National Ambulance Data

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

New this month: snapshot of key statistics plus new hospital turnaround-time data

Final Draft. Published – January 23rd 2025

2. Key Statistics for December 2024

This new page provides a simplified snapshot of key ambulance statistics for the most recent month. The next page gives the established summary of findings by section, as seen in previous reports.

Definitions: "Key Statistic" = main finding for most recent month. "Direction" = direction of trend from previous month. "Rank" = most recent month's position in series (usually 83 months).

999 Calls Answered

Key Statistic	Direction	Rank
935 thousand	⬆	7th highest

Mean Call Answer Time

Key Statistic	Direction	Rank
7 seconds	⬆	53rd slowest

Category One Incident Volume

Key Statistic	Direction	Rank
93 thousand	⬆	2nd highest

Category One Mean Response Time

Key Statistic	Direction	Rank
8 mins 40 seconds	⬆	28th slowest

Category Two Incident (Volume)

Key Statistic	Direction	Rank
422 thousand	⬆	7th highest

Category Two Mean Response Time

Key Statistic	Direction	Rank
47 mins 26 seconds	⬆	11th slowest

Conveyance to ED (% of responses)

Key Statistic	Direction	Rank
48 percent	⬇	2nd smallest

Hear and Treat (% of responses)

Key Statistic	Direction	Rank
18 percent	⬆	1st highest

Mean Handover Time

Key Statistic	Direction	Rank
44 minutes	⬆	3rd highest

Volume of 15-min+ handover delays

Key Statistic	Direction	Rank
277 thousand	⬆	1st highest

Handovers - % that are an hour plus

Key Statistic	Direction	Rank
17 percent	⬆	3rd highest

Resources Lost to Handover Delays

Key Statistic	Direction	Rank
26 percent of F2F capacity	⬆	2nd highest

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Overview: Demand increased, with call volumes reaching some of the highest numbers to-date, and more incidents logged than any other month on record. Response times increased, but for the most serious categories of incident this increase was not dramatic. Despite the increased demand, the proportion of patients conveyed by ambulance to hospital was the lowest to-date, while Hear-and-Treat responses reached the highest proportion. Handovers taking longer than 15-minutes hit record levels, with 23-years' worth of time - the equivalent to over a quarter of the month's face-to-face job cycles - lost as a result.

Section 1.
Contact Volume and Call Answer Time

- Contacts increased with the number of 999-calls-answered reaching the seventh highest volume to-date both across the month, and for the average daily volume.
- Despite this increase in demand, call answer time remained steady. The mean increased by one second to seven seconds, and remains well below the series average of 17-seconds.

Section 2.
Incidents and Response Time, by Category

- December saw the highest volume of incidents on record at 806-thousand. Category-1 recorded the second highest number to-date and accounted for 11.5-percent of incidents. Category-2 saw the greatest number of incidents for any December since before the pandemic.
- All mean response times slowed, Category-1 by two-seconds and Category-2 by five minutes.

Section 3.
Incidents by Response Outcome

- The number of patients conveyed by ambulance to an emergency department increased – but as a share of responses, this outcome dropped to 48-percent, the lowest to-date.
- Hear-and-Treat responses continue to increase, and accounted for just under 18-percent in December, the highest to-date.

Section 4.
Turnaround Time and Handover Delays

- Handover delays recorded some of the highest volumes to-date. There were more 15-minute-plus delays than any other month on record, while hour-plus delays were only exceeded by December 2022.
- The equivalent of 23-years worth of time was lost as a result of delays. This is the equivalent of over a quarter of face-to-face job cycles for the month, and exposed 53 thousand patients exposed to the additional harm.
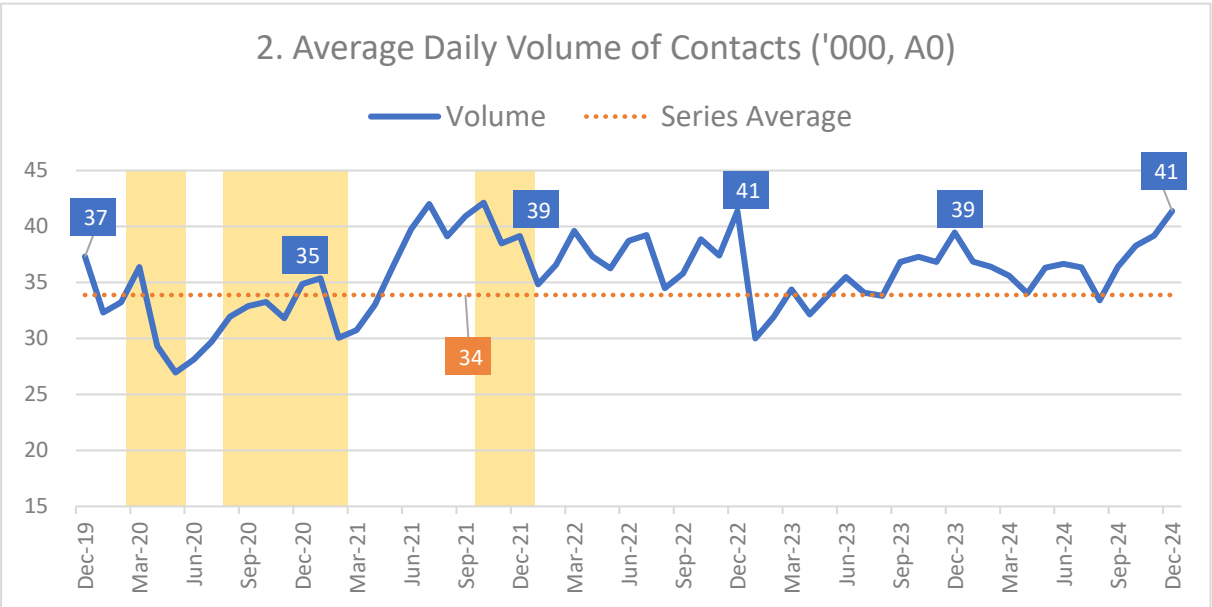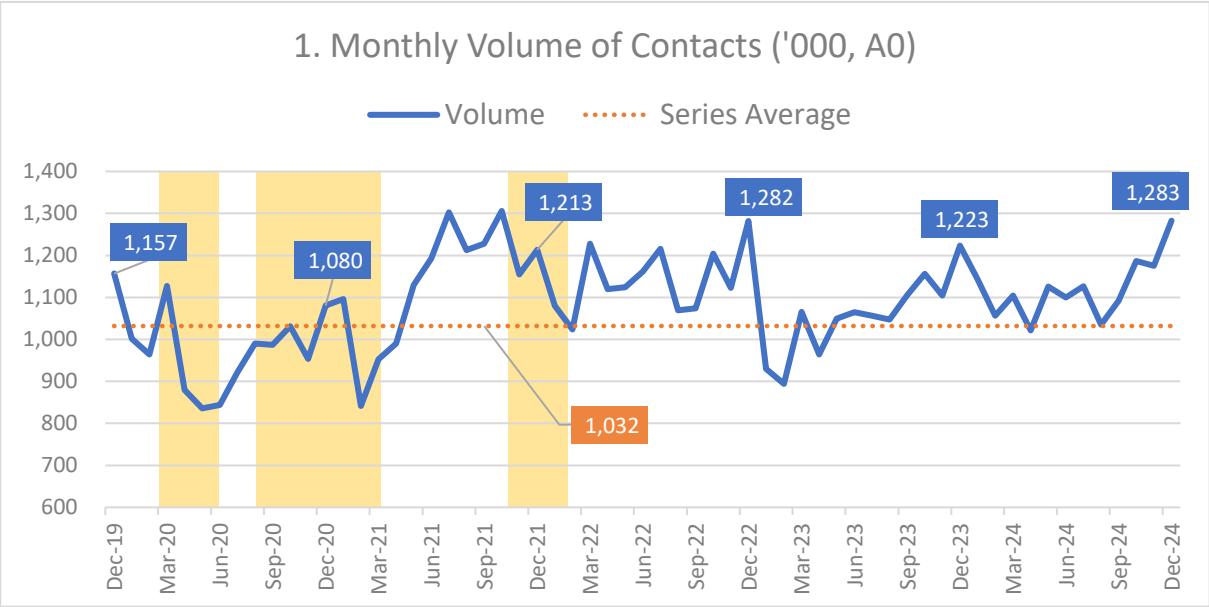
Source of all data is AQI December 2024 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.

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](#)

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Contacts to ambulance control rooms reached the third highest volume to date in December 2024 with 1,283-thousand across the month and 41-thousand on-average every day.

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

Legend: Volume, Series Average

Data points labelled: 1,157; 1,080; 1,213; 1,032; 1,282; 1,223; 1,283

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

Legend: Volume, Series Average

Data points labelled: 37; 35; 34; 39; 41; 39; 41

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
3rd highest	+108 thousand	+60 thousand

Average Daily Volume for December 2024: Fast Facts

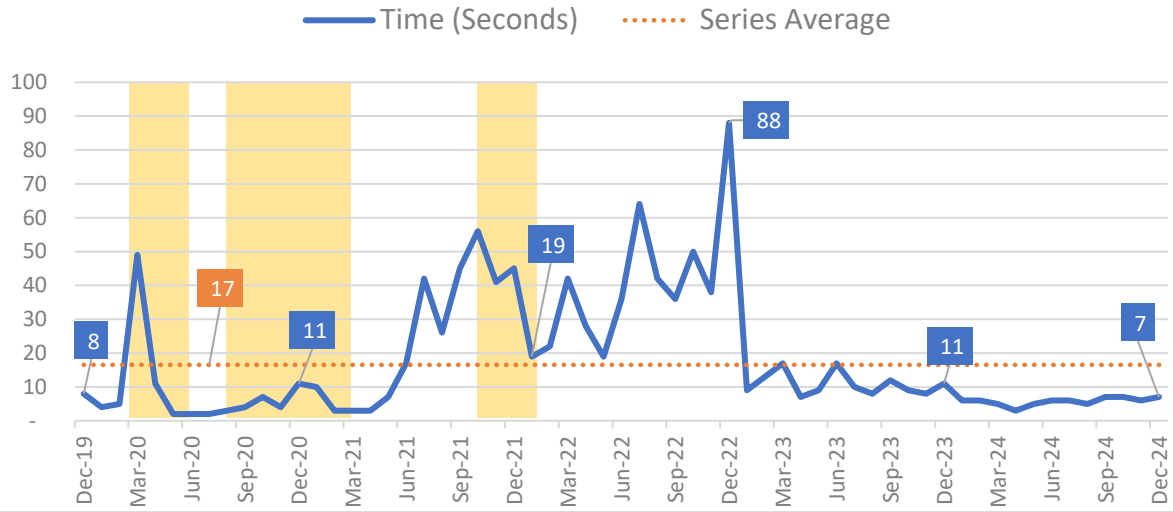| Rank in series to-date	Change from Nov 2024	Change from Dec 2023
3rd highest	+2 thousand	+2 thousand

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Volume of 999-calls-answered reached the seventh highest volume to-date, increasing by 75-thousand calls from November to reach 936-thousand across the month, and 30-thousand each day.

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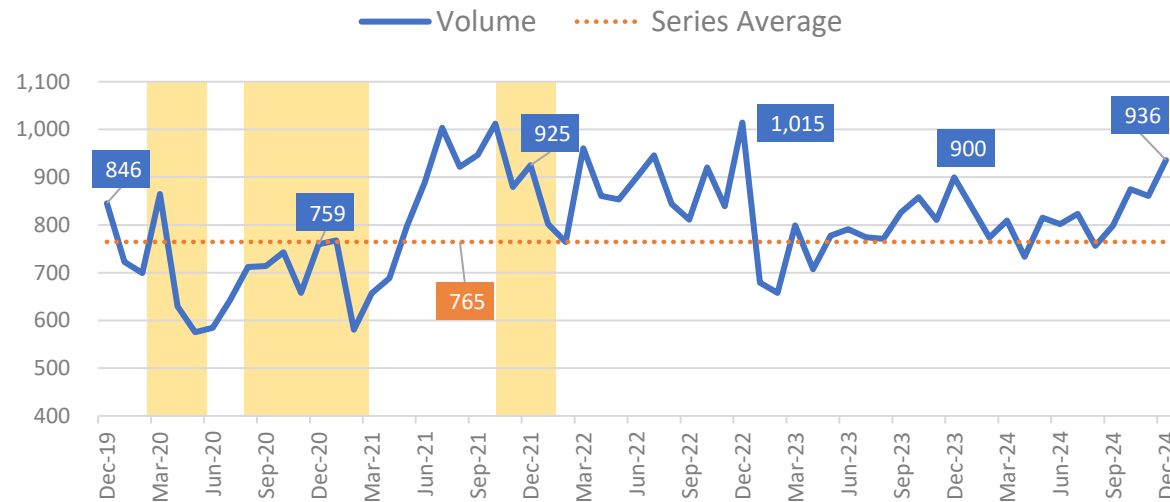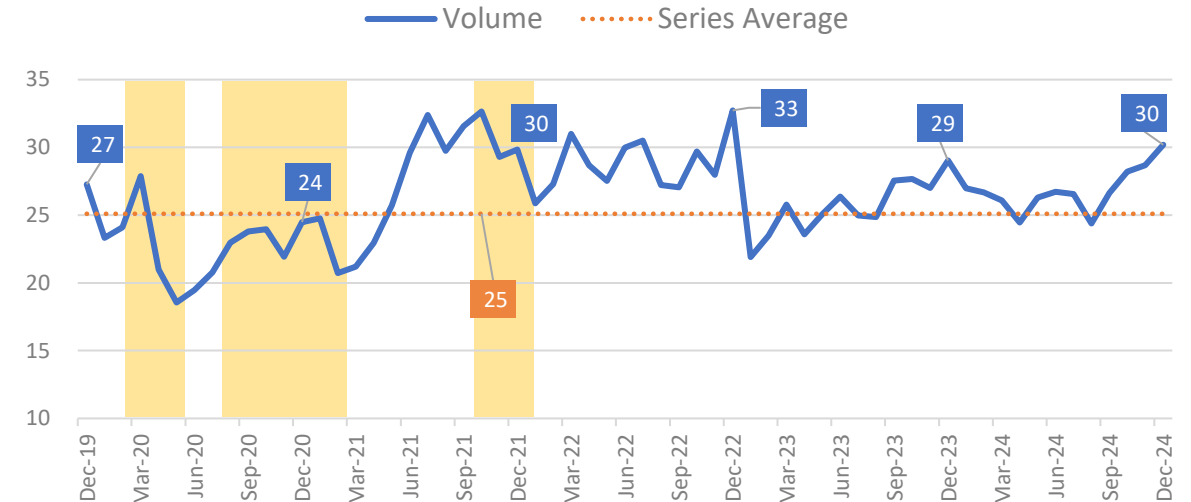
Volume — Series Average

Data labels: 846, 759, 765, 925, 1,015, 900, 936

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

Volume — Series Average

Data labels: 27, 24, 25, 30, 33, 29, 30

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
7th highest	+75 thousand	+36 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
7th highest	+2 thousand	+1 thousand

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

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

Call answer-time slowed, but by just one-second for the mean and four seconds for the 95th centile.

Mean Call Answer Time (A3)
Time (Seconds) · Series Average

95th Centile Call Answer Time (A5)
Time (seconds) · Series Average
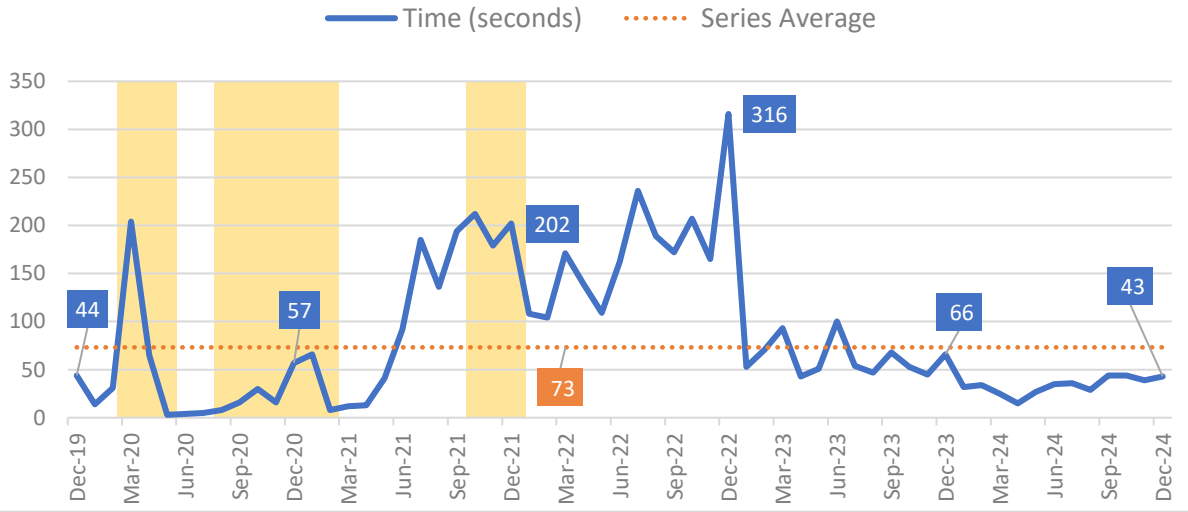
Mean Call Answer Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
28th fastest	1 sec slower	4 secs faster

95th Centile Answer Time for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
33rd fastest	4 secs slower	23 secs slower

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

8. Calls: Average Daily Growth and Answer Time, Range - December 2024

Growth in calls between November and December was around 12-percent for England, but for some trusts was as high as 16-percent. Answer-time varied between trusts, the fastest mean time averaged around two seconds for the fastest three, and over 14-seconds for the slowest three.

Growth in Contact Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	16.5%
National Average (Eng)	12.8%
Smallest Three Trusts (av)	9.9%

Mean Call Answer Time (seconds)

Fastest Three Trusts (av)	1.7
National Average (Eng)	7.0
Slowest Three Trusts (av)	14.3

Growth in Calls Answered Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	16.4%
National Average (Eng)	12.4%
Smallest Three Trusts (av)	10.2%

95th Centile Call Answer Time (seconds)

Fastest Three Trusts (av)	6.3
National Average (Eng)	43.0
Slowest Three Trusts (av)	93.0

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

December 2024 saw the highest volume of incidents of any month on record (806-thousand) and the second highest average daily volume (26-thousand).
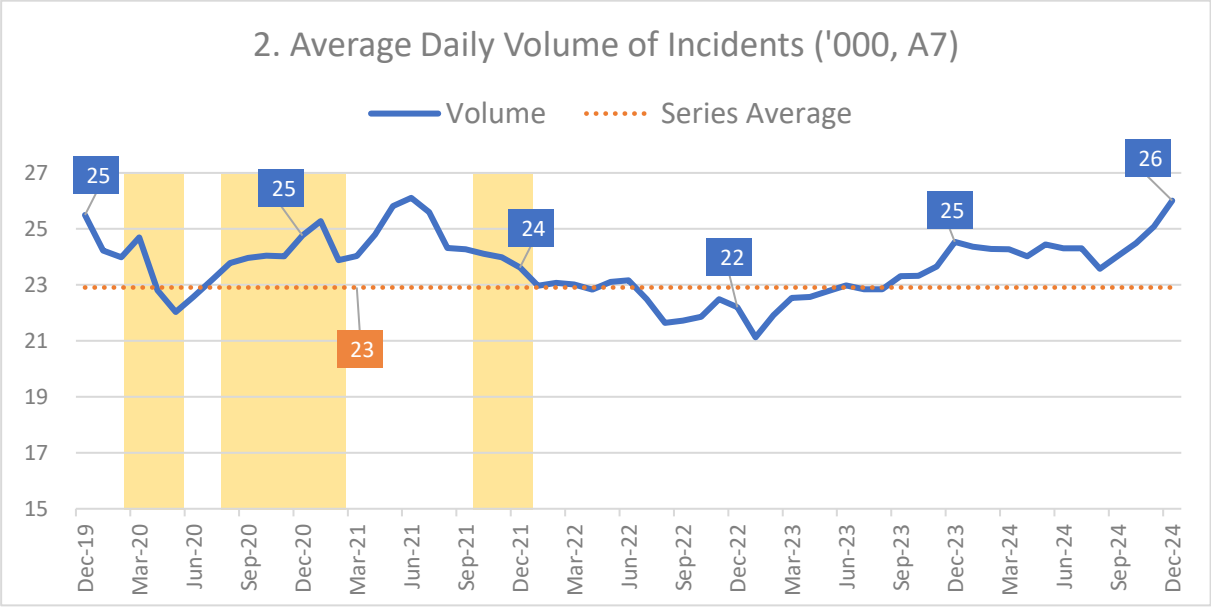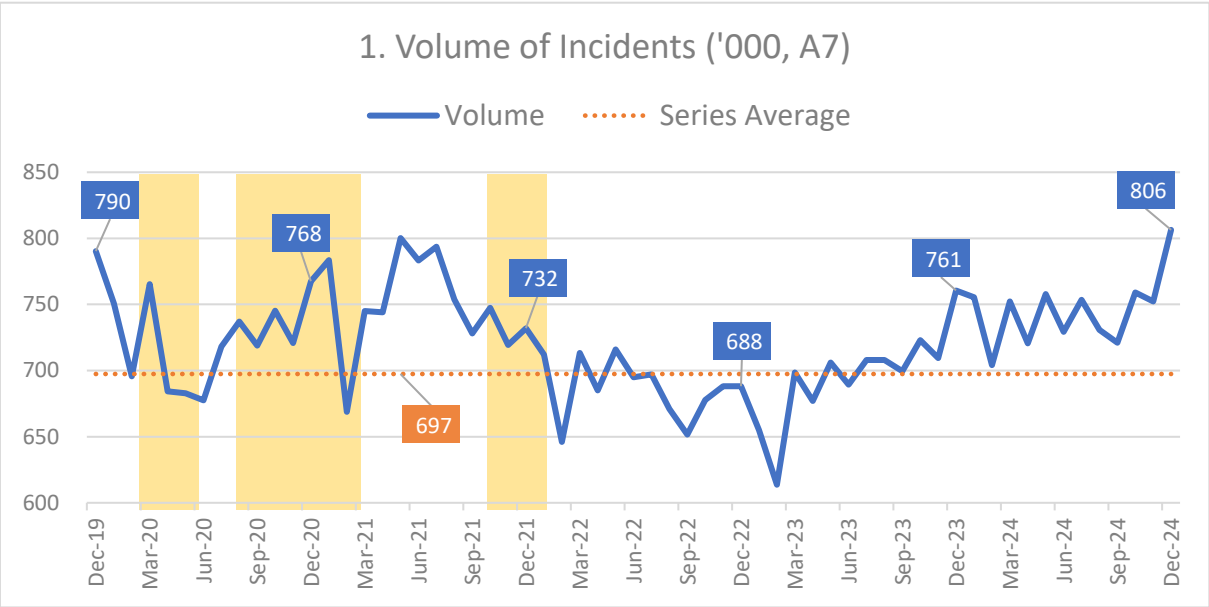
1. Volume of Incidents ('000, A7)

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

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
First	+54 thousand	+45 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+1 thousand	+1 thousand

