



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

2022/2023

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		Growth
	Vol	%	Vol	%	
REFERRAL FROM A HEALTH PRACTITIONER	82,805	15.9%	84,049	15.7%	1.5%
BREATHING PROBLEMS	54,922	10.5%	51,834	9.7%	-5.6%
CHEST PAIN	52,002	10.0%	52,866	9.9%	1.7%
FALLS AND BACK INJURIES	45,768	8.8%	46,617	8.7%	1.9%
SICK PERSON - SPECIFIC DIAGNOSIS	44,351	8.5%	42,035	7.9%	-5.2%
UNCONSCIOUS/PASSING OUT	36,585	7.0%	36,954	6.9%	1.0%
ABDOMINAL PAIN/PROBLEMS	22,181	4.2%	22,588	4.2%	1.8%
TRAUMATIC INJURIES	18,168	3.5%	19,188	3.6%	5.6%
TRAFFIC CRASHES	17,138	3.3%	17,360	3.2%	1.3%
HAEMORRHAGE/LACERATIONS	16,071	3.1%	16,736	3.1%	4.1%
CONVULSIONS/FITTING	15,449	3.0%	16,302	3.0%	5.5%
STROKE (CVA)	15,348	2.9%	17,015	3.2%	10.9%
MENTAL HEALTH	11,346	2.2%	12,061	2.3%	6.3%
HEART PROBLEMS	11,040	2.1%	10,887	2.0%	-1.4%
ASSAULT	10,194	2.0%	10,283	1.9%	0.9%
OVERDOSE/INGESTION/POISONING	8,882	1.7%	9,399	1.8%	5.8%
BACK PAIN - NON-TRAUMATIC	6,104	1.2%	6,327	1.2%	3.7%
CARDIAC/RESPIRATORY ARREST	5,205	1.0%	5,568	1.0%	7.0%
HEADACHE	5,093	1.0%	4,821	0.9%	-5.3%
ALLERGIES/RASH/MED REACTION/STINGS	4,171	0.8%	4,415	0.8%	5.8%
DIABETIC PROBLEMS	3,812	0.7%	4,047	0.8%	6.2%
PREGNANCY/CHILDBIRTH/MISCARRIAGE	3,131	0.6%	2,935	0.5%	-6.3%
CHOKING	2,245	0.4%	1,984	0.4%	-11.6%
STAB/GUNSHOT WOUND	1,170	0.2%	1,228	0.2%	5.0%
BURNS/EXPLOSION	1,158	0.2%	1,176	0.2%	1.6%
ANIMAL BITES/ATTACKS	898	0.2%	987	0.2%	9.9%
EYE PROBLEMS/INJURIES	749	0.1%	741	0.1%	-1.1%
CARBON MONOXIDE/INHALATION/HAZMAT	527	0.1%	610	0.1%	15.7%
DROWNING/DIVING ACCIDENT	434	0.1%	482	0.1%	11.1%
HEAT/COLD EXPOSURE	204	0.0%	250	0.0%	22.5%
INDUSTRIAL/MACHINERY ACCIDENTS	181	0.0%	236	0.0%	30.4%
ELECTROCUTION	122	0.0%	122	0.0%	0.0%
PATIENT TRANSFER SERVICES	79,003	N/A	81,808	N/A	3.6%

