

## Statistical Note: Ambulance Quality Indicators (AQI)

The average Category 2, 3, and 4 response times for England in November 2024 were each longer than in all previous months in 2024.

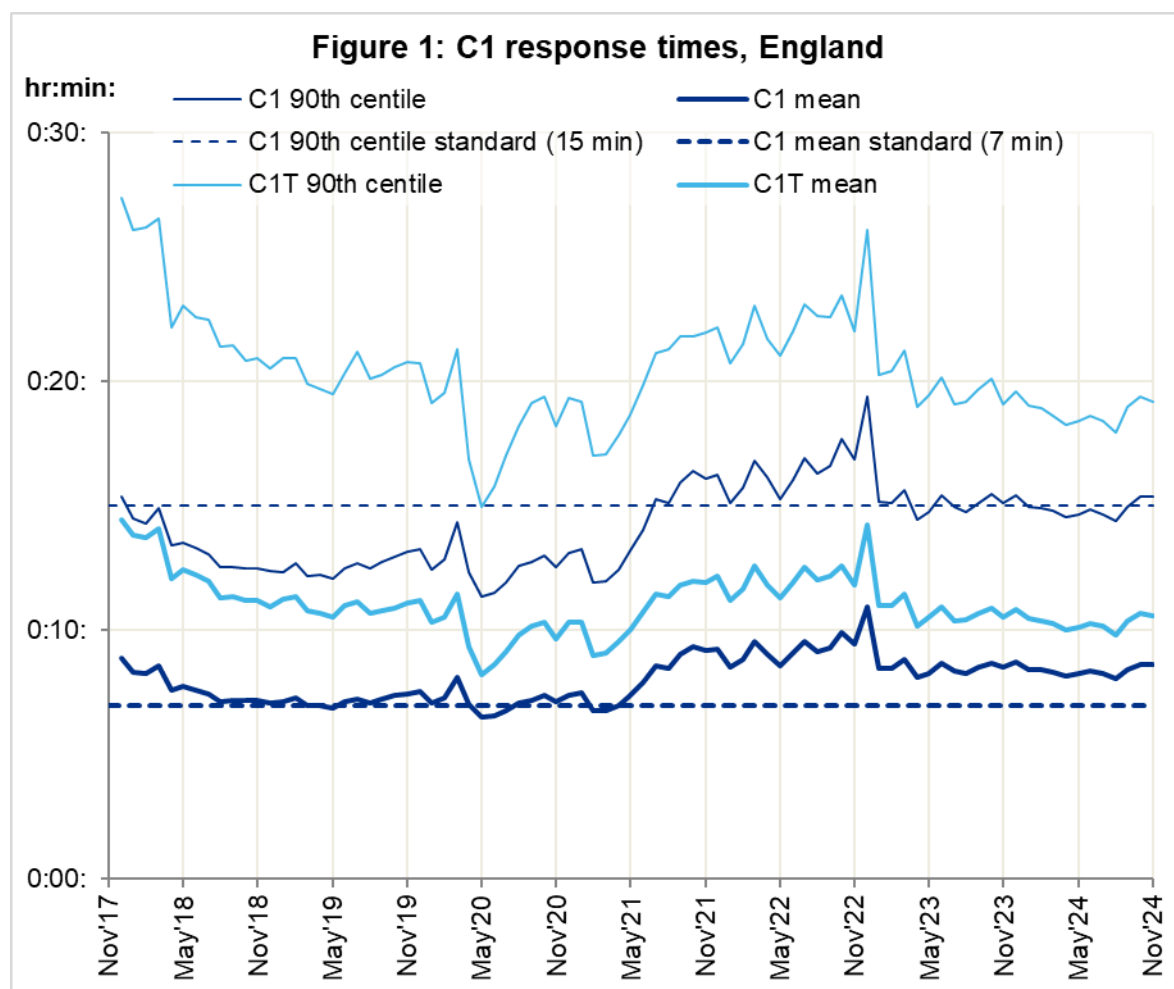
We had planned to publish AmbSYS revisions today, but these are not yet ready for publication. We plan to publish them on Thursday 9 January 2025 instead.

