

Statistical Note: Ambulance Quality Indicators (AQI)

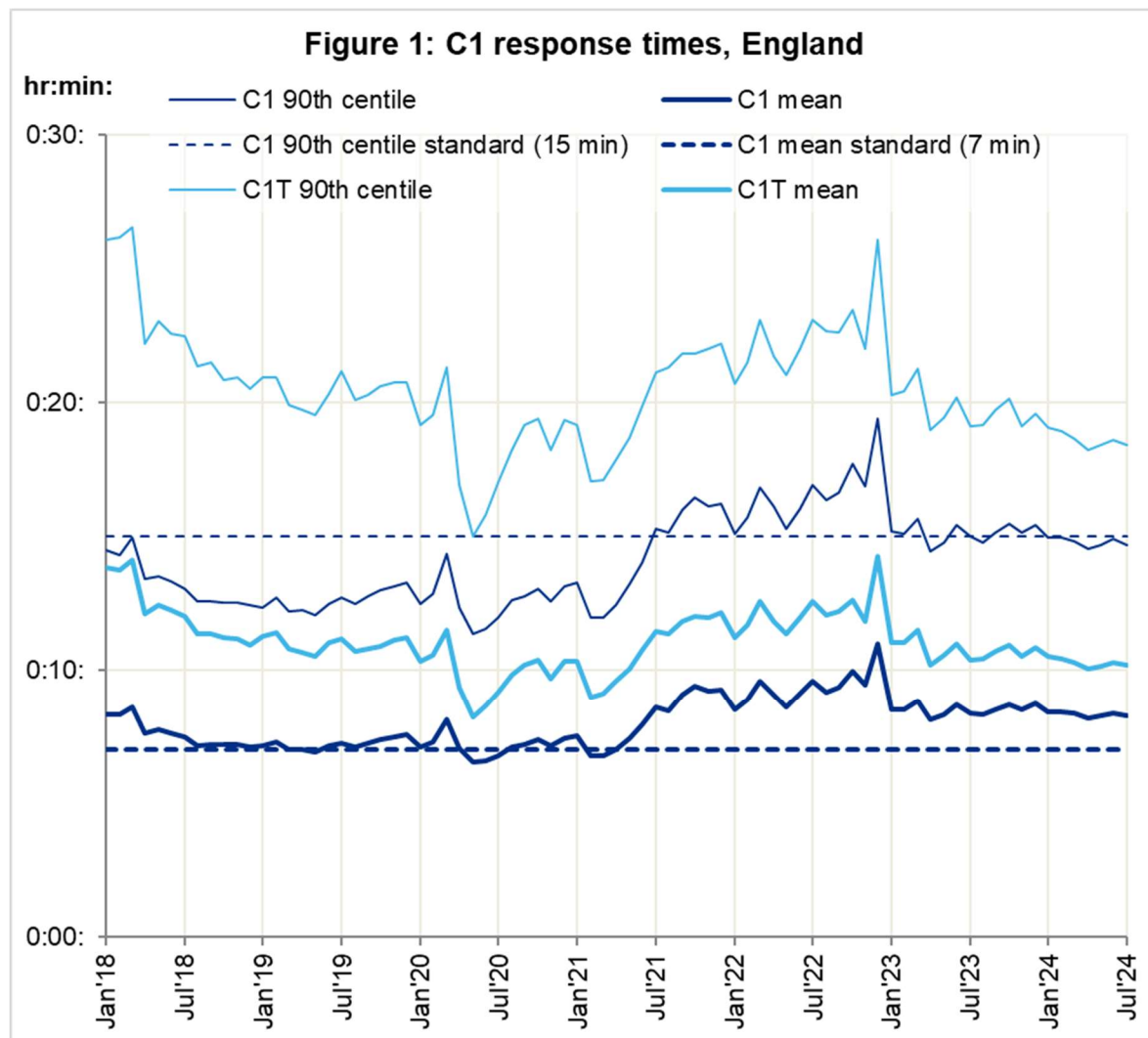
In England, the average Category 1 response time in July 2024 was the third lowest of the latest 36 months.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

