

West Midlands Ambulance Service**Statistical Data**Moorlands area for the period 1st January to 31st July 2021

Category	Target	Mean	Target	90th Centile
Category 1 Calls from people with life-threatening illnesses or injuries	07:00	09:53	15:00	17:18
Category 2 Emergency calls	18:00	20:35	40:00	35:16
Category 3 Urgent calls	60:00	00:55:10	02:00:00	02:07:37
Category 4 Less urgent calls	-	01:03:55	03:00:00	02:41:38

WMAS should attend to half of Category 1 calls within 7 minutes and it is widely regarded as one of the toughest targets in the world for ambulance services. We are also asked to get to 90% of calls within 15 minutes. However, this also means that it is accepted that it will take more than 15 minutes to get to one in ten calls, mainly because they are in very rural areas.

For the Moorlands, it takes us 9mins 53 seconds to get to the half way mark of all calls and 17mins 18 secs to get to the 90th centile.

The numbers have been adversely affected by long handover delays at hospital that we have been experiencing in ever increasing numbers. They have a huge impact on our ability to get to patients quickly.

This link to the NHS England page explains the current response standards:

<https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/arp/>

Response Time Figures for Biddulph

2021 Calendar Year To Date (1st January to 31st July)

Category	Mean	90th Centile
Cat 1	00:08:35	00:14:53
Cat 2	00:17:42	00:31:16
Cat 3	00:57:56	02:12:24
Cat 4	01:12:11	02:48:11

2020 Calendar Year - Last 6 Months (1st July to 31st December)

Category	Mean	90th Centile
Cat 1	00:08:42	00:15:15
Cat 2	00:16:16	00:27:51
Cat 3	00:43:41	01:45:44
Cat 4	00:48:16	01:21:10

Response Time Figures for Leek

2021 Calendar Year To Date (1st January to 31st July)

Category	Mean	90th Centile
Cat 1	00:09:06	00:17:47
Cat 2	00:20:01	00:35:40
Cat 3	00:51:47	02:07:37
Cat 4	01:00:22	02:32:44

2020 Calendar Year - Last 6 Months (1st July to 31st December)

Category	Mean	90th Centile
Cat 1	00:07:50	00:16:55
Cat 2	00:16:57	00:29:37
Cat 3	00:41:27	01:42:06
Cat 4	01:00:19	02:34:05