

National Ambulance Data

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

New content for June 2024: Range in Trust-level growth in call and incident volumes

Final Version. Published – July 1st 2024

2. Summary and Contents

Overview: Call demand increased in May, but despite this answer times remain below the series average. Incident volumes increased to reach the ninth highest to-date, with a strong increase in Category-1 incidents and some trusts recording double digit growth. Category-2 volumes remain high, but growth was slightly more subdued. Response times slowed, but remain faster than at the start of 2024. Hear-and-Treat reached its highest volume to-date, while conveyance to Emergency Departments also increased. Hours lost to hour-plus hospital handover delays decreased, but remain ten times greater than seen five years ago.

New Charts for June 2024

Section 1. Contact Volume and Call Answer Time



- “Range” charts (which show average data for outlying trusts) have now been expanded to include monthly growth in contact and calls-answered volumes, and also for incident volume at each category level.

Section 2. Incidents and Response Time, by Category



- Call volume grew, with 81-thousand more 999-calls answered than in April (814-thousand). The mean answer time slowed by two seconds to five seconds, but has not exceeded 10-seconds in 2024.
- Monthly volume growth varied by trust, averaging 14-percent for those at the higher-end, and eight-percent at the lower. Mean answer time ranged from one second to over 11-seconds for outlying trusts.

Section 3. Incidents by Response Outcome



- Incident volumes were the ninth highest to-date (758-thousand), propelled by Category-1 where 12-percent month-on-month growth was recorded by the trusts at the higher end vs. six-percent at the lower.
- A slight increase in response time was recorded for Category 1 and 2 incidents (six-seconds for Category-1 mean, for example) but both remain faster than seen at the start of the year.

Section 4. Patient Handover Delays



- Hear-and-Treat responses recorded their greatest volume to-date (112-thousand), accounting for 15-percent of responses across England, and up-to nearly 20-percent in some trusts.
- Conveyance to Emergency Departments still account for the majority of responses, with an average of 12,304 each day – the second highest volume since the start of 2022.

- The volume of hospital handover delays of 15-minutes and over was its third highest to-date (247-thousand). However, hour-plus delays remain out of the “top-ten threshold”, despite a slight increase.
- Resource time lost to hour-plus delays decreased slightly in May 2024, but at 48-thousand hours across the month is over ten-times greater than the volume recorded in May 2019.

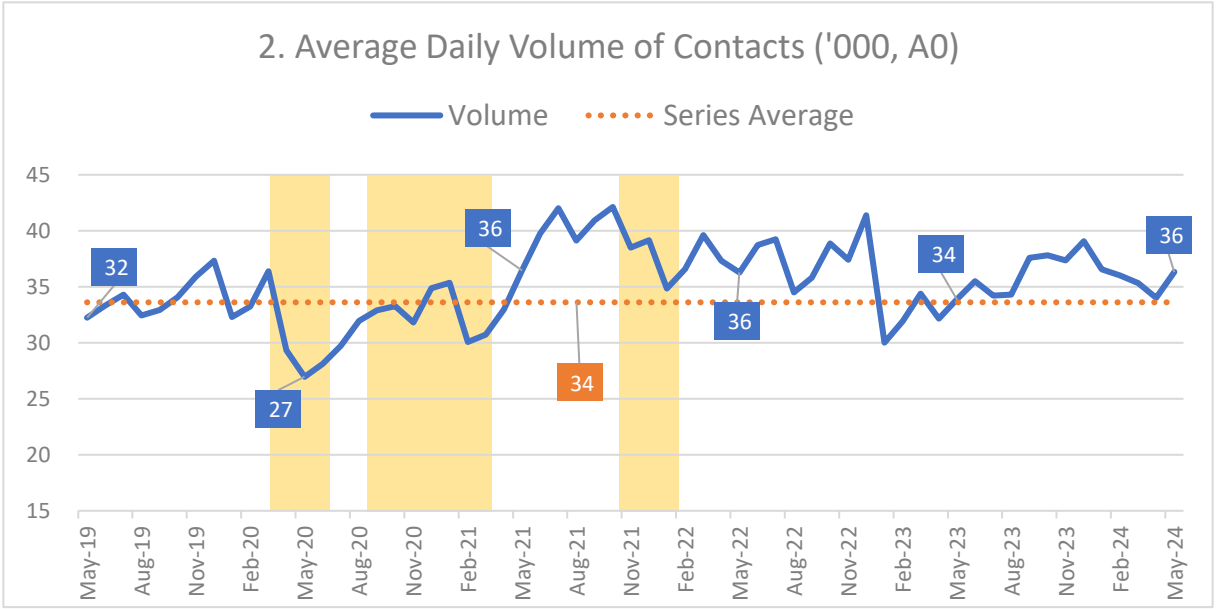
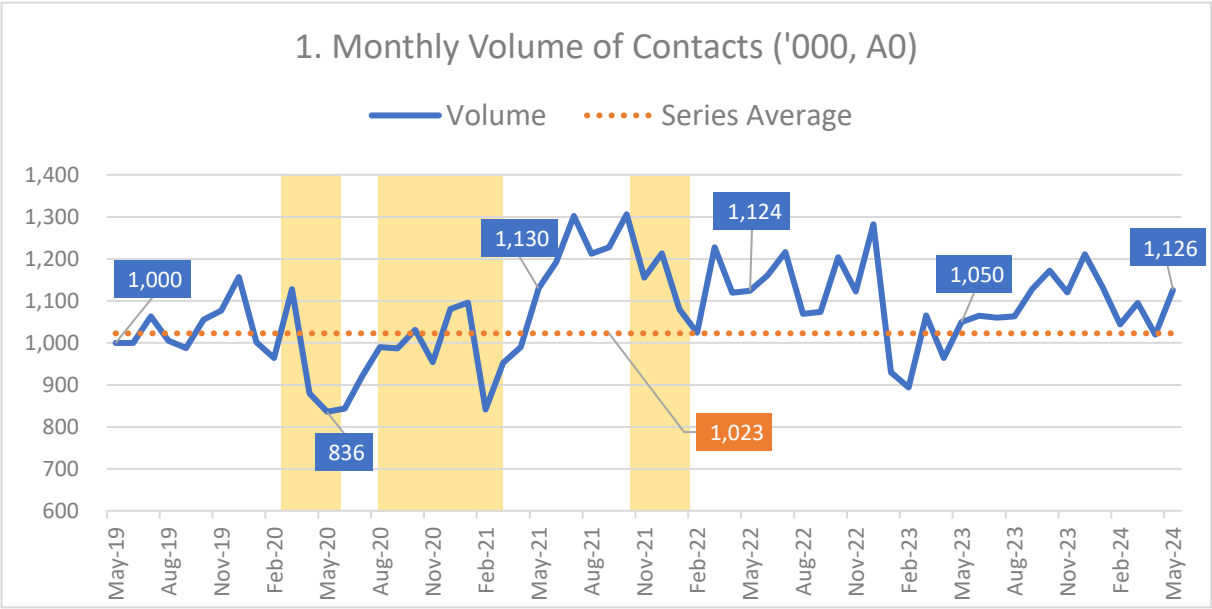
Section 1

Contact Volume and Call Answer time

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

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

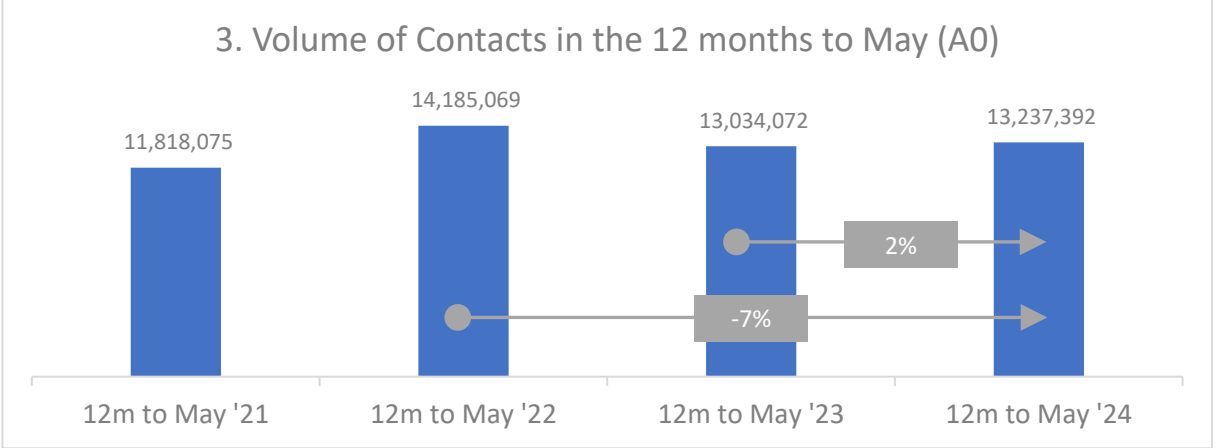
Overall contacts increased by 106-thousand to reach 1,126 in May 2024. While this was a longer month than April, the increase in demand was also on the average daily volume, with over two-thousand more calls each day.



Monthly Volume for May 2024: Fast Facts

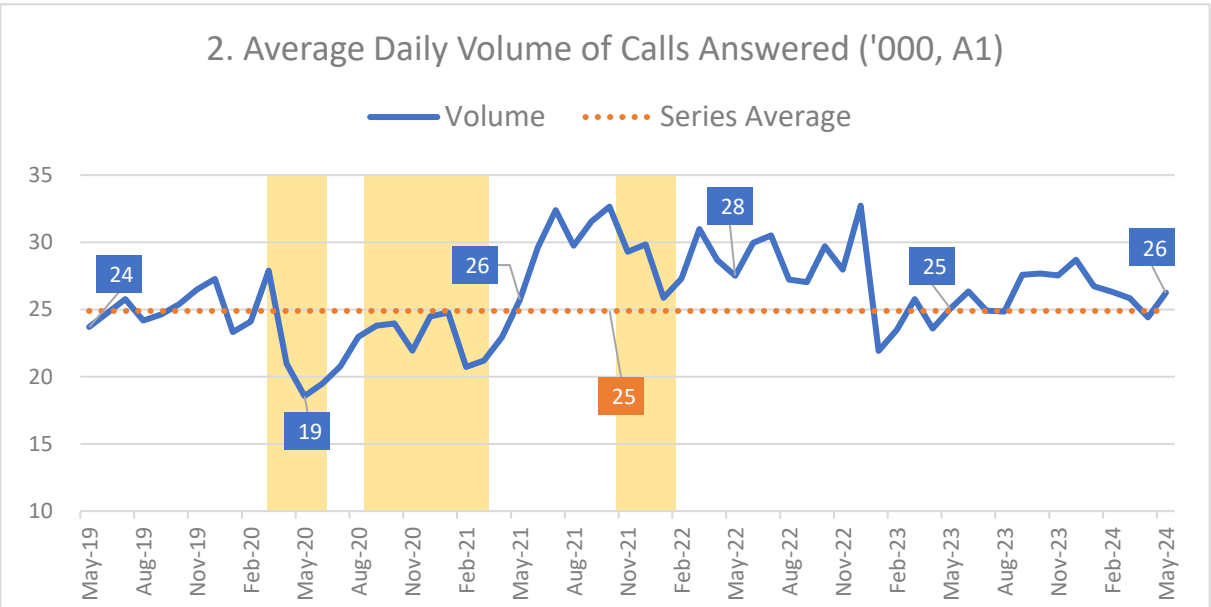
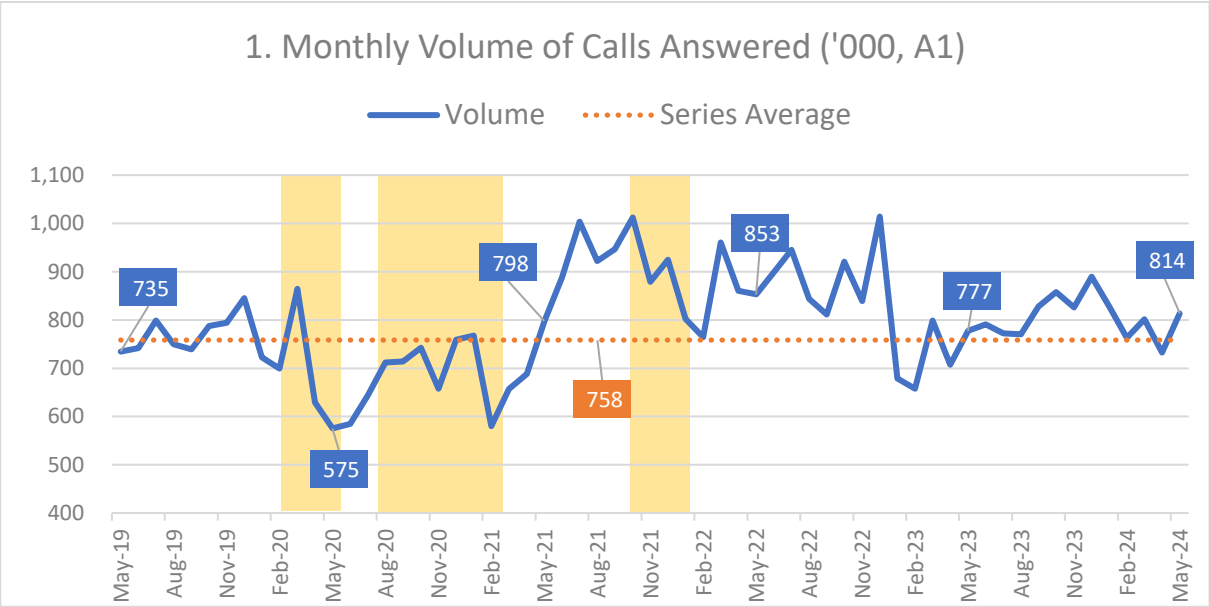
Rank in series to-date 20th highest	Change from Apr 2024 +106 thousand	Change from May 2023 +76 thousand
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Yellow areas show COVID waves in the UK: source ONS.



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

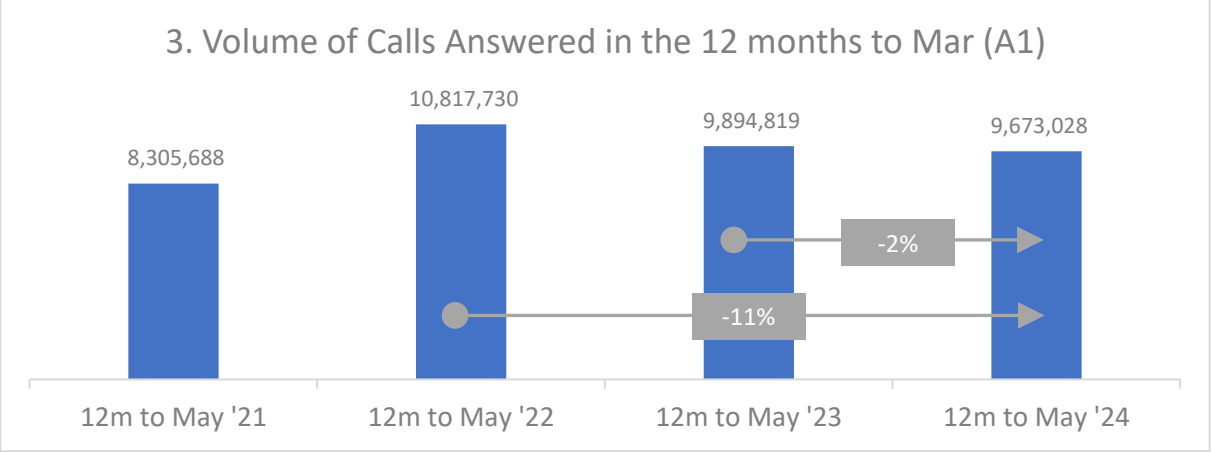
Volume of 999-calls answered reflected the change seen in overall contracts with growth both across the month, and at the average daily level.



Monthly Volume for May 2024: Fast Facts

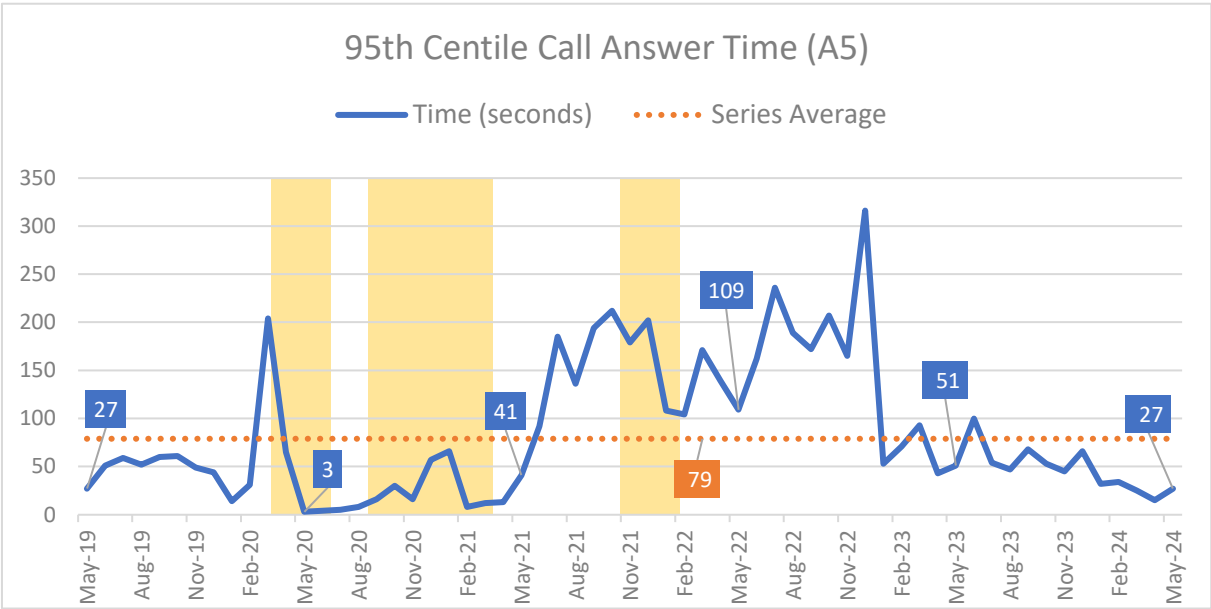
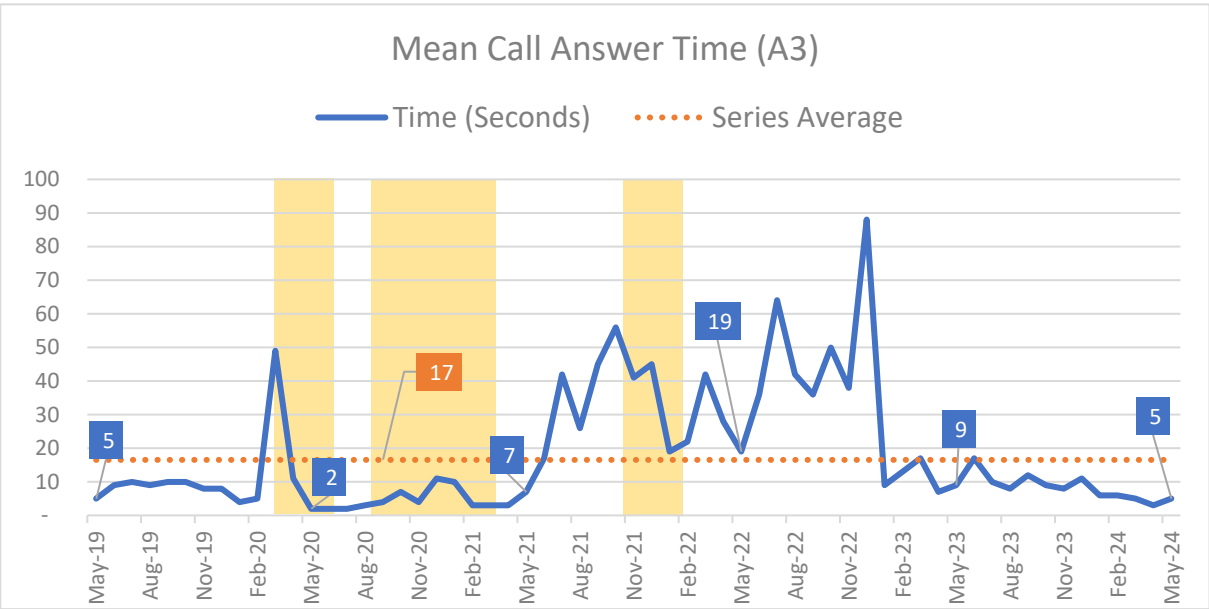
Rank in series to-date 24 th highest	Change from Apr 2024 +81thousand	Change from May 2023 +36 thousand
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Yellow areas show COVID waves in the UK: source ONS.



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

While both key measures saw a slow down in answer-time, both remain below their respective series average, and have now done so for nearly 12 months. The mean answer-time has not exceeded ten seconds since the start of 2024.



Mean Call Answer Time for May 2024: Fast Facts

Rank in series to-date 12 th fastest	Change from Apr 2024 -2 seconds	Change from May 2023 -4 seconds
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95th Centile Answer Time for May 2024: Fast Facts

Rank in series to-date: 14 th fastest	Change from Apr 2024 +12 seconds	Change from May 2023 -24 seconds
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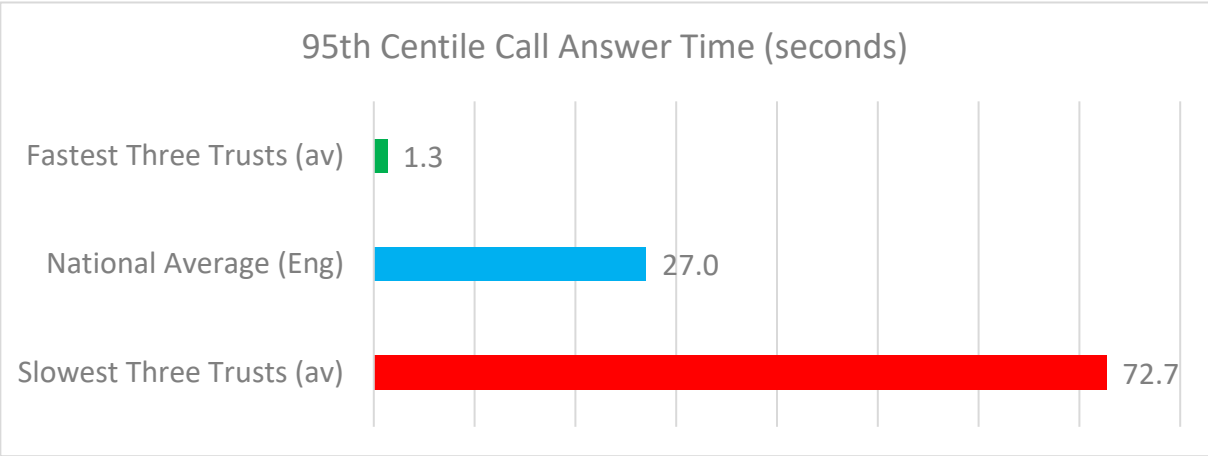
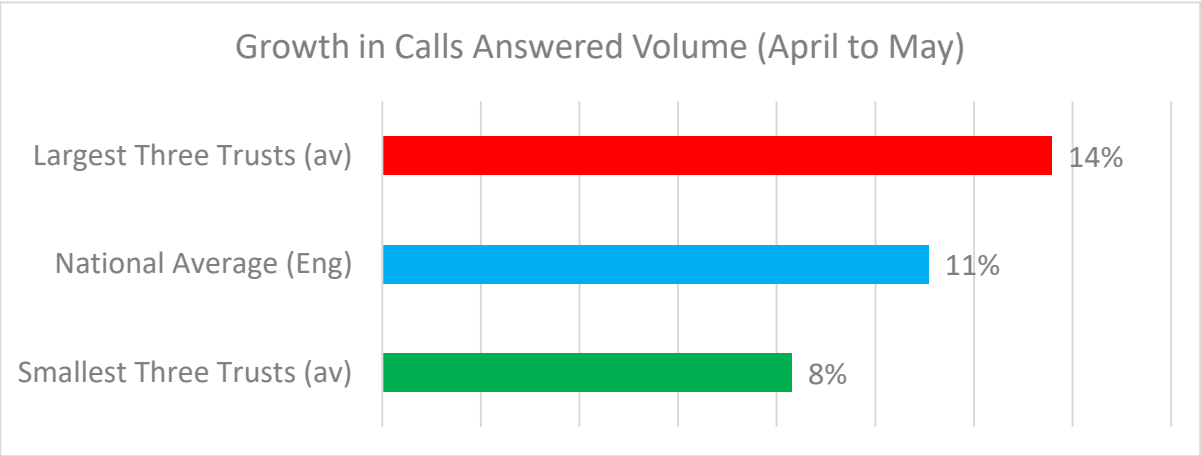
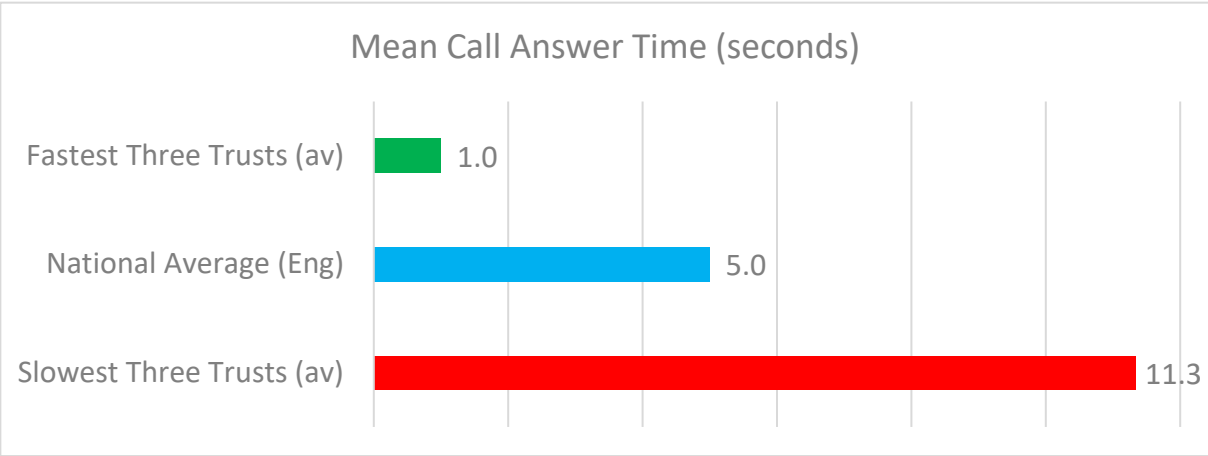
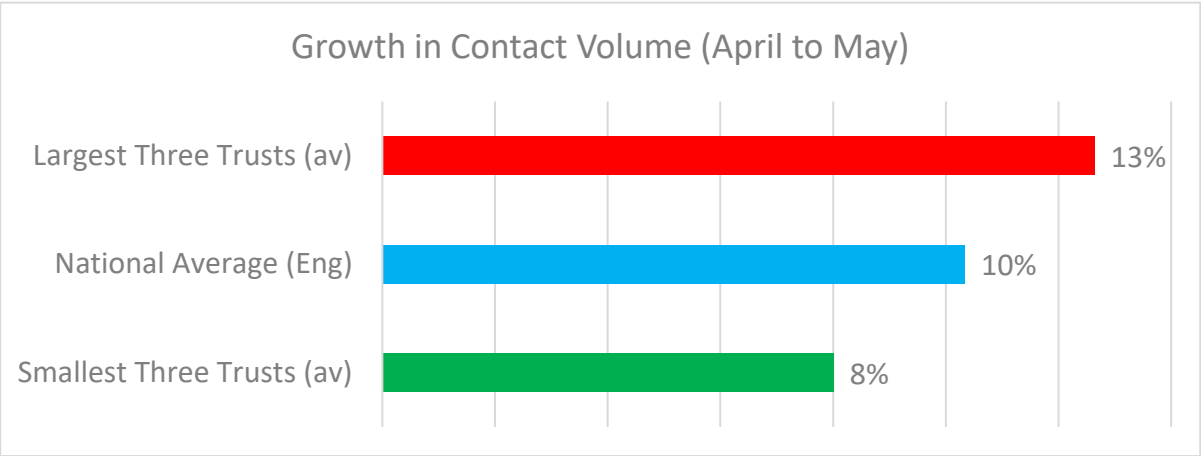
Yellow areas show COVID waves in the UK: source ONS.



7. Calls: Monthly Growth and Answer Time, Range - May 2024

New

Month-on-month growth in volume differs across trusts, with those at the higher end seeing an average 14-percent increase in 999 calls-answered, and those at the lower eight-percent. Likewise, there is significant variation in answer-time for outlying trusts, ranging from one-seconds to 11-seconds for the mean measure.



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

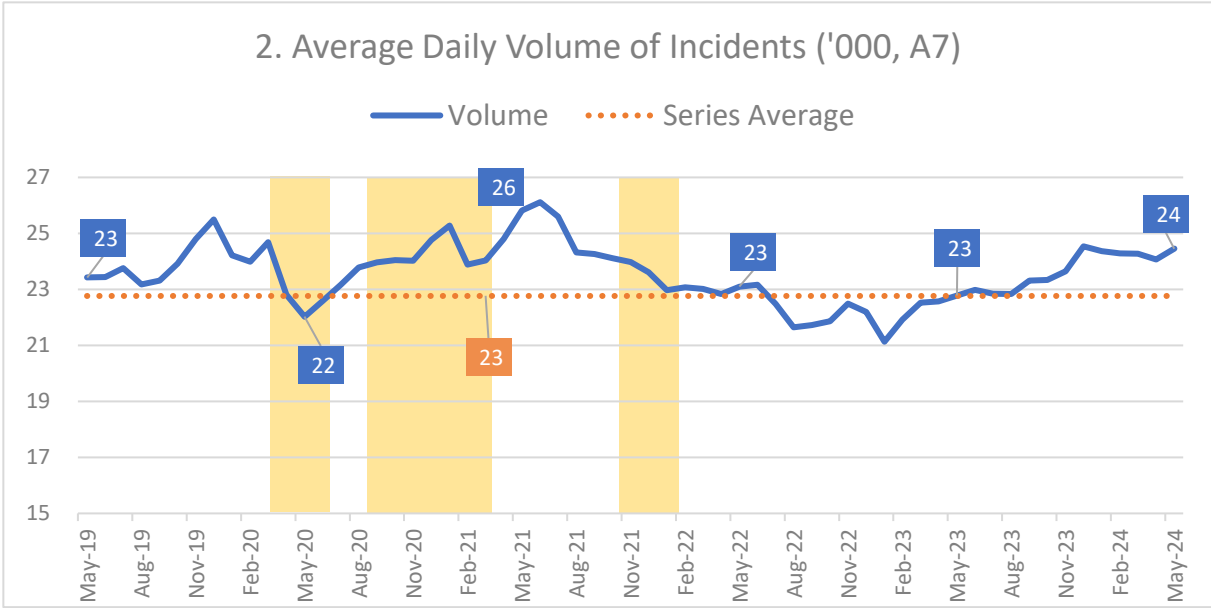
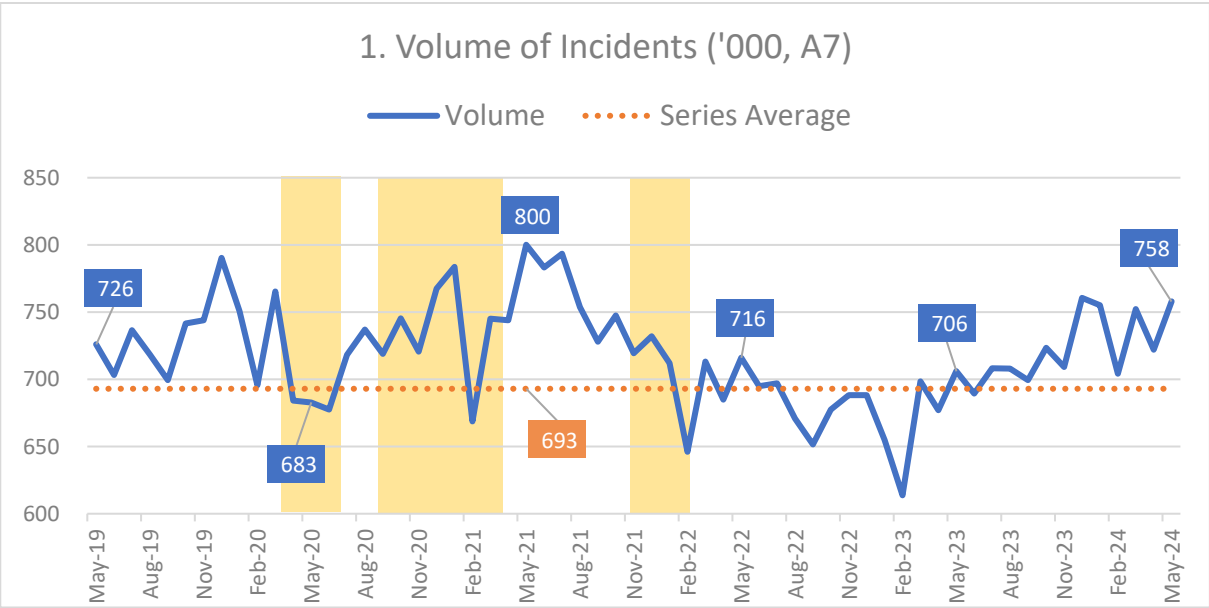
Section 2

Incidents and Response Time, by Category

- [Demand: All Incidents](#)
- [Share of Incidents by Category](#)
- [Share of Incidents, Range](#)
- [Monthly Growth in Incident Volumes, Range](#)
- [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](#)
- [Demand: C3 Response Times](#)
- [Demand: C4 Response Times](#)
- [C3 and C4 Response Times, Range](#)
- [Demand: S136 Response Times](#)

9. Demand: All Incidents (A7)

May 2024 saw incident volume increase to its ninth highest to-date, having increased steadily since February 2023 – a trend more notable in the average daily time-series. This means there were 8.7-million incidents in the 12-months to May 2024, over 500-thousand more than the previous period.

