Statistical Note: Ambulance Quality Indicators (AQI)

In June 2026, the mean time from hospital arrival until CT scan for patients who had a stroke was the quickest time since collection began in August 2017.

Also in June 2026, the percentage of patients who received the recommended care from Ambulance Services after a fall was the highest it has ever been since collection began in June 2024.

1. Ambulance Systems Indicators (AmbSYS)

1.1 Response times

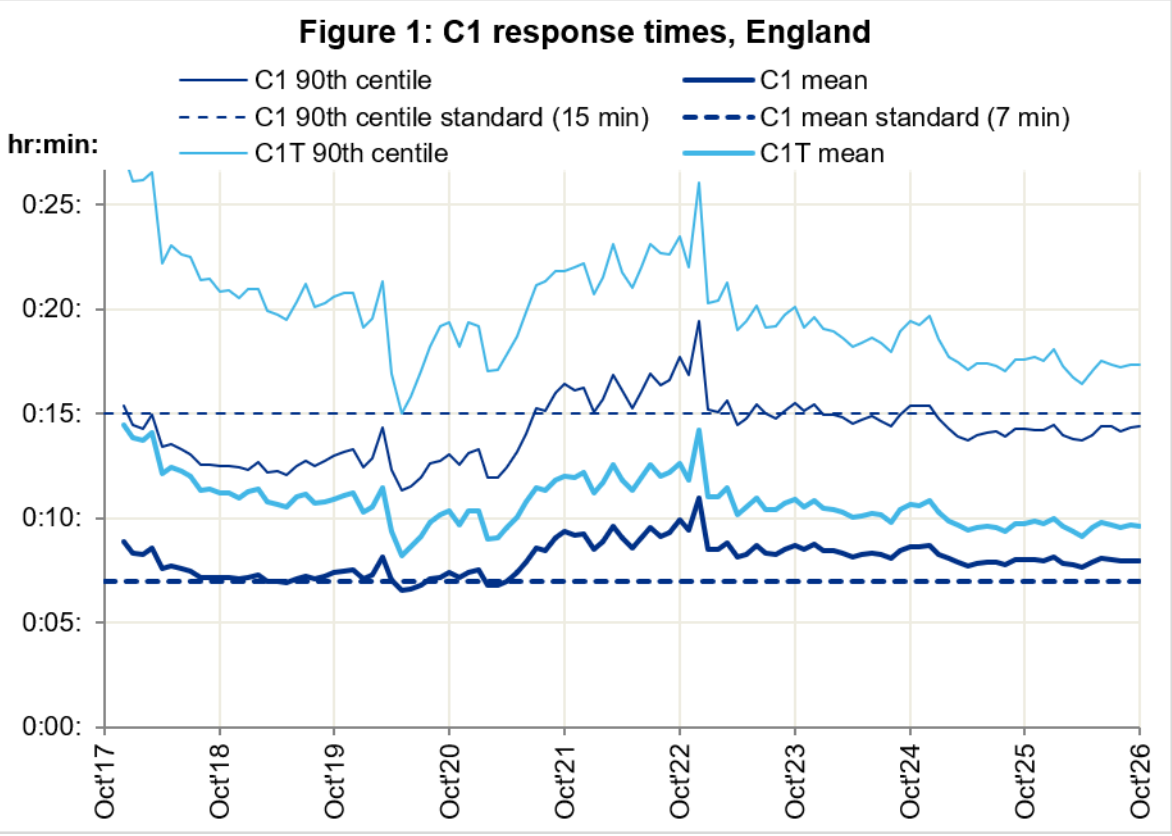
The England mean C1 response time in October 2026 was 7:59, unchanged from September, and still slower than the standard[1] of 7 minutes.

The 90th centile was 14:25, a few seconds slower than in September but still quicker than the standard of 15 minutes.

Coincidentally, South Western (SWAST) and North East (NEAS) Ambulance Services have separately advised that their response times for October 2026 may need correcting, each of which may increase response times for England for each Category by a few seconds.

