



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 230242.

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

**I am writing to you under the Freedom of Information Act 2000 to request the following information from your Trust. Please may you provide me with:**

- 1. Average length of time of call, where the complaint was mental health related, from the call being made to the call finishing, for financial years 2021/22 and 2022/23 (so far).**
- 2. Average length of time of an incident, where the complaint was mental health related, from the call being made to the incident being closed, for financial years 2021/22 and 2022/23 (so far).**

Financial Year	Average Call Answered to Call Hang-up	Average Call Answered to Clear
2021	00:06:49	03:15:34
2022 - 27/02/2023	00:06:49	02:54:18

Please note

Data is from 01/Apr/2021 to 27/Feb/2023

For calls received where condition reported as Mental Health and HCP - Mental Health

Average Call Answered to Clear will include incidents that cleared at scene "ST" and incidents that cleared at hospital "SC" following hospital handover

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**