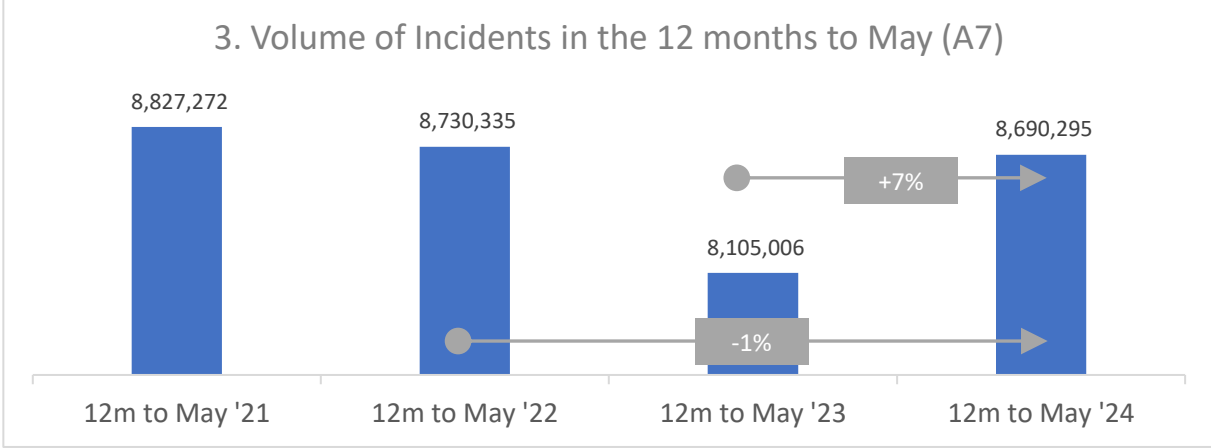


Monthly Volume for May 2024: Fast Facts

Rank in series to-date
9th highest

Change from Apr 2024
+36 thousand

Change from May 2023
+52 thousand

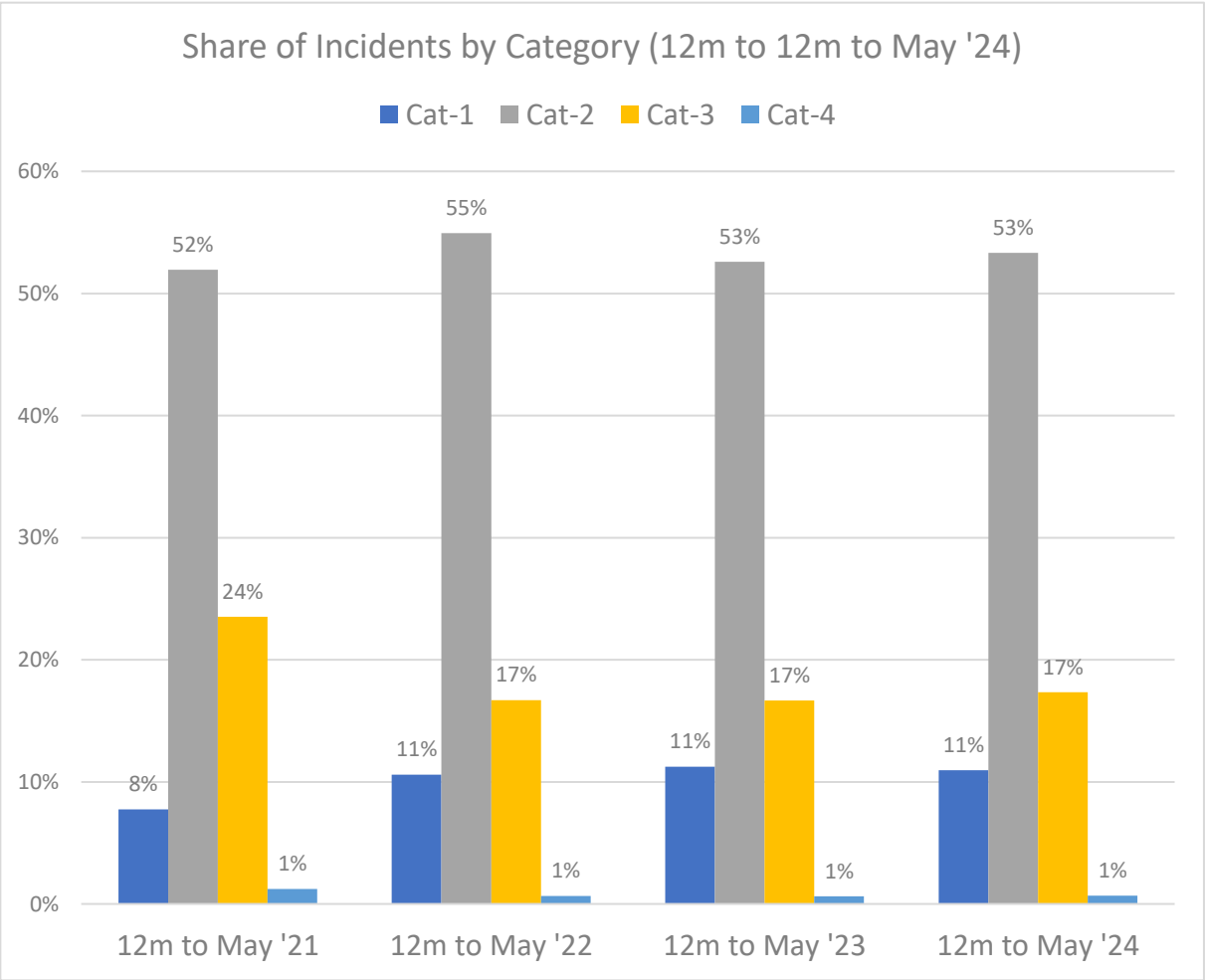
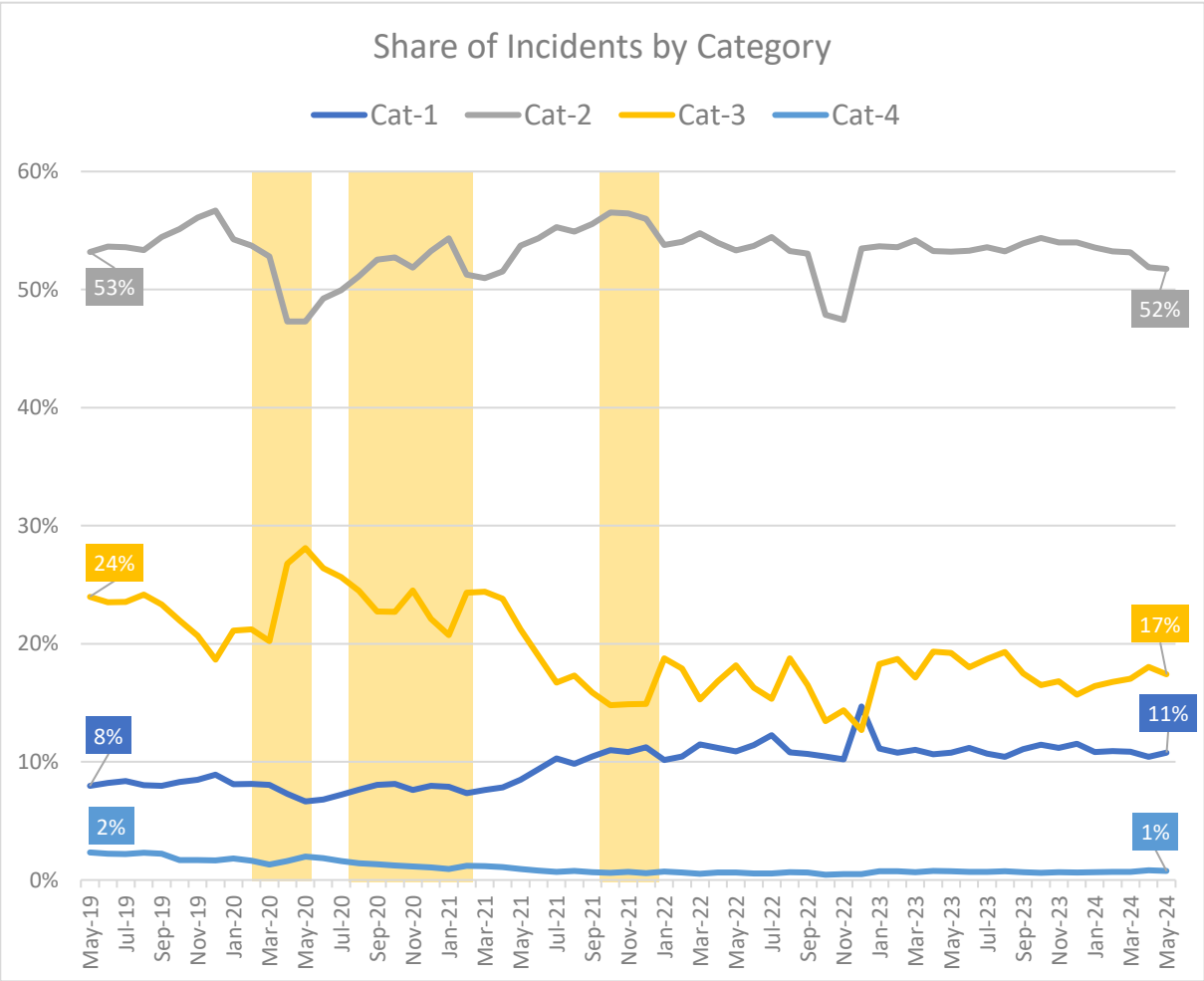


Yellow areas show COVID waves in the UK: source ONS.



10. Demand: Share of Incidents by Category

Share of incidents by type continue along the established trend see over the past several years, with Category-1 at 11-percent, Category-2 at just over half the total, and Category-3 at 17-percent. Category-4 continues to account for just one-percent of incidents.



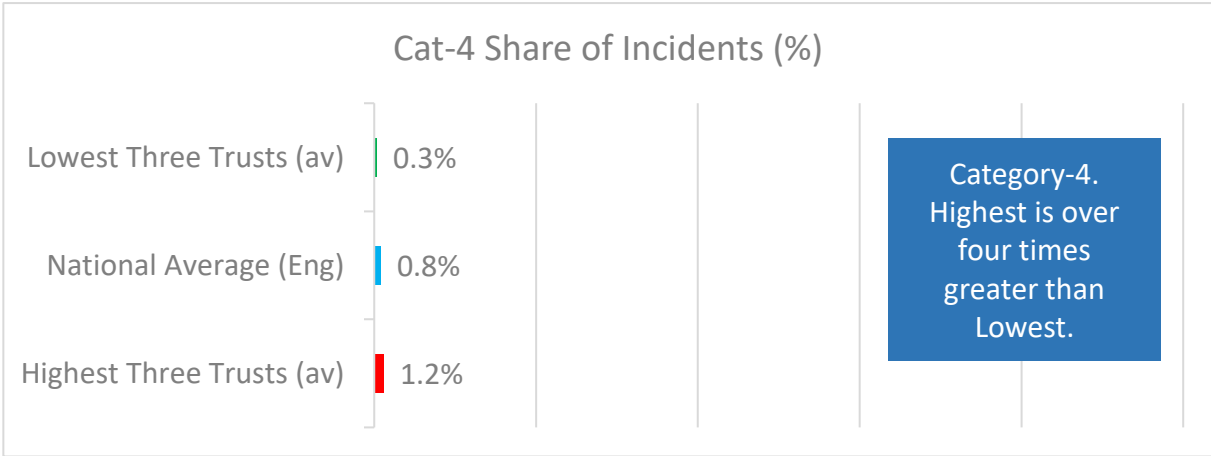
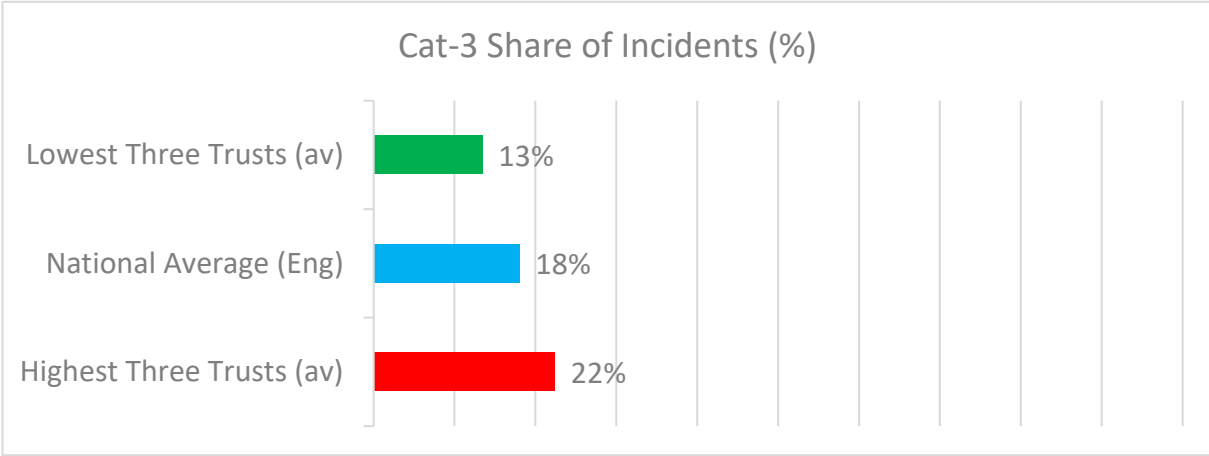
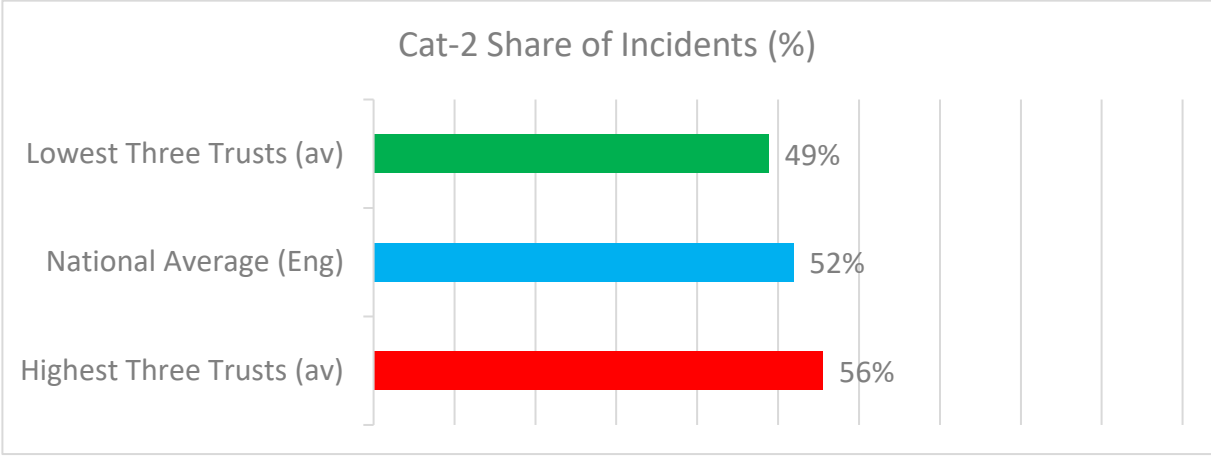
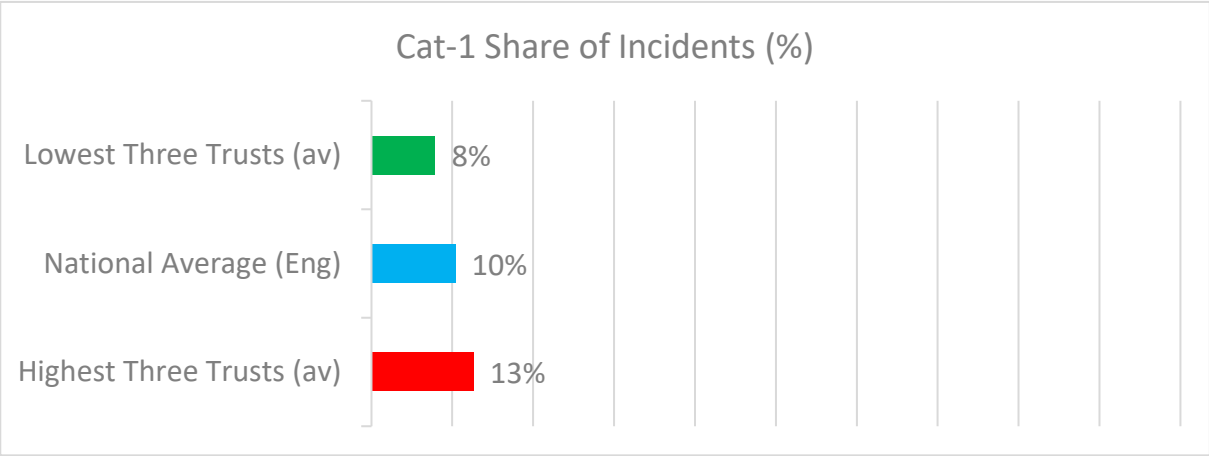
Yellow areas show COVID waves in the UK: source ONS.



11. Share of Incidents, Range - May 2024

New

Individual trusts see variation in category share, as shown by the data from outlying trusts, below. Category-1- sees a variation of five-percentage points between the highest and lowest groups, and Category-2 seven-points and Category-3 nine-points.

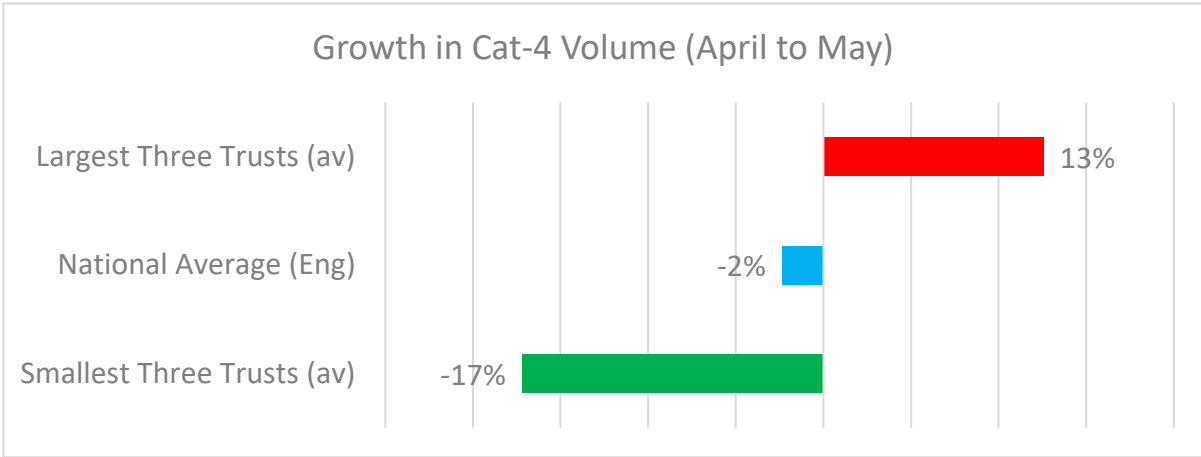
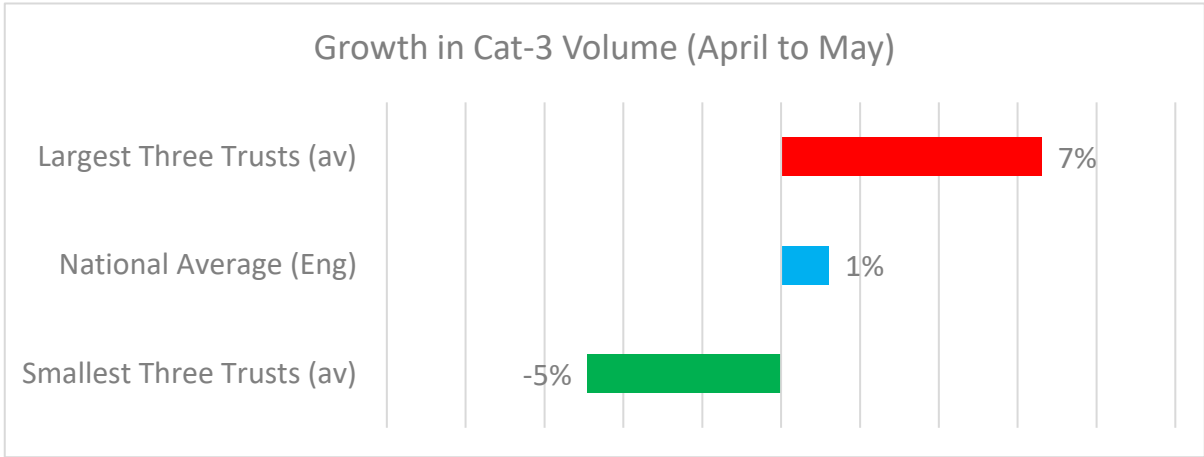
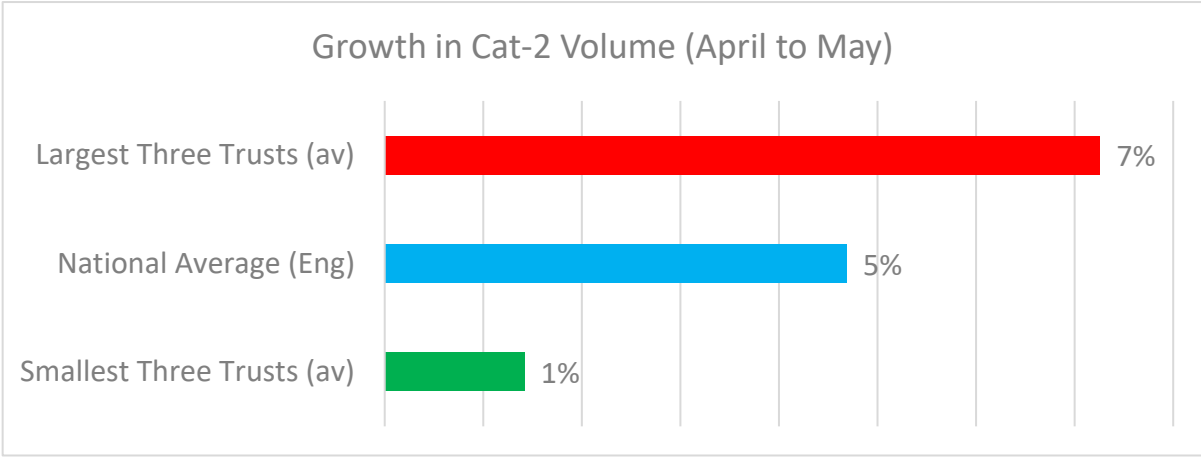
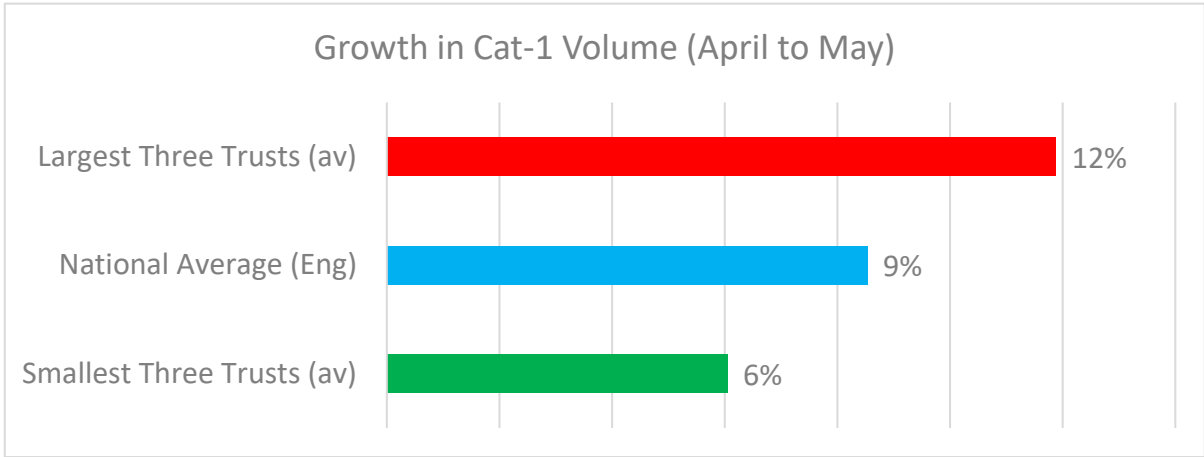


Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes IoW..

12. Monthly Growth in Incident Volumes, Range - May 2024

New

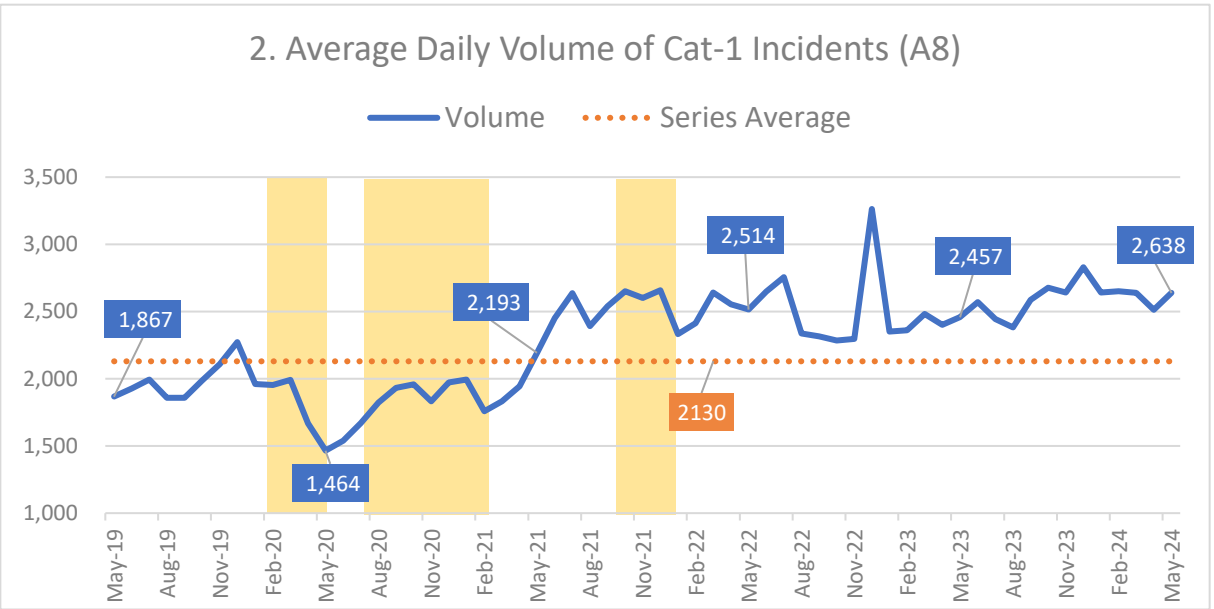
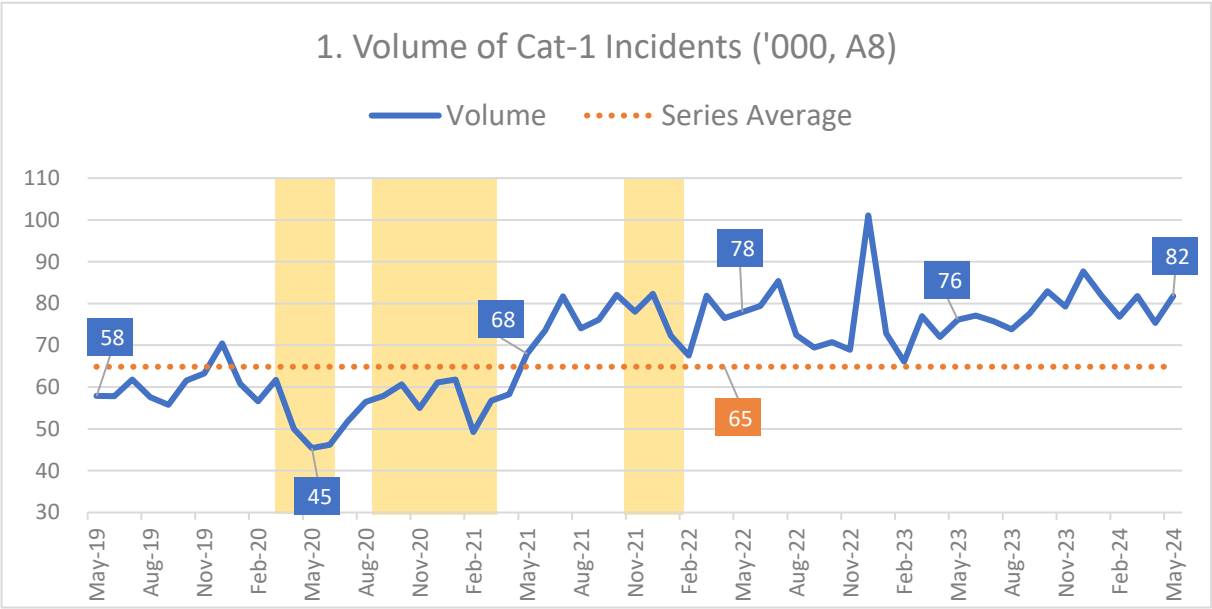
Growth of incident by type varies considerably across trusts. Outlying trusts at the higher end saw Category-1 incident volume increase by 12-percent between April and May (vs. nine-percent average, and double the growth of those at the lower end of the range). This compares with seven-percent for Category-2.



Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes IoW..

13. Demand: Category-1 Incidents (A8)

May 2024 saw Category-1 incidents reach 82-thousand, the tenth highest volume to-date and the highest of any May on record. This equates to 2,638 on average each day (the thirteen highest average daily volume on record).