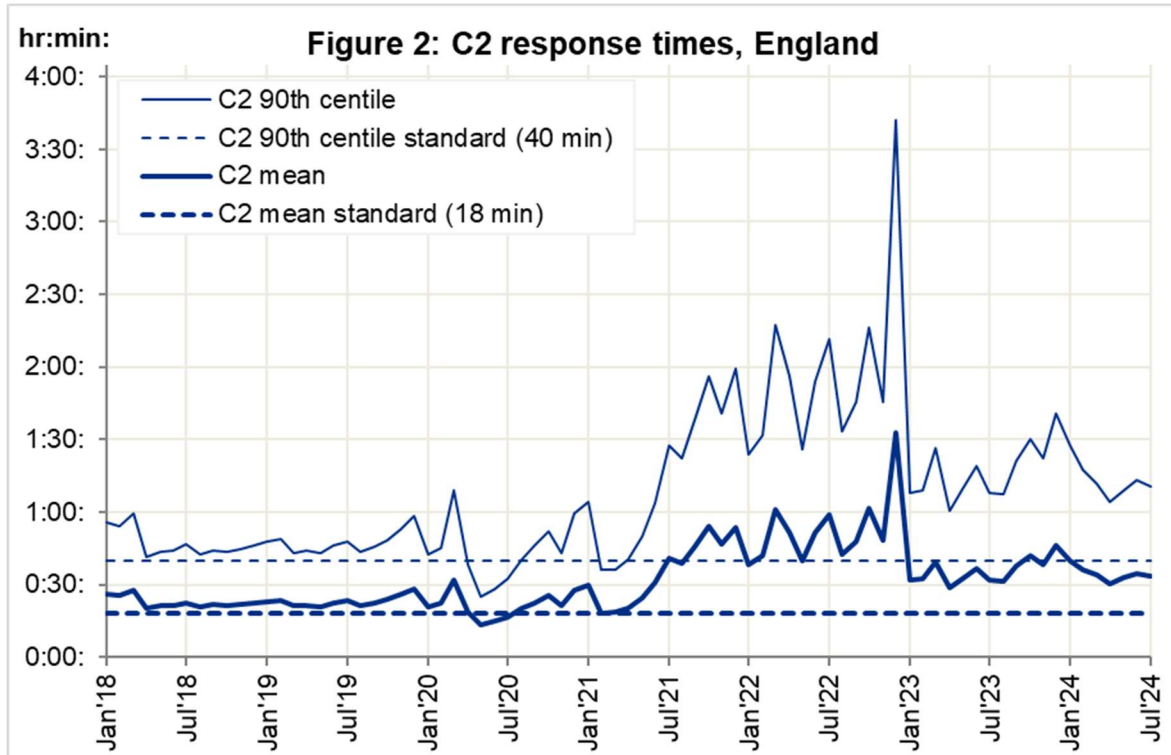
For C1 for England, the mean average response time in July 2024 of 8:15 was longer than its standard¹ of 7 minutes, but the 90th centile time of 14:39 was shorter than its standard of 15 minutes.

For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 10:11, and the 90th centile was 18:25 (Figure 1).



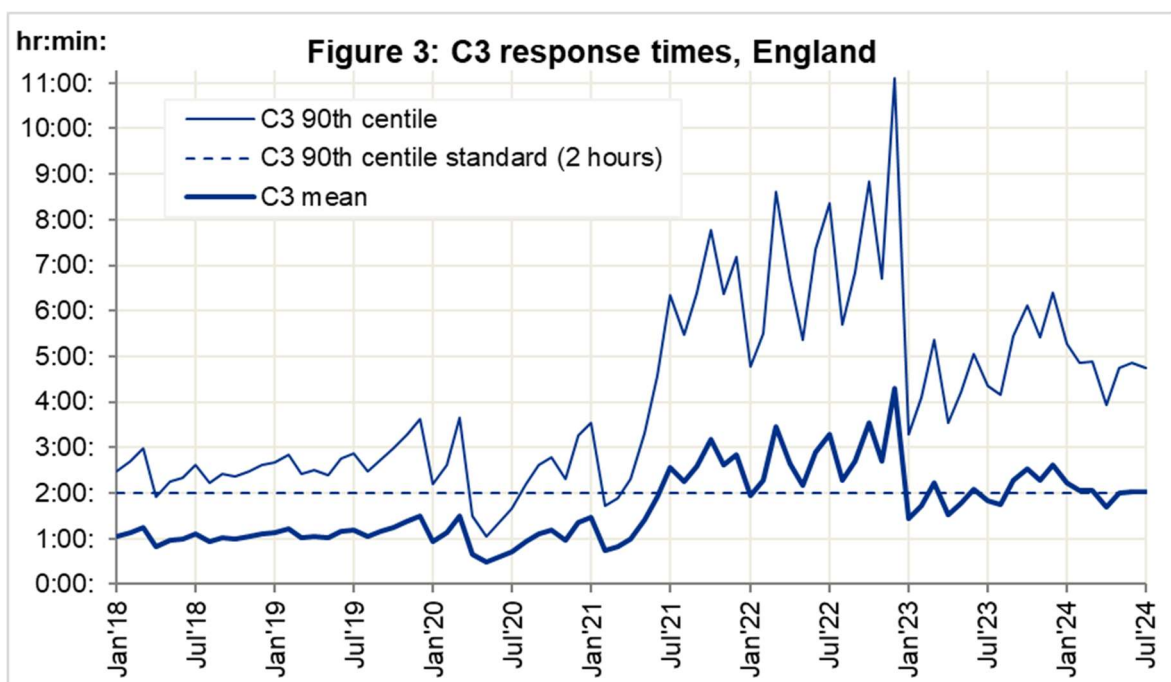
¹ Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

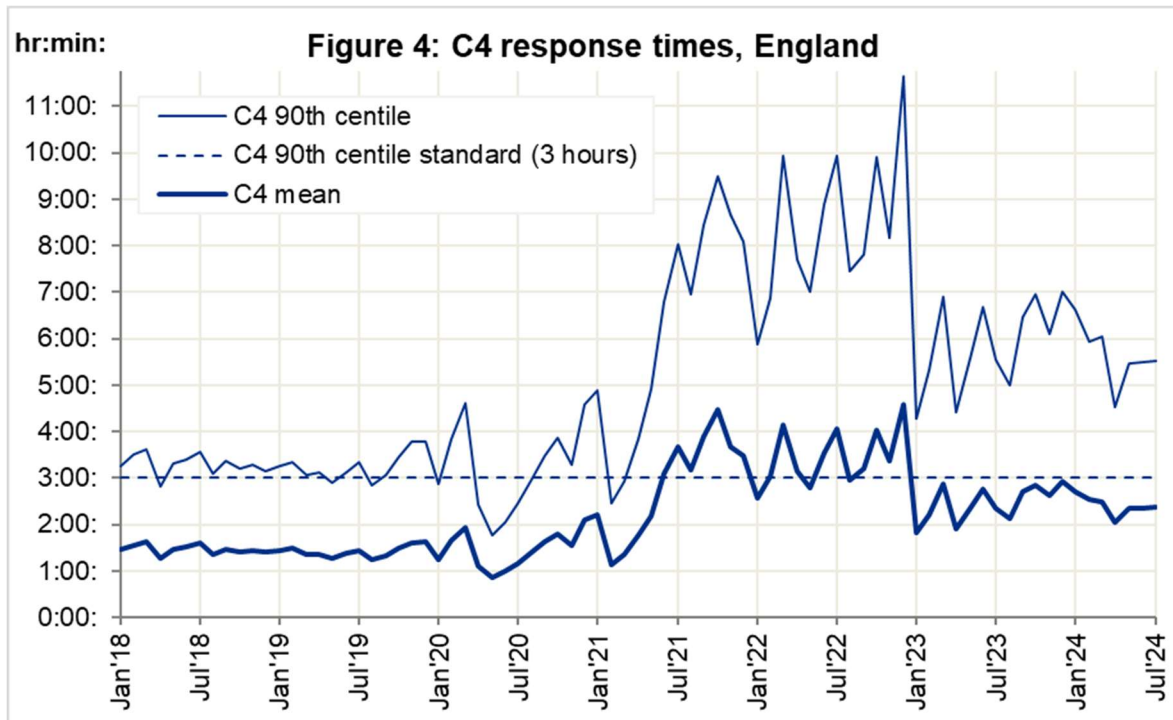
For England in July 2024, C2 had an average of 33:25 and a 90th centile of 1:10:24. Both were longer than in all months of 2018, 2019, and 2020, but shorter than in all months of 2022. (Figure 2)



