

Statistical Note: Ambulance Quality Indicators (AQI)

The C1 and C2 mean response times in January 2026 were both quicker than in January 2025 but slower than every month since then.

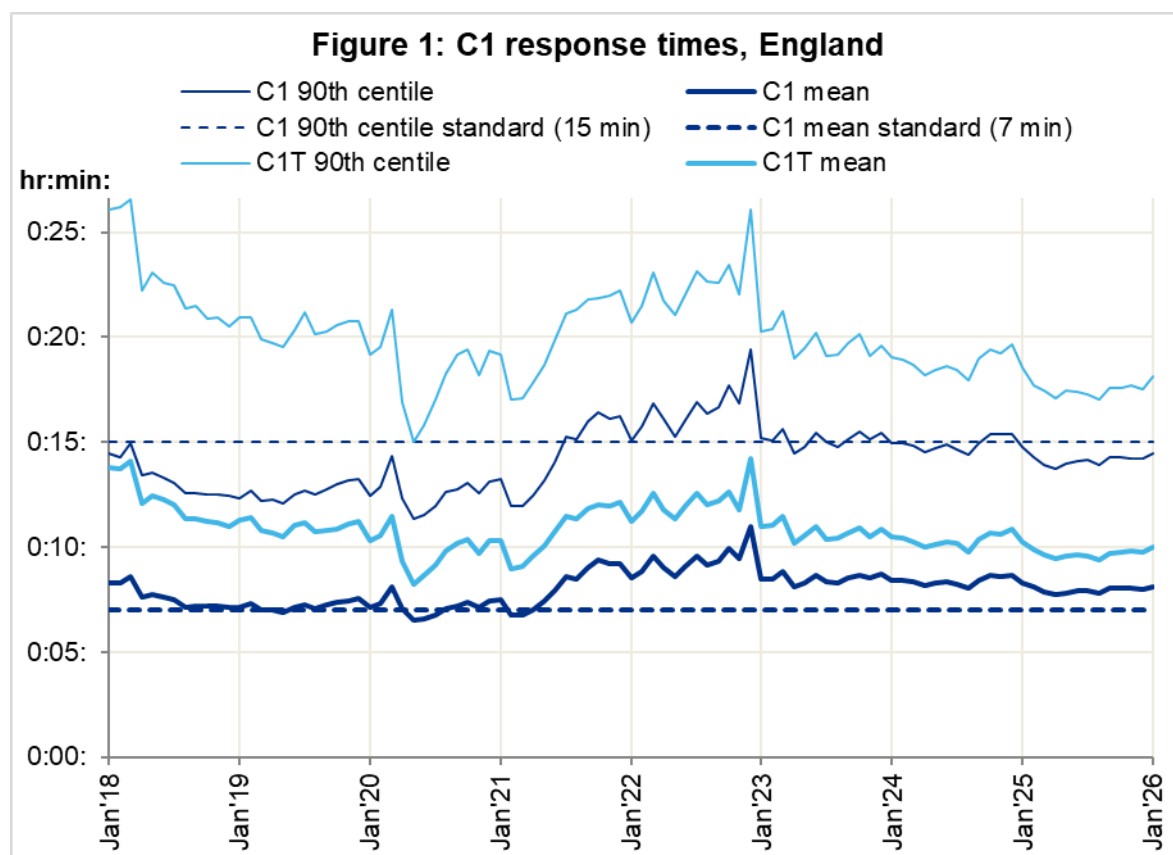
The mean average time from ambulance call to arrival at hospital for stroke patients in August 2025 was as quick as it had been in the last four years.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

For C1 for England, the mean response time in January 2026 was 8 minutes 8 seconds, and the 90th centile was 14:27. These are both quicker than January 2025 but slower than every month since then. The average standard¹ of 7 minutes has not been met since April 2021 but the 90th centile standard of 15 minutes has been met in every month of 2025/26 so far.

