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12<sup>th</sup> September 2022

Email:

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220842.

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

**Are you able to let me know what format and sources of information are available in relation to the type and frequency of demand placed on SECAS Ambulance Services?**

The South East Coast Ambulance Service tracks and analyses the type and frequency of demand placed on the Trust via our Performance cell department. The team work using many different sources of data including the computer aided dispatch system, telephony platforms and electronic care records where data is collated and share throughout the Trust. We produce and publicly publish Integrated Quality Reports and Ambulance Quality Indicators and compare this to National data.

Have you done any work looking into how much of the current demand could be avoided or minimised with better access to records?

No review has been completed into this aspect of demand currently. However, the Trust have in place an Improvement Journey Portfolio where we are reviewing all aspects of the service which result in better patient care.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**

