National Ambulance Data – FINAL

Data to the end of January 2023

Date of Report: February 17th, 2023

2. Summary and Contents

Overview: January 2023 saw an easing of demand following an unprecedented December. Call-answer and response times were faster, and handover delays decreased (although volume of very long delays are still some of the highest to-date). For many measures, there is strong evidence of seasonality (four of the last five years have seen pressure ease). January 2023 also saw two rounds of industrial action, which will have influenced some of the measures reported here.

Section 1. Contact Volume and Call Answer Time	• Volume of 999 calls-answered dropped from a peak of over one-million in December, to 680k in January 2023. This is the lowest monthly volume since March 2021. • Call answer times were notably faster in January. The mean call answer-time was over a minute faster (at nine seconds), and the 95th Centile answer-time was over four-minutes faster (at 53 seconds).
Section 2. Incidents and Response Time, by Category	• Month-on-month, total incidents decreased (a pattern seen in five of the last six years). There were fewer Category 1 and 2 incidents, although Category 1 (the most serious) continues to increase over time. • Response times were faster, but remain above national standards. Category 1 mean response was over two-minutes faster (at eight-and-a-half minutes), and Category 2 over four-minutes faster (just over 15 minutes).
Section 3. Incidents by Response Outcome	• The proportion of Hear and Treat responses increased in December (and those requiring ambulance transport decreased): January 2023 saw this reversed and outcomes return to proportions seen in November. • Incidents where patients were transported to an Emergency Department increased in January. This growth is also evident when looking at the average daily volume (which factors-in January being a longer month).
Section 4. Patient Handover Delays	• There was a decrease in longer handover delays, with levels nearing those of January 2022. Nonetheless, the volume of delays of ten-hours or more was at the third highest to-date. • Despite the overall decrease, thousands of patients were exposed to potential harm, while tens of thousands of job cycles were lost as a consequence of handover delays in January 2023.

Source of all data is AQI January 2023 unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.
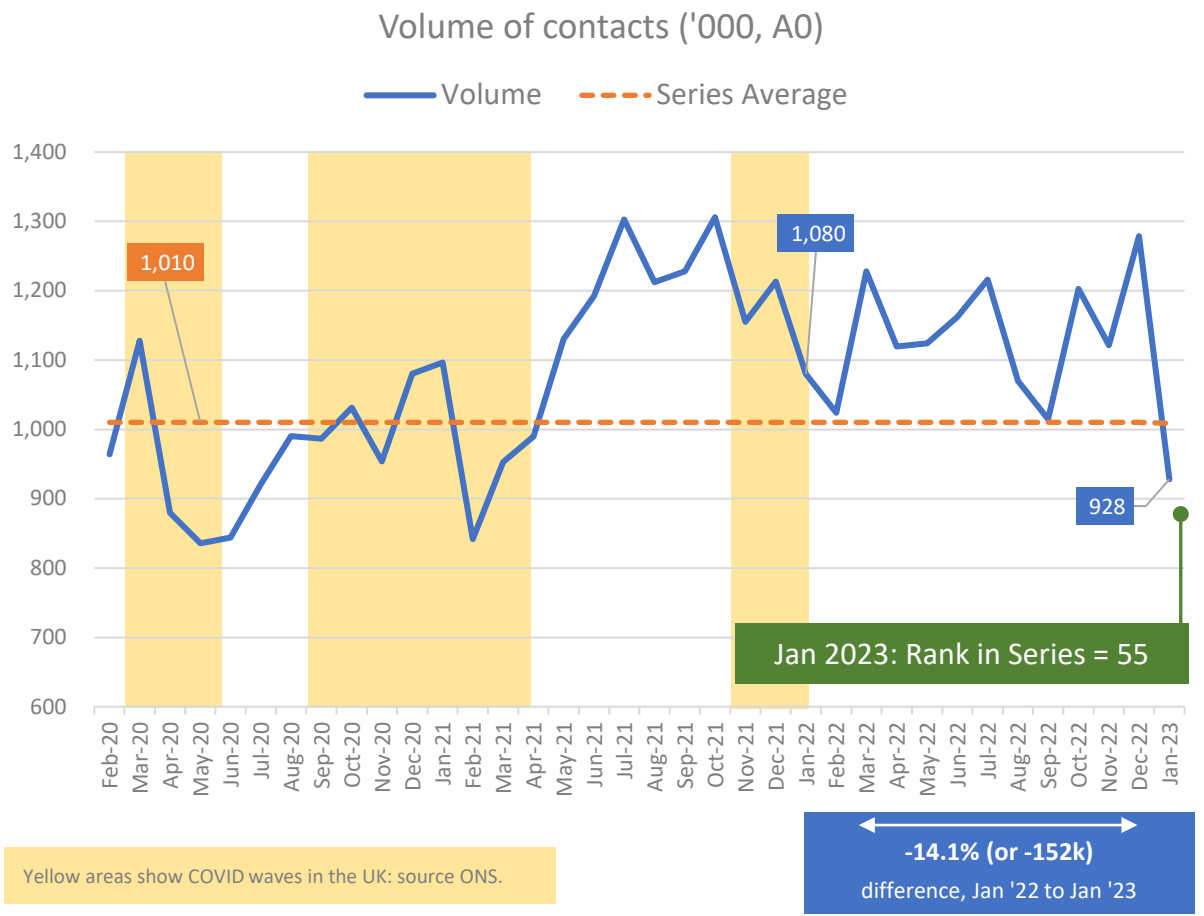
Section 1

Contact Volume and Call Answer time

- [Demand: Volume of Contacts](#)
- [Demand: Volume of 999 Calls Answered](#)
- [Demand: 111 Call Volumes](#)
- [Ambulance Dispositions (111 to 999 calls)](#)
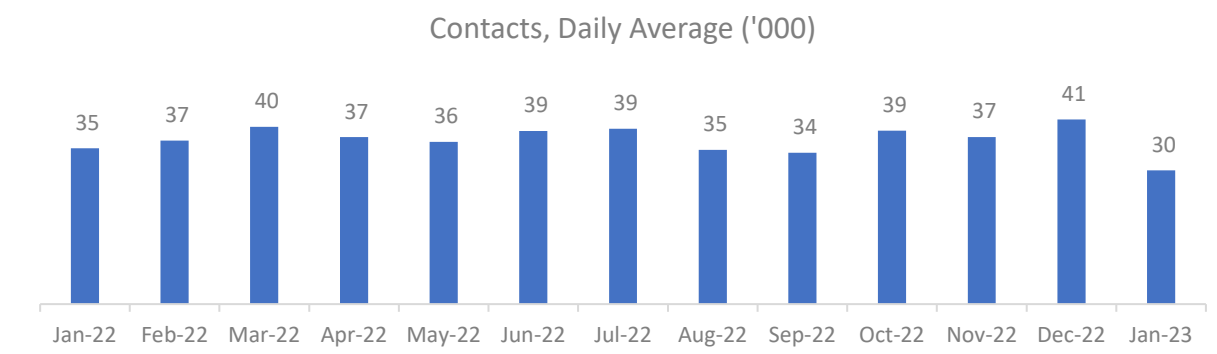- [Demand: Call Answering Time](#)

4. Demand: Volume of Contacts (Measure A0)

The volume of people contacting ambulance control rooms dropped from well over a million in December 2022, to 928k in January 2023, a difference of 351k. This is the lowest monthly volume since February 2021 (842k) and one of the ten lowest monthly volumes to-date. Annualised data show over 13 million contacts in the 12-months to January 2023, slightly lower than the previous period but 1.8 million greater than two years ago.
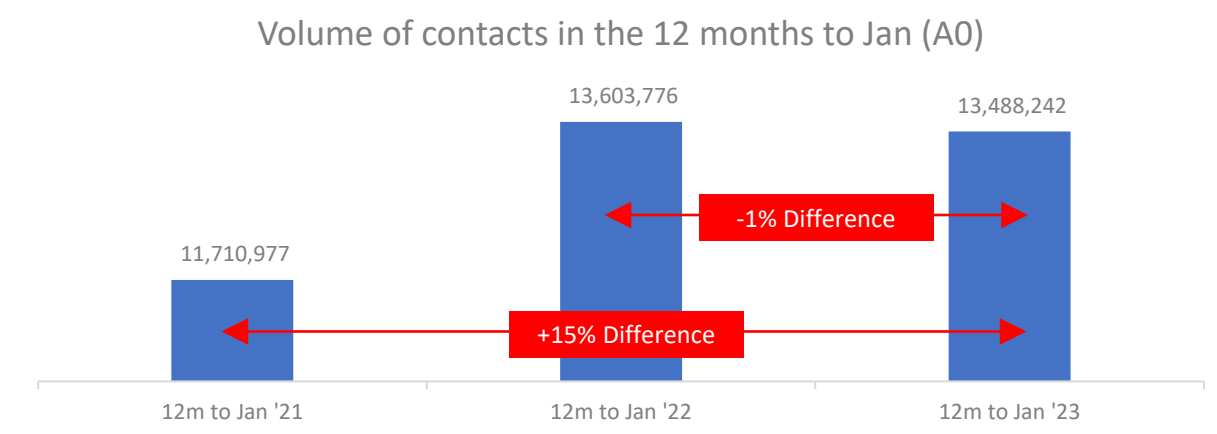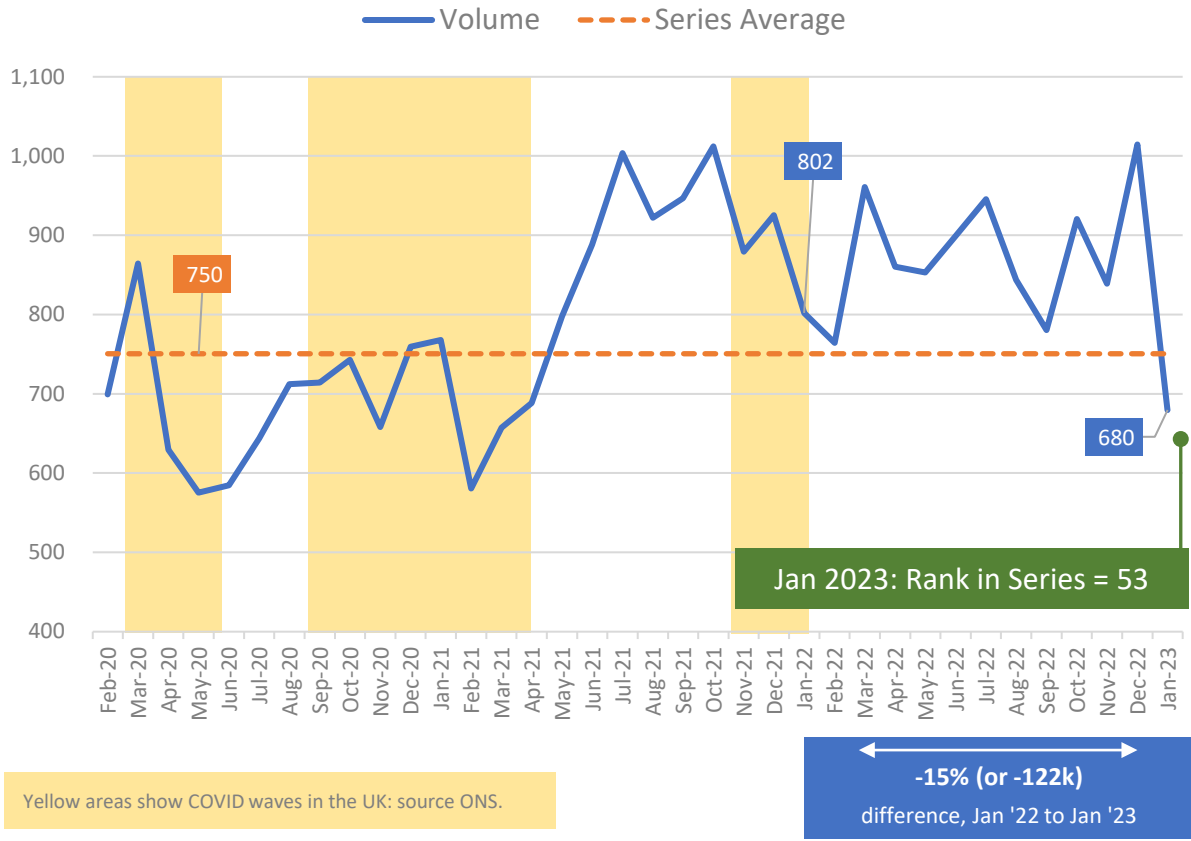
1. Monthly

Volume of contacts ('000, A0)

Jan 2023: Rank in Series = 55

-14.1% (or -152k) difference, Jan '22 to Jan '23

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 Jan (A0)

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

ASSOCIATION OF **AMBULANCE** CHIEF EXECUTIVES

Volume of 999 calls-answered dropped from a peak of over one-million in December to 680k in January 2023. This is a difference of -122k from January 2022, and the lowest monthly volume since March 2021.
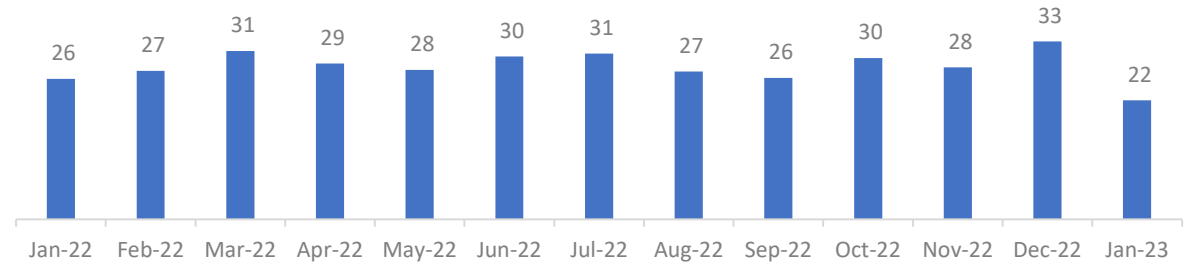
1. Monthly
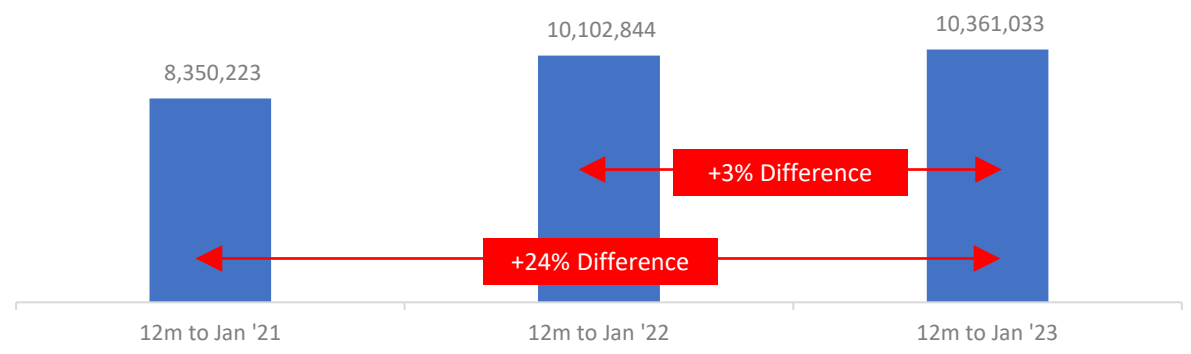
Volume of calls answered ('000, A1)

— Volume - - - Series Average

802

750

680

Jan 2023: Rank in Series = 53

-15% (or -122k)
difference, Jan '22 to Jan '23

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

2. Daily Average

Calls Answered, Daily Average ('000)

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
26	27	31	29	28	30	31	27	26	30	28	33	22

3. Annualised Data

Calls answered in the 12 months to 12m to Jan '23 (A1)

12m to Jan '21	12m to Jan '22	12m to Jan '23
8,350,223	10,102,844	10,361,033

+3% Difference

+24% Difference

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

111 data for December reflect the AQI data for that month: a very sharp increase in 111 call volume between November and December (+1.2 million) took the total to just under three-million, the second highest to date after the start of the pandemic in March 2020. The annualised volume stands at 22 million – lower than the previous year by half a million calls.
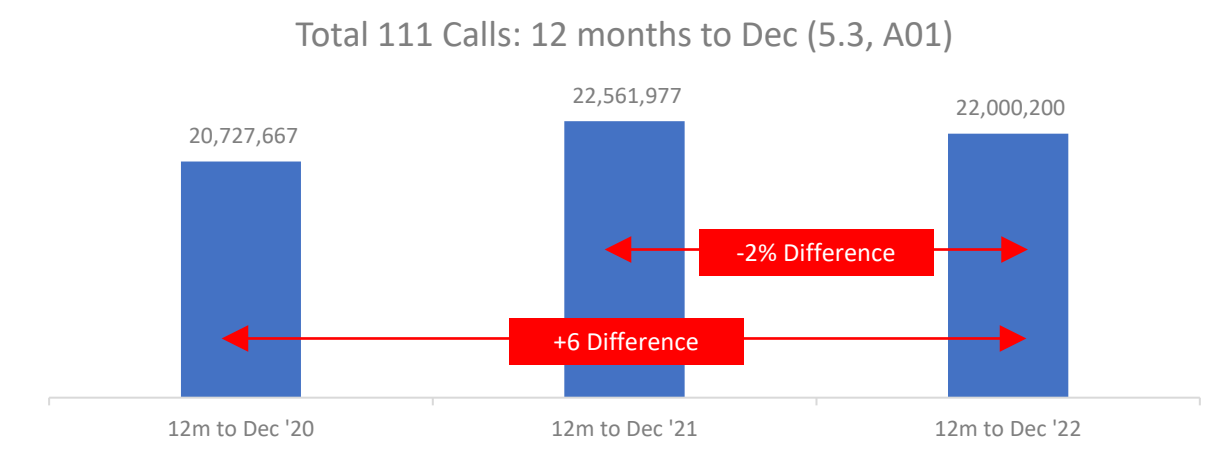
1. Monthly

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

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

Dec 2022: Rank in Series = 2

+38% (or -+807k) difference, Dec '21 to Dec '22

2. Daily Average

Volume of 111 Calls, Daily Average ('000)
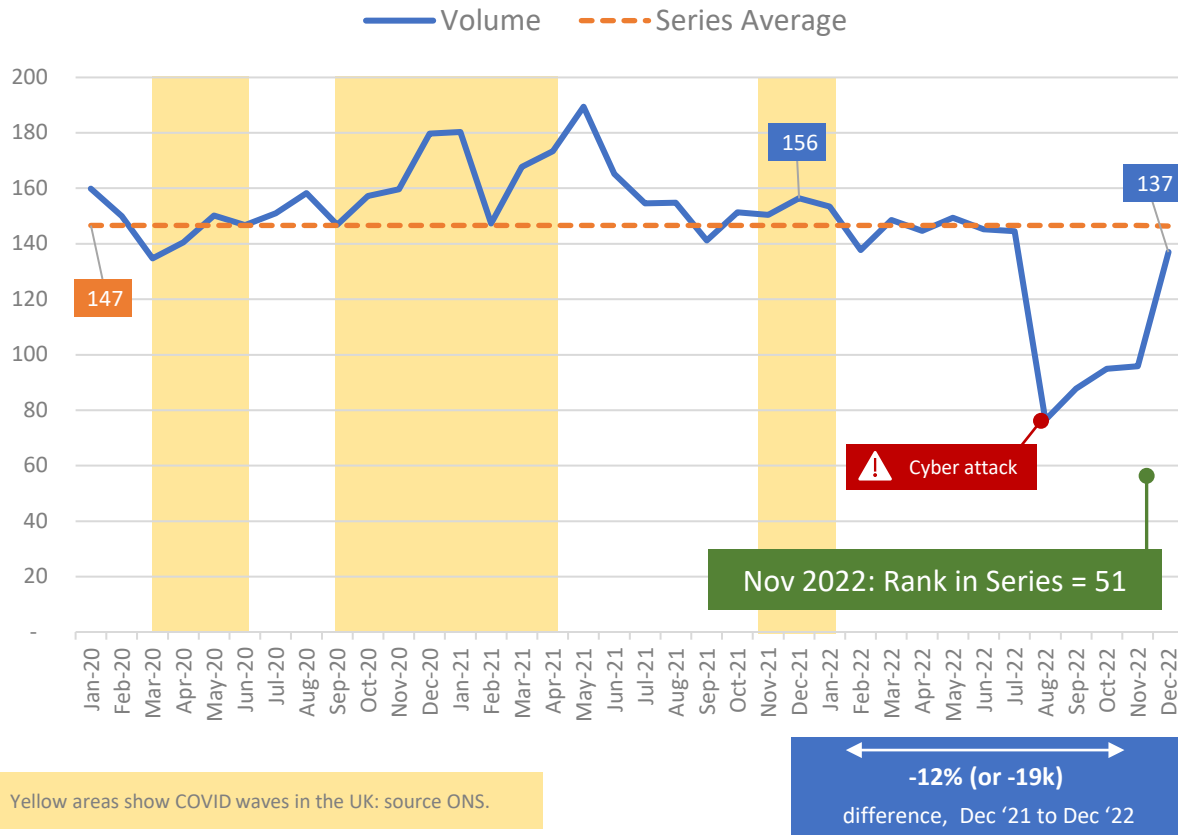

