

## Statistical Note: Ambulance Quality Indicators (AQI)

The latest Systems Indicators for Ambulance Services in England showed that, for all four categories, response times in July 2019 were longer than in the previous months of 2019-20, although the C1 90th centile standard in the Handbook<sup>1</sup> to the NHS constitution was still met.

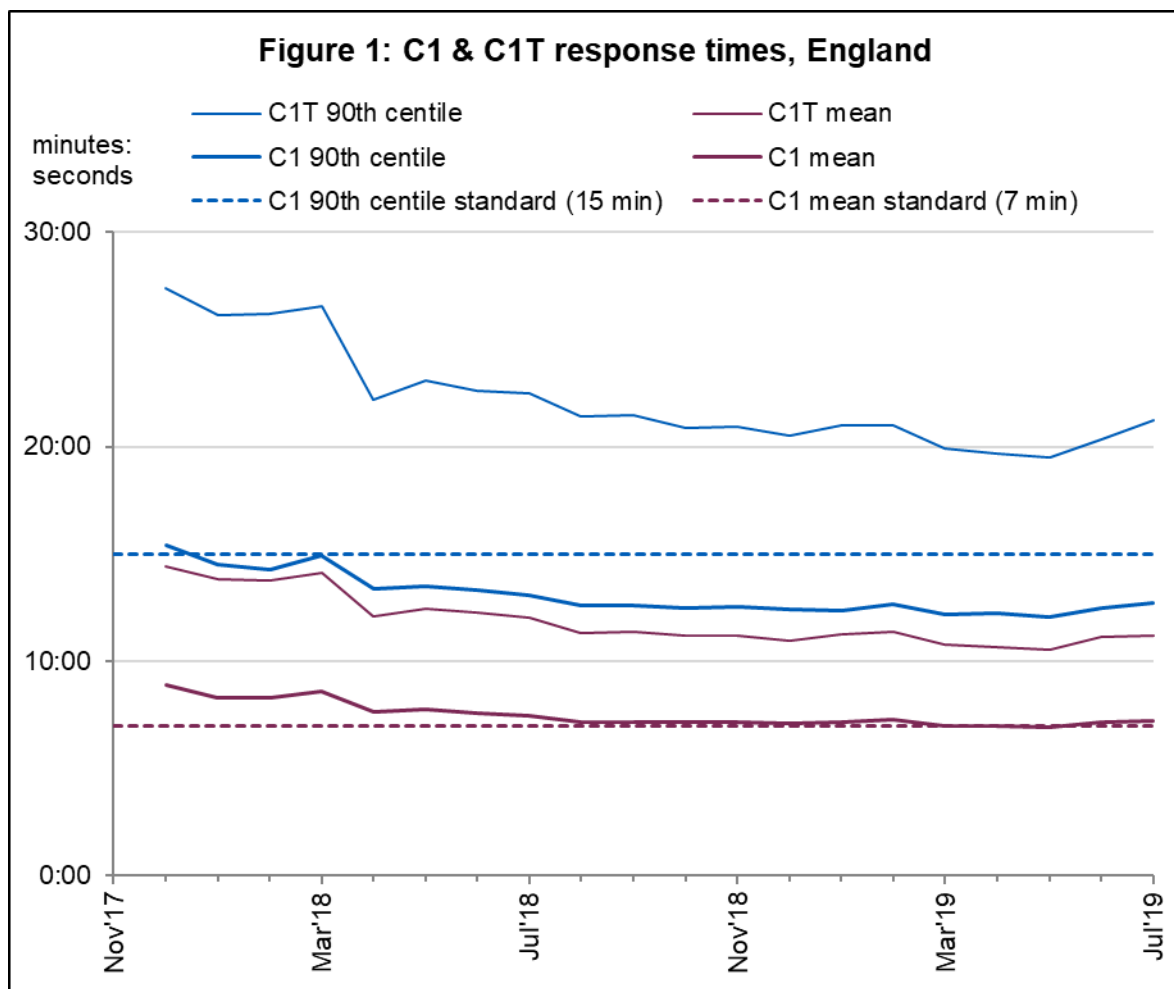
### 1. Systems Indicators

#### 1.1 Response times

The mean average C1 response time across England was 7 minutes 14 seconds in July 2019, longer than the standard of 7 minutes.

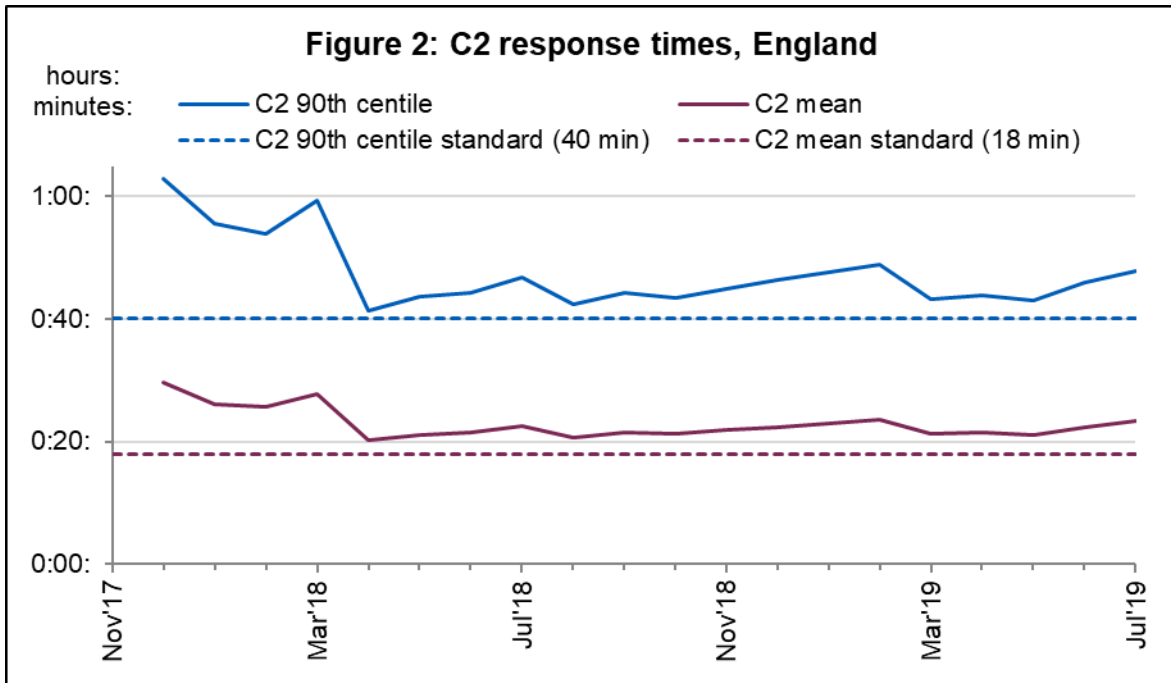
The C1 90th centile response times averaged 12:43 across England in July 2019, shorter than the standard of 15 minutes.

For C1T (arrival of transporting vehicle, for C1 patients transported) the mean and 90th centile response times were 11:12 and 21:13 respectively.



