ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

National Ambulance Data – FINAL

Data to the end of November 2023

Published – December 22nd, 2023

2. Summary and Contents

Overview: Demand remained steady across the month, with the average daily number of 999-calls answered, and incidents, attended largely unchanged from October. Call-answer and response times were faster compared with October, although response times continue to exceed national standards. Hospital handover delays remain high, despite a month-on-month increase: the hours lost to delays of two hours or longer was nearly three times that recorded in July 2023.

Section 1.
Contact Volume and Call Answer Time

- Call demand remained steady. Although the monthly volume dropped, the average daily number of 999-calls answered (28-thousand) was unchanged from October, and was the same as seen in November 2022.
- The time taken to answer calls reduced in November, with the mean time dropping from nine-seconds to eight seconds: this is 30-seconds faster than the same month last year.

Section 2.
Incidents and Response Time, by Category

- While monthly volume of incidents dropped, the daily demand remained steady for Category-1 and 2 incidents, and increased for Category-3 and 4.
- Response times reduced for all categories between October and November, and remain someway below the times recorded in November 2022. Despite this, response times remain above the national standards.

Section 3.
Incidents by Response Outcome

- Hear and Treat responses decreased slightly across the month, but still recorded the third highest volume to-date: 93-thousand across the month and 16-thousand more than November 2022.
- Transport to Emergency Departments (ED) recorded a daily average of over 12-thousand each day: this figure has increased steadily over the last 12-months from under 11-thousand in December 2022.

Section 4.
Patient Handover Delays

- Handover volumes remain high, despite a drop in the monthly total. Volume of handovers exceeding 30-minutes was at its fourth highest to-date, and hours lost to these delays have doubled since the summer.
- Over eight-thousand patients experienced delays of three-or-more hours, while 459 patients waited ten-hours or longer. This latter compares with 46 patients in July 2023.

Source of all data is AQI September 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

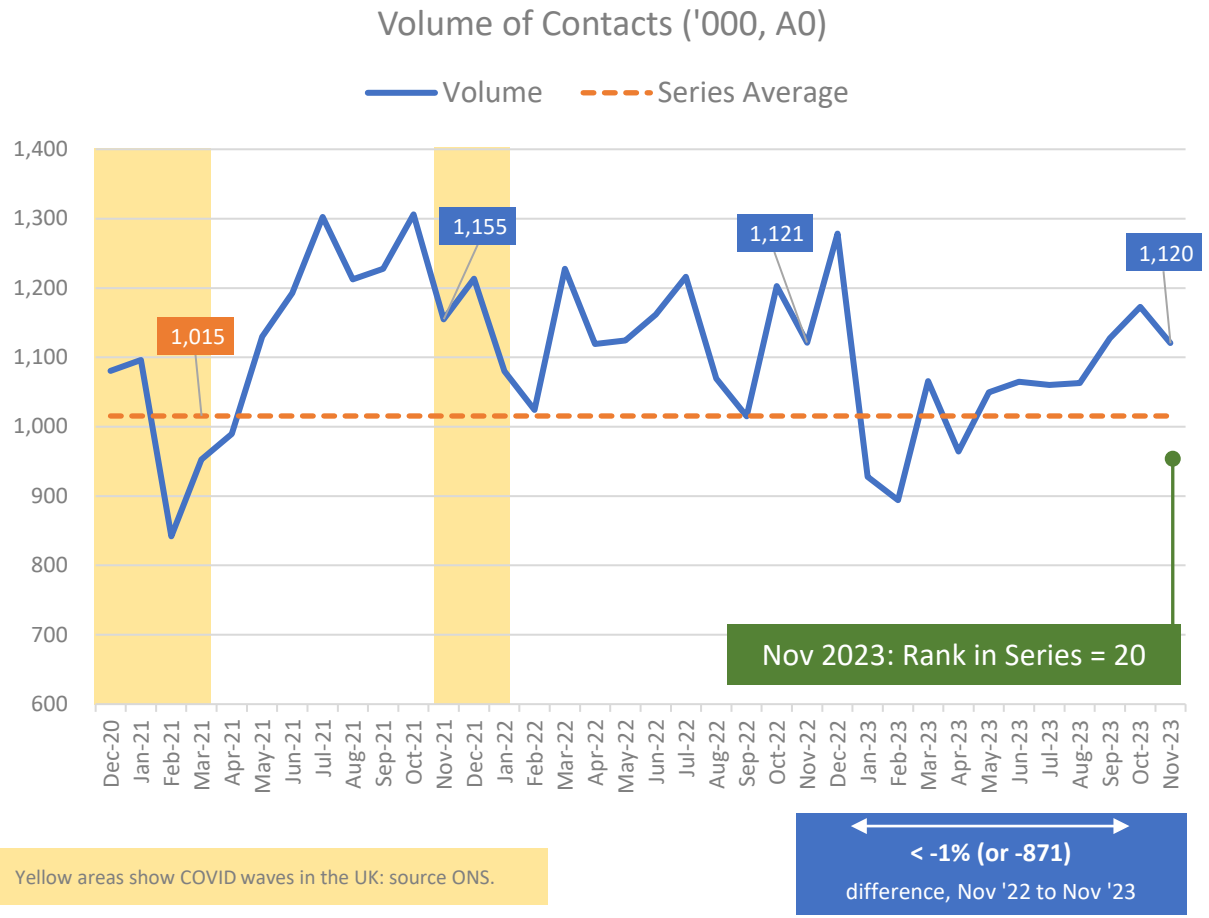
Contact Volume and Call Answer time

- 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 to Ambulance Control Rooms (Measure A0)

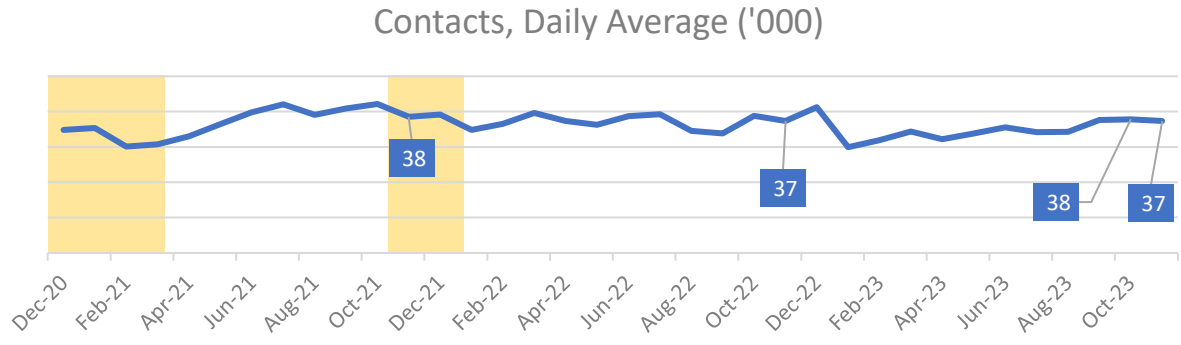
November saw a 52-thousand fewer contacts than October with 1,120-thousand calls across the month – broadly similar to November 2022. This drop has been seen over the past two years, but the shorter month is a key factor: the daily average shows demand was far steadier between October and November.

1. Monthly

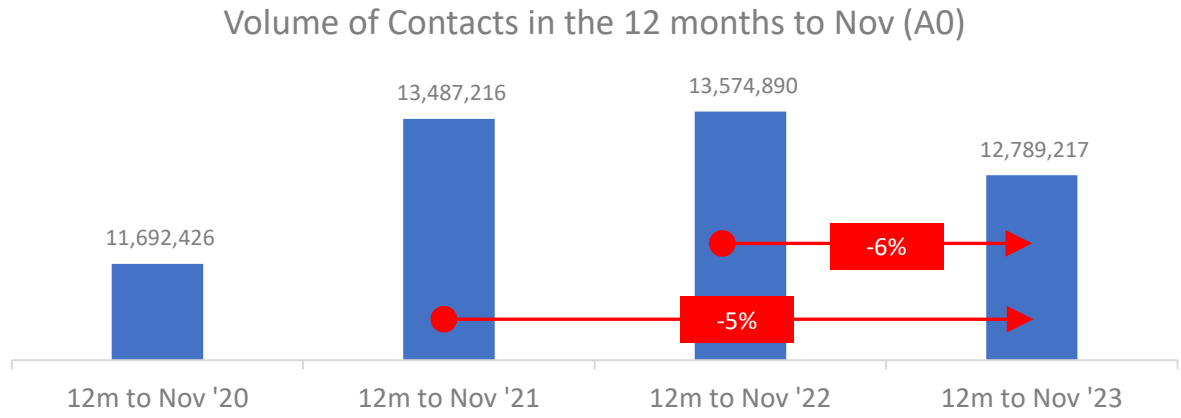


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



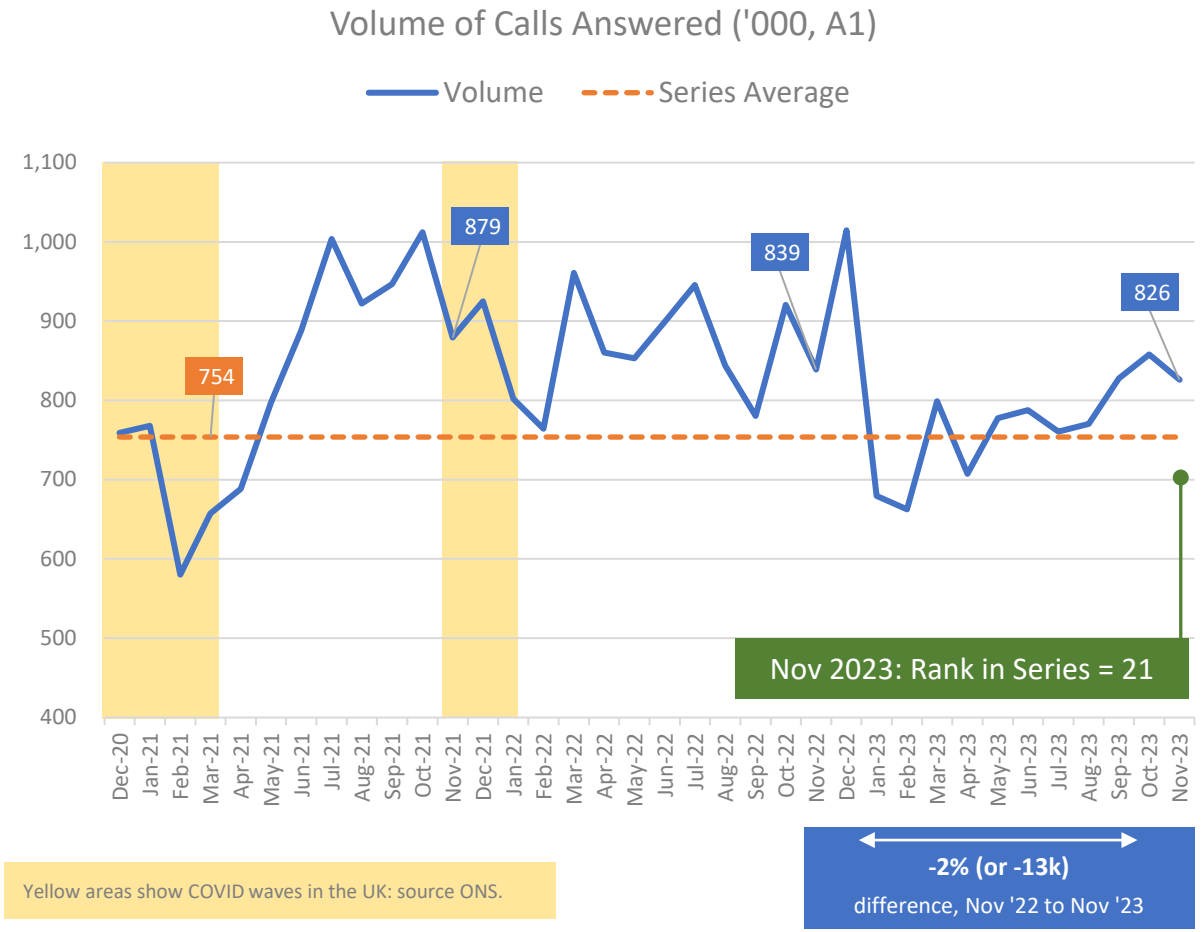
3. Annualised Data



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

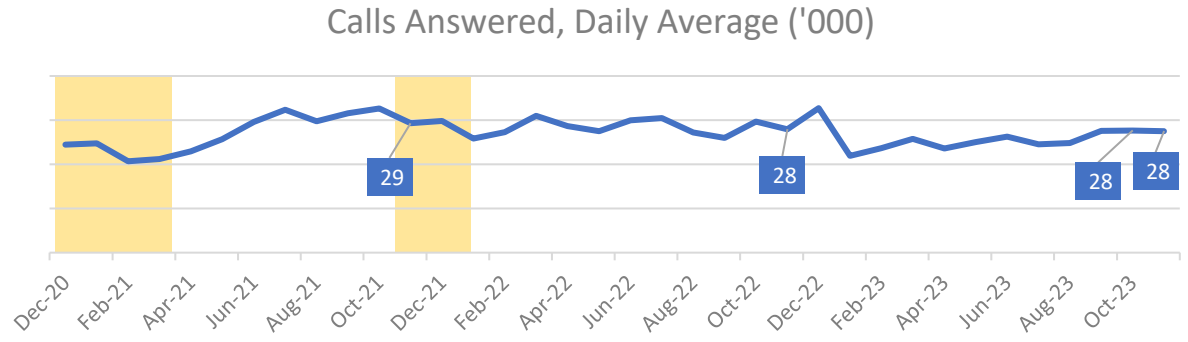
As with contacts overall, the volume of 999-calls-answered saw a drop in monthly volume (again for the third year running) but the daily average remained largely unchanged. Annualised data show 923-thousand fewer calls answered between the most recent 12-months and the previous period, a difference of -9 percent.

1. Monthly

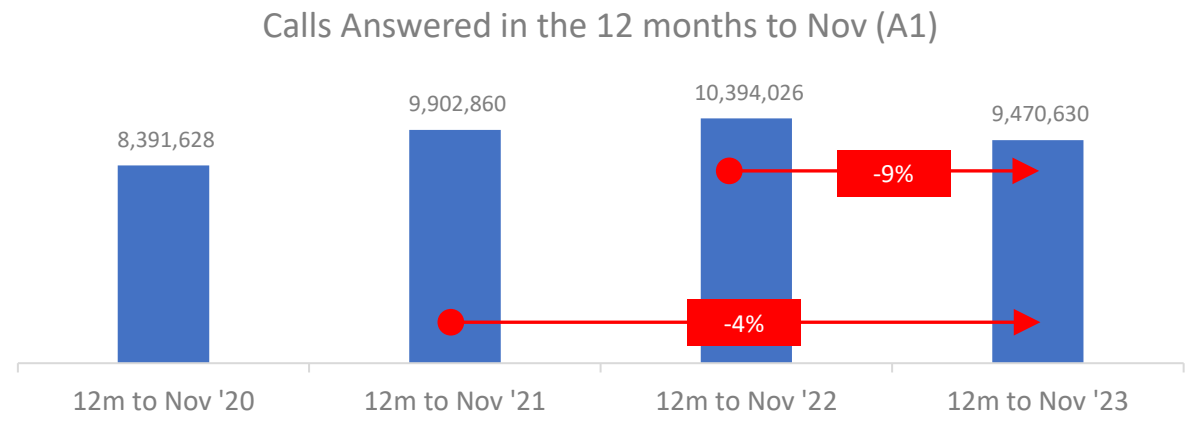


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



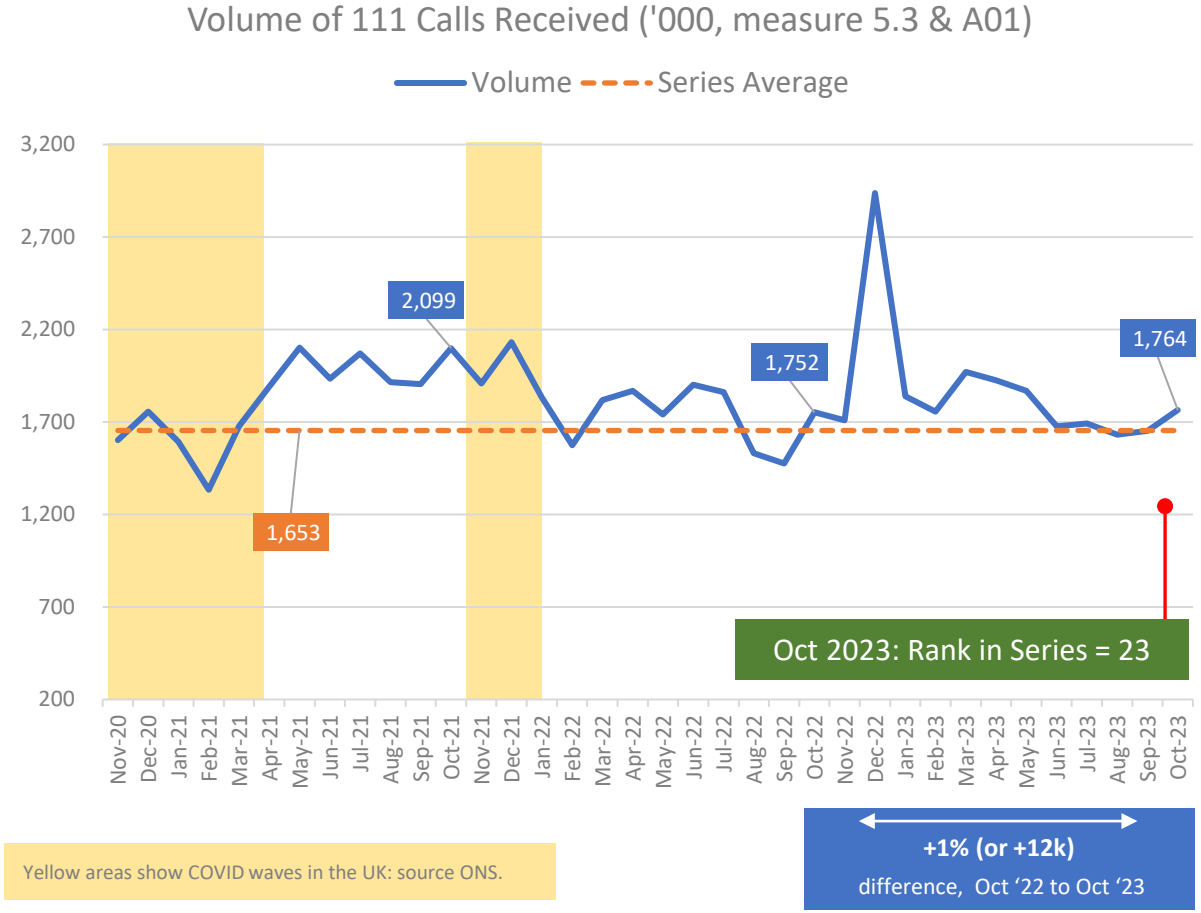
3. Annualised Data



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

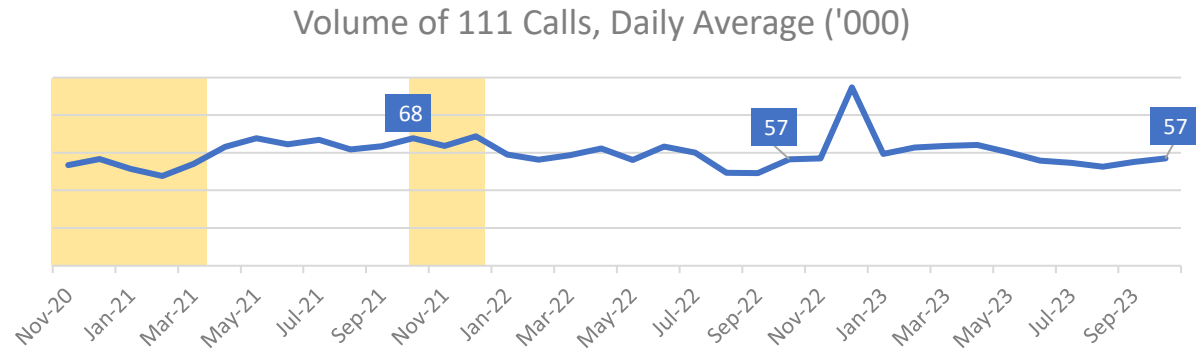
Running a month behind the AQI data, 111-call numbers show an increase in October. The monthly total reached 1,764-thousand, 12-thousand greater than October 2022, while the annualised data show over one--million more calls in the most recent 12-months, compared with the previous period.

1. Monthly

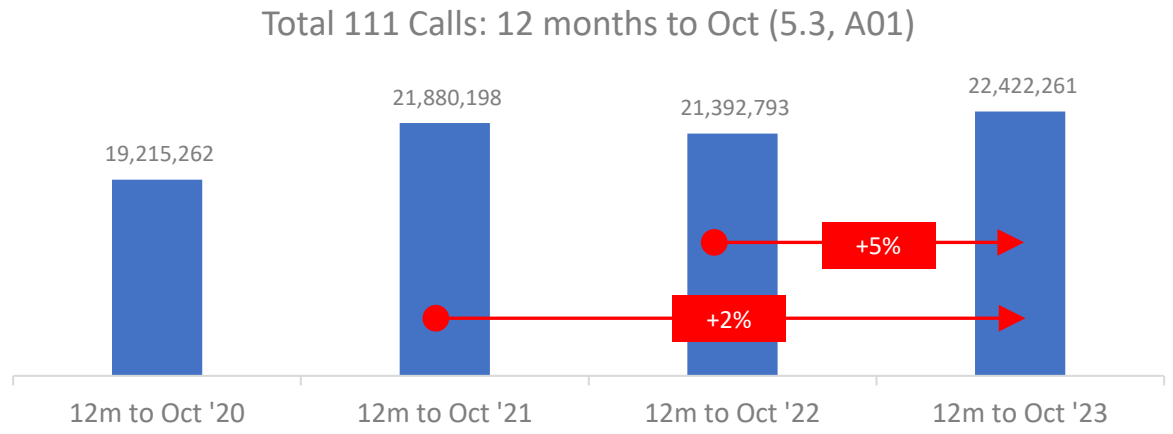


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



3. Annualised Data



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

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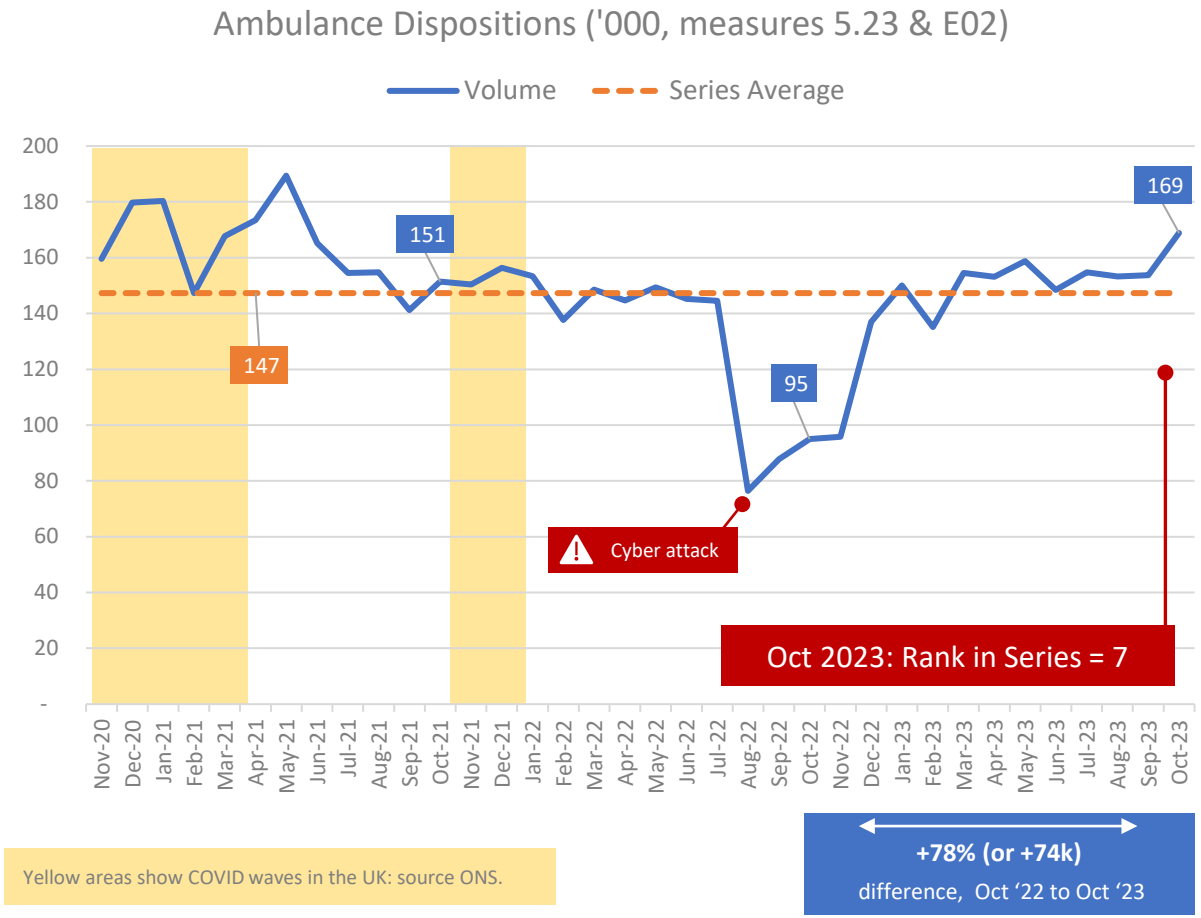
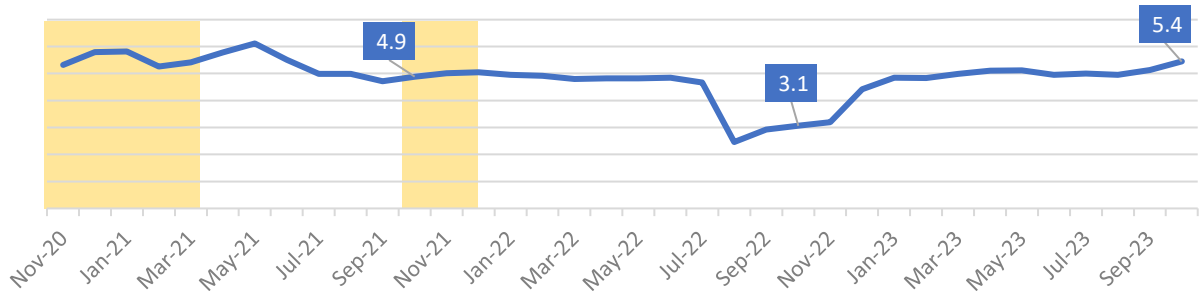
The monthly volume of 111 calls referred to ambulance services increased to 169-thousand in October – the highest since June 2021 and the 7th greatest volume to-date. This represents 11-percent of 111 calls-answered, a proportion that has increased slightly across the calendar year to-date.

1. Monthly

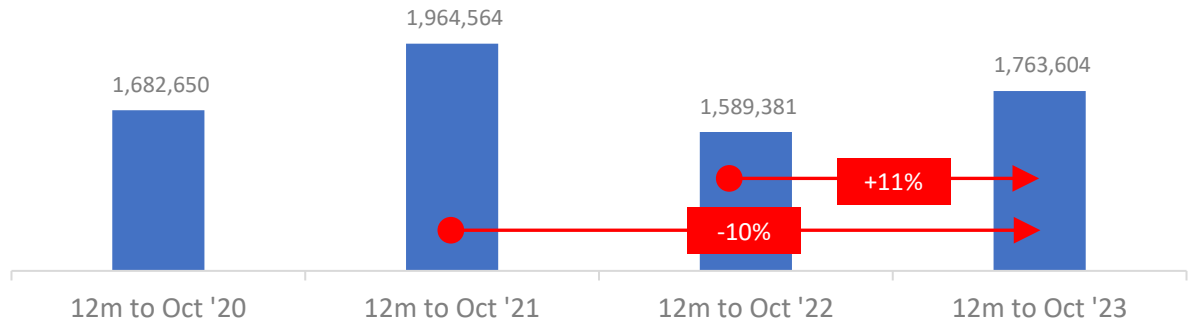


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



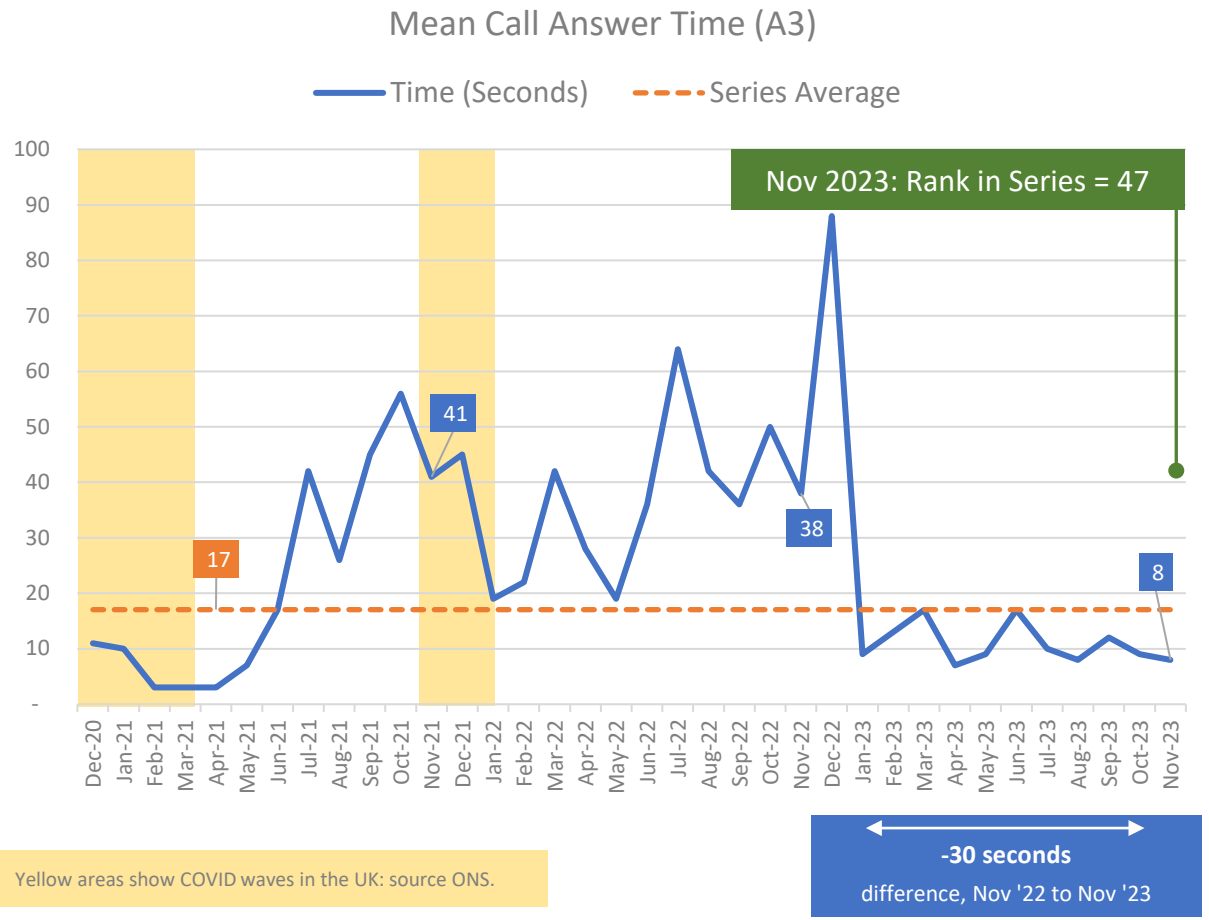
3. Annualised Data



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

Call answer time reduced in November 2023. The mean-time dropped from nine-seconds to reach eight-seconds, 30-seconds faster than November 2022. The 95th-Centile time dropped from 53-seconds to 45-seconds, and is two-minutes faster than November 2022.

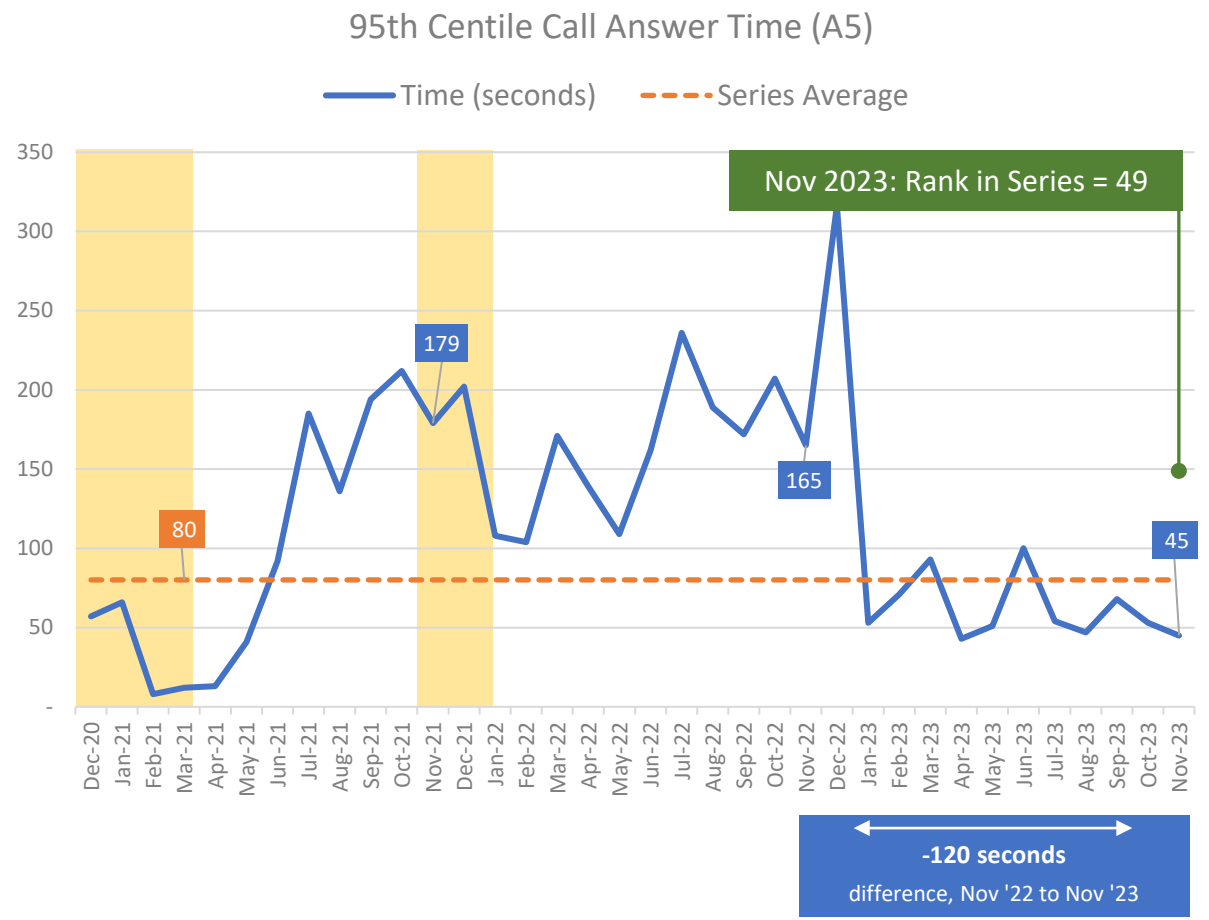
1. Mean



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

-30 seconds
difference, Nov '22 to Nov '23

2. 95th Centile



-120 seconds
difference, Nov '22 to Nov '23

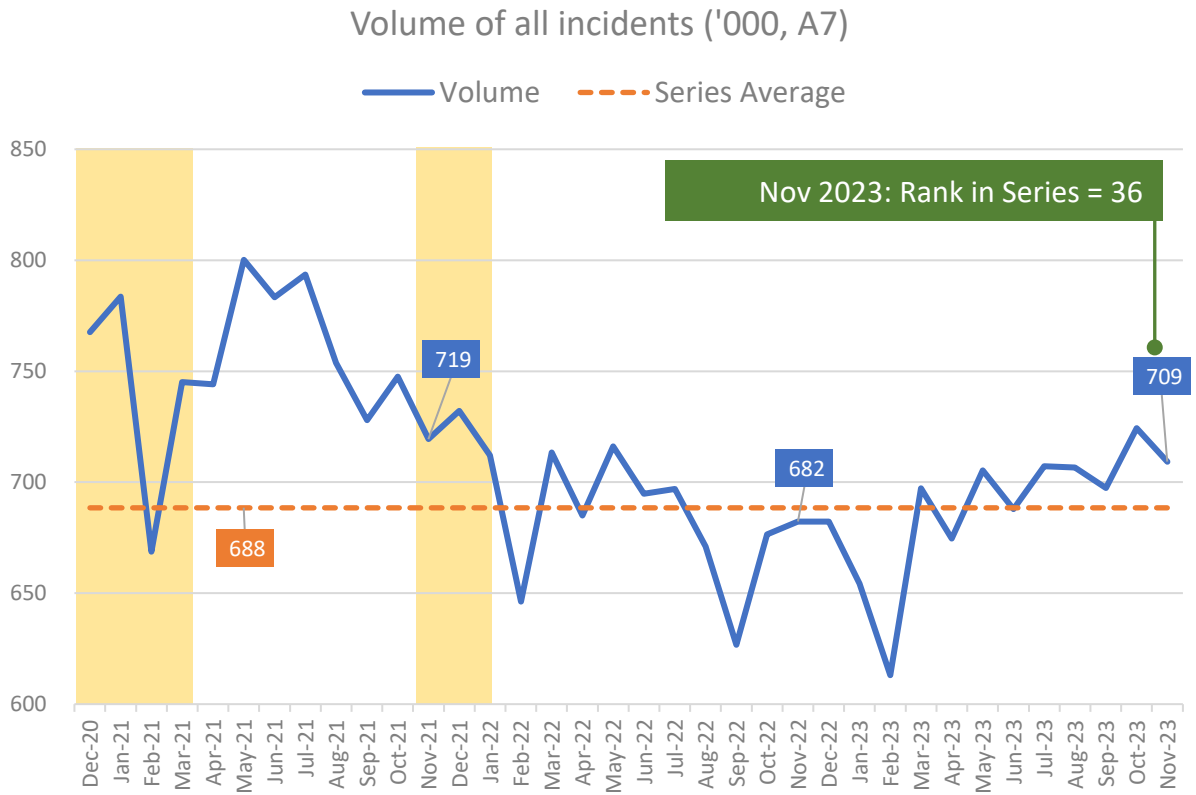
Section 2

Incidents and Response Time, by Category

10. Demand: All Incidents (A7)

While the shorter month resulted in fewer incidents across November overall, the average daily volume shows demand increased slightly. Indeed, demand has increased steadily from February 2023, when the monthly total reached a series low of 613-thousand, to 709-thousand in November (the highest in 18-months).

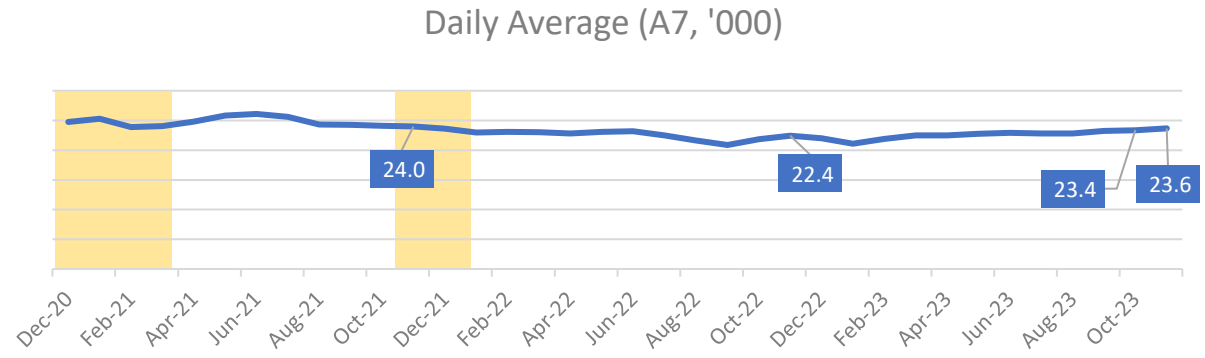
1. Monthly



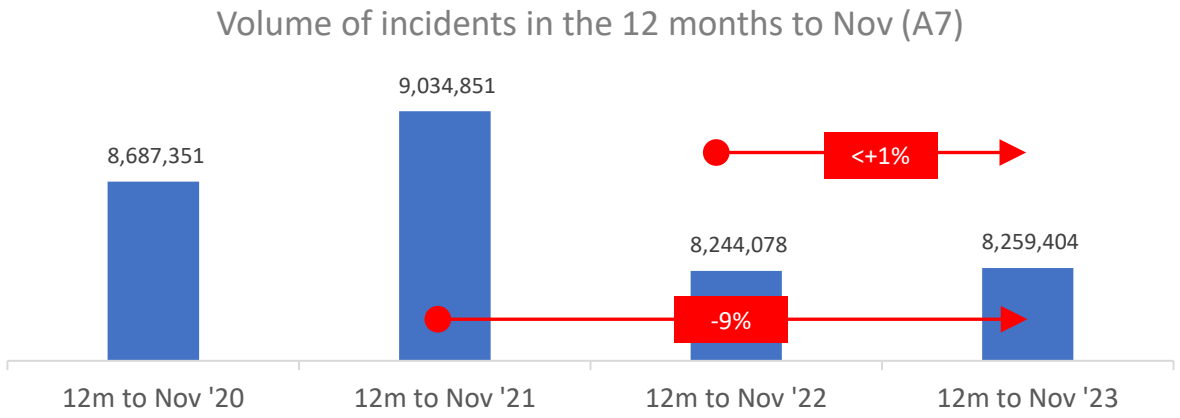
Yellow areas show COVID waves in the UK: source ONS.

+5% (or +36k)
difference, Nov '22 to Nov '23

2. Average Daily Volume



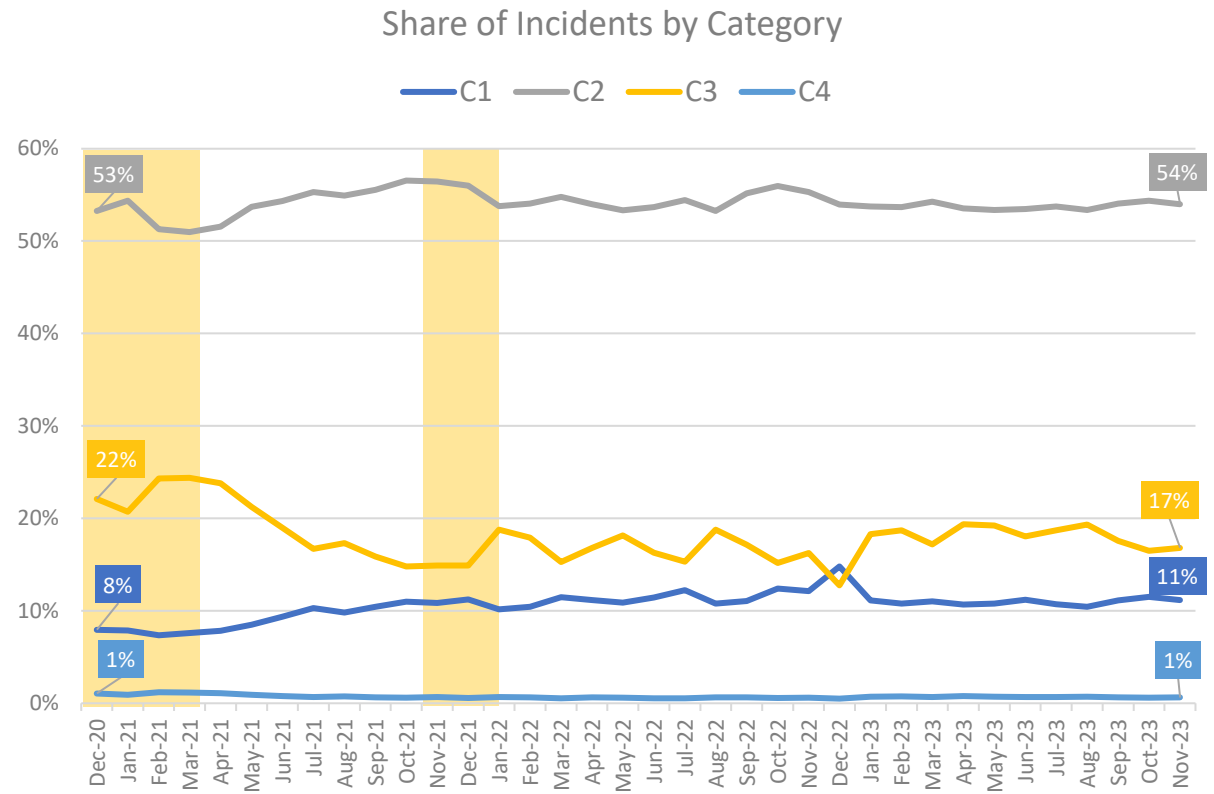
3. Annualised Data



11. Demand: Share of Incidents by Category

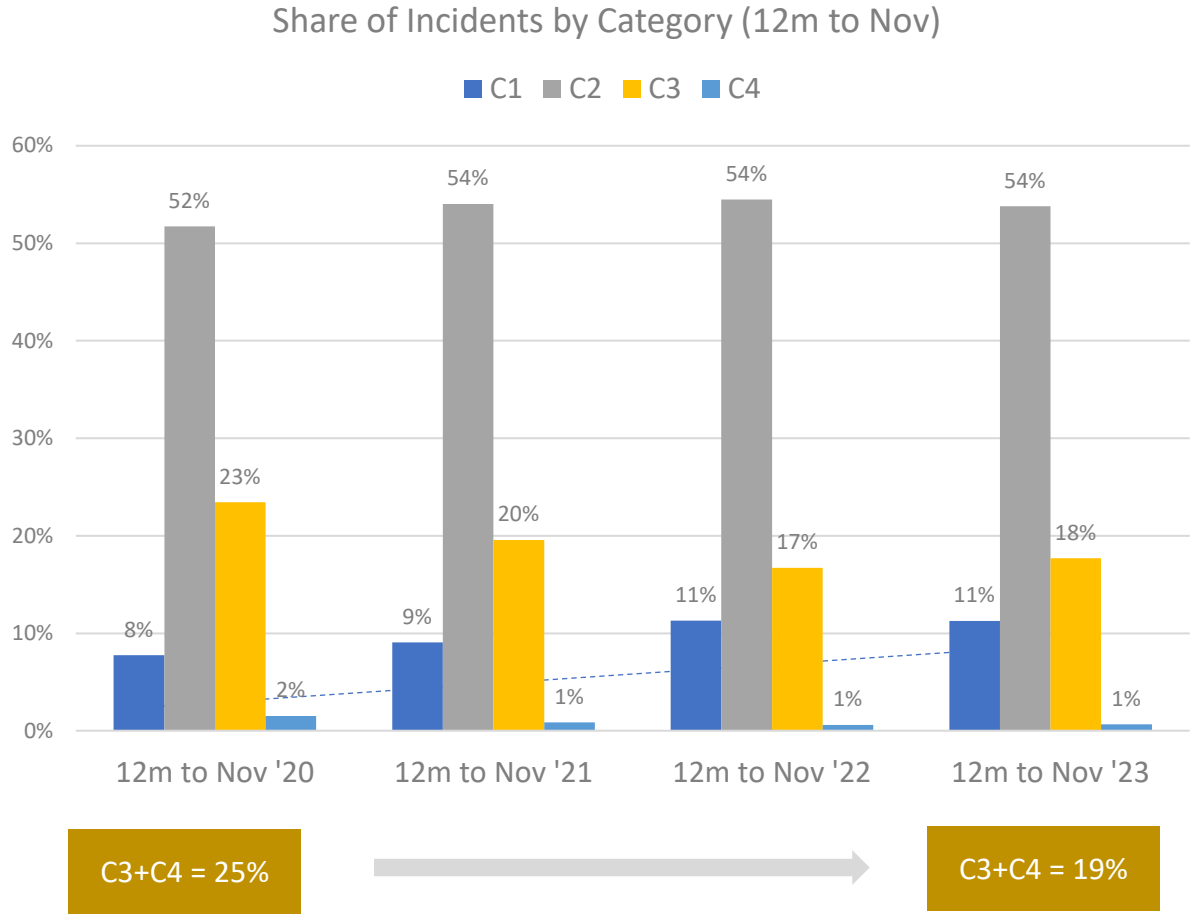
There was little change in the distribution of incidents in November. Category-2 continues to account for over half, and Category-1 over one-in-ten. Category-3 continues to see a decrease, falling from 19-percent in August to 17-percent in November, while Category-4 continues to represent one-percent of incidents.

1. Monthly



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

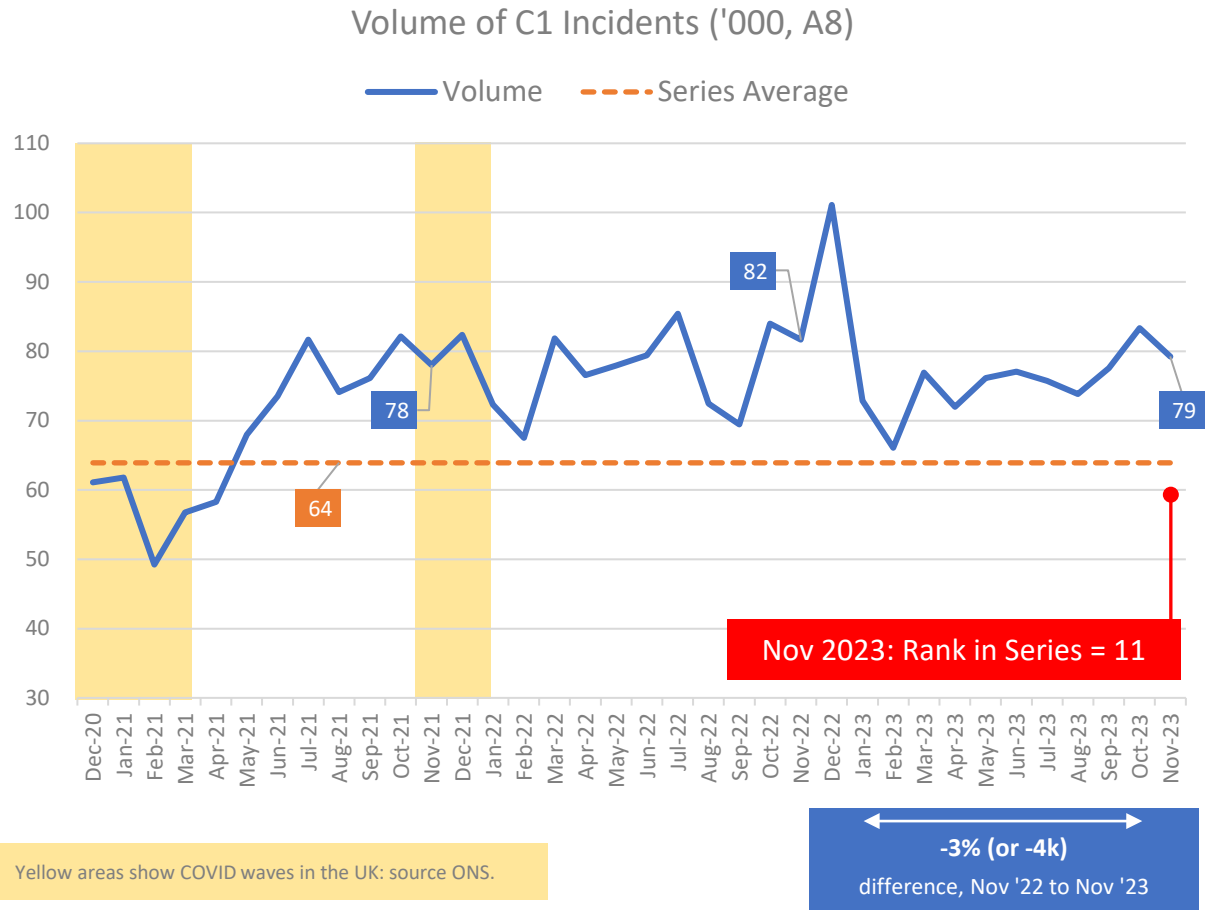
2. Annualised Data



12. Demand: Category-1 Incidents (A8)

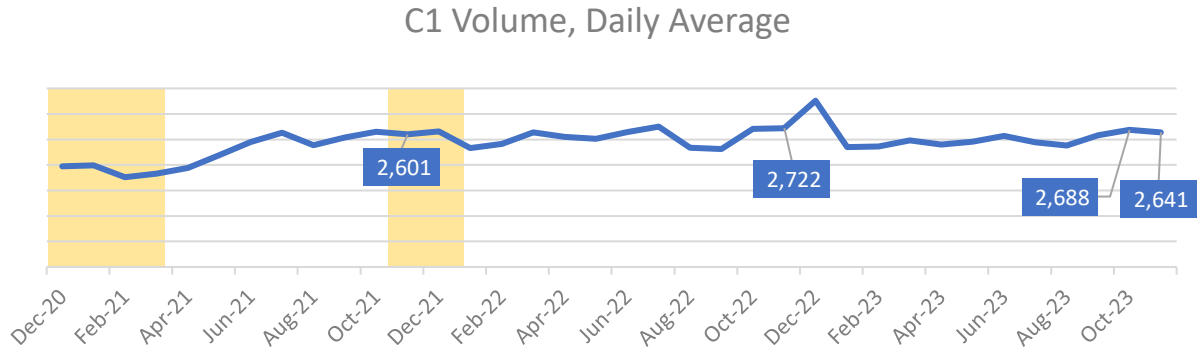
The monthly volume of Category-1 incidents has dropped between October and November for the past three years. The average daily figures show steady demand between the two most recent months, while the annualised data show consecutive increases in volume across the past four years.