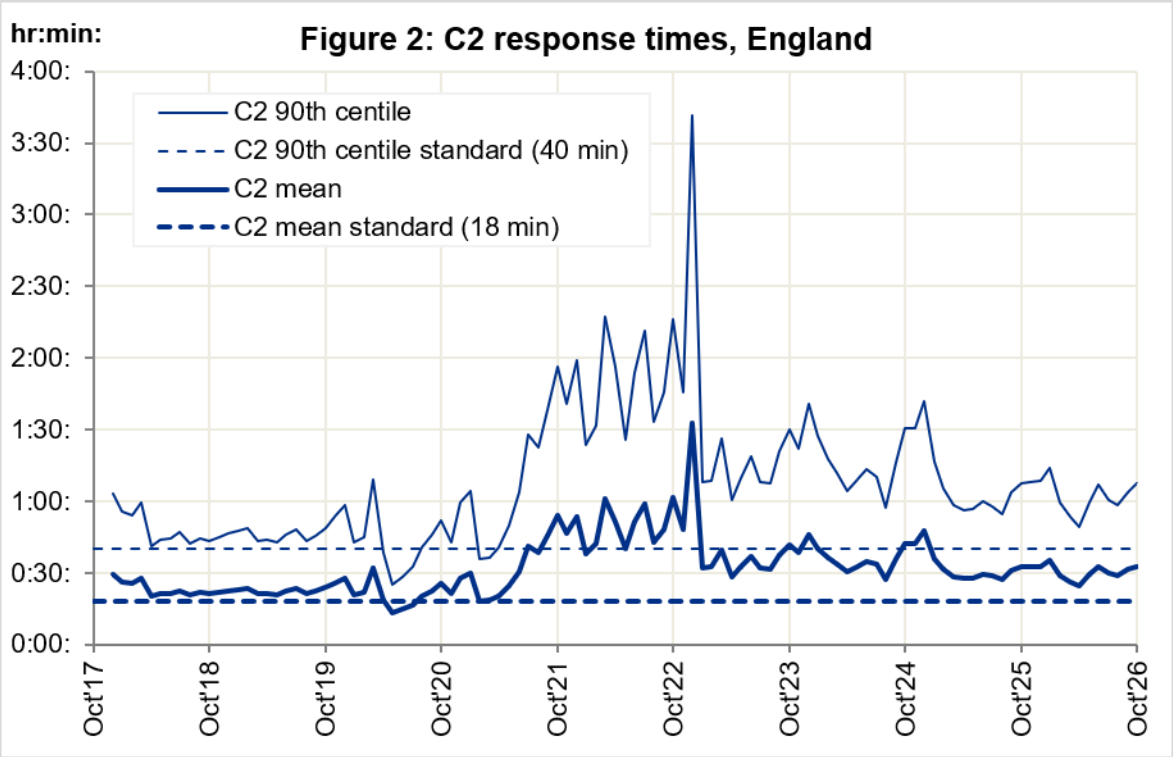
For C1T (time to the arrival of the transporting vehicle for C1 incidents), the average was 9:36, and the 90th centile was 17:21. (Figure 1)

