

National Ambulance Handover Delays – Final

Data to the end of June 2023

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2. Summary and Contents

Overview: June 2023 saw patient handover metrics improve with longer delays reaching some of their lowest numbers in almost two years. Despite this, volumes remain high compared with the same month two years ago, with annualised data showing ten times the hours lost to hour-plus delays in the most recent period compared with the 12-months to June 2021.

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



- At 24 minutes, the mean handover time in June 2023 was faster than the same month in 2022 (35 minutes) but slower than June 2021 (20 minutes).
- This pattern is repeated in the proportion of delays exceeding one hour: for June 2023 this was seven percent, down from 12-percent in June 2022 but up from four-percent in June 2021.

Pages 4 and 5.
Handovers of 15-minutes and over and
Hours Lost



- Hours lost to handovers exceeding 15-minutes have dropped steeply since December 2022, reaching its second lowest volume in nearly two years in June 2023.
- Despite this, 12-month totals remain far higher than seen just two years ago. There were 1.6-million hours lost in the most recent period compared with 0.6-million in the 12-months to June 2021

Pages 6 to 11.
Longer Handover Volume and Hours Lost



- Hour-plus handover delays dropped to 24-thousand, with the trend having decreased unsteadily since December's series high of 66-thousand.
- Again, despite this decrease, annualised data show there were ten-times the hours lost in the 12-months to June 2023 compared with the same period two years ago.

Page 12.
Impact on Patients and Crew



- An estimated 20-thousand patients could have suffered additional potential harm as a result of hour-plus delays in June.
- Similarly, and estimated 64-thousand ambulance job cycles were lost in the month due to handover delays. This compares with 21-thousand three years ago

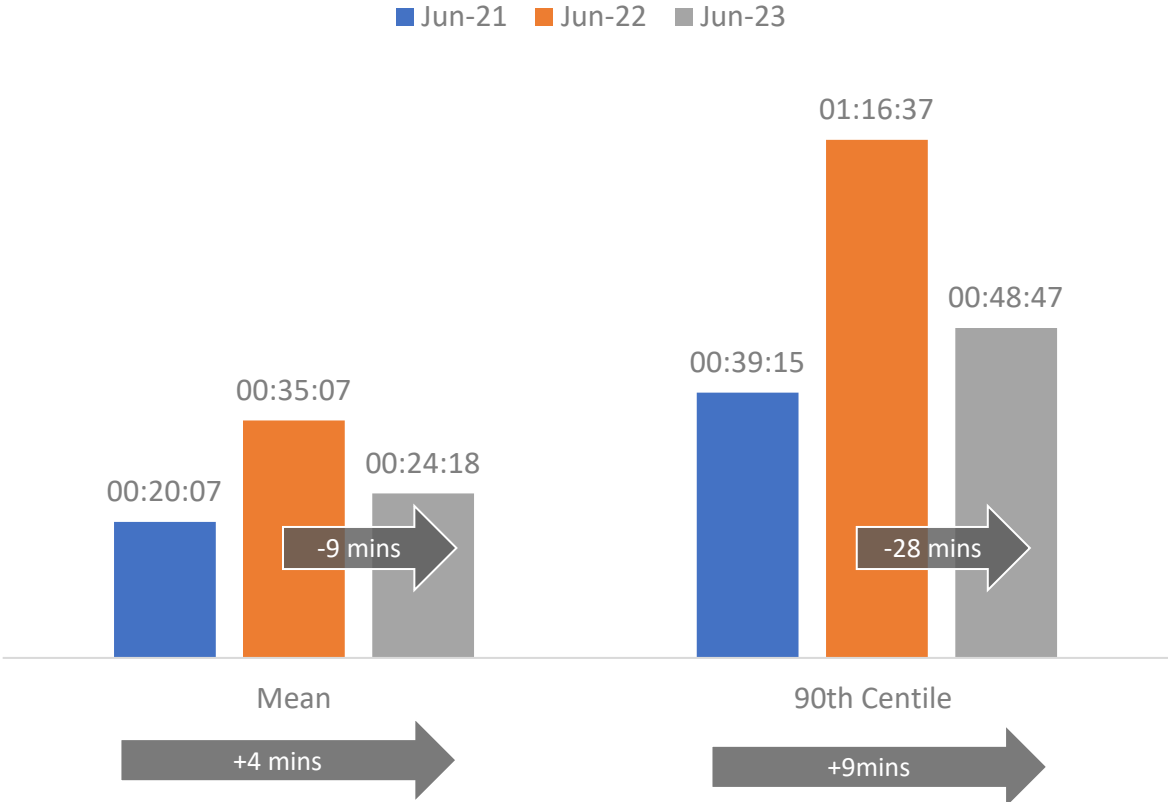
3. Average Handover Times and Delays as Proportion of All Handovers (source, NAIG)



The mean handover time in June 2023 was faster than in June 2022, although remains slower than June 2021 – although this latter difference continues to shrink with each passing month. Handover delays of an hour or longer follow a similar pattern: fewer than last year, but still higher than the 2021 equivalent.

