



# National Ambulance Data – Monthly Snapshot

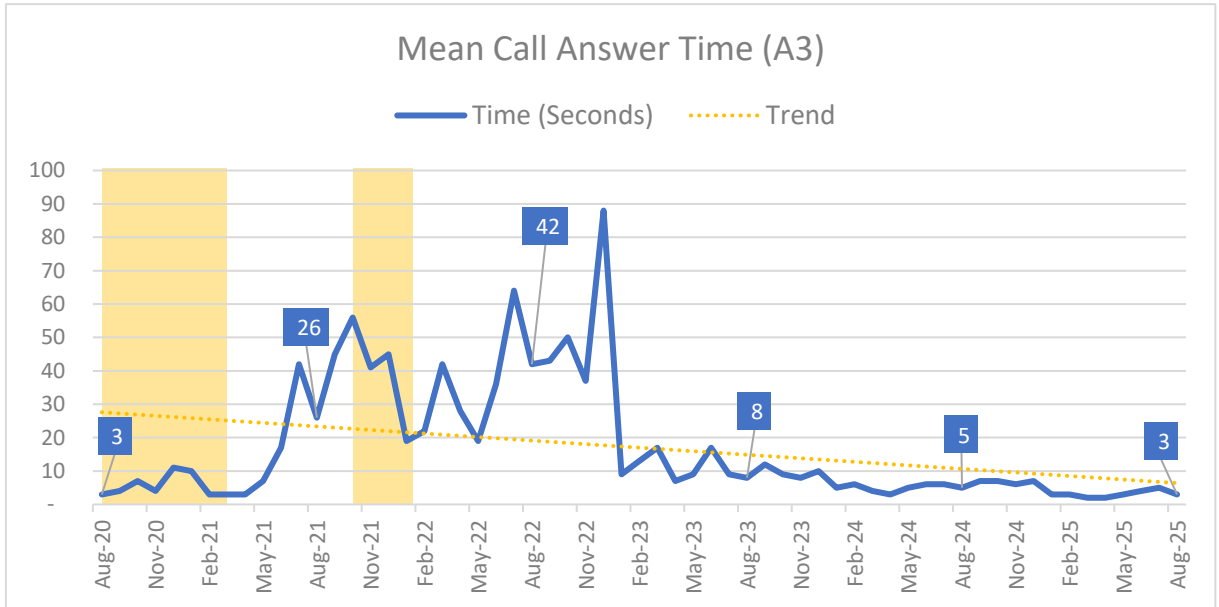
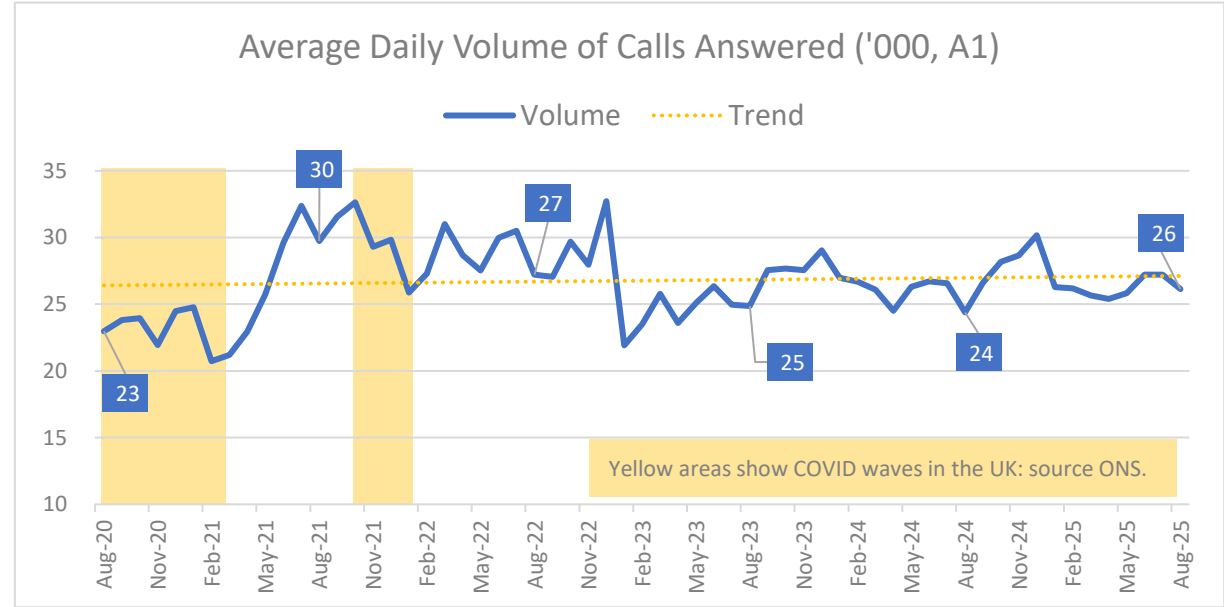
Overview of Key Ambulance Metrics – Data to the End of August 2025

