

Statistical Note: Ambulance Quality Indicators (AQI)

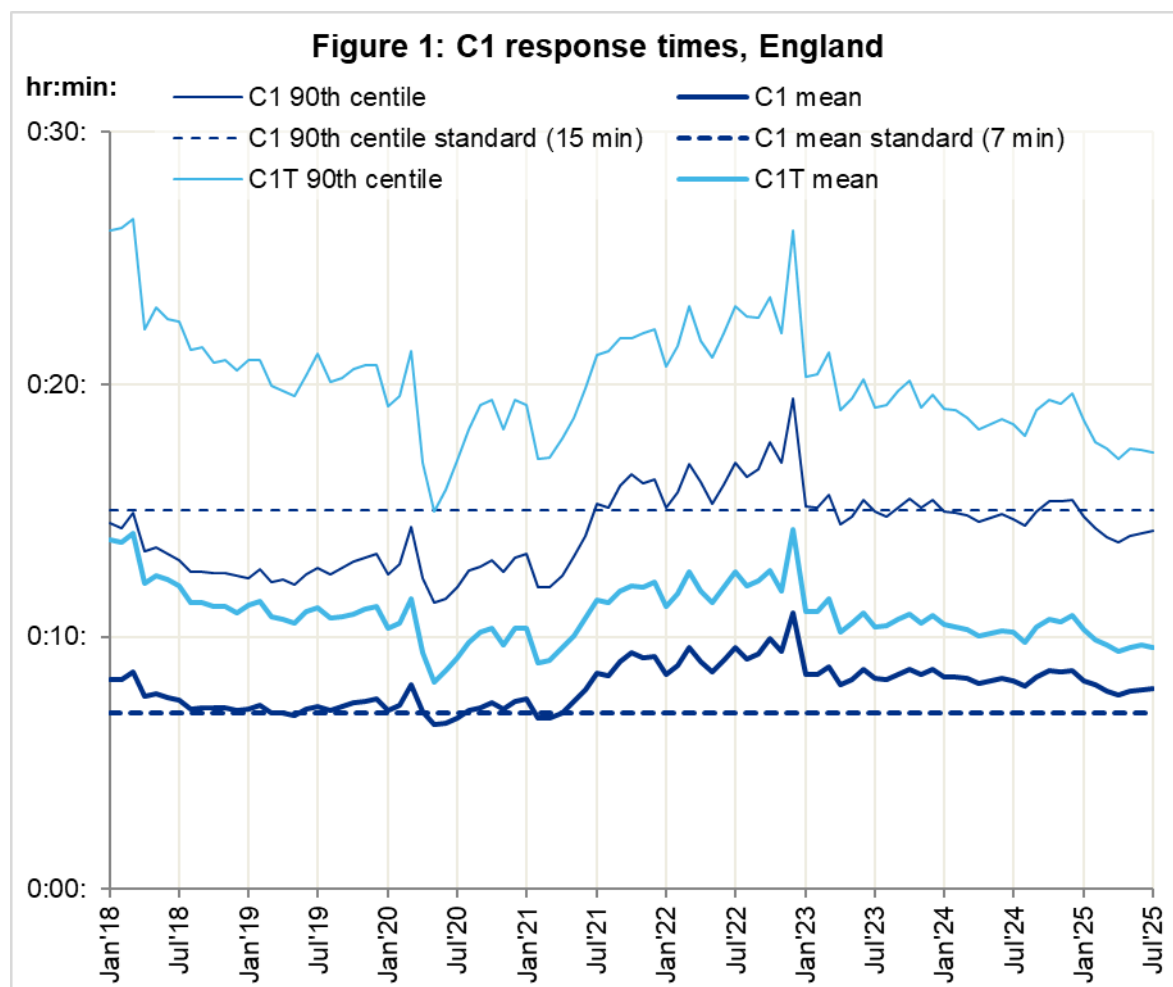
The average ambulance response time in England in July 2025, for Categories 2 to 4, was slower than in March to May 2025, but quicker than in the other months of 2025 so far.

The average handover time was the quickest for nearly two years.

1. Ambulance Systems Indicators (AmbSYS)

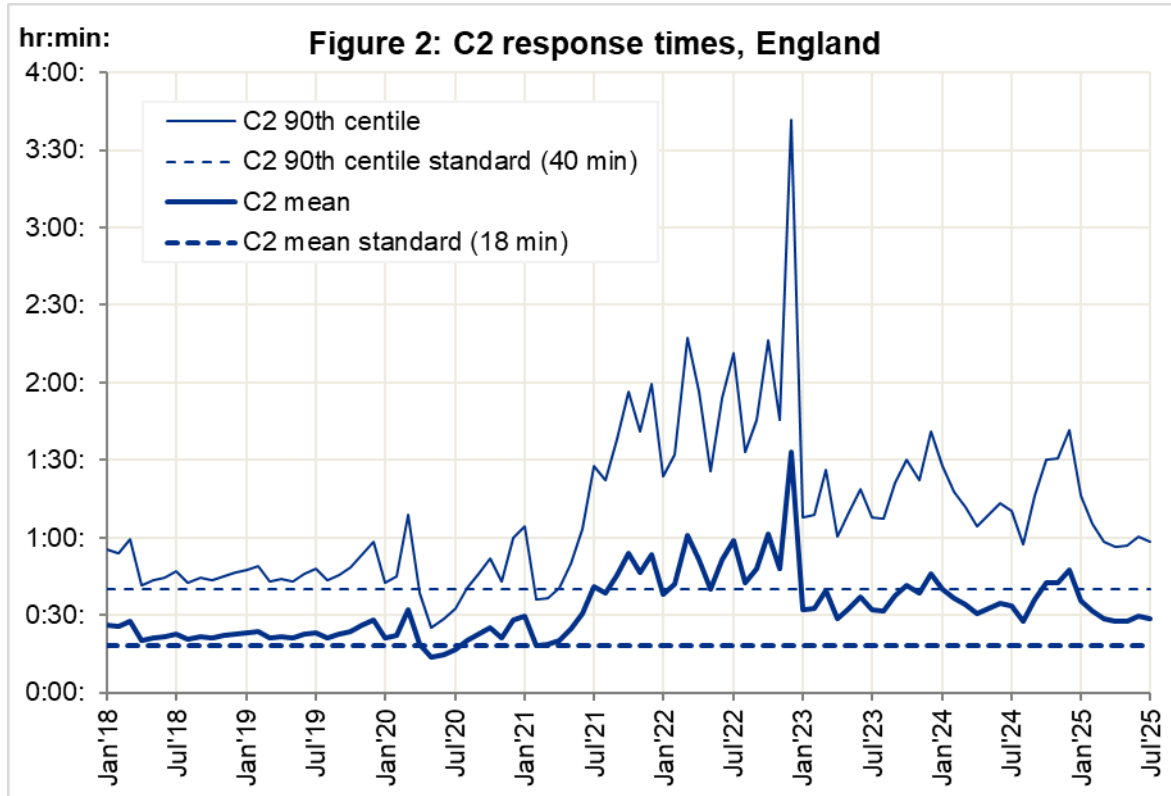
1.1 Response times

For C1 for England, the mean response time in July 2025 was 7 minutes 56 seconds and the 90th centile was 14:12, both slower than in the previous four months, but quicker than in each of the 44 months before that. The average standard¹ of 7 minutes has not been met for four years but the 90th centile standard of 15 minutes has been met in every month of 2025 so far. For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:34, and the 90th centile was 17:18 (Figure 1).

