

National Ambulance Handover Delays – FINAL

Data period to end November 2022

Date of Report: December 14th, 2022

2. Summary and Contents

Overview: The number of longer handovers, and the hours lost, decreased steeply in November. While broadly positive, this movement follows unprecedented volume in October 2022 when most key measures reached exceptionally high levels. Despite the decrease, many of this month’s data remain some of the highest seen, and continue to exceed last year’s volumes by some margin.

Page 3.
Average Handover Times and Delays as a Proportion of All Handovers



- For England, the average handover was 37 minutes in November. This is a decrease of 5 minutes from October, but an increase of around 7 minutes compared with November 2021, and 18 minutes from 2020.
- Handovers taking longer than 15 minutes accounted for over two thirds of delays (from 54% in November 2021) while those exceeding 60 minutes account for 15%, ten-times that seen two years previously.

Pages 4 to 8.
Handover Volume and Hours Lost



- While the total number of handovers exceeding 15 minutes increased slightly, the time lost to these handovers decreased, more-so for the very longest handovers.
- Although a shorter month (and some evidence of a seasonal trend) should be taken into account, in reality the key reason for this change was a drop from the very high volumes seen in October. In most cases, the longest handovers remain higher than average, and exceed November 2021’s figures by some margin.

Page 9.
Impact on Patients and Crew



- Using AACE’s clinical evaluation of harm resulting from handover delays as a base, an estimated 39k patients experienced potential harm as a result of >60 minute handover delays in November 2022, with around 4k of these experiencing severe harm.
- The total hours lost to delays in November show the sector lost the equivalent of 115k ambulance job cycles across the month - this equates to 19% of potential capacity, compared with 7% in November 2019.

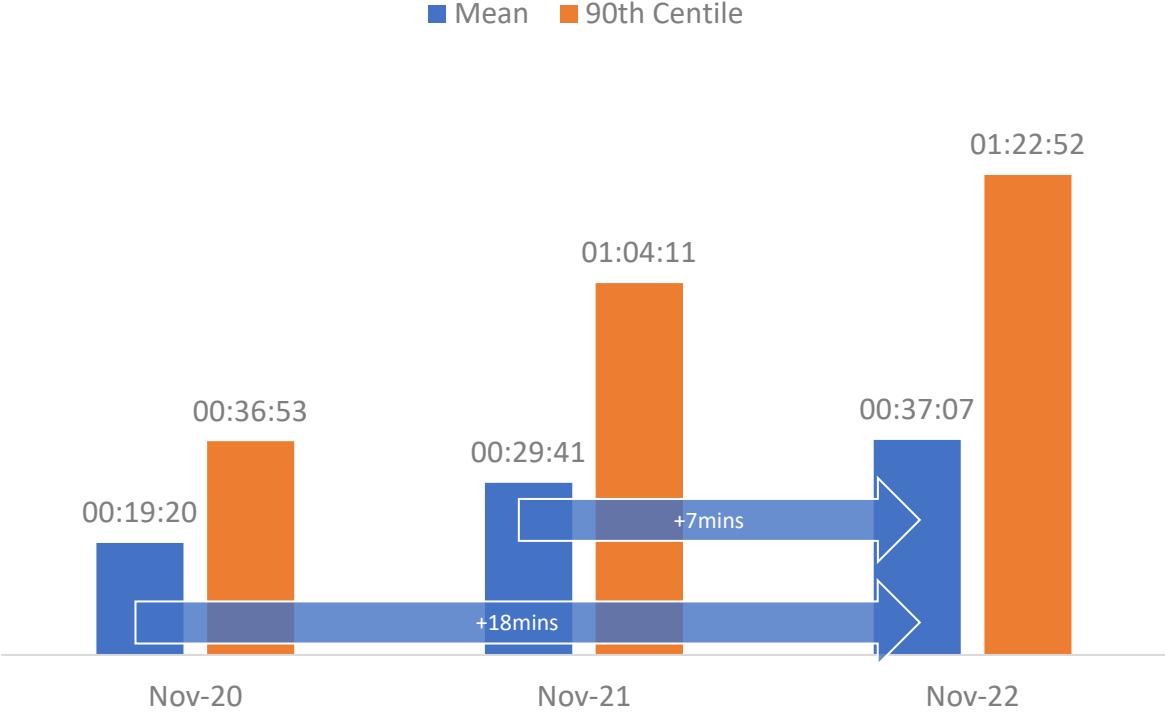
3. Average Handover Times and Delays as Proportion of All Handovers (source, NAIG)



The average (mean) handover time stood at 37 minutes in November, an increase of around 7 minutes from November 2021 and of 18 minutes from 2020. Handovers taking longer than 15 minutes accounted for over two thirds of delays (from 54% in November 2021) while those exceeding 60 minutes account for 15%, ten-times that seen two years previously.

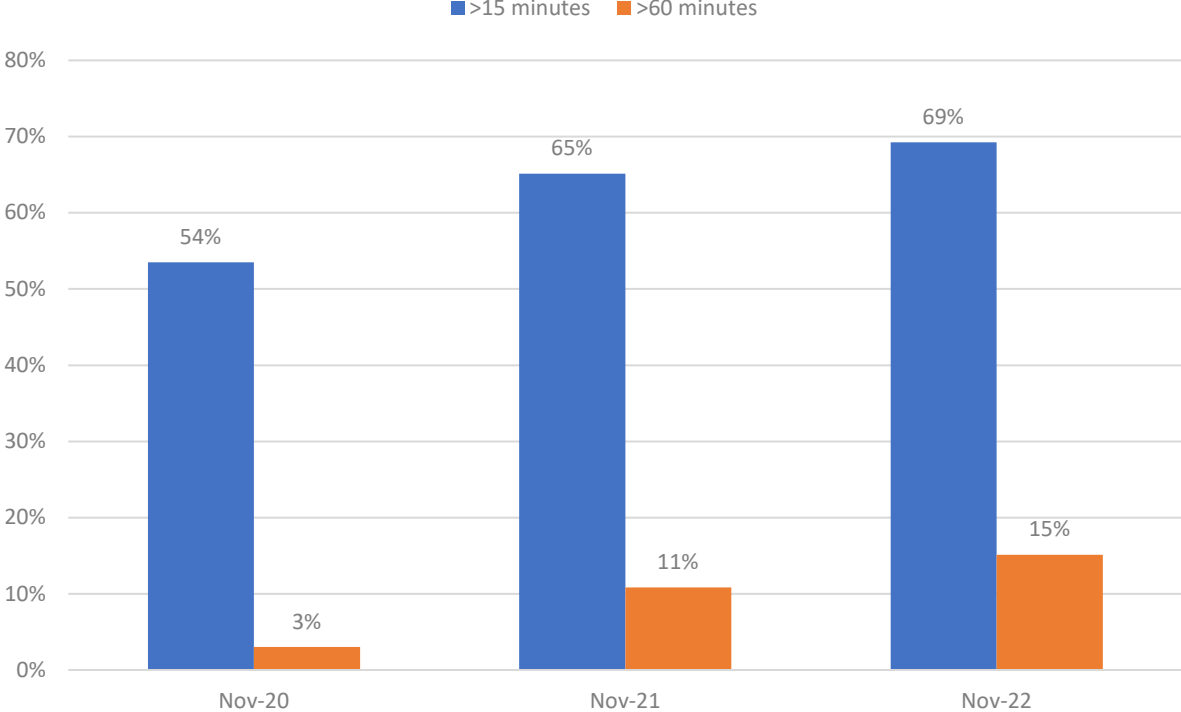
1. Mean and 90th Centile Handover Times

Mean and 90th Centile Handover Time (hh:mm:ss)



