



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

I kindly request the following information for South East Coast Ambulance Service NHS Foundation Trust:

- 1. What is the total backlog of outpatient clinical letters awaiting completion as of January 2025? (I am interested in the operational backlog only and do not require data on older letters that may be duplicates or contain errors.**
- 2. What was the total expenditure on temporary administrative staff in the past financial year?**
- 3. What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable?**
- 4. If applicable, when is the current contract for (external) transcription or voice recognition services set to expire?**
- 5. Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?**

Please provide the information in an electronic format.

Formal Response

The Trust confirms it holds part of the information you requested.



1. What is the total backlog of outpatient clinical letters awaiting completion as of January 2025?

The Trust does not have outpatients or issue clinical letters of this type, therefore there is no information to consider for disclosure.

2. What was the total expenditure on temporary administrative staff in the past financial year?

The total expenditure on temporary administrative staff for the financial year 23/24 was £105,152.

3. What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable?

The Trust does not perform any functions that require the support of (external) transcription or voice recognition services at scale, therefore there is no information to consider for disclosure.

4. If applicable, when is the current contract for (external) transcription or voice recognition services set to expire?

The Trust does not hold any such contracts.

5. Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?

The Trust has no information on record regarding this.

Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: 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](https://www.ico.org.uk/foicomplaints) (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.

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



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon