



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

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Internal Ref: 250810  
Email:

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:

**I would like to make a request under the Freedom of Information Act with regards to when taxis are being sent in place of emergency ambulances to transport patients to hospital.**

**1. Over the past 12 months (1<sup>st</sup> August 2024 to present), please specify if the South East cost Ambulance Service NHS Foundation Trust has sent a taxi instead of an ambulance in response to a 999 call**

**2. When a taxi is provided, please specify the date this occurred, the company used and why the patient needed to be taken to hospital.**

### **Formal Response**

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

South East Coast Ambulance Service NHS Foundation Trust does not utilise private taxi services for the transportation of patients to hospitals. All patient conveyance is carried out using appropriately equipped NHS ambulance vehicles, ensuring that the necessary clinical support and safety standards are maintained during transit.



## 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](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](#) (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**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon