



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

25th October 2024

Question

1. What was the average ambulance response time to calls classified as Purple, Red, Amber, Yellow and Green in each of the past 5 years?
2. Could you please provide this information broken down by: (a) Scotland, (b) regional command divisions, (c) Dundee and (d) Angus.

Answer

Please see the attached sheet detailing the average response times for each colour category for the last five years. This information has been split into three tabs; the first provides the information for Scotland, the second for region and the third for Angus and Dundee.

Please note: the response times show 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 some time 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.

All unscheduled care reports from November 2021 are published via weekly reports on our website [Previous Unscheduled Care Operational Statistics \(scottishambulance.com\)](https://www.scottishambulance.com/previous-unscheduled-care-operational-statistics)

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