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Steve Loach
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10 June 2024

Dear Steve

Richmond (Yorkshire) Area Constituency Committee – ambulance call outs and response times

Thank you for your recent request for information relating to ambulance call outs and response times within the constituency area of the Richmond area committee.

Your committee members were asking for information about responses within certain postcodes and attached is information which includes the response times for the postcodes requested, DL7 to DL10, HG4 and TS15, covering data from the most recent complete quarter, January to March for 2024 and compared to 2022 and 2023.

The information provided covers the four categories of response, with category 1 responses for patients in the most serious condition. In addition to the specific postcode data, we have provided the average response for all the postcodes requested and also the response data for the whole of Yorkshire Ambulance Service Trust.

The national targets for response times are:
Category 1 – 7 minutes (90% within 15 minutes)
Category 2 – 18 minutes (90% within 40 minutes)
Category 3 – 60 minutes (90% within 120 minutes)
Category 4 – 90% within 180 minutes

A national target has been set for 2023/24 and again for 2024/25 for all English ambulance services to achieve a category 2 mean response time of under 30 minutes (as stated above, the target was previously 18 minutes).

I hope this provides you with the information that you and your members need and if there is anything further that you need, please let us know.

Yours sincerely

Jeevan Gill, Director of Partnerships and Operations, Humber and North Yorkshire