ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

National Ambulance Data

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

Final Version. Published – July 24th 2024

2. December 2023: Summary and Contents

Overview: With one day less than May, June's monthly data suggests a drop in demand. However, comparing the average daily data reveals that the volume of calls and incidents in June were broadly consistent with May (and in the case of Category-1 incidents, increased). Despite this, call-answer and response times, although slowing in almost every case, did not do so significantly. Hear-and-Treat responses hit the highest average daily volume to-date: Conveyance to Emergency Departments (ED) has also increased over the past 12 months. Hospital handover delays remain well above 2023 levels for June.

New Charts for June 2024	• "Range/Benchmarking" charts showing growth in call and incident volume now show month-on-month change in the daily average for the month, rather than change in the month-on-month total.
Section 1. Contact Volume and Call Answer Time	• Despite a drop in the monthly volume of 999 calls answered, the daily data for June show demand increasing by over 400 calls (each day) from May, averaging 27,000 per day. • Mean call answer time increased by one-second to six-seconds. However, answer time varies considerably by trust, averaging just over one-second for the fastest three trusts, to 12-seconds for the slowest three.
Section 2. Incidents and Response Time, by Category	• For all categories, a monthly decrease in volume masks a flatter trend at an average daily level: using this measure, Category-1 incidents increased in June, to reach their highest volume in 2024 to-date. • For Categories 1,2 and 3 mean response slowed slightly. At trust level, the mean varies considerably: for Category-2 the fastest trusts average under 30 mins, the slowest trusts average over 40 mins.
Section 3. Incidents by Response Outcome	• Using the average daily measure, Hear-and-Treat outcomes were at the highest volume to-date in June, accounting for 15-percent of response outcomes (up from 12-percent in June 2023). • See-and-Treat responses are steady. Volume of patients conveyed by ambulance to ED has seen an increase in the 12-month data, and is currently higher than the 2023, and 2022 equivalent.
Section 4. Patient Handover Delays	• Hospital handover delays of 15-minutes or longer dropped in volume, but were the fifth highest volume to date in June. • Delays of an hour-plus have decreased since January 2024 to reach 35-thousand in June 2024. However, this compares with 23-thousand in June 2023 and is five times greater than in June 2019.

Source of all data is AQI June 2024 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

Section 1

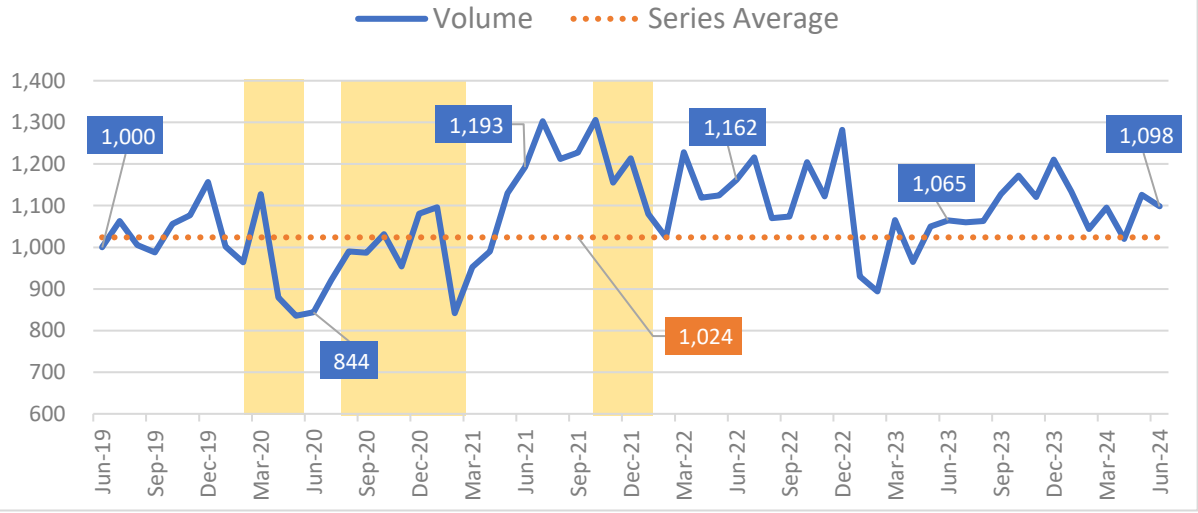
Contact Volume and Call Answer time

- Demand: Volume of Contacts
- Demand: Volume of 999 Calls Answered
- Demand: Call Answering Time
- Calls: Monthly Growth and Answer Time, Range

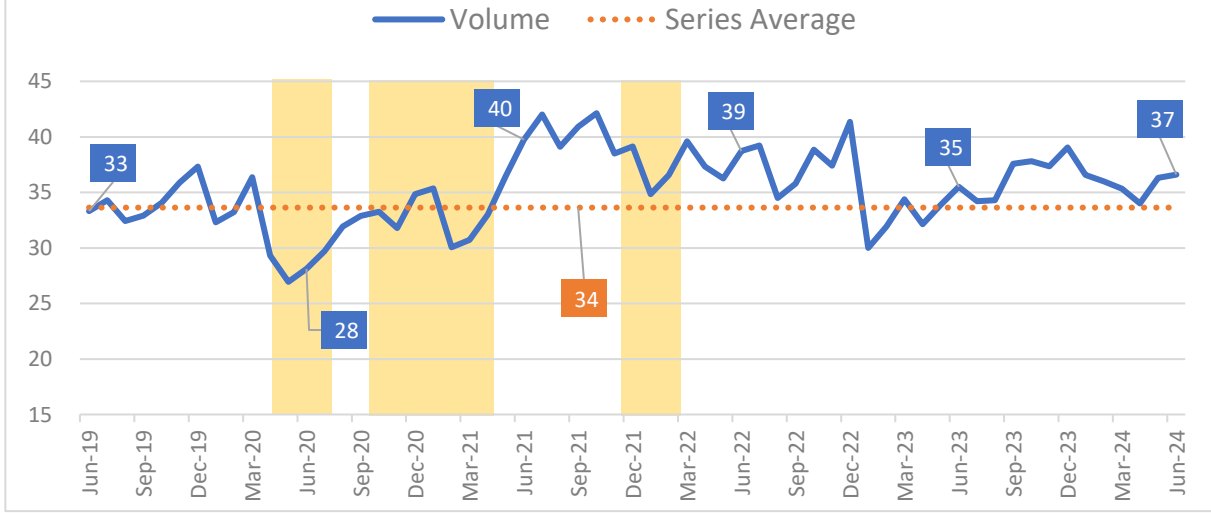
4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

The monthly volume of contacts dropped in June, however, the average daily demand increased by 298 calls, taking the average daily total to 37-thousand.

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



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

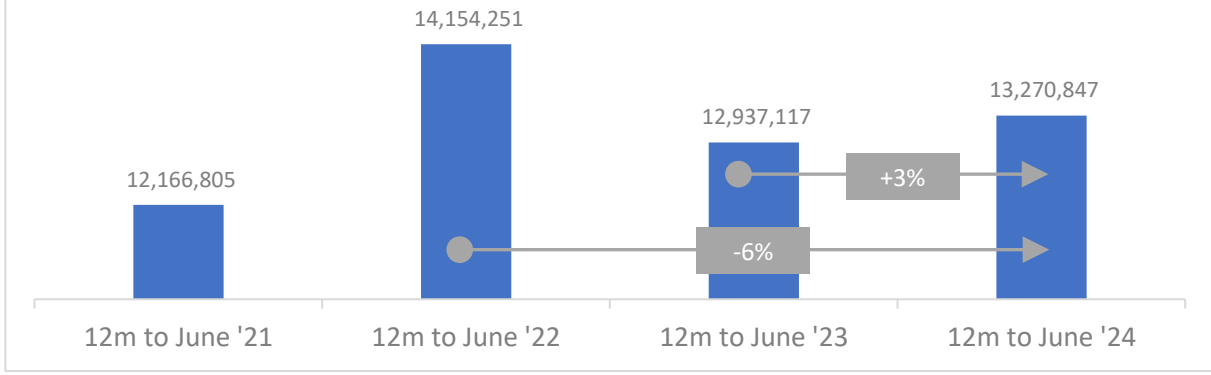


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
25th highest	-27 thousand	+33 thousand

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

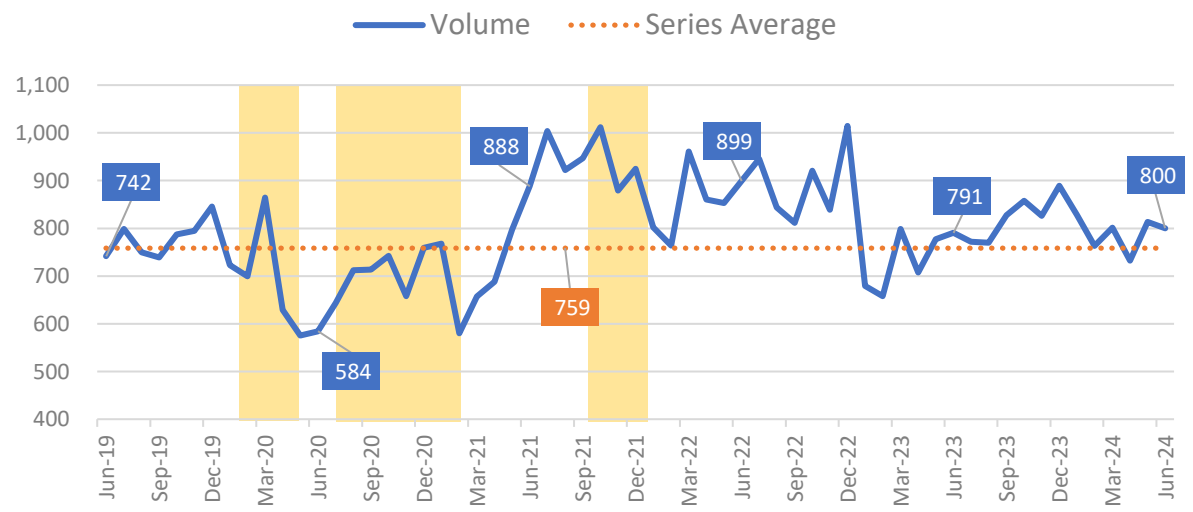
3. Volume of Contacts in the 12 months to (A0)



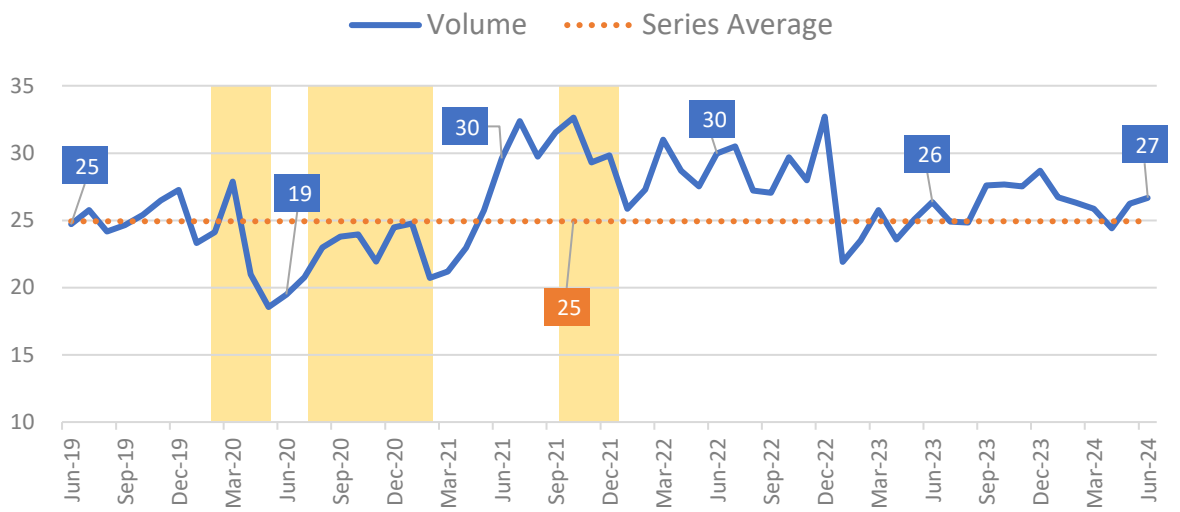
5. Demand: Volume of 999 Calls-Answered (Measure A1)

As with overall contacts, the volume of 999 calls-answered decreased at a monthly level, but daily demand increased by an average of 430 each day to reach 27-thousand. For both measures, demand is higher than the same month in 2023.

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



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

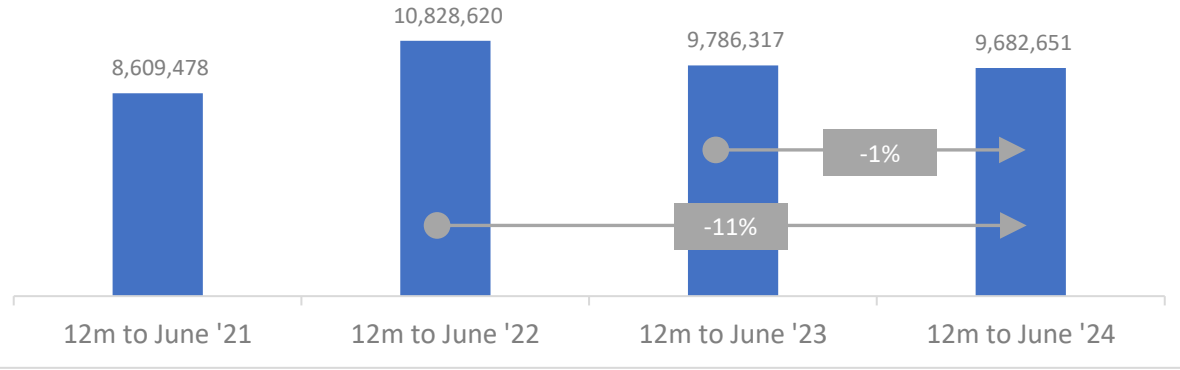


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
28th highest	-13 thousand	+9 thousand

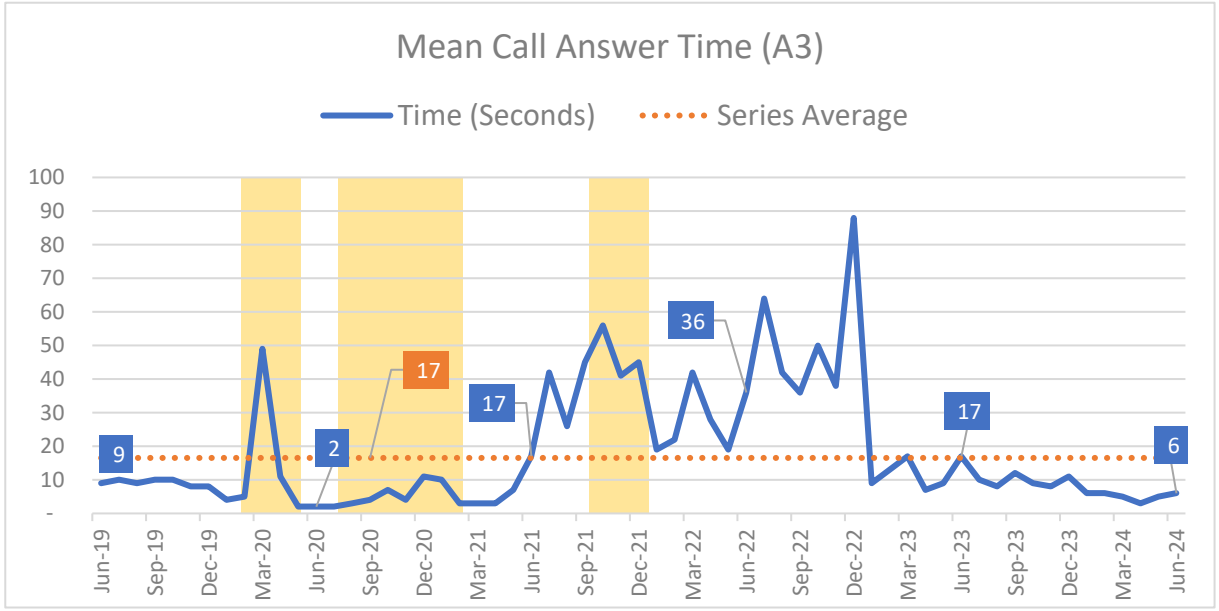
Yellow areas show COVID waves in the UK: source ONS.

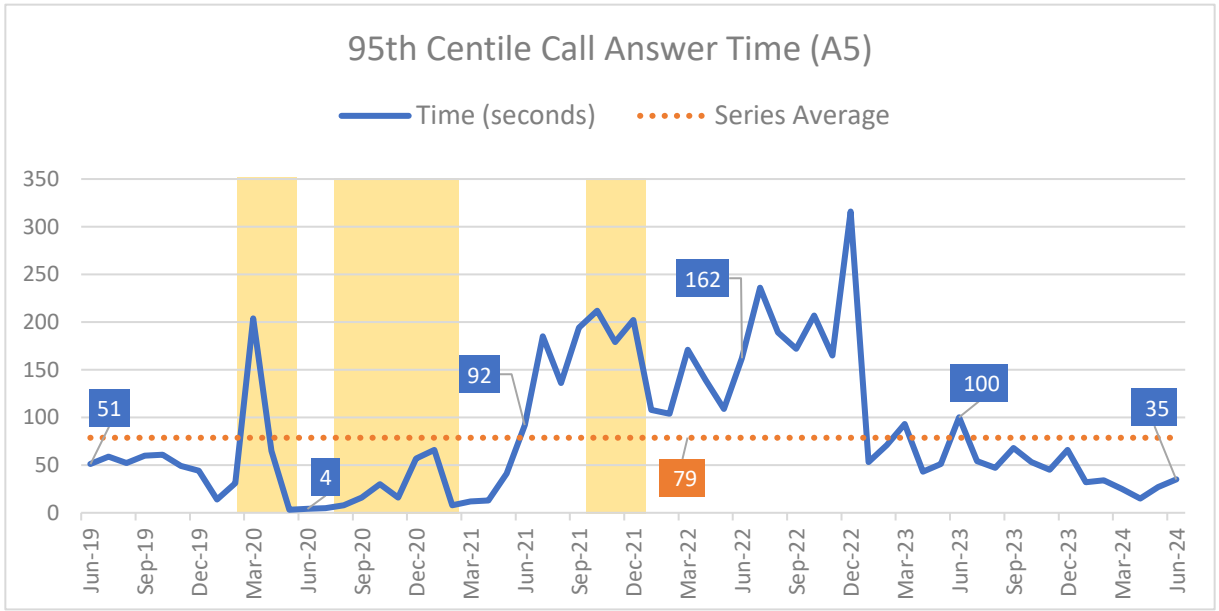
3. Volume of Calls Answered in the 12 months to Mar (A1)



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

Mean call-answer time slowed by one-second but has not exceeded the current time of six-seconds in 2024 to-date. The 95th Centile time slowed to 35-seconds – while this is the slowest in 2024 to-date, it is also well below the series average of 79-seconds.





Mean Call Answer Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
19th fastest	+1 seconds	-11 seconds

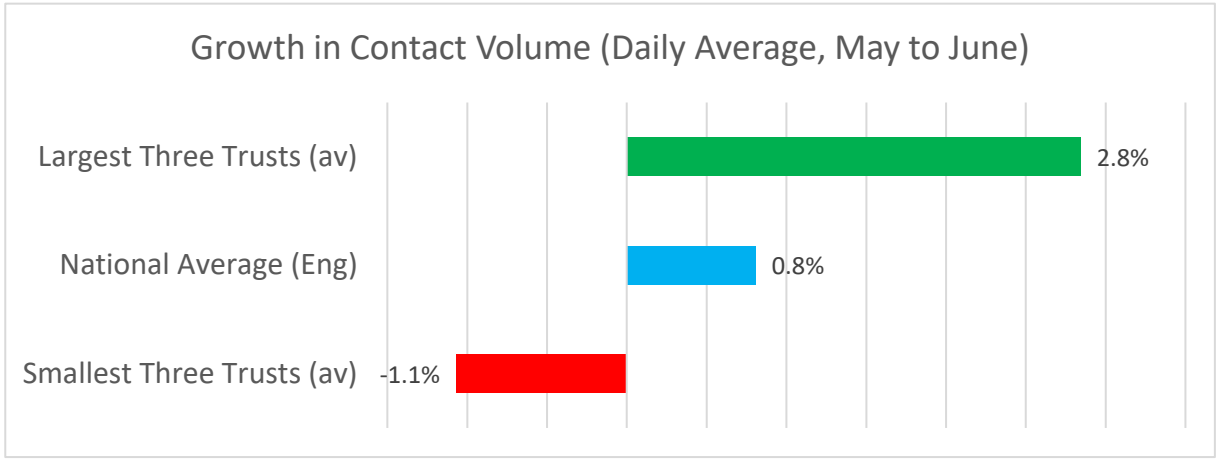
95th Centile Answer Time for June 2024: Fast Facts

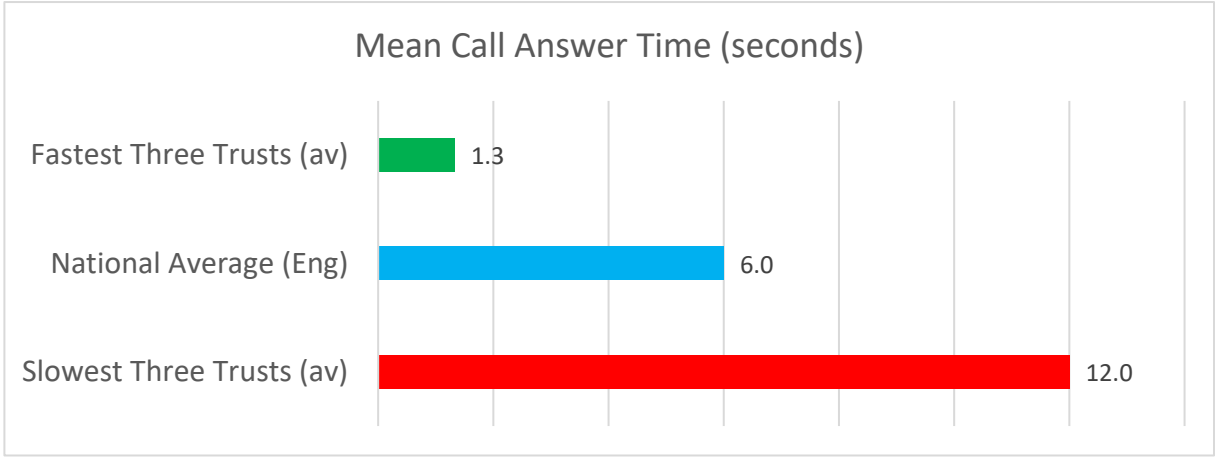
Rank in series to-date:	Change from May 2024	Change from June 2023
24th fastest	+8 seconds	-65 seconds

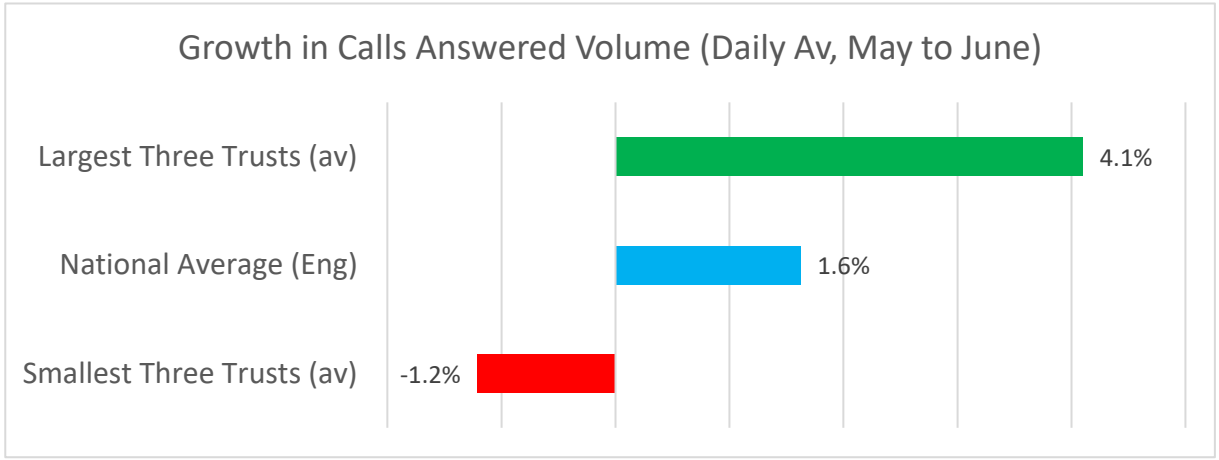
Yellow areas show COVID waves in the UK: source ONS.

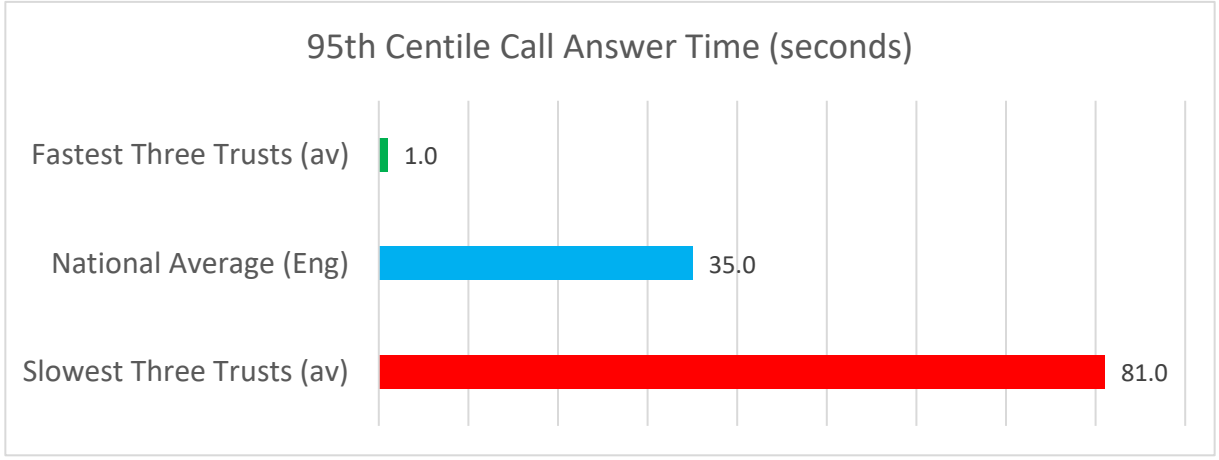
7. Calls: Monthly Growth and Answer Time, Range - June 2024

Growth in the average daily volume of calls answered varied across trusts, with those at the higher end of the range seeing growth of four-percent, and those at the lower contraction of one-percent. Call answer time varied by over ten seconds between those trusts at either end of the range.









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

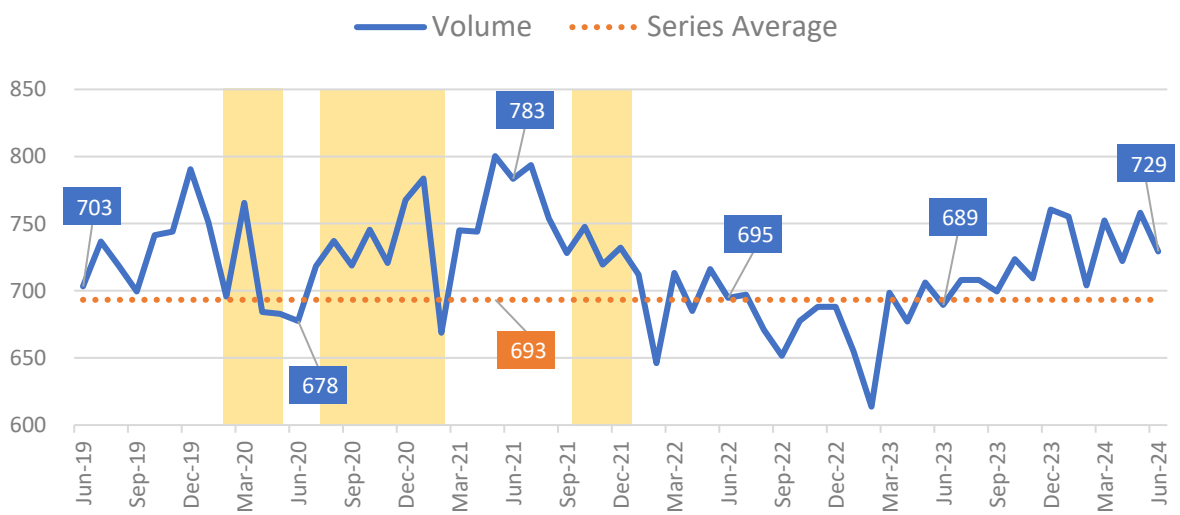
Section 2

Incidents and Response Time, by Category

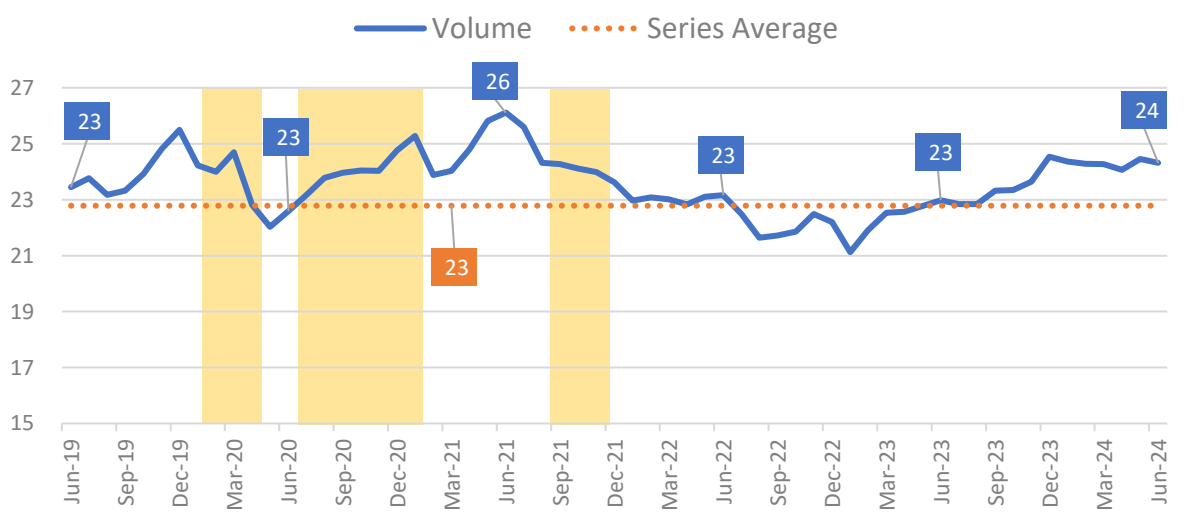
9. Demand: All Incidents (A7)

Monthly volume of incidents dropped by 29-thousand to reach 729-thousand, but the average daily trend was flatter with just 141 fewer incidents each day, compared with May. The annualised volume shows an increase of more than half-a-million incidents between the two most recent periods (3).

