

National Ambulance Data – Final

Data period to end July 2022

Date of Report: August 19th, 2022

2. Summary and Contents

- **July saw record levels of the most serious incidents, while call-handling and incident response times were some of the slowest to-date.** Of 34 measures covered in this report, 20 reached their highest or second highest levels in July 2022.
- **Call answer times were the slowest on record.** The mean call-answer time exceeded 1 minute for the first time. Calls answered after 2-mins or longer also reached record levels in July, while the 95th centile answer time neared 4 minutes.
- **July saw more Category 1 incident recorded than any other month to-date.** These incidents now account for 12% of all incidents compared with 7% two years ago.
- **Response times for all categories of incident increased, with C1 response times the slowest to date.** C1 Mean response time reached 9 minutes 35 minutes, and has trended above the national standard of 7 minutes since April 2021.
- **Mean response times for C2 incidents have trended above the national standard since August 2020.** In July 2022 this exceeded 59 minutes, while the 90th Centile time passed the 2 hour mark (vs. a national standard of 40 minutes).
- **The volume of patient handover delays reached new highs.** Those taking 60 minutes or longer increased to 46k across the month (compared with 26k in July 2021). The hours lost to handover delays equated to nearly 4k ambulance job cycles every day in July.
- **Estimates suggest patients suffering potential harm as a result of 60 minute delays reached nearly 40k across the month.** This is enough people to fill the O2 arena twice over. Those patients experiencing severe potential harm as a consequence of handover delays exceeded 4k across the month.

Contents (Ctrl+Click to go to slide and the 🏠 symbol to return to summary).

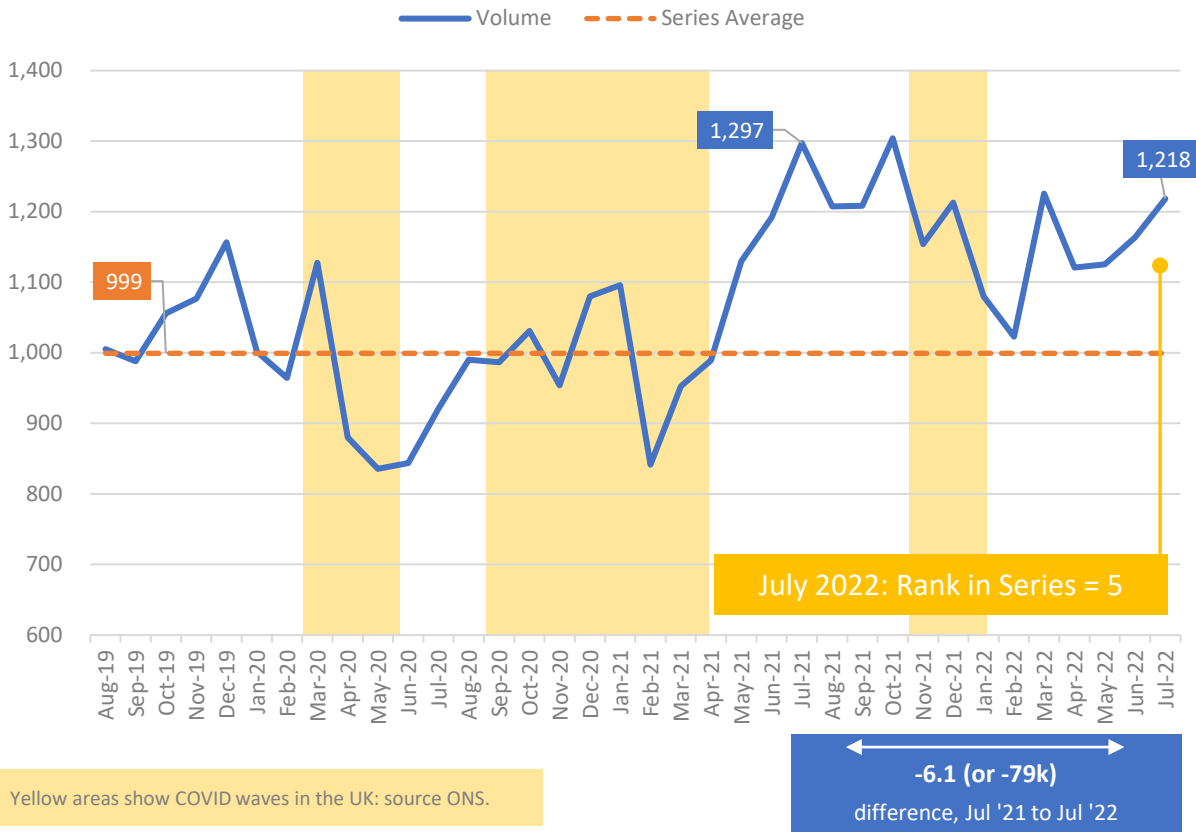
- 3) [Demand: Volume of Contacts](#)
- 4) [Demand: Volume of 999 Calls Answered](#)
- 5) [Demand: 111 Call Volumes](#)
- 6) [Ambulance Dispositions \(111 to 999 calls\)](#)
- 7) [Demand: Call Answering Time](#)
- 8) [Call Delays and Network Partner Connections](#)
- 9) [Demand: All Incidents](#)
- 10) [Demand: C1 Incidents](#)
- 11) [Demand: C2 Incidents](#)
- 12) [Demand: C3 Incidents](#)
- 13) [Demand: C4 Incidents](#)
- 14) [Demand: C1 Response Times](#)
- 15) [Demand: C2 Response Times](#)
- 16) [Demand: C3 Response Times](#)
- 17) [Demand: C4 Response Times](#)
- 18) [Hear and Treat](#)
- 19) [See and Treat](#)
- 20) [Face to Face](#)
- 21) [Incidents with Transport to ED](#)
- 22) [Incidents not with Transport to Destination other than ED](#)
- 23) [Handover Delays Over 15 Minutes](#)
- 24) [Handover Delays Over 60 Minutes](#)
- 25) [Handover Delays Over 120 Minutes](#)
- 26) [Handovers Longer Than Three Hours](#)
- 27) [Delays Over 60 Minutes and Potential Harm](#)
- 28 to 30) Supplementary Handover Data

3. Demand: Volume of Contacts (Measure A0)

Ambulance control room contacts have been above the series average for over a year. Volume has been increasing since April, with a further 55k in July taking the total to 1,218k. The shorter month meant the average number of daily contacts remained steady at 39k, while the annualised total shows there have been 1.5 million more contacts in the 12 months to June than over the same period last year.

1. Monthly

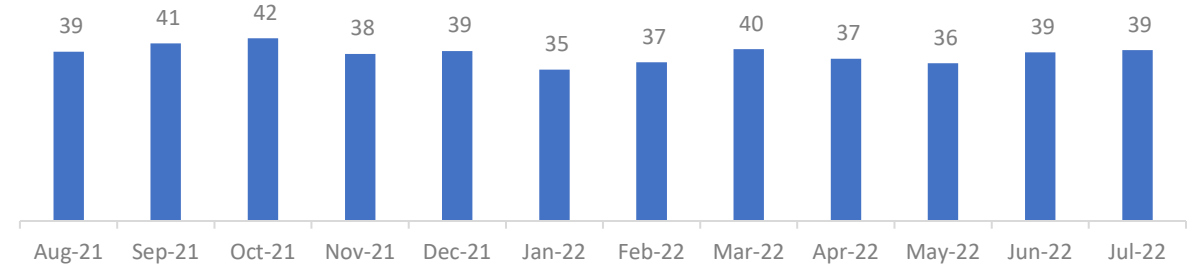
Volume of contacts ('000, A0)



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

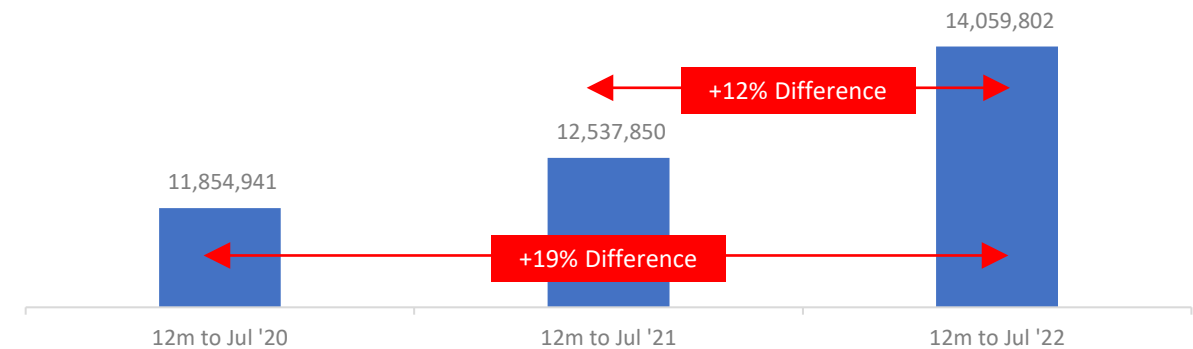
2. Daily Average

Contacts, Daily Average ('000)



3. Annualised Data

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

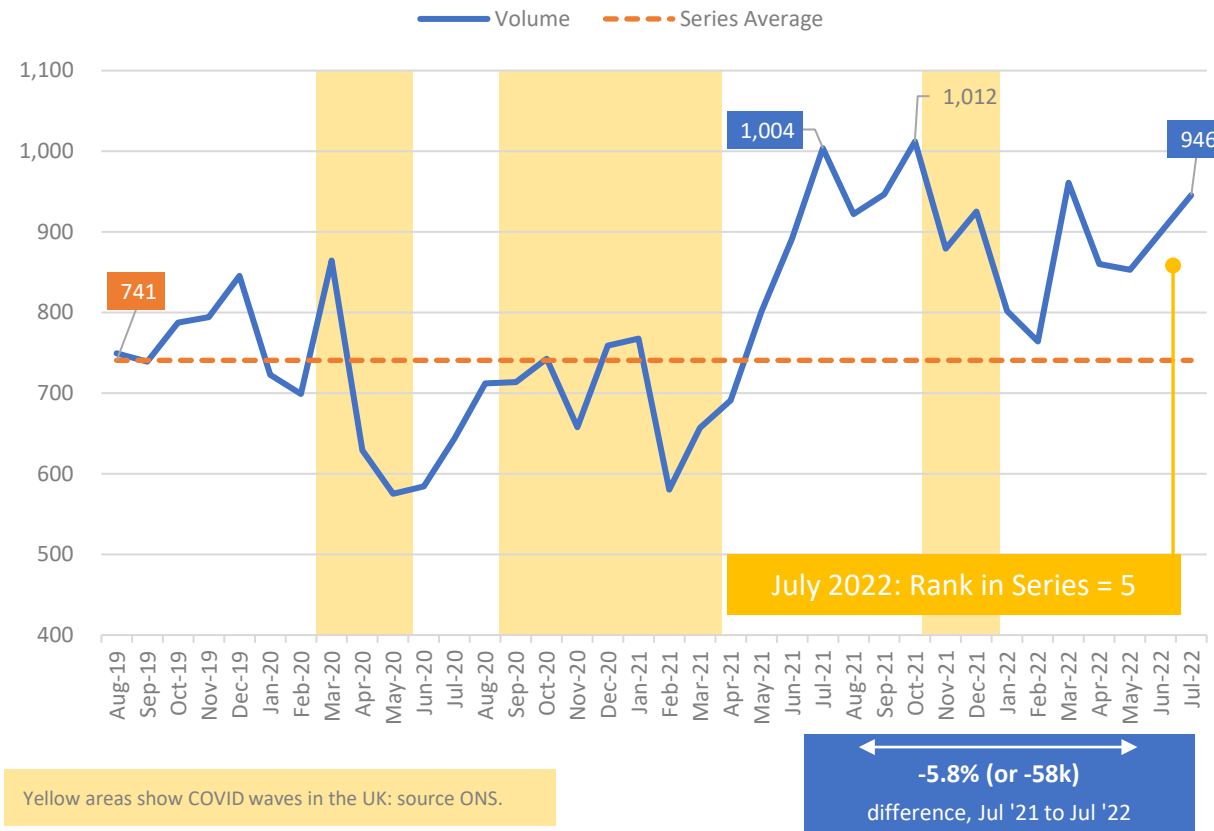


4. Demand: Volume of 999 Calls-Answered (Measure A1)

The volume of 999 calls remains high, with calls answered increasing to 946k in July. This is 46k more than last month, but 58k fewer than the same month last year. At a daily level, the number of calls answered increased to 31k per day in July, from 30k in June, while the annualised volume shows 1.8 million more calls in the most recent period compared to the same time last year.

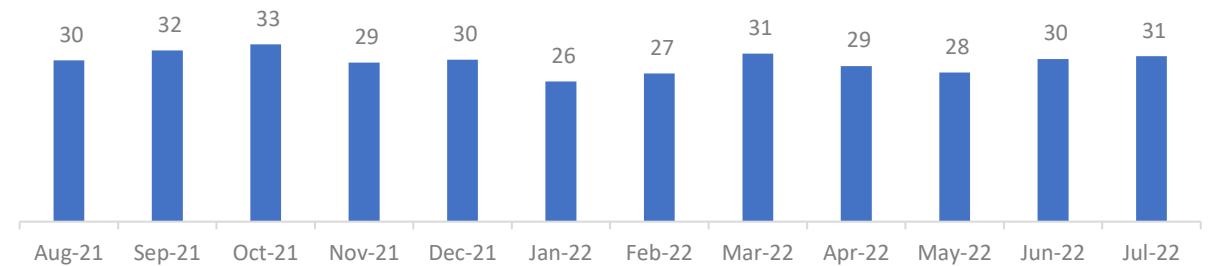
1. Monthly

Volume of calls answered ('000, A1)



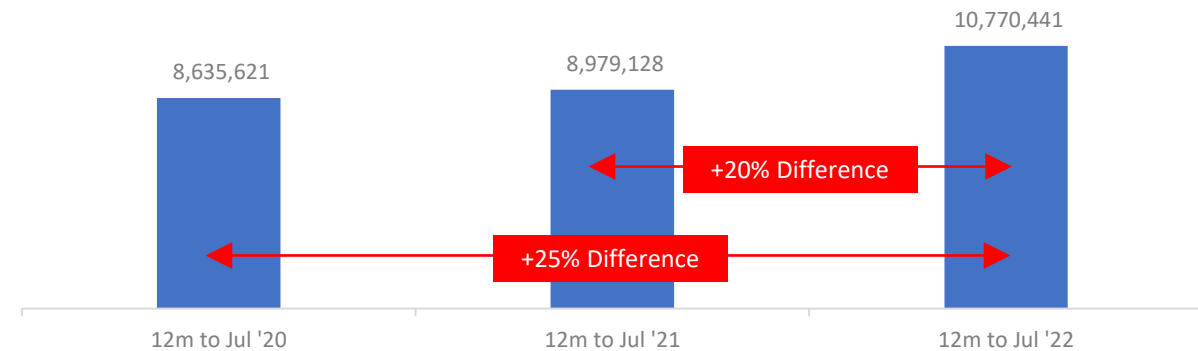
2. Daily Average

Calls Answered, Daily Average ('000)



3. Annualised Data

Calls answered in the 12 months to 12m to Jul '22 (A1)

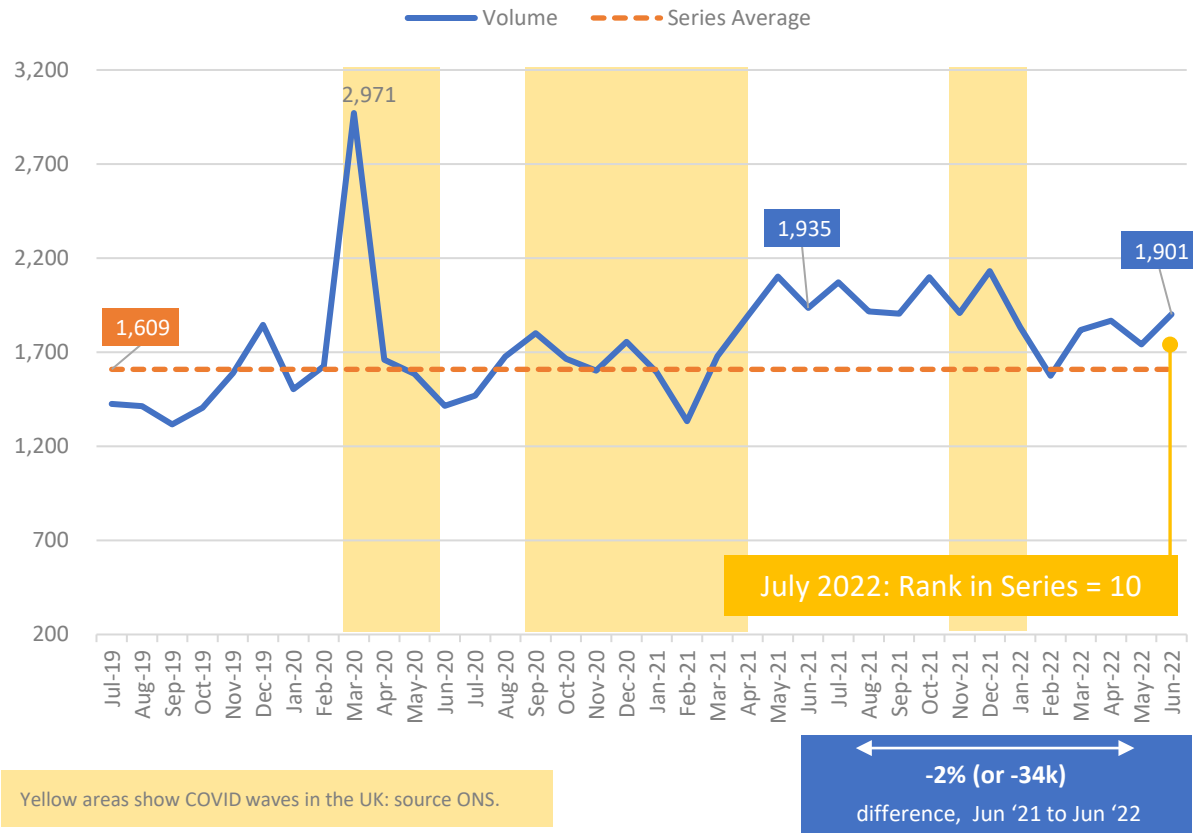


5. Demand: 111 Call Volumes (sources NHS 111 Min Data Set to March 2021 (5.3) then [IUCADC](#) (measure A0))

As with 999 calls, the volume of 111 contacts continues to build. Running a month behind the AQI release, the latest 111 data show call volume increased to 1,901k in June, with the daily average jumping from 56k in May to 63k. In the 12 months to June 2022 there were over 2 million more 111 calls than the same period last year, and over 3 million more than the 12 months to June 2020.

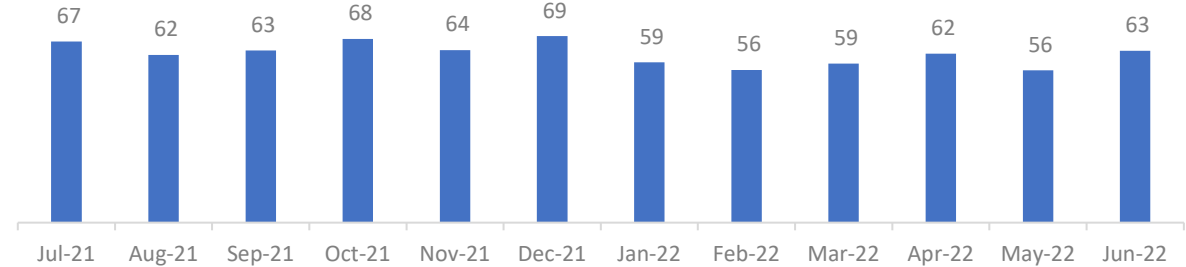
1. Monthly

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



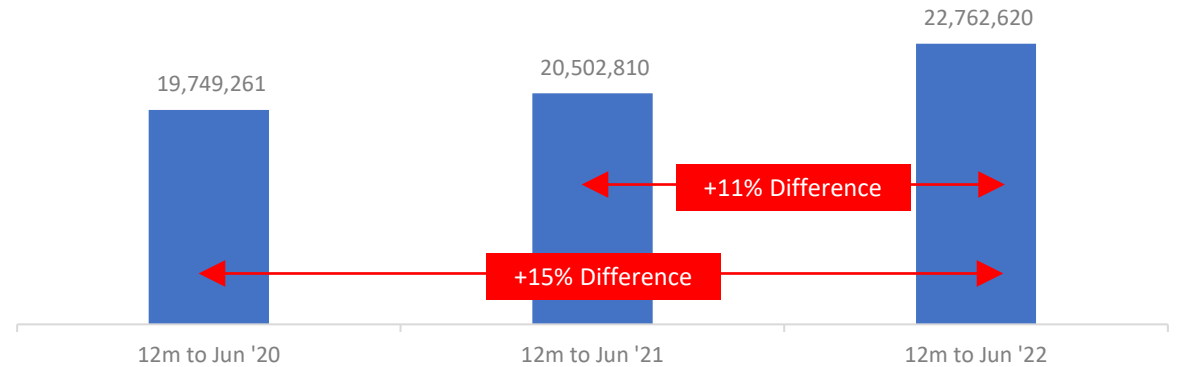
2. Daily Average

Volume of 111 Calls, Daily Average ('000)



