



National Ambulance Data – Monthly Snapshot

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

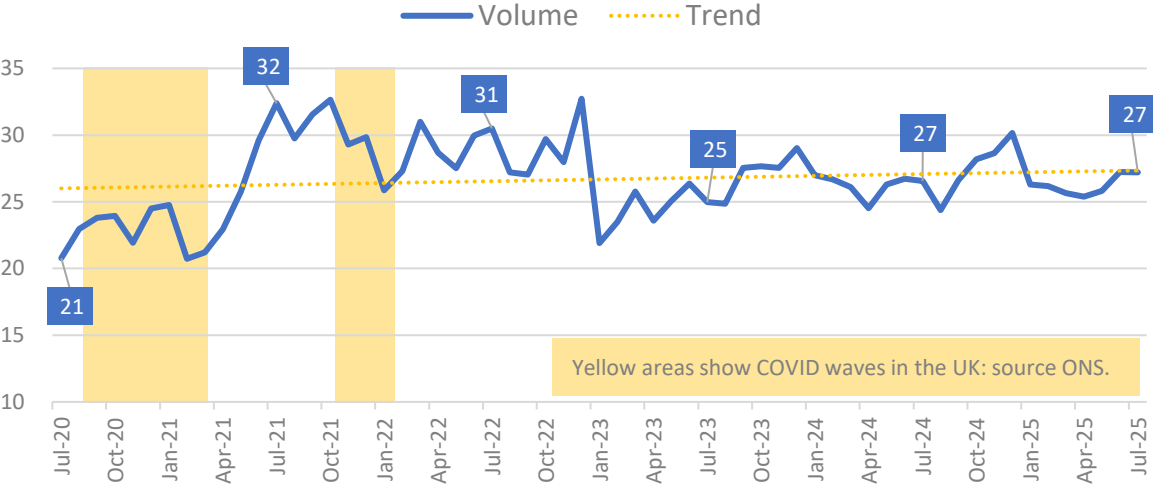
- 999 Call Volume and Call Answer Time
- Category-1 Demand and Response Time
- Category-2 Demand and Response Time
- Response Outcomes
- Hospital Turnaround Times
- Hospital Handover Delays

Final Draft Published – August 15th 2025, Author Steve Hearnshaw

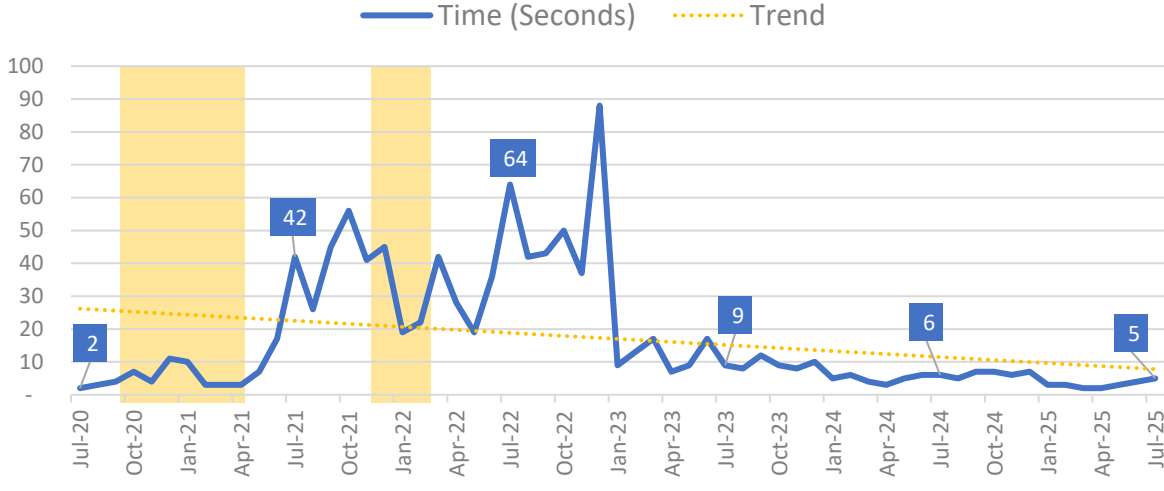
2. Volume of 999 Calls-Answered and Mean Call Answer Time

Demand remained steady with an average daily volume of 27,211 calls-answered - a difference of just 15 compared with June. Time-to-answer increased by one second (to five-seconds), but the mean has not exceeded seven-seconds since December 2024 (although this is not true for all trusts, as the bar-chart shows).