1. Volume of Incidents ('000, A7)



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

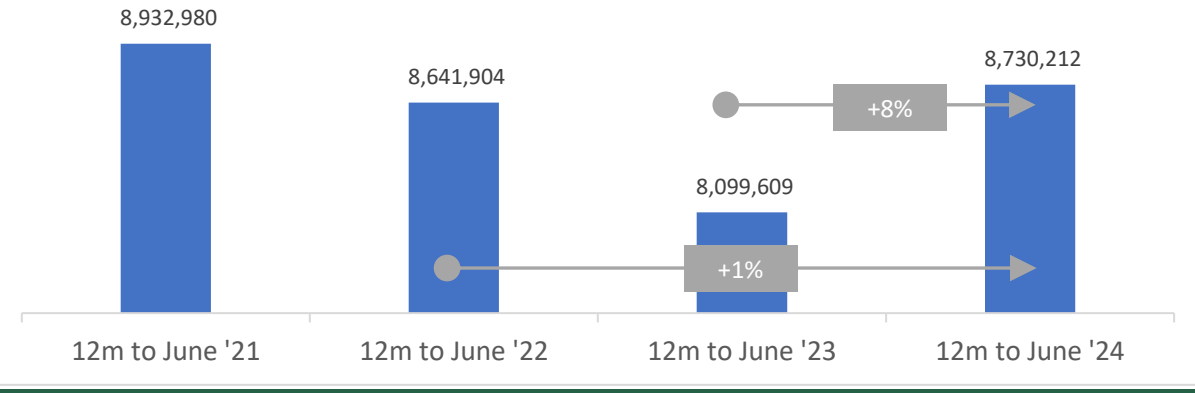


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
26th highest	-29 thousand	+40 thousand

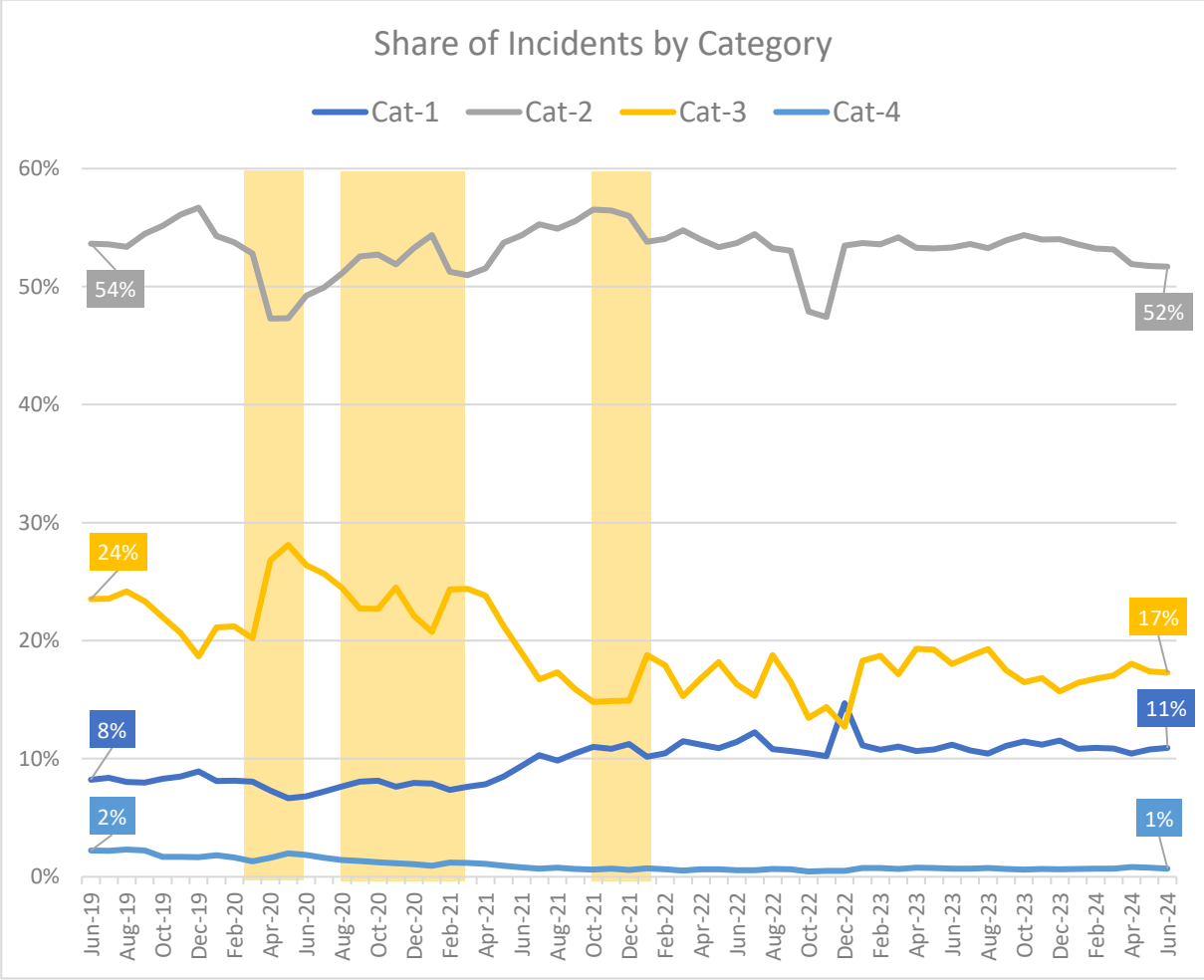
Yellow areas show COVID waves in the UK: source ONS.

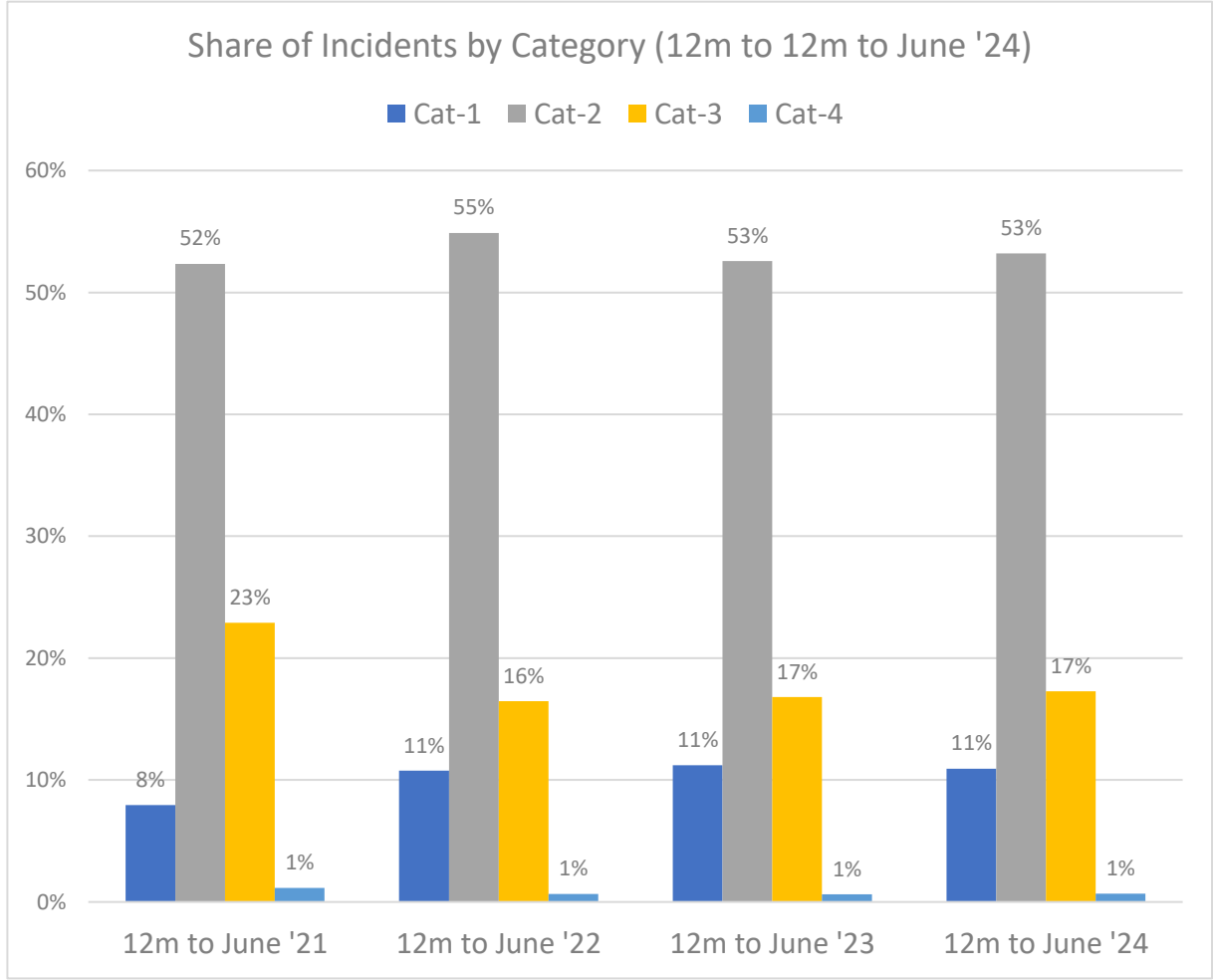
3. Volume of Incidents in the 12 months to June (A7)



10. Demand: Share of Incidents by Category

The distribution of incidents has remained largely unchanged for some time. While the monthly trend shows minor variation, the annualised data show the proportion of incidents is unchanged between the two most recent periods.

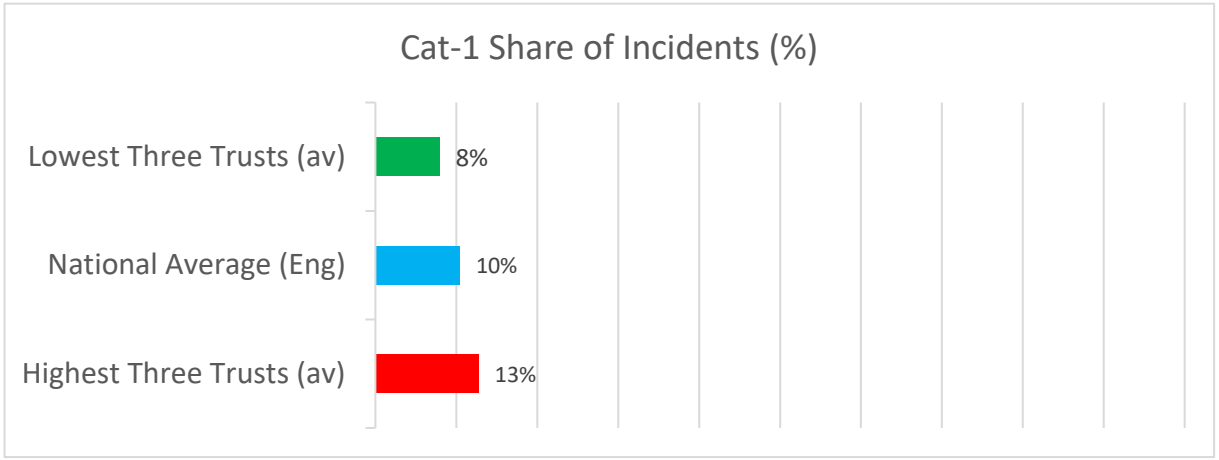


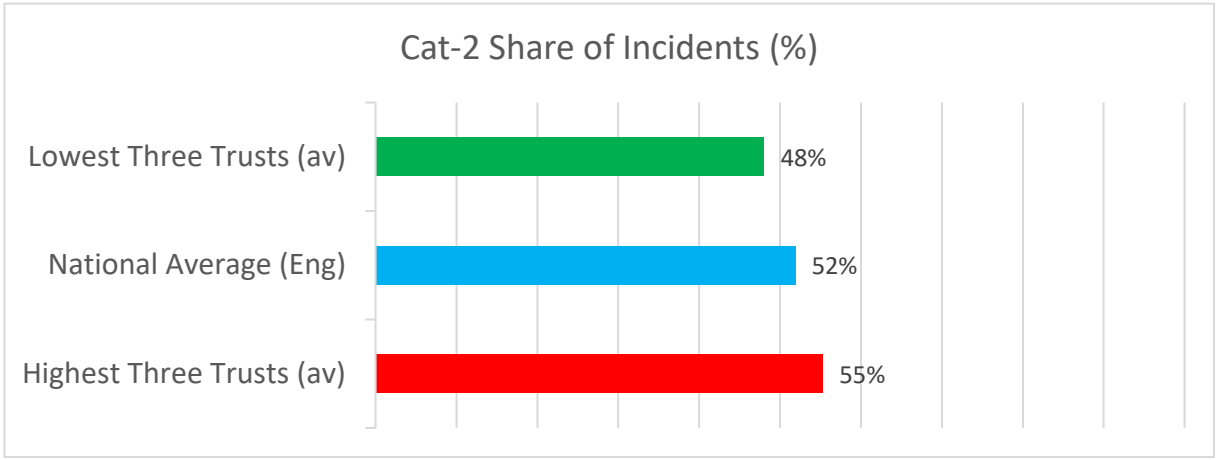


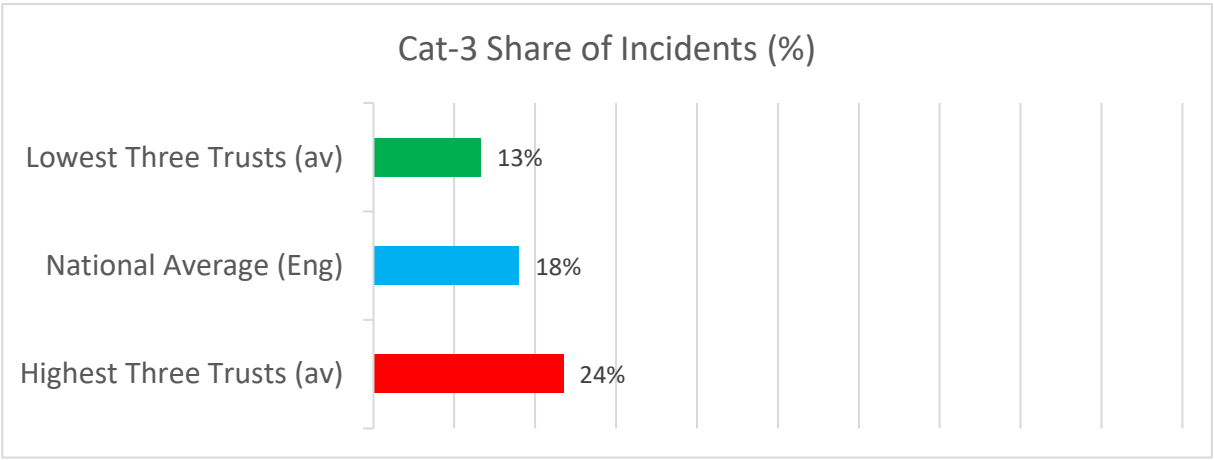
Yellow areas show COVID waves in the UK: source ONS.

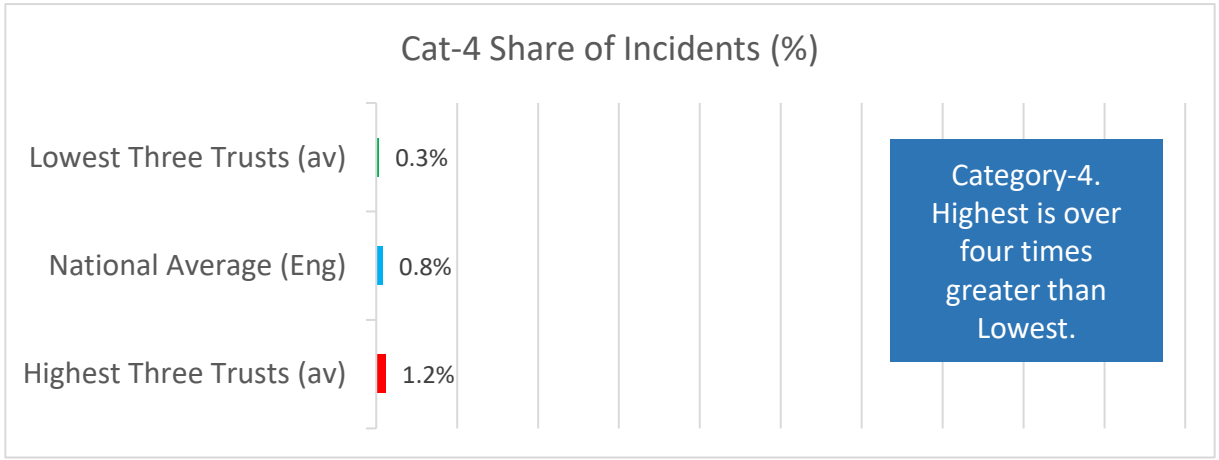
11. Share of Incidents, Range - June 2024

Distribution of incidents remains varied across trusts - for example, Category-1 accounts for eight-percent of incidents for those trusts at the lower end of the range to 13-percent for those at the higher end. For Category-3 there is an 11-percent difference between the outlying groups.





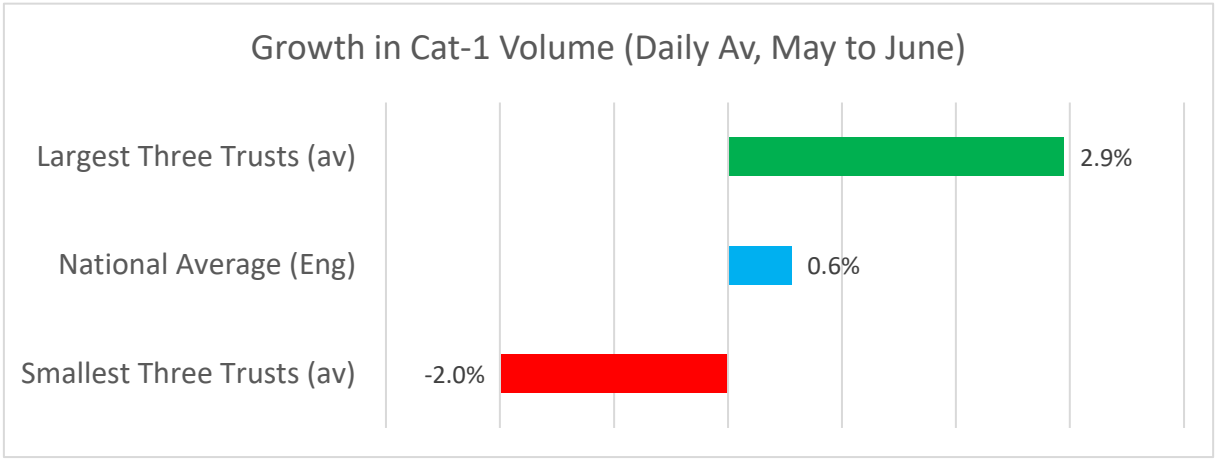


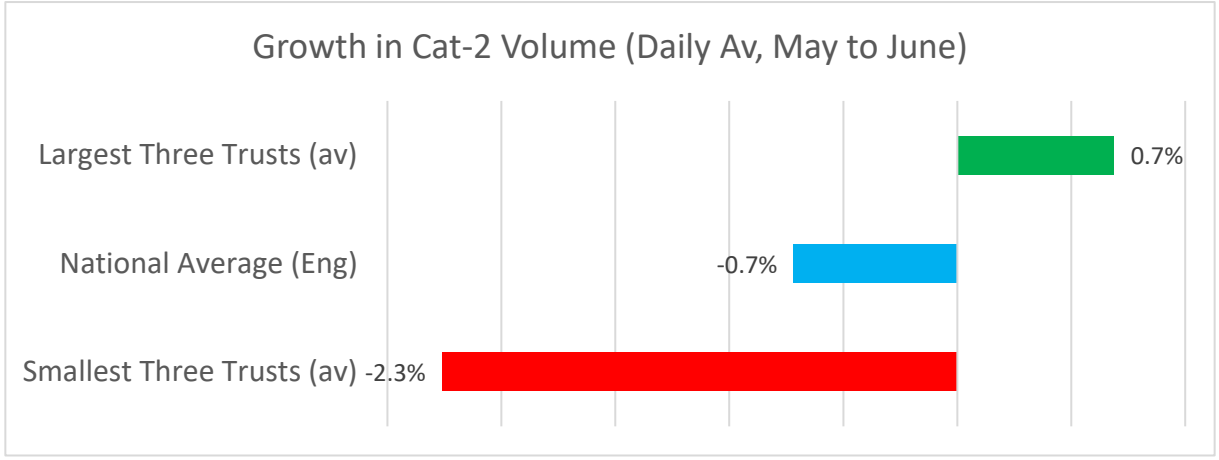


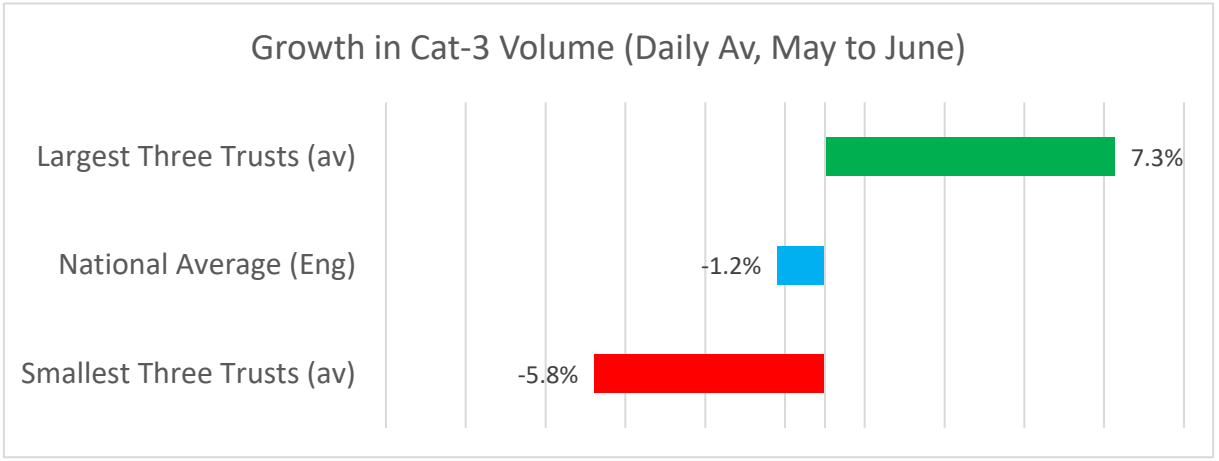
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

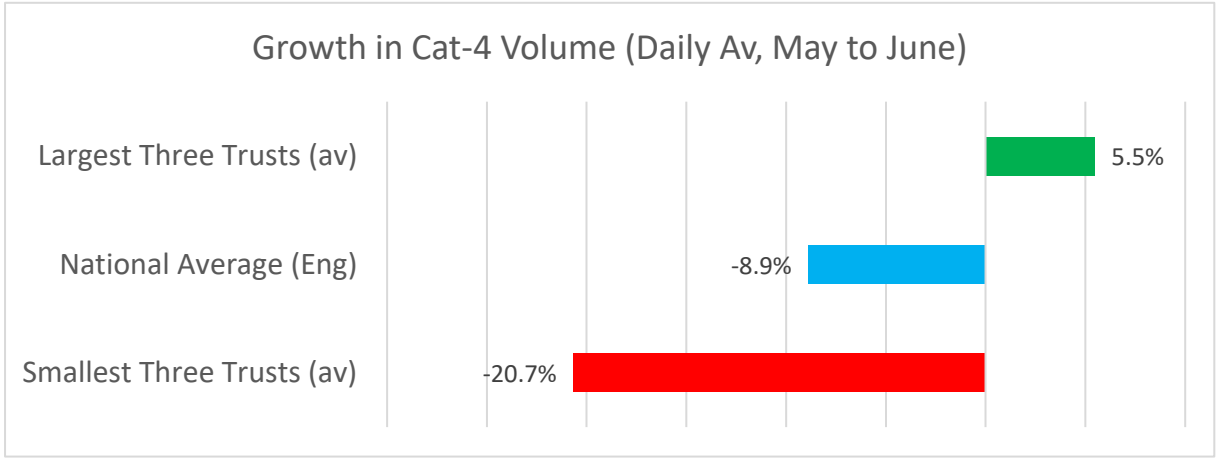
12. Monthly Growth in Incident Volumes, Range - June 2024

Growth in incident volumes varies across trusts. Category-3 incidents, for example, increased by seven-percent for trusts at the higher end of the growth-range, while contracting by six-percent for those at the lower end. For Category-4 the difference ranges from five-percent growth to 21-percent contraction.







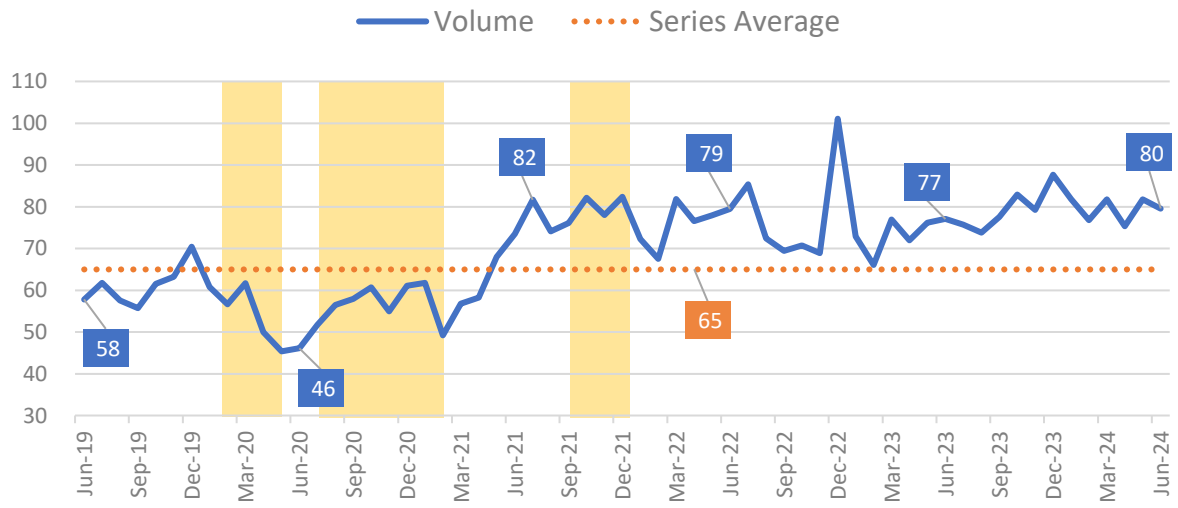


Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

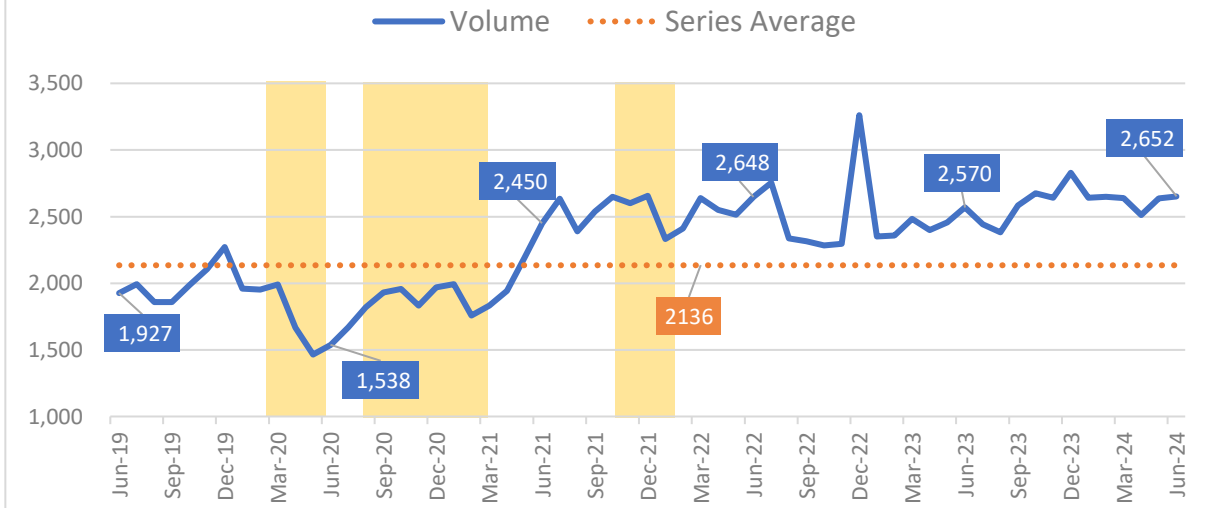
13. Demand: Category-1 Incidents (A8)

A decrease in the monthly volume masks a flatter average daily trend, which increased by 15 incidents to reach 2,652 (the sixth highest to-date, and the highest in 2024 to-date). Annualised data show an increase of 45-thousand Category-1 incidents between the two most recent periods (3).

