

# National Ambulance Data

Demand, Response and Hospital Handover Data to the end of January 2024

New Format for January 2024

Final Version. Published – February 22<sup>nd</sup>, 2024

## 2. December 2023: Summary and Contents

**Overview:** Demand increased in January 2024, with call and incident volumes exceeding those seen 12-months ago. Despite this, call answer times improved, but response times for most categories still remain well above national standards. Hear-and-treat responses were at their second highest volume to-date, while Conveyance volumes also saw a month-on-month increase. Patient handover delays returned some of the highest volumes, with seven of the eight key-measures covered in this report falling within the top-three to-date. Nearly 500 patients had a handover that took ten or more hours in January 2024.

### Data Covered in This Report



#### Section 1. Contact Volume and Call Answer Time



#### Section 2. Incidents and Response Time, by Category



#### Section 3. Incidents by Response Outcome



#### Section 4. Patient Handover Delays



- The data included in this report is largely unchanged from the previous version. However, the layout of the data, and some of the terminology used, have been revised. This page outlines those changes.
- The number of 999-calls answered, reached the highest volume for any January to-date. There were 828-thousand calls answered in January 2024, an increased of 149-thousand from January 2023.
- Nonetheless, call answer time decreased, with the Mean time reaching six-seconds (from 11-seconds in December).
- Incidents reached their ninth highest volume to-date. There were 755-thousand incidents across the month. Category-1 incidents hit their seventh highest level, while Category-2 recorded over 50-thousand more incidents than in January 2023.
- Response times decreased slightly, but almost all continue to trend well above their national standards.
- Hear-and-Treat responses were at their second highest volume to-date, with 108-thousand across the month.
- Conveyance to Emergency Departments also increased, reaching 381-thousand in January 2024, an increase of 41-thousand from January 2023.
- Handover delays increased at every level. Seven-in-ten of the measures covered in this report reached the top-three highest volumes seen to-date.
- As a result, the equivalent of 134-thousand ambulance job cycles were lost, and an estimated five thousand patients experienced severe harm in January 2024.

### 3. Data Covered in this Report

Most sections in this report follow the same layout, with data presented identically on each page. The main exceptions to this are call-handling and response time data, which focus only on the monthly figure (see below). This page describes these data, what the different graphs show, and how they are calculated.

#### Monthly Data

- This box shows a line graph displaying the data at monthly level, month-by-month. These main data are displayed as a blue line.
- The value for the most recent month, and every previous instance of that month in the chart, the line graph includes a dotted orange line, which represents the series-average, with a linked data-label showing the value for this line.
- National standards, for response times, are included as a dotted red line, with the national standard displayed in yellow text in a red data label
- Call-handling and response time data is only displayed in this way

#### Average Daily Data

- This box shows a line graph displaying the average daily volume: this is calculated by dividing the metric by the days in the month. This smooths out the steeper changes sometimes seen in monthly data due to the difference in month length (for example February to March).
- As with the monthly data, the average daily figures use blue lines to show the main trend, orange to show the series-average, and red to show any national standards
- Data labels again show relevant values, as highlighted in the “Monthly Data” section
- Call-handling and response time data is not displayed in this way

#### Fast Facts

This box generally shows how the latest month ranks against all months since January 2018

This box generally shows any change between the previous, and most recent month

This box generally shows any change between the most recent month, and the same month 12-months ago

#### “Annualized Data” – 12 months to...

- This shows a bar chart with the total figure for 12-months, ending with the most recent month
- Four 12-month periods are included
- Two grey arrows show the percentage change between the last three periods (e.g. most previous-to-most recent, and, two-years previous-to-most-recent)
- Call-handling and response time data is not displayed in this way

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



# Section 1

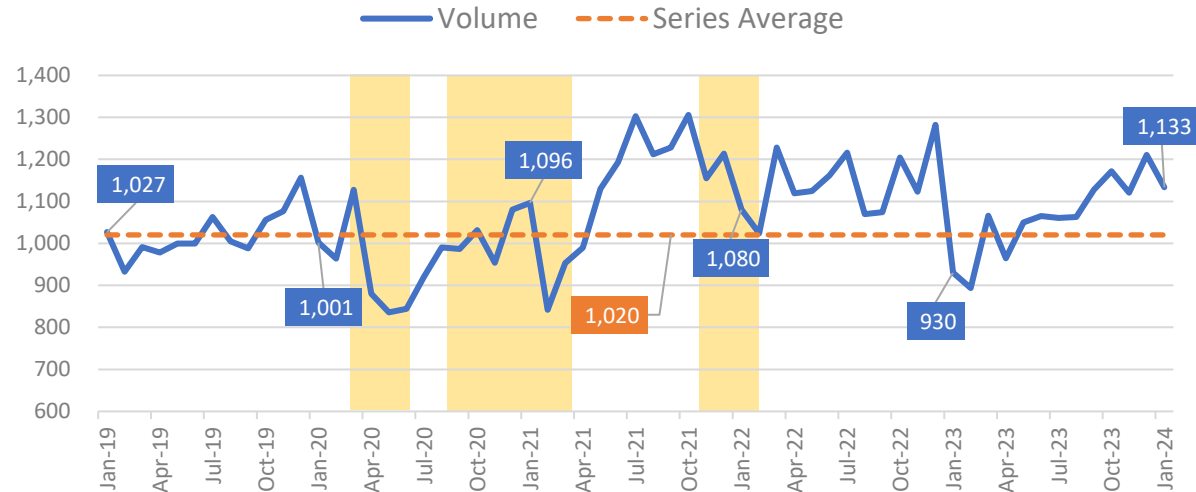
## Contact Volume and Call Answer time

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

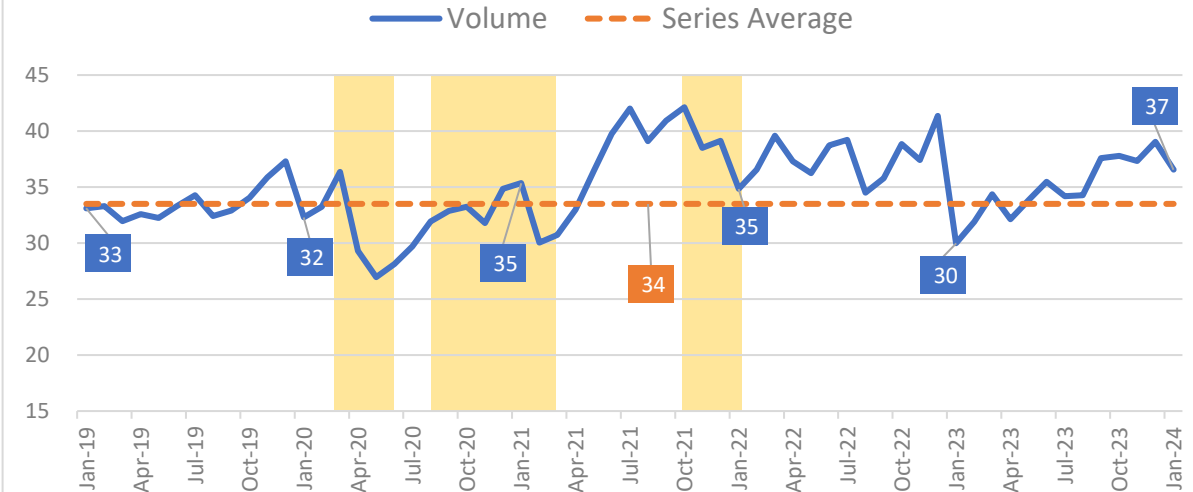
## 5. Demand: Volume of Contacts to Ambulance Control Rooms (Measure A0)

Volume of contacts to ambulance control rooms decreased between December and January, with 77-thousand fewer across the month. However, the monthly total of 1.1-million was over 200-thousand more than recorded in January 2023, and the highest number of contacts for any January since 2019.

1. Monthly Volume of Contacts ('000, A0)



2. Average Daily Volume of Contacts ('000, A0)



### Monthly Volume for January 2024: Fast Facts

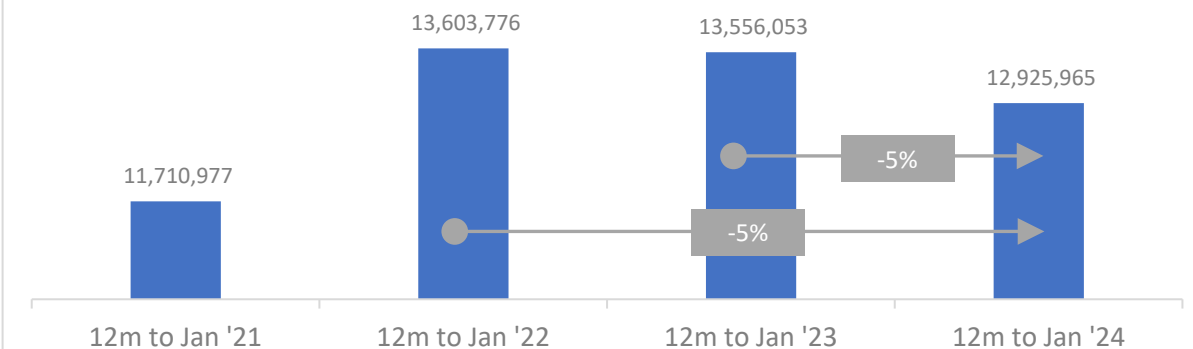
Rank in series  
to-date  
16<sup>h</sup> highest

Change from  
Dec 2023  
-77 thousand

Change from  
Jan 2023  
+203 thousand

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

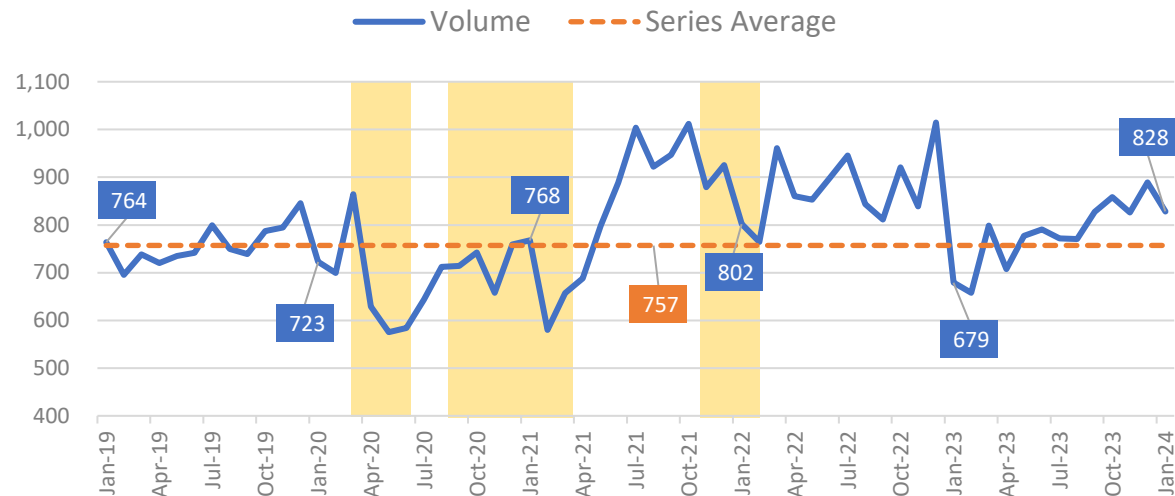
3. Volume of Contacts in the 12 months to Jan (A0)



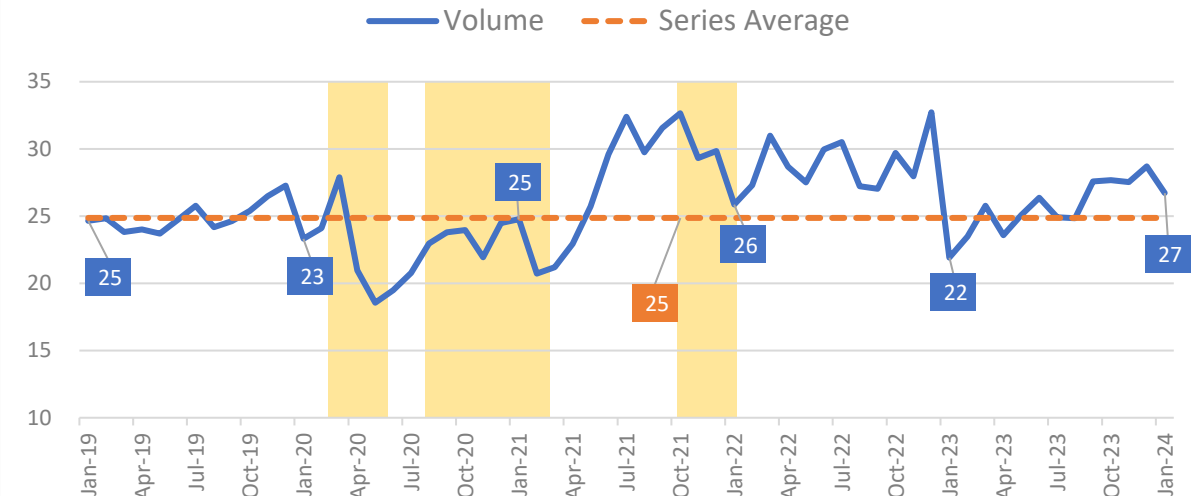
## 6. Demand: Volume of 999 Calls-Answered (Measure A1)

A month-on-month decrease of 61-thousand 999-calls answered took the total to 828-thousand in January 2024: again, this is the highest volume recorded for any January since 2019, and is over 149-thousand more calls than January 2023.

1. Monthly Volume of Calls Answered ('000, A1)



2. Average Daily Volume of Calls Answered ('000, A1)



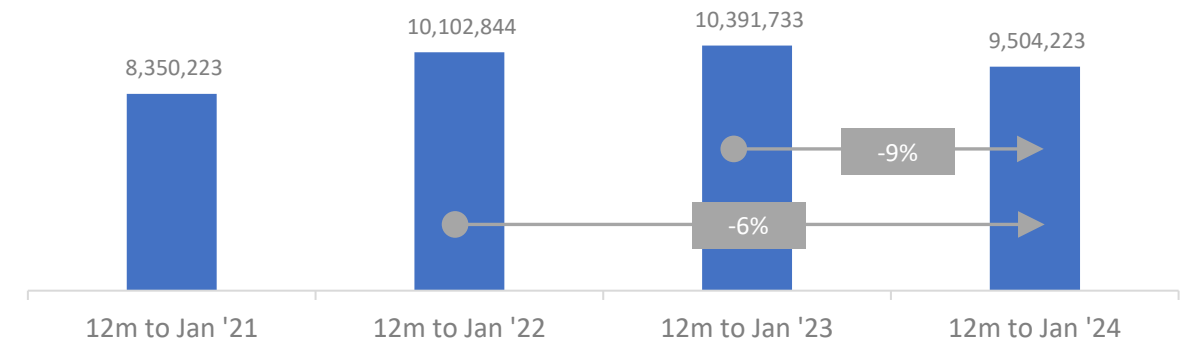
Monthly Volume for January 2024: Fast Facts

Rank in series  
to-date  
21<sup>st</sup> highest

Change from  
Dec 2023  
-61 thousand

Change from  
Jan 2023  
+149 thousand

3. Volume of Calls Answered in the 12 months to Jan (A1)

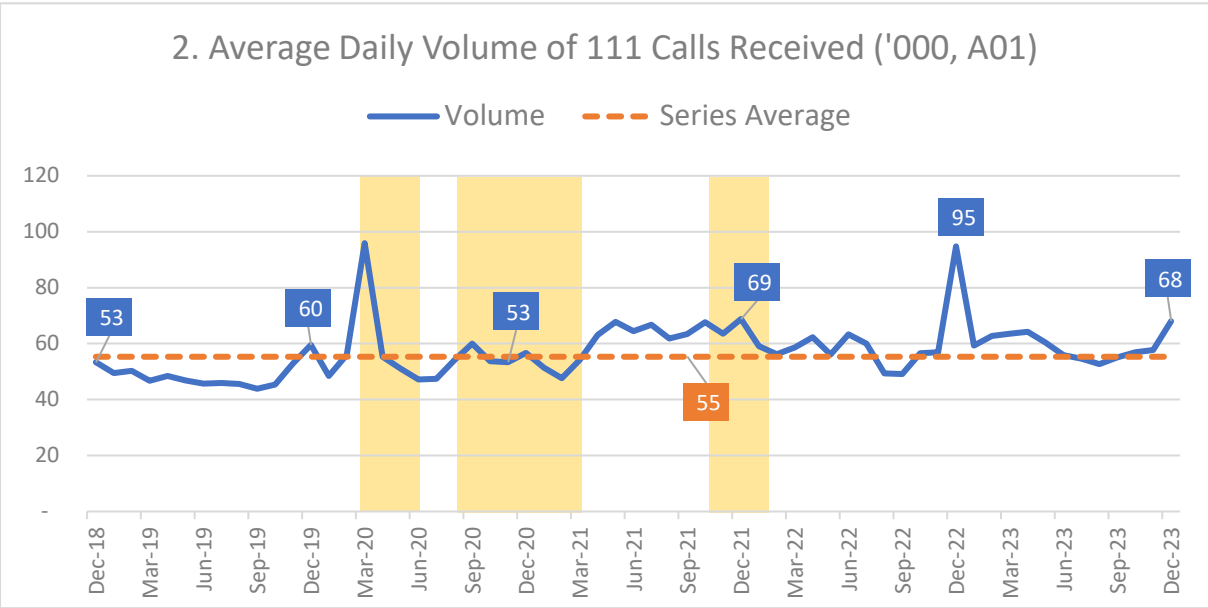
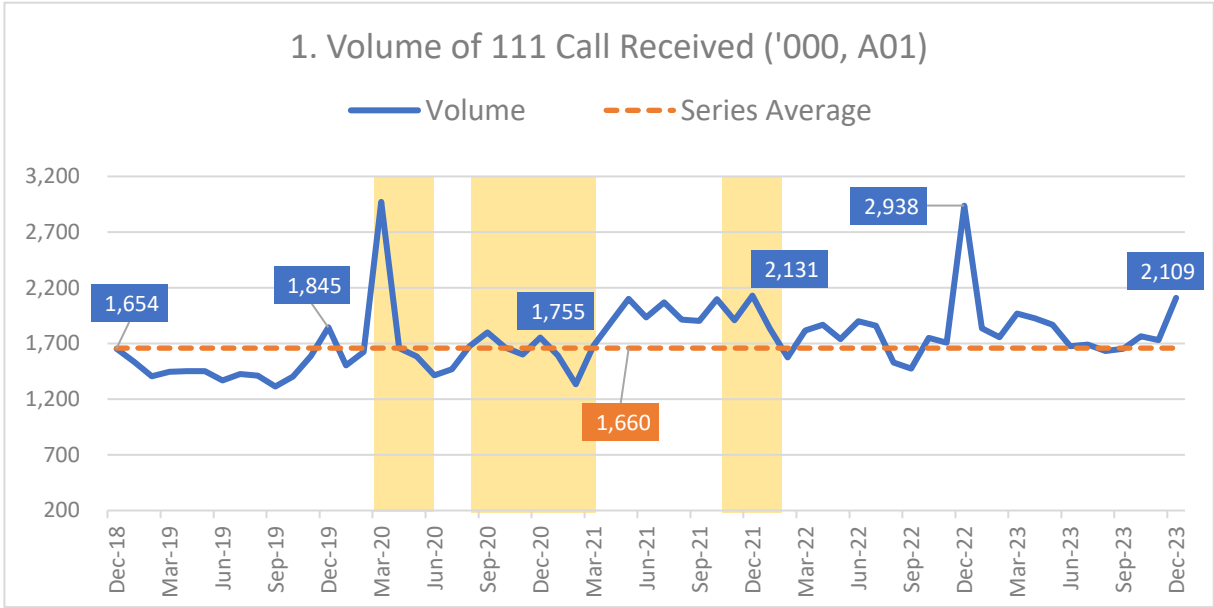


Yellow areas show COVID waves in the UK: source ONS.



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

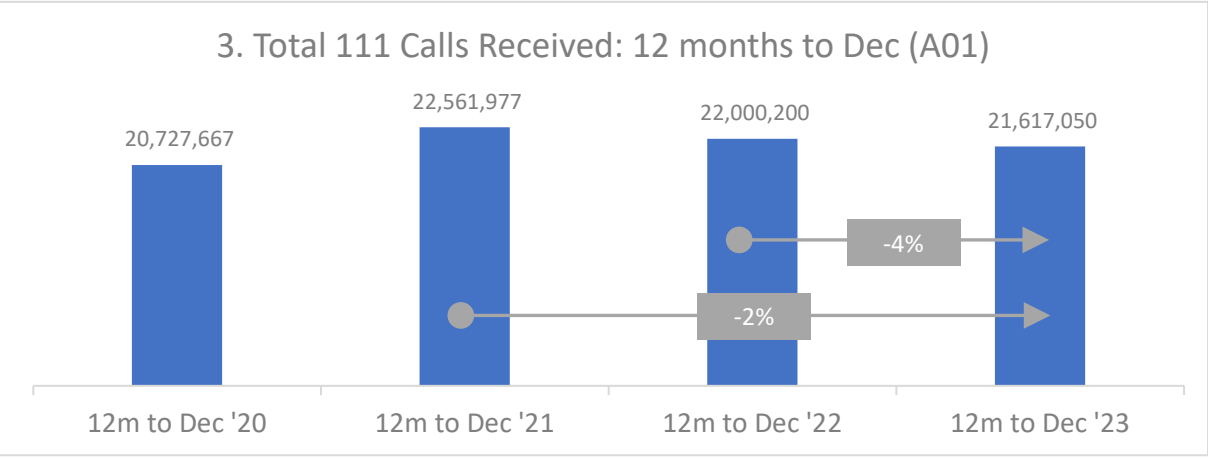
111 data run a month behind AQI data. December saw the monthly total exceed 2-million calls, an increase of 378-thousand from November, but over 800-thousand fewer than December 2022.



### Monthly Volume for December 2023: Fast Facts

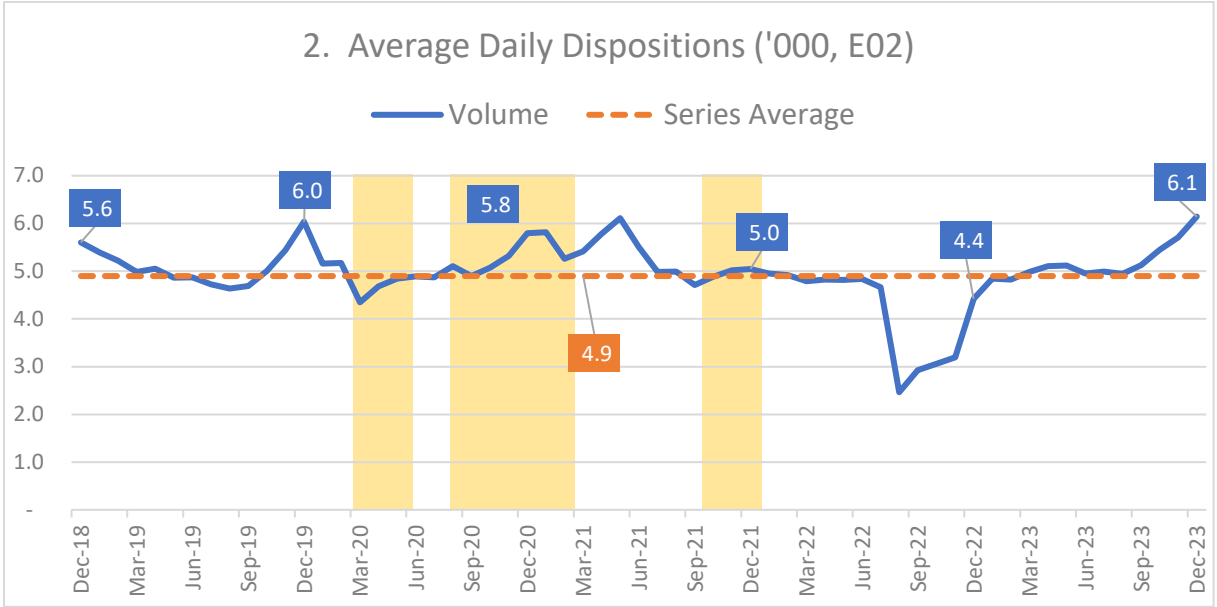
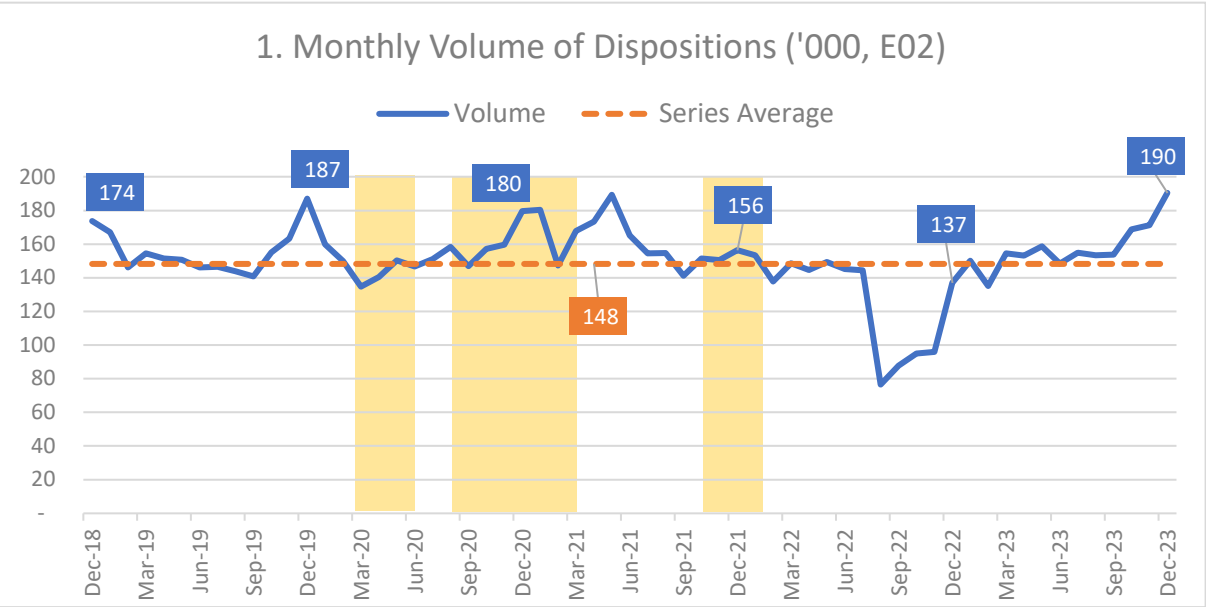
Rank in series to-date 28 <sup>th</sup> highest	Change from Nov 2023 +378 thousand	Change from Dec 2022 -828 thousand
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Yellow areas show COVID waves in the UK: source ONS.



