

Statistical Note: Ambulance Quality Indicators (AQI)

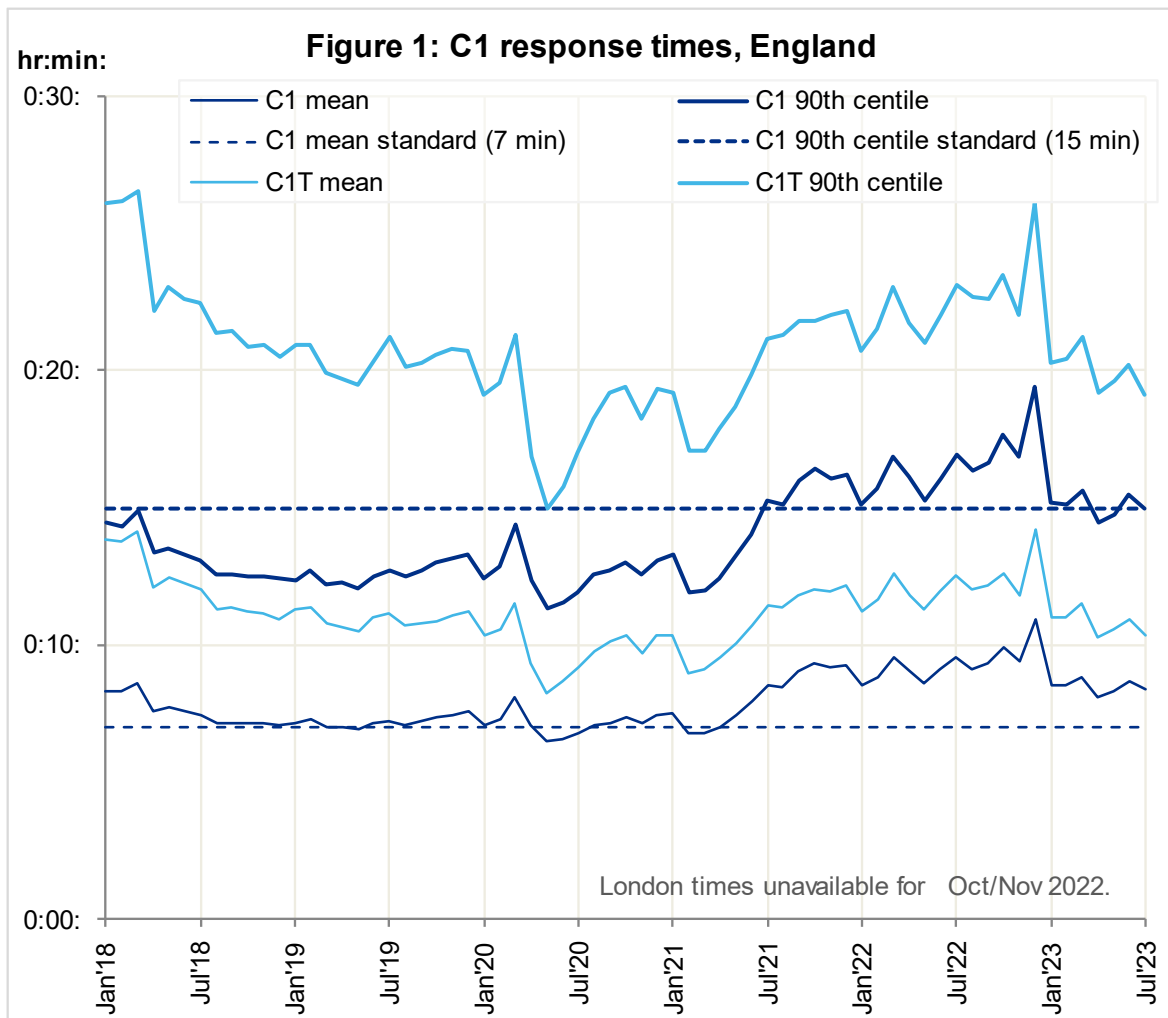
In July 2023, for all categories, the average and 90th centile ambulance response times were not the shortest in 2023, but they were all shorter than in each of the 18 months from July 2021 to December 2022.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

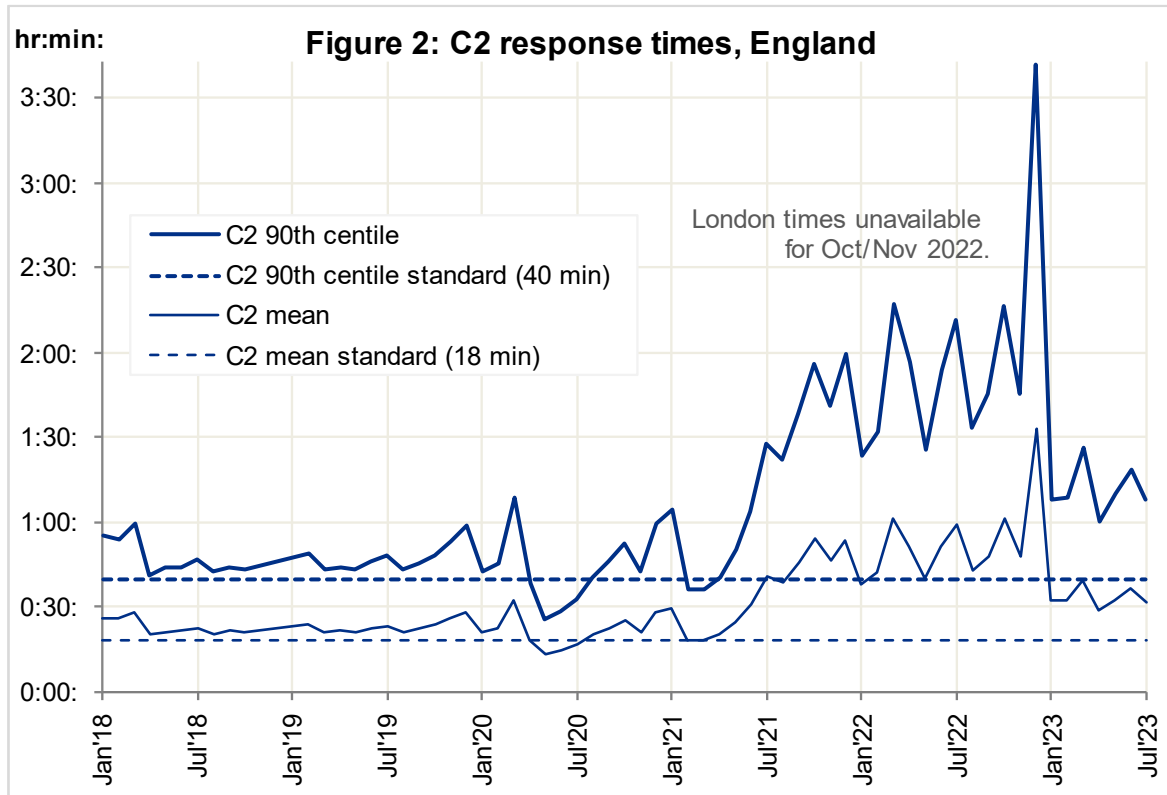
For England, the mean average response time in July 2023 for the most urgent Category, C1, was 8 minutes 21 seconds. The 90th centile time was 14:59, so this standard¹ was met for only the third month in two years (Figure 1).

For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 10:23, and the 90th centile 19:06.

