



Trust Headquarters
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West Sussex
RH10 9BG

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22nd June 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220610.

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

Inbound Calls May21- May 22 :	1,135,046
Number of call answering Staff (WTE's) :	418.5
Count of inbound Calls that resulted in C1 response:	0-9%
Calls handled by AI	0%
Do you have plans to implement AI within the next 12 months to prioritise calls?	No

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