



Trust Headquarters
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Date:

Dear

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I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 241031.

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

In February 2023 I requested the following information and would be grateful if you could supply the data for each month starting December 2022 up to and including September 2024, please provide the average time resources have spent at the various stages of the call cycle.

For all emergency incidents *resulting in a response arriving at the scene*: (i.e. exclude vehicles allocated which did not arrive at scene)

- 1. Time on Task All: Vehicle mobile to vehicle clear (exclude vehicles stood down before arrival)**
- 2. Time on Task S&T: Vehicle mobile to vehicle clear for incidents where patient discharged at the scene (exclude vehicles stood down before arrival)**
- 3. Time on Task S&C: Vehicle mobile to vehicle clear for incidents where patient transported to hospital (exclude vehicles stood down before arrival)**
- 4. Time at scene All: Vehicle arrived at scene to vehicle left scene or clear at scene**
- 5. Time at scene S&T: Vehicle arrived at scene to vehicle clear for incidents where patient discharged at the scene**
- 6. Time at scene S&C: Vehicle arrived at scene to vehicle left scene for incidents where patient transported to hospital**
- 7. Hospital Turnaround: Vehicle arrived at hospital to vehicle clear at hospital**

Average Time per Incident	Time on Task - All	Time on Task - S&T	Time on Task - S&C	Time at Scene - All	Time at Scene - S&T	Time at Scene - S&C	Hospital Turnaround
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December 22

January 23

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Trust Response:

	A	B	C	D	E	F	G	H
1	Month	Time on Task All	Time on Task S&T	Time on Task S&C	Time at Scene All	Time at Scene S&T	Time at Scene S&C	Hospital Turnaround
2	2022-12	02:16:15	01:57:06	02:27:36	01:34:50	01:15:03	00:48:00	00:46:04
3	2023-01	02:01:27	01:46:02	02:09:59	01:23:01	01:15:12	00:45:32	00:39:48
4	2023-02	02:01:40	01:49:22	02:08:16	01:24:54	01:13:54	00:45:02	00:36:46
5	2023-03	02:05:31	01:52:56	02:12:13	01:28:03	01:13:48	00:45:13	00:37:30
6	2023-04	01:58:10	01:46:58	02:04:10	01:22:17	01:15:38	00:44:13	00:35:19
7	2023-05	02:00:02	01:53:12	02:03:41	01:23:52	01:20:36	00:43:21	00:35:21
8	2023-06	02:03:08	01:53:23	02:08:22	01:25:44	01:15:35	00:43:24	00:36:16
9	2023-07	02:00:39	01:48:41	02:06:49	01:23:56	01:11:35	00:43:13	00:35:11
10	2023-08	01:58:43	01:46:08	02:05:26	01:22:45	01:10:19	00:42:59	00:34:54
11	2023-09	02:02:41	01:50:37	02:09:15	01:25:31	01:10:24	00:43:01	00:36:51
12	2023-10	02:02:24	01:46:58	02:10:44	01:23:58	01:11:22	00:43:42	00:38:52
13	2023-11	02:03:47	01:54:05	02:09:04	01:27:12	01:17:25	00:44:17	00:35:38
14	2023-12	02:03:12	01:51:46	02:09:45	01:26:55	01:13:34	00:45:03	00:37:05
15	2024-01	02:02:44	01:43:51	02:13:35	01:22:11	01:13:07	00:44:31	00:43:53
16	2024-02	02:00:04	01:46:04	02:07:51	01:22:39	01:13:58	00:44:20	00:37:53
17	2024-03	02:00:09	01:47:18	02:07:12	01:23:15	01:14:54	00:44:13	00:36:51
18	2024-04	01:59:30	01:45:39	02:07:05	01:21:23	01:14:07	00:44:10	00:38:43
19	2024-05	02:02:25	01:46:42	02:11:02	01:23:04	01:12:32	00:44:13	00:40:15
20	2024-06	02:06:55	01:57:16	02:12:11	01:27:45	01:20:12	00:44:23	00:40:14
21	2024-07	02:10:49	01:52:15	02:21:08	01:27:52	01:12:06	00:44:29	00:46:29
22	2024-08	01:58:04	01:45:36	02:05:02	01:22:53	01:12:31	00:44:03	00:34:42
23	2024-09	02:01:50	01:49:31	02:08:30	01:25:19	01:12:19	00:44:13	00:35:43

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