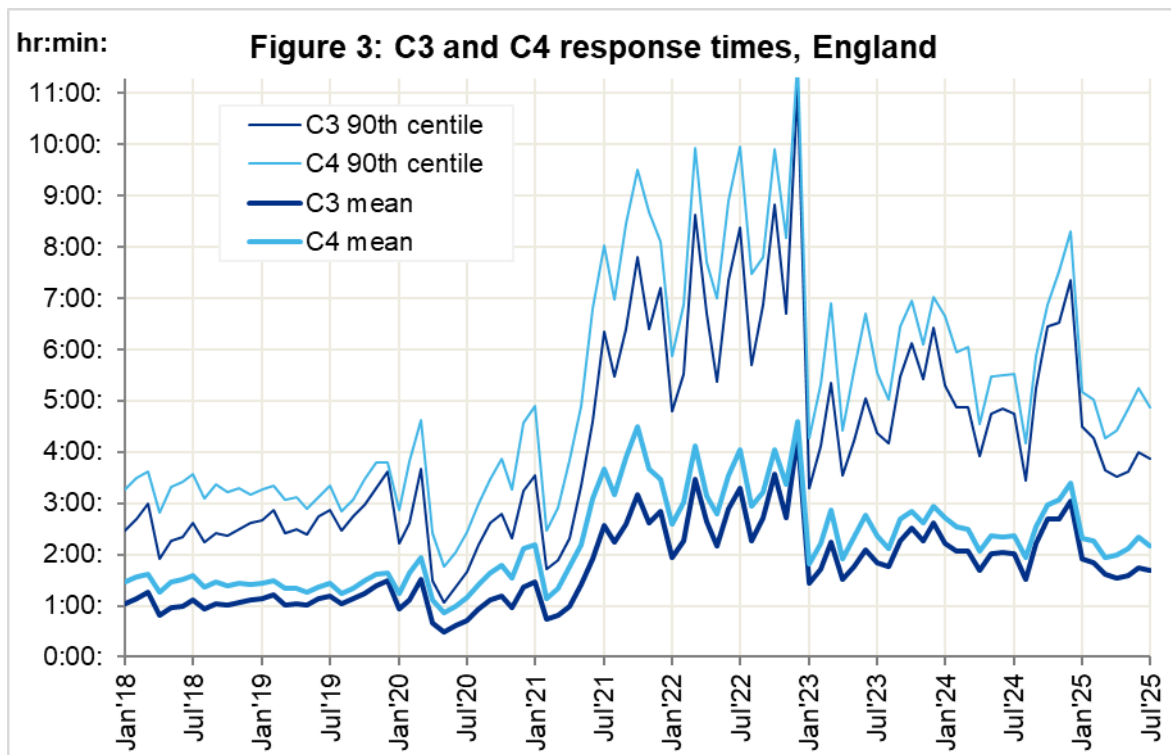


¹ Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

C2, C3, and C4 times in July 2025 were all quicker than in June 2025 and in most months of 2023 and 2024, but not as quick as in April or May 2025. The July 2025 England C2 average was 28:40 and the 90th centile was 58:10. (Figure 2).

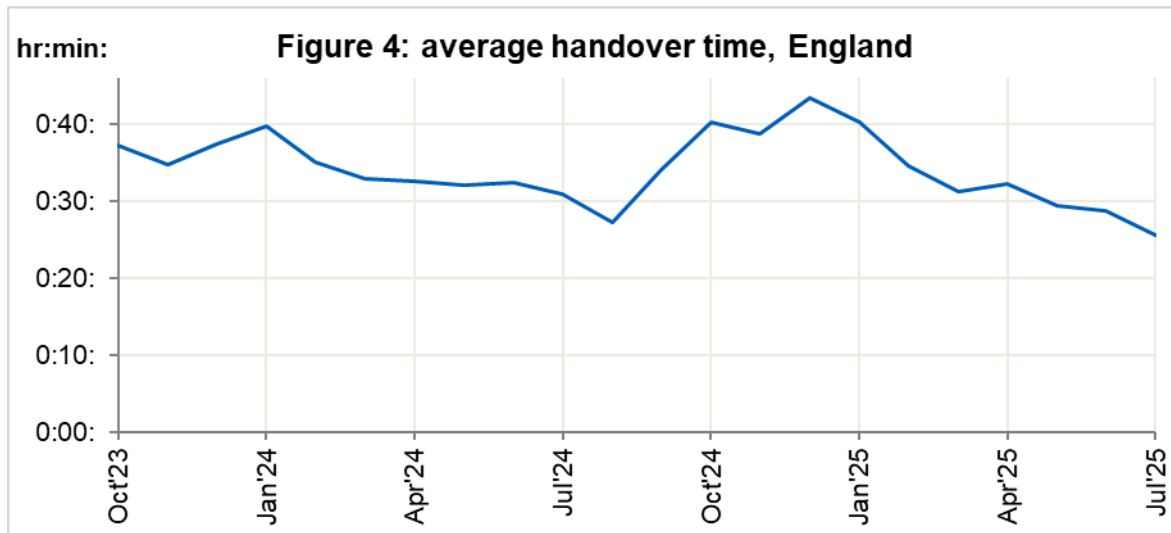


For England in July 2025, the C3 average was 1:40:46, and the 90th centile 3:51:26. The C4 mean was 2:09:41, and the 90th centile 4:52:19 (Figure 3).

