



Trust Headquarters
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11th August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220704.

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

Can I please request the following information under the Freedom of Information Act. 'Patients' refers to patients in the care of your ambulance service.

1. From January 2020 to June 2022 or the latest date available, please provide the monthly figures for the following:

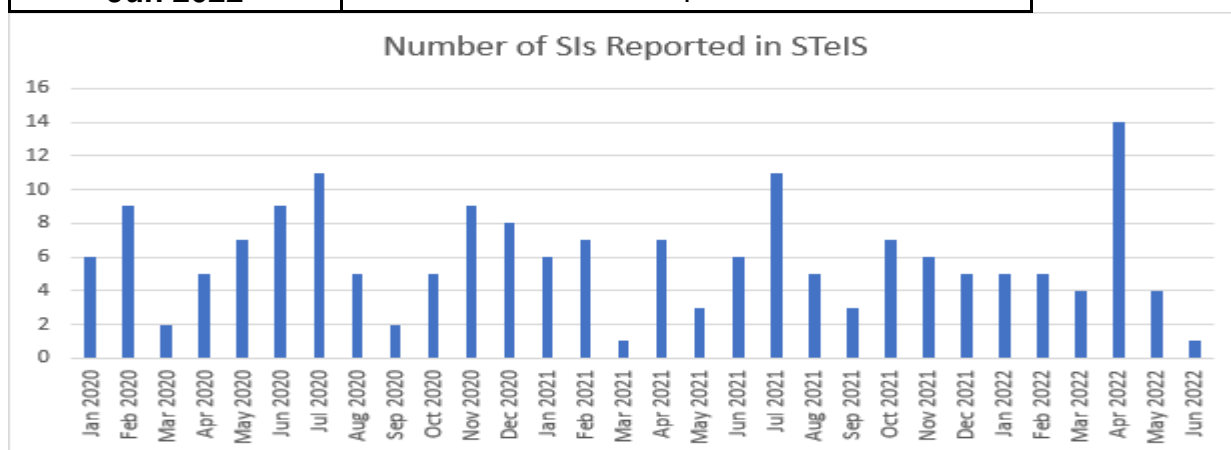
a. The number of patients who died whilst waiting for an ambulance to arrive

We do not record this information.

b. The number of serious incidents recorded

Month/Year	Number of SIs Reported in STeIS
Jan 2020	6
Feb 2020	9
Mar 2020	2
Apr 2020	5
May 2020	7
Jun 2020	9
Jul 2020	11
Aug 2020	5
Sep 2020	2
Oct 2020	5
Nov 2020	9
Dec 2020	8
Jan 2021	6
Feb 2021	7

Mar 2021	1
Apr 2021	7
May 2021	3
Jun 2021	6
Jul 2021	11
Aug 2021	5
Sep 2021	3
Oct 2021	7
Nov 2021	6
Dec 2021	5
Jan 2022	5
Feb 2022	5
Mar 2022	4
Apr 2022	14
May 2022	4
Jun 2022	1



2. From January 2020 to June 2022 or the latest date available, please provide the monthly figures for the following categories:

We do not record this information.

- a. **Category 1 patients died waiting longer than 15 minutes for an ambulance**
- b. **Category 2 patients died waiting longer than 40 minutes**
- c. **Category 3 patients died waiting longer than 2 hours**
- d. **Category 4 patients died waiting longer than 3 hours**

3. From 2019 to 2022 (or the latest available figures) please provide the longest ambulance handover delay for each year

Date range: - 01/01/2019 - 30/06/2022

Data provided for each of the 18 main acute hospital sites serviced by SECamb.

Handover time has been defined as the duration between the arrival at hospital time and the handover time.

The handover time is recorded by a manual press of a button therefore not every patient will have a handover time recorded.

Only transports with a handover time have been included.

