

Statistical Note: Ambulance Quality Indicators (AQI)

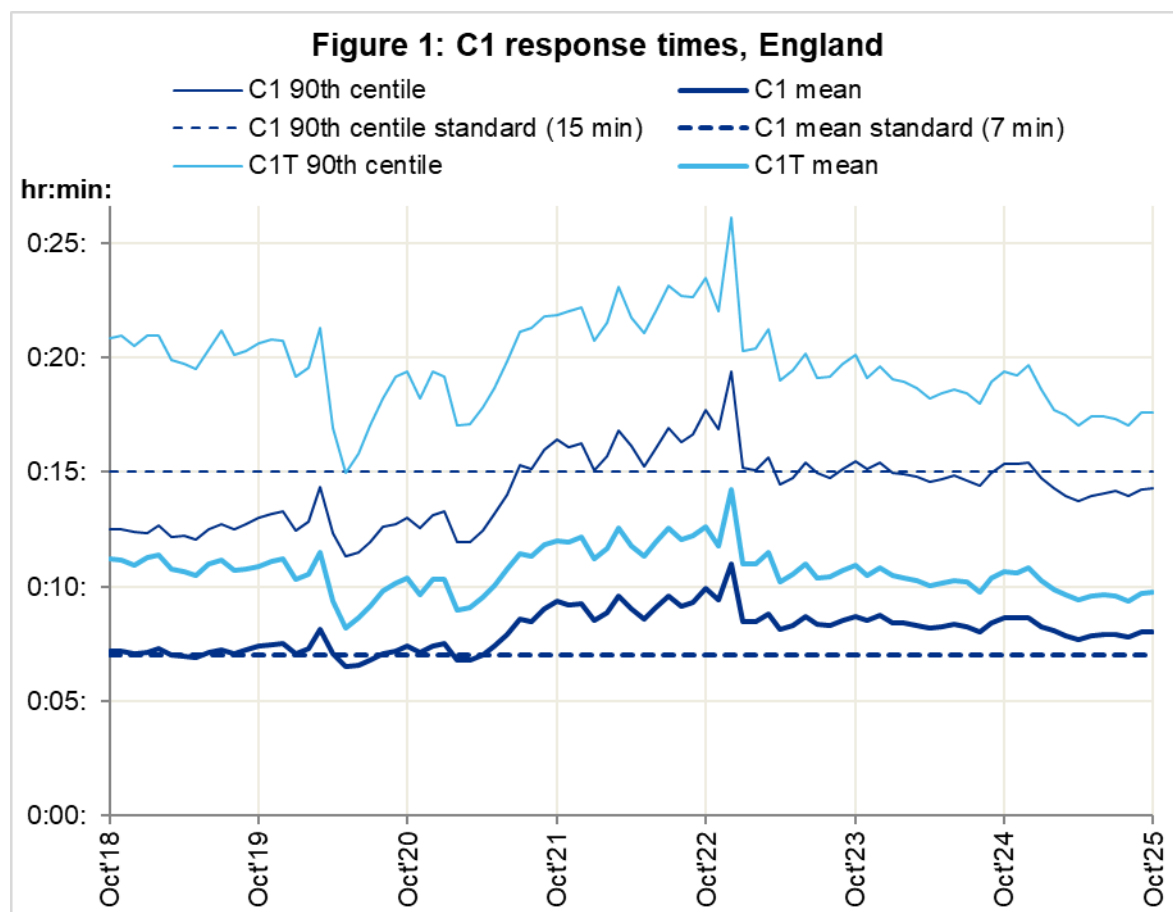
The Category 1 ambulance response time in England in October 2025 was the same as in September 2025, the slowest since February 2025. The Category 2 response time was the slowest since January 2025. The Category 3 and 4 response times were the slowest since December 2024.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

For C1 for England, the mean response time in October 2025 was 8 minutes 1 second and the 90th centile was 14:18, both quicker than October 2024, but the slowest since February 2025. The average standard¹ of 7 minutes has not been met for four and a half years but the 90th centile standard of 15 minutes has been met in every month of 2025 so far.