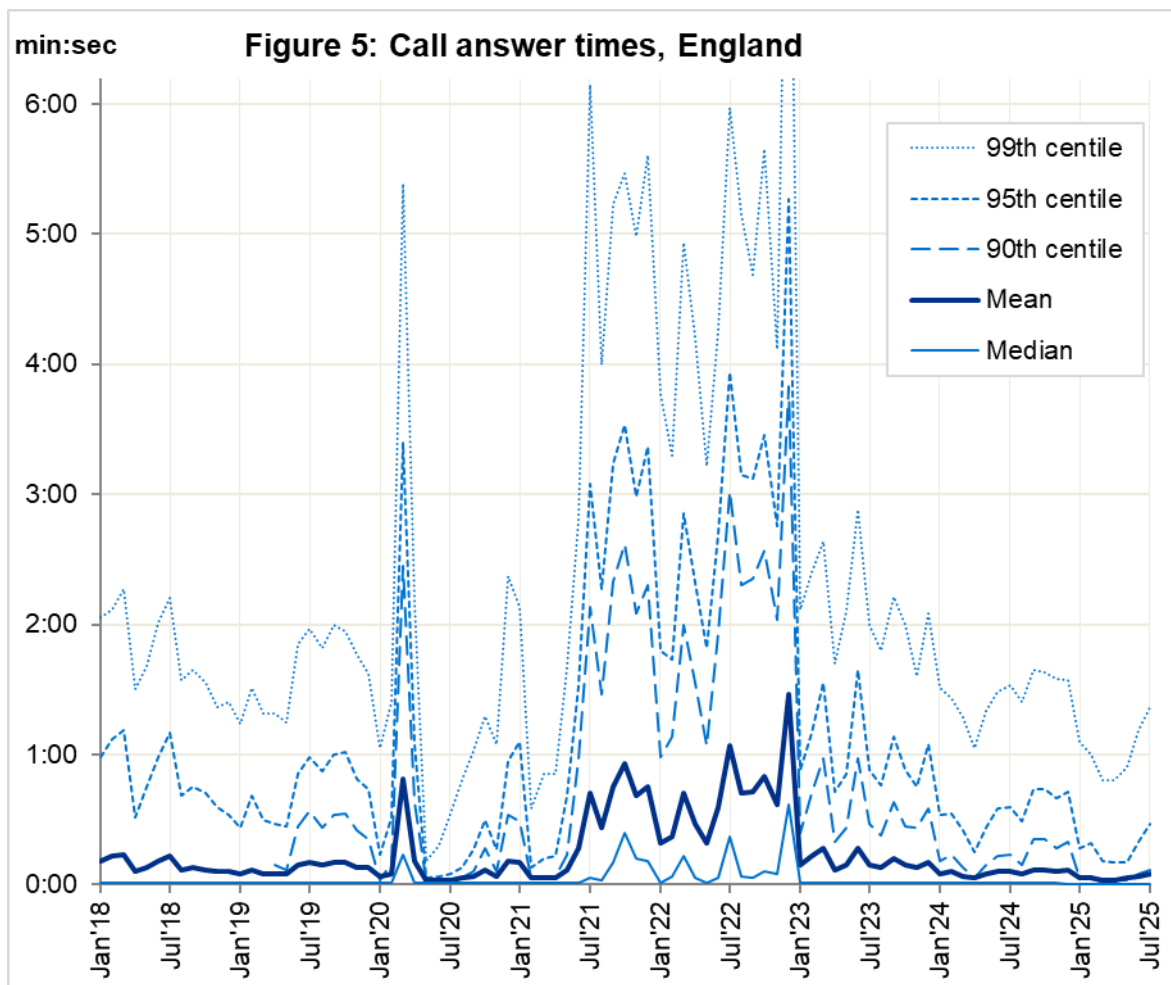


1.2 Other Systems Indicators

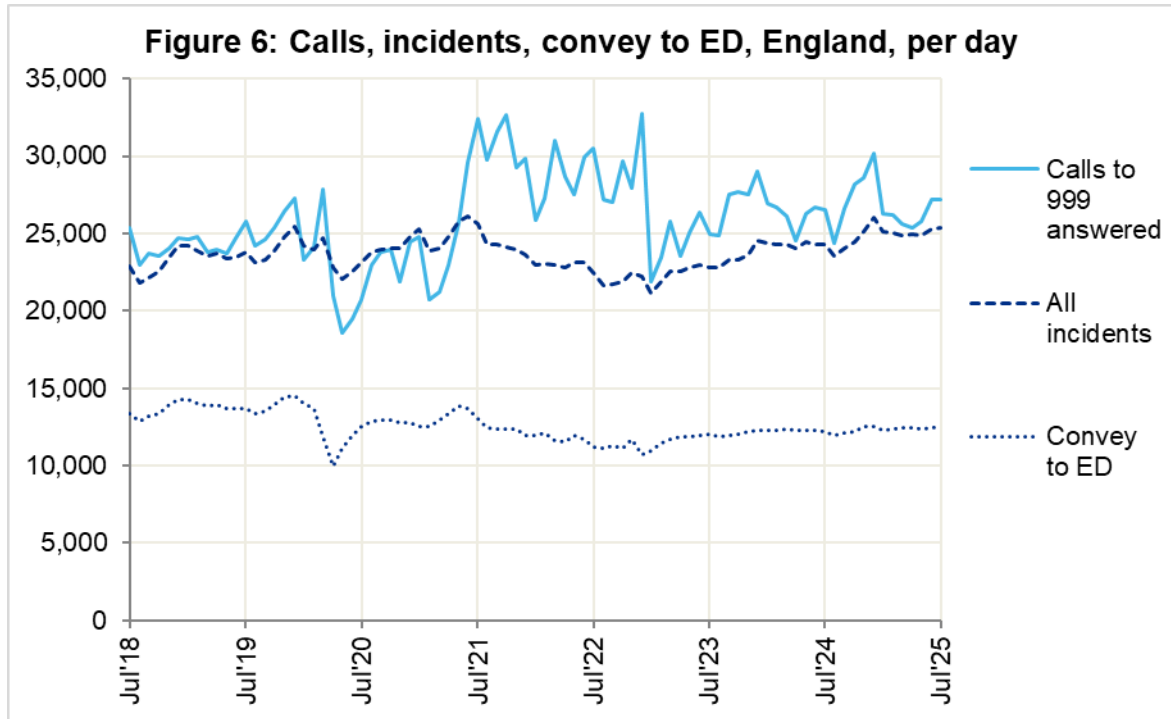
The mean handover time in England in July 2025 was 25:39, the quickest since this measure was first included in the publication