3. Annualised Data

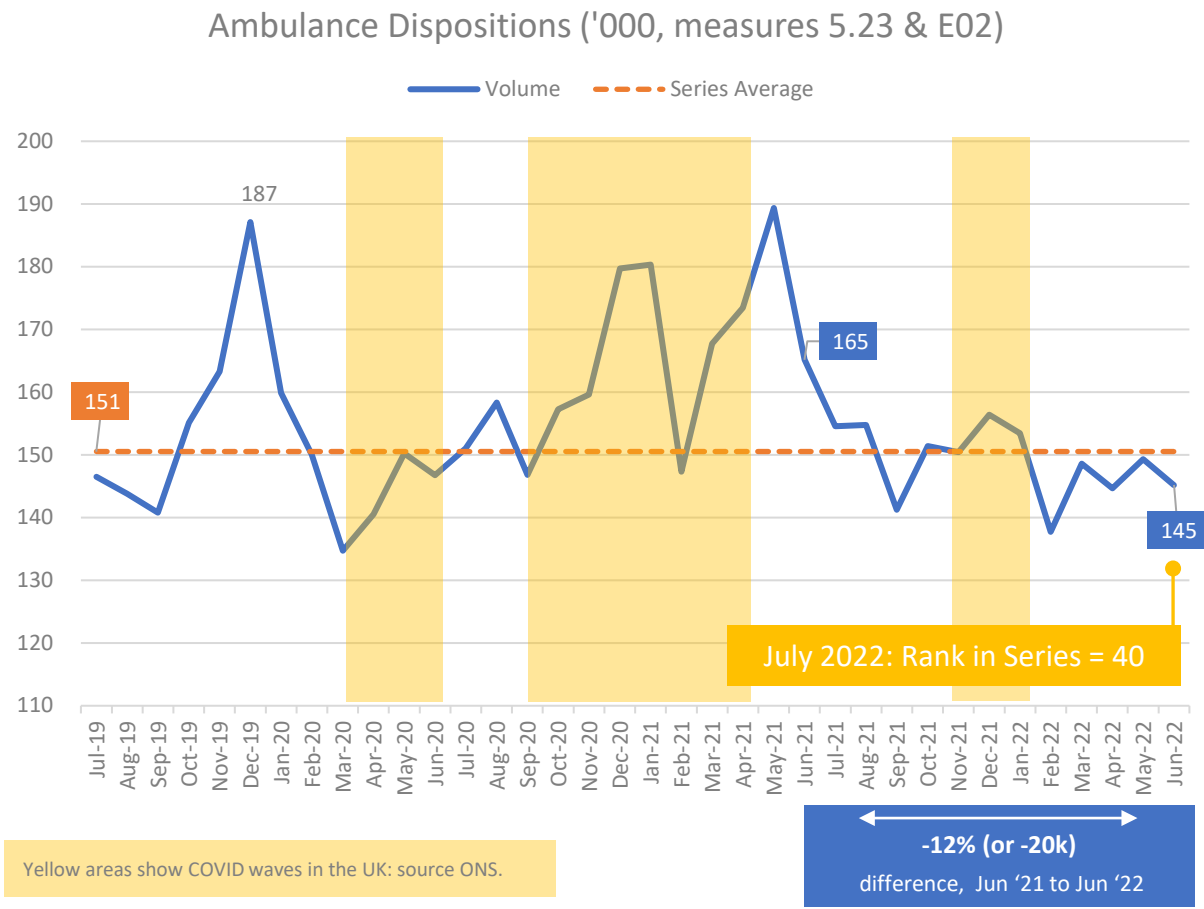
Total 111 Calls: 12 months to Jun (5.3, A01)



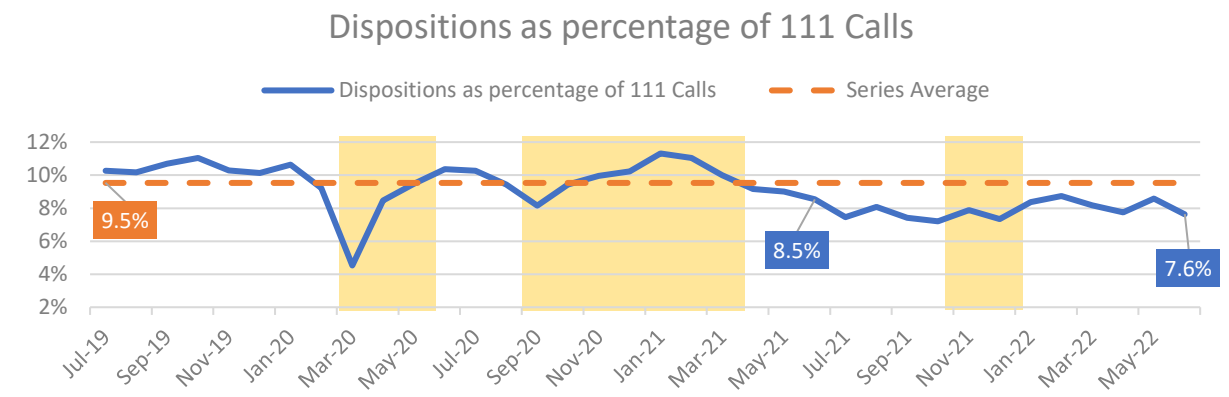
6. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

Ambulance dispositions resulting from 111 calls decreased in June, both in volume and as a percentage of 111 calls. There were 4k fewer dispositions, equating to 7.6% of 111 calls (from 8.6% in May). While this trend has remained relatively steady for around 12 months (averaging at 7.9% for the period), the annualised volume of dispositions has dropped by 188k compared with 12 months to June 2021.

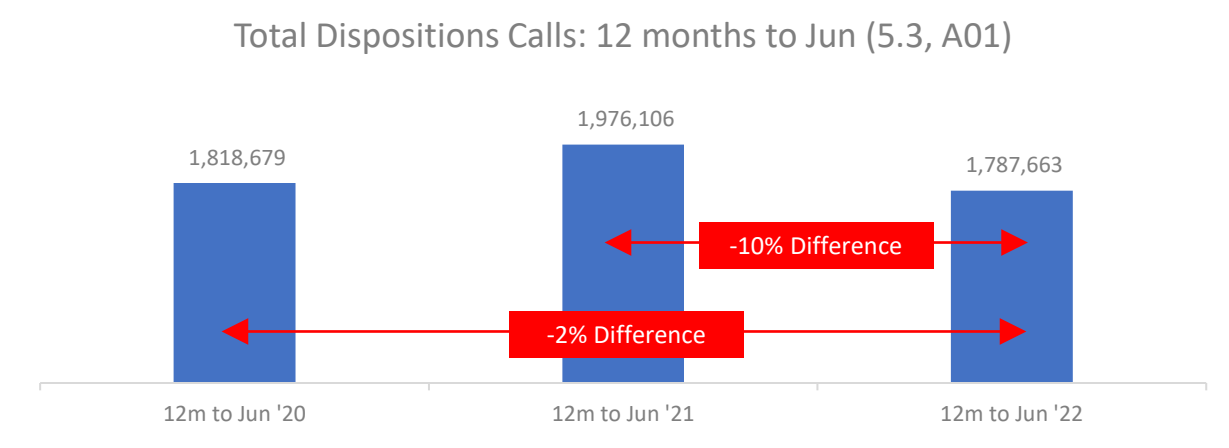
1. Monthly



2. Percentage of 111 Calls



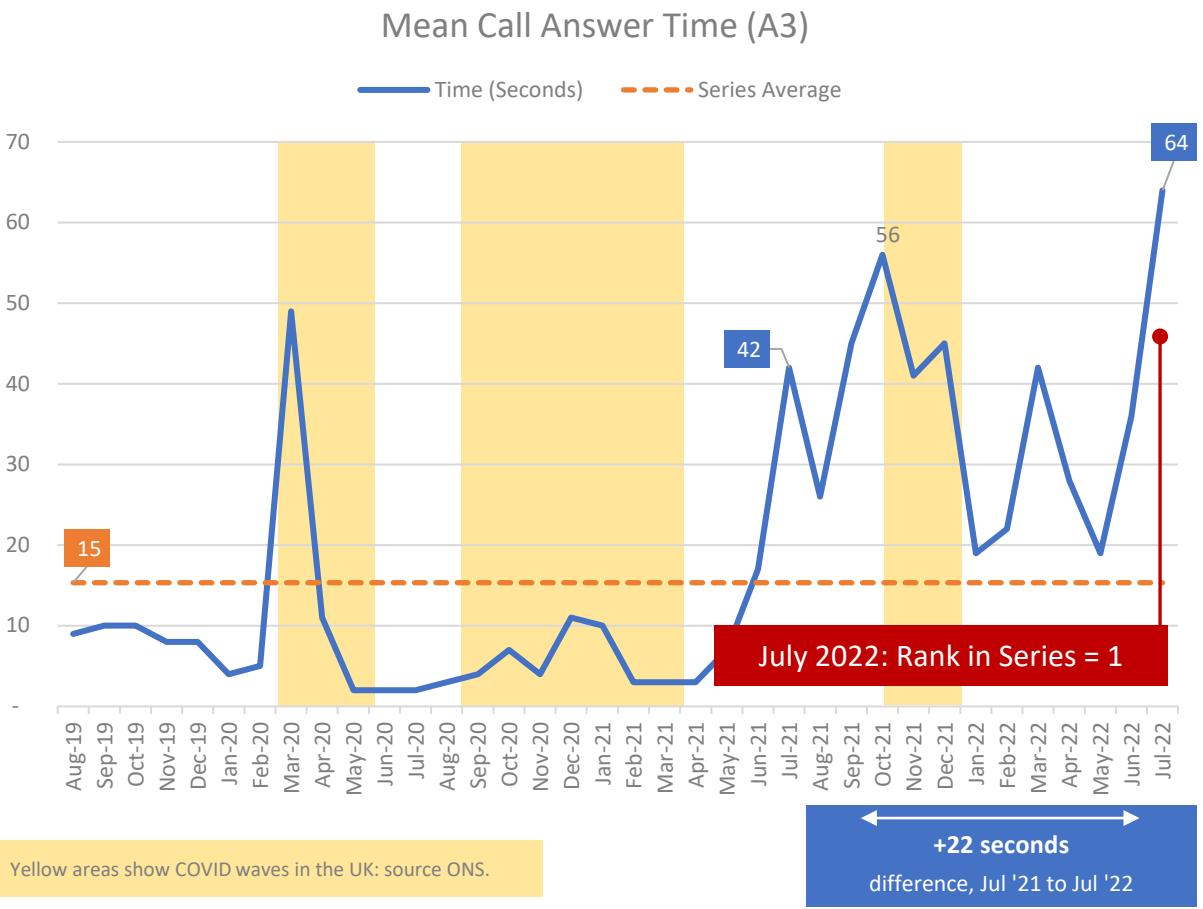
3. Annualised Data



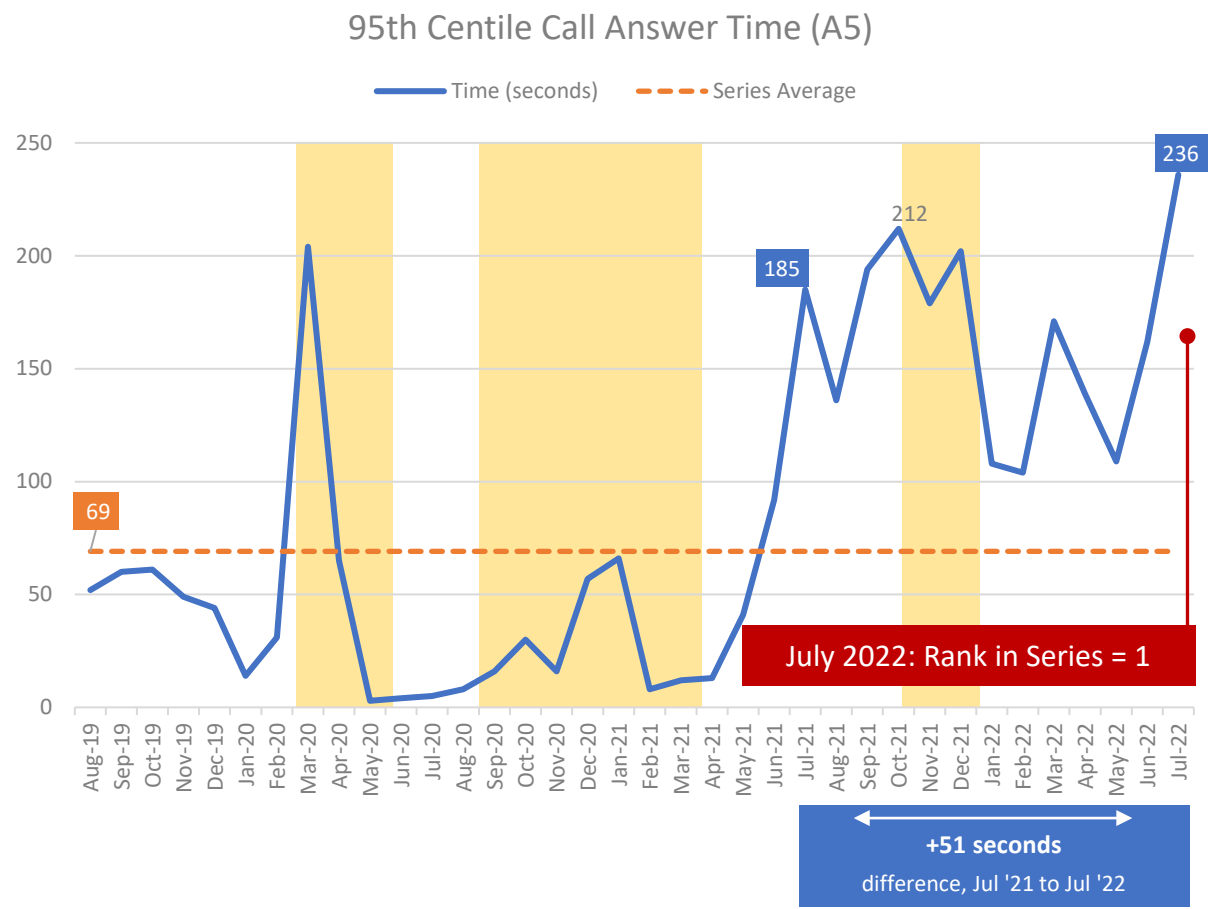
7. Demand: Call Answer Time (999, Measures A3 and A5)

The mean answer time for 999 calls exceeded one minute in July. It increased 28 seconds from June to reach 64 seconds - the longest time to date by some margin. The 95th Centile answer time followed the same pattern: it increased by 74 seconds to nearly four minutes in July, again the slowest to date.

1. Mean



2. 95th Centile

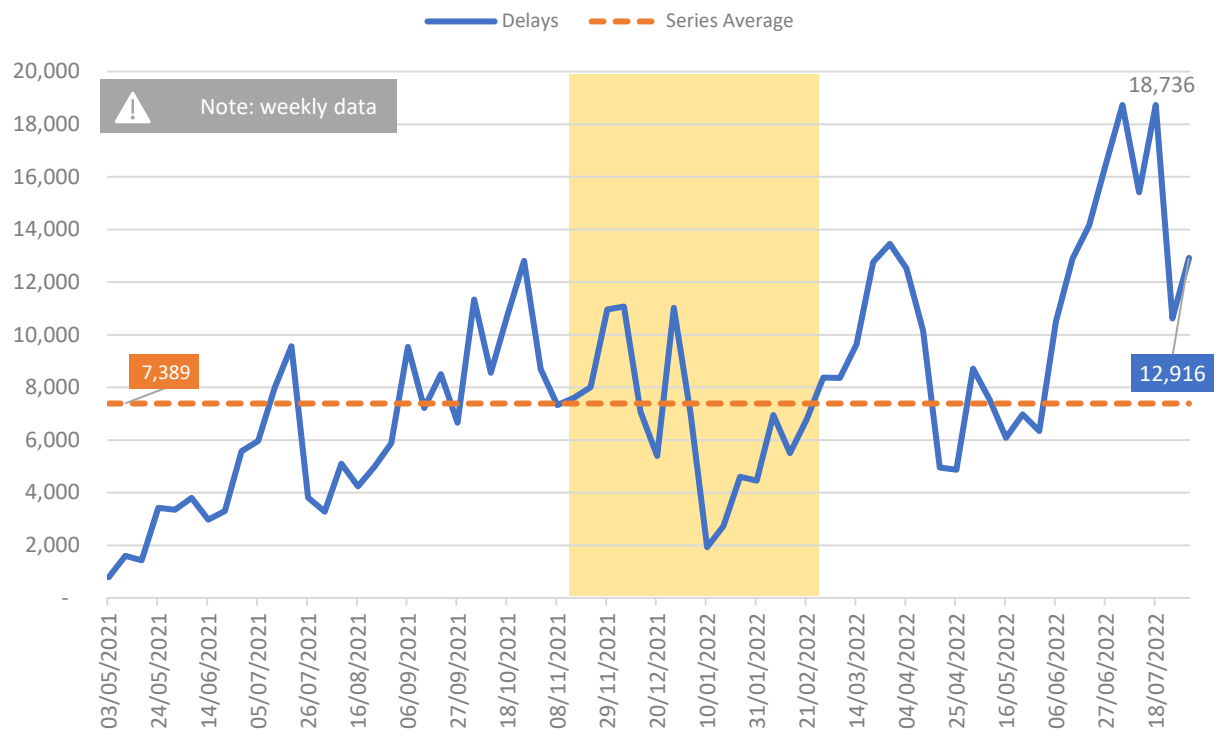


8. Call Delays over 2 minutes and Network Partner Connections (weekly data, source BT)

The volume of call-delays of 2 minutes or longer peaked in July, reaching 18.7k in the first week of the month, and totalling around 63k for the month overall. Network Partner Connections also reached a weekly series high during July (3,789) with over 10k across the month.

1. Call Answer Delays (2 mins+)

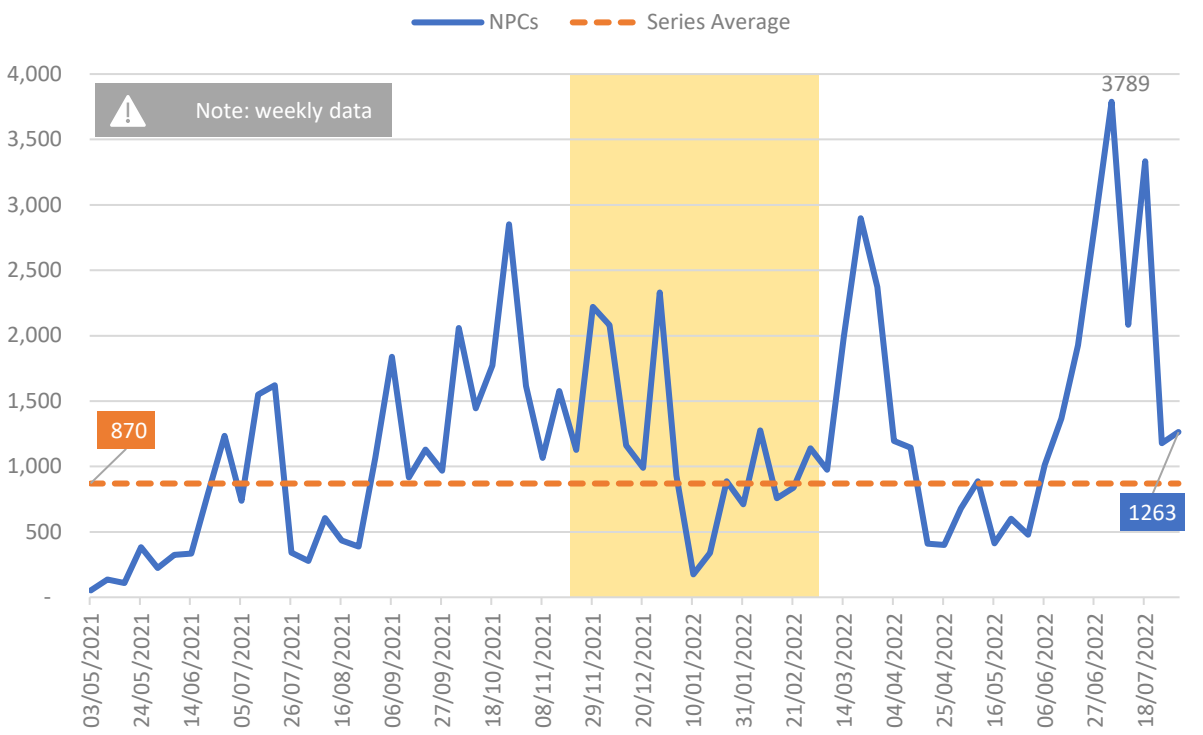
Volume of 2 min Call Delays from May 2021