3. Annualised Data

Total 111 Calls: 12 months to Dec (5.3, A01)
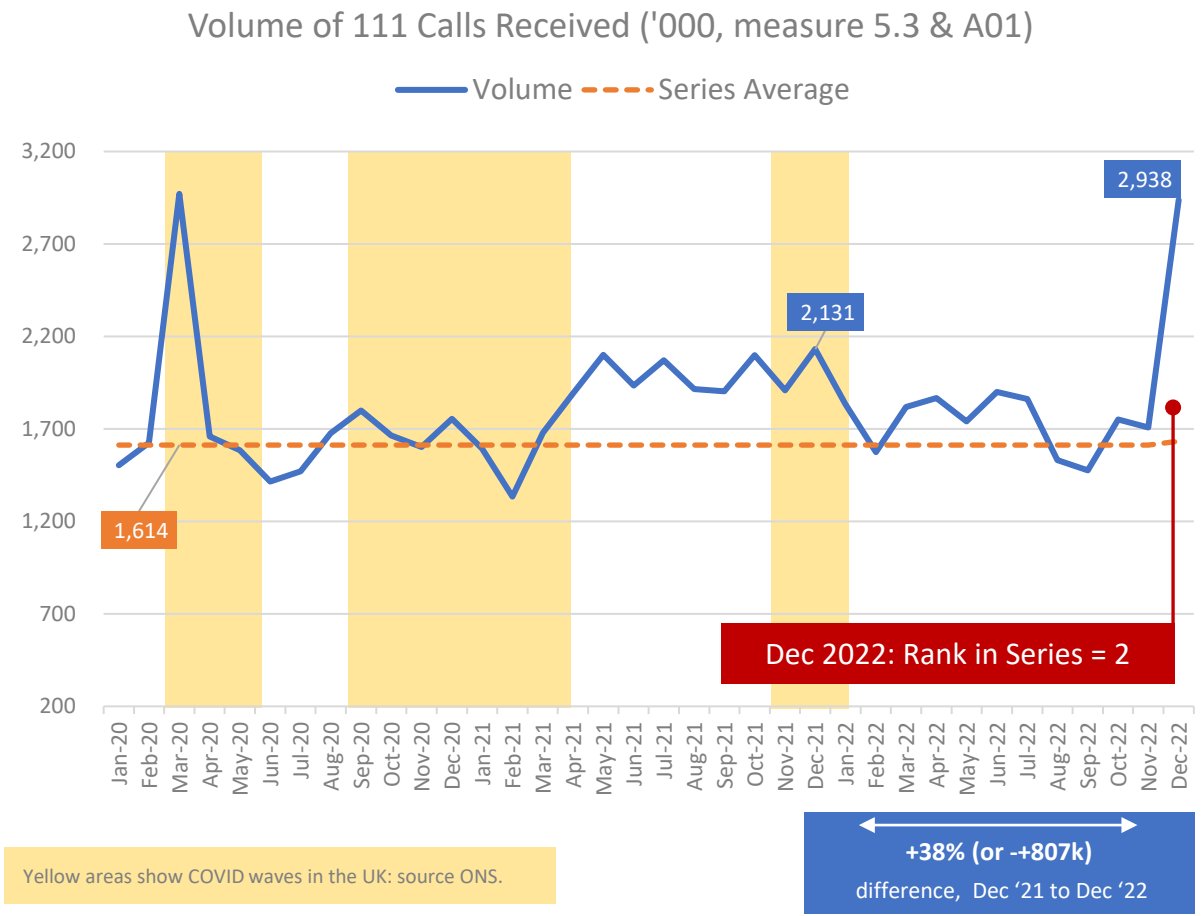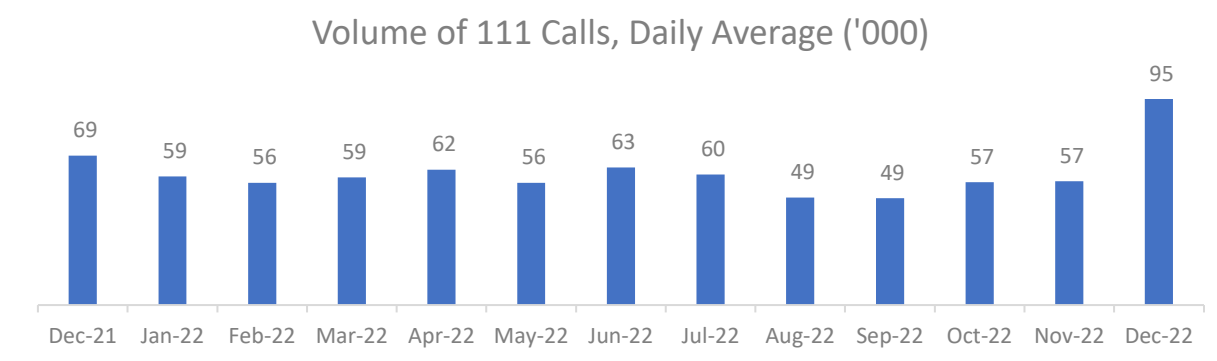
7. Ambulance Dispositions (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

In December, 137k 111 calls were referred to the ambulance service (from 96k in November). This is the highest volume since August's cyber attack, and just below the series average of 147k. As a percentage of 111 calls-answered, dispositions increased by two percentage points to 8.6%, also the highest since August.
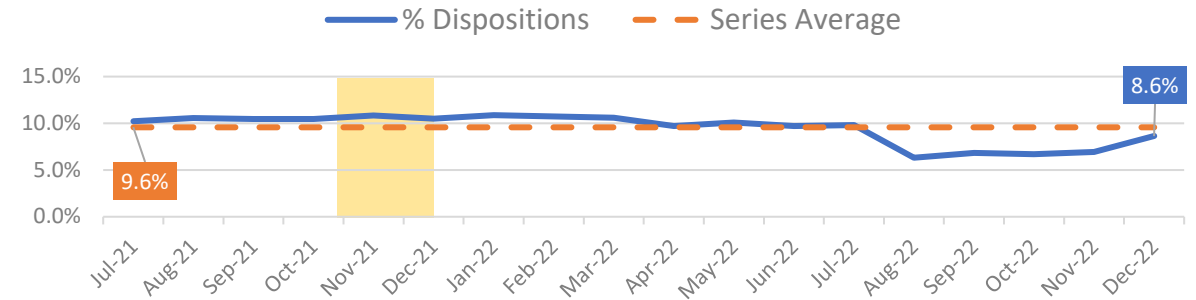
1. Monthly

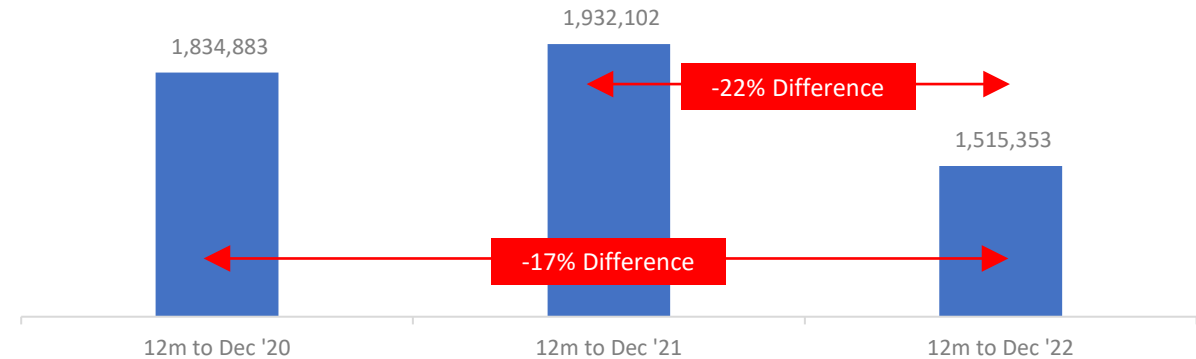### Ambulance Dispositions ('000, measures 5.23 & E02)

— Volume   - - - Series Average

156
137
147
8.6%

⚠ Cyber attack

Nov 2022: Rank in Series = 51

-12% (or -19k) difference, Dec '21 to Dec '22

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

2. Dispositions as % of 111 Calls Answered (A03, from April 2021)

Dispositions as percentage of 111 Calls Answered

— % Dispositions   - - - Series Average

9.6%
8.6%

3. Annualised Data

Total Dispositions: 12 months to Dec (5.3, A01)

1,834,883
1,932,102
1,515,353

-22% Difference

-17% Difference

12m to Dec '20   12m to Dec '21   12m to Dec '22

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

From a series high in December, call answer-times dropped to below the series average in January 2023. At nine seconds, the mean time was 79 seconds faster, while the 95th Centile answer time dropped to 53 seconds - over four minute faster than in December. In both cases, this was the fastest answer-time in over 18 months.

1. Mean
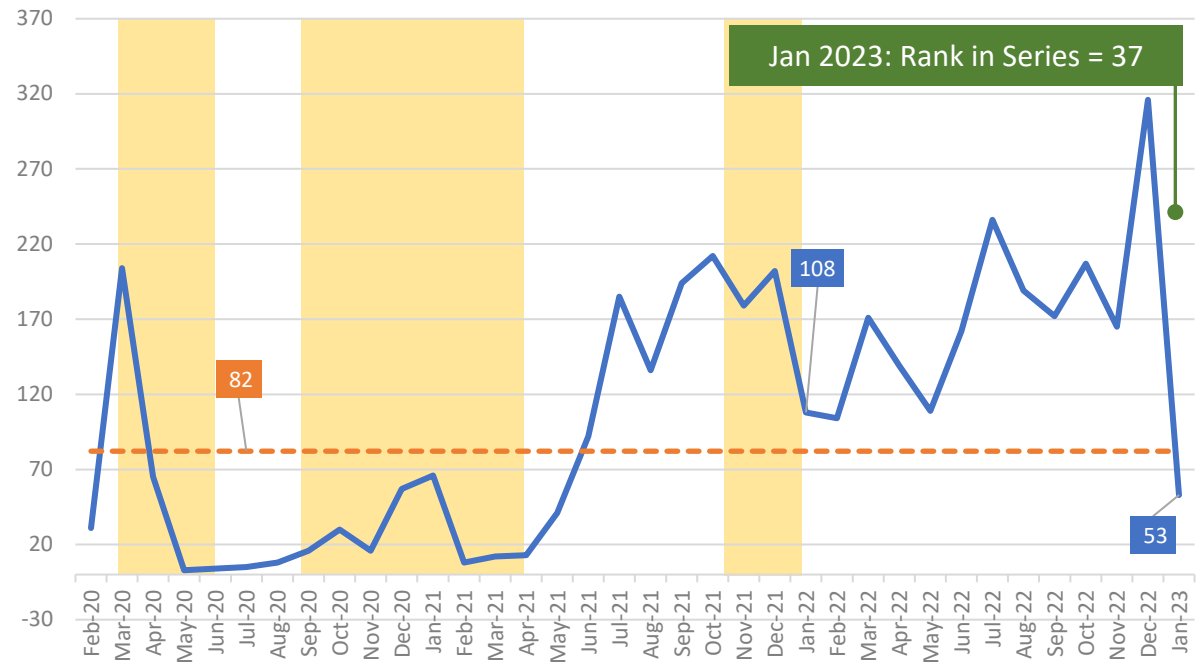
Mean Call Answer Time (A3)

— Time (Seconds)   - - - Series Average
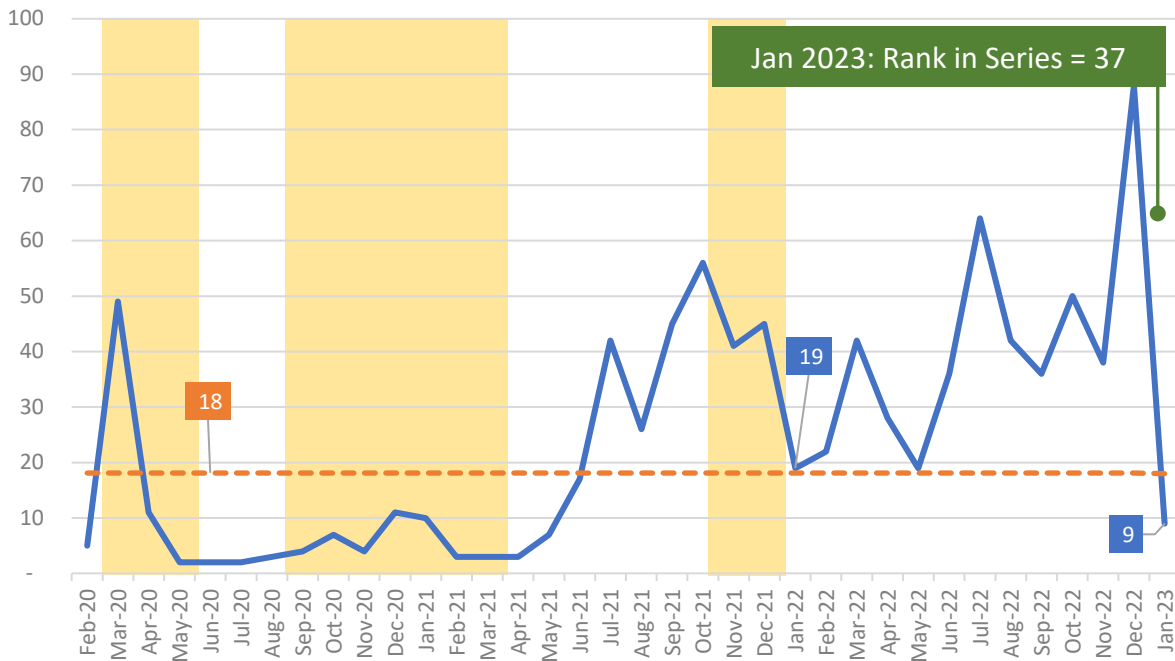
Jan 2023: Rank in Series = 37

18

19

9

-10 seconds
difference, Jan '22 to Jan '23

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

2. 95th Centile

95th Centile Call Answer Time (A5)

— Time (seconds)   - - - Series Average

Jan 2023: Rank in Series = 37

82

108

53

-55 seconds
difference, Jan '22 to Jan '23

Section 2

Incidents and Response Time, by Category

10. Demand: All Incidents (A7)

Total incidents decreased 28k in January to reach 654k. This is one of the lowest monthly volumes to-date, with only three months recording lower since January 2018. There is some evidence of seasonality as volume has decreased between January and December in five of the last six years (the exception being 2020 to 2021 during the second major wave of Covid).

1. Monthly volume of Incidents and Proportion that are C1
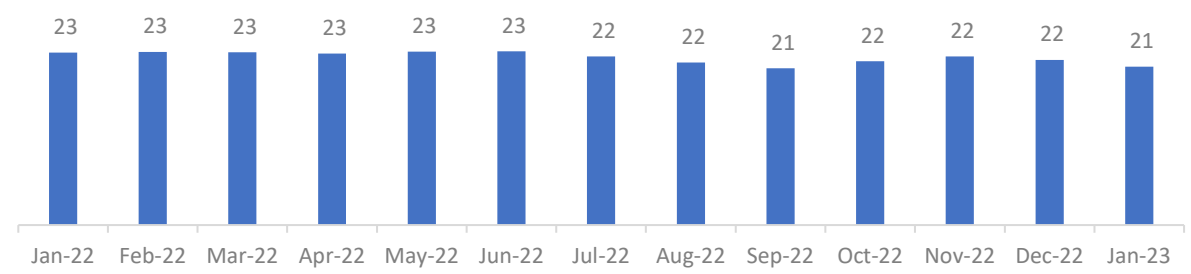
Volume of all incidents ('000, A7)
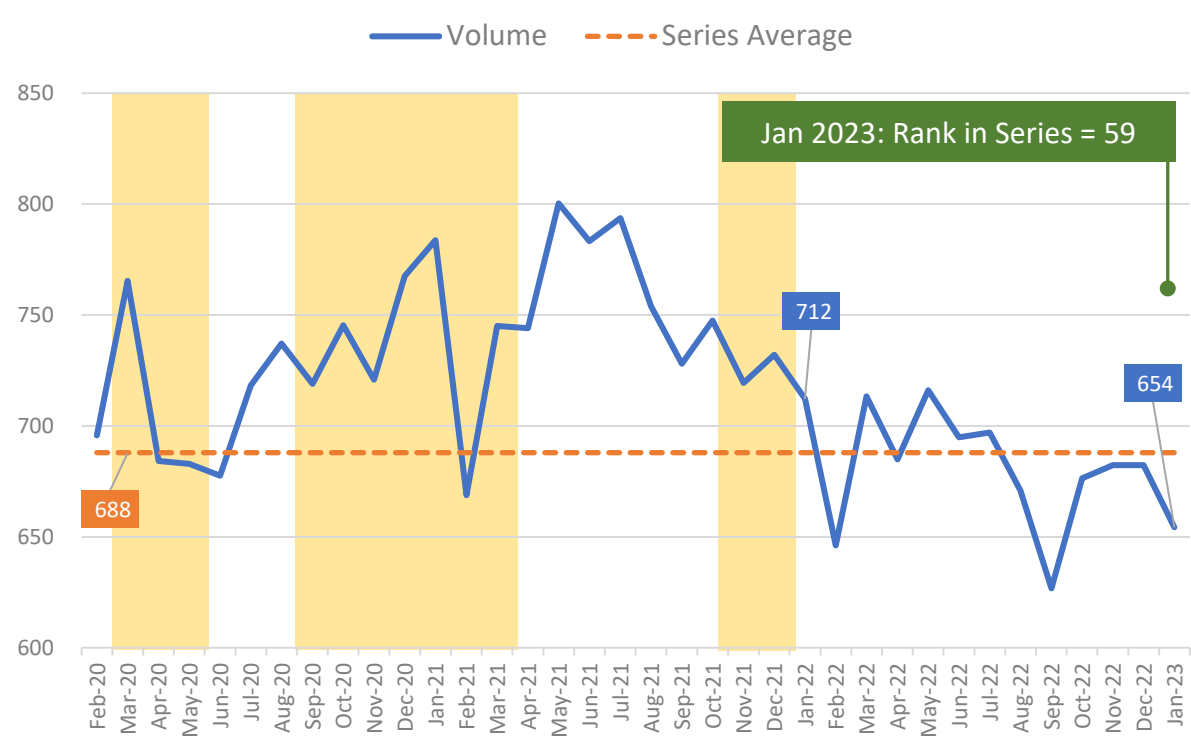
Volume — — — Series Average

Jan 2023: Rank in Series = 59

712

654

688

-8% (or -59k) difference, Jan '22 to Jan '23

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

2. Daily Average

Daily Average (A7, '000)

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
23	23	23	23	23	23	22	22	21	22	22	22	21

3. Annualised Data

Volume of incidents in the 12 months to Jan (A7)

8,697,376

8,927,820

8,136,449

-9% Difference

-6% Difference

| 12m to Jan '21 | 12m to Jan '22 | 12m to Jan '23 |
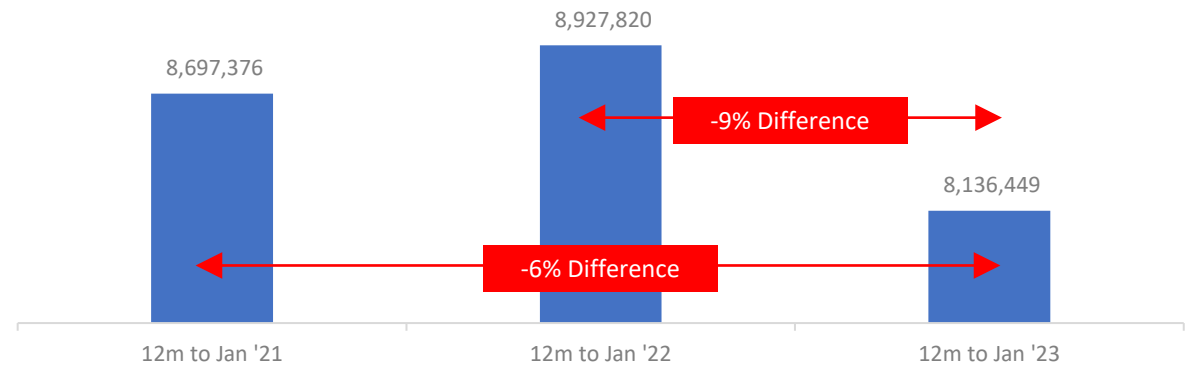
11. Demand: Share of Incidents by Category

Category 1 incidents accounted for 11% of all incidents in January 2023 – a drop from the 15% seen in December. Elsewhere, Category 2 incidents remained largely unchanged, while Category 3 saw a monthly increase of five percentage points (to 18%). Category 4 continues to track at one-percent or less.

1. Monthly

Share of Incidents by Category

2. Annualised Data

Share of Incidents by Category (12m to Jan)
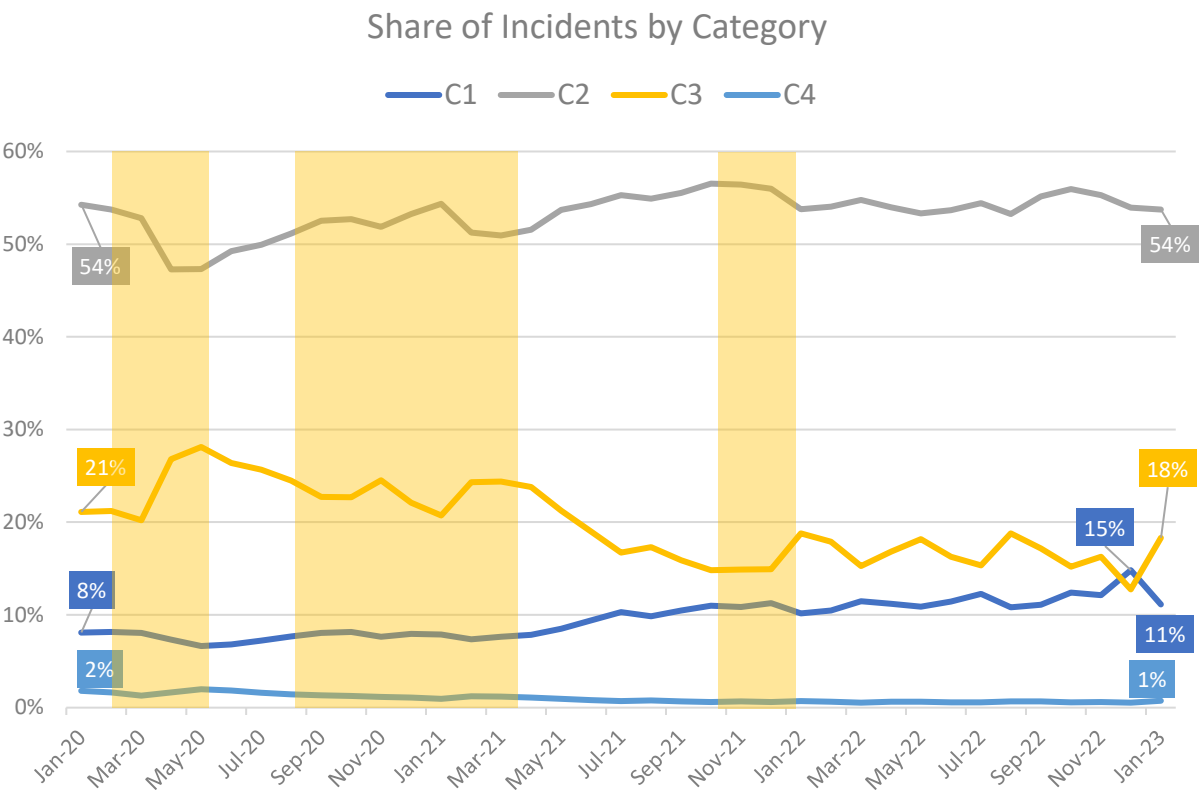
Yellow areas show COVID waves in the UK: source ONS.
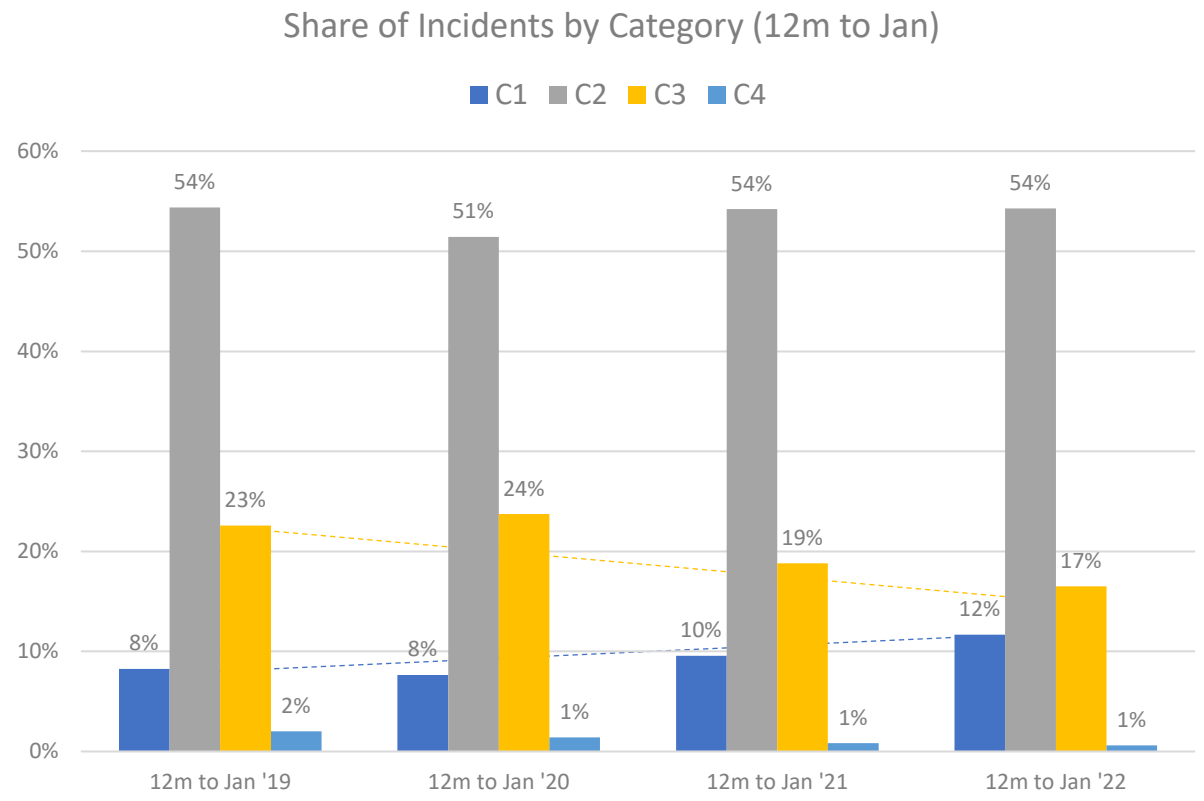
12. Demand: C1 Incidents (A8)