1. Monthly

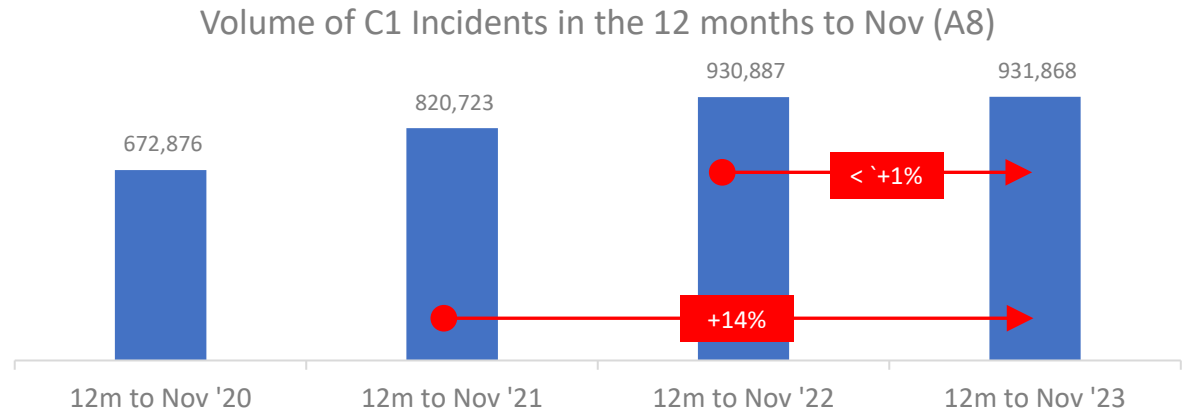


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



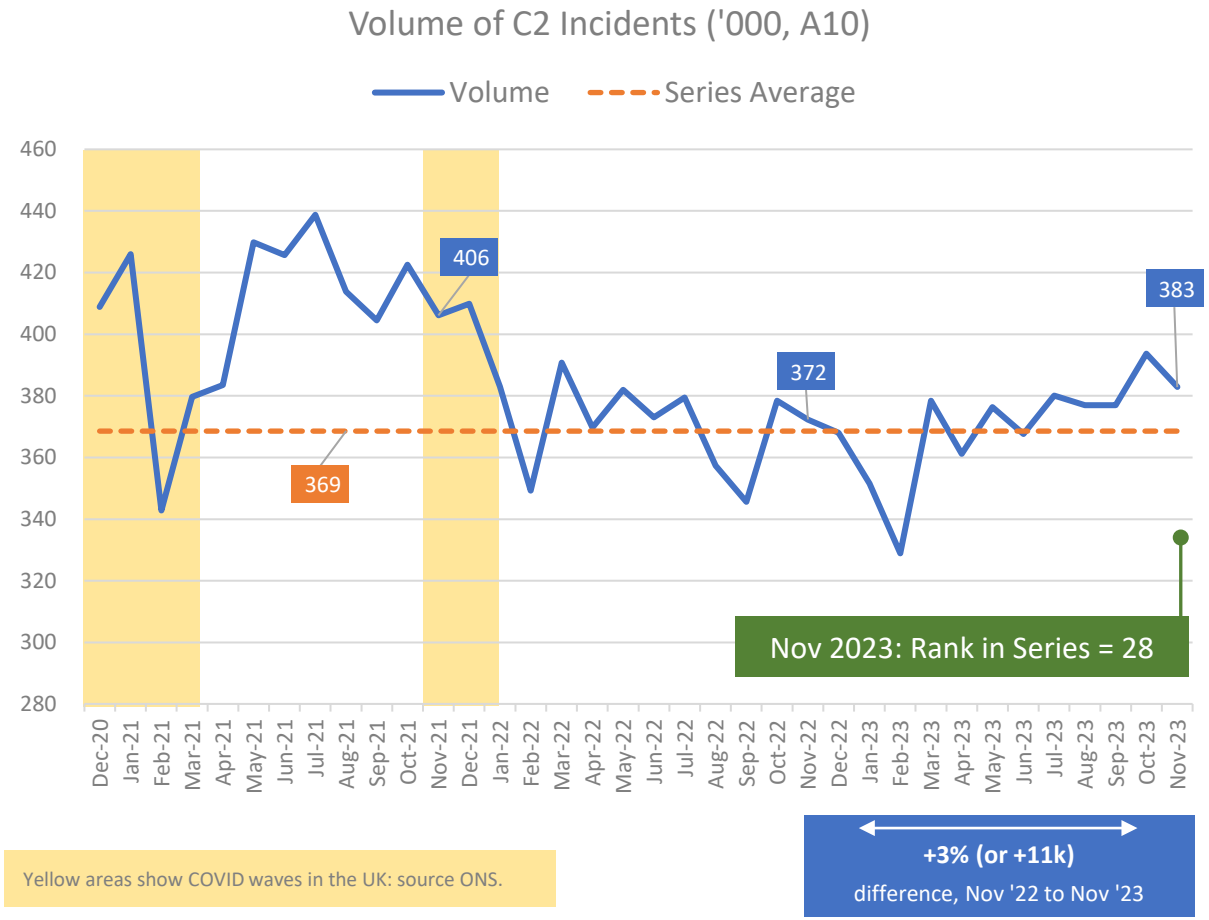
3. Annualised Data



13. Demand: Category-2 Incidents (A10)

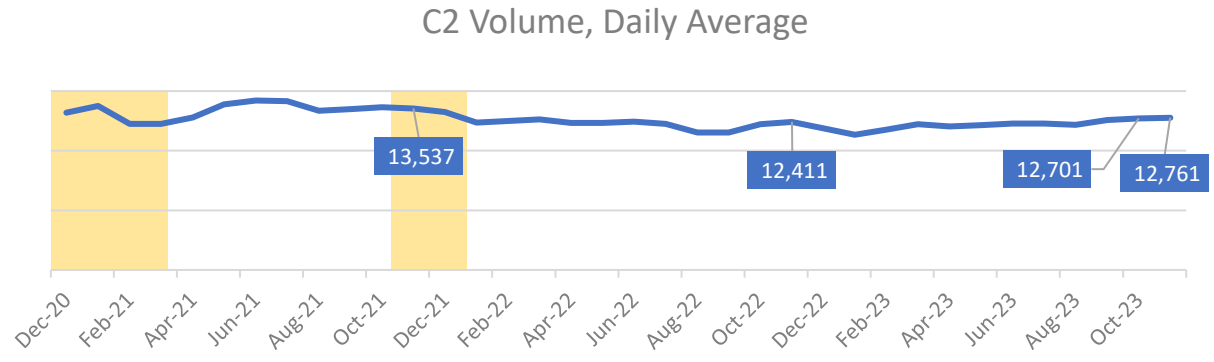
Once again, the seasonal decrease in volume masks steady demand at a daily level for Category-2 incidents. The annualised data show a decrease in volume over the past two periods: the most recent period has over 400-thousand fewer incidents than the 12-months to November 2021, a difference of -9 percent.

1. Monthly

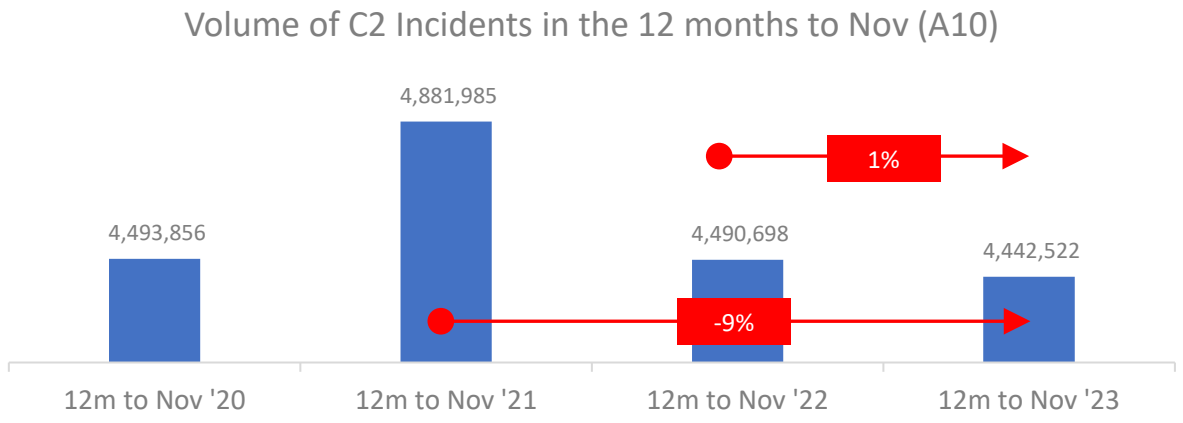


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



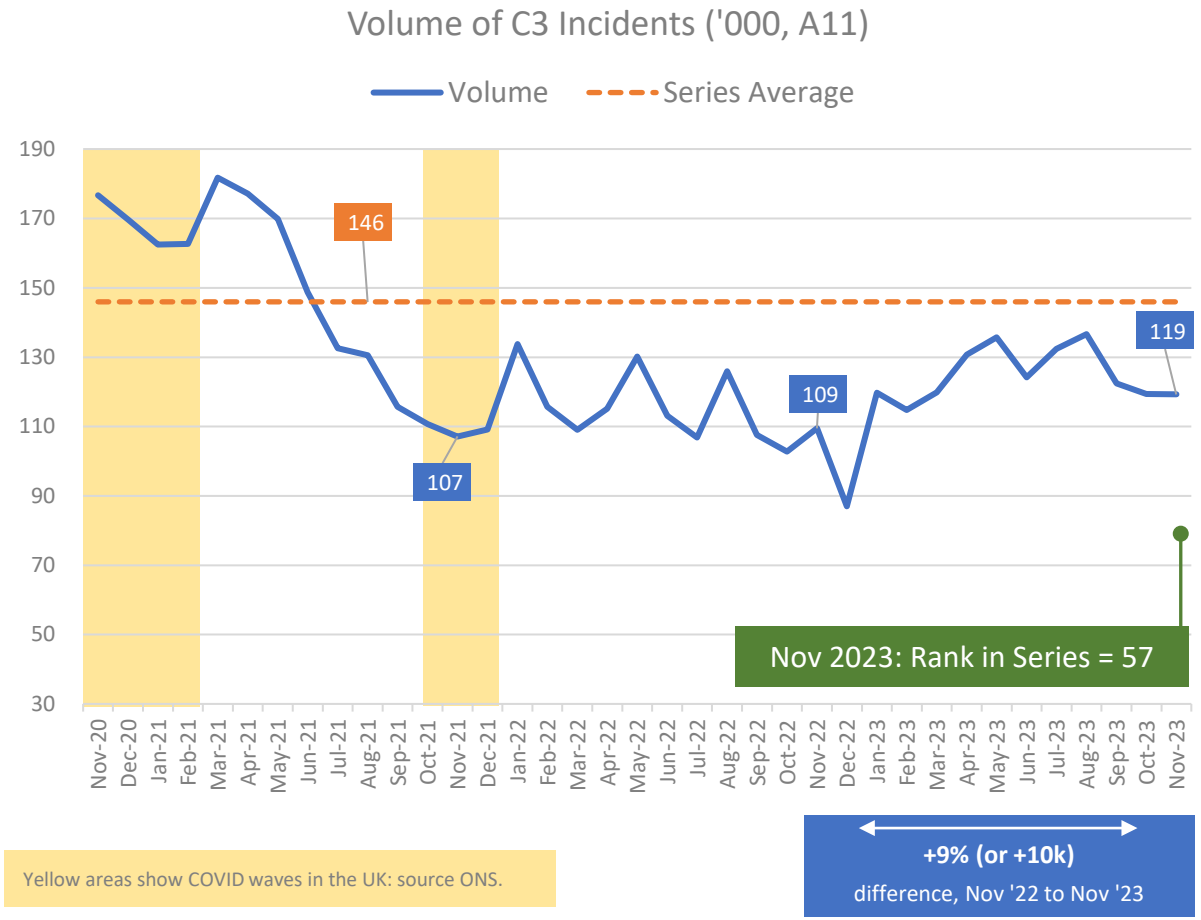
3. Annualised Data



14. Demand: Category-3 Incidents (A11)

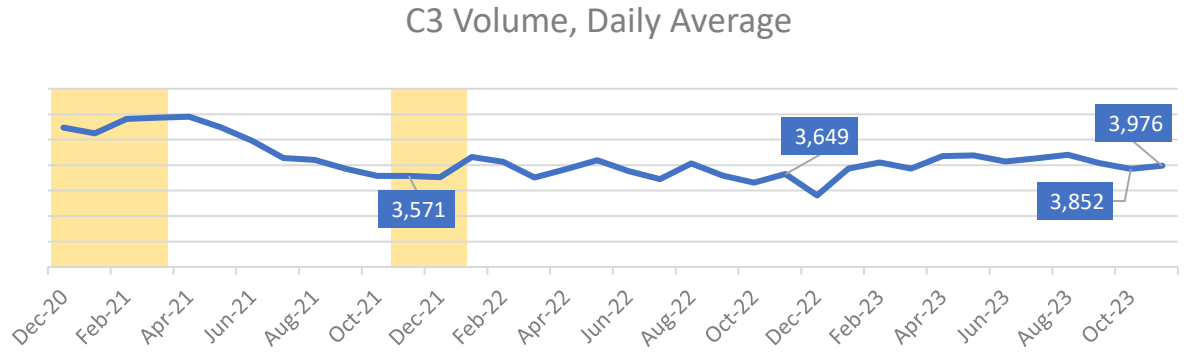
Category-3 monthly volume dropped very slightly in November, but the daily average increased (again, linked to the shorter month). The monthly volume (119-thousand) is higher than the two previous Novembers' totals, while the annualised data show an increase between the previous and most recent periods.

1. Monthly

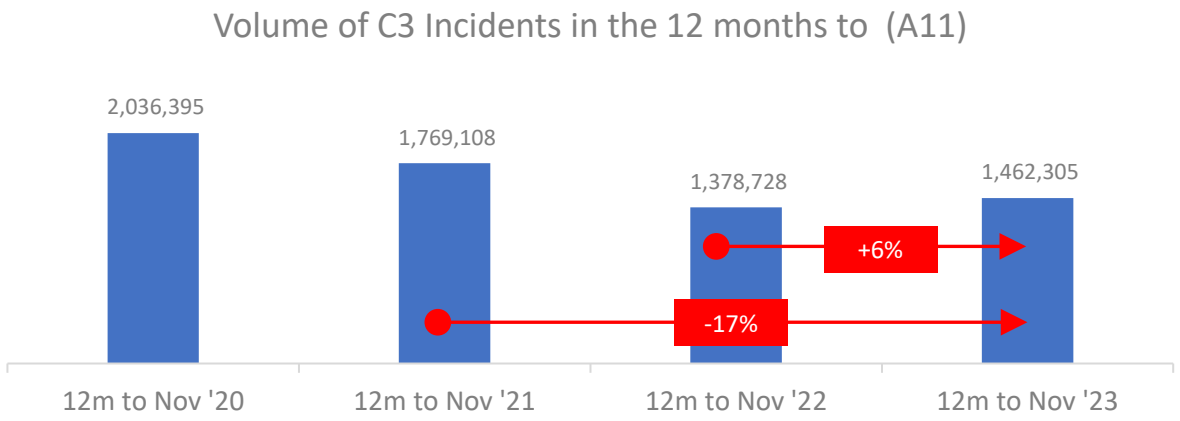


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



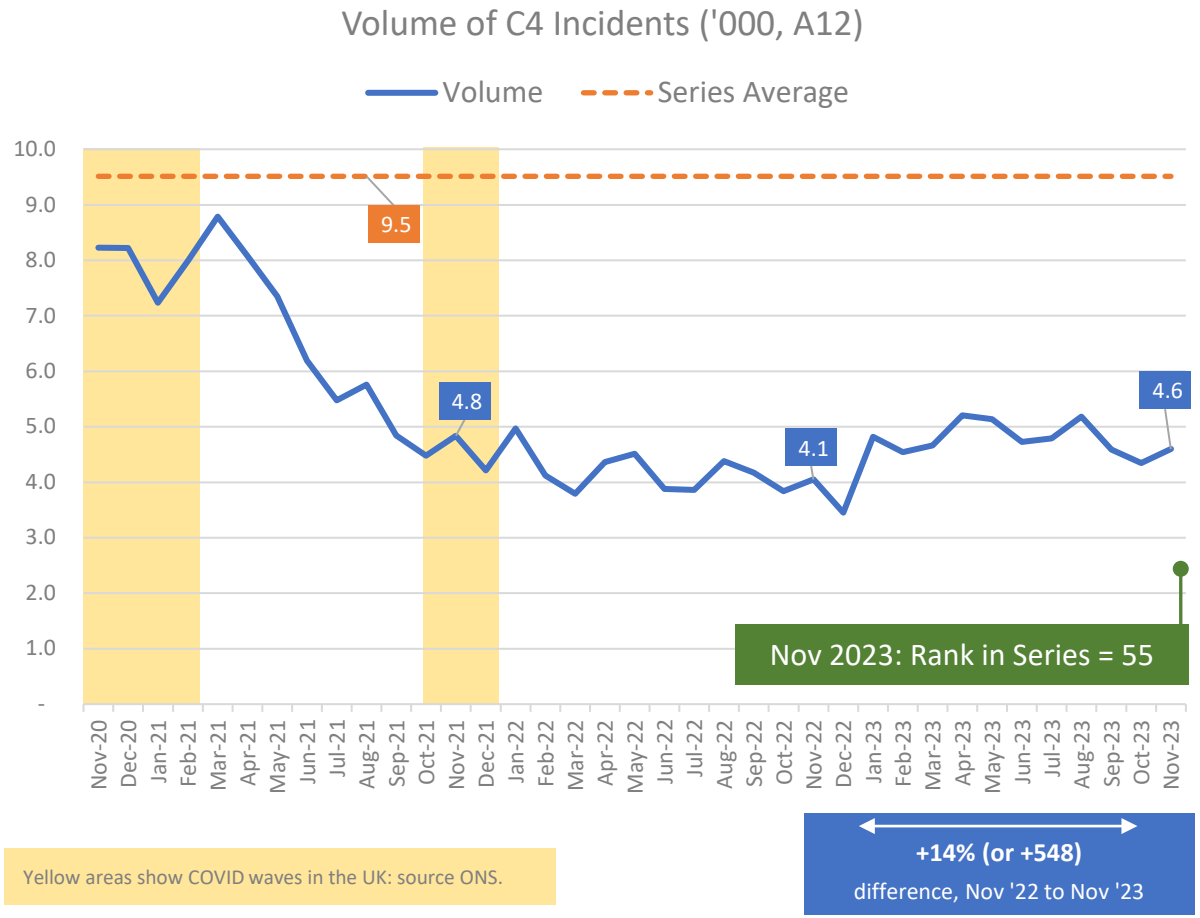
3. Annualised Data



15. Demand: Category-4 Incidents (A12)

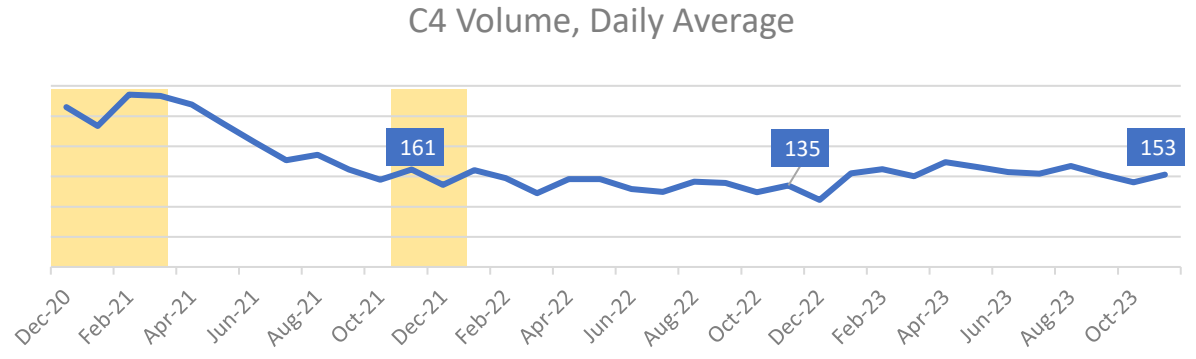
Category-4 incidents saw a slightly uplift in monthly volume, and over 500 more incidents than November 2022. The annualised data show an uplift of 12-percent between the previous and most recent periods.

1. Monthly

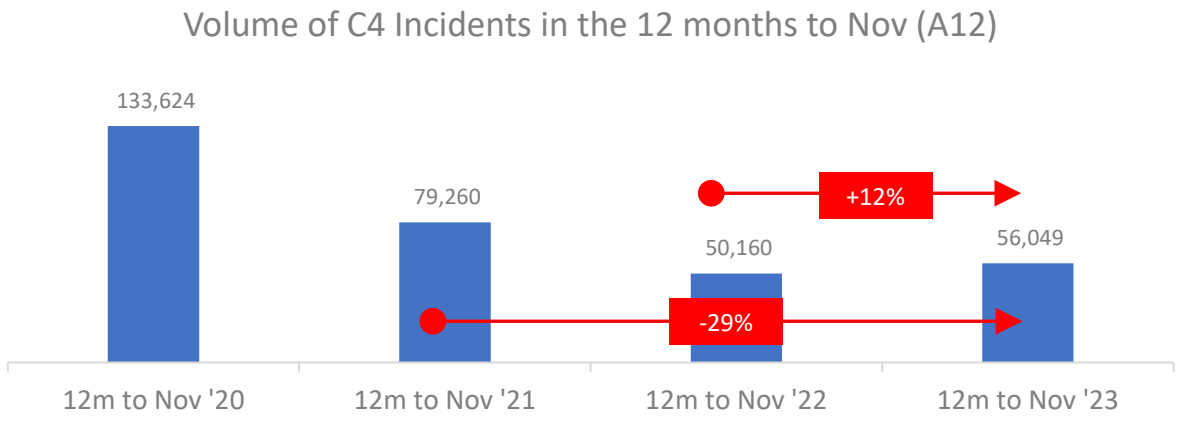


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



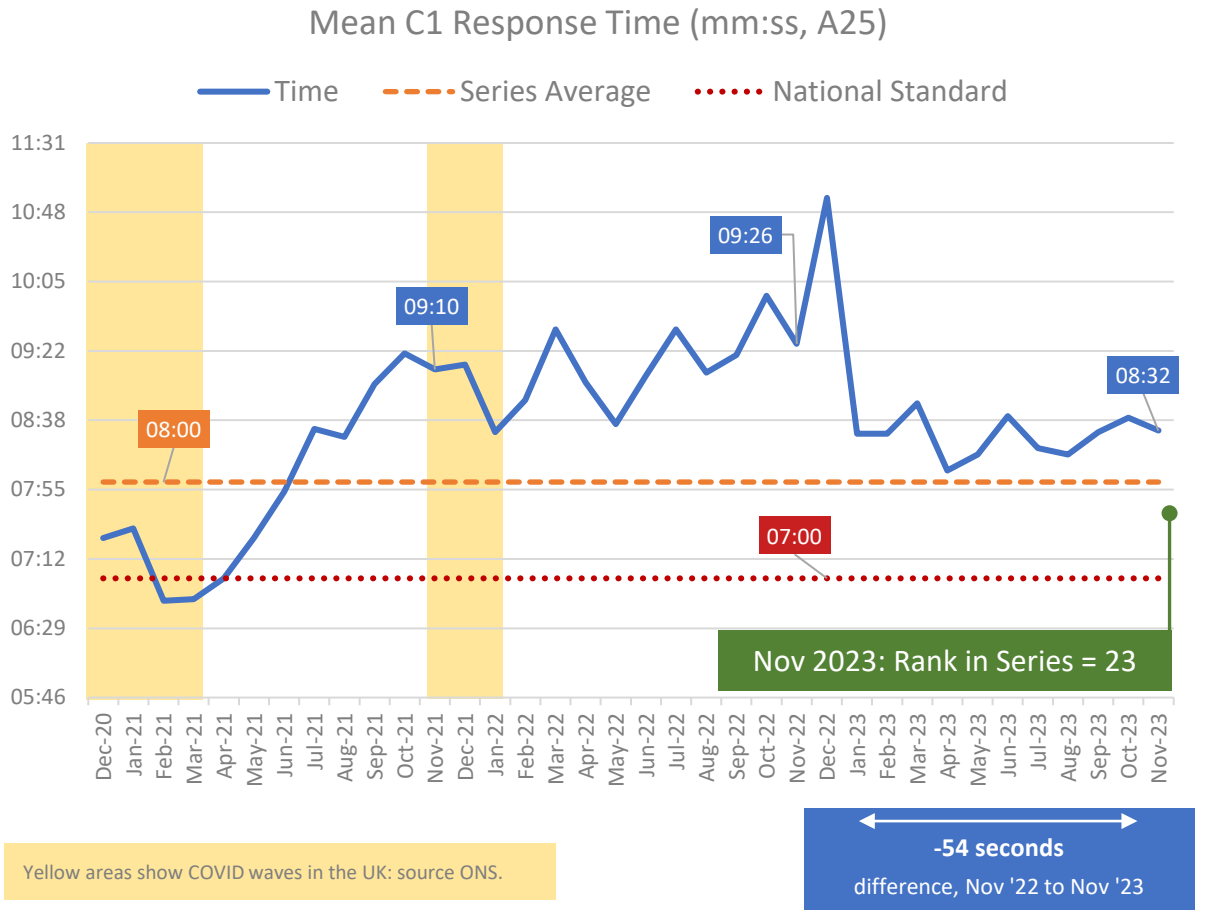
3. Annualised Data



16. Demand: Category-1 Response Times (Measures A25 and A26)

Category-1 response times improved in November, with the mean-time eight-seconds faster and the 90th-Centile 20-seconds faster than October 2023. Both times are also notably faster than November 2022 but also slower than their respective national standards.

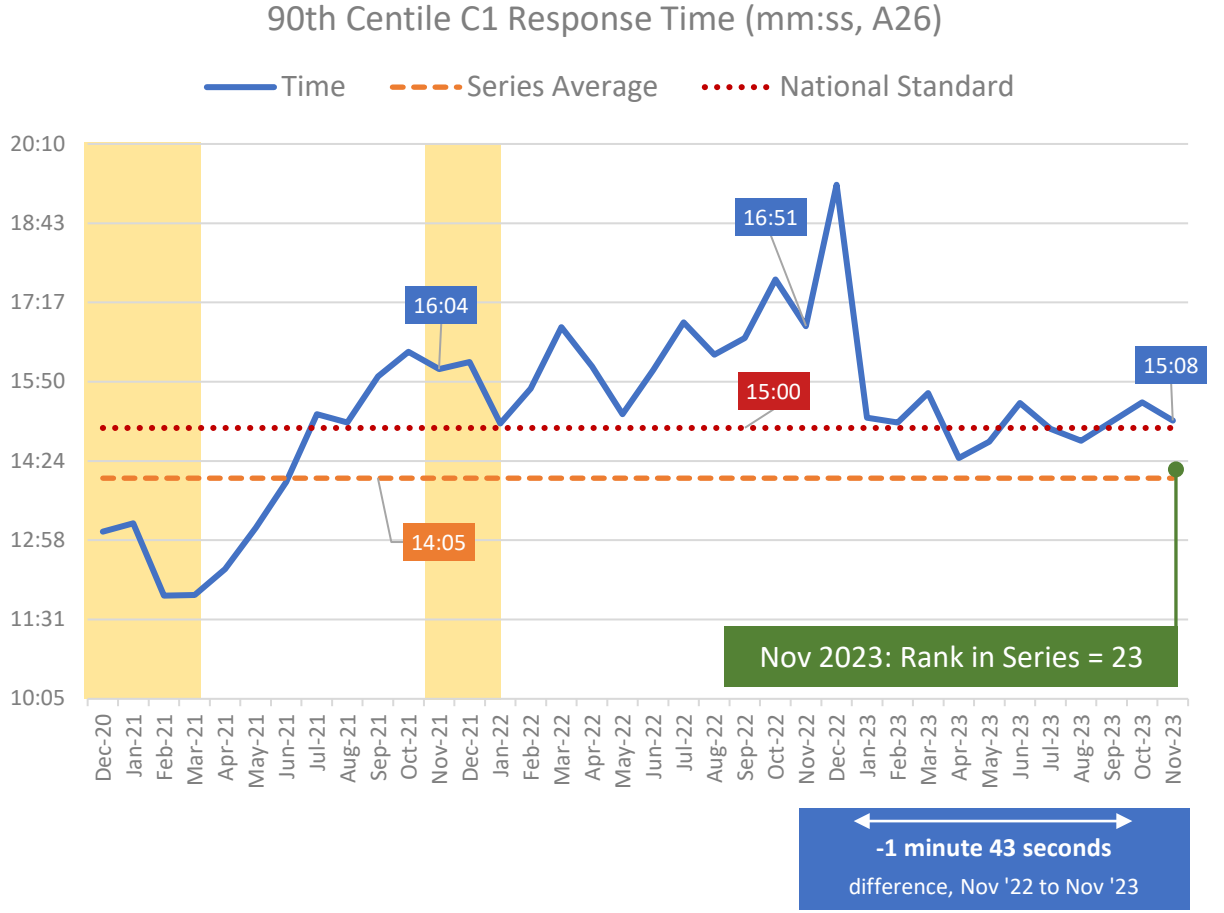
1. Mean



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

-54 seconds
difference, Nov '22 to Nov '23

2. 90th Centile

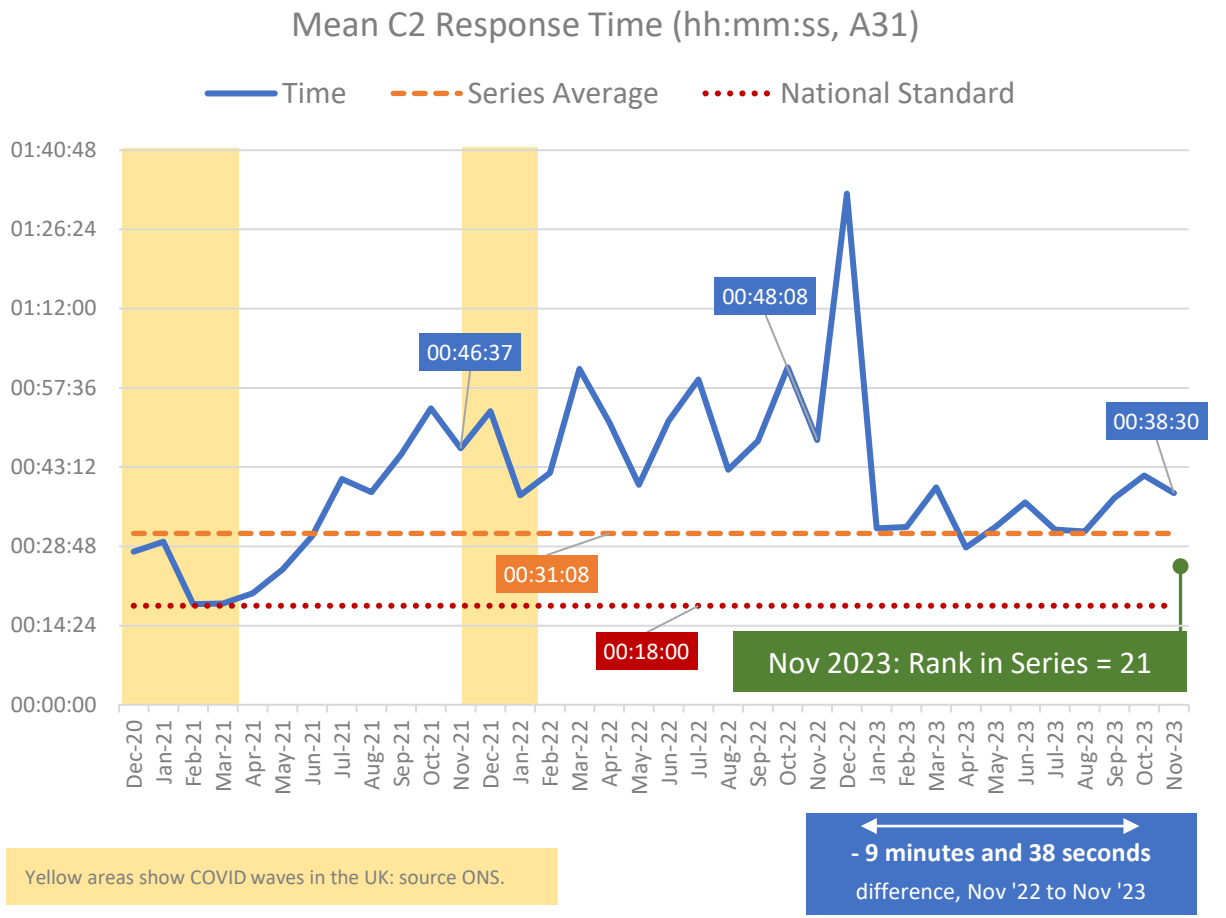


-1 minute 43 seconds
difference, Nov '22 to Nov '23

17. Demand: Category-2 Response Times (Measures A31 and A32)

Category-2 response times also improved, with the mean-time three-minutes faster, and the 90th-Centile time nearly eight-minutes faster than in October 2023. Although faster than November 2022, both measures have remained slower than their national standards since early 2021.

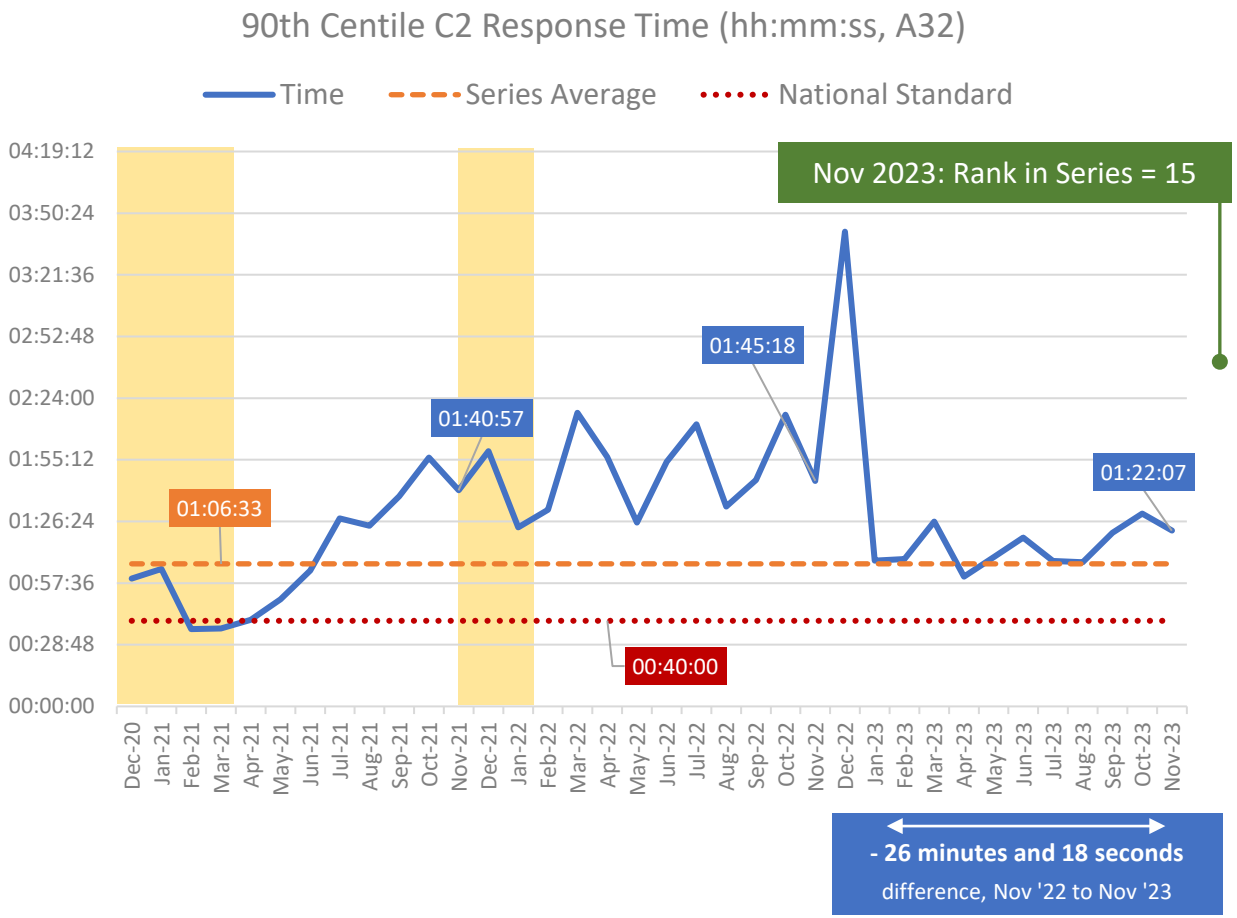
1. Mean



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

- 9 minutes and 38 seconds
difference, Nov '22 to Nov '23

2. 90th Centile

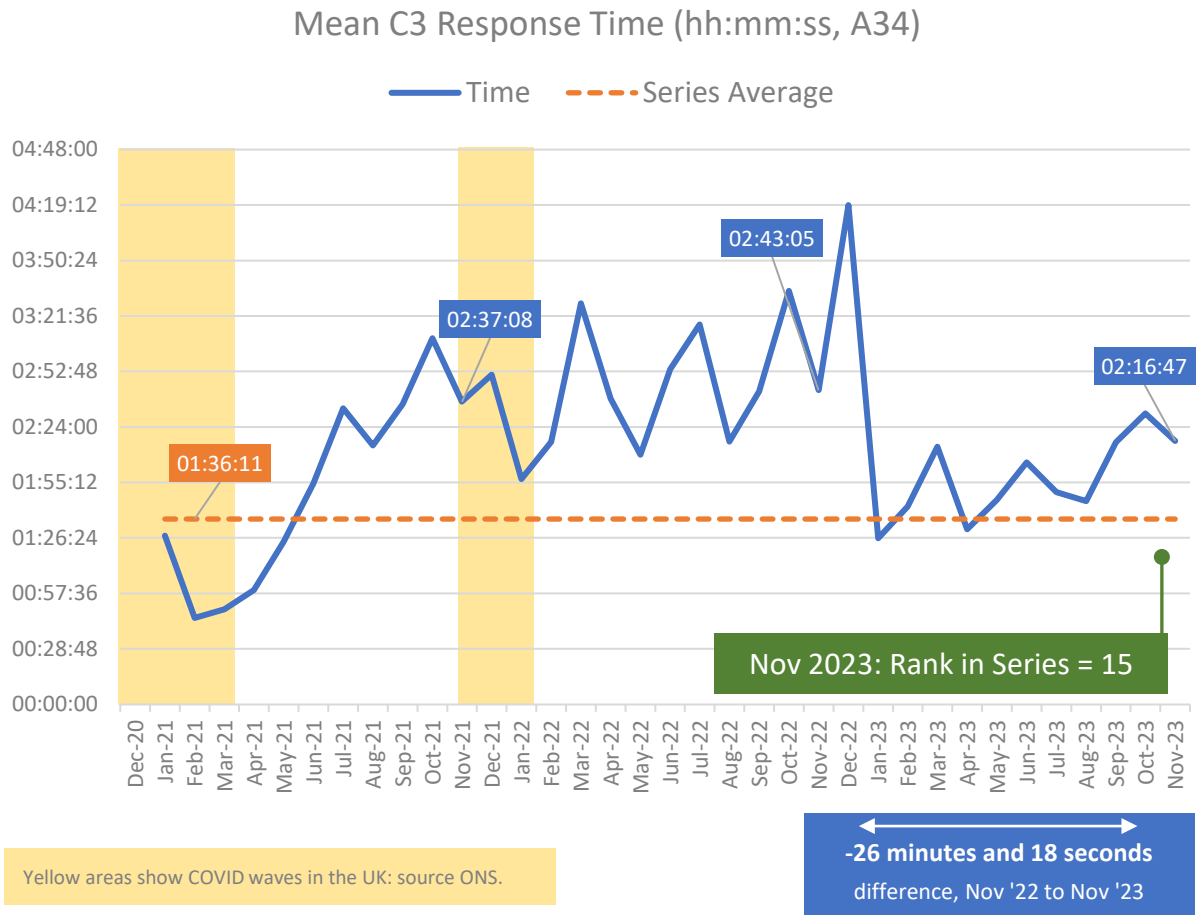


- 26 minutes and 18 seconds
difference, Nov '22 to Nov '23

18. Demand: Category-3 Response Times (Measures A34 and A35)

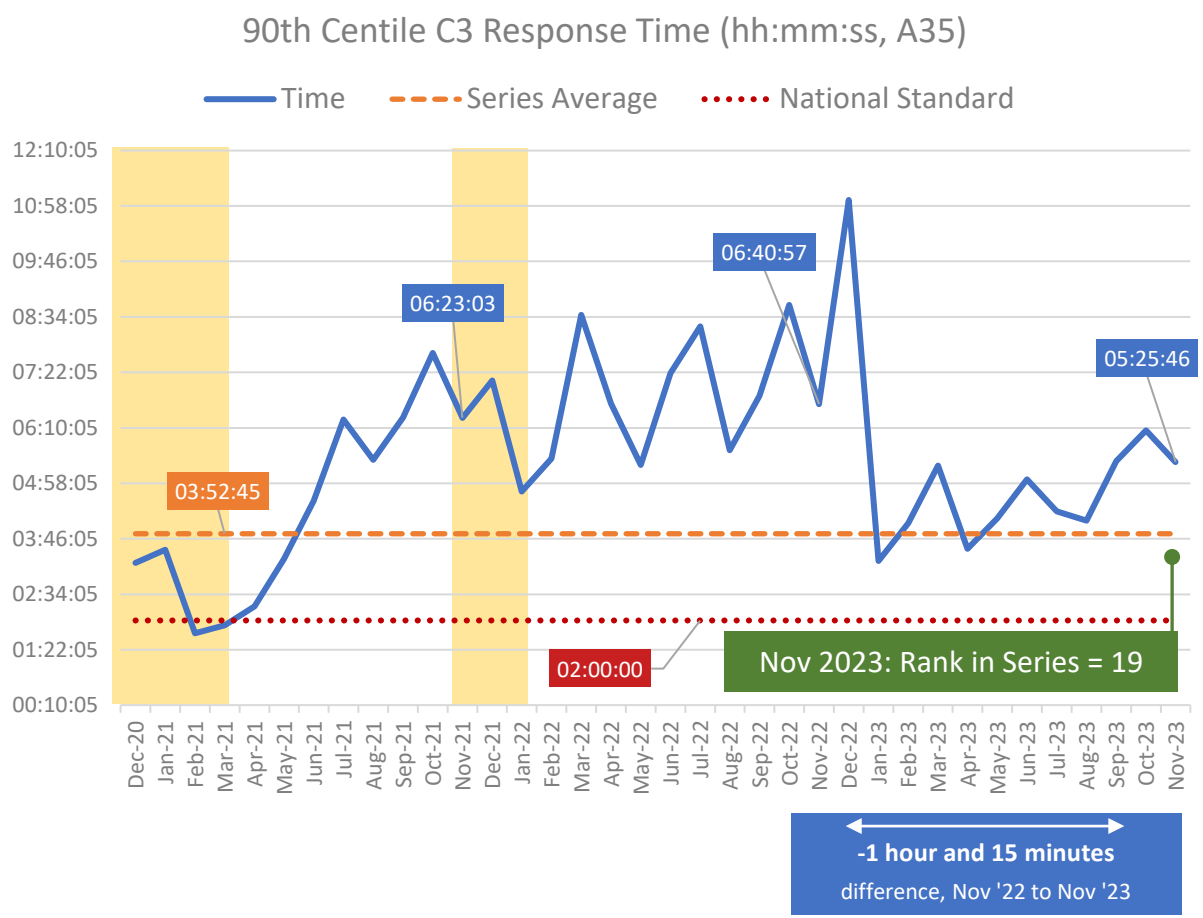
Faster response times were recorded for Category-3 incidents in November 2023, 15-minutes for the mean time and 41-minutes for the 90th-Centile, with both measures notably faster than November 2022.

1. Mean



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

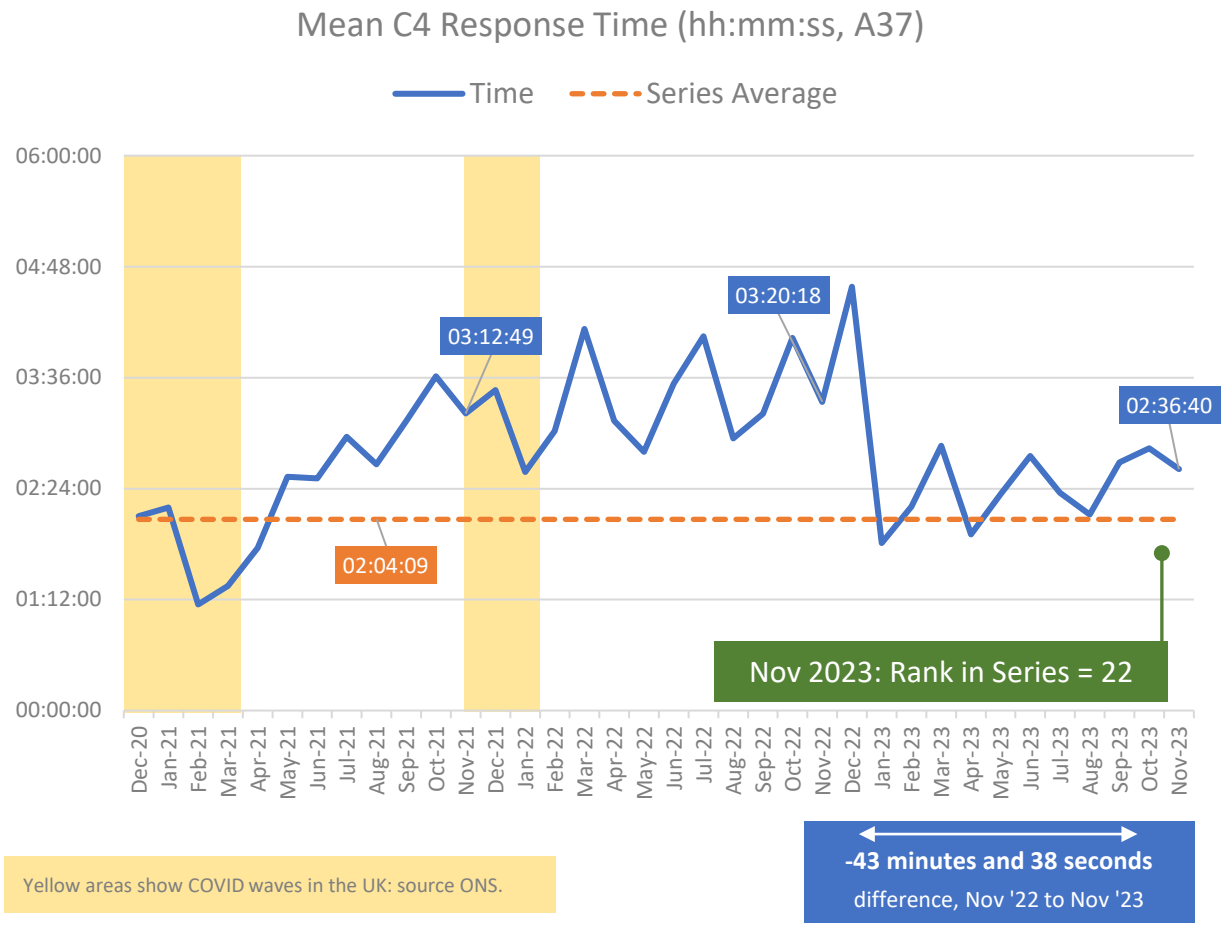
2. 90th Centile



19. Demand: Category-4 Response Times (Measures A37 and A38)

Following the trend seen above, Category-4 incidents also recorded faster response times compared with the previous month, and with the previous year. The 90th- Centile was two hours faster than November 2022 – but was nonetheless three-hours slower than its national standard.

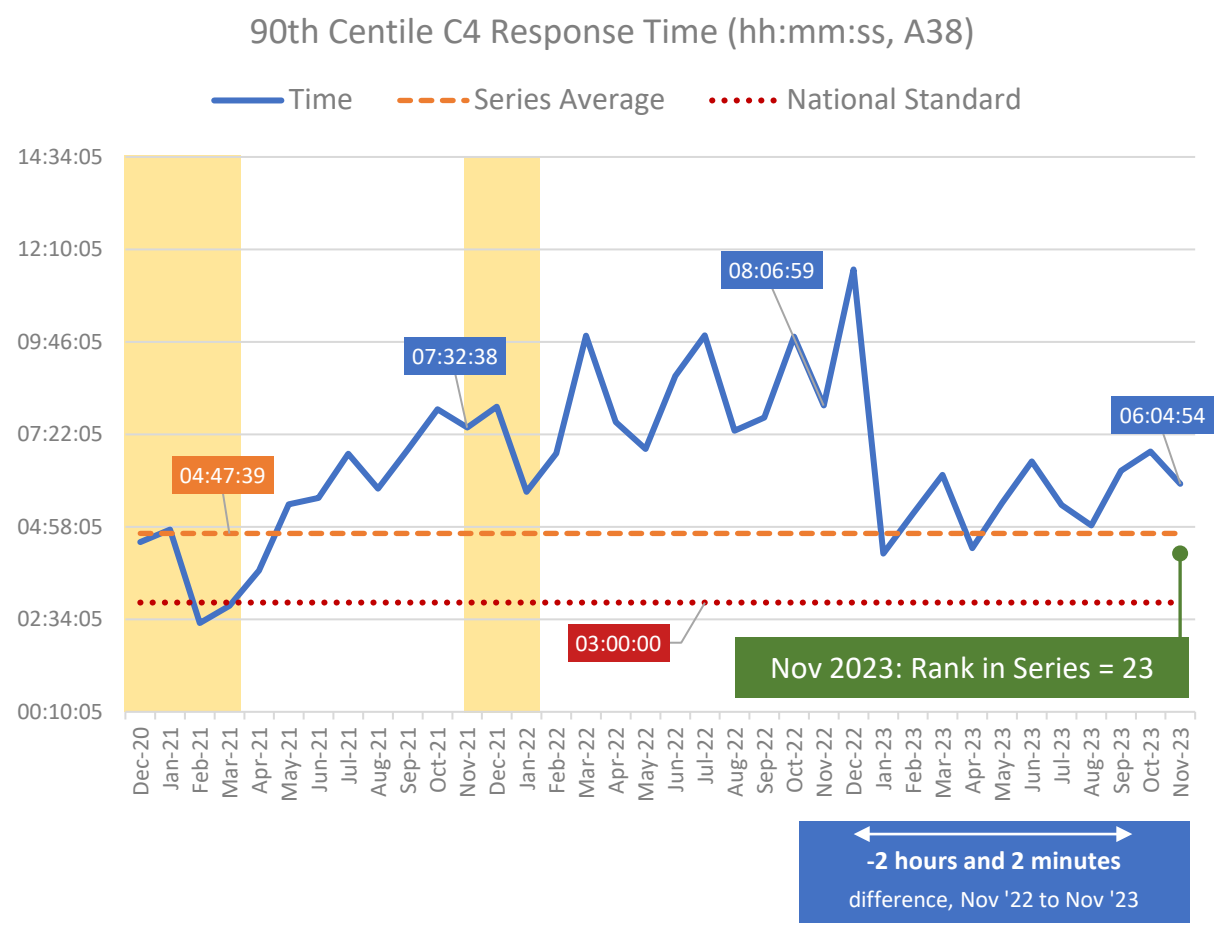
1. Mean



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

-43 minutes and 38 seconds
difference, Nov '22 to Nov '23

2. 90th Centile



-2 hours and 2 minutes
difference, Nov '22 to Nov '23

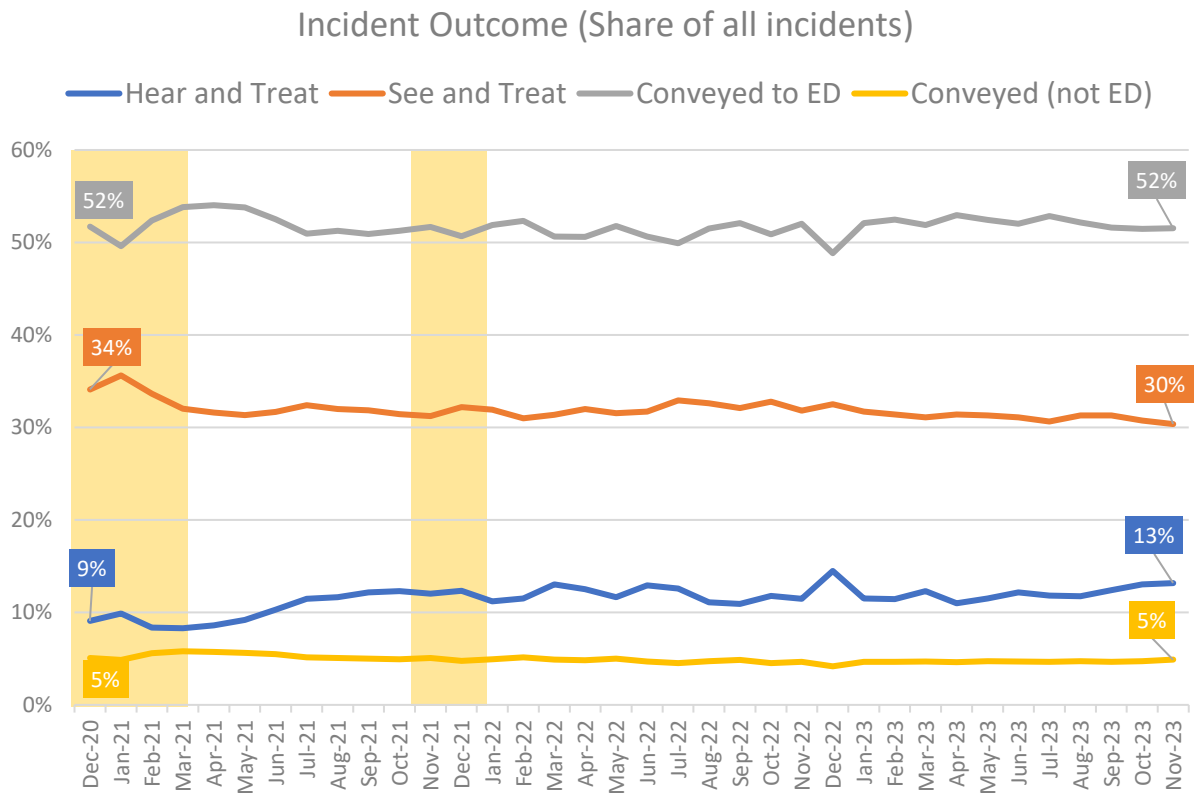
Section 3

Incidents by Response Outcome

21. Share of Incidents by Response Outcome

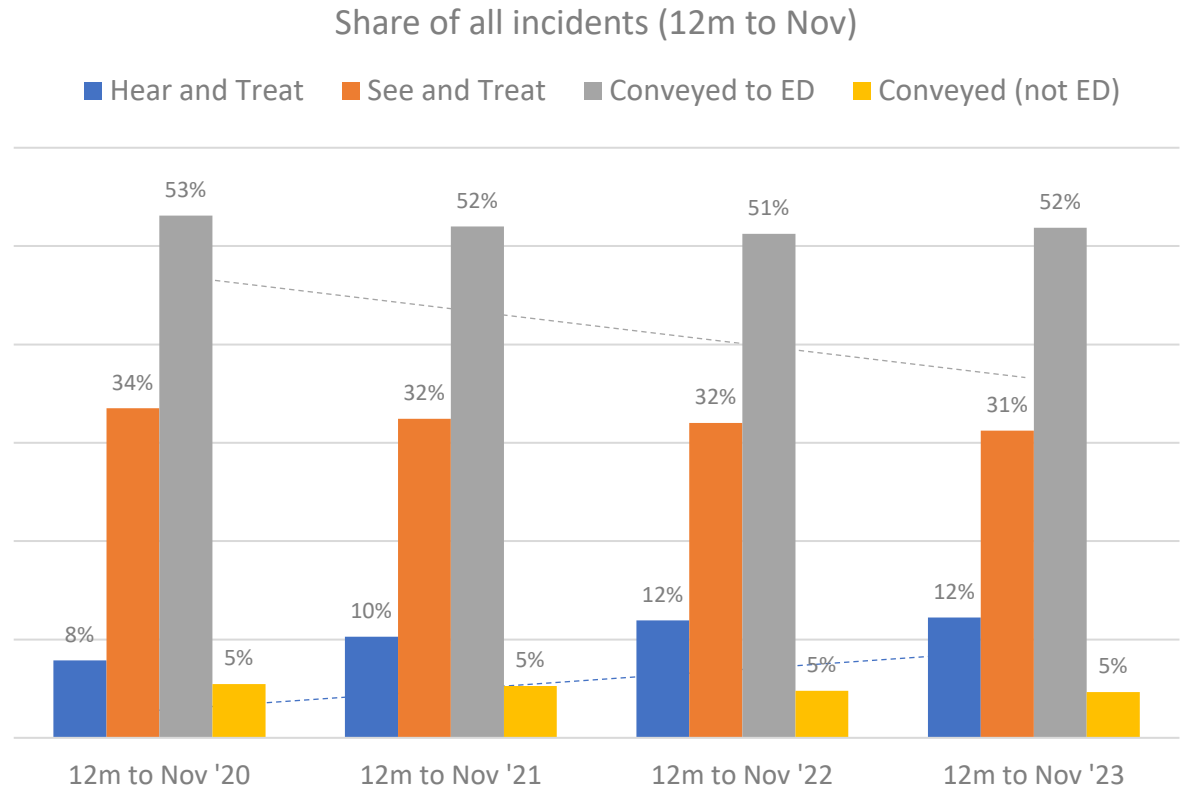
The proportion of incidents by response-type remains consistent in November 2023. Conveyance to Emergency Departments (ED) remain the most common response, Hear-and-Treat continues to increase over time while See-and-Treat decreases.

