

National Ambulance Data – FINAL

Data period to end June 2022

Date of Report: July 19, 2022

2. Summary and Contents

June saw many key metrics increase again after just two months of contraction. Daily volume of C1 and C2 incidents grew, call answer times slowed, response times remained significantly above national standards, and longer hospital handover delays continued to erode hundreds-of-thousands of hours of resource time, increasing the risk of potential harm to patients.

Volume of 999 calls remained well above the monthly average, and the mean-time taken to answer those calls was more than double that of June 2021. The 95th centile answer time was over three minutes, while the number of 2-minute call-answer-delays reached an all-time series high at the end of the month.

Category 1 incidents have accounted for more than 10% of all incidents for 12 months, increasing to 11.5% in the most recent month. The volume of these incidents grew in June and remain well above the monthly average, while annualised data show more than 200k more C1 incidents in the most recent 12 months compared with the same period last year.

Mean response time for C2 incidents have exceeded the 18-minute national standard since August 2020, and in June 2022 increased to 51 minutes. Against a national standard of 40 minutes, the 95th centile measure neared 2 hours, having increased by 28 minutes in June.

Hear and Treat incidents have increased steadily over the past three years, and reached 89k in June. At the same time, Face to Face incidents have decreased, as have incidents with transport to ED, while incidents where transport was not to an ED hit a series low in June.

The volume of longer patient handover delays increased, with those exceeding 60 minutes accounting for 13% of the monthly total (11% in May), but as high as 20% across England on individual days and over 30% for some trusts. These most recent changes means many of key handover metrics are now at their third highest levels to date.

Nearly 11k patient handovers took 3 hours or longer in June – from 8k in May . Of this number, 494 patients waited in an ambulance for 10 hours or more (from 387 in May), with the longest of these being just under 24 hours.

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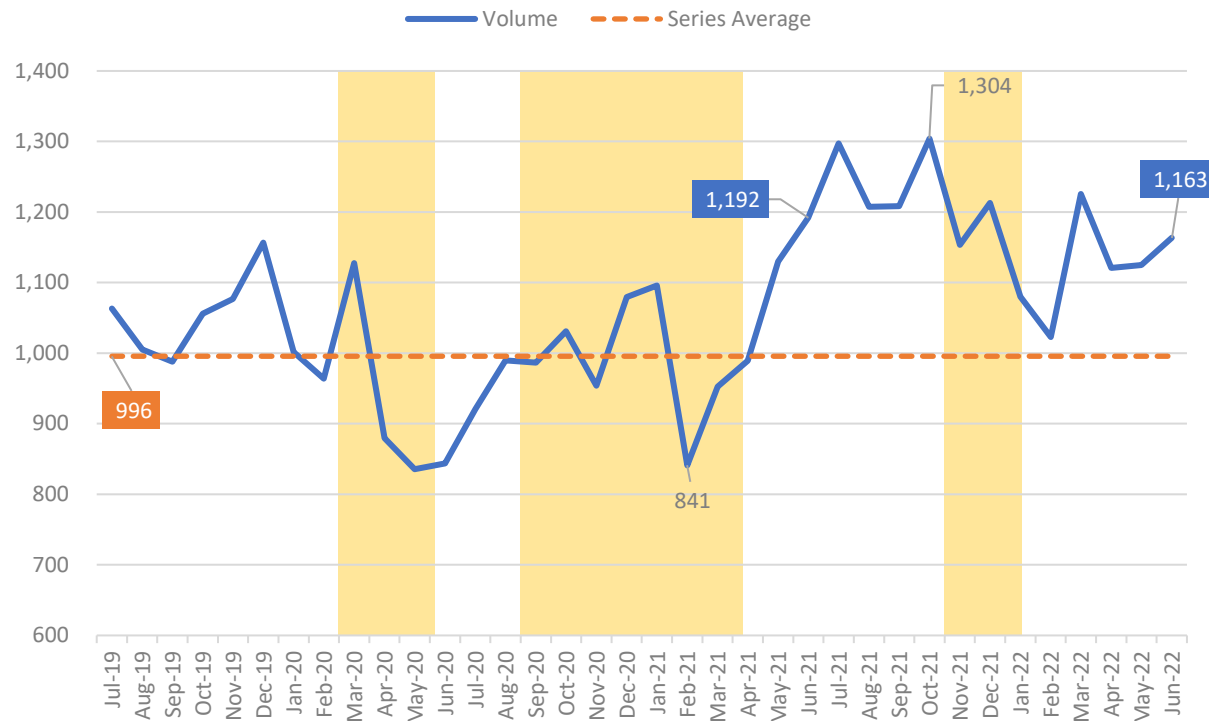
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3. Demand: Volume of Contacts (Measure A0)

Ambulance control room contacts increased by 38k between May and June, with the daily average increasing by 3k, to 39k. While this represents a decrease of 29k compared with the same month last year, annualised data show ongoing growth: in the 12 months to June 2022 there were over 2 million more contacts than the previous period to 2021.

1. Monthly

Volume of contacts ('000, A0)

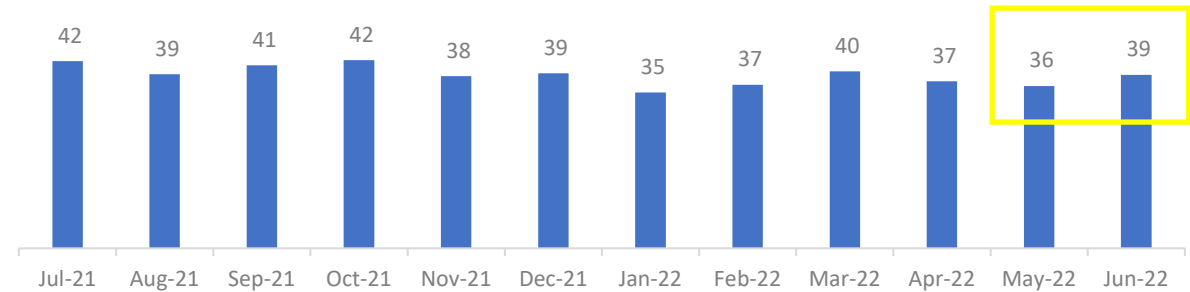


Yellow areas show COVID waves in the UK: source ONS.

-2.4% (or -29k)
difference, Jun '21 to Jun '22

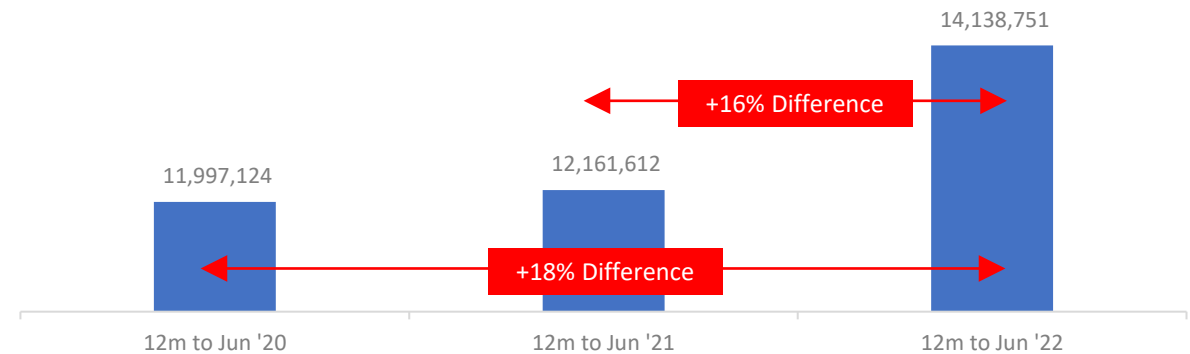
2. Daily Average

Contacts, Daily Average ('000)



3. Annualised Data

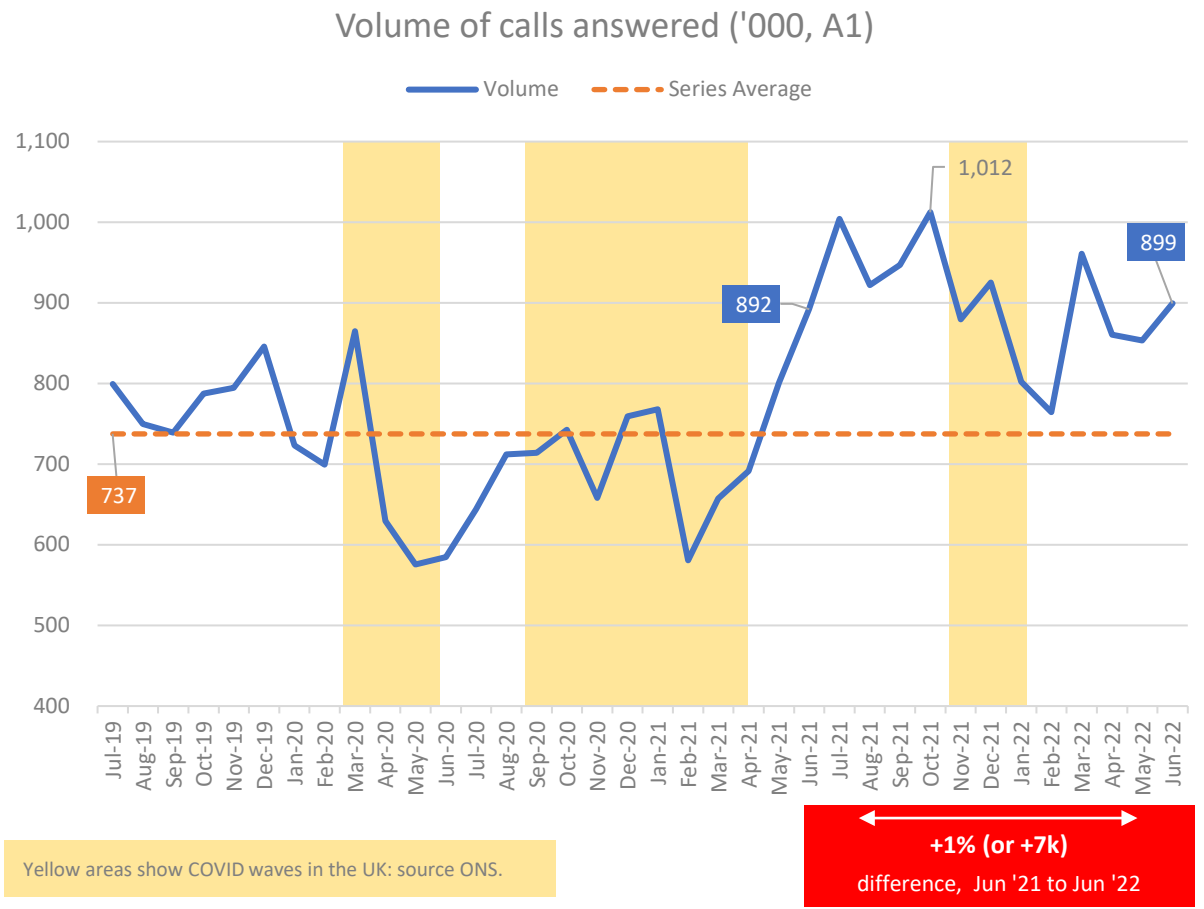
Volume of contacts in the 12 months to Jun (A0)



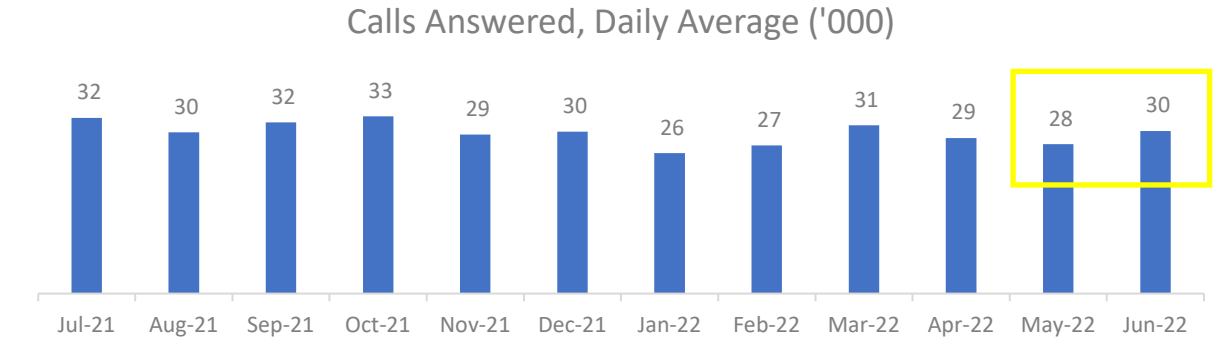
4. Demand: Volume of 999 Calls-Answered (Measure A1)

There were 46k more 999 calls answered in June 2022 compared with May 2022. The monthly total of 899k was slightly higher than June last year (+7k), but significantly above the series' monthly average of 737k. Annualised data show 2.2 million more 999 calls were answered in the most recent period compared with the previous 12 months.

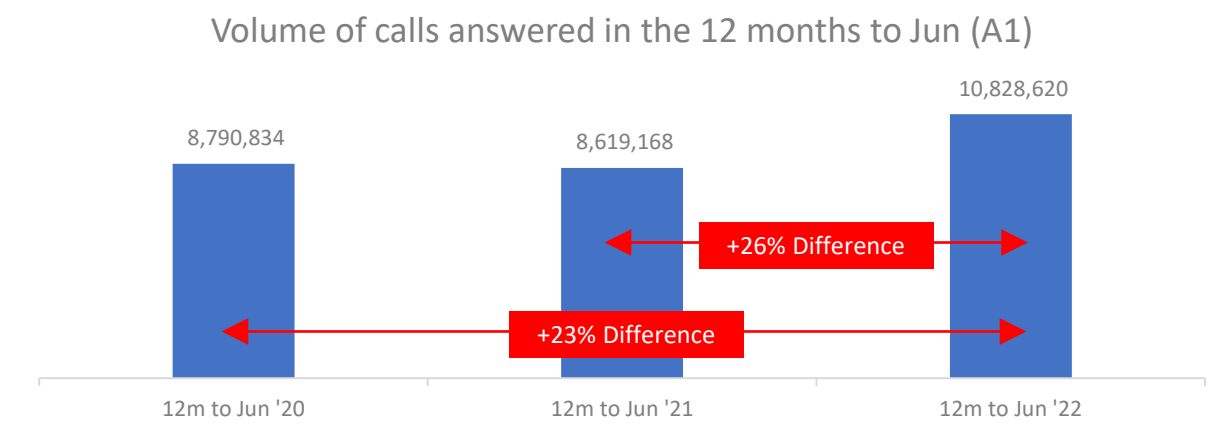
1. Monthly



2. Daily Average



3. Annualised Data

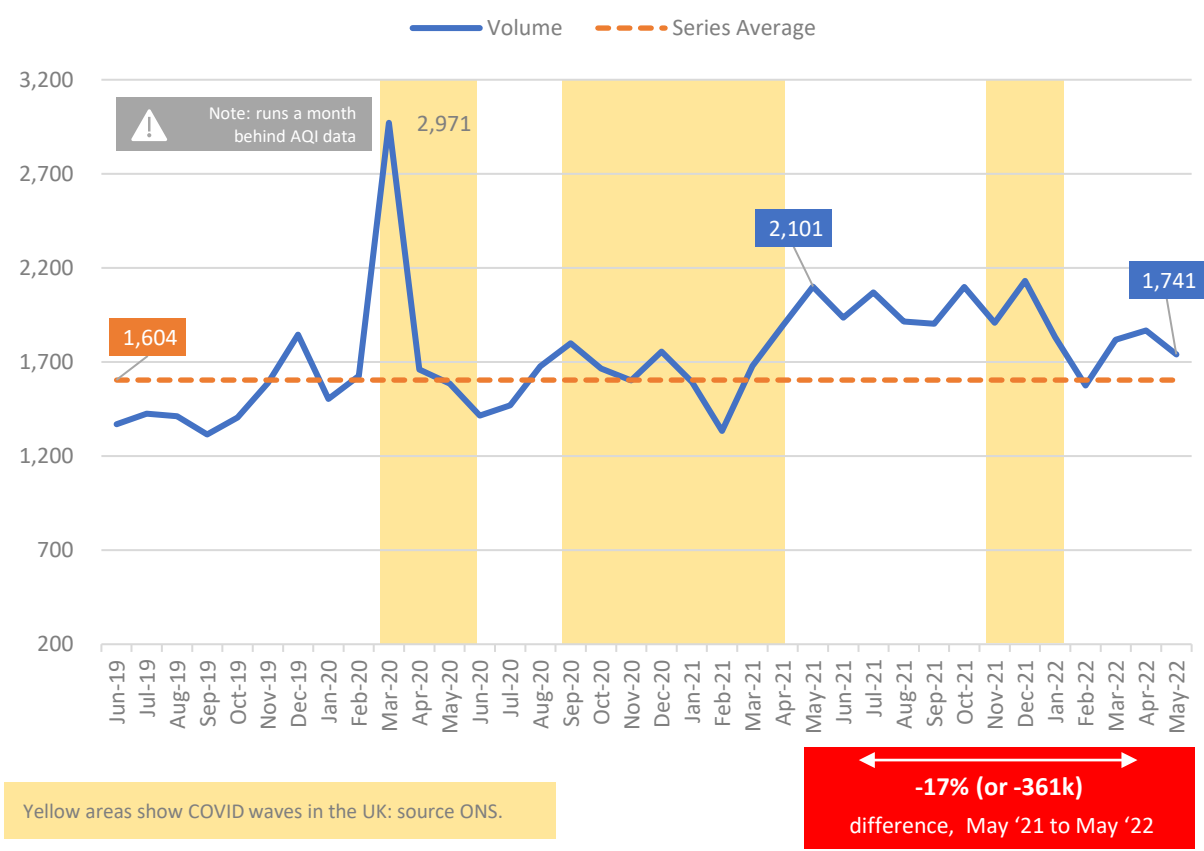


5. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then IUCADC (measure A0))

Running a month behind the AQI release, the latest 111 data show call volume decreased (which reflects the movement in other key trends for May). However, the long-term trend reveals sustained increased over time: annualised volume shows there were around 3.1m more calls in the most recent 12 months when compared with the 12 months to May 2020.

