

## Statistical Note: Ambulance Quality Indicators (AQI)

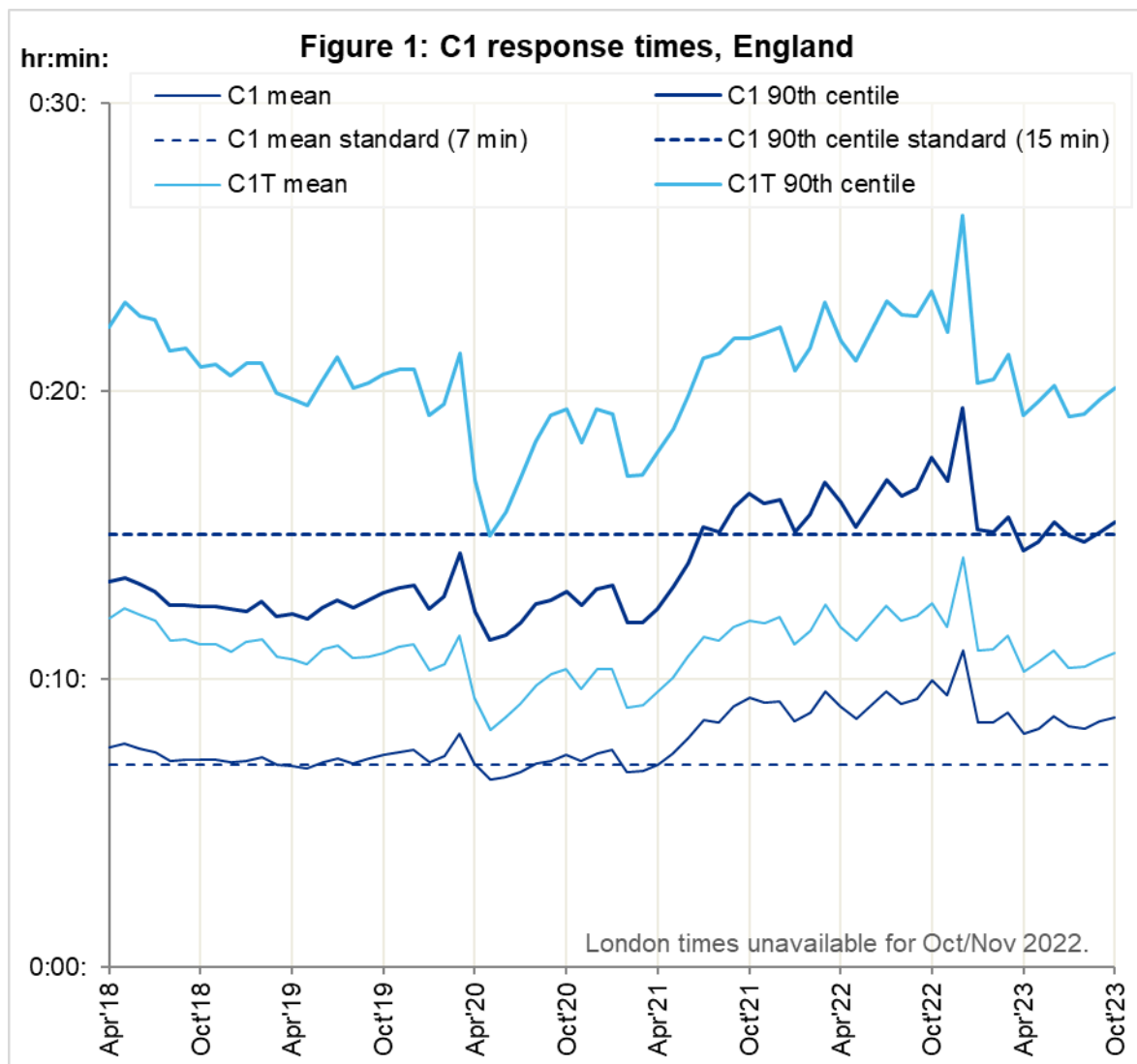
The average C2 ambulance response time in England in October 2023 was longer than in the nine previous months but shorter than in the seven months before that.