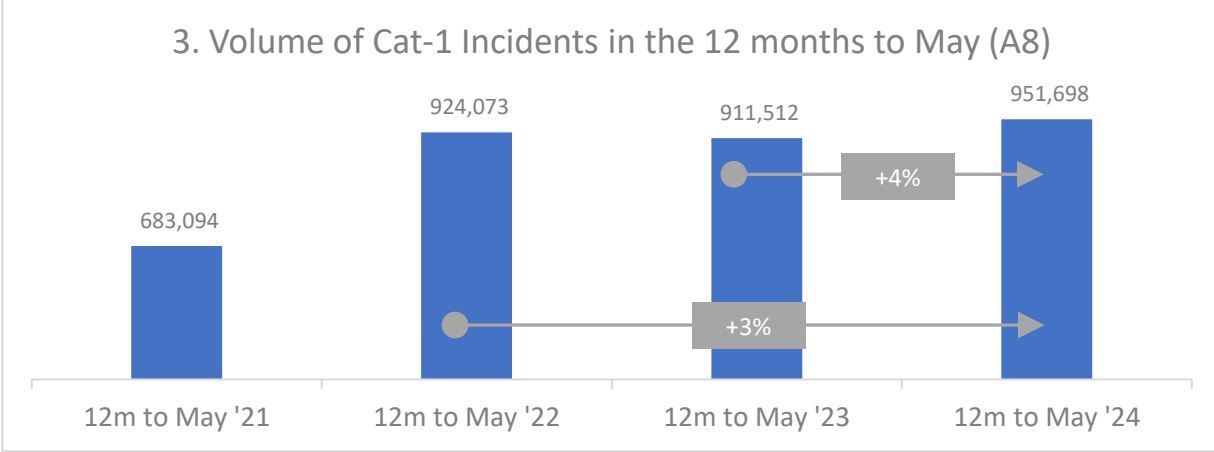
Monthly Volume for May 2024: Fast Facts

Rank in series to-date
10th highest

Change from Apr 2024
+6 thousand

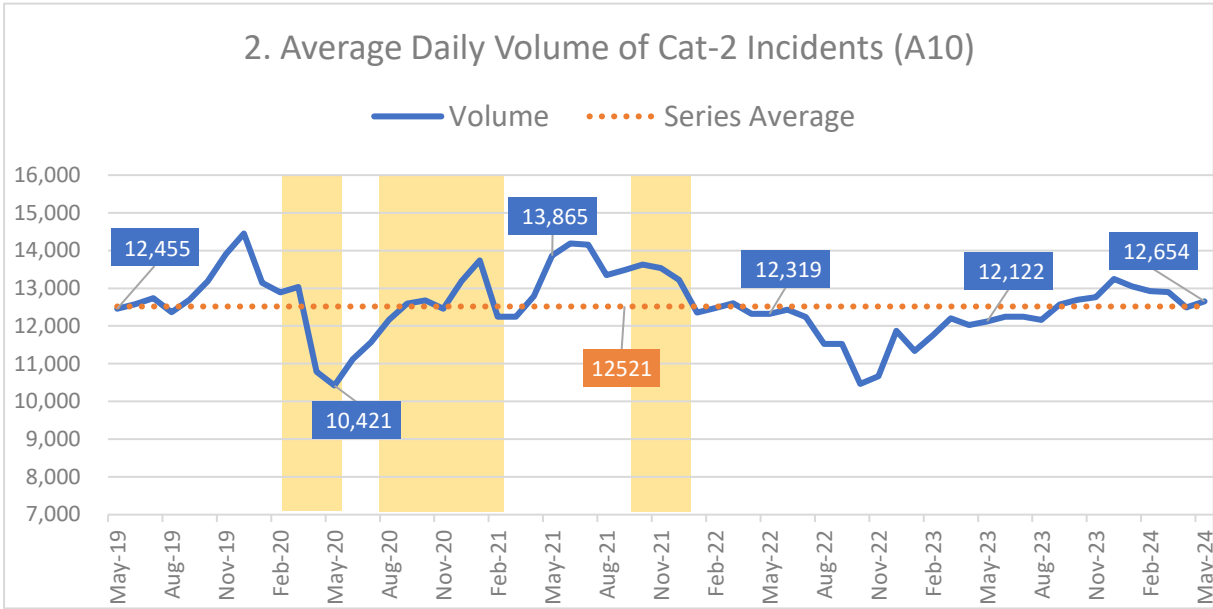
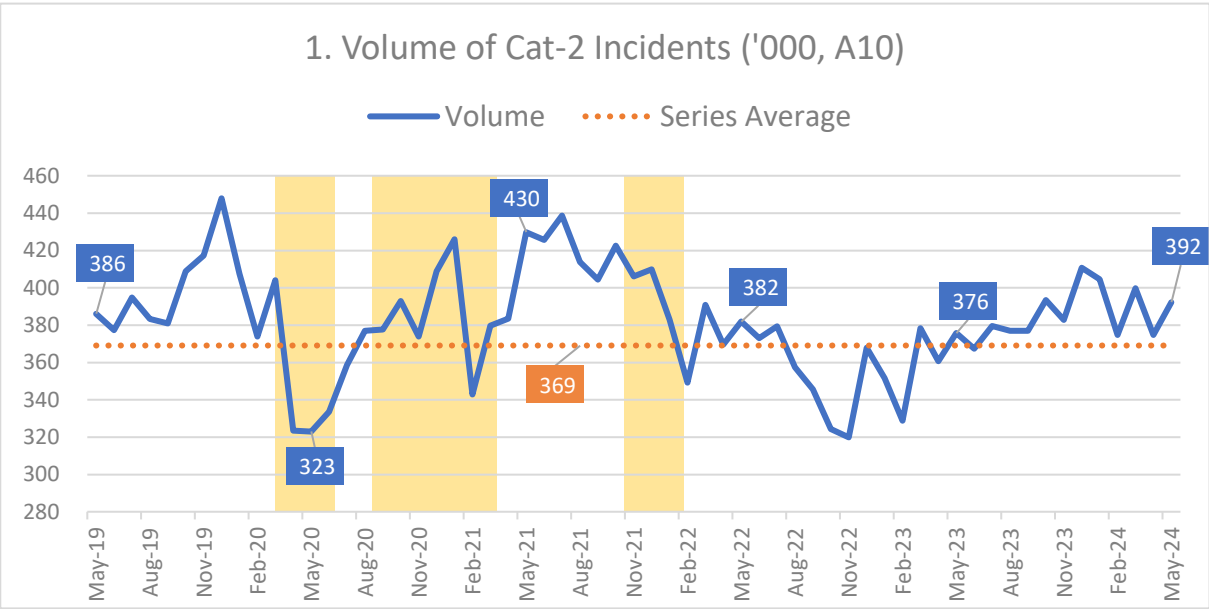
Change from May 2023
+6 thousand

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



14. Demand: Category-2 Incidents (A10)

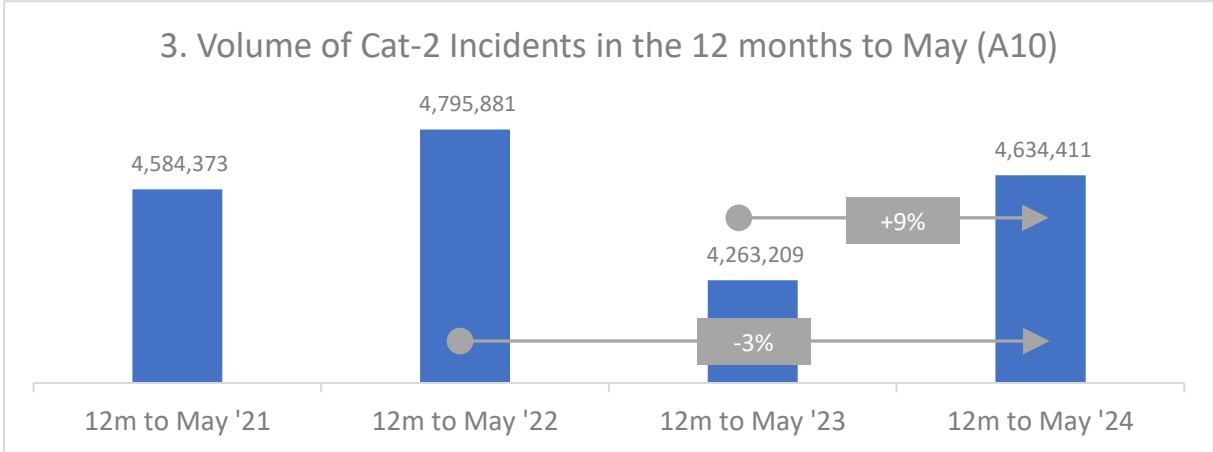
Having increased steadily throughout 2023, Category-2 incident volume has decreased in 2024 (most notable in the average daily volume time-series). May saw volume increase to 392-thousand, the equivalent of 12,654 incidents each day across the month.



Monthly Volume for May 2024: Fast Facts

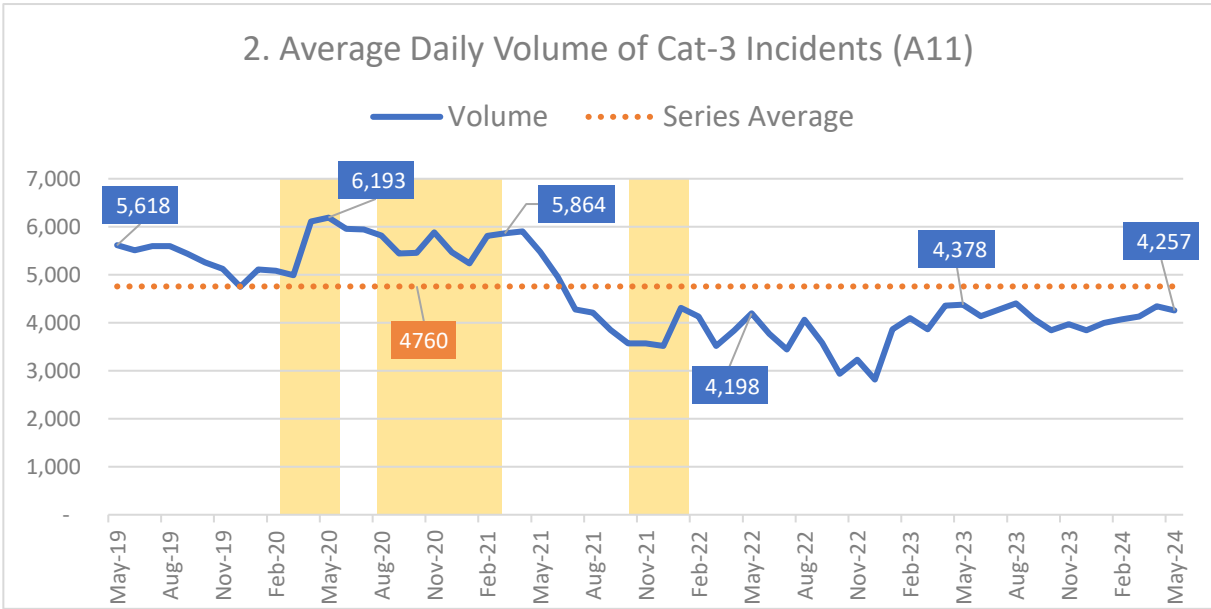
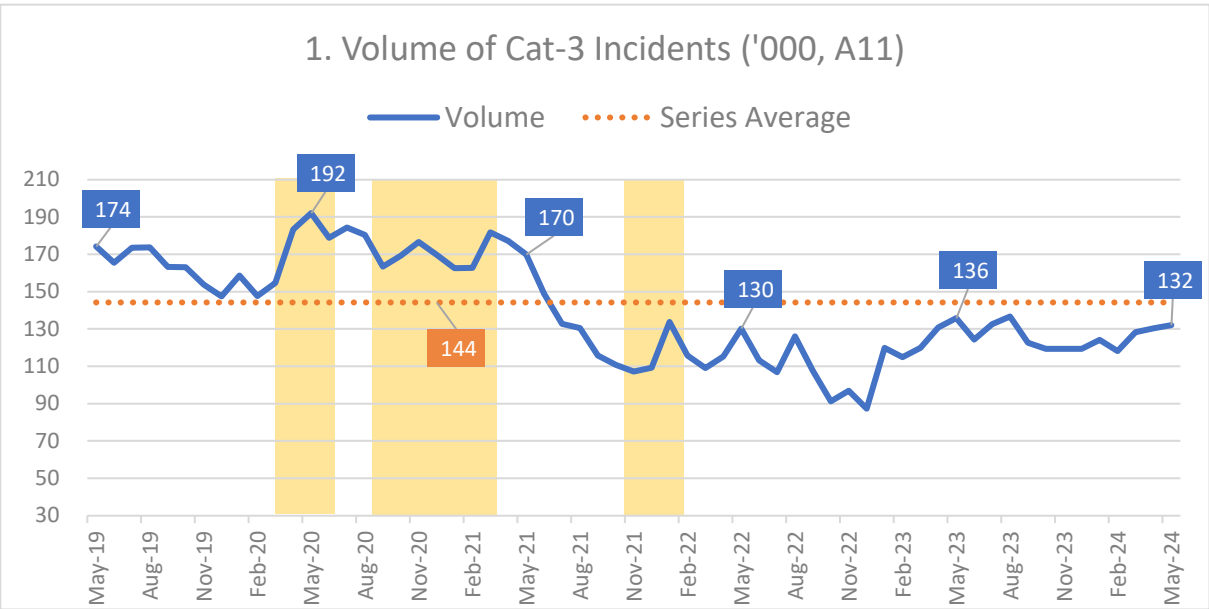
Rank in series to-date 24 th highest	Change from Apr 2024 +18 thousand	Change from May 2023 +16 thousand
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Yellow areas show COVID waves in the UK: source ONS.



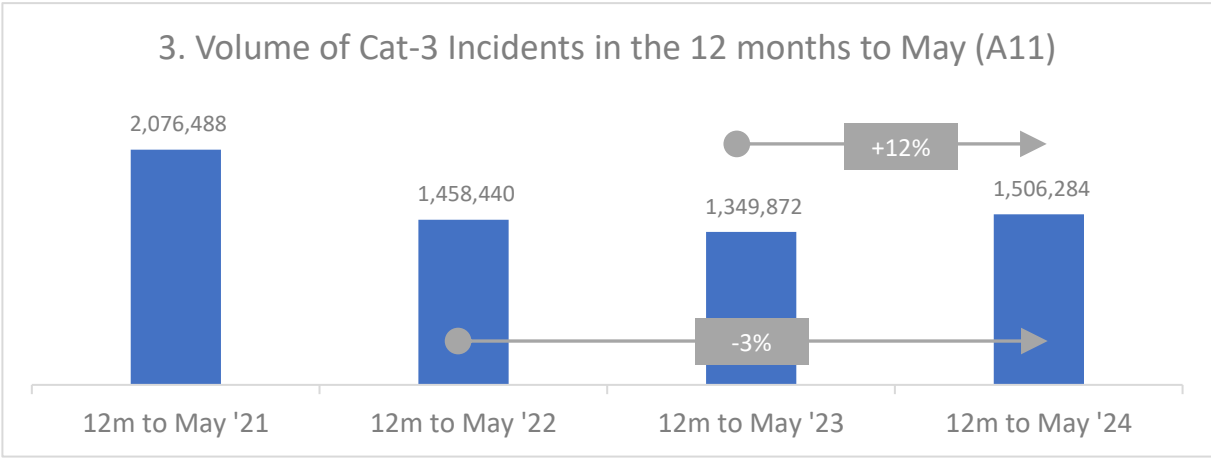
15. Demand: Category-3 Incidents (A11)

Category-3 volume has remained relatively flat over the past year – especially at the average daily level. This measure saw incidents decrease by 86 between and May, and by 122 between May 2024 and the same month last year.



Monthly Volume for May 2024: Fast Facts

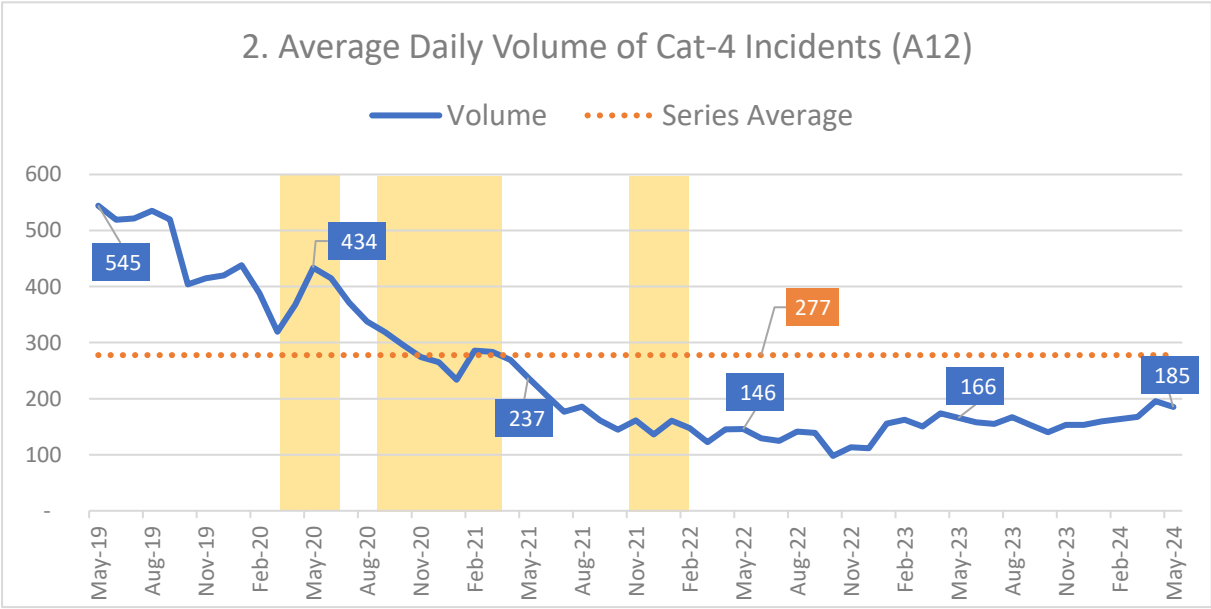
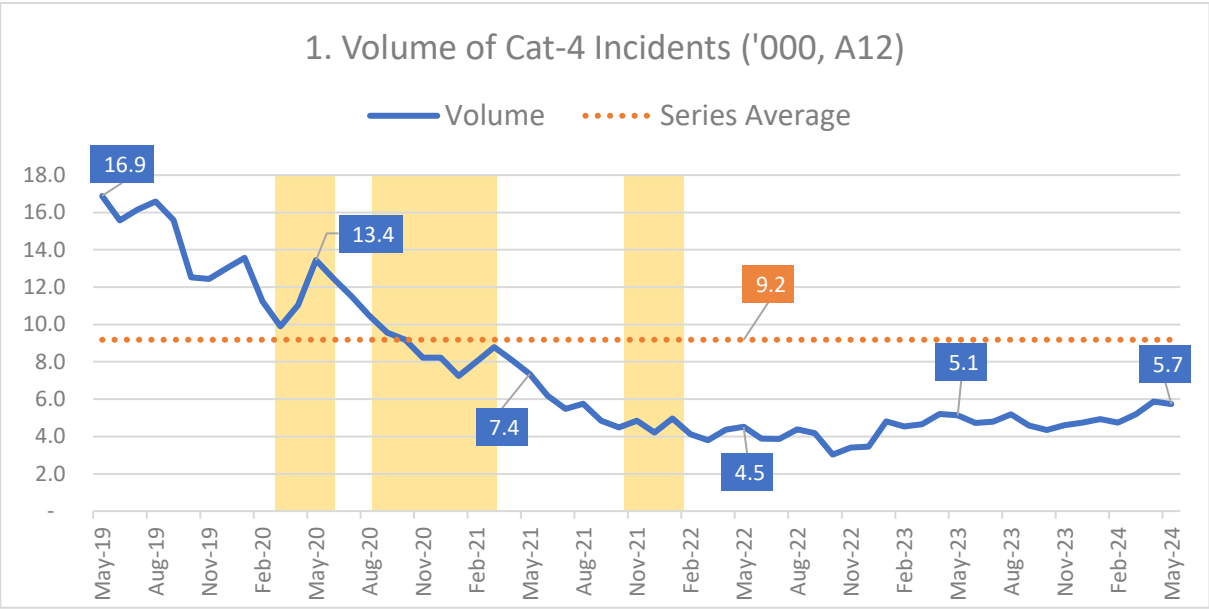
Rank in series to-date 48 th highest	Change from Apr 2024 +2 thousand	Change from May 2023 -4 thousand
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Yellow areas show COVID waves in the UK: source ONS.

16. Demand: Category-4 Incidents (A12)

Category-4 has also seen a flatter 12-months, with just 19 more incidents each day in May 2024 compared with the same time last year.



Monthly Volume for May 2024: Fast Facts

Rank in series to-date

45th highest

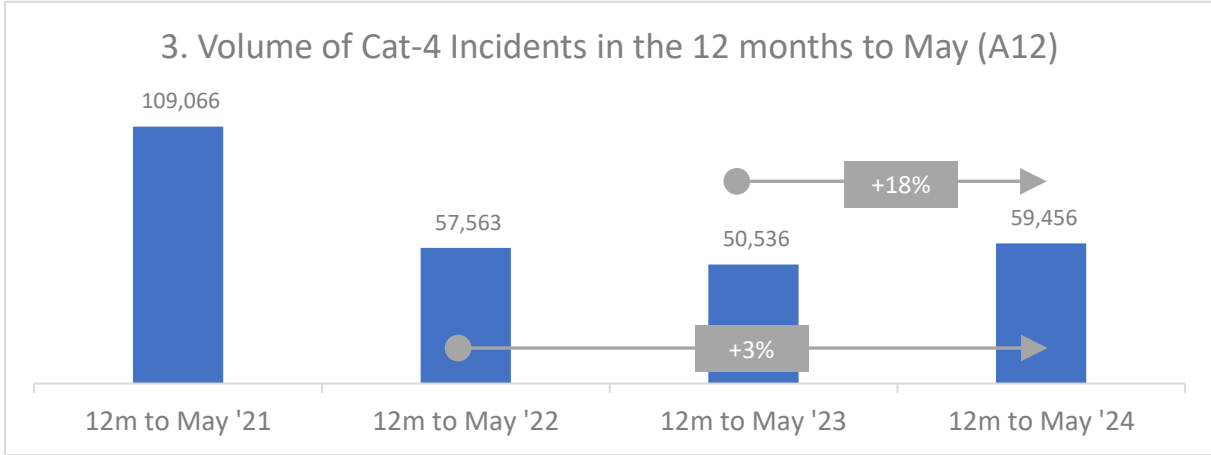
Change from Apr 2024

-130 incidents

Change from May 2023

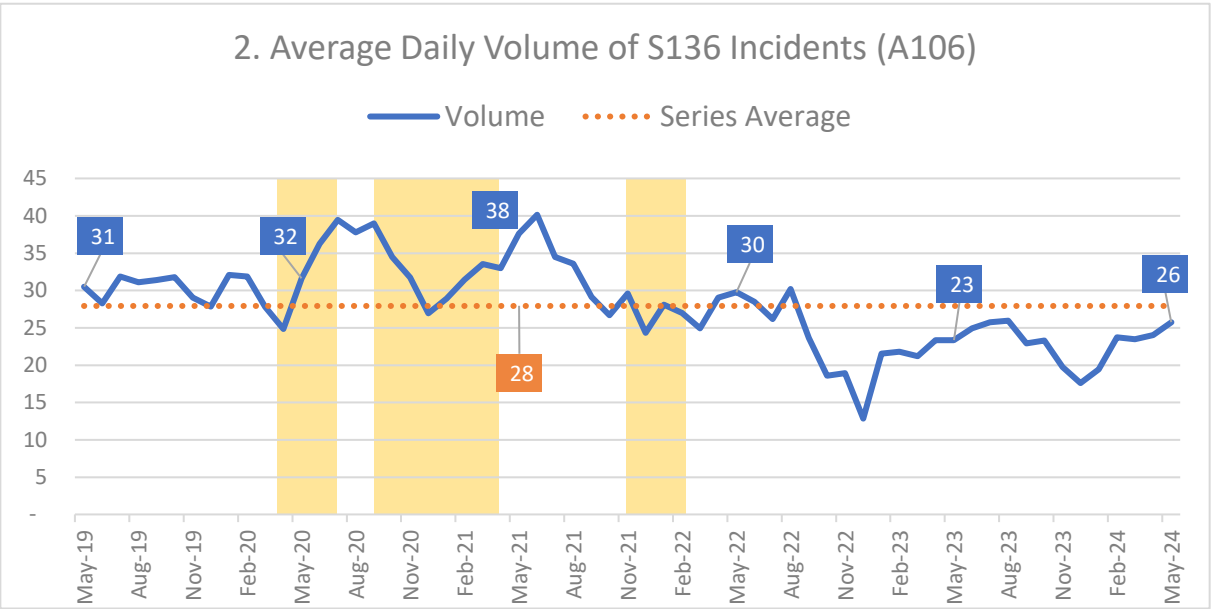
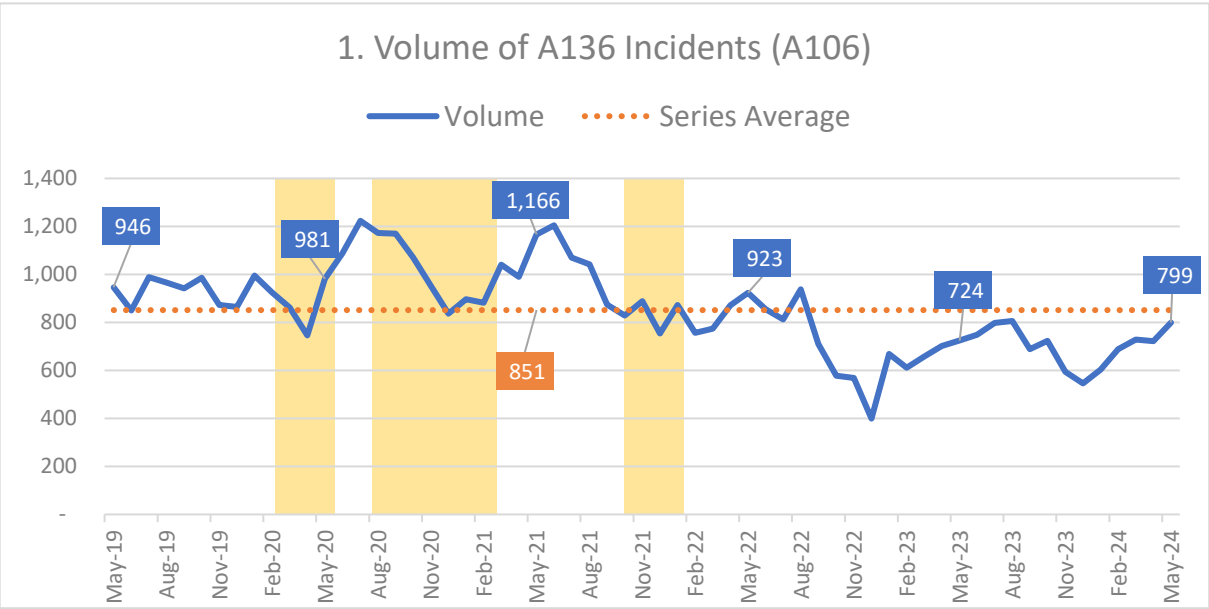
+602 incidents

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



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

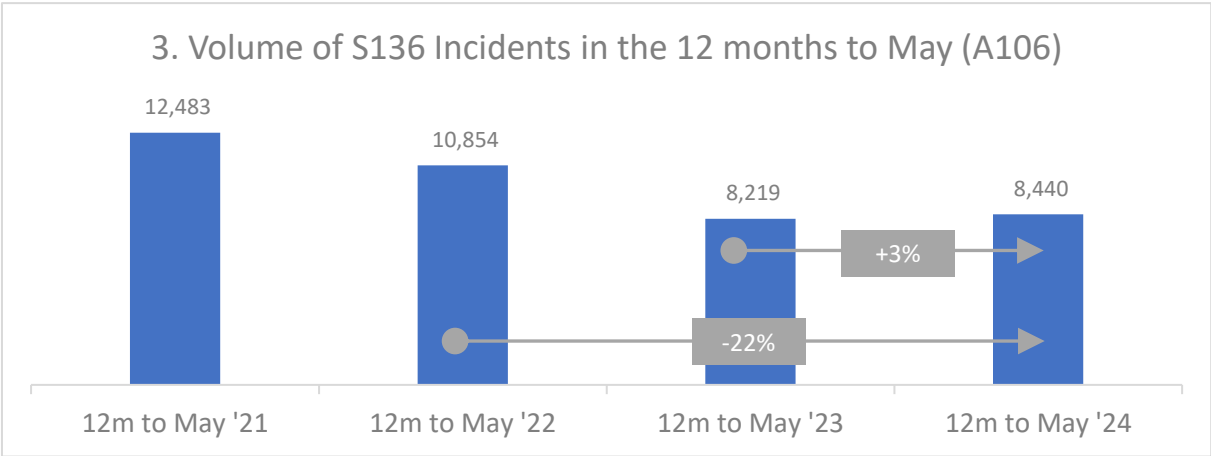
Section 136 incidents reached their highest volume since September 2023, with 799 across the month, or 26 each day. 88-percent of these were transported, a figure that has remained relatively consistent over the past 12-months (not shown, but available on request).



Monthly Volume for May 2024: Fast Facts

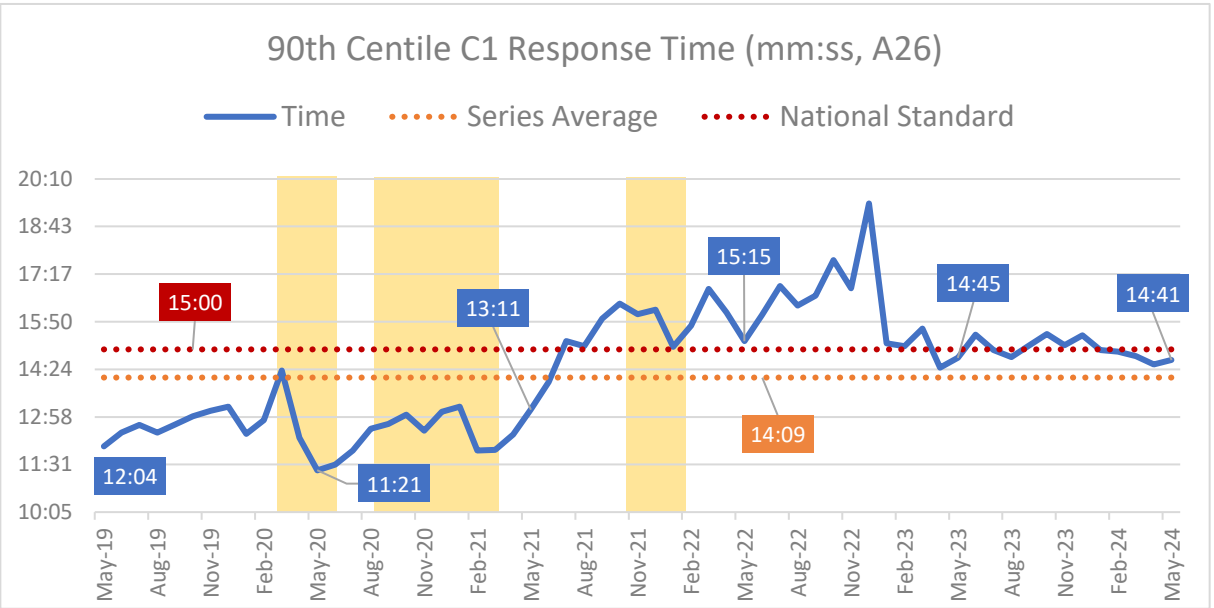
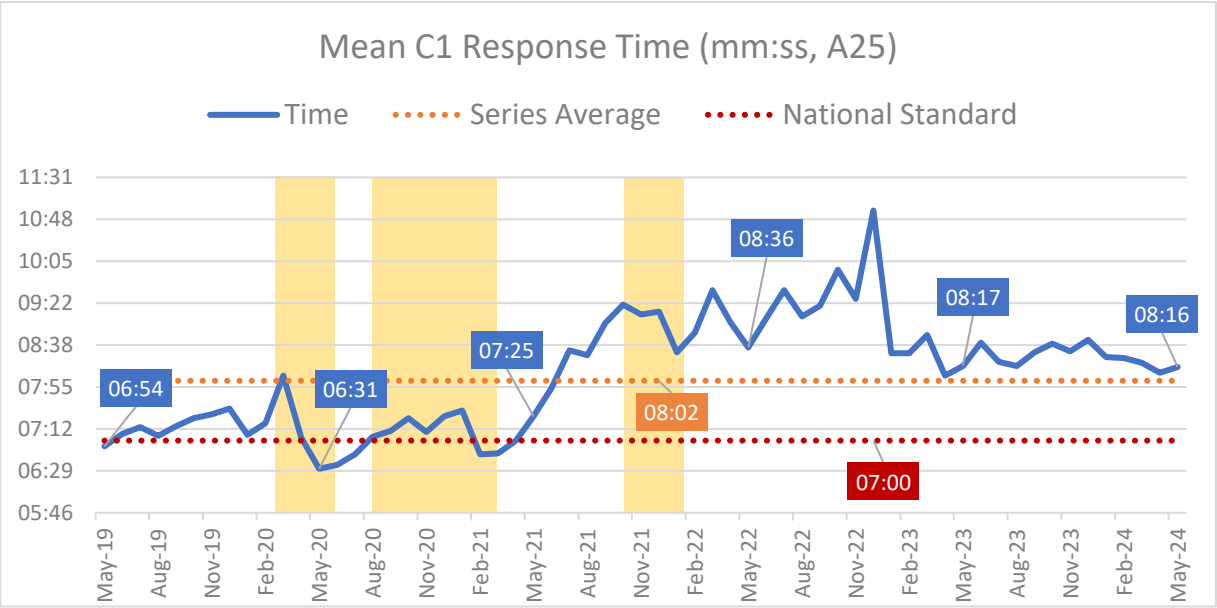
Rank in series to-date 48 th highest	Change from Apr 2024 +78 incidents	Change from May 2023 +75 incidents
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Yellow areas show COVID waves in the UK: source ONS.



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

Despite an increase in volume, Category-1 response times remained relatively steady in May – the mean slowing by six-seconds (to 00:08:16) and the 90th Centile by 8 seconds to (00:14:41). This latter measure has now trended below the national standard of 15-minutes since the start of 2024.



