ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

National Ambulance Data

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

Final Version. Published – November 22nd 2024

2. Summary and Contents

Overview: October saw strong growth in demand, with both call, and incident volume increasing sharply. Category-1 numbers were at the fourth highest to-date, while Category-2 neared 400-thousand incidents across the month. Response times slowed for each category, reaching the slowest seen in 2024 to-date. There was a strong uplift in hospital handover delays, with the greatest monthly volume of half-hour-plus delays ever recorded, and the second highest volume of hour-plus delays since recording began.

Section 1. Contact Volume and Call Answer Time	• October saw an increase of 76-thousand 999-calls-answered from September, taking the total to 875-thousand. This is 17-thousand more calls answered than in October 2023. • Despite the additional demand, answer-times remained unchanged from September, with the mean–time unchanged at seven seconds, and the 95th Centile also unchanged at 44 seconds.
Section 2. Incidents and Response Time, by Category	• Incident volumes increased, reaching the ninth highest monthly volume to-date. Category-1 incidents reached the fourth highest volume to-date, while Category-2 demand saw 24-thousand more incidents across the month, taking the total to 398-thousand. • Response times slowed for all categories, with most measures at their slowest in 2024 to-date. Category-2 reached 42-minutes, an increase of six minutes from September 2024.
Section 3. Incidents by Response Outcome	• Hear-and-Treat responses increase to reach the highest share of outcomes to-date at 16.3 percent (ten percentage points more than recorded in October 2019). • Face-to-Face responses also increased, most notably See-and-Treat and Conveyance to ED, which had a combined increase of 25-thousand more outcomes than in September. Despite this, however, the proportion of patients conveyed to ED decreased as a share of outcomes overall in October.
Section 4. Patient Handover Delays	• Handover delay volumes reached their highest levels for delays of 15-minutes+ and 30-minutes+, and the second highest volume of hour-plus delays since December 2022. • **The number of patients experiencing additional harm as a result of these hour-plus delays increased to 46-thousand across the month, enough people to fill the O2 Arena more than twice over.**

Source of all data is AQI October 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

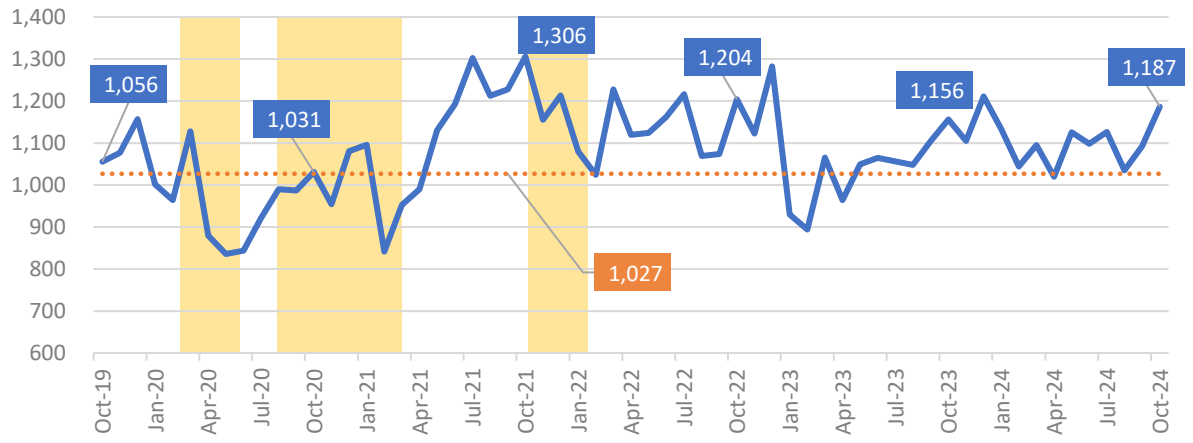
Contact Volume and Call Answer time

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

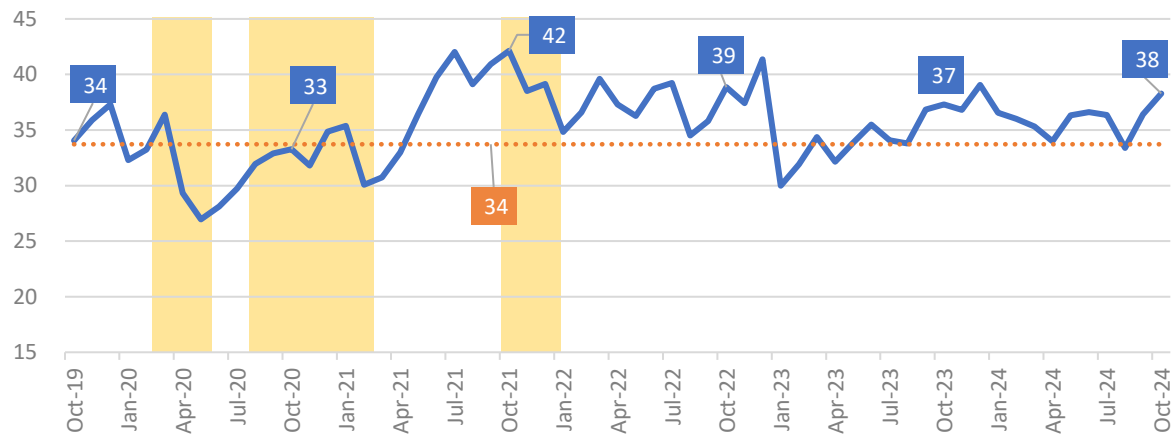
4. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

Contacts to ambulance control rooms increased by 95-thousand between September and October, taking the total to 1,187-thousand across the month. This is 31-thousand more than October 2023, and the twelfth highest volume to-date.

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



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

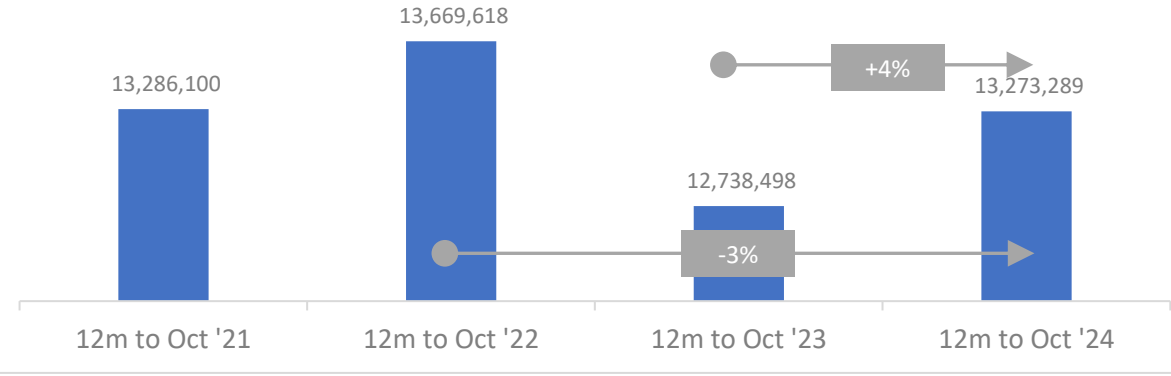


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
12th highest	+95 thousand	+31 thousand

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

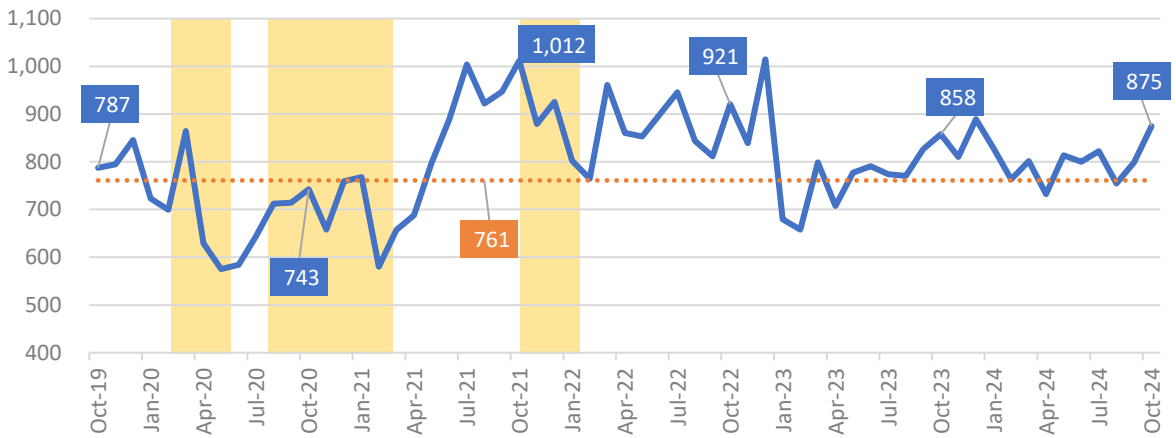
3. Volume of Contacts in the 12 months to Oct (A0)



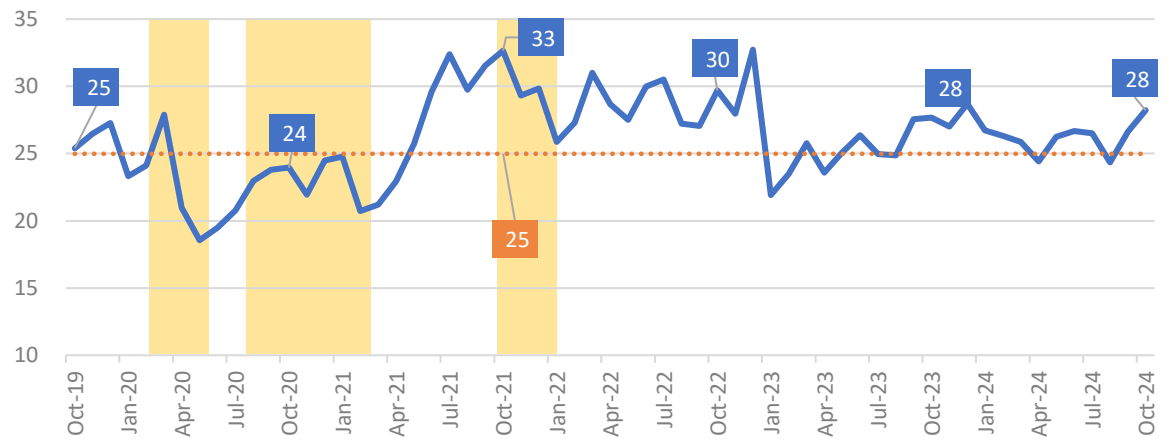
5. Demand: Volume of 999 Calls-Answered (Measure A1)

There were 875-thousand 999 calls-answered in October, an increase of 76-thousand from September. The annualised total reached 9.7-million, the second highest volume recoded over the last four years.

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



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

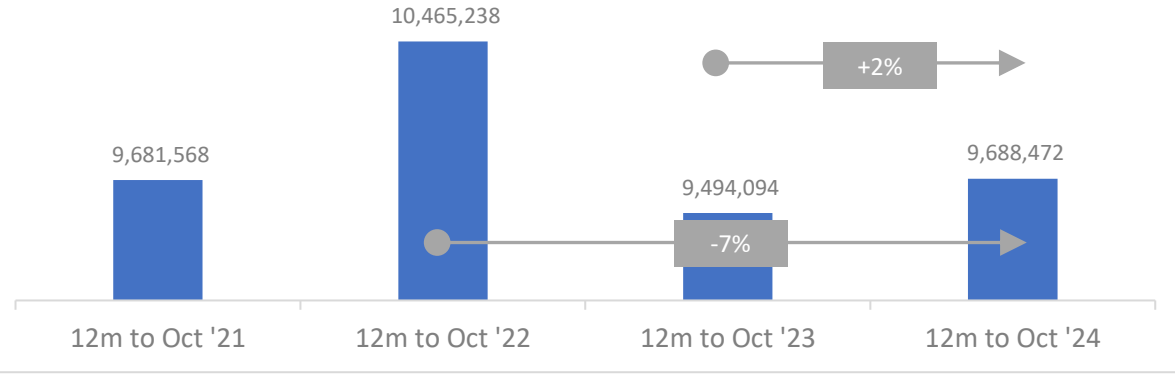


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
14th highest	+76 thousand	+17 thousand

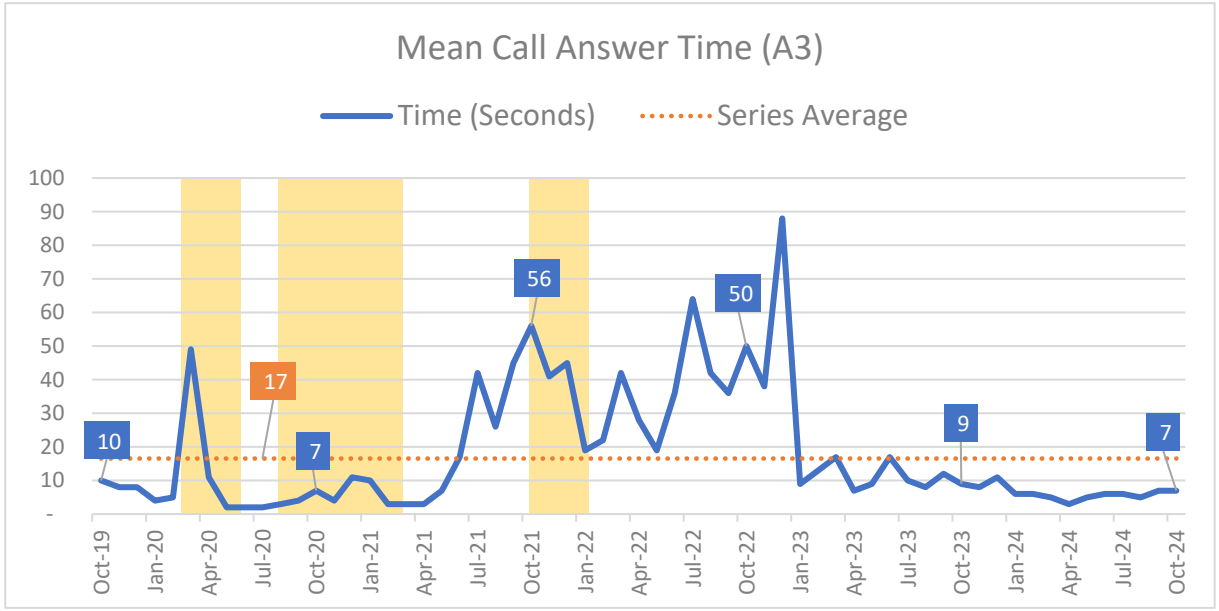
Yellow areas show COVID waves in the UK: source ONS.

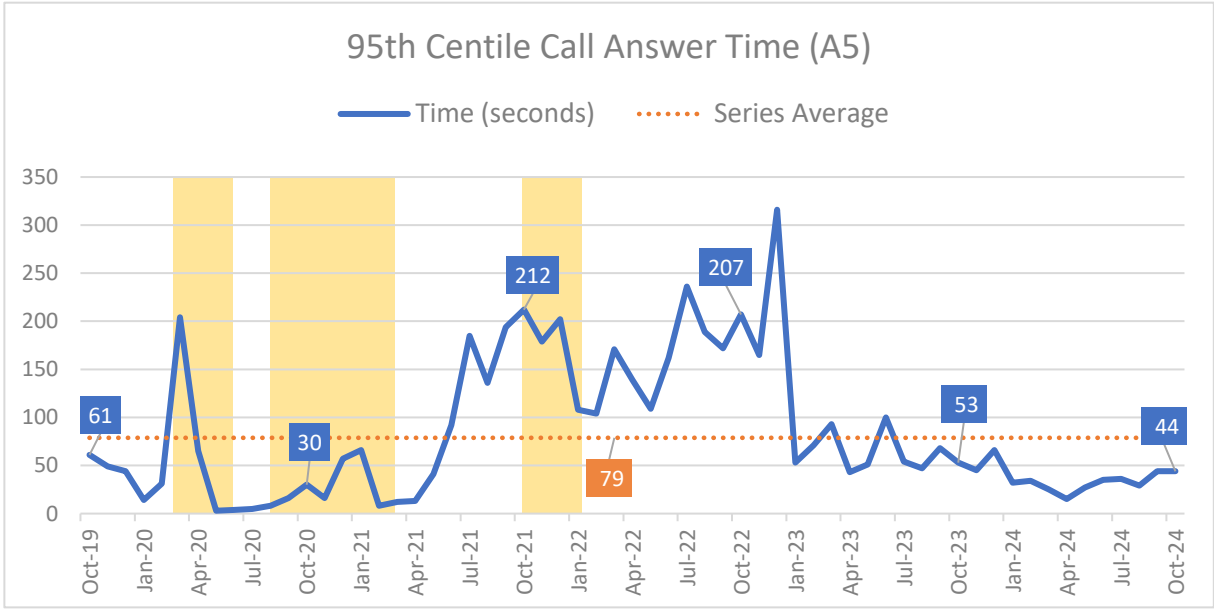
3. Volume of Calls Answered in the 12 months to Mar (A1)



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

While call volume increased in October, mean call-answer time, and the 95th Centile measure both remained unchanged at seven-seconds and 44-seconds respectively, with both measures marginally faster than October 2023.





Mean Call Answer Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
27th fastest	=	-2 seconds

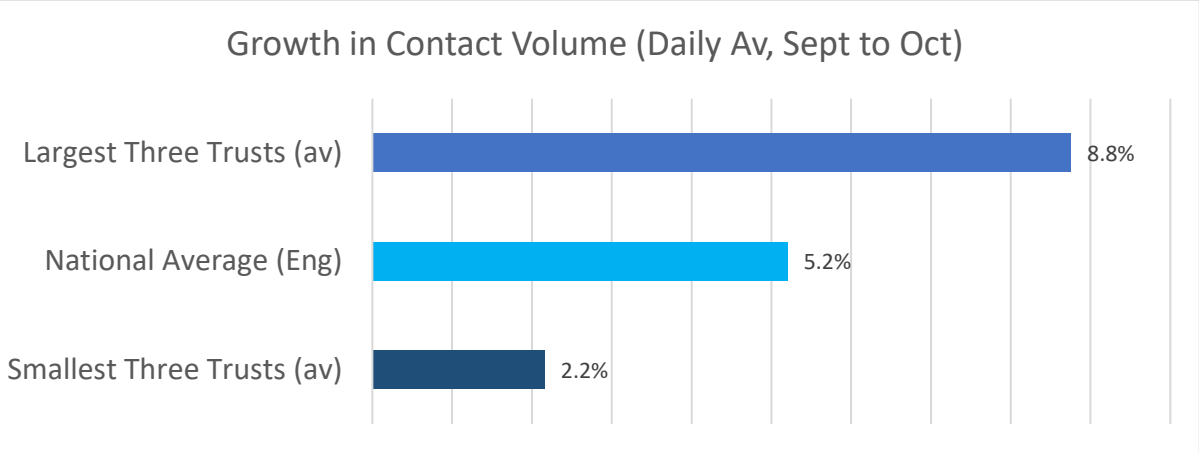
95th Centile Answer Time for October 2024: Fast Facts

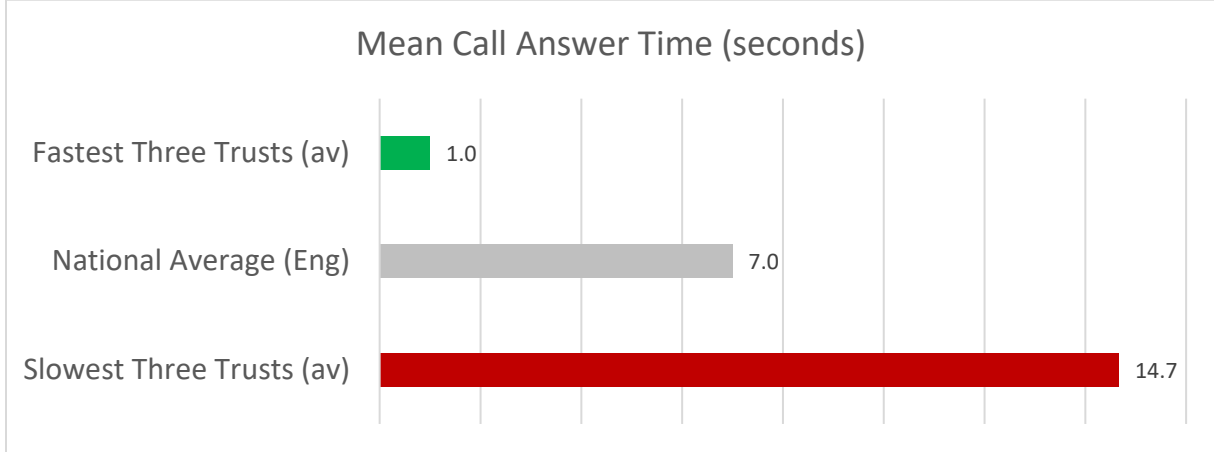
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
33rd fastest	=	-9 seconds

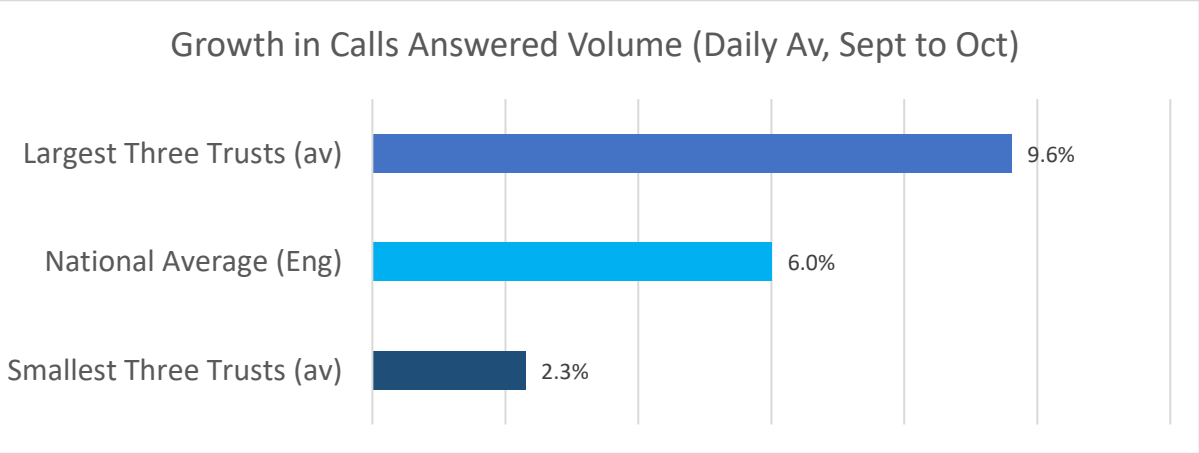
Yellow areas show COVID waves in the UK: source ONS.

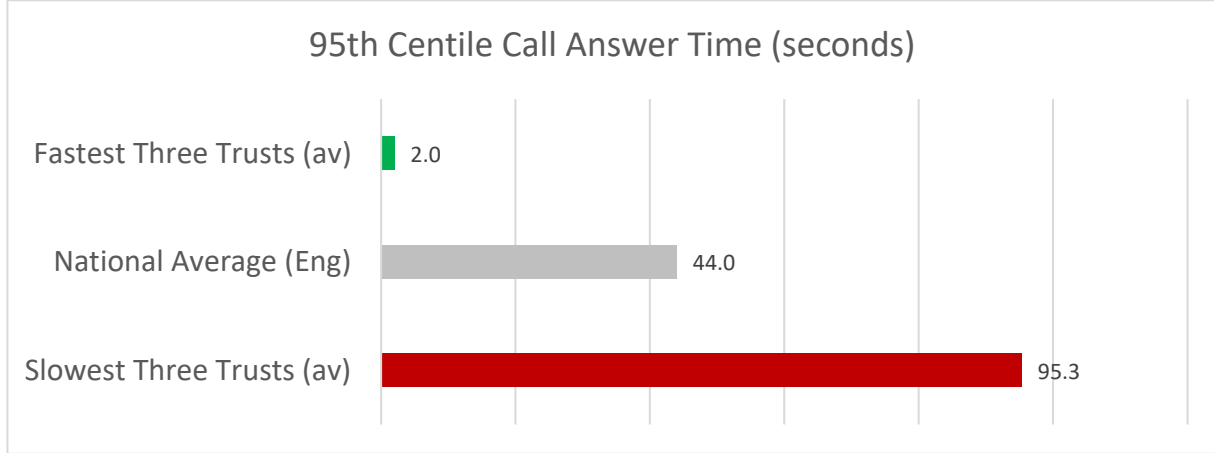
7. Calls: Average Daily Growth and Answer Time, Range - October 2024

Month-on-month growth rates differed across trusts, with those at the higher end four times greater than trusts with smallest group. There was significant difference in the mean and 95th answer times at either end of the range, fourteen times slower for the mean, and 46 times slower for the 95th centile time.









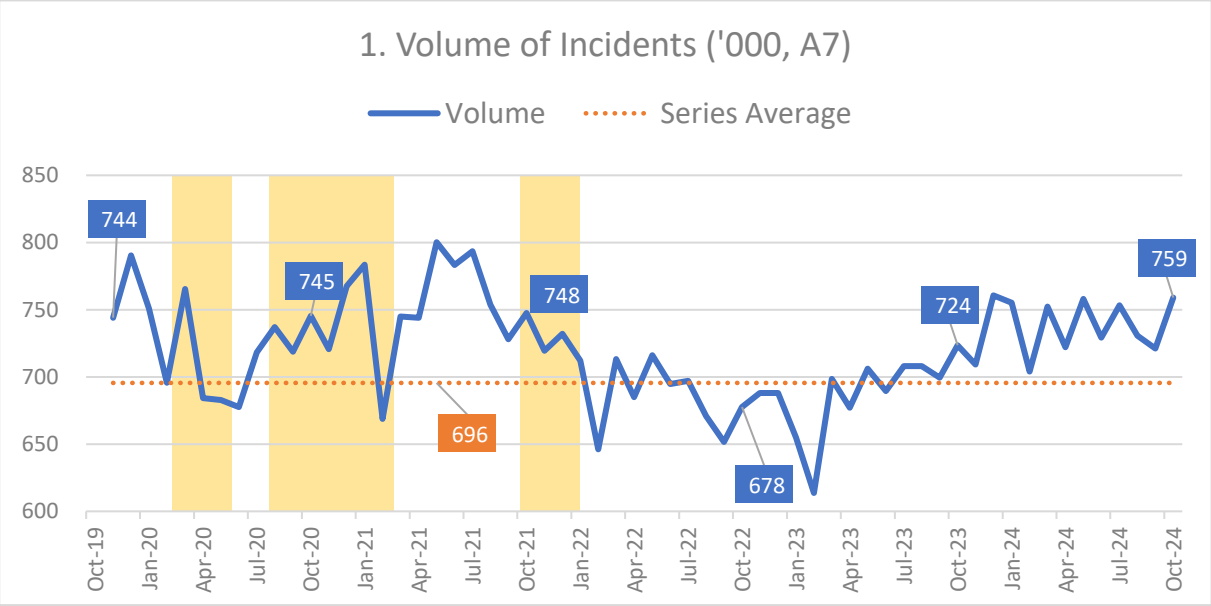
Notes: Fastest/ Slowest shows the average time from the fastest three, and slowest three trusts in England. Calculation excludes Isle of Wight.

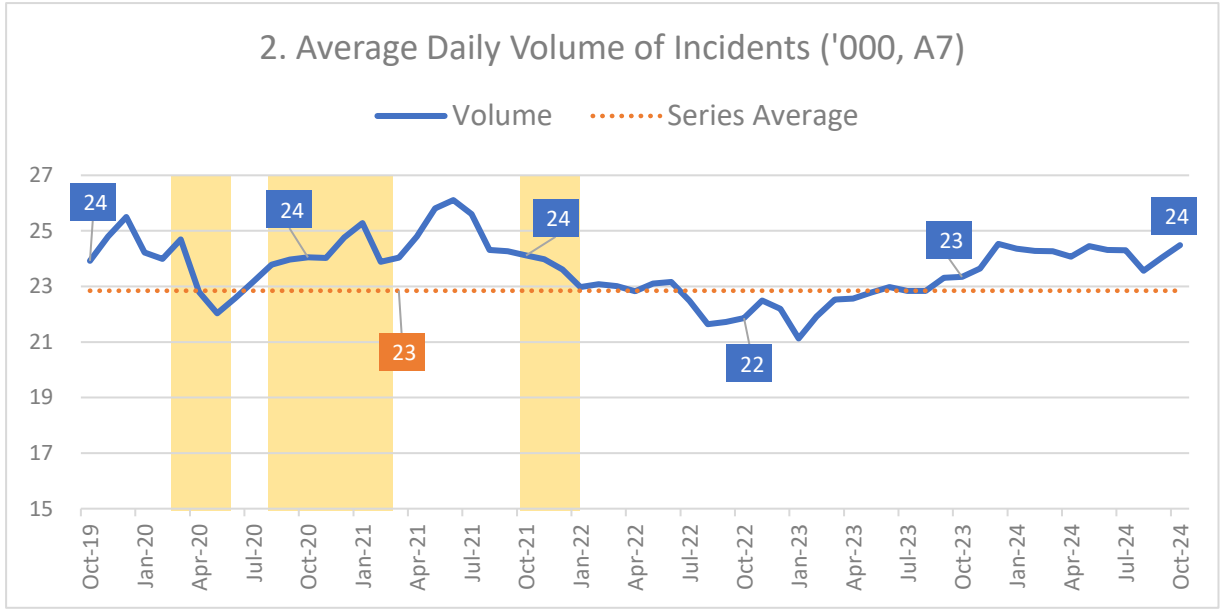
Section 2

Incidents and Response Time, by Category

9. Demand: All Incidents (A7)

Monthly volume of incidents increased to the nineth highest on record: 759-thousand was an increase of 38-thousand from September, and 35-thousand from October 2023.