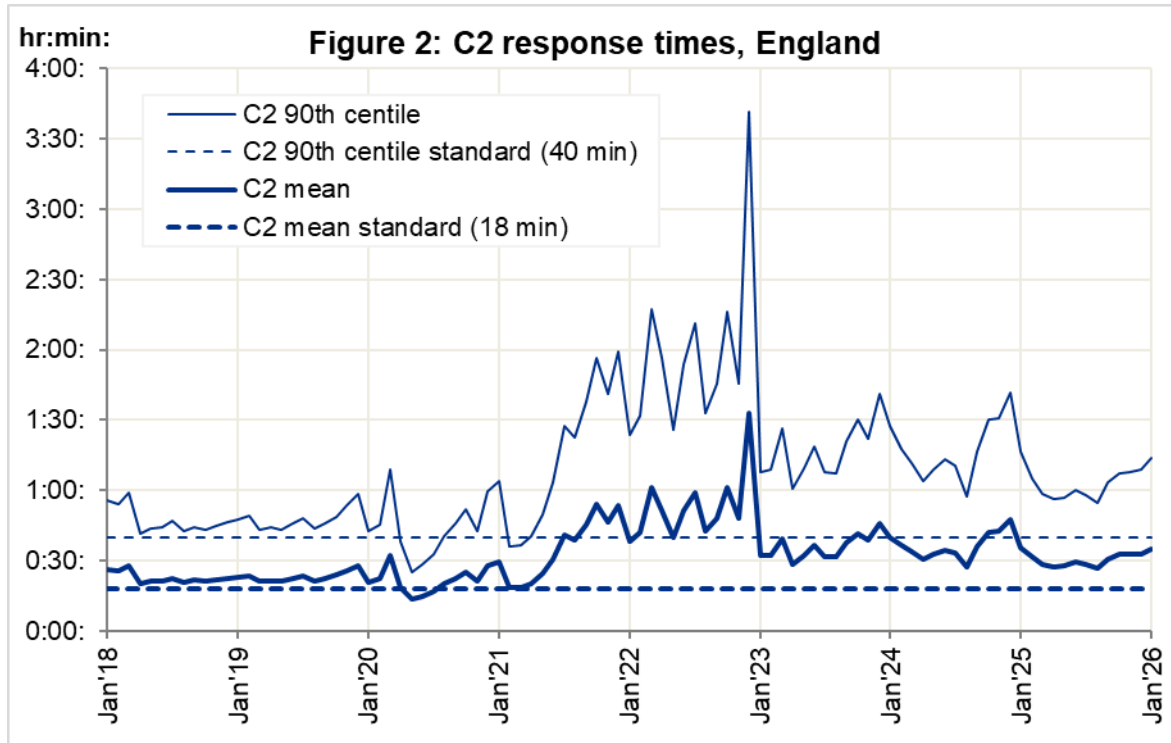
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 10:00, and the 90th centile was 18:07. (Figure 1)



¹ Standards in the NHS Constitution Handbook:

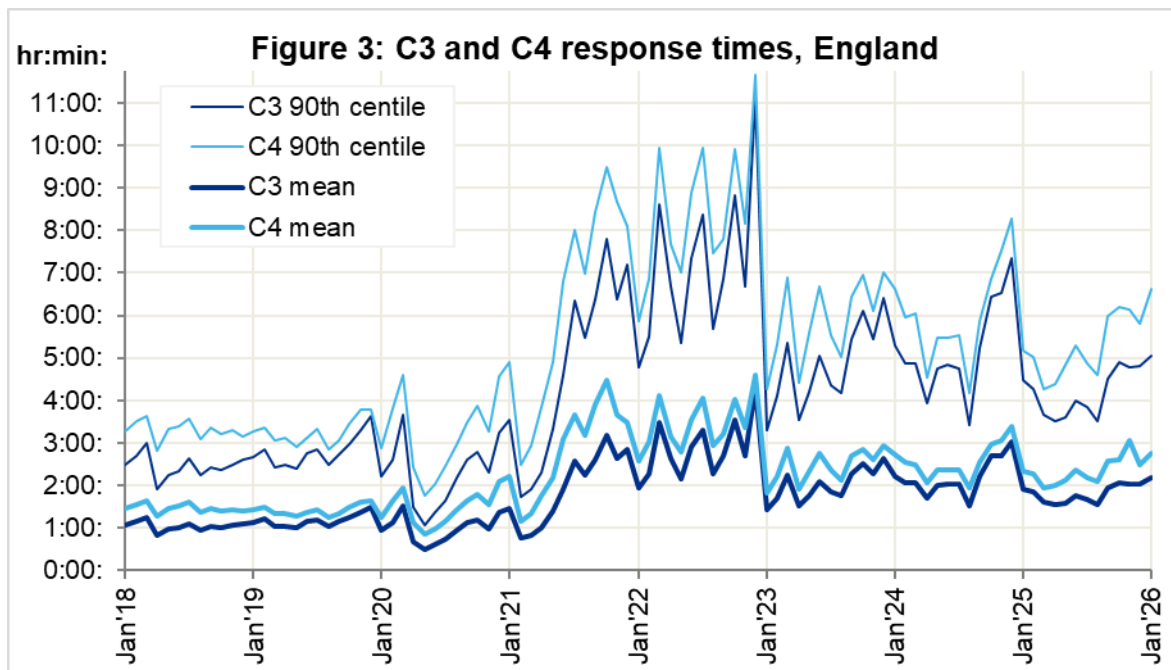
<https://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england>