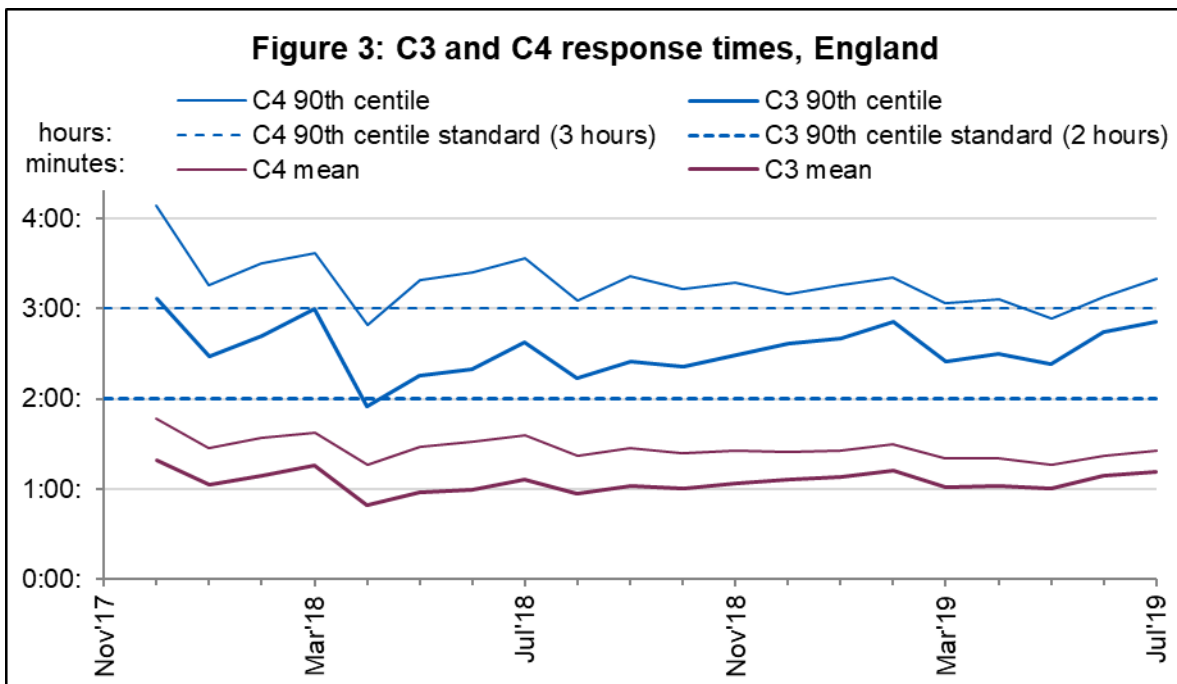
<sup>1</sup> Handbook to the NHS Constitution: [www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england](http://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england)

Figure 2 shows the C2 mean average response time for England was 23:18 in July, remaining longer than the standard of 18 minutes. The C2 90th centiles averaged 47:55 across England, also remaining longer than the standard of 40 minutes.



For England in July 2019, the C3 mean average response time was 1:11:30. The C3 90th centile times averaged 2:51:22, longer than the standard of 2 hours, and the longest average time since March 2018 (Figure 3, thick lines).

The C4 mean average response time was 1:25:45 for England in July 2019. The C4 90th centile times averaged 3:19:49, longer than the 3 hour standard, and the longest since February 2019 (Figure 3, thin lines).

