



Trust Headquarters
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8th December 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 201118.

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

Please provide me with the following information under the Freedom of Information Act for your trust:

1 Please tell me how many patients waited more than a) 7 minutes b) 18 minutes c) 30 minutes d) one hour for an ambulance following a Category 1 call in a) October 2019 b) October 2020.

	Oct-19	Oct-20
Category 1 >7 mins	1729	1819
Category 1 >18 mins	181	169
Category 1 >30 mins	12	<10
Category 1 >60 mins	0	<10

2 Please tell me how many patients waited more than a) 18 minutes b) 40 minutes c) one hour d) two hours for an ambulance following a Category 2 call in a) October 2019 b) October 2020.

	Oct-19	Oct-20
Category 2 >18 mins	15336	12778
Category 2 >40 mins	3081	1962

Category 2 >60 mins	931	514
Category 2 >120 mins	99	76

3 Please tell me how many patients waited more than a) two hours b) three hours c) four hours d) five hours for an ambulance following a Category 3 call in a) October 2019 b) October 2020.

	Oct-19	Oct-20
Category 3 >120 mins	5506	5138
Category 3 >180 mins	3143	2319
Category 3 >240 mins	1724	1001
Category 3 >300 mins	855	447

4 For October 2020 please provide a breakdown of patients who waited more than one hour for an ambulance following a Category 1 call. For each patient, please tell me a) the gender of the patient b) the age of the patient (or a rough age, e.g. in their 40s) c) the nature of the emergency, e.g. broken leg d) the exact response time

Please note we are unable to provide this information as it would be identifiable to individuals.

5 For October 2020, please provide a breakdown of patients who waited more than two hours for an ambulance following a Category 2 call. For each patient, please tell me a) the gender of the patient b) the age of the patient (or a rough age, e.g. in their 40s) c) the nature of the emergency, e.g. broken leg d) the exact response time

Please note we are unable to provide this information as it would be identifiable to individuals.

6 For October 2020 please provide a breakdown of patients who waited more than five hours for an ambulance following a Category 3 call. For each patient, please tell me a) the gender of the patient b) the age of the patient (or a rough age, e.g. in their 40s) c) the nature of the emergency, e.g. broken leg d) the exact response time

Please note we are unable to provide this information as it would be identifiable to individuals.

For Q1 – Q3 please note the following:

- Please note that these figures should be seen in the context of the total calls responded to. These totals are published on the NHS England website here: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>
- Date ranges used are 01/10 - 31/10 inclusive.
- The results are cumulative, i.e. the number of category 1 over 18 minutes will also be included in the number over 7 minutes.
- 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.
- Response time values provided are based on ARP best response times.
- Please note that some of these incidents would have started at a lower category with a recognised longer response time, however through the duration of the call will have been upgraded to a higher category, but the clock-start time remains.
- Please treat all values with caution due to the high volume of incidents, not every incident will have been validated for their date/time stamps.
- Values provided are based on incidents with a response not number of patients.

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