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



Mean Call Answer Time (A3)



999 Calls Answered, July 2025 - Key Facts

844-thousand

15

647

1 second

999 calls-
answered in
July 2025

Fewer calls
each day than
June 2025

More calls
each day than
July 2024

Slower mean
answer time
than June
2025

Mean Call Answer Time - Range (seconds)

Fastest Three Trusts (av)

1.3

National Average (Eng)

5.0

Slowest Three Trusts (av)

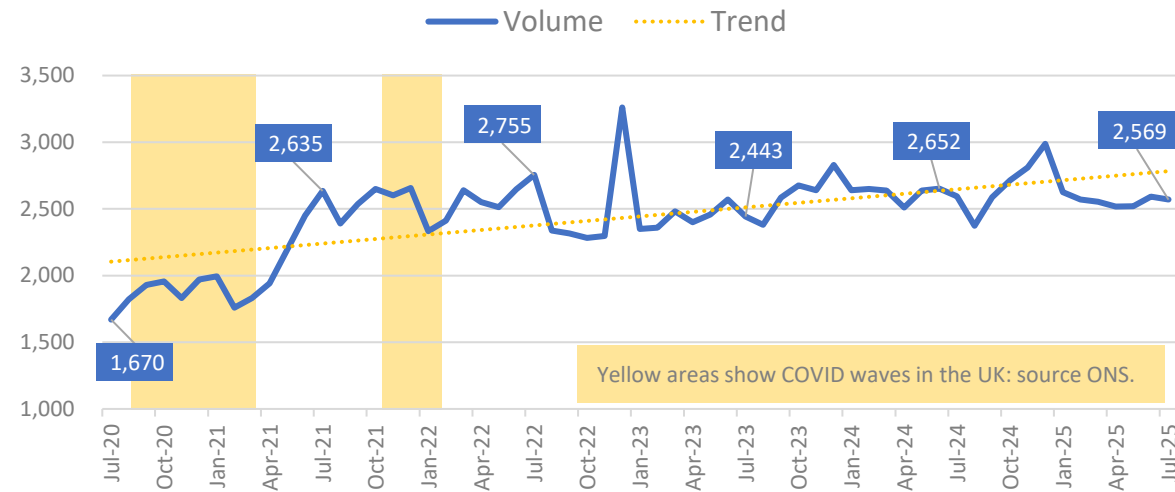
10.3



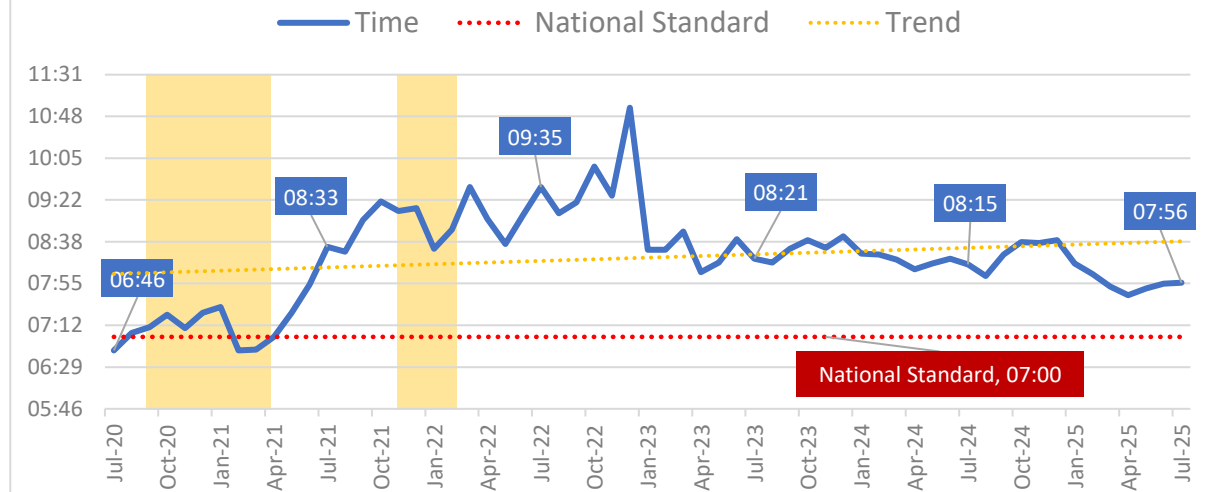
3. Category-1: Demand, and Mean Response Time

Category-1 demand remained flat between June and July, but the average daily volume of incidents has been increasing steadily since early 2023. Mean response time was one-second slower than June – but at seven-minutes-56-seconds was the fastest seen in any July since 2020.