### 1. Ambulance Systems Indicators (AmbSYS)

#### 1.1 Response times

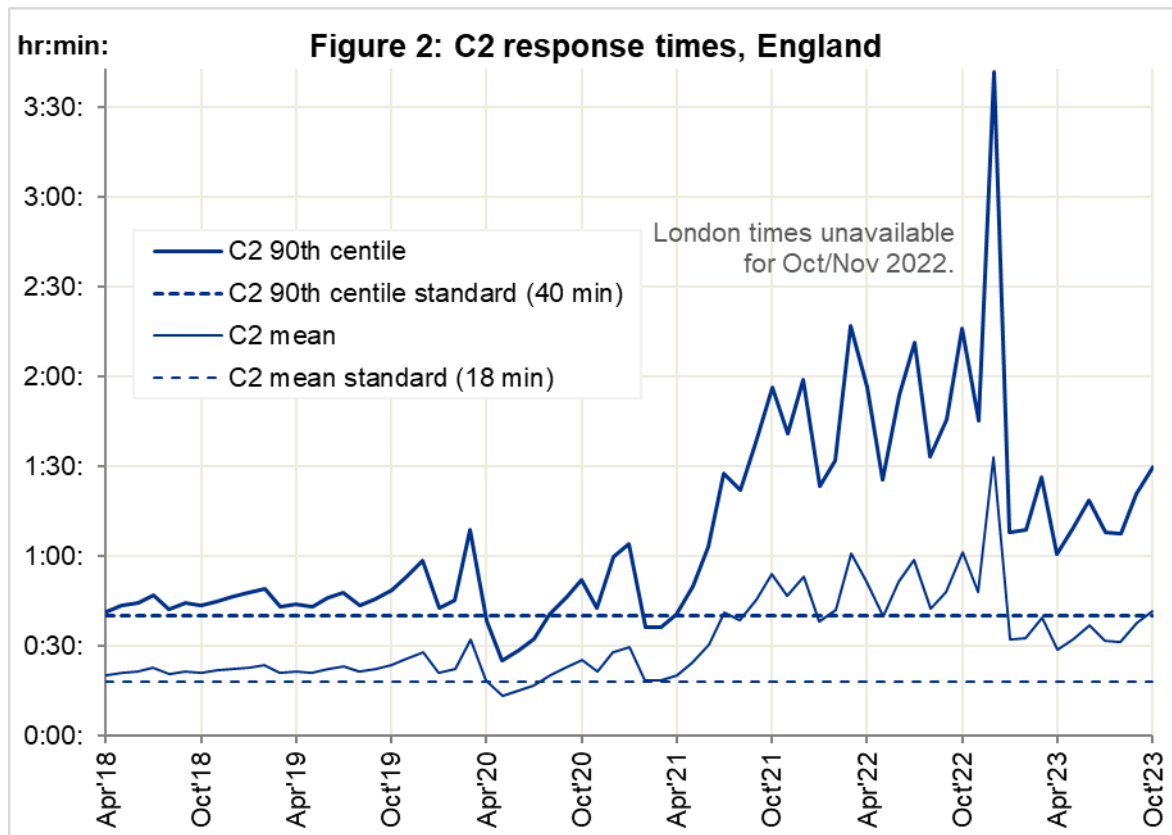
For England, the mean average response time in October 2023 for the most urgent Category, C1, was 8 minutes 40 seconds. The 90th centile time was 15:28, so both standards<sup>1</sup> were missed, and by more than in the previous two months (Figure 1).

For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 10:54, and the 90th centile was 20:06, both higher than the last three months.

