Freedom of Information Request

20 January 2023

Question

I would like to know:

1. The average and longest waiting times for an ambulance to arrive at a purple or red incident, from 01/01/2022 to 3/01/2023 (or the most recent stats available), with a breakdown by location.

2. Emergency Hospital Turnaround Times, from 01/01/2022 to 3/01/2023 (or the most recent stats available).

3. Breakdown of turnaround times in every Emergency Dept across Scotland, incl. information on the longest waits from 01/01/2022 to 3/01/2023 (or the most recent stats available).

Answer

Please see the table below, providing the average response time(s) for a purple and red incident broken down by health board.

Please note caution in the interpretation of the data provided. 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.

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Response And Turnaround Times, 01/01/2022-05/01/2023

		Incidents Attended	Average Response Time	Median Response Time	90th Percentile Response Time	Longest Response Times
Ayrshire and Arran	Purple	1677	10:45	9:16	19:52	79:22
Ayrshire and Arran	Red	7199	13:49	10:46	24:38	585:21
Borders	Purple	393	11:13	8:53	23:27	51:53
Borders	Red	1823	13:08	10:19	26:34	90:42
Dumfries and Galloway	Purple	594	9:53	7:07	21:48	65:23
Dumfries and Galloway	Red	2502	11:50	8:23	24:15	144:02
Fife	Purple	1593	9:22	8:07	17:03	55:31
Fife	Red	6797	12:16	10:04	21:36	438:00
Forth Valley	Purple	1254	9:26	7:47	17:24	62:04
Forth Valley	Red	5528	12:11	9:38	21:23	651:47
Grampian	Purple	2068	9:34	7:00	20:28	60:25
Grampian	Red	9005	12:22	8:34	25:19	625:39
Greater Glasgow and Cly(	Purple	5054	7:18	6:33	12:29	105:07
Greater Glasgow and Cly(	Red	25271	9:44	8:08	16:35	417:16
Highland	Purple	1133	11:22	7:58	23:21	122:46
Highland	Red	5303	13:39	9:07	27:57	428:53
Lanarkshire	Purple	2795	8:50	7:52	15:27	56:29
Lanarkshire	Red	13717	11:57	10:01	20:44	308:50
Lothian	Purple	3153	8:00	7:07	14:11	119:26
Lothian	Red	15030	10:18	8:31	17:22	685:07
Orkney	Purple	57	10:14	6:28	21:00	43:53
Orkney	Red	214	14:17	9:08	27:41	102:06
Shetland	Purple	47	12:47	8:25	26:46	57:29
Shetland	Red	218	16:11	11:23	36:57	78:54
Tayside	Purple	1738	8:57	7:02	18:28	51:44
Tayside	Red	7086	11:13	8:17	22:44	249:37
Western Isles	Purple	87	12:48	9:10	27:32	49:21
Western Isles	Red	344	13:13	9:22	28:12	85:21

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The table below shows the number of emergency incidents conveyed to hospital by ground resources only.

The turnaround time is taken from the time of arrival of the ambulance at the receiving hospital to the time the ambulance "clears" becomes available. This includes the time taken to wait to handover a patient to the care of the hospital staff **plus** any additional time they spend at hospital.

Examples of this include (but are not limited to) cleaning and replenishing their vehicle or assisting with the care of other patients awaiting handover.

Please note caution on the interpretation of the data provided

Conveyances shown are not indicative of all patients being taken to A/E, some of the incidents contained within the data set may have a destination within the hospital other than A/E for example the patient will be taken directly to a ward.

	Conveyances	Average Turnaround Time	Median Turnaround Time	90th Percentile Turnaround Time	Longest Turnaround Time
Aberdeen Royal Infirmary (Aberdeen)	26249	81:05	51:58	178:34	877:00
Balfour Hospital (Kirkwall)	1135	16:57	14:12	28:51	153:42
Belford Hospital (Fort William)	1596	27:03	23:53	43:21	199:31
Borders General Hospital (Melrose)	8633	36:21	32:53	56:36	210:35
Caithness General Hospital (Wick)	1957	23:57	21:25	39:14	153:43

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Dr Gray's Hospital (Elgin)	6486	58:24	42:32	116:00	612:00
Forth Valley Royal Hospital (Larbert)	21204	44:00	39:21	66:30	506:20
Galloway Community Hospital (Stranraer)	2093	26:15	23:26	40:28	194:18
Gilbert Bain Hospital (Lerwick)	1075	26:05	24:09	43:25	198:29
Glasgow Royal Infirmary (Glasgow)	27298	44:20	41:25	65:04	384:24
Inverclyde Royal Hospital (Greenock)	5726	39:00	35:31	62:16	219:28
Lorn & Islands Hospital (Oban)	1323	26:19	24:28	42:37	137:53
New Dumfries and Galloway Royal Infirmary (Cargenbridge)	10153	31:46	26:05	54:20	358:35
Ninewells Hospital (Dundee)	23134	35:49	32:10	58:20	467:00
Perth Royal Infirmary (Perth)	3939	27:06	25:40	41:01	158:50
Queen Elizabeth University Hospital (Glasgow)	37885	74:33	57:15	143:22	721:54
Raigmore Hospital (Inverness)	12272	46:31	30:31	101:29	433:13
Royal Aberdeen Children's Hospital (Aberdeen)	838	26:54	24:49	44:06	122:00
Royal Alexandra Hospital (Paisley)	17787	52:03	46:15	80:54	522:38
Royal Hospital for Children (Glasgow)	3959	44:30	41:28	71:52	265:03
Royal Hospital for Sick Children (Edinburgh)	1486	37:48	34:52	59:20	255:53
Royal Infirmary of Edinburgh at Little France	39089	46:26	44:11	69:36	199:01

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(Edinburgh)					
St John's Hospital (Livingston)	10914	43:48	41:36	66:17	262:55
University Hospital Ayr (Ayr)	9058	89:55	58:22	197:30	627:37
University Hospital Crosshouse (Kilmarnock)	16519	90:37	55:06	208:35	1012:55
University Hospital Hairmyres (East Kilbride)	11974	55:29	48:31	88:07	502:04
University Hospital Monklands (Airdrie)	12336	61:04	55:21	100:11	327:26
University Hospital Wishaw (Wishaw)	16009	70:24	56:36	121:54	712:46
Victoria Hospital (Kirkcaldy)	22615	62:56	45:16	131:12	637:29
Western Isles Hospital (Isle of Lewis)	1479	20:54	18:24	34:16	165:24

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