### 1. Ambulance Systems Indicators (AmbSYS)

#### 1.1 Response times

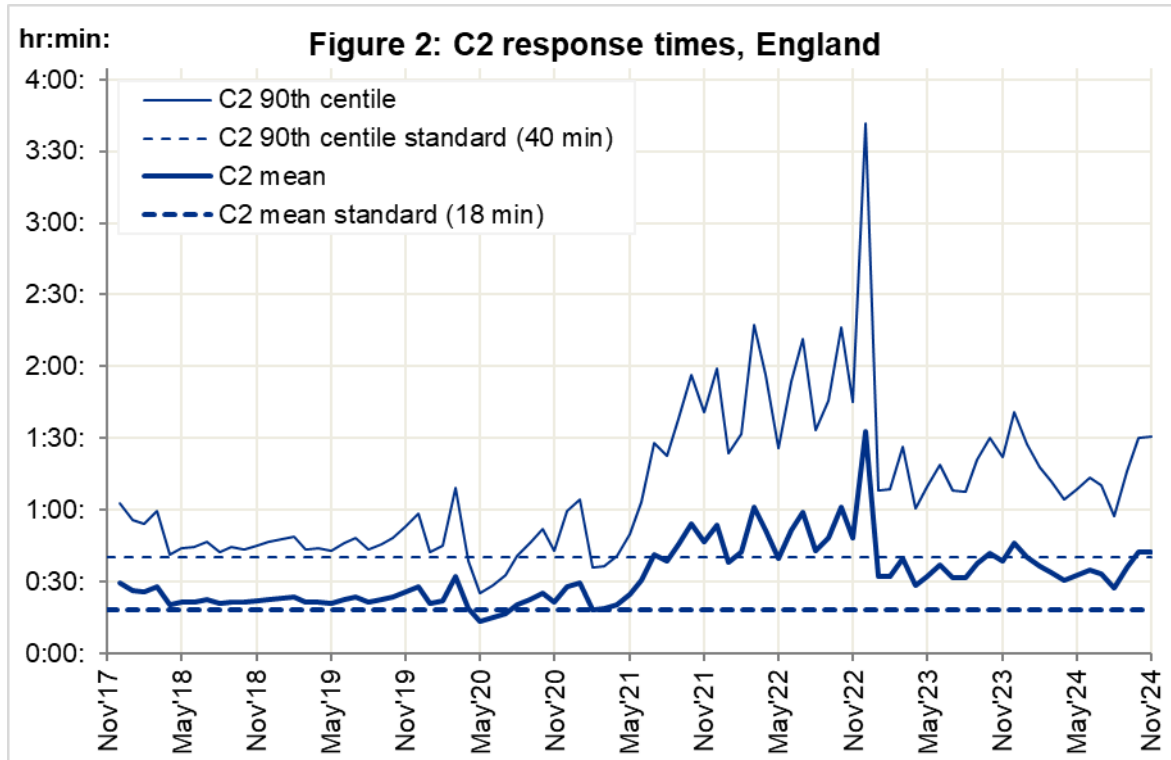
For C1 for England, the mean average response time in November 2024 was 8:38 and the 90th centile was 15:22, meeting neither the average standard<sup>1</sup> of 7 minutes nor the 90th centile standard of 15 minutes.

For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 10:35, and the 90th centile was 19:13 (Figure 1).

