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Date:

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230441.

You requested the following information. Please also see our response below:

**I am requesting, under the Freedom of Information Act, the following:**

- i) The number of serious incidents recorded by your ambulance trust in each of the last 5 calendar years**
- ii) The number of cases of severe harm caused to patients involving ambulance delays in each of the last 5 calendar years**

Year	Number of Serious Incidents
2018	122
2019	145
2020	77
2021	67
2022	67
2023	19

Year	Number of Serious Incidents - Delays & Severe Harm
2018	12
2019	8
2020	9
2021	24
2022	9
2023	1

**Date range:** 01/01/2018 - 31/05/2023

**Delays:** the following SI categories have been used:

- 1DELAY = Delay in service provision (where the delay is primary issue)
- DLYBKU = Back Up Crew Delayed
- DLYPT = Delays to Attending Patients
- HOSDLY = Delay
- ICPTRT = Delays in Patient Treatment
- TIME = Timeliness / Delay

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**

