

Statistical Note: Ambulance Quality Indicators (AQI)

The average Category 2 and Category 3 response times for Ambulance Services in England in April 2026 were the quickest since April 2021.

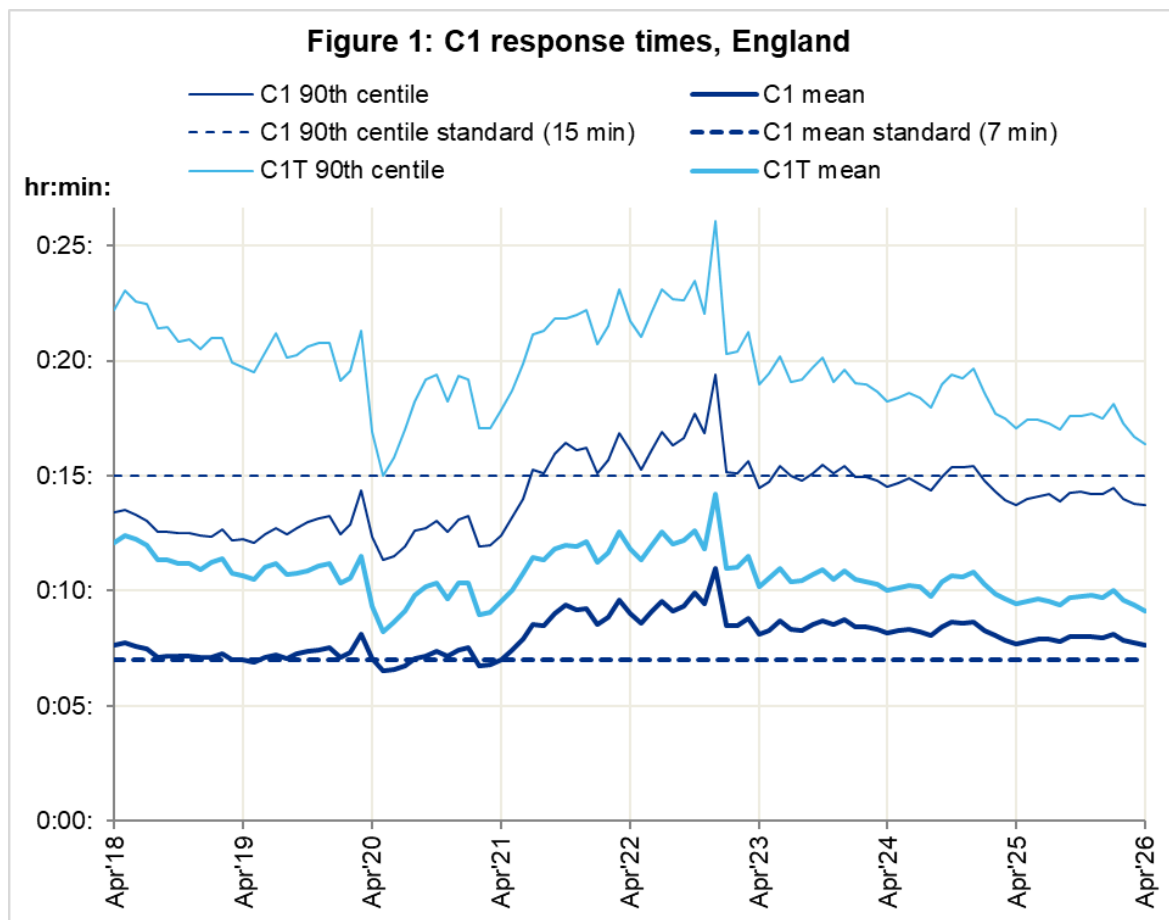
The mean 999 call answer time was quicker than in all months of 2021, 2022, 2023 and 2024.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

For C1 for England, the mean response time in April 2026 was 7 minutes 40 seconds, and the 90th centile was 13:43. These are both the quickest since May 2021. 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 since December 2024.