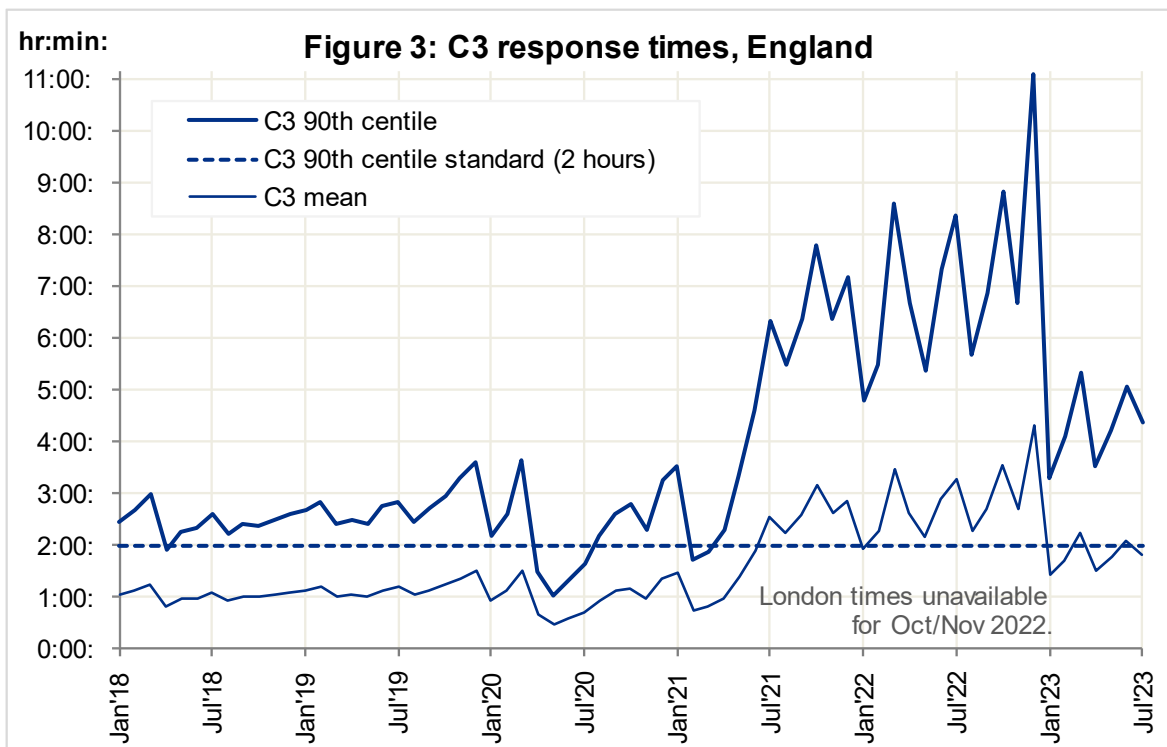


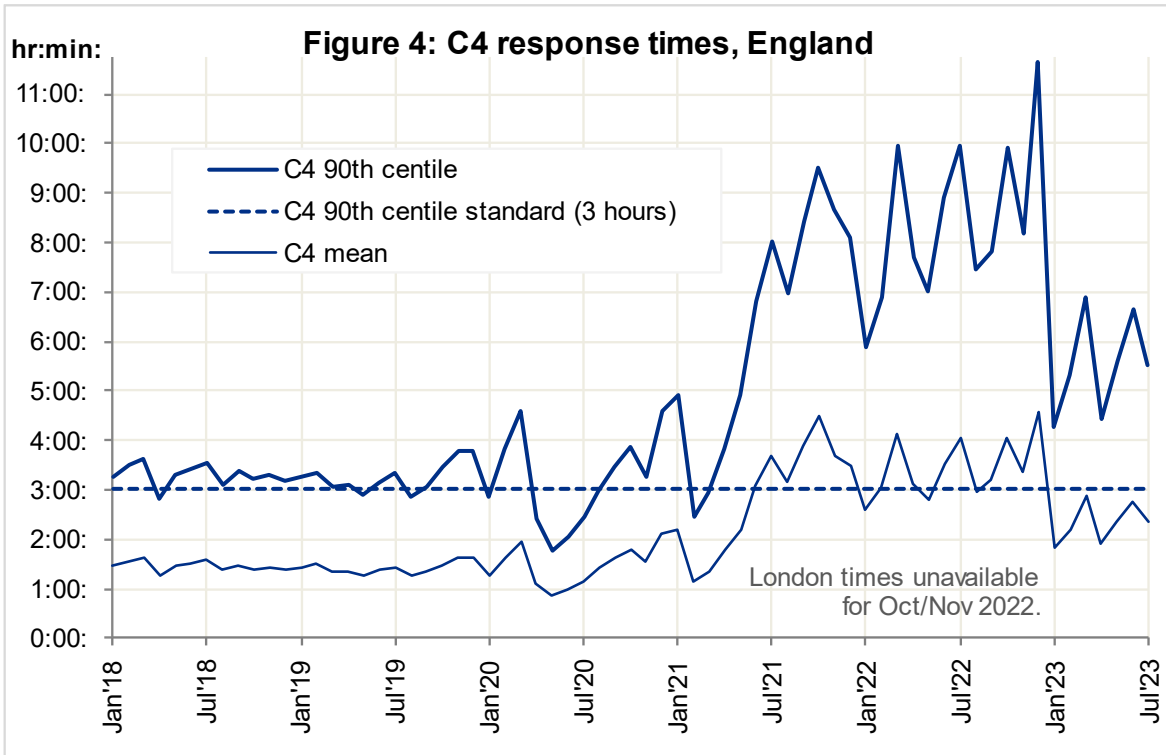
¹ Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

The C2 average for England in July 2023 was 31:50, and the 90th centile was 1:07:53, so each was a little less than the times for 2023-24 so far (Figure 2).



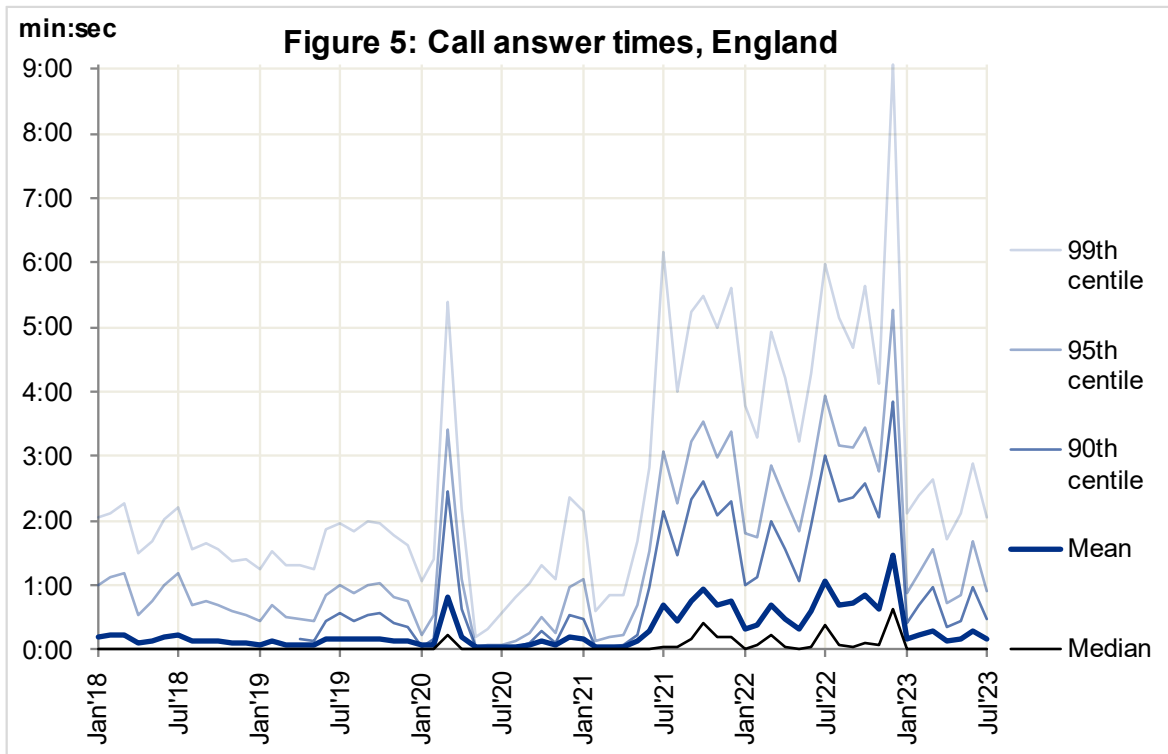
However, the C3 average of 1:50:09 and 90th centile of 4:21:53 (Figure 3) were each a little more than the times for 2023-24 so far, as were the C4 average of 2:21:19 and 90th centile of 5:32:05 (Figure 4).