1. Monthly



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

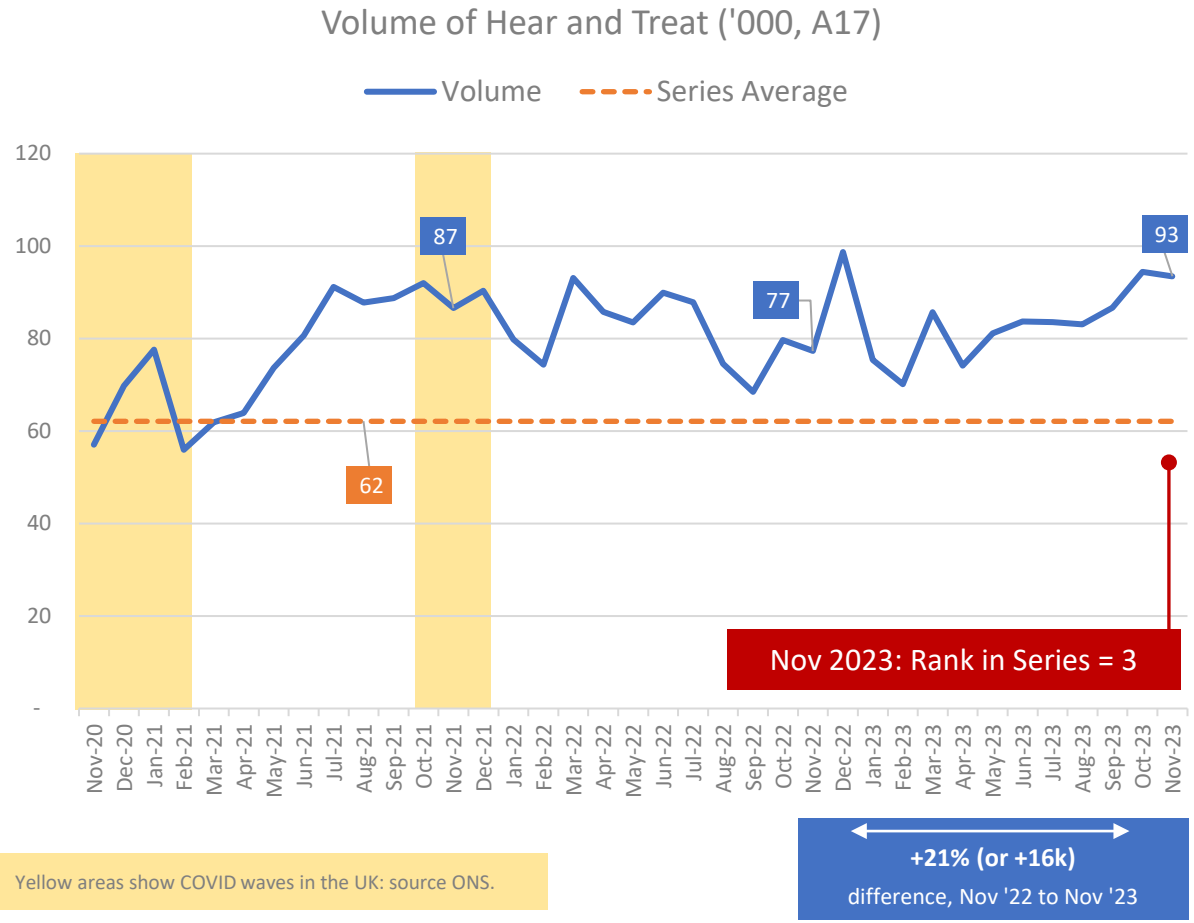
2. Annualised Data



22. Hear and Treat (measure A17)

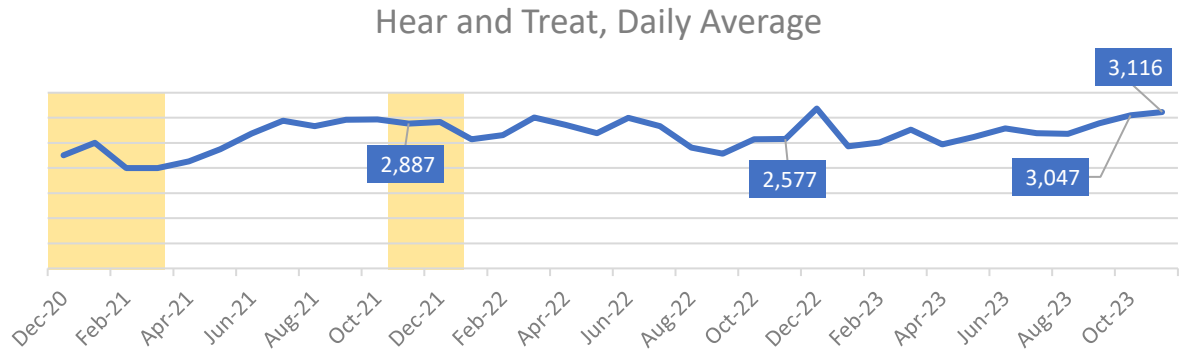
Monthly volume of Hear-and-Treat responses decreased between October and November for the third year in a row. Nonetheless, the monthly volume was the third highest to-date, the daily average increased while the annualised data show Hear-and-Treat responses have increased for the past three years.

1. Monthly

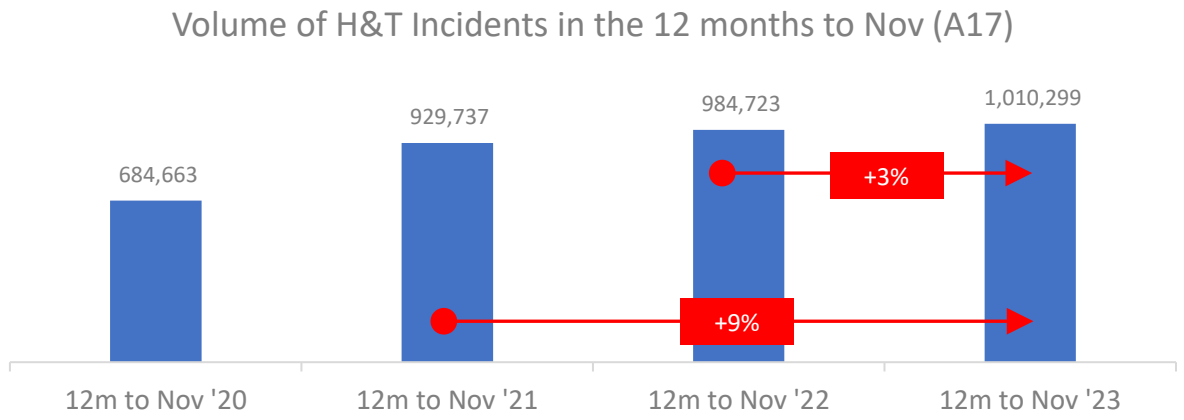


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



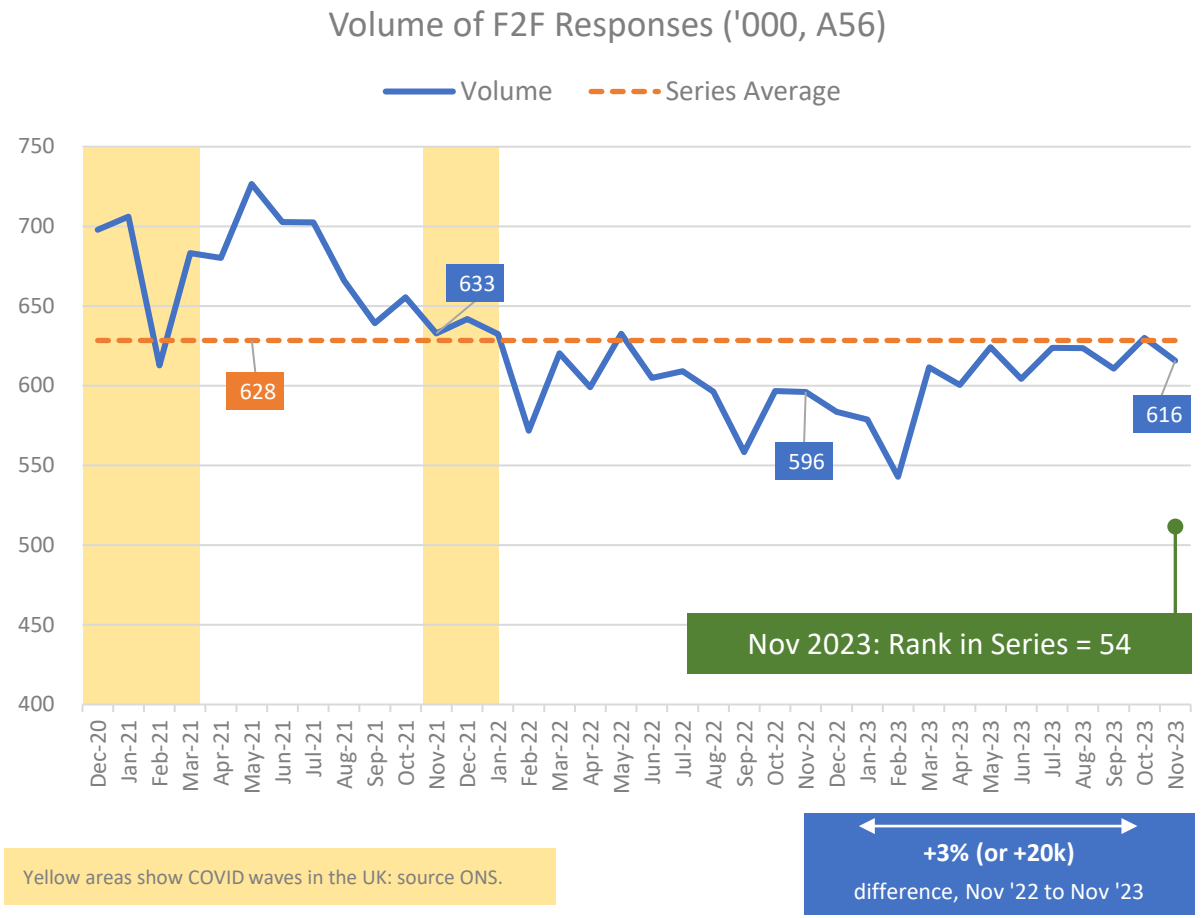
3. Annualised Data



23. Face to Face (measure A56)

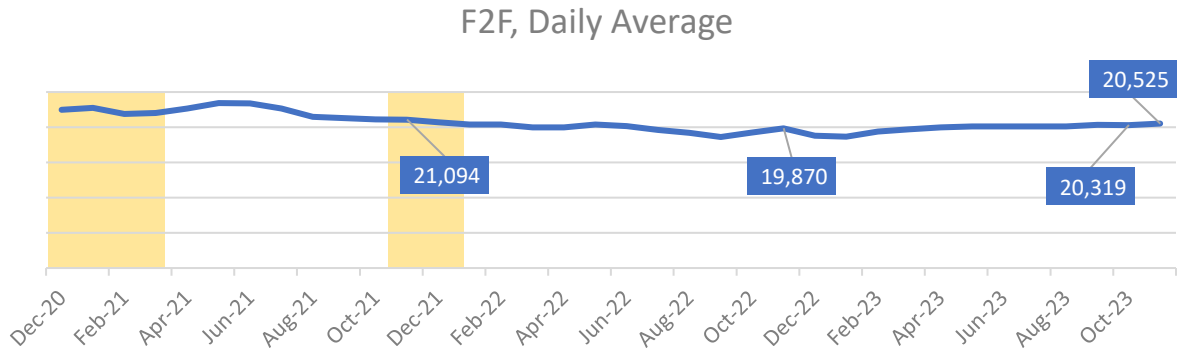
Following the pattern seen across other measures across the month, Face-to-Face responses saw a decrease in monthly volume between October and November, but an increase at an average daily level. Levels remain higher than November 2022, but the annualised data show a steady decrease from 2021.

1. Monthly

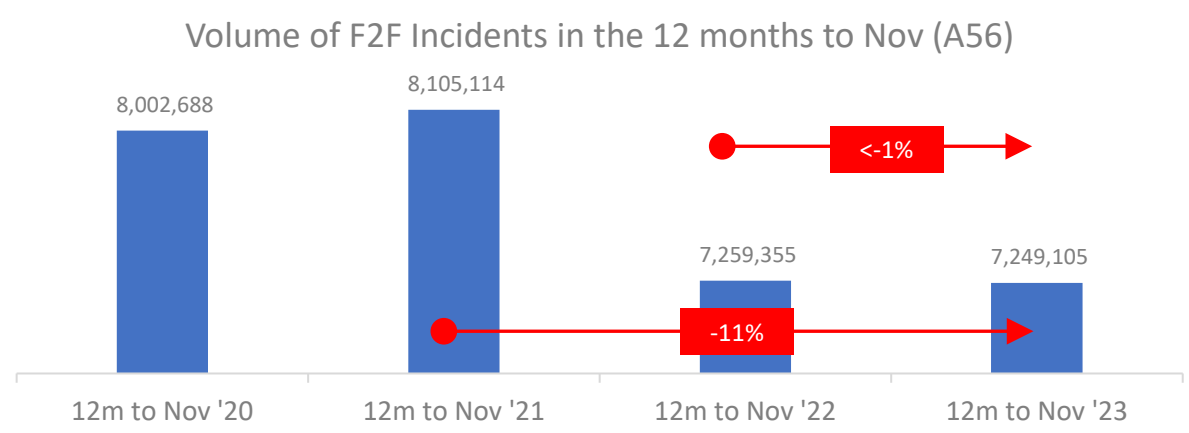


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



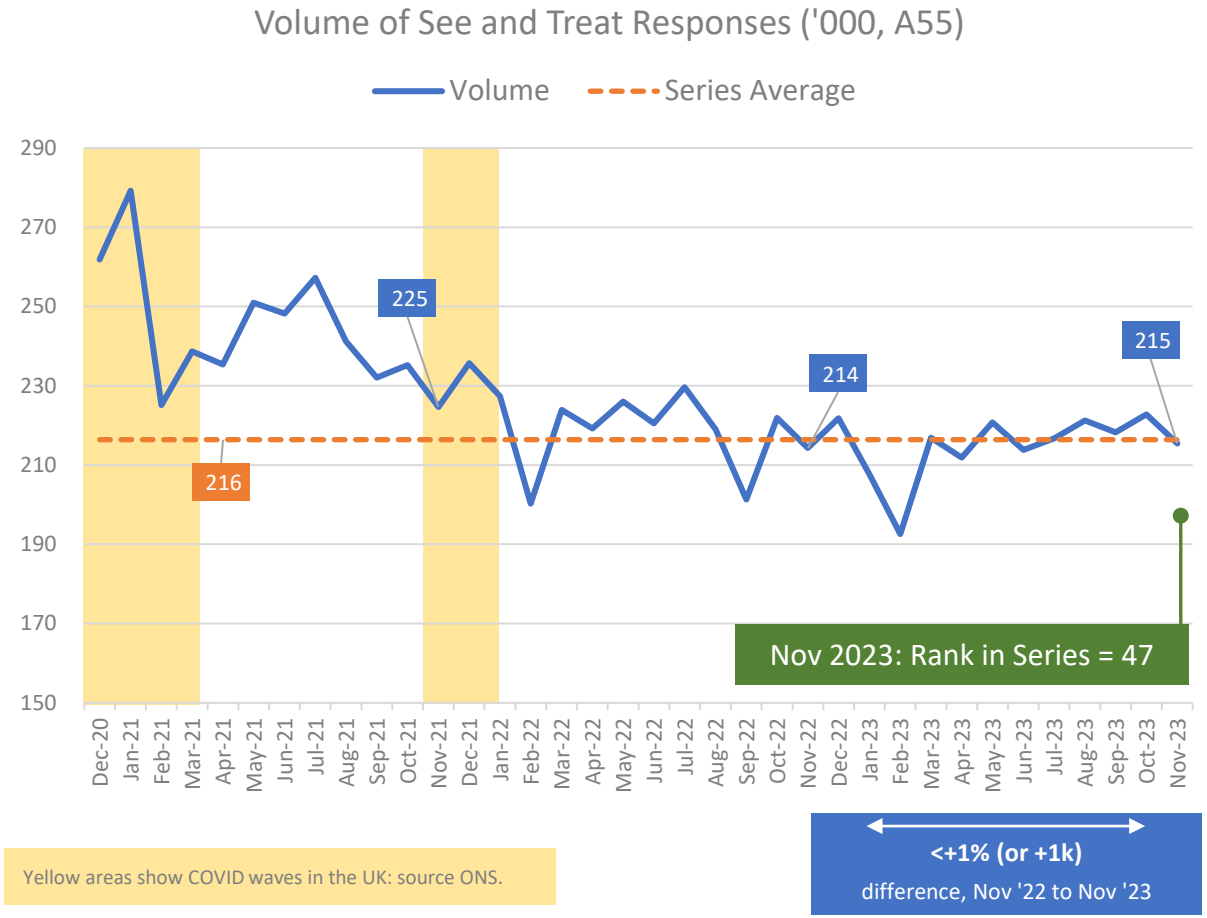
3. Annualised Data



24. See and Treat (measure A55)

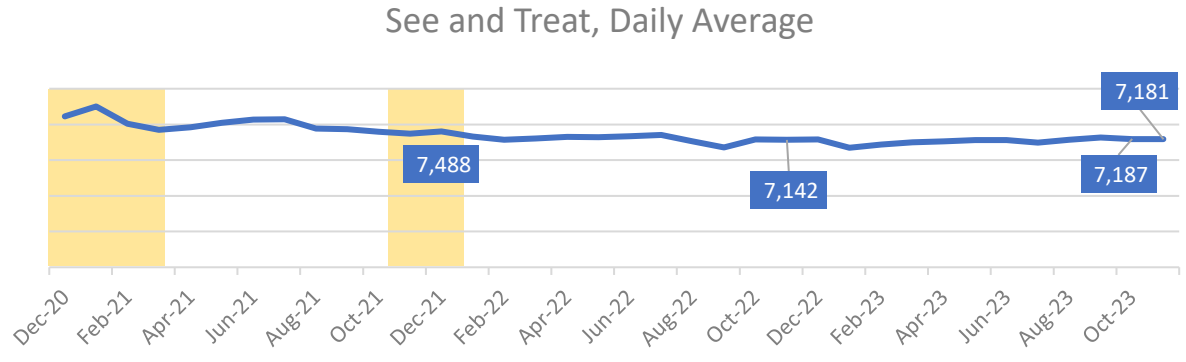
See-and-Treat responses saw a monthly decrease in volume, while the daily average remained largely unchanged. Volumes were higher than recorded in November 2022, although annualised data continues to dip: there were 350-thousand fewer responses in the most recent 12-month period compared with 2021.

1. Monthly

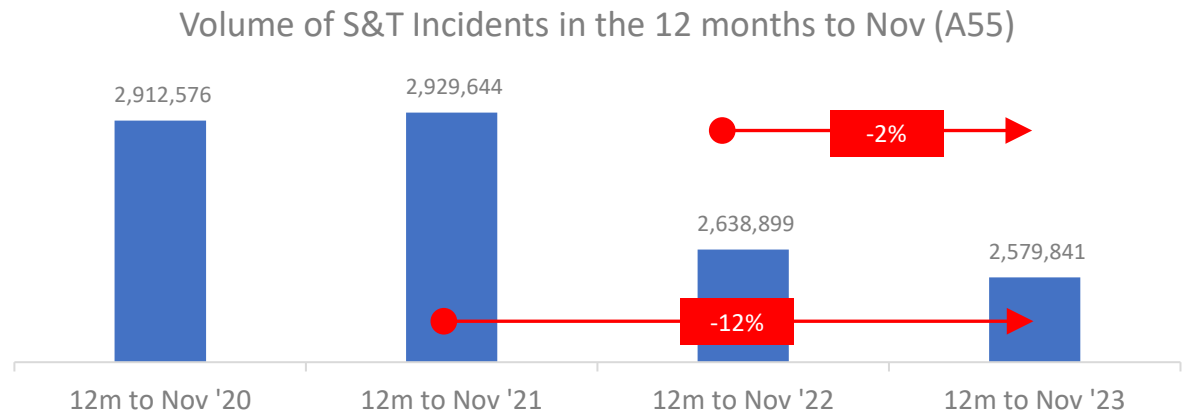


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



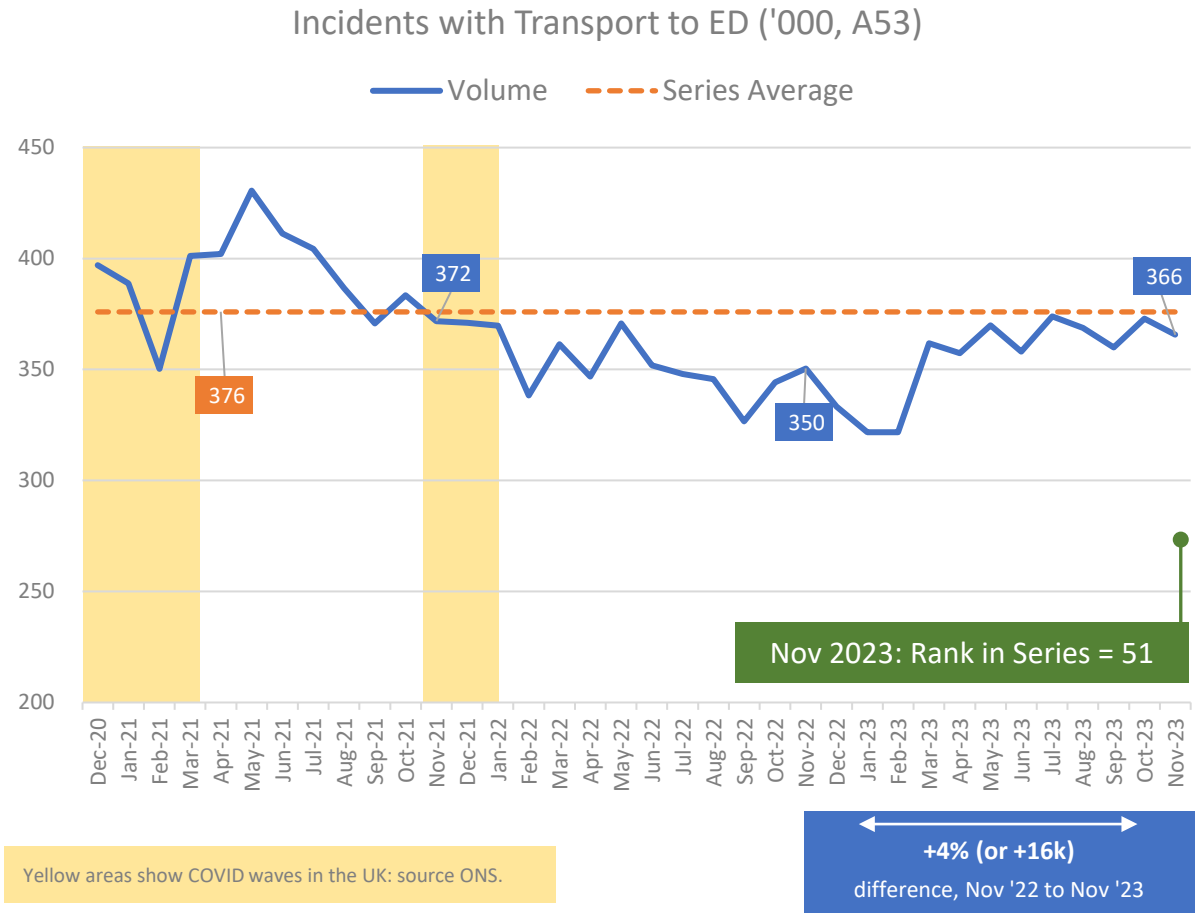
3. Annualised Data



25. Transported to Emergency Departments (measure A53)

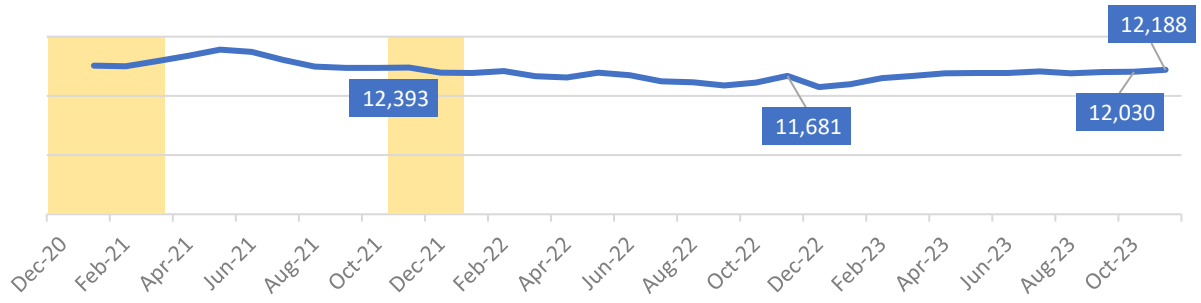
The monthly volume of patients transported to an Emergency Department (ED) was 366-thousand, with the daily average showing an increase in conveyance between October and November 2023. In the 12-months to November 2023 there were 60-thousand more responses than the previous period.

1. Monthly

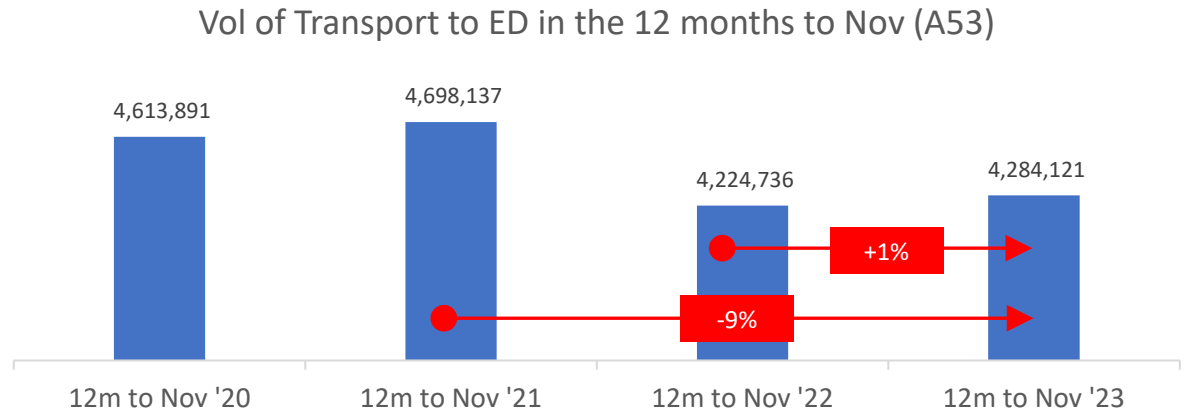


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



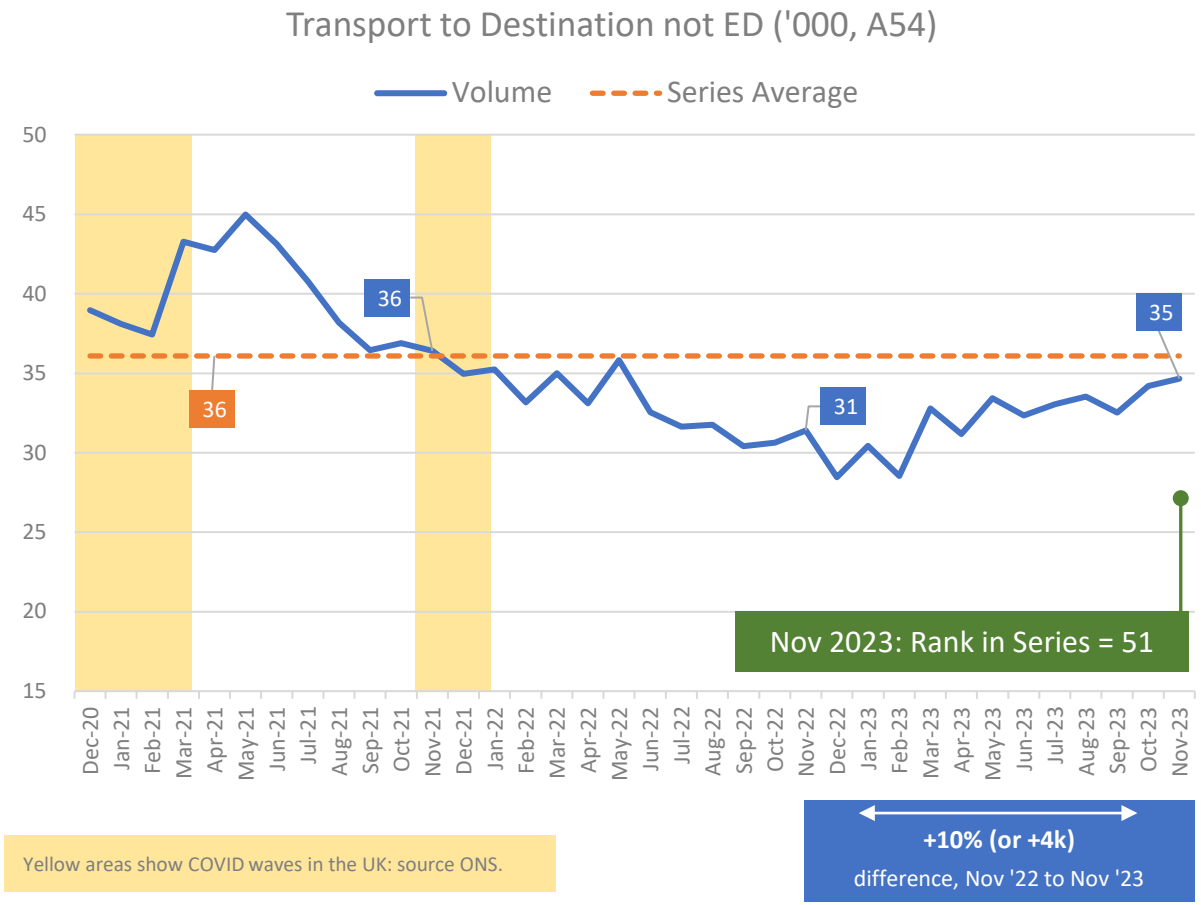
3. Annualised Data



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

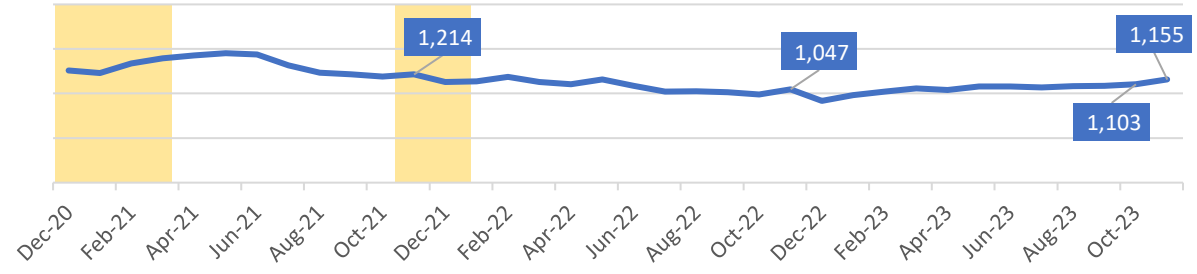
The volume of patients transported to destinations other than an ED increased to 35-thousand in November 2023, the highest monthly volume in 18-months. Annualised data shows a sustained, if slowing, decrease over the past few years.

1. Monthly

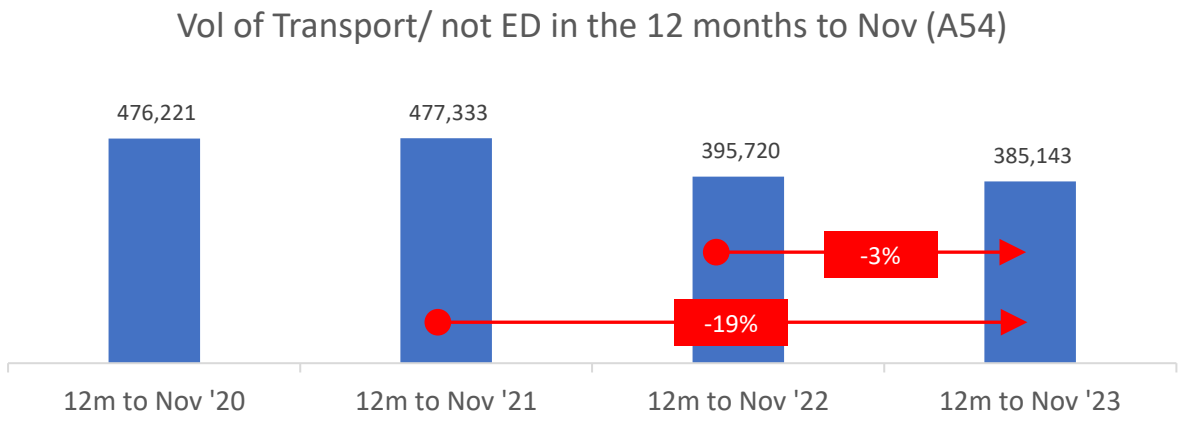


Yellow areas show COVID waves in the UK: source ONS.

2. Average Daily Volume



3. Annualised Data



Section 4

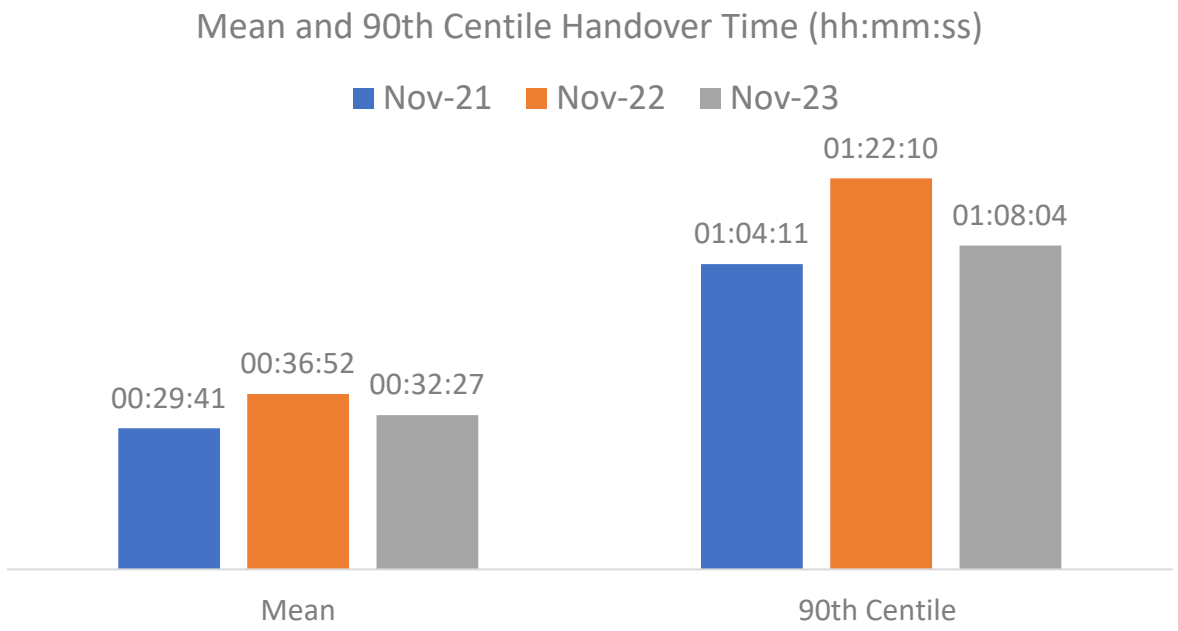
Patient Handover Delays

- Average Handover Times and Delays as Proportion of All Handovers
- Handover Delays Over 15 Minutes
- Handover Delays Over 30 Minutes
- Handover Delays Over 60 Minutes
- Handover Delays Over 120 Minutes
- Handovers Longer Than Three Hours
- Impact on Patients and Crew

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

Mean (and 90th Centile) handover times for November were faster than the same time last year (by four-minutes), but slower than in November 2021. Similarly, the proportion of handovers of an hour-or-longer was lower than 2022, but unchanged from 2021.

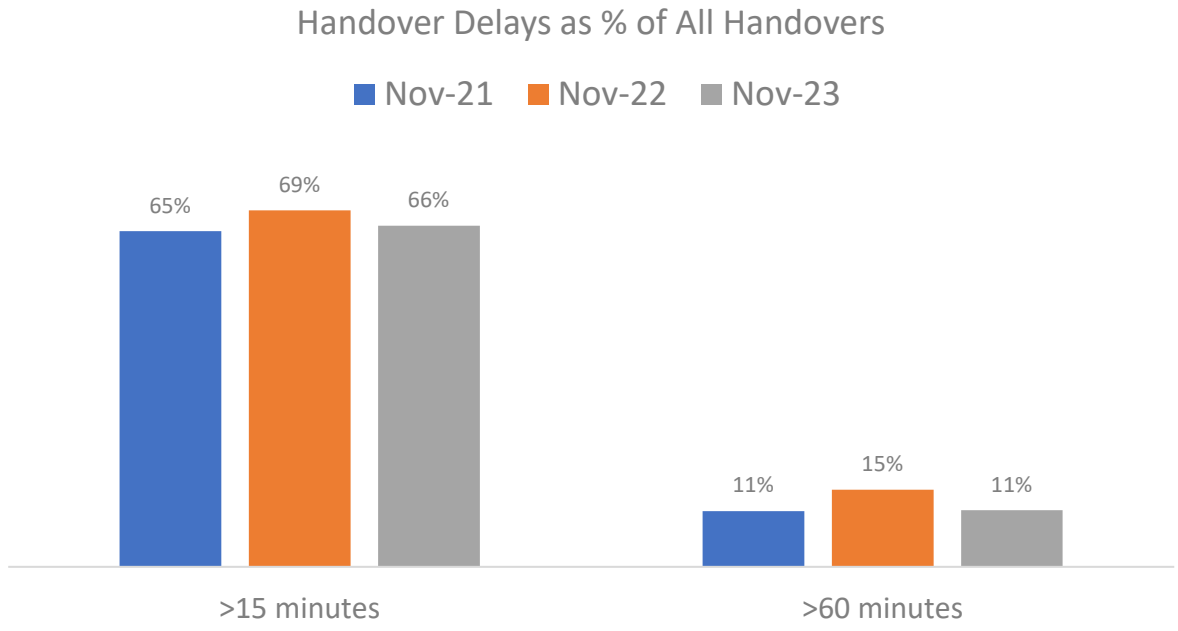
1. Mean and 90th Centile Handover Times



2021 to 2023	2022 to 2023
+3 minutes	-4 minutes

2021 to 2023	2022 to 2023
+4 minutes	-14 minutes

2. Handover Delays as a Percentage of All Handovers



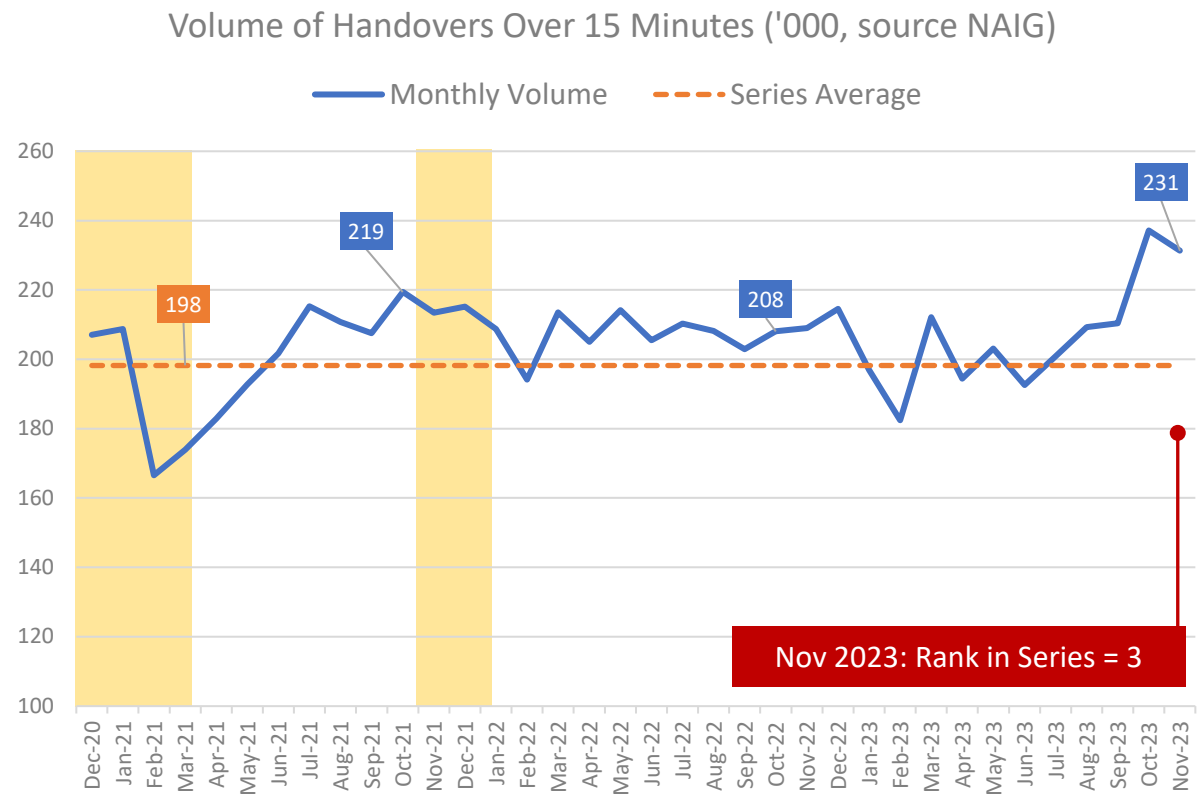
2021 to 2023	2022 to 2023
+1pp	-3pp

2021 to 2023	2022 to 2023
=	-4pp

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

Handovers exceeding 15-minutes decreased, in November but was nonetheless the third greatest volume to-date (the highest being December 2019): the daily volume of these handovers increased (see next page). Hours lost to these handovers decreased to 133-thousand across the month, the 11th highest to-date.

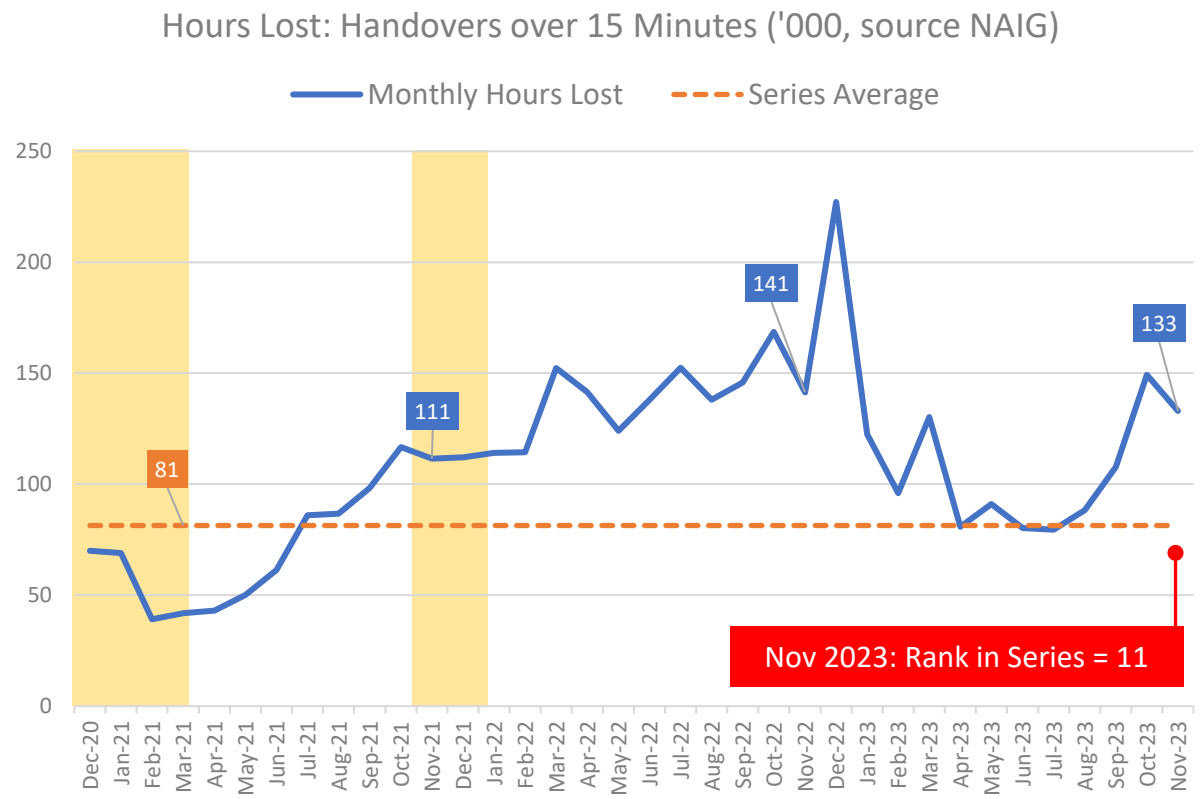
1. Delays over 15 Minutes



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

+11% (or +22k)
difference, Nov '22 to Nov '23

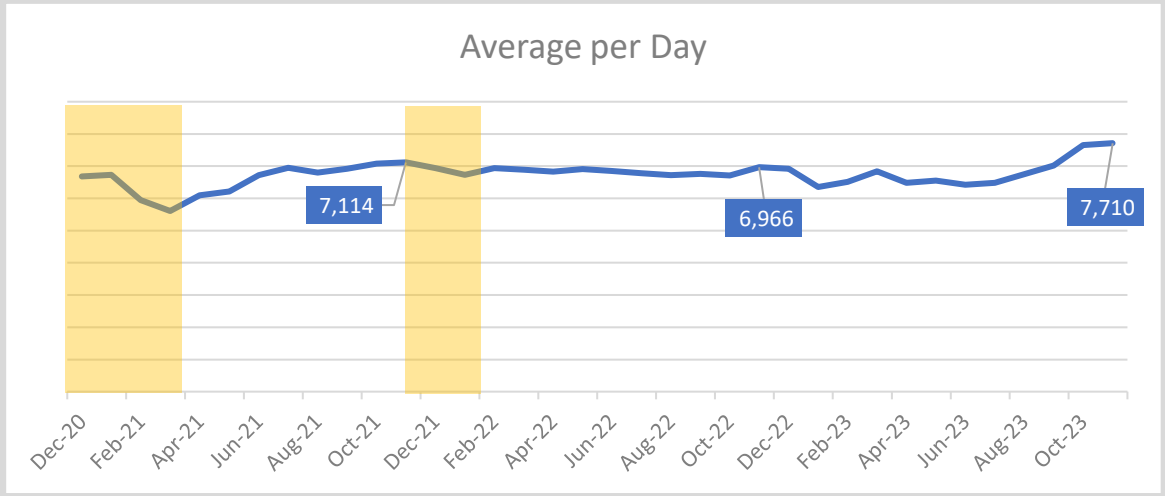
2. Hours lost for Handovers Over 15 Minutes

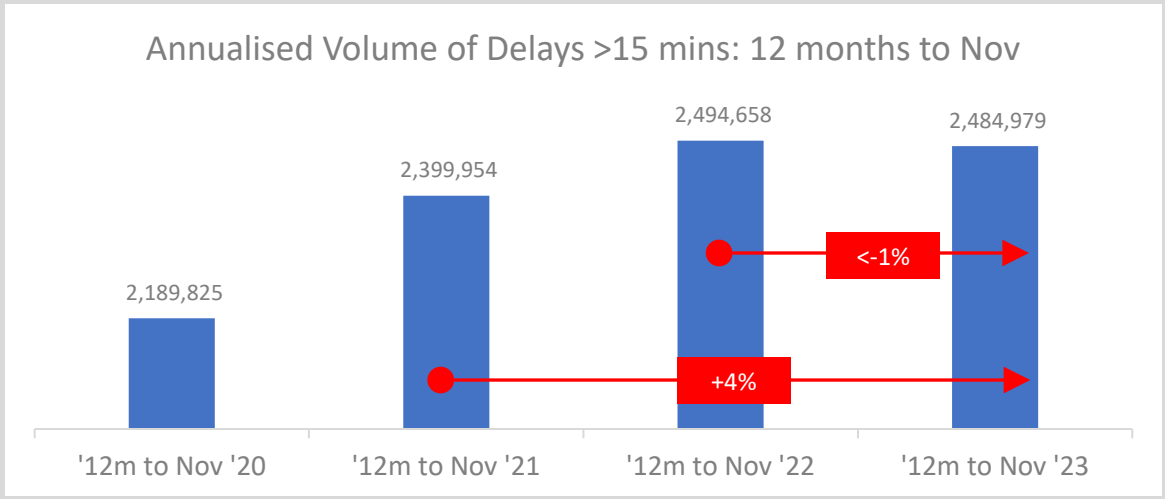


-6% (or -8k)
difference, Nov '22 to Nov '23

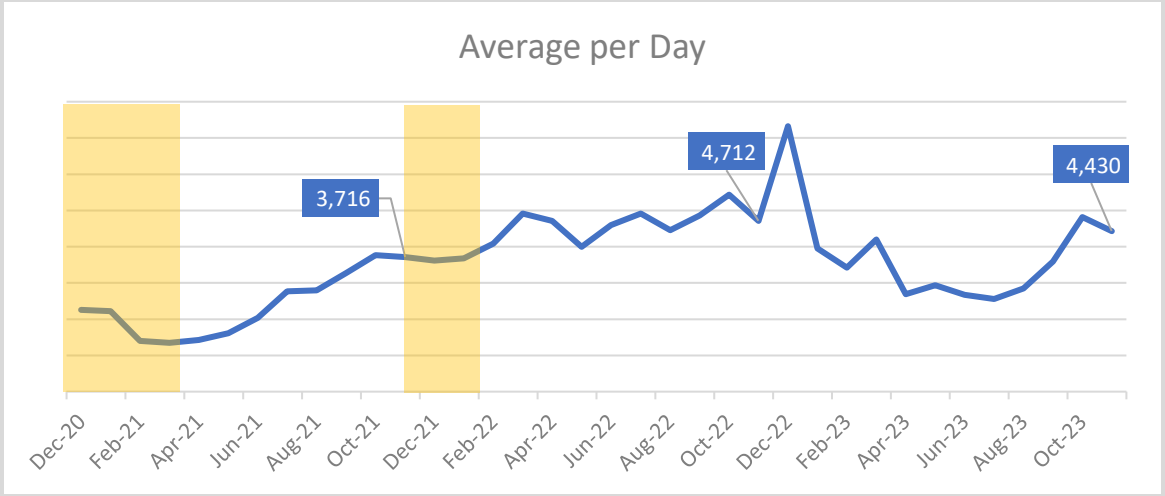
30. Average Daily and Annualised Data for >15 minute delays (source, NAIG)

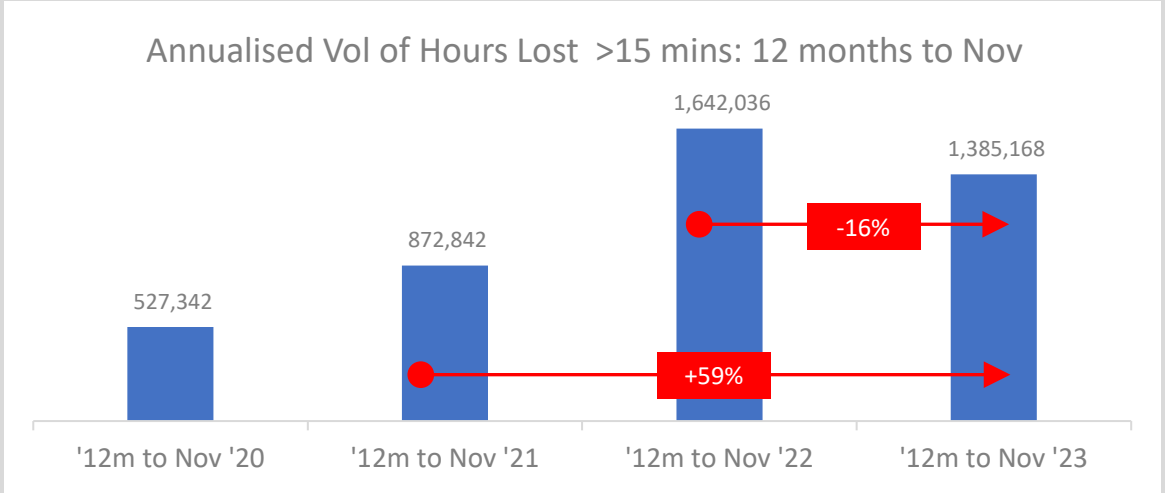
1. Volume of Handover Delays over 15 minutes