Average Daily Volume of Cat-1 Incidents (A8)



Mean C1 Response Time (mm:ss, A25)

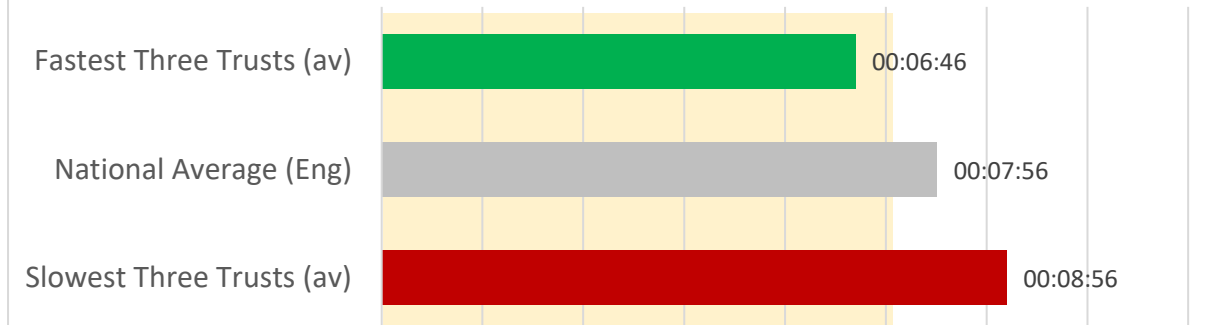


Category-1 Incidents, July 2025 - Key Facts

80-thousand	22	24	1 second
Category-1 incidents in July 2025	Fewer incidents each day than June 2025	More incidents each day than July 2024	Slower response time than June 2025