Mean Response Time for May 2024: Fast Facts

Rank in series to-date	Change from Apr 2024	Change from May 2023
38th slowest	6 secs slower	1 secs faster

90th Centile Response Time for May 2024: Fast Facts

Rank in series to-date:	Change from Apr 2024	Change from May 2023
36th slowest	8 secs slower	4 secs faster

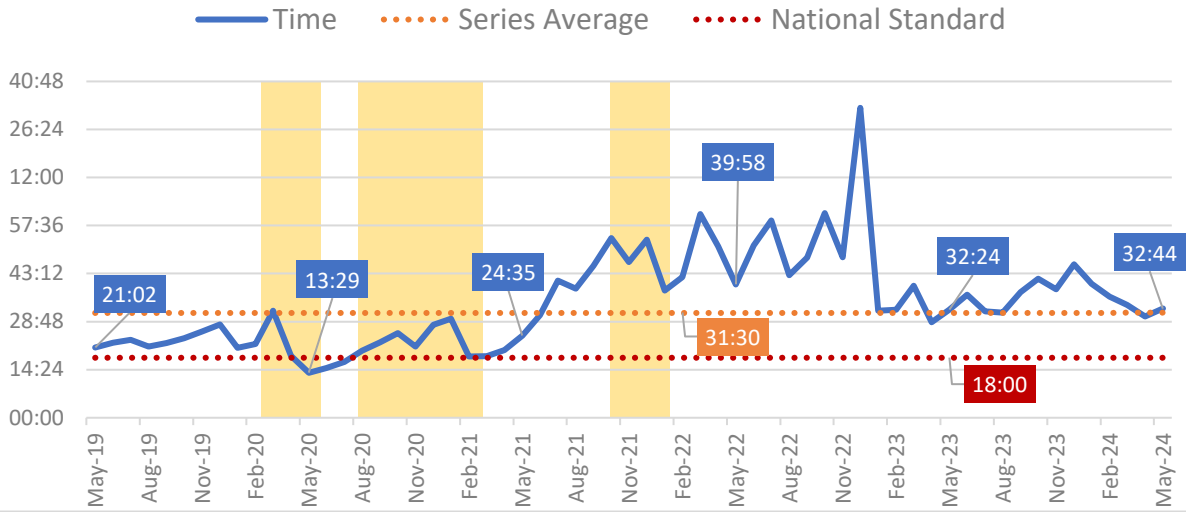
Yellow areas show COVID waves in the UK: source ONS.



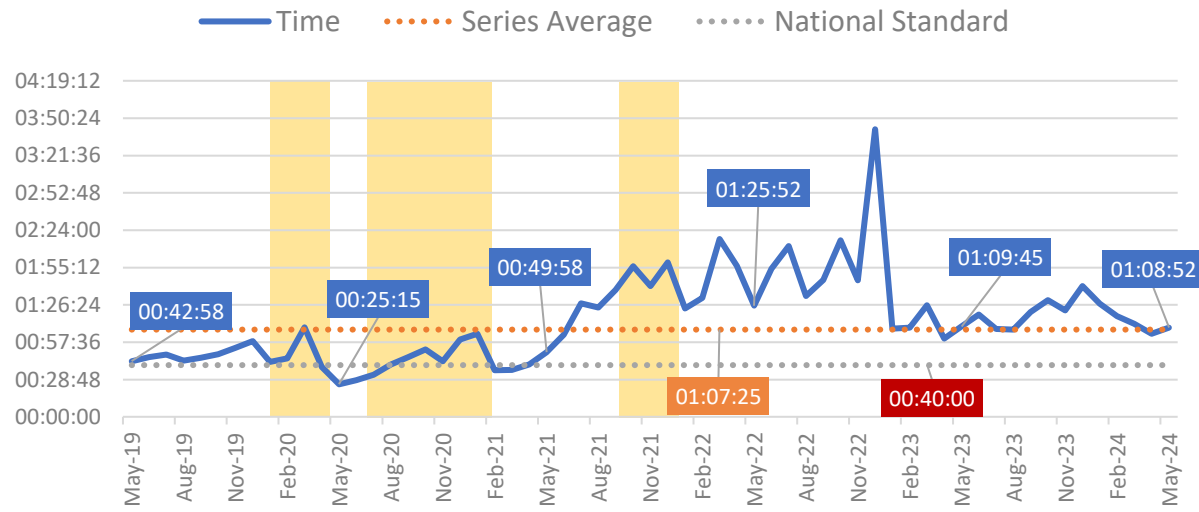
19. Demand: Category-2 Response Times (Measures A31 and A32)

Relatively small increase were seen in response time for Category-2 incidents – two-minutes slower for the mean, and four-minutes slower for the 90th Centile. Both continue to remain slower the respective national standards by some margin.

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



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



Mean Response Time for May 2024: Fast Facts

Rank in series
to-date
38th slowest

Change from
Apr 2024
2 mins slower

Change from
May 2023
20 secs slower

90th Centile Response Time for May 2024: Fast Facts

Rank in series
to-date:
34th slowest

Change from
Apr 2024
4 mins slower

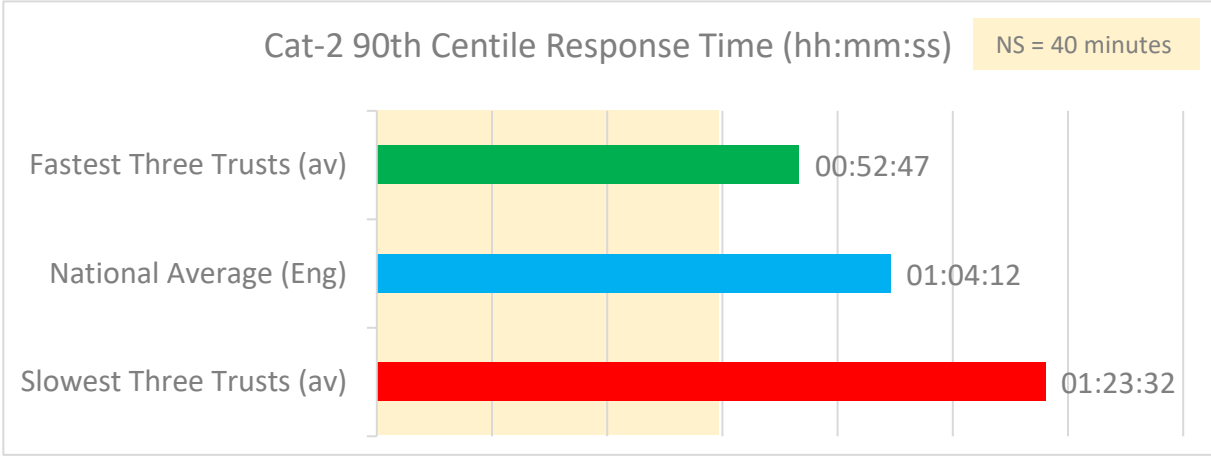
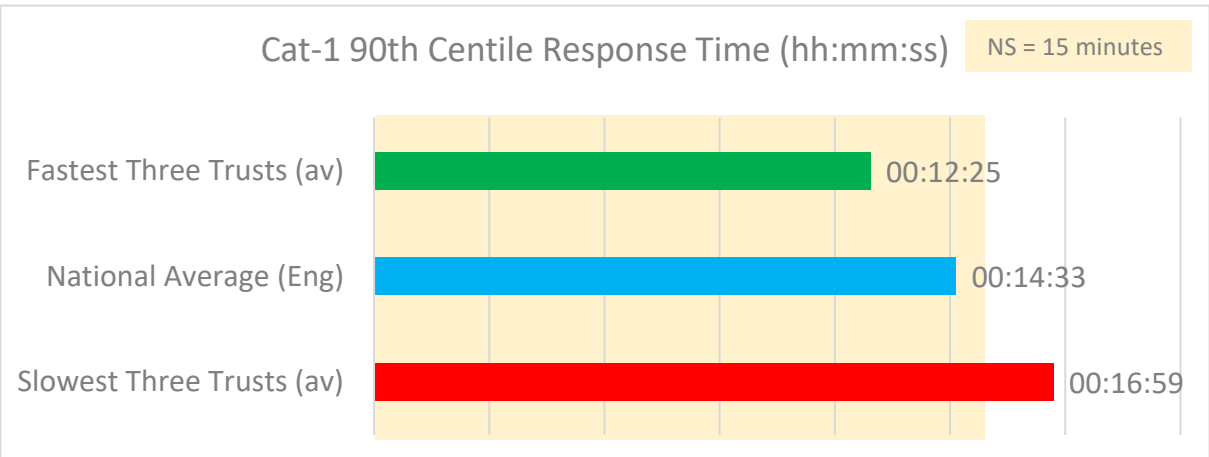
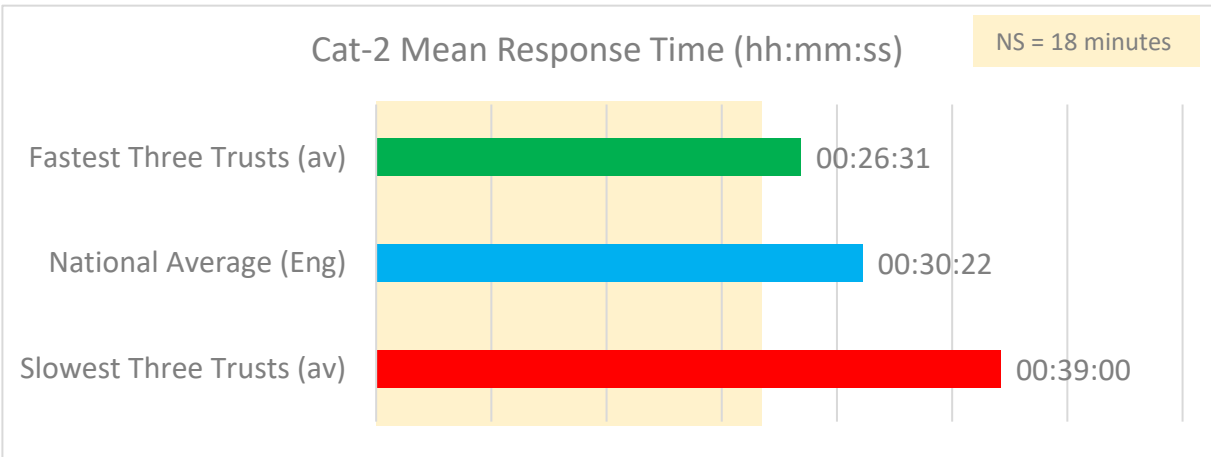
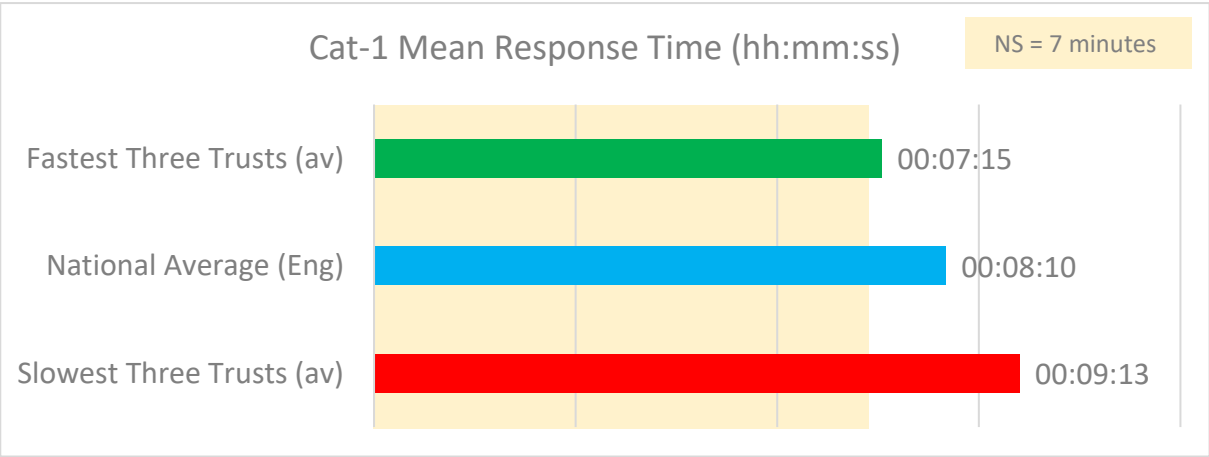
Change from
May 2023
1 min faster

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



20. Category-1 and Category-2 Response Time, Range - May 2024

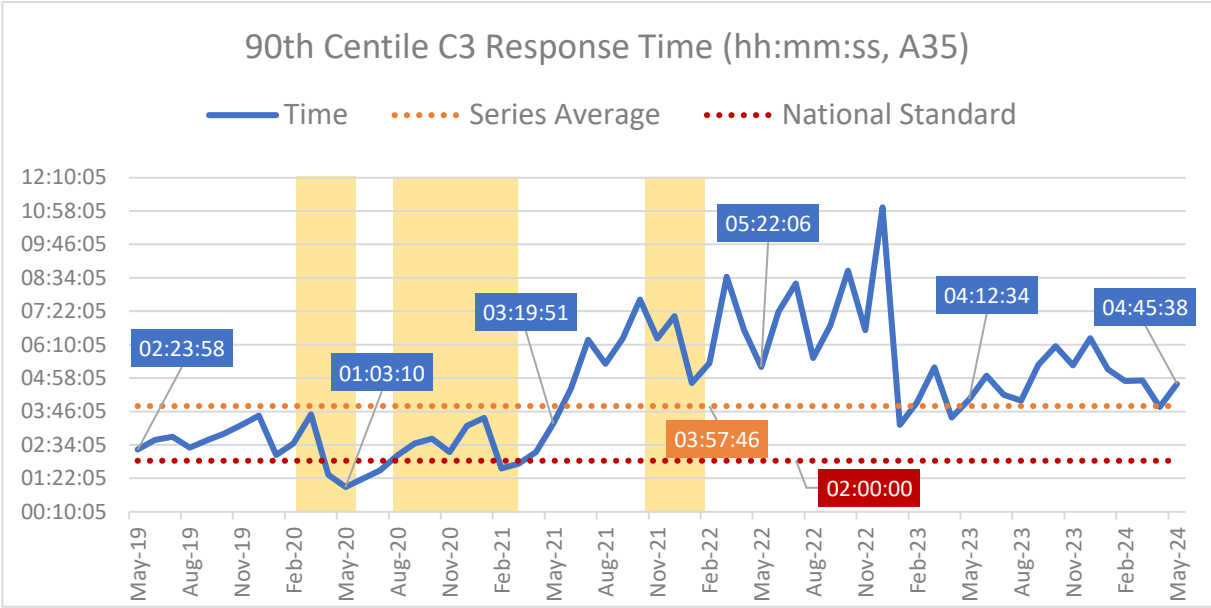
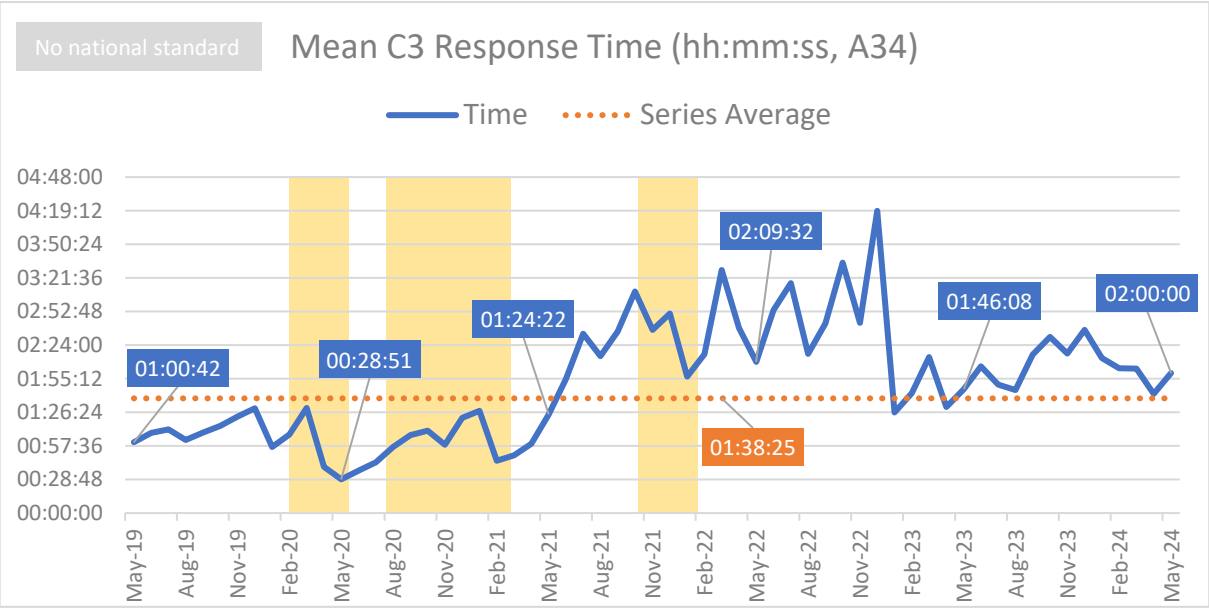
Outlying trusts show variation in response times – for Category-1 there is a two minute difference for trusts at either end of the range (with those in the fastest group just 15-seconds slower than the national standard). For Category-2 there is a 13-minute difference at either end of the range for the mean response time.



Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes IoW..

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

Category-3 mean response slowed by 18-minutes in May 2024, while the 90th Centile was 50-minutes slower. This latter returned a national average of 04:45:38 – more than twice the national standard of two-hours.

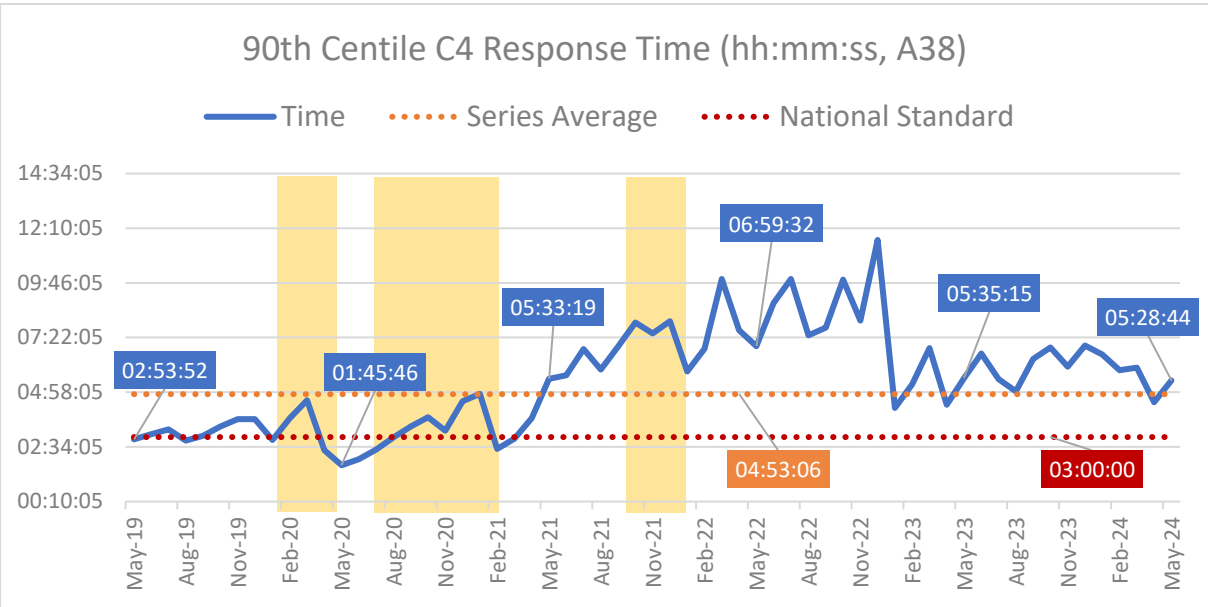
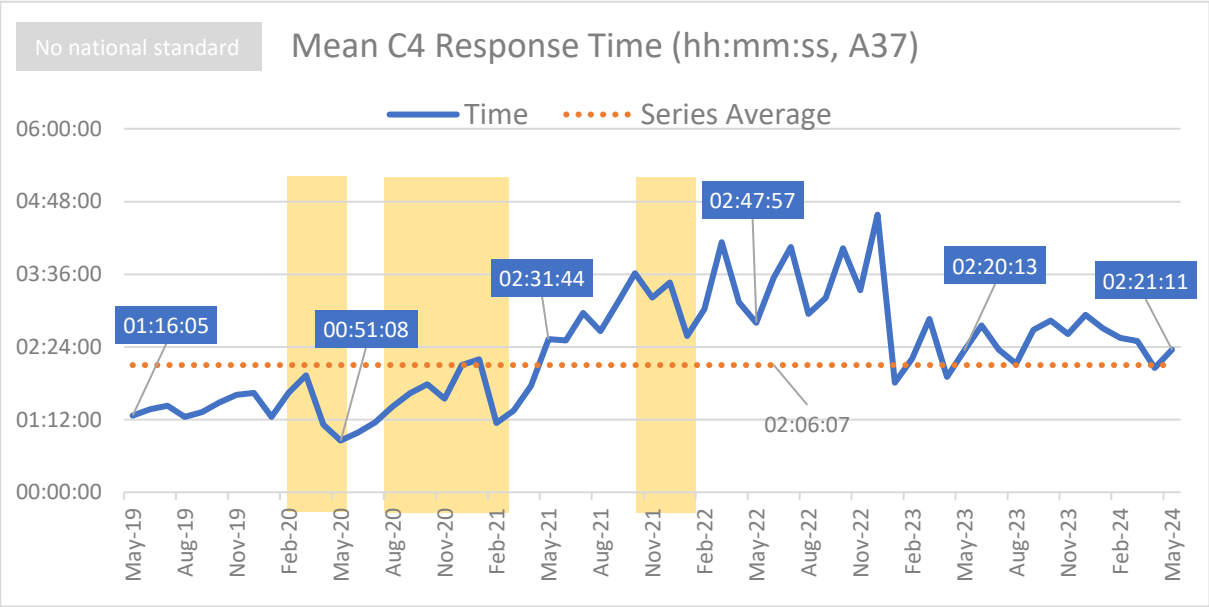


Yellow areas show COVID waves in the UK: source ONS.



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

Category-4 response similarly slowed – by 18-minutes for the mean, and nearly an hour for the 90th centile. Both times are similar to those seen in May 2023.



Mean Response Time for May 2024: Fast Facts

Rank in series to-date 31 st slowest	Change from Apr 2024 18 mins slower	Change from May 2023 1 min slower
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90th Centile Response Time for May 2024: Fast Facts

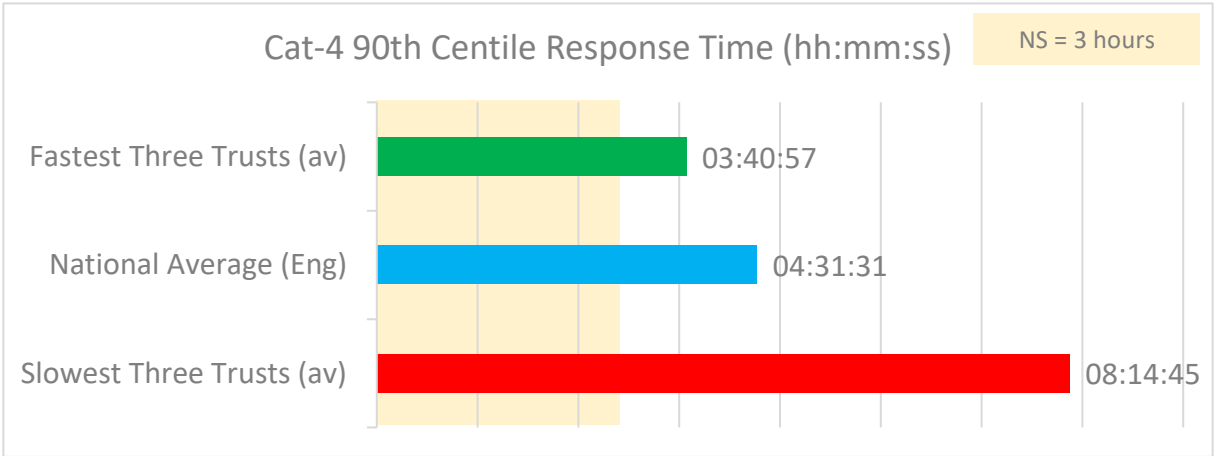
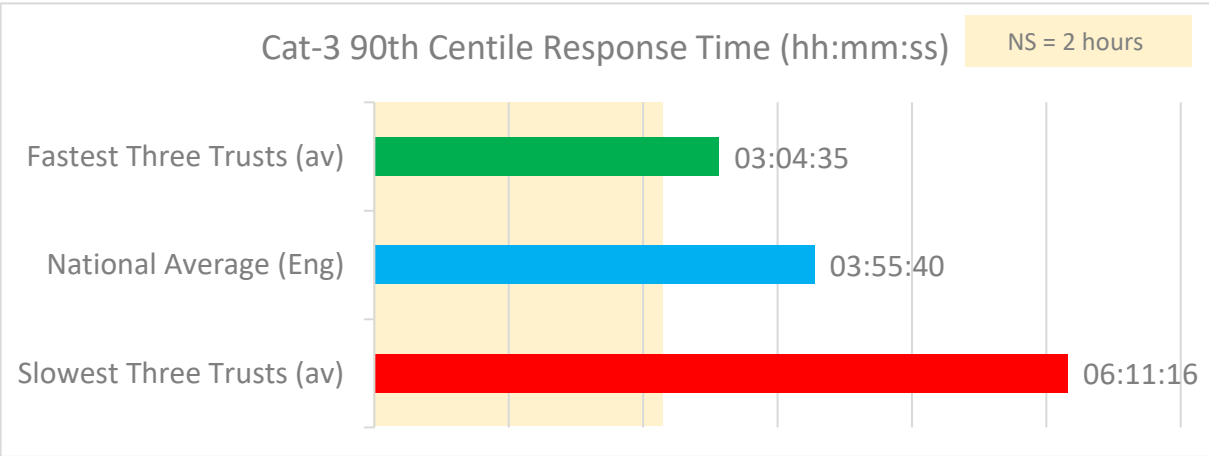
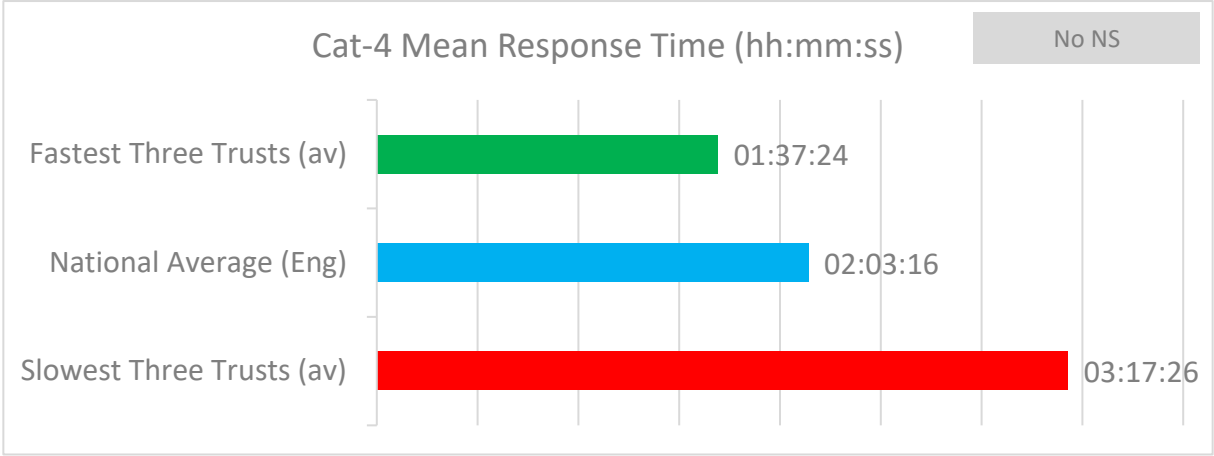
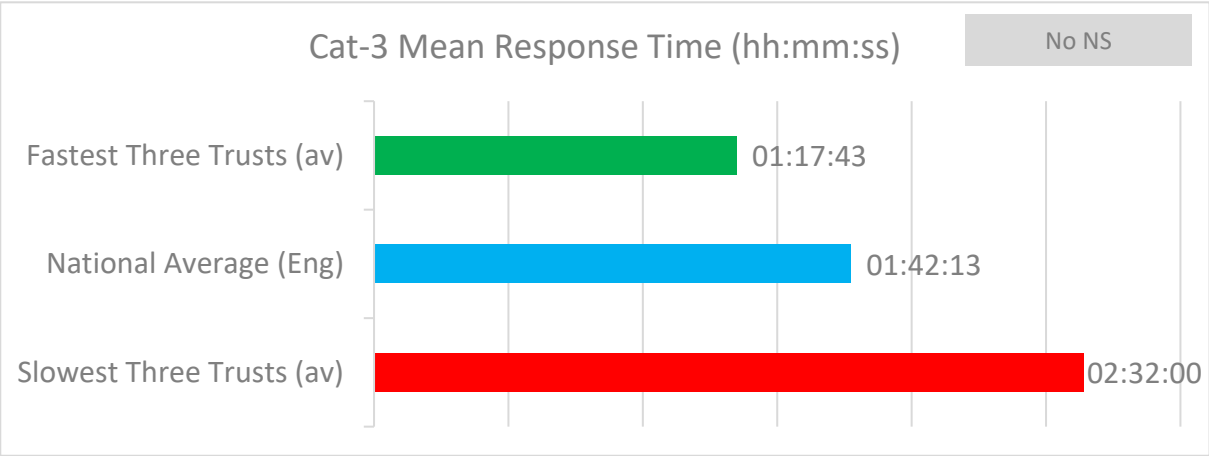
Rank in series to-date: 32 nd slowest	Change from Apr 2024 57 mins slower	Change from May 2023 6 mins faster
---	--	---------------------------------------

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



23. Category-3 and Category-4 Response Time, Range - May 2024

The variation in mean response across the range for these categories was more pronounced than Categories 1 and 2. For Category-3 this difference was well over an hour, for Category-4 around two hours. For the 90th Centile measures, this difference was even greater – more than double in each case.

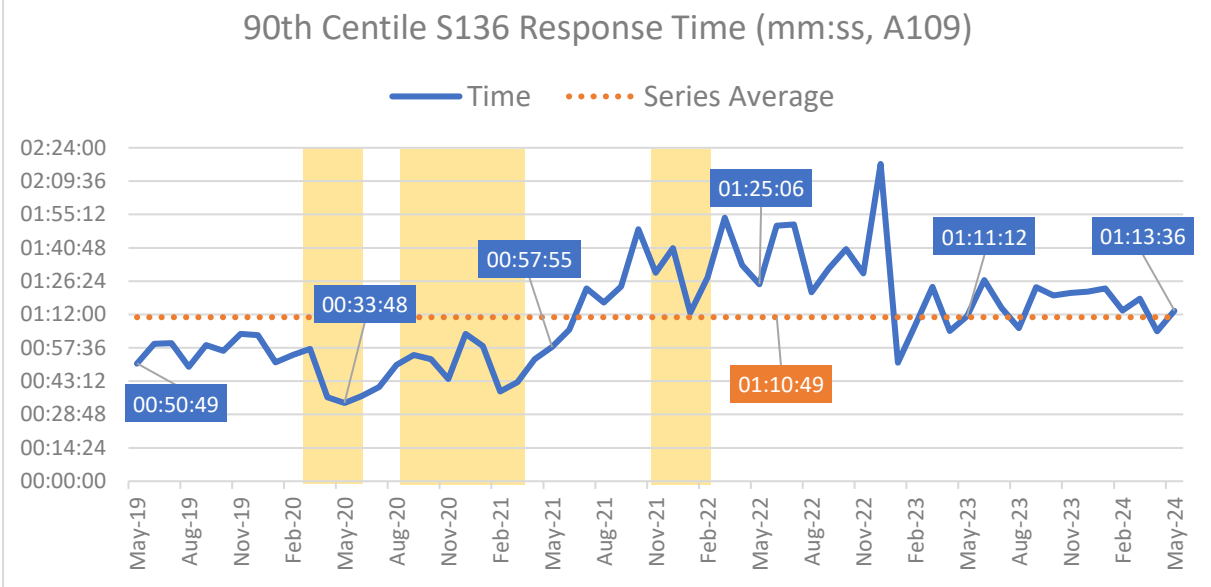
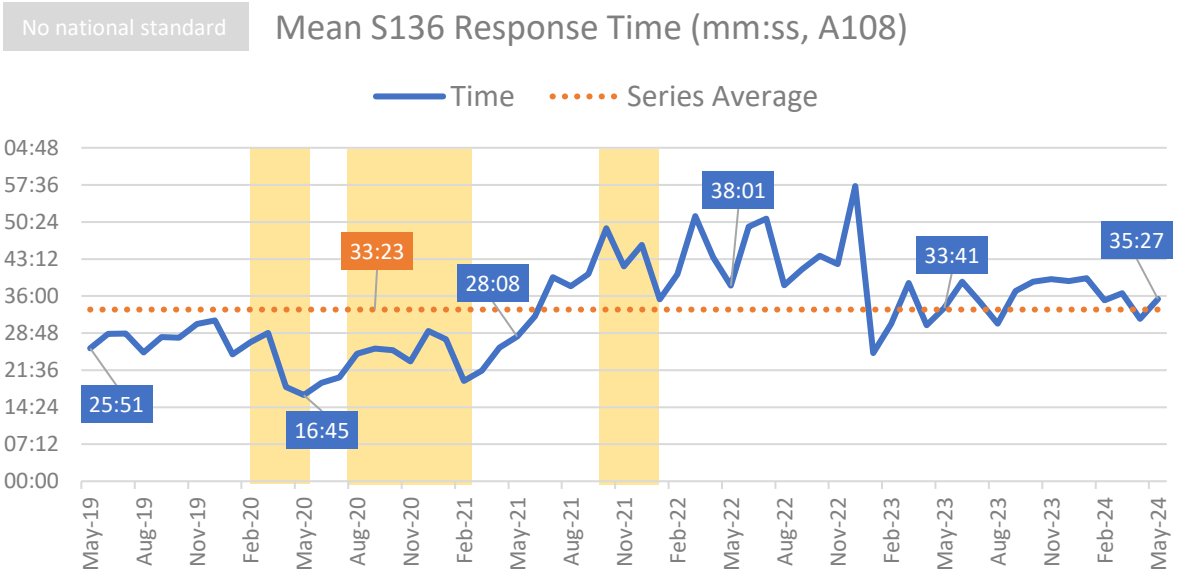


Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes IoW..