- 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

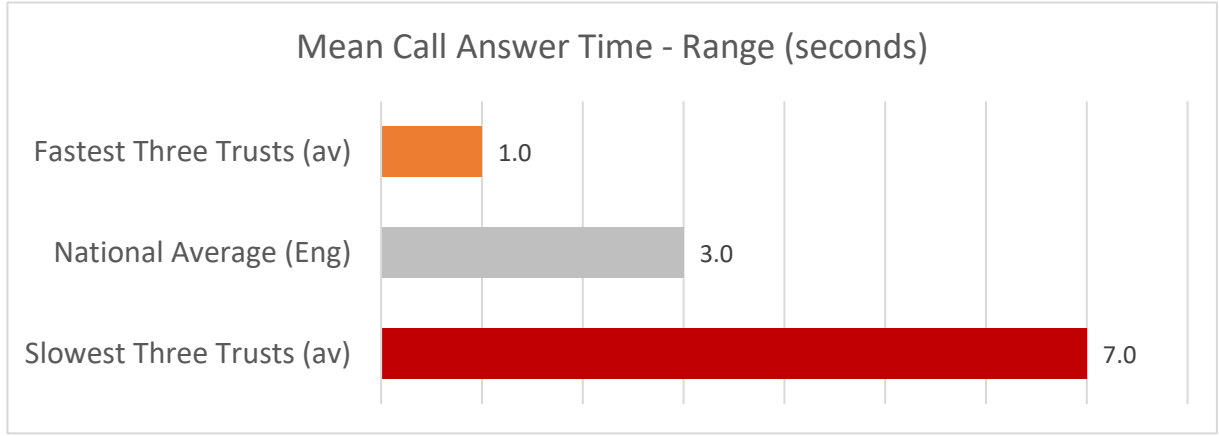
Final Draft Published – September 12<sup>th</sup> 2025, Author Steve Hearnshaw

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

Call volume decreased in August (a pattern seen in most previous years), with a thousand fewer calls each day. However, this was 1,750 more each day than August 2024. At three-seconds, mean call answer time was two-seconds faster than July, sustaining the sub-five-second-trend seen since January 2025.

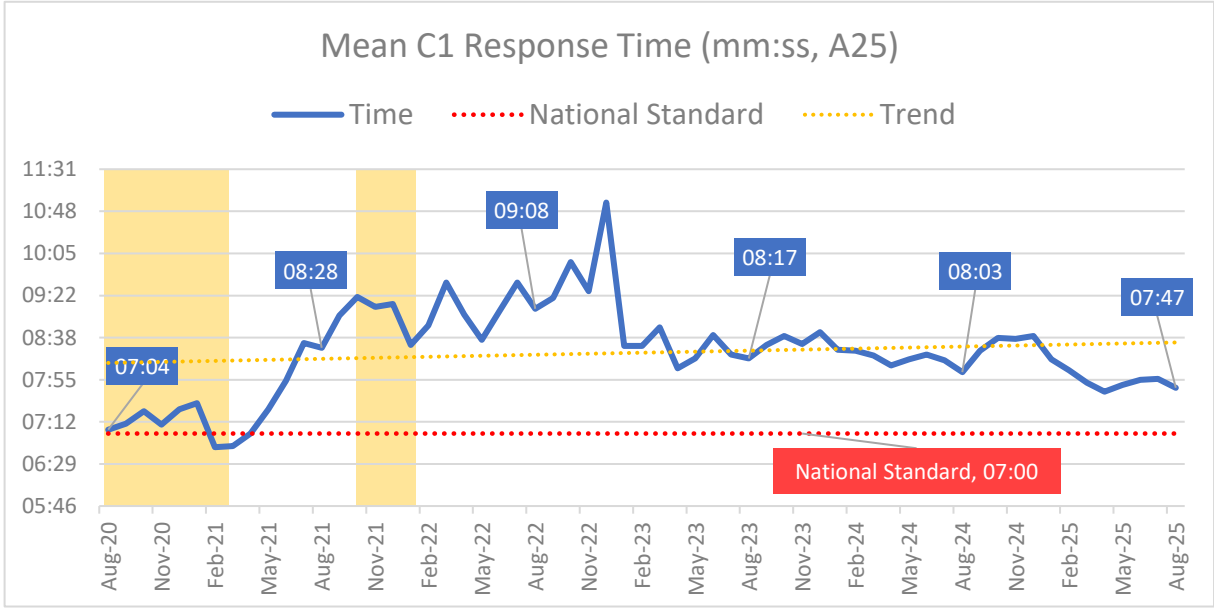
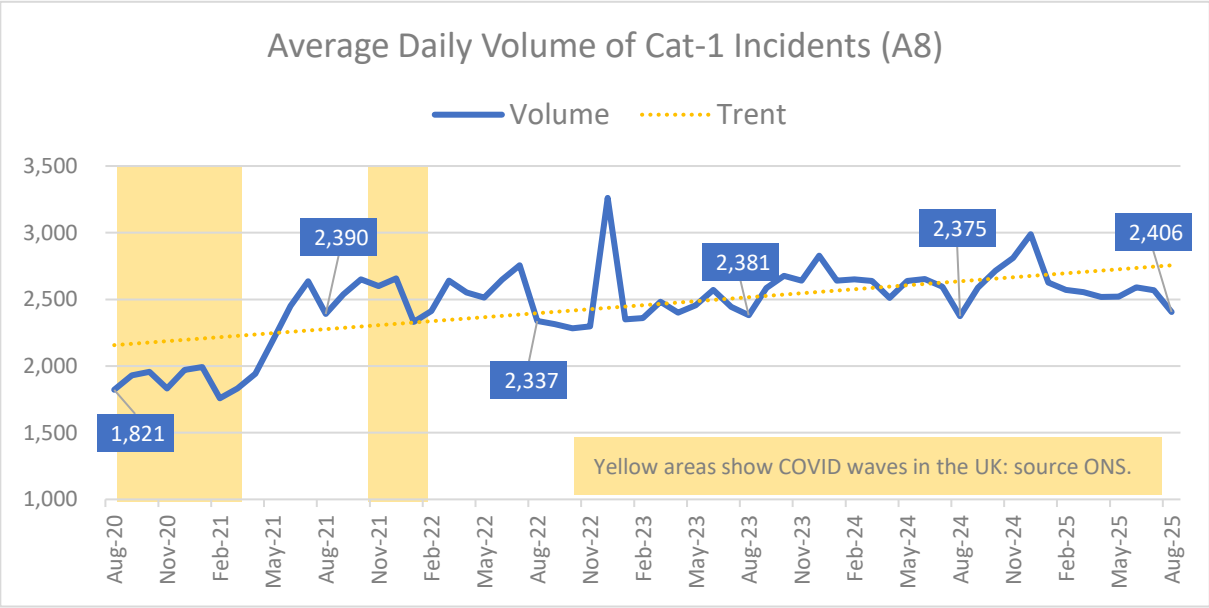


