



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

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

17<sup>th</sup> June 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220522.

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

**I am writing to request information under the Freedom of Information Act 2000. I would be interested in any information held by your organisation regarding my request.**

**The total number of calls received by 111 per month in South East Coast (exc East Kent).**

**The number of women aged 18-65 calling 111 in South East Coast (exc East Kent) for the period 1 April 2021 - 31 March 2022 and 1 April 2020 - 31 March 2021 with the following complaints:**

Symptom Group	Number of Triage Calls	Proportion of Triage calls
Pain and / or frequency passing urine		
Pain, Frequency and or Difficulty Passing Urine		
Grand Total		

Triaged Calls Broken Down By Referral Service	1/4/2020-31/3/2021	1/4/2021-31/3/2022
A&E / Integrated Urgent Treatment Centre		
GP In Hours/ Out of Hours		
Urgent Care Centre		
Pharmacy		
No referral / self care		
Other Services		
Total		

Please see the attached data spreadsheet.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator**  
**South East Coast Ambulance Service NHS Foundation Trust**