For England in July 2024, the C3 average was 2:01:21 and the 90th centile 4:44:56 (Figure 3), while the C4 average was 2:21:47 and the 90th centile 5:30:43 (Figure 4).

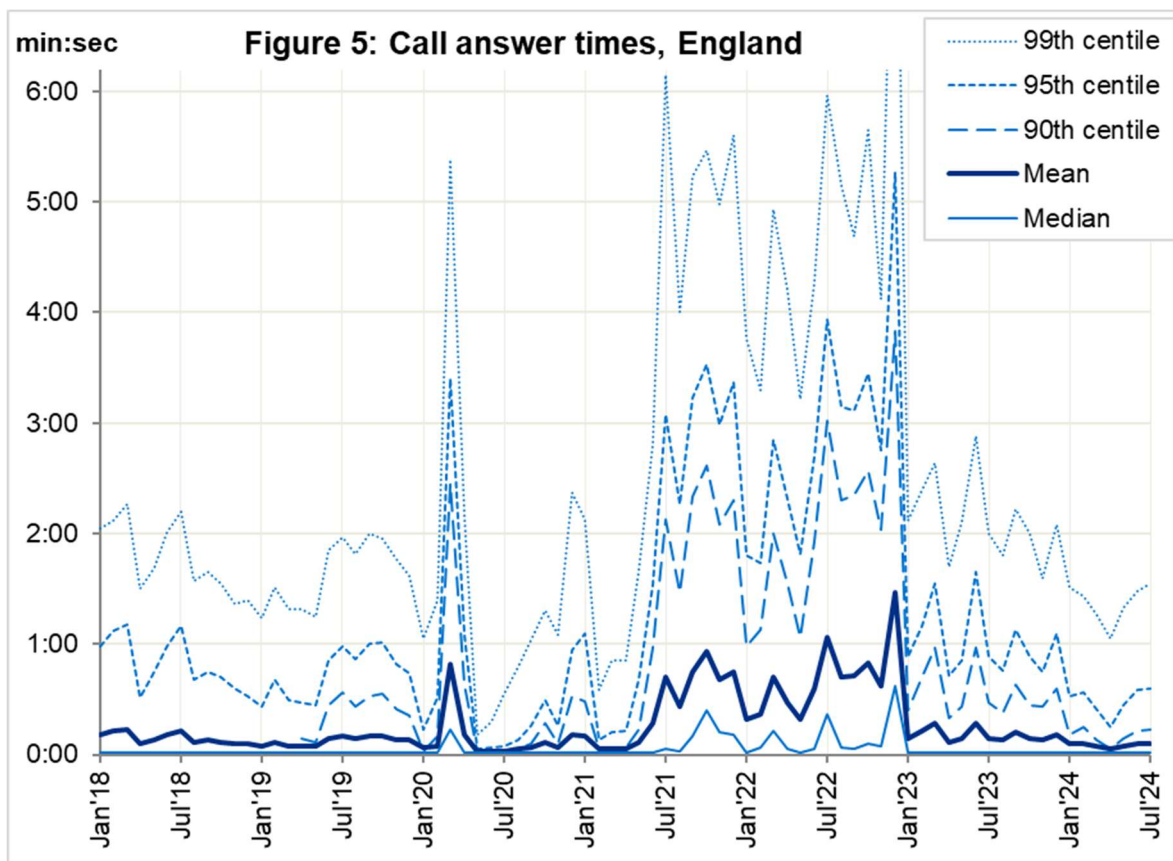
All these were shorter than the times for financial years 2021-22, 2022-23, and 2023-24, but longer than for earlier years, and for 2024-25 so far.