999 Calls Answered, August 2025 - Key Facts			
810-thousand	1,077	1,750	2 seconds
999 calls-answered in August 2025	Fewer calls each day than July 2025	More calls each day than August 2024	Faster mean answer time than August 2025



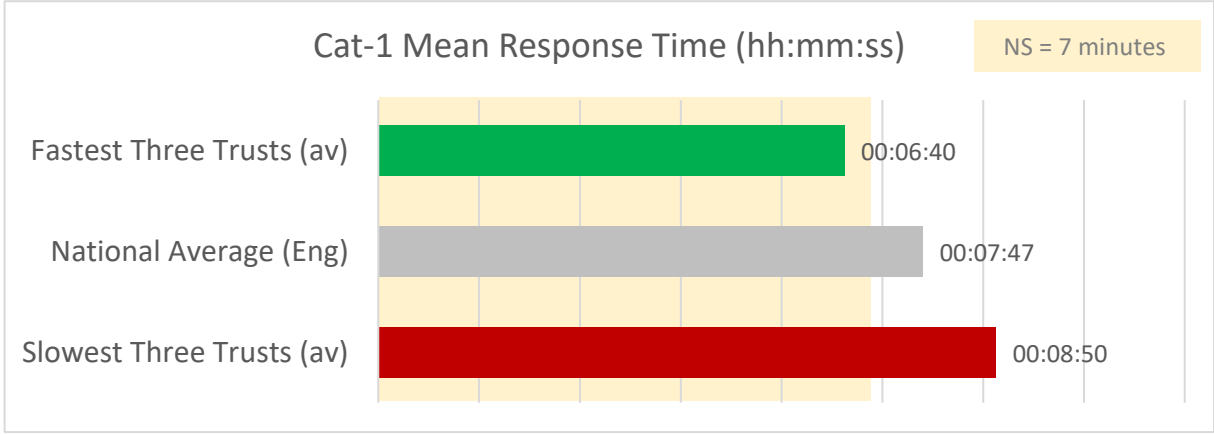
### 3. Category-1: Demand, and Mean Response Time

As with calls-answered, the average daily volume of Category-1 incidents decreased in August, as it has done since 2021. This trend is also seen in the mean response-time for this category, which (at 07:47 (mm:ss)) was one of the fastest recorded in the past three years.