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



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

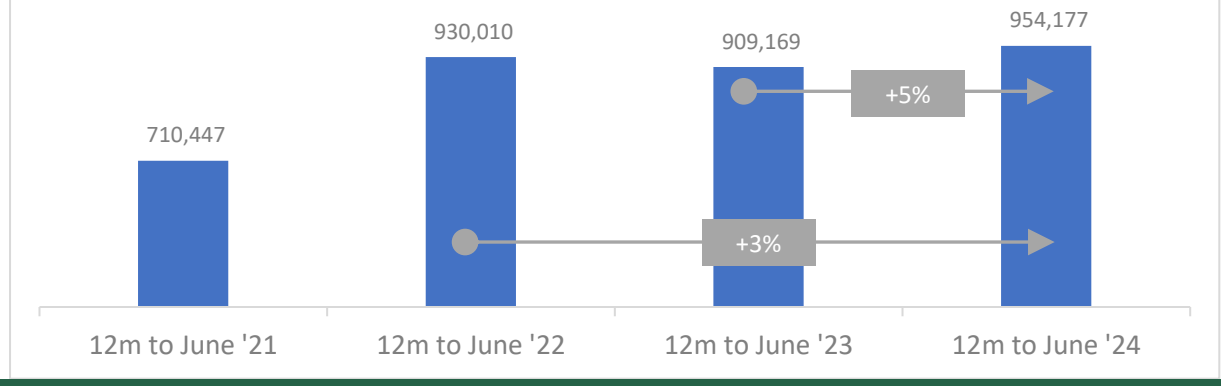


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
12th highest	-2 thousand	+3 thousand

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

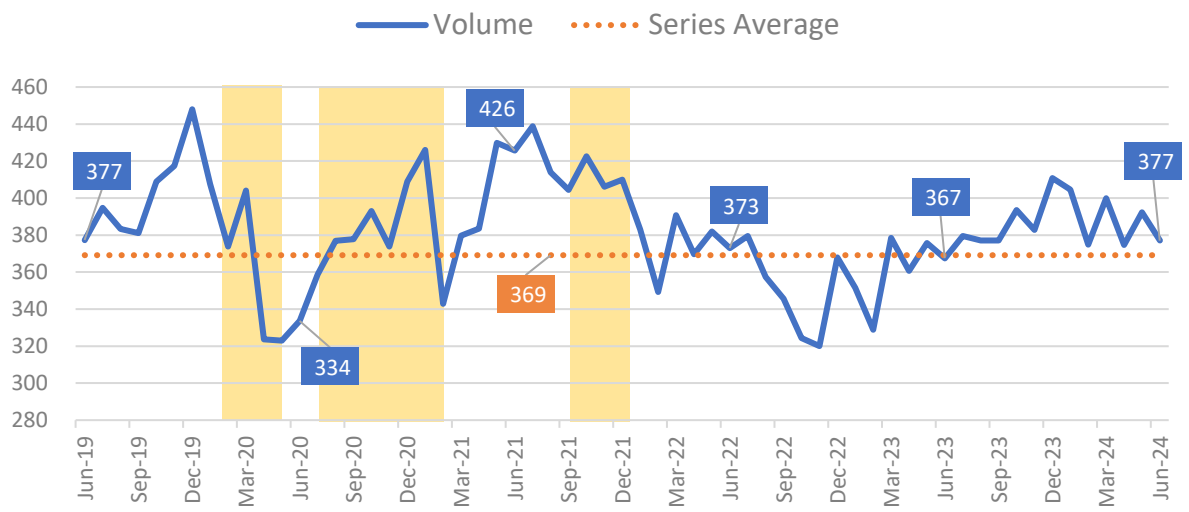
3. Volume of Cat-1 Incidents in the 12 months to June (A8)



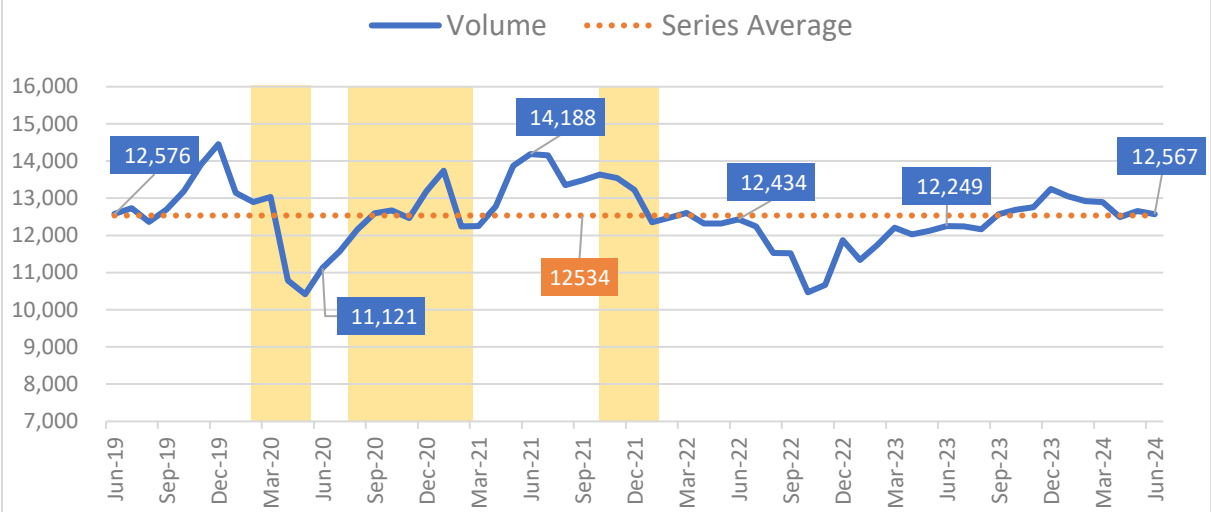
14. Demand: Category-2 Incidents (A10)

Category-2 incidents saw a monthly decrease of 15-thousand incidents, but the daily average dropped by just 87, taking the total to 12,567. Both measures are greater than June 2023 and June 2022, while the annualised data shows an 386-thousand increase between the last two periods.

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



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

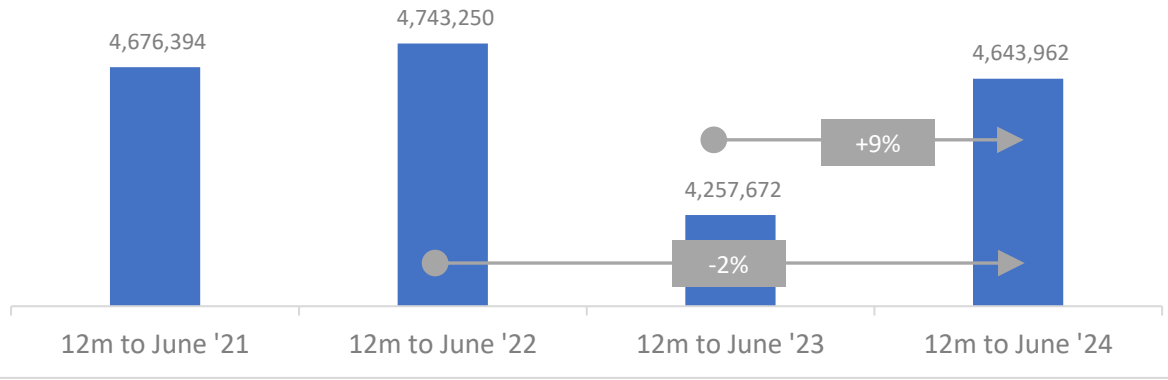


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
24th highest	-15 thousand	+10 thousand

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

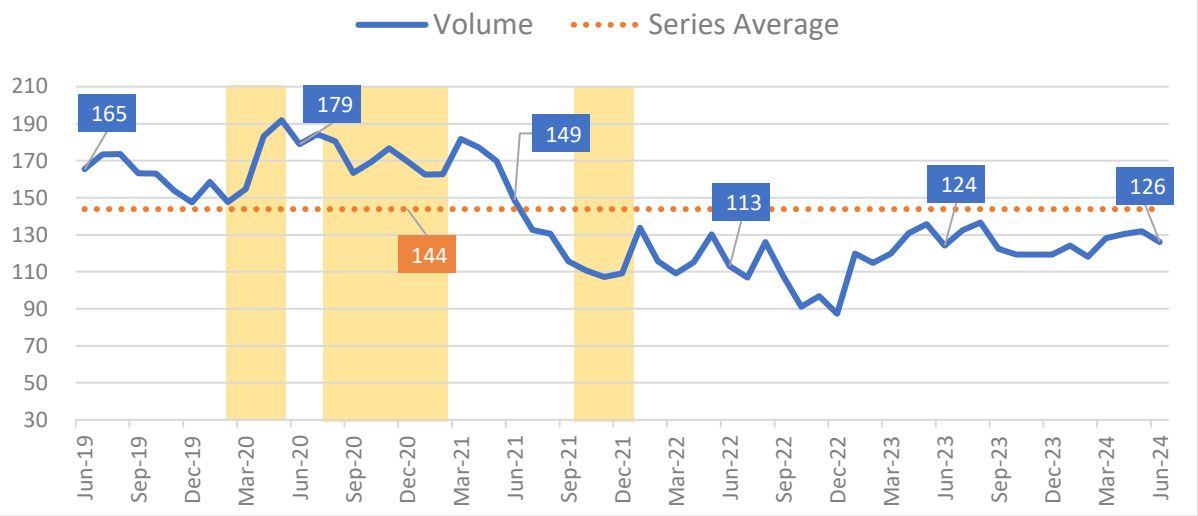
3. Volume of Cat-2 Incidents in the 12 months to June (A10)



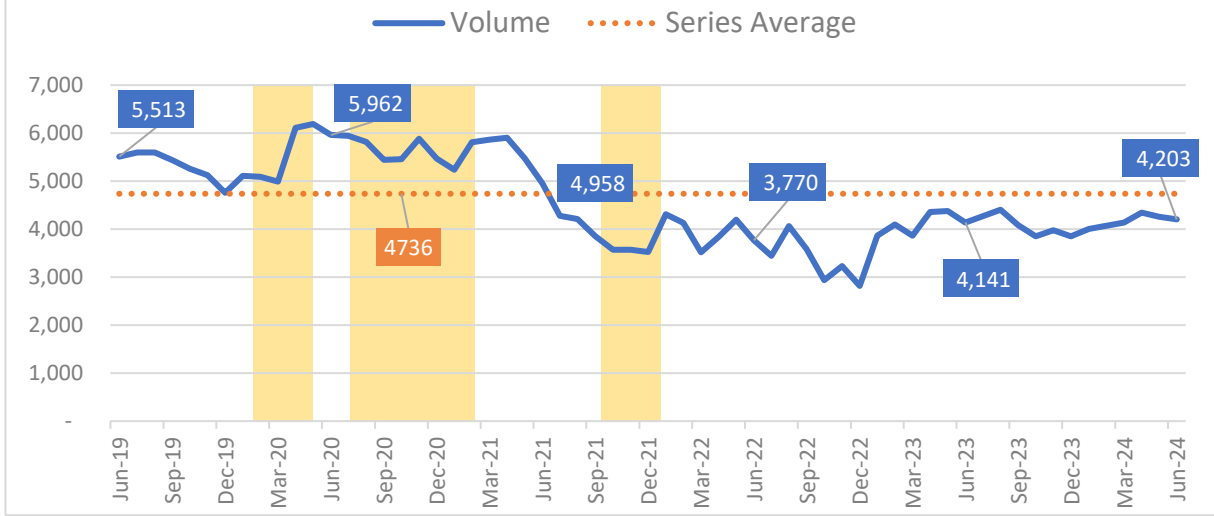
15. Demand: Category-3 Incidents (A11)

The monthly decrease in Category-3 volume (six-thousand) is steeper than the average daily decrease of 53 fewer incidents per day. Both measures are the highest June figure since 2022, while the annualised figure of 1.5-million is the highest in two years.

1. Volume of Cat-3 Incidents ('000, A11)



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

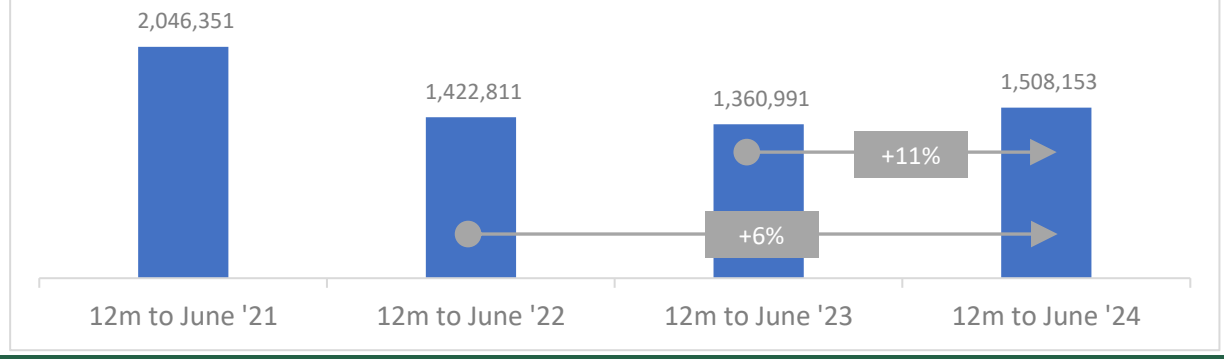


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
54th highest	-6 thousand	+2 thousand

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

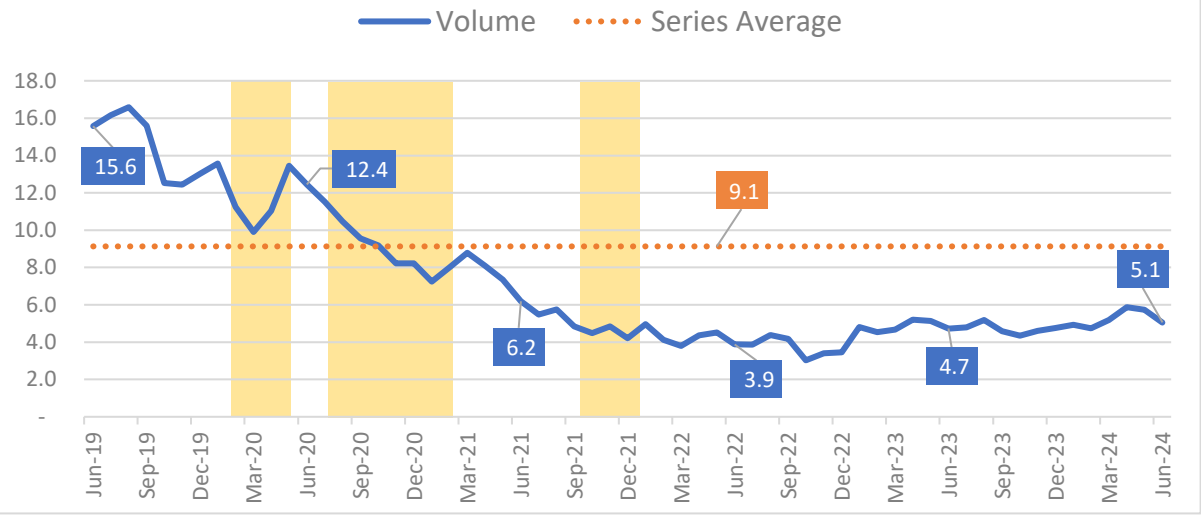
3. Volume of Cat-3 Incidents in the 12 months to June (A11)



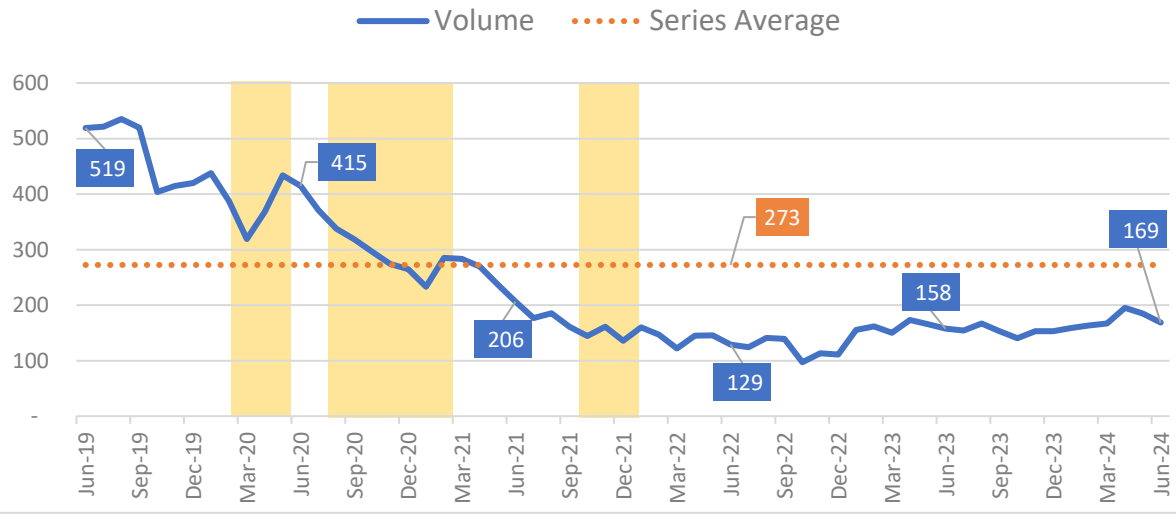
16. Demand: Category-4 Incidents (A12)

There were 680 fewer Category-4 incidents across the month, and 16 fewer on average each day in June. As with the three other Categories, this is these are the highest volume for June since 2022, with the annualised data of 60-thousand being the highest in two years.

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



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

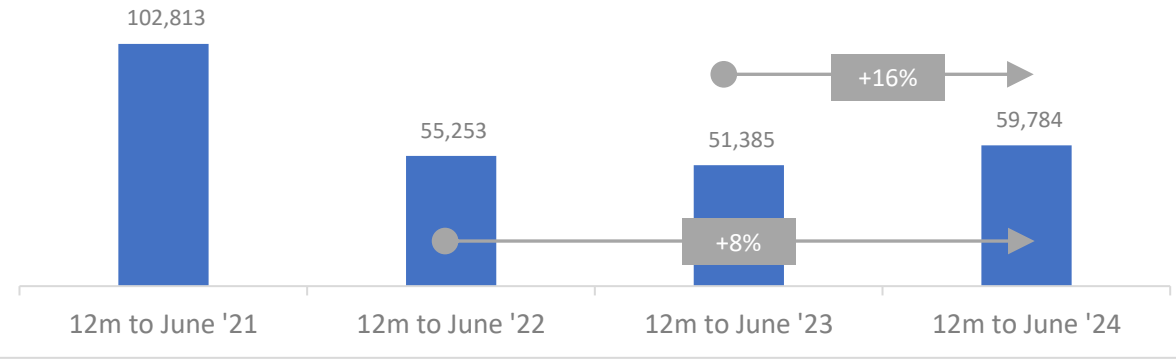


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
51st highest	-680 incidents	+328 incidents

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

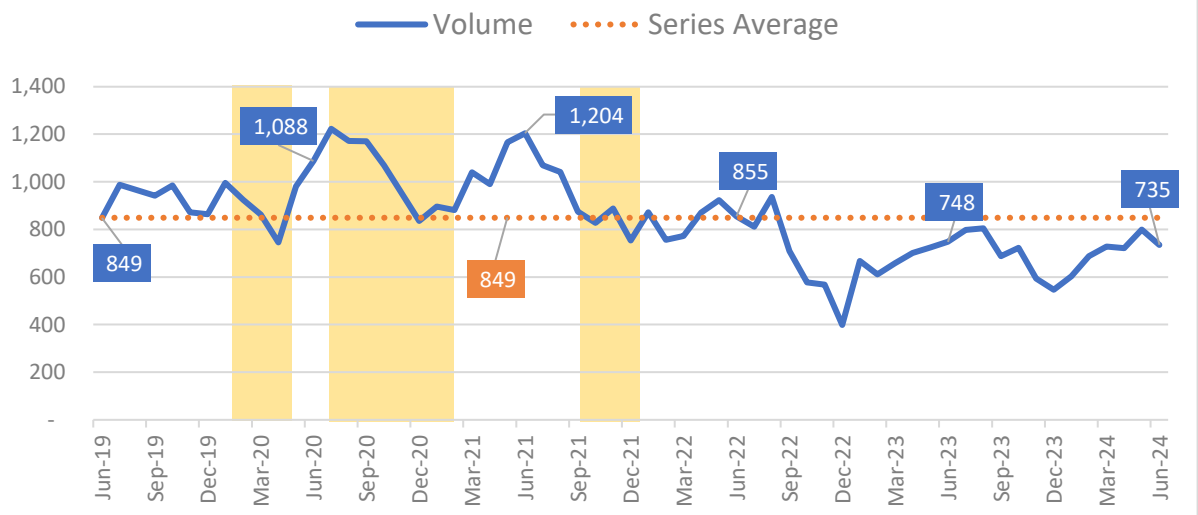
3. Volume of Cat-4 Incidents in the 12 months to June (A12)



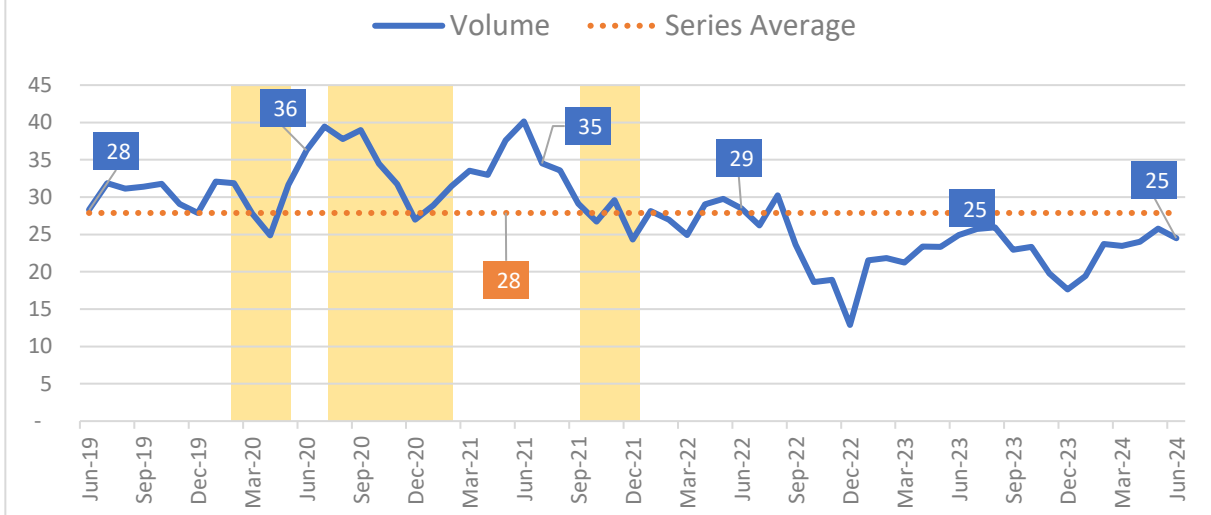
17. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

June saw a decrease of S136 incidents. There were 735 across the month, or an average of 25 each day (one less than May). Of these incidents, the 85-percent were transported by an ambulance (the average for 2024 to-date is 87-percent. Not shown, but available on request).

1. Volume of A136 Incidents (A106)



2. Average Daily Volume of S136 Incidents (A106)

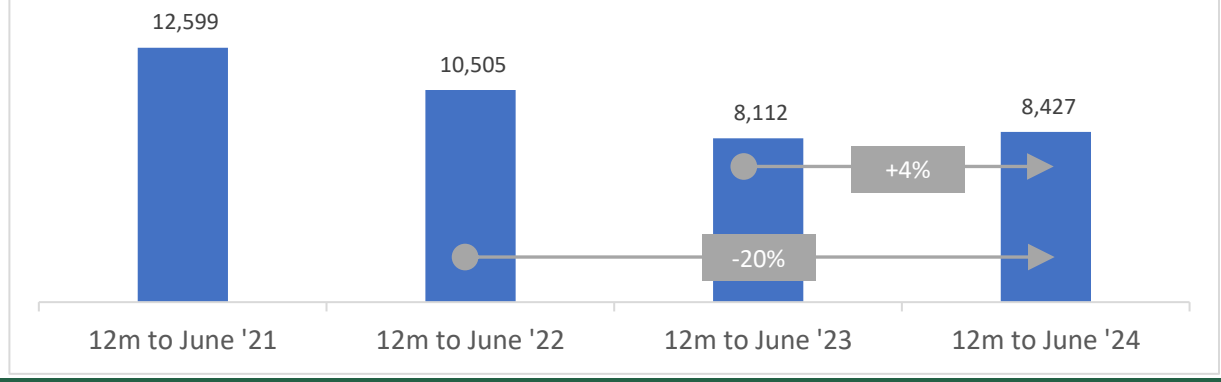


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
46th highest	-64 incidents	-13 incidents

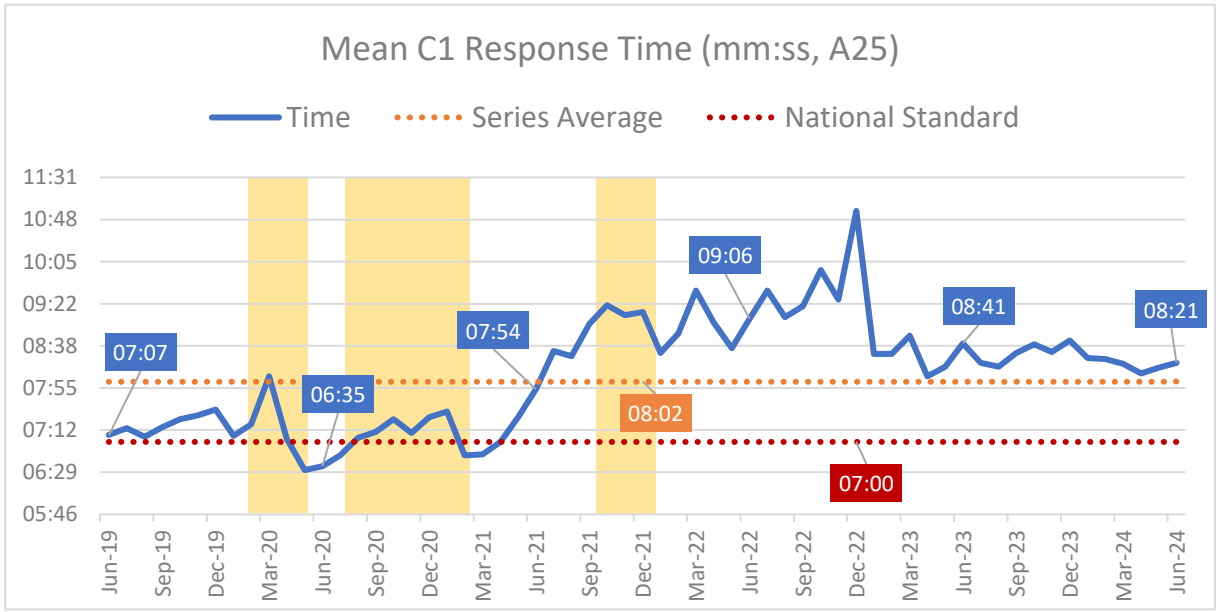
Yellow areas show COVID waves in the UK: source ONS.

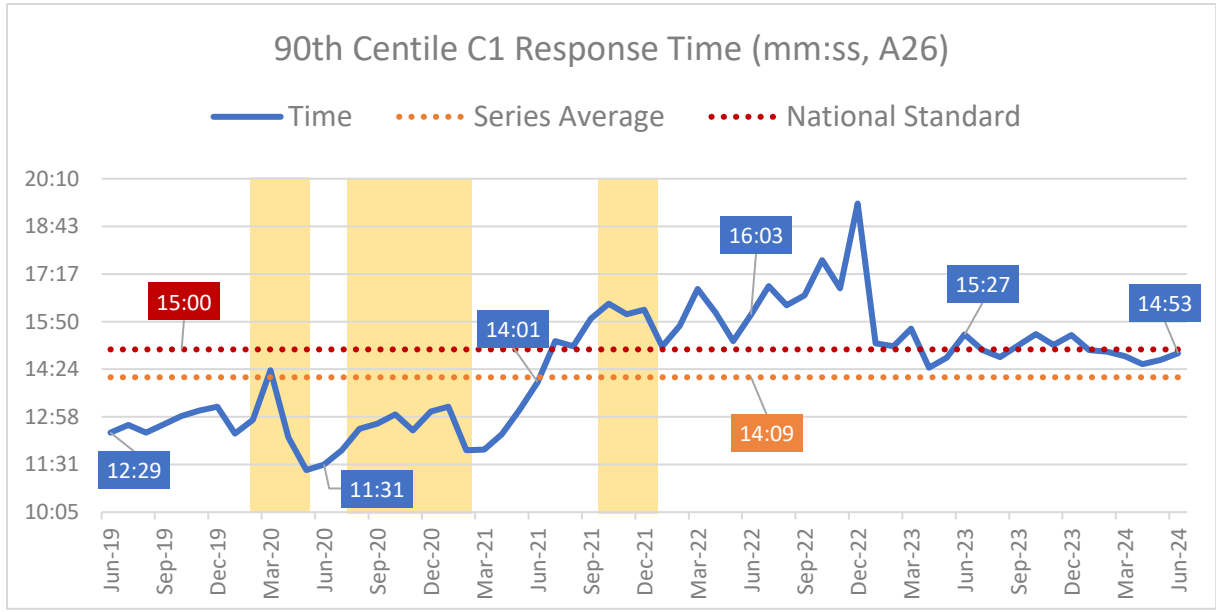
3. Volume of S136 Incidents in the 12 months to June (A106)



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

Mean Category-1 response time slowed by five seconds, and the 90th Centile by 12-second in June. While the former remains slower than the national standard of seven-minutes, the latter has now trended below its 15-minute standard since January 2024.