2. Handover Delays as a Percentage of All Handovers

Handover Delays as % of All Handovers

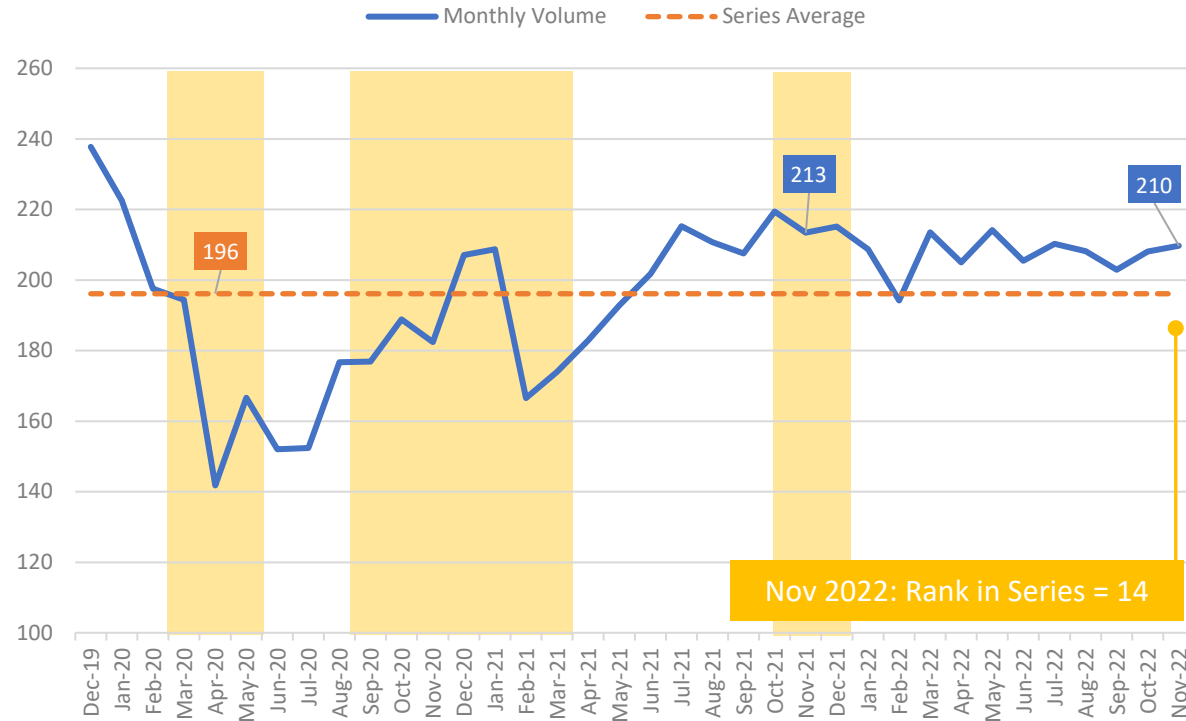


4. Patient Handover Delays over 15 Minutes (source, NAIG)

The overall volume of handover delays exceeding 15 minutes increased slightly in November, taking the total to 210k (3k lower than in November 2021). Conversely, the total hours lost to all handover delays decreased, an indication that there were fewer longer delays. Nonetheless, total hours lost to handover delays last month was the fifth highest volume to-date, and 32k greater than in November 2021.

1. Delays over 15 Minutes

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

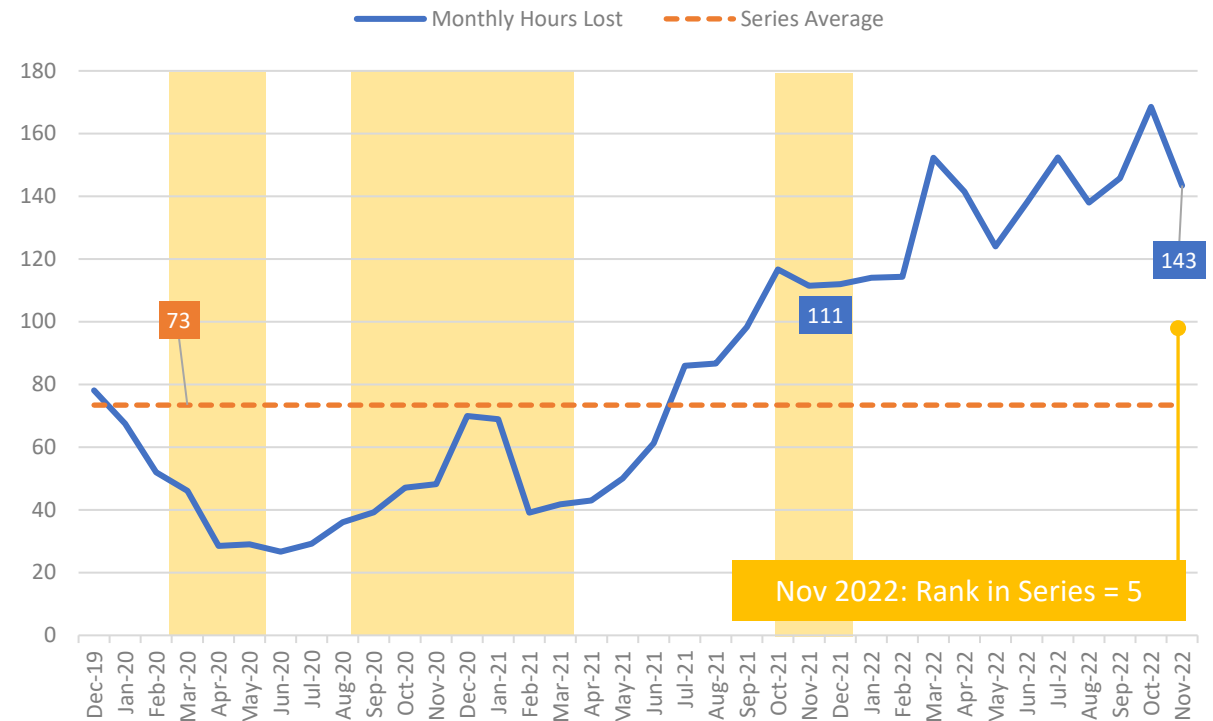


Yellow areas denote COVID waves in the UK: source ONS.

← -2% (or -3k) difference, Nov 2021 to Nov 2022 →

2. Hours lost for Handovers Over 15 Minutes

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



← +29% (or +32k) difference, Nov 2021 to Nov 2022 →

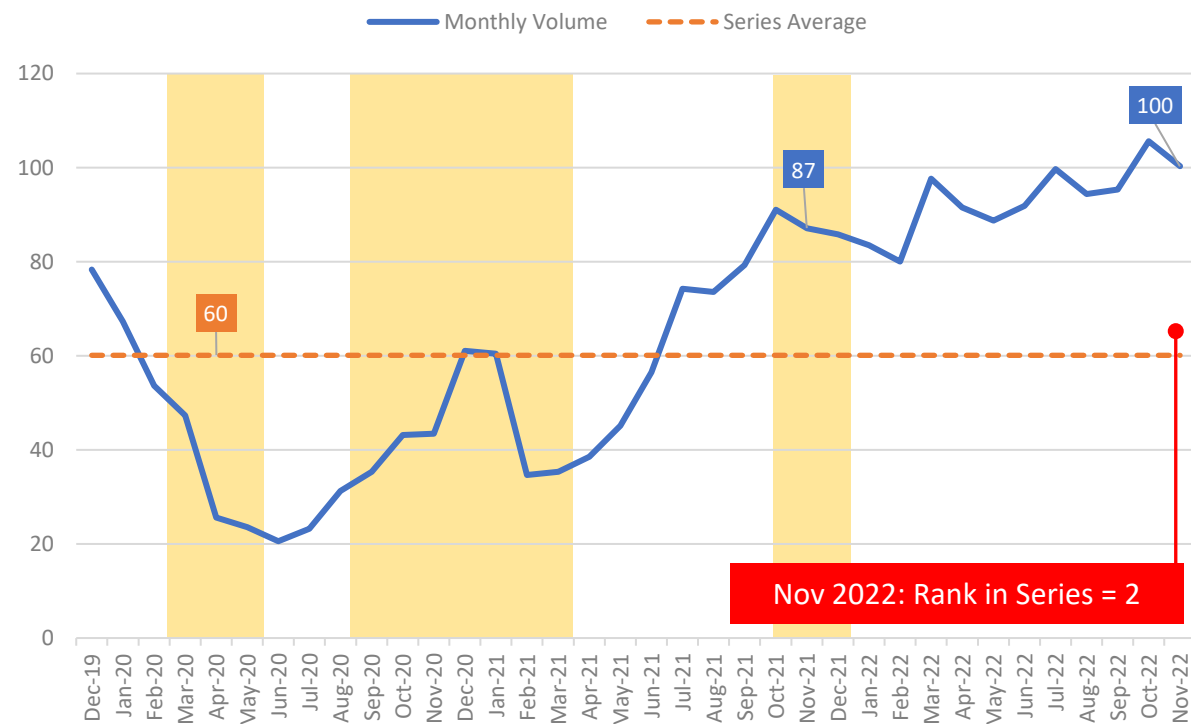


5. Patient Handover Delays over 30 Minutes (source, NAIG) **NEW TO THIS REPORT**

The volume of handover delays of 30 minutes dropped to 100k in November: this is 13k higher than November 2021, and the second highest volume to-date after October 2022 (106k). Hours lost to these delays dropped from 129k to 104k, the fifth highest volume to-date and 32k greater than the same month last year.

