

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY J. RENOUF OF ST. BRELADE
QUESTION SUBMITTED ON MONDAY 22nd SEPTEMBER 2025
ANSWER TO BE TABLED ON MONDAY 29th SEPTEMBER 2025**

Question

“Will the Minister provide target and actual ambulance response times, broken down by incident category, for each month in the last 2 years?”

Answer

Under the Ambulance Response Programme (ARP), Emergency calls are categorised into four categories as follows:

- CAT1 – A time critical life-threatening event requiring immediate intervention or resuscitation
 - average response time target: 7 minutes
 - 90th percentile response time target: 15 minutes
- CAT2 – Potentially serious conditions that may require rapid assessment and urgent on-scene intervention and/or urgent transport
 - average response time target: 18 minutes
 - 90th percentile response time target: 40 minutes
- CAT3 – An urgent problem (not immediately life-threatening) that needs treatment to relieve suffering and transport or assessment and management at the scene with referral where needed within a clinically appropriate timeframe
 - average response time target: 60 minutes
 - 90th percentile response time target: 120 minutes
- CAT4 – Problems that are less urgent but require assessment and possibly transport within a clinically appropriate timeframe
 - 90th percentile response time target: 180 minutes

The table below shows the average response times (h:mm:ss) for each category by month.

Month	CAT1	CAT2	CAT3	CAT4
Sep-2023	0:07:31	0:10:48	0:32:55	0:56:39
Oct-2023	0:06:56	0:09:57	0:33:37	0:47:24
Nov-2023	0:07:38	0:09:46	0:30:46	0:48:45
Dec-2023	0:05:44	0:09:10	0:28:00	0:52:23
Jan-2024	0:05:59	0:09:59	0:25:21	0:31:28
Feb-2024	0:05:56	0:09:14	0:23:04	0:34:19
Mar-2024	0:06:22	0:09:08	0:23:52	0:36:06
Apr-2024	0:05:44	0:10:00	0:25:02	0:37:41
May-2024	0:05:59	0:08:31	0:24:28	0:39:40
Jun-2024	0:06:22	0:11:12	0:29:36	0:52:20
Jul-2024	0:07:00	0:09:17	0:26:25	0:40:15
Aug-2024	0:07:14	0:09:50	0:28:18	0:46:30
Sep-2024	0:07:00	0:10:56	0:31:41	0:44:10
Oct-2024	0:07:51	0:10:27	0:26:03	0:46:13

Nov-2024	0:08:03	0:10:50	0:27:01	0:45:38
Dec-2024	0:07:51	0:11:27	0:32:07	0:44:37
Jan-2025	0:06:40	0:10:43	0:29:32	0:53:07
Feb-2025	0:07:18	0:10:41	0:30:54	0:52:03
Mar-2025	0:05:38	0:08:56	0:25:31	0:33:52
Apr-2025	0:05:57	0:09:29	0:23:15	0:30:53
May-2025	0:05:47	0:09:07	0:25:38	0:33:15
Jun-2025	0:06:17	0:09:42	0:23:13	0:37:41
Jul-2025	0:06:44	0:10:30	0:25:37	0:46:33
Aug-2025	0:07:02	0:09:29	0:29:01	0:33:08

The table below shows the 90th percentile response times (h:mm:ss) for each category by month.

Month	CAT1	CAT2	CAT3	CAT4
Sep-2023	0:12:42	0:19:30	1:09:08	2:09:37
Oct-2023	0:13:16	0:16:43	1:18:25	1:39:02
Nov-2023	0:13:31	0:17:37	1:06:08	1:54:20
Dec-2023	0:11:05	0:15:28	1:09:42	2:17:37
Jan-2024	0:11:35	0:17:02	1:04:56	1:28:50
Feb-2024	0:10:14	0:16:21	0:58:12	1:35:23
Mar-2024	0:11:59	0:15:23	1:02:01	1:33:42
Apr-2024	0:10:20	0:16:49	1:00:22	1:30:09
May-2024	0:11:10	0:15:07	1:04:35	1:36:29
Jun-2024	0:10:53	0:20:18	1:08:11	2:02:33
Jul-2024	0:12:16	0:15:22	1:06:12	1:39:38
Aug-2024	0:11:19	0:17:21	1:02:57	1:50:17
Sep-2024	0:11:48	0:20:38	1:09:07	1:59:41
Oct-2024	0:14:24	0:18:20	1:02:48	1:45:38
Nov-2024	0:12:07	0:18:08	1:02:20	1:46:57
Dec-2024	0:13:35	0:20:45	1:12:08	1:46:37
Jan-2025	0:10:39	0:18:44	1:09:02	2:03:33
Feb-2025	0:12:00	0:17:51	1:13:47	1:57:41
Mar-2025	0:11:11	0:14:07	0:57:20	1:35:29
Apr-2025	0:10:45	0:14:24	0:59:03	1:25:31
May-2025	0:11:04	0:15:37	1:07:09	1:26:51
Jun-2025	0:09:45	0:16:07	0:53:53	1:39:36
Jul-2025	0:11:30	0:18:25	1:08:50	1:48:40
Aug-2025	0:12:54	0:14:57	1:09:26	1:39:58