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16th August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220733.

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

Could you please send me the following information:

1. The longest time, in minutes and seconds, taken by the trust to respond to a category 1 call in:

- a. 2019 (Jan 1 – Dec 31)
- b. 2020 (Jan 1 – Dec 31)
- c. 2021 (Jan 1 – Dec 31)
- d. 2022 up to 30 June (or the nearest available date)

2. The longest time, in minutes and seconds, taken by the trust to respond to a category 2 call in:

- a. 2019 (Jan 1 – Dec 31)
- b. 2020 (Jan 1 – Dec 31)
- c. 2021 (Jan 1 – Dec 31)
- d. 2022 up to 30 June (or the nearest available date)

3. The longest time, in minutes and seconds, taken by the trust to respond to a category 3 call in:

- a. 2019 (Jan 1 – Dec 31)
- b. 2020 (Jan 1 – Dec 31)
- c. 2021 (Jan 1 – Dec 31)
- d. 2022 up to 30 June (or the nearest available date)

Year	CAT1 Longest Wait	CAT2 Longest Wait	CAT3 Longest Wait
2019	10:03:07	20:03:10	508:37:11
2020	5:52:41	16:07:54	31:52:27
2021	9:26:14	17:55:29	25:45:41
2022	18:30:58	22:09:14	25:45:00

- Wait Times formatted in Hours, Minutes and Seconds
- 2022 Date Range = 01/01/2022 - 30/06/2022
- Also note that all of the CAT 1 and CAT 2 calls in this dataset were upgraded, excluding the CAT 2 case for 2022, and none of the CAT 3 calls were upgrades.
- Please note that the longest CAT 3 for 2019 is correct, however it was caused by a case being re-opened in error several days later which a resource attended.

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