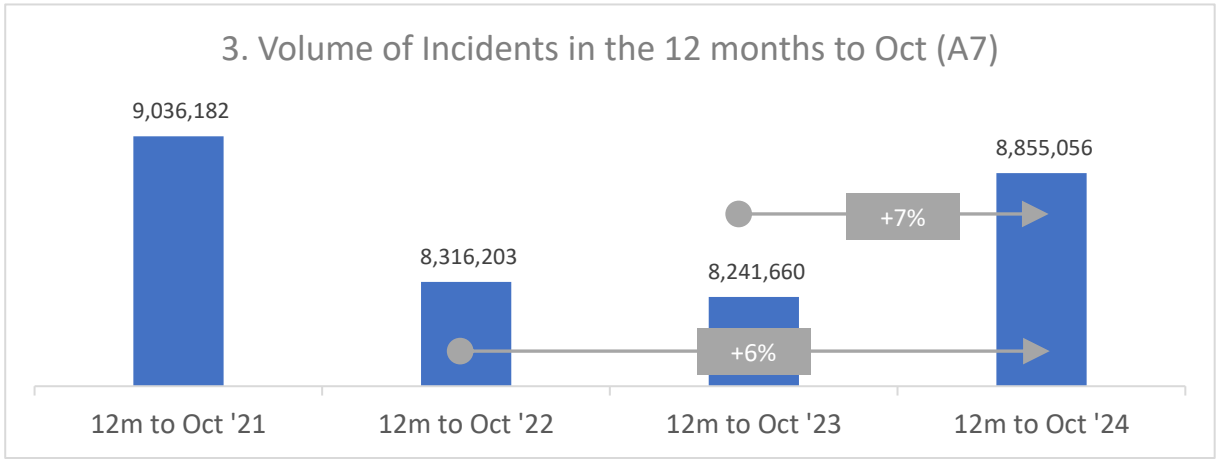




Monthly Volume for October 2024: Fast Facts

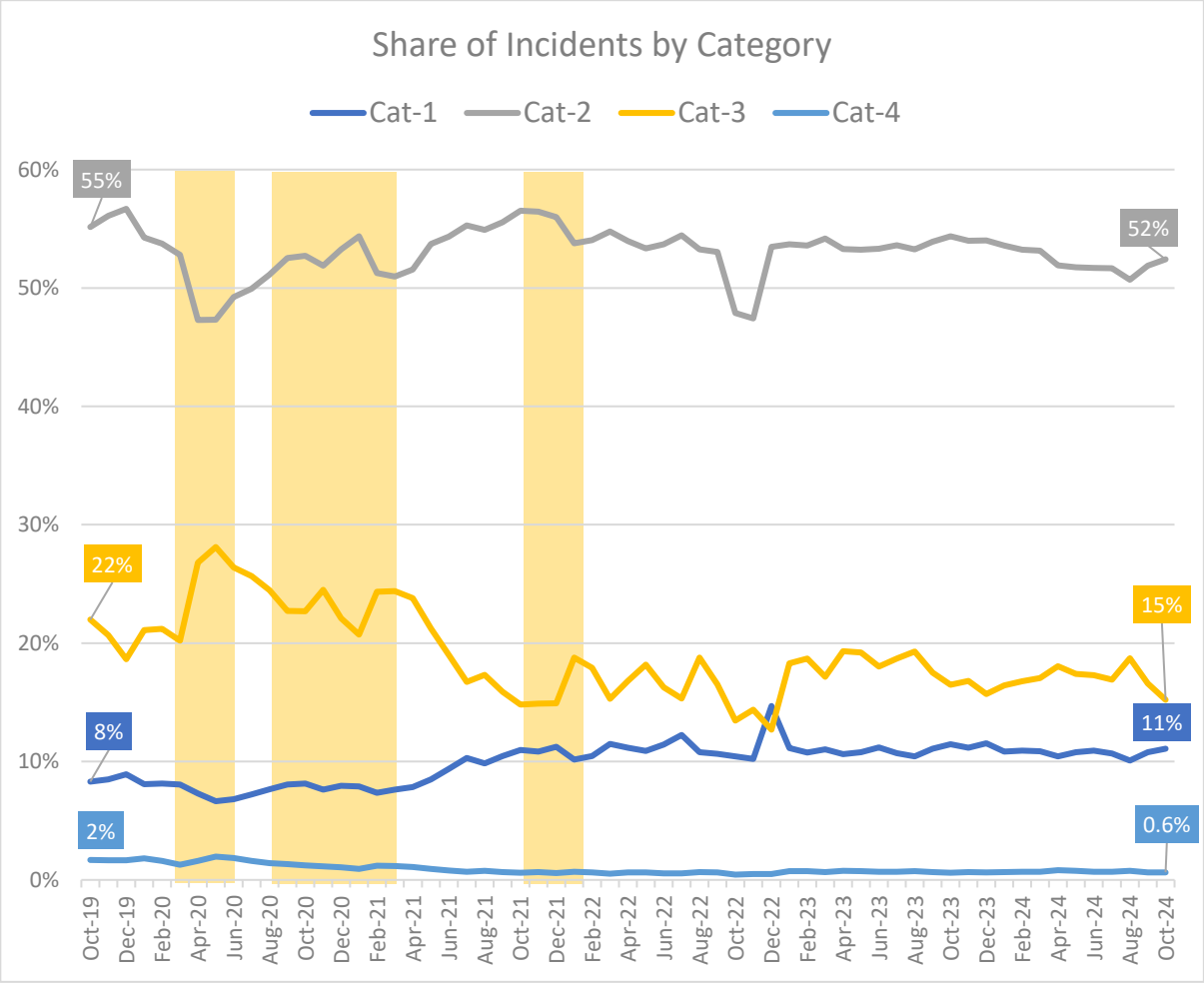
Rank in series to-date	Change from Sept 2024	Change from Oct 2023
9th highest	+38 thousand	+35 thousand

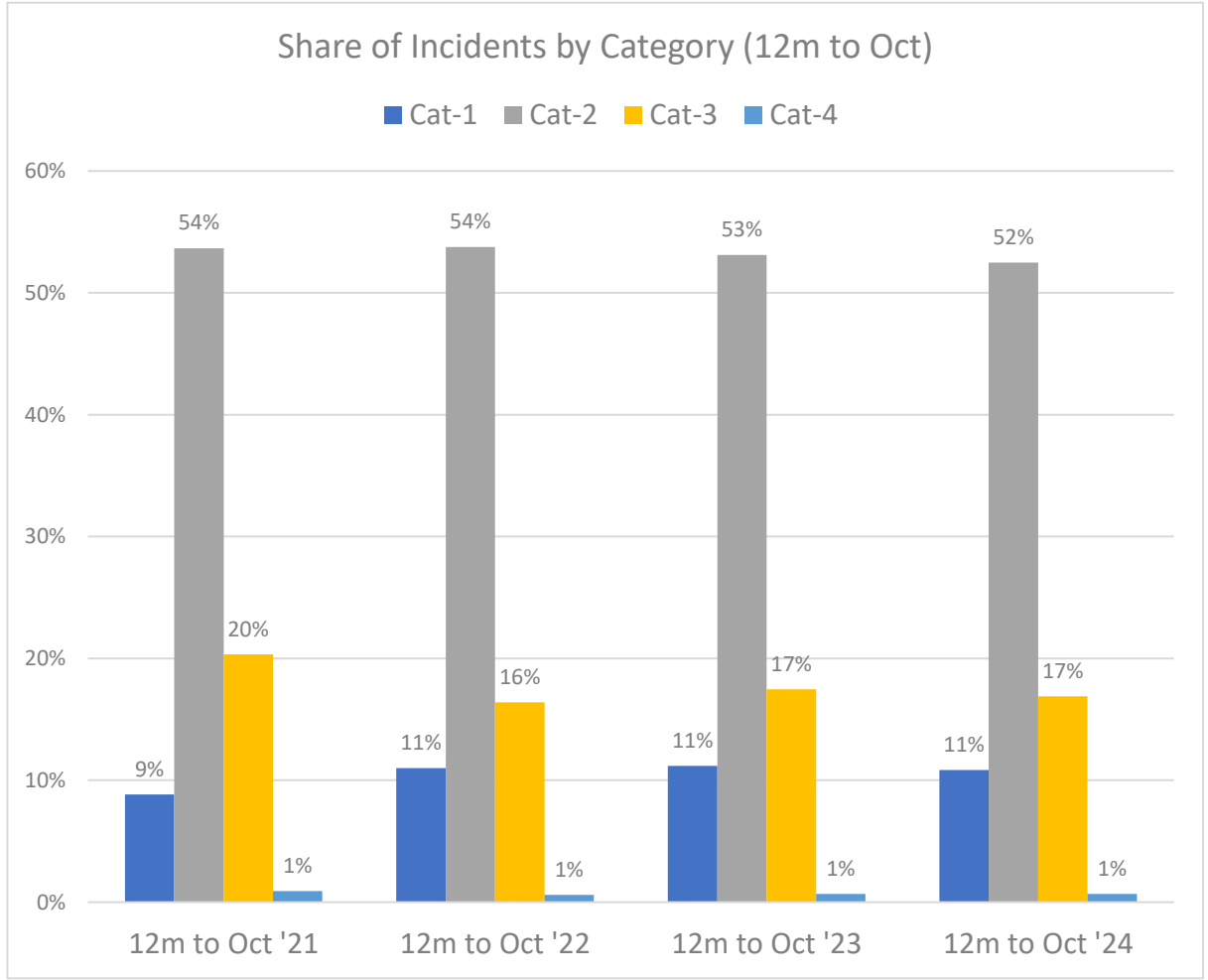
Yellow areas show COVID waves in the UK: source ONS.



10. Demand: Share of Incidents by Category

The proportion of Category-1 and Category-2 incidents increased, while Category-3 incidents decreased. The latter accounted for 19% of incidents in August, falling to 15% in October 2024.

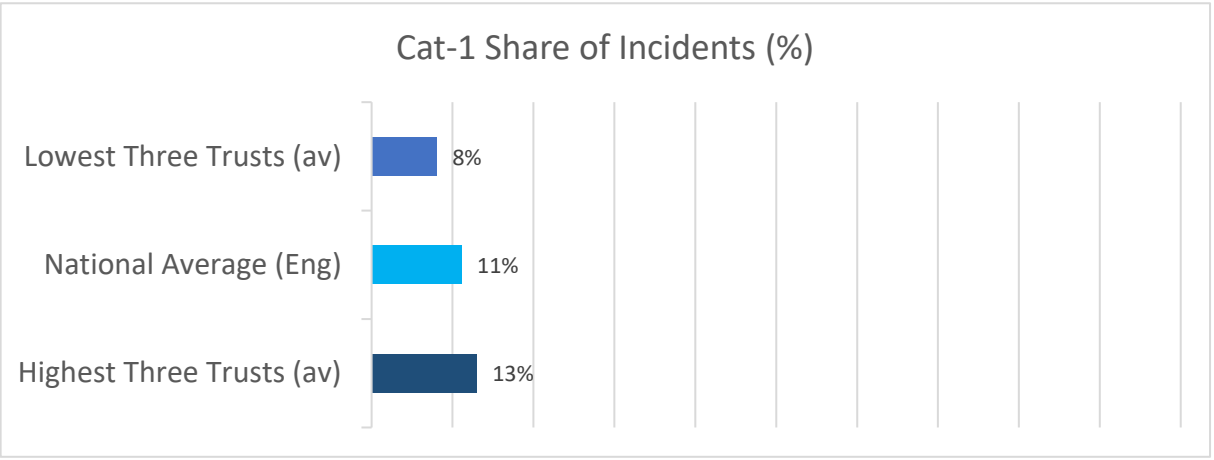


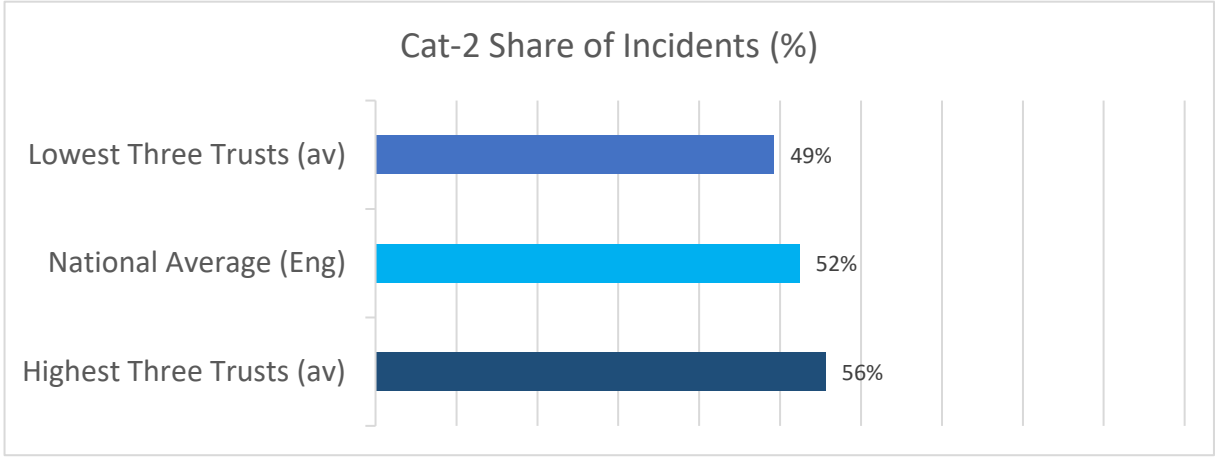


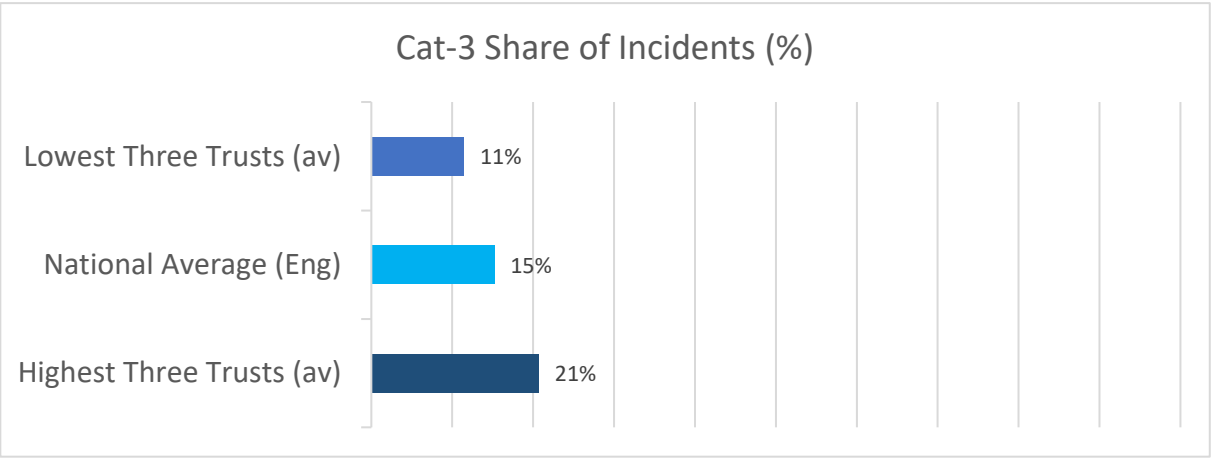
Yellow areas show COVID waves in the UK: source ONS.

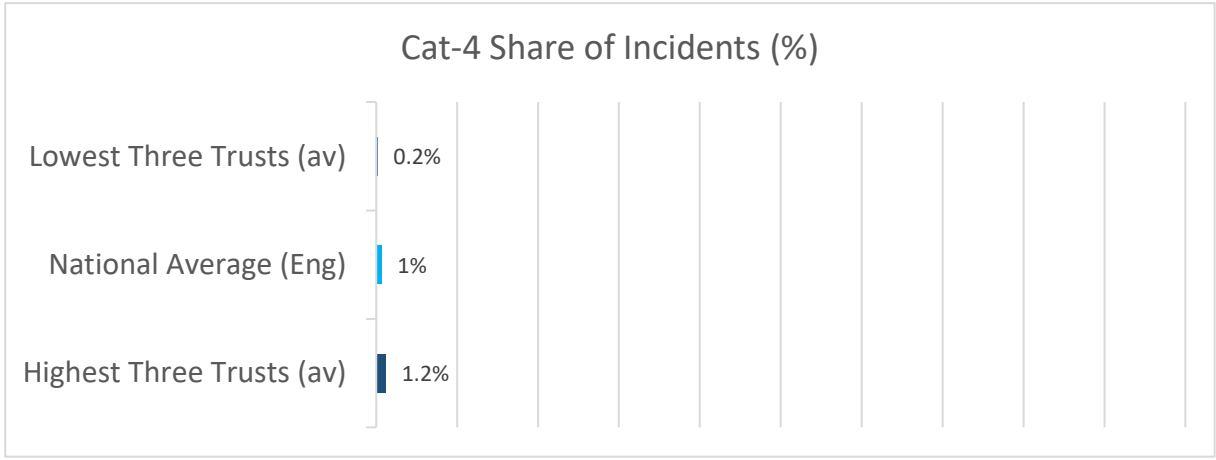
11. Share of Incidents, Range - October 2024

As seen in previous months, incident mix continues to differ by trust, with that difference ranging from five percentage points for Category-1, seven percentage points for Category-2 and ten percentage points for Category-3.





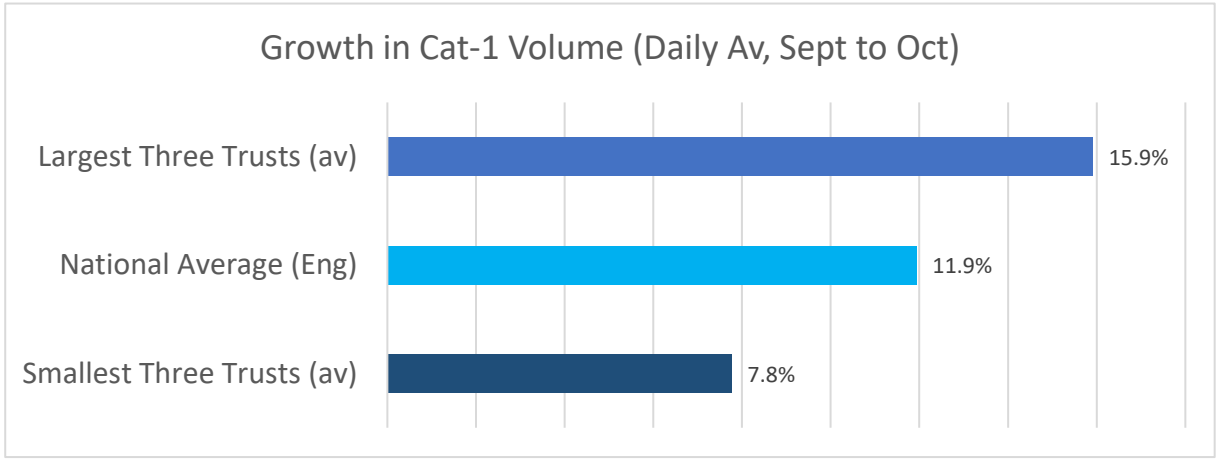


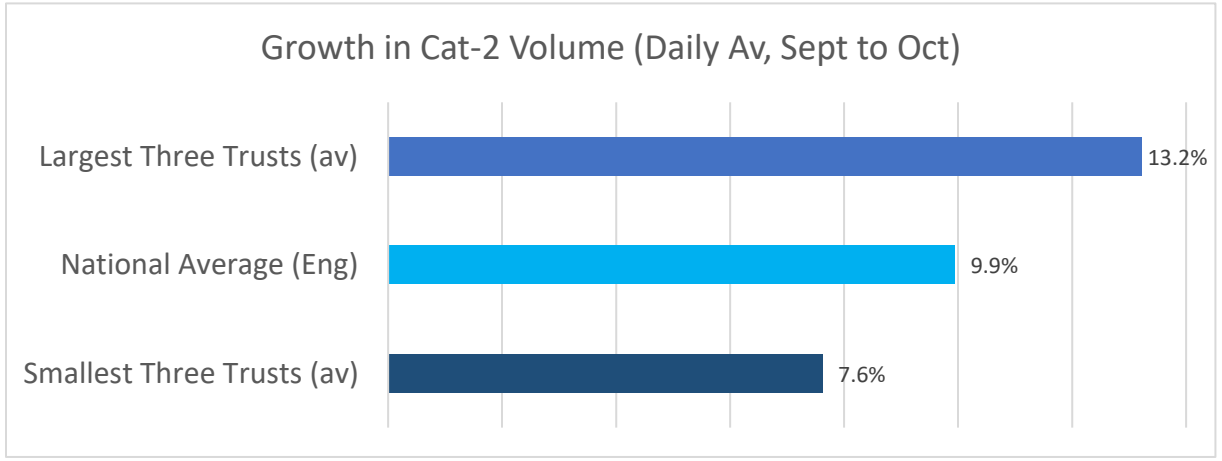


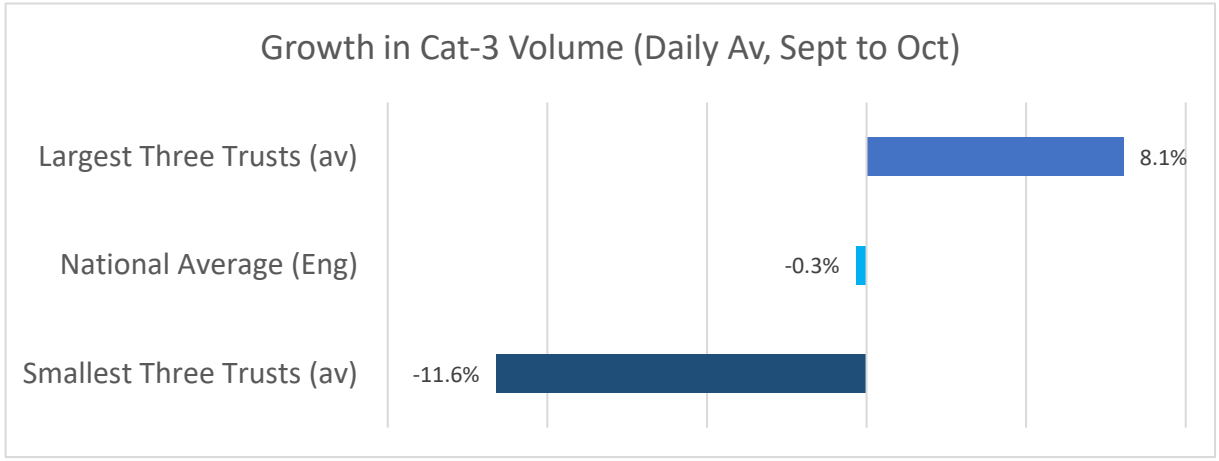
Notes: Highest/ lowest shows the average share of incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

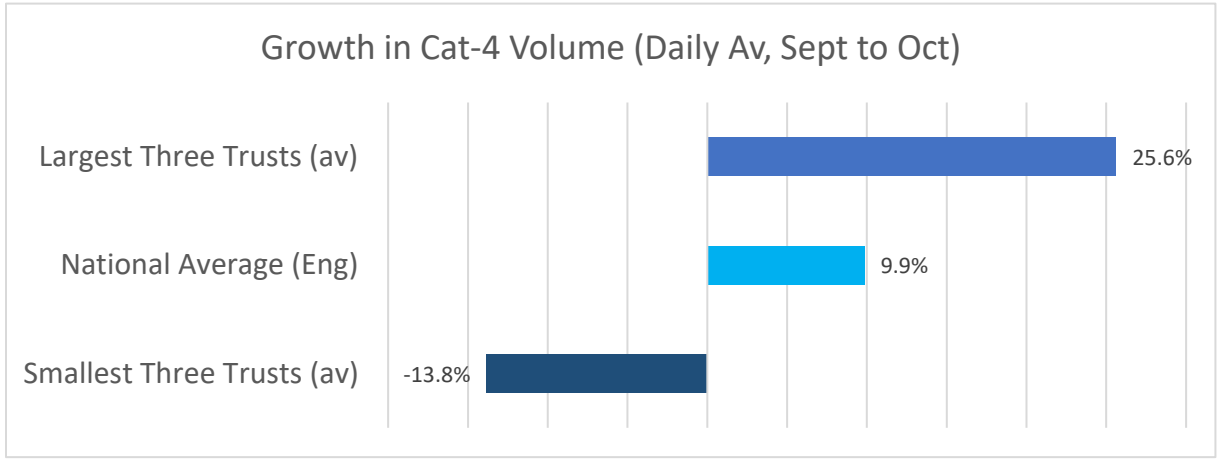
12. Growth in Average Daily Incident Volumes, Range - October 2024

Growth in volume at was highly varied across trusts. For Categories 1 and 2, trusts with highest growth were nearly double that of those at the lower end, while Categories-3-and-4 saw double-digit contraction for those at the lower end of the growth range.







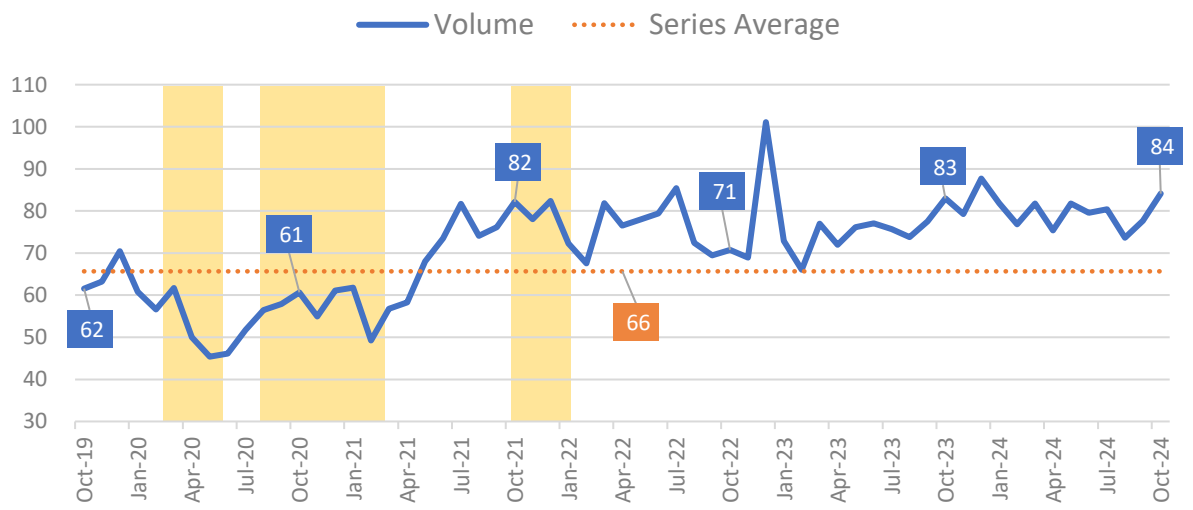


Notes: Highest/ lowest shows the average growth in incidents from the highest three, and lowest three trusts in England for each category. Calculation excludes Isle of Wight.

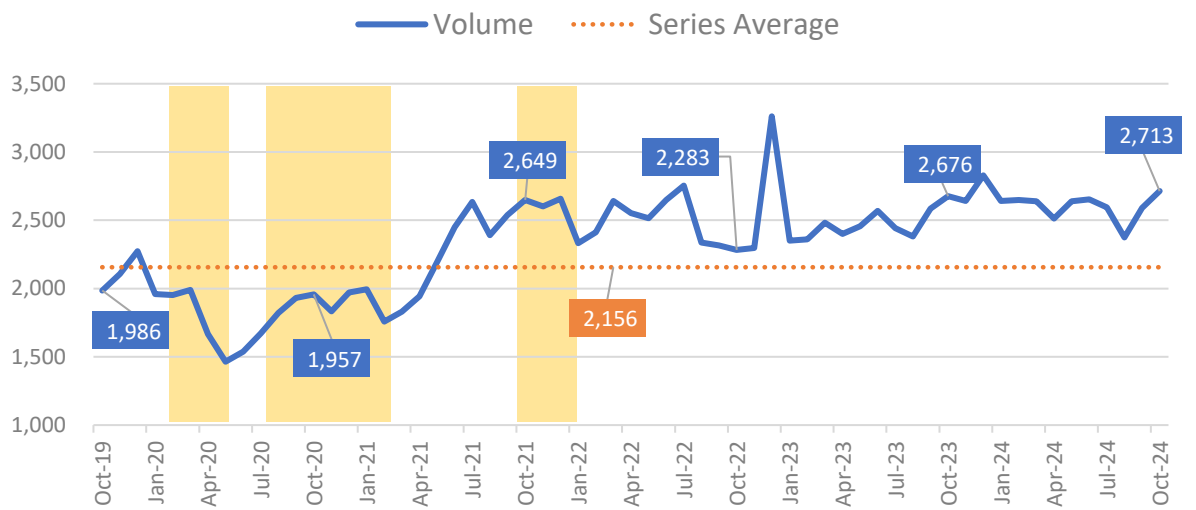
13. Demand: Category-1 Incidents (A8)

October saw the volume of Category-1 incidents increase to the fourth highest monthly volume to-date, reaching 84-thousand, six-thousand more than September 2024. Annualised volume of Category-1 incidents has increased every year for the last four years, reaching 960-thousand in the most recent period.

