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11th January 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 201210.

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

Under the provisions of the Freedom of Information Act 2000, I am writing to request a copy of the most recent mapping of the inter-operability of partner organisations' identified communications systems as advised by NHS England's Resilient Telecommunications Guidance.

Given the sensitive nature of some of this information, I ask you to redact any exempt information instead of refusing disclosure. This would be in accordance with guidance on best practice from the Information Commissioner's Office.

We have both primary & back-up systems in place to communicate with NHS partners and other agencies in both business as usual as well as in major emergencies/incidents. We can confirm the range of options and contingencies include PSTN (VOIP/analogue solutions) /mobile telephony / Airwave handsets and data terminals and links to screens in Emergency departments.

We liaise with our Local Resilience Forum partner agencies and Local Health Resilience Partnership groups to review our contingencies.

Due to the sensitivities we cannot share more detailed arrangements at this time.

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