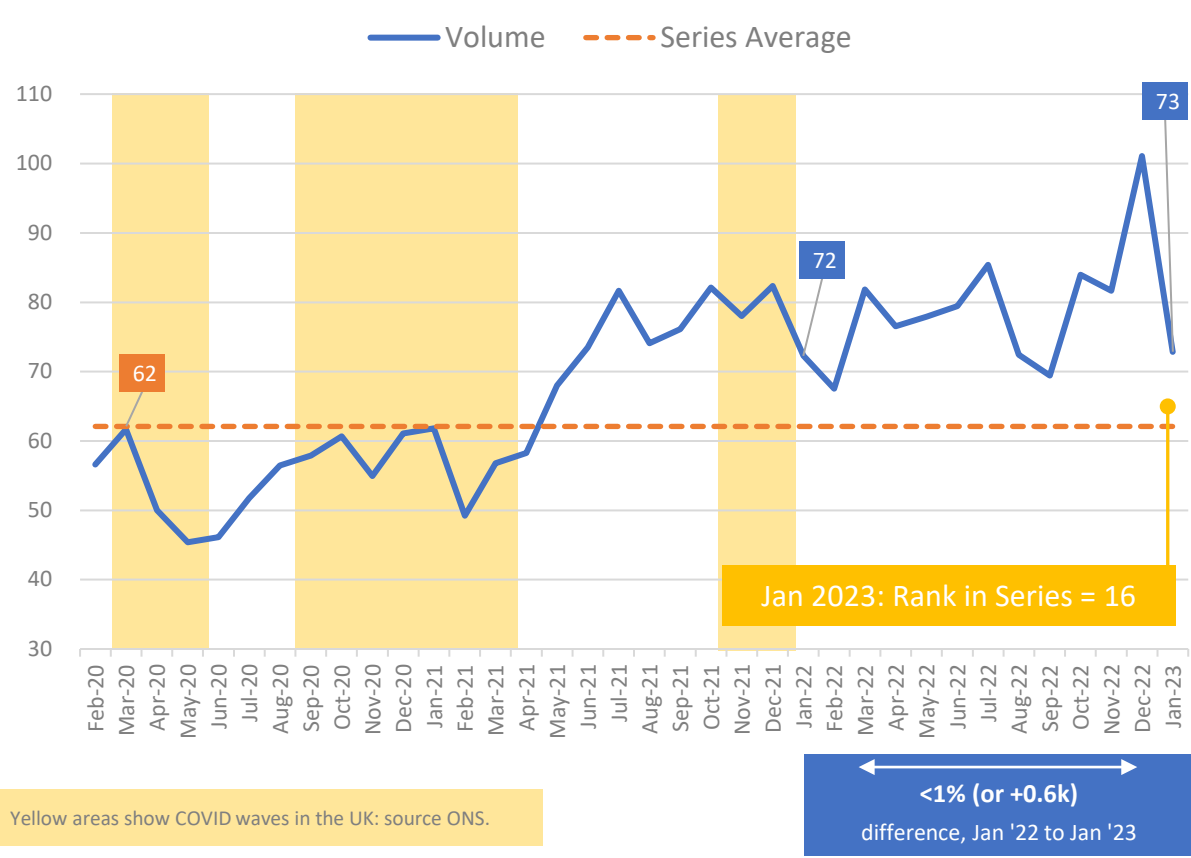December saw over 100k Category 1 incidents recorded, the highest to-date: January 2023 saw this reduce to 73k. This was marginally higher than in January 2022, remains above the series average of 62k average and was the third lowest monthly volume since May 2021. At an annualised level, volume continues to increase with 950k Category 1 incidents in the last 12 months – 286k more than the same period in 2021.

1. Monthly

Volume of C1 Incidents ('000, A8)

— Volume   - - - Series Average

62

73

72

Jan 2023: Rank in Series = 16

<1% (or +0.6k) difference, Jan '22 to Jan '23

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

2. Daily Average

C1 Volume, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
2,332	2,412	2,641	2,552	2,514	2,648	2,755	2,337	2,315	2,709	2,722	3,261	2,350
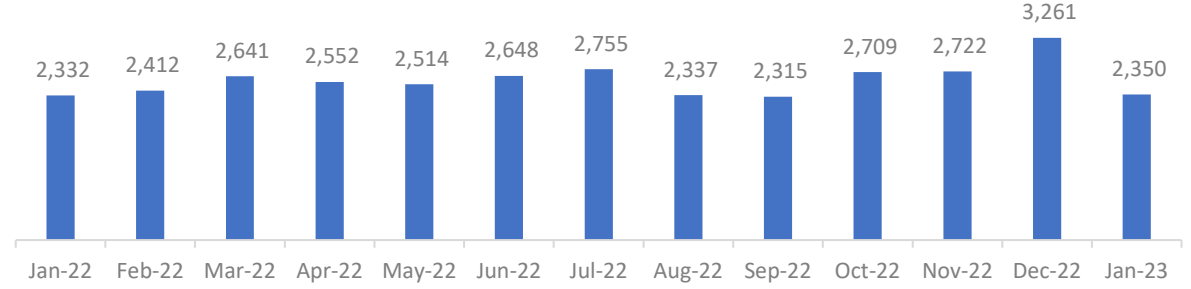
3. Annualised Data

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

12m to Jan '21	12m to Jan '22	12m to Jan '23
664,532	852,484	950,194

+11% Difference

+43% Difference
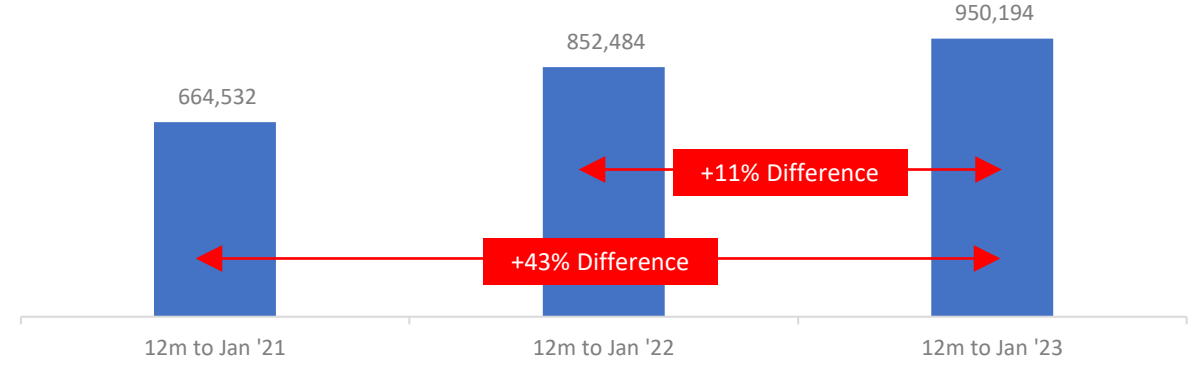
13. Demand: C2 Incidents (A10)

The volume of Category 2 incidents decreased for the third consecutive month, taking the total for January 2023 to 352k. This was 31k lower than January 2022. Annualised volumes show there were over 400k fewer incidents in the most recent period compared with the same time last year.
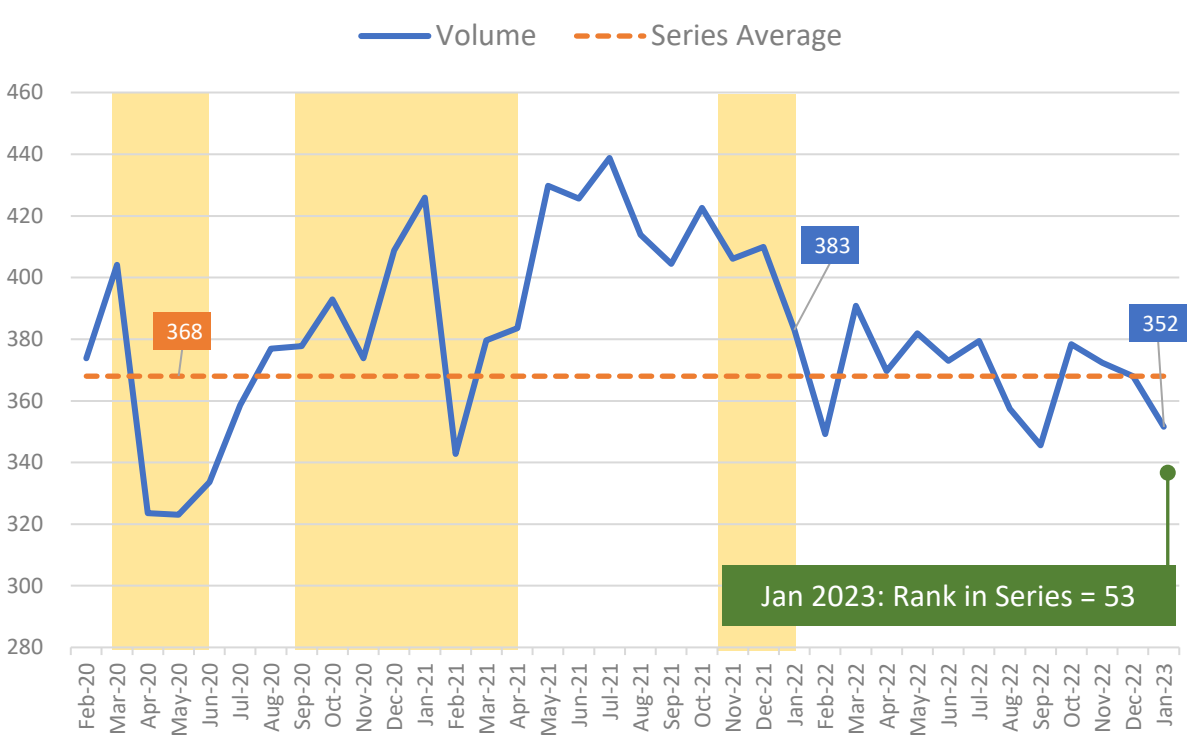
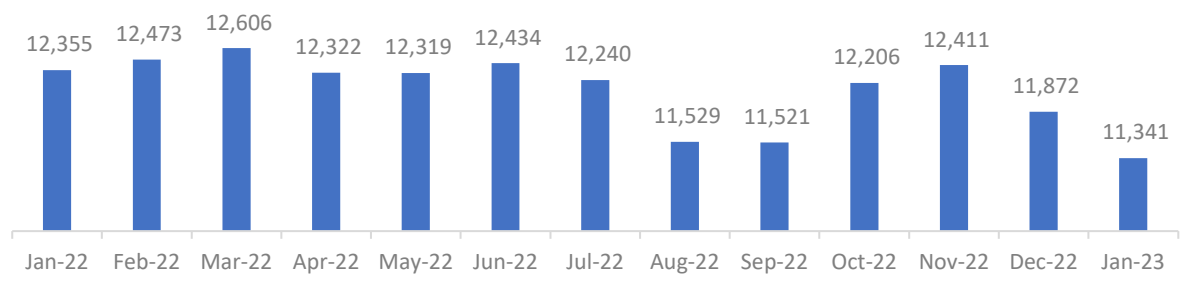## 1. Monthly

Volume of C2 Incidents ('000, A10)

— Volume   - - - Series Average

368

383

352

Jan 2023: Rank in Series = 53

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

-8% (or -31k)
difference, Jan '22 to Jan '23

2. Daily Average

C2 Volume, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
12,355	12,473	12,606	12,322	12,319	12,434	12,240	11,529	11,521	12,206	12,411	11,872	11,341

3. Annualised Data

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

4,473,140 — 12m to Jan '21

4,840,113 — 12m to Jan '22

4,417,413 — 12m to Jan '23

-9% Difference

-1% Difference
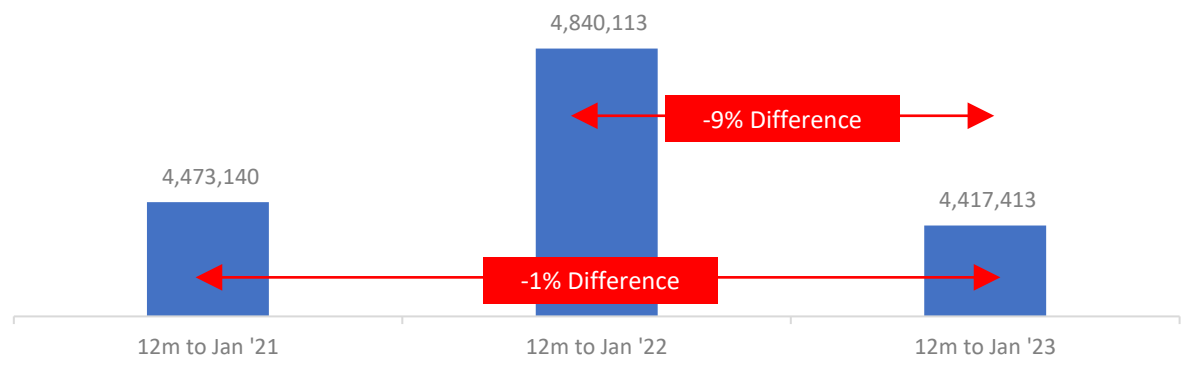
14. Demand: C3 Incidents (A11)

January 2023 recorded 120k Category 3 incidents, an increase of 33k from December. This is 14k fewer than January last year (and some way below the series average). Over time this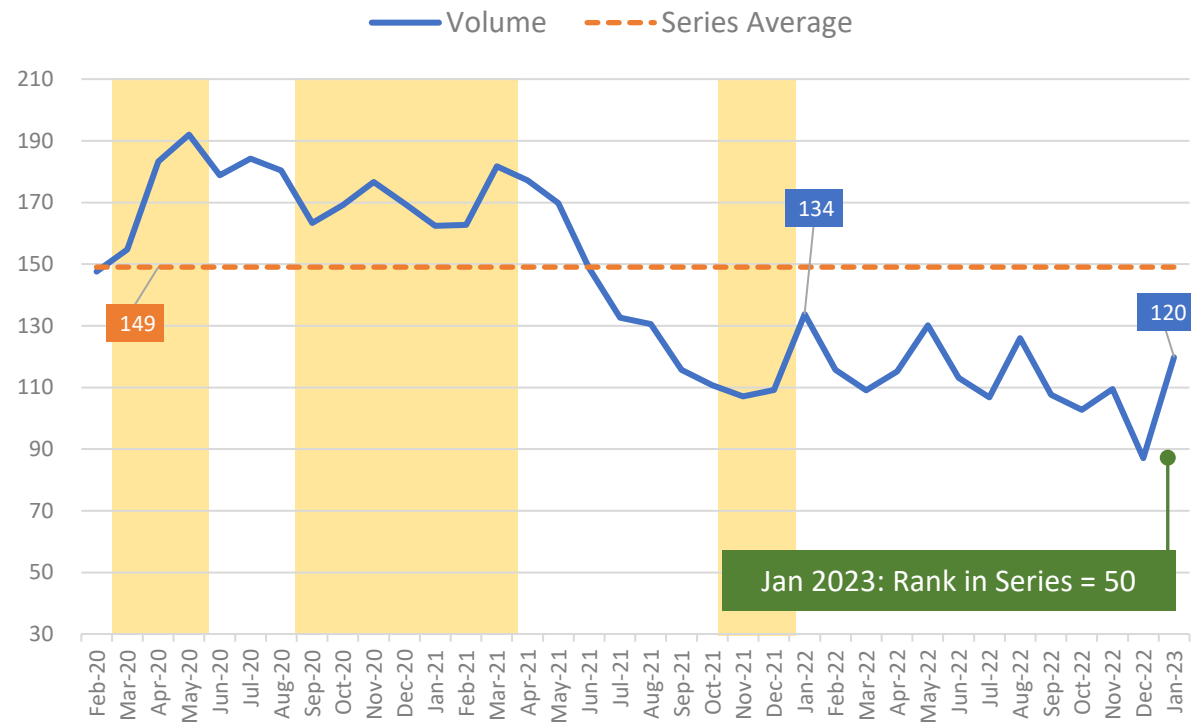 Category continues to decrease, with over 700k fewer incidents in the 12 months to January 2023 compared with two years ago.

1. Monthly
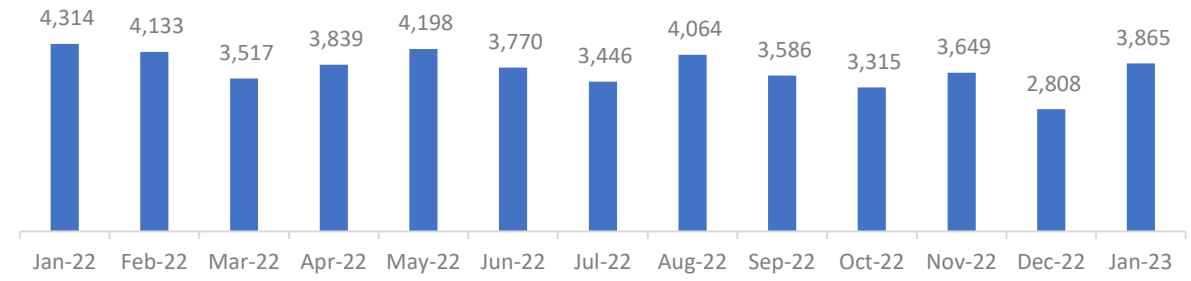
Volume of C3 Incidents ('000, A11)

— Volume ---- Series Average

149

134

120

Jan 2023: Rank in Series = 50

-10% (or -14k)
difference, Jan '22 to Jan '23

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

2. Daily Average

C3 Volume, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
4,314	4,133	3,517	3,839	4,198	3,770	3,446	4,064	3,586	3,315	3,649	2,808	3,865

3. Annualised Data

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

12m to Jan '21	12m to Jan '22	12m to Jan '23
2,062,620	1,679,867	1,342,637

-20% Difference

-35% Difference
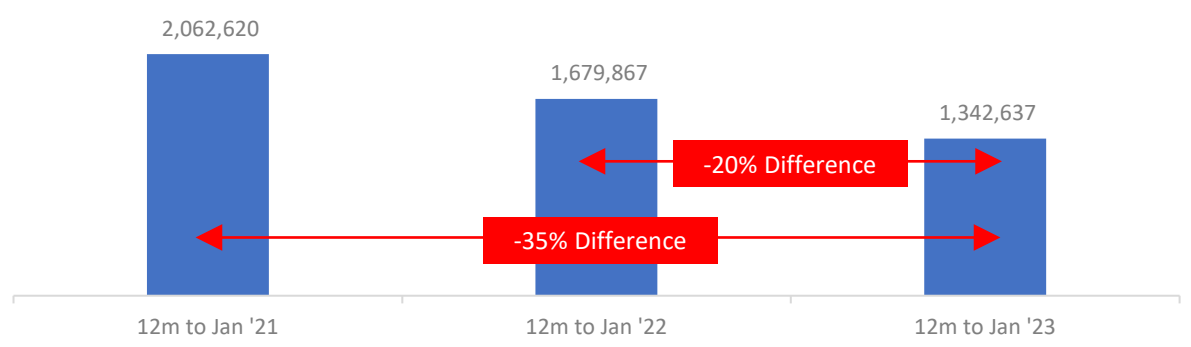
15. Demand: C4 Incidents (A12)

Category 4 incidents also saw a slight monthly increase, with just over one-thousand more incidents than in December (taking the total to around five-thousand). This is largely the same as the previous January, although the long term trend for this category is that of declining volume (as seen in the annualised data).