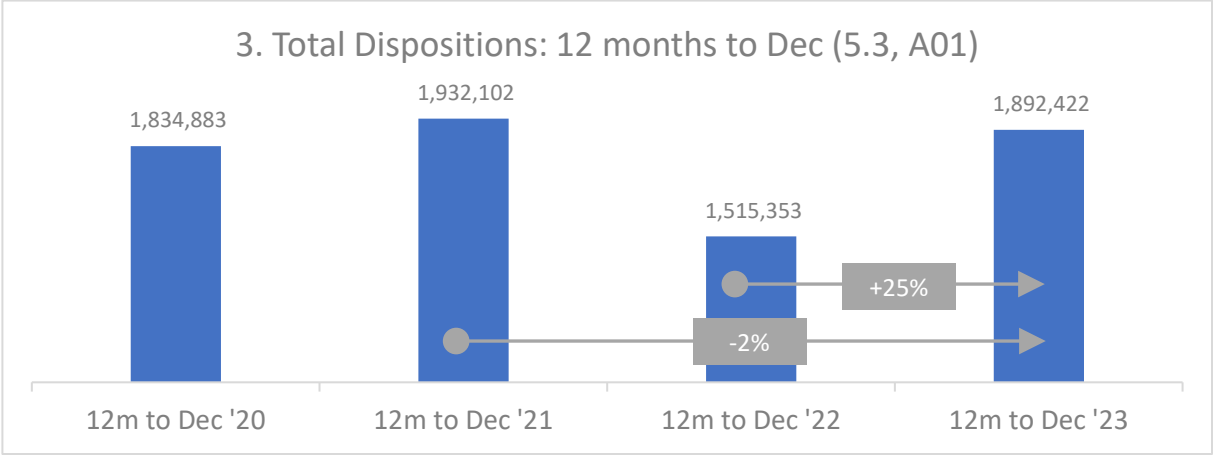
# 8. 111 Transfers to 999 (sources NHS 111 Min Data Set to March 2021 (measure 5.23) then IUCADC (measure E02))

111 data runs a month behind AQI data. The volume of 111 calls referred to ambulance services reached their highest level to-date in December, with 190-thousand dispositions across the month. This represents just over 10% of 111-calls answered, a proportion that has remained consistent for the past few years.



### Monthly Volume for December 2023: Fast Facts

Rank in series to-date 1 <sup>st</sup> / highest	Change from Nov 2023 +19 thousand	Change from Dec 2022 +53 thousand
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Yellow areas show COVID waves in the UK: source ONS.

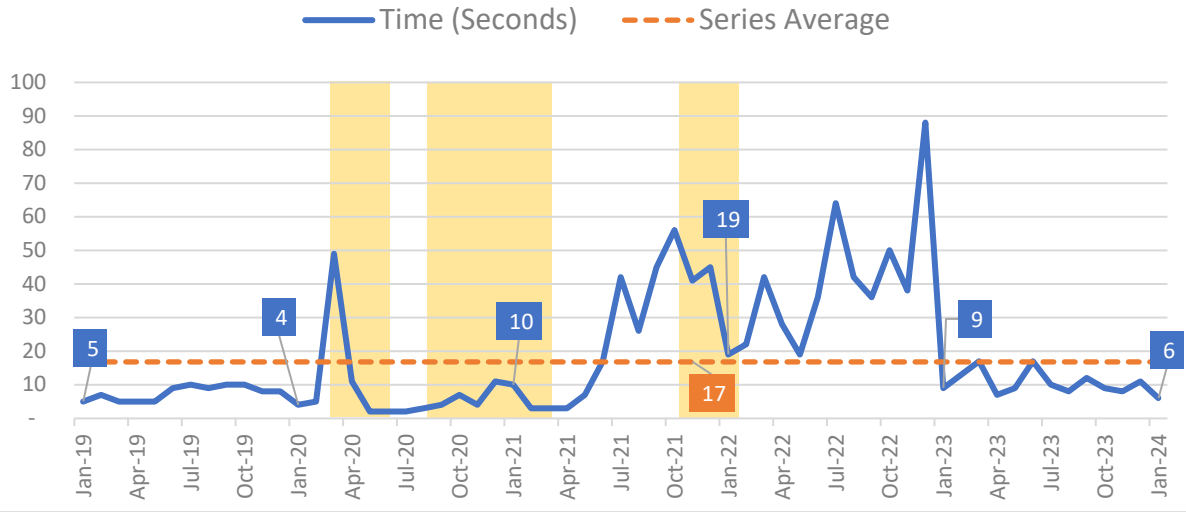




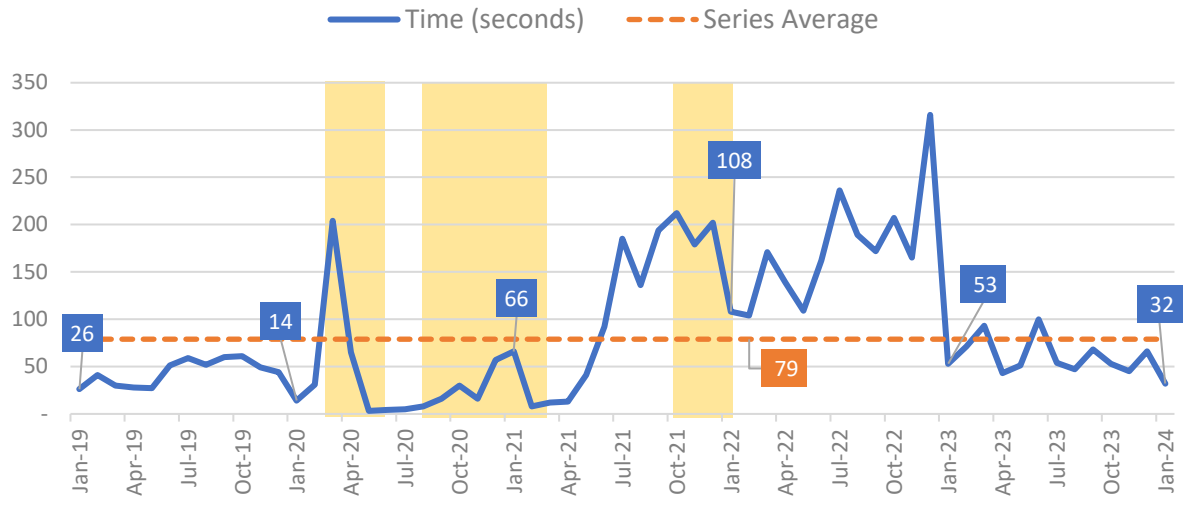
# 9. Demand: Call Answer Time (999, Measures A3 and A5)

Call answer times decreased in January. Both the Mean, and 95<sup>th</sup> Centile answer-times were the fastest since April 2021.

Mean Call Answer Time (A3)



95th Centile Call Answer Time (A5)



Mean Call Answer Time for January 2024: Fast Facts

Rank in series  
to-date  
60<sup>th</sup> slowest

Change from  
Dec 2023  
-5 seconds

Change from  
Jan 2023  
-3 seconds

95<sup>th</sup> Centile Answer Time for January 2024: Fast Facts

Rank in series  
to-date:  
24<sup>th</sup> slowest

Change from  
Dec 2023  
-34 seconds

Change from  
Jan 2023  
-21 seconds

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



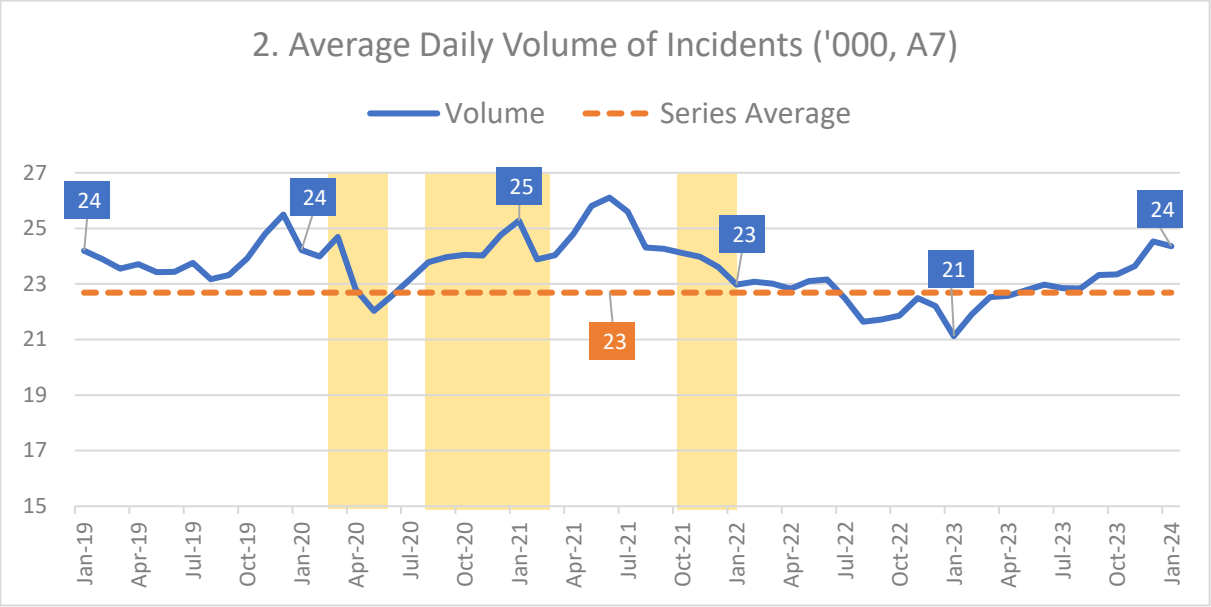
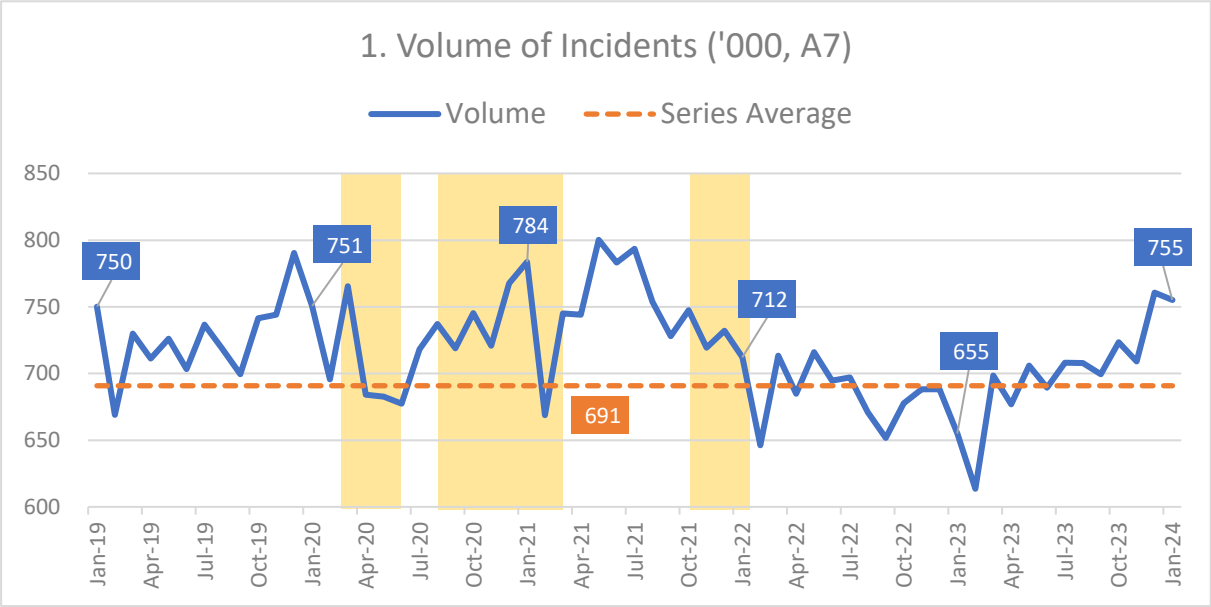
## Section 2

### Incidents and Response Time, by Category

- [Demand: All Incidents](#)
- [Share of Incidents by Category](#)
- [Demand: C1 Incidents](#)
- [Demand: C2 Incidents](#)
- [Demand: C3 Incidents](#)
- [Demand: C4 Incidents](#)
- [Demand: S136 Incidents](#)
- [Demand: C1 Response Times](#)
- [Demand: C2 Response Times](#)
- [Demand: C3 Response Times](#)
- [Demand: C4 Response Times](#)
- [Demand: S136 Response Times](#)

# 11. Demand: All Incidents (A7)

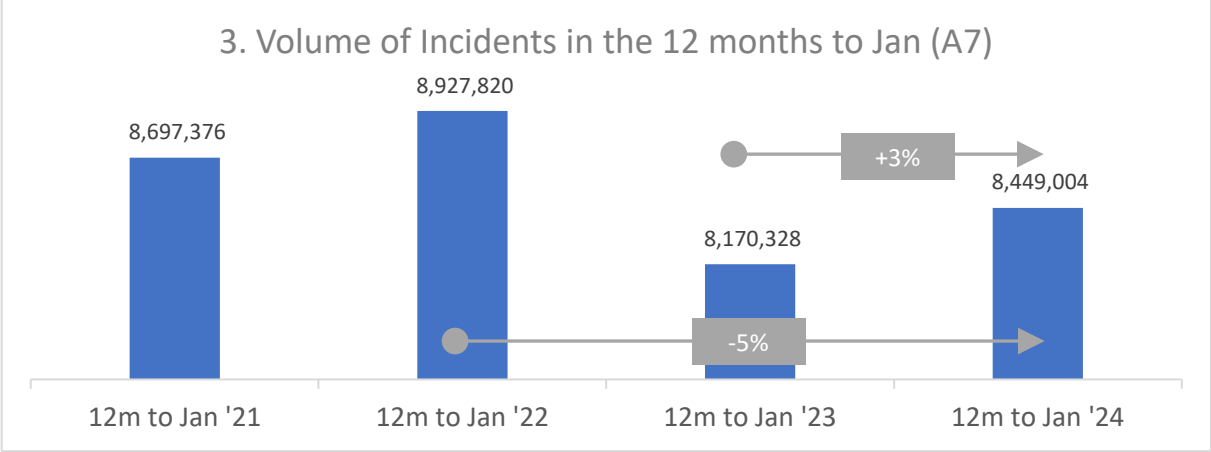
January saw a slight monthly decrease in volume, although the 755-thousand incidents across the month represent the 9<sup>th</sup> highest to-date (1). The annualized data show an increase of over one-quarter of a million incidents compared with the previous period (3).



Monthly Volume for January 2024: Fast Facts

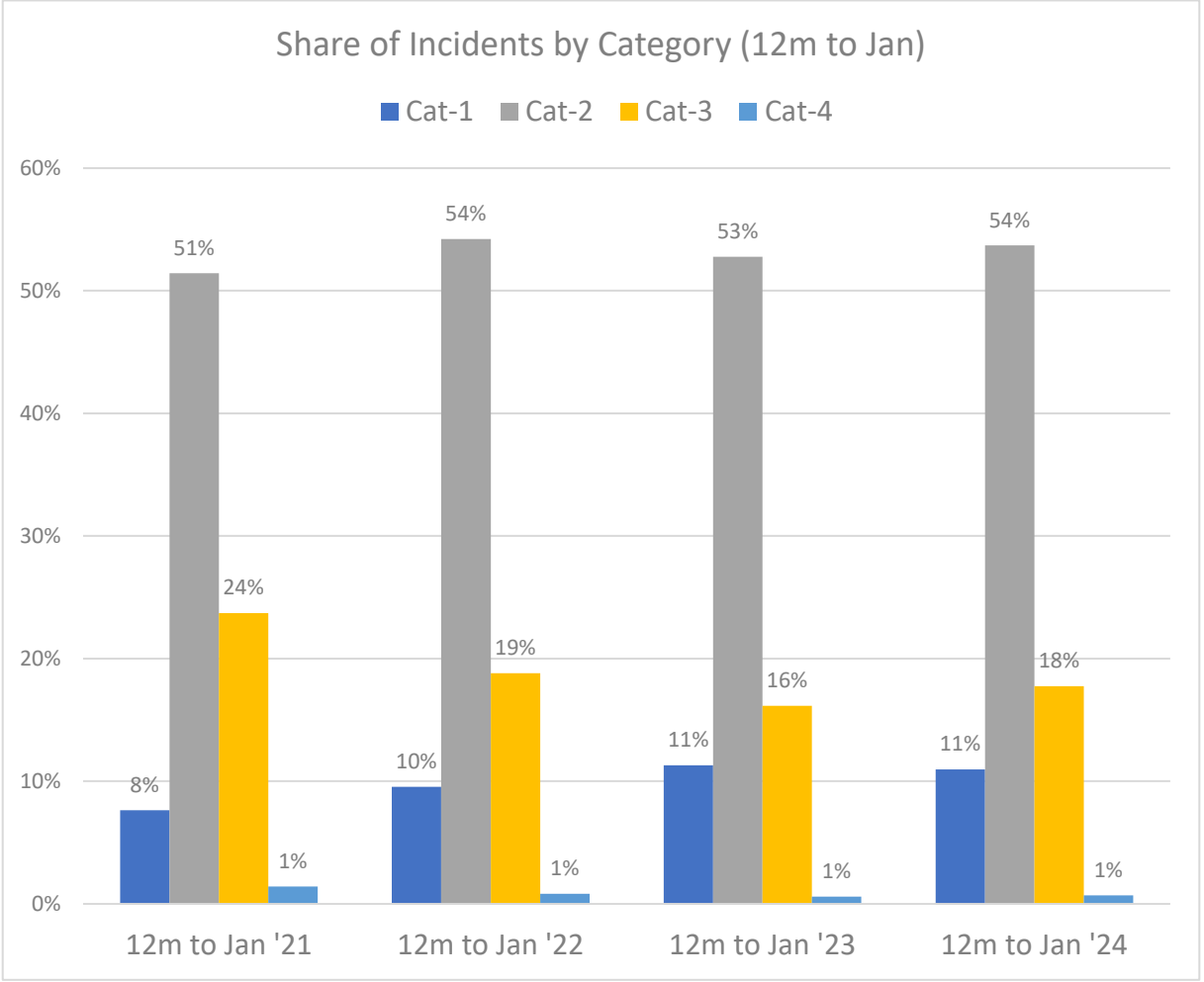
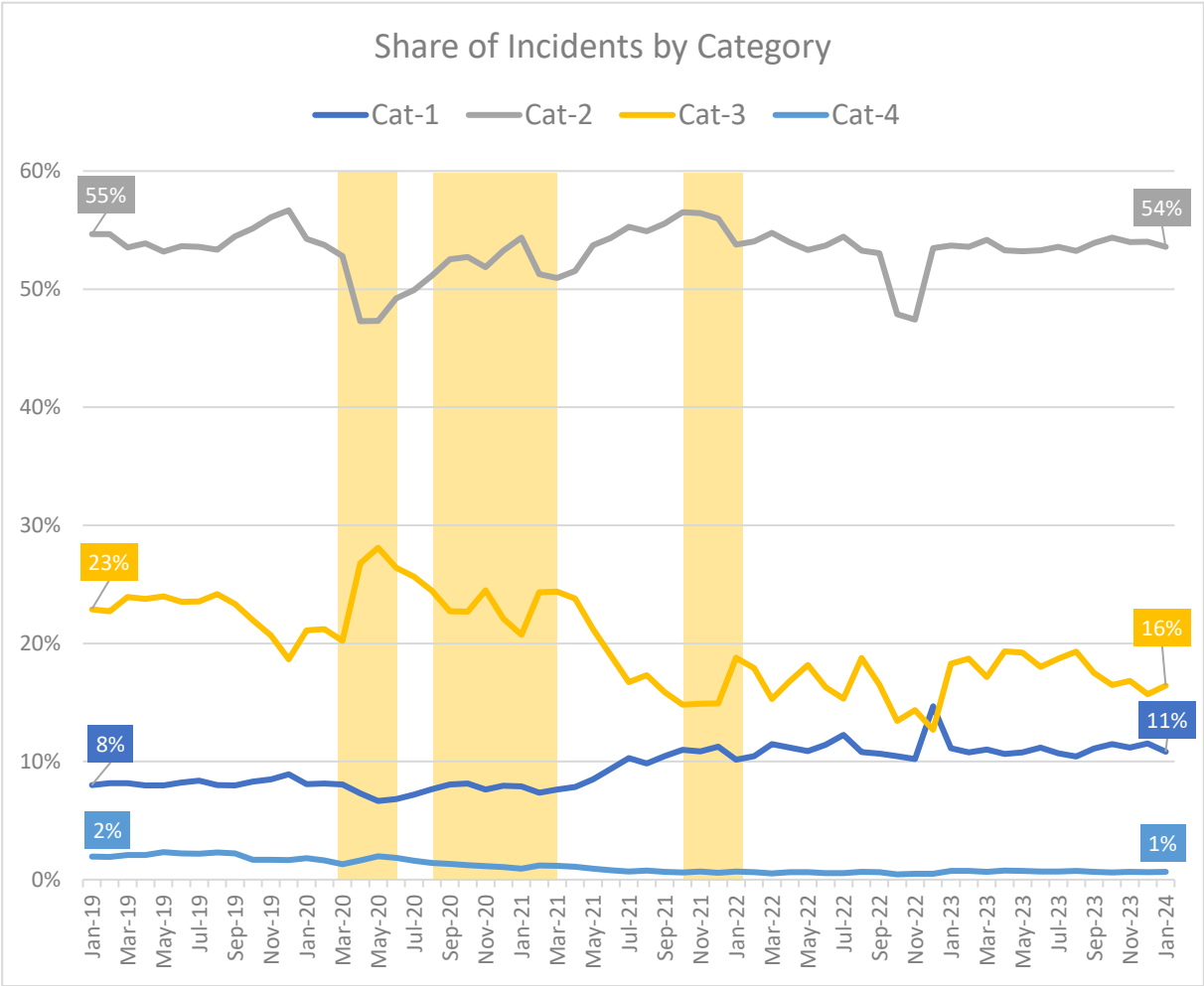
Rank in series to-date 9 <sup>th</sup> highest	Change from Dec 2023 -5 thousand	Change from Jan 2023 +100 thousand
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Yellow areas show COVID waves in the UK: source ONS.



# 12. Demand: Share of Incidents by Category

Category-1 incidents continue to account for over one-in-ten of the total, Category-2 over half. While these proportions have fluctuated over time, they have remained relatively consistent throughout 2023.

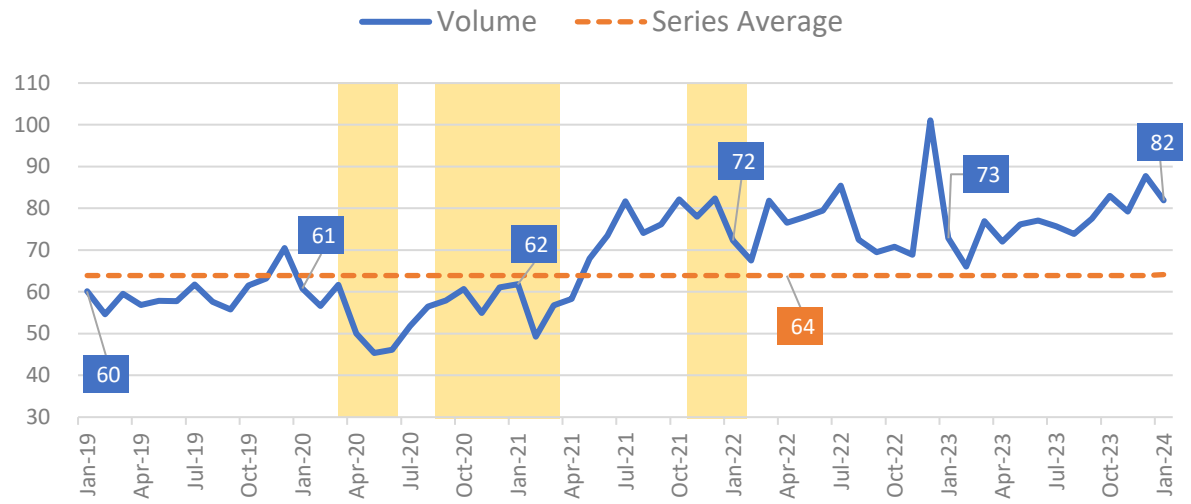


Yellow areas show COVID waves in the UK: source ONS.

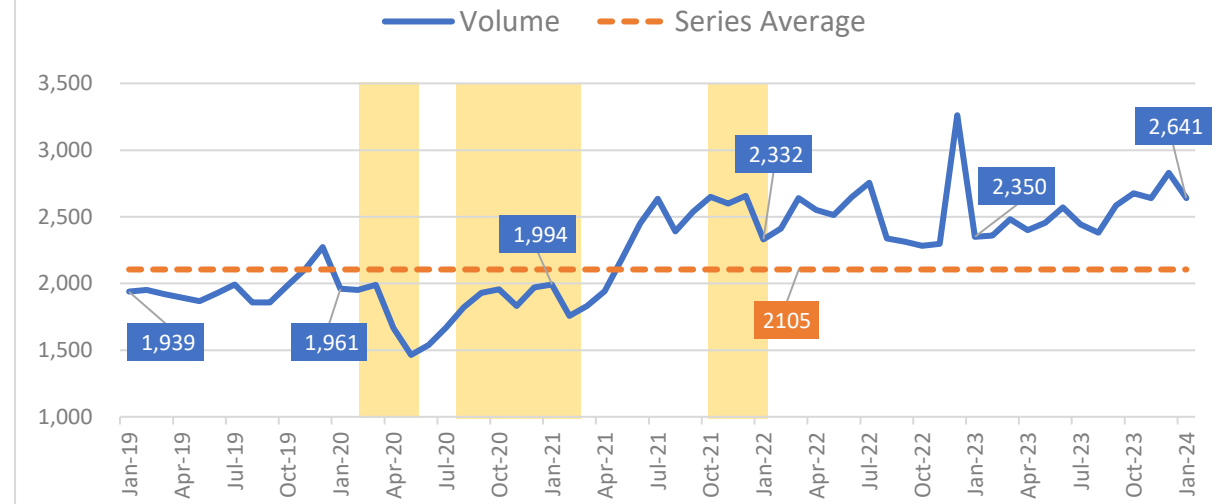
# 13. Demand: Category-1 Incidents (A8)

January 2023 saw Category-1 decrease slightly to 82-thousand incidents, the seventh highest volume to-date, and nine-thousand more than recorded in January 2023 (1). The latest monthly total represents the highest volume for any January to-date.