1. Delays over 30 Minutes

Volume of Handovers Over 30 Minutes ('000, source NAIG)

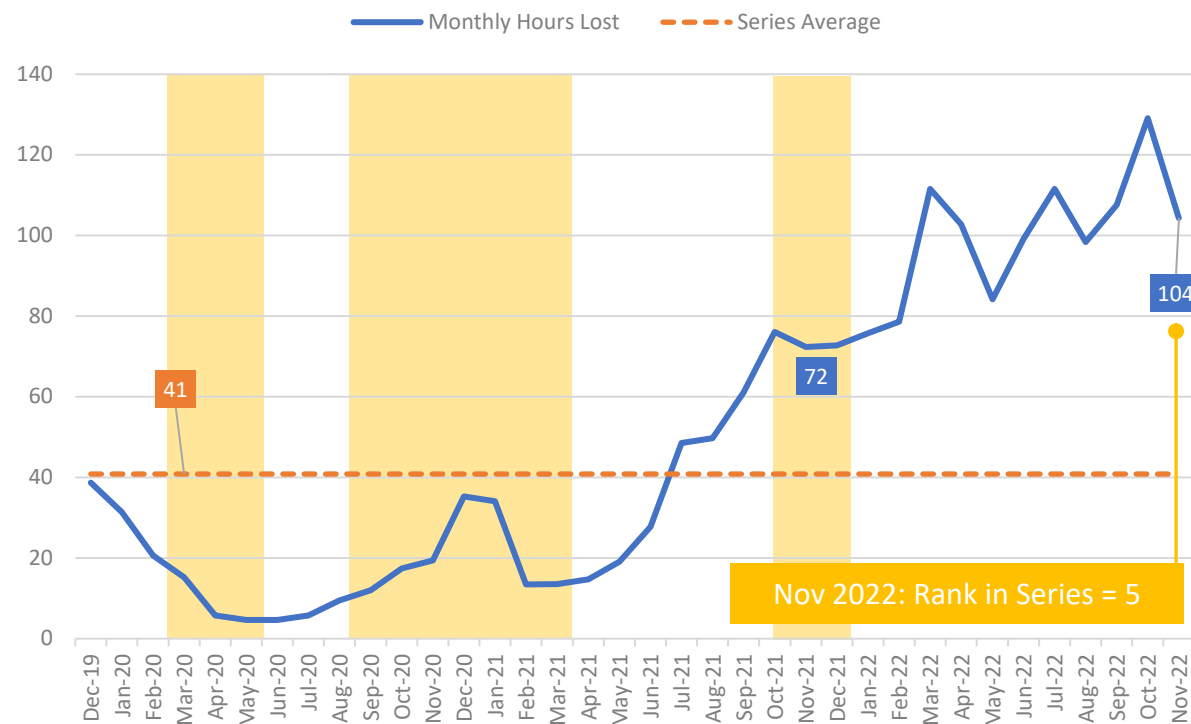


Yellow areas denote COVID waves in the UK: source ONS.

← +15% (or +13k) →
difference, Nov 2021 to Nov 2022

2. Hours lost for Handovers Over 30 Minutes

Hours Lost: Handovers over 30 Minutes ('000, source NAIG)



← +44% (or +32k) →
difference, Nov 2021 to Nov 2022

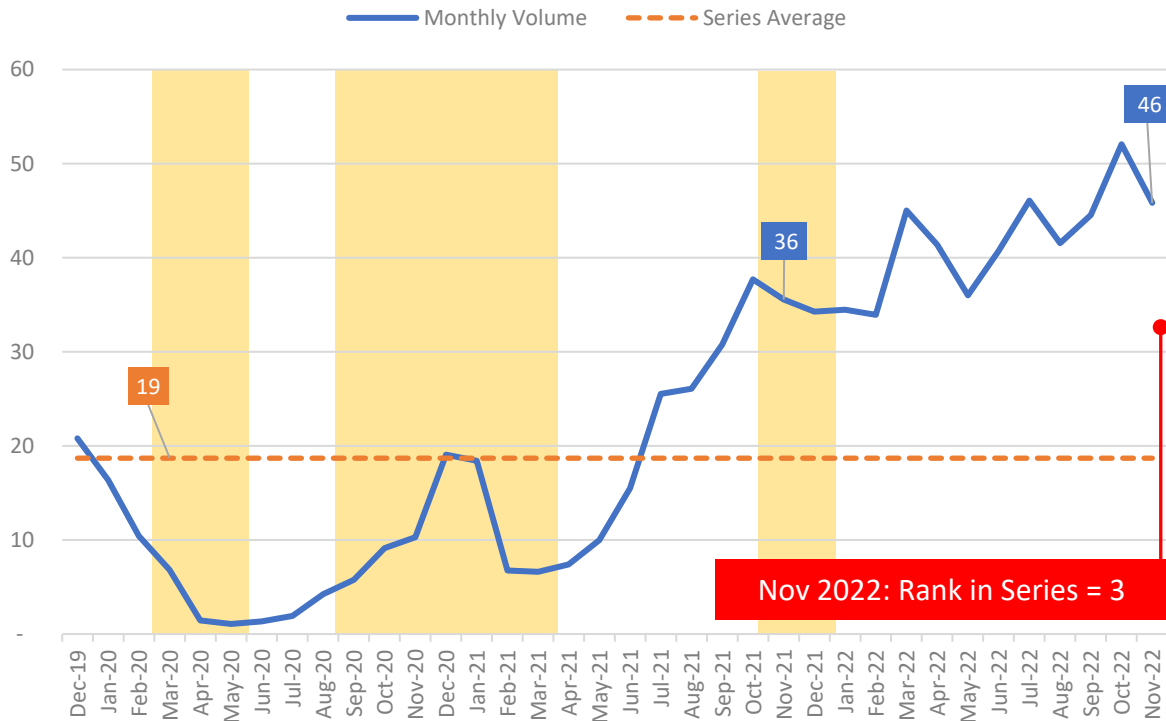


6. Patient Handover Delays over 60 Minutes (source, NAIG)

There was a 6k month-on-month decrease in delays exceeding 60 minutes, taking the total to 46k (the third highest to date). Hours lost to these delays dropped from 91k to 70k, a difference of -21k (but not the steepest drop to-date, which was Feb-to-March 2022 at -25k). Despite these decreases, both measures remain well above the series average, and are considerably higher than November 2021.

