



Trust Headquarters
Nexus House
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Crawley
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14th December 2022

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 221132.

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

I would like to request information under the Freedom of Information Act regarding the amount of time taken to answer phone calls to the ambulance service.

If possible, please could you provide the following for the year 2022 to date, broken down by month:

- 1. What was the longest time it took for ambulance call handlers to answer a 999 call to the ambulance service (each month)?**
- 2. How many times did it take longer than 1 minute for ambulance call handlers to answer a 999 call?**

Date range: 01/01/2022 - 31/10/2022

Month Year	1. Max 999 Call Answer Time	2. Count of 999 Call Answer Times > 60 Seconds
2022-01	00:07:18	5160
2022-02	00:07:05	7121
2022-03	00:10:07	19777
2022-04	00:05:32	8840
2022-05	00:06:25	6277
2022-06	00:06:25	9320
2022-07	00:11:41	24483
2022-08	00:08:04	14997
2022-09	00:14:39	20705
2022-10	00:16:47	28429

3. What is the minimum number of call handlers you would normally have on shift, and how many times was this breached? (i.e. the number of call handlers working fell below the minimum staffing requirement)

The minimum number (Hard Deck) is 11.5 and year to date this has been breached 4 times for a maximum window of 3 hours.

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**