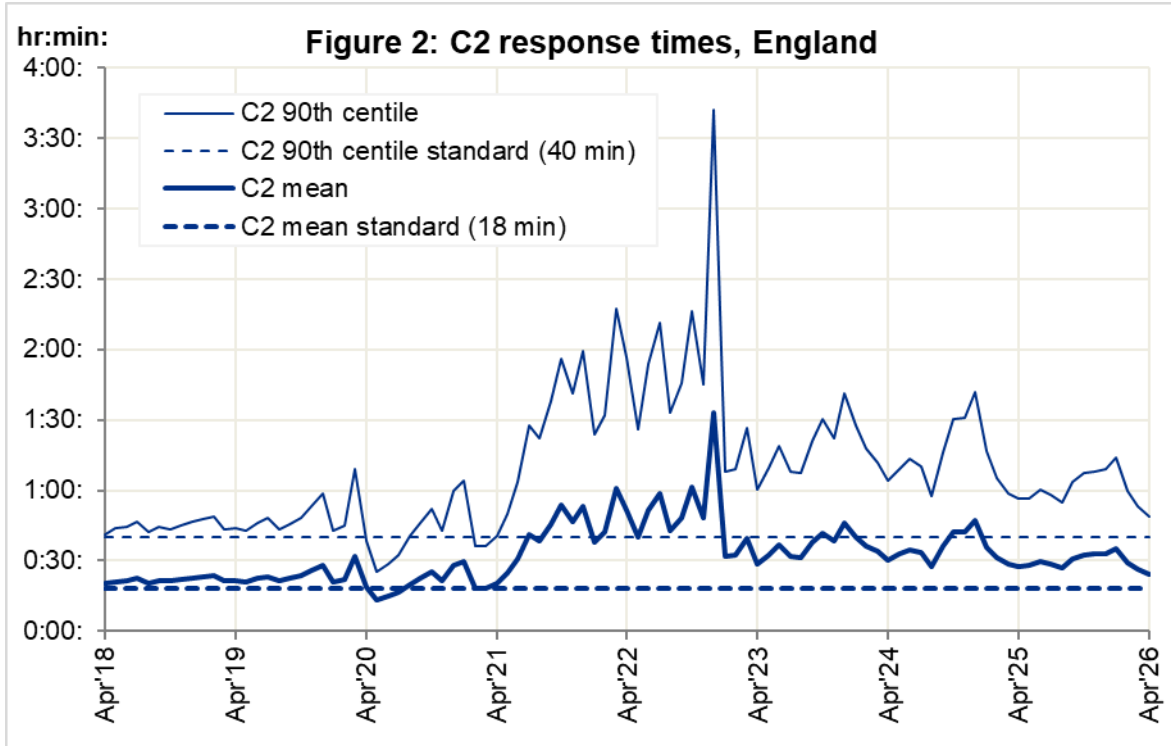
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:08, and the 90th centile was 16:24. (Figure 1)



¹ Standards in the NHS Constitution Handbook:

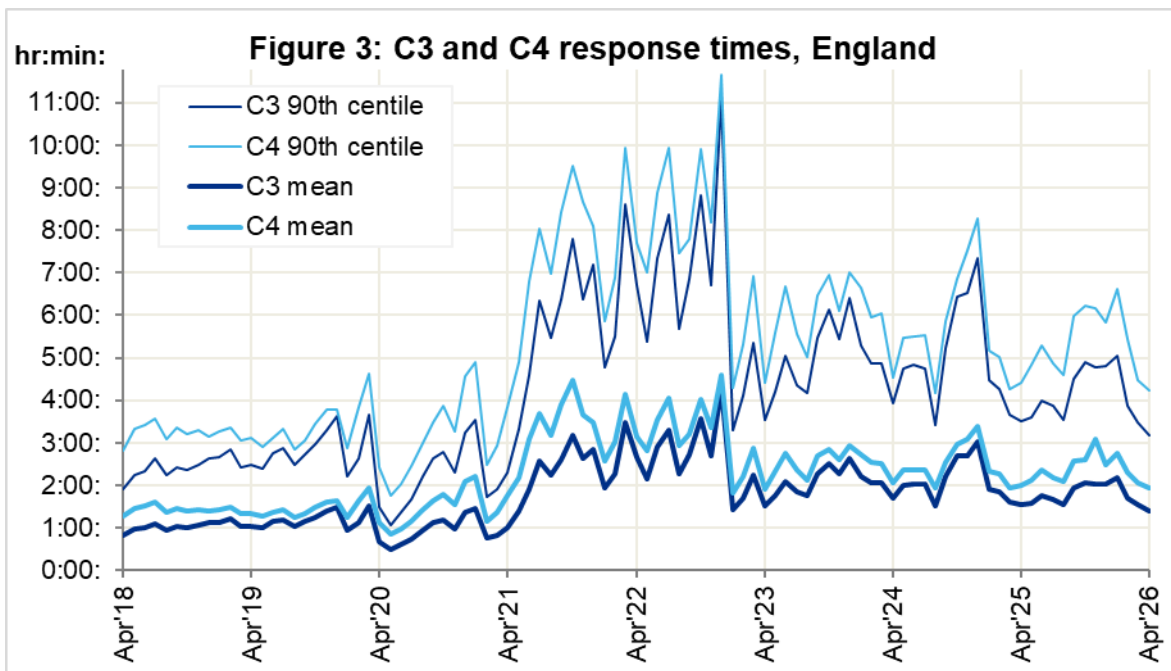
<https://www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england>

The April 2026 England C2 average was 24:27 and the 90th centile was 49:04, both the quickest since April 2021. (Figure 2)



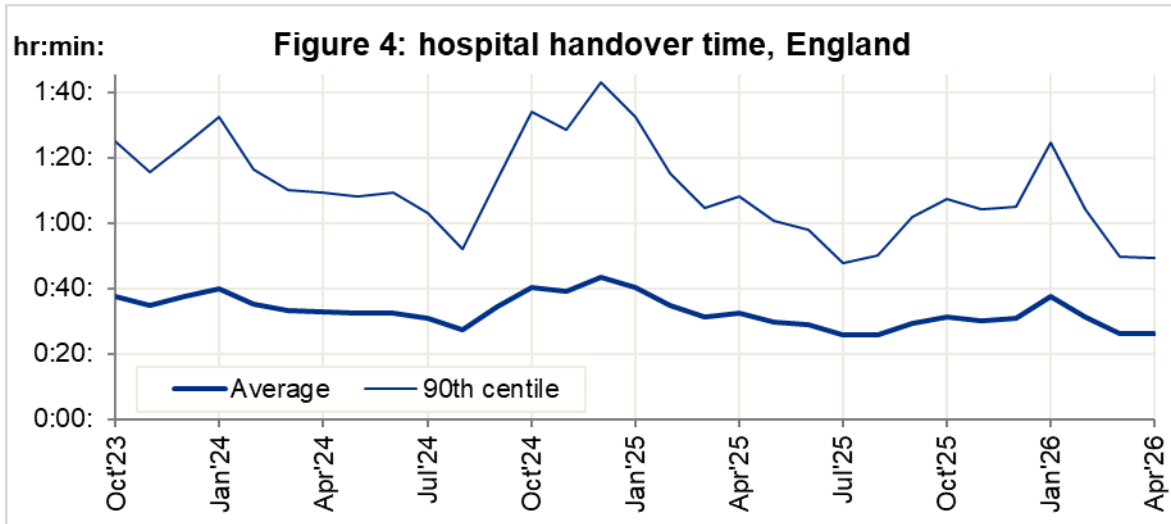
For England in April 2026, the C3 average was 1:23:59 and the 90th centile was 3:11:15, both the quickest since April 2021.

The C4 mean was 1:56:28, and the 90th centile 4:13:23, both the quickest since August 2024.

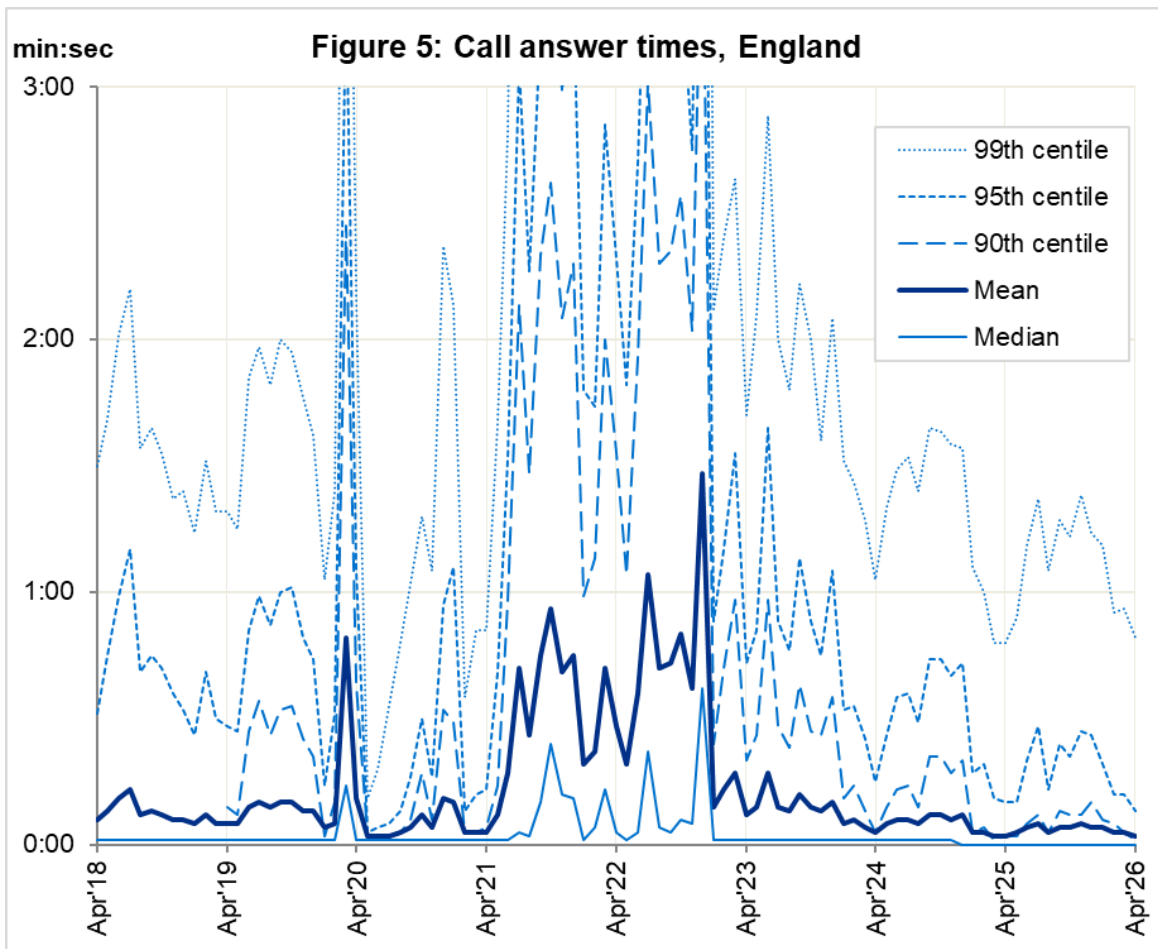


1.2 Other Systems Indicators

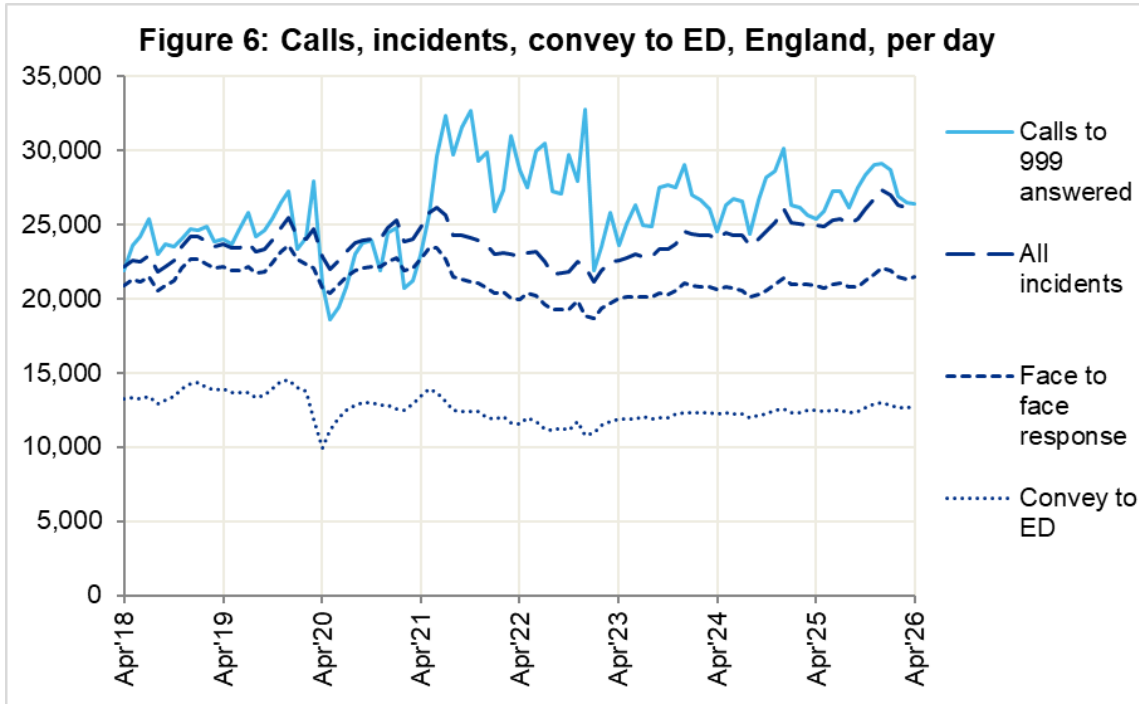
The average handover time in England in April 2026 was 26:02. This is quicker than April 2025 and the quickest since August 2025. (Figure 4)