1. Delays over 60 Minutes

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

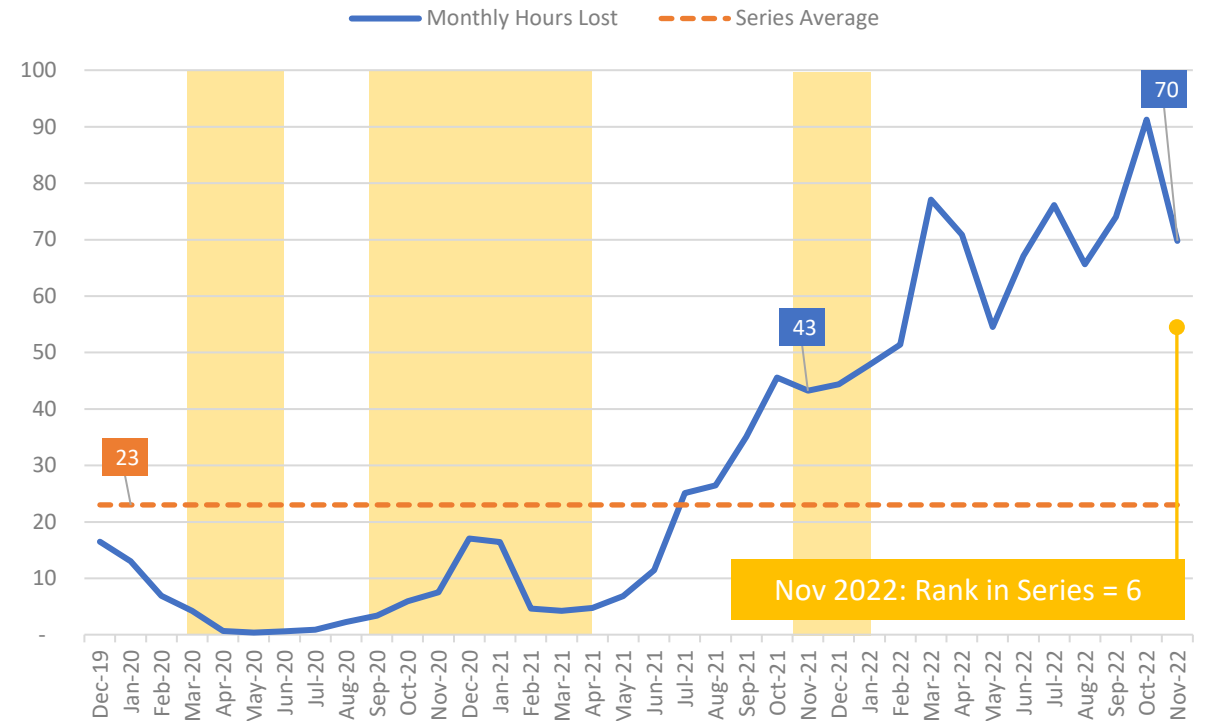


Yellow areas denote COVID waves in the UK: source ONS.

← +29% (or +10k) →
difference, Nov 2021 to Nov 2022

2. Hours lost for Handovers Over 60 Minutes

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



← +61% (or +26k) →
difference, Nov 2021 to Nov 2022

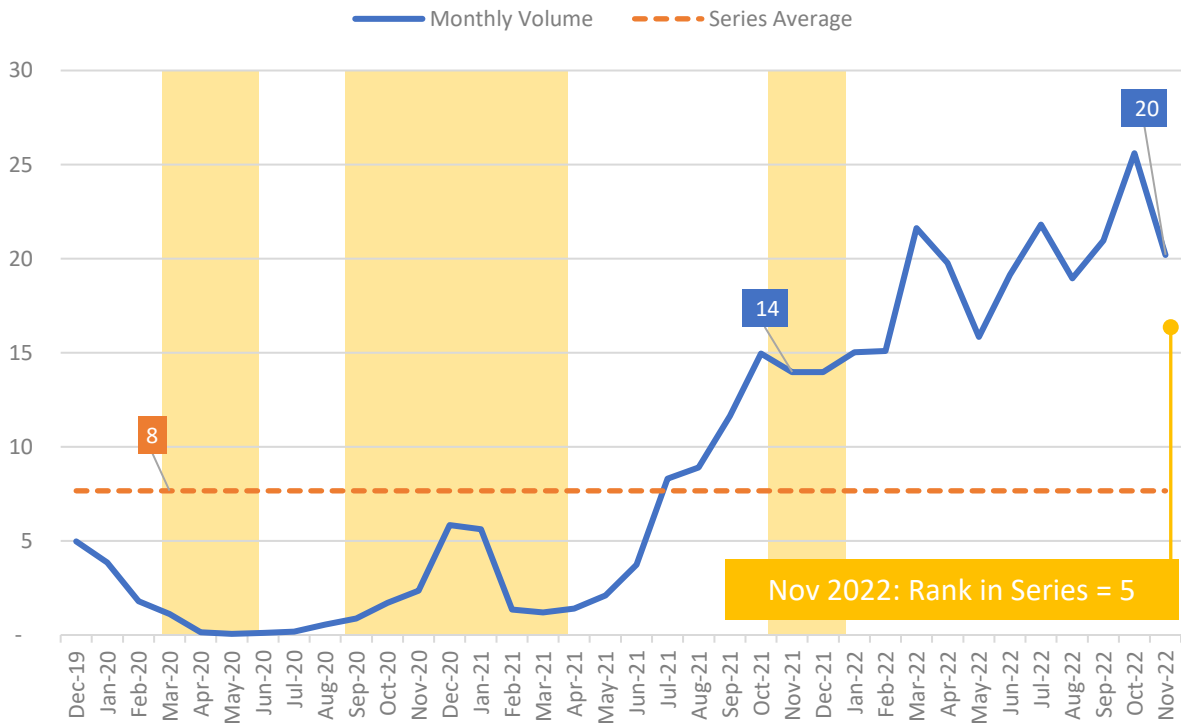


7. Patient Handover Delays over 120 Minutes (source, NAIG)

Volume of two-hour delays dropped 6k to 20k but still remains the fifth highest to-date, and 6k higher than November 2021. Hours lost to longer delays dropped by around 15k to 36k, the second steepest drop to date. As with the 60 minute handover figures, however, these measures continue to trend above the national average, and remain well above the figures for November 2021.

1. Delays over 120 Minutes

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

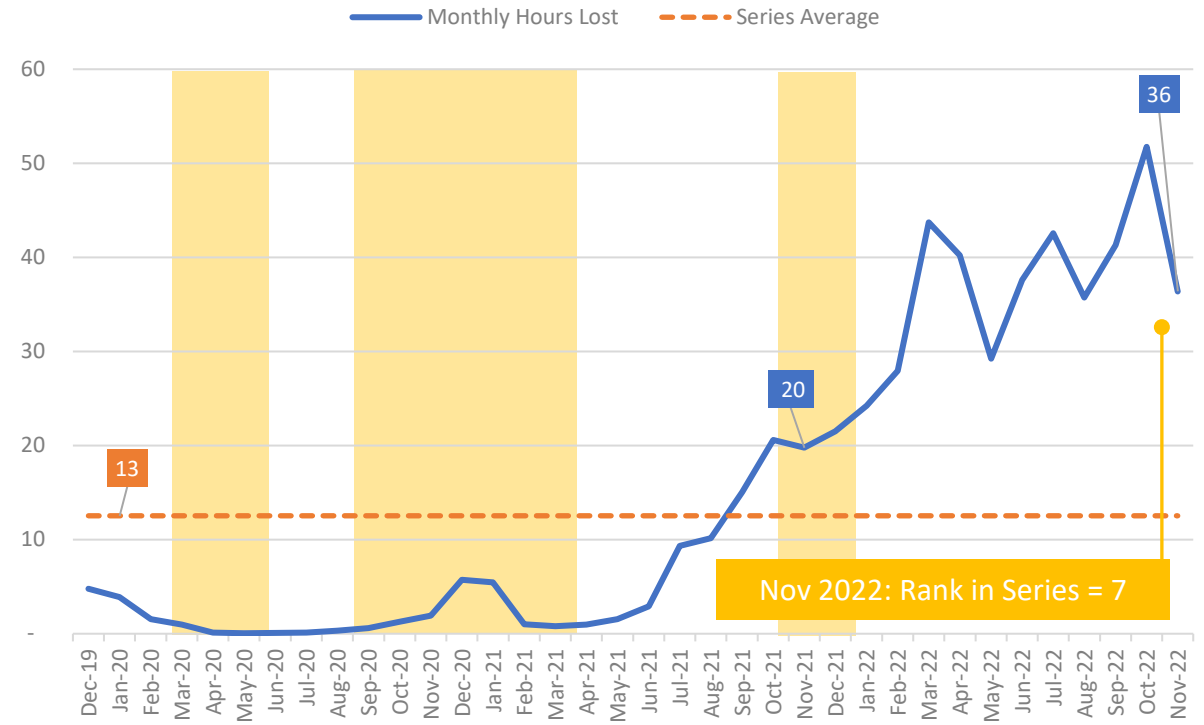


Yellow areas denote COVID waves in the UK: source ONS.

