



Trust Headquarters
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16th November 2022

Email:

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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 221101.

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

I am writing to you in order to carry out a Freedom of Information request. My request concerns abandoned calls and is as follows:

For each month between January 2017 and 2022 so far, please list how many abandoned calls and hoax calls were recorded.

For each month in the same period, please list what percentage of all calls abandoned calls and hoax calls accounted for.

Month	Count Of Calls Offered	Count Of Abandoned or Hoax Calls	Abandoned or Hoax Calls %
2017-10	68941	3708	5.4%
2017-11	70194	3247	4.6%
2017-12	91947	13567	14.8%
2018-01	73059	3823	5.2%
2018-02	70684	5823	8.2%
2018-03	84479	8784	10.4%
2018-04	69059	3272	4.7%
2018-05	76418	4056	5.3%
2018-06	74597	4459	6.0%
2018-07	83505	4989	6.0%
2018-08	74927	3704	4.9%
2018-09	74509	3770	5.1%
2018-10	75819	3315	4.4%
2018-11	75446	3141	4.2%
2018-12	107453	19116	17.8%
2019-01	108164	12057	11.1%
2019-02	97739	8273	8.5%
2019-03	102917	9033	8.8%
2019-04	100200	9614	9.6%
2019-05	104602	9945	9.5%

2019-06	103723	9312	9.0%
2019-07	110577	11087	10.0%
2019-08	105178	10383	9.9%
2019-09	100062	9001	9.0%
2019-10	108575	11020	10.1%
2019-11	109203	10383	9.5%
2019-12	114642	10562	9.2%
2020-01	104498	10305	9.9%
2020-02	102768	10927	10.6%
2020-03	120625	13416	11.1%
2020-04	86286	7706	8.9%
2020-05	85801	7426	8.7%
2020-06	89753	8598	9.6%
2020-07	98833	9508	9.6%
2020-08	107562	9943	9.2%
2020-09	98647	9576	9.7%
2020-10	102724	9789	9.5%
2020-11	96351	9334	9.7%
2020-12	116274	11717	10.1%
2021-01	107422	10910	10.2%
2021-02	78372	7222	9.2%
2021-03	93906	9401	10.0%
2021-04	96987	9550	9.8%
2021-05	108136	10603	9.8%
2021-06	120689	13780	11.4%
2021-07	131109	18502	14.1%
2021-08	120725	15777	13.1%
2021-09	99564	5111	5.1%
2021-10	106325	3965	3.7%
2021-11	89767	1776	2.0%
2021-12	96114	2138	2.2%
2022-01	83630	783	0.9%
2022-02	82706	980	1.2%
2022-03	101863	2521	2.5%
2022-04	88407	1044	1.2%
2022-05	88608	967	1.1%
2022-06	94375	1166	1.2%
2022-07	105937	3939	3.7%
2022-08	93558	2332	2.5%
2022-09	91804	3984	4.3%
2022-10	94649	6027	6.4%

Date Range: 01/10/2017 - 31/10/2022

Data has been provided from our first full month's usage of the current telephone system, 01/10/2017.

These are for all calls received via our 999 service.

Abandoned calls: calls which were abandoned before answering.

Hoax calls: calls that were categorised as hoax after receiving a response at scene.

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**