1. Volume of Cat-1 Incidents ('000, A8)



2. Average Daily Volume of Cat-1 Incidents (A8)



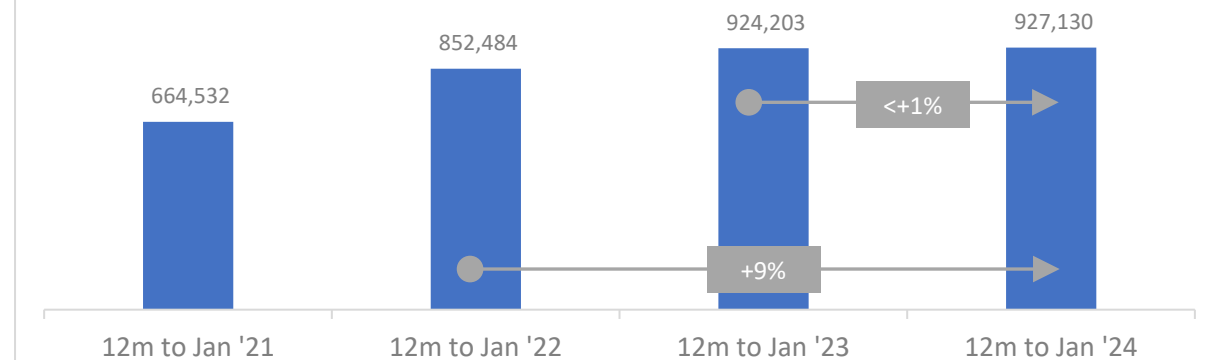
## Monthly Volume for January 2024: Fast Facts

Rank in series  
to-date  
**7<sup>th</sup> highest**

Change from  
Dec 2023  
-6 thousand

Change from  
Jan 2023  
+9 thousand

3. Volume of Cat-1 Incidents in the 12 months to Jan (A8)



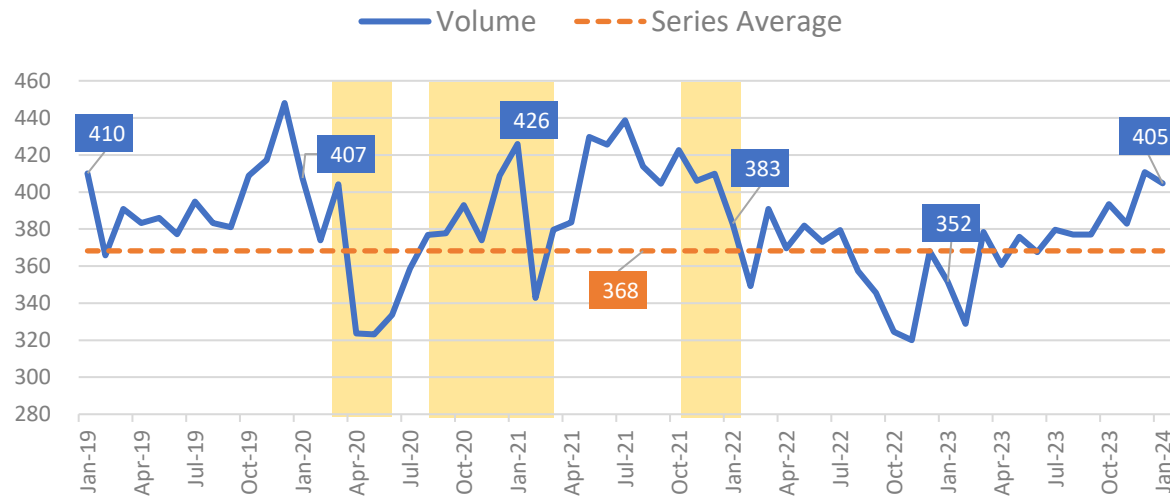
Yellow areas show COVID waves in the UK: source ONS.



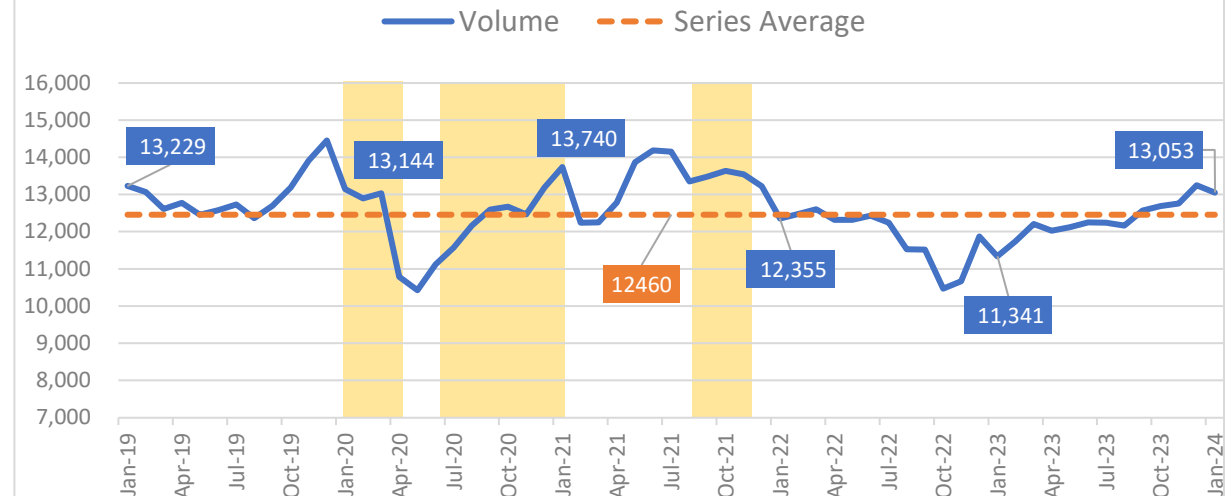
# 14. Demand: Category-2 Incidents (A10)

There was a month-on-month decrease in Category-2 incidents, but January 2024 recorded 54-thousand more than January 2023 (1). The most recent 12-months show over 200-thousand more incidents than the previous period (3).

1. Volume of Cat-2 Incidents ('000, A10)



2. Average Daily Volume of Cat-2 Incidents (A10)



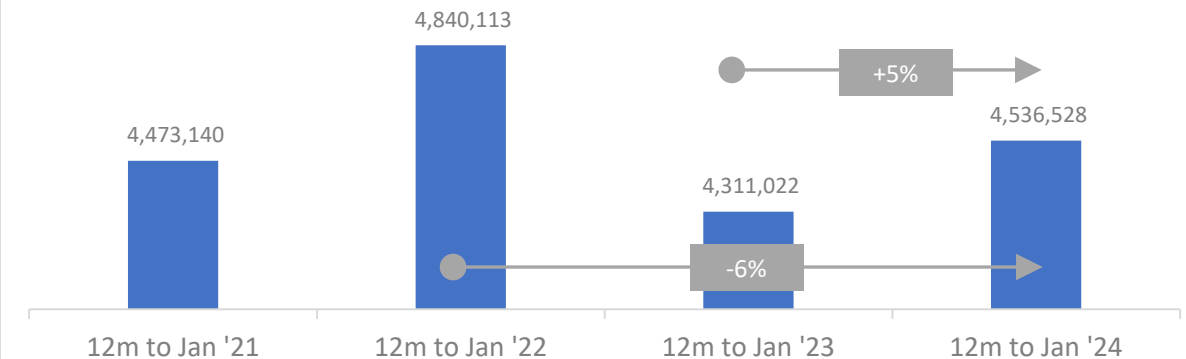
## Monthly Volume for January 2024: Fast Facts

Rank in series  
to-date  
17<sup>th</sup> highest

Change from  
Dec 2023  
-6 thousand

Change from  
Jan 2023  
+54 thousand

3. Volume of Cat-2 Incidents in the 12 months to Jan (A10)

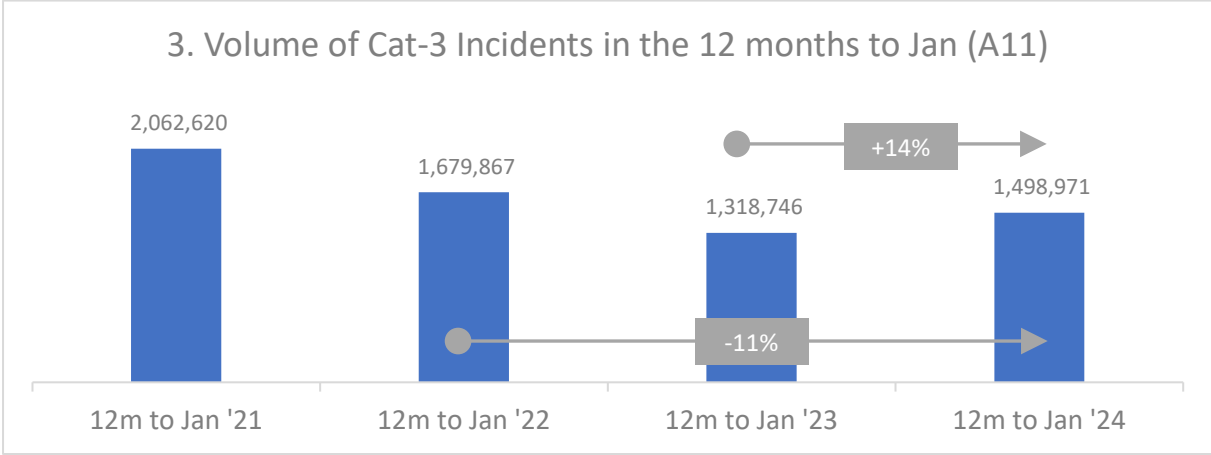
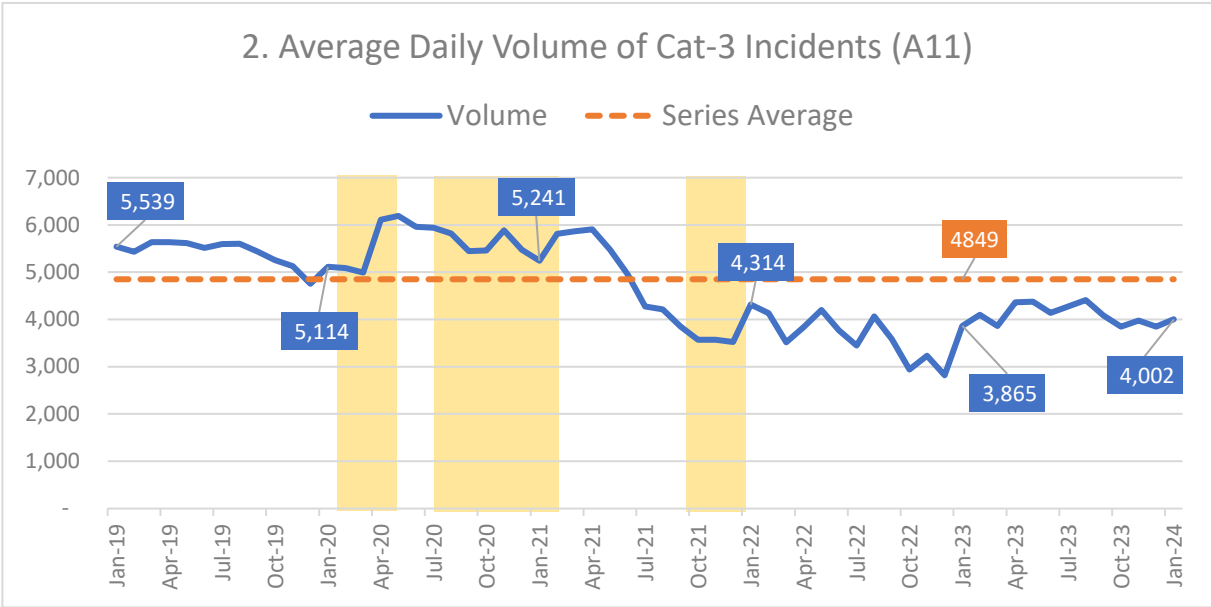
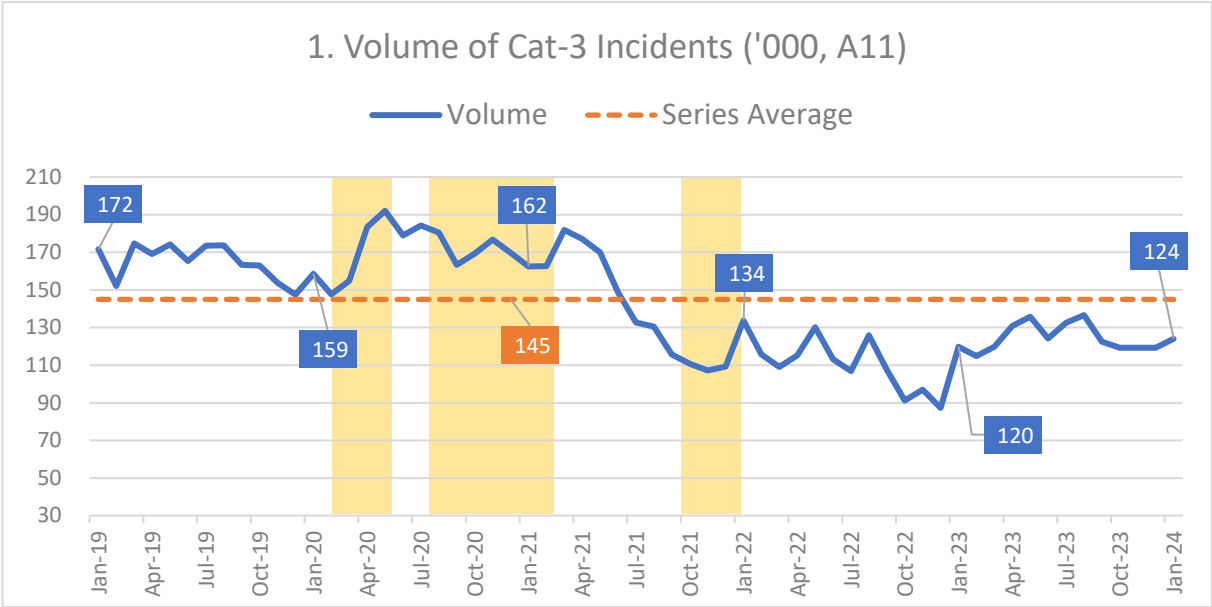


Yellow areas show COVID waves in the UK: source ONS.



# 15. Demand: Category-3 Incidents (A11)

There were five-thousand more Category-3 incidents in January 2024 compared with December, and four-thousand more than January 2023 (1). The annualized data show an increase over the last two periods – although the 12-month total is currently half a million less than the same period in 2021.

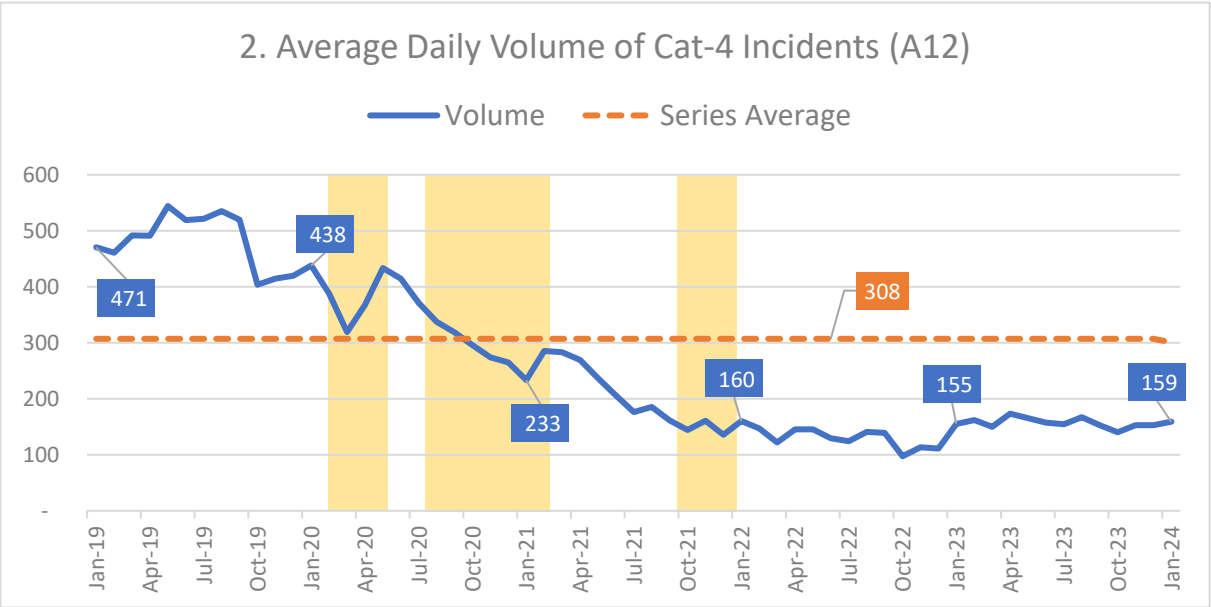
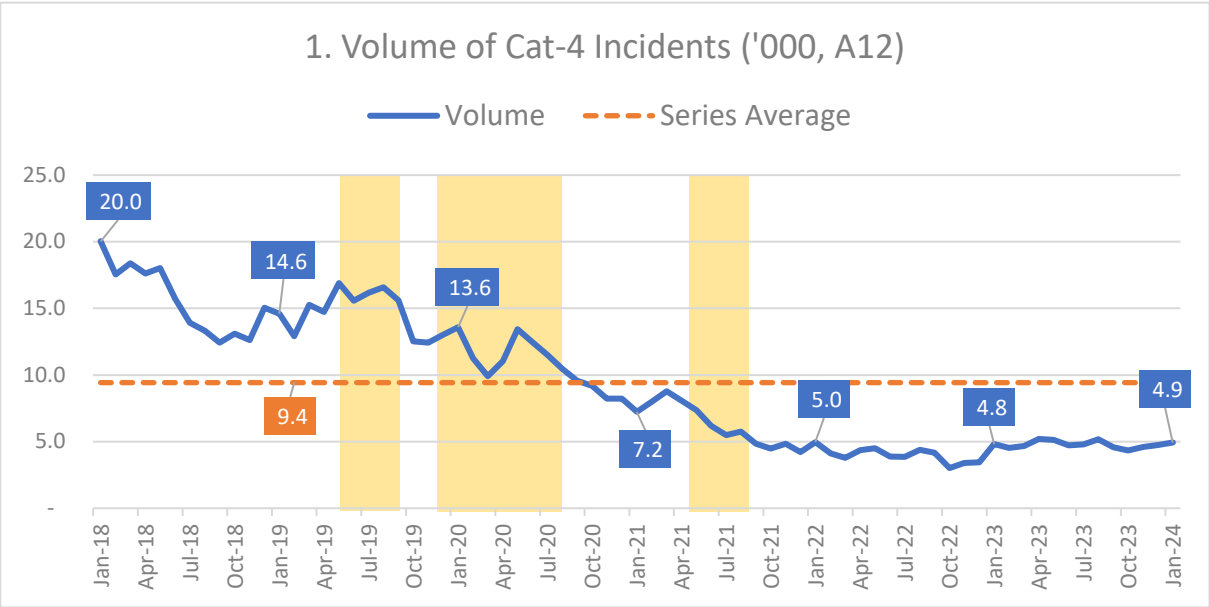


Yellow areas show COVID waves in the UK: source ONS.



# 16. Demand: Category-4 Incidents (A12)

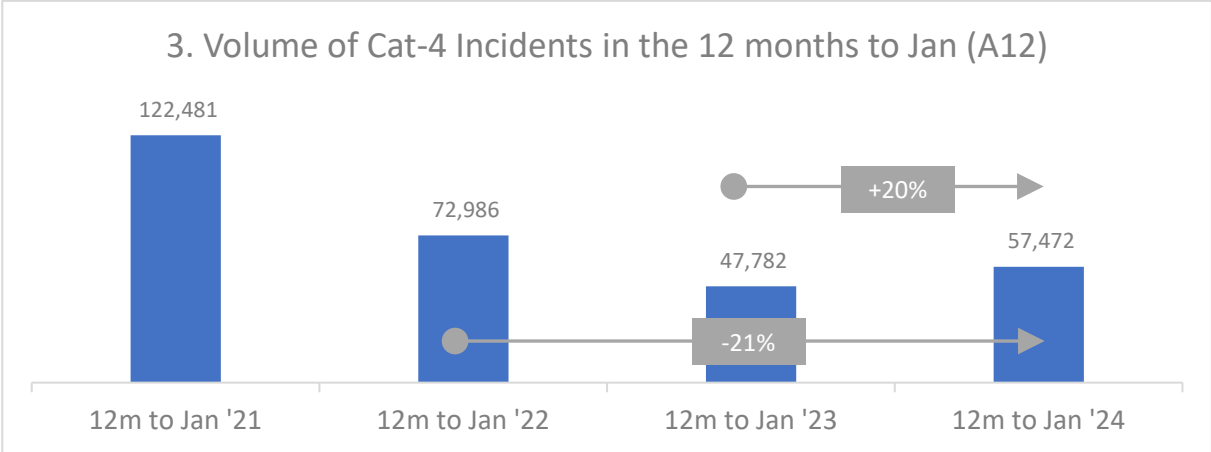
Category-4 incidents have remained steady at around five-hundred thousand per-month for the past two years (1). However, the annualized data show an increase between the two most recent periods – although the total remains less than half recorded in the 12-months to January 2021 (3).



Monthly Volume for January 2024: Fast Facts

Rank in series to-date 49 <sup>th</sup> highest	Change from Dec 2023 +184 incidents	Change from Jan 2023 +118 incidents
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Yellow areas show COVID waves in the UK: source ONS.



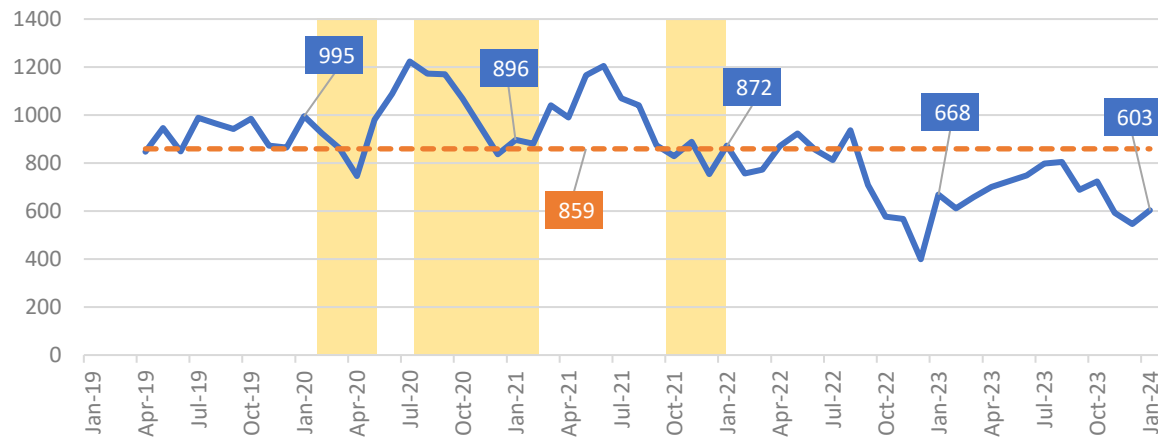


# 17. Demand: Section 136 Incidents and Percent Transported (A106 and A110)

Section 136 incidents refer to where a patient is attended by an ambulance service as a result of a request under section 136 in a mental health crisis situation. In January there were 603 such incidents attended by the ambulance service, of which 85% were transported as a result.

