

## Statistical Note: Ambulance Quality Indicators (AQI)

Ambulance Services in England dealt with the largest ever number of incidents per day in November 2025, and closed the largest ever proportion on the telephone.

For a certain type of heart attack, the proportion of patients receiving the appropriate bundle of care in July 2025 was the largest on record.

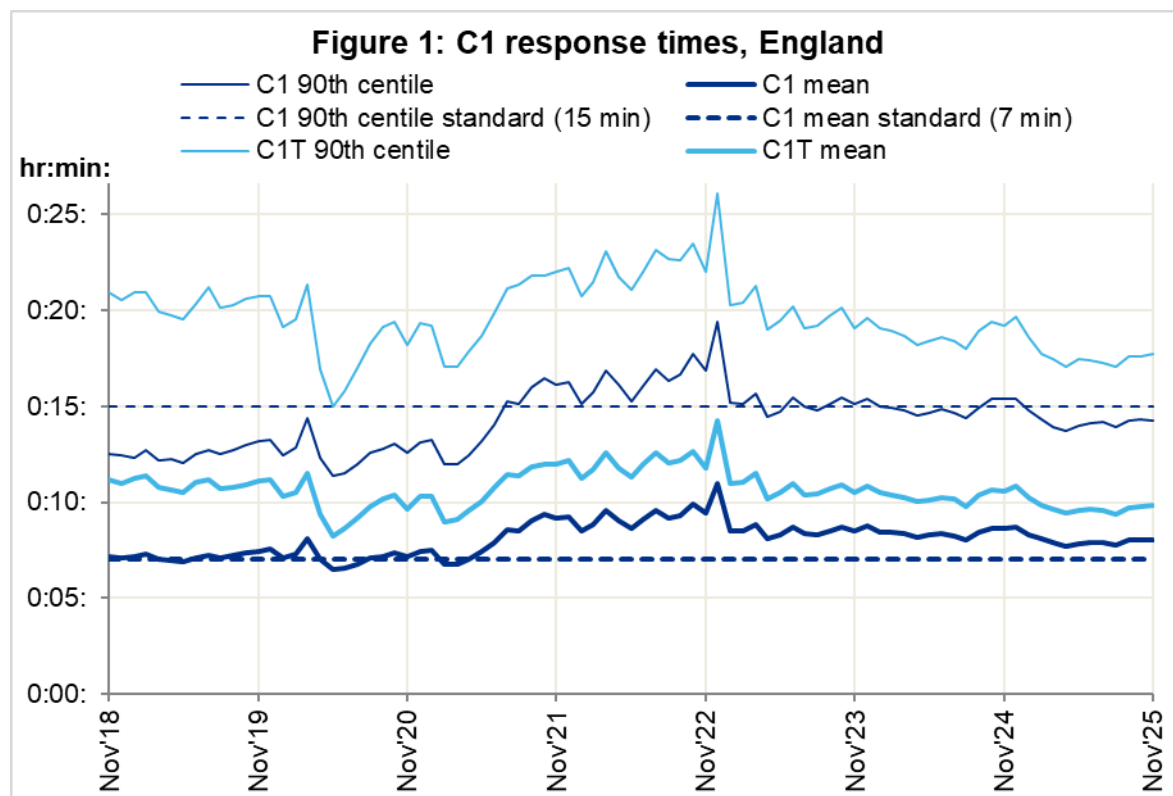
Today we publish revisions for Ambulance Systems Indicators from April 2025 to October 2025.

### 1. Ambulance Systems Indicators (AmbSYS)

#### 1.1 Response times

For C1 for England, the mean response time in November 2025 was 8 minutes 1 second for the third month in a row, and the 90th centile of 14:14 was slightly quicker than in October. The average standard<sup>1</sup> 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.

