#)
- [Demand: C3 Response Times](#)
- [Demand: C4 Response Times](#)
- [C3 and C4 Response Times, Range – April 2024](#)
- [Demand: S136 Response Times](#)

9. Demand: All Incidents (A7)

Volume of incidents decreased in April, but the daily average show this was less pronounced than the monthly data suggest, with 202 fewer incidents each day. Nonetheless, incident levels were above the series average, and notably higher than April 2023 (by 54-thousand incidents across the month).



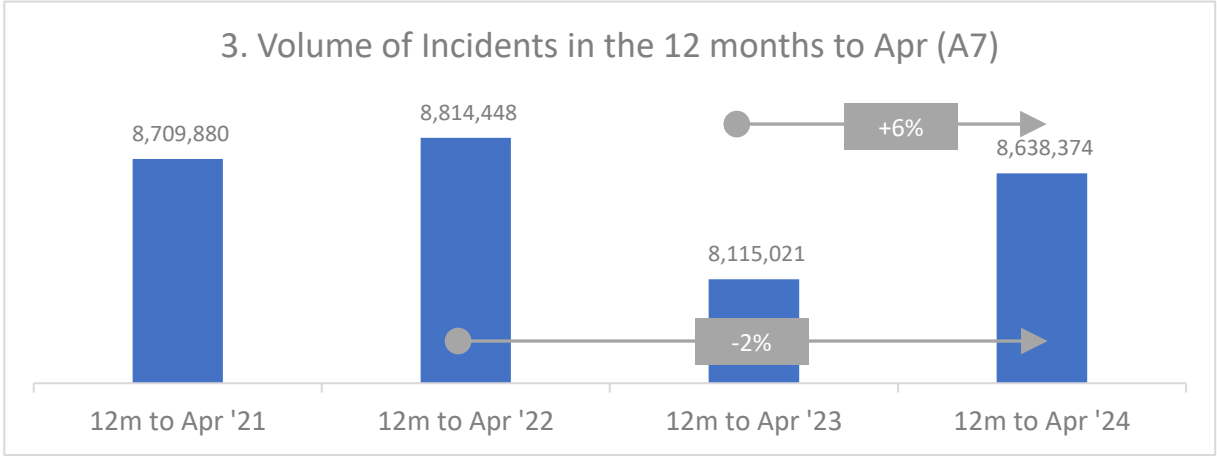
Monthly Volume for April 2024: Fast Facts

Rank in series to-date
28th highest

Change from Mar 2024
-30 thousand

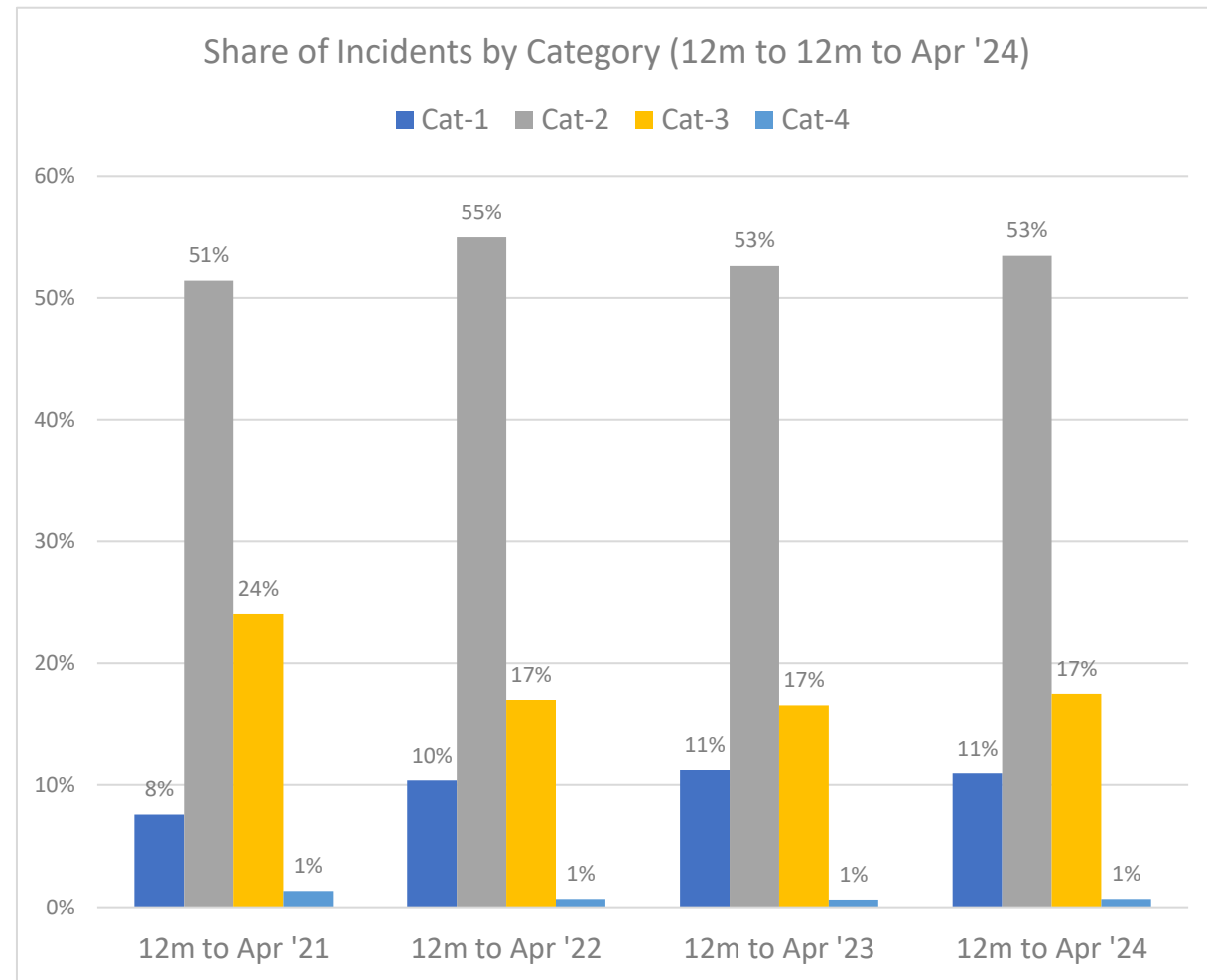
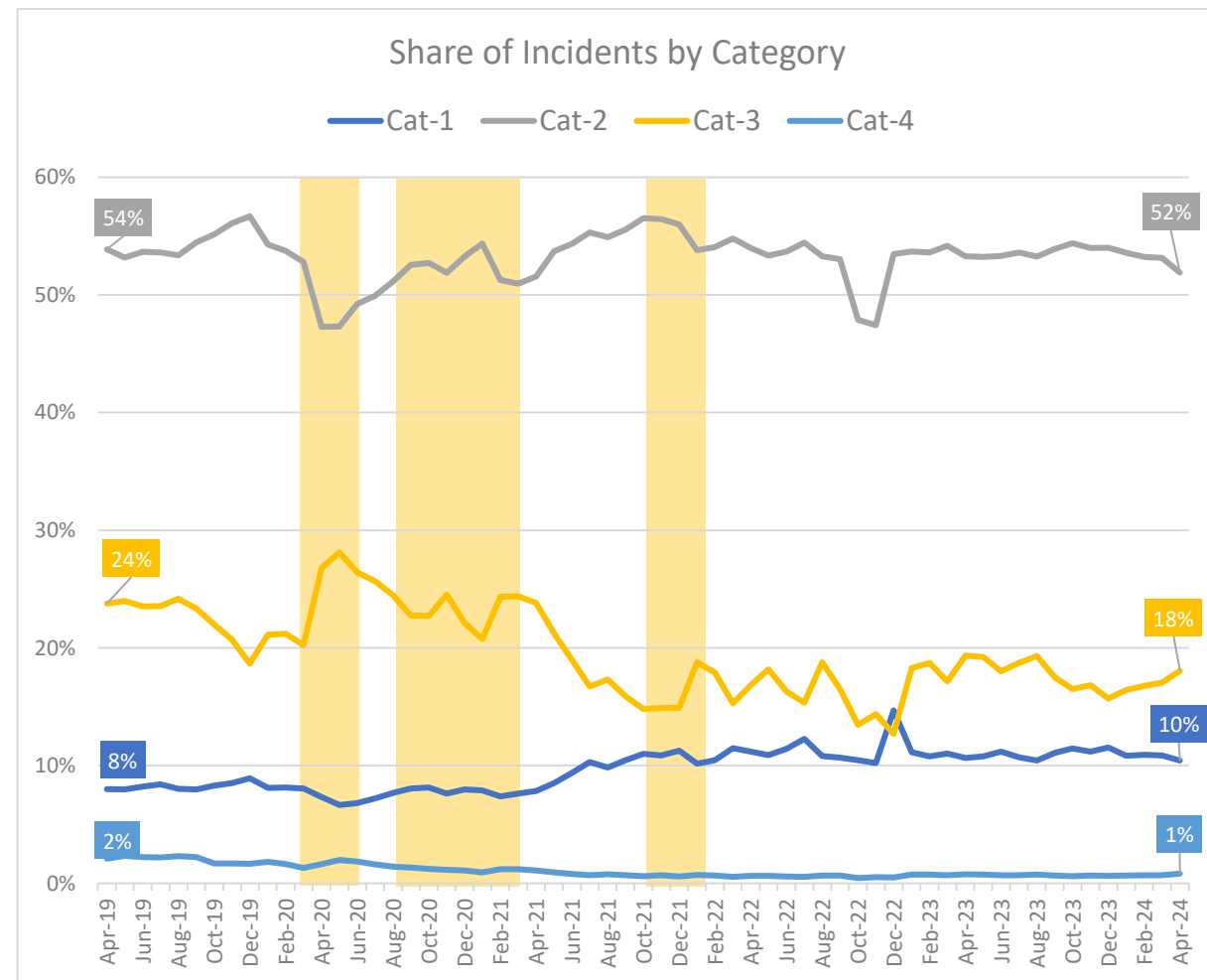
Change from Apr 2023
+54 thousand

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



10. Demand: Share of Incidents by Category

Since the start of the year, the proportion of Category-1 and Category-2 incidents has decreased slightly, while Category-3 has increased. In each of these cases the change has been two-percentage points, or under.



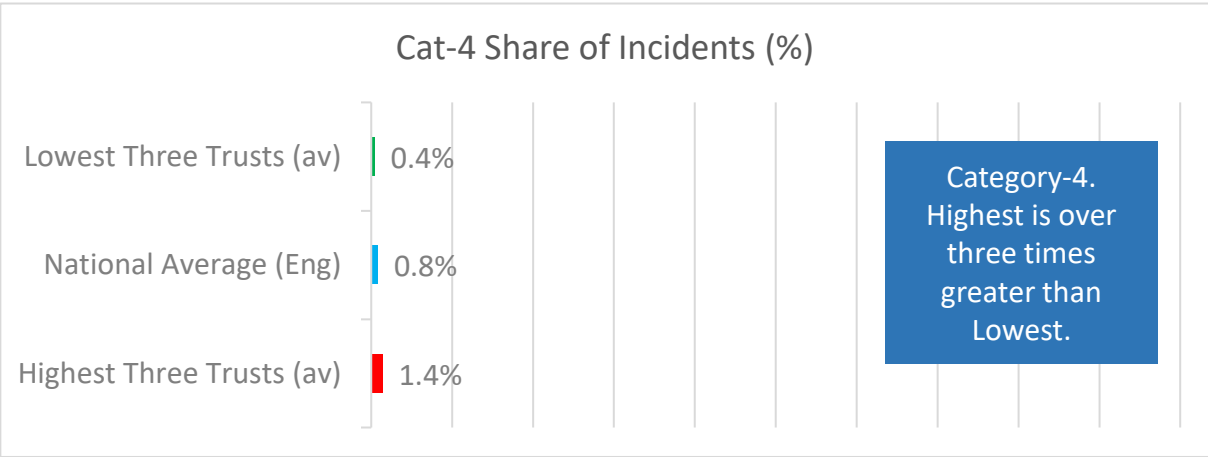
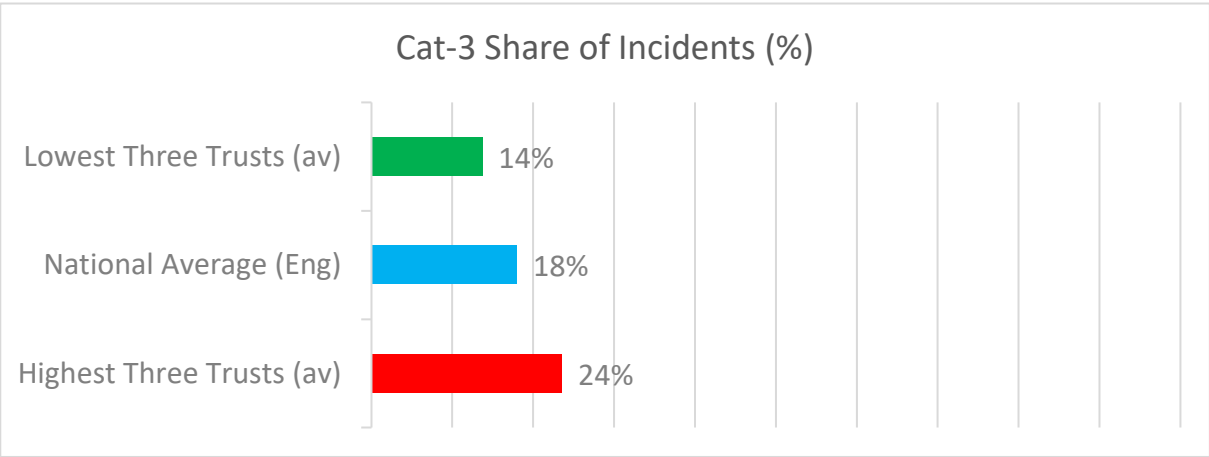
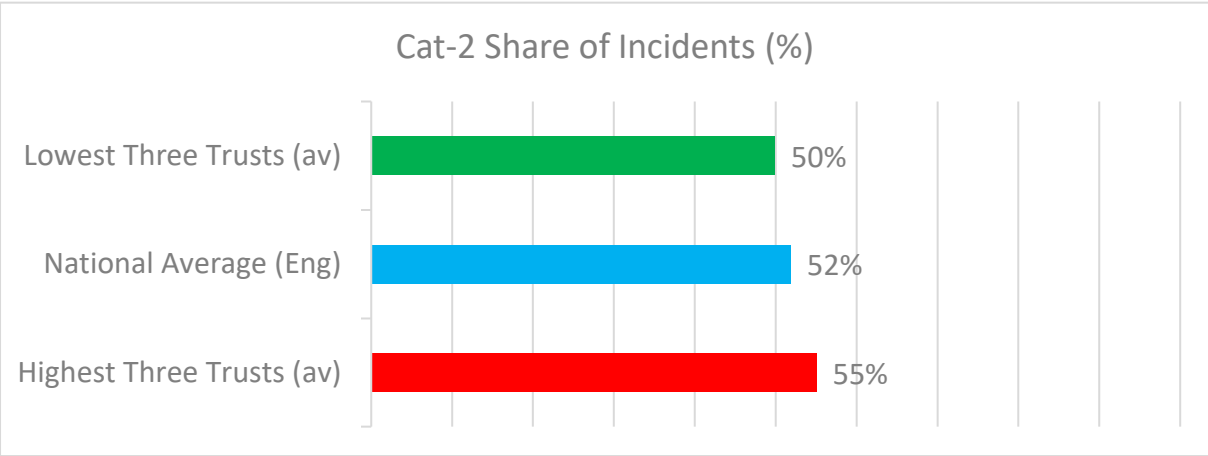
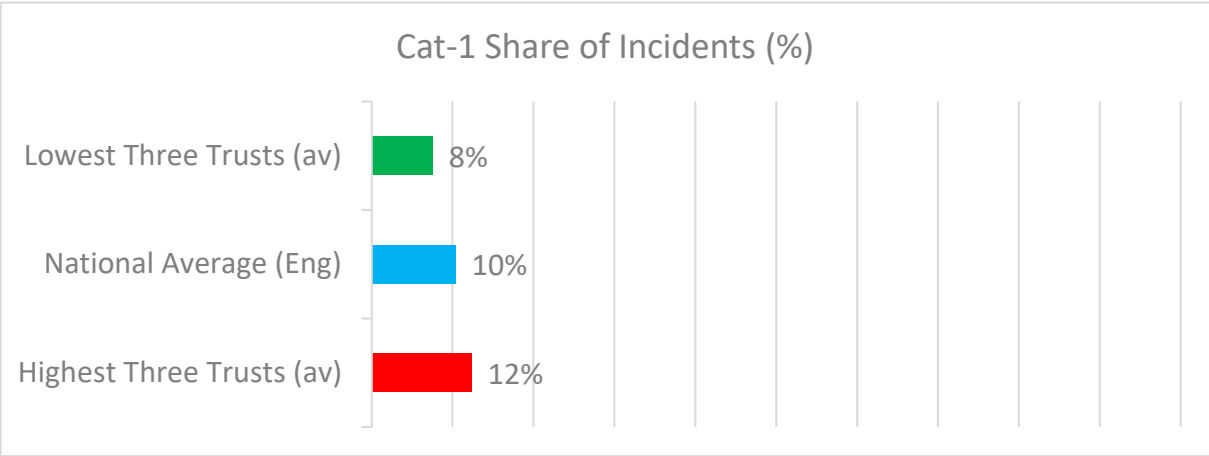
Yellow areas show COVID waves in the UK: source ONS.



11. Share of Incidents, Range - April 2024

New

Individual trusts see variation in category share, so unsurprisingly the average for the highest three trusts is several percentage points above the average for the lowest in every category. Although the numbers are smaller, the greatest difference is for Cat-4, followed by Cat-3, Cat-1 and finally Cat-2 (see boxes below).

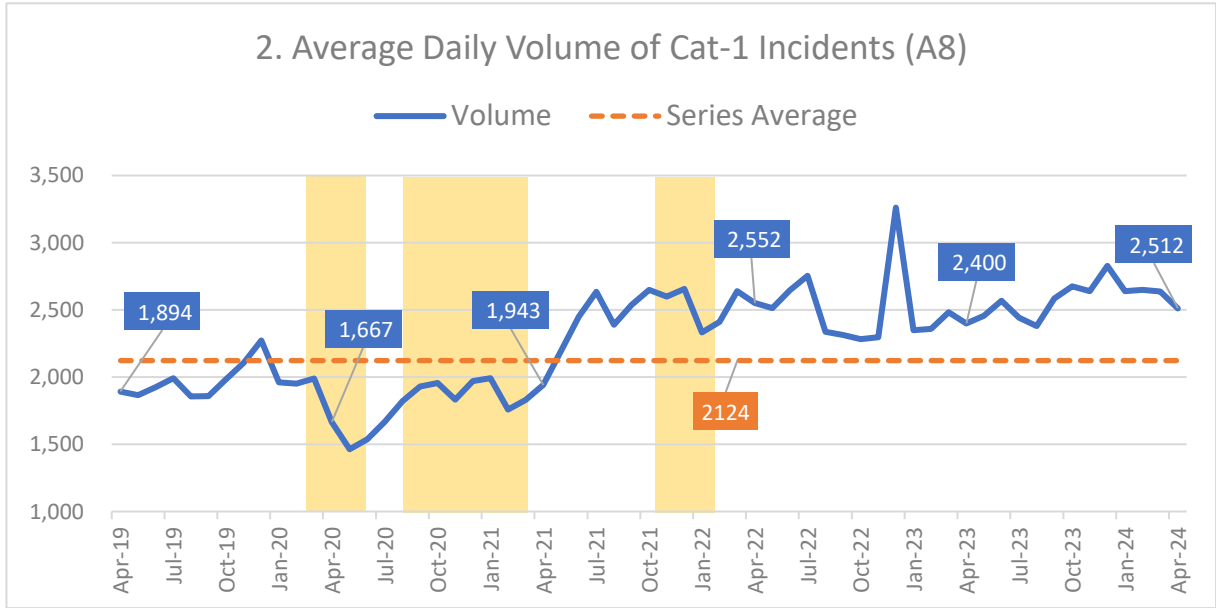
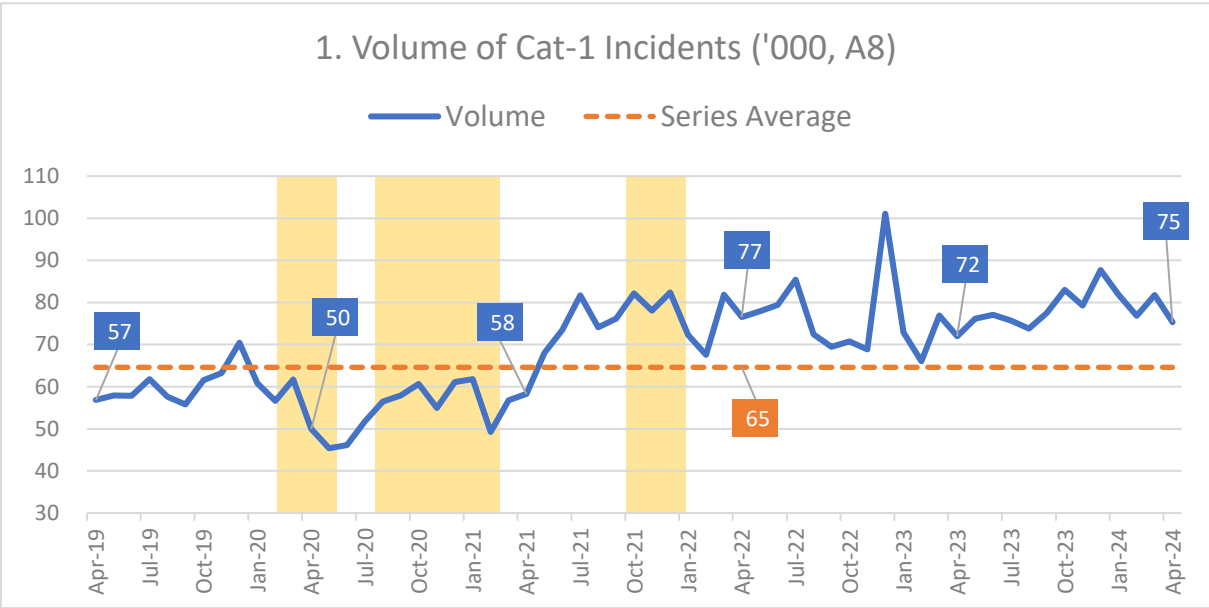


Notes:

- Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of White.

12. Demand: Category-1 Incidents (A8)

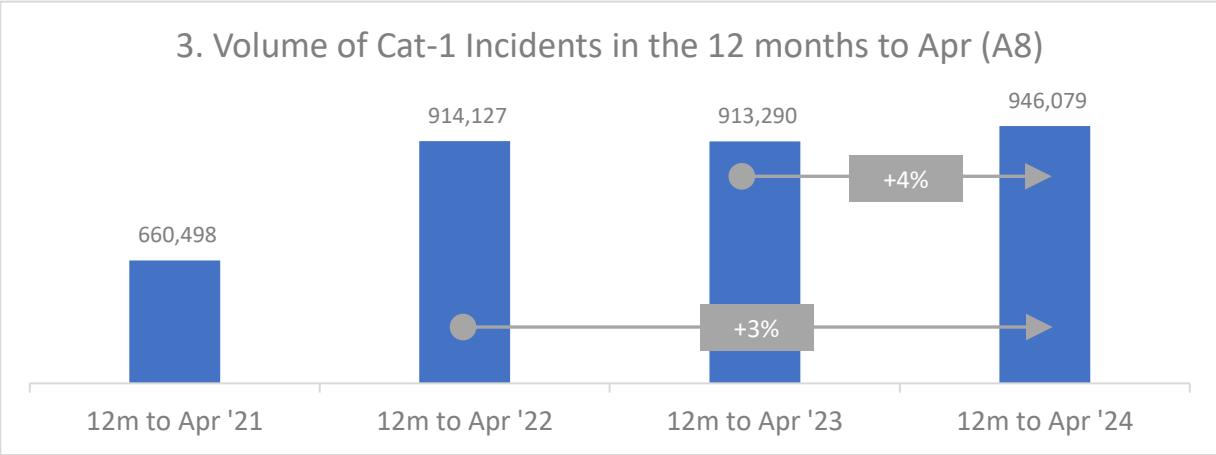
April saw six-thousand fewer Category-1 incidents than March, while the daily average was 127 fewer. Volume in April 2024 was well above the series average, and three-thousand more than April 2023. Meanwhile, the annualised data show a four-percent increase in these incidents compared with the previous period.



Monthly Volume for April 2024: Fast Facts

Rank in series to-date 23 rd highest	Change from Mar 2024 -6 thousand	Change from Apr 2023 +3 thousand
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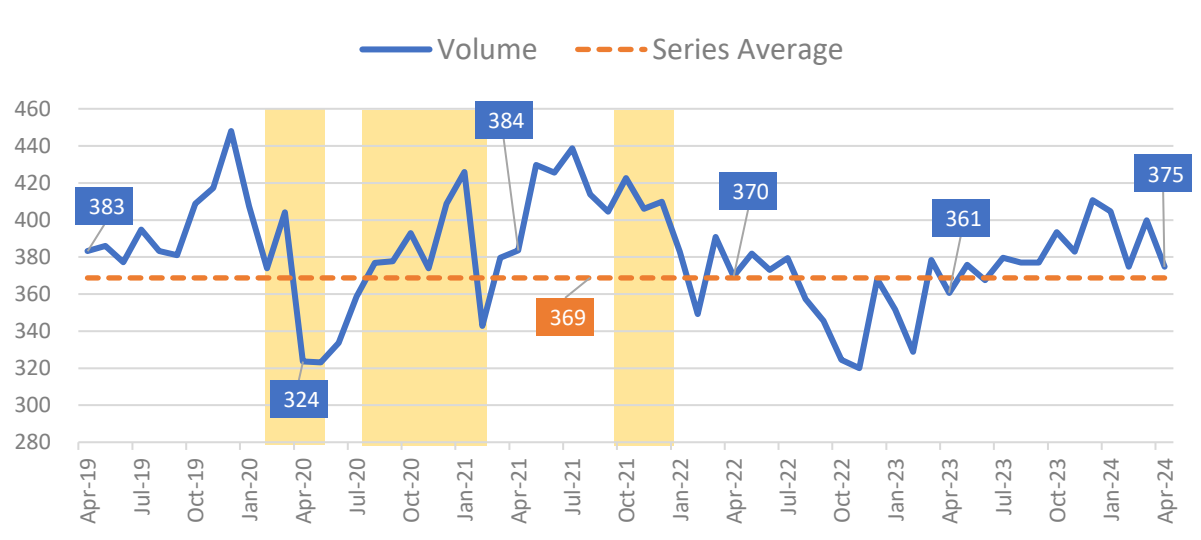
Yellow areas show COVID waves in the UK: source ONS.



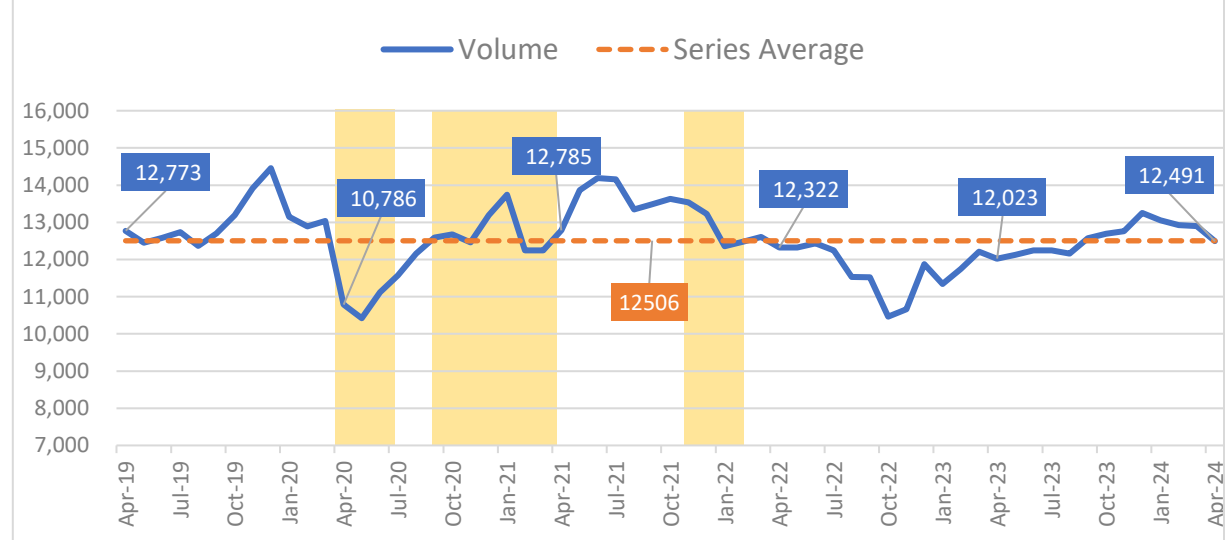
13. Demand: Category-2 Incidents (A10)

Category-2 volume dropped by 25-thousand incidents from March, the daily average dropping by 407 each day. The annualised data show an eight percent increase in the most recent period compared with the previous, although volume remains lower than the same period two years ago.

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



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



Monthly Volume for April 2024: Fast Facts

Rank in series to-date

46th highest

Change from Mar 2024

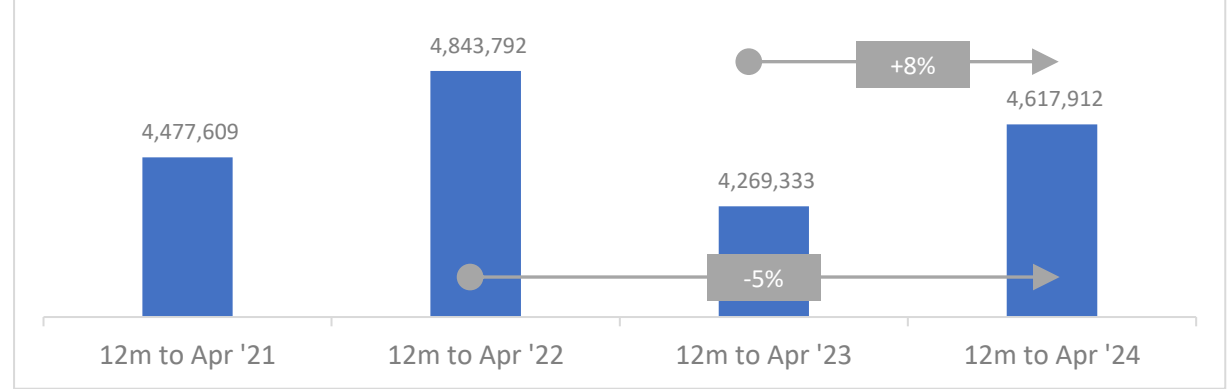
-25 thousand

Change from Apr 2023

+14 thousand

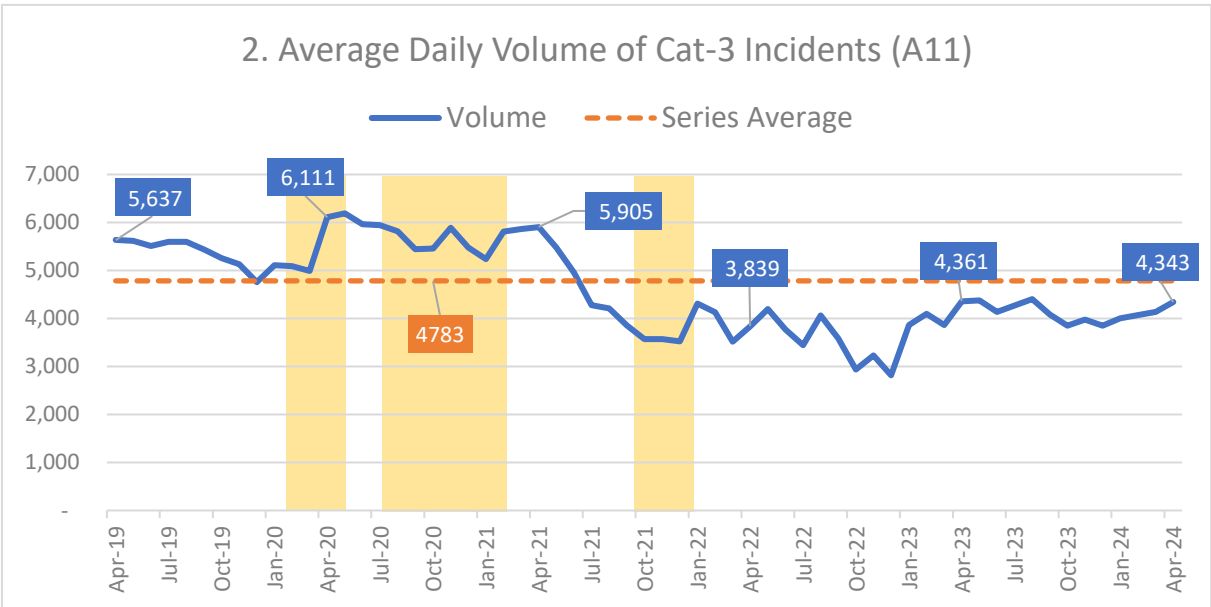
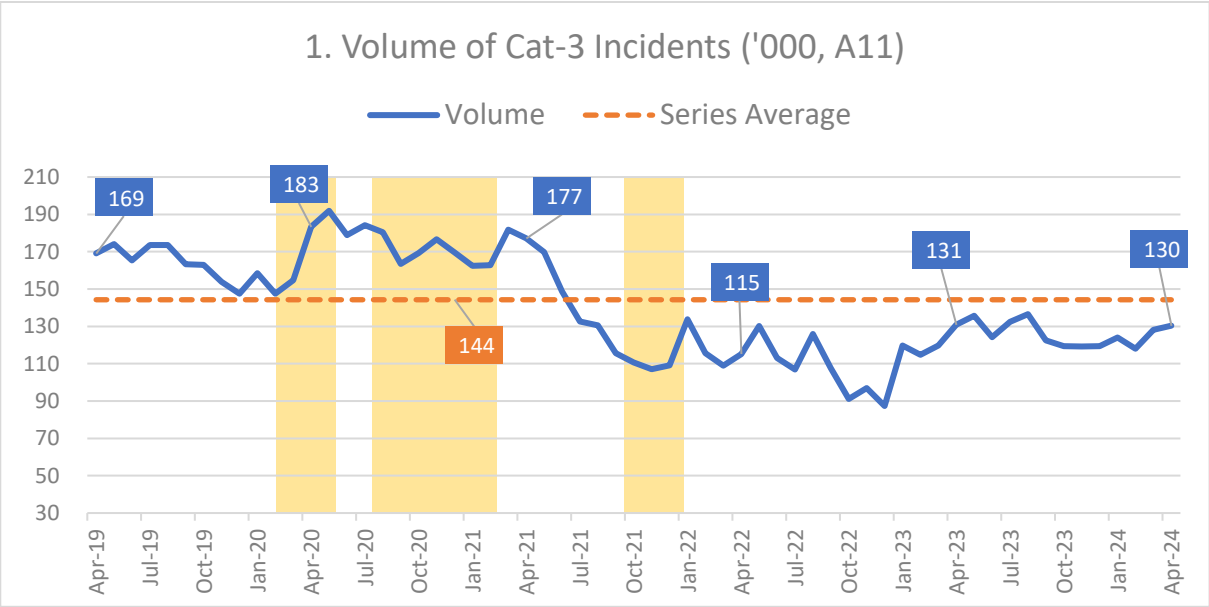
Yellow areas show COVID waves in the UK: source ONS.

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



14. Demand: Category-3 Incidents (A11)

Category-3 reached the highest monthly volume since August, adding two thousand from March to reach 130-thousand. The annualised data show as 12-percent increased compared with the previous period, with 1.5-million incidents recorded in the 12-months to April 2024.



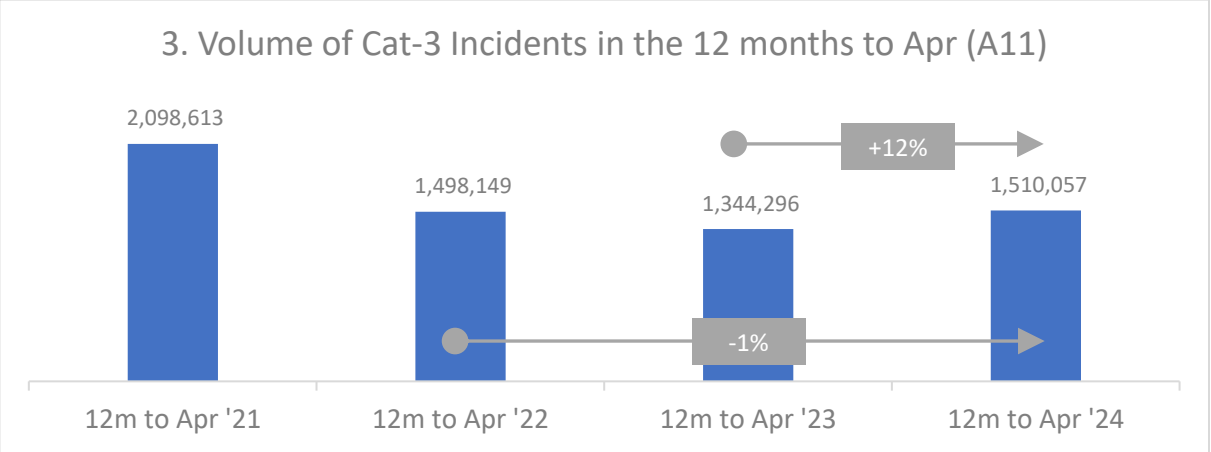
Monthly Volume for April 2024: Fast Facts

Rank in series to-date
50th highest

Change from Mar 2024
+2 thousand

Change from Apr 2023
-543 incidents

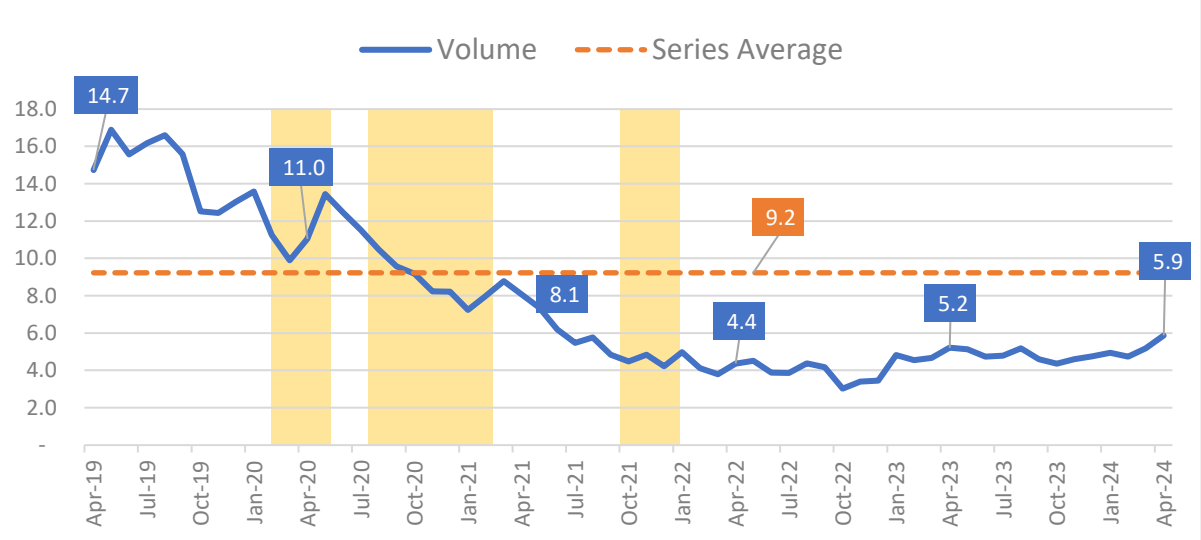
Yellow areas show COVID waves in the UK: source ONS.



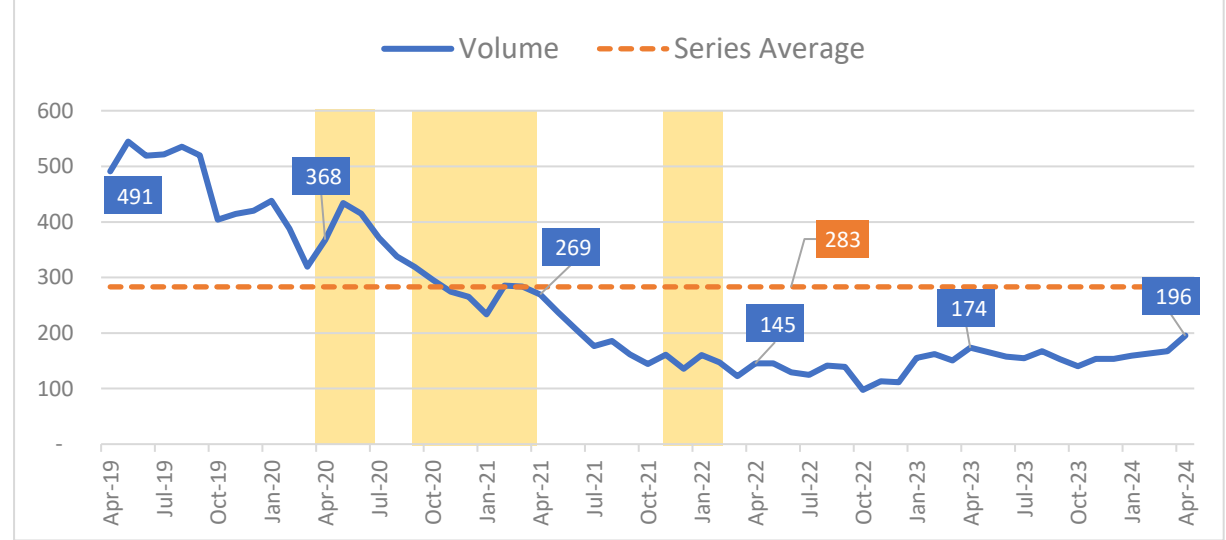
15. Demand: Category-4 Incidents (A12)

Monthly volume of Category-4 incidents reached their highest since June 2021, but remains some way below the series average. The annualised data show an increase of nine-thousand incidents compared with the previous period, an increase of 18-percent.

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



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



Monthly Volume for April 2024: Fast Facts

Rank in series to-date

43rd highest

Change from Mar 2024

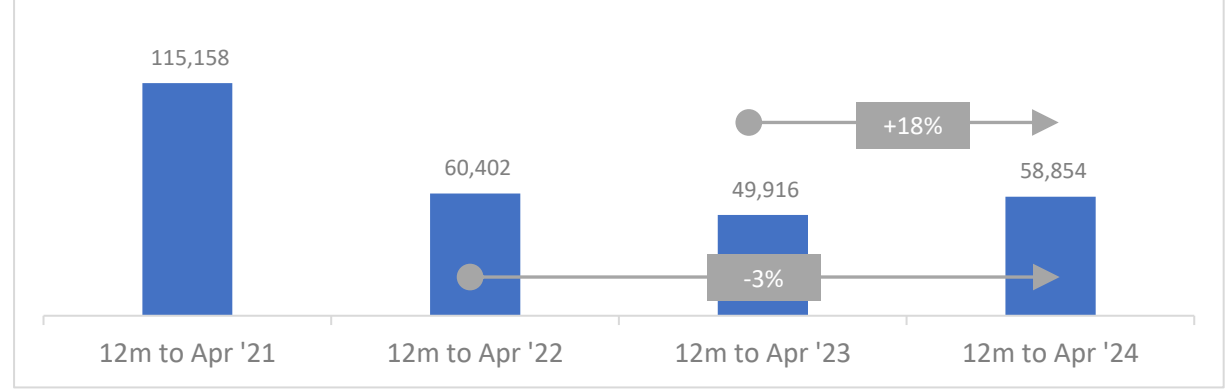
+679 incidents

Change from Apr 2023

+661 incidents

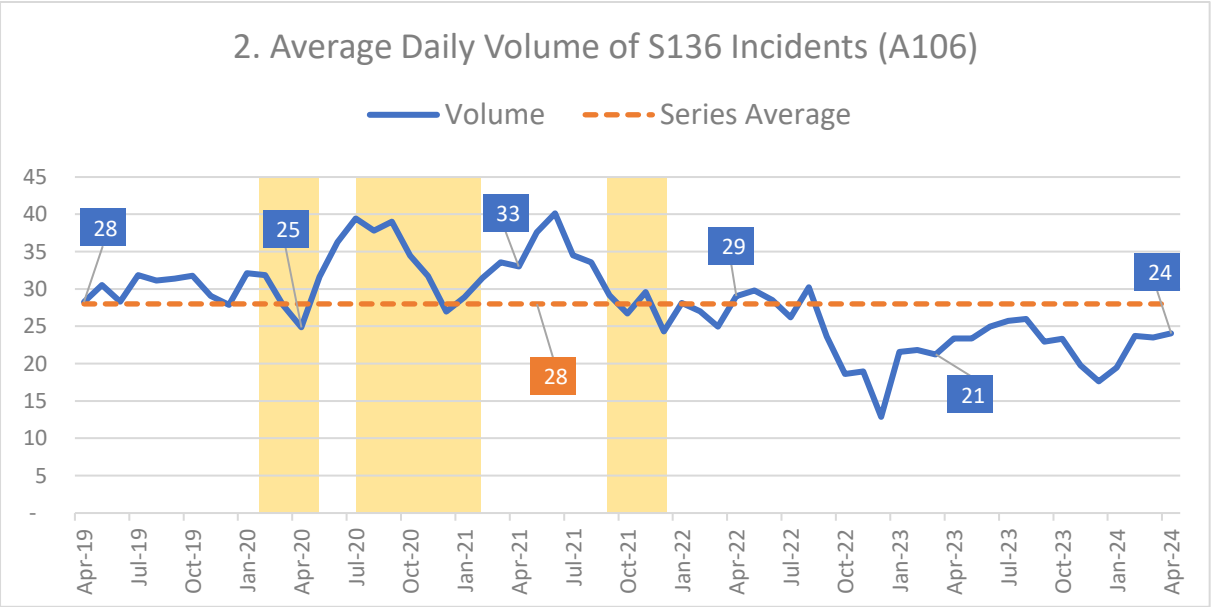
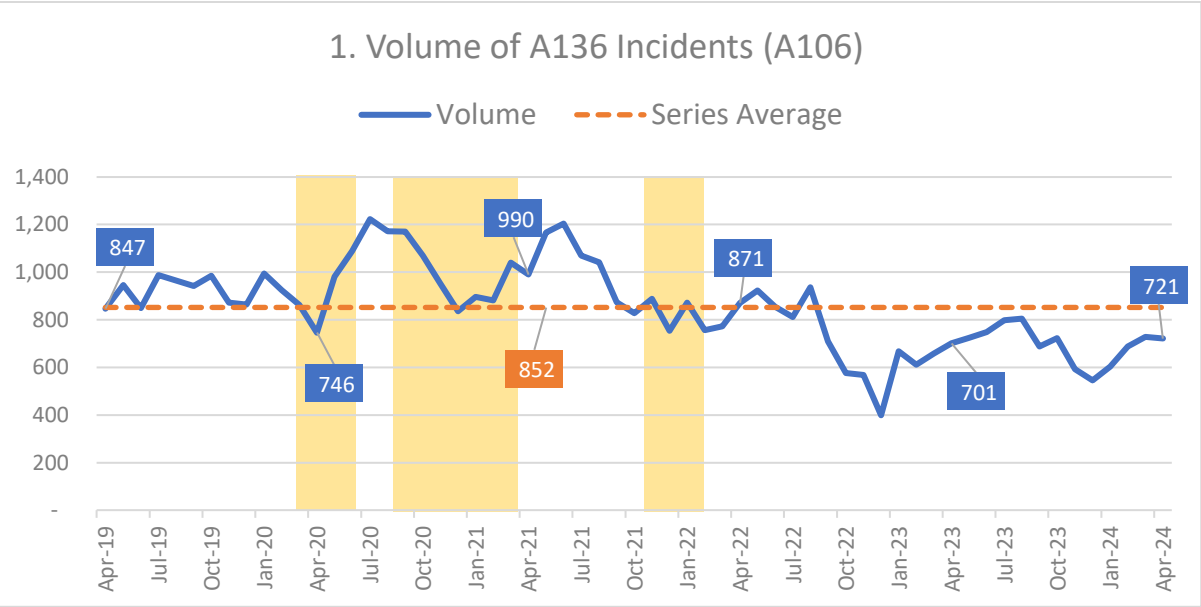
Yellow areas show COVID waves in the UK: source ONS.

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



16. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

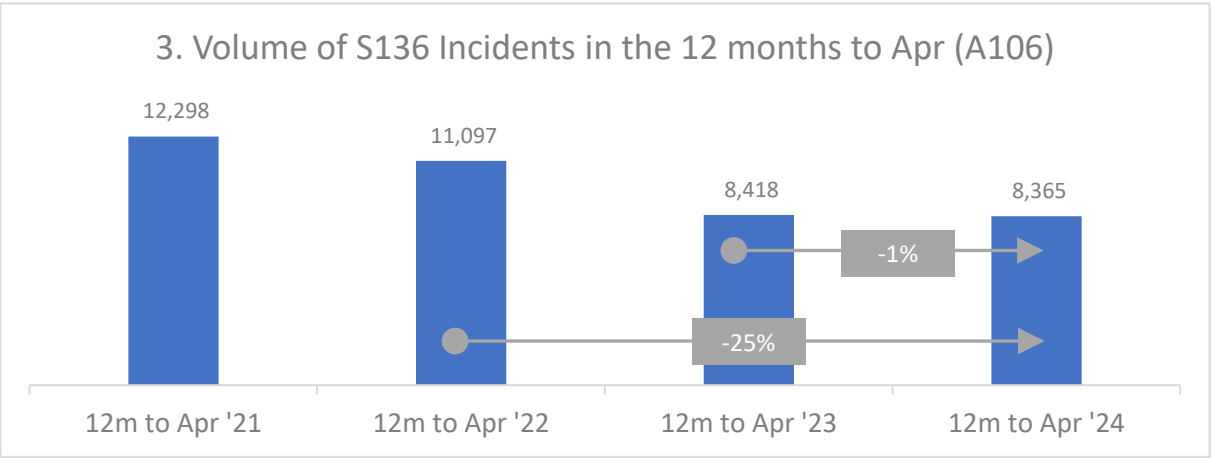
April saw a very slight decrease of S136 incidents, with seven fewer across the month. 86-percent of these incidents were transported (the average for the last 12-months being 86-percent – not shown, but available on request).



Monthly Volume for April 2024: Fast Facts

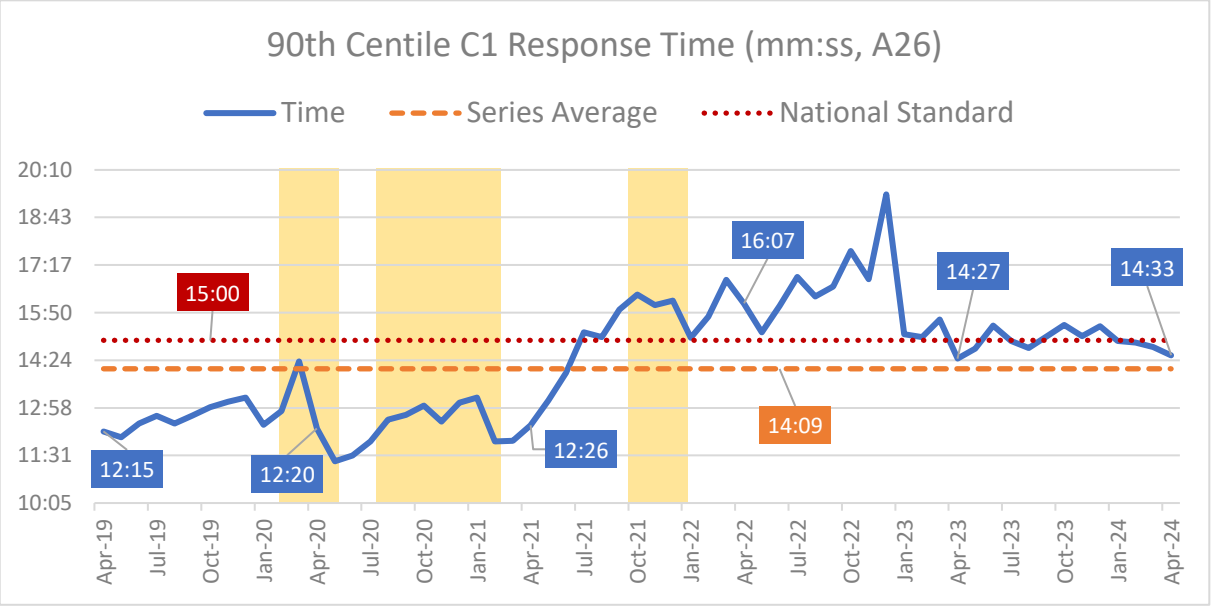
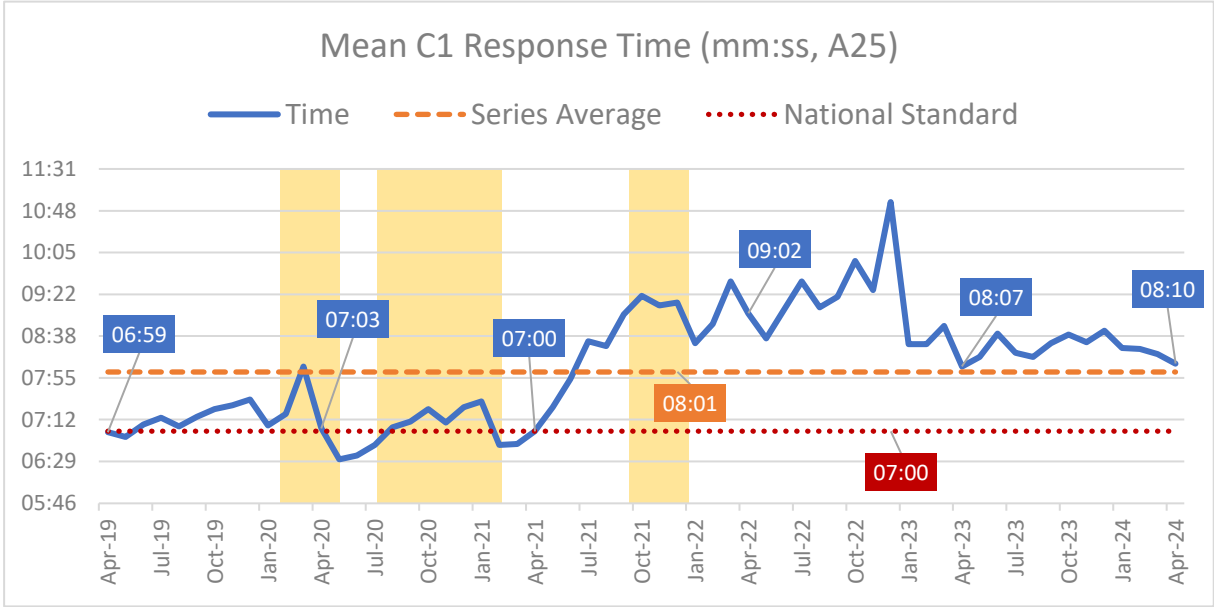
Rank in series to-date 48 th highest	Change from Mar 2024 -7 incidents	Change from Apr 2023 +20 incidents
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Yellow areas show COVID waves in the UK: source ONS.



