

Statistical Note: Ambulance Quality Indicators (AQI)

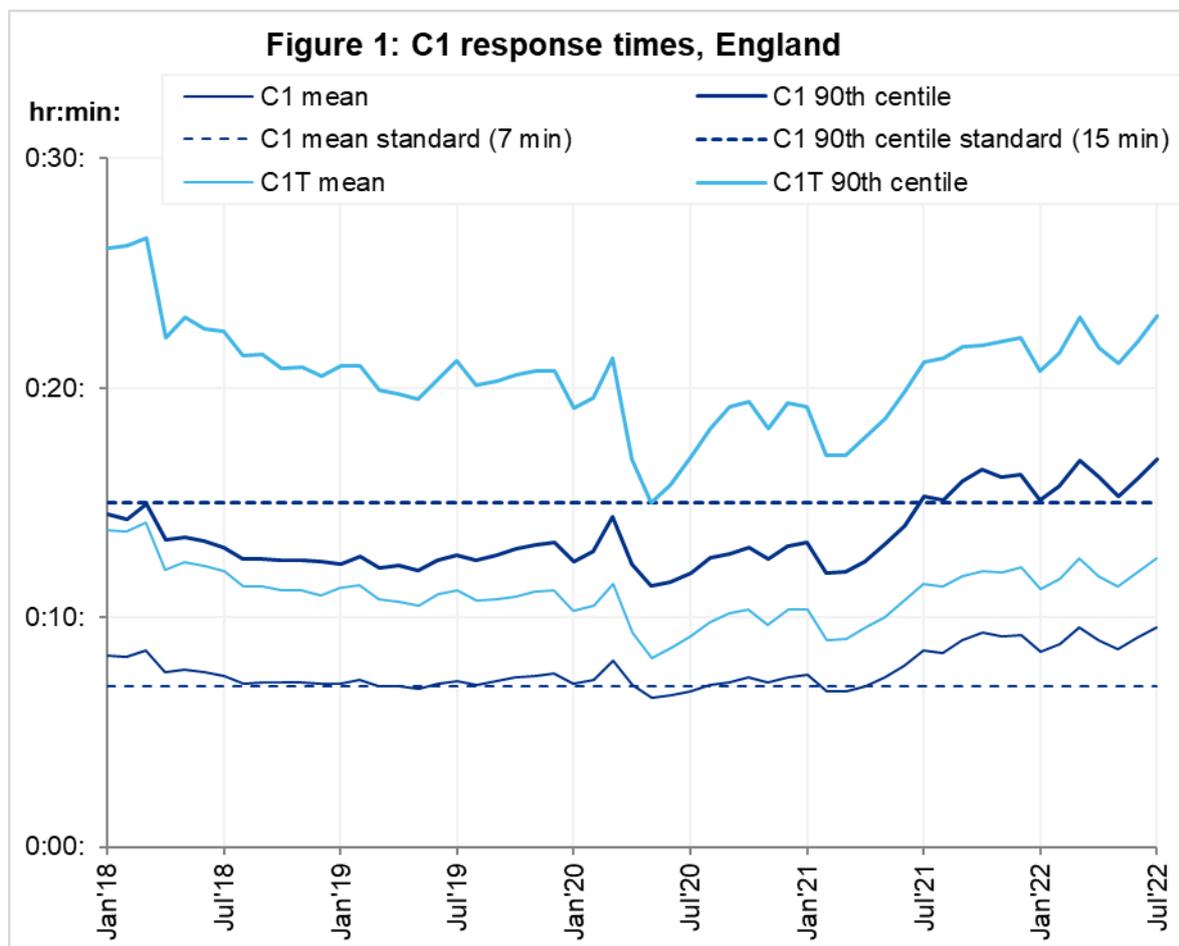
Across England in July 2022, the average C1 ambulance response time was the longest since the current categories were introduced in 2017, and the number of incidents per day with a patient transported to ED was the lowest since May 2020.

1. Ambulance Systems Indicators

1.1 Response times

In July 2022, the England mean average response time for Category C1, the most urgent incidents, was 9 minutes 35 seconds, matching the previous longest monthly average from March 2022; and the 90th centile was 16:55, the longest ever, (Figure 1), so neither the 7-minute mean nor the 15-minute 90th centile standards¹ were met.