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

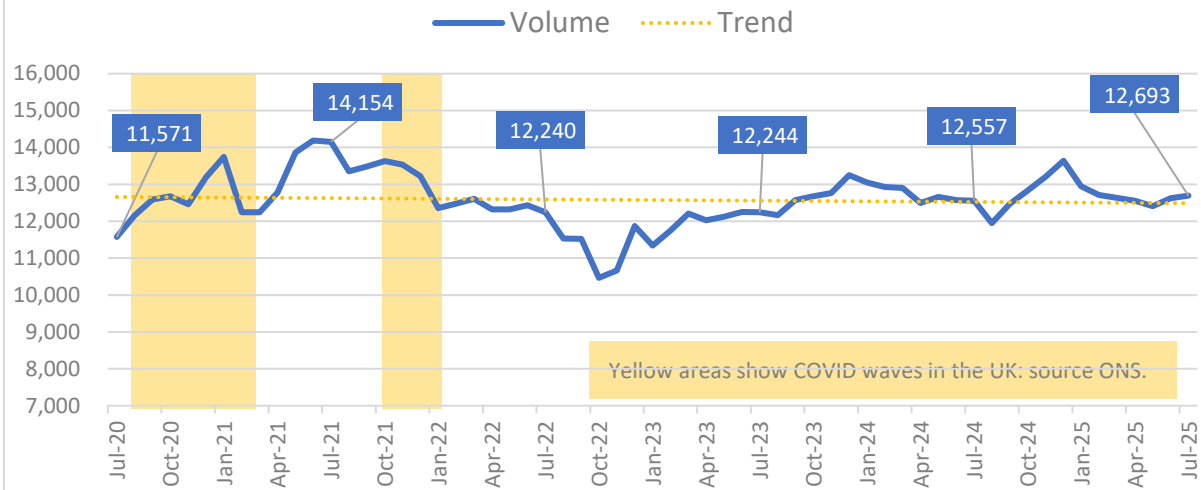
NS = 7 minutes



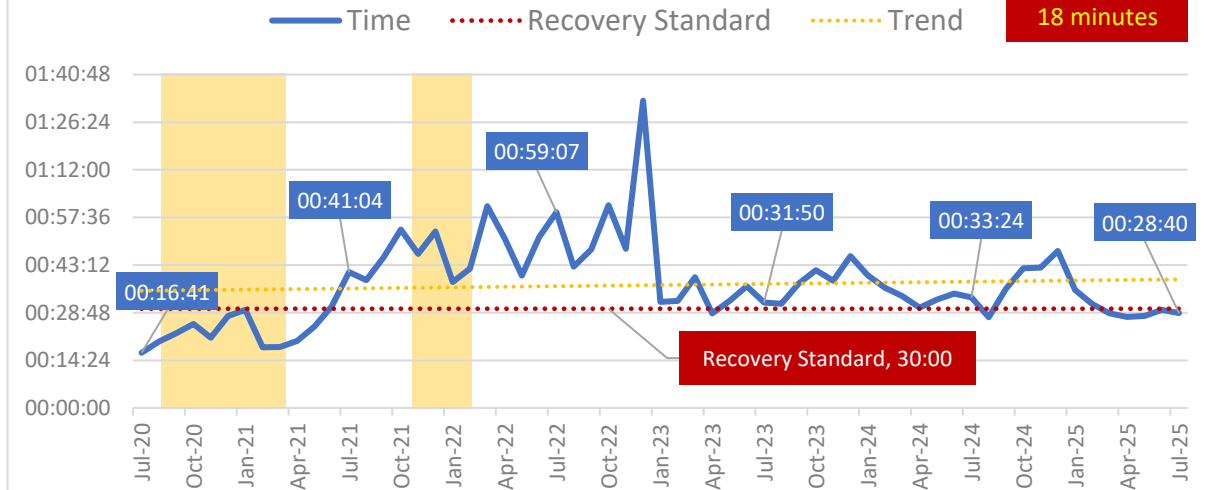
4. Category-2: Demand, and Mean Response Time

Category-2 demand was steady between June and July but – as with Category-1 has increased from 2023. Mean-response for England has remained below the 30-minute recovery standard since March 2024, but still exceeds the 18-minute national standard.

Average Daily Volume of Cat-2 Incidents (A10)



Mean C2 Response Time (hh:mm:ss, A31)



