



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 in receipt of your email dated 18 September 2023 requesting an internal review. This is in connection with our response to your enquiry under the Freedom of Information Act 2000 (FOIA). Reference FOI 230923.

Firstly, please accept my sincere apologies for the delay in completing this request and your subsequent follow-on request for an internal review. This delay is due to an unexpected increase in FOIA requests some of which have been complex and time consuming.

You requested the following information under the Freedom of Information provision:

Freedom of Information Access Request:

- 1- I am requesting some information/clarification regarding your Trusts ambulance **'black box'** data/time/location recorders.

Is this information correct?:

*"Our records show that the vehicle had been within the vicinity of your parents address, however, as well as the crew being able to declare themselves on scene **our vehicles will also automatically do this as well, I believe this maybe within 200 metres of the scene address.**"*

I found the 200m range - automatically declaring **'crew on scene'** to be most odd

If you have specification of these devices SECAMB currently use, I would ideally like to read this in its entirety. I gather these devices used to vary from trust-to-trust but are now standardised as I understand it.

- 2- If an address can-not be located on a 999 call – is it normal practice to note **'crew attended address and found no-one home'** even if they couldn't find that address and never even knocked on any door?

.....**END OF FOIAR**.....

I do have severe dyslexia and so request all written notes to be sent to me in paper format as it is far easier for me to read from paper than laptop and phone screens.

I submitted a full-sweep SAR to SCAS last month and they processed it very swiftly – within around 10 days. Hopefully you can also do this fairly swiftly for me.

This was delivered to me in a very considerate and accessible format as you can see in the photo attached

Trust response: As requested, we will arrange for you to receive a copy of this response via email and in hard copy format. The latter will be sent via recorded delivery.

Internal review response:

Your request has undertaken extensive review and scrutiny by the relevant portfolio leads. Following further consideration, I would like to provide the following information:

Question 1:

Information regarding the recording of the 200 metre geo-fence is illustrated within national [ambulance quality indicators on pages 19&20](#) documentation, and relates to how we can stop the clock.

Please see extract below:

Clock stop – C1 (including Level 1 HCP / IFT incidents)

- i A fully equipped Trust Ambulance (land or air), with ambulance staff trained to deliver clinical care to patient(s) at the scene of an incident, arrives within a 200 metre geo-fence of the patient (if tracked); or such an ambulance confirms arrival at scene through an updated status message via the Mobile Data Terminal (MDT) in the vehicle, or a clinician confirming verbally to the EOC that they are on scene;

From a systems perspective, this is managed within our CAD system which receives GPS data from vehicles every 5 seconds. Once this detects that the vehicle is within 200 metres it timestamps a "geofence arrival".

We also separately capture the crew pressing their "at-scene" button on the MDT for confirmation.

Question 2:

Regarding the second question on the FOI. We will always attempt to locate the patient through various means and continually recontact the patient for further details if they cannot be located when the crew are in the area initially identified.

The "at scene" time simply depicts when we arrive in the general area of the patient, not by the patient's side. If the crew are unable to make contact with the patient and it is deemed appropriately safe to close the call, we will close the call as either "no patient found" or "no patient contact".

Further information

As a Trust SECamb fully acknowledges and understands its statutory legal obligations around the completion of Freedom of Information requests. It further supports the process through a fully functioning publication scheme where responses, in an anonymised format are uploaded onto our public website.

It has a robust internal FOI process in place whereby all requests are initially reviewed and forwarded to the appropriate stakeholder portfolio to provide the requested information.

Information is collated, with all responses undertaking a vigorous review and sign off process prior to sending. This review process also includes the associated portfolio Director and Trust FOI Lead.

It is noted that you have now referred this to the Information Commissioners Office (ICO) which you are fully entitled to do. As you will be aware the ICO is our regulator and the UK's independent body set up to uphold information rights and I will now await correspondence from them in due course.

In the meantime, I trust that we have now provided the information you seek.

Yours sincerely

Caroline Smart
Head of Information Governance
South East Coast Ambulance Service NHS Foundation Trust

FOI@secamb.nhs.uk

