



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date

Email:

Dear,

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

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230102.

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

**I would like you to provide me information about how many times ambulance services was called out in West and East Kent in the last two years to help move people in the following manner.**

- 1. From bed upstairs to bed downstairs.**
- 2. People stuck in toilet**
- 3. People who has had a non-injury falls.**

**Please also provide information about your response times and how this request affected your service response to a more priority calls.**

Year	Non Injury Falls
2021	7,620
2022	6,869

Please note

The date range is from 01/01/21 to 31/12/22

The information provided is for incidents where non-injury fall had been selected in the electronic patient record.

Unfortunately, we are unable to provide a response for Questions 1 and Question 2 are as our data is not stored in a format that can be reported on, and would require a manual review of records, which would take exceed the permitted 18 hours for an Freedom of Information request.

Ambulance response times are published monthly by NHS England and NHS Improvement and are available here: [Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](https://statistics.nhs.uk/ambulance-quality-indicators)

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**

