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18th February 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 201203.

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

Please may I request the average time it took for a resource (whether it be SRV/DCA) to arrive on scene from the time the call was answered.

I understand some statistics may be different as during this time period we went from cat C 30 to a C3 2 hour response.

Additionally for each year can I request the longest time a c3 waited for each year.

The purpose for this is to obtain information about how long people are waiting (specially elderly fallers within that category), and I'm writing a literature review to recommend whether fluid therapy to people who have had a 'long lie' would reduce mortality.

Due to the nature of my review, I must express that no specific service or patient identifiable information will be mentioned on the review.

Year	Longest Response
2015	08:56:33
2016	11:38:38
2017	11:55:35
2018	04:29:57
2019	04:14:38
2020	11:11:54

- For the first query regarding "average time it took for a resource", this information is publicly available on the NHS AQI website:
<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>
- Please note that values provided for 2015 up to and including 2017 are based on the old ARP standards of C 30.
- Please note that values provided for 2018 up to and including 2020 are based on the current ARP standards of C3.
- Values provided are from the 1st January 2015 up to and including the 31st December 2020.
- 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.

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