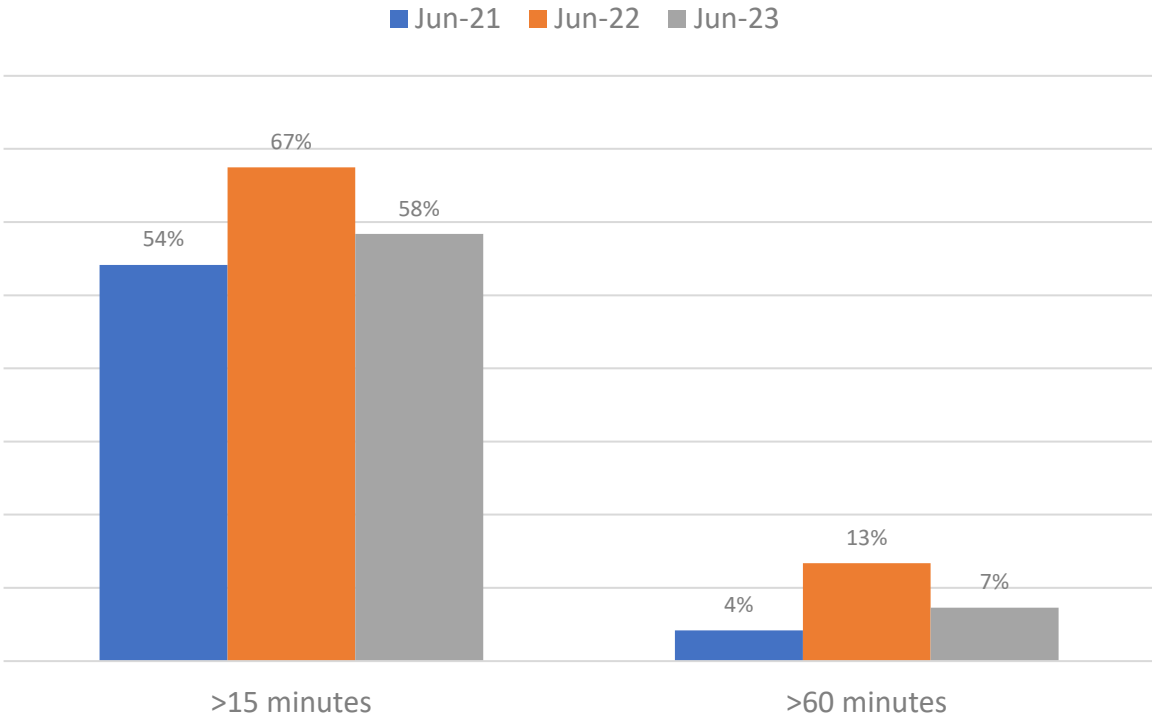
1. Mean and 90th Centile Handover Times

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



2. Handover Delays as a Percentage of All Handovers

Handover Delays as % of All Handovers

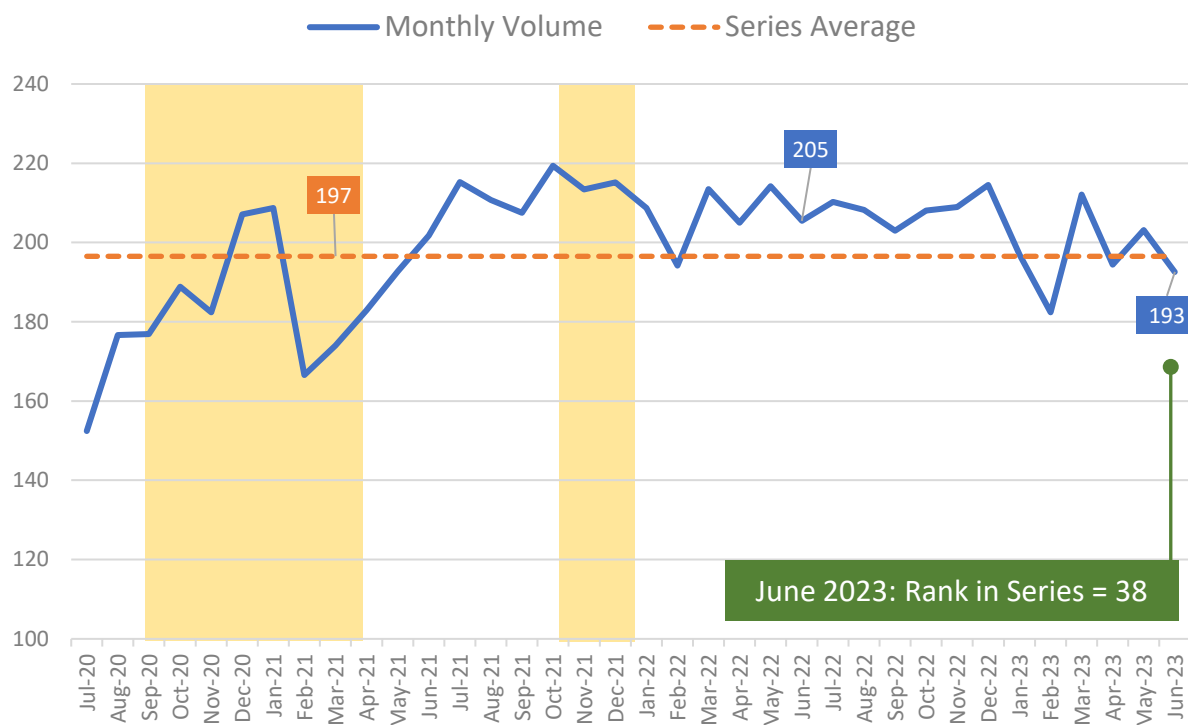


4. Patient Handover Delays over 15 Minutes (source, NAIG)

Patient handovers taking longer than 15-minutes (and time lost) dropped in June (at a monthly and average daily level, see next page). This continues a trend of gradual improvement seen since December 2022, although the annualised volumes remain well above that seen in 2020 and 2021 (next page).

1. Delays over 15 Minutes

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

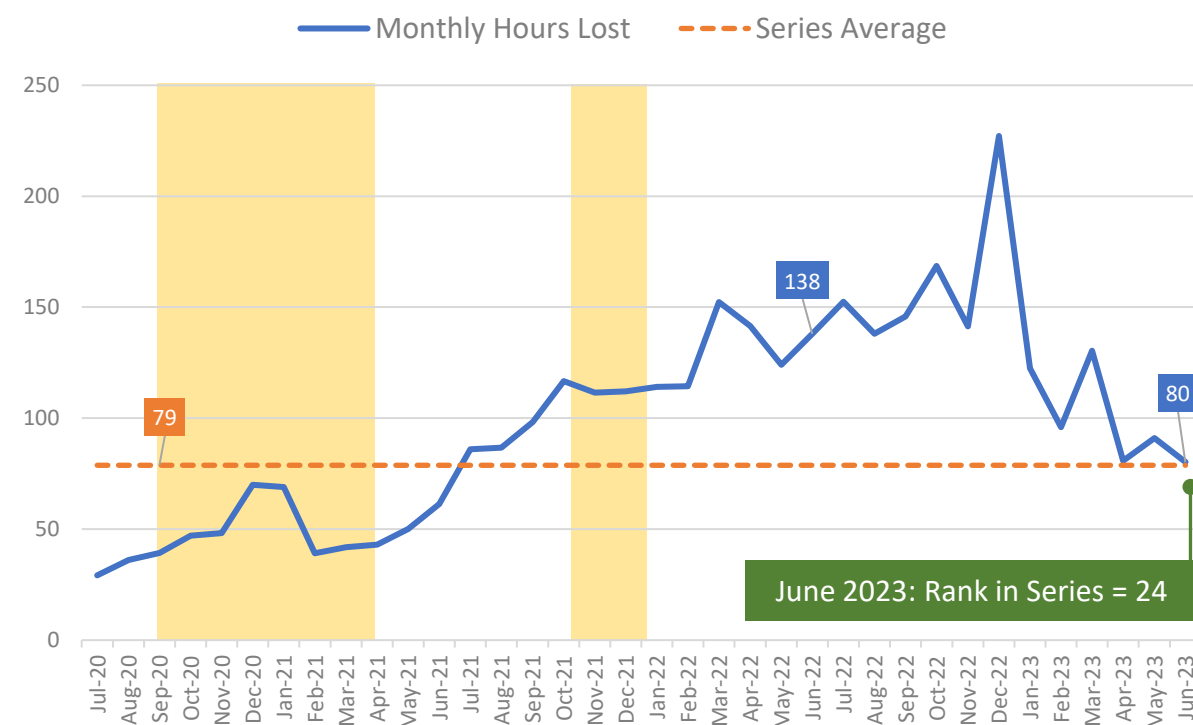


Yellow areas show COVID waves in the UK: source ONS.

← -6% (or -13k) →
difference, Jun '22 to Jun '23

2. Hours lost for Handovers Over 15 Minutes

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



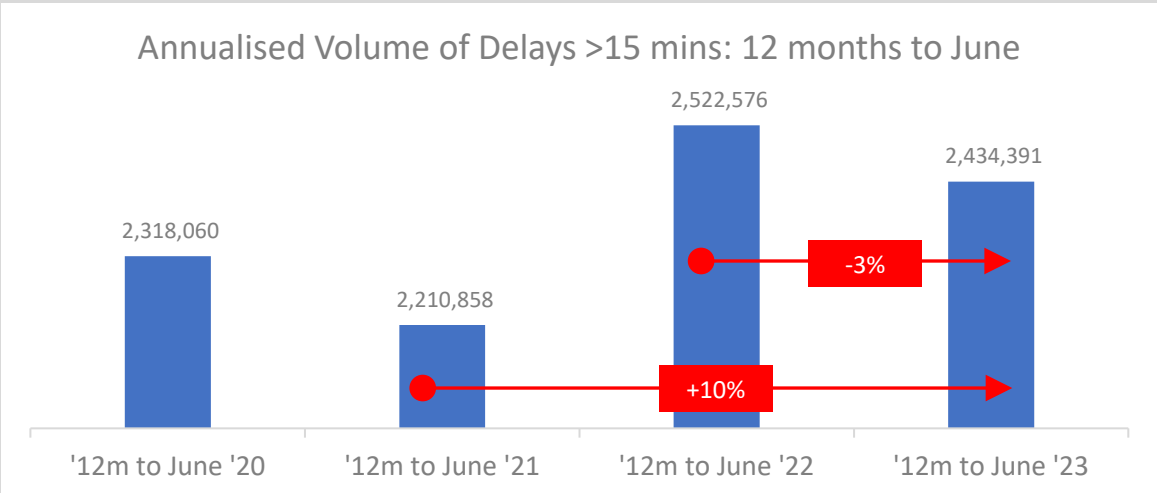
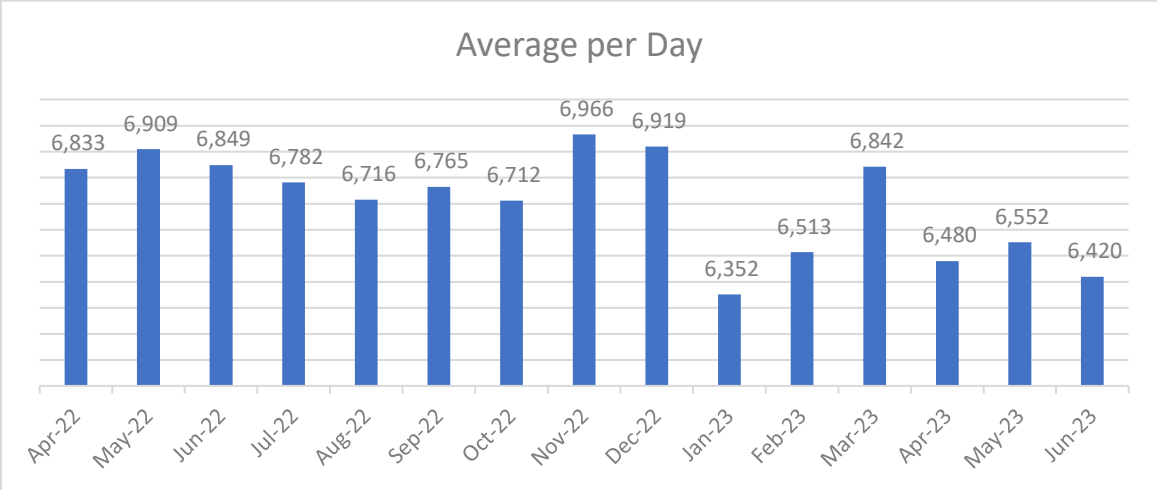
← -42% (or -58k) →
difference, Jun '22 to Jun '23