← +45% (or +6k) difference, Nov 2021 to Nov 2022 →

2. Hours lost for Handovers Over 120 Minutes

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



← +84% (or +17k) difference, Nov 2021 to Nov 2022 →



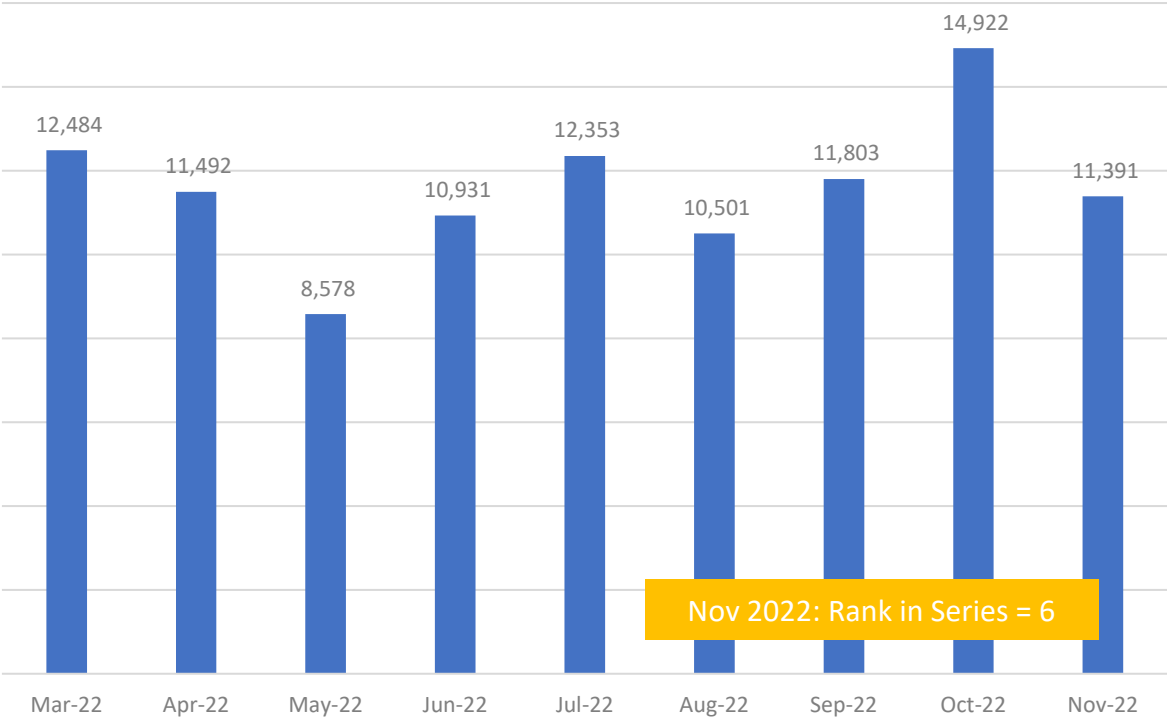
8. Patient Handovers Longer than Three Hours (source, NAIG)



Following a series-high of 15k in October, handovers exceeding three-hours dropped to 11.4k in November. This pattern was reflected in handovers over ten-hours, although the drop was steeper, more than halving from 860 to 407 across the month.

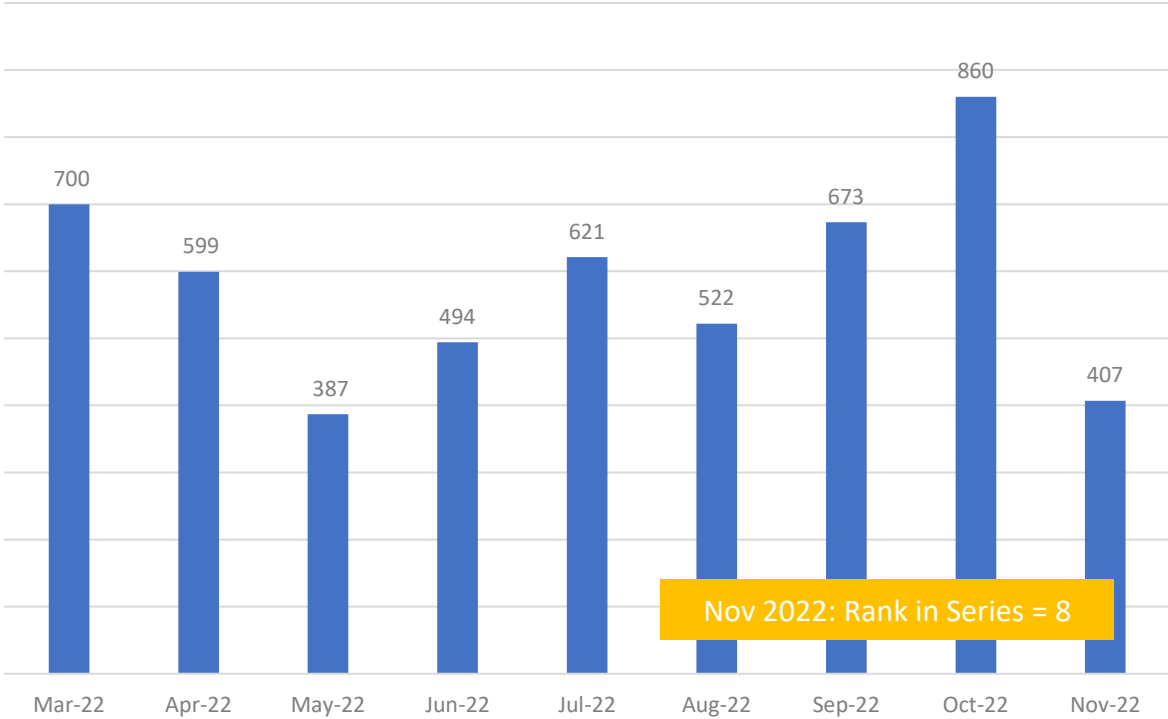
1. Longer Handover Delays: All Over Three Hours

