



Trust Headquarters  
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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 240703.

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

**Dear South East Coast Ambulance Service NHS Foundation Trust,**

**Hi How does the 999 call handler know which defibrillator box code is required by a member of the public who is trying to access the defibrillator in the case of an emergency.**

**ie do the public have to state a code or address to be given the code?**

Our CAD system (Computer Aided Dispatch) links into 'The Circuit', which is the National Defibrillator Network managed by the British Heart Foundation. This is a centrally-hosted list of all defibrillator locations in the country that have been registered with The Circuit containing their location, and any lock box/access codes for the box to gain access to the defibrillator.

When a new 999 call comes in, if particular Disposition Codes (DX codes) are reached (relating to cardiac arrest), a popup presents to the Emergency Medical Advisor (EMA) notifying them of any nearby defibrillators, their location, and any access codes. In the event an EMA selects a specific defibrillator, more information is presented about this defib and the defib itself is immediately marked as 'inactive' on The Circuit to ensure other services don't attempt to use the same defibrillator at the same time.

The EMA is then able to guide the caller to the location over the phone.

A further alert is then sent via The Circuit to the 'Guardian' of the defibrillator, notifying them of its use and to schedule a time to visit the location of the defibrillator, check its contents and ensure it's safe to be re-deployed and can be re-marked as 'Active' on The Circuit.

More details on the circuit available here: [The Circuit - the national defibrillator network](#)

Our EMAs and Resource Dispatchers (RDs) also have the ability within the CAD to visually locate a defibrillator registered with The Circuit by using the in-built mapping tools, where there is a specific toggle to show all defibrillators and allow them to visually track and guide people to its location..

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**