1. Monthly

Volume of C4 Incidents ('000, A12)

Jan 2023: Rank in Series = 52

-3% (or -153) difference, Jan '22 to Jan '23

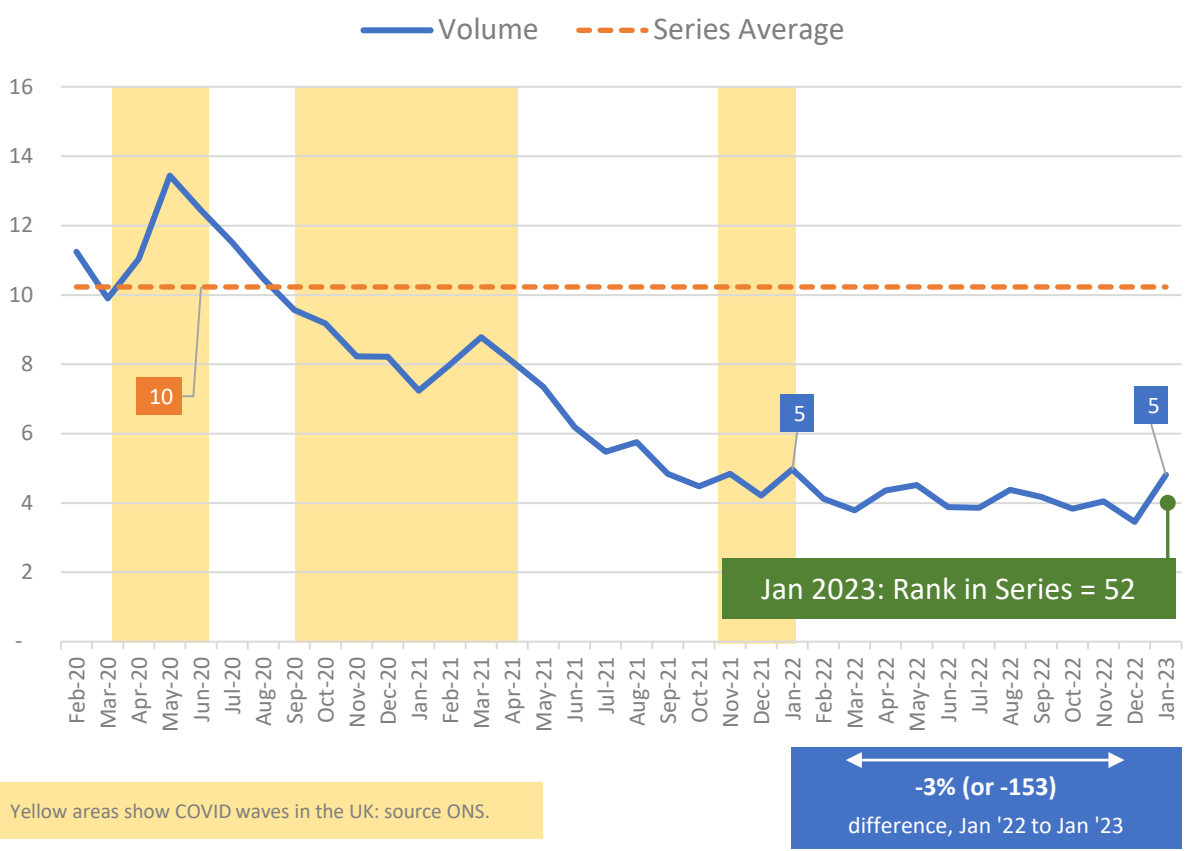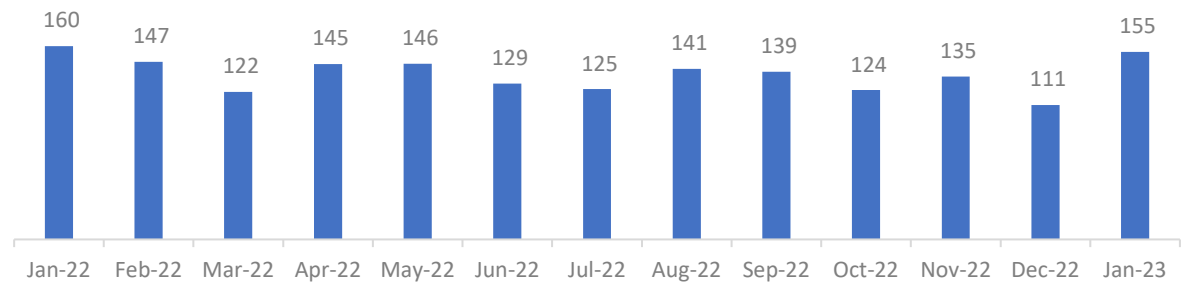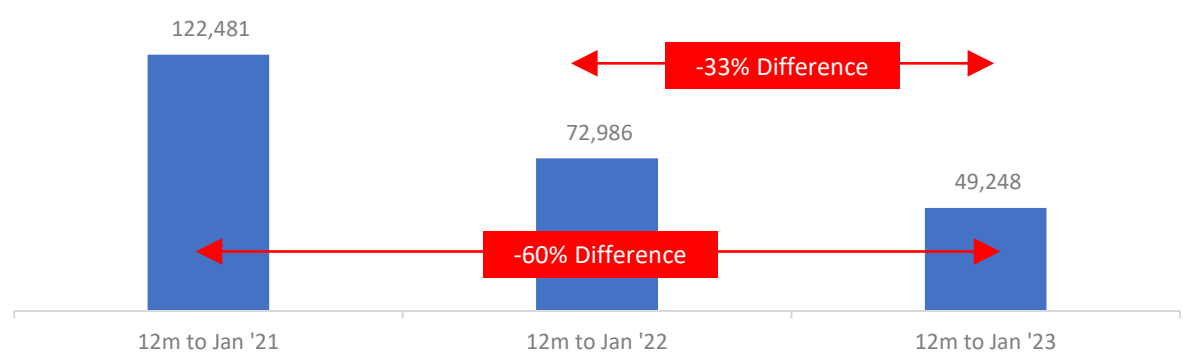Yellow areas show COVID waves in the UK: source ONS.

2. Daily Average

C4 Volume, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
160	147	122	145	146	129	125	141	139	124	135	111	155

3. Annualised Data

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

-33% Difference

-60% Difference

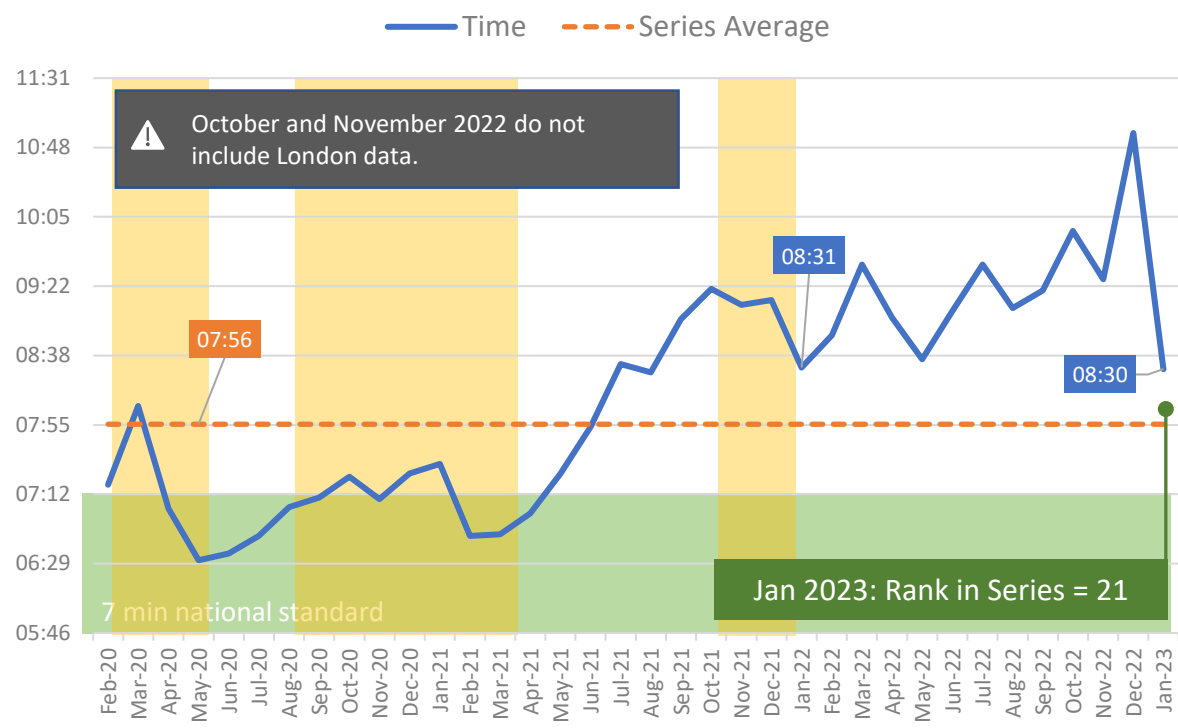| 12m to Jan '21	12m to Jan '22	12m to Jan '23
122,481	72,986	49,248

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

From a series high in December, Category 1 response times decreased sharply in January. The mean response dropped two-and-a-half minutes (to eight-and-a-half minutes) and the 90th Centile measure dropped by four-minutes to just over 15 minutes. Both measures remain above their respective national standards.
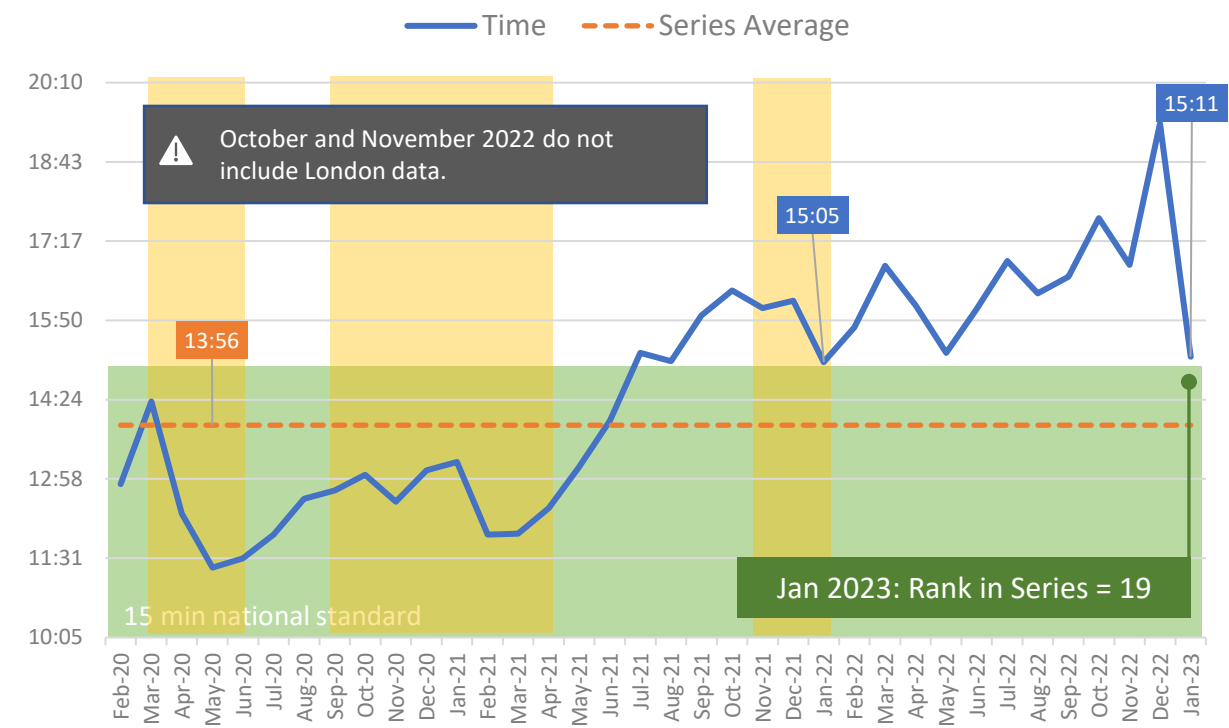
1. Mean

Mean C1 Response Time (mm:ss, A25)

— Time   - - - Series Average

October and November 2022 do not include London data.

08:31

07:56

08:30

7 min national standard

Jan 2023: Rank in Series = 21

-00:01
difference, Jan '22 to Jan '23

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

2. 90th Centile

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

— Time   - - - Series Average

October and November 2022 do not include London data.

15:11

15:05

13:56

15 min national standard

Jan 2023: Rank in Series = 19

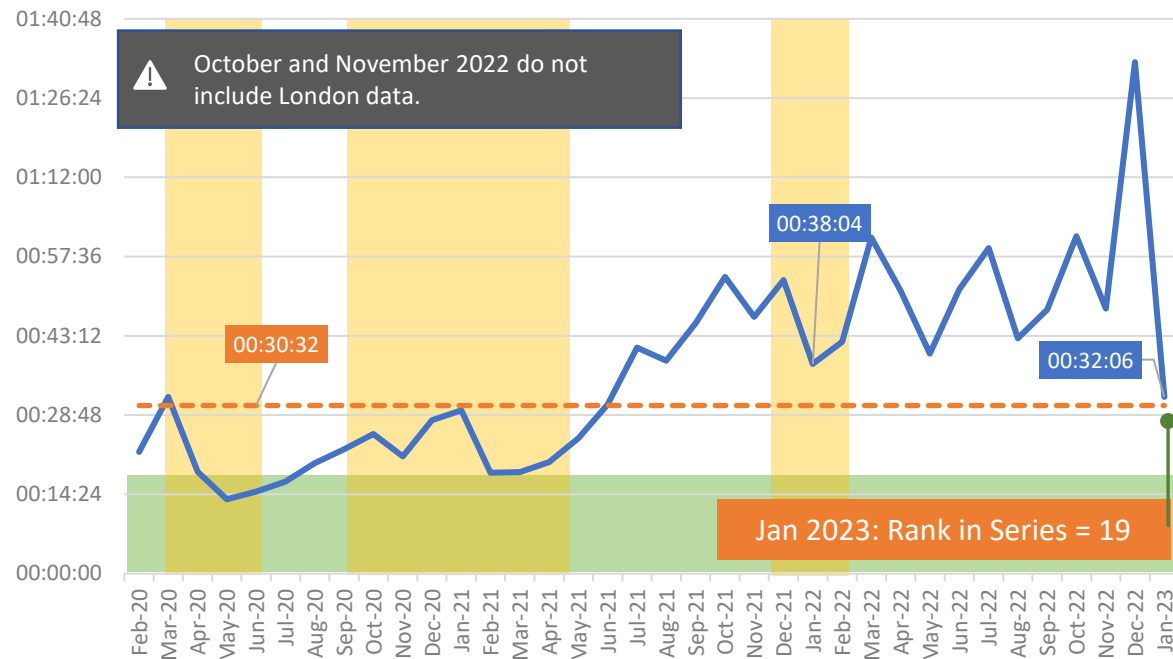+00:06
difference, Jan '22 to Jan '23

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

Category 2 also saw a steep decrease in response times in January: the mean dropped by an hour (to just over 30 minutes) and the 90th centile by two-and-a-half hours to just over one-hour. These times are slightly above the equivalent for January 2022 and – although both represent the lowest Category 2 response times since spring 2021 - they remain above the national standard.

1. Mean – Example demonstrates impact of LAS on national data

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

- ⚠ October and November 2022 do not include London data.
- 00:30:32 (Series Average)
- 00:38:04
- 00:32:06
- Jan 2023: Rank in Series = 19
- -00:05:58 difference, Jan '22 to Jan '23

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

2. 90th Centile

90th Centile C2 Response Time (hh:mm:ss, A32)
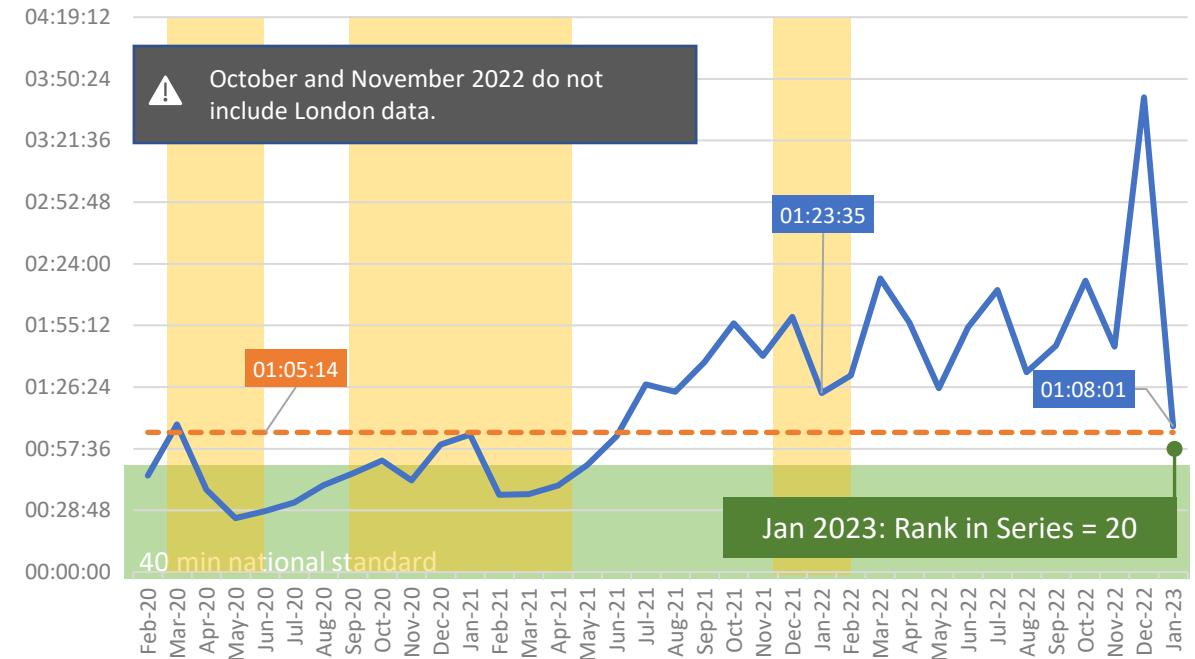
- ⚠ October and November 2022 do not include London data.
- 01:05:14 (Series Average)
- 01:23:35
- 01:08:01
- 40 min national standard
- Jan 2023: Rank in Series = 20
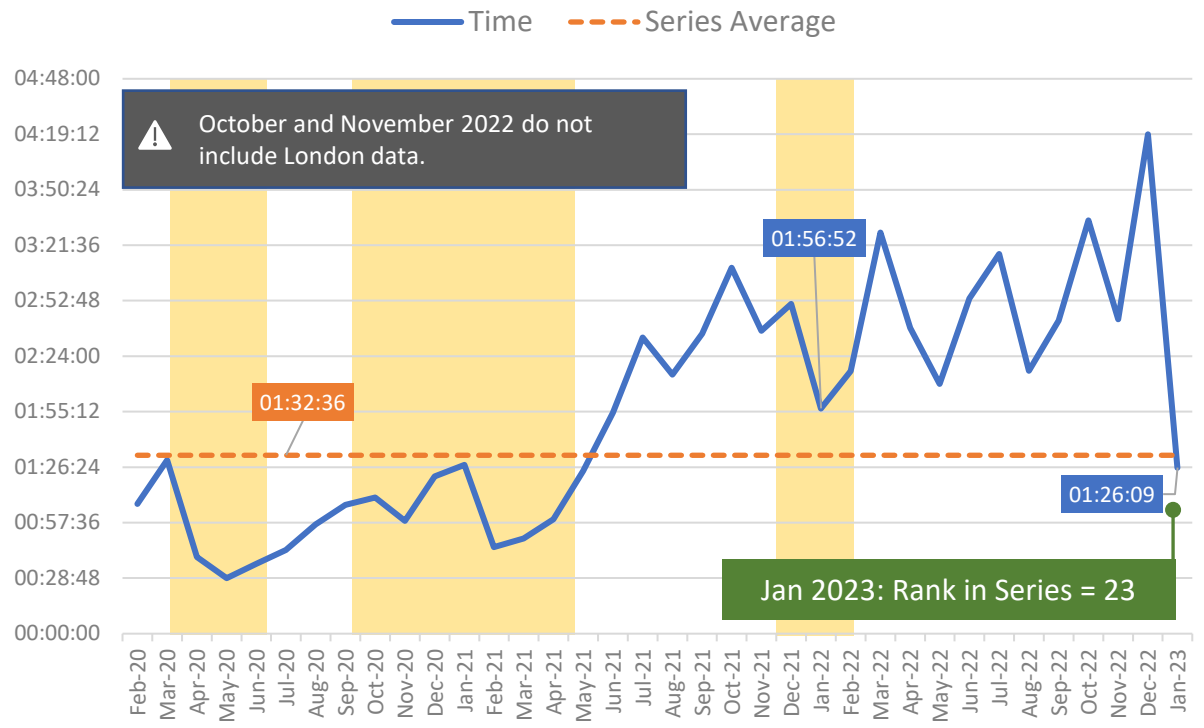- -00:15:34 difference, Jan '22 to Jan '23

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

Category 3 response times saw similarly substantial change: the mean time was three-hours faster than December, the 90th centile time nearly eight-hours faster. January's 2023 response times for this category dip below the series average and represent some of the fastest since mid-2021.

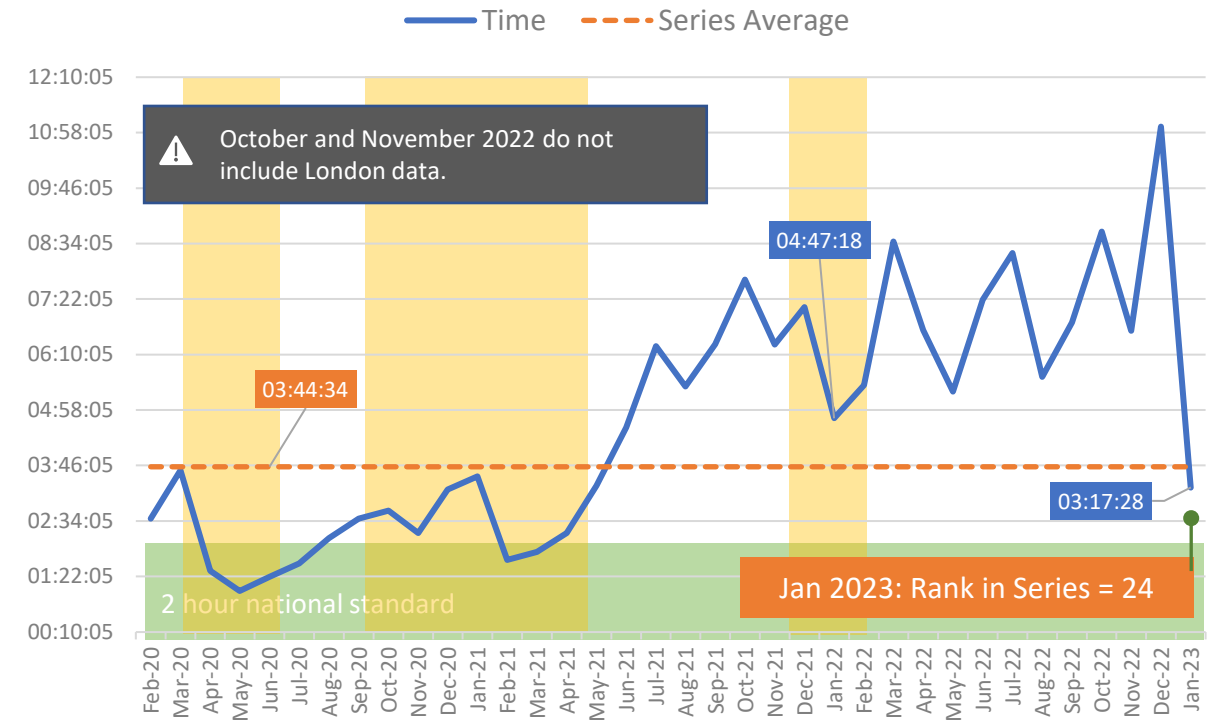## 1. Mean

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

— Time   - - - Series Average

> October and November 2022 do not include London data.

01:56:52

01:32:36

01:26:09

Jan 2023: Rank in Series = 23

-00:30:43
difference, Jan '22 to Jan '23

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

2. 90th Centile

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

— Time   - - - Series Average

> October and November 2022 do not include London data.