for October 2023 (Figure 4).



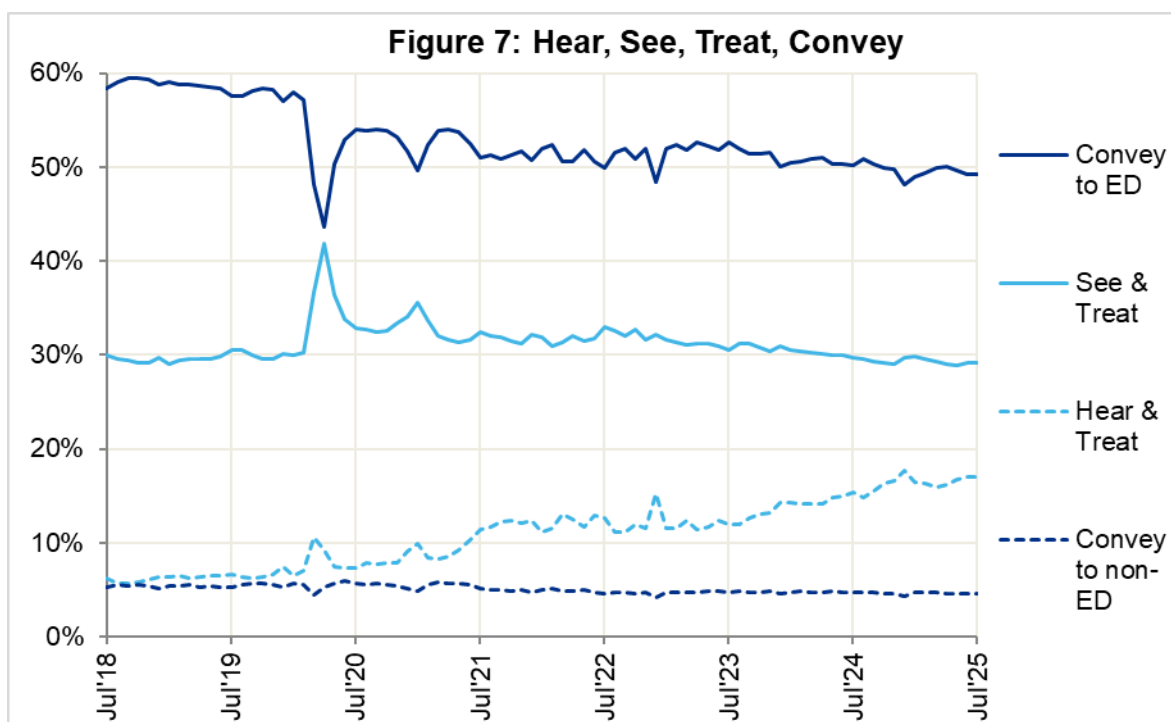
The July 2025 mean 999 call answer time was 5 seconds, the slowest in the months of 2025 so far, but quicker than in all months of 2022 and 2023. (Figure 5).



