ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

National Ambulance Data

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

New for October 2024: Category-1"T" (Cat-1 incidents where patients were conveyed by an ambulance service emergency vehicle)

Final Version. Published – October 18th 2024

2. Summary and Contents

Overview: Demand increased, following a largely seasonal dip in August, with call and incident numbers (notably Categories 1-and-2) showing an increase in daily volume. Call-answer and response times, all increased in September. Patient handover delays also increased, with some measures falling within the top-ten highest to-date. Alongside this was an increase in the number of patients exposed to potential further harm as a result of delays, while the equivalent of nearly one-in-five See-and-Treat and Conveyance-based ambulance responses were lost due to resource-time spent waiting outside hospitals.

Section 1. Contact Volume and Call Answer Time	• Calls volume increased in September. Although not at the level seen in September 2021, or 2022, this demand represents an substantial annual increase when compared with the previous 12-months. • Call answer-time increased, but both the mean, and 95th Centile measures remain below the series averages, while the mean answer-time has not exceeded ten-seconds in 2024 to-date.
Section 2. Incidents and Response Time, by Category	• The average daily volume of incidents increased, driven by Categories 1-and-2. Meanwhile, Categories 3-and-4 decreased between August and September. • Response time increased for every category. Having dipped below the 30 minute “Recovery Standard” in August, Category-2 mean response increased to 36-minutes in September.
Section 3. Incidents by Response Outcome	• Hear-and-Treat responses reached the second highest average daily volume to-date, and continue to increase as a share of response types (currently around 16%, vs. 6% in September 2019). • Face-to-Face incidents (which include See-and-Treat and any Conveyance activity) also saw an increase in the average daily volume in September.
Section 4. Patient Handover Delays	• Handover delays increased in September: hour-plus delays increased by 14-thousand to reach 40-thousand, the second highest in 2024 after January (which recorded 51-thousand). • Around 25-thousand patients risked additional potential harm as a result of those hour-plus delays, while the equivalent of 106-thousand ambulance job-cycles were lost to time waiting outside hospitals.

Source of all data is AQI September 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

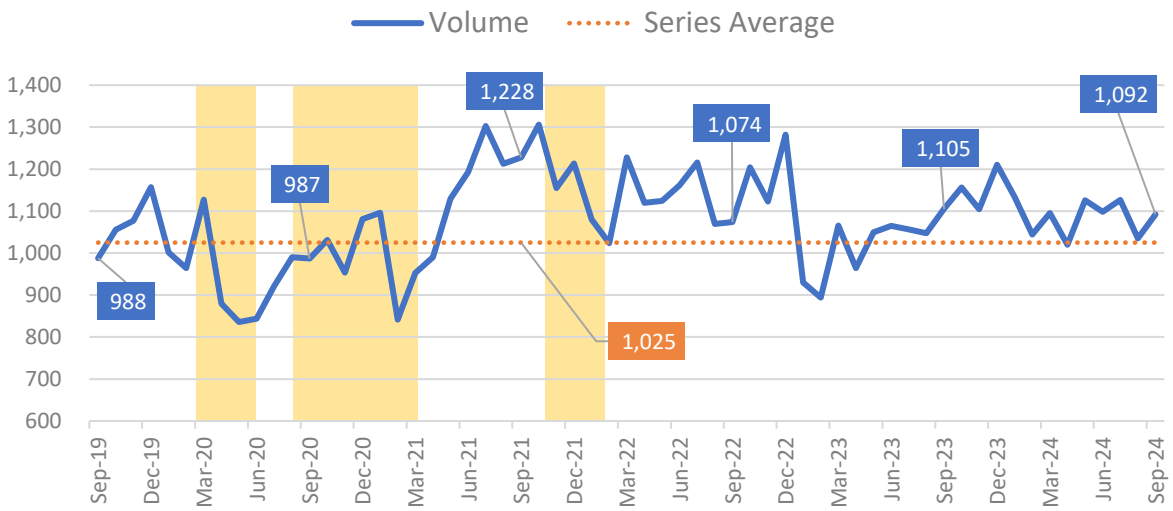
Contact Volume and Call Answer time

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

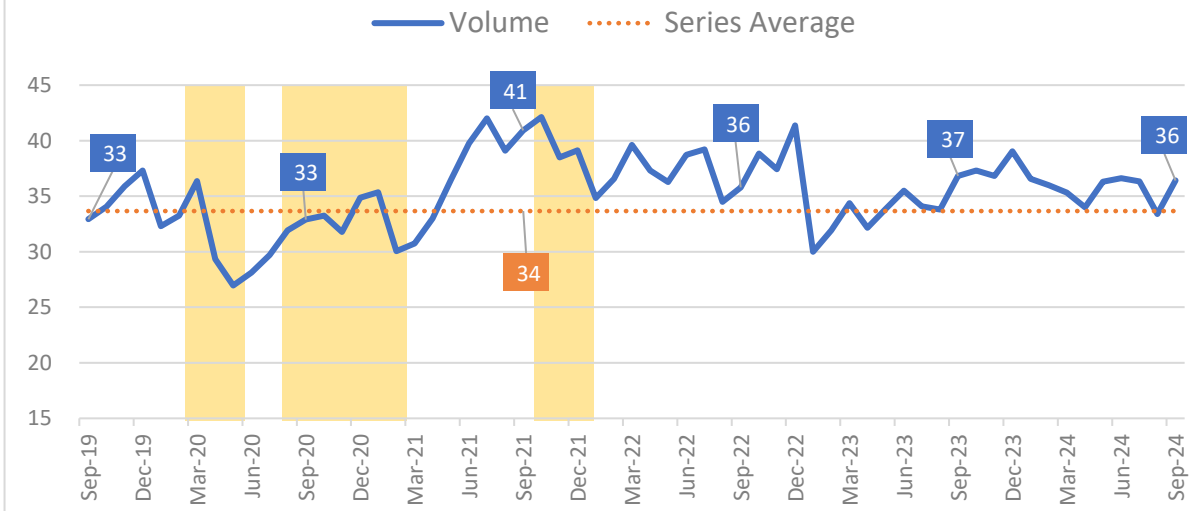
4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

Contacts increased in September, adding 57-thousand across the month and returning a daily average of 36-thousand. There has been an increase of nearly half-a-million "A0" contacts over the most recent 12-month period when compared with the previous.

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



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

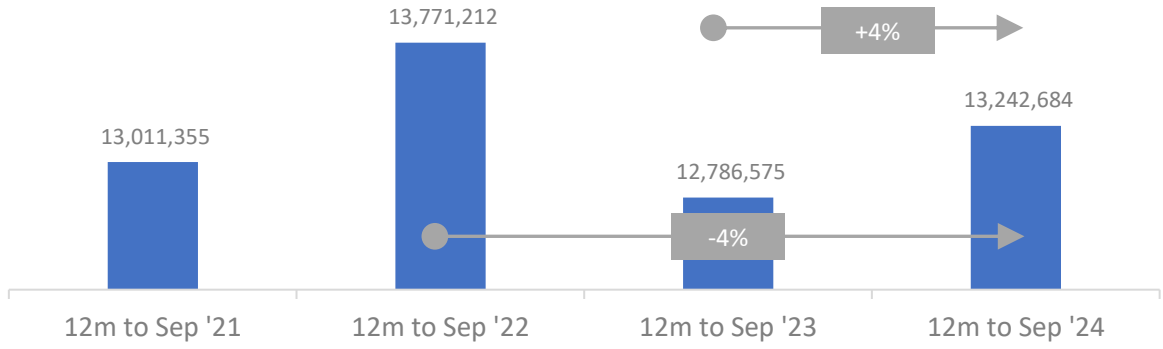


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
29th highest	+57 thousand	-12 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)

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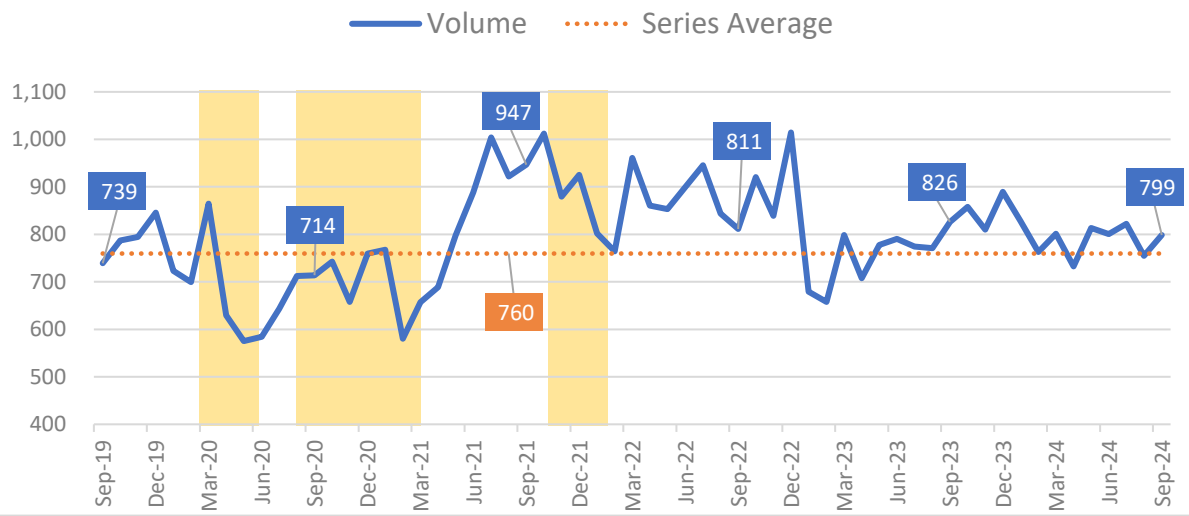
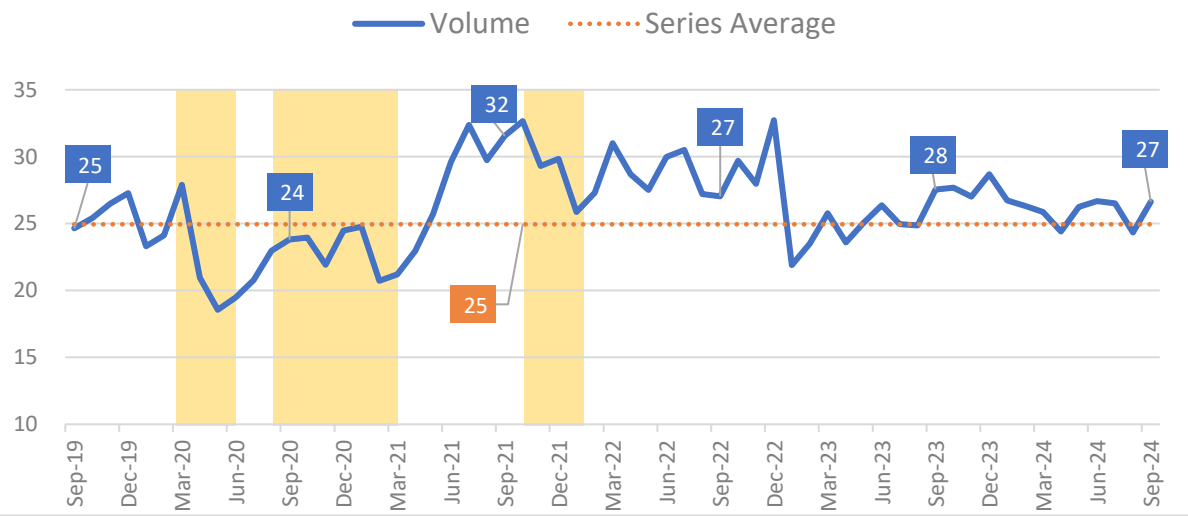
There were 799-thousand 999 calls-answered in September, a steep increase from August but 28-thousand fewer than September 2023. The annualised data shows an increase of over 100-thousand calls between the two most recent periods.

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



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

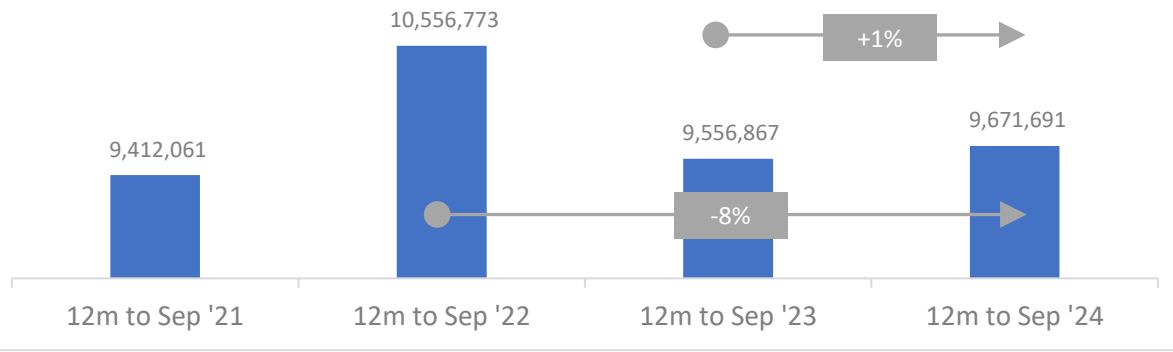


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
32nd highest	+44 thousand	-28 thousand

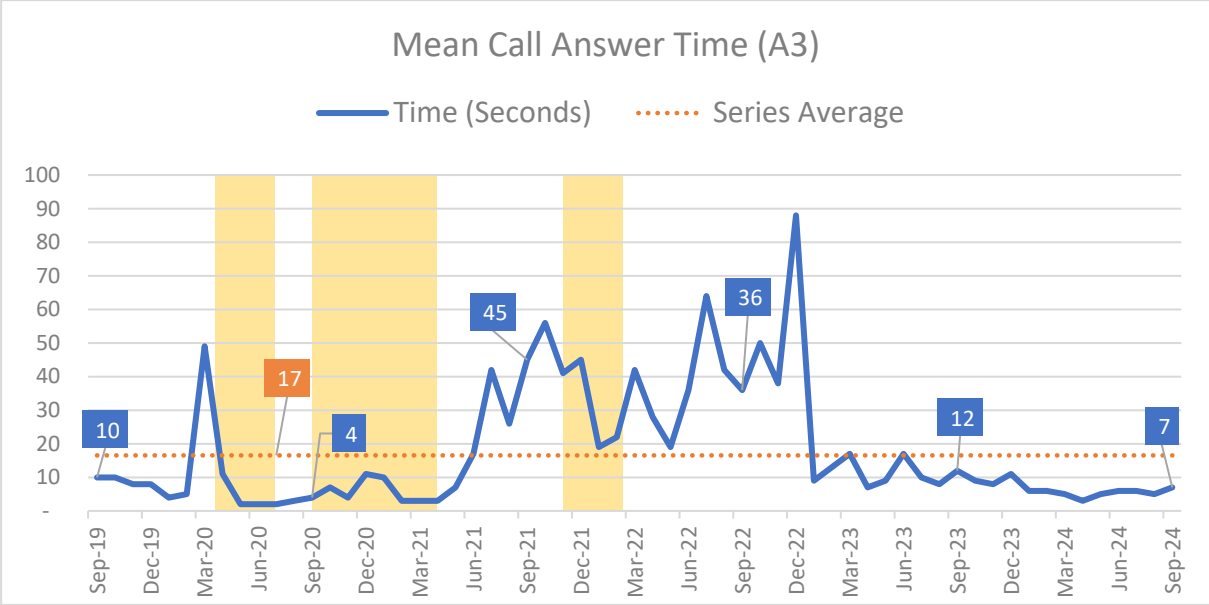
Yellow areas show COVID waves in the UK: source ONS.

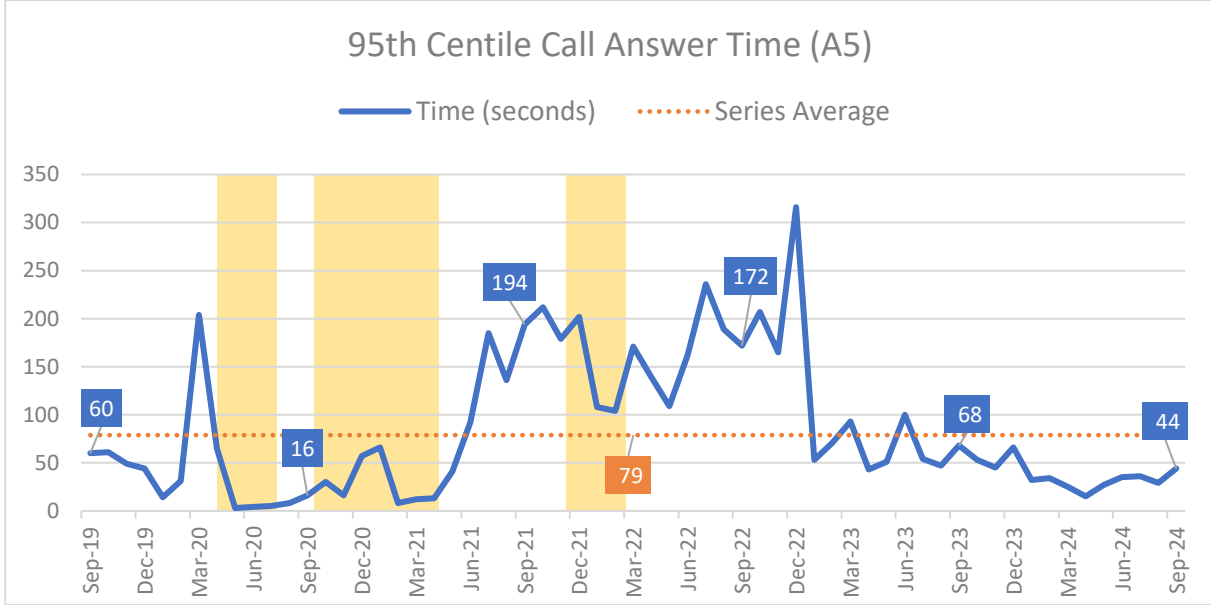
3. Volume of Calls Answered in the 12 months to Mar (A1)



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

Mean answer time slowed to seven-seconds in September, the slowest since December 2013: however, it remains under ten-seconds (as it has since January). The 95th Centile time also increased, reaching 44-seconds, again the slowest for any month in 2024 to-date but faster than the series average (79 seconds).





Mean Call Answer Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
27th fastest	+2 seconds	-5 seconds

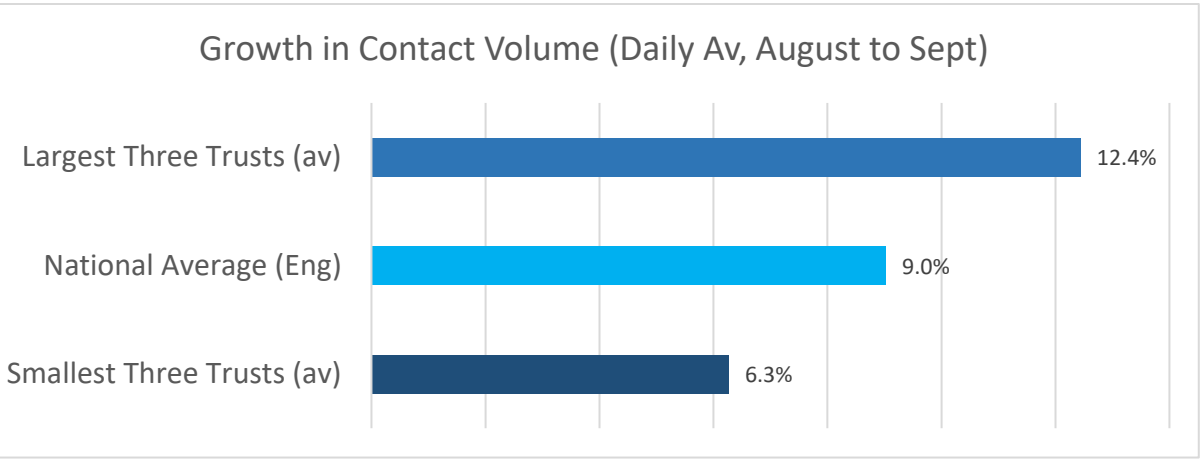
95th Centile Answer Time for September 2024: Fast Facts

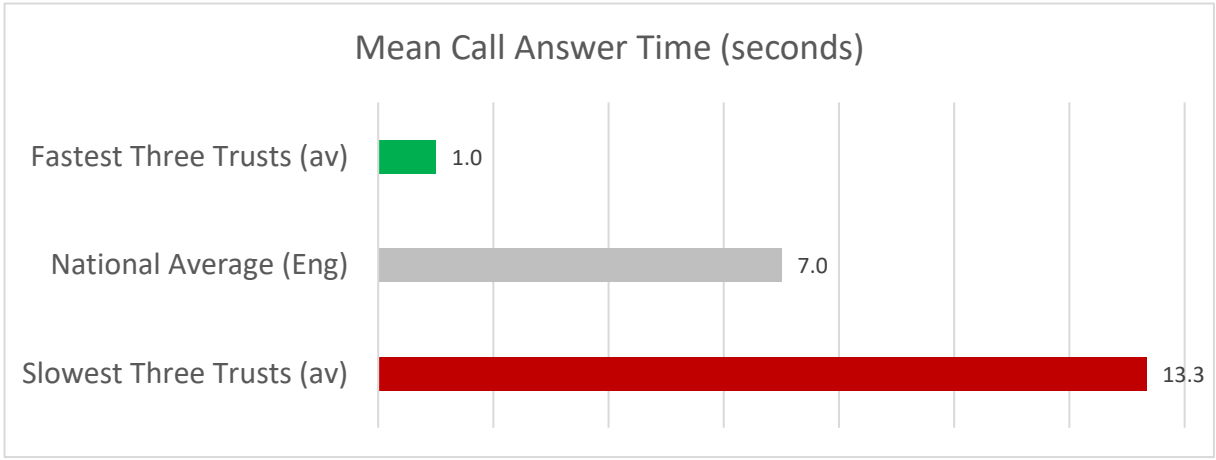
Rank in series to-date:	Change from August 2024	Change from Sep 2023
33rd fastest	+15 seconds	-24 seconds

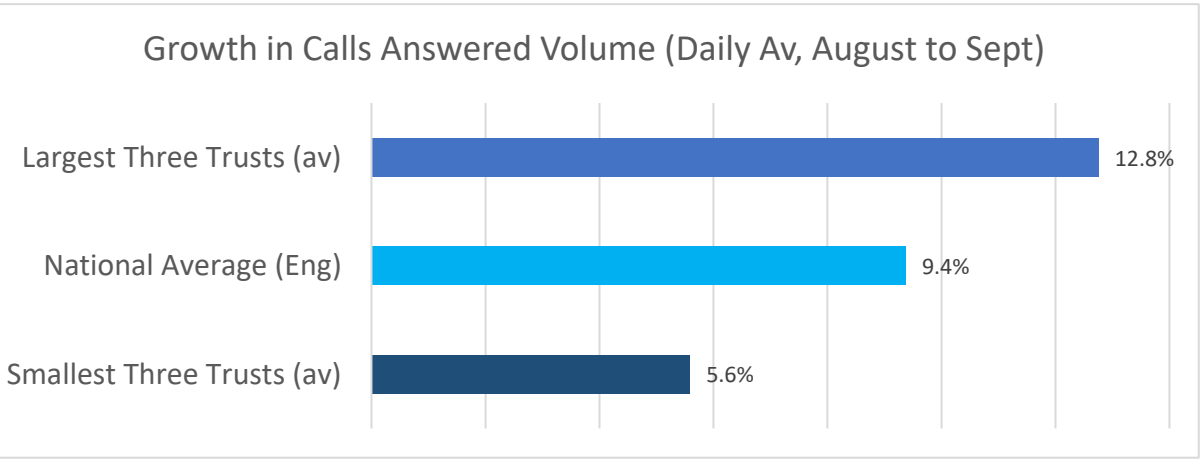
Yellow areas show COVID waves in the UK: source ONS.

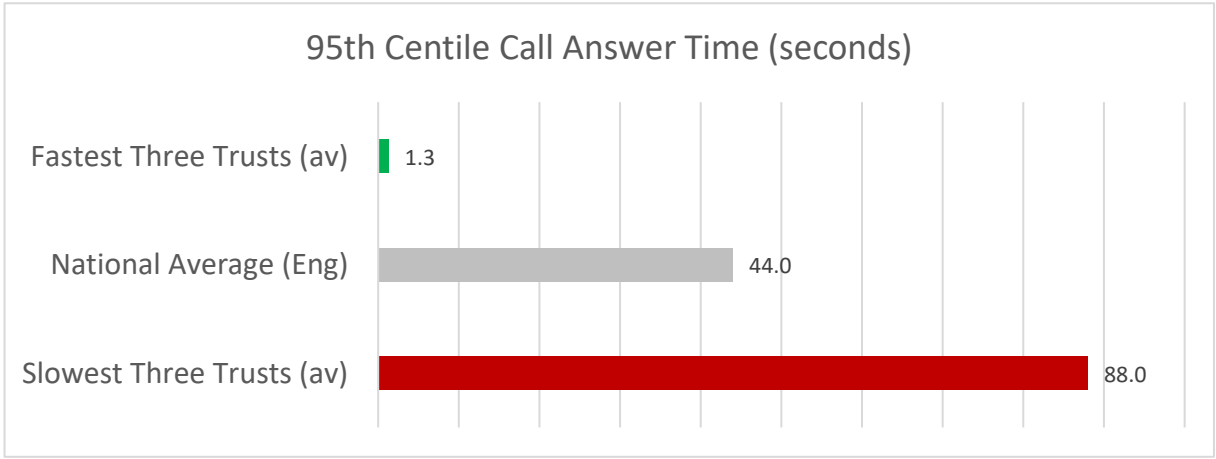
7. Calls: Average Daily Growth and Answer Time, Range - September 2024

Month-on-month growth rates differed across trusts. Those at the higher-end were twice as high as those at the lower. Mean call answer time also varied widely, averaging one-second for the fastest three trusts, and over 13-seconds for the slowest three, while the 95th Centile measure showed even greater variance.









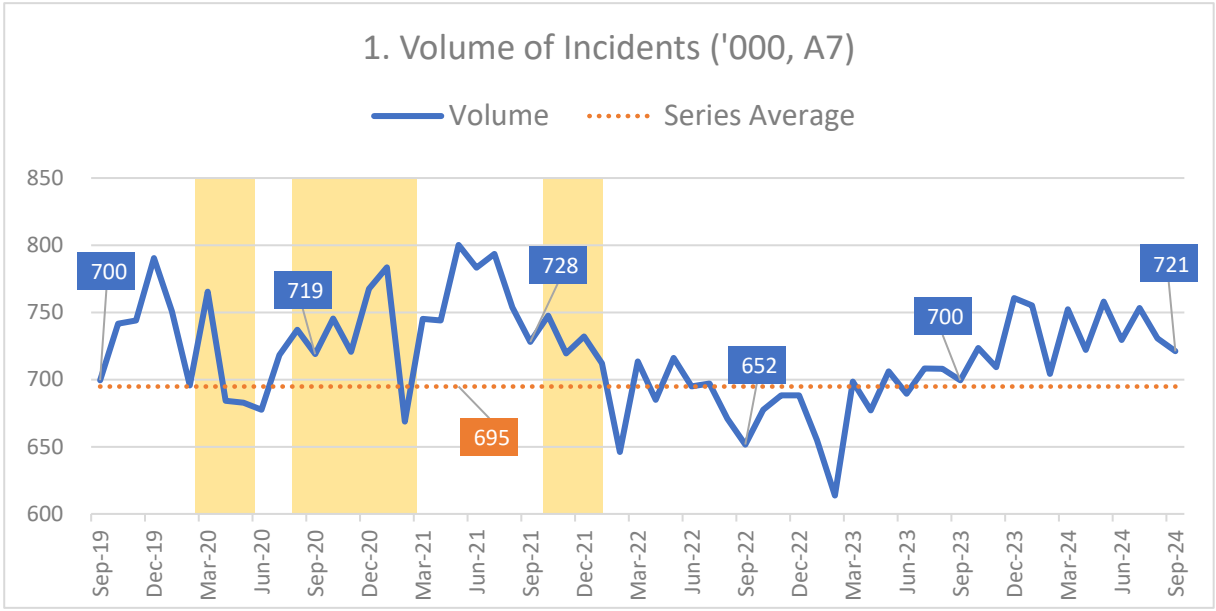
Notes: Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England. Calculation excludes Isle of Wight.

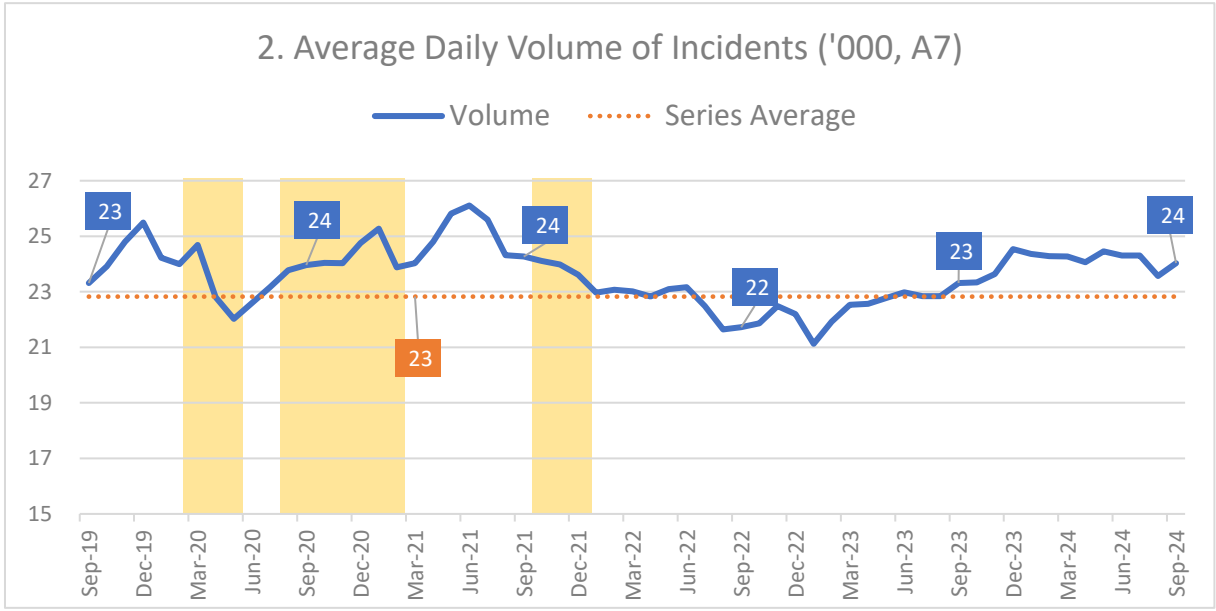
Section 2

Incidents and Response Time, by Category

9. Demand: All Incidents (A7)

The shorter month saw a decrease in the overall volume of incidents, but the average daily number increased (by 464 incidents), taking the total to over 24-thousand. There were 8.8-million incidents in the 12-months to September 2024, an increase of over 600-thousand compared with the previous period.

