



Trust Headquarters
 Nexus House
 4 Gatwick Road
 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 230204.

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

How many calls to your service through 999 have been repeat calls related to the same case/callout?

Could you please break this down by response category, e.g. Category 1, Category 2....

Could you also please let me know the case with the highest number of repeat calls for each category.

Could you please provide me with this information for 2020, 2021 and 2022.

Year	Category	Q1&2_Count of 999 Duplicate Calls
2020	Cat1	3315
2020	Cat2	32260
2020	Cat3	62137
2020	Cat4	681
2020	Cat5	88306
2020	HCP	3878
2021	Cat1	7480
2021	Cat2	63851
2021	Cat3	85519
2021	Cat4	992
2021	Cat5	76061
2021	HCP	6900
2022	Cat1	3630
2022	Cat2	56538
2022	Cat3	78409
2022	Cat4	1002

2022	Cat5	123444
2022	HCP	4896

Year	Q3_Max 999 Duplicate Calls By Address
2020	5460
2021	2600
2022	2269

Date range: 01/01/2020 - 31/12/2022

Category: Cat 1-5 and HCP

Repeat calls: have been defined by duplicate calls made to the same address (originating call excluded)

Q3: These values belong to the address we received the most duplicate calls from in the corresponding year.

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**