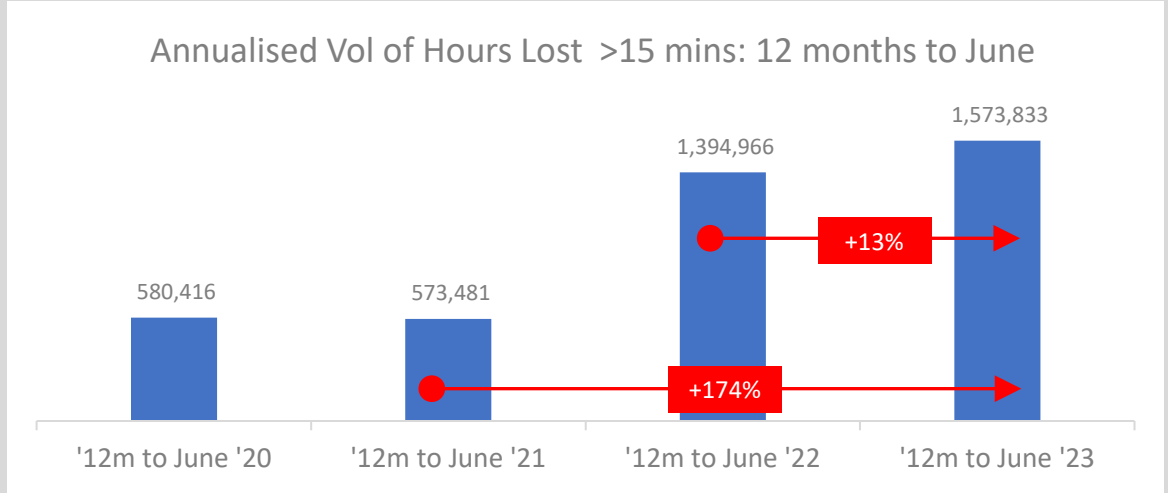
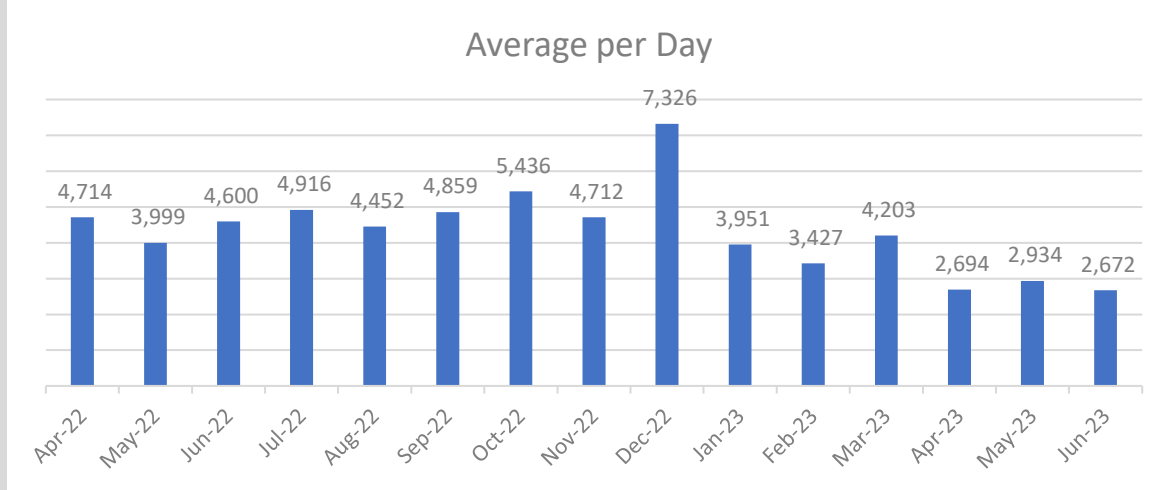
5. Average Daily and Annualised Data for >15 minute delays (source, NAIG)



1. Volume of Handover Delays over 15 minutes



2. Hours Lost for Handover Delays over 15 minutes

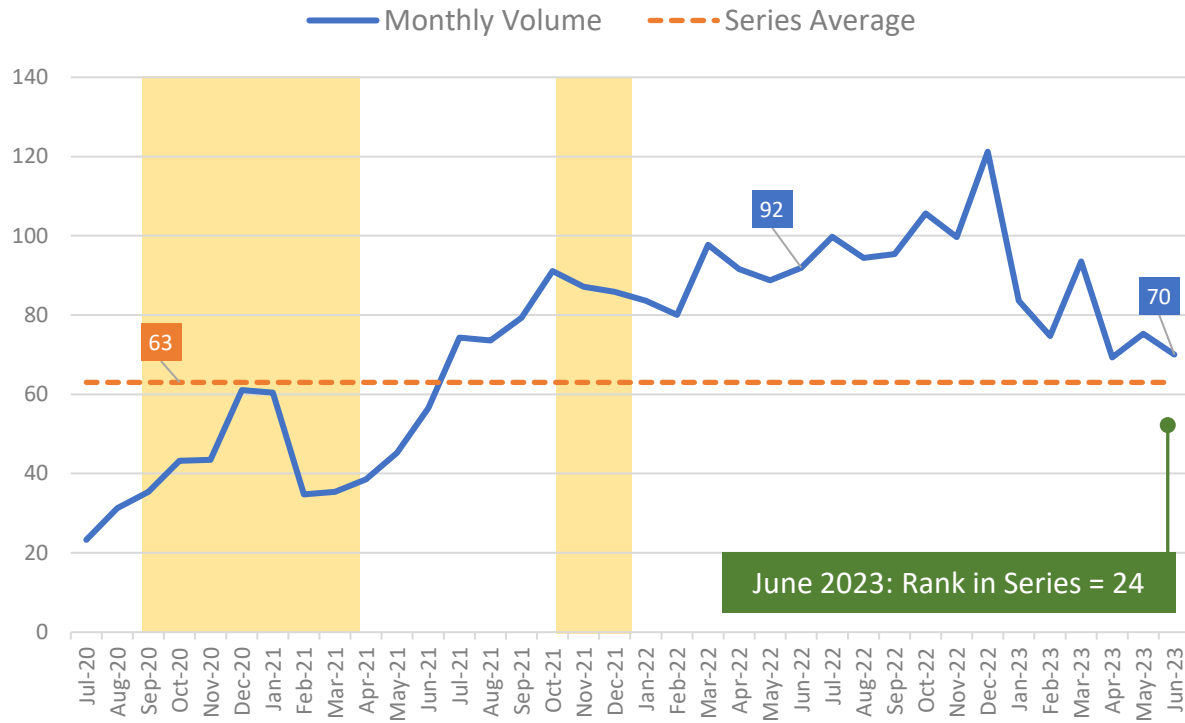


6. Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays of 30 minutes or more, and the associated hours lost, also decreased in June, with the monthly volume for both measures lower than the same time last year, but significantly greater than in June 2021.