Category-2 Incidents, July 2025 - Key Facts

393-thousand

72

136

1-minute

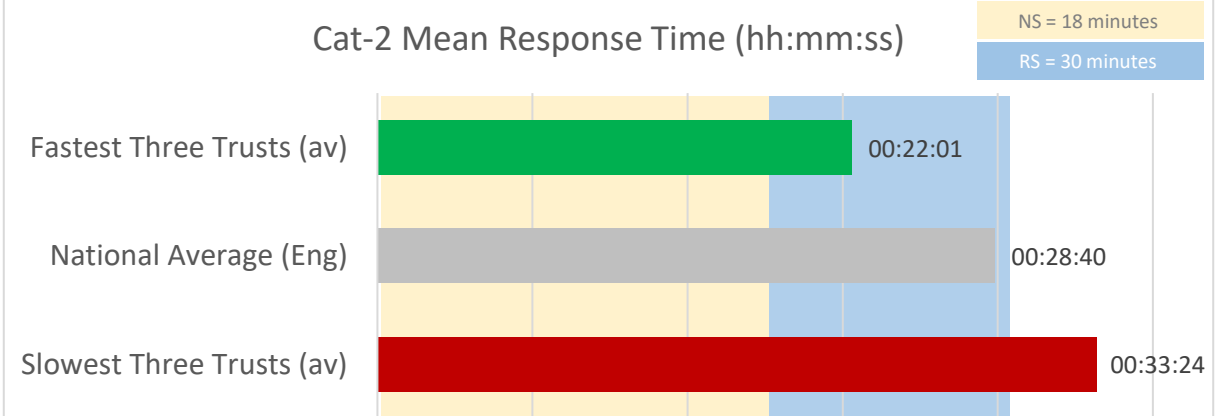
Category-2 incidents in July 2025

More incidents each day than June 2025

More incidents each day than July 2024

Faster response time than June 2025

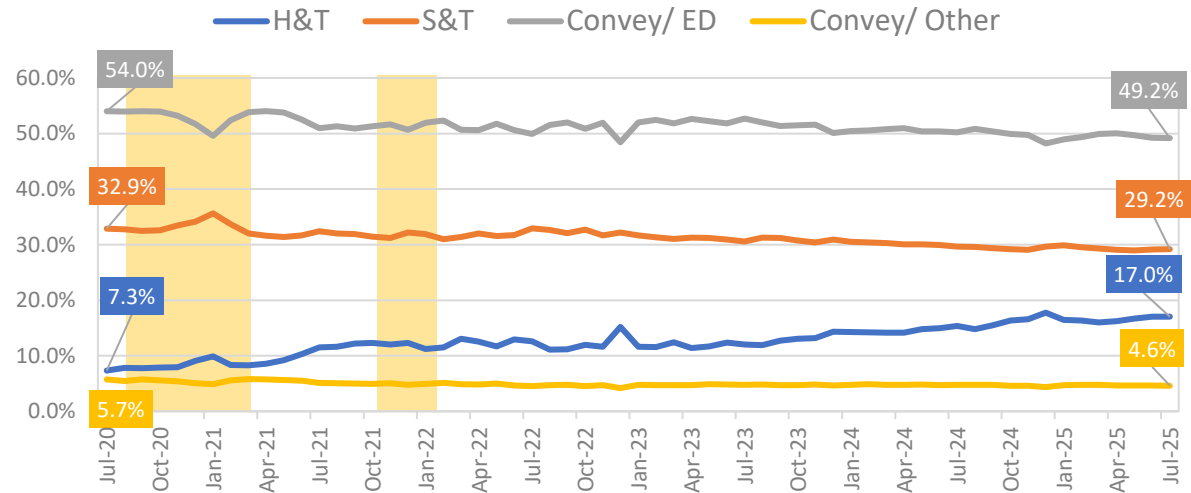
Cat-2 Mean Response Time (hh:mm:ss)



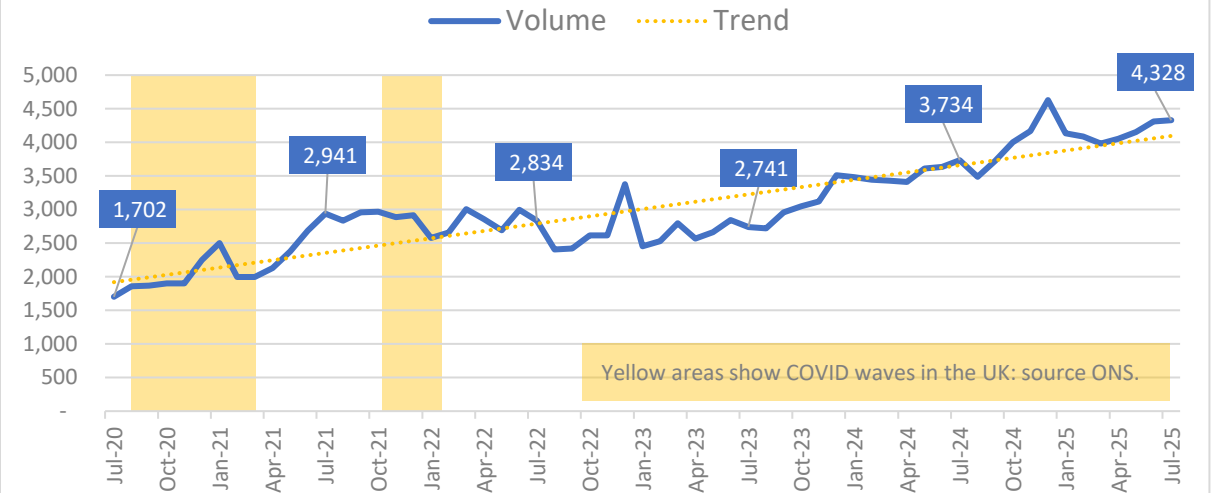
5. Share of Outcomes by Response Type

Conveyance to Emergency Departments saw a slight increase in the daily average between June and July, as did every other type of outcome. The proportion of total outcomes these represent remains unchanged. Hear-and-Treat continues to account for 17-percent of outcomes (vs. ten-percent in 2020).

Share of Responses by Type (%)



Average Daily Volume of H&T Responses (A17)