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



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

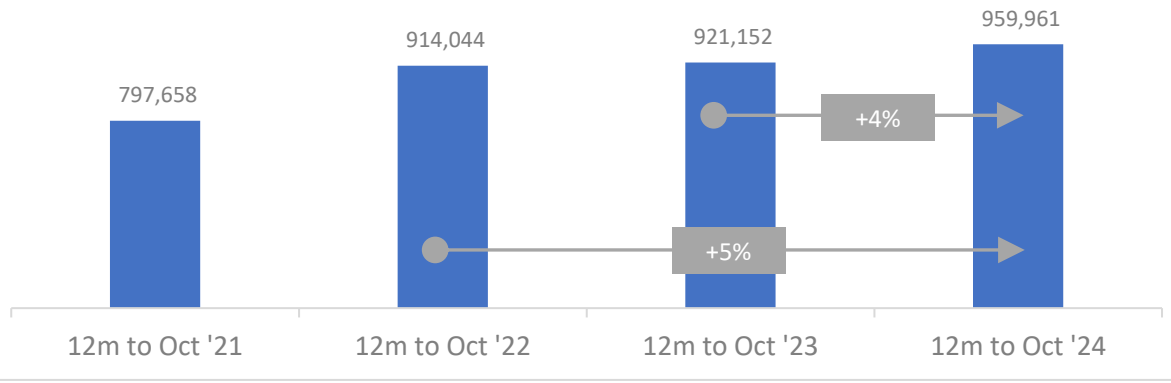


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
4th highest	+6 thousand	+1 thousand

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

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



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

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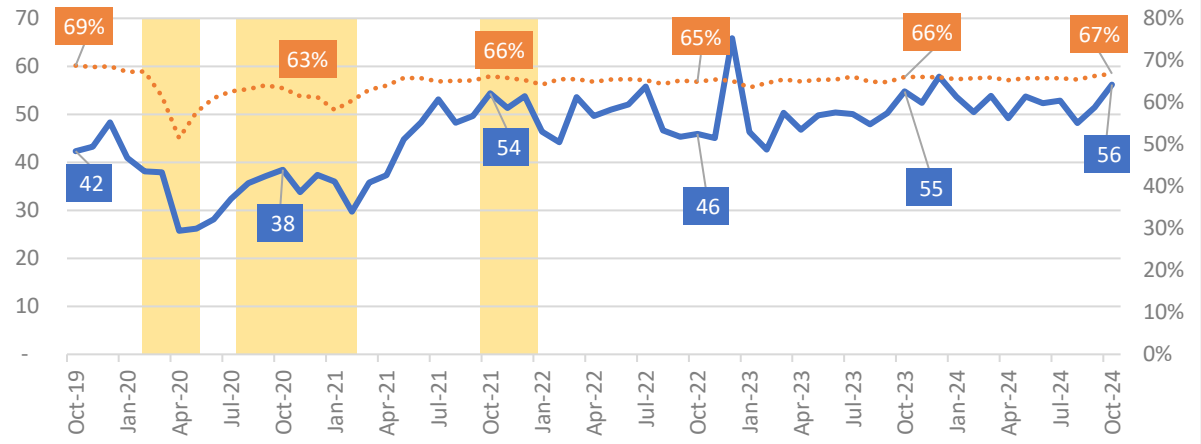
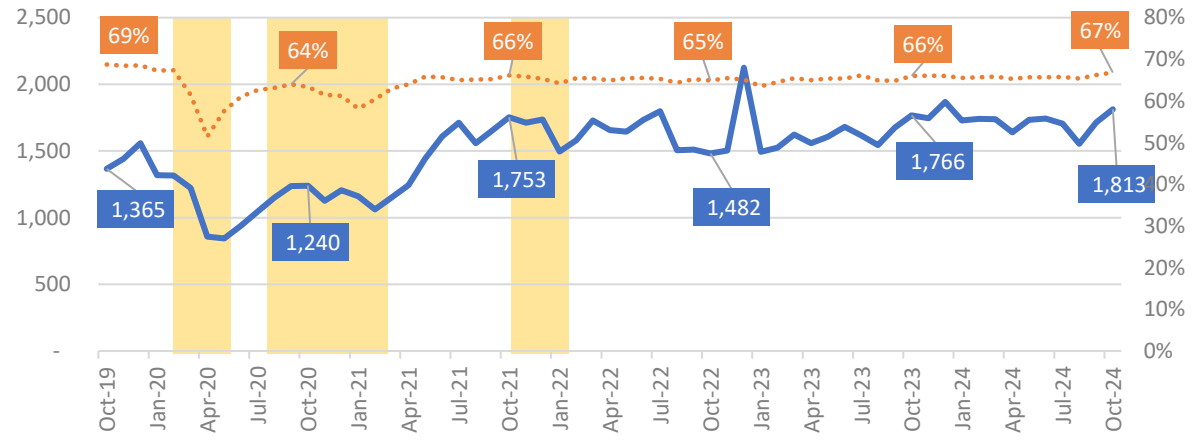
Category-1T incidents (Category-1 incidents results in patients being conveyed) reached the third highest volume to date, and accounted for the greatest proportion of Category-1 incidents since before the Covid-10 pandemic in early 2020 (67% of Category-1 incidents).

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



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

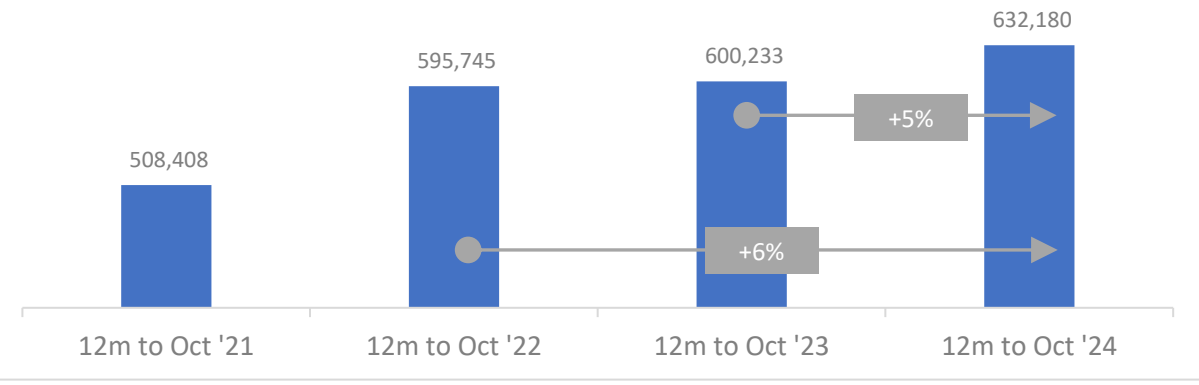


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+5 thousand	+1 thousand

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

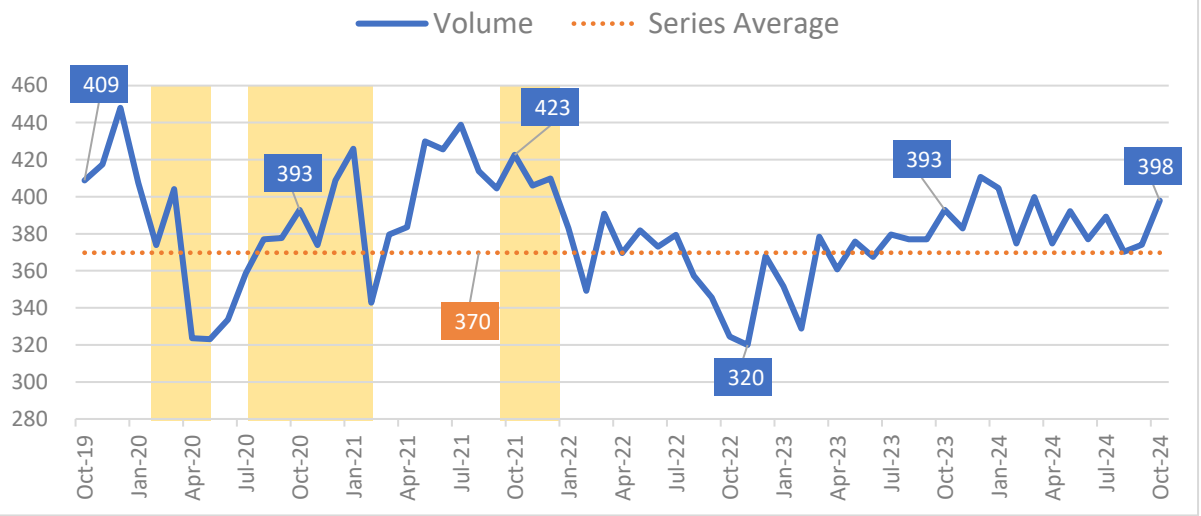
3. Volume of Cat-1T Incidents in the 12 months to Oct (A9)



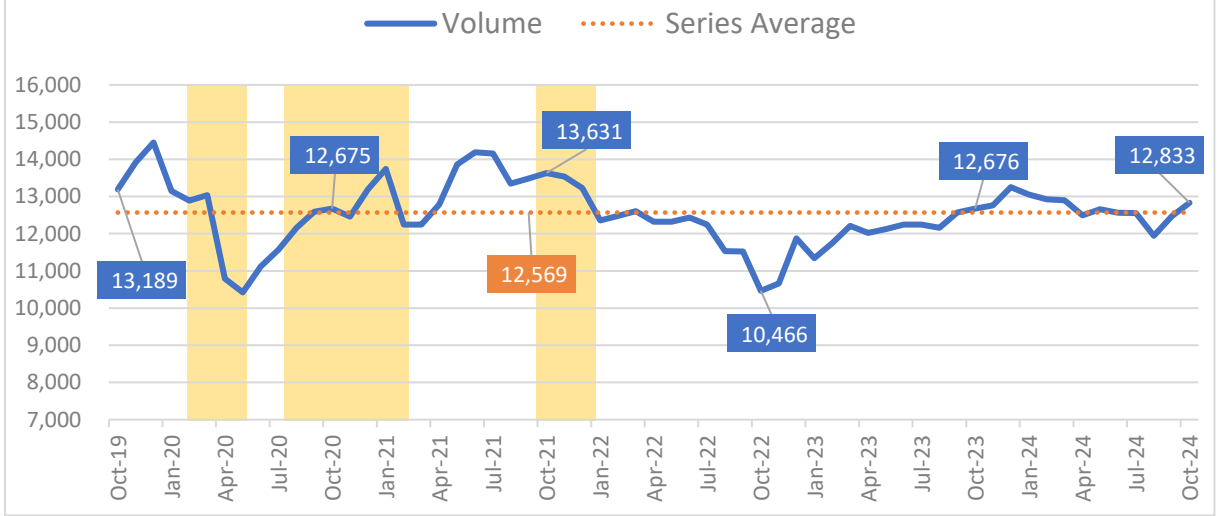
15. Demand: Category-2 Incidents (A10)

Category-2 incidents reached 12,833 every day in October 2024, the greatest volume for an October since 2021. Indeed, Category-2 incidents have increased steadily since October 2022, with the annualised volume reaching 4.6-million in the last 12-months.

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



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

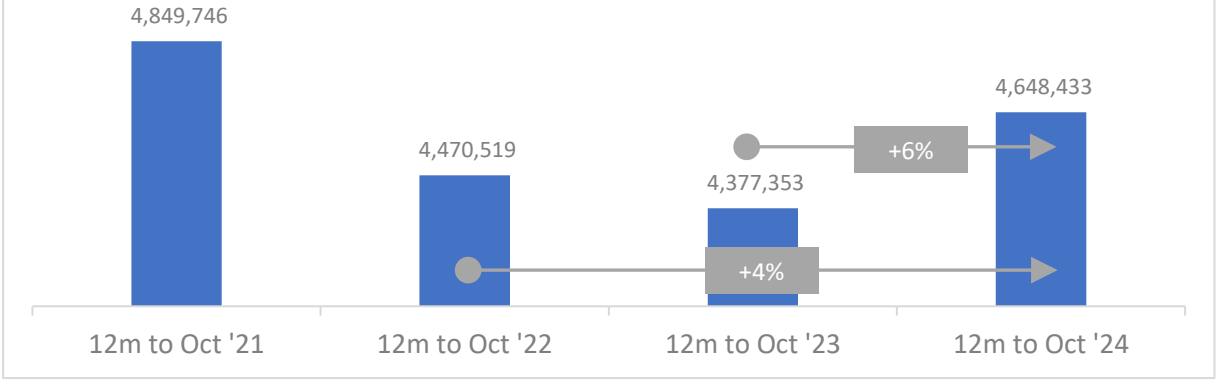


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
21st highest	+24 thousand	+5 thousand

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

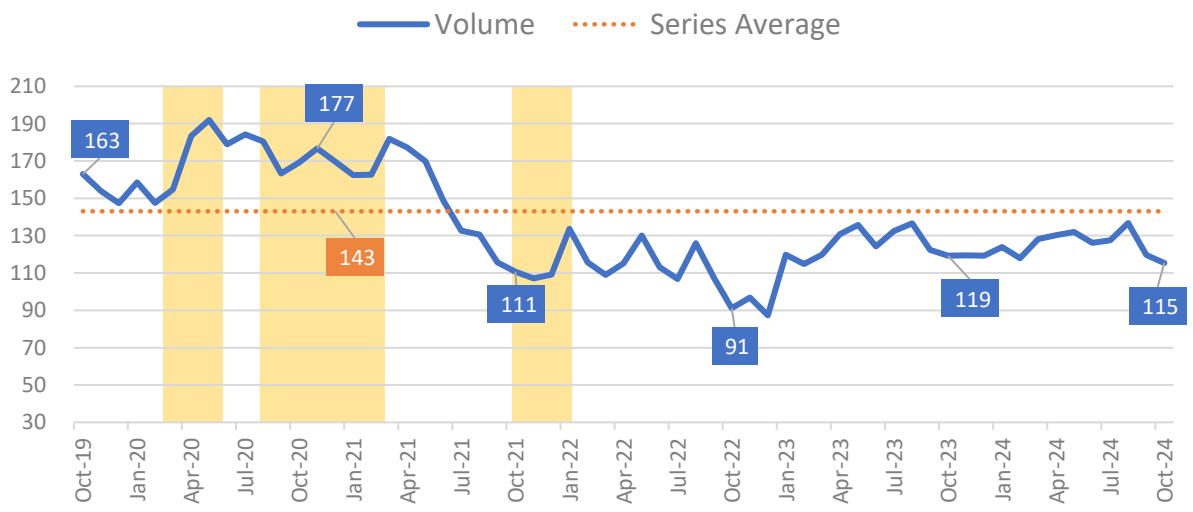
3. Volume of Cat-2 Incidents in the 12 months to Oct (A10)



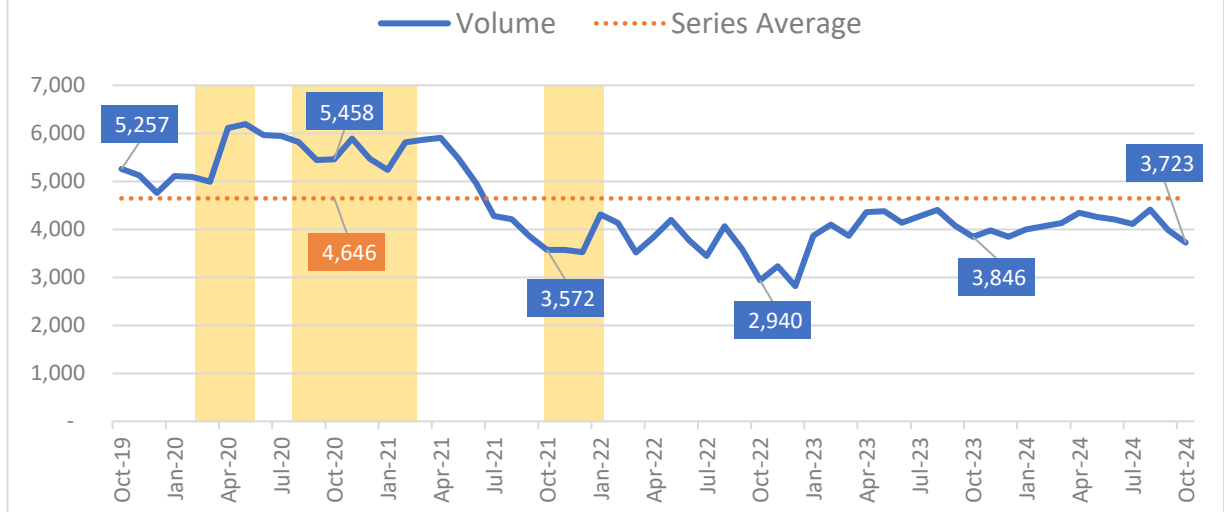
16. Demand: Category-3 Incidents (A11)

Category-3 incidents decreased by four-thousand between September and October 2024, reaching 115-thousand across the month.

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



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

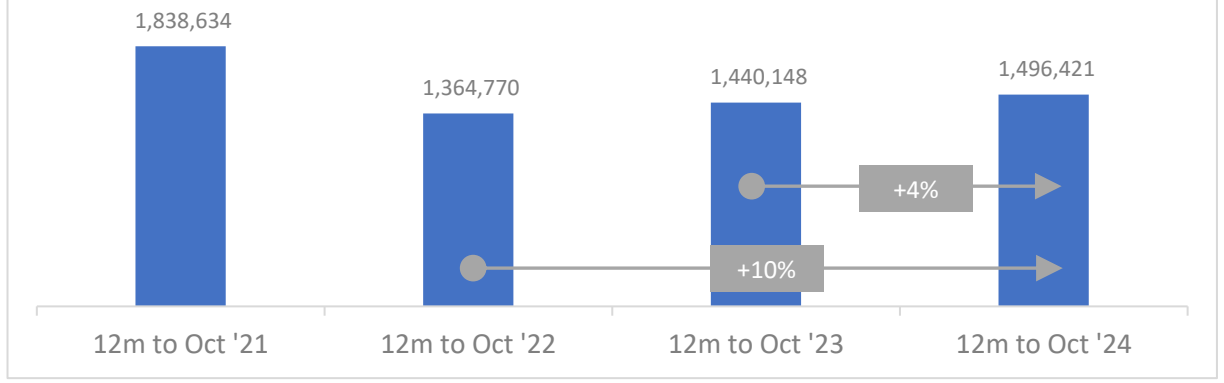


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
69th highest	-4 thousand	-4 thousand

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

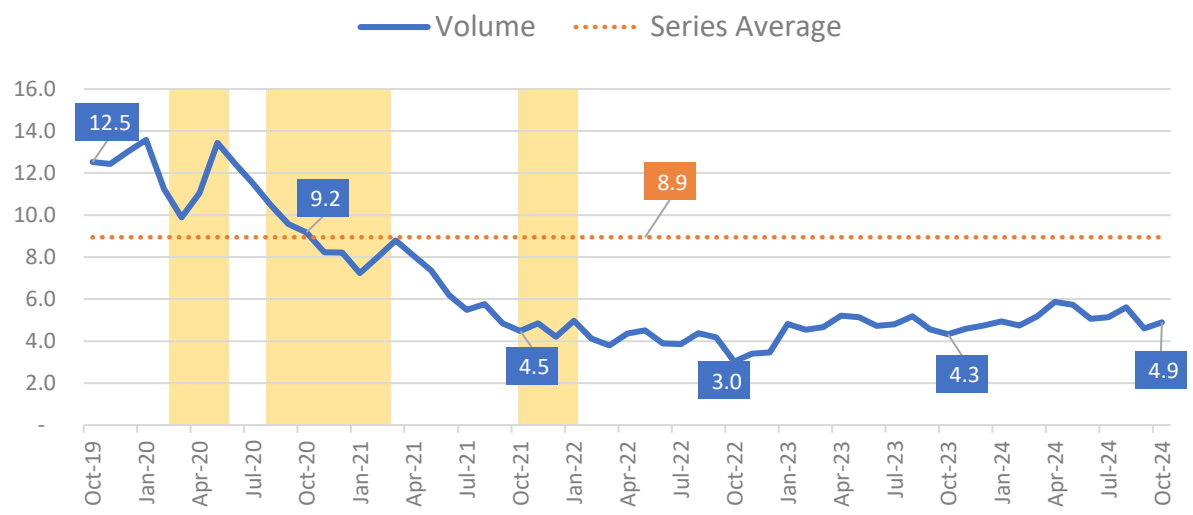
3. Volume of Cat-3 Incidents in the 12 months to Oct (A11)



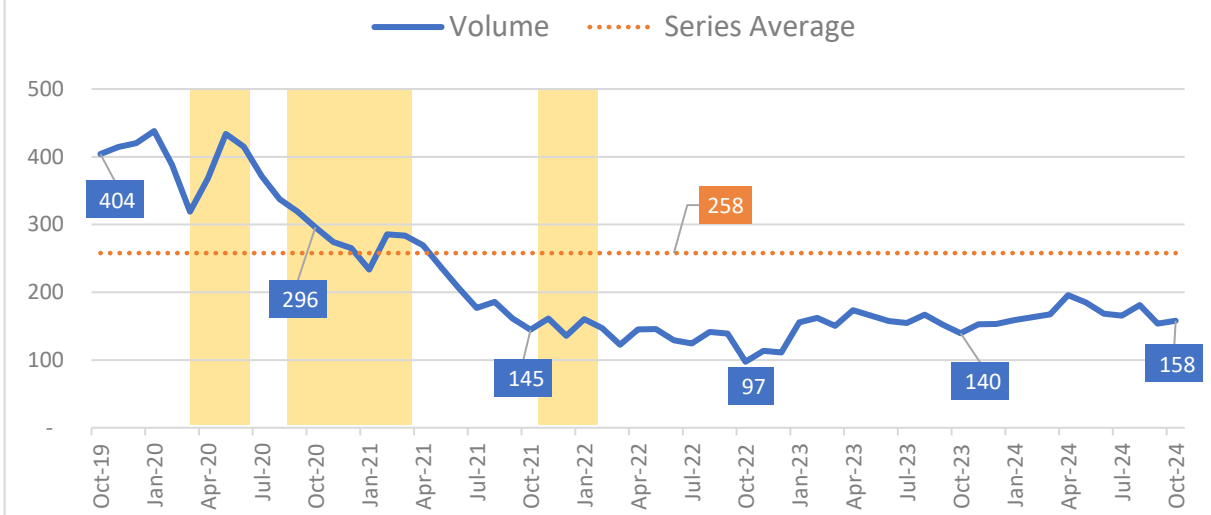
17. Demand: Category-4 Incidents (A12)

Category-4 saw a slight increase in monthly volume, which translates into an even lower increase in the average daily volume. On average there were 158 Category-4 incidents each day, which is just four more than the daily average in September.

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



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

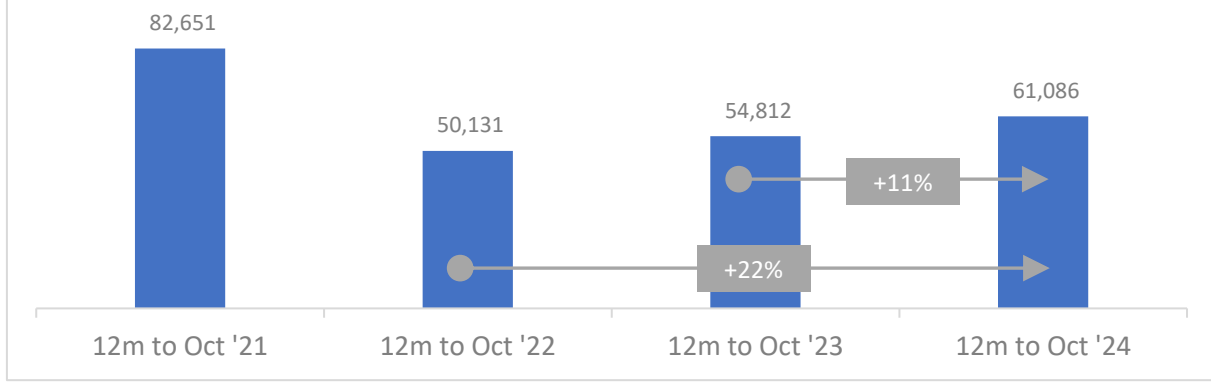


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
55th highest	+290 incidents	+569 incidents

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

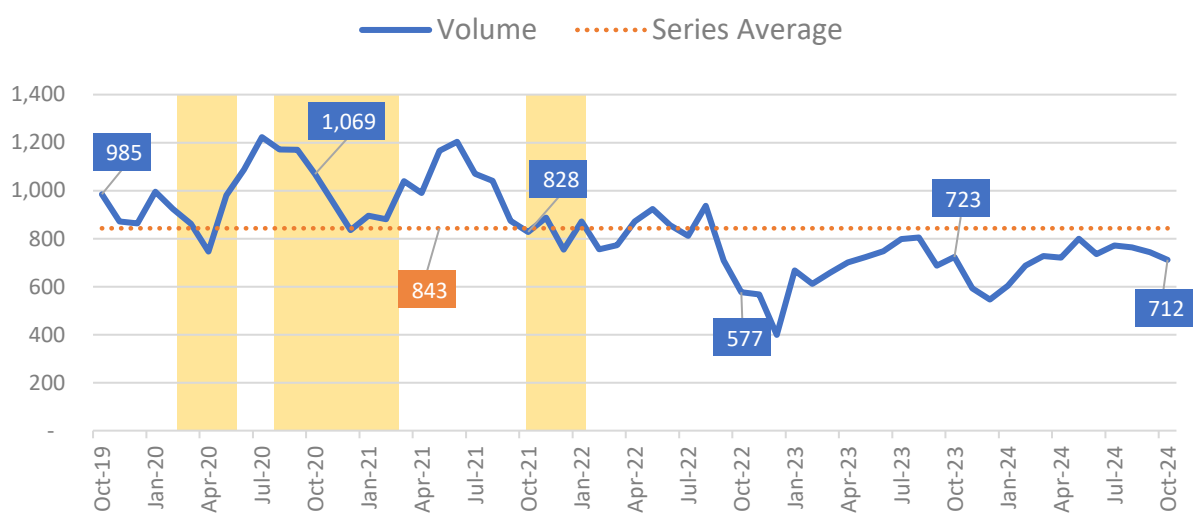
3. Volume of Cat-4 Incidents in the 12 months to Oct (A12)



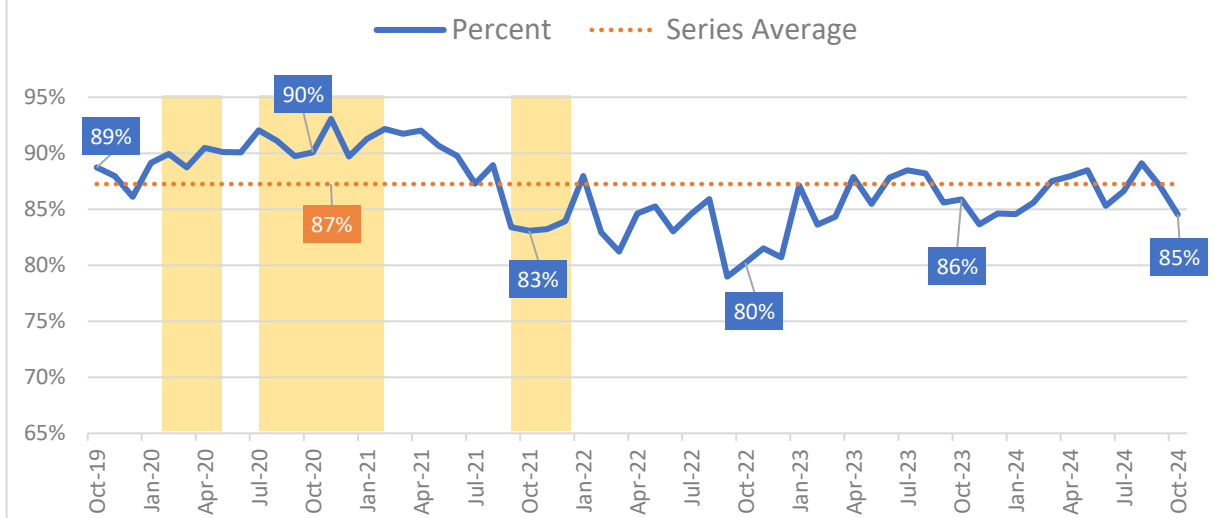
18. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

Section 136 incidents decreased in October, with 712 across the month, or 32 fewer incidents than September. The proportion of Section 136 incidents transported by ambulance crews was 85%, a drop from 89% in August 2024.

1. Volume of A136 Incidents (A106)



2. Percentage of s136 Incidents Transported (A110)

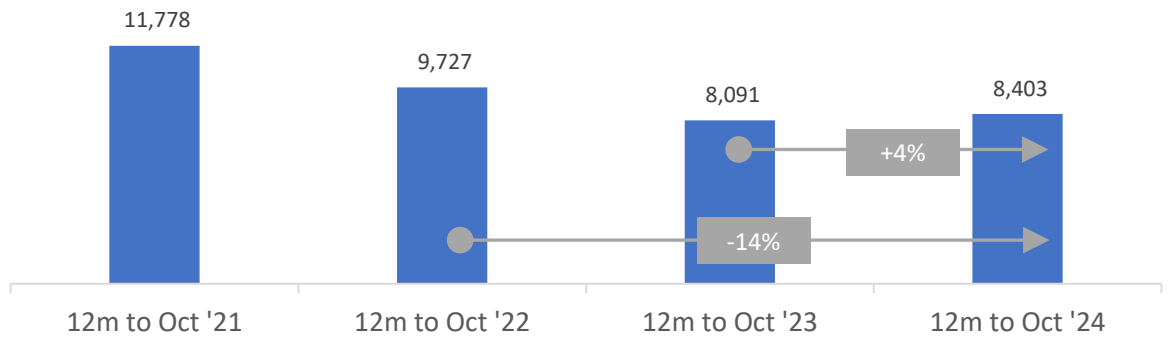


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
32nd highest	-32 incidents	-11 incidents

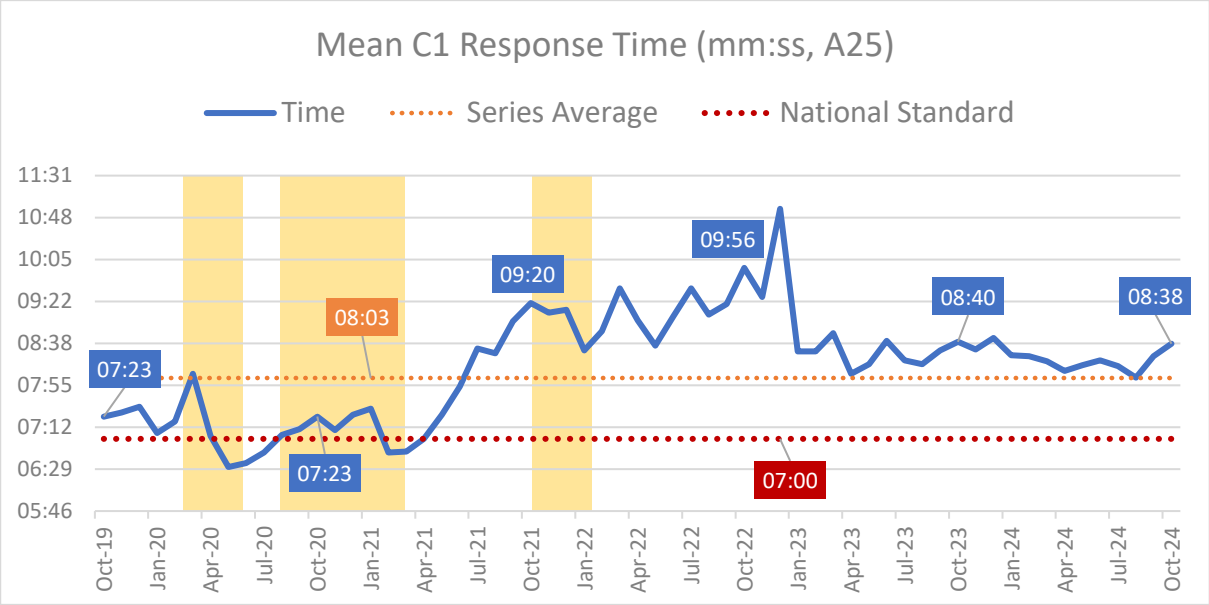
Yellow areas show COVID waves in the UK: source ONS.