2. Hours Lost for Handover Delays over 15 minutes

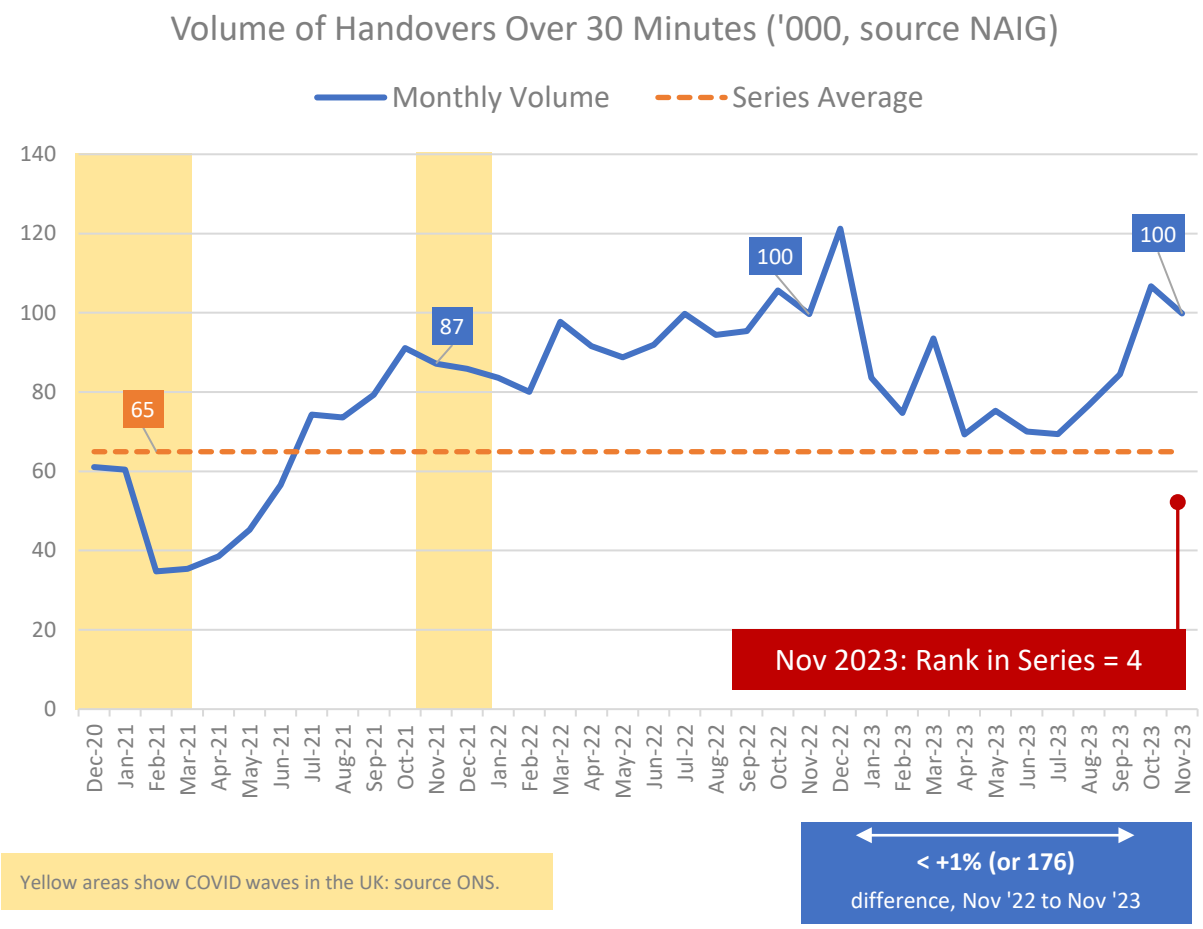




31. Patient Handover Delays over 30 Minutes (source, NAIG)

Handover delays exceeding 30 minutes decreased in November, but were nonetheless the fourth highest to-date, and around the same volume as November 2022. Hours lost to these delays dipped to 90-thousand, the 12th highest to-date.

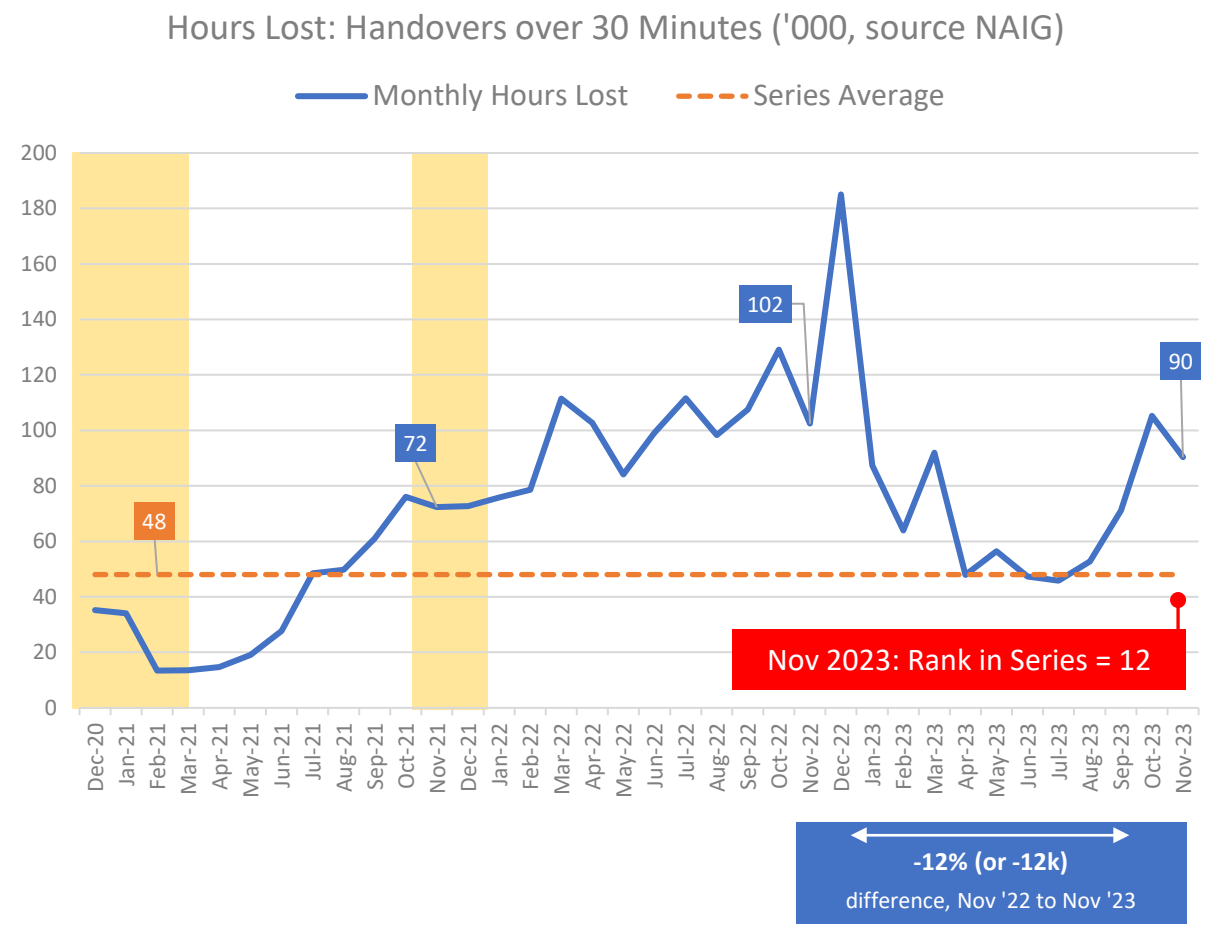
1. Delays over 30 Minutes



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

< +1% (or 176)
difference, Nov '22 to Nov '23

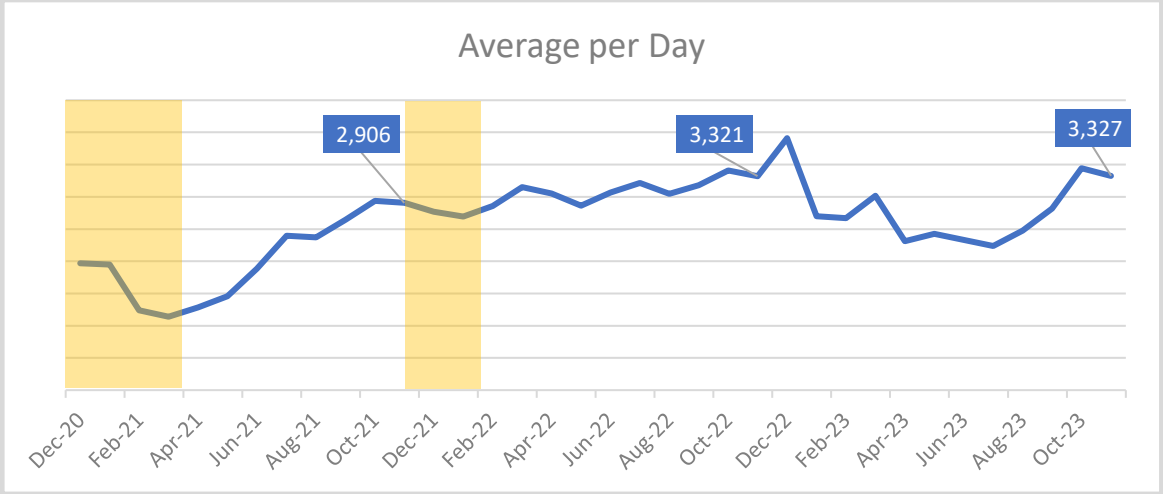
2. Hours lost for Handovers Over 30 Minutes

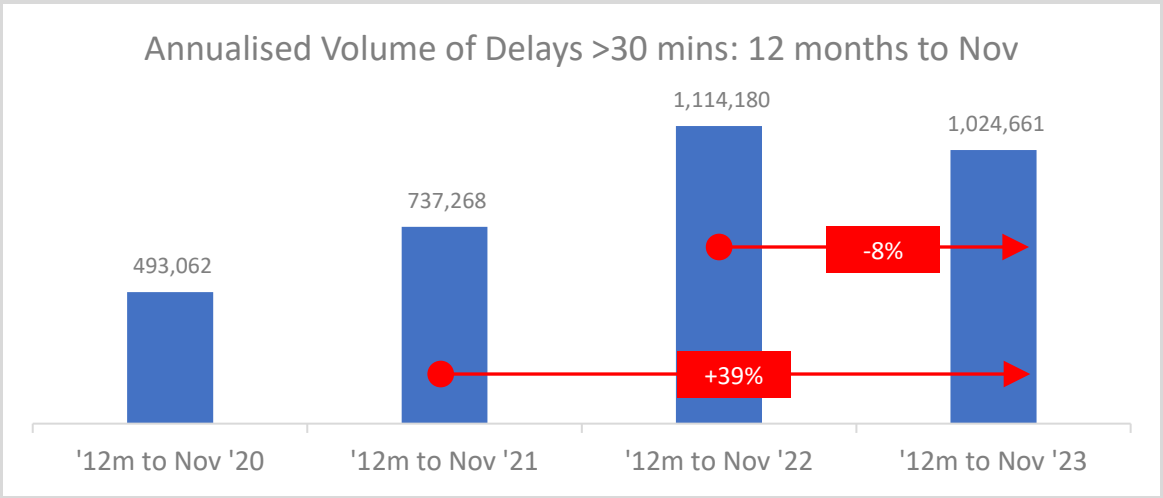


-12% (or -12k)
difference, Nov '22 to Nov '23

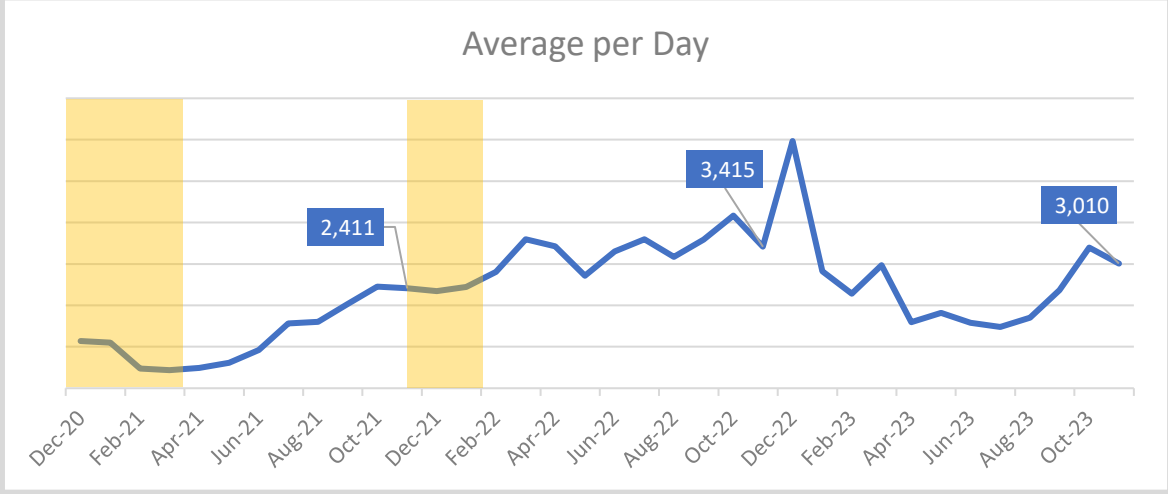
32. Average Daily and Annualised Data for >30 minute delays (source, NAIG)

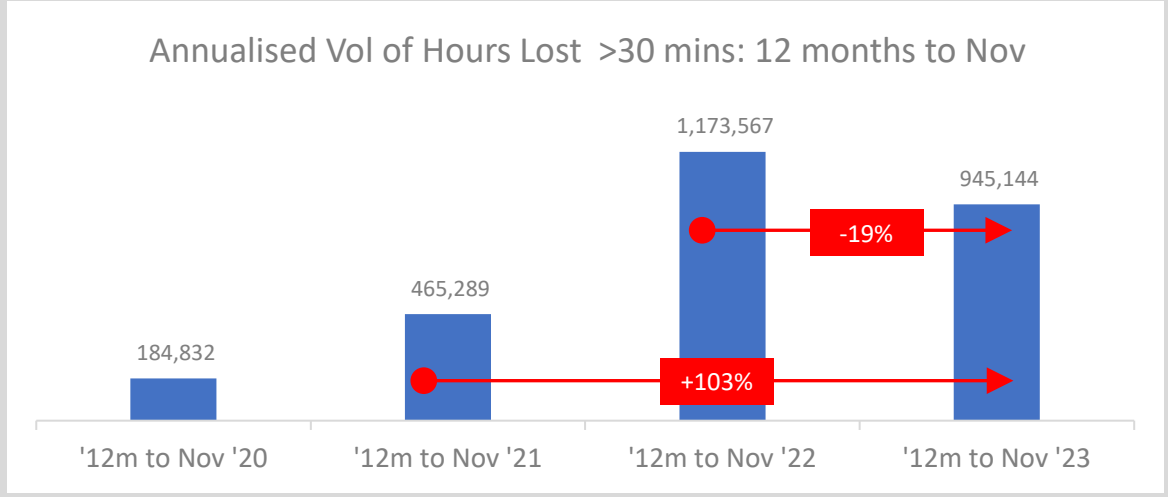
1. Volume of Handover Delays over 30 minutes





2. Hours Lost for Handover Delays over 30 minutes

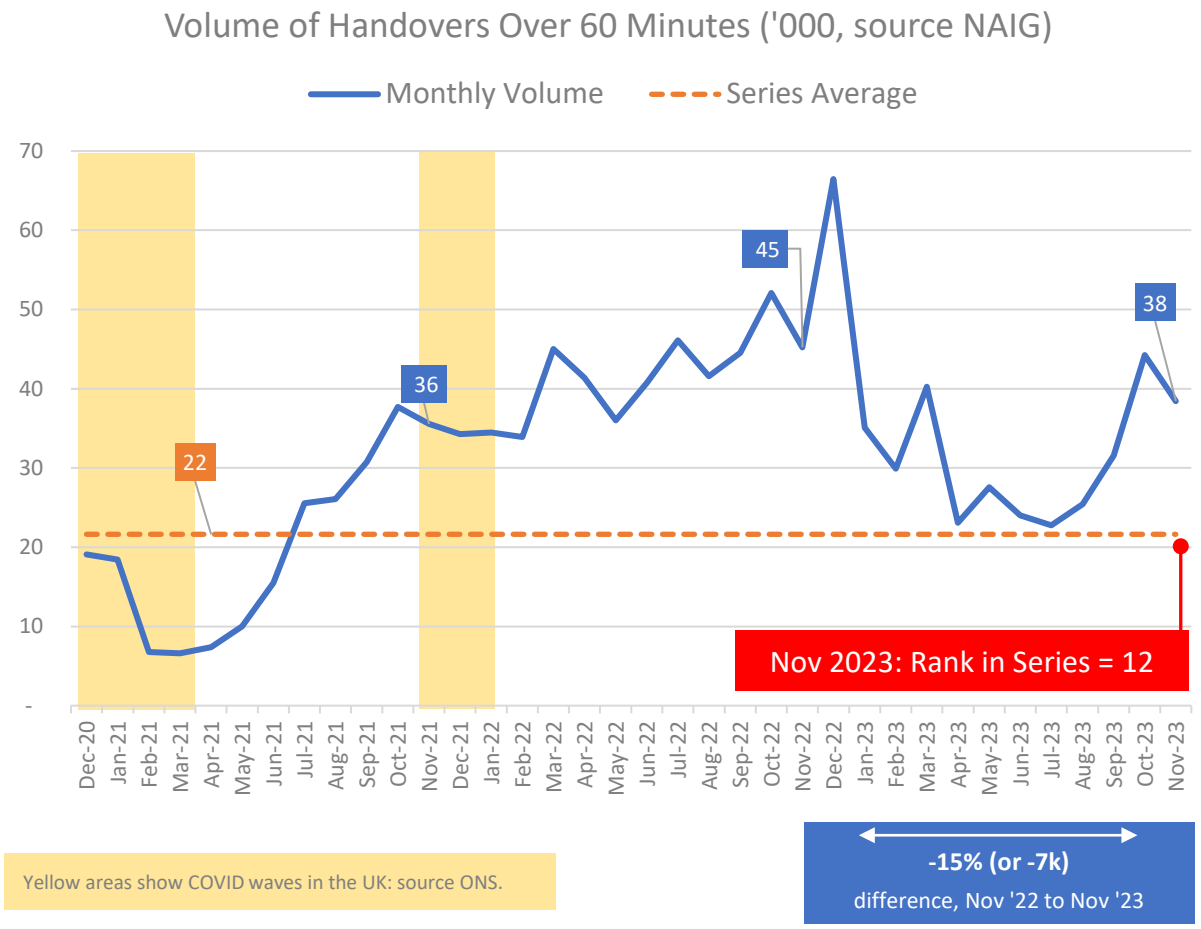




33. Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus delays dipped to 38-thousand across November, which translates into 1,200 each day. Hours lost also dipped to 58-thouand, but this figure is still nearly twice as many as recorded in July 2023.

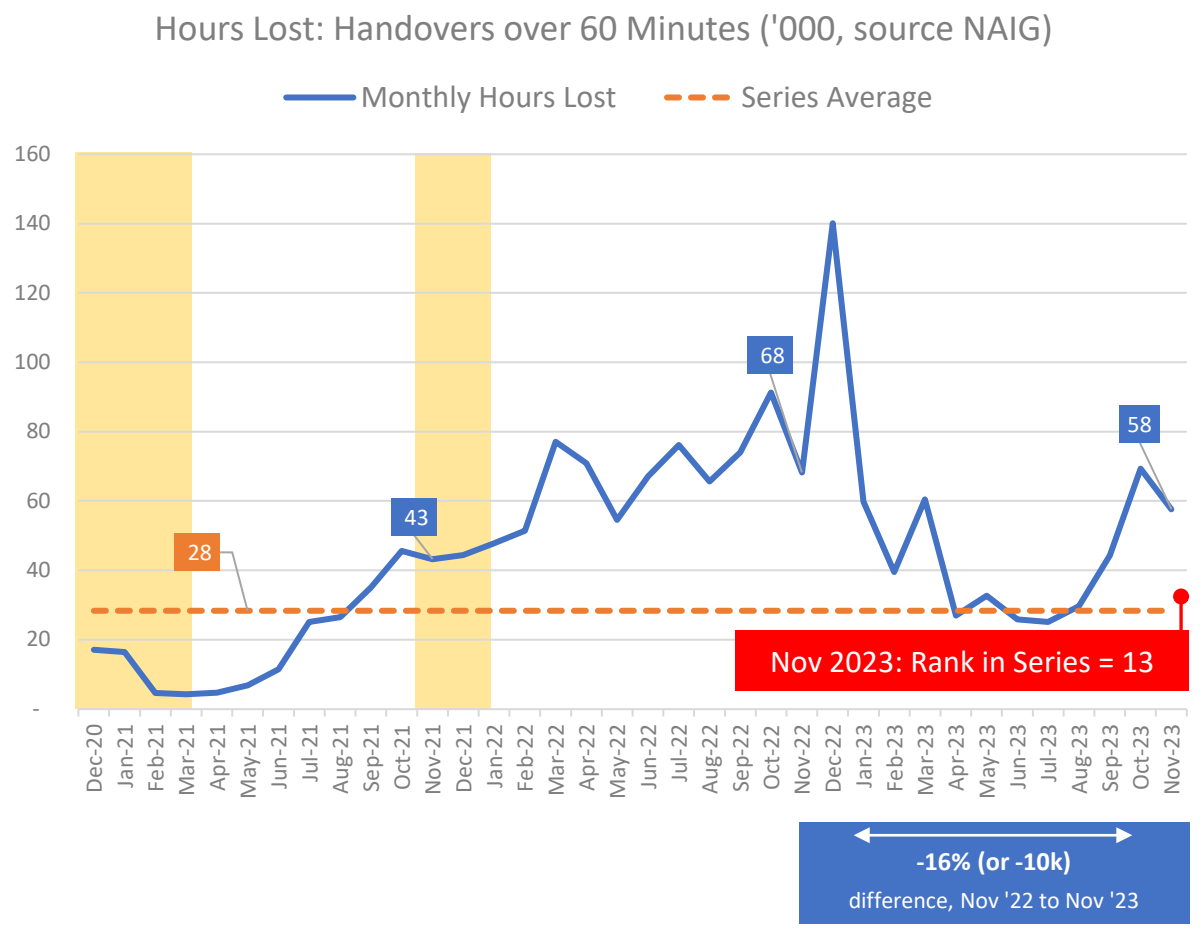
1. Delays over 60 Minutes



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

-15% (or -7k)
difference, Nov '22 to Nov '23

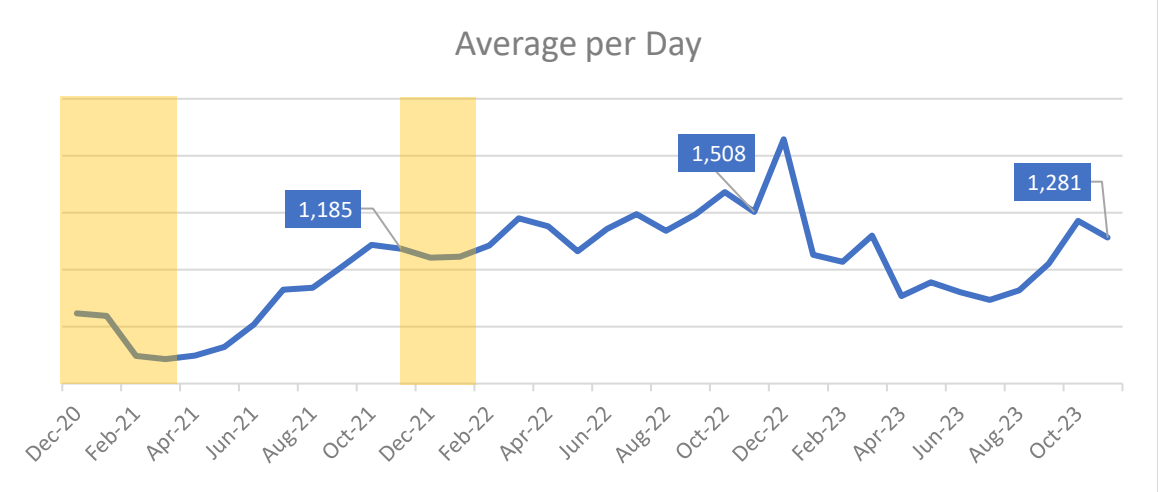
2. Hours lost for Handovers Over 60 Minutes

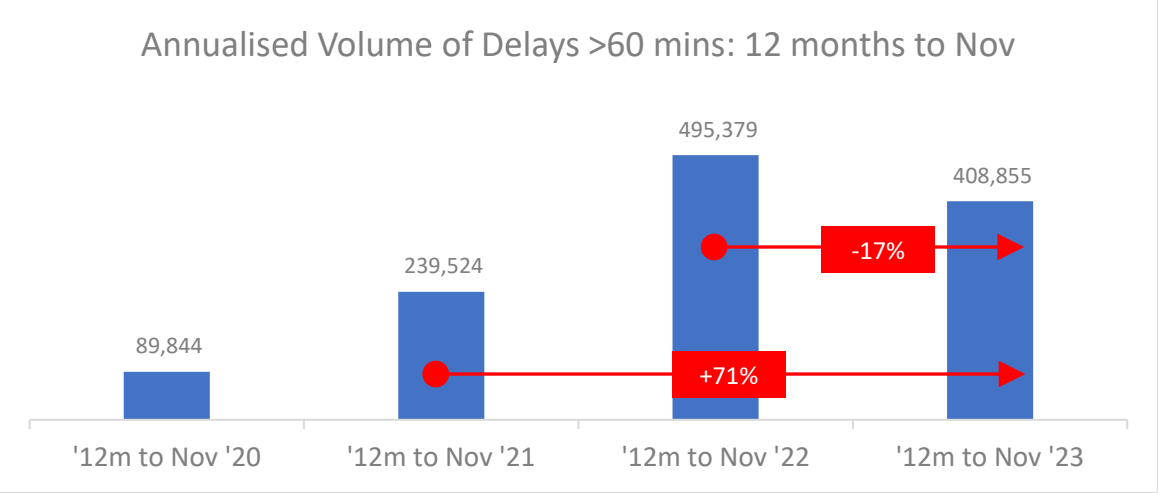


-16% (or -10k)
difference, Nov '22 to Nov '23

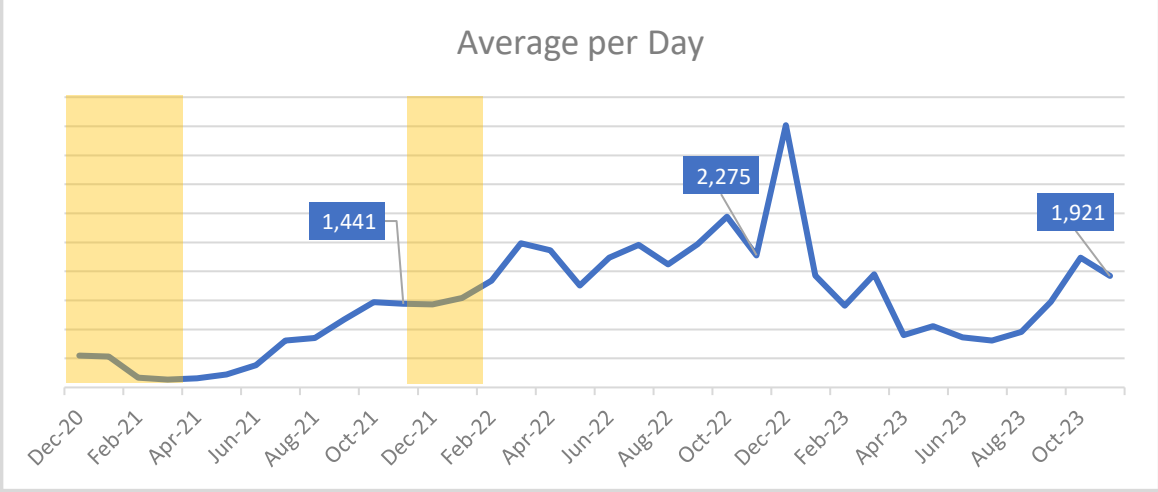
34. Average Daily and Annualised Data for >60 minute delays (source, NAIG)