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

2. Network Partner Connections

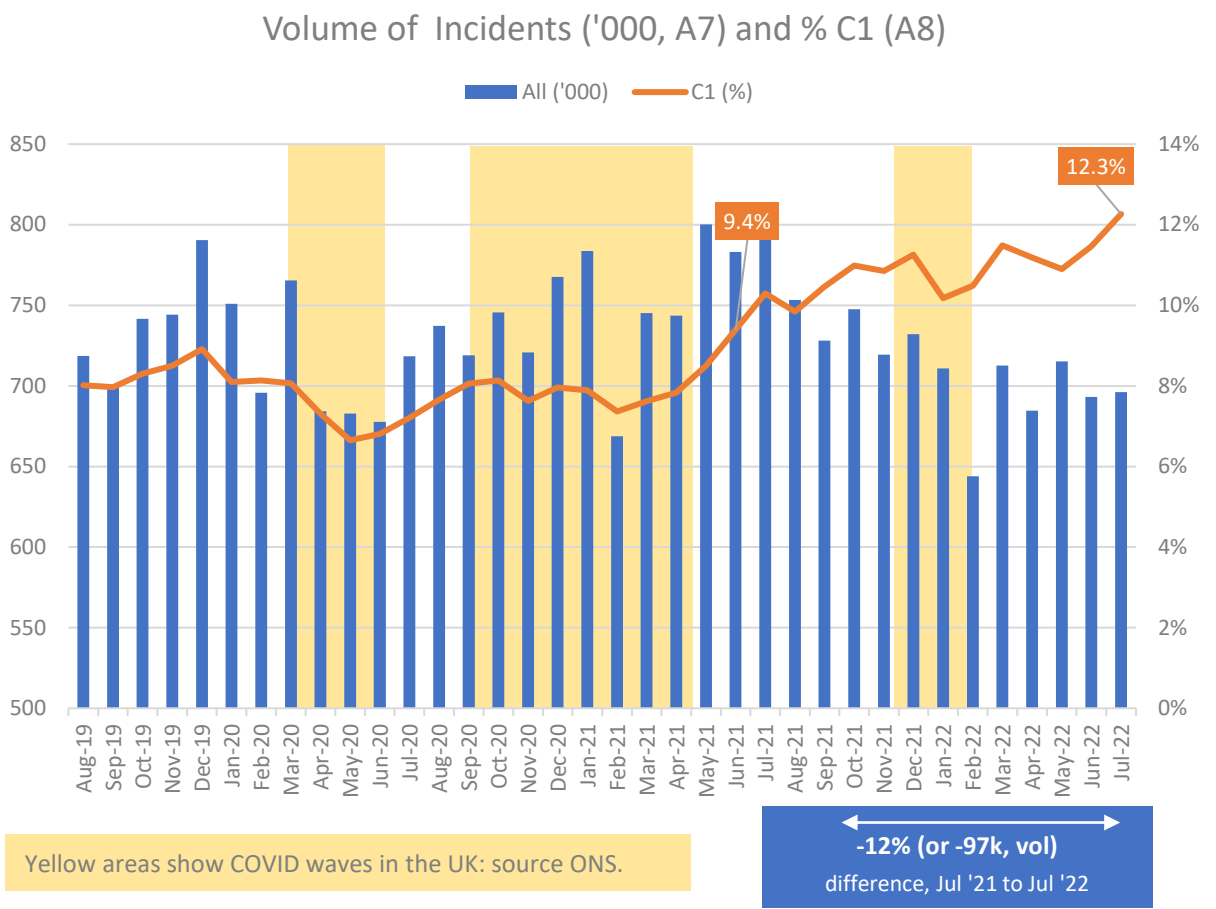
Total Connections from May 2021



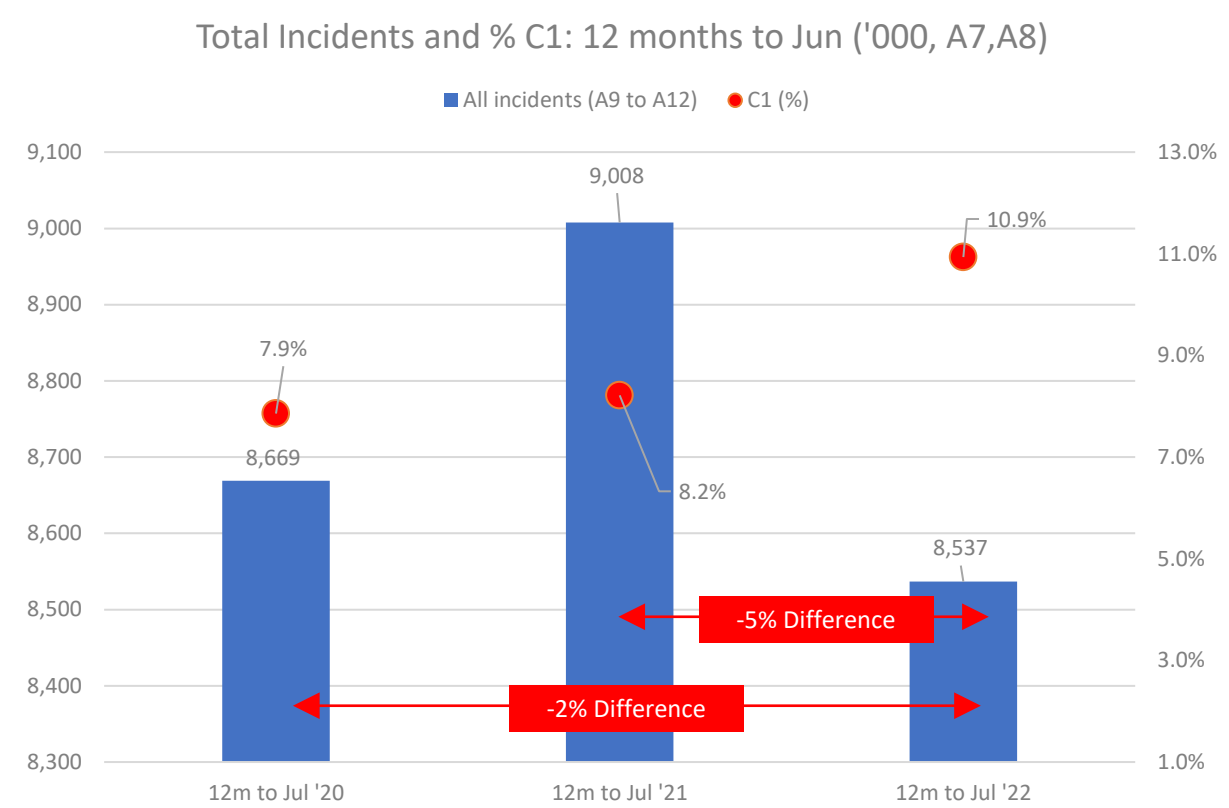
9. Demand: All Incidents (A7) and Proportion C1 (A8)

Overall incidents increased by 3k July (to 696k). While this volume is lower than July 2021, the mix of incidents continues to change with the most serious accounting for a growing proportion. C1 incidents have increased from 7% of incidents in 2019 to over 12% today, while C3&4 incidents combined have fallen from 26% to 16%, with C4 alone accounting for just 0.6% of incidents in July 2022.

1. Monthly volume of Incidents and Proportion that are C1



2. Annualised Data

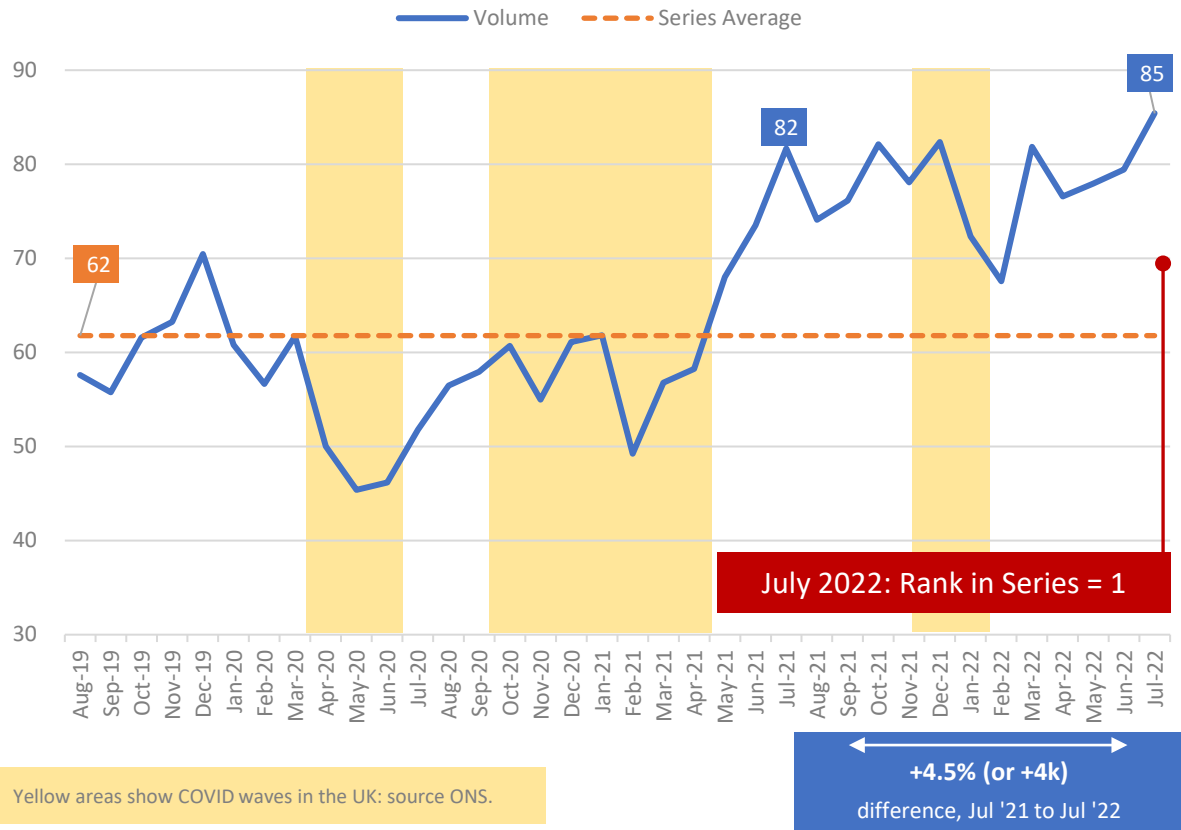


10. Demand: C1 Incidents (A8)

July saw the most C1 incidents recorded to-date with over 85k incidents across the month, or 2,755 every day. In the 12 months to July 2022 there were over 933k C1 incidents, around 193k more than the previous period and 253k more than in the 12 months to July 2020.

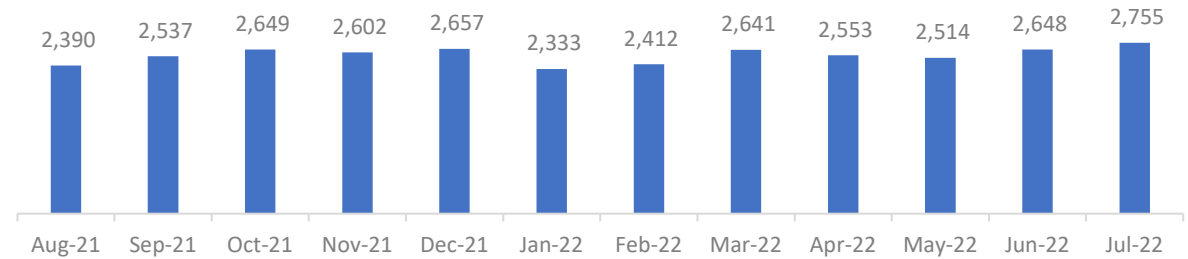
1. Monthly

Volume of C1 Incidents ('000, A8)



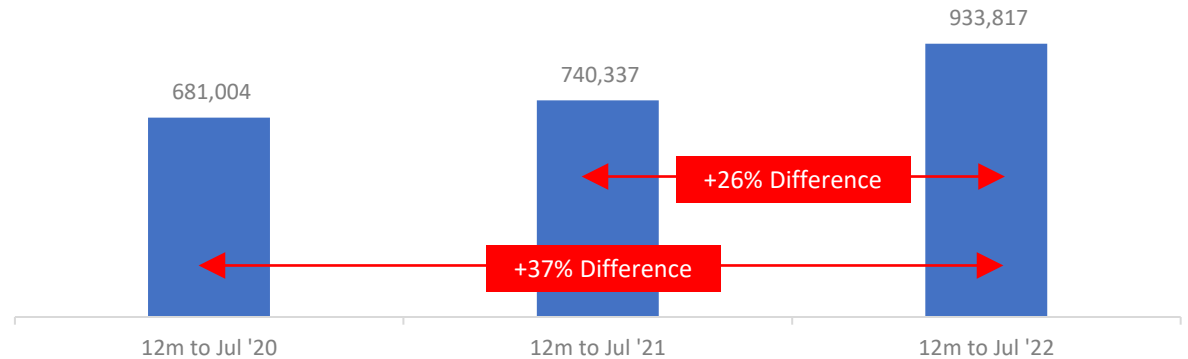
2. Daily Average

C1 Volume, Daily Average



3. Annualised Data

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

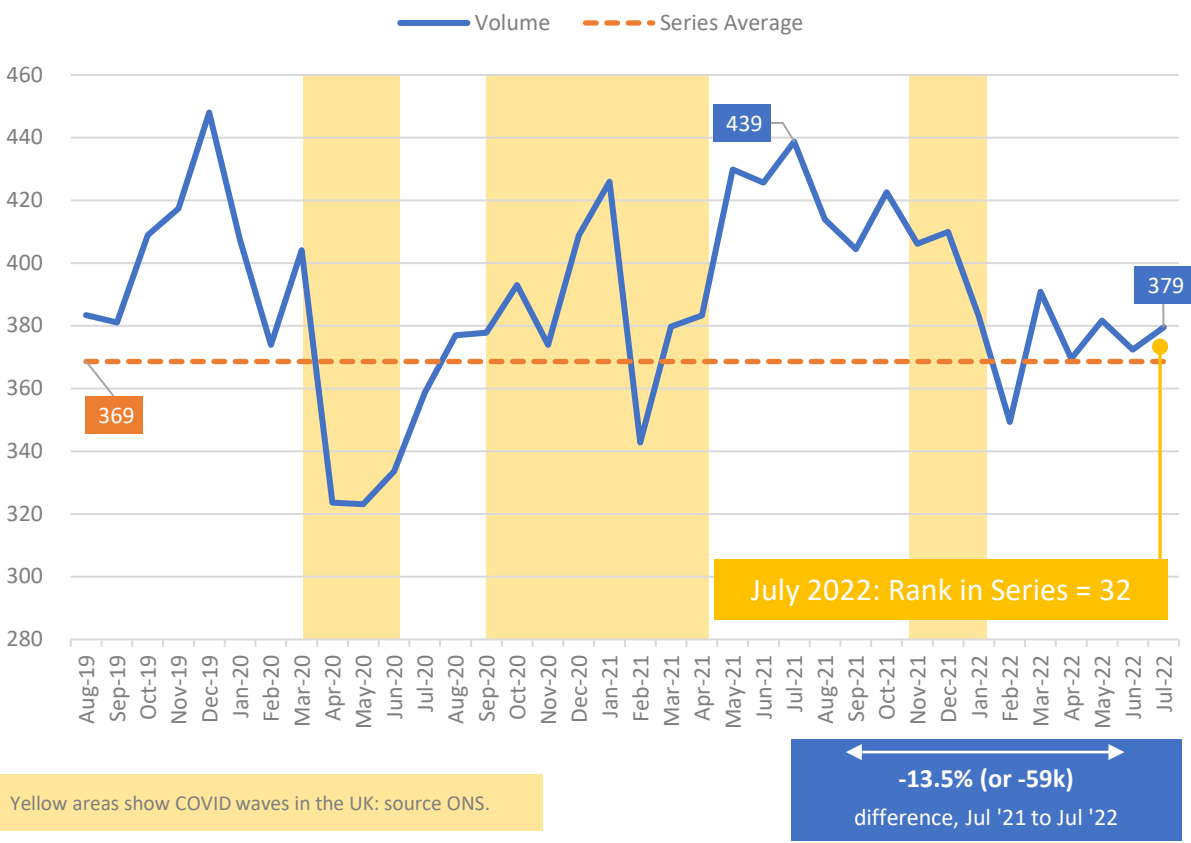


11. Demand: C2 Incidents (A10)

In July 2022, the C2 volume continued to trend just above the series average, with an increase of 7k incidents. The overall volume (379k) averages out at 12k each day, or over 500 every hour. Annualised volumes are higher now than in 2020 (by 120k), but lower than the same period last year (by 73k).

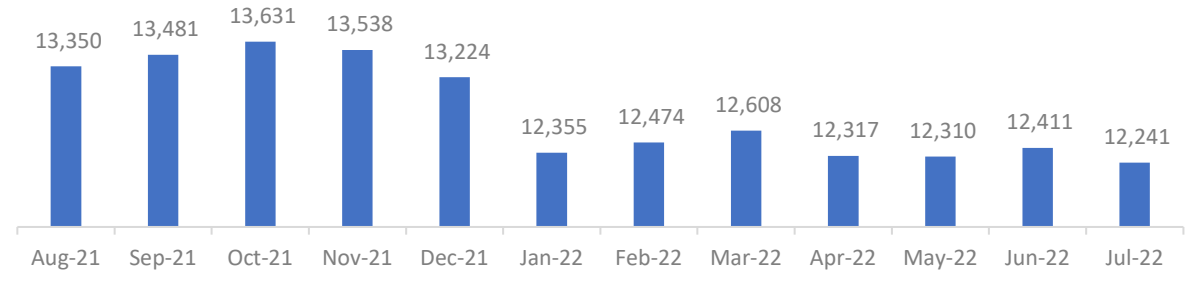
1. Monthly

Volume of C2 Incidents ('000, A10)



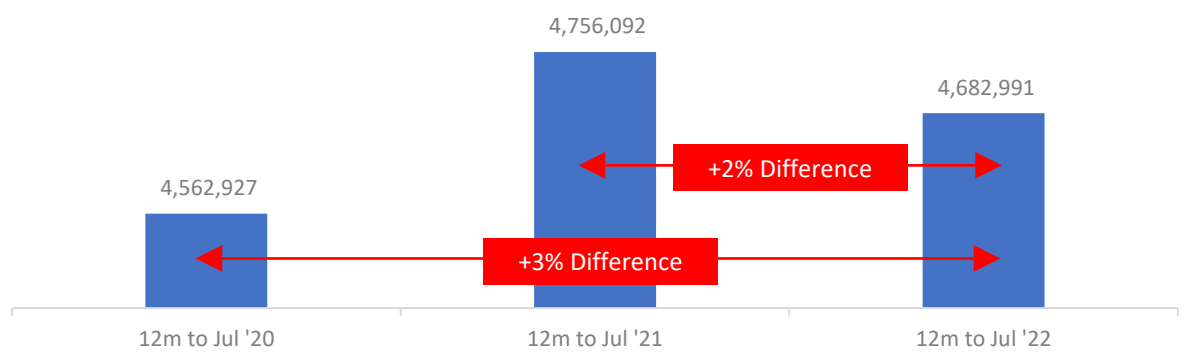
2. Daily Average

C2 Volume, Daily Average



3. Annualised Data

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

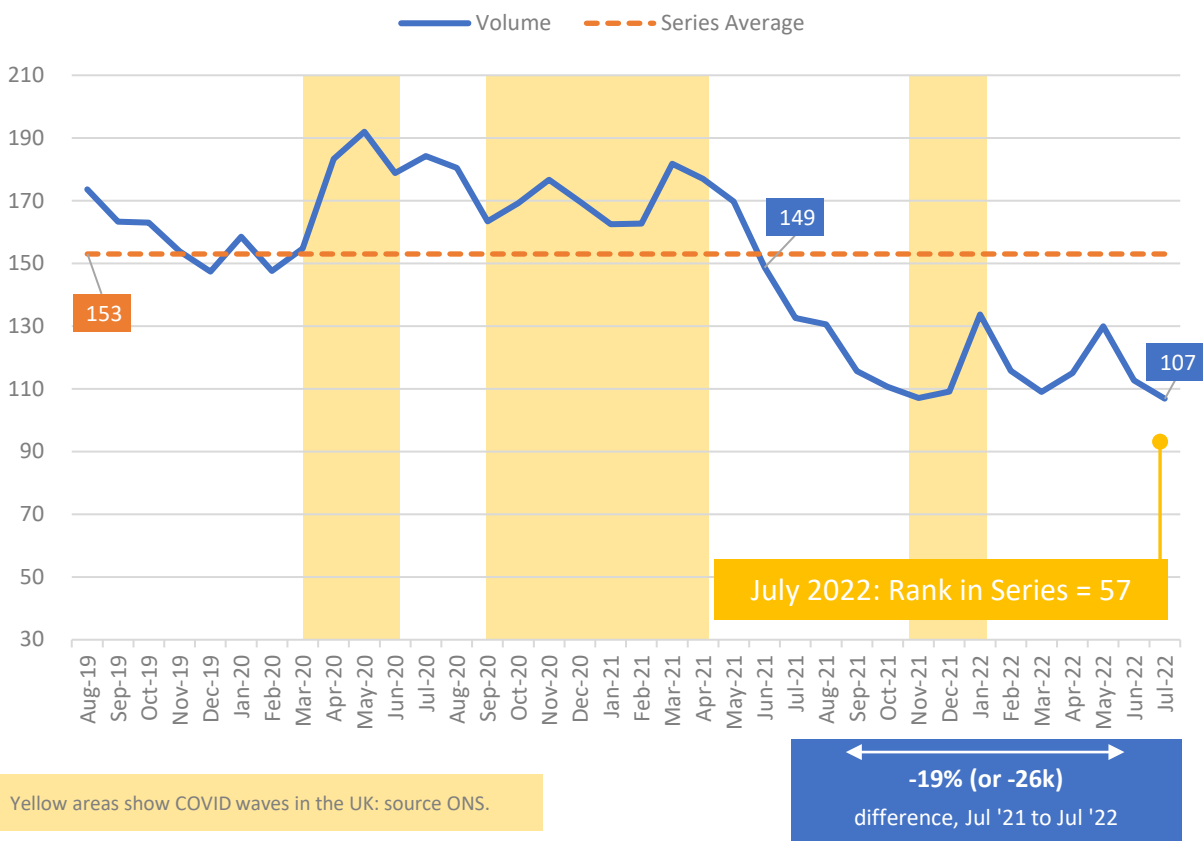


12. Demand: C3 Incidents (A11)

C3 incidents continued to decrease, dropping 6k incidents in June to reach 107k. The long term fall in volume is reflected in the annualised data, which shows a more marked decrease in the most recent 12 months.