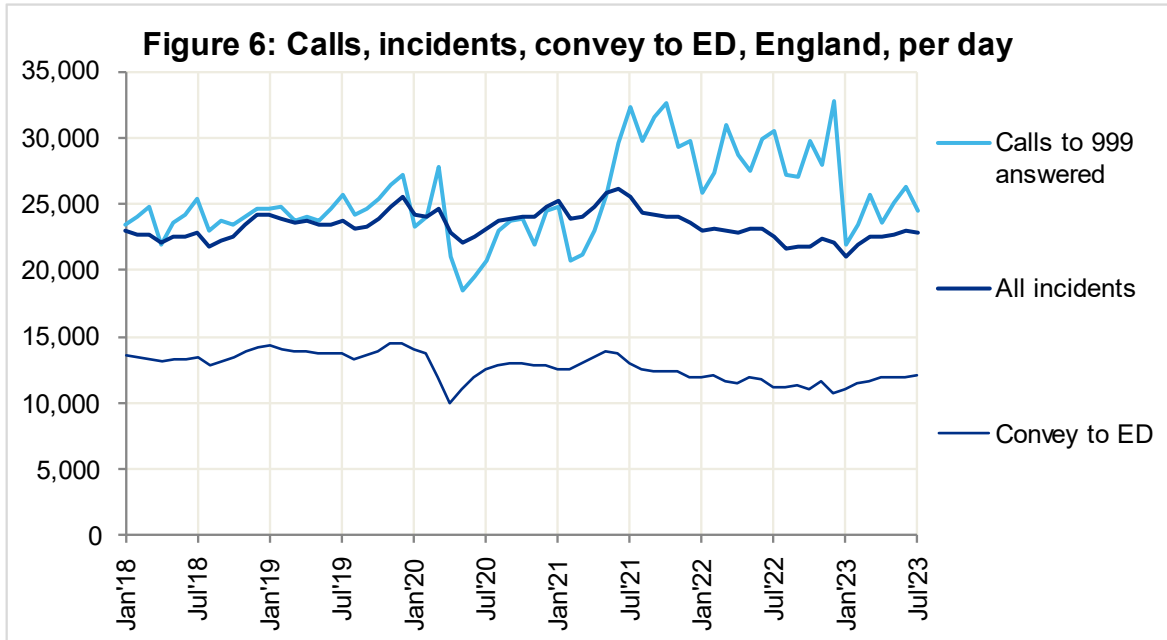
1.2 Other Systems Indicators

The average 999 call answer time in July 2023 was 10 seconds (Figure 5), which was shorter than in all the months of 2022, but not shorter than in any month of 2019.