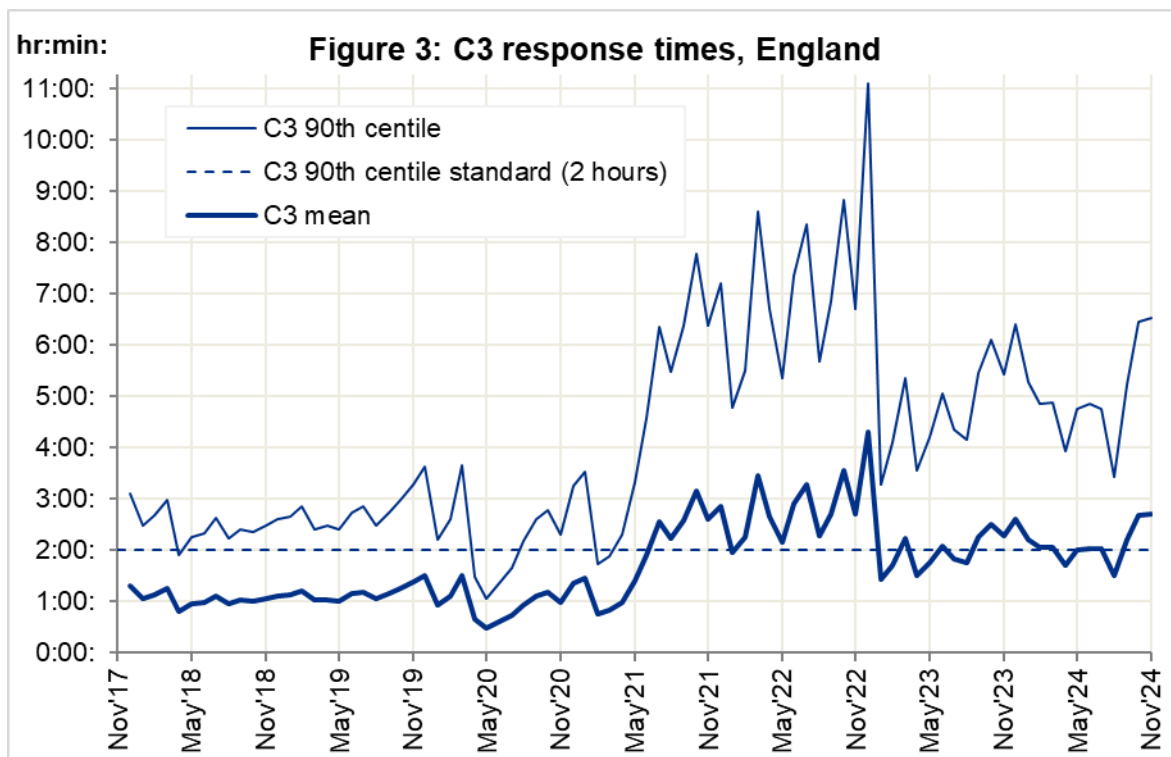


<sup>1</sup> Standards in the NHS Constitution Handbook: [www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england](http://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england)