04:47:18

03:44:34

03:17:28

2 hour national standard

Jan 2023: Rank in Series = 24

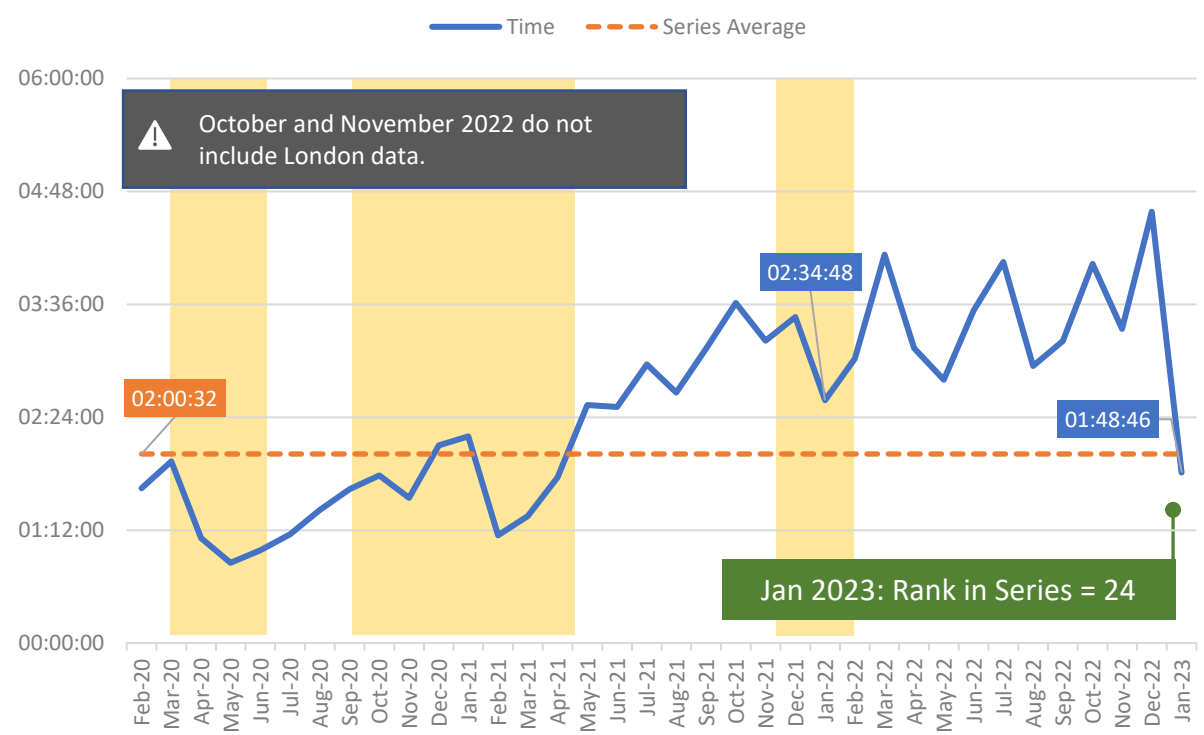-01:29:50
difference, Jan '22 to Jan '23

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

Category 4 response times echo the trend seen for the other categories, with the monthly average for January 2023 substantially faster for the mean (nearly three-hours faster) and 90th Centile measures (over seven-hours faster). Again, the most recent response times are the fastest since mid-2021.
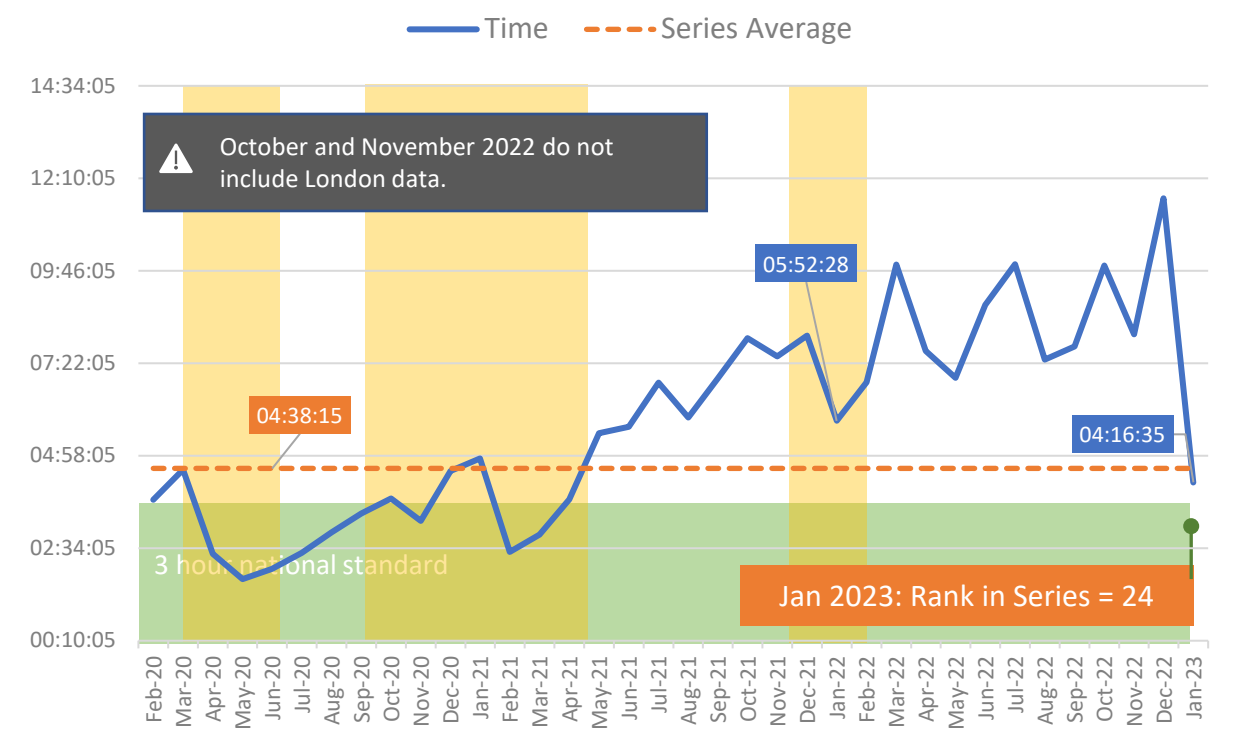
1. Mean

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

— Time   - - - Series Average

October and November 2022 do not include London data.

02:00:32

02:34:48

01:48:46

Jan 2023: Rank in Series = 24

+00:46:02
difference, Jan '22 to Jan '23

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

2. 90th Centile

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

— Time   - - - Series Average

October and November 2022 do not include London data.

04:38:15

05:52:28

04:16:35

3 hour national standard

Jan 2023: Rank in Series = 24

+01:35:53
difference, Jan '22 to Jan '23

Section 3

Incidents by Response Outcome

21. Share of Incidents by Response Outcome

After a jump in the share of Hear and Treat incidents in December (mirrored by a decrease in the proportion of incidents requiring Conveyance to an Emergency Department (ED)) January saw all four outcome measures return to the proportions seen in November. The long term trend (seen in the annualised data) continues to reveal a decrease in the proportion of incidents conveyed to hospital and a corresponding increase in Hear and Treat Incidents.

1. Monthly

Incident Outcome (Share of all incidents)

Legend: Hear and Treat — See and Treat — Conveyed to ED — Conveyed (not ED)

Key data points: 57%, 52% (Conveyed to ED); 30%, 32% (See and Treat); 7%, 12% (Hear and Treat); 6%, 5% (Conveyed not ED)
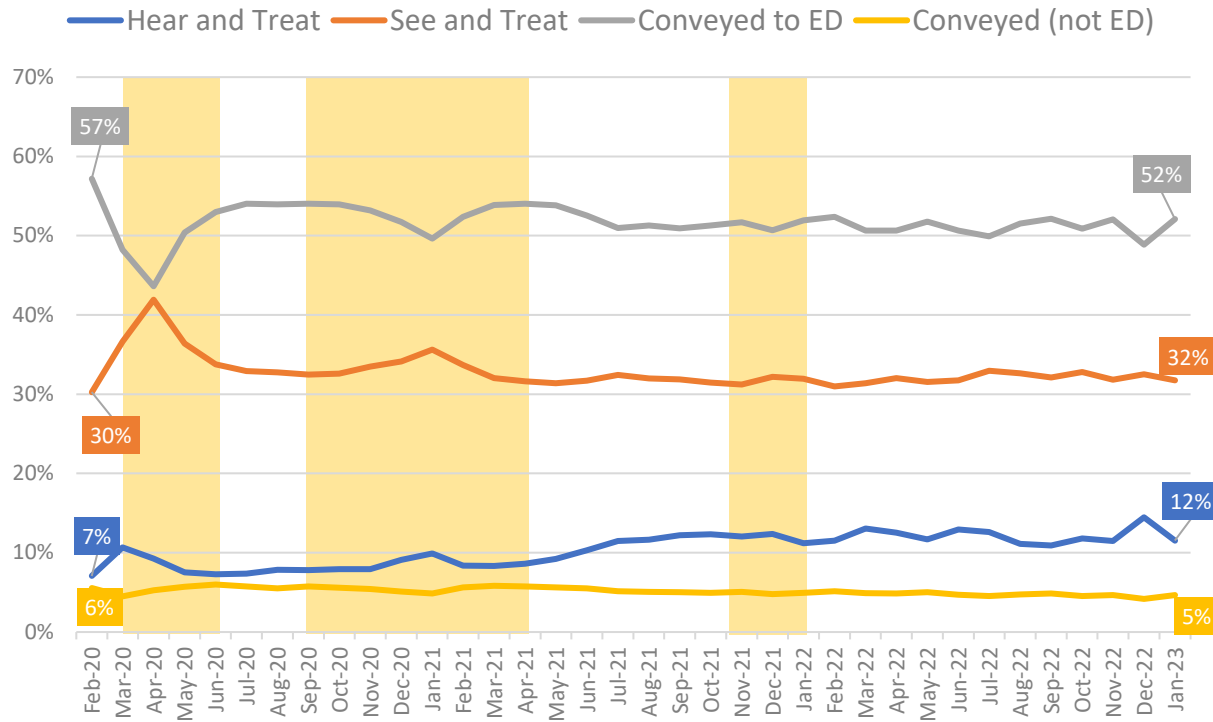
Yellow areas show COVID waves in the UK: source ONS.

2. Annualised Data

Share of all incidents (12m to Jan)

Legend: Hear and Treat — See and Treat — Conveyed to ED — Conveyed (not ED)

	Hear and Treat	See and Treat	Conveyed to ED	Conveyed (not ED)
Jan-20	7%	30%	58%	5%
Jan-21	8%	34%	52%	5%
Jan-22	11%	32%	52%	5%
Jan-23	12%	32%	51%	5%
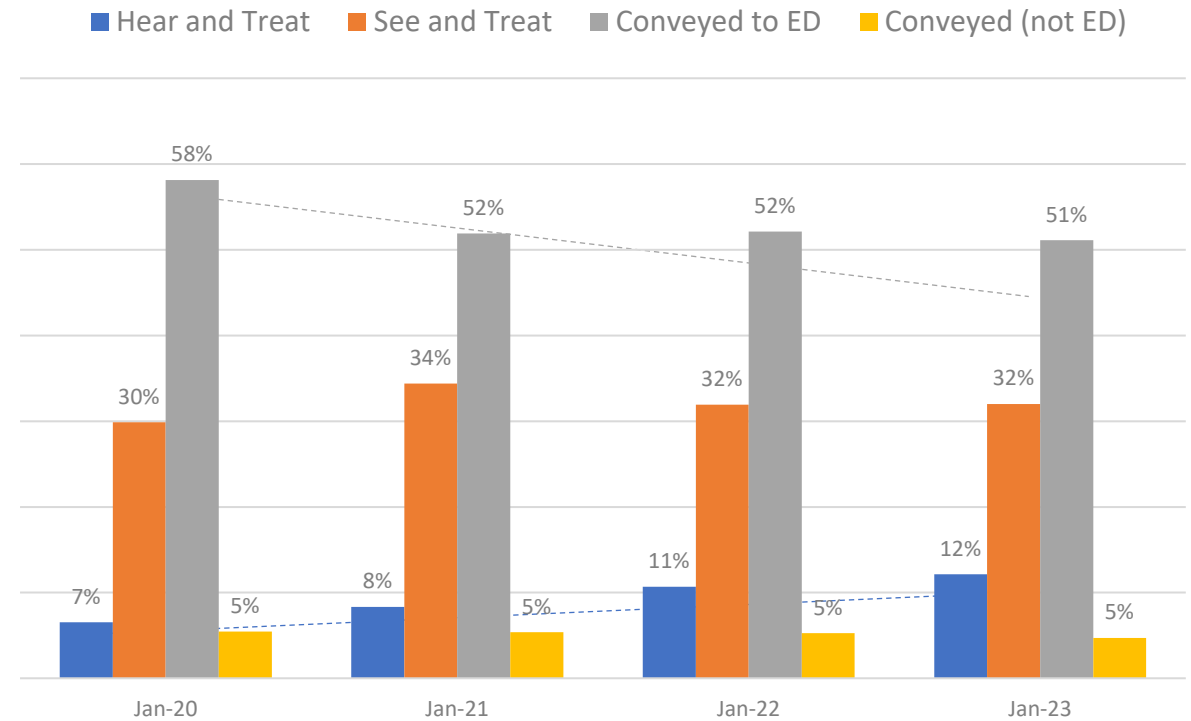
22. Hear and Treat (measure A17)

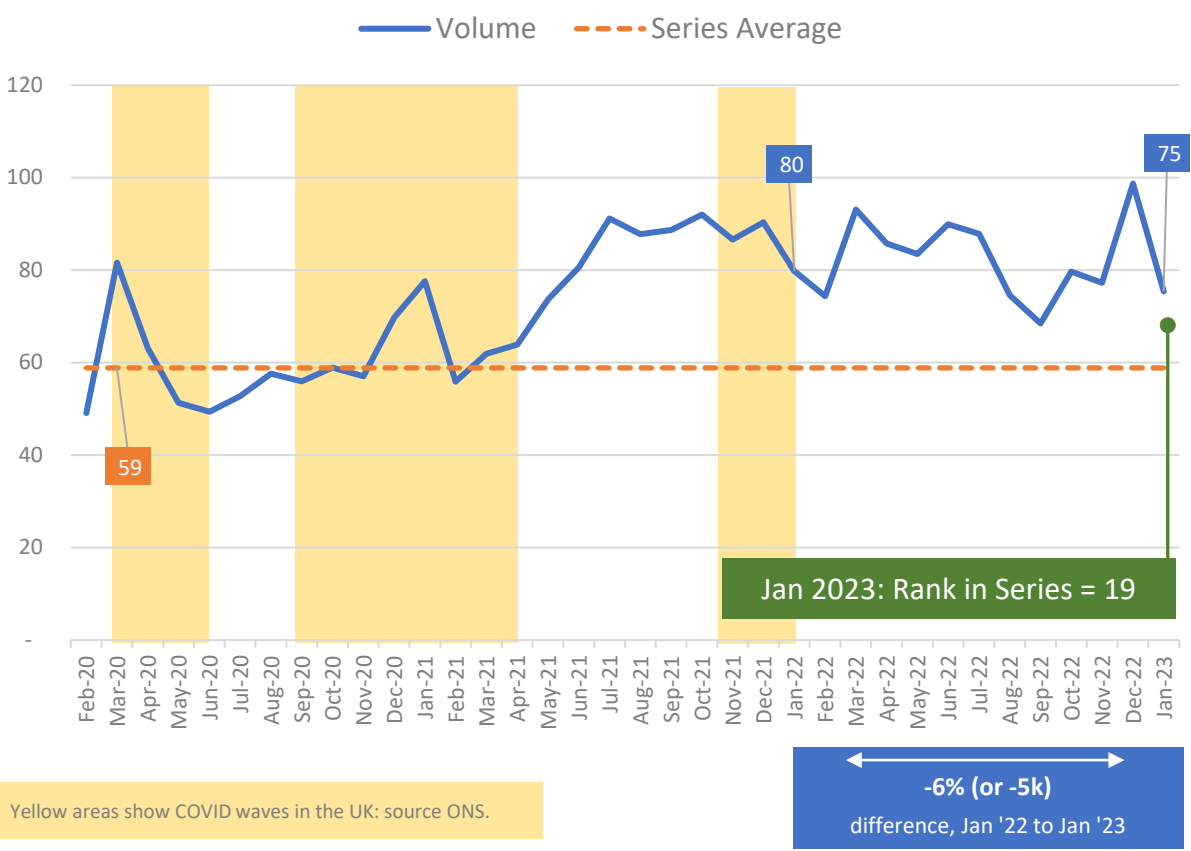January 2023 saw the volume of incidents with a Hear and Treat response drop back to 75k – just below November's figure. This is also lower than January 2022. Over time Hear and Treat responses continue to increase, with 724k in the 12 months to January 2021 growing to 989k in the most recent period.
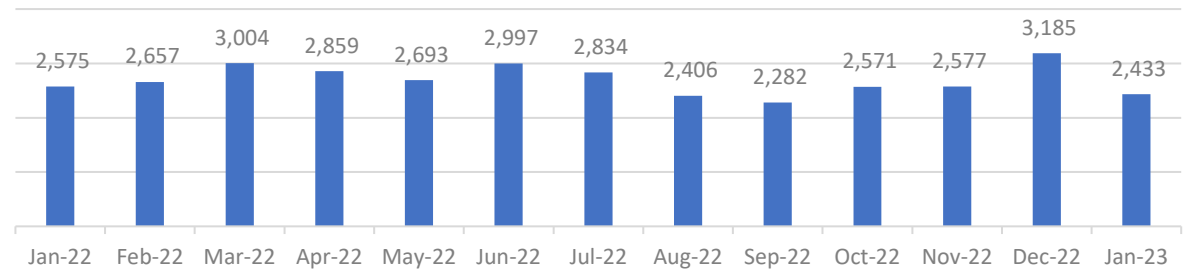
1. Monthly
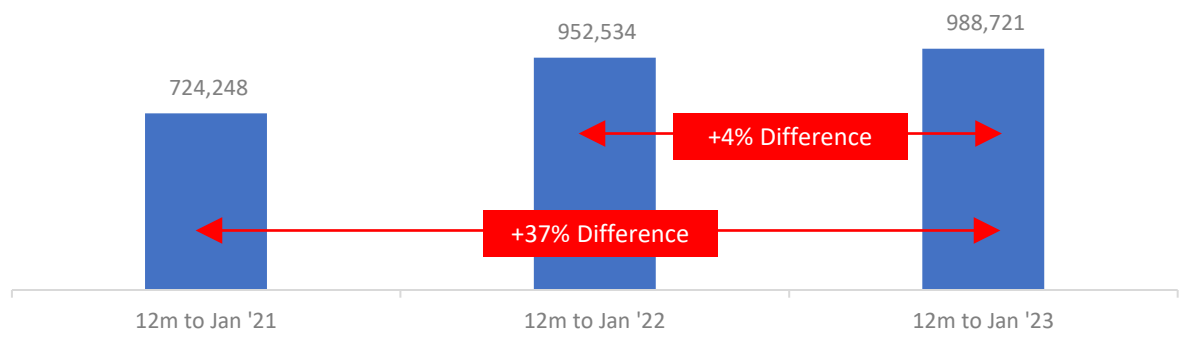
Volume of Hear and Treat ('000, A17)

Jan 2023: Rank in Series = 19

-6% (or -5k) difference, Jan '22 to Jan '23

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

2. Daily Average

Hear and Treat, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
2,575	2,657	3,004	2,859	2,693	2,997	2,834	2,406	2,282	2,571	2,577	3,185	2,433

3. Annualised Data

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

+4% Difference

+37% Difference

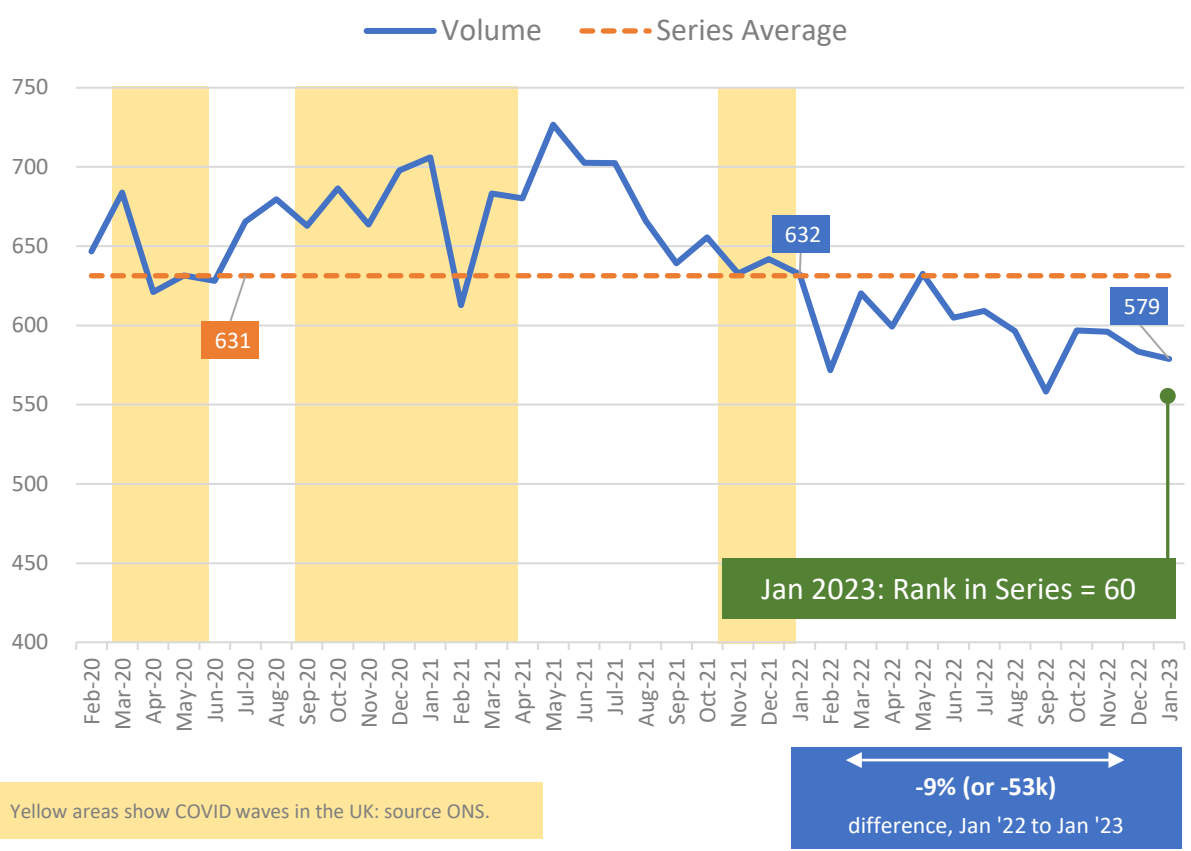| 12m to Jan '21	12m to Jan '22	12m to Jan '23
724,248	952,534	988,721

23. Face to Face (measure A56)

Volume of Face to Face responses dropped for the third consecutive month. January 2023 saw 579k responses within this category, compared with 632k last year (and 706k in January 2021).
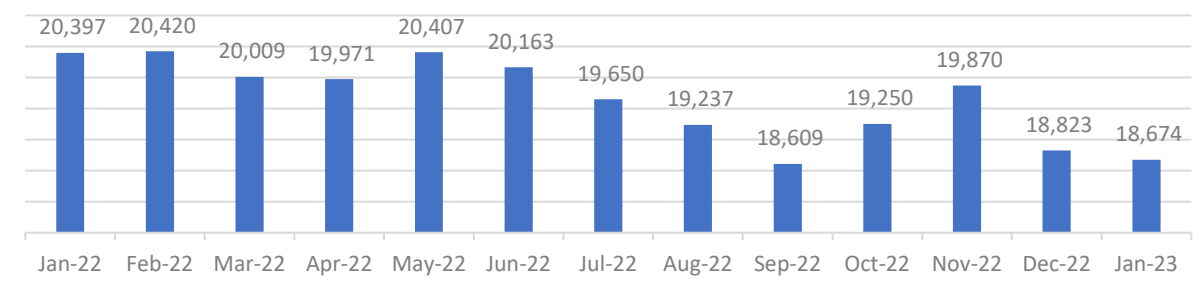
1. Monthly
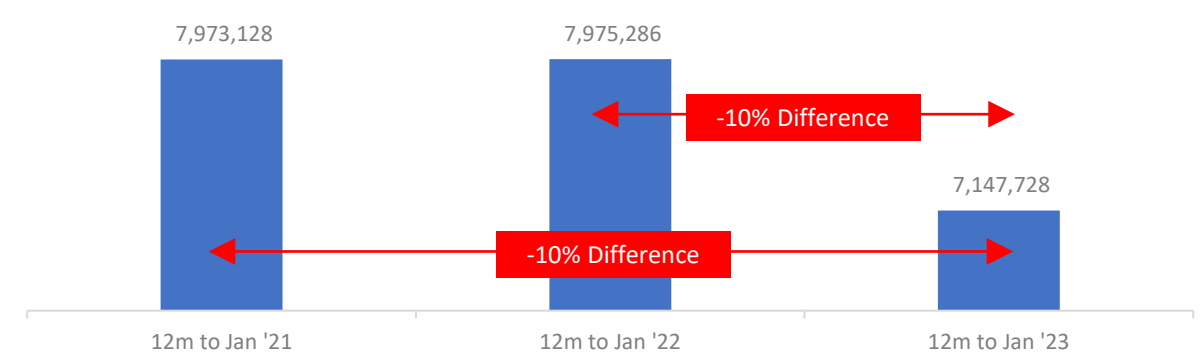
Volume of F2F Responses ('000, A56)