The January 2026 England C2 average was 35:04, the slowest since January 2025. The 90th centile was 1:13:53, also the slowest since January 2025. (Figure 2)



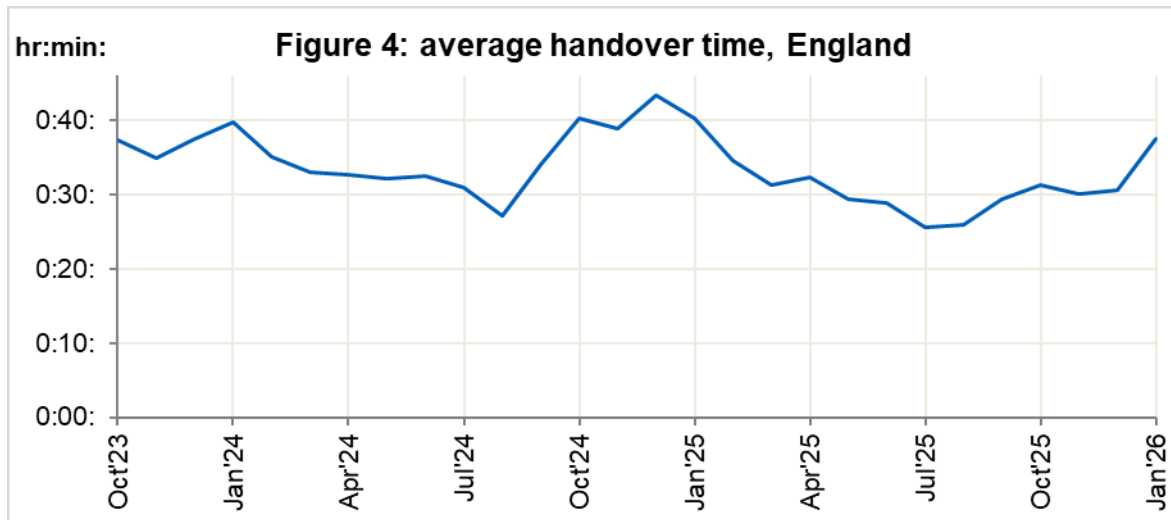
For England in January 2026, the C3 average was 2:10:54, the slowest since December 2024. The 90th centile was 5:02:09, also the slowest since December 2024.

