

Statistical Note: Ambulance Quality Indicators (AQI)

For Category 1, the average response time in England in April 2025 was the fastest since May 2021 but it was still slower than the seven minute standard. For Categories 2 and 3, the response time was the fastest since August 2024.

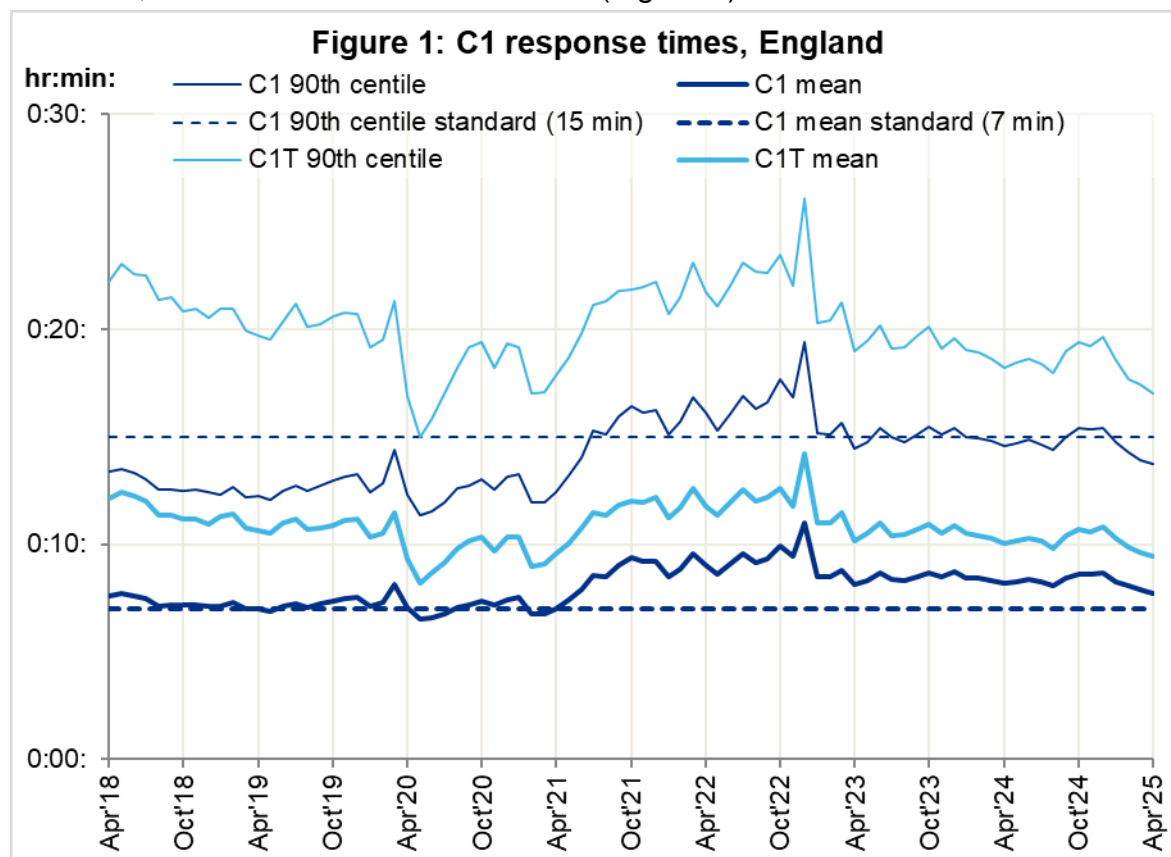
1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

April's C1 mean response time was faster than every month since May 2021, but slower than every month of 2019. April's C2 mean response time was faster than every month since May 2021, except August 2024.