Legend: —— Volume - - - Series Average

Jan 2023: Rank in Series = 60

631

632

579

-9% (or -53k) difference, Jan '22 to Jan '23

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

2. Daily Average

F2F, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
20,397	20,420	20,009	19,971	20,407	20,163	19,650	19,237	18,609	19,250	19,870	18,823	18,674

3. Annualised Data

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

12m to Jan '21	12m to Jan '22	12m to Jan '23
7,973,128	7,975,286	7,147,728

-10% Difference

-10% Difference
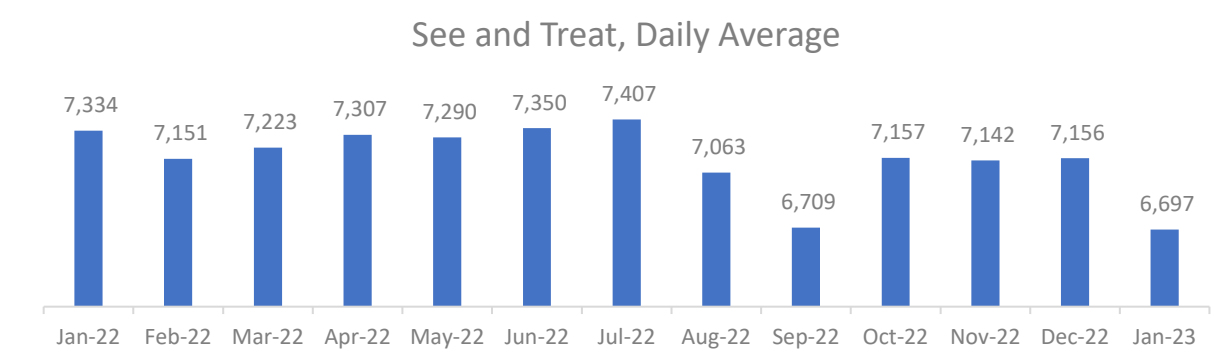
24. See and Treat (measure A55)

There were 208k See and Treat responses in January 2023, 14k fewer than December. Volume continues to shrink over time, falling from nearly three-million in the 12 months to January 2021 to 2.6 million in the most recent period.
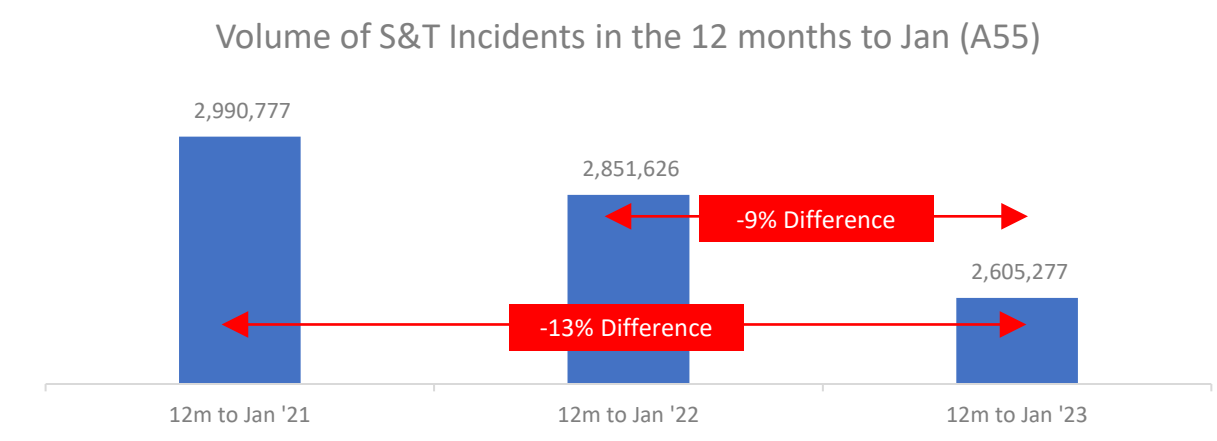
1. Monthly

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

— Volume   - - - Series Average

227

208

217

Jan 2023: Rank in Series = 50

-9% (or -19k)
difference, Jan '22 to Jan '23

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

2. Daily Average

See and Treat, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
7,334	7,151	7,223	7,307	7,290	7,350	7,407	7,063	6,709	7,157	7,142	7,156	6,697

3. Annualised Data

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

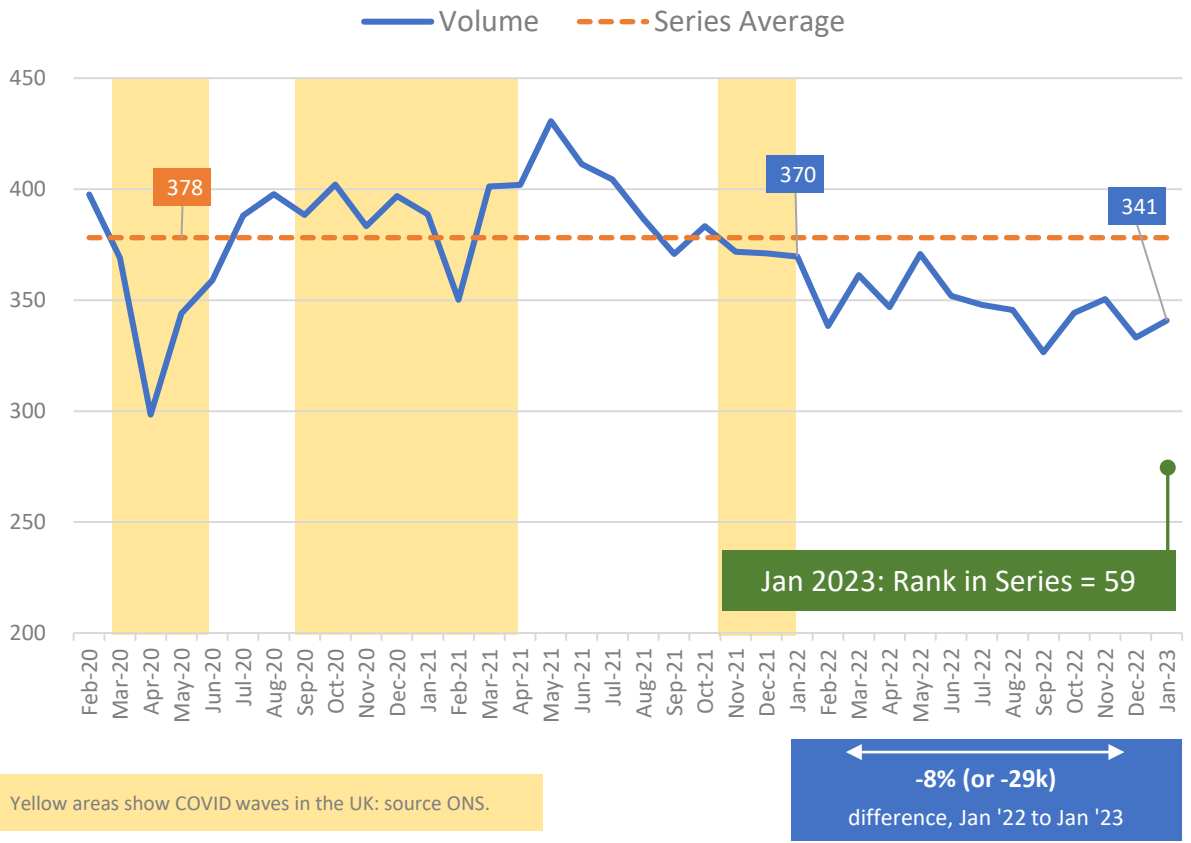| 12m to Jan '21	12m to Jan '22	12m to Jan '23
2,990,777	2,851,626	2,605,277

-9% Difference

-13% Difference

25. Transport to Emergency Departments (measure A53)

Incidents where patients were transported to an Emergency Department increased in January 2023 with around eight thousand more than December, taking the total to 341k. This growth is also evident when looking at the average daily volume (which factors-in January being a longer month).
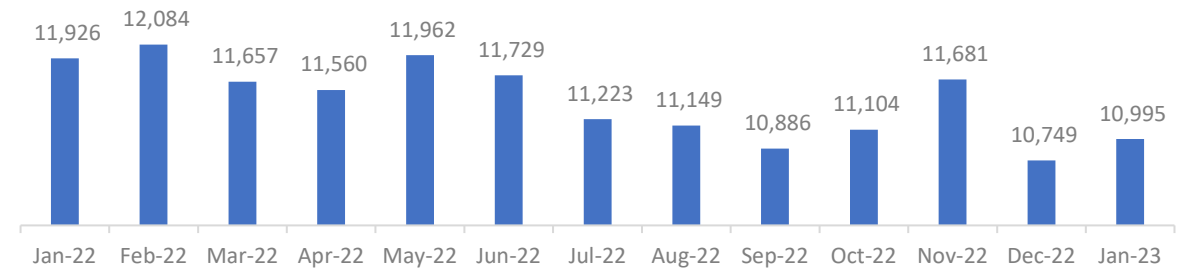
1. Monthly
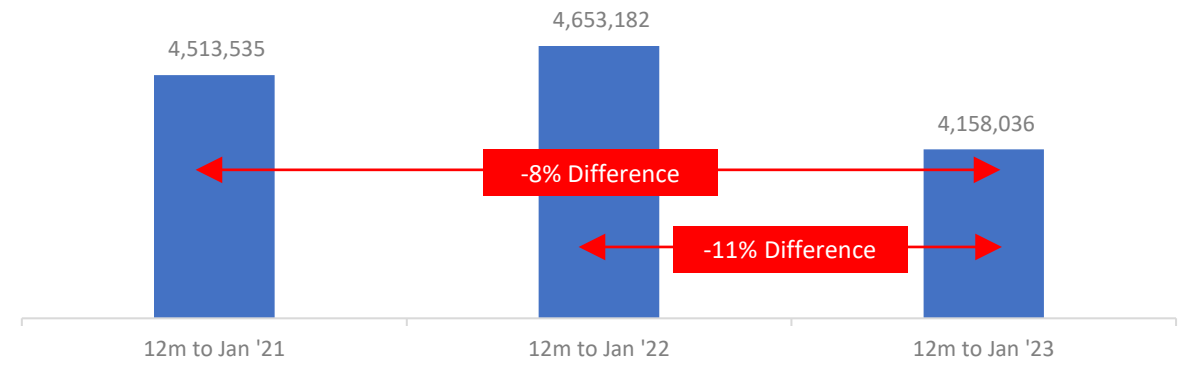
Incidents with Transport to ED ('000, A53)

Jan 2023: Rank in Series = 59

-8% (or -29k) difference, Jan '22 to Jan '23

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

2. Daily Average

Transport to ED, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
11,926	12,084	11,657	11,560	11,962	11,729	11,223	11,149	10,886	11,104	11,681	10,749	10,995

3. Annualised Data

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

12m to Jan '21	12m to Jan '22	12m to Jan '23
4,513,535	4,653,182	4,158,036

-8% Difference

-11% Difference
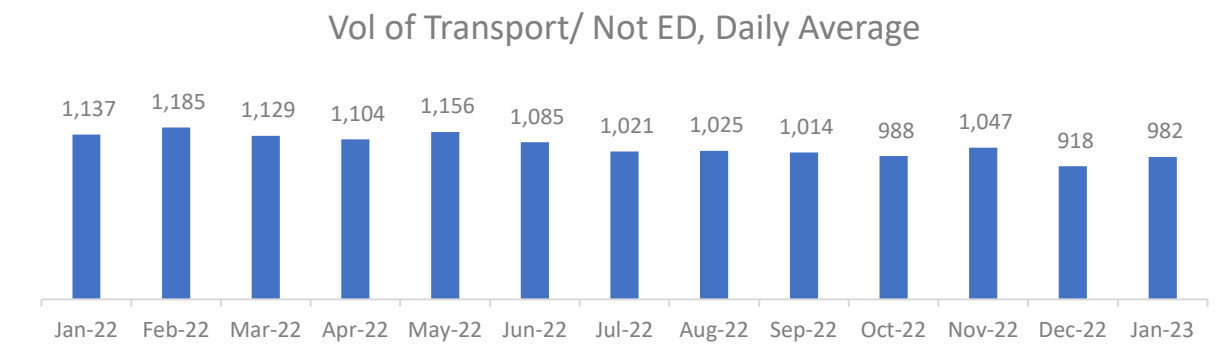
26. Transported to Destination other than ED (measure A54)

Incidents requiring ambulance transport to a destination other than an Emergency Department also increased in January with two-thousand more incidents taking the total to 30k. Once again, the daily average for January also shows an increase compared with December. Over time, volume of these incidents is contracting, with 84k fewer incidents in the 12 months to January 2023 when compared with the same period two years previously.
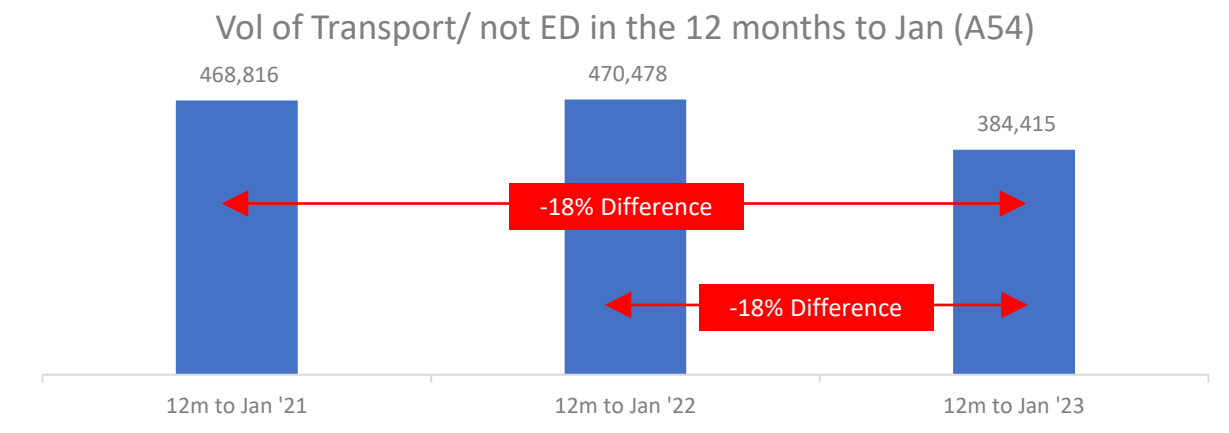
1. Monthly

Transport to Destination not ED ('000, A54)

— Volume   - - - Series Average

37

35

30

Jan 2023: Rank in Series = 61

-14% (or - 5k)
difference, Jan '22 to Jan '23

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

2. Daily Average

Vol of Transport/ Not ED, Daily Average

Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
1,137	1,185	1,129	1,104	1,156	1,085	1,021	1,025	1,014	988	1,047	918	982

3. Annualised Data

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

12m to Jan '21	12m to Jan '22	12m to Jan '23
468,816	470,478	384,415

-18% Difference

-18% Difference

Section 4

Patient Handover Delays

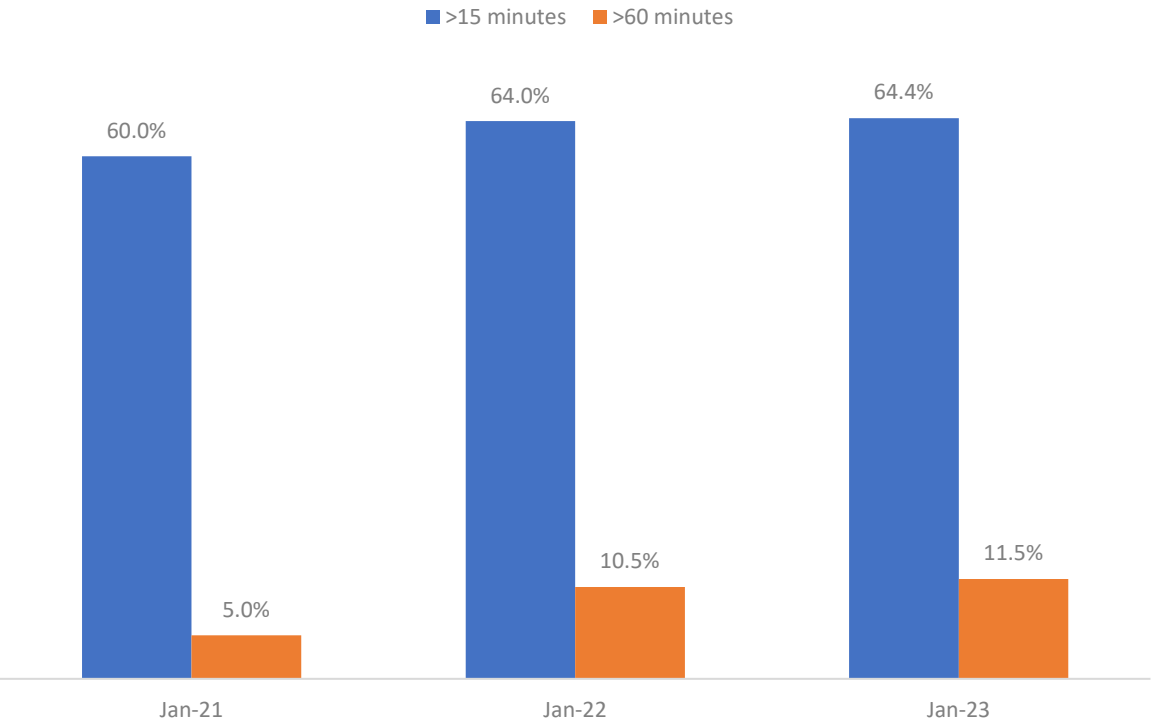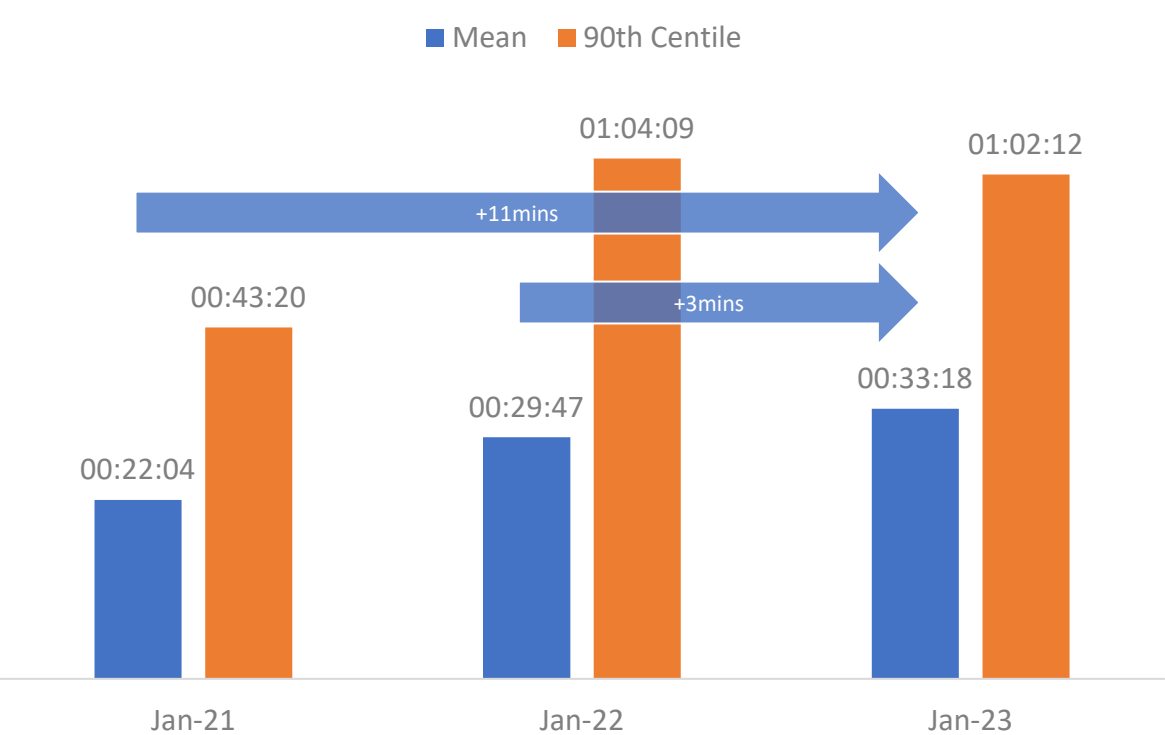# 28. Average Handover Times and Delays as Proportion of All Handovers (source, NAIG)

Comparing the last three years, the mean handover time for January 2023 is slower than 2021 (by 11 mins) and 2022 (by three-minutes). The 90th centile time is around 20 minutes slower than 2021, but two minutes faster than 2022. Delays of 15 minutes-or-more continue to account for just under two thirds of all handovers: those of 60 minutes or more increased from five percent in January 2021 to 11.5% in January 2023.

1. Mean and 90th Centile Handover Times

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

Legend: Mean, 90th Centile

- Jan-21: 00:22:04 (Mean), 00:43:20 (90th Centile)
- Jan-22: 00:29:47 (Mean), 01:04:09 (90th Centile)
- Jan-23: 00:33:18 (Mean), 01:02:12 (90th Centile)
- +11mins, +3mins

2. Handover Delays as a Percentage of All Handovers

Handover Delays as % of All Handovers

Legend: >15 minutes, >60 minutes

- Jan-21: 60.0% (>15 minutes), 5.0% (>60 minutes)
- Jan-22: 64.0% (>15 minutes), 10.5% (>60 minutes)
- Jan-23: 64.4% (>15 minutes), 11.5% (>60 minutes)

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

The volume of handover delays exceeding 15 minutes has decreased between December and January several times over the past few years (2019-to-2020, 2021-to-2022, but not the intermediate period). The latest data again reflect this pattern, with volume dropping around 17k to reach 197k – the second lowest in 12-months. Hours lost saw a much steeper monthly decrease with 105k fewer hours lost, taking the total to 122k (eight thousand higher than January 2022).