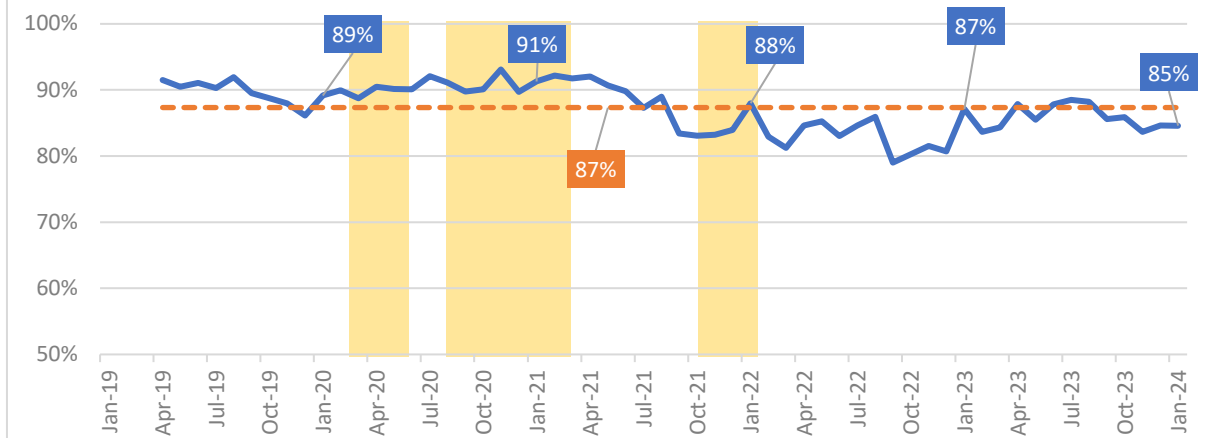
1. Volume of s136 Incidents (A106)

— Volume    - - - Series Average



2. Percentage of s136 Incidents Transported (A110)

— Percent    - - - Series Average



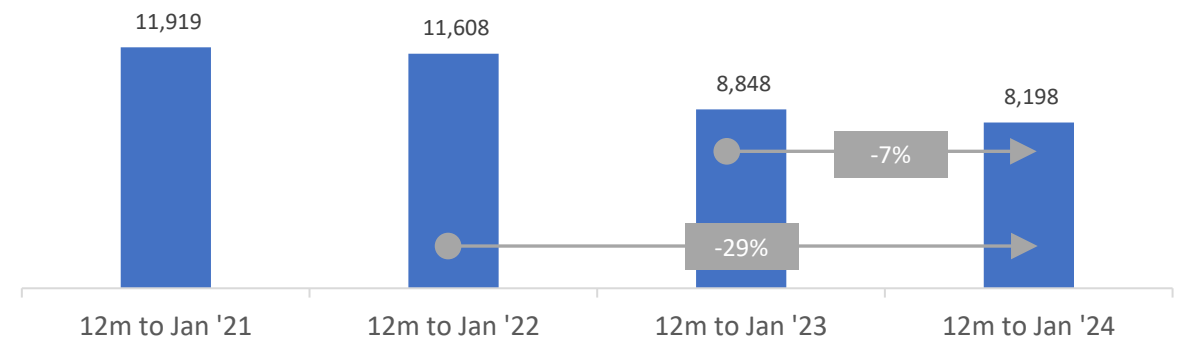
## Monthly Volume for January 2024: Fast Facts

Rank in series  
to-date  
53<sup>rd</sup> highest

Change from  
Dec 2023  
+57 incidents

Change from  
Jan 2023  
-65 incidents

3. Volume of S136 Incidents in the 12 months to Jan (A106)

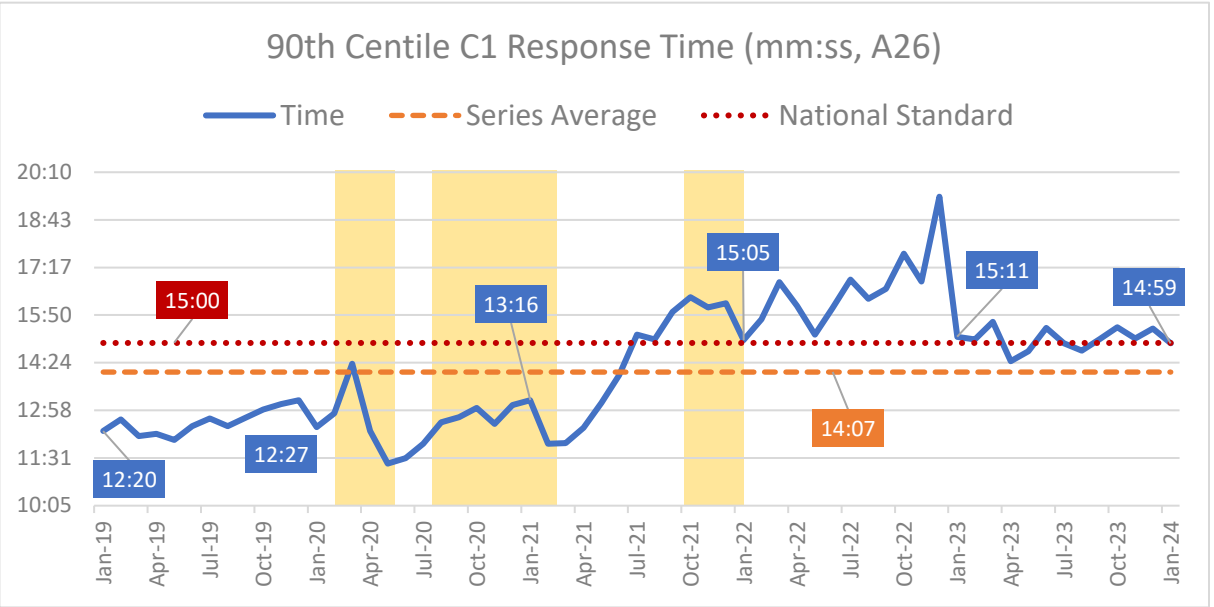
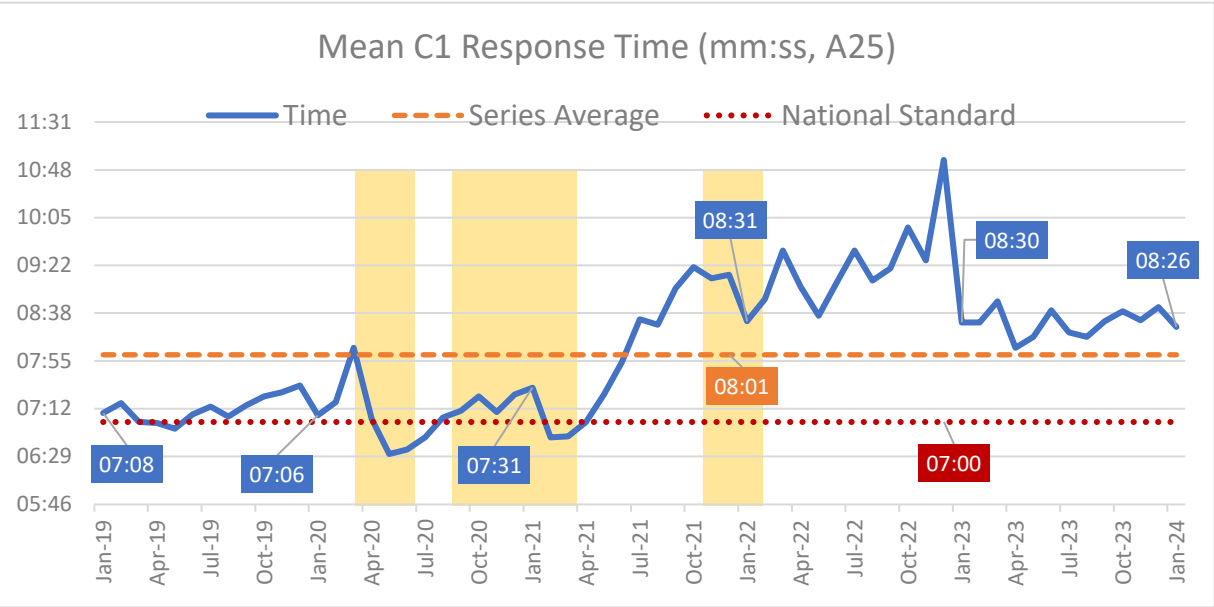


Yellow areas show COVID waves in the UK: source ONS.



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

Category-1 response times decreased in January 2023: the Mean-time was four-seconds faster than January 2023, but has been slower than the national standard since April 2021. However, the 90<sup>th</sup> Centile measure dipped below its national standard (15-minutes) for the fifth time in 12-months.



Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2023	Change from Jan 2023
30 <sup>th</sup> slowest	18 secs faster	4 secs faster

90<sup>th</sup> Centile Response Time for January 2024: Fast Facts

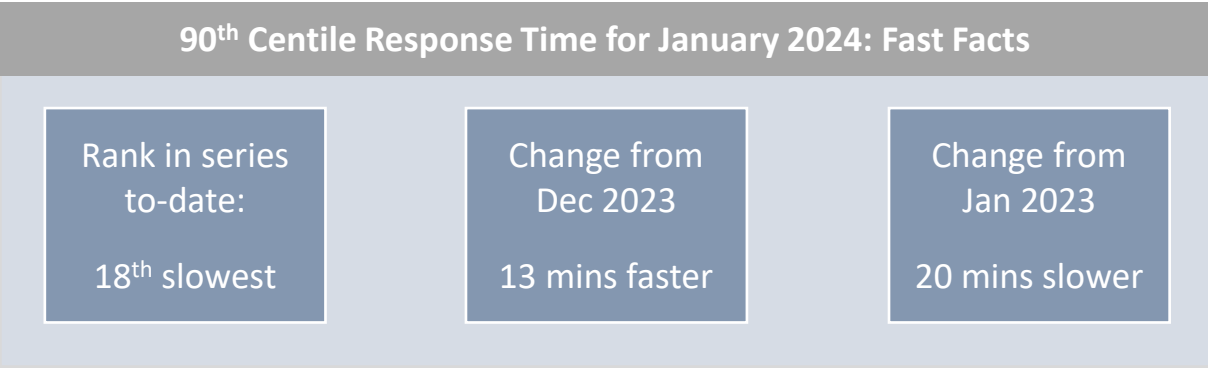
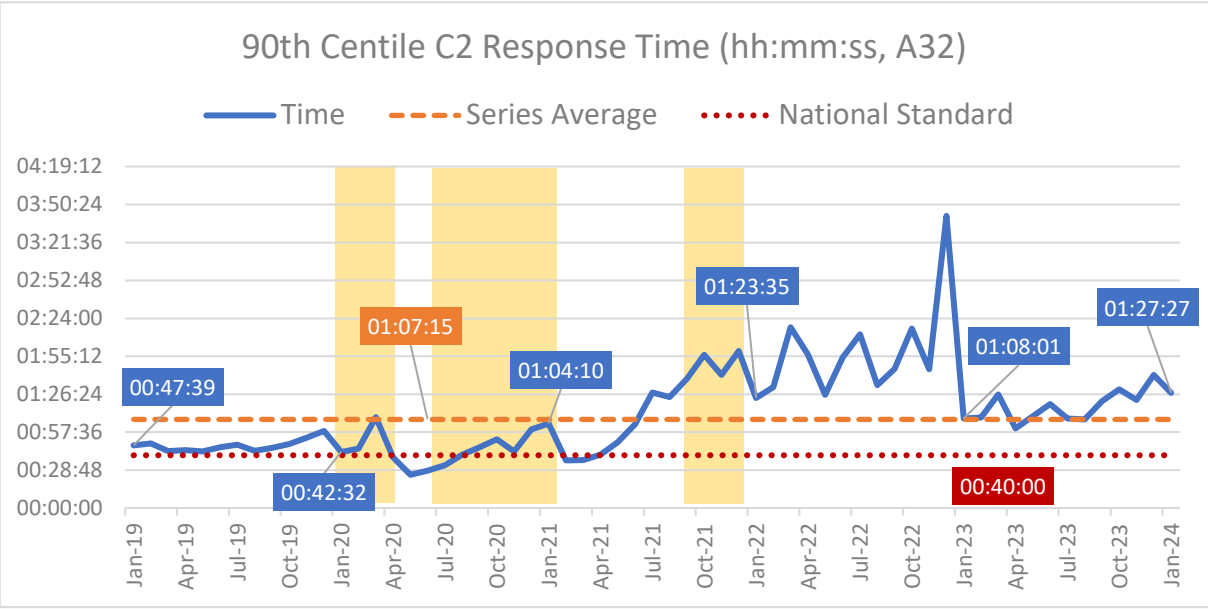
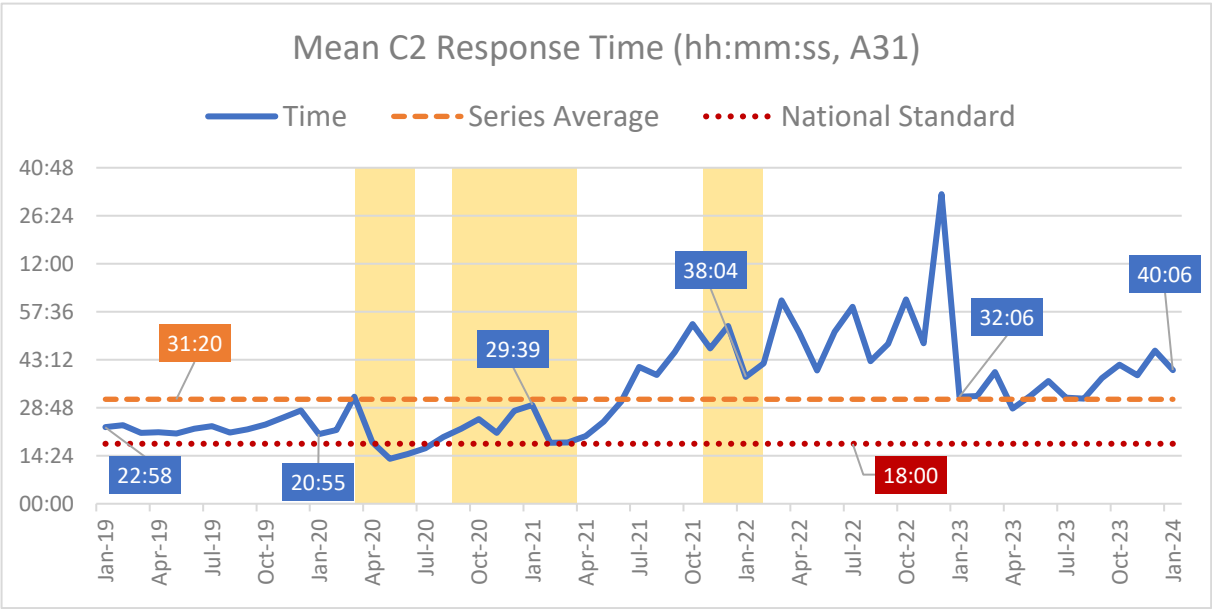
Rank in series to-date:	Change from Dec 2023	Change from Jan 2023
29 <sup>th</sup> slowest	27 secs faster	12 secs faster

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



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

Category-2 response times were faster in January 2024 compared with December, but slower than January 2023. They remain slower than their respective national standards by some margin, and are the slowest response times for any January since 2019.

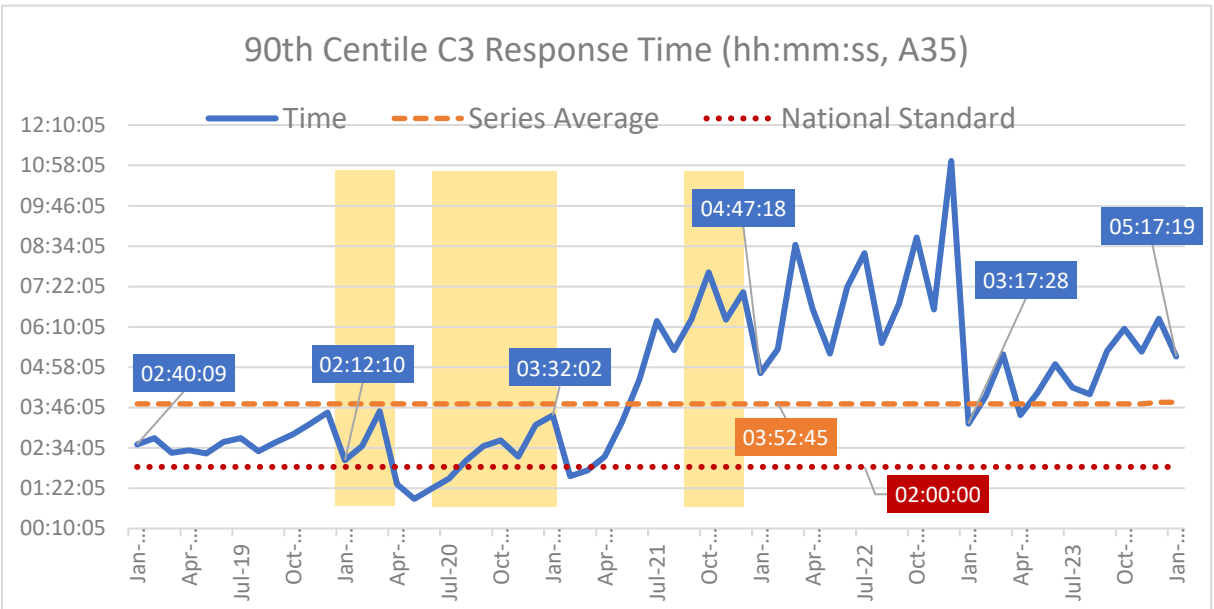
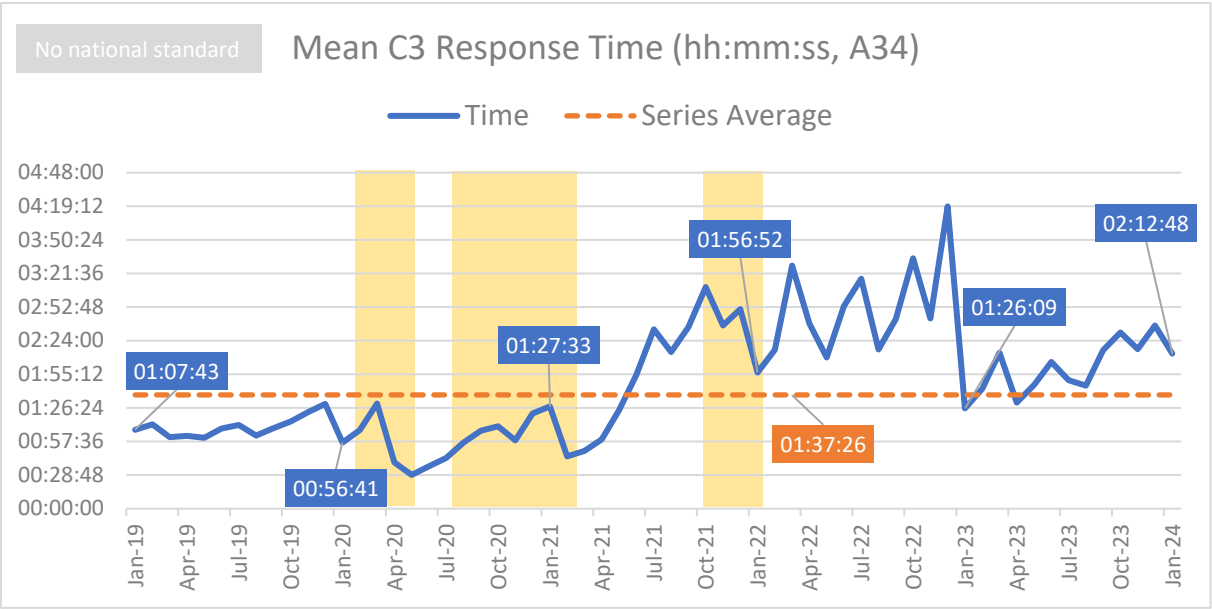


Yellow areas show COVID waves in the UK: source ONS.



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

Response times for Category-3 incidents were faster in January 2024 compared with December, but significantly slower than January 2023, and the slowest response times for any January to-date. The 90<sup>th</sup> Centile measure is over twice as slow as the national standard of two hours.



### Mean Response Time for January 2024: Fast Facts

Rank in series  
to-date  
  
22<sup>nd</sup> slowest

Change from  
Dec 2023  
  
24 mins faster

Change from  
Jan 2023  
  
46 mins slower

### 90<sup>th</sup> Centile Response Time for January 2024: Fast Facts

Rank in series  
to-date:  
  
23<sup>rd</sup> slowest

Change from  
Dec 2023  
  
7 mins faster

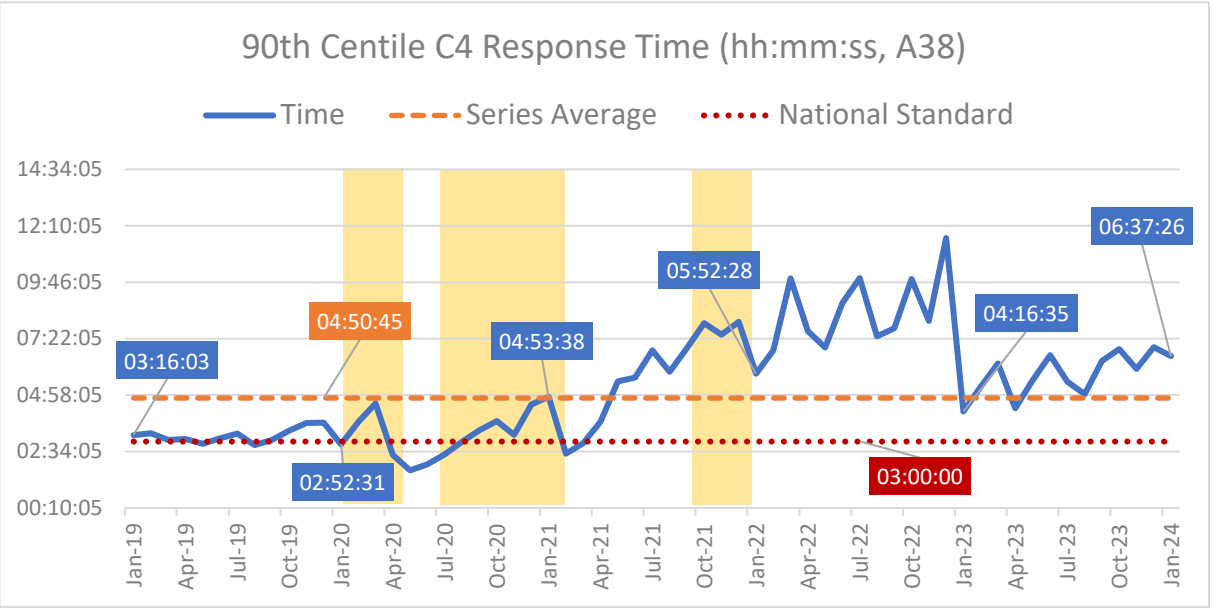
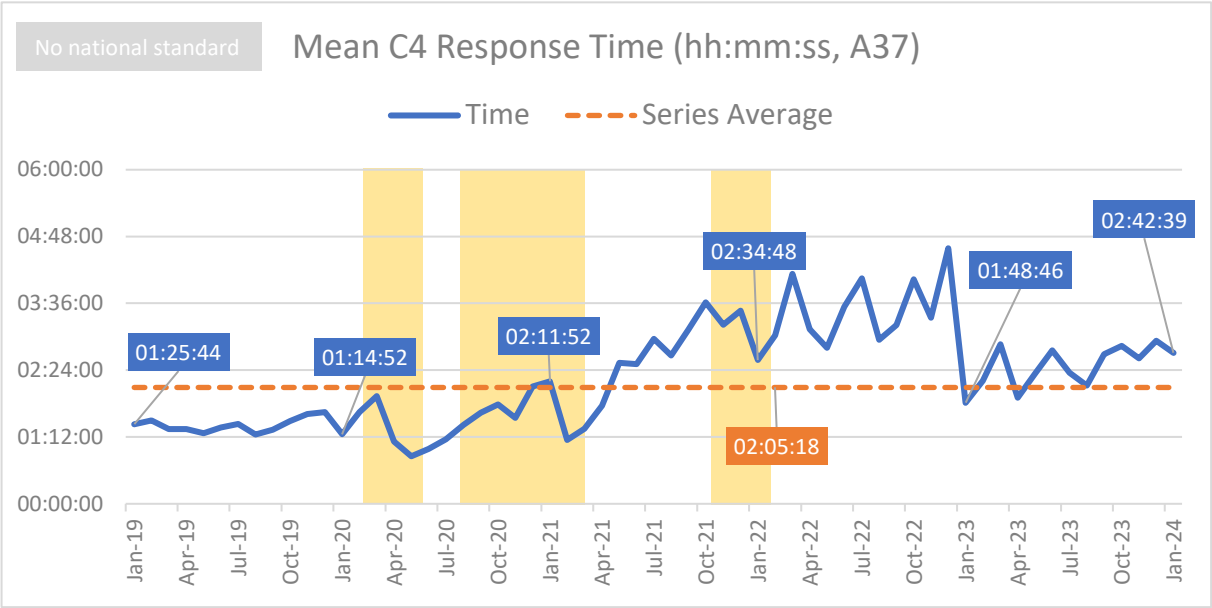
Change from  
Jan 2023  
  
2 hours slower

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



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

Category-4 response times decreased between December and January, but both the Mean and 90<sup>th</sup> Centile measure, are the slowest seen for any January to-date and, in the case of the 90<sup>th</sup> Centile measure, is more than twice as slow as the national standard of three-hours.



### Mean Response Time for January 2024: Fast Facts

Rank in series  
to-date  
21<sup>st</sup> slowest

Change from  
Dec 2023  
13 mins faster

Change from  
Jan 2023  
54 mins slower

### 90<sup>th</sup> Centile Response Time for January 2024: Fast Facts

Rank in series  
to-date:  
21<sup>st</sup> slowest

Change from  
Dec 2023  
23 mins faster

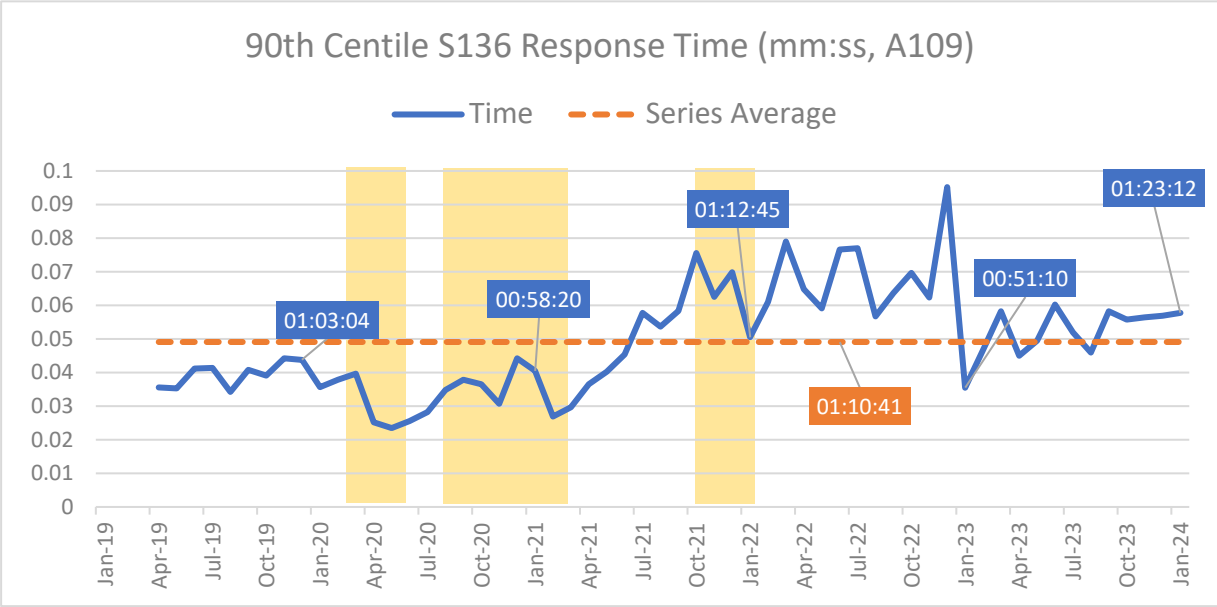
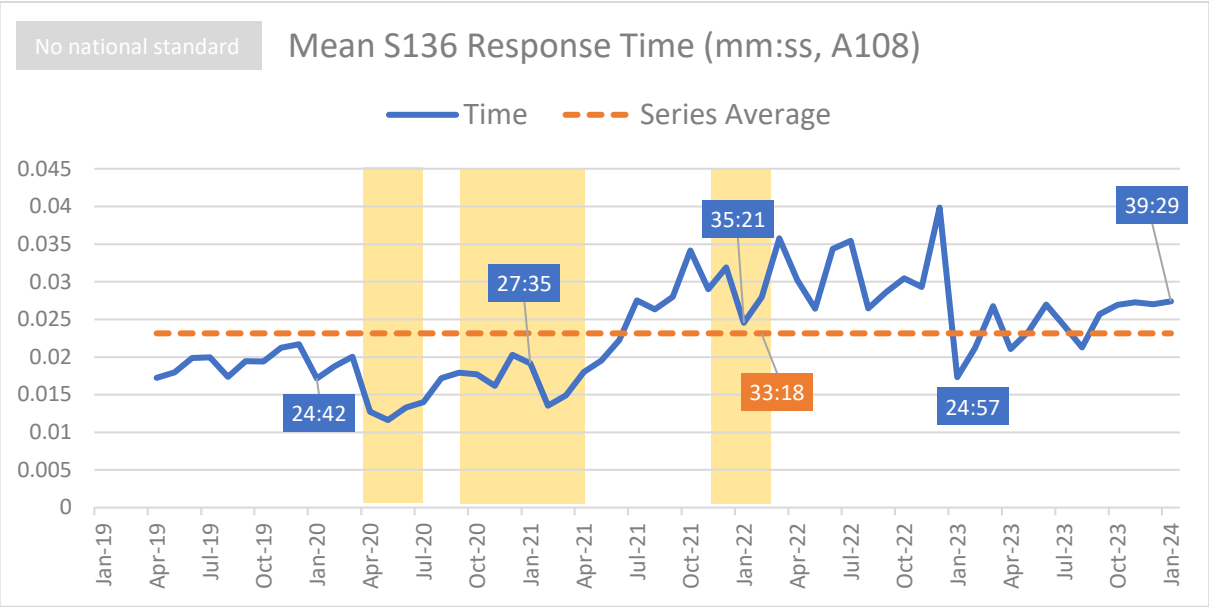
Change from  
Jan 2023  
2.4 hrs slower

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



## 22. Demand: Section 136 Response Times (Measures A108 and A109)

Response times for Section 136 incidents were slower than in December, with both the Mean and 90<sup>th</sup> Centile measures the slowest for any January to-date.