Mean Response Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
32nd slowest	5 secs slower	20 secs faster

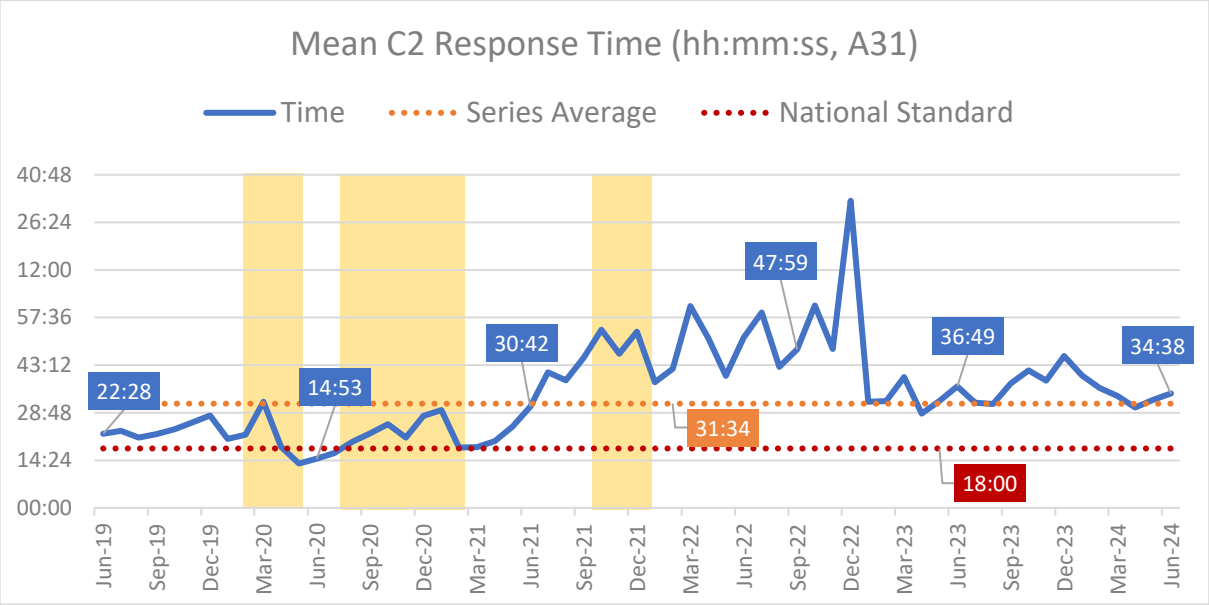
90th Centile Response Time for June 2024: Fast Facts

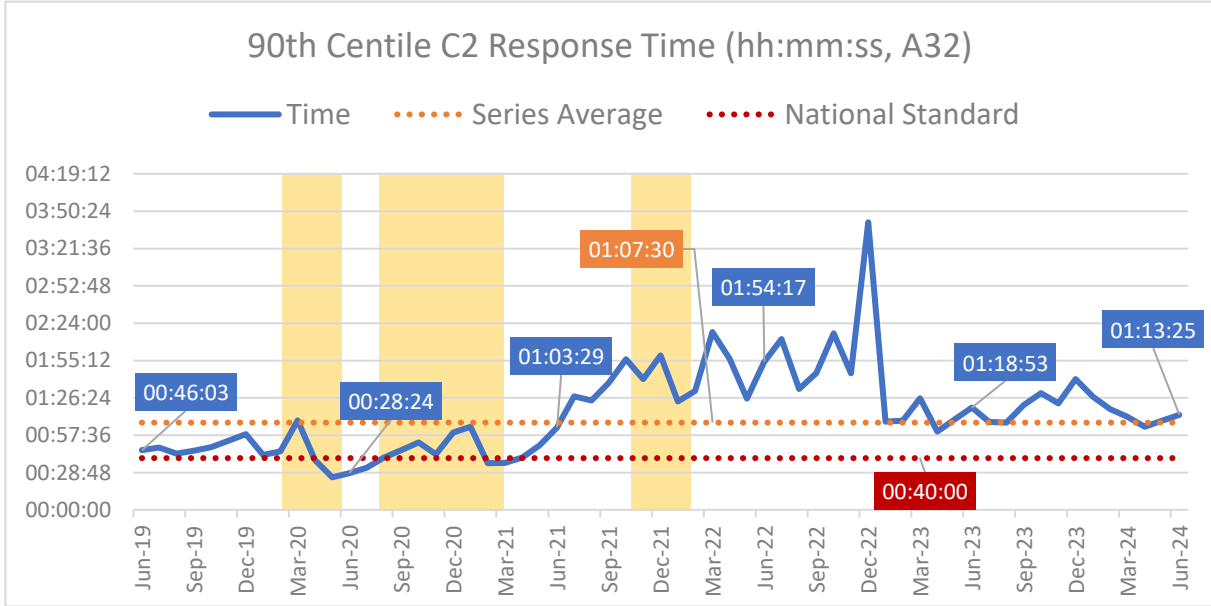
Rank in series to-date:	Change from May 2024	Change from June 2023
33rd slowest	12 secs slower	34 secs faster

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

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

Category-2 mean response slowed for the second consecutive month, adding two minutes from May to reach 34 minutes and 38 seconds. This measure has not dropped below the 18-minute standard since July 2020, and has exceeded 30-minutes since April 2023.





Mean Response Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
27th slowest	2 mins slower	2 mins faster

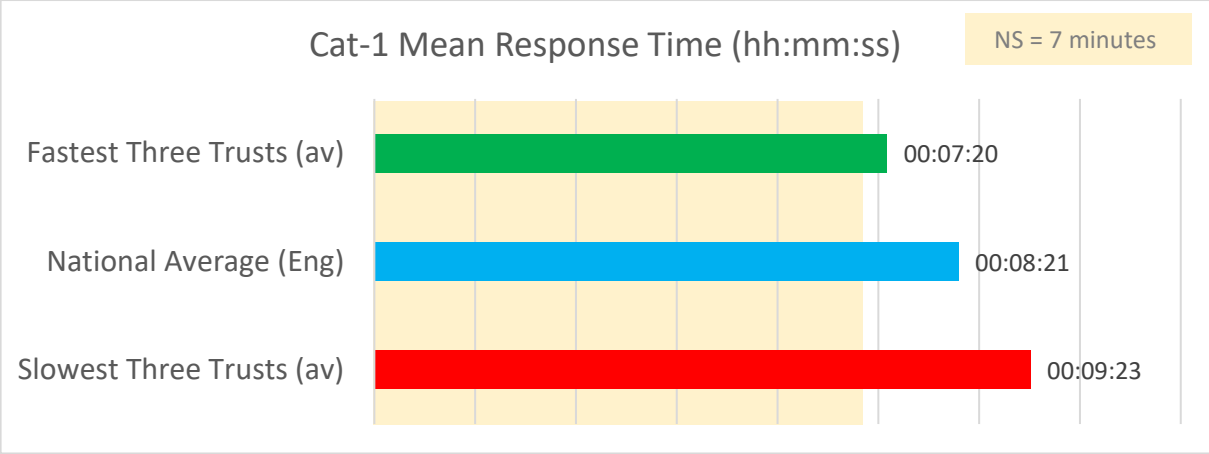
90th Centile Response Time for June 2024: Fast Facts

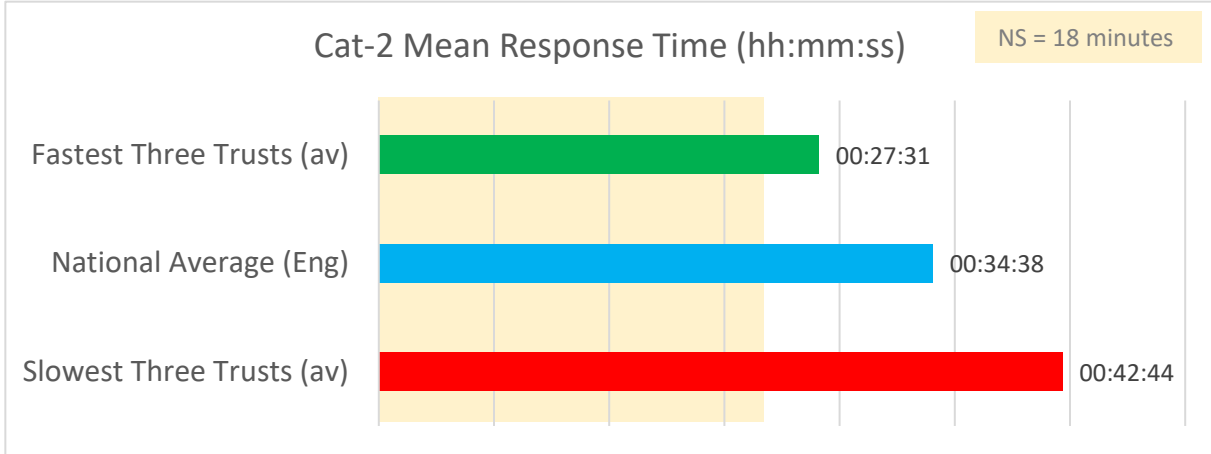
Rank in series to-date:	Change from May 2024	Change from June 2023
27th slowest	4 mins slower	5 min faster

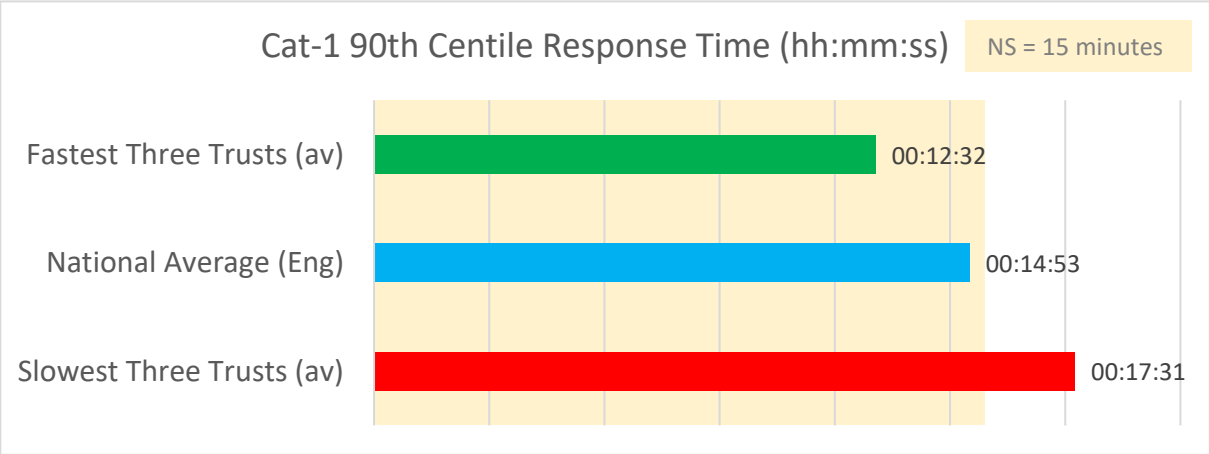
Yellow areas show COVID waves in the UK: source ONS.

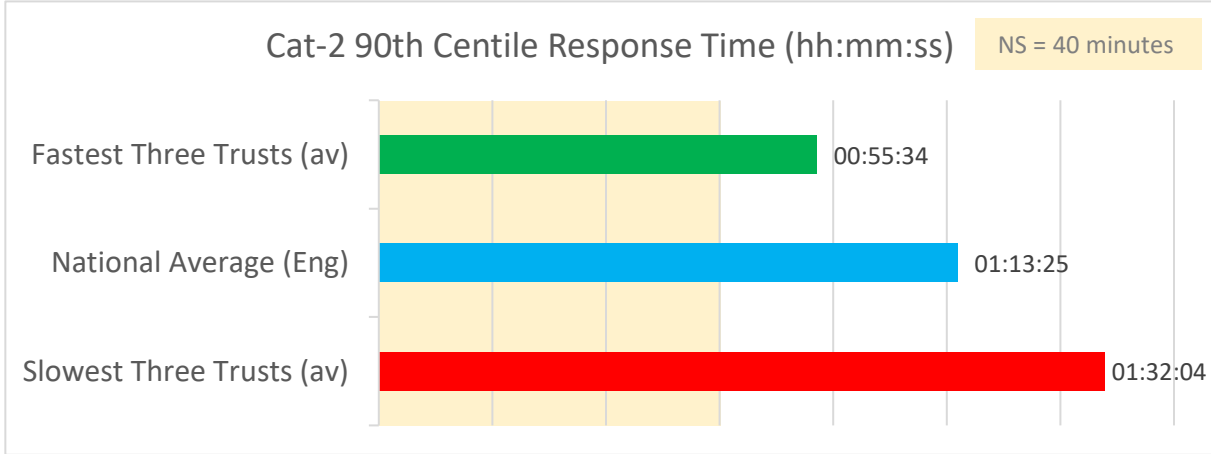
20. Category-1 and Category-2 Response Time, Range - June 2024

For Category-1, mean response times for outlying trusts ranges from just over seven minutes to just over nine minutes, and for Category-2 27-and-a-half minutes to just under 45-minutes. 90th Centile times are equally varied, most notably for Category-2 incidents.







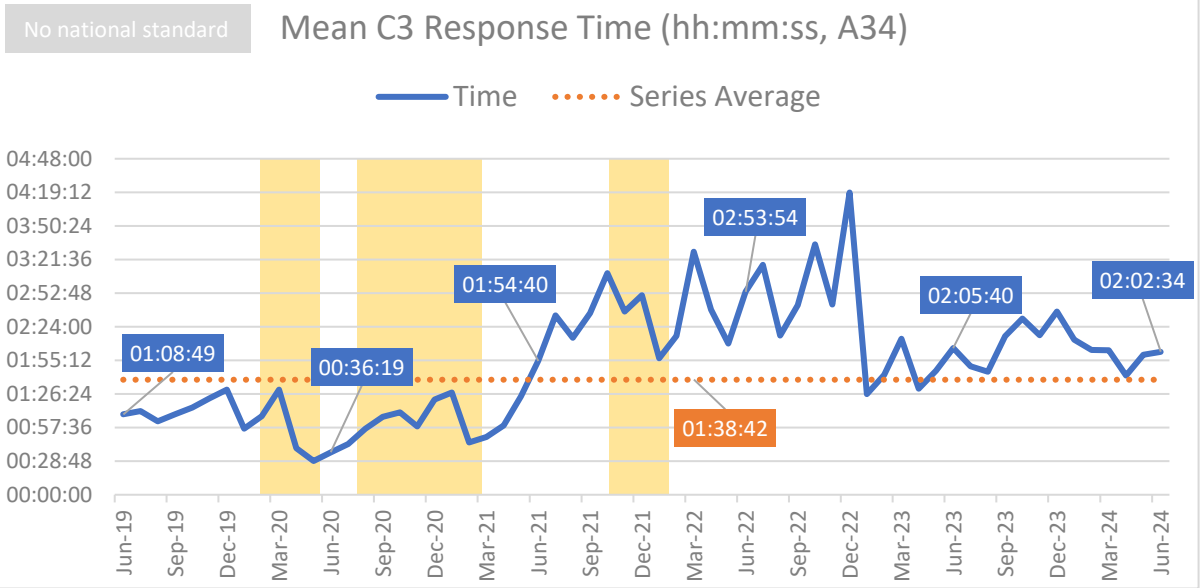


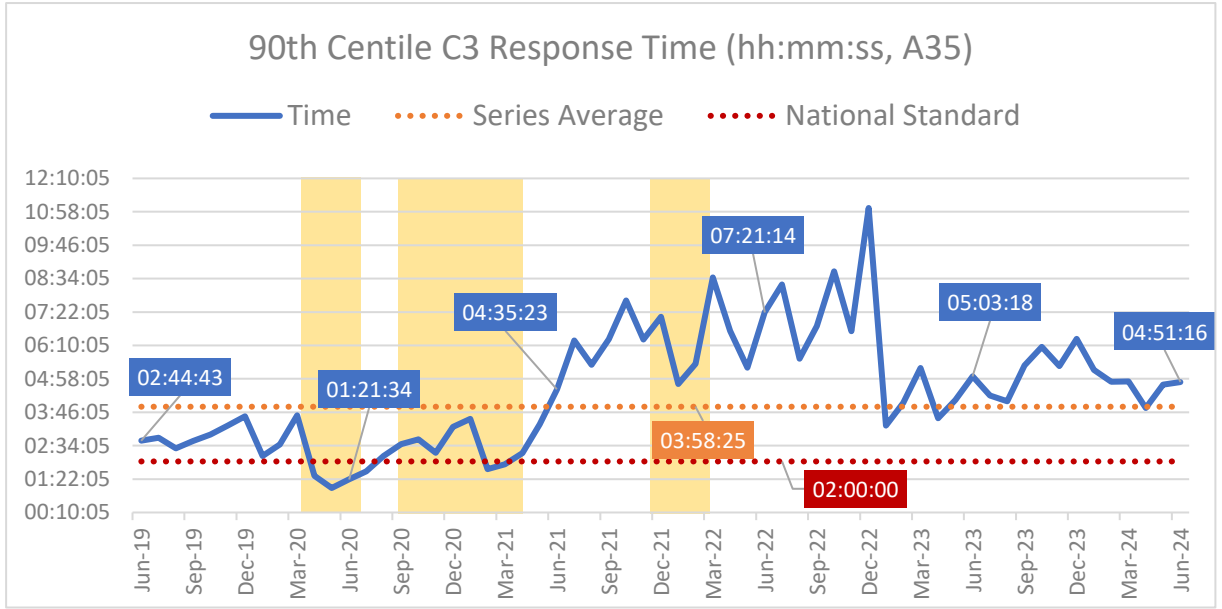
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Category-3 mean response slowed by two-minutes, and the 90th Centile by five minutes in June. Both measures are slightly faster than in June 2023, but notably faster than June 2022. Nonetheless, the 90th Centile measure is over twice as slow as its two-hour national standard.

No national standard





Mean Response Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
27rd slowest	2 mins slower	3 mins faster

90th Centile Response Time for June 2024: Fast Facts

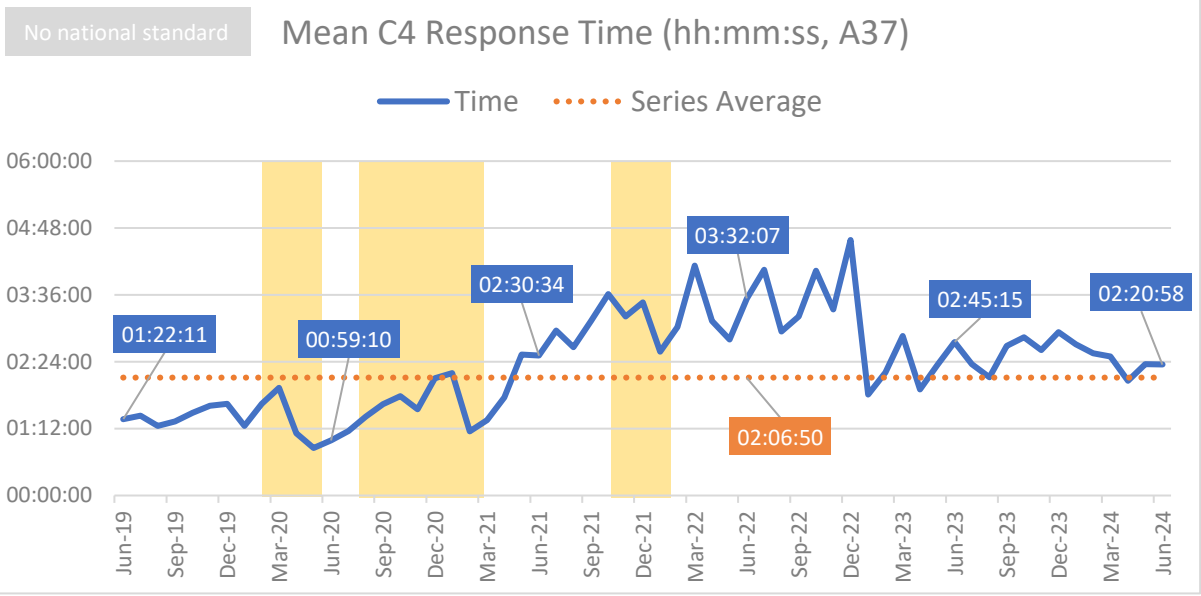
Rank in series to-date:	Change from May 2024	Change from June 2023
27th slowest	5 mins slower	12 mins faster

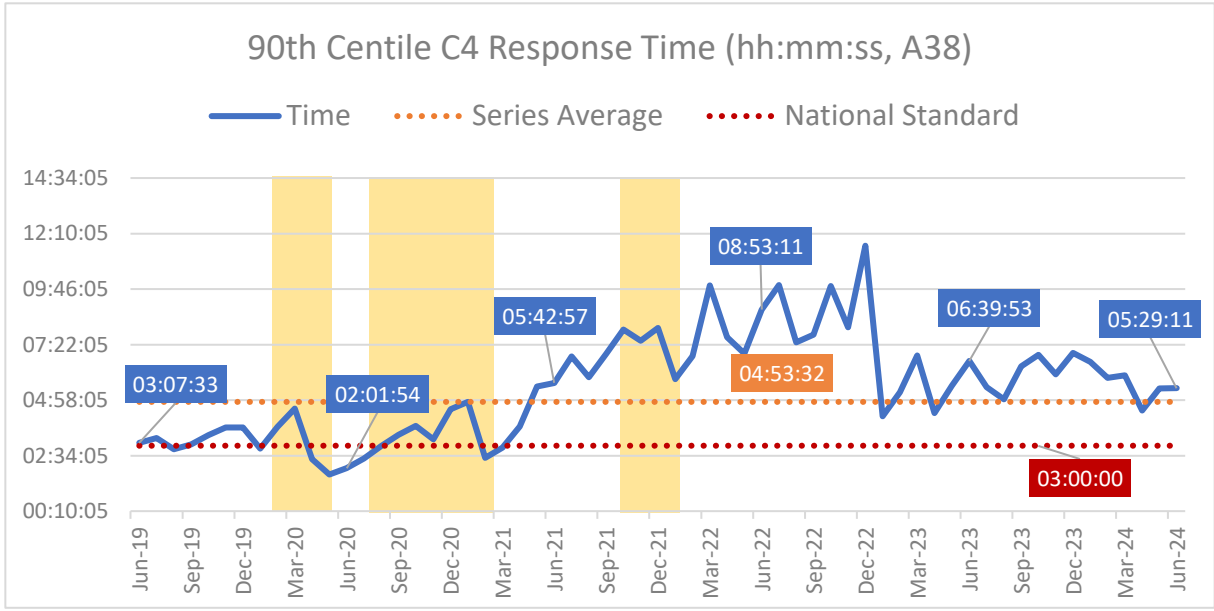
Yellow areas show COVID waves in the UK: source ONS.

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

Category-4 response times were flat in June, with both measures differing by less than a minute compared with May. Both are faster than June 2023 and significantly faster than June 2022 – but the 90th Centile remains well above its three-hour national standard.

No national standard





Mean Response Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
32nd slowest	13 secs faster	24 min faster

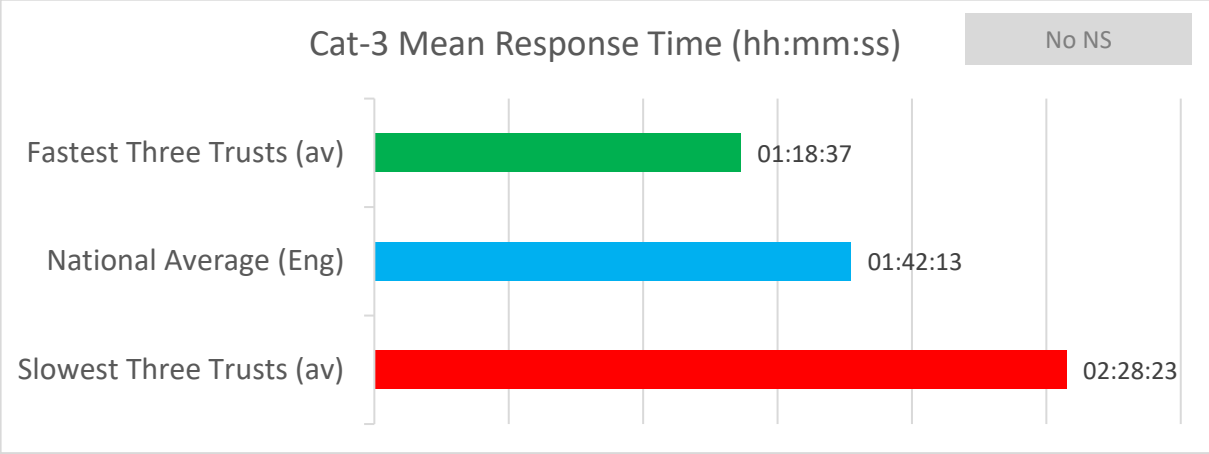
90th Centile Response Time for June 2024: Fast Facts

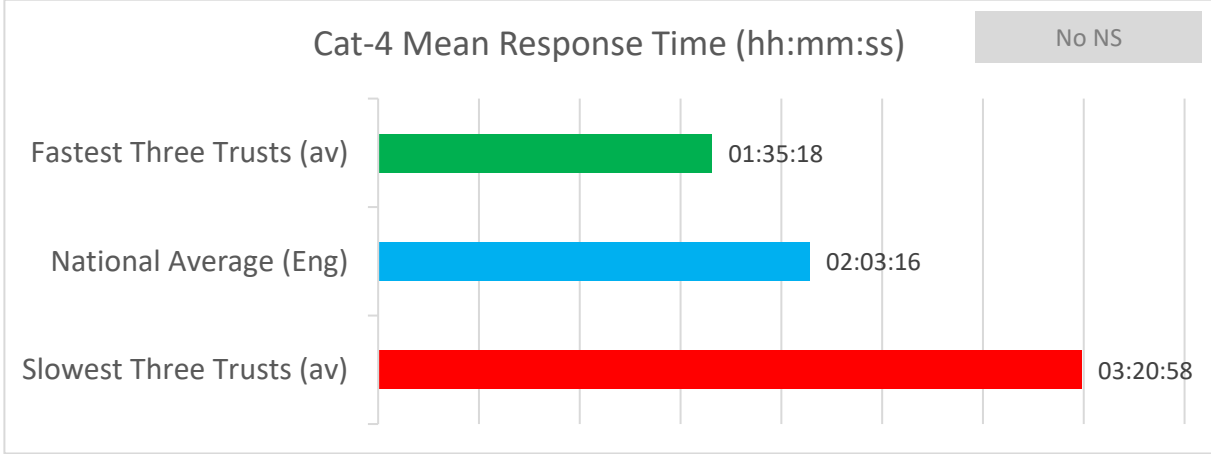
Rank in series to-date:	Change from May 2024	Change from June 2023
32nd slowest	27 secs slower	1 hour faster

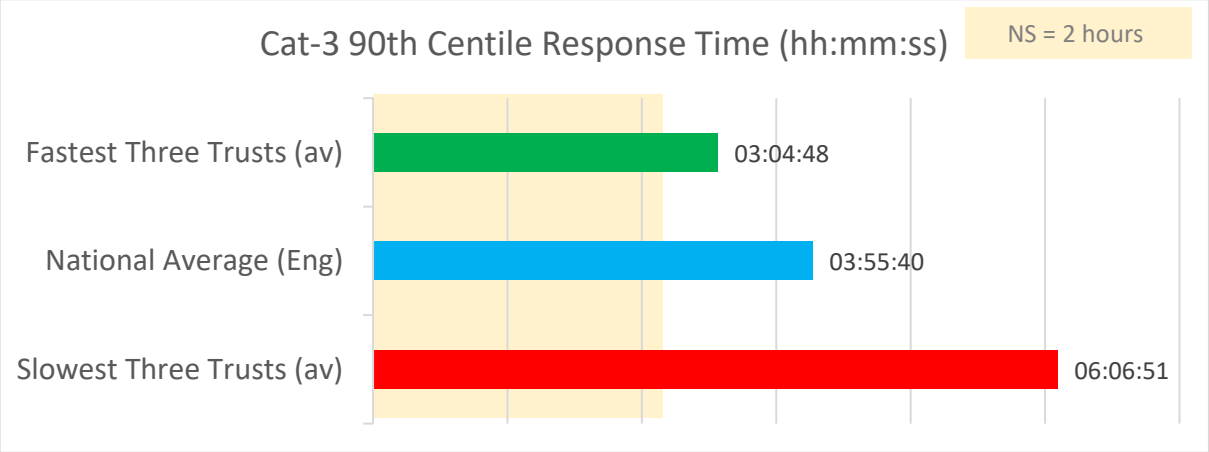
Yellow areas show COVID waves in the UK: source ONS.

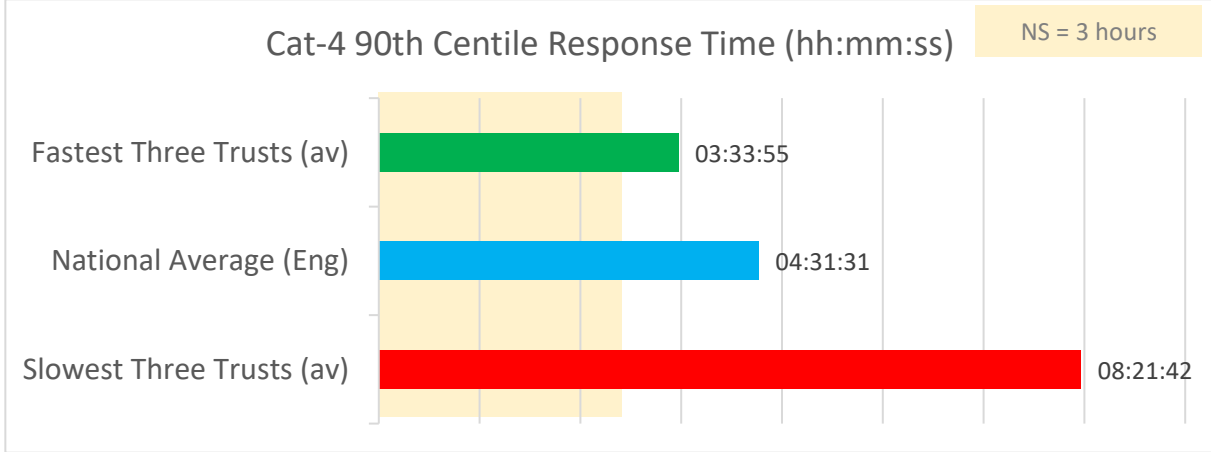
23. Category-3 and Category-4 Response Time, Range - June 2024

For each measure for Categories 3-and-4, there are significant differences across the range of response times. For the Category-3 mean time, for example, there is a difference of over an hour between outlying trusts, and for the 90th Centile measure a difference of three-hours.