The mean average for C1T (time to the arrival of the transporting vehicle for C1 incidents) was 12:33, and the 90th centile was 23:07, both the longest since 2018.

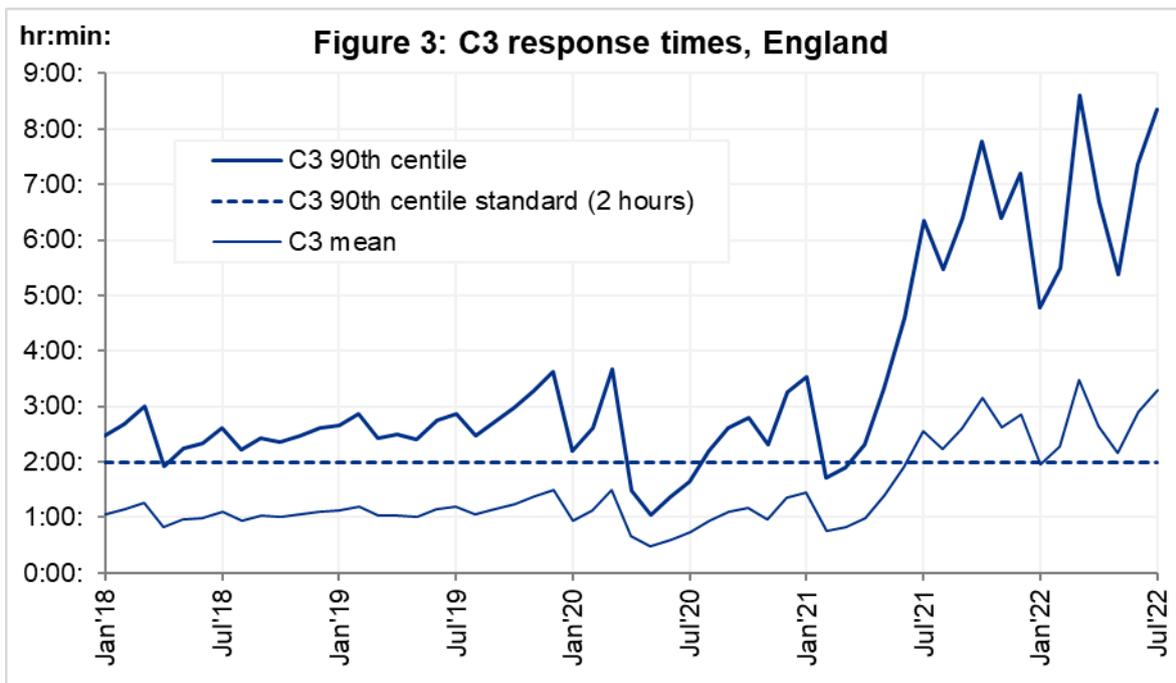
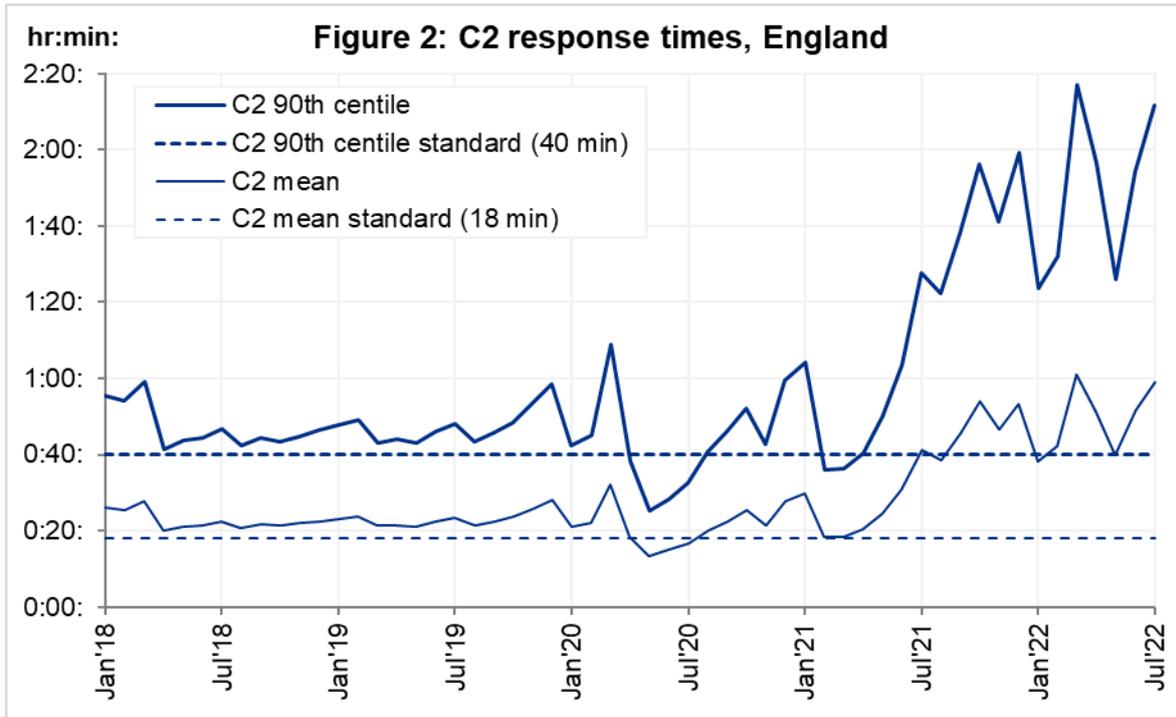


