



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

19th November 2024

Question

It would be really helpful to know about ambulance calls in St Andrews and the time taken to respond to them. I was wondering whether there is anyway I could access this sort of data e.g. a log of all calls that your team responded to and the moment the team arrived.

Answer

Please see the attached sheet detailing the number of emergency incidents attended by the Scottish Ambulance Service from 01/09/2022 to 31/05/2022.

For each colour category the median and 90th percentile response times have been provided, the parameters for these are:

Median Response Time - The time in which 50% of the incidents were responded to.

90th Percentile Response Time - The time in which 90% of incidents were responded to.

The sheet also contains a breakdown of incidents attended broken down by the hour of the day attended. The second tab also contains a breakdown of incidents attended broken down by the chief complaint.

For the given data, you will see that some of the figures are shown as, five or less than five, please note that this figure has been suppressed because the statistical value is less than five. The Scottish Ambulance service has a duty, under the Data Protection Act to avoid directly or indirectly revealing any personal details. It is therefore widely understood that provision of statistics on small numbers, five or less are statistically suppressed upon disclosure.

Any further breakdown of information could also directly or indirectly result in incidents becoming identifiable.

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.

Working Together for Better Patient Care



Scottish Ambulance

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 sometime 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.

