

| Category   | Types of calls   | Response standard  | Likely % of workload                               | Response details   |
|--|--|--|--|--|
| <b>Category 1</b><br><b>(Life-threatening event)</b>                   | Previous Red 1 calls and some Red 2s, including: <ul style="list-style-type: none"> <li>• Cardiac arrests</li> <li>• Choking?</li> <li>• Unconscious</li> <li>• Continuous fitting</li> <li>• Not alert after a fall or trauma</li> <li>• Allergic reaction with breathing problems</li> </ul> | 7 minutes mean response time<br><br>15 minutes 90 <sup>th</sup> centile response time  | Approx. 250 incidents a day (8% of total workload) | <ul style="list-style-type: none"> <li>• Response time measured with arrival of first emergency responder</li> <li>• Will be attended by single responders and ambulance crews</li> <li>• The only category that rest breaks will be interrupted to attend</li> </ul>  |
| <b>Category 2</b><br><b>(Emergency – potentially serious incident)</b> | Previous Red 2 calls and some previous C1s, including: <ul style="list-style-type: none"> <li>• Stroke patients</li> <li>• Fainting – not alert</li> <li>• Chest pain</li> <li>• RTCs</li> <li>• Major burns</li> <li>• Sepsis</li> </ul>  | 18 minutes mean response time<br><br>40 minutes 90 <sup>th</sup> centile response time | 48%  | <ul style="list-style-type: none"> <li>• Response time measured with arrival of transporting vehicle (or first emergency responder if patient does not need to be conveyed)</li> <li>• Some Category 2 calls will be attended by single responder if an ambulance is not available for dispatch within eight minutes of call being received</li> </ul> |
| <b>Category 3</b><br><b>(Urgent problem)</b>                           | <ul style="list-style-type: none"> <li>• Falls</li> <li>• Fainting – now alert</li> <li>• Diabetic problems</li> <li>• Isolated limb fractures</li> <li>• Abdominal pain</li> </ul>  | Maximum of 120 minutes<br><br>(120 minutes 90 <sup>th</sup> centile response time)     | 34%  | <ul style="list-style-type: none"> <li>• Response time measured with arrival of transporting vehicle</li> </ul>  |
| <b>Category 4</b><br><b>(Less urgent problem)</b>                      | <ul style="list-style-type: none"> <li>• Diarrhoea</li> <li>• Vomiting</li> <li>• Non-traumatic back pain</li> <li>• HCP admission</li> </ul>  | Maximum of 180 minutes<br><br>(180 minutes 90 <sup>th</sup> centile response time)     | 10%  | <ul style="list-style-type: none"> <li>• Maybe managed through hear and treat</li> <li>• Response time measured with arrival of transporting vehicle</li> </ul>  |