



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

21st October 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211001.

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

I would like to know the number of ambulance calls dealt with by you over the period January 2020-present (excluding duplicates eg calls back for information/updates).

Please include how the calls were dealt with (ie hear and treat, see and treat, treat and transport etc) and their source (ie 999, 111 etc).

Source	Count of Incidents	Count of Hear and Treat Incidents	Count of See and Convey Incidents	Count of See and Treat Incidents
999	1137889	91620	664576	381693
111 to 999	185111	6406	108973	69732
Grand Total	1323000	98026	773549	451425

Date Range: 01/01/2020 - 30/09/2021

Calls received by our 999 service

Count of Incidents: the sum of incidents with an outcome of Hear & Treat, See & treat and See & Convey

Sources: 999 or 111 transferred to 999

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