1. Delays over 30 Minutes

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

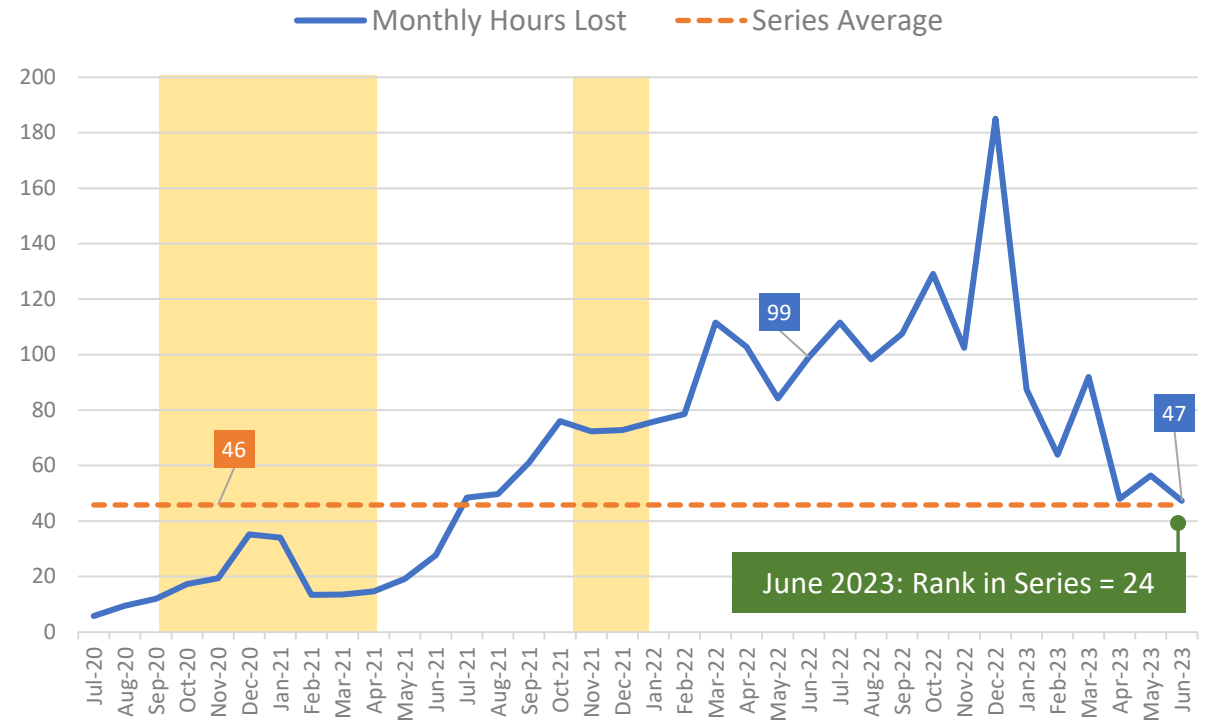


Yellow areas show COVID waves in the UK: source ONS.

← -24% (or -22k) →
difference, Jun '22 to Jun '23

2. Hours lost for Handovers Over 30 Minutes

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



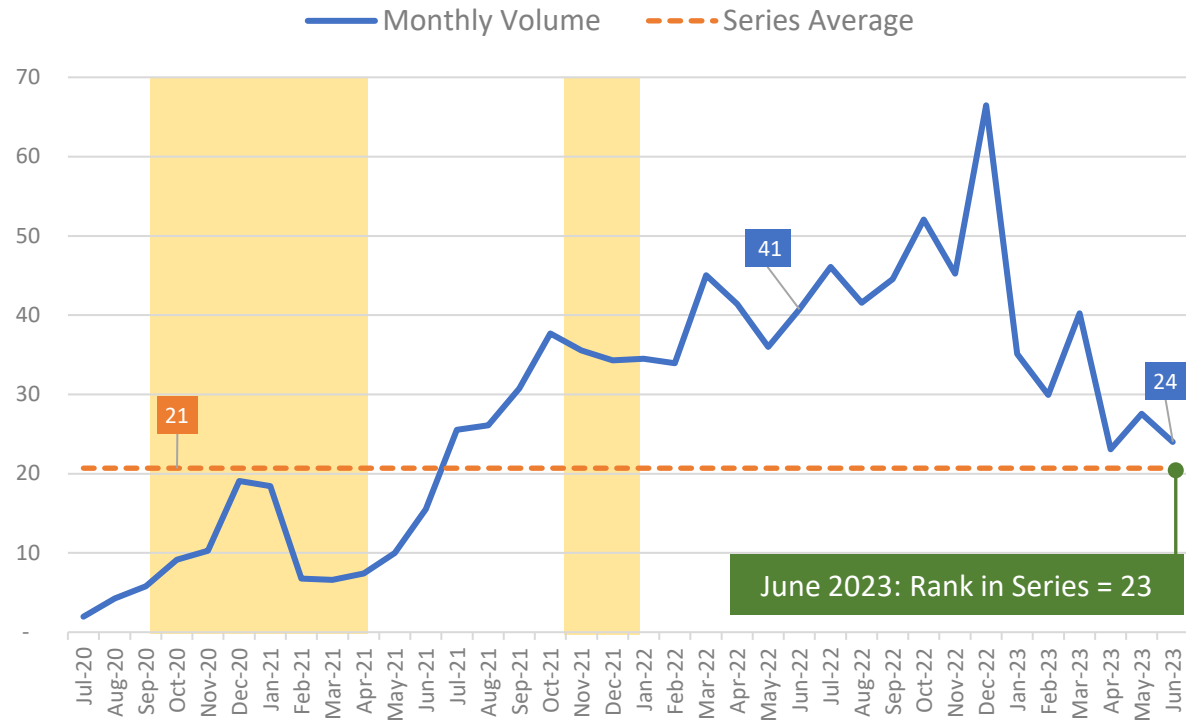
← -52% (or -52k) →
difference, Jun '22 to Jun '23

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

Hour-plus handover delays decreased in June at both a monthly, and average daily level. Volume of these delays, and the associated hours lost, are somewhat below the levels seen last June, but still higher than June 2021. Annualised, the hours lost to these delays was ten times greater than four years ago (see next page).

1. Delays over 60 Minutes

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

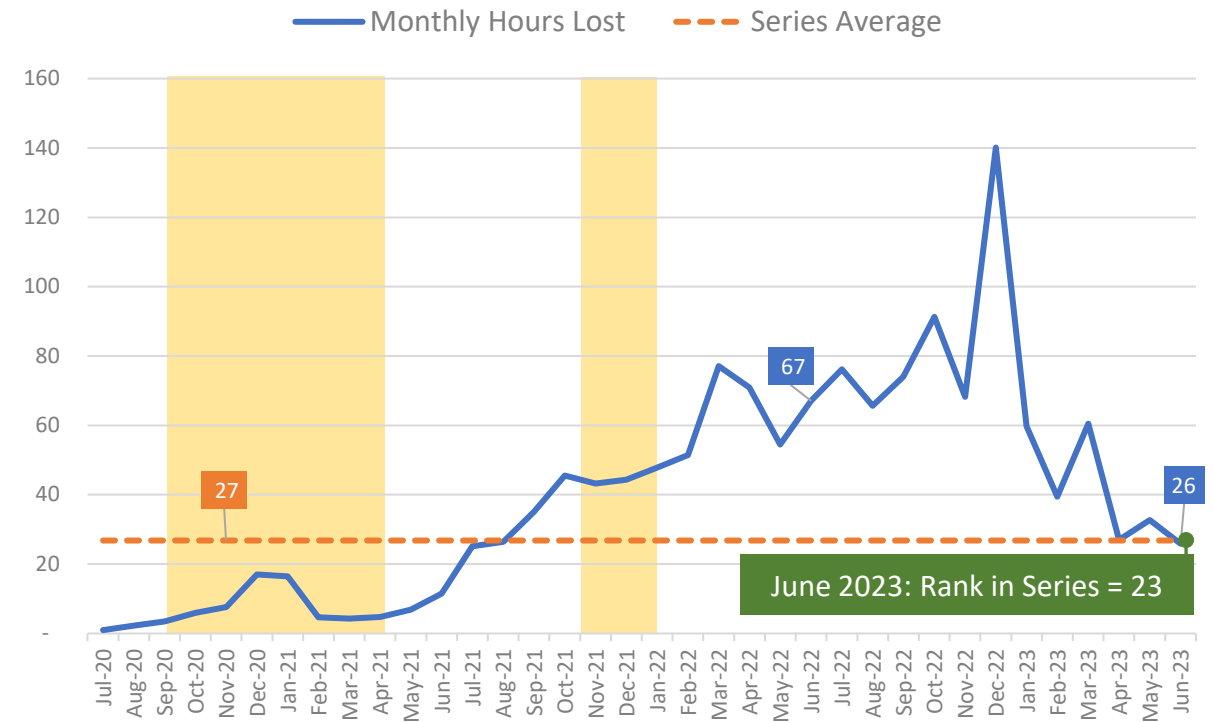


Yellow areas show COVID waves in the UK: source ONS.