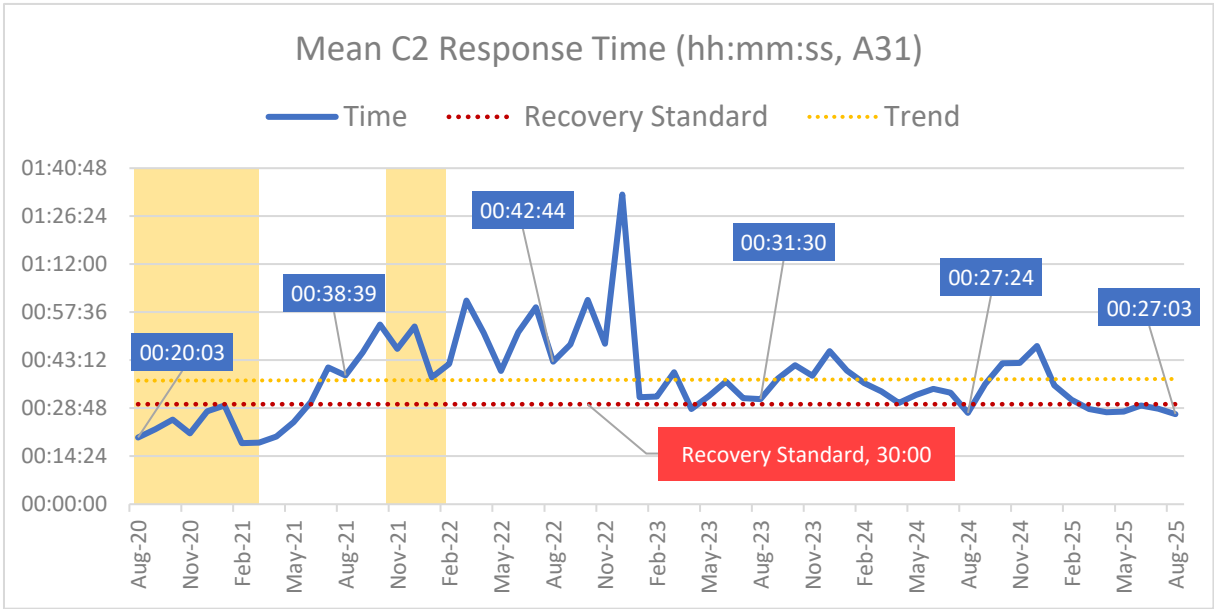
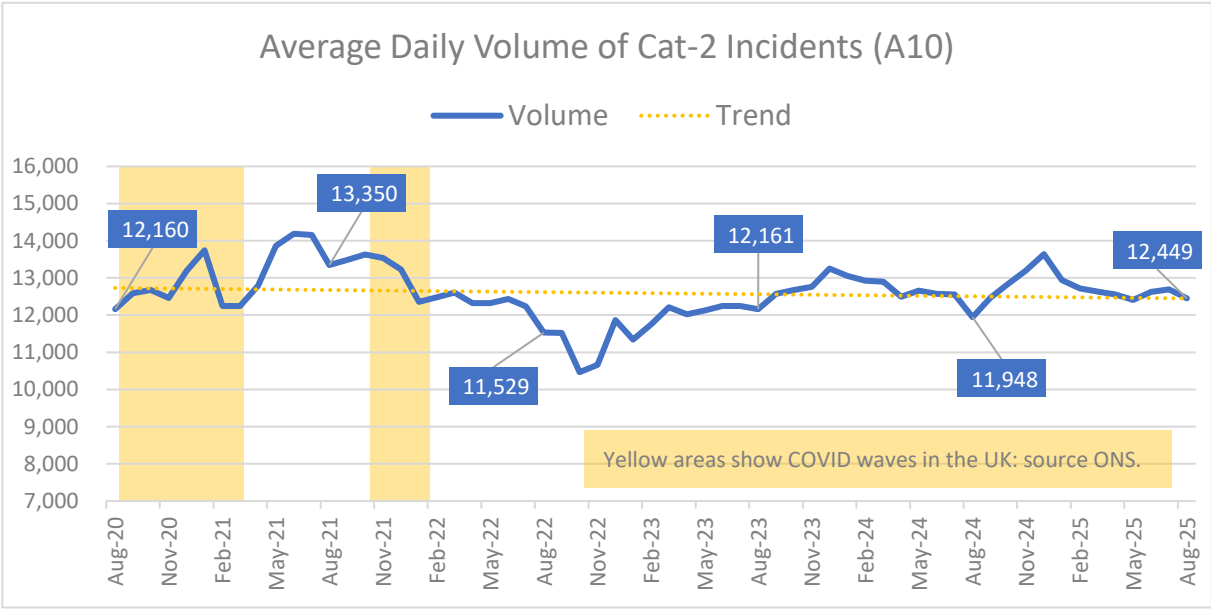
Category-1 Incidents, August 2025 - Key Facts

75-thousand	164	31	9 seconds
Category-1 incidents in August 2025	Fewer incidents each day than July 2025	More incidents each day than August 2024	Faster response time than July 2025



