



Trust Headquarters
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West Sussex
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Email:

Tel: 0300 123 0999
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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 request data regarding your target times vs your actual response times across your area but more specifically in the area with major ports, in order to determine the impact of cruise lines demand on vital NHS Resources and in order to create a nationwide proposal for ports to hold contracts with a highly regulated specialist private ambulance provider.

Formal Response

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

Thank you for the FOI request, I can confirm that South East Coast Ambulance Service do not have a specific data set in relation to cruise ship incidents. The only port we have within our dispatch area is Dover, all incidents at this location are treated per our normal dispatch process.

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](#) (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