Figure 1: C1 response times, England

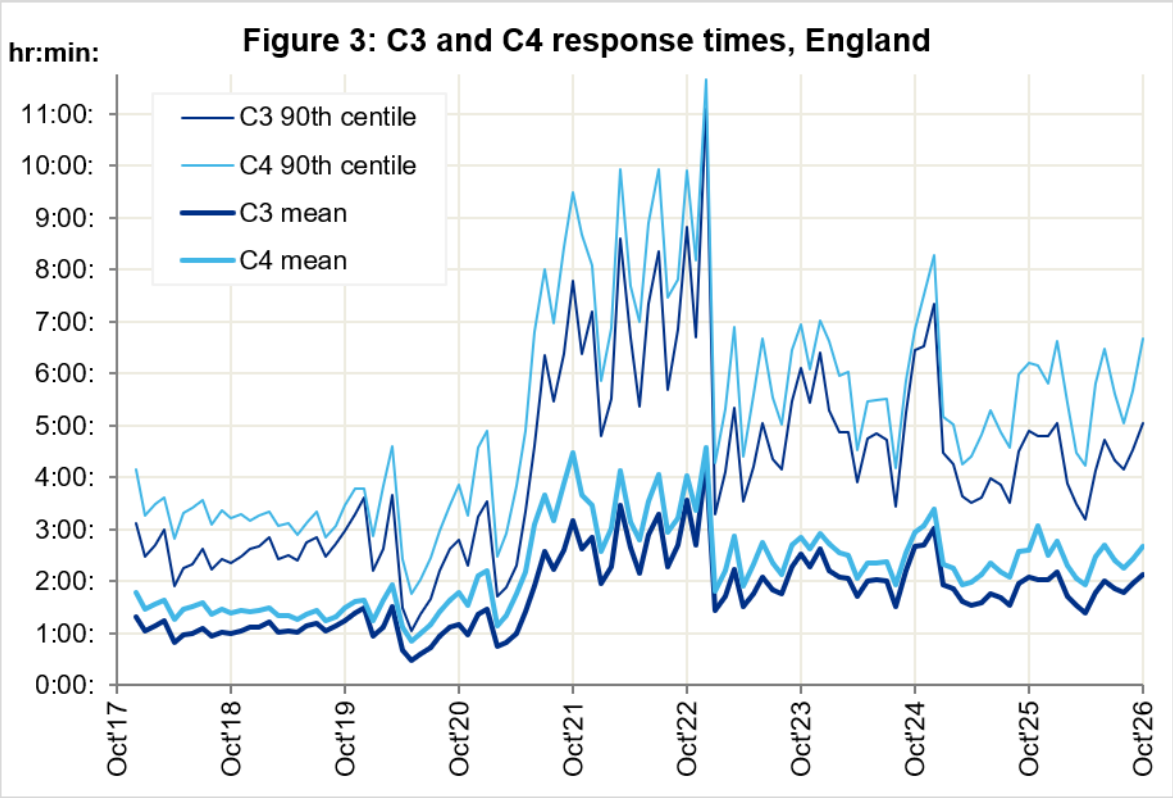


[1] Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

The October 2026 England C2 average was 32:45 and the 90th centile was 1:07:14, both slower than the previous 8 months. (Figure 2)

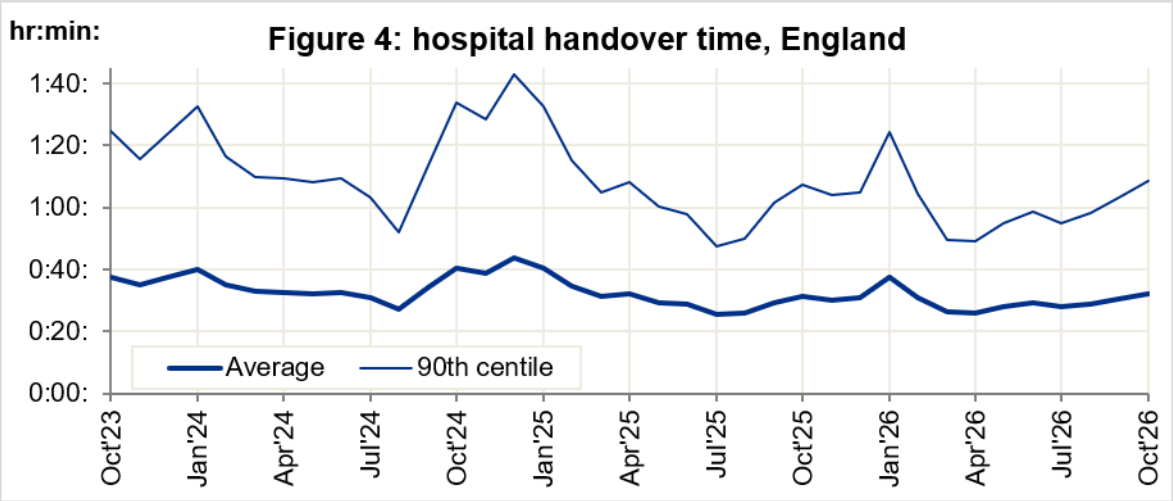


For England in October 2026, the C3 average was 2:07:32 and the 90th centile was 5:02:57, slower than the 2 hour standard. The C4 mean was 2:40:15, and the 90th centile 6:41:02, slower than the 3 hour standard. (Figure 3)

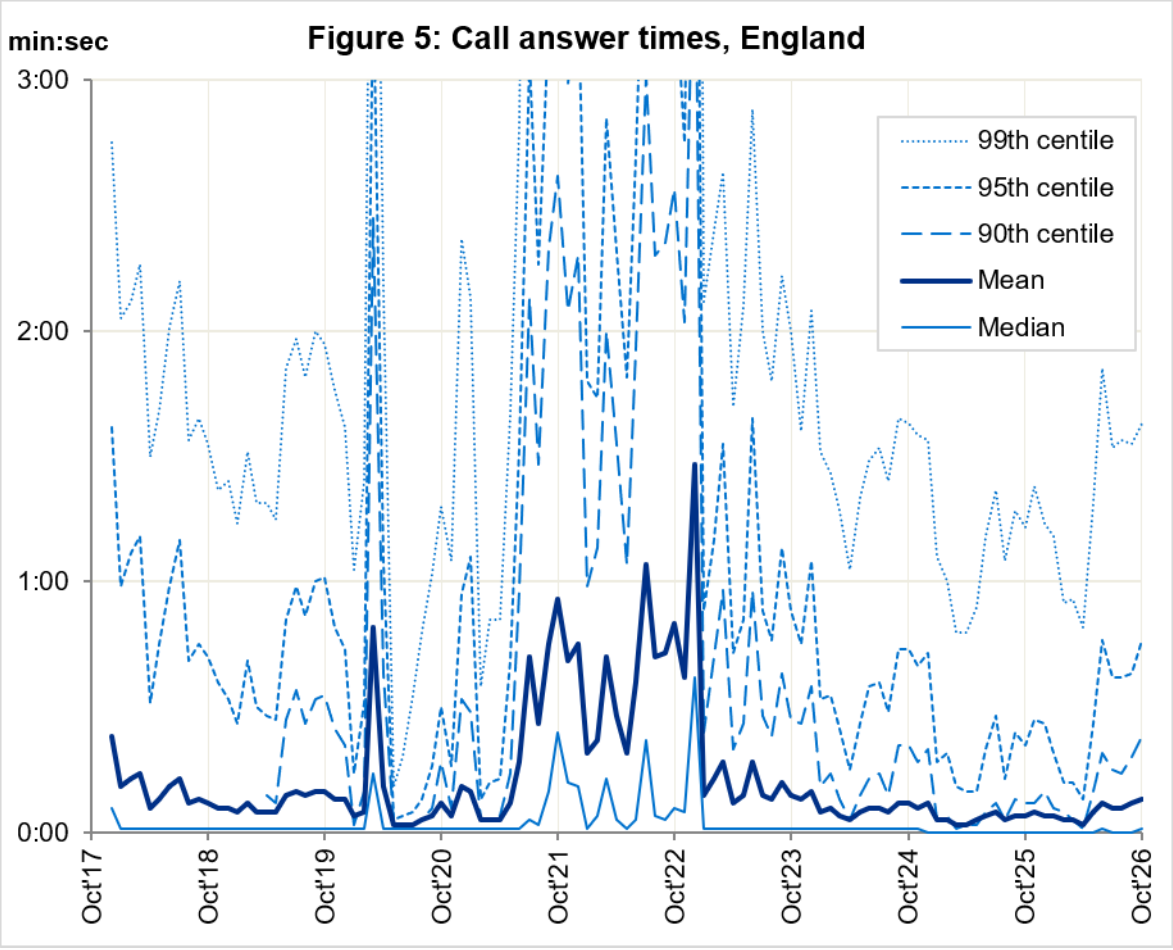


1.2 Other Systems Indicators

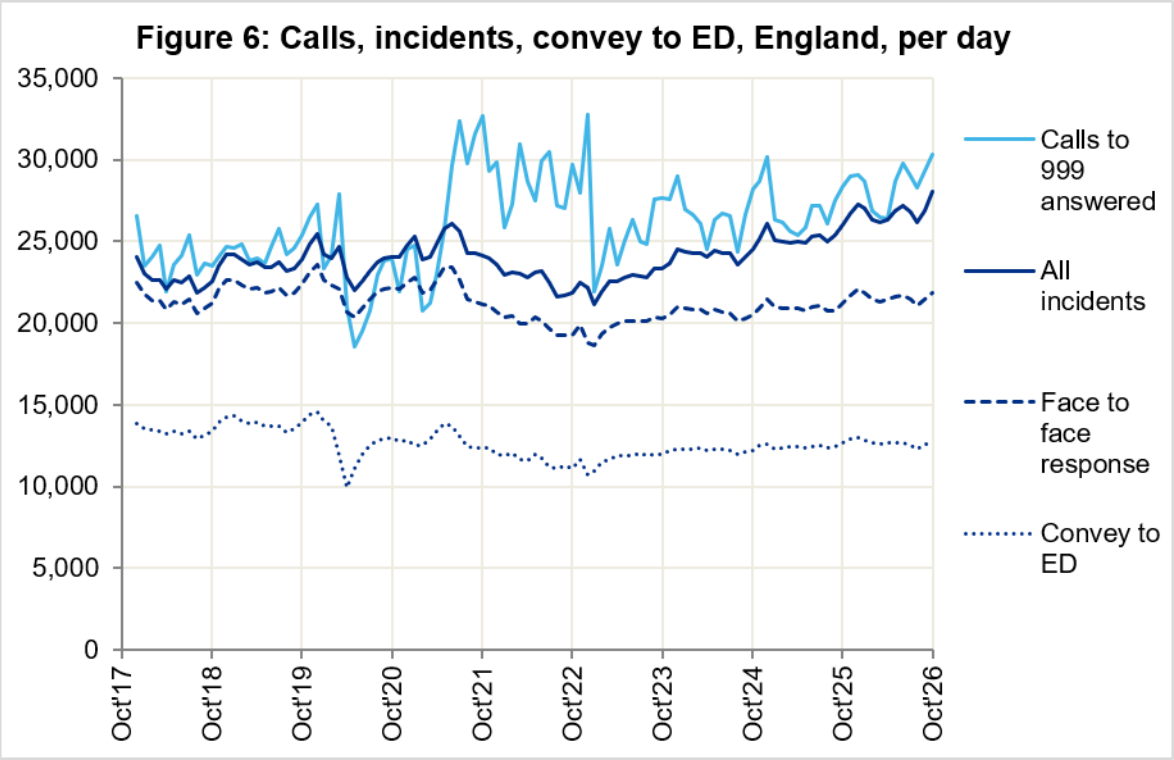
The average time ambulance services waited to hand over patients in England in October 2026 was 32:11, and the 90th centile 1:08:30, each the slowest since January 2026. (Figure 4)