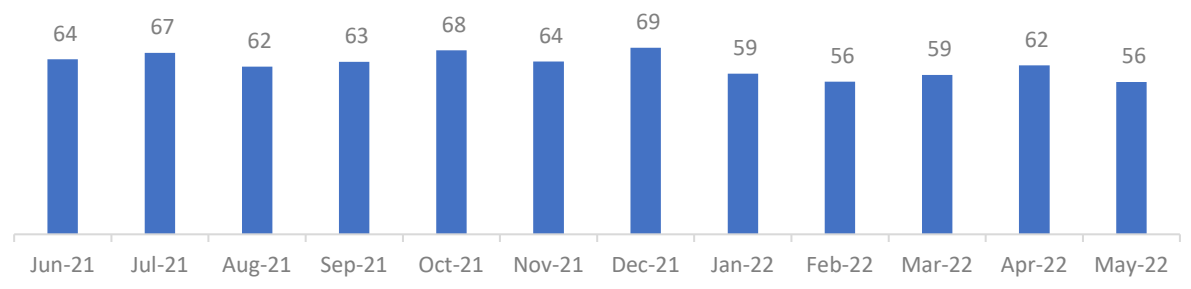
1. Monthly

Volume of 111 Calls ('000, measure 5.3 & A01)



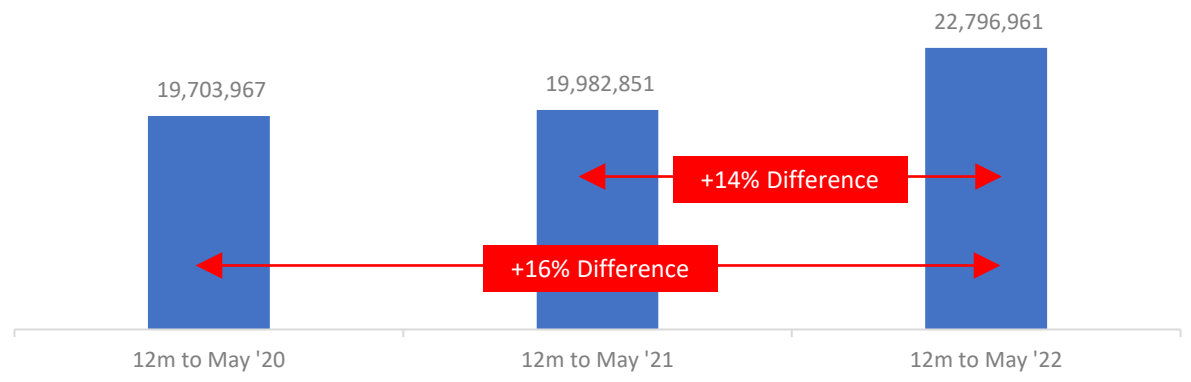
2. Daily Average

Volume of 111 Calls, Daily Average ('000)



3. Annualised Data

Total 111 Calls: 12 months to May (5.3, A01)

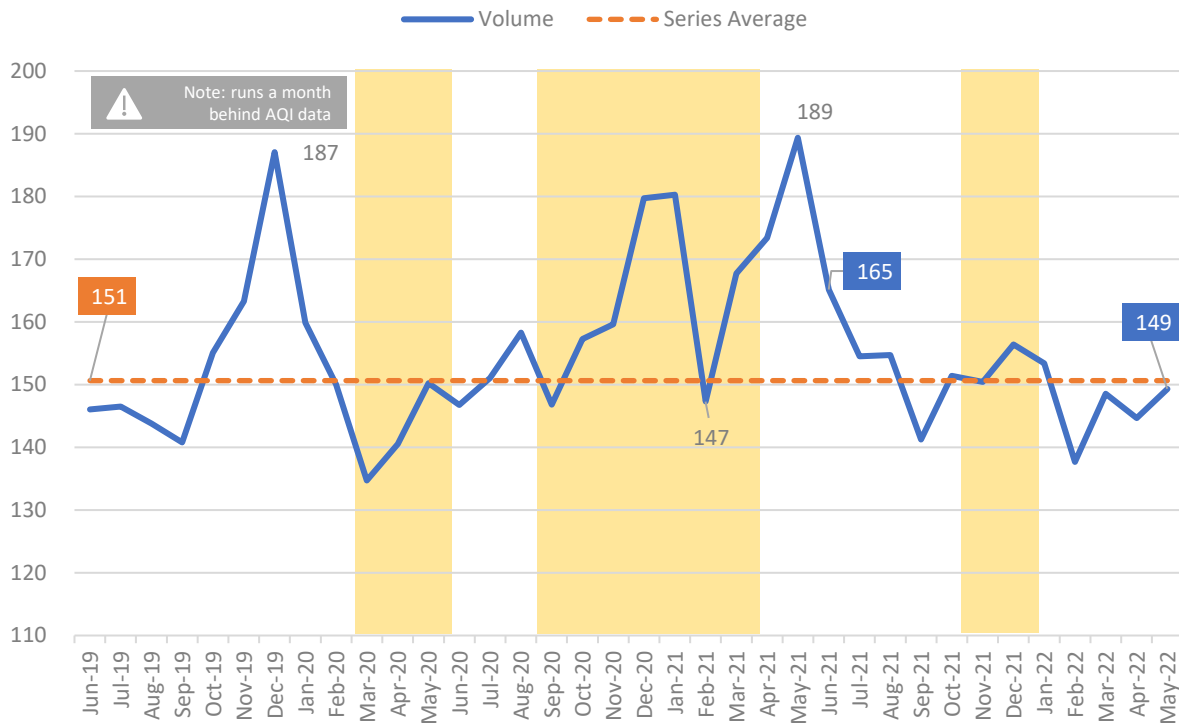


6. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

Ambulance dispositions resulting from 111 calls increased in May, both in volume and as a percentage of 111 calls. There were 4k more dispositions which translated into 8.6% of 111 calls. However, the monthly volume of dispositions is just below the series average of 151k, and has been steadily decreasing in volume since the series high of 189k in May 2021.

1. Monthly

Ambulance Dispositions ('000, measures 5.23 & E02)

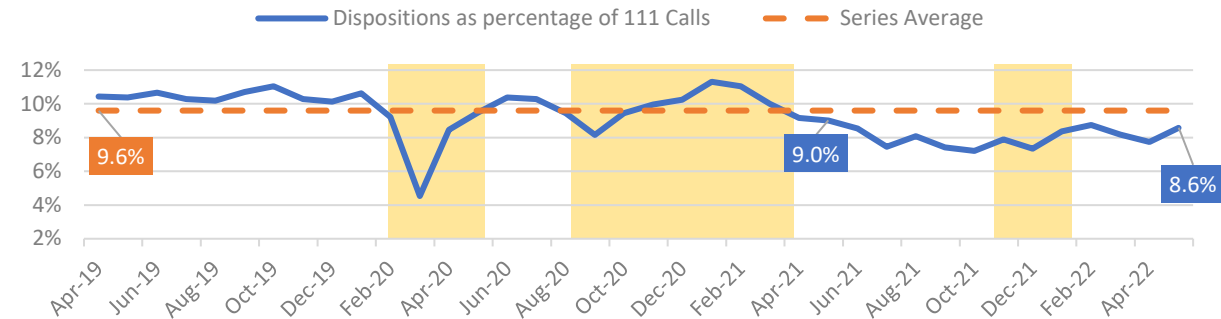


Yellow areas show COVID waves in the UK: source ONS.

-21% (or -40k)
difference, May '21 to May '22

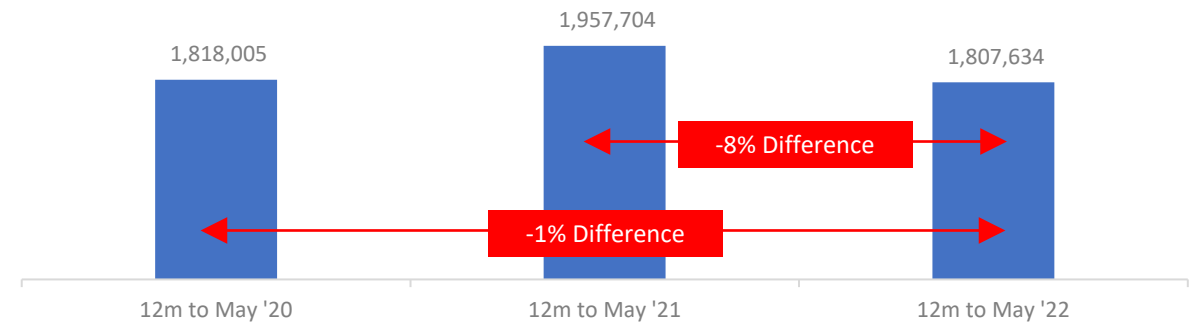
2. Daily Average

Dispositions as percentage of 111 Calls



3. Annualised Data

Total Dispositions Calls: 12 months to May (5.3, A01)

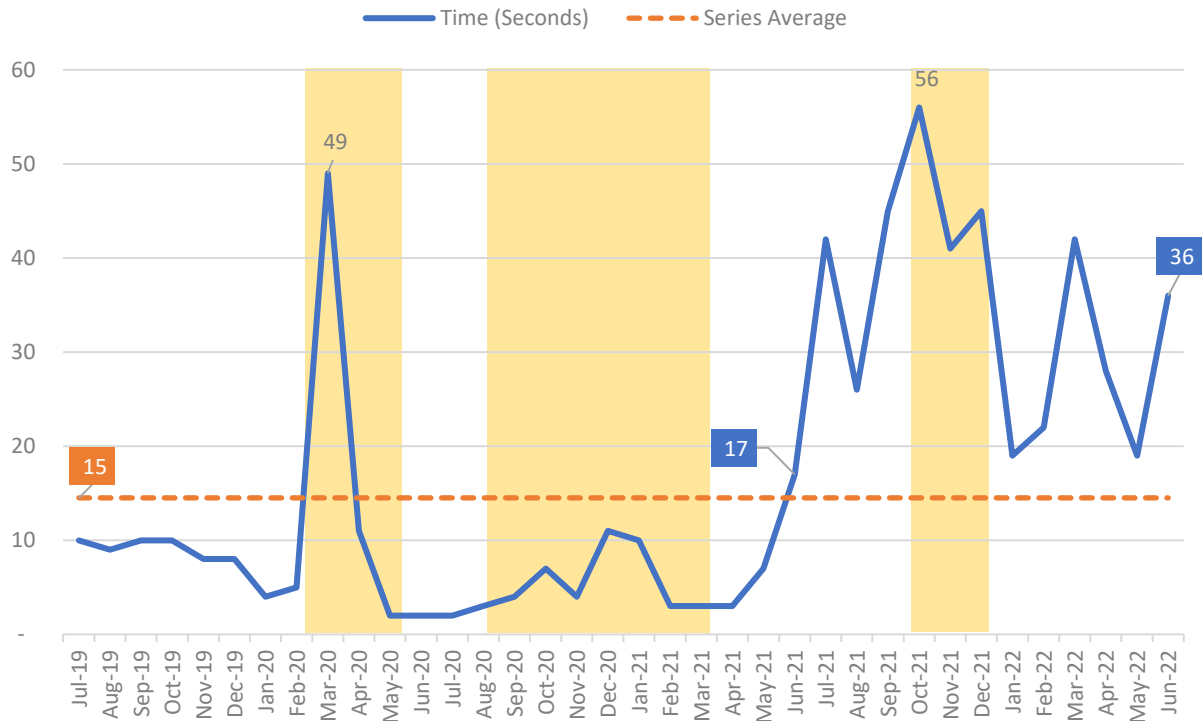


7. Demand: Call Answer Time (999, Measures A3 and A5)

Mean answer time for 999 calls increased by 17 seconds to reach 36 seconds in June, more than double the series average of 15 seconds and 19 seconds slower than the same time last year. The 95th centile measure followed a similar pattern: a 53 second increase took the answer-time to 3 minutes, over a minute slower than in June 2021.

1. Mean

Mean Call Answer Time (A3)

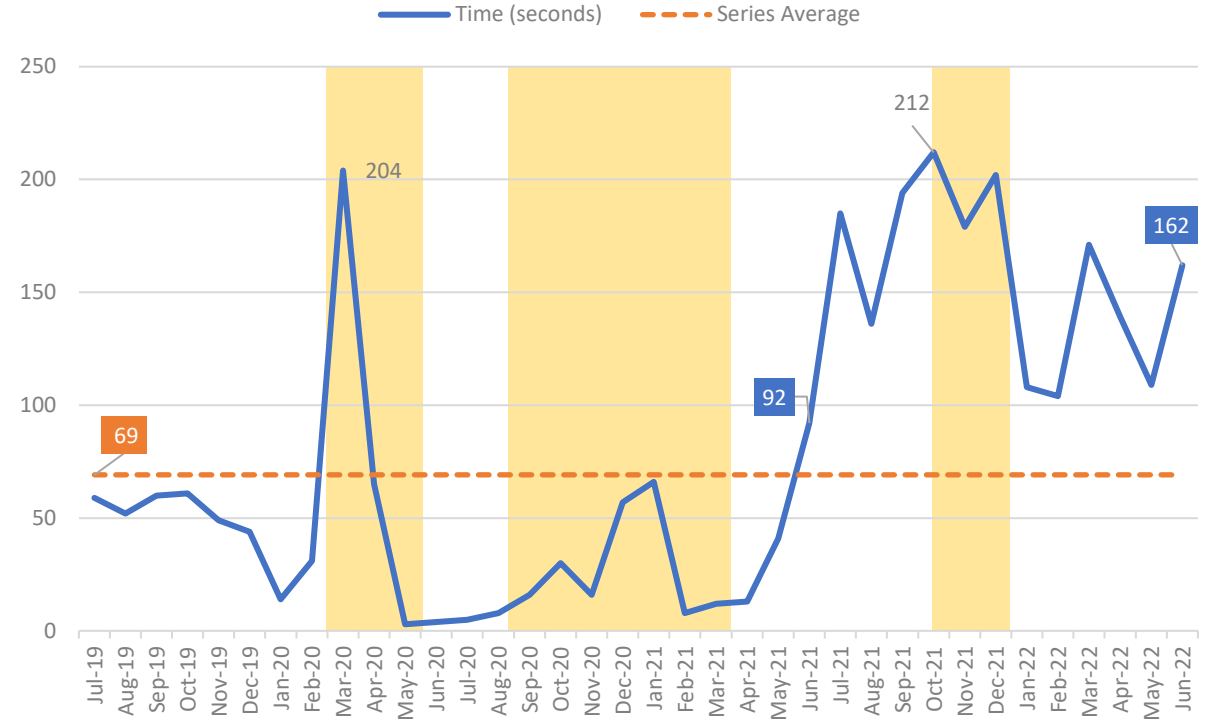


Yellow areas show COVID waves in the UK: source ONS.

+19 seconds
difference, Jun '21 to Jun '22

2. 95th Centile

95th Centile Call Answer Time (A5)



+70 seconds
difference, Jun '21 to Jun '22

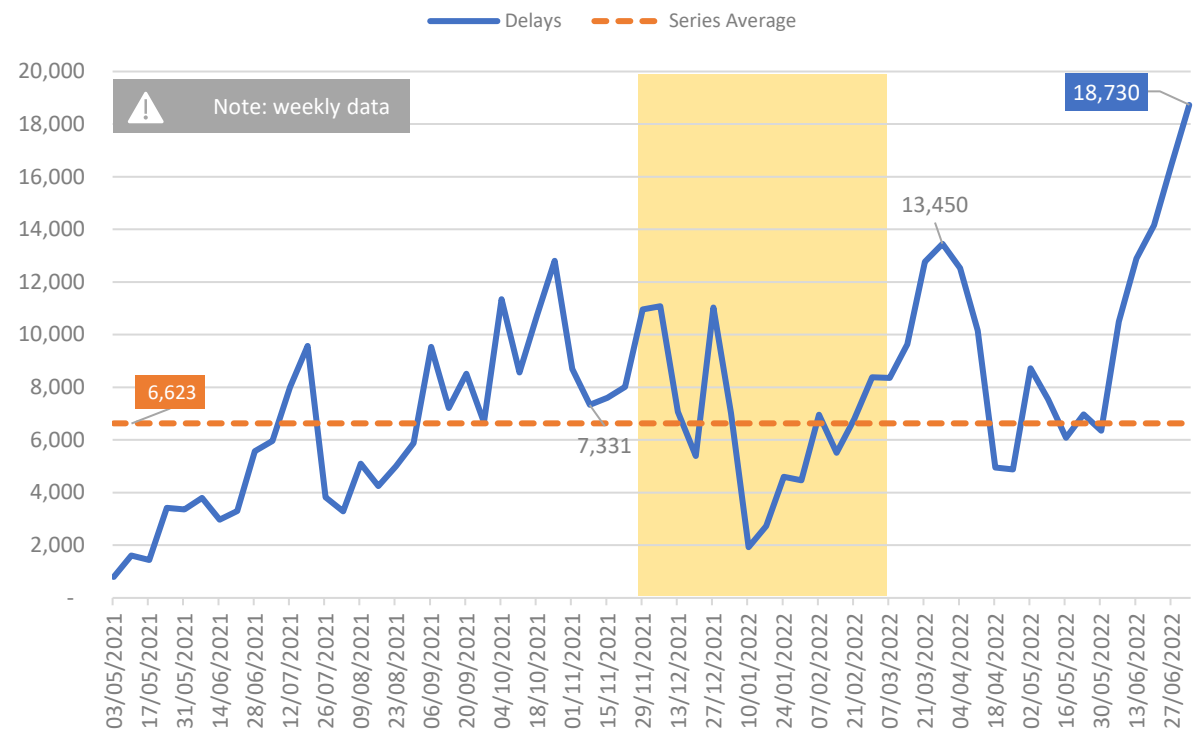


8. Call Delays over 2 minutes and Network Partner Connections (weekly data, source BT)

999 call-answer delays of 2 minutes increased from around 7k at the start of June to reach a series high of 18,730 delays in the most recent week. Network Partner Connections followed a similar pattern, reaching a series high of nearly 4k connections.