← -41% (or -17k) →
difference, Jun '22 to Jun '23

2. Hours lost for Handovers Over 60 Minutes

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

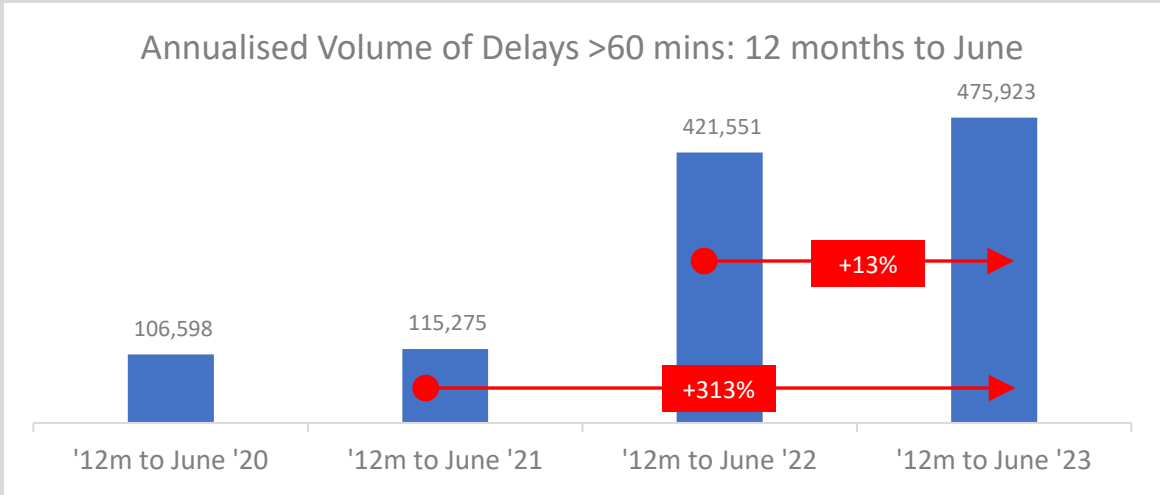
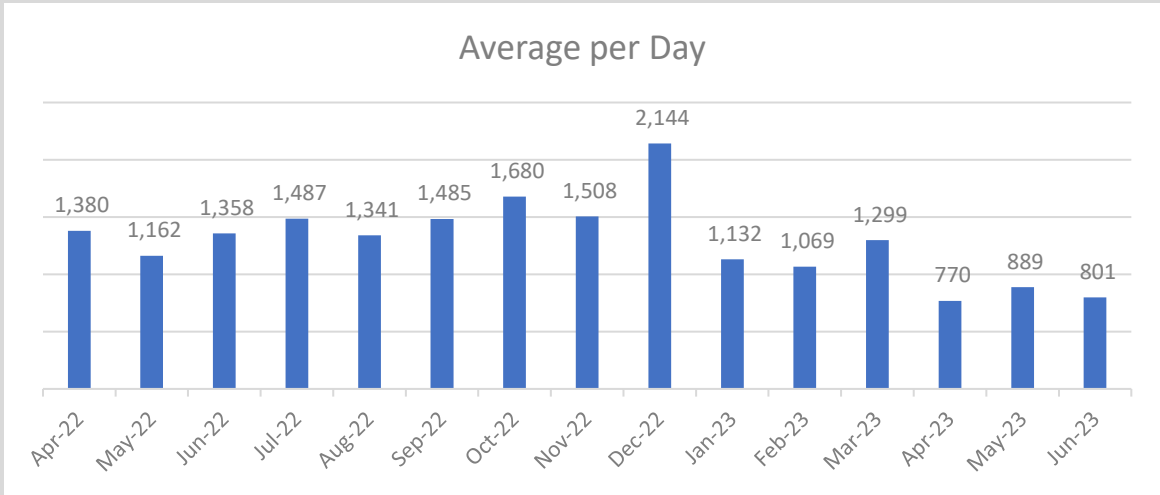


← -61% (or -40k) →
difference, Jun '22 to Jun '23

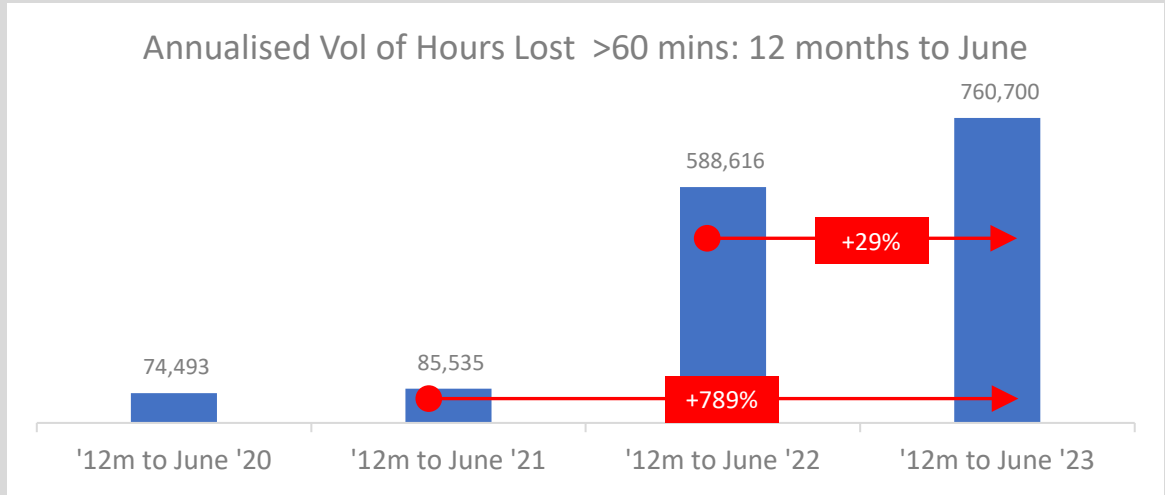
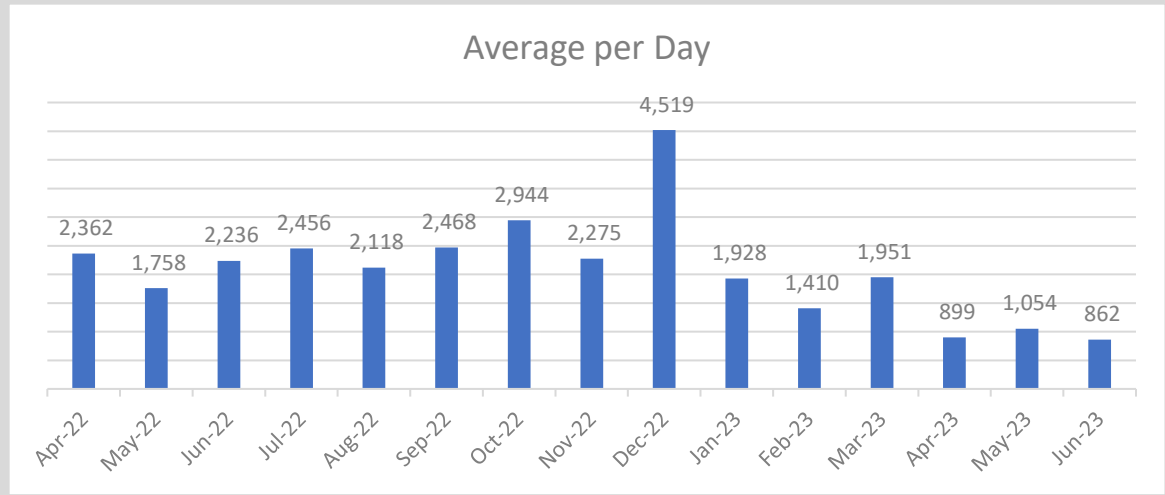