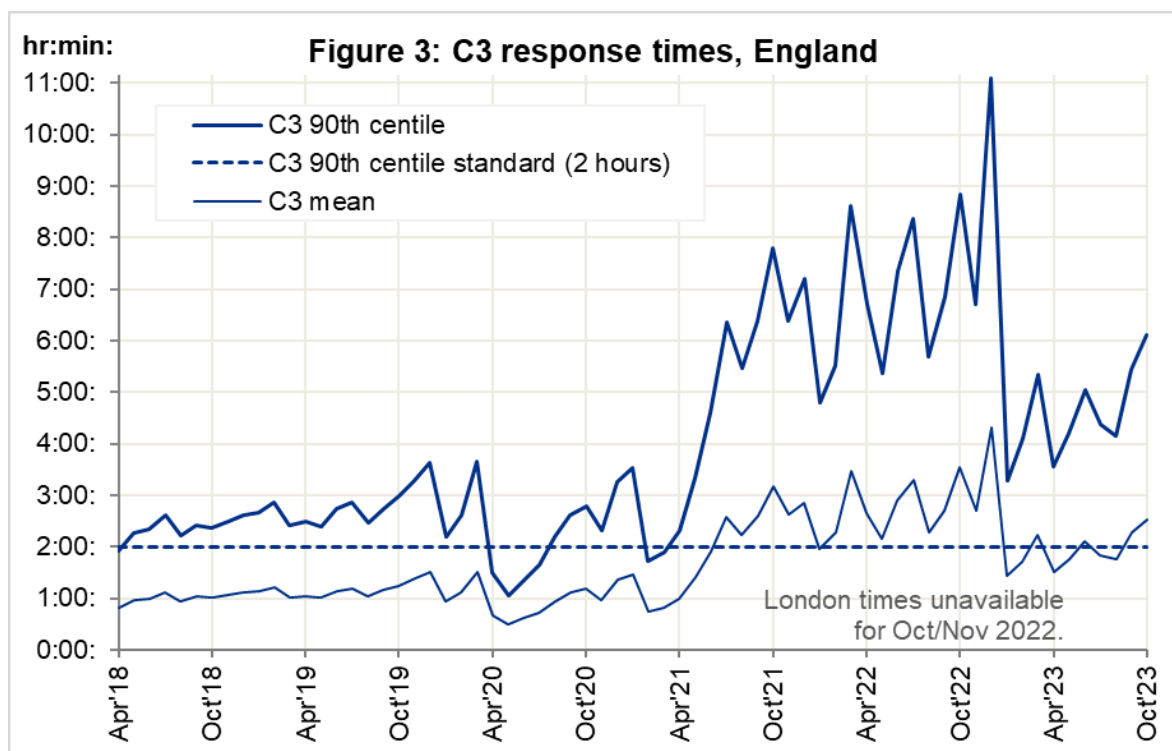


<sup>1</sup> Standards in the NHS Constitution Handbook: [www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england](http://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england)