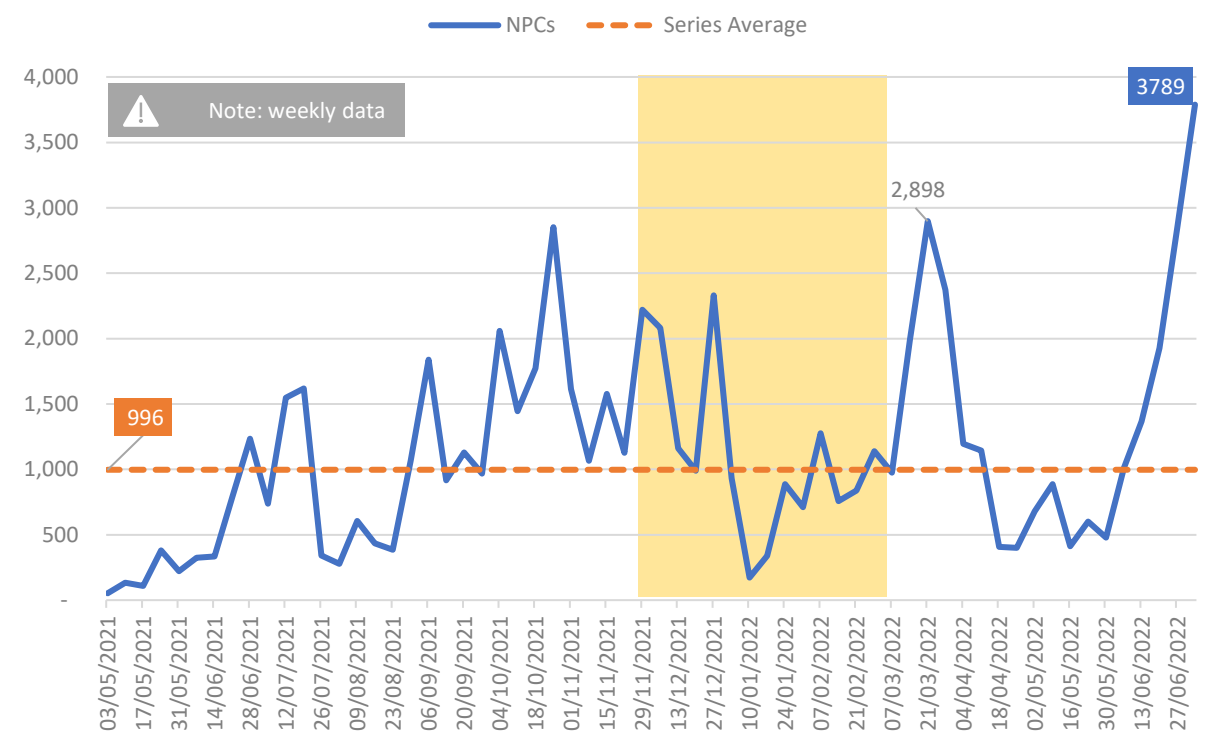
1. Call Answer Delays (2 mins+)

Volume of 2 min Call Delays from May 2021



2. Network Partner Connections

Total Connections from May 2021



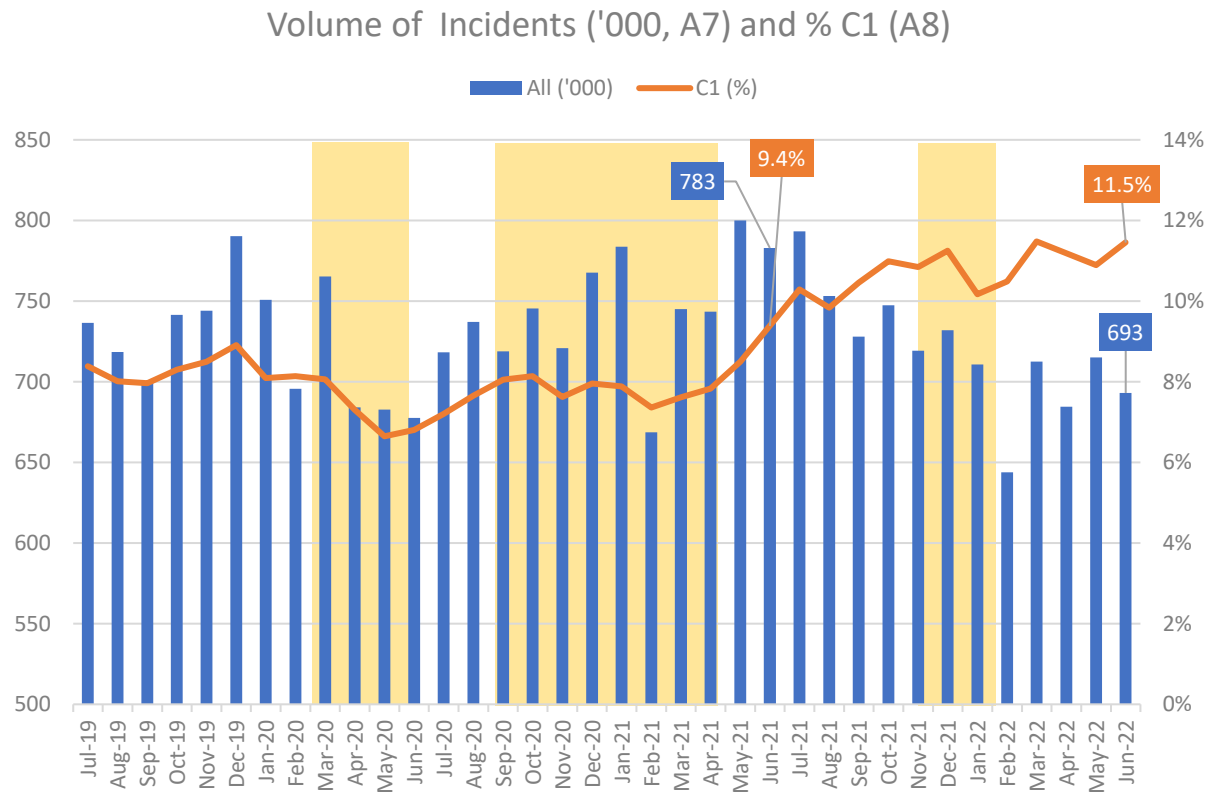
Yellow areas show COVID waves in the UK: source ONS.



9. Demand: All Incidents (A7) and Proportion C1 (A8)

The total volume of incidents decreased to 693 in June, a difference of -22k compared with May 2022 and 90k less than the previous June. Conversely, the share of total incidents represented by C1 increased to reach 11.5%: this measure has now exceeded 10% for 12 months (having previously represented a steady 8% of total incidents).

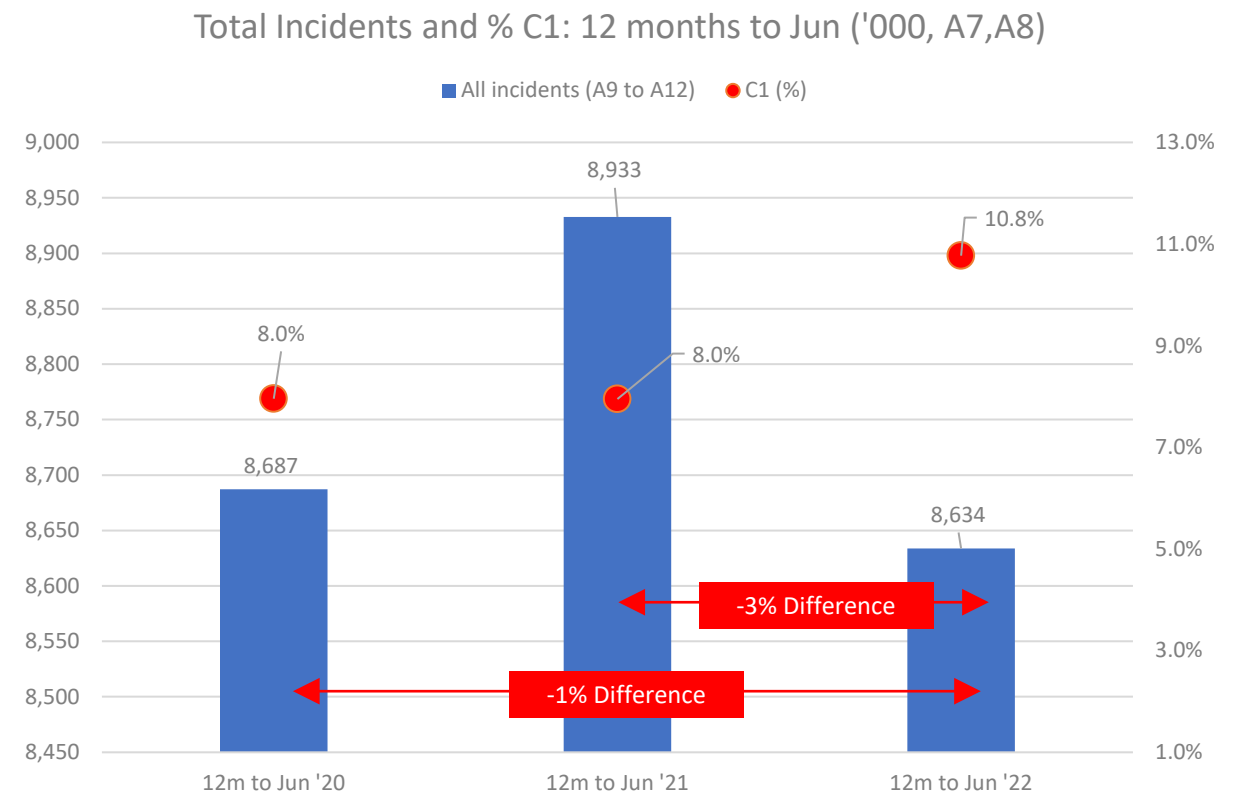
1. Monthly volume of Incidents and Proportion that are C1



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

**-11% (or -90k, vol)
difference, Jun '21 to Jun '22**

2. Annualised Data

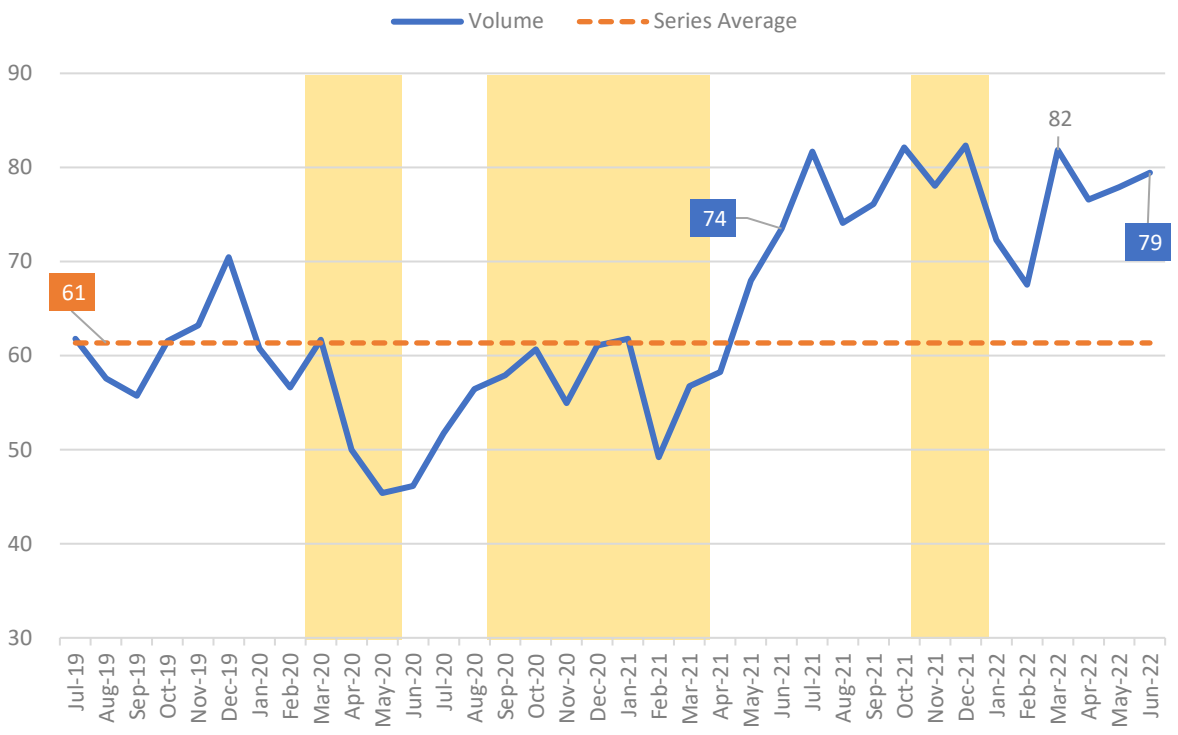


10. Demand: C1 Incidents (A8)

The monthly volume of C1 incidents increased from 77k to 79k in June and represents the 5th highest monthly volume to date. C1 incidents have grown steadily from 691k in the 12 months to June 2020, to 930k in the most recent period.

1. Monthly

Volume of C1 Incidents ('000, A8)

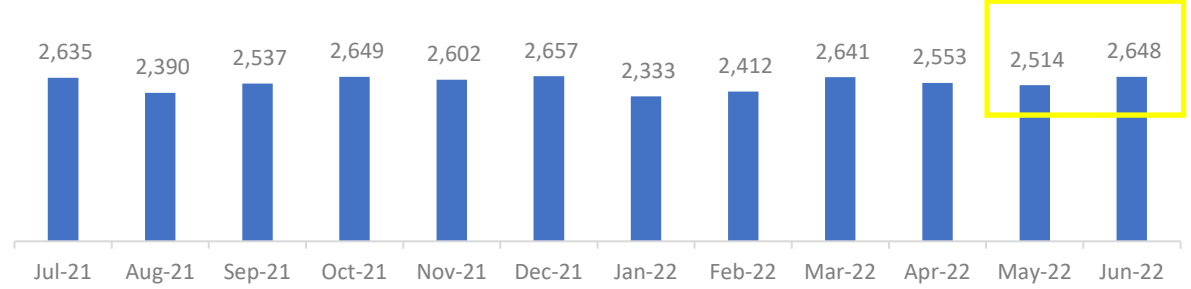


Yellow areas show COVID waves in the UK: source ONS.

+8.1% (or +6k)
difference, Jun '21 to Jun '22

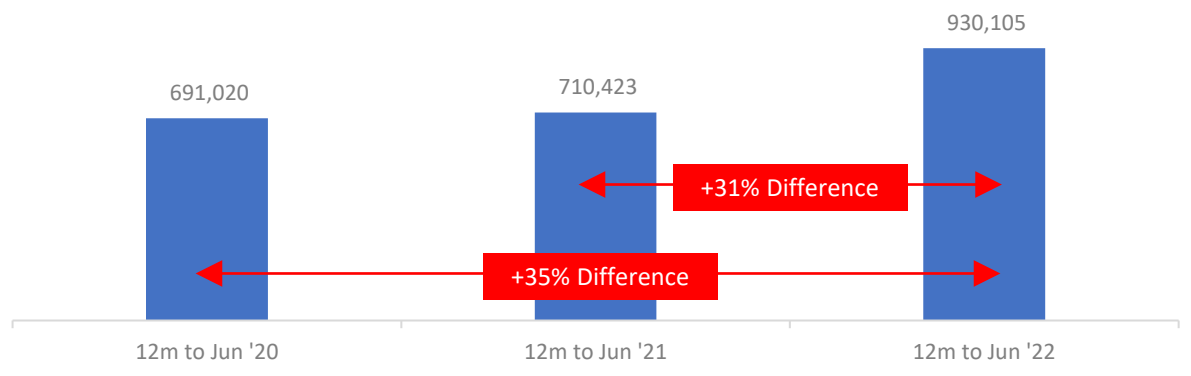
2. Daily Average

C1 Volume, Daily Average



3. Annualised Data

Volume of C1 Incidents in the 12 months to Jun (A8)

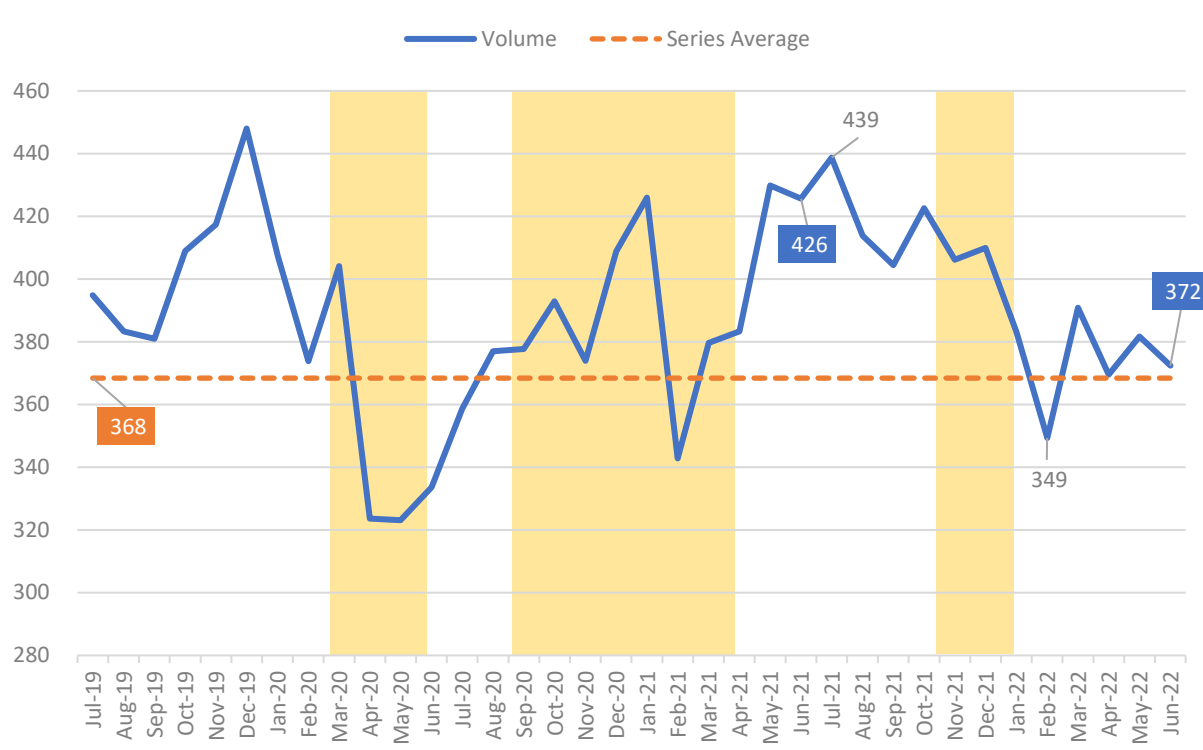


11. Demand: C2 Incidents (A10)

Monthly volume of C2 incidents fell, but at a daily level the volume increased (due to the shorter month). While the monthly data show 53k fewer incidents than in June 2021, the annualised numbers show an upward trend, with 4.6m incidents in the 12 months to June 2020 compared with 4.7m incidents in the most recent period.

1. Monthly

Volume of C2 Incidents ('000, A10)

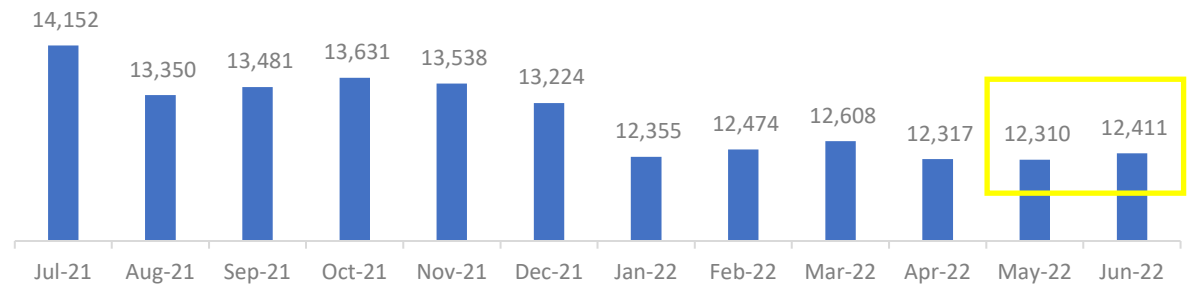


Yellow areas show COVID waves in the UK: source ONS.