Volume of Handovers over Three Hours



1. Longer Handover Delays: All Over Ten Hours

Volume of Handovers over Ten Hours

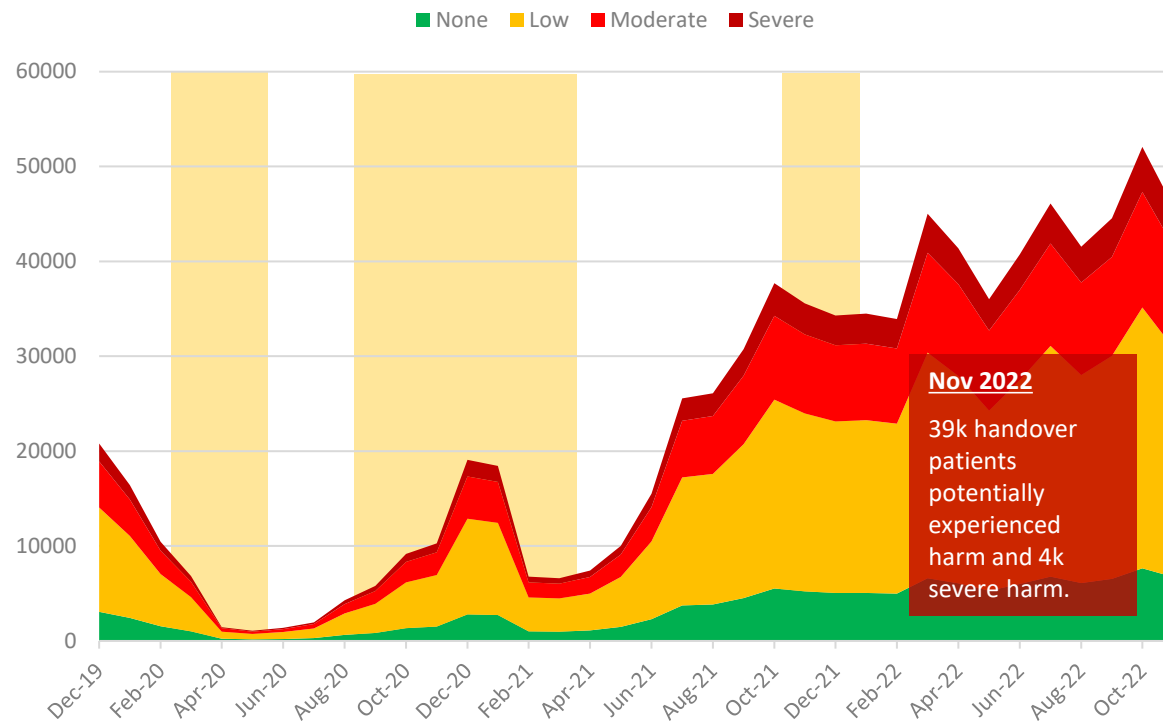


9. Impact on Patients and Crew (source, NAIG, [AQI Data](#) and [AACE](#))

Around 39 patients experienced potential harm as a result of long handover delays in November 2022, with around 4k of these experiencing severe harm*. Looking at the total hours lost to handover delays in November, the sector lost the equivalent of 115k job cycles. Using Face-to-Face AQI data, this equates to 19% of potential ambulance capacity across the month –compared with 7% in November 2019.

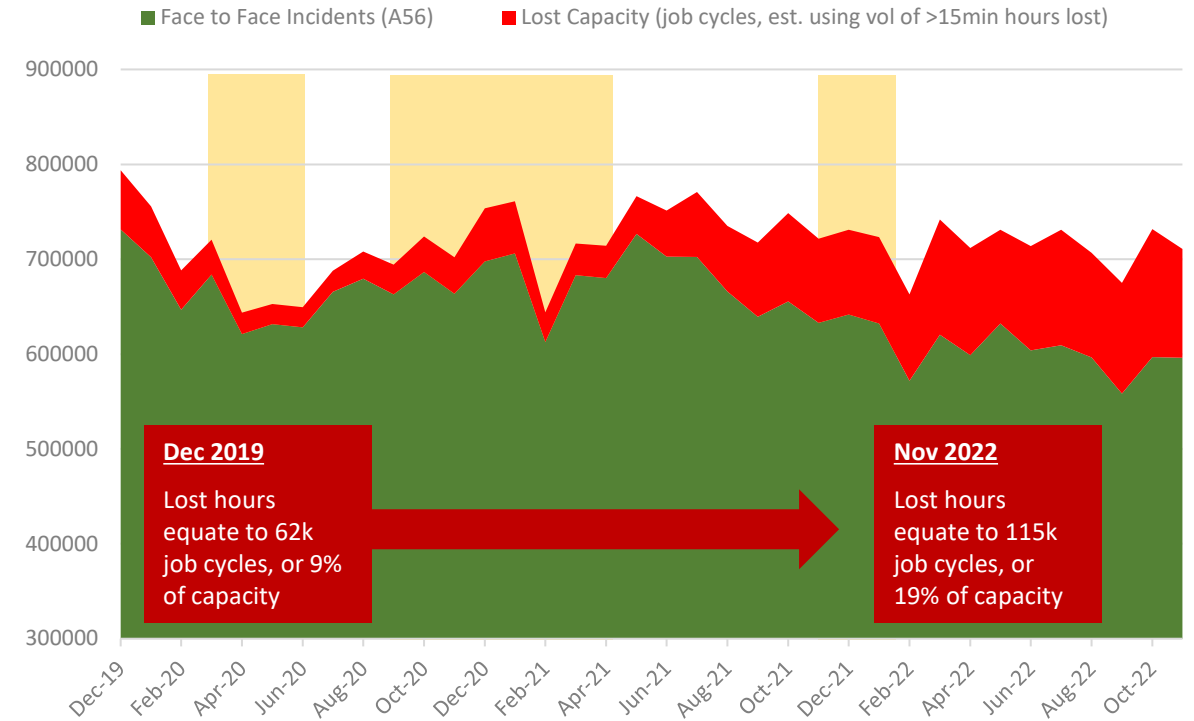
1. Estimated number of patients experiencing potential harm

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



2. Estimated impact of lost hours on capacity

Lost Hours and Impact on Capacity



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

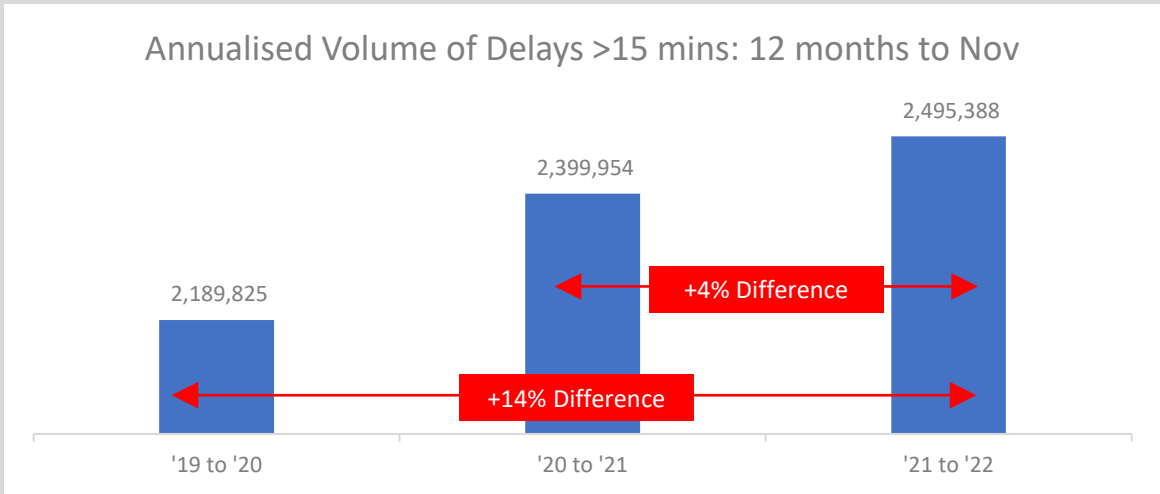
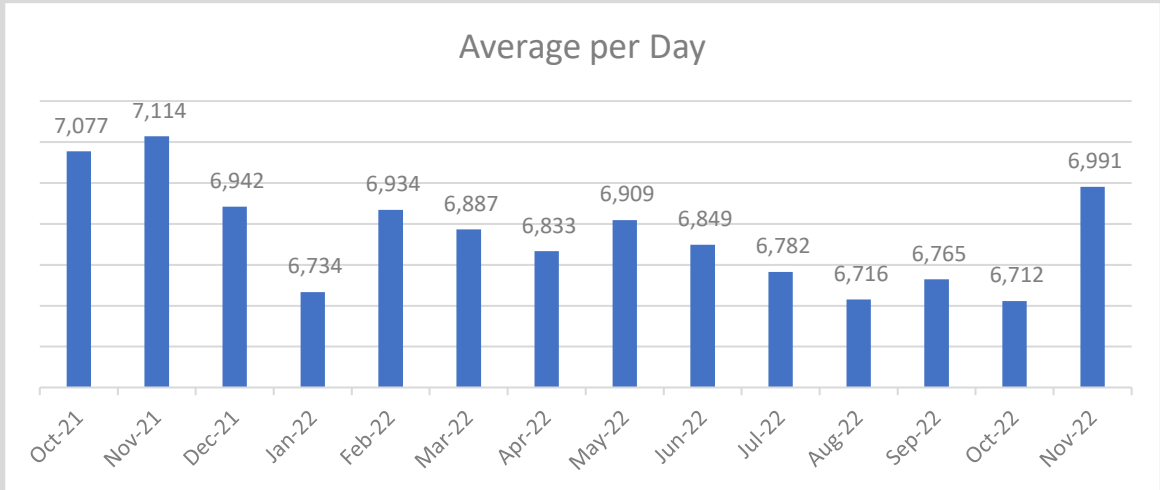
*Estimates based on clinical review of patients waiting >60 minutes in 2021