Hospital Name	Year	Longest Handover
Conquest Hospital	2019	2:15:06
Darent Valley Hospital	2019	2:01:35
East Surrey Hospital	2019	2:48:59
Eastbourne DGH	2019	3:08:36
Epsom Hospital	2019	2:10:42
Frimley Park Hospital	2019	2:52:18
Kent And Canterbury Hospital	2019	0:57:30
Maidstone Hospital	2019	2:08:14
Medway Maritime Hospital	2019	2:48:32
Princess Royal Hospital	2019	3:01:28
Queen Elizabeth Queen Mother Hospital	2019	1:38:26
Royal Surrey County Hospital	2019	2:40:54
Royal Sussex County Hospital	2019	2:49:37
St Peters Hospital	2019	3:55:32
St Richards Hospital	2019	3:37:17
Tunbridge Wells Hospital	2019	2:59:11
William Harvey Hospital	2019	2:37:02
Worthing Hospital	2019	2:16:52
Conquest Hospital	2020	4:42:19
Darent Valley Hospital	2020	8:06:42
East Surrey Hospital	2020	2:32:29
Eastbourne DGH	2020	2:32:36
Epsom Hospital	2020	2:12:28
Frimley Park Hospital	2020	3:11:54
Kent And Canterbury Hospital	2020	1:18:37
Maidstone Hospital	2020	3:58:28
Medway Maritime Hospital	2020	9:49:26
Princess Royal Hospital	2020	2:30:56
Queen Elizabeth Queen Mother Hospital	2020	5:31:36
Royal Surrey County Hospital	2020	2:22:21
Royal Sussex County Hospital	2020	5:57:02

St Peters Hospital	2020	4:58:45
St Richards Hospital	2020	2:23:56
Tunbridge Wells Hospital	2020	4:21:51
William Harvey Hospital	2020	5:08:19
Worthing Hospital	2020	2:25:47
Conquest Hospital	2021	1:56:55
Darent Valley Hospital	2021	4:09:55
East Surrey Hospital	2021	2:24:05
Eastbourne DGH	2021	4:31:33
Epsom Hospital	2021	3:06:50
Frimley Park Hospital	2021	3:54:42
Kent And Canterbury Hospital	2021	1:37:13
Maidstone Hospital	2021	3:12:21
Medway Maritime Hospital	2021	9:24:27
Princess Royal Hospital	2021	4:10:19
Queen Elizabeth Queen Mother Hospital	2021	6:49:06
Royal Surrey County Hospital	2021	2:35:45
Royal Sussex County Hospital	2021	4:43:18
St Peters Hospital	2021	5:43:04
St Richards Hospital	2021	5:20:11
Tunbridge Wells Hospital	2021	2:21:14
William Harvey Hospital	2021	7:47:27
Worthing Hospital	2021	3:09:42
Conquest Hospital	2022	3:49:48
Darent Valley Hospital	2022	2:09:32
East Surrey Hospital	2022	3:01:29
Eastbourne DGH	2022	2:59:59
Epsom Hospital	2022	3:10:15
Frimley Park Hospital	2022	3:26:59
Kent And Canterbury Hospital	2022	1:07:35
Maidstone Hospital	2022	2:28:26
Medway Maritime Hospital	2022	7:00:27
Princess Royal Hospital	2022	2:11:38
Queen Elizabeth Queen Mother Hospital	2022	5:02:36
Royal Surrey County Hospital	2022	2:35:18
Royal Sussex County Hospital	2022	4:56:07
St Peters Hospital	2022	2:53:35
St Richards Hospital	2022	4:55:07
Tunbridge Wells Hospital	2022	1:57:07
William Harvey Hospital	2022	4:34:42
Worthing Hospital	2022	2:46:47

4. From January 2019 to June 2022 (or the latest available figures), please provide the monthly figures for the total number of hours (rounded to the nearest hour) that ambulances have been waiting outside hospitals to handover patients per month

Date range: - 01/11/2020 - 30/06/2022. We do not hold records prior to this date.

The number of hours has been rounded to the nearest hour. Where a figure of 0 is given, this is between 0 and 0.49. Where there is no result provided, there were no records of ambulances waiting outside the department waiting to handover.

Records that show a wait of over 6 hours have been validated and where found to be incorrect, have been excluded from the total.