-12.5% (or -53k)
difference, Jun '21 to Jun '22

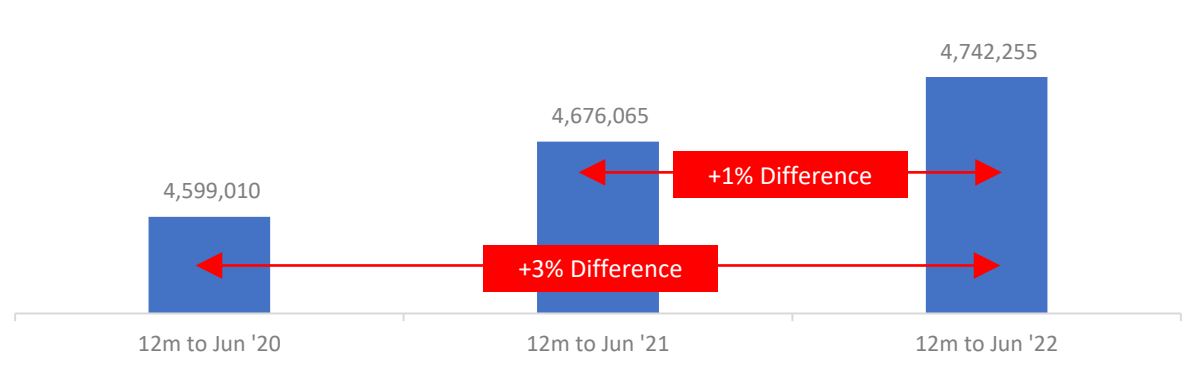
2. Daily Average

C2 Volume, Daily Average



3. Annualised Data

Volume of C2 Incidents in the 12 months to Jun (A10)

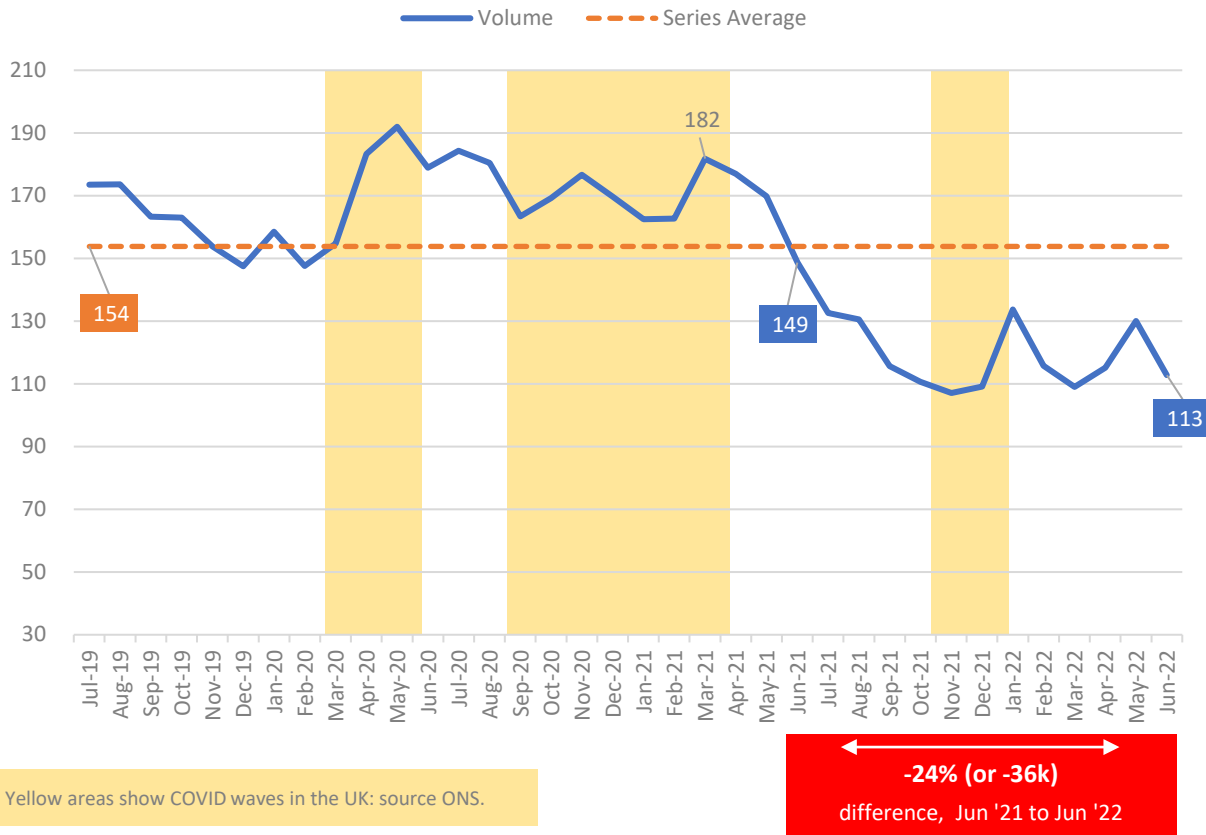


12. Demand: C3 Incidents (A11)

C3 incidents decreased by 17k incidents in June to reach 130. This remains somewhat lower than the series average (of 154k), while annualised data show a difference of -30% (or -624k incidents) between the two most recent periods.

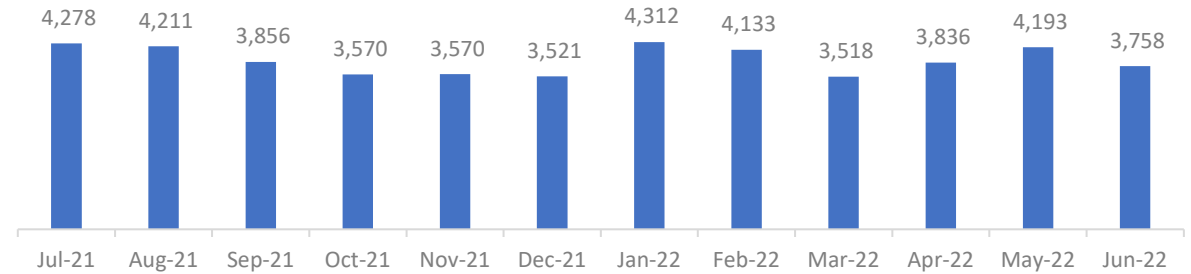
1. Monthly

Volume of C3 Incidents ('000, A11)



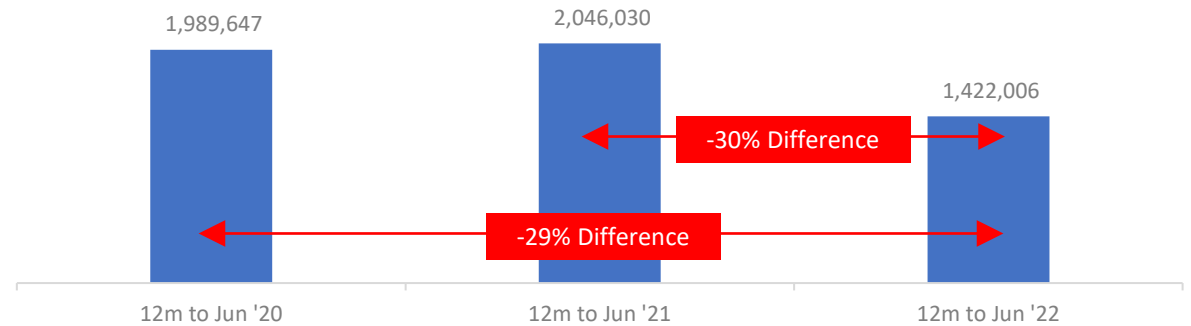
2. Daily Average

C3 Volume, Daily Average



3. Annualised Data

Volume of C3 Incidents in the 12 months to Jun (A11)

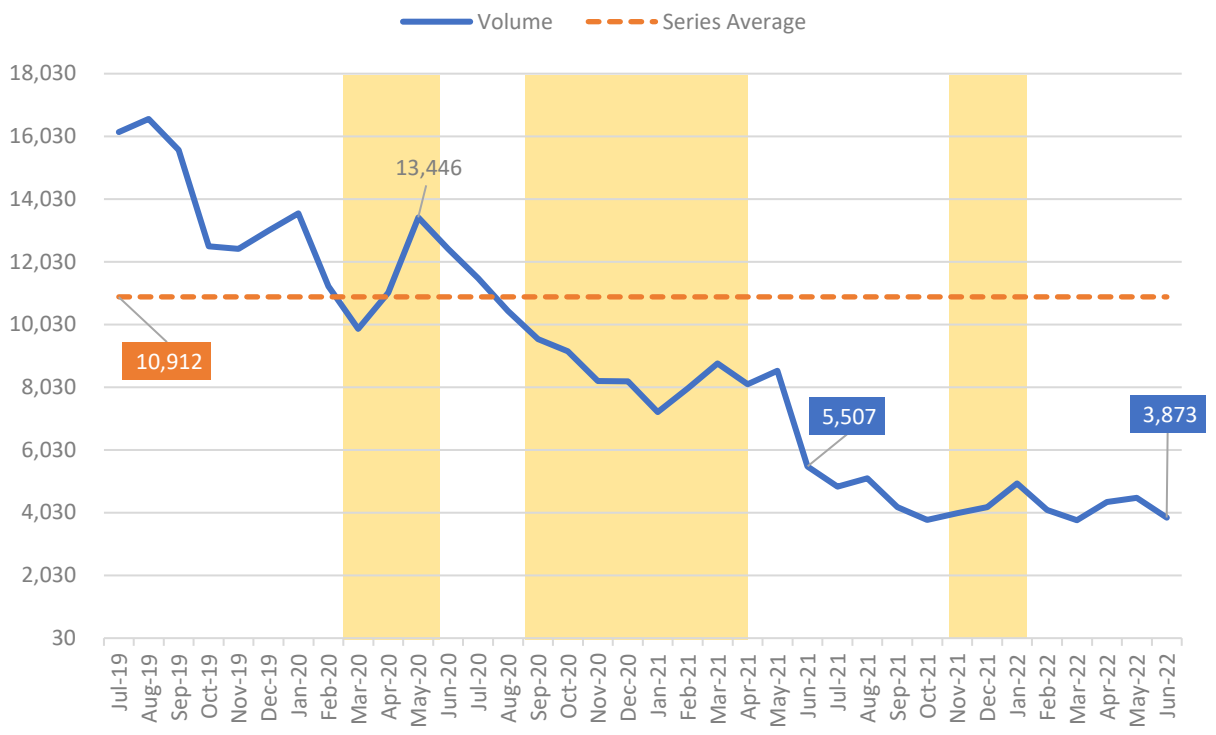


13. Demand: C4 Incidents (A12)

Volume of C4 incidents decreased to 3.9k (around a third a series average). As a proportion of total incidents, this represents 0.56% (from 0.63% in May) while the longer term trend shows a sustained decrease with 106k fewer C4 incidents in the 12 months to June 2022, compared with the same period two years ago.

1. Monthly

Volume of C4 Incidents (A12)

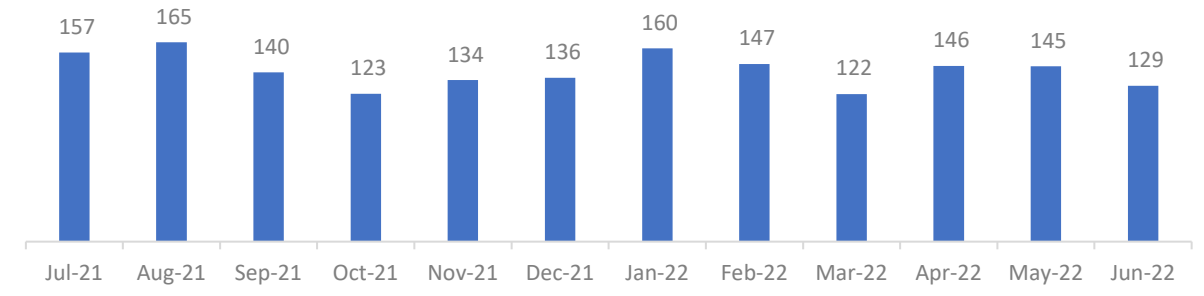


Yellow areas show COVID waves in the UK: source ONS.

-30% (or -1.6k)
difference, Jun '21 to Jun '22

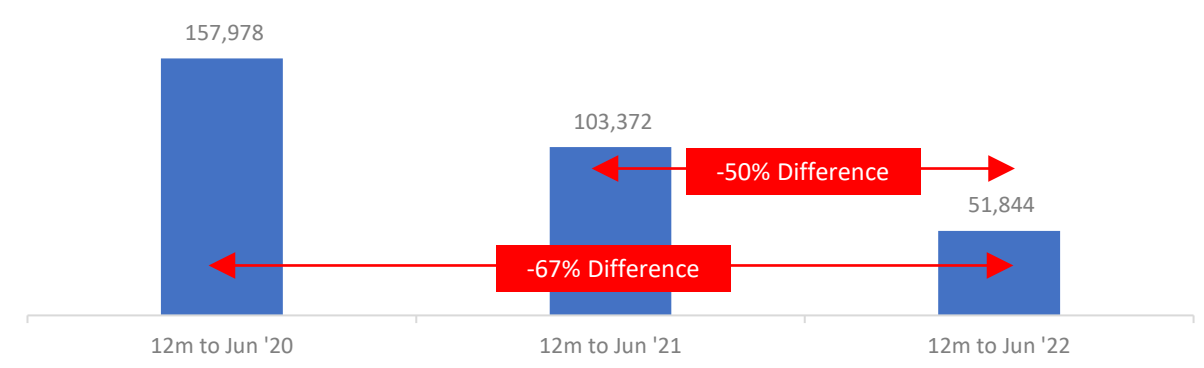
2. Daily Average

C4 Volume, Daily Average



3. Annualised Data

Volume of C4 Incidents in the 12 months to Jun (A12)

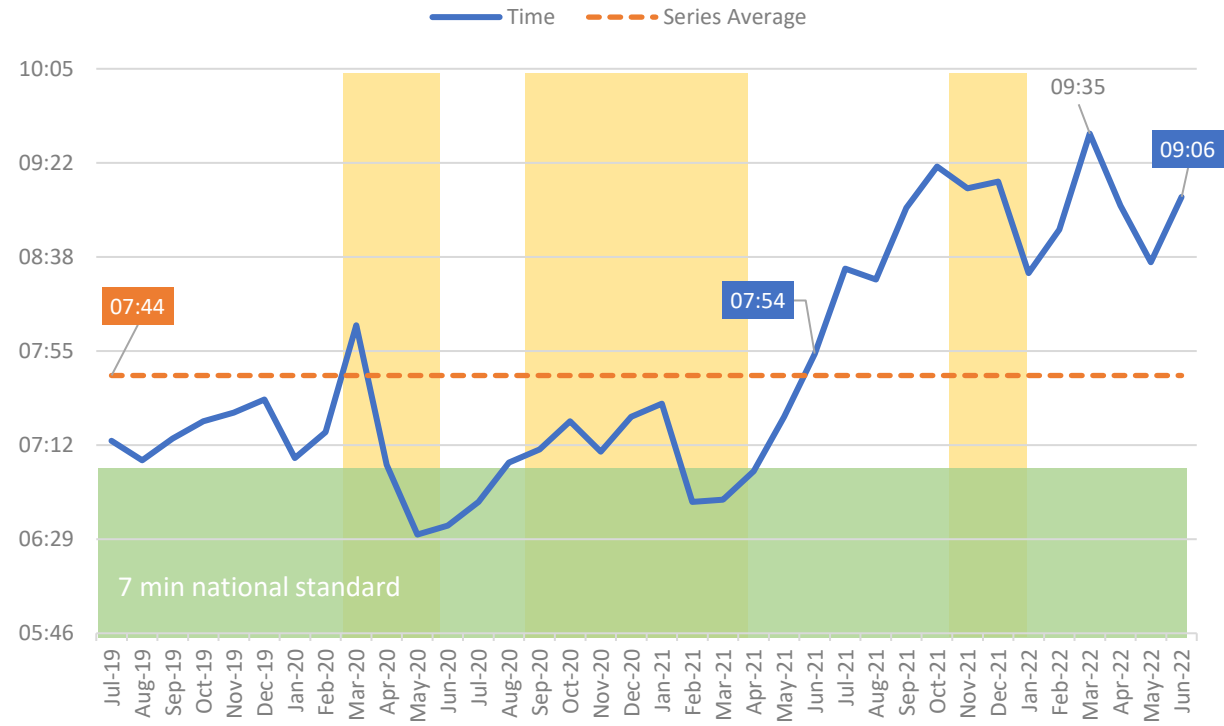


14. Demand: C1 Response Times (Measures A25 and A26)

The mean response time for C1 incidents increased to over 9 minutes in June, a 30 second increase from May and the sixth highest to date. This measure has now trended above the national standard of 7 minutes since April 2021. The 90th centile C1 response time also increased, adding 48 seconds from May to exceed 16 minutes – a difference of over 2 minutes when compared with June 2021.

1. Mean

Mean C1 Response Time (mm:ss, A25)

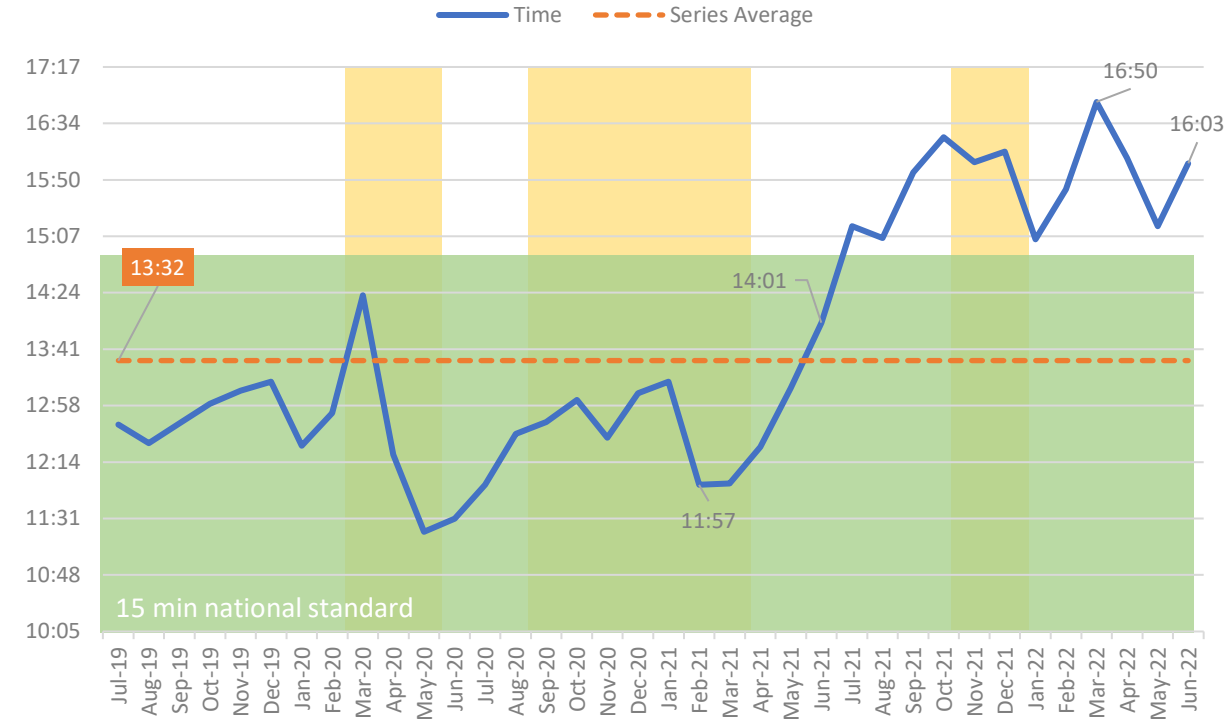


Yellow areas show COVID waves in the UK: source ONS.

