

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY K.G. PAMPLIN OF ST. SAVIOUR
ANSWER TO BE TABLED ON TUESDAY 29th JANUARY 2019**

Question

Will the Minister provide a breakdown of the number of '999' emergency calls for an ambulance in each month of 2018, including the times taken to reach the respective callers?

Answer

The breakdown of emergency (999) calls attended by the ambulance service by month in 2018 is shown in the table. Emergency calls are triaged according to clinical need so that they can be prioritised and the most severe/life-threatening cases (triaged as red calls) are intended to be reached in 8 minutes. Island-wide, 73 of the 97 RED1 calls (the most serious) in 2018 were reached within this target time. The table shows the percentage of calls attended per month that are reached within the target times.

The figures are only 999 emergency calls and do not include ambulance transfers of patients between hospitals or doctors' urgent admissions.

Month	Number of calls attended	% of RED1 calls reached within 8 minutes	% of RED2 calls reached within 8 minutes	% of GREEN1 calls reached within 19 minutes	% of GREEN2 calls reached within 19 minutes	% of GREEN3 calls reached within 30 minutes
January	716	87.5%	64.4%	95.8%	96.2%	95.5%
February	626	66.7%	63.5%	93.1%	85.0%	93.2%
March	813	100.0%	60.6%	96.8%	93.5%	97.1%
April	745	88.9%	65.3%	98.1%	92.9%	93.5%
May	846	66.7%	66.7%	94.3%	91.6%	97.0%
June	812	87.5%	59.4%	97.5%	90.2%	95.0%
July	926	50.0%	60.0%	94.8%	84.3%	91.3%
August	817	55.6%	61.3%	97.4%	90.8%	91.5%
September	800	100.0%	61.5%	94.0%	90.0%	82.5%
October	805	71.4%	59.6%	95.5%	93.4%	93.7%
November	763	75.0%	65.5%	96.0%	95.3%	94.0%
December	822	66.7%	62.2%	91.9%	92.3%	87.5%
2018 Total	9491	75.3%	62.4%	95.4%	91.5%	92.6%