8. Average Daily and Annualised Data for >60 minute delays (source, NAIG)

1. Volume of Handover Delays over 60 minutes



2. Hours Lost for Handover Delays over 60 minutes



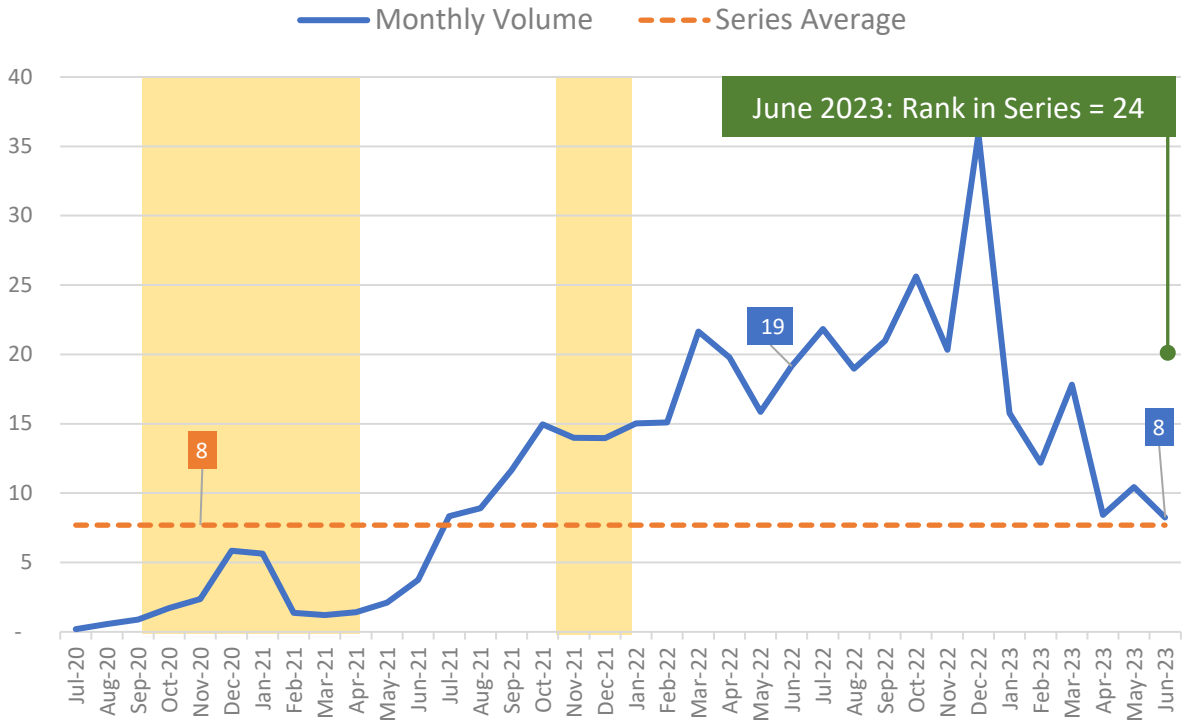
9. Patient Handover Delays over 120 Minutes (source, NAIG)



Delays of two-or-more hours continue to show an unsteady improvement, following the record high in December 2022. However, both levels remain well above those recorded two years previously.

1. Delays over 120 Minutes

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

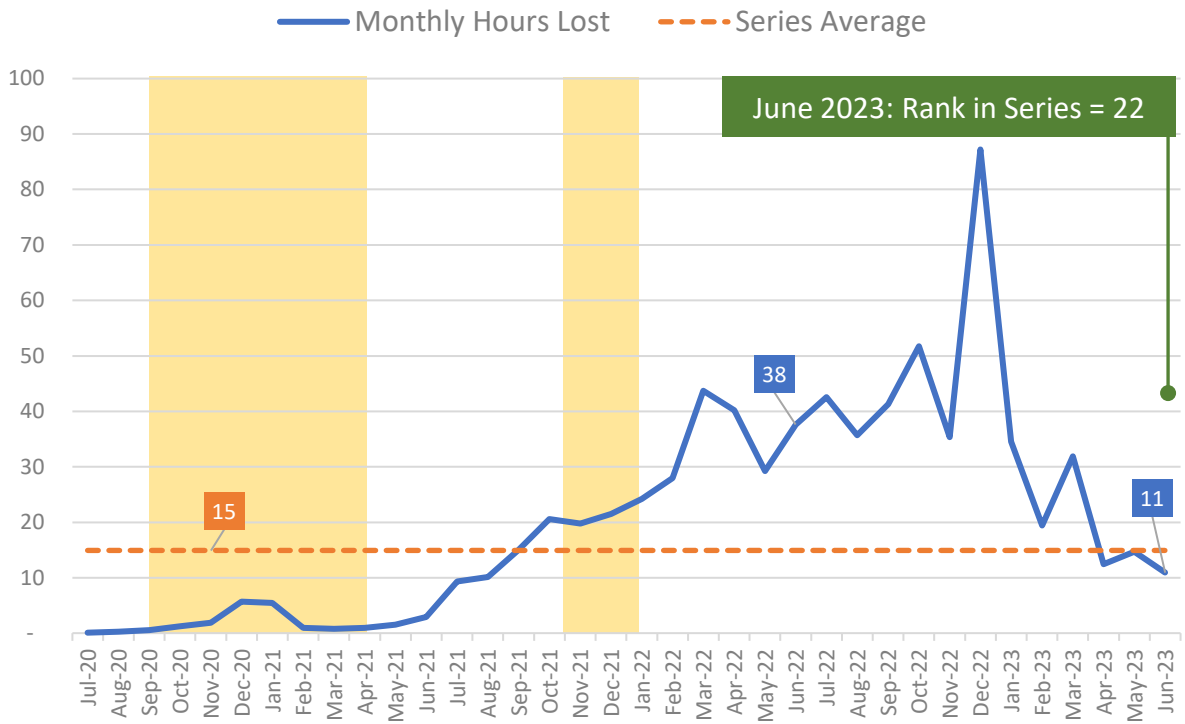


Yellow areas show COVID waves in the UK: source ONS.

-57% (or -11k)
difference, Jun '22 to Jun '23

2. Hours lost for Handovers Over 120 Minutes

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

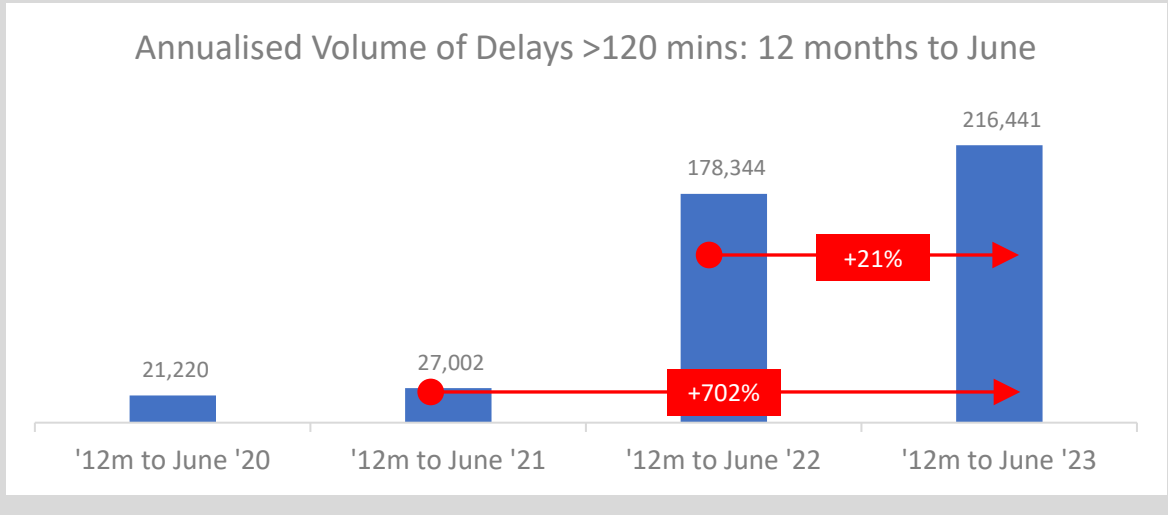
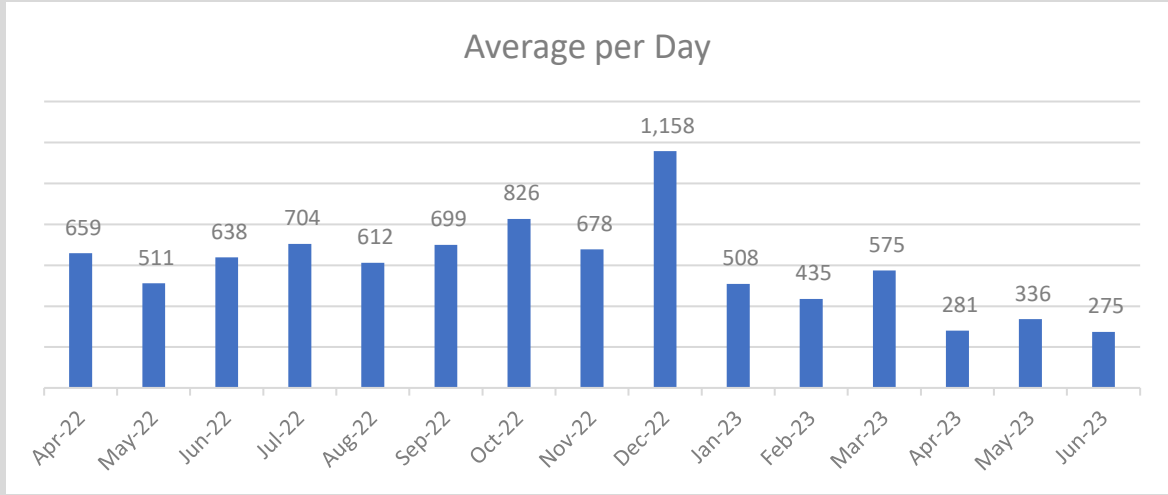


