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30th September 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200917.

You requested the following information, please also see our response below:

**In particular I would like to know the statistics for urgent vs emergency calls.
For example**

What percentage of calls are urgent (pp appropriate) vs emergency.

**Since starting the PP hub what effect has this had on incoming calls and
categorising calls.**

This information is publicly available on the NHS AQI website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust