



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

26TH August 2024

Question

Can you please provide me with the SCOTLAND overall average as opposed to median, response and turnaround times, for the four weeks in each of January and July 2024?

1. Just the purple and red response time average.
2. Just the overall Scotland average

Answer

Please see the attached sheet detailing the average response and turnaround times for the weeks beginning 01/01/2024, 08/01/2024, 15/01/2024, 22/01/2024, 01/07/2024, 08/07/2024, 15/07/2024 & 22/07/2024.

The response times are inclusive for all purple and red calls; the turnaround time average is inclusive of all call colours,

Please note caution when interpreting this data

The response time averages are calculated using the total time and do not factor in possible upgrading or downgrading that may occur depending on the patient condition. For example, a call may start out as a yellow call, subsequently be upgraded to a purple call sometime later, but only the total time from the first call received is used. 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 average turnaround times are calculated from when an ambulance arrives at hospital to the point of departure. These turnaround times are affected by a wide range of factors, including ambulance staff cleaning vehicles following patient transportation and providing statements to the police. Our local management teams are working closely with Health Boards to ensure that ambulances are released as quickly as possible.