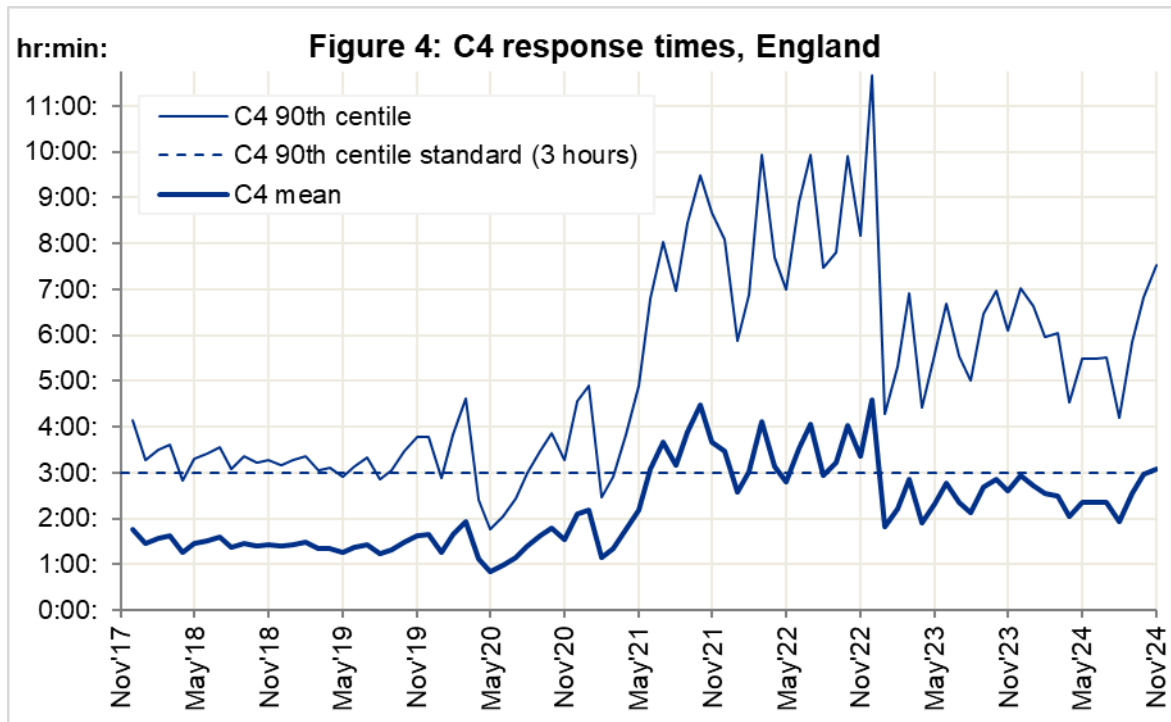
The November 2024 England C2 average was 42:26, and the 90th centile 1:30:47 (Figure 2).



For England in November 2024, the C3 average of 2:41:56 was nearly 19% longer than in November 2023. The 90th centile, 6:32:23, was over an hour longer than in November 2023 (Figure 3).