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

Mean response time for Category-1 incidents dropped ten-seconds, the fastest since April 2023. Although this is still slower than the national standard (seven-minutes), the 90th Centile measure has now been faster than its 15-minute national standard since the start of 2024.



Mean Response Time for April 2024: Fast Facts

Rank in series to-date	Change from Mar 2024	Change from Apr 2023
38th slowest	10 secs faster	3 secs slower

90th Centile Response Time for April 2024: Fast Facts

Rank in series to-date:	Change from Mar 2024	Change from Apr 2023
36th slowest	15 secs faster	6 secs slower

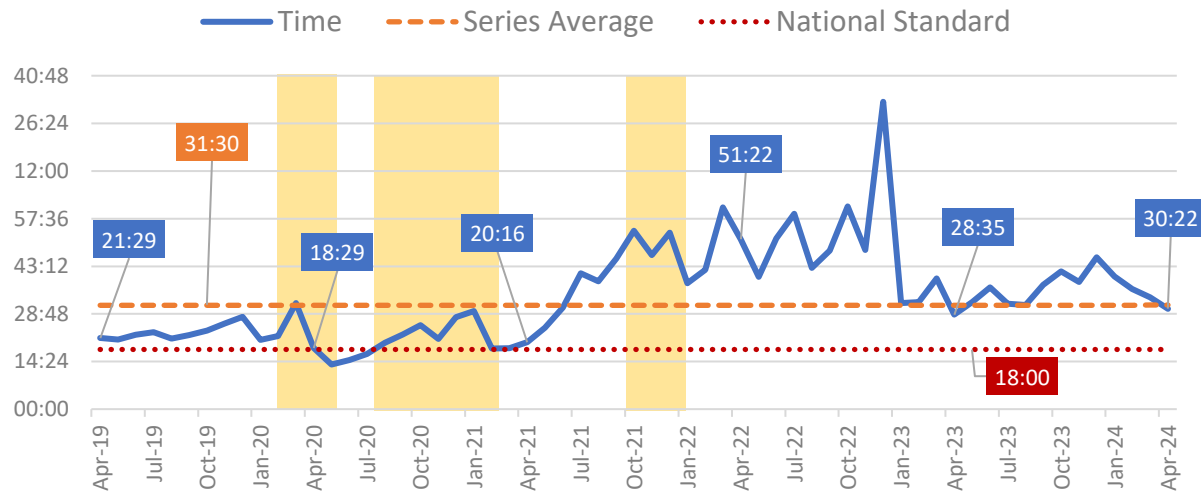
Yellow areas show COVID waves in the UK: source ONS.



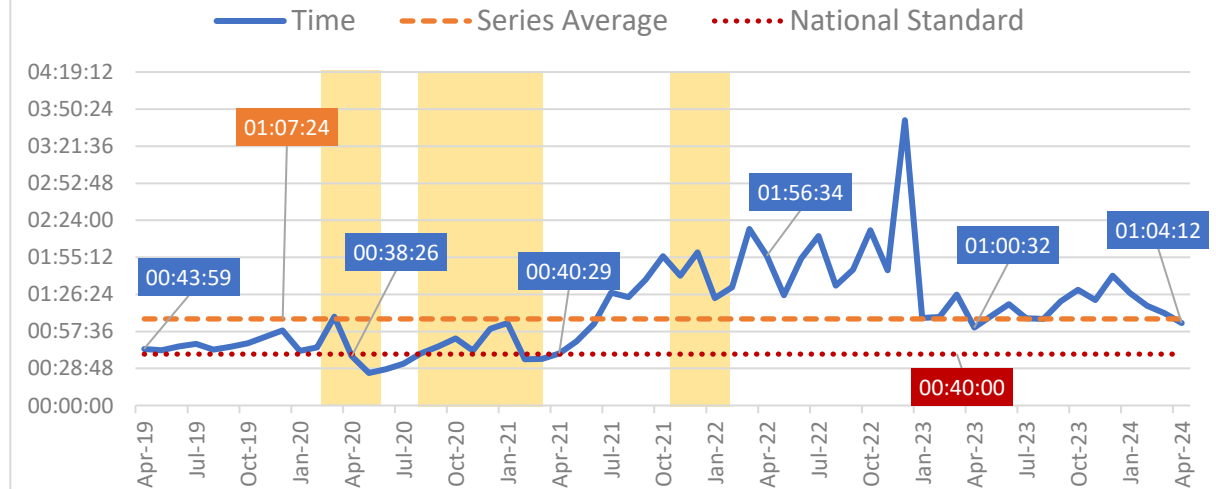
18. Demand: Category-2 Response Times (Measures A31 and A32)

Both Category-2 measures dropped several minutes in April, with both recording the fastest time since April 2023. Despite this, both remain somewhat above their respective national standards.

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



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



Mean Response Time for April 2024: Fast Facts

Rank in series
to-date
35th slowest

Change from
Mar 2024
3 mins faster

Change from
Apr 2023
2 mins slower

90th Centile Response Time for April 2024: Fast Facts

Rank in series
to-date:
34th slowest

Change from
Mar 2024
7 mins faster

Change from
Apr 2023
3 mins slower

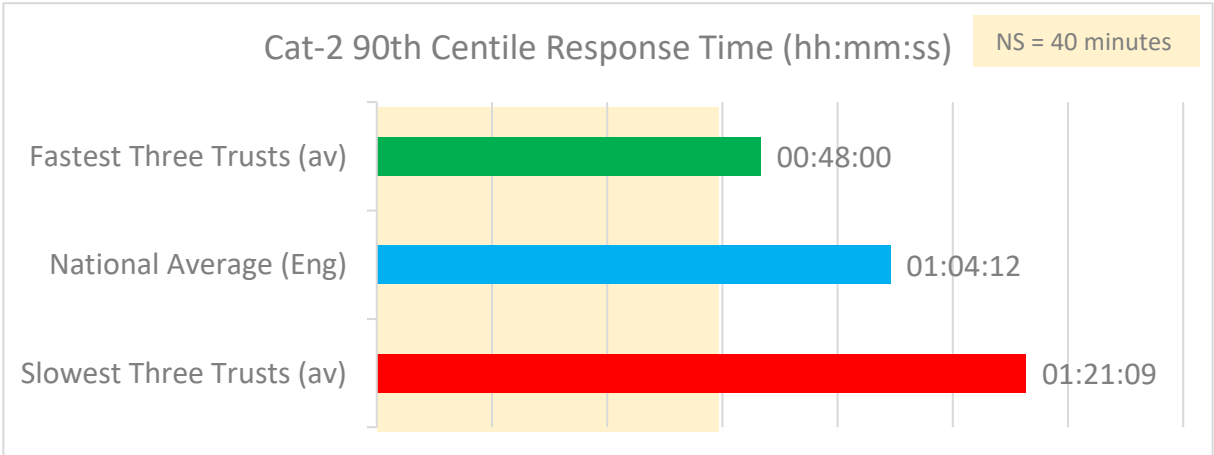
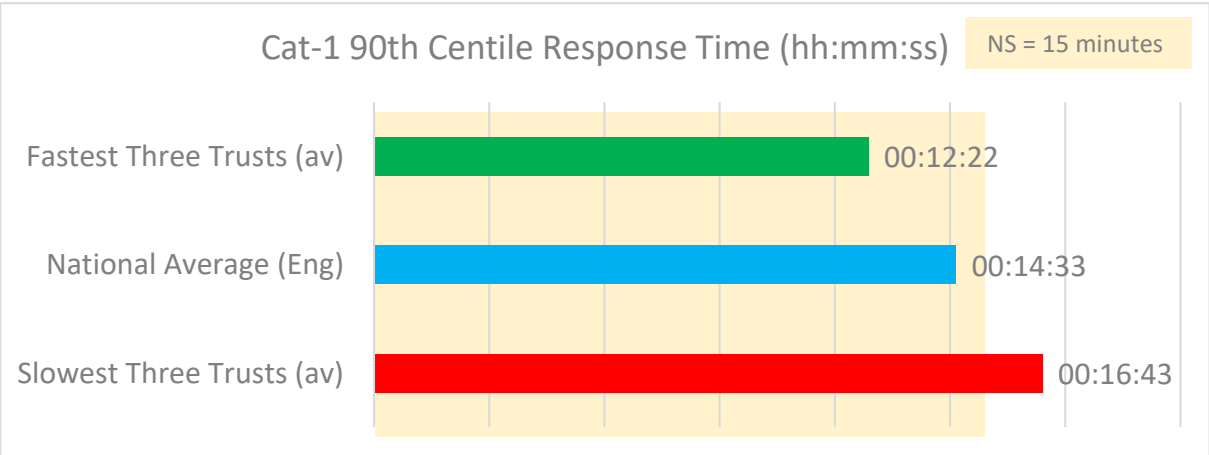
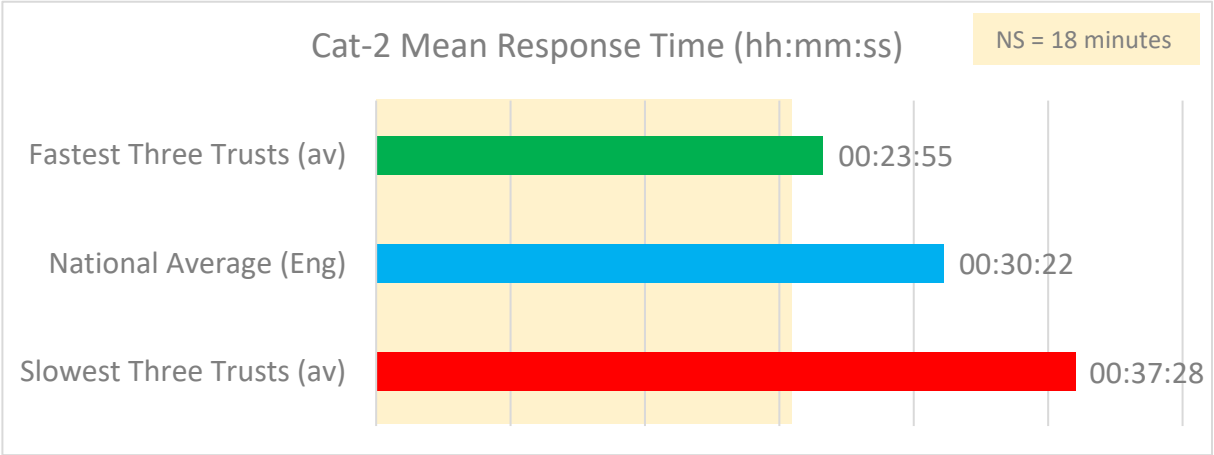
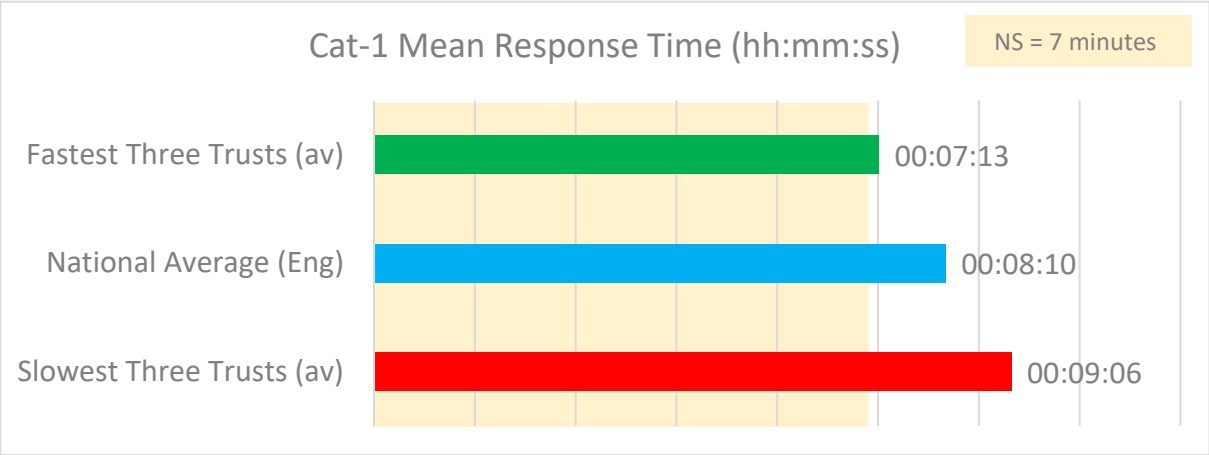
Yellow areas show COVID waves in the UK: source ONS.



19. Category-1 and Category-2 Response Time, Range - April 2024

New

Category-1 mean response time saw a two-minute difference between the “Slowest” and “Fastest” trusts in April, while the 90th centile saw a four minute difference. For Category-2, the range for the mean was 13-minutes, and for the 90th centile the difference was 33-minutes.



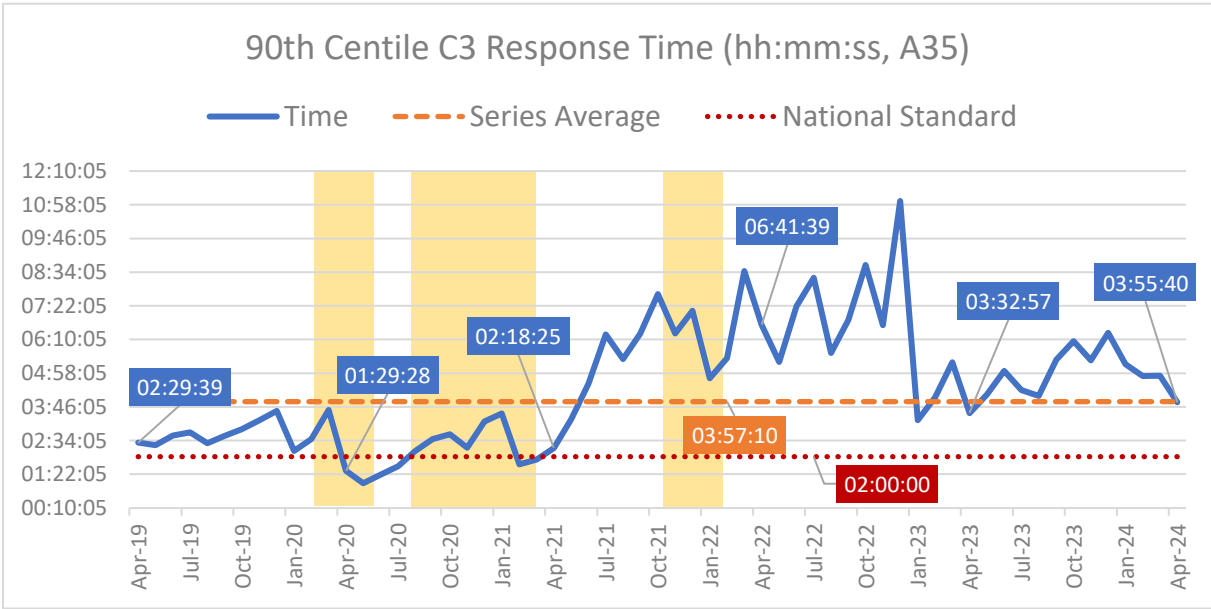
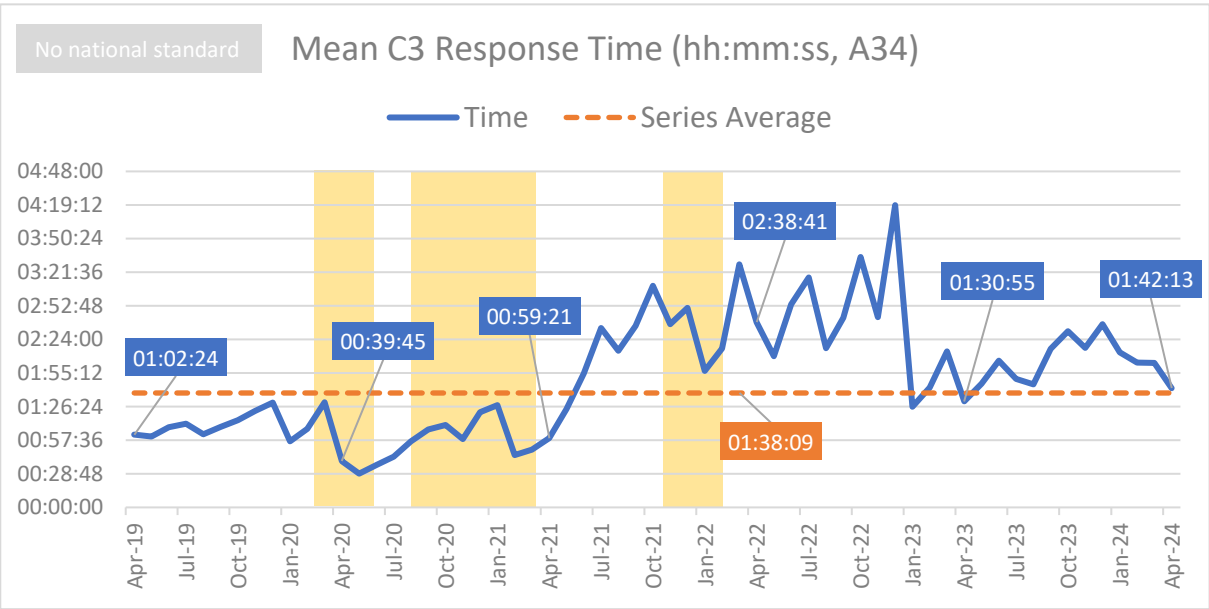
Notes:

- Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of White.



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

Category-3 mean response was 21-minutes faster in April, while the 90th centile measure was nearly an hour faster. Both measures have been getting faster since the start of the year – although both times are slower than those recorded in April 2023.

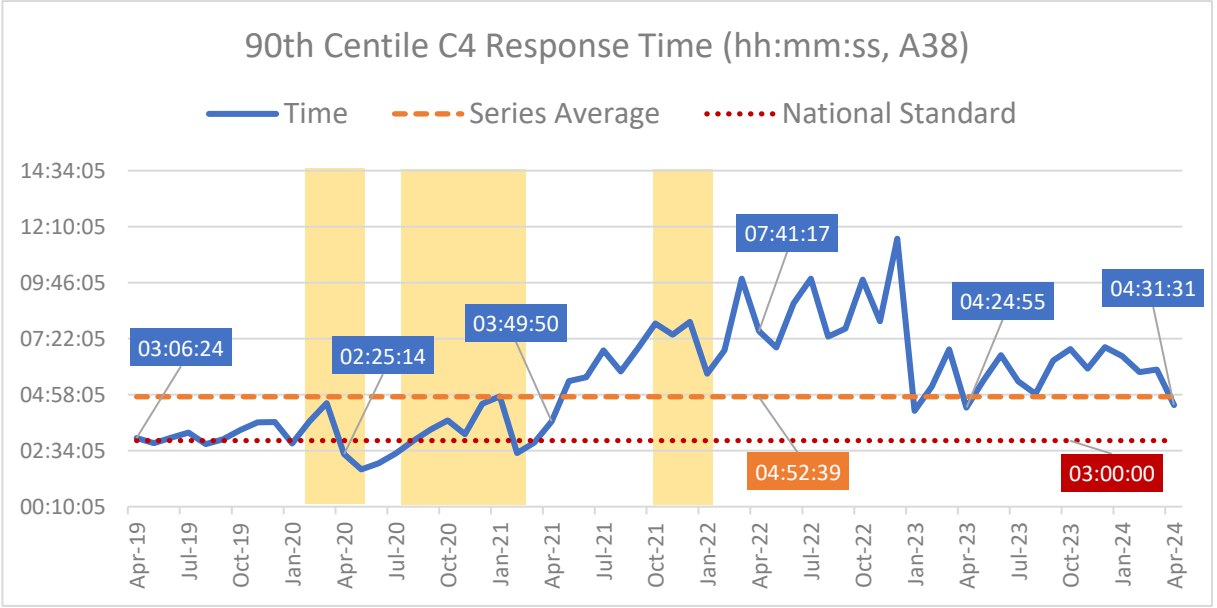
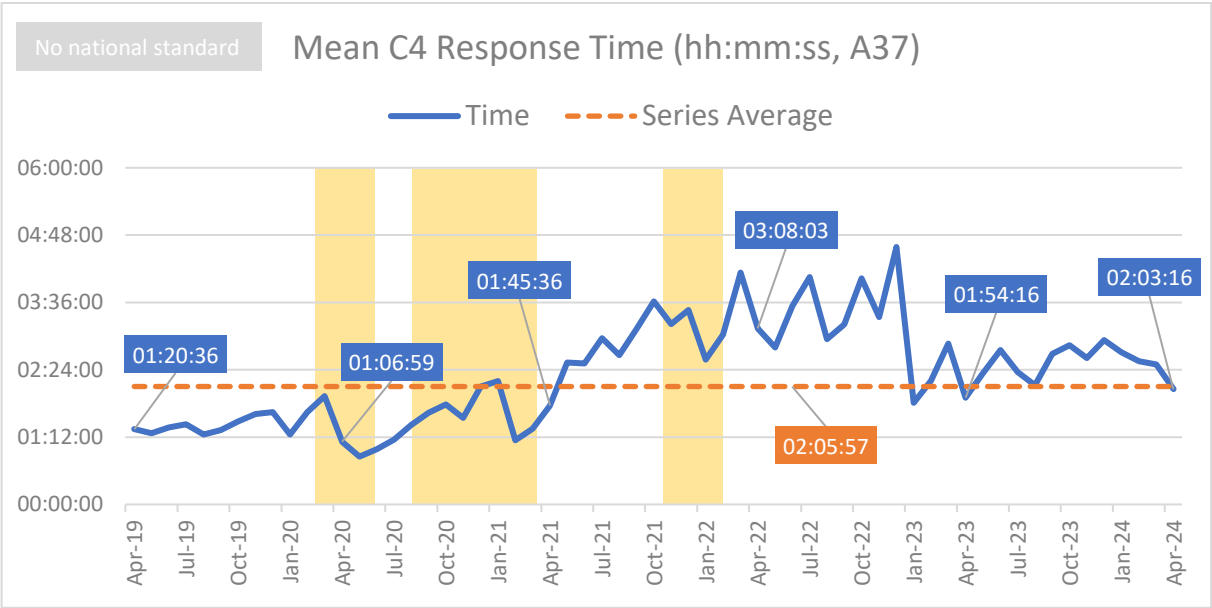


Yellow areas show COVID waves in the UK: source ONS.



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

Category-4 response times improved by 26-minutes (mean) and 90-minutes (90th centile), with both getting steadily faster since December 2023. The 90th centile is 90-minutes behind its national standard, however, as it has been since early 2021.



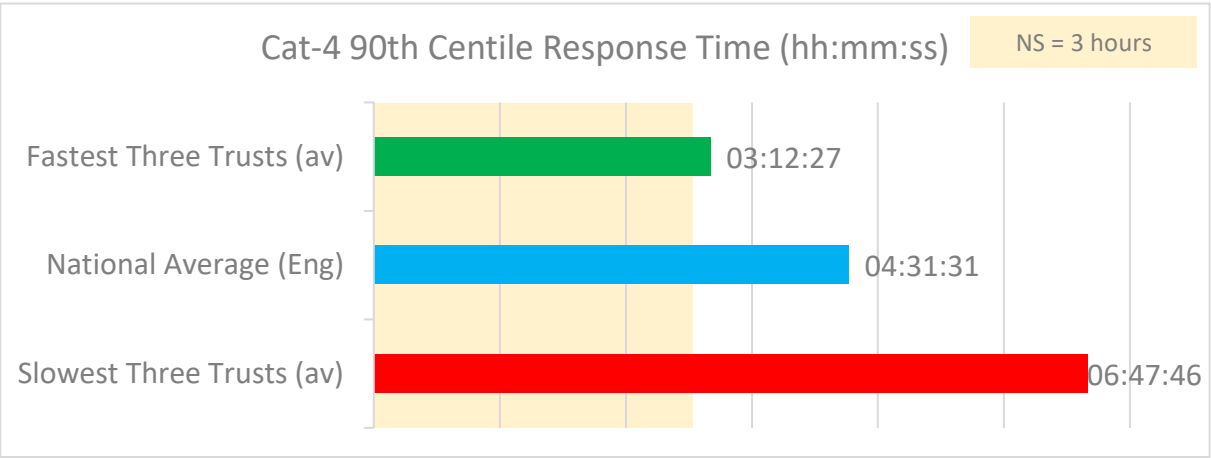
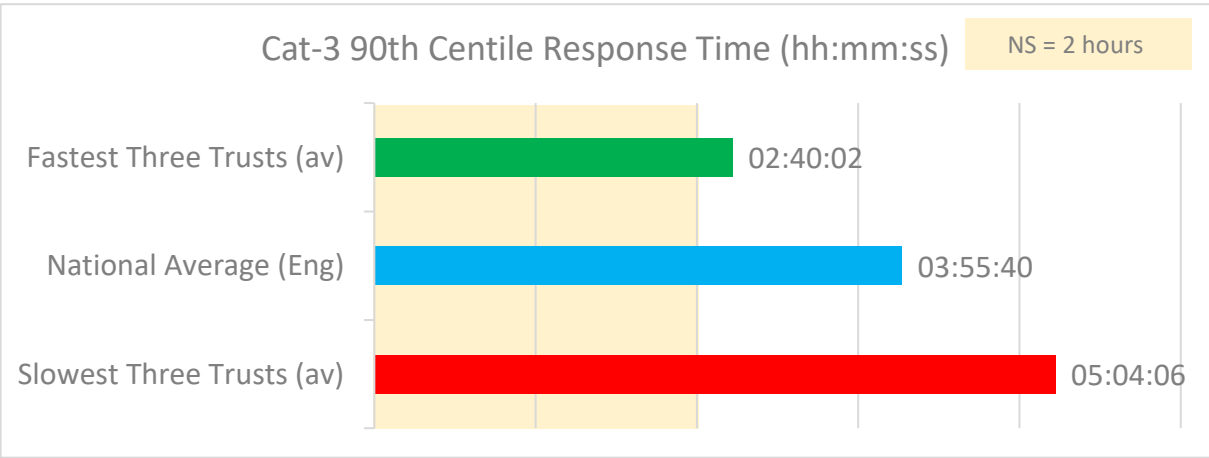
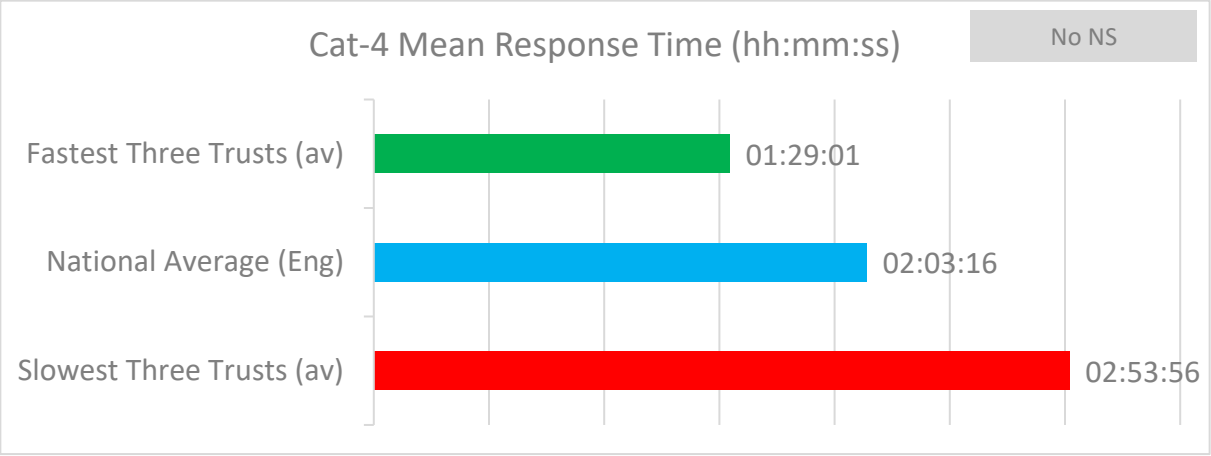
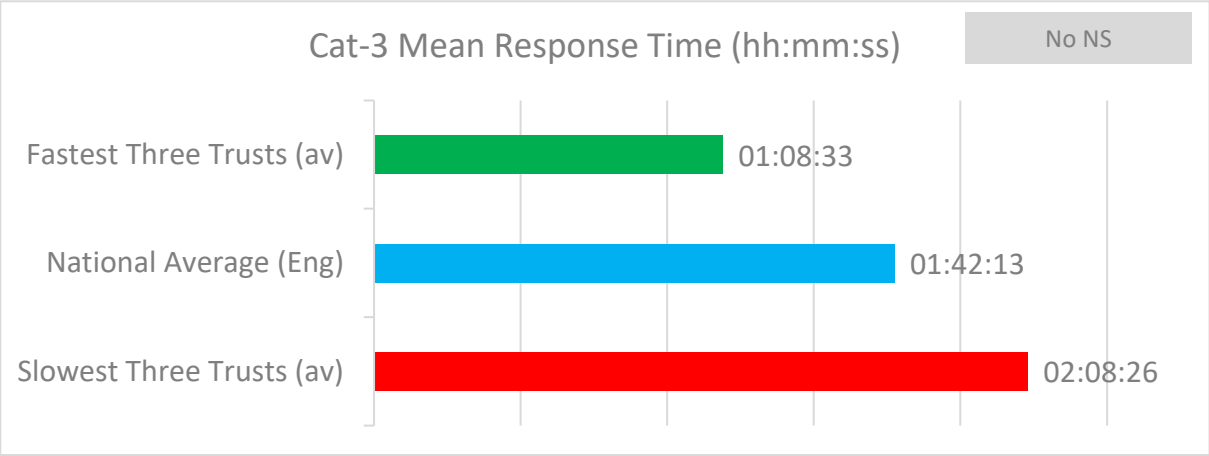
Yellow areas show COVID waves in the UK: source ONS.