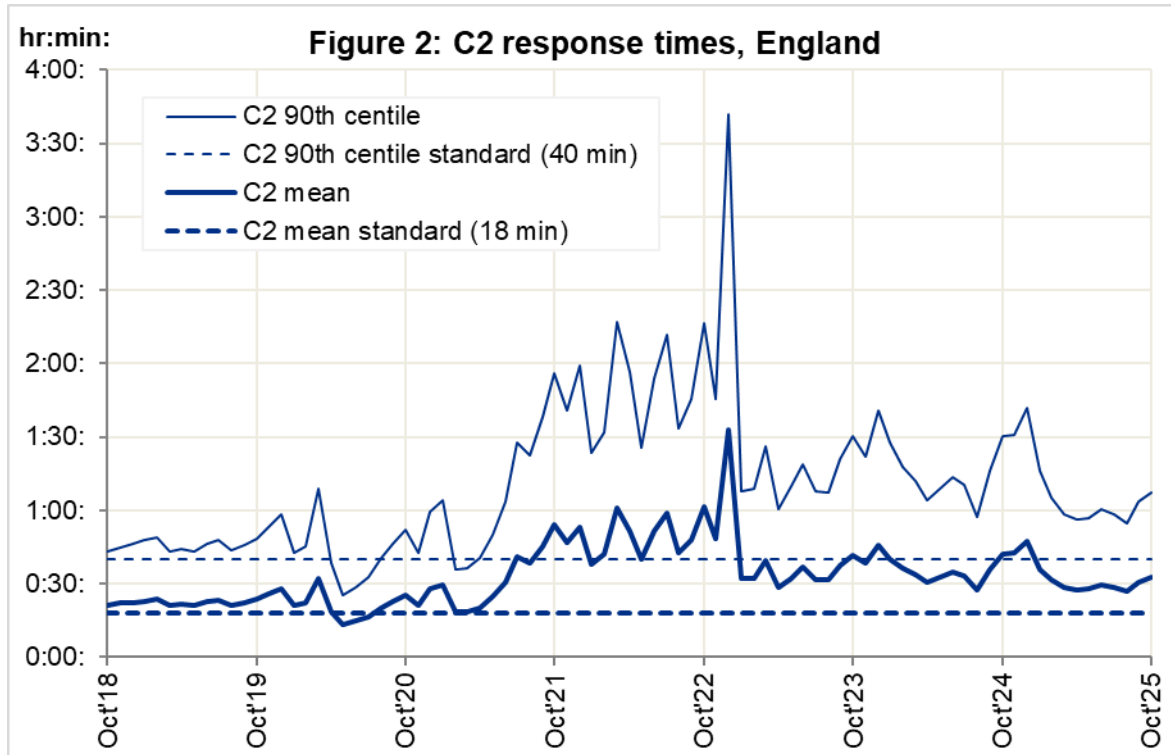
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:45, and the 90th centile was 17:35. (Figure 1)



¹ Standards in the NHS Constitution Handbook:

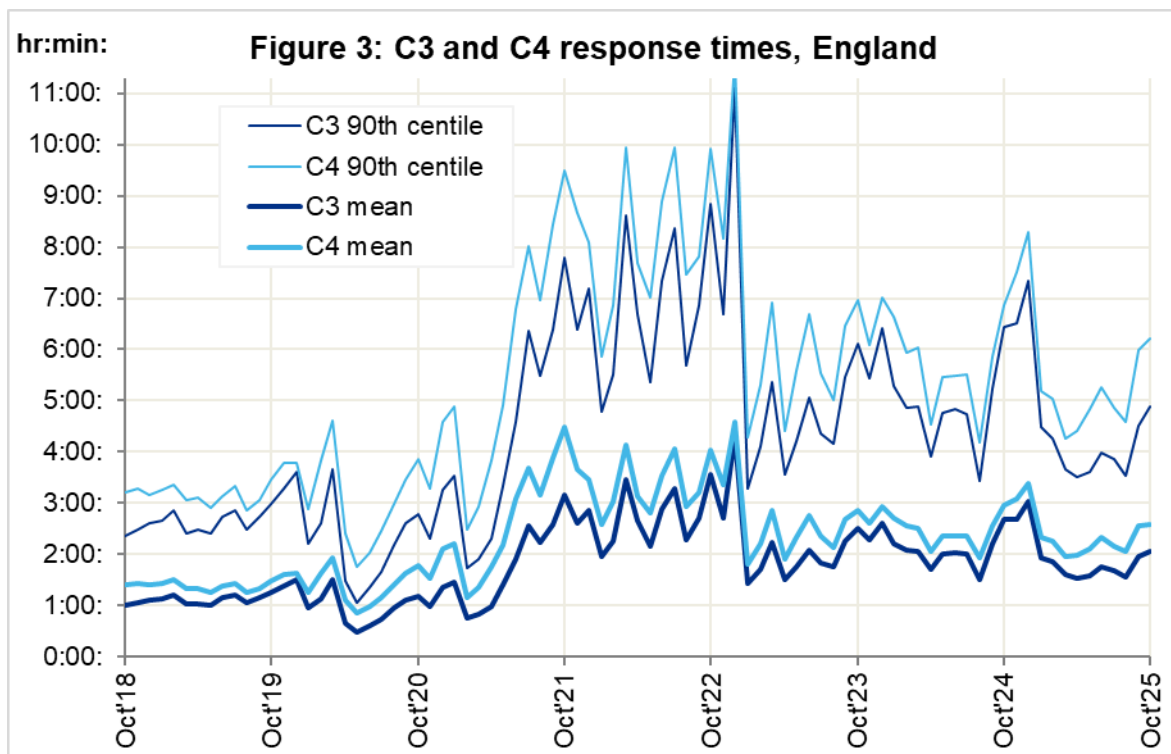
<https://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england>