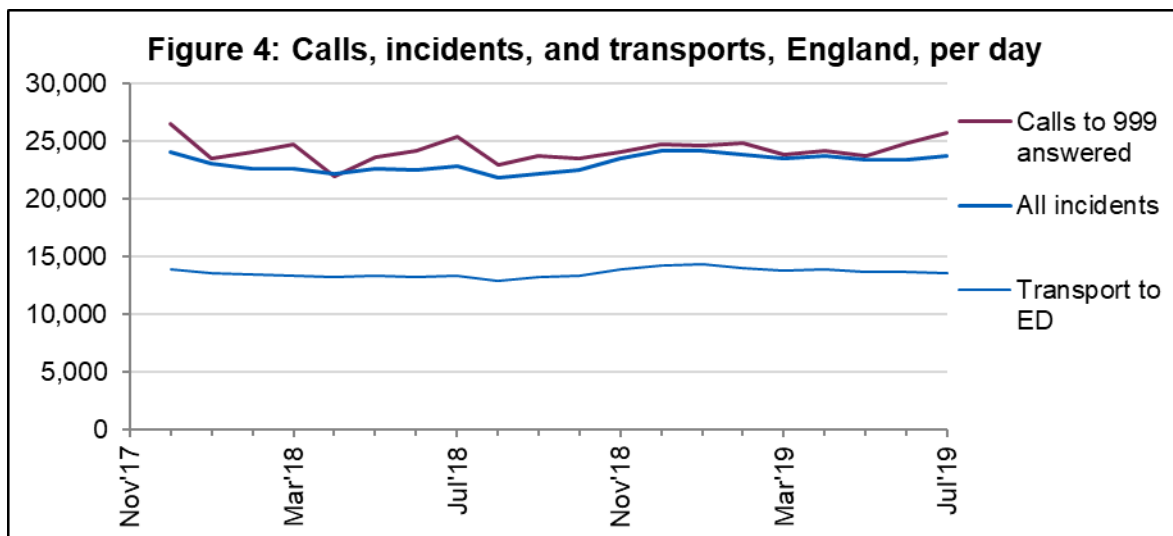


## 1.2 Other Systems Indicators

The mean average call answer time across England in July 2019 was 10 seconds. The 95th and 99th centile times averaged 59 and 118 seconds respectively. All were the longest times since July 2018.

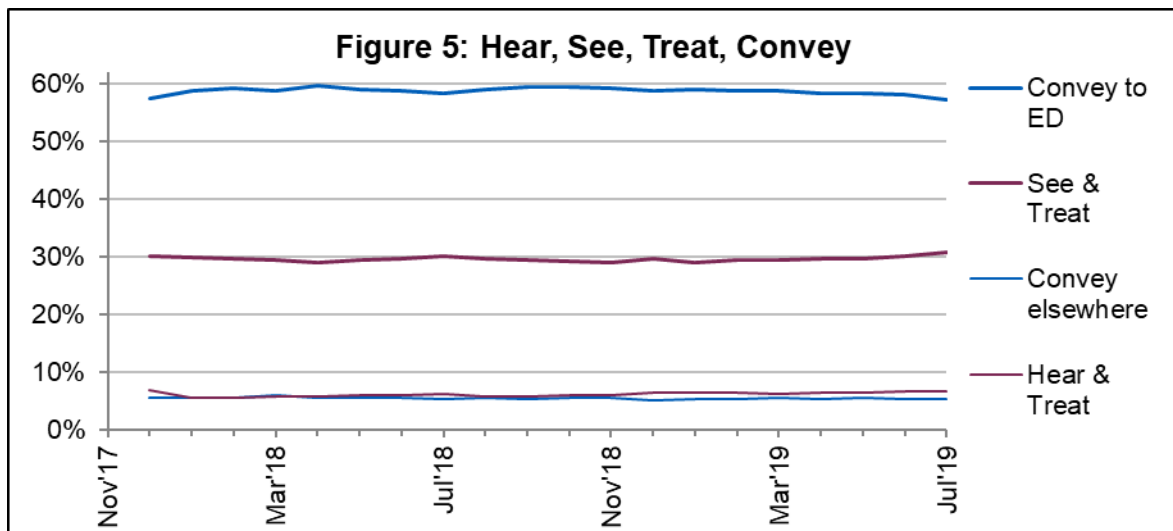
Per day, there were (Figure 4):

- 25.8 thousand calls to 999 answered in July 2019, a 3.9% increase on June, and the most since December 2017;
- 23.7 thousand incidents that received a response (whether on the telephone or on the scene) from an Ambulance Service in July, 1.3% more than in June;
- 13.6 thousand incidents where a patient was transported to an Emergency Department (ED) in July, 0.1% less than in June.



For incidents in July 2019, the proportion where a patient was transported to an Emergency Department (ED) was 57.3%, the lowest since the time series began in 2017; and the proportion where a patient was attended but not transported (see and treat) was 30.7%, the highest since the time series began.

Other incidents in July comprised 6.6% resolved on the telephone (hear and treat), and 5.4% with a patient transported somewhere other than ED (Figure 5).



