



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

Internal Ref: 250804
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.

FOI Request

You asked us:

- 1. The total number of inbound and outbound telephone calls handled by your Trust in each of the last three financial years (e.g. 2022/23, 2023/24, and year-to-date 2024/25 if available).**
 - 2. If available, a breakdown of the above by:**
 - a. Calls to main switchboard(s)**
 - b. Calls to clinical departments**
 - c. Calls to administrative or other non-clinical departments**
- If providing a breakdown would exceed the cost limit under the Act, please provide the total volume only.**

Formal Response

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

- 1. The total number of inbound and outbound telephone calls handled by your Trust in each of the last three financial years (e.g. 2022/23, 2023/24, and year-to-date 2024/25 if available).**

| Year | Count of Inbound Calls Received | Count of Outbound Calls |
|---------|---------------------------------|-------------------------|
| 2022/23 | 2,523,081 | 1,931,328 |
| 2023/24 | 2,504,678 | 2,008,082 |
| 2024/25 | 2,618,209 | 2,295,725 |

Dates: 01/04/2022 - 31/03/2025



2. If available, a breakdown of the above by:

- a. Calls to main switchboard(s)**
- b. Calls to clinical departments**
- c. Calls to administrative or other non-clinical departments**

If providing a breakdown would exceed the cost limit under the Act, please provide the total volume only.

We are not currently able to break down the destination of the calls

Next steps

Please note you will be able to source a lot of information which is made available on our website.

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](#) (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