

# EXECUTIVE SUMMARY

## Ambulance Response Programme – Definition & Overview



### These are the National Standards issued to all Ambulance Trusts by NHS England

| Category   | Percentage of calls per Category | National Standard  | How long does the ambulance service have to make a decision?  | What stops the clock?   |
|------------|----------------------------------|--|---|---|
| Category 1 | 8%                               | <ul style="list-style-type: none"> <li>7 minutes mean response time</li> <li>15 minutes 90<sup>th</sup> centile response time</li> </ul>   | <p>The earliest of:</p> <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>30 seconds from the call being connected</li> </ul>  | The first emergency vehicle that arrives on scene stops the clock (there is an additional Category 1 transport standard to ensure that these patients also receive early ambulance transportation).   |
| Category 2 | 48%                              | <ul style="list-style-type: none"> <li>18 minutes mean response time</li> <li>40 minutes 90<sup>th</sup> centile response time</li> </ul>  | <p>The earliest of:</p> <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul> | If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock. If the patient does not need transport, the first emergency vehicle arriving at the scene of the incident stops the clock. |
| Category 3 | 34%                              | <ul style="list-style-type: none"> <li>60 minutes mean response time</li> <li>120 minutes 90<sup>th</sup> centile response time</li> </ul> | <p>The earliest of:</p> <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul> | If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock. If the patient does not need transport, the first emergency vehicle arriving at the scene of the incident stops the clock. |
| Category 4 | 10%                              | <ul style="list-style-type: none"> <li>180 minutes 90<sup>th</sup> centile response time</li> </ul>  | <p>The earliest of:</p> <ul style="list-style-type: none"> <li>The problem being identified</li> <li>An ambulance response being dispatched</li> <li>240 seconds from the call being connected</li> </ul> | Category 4T:<br>If a patient is transported by an emergency vehicle, only the arrival of the transporting vehicle stops the clock.  |

#### The new standards are intended to:

- Prioritise the sickest patients quickly to ensure they receive the fastest response.
- Ensure national response targets to apply to every patient for the first time – so ending ‘hidden waits’ for patients in lower categories.
- Ensure more equitable response for patients across the call categories.
- Improve care for stroke and heart attack patients through sending the right resource first time.