The C4 mean was 2:45:44, and the 90th centile 6:37:43. (Figure 3)

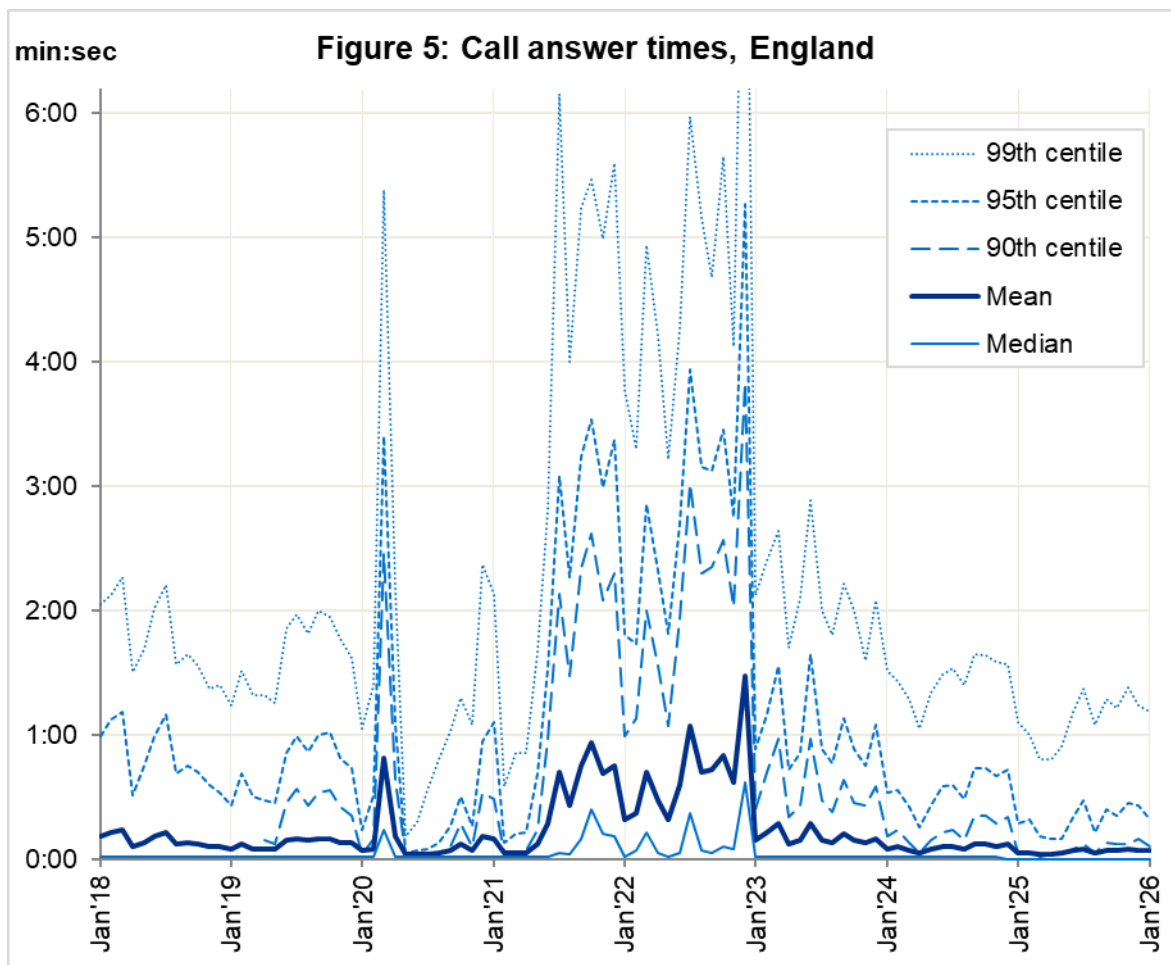


1.2 Other Systems Indicators

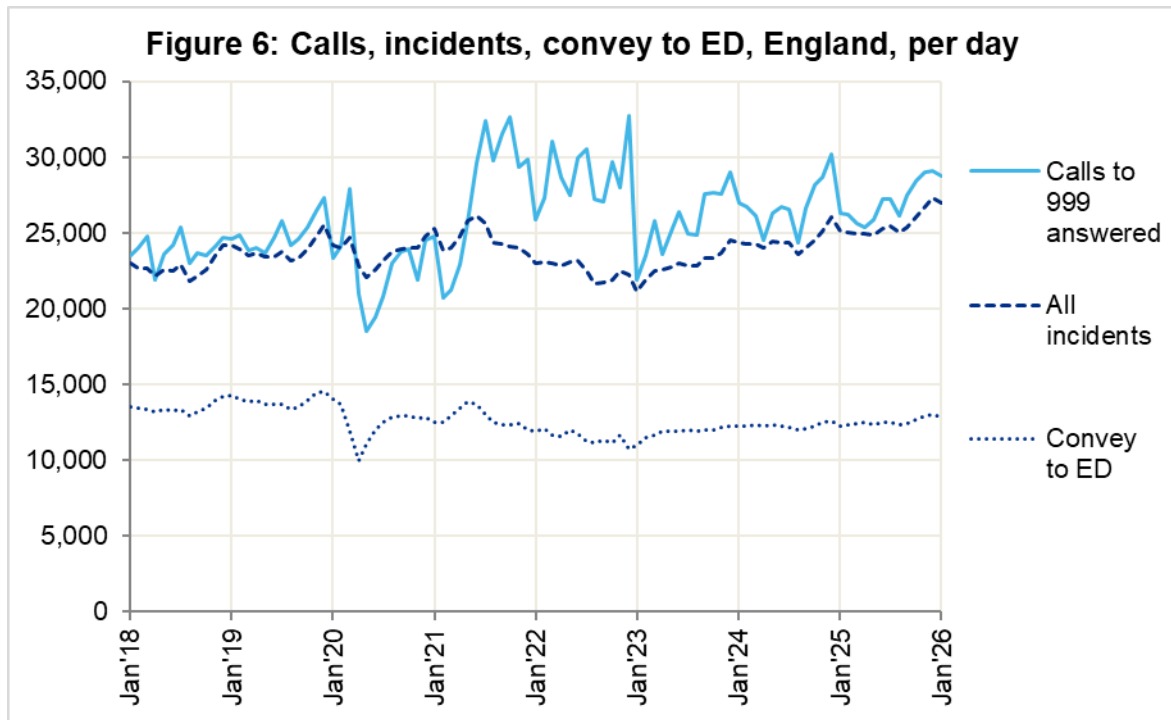
The average handover time in England in January 2026 was 37:39. This is quicker than