



# Freedom of Information Request

**18 November 2022**

## Question

I would like to know:

For each financial year set out in the table below, please provide the average time resources have spent at the various stages of the call cycle.

For all emergency incidents resulting in a response arriving at the scene of the incident:

1. Time on Task All:

Vehicle mobile to vehicle clear

2. Time on Task S&T:

Vehicle mobile to vehicle clear for incidents where patient discharged at the scene

3. Time on Task S&C:

Vehicle mobile to vehicle clear for incidents where patient transported to hospital

4. Time at scene All:

Vehicle arrived at scene to vehicle left scene or clear at scene

5. Time at scene S&T:

Vehicle arrived at scene to vehicle clear for incidents where patient discharged at the scene

6. Time at scene S&C:

Vehicle arrived at scene to vehicle left scene for incidents where patient transported to hospital

7. Hospital Turnaround:

Vehicle arrived at hospital to vehicle clear at hospital

Time period 2012 - 2022

## **Answer**

Please see below a table showing the information requested for all emergency attended incidents (split by conveyed and non-conveyed) for all resource types excluding helicopter.

Please note caution on the interpretation of this data as there are times where no left scene time has been recorded, we have used cleared time in those cases.

## All Emergency Attendances

Call Started Calendar Year	Attendances	Mobilised to Clear time (HH:MM:SS)	Arrived Scene to Left Scene (HH:MM:SS)
2012	572,095	00:57:02	00:25:49
2013	574,980	00:58:45	00:26:48
2014	597,077	01:00:49	00:27:58
2015	599,038	01:04:22	00:29:50
2016	602,320	01:07:59	00:31:33
2017	577,266	01:13:20	00:33:09
2018	602,606	01:16:16	00:35:17
2019	634,763	01:18:10	00:36:30
2020	574,397	01:23:03	00:40:36
2021	606,273	01:30:54	00:41:52
2022	498,934	01:40:02	00:43:53

## Emergency Attendances – Non-Conveyed

Call Started Calendar Year	Attended Non Conveyance	Mobilised to Clear time Non-conveyance (HH:MM:SS)	Arrived Scene to Left Scene Non-conveyance (HH:MM:SS)
2012	204,247	00:39:32	00:32:30
2013	210,499	00:40:00	00:33:04
2014	225,952	00:42:19	00:34:48
2015	233,715	00:45:21	00:37:24
2016	232,515	00:47:56	00:39:44
2017	203,712	00:51:50	00:42:34

<b>2018</b>	221,598	00:55:05	00:45:31
<b>2019</b>	240,586	00:56:40	00:46:52
<b>2020</b>	231,791	01:01:37	00:51:20
<b>2021</b>	233,013	01:04:57	00:53:54
<b>2022</b>	193,568	01:08:16	00:56:56

### Emergency Attendances – Conveyed

Call Started Calendar Year	Attended Conveyance	Mobilised to Clear time Conveyance (HH:MM:SS)	Arrived Scene to Left Scene Conveyance (HH:MM:SS)	Turnaround Time at Hospital Conveyance (HH:MM:SS)
<b>2012</b>	367,848	01:06:46	00:22:06	00:20:39
<b>2013</b>	364,481	01:09:35	00:23:11	00:21:49
<b>2014</b>	371,125	01:12:04	00:23:48	00:22:41
<b>2015</b>	365,323	01:16:32	00:25:00	00:24:34
<b>2016</b>	369,805	01:20:36	00:26:24	00:26:14
<b>2017</b>	373,554	01:25:04	00:28:01	00:27:55
<b>2018</b>	381,008	01:28:36	00:29:20	00:30:25
<b>2019</b>	394,177	01:31:17	00:30:11	00:31:58
<b>2020</b>	342,606	01:37:32	00:33:21	00:34:33
<b>2021</b>	373,260	01:47:07	00:34:22	00:41:09
<b>2022</b>	305,366	02:00:10	00:35:37	00:52:32

The Scottish Ambulance service is publishing a weekly update of key statistics on unscheduled care operational measures across Scotland. The information includes trends in the number of unscheduled care incidents, responses, conveyances to hospital, response times and hospital turnaround times.

These can be found on our website [Unscheduled Care Operational Statistics \(scottishambulance.com\)](https://www.scottishambulance.com/unscheduled-care-operational-statistics)