



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:

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

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:

I would be very grateful if you could answer, please, the following questions:

- 1 For each of the years 2019 to 2024 inclusive, please set out:**
 - a) How many ambulance calls to your service were initiated by NHS111.**
 - b) How many of these resulted in feedback from your service to NHS111 to the effect that the callout was inappropriate**
- 2 For each of the years 2019 to 2024 inclusive, please set out how many ambulance callouts you had.**

Formal Response

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

The table below sets out the total number of callouts for the years requested, as well as the number originating with a call to NHS 111:



| Year | Total Ambulance Responses | 111 Ambulance Responses |
|------|---------------------------|-------------------------|
| 2019 | 707,806 | 177,773 |
| 2020 | 702,721 | 180,304 |
| 2021 | 696,726 | 188,536 |
| 2022 | 658,462 | 153,881 |
| 2023 | 652,560 | 167,883 |
| 2024 | 676,595 | 196,398 |

The Trust does not maintain a record of the number of callouts deemed inappropriate, or whether feedback has been given to any similar effect.

All calls (999 or 111) are triaged using NHS Pathways. Certain categories of call also undergo clinical validation to ensure an ambulance is the most appropriate response.

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

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.

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