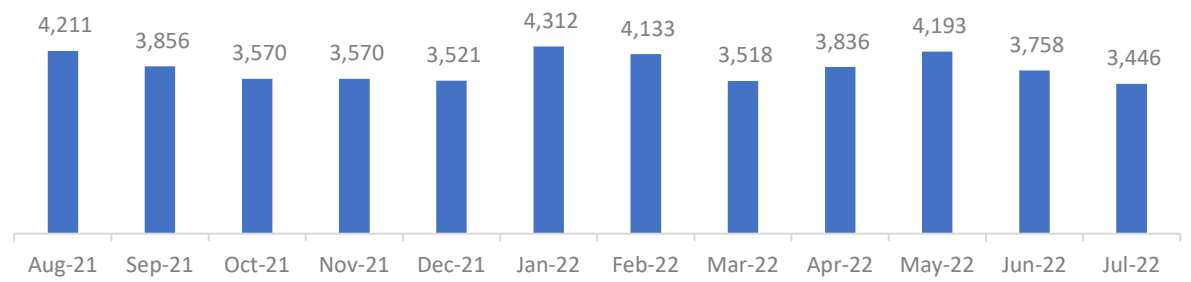
1. Monthly

Volume of C3 Incidents ('000, A11)



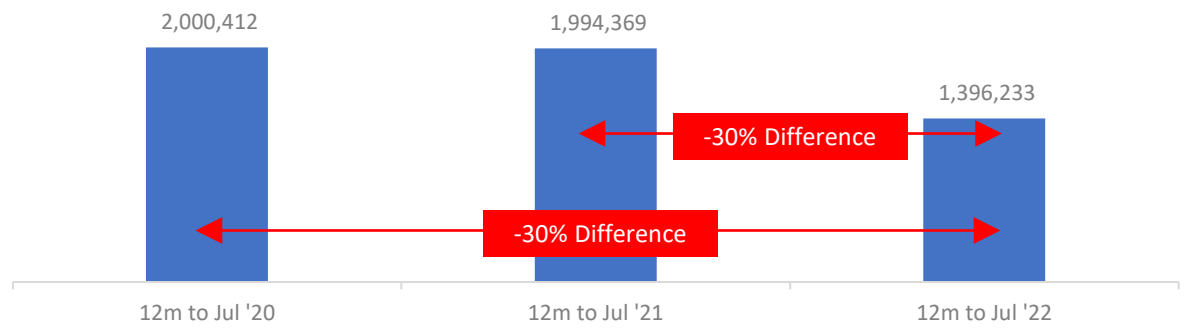
2. Daily Average

C3 Volume, Daily Average



3. Annualised Data

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

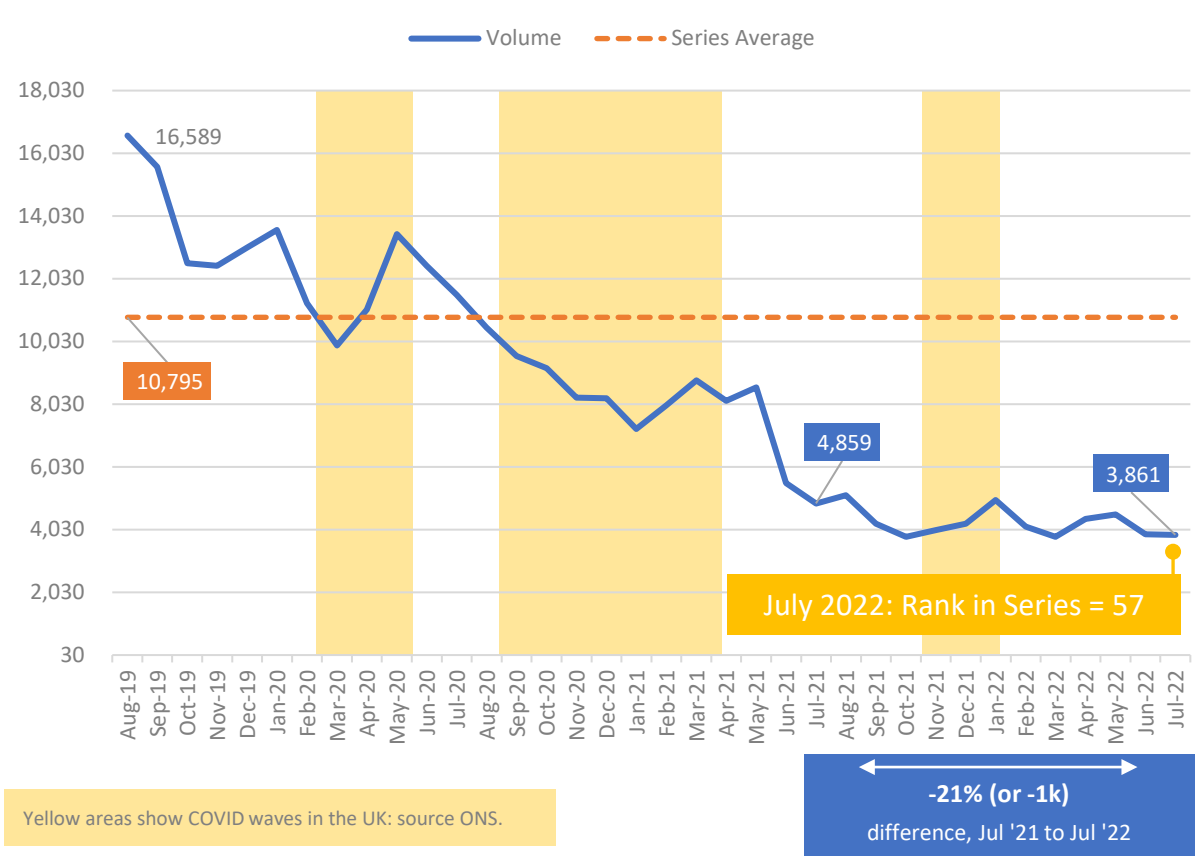


13. Demand: C4 Incidents (A12)

Volume of C4 incidents decreased to 3.8k in July 2022. This is 1k lower than the same month last year. As with C3, the decrease in C4 incidents is especially notable in the annualised data with the most recent 12 month period representing just a third of the volume two years ago.

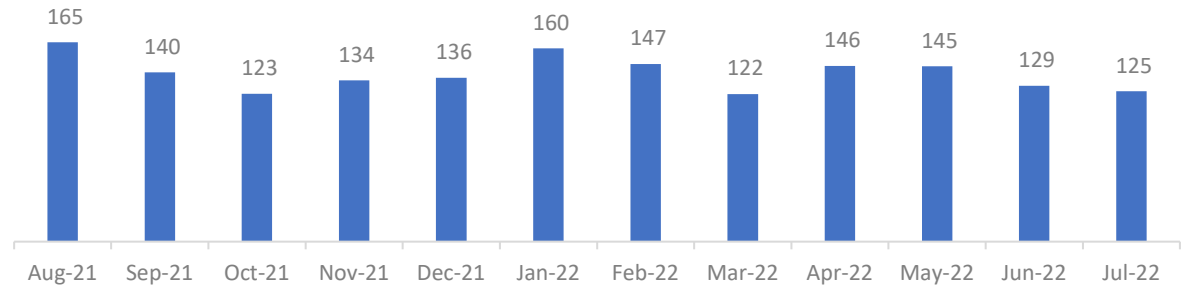
1. Monthly

Volume of C4 Incidents (A12)



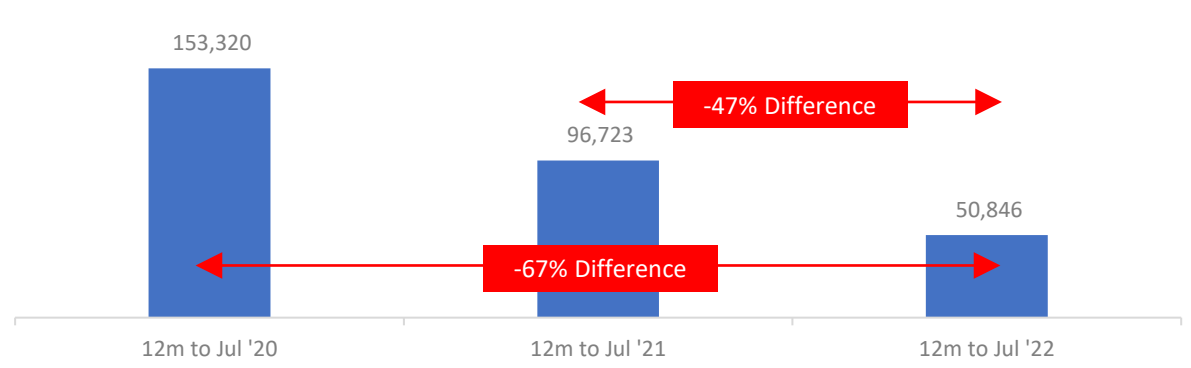
2. Daily Average

C4 Volume, Daily Average



3. Annualised Data

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

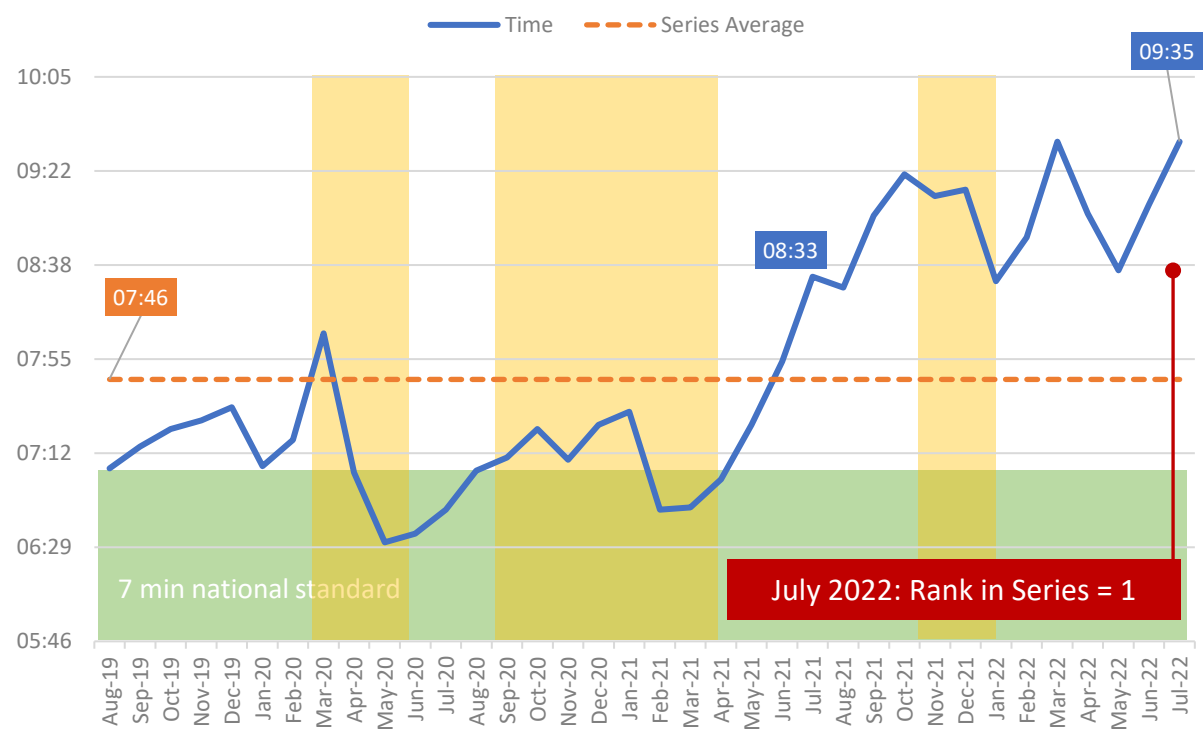


14. Demand: C1 Response Times (Measures A25 and A26)

C1 response times were their slowest to-date in July 2022. Mean response time increased to 9 minutes 35 seconds – this measure has now been slower than the national standard of 7 minutes since April 2021. The 90th Centile measure has not met the national standard of 15 minutes since July 2021: in July 2022 it increased by over 50 seconds to reach 16 minutes and 55 seconds.

1. Mean

Mean C1 Response Time (mm:ss, A25)

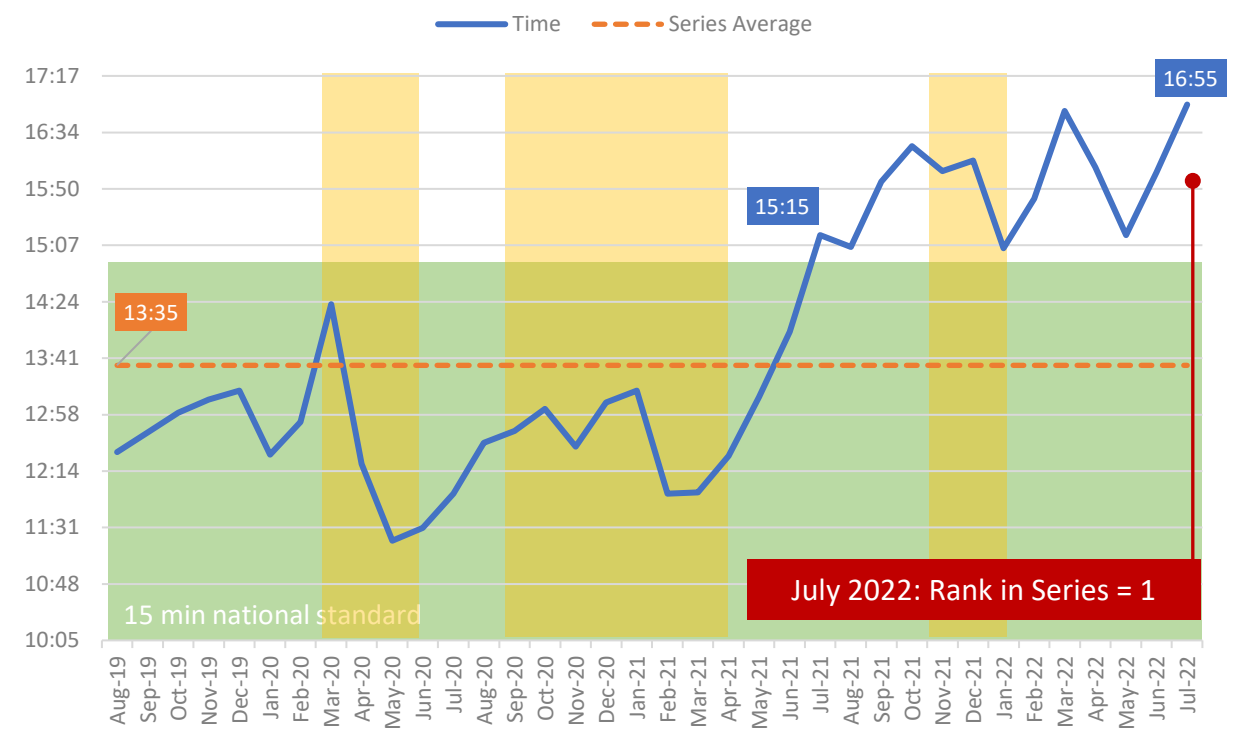


Yellow areas show COVID waves in the UK: source ONS.

+01:02
difference, Jul '21 to Jul '22

2. 90th Centile

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



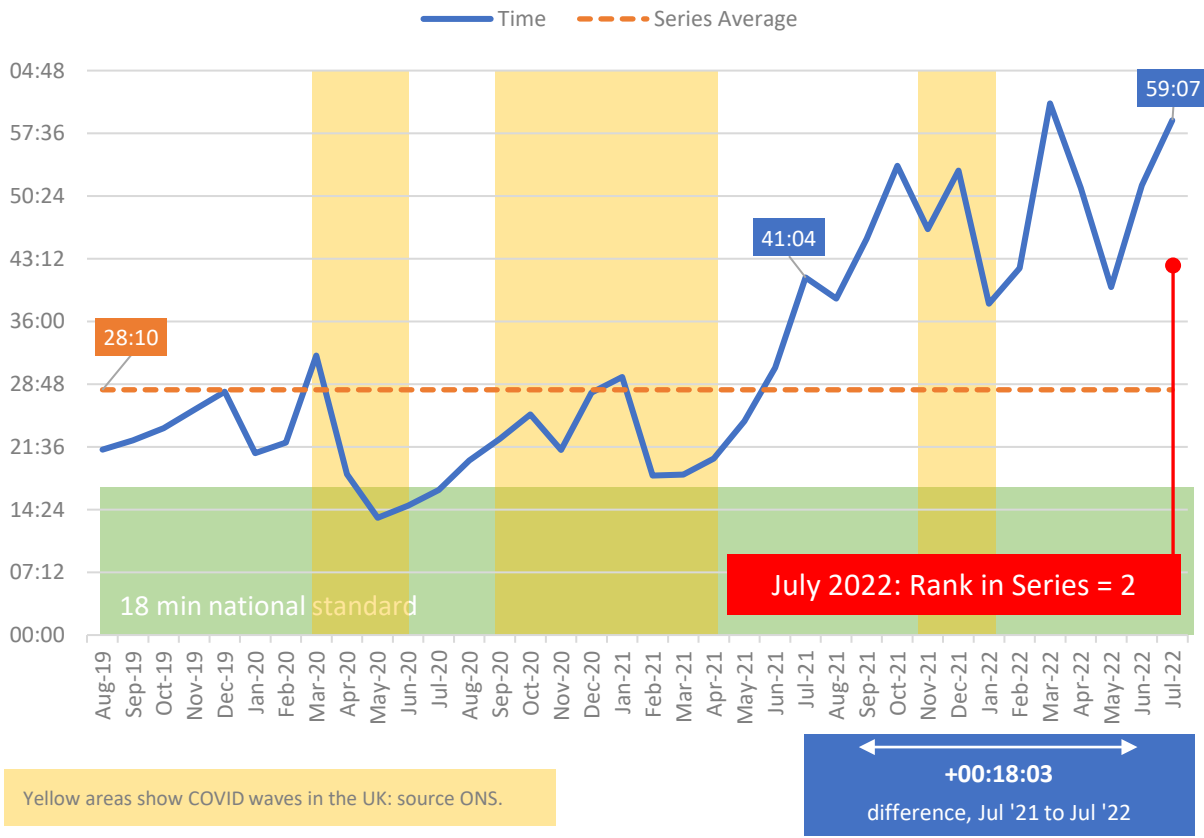
+01:40
difference, Jul '21 to Jul '22

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

C2 response times increased for the second time since May, taking both Mean and 90th Centile measures to their second slowest to-date. Mean time was 18 minutes slower than the same time last year, and has exceeded its national target since August 2020. The 90th Centile measure is 44 minutes slower than July 2021 and is currently 90 minutes slower than the national standard of 40 minutes.

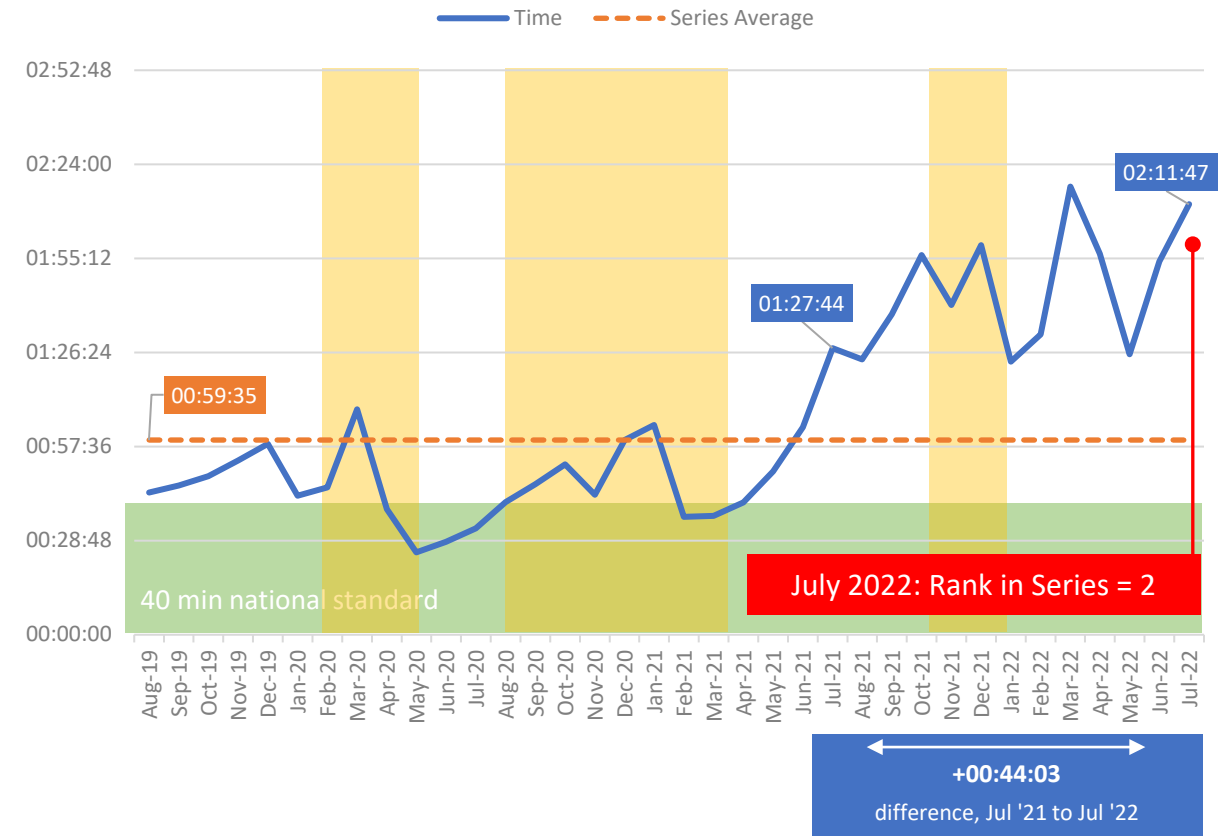
1. Mean

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



2. 90th Centile

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

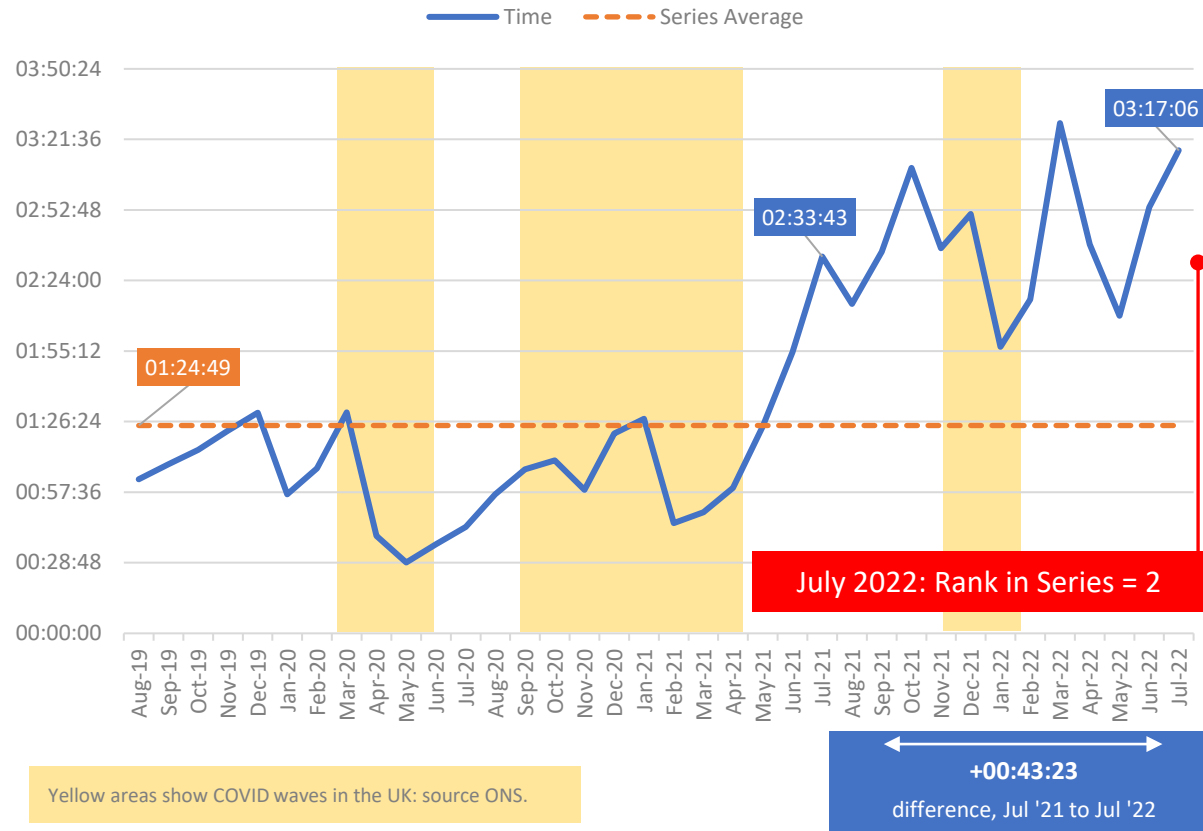


16. Demand: C3 Response Times (Measures A34 and A35)

In July, both C3 measures recorded the second slowest response time to-date. Mean time exceeded 3 hours for the second time this year. Against a national standard of 2 hours, the 90th Centile response time was well over 8 hours – 2 hours slower than the same time last year.