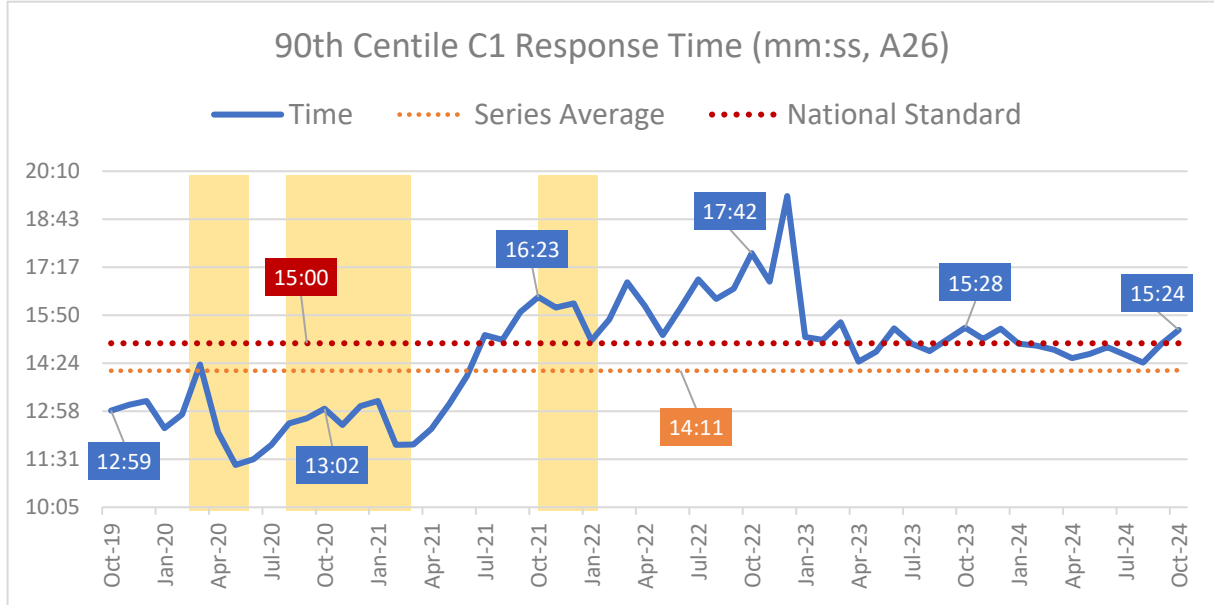
3. Volume of S136 Incidents in the 12 months to Oct (A106)



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

Response times slowed for both the mean and 90th Centile measures, with both recording the slowest response times since December 2023. That said, both measures were marginally faster than October 2023, and notably faster than October 2022.





Mean Response Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
20th slowest	13 secs slower	2 secs faster

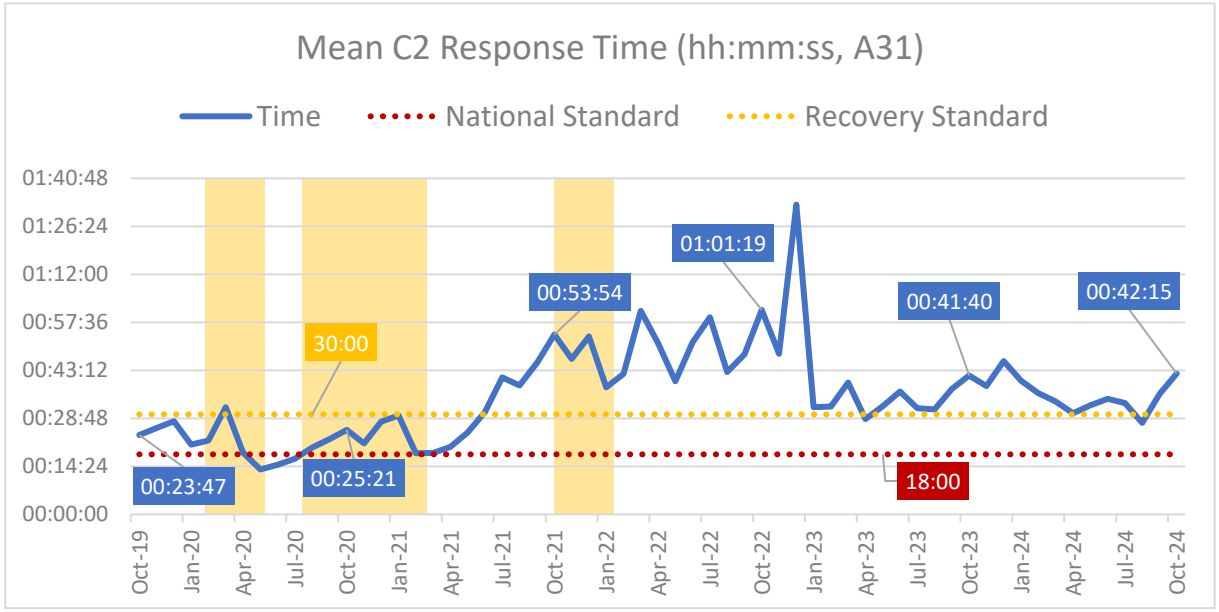
90th Centile Response Time for October 2024: Fast Facts

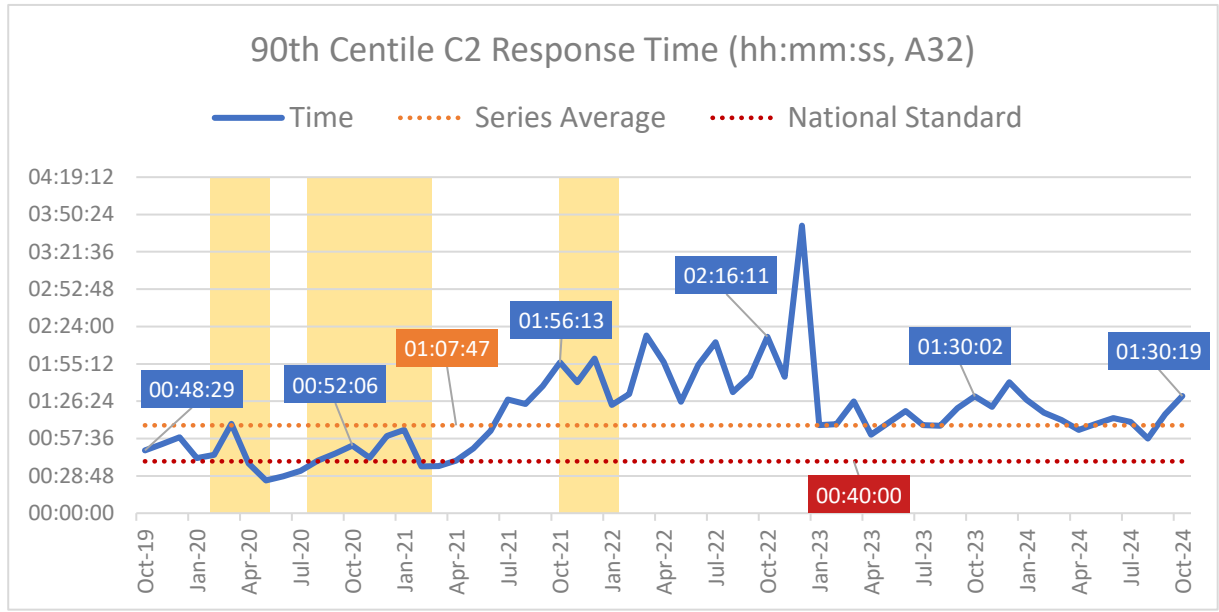
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
19th slowest	26 secs slower	4 secs faster

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

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

The mean Category-2 response time slowed by six-minutes to just over 42 minutes in October, the 90th Centile time by 14 minutes to just over 90-minutes. These times are very similar to those recorded in October 2023, but notably faster than October 2022.





Mean Response Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
15th slowest	6 mins slower	25 secs slower

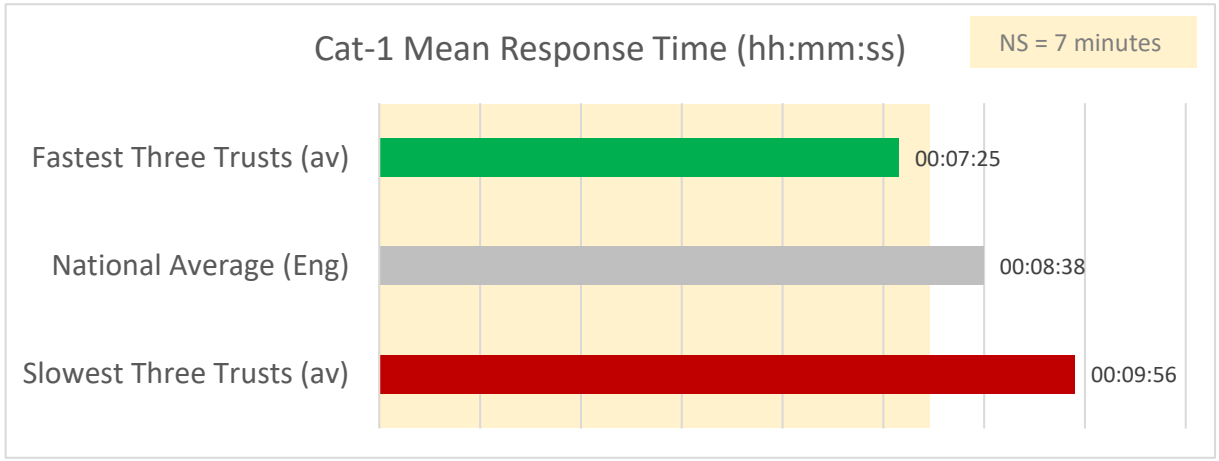
90th Centile Response Time for October 2024: Fast Facts

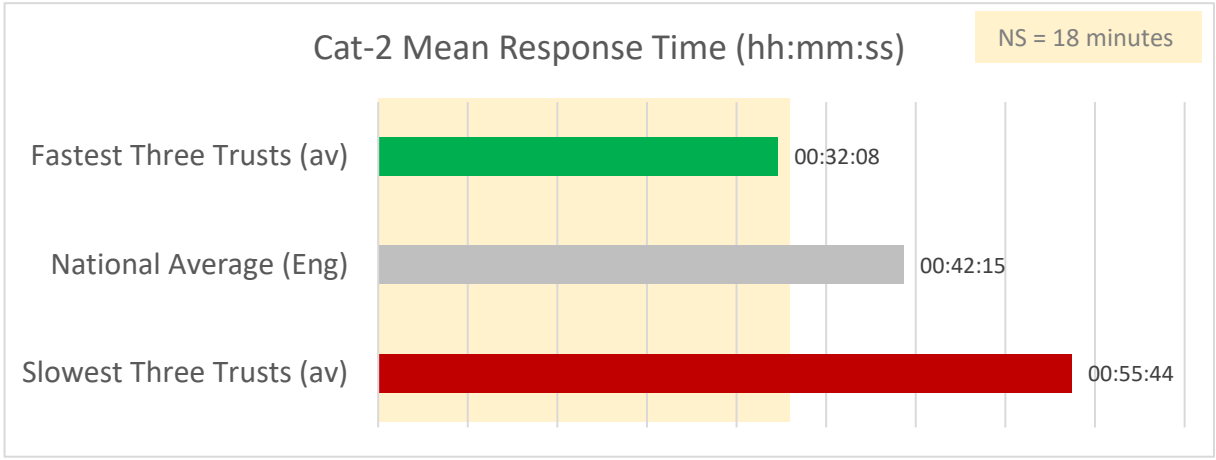
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
16th slowest	14 mins slower	17 secs slower

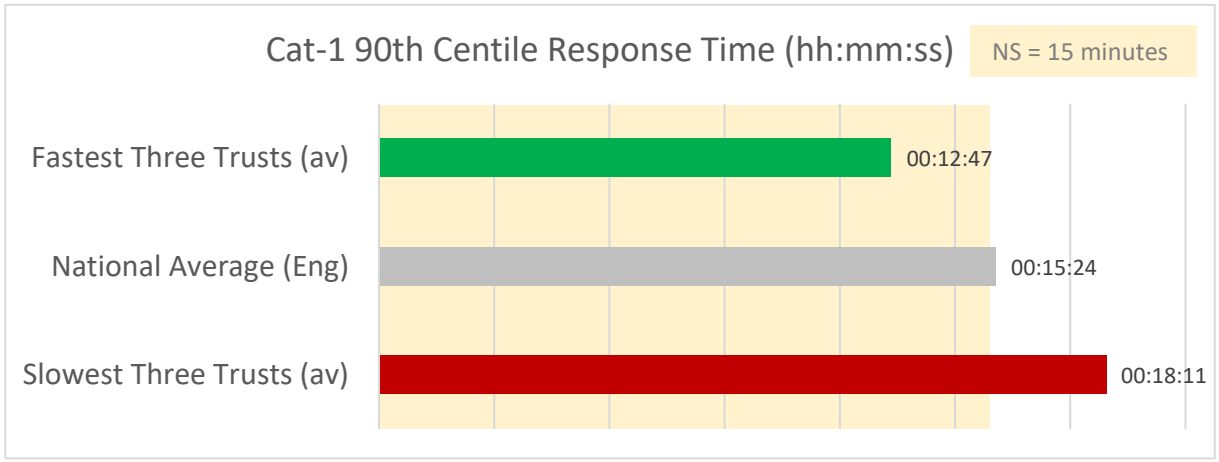
Yellow areas show COVID waves in the UK: source ONS.

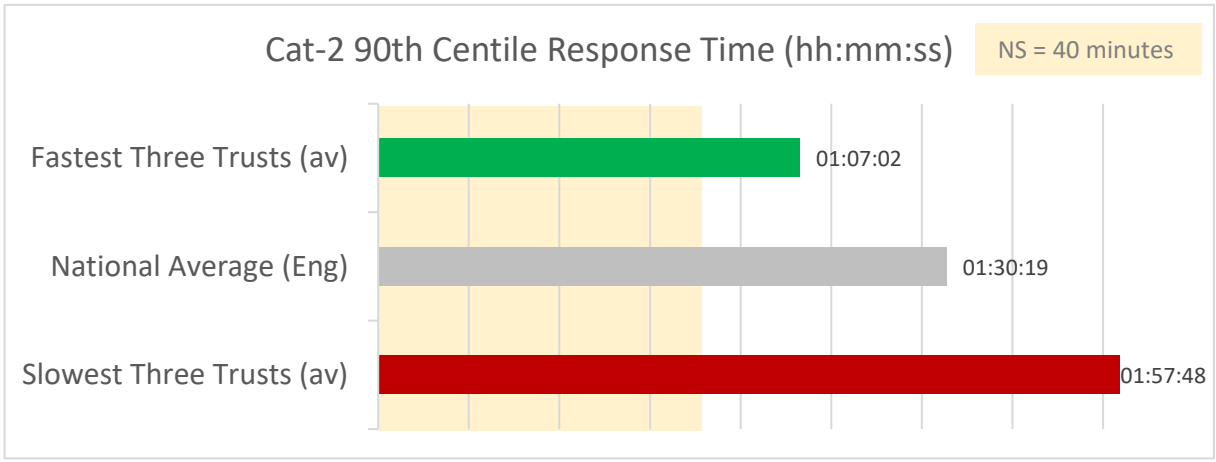
21. Category-1 and Category-2 Response Time, Range - October 2024

For Category-1 mean response, the difference between the fastest and slowest groups of trusts is around three-minutes. For Category-2 mean, it is around 23-minutes. The difference for Category-2 90th Centile time was an hour between the fastest and slowest response times.







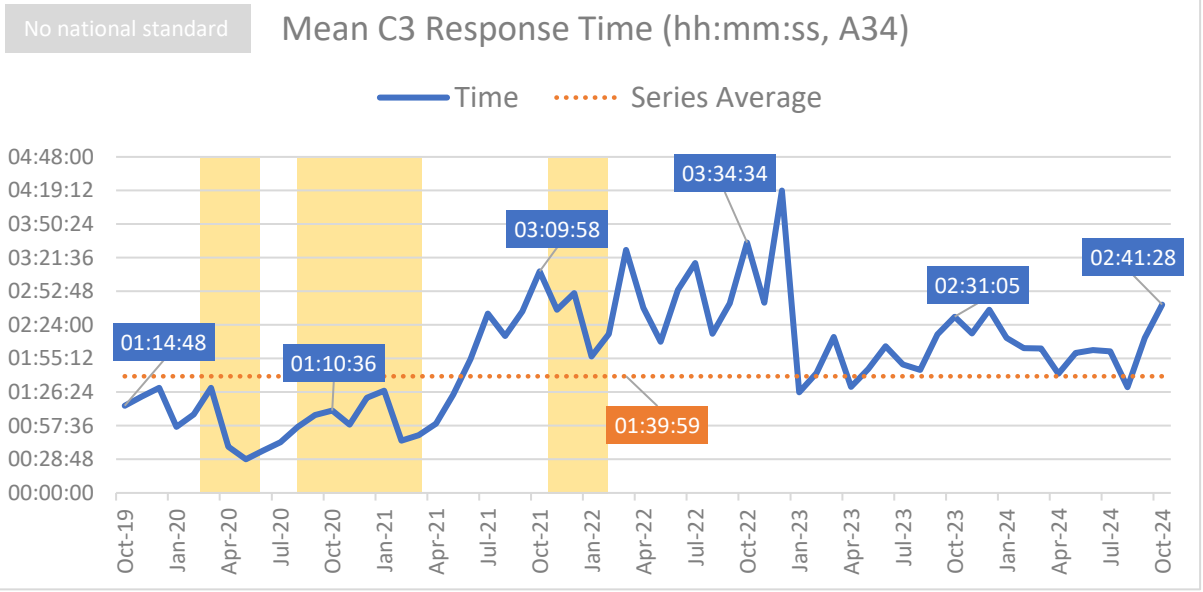


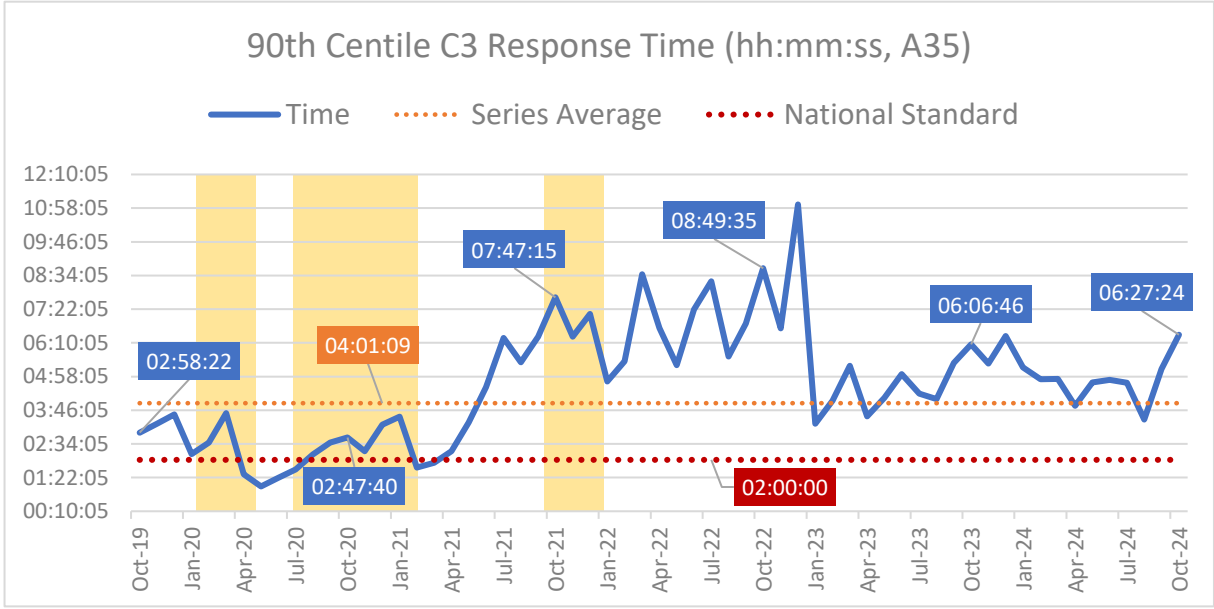
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Category-3 mean response time was 28-minutes slower in October than in September, while the 90th Centile time was an hour slower. Both times were slower than October 2023, but notably faster than October 2022.

No national standard





Mean Response Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
10th slowest	28 mins slower	10 mins slower

90th Centile Response Time for October 2024: Fast Facts

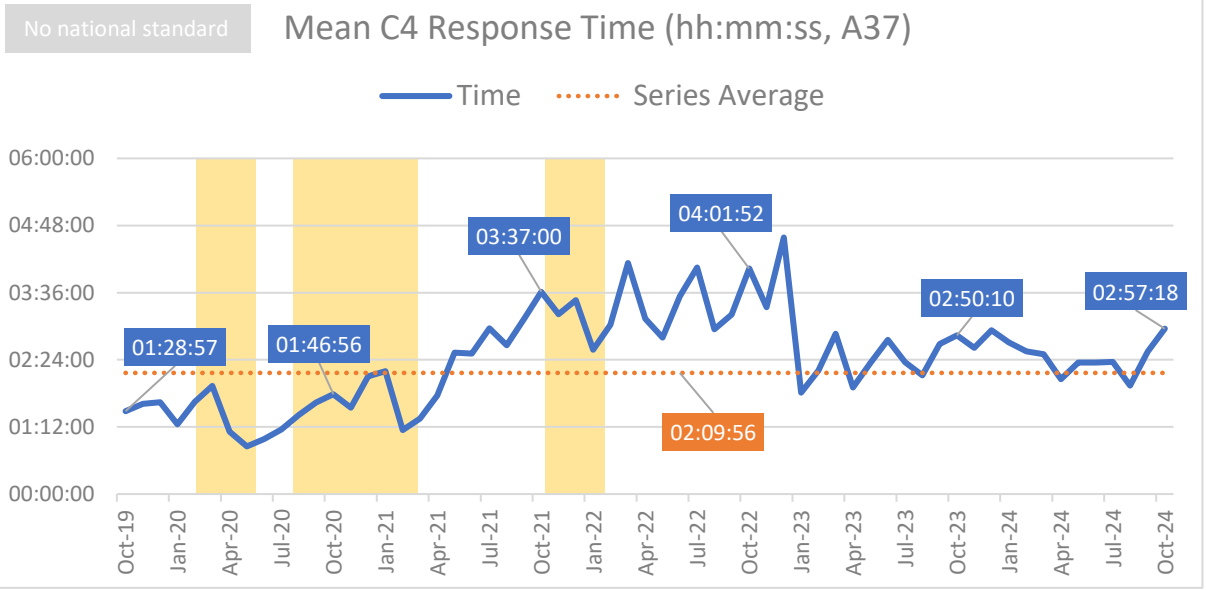
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
11th slowest	1 hour slower	21 mins slower

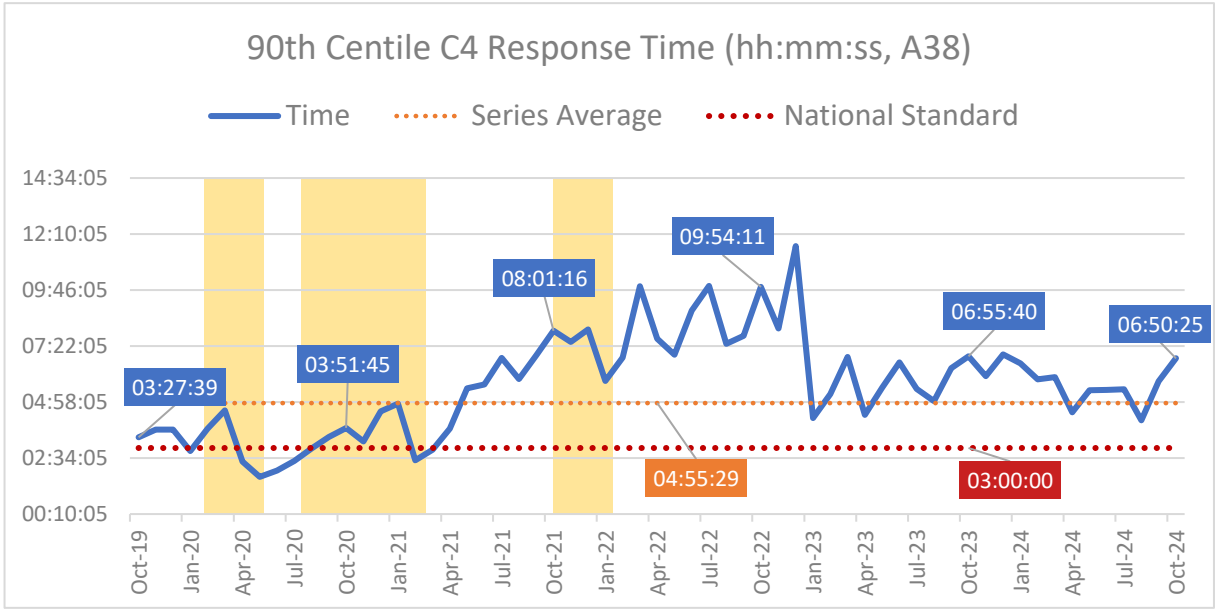
Yellow areas show COVID waves in the UK: source ONS.

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

As seen above, with the other incident groups, Category-4 saw response times slow in October, reaching the slowest in 2024 to-date, but still well below the times recorded in October 2022.

No national standard





Mean Response Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
15th slowest	24 mins slower	7 min slower

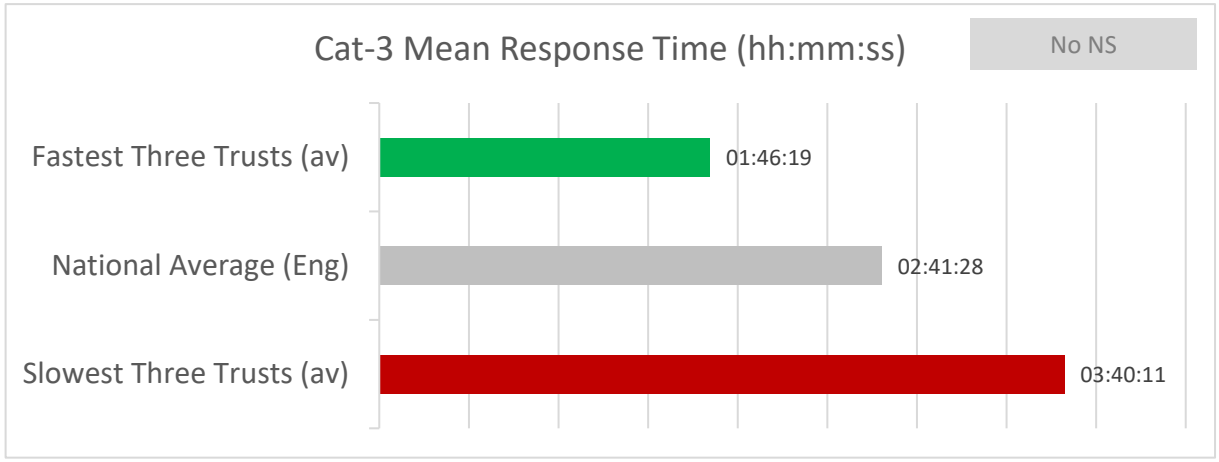
90th Centile Response Time for October 2024: Fast Facts

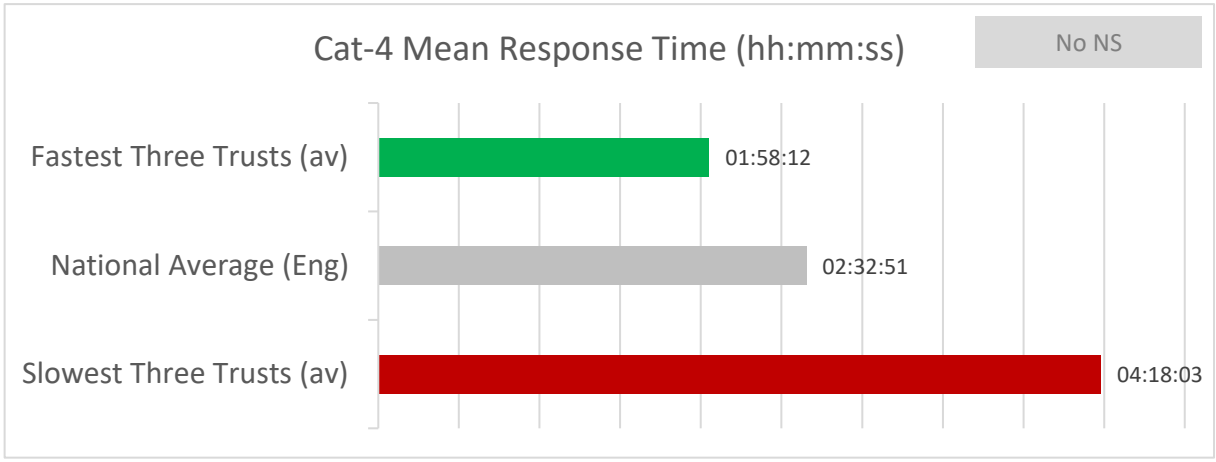
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
20th slowest	1 hour slower	5 mins faster

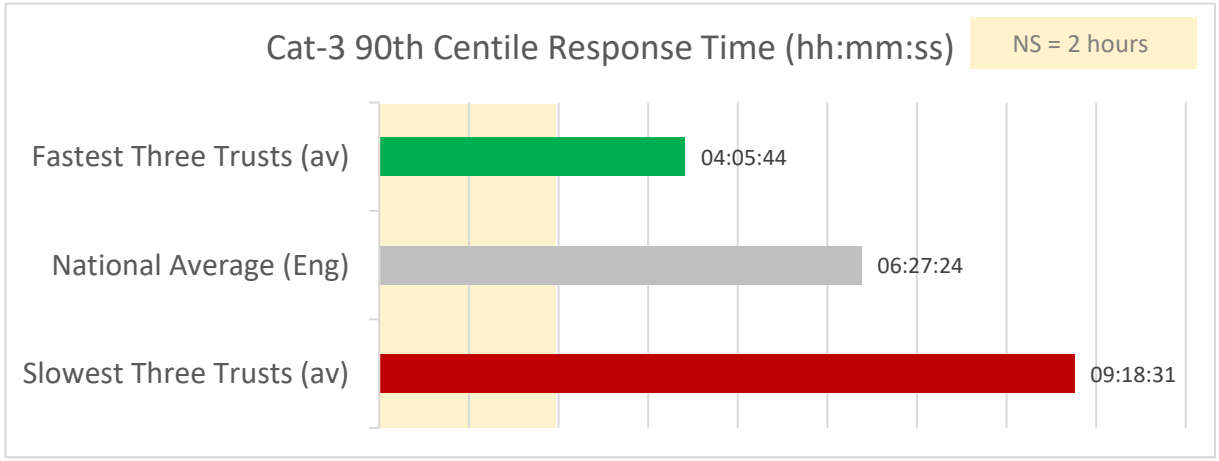
Yellow areas show COVID waves in the UK: source ONS.