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

11. Demand: Share of Incidents by Category

Between August and December 2024, Category-1 increased share of total incidents by over one percentage-point (to 11.5-percent), and Category-2 by nearly two percentage points (to 52.4-percent). By contrast, Category-3's share dropped by over four-percentage points (to 14.2 percent).
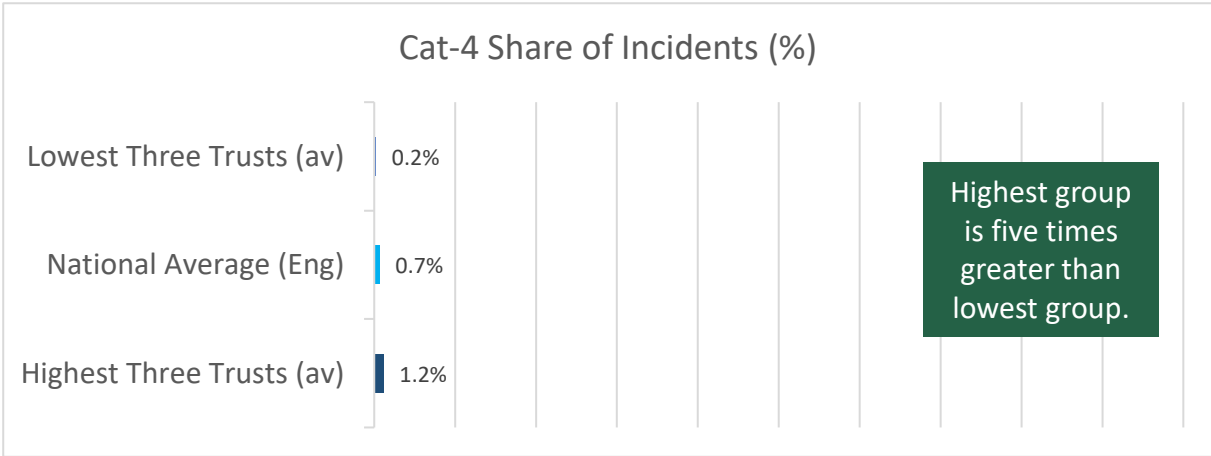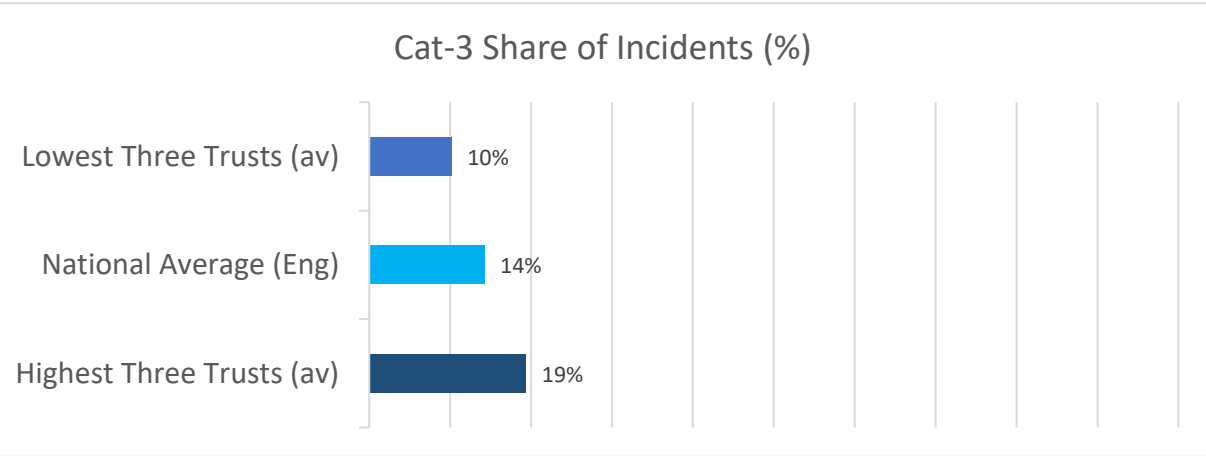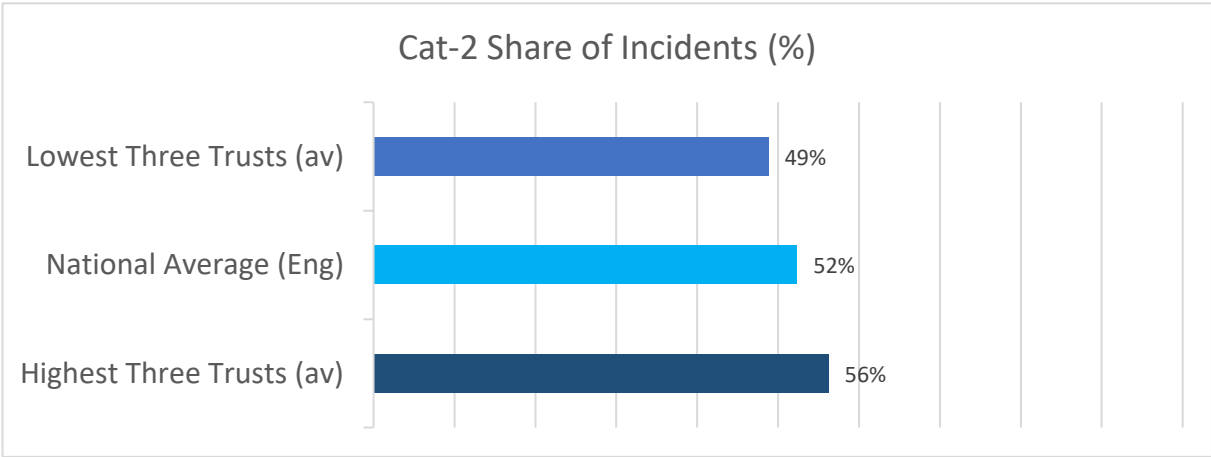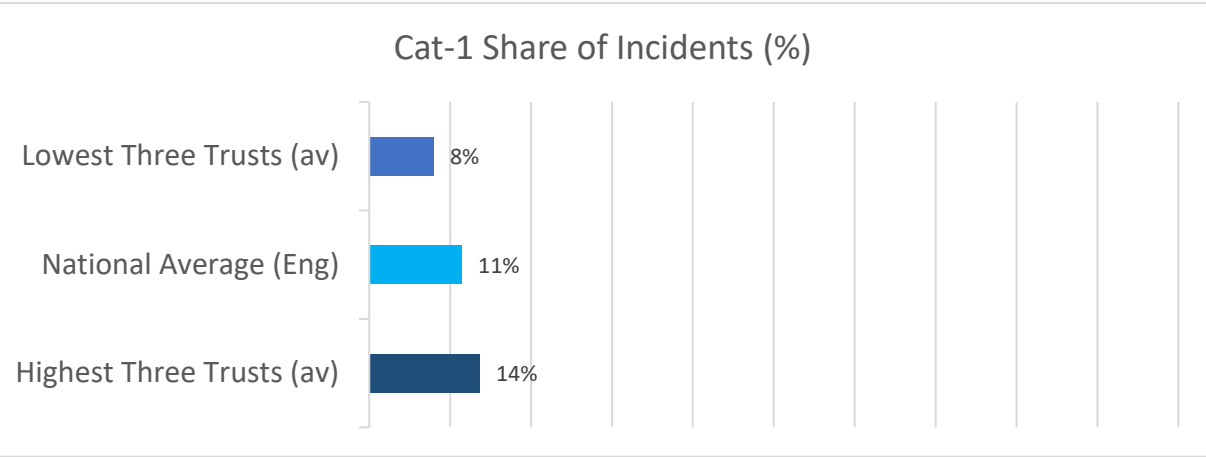

Share of Incidents by Category

Cat-1 — Cat-2 — Cat-3 — Cat-4

Share of Incidents by Category (12m to Dec)

Cat-1 · Cat-2 · Cat-3 · Cat-4
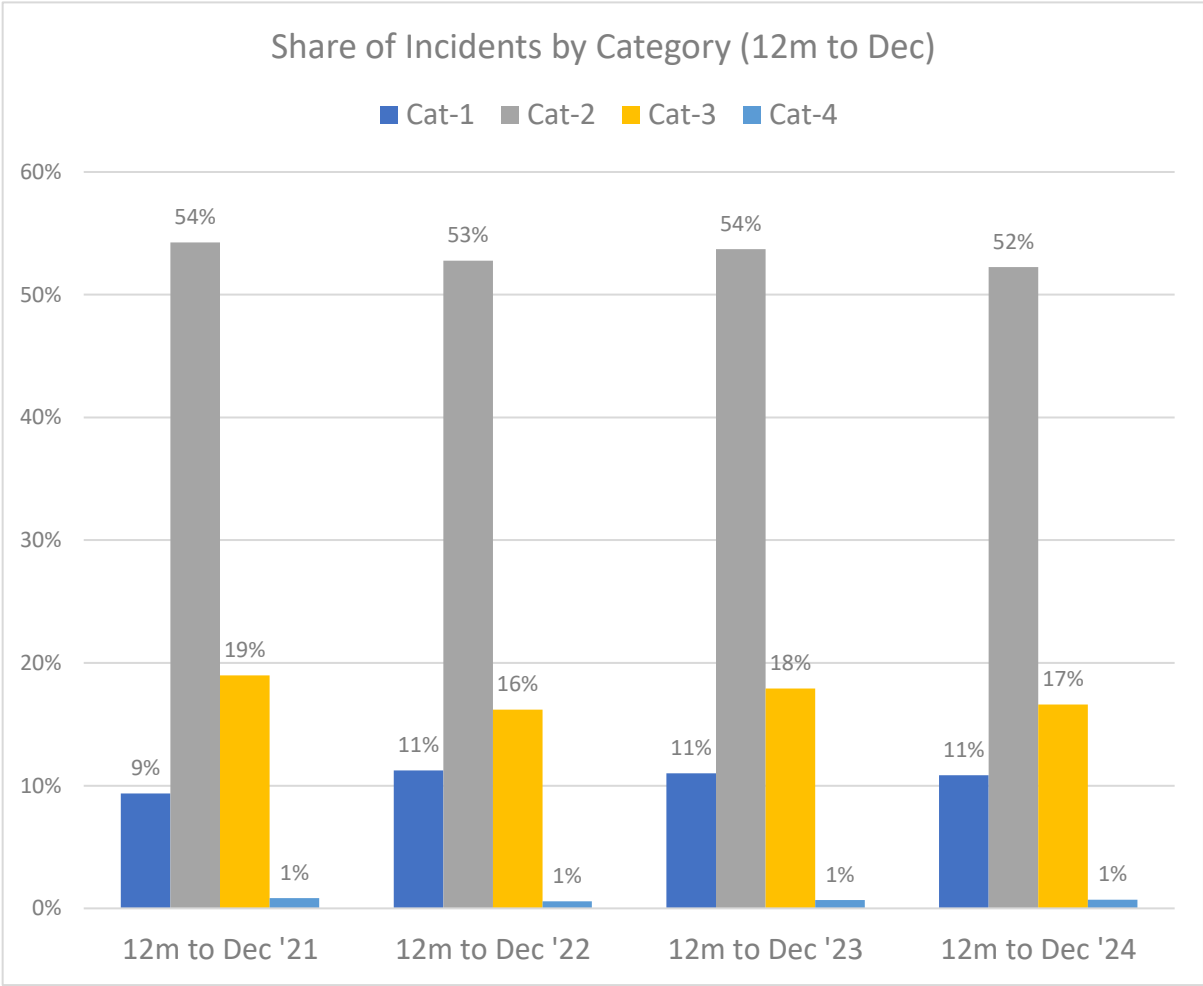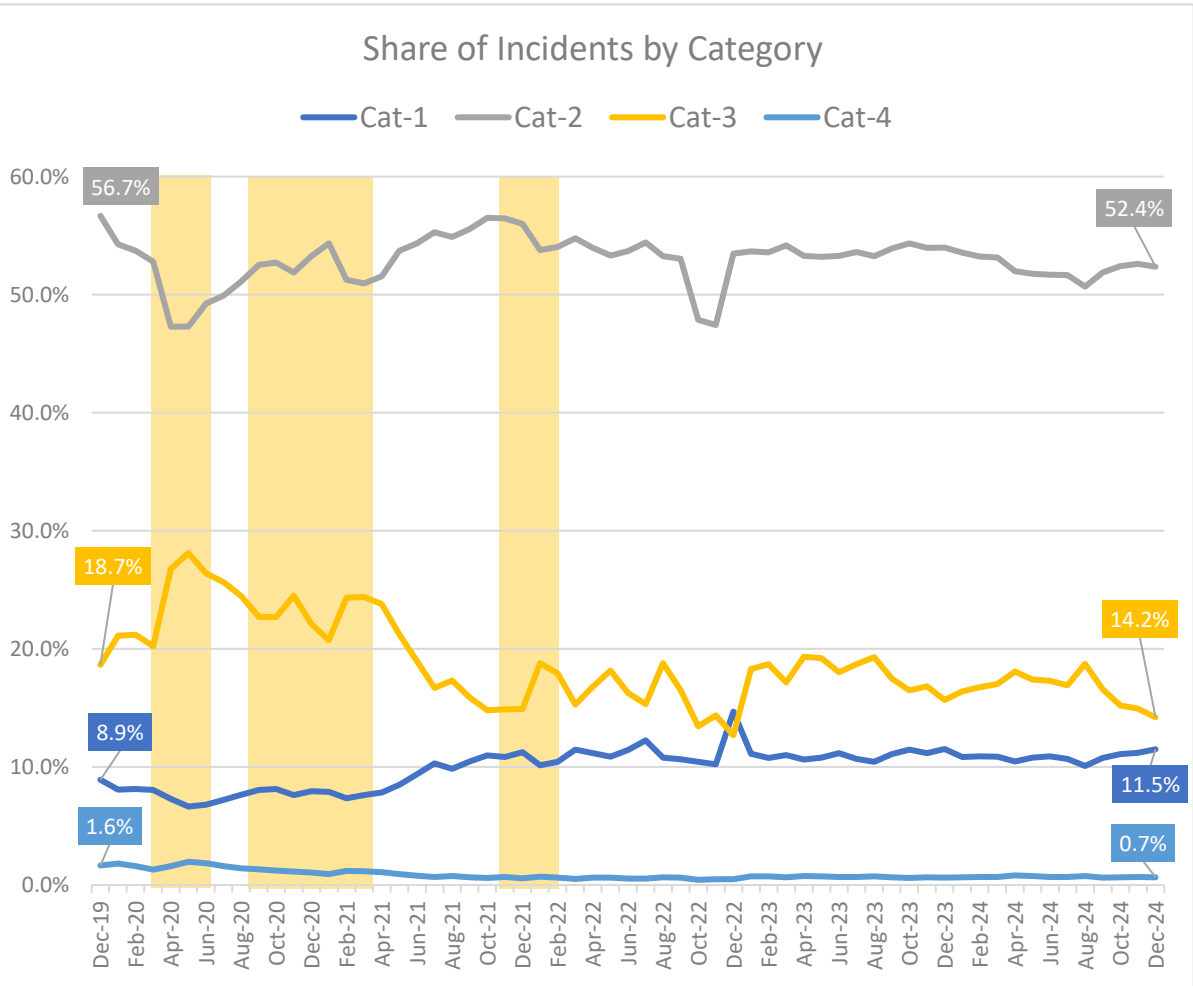
Yellow areas show COVID waves in the UK: source ONS.

12. Share of Incidents, Range – December 2024

Share of incidents varies by trusts. Category-1 account for 14-percent for trusts at the higher-end of the range, Category-2 56-percent and Category-3 19-percent. Category-4 is the smallest category, but has the greatest difference between trusts at either end of the range.

Cat-1 Share of Incidents (%)

Lowest Three Trusts (av)	8%
National Average (Eng)	11%
Highest Three Trusts (av)	14%

Cat-2 Share of Incidents (%)

Lowest Three Trusts (av)	49%
National Average (Eng)	52%
Highest Three Trusts (av)	56%

Cat-3 Share of Incidents (%)

Lowest Three Trusts (av)	10%
National Average (Eng)	14%
Highest Three Trusts (av)	19%

Cat-4 Share of Incidents (%)

Lowest Three Trusts (av)	0.2%
National Average (Eng)	0.7%
Highest Three Trusts (av)	1.2%

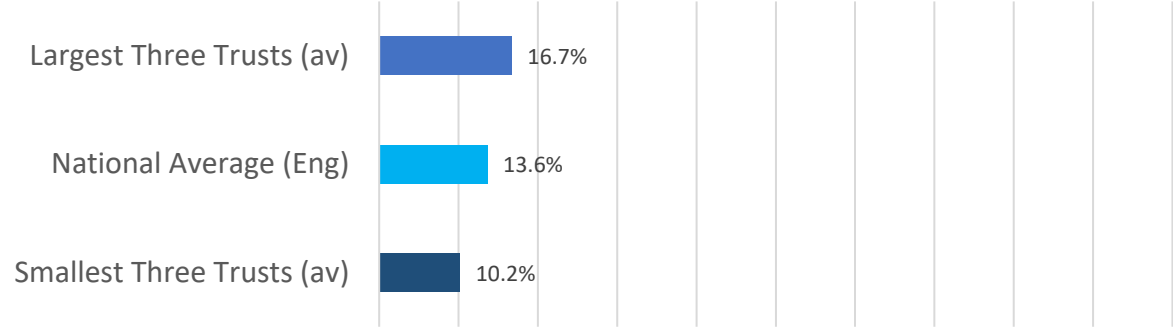Highest group is five times greater than lowest group.

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.
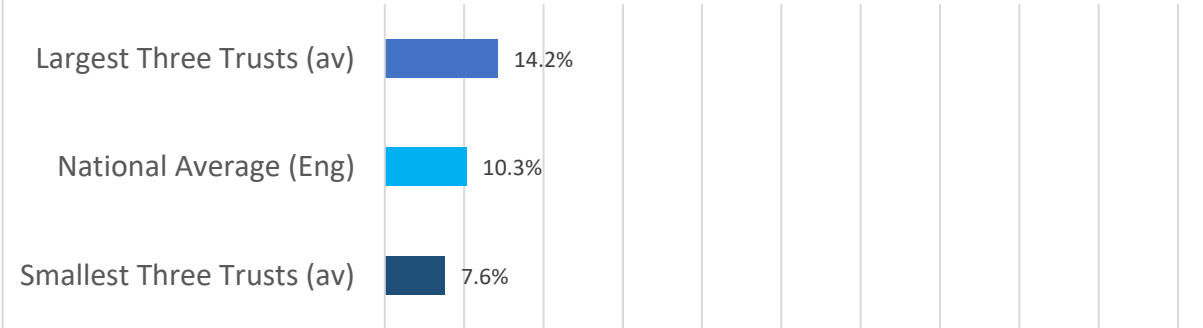
13. Growth in Average Daily Incident Volumes, Range - December 2024

As seen in previous months, growth in incident volume varies by trusts – However, while Categories-1-and-2 both saw double digit growth for in most cases, Categories-3-and-4 saw contraction for trusts at the smaller end, and strong double digit growth for those at the higher (especially Category-4).
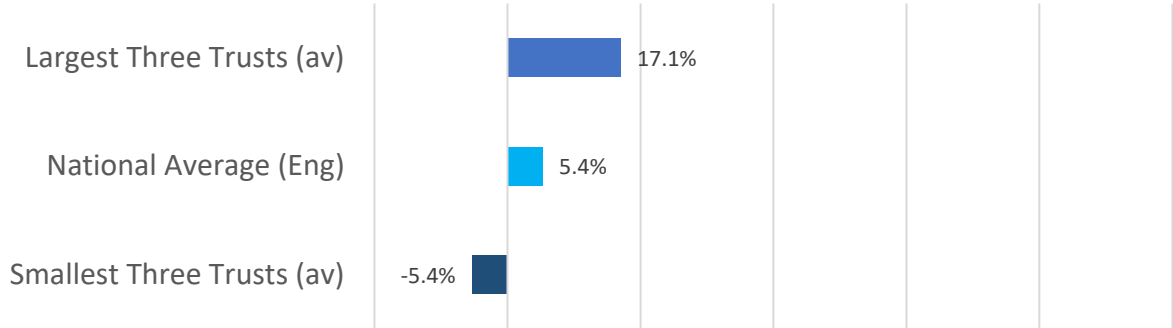
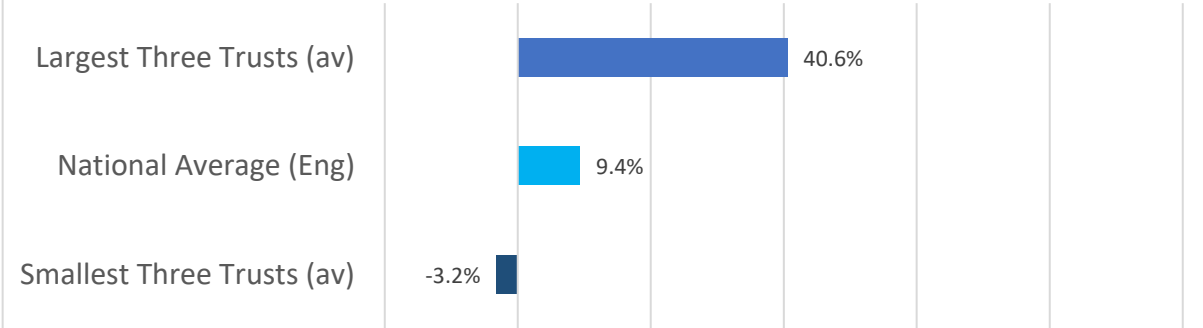### Growth in Cat-1 Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	16.7%
National Average (Eng)	13.6%
Smallest Three Trusts (av)	10.2%

Growth in Cat-2 Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	14.2%
National Average (Eng)	10.3%
Smallest Three Trusts (av)	7.6%

Growth in Cat-3 Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	17.1%
National Average (Eng)	5.4%
Smallest Three Trusts (av)	-5.4%

Growth in Cat-4 Volume (Daily Av, Nov to Dec)

Largest Three Trusts (av)	40.6%
National Average (Eng)	9.4%
Smallest Three Trusts (av)	-3.2%

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

14. Demand: Category-1 Incidents (A8)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

In December 2024, Category-1 volume reached the second highest volume on record (at monthly, and daily level) with the highest volume being December 2022.

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

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

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+8 thousand	+5 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+181 incidents	+161 incidents

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Category-1T incidents (Category-1 incidents where patients are conveyed) also reached the second highest volume – although the proportion of Category-1 these represents remained steady at 66-percent.

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

— Volume   ⋯⋯ C1T as Share of C1 (A9/A8)

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

— Volume   ⋯⋯ C1T as Share of C1 (A9/A8)

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+5 thousand	+3 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+106 incidents	+114 incidents

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES
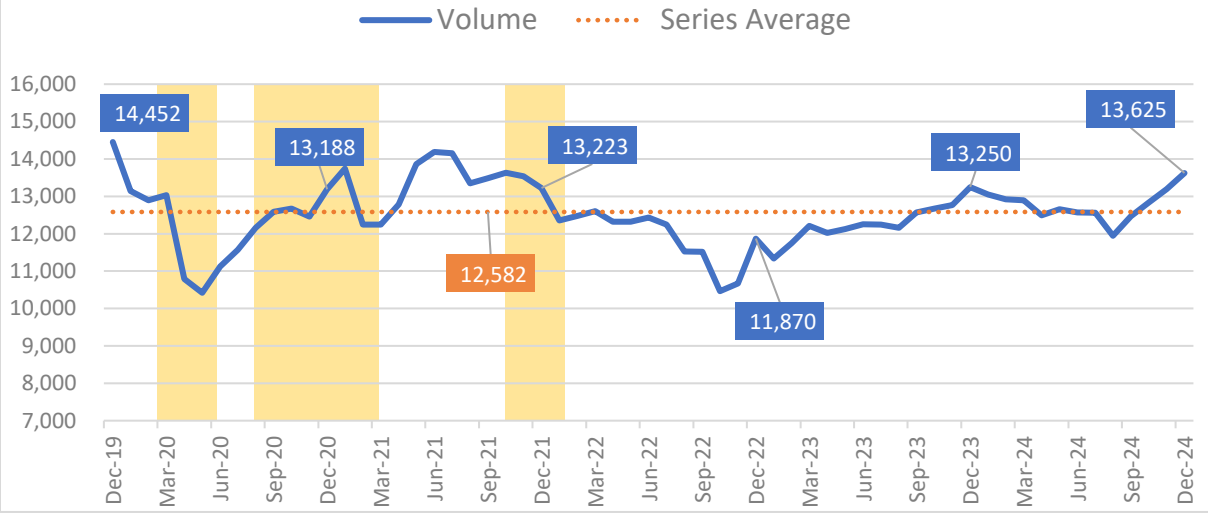
There were 27-thousand more Category-2 incidents across the month, totaling 422-thousand – the seventh highest monthly volume to date. The average daily number of incidents grew by 434-incidents to reach 14-thousand, the eight highest to-date.

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

Legend: — Volume ⋯⋯ Series Average

Data points: 448, 409, 410, 411, 422, 371, 368
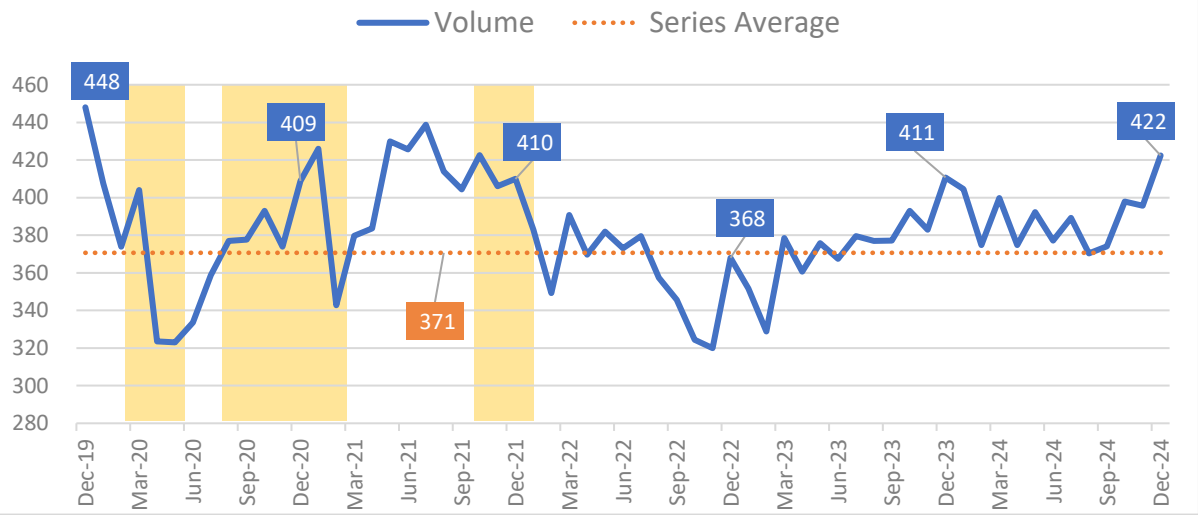
2. Average Daily Volume of Cat-2 Incidents (A10)

Legend: — Volume ⋯⋯ Series Average

Data points: 14,452, 13,188, 13,223, 13,250, 13,625, 12,582, 11,870

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
7th highest	+27 thousand	+11 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
8th highest	+434 incidents	+375 incidents

Yellow areas show COVID waves in the UK: source ONS.
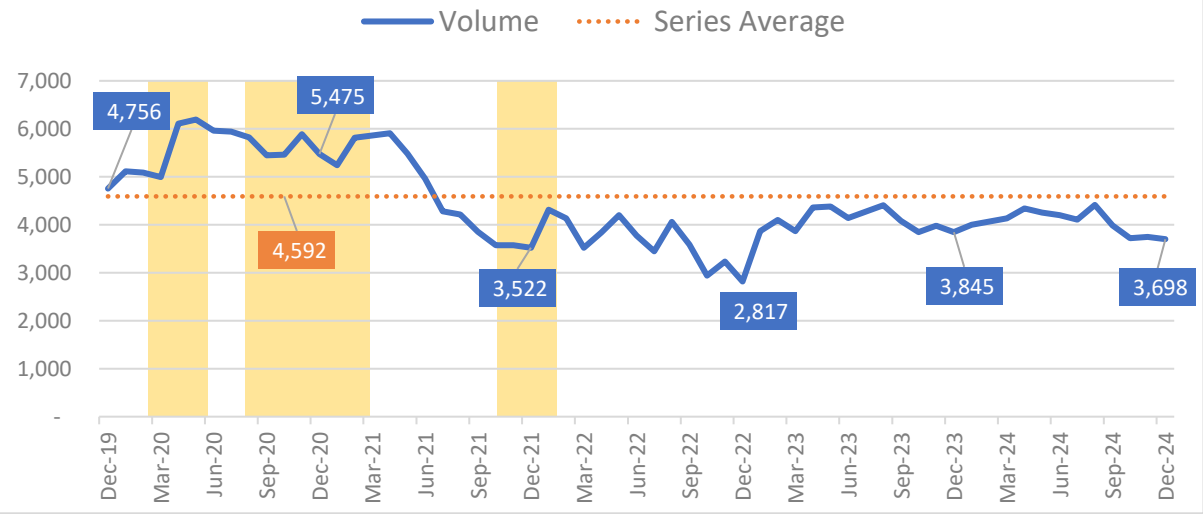
17. Demand: Category-3 Incidents (A11)

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Category-3 incidents grew by two-thousand to reach 155-thousand across the month. However, the average daily figure contracted slightly with 49-fewer incidents each day compared with November (an average of 3,698 each day).

