



2. Summary and Contents

- **While November saw a slight decrease in many of the key measures covered in this report, December saw this trend reverse.** The volume of contacts, 999 calls, Category 1 and Category 2 incidents all increased: as a proportion of all incidents Category 1 reached 11.3% - a series high.
- **Over the same time, call answer and response times also increased.** The volume of 2 minute call delays reached its fourth highest volume in the last week of December, and call answer times remained high overall. Response times for Category 1 and 2 incidents have now been above the national standard for over six months.
- **Demand on the Urgent and Emergency Care system saw hospital handover delays remain high.** The volume of delays exceeding 15 minutes (the national standard) account for 60% of handovers – and the length of delays is getting longer: the longest recorded delay in December was 20 hours, compared with 10 hours in October, and the hours lost to delays exceeding 60 minutes reached 44,000 in December, compared with 5,000 back in February 2021.
- **Potential harm incurred as a result of handovers taking over 60 minutes could be impacting thousands of patients a month.** Extrapolation of AACE's clinical assessment of the impact of handover delays suggest that in December 2021 as many as 30,000 patients could have experienced potential harm as a result of delays over 60 minutes, with over 3,000 of these experiencing severe harm.

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Source of all data is [AQI December 2021](#) unless otherwise stated. As well as the full data set, the linked page also includes a PDF of the data spec which includes a full description of each measure used.