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

As with all other Categories, response times for Section 136 incidents slowed in May – by four-minutes for the mean, and nine for the 90th Centile. Both are only a couple of minutes different from times recorded in May 2023.



Mean Response Time for May 2024: Fast Facts

Rank in series
to-date
26th slowest

Change from
Apr 2024
4 mins slower

Change from
May 2023
2 min slower

90th Centile Response Time for May 2024: Fast Facts

Rank in series
to-date:
28th slowest

Change from
Apr 2024
9 mins slower

Change from
May 2023
2 mins slower

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



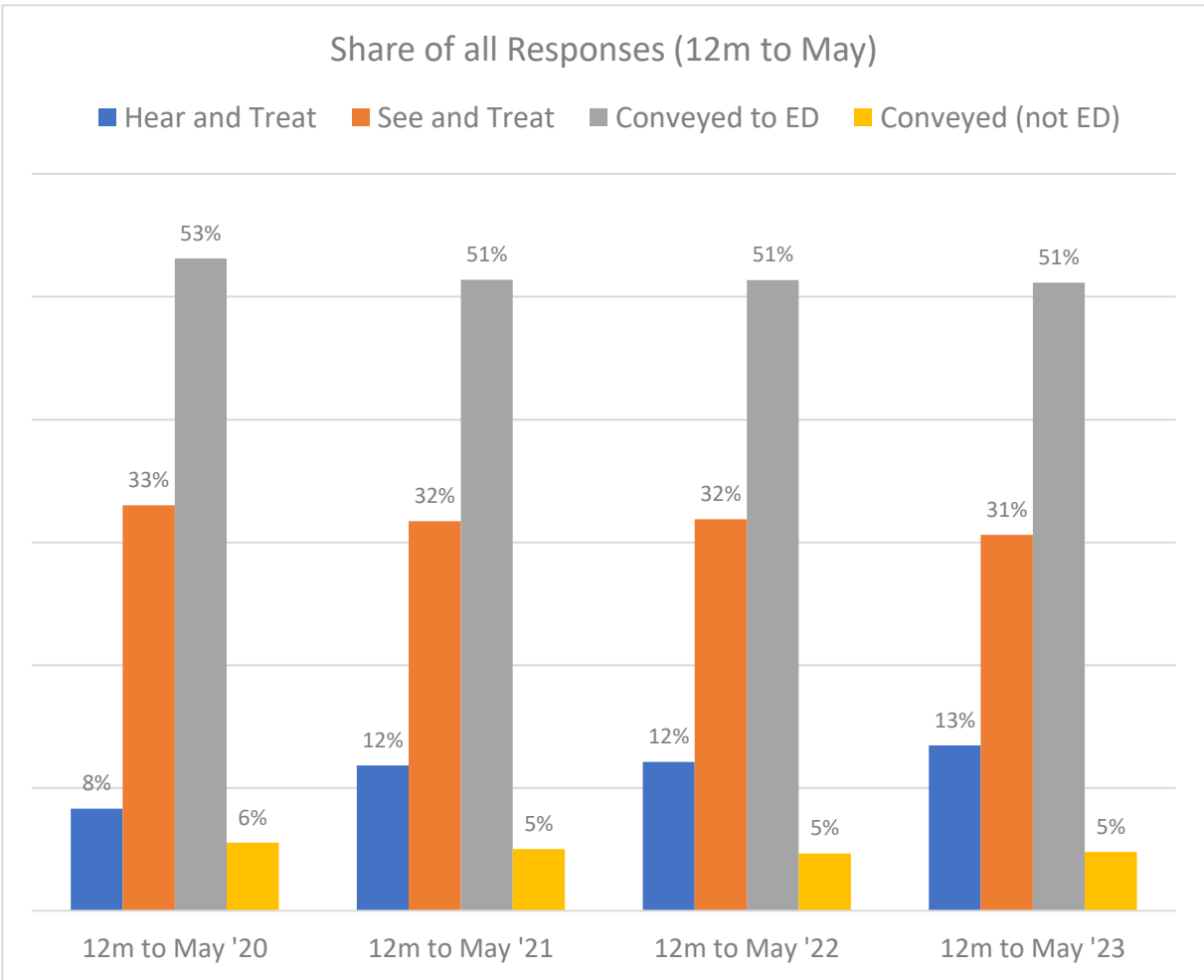
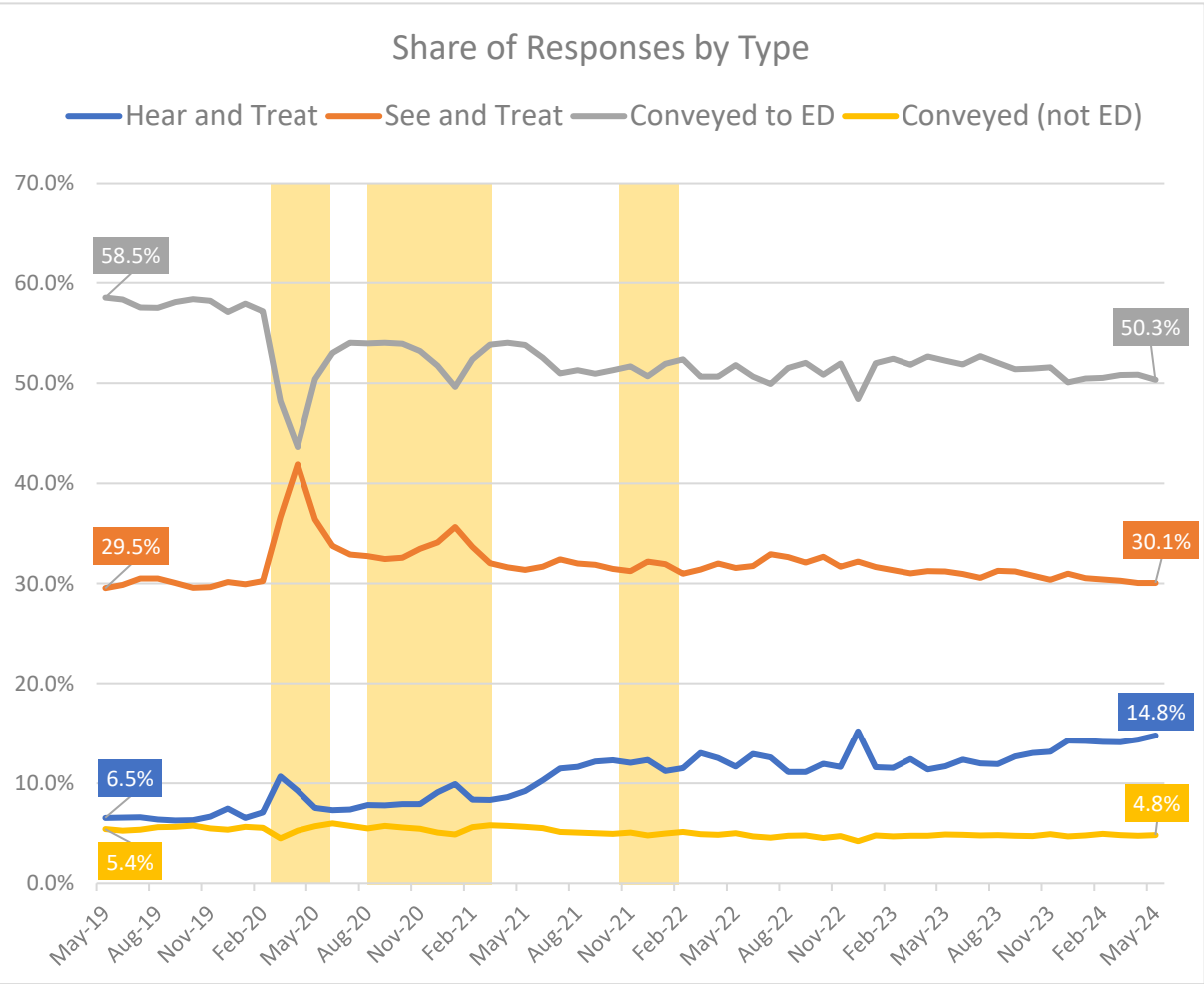
Section 3

Incidents by Response Outcome

- [Share of Response Outcomes](#)
- [Share of Responses, Range](#)
- [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](#)

26. Share of Response Outcomes

For the third consecutive month there was a slight increase (less than one-percent) in the proportion of Hear-and-Treat responses, while the proportion of patients conveyed to an Emergency Department (ED) saw a similarly small decrease.

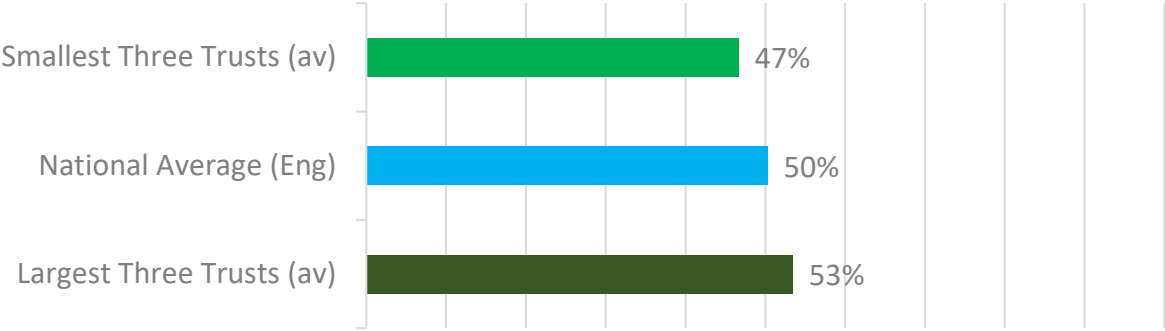


Yellow areas show COVID waves in the UK: source ONS.

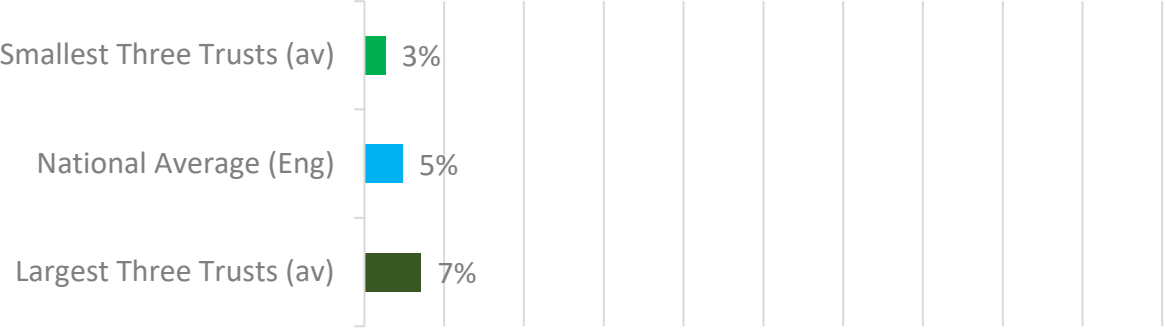
27. Share of Responses, Range - May 2024

Hear-and-Treat sees a difference of eight percentage points between trusts at either end of the range (with at one least trust nearing 1 in 5 responses in this group). Conveyance to ED is similarly varied, accounting for 47-percent of trusts at the lower end of the range (and at least one trust as low as 44-percent).

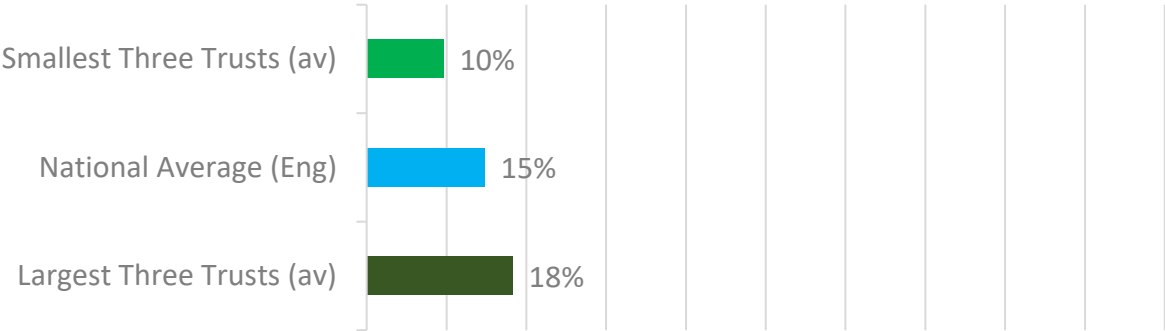
Conveyed to ED as Share of Responses (%)



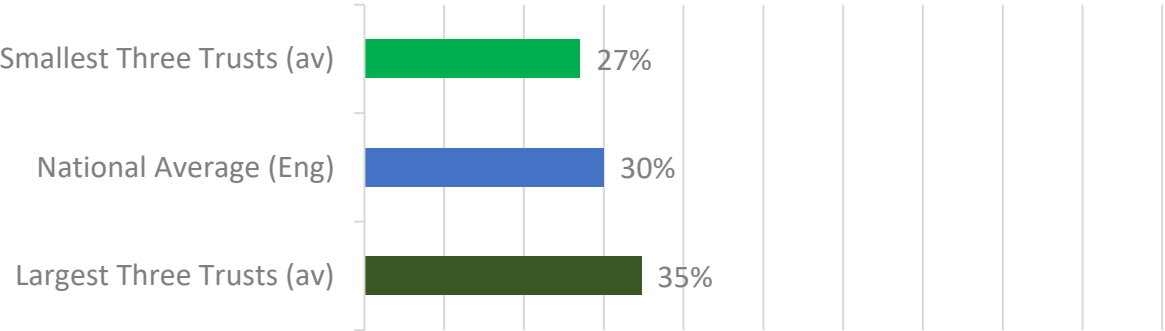
Conveyed Elsewhere as Share of Responses (%)



Hear and Treat as Share of Responses (%)



See and Treat as Share of Responses (%)

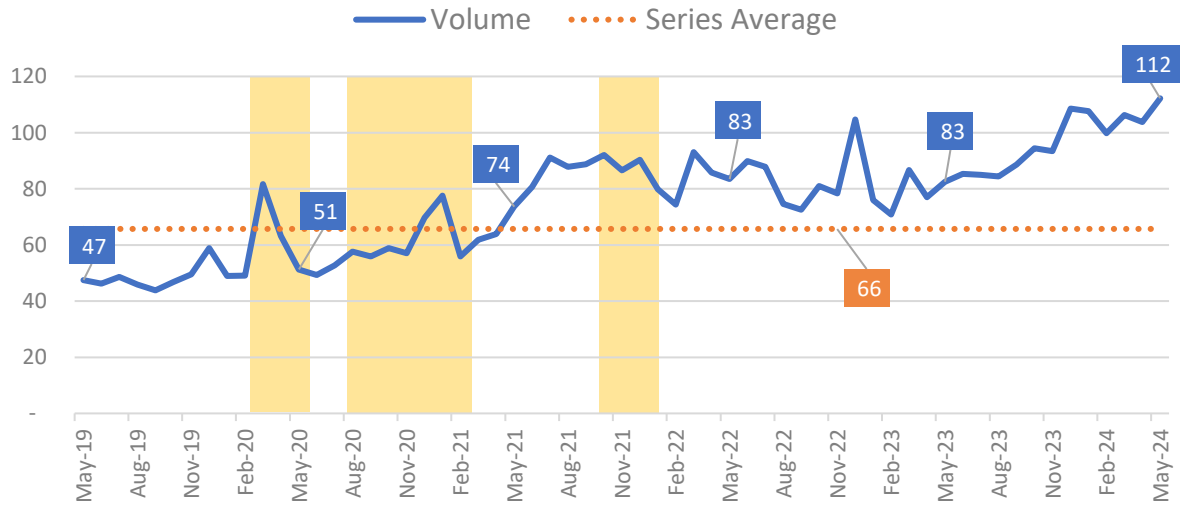


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes IoW..

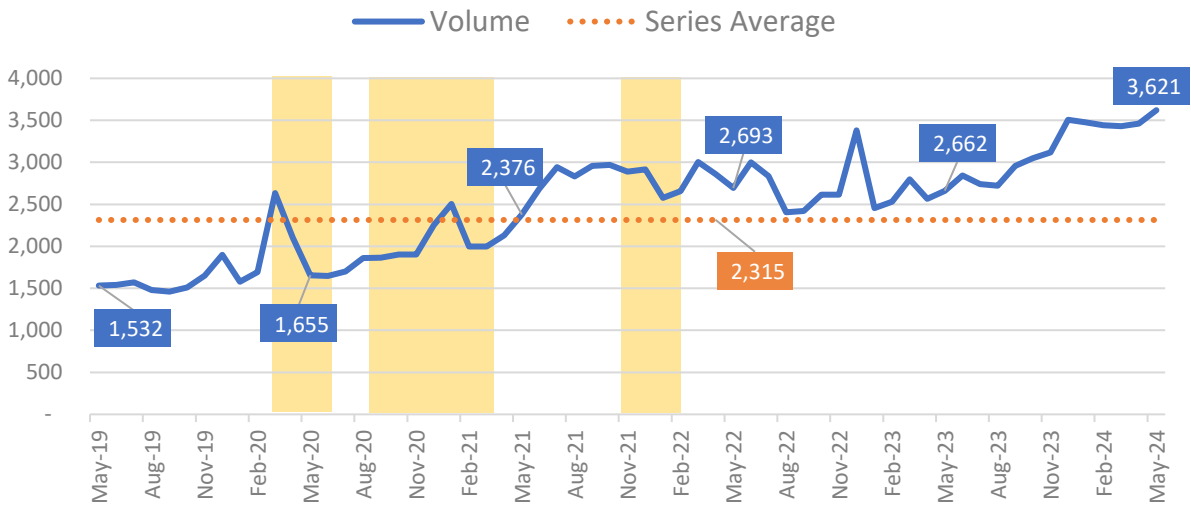
28. Hear and Treat (measure A17)

May 2024 saw more Hear-and-Treat responses than any other month on record, with 112-thousand across the month. This is a difference of 30-thousand compared with May 2023, and is the equivalent of 3,621 each day.

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



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



Monthly Volume for May 2024: Fast Facts

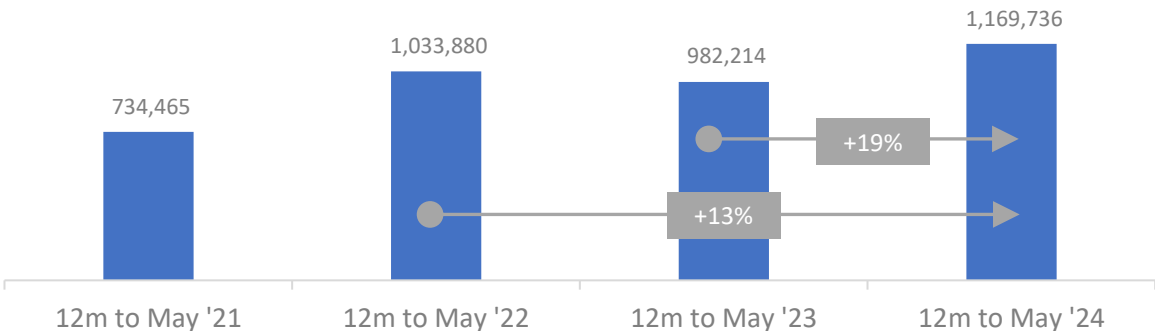
Rank in series
to-date
First

Change from
Apr 2024
+8 thousand

Change from
May 2023
+30 thousand

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

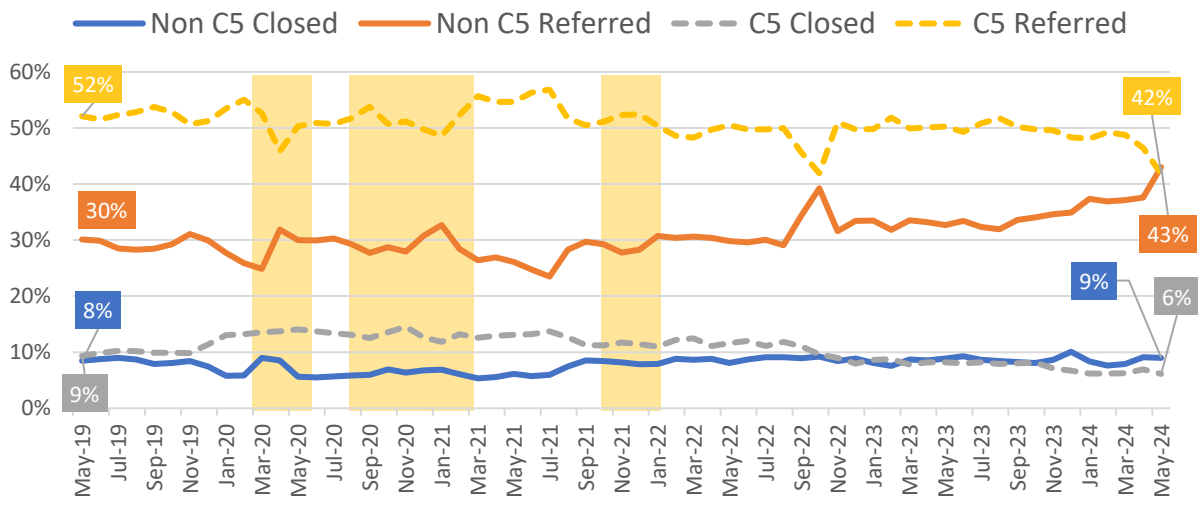
3. Volume of H&T Responses in the 12 months to May (A17)



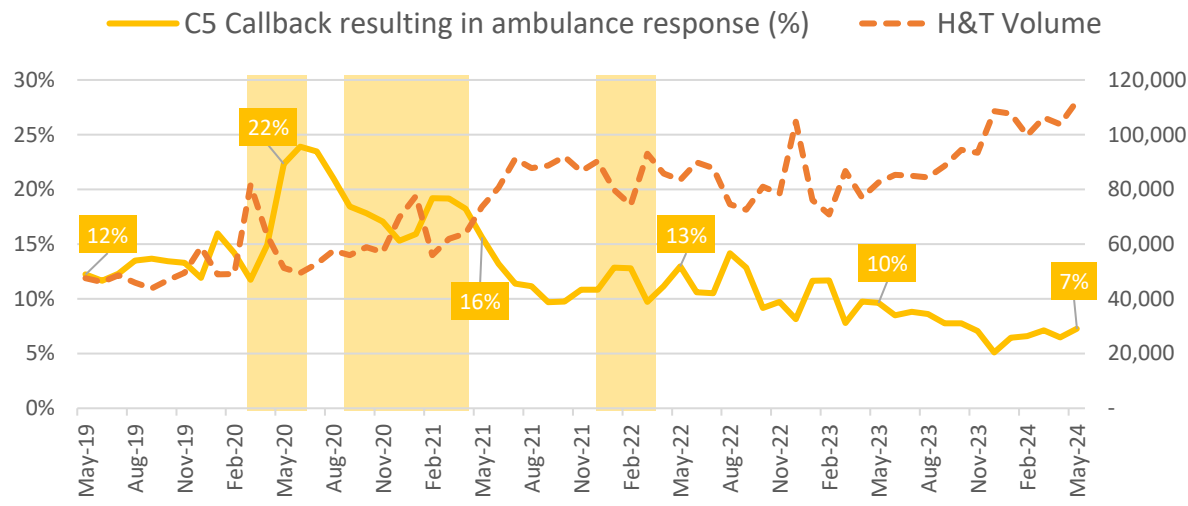
29. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

The percentage of clinical referrals was 42-percent in May – the lowest since October 2022. Of those referrals, it was determined that seven-percent required an ambulance response, a proportion nearly half that seen two years ago (and a third of that during the first wave of the Covid-19 in 2020).

1. Share of H&T Responses by Outcome (A18, A19, A21, A22)



2. C5 Referrals Resulting in Ambulance Response (A23/A17)



Average for the 12-months to...

May 2020

All Closed

= 19%

All Referred

= 81%

May 2024

All Closed

= 16%

All Referred

= 84%

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

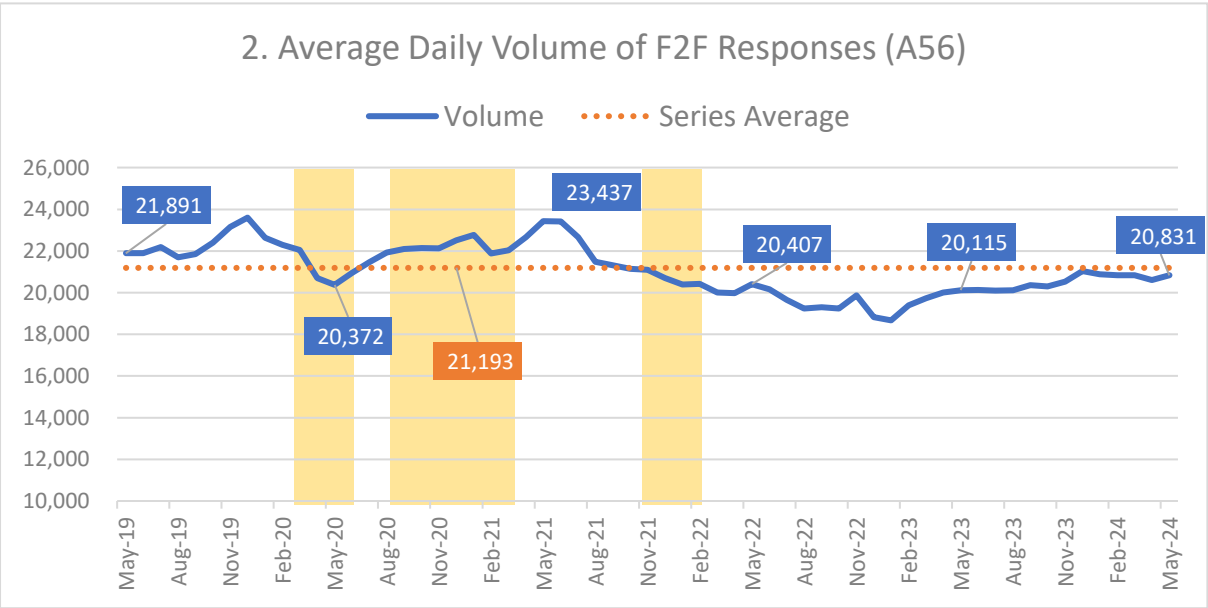
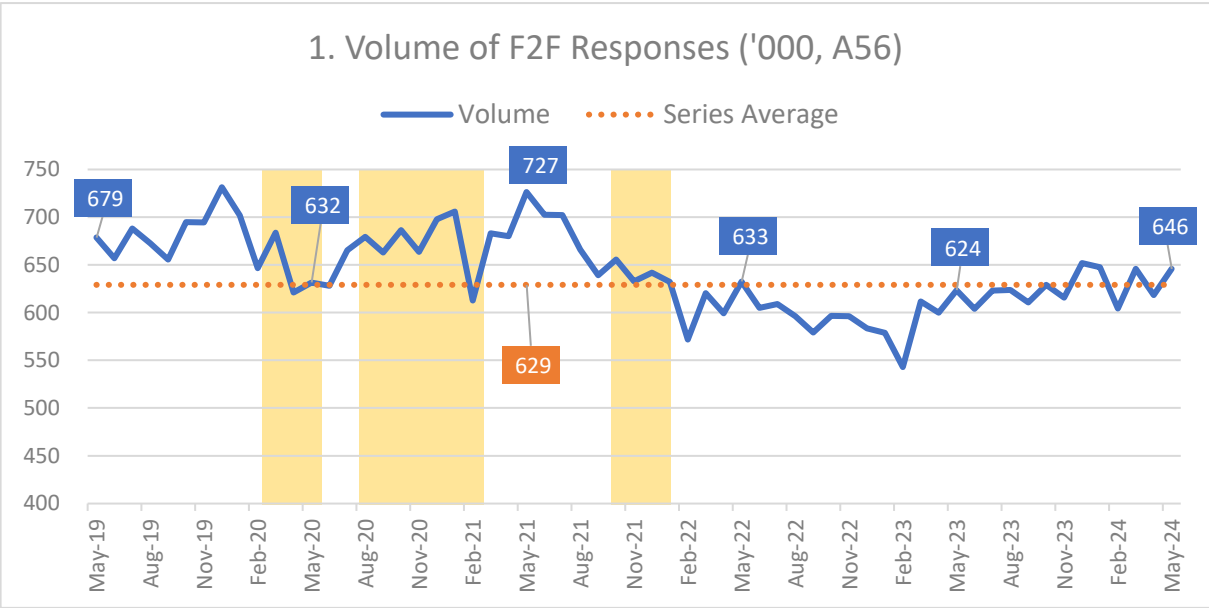
Definitions (colours relate to trend lines in above charts).

- **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.



30. Face to Face (measure A56)

Face-to-Face responses increased by 28-thousand to reach 646-thousand in May. The annualised data show there were just under 400-thousand more of these responses in the most recent period, compared with the previous.



