



Ein cyf/Our ref WQ83081

Russell George MS  
Welsh Parliament  
Cardiff Bay  
Cardiff  
CF99 1SN

17 August 2021

Dear Russell,

I am writing in response to WQ83081: Will the Minister confirm how many calls for an ambulance have left the caller waiting up to six hours; nine hours; and 12-plus hours, for each month since and including April 2020, with the response given, as answered in WQ76176?

Information on ambulance response times, including the mean and median response times for Red calls, and minute-by-minute breakdown in increments up to 30 minutes, and responses taking over 30 minutes for Red and Amber calls is published on the [StatsWales](#) website.

The Ambulance Quality Indicators published on the Emergency Ambulance Service Committee's [website](#) give the median, 65th and 95th percentile for Red, Amber and Green calls, but there is no published data that breaks response times down by hour.

The data provided on these websites should be considered in the context of increased demand which has placed significant pressures on ambulance services since the beginning of the pandemic. In June 2021, the Welsh Ambulance Service received the highest daily average number of ambulance calls recorded since the pandemic began, and the third highest since comparable data was first collected in October 2015. There has also been an increase in the acuity of calls, with June seeing the highest proportion of calls being categorised as immediately life threatening (Red calls) on record.

All ambulance calls are clinically prioritised to ensure those in greatest need of an immediate intervention receive the quickest possible response to optimise their chances of a positive outcome. In instances where delays occur, calls will also be subject to secondary triage and telephone support by the Welsh Ambulance Service's clinical support desk. This may lead to the priority of the call being escalated or a clinically safe alternative form of response may be considered, depending on what is deemed to be the safest and most clinically appropriate course of action.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

We have made £100m available immediately to help the NHS in Wales recover from the pandemic, and another £25m will be targeted at transforming access to urgent and emergency care service, to relieve pressure on GPs, ambulances and emergency departments and enable people with urgent or emergency care needs to access the right care, in the right place, first time.

I recently met with members of the Emergency Ambulance Services Committee to set out my expectation for radical and rapid focus on delivery of actions that are known to make a difference to patients. I expect to see pace and purpose in the development of a clear, time-bound plan which sets out what actions will be delivered and by when, to better manage 999 demand in the community, increase capacity, improve responsiveness to people with time sensitive complaints and enable rapid improvement in ambulance patient handover.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'M. E. Morgan'.

**Eluned Morgan AS/MS**

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services