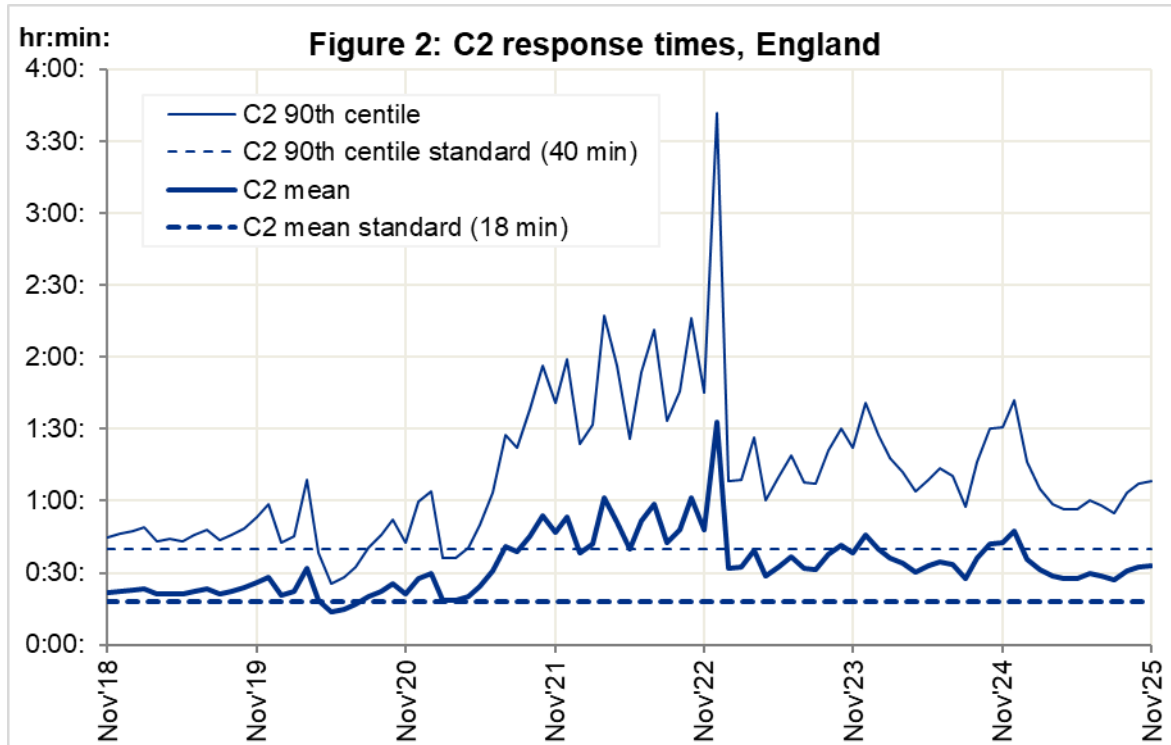
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:50, and the 90th centile was 17:43. (Figure 1).



<sup>1</sup> Standards in the NHS Constitution Handbook:

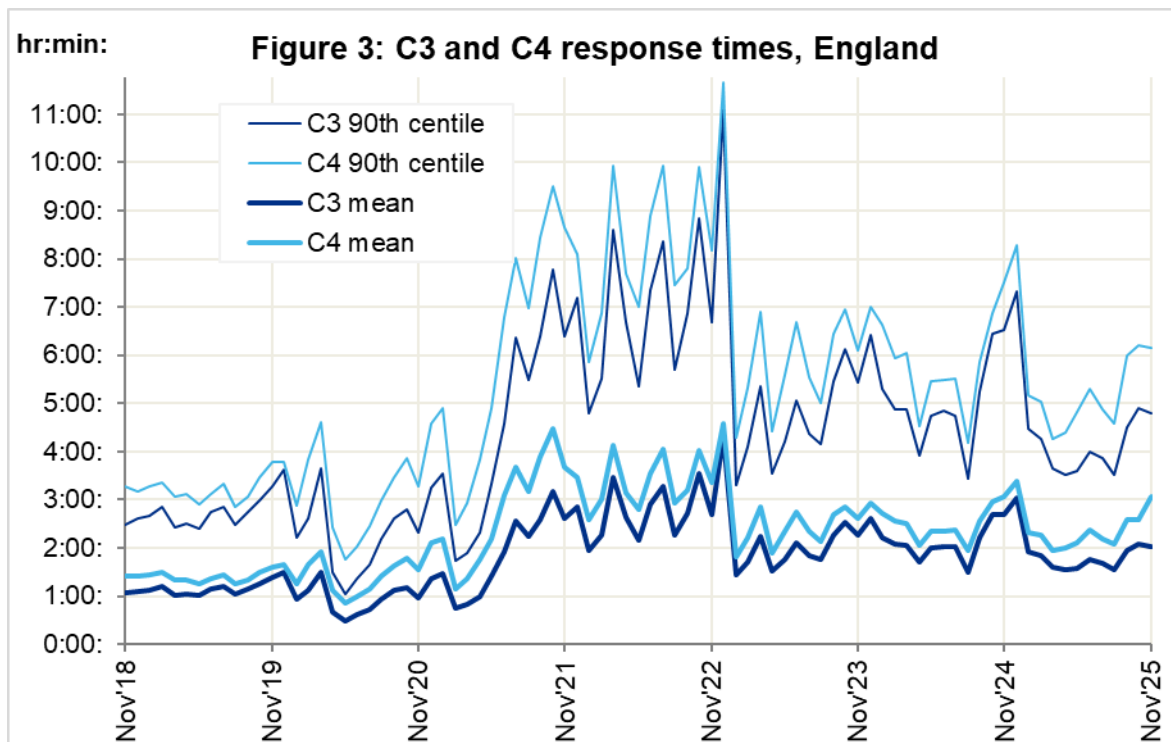
<https://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england>