Hospital Name	Year	Month	Hours Outside Hospital
Conquest Hospital	2020	November	7
Darent Valley Hospital	2020	November	1
Eastbourne DGH	2020	November	5
Frimley Park Hospital	2020	November	50
Maidstone Hospital	2020	November	1
Medway Maritime Hospital	2020	November	568
Queen Elizabeth Queen Mother Hospital	2020	November	8
Royal Surrey County Hospital	2020	November	8
Royal Sussex County Hospital	2020	November	21
St Peters Hospital	2020	November	3
Conquest Hospital	2020	December	42
Darent Valley Hospital	2020	December	79
Eastbourne DGH	2020	December	10
Frimley Park Hospital	2020	December	52
Maidstone Hospital	2020	December	22
Medway Maritime Hospital	2020	December	839
Queen Elizabeth Queen Mother Hospital	2020	December	60
Royal Surrey County Hospital	2020	December	17
Royal Sussex County Hospital	2020	December	34
St Peters Hospital	2020	December	25
St Richards Hospital	2020	December	4
Tunbridge Wells Hospital	2020	December	7
William Harvey Hospital	2020	December	32
Worthing Hospital	2020	December	1
Conquest Hospital	2021	January	2
Darent Valley Hospital	2021	January	39
Eastbourne DGH	2021	January	30

Frimley Park Hospital	2021	January	60
Maidstone Hospital	2021	January	0
Medway Maritime Hospital	2021	January	348
Princess Royal Hospital	2021	January	10
Queen Elizabeth Queen Mother Hospital	2021	January	134
Royal Surrey County Hospital	2021	January	4
Royal Sussex County Hospital	2021	January	100
St Peters Hospital	2021	January	57
St Richards Hospital	2021	January	17
Tunbridge Wells Hospital	2021	January	1
William Harvey Hospital	2021	January	153
Worthing Hospital	2021	January	7
Frimley Park Hospital	2021	February	2
Medway Maritime Hospital	2021	February	43
Princess Royal Hospital	2021	February	1
Queen Elizabeth Queen Mother Hospital	2021	February	4
Royal Surrey County Hospital	2021	February	3
Royal Sussex County Hospital	2021	February	31
St Peters Hospital	2021	February	3
St Richards Hospital	2021	February	1
William Harvey Hospital	2021	February	39
Worthing Hospital	2021	February	0
Frimley Park Hospital	2021	March	1
Medway Maritime Hospital	2021	March	12
Royal Surrey County Hospital	2021	March	0
Royal Sussex County Hospital	2021	March	5
William Harvey Hospital	2021	March	0
Frimley Park Hospital	2021	April	1
Medway Maritime Hospital	2021	April	25
Princess Royal Hospital	2021	April	1
Royal Surrey County Hospital	2021	April	1
Royal Sussex County Hospital	2021	April	1
Medway Maritime Hospital	2021	May	15
Royal Sussex County Hospital	2021	May	24
Royal Sussex County Hospital	2021	June	31
Frimley Park Hospital	2021	July	1
Medway Maritime Hospital	2021	July	20
Princess Royal Hospital	2021	July	0
Royal Sussex County Hospital	2021	July	62
St Richards Hospital	2021	July	1
East Surrey Hospital	2021	August	2
Frimley Park Hospital	2021	August	2
Medway Maritime Hospital	2021	August	52

