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Dear Sir/Madam,

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:

**We are requesting copies of any policies / protocols which you have in place in respect of communications with Kings College Hospital NHS Foundation Trust.**

### **Formal Response**

The Trust confirms it does not hold the information you have requested.

The Trust does not hold any document specifically applying policy to communications with Kings College Hospital NHSFT.

Kings College Hospital (KCH) sites are located just outside the border of the SECamb geographical coverage area. Representatives of the Trust may communicate with KCH in two main ways, operationally;

1. Face-to-face clinical transfer of patient care (handover), following conveyance of a patient to a KCH site, during an episode of direct care.

The Trust publishes its Clinical Handover and Transfer of Care procedure at this link:

<https://www.secamb.nhs.uk/wp-content/uploads/2024/08/Clinical-Handover-and-Transfer-of-Care-Procedure.pdf> (See section 2)

2. Telephone call into the SECamb Emergency Operations Centres, from a KCH Healthcare Professional (HCP), including Inter-Facility Transfer (IFT) requests.

The Trust publishes its EOC Call Handling procedure at this link:

<https://www.secamb.nhs.uk/wp-content/uploads/2024/09/Emergency-Operating-Centre-Call-Handling-Procedure.pdf> (See section 5)



Should the procedure documents highlighted above not provide the information you are looking for, the Trust provides a keyword search facility for over 200 published policy and procedure documents on its public website here:

<https://www.secamb.nhs.uk/trust-policies-procedures/>

### **Next steps**

We publish a variety of information which may assist future enquiries relating to our service on our website – [www.secamb.nhs.uk](http://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](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](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](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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Chair: Michael Whitehouse CEO: Simon Weldon