+01:12
difference, Jun '21 to Jun '22

2. 90th Centile

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



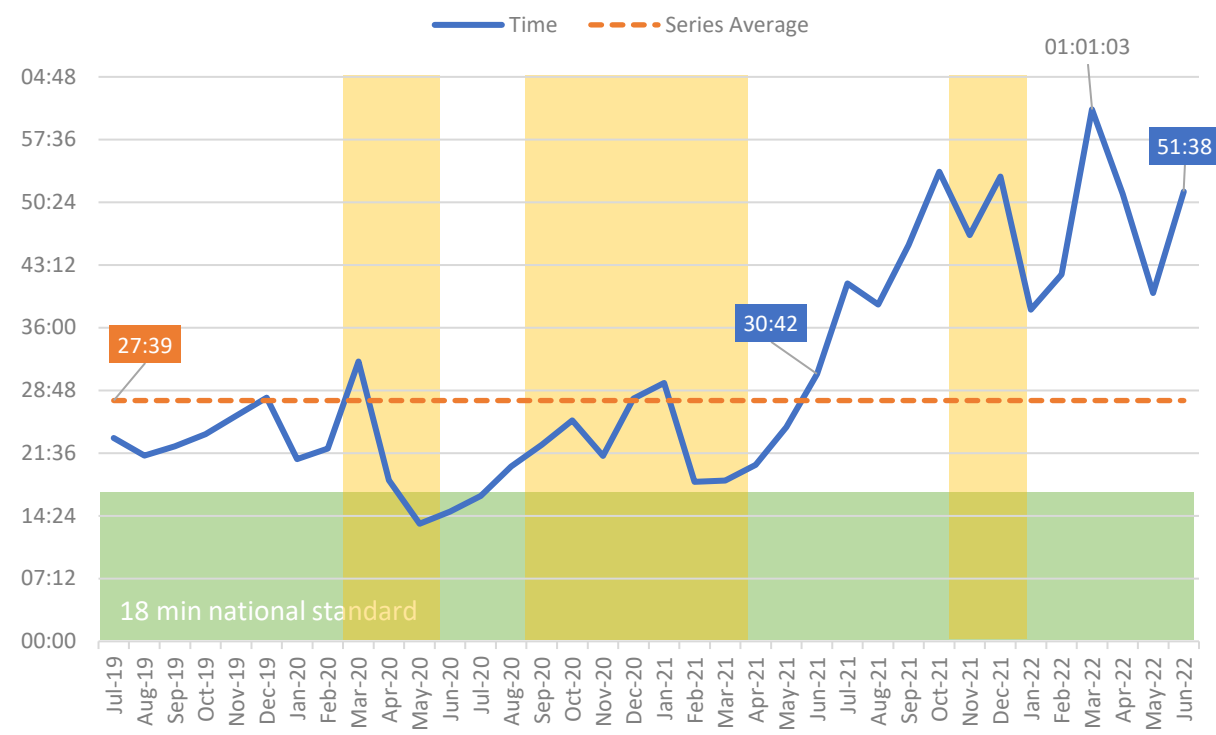
+02:02
difference, Jun '21 to Jun '22

15. Demand: C2 Response Times (Measures A31 and A32)

In June, the C2 mean response time increased from around 40 minutes to over 50 minutes. It continues to trend well above the national standard, having exceeded 18 minutes since August 2020 (with the series average now nearing half an hour). The 90th centile measure increased by 28 minutes to just under two hours (vs. a national standard of 40 minutes).

1. Mean

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

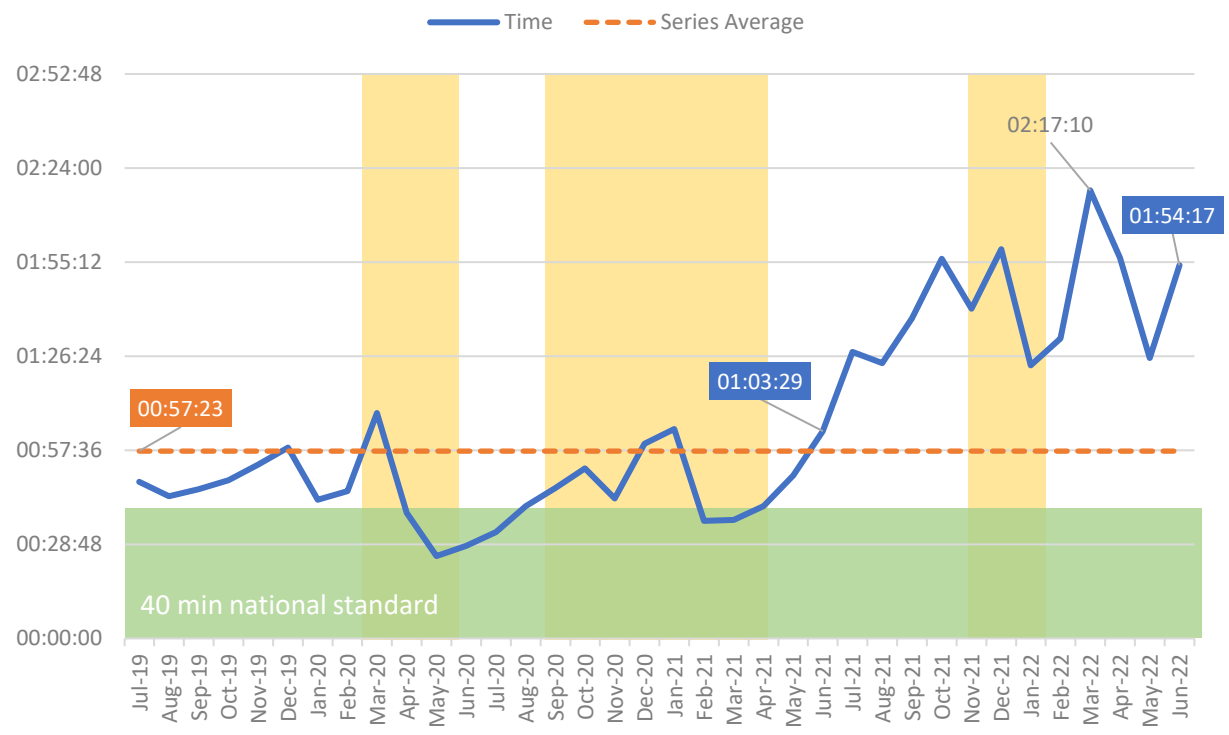


Yellow areas show COVID waves in the UK: source ONS.

+00:20:56
difference, Jun '21 to Jun '22

2. 90th Centile

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



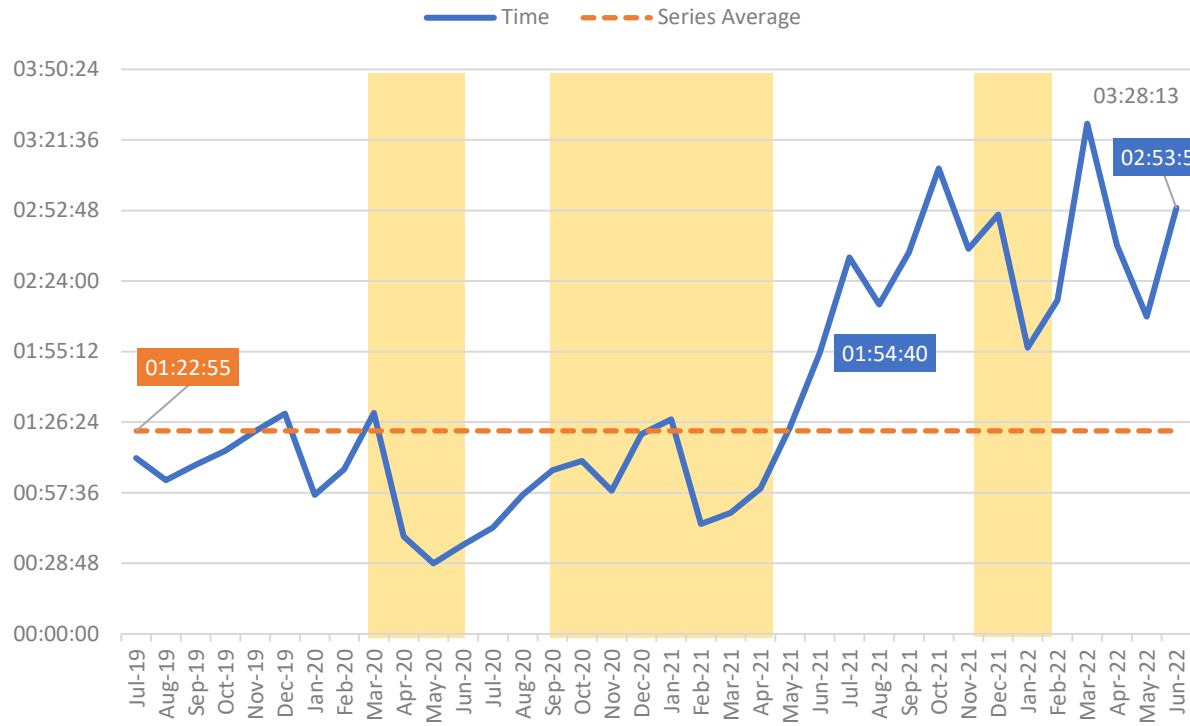
+00:50:48
difference, Jun '21 to Jun '22

16. Demand: C3 Response Times (Measures A34 and A35)

The mean time for C3 responses increased by 45 minutes to reach nearly 3 hours in June – the third longest time to date. The 90th centile time also recorded its third longest time, adding nearly two hours from May to exceed 7 hours.

1. Mean

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

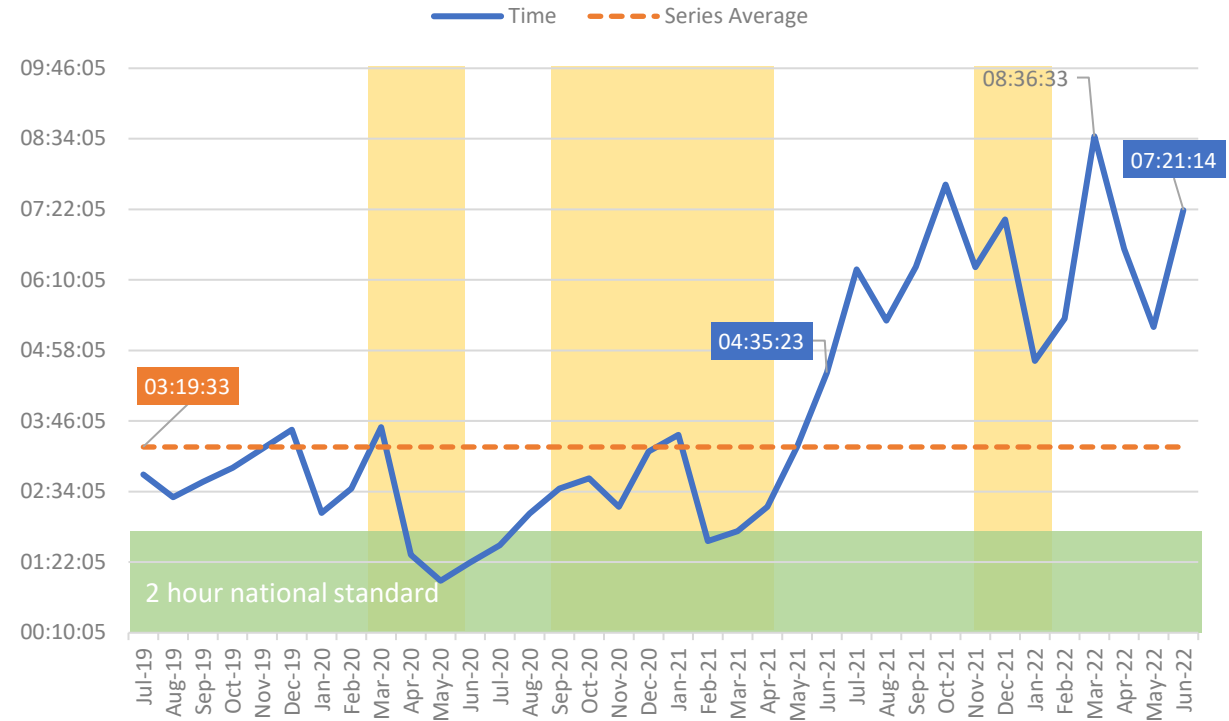


Yellow areas show COVID waves in the UK: source ONS.

+00:59:14
difference, Jun '21 to Jun '22

2. 90th Centile

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



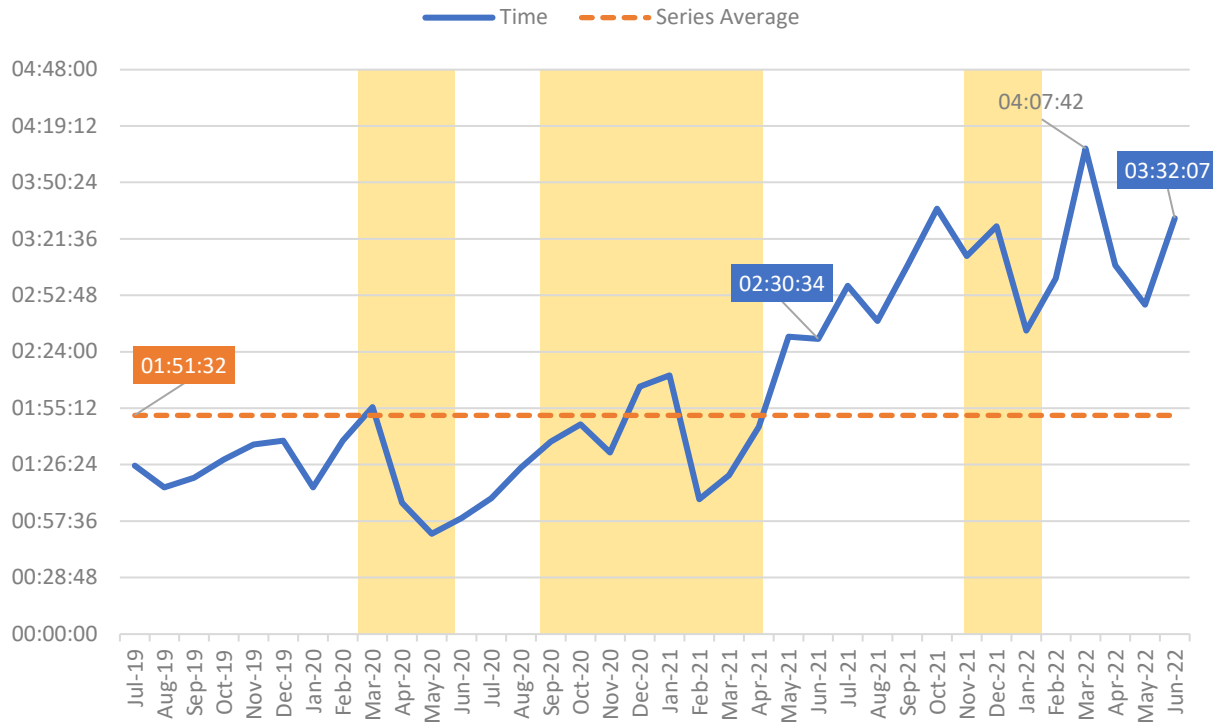
+02:02:21
difference, Jun '21 to Jun '22

17. Demand: C4 Response Times (Measures A37 and A38)

At three-and-a-half hours, the mean response time for C4 incidents was its third longest to date, having increased by 45 minutes from May. The 90th centile time was the second slowest at nearly nine hours (the longest was recorded in March this year).

1. Mean

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



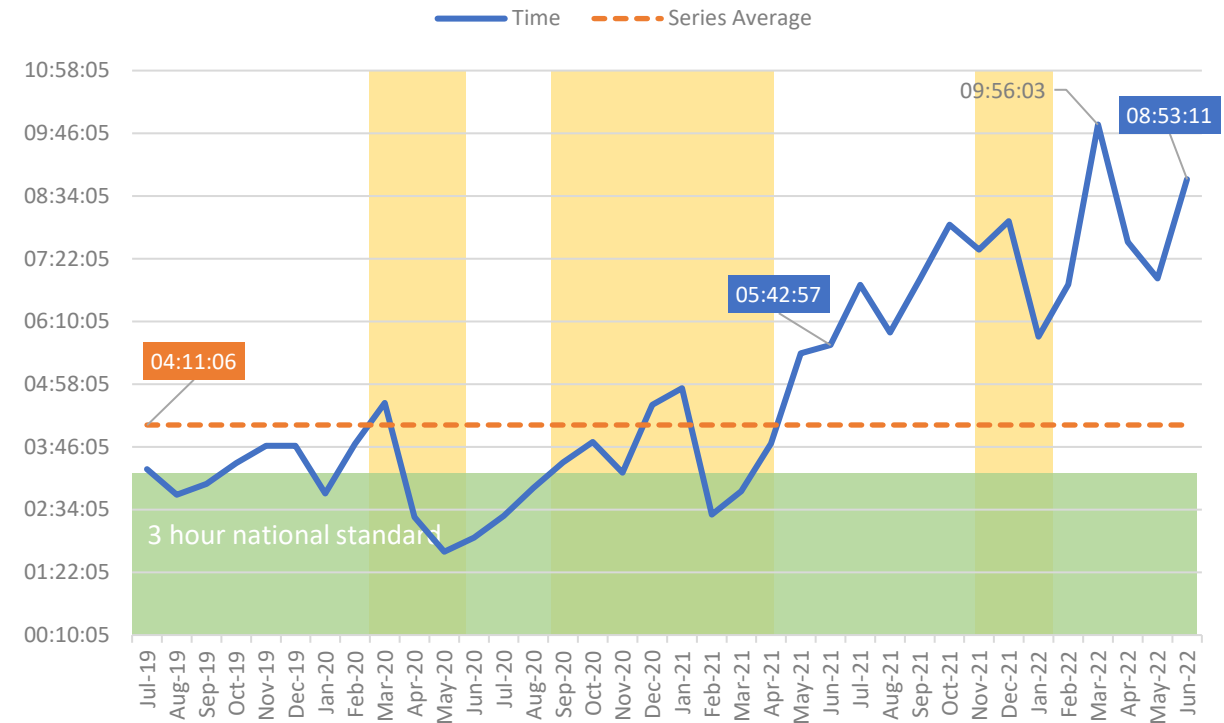
Yellow areas show COVID waves in the UK: source ONS.

+01:01:33

difference, Jun '21 to Jun '22

2. 90th Centile

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



+03:10:14

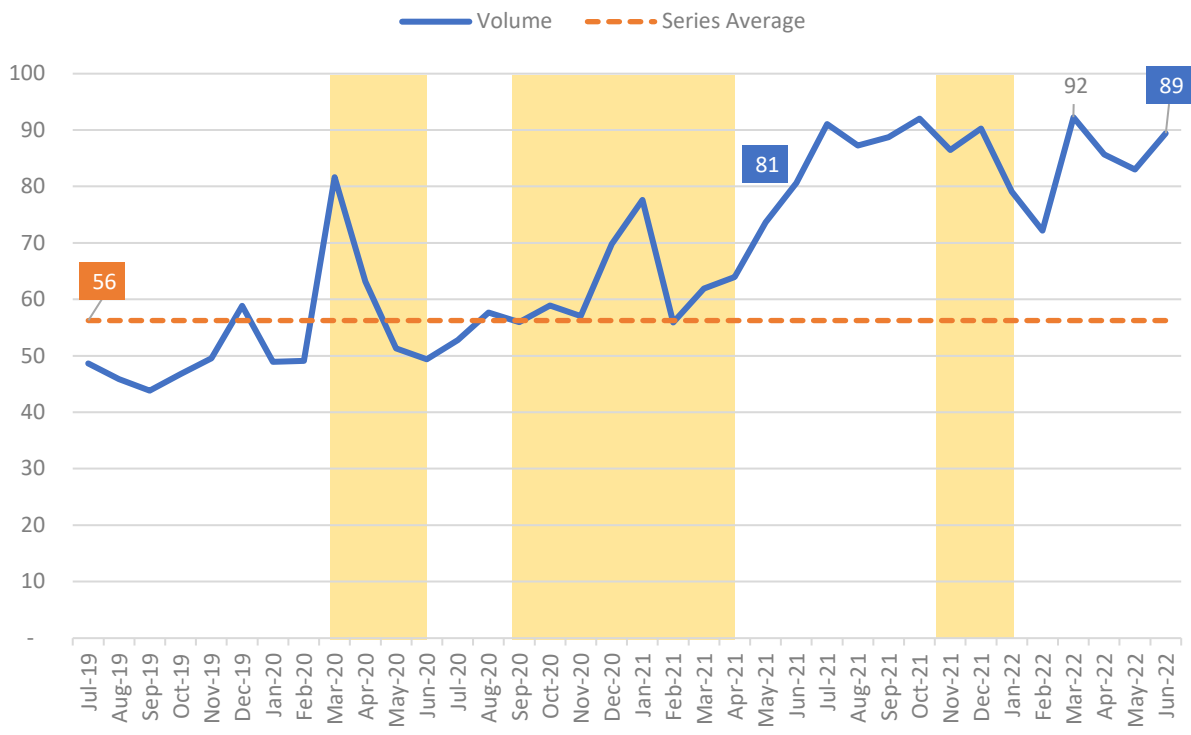
difference, Jun '21 to Jun '22

18. Hear and Treat (measure A17)

Hear and Treat incidents increased by 6k (to 89k), its 5th highest level to date. Over time, this category of incident has increased steadily, from 637k in the 12 months to June 2020 to over 1 million in the most recent period.

1. Monthly

Volume of Hear and Treat ('000, A17)

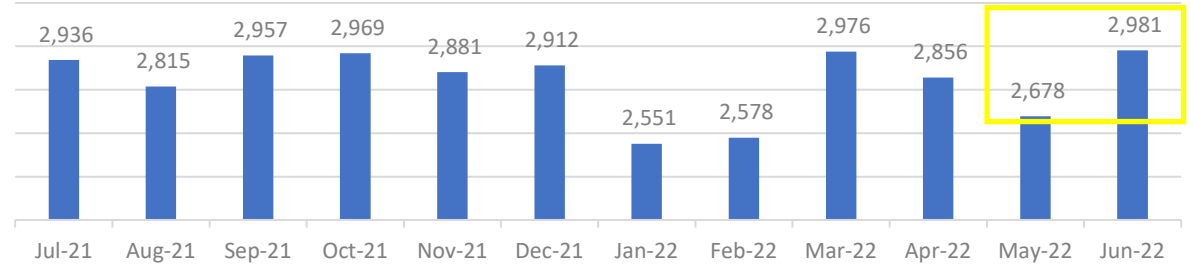


Yellow areas show COVID waves in the UK: source ONS.

+11% (or +9k)
difference, Jun '21 to Jun '22

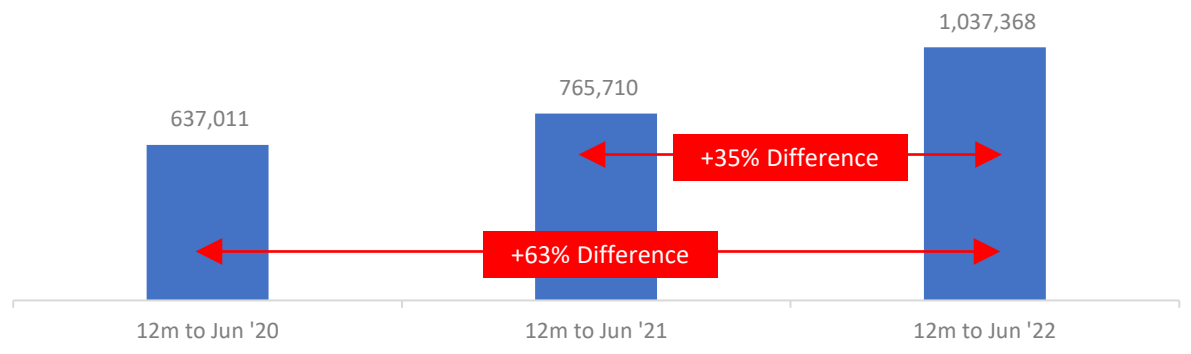
2. Daily Average

Hear and Treat, Daily Average



3. Annualised Data

Volume of H&T Incidents in the 12 months to Jun (A17)

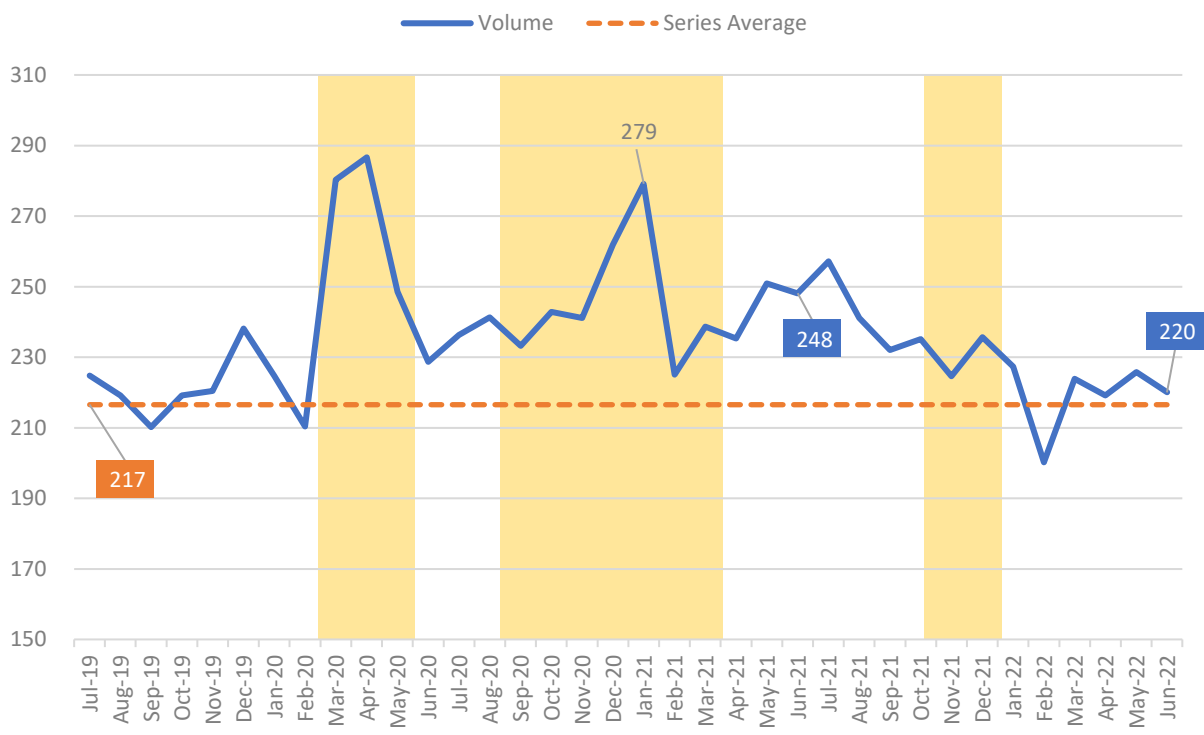


19. See and Treat (measure A55)

A month-on-month decrease of 6k See and Treat incidents took the total to 220k in June, but the average daily volume increased to its highest since December 2021. However, the monthly volume is 28k lower than in June 2021, while the annualised data show the last 12 months recorded the lowest volume of See and Treat incidents of the last three years.

1. Monthly

Volume of See and Treat Responses ('000, A55)

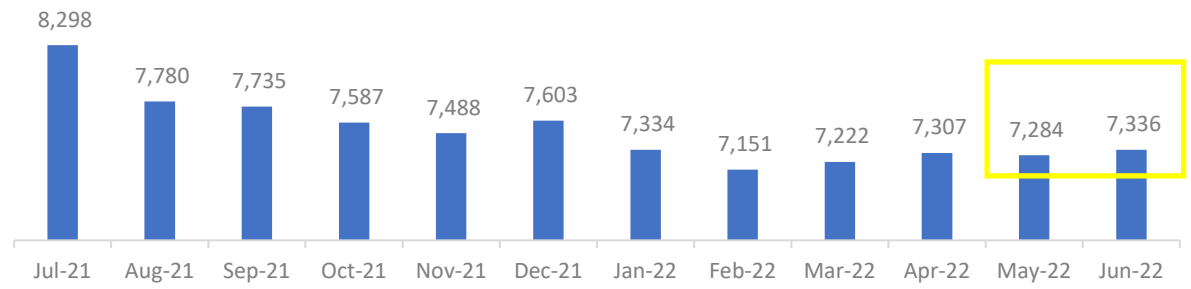


Yellow areas show COVID waves in the UK: source ONS.

-11% (or -28k)
difference, Jun '21 to Jun '22

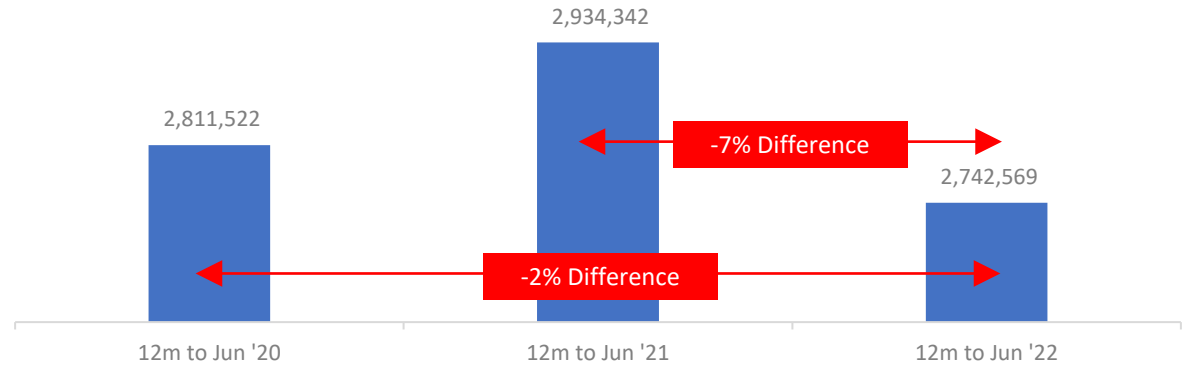
2. Daily Average

See and Treat, Daily Average



3. Annualised Data

Volume of S&T Incidents in the 12 months to Jun (A55)

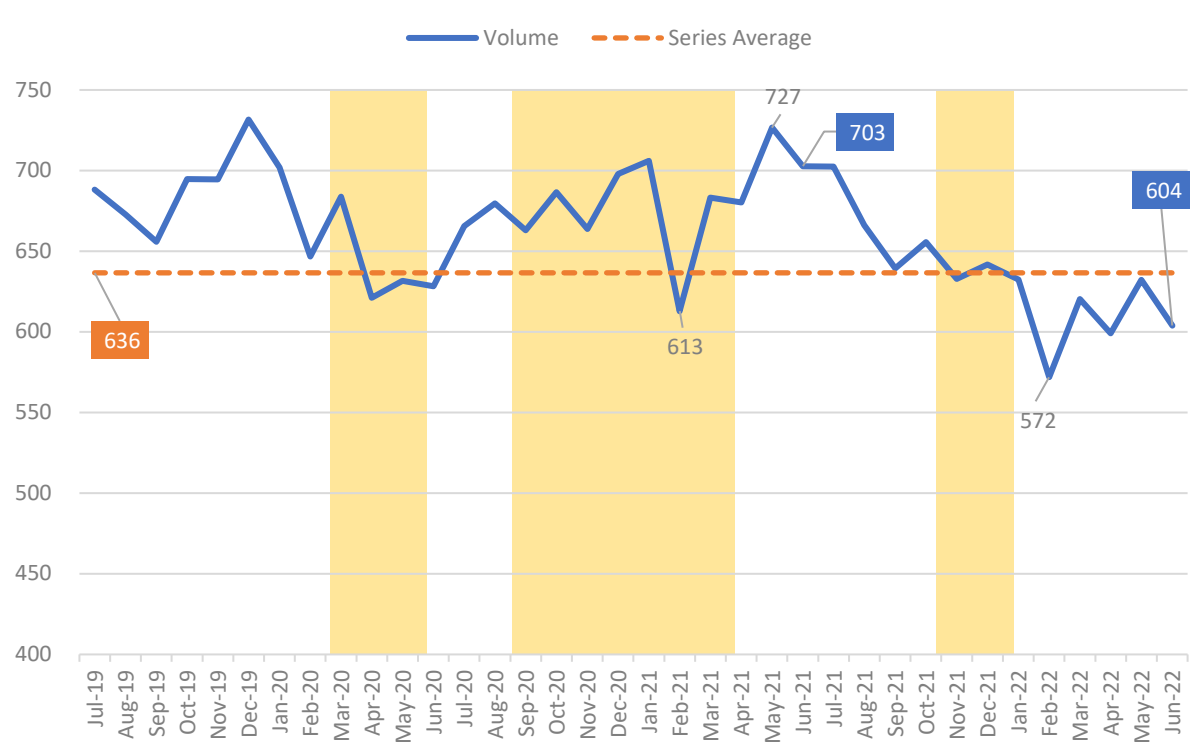


20. Face to Face (measure A56)

Face to Face incidents decreased by 28k incidents to reach 604 in June, 98k lower than the same month last year. The daily average also saw a drop, while the annualised data again points to a long term decrease in volume.

1. Monthly

Volume of F2F Responses ('000, A56)

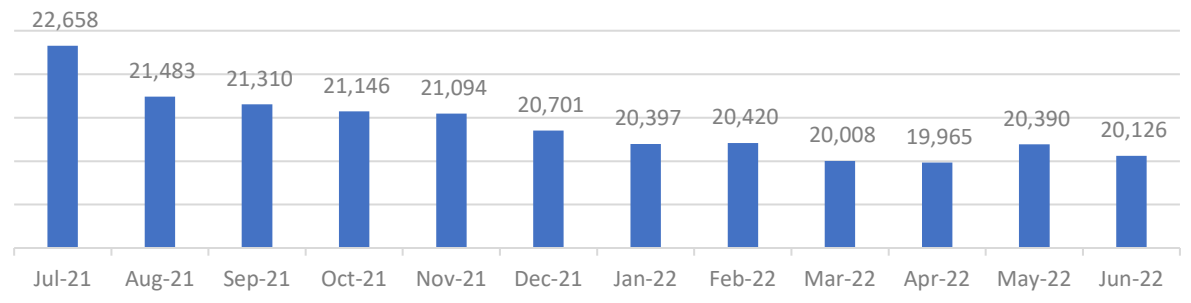


Yellow areas show COVID waves in the UK: source ONS.

-14% (or -98k)
difference, Jun '21 to Jun '22

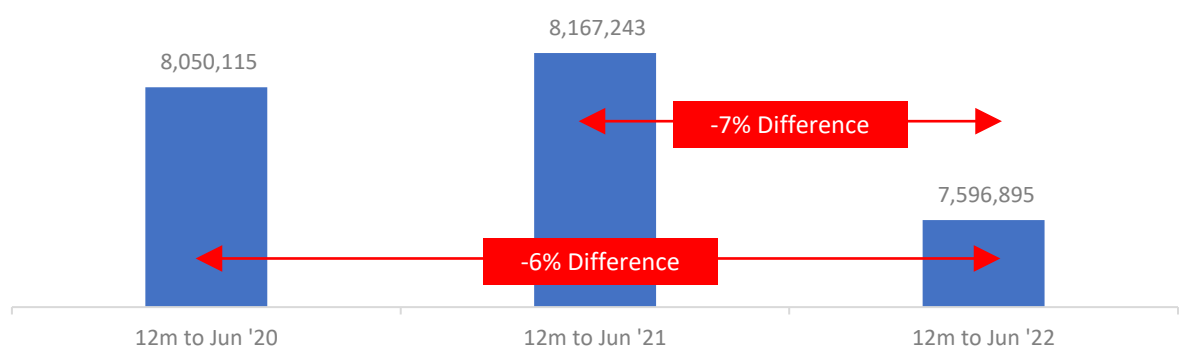
2. Daily Average

F2F, Daily Average



3. Annualised Data

Volume of F2F Incidents in the 12 months to Jun (A56)

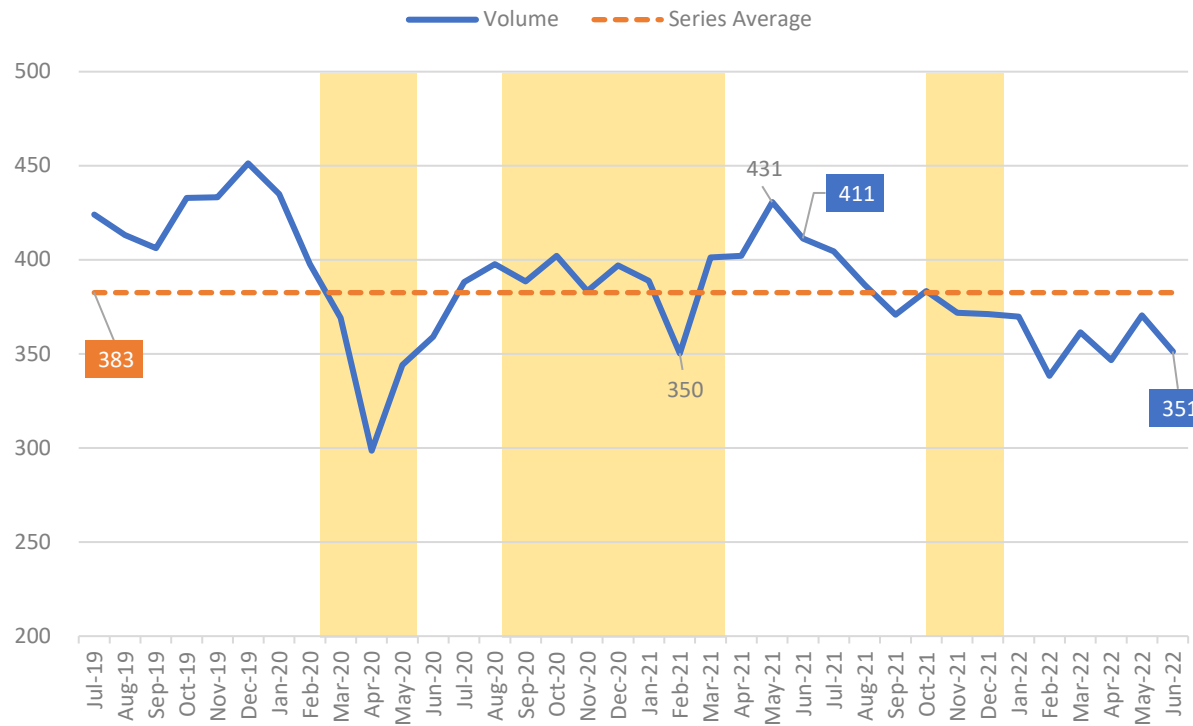


21. Transport to Emergency Departments (measure A53)

There were 351k incidents with transport to ED in June, down from 370 in May and from 411k in June 2021. The average daily volume decreased by 244 incidents per day to 11,707 while the annualised data show a difference of -7% between the previous and most recent periods.