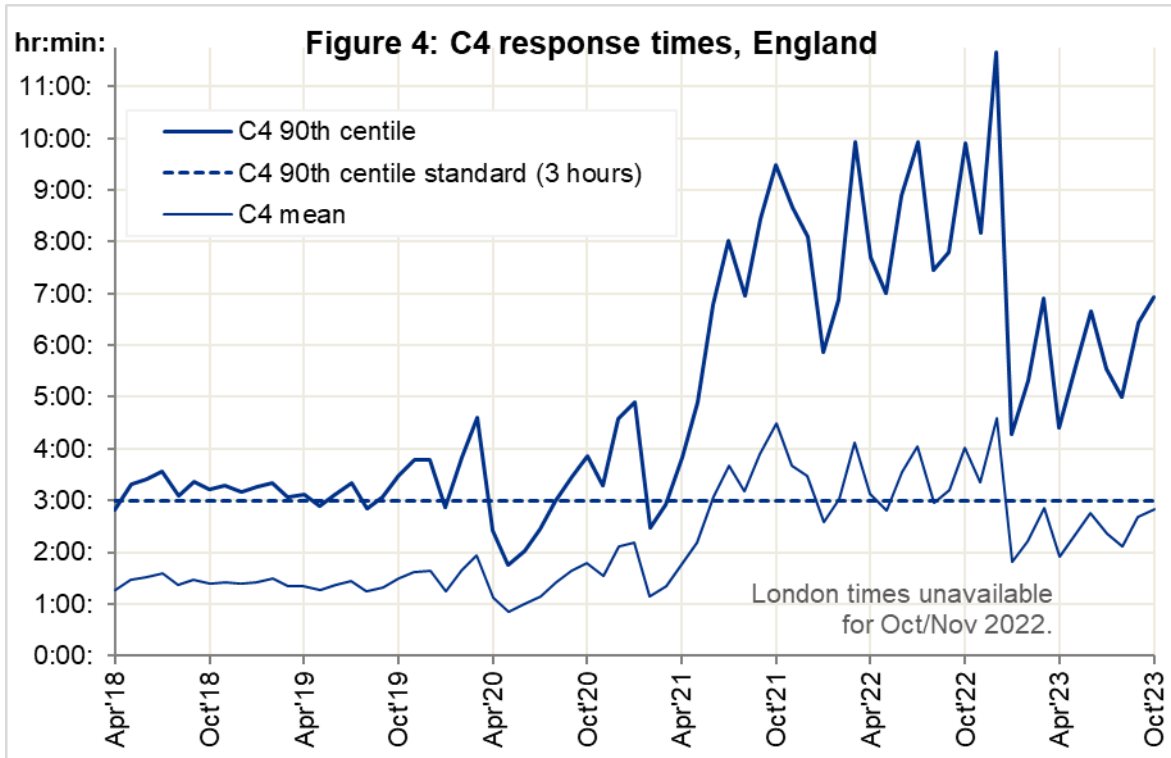
The C2 average for England in October 2023 was 41:40, and the 90th centile was 1:30:02 (Figure 2). These are the longest they have been so far in 2023.



The C3 average was 2:31:05 and the 90th centile 6:06:46, each longer than in the previous nine months, but shorter than in the four months before that (Figure 3).