The November 2025 England C2 average was 32:46 and the 90th centile 1:08:03, both the slowest since January 2025, but quicker than November 2024. (Figure 2)



For England in November 2025, the C3 average was 2:02:19, and the 90th centile 4:47:06, both slightly quicker than last month.

The C4 mean was 3:04:18, and the 90th centile 6:08:54, the mean being the slowest since December 2024. (Figure 3)

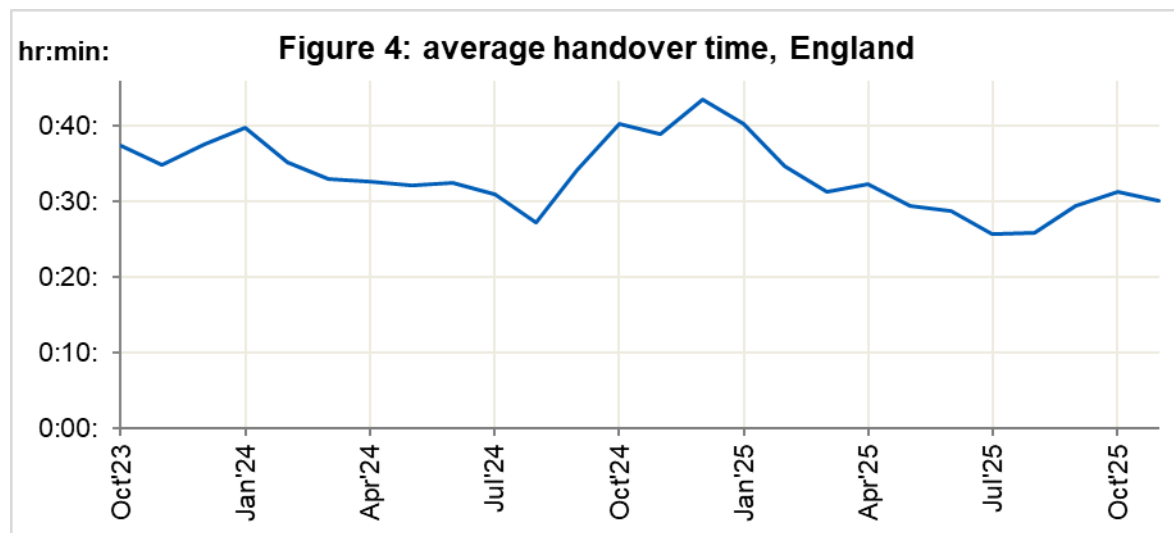


## 1.2 Other Systems Indicators

There were no revisions for North East or South Western Ambulance Services.

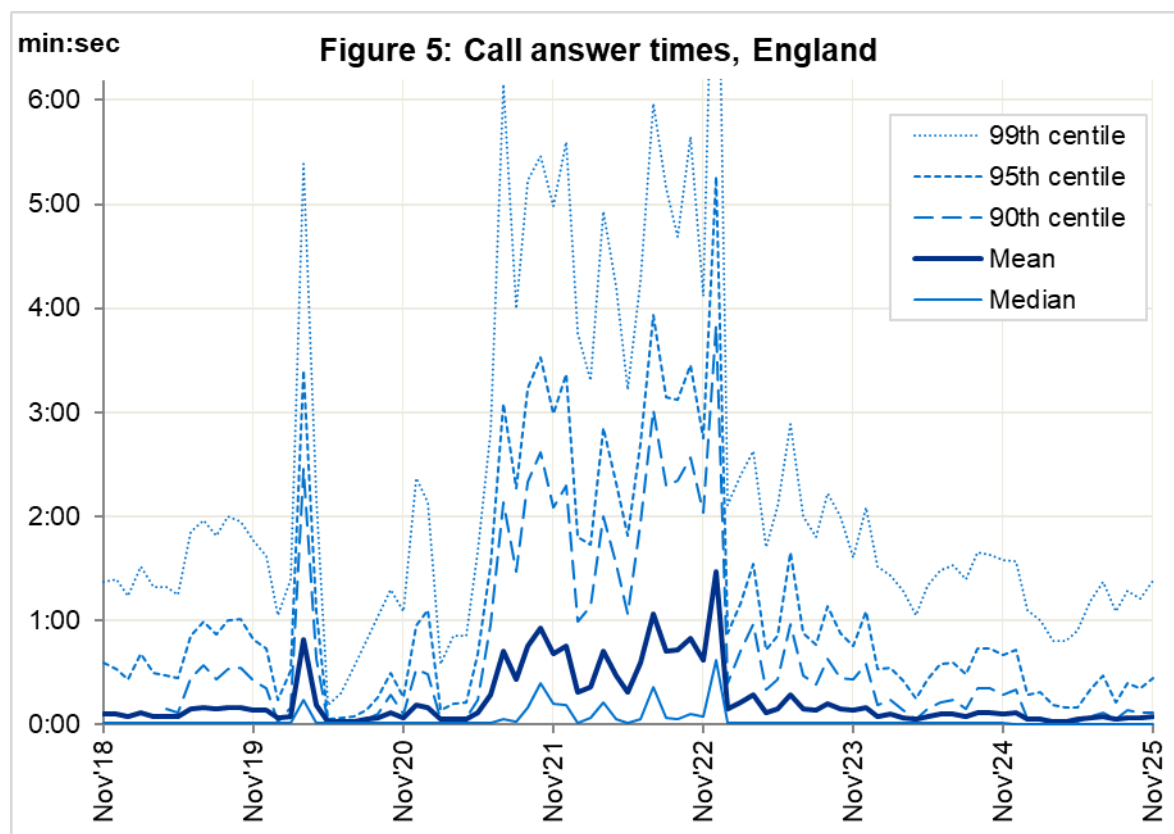
The largest revisions were for Contact counts (indicator A0) in the North West.

The average handover time in England in November 2025 was 30:11. This is quicker than last month but the second slowest since April 2025. (Figure 4)

