



Trust Headquarters
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 Crawley
 West Sussex
 RH10 9BG

Date

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230119.

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

1) What is average length of time in minutes and seconds taken on the phone by a patient that is calling 999 to ask for help with their mental health ?

2) What is the average length of time in minutes and seconds taken by patients calling 999 for all other issues ?

3) Please could you categorise this per month from Jan 2021 to Dec 2022.

	Average Call Length (Mental Health)	Average Call Length (All other calls)
Jan-21	06:58	07:03
Feb-21	06:48	07:09
Mar-21	06:41	06:52
Apr-21	06:33	06:45
May-21	06:45	06:42
Jun-21	06:29	07:05
Jul-21	06:35	06:25
Aug-21	06:32	06:27
Sep-21	06:46	06:47
Oct-21	06:46	06:39
Nov-21	06:52	06:55
Dec-21	06:46	06:56
Jan-22	06:39	06:58
Feb-22	06:40	06:47
Mar-22	06:33	06:40
Apr-22	06:32	06:51
May-22	06:35	06:53
Jun-22	06:26	06:56
Jul-22	06:22	06:36
Aug-22	06:38	06:56

Sep-22	06:38	06:53
Oct-22	06:37	06:47
Nov-22	07:35	07:01
Dec-22	06:41	06:28

*Please note that the date range is from 01/01/2021 to 31/12/2022.

Mental Health Call:

Identified with as calls where Call condition = 1140 (Mental Health) or 1201 (HCP - Mental Health)

All Other Calls:

All Calls excluding Mental Health Calls (See definition above)

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