1. Monthly

Incidents with Transport to ED ('000, A53)

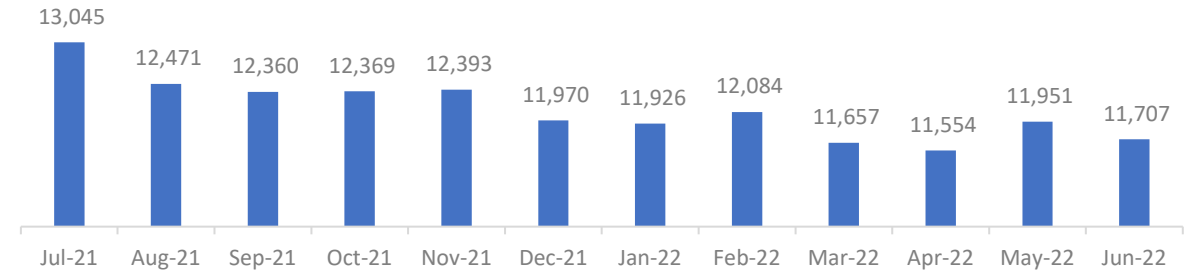


Yellow areas show COVID waves in the UK: source ONS.

-15% (or -60k)
difference, Jun '21 to Jun '22

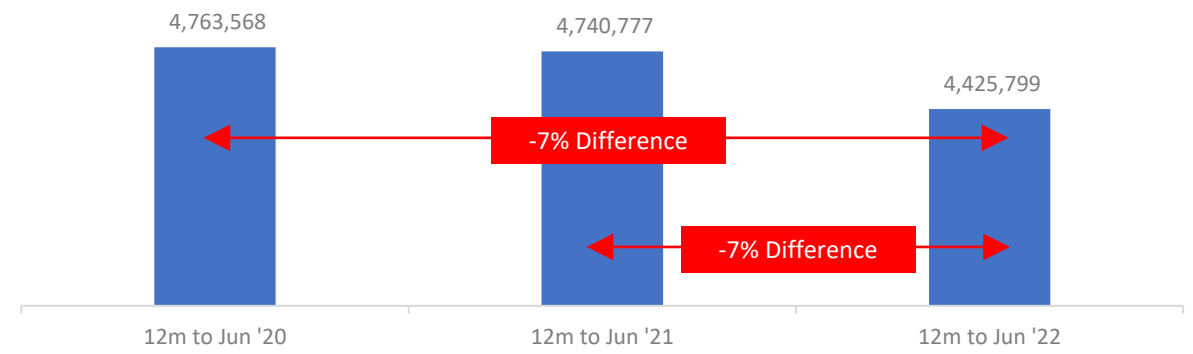
2. Daily Average

Transport to ED, Daily Average



3. Annualised Data

Vol of Transport to ED in the 12 months to (A53)

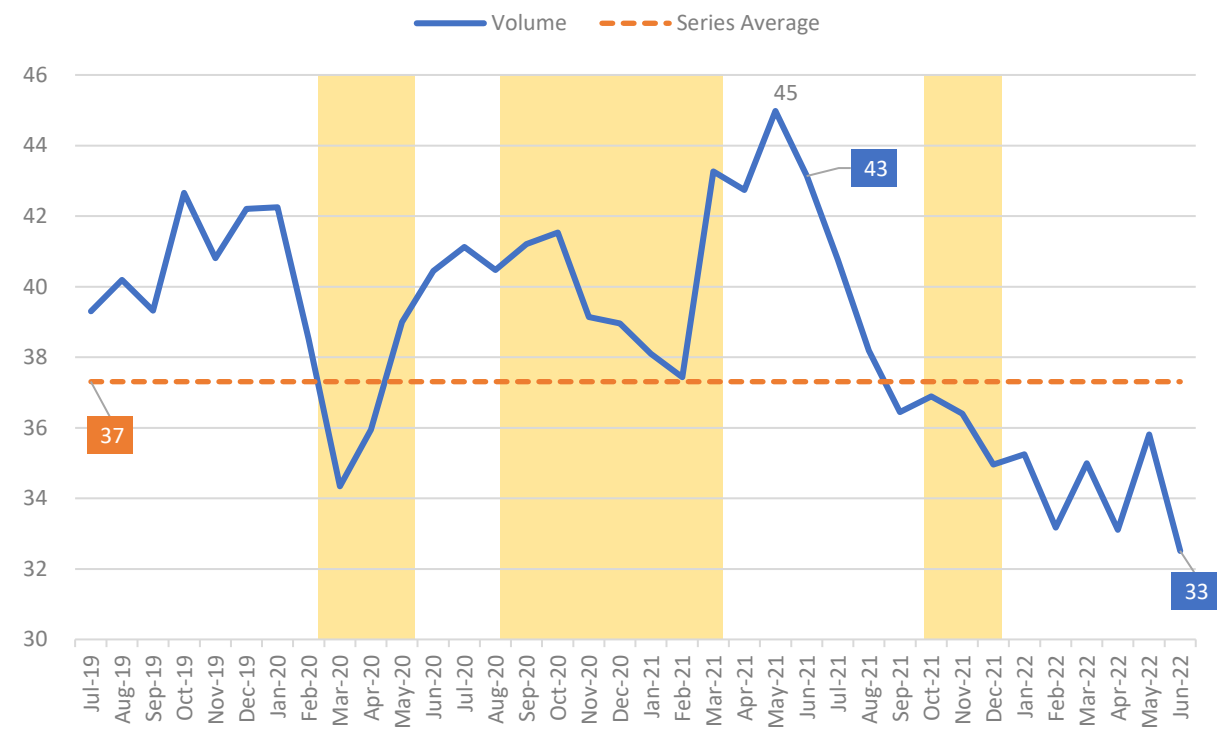


22. Transported to Destination other than ED (measure A54)

Patients transported to destinations other than ED reached its lowest monthly volume to date in June, dropping from 36k in May to 33k: this is 11k fewer than June 2021 and represents a -13% difference in the annualised data between the two most recent periods.

1. Monthly

Transport to Destination not ED ('000, A54)

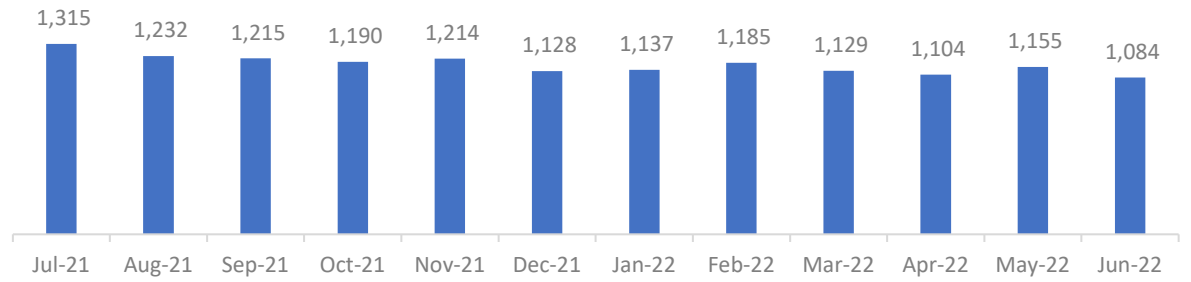


Yellow areas show COVID waves in the UK: source ONS.

-25% (or -11k)
difference, Jun '21 to Jun '22

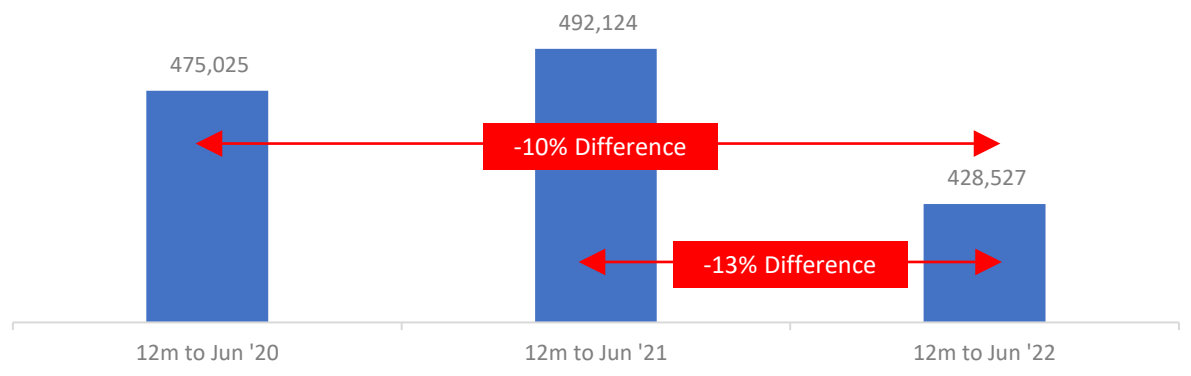
2. Daily Average

Transport Elsewhere, Daily Average



3. Annualised Data

Vol of Transport/ not ED in the 12 months to Jun (A54)

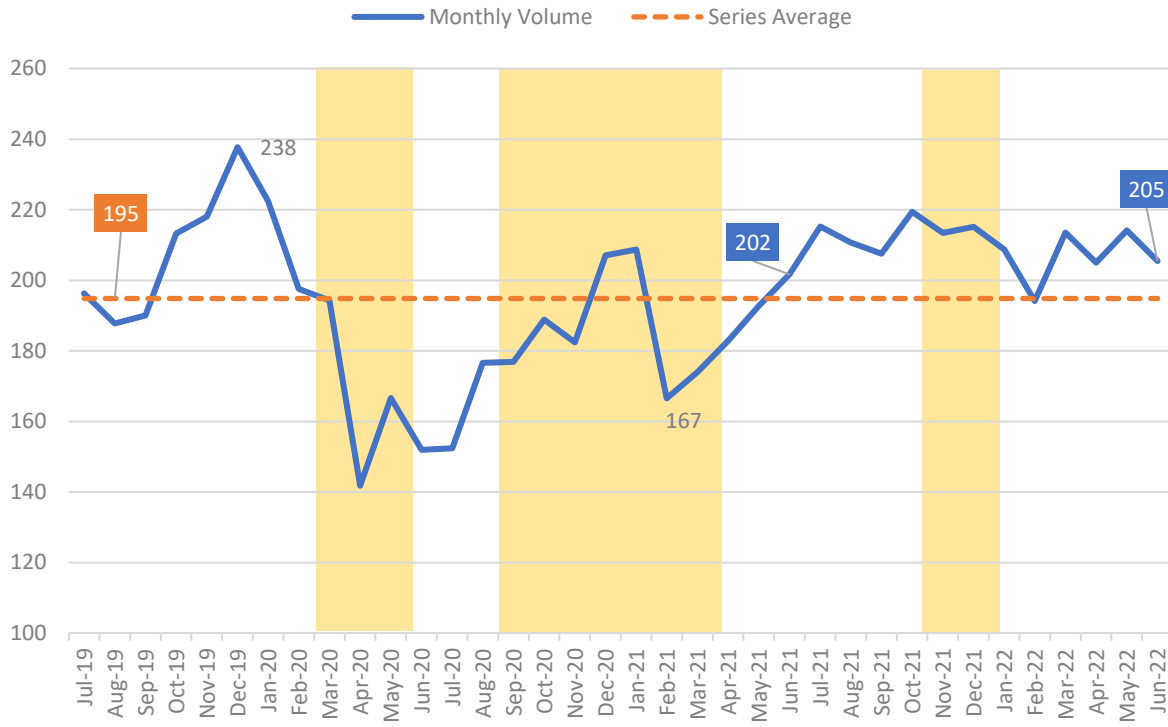


23. Handover Delays over 15 Minutes (source, NAIG)

Handover delays exceeding 15 minutes decreased in volume between May and June, a reflection of the shorter month and a decrease in overall handovers (from a daily average of 10.5k to 10.1k). Nonetheless the proportion of delayed patient handovers remains consistent with two-thirds exceeding the 15-minute mark while the hours lost to those handovers increased by 14k to 138k, 77k greater than the same time last year and the third highest number to date.

1. Delays over 15 Minutes

Volume of Handovers Over 15 Minutes ('000, source NAIG)

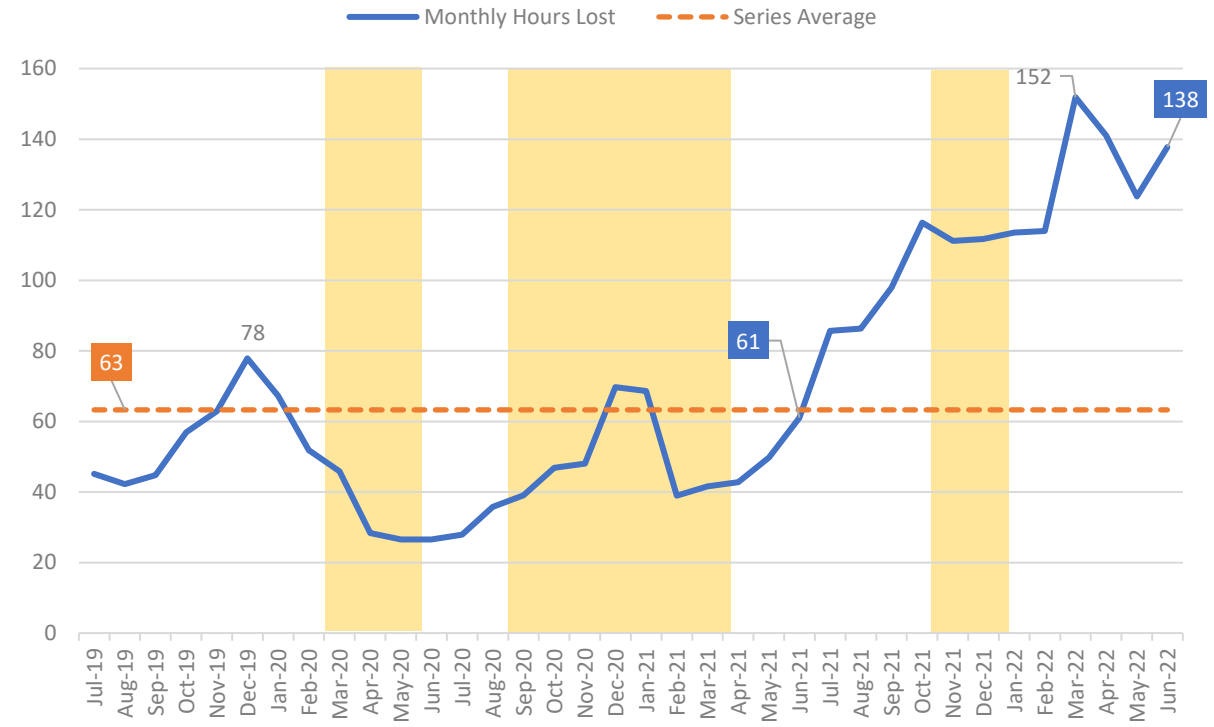


Yellow areas denote COVID waves in the UK: source ONS.

+2% (or +3.7k)
difference, Jun 2021 to Jun 2022

2. Hours lost for Handovers Over 15 Minutes

Hours Lost: Handovers over 15 Minutes ('000, source NAIG)



+126% (or +77k)
difference, Jun 2021 to Jun 2022

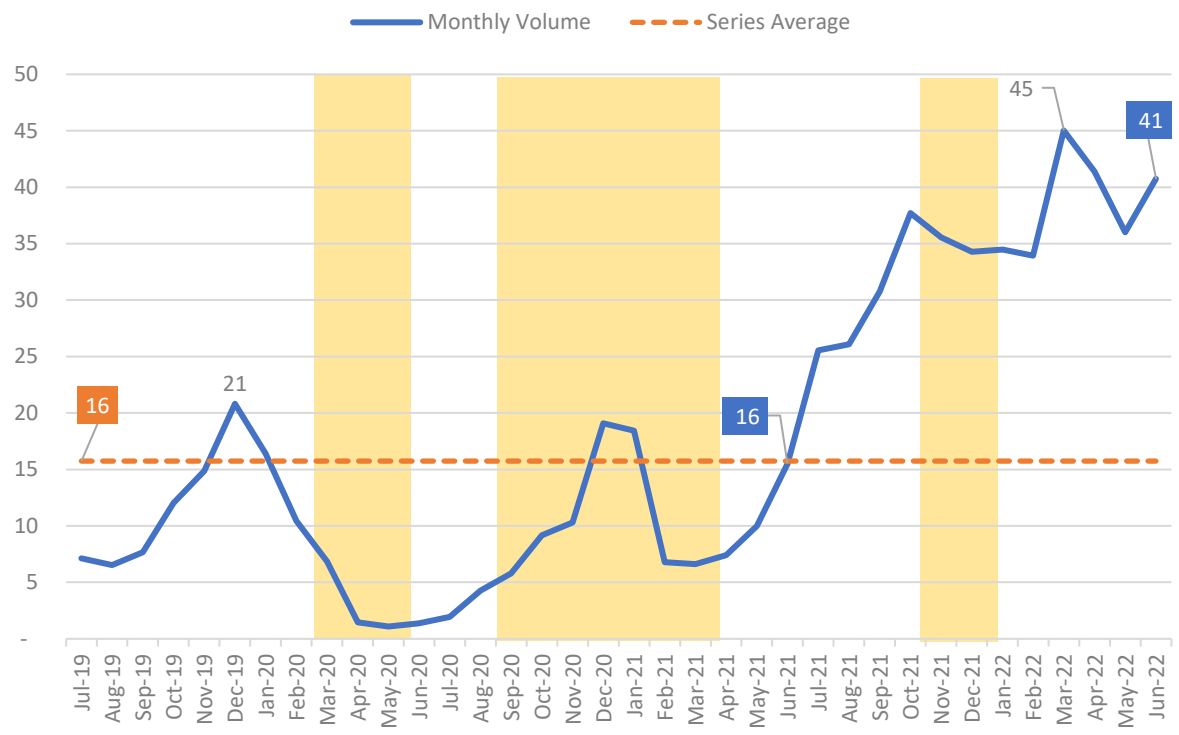


24. Handover Delays over 60 Minutes (source, NAIG)

Delays exceeding 60 minutes increased by 5k in June to reach 41k – the third highest volume to date. Across the month, these delays accounted for 13% of all handovers (from 11% in May) but at a daily level reached as high as 20% of handovers (on June 7th, see slide 9). The hours lost to these delays also increased (by 13k to 67k). Both measure remains significantly higher than June 2021.