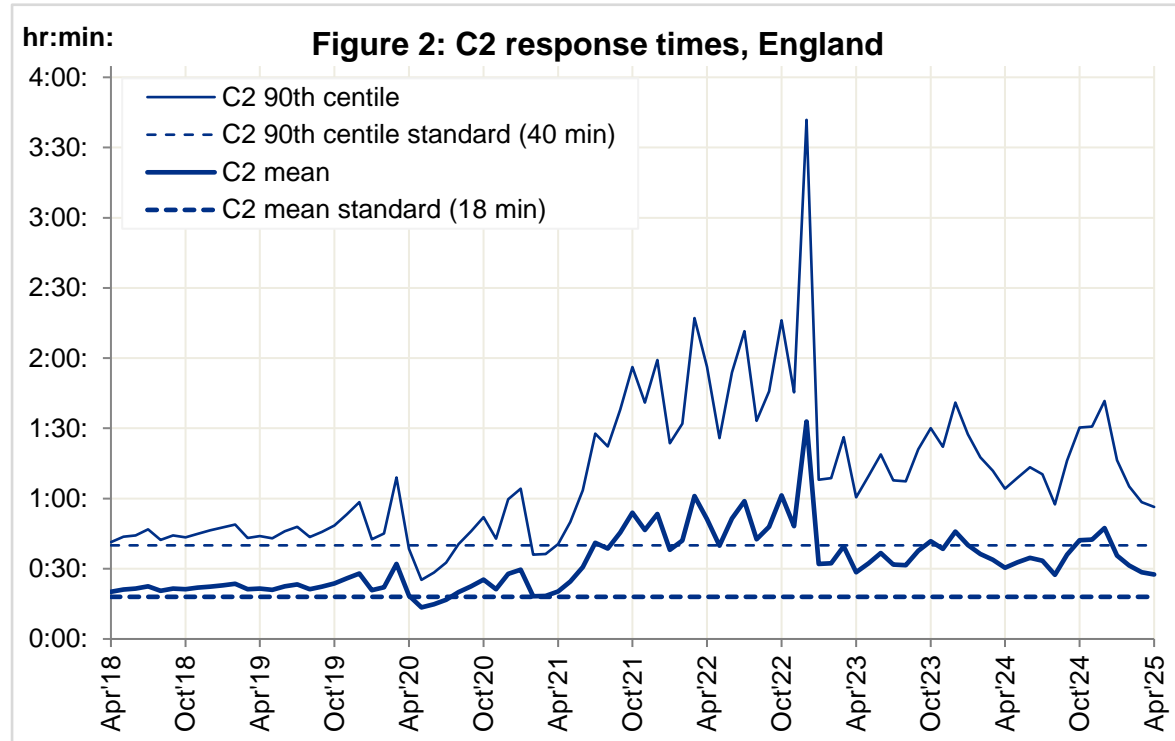
For C1 for England, the mean response time in April 2025 was 7 minutes 43 seconds and the 90th centile was 13:45. The C1 mean response time was below 8 minutes for the second month in a row. The average standard¹ of 7 minutes was not met but the 90th centile standard of 15 minutes was met for the fourth month in a row.

For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:26, and the 90th centile was 17:03 (Figure 1).

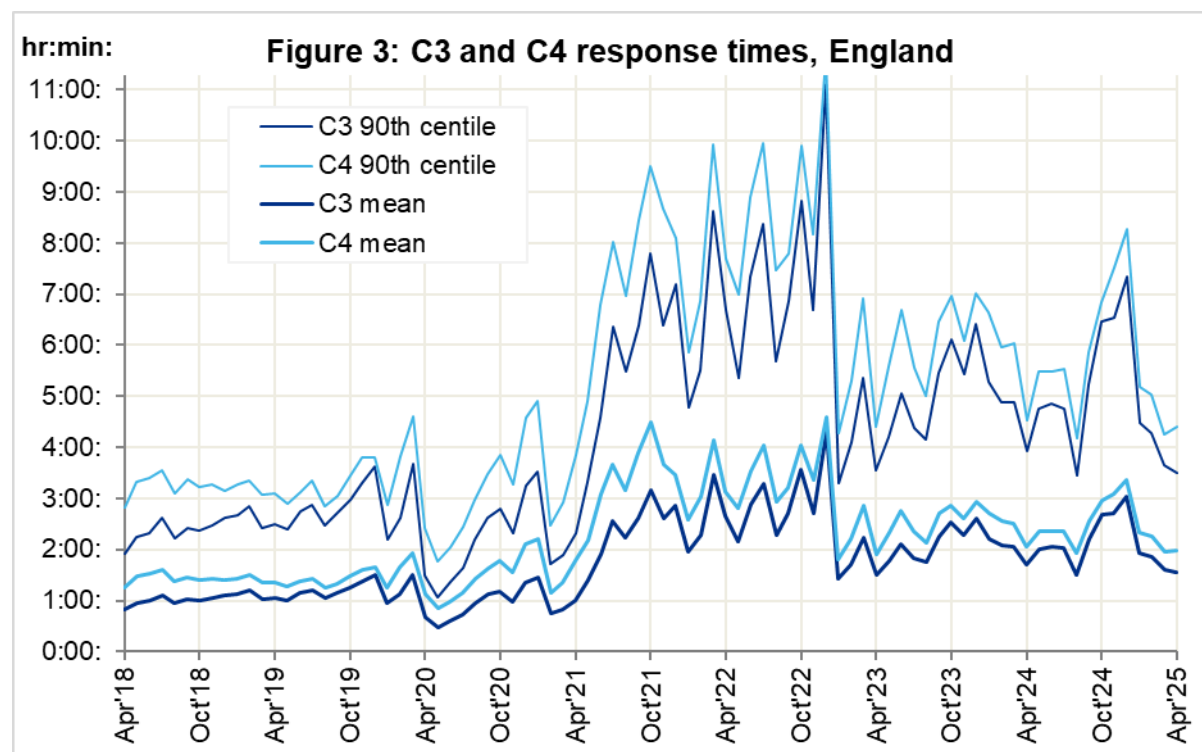


¹ Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

The April 2025 England C2 average was 27:34, the fastest since August 2024. The 90th centile was 56:25, the fastest since May 2021 (Figure 2).

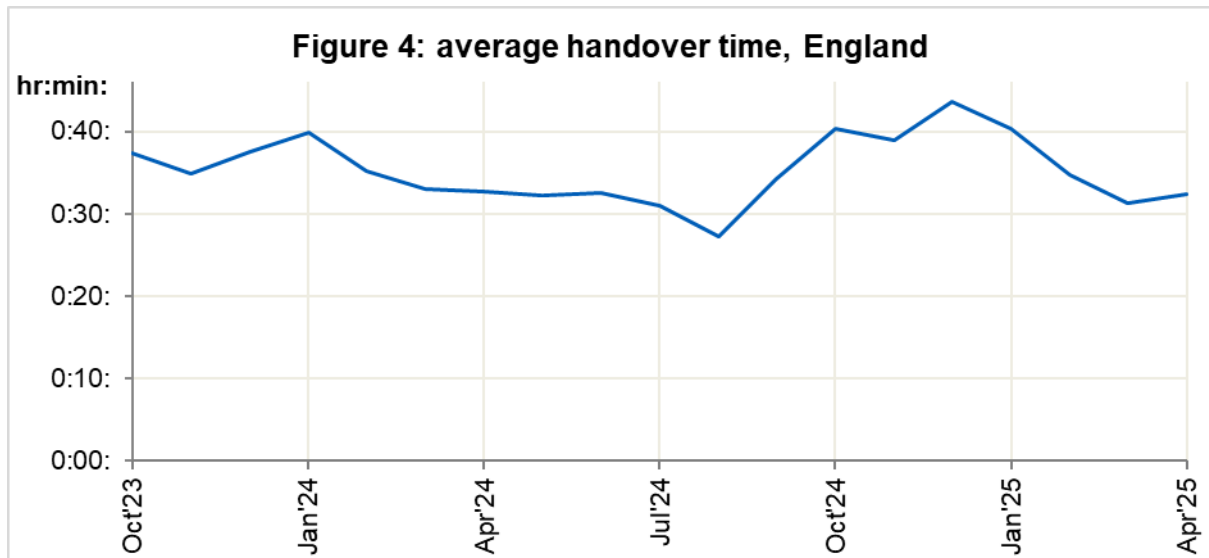


For England in April 2025, the C3 average was 1:32:34, and the 90th centile 3:30:24, both faster than every in month since August 2024. The latest England C4 mean was 1:58:52, with a 90th centile of 4:24:47 (Figure 3).