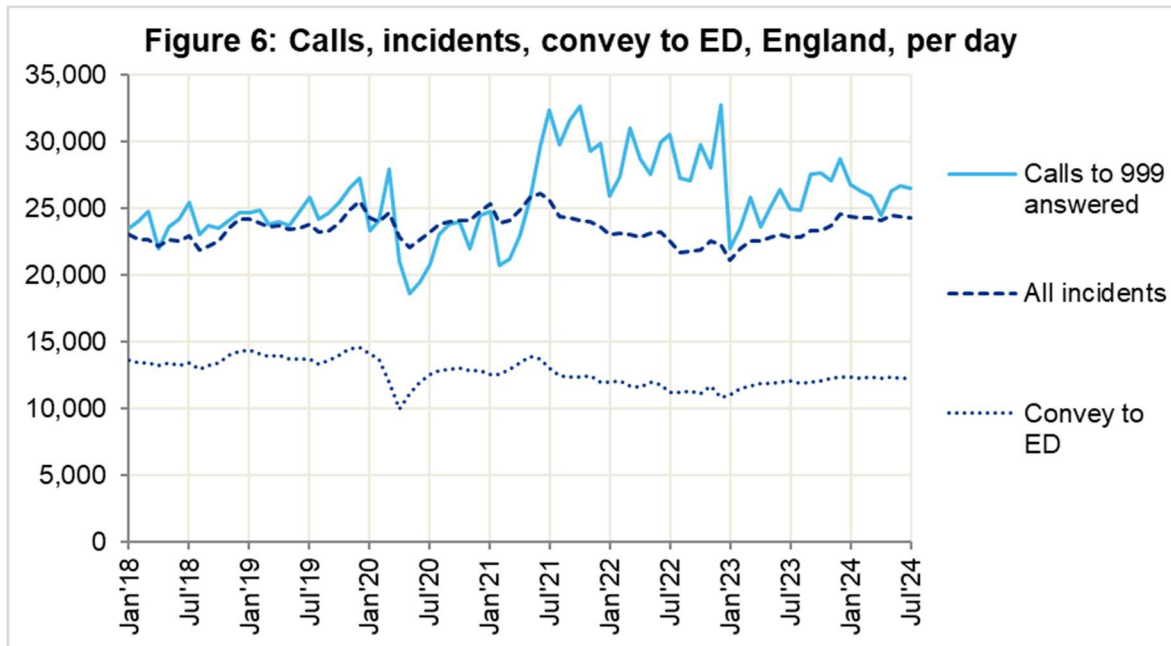
1.2 Other Systems Indicators

In most months of 2024 so far, including July, the average 999 call answer time was 6 seconds, which was shorter than in every month of 2022 and 2023. (Figure 5).