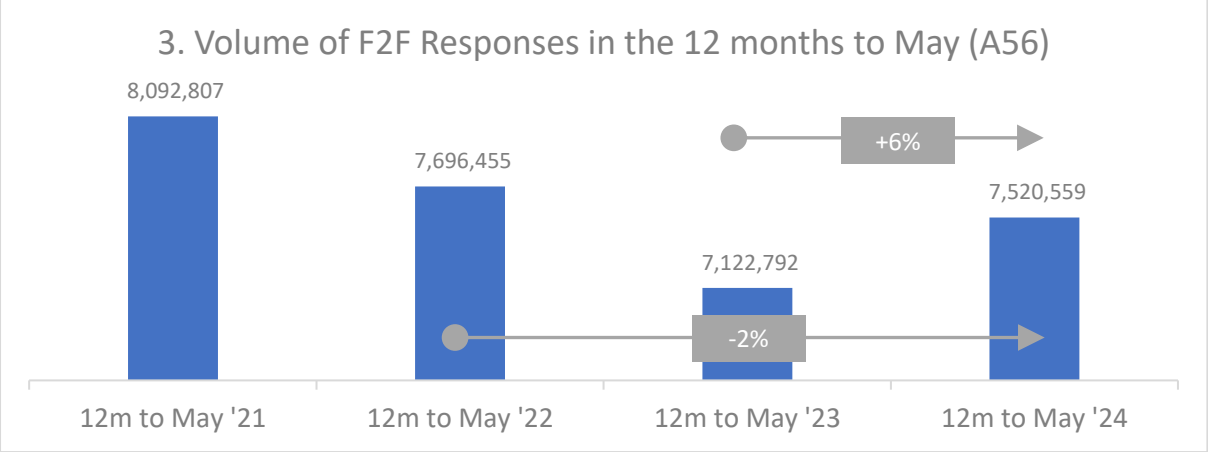
Monthly Volume for May 2024: Fast Facts

Rank in series to-date
39th highest

Change from Apr 2024
+28 thousand

Change from May 2023
+22 thousand

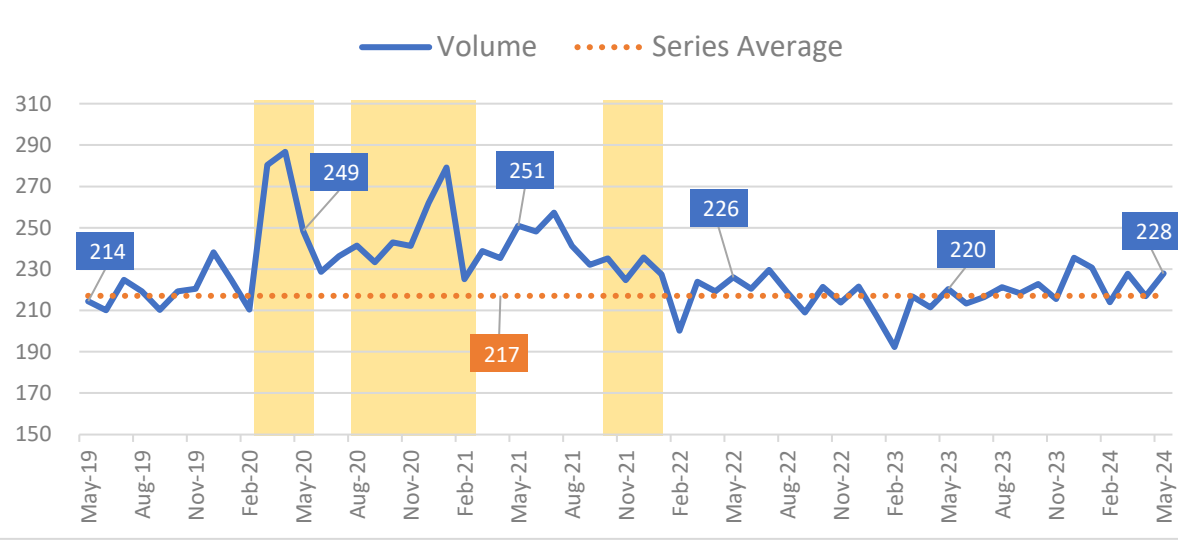
Yellow areas show COVID waves in the UK: source ONS.



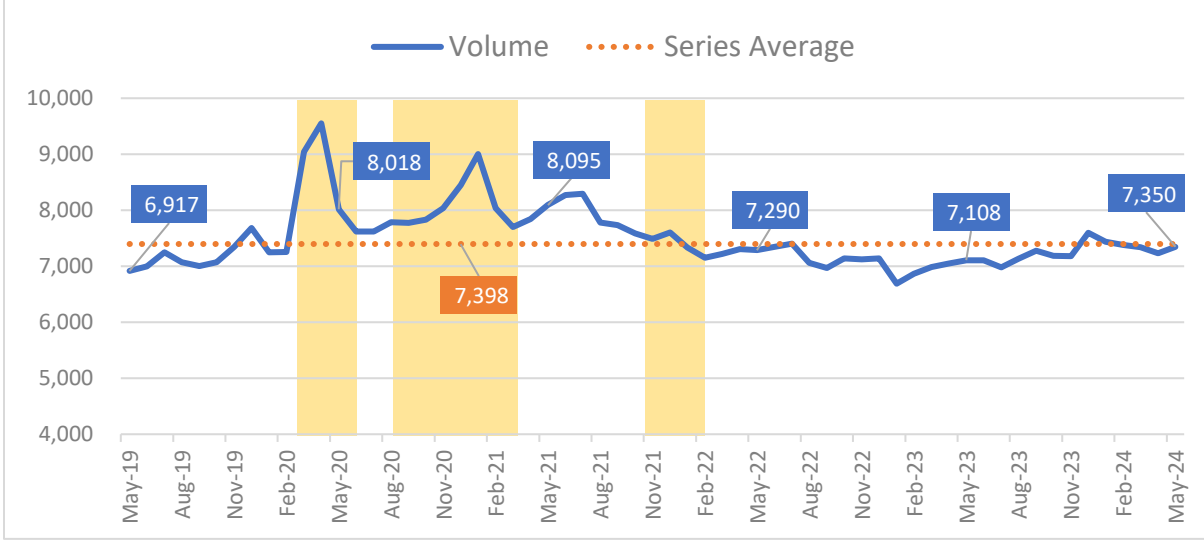
31. See and Treat (measure A55)

See-and-Treat saw an uptick of 11-thousand in May, taking the total to 228-thousand and increasing the 12-month tally to 2.7-million (77-thousand more than the previous period).

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



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



Monthly Volume for May 2024: Fast Facts

Rank in series to-date

25th highest

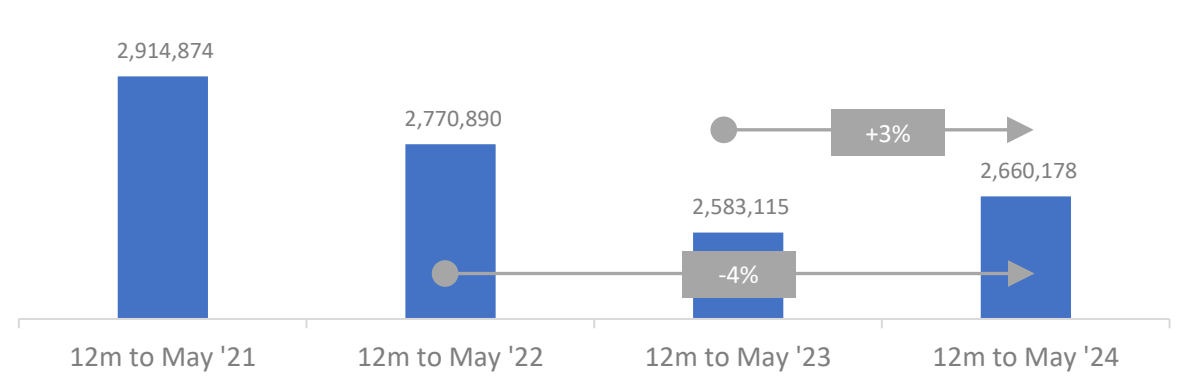
Change from Apr 2024

+11 thousand

Change from May 2023

+8 thousand

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

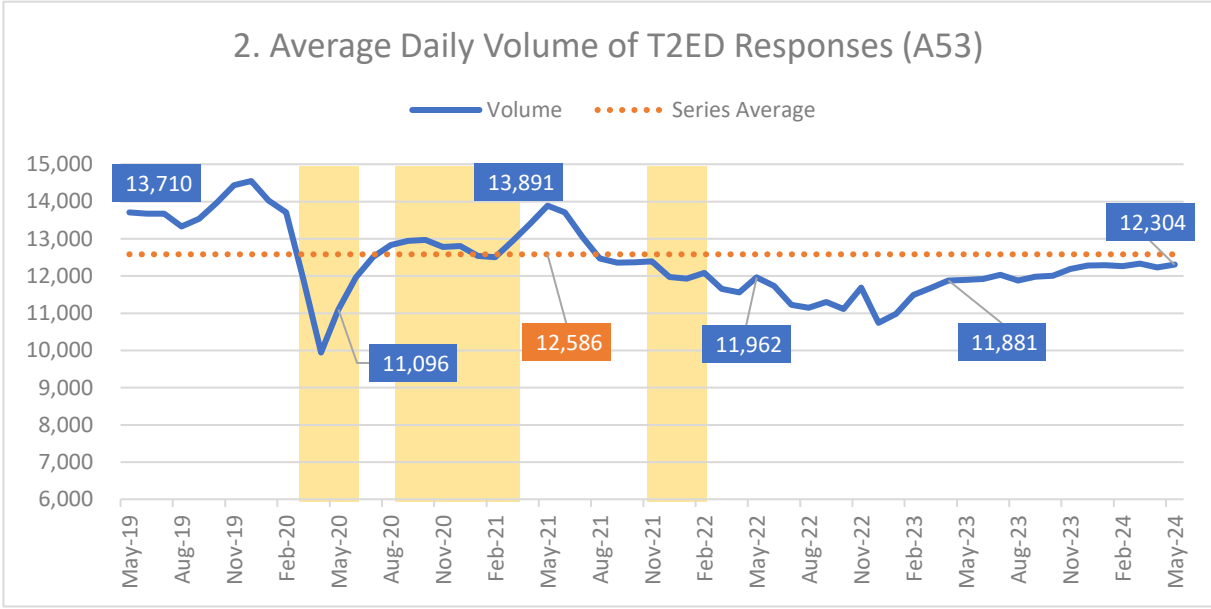
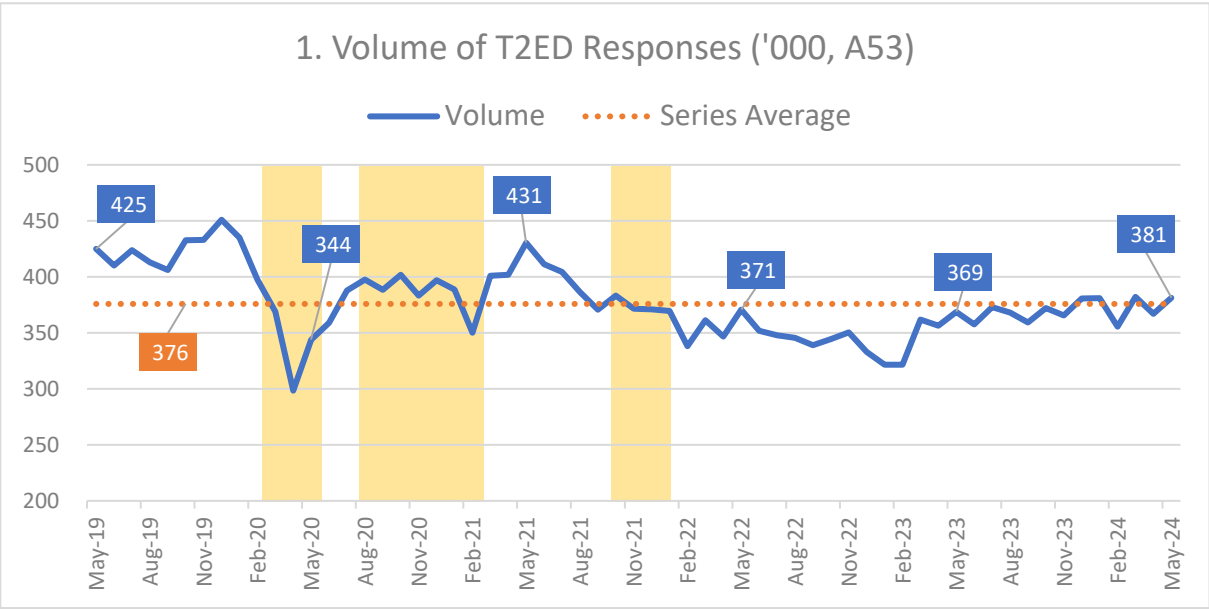


Yellow areas show COVID waves in the UK: source ONS.



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

Volume of patients conveyed to ED increased in May, the monthly total adding 14-thousand (to 381-thousand) and the daily average reaching 12,304 – the second highest volume since the start of 2022 (the highest being in March this year).



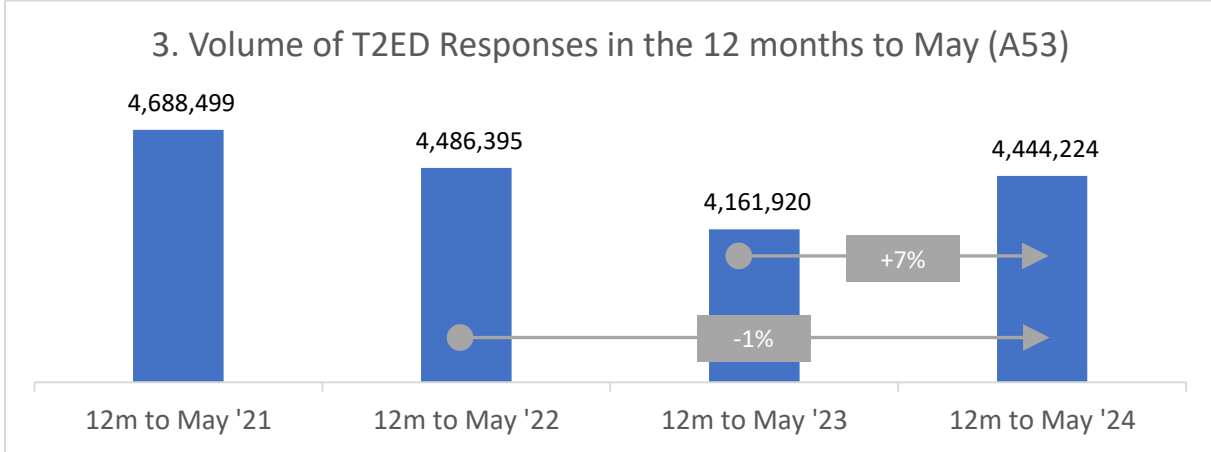
Monthly Volume for May 2024: Fast Facts

Rank in series to-date
41st highest

Change from Apr 2024
+14 thousand

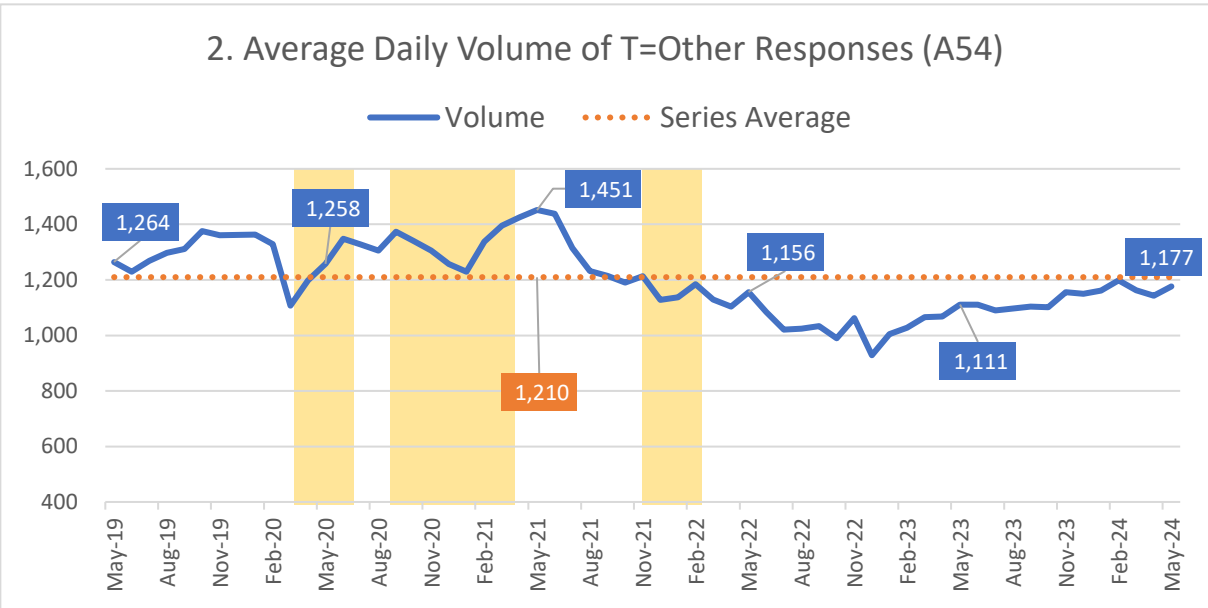
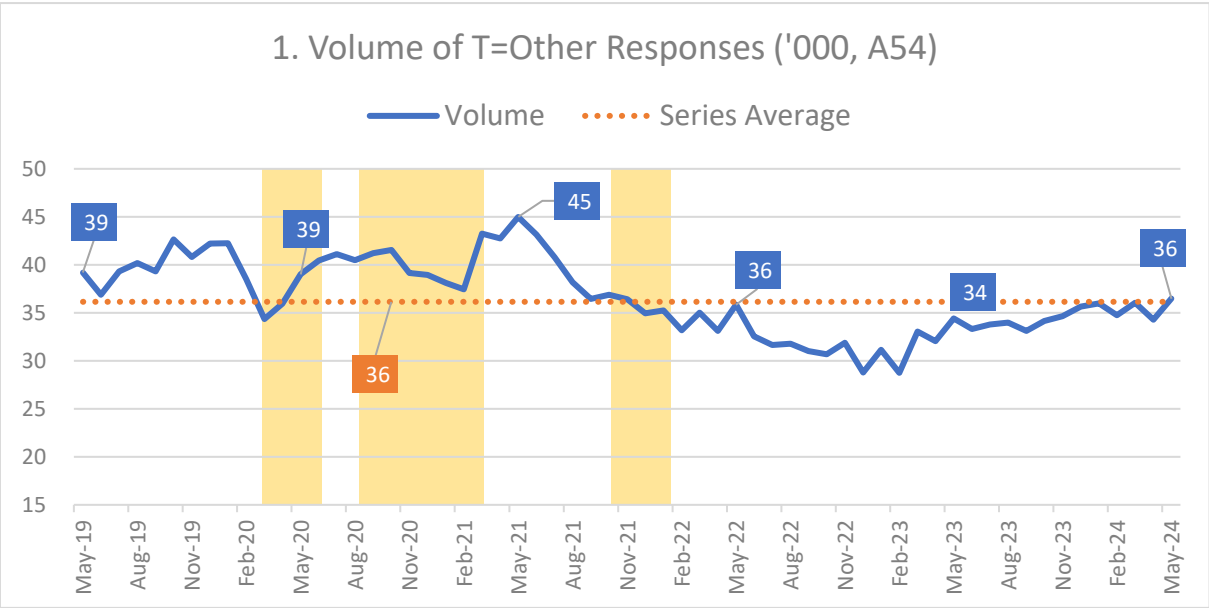
Change from May 2023
+13 thousand

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



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

Patients conveyed to a destination other than ED saw an increase of two-thousand across the month. The daily average was 1,177 – which is the third greatest volume since the start of 2022.



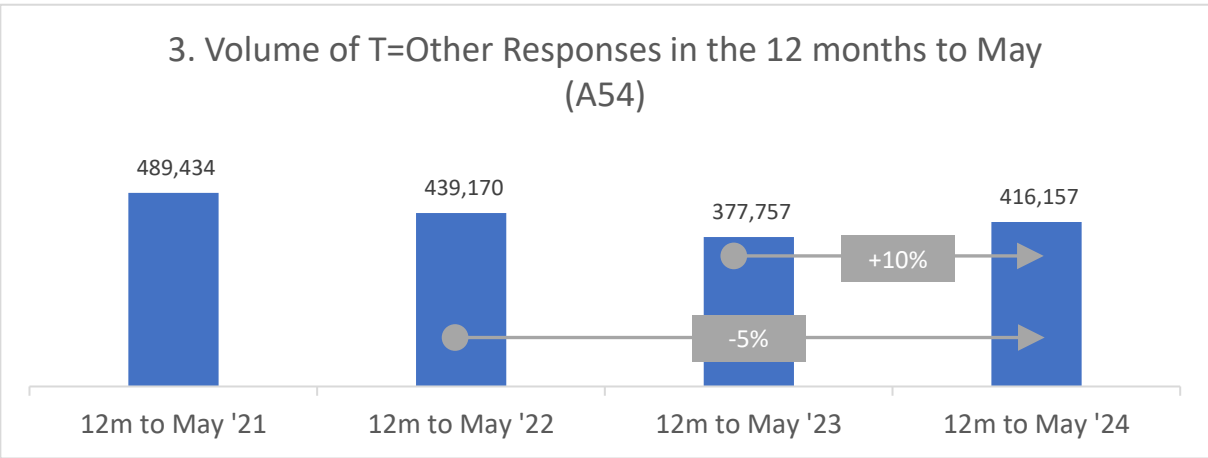
Monthly Volume for May 2024: Fast Facts

Rank in series to-date
41st highest

Change from Apr 2024
+2 thousand

Change from May 2023
+2 thousand

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



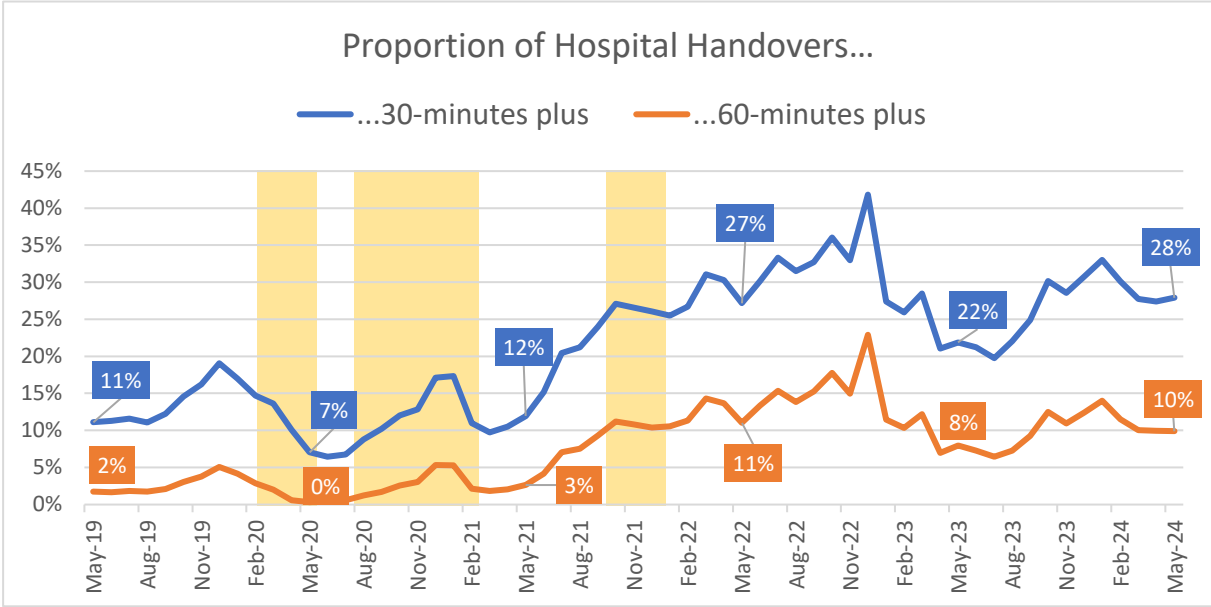
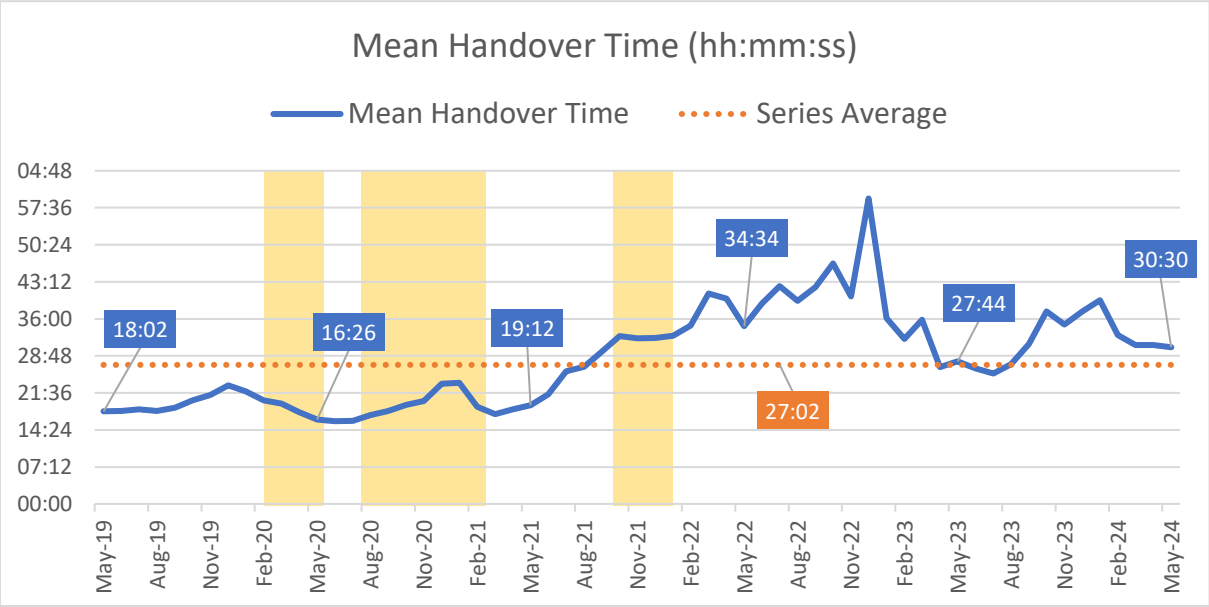
Section 4

Patient Handover Delays

- [Average Handover Times and Delays as Proportion of All Handovers](#)
- [Handover Delays, Range](#)
- [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](#)

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

Mean patient handover time decreased by 30-seconds in May to just over half-an-hour. The proportion of handovers taking an hour or longer remains at ten-percent, while those taking half an hour or longer increased one-percentage point (to 28-percent).



Mean Handover Time for May 2024: Fast Facts

Rank in series to-date	Change from Apr 2024	Change from May 2023
27 th highest	30 secs faster	3 mins slower

60 minute-plus Handovers January 2024: Fast Facts

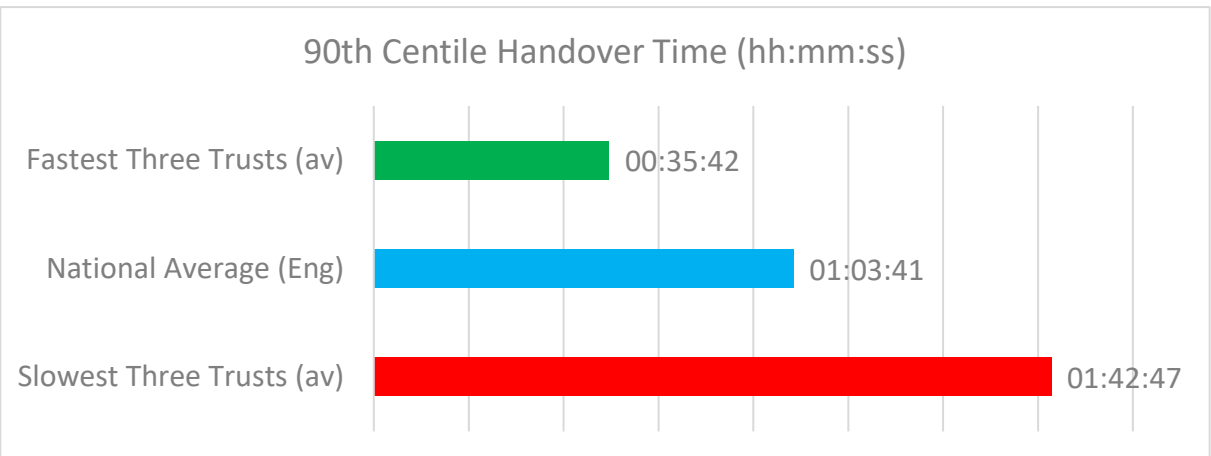
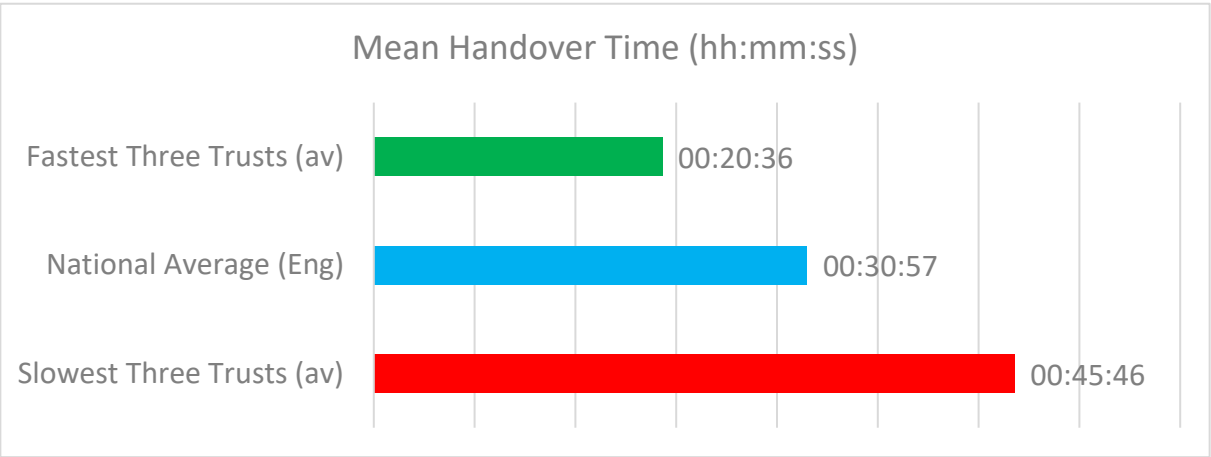
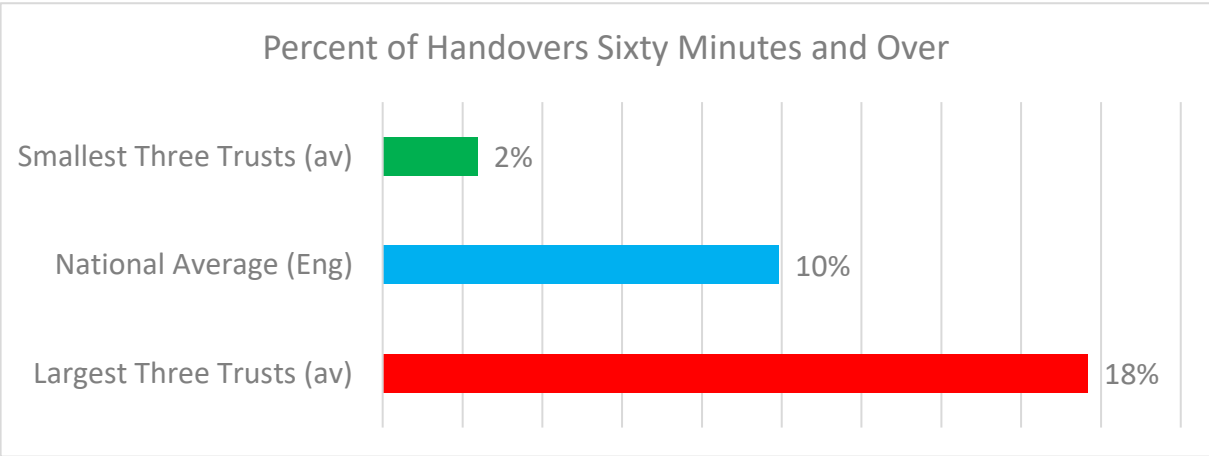
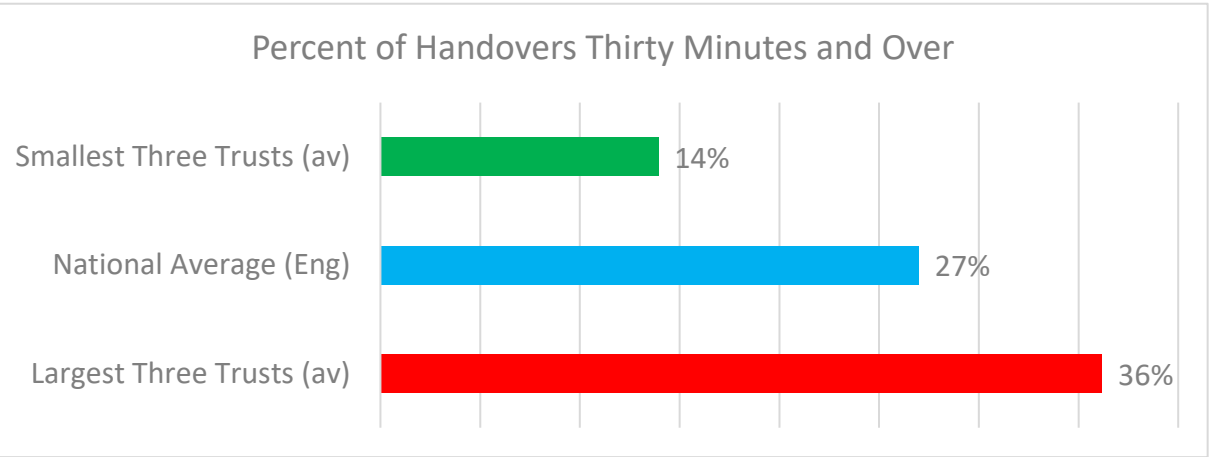
Rank in series to-date:	Change from Apr 2024	Change from May 2023
26 th highest	No change	2pp higher

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



36. Handover Delays, Range - May 2024

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

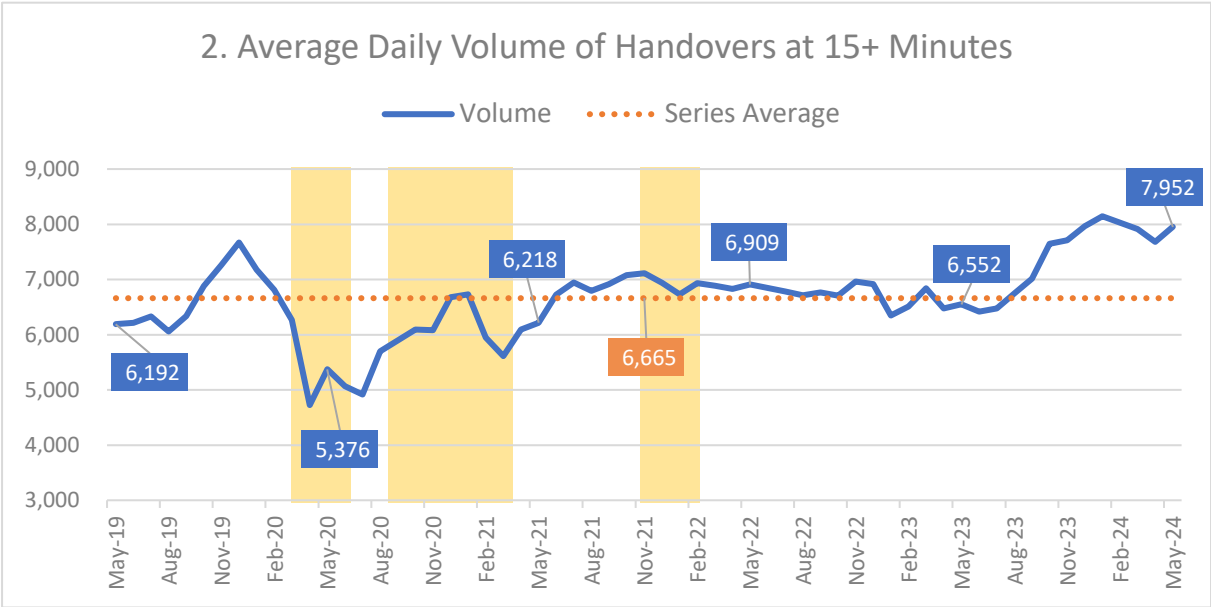
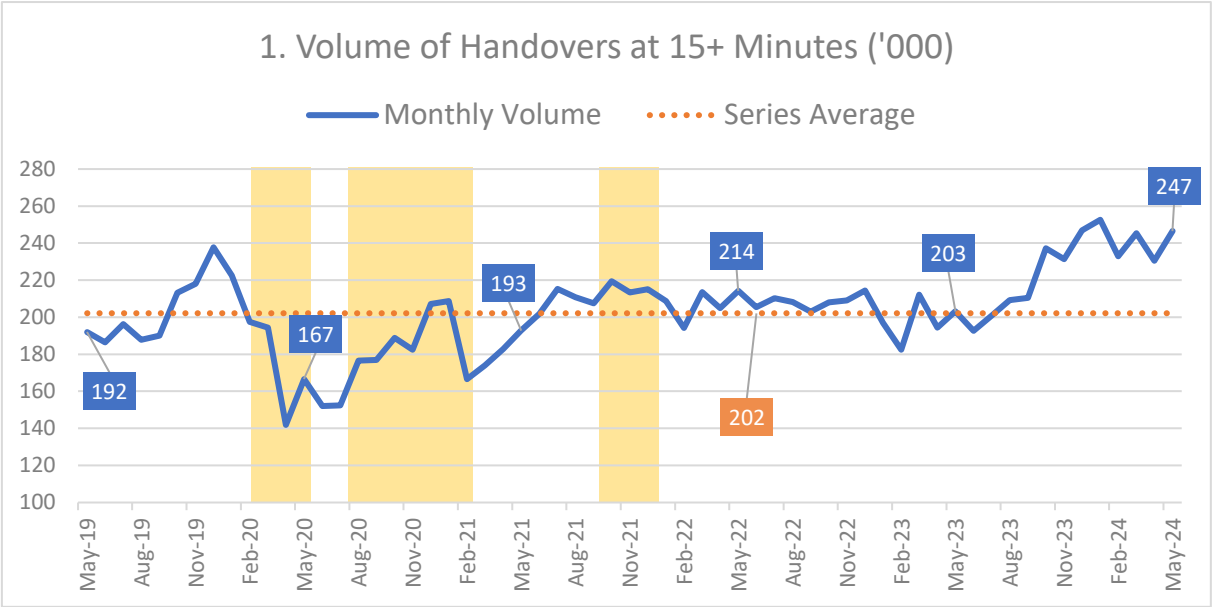


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes IoW.