¹ Standards in the NHS Constitution Handbook: www.gov.uk/government/publications/supplements-to-the-nhs-constitution-for-england/the-handbook-to-the-nhs-constitution-for-england

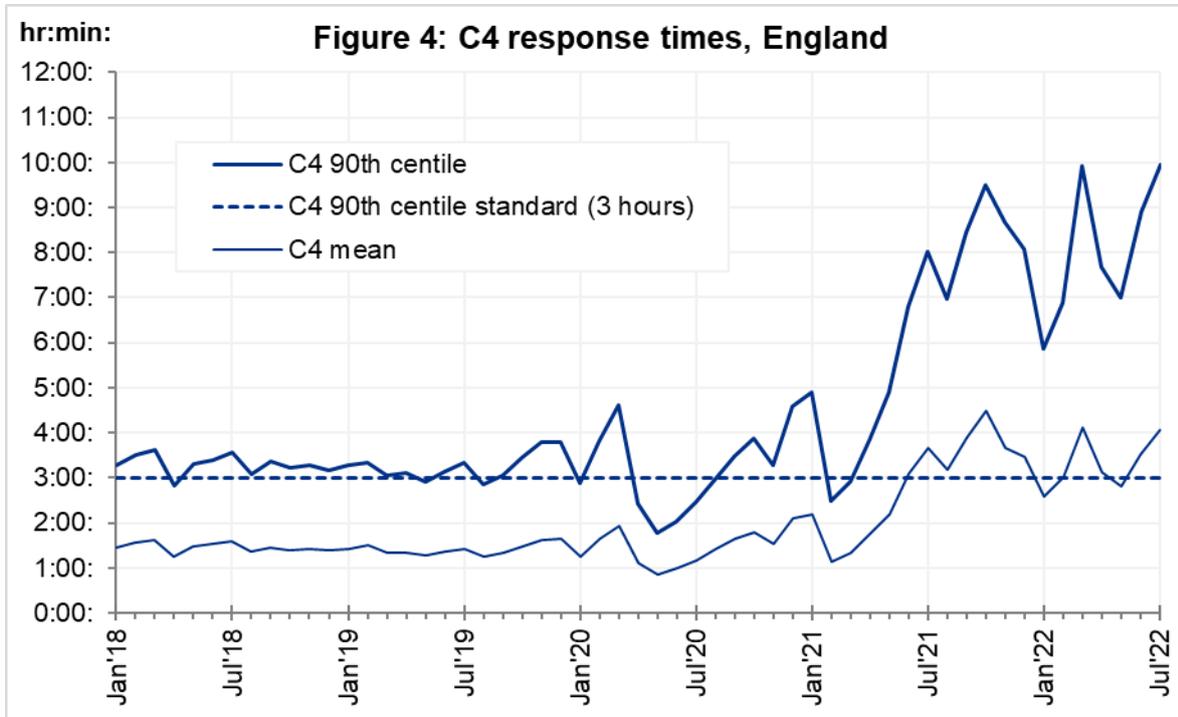
The C2 mean response time in July 2022 was 59:07, and the 90th centile was 2:11:47, so the 18 and 40-minute standards were not met. (Figure 2)

The C3 mean response time in July 2022 was 3:17:06, and the 90th centile was 8:21:47 so the 2-hour 90th centile standard was not met. (Figure 3)

For both C2 and C3, the mean and 90th centile were the second longest monthly times ever; only March 2022 had longer times.