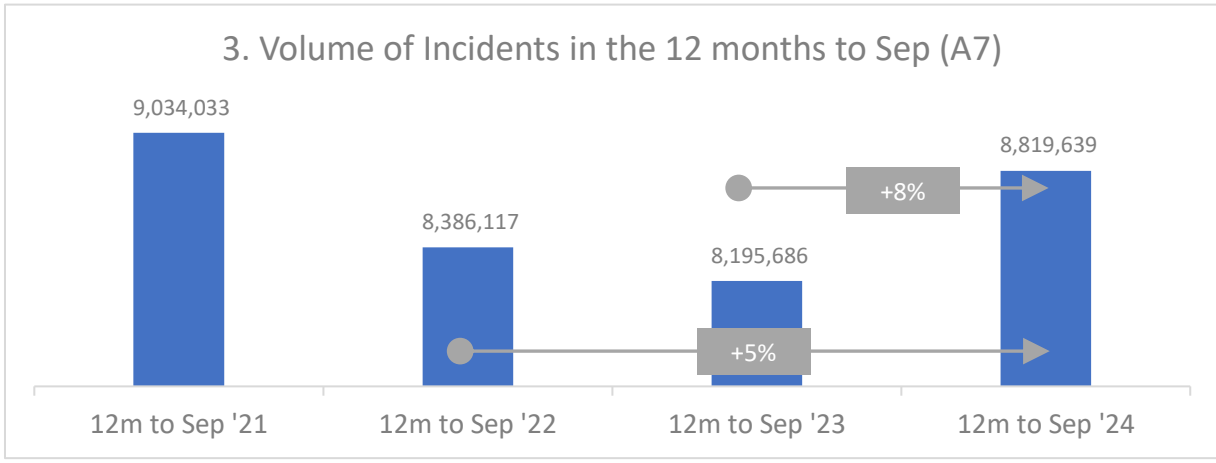




Monthly Volume for September 2024: Fast Facts

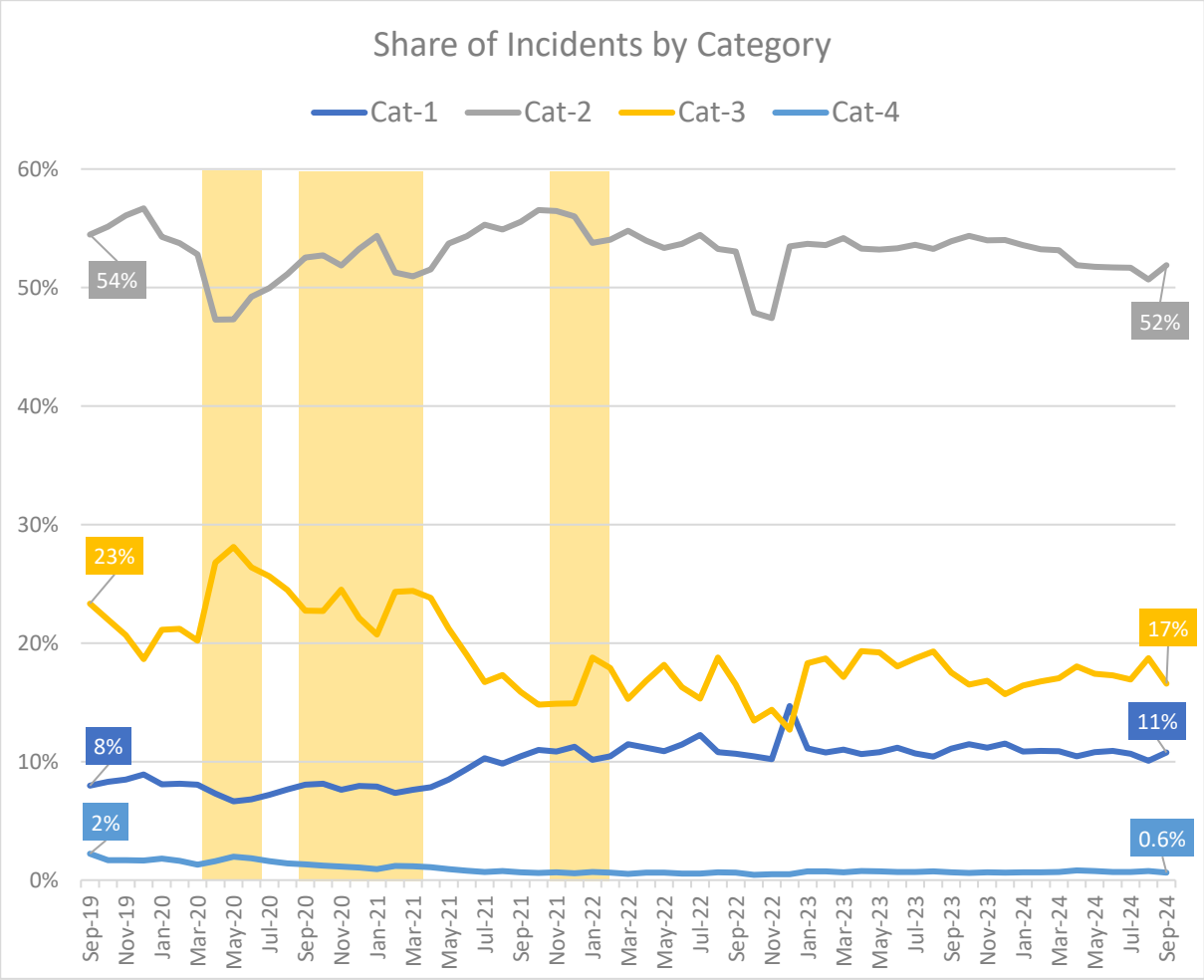
Rank in series to-date	Change from August 2024	Change from Sep 2023
33rd highest	-10 thousand	+21 thousand

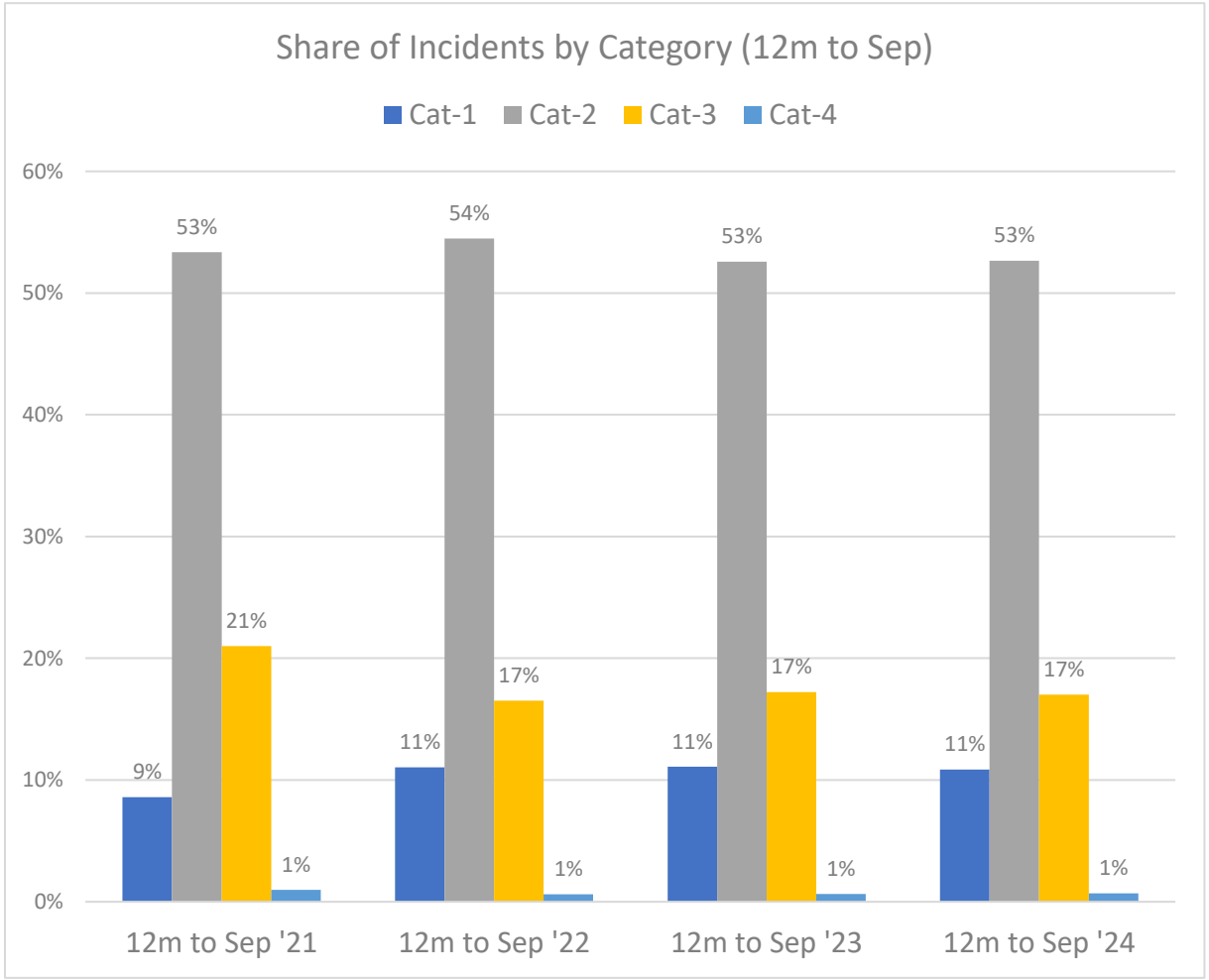
Yellow areas show COVID waves in the UK: source ONS.



10. Demand: Share of Incidents by Category

Category-1 and Category-2 incidents saw an slight increase in share in September (one percentage point each). Conversely, Category-3 incidents decreased in share by two percentage points while Category-4 dropped from 0.8-percent to 0.6-percent of incidents across the month.

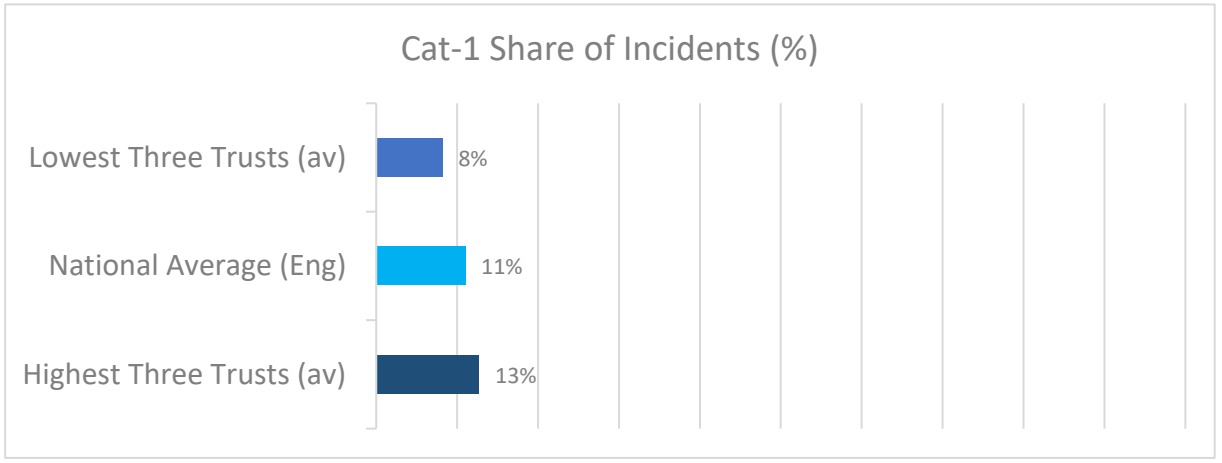


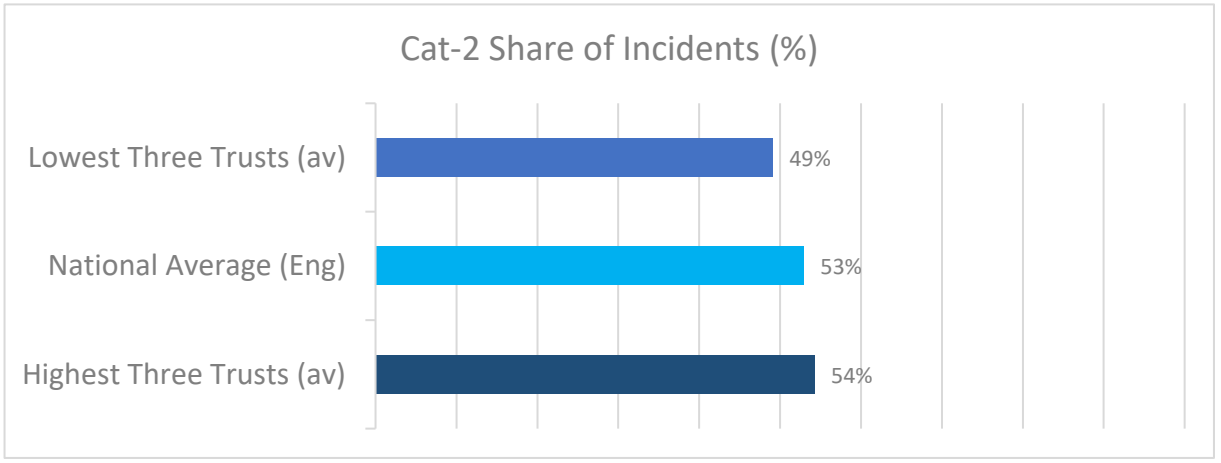


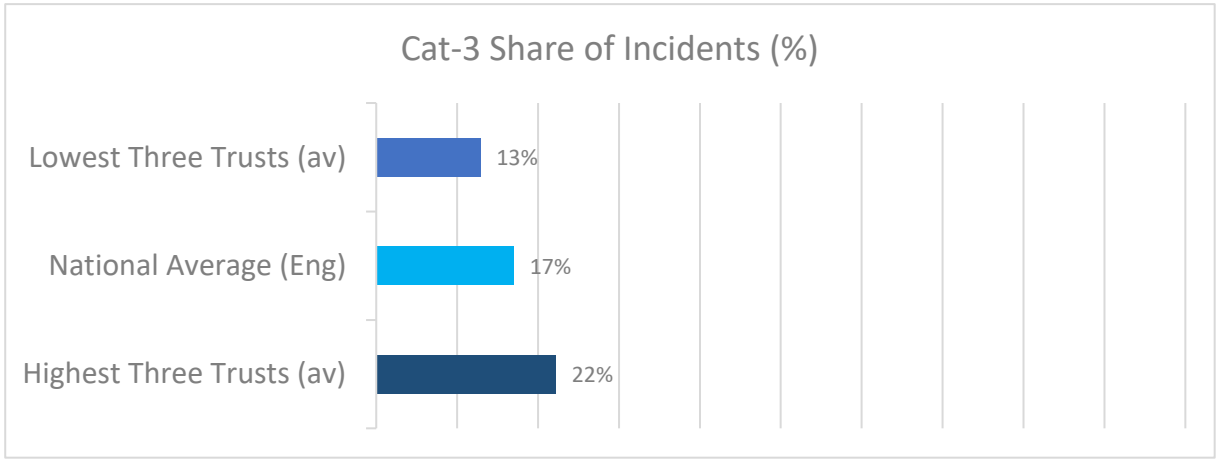
Yellow areas show COVID waves in the UK: source ONS.

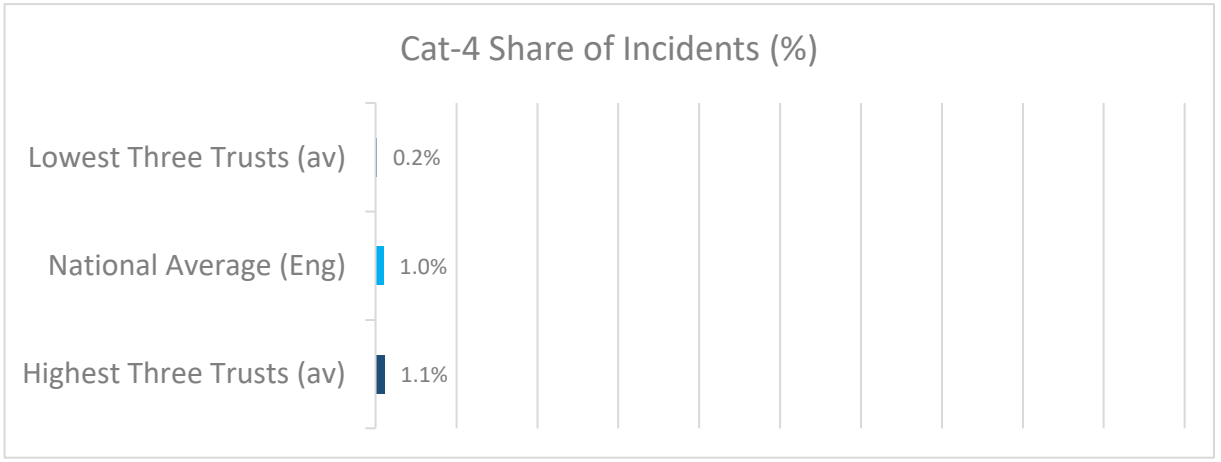
11. Share of Incidents, Range - September 2024

As seen in previous months, incident mix continues to differ between trusts. Once again, Category-3 has the greatest difference in terms of percentage-points, while Category-4 – although smaller in volume – shows those trusts at the higher end of the range over five times greater than those at the lower.





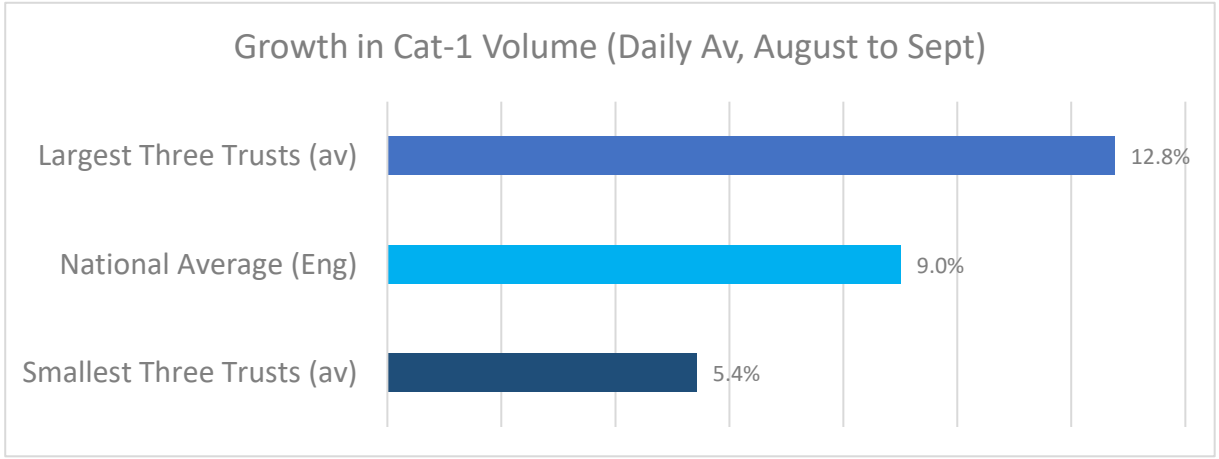


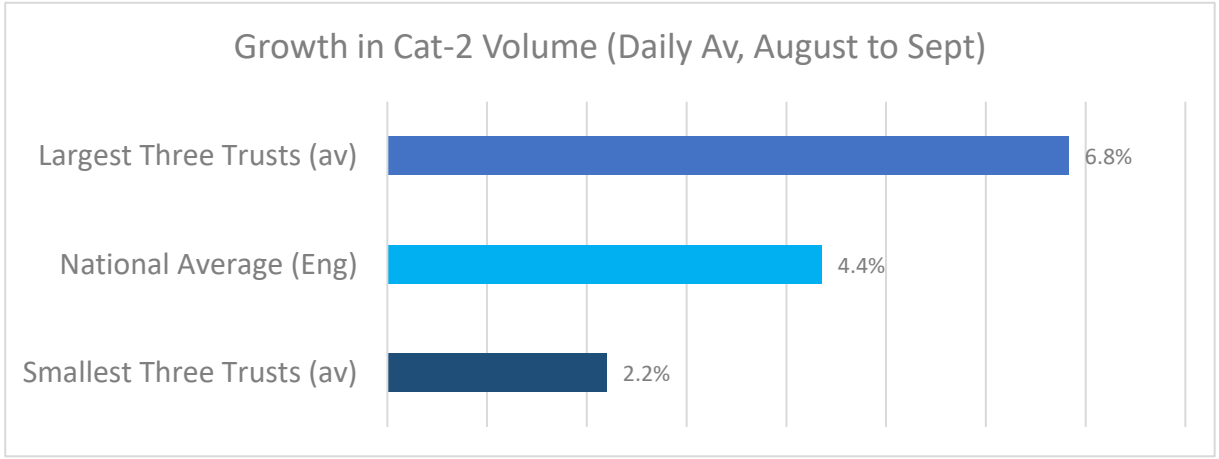


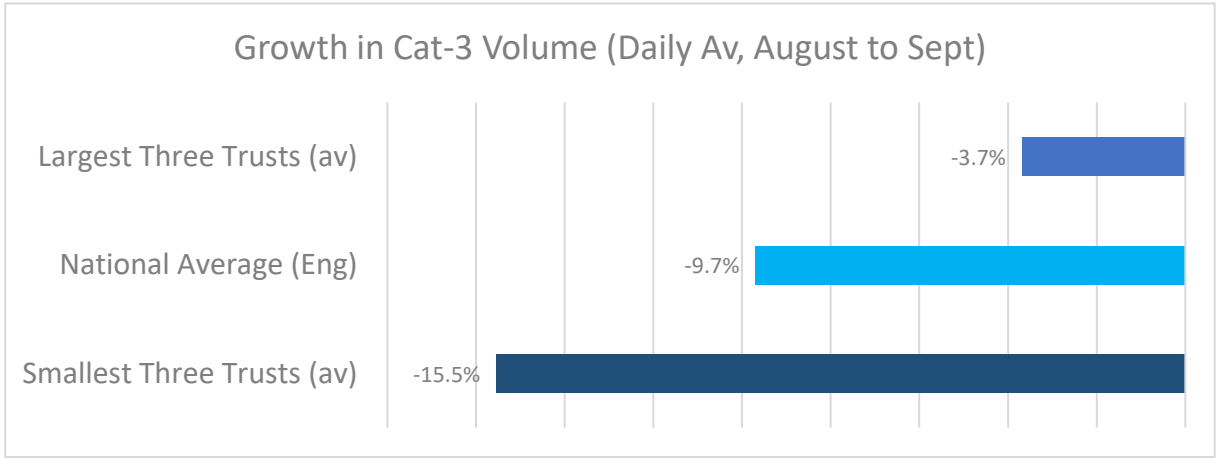
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

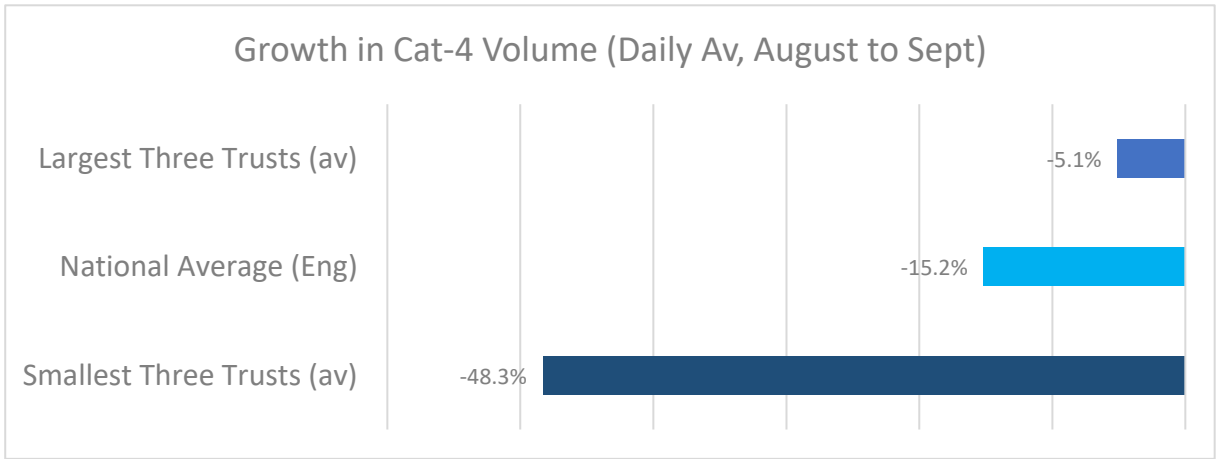
12. Growth in Average Daily Incident Volumes, Range - September 2024

Growth in Category-1 incidents averaged twice a great for the trusts with the largest growth, compared with those with the smallest. For Category-2 this difference was three times as great. Categories 3 and 4 contracted, with the difference between outliers being most notable for Category-4.







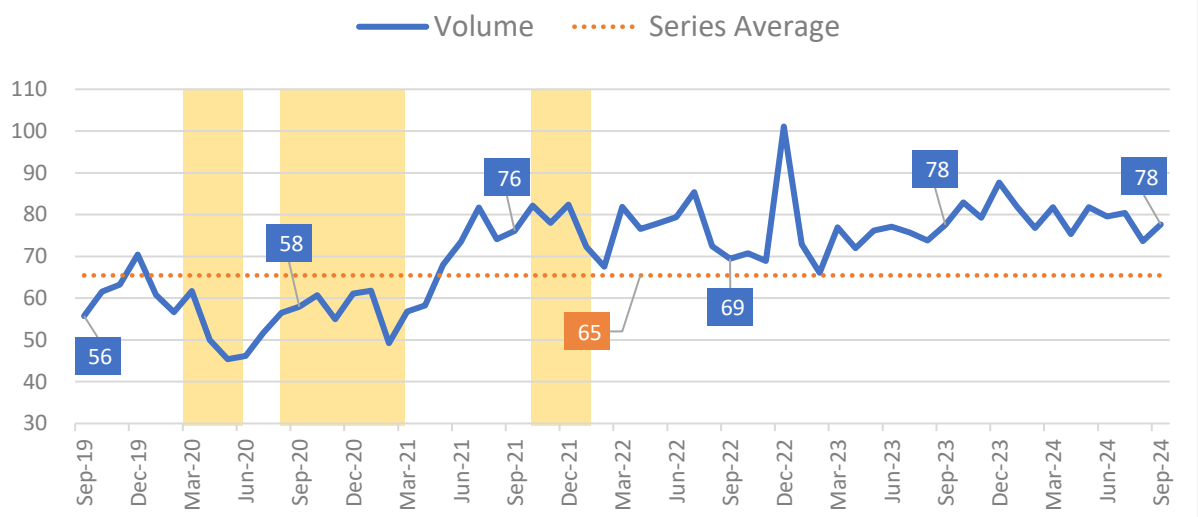


Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

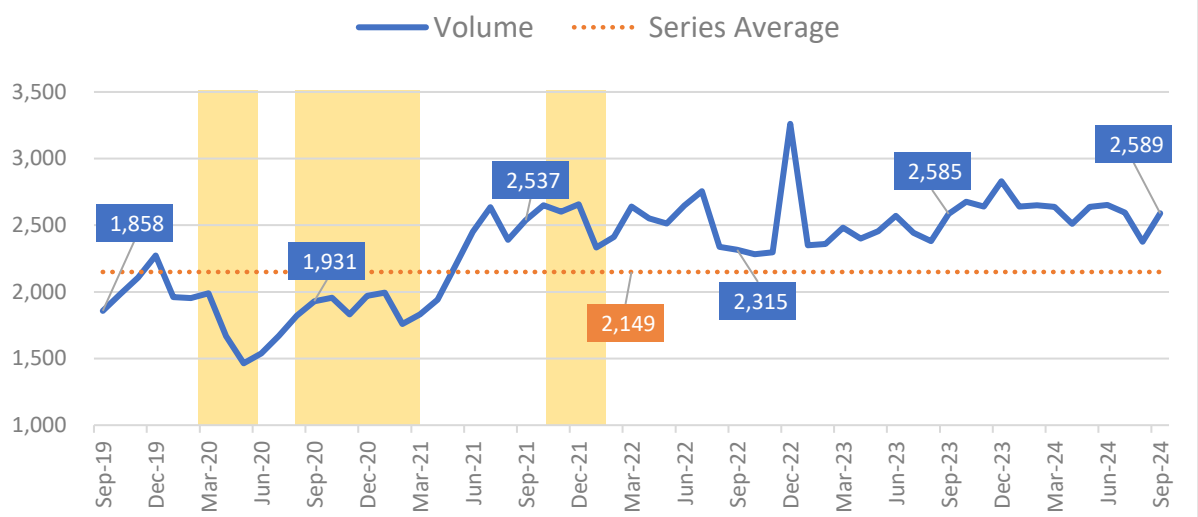
13. Demand: Category-1 Incidents (A8)

An increase of four-thousand Category-1 incidents between August and September took the monthly total to its 18th highest to-date, while the daily average increased to 2,589 – the greatest for any September on-record.