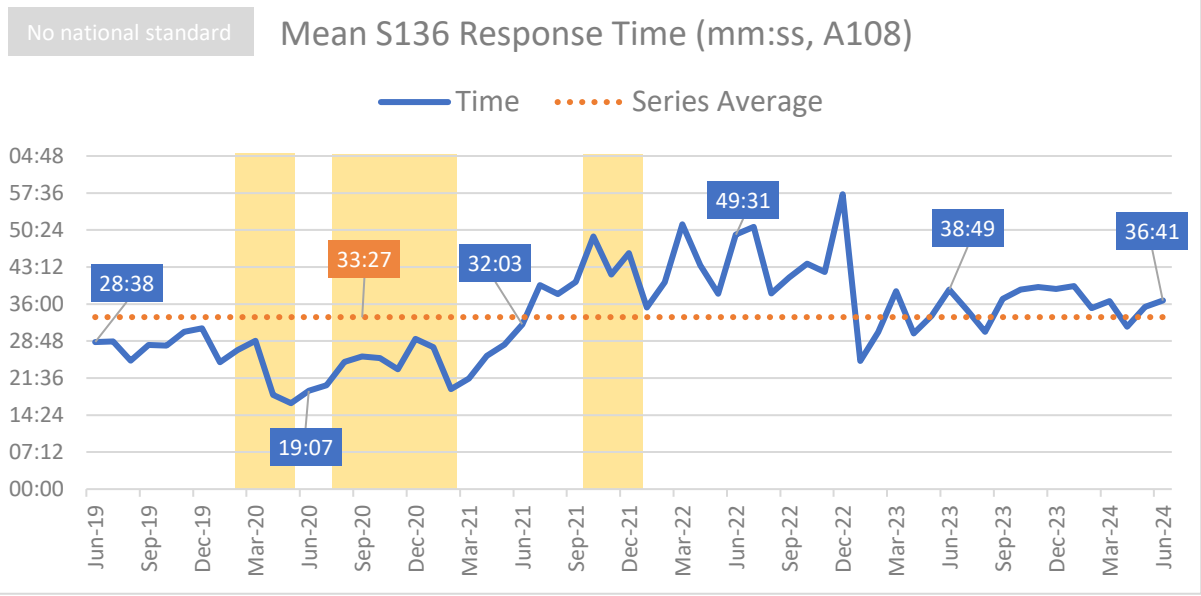


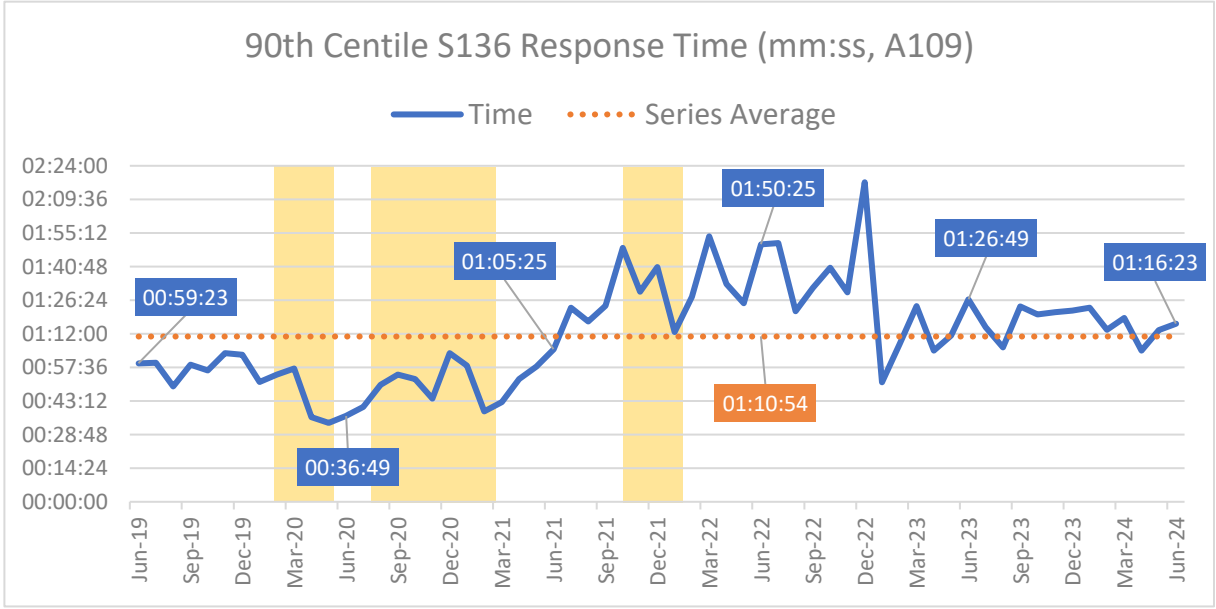
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Response times for Section 136 incidents slowed in June, by one-minute for the mean and three-minutes for the 90th Centile.

No national standard





Mean Response Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
25th slowest	1 mins slower	2 min faster

90th Centile Response Time for June 2024: Fast Facts

Rank in series to-date:	Change from May 2024	Change from June 2023
26th slowest	3 mins slower	10 mins faster

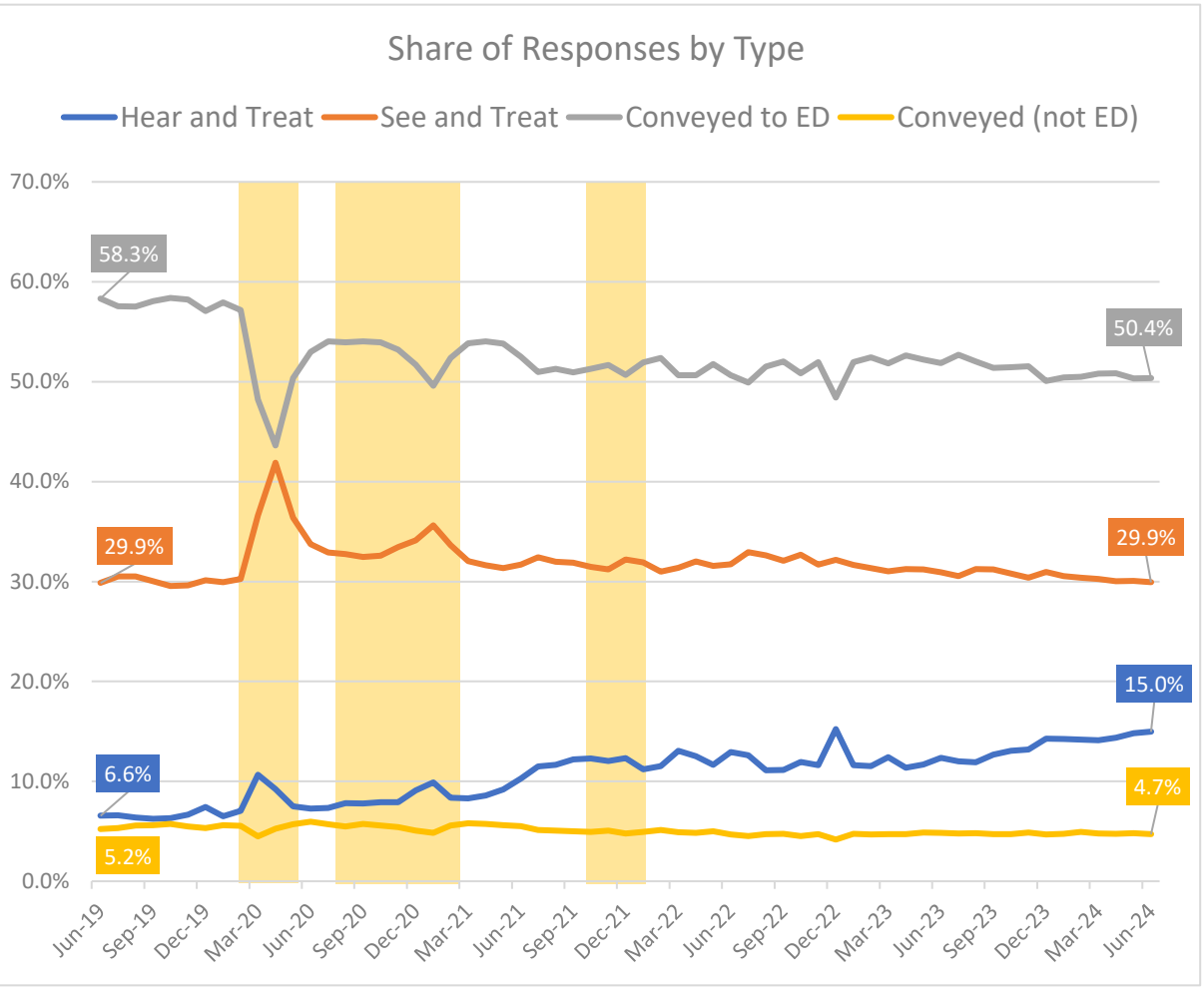
Yellow areas show COVID waves in the UK: source ONS.

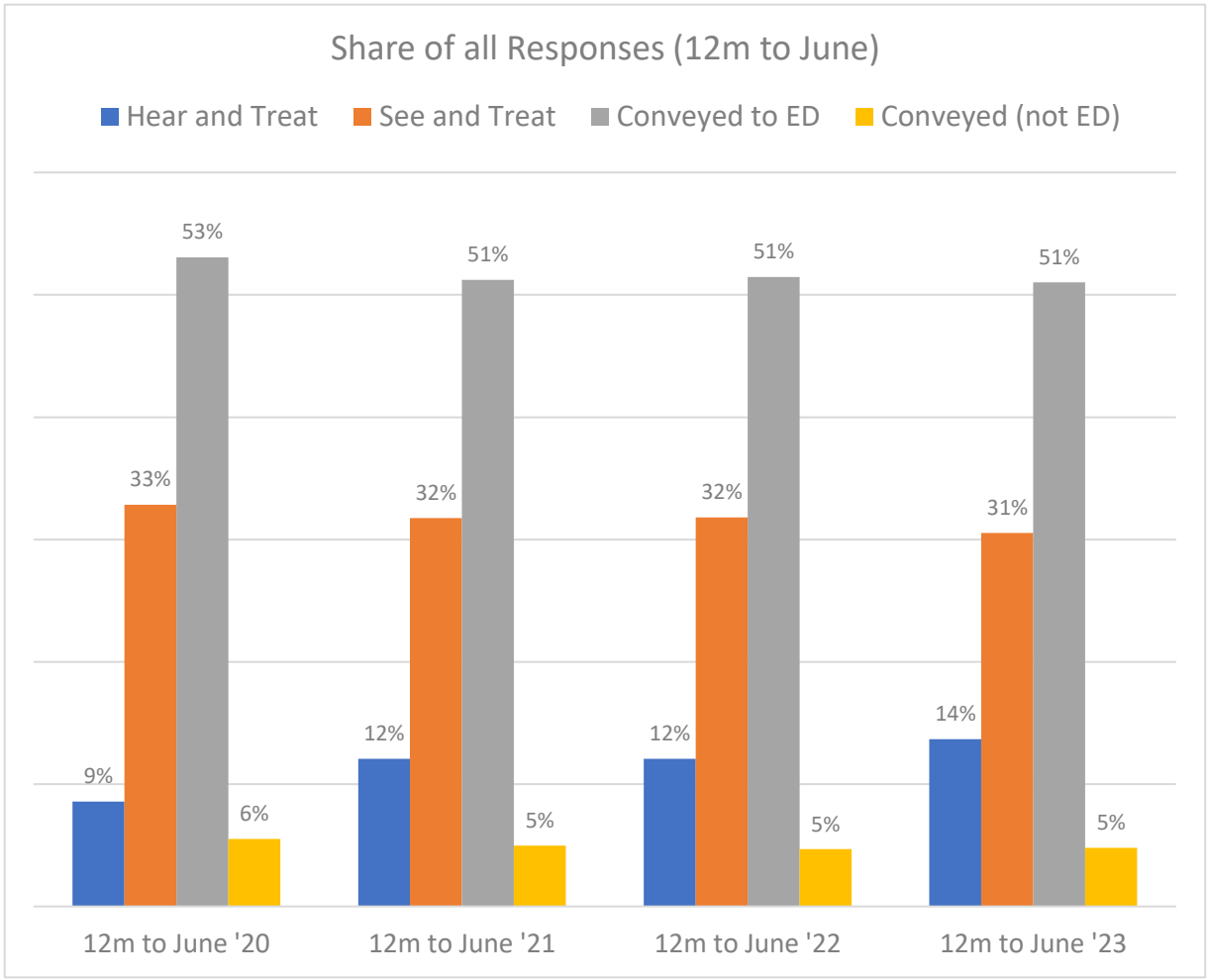
Section 3

Incidents by Response Outcome

26. Share of Response Outcomes

As a proportion of all responses, Hear-and-Treat outcomes has increased gradually, but steadily since June 2019, and in June 2024 accounted for 15-percent of outcomes, the greatest share to-date.

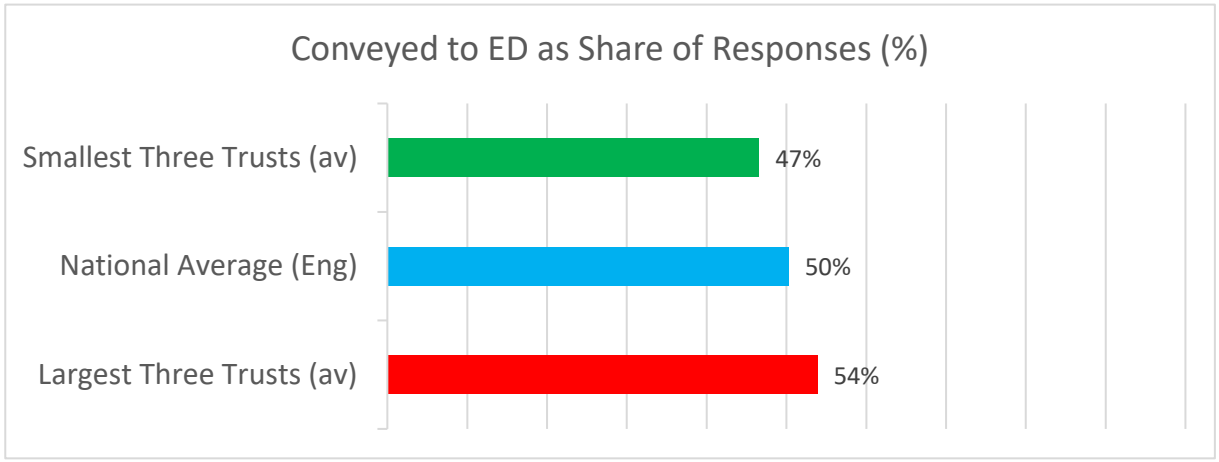


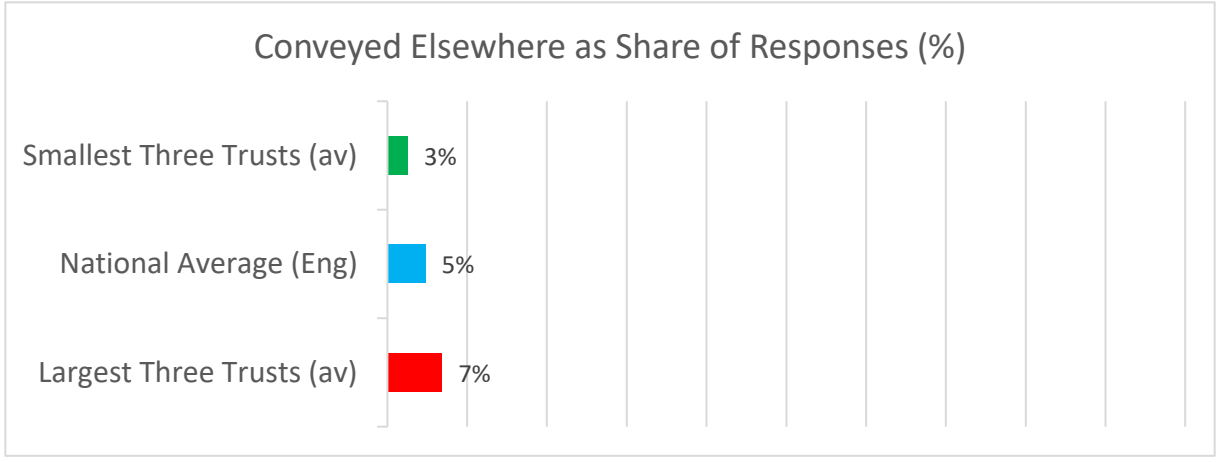


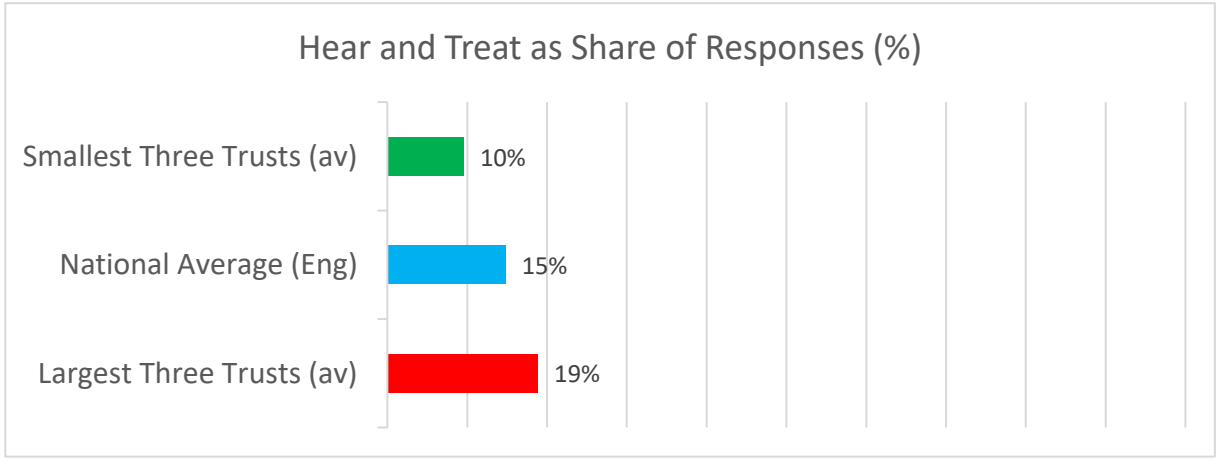
Yellow areas show COVID waves in the UK: source ONS.

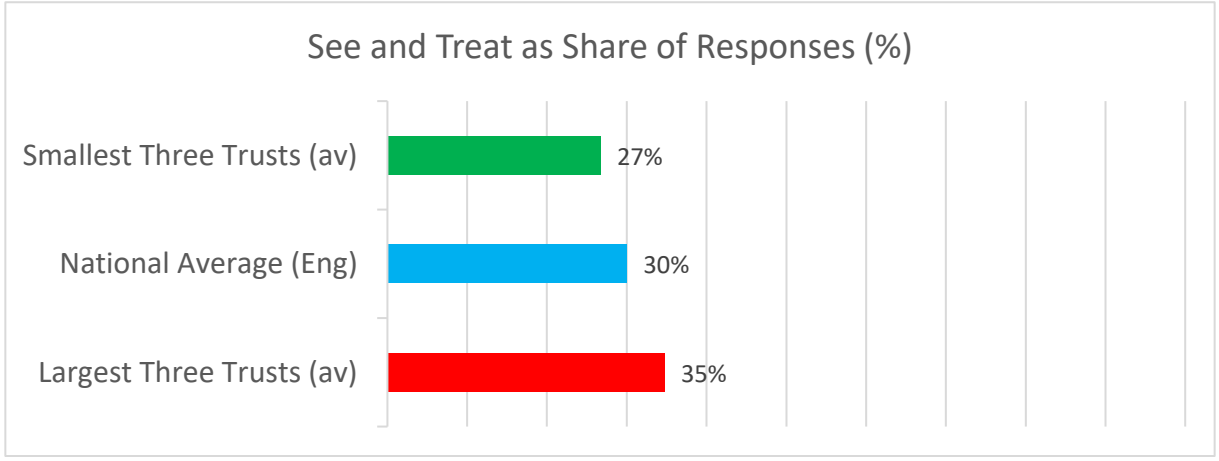
27. Share of Responses, Range - June 2024

Conveyance to Emergency Departments range from 47-percent to 54-percent, Hear-and-Treat from 10-percent to 19-percent, and See-and-Treat from 27-percent to 35-percent. Conveyance “elsewhere” is equally varied ranging from three-percent to seven-percent.







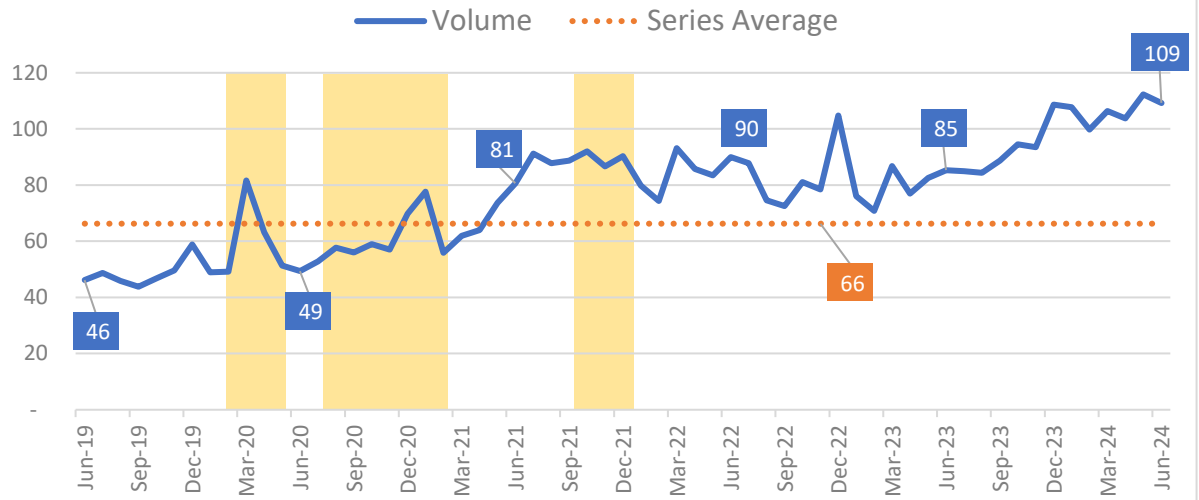


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

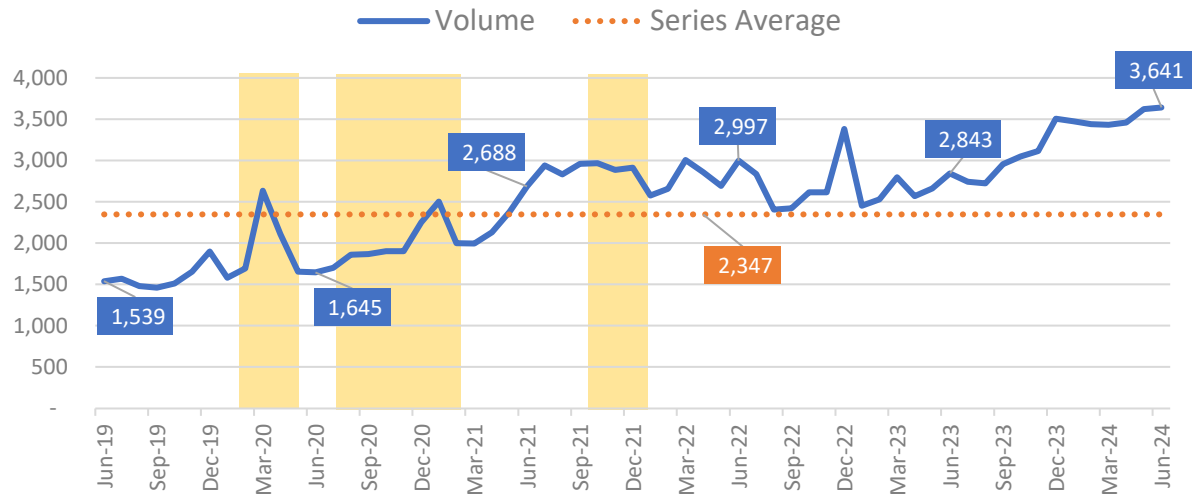
28. Hear and Treat (measure A17)

June saw the second highest monthly volume of Hear-and-Treat responses to-date, the highest being May 2024. The daily average (3,641) was the highest to-date, however, while the annualised data shows an increase of over 200-thousand between the two most recent periods (3).

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



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

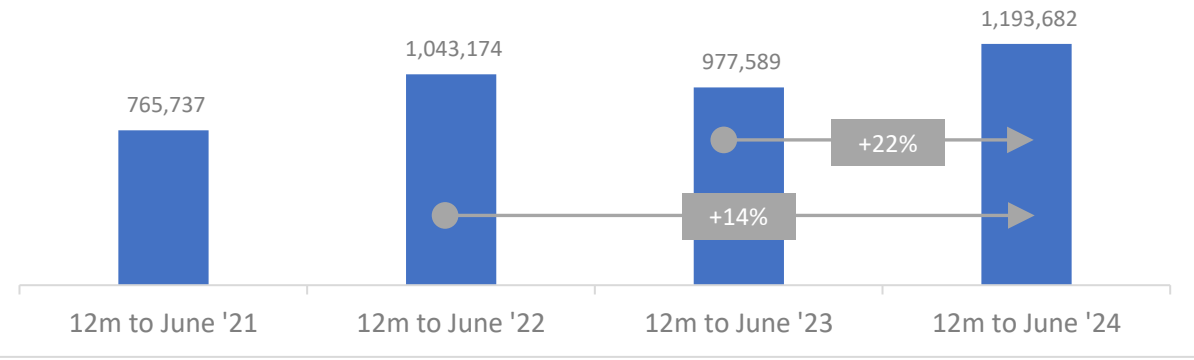


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
Second	-3 thousand	+24 thousand

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

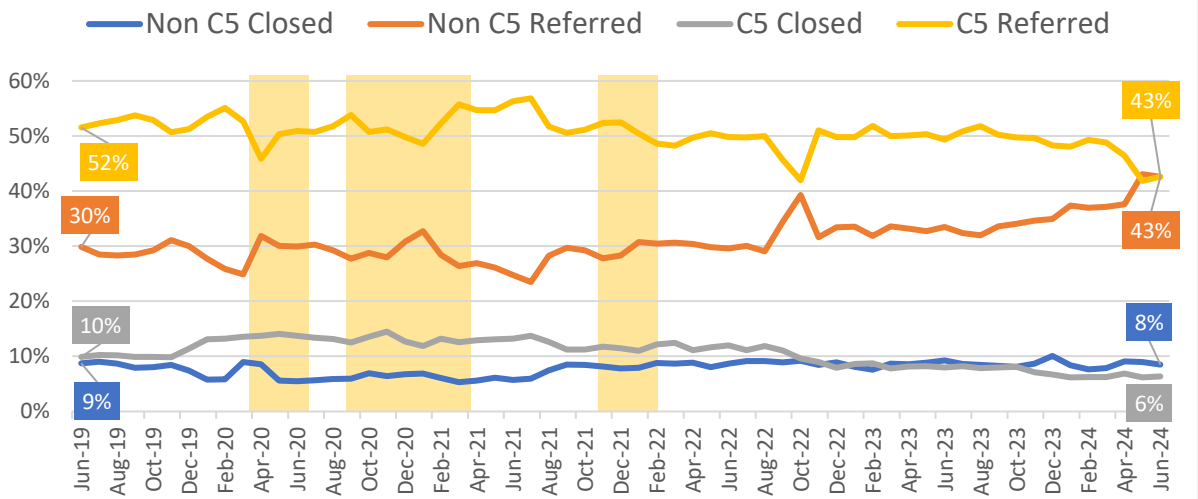
3. Volume of H&T Responses in the 12 months to June (A17)



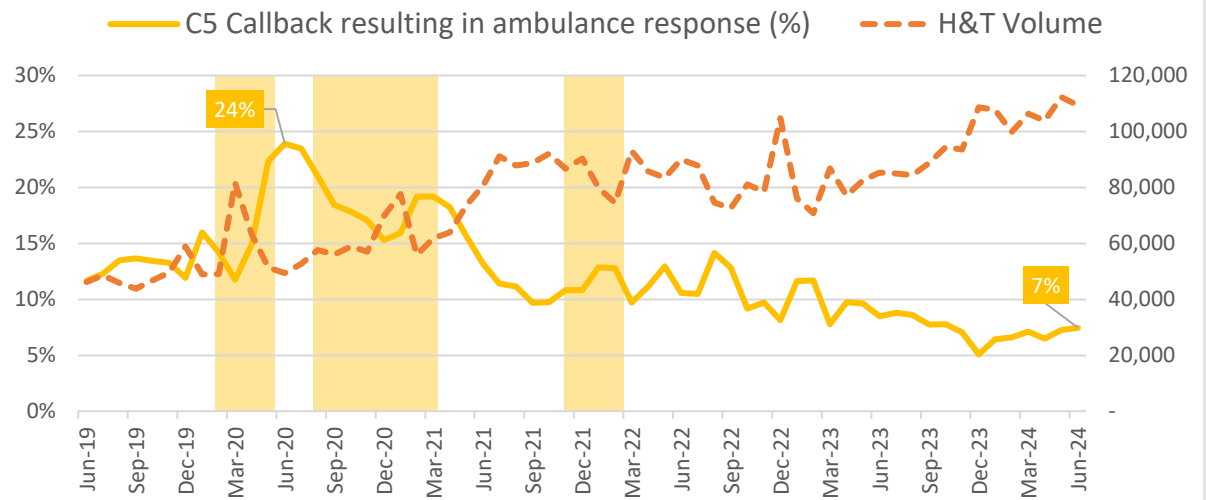
29. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

In June, 43% of H&T responses were accounted for by Category-5 patients referred to another service. Seven-percent of all H&T responses were recoded following a clinical call back – and resulted in an ambulance response: this compares with 24-percent in June 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…

June 2020		June 2024	
All Closed = 19%	All Referred = 81%	All Closed = 15%	All Referred = 85%

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

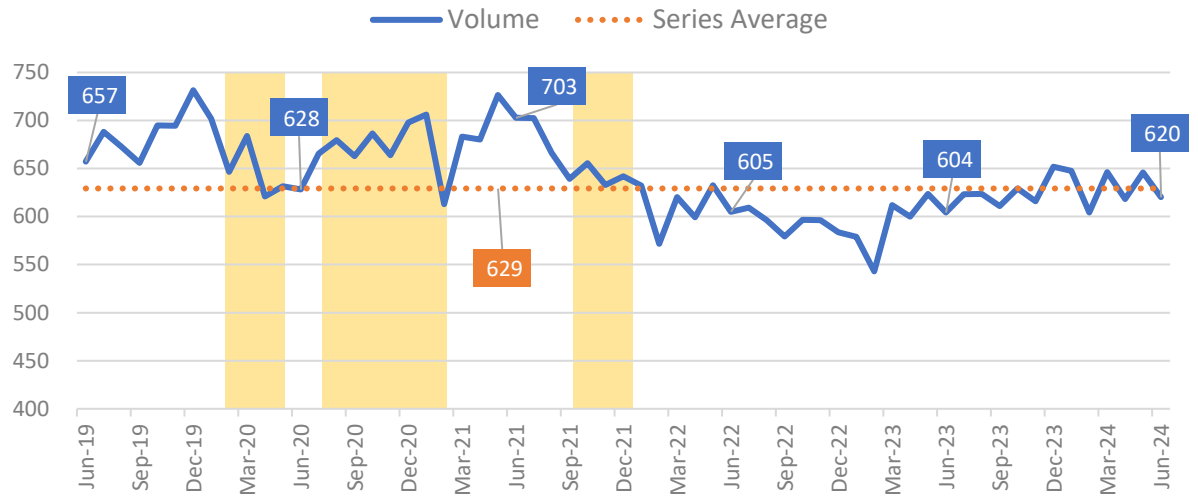
Definitions (colours relate to trend lines in above charts).

