



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 230624.

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

**The longest time someone has waited for an ambulance for a Category 3 call out in:**

- a) 2023
- b) 2022
- c ) 2021
- d) 2020

**If possible could the trust please provide information on the medical classification for this case, e.g. Longest wait was Patient X, who had suffered from an uncomplicated diabetic issue.**

**Please could I request the following information Under the Freedom of Information Act about your NHS Trust:**

**The longest time someone has waited for an ambulance for a Category 3 call out in:**

- a) 2023
- b) 2022
- c ) 2021
- d) 2020

**If possible could the trust please provide information on the medical classification for this case, e.g. Longest wait was Patient X, who had suffered from an uncomplicated diabetic issue.**

Year	Response Time (hh:mm:ss)	Condition Description	Patient Discharged at Scene
2020	31:52:27	Accidental overdose	Not conveyed
2021	25:45:41	Possible urine retention	Conveyed
2022	37:41:58	Breathlessness	Not conveyed
2023	21:08:35	Mental Health	Not conveyed

Date range: 01/01/2020 - 31/05/2023

Response time calculated using the AQI methodology.

[Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](#)

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**