Queen Elizabeth Queen Mother Hospital	2021	August	5
Royal Surrey County Hospital	2021	August	1
Royal Sussex County Hospital	2021	August	8
St Peters Hospital	2021	August	1
St Richards Hospital	2021	August	4
William Harvey Hospital	2021	August	6
Eastbourne DGH	2021	September	1
Frimley Park Hospital	2021	September	2
Medway Maritime Hospital	2021	September	32
Princess Royal Hospital	2021	September	2
Royal Surrey County Hospital	2021	September	1
Royal Sussex County Hospital	2021	September	3
St Richards Hospital	2021	September	6
William Harvey Hospital	2021	September	1
Conquest Hospital	2021	October	3
Darent Valley Hospital	2021	October	9
East Surrey Hospital	2021	October	6
Eastbourne DGH	2021	October	1
Epsom Hospital	2021	October	0
Frimley Park Hospital	2021	October	27
Maidstone Hospital	2021	October	0
Medway Maritime Hospital	2021	October	300
Princess Royal Hospital	2021	October	3
Queen Elizabeth Queen Mother Hospital	2021	October	38
Royal Surrey County Hospital	2021	October	17
Royal Sussex County Hospital	2021	October	59
St Peters Hospital	2021	October	1
St Richards Hospital	2021	October	55
Tunbridge Wells Hospital	2021	October	2
William Harvey Hospital	2021	October	1
Worthing Hospital	2021	October	32
Conquest Hospital	2021	November	1
Darent Valley Hospital	2021	November	22
East Surrey Hospital	2021	November	2
Eastbourne DGH	2021	November	5
Frimley Park Hospital	2021	November	18
Maidstone Hospital	2021	November	0
Medway Maritime Hospital	2021	November	352
Princess Royal Hospital	2021	November	6
Queen Elizabeth Queen Mother Hospital	2021	November	47
Royal Surrey County Hospital	2021	November	21
Royal Sussex County Hospital	2021	November	104

St Peters Hospital	2021	November	6
St Richards Hospital	2021	November	36
Tunbridge Wells Hospital	2021	November	2
William Harvey Hospital	2021	November	1
Worthing Hospital	2021	November	10
Conquest Hospital	2021	December	2
Darent Valley Hospital	2021	December	35
East Surrey Hospital	2021	December	2
Eastbourne DGH	2021	December	9
Frimley Park Hospital	2021	December	17
Maidstone Hospital	2021	December	3
Medway Maritime Hospital	2021	December	250
Princess Royal Hospital	2021	December	9
Queen Elizabeth Queen Mother Hospital	2021	December	60
Royal Surrey County Hospital	2021	December	14
Royal Sussex County Hospital	2021	December	84
St Peters Hospital	2021	December	4
St Richards Hospital	2021	December	74
Tunbridge Wells Hospital	2021	December	1
William Harvey Hospital	2021	December	6
Worthing Hospital	2021	December	34
Conquest Hospital	2022	January	1
Darent Valley Hospital	2022	January	10
East Surrey Hospital	2022	January	4
Eastbourne DGH	2022	January	2
Frimley Park Hospital	2022	January	4
Maidstone Hospital	2022	January	0
Medway Maritime Hospital	2022	January	253
Princess Royal Hospital	2022	January	3
Queen Elizabeth Queen Mother Hospital	2022	January	67
Royal Surrey County Hospital	2022	January	10
Royal Sussex County Hospital	2022	January	60
St Peters Hospital	2022	January	10
St Richards Hospital	2022	January	38
Tunbridge Wells Hospital	2022	January	0
William Harvey Hospital	2022	January	2
Worthing Hospital	2022	January	11
Conquest Hospital	2022	February	2
Darent Valley Hospital	2022	February	3
East Surrey Hospital	2022	February	3
Eastbourne DGH	2022	February	5
Epsom Hospital	2022	February	1
Frimley Park Hospital	2022	February	5

Medway Maritime Hospital	2022	February	91
Princess Royal Hospital	2022	February	5
Queen Elizabeth Queen Mother Hospital	2022	February	30
Royal Surrey County Hospital	2022	February	4
Royal Sussex County Hospital	2022	February	95
St Peters Hospital	2022	February	1
St Richards Hospital	2022	February	44
Tunbridge Wells Hospital	2022	February	2
Worthing Hospital	2022	February	8
Conquest Hospital	2022	March	11
Darent Valley Hospital	2022	March	4
East Surrey Hospital	2022	March	6
Eastbourne DGH	2022	March	5
Kent And Canterbury Hospital	2022	March	0
Maidstone Hospital	2022	March	1
Medway Maritime Hospital	2022	March	192
Princess Royal Hospital	2022	March	8
Queen Elizabeth Queen Mother Hospital	2022	March	73
Royal Surrey County Hospital	2022	March	6
Royal Sussex County Hospital	2022	March	80
St Peters Hospital	2022	March	2
St Richards Hospital	2022	March	135
Tunbridge Wells Hospital	2022	March	2
William Harvey Hospital	2022	March	12
Worthing Hospital	2022	March	27
Conquest Hospital	2022	April	2
Darent Valley Hospital	2022	April	18
East Surrey Hospital	2022	April	11
Eastbourne DGH	2022	April	2
Maidstone Hospital	2022	April	0
Medway Maritime Hospital	2022	April	157
Princess Royal Hospital	2022	April	1
Queen Elizabeth Queen Mother Hospital	2022	April	78
Royal Surrey County Hospital	2022	April	4
Royal Sussex County Hospital	2022	April	76
St Peters Hospital	2022	April	0
St Richards Hospital	2022	April	98
Tunbridge Wells Hospital	2022	April	1
William Harvey Hospital	2022	April	6
Worthing Hospital	2022	April	12
East Surrey Hospital	2022	May	0
Eastbourne DGH	2022	May	0

