



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 240306.

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

I am writing to request, under the Freedom of Information Act, the following:

- The longest ambulance response time in each Category in the Trust in 2023/24 (so far)

Q1	Category	Response Time	Comments
a	Cat1	01:20:38	Call upgraded from lower category
b	Cat2	10:57:06	CFR attended in 14mins 5secs and agreed with EOC Clinician for crew to attend later
c	Cat3	25:40:11	Call upgraded from lower category
d	Cat4	23:41:03	Call upgraded from lower category

- The longest wait for an answer to (i) 999 and (ii) 111 calls in the Trust in 2023/24 (so far)

Q2	Service	Call Answer Time
a	999	00:11:05
b	111	01:00:25

Date range: 01/04/2023 - 29/02/2024

Details of our performance, including response times and call answer times are published monthly by NHS England and can be found here:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2023-24/>

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**