2021/2022

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Reason for Call	2021		2022		Growth
	Vol	%	Vol	%	
REFERRAL FROM A HEALTH PRACTITIONER	80742	17%	82805	16%	3%
CHEST PAIN	45616	9%	52002	10%	14%
FALLS AND BACK INJURIES	44261	9%	45768	9%	3%
BREATHING PROBLEMS	41945	9%	54922	11%	31%
SICK PERSON - SPECIFIC DIAGNOSIS	38348	8%	44351	8%	16%
UNCONSCIOUS/PASSING OUT	33797	7%	36585	7%	8%
ABDOMINAL PAIN/PROBLEMS	21507	4%	22181	4%	3%
TRAUMATIC INJURIES	19011	4%	18168	3%	-4%
TRAFFIC CRASH	17049	4%	17138	3%	1%
UNKNOWN PROBLEM	16312	3%	16309	3%	0%
HAEMORRHAGE/LACERATIONS	15672	3%	16071	3%	3%
CONVULSIONS/FITTING	14542	3%	15449	3%	6%
STROKE (CVA)	13751	3%	15348	3%	12%
MENTAL HEALTH	10998	2%	11345	2%	3%
OVERDOSE/INGESTION/POISONING	9855	2%	8883	2%	-10%
HEART PROBLEMS	9692	2%	11040	2%	14%
ASSAULT/RAPE	9535	2%	10194	2%	7%
BACK PAIN - NON-TRAUMATIC	6072	1%	6104	1%	1%
CARDIAC/RESPIRATORY ARREST	4953	1%	5205	1%	5%
ALLERGIES/RASH/MED REACTION/STINGS	4448	1%	4171	1%	-6%
HEADACHE	4174	1%	5093	1%	22%
DIABETIC PROBLEMS	3903	1%	3812	1%	-2%
PREGNANCY/CHILDBIRTH/MISCARRIAGE	2896	1%	3131	1%	8%
CHOKING	2314	0%	2245	0%	-3%
BURNS/EXPLOSION	1205	0%	1158	0%	-4%
STAB/GUNSHOT WOUND	1142	0%	1170	0%	2%
ANIMAL BITES/ATTACKS	859	0%	898	0%	5%
EYE PROBLEMS/INJURIES	662	0%	749	0%	13%
CARBON MONOXIDE/INHALATION/HAZMAT	622	0%	527	0%	-15%
DROWNING/DIVING ACCIDENT	382	0%	434	0%	14%
HEAT/COLD EXPOSURE	219	0%	204	0%	-7%
INDUSTRIAL/MACHINERY ACCIDENTS	179	0%	181	0%	1%
ELECTROCUTION	109	0%	122	0%	12%
PATIENT TRANSFER SERVICES	75,132	N/A	80,089	N/A	6.6%

2020/2021

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Reason for Call	2020		2021		Growth
	Vol	%	Vol	%	
Referral from a health practitioner	77,144	17.0%	80,238	16.6%	4.0%
Chest pain	39,366	8.7%	45,468	9.4%	15.5%
Falls and traumatic back injuries	41,979	9.2%	43,433	9.0%	3.5%
Breathing problems	36,079	7.9%	41,274	8.5%	14.4%
Sick person	33,071	7.3%	35,733	7.4%	8.0%
Unconscious/passing out	32,971	7.3%	33,519	6.9%	1.7%
Abdominal pain/problems	20,271	4.5%	21,175	4.4%	4.5%
Traumatic injures	18,181	4.0%	18,498	3.8%	1.7%
Traffic crash	16,108	3.5%	17,032	3.5%	5.7%
Unknown problem	16,897	3.7%	16,214	3.3%	-4.0%
Haemorrhage/ lacerations	14,375	3.2%	14,918	3.1%	3.8%
Convulsion/fitting	13,478	3.0%	14,343	3.0%	6.4%
Stroke (CVA)	12,206	2.7%	13,745	2.8%	12.6%
Mental health/ suicide attempt	8,443	1.9%	10,975	2.3%	30.0%
Overdose/ingestion/poisoning	9,283	2.0%	9,818	2.0%	5.8%
Heart problems	8,562	1.9%	9,662	2.0%	12.8%
Assault/rape	9,163	2.0%	9,462	2.0%	3.3%
Other	6,244	1.4%	6,830	1.4%	9.4%
Backpain – non traumatic	5,843	1.3%	5,521	1.1%	-5.5%
Cardiac/respiratory arrest	4,791	1.1%	4,727	1.0%	-1.3%
Allergies/rash/medical reaction/stings	3,835	0.8%	4,366	0.9%	13.8%
Headache	4,077	0.9%	4,034	0.8%	-1.1%
Diabetic problems	3,664	0.8%	3,770	0.8%	2.9%
Pregnancy/childbirth/miscarriage	2,889	0.6%	2,876	0.6%	-0.4%
Choking	1,996	0.4%	2,297	0.5%	15.1%
Burns/explosion	1,169	0.3%	1,164	0.2%	-0.4%
Stabbing/gunshot wound	997	0.2%	1,140	0.2%	14.3%
Animal bites/attacks	821	0.2%	816	0.2%	-0.6%
Eye problems/injuries	523	0.1%	629	0.1%	20.3%
Carbon monoxide/inhalation/hazmat	606	0.1%	617	0.1%	1.8%
Drowning/diving accident	356	0.1%	374	0.1%	5.1%
Heat/ cold exposure	177	0.0%	215	0.0%	21.5%
Industrial/machinery accidents	194	0.0%	177	0.0%	-8.8%
Electrocutions	114	0.0%	104	0.0%	-8.8%
Patient Transfer Services	75,132	n/a	80,089	n/a	6.6%