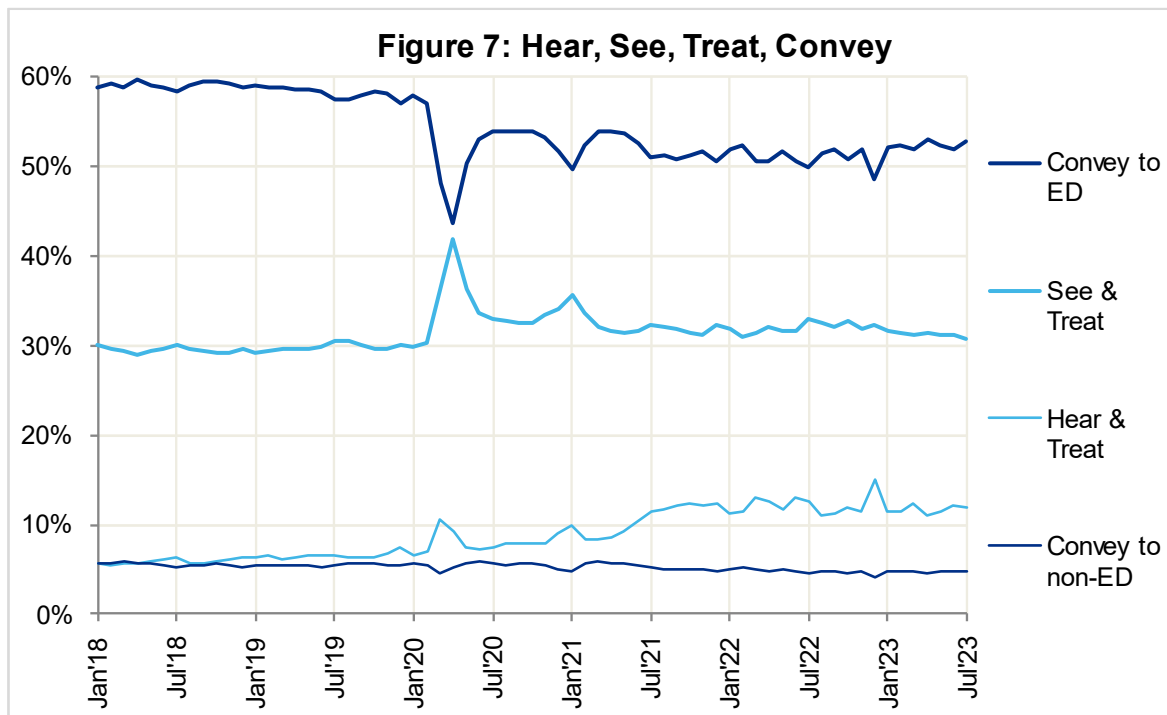


The count of 999 calls answered was 760,616 in July 2023, or 24,536 per day (Figure 6); only three months in the last two years had fewer calls per day.

There were 707,225 incidents in July 2023, or 22,814 per day; 373,864, or 12,060 per day, had conveyance to ED, which was the most per day since February 2022.



Of all incidents, 30.6% were resolved on the scene (See & Treat) in July 2023, the fewest for more than three years. Conveyance to an emergency department (ED) increased to 52.9% in July 2023, while incidents resolved on the telephone (Hear & Treat) remained at 12%. Conveyance to non-ED has been 4.6% or 4.7% in every month of 2023 so far. (Figure 7)



2. Ambulance Clinical Outcomes (AmbCO)

In these Statistical Notes, we continue to summarise data for STEMI (a type of heart attack) and cardiac arrest when we publish January, April, July, or October data, and stroke data in the following month. Today's publication includes AmbCO data for March 2023, so there is no summary this month.

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, 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 section 3.5 below).

Publication dates are also at

www.gov.uk/government/statistics/announcements?keywords=ambulance.

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.

3.2 Related statistics

NHS England publishes ambulance handover delays at hospital during winter 2012-13 to 2014-15 and winter 2017-18 to 2022-23 at

www.england.nhs.uk/statistics/statistical-work-areas/winter-daily-sitreps.

The Quality Statement described in section 3.1 includes information on:

- the "Ambulance Services" publications by what became NHS Digital <https://digital.nhs.uk/data-and-information/publications/statistical/ambulance-services>, with data from before 2000, to 2014-15;
- a dashboard with an alternative layout for AQI data up to April 2016;
- the comparability of data for other countries of the UK:

Wales: <https://easc.nhs.wales/asi>

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

Northern Ireland: 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 specification guidance in section 3.1, incidents resulting from a call to NHS 111 are included in all the AQI, except the counts of 999 calls (indicators A1, A124, and A125) and answer times (A2 to A6 and A114).

3.4 Centiles

The centile data for England in this document, also published in spreadsheets alongside this document, are not precise centiles calculated from national record-level data. Instead, they are the centiles calculated from each individual trust's record-level data, weighted by their incident count, and averaged across England. So, if England only had two trusts, with centiles of 7:10 and 7:40, and the former had twice as many incidents as the latter, the England centile would be 7:20.

3.5 Contact information

Media: NHS England Media team, nhsengland.media@nhs.net, 0113 825 0958.

The person responsible for producing this publication is Ian Kay, Performance Analysis Team, Transformation Directorate, NHS England, 0113 825 4606, england.nhsdata@nhs.net.

3.6 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.