-71% (or -27k)
difference, Jun '22 to Jun '23

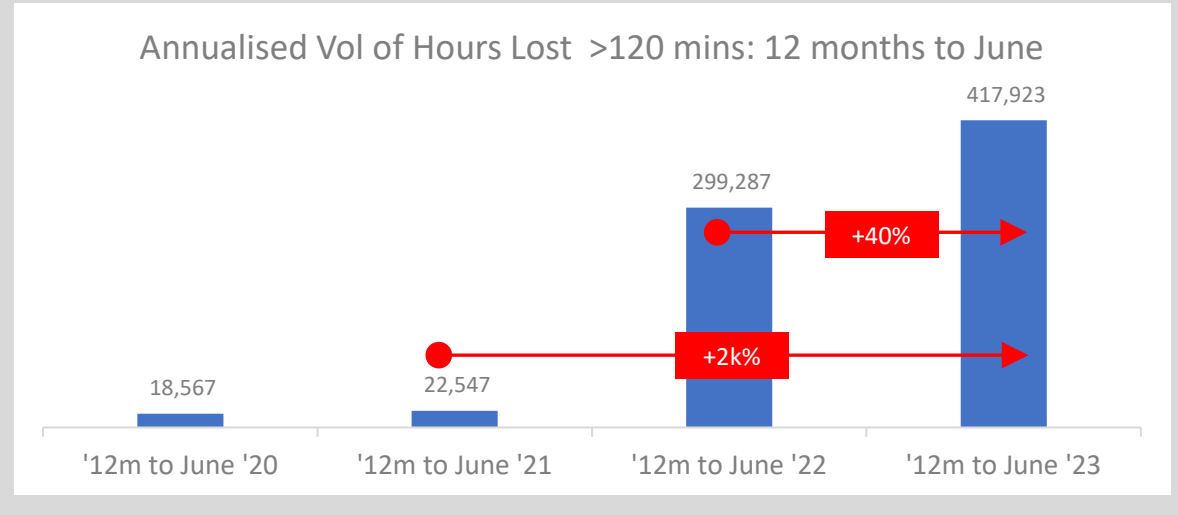
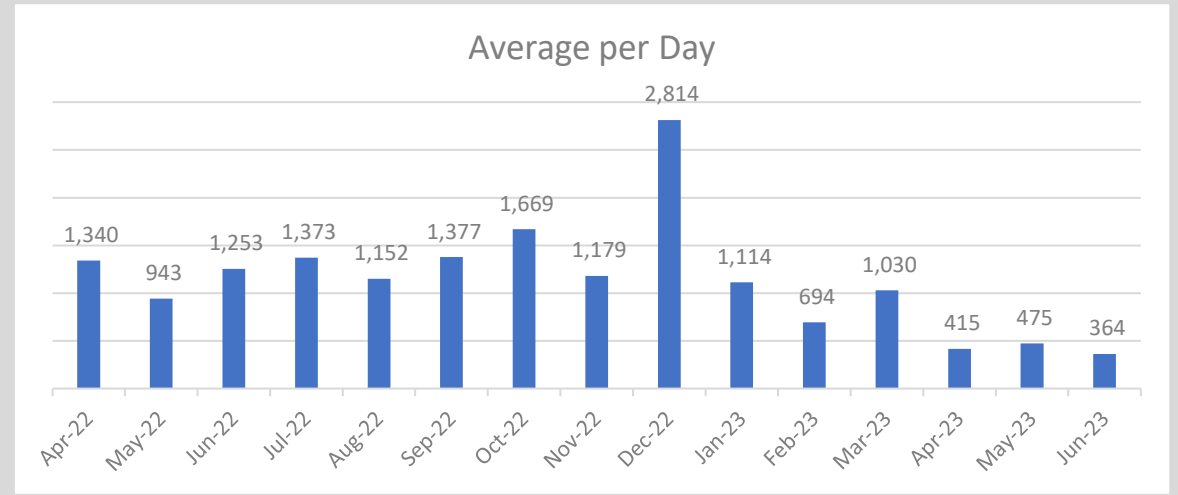


10. Average Daily and Annualised Data for >120 minute delays (source, NAIG)

1. Volume of Handover Delays over 120 minutes



2. Hours Lost for Handover Delays over 120 minutes



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

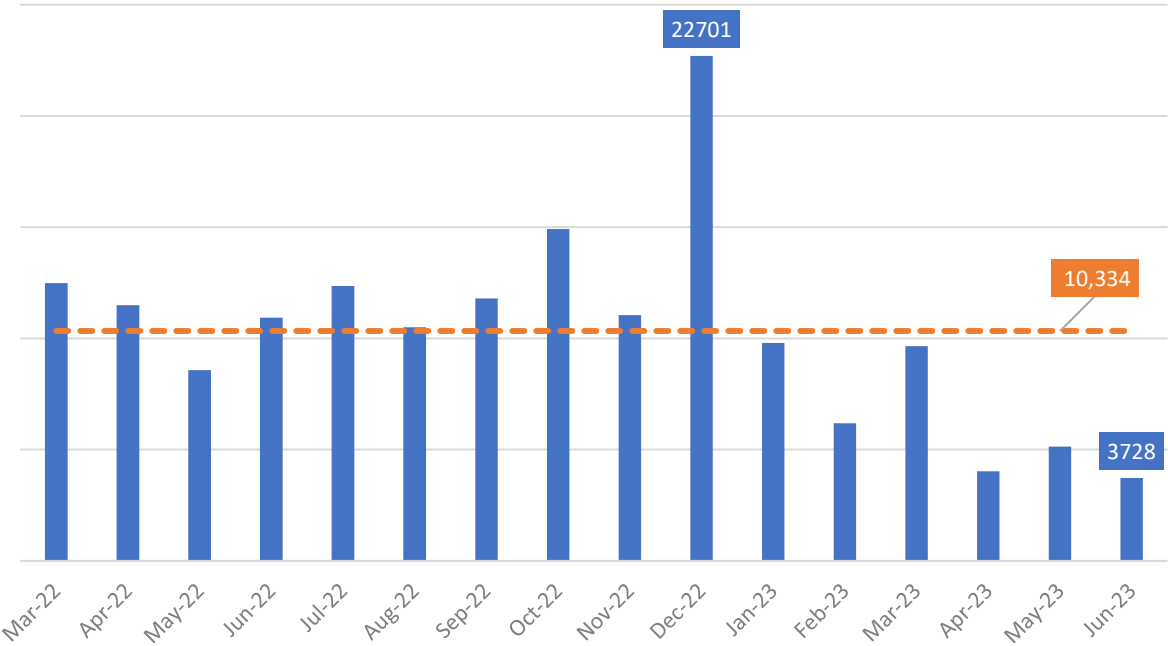


Patient handovers exceeding three hours decreased in May, although those exceeding ten-or-more hours increased slightly. Despite this, levels remain well below those recorded in December 2022.