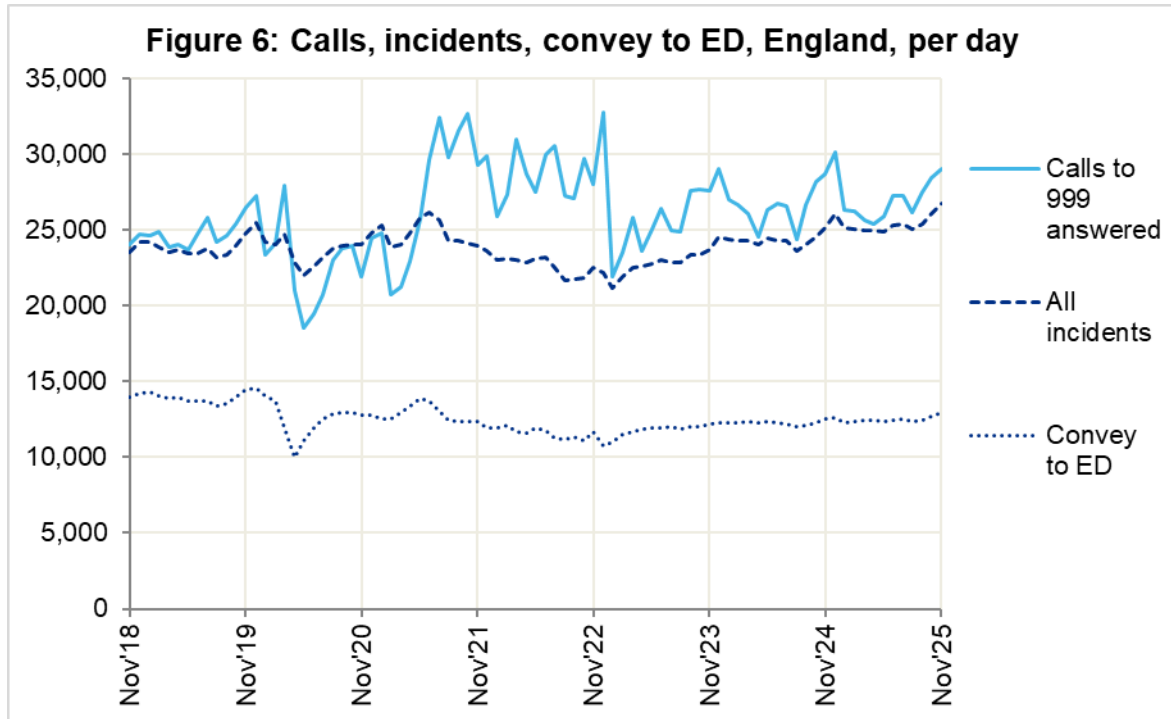


The November 2025 mean 999 call answer time was 5 seconds, similar to other months of 2025 so far, and quicker than in all months of 2022 and 2023. (Figure 5)

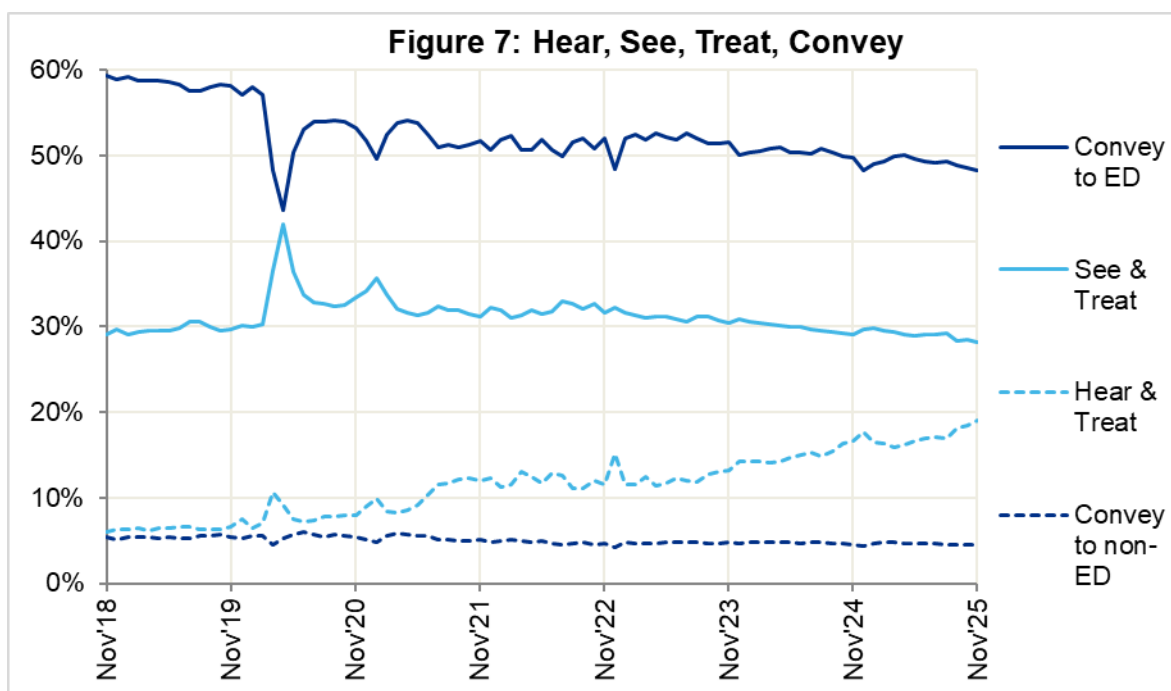
Revisions did not affect any trust's average call answer times.