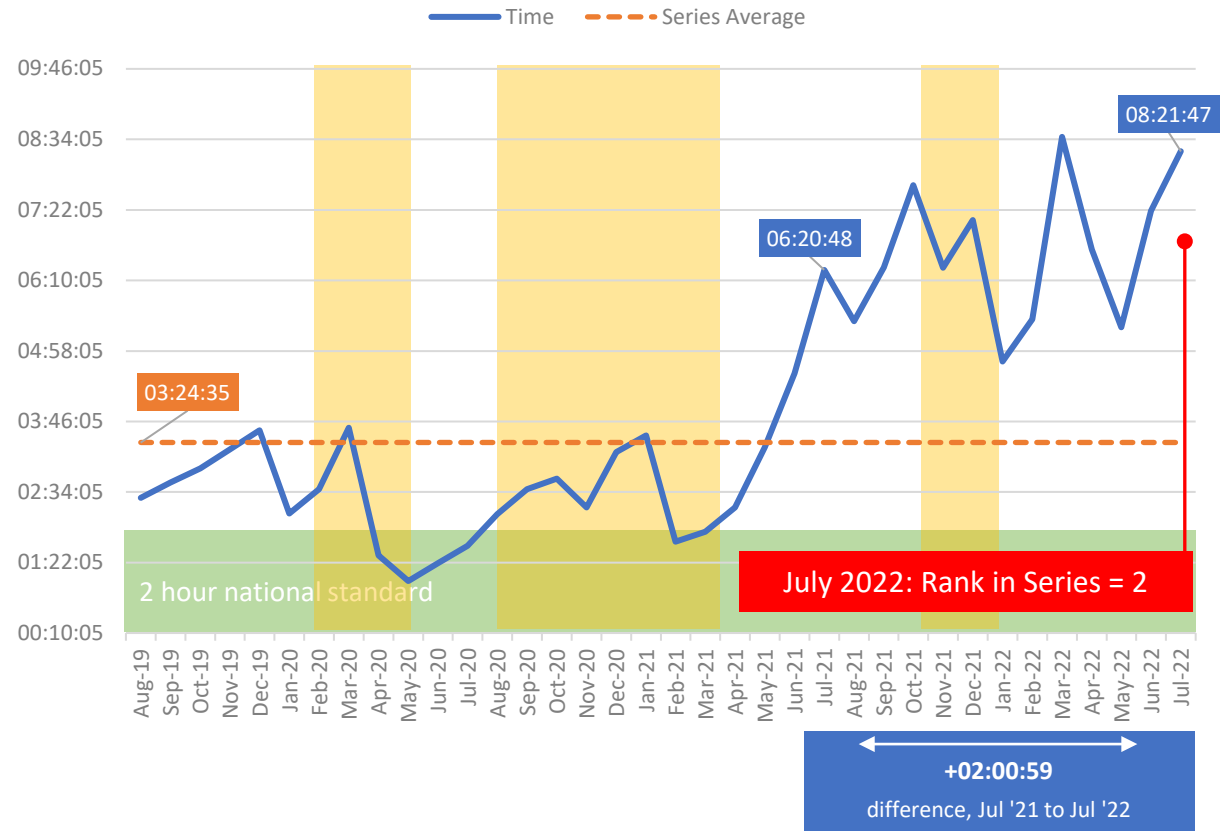
1. Mean

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



2. 90th Centile

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

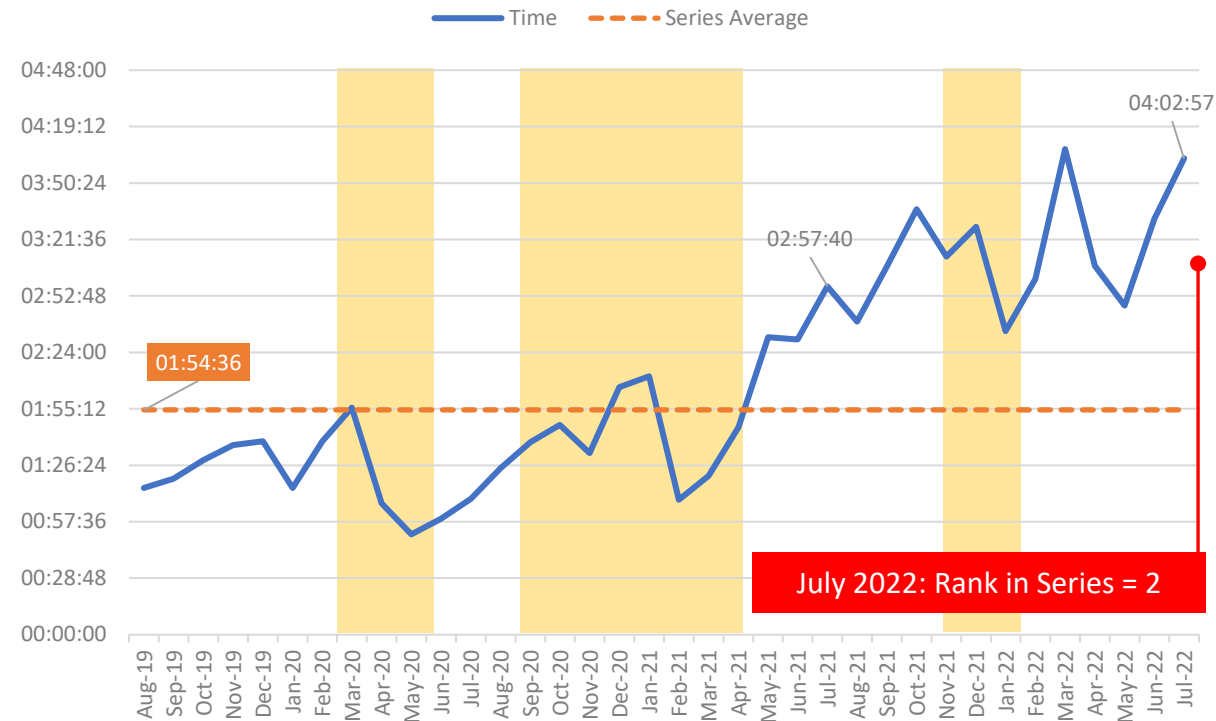


17. Demand: C4 Response Times (Measures A37 and A38)

Response times for C4 incidents both increased between June and July, with the Mean time adding 30 minutes and the 90th Centile time adding an hour. The Mean response time was over an hour slower than in July 2021 and the 90th Centile time 3 hours slower, the latter reaching nearly 10 hours versus a national standard of 3 hours.

1. Mean

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

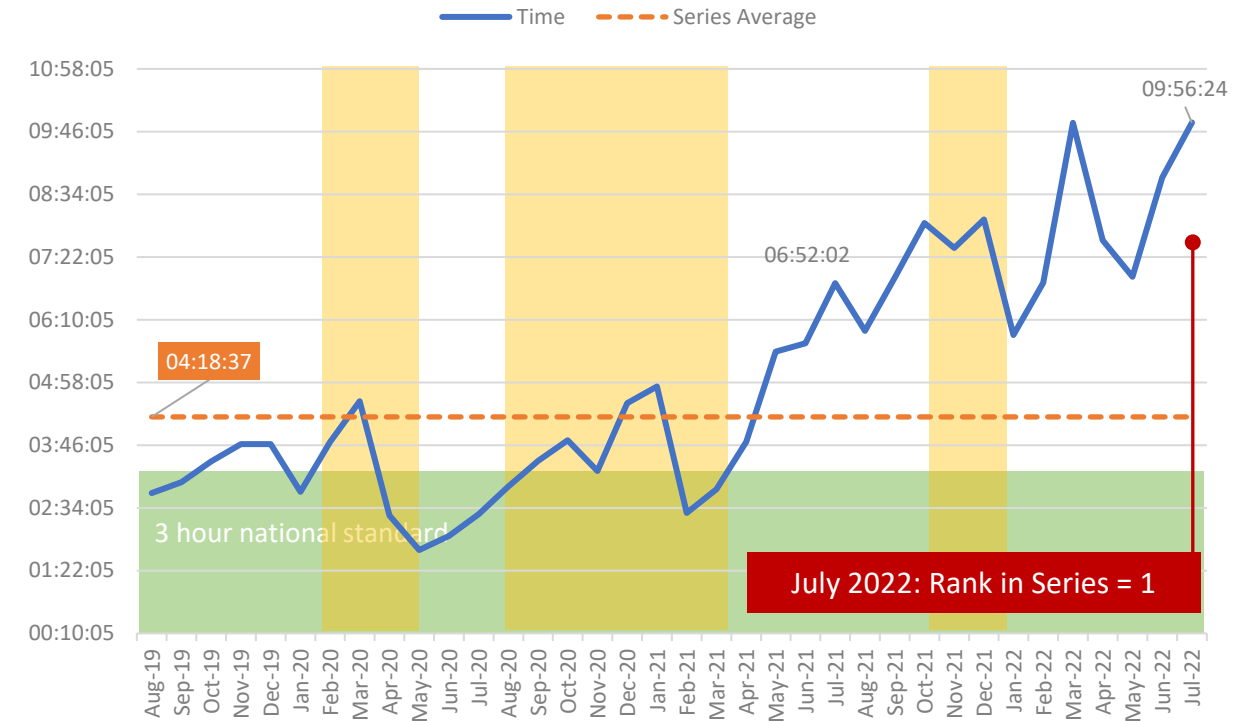


Yellow areas show COVID waves in the UK: source ONS.

+01:05:17
difference, Jul '21 to Jul '22

2. 90th Centile

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



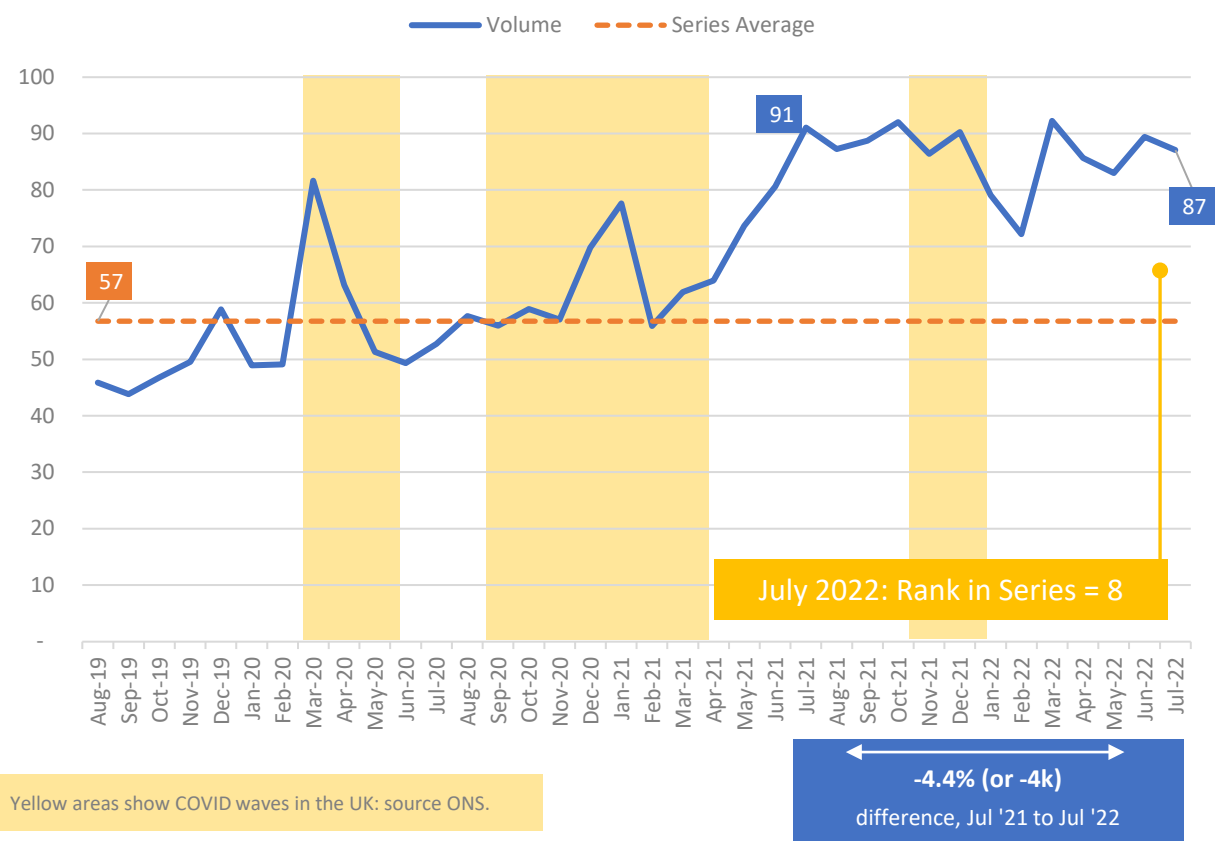
+03:04:22
difference, Jul '21 to Jul '22

18. Hear and Treat (measure A17)

Hear and Treat incidents decreased slightly in July, dropping to 87k from 89k in June. The annualised data continues to show a steady increase, with 230k more incidents in the most recent period compared with the previous 12 months.

1. Monthly

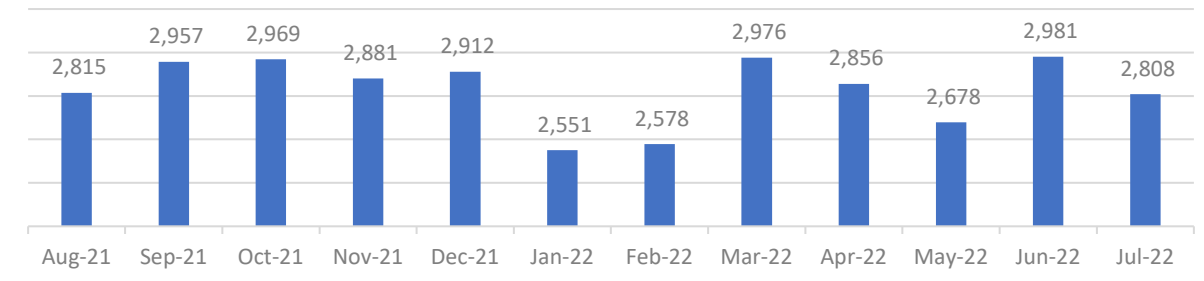
Volume of Hear and Treat ('000, A17)



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

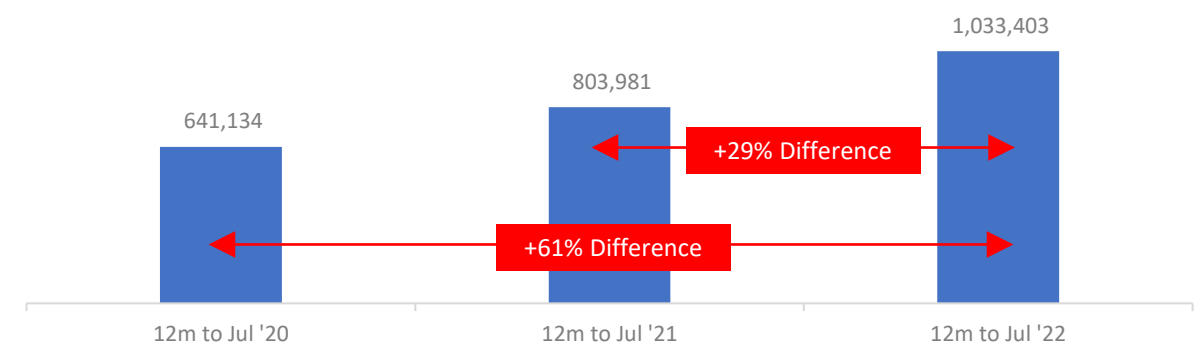
2. Daily Average

Hear and Treat, Daily Average



3. Annualised Data

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

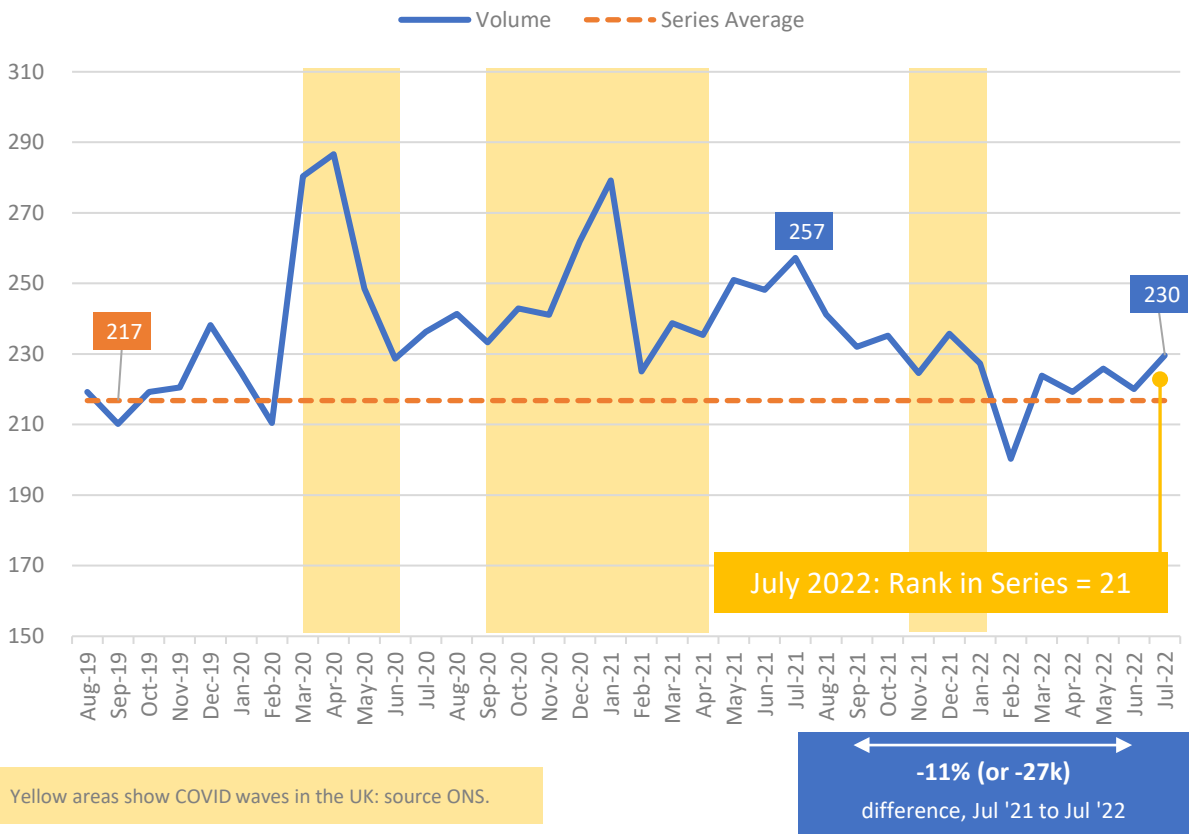


19. See and Treat (measure A55)

There was an uptick in See and Treat incidents in July, with the total reaching 230k (from 217 in June). This is 27k fewer than in July 2021, while the annualised data showing a drop of 240k incidents between the previous and most recent period.

