



Freedom of Information Request

11th October 2024

Question

1. Number of ambulances available to cover East Kilbride between Monday 16th Sept 2024 9.30pm - Tuesday 17th Sept 2024 6am
2. Average waiting time for an ambulance in that period

Answer

The Scottish Ambulance Service is a national service, and vehicles can be despatched from any location to cover any area depending on the severity of incidents and the demand on the Service. This means that vehicles based at East Kilbride Station can be despatched to incidents out with the area, similarly vehicles out with East Kilbride area may attend to incidents in the area. It is therefore immeasurable how many vehicles would be available to cover East Kilbride on Monday 16th September – Tuesday 17th September.

Please see the table below providing the resources available in the Lanarkshire area for the time requested above. These vehicles would not be exclusive to the Lanarkshire area.

	2100 - 2200	2200 - 2300	2300 - 0000	0000- 0100	0100 - 0200	0200 - 0300	0300 - 0400	0400 - 0500	0500 - 0600
16th Sept	25	21	20	17	17	17	17	17	17

The table below details the average response times for Lanarkshire for the time period request. Response times can be impacted by periods of high demand and protracted turnaround times at hospitals. The Scottish Ambulance Service is working closely with health boards across Scotland to improve these times.

Our most recent response and turnaround times are available on our website [Unscheduled Care Operational Statistics \(scottishambulance.com\)](https://www.scottishambulance.com/Operational-Statistics)

Purple	Incidents Attended	<5
	Average Response Time	-
Red	Incidents Attended	8
	Average Response Time	10:43
Amber	Incidents Attended	16
	Average Response Time	33:20
Yellow	Incidents Attended	6
	Average Response Time	182:38



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Important Information The response times show total time and does not factor in possible upgrading or downgrading that may occur depending on the patient condition. Times are inclusive of all areas, meaning, as a national service, times are inclusive of all types of locations. These will include areas that may have a difficult access and or in a remote location.

For example, a call may start out as a non-emergency (timed admission) call, subsequently be upgraded to a purple call much later, but only the total time from the first call received is shown. The starting point is always set for the colour category first determined, not the final colour category assigned. Where delays occur, clinical advisors maintain contact with the patient, checking their condition on an ongoing basis, and upgrading when appropriate.

The Scottish Ambulance Service implemented the Clinical Response Model (CRM) for Emergency 999 calls in November 2016. The CRM aims to save more lives by more accurately identifying patients with immediately life-threatening conditions, such as cardiac arrest; and to safely and more effectively send the right type of resource first time to all patients based on their clinical need.

The model institutes a colour-coded system, which categorises 999 calls in terms of clinical need. Cases are coded purple, red, amber, yellow and green.

In less urgent cases, call handlers may spend more time with patients to better understand their health needs and ensure they send the most appropriate resource for their condition and clinical need.

The process is also designed to identify instances when an ambulance is not needed and instead the patient can be referred to an alternative pathway such as GPs, NHS24 or outpatient services. All calls are triaged into the following categories:

Purple: Our most critically ill patients. This is where a patient is identified as having a 10% or more chance of having a cardiac arrest. The actual cardiac arrest rate across this category is approximately 53%.

Red: Our next most serious category where a patient is identified as having a likelihood of cardiac arrest between 1% and 9.9%, or having a need for resuscitation interventions such as airway management above 2%. Currently the cardiac arrest rate in this category is approximately 1.5%.

Amber: where a patient is likely to need diagnosis and transport to hospital or specialist care. The cardiac arrest rates for all of these codes is less than 0.5%.

Yellow: a patient who has a need for care but has a very low likelihood of requiring life-saving interventions. For example, patients who have tripped or fallen but not sustained any serious injury.



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