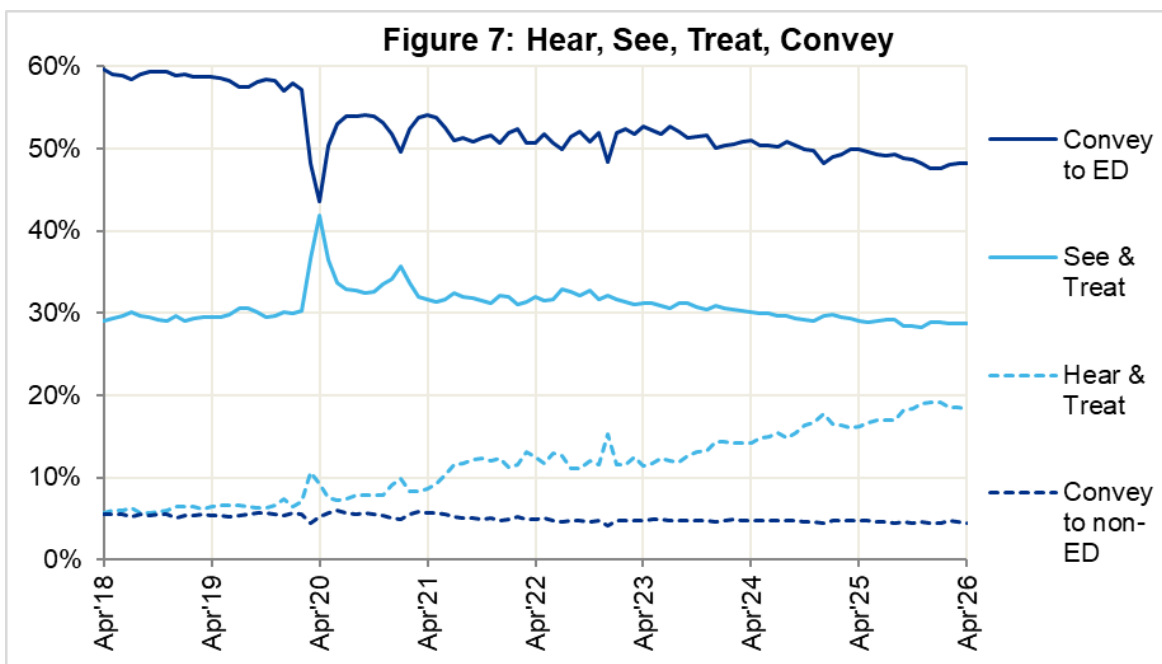
The April 2026 mean 999 call answer time was 2 seconds, the quickest since April 2025, and quicker than in all months of 2021, 2022, 2023 and 2024. (Figure 5)



