



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 230613.

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

What is the total number of calls received in the last twelve months (May 2022 to May 2023)?	Add total figure The answer for this question is publicly available in the Ambulance Quality Indicators (AQIs) (Statistics » Ambulance Quality Indicators (england.nhs.uk)):
What is the total number of staff responsible for answering calls in the last twelve months (May 2022 to May 2023)?	Add total figure The answer for this question is publicly available in the Ambulance Quality Indicators (AQIs) (Statistics » Ambulance Quality Indicators (england.nhs.uk)):
What percentage of these calls have been handled by AI technologies in the last twelve months (May 2022 to May 2023)?	Highlight the correct percentage: 0-9% 10-19% 20-29% 30-39% 40-49% 50-59% 60-69% 70-79% 80-89% 90-100% AI technologies are not currently used for call handling in the Trust and we do not currently hold any information regarding plans to implement AI in the Trust.

<p>What percentage of these calls were urgent and/or potentially life threatening? (May 2022 to May 2023)</p>	<p>Highlight the correct percentage:</p> <p>0-9% 10-19% 20-29% 30-39% 40-49% 50-59% 60-69% 70-79% 80-89% 90-100%</p> <p>The answer for this question is publicly available in the Ambulance Quality Indicators (AQIs) (Statistics » Ambulance Quality Indicators (england.nhs.uk)):</p>
<p>Do you have plans to implement AI within the next 12 months to screen calls (May 2023 to May 2024)?</p>	<p>Highlight the correct answer:</p> <p>Yes, we have plans to implement AI within the next 12 months</p> <p>No, but we have plans within the next 3-5 years</p> <p>No, we have no plans to implement AI</p> <p>AI technologies are not currently used for call handling in the Trust and we do not currently hold any information regarding plans to implement AI in the Trust.</p>

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**