22. Category-3 and Category-4 Response Time, Range - April 2024

New

Category-3 mean response time saw an hour difference between the “Slowest” and “Fastest” trusts, the 90th centile saw a two-and-a-half hour difference. For Category-4 the differences were one-and-a-half hours (mean) and three-and-a-half hours (90th) between the “fastest” and “slowest” trusts.



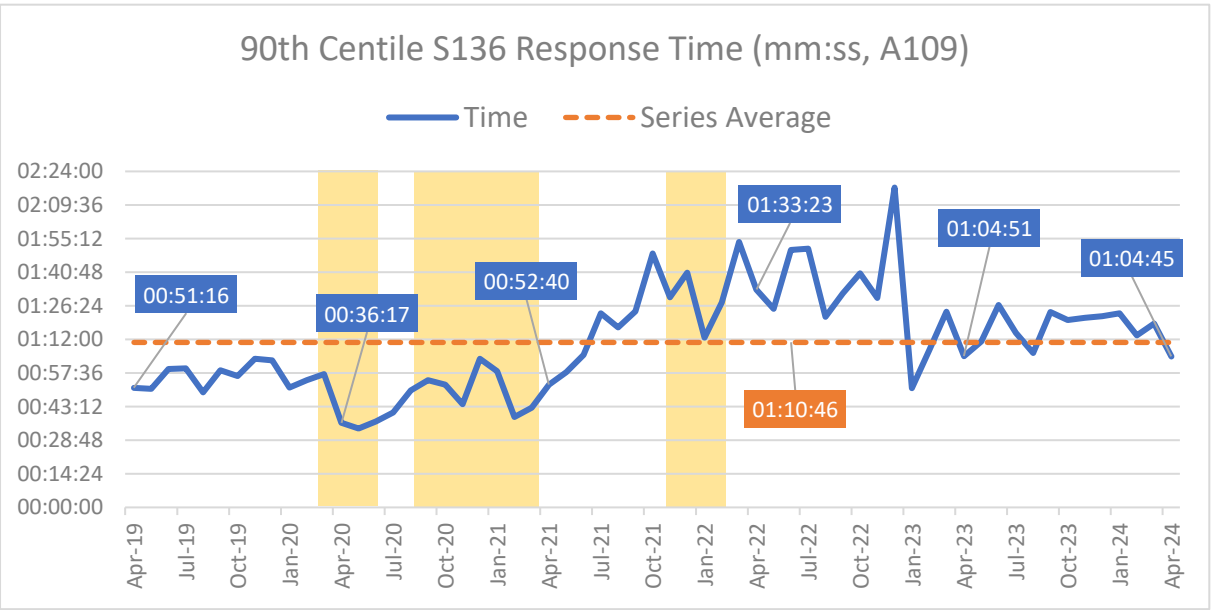
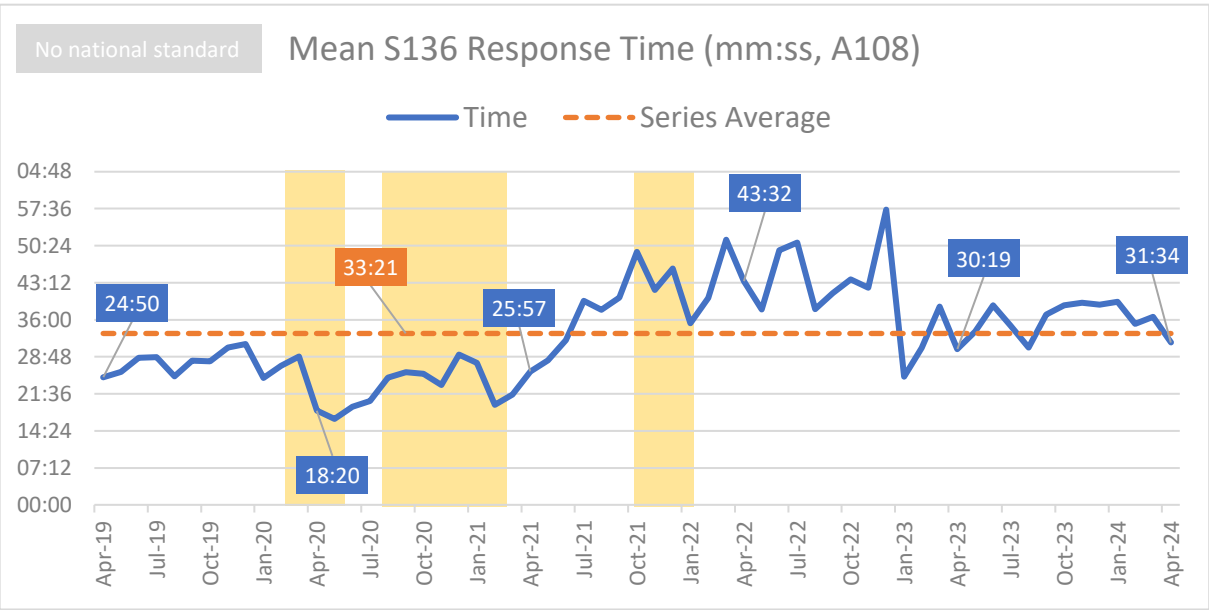
Notes:

- Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of White.



23. Demand: Section 136 Response Times (Measures A108 and A109)

Response times for Section 136 incidents were faster in April, dropping five-minutes in the meantime, and 14-minutes for the 90th Centile. In both cases, the response times were the fastest since April 2023.



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



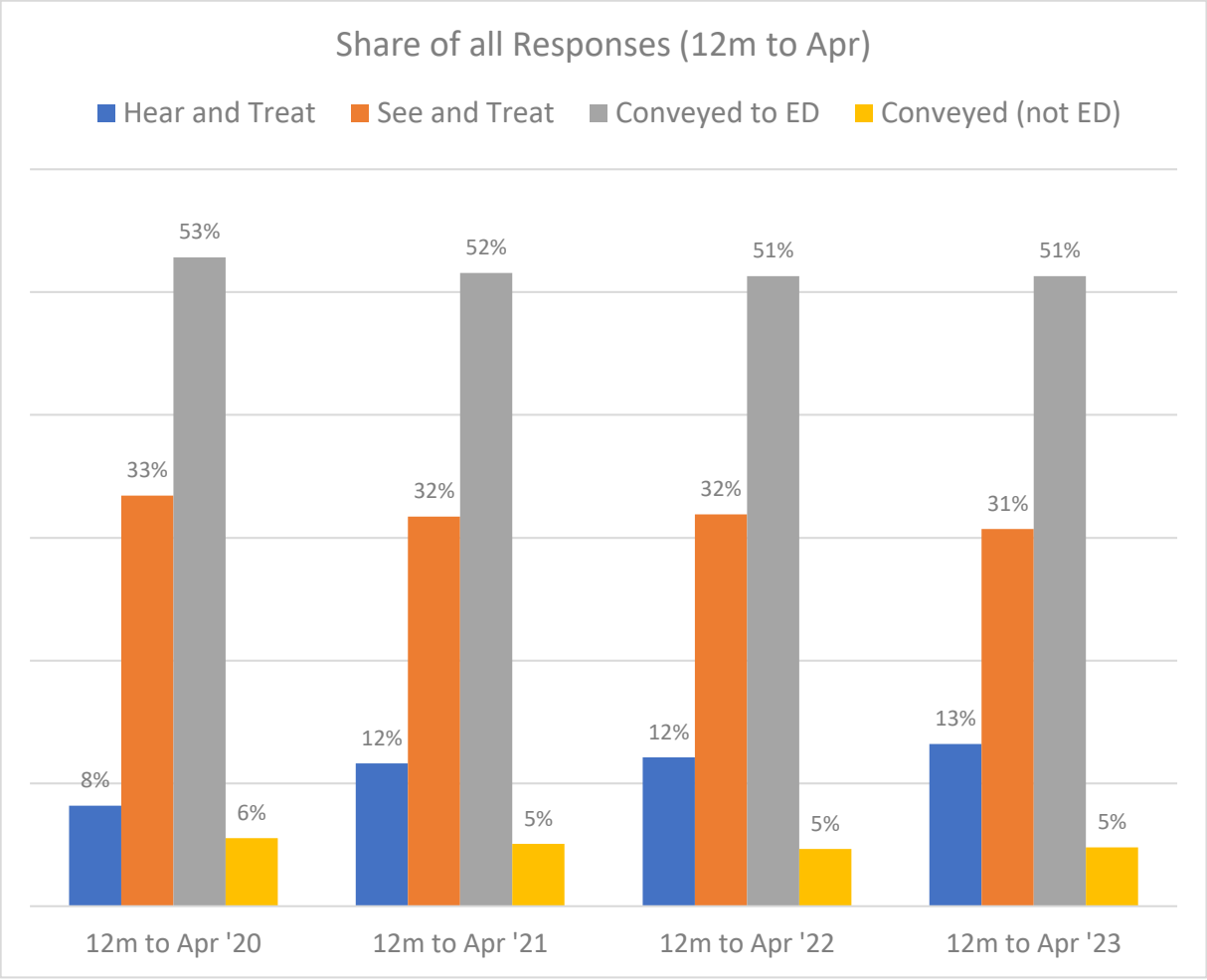
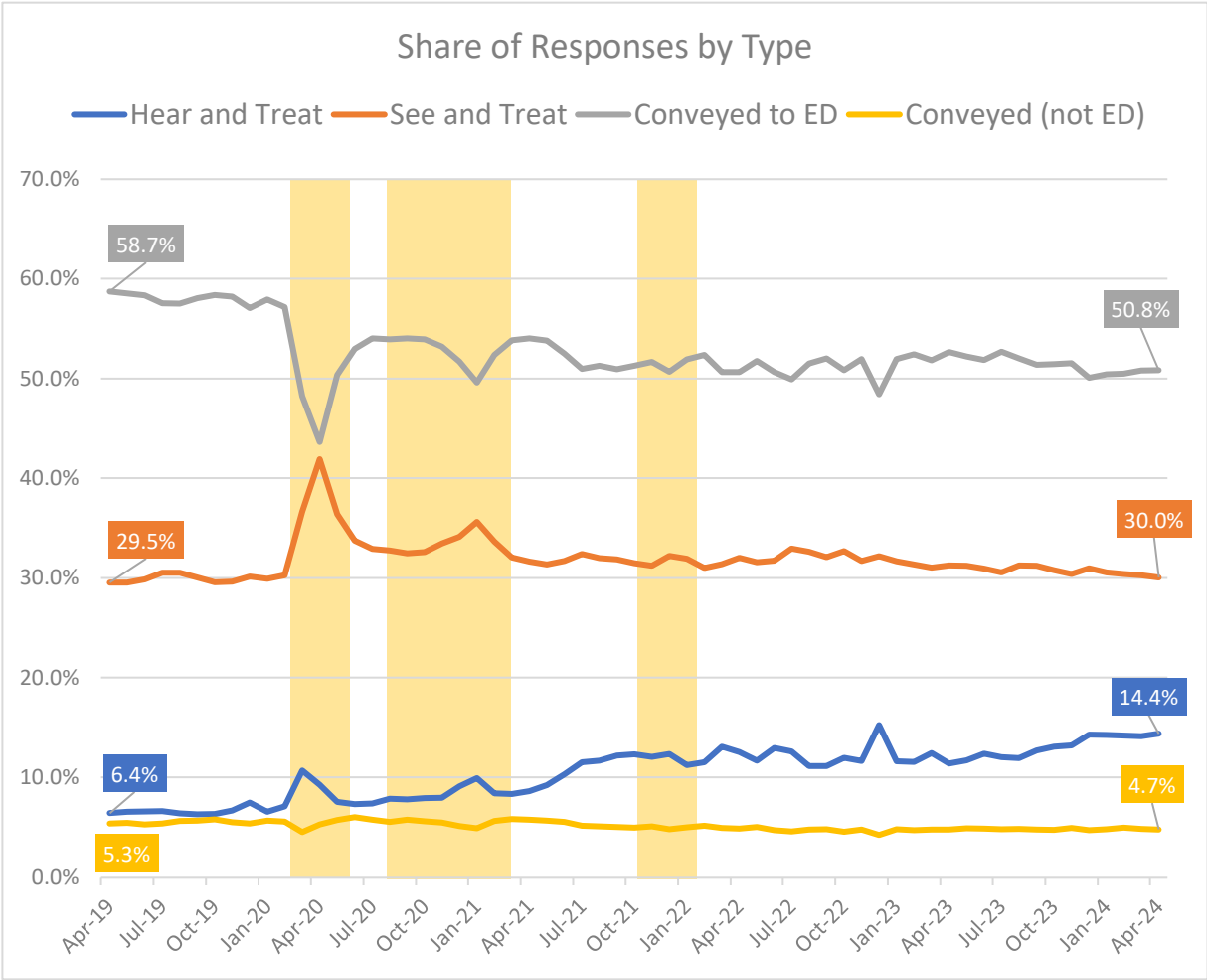
Section 3

Incidents by Response Outcome

- [Share of Response Outcomes](#)
- [Share of Responses, Range – April 2024](#)
- [Hear and Treat](#)
- [Hear and Treat Outcomes](#)
- [Face to Face](#)
- [See and Treat](#)
- [Incidents with Transport to ED](#)
- [Incidents not with Transport to Destination other than ED](#)

25. Share of Response Outcomes

Response outcomes in April 2024 was a very small increase in share of Hear-and-Treat (H&T) responses and a very small decrease in See-and-Treat (S&T) share. Conveyance to Emergency Departments (EDs) remained unchanged from March.



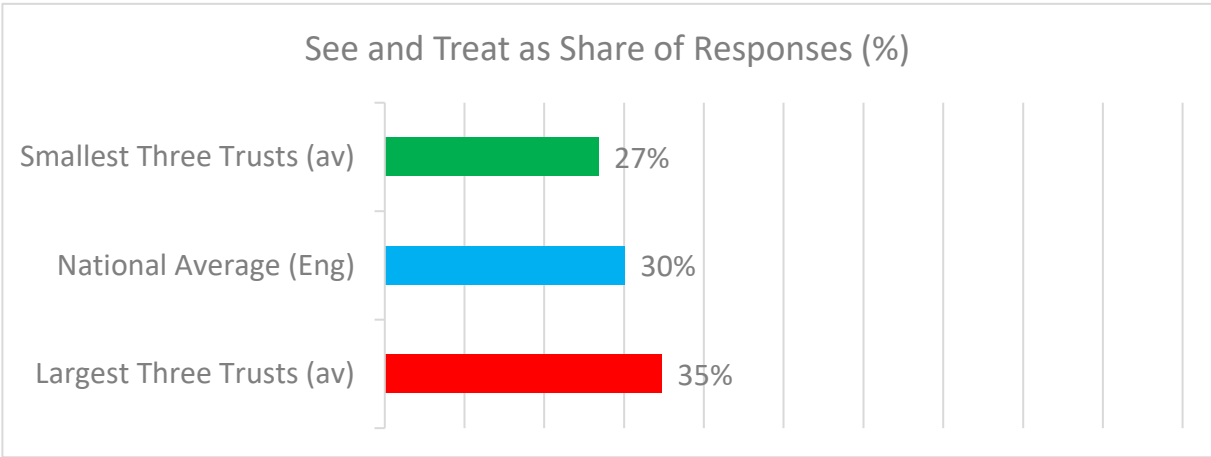
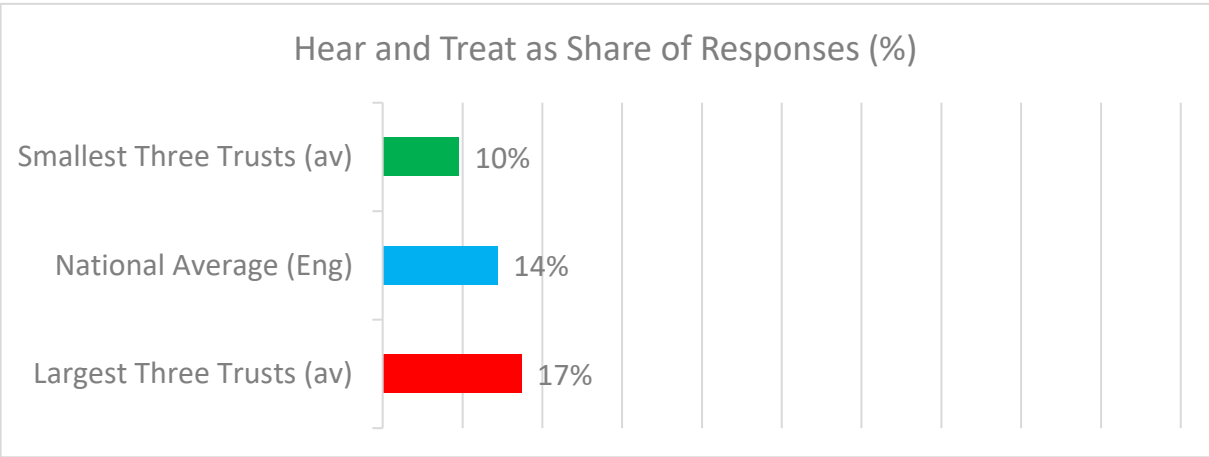
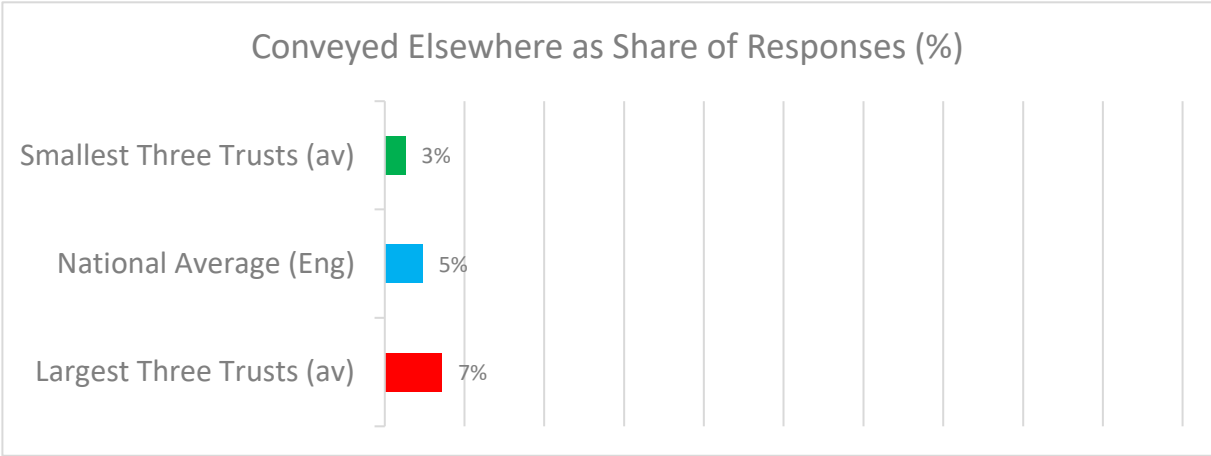
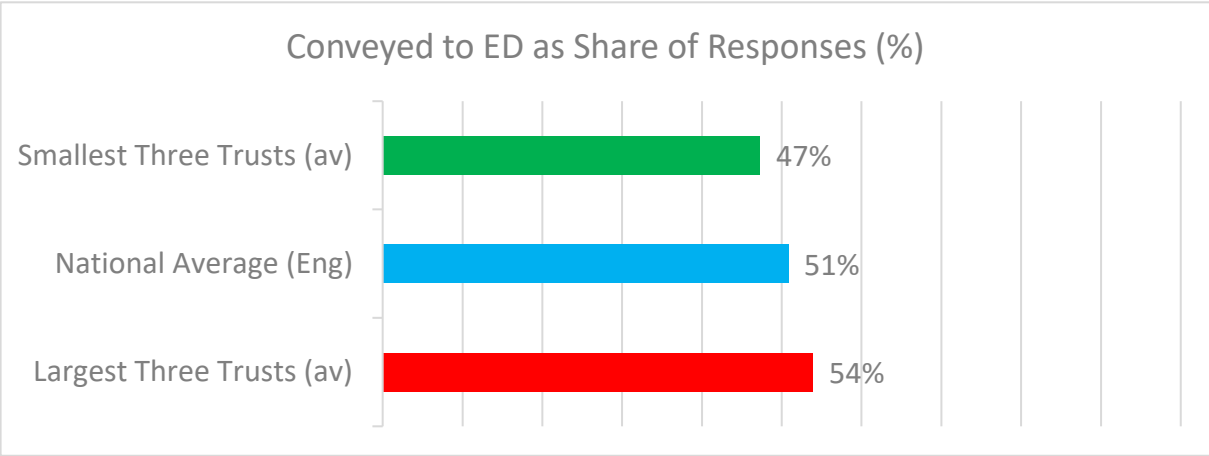
Yellow areas show COVID waves in the UK: source ONS.



26. Share of Responses, Range - April 2024

New

Conveyance to ED ranges from a 47% average for the “smallest” three trusts, to 54% for the largest, and there is a difference of seven percentage points in the H&T range. The greatest difference is for responses Conveyed Elsewhere, with the smallest average being under half that of the largest.

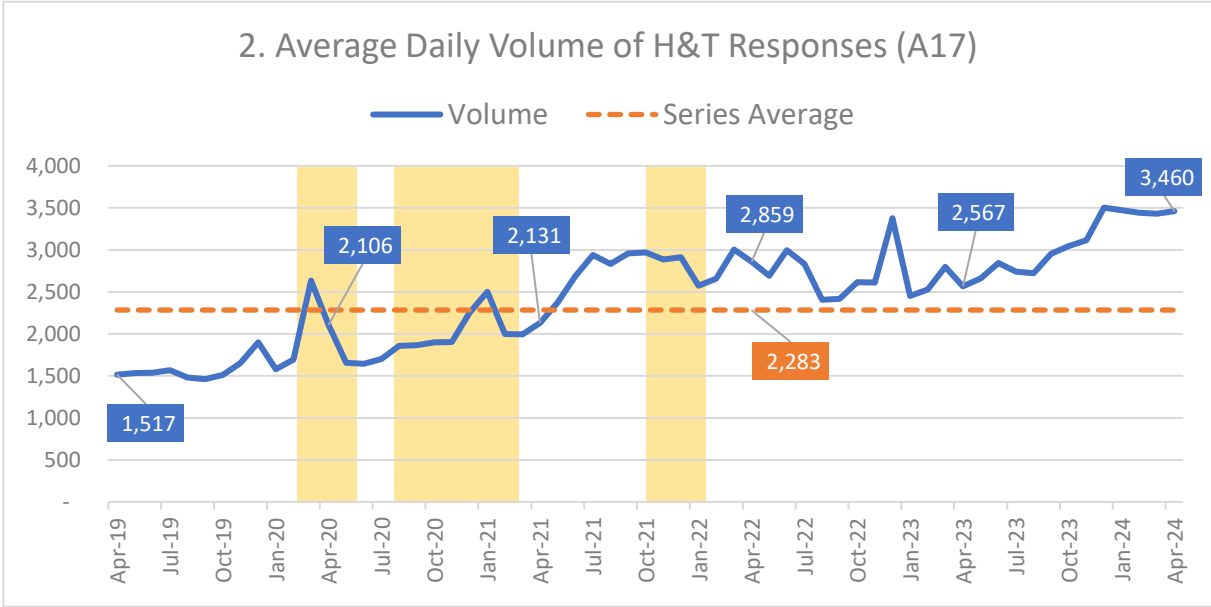
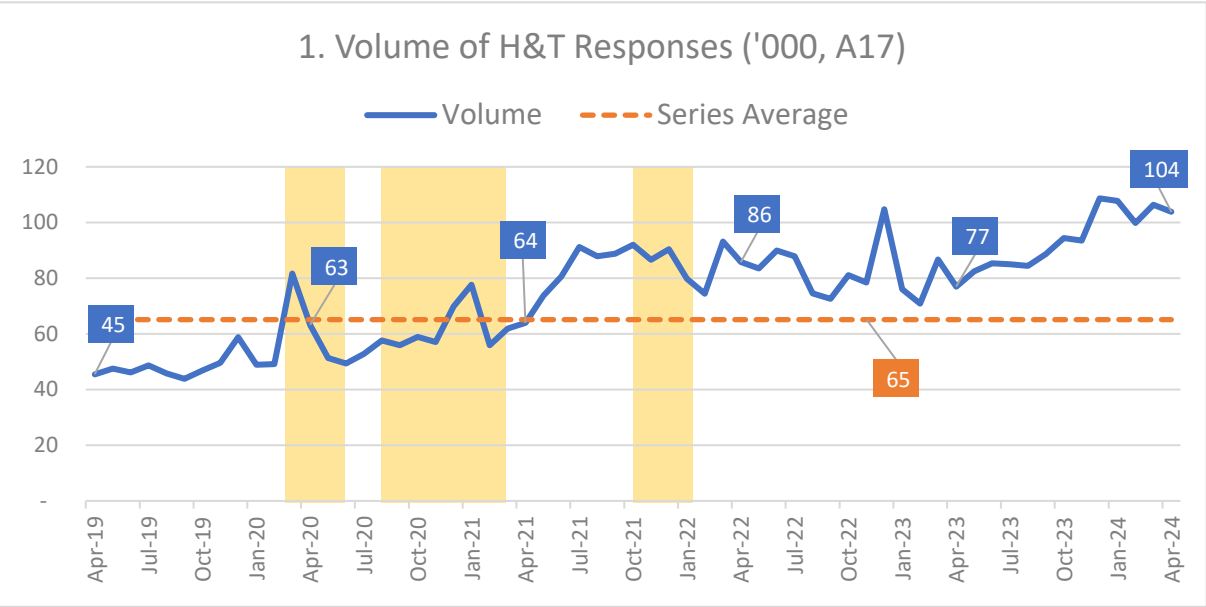


Notes:

- Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of White.

