



Trust Headquarters
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RH10 9BG

Internal Ref:
Email:

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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.

FOI Request

You asked us:

- 1. Please tell me how many 999 calls related to suspected falls had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**
- 2. Please tell me how many 999 calls related to suspected strokes had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**
- 3. Please tell me how many 999 calls related to suspected heart attacks had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**
(For questions 1-3, please give separate figures for each year 2023/24 and 2024/25)
- 4. Please tell me if the trust has any plans or policies in place to increase the number of 999 calls which are given a non-ambulance response? If yes please provide details and any relevant figures.**
- 5. Please tell me if the trust has any plans or policies to reduce staff headcount? If yes please provide details.**
- 6. If yes to question 5, please confirm if this includes frontline staff or staff working in the emergency operations centre? Please provide details.**
- 7. Please tell me if the trust has reduced the number of private ambulance service providers since 1st January 2024? If yes please provide details.**



Formal Response

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

- 1. Please tell me how many 999 calls related to suspected falls had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**
- 2. Please tell me how many 999 calls related to suspected strokes had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**
- 3. Please tell me how many 999 calls related to suspected heart attacks had response times of longer than a) 2 hours, b) 12 hours and c) 24 hours in i) 2023/24 and ii) 2024/25**

Request parts 1-3 have been answered in the attached workbook: *FOI 250521_Falls, Strokes and Heart attacks*

- 4. Please tell me if the trust has any plans or policies in place to increase the number of 999 calls which are given a non-ambulance response? If yes please provide details and any relevant figures.**

The Trust is aiming to improve its 'Hear and Treat' rate – the number of calls which are handled with advice over the phone or via referral to another service rather than receiving a face-to-face ambulance response. The rate currently stands at more than 15%, an increase of more than 5% since 2023.

Primarily, this work includes the introduction of an additional five multi-discipline clinical hubs. The Unscheduled Care Navigation Hubs (UCNHs) see SECAMB's highly-skilled clinicians joined by specialist teams from across local healthcare systems to ensure 999 calls are receiving the most appropriate response.

The hubs complement SECAMB's existing urgent care hubs, through which the Trust's Advance Paramedic Practitioners (APPs) provide support and advice to ambulance crews.

- 5. Please tell me if the trust has any plans or policies to reduce staff headcount? If yes please provide details.**
- 6. If yes to question 5, please confirm if this includes frontline staff or staff working in the emergency operations centre? Please provide details.**

There are no plans or policies to reduce staff headcount.

- 7. Please tell me if the trust has reduced the number of private ambulance service providers since 1st January 2024? If yes please provide details.**

Yes. Contracts with all Private Ambulance Providers were terminated in June 2024.



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](http://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