## A close-up of a logo Description automatically generated

Scottish Ambulance Service (SAS) Unscheduled Care Operational Statistics

## Publication metadata (including revisions details)

## Metadata indicator and description

Publication title  
Weekly Update of Scottish Ambulance Service (SAS) Unscheduled Care Operational Statistics

Description  
This publication reports 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.

Our statistical practice is regulated by the Office for Statistics Regulation (OSR).

OSR sets the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](https://code.statisticsauthority.gov.uk/the-code/) that all producers of official statistics should adhere to.

You are welcome to contact us directly by emailing [sas.publishedstatistics@nhs.scot](mailto:sas.publishedstatistics@nhs.scot) with any comments about how we meet these standards.

Alternatively, you can contact OSR by emailing [regulation@statistics.gov.uk](mailto:regulation@statistics.gov.uk) or via the OSR website.

Theme  
Health and social care (SAS)

Topic  
Scottish Ambulance Service Unscheduled Care

Format  
Webpage, Excel workbook and PDF

Data source(s)

The Scottish Ambulance C3 (Command and Control System) manages and records details of incoming emergency incidents and allocation of resources to those incidents. It has been in use since 2007. We extract a subset of this data into the Data Warehouse for reporting purposes on a daily basis.

Date that data are acquired  
Extracted on a Tuesday from C3 via the SAS Datawarehouse for the publication that week.

Release date  
Every Wednesday

Frequency  
Weekly

Timeframe of data and timeliness  
New data for the week ending 3 days before publication (e.g. 1 February 2023 publication contains data to week ending 29 January 2023). Each publication contains data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Continuity of data  
Data published from week commencing 25 October 2021. Each release contains data for the last 4 weeks.

Revisions statement  
Any revised figures will be reflected within the latest update.

These amendments are usually minor, affecting a small number of records for individual sites or areas. Any major or significant changes are handled as formal revisions as outlined in [PHS Statistical Revisions Policy](https://www.publichealthscotland.scot/our-organisation/about-our-statistics/our-publications/).

Revisions relevant to this publication  
Not applicable

Concepts and definitions

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Definition** | **Format** |
| Total Incidents | Unscheduled care incidents handled by SAS including attended and non-attended incidents. | Number |
| Presented by the Health Board Area of the Incident1 |
| Incidents Attended | Unscheduled care incidents handled by SAS which were attended by a SAS crew. | Number |
| Presented by the Health Board Area of the Incident1 |
| Incidents Conveyed | Unscheduled care incidents handled by SAS which were attended by a SAS crew and the patient conveyed to hospital. | Number |
| Presented by the Health Board Area of the Incident1 |
| Median Response Time | The time in which 50% of patients are reached by a SAS crew. | hh:mm:ss |
| Presented by the Health Board Area of the Incident1 |
| 90th Percentile Response Time | The time in which 90% of patients are reached by a SAS crew. | hh:mm:ss |
| Presented by the Health Board Area of the Incident1 |
| Median Turnaround Time | The time in which 50% of SAS Crews spend at hospital as a result of conveying a patient. | hh:mm:ss |
| This time runs from when the crew arrive at the hospital to when they are clear from the incident. |
| This indicator includes the turnaround times for hospitals with an A&E only. For a list of these, please see Completeness section. |
| 90th Percentile Turnaround Time | The time in which 90% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident.  This indicator includes the turnaround times for hospitals with an A&E only. For a list of these, please see Completeness section. | hh:mm:ss |
|  |

Notes

1. The Health Board Area of the incident is derived by matching the postcode of the incident to the National Records of Scotland Postcode file. Occasionally the postcode of the incident does not match a defined postcode in the NRS file, in these circumstances the Health Board Area is reported as Unknown.

Relevance and key uses of the statistics  
Unscheduled Care Operational Statistics are important to patients and are a measure of how SAS is responding to demands for services. Measuring and regular reporting of unscheduled care operational statistics highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country.