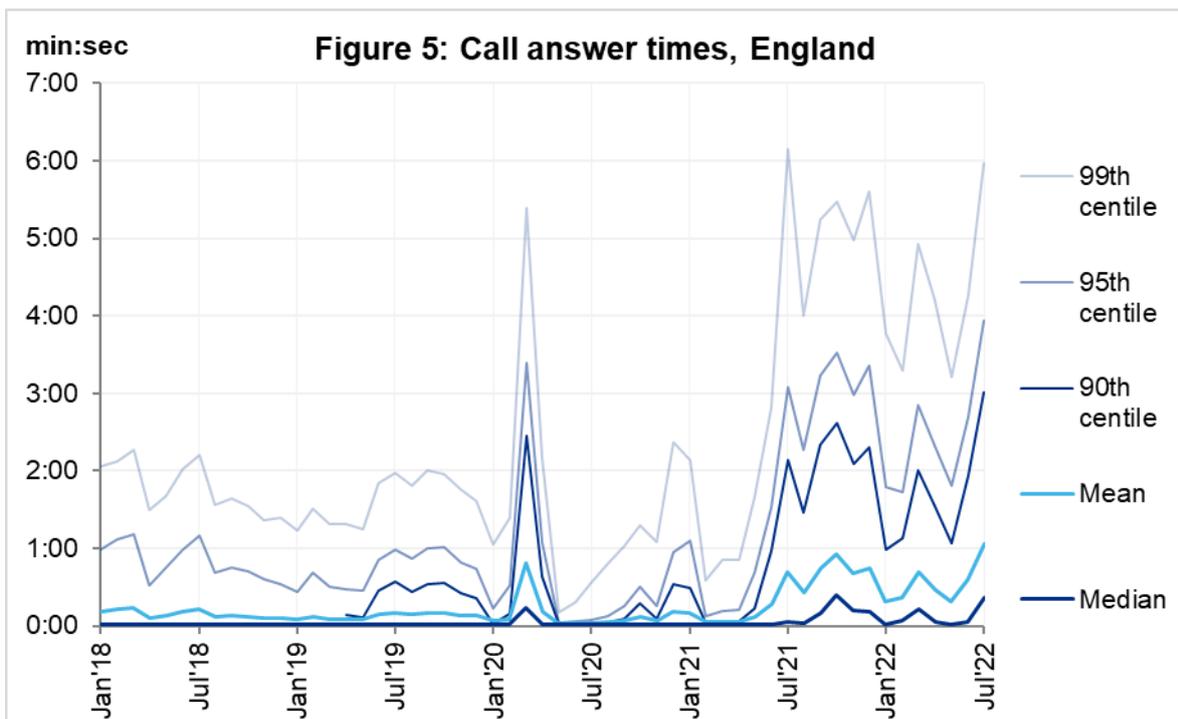


For C4 (Figure 4), the July 2022 mean average response time was 4:02:57. The 90th centile, 9:56:24, was the longest ever.



1.2 Other Systems Indicators

Figure 5 shows that the average answer time for ambulance 999 calls in England in July 2022, 1 minute 4 seconds, was the longest ever. So were the 90th (3:01) and the 95th centile (3:56), although the 99th centile and median weren't.



In July 2022, per day, there were (Figure 6):

- 30,504 calls to 999 answered, more than the average for 2021-22 and the average for 2022-23 so far;
- 22,459 incidents receiving a response from an ambulance service (whether on the telephone or on the scene), the fewest since May 2020;
- 11,223 incidents where a patient was conveyed to an Emergency Department (ED), also the fewest since May 2020.

