



Trust Headquarters
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4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Internal Ref: 250923 - 241203
Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear Requester,

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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

I am writing to submit a request under the Freedom of Information Act 2000. Please find attached a spreadsheet containing the details of my questions and the preferred response format for ease of reply.

Specifically, I am seeking information on the following:

The central access business intelligence (BI) tool used by the Trust.

I would appreciate it if you could complete the attached spreadsheet with the requested information and return it to me within the statutory time limit of 20 working days. Should any part of the request require clarification, please do not hesitate to contact me by responding to this email.

Formal Response

The Trust confirms it holds the information you have requested.

Specifically, I am seeking information on the following:

The central access business intelligence (BI) tool used by the Trust

Please see our responses in the attached spreadsheet.



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