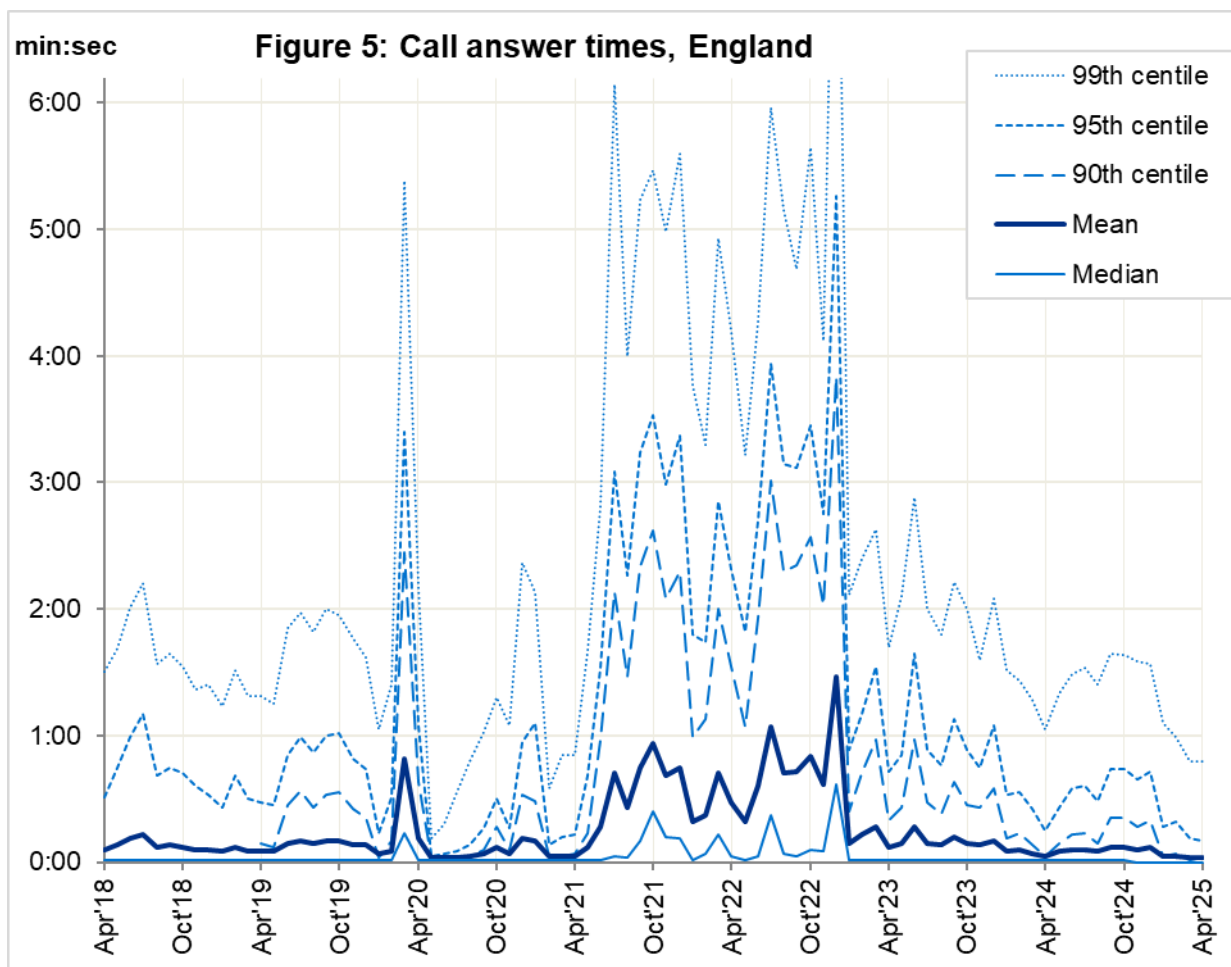


1.2 Other Systems Indicators

The mean handover time in April 2025 was 32:23, slower than last month but faster than April 2024 (Figure 4).

