

Table 2 Emergency calls⁽¹⁾ by ambulance service, 2004-05 to 2011-12

Ambulance Service	thousands							
	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
England	5,623.8	5,960.1	6,333.4	7,225.5	7,477.2	7,867.9	8,077.5	8,493.0
North East	279.7	291.8	362.0	398.0	405.0	431.8	458.5	483.2
North West	779.7	832.0	887.0	1,009.8	1,033.6	1,064.1	1,074.4	1,114.2
Yorkshire	522.6	552.6	555.5	627.0	671.7	710.9	725.3	751.9
East Midlands	473.2	459.7	523.3	631.9	667.5	692.9	723.5	776.1
West Midlands ⁽²⁾	607.7	668.0	666.8	772.2	796.1	844.1	863.8	883.9
East of England	543.3	581.1	625.6	718.3	733.2	778.1	821.2	863.5
London	1,153.9	1,231.6	1,288.8	1,389.7	1,423.5	1,480.3	1,494.2	1,606.0
South East Coast	460.3	493.0	494.4	554.8	580.1	619.2	653.9	688.7
South Central	330.0	336.6	356.1	446.5	432.4	494.7	494.9	510.4
Great Western	200.9	219.8	232.5	278.8	289.6	295.9	303.3	320.8
South Western	259.5	280.5	328.1	380.6	423.7	435.5	442.9	470.6
Isle of Wight	13.0	13.4	13.3	18.1	20.8	20.4	21.4	23.6

Source: Form KA34

⁽¹⁾ From 2007-08 urgent calls were included (previous years relate to emergency calls only), therefore comparisons of absolute numbers from 2007-08 and previous years are not possible.

⁽²⁾ On the 1st October 2007 Staffordshire Ambulance Service NHS Trust merged with West Midlands Ambulance Service NHS Trust. For comparability, data for these two trusts have been merged for all previous years.

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Table 2a Emergency calls by category and ambulance service, 2011-12

thousands				
Ambulance Service	Total	<i>of which</i>	Category A ¹	Category C ¹
England	8,493.0		2,733.7	5,759.3
North East	483.2		152.3	330.9
North West	1,114.2		376.1	738.2
Yorkshire	751.9		264.4	487.5
East Midlands	776.1		284.4	491.7
West Midlands	883.9		338.3	545.6
East of England	863.5		253.7	609.8
London	1,606.0		412.4	1,193.5
South East Coast	688.7		264.5	424.2
South Central	510.4		112.6	397.8
Great Western	320.8		113.1	207.7
South Western	470.6		154.8	315.8
Isle of Wight	23.6		7.1	16.5

Source: Form KA34

1) Category B was dropped in 2011-12. As a result, incidents previously categorised as B have been re-categorised into categories A and C. It is therefore not possible to make direct comparisons between categories in 2011-12 and those in earlier years

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Table 4 Emergency incidents⁽¹⁾ (calls resulting in response arriving at the scene of the incident) by ambulance service, 2004-05 to 2011-12

Ambulance Service	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
England	4,526.3	4,770.1	5,068.8	5,888.7	6,150.4	6,415.2	6,606.5	6,710.6
North East	228.3	238.9	249.6	321.7	340.7	353.7	361.5	367.1
North West	676.6	698.5	755.2	846.1	873.1	893.1	901.3	919.5
Yorkshire	426.7	451.6	481.4	549.3	564.8	598.9	615.9	631.1
East Midlands	379.9	400.0	430.9	524.9	547.9	573.6	595.4	593.1
West Midlands ⁽²⁾	481.8	521.1	575.4	657.9	691.8	708.8	730.4	745.7
East of England	458.0	486.5	517.0	604.9	641.6	668.5	693.4	700.0
London	827.4	856.7	865.5	945.8	973.9	1,012.9	1,058.1	1,041.7
South East Coast	377.9	398.7	421.6	503.4	530.4	561.3	581.0	593.1
South Central	254.4	272.0	289.2	349.3	364.7	383.2	390.1	411.3
Great Western	158.9	169.6	177.4	216.8	233.3	256.2	262.8	272.4
South Western	244.2	264.0	292.5	351.4	370.1	387.4	397.9	417.2
Isle of Wight	12.0	12.6	13.1	17.3	18.2	17.5	18.6	18.3

Source: Form KA34

⁽¹⁾ From 2007-08 urgent calls were included (previous years relate to emergency calls only), therefore comparisons of absolute numbers from 2007-08 and previous years are not possible.

⁽²⁾ On the 1st October 2007 Staffordshire Ambulance Service NHS Trust merged with West Midlands Ambulance Service NHS Trust. For comparability, data for these two trusts have been merged for all previous years.

