



National Ambulance Data – Monthly Snapshot

Overview of Key Ambulance Metrics – Data to the End of May 2025

- [999 Call Volume and Call Answer Time](#)
- [Category-1 Demand and Response Time](#)
- [Category-2 Demand and Response Time](#)
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- [Hospital Turnaround Times](#)
- [Hospital Handover Delays](#)

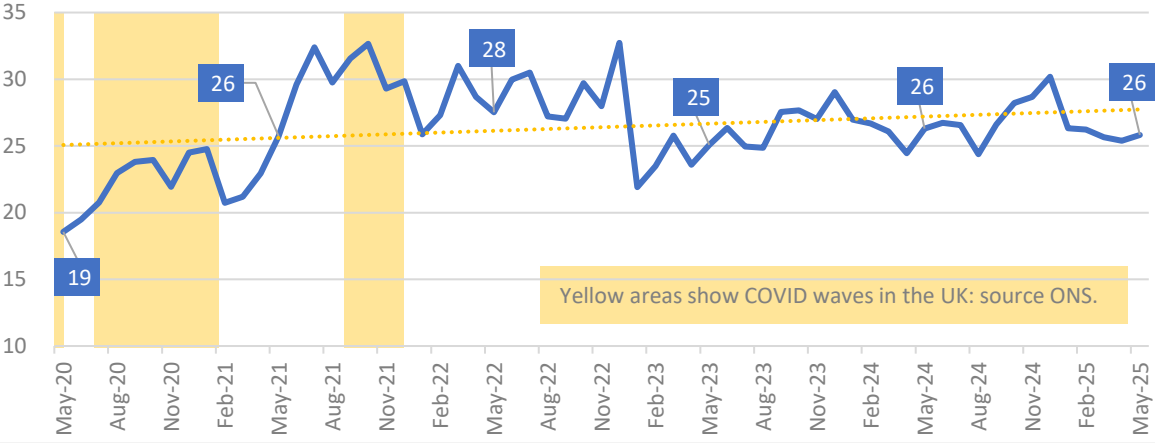
Final Draft Published – June 12th 2025

2. Volume of 999 Calls-Answered and Mean Call Answer Time

Demand increased in May 2025, with an average of over four-hundred more 999-calls answered each day compared with April. Mean answer-time was one-second slower, at three-seconds for England overall, but varied across trusts from under one-second to over five seconds.

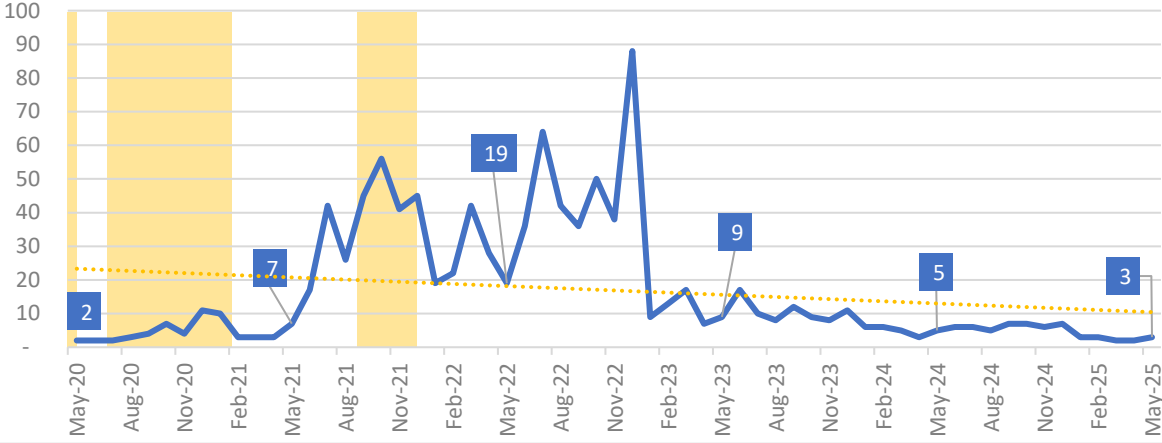
Average Daily Volume of Calls Answered ('000, A1)

— Volume Trend



Mean Call Answer Time (A3)

— Time (Seconds) Trend



999 Calls Answered, May 2025 - Key Facts

801-thousand

999 calls-
answered in
May 2025

441

More calls
each day than
April 2025

469

Fewer calls
each day than
May 2024

1 second

Slower mean
answer time
than April
2024

Mean Call Answer Time - Range (seconds)

Fastest Three Trusts (av)

0.7

National Average (Eng)

3.0

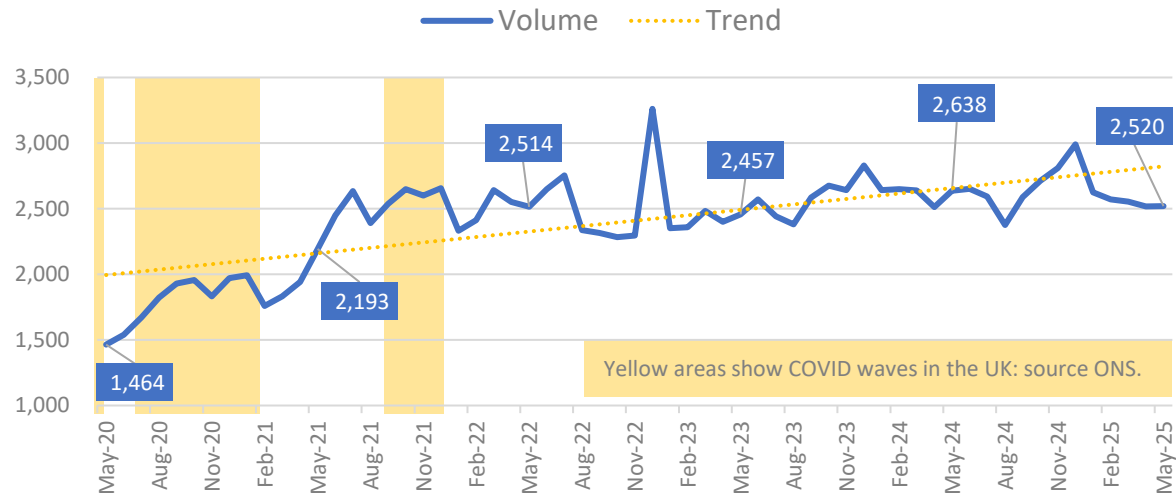
Slowest Three Trusts (av)

5.7

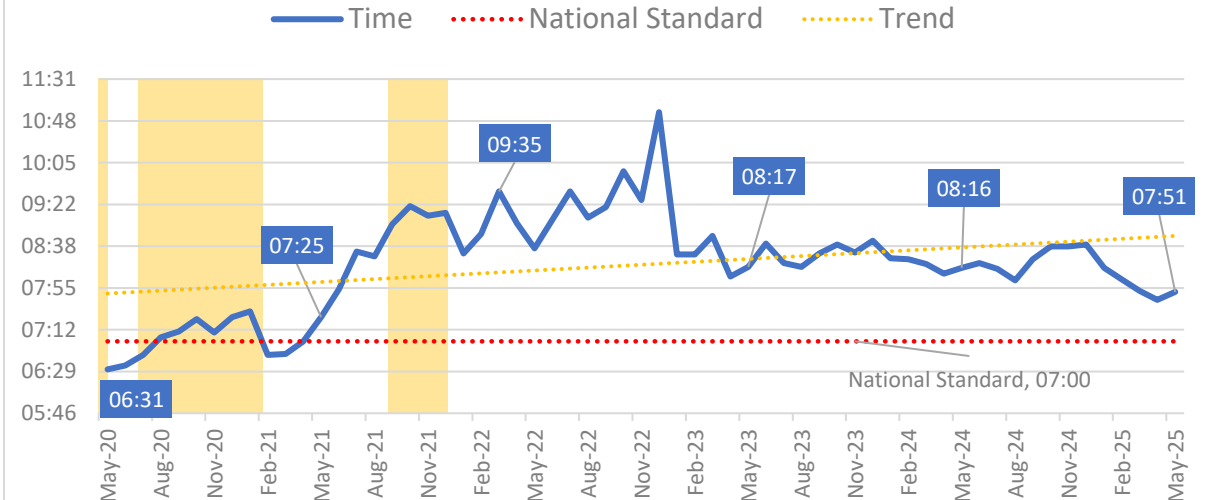
3. Category-1: Demand, and Mean Response Time