In July 2025, 843,535 calls to 999 were answered in England, or 27.2 thousand per day. There were 787,844 incidents, or 25.4 thousand per day; in the last four years, only December 2024 had more. 387,455 incidents had conveyance to ED, or 12.5 thousand per day. (Figure 6)



In England in July 2025, 17% of incidents were closed on the telephone (Hear & Treat), the most this decade, except for in December 2024. Other incidents comprised 29% closed on scene (See & Treat), 49% with conveyance to an Emergency Department (ED), and 5% with conveyance elsewhere. (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 and Stroke data.

2.1 Patients who have fallen and can be discharged on scene

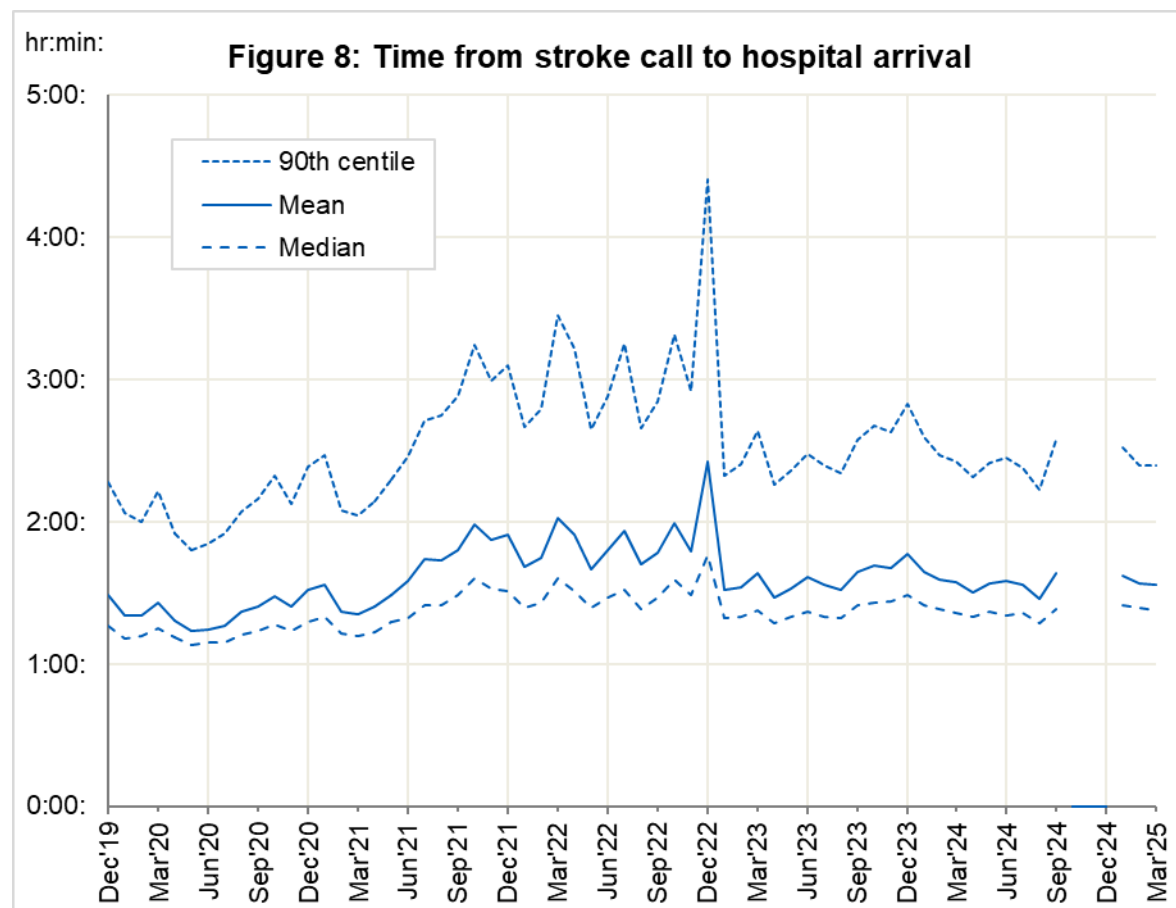
This indicator was first published for June 2024, so is reported here for the fourth time: for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular bundle of care.