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

The NDOG06 data set show volume of handovers of 15-minutes or over were at their third greatest volume in May 2024, with a total of 247-thousand across the month, 44-thousand more than the same month last year.



Monthly Volume for May 2024: Fast Facts

Rank in series to-date

3rd highest

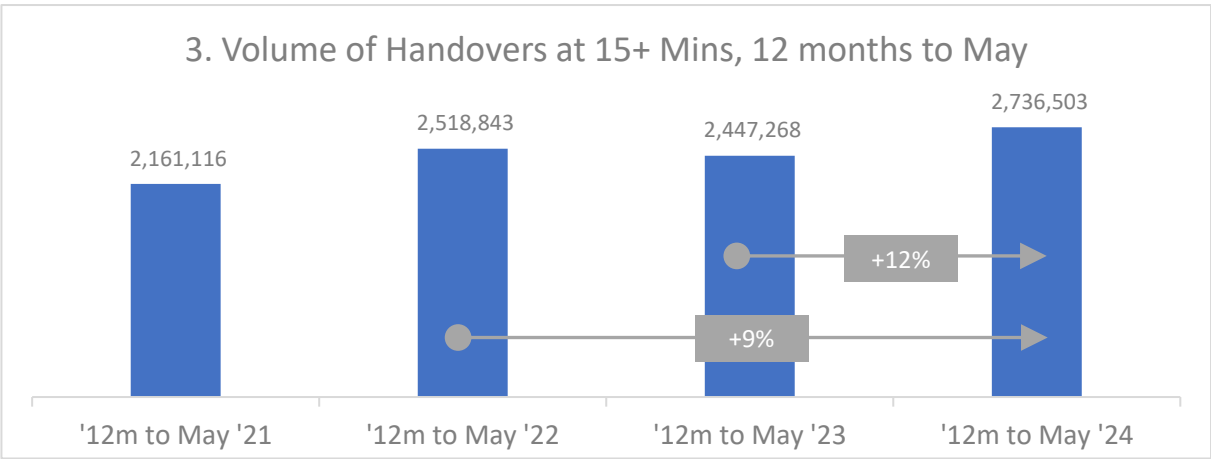
Change from Apr 2024

+16 thousand

Change from May 2023

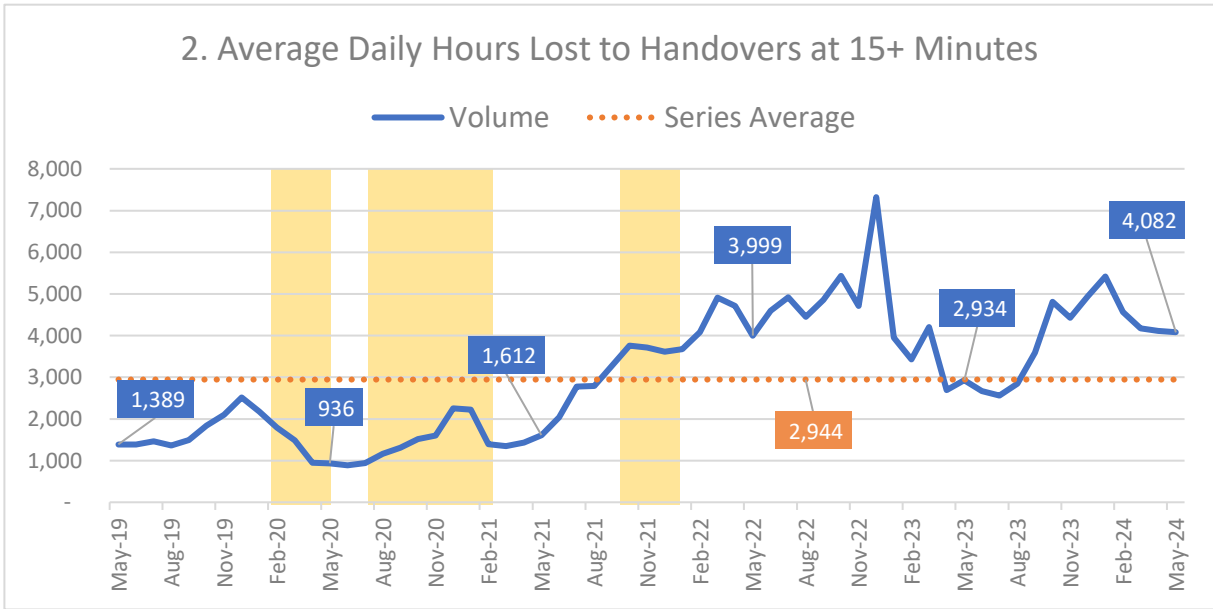
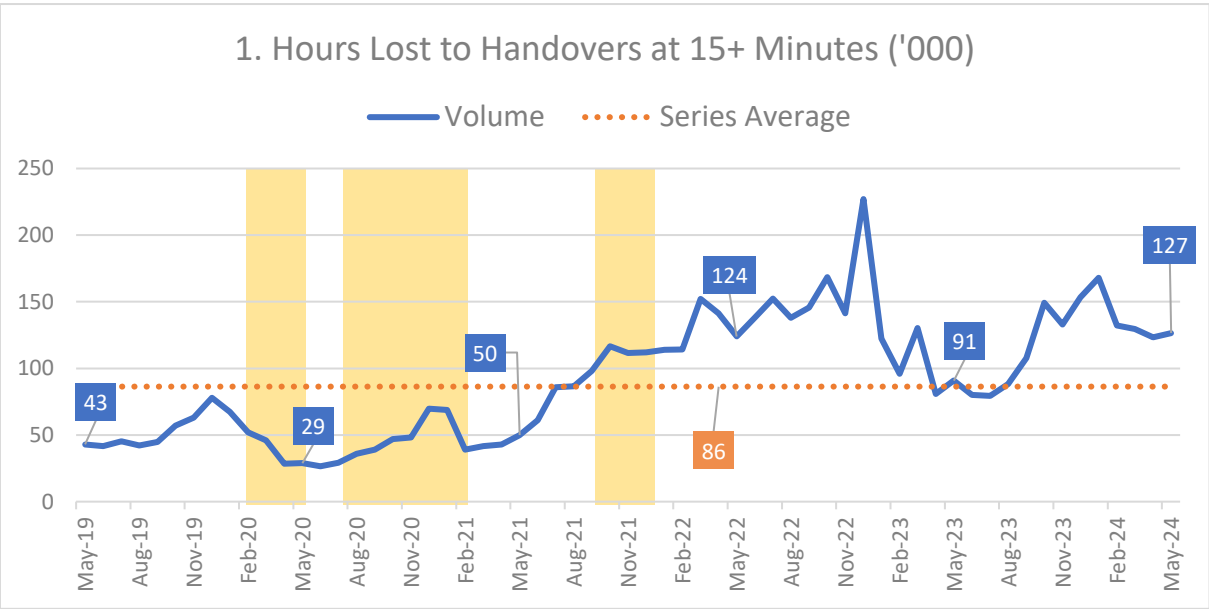
+44 thousand

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



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

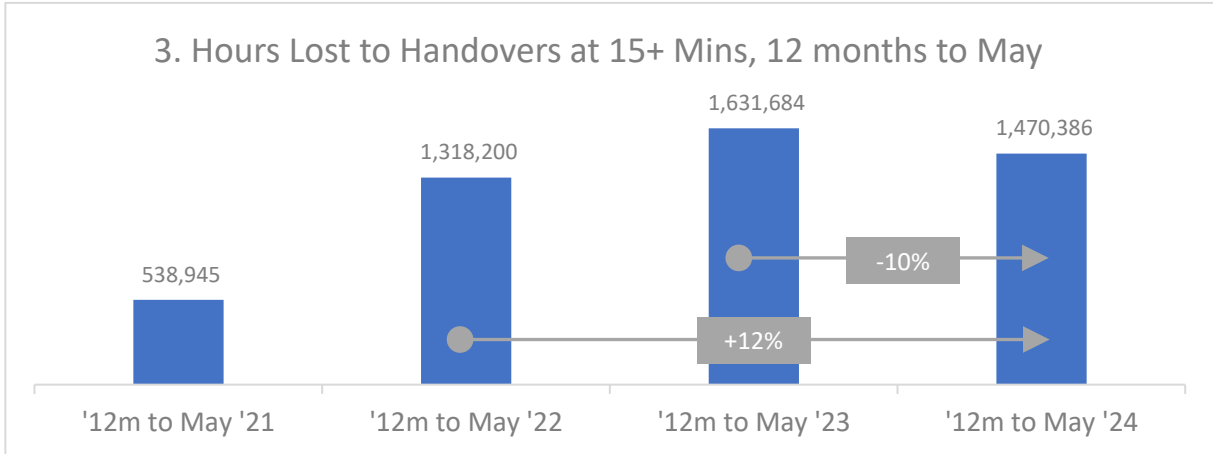
Hours lost to delays of 15-minutes and over increased by three-thousand to reach 127-thousand in May. This is 36-thousand more hours lost than in May 2023, and most hours lost for any May to-date.



Monthly Hours Lost for May 2024: Fast Facts

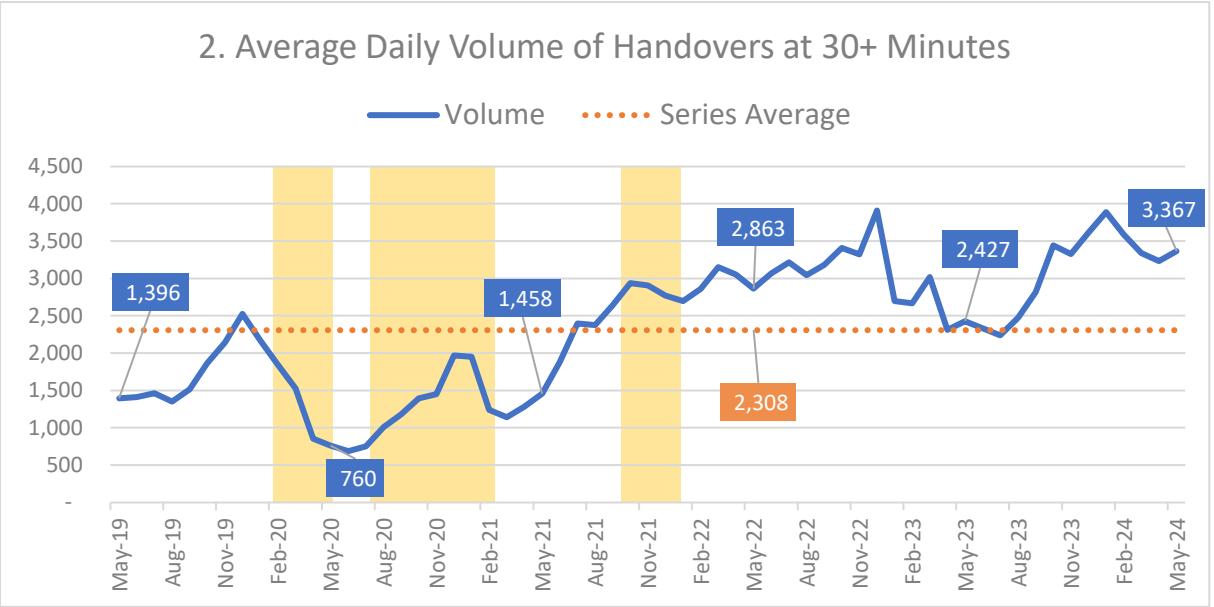
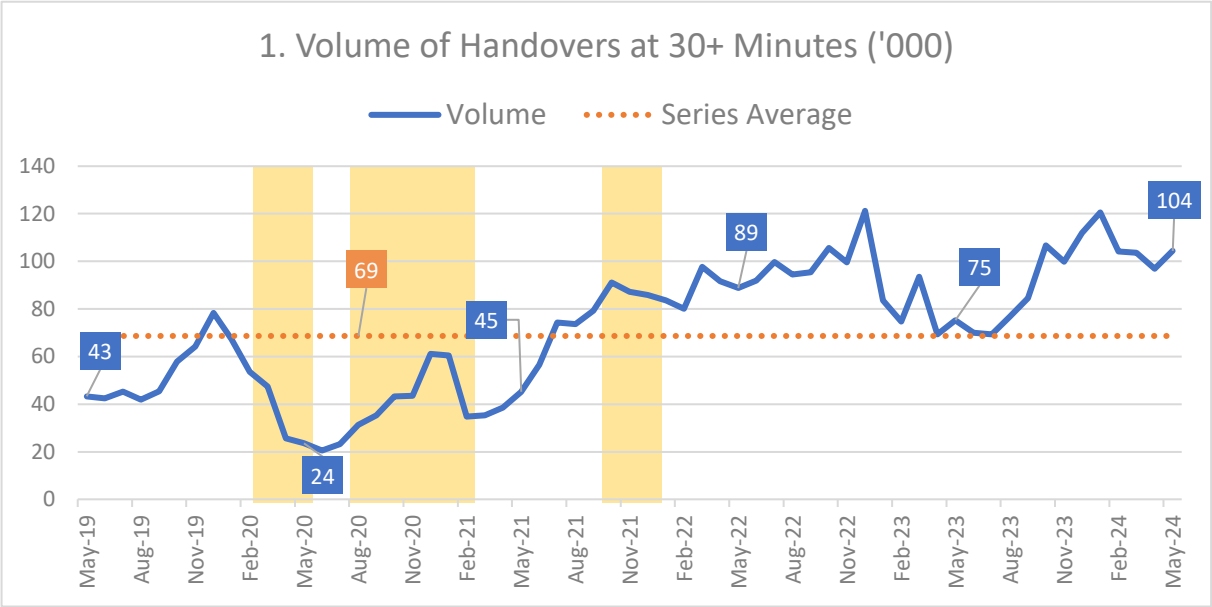
Rank in series to-date 17 th highest	Change from Apr 2024 +3 thousand	Change from May 2023 +36 thousand
--	-------------------------------------	--------------------------------------

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



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

Delays of 30-minutes increased by seven-thousand between and May to reach 104-thousand, the sixth highest volume to-date.



Monthly Volume for May 2024: Fast Facts

Rank in series to-date

6th highest

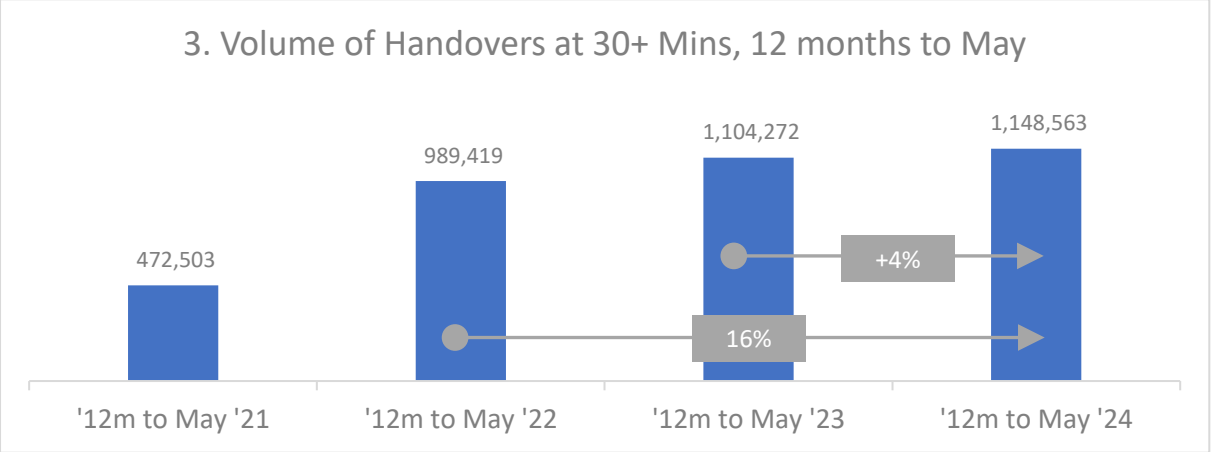
Change from Apr 2024

+7 thousand

Change from May 2023

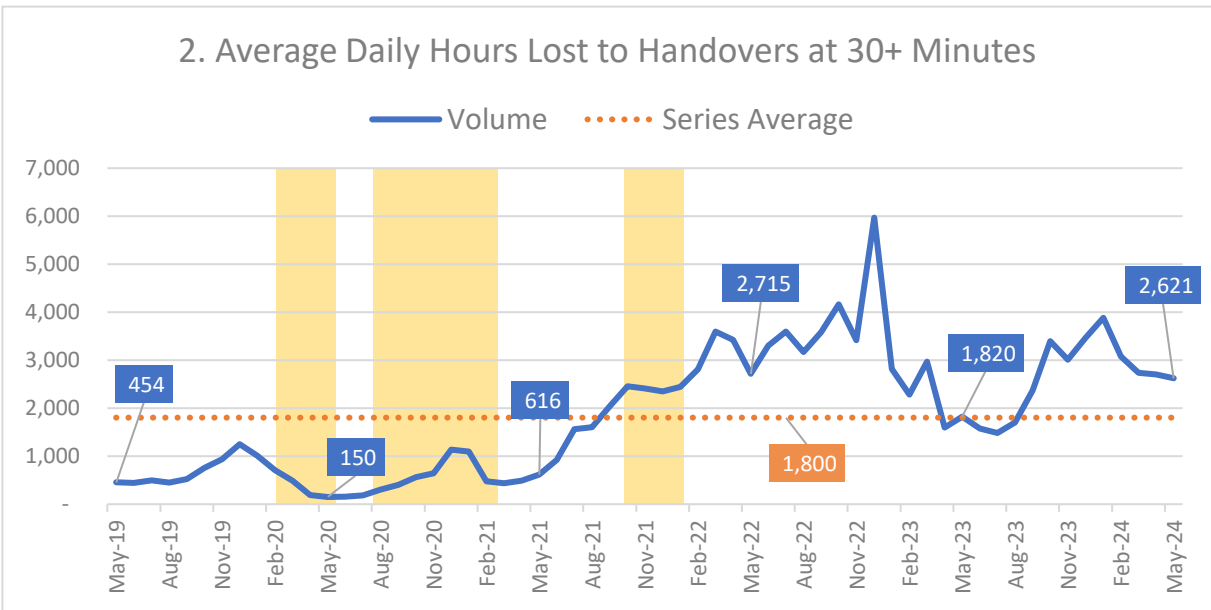
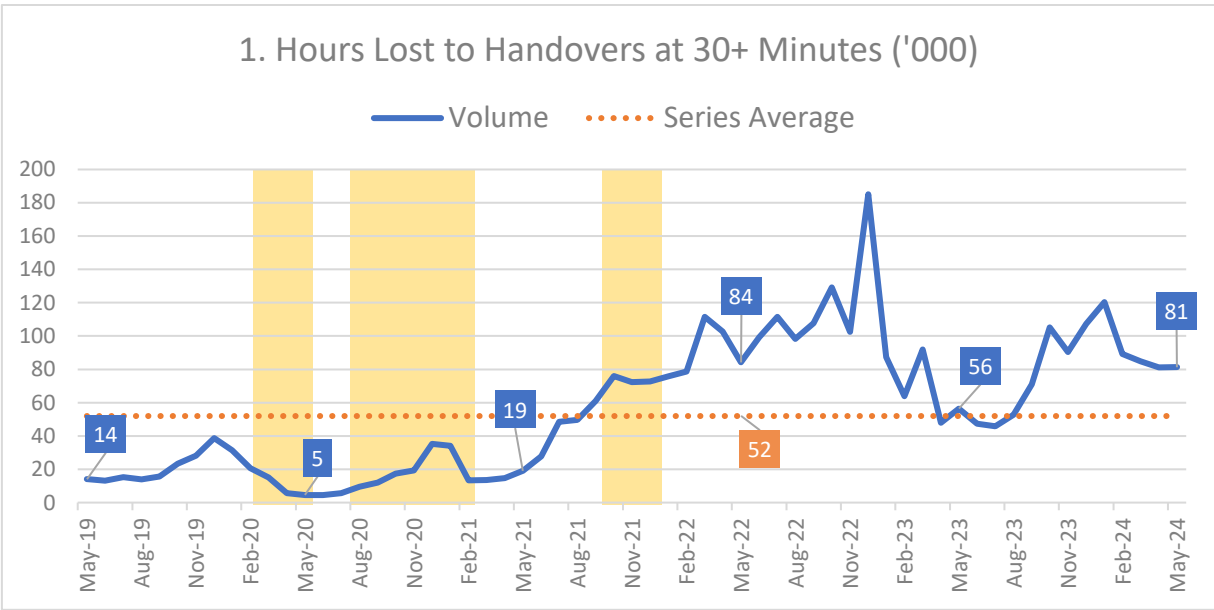
+29 thousand

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



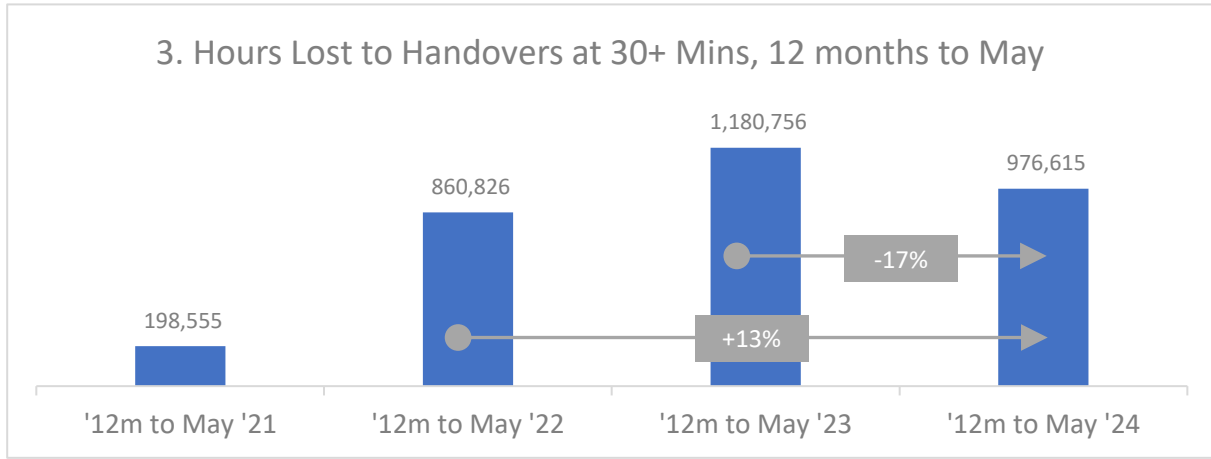
40. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Hours lost to these delays was comparatively flat between and May, with a slight month-on-month increase (of 157-hours), but an average decrease of 82 hours each day. The annualised data show 204-thousand fewer hours lost in the most recent period, compared with the previous.



Monthly Hours Lost for May 2024: Fast Facts

Rank in series to-date 19 th highest	Change from Apr 2024 157 hours	Change from May 2023 +25 thousand
--	-----------------------------------	--------------------------------------

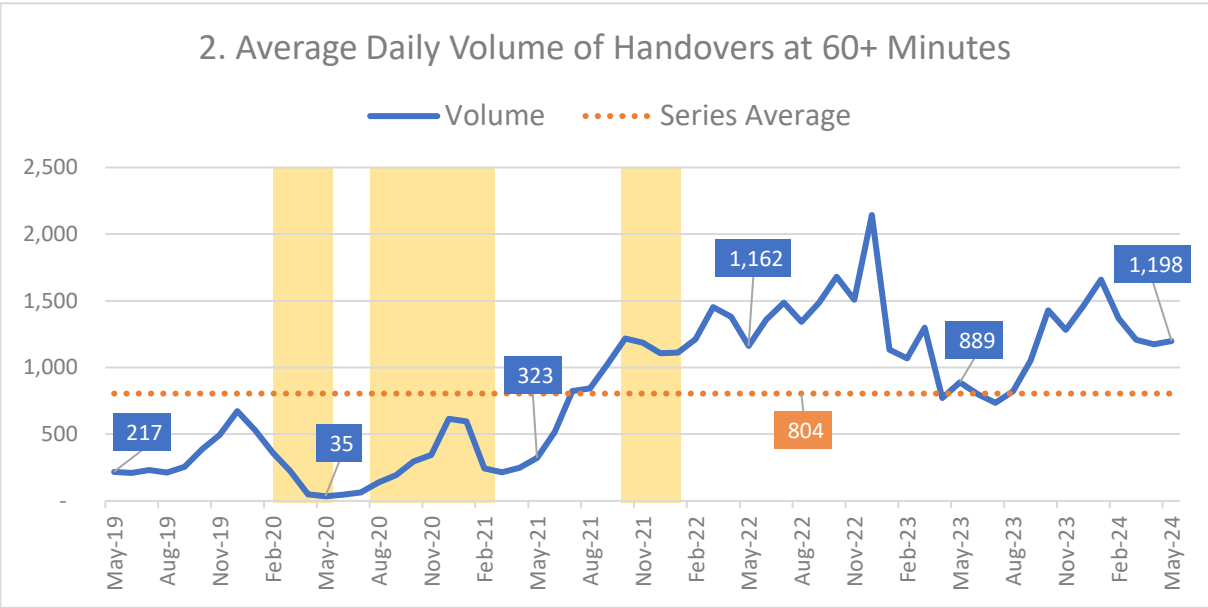
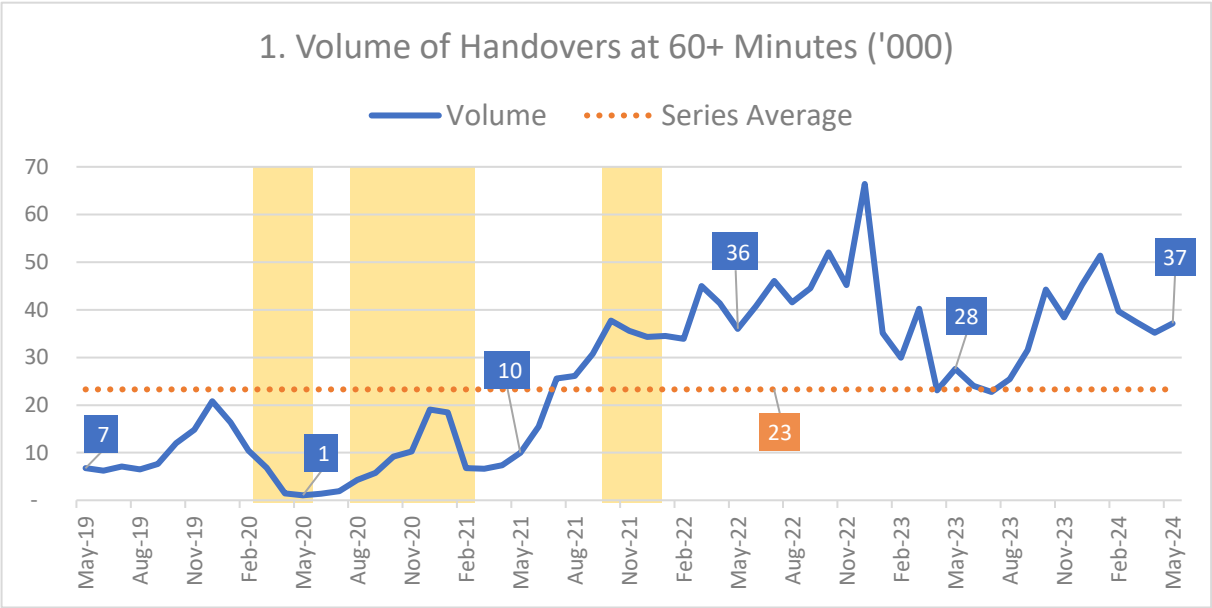


Yellow areas show COVID waves in the UK: source ONS.



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

Hour-plus delays also remained relatively flat in May, with a monthly increase of two-thousand and a daily increase of 25. Both these figures are in the top-twenty highest, and represent the most hour-plus delays of any May to-date.



