



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 231104. Please accept our apologies for the delay in responding to your request.

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

Please can I request the following information under the Freedom of Information Act on ambulance dispatch delays.

When a 999 call was received by your Trust, what was the longest time between that call being received and an ambulance being available to be dispatched, broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far.

When a 999 call was received by your Trust, what was the longest time between that call being received and an ambulance being available to be dispatched, broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far for i) category 1, ii) category 2 emergencies.

When a 999 call was received by your Trust, what was the average delay between that call being received and an ambulance being available to be dispatched, broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far.

When a 999 call was received by your Trust, what was the average delay between that call being received and an ambulance being available to be dispatched, broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far for i) category 1, ii) category 2 emergencies.

Please see attached spreadsheet.

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**

