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23rd June 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220631.

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

Can you please respond the questions below regarding 999 call handling in accordance with the Freedom of Information Act.

1) What was the longest length of time somebody had to wait to get through to a call handler at your trust after dialling 999 in May 2022?

00:06:25

2) How many 999 calls directed to your trust in May 2022 were abandoned by the caller before they were answered? What is this as a percentage of calls for the month?

831 1.10%

3) How many 999 calls directed to your trust in May 2022 were chasing a response to an earlier call, rather than to a new incident? What is this as a percentage of calls for the month?

17156 22.32%

*Please note the data for Q3 is based on Duplicate calls which will include calls from multiple callers for the same incident.

Further information is available via the published figures here: [Statistics » Ambulance Quality Indicators Data 2022-23 \(england.nhs.uk\)](#)

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**