## 2. Clinical Outcomes

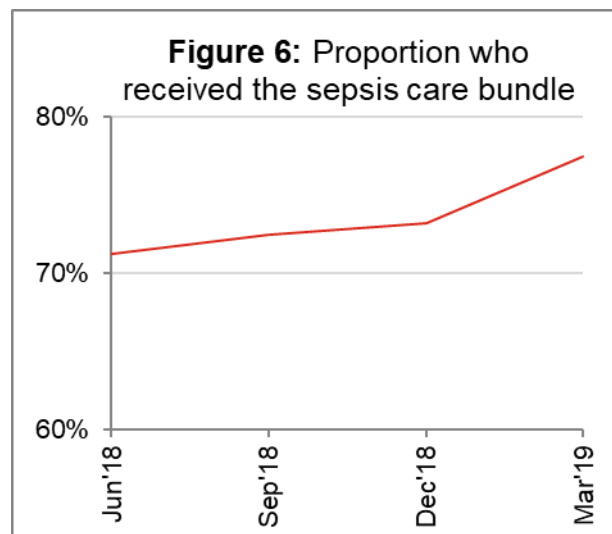
We continue to publish Clinical Outcomes data in spreadsheets each month; and discuss data for each topic area in the month when we publish new bundle data for that topic. Today we will describe the sepsis data. This is the fourth month in which the sepsis bundle data has been collected.

### 2.1 Sepsis

Sepsis is a time-critical condition. Early recognition and management of sepsis in the pre-hospital setting can reduce mortality and improve the health and well-being of patients.

Making a diagnosis quickly and ensuring early transport of a patient to an appropriate Emergency Department capable of providing further tests, treatment and care (including appropriate antibiotics for those who are eligible) represents a standard of ambulance care.

In March 2019, of patients with suspected sepsis and a NEWS (National Early Warning Score) or NEWS2 of 7 or more, the proportion who received the sepsis care bundle was 77.5%, an improvement on December 2018 (73.2%).



## 3. Further information on AQI

### 3.1 The AQI landing page and Quality Statement

[www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators](http://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators), or <http://bit.ly/NHSAQI>, is the AQI landing page, and it holds:

- a Quality Statement for these statistics, which includes information on relevance, accuracy, timeliness, coherence, and user engagement;
- the specification guidance documents for those who supply the data;
- timetables for data collection and publication;
- time series spreadsheets and csv files from April 2011 up to the latest month;
- links to individual web pages for each financial year;
- contact details for the responsible statistician (also in 3.4 below).

The web pages for each financial year hold:

- separate spreadsheets of each month's data;
- this Statistical Note, and equivalent versions from previous months;
- the list of people with pre-release access to the data.

Publication dates are also at

[www.gov.uk/government/statistics/announcements?keywords=ambulance](http://www.gov.uk/government/statistics/announcements?keywords=ambulance).

### 3.2 Related statistics

Ambulance handover delays of over 30 minutes at each Emergency Department were published by NHS England for winter 2012-13, 2013-14, 2014-15, 2017-18, and 2018-19, at [www.england.nhs.uk/statistics/statistical-work-areas/winter-daily-sitreps](http://www.england.nhs.uk/statistics/statistical-work-areas/winter-daily-sitreps).

The Quality Statement described in section 3.1 includes information on:

- a dashboard with an alternative layout for AQI data up to April 2016;
- the “Ambulance Services” publications<sup>2</sup> by NHS Digital, with data from before 2000, to 2014-15;
- the comparability of data for other countries of the UK:

Wales: <https://statswales.gov.wales/Catalogue/Health-and-Social-Care/NHS-Performance/Ambulance-Services>

Scotland: See Quality Improvement Indicators (QII) documents at [www.scottishambulance.com/TheService/BoardPapers.aspx](http://www.scottishambulance.com/TheService/BoardPapers.aspx)

Northern Ireland [www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics](http://www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics)

### 3.3 AQI Scope

The AQI include calls made by dialling either the usual UK-wide number 999 or its international equivalent 112. As described in the guidance mentioned in section 3.1, incidents resulting from a call to NHS 111 are included in all Systems Indicators except call data items A1 to A6.

### 3.4 Contact information

Media: NHS England Media team, [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net), 0113 825 0958.

The person responsible for producing this publication is Ian Kay; Finance, Performance and Planning Directorate; NHS England and NHS Improvement; 0113 825 4606; [i.kay@nhs.net](mailto:i.kay@nhs.net); Room 5E24, Quarry House, Leeds, LS2 7UE.

### 3.5 National Statistics

The UK Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

---

<sup>2</sup> <https://digital.nhs.uk/data-and-information/publications/statistical/ambulance-services>