



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 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 am requesting the following information:

- 1. For each calendar year from 2019 to 2024 (inclusive), please provide the number of deaths recorded by your trust where delayed ambulance response times were noted as a contributing factor or cause.**
- 2. If available, please provide a breakdown showing:**
 - The response category of the call (e.g., Category 1, Category 2, etc.).
 - The recorded response time.
 - Any internal classification used to record deaths caused or contributed to by response delays.
- 3. If no such dataset is held, please confirm whether the trust records or monitors deaths where ambulance response delays are considered a factor.**

Formal Response

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

The following numbers are where the final grade of harm has been marked as Death and it relates to a delay in attending the patient.

2019 – 1
2020 – 0
2021 – 1
2022 – 1
2023 – 0
2024 – 0



Neither Datix Web or DatixCloudIQ (DCIQ) record information about call categories, call times or response times, this information is held on our Computer Aided Dispatch (CAD) system.. To extract this information and align it with the data would mean going through each individual record and to do this would exceed 18 hours. This would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004.

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