In April 2026, 791,911 calls to 999 were answered in England, or 26.4 thousand per day. There were 789,214 incidents, or 26.3 thousand per day, over 1,300 more per day than there were in April 2025. Of those, 643,912 (21.5 thousand per day) had a face-to-face response, and of those, 381,136 (12.7 thousand per day) required conveyance to an Emergency Department (ED). (Figure 6)



Ambulance Services in England closed 18.4% of incidents on the telephone (Hear & Treat) in April 2026, slightly lower than the previous month. The proportion closed on scene (See & Treat) was 28.8%. Other incidents comprised 48.3% with conveyance to ED and 4.5% 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

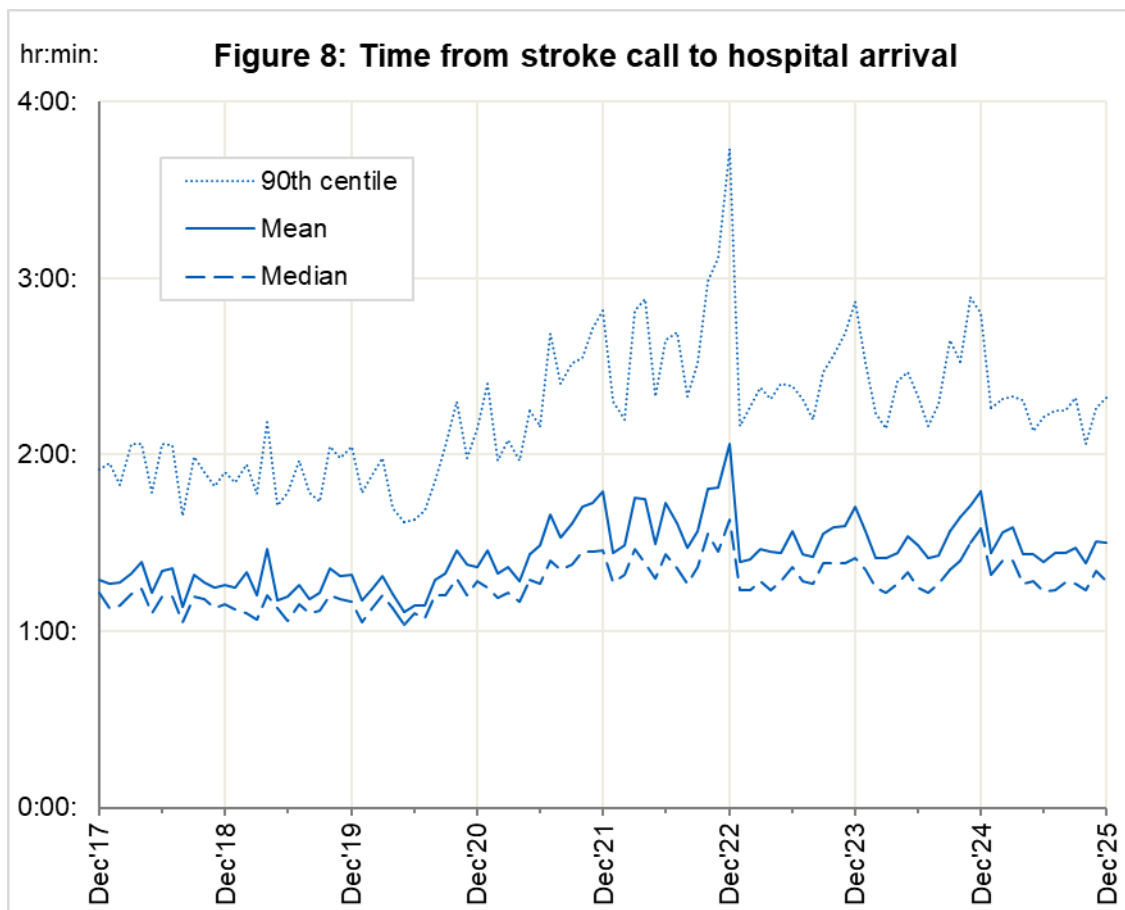
This indicator was first published for June 2024, and is reported for patients aged 65 and over, who have a fall from a height of less than two metres, are attended by an ambulance service and discharged on scene, whether they receive a particular care bundle.