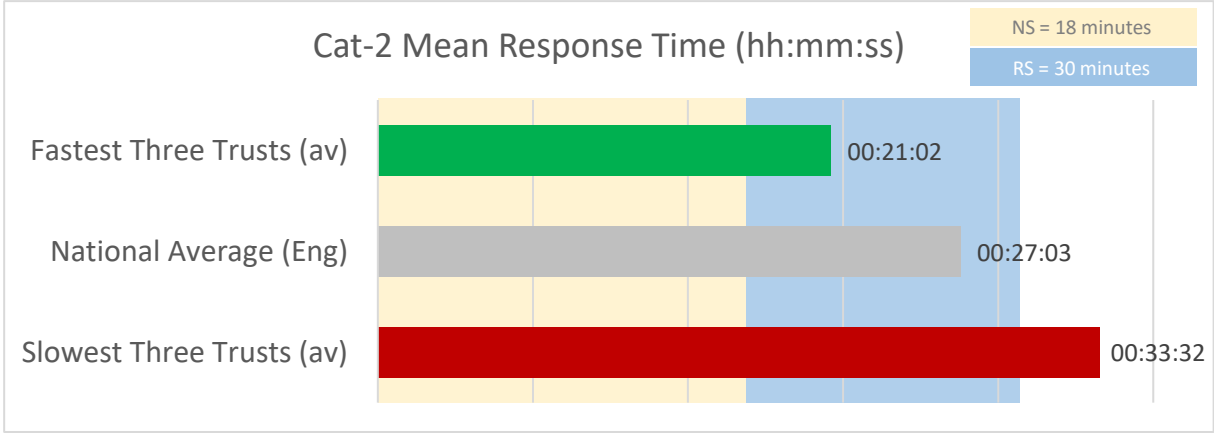
# 4. Category-2: Demand, and Mean Response Time

Category-2 volumes, and mean response time, continue the trends seen above – a seasonal decrease between July and August, evident since 2021. Additionally, at 27:03 (mm:ss) the mean response-time was the fastest since June 2021, while for the fastest outlying trusts, the average was 21:02.



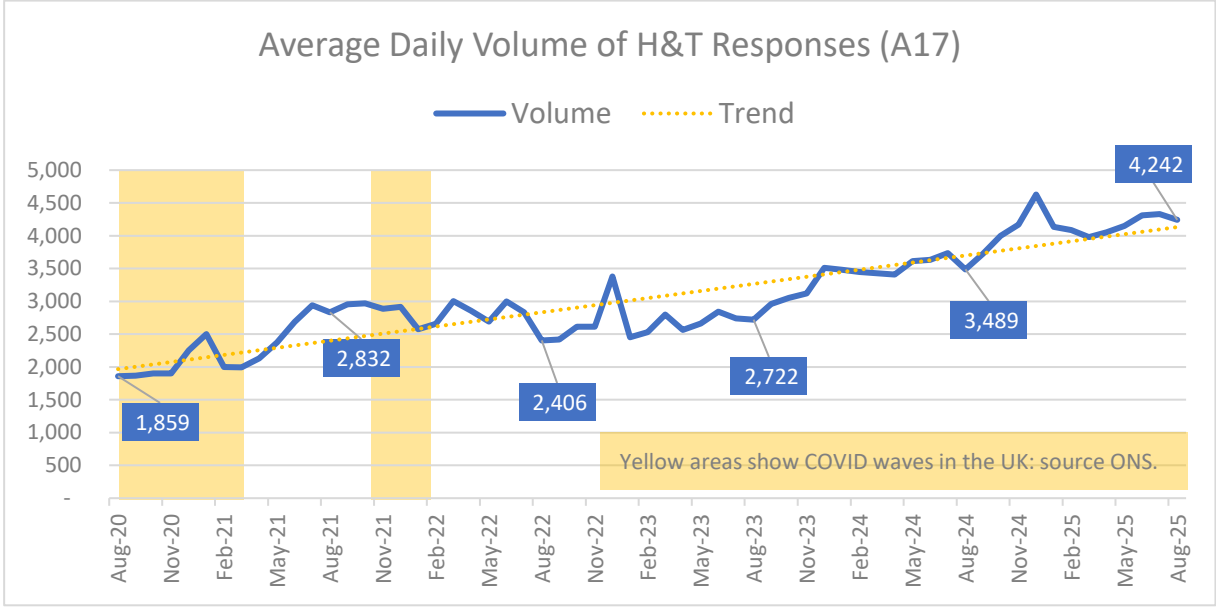
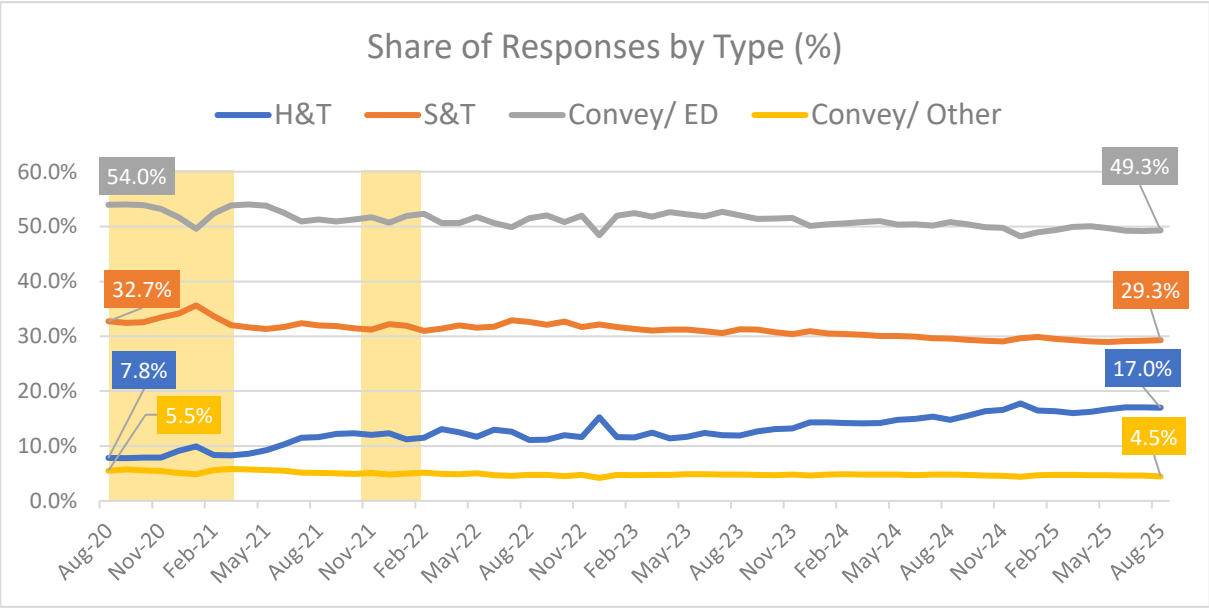
Category-2 Incidents, August 2025 - Key Facts