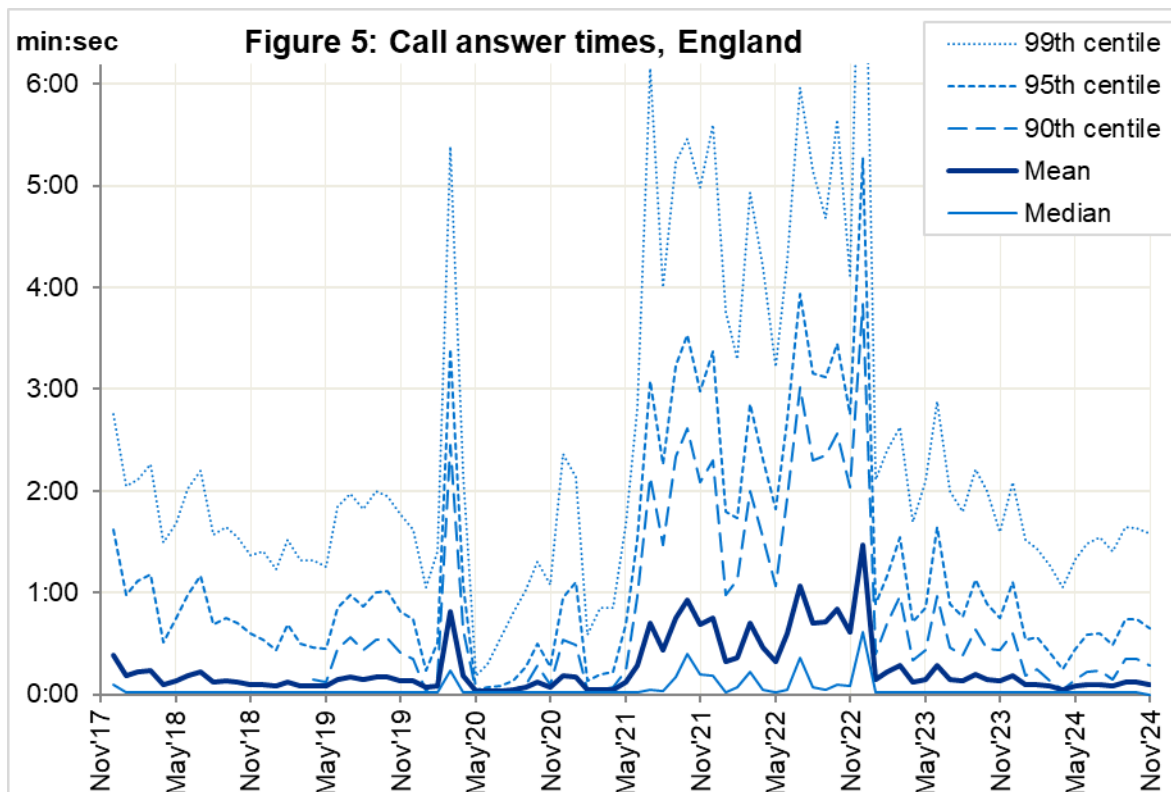


The latest England C4 average was 3:04:23 with a 90th centile of 7:31:42 (Figure 4).



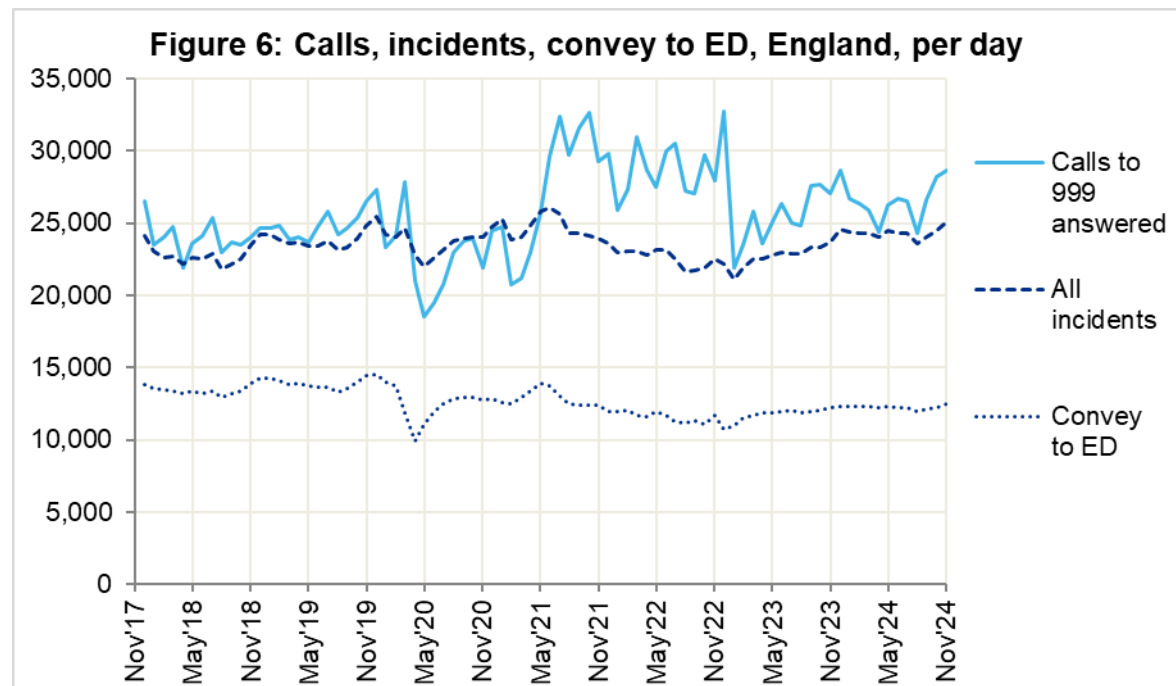
## 1.2 Other Systems Indicators

The average 999 call answer time in November 2024 was 6 seconds, which is shorter than September and October 2024 (Figure 5).

