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Email

Dear

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

We have now provided a formal response below. Please accept our sincere apologies for the delay and inconvenience you have experienced regarding the completion of this request. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 working days, and for this we apologise.

### **FOI Request**

You asked us:

**We are writing in accordance with the Freedom of Information Act 2000 to formally request the disclosure of information pertinent to our investigation into a case of clinical negligence involving an ambulance trust located in England.**

**Our objective is to ascertain the information and guidance provided to call handlers at other ambulance trusts in England during December 2021, specifically, relating to advice given to callers regarding delays in their services.**

**To facilitate our inquiries, we kindly request the details of the script utilised by call handlers within your Trust during December 2021.**

**Additionally, we seek access to a copy of your surge plan that was prepared for and/or implemented in response to incidents during December 2021.**

### **Formal Response**

The Trust confirms it holds the information you requested.



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldo

Two documents have been included as part of this disclosure:

*SECamb Call Closure Scripts Dec 2021*

*SECamb Surge Management Plan V2.0*

Please note any individual employee names were removed from the documents.

Please note that since these documents were produced, the Trust has moved from employing a Surge Management Plan to a Clinical Safety Plan.

### **Next steps**

We hope you find the information provided to be of some assistance.

Should you be dissatisfied with our response then in the first instance please contact Caroline Smart, Head of Information Governance, via the following email address: [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

Alternatively, the ICO's postal address is:  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator**  
**South East Coast Ambulance Service NHS Foundation Trust**



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