



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 230901.

You requested the following information, please also see our response below and on the attached spreadsheet:

**Please supply the following information, in line with the Freedom of Information Act 2000, for the period 05:00 to 08:00, 25<sup>th</sup> June 2023.**

- 1. The number of ambulances, with crew, available to respond to calls in the Herne Bay area.**
- 2. The number of 999 calls received, which requested a response from an ambulance that was available to cover the Herne Bay area.**
- 3. The number of 999 calls for an ambulance available for the Herne Bay area, that were refused, in favour of a call-back from a clinician.**
- 4. The number of call-backs made by clinicians.**
- 5. The number of calls made to the patient informing them that their request for an ambulance had been down-graded to a call-back.**
- 6. The number of calls made to the patient informing them that no clinician was available to perform a consultation.**
- 7. A copy of the triage guidelines for 999 call centre operators.**

Triage of patients in 999 is conducted using NHS Pathways. Please contact NHS England (as NHS Digital has merged with them) who hold the ownership for the NHS Pathways product.

There are some specific guides/SOPs available for individuals working within the call centre to follow under specific circumstances.

- 8. The reason for an ambulance request received, which resulted in the despatch of an ambulance, available to cover the Herne Bay area.**
- 9. The general location of the patients attended by ambulances that were available to cover the Herne Bay area.**
- 10. The number of requests for an ambulance from SECamb, that originated from outside Kent.**

Please see attached spreadsheet.

Where figures are less than 10, we are unable to provide the exact number as it may be identifiable to individuals.

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**

