



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 230909.

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

How many unit hours were planned for the 0530-0730 shifts on the 08 September 2023 and same for the 09th September 2023.

How many unit hours were turned off from the agreed rotas per station or MRC.

	Time		
08 September 2023	05:00-05:59	06:00-06:59	07:00-07:59
Required DCAs Shifts	131	168	178
Available DCAs Shifts	118	144	156
Shifts Not Available DCAs	-13	-24	-22

	Time		
09 September 2023	05:00-05:59	06:00-06:59	07:00-07:59
Required DCAs Shifts	126	161	173
Available DCAs Shifts	117	142	144
Shifts Not Available DCAs	-9	-19	-29

How many hours were lost to unplanned absence on these dates

A total of 684 hours were lost due to unplanned absence on the 8th September '23 and 696 hours on the 9th September '23 please note that these hours are for the total 24 hour period for each of these days.

How many meal breaks were allocated in the window

(August 2023 average 47.72%, September 1st to 19th 2023 average 42,99%).

8th September 41.07% of meal breaks in window

9th September 36.47% of meal breaks in window

How many crews were given a refreshment break on their shifts.

8th September 0% given refreshment break

9th September 0% given refreshment break

Ensuring staff are given meal-breaks remains a priority. Although not all meal-breaks can be allocated within the target two hour window during a shift, only around 1% of shifts did not receive meal-break during August and September, of these the majority were shorter shifts (8hr rather than 12hr).

How many band 8a and above hours were shown on GRS and how many hours for 8a and above was recorded on the CAD.

The only band 8a staff working on these dates and times were the on duty Tactical commanders and not included within the above DCA numbers.

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**