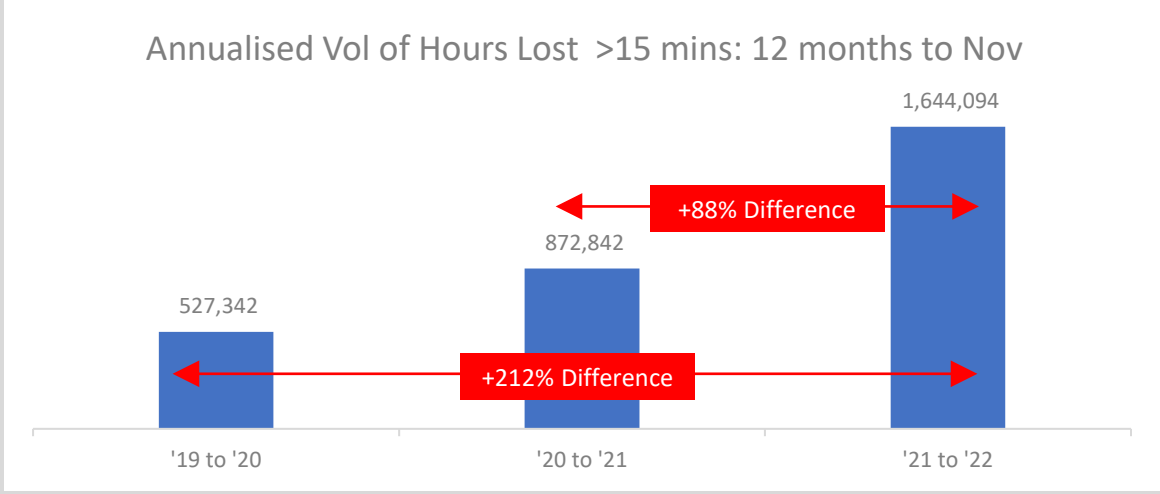
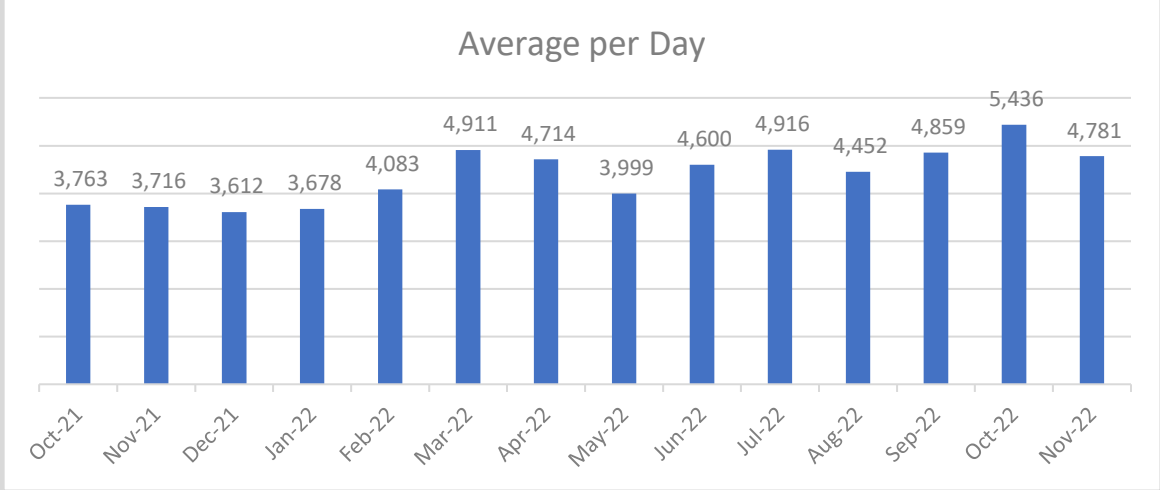
10. Appendix (i): Average Daily and Annualised Data for >15 minute delays (source, NAIG)



1. Volume of Handover Delays over 15 minutes

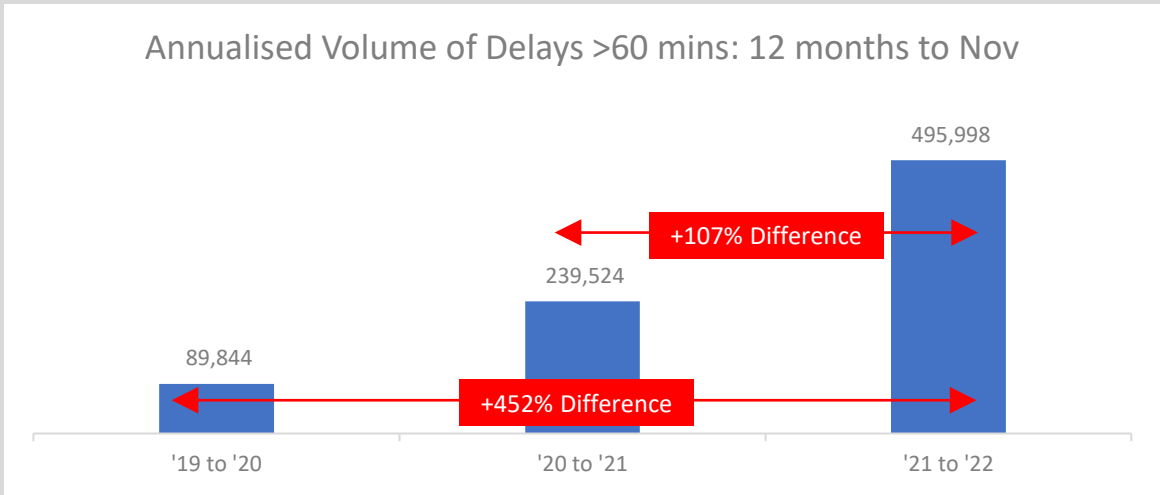
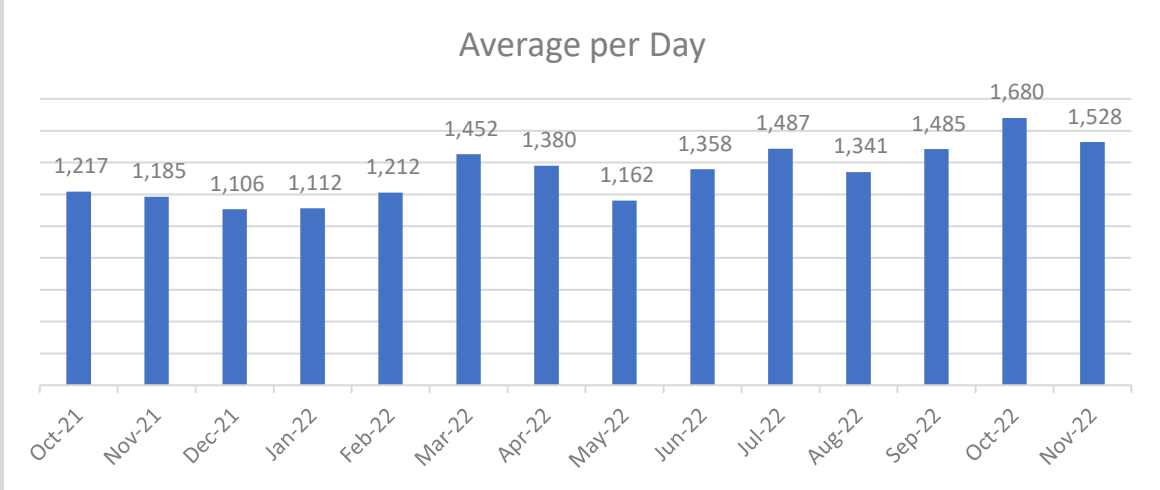