January 2025 but slower than every month since. (Figure 4)



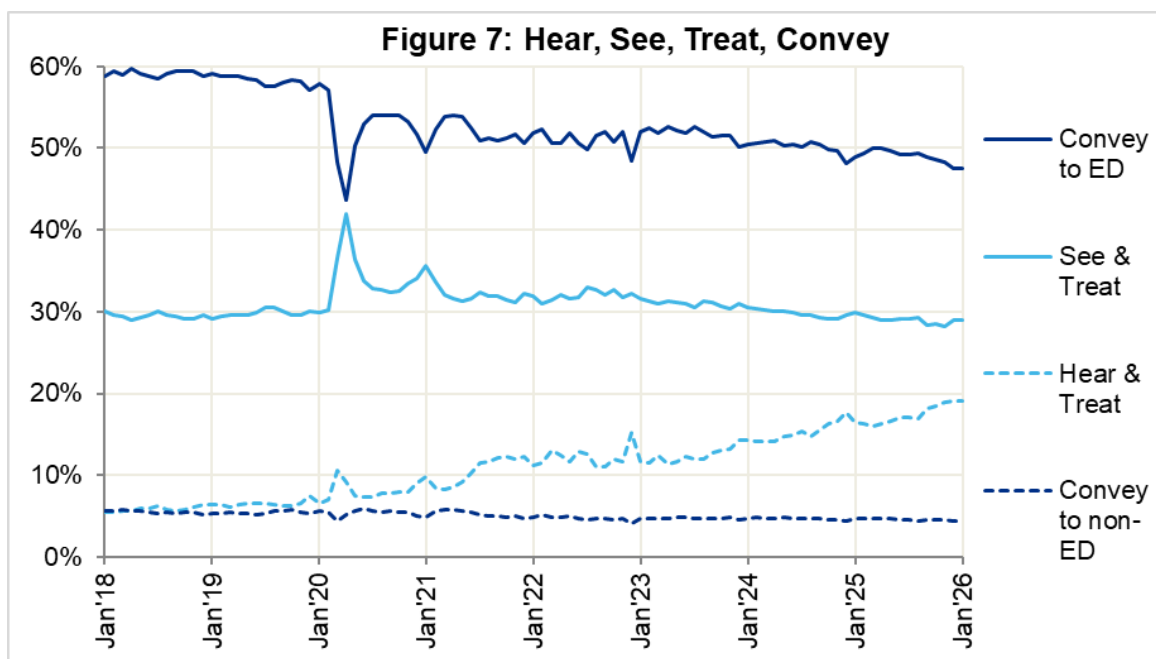
The January 2026 mean 999 call answer time was 4 seconds, similar to other months of 2025/26 so far, and quicker than all months of 2022 and 2023. (Figure 5)