The volume of Category-1 incidents remained largely unchanged from April, but the latest month represents the second highest volume for any May on record. Mean answer-time was just under eight-minutes for England, but the fastest trusts dipped well below the seven-minute national standard.

Average Daily Volume of Cat-1 Incidents (A8)



Mean C1 Response Time (mm:ss, A25)



Category-1 Incidents, May 2025 - Key Facts

78-thousand

2

118

8 seconds

Category-1 incidents in May 2025

More incidents each day than April 2025

Fewer incidents each day than May 2024

Slower response time than April 2025

Cat-1 Mean Response Time (hh:mm:ss)

NS = 7 minutes

Fastest Three Trusts (av)

00:06:46

National Average (Eng)

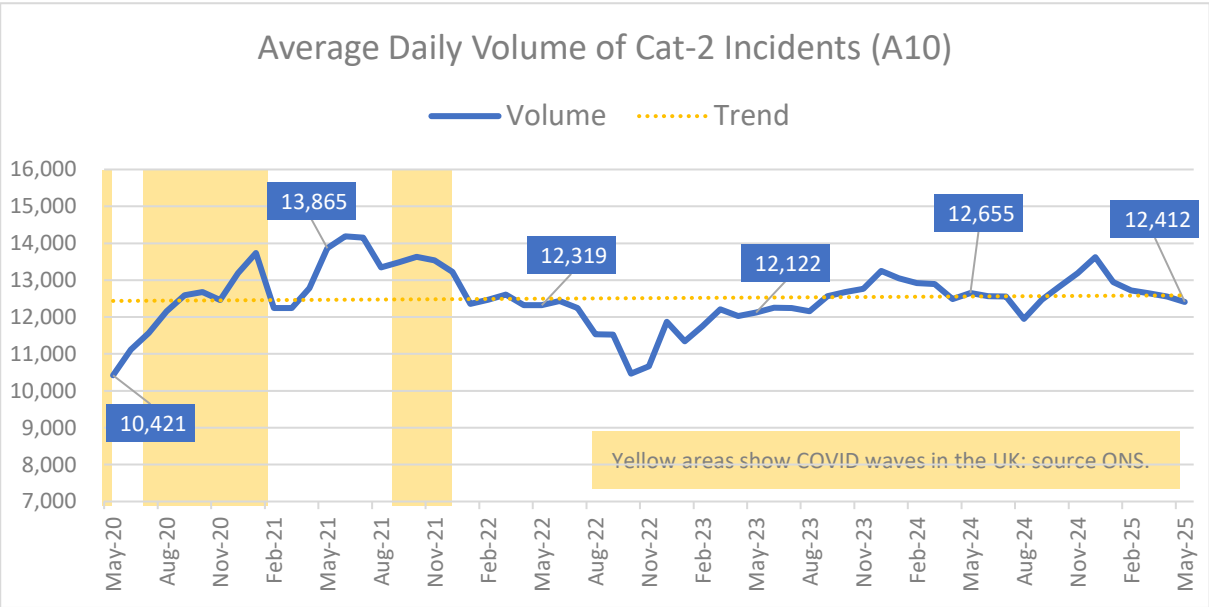
00:07:51

Slowest Three Trusts (av)