1. Delays over 60 Minutes

Volume of Handovers Over 60 Minutes ('000, source NAIG)

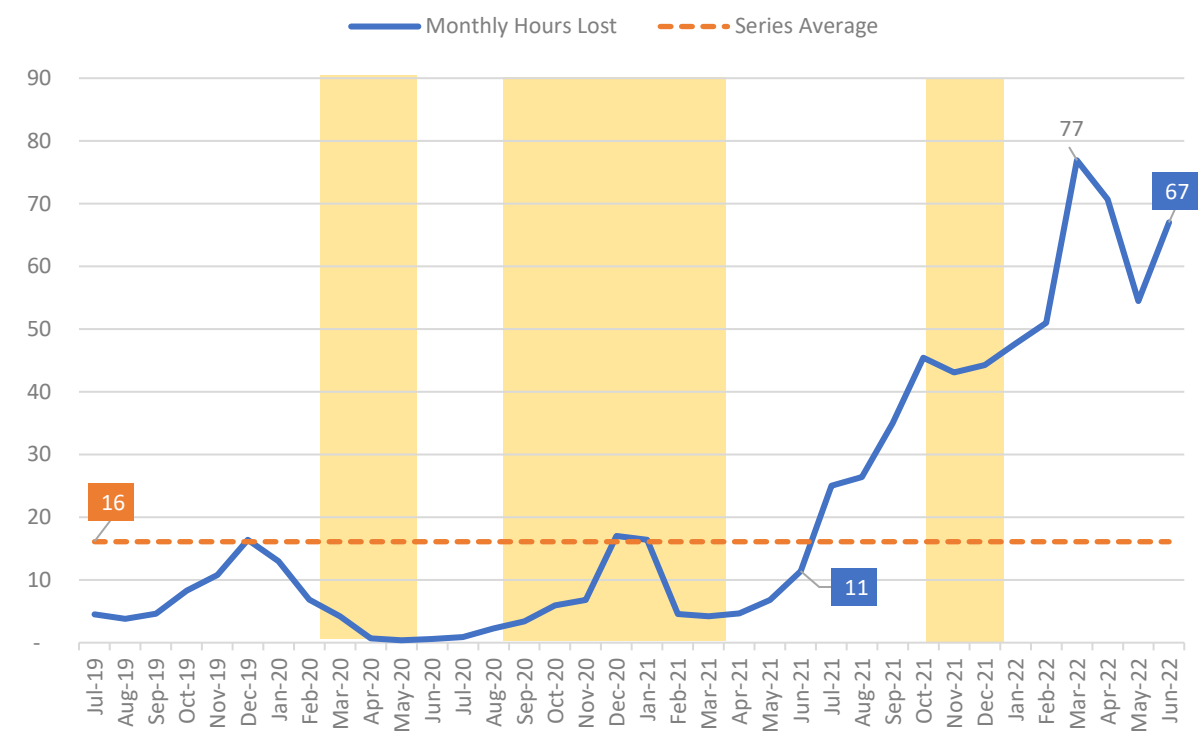


Yellow areas denote COVID waves in the UK: source ONS.

+162% (or +25k)
difference, Jun 2021 to Jun 2022

2. Hours lost for Handovers Over 60 Minutes

Hours Lost: Handovers over 60 Minutes ('000, source NAIG)



+486% (or +56k)
difference, Jun 2021 to Jun 2022

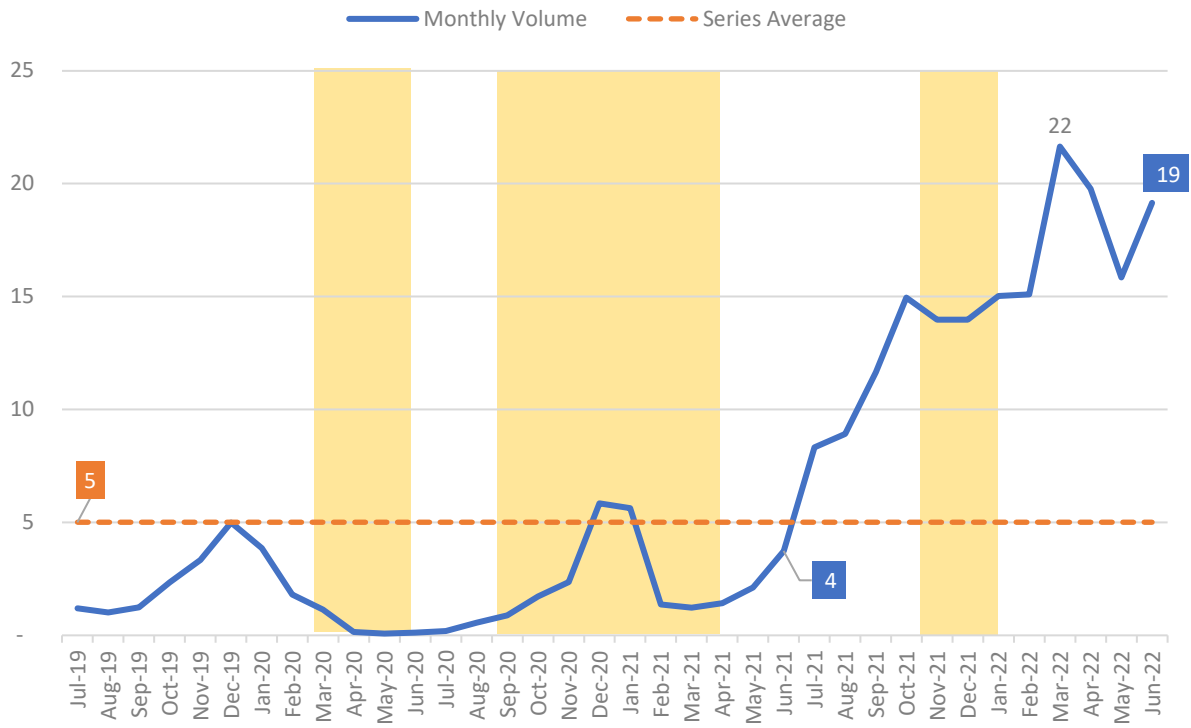


25. Handover Delays over 120 Minutes (source, NAIG)

The volume of patients waiting two hours or longer for a hospital handover increased by 3k (to 19k) in June – a difference of 15k compared with June 2021 and the third highest volume to-date. There were 9k more hours lost due to these delays, with a total of 38k, compared with 9k in June 2021.

1. Delays over 120 Minutes

Volume of Handovers Over 120 Minutes ('000, source NAIG)

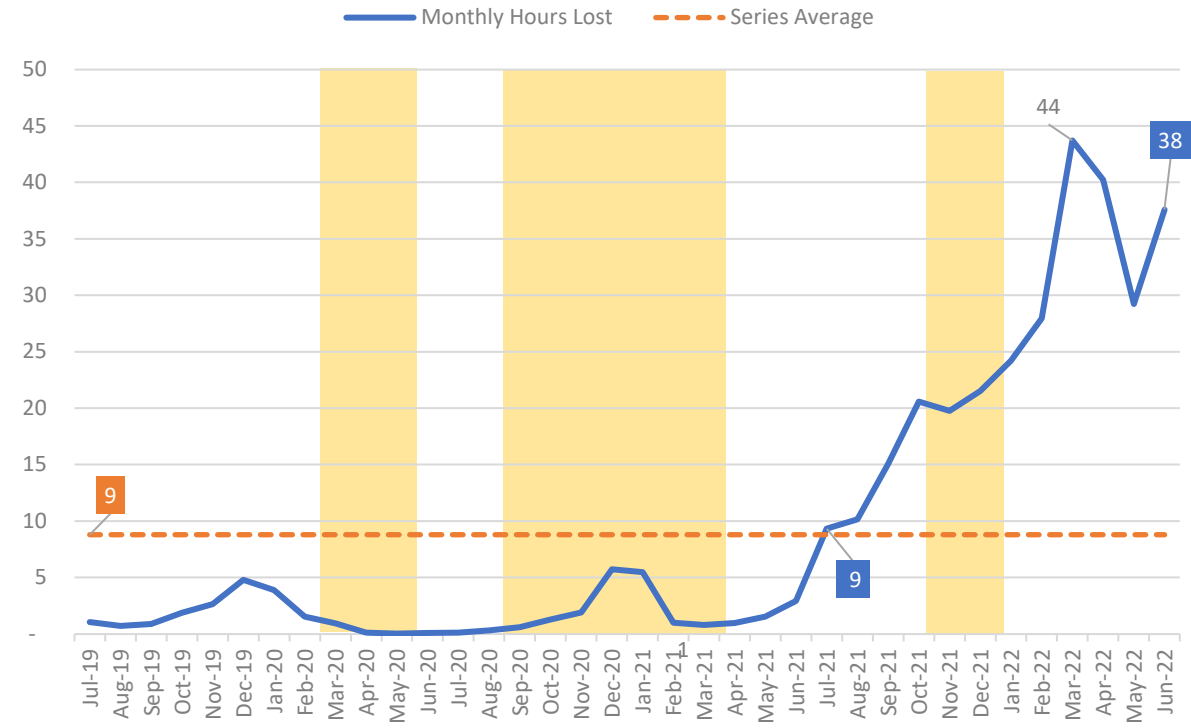


Yellow areas denote COVID waves in the UK: source ONS.

+413% (or +15k)
difference, Jun 2021 to Jun 2022

2. Hours lost for Handovers Over 120 Minutes

Hours Lost: Handovers over 120 Minutes ('000, source NAIG)



+1,810% (or +28k)
difference, Jun 2021 to Jun 2022



26. Handovers Longer than Three Hours (source, NAIG)

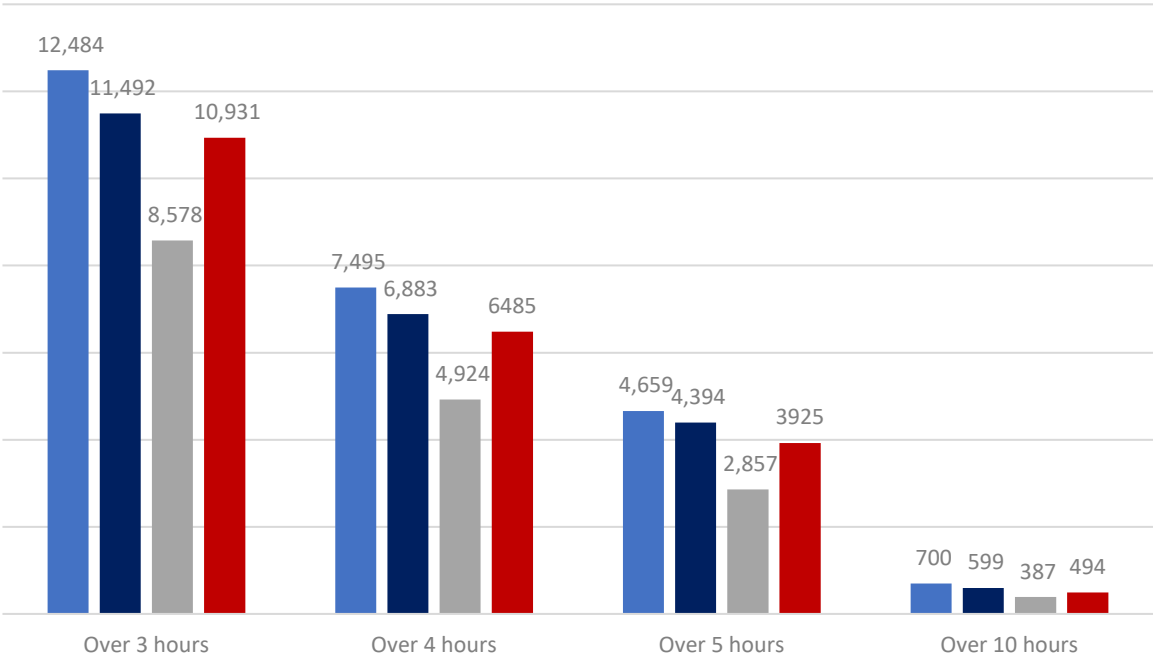


Just under 11k patient handovers exceeded 3 hours in June, accounting for 3.6% of all handovers (from 2.6% in May). The volume of patients waiting over 10 hours in an ambulance increased from 387 to 494 while the longest individual handover was nearly 24 hours long. For 20 days in June the longest individual handover recorded across all trusts exceeded 19 hours, and for 13 of those days exceeded 20 hours.

1. Breakdown of delays over three hours

Volume of Three Hour-Plus Handovers

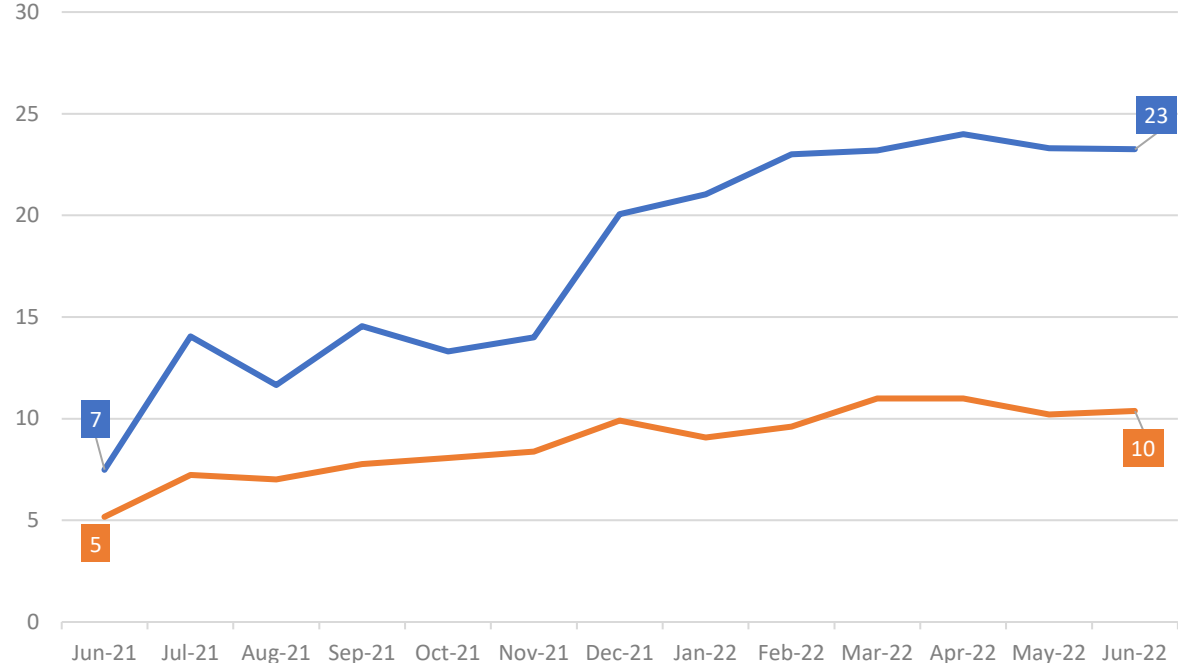
■ Mar-22 ■ Apr-22 ■ May-22 ■ Jun-22



2. Longest individual handover delays

Longest Handovers (Hours)

— Actual Longest — Average Longest (all trusts)

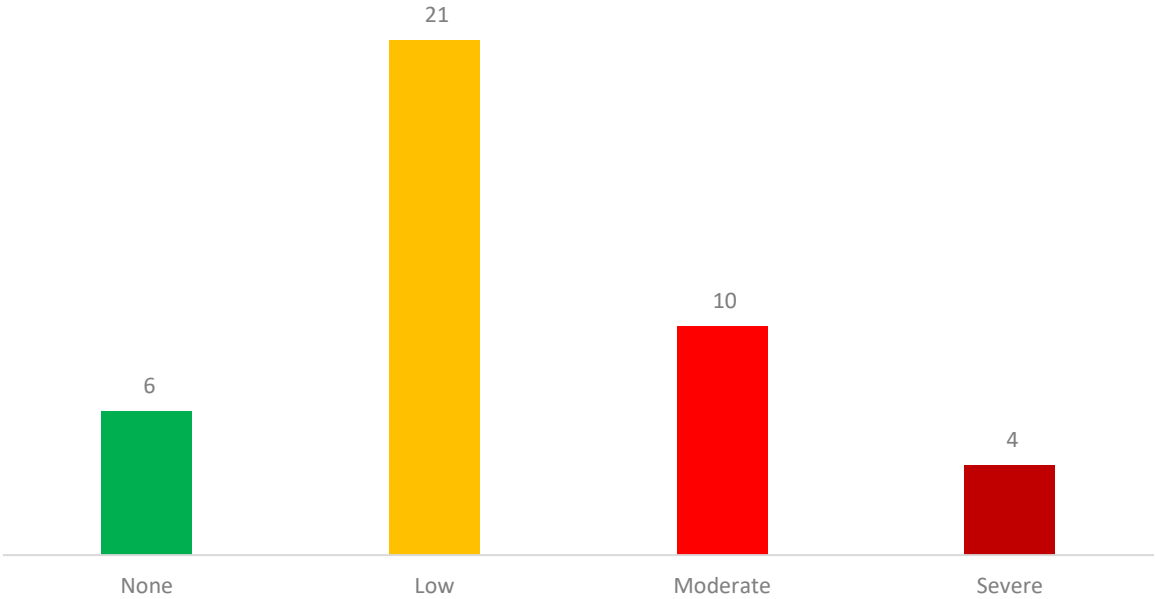


27. Delays over 60 Minutes and estimated harm (source, NAIG and [AACE](#))

Using the results of AACE’s 2021 clinical review of potential harm arising during handover delays over 60 minutes, the latest national data suggests 34k patients could have experienced some harm in June 2022, with just over 4k of these experiencing severe harm.

1. Estimated number of patients experiencing potential harm: June 2022

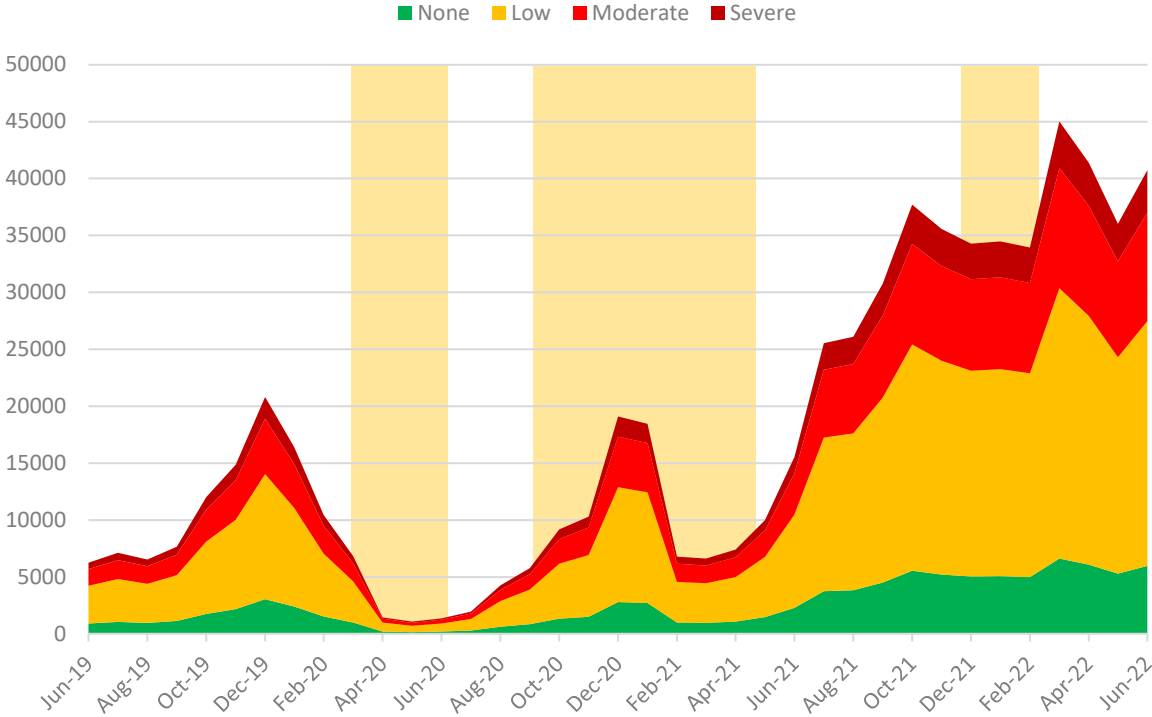
Patients Experiencing Potential Harm ('000)
Patients waiting more than 60 minutes for handover completion



Estimates based on clinical review of patients waiting >60 minutes in 2021

2. Volume of patients by potential harm: time series

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



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

28. Delays over 60 minutes: Daily Overview for June

Included for information, the following chart show that the daily volume of handovers, and the proportion exceeding 60 minutes.