### Mean Response Time for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2023	Change from Jan 2023
15 <sup>th</sup> slowest	34 secs slower	14 mins slower

### 90<sup>th</sup> Centile Response Time for January 2024: Fast Facts

Rank in series to-date:	Change from Dec 2023	Change from Jan 2023
18 <sup>th</sup> slowest	1 min slower	32 mins slower

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



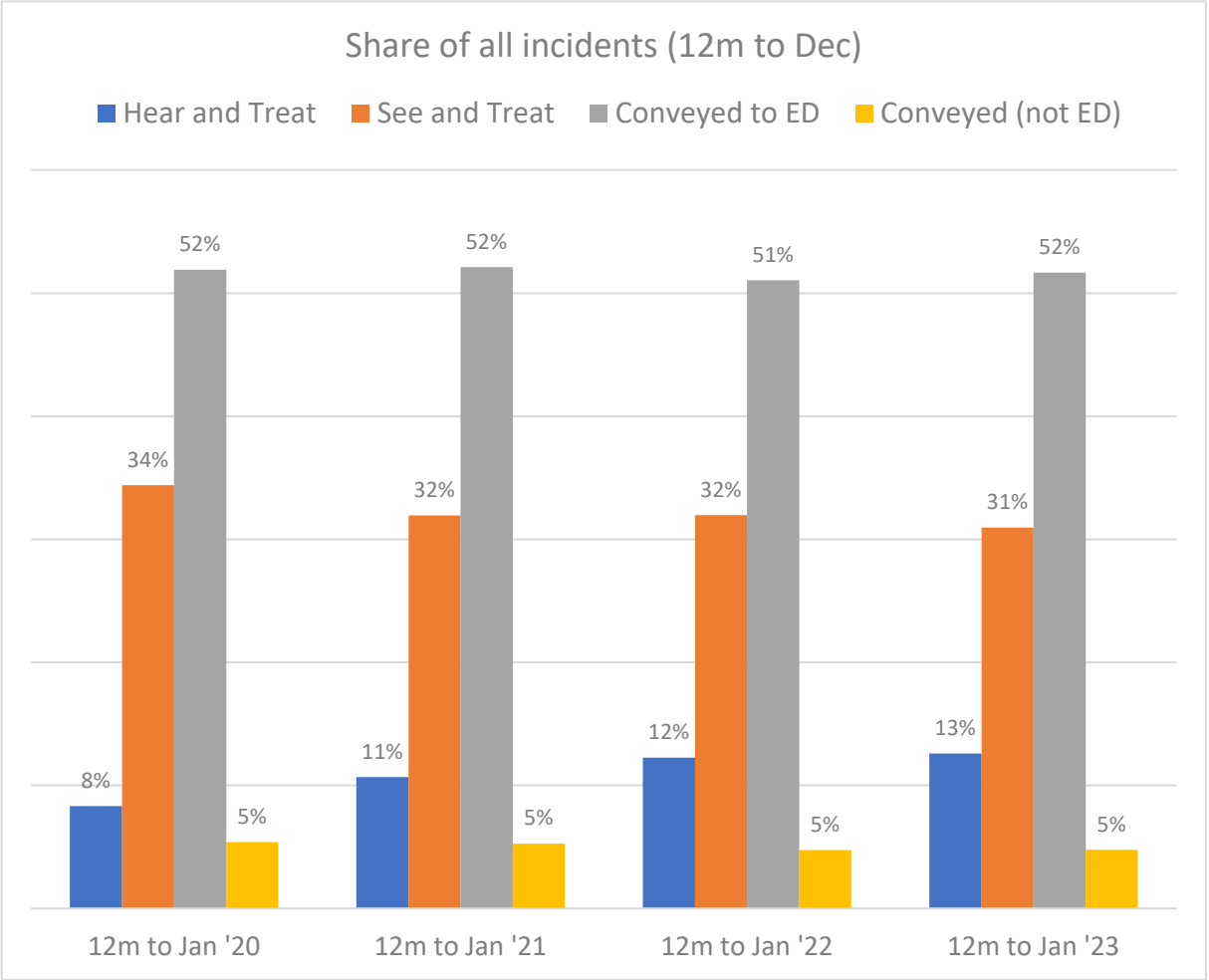
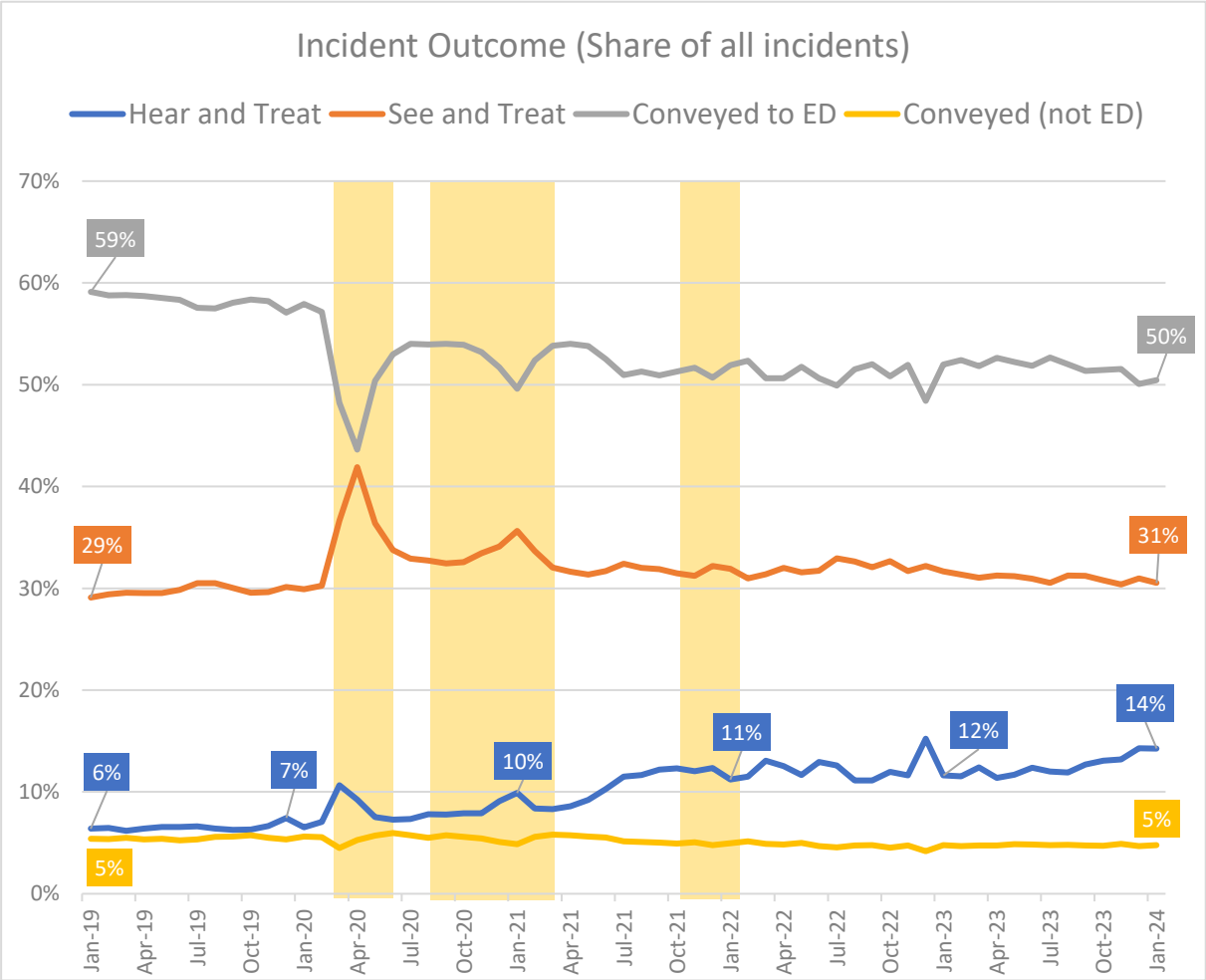
# Section 3

## Incidents by Response Outcome

- [Share of Incidents by Response Outcome](#)
- [Hear and Treat](#)
- [Face to Face](#)
- [See and Treat](#)
- [Incidents with Transport to ED](#)
- [Incidents not with Transport to Destination other than ED](#)

# 24. Share of Incidents by Response Outcome

The share of responses accounted for by Hear-and-Treat have more than doubled since January 2019, with the most recent month reaching 14% of total responses. Conveyance to Emergency Departments has dropped by around 10% over the same time.



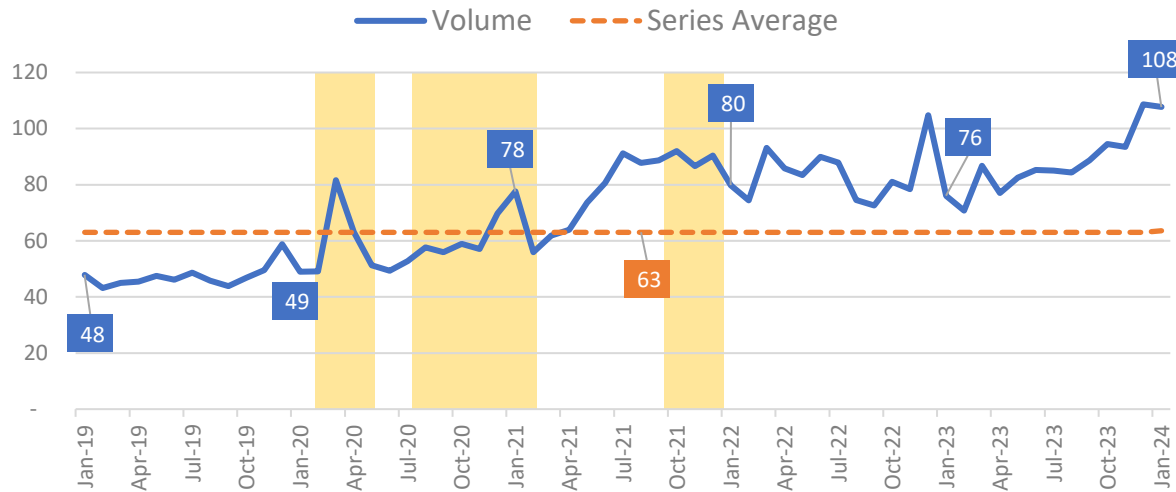
Yellow areas show COVID waves in the UK: source ONS.



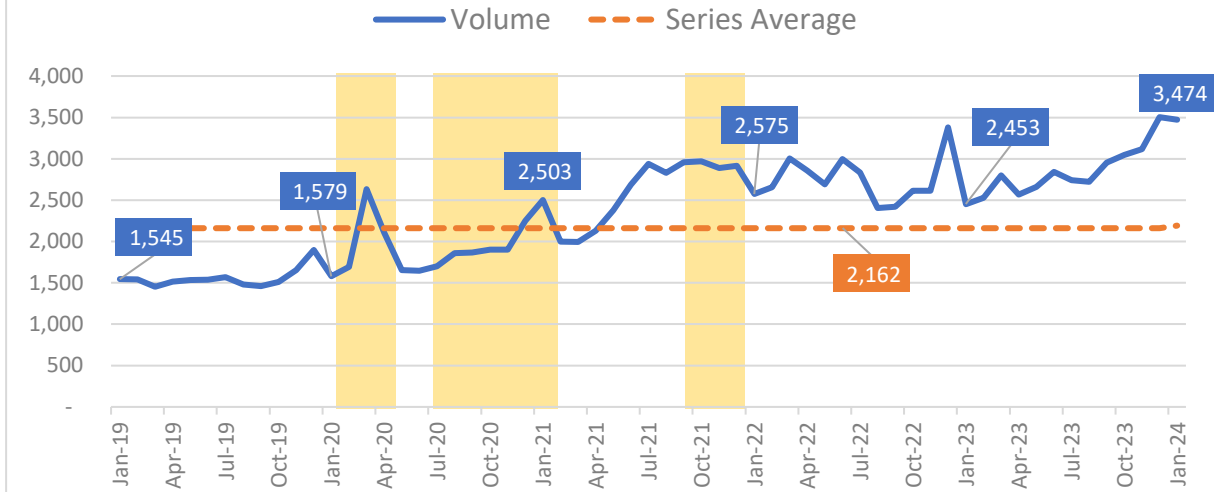
## 25. Hear and Treat (measure A17)

Although the month saw a decrease of around one-thousand incidents, January recorded the second greatest number of Hear-and-Treat (H&T) responses of any month to-date, and the highest volume of any January (1). H&R incidents have increased year-on-year since the past four periods (3).

1. Volume of H&T Responses ('000, A17)



2. Average Daily Volume of H&T Responses (A17)



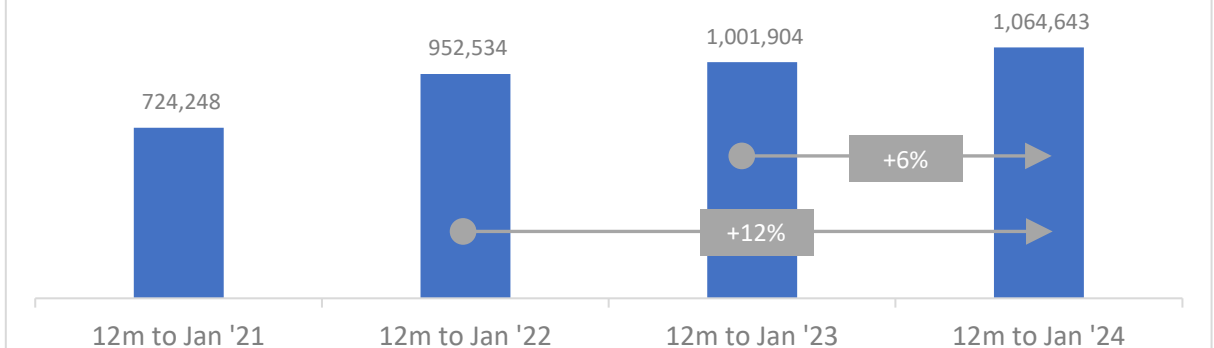
Monthly Volume for January 2024: Fast Facts

Rank in series  
to-date  
2<sup>nd</sup> highest

Change from  
Dec 2023  
-935 incidents

Change from  
Jan 2023  
+32 thousand

3. Volume of H&T Responses in the 12 months to Jan (A17)



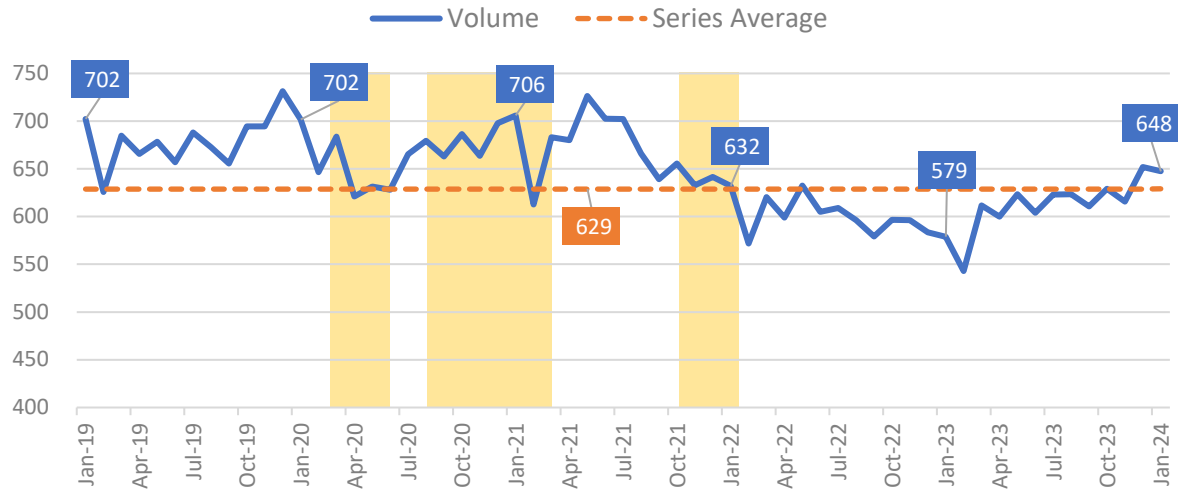
Yellow areas show COVID waves in the UK: source ONS.



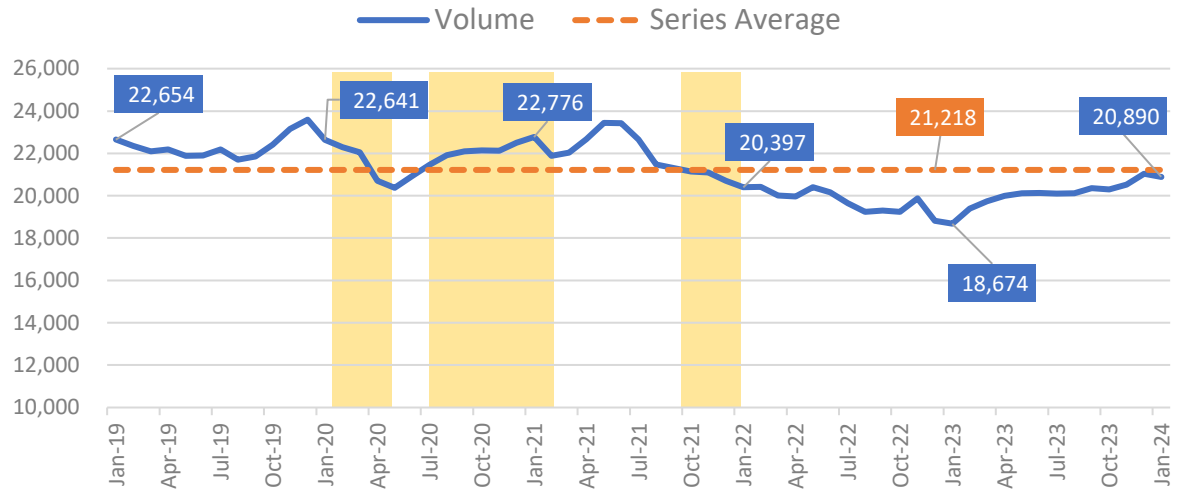
## 26. Face to Face (measure A56)

Face-to-Face (F2F, which includes See-and-Treat and Conveyance) decreased by four-thousand responses in January - however the latest monthly figure of 648-thousand is 69-thousand more than recorded in January 2023.

1. Volume of F2F Responses ('000, A56)



2. Average Daily Volume of F2F Responses (A56)



### Monthly Volume for January 2024: Fast Facts

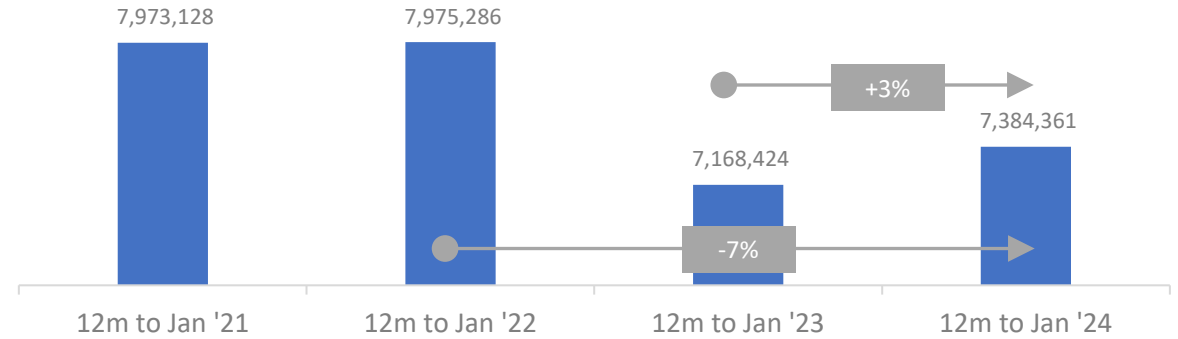
Rank in series  
to-date  
36<sup>th</sup> highest

Change from  
Dec 2023  
-4 thousand

Change from  
Jan 2023  
+69 thousand

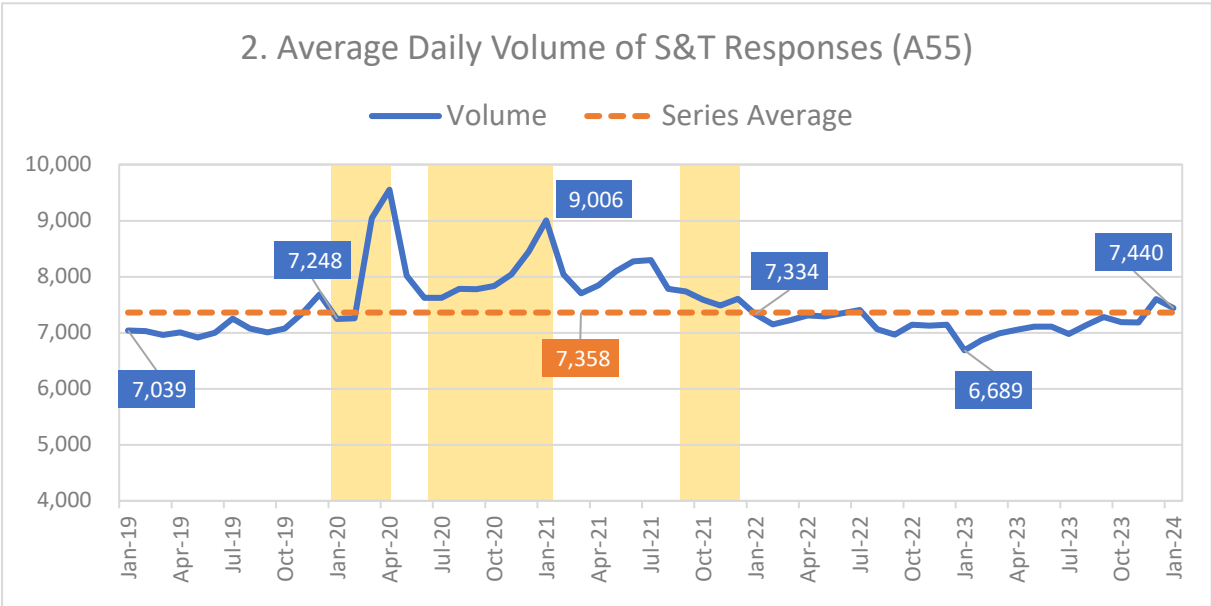
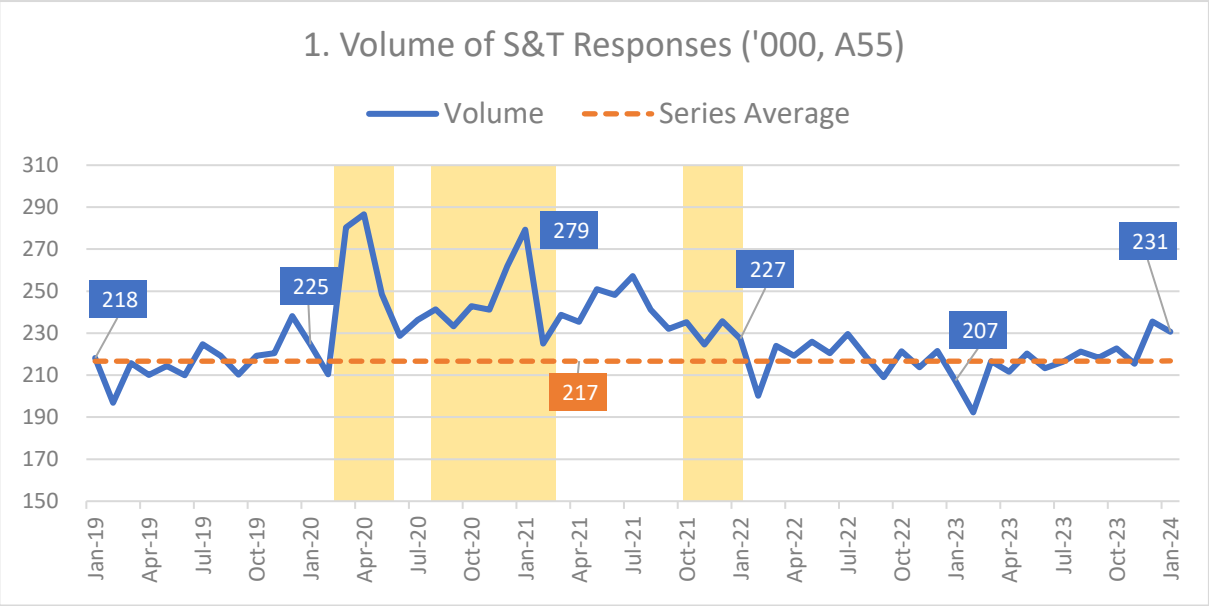
Yellow areas show COVID waves in the UK: source ONS.