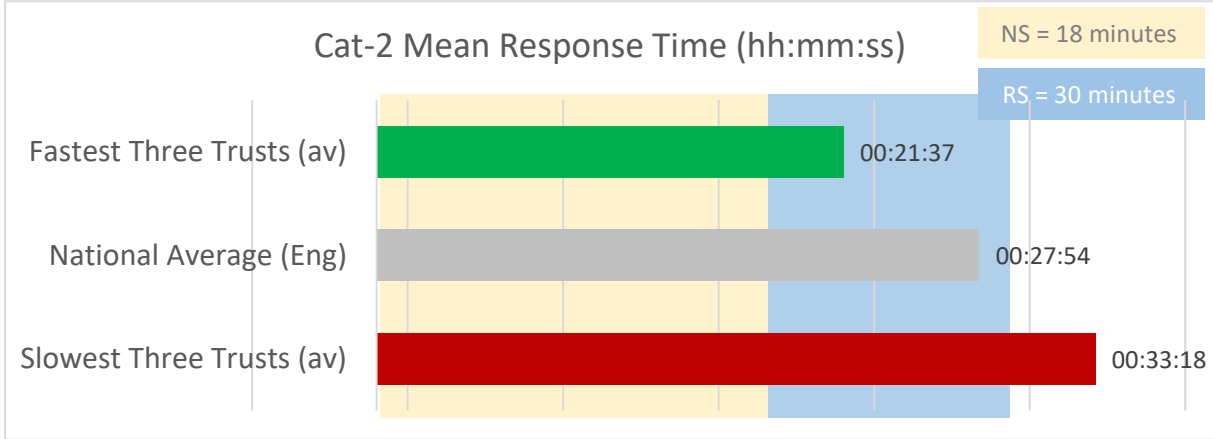
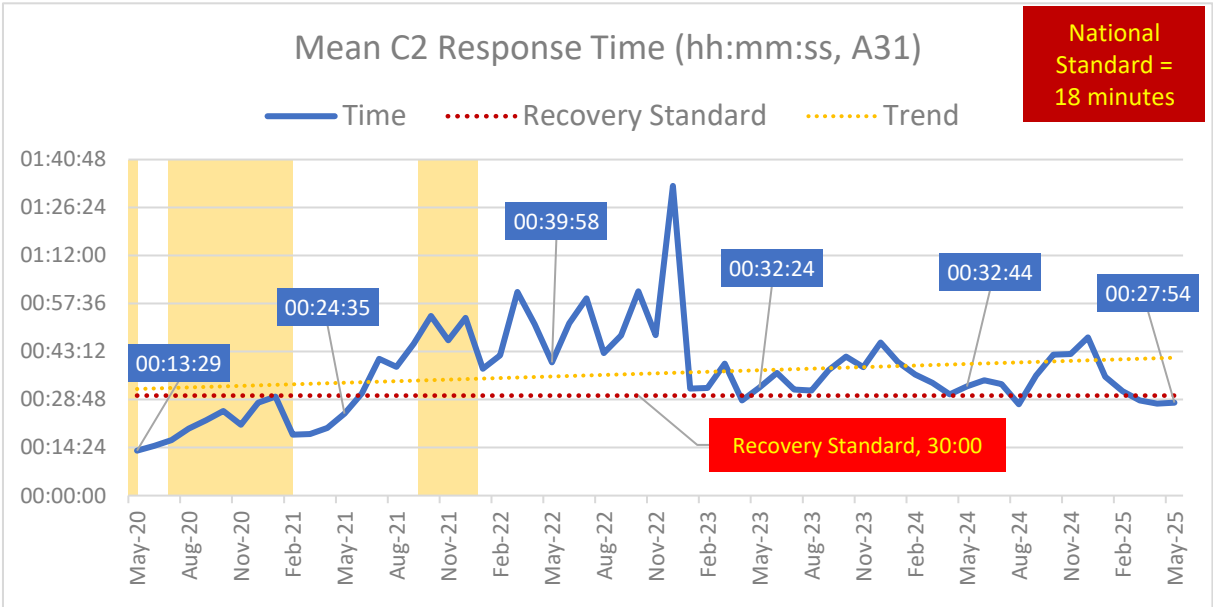
00:08:44

4. Category-2: Demand, and Mean Response Time

Category-2 returned 143 fewer incidents each day compared with April, but the long-term trend in demand remains relatively steady. Mean response time slowed by 20-seconds in May, but remains under the 30-minute “recovery standard”, and represents the fastest time for any May since 2021.