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

Legend: Volume — Series Average

Data labels: 147, 170, 142, 119, 109, 87, 115
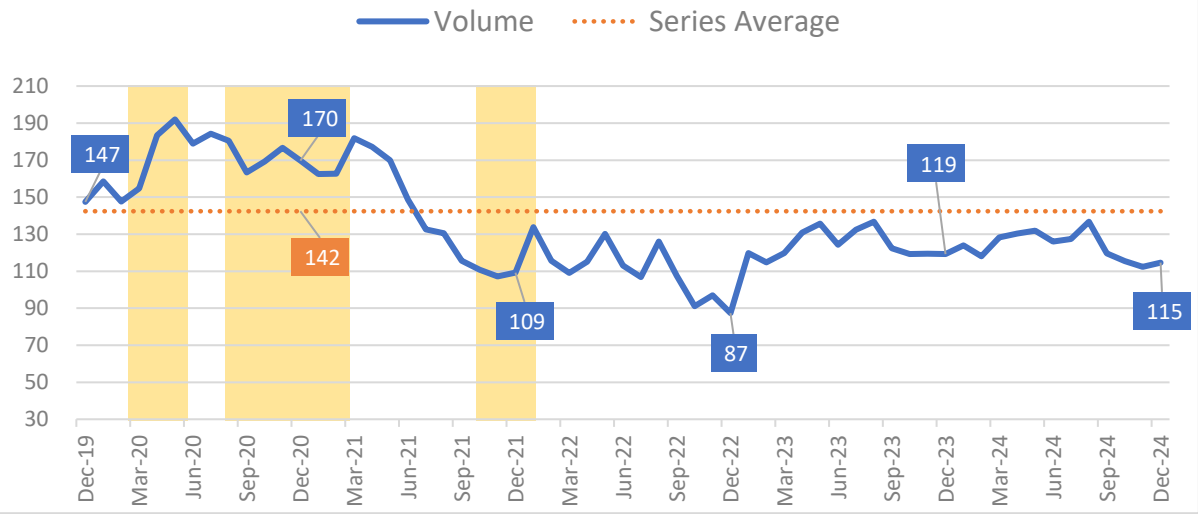
2. Average Daily Volume of Cat-3 Incidents (A11)

Legend: Volume — Series Average

Data labels: 4,756, 5,475, 4,592, 3,522, 2,817, 3,845, 3,698

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
72nd highest	+2 thousand	-4 thousand

Average Daily Volume for December 2024: Fast Facts

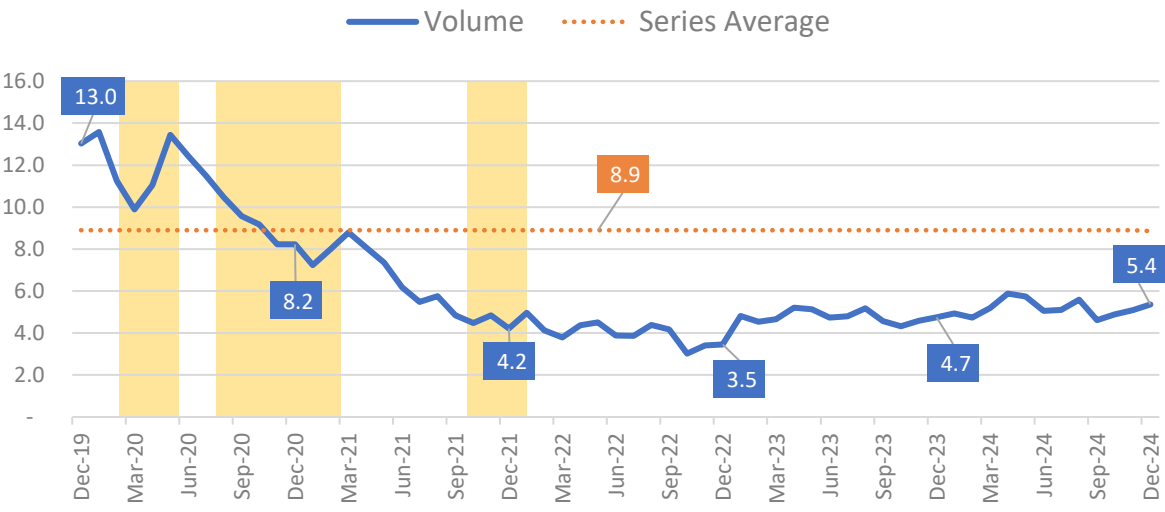| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
74th highest	-49 incidents	-148 incidents

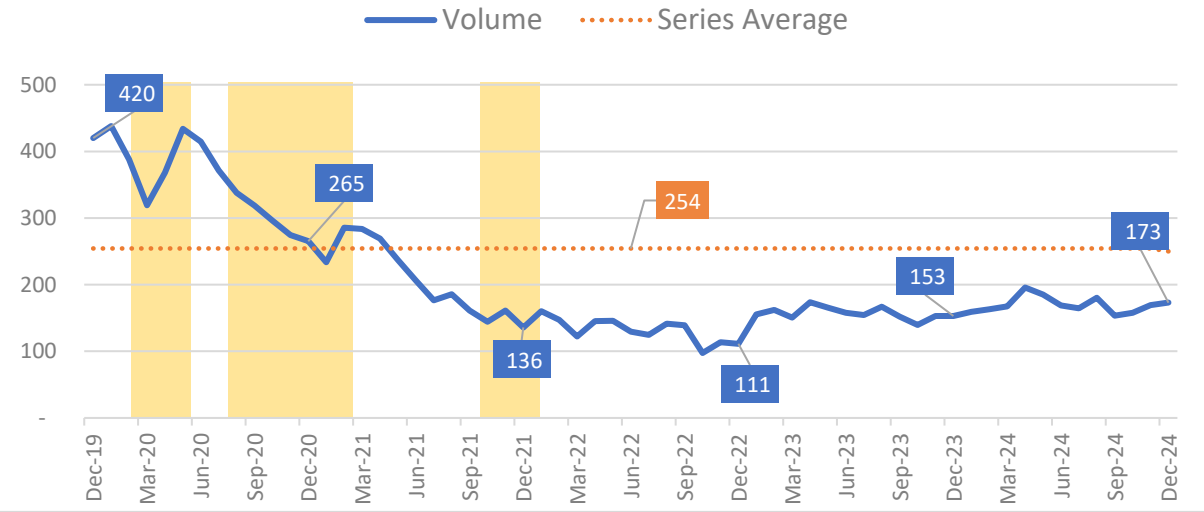Yellow areas show COVID waves in the UK: source ONS.

18. Demand: Category-4 Incidents (A12)

Category-4 saw a slight increase from November's total, with 281-more incidents across the month, and an average of four more incidents each day.

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

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

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
47th highest	+281 incidents	+618 incidents

Average Daily Volume for December 2024: Fast Facts

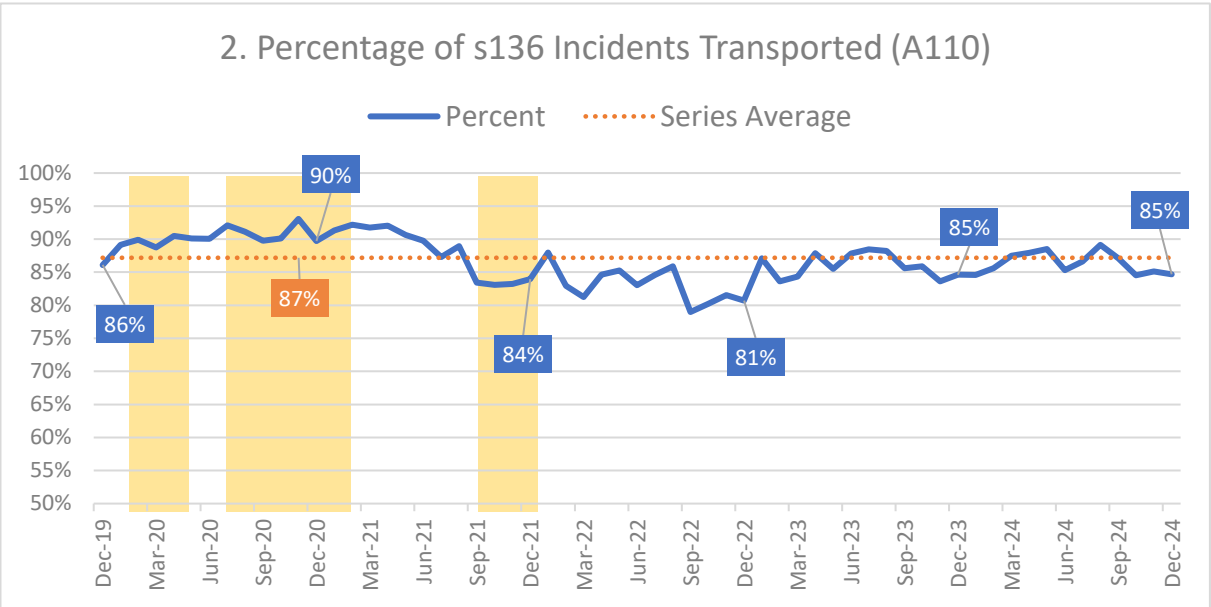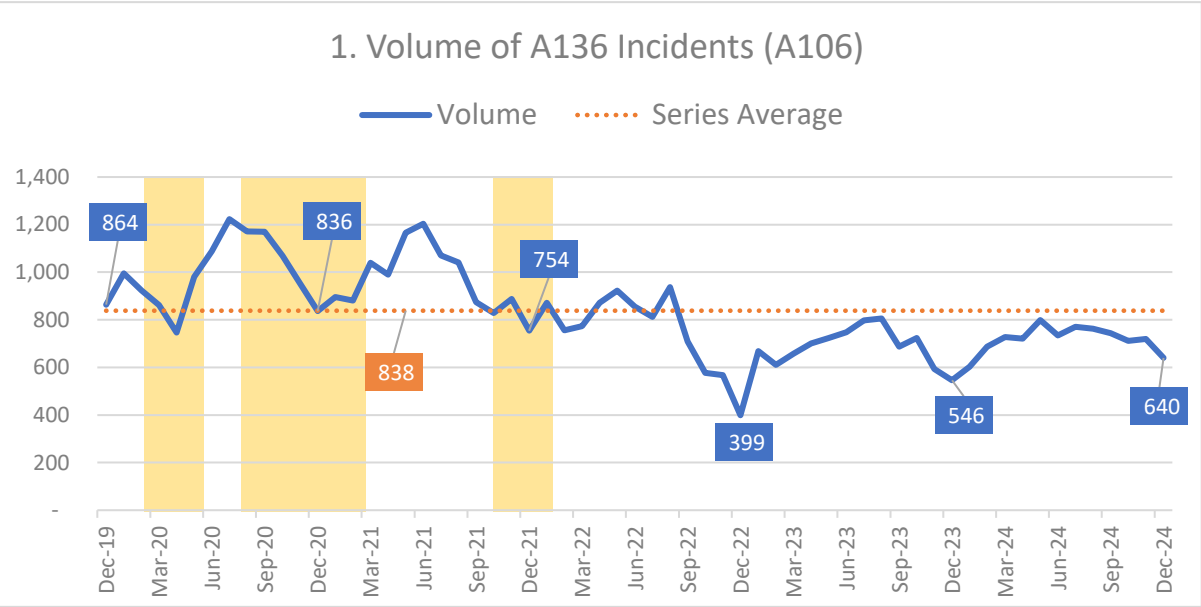| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
48th highest	+4 incidents	+20 incidents

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

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

Section 136 incidents dipped between November and December with 80-fewer incidents across the month (but 94-more than December 2023). The proportion of these incidents conveyed by an ambulance dipped very slightly to reach 85-percent.

1. Volume of A136 Incidents (A106)

Legend: —— Volume ...... Series Average

Data points labelled: 864, 836, 754, 838, 399, 546, 640

2. Percentage of s136 Incidents Transported (A110)

Legend: —— Percent ...... Series Average

Data points labelled: 86%, 90%, 87%, 84%, 81%, 85%, 85%

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
62nd highest	-80 incidents	+94 incidents

Monthly Volume for December 2024: Fast Facts

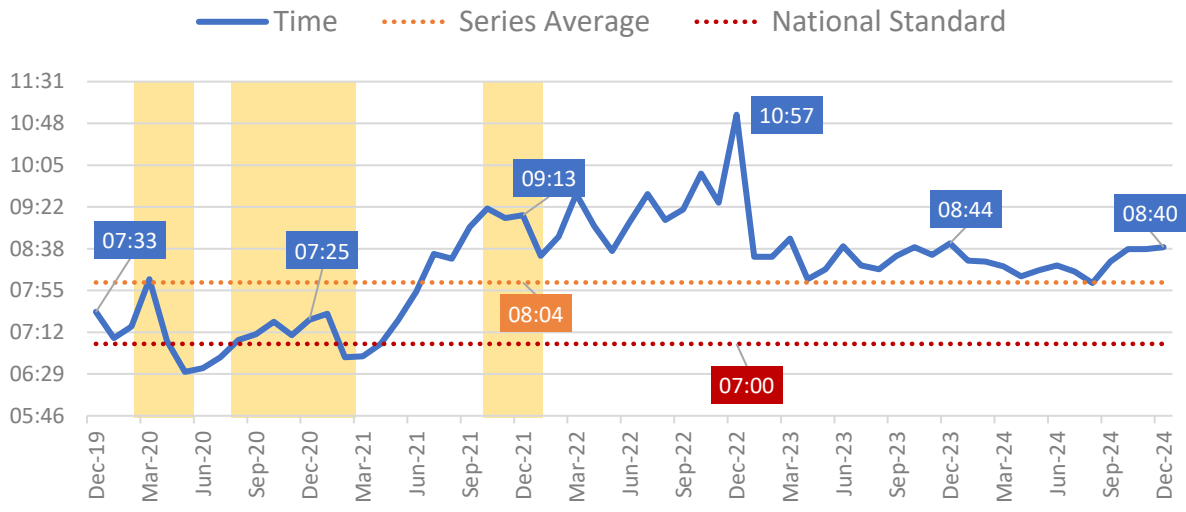| Rank in series to-date	Change from Nov 2024	Change from Dec 2023
50th highest	-0.5 percent	+0.1 percent

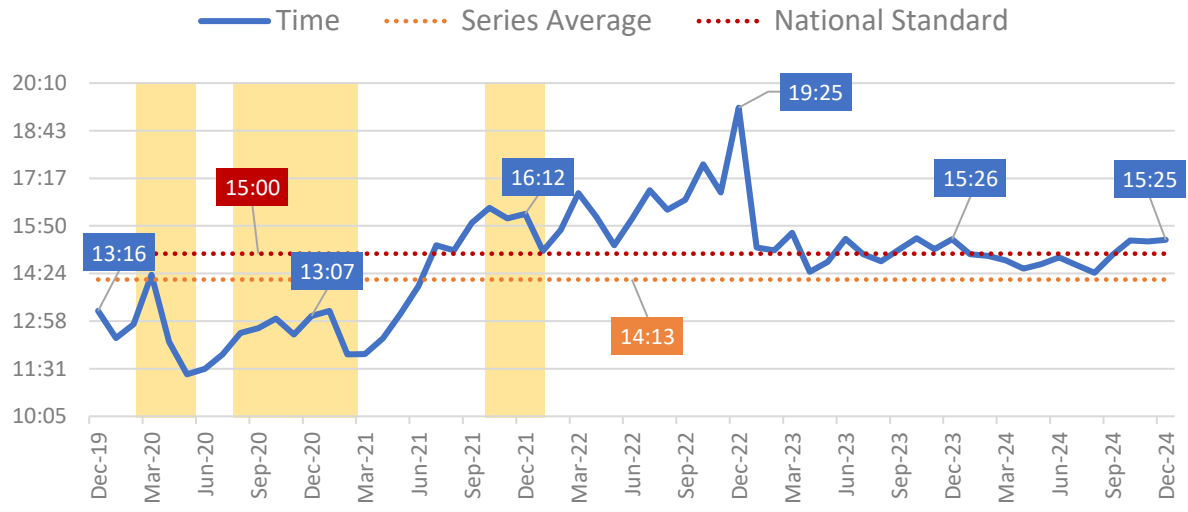Yellow areas show COVID waves in the UK: source ONS.

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

Category-1 mean response time increased by two-seconds to reach eight-minutes 40-seconds. Although this well over one-minute slower than the national standard, it is also the fastest time for any December since 2020.

Mean C1 Response Time (mm:ss, A25)

Legend: Time — Series Average — National Standard

Data labels: 07:33, 07:25, 08:04, 09:13, 10:57, 07:00, 08:44, 08:40

90th Centile C1 Response Time (mm:ss, A26)

Legend: Time — Series Average — National Standard

Data labels: 13:16, 13:07, 15:00, 14:13, 16:12, 19:25, 15:26, 15:25

Mean Response Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
19th slowest	2 secs slower	4 secs faster

90th Centile Response Time for December 2024: Fast Facts

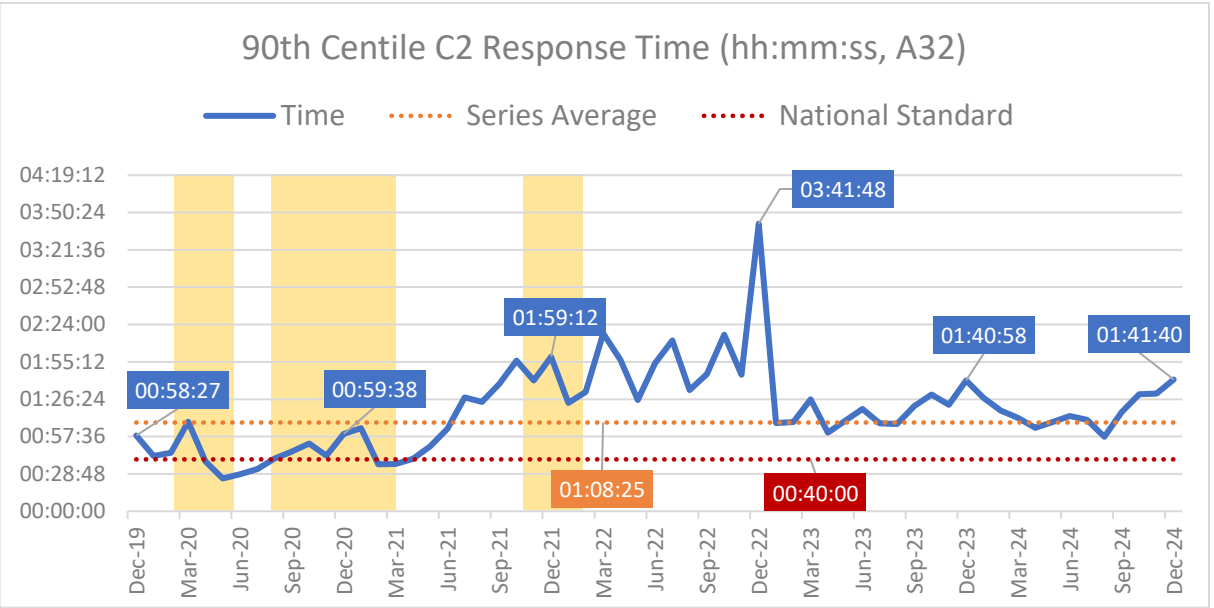| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
19st slowest	3 secs slower	1 sec faster

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Category-2 mean was five-minutes slower than in November at over 47-mintues. This is nearly half-an-hour slower than the national standard (18-minutes) and 17-minutes slower than the recovery standard (30-minutes). The mean has dipped below 30-minutes twice in the last two years.
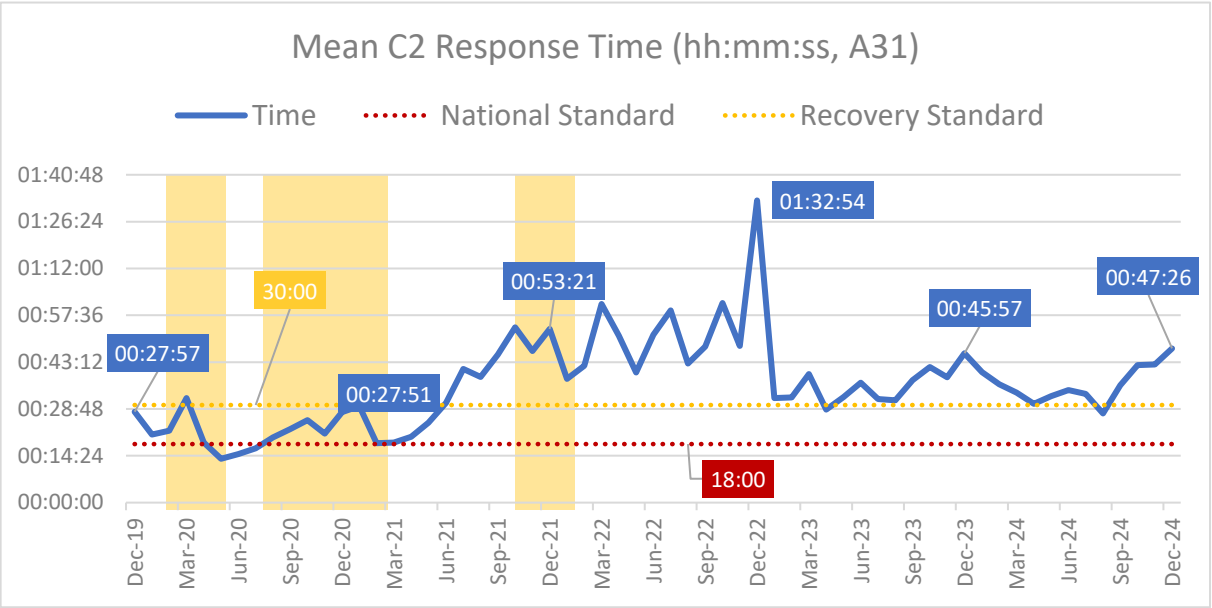
Mean C2 Response Time (hh:mm:ss, A31)

Legend: Time — National Standard — Recovery Standard

Data points: 00:27:57, 30:00, 00:27:51, 00:53:21, 01:32:54, 00:45:57, 00:47:26, 18:00

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

Legend: Time — Series Average — National Standard

Data points: 00:58:27, 00:59:38, 01:59:12, 03:41:48, 01:40:58, 01:41:40, 01:08:25, 00:40:00

Mean Response Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
11th slowest	5 mins slower	1.5 mins slower

90th Centile Response Time for December 2024: Fast Facts

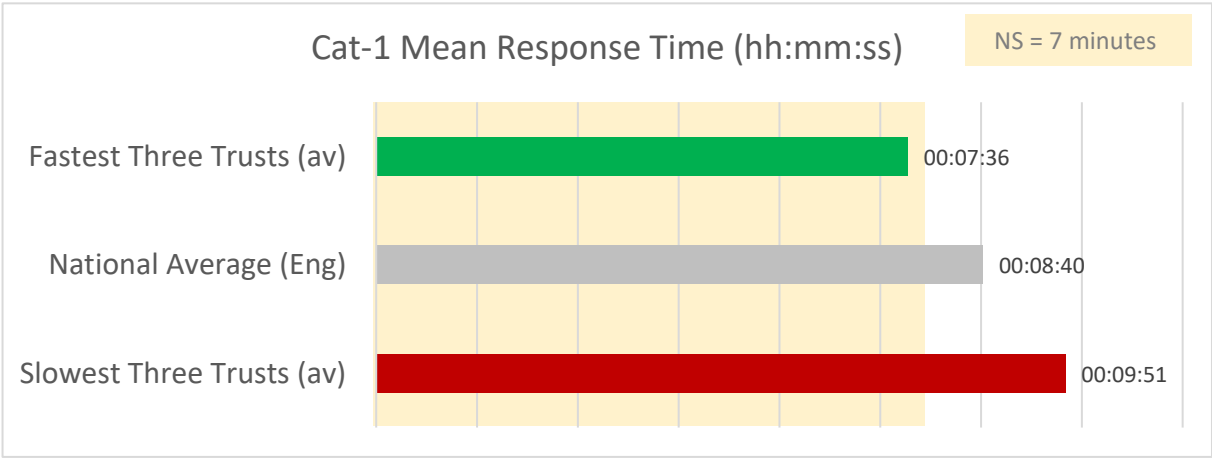| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
11th slowest	11 mins slower	42 secs slower

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

22. Category-1 and Category-2 Response Time, Range - December 2024

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

For Category-1 mean, the difference between the fastest and slowest trusts is around two-minutes. For Category-2 the difference is over 26-minutes. For the 90th centile times the differences are five-minutes and over one-hour respectively.