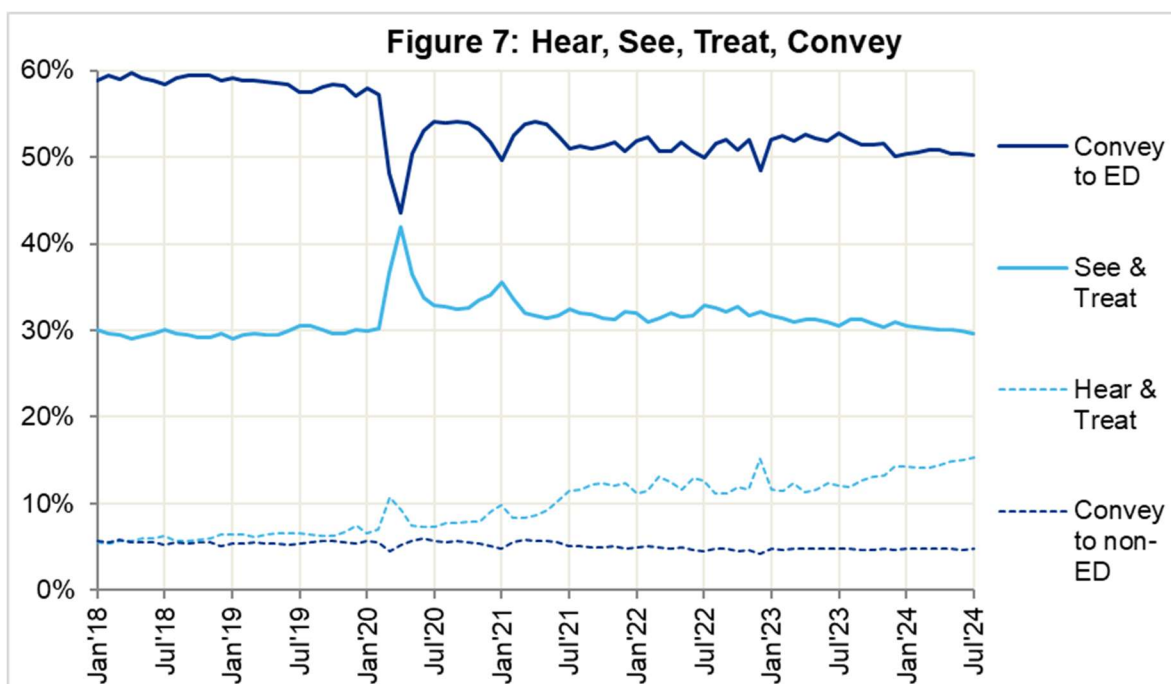


In July 2024, 821,928 calls to 999 were answered. This was 26.5 thousand per day, fewer than in most months of 2022, but more than in most months of 2023.

There were 753,384 incidents in England in July 2024, of which 378,186 had conveyance to ED. All months of 2024 so far have had 12.2 or 12.3 thousand incidents per day with conveyance to ED. (Figure 6).



In England in July 2024, 15.4% of incidents were resolved on the telephone, the largest proportion since the current definition was introduced in 2017, while 29.7% were resolved on scene (See & Treat), the smallest proportion since 2019. Other incidents comprised 50.2% with conveyance to an Emergency Department (ED) and 4.8% with conveyance to non-ED. (Figure 7)



2. Further information on AQI

2.1 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 2.5 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.

2.2 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 2.1, 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 call answer times (A2 to A6 and A114).

2.3 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.

2.4 Related statistics

NHS England publishes monthly data on ambulance handover delays by acute trust at www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-management-information starting from October 2023, and at www.england.nhs.uk/statistics/statistical-work-areas/uec-sitrep for individual days during winter from 2017-18.

The Quality Statement described in section 2.1 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:

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

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

Northern Ireland: www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics

2.5 Contact information

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

The person responsible for producing this publication is Ian Kay, Operational Insights, Transformation Directorate, NHS England, 07918 336050, england.nhsdata@nhs.net.

2.6 Accredited official statistics

These 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”.