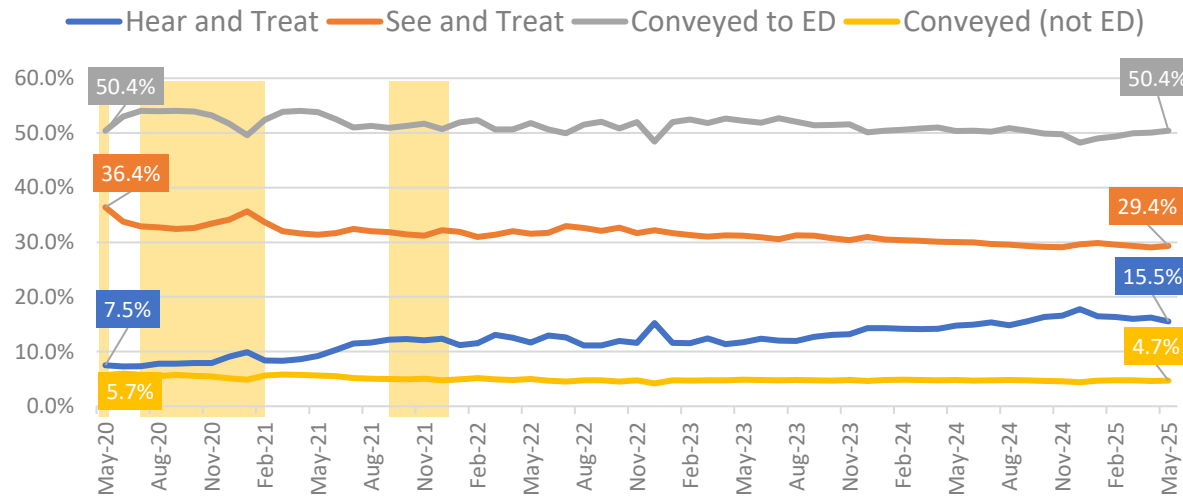
Category-2 Incidents, May 2025 - Key Facts			
385-thousand	143	243	20-seconds
Category-2 incidents in May 2025	Fewer incidents each day than April 2025	Fewer incidents each day than May 2024	Slower response time since than April 2025