Cat-1 Mean Response Time (hh:mm:ss)
NS = 7 minutes

Fastest Three Trusts (av)	00:07:36
National Average (Eng)	00:08:40
Slowest Three Trusts (av)	00:09:51

Cat-2 Mean Response Time (hh:mm:ss)
NS = 18 minutes

Fastest Three Trusts (av)	00:34:32
National Average (Eng)	00:47:26
Slowest Three Trusts (av)	01:01:22

Cat-1 90th Centile Response Time (hh:mm:ss)
NS = 15 minutes

Fastest Three Trusts (av)	00:12:57
National Average (Eng)	00:15:25
Slowest Three Trusts (av)	00:17:59

Cat-2 90th Centile Response Time (hh:mm:ss)
NS = 40 minutes

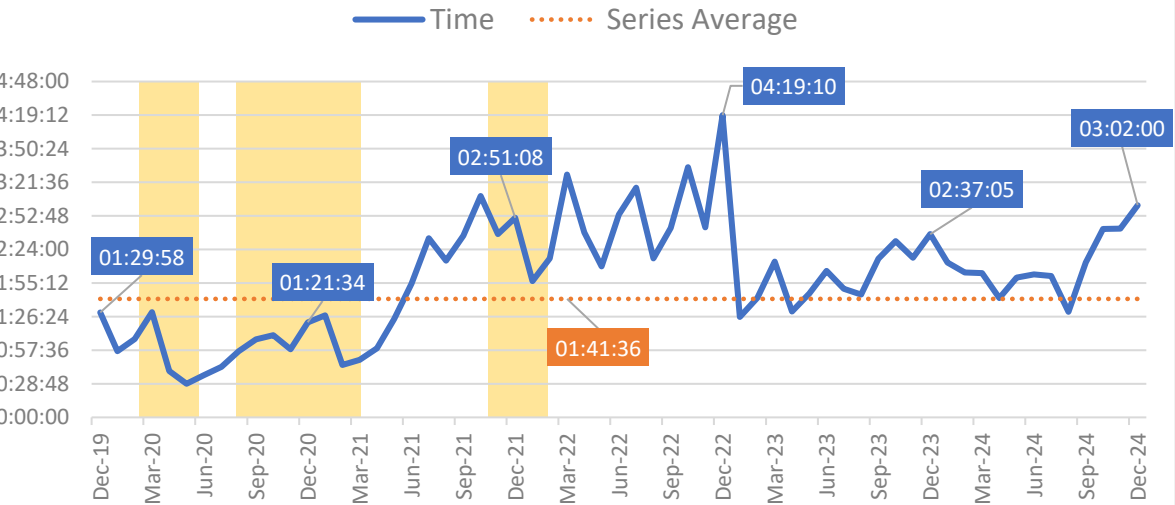|	
Fastest Three Trusts (av)	01:09:07
National Average (Eng)	01:41:40
Slowest Three Trusts (av)	02:11:47

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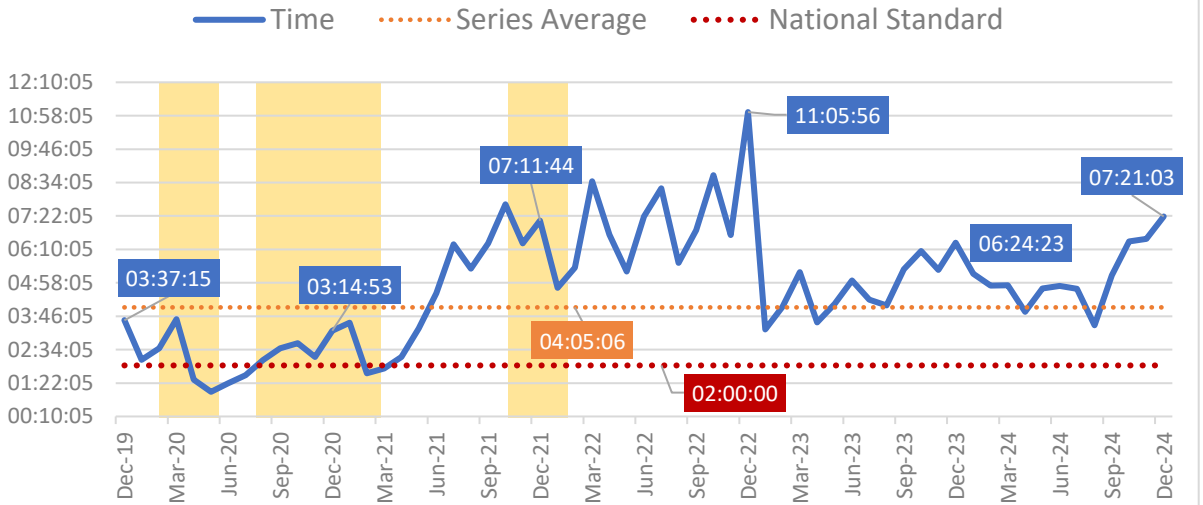
23. Demand: Category-3 Response Times (Measures A34 and A35)

For Category-3, the mean slowed by 20-minutes to exceed three-hours, the sixth slowest time to-date. The 90th slowed by nearly 50-minutes to well over seven-hours, the seventh slowest time to-date.

Mean C3 Response Time (hh:mm:ss, A34)

No national standard

Legend: Time — Series Average

Data points labelled: 01:29:58, 01:21:34, 02:51:08, 01:41:36, 04:19:10, 02:37:05, 03:02:00

90th Centile C3 Response Time (hh:mm:ss, A35)

Legend: Time — Series Average — National Standard

Data points labelled: 03:37:15, 03:14:53, 04:05:06, 02:00:00, 07:11:44, 11:05:56, 06:24:23, 07:21:03

Mean Response Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
6th slowest	20 mins slower	25 mins slower

90th Centile Response Time for December 2024: Fast Facts

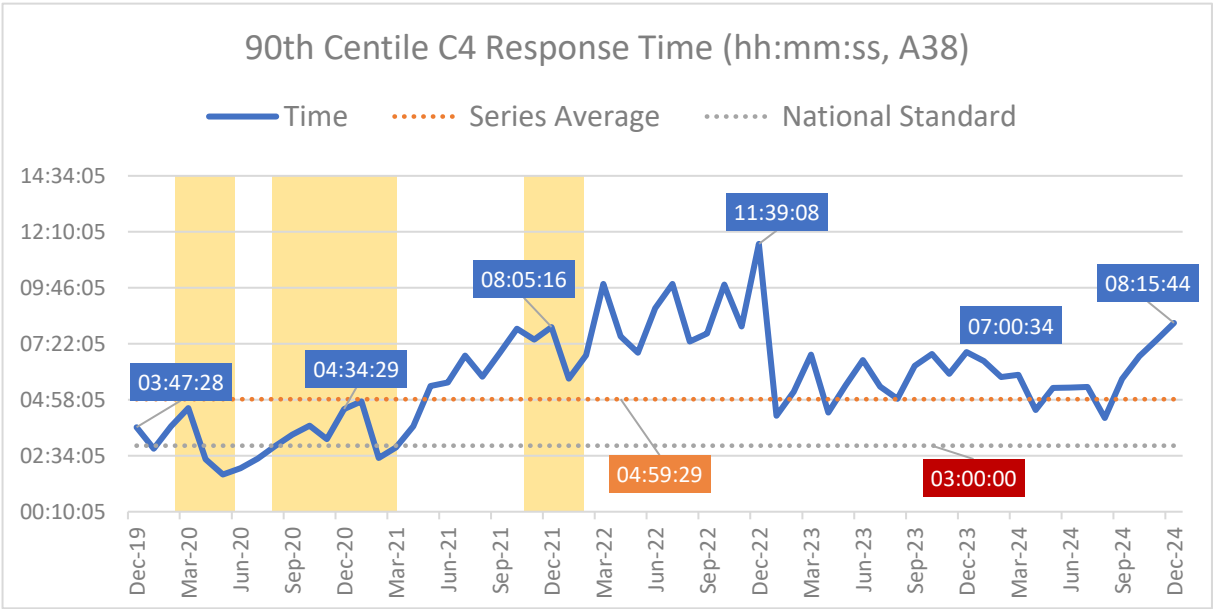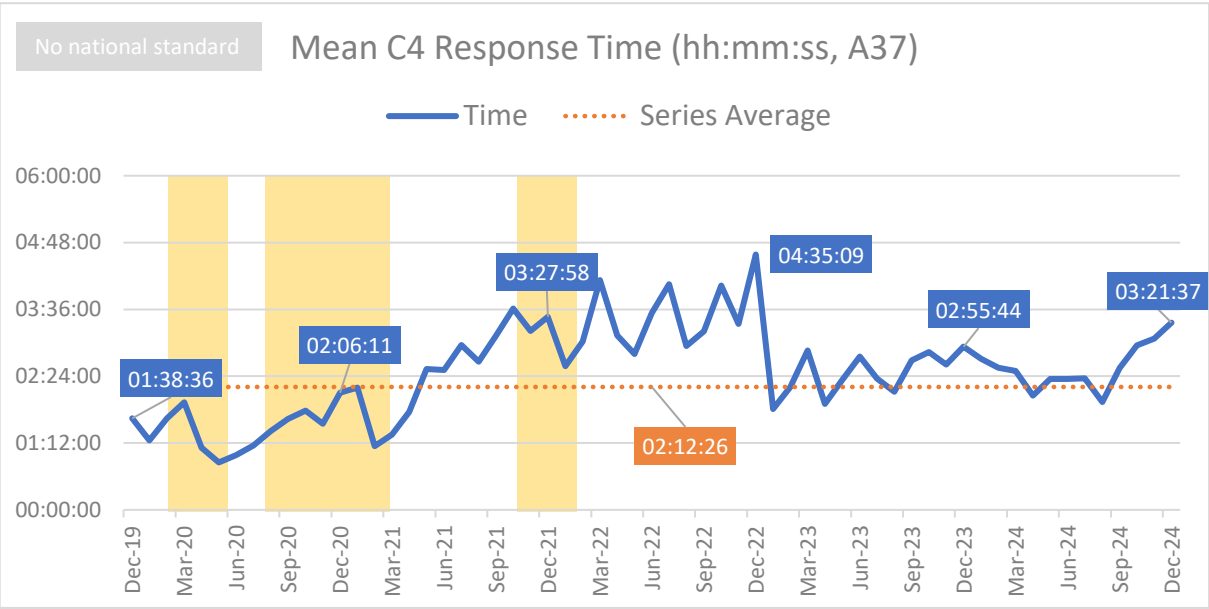| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
7th slowest	49 mins slower	57 hour slower

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

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Both Category-4 response times slowed, with both with in the ten slowest months on record. The mean exceeded three-hours, and the 90th centile eight-hours for the first time since December 2022.

Mean C4 Response Time (hh:mm:ss, A37)

No national standard

Legend: Time — Series Average

Data labels: 01:38:36, 02:06:11, 03:27:58, 02:12:26, 04:35:09, 02:55:44, 03:21:37

90th Centile C4 Response Time (hh:mm:ss, A38)

Legend: Time — Series Average ···· National Standard

Data labels: 03:47:28, 04:34:29, 08:05:16, 04:59:29, 11:39:08, 03:00:00, 07:00:34, 08:15:44

Mean Response Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
8th slowest	17 mins slower	26 min slower

90th Centile Response Time for December 2024: Fast Facts

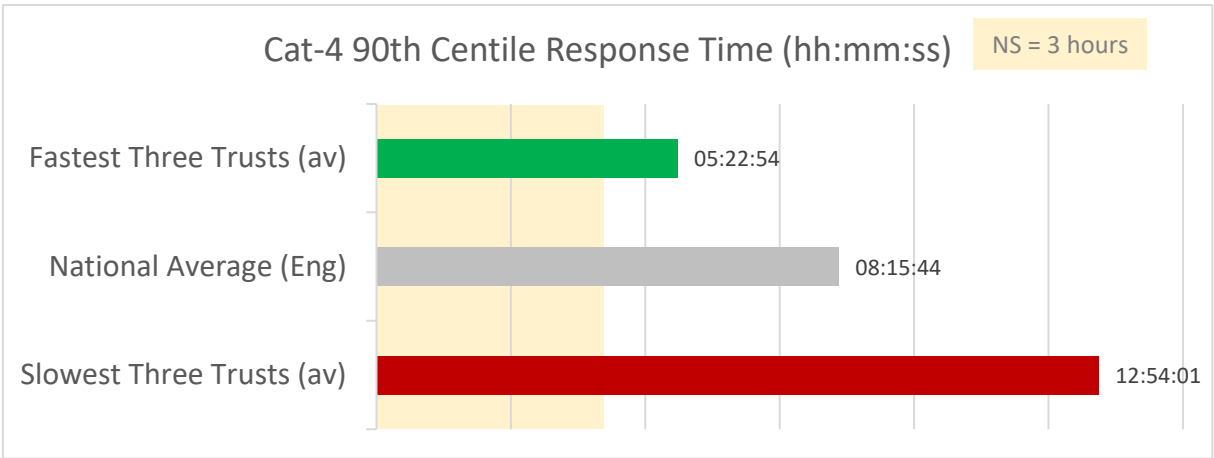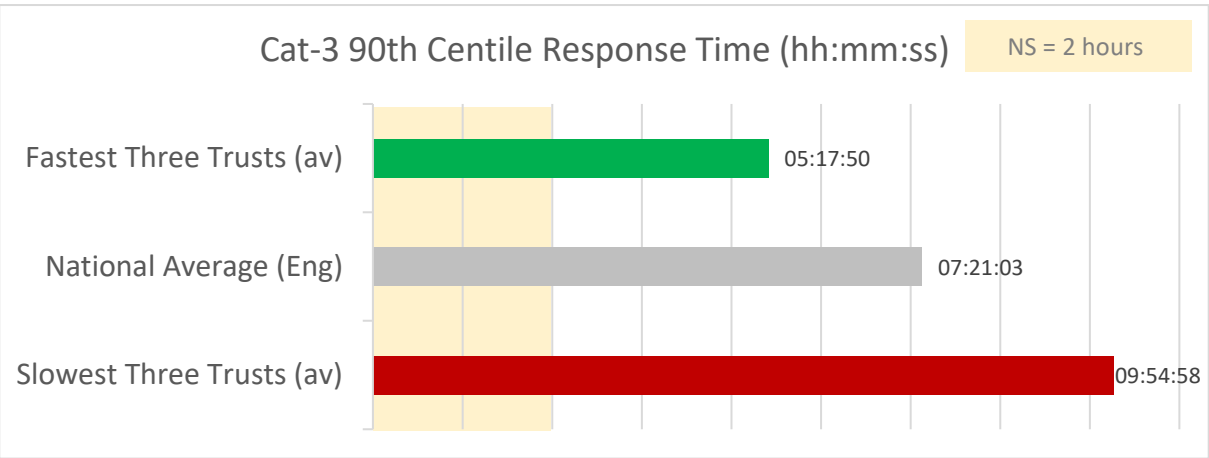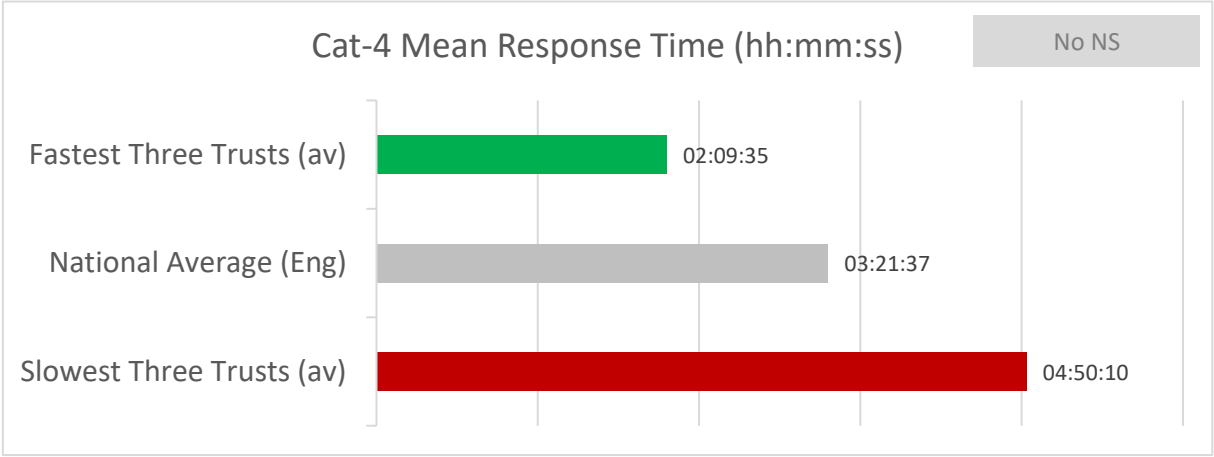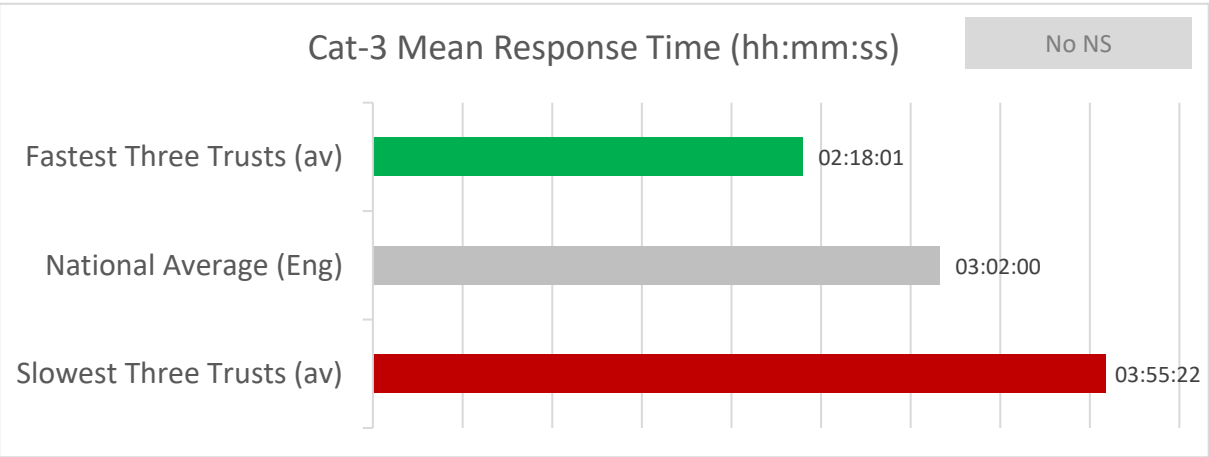| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
6th slowest	44 mins slower	1 hour slower

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

25. Category-3 and Category-4 Response Time, Range - December 2024

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> For Category-3 mean, the difference between the fastest and slowest trusts is over 90-minutes. For Category-4 the difference is well over two-hours. For the 90th centile times the differences are well over four-hours and well over seven-hours respectively.

Cat-3 Mean Response Time (hh:mm:ss) — No NS

Fastest Three Trusts (av)	02:18:01
National Average (Eng)	03:02:00
Slowest Three Trusts (av)	03:55:22

Cat-4 Mean Response Time (hh:mm:ss) — No NS

Fastest Three Trusts (av)	02:09:35
National Average (Eng)	03:21:37
Slowest Three Trusts (av)	04:50:10

Cat-3 90th Centile Response Time (hh:mm:ss) — NS = 2 hours

Fastest Three Trusts (av)	05:17:50
National Average (Eng)	07:21:03
Slowest Three Trusts (av)	09:54:58

Cat-4 90th Centile Response Time (hh:mm:ss) — NS = 3 hours

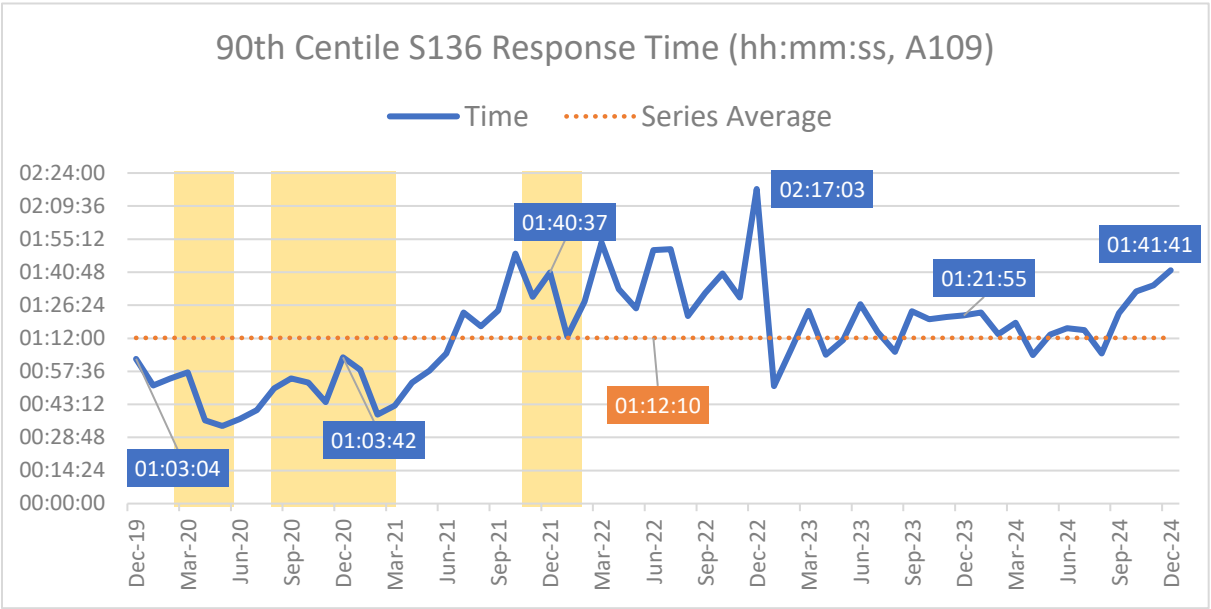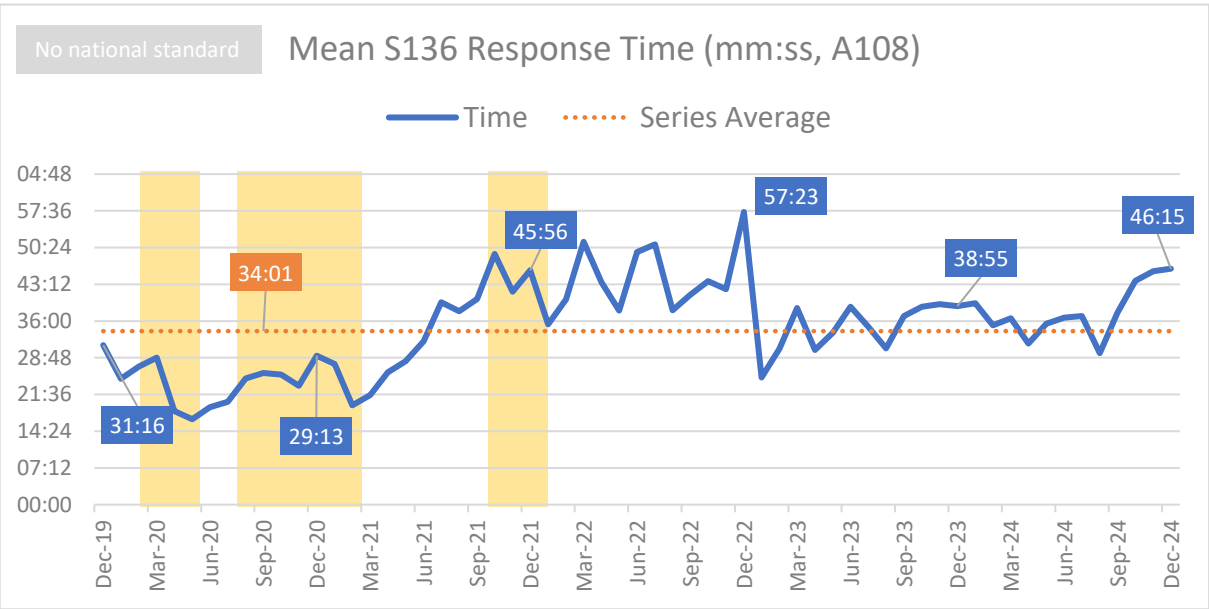|	
Fastest Three Trusts (av)	05:22:54
National Average (Eng)	08:15:44
Slowest Three Trusts (av)	12:54:01

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.

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

Section 136 times followed the broad trends seen above, with the mean increasing by nearly half-an-hour to exceed 46-minutes. The mean has a strong, positive correlation with the mean for all other incident categories, with Category-2 having correlation coefficient of +0.9.