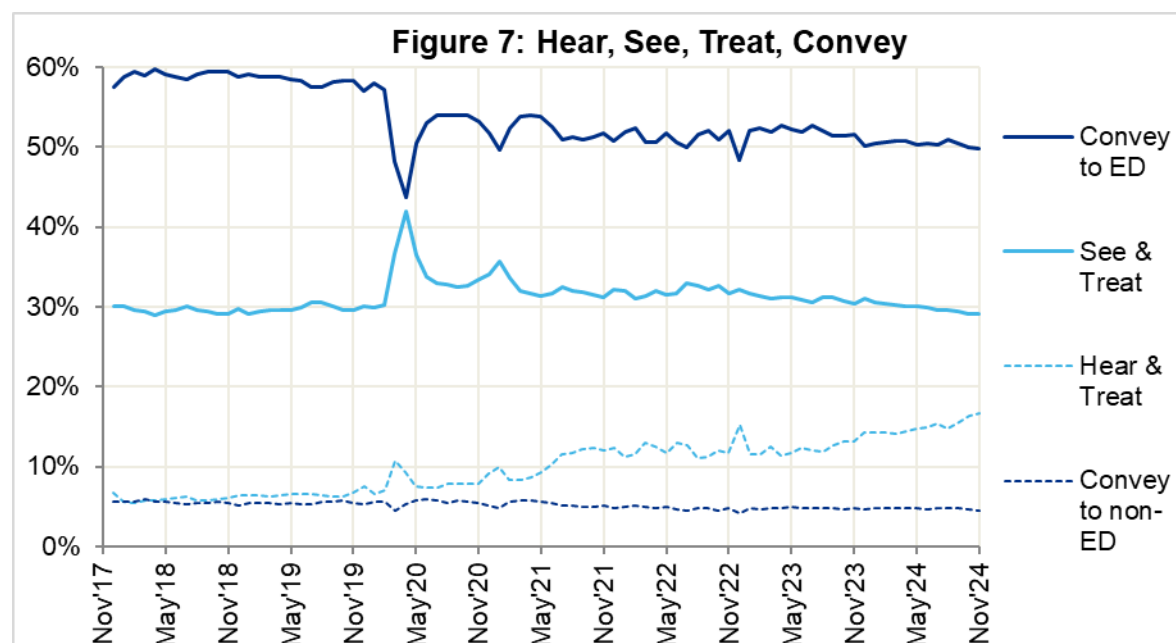


In November 2024, 860,543 calls to 999 were answered. This was 28.7 thousand per day, which was more than the 28.2 thousand in October 2024 and the 27.0 thousand in November 2023.

There were 752,361 incidents in England in November 2024, of which 374,074 had conveyance to ED. Per day, these were 25.1 and 12.5 thousand, respectively 3% and 2% higher than the financial year averages for 2024-25 so far (Figure 6).



In England in November 2024, 16.6% of incidents were resolved on the telephone (Hear & Treat), the most since we introduced new definitions in 2017. Other incidents comprised 29.1% closed on scene (See & Treat), 49.7% with conveyance to an Emergency Department (ED), and 4.6% with conveyance to non-ED (Figure 7).