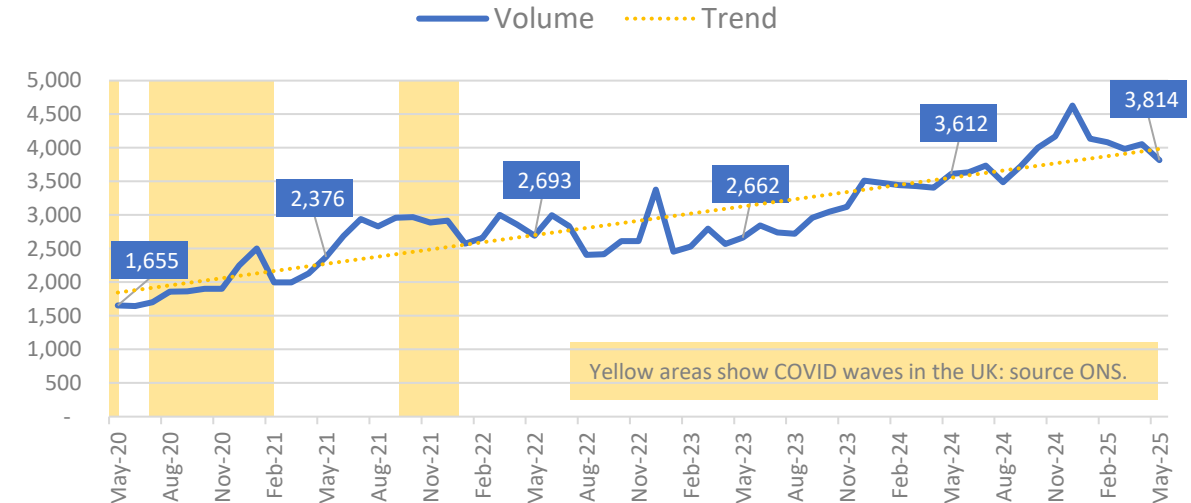
5. Share of Outcomes by Response Type

Patients conveyed to EDs increased in May, as did the share of outcomes these represent. Conversely, Hear-and-Treat decreased, both in volume and in share. The latter accounted for 15.5-percent of outcomes, a drop of one percentage point from the start of 2025.

Share of Responses by Type (%)



Average Daily Volume of H&T Responses (A17)



Outcomes, May 2025 - Key Facts

12-thousand

Conveyances to ED each day, 294 more than April 2025

7-thousand

S&T each day, 192 more than April 2025

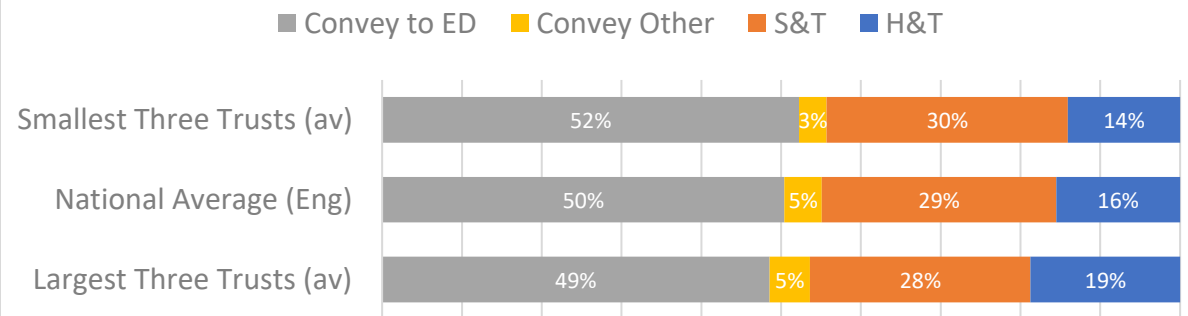
4-thousand

H&T each day, 109 fewer than April 2025

19-percent

Share of H&T responses in upper, outlying trusts

Share of Responses - Range (%)