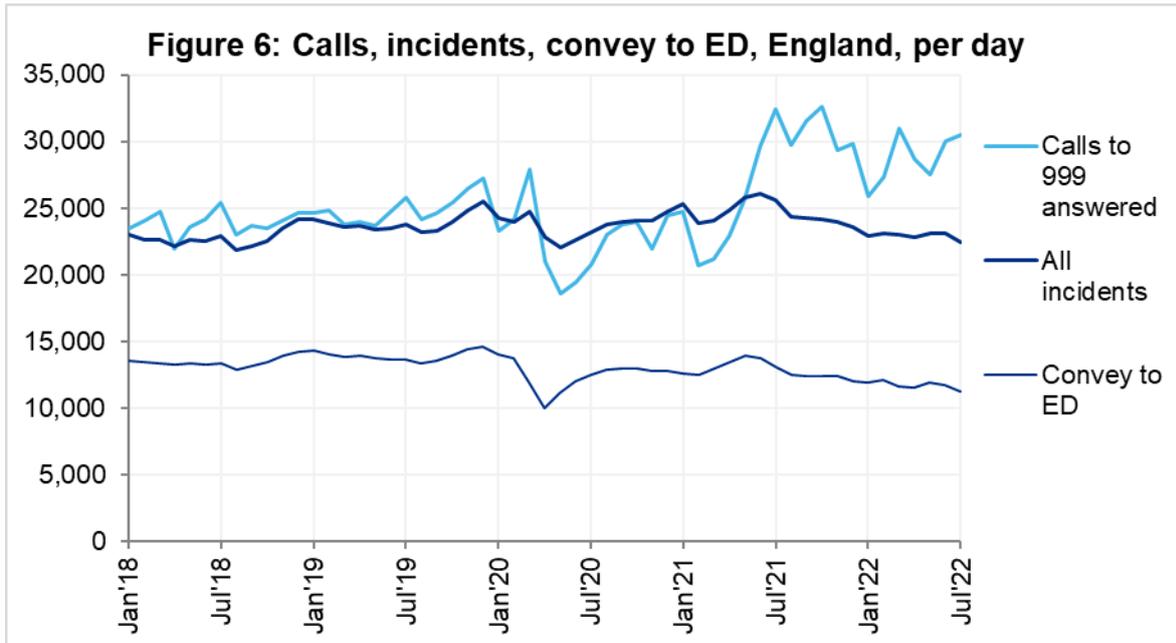
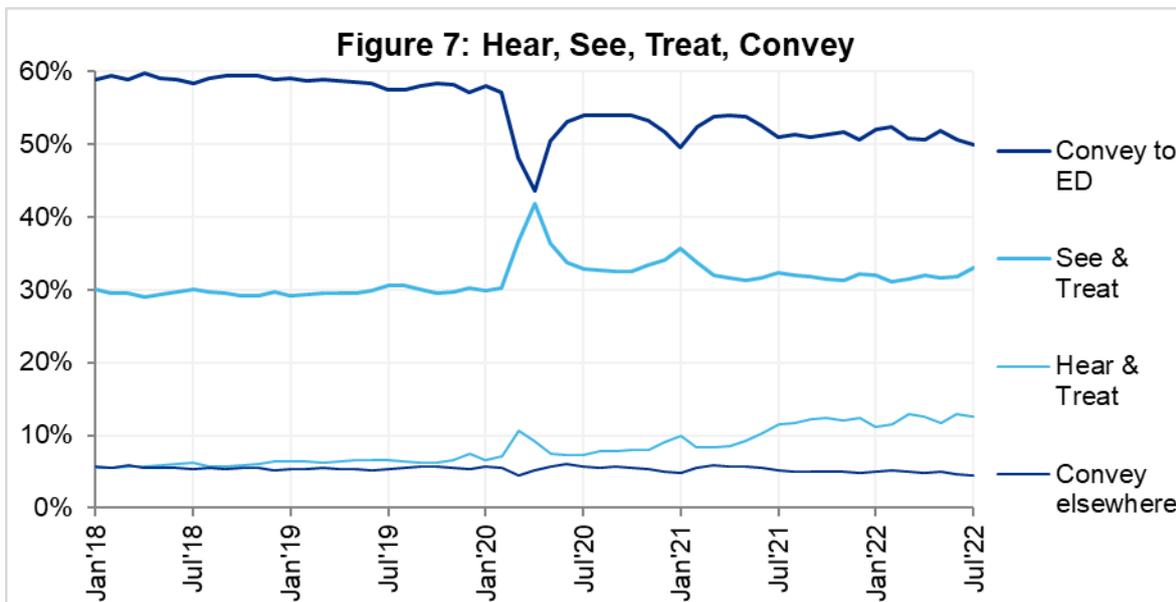