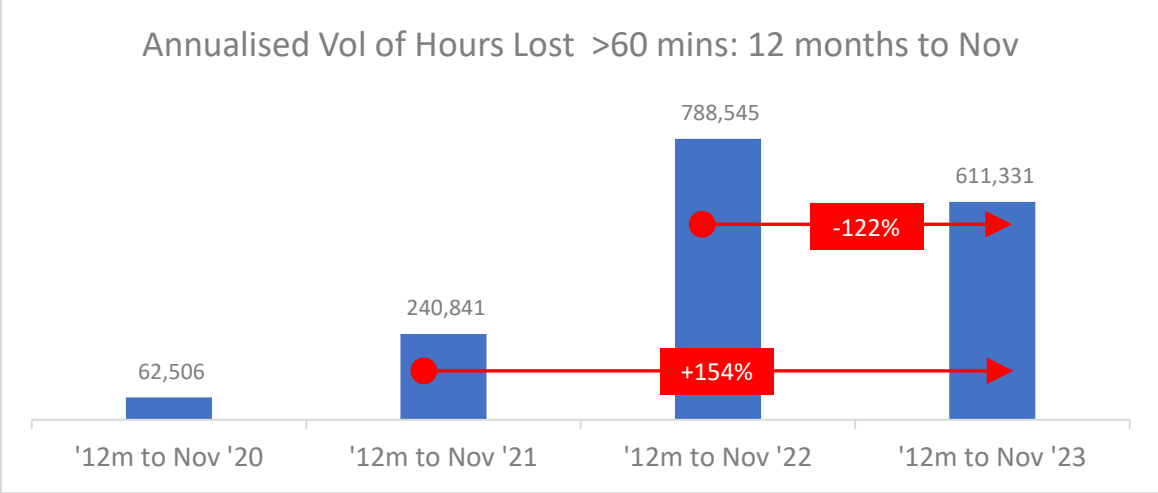
1. Volume of Handover Delays over 60 minutes





2. Hours Lost for Handover Delays over 60 minutes

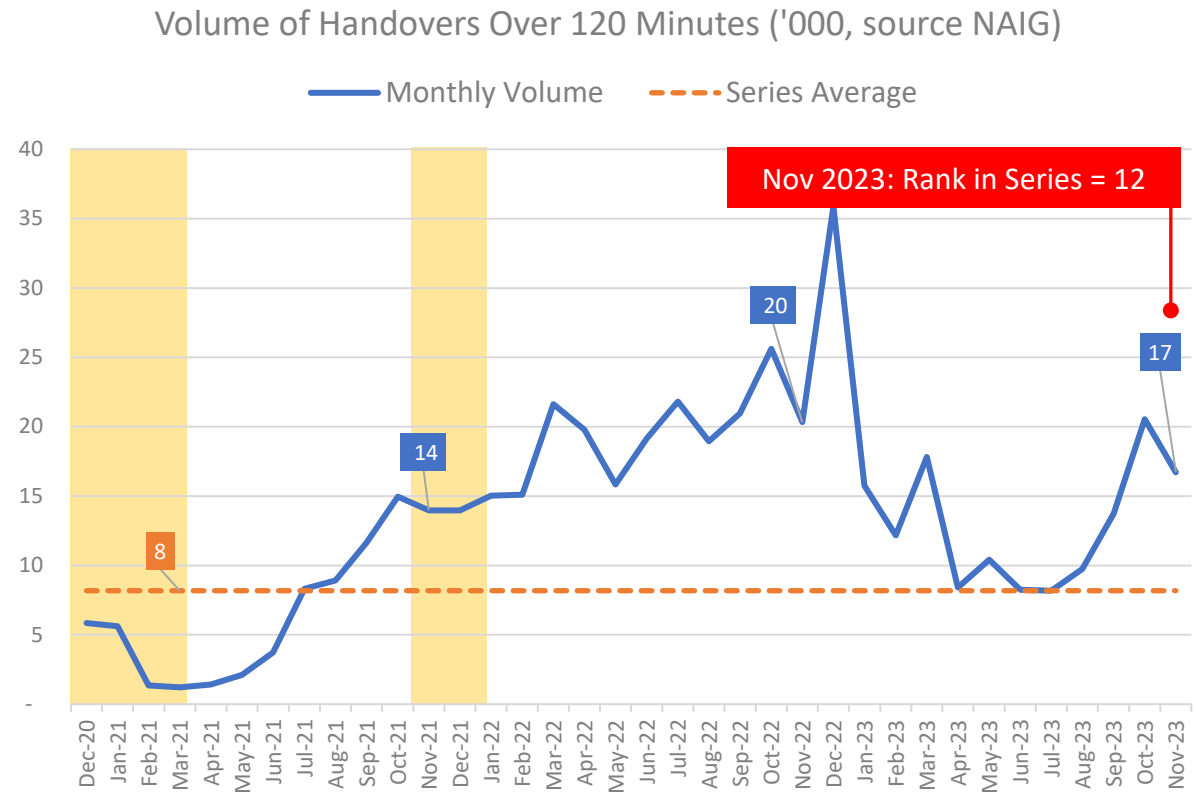




35. Patient Handover Delays over 120 Minutes (source, NAIG)

Two-hour delays also decreased, but are still more than double the volume recorded in July 2023 – and represents over 500 two-hour delays each day. Hours lost to these delays also decreased to 30-thousand – but this compares with 11-thousand in July 2023.

1. Delays over 120 Minutes



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

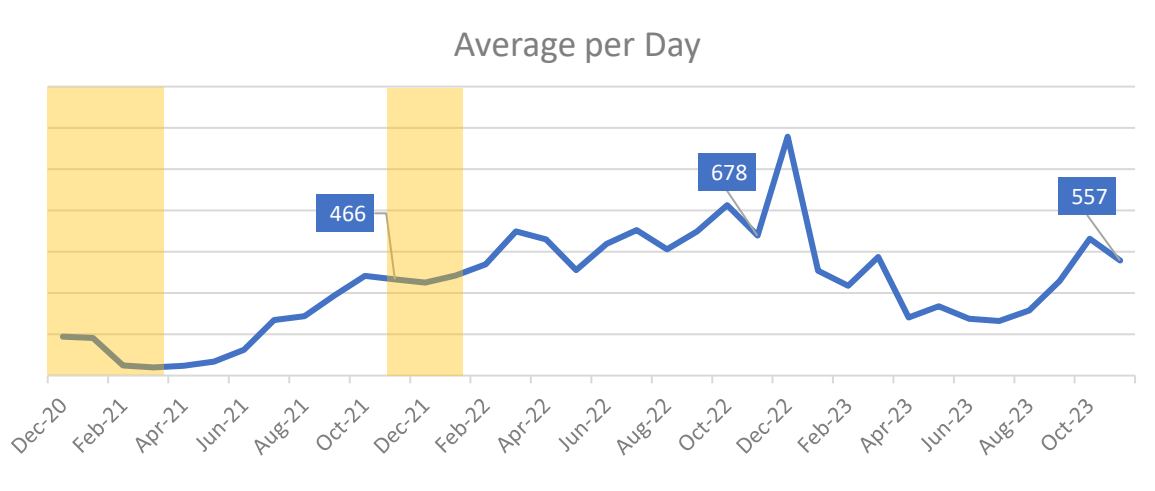
-18% (or -3k)
difference, Nov '22 to Nov '23

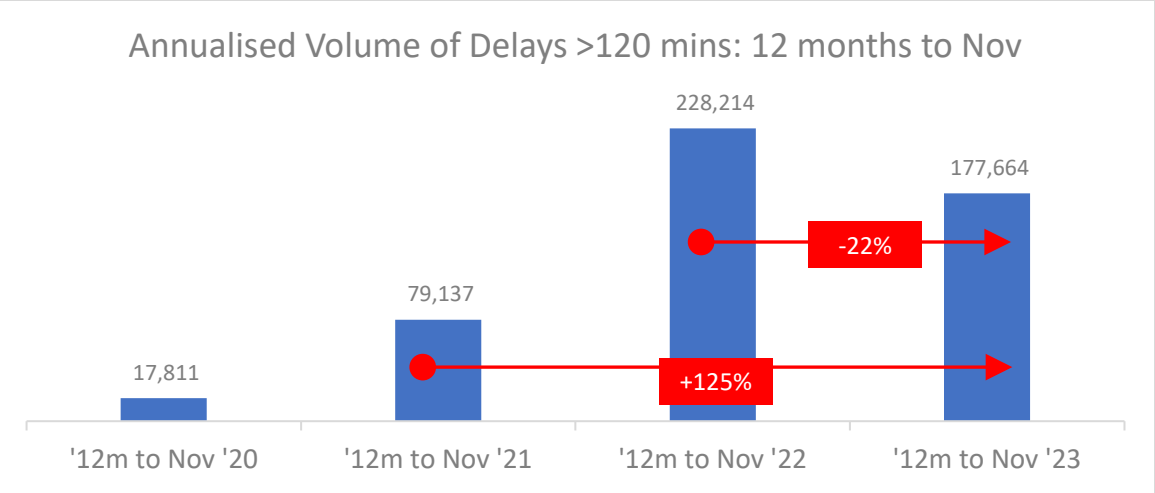
2. Hours lost for Handovers Over 120 Minutes

-14% (or -15k)
difference, Nov '22 to Nov '23

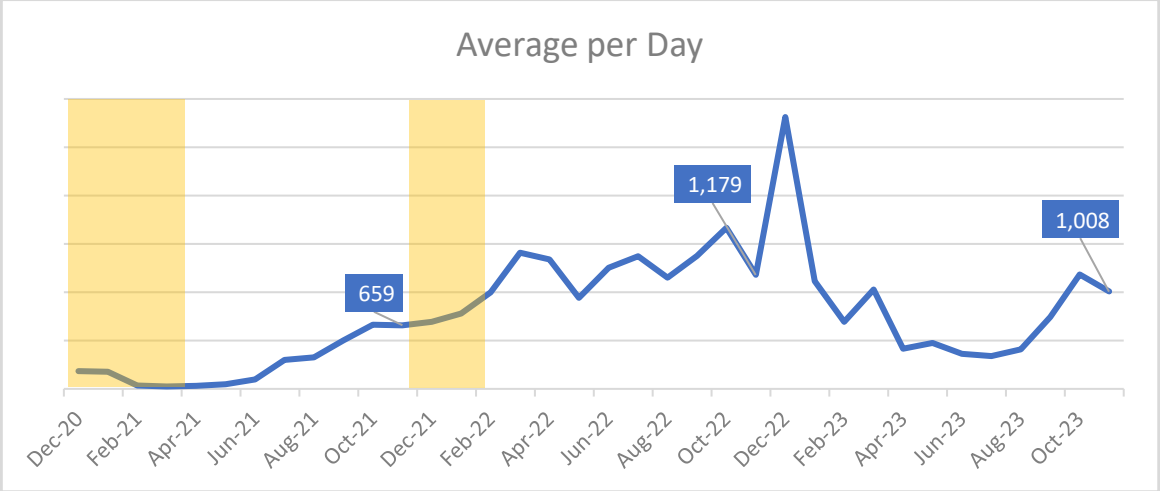
36. Average Daily and Annualised Data for >120 minute delays (source, NAIG)

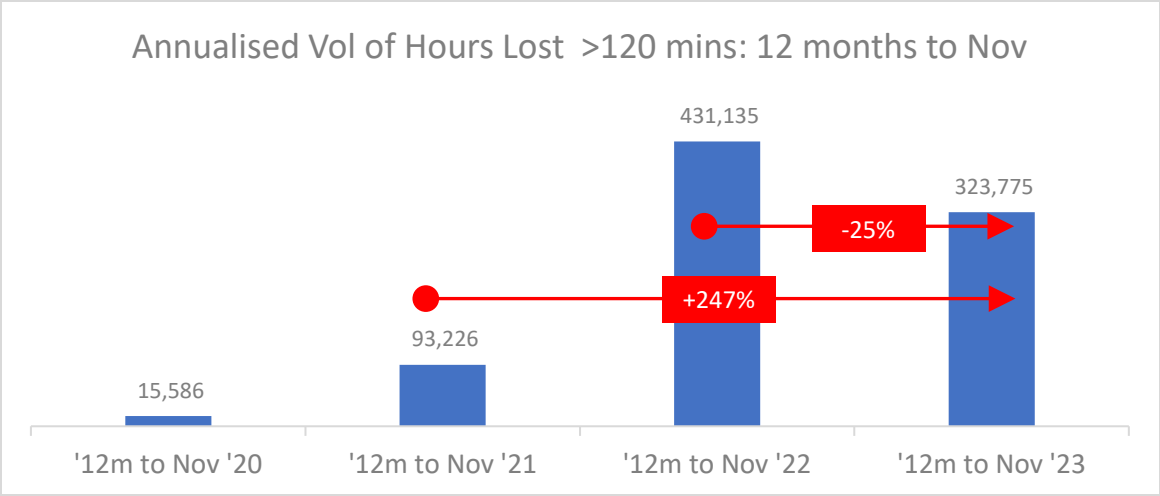
1. Volume of Handover Delays over 120 minutes





2. Hours Lost for Handover Delays over 120 minutes

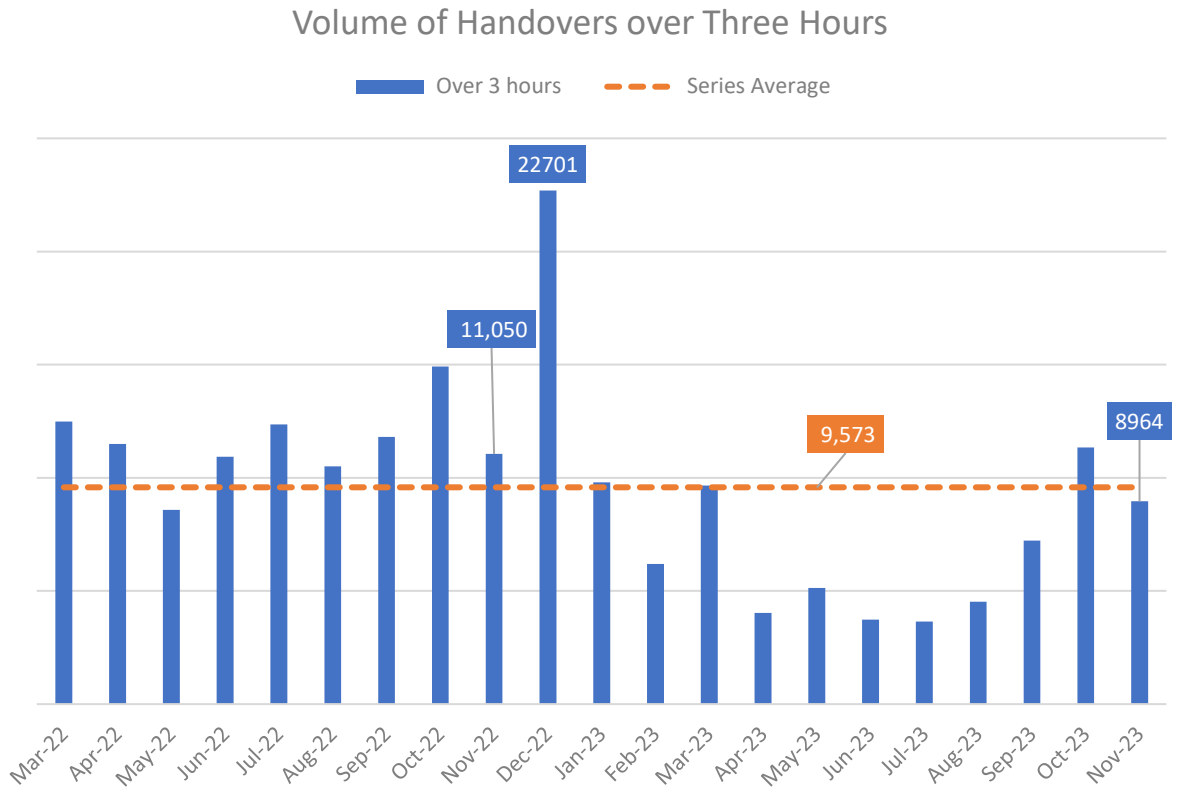




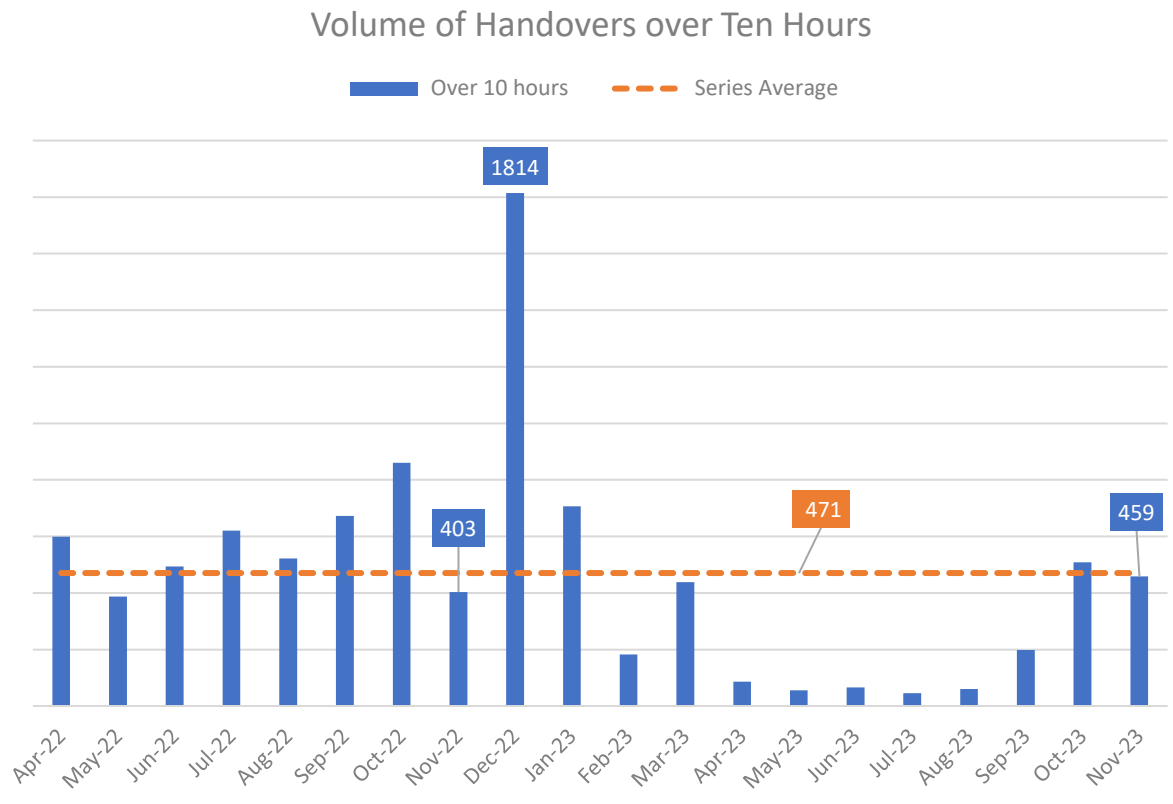
37. Patient Handovers Longer than Three Hours (source, NAIG)

The very longest handover delays have decreased between October and November 2023, but remain far higher than the volumes seen six months ago. There were 459 handover delays of ten hours or longer across the month, compared with 46 such delays in July.

1. Longer Handover Delays: All Over Three Hours



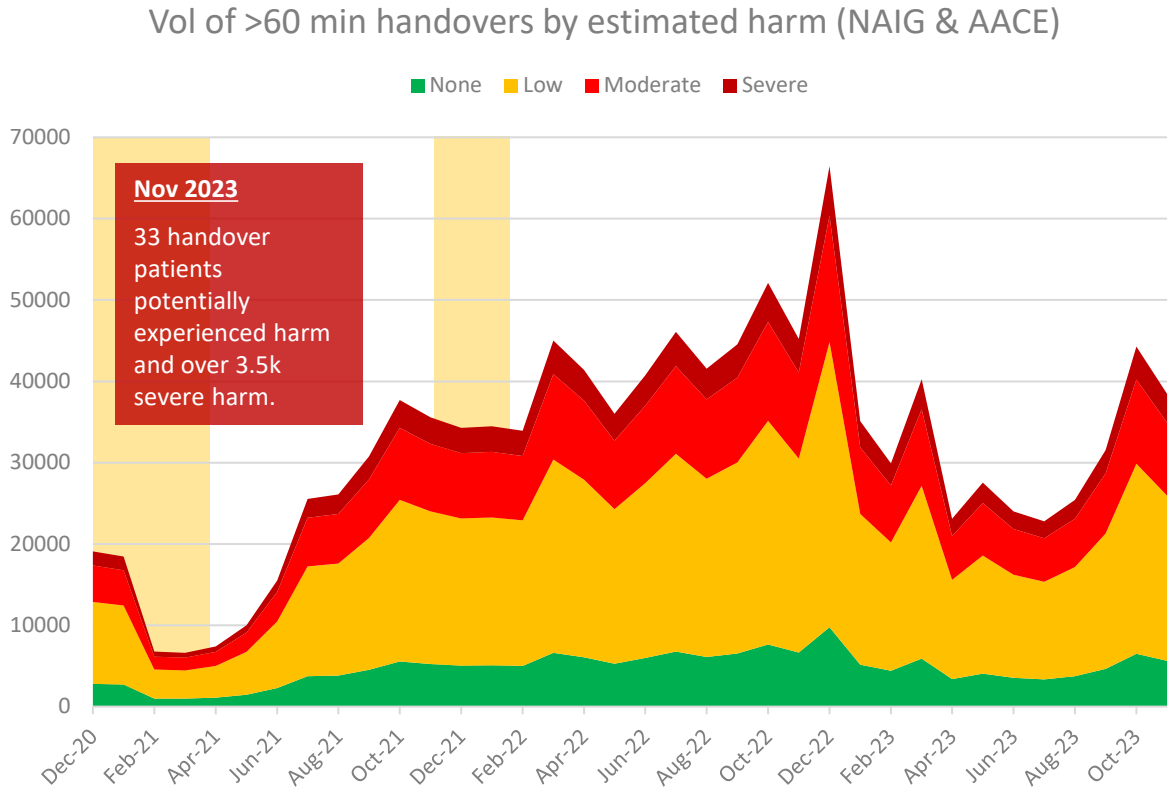
2. Longer Handover Delays: All Over Ten Hours



38. Impact on Patients and Crew (source, NAIG, AQI Data and AACE)

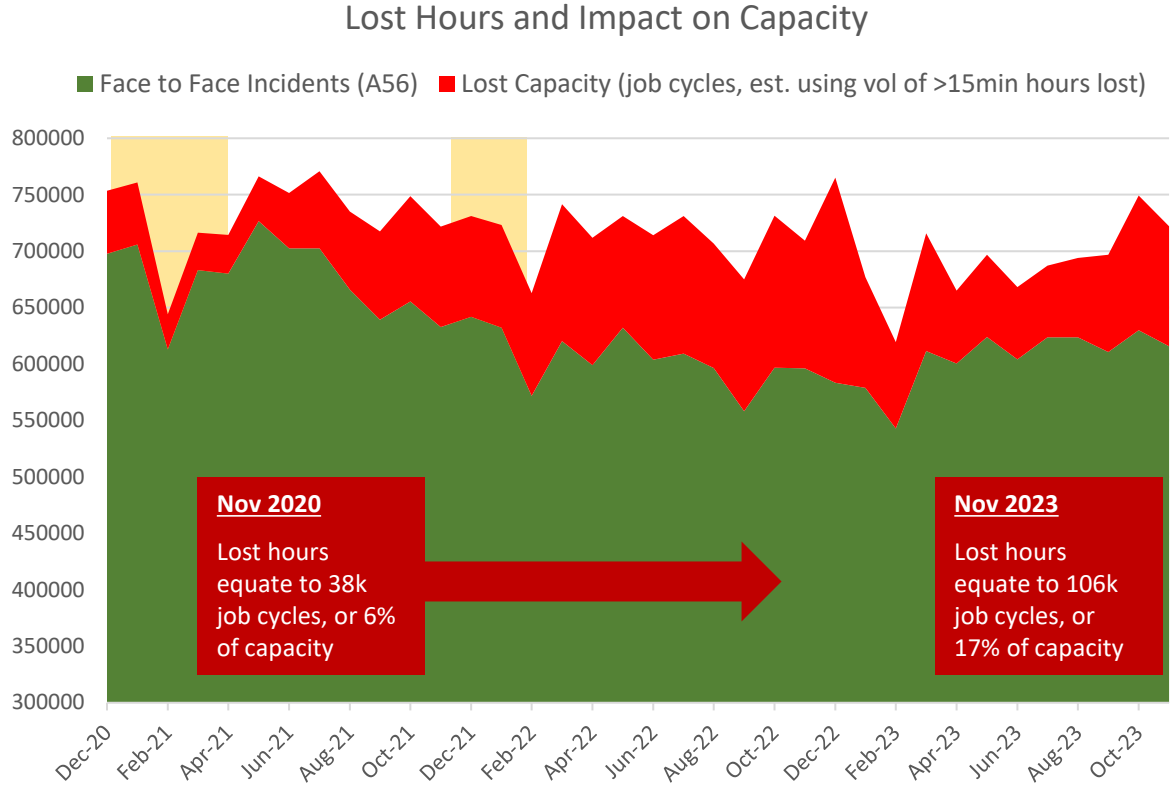
Around 33k patients experienced potential harm as a result of hour-plus handover delays in November 2023. Over the same time, the sector lost the equivalent of 106k ambulance job cycles (where patients could have been attended). This is the same as 17% of ambulance capacity across the month – compared with six percent in November 2020.

1. Estimated number of patients experiencing potential harm



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

2. Estimated impact of lost hours on capacity



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