## 2. Ambulance Clinical Outcomes (AmbCO)

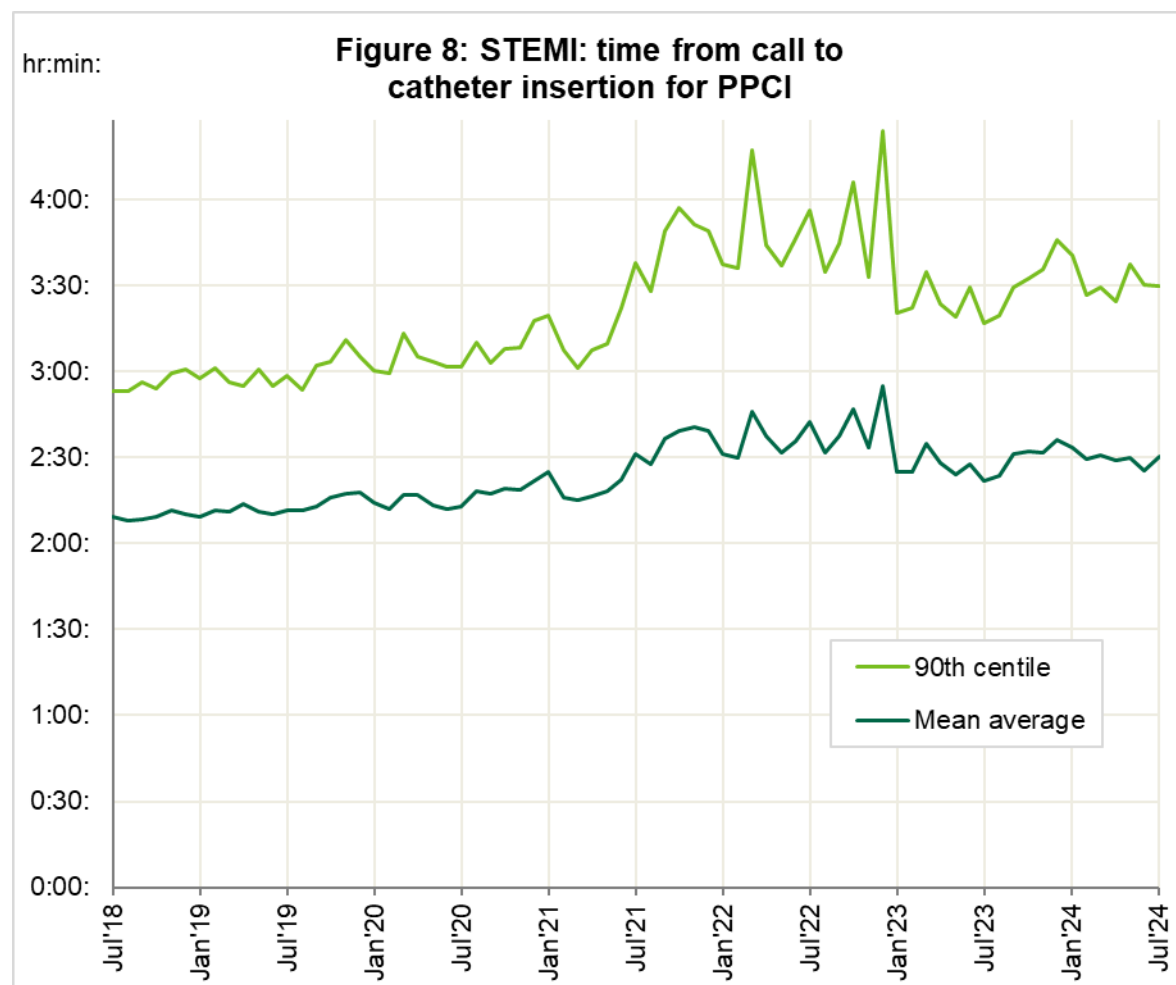
We will continue to summarise data in these Statistical Notes for each topic when we publish care bundle data for that topic, so today's commentary on July 2024 data is about STEMI.

