



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 231122.

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

**I am writing to request some information under Freedom Of Information regulations. I would like to know, over the last 12 months:**

**- What is the longest recorded response time for an ambulance for a) a Category one call, b) a Category 2 call, and c) and Category 3 call. If available, please provide the month in which each of these incidents occurred.**

**- What is the longest recorded time between arrival at a hospital and handing over the patient – if known, for each of categories 1, 2 and 3? (If unknown, just the single longest recorded handover time is fine). If available, please provide the month in which each of these incidents occurred.**

Q1	Month	Category	Response Time	Comments
a	December	Cat1	08:25:07	Call upgraded from lower category
b	November	Cat2	22:18:50	Call upgraded from lower category
c	December	Cat3	37:41:58	

Q2	Month	Category	Handover Time
a	December	Cat1	03:15:37
b	March	Cat2	05:53:13
c	December	Cat3	04:36:35

**Date range:** 01/11/2022 – 31/10/2023

**Call categories** are established at the time of the call being triaged and do not necessarily reflect the condition of a patient on arrival at hospital.

Ambulance service response times are published nationally by NHS England each month and can be found here: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

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**