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 March 2025, Trusts supplied data on 3,056 such patients, of which 1,534 (50.2%) received this bundle of care. This was an increase from December 2024, in which 47.1% of 3,049 patients received the care bundle.

2.2 Stroke time to hospital and clinical intervention

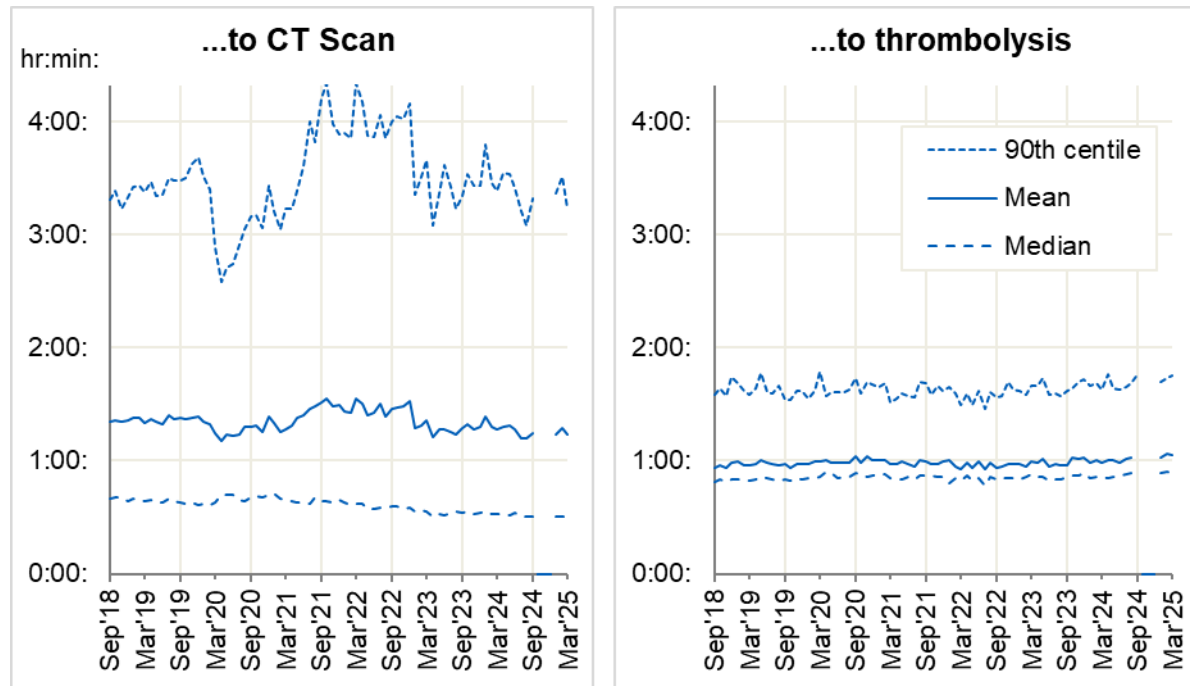
In England, the mean time from 999 call until arrival at hospital for patients who had a stroke was 1 hour 33 minutes in March 2025 (Figure 8, middle line). This was the shortest since August 2024 (1 hour 27 minutes).



In March 2025, the mean time from hospital arrival until CT scan was 1 hour 13 minutes. This was a decrease from 1:17 in February 2025.

The mean time from hospital arrival to thrombolysis in March 2025 was 63 minutes. This was the second highest since this data collection began, with the previous mean monthly times (August 2017 to February 2025) varying from 52 to 64 minutes.

Figure 9: Time from hospital arrival for stroke...



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 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.

3.3 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, 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: Data for Welsh Ambulance Services published by NHS Wales Joint Commissioning Committee at <https://jcc.nhs.wales/insighthub/asi>

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

3.4 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).

3.5 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”.