In January 2026, 890,151 calls to 999 were answered in England, or 28.7 thousand per day. There were 837,464 incidents, or 27.0 thousand per day, the second largest ever number and the second largest ever number per day after December 2025. Of those, 398,199 (12.8 thousand per day) required conveyance to Emergency Department (ED). (Figure 6)



Ambulance Services in England closed 19.1% of incidents on the telephone (Hear & Treat) in January 2026, only fractionally lower than December 2025 which was the highest proportion during this decade. The proportion closed on scene (See & Treat) was 28.9%. Other incidents comprised 47.5% with conveyance to ED and 4.4% 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

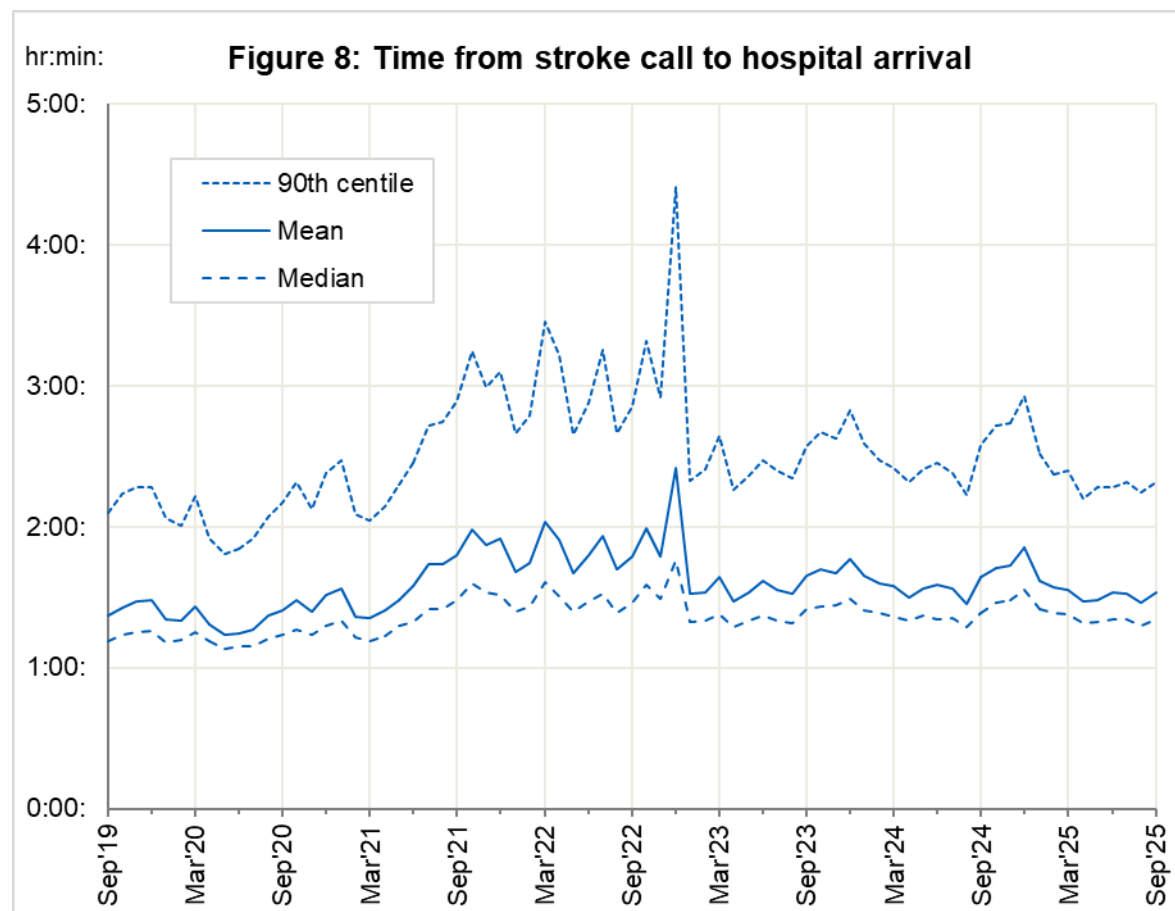
This indicator was first published for June 2024, and is reported for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular care bundle.