386-thousand	244	501	21-second
Category-2 incidents in August 2025	Fewer incidents each day than July 2025	More incidents each day than August 2024	Faster response time than July 2025



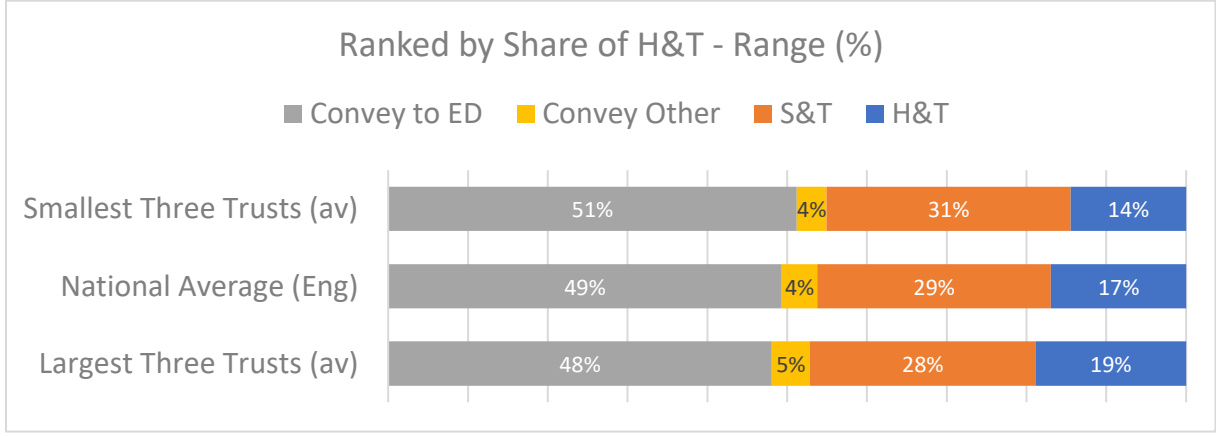
## 5. Share of Outcomes by Response Type

There was little change in the proportion of outcomes in August, with Hear-and-Treat continuing to account for 17-percent, Conveyance-to-Emergency-Departments around 49-percent. As to be expected in a month were fewer incidents were attended, each type of outcome saw a decrease in volume.