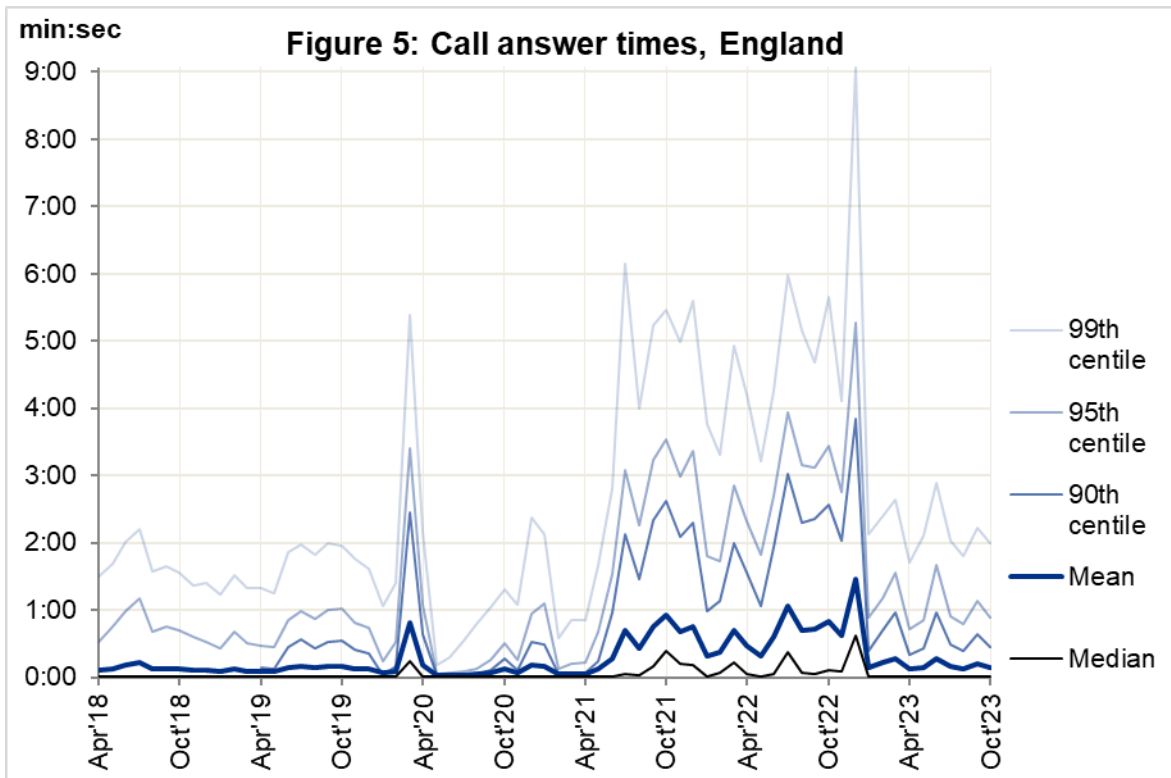


The C4 average was 2:50:10 and the 90th centile 6:55:40 (Figure 4).



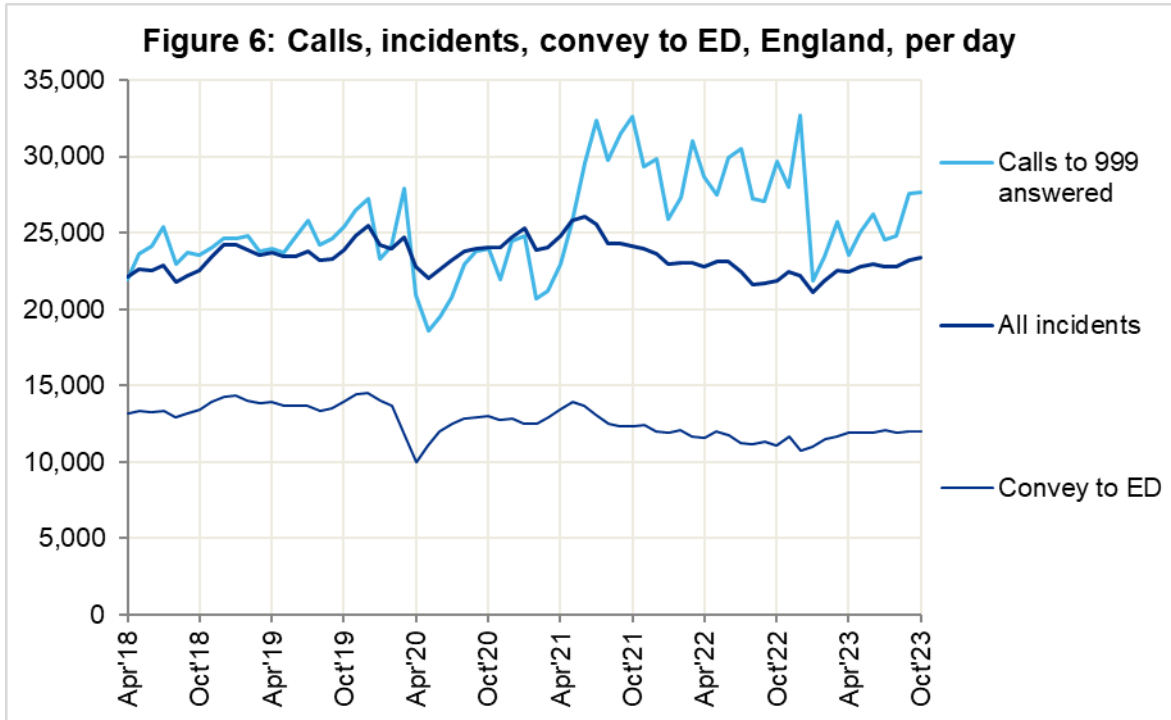
## 1.2 Other Systems Indicators

In October 2023, the average 999 call answer time was 9 seconds. Only April and August 2023 had a shorter average in the previous two years (Figure 5).