The October 2025 England C2 average was 32:37 and the 90th centile 1:07:19, both the slowest since January 2025, but quicker than October 2024. (Figure 2)



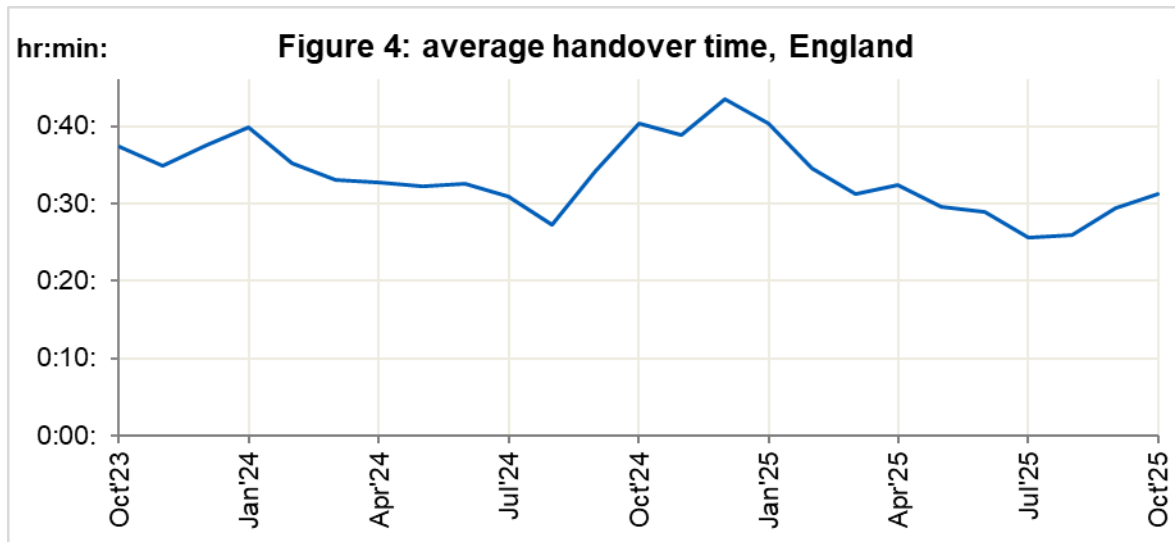
For England in October 2025, the C3 average was 2:04:01, and the 90th centile 4:53:07, both the slowest since December 2024 but quicker than October 2024.