3. Volume of F2F Responses in the 12 months to Jan (A56)



# 27. See and Treat (measure A55)

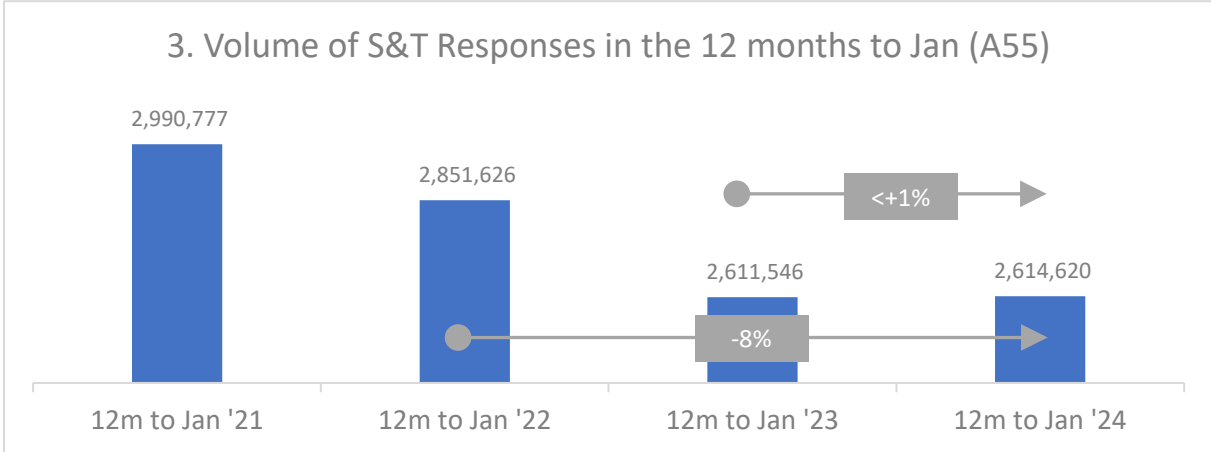
See-and-Treat (S&T) responses dropped slightly in January – but there were 23-thousand more of these responses than seen in January 2023 (1). The annualized data show a modest up-lift in the most recent period, but is well under a quarter-of-a-million fewer than seen in the 12-months to January 2021.



Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2023	Change from Jan 2023
22 <sup>nd</sup> highest	-5 thousand	+23 thousand

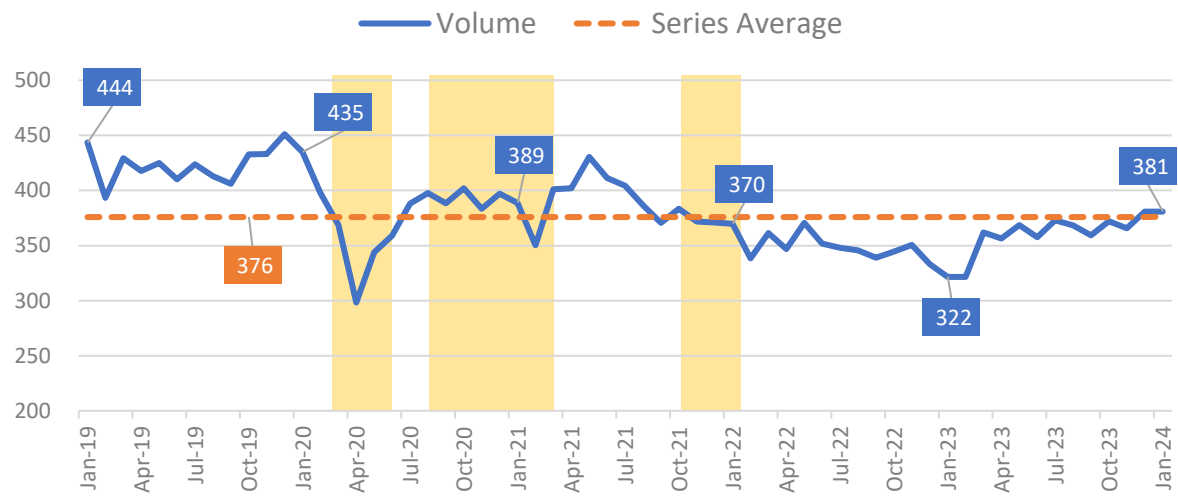
Yellow areas show COVID waves in the UK: source ONS.



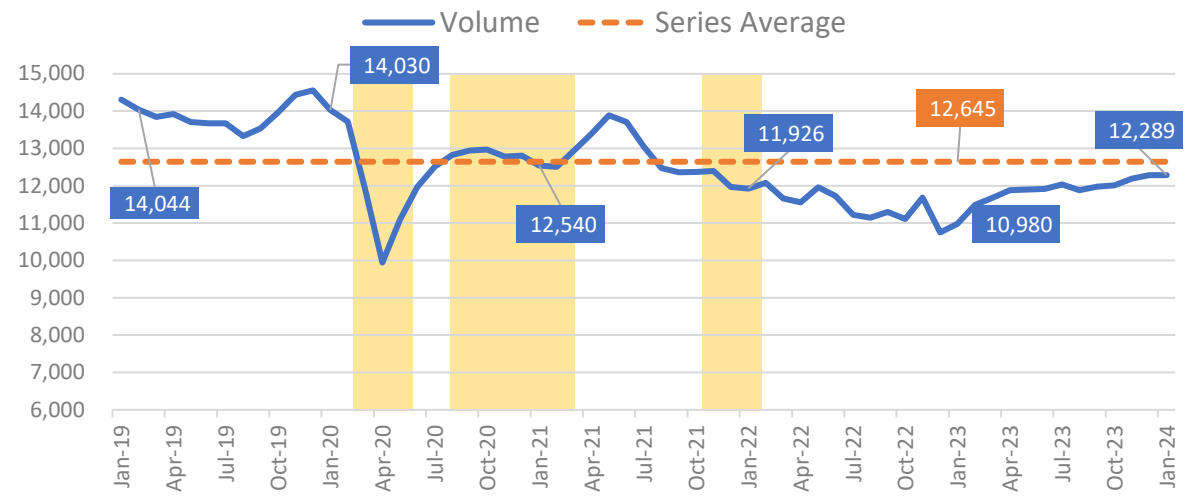
## 28. Transported to Emergency Departments (T2ED) (measure A53)

Patients conveyed to Emergency Departments saw a very slight uplift between December and January, but the month saw over 41-thousand more responses than recorded in January 2023 (1). The annualized data show growth of 5%, or nearly 200-thousand responses, between the last two periods (3).

1. Volume of T2ED Responses ('000, A53)



2. Average Daily Volume of T2ED Responses (A53)



### Monthly Volume for January 2024: Fast Facts

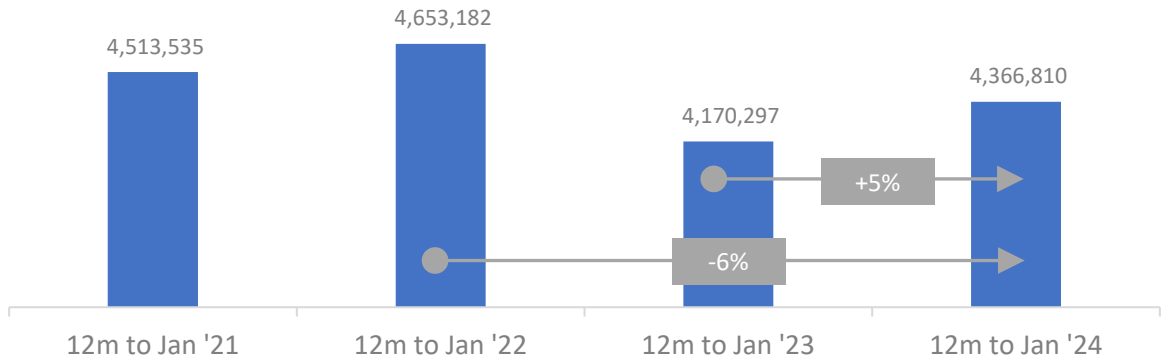
Rank in series  
to-date  
40<sup>th</sup> highest

Change from  
Dec 2023  
+170 responses

Change from  
Jan 2023  
+41 thousand

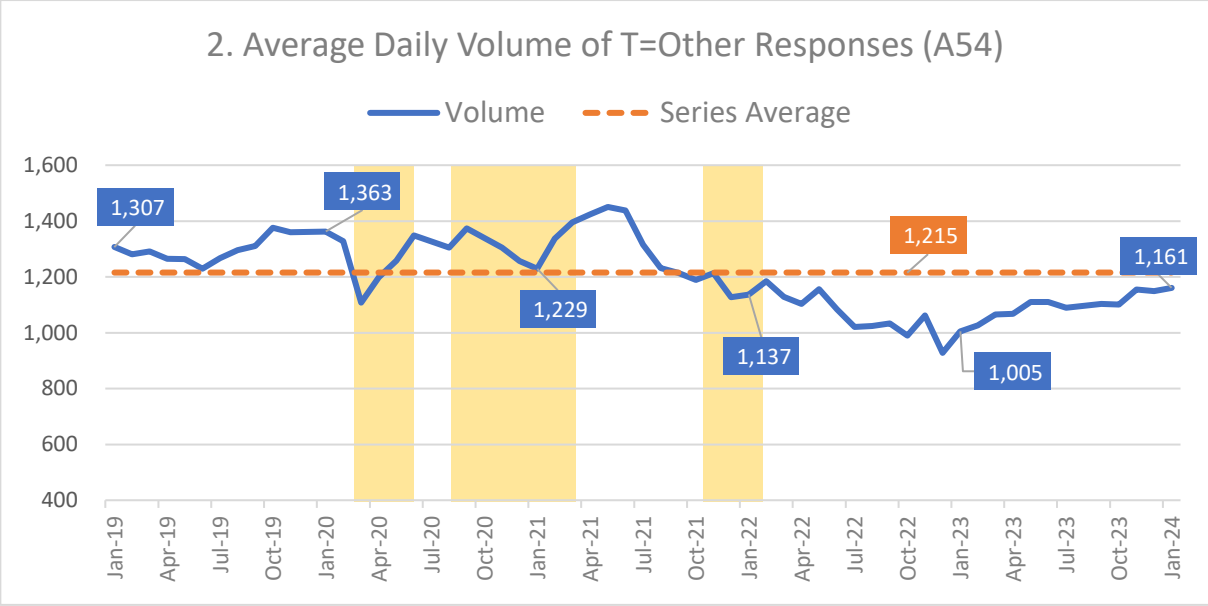
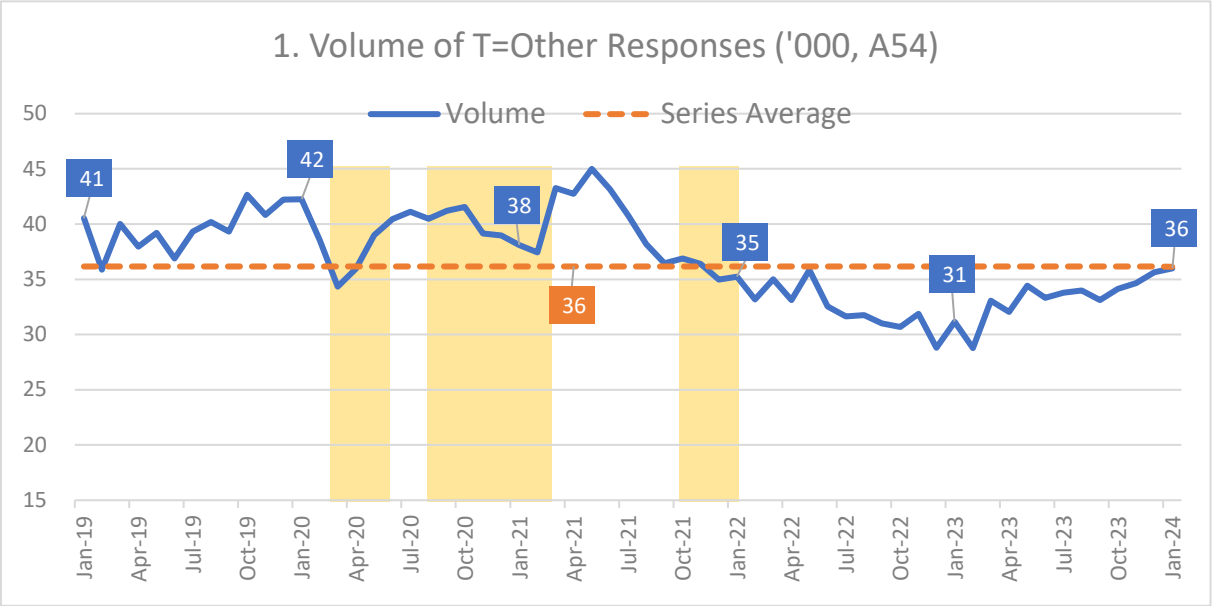
Yellow areas show COVID waves in the UK: source ONS.

3. Volume of T2ED Responses in the 12 months to Jan (A53)



# 29. Transported to Destination other than ED (T=Other) (measure A54)

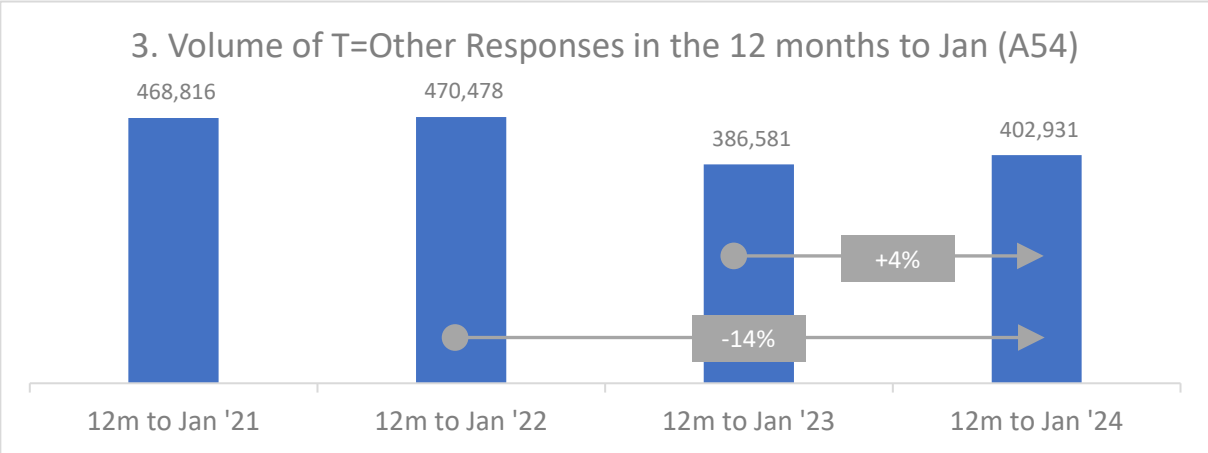
Patients conveyed to a destination other than ED increased in January, taking the total to 36-thousand, five-thousand more responses than January 2023. As with other F2F measures, this metric saw an increase in annualized volume between the two most recent periods.



Monthly Volume for January 2024: Fast Facts

Rank in series to-date	Change from Dec 2023	Change from Jan 2023
43 <sup>rd</sup> highest	+355 responses	+5 thousand

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



# Section 4

## Patient Handover Delays

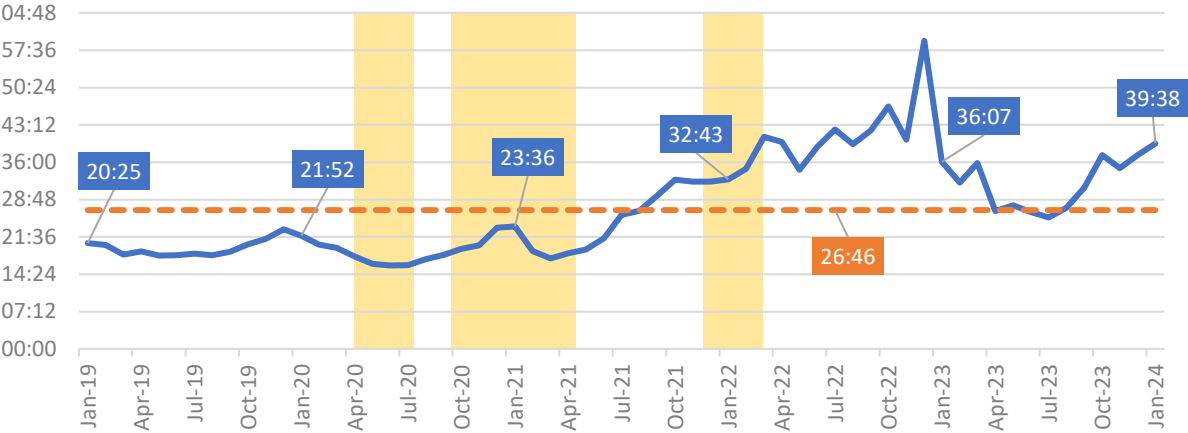
- [Average Handover Times and Delays as Proportion of All Handovers](#)
- [Handover Delays Over 15 Minutes](#)
- [Handover Delays Over 30 Minutes](#)
- [Handover Delays Over 60 Minutes](#)
- [Handover Delays Over 120 Minutes](#)
- [Handovers Longer Than Three Hours](#)
- [Impact on Patients and Crew](#)

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

Mean handover time was the 8<sup>th</sup> slowest month overall and the slowest January to-date. The proportion of handovers taking an hour or longer was the fourth highest to date, representing an increase on both December, last January, and representing the greatest proportion of any January to-date.

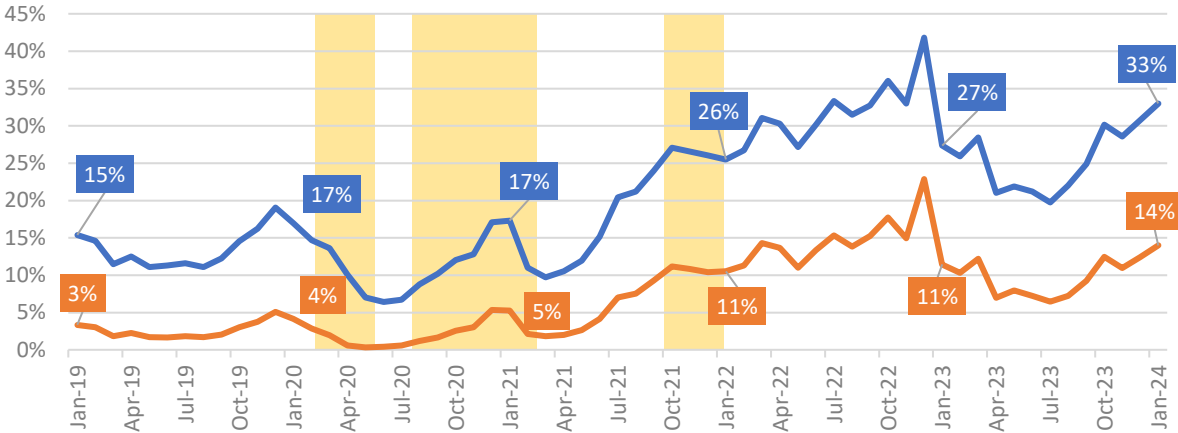
Mean Handover Time (hh:mm:ss)

— Mean Handover Time    - - - Series Average



Proportion of Hospital Handovers...

— ...30-minutes plus    — ...60-minutes plus



Mean Handover Time for January 2024: Fast Facts

Rank in series  
to-date  
8<sup>th</sup> highest

Change from  
Dec 2023  
2 mins slower

Change from  
Jan 2023  
3 mins slower

60 minute-plus Handovers January 2024: Fast Facts

Rank in series  
to-date:  
4<sup>th</sup> highest

Change from  
Dec 2023  
2pp higher

Change from  
Jan 2023  
3pp higher

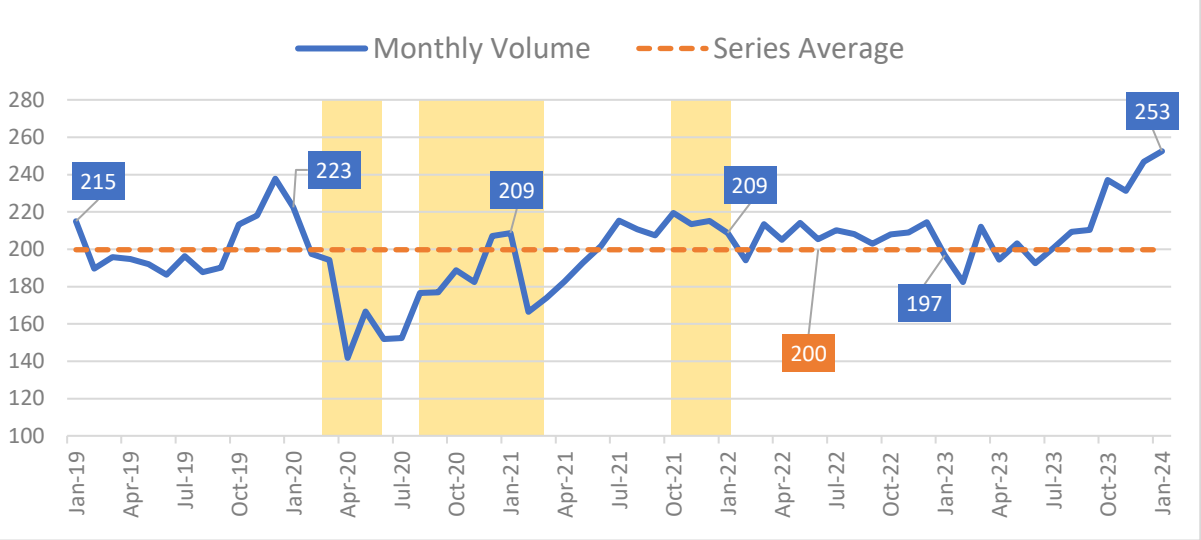
Yellow areas show COVID waves in the UK: source ONS.



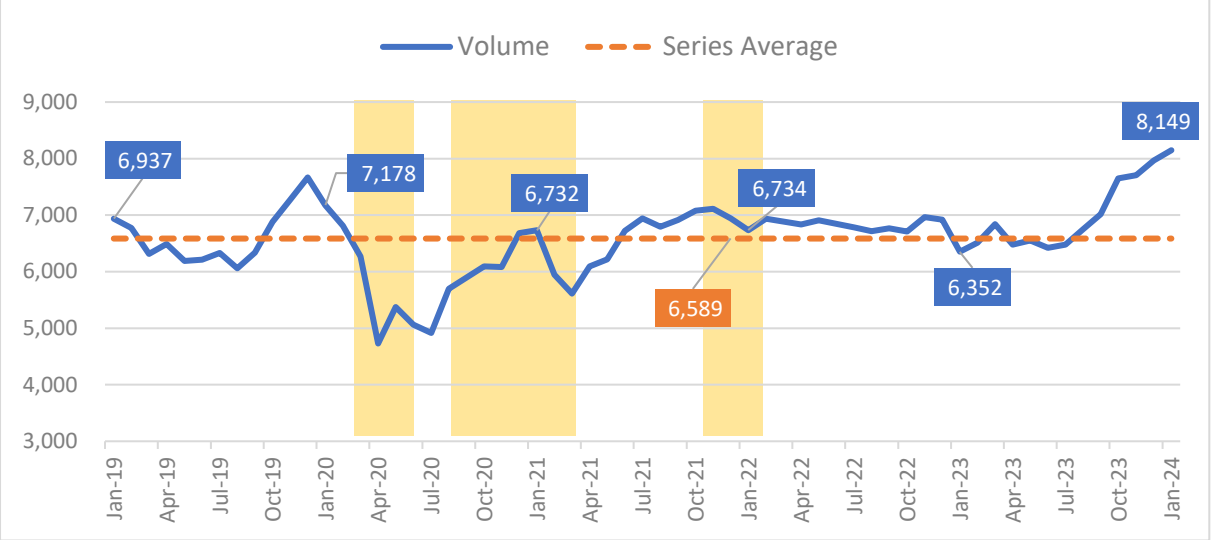
## 32. Volume of Patient Handover Delays over 15 Minutes (source, NAIG)

For the second month running, the volume of handovers of 15-minutes or longer increased to reach highest to-date. (1). The 12 months to January 2024, also saw the highest annualised volume, exceeding two-and-a-half million delays (3).

