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1st October 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200918.

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

I wish to be provided with details of the private addresses which made the most 999 calls to your ambulance service in the last year (the most recent 12 months for which figures are available).

Could I please be provided with

- 1) The city/town/village etc**
- 2) The number of 999 calls made**
- 3) The number of times an ambulance was sent to the address**
- 4) The number of times someone was taken to hospital in relation to a call**

Just providing the name of the city/town/village should be enough to avoid any potential identification issues.

Location	999 calls answered	Nos of callouts	Nos of Conveyance
Ramsgate	5770	24	<10
Maidstone	1505	19	<10
Ramsgate	1213	17	<10
Rochester	953	27	10
Burgess Hill	685	14	<10
Maidstone	644	29	<10
Rochester	578	41	17
Peacehaven	565	23	<10
Maidstone	549	50	16
Aldershot	512	<10	0

- For the values provided, each location is unique.
- Question 3 has been answered as number of incidents with a response for a particular location.
- Responses- defined as incidents where at least one resource has arrived on scene.
- Question 4 has been answered as number of See & Convey incidents at a particular location.
- Please note that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.
- For the majority of these individuals it must be stressed that their calls are not vexatious, a number of them have challenging clinical presentations coupled with complex personal and social vulnerabilities. We work with colleagues across the health and care sector to ensure these patients receive the correct help and support they need.

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