Mean S136 Response Time (mm:ss, A108)

No national standard

Time · · · · · Series Average

31:16 · 29:13 · 34:01 · 45:56 · 57:23 · 38:55 · 46:15

90th Centile S136 Response Time (hh:mm:ss, A109)

Time · · · · · Series Average

01:03:04 · 01:03:42 · 01:12:10 · 01:40:37 · 02:17:03 · 01:21:55 · 01:41:41

Mean Response Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
6th slowest	28 secs slower	7 mins slower

90th Centile Response Time for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
6th slowest	7 mins slower	20 min slower

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

Section 3

Incidents by Response Outcome

28. Share of Response Outcomes

Continuing the trend seen in previous months, the proportion of incidents Conveyed-to-an-Emergency-Department decreased (to the lowest percentage to-date) while Hear-and-Treat responses increased (to the highest percentage to-date).
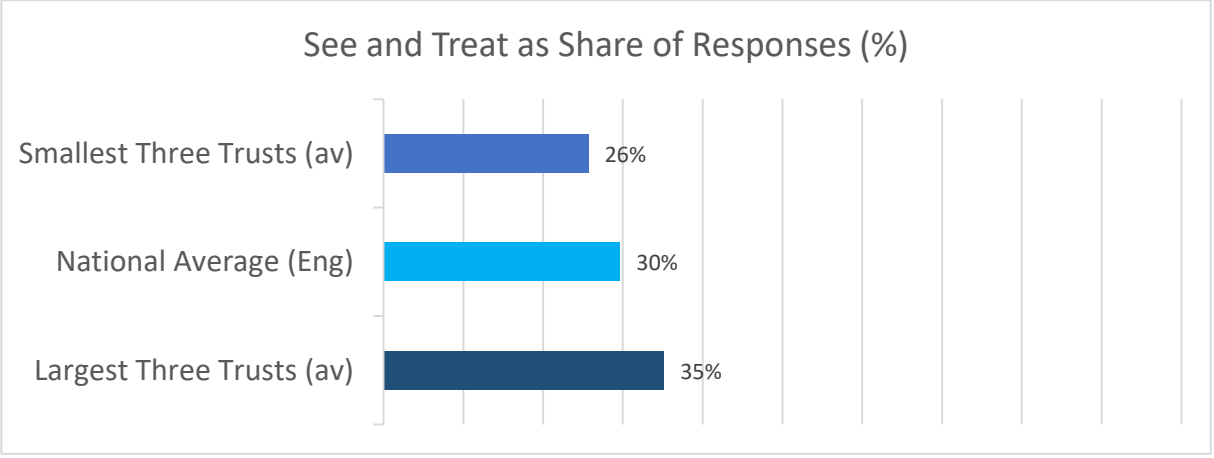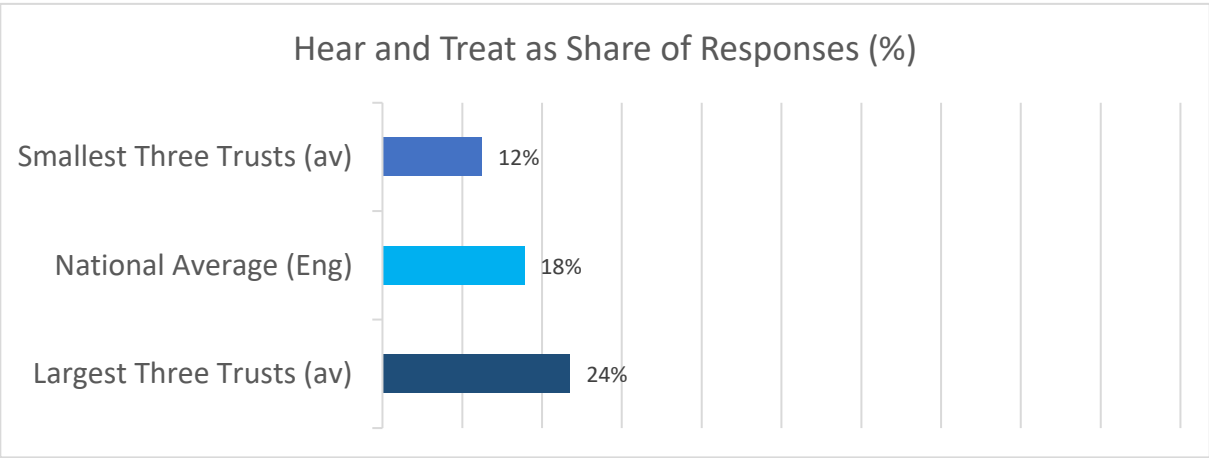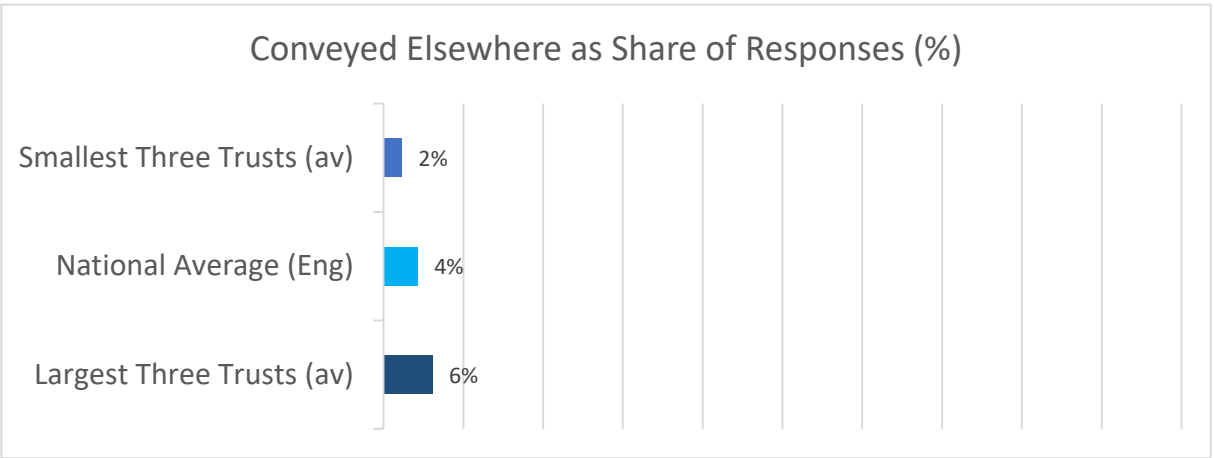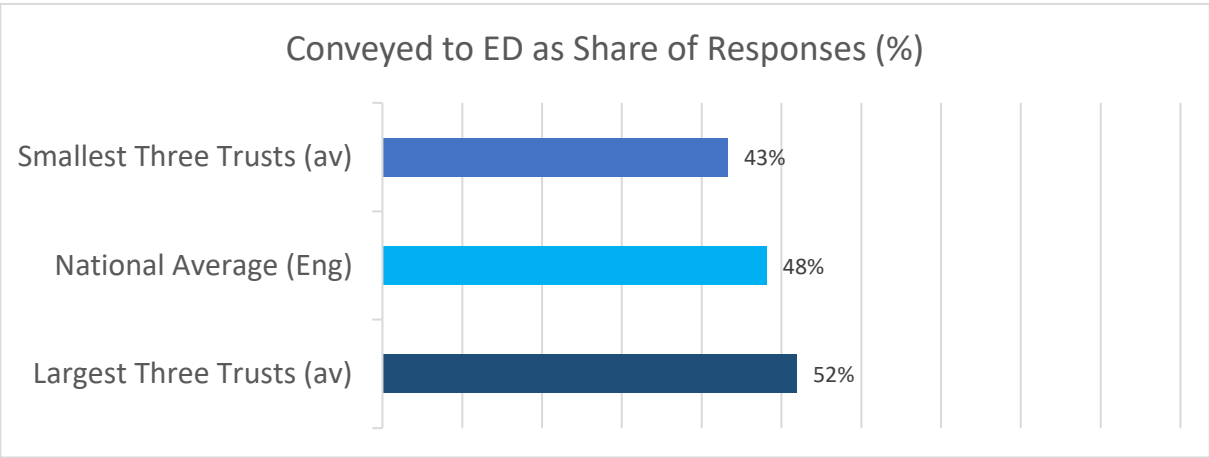
Share of Responses by Type

Legend: Hear and Treat — See and Treat — Conveyed to ED — Conveyed (not ED)

- 57.1% → 48.2% (Conveyed to ED)
- 30.1% → 29.7% (See and Treat)
- 7.4% → 17.8% (Hear and Treat)
- 5.3% → 4.3% (Conveyed not ED)

X-axis: Dec-19, Mar-20, Jun-20, Sep-20, Dec-20, Mar-21, Jun-21, Sep-21, Dec-21, Mar-22, Jun-22, Sep-22, Dec-22, Mar-23, Jun-23, Sep-23, Dec-23, Mar-24, Jun-24, Sep-24, Dec-24

Share of all Responses (12m to Dec)

Legend: Hear and Treat, See and Treat, Conveyed to ED, Conveyed (not ED)

	Hear and Treat	See and Treat	Conveyed to ED	Conveyed (not ED)
12m to Dec '21	11%	32%	52%	5%
12m to Dec '22	12%	32%	51%	5%
12m to Dec '23	12%	31%	52%	5%
12m to Dec '24	15%	30%	50%	5%

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

29. Share of Response Outcomes, Range - December 2024

Share of outcomes continues to vary across trusts. The greatest difference in terms of count of percentage points being Hear-and-Treat (eleven percentage points), then See-and-Treat and Conveyance to Emergency Departments (both nine percentage points). This is consistent with November 2024's data.

Conveyed to ED as Share of Responses (%)

Smallest Three Trusts (av)	43%
National Average (Eng)	48%
Largest Three Trusts (av)	52%

Conveyed Elsewhere as Share of Responses (%)

Smallest Three Trusts (av)	2%
National Average (Eng)	4%
Largest Three Trusts (av)	6%

Hear and Treat as Share of Responses (%)

Smallest Three Trusts (av)	12%
National Average (Eng)	18%
Largest Three Trusts (av)	24%

See and Treat as Share of Responses (%)

|	
Smallest Three Trusts (av)	26%
National Average (Eng)	30%
Largest Three Trusts (av)	35%

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.

30. Hear and Treat (measure A17)

Hear-and-Treat responses reached 144-thousand across December. This is, once again, the highest volume to-date and exceeds December 2023 by 35-thousand responses. The average daily volume was 4,630 – over a thousand more than December 2023.

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

Legend: Volume, Series Average

Data labels: 59, 70, 90, 105, 77, 109, 144
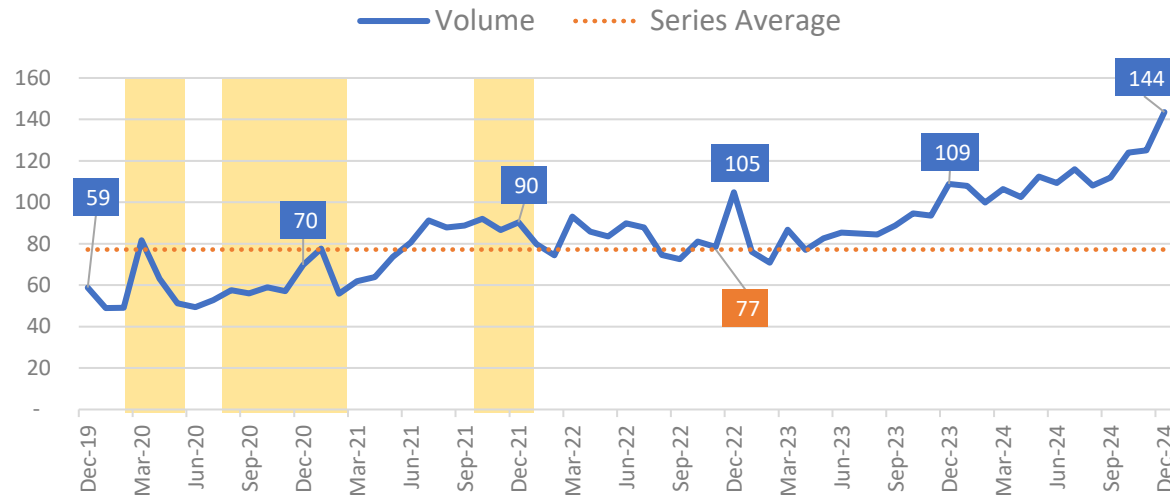
2. Average Daily Volume of H&T Responses (A17)
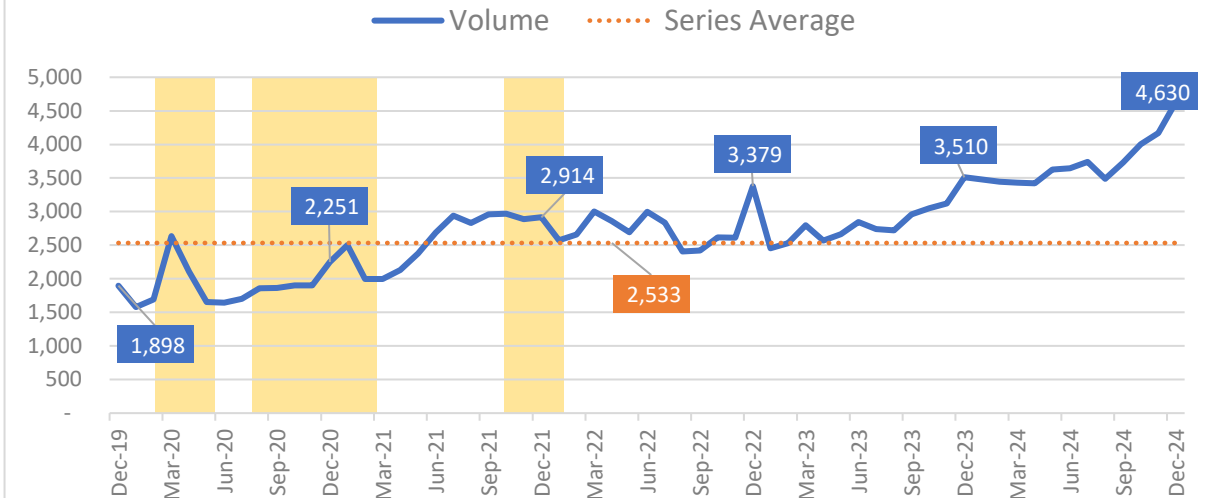
Legend: Volume, Series Average

Data labels: 1,898, 2,251, 2,914, 2,533, 3,379, 3,510, 4,630

Monthly Volume for December 2024: Fast Facts		
Rank in series to-date 1st highest	Change from Nov 2024 +18 thousand	Change from Dec 2023 +35 thousand

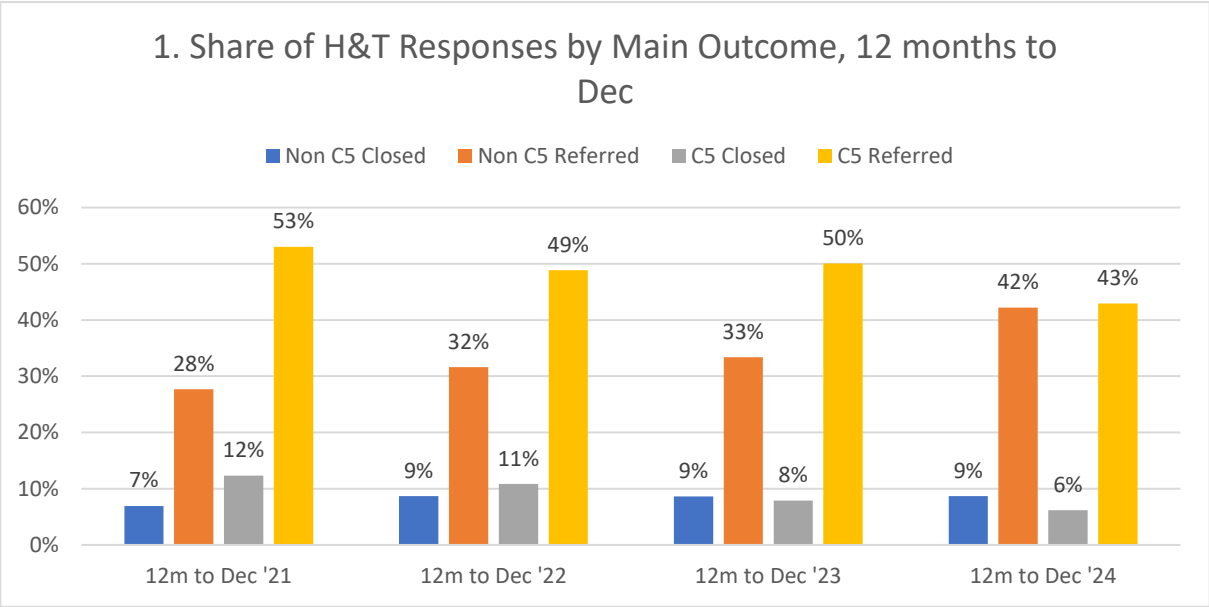| Average Daily Volume for December 2024: Fast Facts		
Rank in series to-date: 1st highest	Change from Nov 2024 +459 incidents	Change from Dec 2023 +1 thousand

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

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

The 12-months to December 2024 saw 43% 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 12-percent in December 2020.

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

Legend: Non C5 Closed, Non C5 Referred, C5 Closed, C5 Referred

	12m to Dec '21	12m to Dec '22	12m to Dec '23	12m to Dec '24
Non C5 Closed	7%	9%	9%	9%
Non C5 Referred	28%	32%	33%	42%
C5 Closed	12%	11%	8%	6%
C5 Referred	53%	49%	50%	43%

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

C5 Callback resulting in ambulance response (%) — H&T Volume

Key values: 58,834; 12%; 125,125; 7%

Average for the 12-months to…

December 2021		December 2024	
All Closed	All Referred	All Closed	All Referred
= 19%	= 81%	= 15%	= 85%

Yellow areas show COVID waves in the UK: source ONS.
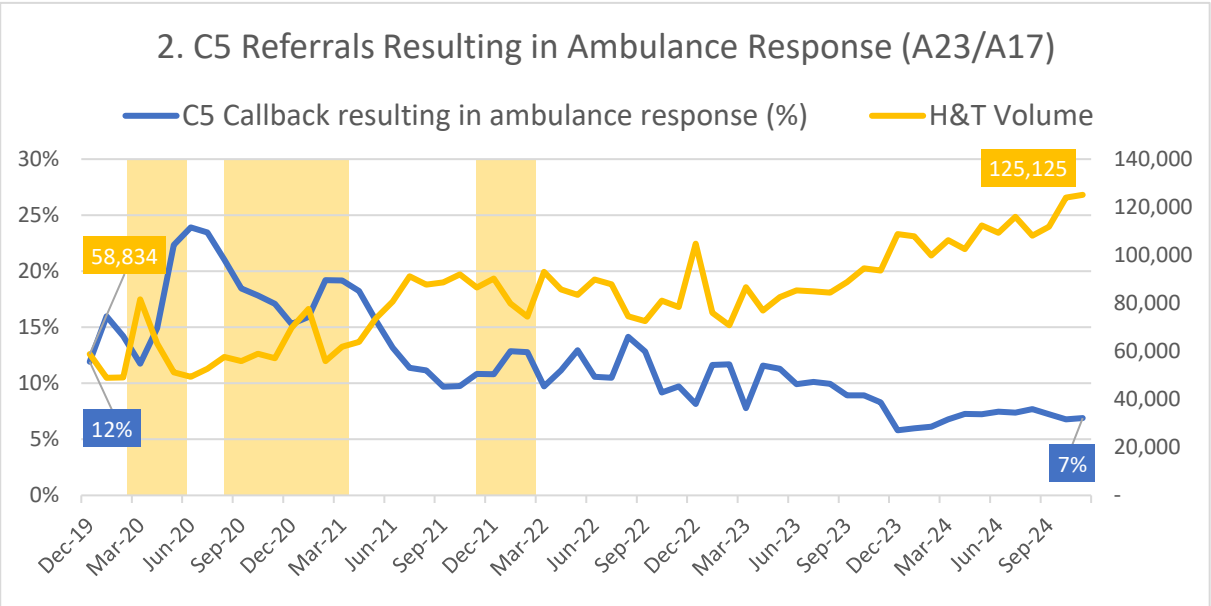
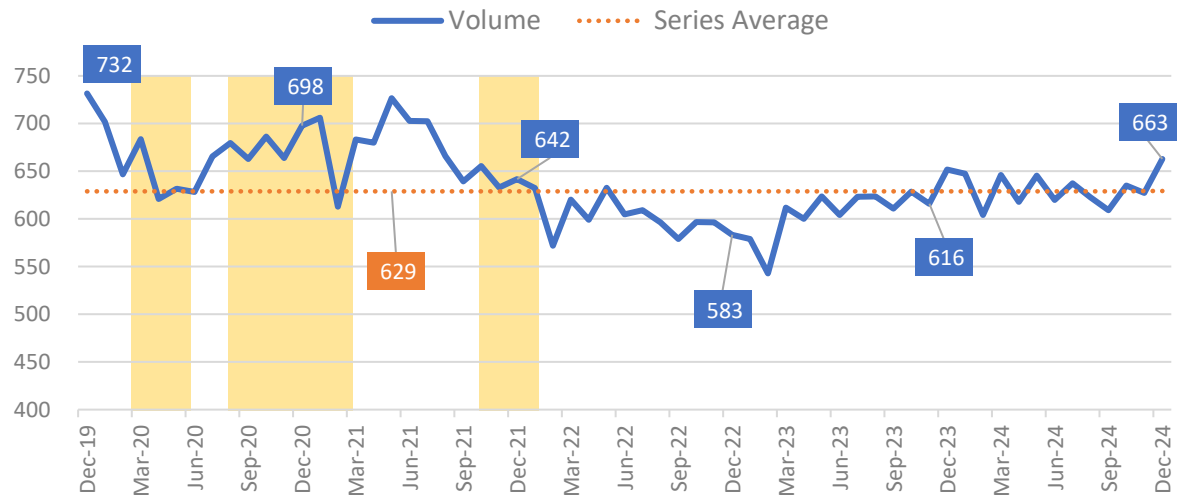## Definitions (colours relate to trend lines in above charts).

- **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.
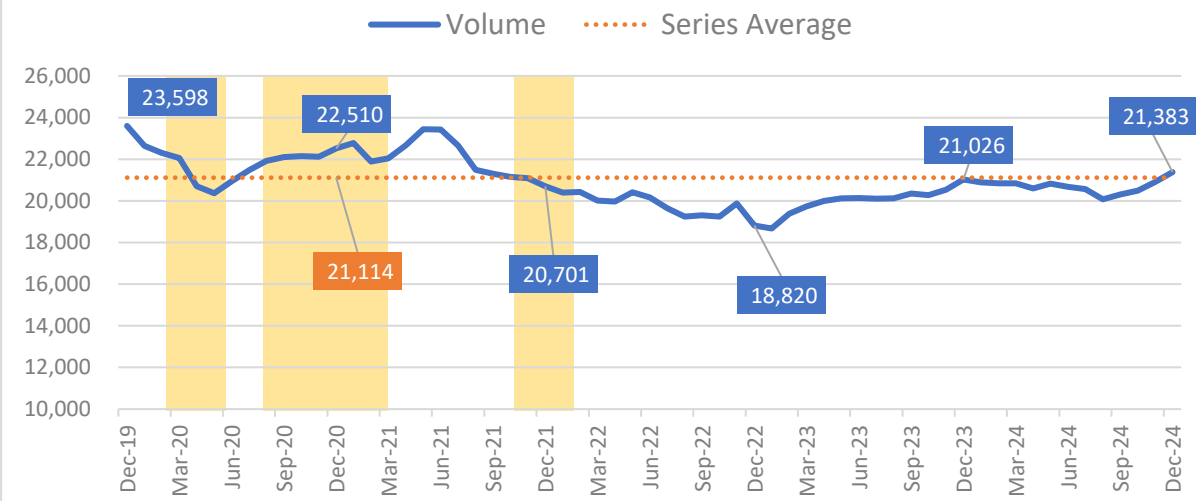
32. Face to Face (F2F, measure A56)

The average daily volume of Face-to-Face responses increased for the fifth consecutive month. Across the month there were 11-thousand more responses of this type compared with December 2023.

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

— Volume   ⋯⋯ Series Average

732
698
663
642
629
616
583

Dec-19, Mar-20, Jun-20, Sep-20, Dec-20, Mar-21, Jun-21, Sep-21, Dec-21, Mar-22, Jun-22, Sep-22, Dec-22, Mar-23, Jun-23, Sep-23, Dec-23, Mar-24, Jun-24, Sep-24, Dec-24

2. Average Daily Volume of F2F Responses (A56)

— Volume   ⋯⋯ Series Average

23,598
22,510
21,383
21,114
21,026
20,701
18,820

Dec-19, Mar-20, Jun-20, Sep-20, Dec-20, Mar-21, Jun-21, Sep-21, Dec-21, Mar-22, Jun-22, Sep-22, Dec-22, Mar-23, Jun-23, Sep-23, Dec-23, Mar-24, Jun-24, Sep-24, Dec-24

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
27th highest	+36 thousand	+11 thousand

Average Daily Volume for December 2024: Fast Facts

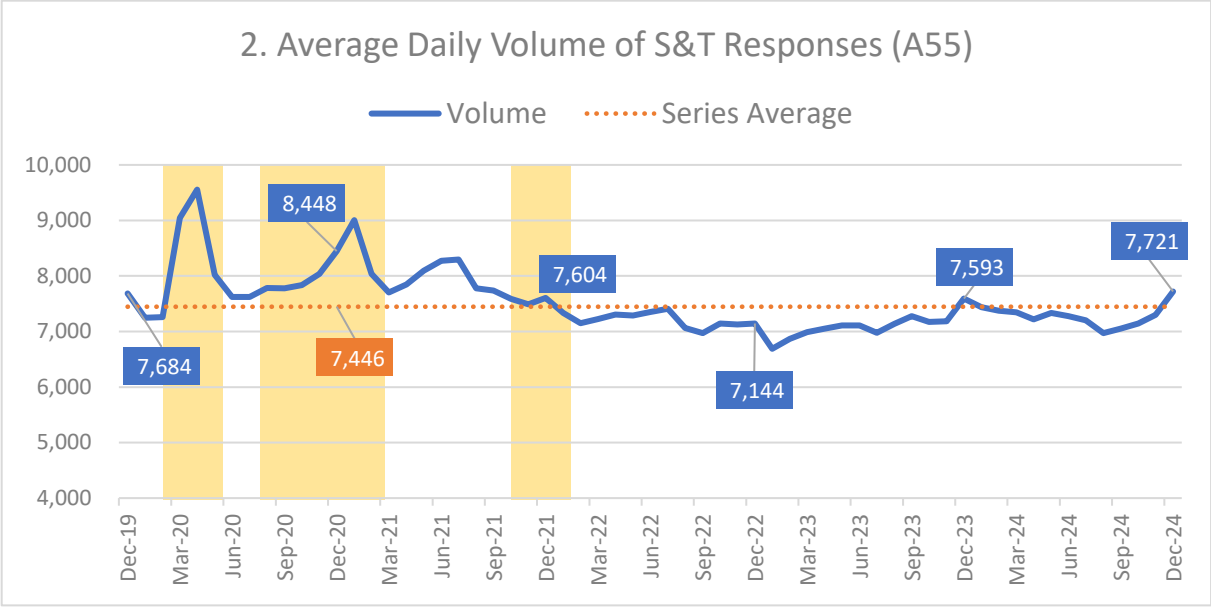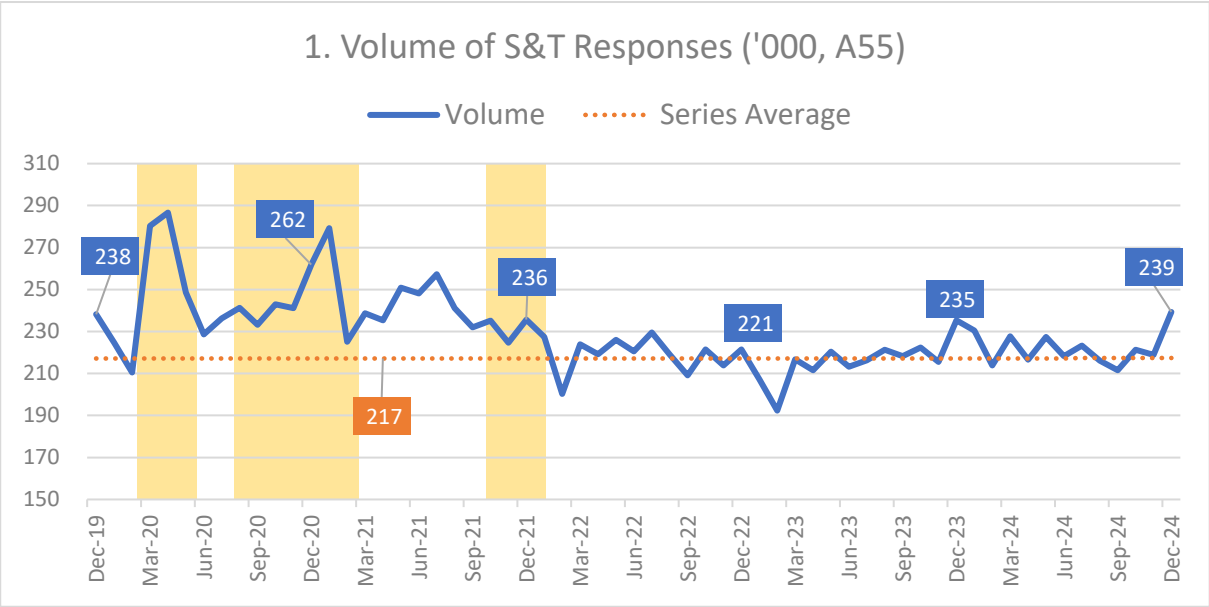| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
27th highest	+476 responses	+357 responses

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

33. See and Treat (measure A55)

See-and-Treat responses increased by 20-thousand from November 2024 to reach 239-thousand – the greatest volume for any December since 2020. The average daily volume increasing by 424 responses.

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

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

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
13th highest	+20 thousand	+4 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
17th highest	+424 responses	+128 responses

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

There were seven-thousand more A53 responses in Dec 2024 compared with Dec 2023, and the average daily volume increased for the fourth consecutive month. However, while volume increased, the share of responses this represents decreased to the lowest level to date (48-percent, see page 28).
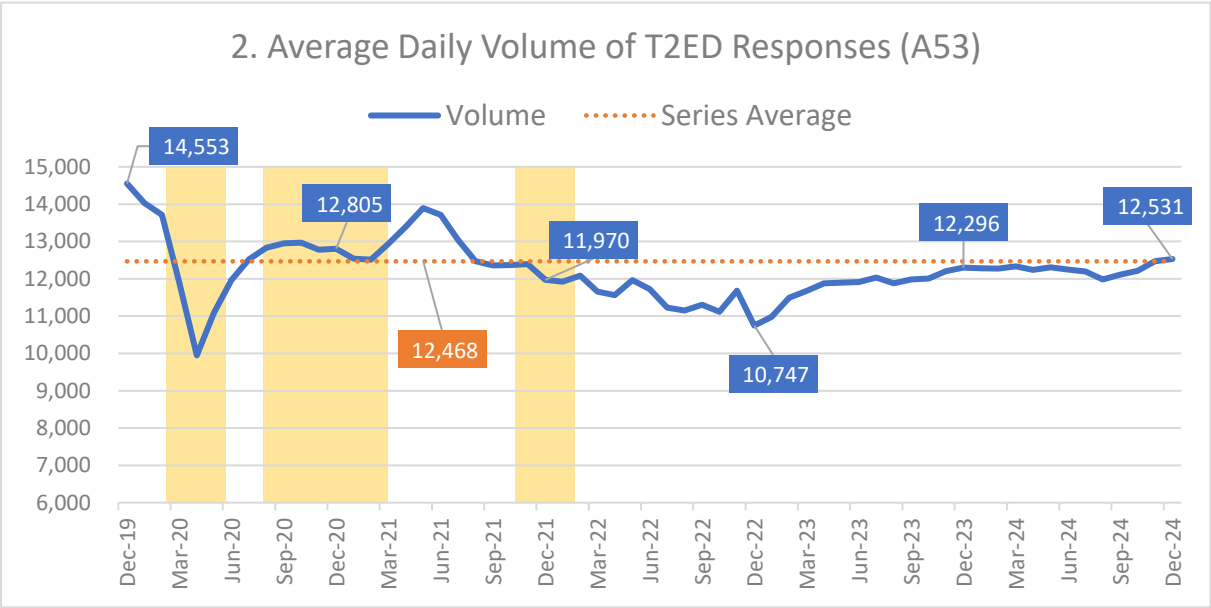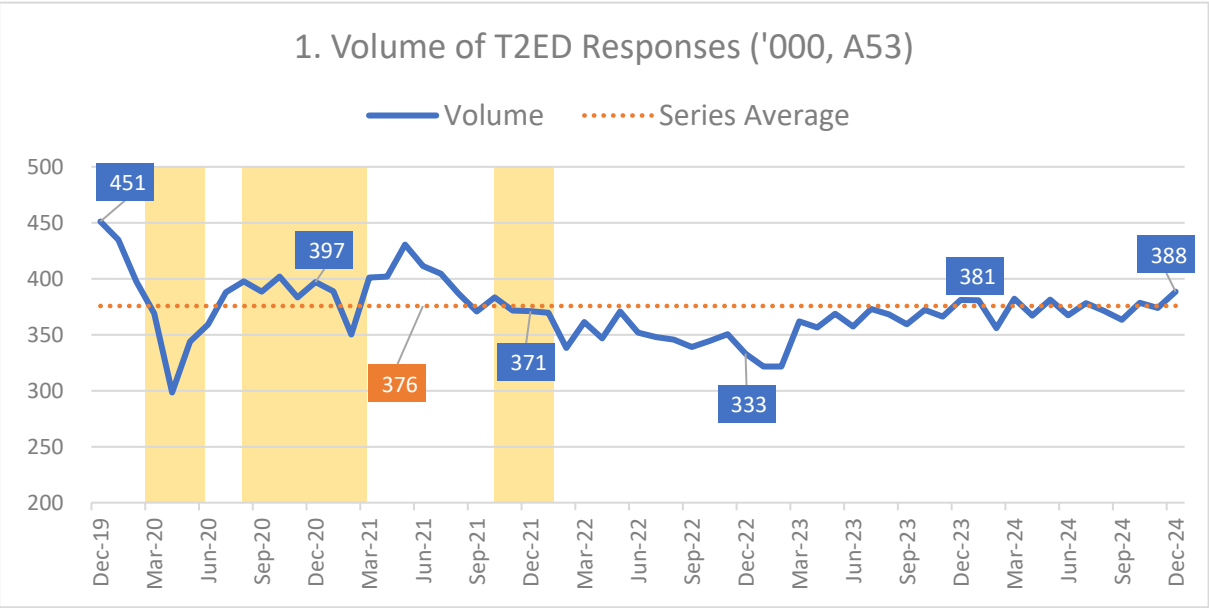
1. Volume of T2ED Responses ('000, A53)

Volume ····· Series Average

451, 397, 376, 371, 333, 381, 388

2. Average Daily Volume of T2ED Responses (A53)

Volume ····· Series Average

14,553, 12,805, 12,468, 11,970, 12,296, 12,531, 10,747

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
34th highest	+14 thousand	+7 thousand

Average Daily Volume for December 2024: Fast Facts

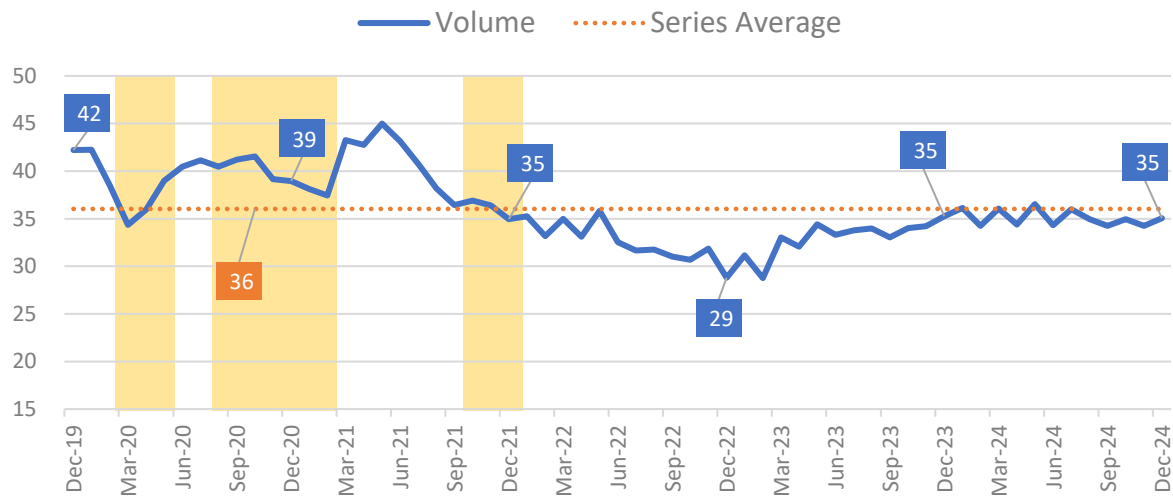| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
37th highest	+62 responses	+235 responses

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Conveyance "Elsewhere" saw a slight increase in monthly volume, but this represents a decrease by an average of 11-incidents each day (to 1,131).

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

Legend: Volume, Series Average

Data labels: 42, 39, 35, 35, 36, 29

2. Average Daily Volume of T=Other Responses (A54)
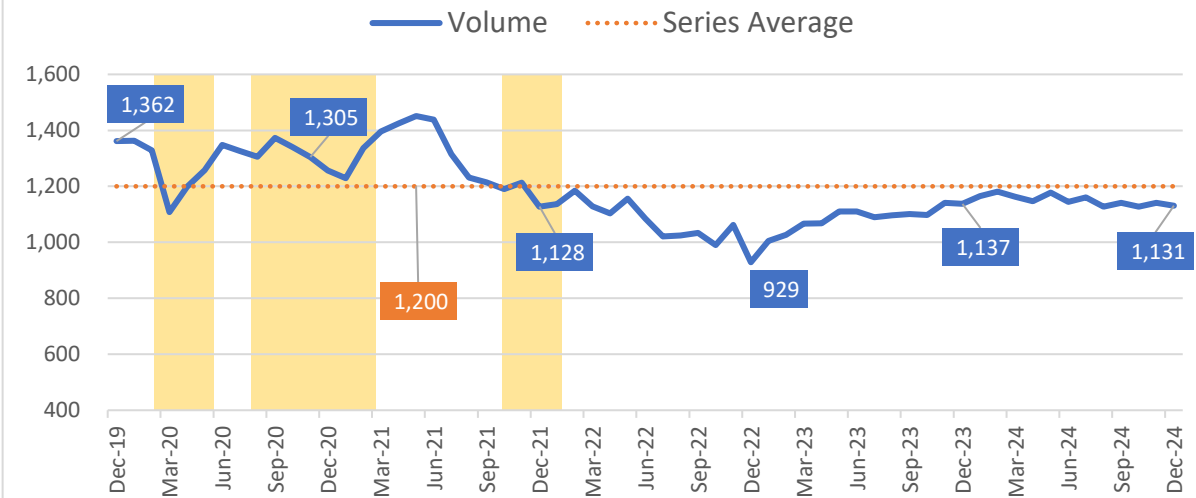
Legend: Volume, Series Average

Data labels: 1,362, 1,305, 1,128, 1,200, 929, 1,137, 1,131

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
53rd highest	+1 thousand	-198 responses

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
60th highest	-11 responses	-6 responses

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

Section 4

Turnaround Times and Patient Handover Delays

37. Mean Turnaround and Time-to-Clear* (source, NAIG) NEW

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Mean turnaround time includes hospital handover time, plus the time taken from the handover being completed, to the crew being clear for the next job. In December, the mean turnaround time was the fifth highest to-date (nearly 58-minutes) while Time-to-Clear was the fastest-to-date.

1. Mean Turnaround Time (hh:mm:ss)

Key points on chart 1: 00:39:05, 00:40:05, 00:50:03, 00:44:05, 01:14:03, 00:52:13, 00:57:42
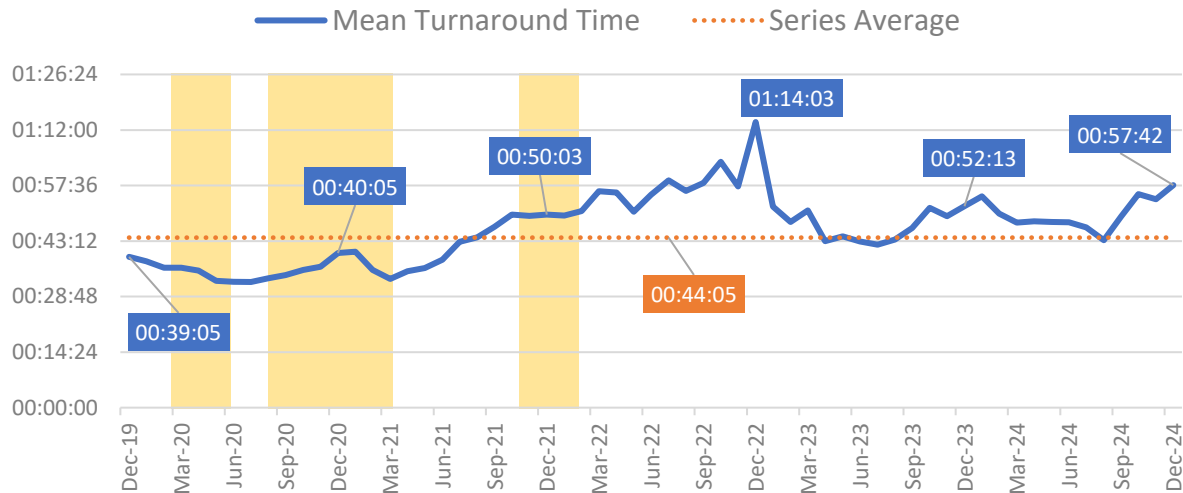
2. Mean Time to Clear (hh:mm:ss)

Key points on chart 2: 00:15:59, 00:16:41, 00:16:09, 00:17:47, 00:14:38, 00:14:48, 00:13:42
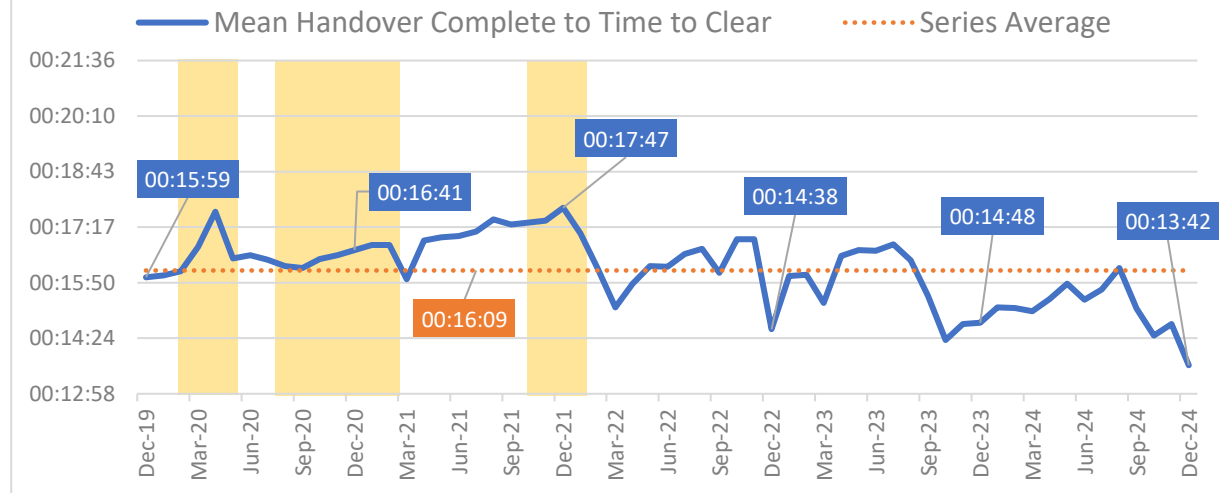
Mean Turnaround Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
5th highest	4 mins slower	5 mins slower

Mean "Time to Clear" for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
First (fastest)	1 min faster	1 min faster

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

* "Time-to-clear" = "Mean Turnaround Time" less "Mean Handover Time"

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

At 44-minutes, the mean handover time was the third slowest to-date. The proportion of all hospital handovers exceeding an hour increased three-percentage-points to 17-percent – the highest proportion since December 2022 and the third highest to-date.
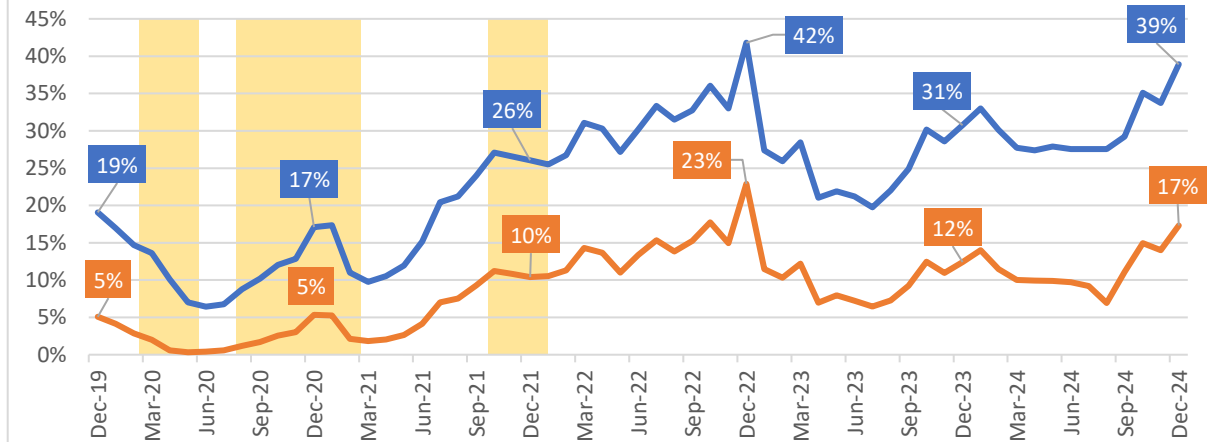
Mean Handover Time (hh:mm:ss)

— Mean Handover Time ⋯⋯ Series Average

Values labelled: 23:06, 23:24, 32:16, 27:56, 59:25, 37:25, 44:00
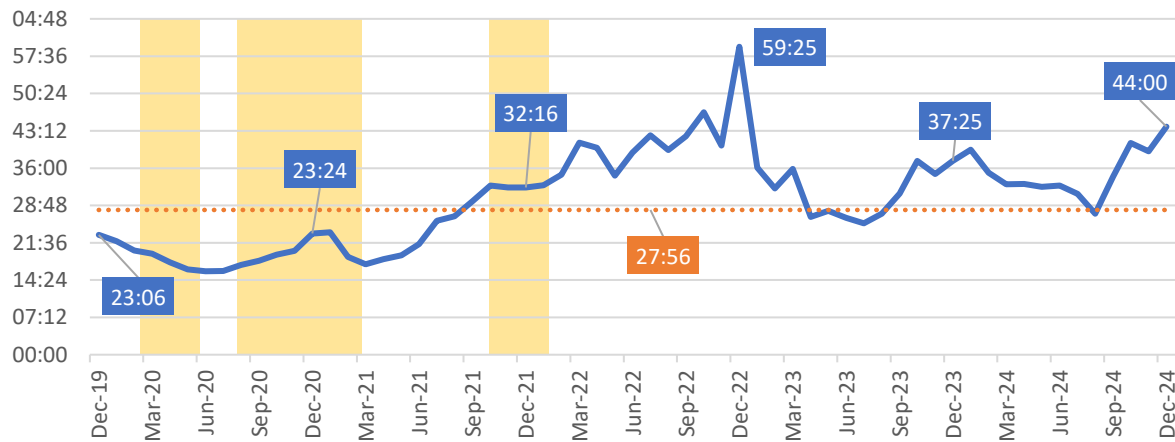
Proportion of Hospital Handovers…

— …30-minutes plus — …60-minutes plus

Values labelled: 19%, 5%, 17%, 5%, 26%, 10%, 23%, 42%, 31%, 12%, 39%, 17%

Mean Handover Time for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
3rd slowest	5 mins slower	7 mins slower