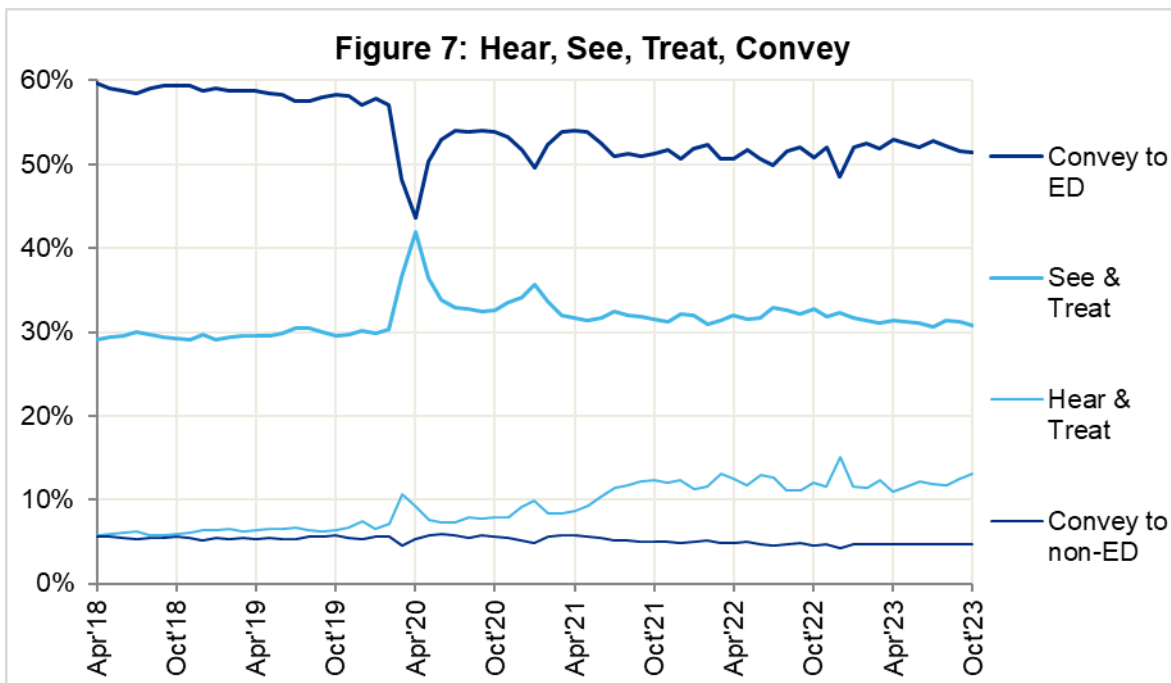


The count of 999 calls answered was 858,059 in October 2023. This was 27,679 per day which was the largest in the months of 2023 so far (Figure 6).

There were 724,362 incidents in October 2023, or 23,367 per day, the largest since December 2021. 372,924 (12,030 per day) had conveyance to ED.



Of incidents in England in October 2023, 51.5% had conveyance to an Emergency Department (ED), the least since December 2022, and 13.0% were resolved on the telephone (Hear & Treat), the most in that time (Figure 7). The others comprised 30.8% resolved on the scene (See & Treat) and 4.7% with conveyance to non-ED.



## 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 June 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](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 section 3.5 below).

Publication dates are also at

[www.gov.uk/government/statistics/announcements?keywords=ambulance](http://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/uec-sitrep](http://www.england.nhs.uk/statistics/statistical-work-areas/uec-sitrep).

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](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 specification guidance in section 3.1, incidents resulting from a call to NHS 111 are included in all AmbSYS indicators, 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](mailto: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](mailto:england.nhsdata@nhs.net).

### 3.6 Accredited official statistics

These accredited official statistics were independently reviewed by the Office for Statistics Regulation in May 2015. They comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics and should be labelled "accredited official statistics".