Accuracy  
These data are classified as official statistics. These aggregate statistics are sourced from an operational system and are subject to basic quality assurance checks. Although aggregated data cannot be systematically validated, reported data are compared to previous figures and to expected trends. Each release contains data for the last 4 weeks and data for the most recent 3 weeks should be treated as provisional.

Completeness

The NHS Hospitals with an A&E included in Hospital Turnaround Calculation:

|  |
| --- |
| NHS Hospitals |
| Aberdeen Royal Infirmary (Aberdeen) |
| Balfour Hospital (Kirkwall) |
| Belford Hospital (Fort William) |
| Borders General Hospital (Melrose) |
| Caithness General Hospital (Wick) |
| Dr Gray's Hospital (Elgin) |
| Forth Valley Royal Hospital (Larbert) |
| Galloway Community Hospital (Stranraer) |
| Gilbert Bain Hospital (Lerwick) |
| Glasgow Royal Infirmary (Glasgow) |
| Inverclyde Royal Hospital (Greenock) |
| Lorn & Islands Hospital (Oban) |
| New Dumfries and Galloway Royal Infirmary (Cargenbridge) |
| Ninewells Hospital (Dundee) |
| Perth Royal Infirmary (Perth) |
| Queen Elizabeth University Hospital (Glasgow) |
| Raigmore Hospital (Inverness) |
| Royal Aberdeen Children's Hospital (Aberdeen) |
| Royal Alexandra Hospital (Paisley) |
| Royal Hospital for Children (Glasgow) |
| Royal Hospital for Sick Children (Edinburgh) |
| Royal Infirmary of Edinburgh at Little France (Edinburgh) |
| St John's Hospital (Livingston) |
| University Hospital Ayr (Ayr) |
| University Hospital Crosshouse (Kilmarnock) |
| University Hospital Hairmyres (East Kilbride) |
| University Hospital Monklands (Airdrie) |
| University Hospital Wishaw (Wishaw) |
| Victoria Hospital (Kirkcaldy) |
| Western Isles Hospital (Isle of Lewis) |

Comparability

* Other UK Ambulance Services

All four UK countries (NHS Scotland, NHS England, NHS Wales and NHS Northern Ireland) publish information on Ambulance Services. The published statistics are not comparable.

England: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

Wales: <https://statswales.gov.wales/Catalogue/Health-and-Social-Care/NHS-Performance/Ambulance-Services>

Northern Ireland: <https://www.health-ni.gov.uk/articles/emergency-care-and-ambulance-statistics>

The Government Analysis Function has published a [Summary of ambulance response time data in the UK](https://analysisfunction.civilservice.gov.uk/government-statistical-service-and-statistician-group/user-facing-pages/health-and-care-statistics/summary-of-ambulance-response-time-data-in-the-uk/). This summary of ambulance response time data in the UK aims to explain the differences in how each nation’s published data is defined, in a clear and accessible way.

Accessibility  
It is the policy of SAS to make it websites and products accessible according to [published guidelines](https://beta.isdscotland.org/front-matter/accessibility-statement/).

More information on accessibility can be found on the [PHS website](https://publichealthscotland.scot/accessibility/).

Coherence and clarity  
Key statistics are linked to the [Unscheduled Care Operational Statistics](https://www.scottishambulance.com/publications/unscheduled-care-operational-statistics/) page. Statistics are presented in Excel spreadsheets and PDFs. NHS Board, NHS Hospitals and national figures are presented.

Value type and unit of measurement

Count of total and emergency: incidents, incidents attended and incidents conveyed. Measures median response time, 90th percentile response time, median turnaround time and 90th percentile turnaround time in format hh:mm:ss.

Disclosure  
The [PHS protocol on Statistical Disclosure Protocol](https://publichealthscotland.scot/publications/public-health-scotland-statistical-disclosure-protocol/public-health-scotland-statistical-disclosure-protocol-version-21/) is followed.

Official Statistics Accreditation  
Official Statistics

UK Statistics Authority Assessment  
Not assessed.

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24 November 2021

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27 February 2024