27. Hear and Treat (measure A17)

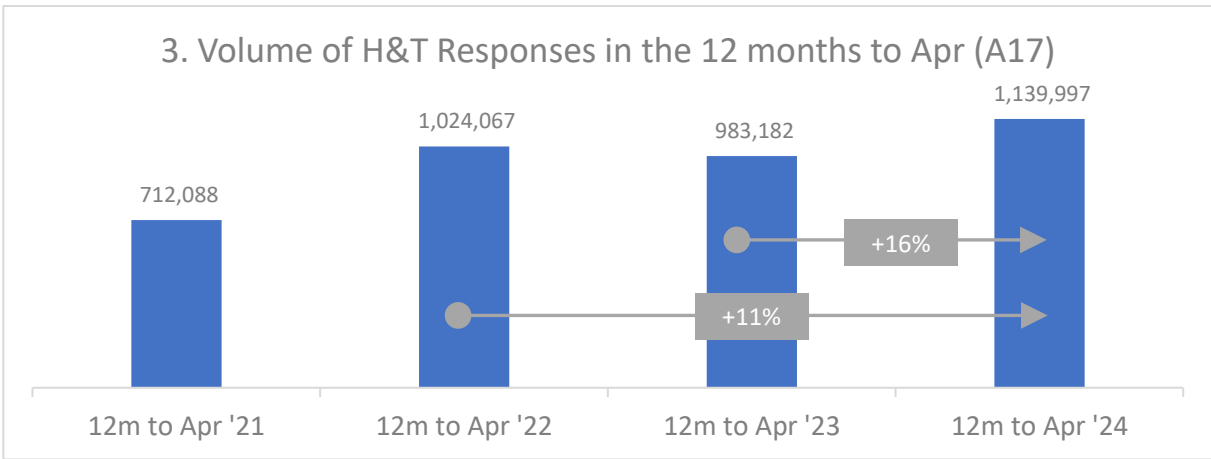
April saw the fifth highest monthly volume of H&T responses to-date, the daily average increasing by 30 to 3,460 each day. Both measures represent a significant increase from April 2023, with this steady growth reflected in the annualised data which show well over one-million H&T responses in the past 12-months.



Monthly Volume for April 2024: Fast Facts

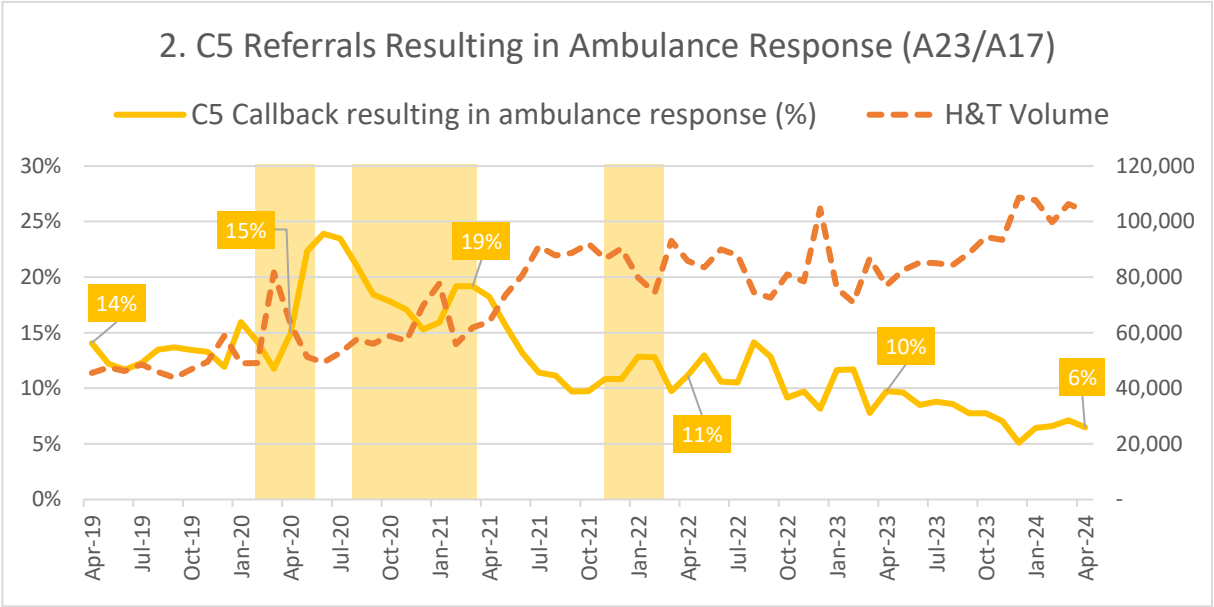
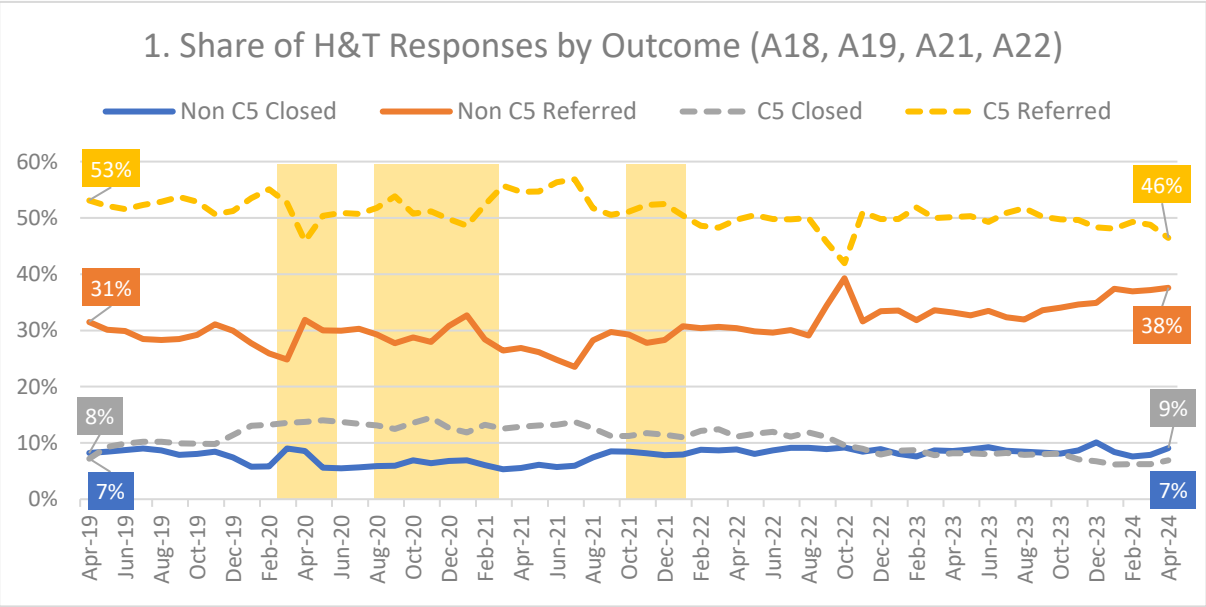
Rank in series to-date 5th highest	Change from Mar 2024 -2 thousand	Change from Apr 2023 +27 thousand
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Yellow areas show COVID waves in the UK: source ONS.



28. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

In April, the greatest share (46%) of H&T responses were accounted for by Category-5 patients referred to another service. Six-percent of all H&T responses were recoded following a clinical call back – and resulted in an ambulance response, a proportion which continues to decrease over time.



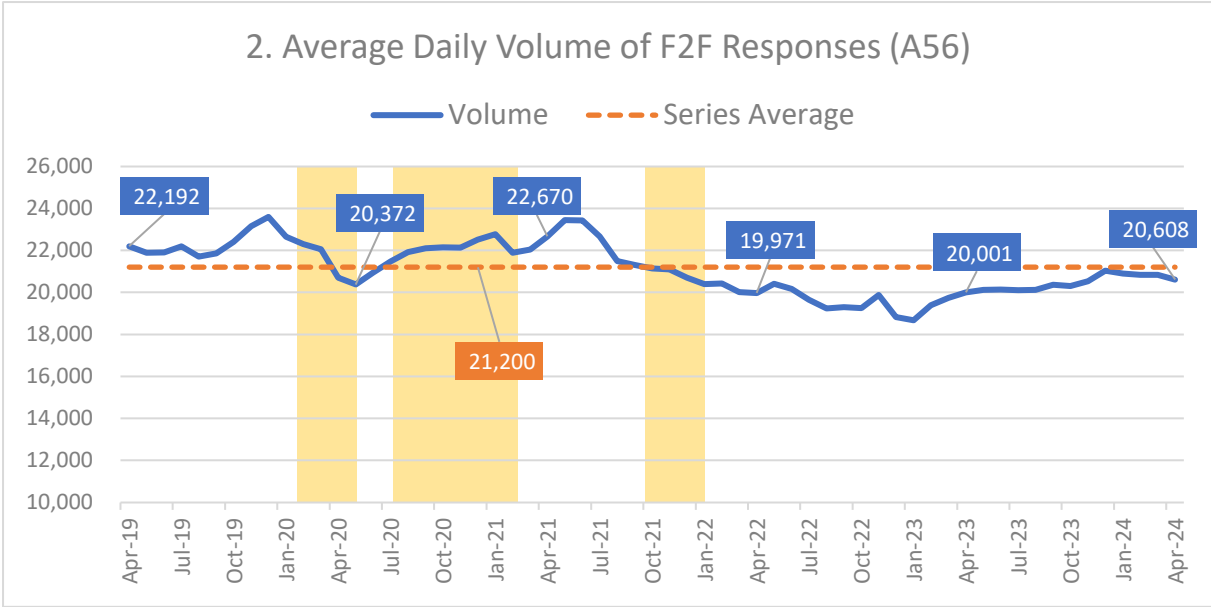
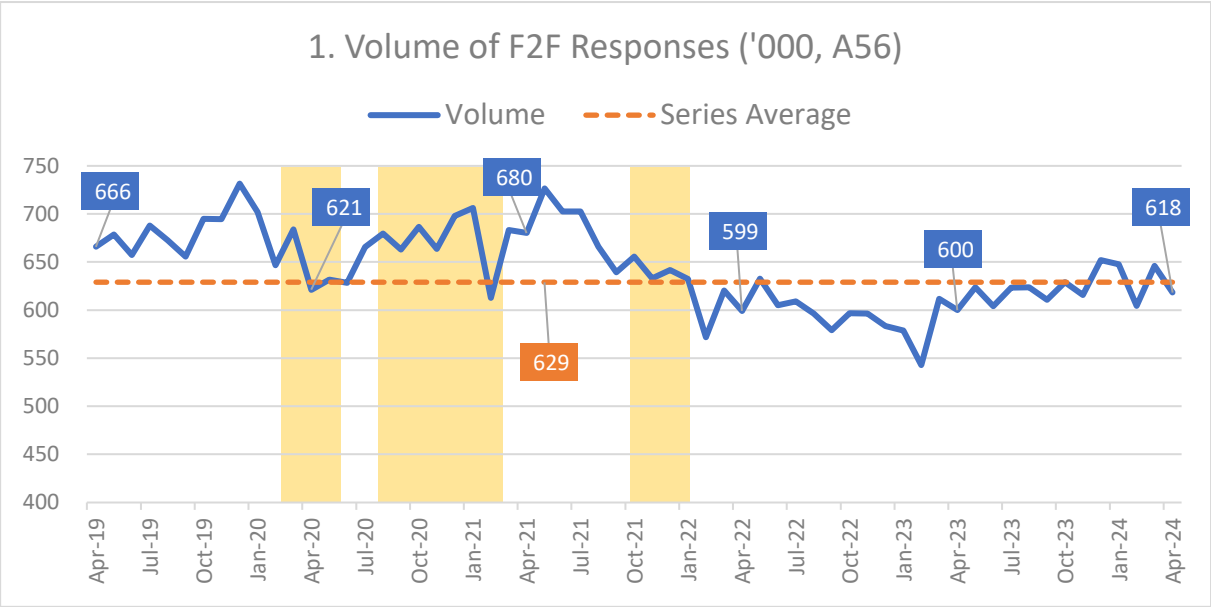
Average for the 12-months to...			
April 2020		April 2024	
All Closed	All Referred	All Closed	All Referred
= 19%	= 81%	= 16%	= 84%

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

- ### Definitions (colours relate to trend lines in above charts).
- Non C5 Closed (A18)** = Initially coded as C1 to C4 (non C5), but closed following clinical assessment/ validation/ home management advice and not requiring onward referral.
 - Non C5 Referred (A19)** = Initially coded as C1 to C4 (non C5), and onward treatment path agreed with the patient referred to other service following clinical assessment/ validation.
 - C5 Closed (A21)** = C5 incidents where patients given specific home management advice regarding their condition, and did not requiring any onward referral.
 - C5 Referred (A22)** = C5 incidents where onward treatment path to other service agreed with patient.
 - C5 Callback... (A23)** = Originally coded C5, but call back from clinicians determines ambulance response needed, and recoded as C1 to C4.

29. Face to Face (measure A56)

There were 29-thousand fewer Face-to-Face responses across the month, but 18-thousand more than in April 2023. The annualised data show 366-thousand more F2F responses in the most recent period compared with the previous, taking the total to 7.5-million in the most recent 12-months.



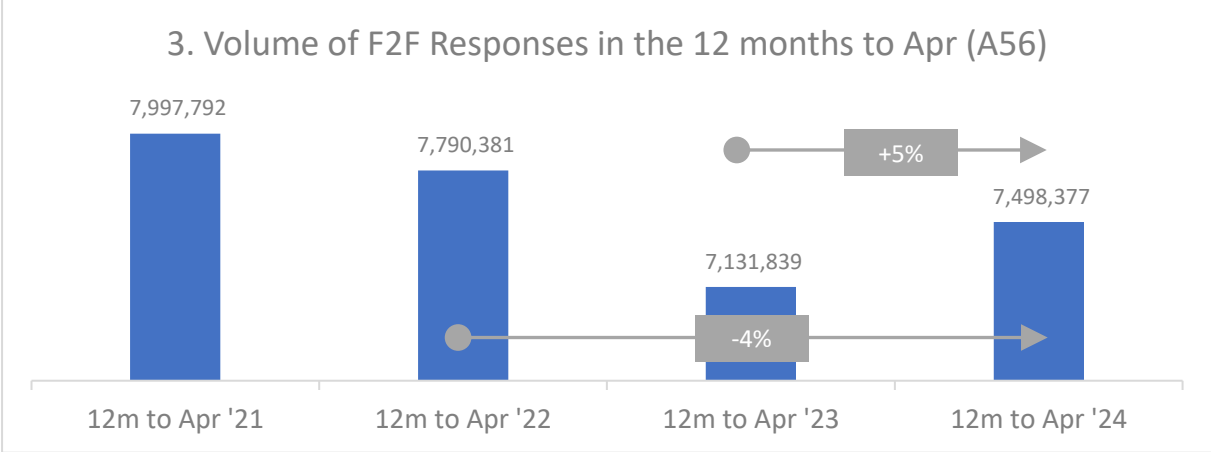
Monthly Volume for April 2024: Fast Facts

Rank in series to-date
57th highest

Change from Mar 2024
-28 thousand

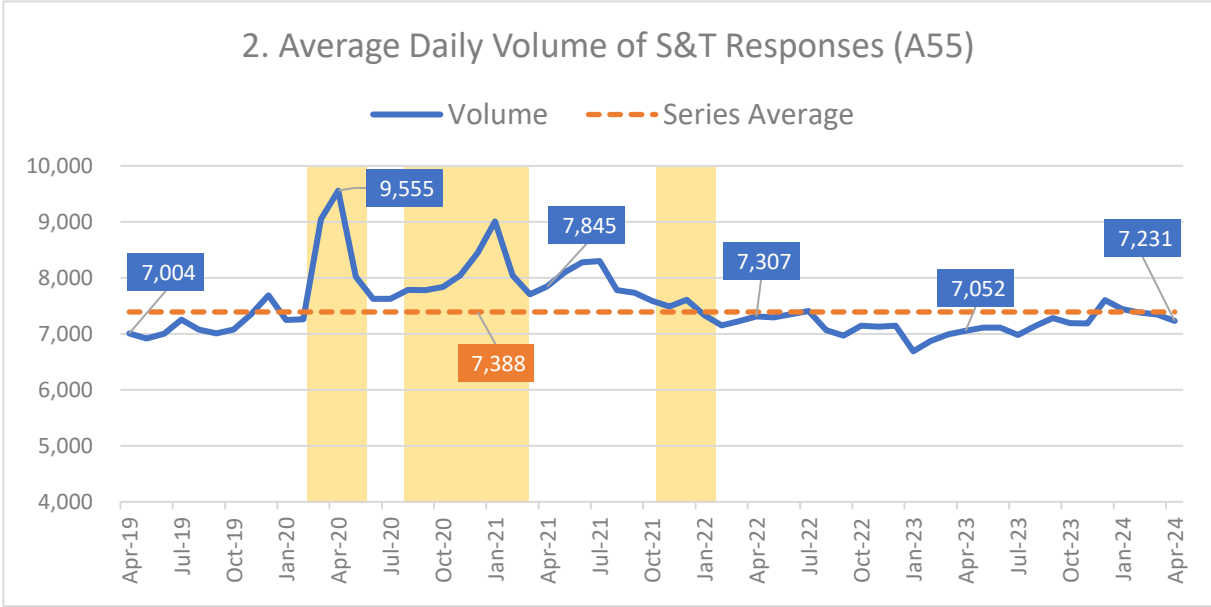
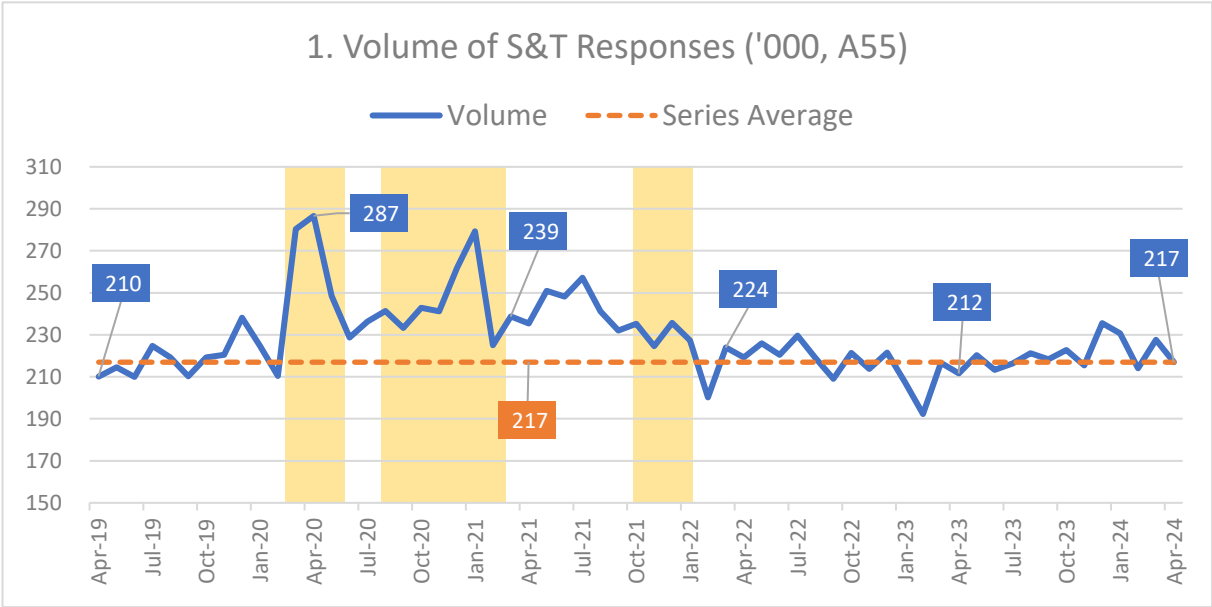
Change from Apr 2023
+18 thousand

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



30. See and Treat (measure A55)

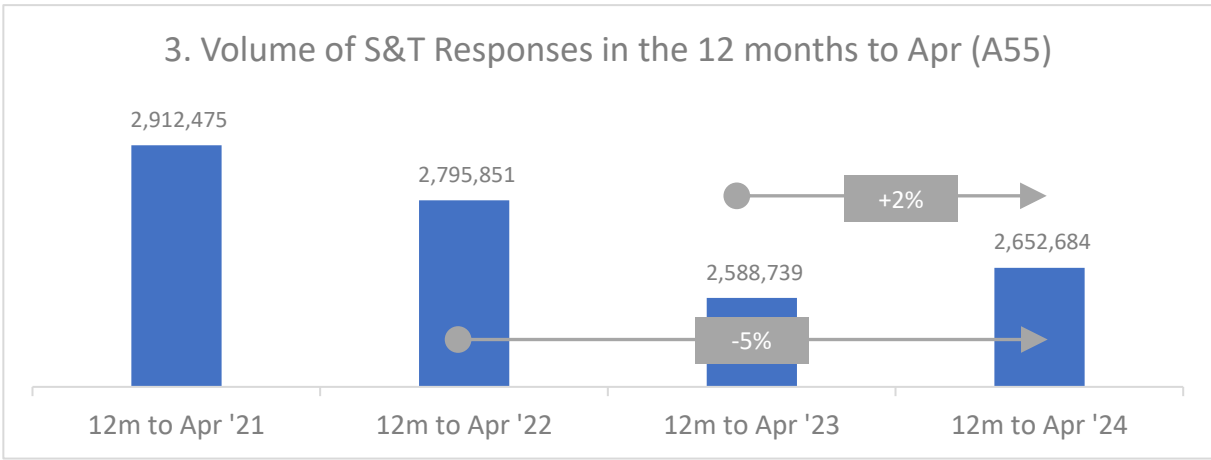
See-and-Treat responses dropped by 12-thousand in April, but remain higher than April 2023 by five-thousand. A slow, but steady increase in these responses has been evident since the start of January 2022, and is reflected by the increase in the annualised totals between the last two periods.



Monthly Volume for April 2024: Fast Facts

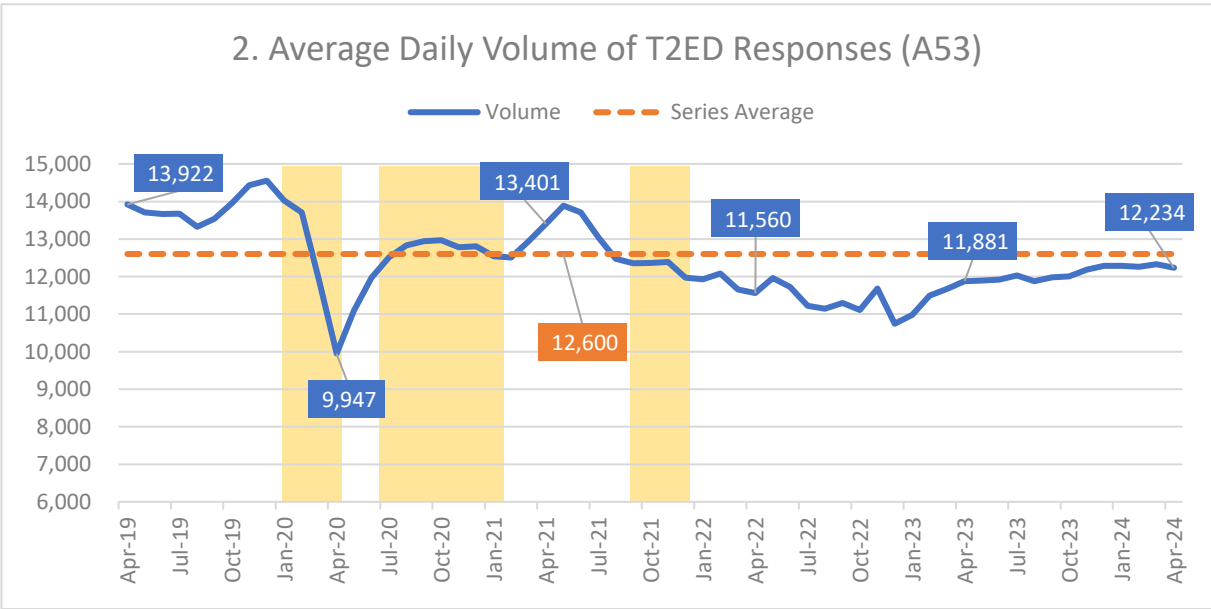
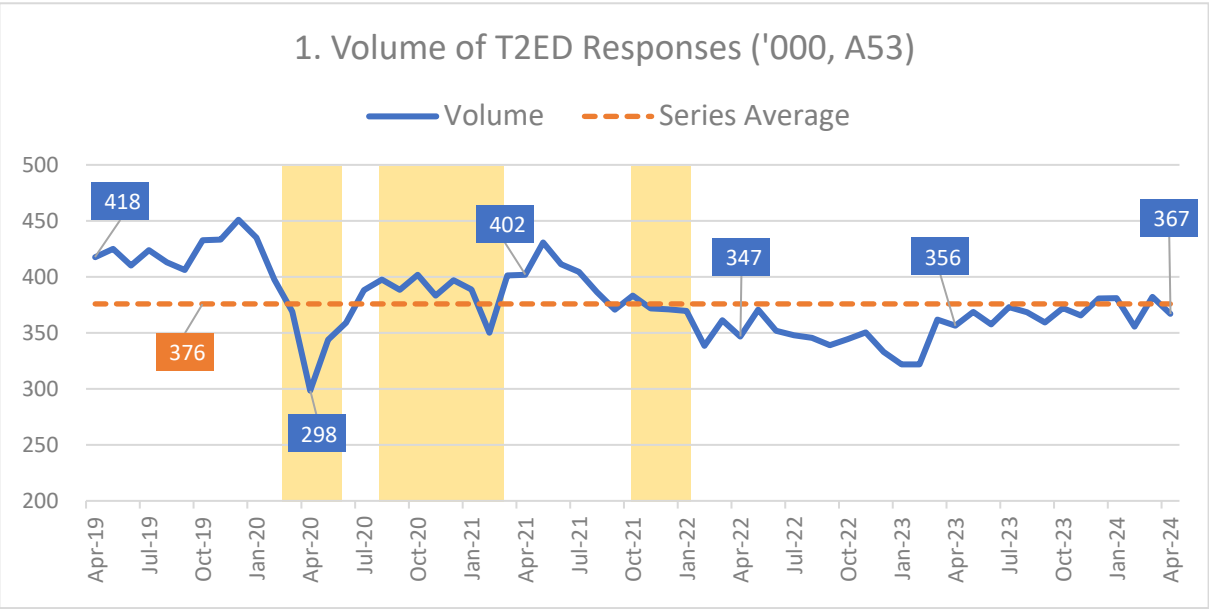
Rank in series to-date 47 th highest	Change from Mar 2024 -12 thousand	Change from Apr 2023 +5 thousand
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Yellow areas show COVID waves in the UK: source ONS.



31. Transported to Emergency Departments (T2ED) (measure A53)

The shorter month means that although April’s volume of conveyances to EDs fell by 15-thousand, the daily average increased by 99, taking the daily total to 12,234 (the seventh month in which this measure has exceeded 12-thousand). Annualised data show an increase of 268-thousand in the most recent period.