Table 6 Emergency incidents: response times by ambulance service and category of call¹⁾, 2011-12

thousands and percentages

Category A calls						
Ambulance service	Total number of incidents with emergency response (thousands)	Response within 8 minutes (thousands)	Response within 8 minutes (percentage of total incidents with response) (%)	Total number of incidents with ambulance vehicle arriving (thousands)	Response within 19 minutes (percentage of total incidents with response) (thousands)	Response within 19 minutes (%)
England	2,542.5	1,937.3	76.2	2,523.0	2,441.3	96.8
North East	148.2	115.4	77.9	148.0	145.8	98.5
North West	355.7	273.0	76.7	352.5	336.7	95.5
Yorkshire	252.6	191.3	75.7	252.0	246.8	97.9
East Midlands	222.4	167.1	75.2	222.0	204.9	92.3
West Midlands	323.3	246.6	76.3	323.3	316.8	98.0
East of England	228.6	172.4	75.4	226.9	215.4	94.9
London	390.2	295.6	75.7	378.2	375.0	99.1
South East Coast	252.2	195.7	77.6	252.1	247.3	98.1
South Central	108.0	82.0	75.9	107.8	102.7	95.3
Great Western	105.0	79.4	75.6	104.4	100.6	96.3
South Western	149.3	113.6	76.1	149.0	142.7	95.8
Isle of Wight	7.0	5.4	76.2	6.7	6.6	97.9

Source: Form KA34

1) Category B was dropped in 2011-12. As a result, incidents previously categorised as B have been re-categorised into categories A and C. It is therefore not possible to make direct comparisons between categories in 2011-12 and those in earlier years

Table 12 Emergency patient destinations by ambulance service and category of call for 2011-12¹

thousands

Ambulance Service	All emergency patient journeys			Patient Journeys to destination Type 1 & 2 A&E ⁽²⁾			Patient Journeys to destination other than Type 1 & 2 A&E ⁽²⁾		
	Total	Category A	Category C	Total	Category A	Category C	Total	Category A	Category C
England	4,919.3	1,966.1	2,953.3	4,395.6	1,840.6	2,555.0	523.7	125.4	398.3
North East	303.1	124.8	178.3	231.1	106.6	124.5	72.0	18.2	53.8
North West	771.0	304.8	466.2	718.5	300.5	418.0	52.5	4.3	48.1
Yorkshire	512.1	212.7	299.4	486.3	205.6	280.8	25.8	7.1	18.7
East Midlands	422.6	161.8	260.8	363.0	141.2	221.8	59.6	20.6	39.0
West Midlands	531.0	245.3	285.7	464.9	242.8	222.1	66.2	2.6	63.6
East of England	446.3	158.9	287.4	400.4	148.4	252.0	45.9	10.6	35.4
London	809.4	322.9	486.5	735.3	293.9	441.4	74.1	29.0	45.1
South East Coast	406.0	184.8	221.2	370.3	171.4	198.9	35.7	13.4	22.3
South Central	271.2	74.7	196.5	262.9	73.9	189.0	8.3	0.8	7.5
Great Western	173.6	72.3	101.3	143.5	64.2	79.3	30.1	8.1	22.0
South Western	260.2	98.1	162.1	207.8	87.8	120.1	52.4	10.3	42.1
Isle of Wight	12.9	5.1	7.8	11.6	4.5	7.1	1.3	0.6	0.7

Source: Form KA34

¹ Category B was dropped in 2011-12. As a result, incidents previously categorised as B have been re-categorised into categories A and C. It is therefore not possible to make direct comparisons between categories in 2011-12 and those in earlier years.

² Type 1 A&E destination is generally consultant led and has full resuscitation facilities and accommodation for reception of A&E patients whereas type 2 A&E departments are still consultant led but provide a single specialty (e.g. dentistry). Other destinations can include minor injury units, walk in centres etc.

Table 13 Emergency incidents : number of patients treated at the scene only by category and ambulance trust, 2009-10 ¹ to 2011-12²

Ambulance Service	2009-10				2010-11				2011-12		
	Total	Category A	Category B	Category C	Total	Category A	Category B	Category C	Total	Category A	Category C
England	1,598.6	448.2	759.3	391.1	1,762.9	498.6	825.5	438.8	1,809.3	593.7	1,215.6
North East	81.5	21.3	43.4	16.7	75.9	22.1	39.9	13.9	74.3	29.9	44.4
North West	61.6	29.2	23.0	9.5	127.0	46.6	56.5	23.8	152.6	53.4	99.1
Yorkshire	126.3	40.7	59.1	26.5	111.5	35.5	51.2	24.8	118.0	39.3	78.6
East Midlands	184.6	61.7	91.5	31.5	180.6	60.8	85.8	33.9	169.2	60.5	108.7
West Midlands	202.9	50.2	98.1	54.6	221.2	64.5	102.1	54.6	228.0	85.5	142.5
East of England	245.0	65.9	111.8	67.3	256.1	71.2	111.2	73.7	263.3	74.3	189.0
London	168.3	46.0	83.2	39.1	245.5	56.3	129.7	57.5	232.3	67.4	165.0
South East Coast	175.1	37.2	82.7	55.2	180.0	36.6	82.7	60.7	187.1	67.4	119.8
South Central	140.2	33.2	69.3	37.7	135.0	32.7	62.5	39.8	143.8	33.7	110.1
Great Western	84.7	26.4	38.6	19.7	101.6	33.7	45.4	22.5	98.9	32.7	66.2
South Western	124.5	35.7	57.4	31.4	124.0	35.1	57.1	31.8	136.3	47.6	88.7
Isle of Wight	4.0	0.7	1.4	2.0	4.4	1.3	1.3	1.8	5.5	2.0	3.5

Source: Form KA34

¹ Data prior to 2009-10 is not available² Category B was dropped in 2011-12. As a result, incidents previously categorised as B have been re-categorised into categories A and C. It is therefore not possible to make direct comparisons between categories in 2011-12 and those in earlier years