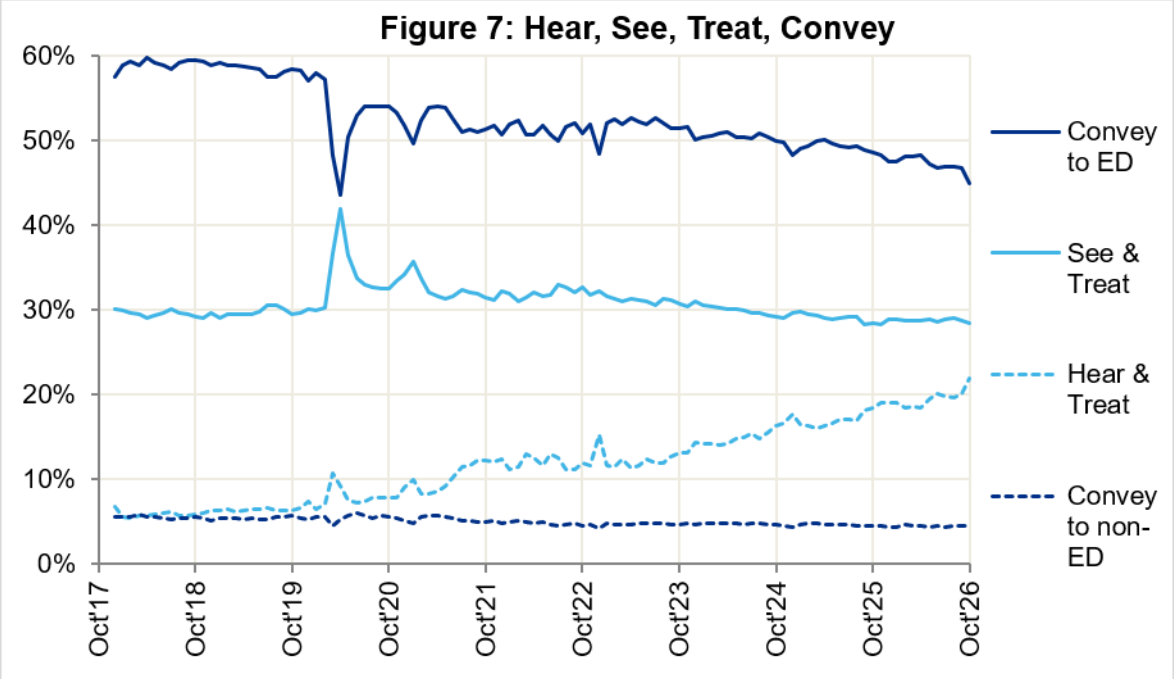
The October 2026 mean 999 call answer time was 8 seconds, the slowest since December 2023 (Figure 5). The number of 999 calls answered per day was 30.4 thousand, the largest since December 2022. (Figure 6).