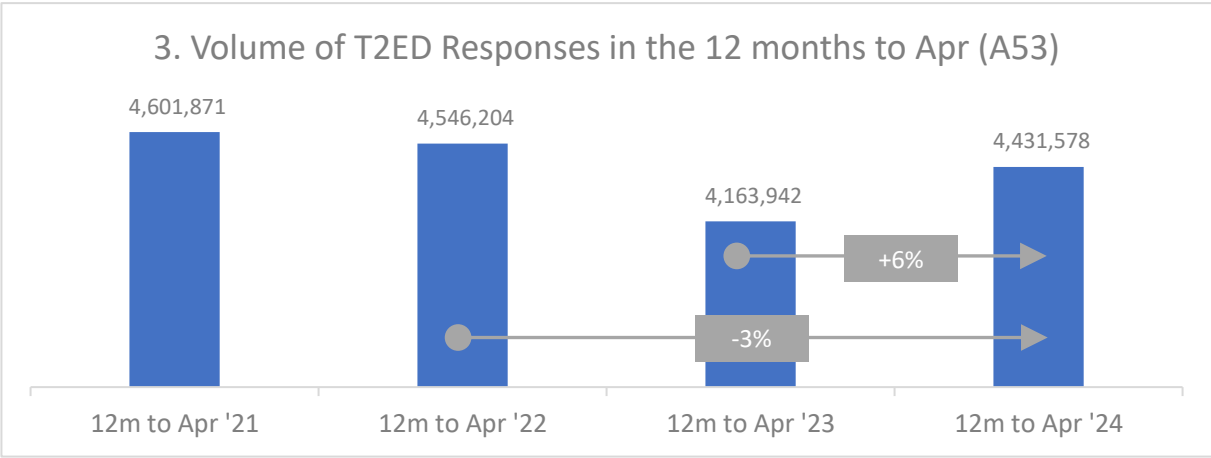
Monthly Volume for April 2024: Fast Facts

Rank in series to-date
54th highest

Change from Mar 2024
-15k responses

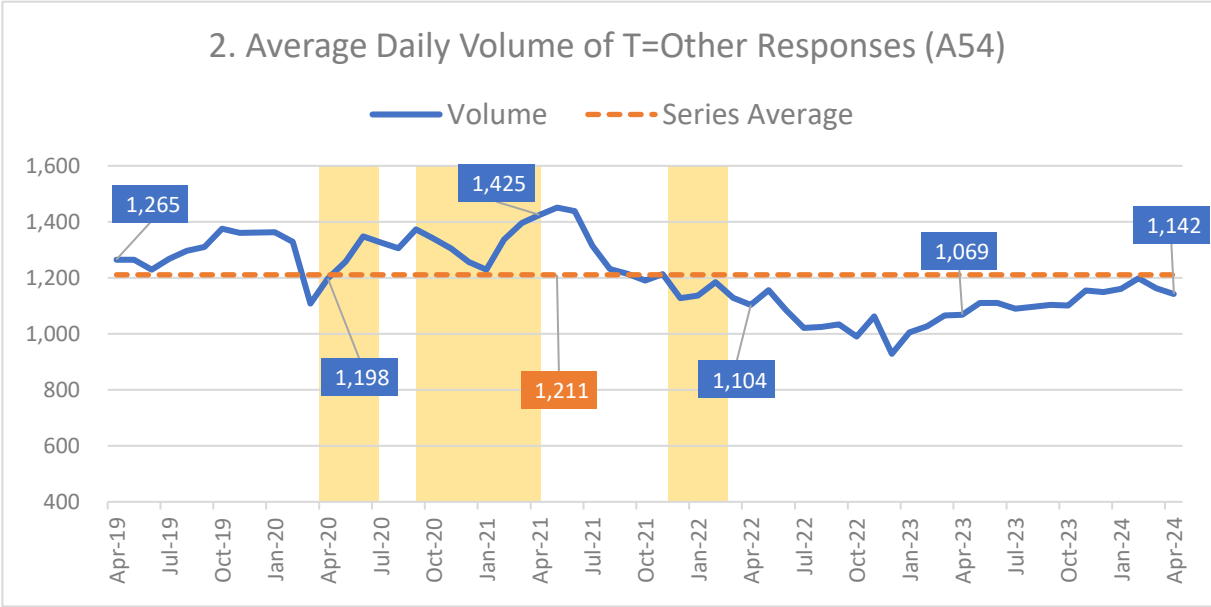
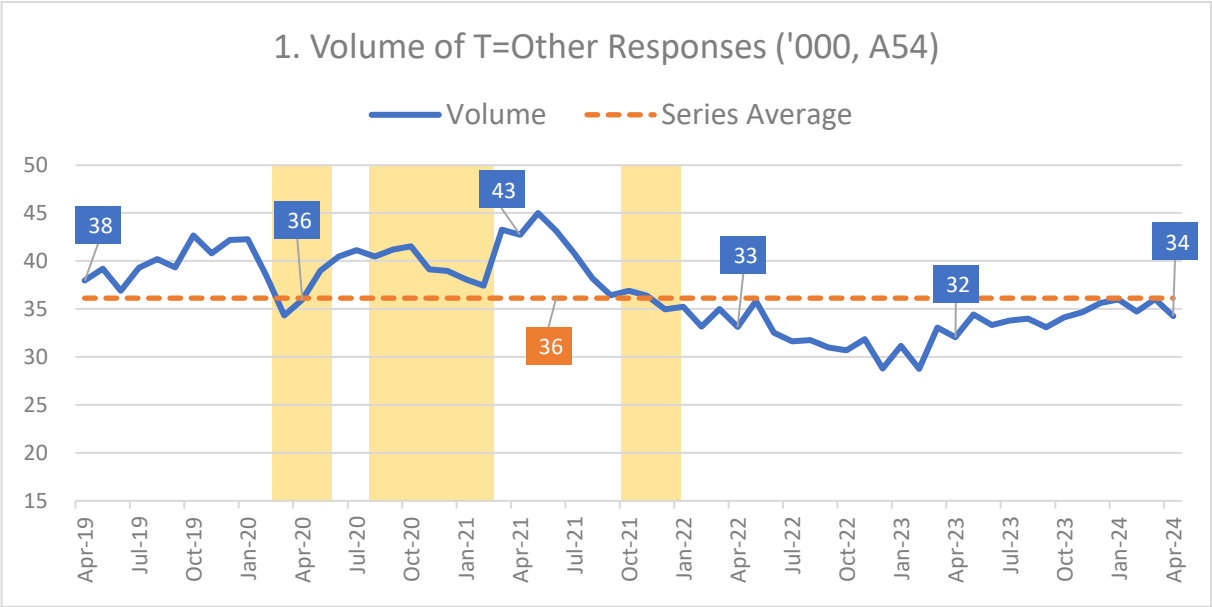
Change from Apr 2023
+11 thousand

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



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

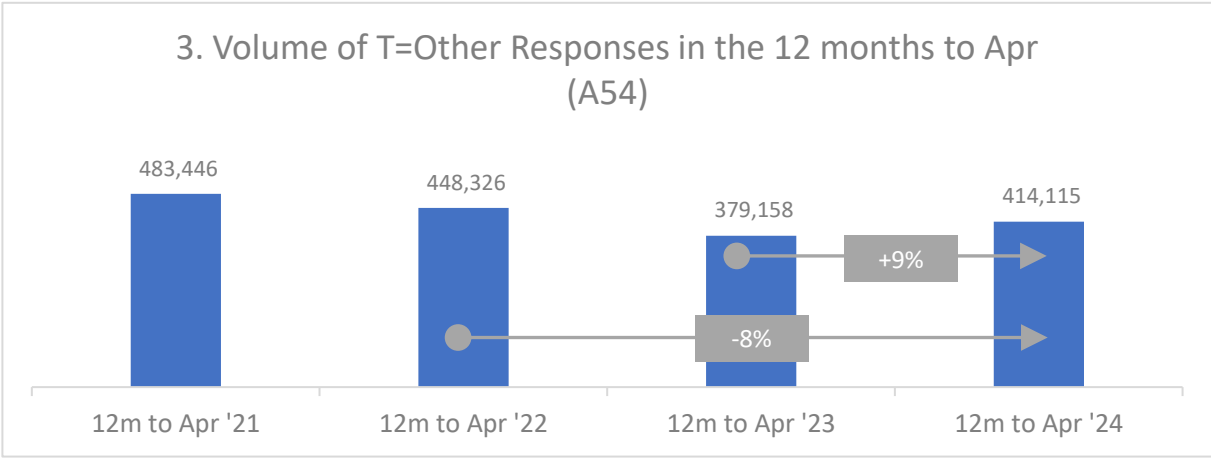
Patients conveyed to a destination other than ED decreased at both monthly, and daily levels, although the annualised data show an increase in volume of 35-thousand between the previous two periods.



Monthly Volume for April 2024: Fast Facts

Rank in series to-date 58 th highest	Change from Mar 2024 -2 thousand	Change from Apr 2023 +2 thousand
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Yellow areas show COVID waves in the UK: source ONS.



Section 4

Patient Handover Delays

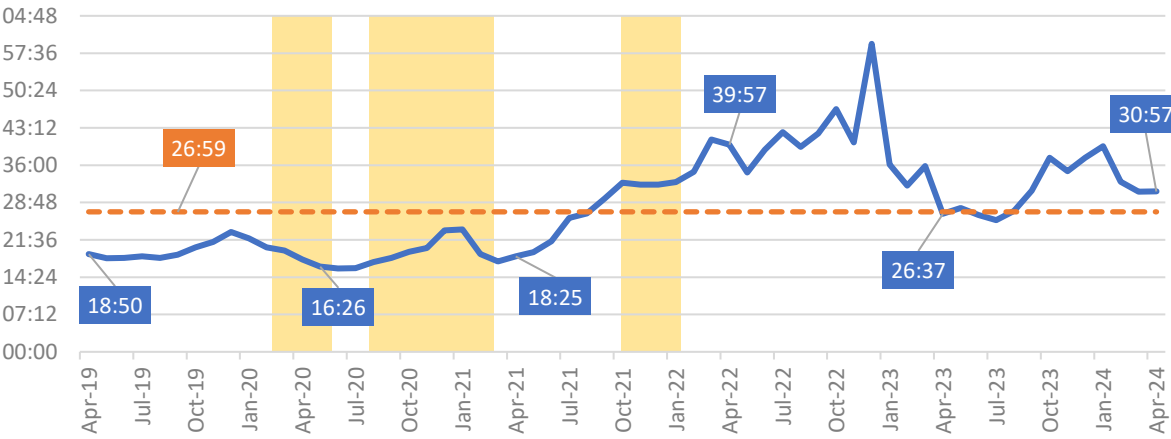
- [Average Handover Times and Delays as Proportion of All Handovers](#)
- [Handover Delays, Range – April 2024](#)
- [Handover Delays Over 15 Minutes](#)
- [Handover Delays Over 30 Minutes](#)
- [Handover Delays Over 60 Minutes](#)
- [Handover Delays Over 120 Minutes](#)
- [Handovers Longer Than Three Hours](#)
- [Impact on Patients and Crew](#)

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

Mean handover time increased by three seconds in April: the measure has reduced by nearly nine-minutes from January, but is well above the time seen three years ago. One in ten handovers took 60-minutes or longer in April – an increase from April 2023 (when demand was comparatively less).

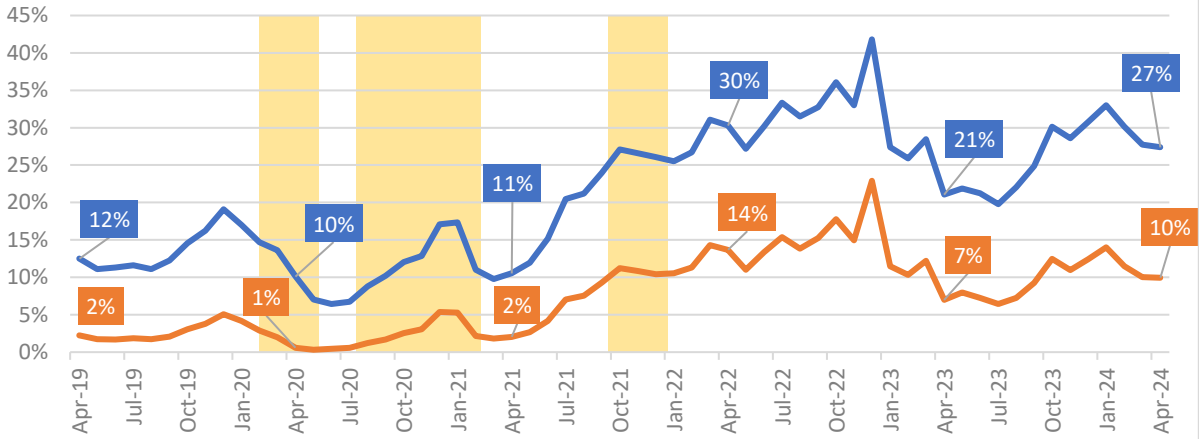
Mean Handover Time (hh:mm:ss)

— Mean Handover Time - - - Series Average



Proportion of Hospital Handovers...

— ...30-minutes plus — ...60-minutes plus



Mean Handover Time for April 2024: Fast Facts

Rank in series
to-date
25th highest

Change from
Mar 2024
3 secs slower

Change from
Apr 2023
4 mins slower

60 minute-plus Handovers January 2024: Fast Facts

Rank in series
to-date:
25th highest

Change from
Mar 2024
No change

Change from
Apr 2023
3pp higher

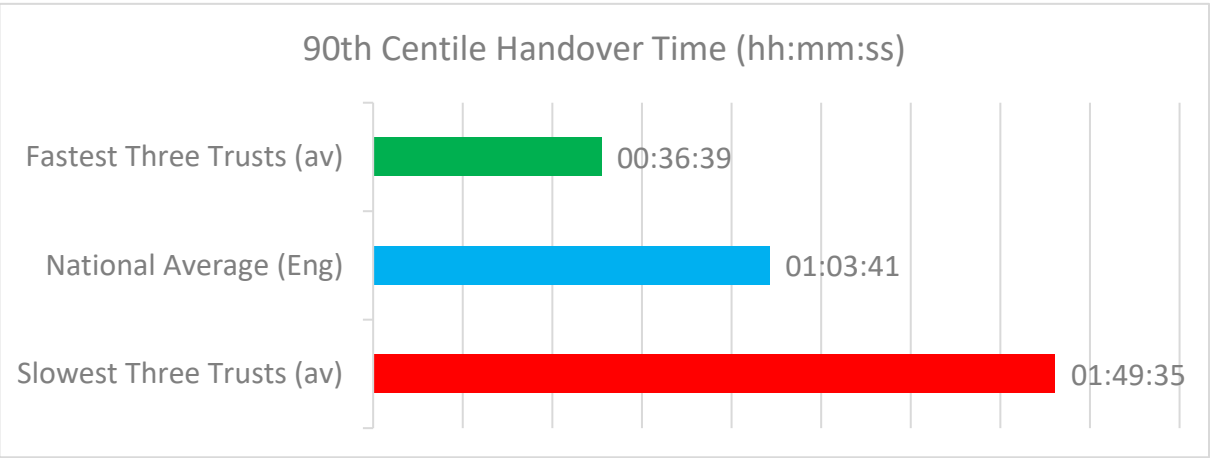
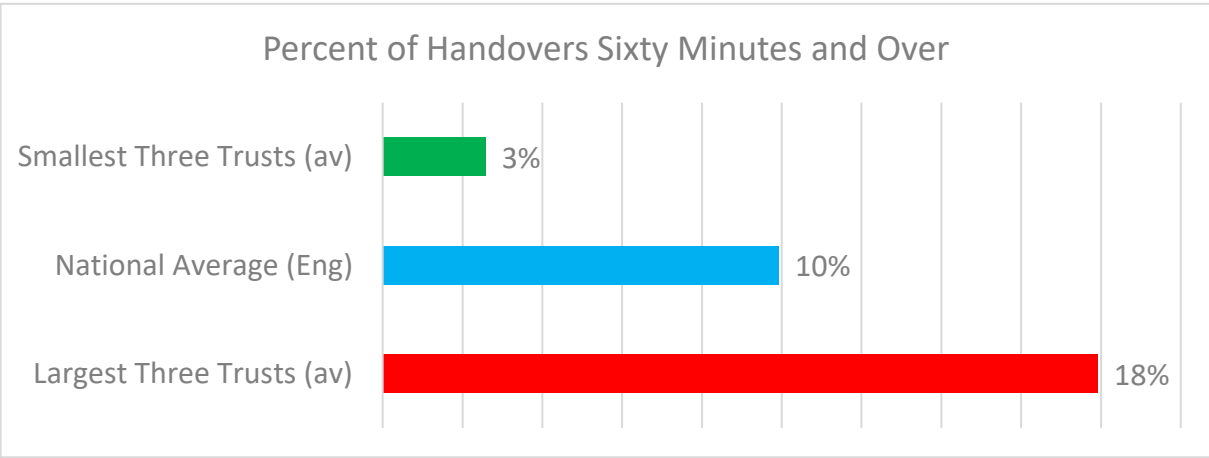
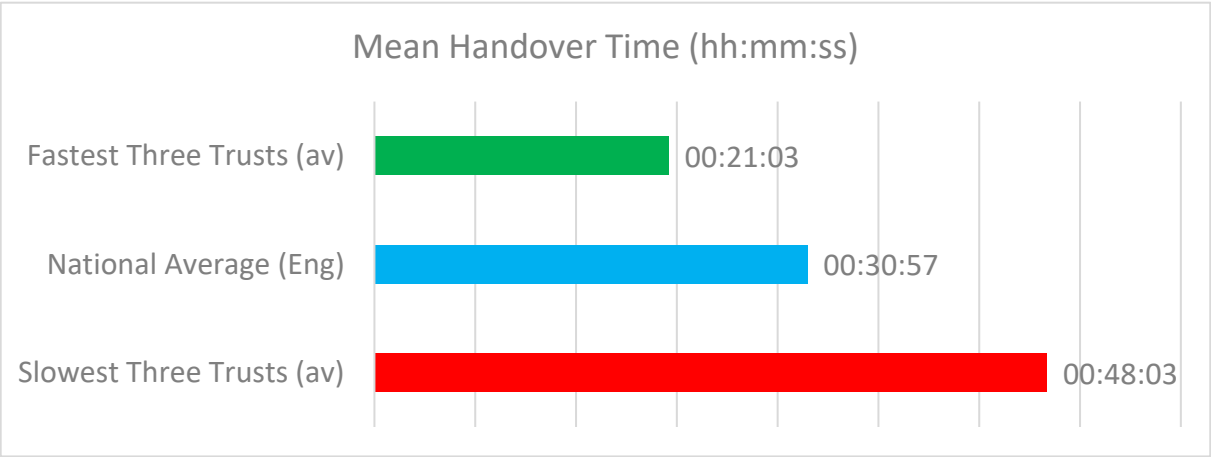
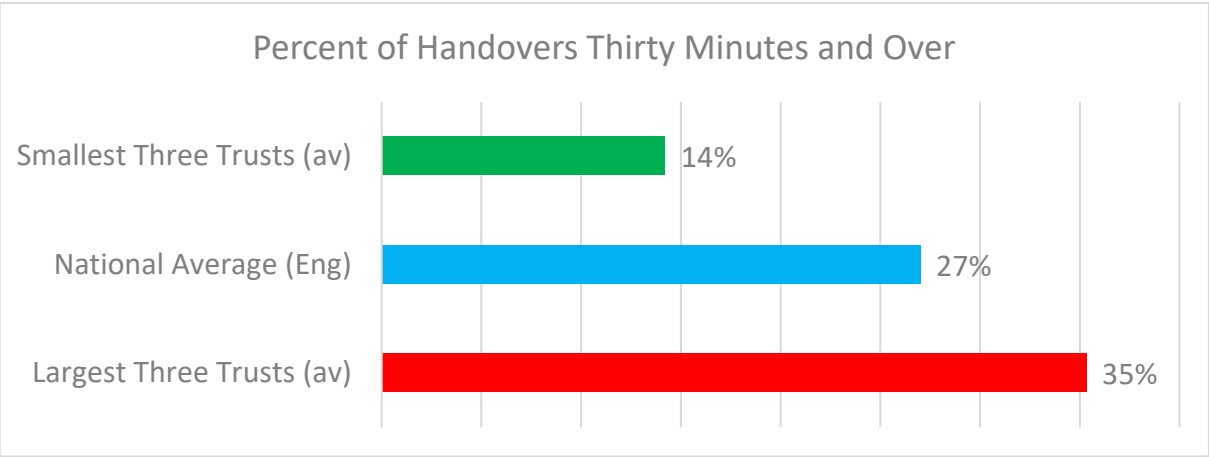
Yellow areas show COVID waves in the UK: source ONS.



35. Handover Delays, Range - April 2024

New

For handover delays of thirty-minutes-plus, the average for “largest” trusts is well over twice that of smallest, for hour-plus, the difference is six-times greater. Average mean handover times are nearly twice as long - and the 90th centile measure nearly three times greater - between the two groups.



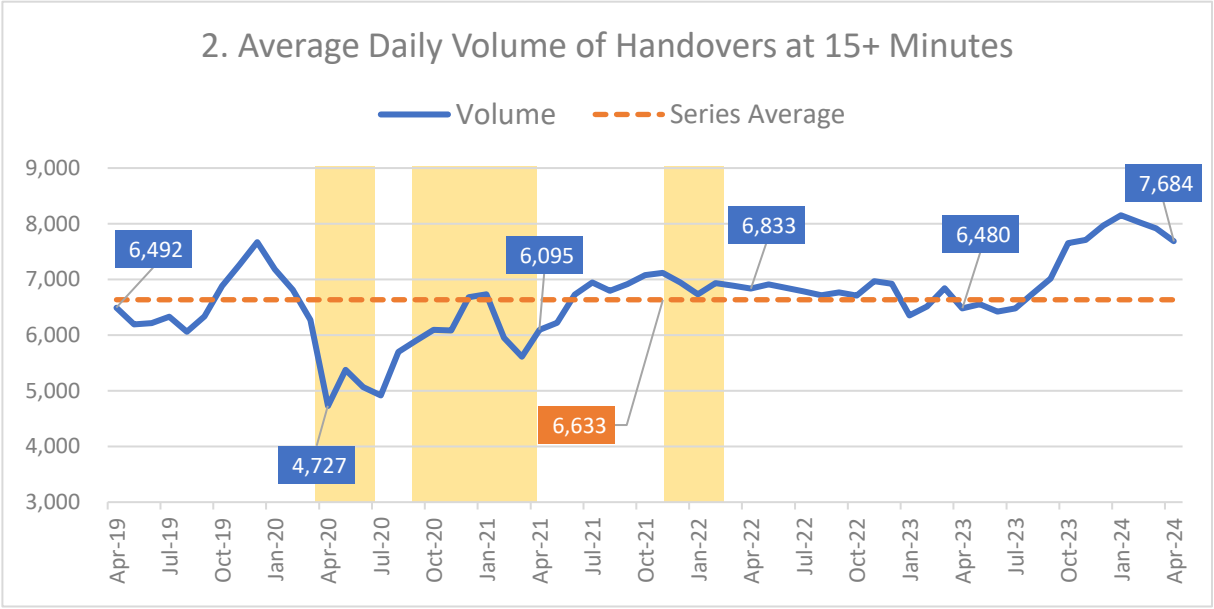
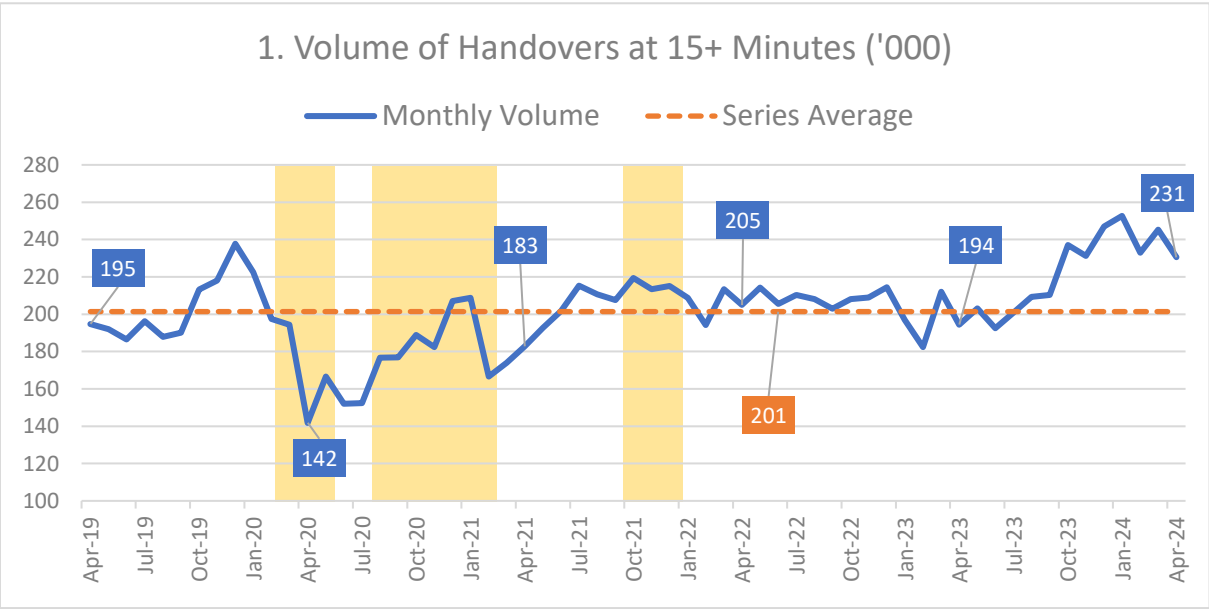
Notes:

- Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of White.



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

The NDOG06 data set show volume of handovers of 15-minutes or over decreasing in April, although the monthly total (231-thousand) is the fifth highest to-date, and exceeds April 2023 by 36-thousand handovers.