Outcomes, July 2025 - Key Facts

12-thousand

Conveyances
to ED each
day, 32 **more**
than June
2025

7-thousand

S&T each day,
43 **more** than
June 2025

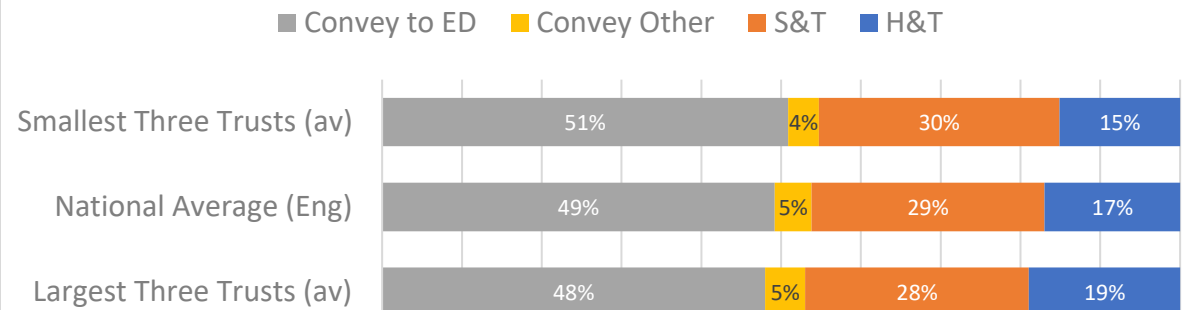
4-thousand

H&T each day,
16 **more** than
June 2025

19-percent

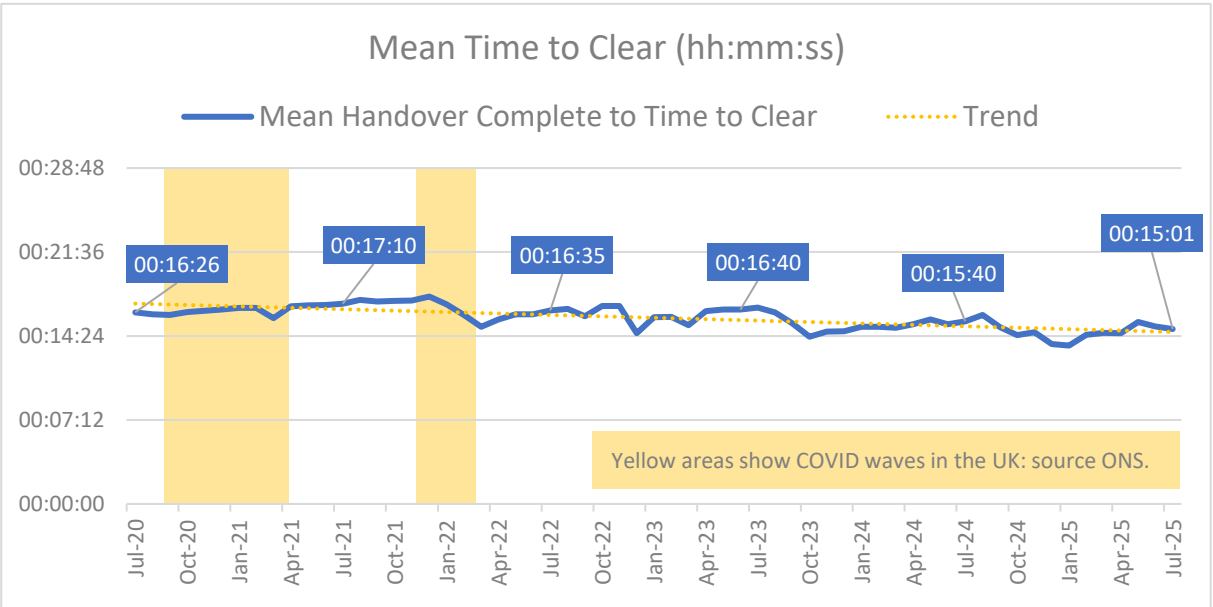
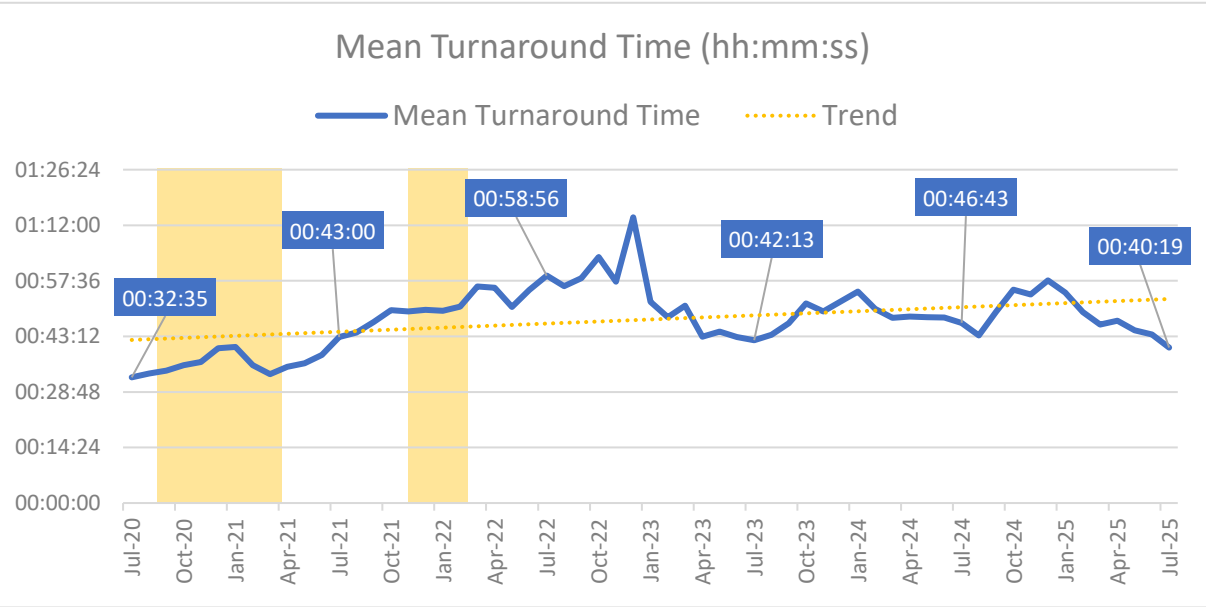
Share of H&T
responses in
upper,
outlying
trusts