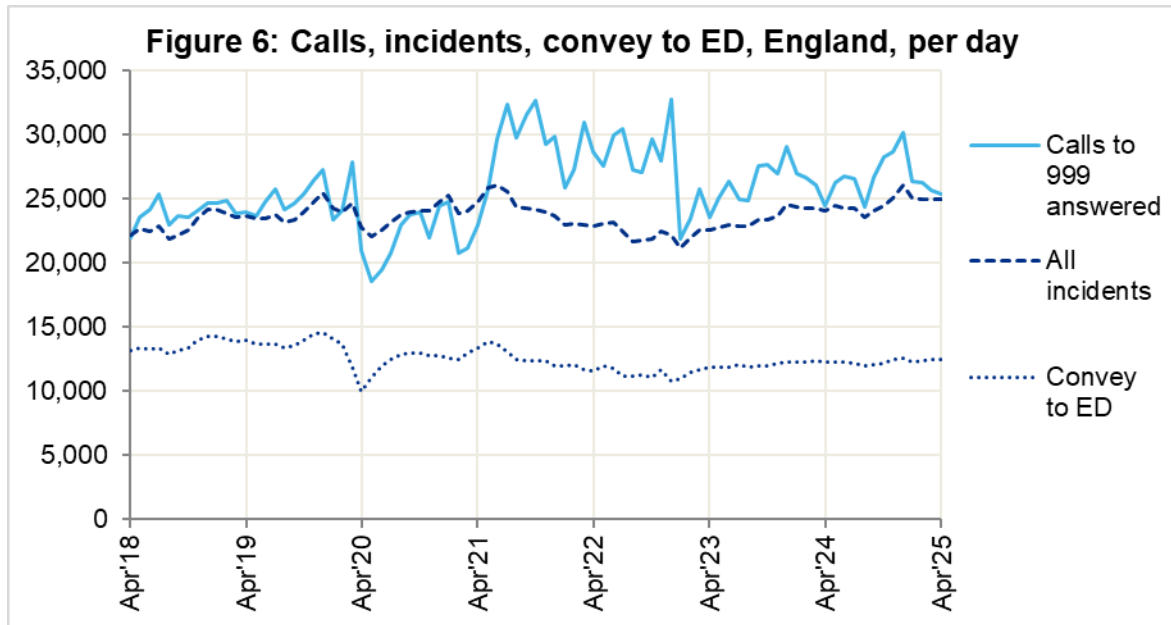


The mean 999 call answer time in April 2025 was 2 seconds, the same as last month (Figure 5).

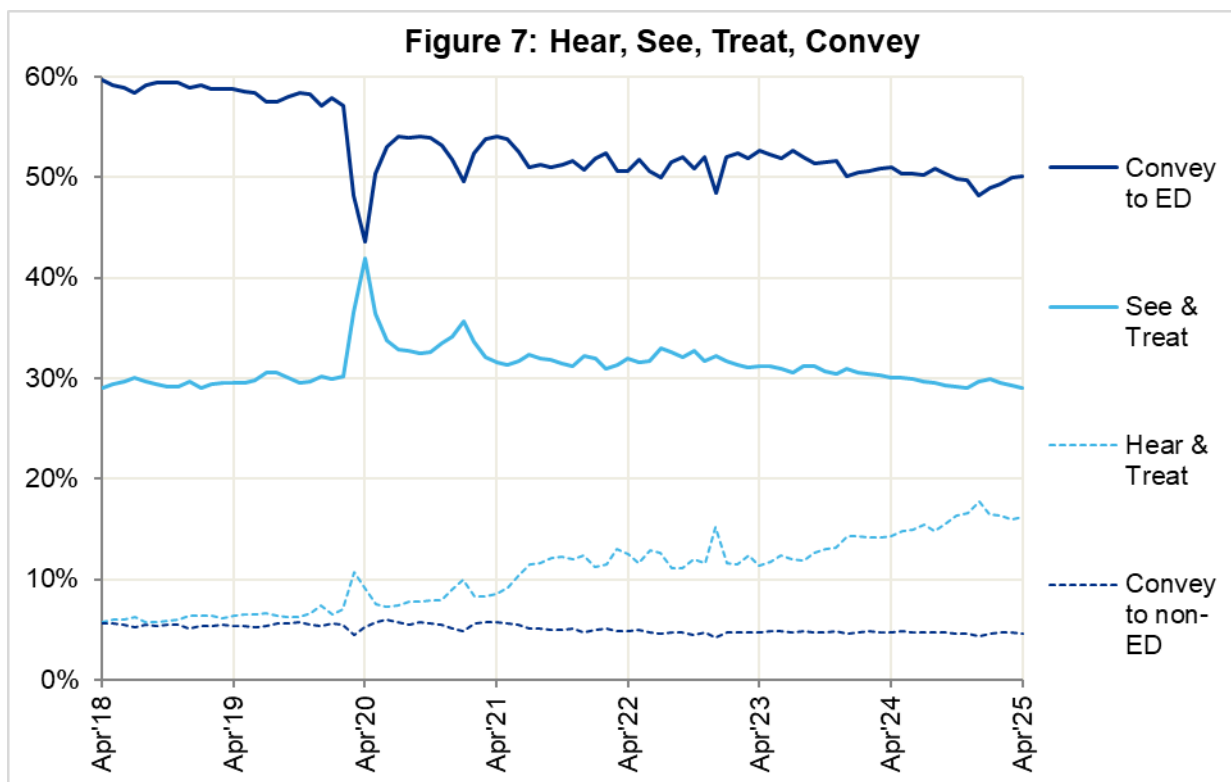


In April 2025, 761,608 calls to 999 were answered, or 25.4 thousand per day.