1. Delays over 15 Minutes

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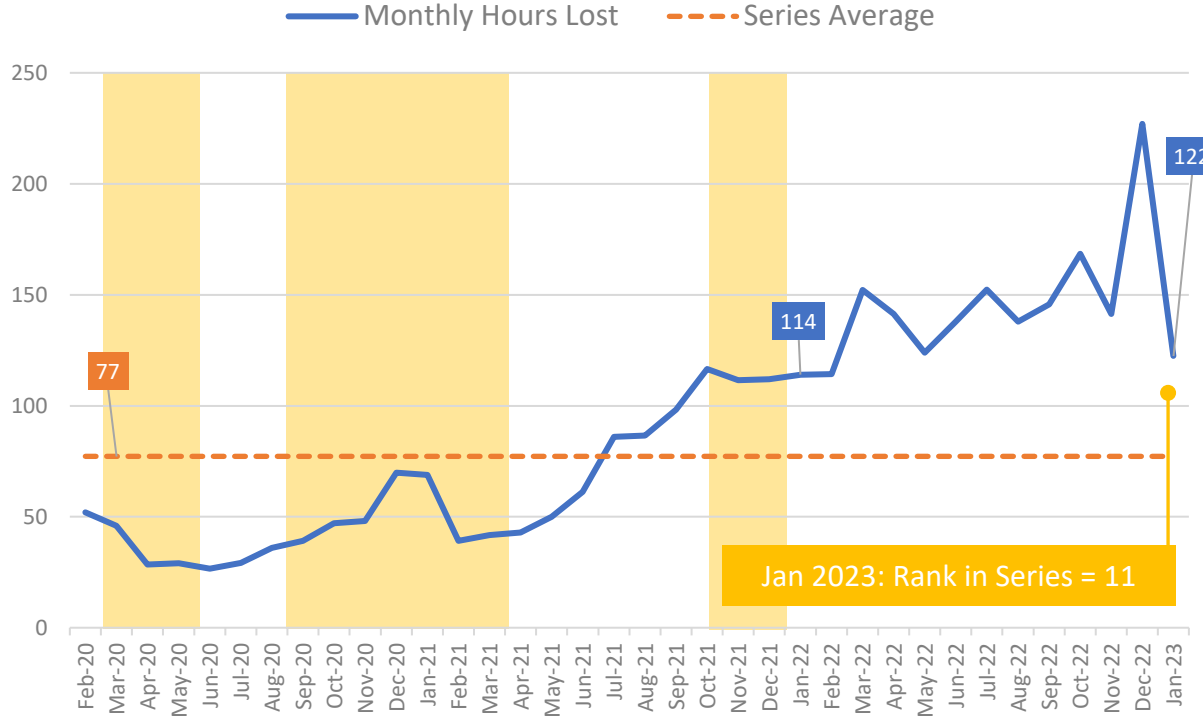

Jan 2023: Rank in Series = 28
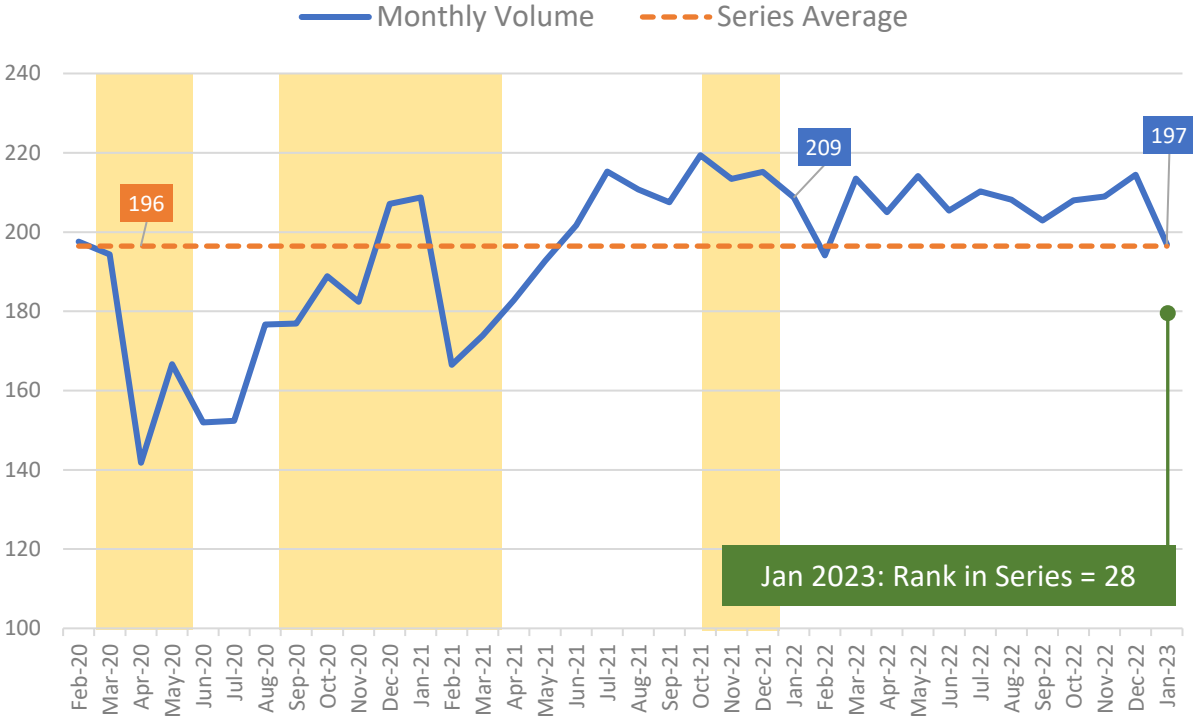
Yellow areas denote COVID waves in the UK: source ONS.

-6% (or -12k)
difference, Jan 2022 to Jan 2023

2. Hours lost for Handovers Over 15 Minutes

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

Jan 2023: Rank in Series = 11
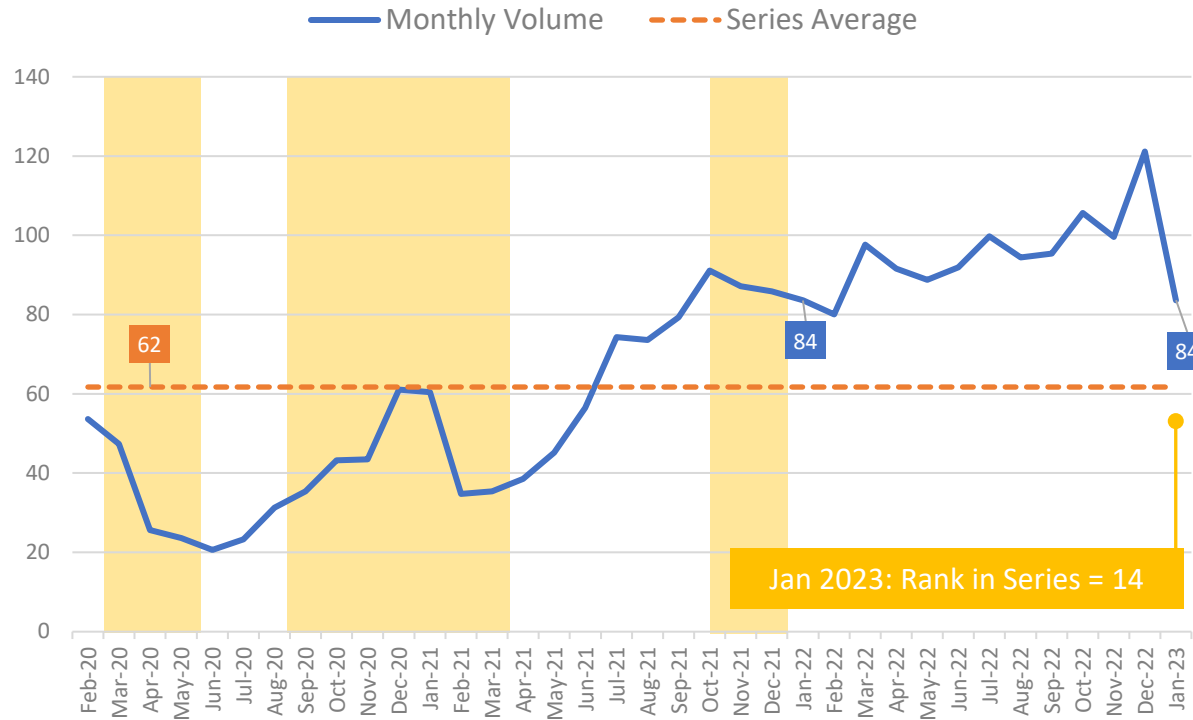
+7% (or +8k)
difference, Jan 2022 to Jan 2023

30. Patient Handover Delays over 30 Minutes (source, NAIG)

For delays of 30 minutes or longer, the volume decreased by 38k between December and January, taking the total to 84k – which is just 60 more than the previous January. Hours lost more than halved, taking the total to 87k. Despite this steep decrease, January 2023 still recorded 12k more hours lost than January 2022, and the most recent month was the 10th highest on record for this measure.

1. Delays over 30 Minutes

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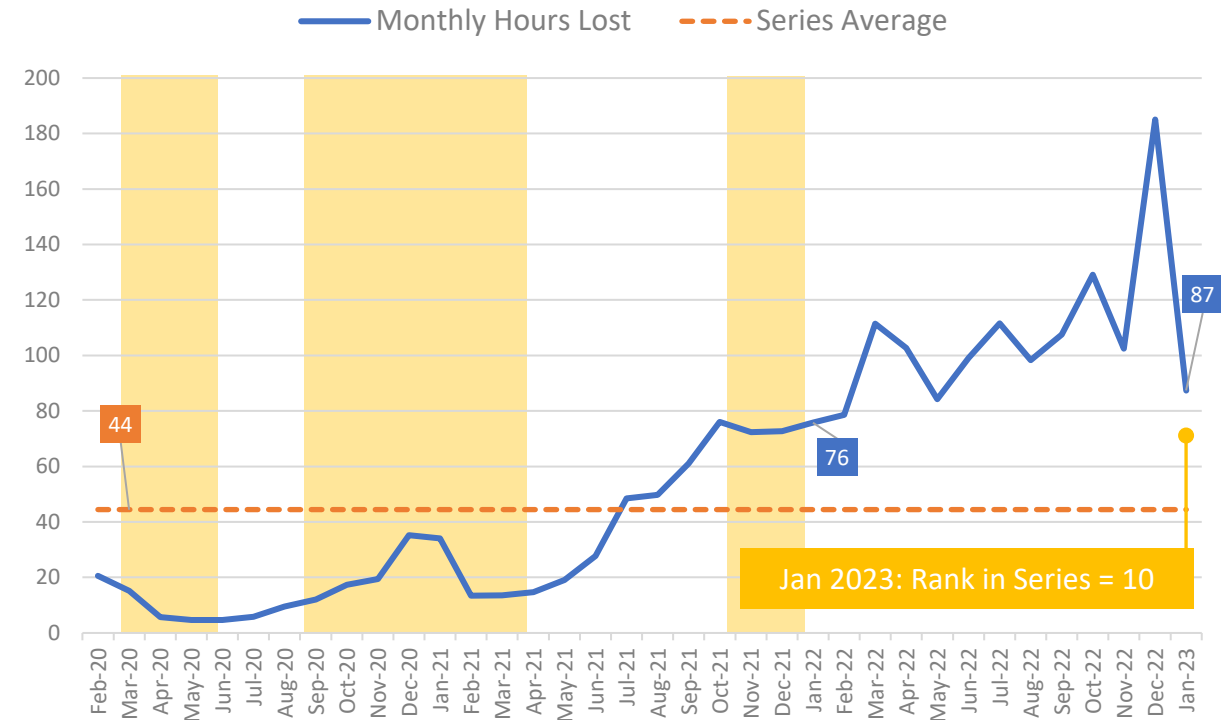

Jan 2023: Rank in Series = 14

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

<1% (or +60)
difference, Jan 2022 to Jan 2023

2. Hours lost for Handovers Over 30 Minutes

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

Jan 2023: Rank in Series = 10

+15% (or +12k)
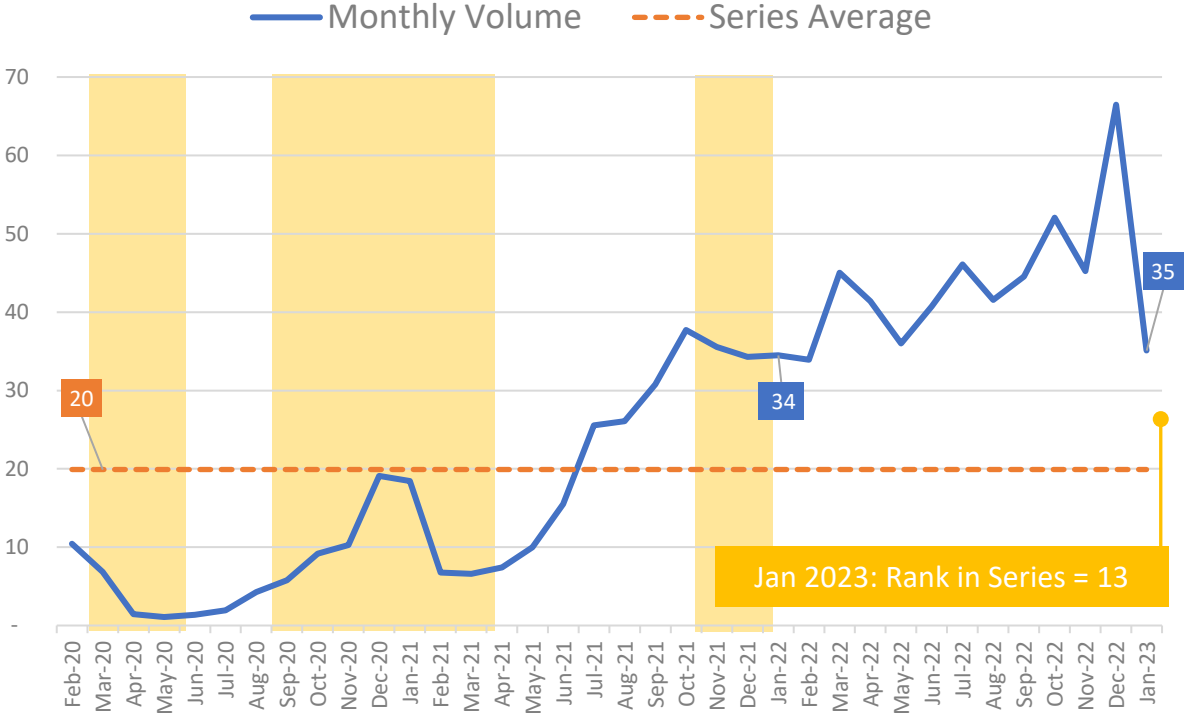difference, Jan 2022 to Jan 2023

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

The volume of >60 minute handovers nearly halved between December and January: 31k fewer delays took the total to 35k, slightly higher than January 2022 - but 16k more than January 2021. The monthly volume of hours lost more than halved, with the total falling to 48k. Once again, despite the steep decrease, this figure was 12k more than January 2022 and nearly four-times greater than January 2021, and ranks as the tenth highest to date.

1. Delays over 60 Minutes

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

Jan 2023: Rank in Series = 13

+2% (or +607)
difference, Jan 2022 to Jan 2023

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

2. Hours lost for Handovers Over 60 Minutes

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

Jan 2023: Rank in Series = 10

+25% (or +12k)
difference, Jan 2022 to Jan 2023

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

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Continuing the pattern seen with other longer handovers, those delays exceeding 120 minutes halved from December to reach 16k - slightly above the number seen in January 2022. Time lost also decreased, but despite January 2023 recording just a third of the hours seen in December, the monthly total was nonetheless 43% higher than last January, and ranked as the tenth highest to-date.

1. Delays over 120 Minutes

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

— Monthly Volume   ----- Series Average
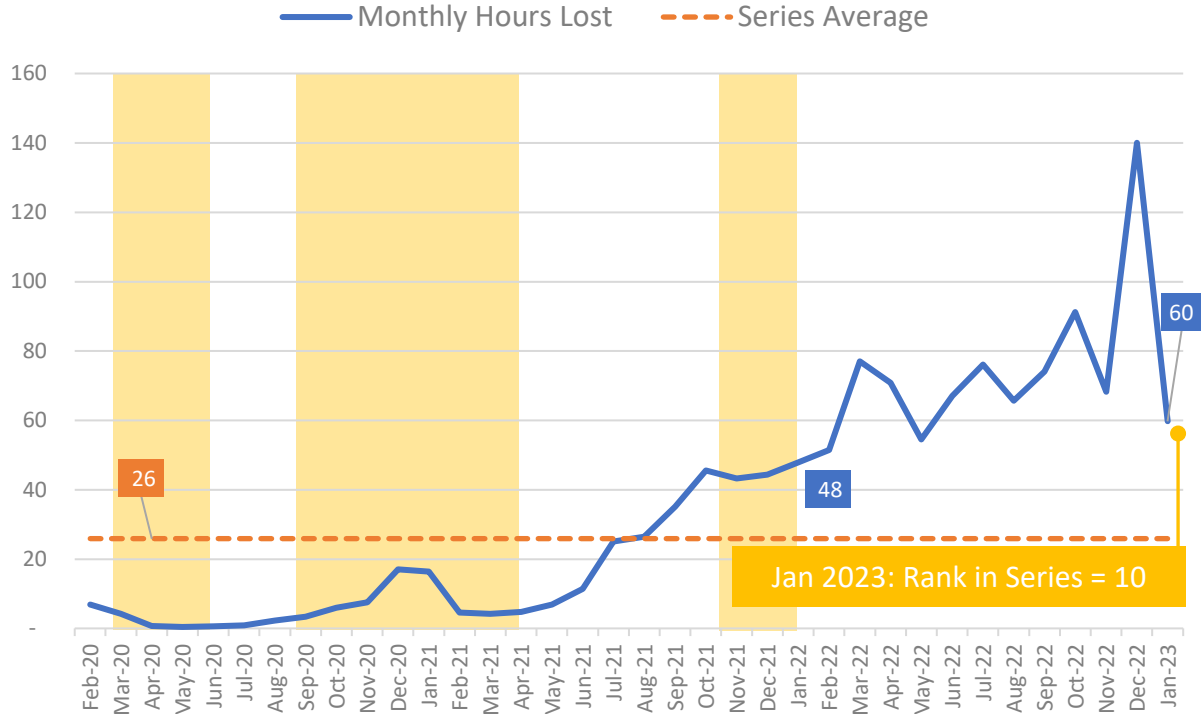

7

15

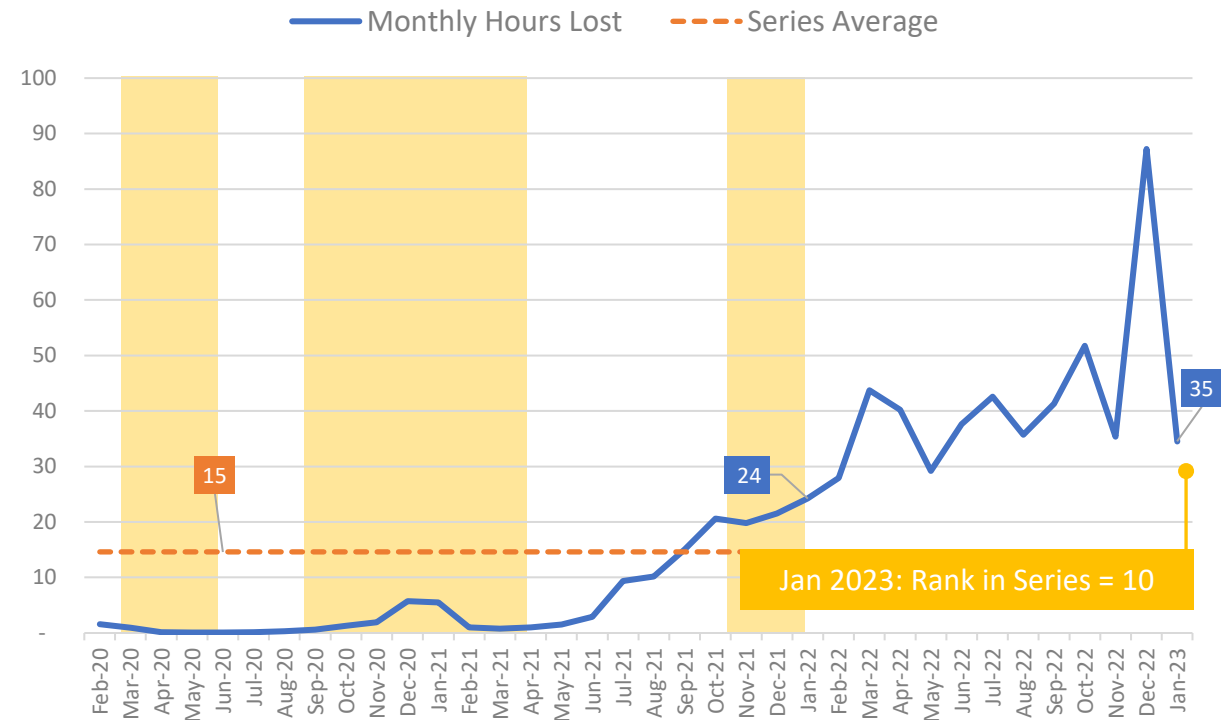16

Jan 2023: Rank in Series = 11
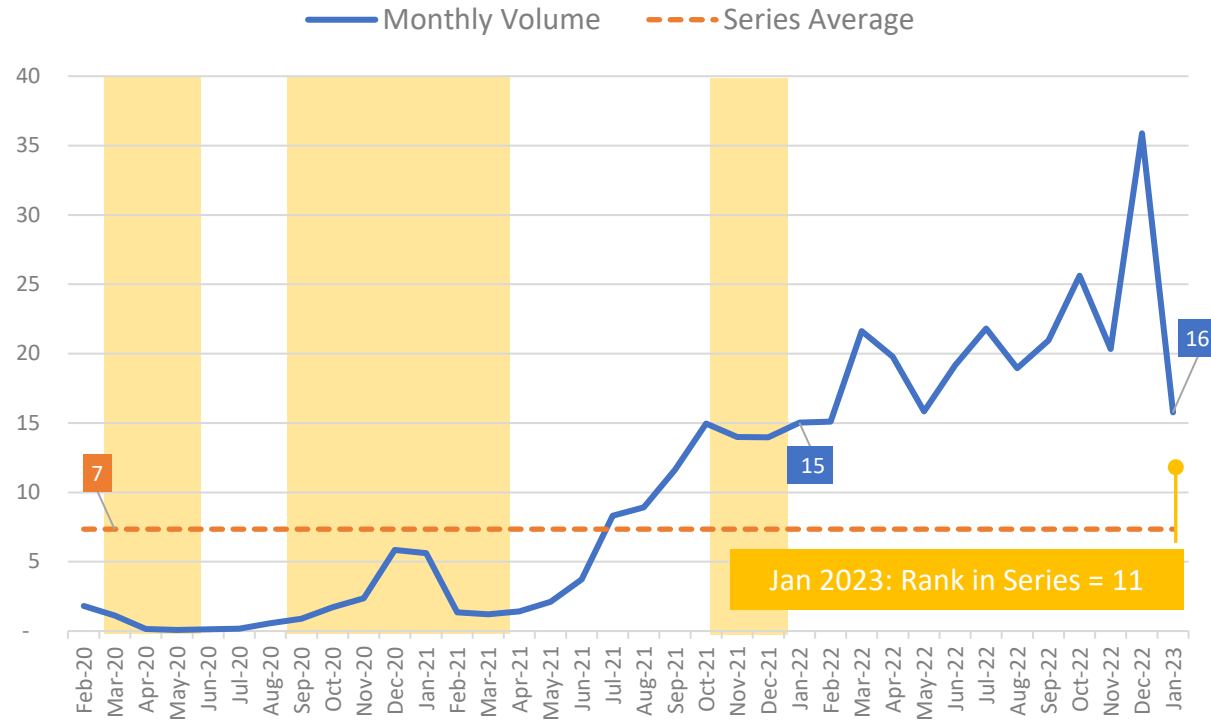
Yellow areas denote COVID waves in the UK: source ONS.