There were 869,421 incidents in October 2026, which was 28.0 thousand per day, the highest on record. Of those, 678,428 (21.9 thousand per day) had a face-to-face response, and of those, 391,044 (12.6 thousand per day) required conveyance to an Emergency Department (ED). (Figure 6)



Ambulance Services in England closed 22.0% of incidents on the telephone (Hear & Treat) in October 2026. The proportion closed on scene (See & Treat) was 28.5%. Other incidents comprised 45.0% with conveyance to ED, and 4.6% 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 month's commentary includes Falls and Stroke data.

2.1 Patients who have fallen and can be discharged on scene

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, Trusts measure whether a particular bundle of care was provided.

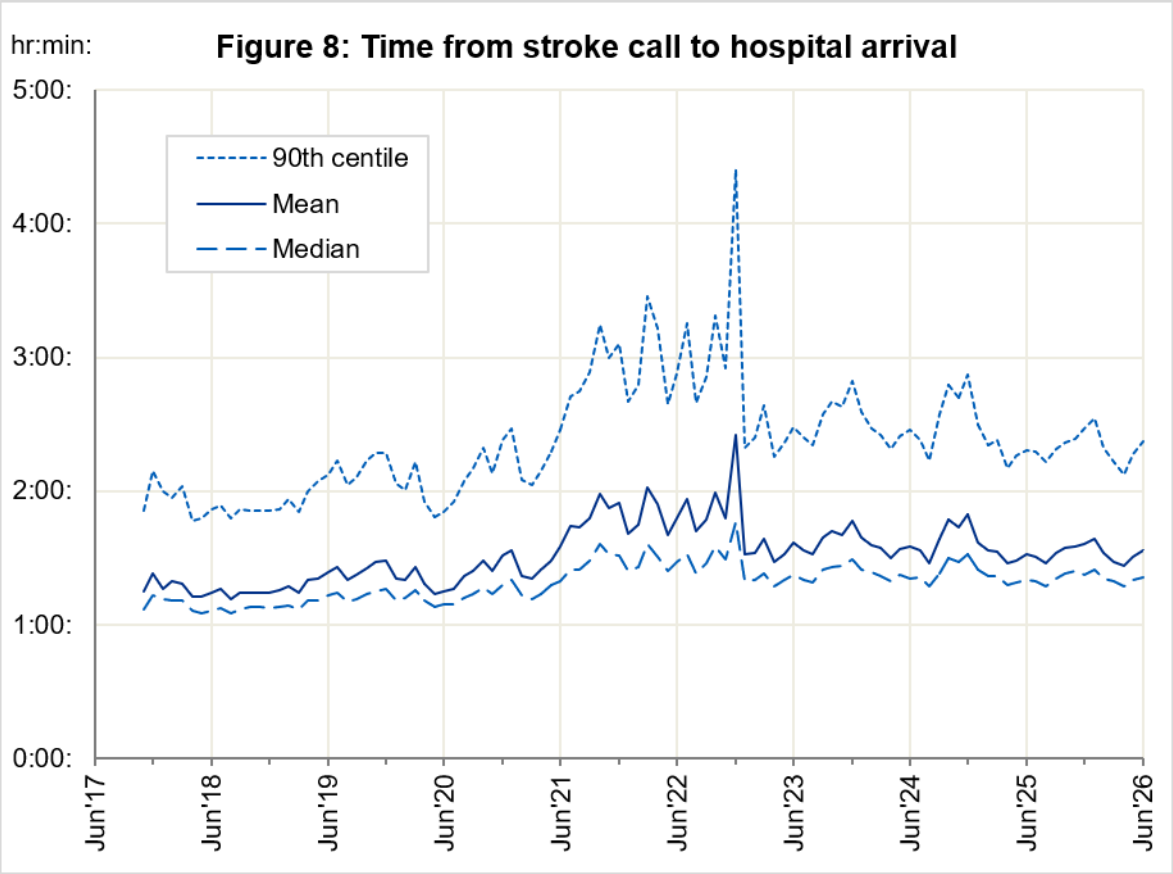
This bundle includes a detailed physical examination and certain observations and assessments, along with documentation of a detailed medical history, and current medication. If a Trust attends more than 300 eligible patients in a month, it supplies these indicators for 300 patients chosen at random.