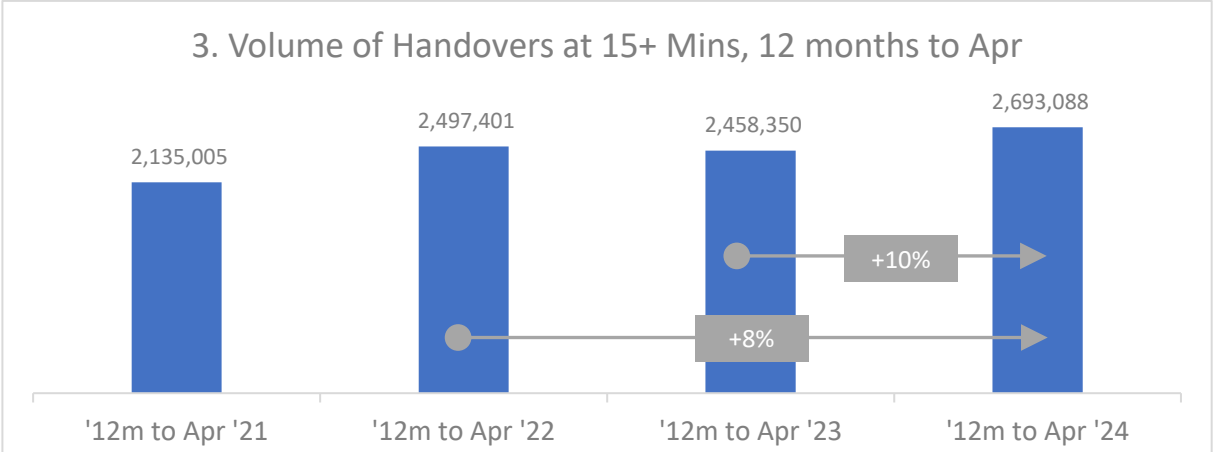
Monthly Volume for April 2024: Fast Facts

Rank in series to-date
8th highest

Change from Mar 2024
-15 thousand

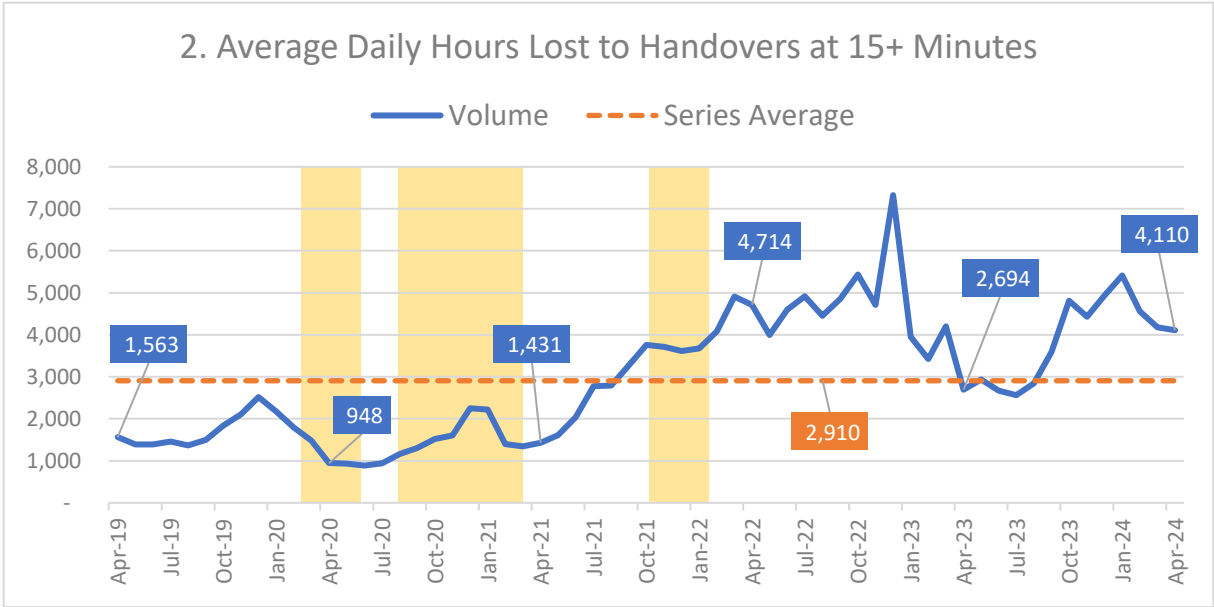
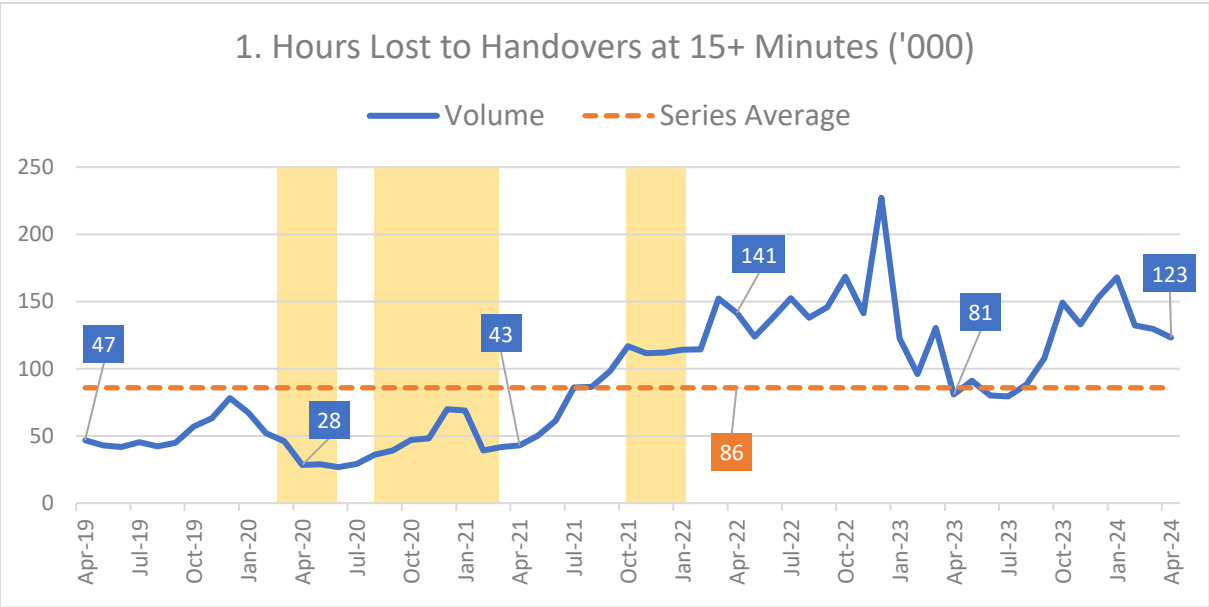
Change from Apr 2023
+36 thousand

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



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

Hours lost to delays of 15-minutes and over decreased to 123-thousand in April. This measure has decreased since January, but remains well about the 81-thousand hours lost in April 2023.



Monthly Hours Lost for April 2024: Fast Facts

Rank in series to-date

18th highest

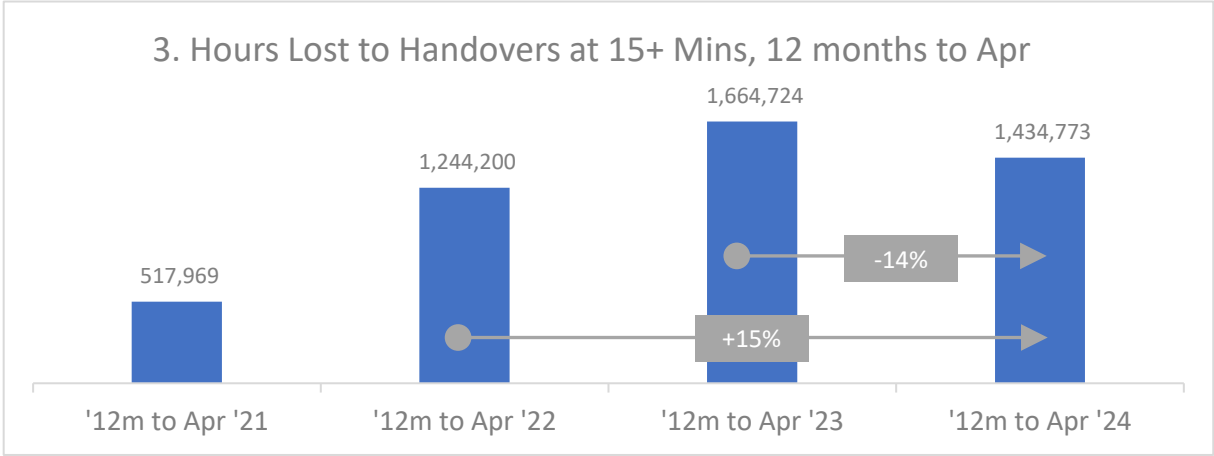
Change from Mar 2024

-6 thousand

Change from Apr 2023

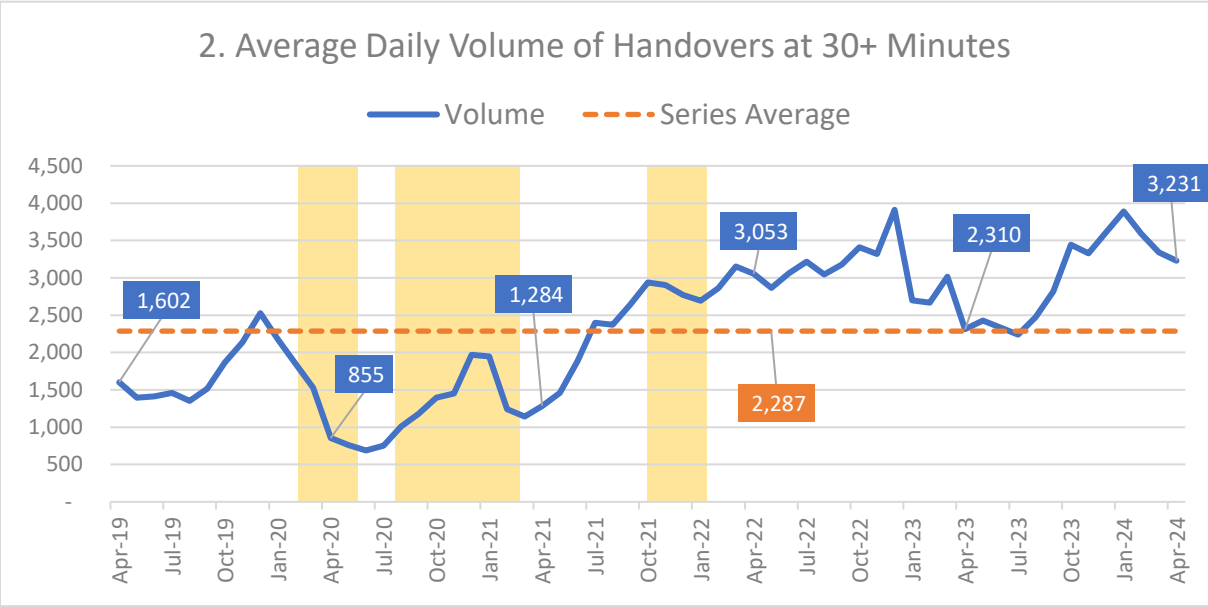
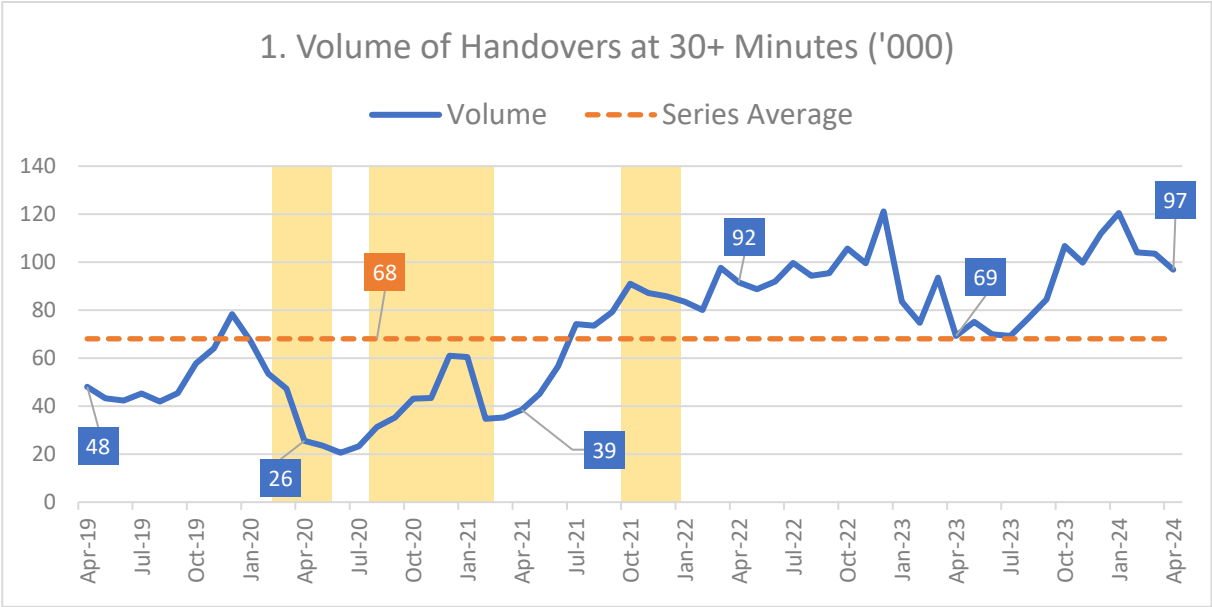
+42 thousand

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



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

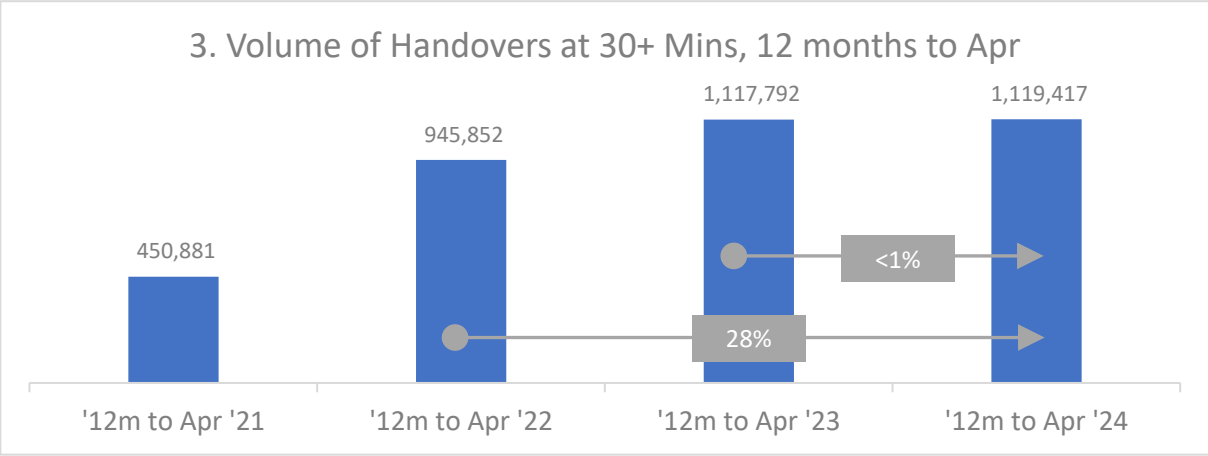
Delays of 30-minutes and over have decreased from 121-thousand in January, to 97-thousand in April – however, this figure is 28-thousand higher than recorded in April 2023.



Monthly Volume for April 2024: Fast Facts

Rank in series to-date	Change from Mar 2024	Change from Apr 2023
12 th highest	-7 thousand	+28 thousand

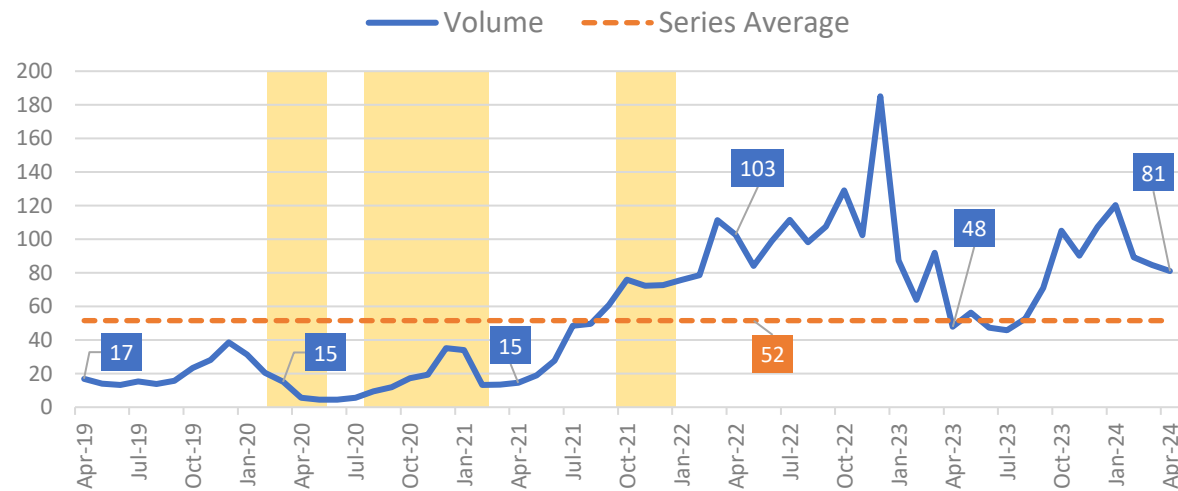
Yellow areas show COVID waves in the UK: source ONS.



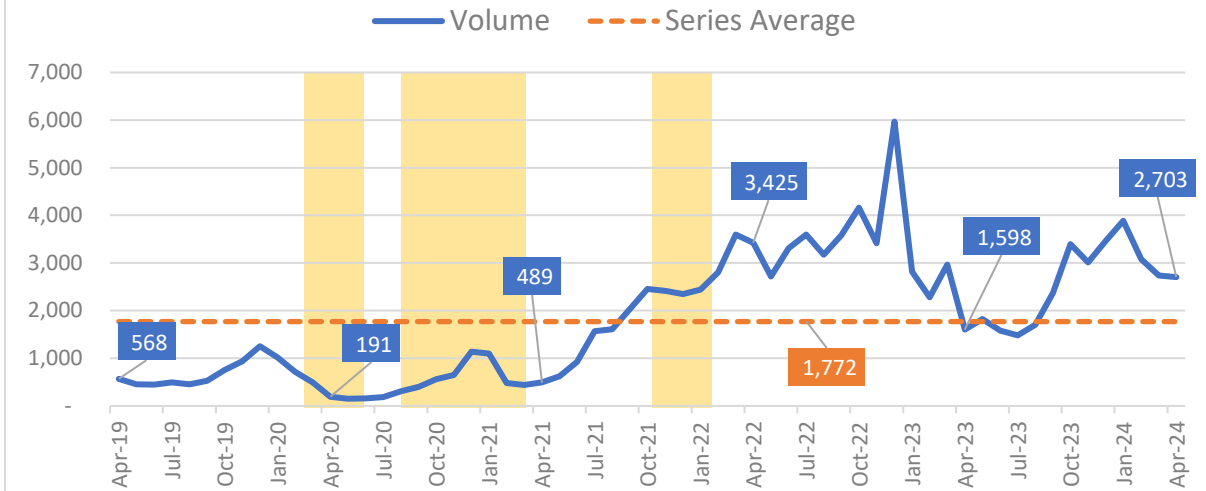
39. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Hours lost to 30-minute handover delays follow a similar pattern – a decrease since the start of the year, but a significantly higher volume than recorded in April last year.

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



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



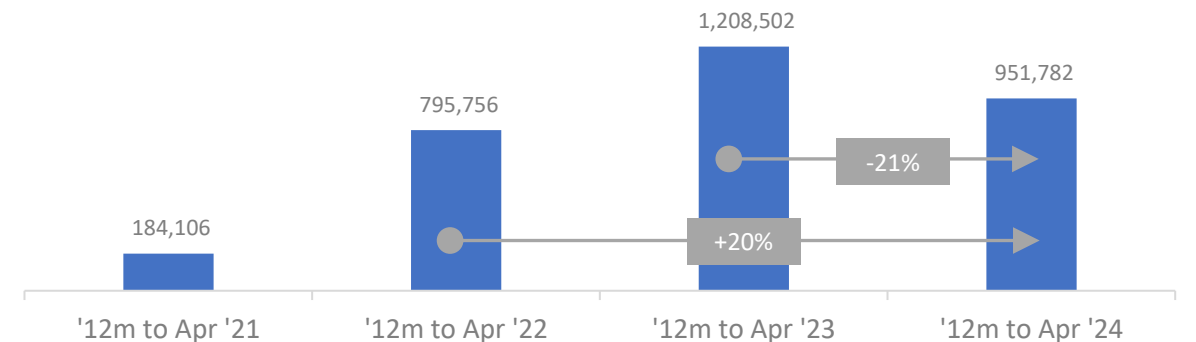
Monthly Hours Lost for April 2024: Fast Facts

Rank in series
to-date
19th highest

Change from
Mar 2024
-4 thousand

Change from
Apr 2023
+33 thousand

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

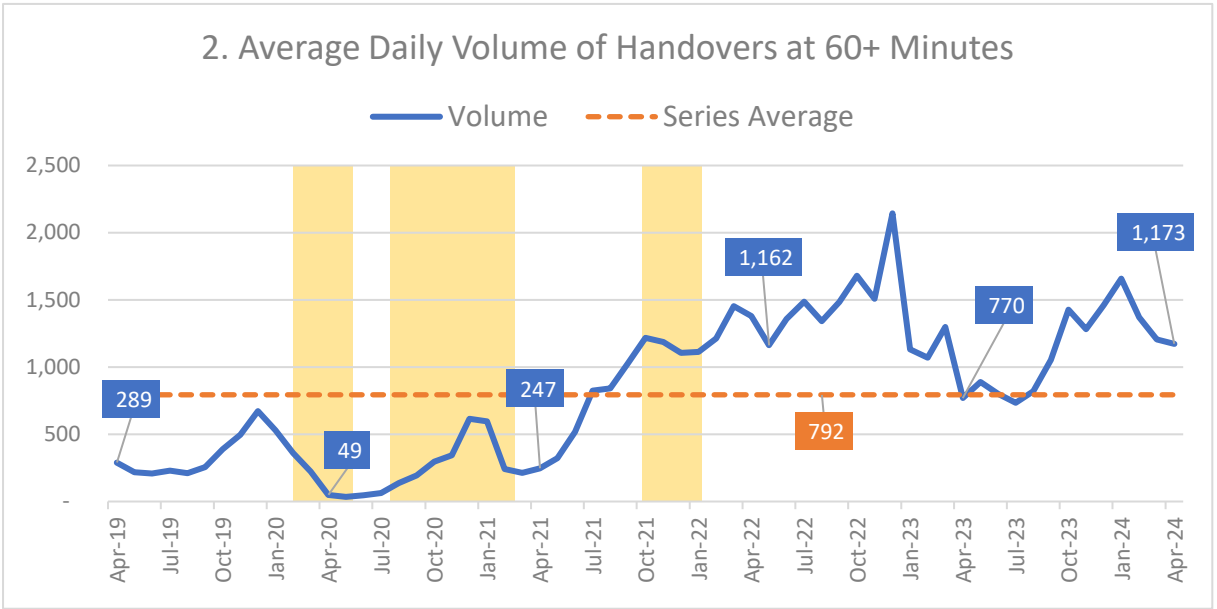
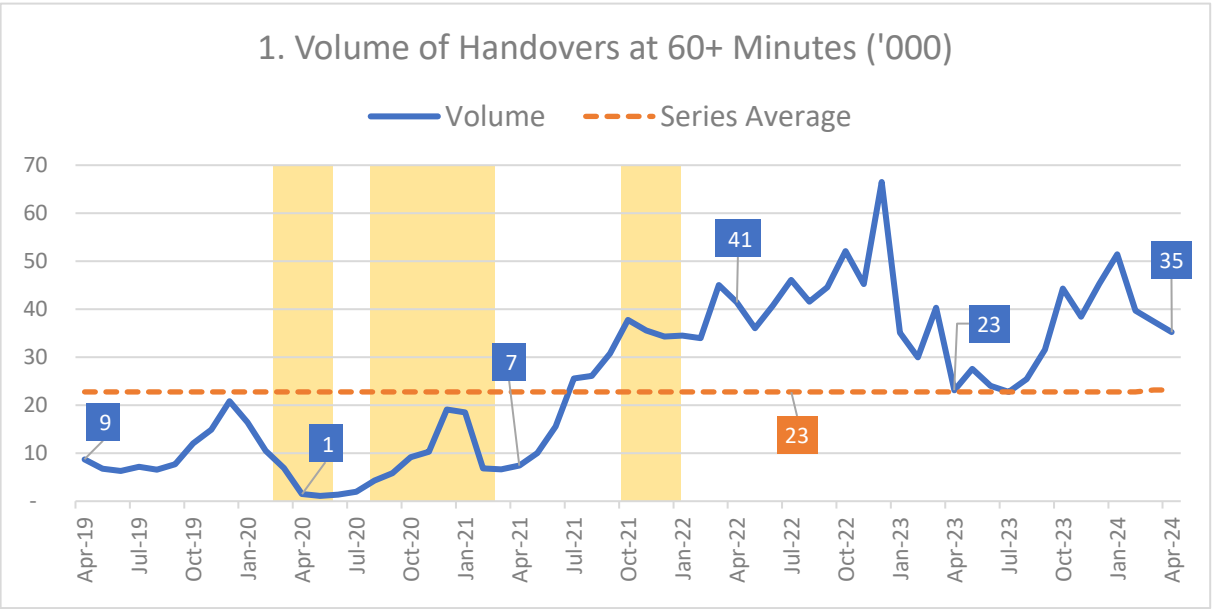


Yellow areas show COVID waves in the UK: source ONS.



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

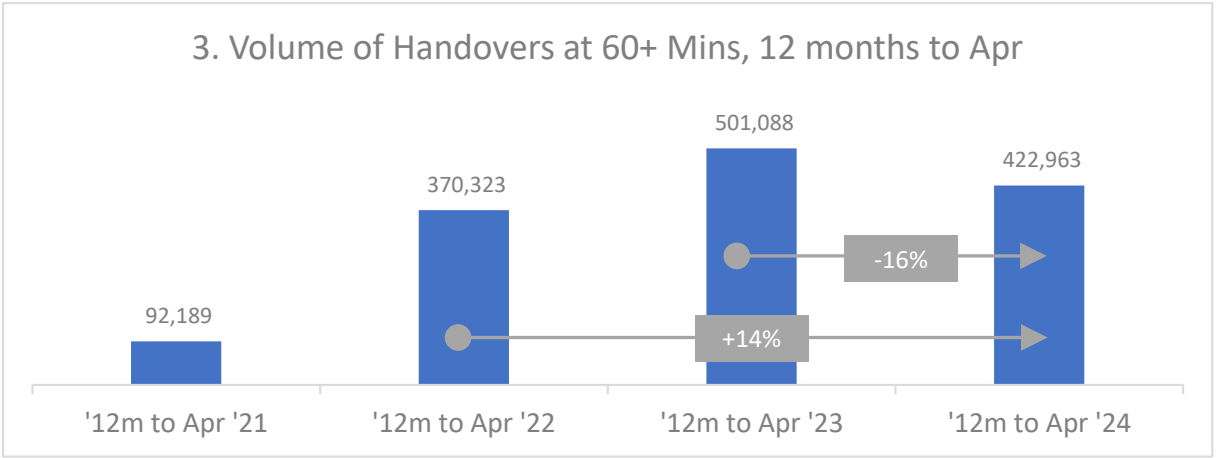
The 35-thousand hour-plus delays recorded in April are a decrease from the 51-thousand recorded in January, but are well above the series average, and compare to just seven-thousand recorded in April 2021.



Monthly Volume for April 2024: Fast Facts

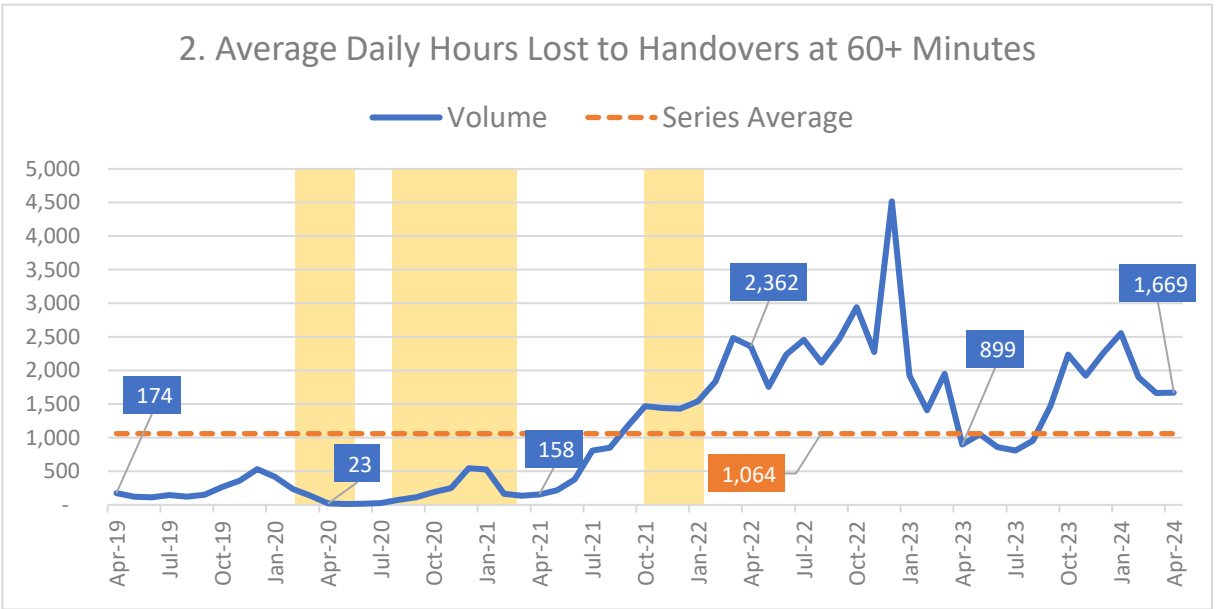
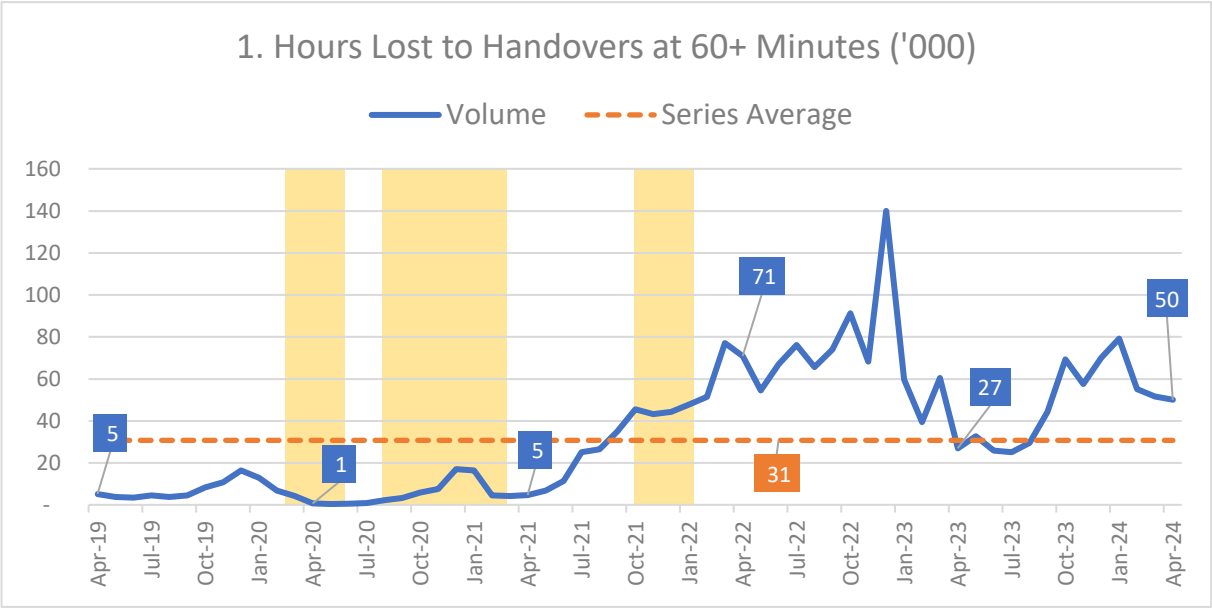
Rank in series to-date 20 th highest	Change from Mar 2024 -2 thousand	Change from Apr 2023 +12 thousand
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Yellow areas show COVID waves in the UK: source ONS.



