



Trust Headquarters
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31st December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211128.

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

How does the trust measure ambulance response times and other travel or journey times including the time taken to transport a patient to hospital or over a set distance? What qualitative analysis of the reasons for delays has the trust carried out?

- Ambulance response times are measured in accordance with NHE England's Ambulance Quality Indicators – SYS:
<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>
- Travel times are recorded through the on vehicle “tracking” system.
- We haven't done any qualitative analysis, only a quantitative analysis of the reasons.

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