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



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

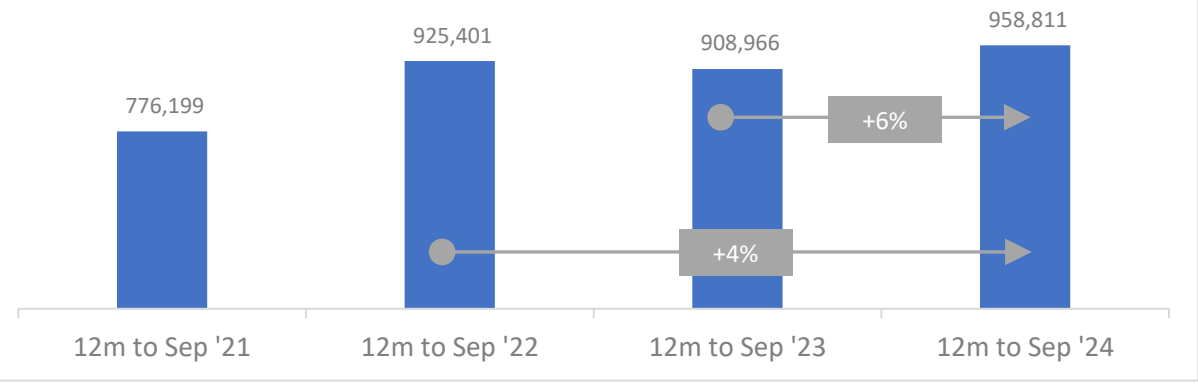


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
18th highest	+4 thousand	+118 incidents

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

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



14. NEW Demand: Category-1T Incidents (A9) (Cat-1 patients conveyed by an ambulance service emergency vehicle)

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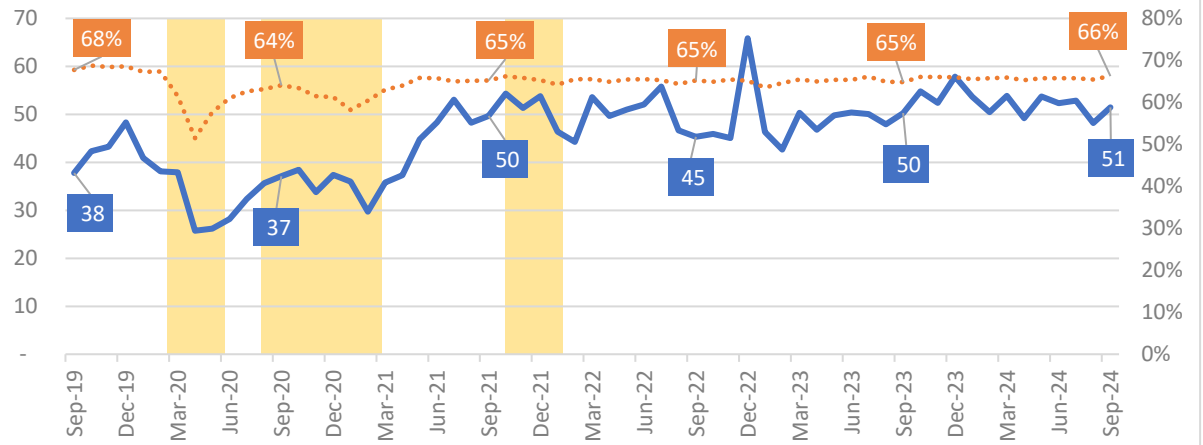
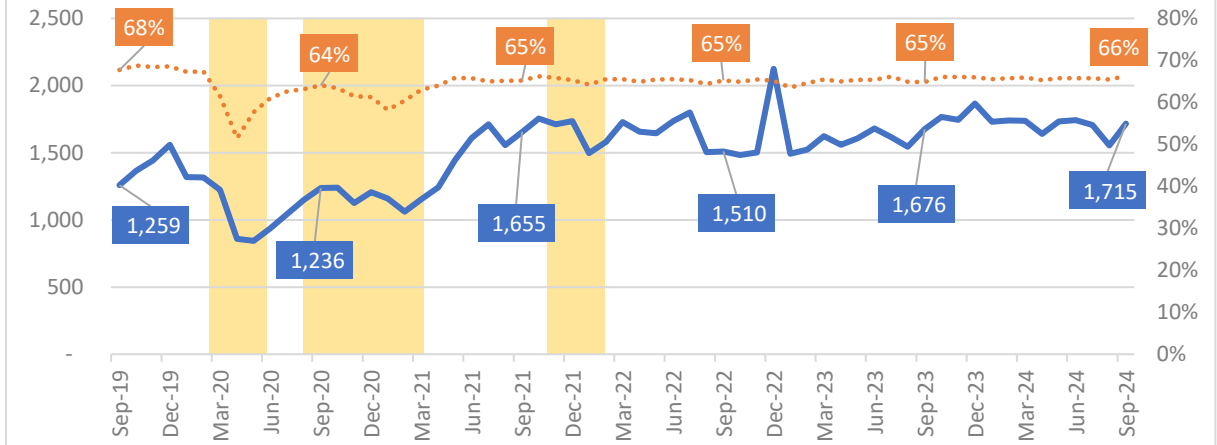
Category-1T incidents (Cat-1 which result in patients being conveyed) account for a relatively consistent two-thirds of Category-1 incidents (1). As seen with Category-1 overall, the most recent month saw the highest volume of Category-1T of any September to-date (both monthly, and at an average daily level).

1. Volume of Cat-1T Incidents ('000, A9)



2. Average Daily Volume of Cat-1T Incidents (A9)

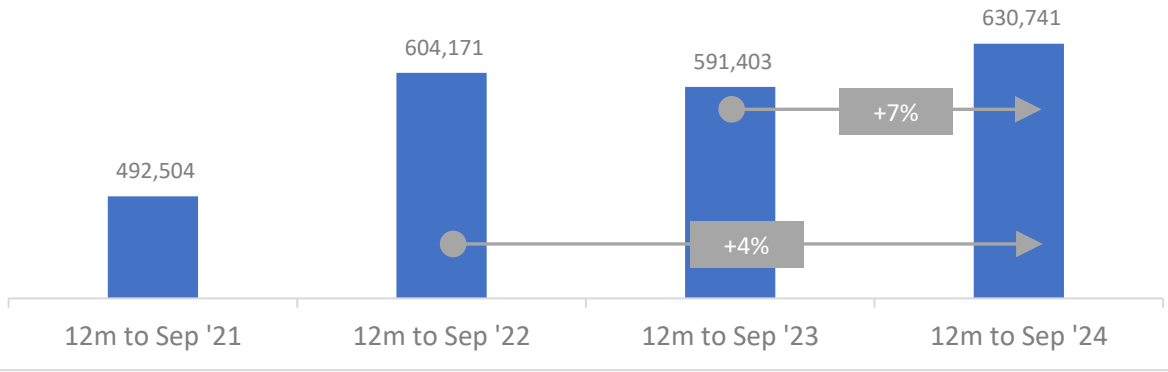


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
16th highest	+3 thousand	-1 thousand

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

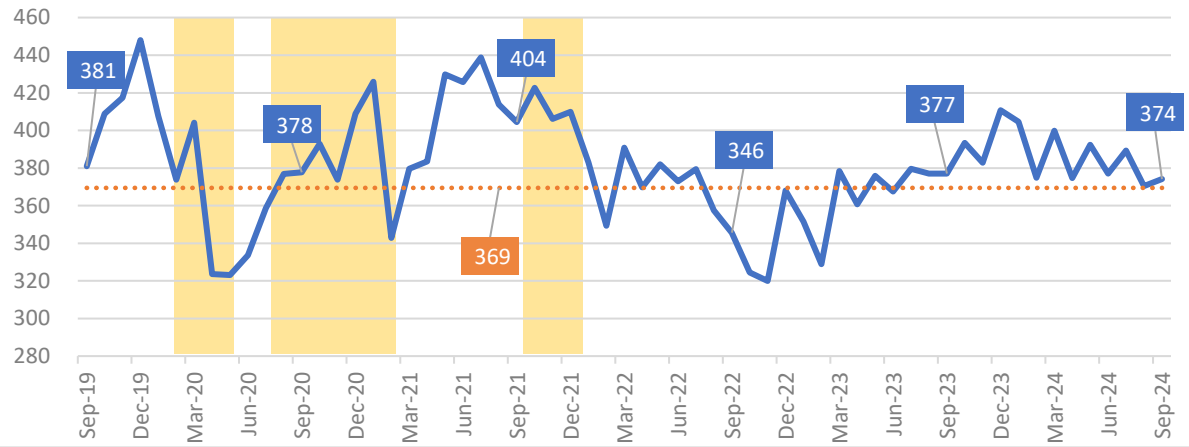
3. Volume of Cat-1T Incidents in the 12 months to Sep (A9)



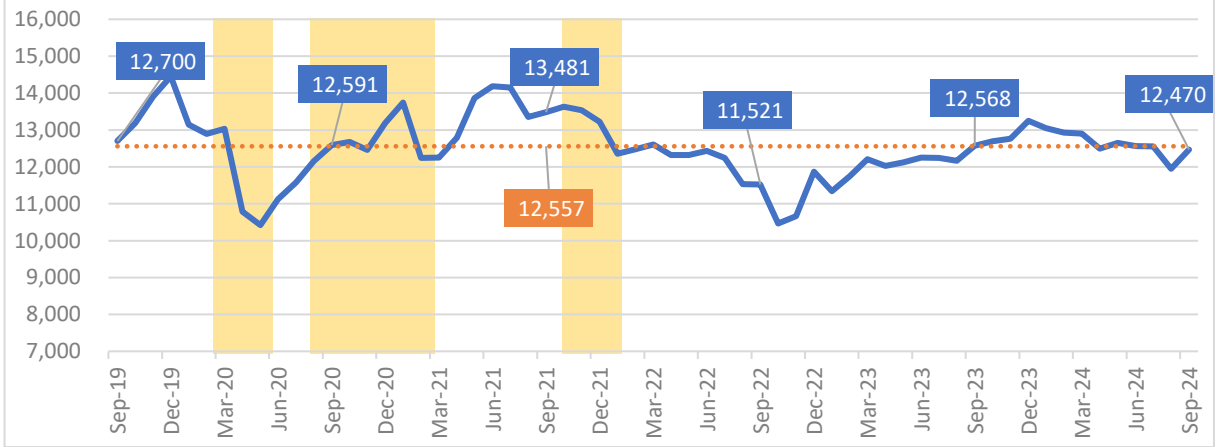
15. Demand: Category-2 Incidents (A10)

Category-2 incidents totaled 374-thousand (or 12,470 each day) in September. The most recent 12-months saw 4.6-million Category-2 incidents recorded, an increase of over 300-thousand compared with the 12-months to September 2023.

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



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

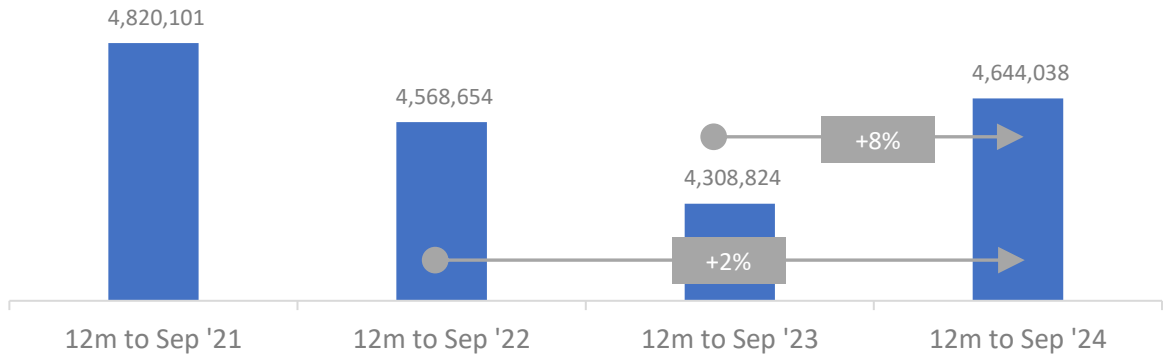


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
50th highest	+4 thousand	-3 thousand

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

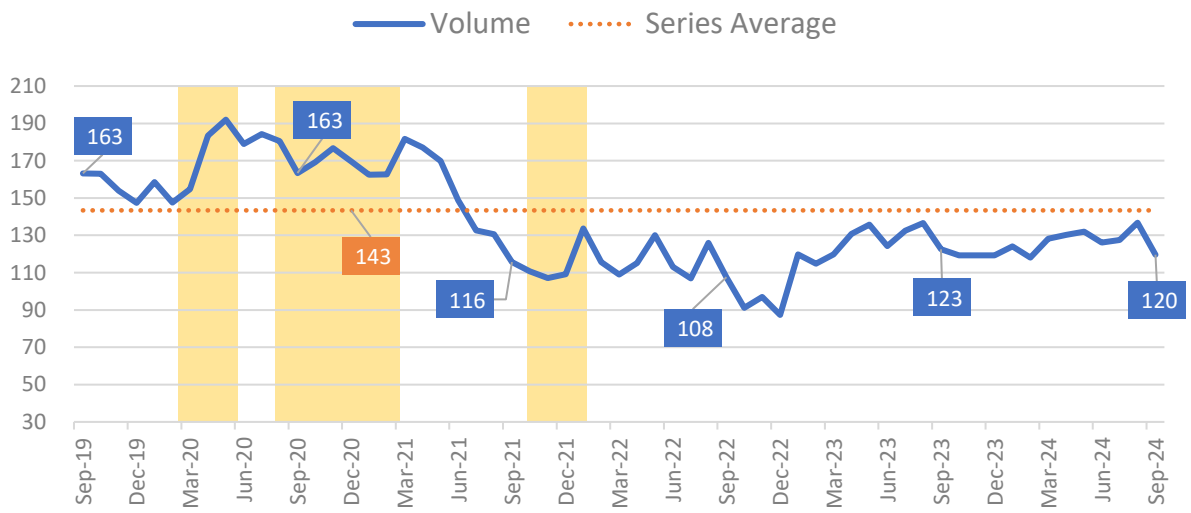
3. Volume of Cat-2 Incidents in the 12 months to Sep (A10)



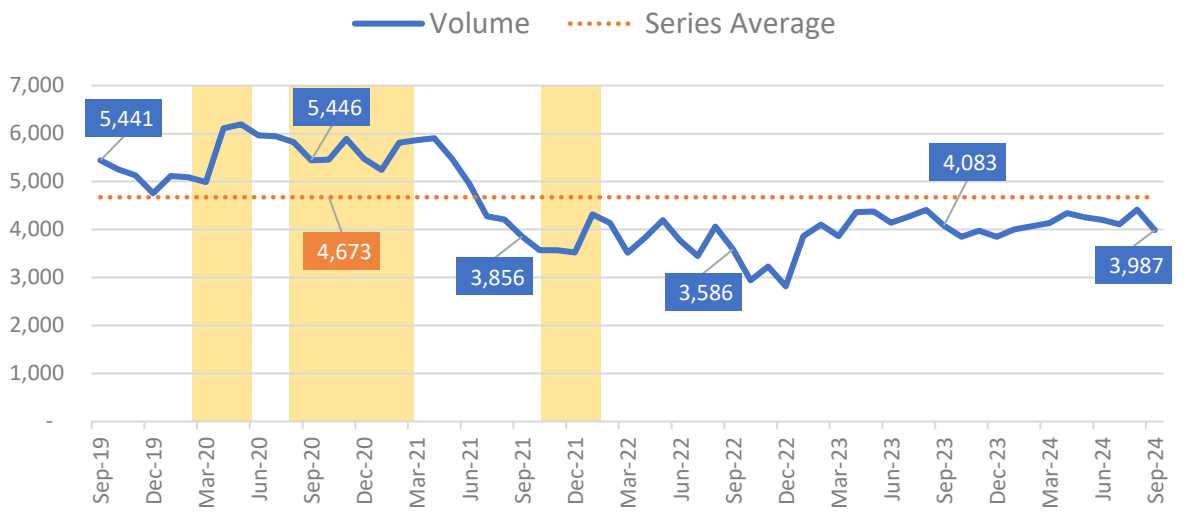
16. Demand: Category-3 Incidents (A11)

Category-3 incidents saw the smallest average daily volume recorded so far in 2024 (the second lowest being January). Despite this, the annualised data shows an increase in this category of 88-thousand incidents, compared with the 2023 equivalent – a gradual increase over time, despite the deceptively flat trend.

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



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

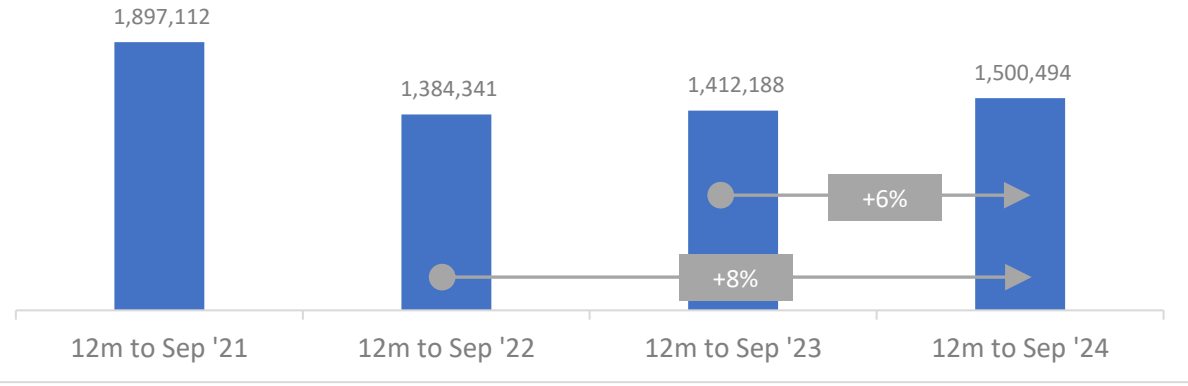


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
62nd highest	-17 thousand	-3 thousand

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

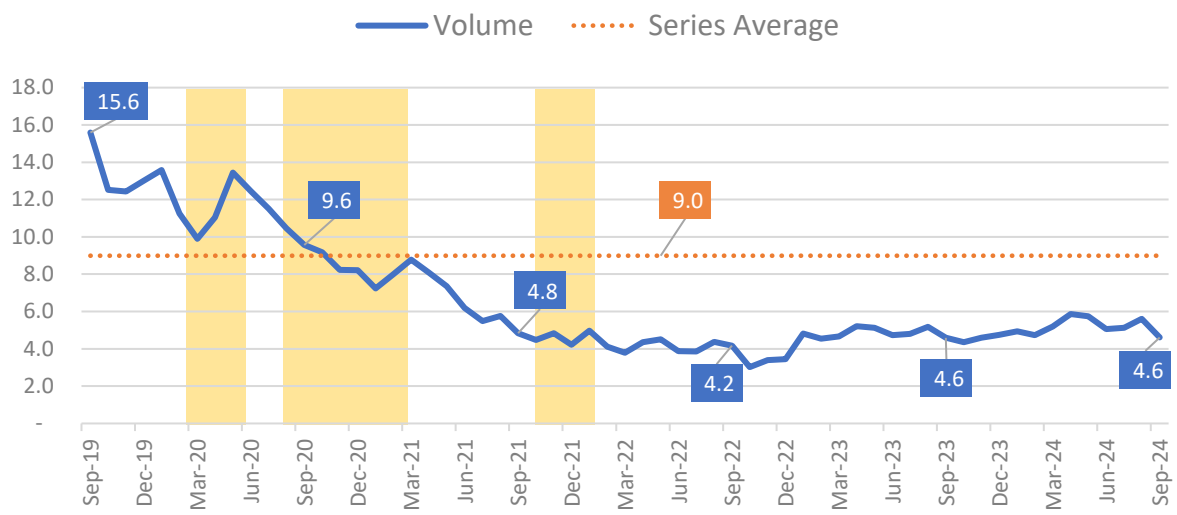
3. Volume of Cat-3 Incidents in the 12 months to Sep (A11)



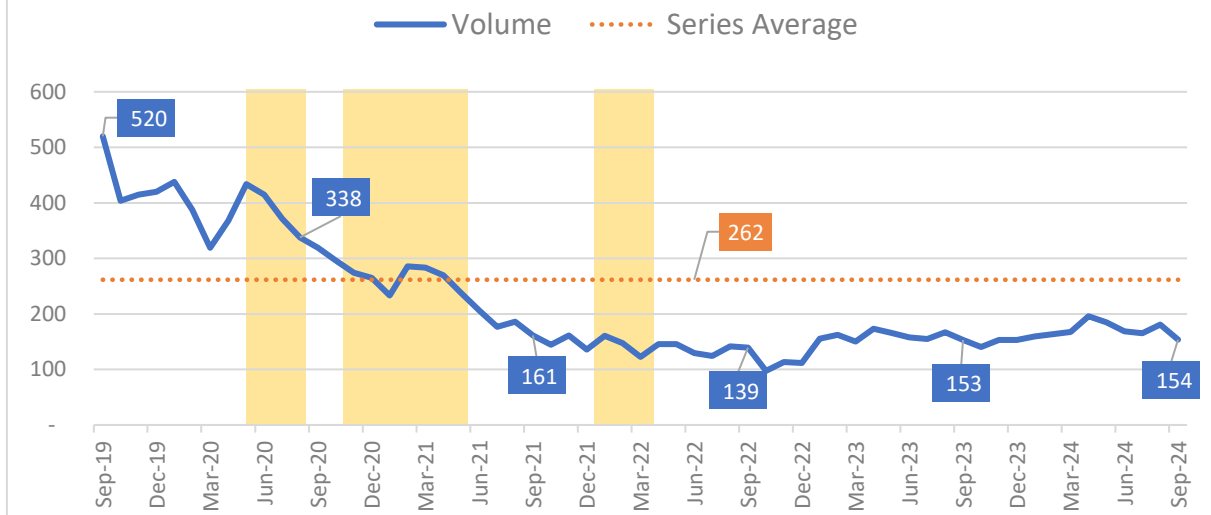
17. Demand: Category-4 Incidents (A12)

Mirroring the pattern seen with Category-3, Category-4 incidents also returned the lowest average daily number in 2024 to-date, while the annualised data recorded an increase for the third consecutive period.

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



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

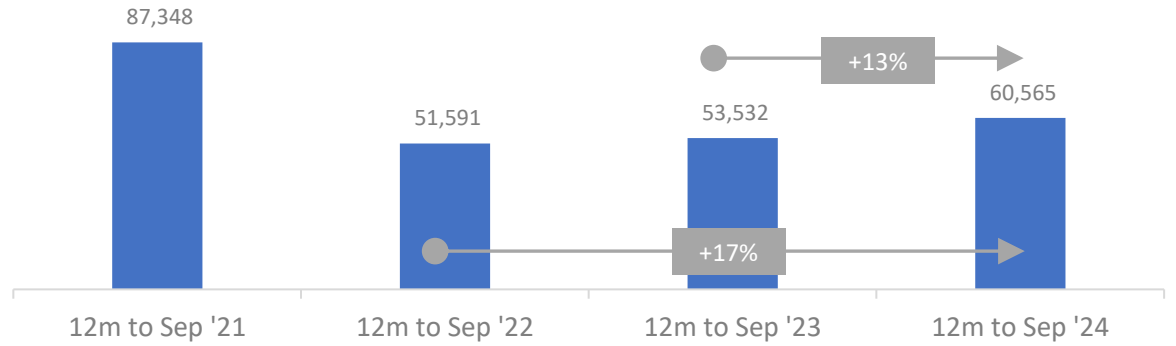


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
63rd highest	-1 thousand	+17 incidents

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

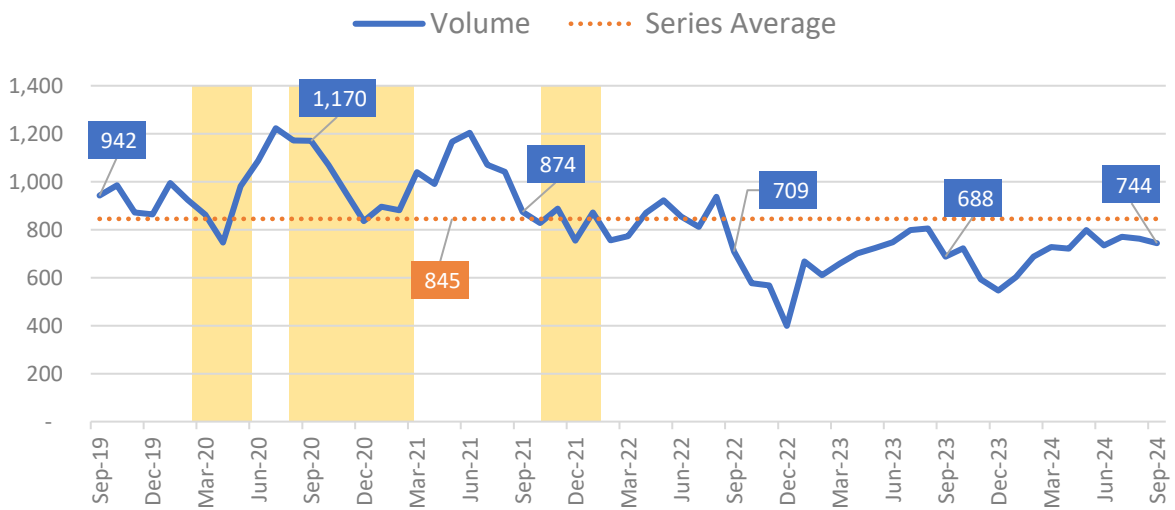
3. Volume of Cat-4 Incidents in the 12 months to Sep (A12)



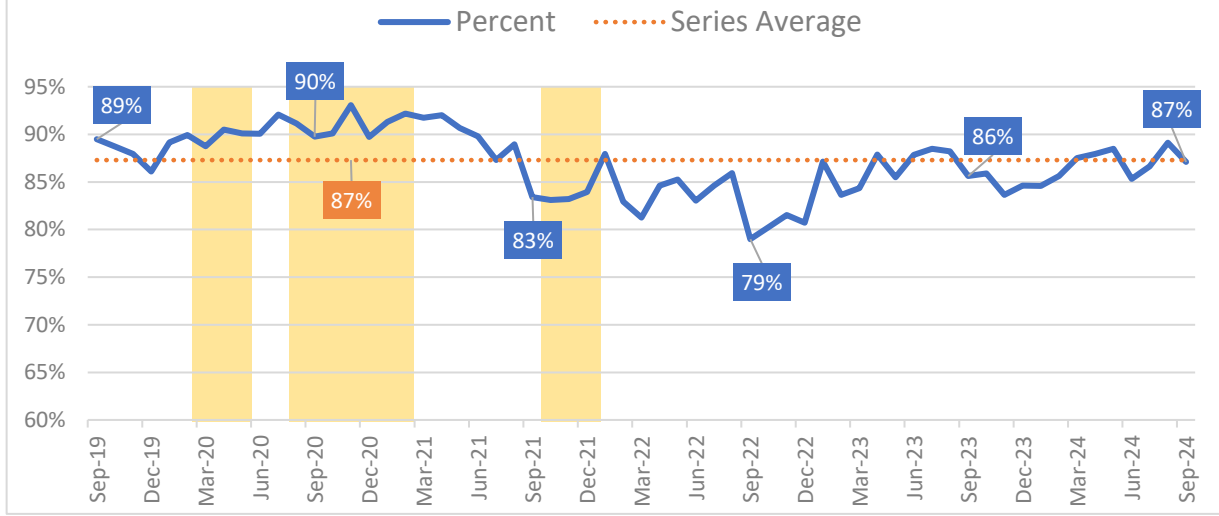
18. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

Section 136 incidents remained steady between August and September, while the proportion of those incidents resulting in transport dipped slightly (from 89% to 87%). The annualised data show a slight increase between the last two periods, but volume is well below that seen in the 12-months to September 2021.

1. Volume of A136 Incidents (A106)



2. Percentage of s136 Incidents Transported (A110)

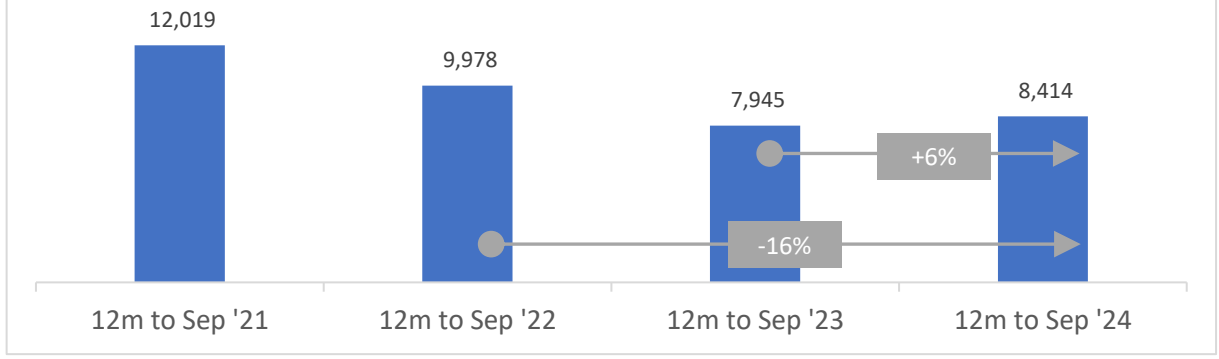


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
48th highest	-19 incidents	+56 incidents

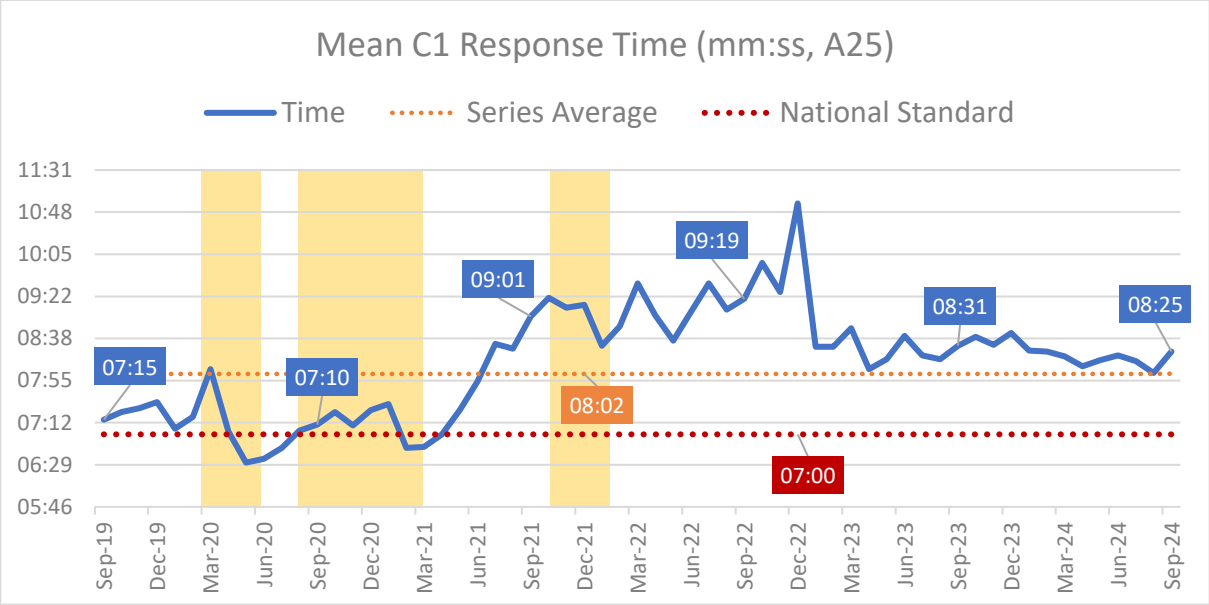
Yellow areas show COVID waves in the UK: source ONS.

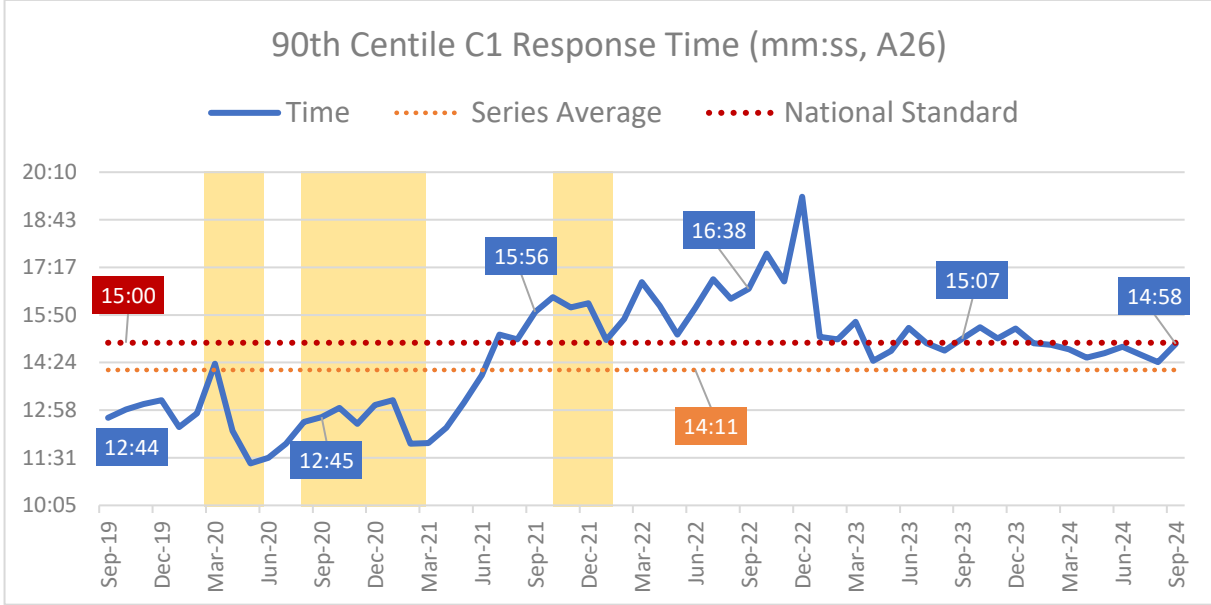
3. Volume of S136 Incidents in the 12 months to Sep (A106)



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

Response times slowed for both the mean and 90th Centile measures. However, despite this the mean was faster than September 2023, while the 90th Centile measure remains faster than its National Standard of 15-minutes, as it has done since January 2024.