+5% (or +731)
difference, Jan 2022 to Jan 2023

2. Hours lost for Handovers Over 120 Minutes

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

— Monthly Hours Lost   ----- Series Average

15

24

35

Jan 2023: Rank in Series = 10

+43% (or +11k)
difference, Jan 2022 to Jan 2023

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

The sharp month-on-month decrease seen across January's data is reflected in those delays exceeding three hours. However, as seen elsewhere, the reduced volume nonetheless leaves January 2023 as one of the top ten months to date. This was also true for the very highest category where 707 patients waited ten or more hours, the third highest monthly volume since recording began.

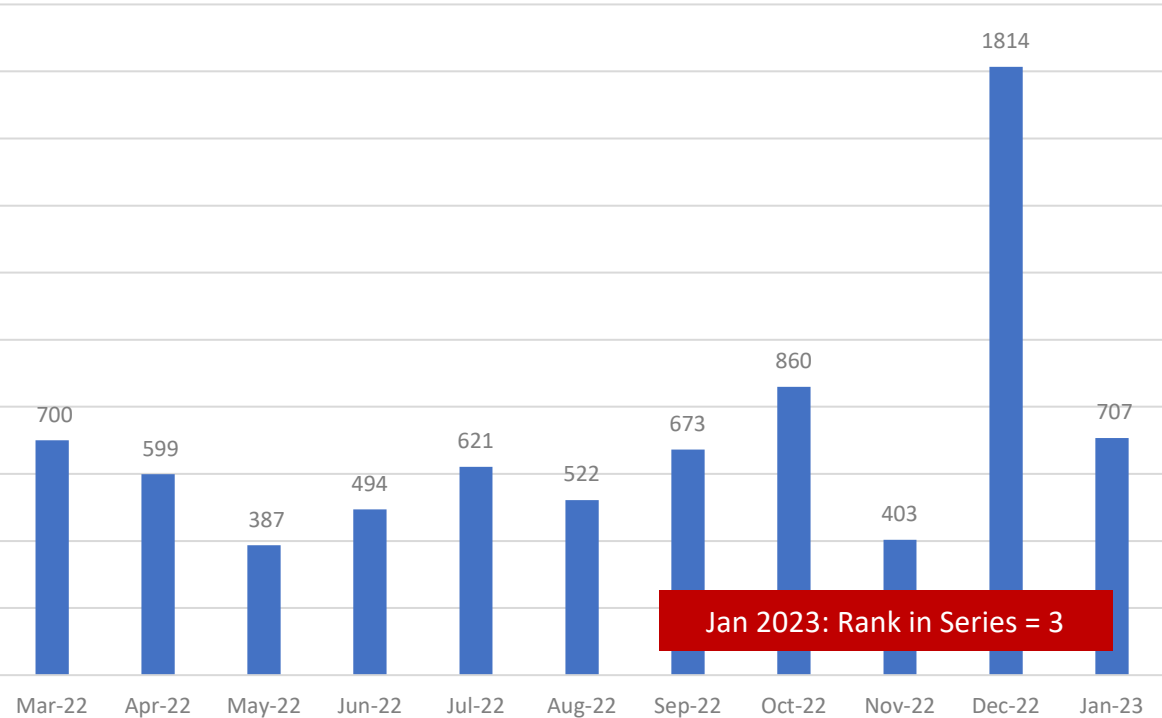## 1. Longer Handover Delays: All Over Three Hours

Volume of Handovers over Three Hours

Jan 2023: Rank in Series = 10
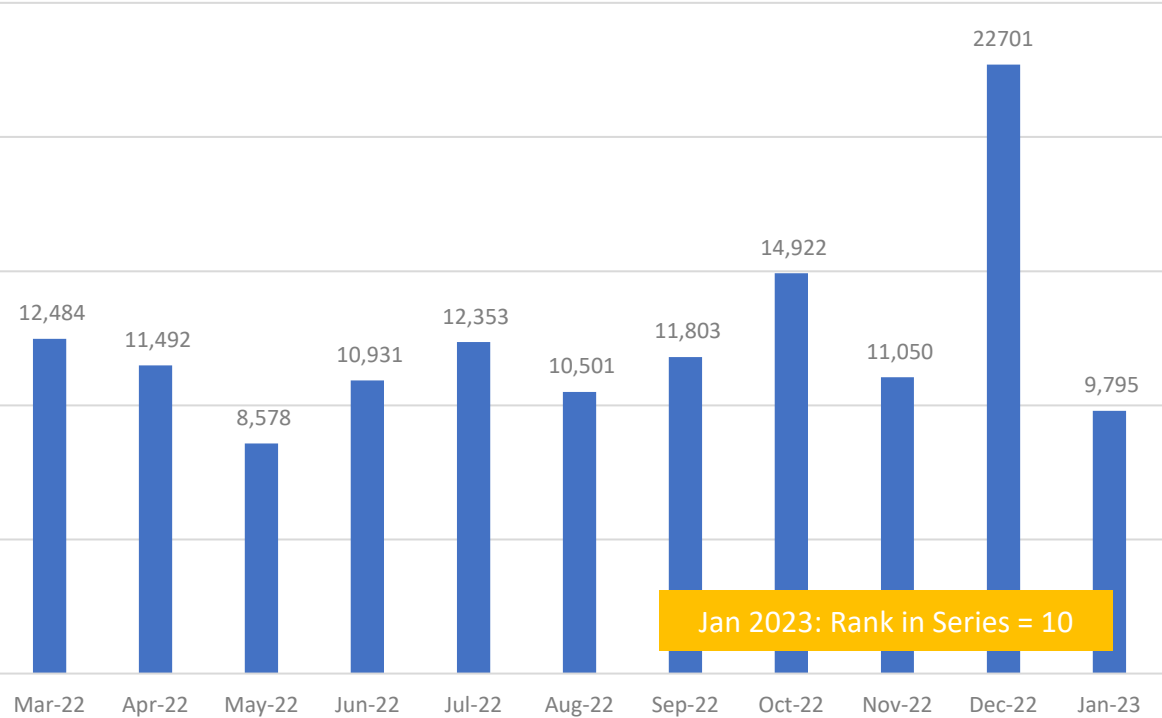
2. Longer Handover Delays: All Over Ten Hours

Volume of Handovers over Ten Hours

Jan 2023: Rank in Series = 3

Around 30k patients experienced potential harm as a result of long handover delays in January 2023, with around three-thousand of these experiencing severe harm*. Looking at the total hours lost to handover delays in January, the sector lost the equivalent of 98k job cycles. Using Face-to-Face incident volumes from January's AQI data, this equates to 17% of potential ambulance capacity across the month – compared with six percent at the start of 2020.

1. Estimated number of patients experiencing potential harm

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

Legend: None, Low, Moderate, Severe

Jan 2023
30k handover patients potentially experienced harm and 3k severe harm.

*Estimates based on clinical review of patients waiting >60 minutes in 2021
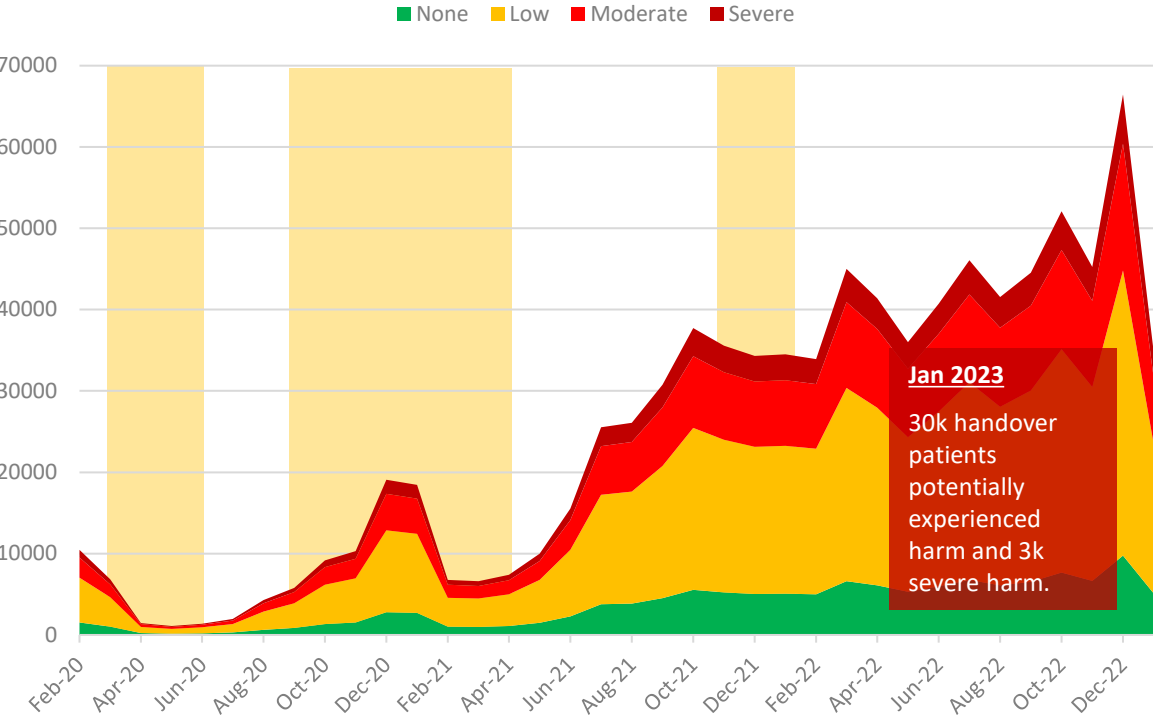
2. Estimated impact of lost hours on capacity

Lost Hours and Impact on Capacity

Legend: Face to Face Incidents (A56), Lost Capacity (job cycles, est. using vol of >15min hours lost)

Feb 2020
Lost hours equate to 41k job cycles, or 6% of capacity

Jan 2023
Lost hours equate to 98k job cycles, or 17% of capacity

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

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

1. Volume of Handover Delays over 15 minutes

Average per Day

Dec-21: 6,942
Jan-22: 6,734
Feb-22: 6,934
Mar-22: 6,887
Apr-22: 6,833
May-22: 6,909
Jun-22: 6,849
Jul-22: 6,782
Aug-22: 6,716
Sep-22: 6,765
Oct-22: 6,712
Nov-22: 6,966
Dec-22: 6,919
Jan-23: 6,352

Annualised Volume of Delays >15 mins: 12 months to Jan

12m to Jan '21: 2,145,383
12m to Jan '22: 2,408,087
12m to Jan '23: 2,482,118

+3% Difference
+16% Difference

2. Hours Lost for Handover Delays over 15 minutes

Average per Day

Dec-21: 3,612
Jan-22: 3,678
Feb-22: 4,083
Mar-22: 4,911
Apr-22: 4,714
May-22: 3,999
Jun-22: 4,600
Jul-22: 4,916
Aug-22: 4,452
Sep-22: 4,859
Oct-22: 5,436
Nov-22: 4,712
Dec-22: 7,326
Jan-23: 3,951

Annualised Vol of Hours Lost >15 mins: 12 months to Jan

12m to Jan '21: 520,578
12m to Jan '22: 960,065
12m to Jan '23: 1,765,626

+84% Difference
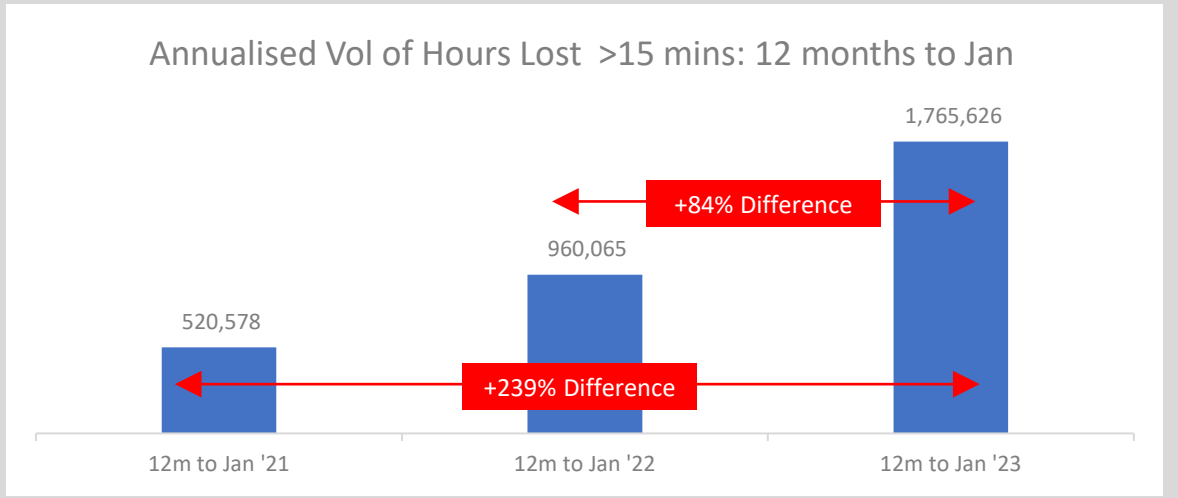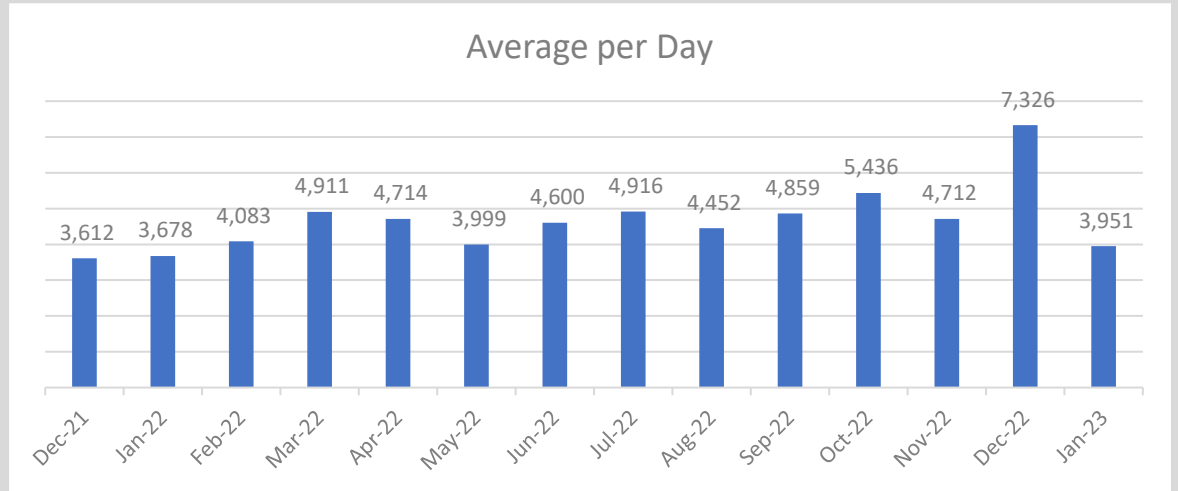+239% Difference

36. Appendix (ii): Average Daily and Annualised Data for >60 minute delays (source, NAIG)
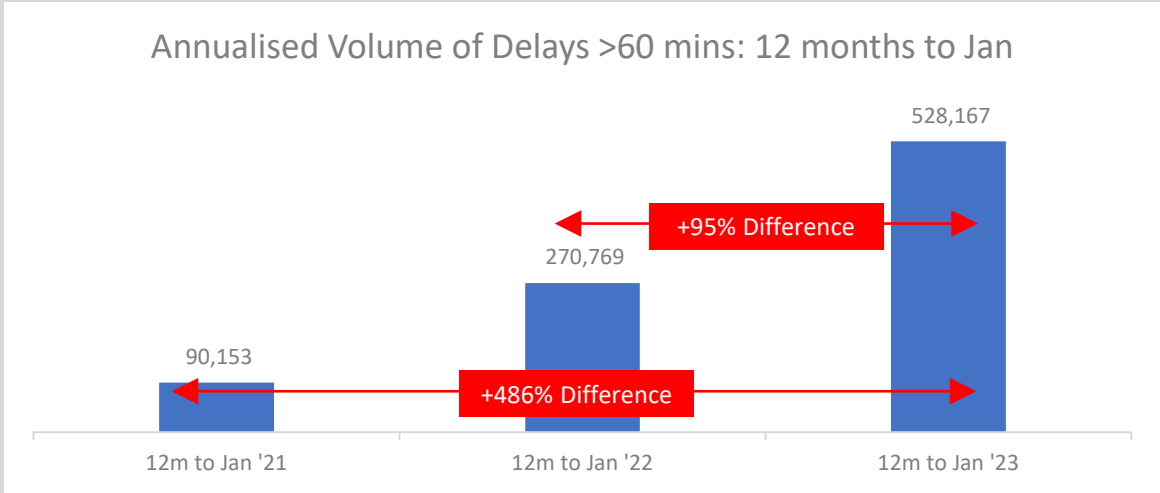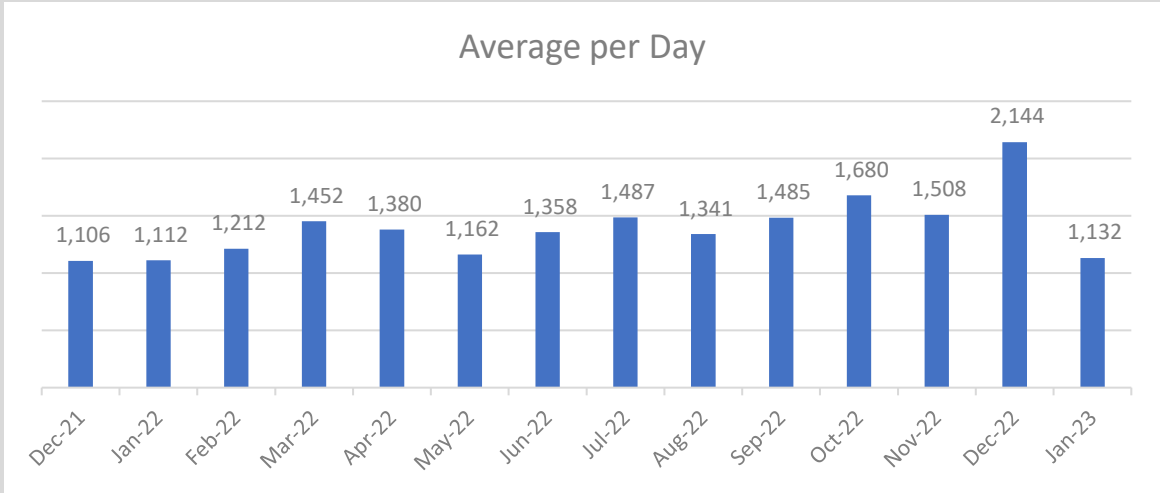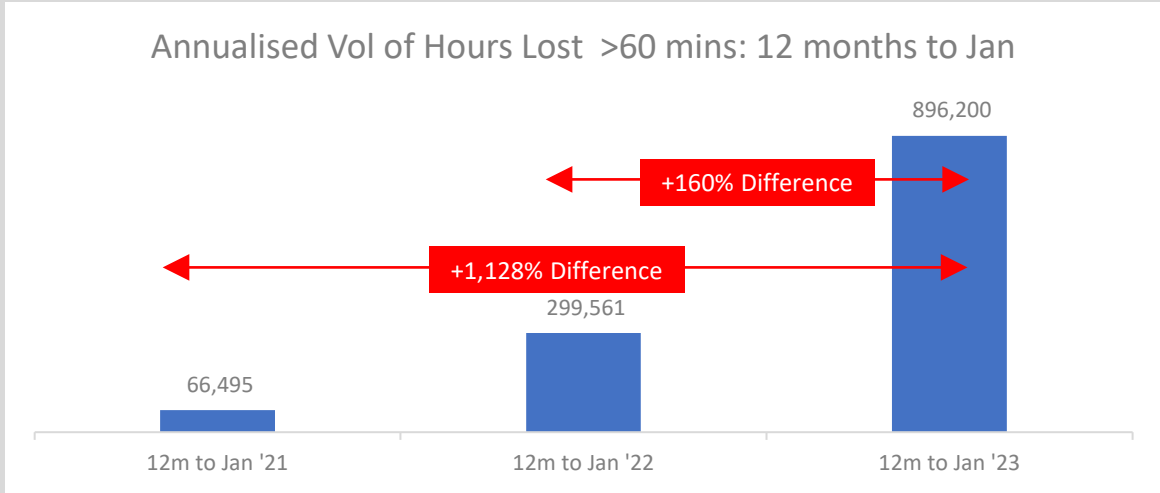
1. Volume of Handover Delays over 60 minutes

Average per Day

Month	Value
Dec-21	1,106
Jan-22	1,112
Feb-22	1,212
Mar-22	1,452
Apr-22	1,380
May-22	1,162
Jun-22	1,358
Jul-22	1,487
Aug-22	1,341
Sep-22	1,485
Oct-22	1,680
Nov-22	1,508
Dec-22	2,144
Jan-23	1,132

Annualised Volume of Delays >60 mins: 12 months to Jan

Period	Value
12m to Jan '21	90,153
12m to Jan '22	270,769
12m to Jan '23	528,167

+95% Difference
+486% Difference

2. Hours Lost for Handover Delays over 60 minutes

Average per Day

Month	Value
Dec-21	1,431
Jan-22	1,543
Feb-22	1,837
Mar-22	2,486
Apr-22	2,362
May-22	1,758
Jun-22	2,236
Jul-22	2,456
Aug-22	2,118
Sep-22	2,468
Oct-22	2,944
Nov-22	2,275
Dec-22	4,519
Jan-23	1,928

Annualised Vol of Hours Lost >60 mins: 12 months to Jan

Period	Value
12m to Jan '21	66,495
12m to Jan '22	299,561
12m to Jan '23	896,200

+160% Difference
+1,128% Difference

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ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES

1. Volume of Handover Delays over 120 minutes

Average per Day

Dec-21: 451, Jan-22: 485, Feb-22: 539, Mar-22: 698, Apr-22: 659, May-22: 511, Jun-22: 638, Jul-22: 704, Aug-22: 612, Sep-22: 699, Oct-22: 826, Nov-22: 678, Dec-22: 1,158, Jan-23: 508

Annualised Volume of Delays >120 mins: 12 months to Jan

+160% Difference

+1,128% Difference

12m to Jan '21: 20,436
12m to Jan '22: 96,667
12m to Jan '23: 250,860

2. Hours Lost for Handover Delays over 120 minutes

Average per Day

Dec-21: 694, Jan-22: 781, Feb-22: 998, Mar-22: 1,410, Apr-22: 1,340, May-22: 943, Jun-22: 1,253, Jul-22: 1,373, Aug-22: 1,152, Sep-22: 1,377, Oct-22: 1,669, Nov-22: 1,179, Dec-22: 2,814, Jan-23: 1,114

Annualised Vol of Hours Lost >120 mins: 12 months to Jan

+297% Difference

+2,701% Difference

12m to Jan '21: 18,103
12m to Jan '22: 127,785
12m to Jan '23: 507,154