Share of Responses - Range (%)

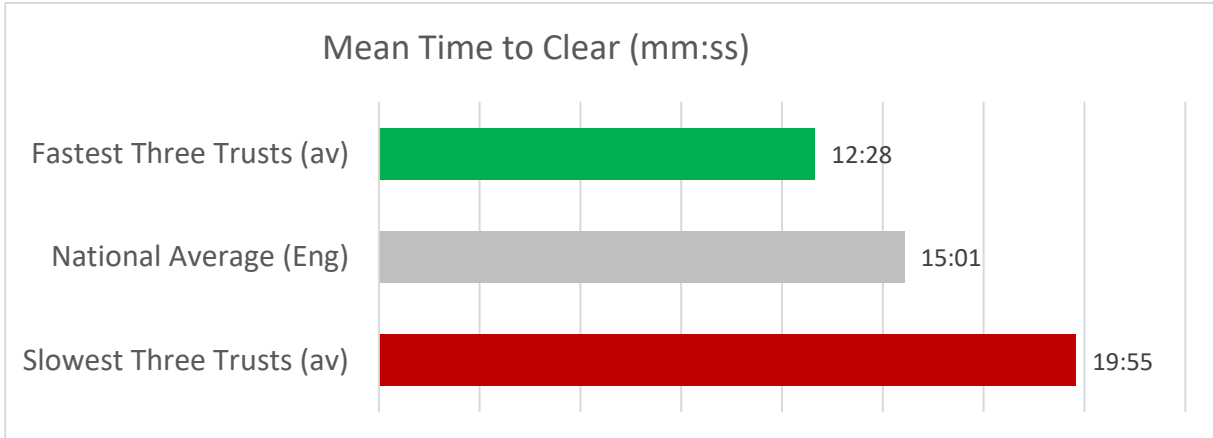


6. Ambulance Turnaround Time, and Time to Clear at Hospital

Mean turnaround-time was over three minutes faster than in June, while time-to-clear was 39-seconds faster. The latter figure has a difference of around six-minutes between the fastest and slowest groups of trusts.

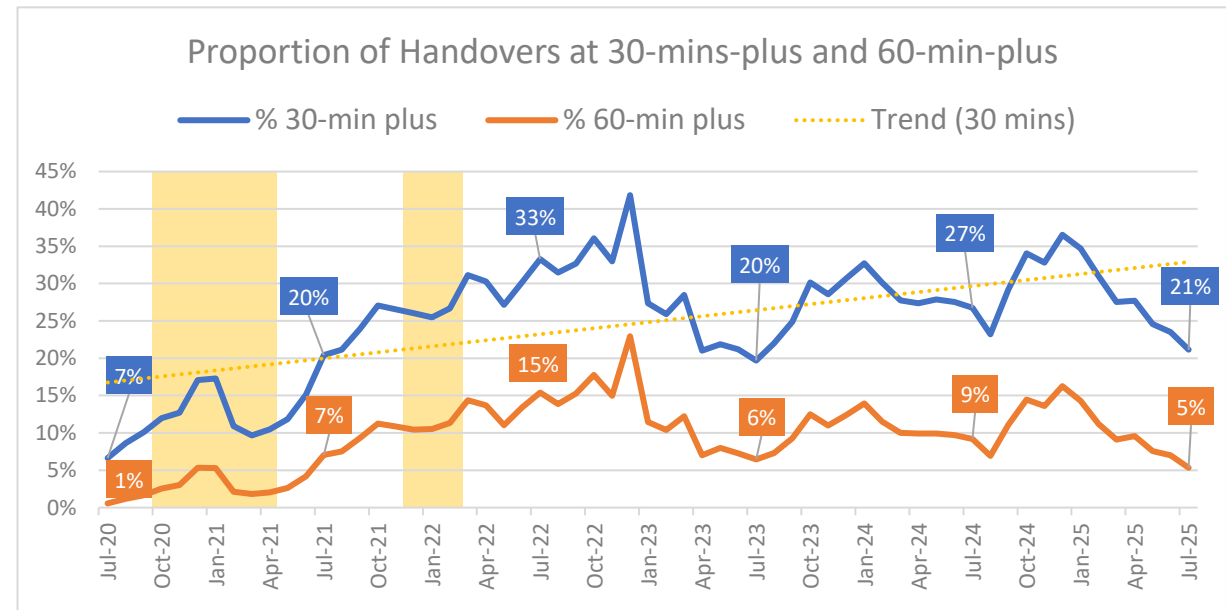
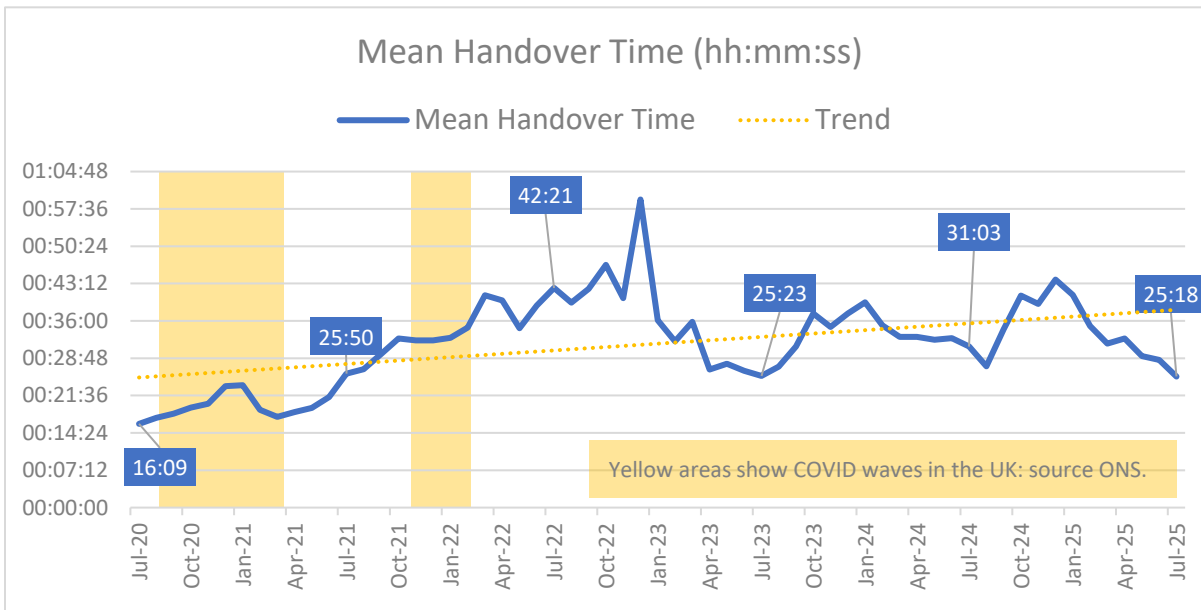


Turnaround Time, July 2025 - Key Facts (hh:mm:ss)			
00:03:25	00:06:24	00:00:13	00:00:39
Faster than turnaround time in June 2025	Faster than turnaround time in July 2024	Faster than time-to-clear time in June 2025	Faster than time-to-clear time in July 2024



7. Hospital Handover Delays

Mean handover time was three-minutes faster than June at just over 25-minutes, and was faster than any July since 2020. One-in-twenty handovers took an hour or longer, the lowest since early 2021. Meanwhile one-in-five handovers took 30-minutes or longer.



Handover Delays Time, July 2025 - Key Facts

3 minutes

Faster than
mean-
handover
time in June
2025

1-in-5

Handovers
took **30
minutes, or
longer**

11%

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

23-thousand

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

Mean Handover Time (hh:mm:ss)

Fastest Three Trusts (av)

00:17:13

National Average (Eng)

00:25:18

Slowest Three Trusts (av)

00:33:39