Mean Response Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
30th slowest	22 secs slower	6 secs faster

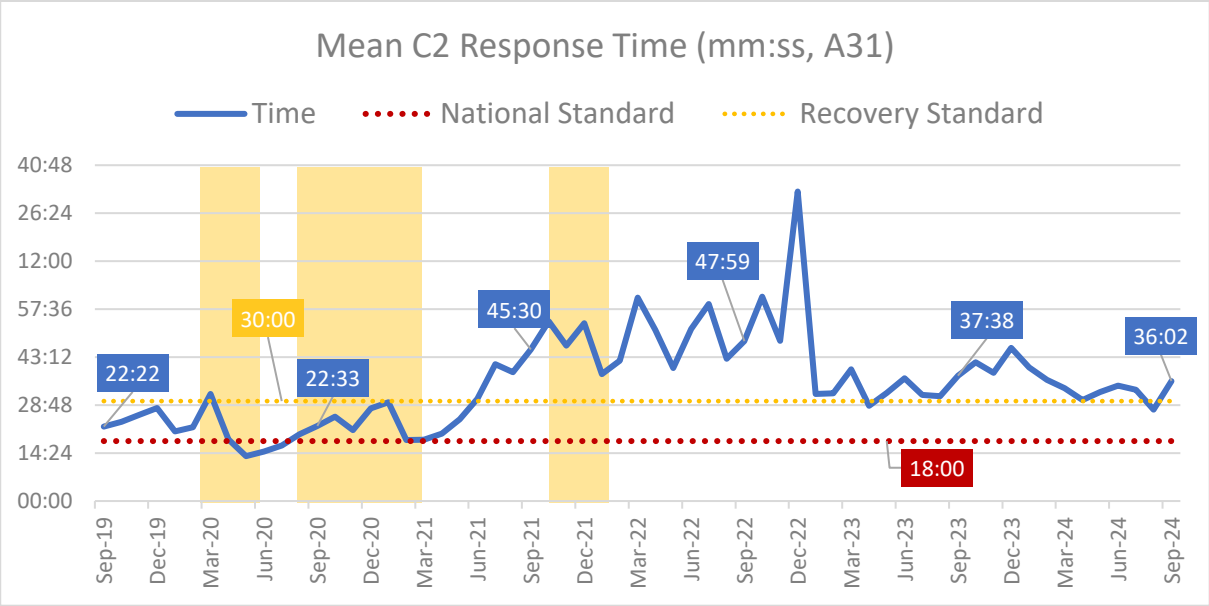
90th Centile Response Time for September 2024: Fast Facts

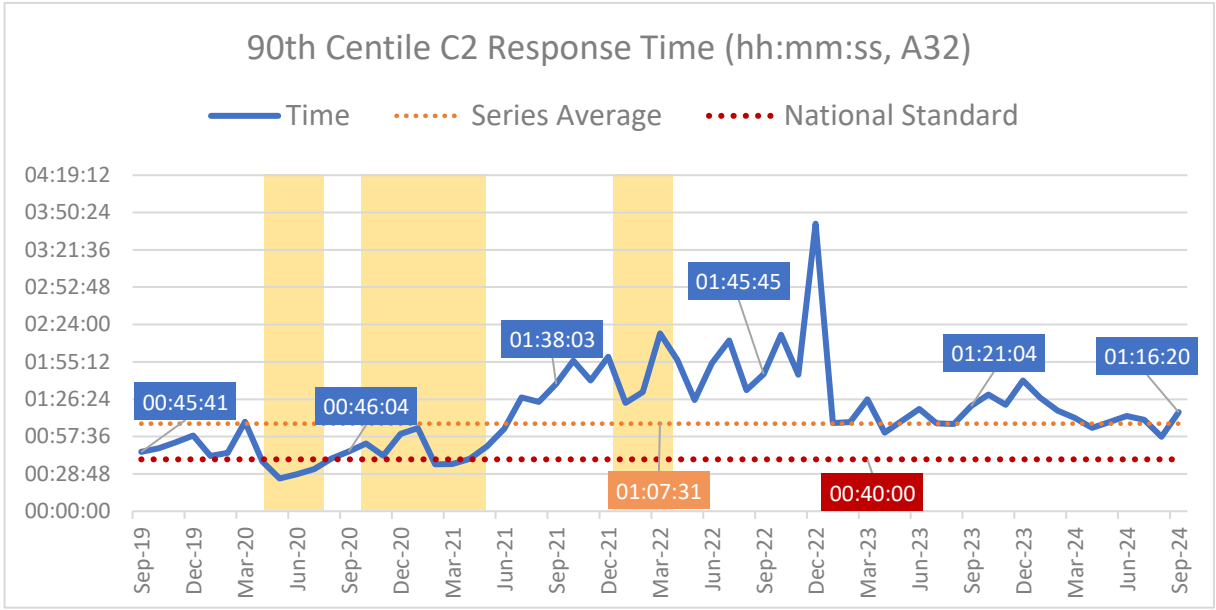
Rank in series to-date:	Change from August 2024	Change from Sep 2023
30th slowest	33 secs slower	9 secs faster

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

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

After dipping below the 30-minute "Recover Standard" in August, September saw the mean response time increase by nine-minutes (to 36:02). However, this is faster than September 2023 by two-minutes. The 90th Centile measure also increased – but again, was faster than September 2023 (by five-minutes).





Mean Response Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
27th slowest	9 mins slower	2 mins faster

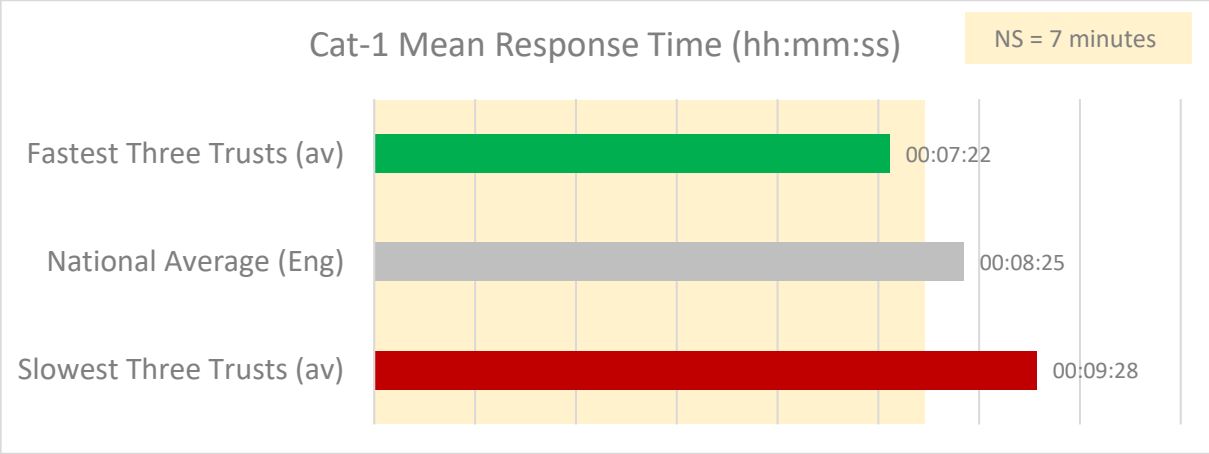
90th Centile Response Time for September 2024: Fast Facts

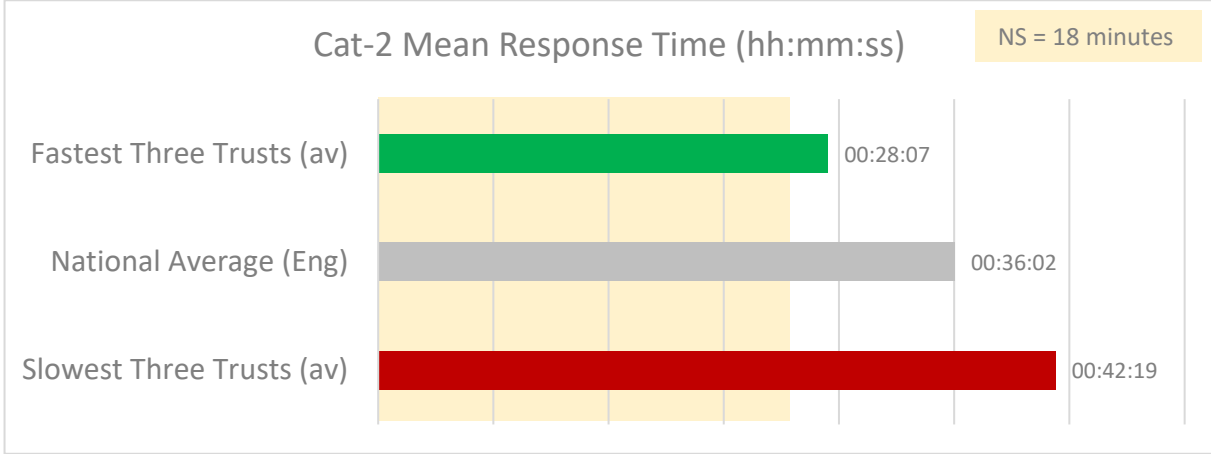
Rank in series to-date:	Change from August 2024	Change from Sep 2023
27th slowest	19 mins slower	5 min faster

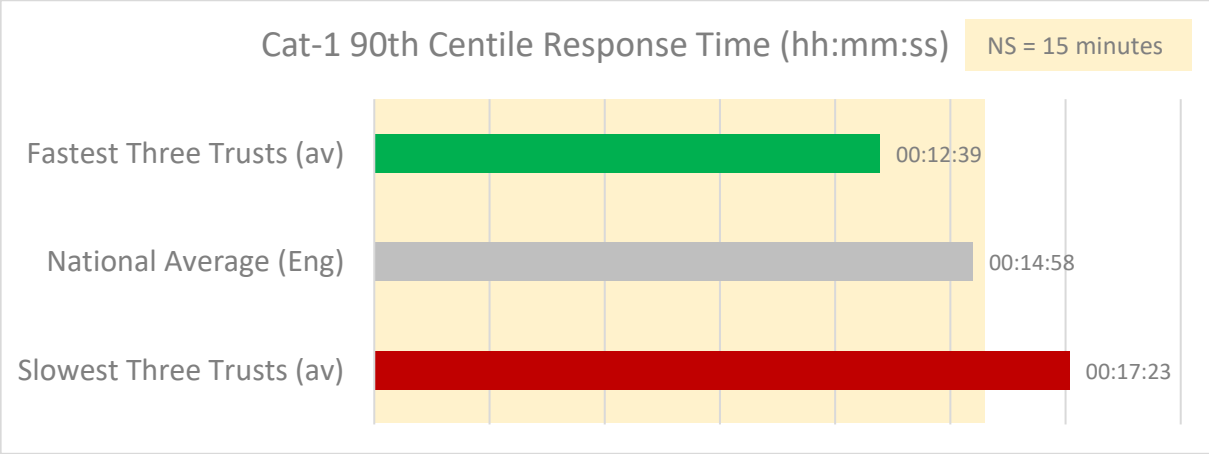
Yellow areas show COVID waves in the UK: source ONS.

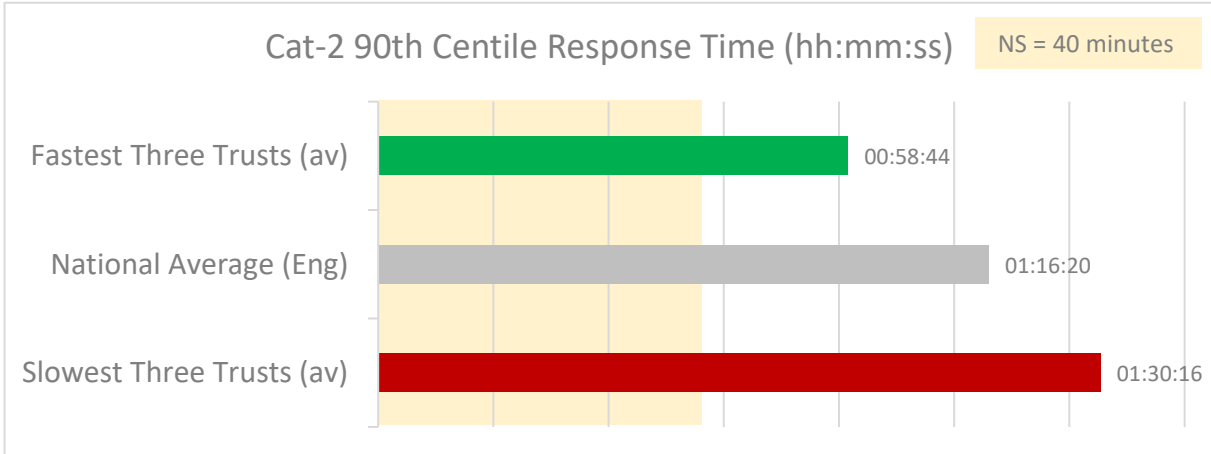
21. Category-1 and Category-2 Response Time, Range - September 2024

Trusts continue to return a range of response times. For Category-1 mean, the difference between the fastest and slowest groups is around two-minutes, for Category-2 mean, it is 14-minutes. The 90th Centile measures have a greater range, five-minutes and 32-minutes respectively.







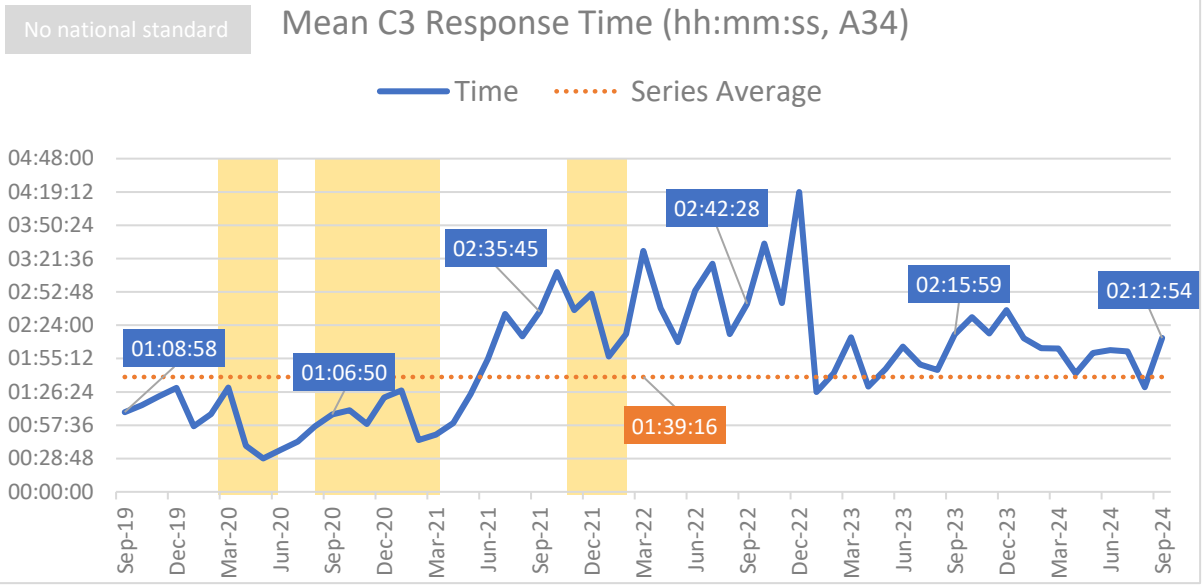


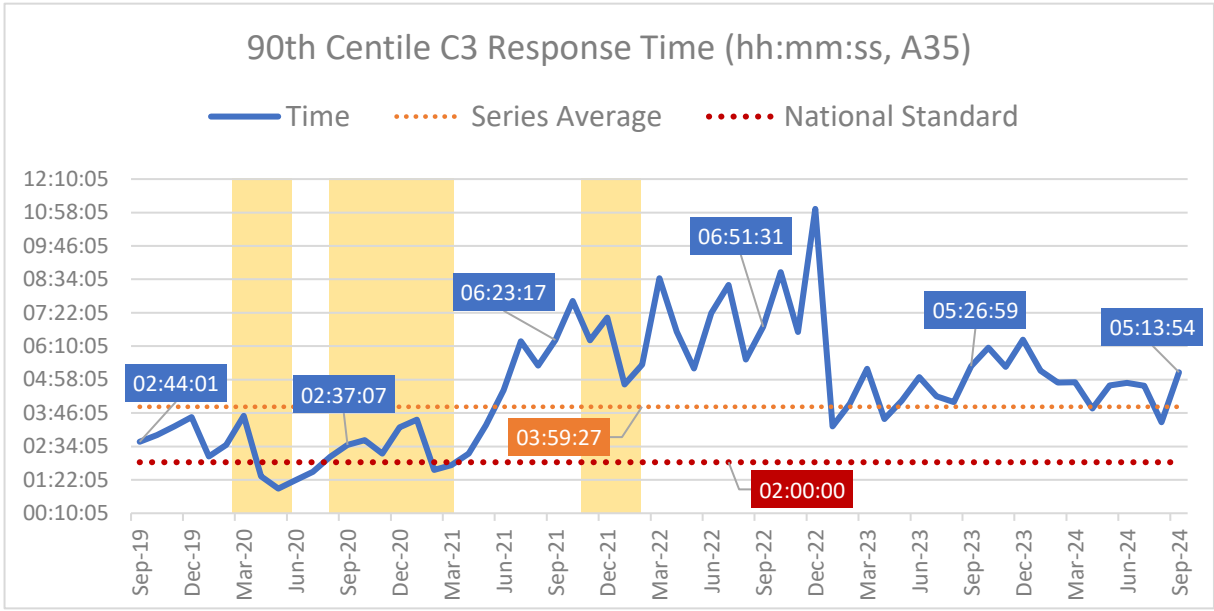
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Category-3 mean response time was 42-minutes slower in September than in August – but was (very) slightly faster than September 2023. The 90th Centile measure saw a month-on-month increase of two-hours – but again, was slightly faster than the previous September.

No national standard





Mean Response Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
22nd slowest	42 mins slower	3 mins faster

90th Centile Response Time for September 2024: Fast Facts

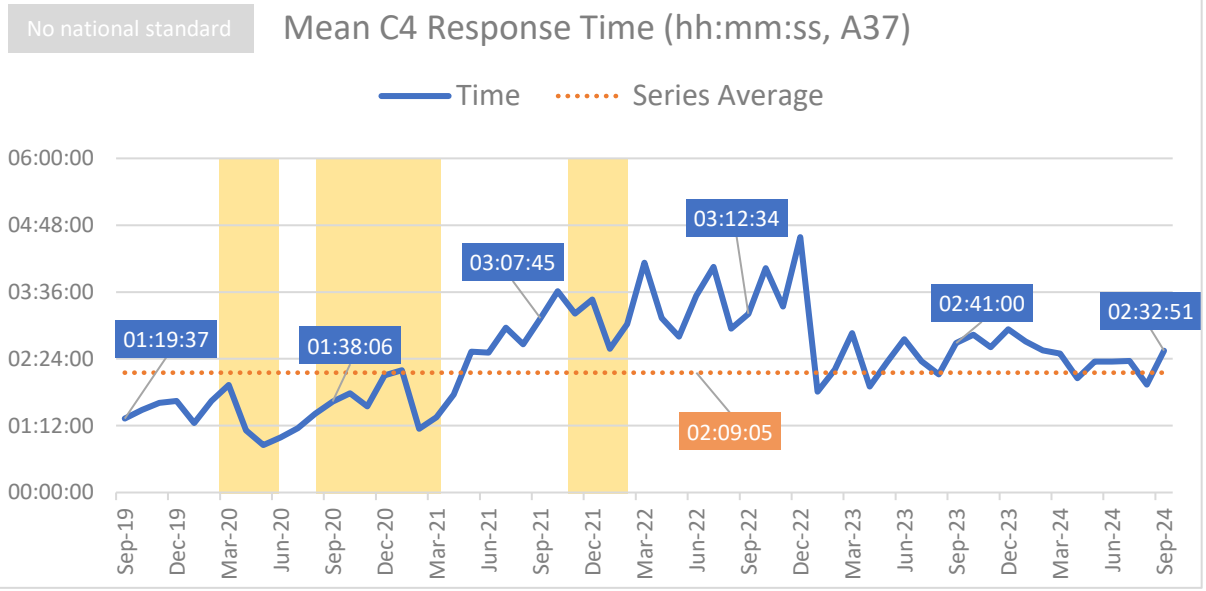
Rank in series to-date:	Change from August 2024	Change from Sep 2023
24st slowest	2 hours slower	13 mins faster

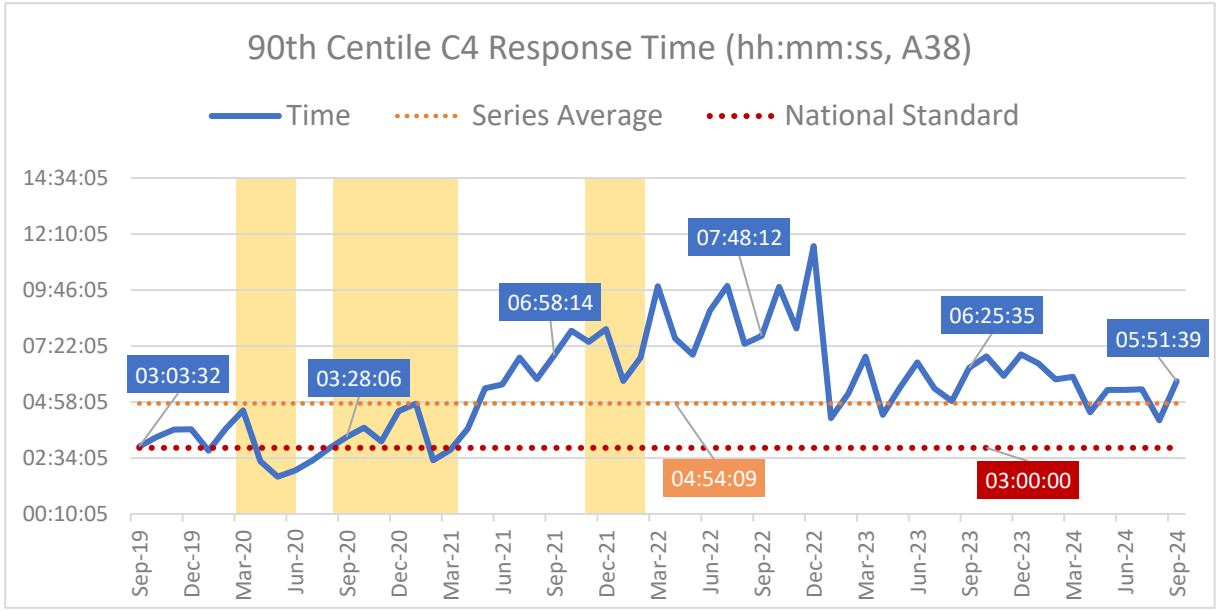
Yellow areas show COVID waves in the UK: source ONS.

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

As seen above, Category-4 response times slowed in September 2024, but both measures were again faster than the previous September. The 90th Centile measure was nearly double its National Standard of three-hours - and has not been faster than this Standard since early 2021.

No national standard





Mean Response Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
27th slowest	36 mins slower	8 min faster

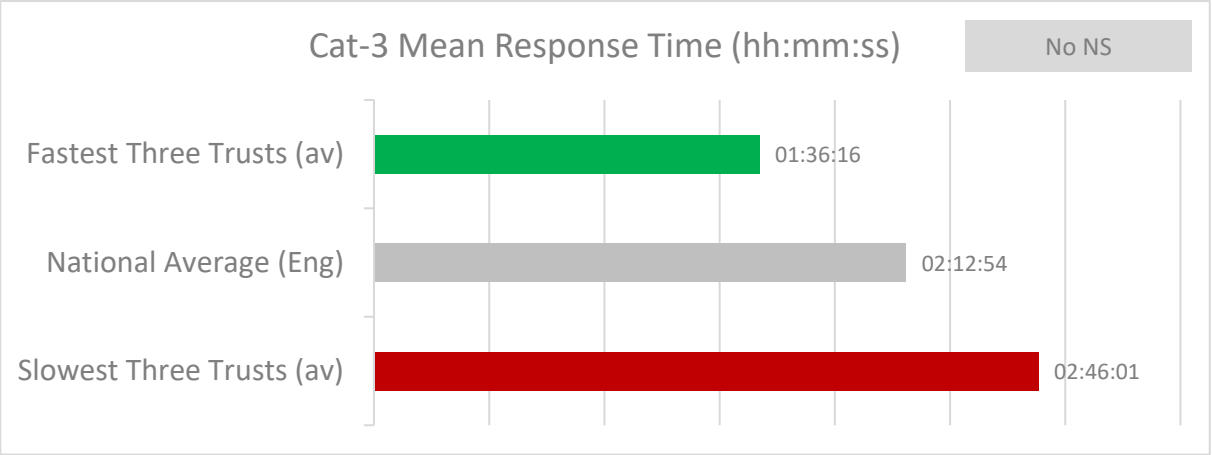
90th Centile Response Time for September 2024: Fast Facts

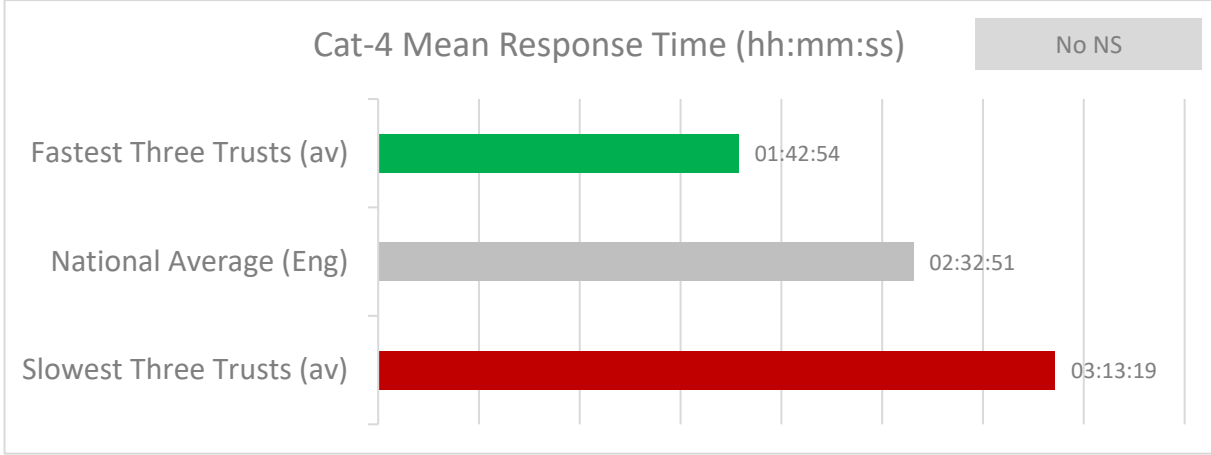
Rank in series to-date:	Change from August 2024	Change from Sep 2023
28th slowest	100 mins slower	34 mins faster

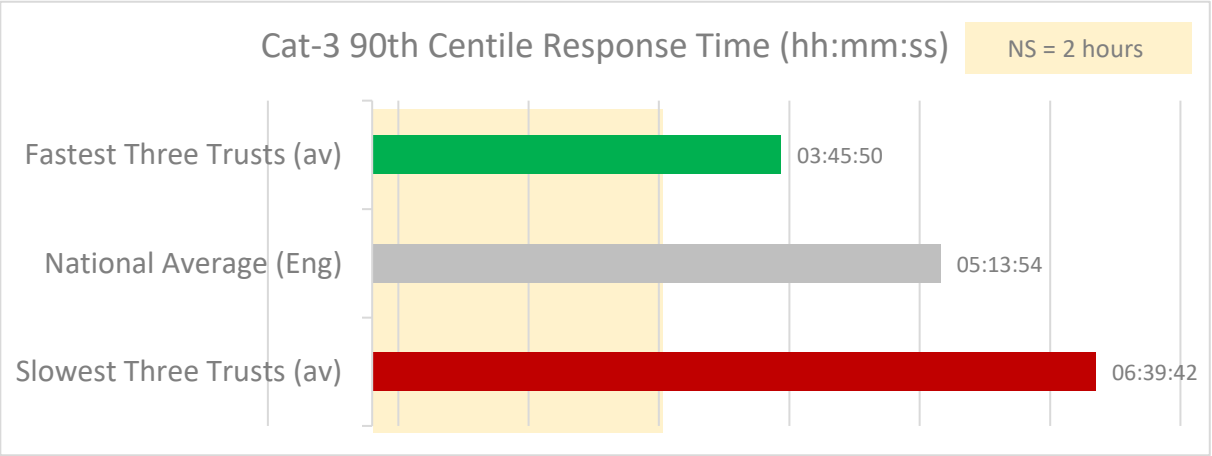
Yellow areas show COVID waves in the UK: source ONS.

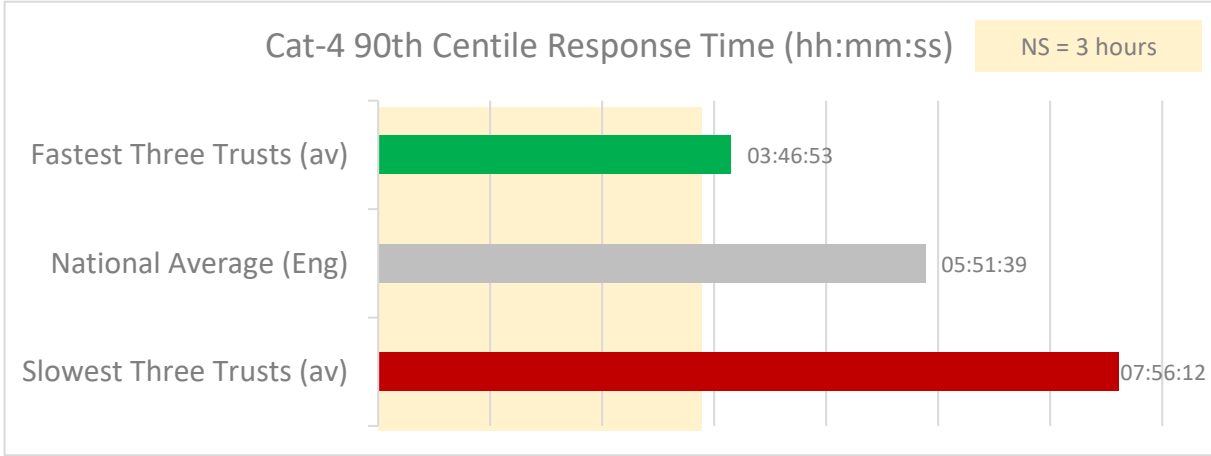
24. Category-3 and Category-4 Response Time, Range - August 2024

For each measure for Categories 3-and-4, there continues to be major differences between the fastest and slowest trust outliers – over an-hour for the mean time, over two-hours for the Category-3 90th Centile, and over four-hours for the Category-4 90th Centile.