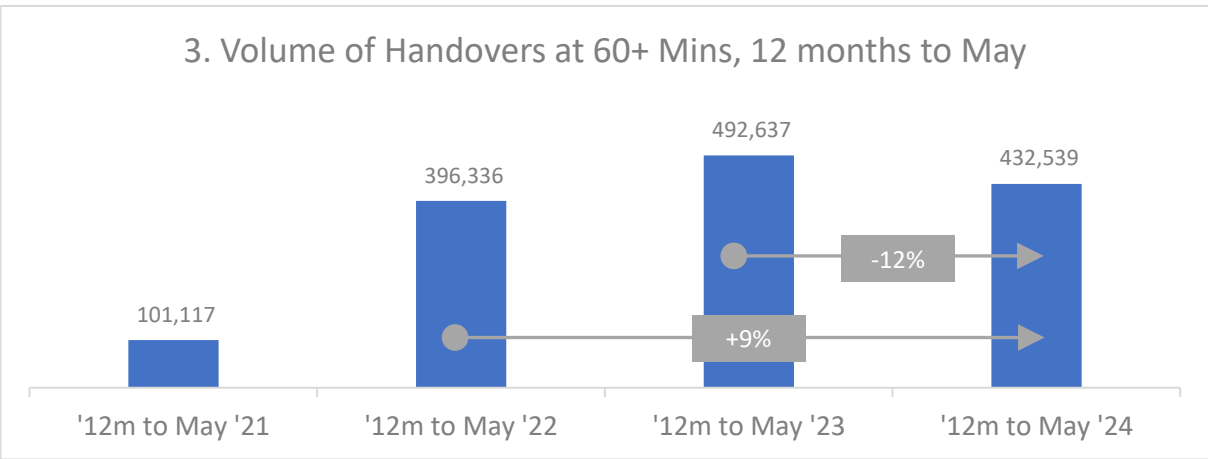
Monthly Volume for May 2024: Fast Facts

Rank in series to-date
18th highest

Change from Apr 2024
+2 thousand

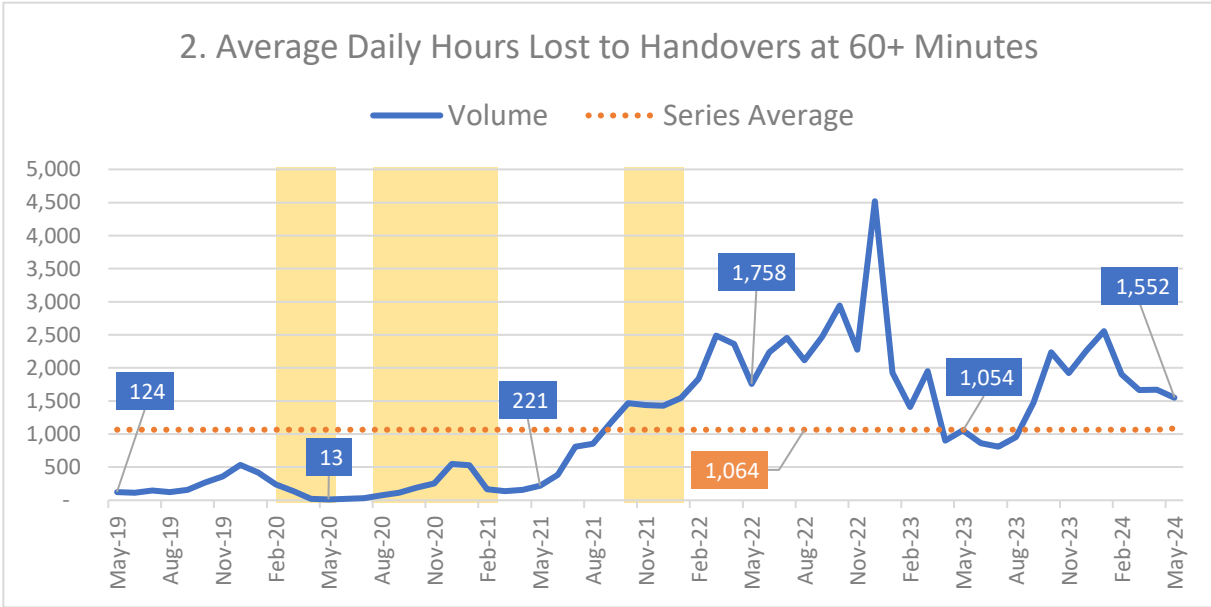
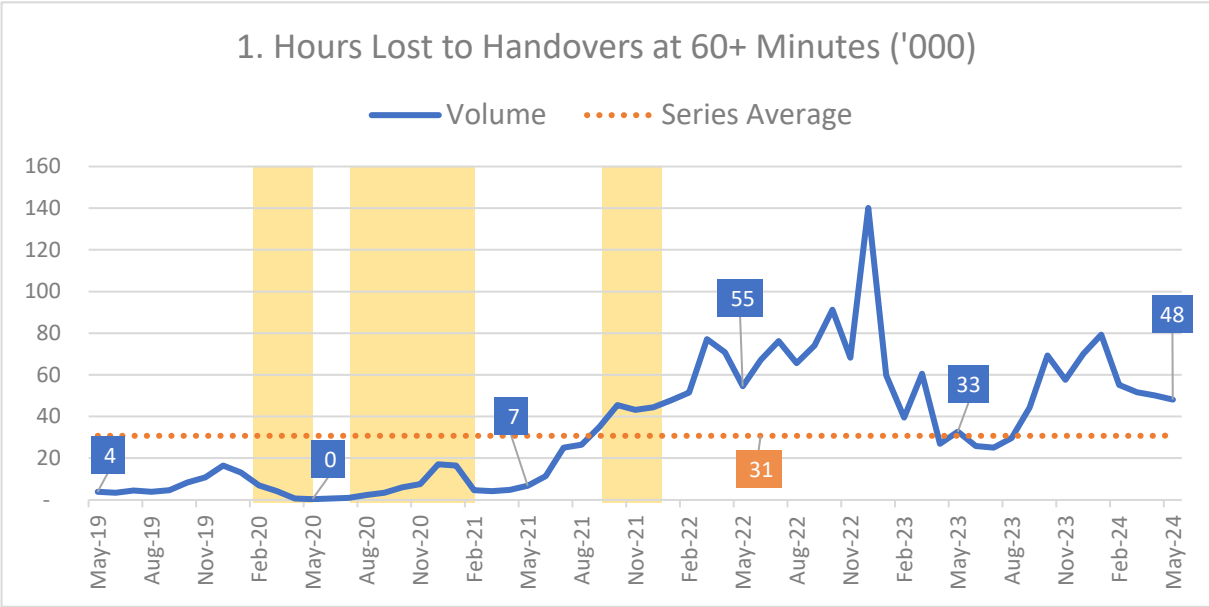
Change from May 2023
+9 thousand

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



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

Time lost to hour-plus delays equated to 48-thousand hours in May – a decrease of two-thousand from April, but an increase of 15-thousand compared with May 2023. The annualised total is 200-thousand less than the previous period (but 73-thousand more than the 12-months to May 2022).



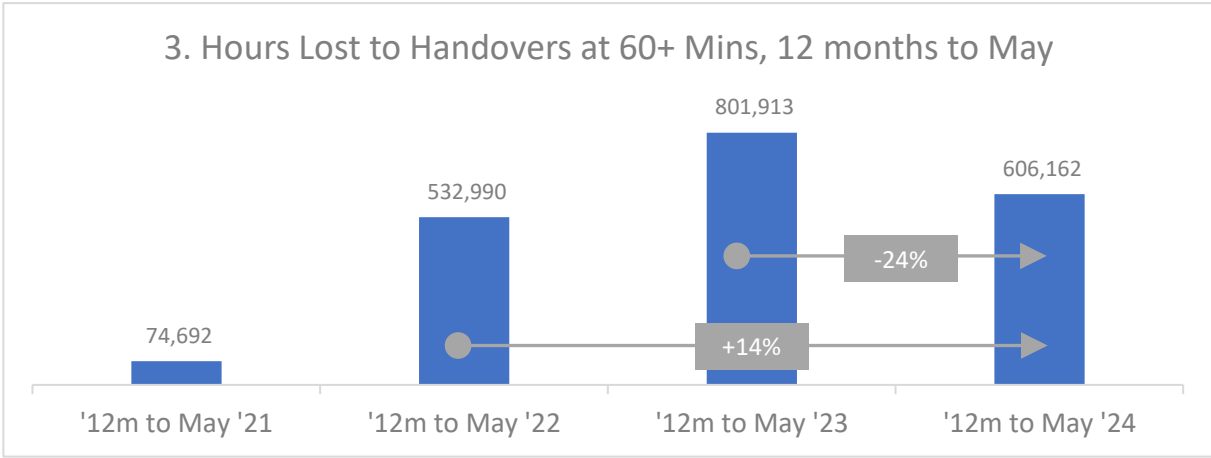
Monthly Hours Lost for May 2024: Fast Facts

Rank in series to-date
21st highest

Change from Apr 2024
-2 thousand

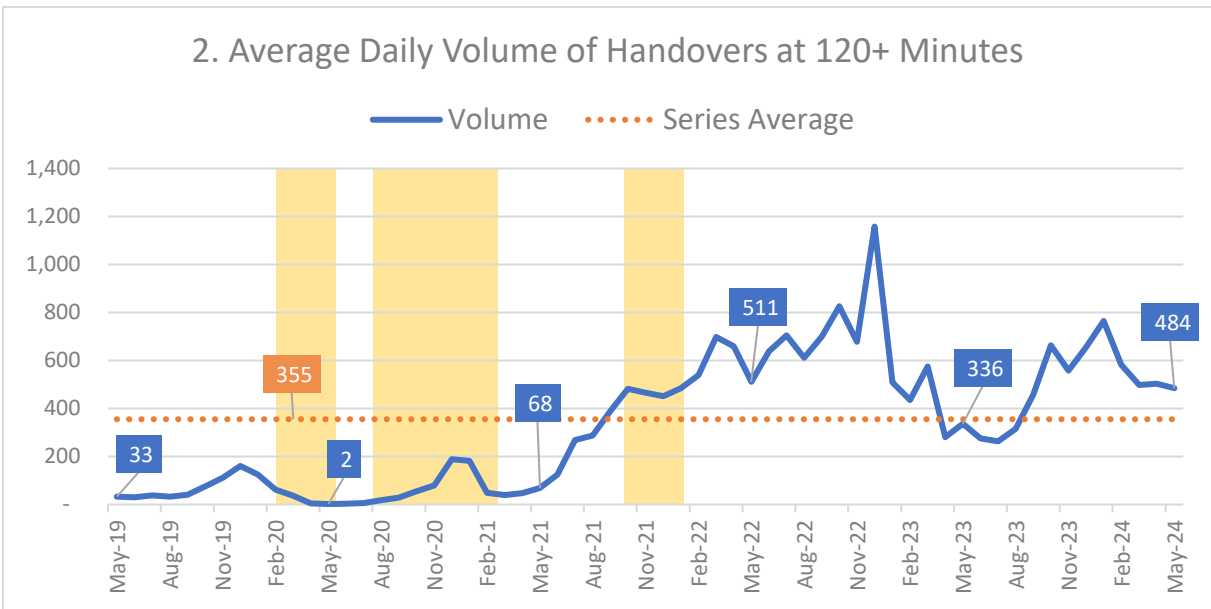
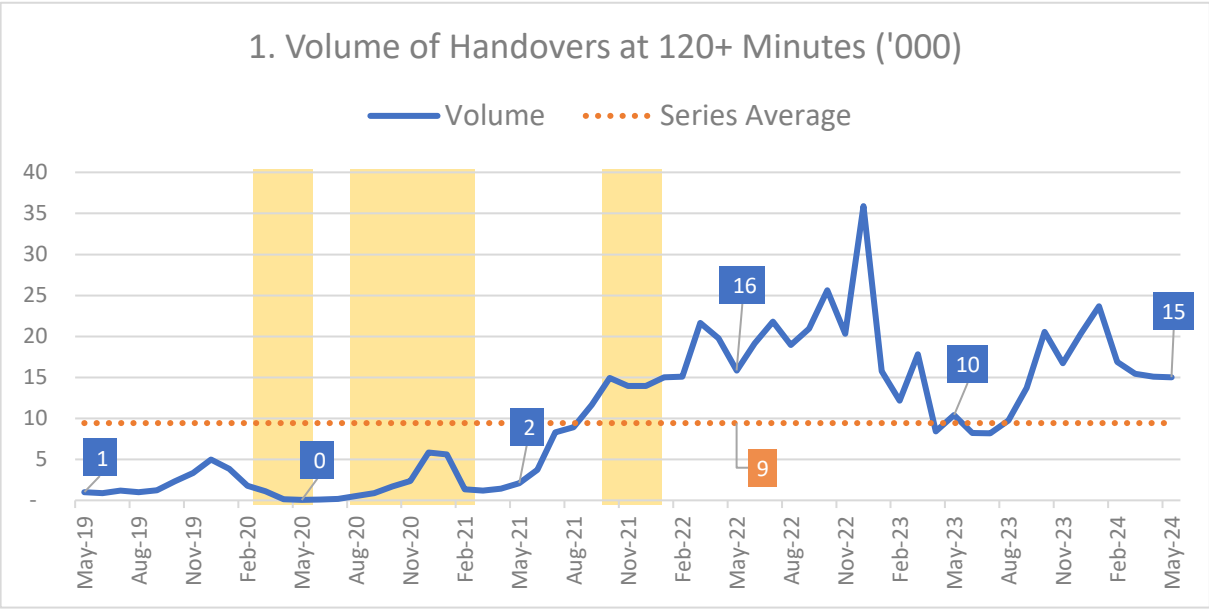
Change from May 2023
+15 thousand

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



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

Delays of two-hours or longer decreased slightly in May, with 96 fewer across the month, and an average of 19 fewer each day. Nonetheless, just under 500-patients experienced handover delays of two-hours or longer, every day in May 2024.



Monthly Volume for May 2024: Fast Facts

Rank in series to-date

22nd highest

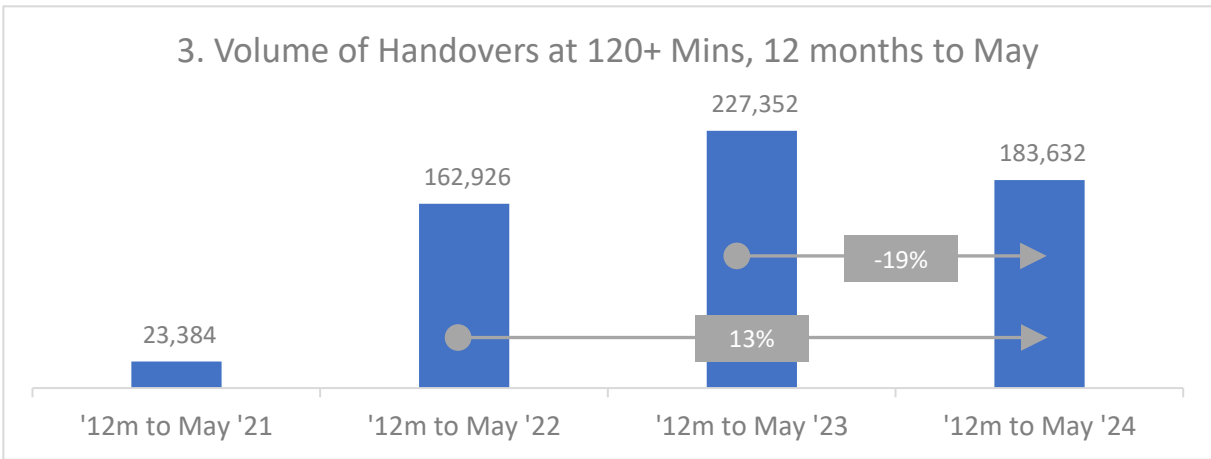
Change from Apr 2024

96 fewer

Change from May 2023

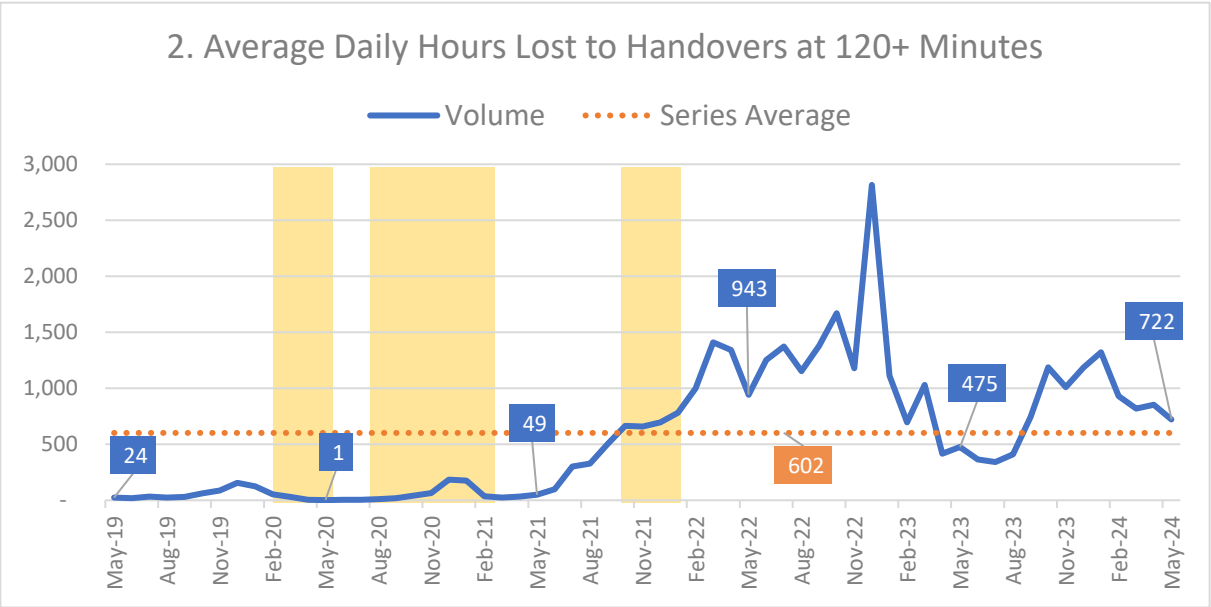
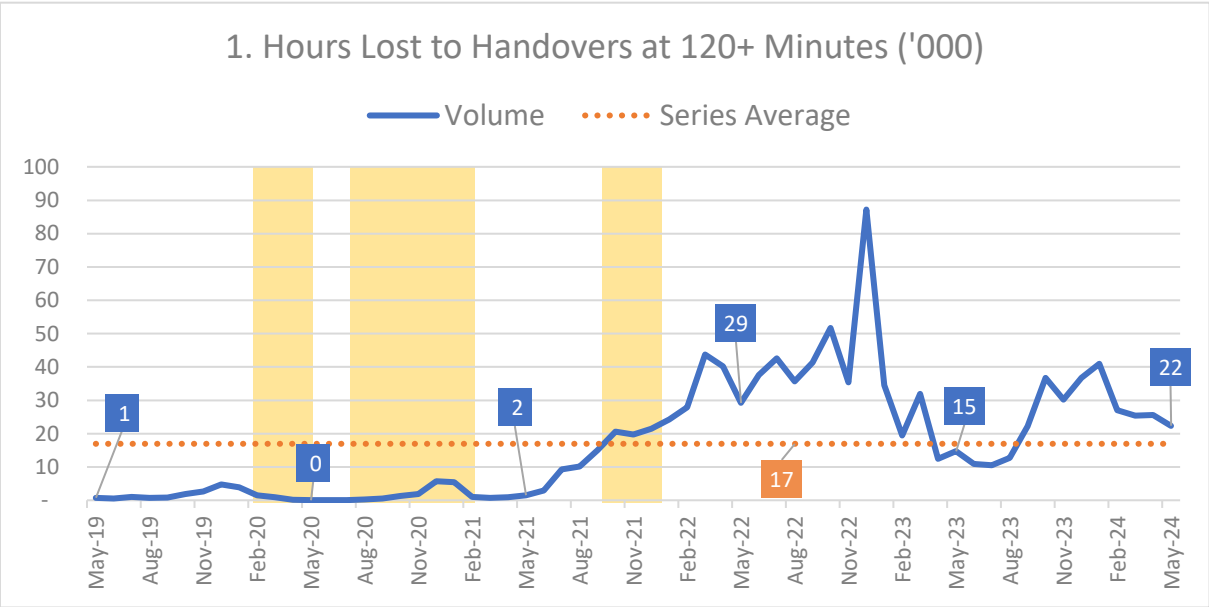
+5 thousand

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



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

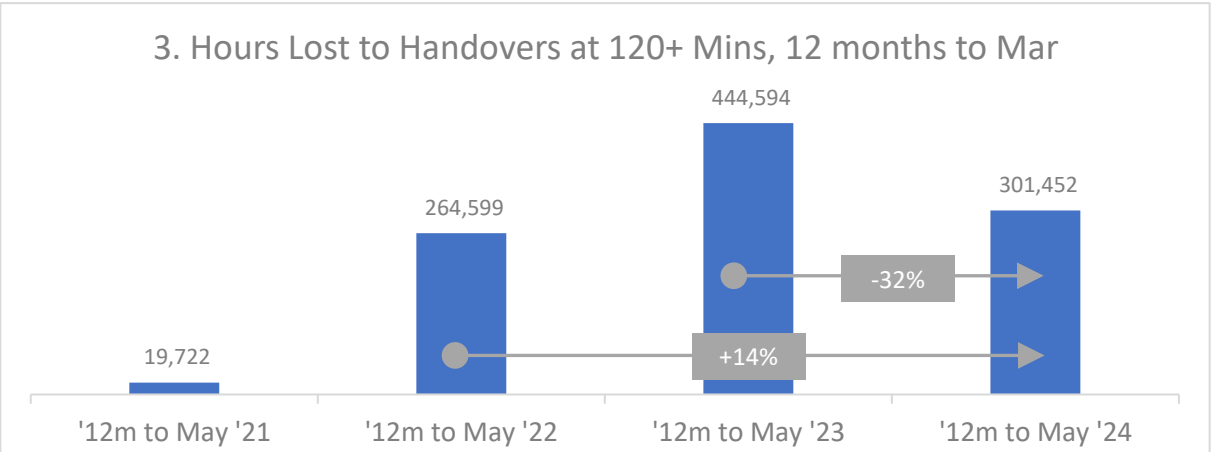
Three-thousand fewer hours were lost across the month in May compared with April, with volume dropping to 22-thousand (although this figure remains someway above that for May 2023).



Monthly Hours Lost for May 2024: Fast Facts

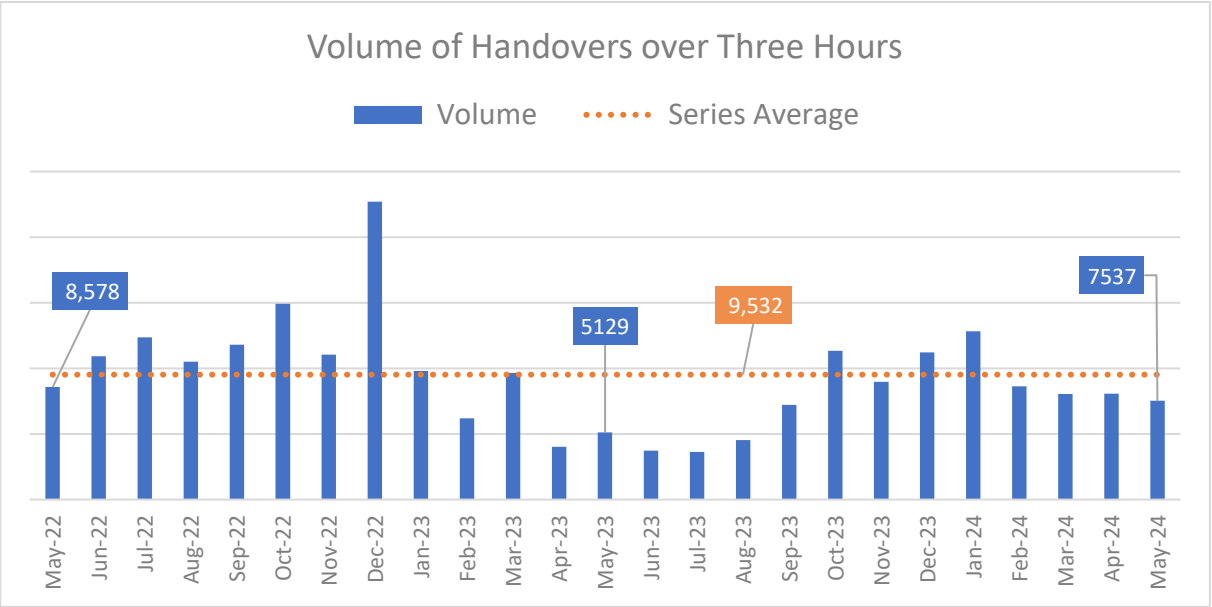
Rank in series to-date 22 nd highest	Change from Apr 2024 -3 thousand	Change from May 2023 +7 thousand
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Yellow areas show COVID waves in the UK: source ONS.



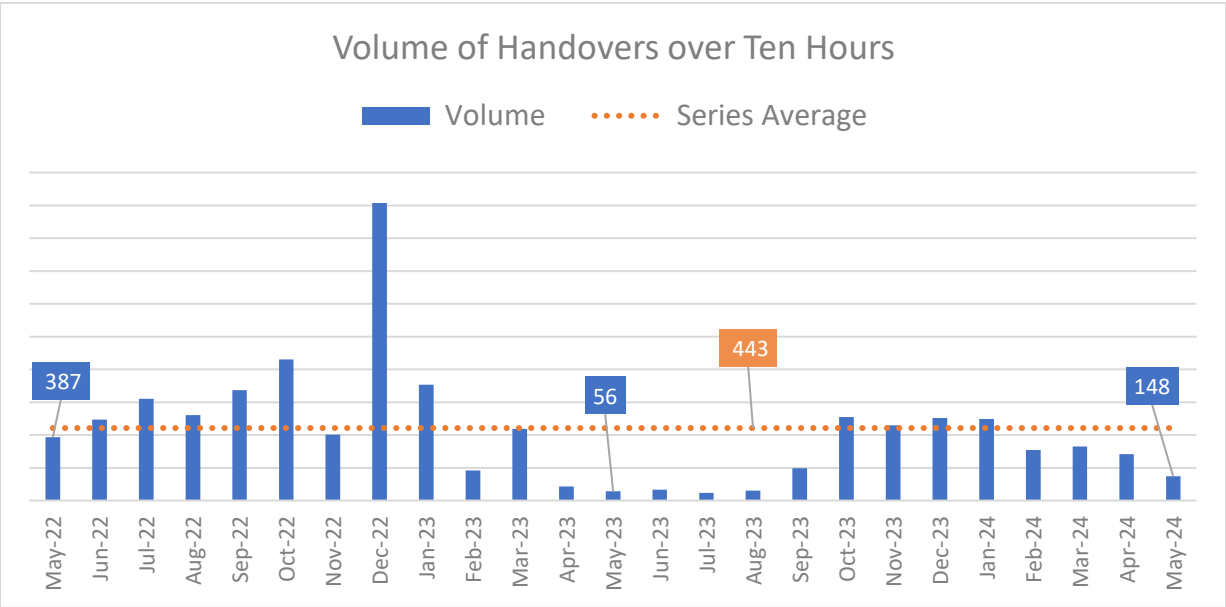
45. Patient Handovers Longer than Three Hours (source, NAIG)

Delays of three-or-more hours decreased by 531 in May, and those of ten-hours or longer dopped by 136. However, 148 patients experienced ten-hours delays across the month – more than double of May 2023, but more than half the volume recorded in May 2022.



Three Hour Handover Delays in May 2024: Fast Facts

Rank in series to-date 20 th highest	Change from Apr 2024 531 fewer	Change from May 2023 +2 thousand
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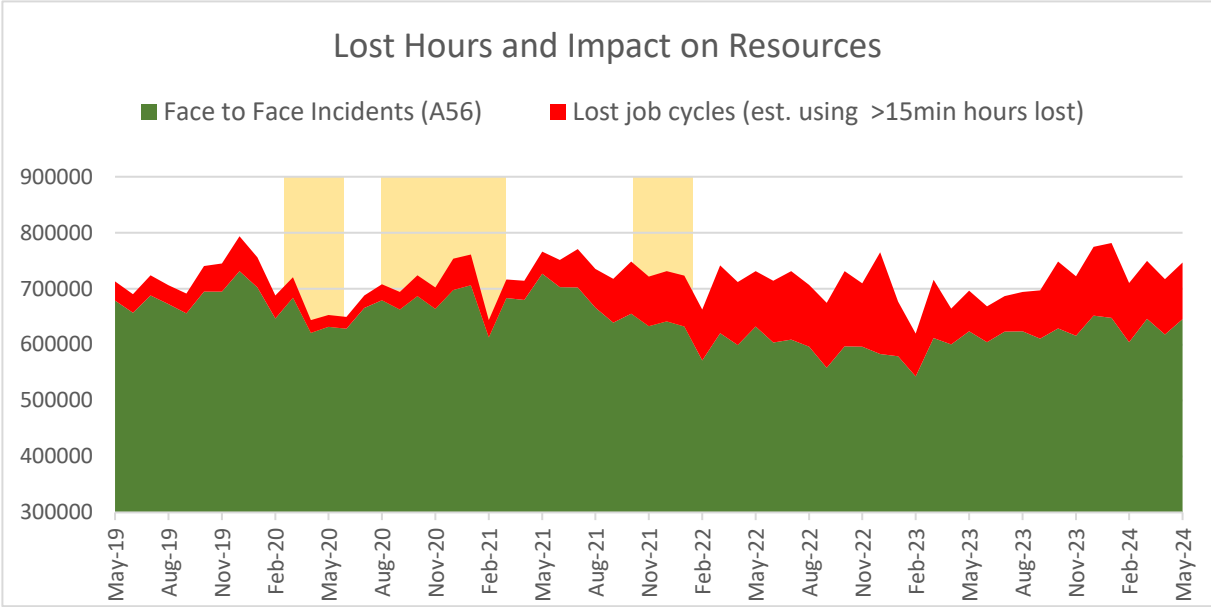
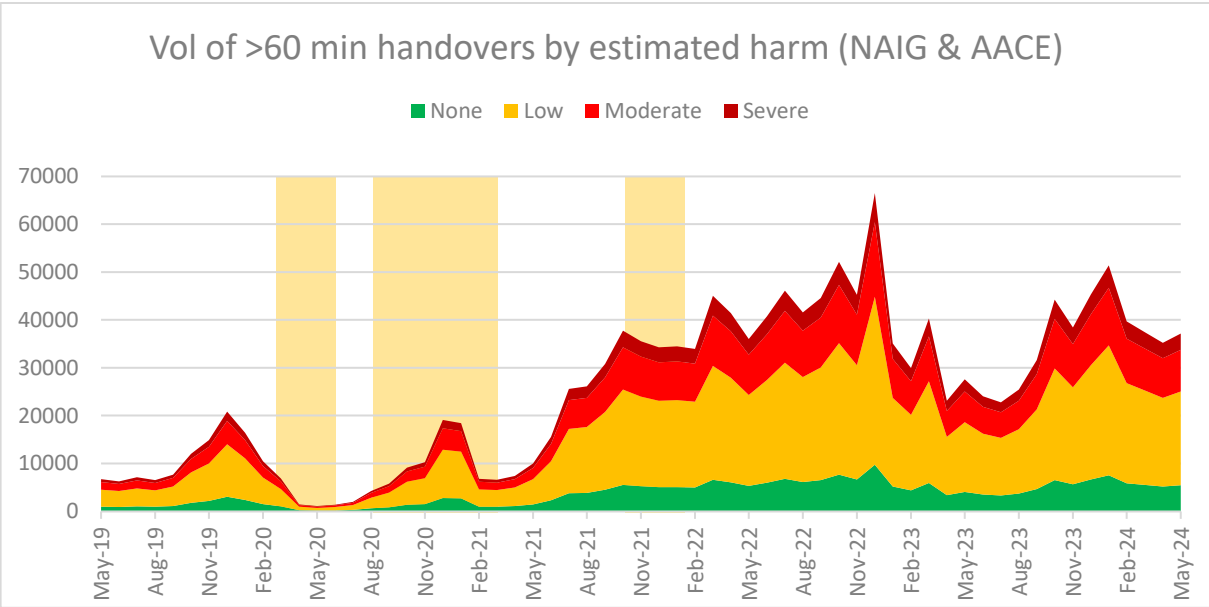
Ten Hour Handover Delays in May 2024: Fast Facts

Rank in series to-date 22 nd highest	Change from Apr 2024 136 fewer	Change from May 2023 92 more
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46. Impact on Patients and Crew (source, NAIG, [AQI](#) Data and [AACE](#))

Around 32-thousand patients experienced potential harm* as a result of hour-plus delays in May 2024. Over the same time, the sector lost the equivalent of 101 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, May 2024: Fast Facts		
Patients experiencing <u>any</u> potential harm	Patients experiencing potential <u>moderate</u> harm	Patients experiencing potential <u>severe</u> harm
32 thousand	9 thousand	3.3 thousand

Impact on Capacity, May 2024: Fast Facts		
Estimated volume of lost job cycles	Est. lost job cycles as a % of F2F responses	Est. lost job cycles as a % of F2F responses
101 thousand	May '24 = 16%	May '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



47. 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.

