

Eluned Morgan AS/MS
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref : WQ85372 & WQ85373

Andrew R.T. Davies MS
Member of the Senedd for South Wales Central

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17 June 2022

Dear Andrew,

Thank you for your recent Written Questions asking me to provide a breakdown of the number of red ambulance calls which took more than 60 minutes to respond to in April 2022.

The Welsh ambulance service received 37,862 calls in April 2022 – 3,609 were categorised as red, 27,263 as amber, and 6,990 were green calls. Of these, 3,558 red calls and 15,133 amber calls resulted in a response being dispatched to the scene.

It should be noted that the number of calls received will include duplicate calls about the same incident, as well as calls that were cancelled either by the caller or by the ambulance service which might include patients conveyed by other means, patients found not to require an emergency ambulance response following telephone assessment, or patients who have passed away and no longer require an emergency ambulance response.

The tables at Annex A provide the number of red calls which resulted in a response that took over 60 minutes, and amber calls which resulted in a response that took over 60 minutes, broken down by local health board.

Yours sincerely,

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

Eluned Morgan AS/MS
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Minister for Health and Social Services

Annex A

Red calls resulting in an emergency response taking over 60 minutes by local health board

Red calls resulting in an emergency response taking over 60 minutes	
Wales	3
Aneurin Bevan	0
Betsi Cadwaladr	0
Cardiff and Vale	0
Cwm Taf Morgannwg	0
Hywel Dda	2
Powys	0
Swansea Bay	1

Source: Wales Ambulance Services Trust (WAST)

Amber calls resulting in an emergency response broken down hour by hour and by local health board

Amber call response time	Wales	Aneurin Bevan	Betsi Cadwaladr	Cardiff and Vale	Cwm Taf Morgannwg	Hywel Dda	Powys	Swansea Bay
1 - 2 hours	3236	602	965	460	411	314	160	324
2 - 3 hours	2179	393	584	311	268	243	122	258
3 - 4 hours	1391	295	372	166	172	173	67	146
4 - 5 hours	916	171	242	102	108	163	54	76
5 - 6 hours	652	119	148	80	86	103	21	95
6 - 7 hours	454	53	117	57	68	77	26	56
7 - 8 hours	351	53	97	42	38	72	11	38
8 - 9 hours	270	35	79	16	30	65	3	42
9 - 10 hours	163	20	37	15	18	39	12	22
10 - 11 hours	139	17	37	8	17	41	1	18
11 - 12 hours	62	8	15	6	14	10	2	7
12-13 hours	71	16	13	7	8	14	3	10
13- 14 hours	55	9	14	5	7	14	1	5
14-15 hours	41	8	12	2	3	10	1	5
15 - 16 hours	28	6	11	2	1	4	0	4
16 - 17 hours	38	7	6	5	9	6	0	5
17 - 18 hours	31	6	5	2	5	9	1	3
18 - 19 hours	19	6	3	2	5	2	1	0
19 - 20 hours	11	3	1	2	2	2	1	0
20 - 21 hours	14	1	6	3	2	1	0	1
21- 22 hours	10	1	2	1	2	4	0	0
22 - 23 hours	9	4	1	0	2	1	1	0
23 - 24 hours	3	1	1	0	0	0	0	1
Over 24 hours	14	1	7	1	1	3	0	1

Source: Wales Ambulance Services Trust (WAST)