



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**5<sup>th</sup> November 2024**

## Question

Please could you tell me average response time against target response time for ambulances responding to incidents in the following categories in Aberdeen, Banff, Turriff, Macduff, Mintlaw, Peterhead, Fraserburgh, Ellon, Stonehaven, Portlethen, Oldmeldrum, Inverurie, Banchory, Braemar, Aboyne, Ballater, Huntly, Insch, Keith, Fochabers, Buckie, Elgin, Inverness, Lossiemouth, Wick, Nairn, Thurso, Tain, Alness, Laurencekirk, Forfar, Brechin, Carnoustie, Arbroath, Montrose and Dundee please for 2023, 2022, 2021, 2020, and 2019:

- Immediately Life Threatening (ILT) (former Category A)

And

- Ambulance response – not immediately life-threatening incidents (former Category B)

## Answer

Please see attached breakdown of Emergency Response Times as requested. This is the number of incidents attended, along with the average response time broken down by call colour and does not attribute to the previous Categories A or B. Please note that there is no target response time for average responses, so this is not given.

The locations are based on NRS Locality Names, apart from Braemar. Braemar was not available, in this case we have used the postcode District AB35 – please note this is a significantly larger area which contains many other settlements and rural areas. Some incidents may be included in both tables.

### **Please note caution on the interpretation of this data**

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.