- **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 were 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.

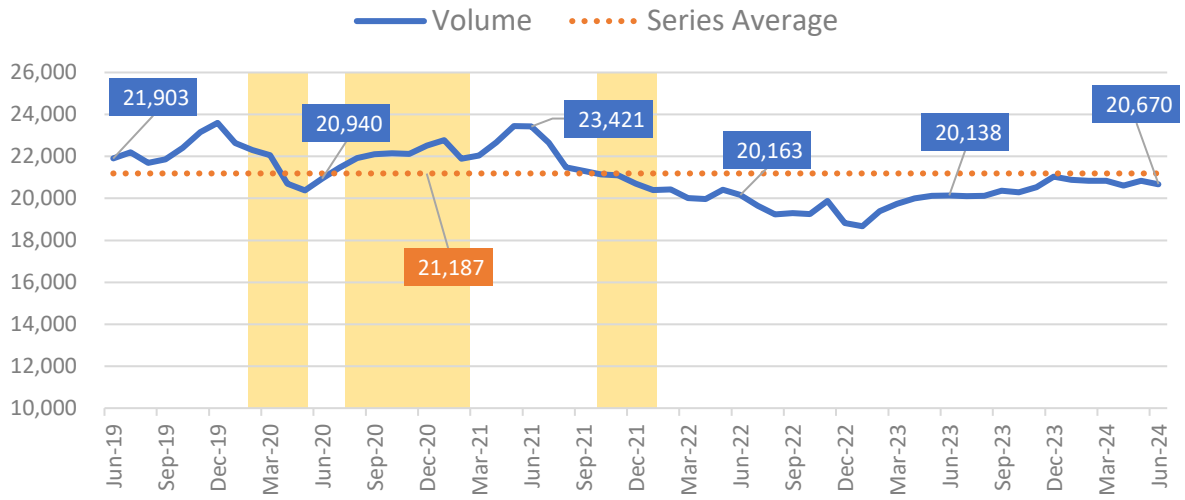
30. Face to Face (measure A56)

The monthly decrease in Face-to-Face responses again masks a relatively flat trend in the average daily data. This latter saw a decrease of 161 incidents each day, taking the total to 20,670, an increase compared with June 2022 and June 2023, and an increase of 400-thousand in the last 12-months.

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



2. Average Daily Volume of F2F Responses (A56)

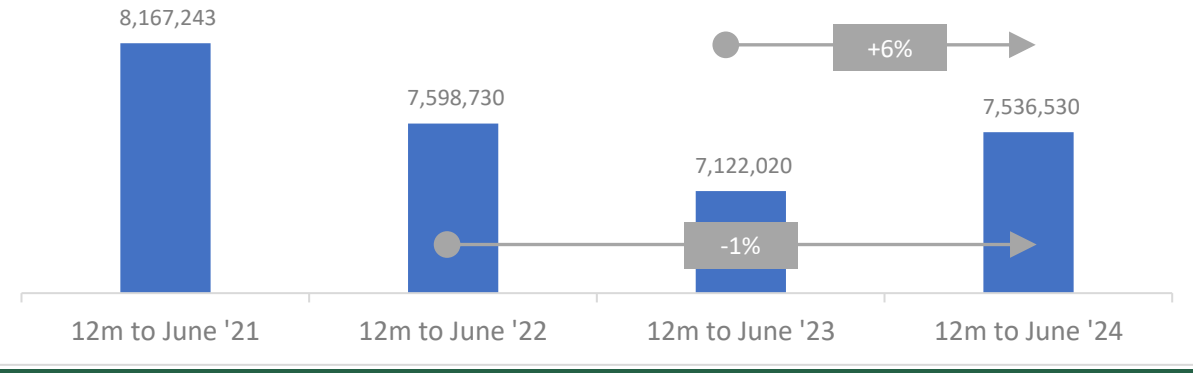


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
58th highest	+26 thousand	+16 thousand

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

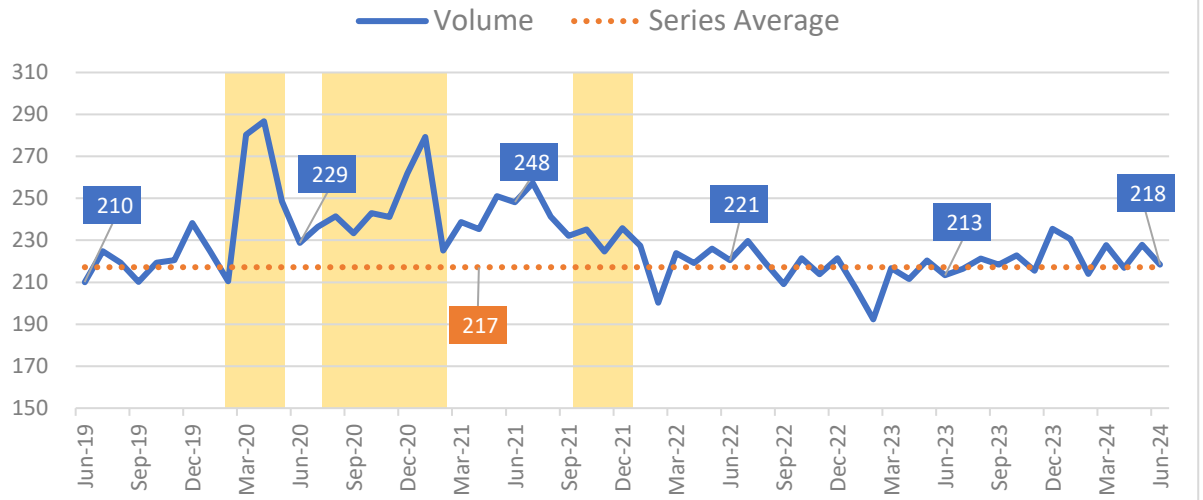
3. Volume of F2F Responses in the 12 months to June (A56)



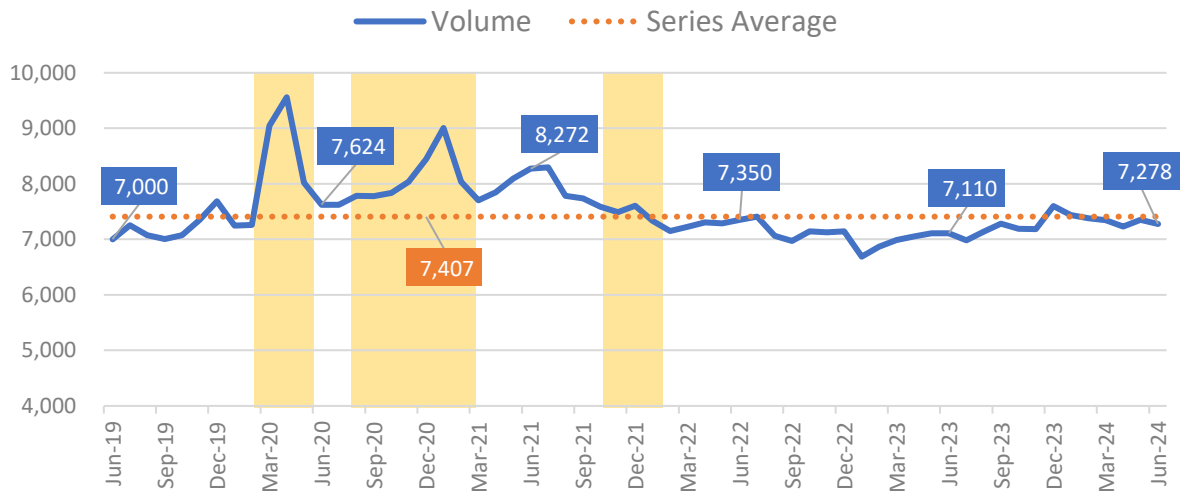
31. See and Treat (measure A55)

See-and-Treat continues to show a relatively flat trend at both the monthly and average daily level. The annualised data saw 89-thousand more incidents between the two most recent periods, taking the total to 2.7-million in the most recent 12-months (3).

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



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

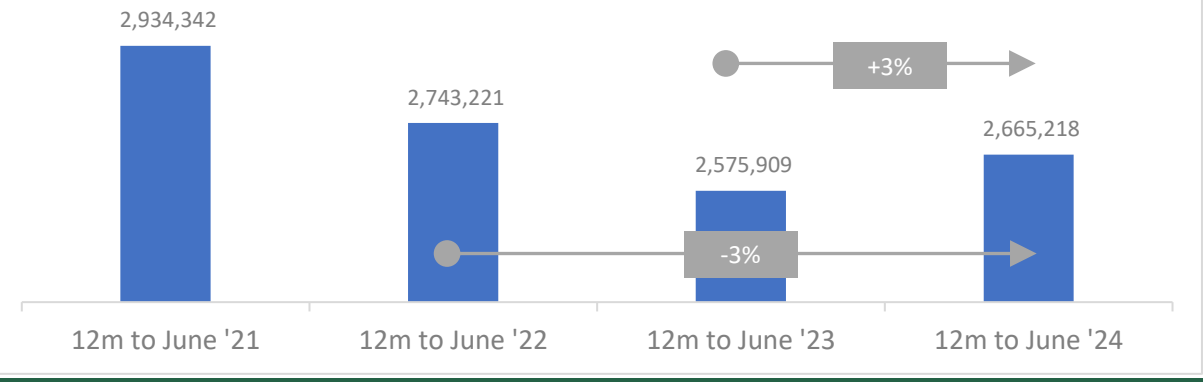


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
47th highest	-10 thousand	+5 thousand

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

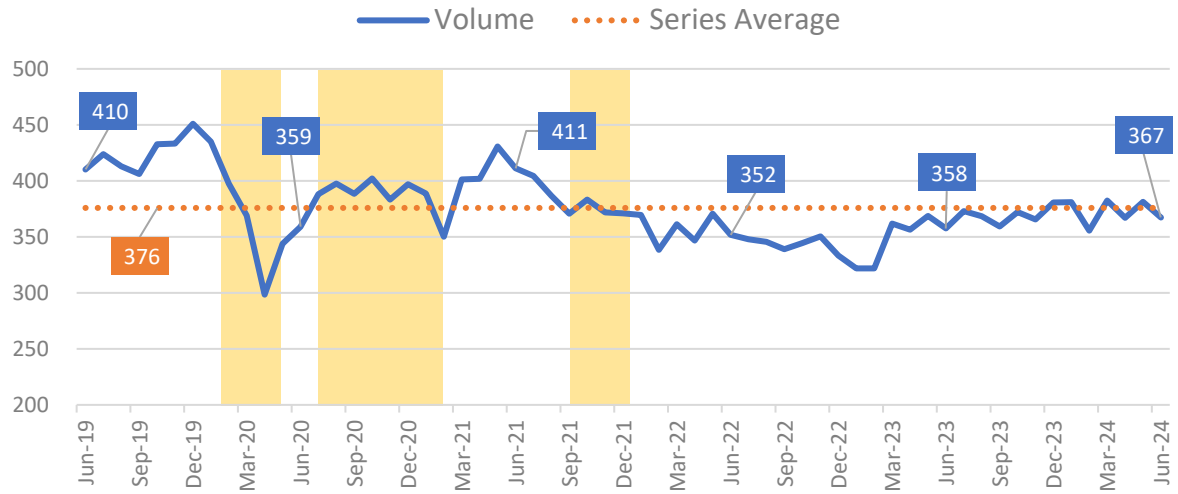
3. Volume of S&T Responses in the 12 months to June (A55)



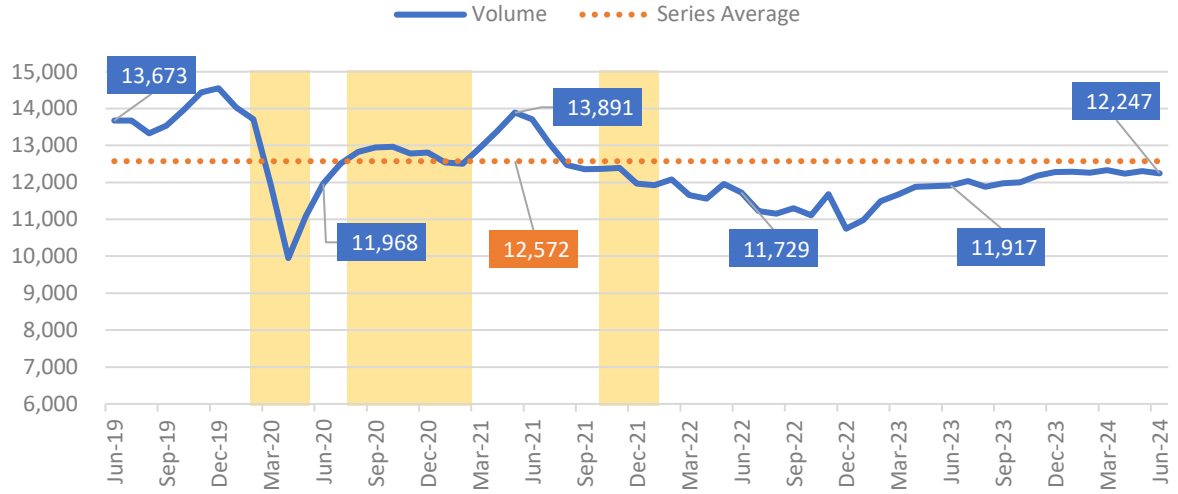
32. Transported to Emergency Departments (T2ED) (measure A53)

Conveyance to Emergency Departments decreased by 14-thousand between May and June, but the daily figure dipped by just 57 incidents. The latter measure averaged 12-thousand conveyances each day, the highest for any June since 2022. The annualised data has increased by 287-thousand in the last 12-months.

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



2. Average Daily Volume of T2ED Responses (A53)

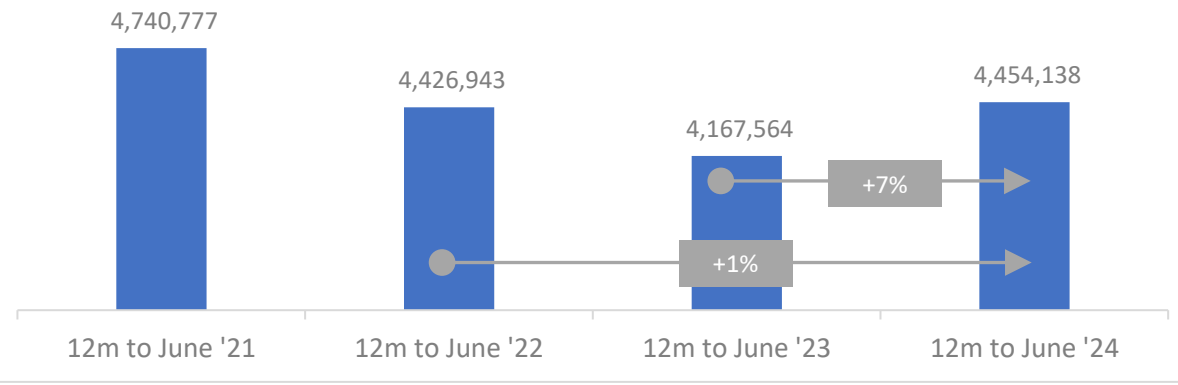


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
55th highest	-14 thousand	+9 thousand

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

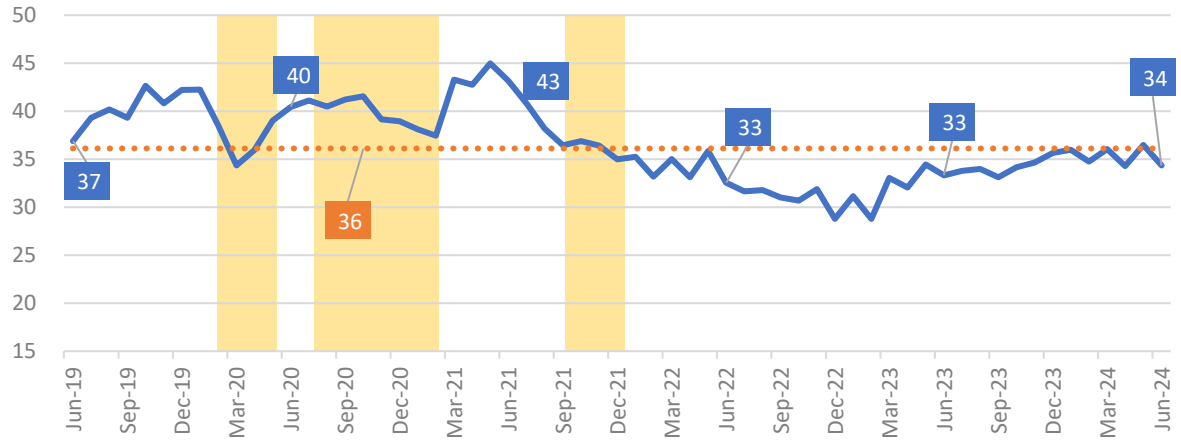
3. Volume of T2ED Responses in the 12 months to June (A53)



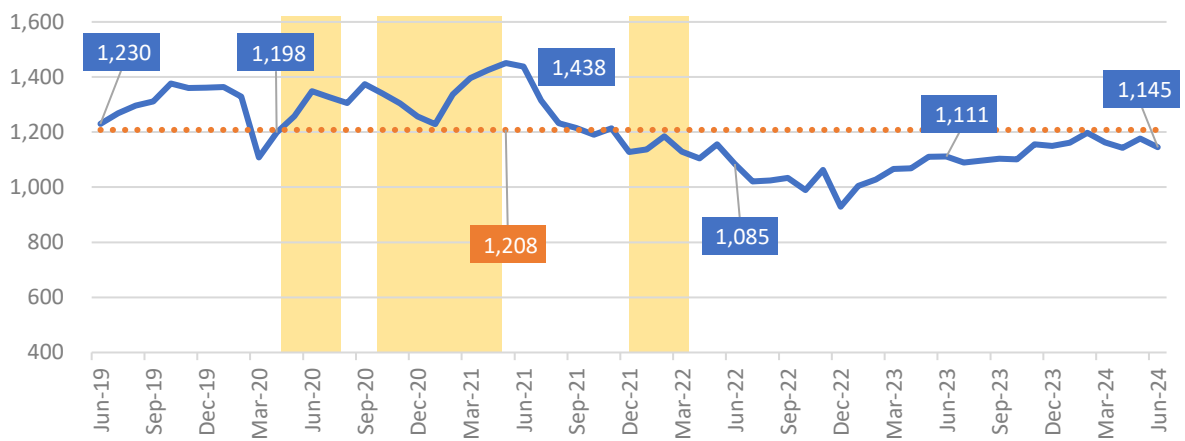
33. Transported to Destination other than ED (T=Other) (measure A54)

Conveyance “Elsewhere” followed the pattern established above – a monthly decrease of two-thousand, and a flatter trend in the daily average. The annualised data shows an increase of 39-thousand incidents in the most recent 12-months.

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



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

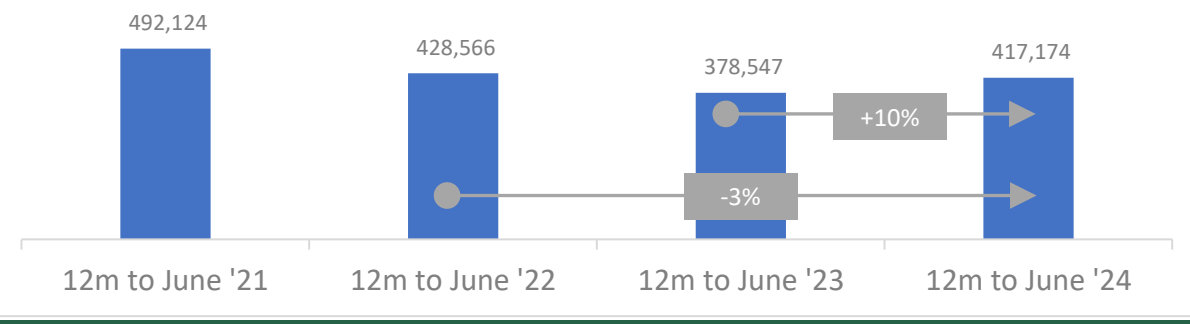


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
58th highest	-2 thousand	+1 thousand

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

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



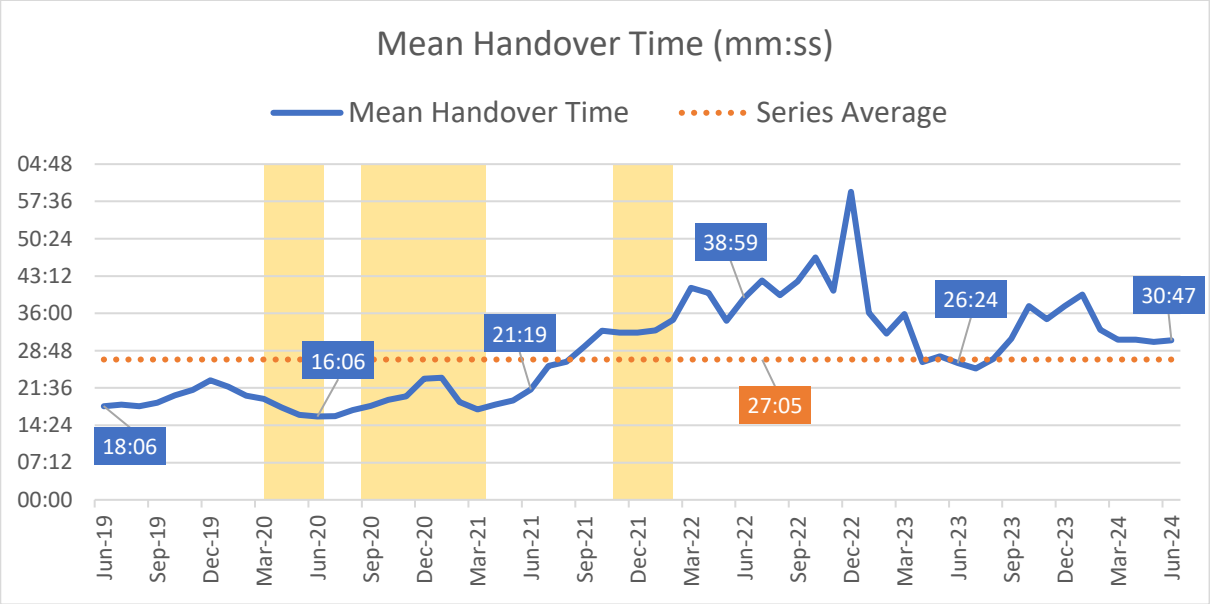
Section 4

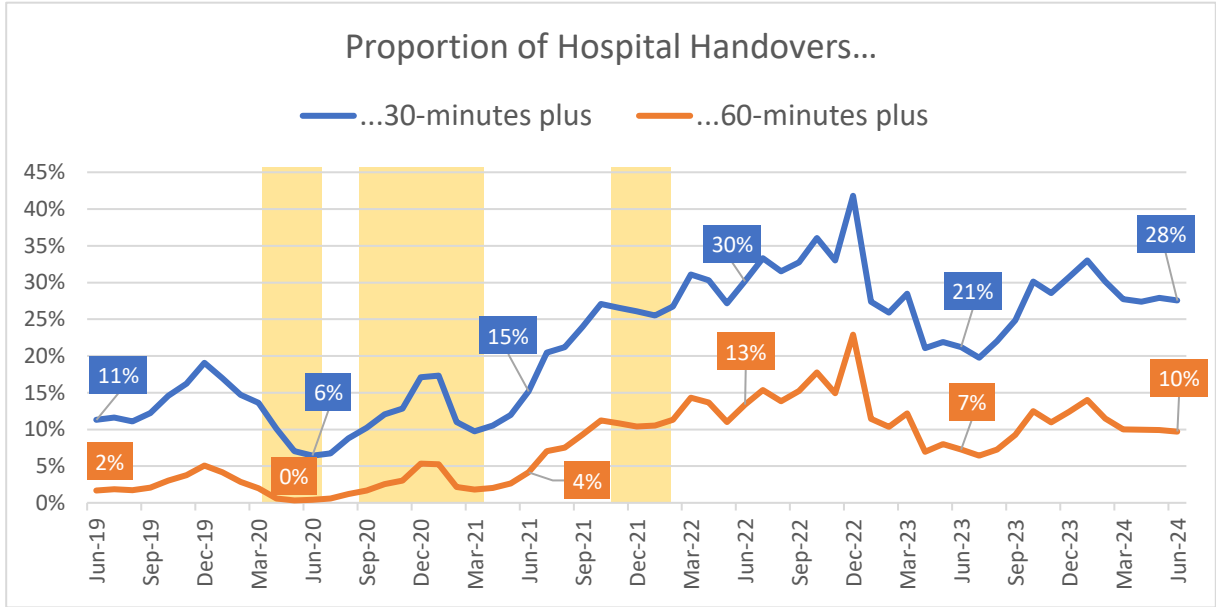
Patient Handover Delays

- 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 hospital handover time decreased by 16-seconds in June – slower by June 2023 by four-minutes, and the second slowest June to-date. While the proportion of hour-plus handover delays remained at ten-percent, this was again the second highest figure of any June to-date.





Mean Handover Time for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
27th highest	16 secs slower	4 mins slower

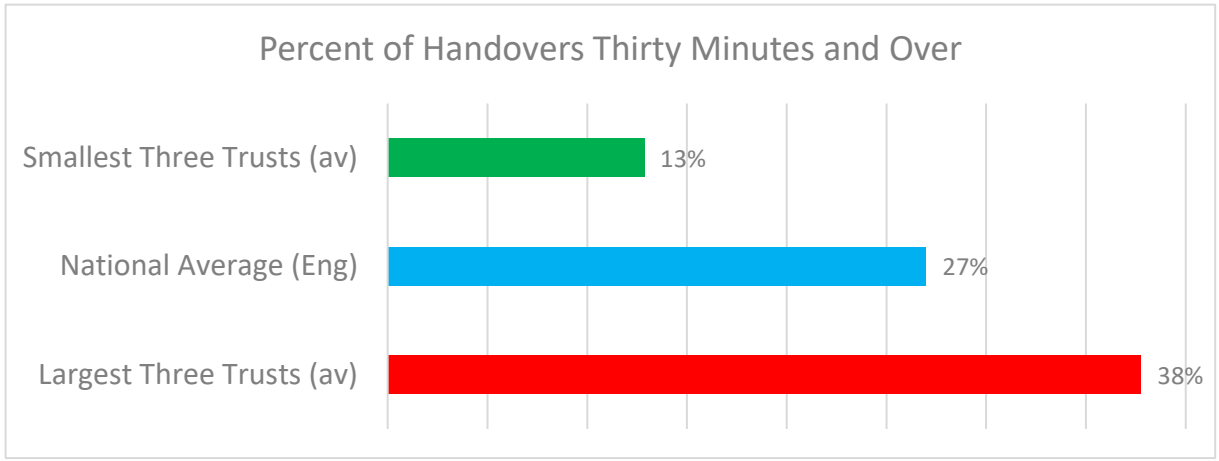
60 minute-plus Handovers January 2024: Fast Facts

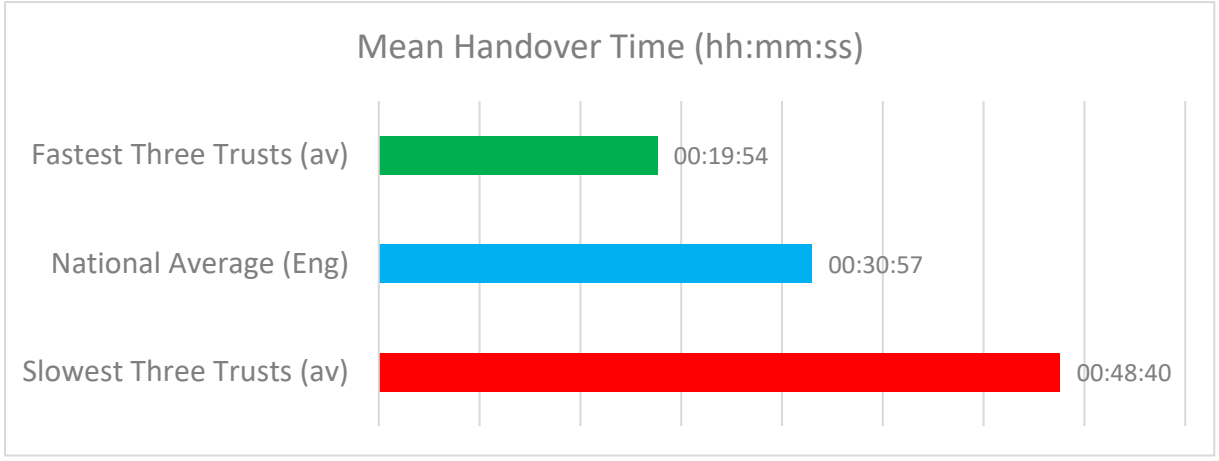
Rank in series to-date:	Change from May 2024	Change from June 2023
27th highest	<1pp lower	2pp higher

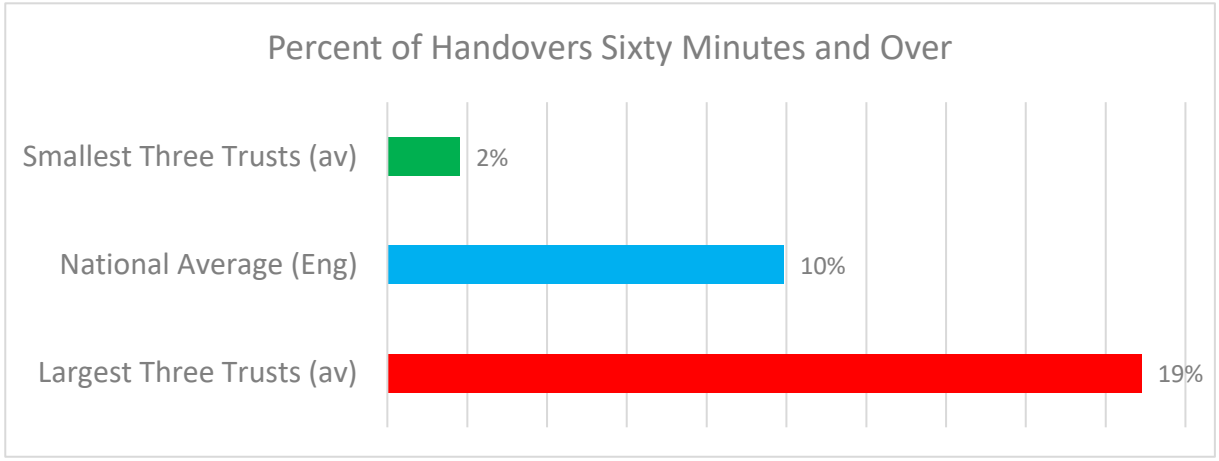
Yellow areas show COVID waves in the UK: source ONS.