Figure 7 shows that in July 2022, 12.5% of incidents were resolved on the telephone (Hear & Treat), less than in June 2022, but more than in all months before March 2022; while 4.5% of incidents had conveyance to somewhere other than ED, matching the previous low in March 2020. Other incidents in July 2022 comprise 33% resolved on scene (See & Treat), and 50% with conveyance to ED.

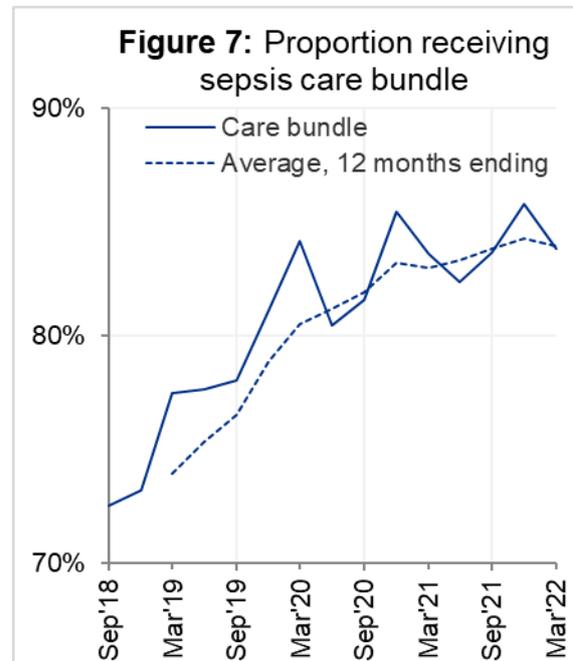


2. Ambulance Clinical Outcomes (AmbCO)

2.1 Sepsis

Sepsis is a time-critical condition. Early recognition and management of sepsis in the pre-hospital setting can reduce mortality and improve the health and well-being of patients. Making a diagnosis quickly and ensuring early transport of a patient to an appropriate Emergency Department capable of providing further tests, treatment, and care (including appropriate antibiotics for those who are eligible) represents a standard of ambulance care.

In March 2022, of patients with suspected sepsis and a NEWS2 (National Early Warning Score 2) of 7 or more, the proportion who received the sepsis care bundle was 83.8% (Figure 7), which was practically the same as the average for the year ending March 2022 (84.0%).



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 document, also published in spreadsheets alongside this document, are not precise centiles calculated from national record-level data. Instead, they are the centiles calculated from each individual trust's record-level data, weighted by their incident count, and averaged across England. So, if England only had two trusts, with centiles of 7:10 and 7:40, and the former had twice as many incidents as the latter, the England centile would be 7:20.

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 mentioned in section 3.1, incidents resulting from a call to NHS 111 are included in all Systems Indicators the except the call indicators, A1 to A6 and A114.

3.4 Related statistics

NHSEI publishes ambulance handover delays at Emergency Departments of over 30 minutes during winter 2012-13 to 2014-15 and winter 2017-18 to 2021-22 at www.england.nhs.uk/statistics/statistical-work-areas/winter-daily-sitreps.

The Quality Statement described in section 3.1 includes information on:

- the “Ambulance Services” publications by NHS Digital <https://digital.nhs.uk/data-and-information/publications/statistical/ambulance-services>, 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:

Wales: <https://statswales.gov.wales/Catalogue/Health-and-Social-Care/NHS-Performance/Ambulance-Services>

Scotland: See Quality Improvement Indicators (QII) documents at www.scottishambulance.com/TheService/BoardPapers.aspx

Northern Ireland: www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics

3.5 Contact information

Media: NHSEI Media team, nhsengland.media@nhs.net, 0113 825 0958.

The person responsible for producing this publication is Ian Kay; Performance Analysis Team; Finance, Performance and Planning Directorate; NHS England and NHS Improvement (NHSEI); england.nhsdata@nhs.net; 0113 825 4606.



3.6 National Statistics

The UK Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.