In November 2025, 870,732 calls to 999 were answered in England, or 29.0 thousand per day. There were 802,525 incidents, or 26.8 thousand per day, not the largest ever number, but the largest ever number per day. Of those, 387,318 (12.9 thousand per day) required conveyance to Emergency Department (ED). (Figure 6)



Ambulance Services in England closed 19.0% of incidents on the telephone (Hear & Treat) in November 2025 which, for the third month in a row, was the highest proportion during this decade. The proportion closed on scene (See & Treat) was 28.2%, the smallest proportion this decade. Other incidents comprised 48.3% with conveyance to ED and 4.5% with conveyance elsewhere. (Figure 7)



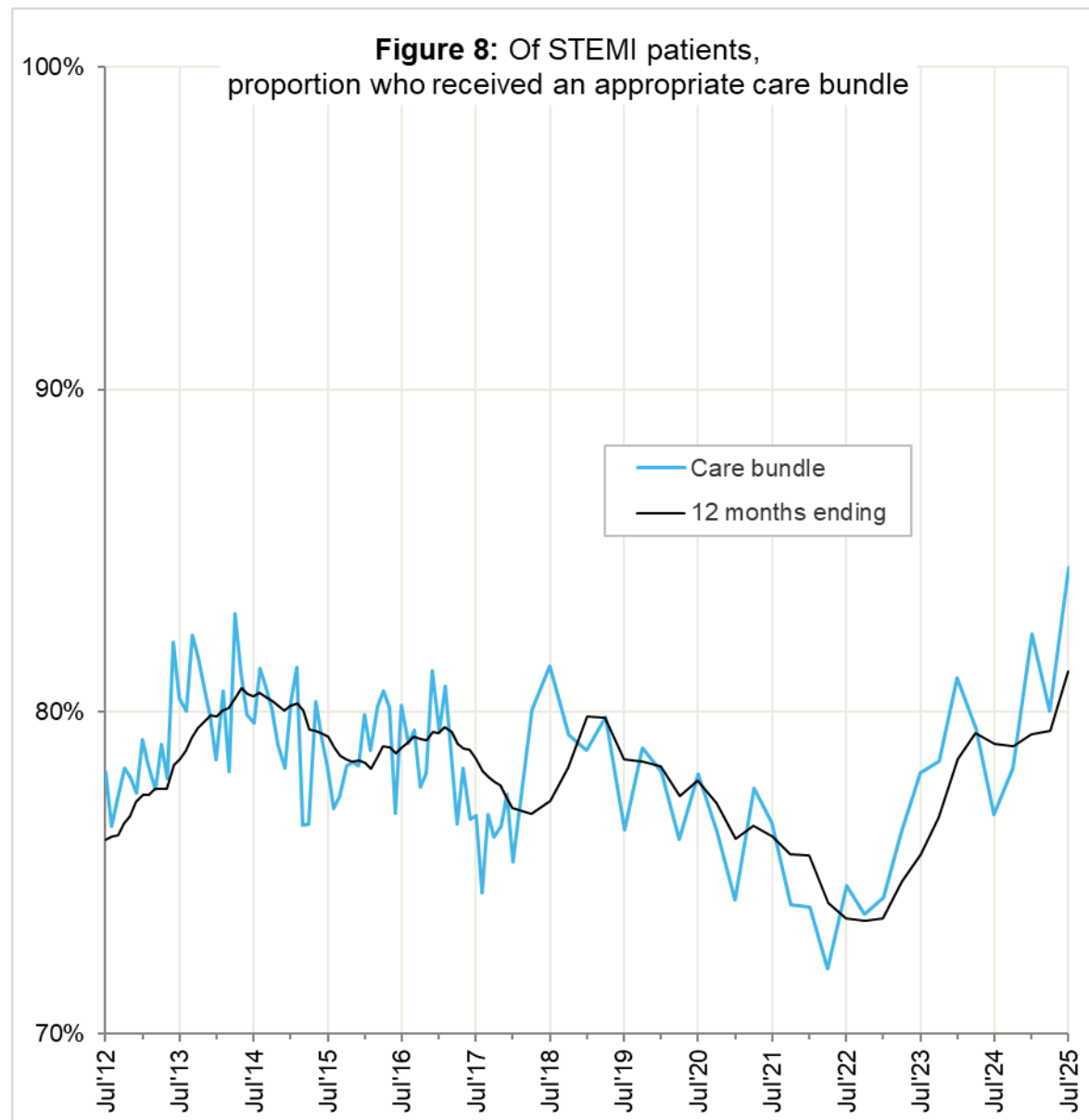
## 2. Ambulance Clinical Outcomes (AmbCO)

Alongside the latest AmbCO data for July 2025, we continue to summarise data for topics in this Statistical Note when we publish care bundle data for that topic, which this month is STEMI.