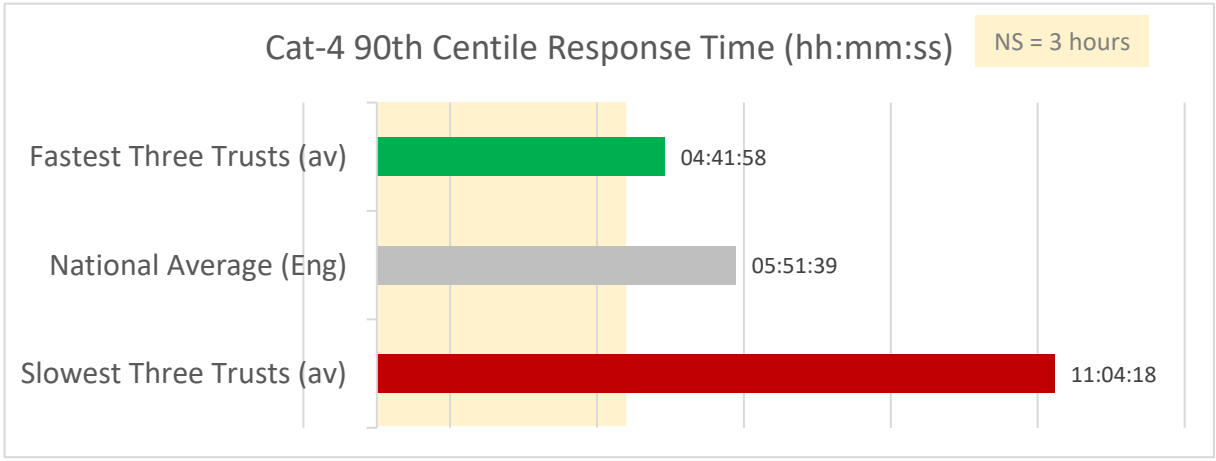
24. Category-3 and Category-4 Response Time, Range - August 2024

For Categories 3-and-4, there continues to be major differences between the fastest and slowest outliers – nearly two hours for the Category-2 mean, and well over two-hours for the Category-4 mean. For the 90th Centile measures the difference was over five and six hours respectively.







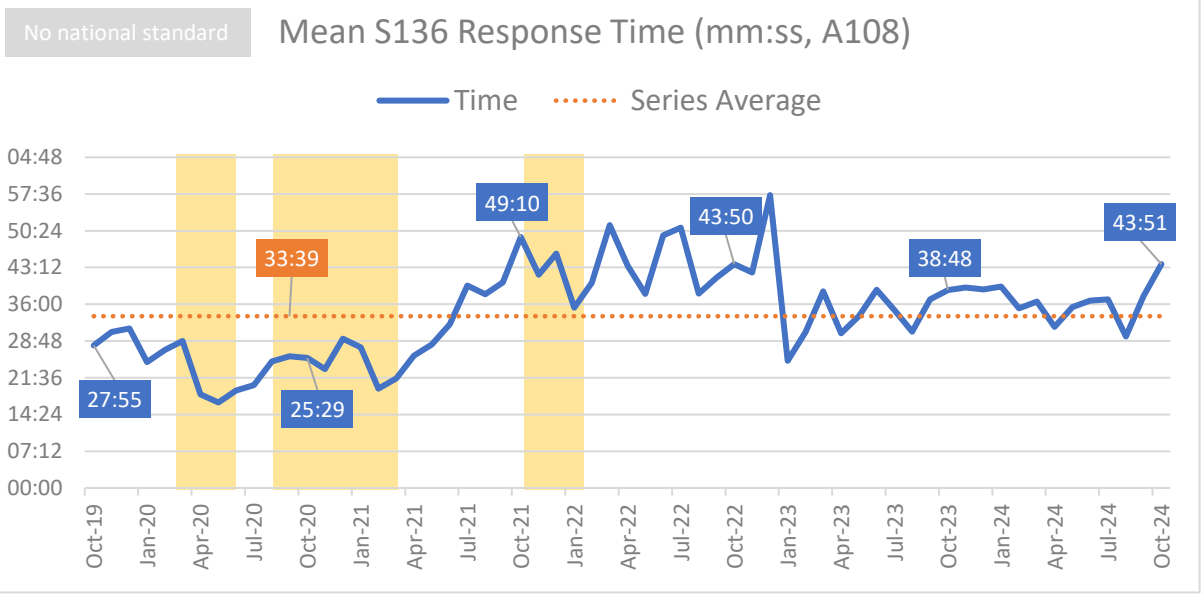


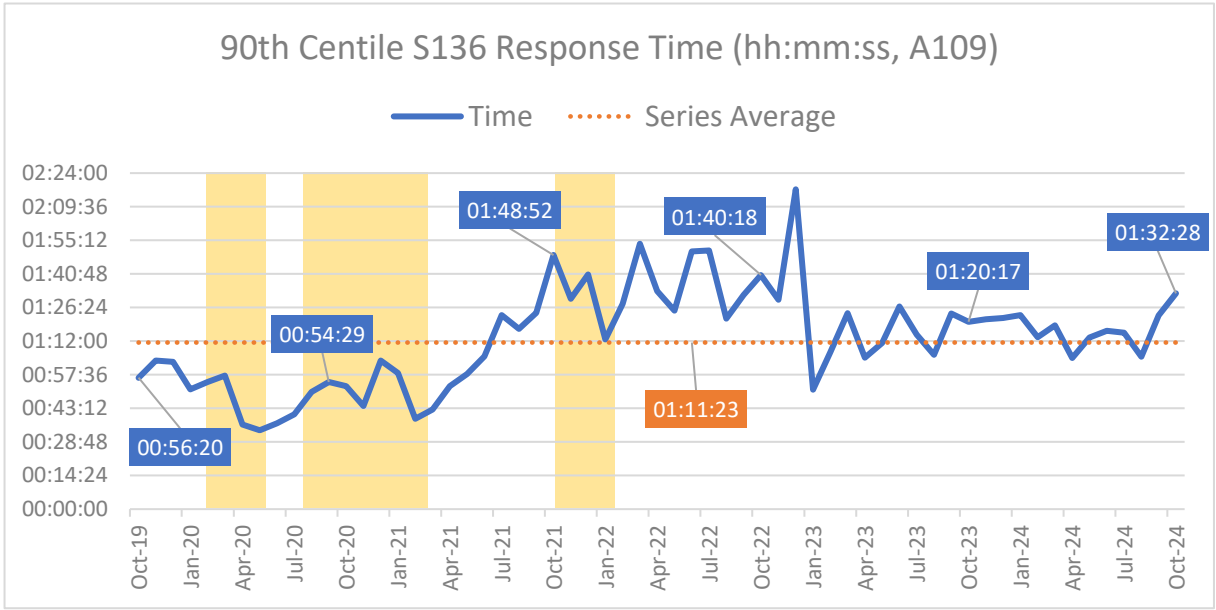
Notes: Fastest/ slowest shows the average share of incidents from the fastest three, and slowest three trusts in England for each category. Calculation excludes Isle of Wight.

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

Section 136 response times also decreased, reaching some of the longest response times recorded in around two years, and some of the slowest times seen to-date. This trend remains directionally in keeping with Category-2 response times, with the mean being around 90 seconds slower (for Section 136).

No national standard





Mean Response Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
7th slowest	6 mins slower	5 mins slower

90th Centile Response Time for October 2024: Fast Facts

Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
9th slowest	10 mins slower	12 min slower

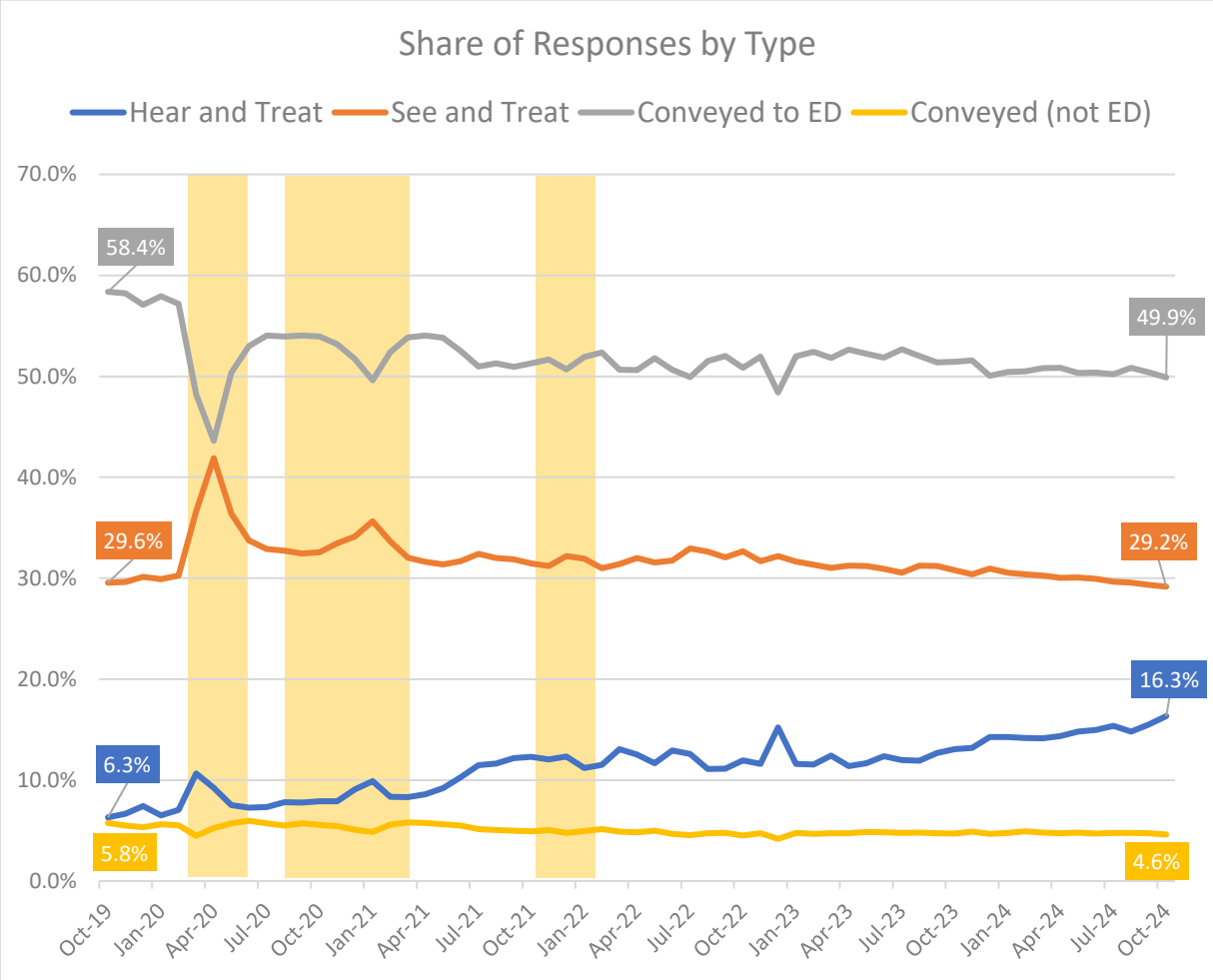
Yellow areas show COVID waves in the UK: source ONS.

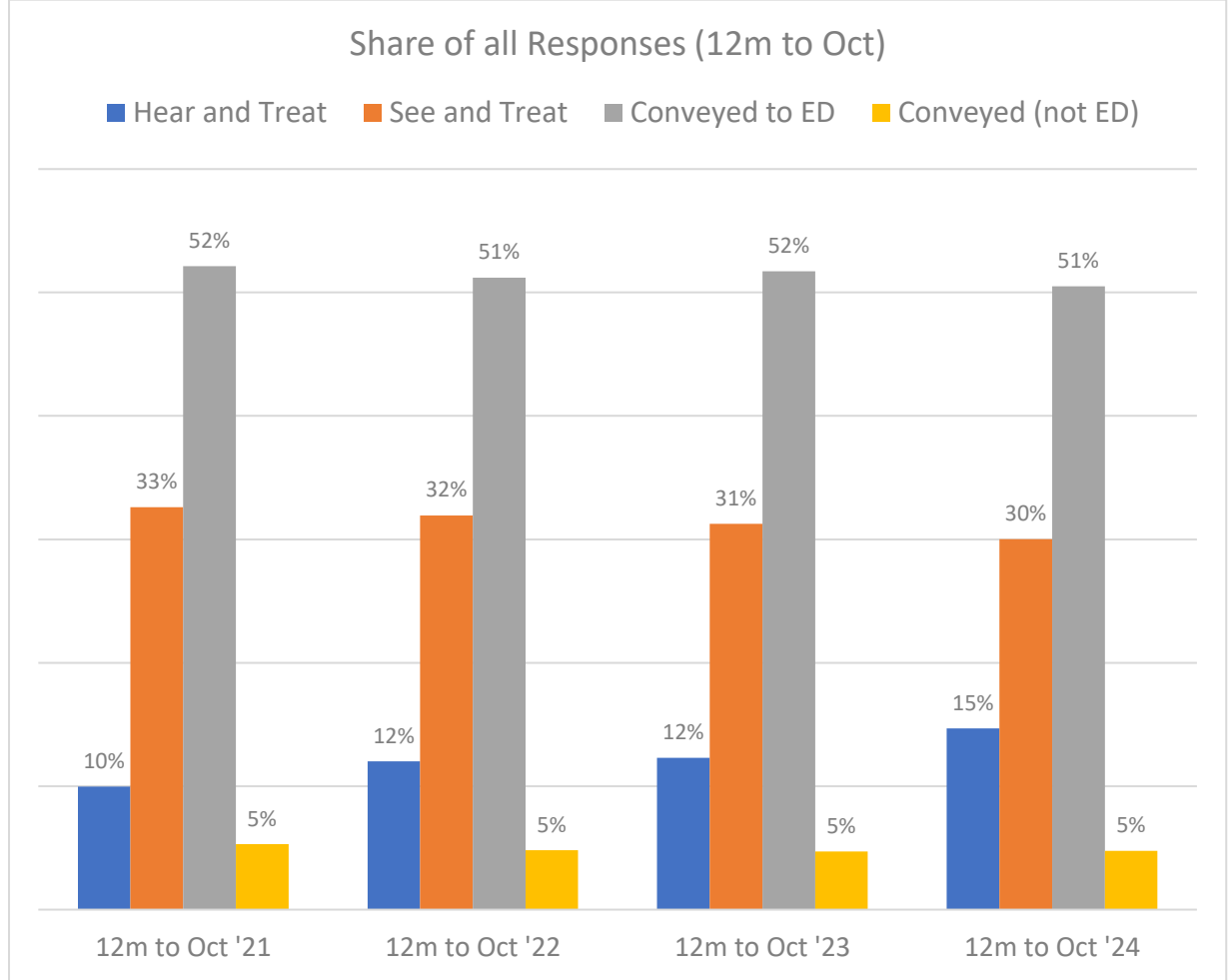
Section 3

Incidents by Response Outcome

27. Share of Response Outcomes

Response outcomes continue along established trajectories, with Hear-and-Treat once again increasing share of responses to reach its highest proportion to-date (at 16.3% of responses).

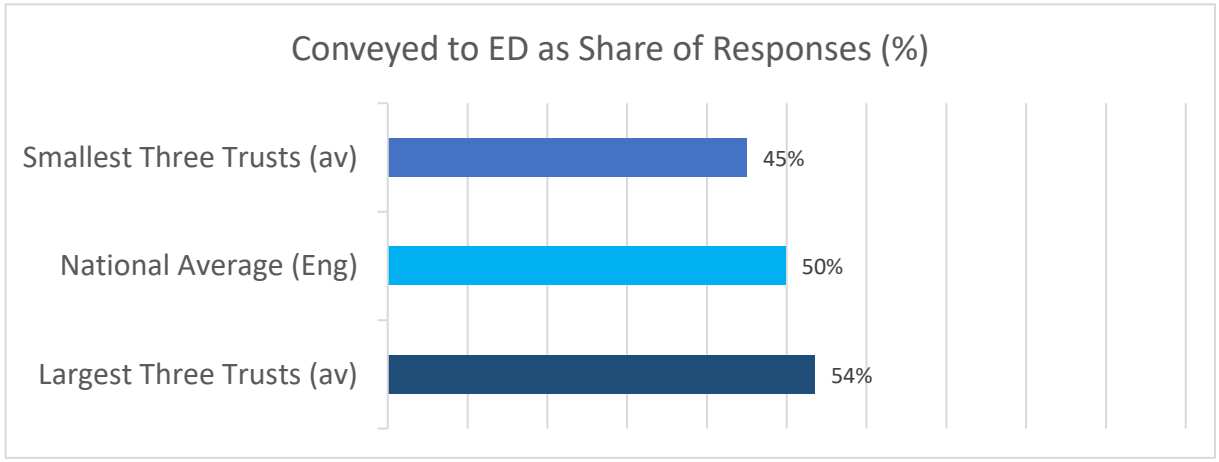


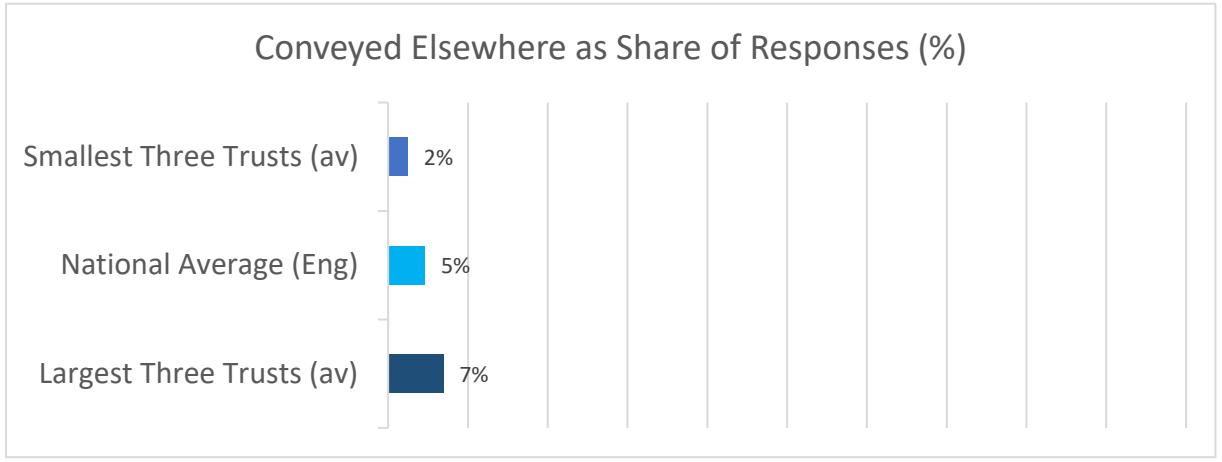


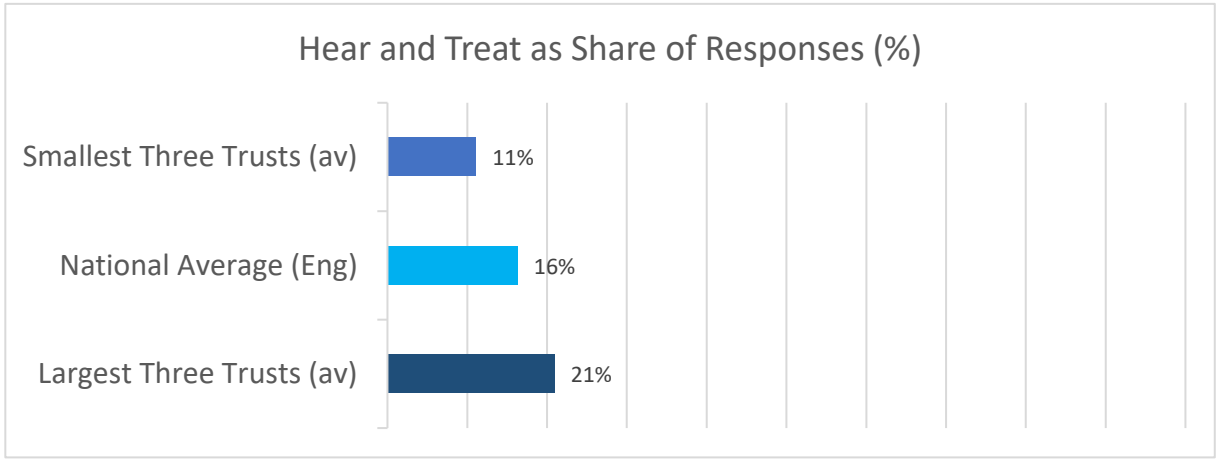
Yellow areas show COVID waves in the UK: source ONS.

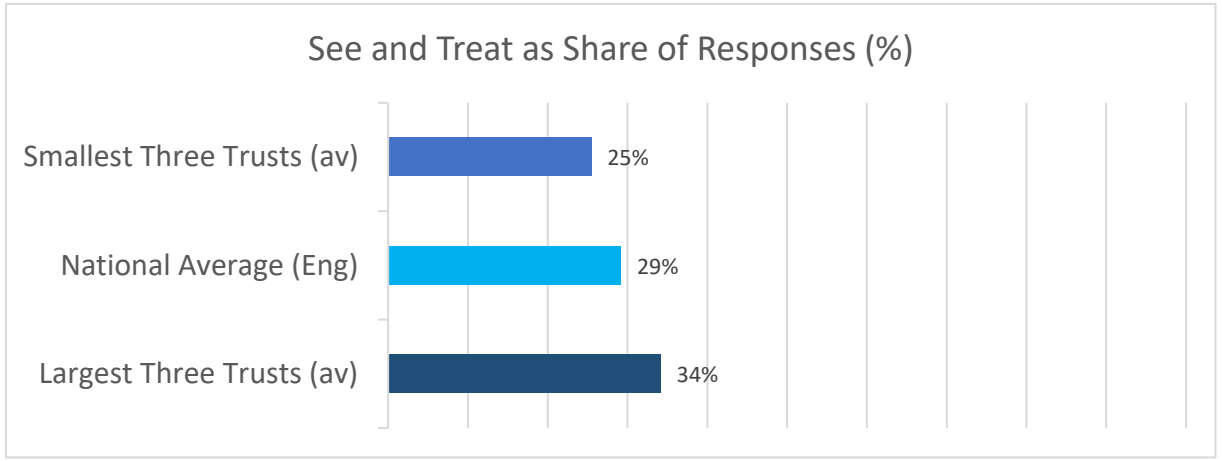
28. Share of Response Outcomes, Range - October 2024

Share of outcomes continues to vary across trusts. The greatest difference in terms of count of percentage points being Hear-and-Treat (ten-percentage points), then See-and-Treat and Conveyance to Emergency Departments (both nine percentage points).





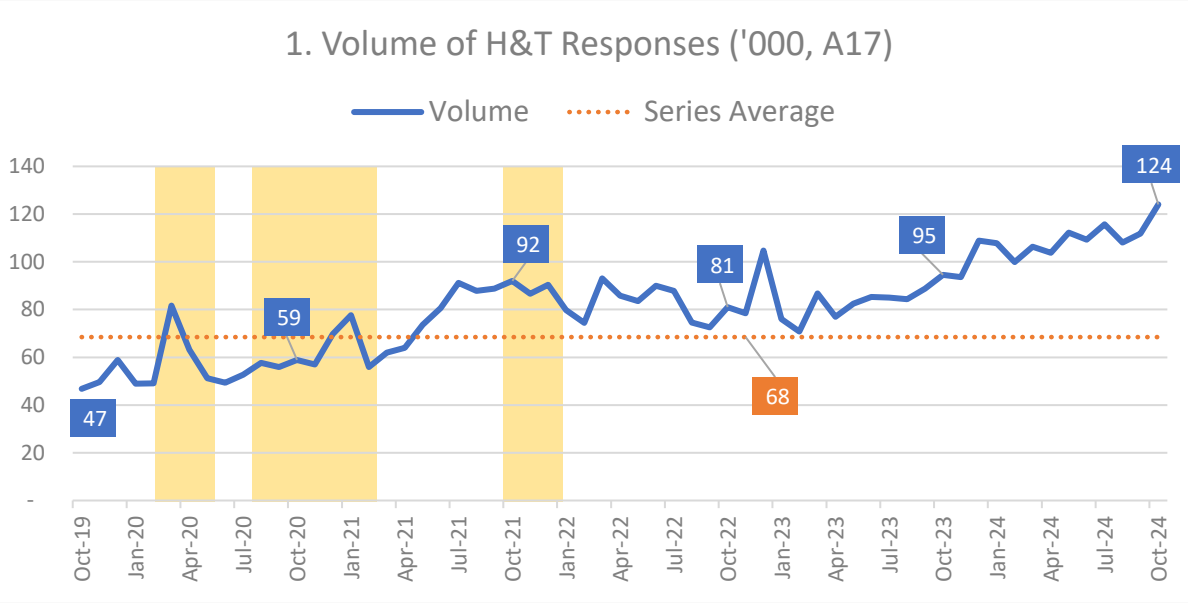


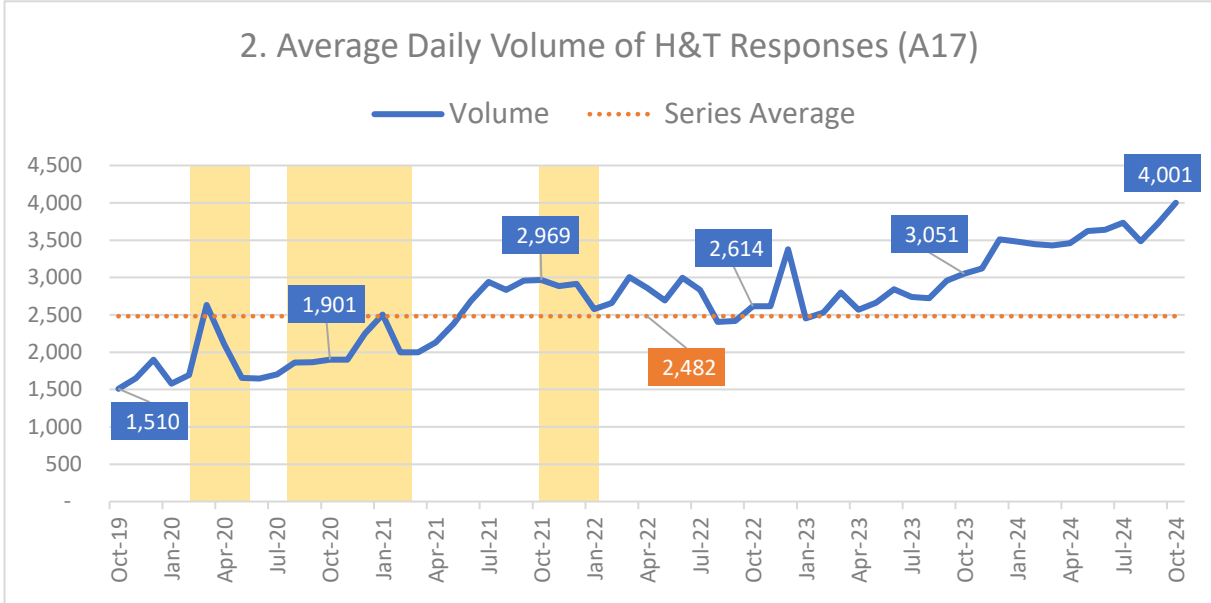


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

29. Hear and Treat (measure A17)

Hear-and-treat volume in October was the highest to-date, with 124-thousand across the month – 12-thousand more than September 2024, and 29-thousand more than October 2023.

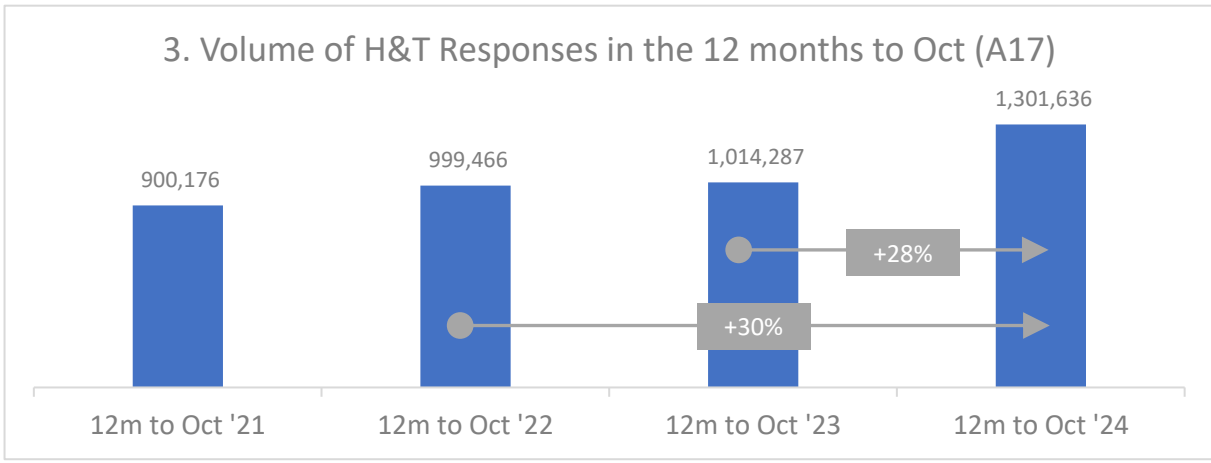




Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
1st highest	+12 thousand	+29 thousand

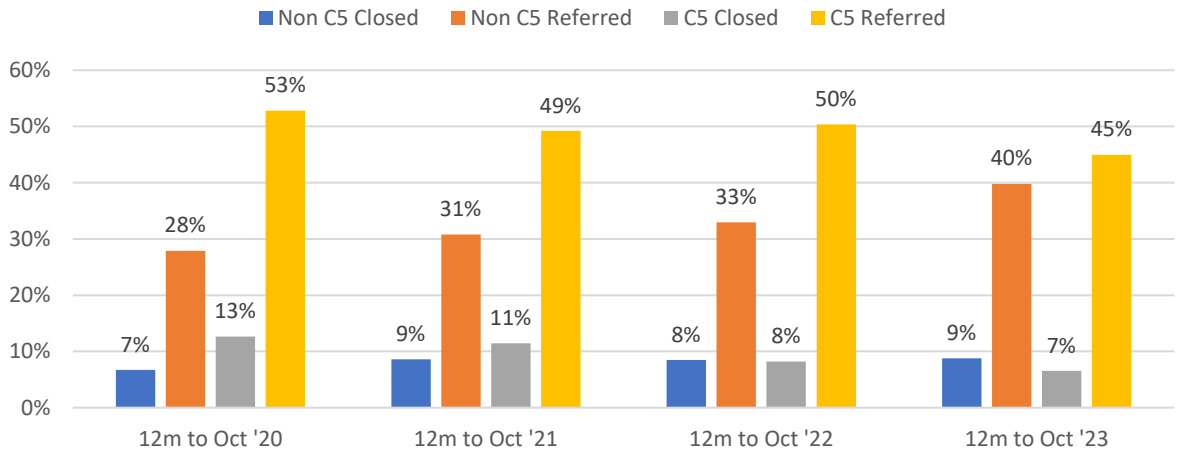
Yellow areas show COVID waves in the UK: source ONS.