There were 748,540 incidents in England in April 2025, which is 25 thousand per day and more than last month. Of these, 374,575 had conveyance to ED, or 12.5 thousand per day (Figure 6).



In England in April 2025, 16.2% of incidents were resolved on the telephone (Hear & Treat), which is greater than in March 2025. Other incidents comprised 29.1% closed on scene (See & Treat), 50.0% with conveyance to an Emergency Department (ED), and 4.7% with conveyance to non-ED (Figure 7).



2. Ambulance Clinical Outcomes (AmbCO)

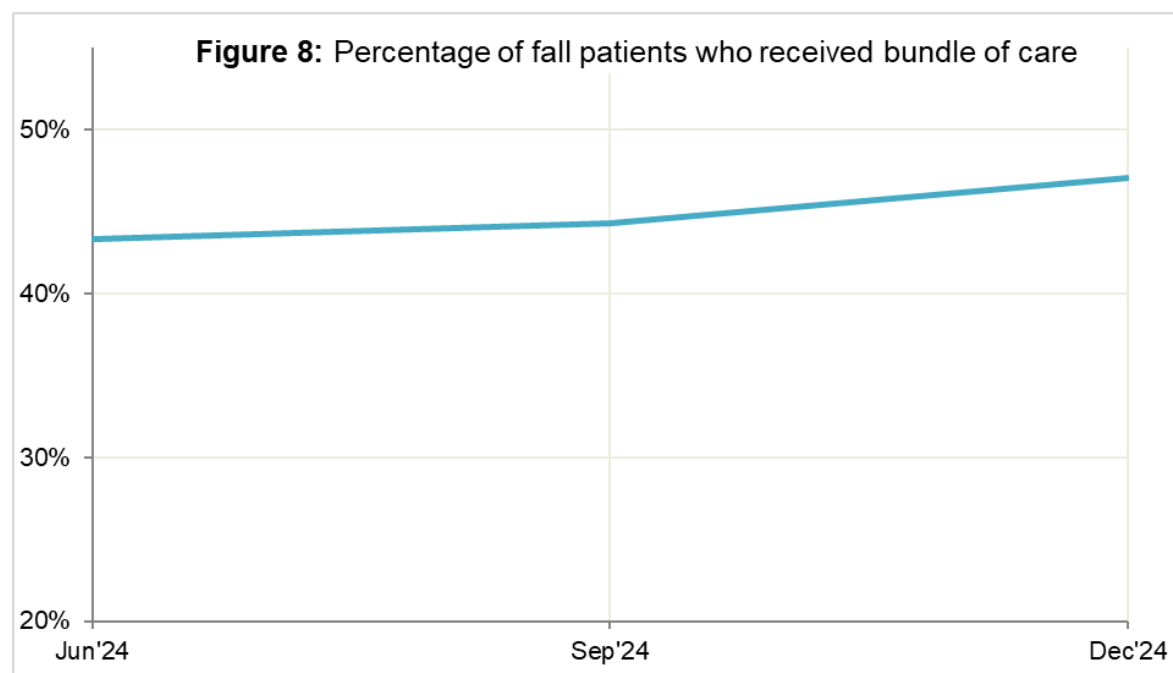
We summarise data in this Statistical Note for topics when we publish care bundle data for that topic. This commentary includes Falls data. It does not include Stroke data because October 2024 data onwards are currently unavailable for all Trusts due to a delay in the implementation of a new webtool for submissions.

2.1 Patients who have fallen and can be discharged on scene

This indicator was first published for June 2024, so is reported here for the third time: for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular bundle of care.

This bundle includes a detailed physical examination and certain observations and assessments, along with documentation of a detailed medical history, and current medication. If a Trust attends more than 300 eligible patients in a month, it supplies these indicators for 300 patients chosen at random.

In December 2024, Trusts supplied data on 3,049 such patients, of which 1,435 (47%) received this bundle of care. This was an increase from September 2024, in which 44% of 3,050 patients received the care bundle (Figure 8).



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 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, 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.

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

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

N. 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 AmbSYS indicators, except the counts of 999 calls (indicators A1, A124, and A125) and call answer times (A2 to A6 and A114).

3.4 Centiles

The centile data for England in this publication are not precise centiles calculated from national record-level data, but 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

For media enquiries: nhsengland.media@nhs.net, 0113 825 0958.

The person responsible for this publication is Ian Kay, england.999iucdata@nhs.net, Operational Insights, Transformation Directorate, NHS England, 07918 336050.

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".