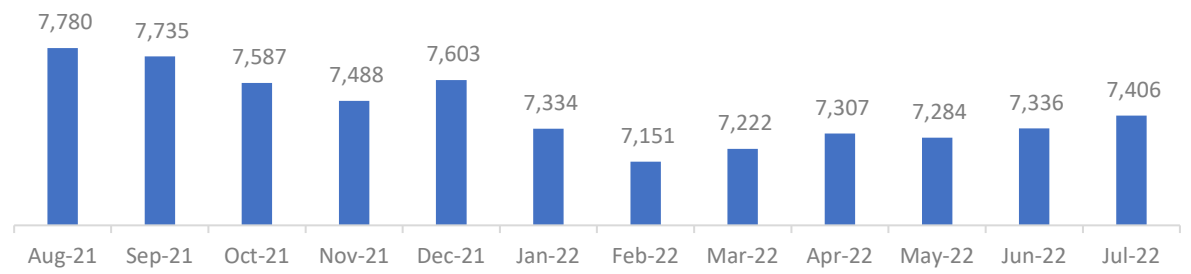
1. Monthly

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



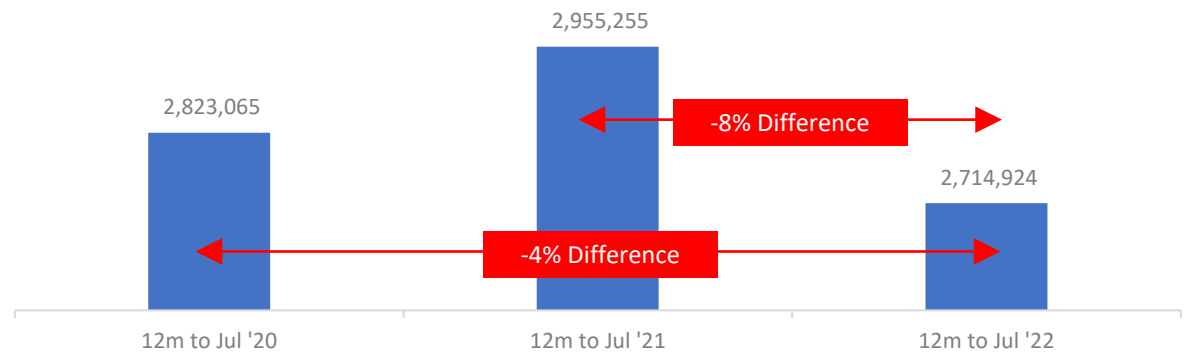
2. Daily Average

See and Treat, Daily Average



3. Annualised Data

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

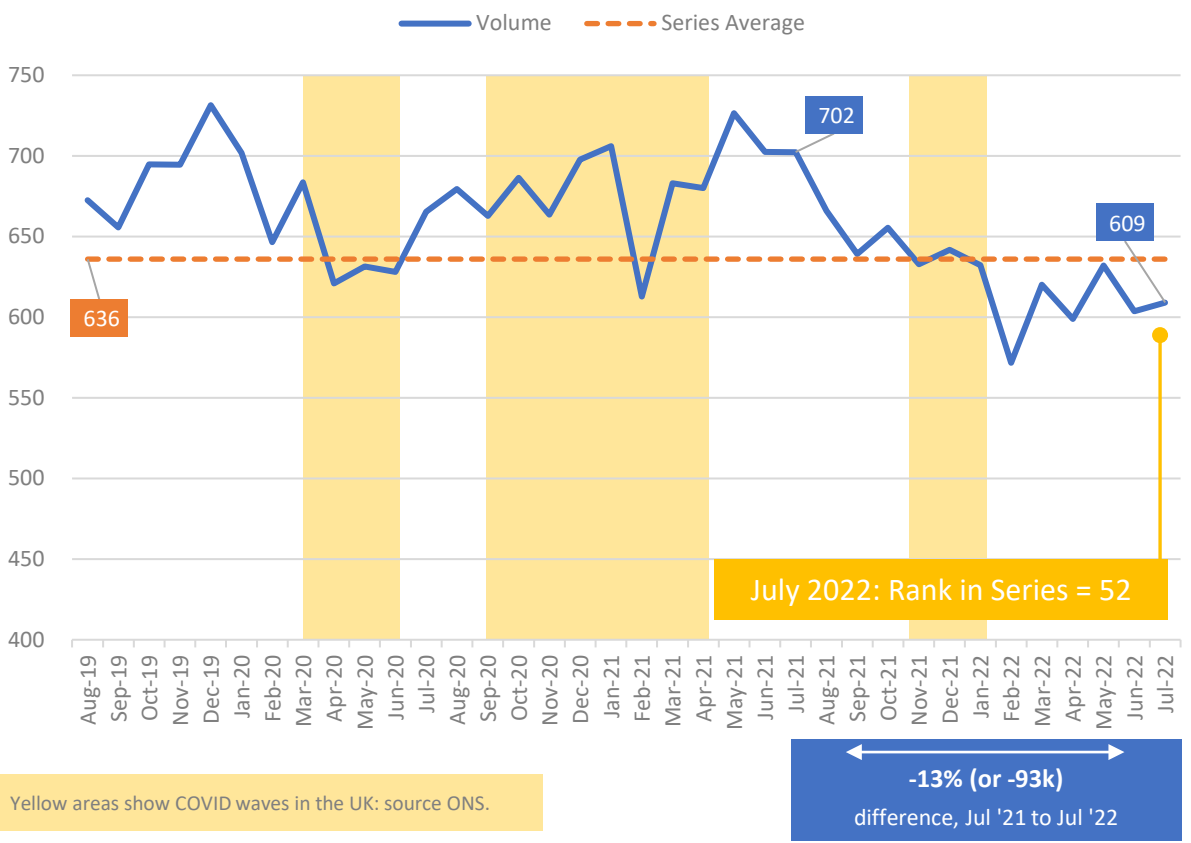


20. Face to Face (measure A56)

Face to Face incidents remains below the series average, although the most recent month saw an increase of 5k incidents, to reach 609k. This volume has been decreasing steadily since May 2021.

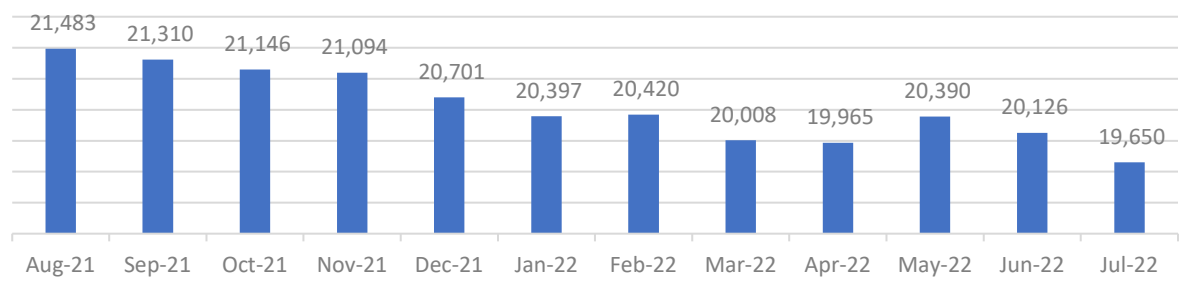
1. Monthly

Volume of F2F Responses ('000, A56)



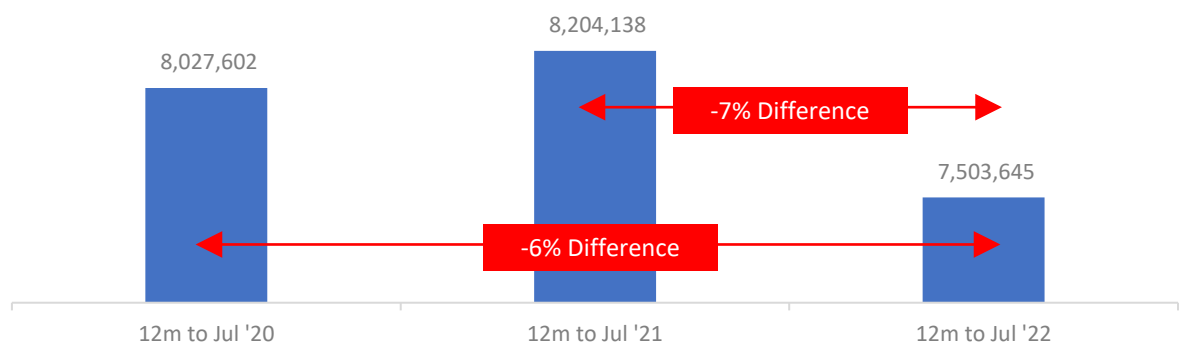
2. Daily Average

F2F, Daily Average



3. Annualised Data

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

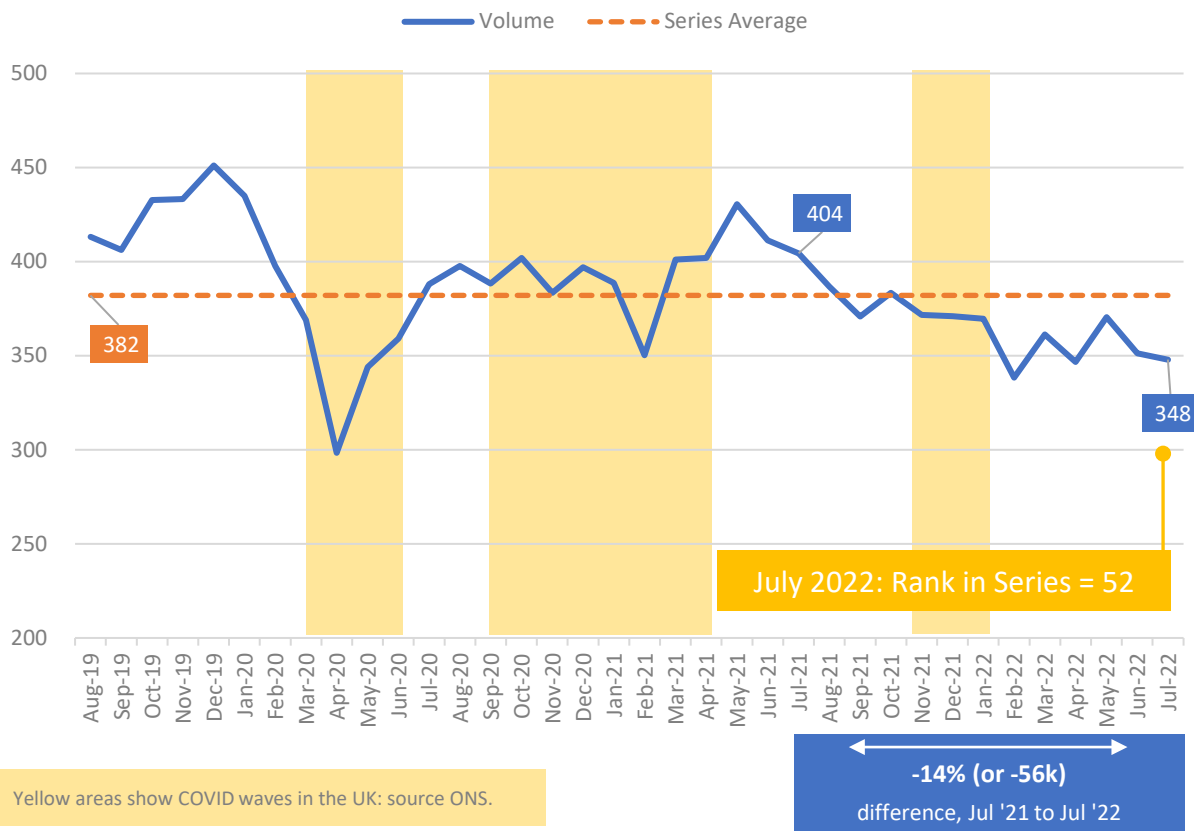


21. Transport to Emergency Departments (measure A53)

From 351k incidents in June, the volume of patients transported to EDs decreased to 348k in July, 56k fewer than the same time last year. The annualised trend highlights this decrease in volume, with 240k fewer incidents in the most recent 12 months.

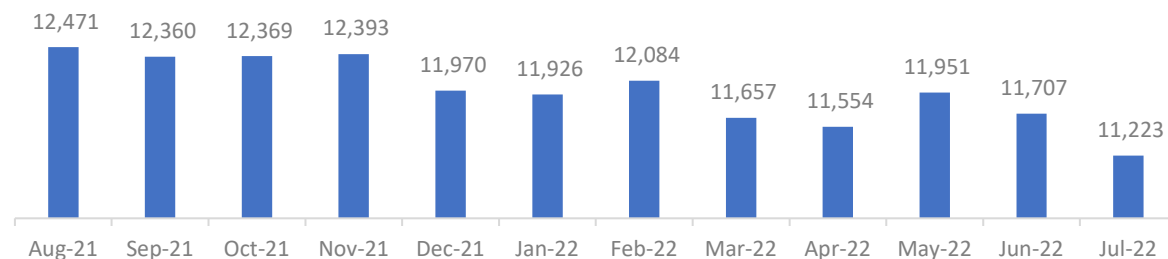
1. Monthly

Incidents with Transport to ED ('000, A53)



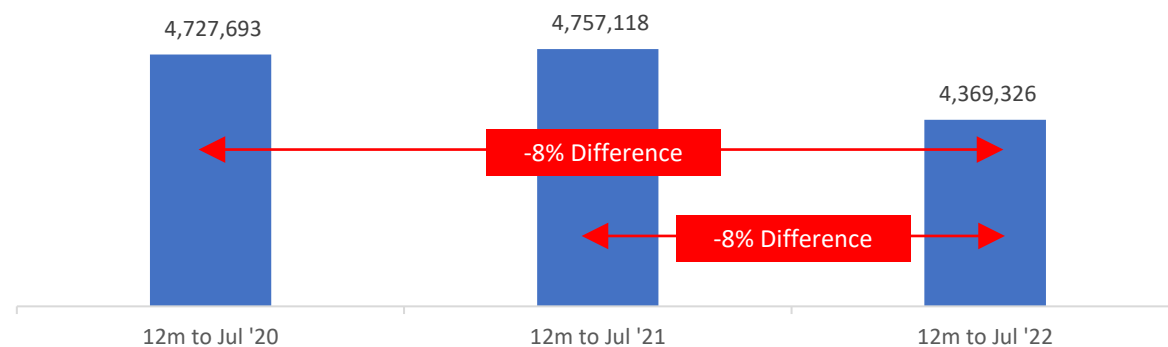
2. Daily Average

Transport to ED, Daily Average



3. Annualised Data

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

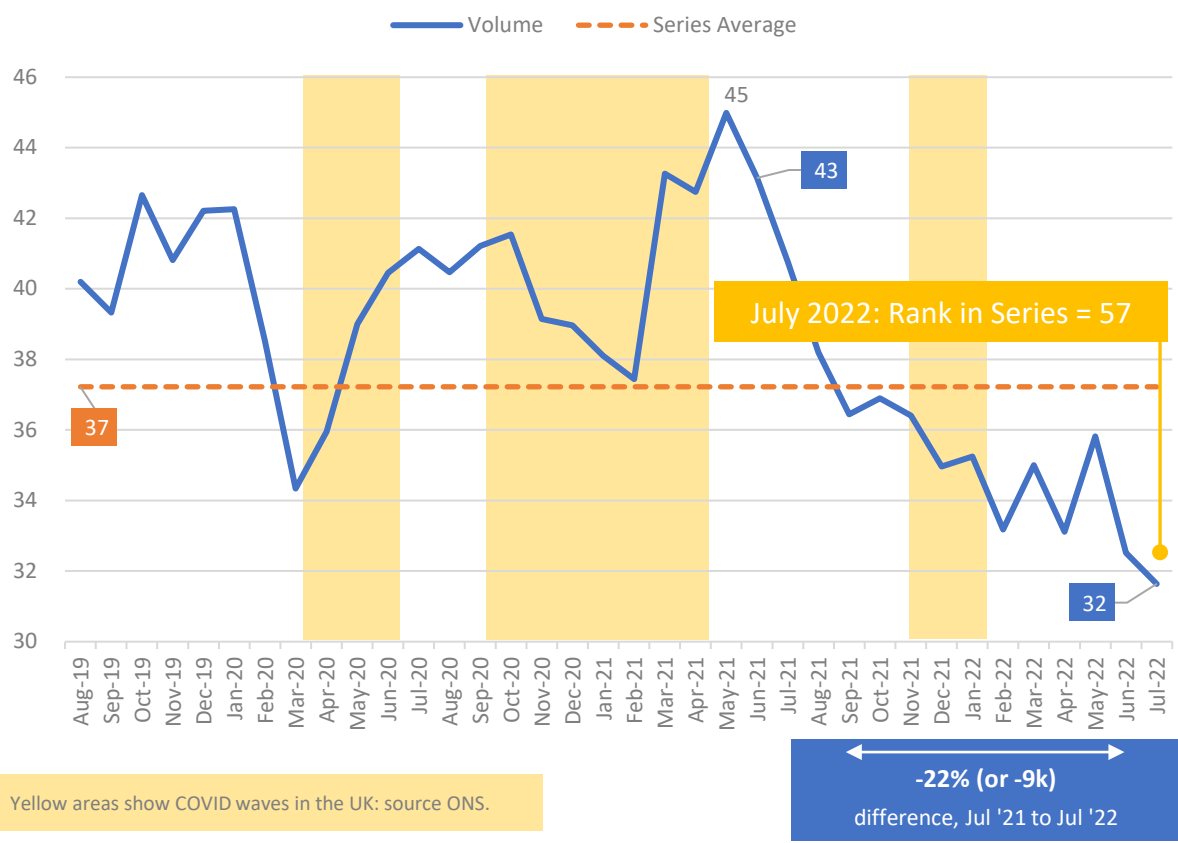


22. Transported to Destination other than ED (measure A54)

Patients transported to destinations other than ED reached its lowest monthly volume to date in July, dropping from 33k in June to 32k: this is 9k fewer than July 2021 and represents a -15% difference in the annualised data between the two most recent periods.

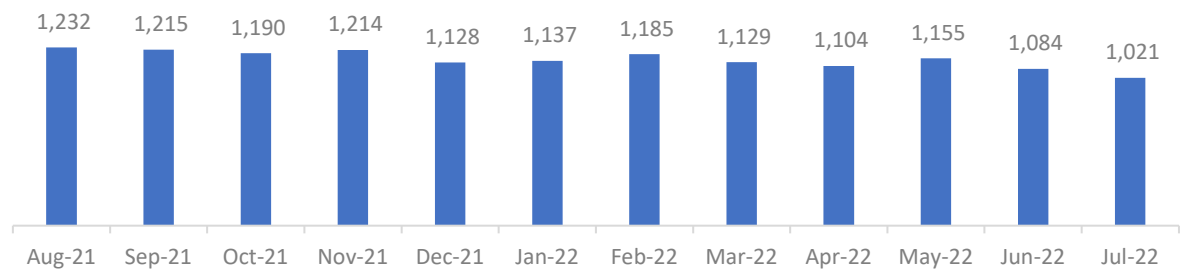
1. Monthly

Transport to Destination not ED ('000, A54)



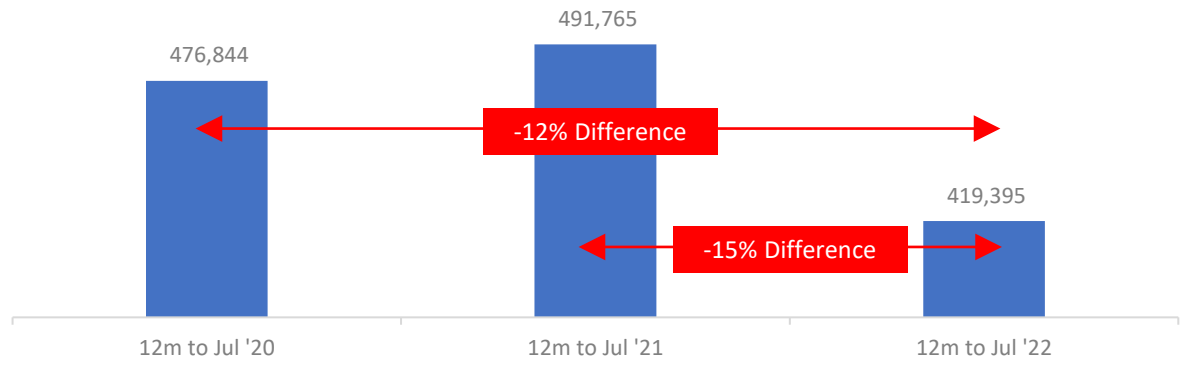
2. Daily Average

Vol of Transport/ Not ED, Daily Average



3. Annualised Data

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

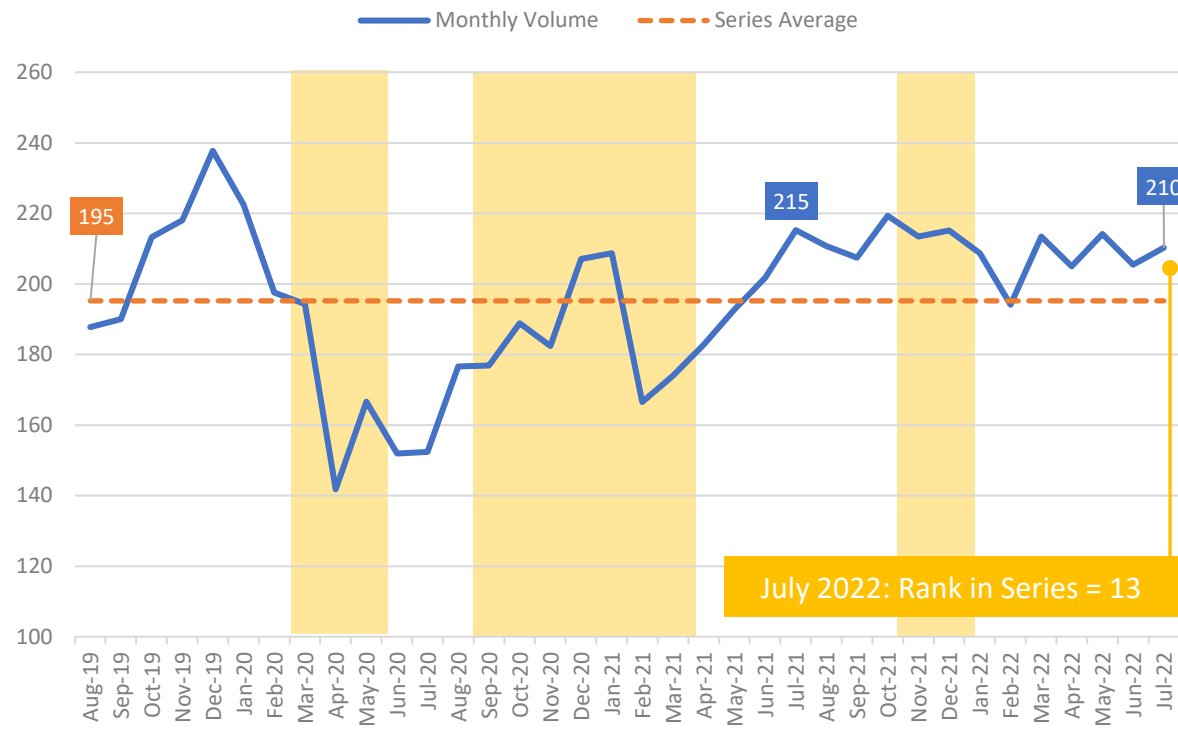


23. Handover Delays over 15 Minutes (source, NAIG)

While the overall volume of handover delays remains steady, if high (increasing by 5k to 210k in July), the volume of longer delays reached new highs. As a result, the time lost for handover delays increased to its highest level to-date, with 152k hours lost in the month. The average time lost each day reached a series high of 4,916 hours – the equivalent of over 400, 12 hour crew-shifts, and nearly 4,000 average ambulance job cycles, every day in July.