The C4 mean was 2:35:15, and the 90th centile 6:12:34, also the slowest since December 2024. (Figure 3)

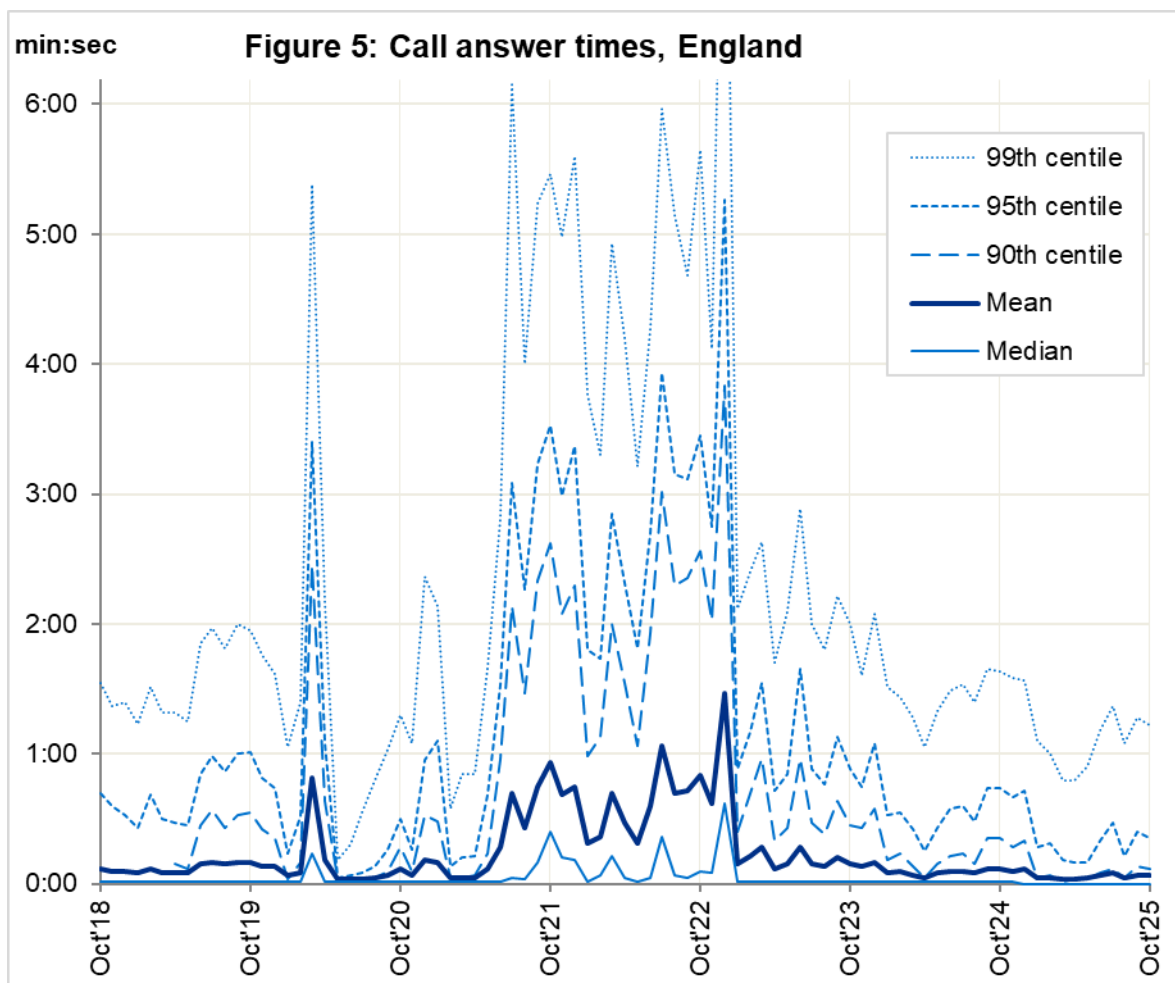


1.2 Other Systems Indicators

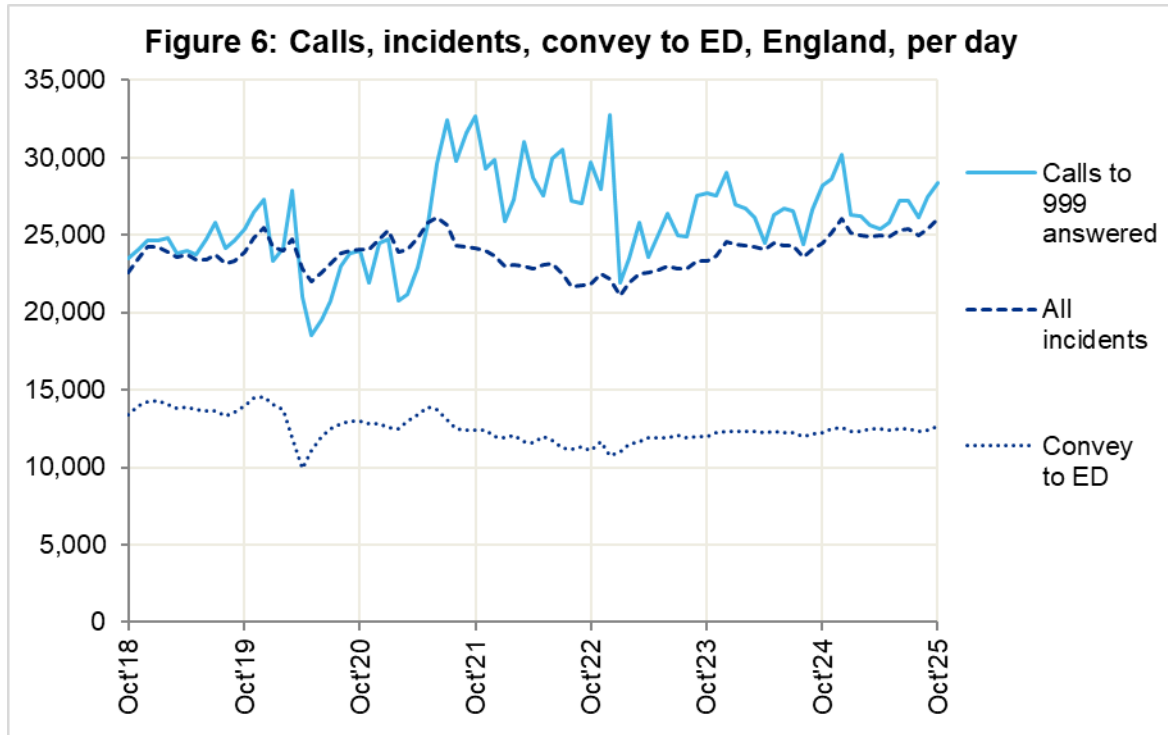
The average handover time in England in October 2025 was 31:19, the slowest since April 2025. (Figure 4)



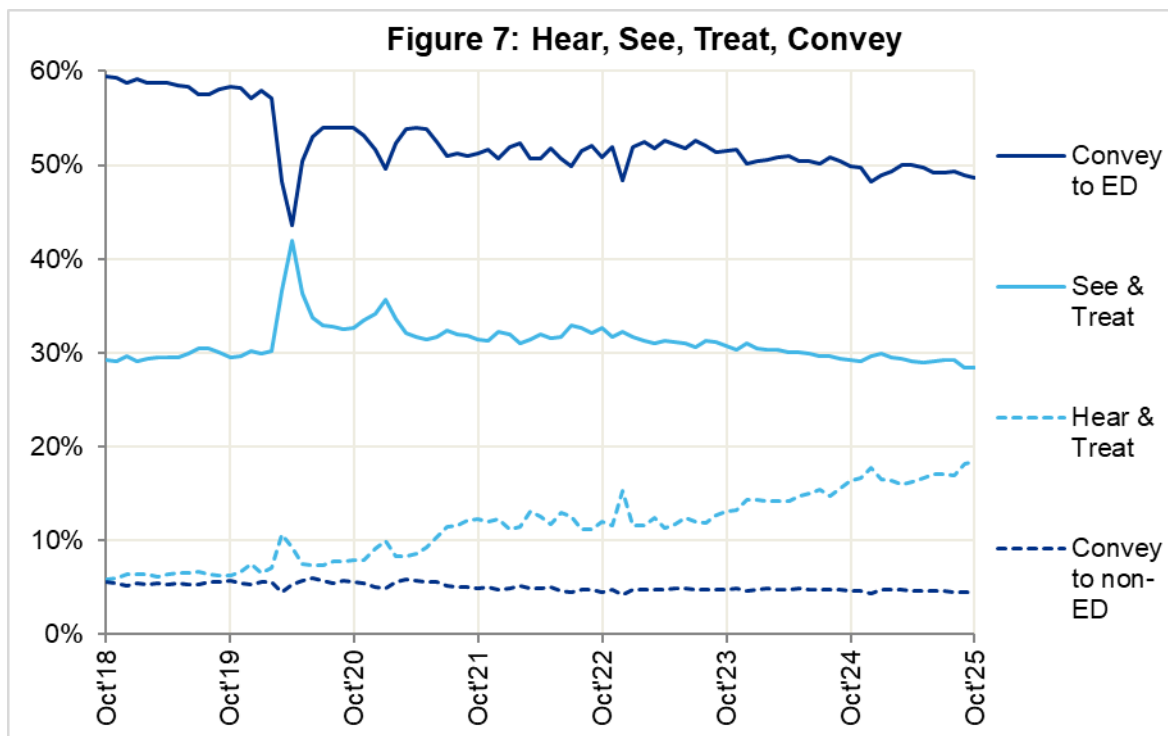
The October 2025 mean 999 call answer time was 4 seconds, similar to other months of 2025 so far, and quicker than in all months of 2022 and 2023. (Figure 5)