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

60 minute-plus Handovers December 2024: Fast Facts

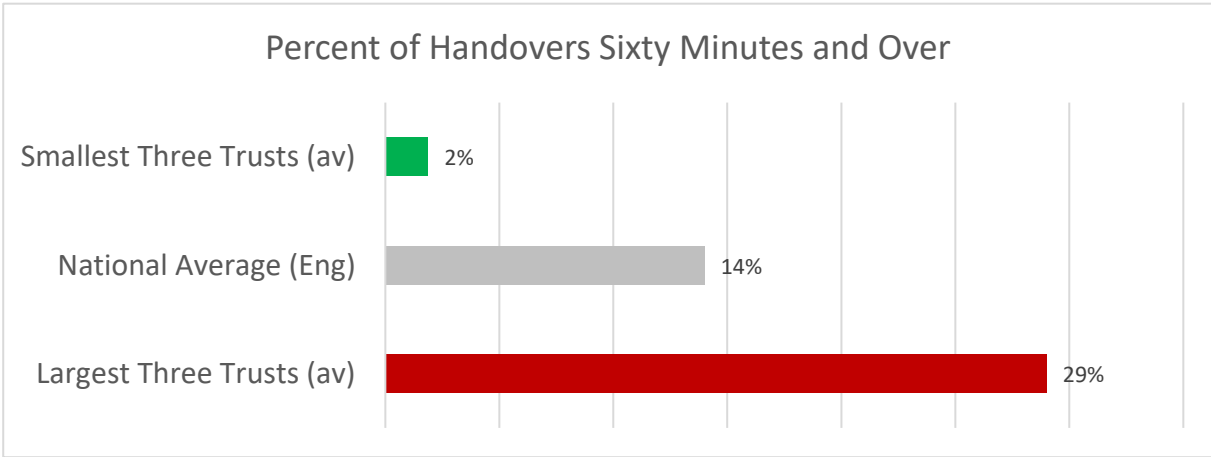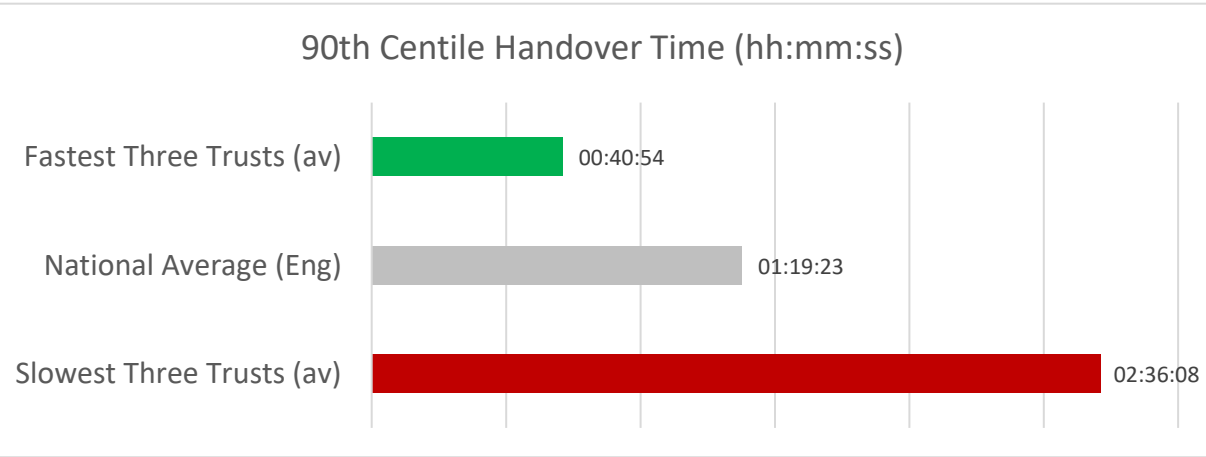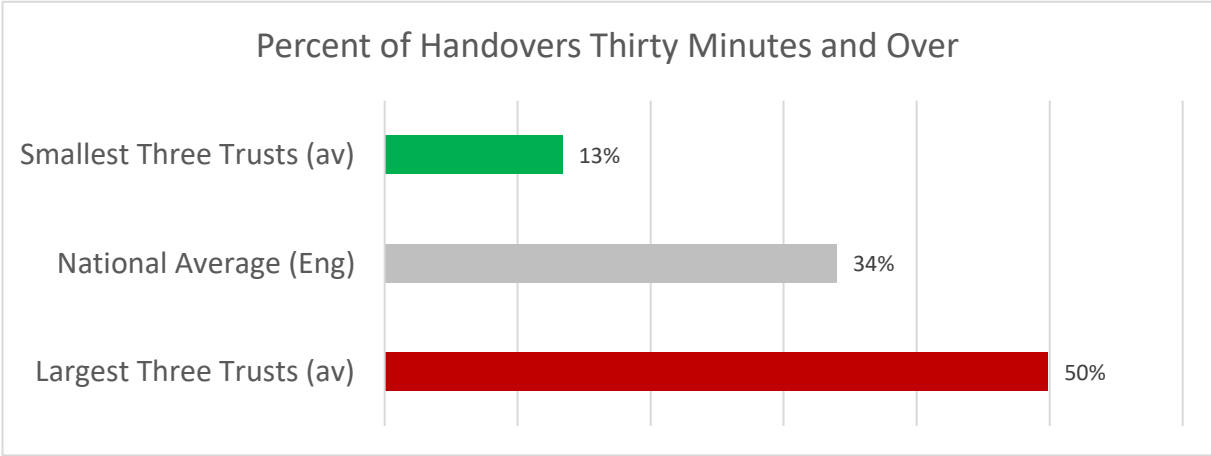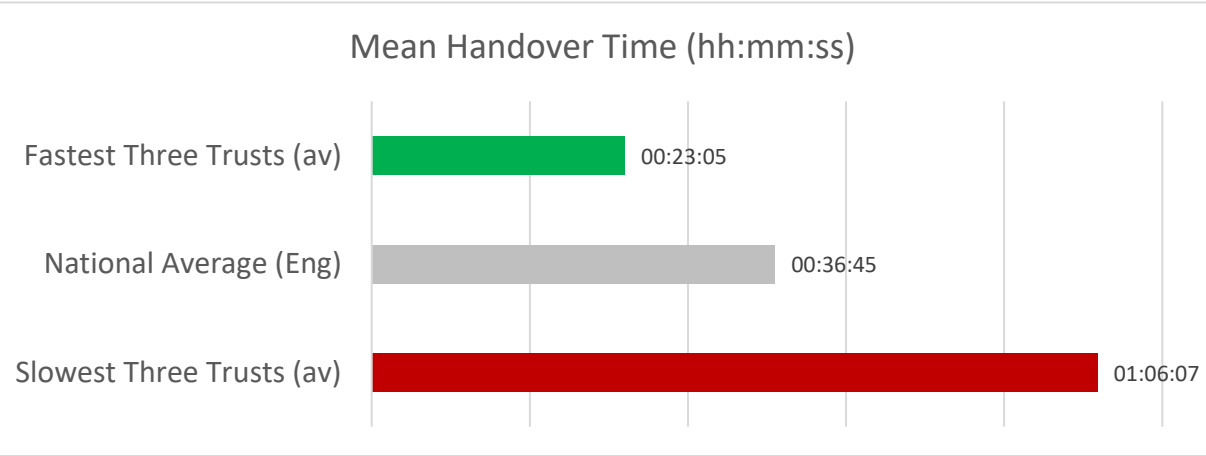| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
3rd highest	+3 pp*	+5 pp

* ”pp” = “percentage points”

39. Handover Delays, Range - December 2024

The mean handover time differs by 43-minutes between fastest and slowest trusts, the 90th Centile by nearly two-hours. Similarly, the proportion of handovers taking an hour or longer differs by 27-percent between outlying trusts.

Mean Handover Time (hh:mm:ss)

Fastest Three Trusts (av)	00:23:05
National Average (Eng)	00:36:45
Slowest Three Trusts (av)	01:06:07

Percent of Handovers Thirty Minutes and Over

Smallest Three Trusts (av)	13%
National Average (Eng)	34%
Largest Three Trusts (av)	50%

90th Centile Handover Time (hh:mm:ss)

Fastest Three Trusts (av)	00:40:54
National Average (Eng)	01:19:23
Slowest Three Trusts (av)	02:36:08

Percent of Handovers Sixty Minutes and Over

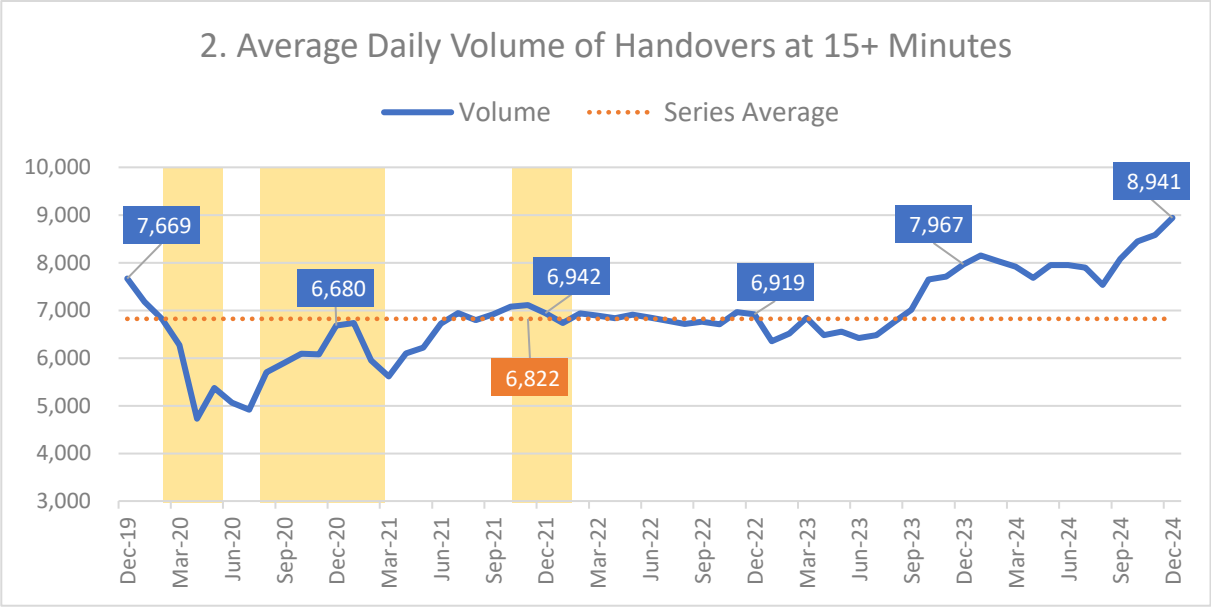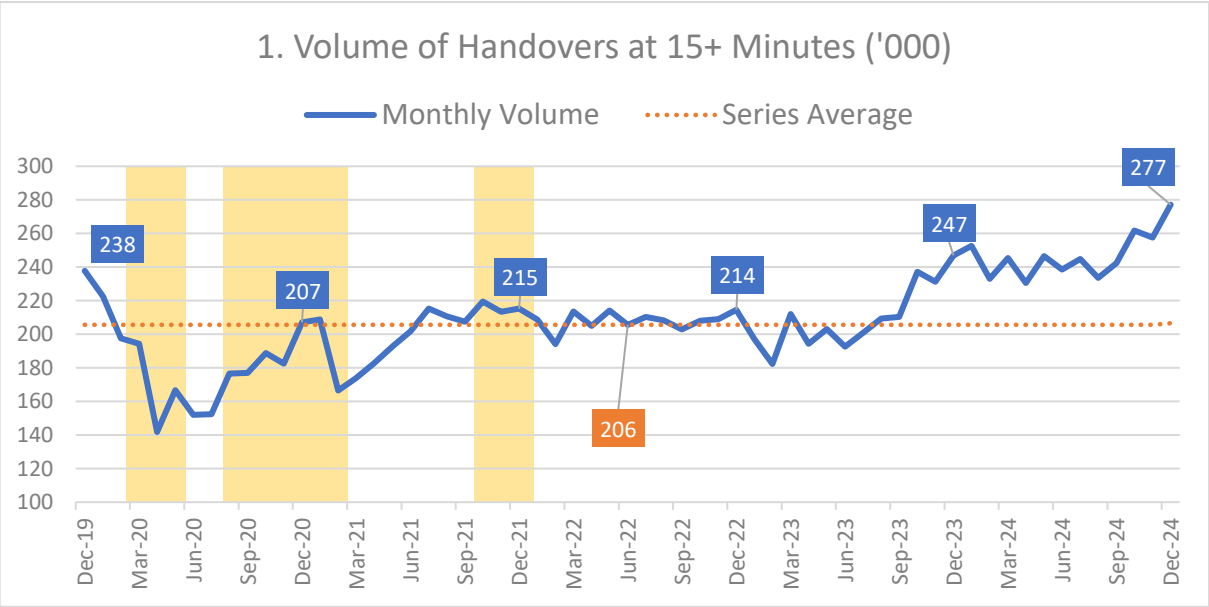|	
Smallest Three Trusts (av)	2%
National Average (Eng)	14%
Largest Three Trusts (av)	29%

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

There were more handovers exceeding 15-minutes in December 2024 than for any other month on record. This is true for the monthly and average daily figure.

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

— Monthly Volume .... Series Average

Data points labelled: 238, 207, 215, 214, 247, 277, 206

2. Average Daily Volume of Handovers at 15+ Minutes

— Volume .... Series Average

Data points labelled: 7,669, 6,680, 6,942, 6,919, 7,967, 8,941, 6,822

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
First	+20 thousand	+30 thousand

Average Daily Volume for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
First	+358 delays	+974 delays

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours lost to handover delays exceeding 15-minutes reached the second highest volume to-date (the highest being December 2022). The 202-thousand hours lost across the month is the equivalent to 23-years worth of time lost.

1. Hours Lost to Handovers at 15+ Minutes ('000)
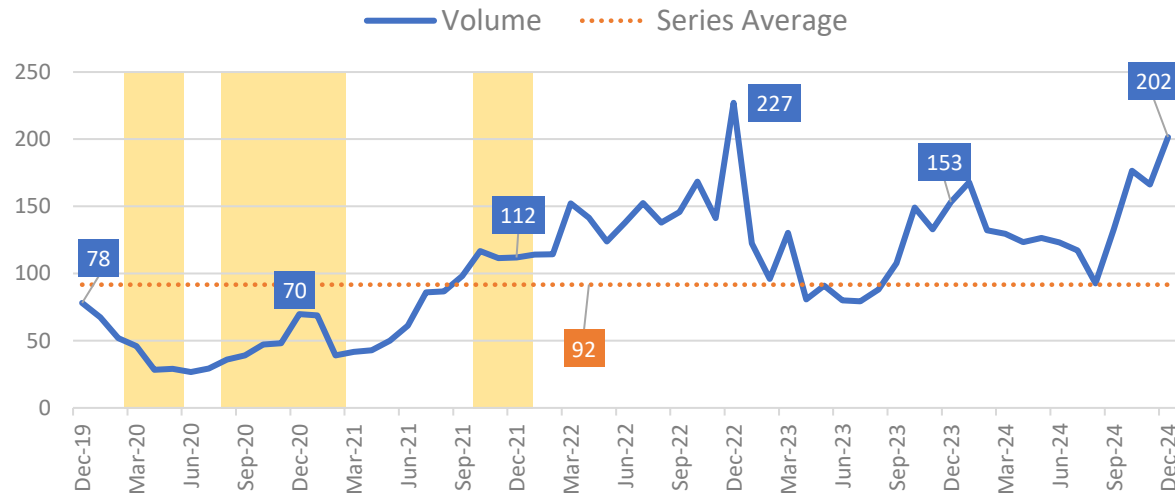
Volume — Series Average

Data labels: 78, 70, 112, 92, 227, 153, 202

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

Volume — Series Average

Data labels: 2,520, 2,255, 3,612, 3,139, 7,326, 4,943, 6,503
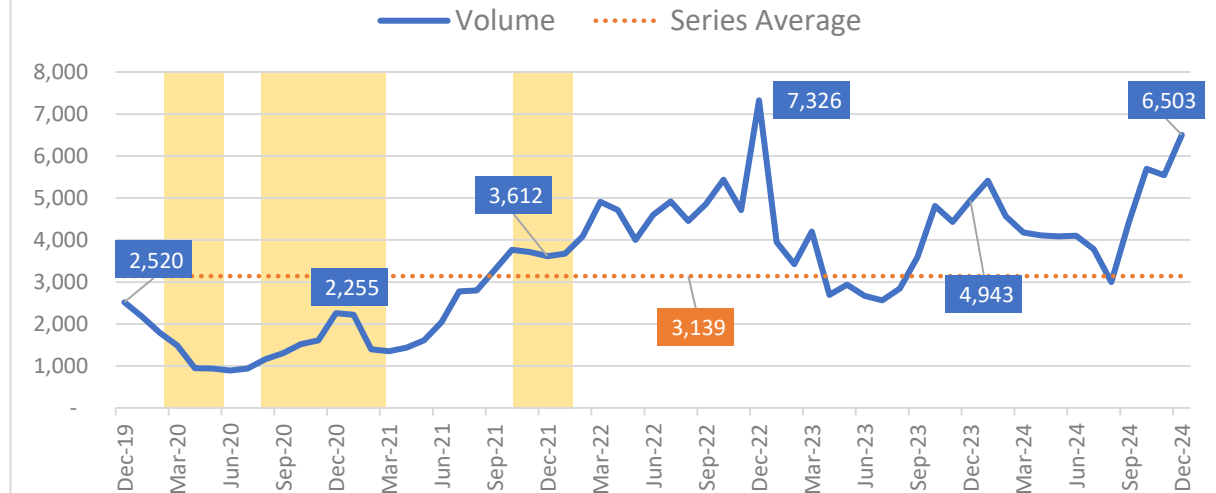
Monthly Hours Lost for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+35 thousand	+48 thousand

Average Daily Hours Lost for December 2024: Fast Facts

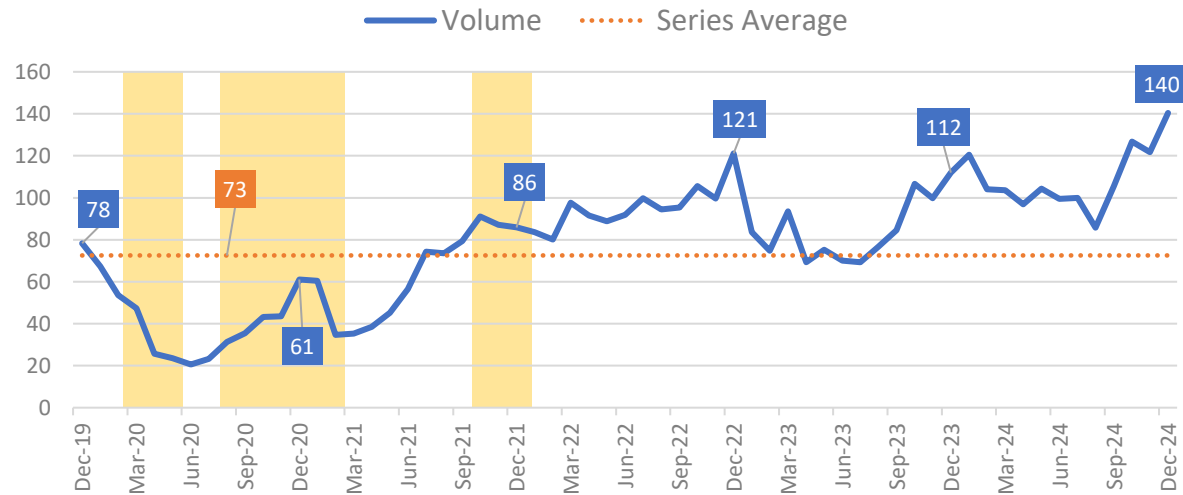| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+1 thousand	+1.5 thousand

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Handover delays exceeding thirty minutes reached the highest volume to-date. There were 140-thousand of these delays across the month, an average of 4,529 every day,

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

Legend: Volume (blue line), Series Average (orange dotted line)

Data points: 78, 73, 61, 86, 121, 112, 140

2. Average Daily Volume of Handovers at 30+ Minutes

Legend: Volume (blue line), Series Average (orange dotted line)

Data points: 2,527, 1,970, 2,769, 2,448, 3,909, 3,613, 4,529

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
First	+17 thousand	+28 thousand

Average Daily Volume for December 2024: Fast Facts

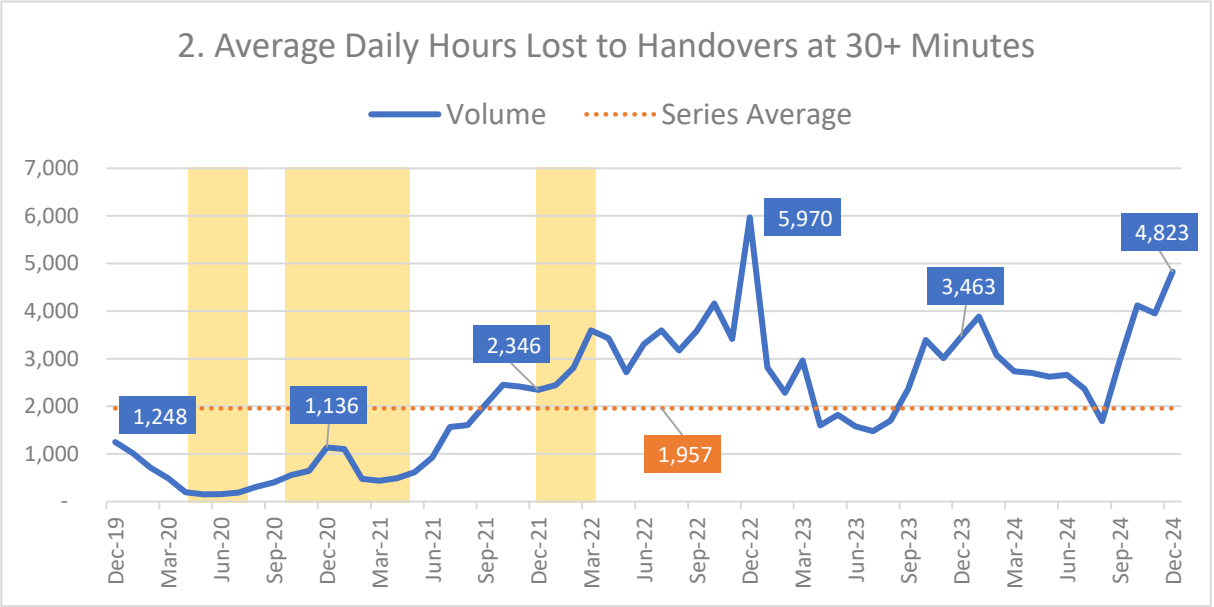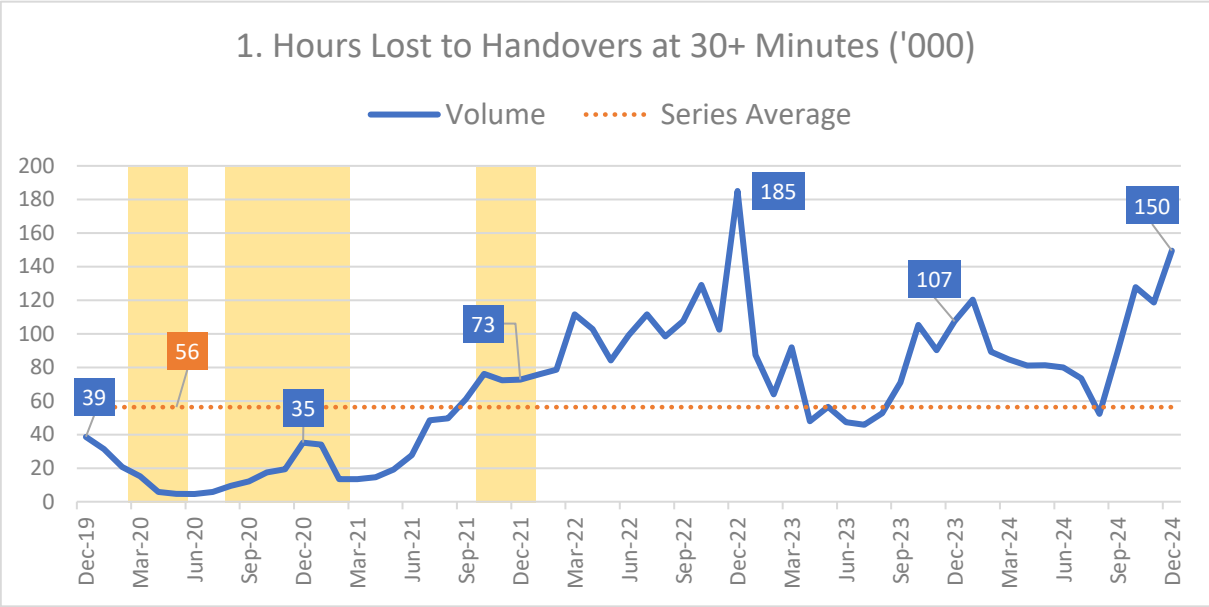| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
First	+470 delays	+1 thousand

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

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

Hours lost to 30-minute-plus delays reached 150-thousand across the month, the second highest to-date and the equivalent to over 17-years worth of time.

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

— Volume .... Series Average

39, 56, 35, 73, 185, 107, 150

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

— Volume .... Series Average

1,248, 1,136, 1,957, 2,346, 5,970, 3,463, 4,823

Monthly Hours Lost for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+31 thousand	+43 thousand

Average Daily Hours Lost for December 2024: Fast Facts

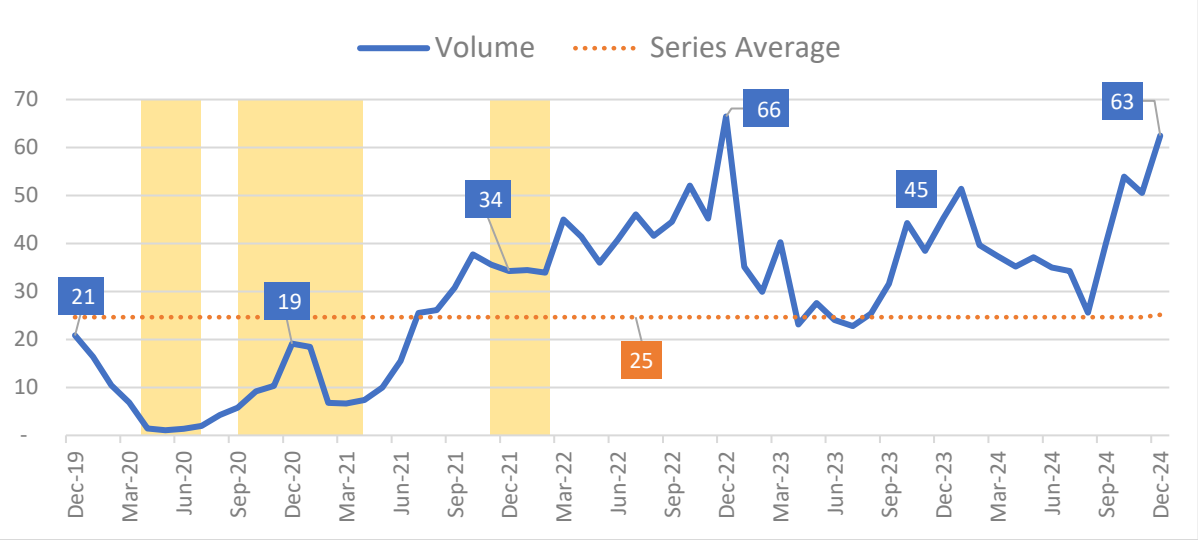| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+1 thousand	+1 thousand

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hour-plus delays increased to reach the second highest on record after December 2022. There were 63-thousand of these delays across the month, compared with 45-thousand in December 2023.