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 December 2025, Trusts supplied data on 3,079 such patients, of which 1,735 (56.3%) received this care bundle, an increase from 53.4% of 3,073 patients in September 2025.

2.2 Stroke time to hospital and clinical intervention

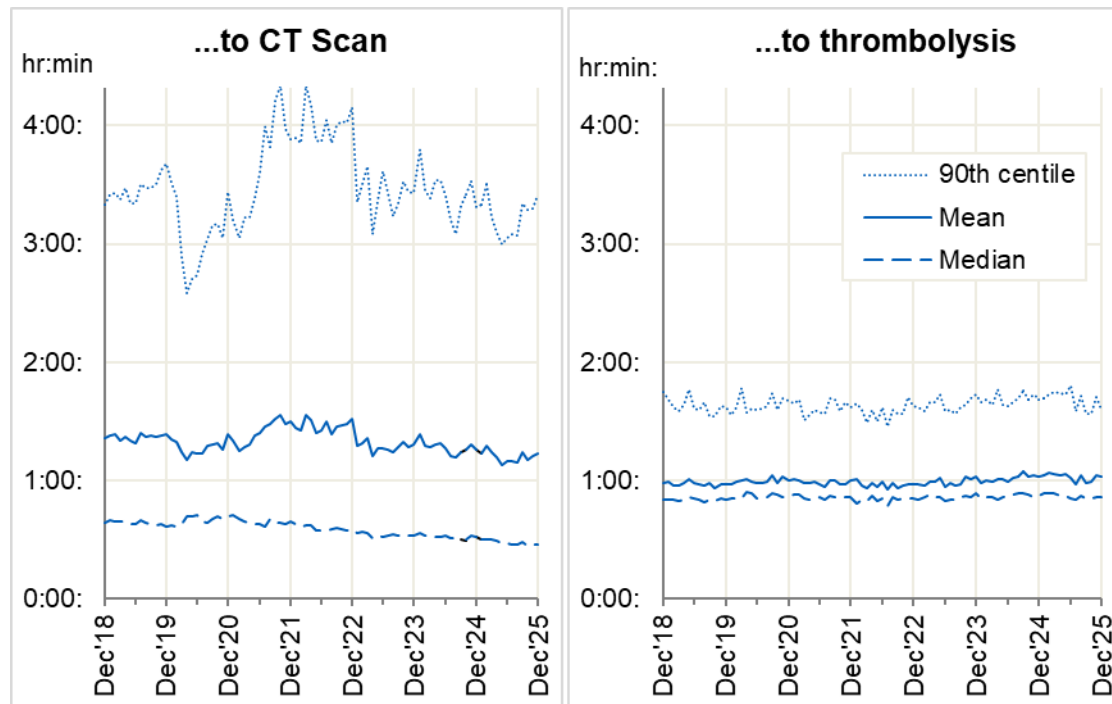
In England, the mean time from 999 call until arrival at hospital for patients who had a stroke was 1 hour 36 minutes in December 2025 (Figure 8, middle line). It has been increasing slightly since August 2025.



In December 2025, the mean time from hospital arrival until CT scan was 1 hour 13 minutes, more than in each month since April 2025, except September 2025.

The mean time from hospital arrival to thrombolysis in December 2025 was 61 minutes. This is within previous mean monthly times (August 2017 to November 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”.