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 September 2025, Trusts supplied data on 3,073 such patients, of which 1,641 (53.4%) received this care bundle, similar to 51.7% of 3,062 patients in June 2025.

2.2 Stroke time to hospital and clinical intervention

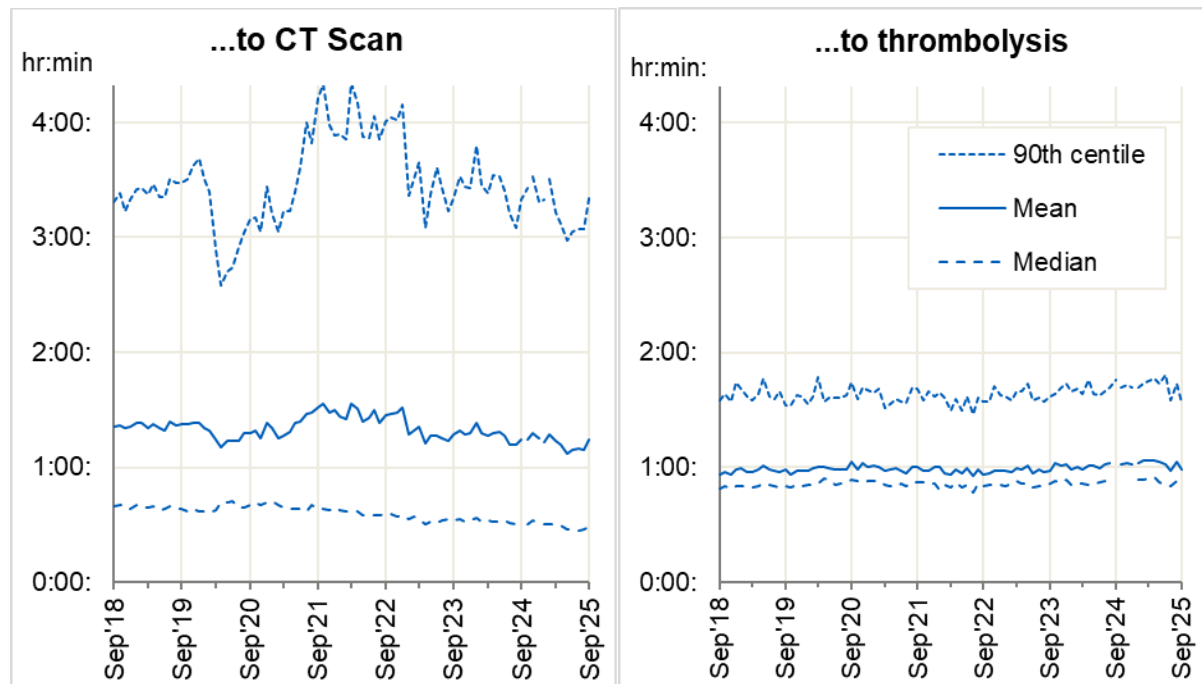
In England, the mean time from 999 call until arrival at hospital for patients who had a stroke was 1 hour 27 minutes in August 2025 (Figure 8, middle line). It hasn't been quicker than that since April 2021.



In September 2025, the mean time from hospital arrival until CT scan was 1 hour 14 minutes, more than in each of the previous six months.

The mean time from hospital arrival to thrombolysis in September 2025 was 58 minutes. This is within previous mean monthly times (August 2017 to August 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 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.

3.3 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 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”.