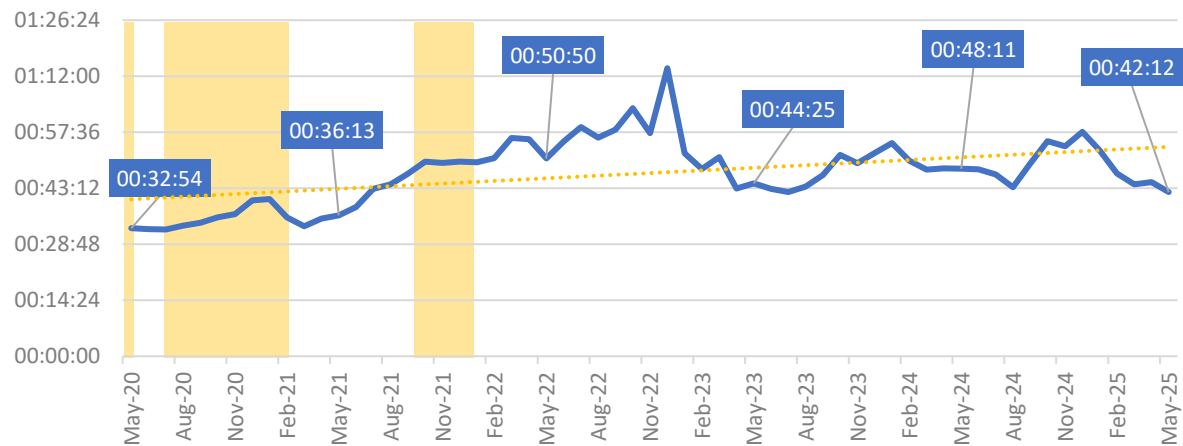


6. Ambulance Turnaround Time, and Time to Clear at Hospital

Turnaround-time was over two minutes faster in May, at just over 42-minutes – the fastest time for any May since 2021. Time-to-clear slowed by 12-seconds, to just under 15-minutes, although there continues to be a significant difference between the fastest, and slowest outlying trusts.

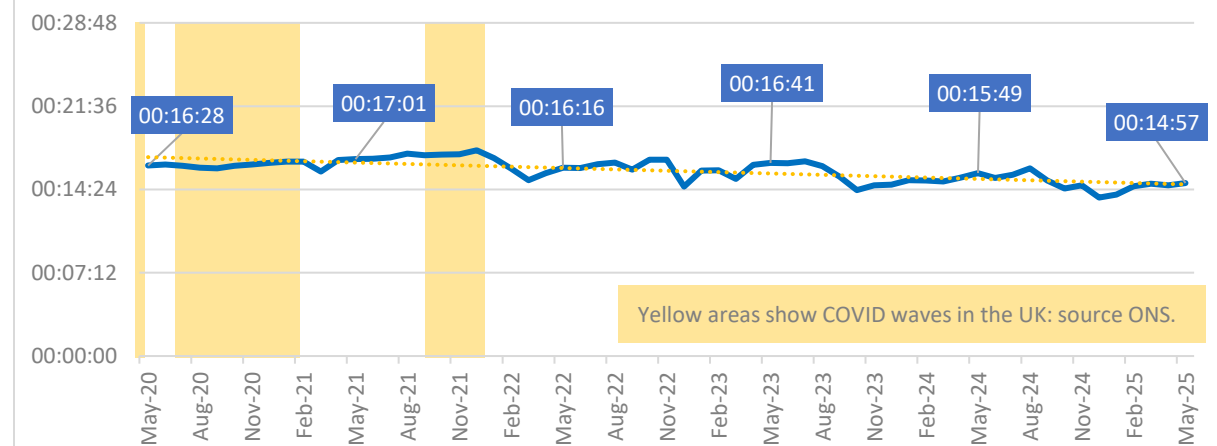
Mean Turnaround Time (hh:mm:ss)

— Mean Turnaround Time Trend



Mean Time to Clear (hh:mm:ss)

— Mean Handover Complete to Time to Clear Trend



Turnaround Time, May 2025 - Key Facts

00:02:33

Faster than
turnaround
time in April
2025

00:05:59

Faster than
turnaround
time in May
2024

00:00:12

Seconds
slower than
time-to-clear
time in April
2025

00:00:52

Seconds
faster than
time-to-clear
time in May
2024

Mean Time to Clear (mm:ss)

Fastest Three Trusts (av)

02:52

National Average (Eng)

14:57

Slowest Three Trusts (av)

