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19th January 2023

Email:

Tel: 0300 123 0999
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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 221131.

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

I'd like to ask for some information under the Freedom of Information Act, about ambulance response times.

- 1) From November 2020 to October 2022, broken down by month, the number of query stroke patients that had a double staffed ambulance arrive**
 - a. within 18 minutes of their first call**
 - b. between 18 minutes and an hour of their first call**
 - c. Between one hour and two hours of their first call**
 - d. Between two and three hours of their first call**
 - e. Between three and four hours of their first call**
 - f. After four hours of their first call**
 - g. After 10 hours of their first call**
- 2) Please provide the longest wait from first call to double staffed ambulance arrival, experienced by a query stroke patient each month, from November 2020 to October 2022.**
- 3) How many Cat 3, 4, 5, 6 calls resulted in a pre-alert to a stroke unit when responders arrived**
- 4) From Jan 2021 to October 2022, broken down by month, the average taken from first call to arrival at stroke unit for query stroke patients**
- 5) From Jan 2021 to October 2022, broken down by month, the longest time from first call to arrival at stroke unit for query stroke patients**
- 6) Please provide the longest wait from first call to double staffed ambulance arrival, experienced by a Category 2 patient each month, from November 2020 to October 2022.**
- 7) Please provide the longest wait from first call to responder arrival, experienced by a Category 3 patient each month, from November 2020 to October 2022.**

- 8) **Please provide the longest wait from first call to responder arrival, experienced by a Category 4 patient each month, from November 2020 to October 2022.**

For all the questions above, please categorise the data by month. If possible, please provide your response in the excel template attached.

Please see the attached data spreadsheet.

- Data on number of pre-alerts to a stroke unit are not collected.
- Data for times from call connected to hospital account for all secondary care conveyances, not just those to stroke units.
- Where a cell is blank, no responses met the criteria for inclusion
- As a Trust SECamb complies with the ICO Anonymisation Code of Practice. It applies the 'less than 10 caveat' in instances where resulting data relates to minimal numbers when responding to requests for information.

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**