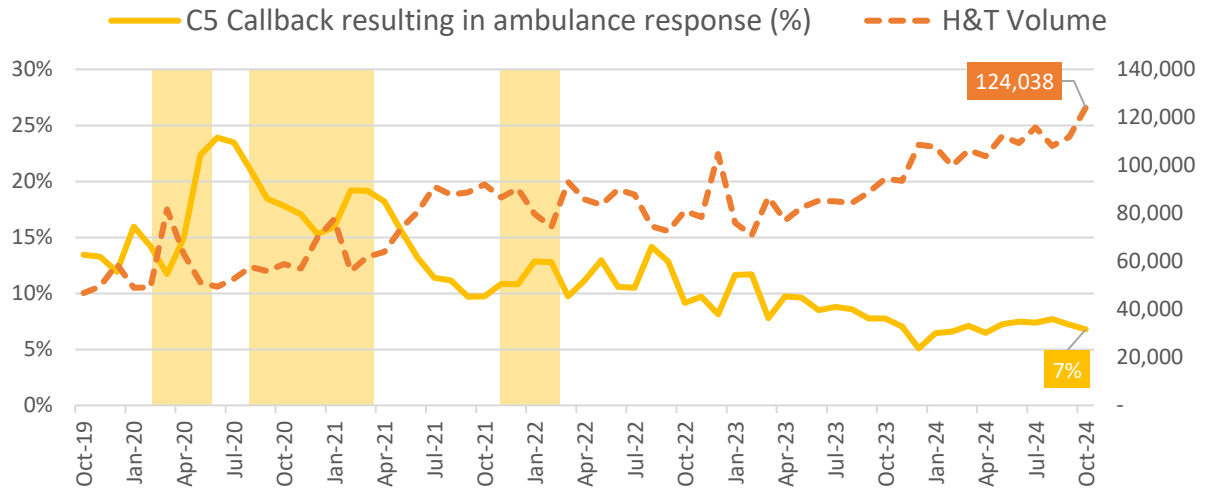
30. Hear and Treat Outcomes (measures A17, A18, A19, A21, A22, A23)

The 12-months to October 2024 saw 45% 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 18-percent in October 2020.

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



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



Average for the 12-months to…

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

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

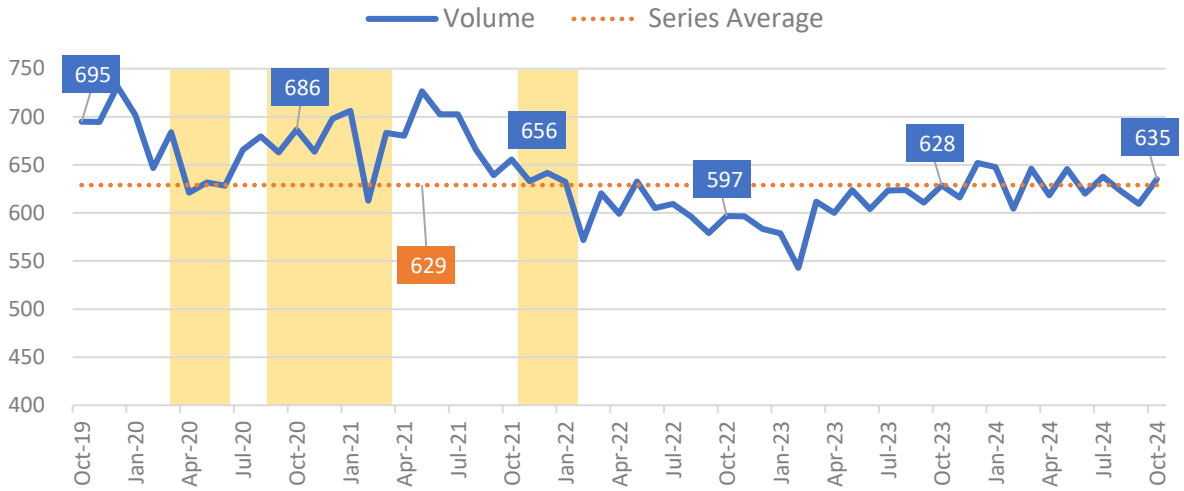
Definitions (colours relate to trend lines in above charts).

- **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.

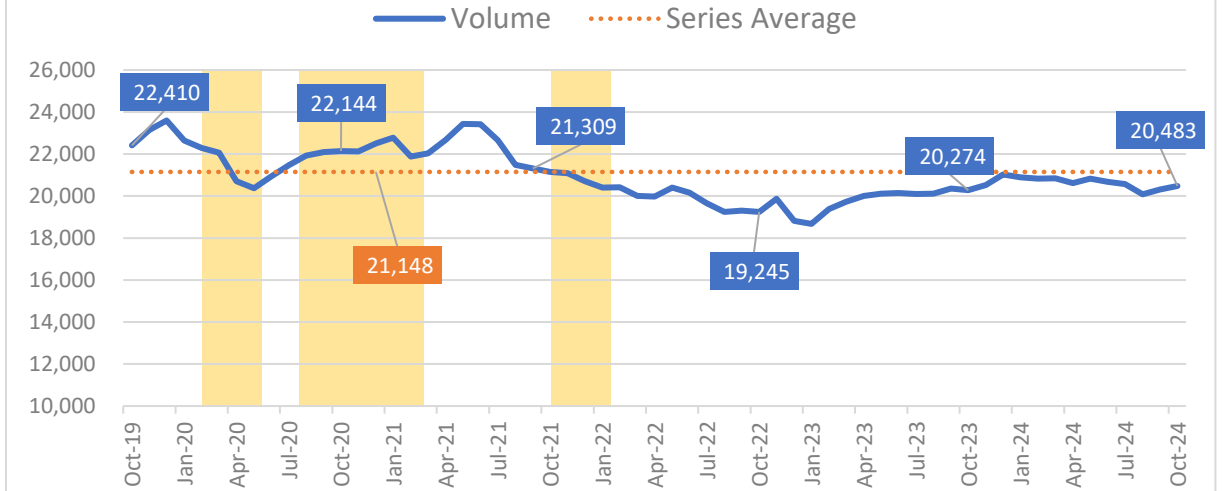
31. Face to Face (F2F, measure A56)

The average daily volume of Face-to-Face responses increased for the third consecutive month, while the monthly volume saw an increase of 26-thousand. The annualised data show an increase of over 300-thousand between the last two periods.

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



2. Average Daily Volume of F2F Responses (A56)

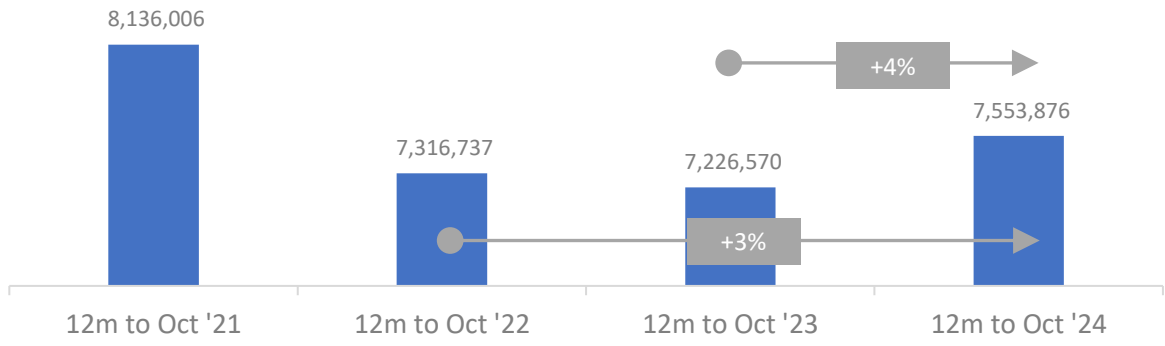


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
43rd highest	+26 thousand	+7 thousand

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

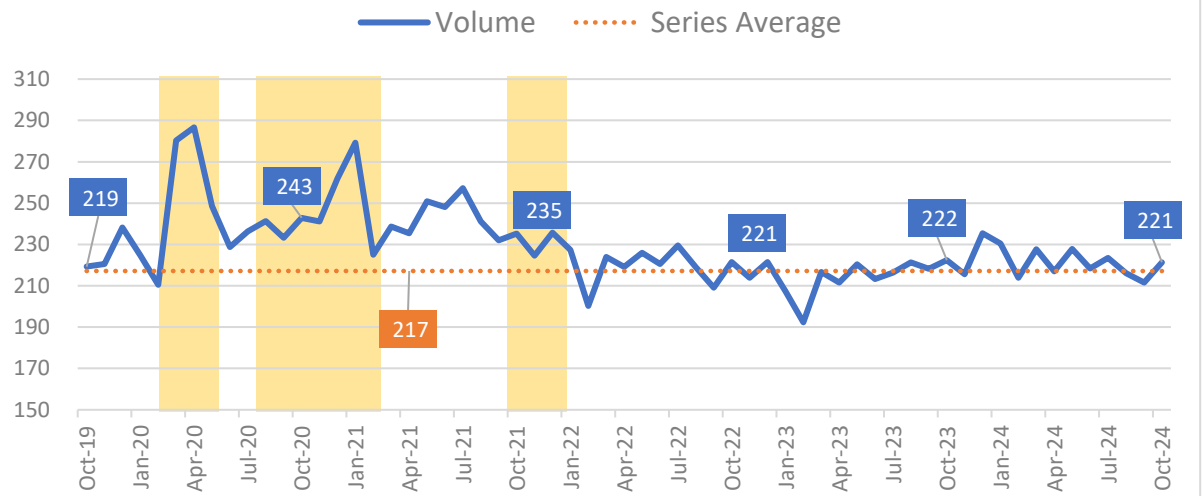
3. Volume of F2F Responses in the 12 months to Oct (A56)



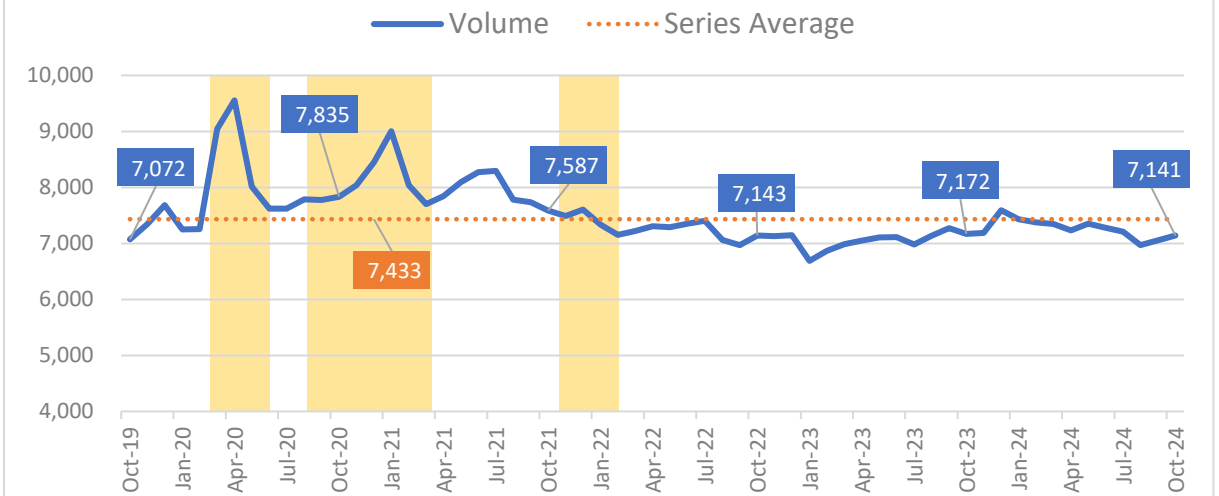
32. See and Treat (measure A55)

See-and-Treat responses increased by 10-thousand between September and October, but are slightly lower than the volume recorded in October 2023.

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



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

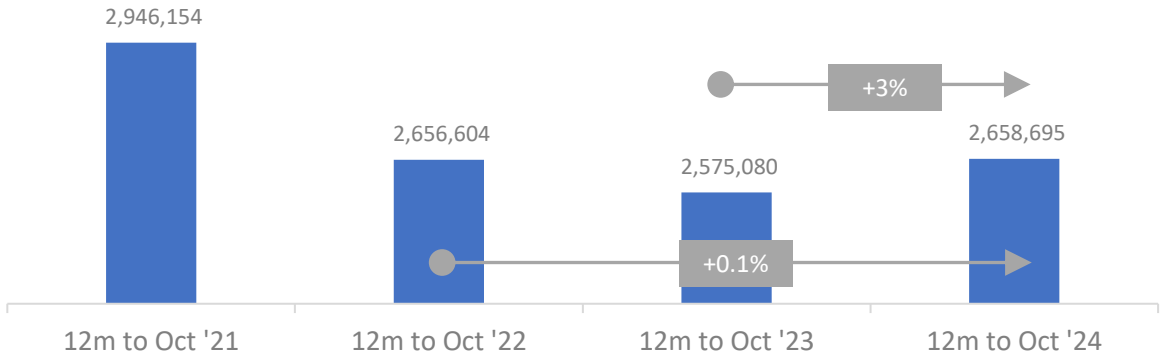


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
39th highest	+10 thousand	-1 thousand

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

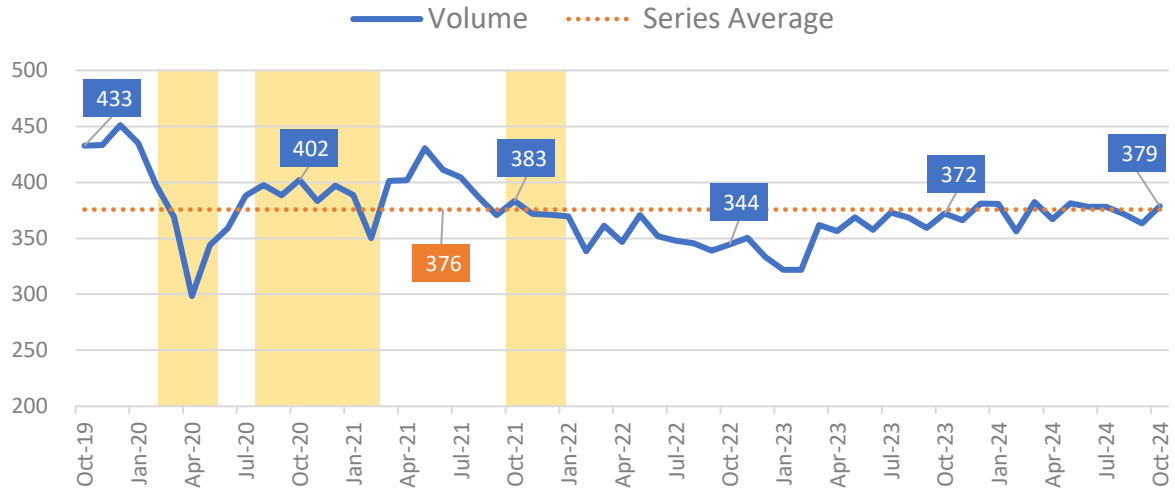
3. Volume of S&T Responses in the 12 months to Oct (A55)



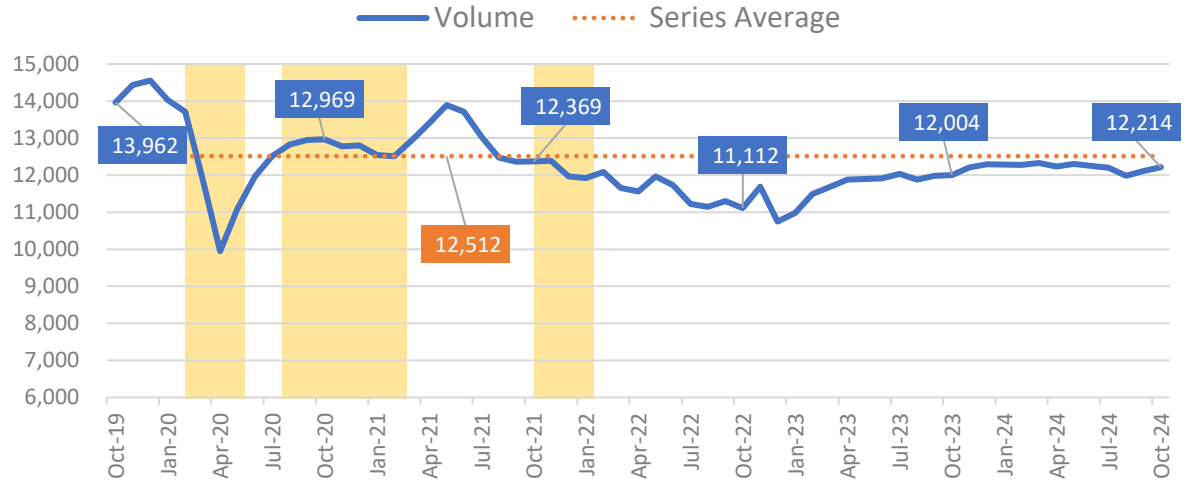
33. Conveyed/ Transported to Emergency Departments (T2ED) (measure A53)

Patients conveyed to Emergency Departments by the ambulance service increased by 15-thousand to reach 379-thousand across the month. The annualised data have increased every period since 2022, reaching just under 4.5-million in the latest period.

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



2. Average Daily Volume of T2ED Responses (A53)

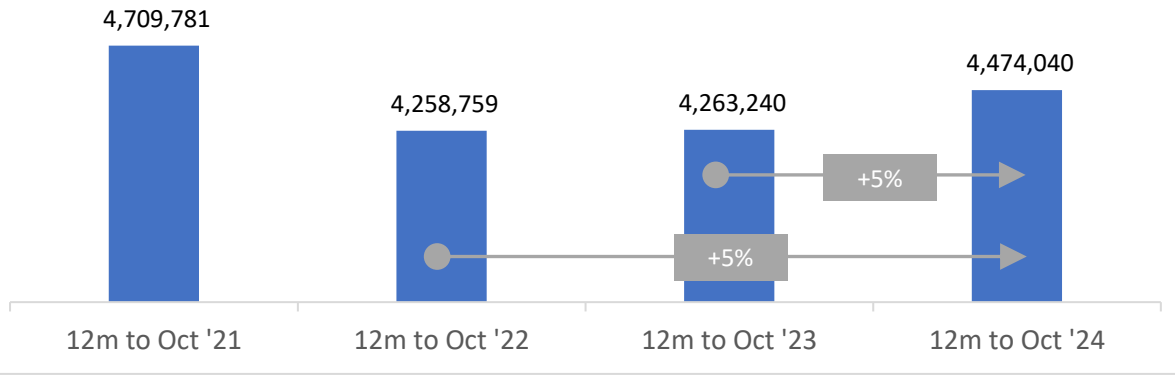


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
43rd highest	+15 thousand	+7 thousand

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

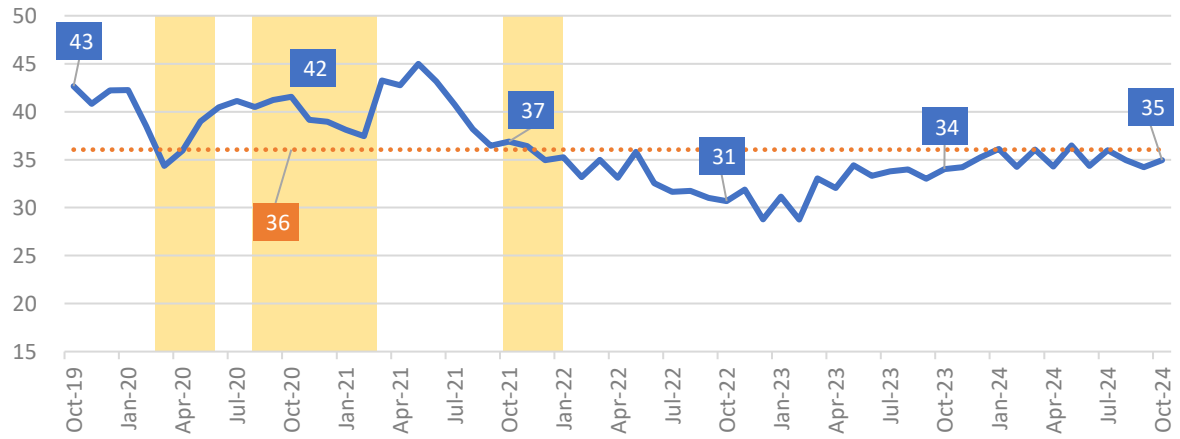
3. Volume of T2ED Responses in the 12 months to Oct (A53)



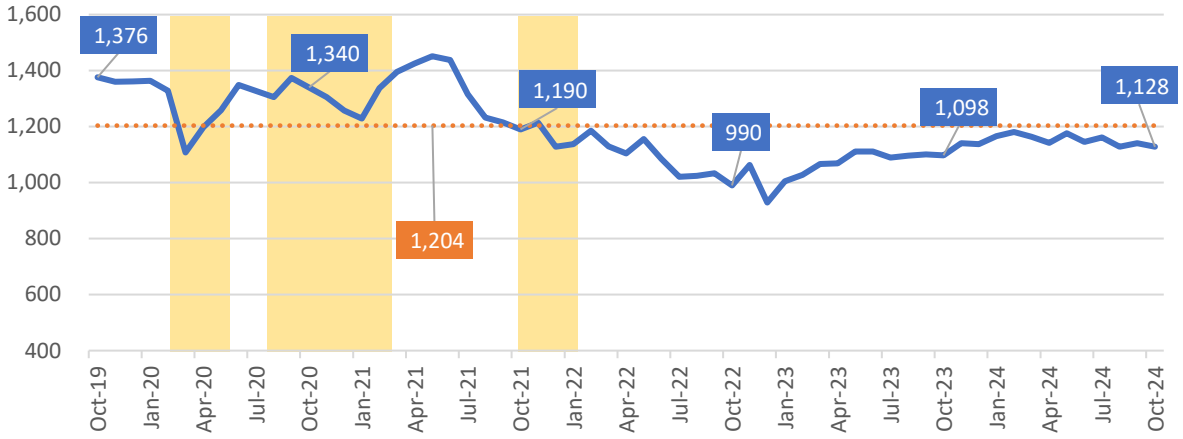
34. Conveyed/ Transported to Destination other than ED (T=Other) (measure A54)

Conveyance “Elsewhere” increased slightly between September and October, but the daily average was flatter, and actually decreased by 13 responses.

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



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

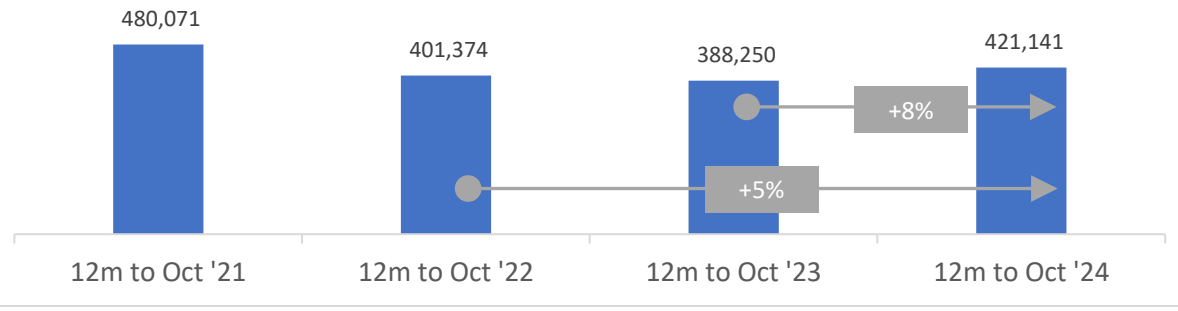


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
56th highest	+1 thousand	+1 thousand

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

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



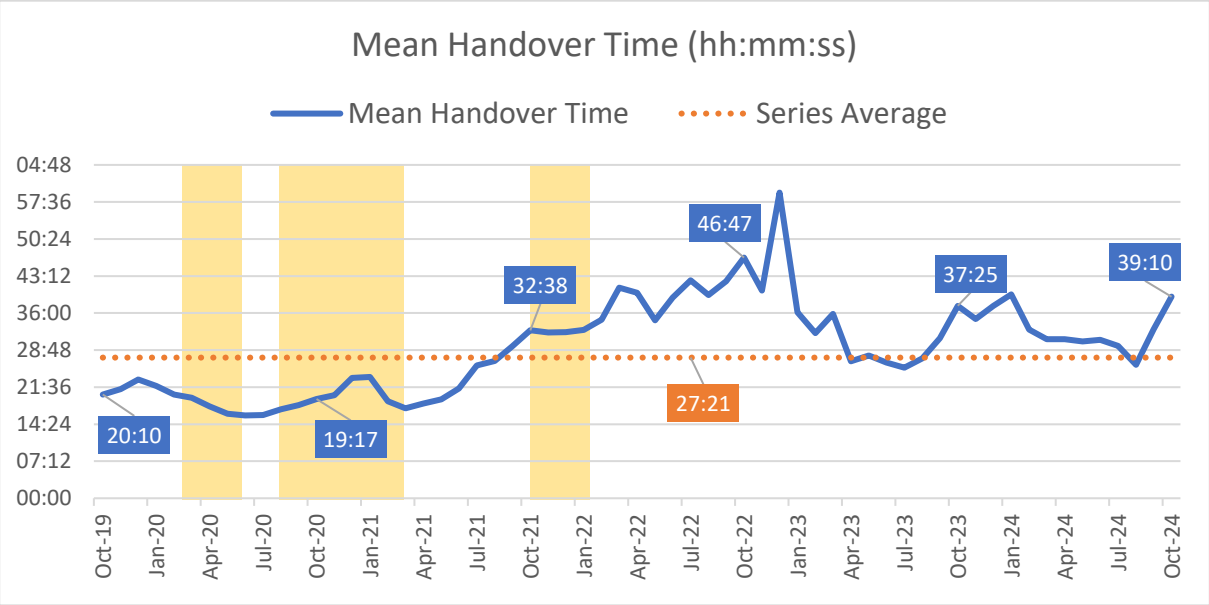
Section 4

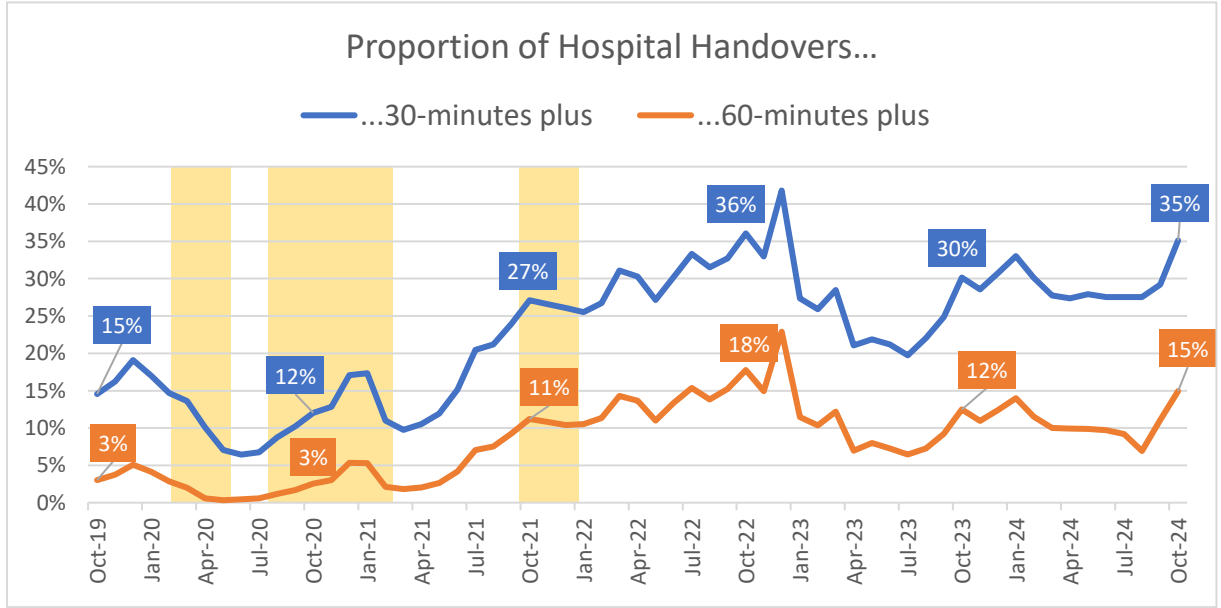
Patient Handover Delays

- 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

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

The mean hospital handover time slowed in October, was the second slowest time in 2024 after January and the tenth slowest on record. The proportion of handovers taking an hour or longer was 15-percent, the fifth highest proportion to-date, and the greatest since December 2022.





Mean Handover Time for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
10th highest	6 mins slower	2 mins slower

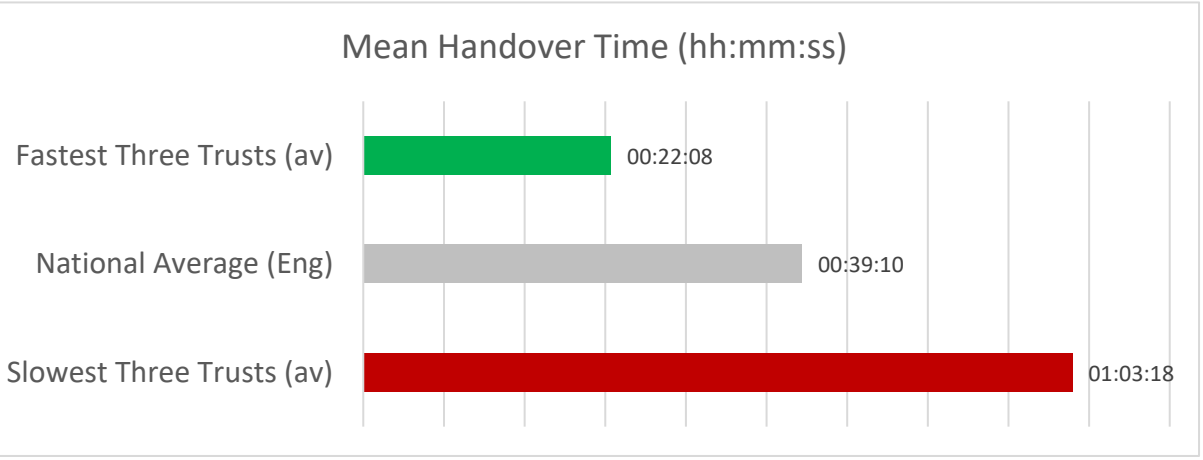
60 minute-plus Handovers October 2024: Fast Facts

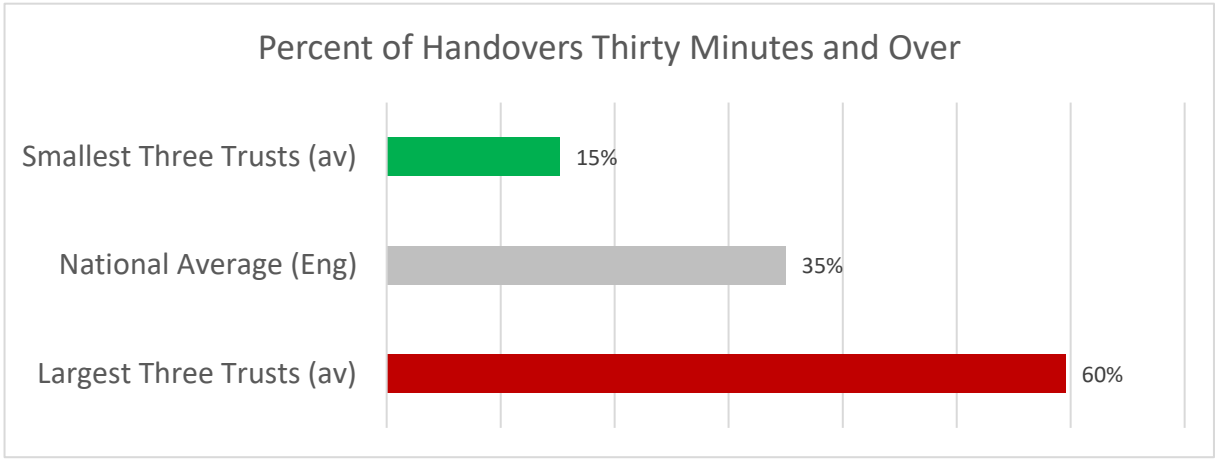
Rank in series to-date:	Change from Sept 2024	Change from Oct 2023
5th highest	+4pp	+3pp

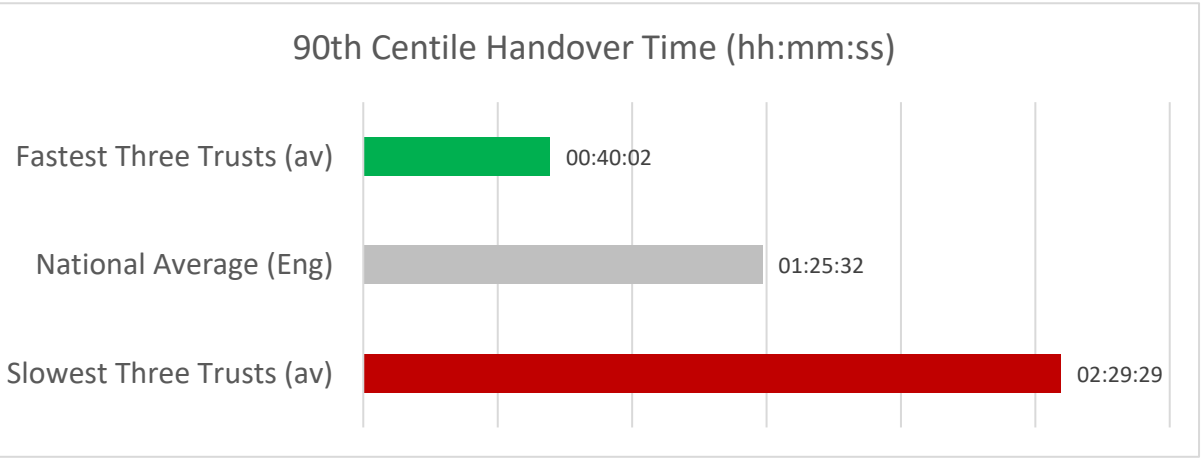
Yellow areas show COVID waves in the UK: source ONS.

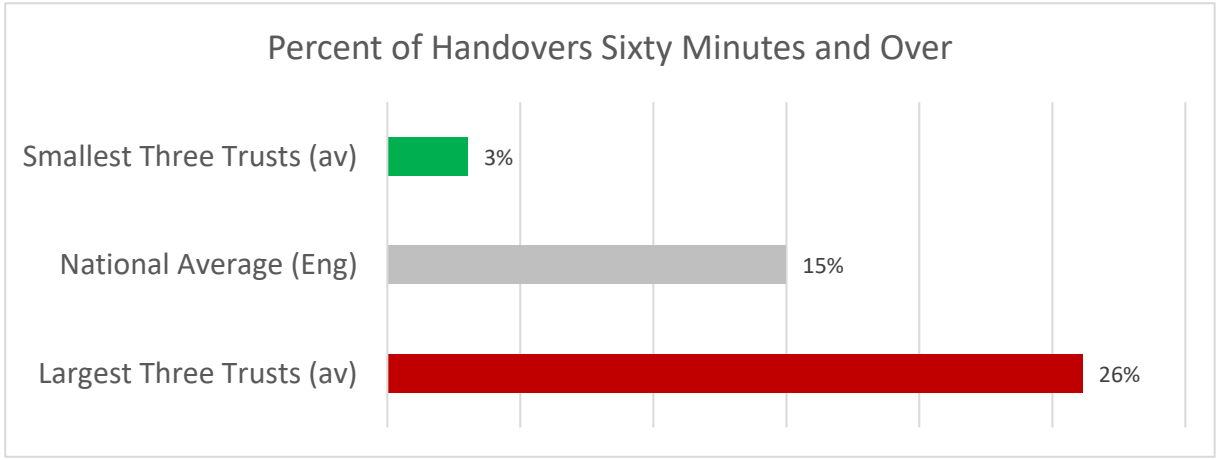
37. Handover Delays, Range - October 2024

Hospital handover times continue to differ significantly by trust. Between the outlier groups, for example, the difference in the percentage of handovers taking 60-minutes or longer is over eight-times greater for the largest group when compared to the smallest (26% vs. 3%).







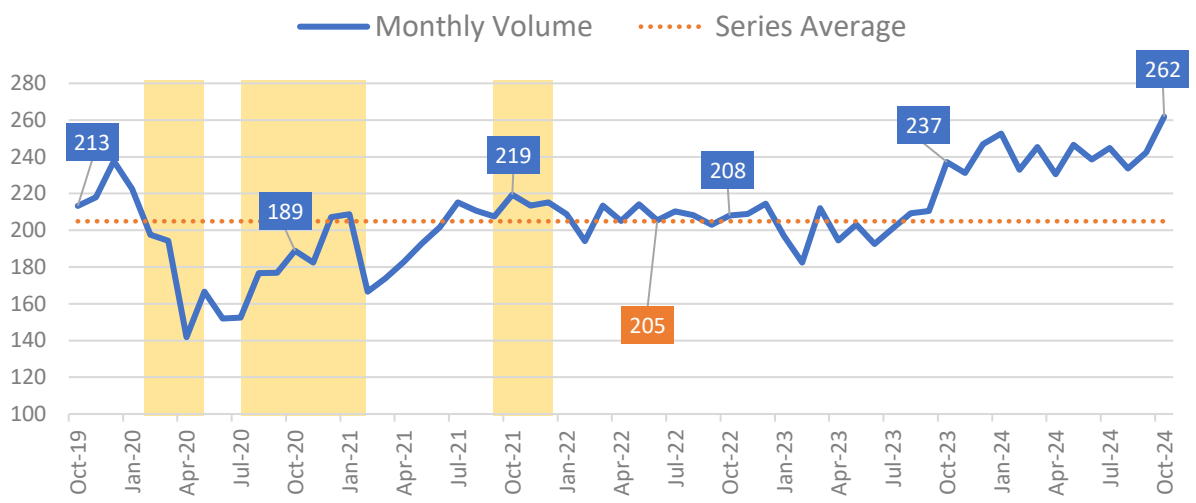


Notes: Largest/ smallest shows the average share of responses from the largest three, and smallest three trusts in England for each category. Calculation excludes Isle of Wight.

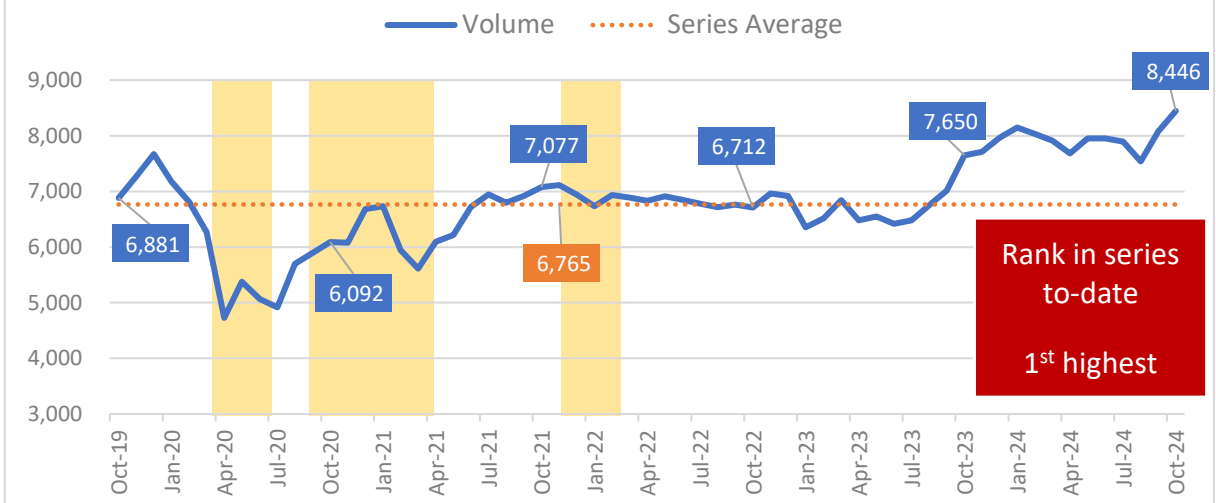
38. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

Volume of handover delays exceeding 15-minutes reached the highest volume to-date, both at a monthly level, and at an average daily level. This represents an increase of 19-thousand from September, and 25-thousand since October 2023.

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



2. Average Daily Volume of Handovers at 15+ Minutes

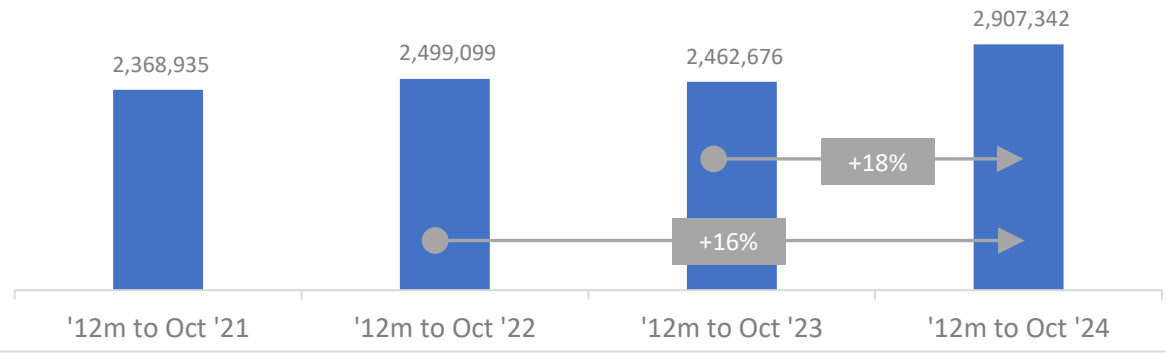


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
1st highest	+19 thousand	+25 thousand

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

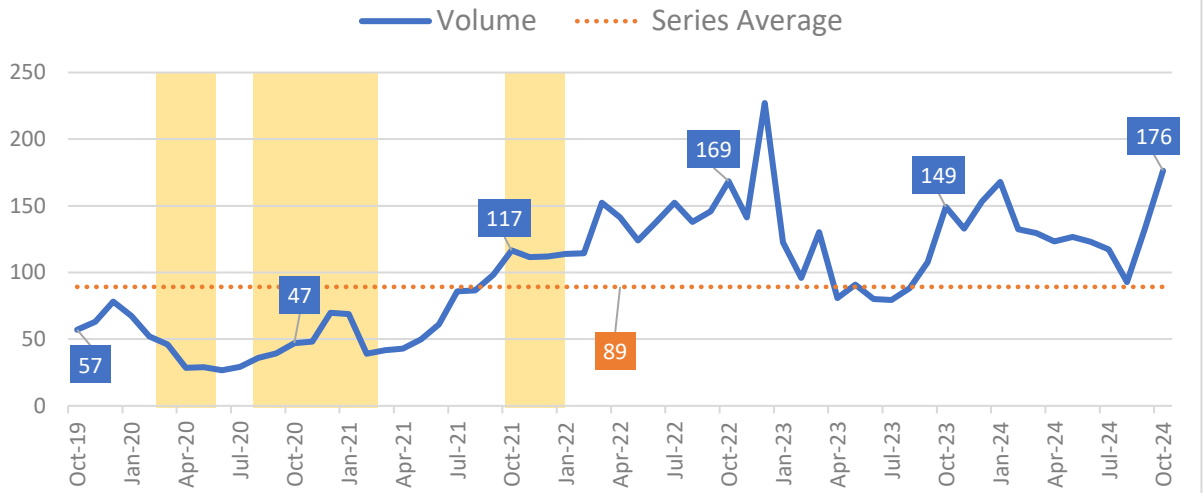
3. Volume of Handovers at 15+ Mins, 12 months to Oct



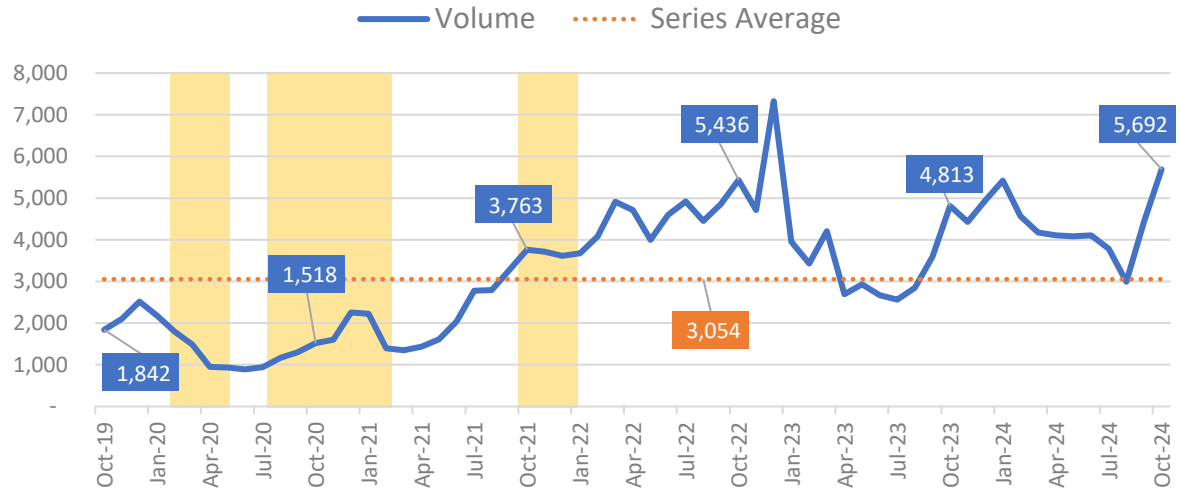
39. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours-lost to 15-minute delays increased by 44-thousand in October, totalling 176-thousand across the month- the second highest volume on record.

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



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

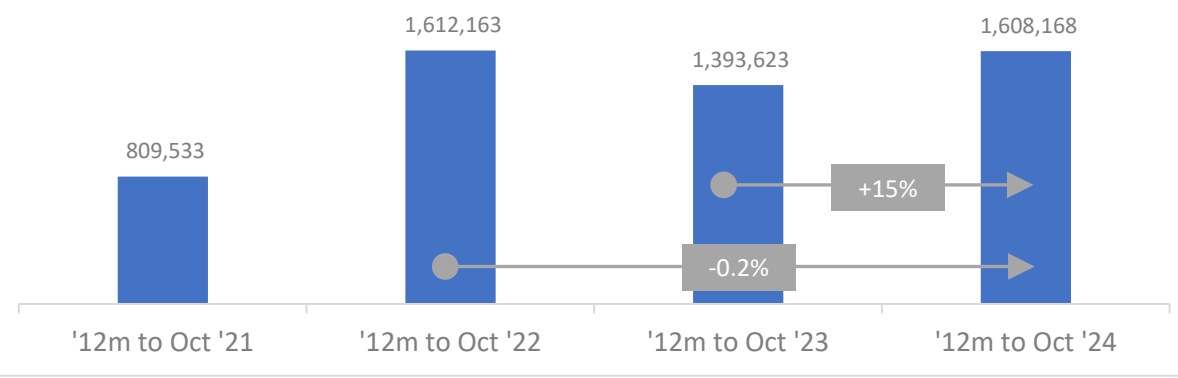


Monthly Hours Lost for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
2nd highest	+44 thousand	+27 thousand

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

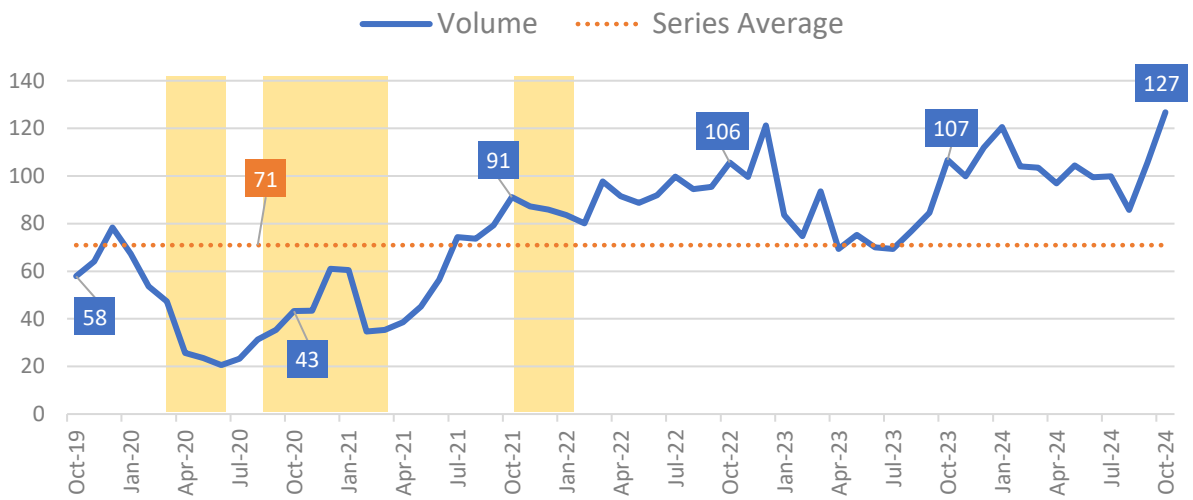
3. Hours Lost to Handovers at 15+ Mins, 12 months to Oct



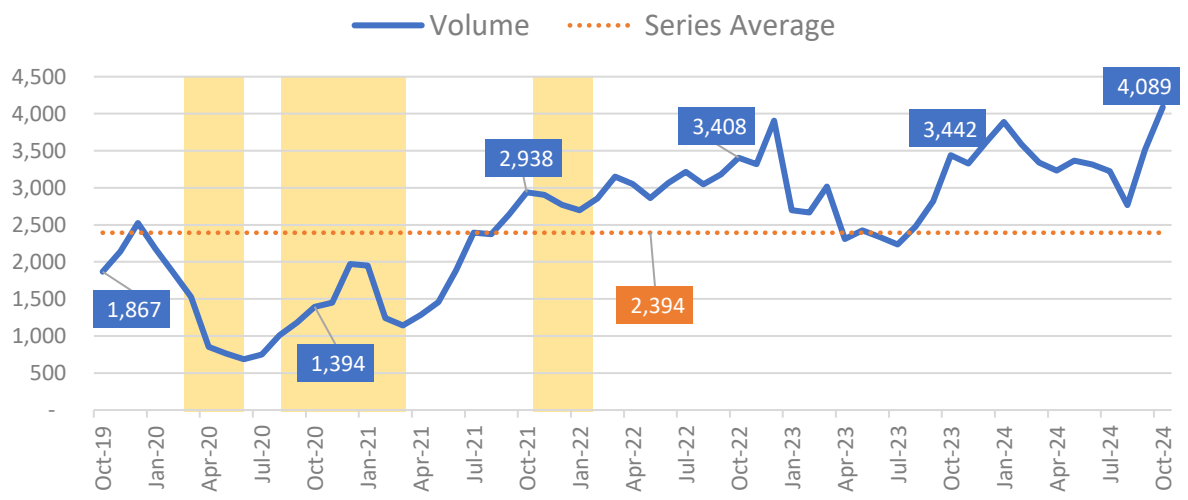
40. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

Delays of 30-minutes increased to 127-thousand, an increase of 21-thousand since September, and the highest volume to-date.

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



2. Average Daily Volume of Handovers at 30+ Minutes

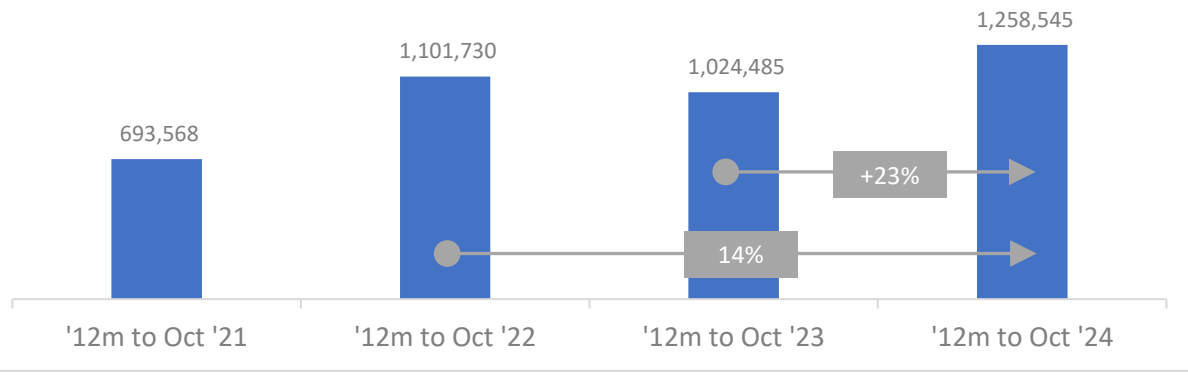


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
1st highest	+21 thousand	+20 thousand

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

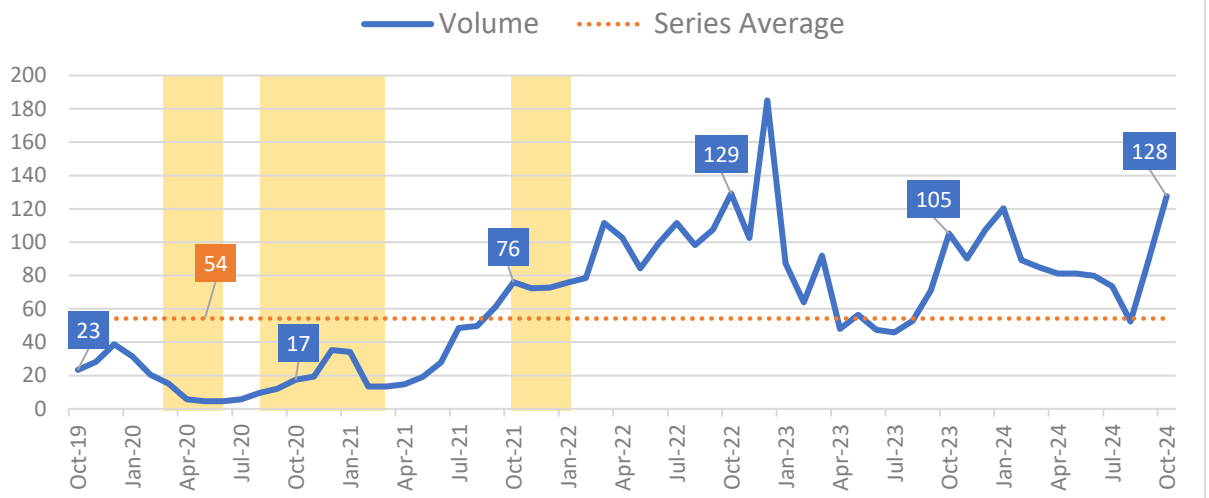
3. Volume of Handovers at 30+ Mins, 12 months to Oct



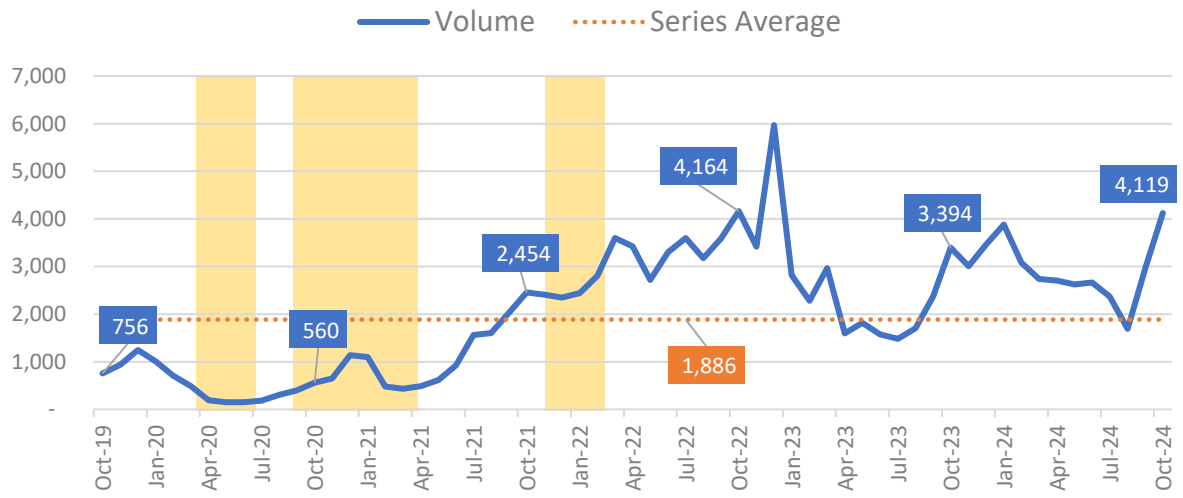
41. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

Hours lost to 30-minute handover delays increased to 128-thousand, the third highest volume to-date.

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



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

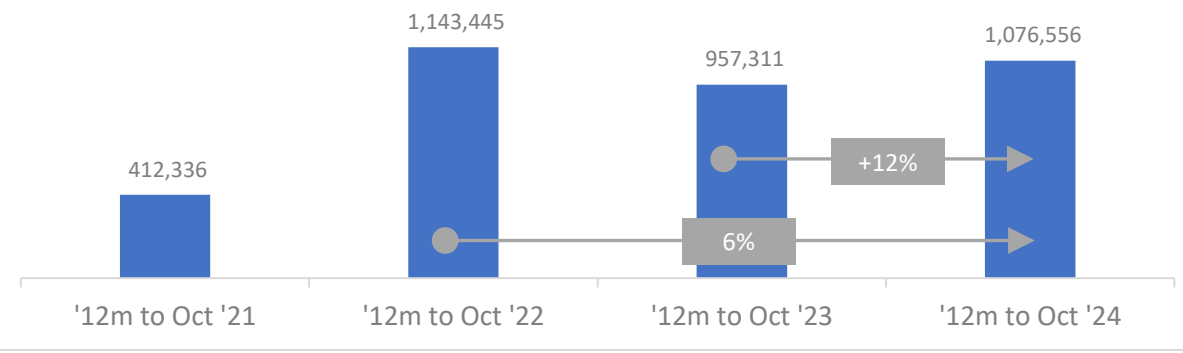


Monthly Hours Lost for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+39 thousand	+22 thousand

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

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



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

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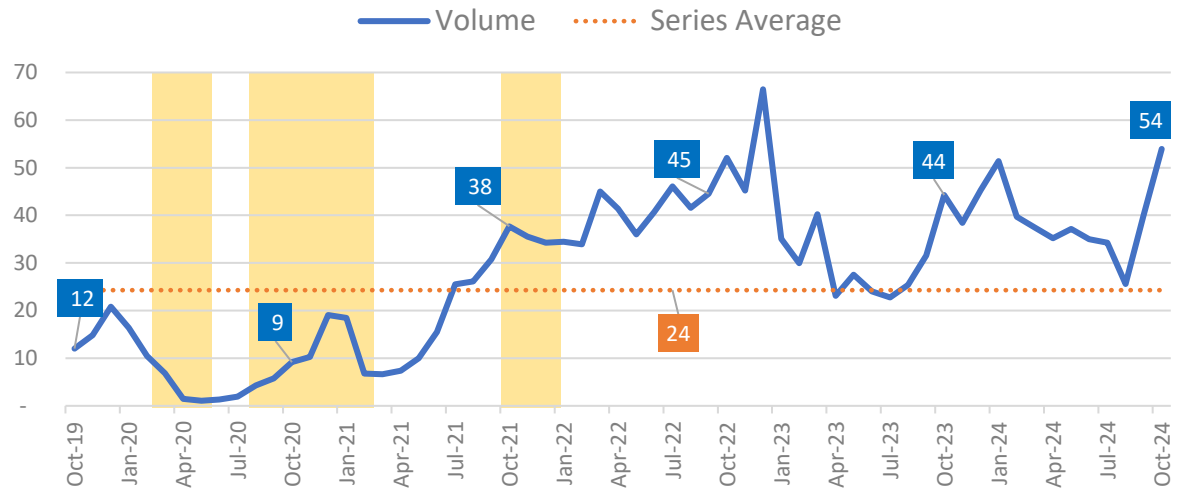
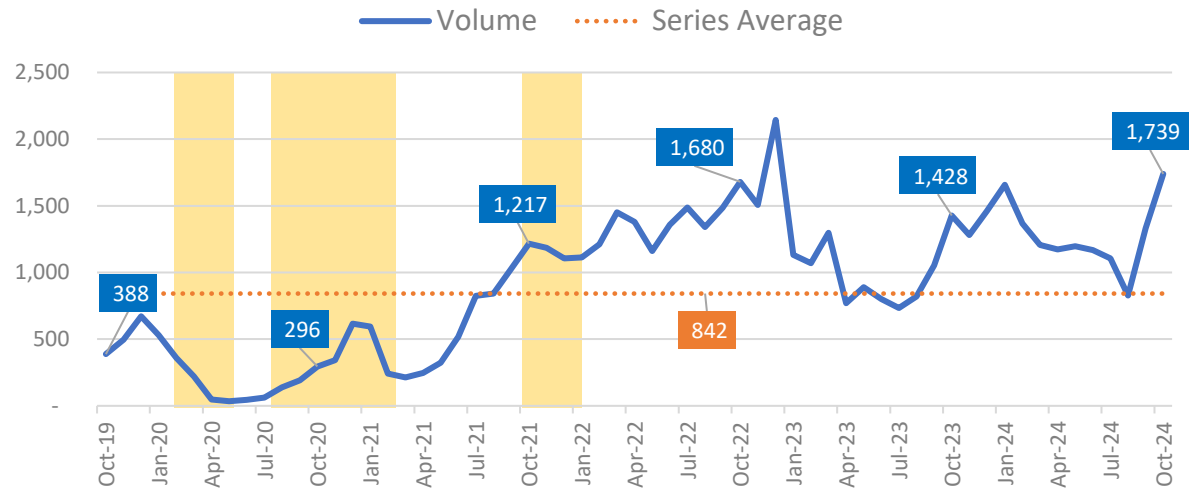
October 2024 saw 54-thousand hour-plus delays, the second highest volume since December 2022, and more than double the volume recorded in August 2024.