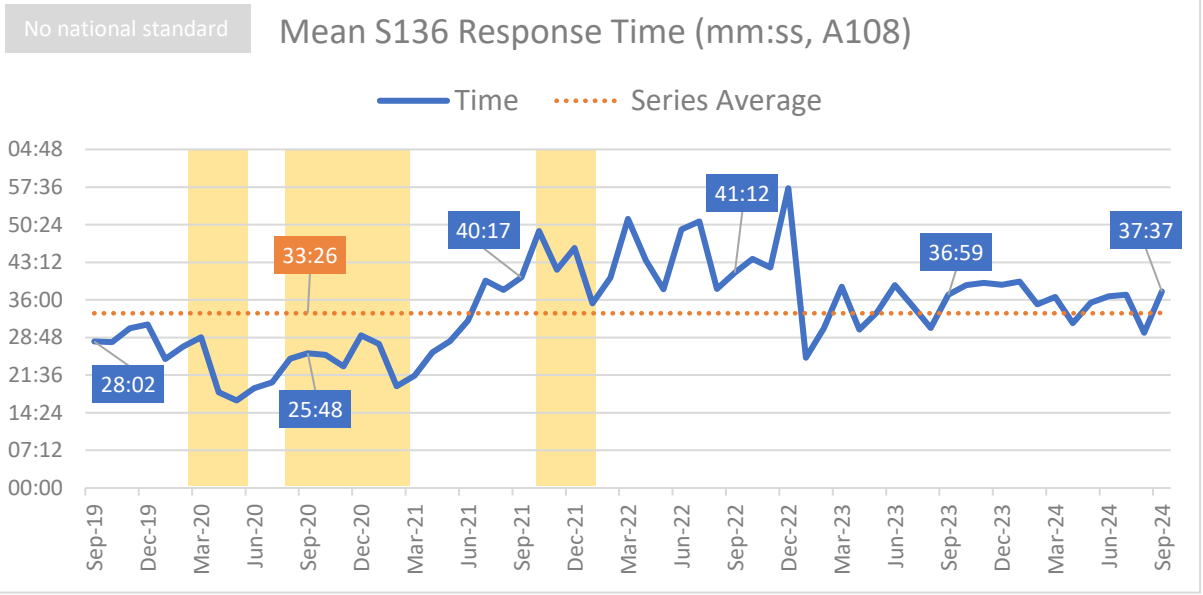


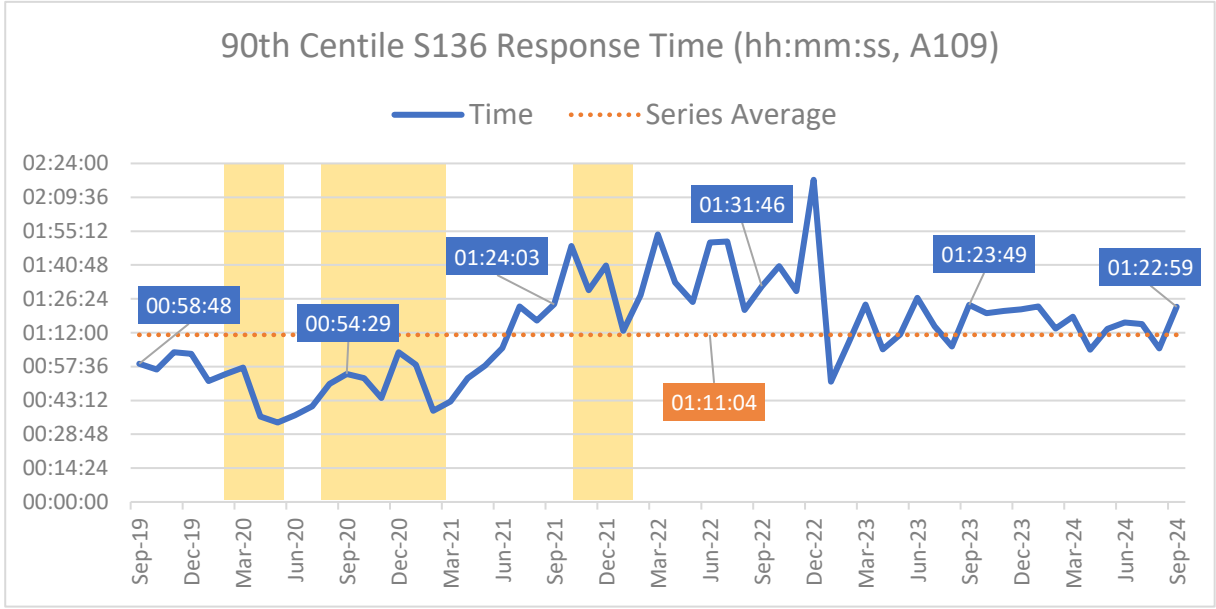
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

As with every other response time, S136 September measures slowed. The change in both the mean, and 90th Centile measures very closely reflected the change in Category-2 response times (with both S136 measures faster than that their Catergory-2 equivalents).

No national standard





Mean Response Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
24th slowest	8 mins slower	38 secs slower

90th Centile Response Time for September 2024: Fast Facts

Rank in series to-date:	Change from August 2024	Change from Sep 2023
20th slowest	18 mins slower	1 min faster

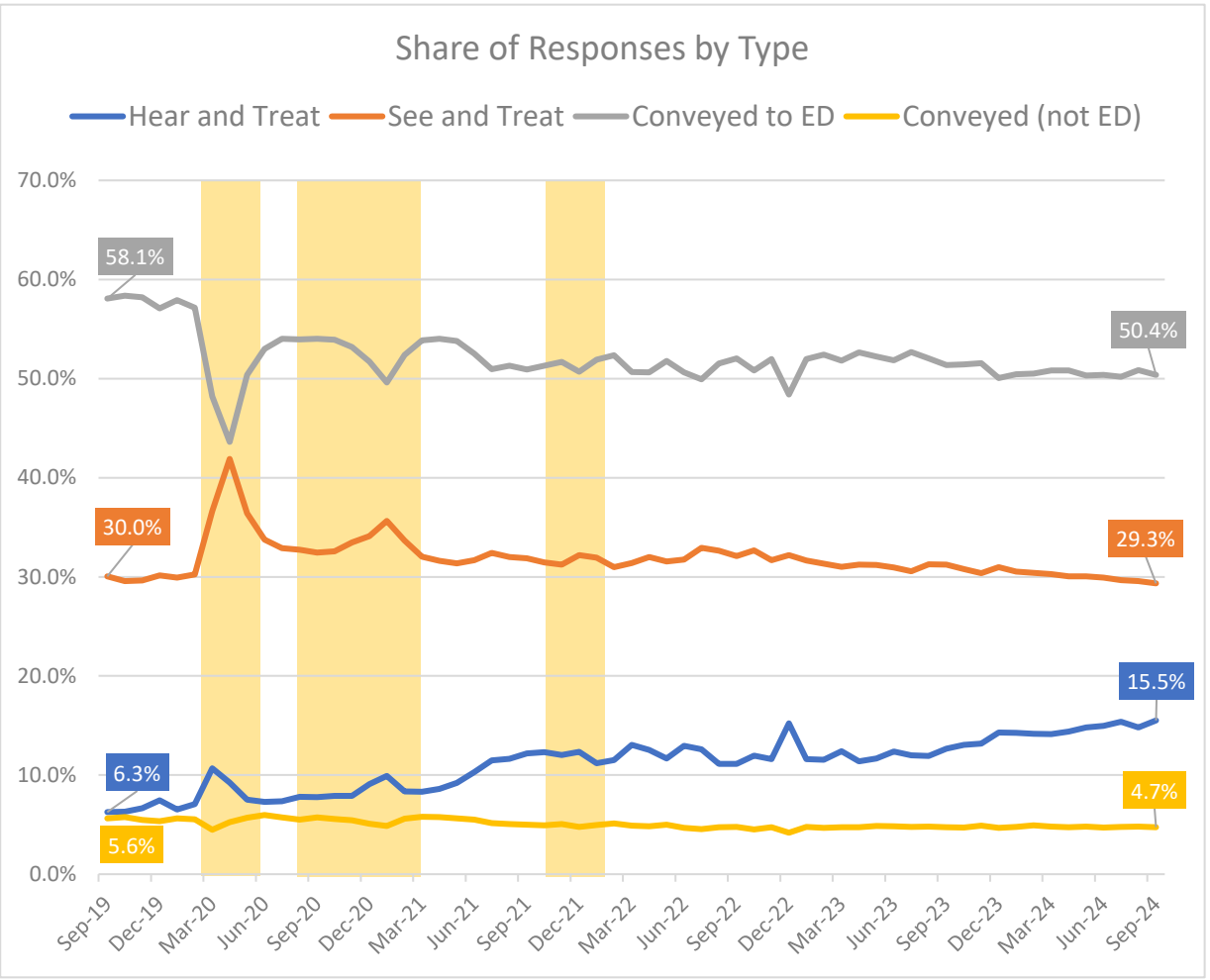
Yellow areas show COVID waves in the UK: source ONS.

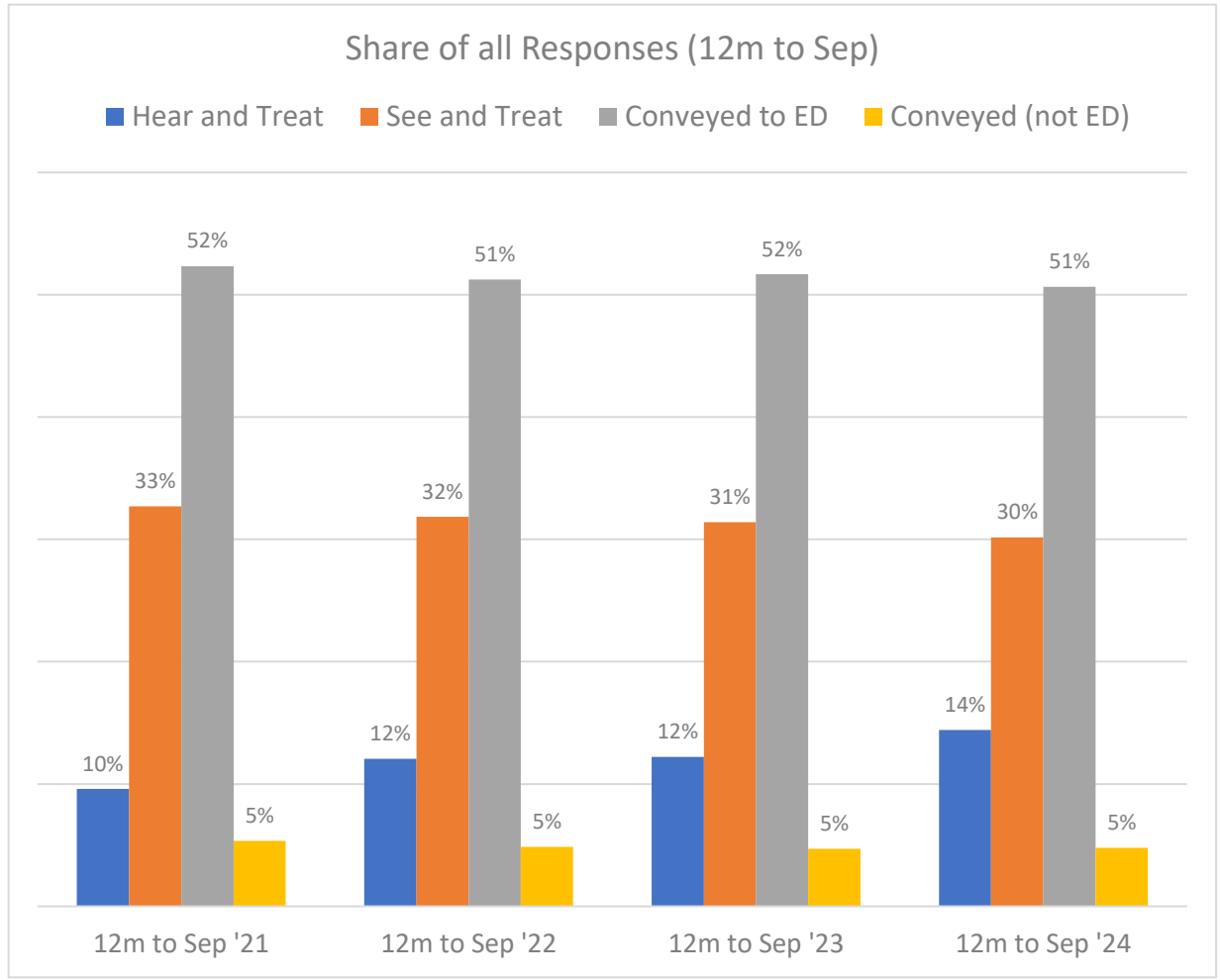
Section 3

Incidents by Response Outcome

27. Share of Response Outcomes

Hear-and-Treat responses recorded a slight decrease in share of outcomes last month, but increased again in September. Other response types saw minor changes, but ones that are in keeping with broader, long-term trends.

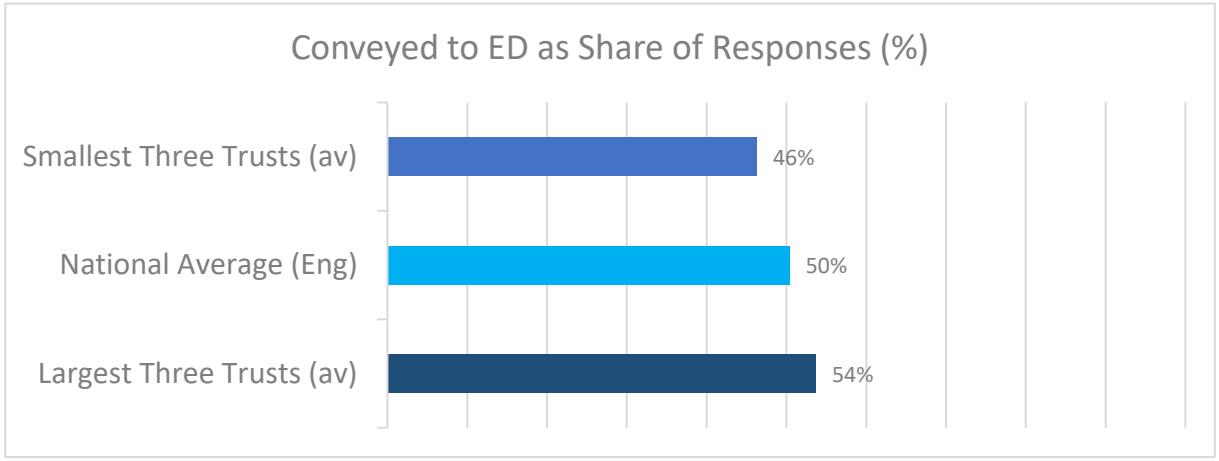


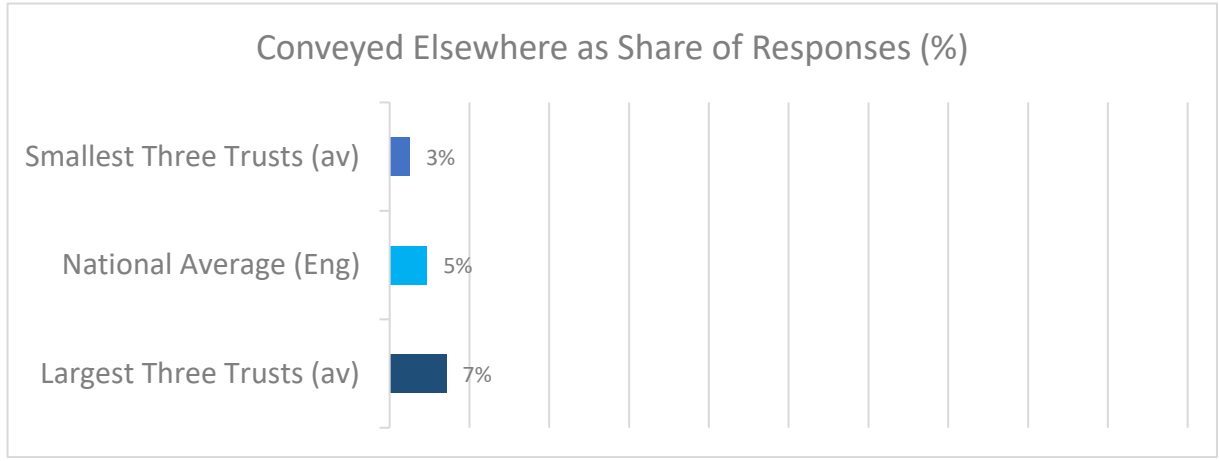


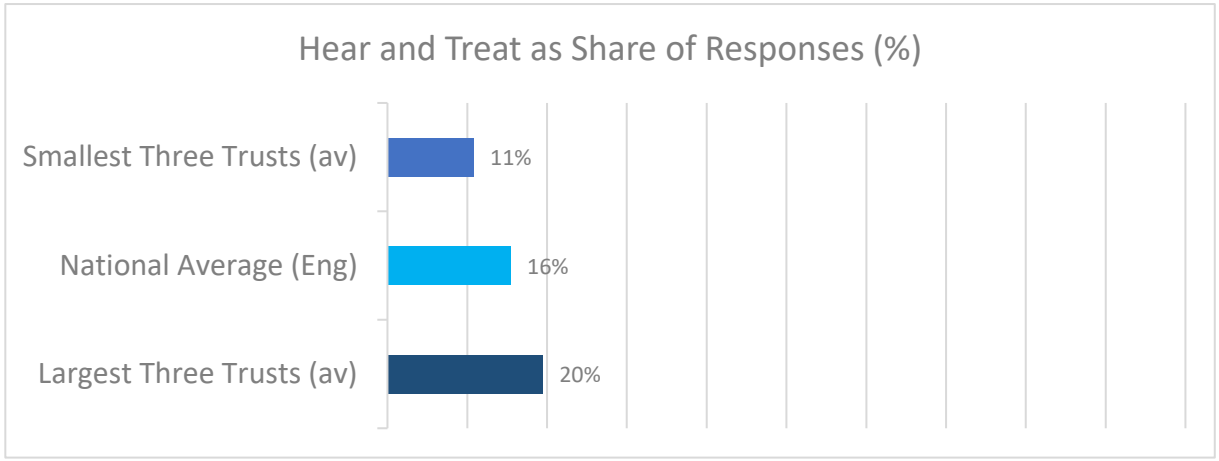
Yellow areas show COVID waves in the UK: source ONS.

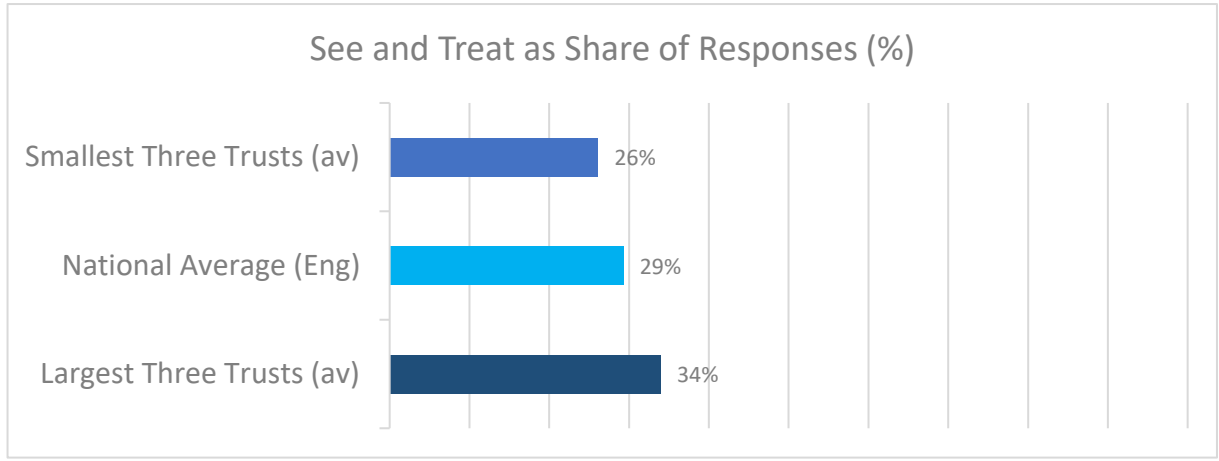
28. Share of Response Outcomes, Range - September 2024

Share of outcomes continues to vary across trusts. The greatest difference in terms of count of percentage points being Hear-and-Treat (nine-percentage points), then See-and-Treat (eight points). In terms of actual percentage difference, Conveyed Elsewhere has a difference of 60% between outlier trusts.







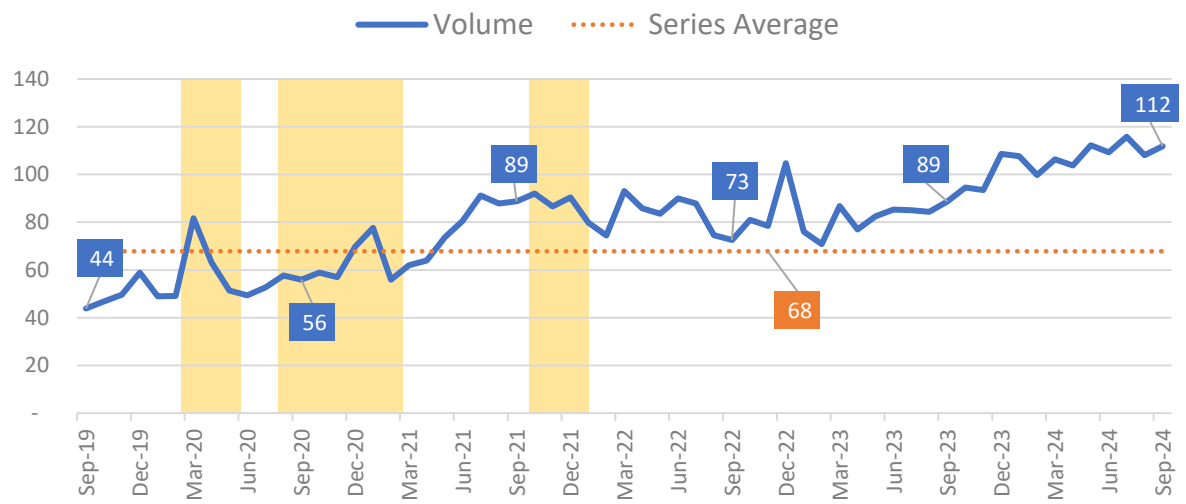


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

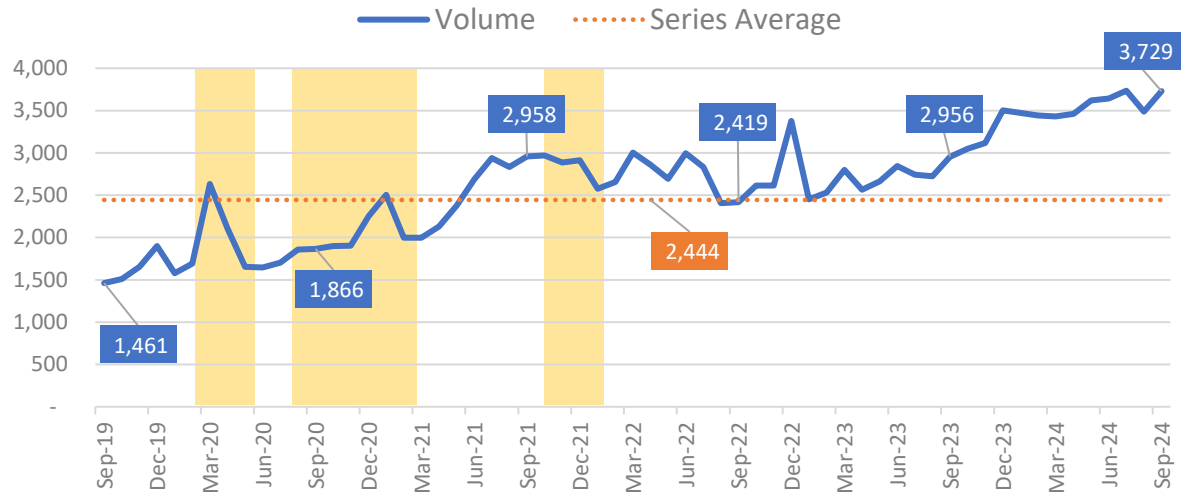
29. Hear and Treat (measure A17)

Hear-and-treat volume in September was the third highest to-date, with four-thousand more responses than in August, and 23-thousand more than in September 2023.

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



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

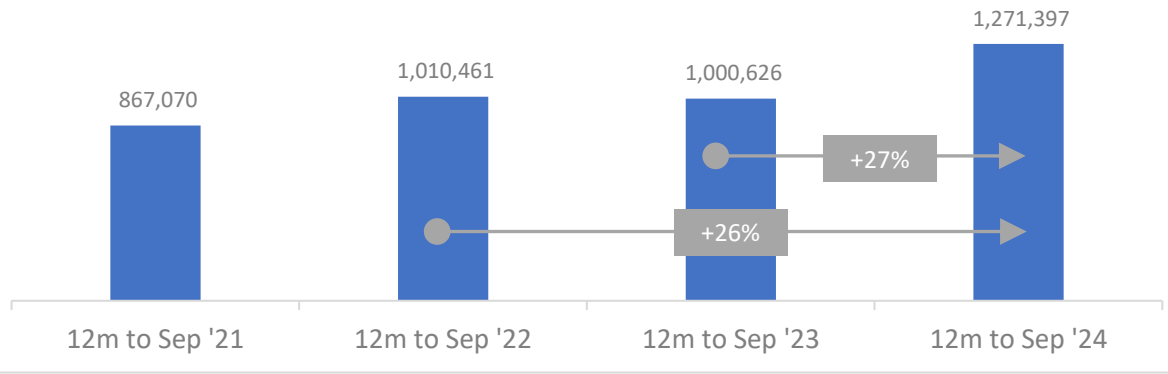


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
3rd highest	+4 thousand	+23 thousand

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

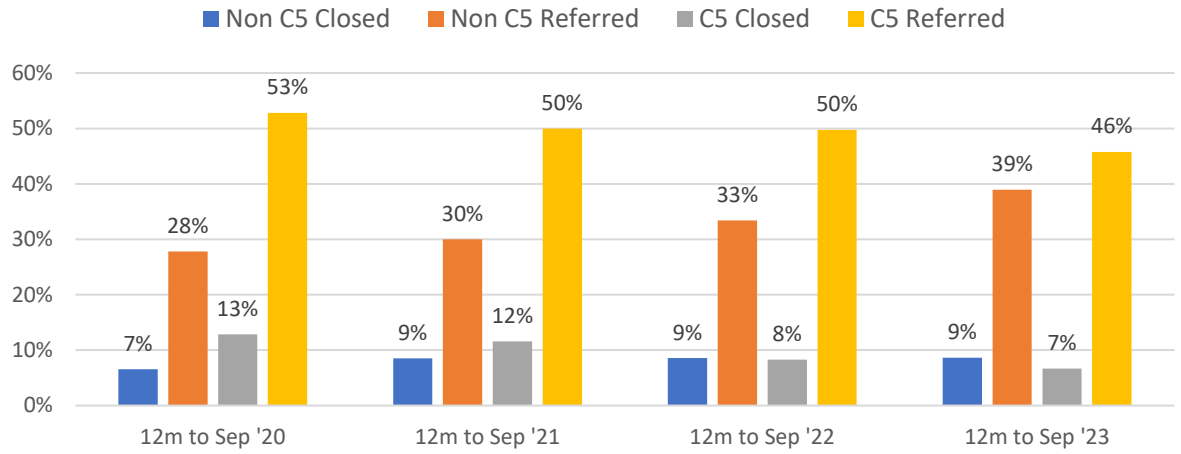
3. Volume of H&T Responses in the 12 months to Sep (A17)



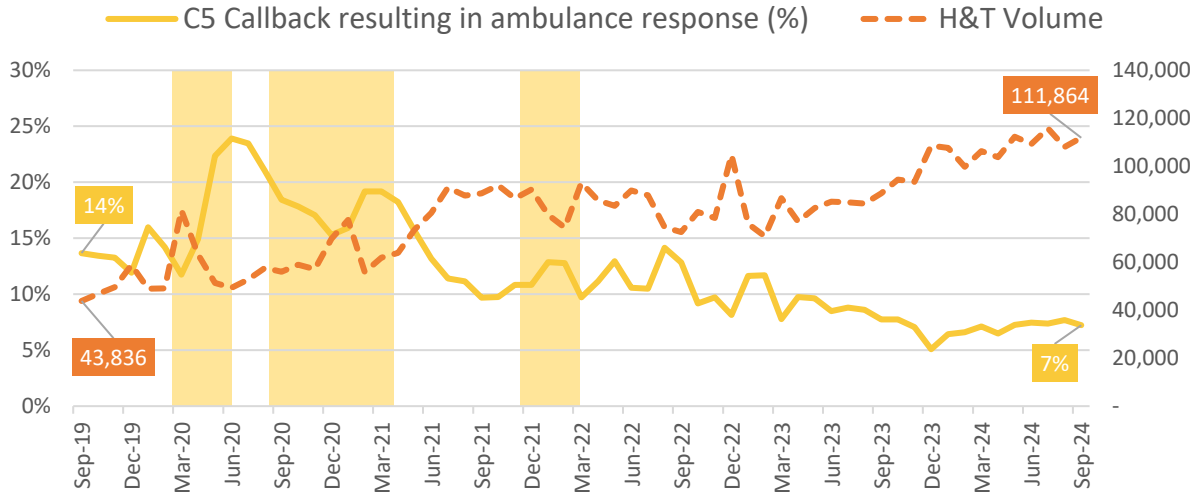
30. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

The 12-months to September 2024 saw 46% of H&T responses accounted for by Category-5 patients referred to another service. Seven-percent of all H&T responses were recoded following clinical call-back and resulted in an ambulance response: this compares with 14-percent in September 2019.