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

2. Average Daily Volume of Handovers at 60+ Minutes
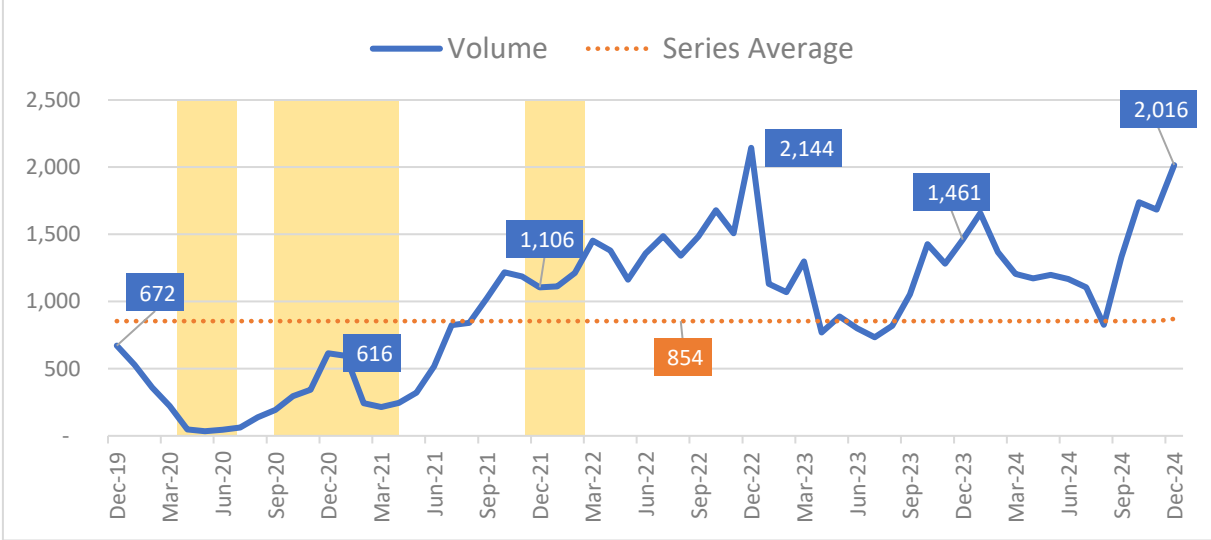
Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+12 thousand	+18 thousand

Average Daily Volume for December 2024: Fast Facts

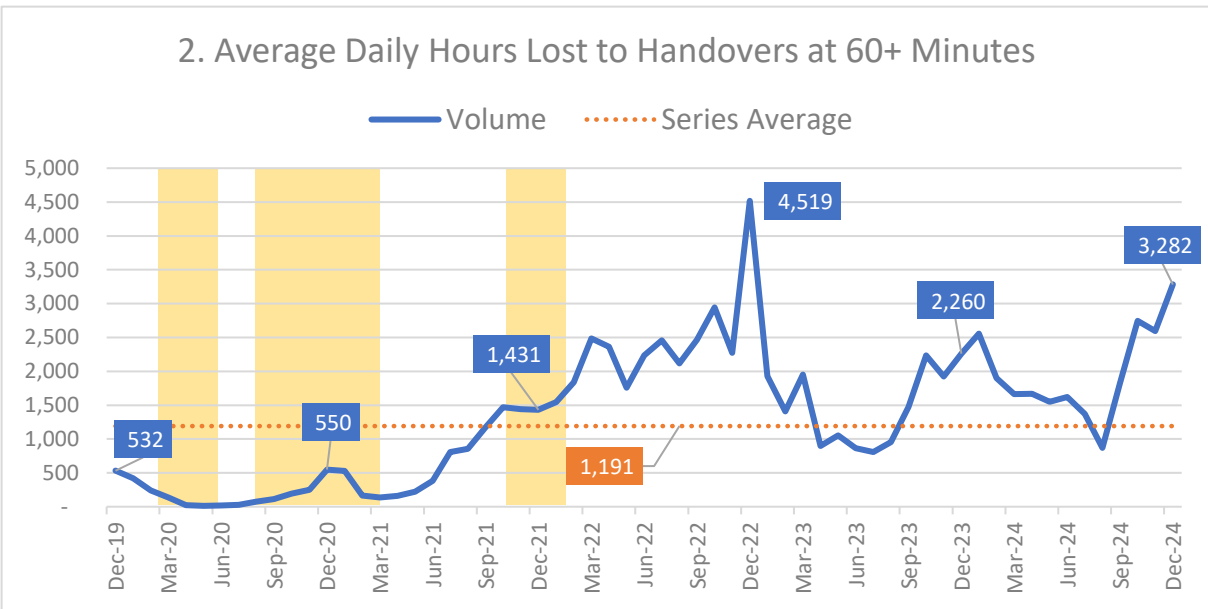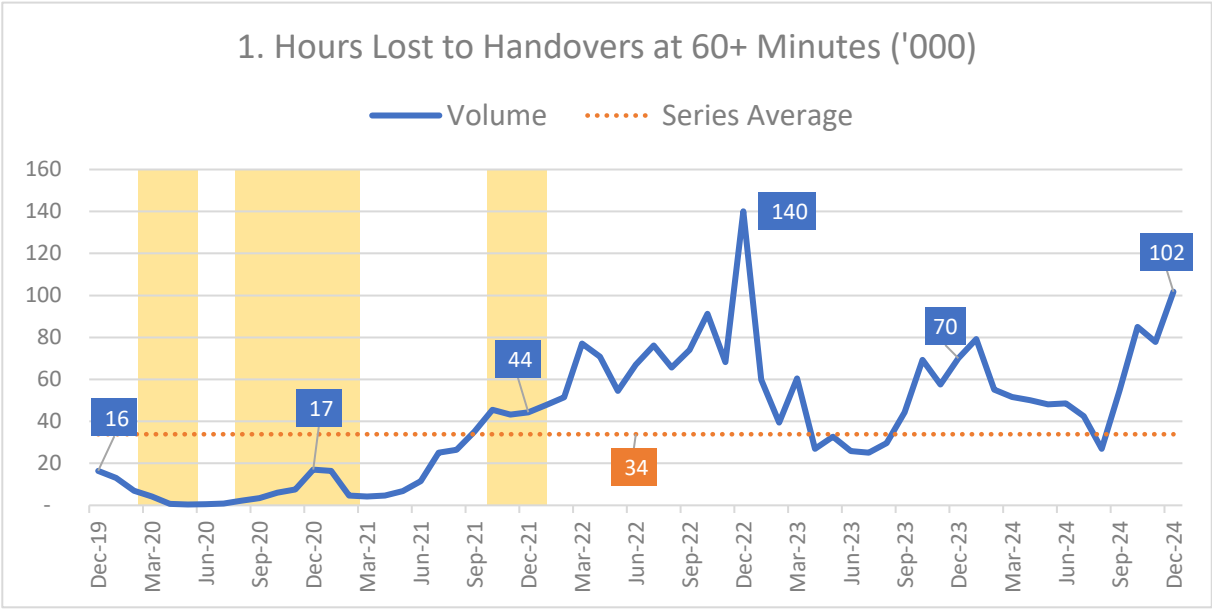| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+332 delays	+555 delays

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours lost to hour-plus delays also reached the second highest volume to-date. There were 102-thousand hours lost in December 2024, the equivalent of nearly 12-years worth of time.
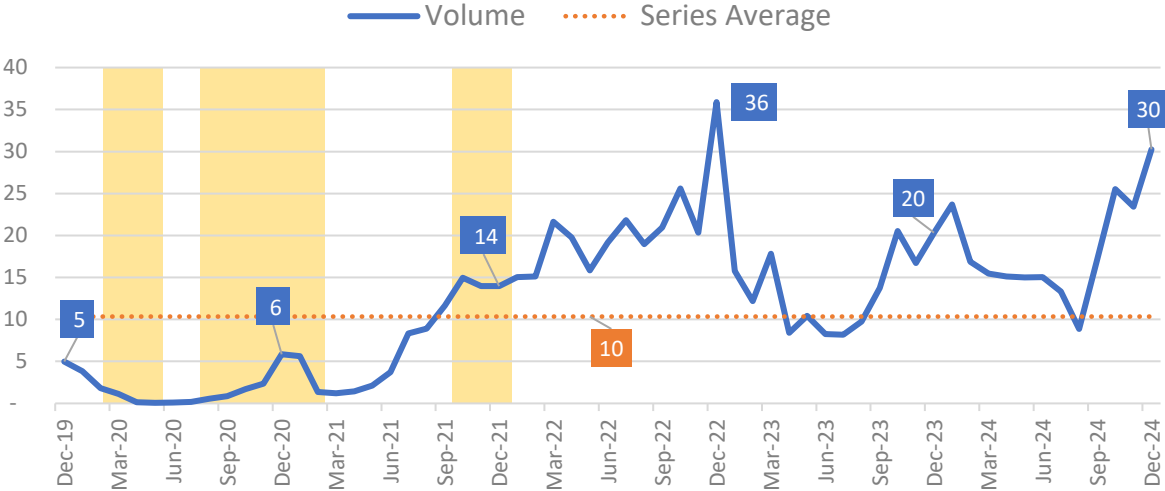
1. Hours Lost to Handovers at 60+ Minutes ('000)

— Volume ······ Series Average

Data points labelled: 16, 17, 44, 34, 140, 70, 102

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

— Volume ······ Series Average

Data points labelled: 532, 550, 1,191, 1,431, 4,519, 2,260, 3,282

Monthly Hours Lost for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+24 thousand	+32 thousand

Average Daily Hours Lost for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+687 hours	+1 thousand

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Two-hour-plus delays increased by seven-thousand between November and December reaching 30-thousand, the second highest to-date.

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

— Volume ······ Series Average

2. Average Daily Volume of Handovers at 120+ Minutes

— Volume ······ Series Average

Monthly Volume for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+7 thousand	+10 thousand

Average Daily Volume for December 2024: Fast Facts

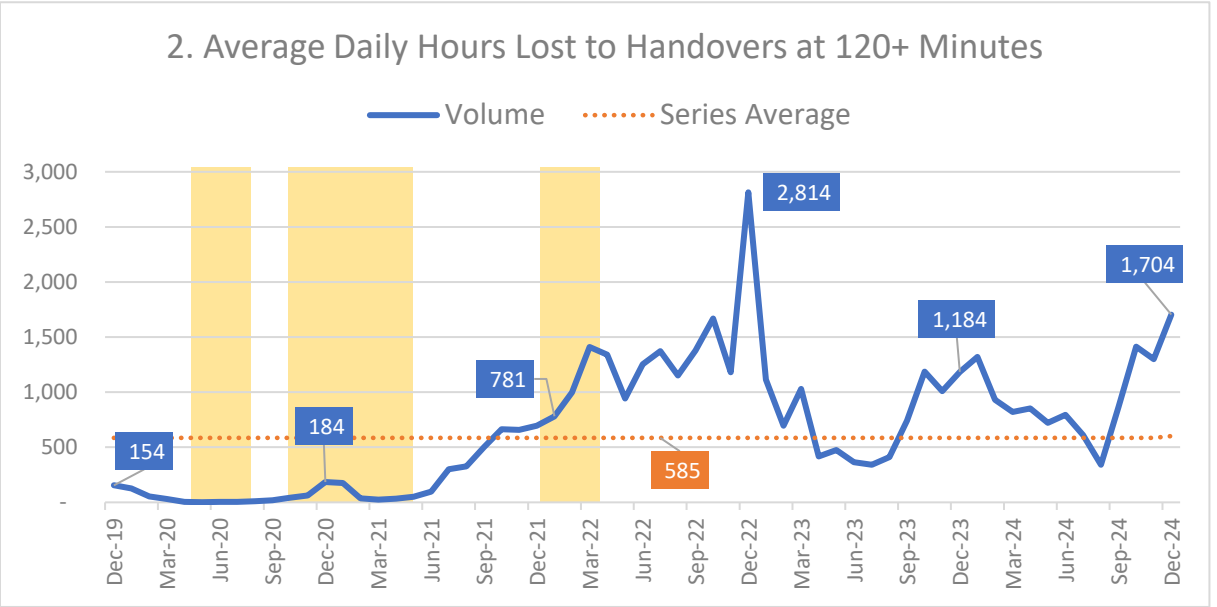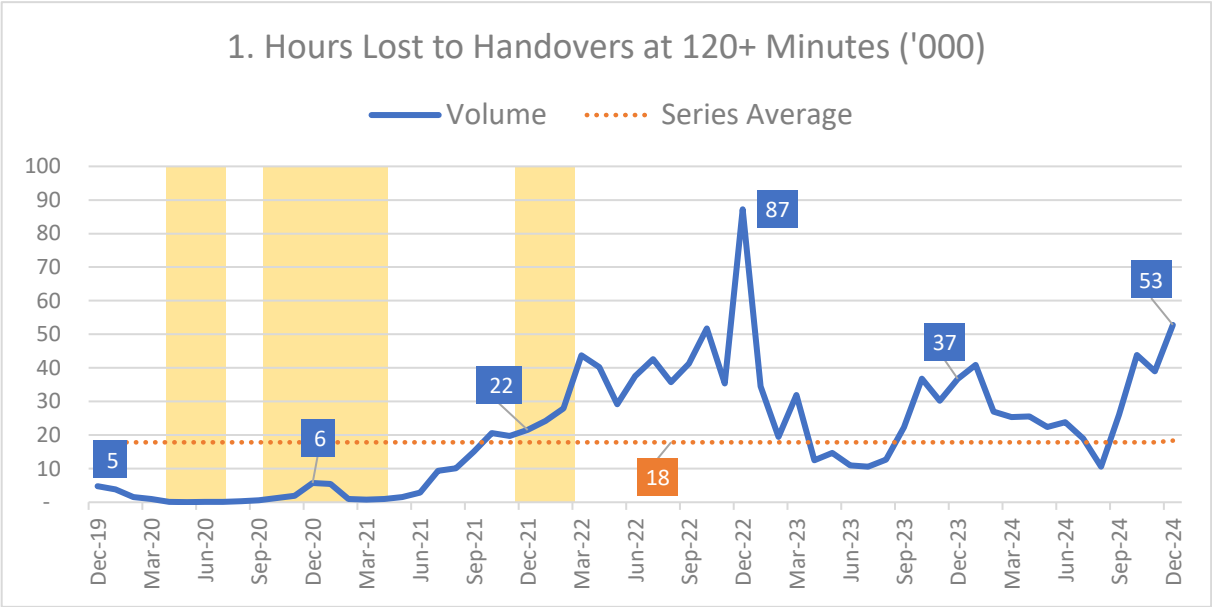| Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+196 delays	+320 delays

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Hours lost to two-hour-plus delays reached 53-thousand across the month, the second highest to-date and the equivalent of over six years worth of time.

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

— Volume ...... Series Average

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

— Volume ...... Series Average

Monthly Hours Lost for December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+14 thousand	+16 thousand

Average Daily Hours Lost for December 2024: Fast Facts

Rank in series to-date:	Change from Nov 2024	Change from Dec 2023
2nd highest	+405 hours	+520 hours

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

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

Three-hour-plus delays reached the second highest to-date after December 2022 with over 17-thousand across the month. Ten-hour-plus delays increased to 429 – although this is notably lower than December 2022, and less than December 2023 by 75 handovers.

Volume of Handovers over Three Hours

Legend: Volume | Series Average

Key data labels: 22,701 | 9,691 | 11,212 | 17,370

Volume of Handovers over Ten Hours

Legend: Volume | Series Average

Key data labels: 1814 | 402 | 504 | 429
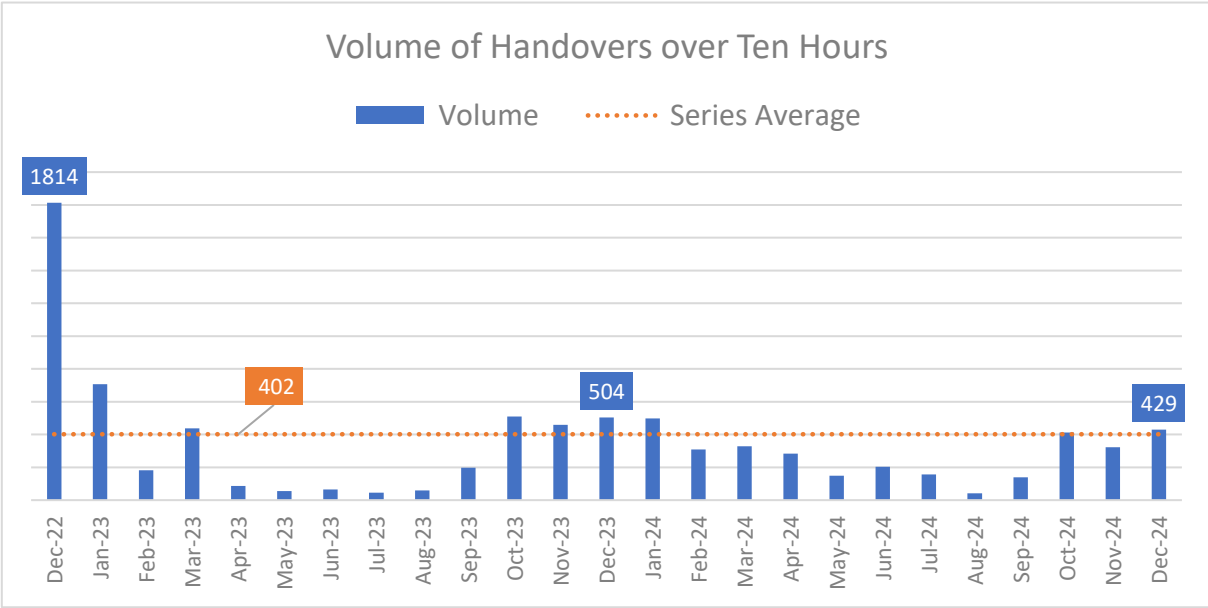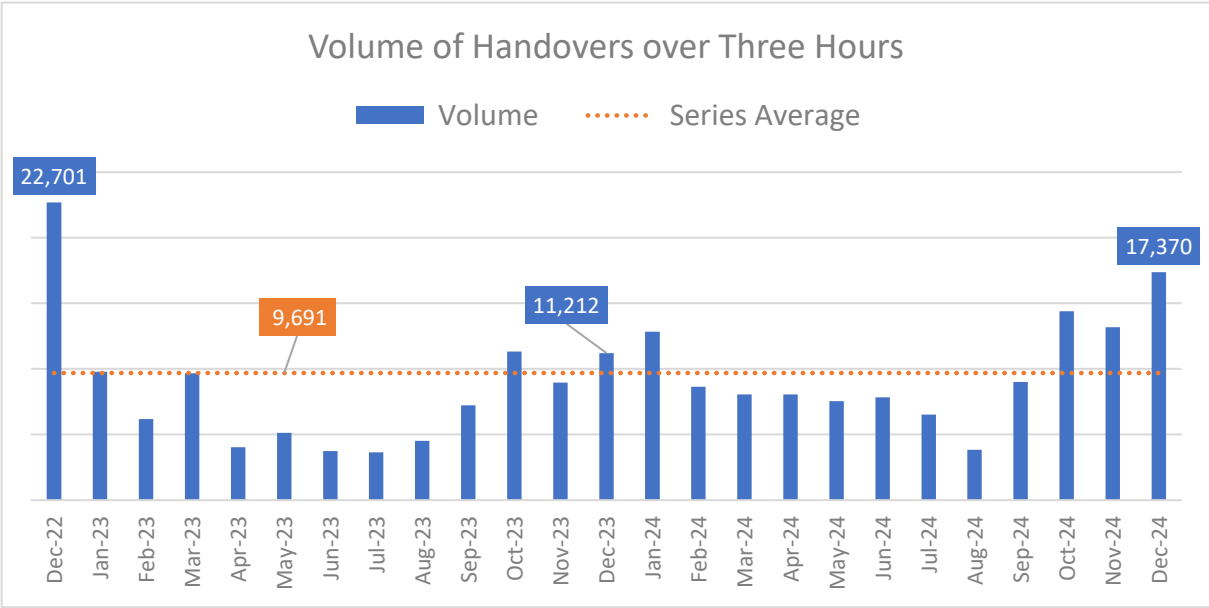
Three Hour Handover Delays in December 2024: Fast Facts

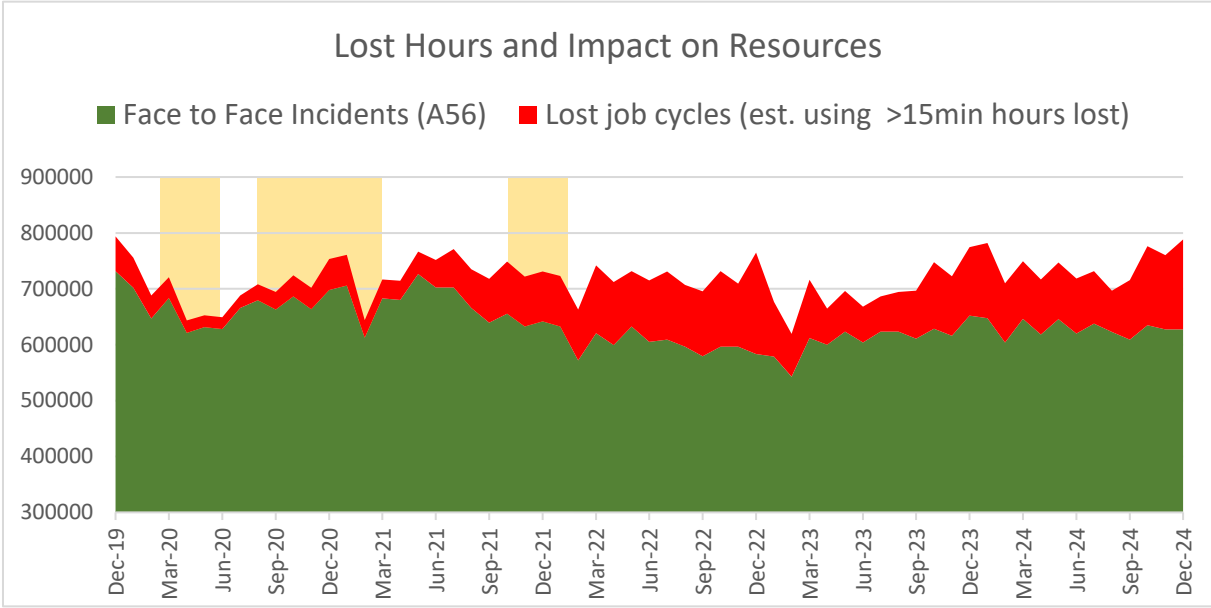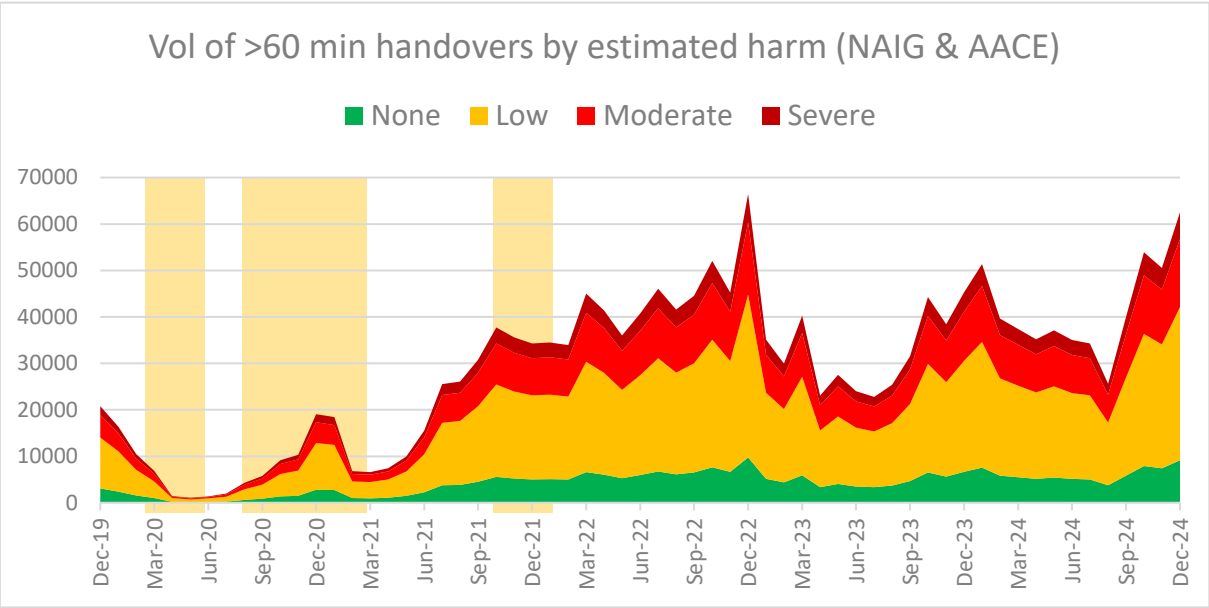| Rank in series to-date	Change from Nov 2024	Change from Dec 2023
2nd highest	+4 thousand	+6 thousand

Ten Hour Handover Delays in December 2024: Fast Facts

Rank in series to-date	Change from Nov 2024	Change from Dec 2023
14th highest	+106 delays	-75 delays

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

Around 53-thousand patients experienced potential harm* as a result of hour-plus delays in December 2024. Over the same time, the sector lost the equivalent of 161-thousand ambulance job cycles (where patients could have been attended): this is broadly the same as 26% of all Face-to-Face responses.

Vol of >60 min handovers by estimated harm (NAIG & AACE)

Legend: ■ None ■ Low ■ Moderate ■ Severe

Lost Hours and Impact on Resources

Legend: ■ Face to Face Incidents (A56) ■ Lost job cycles (est. using >15min hours lost)

Estimated Harm, December 2024: Fast Facts

Patients experiencing <u>any</u> potential harm	Patients experiencing potential <u>moderate</u> harm	Patients experiencing potential <u>severe</u> harm
53 thousand	15 thousand	6 thousand

Impact on Capacity, December 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
161 thousand	Dec '24 = 26%	Dec '20 = 8%

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

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

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 <u>only</u> displayed in this way

Average Daily Data

- This box shows a line graph displaying the average daily volume: this is calculated by dividing the metric by the days in the month. This smooths out the steeper changes sometimes seen in monthly data due to the difference in month length (for example February to March).

- As with the monthly data, the average daily figures use blue lines to show the main trend, orange to show the series-average, and red to show any national standards

- Data labels again show relevant values, as highlighted in the "Monthly Data" section

- Call-handling and response time data is <u>not</u> 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.

"Annualized Data" – 12 months to… (not included this month)

- 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