1. Delays over 15 Minutes

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

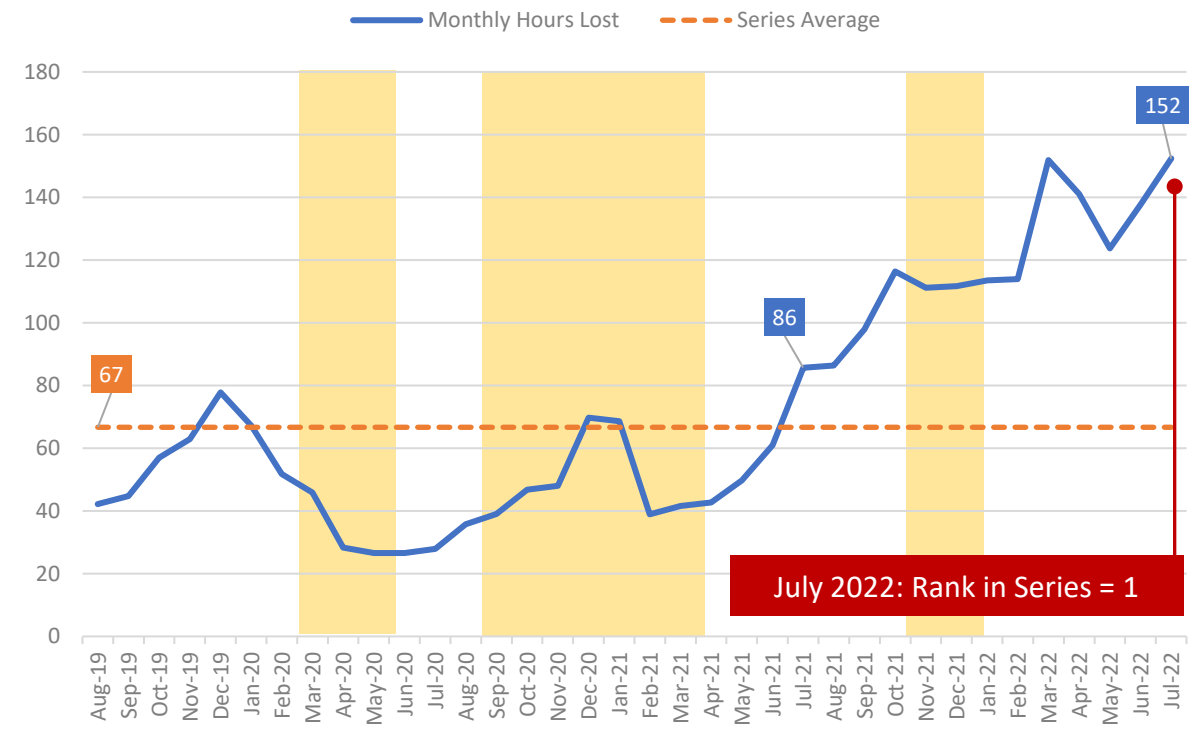


Yellow areas denote COVID waves in the UK: source ONS.

-2% (or -5k)
difference, Jul 2021 to Jul 2022

2. Hours lost for Handovers Over 15 Minutes

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



July 2022: Rank in Series = 1

+78% (or +66k)
difference, Jul 2021 to Jul 2022

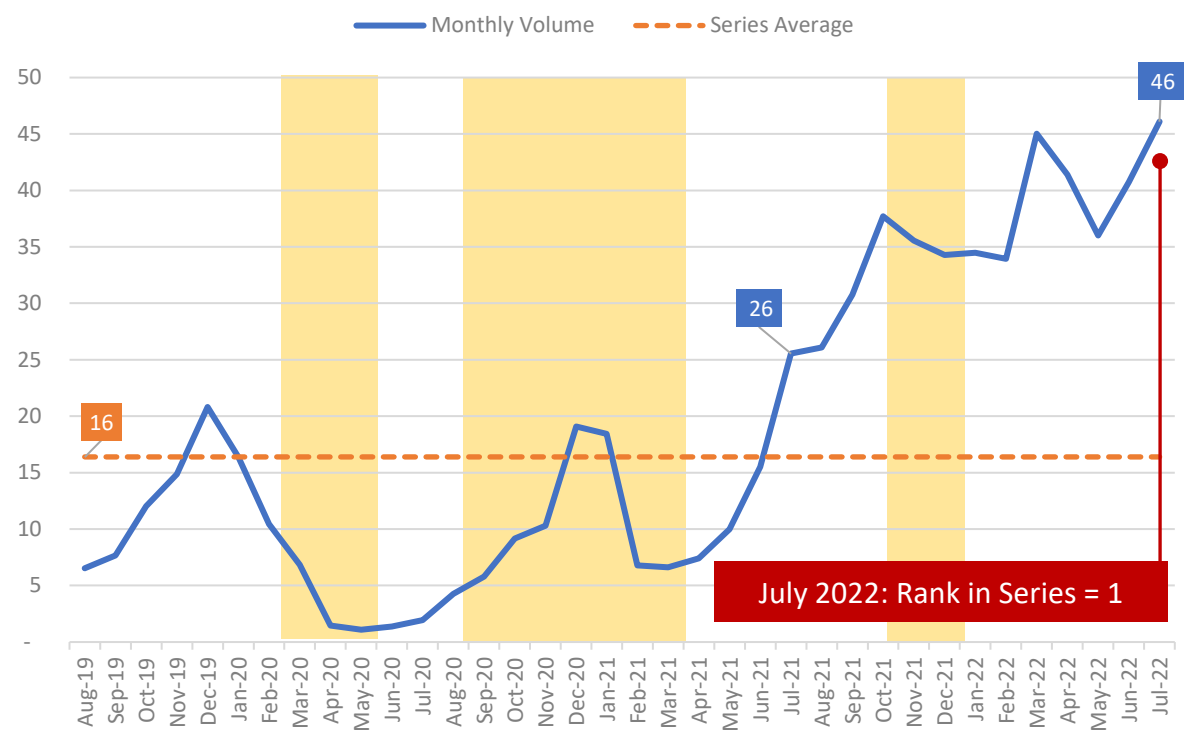


24. Handover Delays over 60 Minutes (source, NAIG)

The number of patients experiencing delays of an hour or longer grew to 46,089 in July – the highest to date, and an increase of 20k from July 2021. Hours lost to these delays reached 76,149 – the equivalent of nearly 2k job cycles every day in July. The annualised volume of these delays is over three times greater than the 12 months to July 2021 (see Appendix (ii)).

1. Delays over 60 Minutes

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

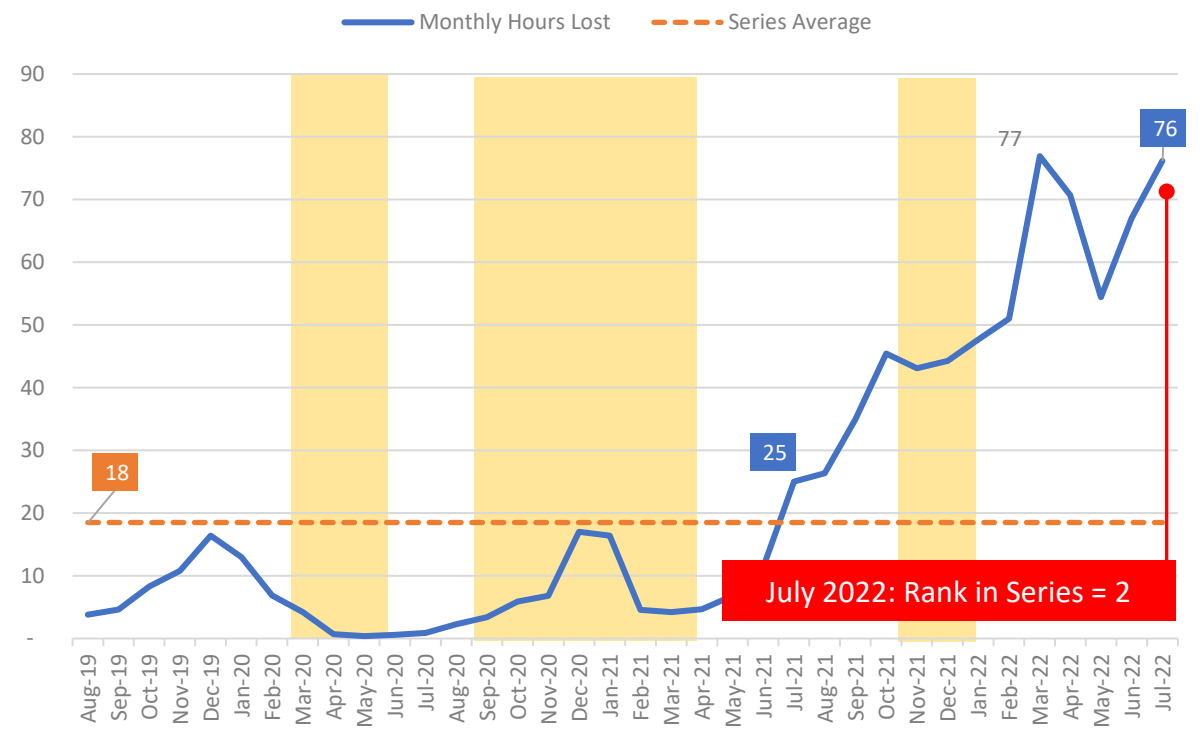


Yellow areas denote COVID waves in the UK: source ONS.

+80% (or +20k)
difference, Jul 2021 to Jul 2022

2. Hours lost for Handovers Over 60 Minutes

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



+204% (or +51k)
difference, Jul 2021 to Jul 2022

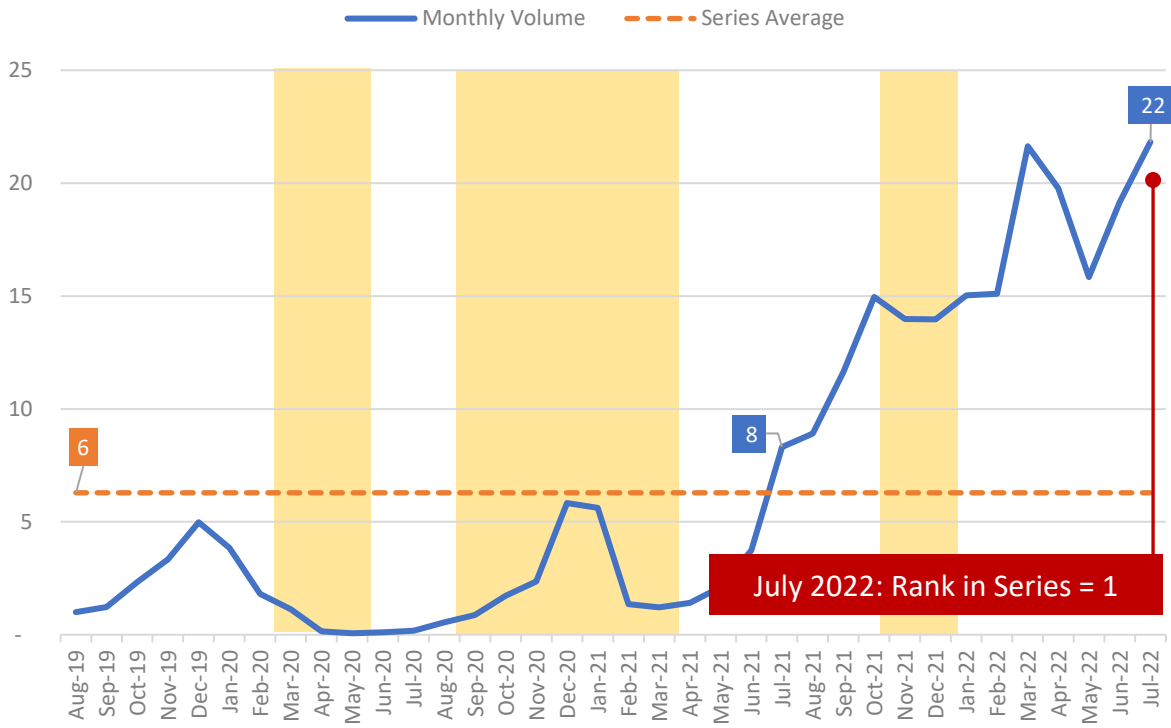


25. Handover Delays over 120 Minutes (source, NAIG)

Across England, over 700 patients waited for longer than 2 hours every day, taking the monthly total to 21,823 – the highest level to date. Resource time lost as a result of these delays increased to 42,568 hours across the month. In the 12 months to July 2022 there were 336k hours lost to 120 minute delays: this compares with 18k two years previously, a difference of nearly 2,000% (see Appendix (iii)).

1. Delays over 120 Minutes

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

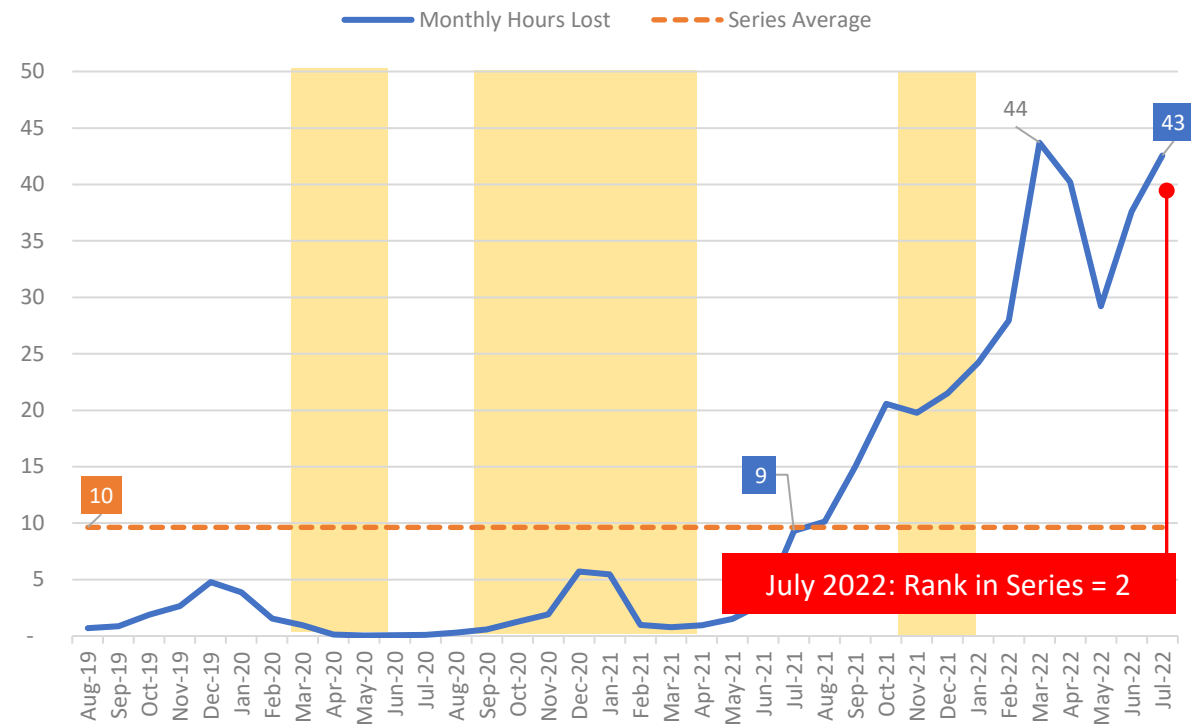


Yellow areas denote COVID waves in the UK: source ONS.

+162% (or +14k)
difference, Jul 2021 to Jul 2022

2. Hours lost for Handovers Over 120 Minutes

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



+356% (or +33k)
difference, Jul 2021 to Jul 2022



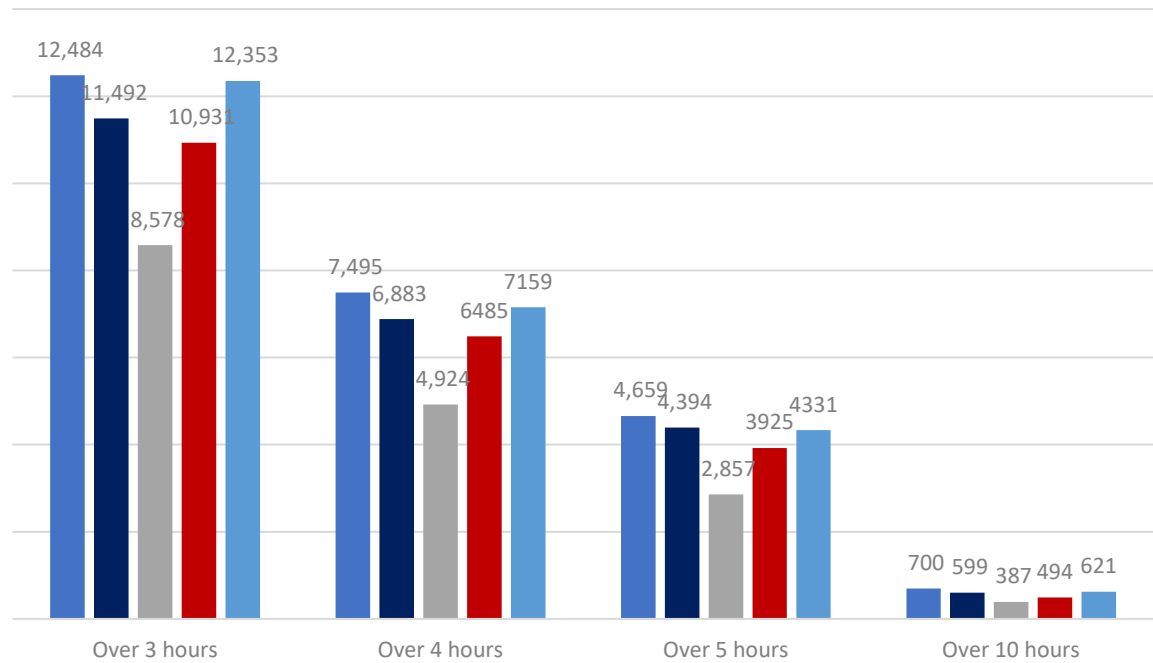
26. Handovers Longer than Three Hours (source, NAIG)

In July 2022, the volume of patients experiencing handover delays of three-or-more hours increased to reach 12,353 – just below March’s series high. Over 600 patients waited more than ten hours, with the longest individual delay reaching 24 hours – 10 hours greater than the longest delay in July 2021.

1. Breakdown of delays over three hours

Volume of Three Hour-Plus Handovers

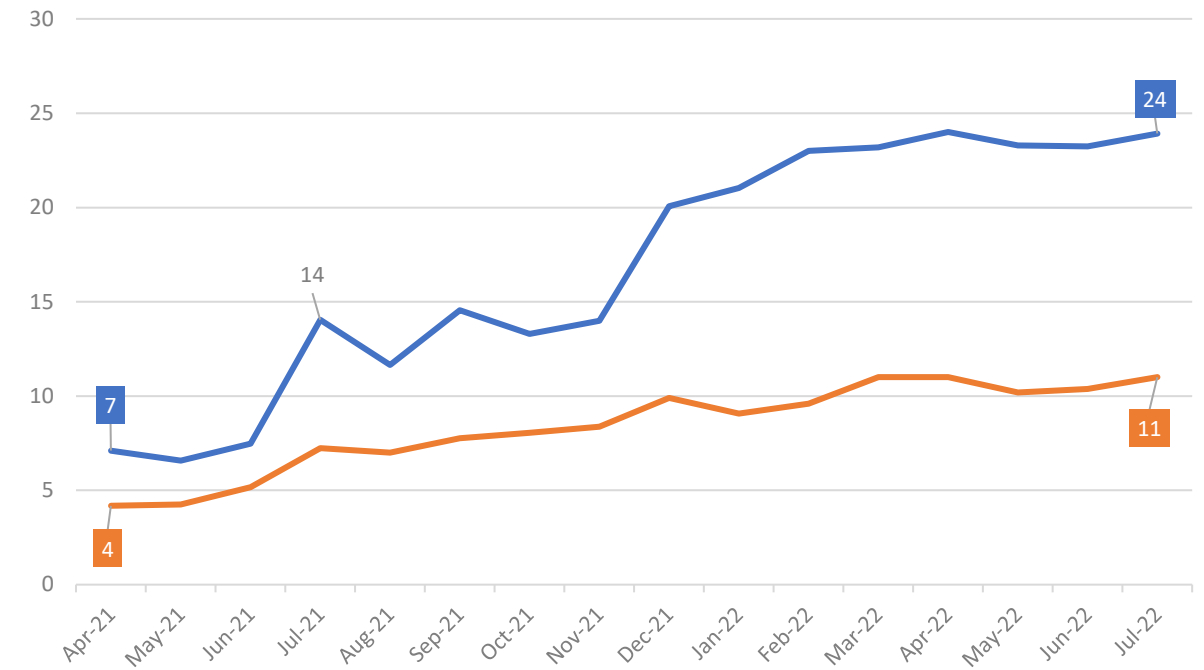
■ Mar-22 ■ Apr-22 ■ May-22 ■ Jun-22 ■ Jul-22



2. Longest individual handover delays

Longest Handovers (Hours)

— Actual Longest — Average Longest (all trusts)



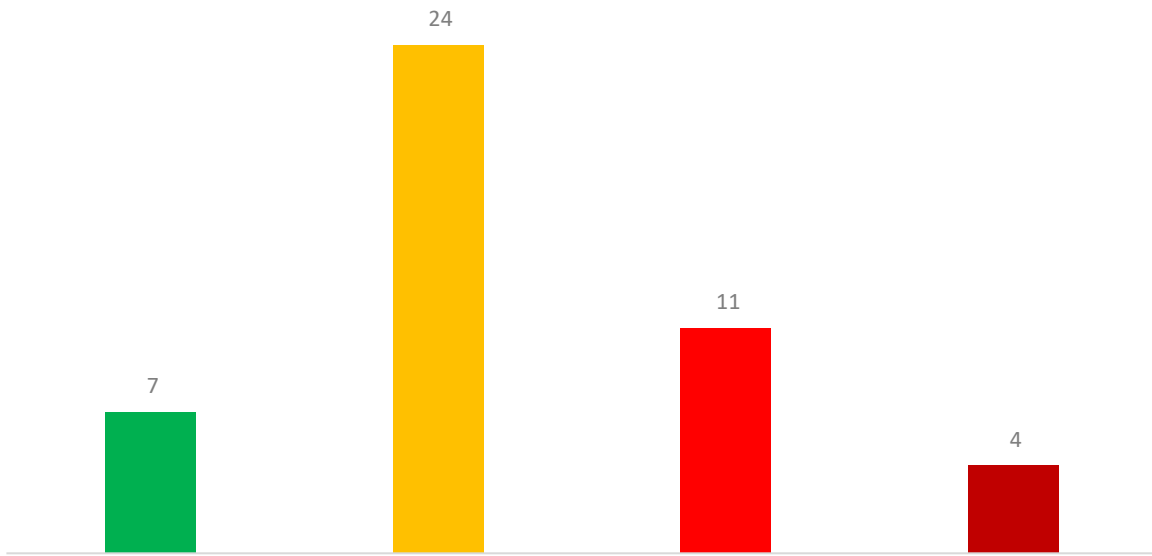
27. Delays over 60 Minutes and estimated harm (source, NAIG and [AACE](#))

Using the results of AACE’s 2021 clinical review of potential harm arising during handover delays over 60 minutes, the latest national data suggests 39k patients could have experienced some harm in July 2022. This is enough people to fill the O2 arena twice over. Those patients experiencing severe potential harm as a consequence of handover delays exceeded 4k across the month.

