

Breakdown of reasons for calling 111 for an ambulance, by chief complaint



This data reflects the number of emergency ambulance service incidents, not the number of patients and therefore actual patient numbers are higher. ([link to news article](#))

Reason for Call	2022		2023		2024		2025		Growth Since 2024
	Vol	%	Vol	%	Vol	%	Vol	%	
REFERRAL FROM A HEALTH PRACTITIONER	82,805	15.9%	84,049	15.7%	83,170	15.3%	83,598	14.9%	0.5%
BREATHING PROBLEMS	54,922	10.5%	51,834	9.7%	54,645	10.1%	54,553	9.7%	-0.2%
CHEST PAIN	52,002	10.0%	52,866	9.9%	53,789	9.9%	56,975	10.1%	5.9%
FALLS	45,768	8.8%	46,617	8.7%	48,613	9.0%	52,559	9.4%	8.1%
GENERALLY, OR MEDICALLY UNWELL	44,351	8.5%	42,035	7.9%	43,060	7.9%	45,496	8.1%	5.7%
UNCONSCIOUS/PASSING OUT	36,585	7.0%	36,954	6.9%	36,408	6.7%	35,454	6.3%	-2.6%
ABDOMINAL PAIN/PROBLEMS	22,181	4.2%	22,588	4.2%	22,857	4.2%	24,066	4.3%	5.3%
TRAUMATIC INJURIES	18,168	3.5%	19,188	3.6%	19,539	3.6%	20,302	3.6%	3.9%
TRAFFIC CRASHES	17,138	3.3%	17,360	3.2%	16,868	3.1%	17,271	3.1%	2.4%
HAEMORRHAGE/ LACERATIONS	16,071	3.1%	16,736	3.1%	17,627	3.2%	18,856	3.4%	7.0%
CONVULSIONS/FITTING	15,449	3.0%	16,302	3.0%	16,412	3.0%	16,981	3.0%	3.5%
STROKE	15,348	2.9%	17,015	3.2%	16,930	3.1%	18,131	3.2%	7.1%
MENTAL HEALTH	11,346	2.2%	12,061	2.3%	12,489	2.3%	12,817	2.3%	2.6%
HEART PROBLEMS	11,040	2.1%	10,887	2.0%	11,221	2.1%	12,183	2.2%	8.6%
ASSAULT	10,194	2.0%	10,283	1.9%	10,766	2.0%	11,286	2.0%	4.8%
OVERDOSE/ INGESTION/ POISONING	8,882	1.7%	9,399	1.8%	9,565	1.8%	10,140	1.8%	6.0%
BACK PAIN	6,104	1.2%	6,327	1.2%	6,666	1.2%	6,890	1.2%	3.4%
CARDIAC ARREST/ RESPIRATORY ARREST	5,205	1.0%	5,568	1.0%	5,488	1.0%	5,750	1.0%	4.8%
HEADACHE	5,093	1.0%	4,821	0.9%	4,788	0.9%	5,293	0.9%	10.5%
ALLERGIES/ RASH/ MED REACTION/ STINGS	4,171	0.8%	4,415	0.8%	4,530	0.8%	5,203	0.9%	14.9%
DIABETIC PROBLEMS	3,812	0.7%	4,047	0.8%	3,833	0.7%	3,921	0.7%	2.3%
PREGNANCY/CHILDBIRTH/ MISCARRIAGE	3,131	0.6%	2,935	0.5%	2,919	0.5%	2,898	0.5%	-0.7%
CHOKING	2,245	0.4%	1,984	0.4%	2,094	0.4%	2,330	0.4%	11.3%
STAB/GUNSHOT WOUND	1,170	0.2%	1,228	0.2%	1,254	0.2%	1,233	0.2%	-1.7%
BURNS/EXPLOSION	1,158	0.2%	1,176	0.2%	1,160	0.2%	1,169	0.2%	0.8%
ANIMAL BITES/ATTACKS	898	0.2%	987	0.2%	1,020	0.2%	1,212	0.2%	18.8%
EYE PROBLEMS/INJURIES	749	0.1%	741	0.1%	719	0.1%	742	0.1%	3.2%
CARBON MONOXIDE/ INHALATION/HAZMAT	527	0.1%	610	0.1%	641	0.1%	674	0.1%	5.1%
DROWNING/ DIVING ACCIDENT	434	0.1%	482	0.1%	441	0.1%	582	0.1%	32.0%
HEAT/COLD EXPOSURE	204	0.0%	250	0.0%	272	0.1%	283	0.1%	4.0%
INDUSTRIAL/ MACHINERY ACCIDENTS	181	0.0%	236	0.0%	225	0.0%	200	0.0%	-11.1%
ELECTROCUTION	122	0.0%	122	0.0%	116	0.0%	140	0.0%	20.7%
INTER FACILITY TRANSFER/ DISCHARGE	79,003	N/A	81,808	N/A	84,668	N/A	86,651	N/A	2.3%