1. Longer Handover Delays: All Over Three Hours

Volume of Handovers over Three Hours

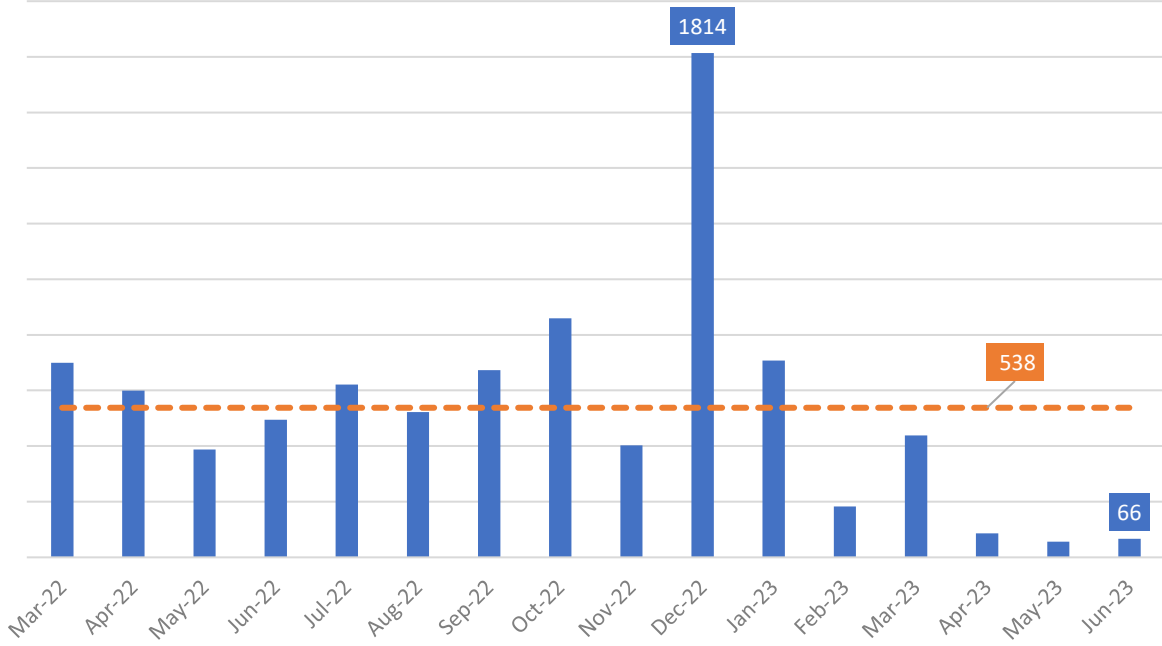
Over 3 hours Series Average



2. Longer Handover Delays: All Over Ten Hours

Volume of Handovers over Ten Hours

Over 10 hours Series Average



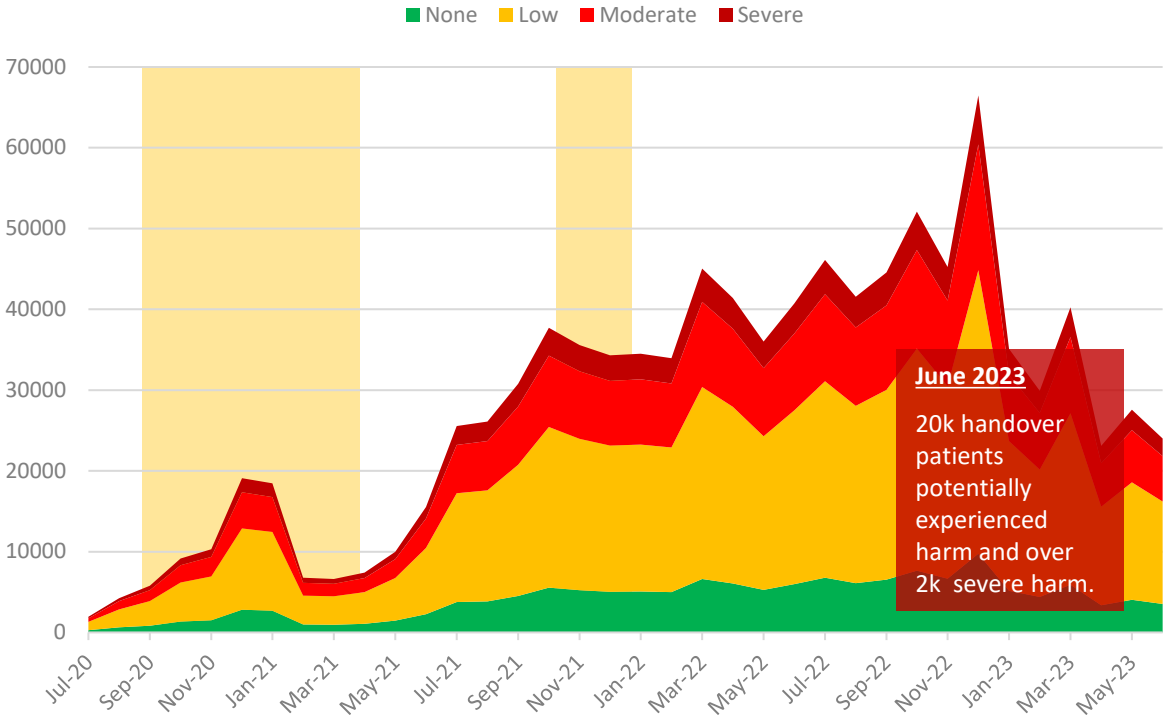
12. Impact on Patients and Crew (source, NAIG, [AQI Data](#) and [AACE](#))



Around 20k patients experienced potential harm as a result of long handover delays in June 2023. Looking at the total hours lost to handover delays, the sector lost the equivalent of 64k job cycles. This equates to 11% of potential ambulance capacity across the month – compared with three-percent in June 2020.

1. Estimated number of patients experiencing potential harm

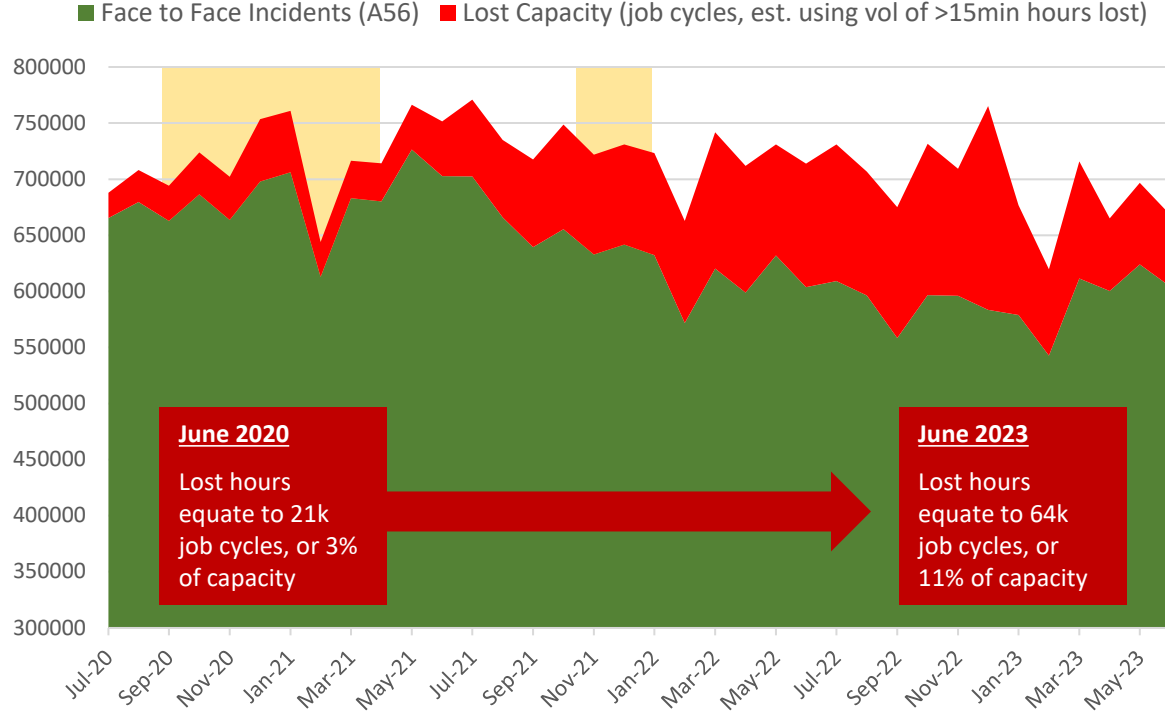
Vol of >60 min handovers by estimated harm (NAIG & AACE)



*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



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