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

Patients Experiencing Potential Harm (July, '000)

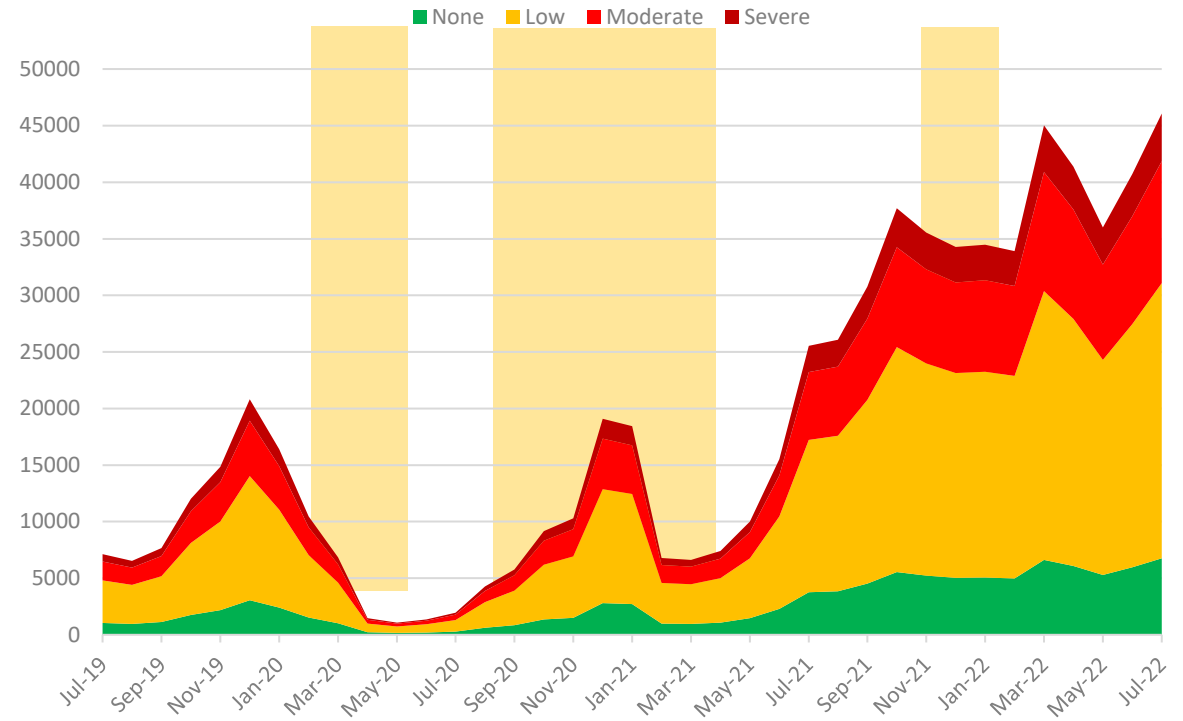
Patients waiting more than 60 minutes for handover completion



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)



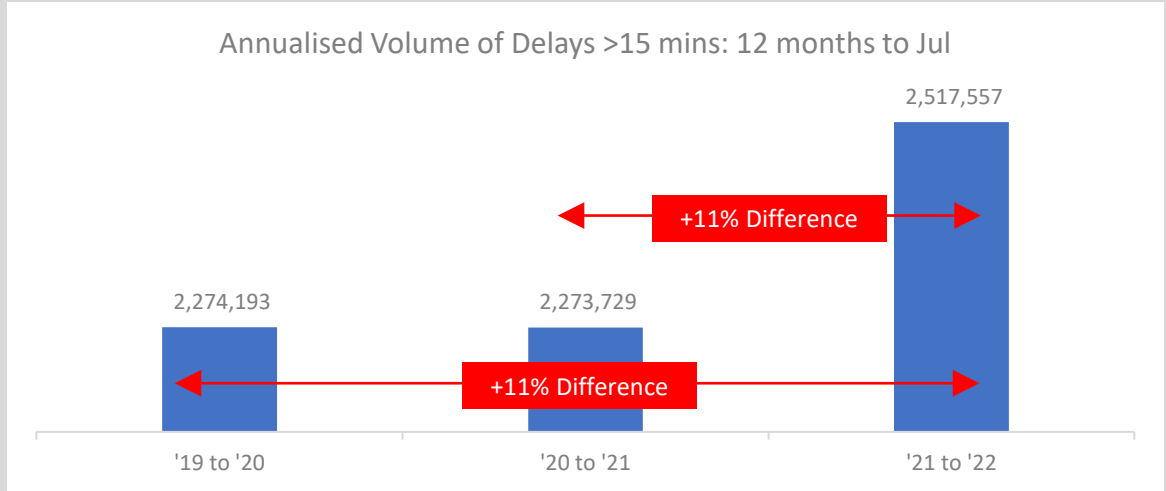
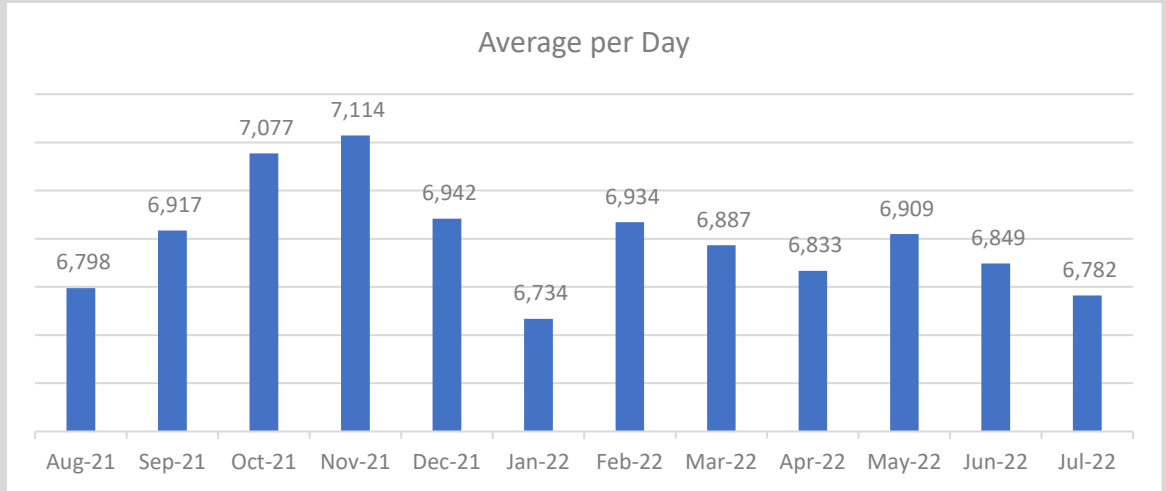
Yellow areas denote COVID waves in the UK: source ONS.



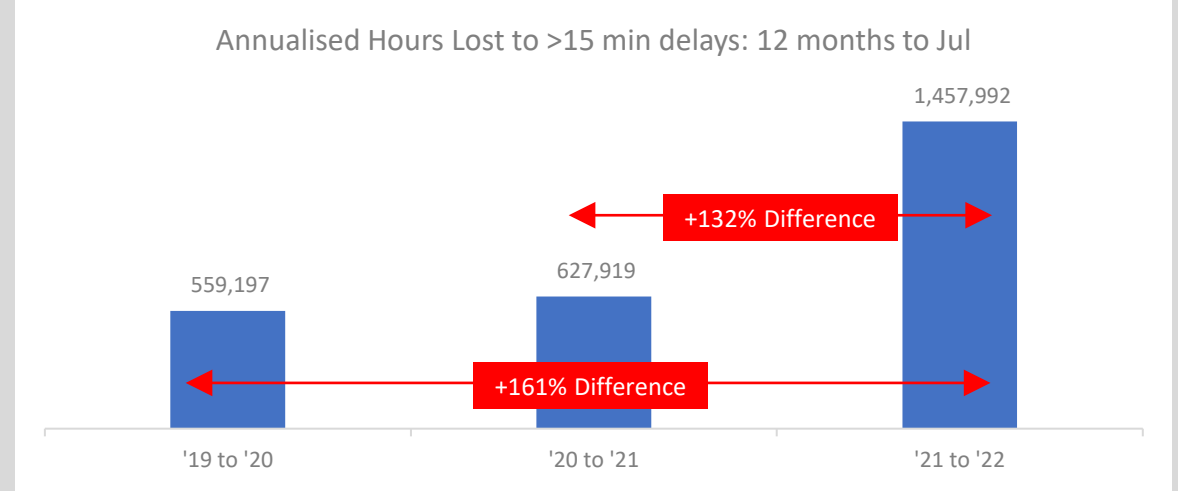
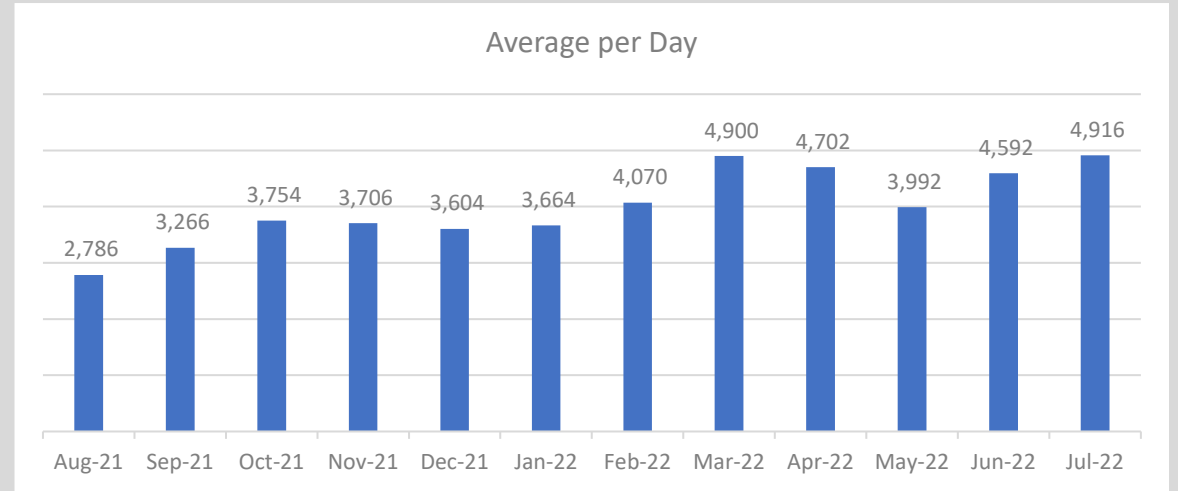
28. Appendix (i): Average Daily and Annualised Data for >15 minute delays (source, NAIG)



1. Volume of Handover Delays over 15 minutes



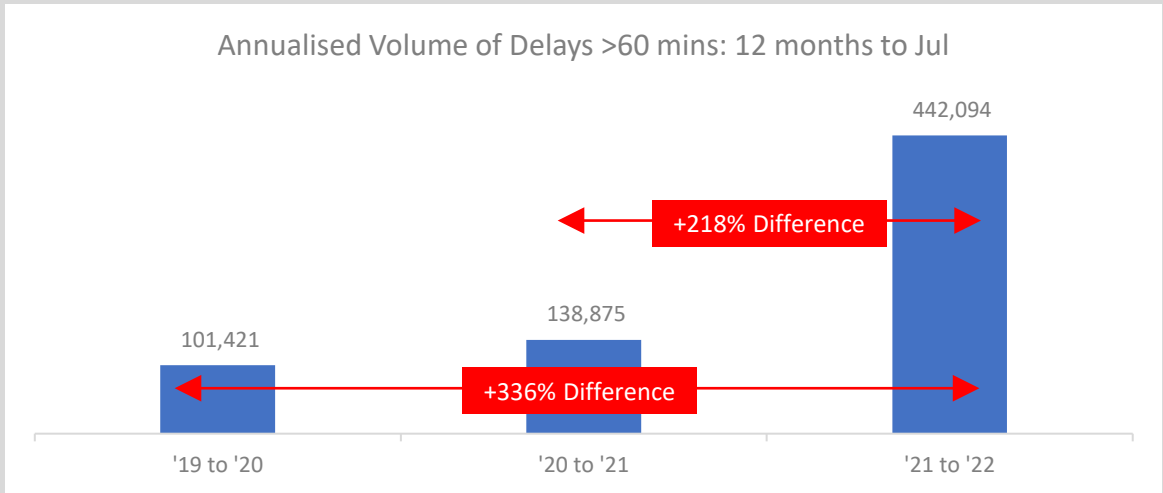
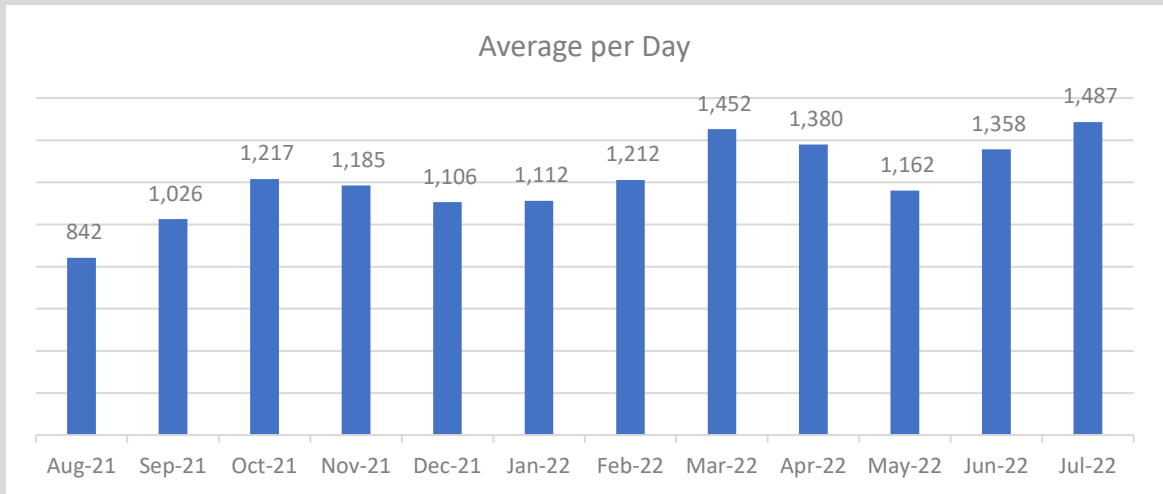
2. Hours Lost for Handover Delays over 15 minutes



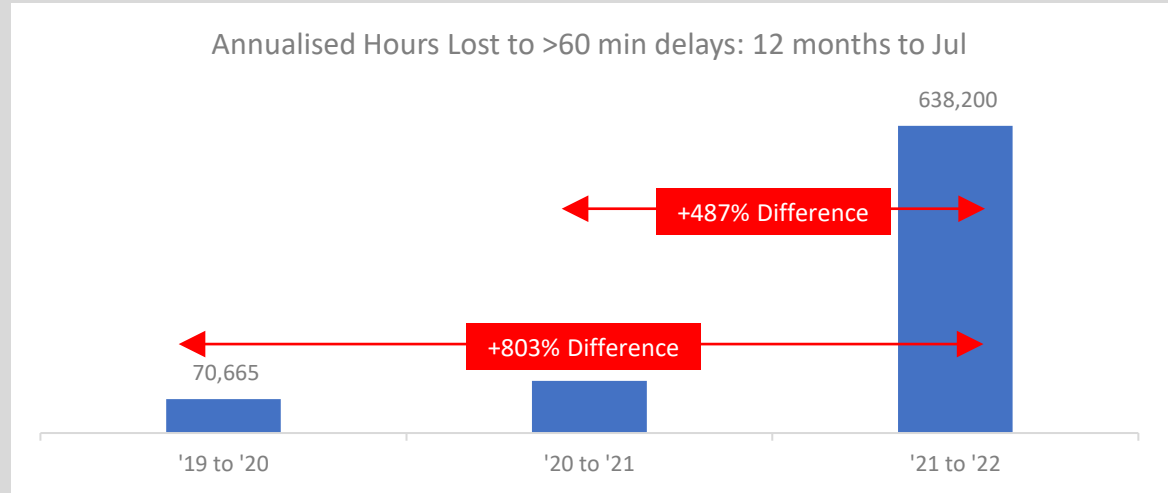
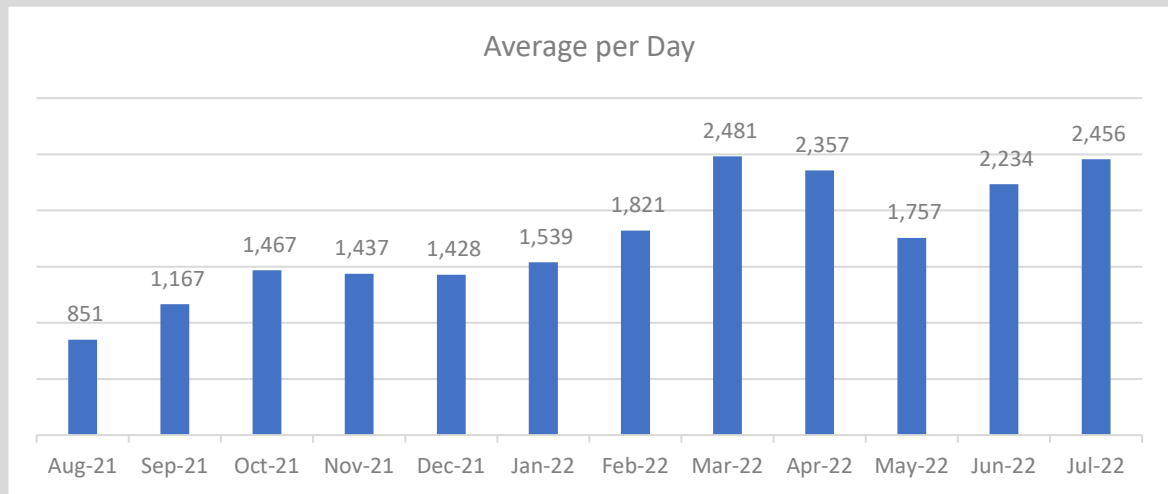
29. Appendix (ii): Average Daily and Annualised Data for >60 minute delays (source, NAIG)



1. Volume of Handover Delays over 60 minutes



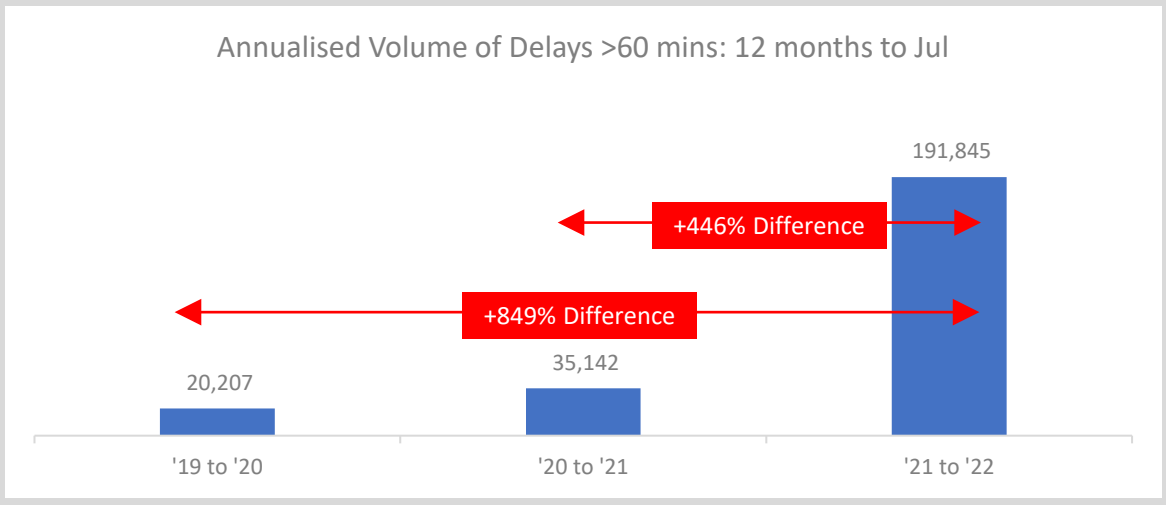
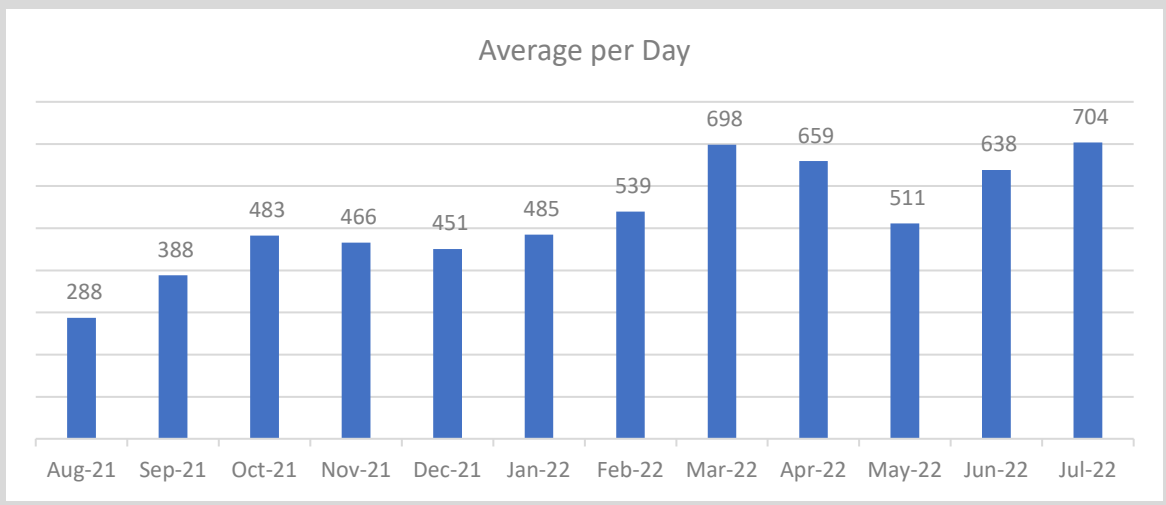
2. Hours Lost for Handover Delays over 60 minutes



30. Appendix (iii): Average Daily and Annualised Data for >120 minute delays (source, NAIG)



1. Volume of Handover Delays over 120 minutes



2. Hours Lost for Handover Delays over 120 minutes