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

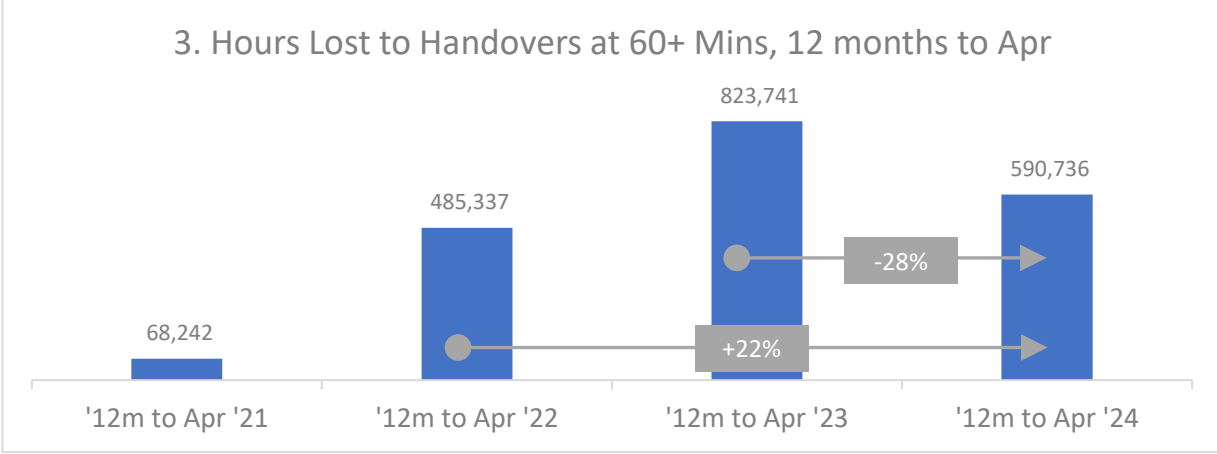
Time lost to hour-plus delays equated to 50-thousand in April 2024: this has decreased from 79-thousand in January, but compares with 27-thousand last year, and is ten times the time-lost in April 2023.



Monthly Hours Lost for April 2024: Fast Facts

Rank in series to-date 20 th highest	Change from Mar 2024 -1.5 thousand	Change from Apr 2023 +23 thousand
--	---------------------------------------	--------------------------------------

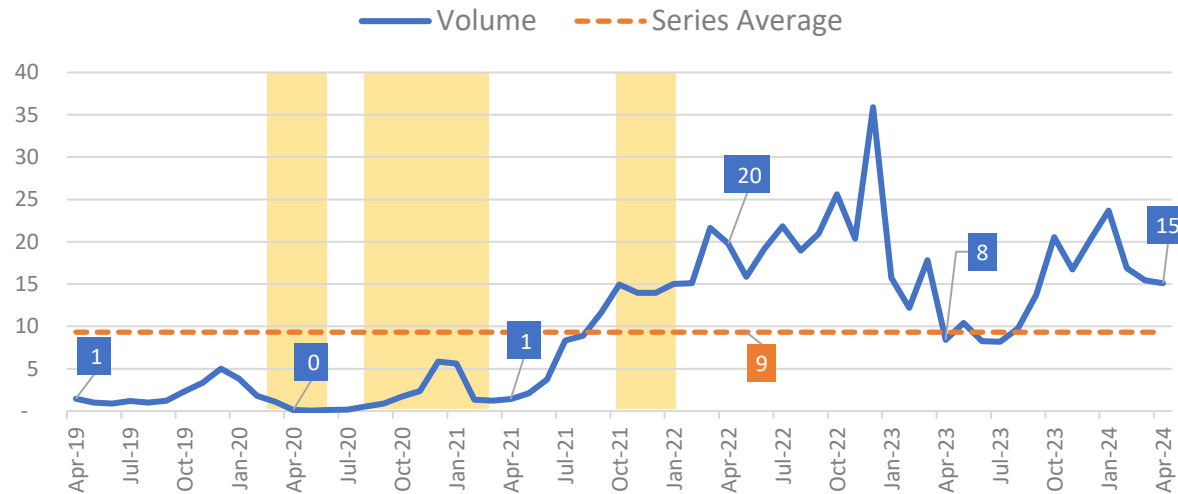
Yellow areas show COVID waves in the UK: source ONS.



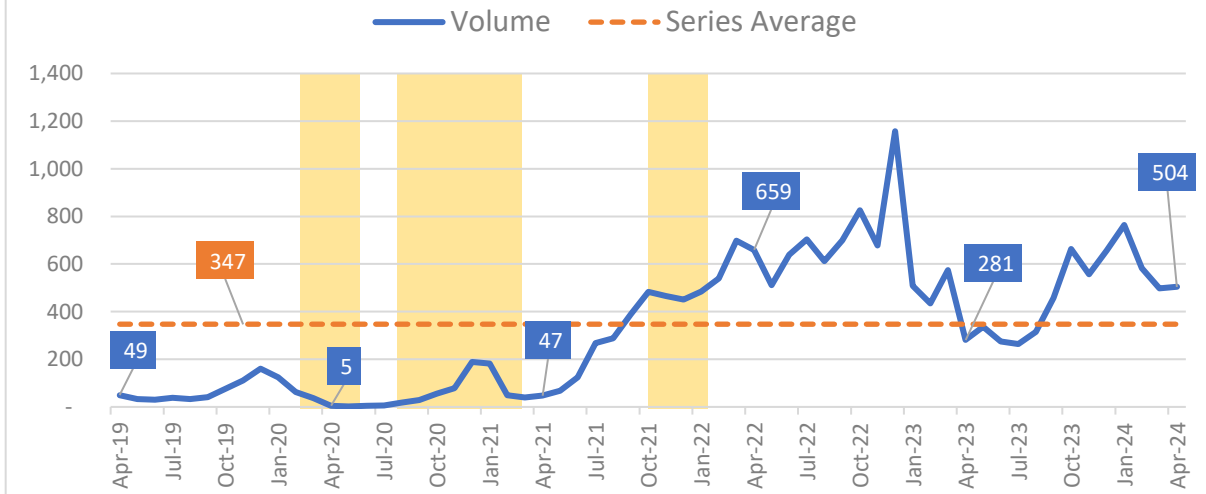
42. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two-hours reflect the pattern seen above. A short term decrease in volume, but remaining high in context. At 15-thousand delays, April 2024 is nearly double the volume recorded in April 2023.

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



2. Average Daily Volume of Handovers at 120+ Minutes



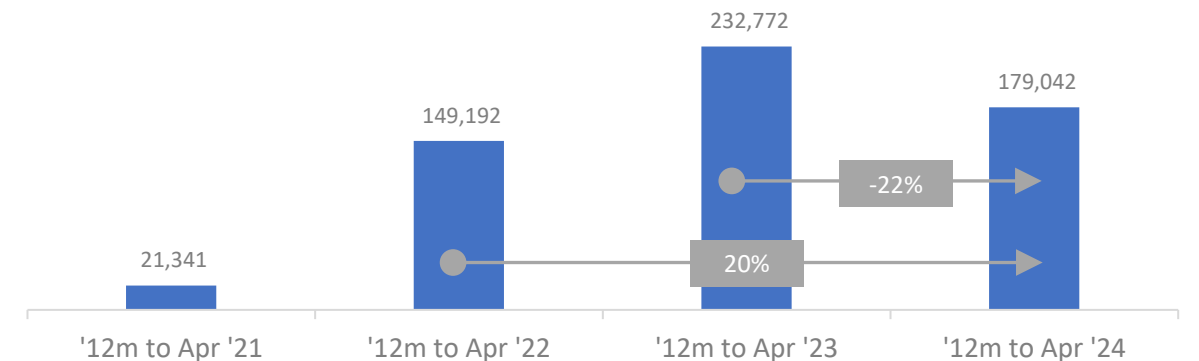
Monthly Volume for April 2024: Fast Facts

Rank in series
to-date
19th highest

Change from
Mar 2024
-329 handovers

Change from
Apr 2023
+7 thousand

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

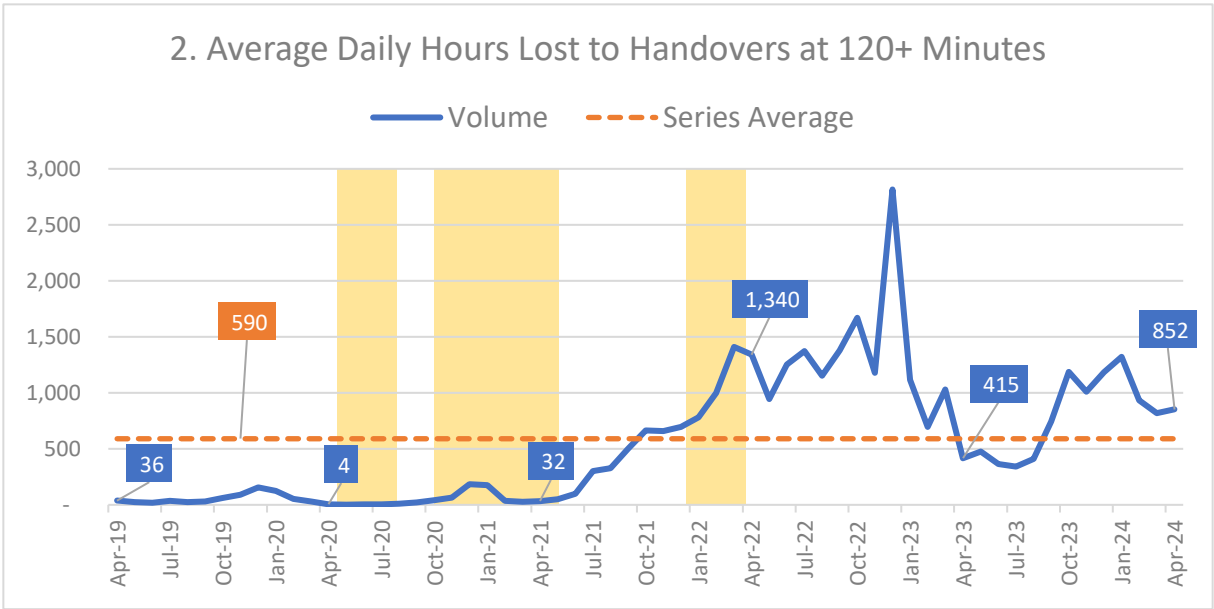
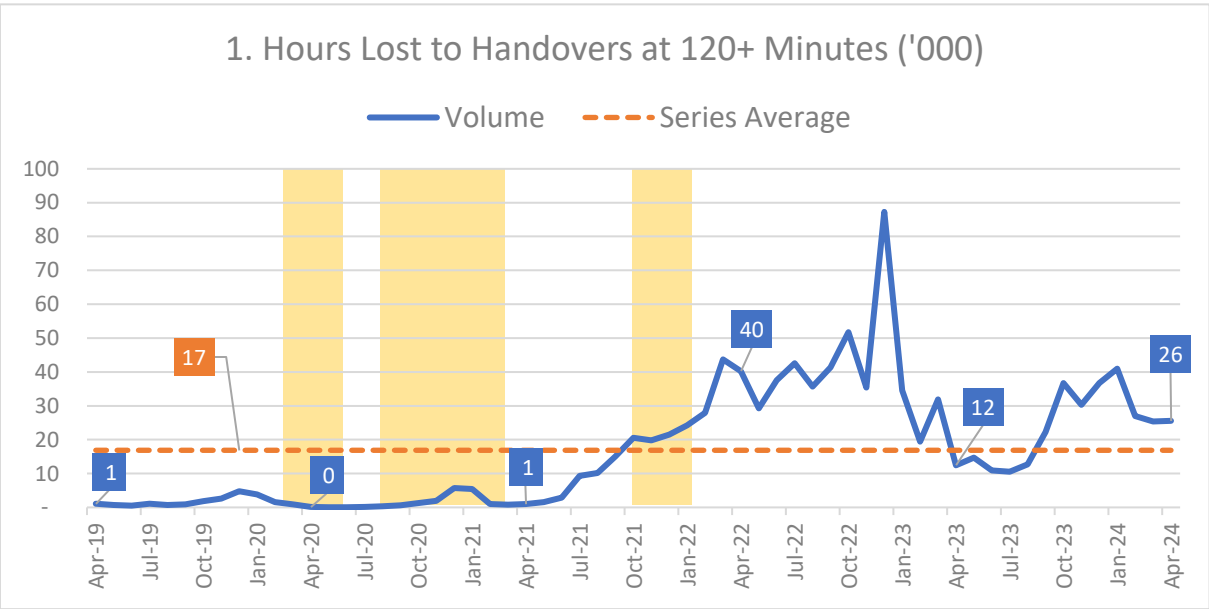


Yellow areas show COVID waves in the UK: source ONS.



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

Time lost to delays of two-hours is more than double that seen 12-months ago –although at 26-thousand is less than a third of the series high of 87-thousand recorded in December 2022.



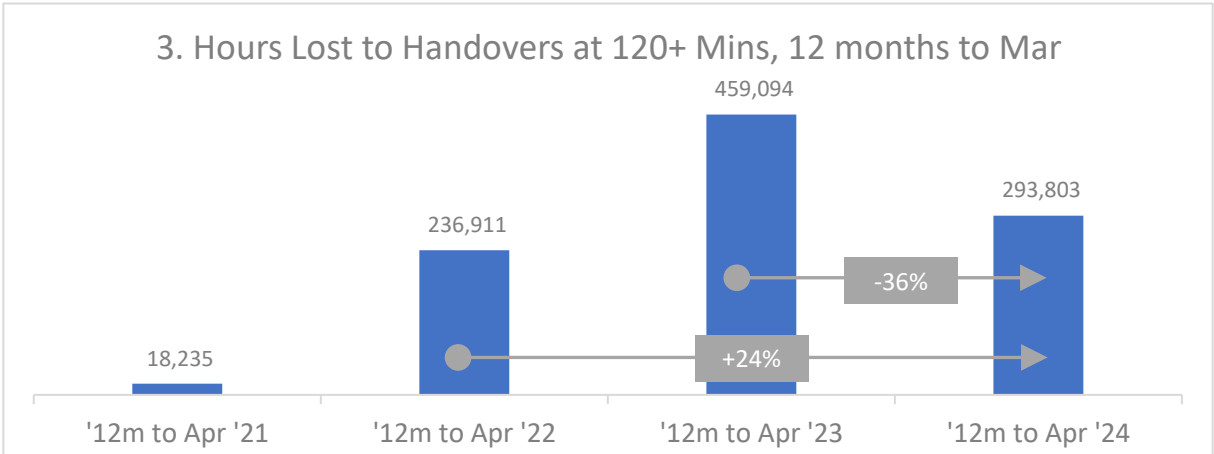
Monthly Hours Lost for April 2024: Fast Facts

Rank in series to-date
19th highest

Change from Mar 2024
-173 handovers

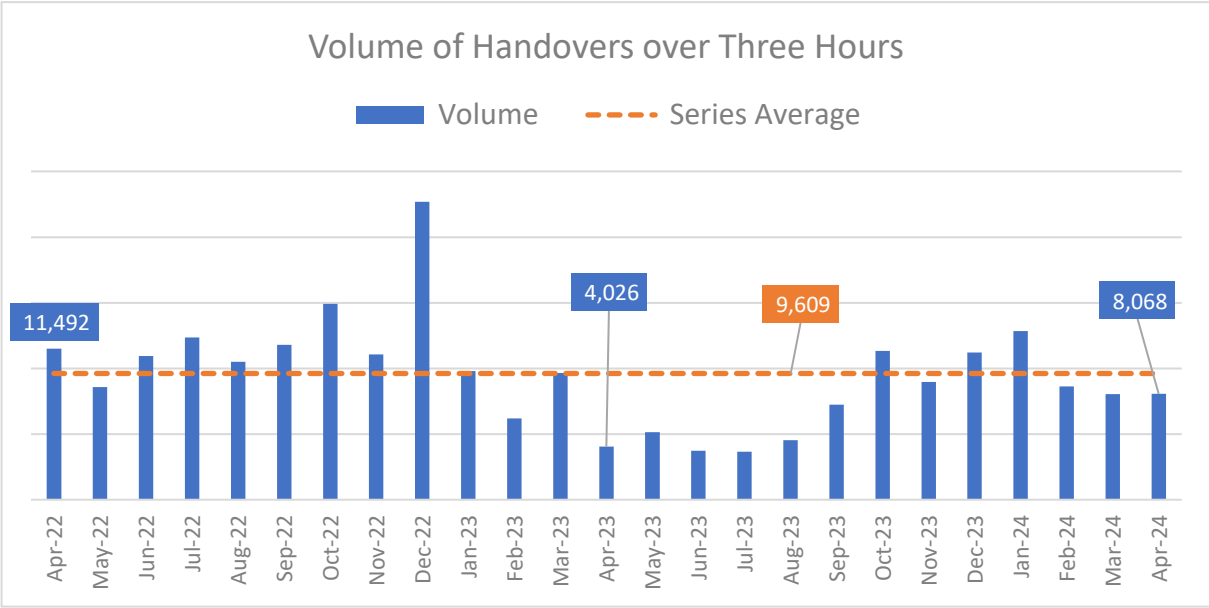
Change from Apr 2023
+13 thousand

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



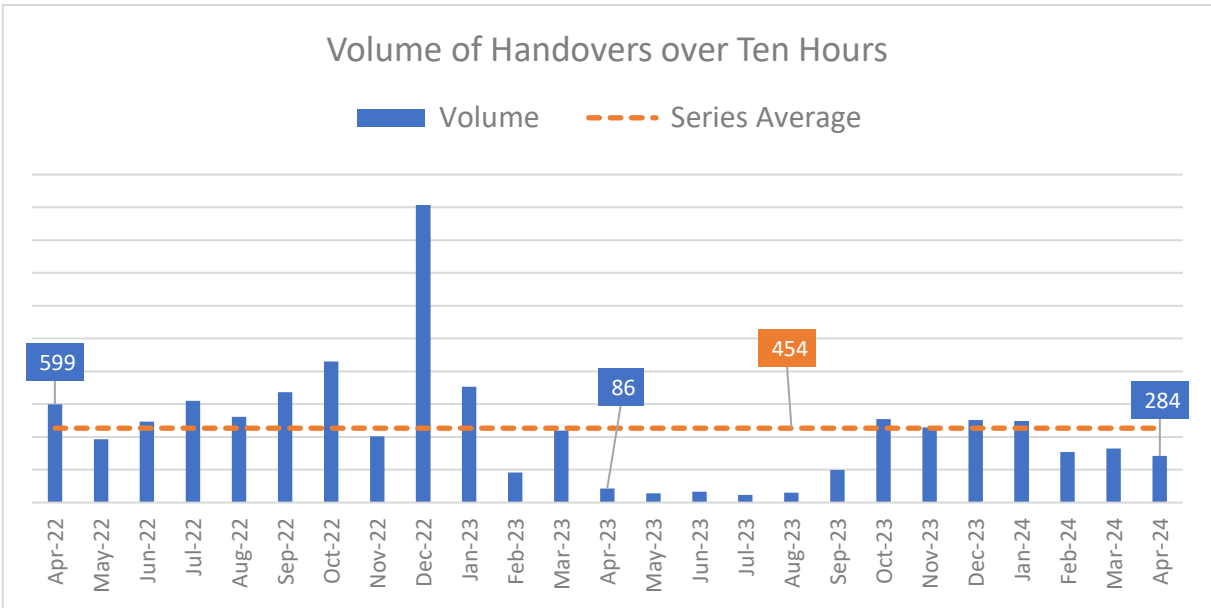
44. Patient Handovers Longer than Three Hours (source, NAIG)

Delays of three-or-more hours increased by 20 between March and April, while those taking ten-or-more hours decreased by 45. Both measures are below the series average, but well above the volumes recorded 12-months ago.



Three Hour Handover Delays in April 2024: Fast Facts

Rank in series to-date 18 th highest	Change from Mar 2024 +20 handovers	Change from Apr 2023 +4 thousand
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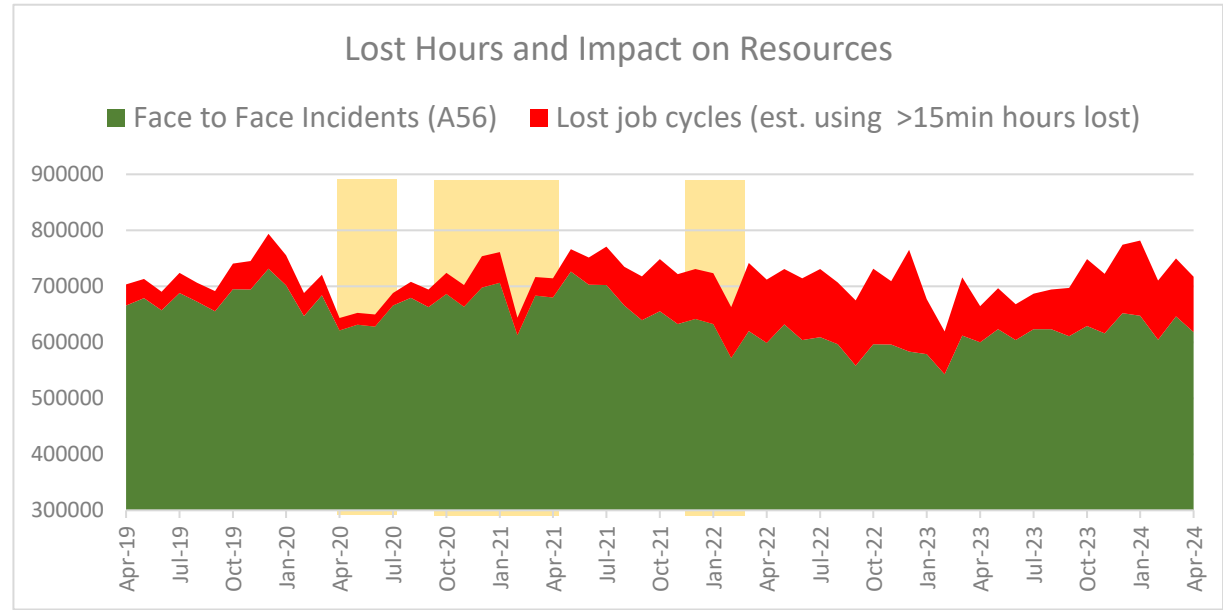
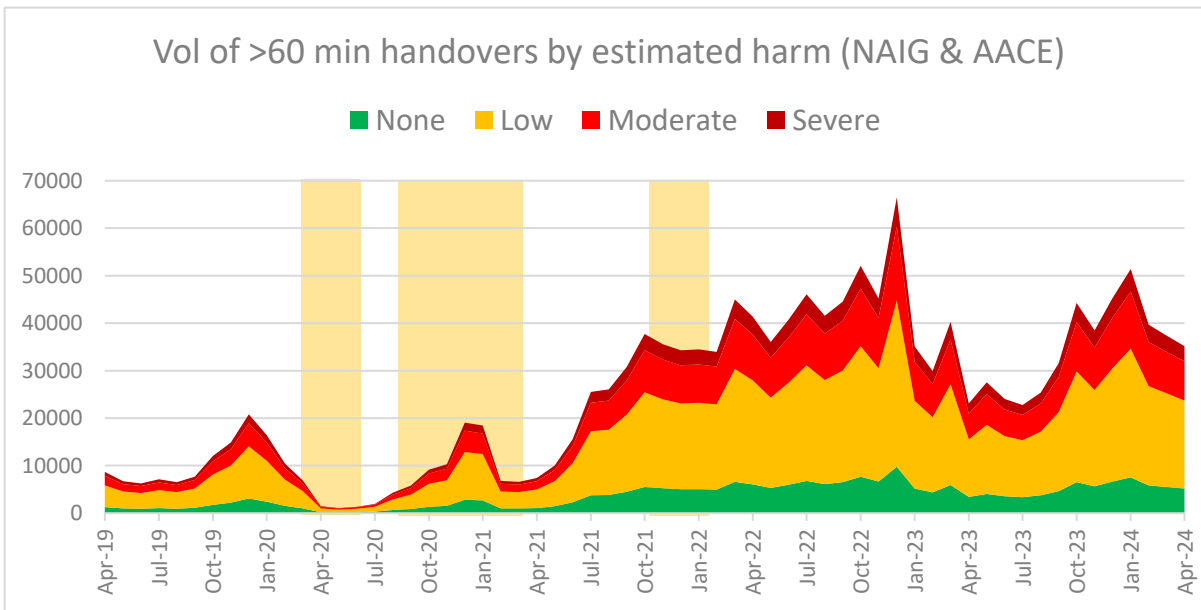


Ten Hour Handover Delays in April 2024: Fast Facts

Rank in series to-date 19 th highest	Change from Mar 2024 -45 handovers	Change from Apr 2023 +198 handovers
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45. Impact on Patients and Crew (source, NAIG, [AQI](#) Data and [AACE](#))

Around 30-thousand patients experienced potential harm* as a result of hour-plus delays in April 2024. Over the same time, the sector lost the equivalent of 99-thousand ambulance job cycles (where patients could have been attended): this is broadly the same as 16% of all Face-to-Face responses across the month.



Estimated Harm, February 2024: Fast Facts

Patients
experiencing
any potential
harm

30 thousand

Patients
experiencing
potential
moderate harm

8 thousand

Patients
experiencing
potential
severe harm

3 thousand

Impact on Capacity, February 2024: Fast Facts

Estimated
volume of lost
job cycles

99 thousand

Est. lost job
cycles as a % of
F2F responses

Apr '24 = 16%

Est. lost job
cycles as a % of
F2F responses

Apr '20 = 4%

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



46. Appendix: How Most Data is Reported in this Document

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, and the “Range” charts. This page shows what the most common 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.