1. Volume of Handovers at 15+ Minutes ('000)



2. Average Daily Volume of Handovers at 15+ Minutes



Monthly Volume for January 2024: Fast Facts

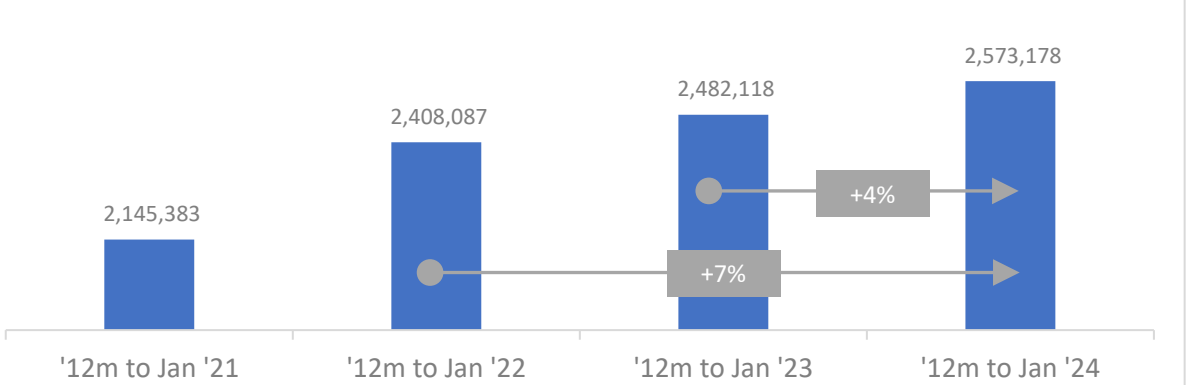
Rank in series  
to-date  
1<sup>st</sup>/ highest

Change from  
Dec 2023  
+6 thousand

Change from  
Jan 2023  
+56 thousand

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

3. Volume of Handovers at 15+ Mins, 12 months to Jan

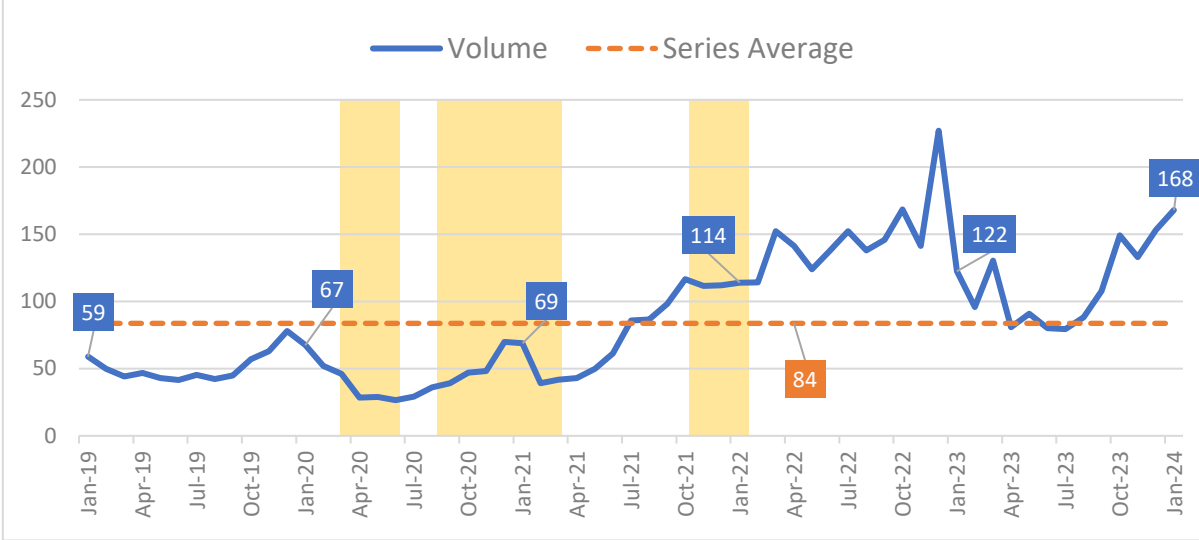




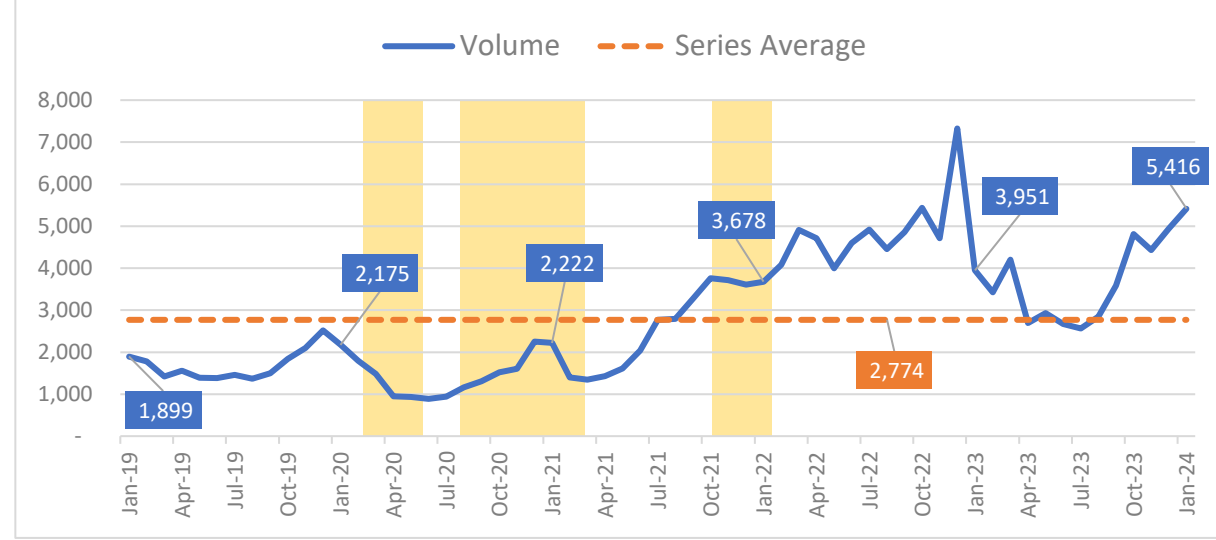
# 33. Hours Lost to Patient Handover Delays over 15 Minutes (source, NAIG)

Hours lost as result of handovers exceeding 15-minutes reached the third highest volume to-date. There were 168-hours lost across the month, an increase of 45-thousand compared with January 2023 (1).

1. Hours Lost to Handovers at 15+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 15+ Minutes



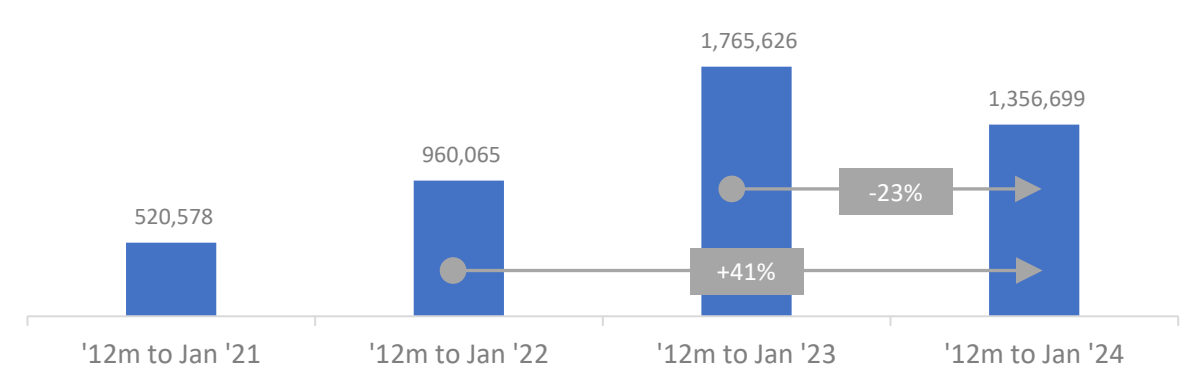
Monthly Hours Lost for January 2024: Fast Facts

Rank in series  
to-date  
3<sup>rd</sup> highest

Change from  
Dec 2023  
+15 thousand

Change from  
Jan 2023  
+45 thousand

3. Hours Lost to Handovers at 15+ Mins, 12 months to Jan



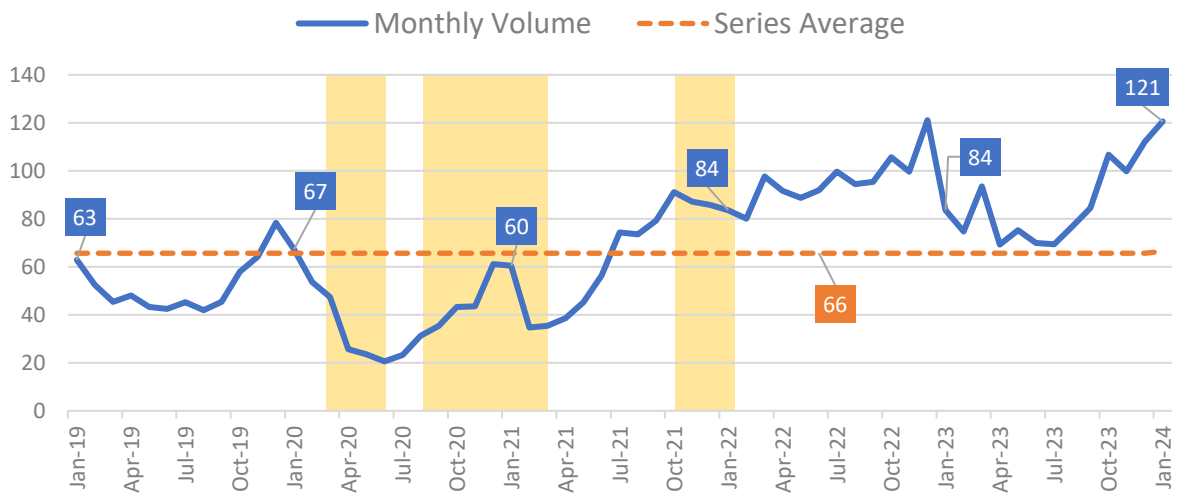
Yellow areas show COVID waves in the UK: source ONS.



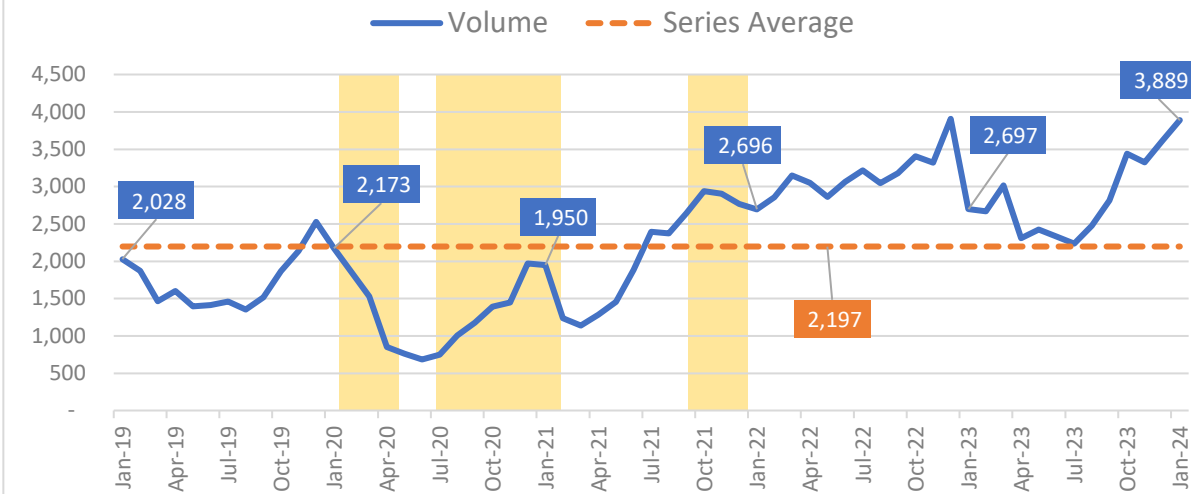
# 34. Volume of Patient Handover Delays over 30 Minutes (source, NAIG)

For the second consecutive month, handover delays of 30-minutes or longer reached the second highest level to-date (1). The 12-months to January 2023 saw a slight decrease compared with the previous period, but is more than double the volume seen in the 12-months to January 2021.

1. Volume of Handovers at 30+ Minutes ('000)



2. Average Daily Volume of Handovers at 30+ Minutes



Monthly Volume for January 2024: Fast Facts

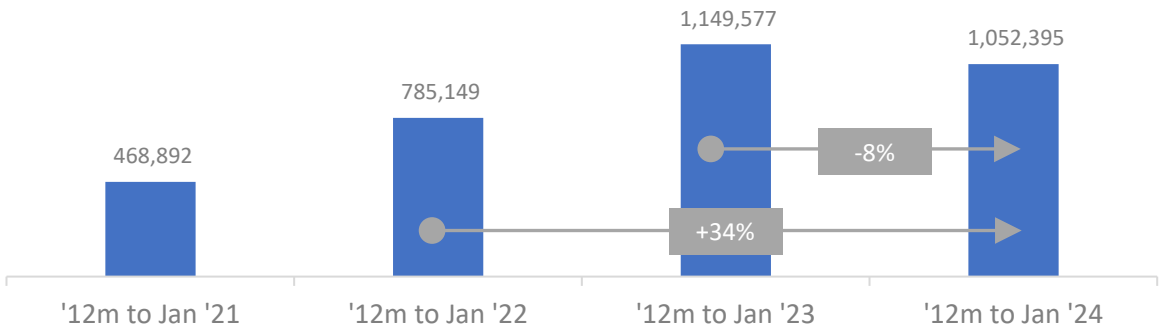
Rank in series  
to-date  
**2<sup>nd</sup> highest**

Change from  
Dec 23  
**+9 thousand**

Change from  
Jan 23  
**+37 thousand**

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

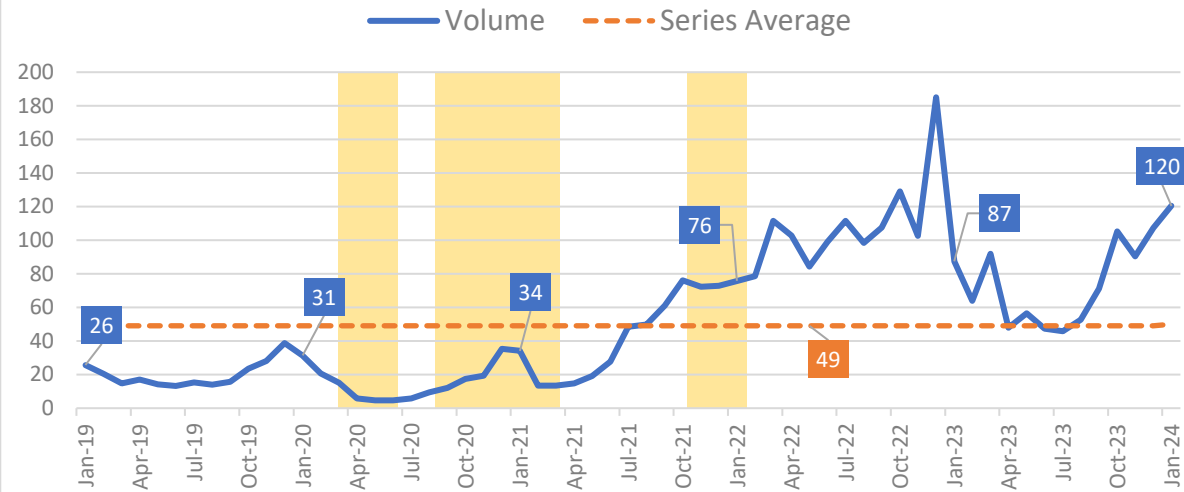
3. Volume of Handovers at 30+ Mins, 12 months to Jan



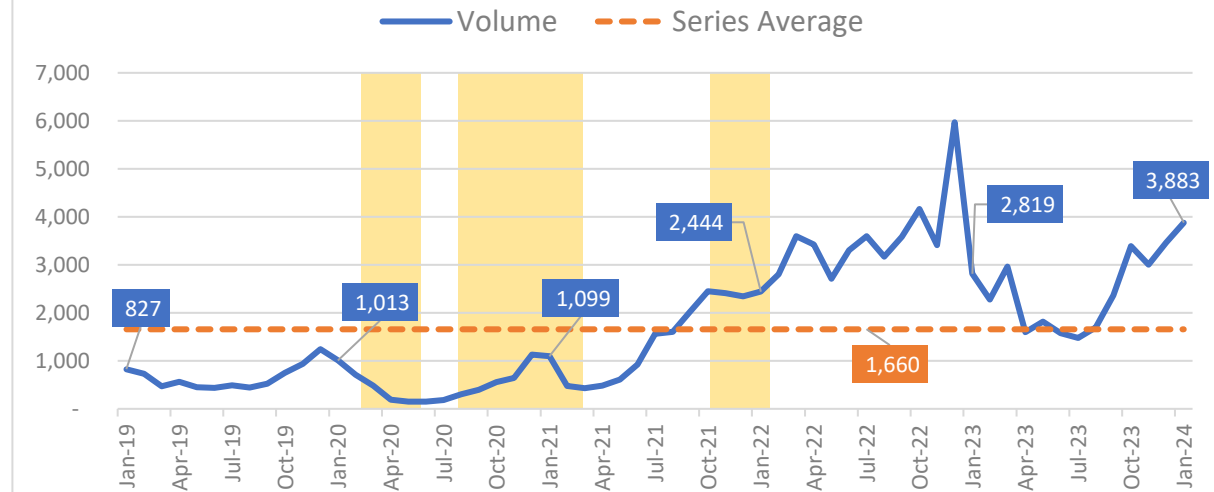
## 35. Hours Lost to Patient Handover Delays over 30 Minutes (source, NAIG)

There were 120-thousand hours lost to handover delays of 30-minutes or longer in January 2023. This is the third highest volume to-date (1). The most recent 12-month volume is over four times greater as that seen four years ago, but represents a decrease of nearly 400-thousand compared with the previous period (3).

1. Hours Lost to Handovers at 30+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 30+ Minutes



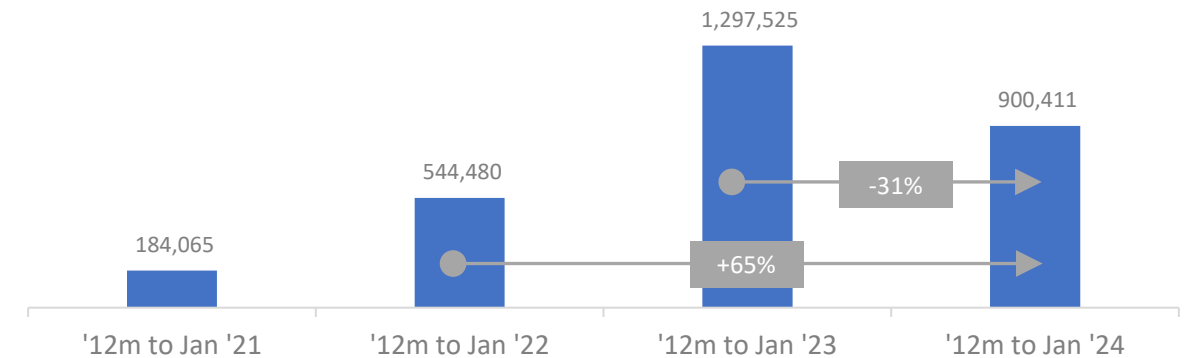
Monthly Hours Lost for January 2024: Fast Facts

Rank in series  
to-date  
3<sup>rd</sup> highest

Change from  
Dec 2023  
+13 thousand

Change from  
Jan 2023  
+33 thousand

3. Hours Lost to Handovers at 30+ Mins, 12 months to Jan



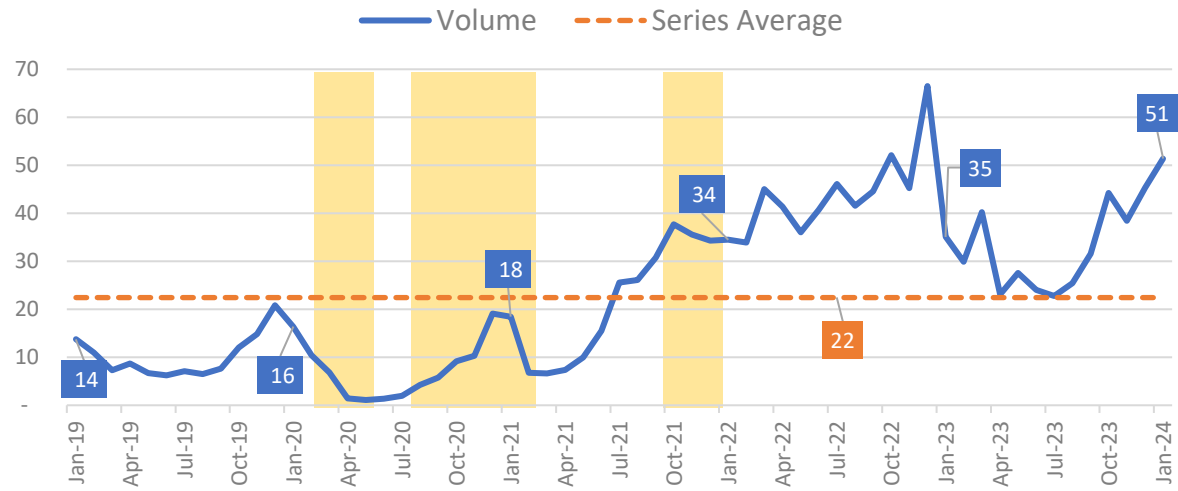
Yellow areas show COVID waves in the UK: source ONS.



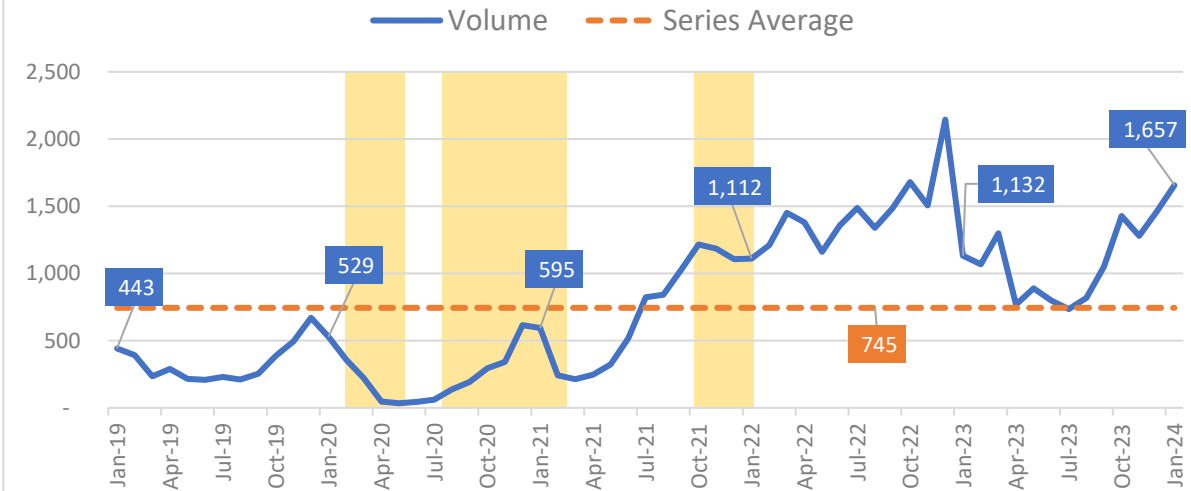
## 36. Volume of Patient Handover Delays over 60 Minutes (source, NAIG)

Hour-plus delays increased to reach 51-thousand, the third highest monthly volume to-date (1). While the annualized data show over 100-thousand fewer hour-plus delays compared with the previous period, at 403-thousand the current number is over four times greater than the 12-months to January 2021 (3).

1. Volume of Handovers at 60+ Minutes ('000)



2. Average Daily Volume of Handovers at 60+ Minutes



Monthly Volume for January 2024: Fast Facts

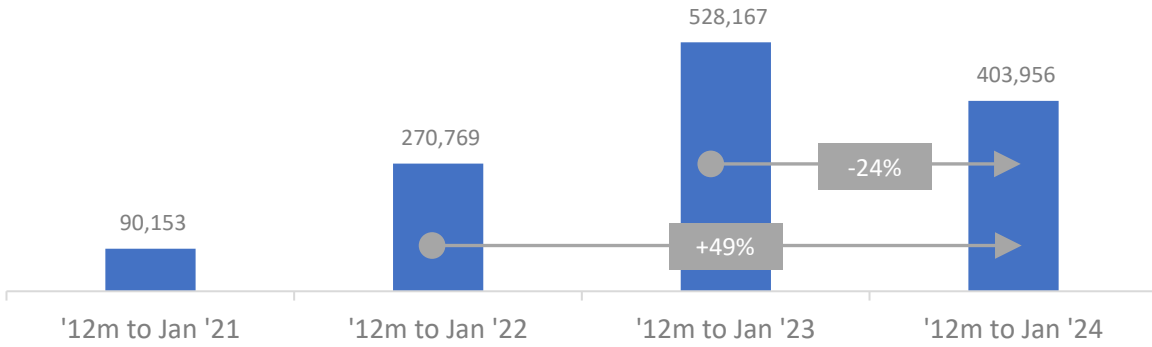
Rank in series  
to-date  
**3<sup>rd</sup> highest**

Change from  
Dec 2023  
**+6 thousand**

Change from  
Jan 2023  
**+16 thousand**

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

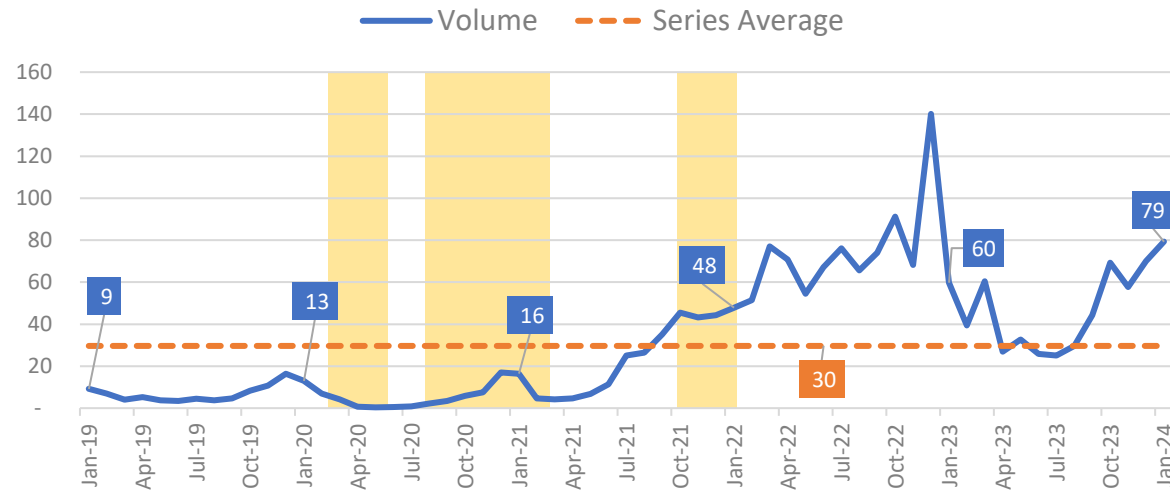
3. Volume of Handovers at 60+ Mins, 12 months to Jan



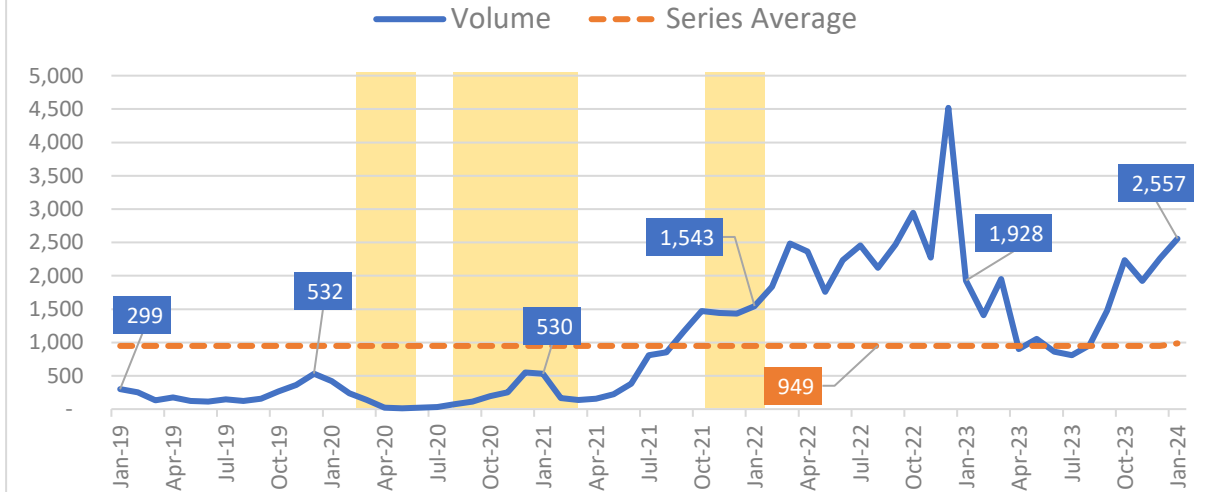
## 37. Hours Lost to Patient Handover Delays over 60 Minutes (source, NAIG)

The time lost to hour-plus delays in January 2024 is three times greater than that recorded six months ago. At 79-thousand hours, it represents the most time lost for any January on record, and the third highest monthly volume to-date (1).