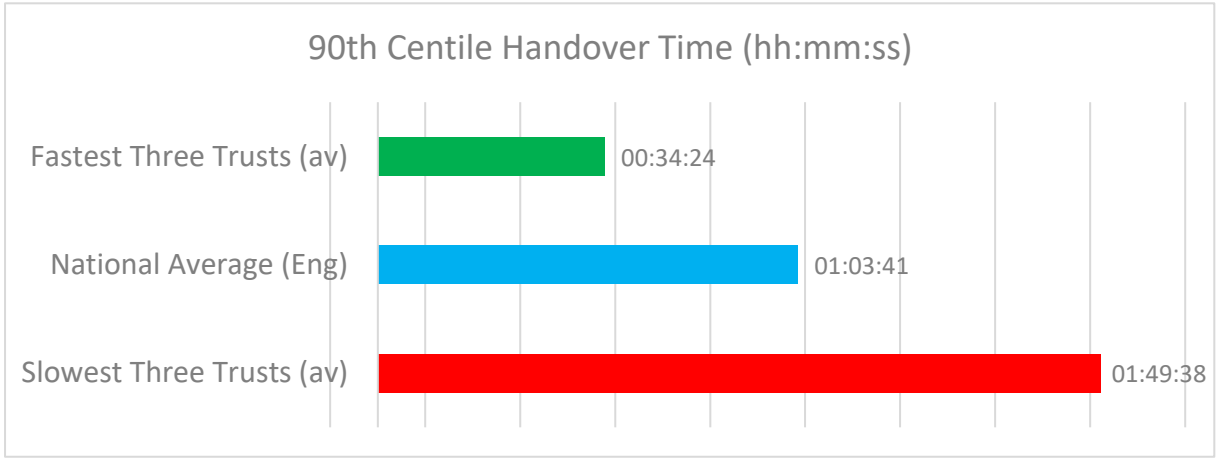
36. Handover Delays, Range - June 2024

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







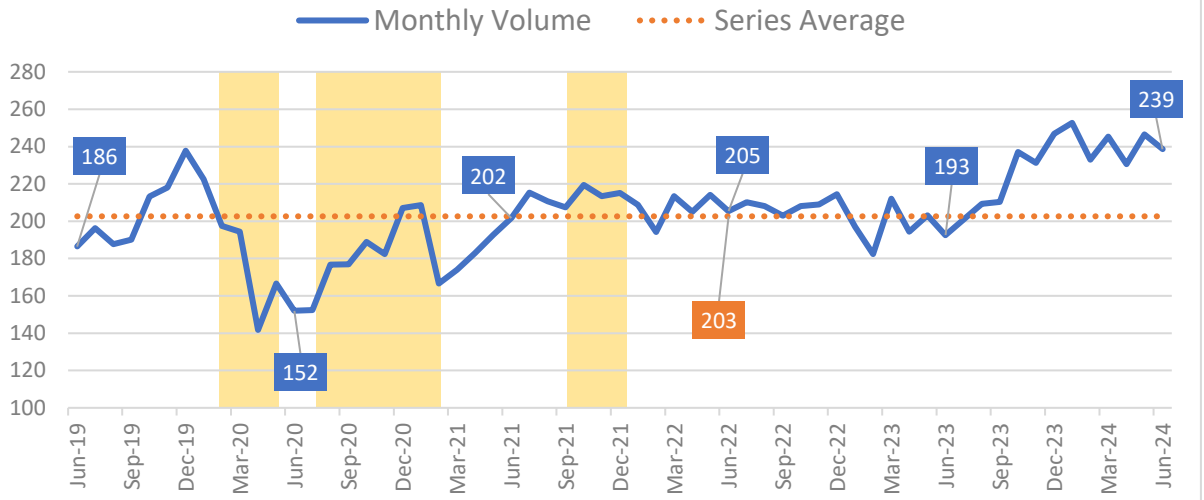


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

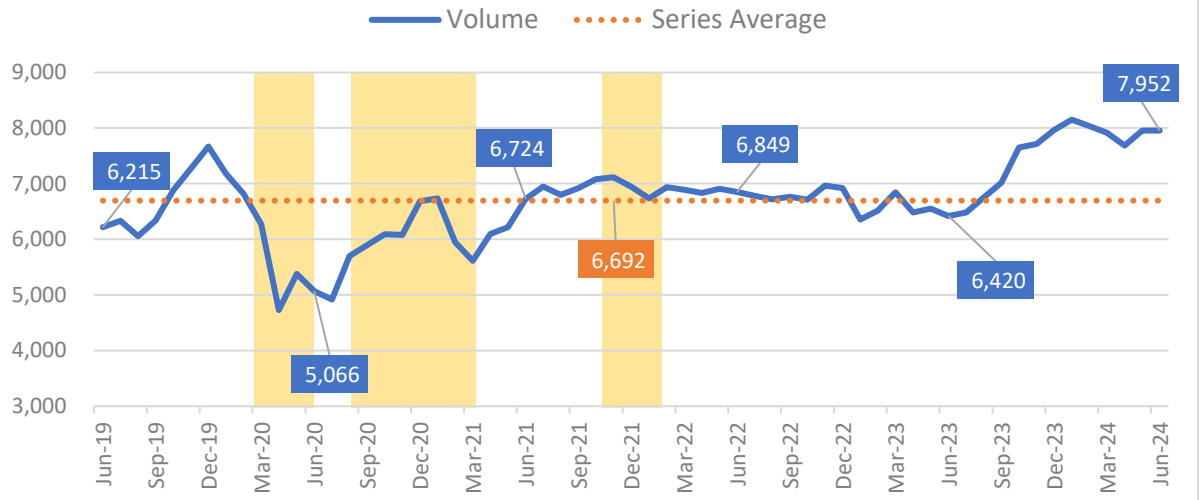
37. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

The NDOG06 data set show monthly volume of handovers of 15-minutes decreased, while the daily average remained unchanged. The monthly volume was the fifth highest to-date, while the annualised data show an increase of 348-thousand of these delays in the last 12-months.

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



2. Average Daily Volume of Handovers at 15+ Minutes

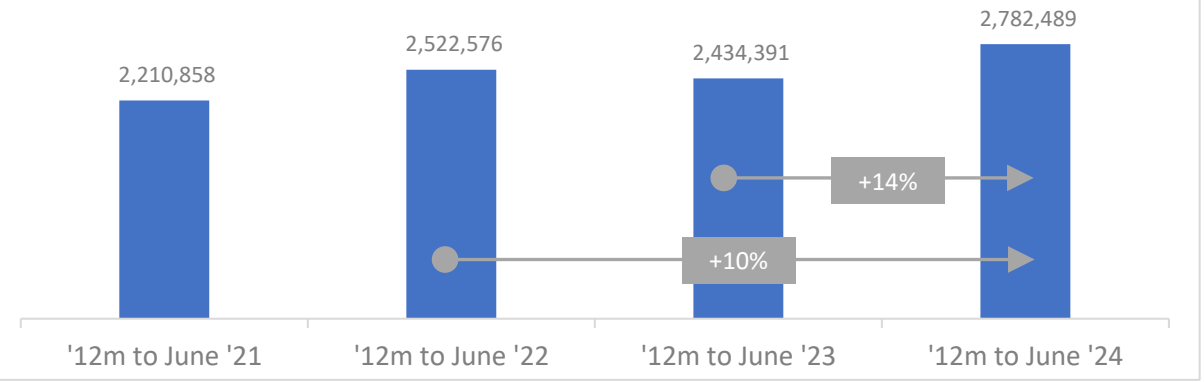


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
5th highest	-8 thousand	+46 thousand

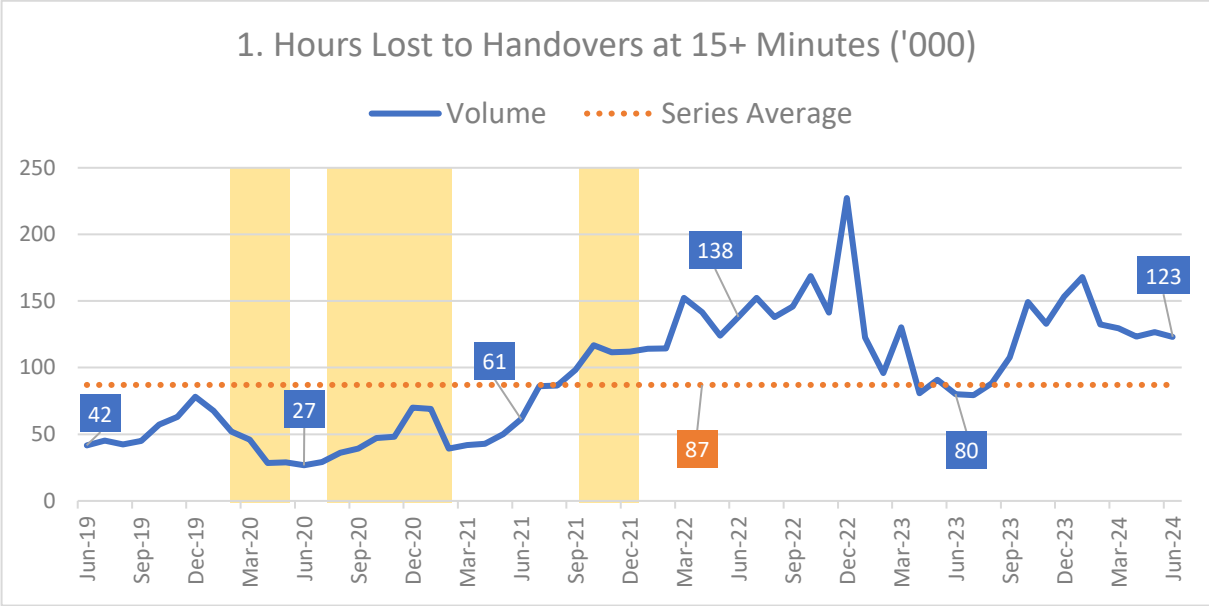
Yellow areas show COVID waves in the UK: source ONS.

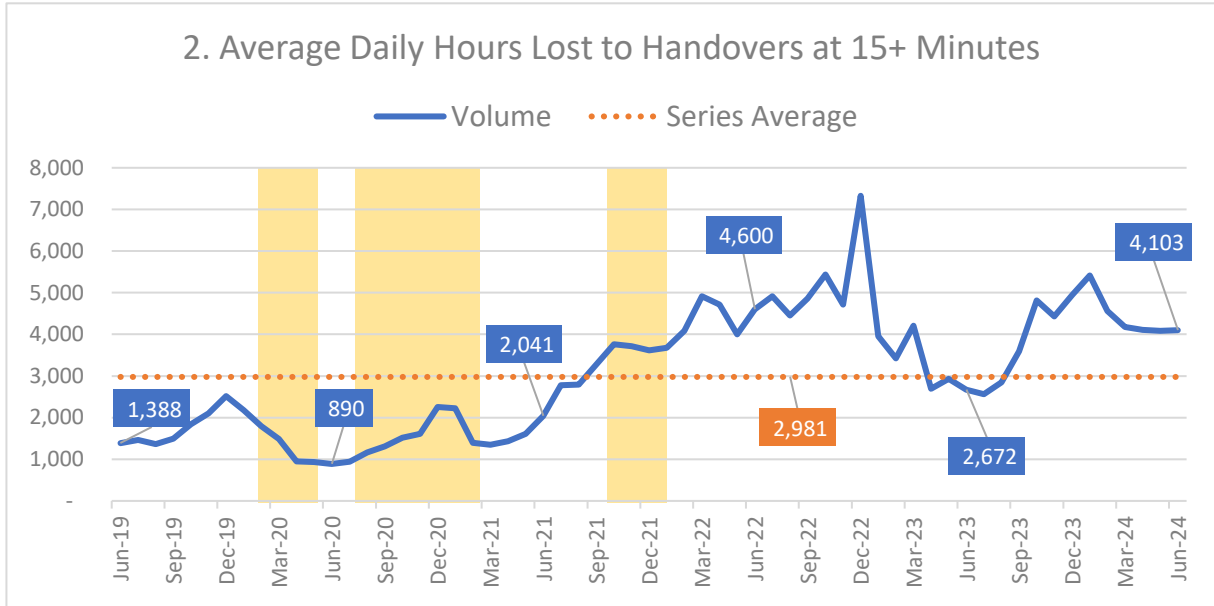
3. Volume of Handovers at 15+ Mins, 12 months to June



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

Hours-lost to 15-minute delays also show a monthly decrease, but a steady daily average. Both measures are significantly higher than the hours lost in June 2023, with the latest month becoming the second highest to-date.

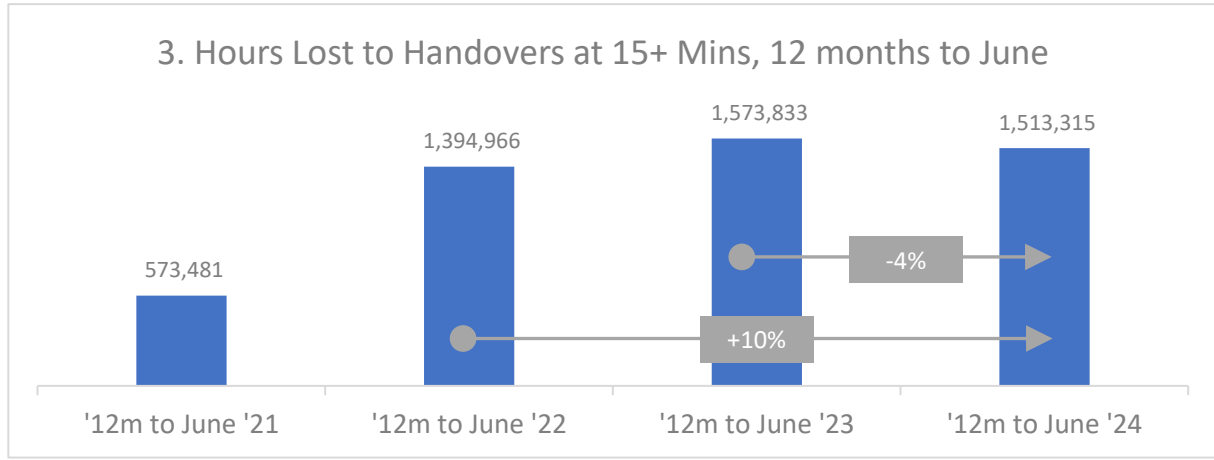




Monthly Hours Lost for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
20th highest	-3 thousand	+43 thousand

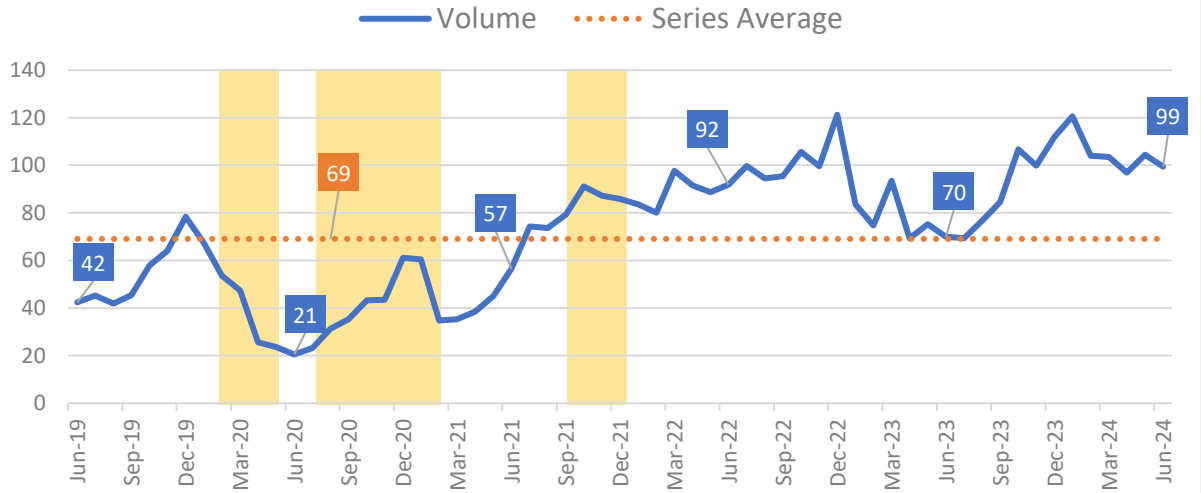
Yellow areas show COVID waves in the UK: source ONS.



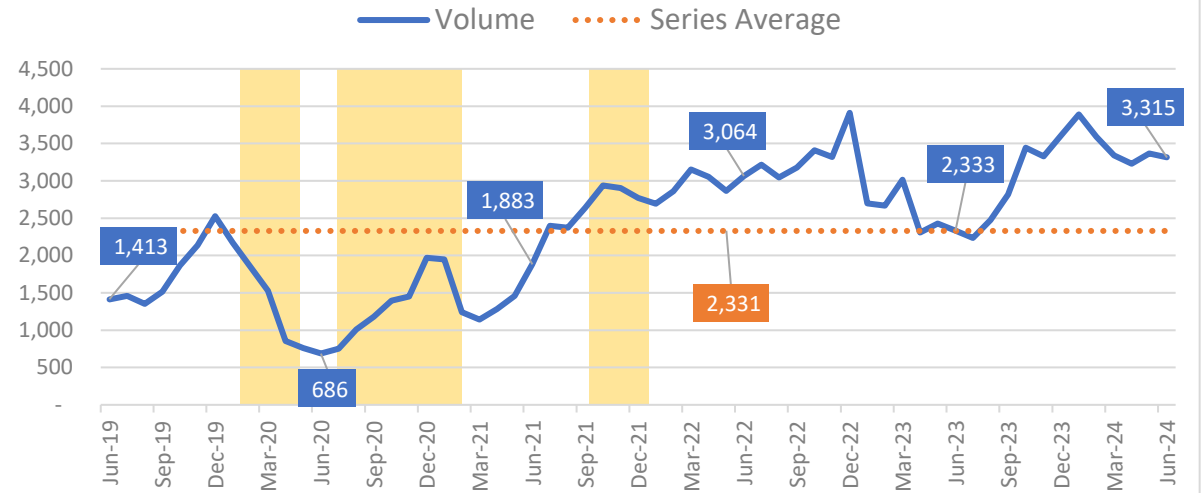
39. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Delays of 30-minutes saw a month-on-month decrease of five-thousand, and an average drop of 53 delays each day in June. Despite this, June 2024 saw the highest volume of these delays of any June since recording started in 2018, with an annulaised increase of 96-thousand incidents in the most recent 12 months.

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



2. Average Daily Volume of Handovers at 30+ Minutes

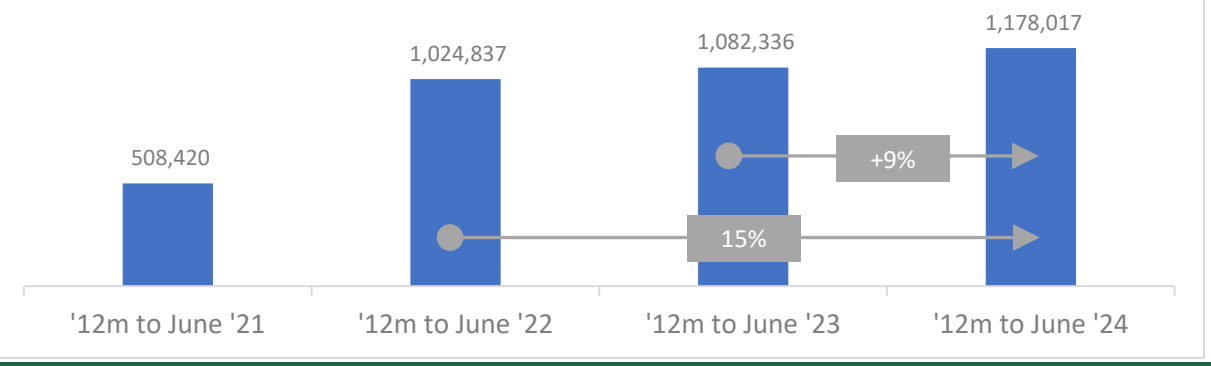


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
12th highest	-5 thousand	+29 thousand

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

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

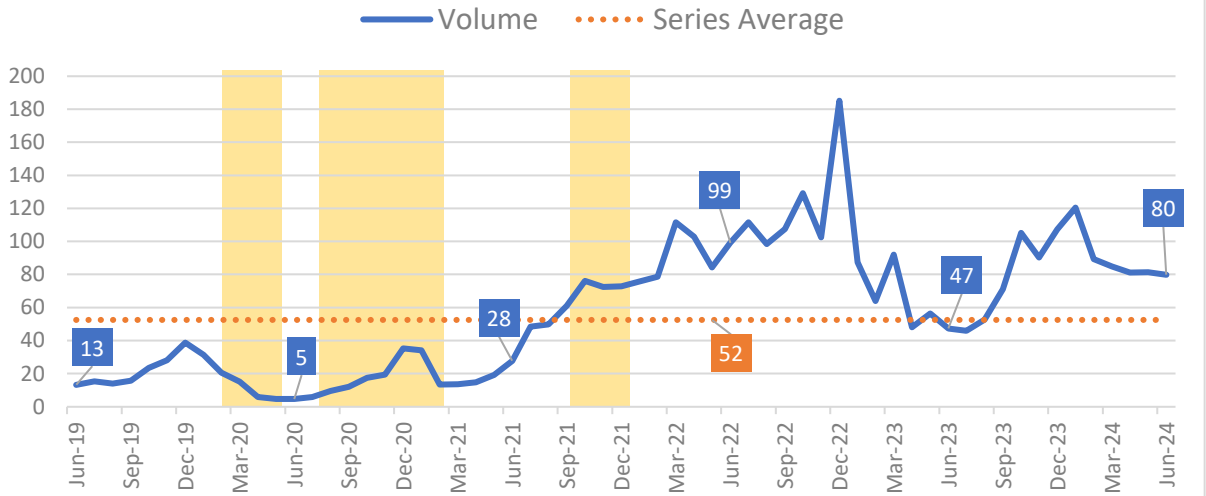


40. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

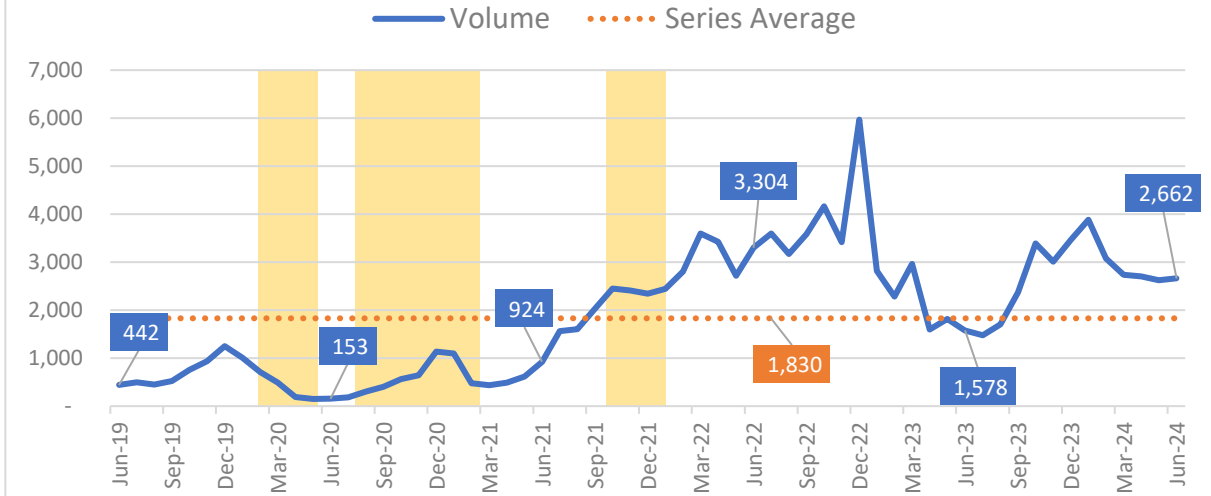
ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours lost to 30-minute handover delays have fallen from 120-thousand in January 2024 to 80-thousand in June, but this figure still represents a significant increase from June 2023, and is the second highest number for any June to-date.

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



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

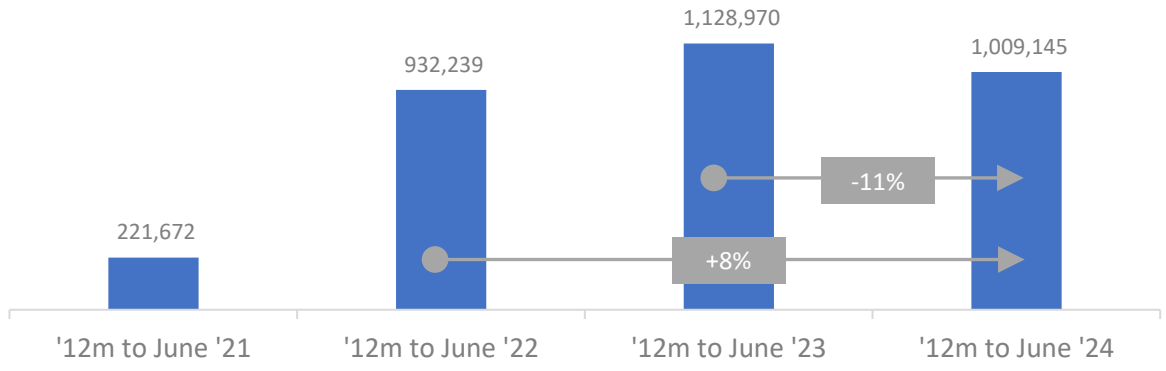


Monthly Hours Lost for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
21st highest	-1 thousand	+33 thousand

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

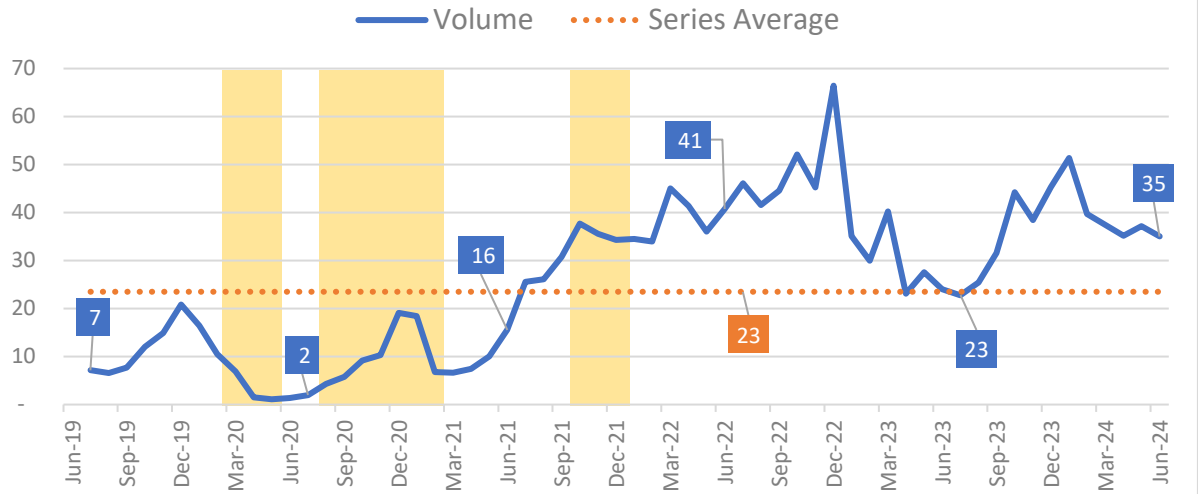
3. Hours Lost to Handovers at 30+ Mins, 12 months to June



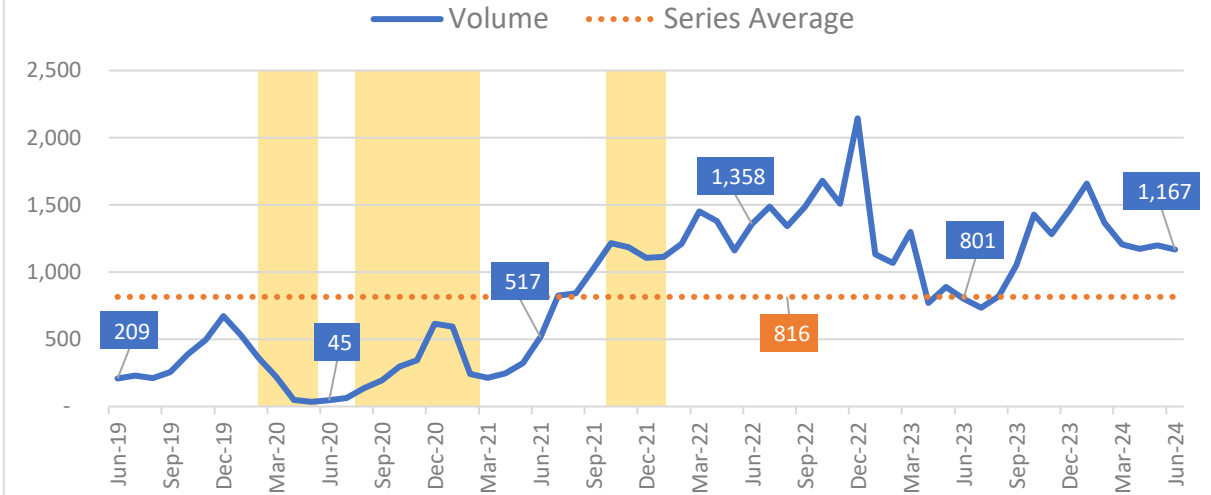
41. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Monthly and average daily volume of hour-plus delays, dropped – but are still the second highest of any June to date. Annualised volume of hours lost dipped, with 32-thousand fewer hours lost in the most recent period. However, at 443-thousand, the latest 12 month total is three times greater than the 2021 figure.

