



Trust Headquarters
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25th May 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210406.

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

I am writing to you under the Freedom of Information Act 2000 to request the following information. Please may you provide me with:

1. The number of times patient data has been lost within the system for the calendar years of 2020 and 2019

No incidents recorded for the above period.

2. How many customer complaints were logged in the calendar years of 2020 and 2019 due to data or information being lost

we have not had any complaints logged for the calendar years 2019 and 2020 due to data or information being lost.

3. Confirmation that a digital front door or personal health record systems has been implemented in the Trust

We do not offer a digital front door or personal health record system that patients can access. However, calls to 999 and 111 are recorded electronically using our command and control system and front-line ambulance staff access a version of this system to record patient details and treatments when on-scene.

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**