In October 2025, 880,172 calls to 999 were answered in England, or 28.4 thousand per day. There were 806,441 incidents, or 26.0 thousand per day, of which 392,313 (12.7 thousand per day) required conveyance to Emergency Department (ED). (Figure 6)



In England in October 2025, 18.4% of incidents were closed on the telephone (Hear & Treat), 28.5% were closed on scene (See & Treat), 48.6% had conveyance to ED, and 4.5% had 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

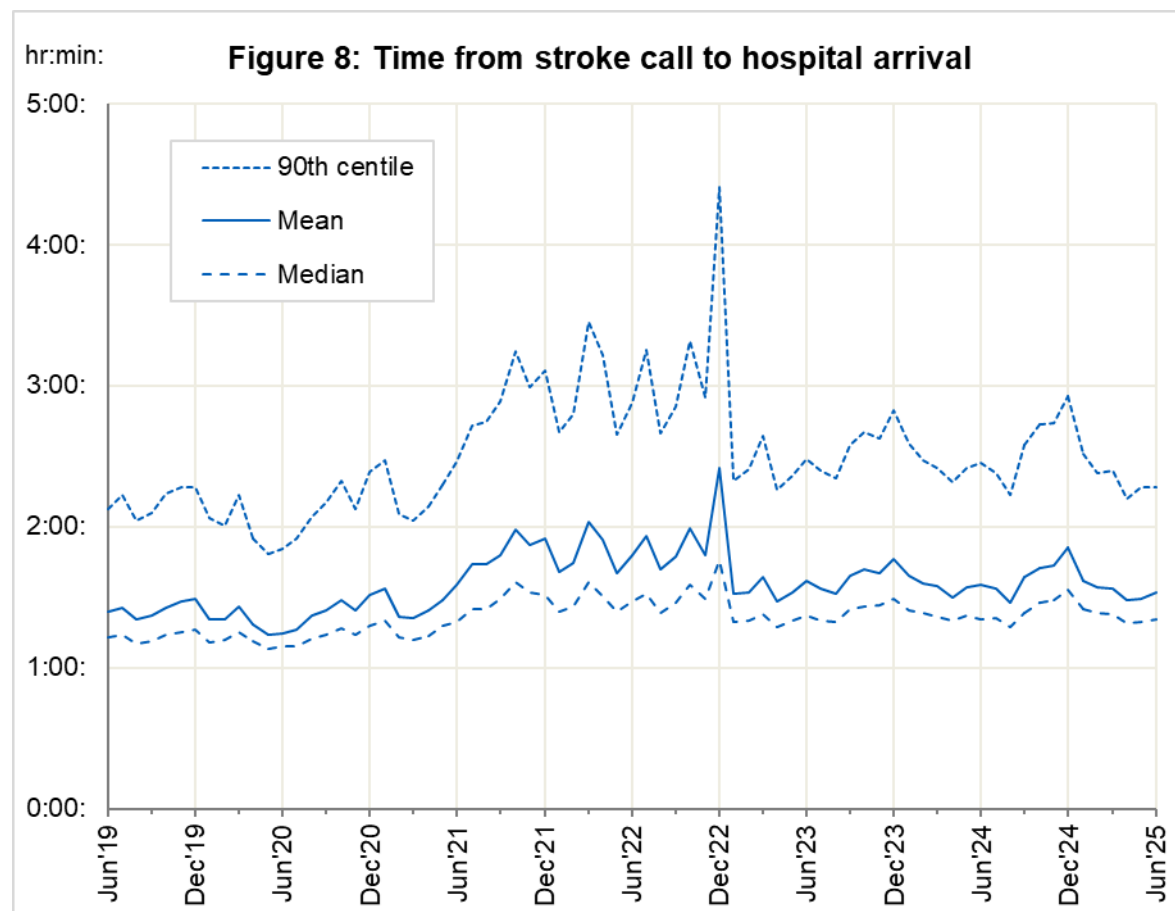
This indicator was first published for June 2024, so is reported here for the fifth time: for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular care bundle.