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



2. Average Daily Volume of Handovers at 60+ Minutes

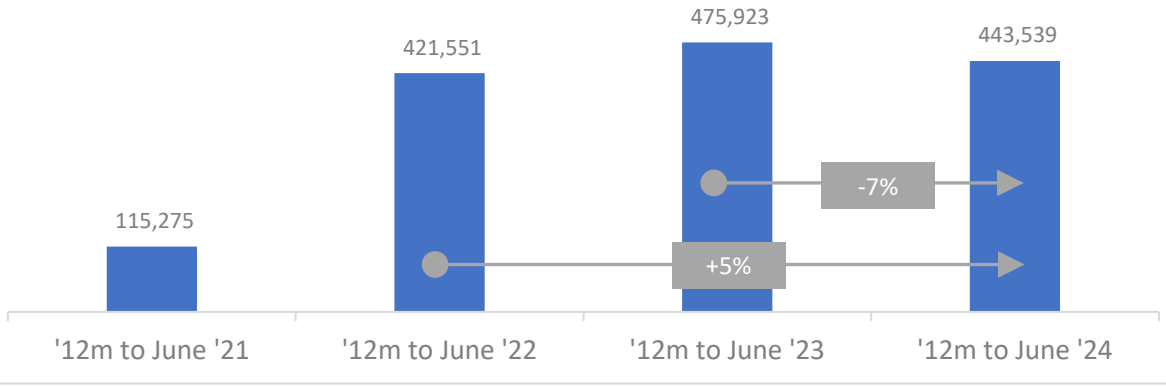


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
23rd highest	-2 thousand	+11 thousand

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

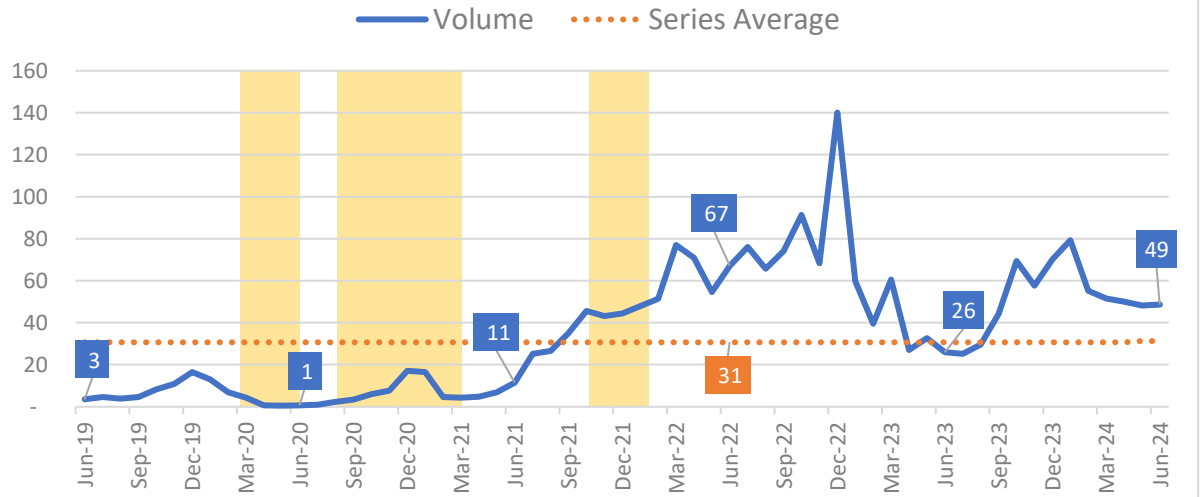
3. Volume of Handovers at 60+ Mins, 12 months to June



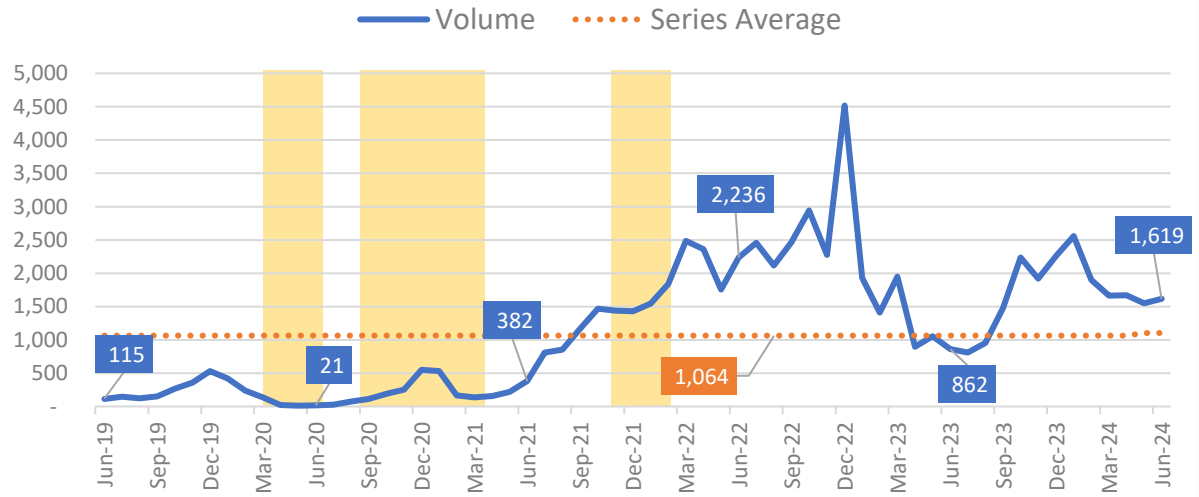
42. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

Time lost to hour-plus delays remained steady in June 2024. At 49-thousand hours lost, the latest month is someway below the 2022 figure of 67-thousand. However, June 2024's hours lost is over sixteen times greater than June 2019 and nearly twice the volume recorded in June 2023.

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



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

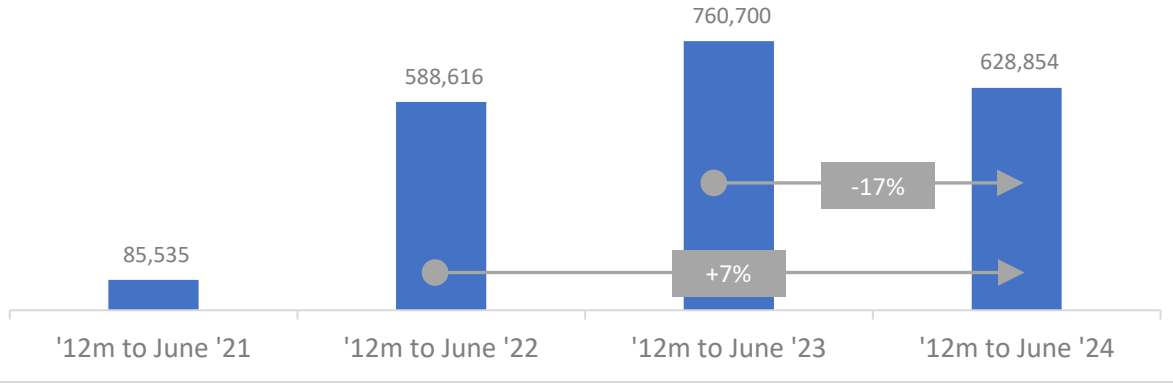


Monthly Hours Lost for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
21st highest	-460 delays	+23 thousand

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

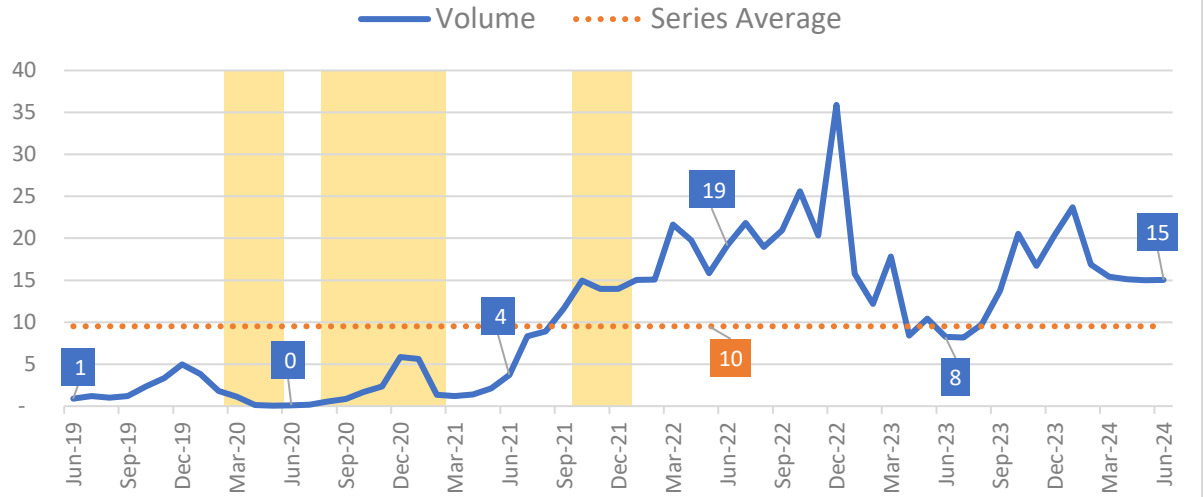
3. Hours Lost to Handovers at 60+ Mins, 12 months to June



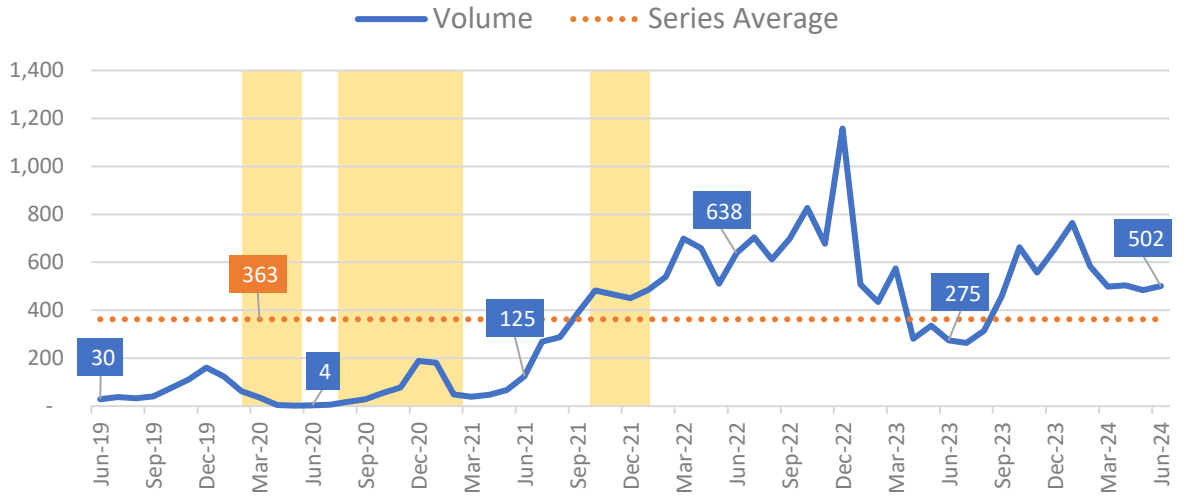
43. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two-hours reflect the pattern seen with hour-plus delays – a relatively flat trend for both monthly and daily measures, but a volume that represents the second highest of any June, is significantly greater than the same delays recorded in June 2019 and nearly double that of June 2023.

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



2. Average Daily Volume of Handovers at 120+ Minutes

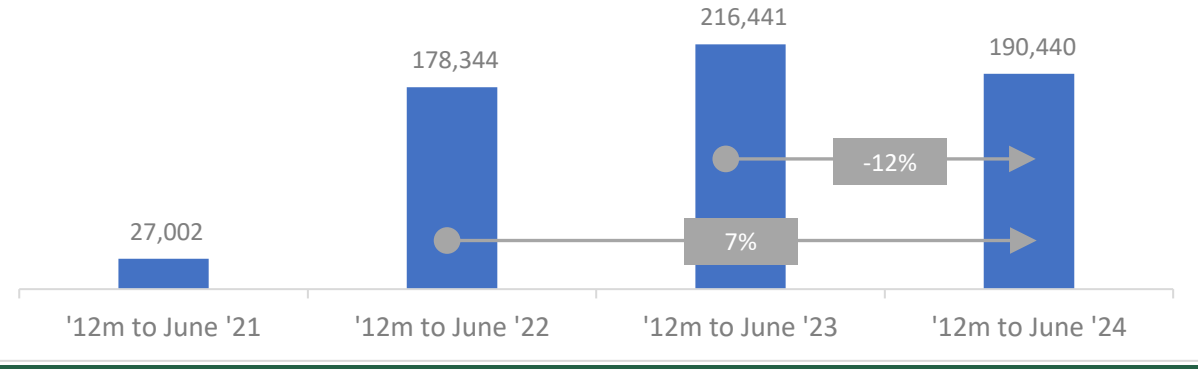


Monthly Volume for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
21st highest	33 fewer	+7 thousand

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

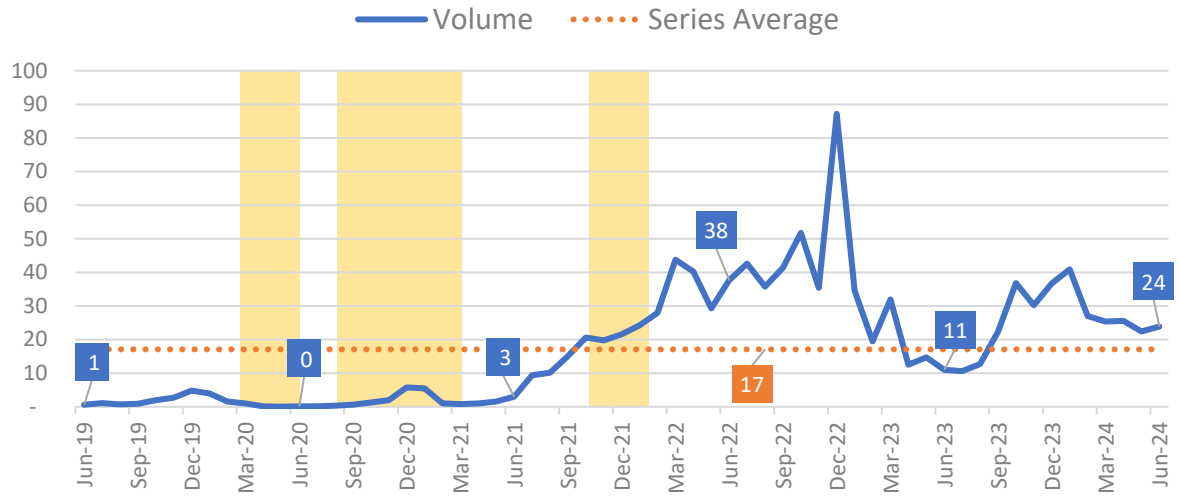
3. Volume of Handovers at 120+ Mins, 12 months to June



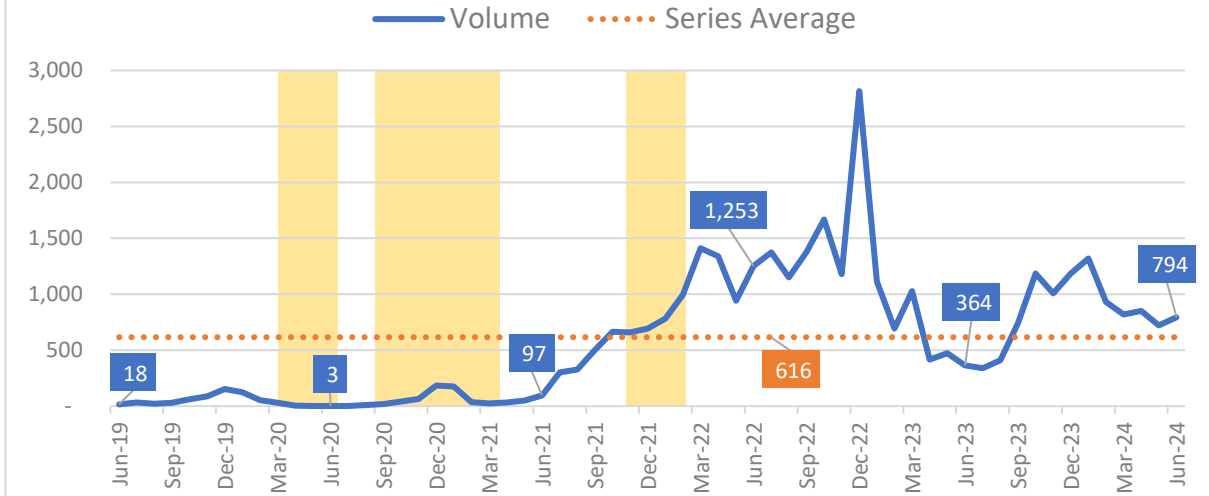
44. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

Although steadly decreasing since January 2024, the hours lost to two-hour hospital delays were more than double those recorded in the same month last year.

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



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

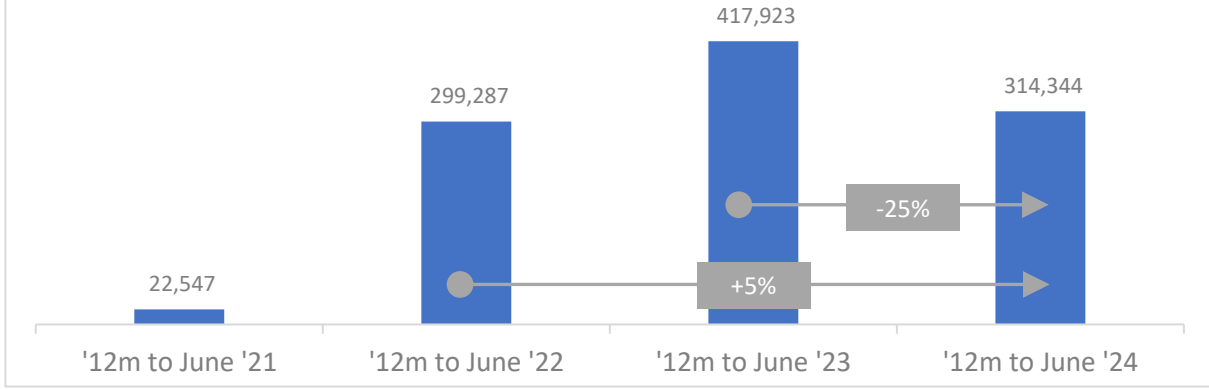


Monthly Hours Lost for June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
22nd highest	+1 thousand	+13 thousand

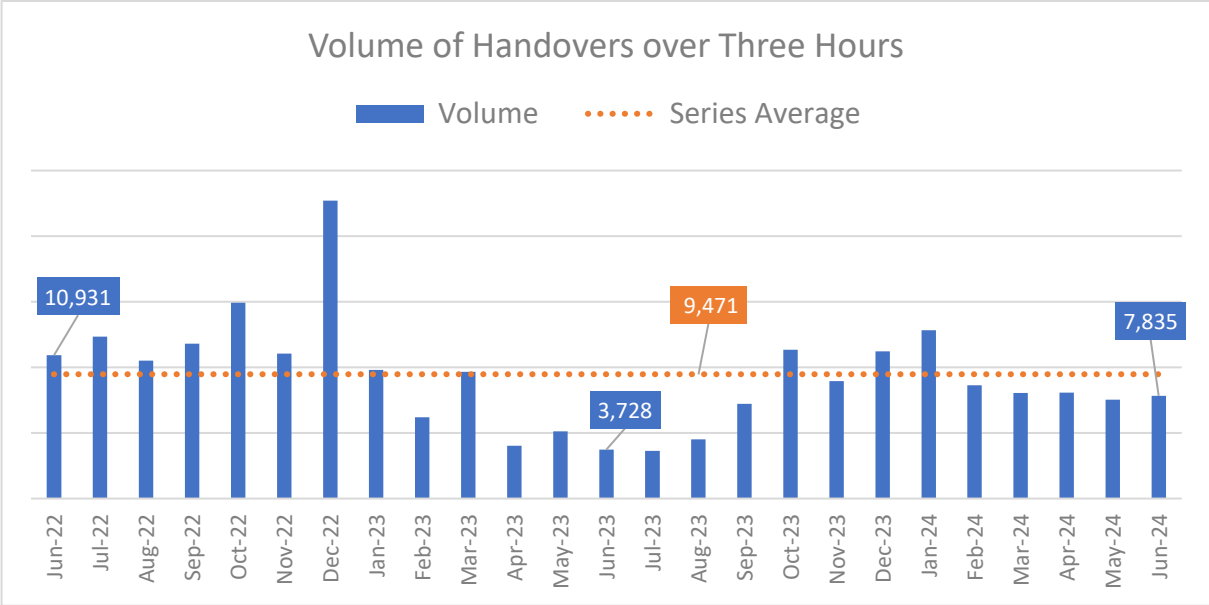
Yellow areas show COVID waves in the UK: source ONS.

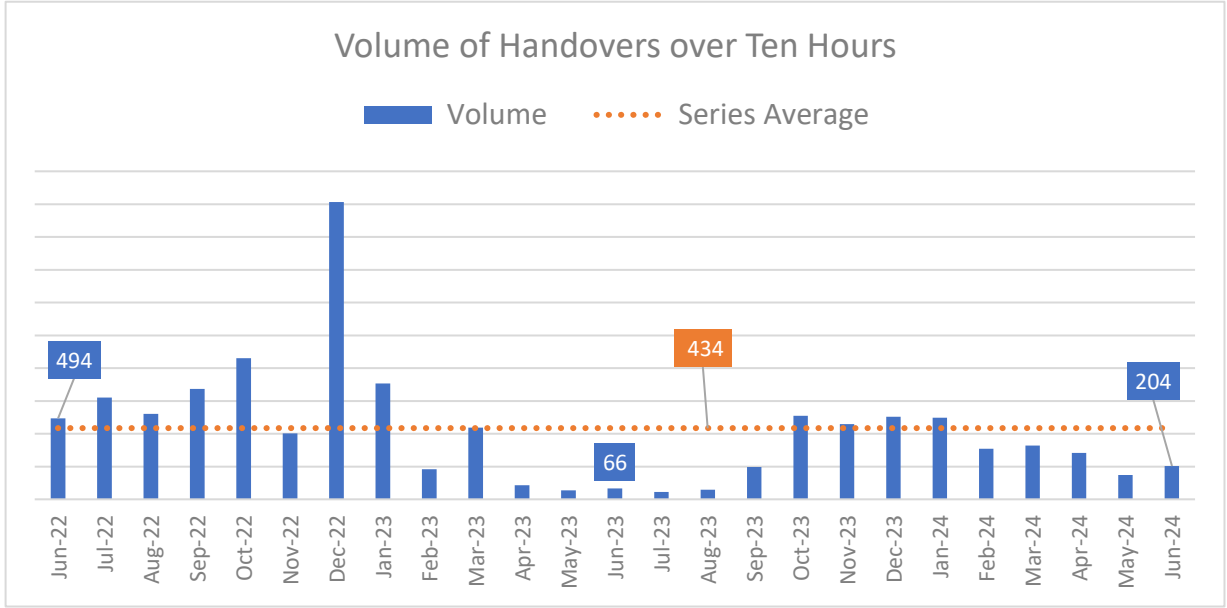
3. Hours Lost to Handovers at 120+ Mins, 12 months to Mar



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

Delays of three-or-more hours increased by 298 between May and June, while those taking ten-or-more hours decreased by 56. Both measures are below the series average, but double the volume recorded in June 2023.





Three Hour Handover Delays in June 2024: Fast Facts

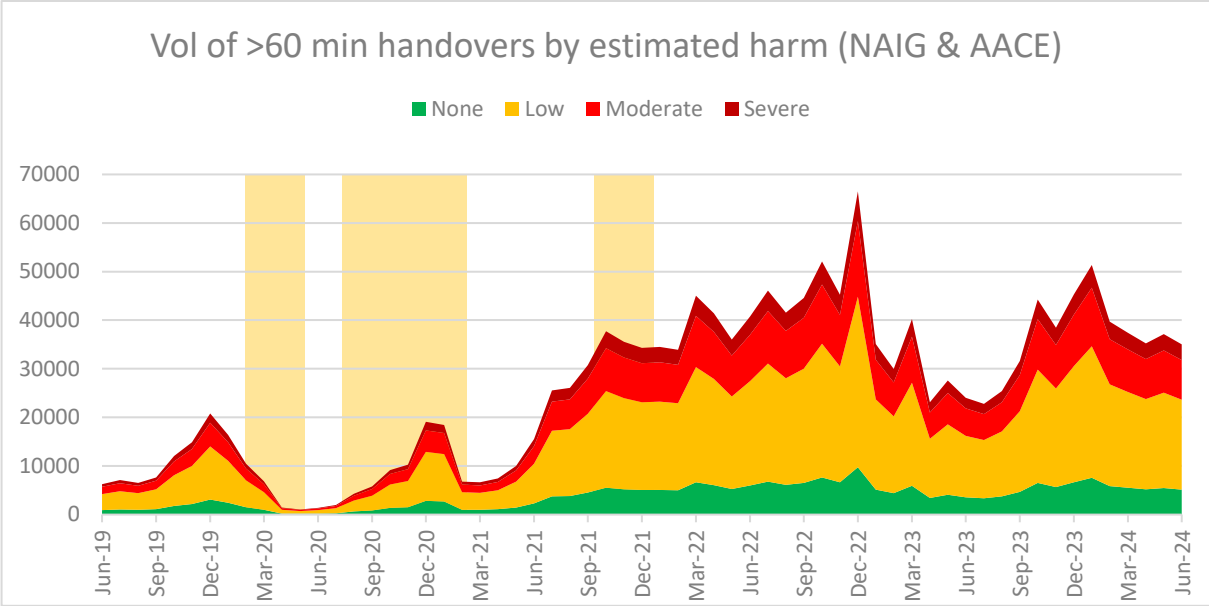
Rank in series to-date	Change from May 2024	Change from June 2023
20th highest	298 fewer	+4 thousand

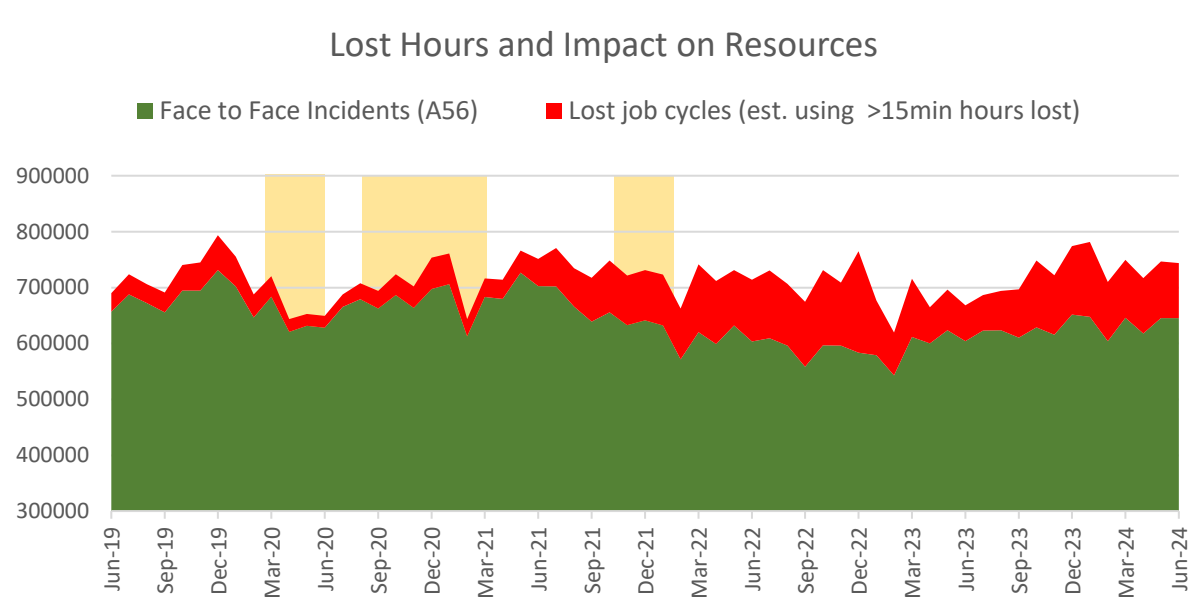
Ten Hour Handover Delays in June 2024: Fast Facts

Rank in series to-date	Change from May 2024	Change from June 2023
20th highest	56 fewer	138 more

46. 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 June 2024. Over the same time, the sector lost the equivalent of 98-thousand ambulance job cycles (where patients could have been attended): this is broadly the same as 15% of all Face-to-Face responses across the month.





Estimated Harm, June 2024: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
30 thousand	8 thousand	3.2 thousand

Impact on Capacity, June 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
98 thousand	June '24 = 15%	June '20 = 3%

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 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

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

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

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

"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