1. Share of H&T Responses by Main Outcome, 12 months to Sep



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



Average for the 12-months to…

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

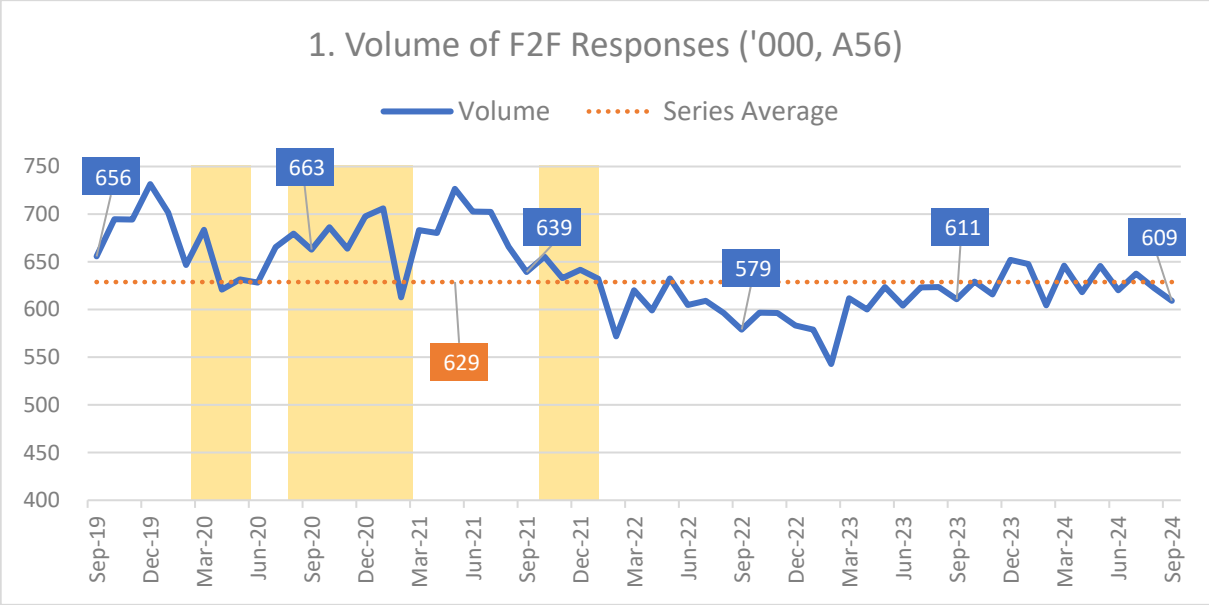
Yellow areas show COVID waves in the UK: source ONS.

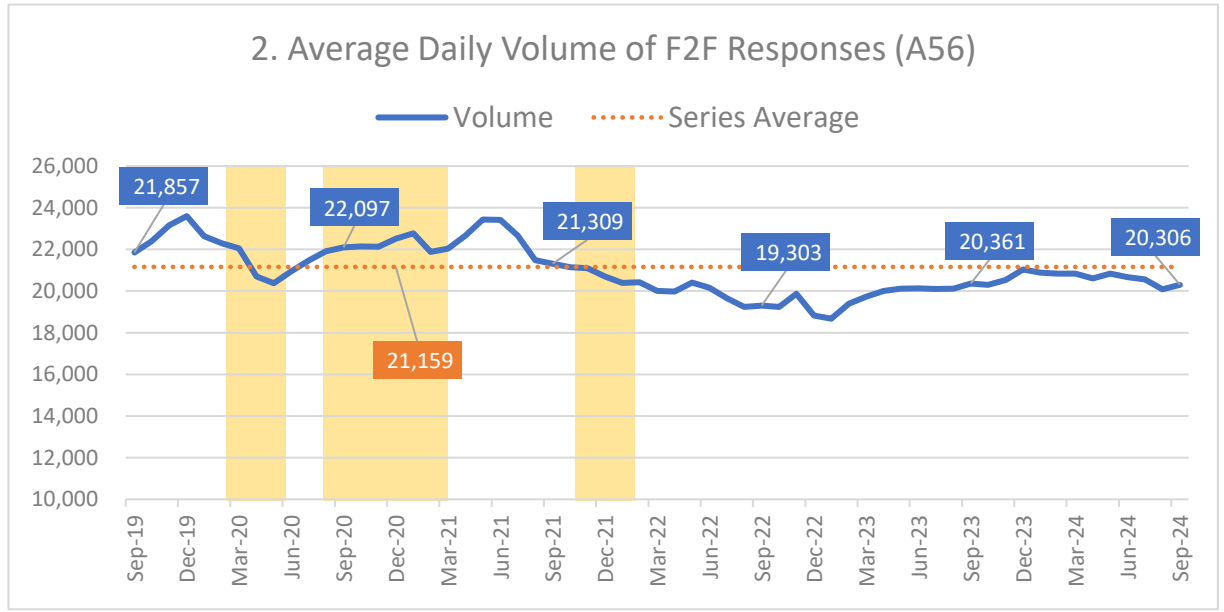
Definitions (colours relate to trend lines in above charts).

- **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.

31. Face to Face (F2F, measure A56)

A decrease in F2F responses masks a slight increase in the average daily figure – the latter growing by 223 responses to reach 20,306. The annualised data show over 300-thousand more F2F responses in the most recent period (again suggesting slow underlying growth masked by a seemingly flat monthly trend).

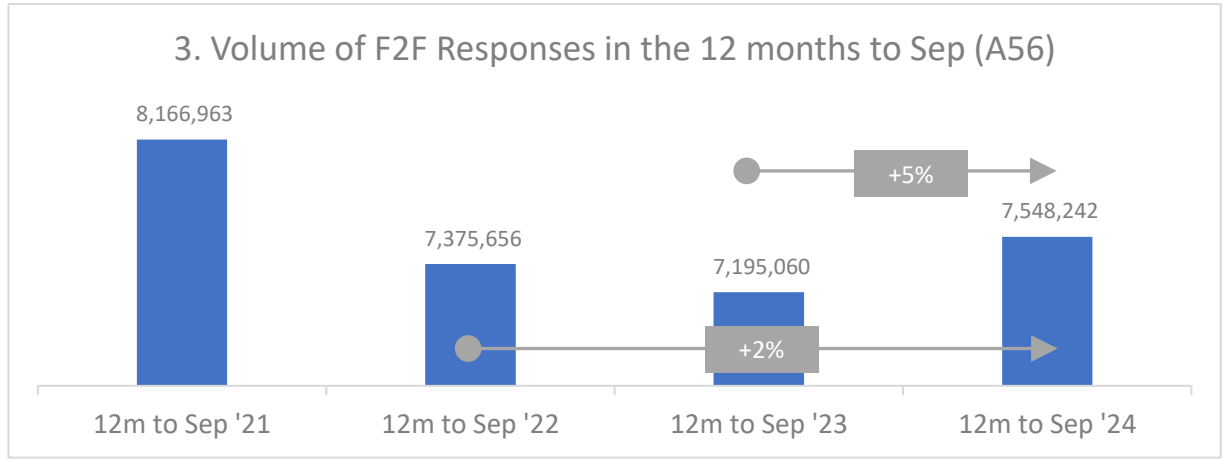




Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
65th highest	-13 thousand	-2 thousand

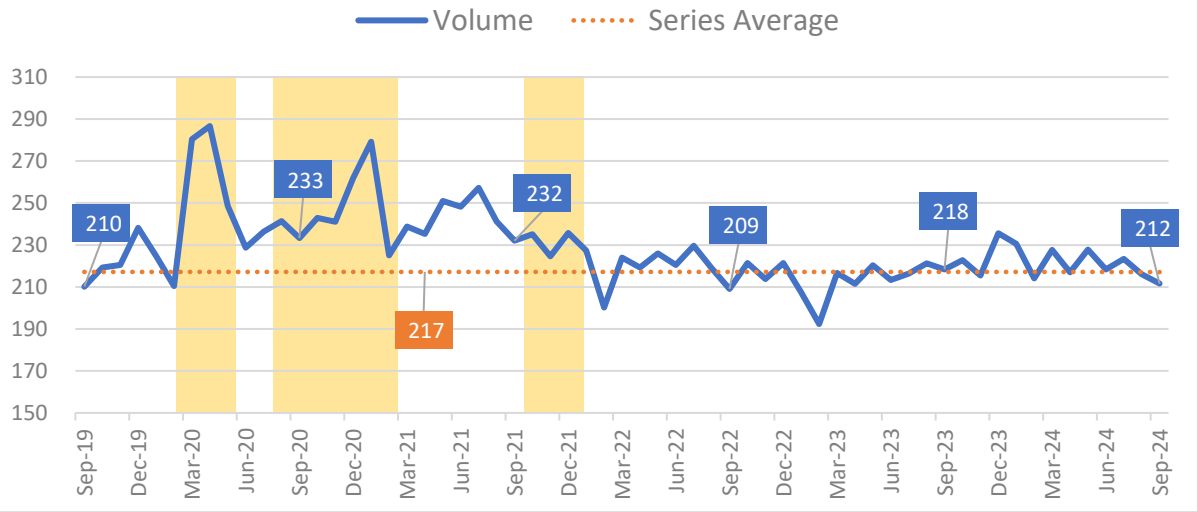
Yellow areas show COVID waves in the UK: source ONS.



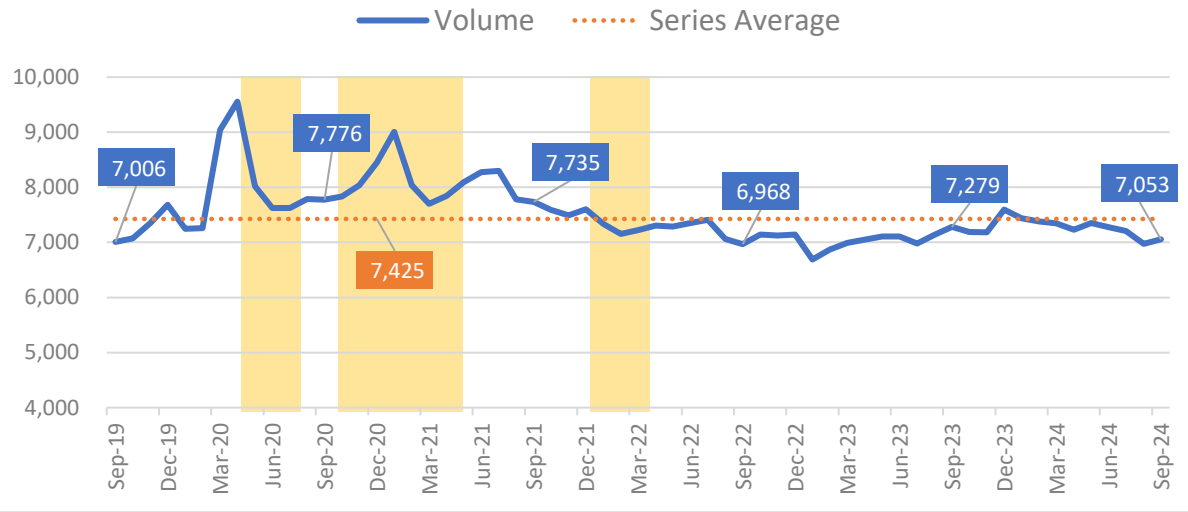
32. See and Treat (measure A55)

See-and-Treat responses saw a month-on-month decrease between August and September, but a slight increase in the average daily volume. Once again, the annualised data show an increase in volume between the two most recent periods.

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



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

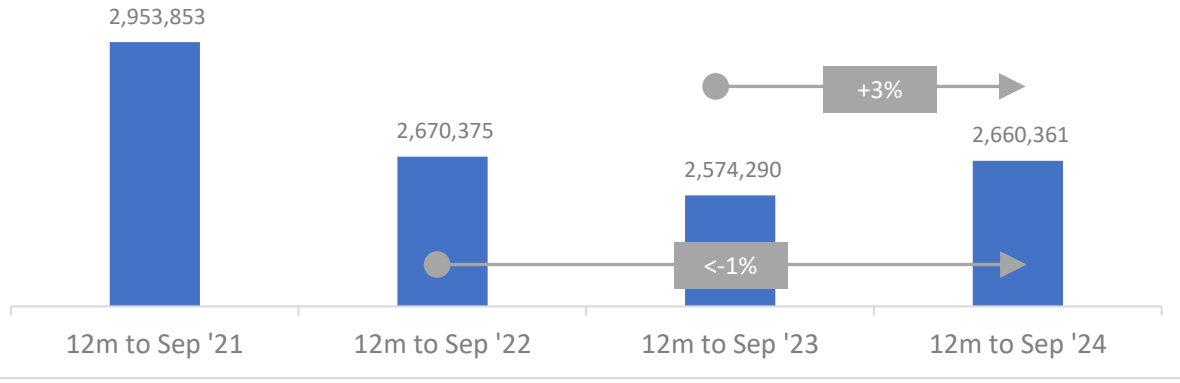


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
61st highest	-5 thousand	-6 thousand

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

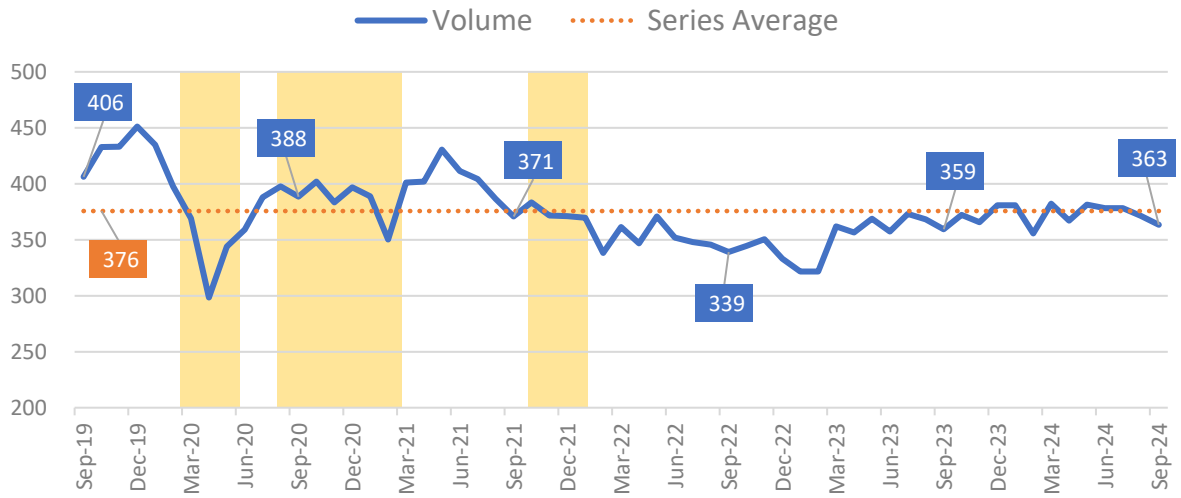
3. Volume of S&T Responses in the 12 months to Sep (A55)



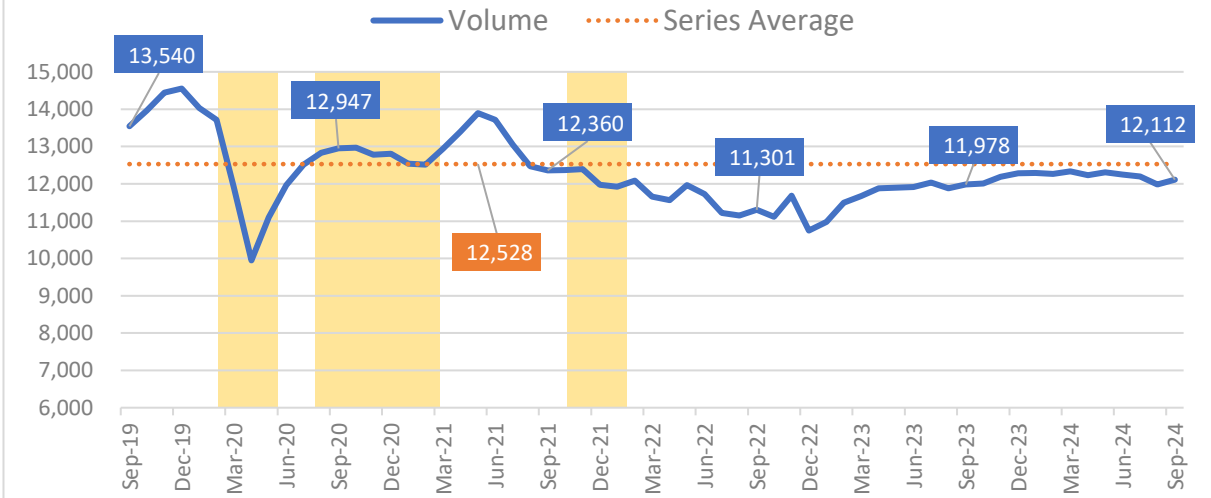
33. Conveyed/ Transported to Emergency Departments (T2ED) (measure A53)

As seen with previous metrics, a dip in the monthly volume of Conveyance to Emergency Departments masks a modest increase in the average daily measure, while the annualised data show an increase in volume of 230-thousand (again, a flatter short-term trend but a slight, longer term increase).

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



2. Average Daily Volume of T2ED Responses (A53)

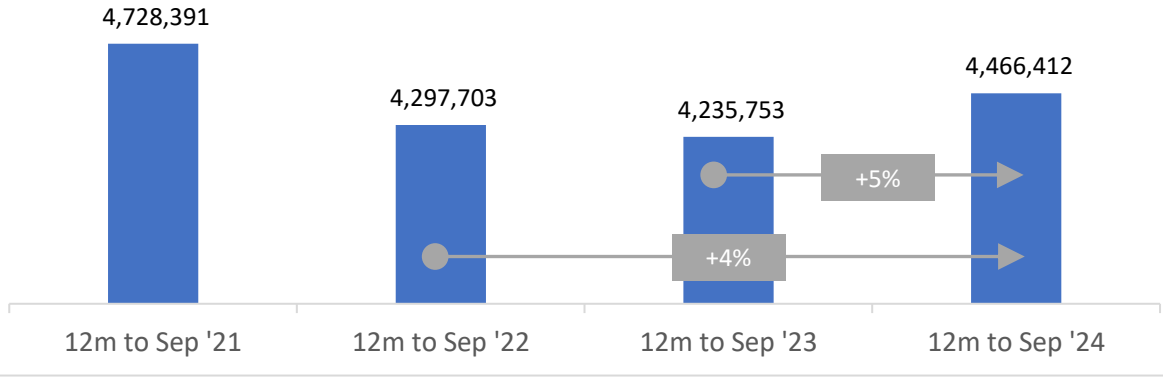


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
59th highest	-8 thousand	+4 thousand

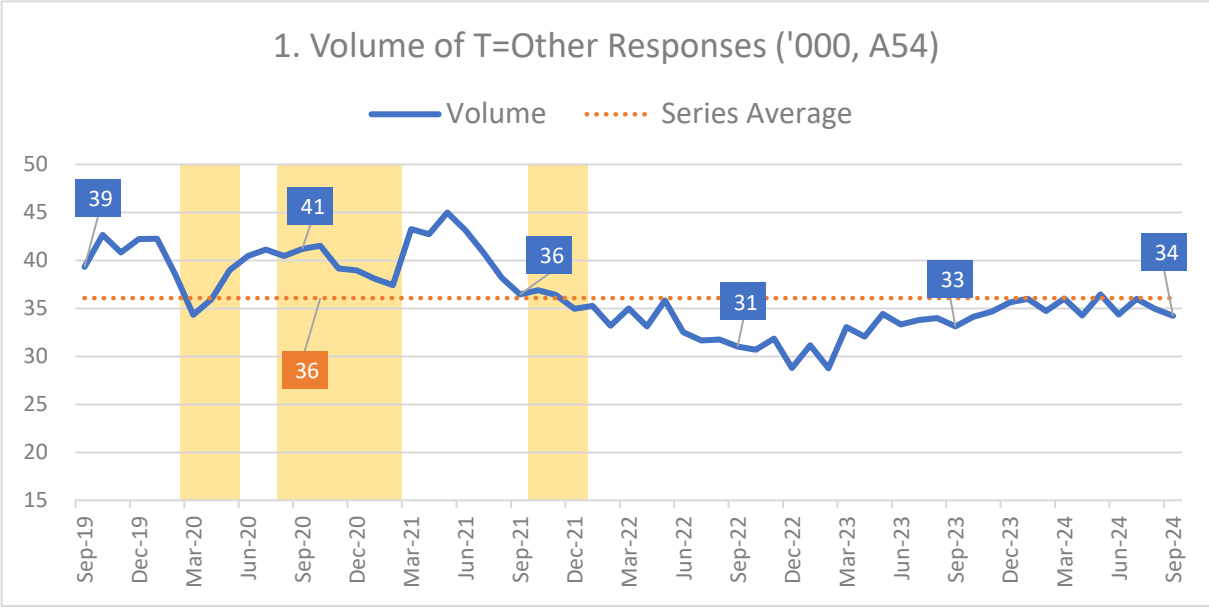
Yellow areas show COVID waves in the UK: source ONS.

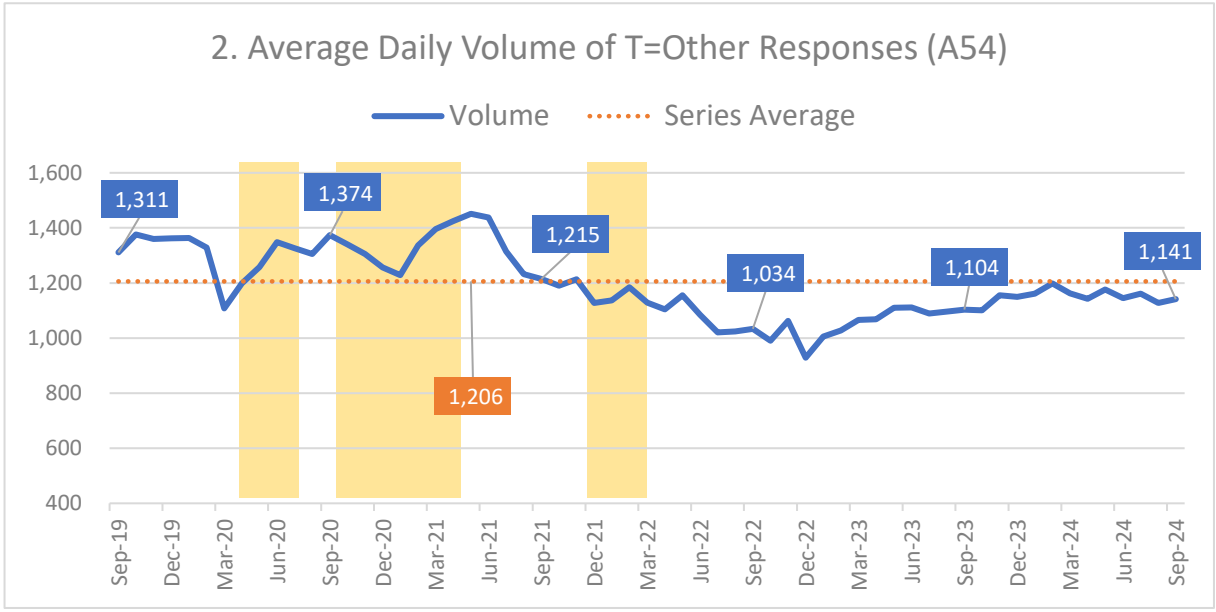
3. Volume of T2ED Responses in the 12 months to Sep (A53)



34. Conveyed/ Transported to Destination other than ED (T=Other) (measure A54)

Conveyance “Elsewhere” also recorded a monthly decrease in volume, while the average daily figure remained static (an increase of 13 responses between August and September).

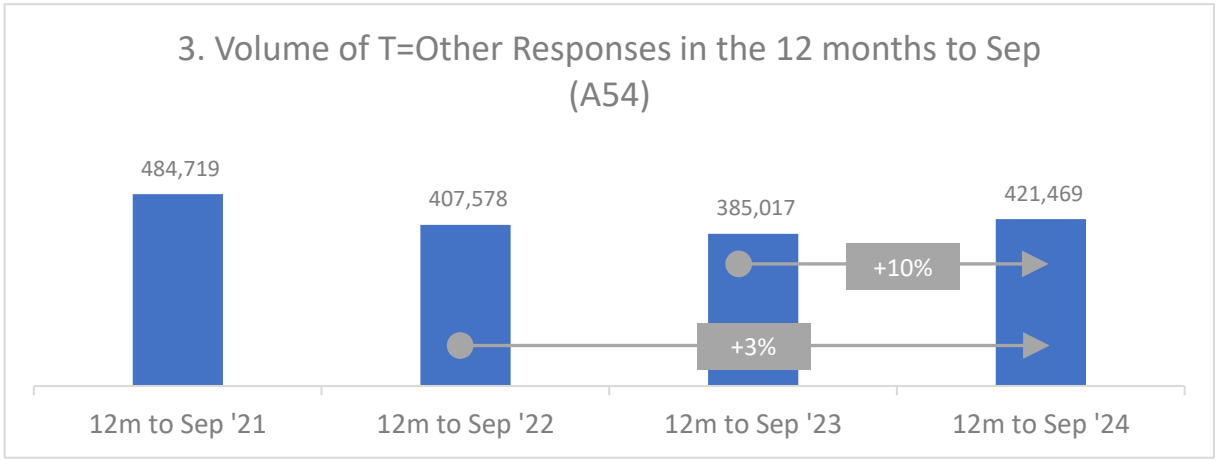




Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
62nd highest	-1 thousand	+1 thousand

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



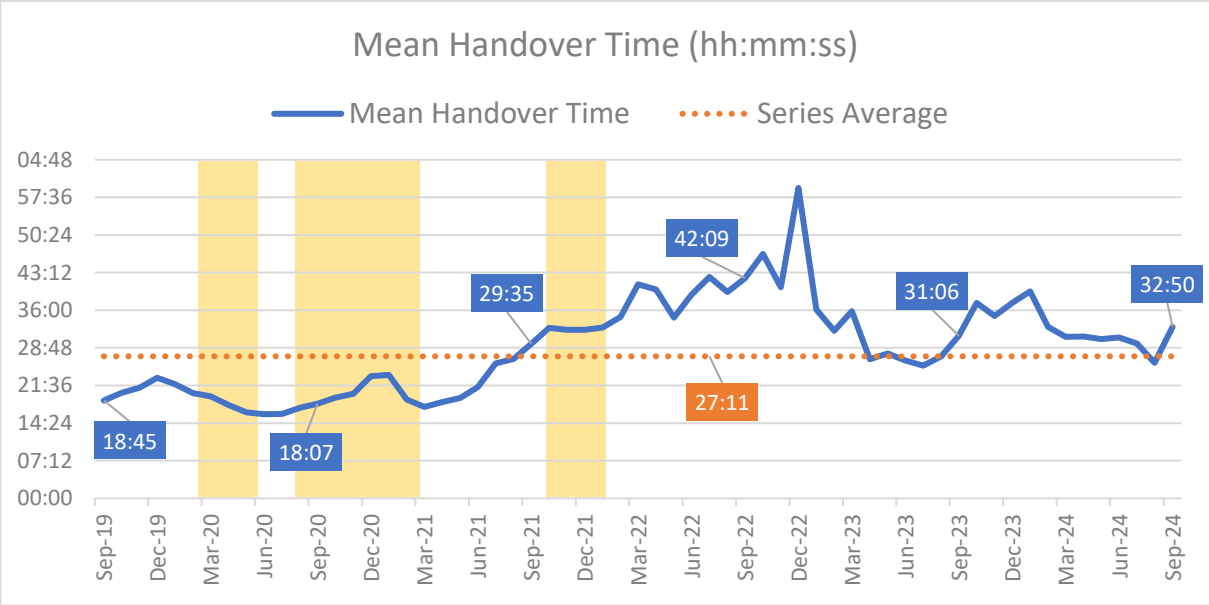
Section 4

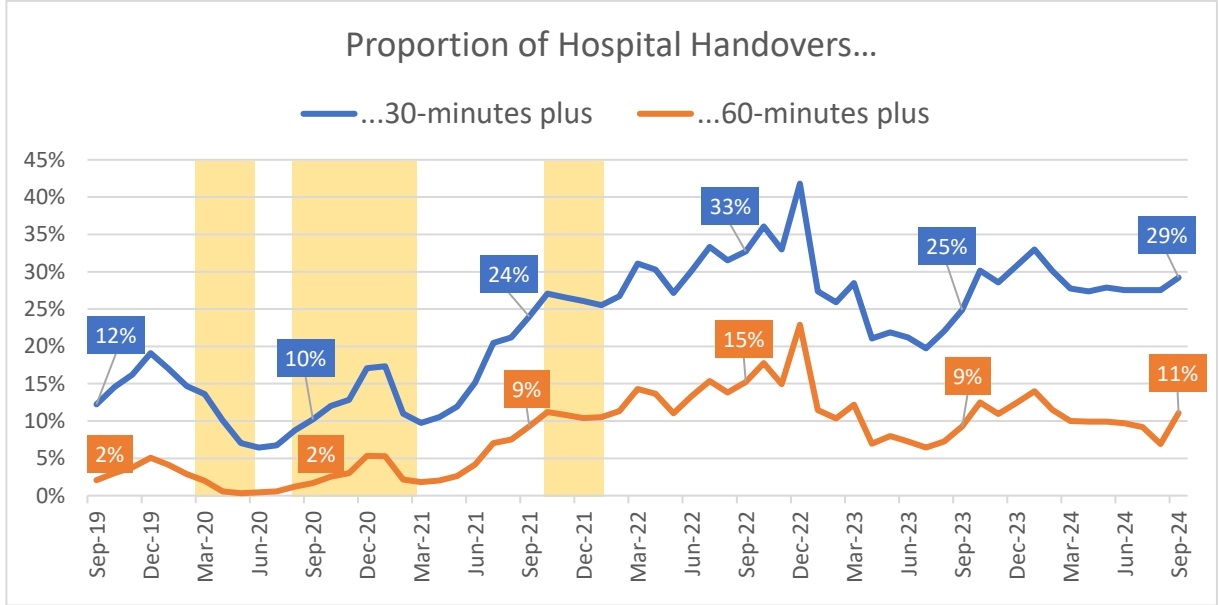
Patient Handover Delays

- 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

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

The hospital handover mean-time was seven minutes slower in September than in August. The proportion of handovers of an hour plus increased to 11-percent of all handovers, while just under three-in-ten handovers (29-percent) took half an hour or longer.