In June 2026, Trusts supplied data on 3,062 such patients, of which 1,838 (60%) received this care bundle, an increase from 58% in March 2026, and the highest percentage since the collection began.

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 June 2026 (Figure 8, middle line), the slowest time since January 2026.

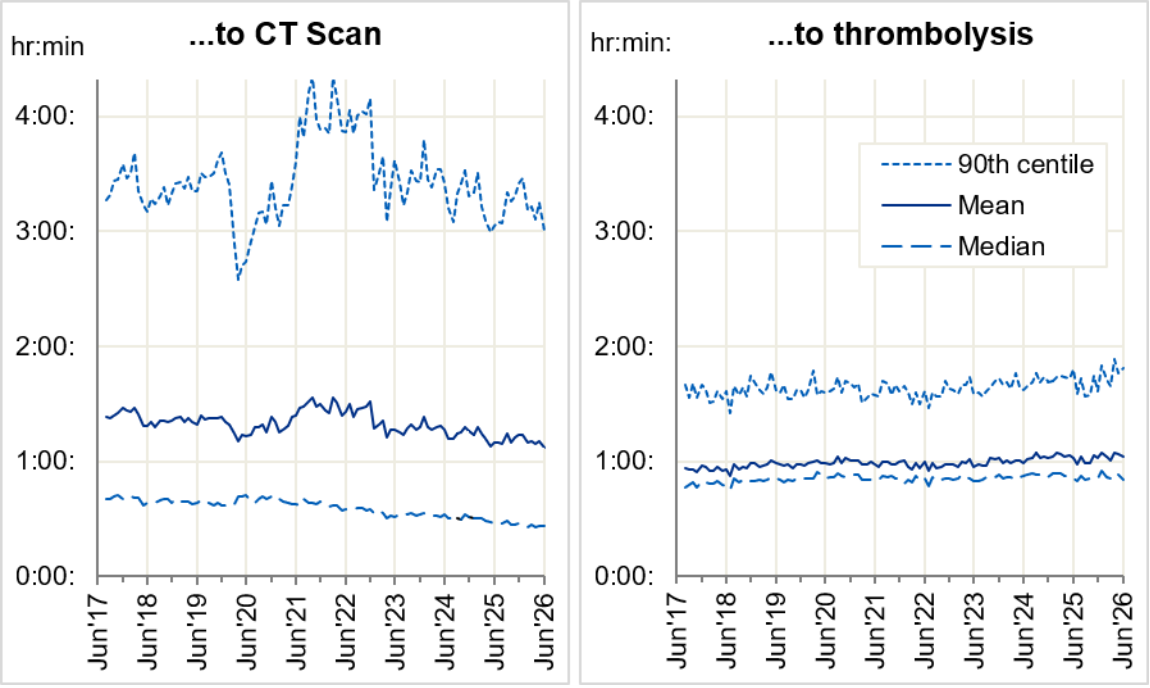
Figure 8: Time from stroke call to hospital arrival



In June 2026, the mean time from hospital arrival until CT scan was 1 hour 7 minutes, the quickest time since collection started in August 2017.

The mean time from hospital arrival to thrombolysis in June 2026 was 1 hour 2 minutes. This is within previous mean monthly times (August 2017 to May 2026) 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) 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 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".