1. Hours Lost to Handovers at 60+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 60+ Minutes



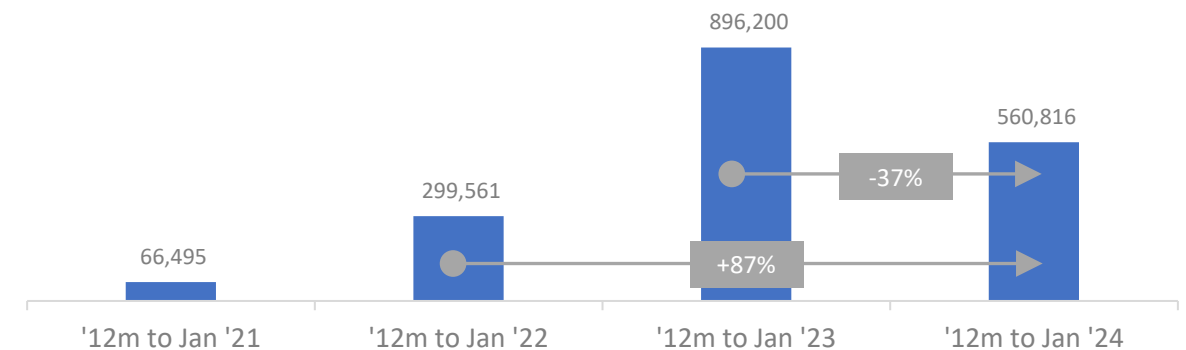
Monthly Hours Lost for January 2024: Fast Facts

Rank in series  
to-date  
**3<sup>rd</sup> highest**

Change from  
Dec 2023  
**+9 thousand**

Change from  
Jan 2023  
**+19 thousand**

3. Hours Lost to Handovers at 60+ Mins, 12 months to Jan



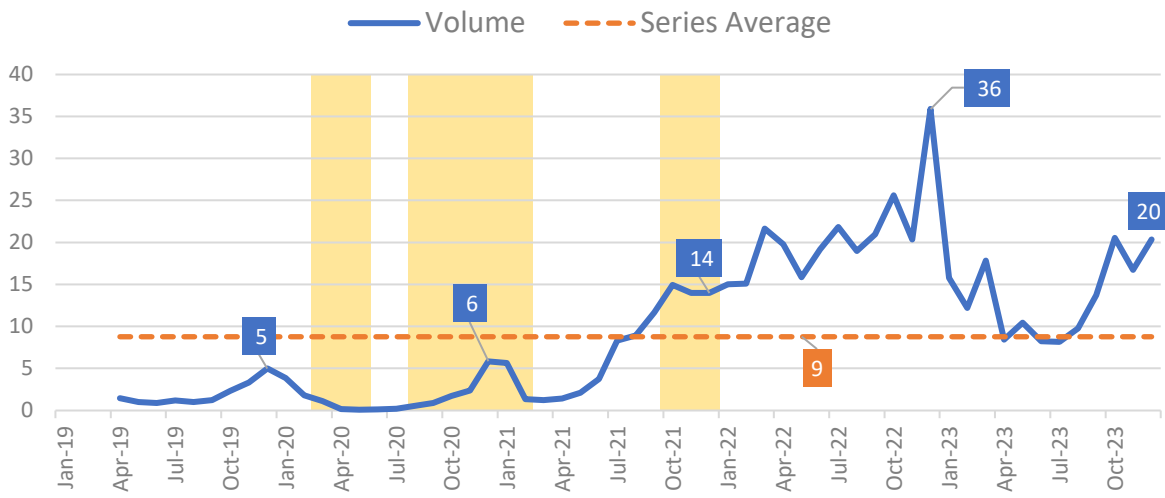
Yellow areas show COVID waves in the UK: source ONS.



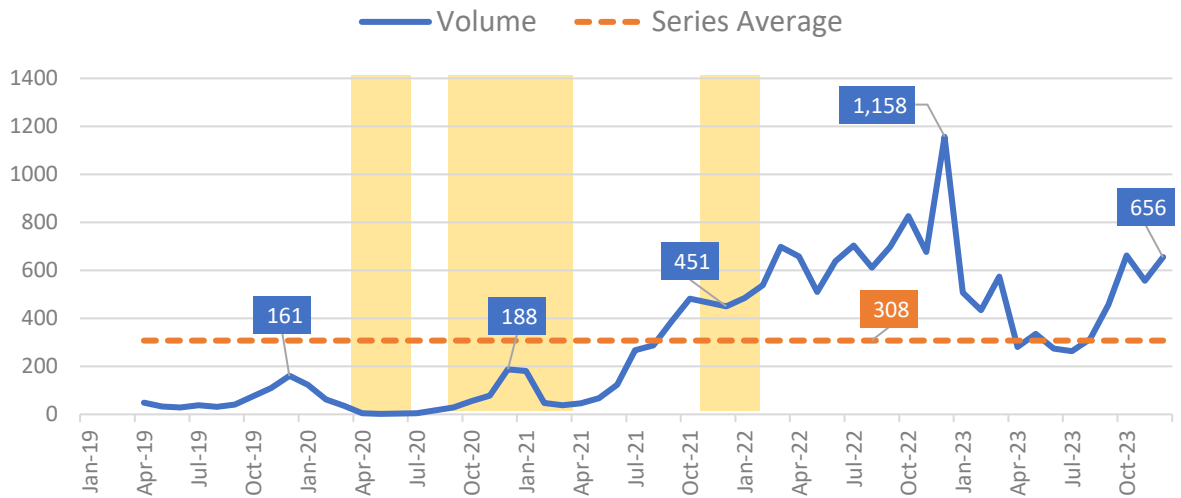
# 38. Volume of Patient Handover Delays over 120 Minutes (source, NAIG)

Delays of two or more hours have more than doubled in the last six months, reaching their third highest volume to-date in January 2024 (1).

1. Volume of Handovers at 120+ Minutes ('000)



2. Average Daily Volume of Handovers at 120+ Minutes



Monthly Volume for January 2024: Fast Facts

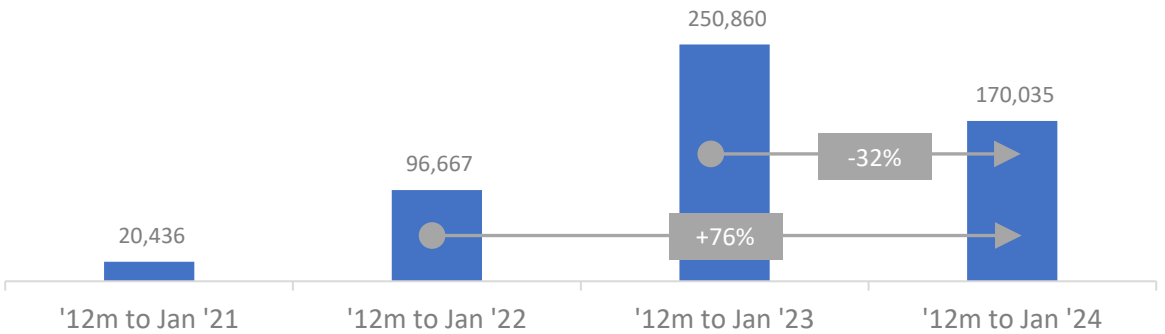
Rank in series  
to-date  
3<sup>rd</sup> highest

Change from  
Dec 2023  
+3 thousand

Change from  
Jan 2023  
+8 thousand

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

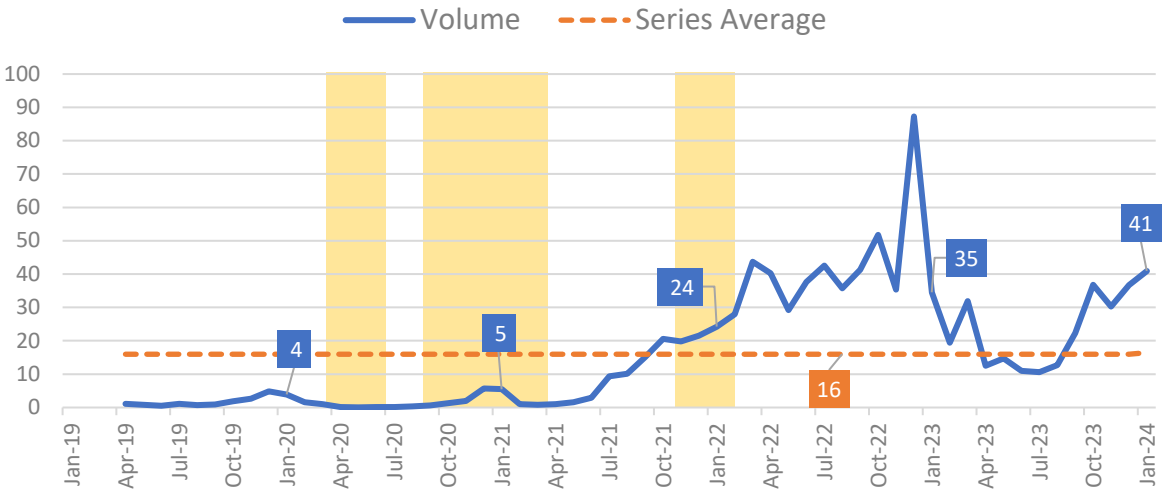
3. Volume of Handovers at 120+ Mins, 12 months to Jan



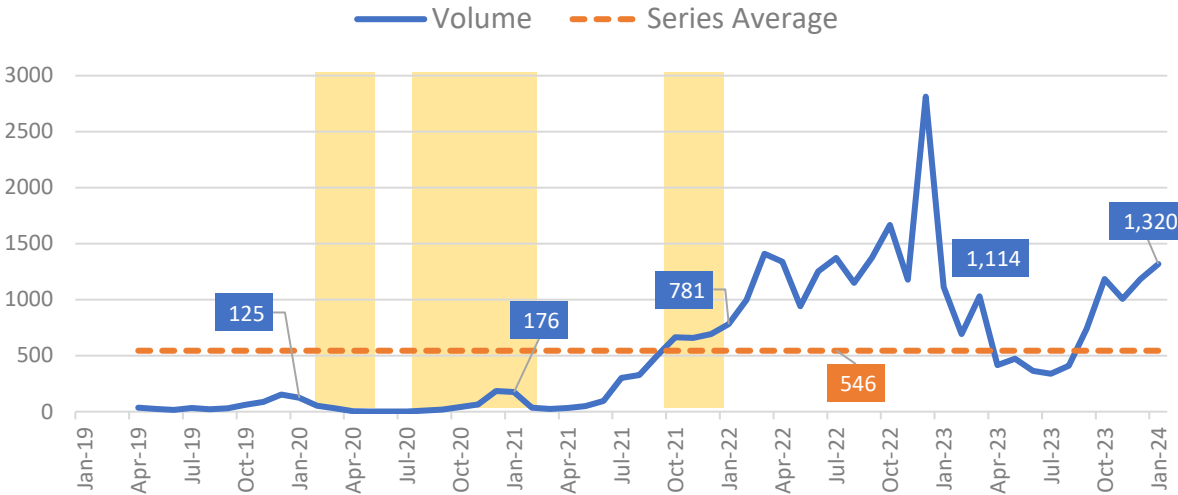
# 39. Hours Lost to Patient Handover Delays over 120 Minutes (source, NAIG)

The number of hours lost to patient handover delays of two-or-more hours has nearly quadrupled in the past six months. January 2024's volume was the highest January to-date, and the sixth highest month on record (1).

1. Hours Lost to Handovers at 120+ Minutes ('000)



2. Average Daily Hours Lost to Handovers at 120+ Minutes



Monthly Hours Lost for January 2024: Fast Facts

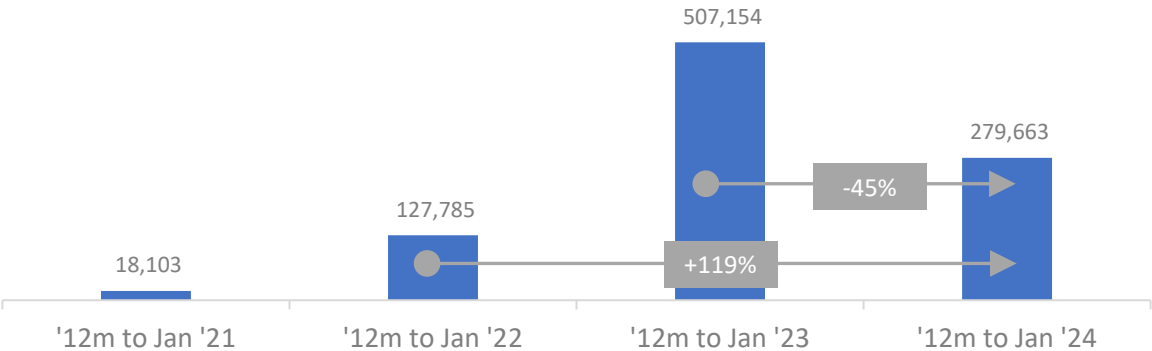
Rank in series  
to-date  
**6<sup>th</sup> highest**

Change from  
Dec 2023  
**+4 thousand**

Change from  
Jan 2023  
**+6 thousand**

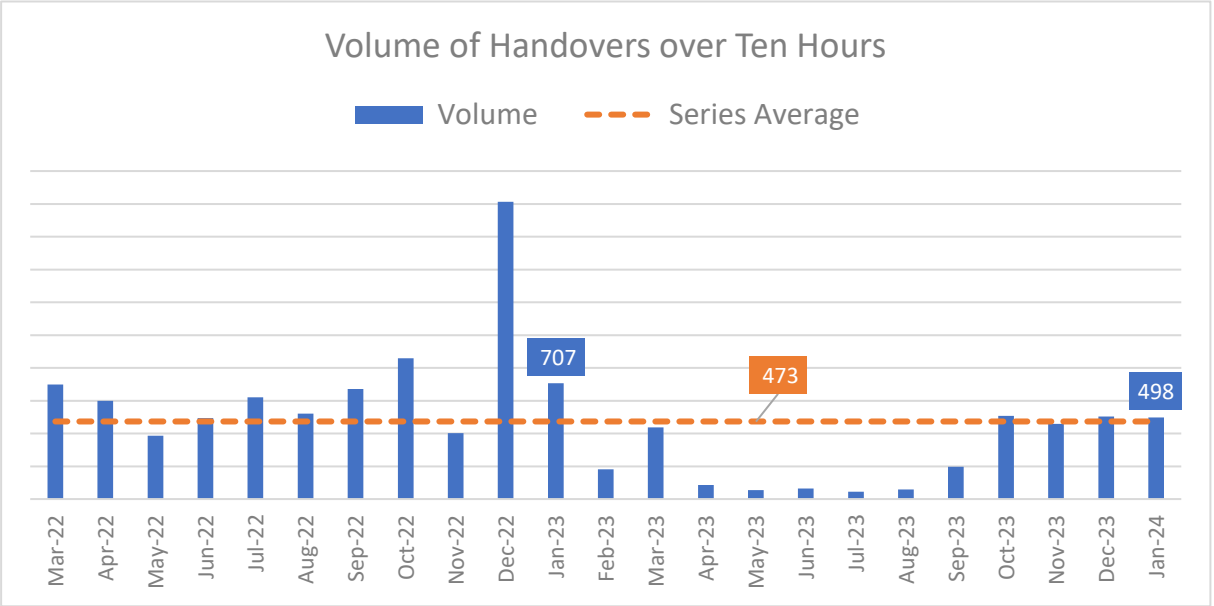
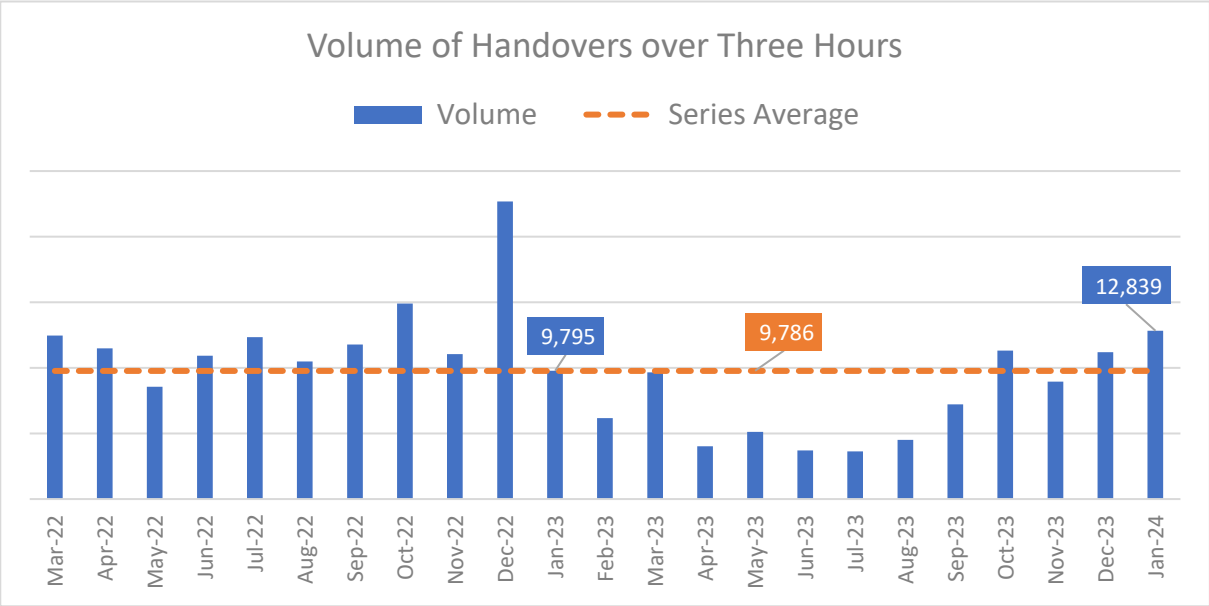
Yellow areas show COVID waves in the UK: source ONS.

3. Hours Lost to Handovers at 120+ Mins, 12 months to Dec



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

Over 12-thousand patients waited three-or-more hours in January 2024 – the third highest volume since March 2022. Of these, just under 500 waited ten-hours or longer. This is a decrease compared with January 2023, but remains the 11<sup>th</sup> highest volume to-date.



## Three Hour Handover Delays in January 2024: Fast Facts

Rank in series  
to-date  
**3<sup>rd</sup> highest**

Change from  
Dec 2023  
**+1.6 thousand**

Change from  
Jan 2023  
**+3 thousand**

## Ten Hour Handover Delays in January 2024: Fast Facts

Rank in series  
to-date  
**11<sup>th</sup> highest**

Change from  
Dec 2023  
**-6 handovers**

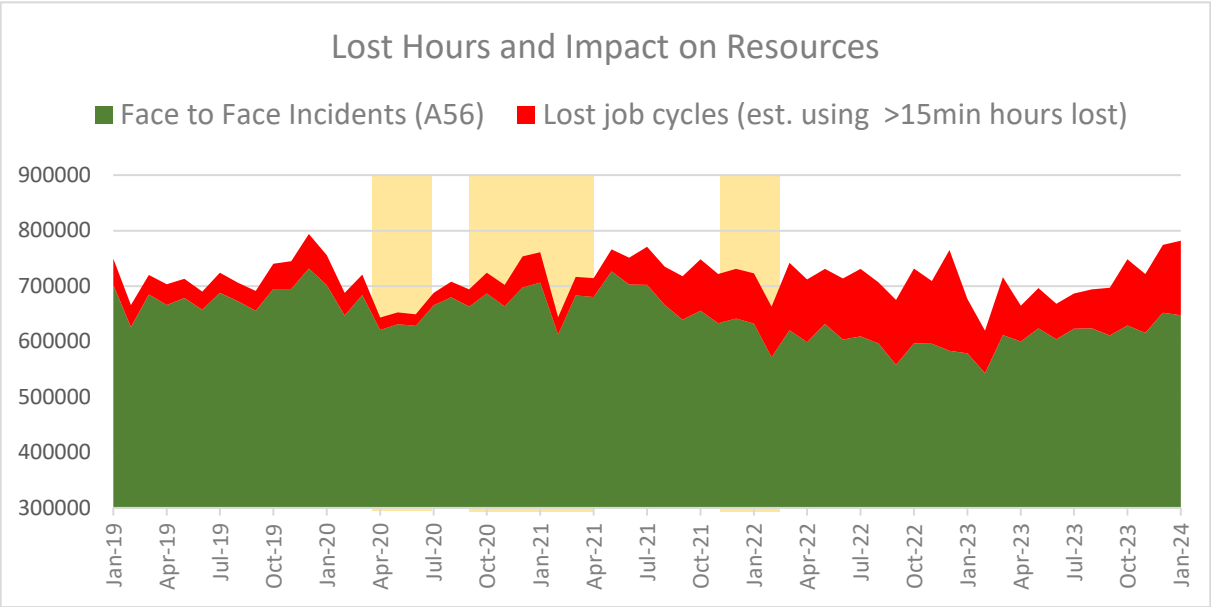
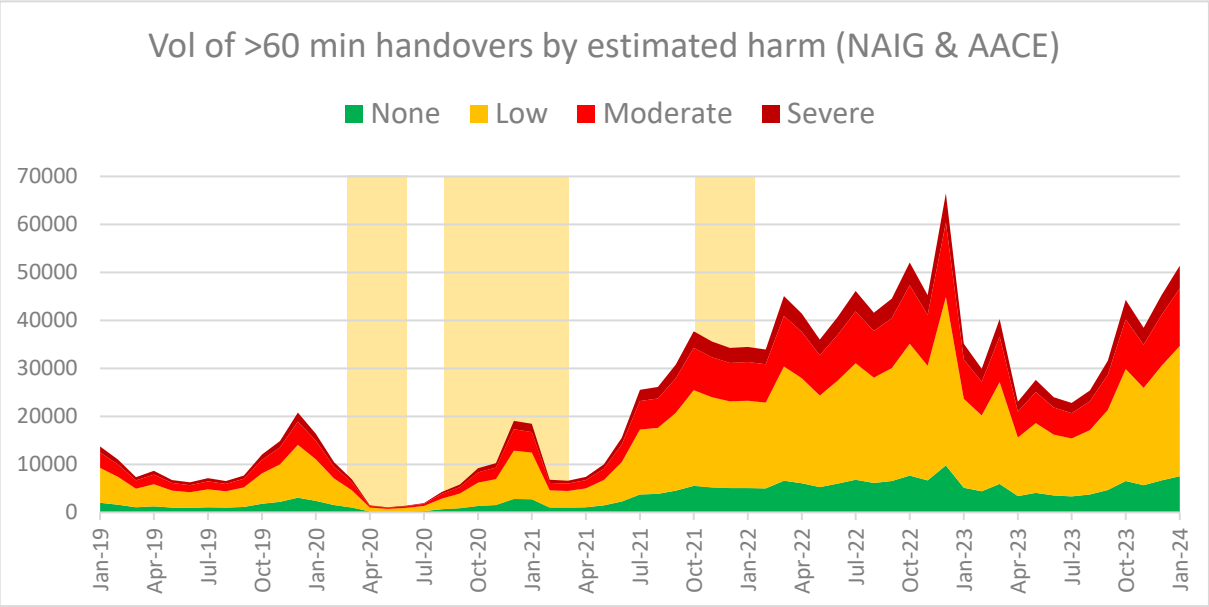
Change from  
Jan 2023  
**-209 handovers**





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

Around 44k patients experienced potential harm\* as a result of hour-plus handover delays in January 2024. Over the same time, the sector lost the equivalent of 134k ambulance job cycles (where patients could have been attended): this is broadly the same as 21% of all Face-to-Face responses across the month.



Estimated Harm, January 2024: Fast Facts		
Patients experiencing <u>any</u> potential harm	Patients experiencing potential <u>moderate</u> harm	Patients experiencing potential <u>severe</u> harm
44 thousand	12 thousand	5 thousand

Impact on Capacity, January 2024: Fast Facts		
Estimated volume of lost job cycles	Est. lost job cycles as a % of F2F responses	Est. lost job cycles as a % of F2F responses
134 thousand	Jan '24 = 21%	Jan '20 = 8%

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

\* For definitions of “harm”, please refer to [the original report](#), published by AACE in 2021