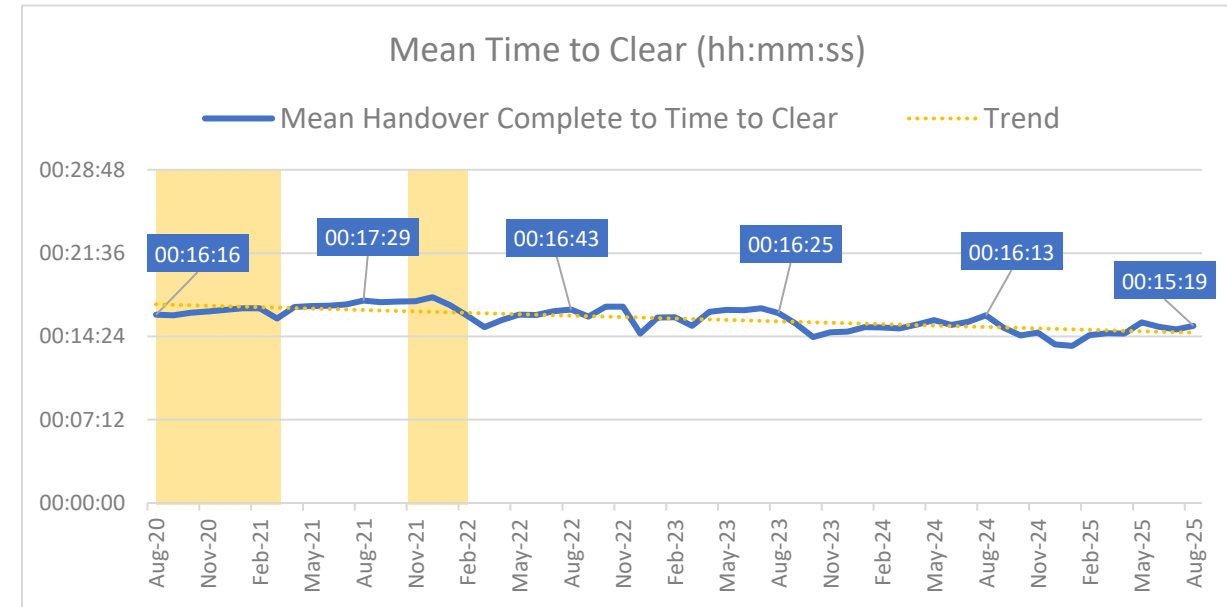
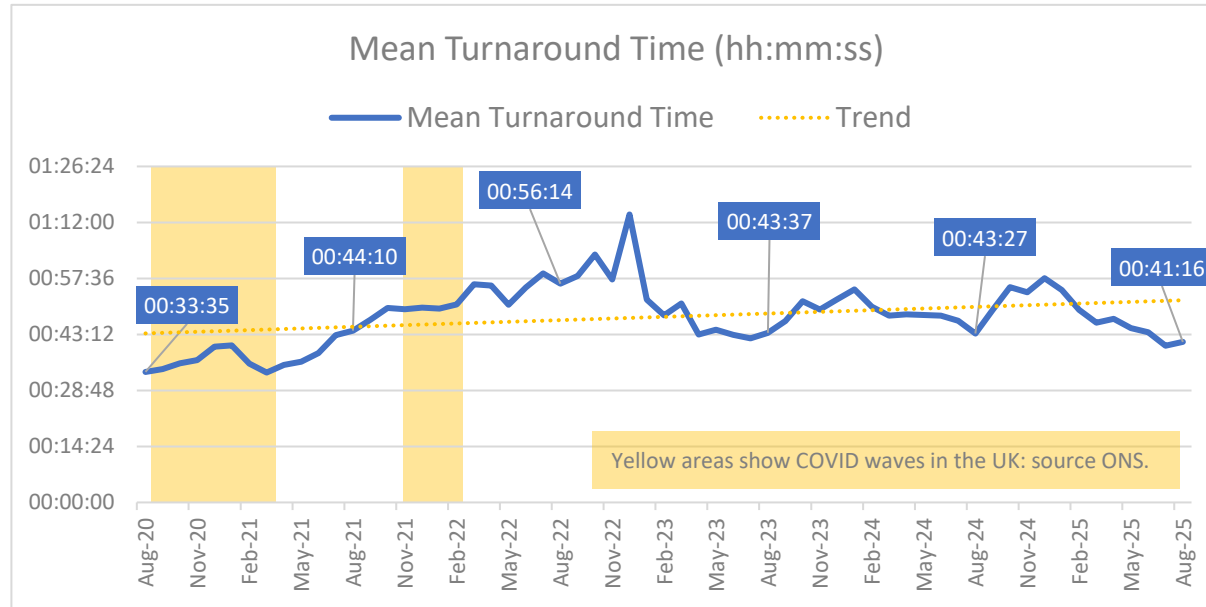
Outcomes, August 2025 - Key Facts

12-thousand	7-thousand	4-thousand	19-percent
Conveyances to ED each day, 163 fewer than July 2025	S&T each day, 93 fewer than July 2025	H&T each day, 86 fewer than July 2025	Share of H&T responses in upper, outlying trusts



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

Turnaround-time, and time-to-clear both slowed between July and August – but both remain faster than the times registered in August 2024. The difference between the fastest and slowest outlying trusts is a substantial 20-minutes.



### Turnaround Time, August 2025 - Key Facts (hh:mm:ss)

00:00:57

**Slower** than  
turnaround  
time in July  
2025

00:02:11

**Faster** than  
turnaround  
time in  
August 2024

00:00:19

**Slower** than  
time-to-clear  
time in July  
2025

00:00:54

**Faster** than  
time-to-clear  
time in  
August 2024

### Mean Time to Clear (mm:ss)

Fastest Three Trusts (av)

06:56

National Average (Eng)