Mean Handover Time for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
18th highest	7 mins slower	2 mins slower

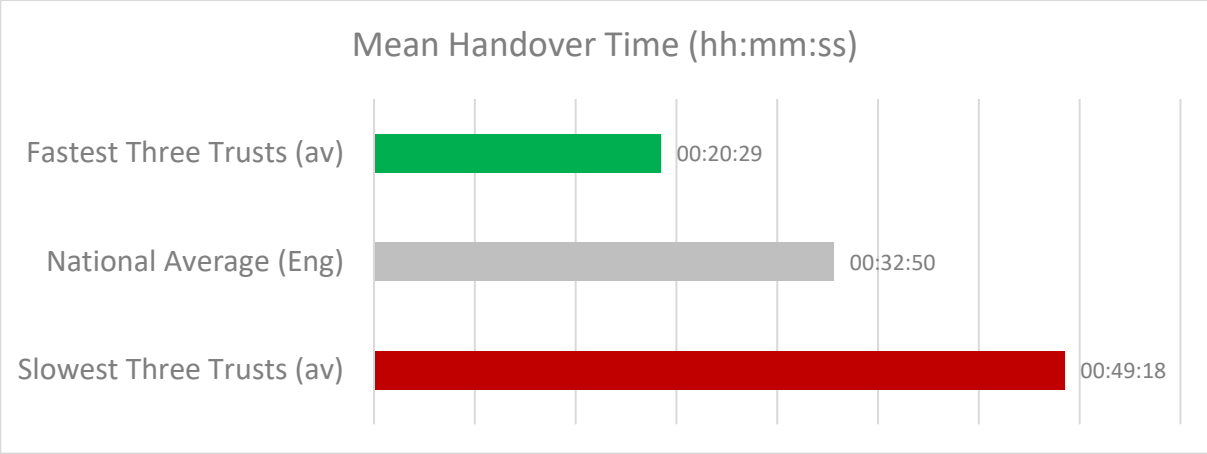
60 minute-plus Handovers August 2024: Fast Facts

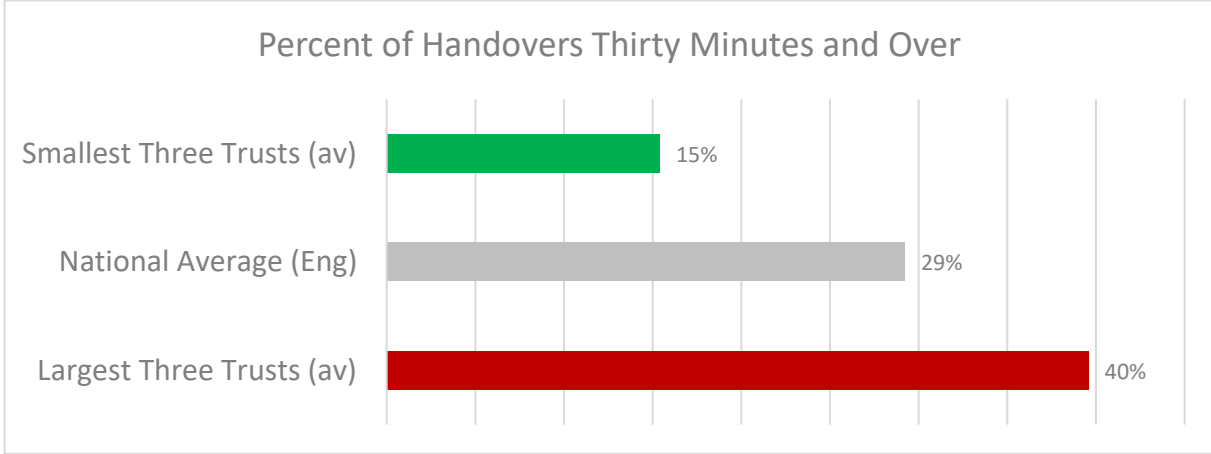
Rank in series to-date:	Change from August 2024	Change from Sep 2023
18th highest	+4pp	+2pp

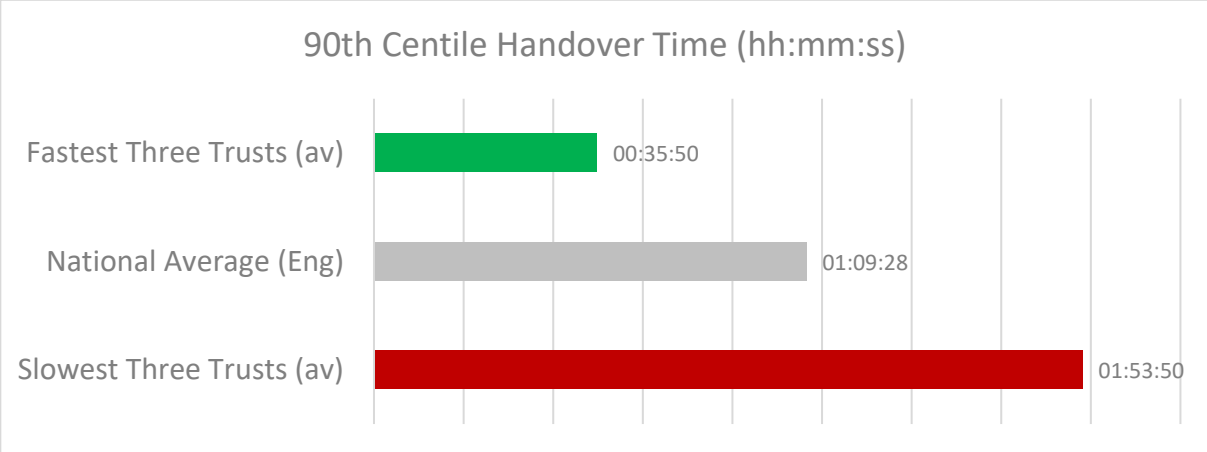
Yellow areas show COVID waves in the UK: source ONS.

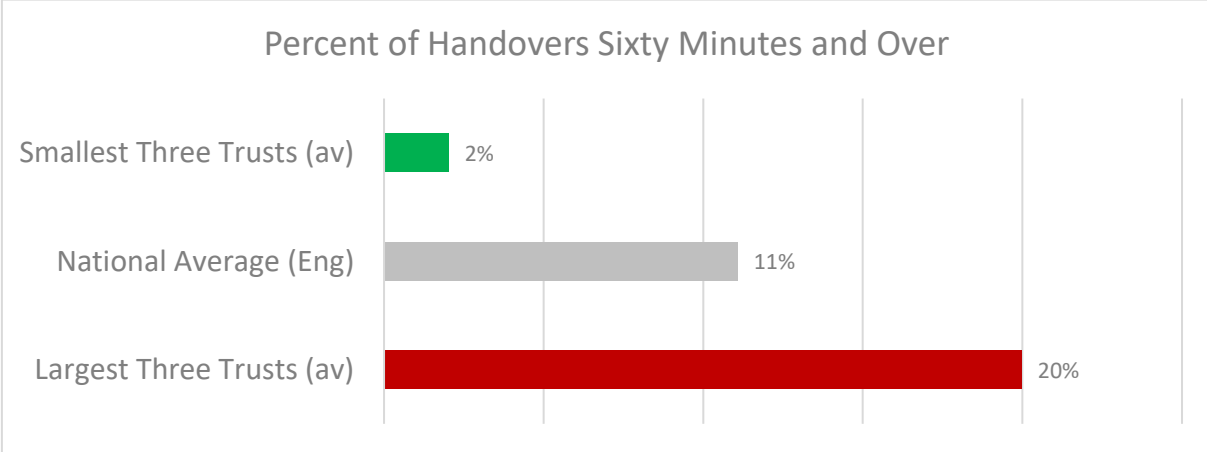
37. Handover Delays, Range - September 2024

Hospital handover times continue to differ considerably by trust. Between the outlier groups, for example, the difference in the percentage of handovers taking 60-minutes or longer is ten-times greater for the largest group when compared to the smallest (20% vs. 2%).







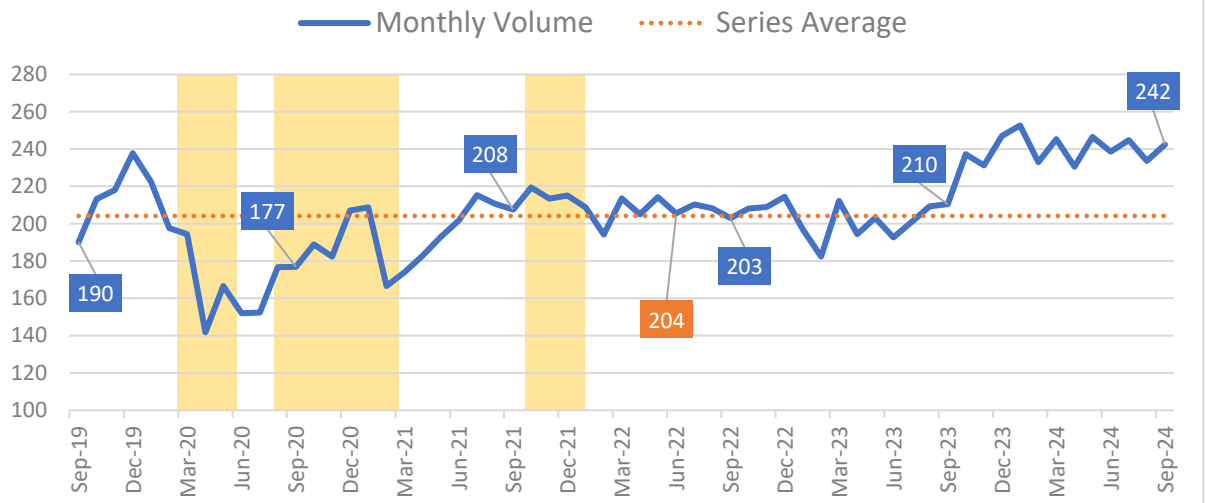


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

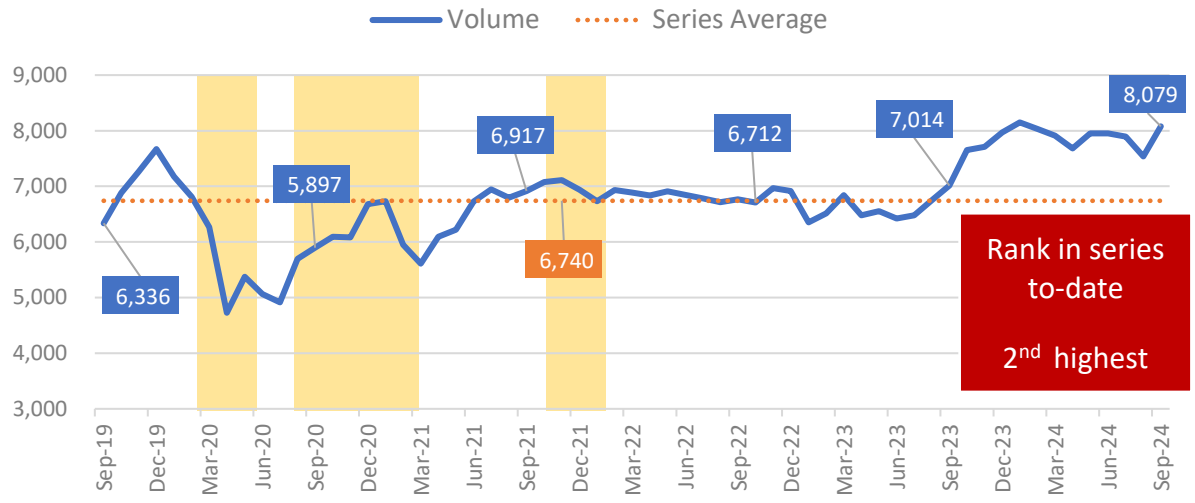
38. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

Volume of handover delays exceeding 15-minutes increased by nine-thousand to reach 242-thousand in September. At a monthly level, this is the sixth highest volume to-date. The average daily volume was 8,079 – and this was the second highest to-date.

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



2. Average Daily Volume of Handovers at 15+ Minutes

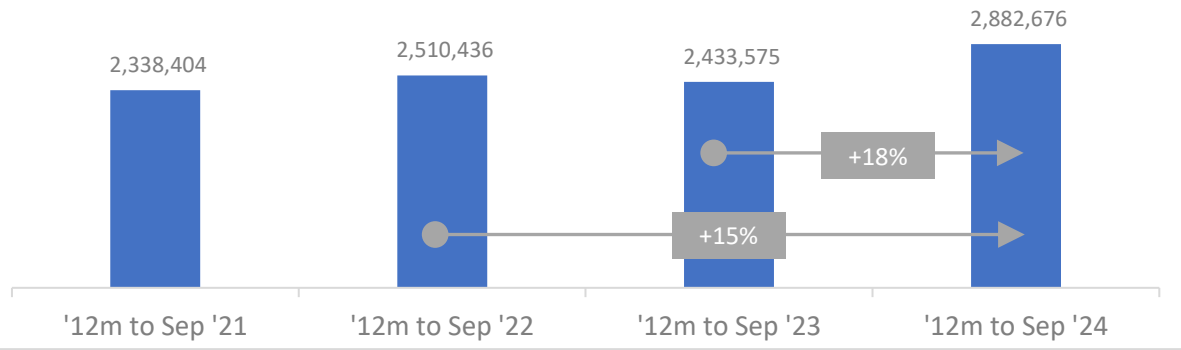


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
6th highest	+9 thousand	+31 thousand

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

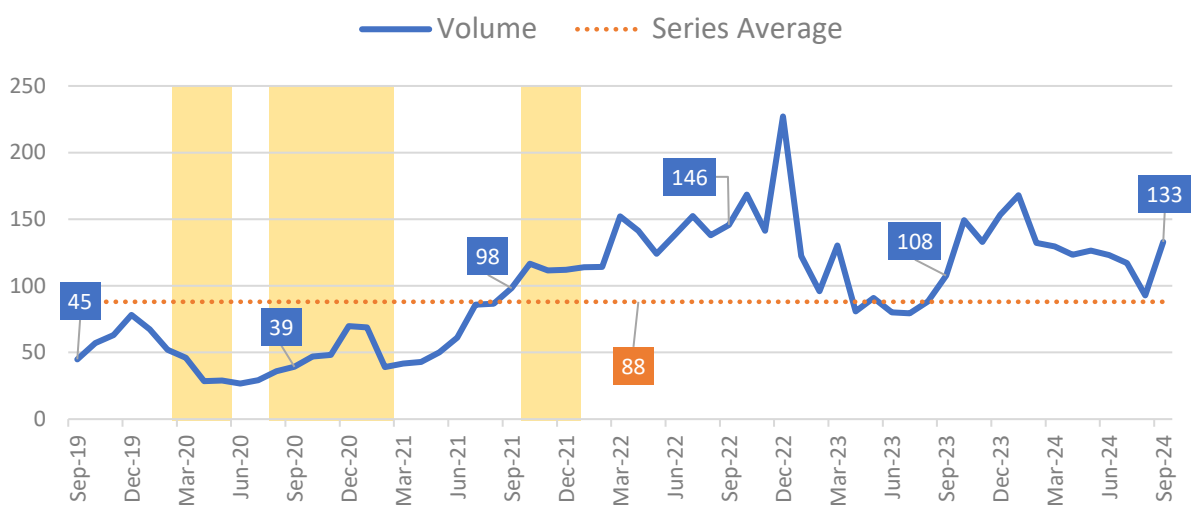
3. Volume of Handovers at 15+ Mins, 12 months to Sep



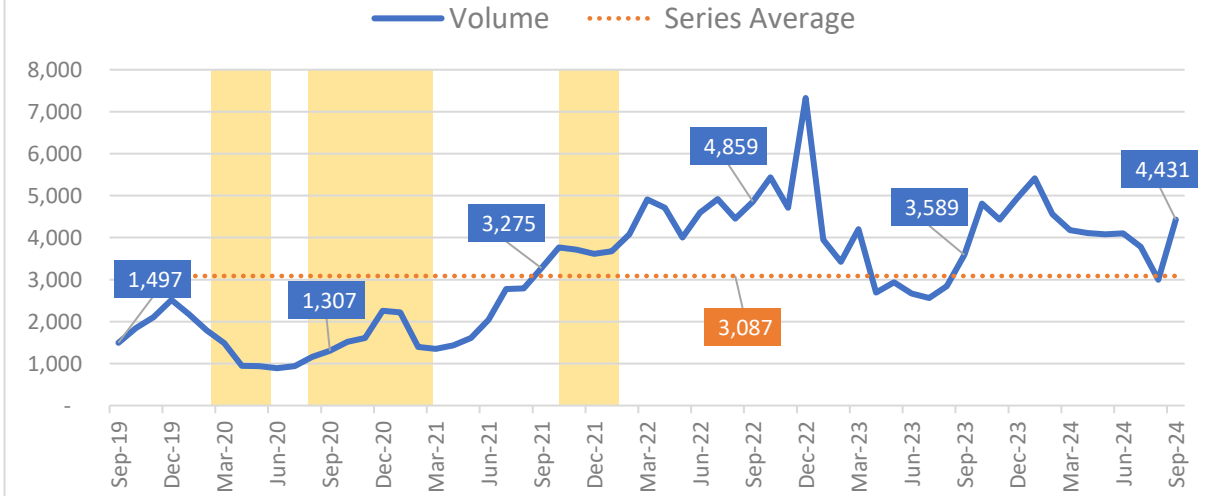
39. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours-lost to 15-minute delays increased by 40-thousand in September, and were 25-thousand greater than in September 2023.

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



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

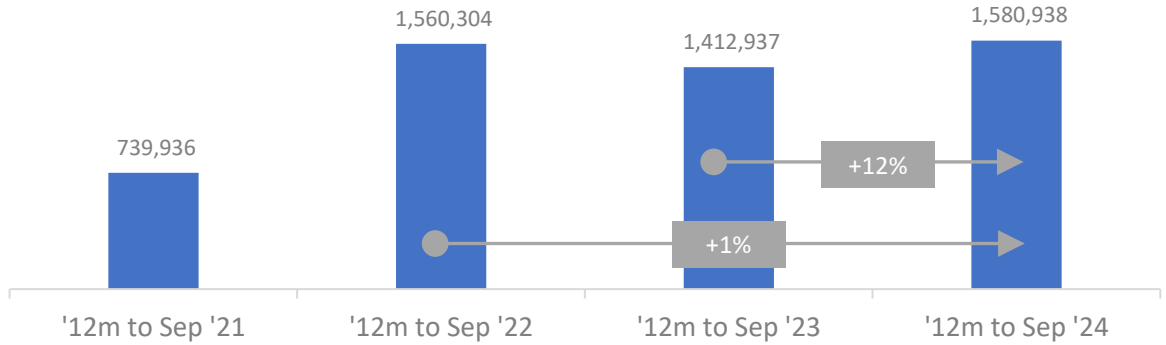


Monthly Hours Lost for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
13th highest	+40 thousand	+25 thousand

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

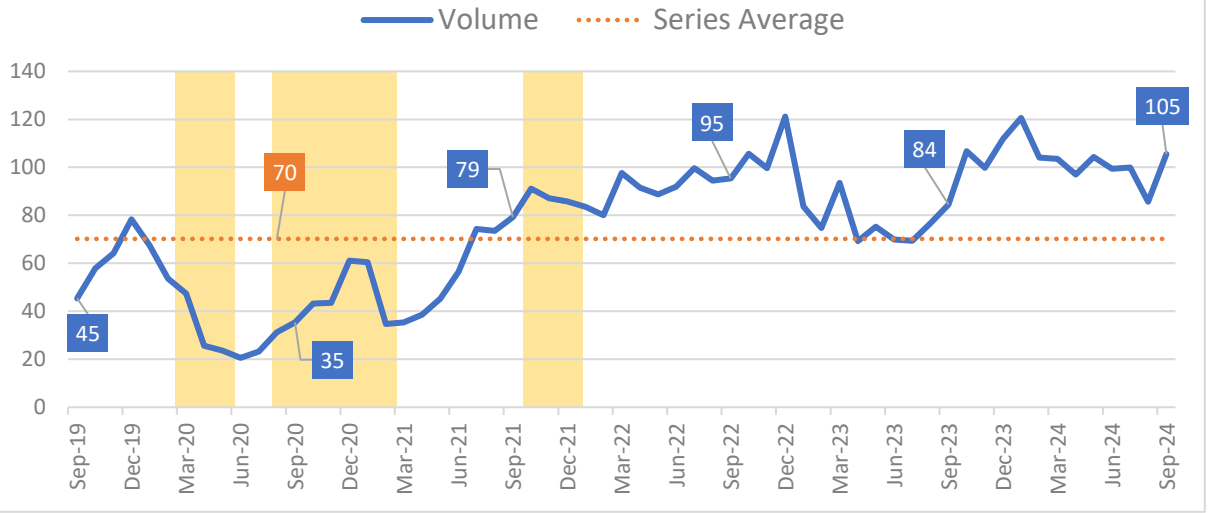
3. Hours Lost to Handovers at 15+ Mins, 12 months to Sep



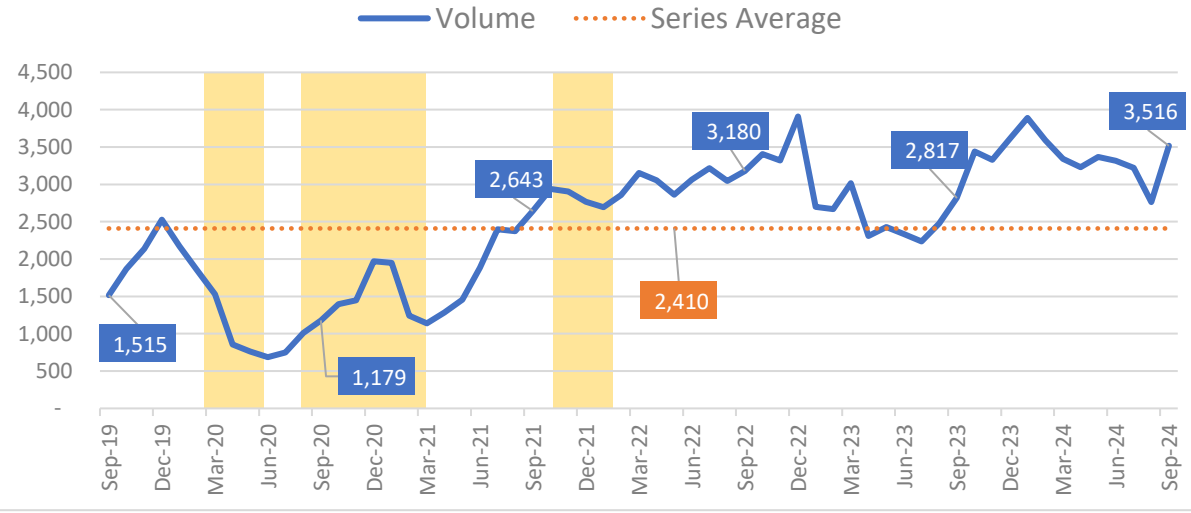
40. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Delays of 30-minutes reached 105-thousand, the sixth highest monthly volume to-date which translates into the fifth highest daily average volume.

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



2. Average Daily Volume of Handovers at 30+ Minutes

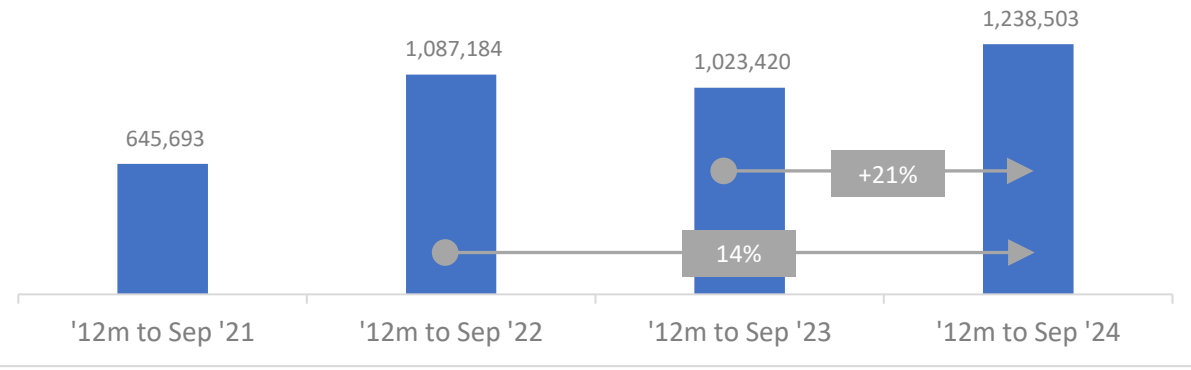


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
6th highest	+20 thousand	+21 thousand

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

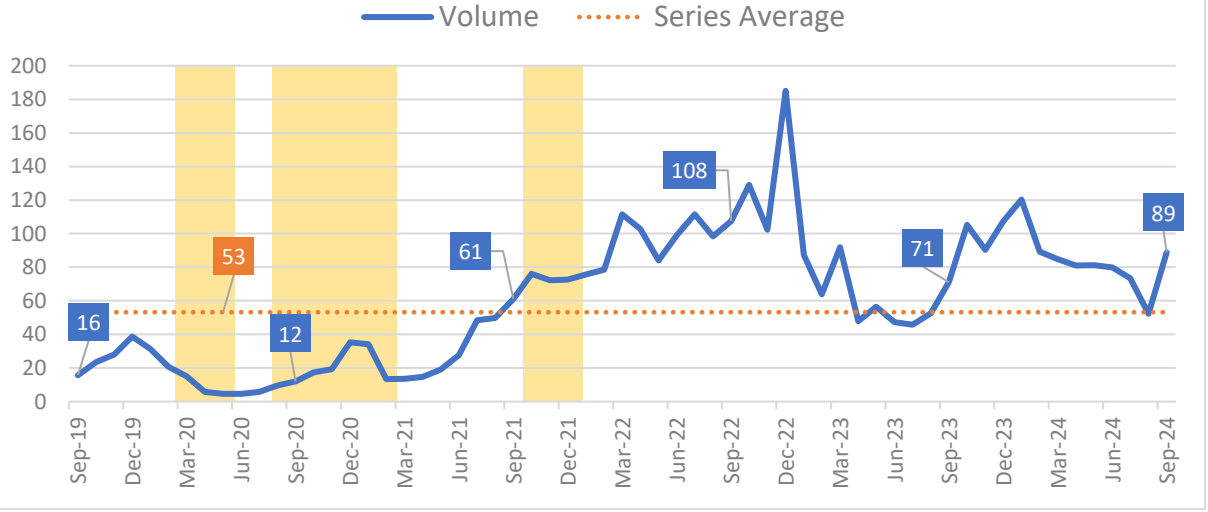
3. Volume of Handovers at 30+ Mins, 12 months to Sep



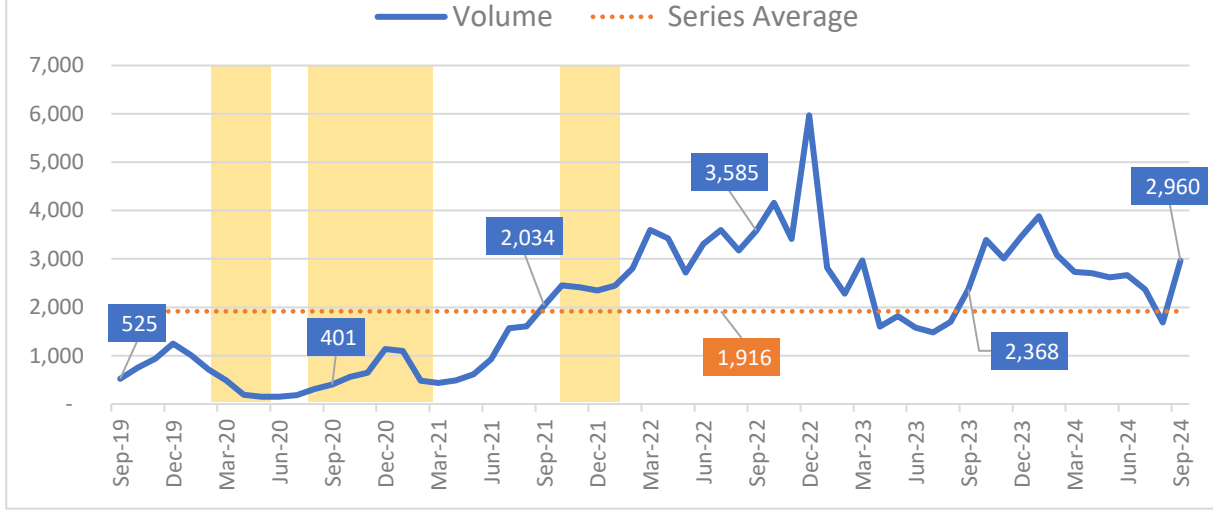
41. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Hours lost to 30-minute handover delays rose by 36-thousand in September, reaching 89-thousand. This is the second highest volume of any September to-date, the highest being September 2022 (108-thousand).

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



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

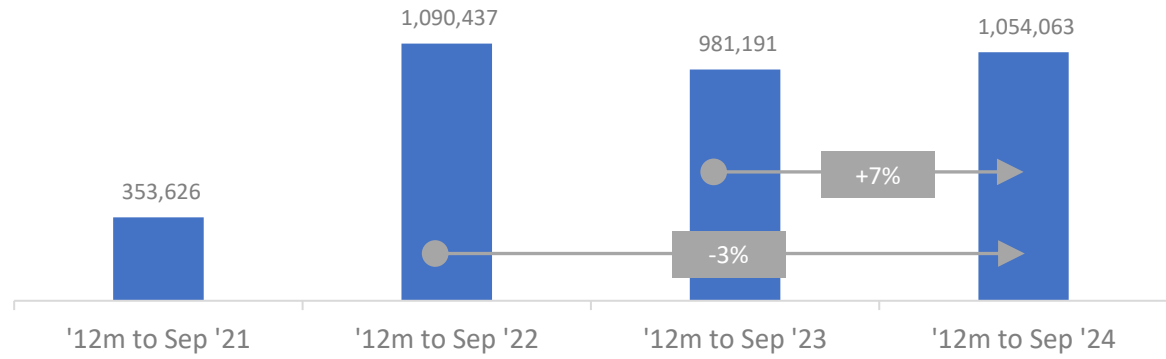


Monthly Hours Lost for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
16th highest	+36 thousand	+18 thousand

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

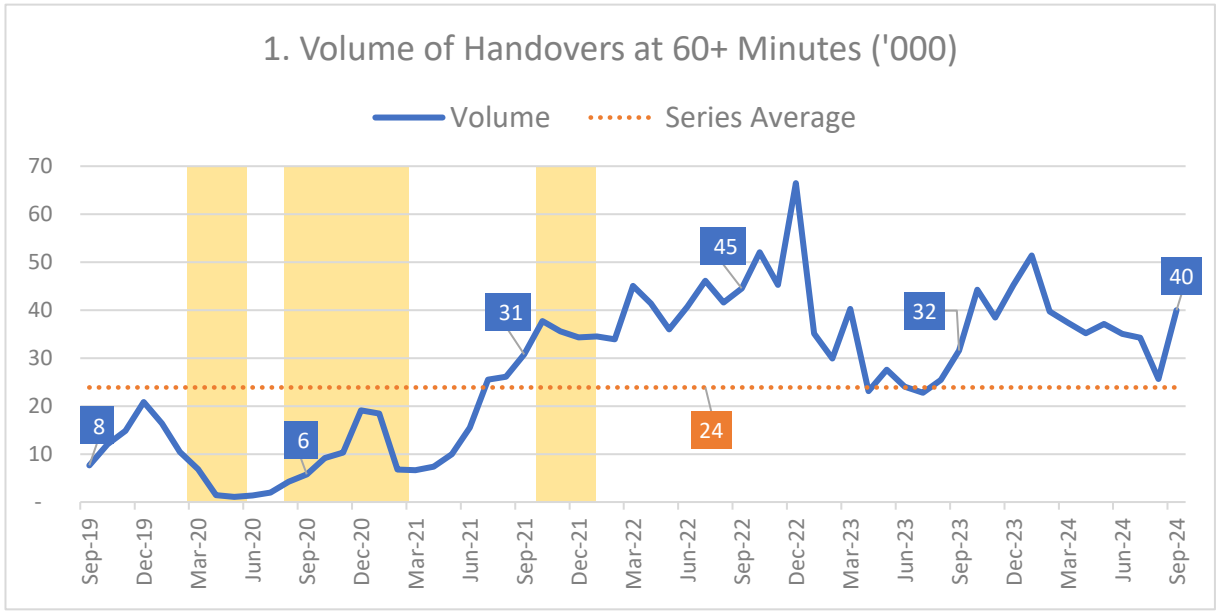
3. Hours Lost to Handovers at 30+ Mins, 12 months to Sep

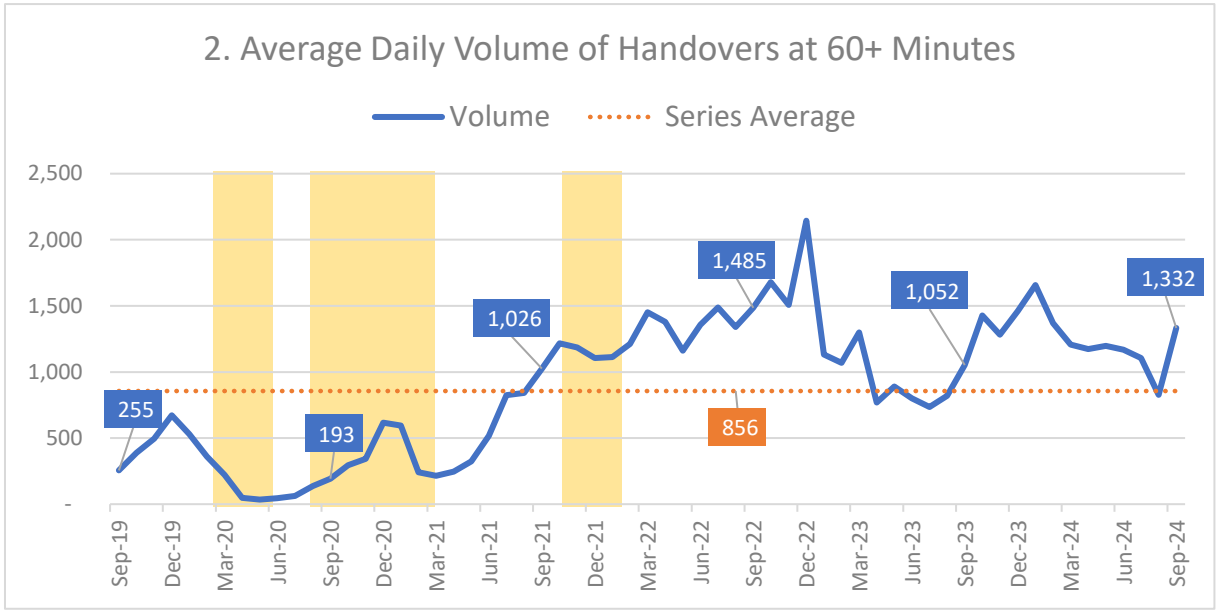


42. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

An increase of 14-thousand hour-plus delays took the total to 40-thousand in September. This is the 14th highest volume to date at both monthly, and average daily level. There were over 40-thousand more hour-plus delays over the most recent 12-months, compared with the previous.