### 2.1 ST-segment elevation myocardial infarction (STEMI)

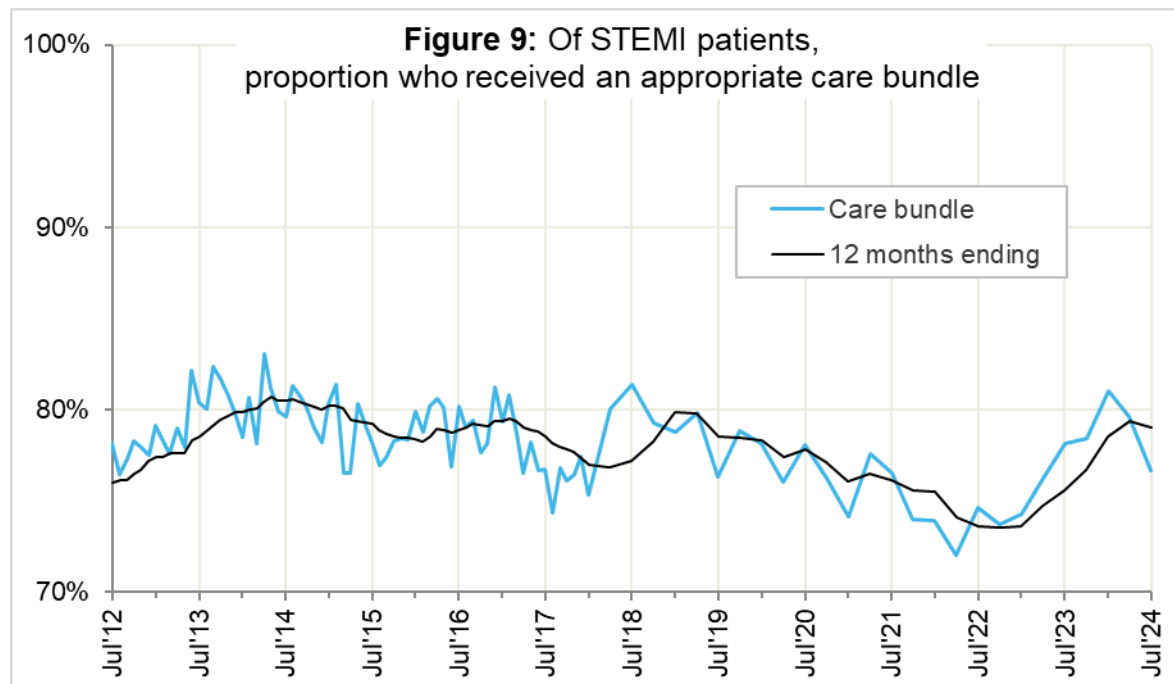
STEMI is a type of heart attack, determined by an electrocardiogram (ECG) test. Early access to reperfusion, where blocked arteries are opened to re-establish blood flow, and other assessment and care interventions, are associated with reductions in STEMI mortality and morbidity.

For STEMI patients, the Myocardial Ischaemia National Audit Project (MINAP) collects the time from ambulance call to insertion of a catheter for primary percutaneous coronary intervention (PPCI): inflation of a balloon inside a blood vessel to restore blood flow to the heart.

In England in July 2024, the mean average time from 999 call to catheter insertion was 2 hours 30 minutes, and the 90th centile was 3:30 (Figure 8). These were both very similar to the average times for 2023-24, and shorter than the average times for 2022-23.



Of 1,652 patients with an acute STEMI, 1,267 (77%) received an appropriate care bundle in England in July 2024, fewer than the average for 2023-24 (79%) (Figure 9)



### 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 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 call answer times (A2 to A6 and A114).

### 3.3 Related statistics

NHS England publishes C2 response times for each Integrated Care Board (ICB) from April 2023 monthly at [www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-management-information](http://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-management-information), and ambulance handover data by acute trust from October 2023 on the same page.

Data on patients handed over to each Acute Trust are available for whole months from October 2023 at that same webpage, and also for individual days during winter from 2017-18 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 <https://digital.nhs.uk/data-and-information/publications/statistical/ambulance-services> by NHS Digital and predecessor organisations 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](http://www.scottishambulance.com/TheService/BoardPapers.aspx)

Wales: <https://jcc.nhs.wales/insighthub/asi>

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)

### 3.4 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, Operational Insights, Transformation Directorate, NHS England, 07918 336050, [england.999iucdata@nhs.net](mailto:england.999iucdata@nhs.net).

### 3.6 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”.