



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 230137.

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

**This is a freedom of information request under the Freedom of Information Act 2000.**

**I would like the following;**

- 1. Over the last 6 months, what has been the average waiting time for an Ambulance across the south-east coast ambulance service? I would like a breakdown of the average waiting time for each category of call, for each month. I.e December cat 1 – X minutes, cat 2 – x minutes. And so forth.**
- 2. I would specifically like the ambulance waiting time in the question above for those in Kent – if I could have a regional breakdown of this data into Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire, that would be excellent.**
- 3. How many calls across the last 6 months have requested an ambulance – and of these, how many were sent an ambulance (an example would be, there were 1,000 calls in November asking for an ambulance, and 750 were met and an ambulance sent).**

**I would like the numbers for each month of the last six months please. I would also like a regional breakdown for Brighton & Hove, East Sussex, West Sussex, Kent, Surrey, and North East Hampshire, respectively as well please.**

Trust Wide	December	November	October	September	August	July
Category 1 Mean	00:11:03	00:10:00	00:09:43	00:09:29	00:09:10	00:09:30
Category 1T Mean	00:12:44	00:11:51	00:11:45	00:11:29	00:11:05	00:11:40
Category 2 Mean	00:46:17	00:34:33	00:36:55	00:38:48	00:35:32	00:42:20

Category 3 Mean	03:52:07	02:27:10	02:52:43	03:00:49	02:44:37	03:36:38
Category 4 Mean	04:21:50	03:09:14	03:28:07	03:29:37	03:44:53	04:22:06
Calls that resulted in an Incident being opened	105364	93215	97391	94119	95586	107472
Incidents Attended	55555	54267	54604	52264	53414	55008
<b>West Sussex</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>
Category 1 Mean	00:11:29	00:10:12	00:09:52	00:09:54	00:09:16	00:09:44
Category 1T Mean	00:12:35	00:12:04	00:12:01	00:11:58	00:11:10	00:12:02
Category 2 Mean	00:49:05	00:31:56	00:37:27	00:42:10	00:35:40	00:41:40
Category 3 Mean	03:39:45	02:07:54	02:43:35	03:00:36	02:38:24	03:10:00
Category 4 Mean	04:15:37	02:55:34	03:10:17	03:53:50	03:54:00	04:27:34
Calls that resulted in an Incident being opened	18894	16280	17382	17157	17151	18948
Incidents Attended	10121	9755	9843	9505	9578	9832
<b>East Sussex (excluding Brighton and Hove)</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>
Category 1 Mean	00:11:51	00:10:42	00:10:11	00:10:03	00:09:41	00:09:52
Category 1T Mean	00:14:13	00:13:20	00:12:59	00:12:31	00:12:03	00:12:23
Category 2 Mean	00:55:11	00:43:12	00:42:13	00:46:10	00:46:19	00:52:16
Category 3 Mean	04:16:30	03:05:27	03:25:20	03:38:24	03:32:30	04:10:20
Category 4 Mean	05:09:52	05:38:33	04:34:11	04:09:05	04:02:13	06:13:58
Incidents Opened	13376	11690	11927	11803	12613	13638
Incidents Attended	7005	6667	6781	6467	6933	6880
<b>Surrey</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>

Category 1 Mean	00:11:12	00:10:00	00:09:45	00:09:46	00:09:19	00:10:03
Category 1T Mean	00:12:44	00:11:33	00:11:23	00:11:54	00:10:48	00:11:44
Category 2 Mean	00:42:45	00:32:12	00:35:26	00:36:27	00:30:33	00:37:16
Category 3 Mean	03:55:22	02:21:59	02:48:39	02:57:13	02:28:18	03:37:22
Category 4 Mean	03:54:43	02:34:44	03:38:31	03:22:57	02:33:05	03:46:45
Calls that resulted in an Incident being opened	22639	19417	20570	19874	19301	22159
Incidents Attended	11774	11482	11525	11040	11148	11397
<b>Kent (including Medway)</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>
Category 1 Mean	00:10:50	00:10:00	00:09:44	00:09:24	00:09:15	00:09:29
Category 1T Mean	00:12:38	00:11:49	00:11:47	00:11:17	00:11:19	00:11:47
Category 2 Mean	00:45:07	00:34:42	00:36:16	00:36:51	00:34:58	00:42:47
Category 3 Mean	04:00:56	02:31:56	02:50:48	02:53:39	02:43:18	03:45:41
Category 4 Mean	04:40:30	03:17:34	03:16:02	03:15:51	04:35:20	04:34:27
Calls that resulted in an Incident being opened	40110	35982	37254	35482	36487	41421
Incidents Attended	21380	20946	21042	20147	20452	21417
<b>Brighton and Hove</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>
Category 1 Mean	00:08:42	00:08:03	00:07:49	00:07:18	00:07:03	00:07:10
Category 1T Mean	00:10:36	00:09:36	00:09:15	00:09:10	00:08:05	00:08:35
Category 2 Mean	00:39:41	00:31:40	00:34:22	00:35:00	00:34:21	00:39:41
Category 3 Mean	02:44:38	02:00:33	02:43:58	02:47:05	02:49:43	02:56:34
Category 4 Mean	03:06:37	01:22:42	01:58:15	02:08:16	02:11:14	02:42:21

Calls that resulted in an Incident being opened	5433	5428	6008	5908	6111	6554
Incidents Attended	2746	2907	3033	2978	3074	3162
<b>North East Hampshire</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>July</b>
Category 1 Mean	00:10:48	00:09:13	00:09:50	00:08:23	00:08:29	00:09:24
Category 1T Mean	00:11:56	00:11:08	00:11:59	00:09:41	00:10:23	00:12:14
Category 2 Mean	00:42:40	00:32:02	00:35:04	00:37:54	00:30:14	00:37:33
Category 3 Mean	03:29:01	02:21:17	02:45:55	03:01:14	02:25:47	03:25:08
Category 4 Mean	04:47:10	02:40:51	05:28:50	05:38:00	03:11:56	02:51:45
Calls that resulted in an Incident being opened	2914	2582	2423	2468	2433	2903
Incidents Attended	1575	1557	1415	1421	1451	1493

- Calls that resulted in an Incident being opened includes calls that did not require a face to face response, duplicate calls for the same incident, calls cancelled by the caller and hoax calls, in addition to calls where an ambulance was required.
- Calls outside of SECamb's contracted area have not been included.

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**