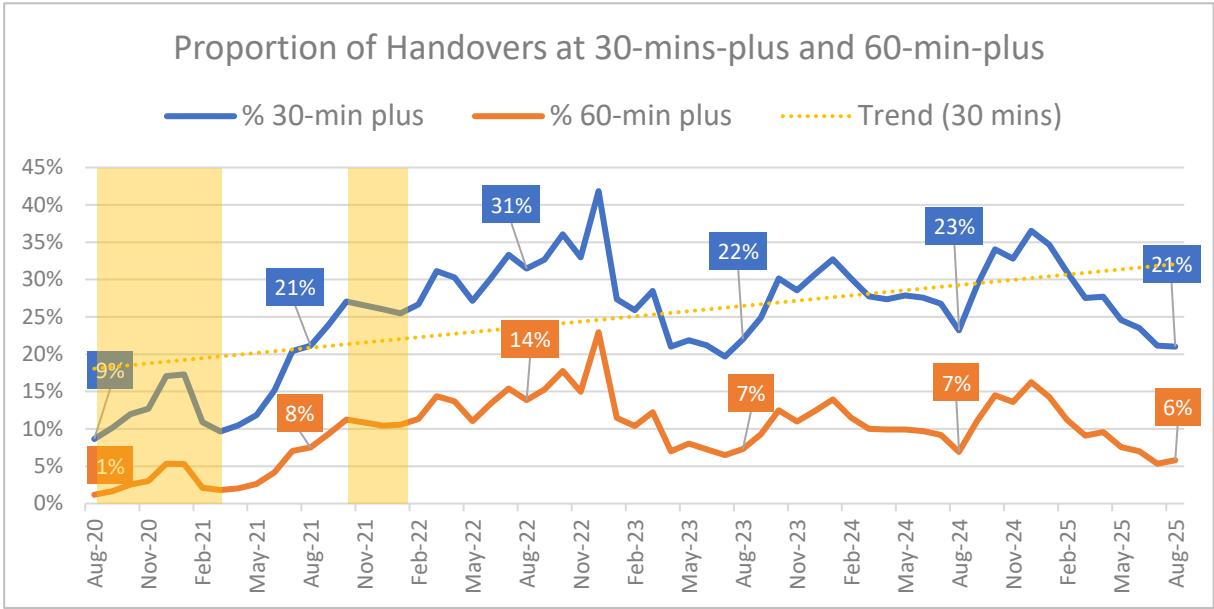
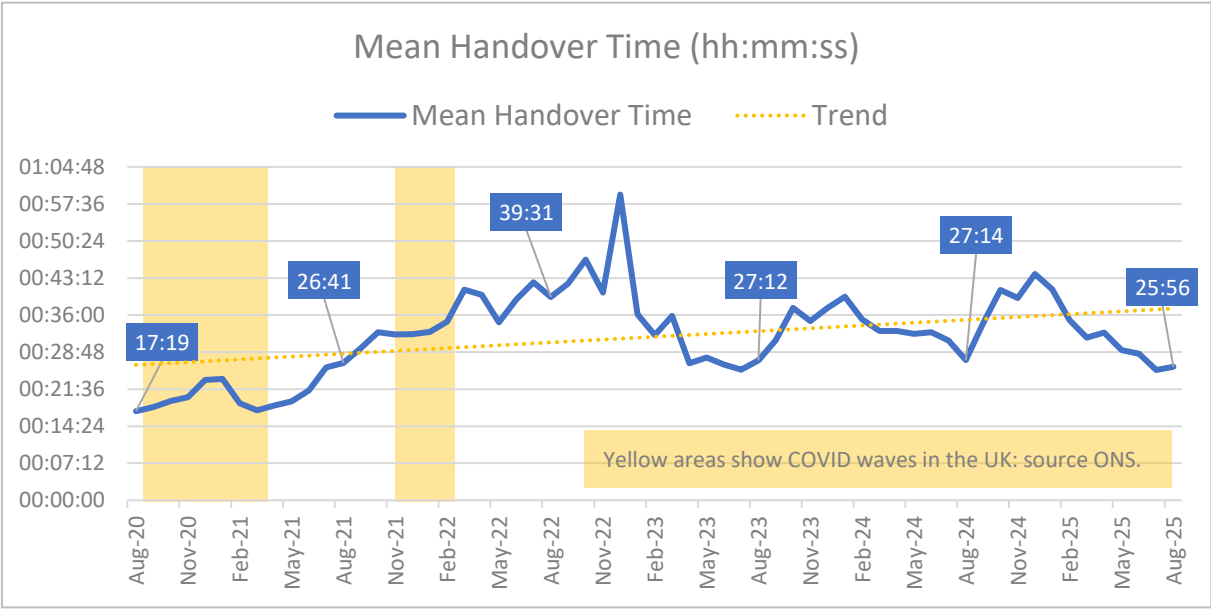
15:19

Slowest Three Trusts (av)

27:44

## 7. Hospital Handover Delays

Mean handover-time slowed by 38-seconds between July and August, while the proportion of handovers taking 30-minutes or longer was steady at 21-percent. Looking at the outlying trusts, there is a difference of over 16-minutes in the mean handover-time between fastest and slowest trusts.



Handover Delays Time, August 2025 - Key Facts

38 seconds	1-in-5	11%	19-thousand
Slower than mean-handover time in July 2025	Handovers took 30 minutes, or longer	...of Face-to-Face incidents lost due to handover delays	Patients with risk of harm raised due to hour-plus delays