Kent And Canterbury Hospital	2022	May	0
Maidstone Hospital	2022	May	1
Medway Maritime Hospital	2022	May	127
Princess Royal Hospital	2022	May	1
Queen Elizabeth Queen Mother Hospital	2022	May	14
Royal Surrey County Hospital	2022	May	4
Royal Sussex County Hospital	2022	May	26
St Peters Hospital	2022	May	3
St Richards Hospital	2022	May	79
Tunbridge Wells Hospital	2022	May	1
William Harvey Hospital	2022	May	0
Worthing Hospital	2022	May	4
Conquest Hospital	2022	June	1
Darent Valley Hospital	2022	June	6
East Surrey Hospital	2022	June	0
Eastbourne DGH	2022	June	2
Frimley Park Hospital	2022	June	1
Medway Maritime Hospital	2022	June	82
Princess Royal Hospital	2022	June	1
Queen Elizabeth Queen Mother Hospital	2022	June	29
Royal Surrey County Hospital	2022	June	4
Royal Sussex County Hospital	2022	June	26
St Peters Hospital	2022	June	1
St Richards Hospital	2022	June	54
William Harvey Hospital	2022	June	1
Worthing Hospital	2022	June	8

5. Please provide the percentage of your trust's annual budget which has been spent on private ambulances for the following years:

- a. **2019**
- b. **2020**
- c. **2021**
- d. **2022 (or the latest available figures)**

The Trust's financial year covers from 1st April to 31st March. The latest available figures include the period up to June 2022.

Values are rounded to the nearest £

Year	Private Ambulance Spend
2019-20	£11,183,997
2020-21	£8,707,213
2021-22	£7,183,087
2022-23*	£1,714,175

** First 3 months to June 2022*

6. Please specify how many times the ambulance trust has moved to REAP4 in the following years:

- a. **2019**
- b. **2020**
- c. **2021**
- d. **2022 (or the latest available figures)**

Date	Incident	Comments
2018.03.05	REAP Level 3	
2019.08.09	REAP Level 3	since Feb 2019
2019.10.16	REAP Level 3	
2019.10.28	Paper to request move to REAP Level 4	due to EU Exit 31/10/19
2020.03.25	REAP Level 3	
2020.04.20	REAP Level 2	
2020.04.23	REAP Level 3	
2020.05.01	REAP Level 1	
2020.05.04	REAP Level 1	
2020.06.12	REAP Level 2	
2020.06.26	REAP Level 3	Escalation
2020.06.26	REAP Level 3	
2020.12.26	REAP Level 4	Escalation
2021.02.03	REAP Level 3	De-escalation
2021.03.24	REAP Level 2	De-escalation
2021.05.30	REAP Level 3	
2021.07.02	REAP Level 4	
2022.01.27	REAP Level 3	De-escalation
2022.03.10	REAP Level 4	
2022.05.12	REAP Level 3	
2022.07.11	REAP Level 4	

7. How many times has the ambulance trust declared critical incidents in the following years. Please provide this information as a yearly breakdown:

- a. 2019**
- b. 2020**
- c. 2021**
- d. 2022 (or the latest available figures)**

We have only declared a Critical Incident once on 17/11/21 – EOC systems failure.

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**