



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 230728.

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

Could the trust please provide information on:

The longest time someone has waited for an ambulance for a Category 1 and 2 (or the two most urgent categories) 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 suffered a cardiac arrest

Cat 1				
Year	Response Time (hh:mm:ss)	Condition Description	Secondary Condition Description	Validation
2020	05:52:41	MALAISE		Call upgraded
2021	08:31:35	Back Pain - Lower		Call upgraded
2022	18:30:58	MALAISE	ACUTE CONFUSION	Call upgraded
2023	07:49:28	Bleeding	MENTAL AND BEHAVIOURAL DIS	Call upgraded
Cat 2				
Year	Response Time (hh:mm:ss)	Condition Description	Secondary Condition Description	Validation
2020	16:07:54	SUSPECTED COVID-19	ABDOMINAL PAIN	Call upgraded
2021	17:55:29	Unknown		Call upgraded
2022	22:09:14	Unknown		Long response
2023	12:49:13	Fall Non-injury		Long response

Date range: 01/01/2020 - 28/07/2023

Response time calculated using the AQI methodology.

Statistics » Ambulance Quality Indicators (england.nhs.uk)

Many of our ambulance calls receive contact from trained clinicians who undertake a further clinical assessment of a patient's complaint – following this clinical assessment the case may be upgraded to a higher category of response in order to get the patient the care they need sooner.

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**