2. Hours Lost for Handover Delays over 15 minutes

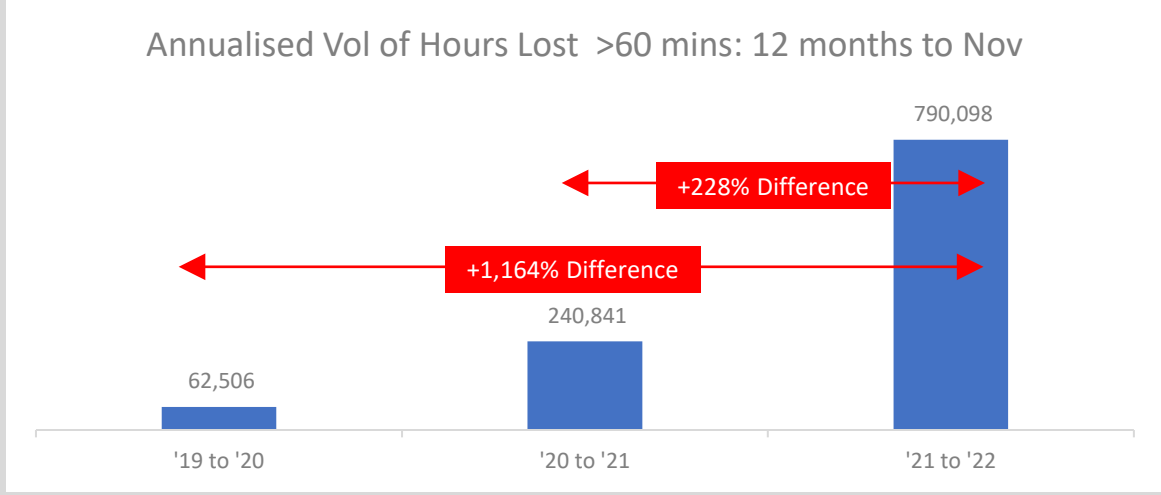
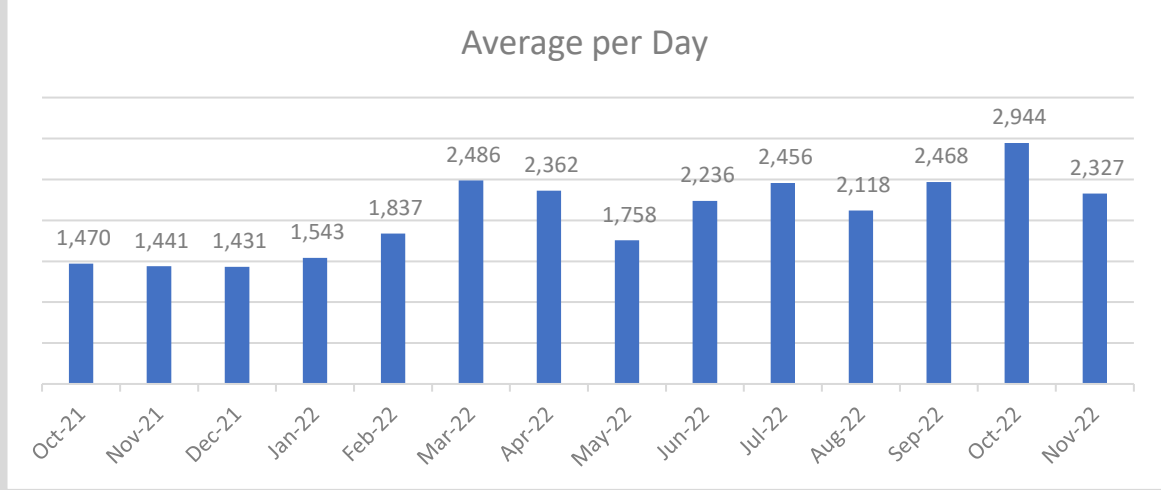


11. Appendix (ii): Average Daily and Annualised Data for >60 minute delays (source, NAIG)

1. Volume of Handover Delays over 60 minutes



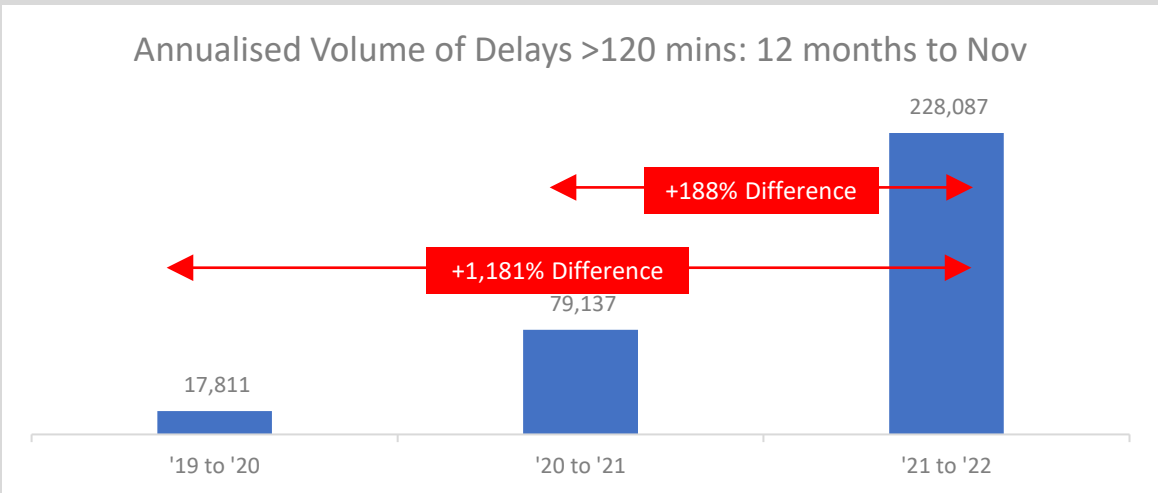
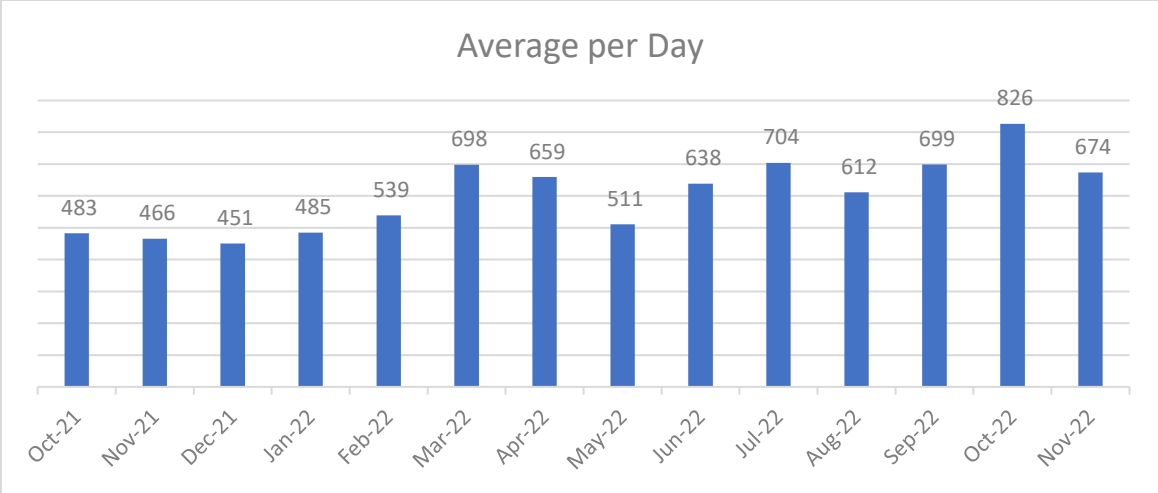
2. Hours Lost for Handover Delays over 60 minutes



12. 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