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



2. Average Daily Volume of Handovers at 60+ Minutes

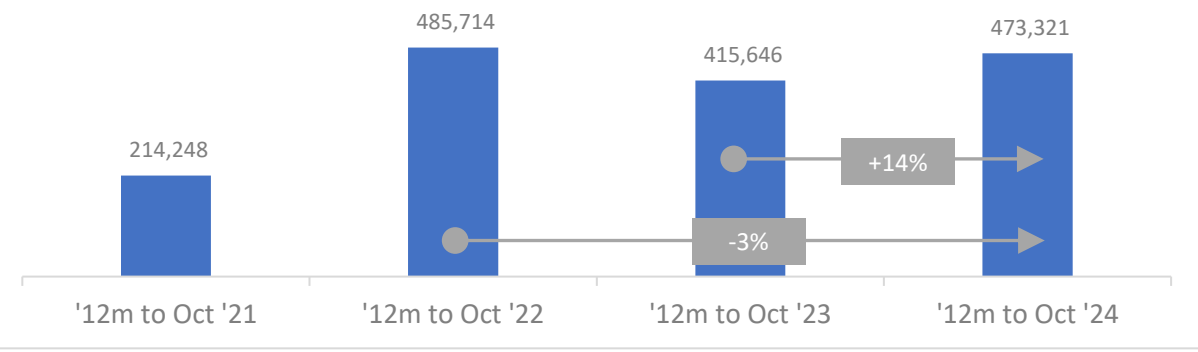


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
2nd highest	+14 thousand	+10 thousand

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

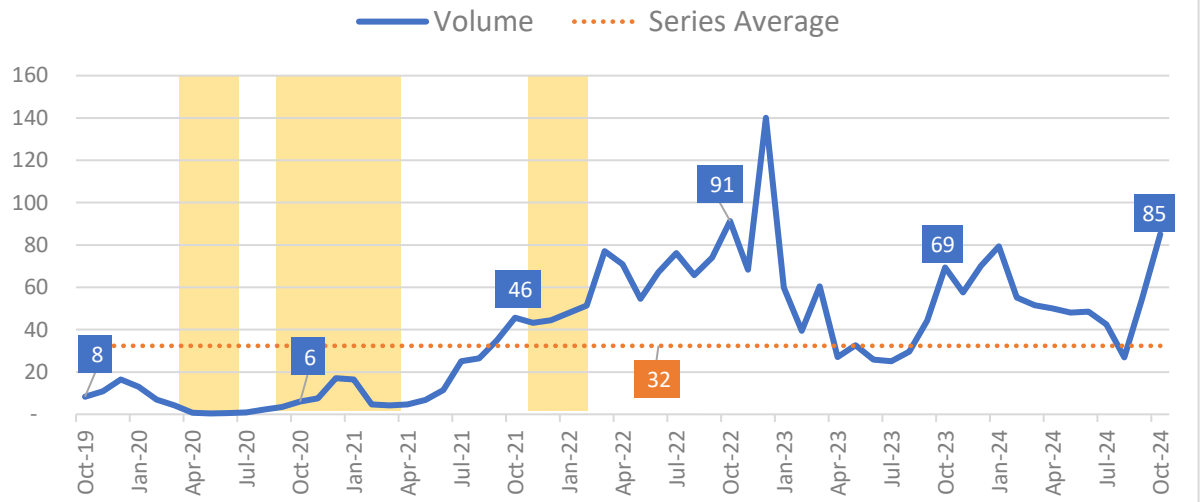
3. Volume of Handovers at 60+ Mins, 12 months to Oct



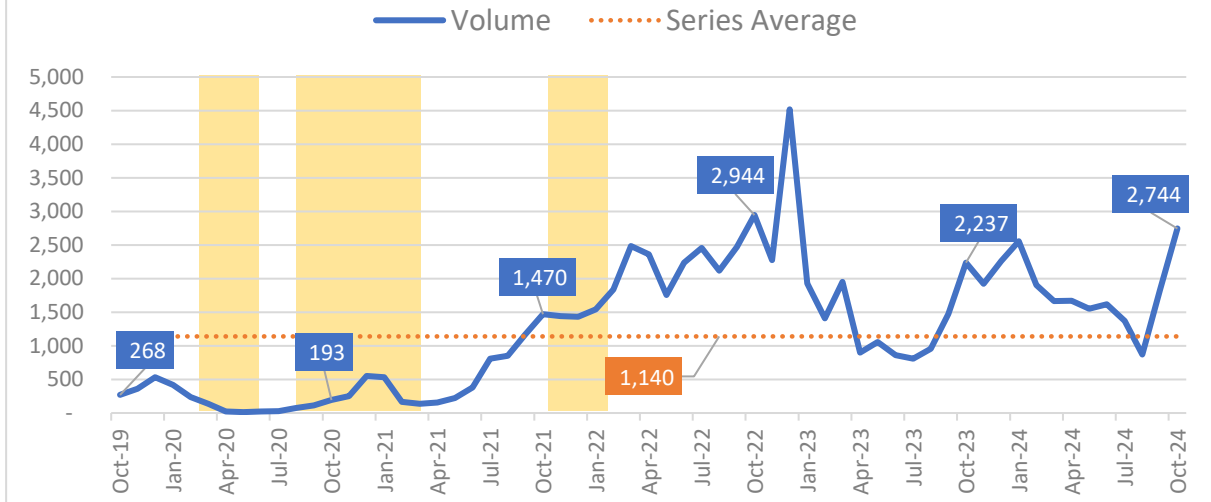
43. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

October 2024 saw a monthly total of 85-thousand hours lost due to hour-plus handover delays, nearly three times the hours lost in August 2024 and the third highest volume to-date.

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



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

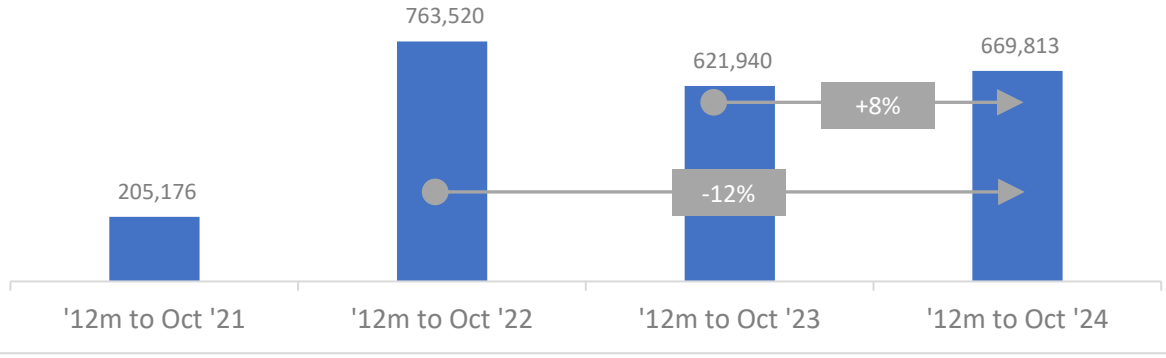


Monthly Hours Lost for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+30 thousand	+16 thousand

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

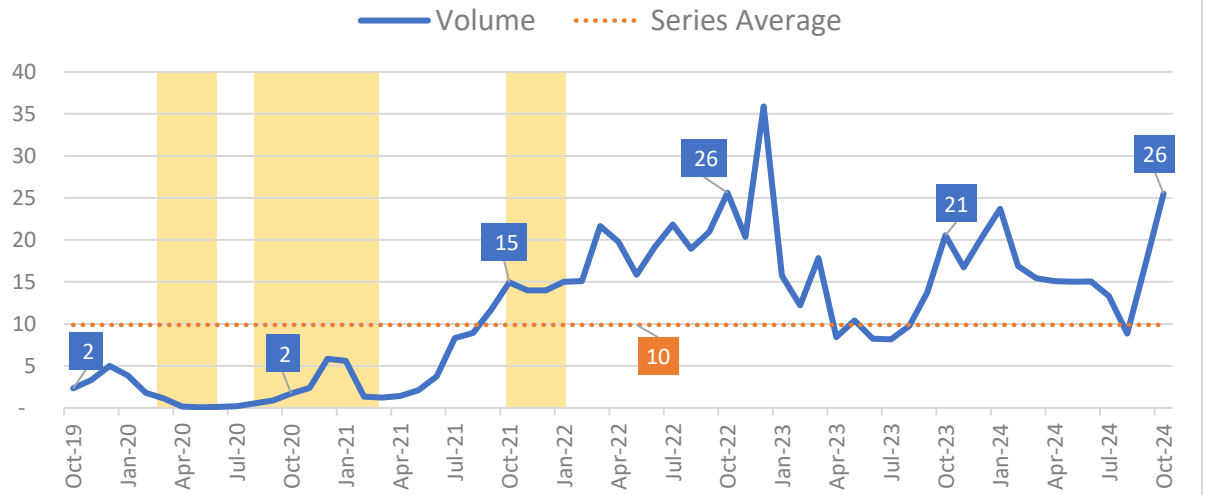
3. Hours Lost to Handovers at 60+ Mins, 12 months to Oct



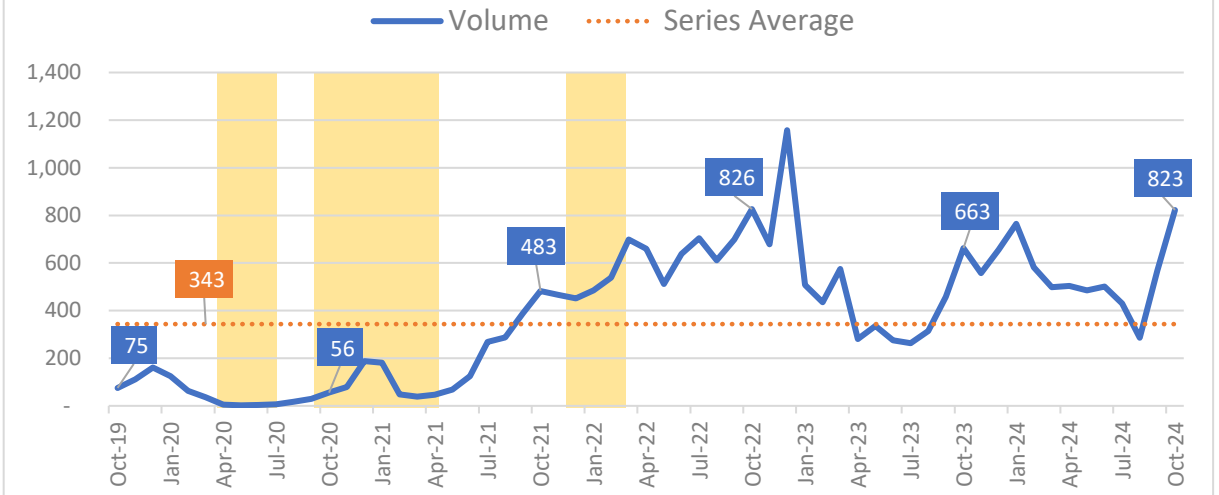
44. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two-hours and longer have more than doubled since August 2024, reaching 26-thousand in October 2024, and the third highest volume to-date.

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



2. Average Daily Volume of Handovers at 120+ Minutes

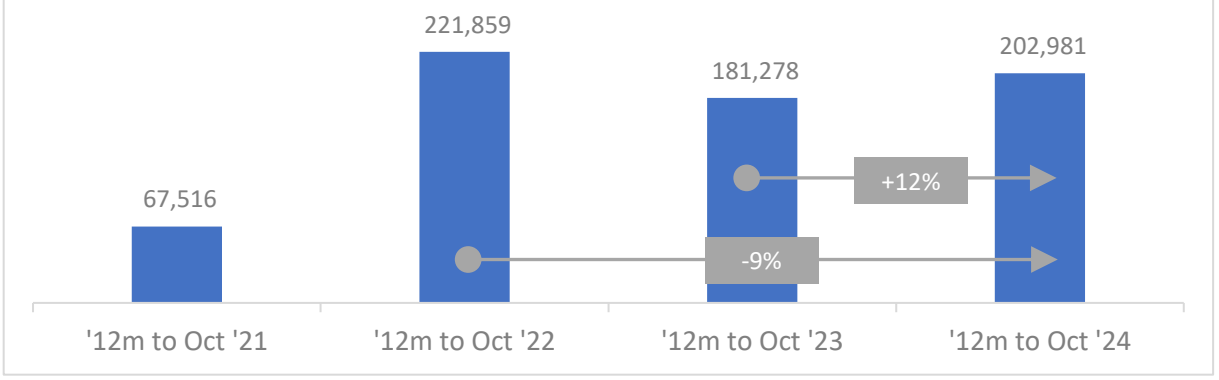


Monthly Volume for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+8 thousand	+5 thousand

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

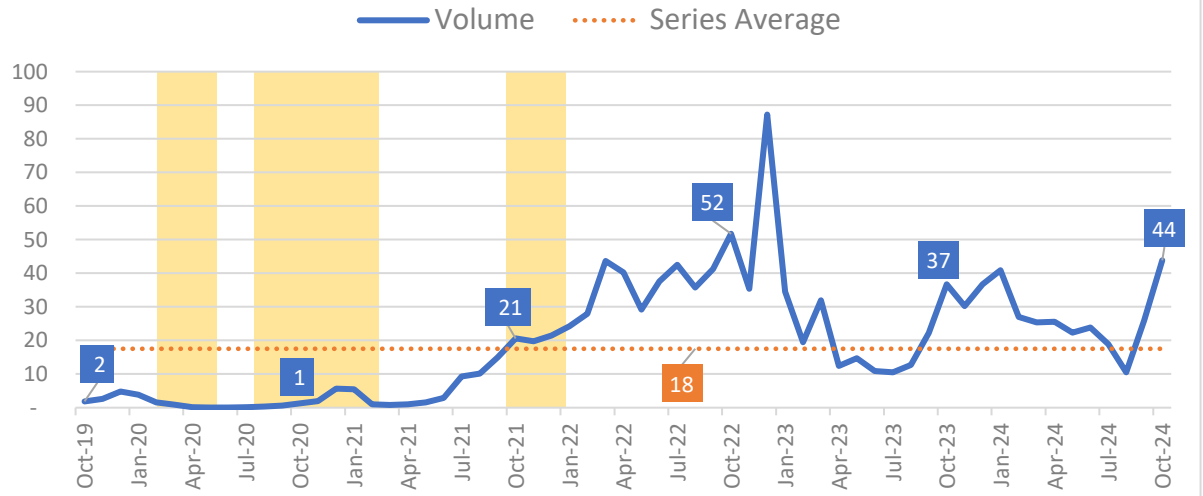
3. Volume of Handovers at 120+ Mins, 12 months to Oct



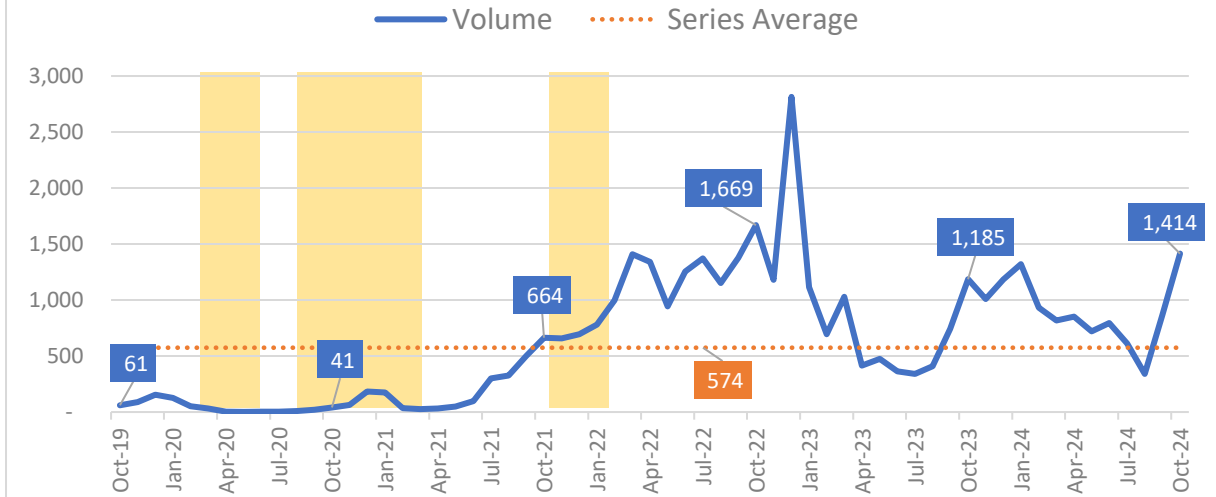
45. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

The monthly volume of hours lost to two-hour delays increased by around four times between August and October 2024, reaching 44-thousand which is the third highest volume to-date.

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



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

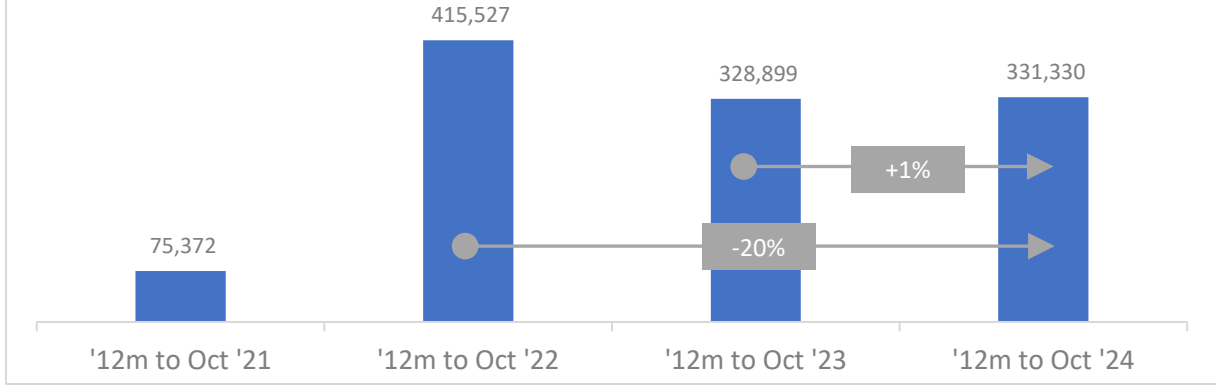


Monthly Hours Lost for October 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+18 thousand	+7 thousand

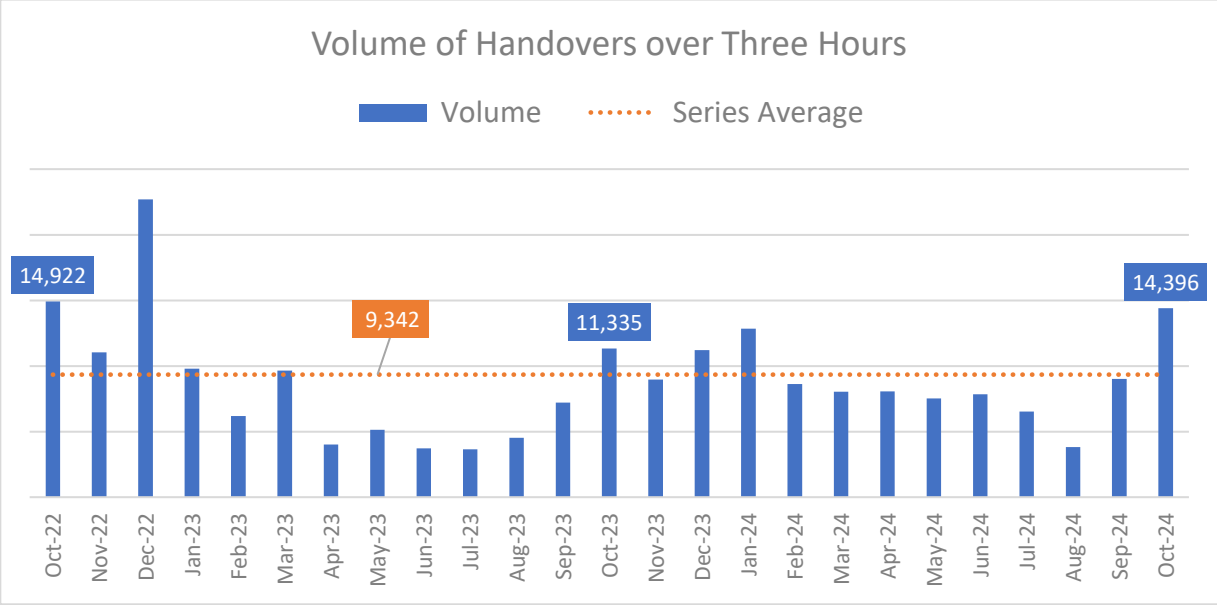
Yellow areas show COVID waves in the UK: source ONS.

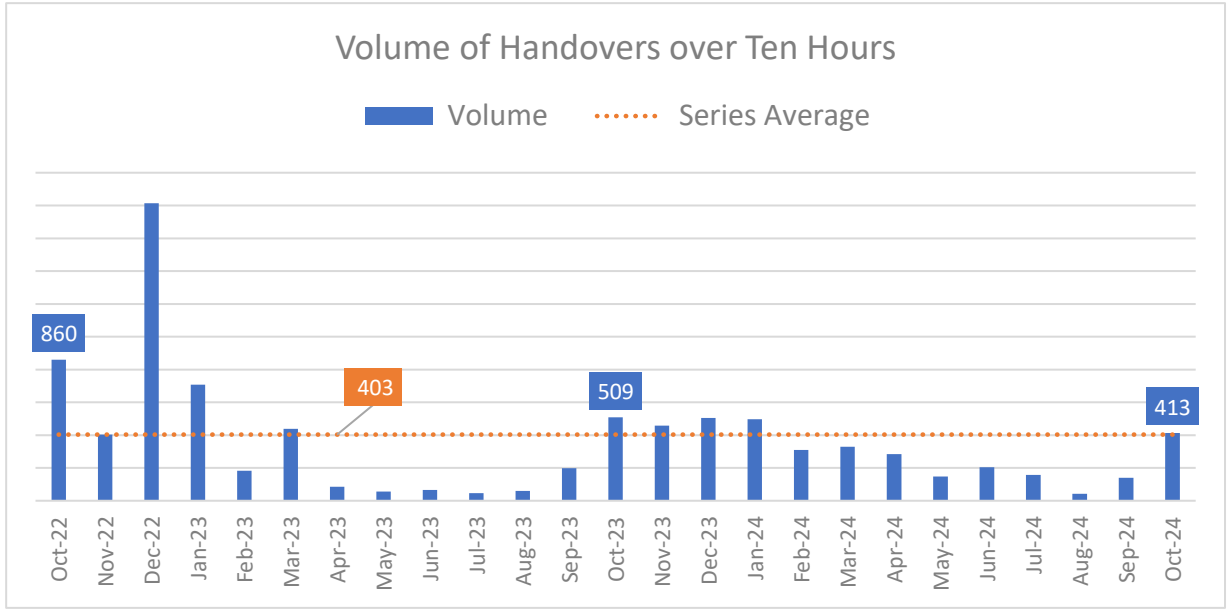
3. Hours Lost to Handovers at 120+ Mins, 12 months to Aug



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

Delays of three-or-more hours increased to 14-thousand, and those of ten-or-more hours to 413 in October. Both represent a notable uplift from September, and – in the case of the three-hour-plus measure - reaches a total that is higher than October 2023 by three-thousand delays.





Three Hour Handover Delays in August 2024: Fast Facts

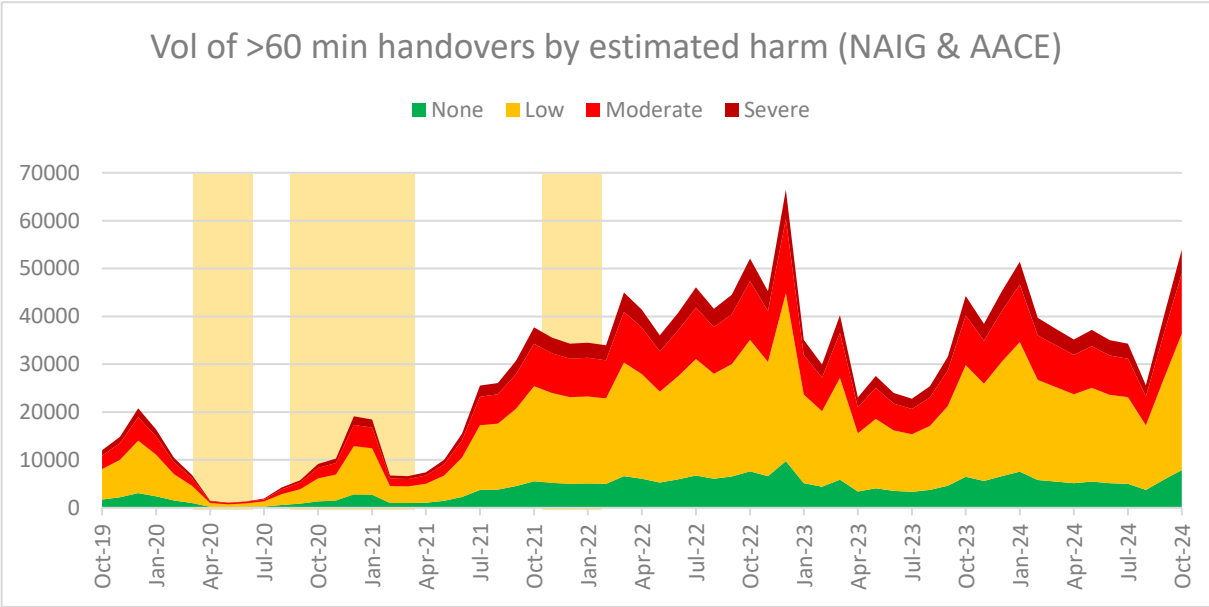
Rank in series to-date	Change from Sept 2024	Change from Oct 2023
3rd highest	+5 thousand	+3 thousand

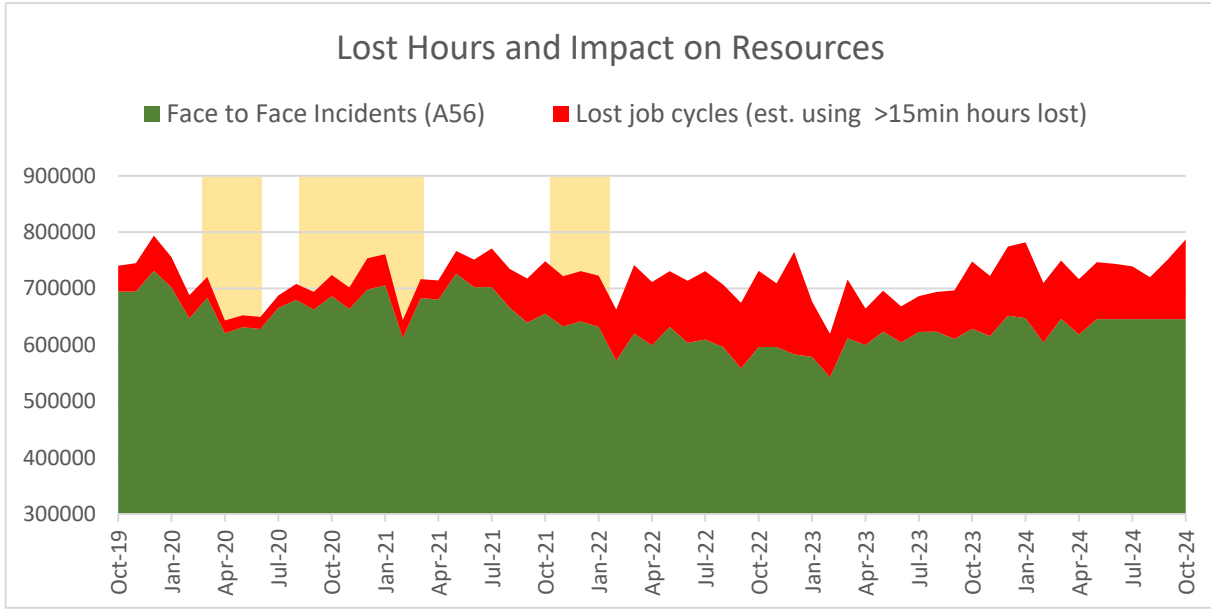
Ten Hour Handover Delays in August 2024: Fast Facts

Rank in series to-date	Change from Sept 2024	Change from Oct 2023
14th highest	273 more	96 fewer

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

Around 46-thousand patients experienced potential harm* as a result of hour-plus delays in October 2024. Over the same time, the sector lost the equivalent of 141-thousand ambulance job cycles (where patients could have been attended): this is broadly the same as 22% of all Face-to-Face responses across the month.





Estimated Harm, October 2024: Fast Facts

Patients experiencing any potential harm	Patients experiencing potential moderate harm	Patients experiencing potential severe harm
46 thousand	13 thousand	5 thousand

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

Impact on Capacity, October 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
141 thousand	Oct '24 = 22%	Oct '20 = 6%

* 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