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

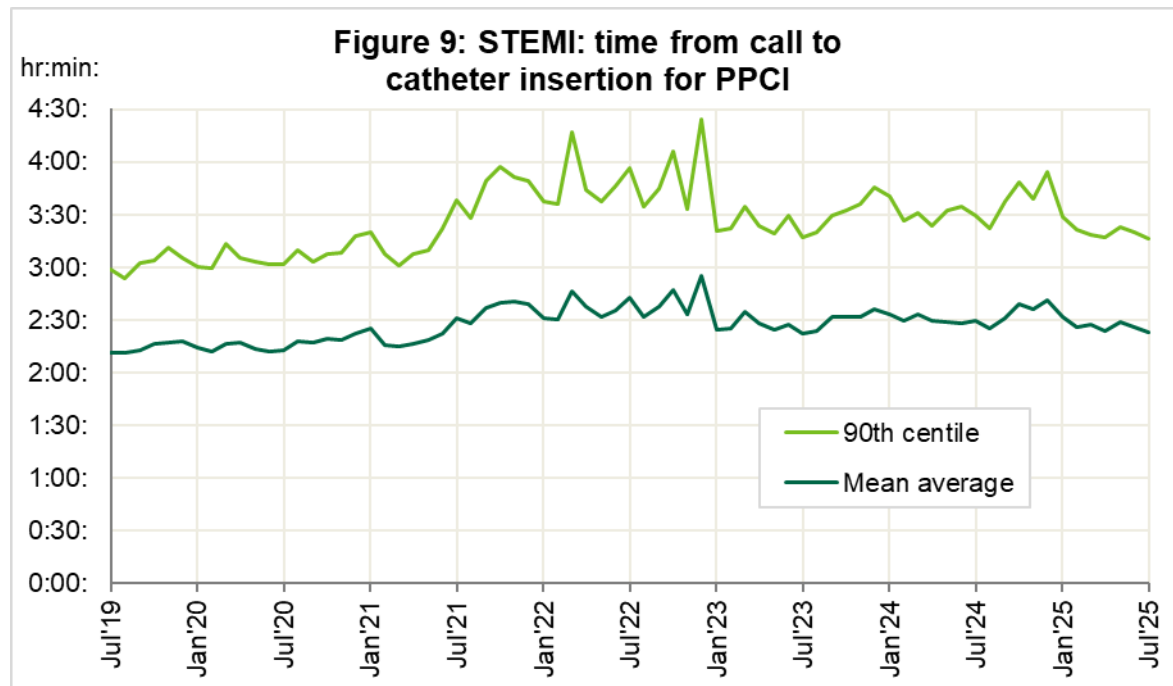
STEMI is a type of heart attack, determined by an electrocardiogram (ECG) test. Early access to reperfusion, where blocked arteries are opened to re-establish blood flow, and other assessment and care interventions, are associated with reductions in STEMI mortality and morbidity.

Ambulance Services report on a recommended bundle of care for patients with an acute STEMI that they convey. There were 1,636 such patients in England in July 2025, of which 1,382 (84.5%) received the appropriate bundle. This is the largest proportion since we first collected this measure in April 2011. (Figure 8)



The Myocardial Ischaemia National Audit Project (MINAP) collects, for STEMI patients, 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 2025, the mean time from 999 call to catheter insertion was 2 hours 23 minutes, and the 90th centile time was 3 hours 16 minutes, similar to April 2025. (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 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](http://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](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: 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](http://www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics)

### 3.5 Contact information

For media enquiries: [nhsengland.media@nhs.net](mailto:nhsengland.media@nhs.net), 0113 825 0958.

The person responsible for this publication is Ian Kay, [england.999iucdata@nhs.net](mailto: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”.