23:50

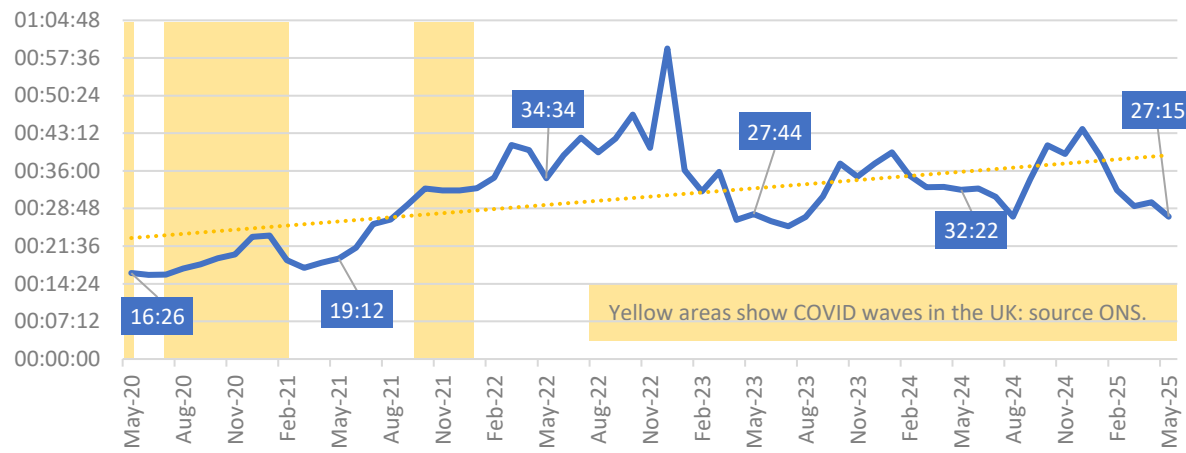


7. Hospital Handover Delays

Mean handover time was three minutes faster than April, while eight-percent of handovers took an hour or longer, a notable drop from December. However, an estimated 26-thousand patients faced additional harm as a result of delays, and the equivalent of 14-percent of face-to-face incidents were lost due to crews waiting outside hospitals.

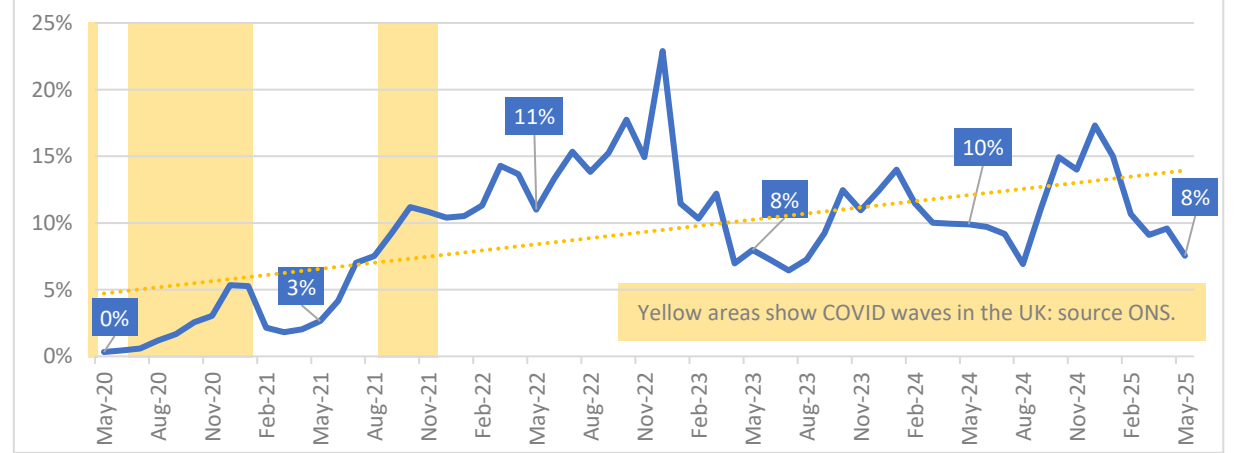
Mean Handover Time (hh:mm:ss)

— Mean Handover Time Trend



Proportion of Handovers 60-minutes and over (%)

— % hour plus Trend



Handover Delays Time, May 2025 - Key Facts

3 minutes

Faster than
mean-
handover
time in April
2025

2.0%

Decrease in
proportion of
handovers an
hour plus

14%

...of Face-to-
Face incidents
lost due to
handover
delays

26-thousand

Patients with
risk of harm
raised due to
hour-plus
delays

Mean Handover Time (hh:mm:ss)

Fastest Three Trusts (av)

00:17:49

National Average (Eng)

00:27:15

Slowest Three Trusts (av)

00:44:10