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13th June 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220537.

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

Within the Dartford and Medway OU's, how many calls a day do you receive on average for non-injury falls?

Within the same OU's, what is the average wait time for an ambulance to arrive to patients?

With the above amount of calls, how many are conveyed to hospital for further treatment other than injury, so for example a long lie?

This information would be helpful. If you do have time, would you be able to answer all three questions for each OU?

Operating Unit	Count of Incidents Attended -Fall Non-Injury	Average Count of Incidents Attended - Fall Non-Injury Per Day	Average Response Time - Fall Non-Injury	Count of Incidents Conveyed -Fall Non-Injury
Ashford OU	992	3	01:39:21	344
Brighton OU	1633	4	01:44:25	486
Chertsey OU	1705	5	01:52:24	537
Dartford OU	670	2	01:48:31	310
Gatwick & Redhill OU	2093	6	01:37:56	768
Guildford OU	1756	5	01:47:30	554
Medway OU	1060	3	01:48:03	406
Paddock Wood OU	1315	4	01:57:06	627
Polegate & Hastings OU	1847	5	01:58:37	622
Tangmere & Worthing OU	2560	7	01:39:41	819
Thanet OU	1438	4	01:44:03	430

Date Range: 01/06/2021 - 31/05/2022

Non-Injury Falls: have been identified using the patient condition recorded during telephone triage:- Fall Non-injury

***Conveyed incidents** - unable to specify why a patient has been conveyed.

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**