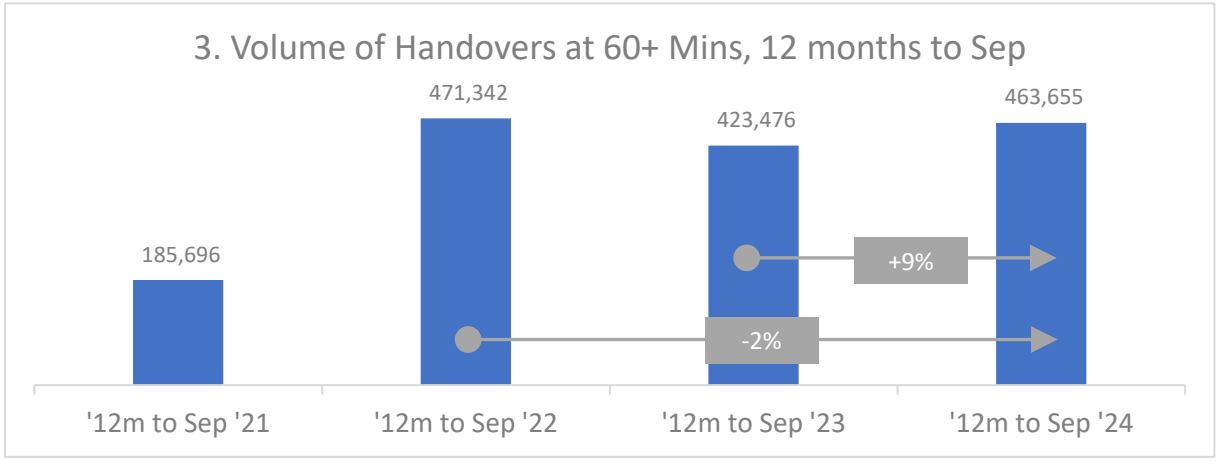




Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
14th highest	+14 thousand	+8 thousand

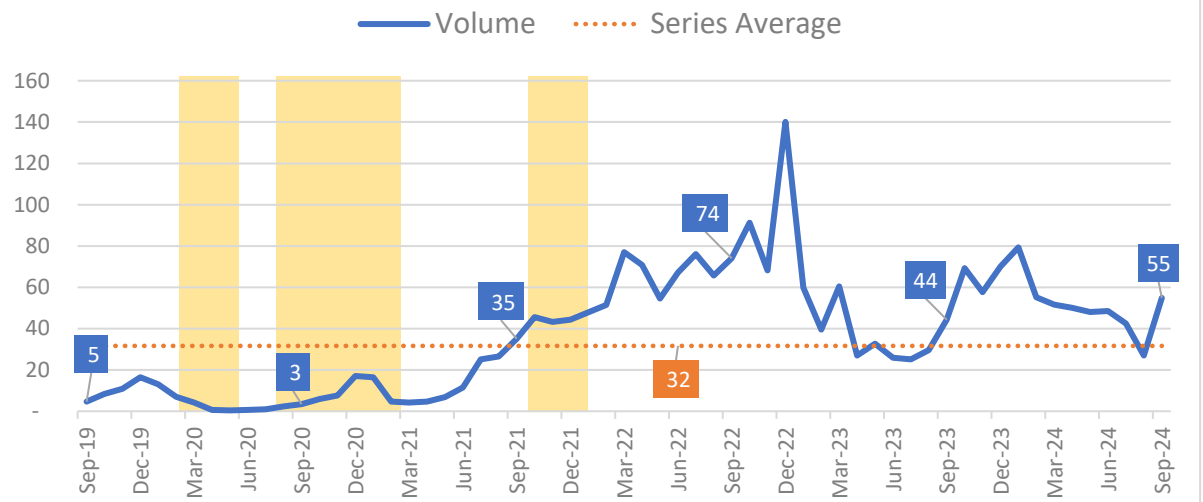
Yellow areas show COVID waves in the UK: source ONS.



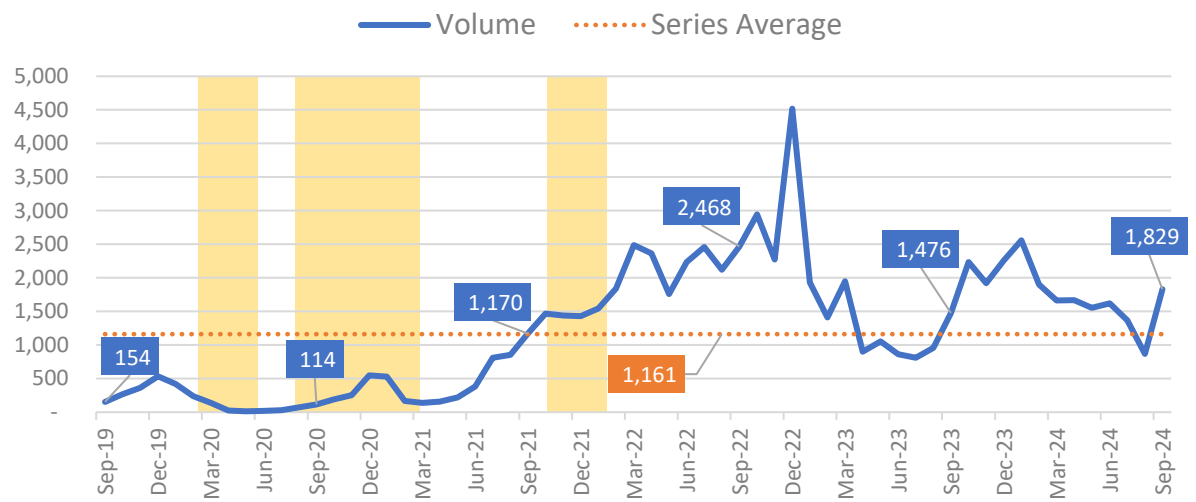
43. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

September 2024 saw a monthly total of 55-thousand hours lost due to hour-plus handover delays. This compares with five-thousand in September 2019, and is the second highest for any September to-date (the highest being 2022 at 74-thousand).

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



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

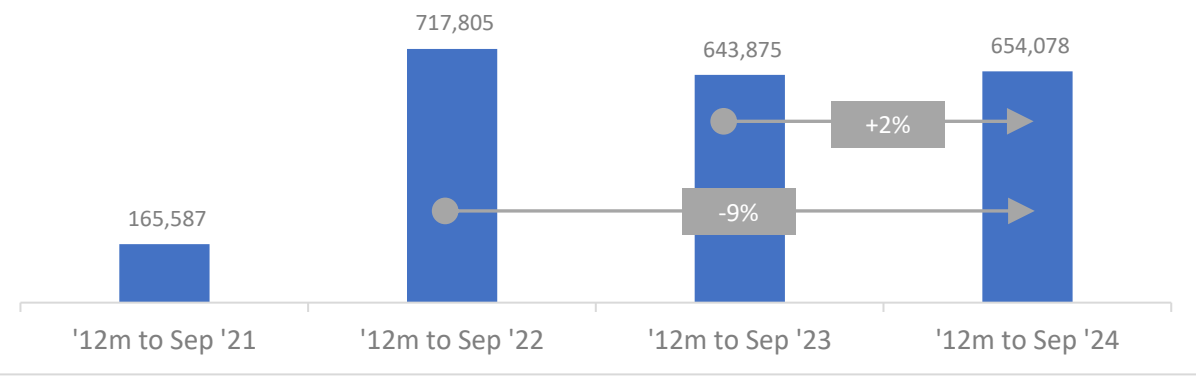


Monthly Hours Lost for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
17th highest	+28 thousand	+11 thousand

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

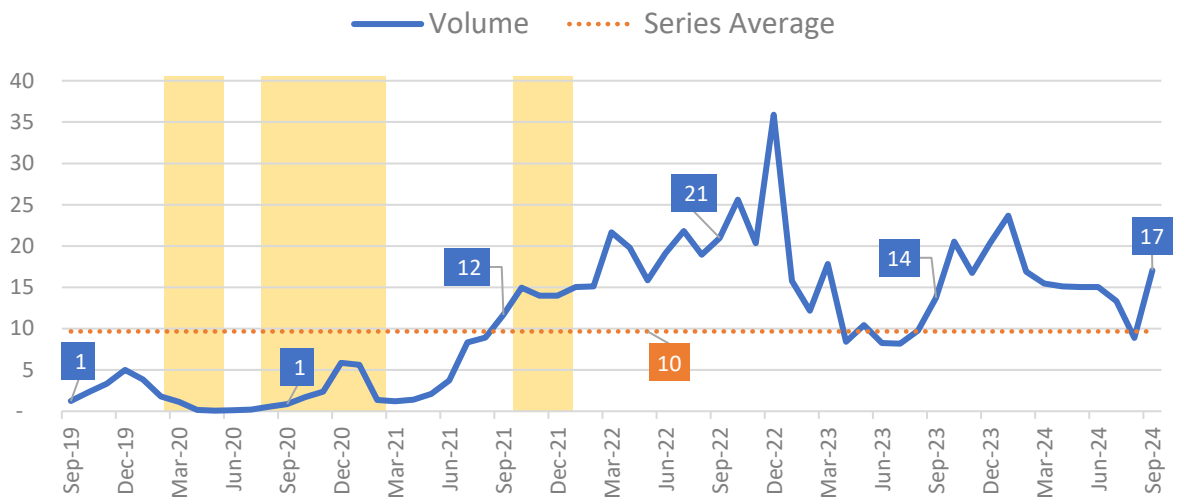
3. Hours Lost to Handovers at 60+ Mins, 12 months to Sep



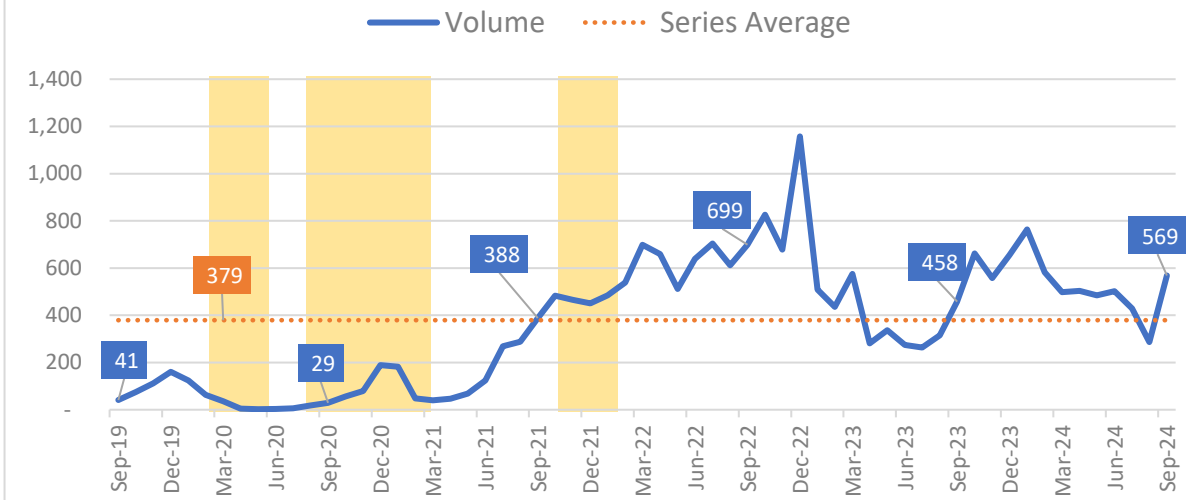
44. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two-hours and longer increased by eight-thousand in September to reach 17-thousand. This translates as an average of around 600 patients every day of the month.

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



2. Average Daily Volume of Handovers at 120+ Minutes

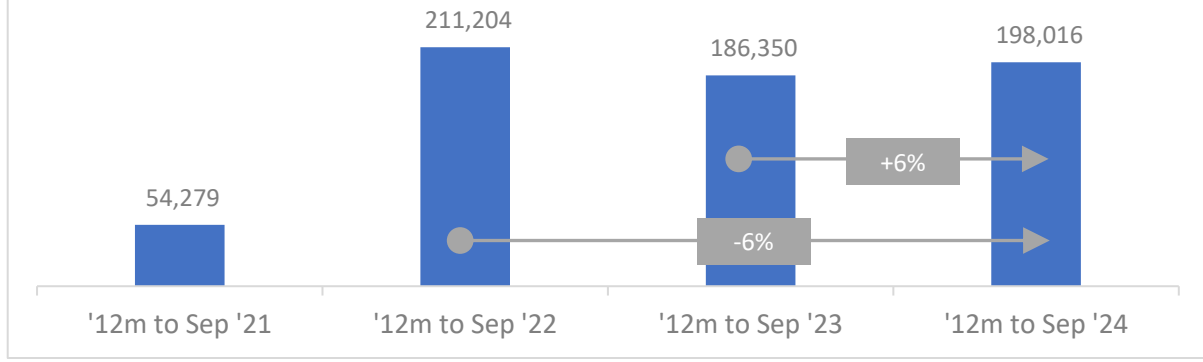


Monthly Volume for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
14th highest	+8 thousand	+3 thousand

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

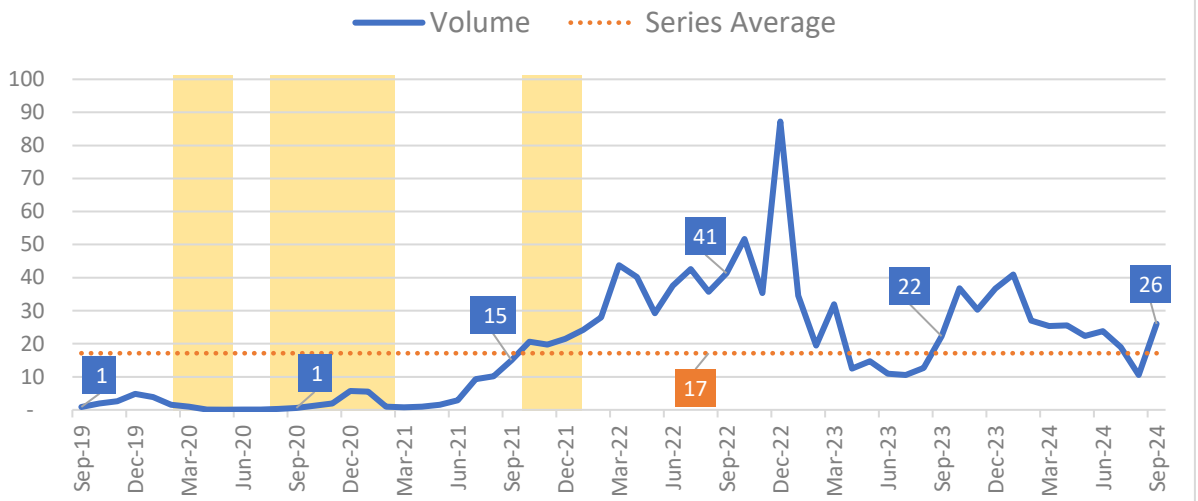
3. Volume of Handovers at 120+ Mins, 12 months to Sep



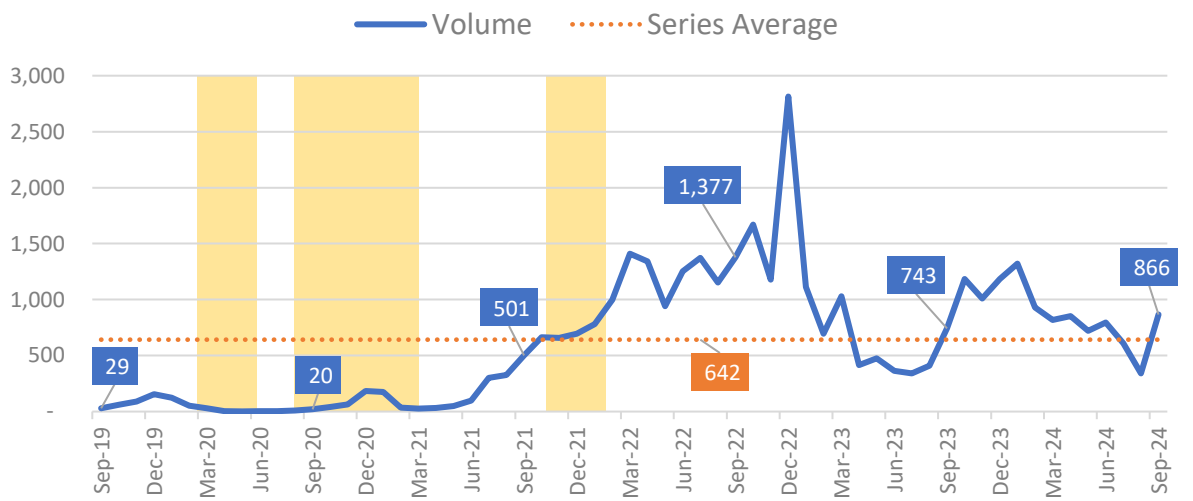
45. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

While the monthly volume of hours lost to two-hour delays increased, the annualised total shows a decrease for the second consecutive period. This suggests that, although handover delays continue to represent a challenge, there is some evidence that the very longest delays are decreasing in volume.

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



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

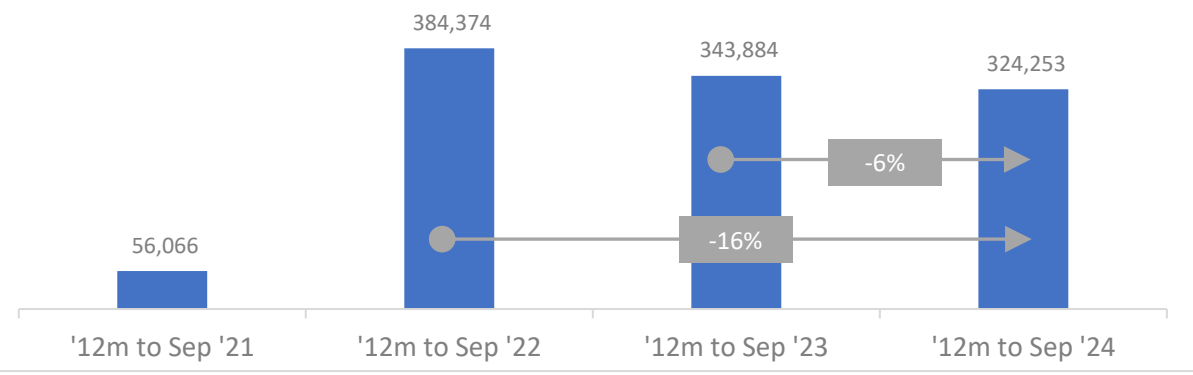


Monthly Hours Lost for September 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
19th highest	+15 thousand	+4 thousand

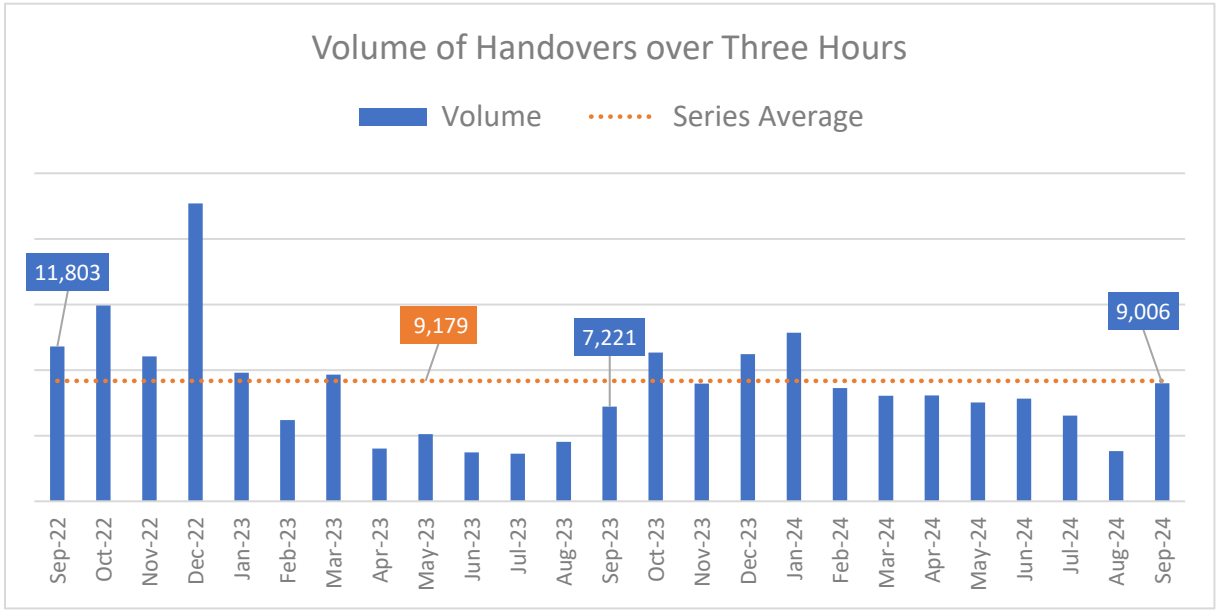
Yellow areas show COVID waves in the UK: source ONS.

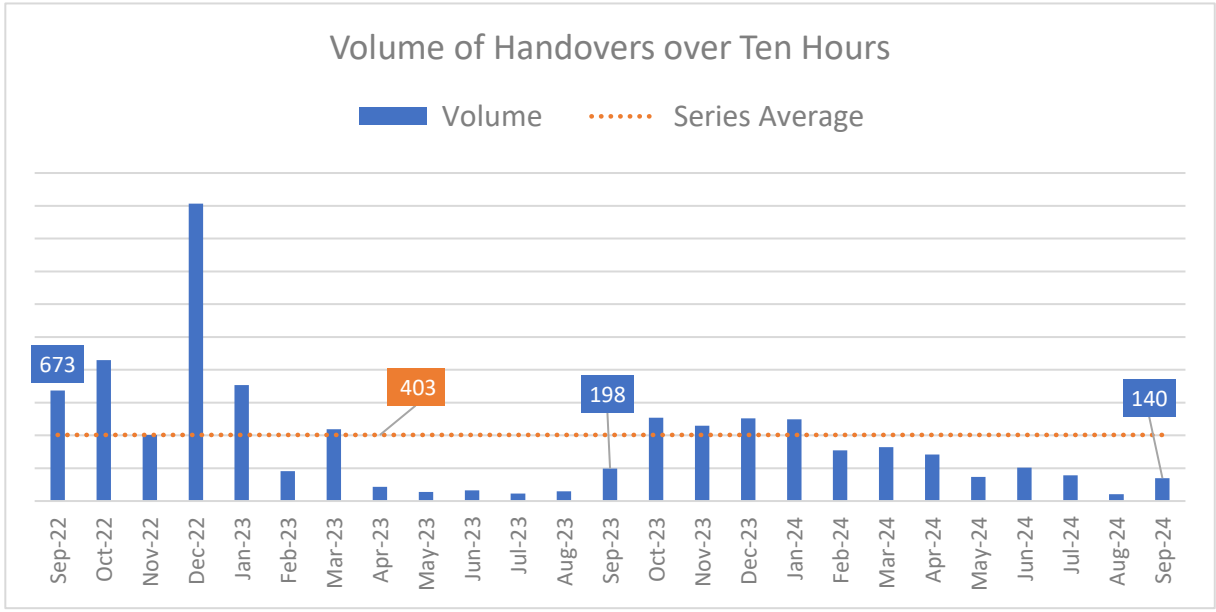
3. Hours Lost to Handovers at 120+ Mins, 12 months to Aug



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

Delays of three-or-more hours increased to nine-thousand, and those of ten-or-more to 140 in September. This latter is lower than September 2023 by 58 delays.





Three Hour Handover Delays in August 2024: Fast Facts

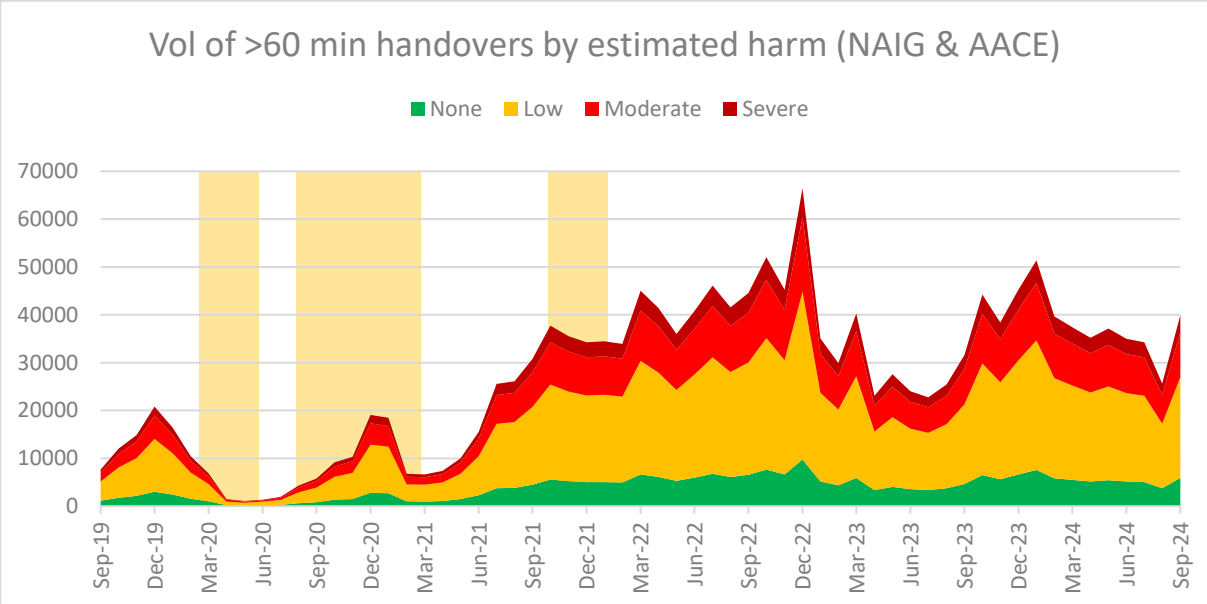
Rank in series to-date	Change from August 2024	Change from Sep 2023
14th highest	+5 thousand	+2 thousand

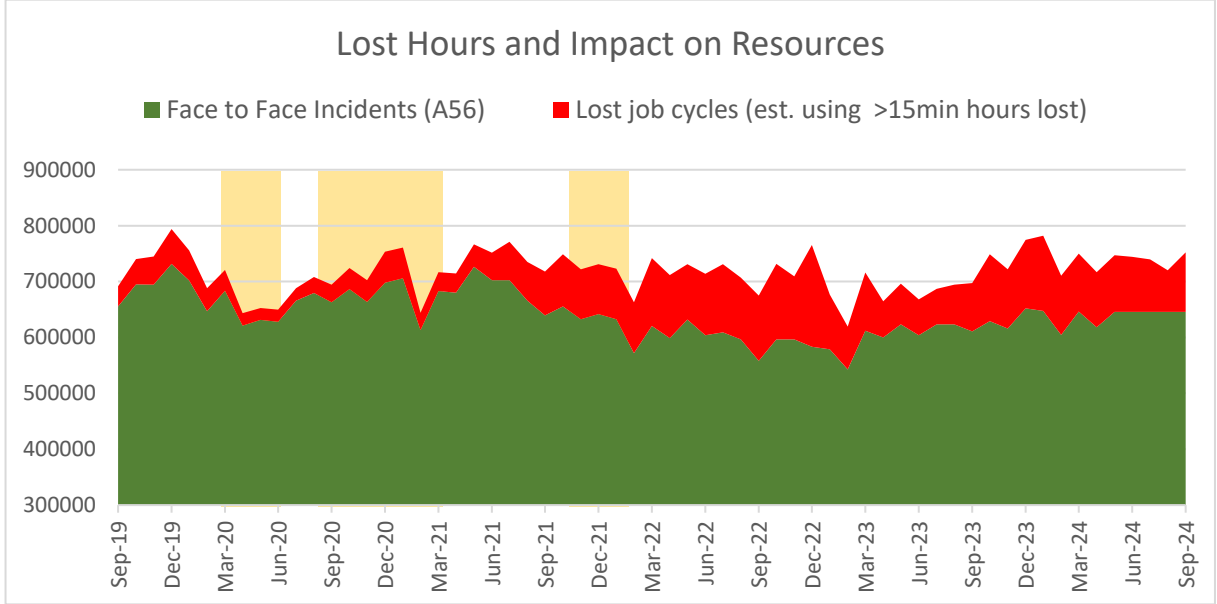
Ten Hour Handover Delays in August 2024: Fast Facts

Rank in series to-date	Change from August 2024	Change from Sep 2023
24th highest	98 more	58 fewer

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

Around 25-thousand patients experienced potential harm* as a result of hour-plus delays in Sept 2024. Over the same time, the sector lost the equivalent of 106-thousand ambulance job cycles (where patients could have been attended): this is broadly the same as 17% of all Face-to-Face responses across the month.





Estimated Harm, September 2024: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
25 thousand	9 thousand	4 thousand

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

Impact on Capacity, September 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
106 thousand	Sep '24 = 17%	Sep '20 = 5%

* For definitions of "harm", please refer to the original report, published by AACE in 2021

48. 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