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 June 2025, Trusts supplied data on 3,062 such patients, of which 1,582 (51.7%) received this care bundle, similar to 51.8% of 3,056 patients in March 2025.

2.2 Stroke time to hospital and clinical intervention

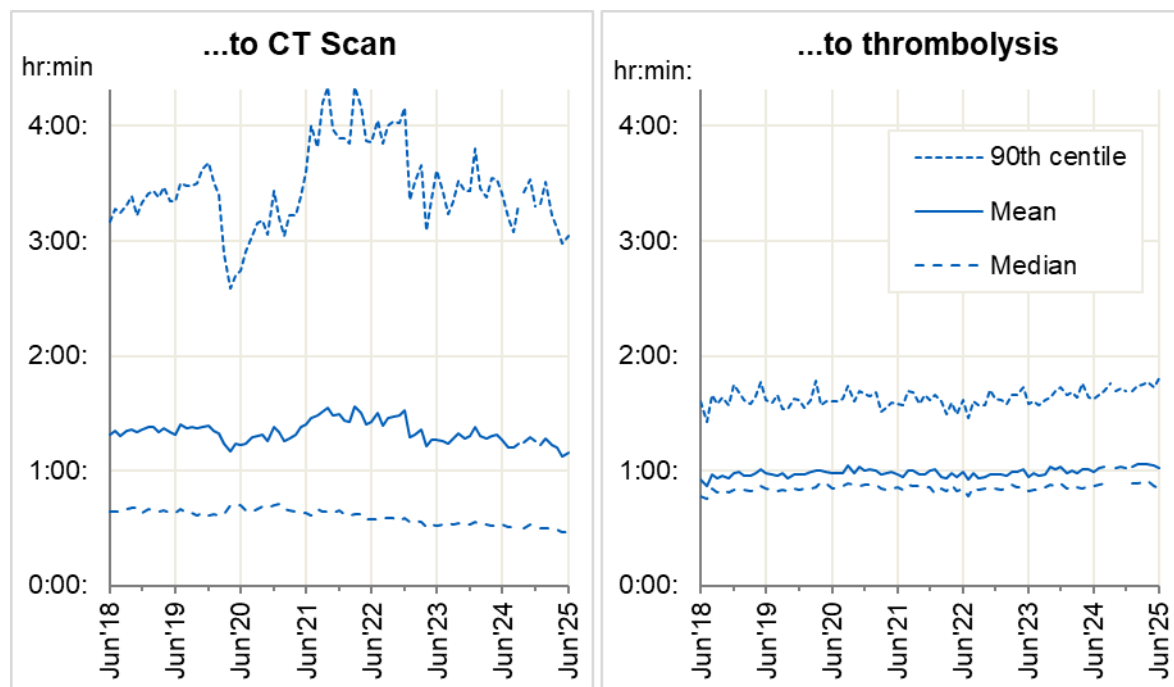
In England, the mean time from 999 call until arrival at hospital for patients who had a stroke was 1 hour 32 minutes in June 2025 (Figure 8, middle line). This was an increase from 1 hour 29 minutes in May 2025.



In June 2025, the mean time from hospital arrival until CT scan was 1 hour 9 minutes. This was an increase from 1:07 in May 2025.

The mean time from hospital arrival to thrombolysis in June 2025 was 61 minutes. This was the fourth highest since this data collection began, with the previous mean monthly times (August 2017 to June 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 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 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 centiles, weighted by their incident count, and averaged across England. So, if England only had two trusts, with centiles of 7 minutes and 8 minutes, and the former had twice as many incidents as the latter, the England centile would be 7 minutes 20 seconds.

3.4 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.

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

3.5 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”.