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13th November 2025
Internal Ref: 251015
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.

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 getting in touch to find out how many taxis are sent out each year instead of an emergency ambulance at trusts across the country. Please find below details of a freedom of information request for ambulance data for South East Coast Ambulance Service NHS Foundation Trust.

Please can you send all the information requested below repeated for April 1, 2023 to March 31, 2024 and April 1, 2024 to March 31, 2025 and also April 1, 2025 to September 31.

- How many taxis were sent to patients instead of an emergency ambulance from April 1, 2022 to March 31, 2023?**
- In incidents where a taxi was sent instead of an emergency ambulance between April 1, 2022 to March 31, 2023 what was the medical reason for the 999 call?**
- How many taxis were sent for each of the following reasons between April 1, 2022 and March 31, 2023: heart attack, stroke, fitting, chest pains, stomach pains, overdose, falls, suicide attempt/ mental health, childbirth/ miscarriage, electrocution?**



- Between April 1, 2022 and March 31, 2023:
How many taxis were sent for calls categorised as life-threatening (category 1)?
- How many taxis were sent for calls categorised as an emergency (category 2)?
- How many taxis were sent for calls categorised as urgent (category 3)?
- How many taxis were sent for calls categorised as less urgent (category 4)?
- How many emergency ambulances were sent instead of taxis between April 1, 2022 and March 31, 2023 to patients under the age of 18?
- How many emergency ambulances were sent instead of taxis between April 1, 2022 and March 31, 2023 to patients over the age of 65?
- Between April 1, 2022 and March 31, 2023, how much money was spent on sending taxis to patients?
- Between April 1, 2022 and March 31, 2023, how much money was spent on sending taxis to each of the following: category 1 patients, category 2 patients, category 3 patients and category 4 patients?
- Did you have a contract with a taxi company between April 1, 2022 and March 31, 2023?
- What was the name of the taxi company?
- How much money did you spend on this taxi contract?
- Was there a quota of taxis you were able to send out under this contract within this timeframe?
- How many emergency ambulances did you send out between April 1, 2022 and March 31, 2023?
- Did you record any serious incidents which occurred to emergency patients transported by taxis between April 1, 2022 and March 31, 2023? If so please reveal the details of those incidents.
- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as life-threatening (category 1) between April 1, 2022 and March 31, 2023?
- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as an emergency (category 2) between April 1, 2022 and March 31, 2023?
- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as urgent (category 3) between April 1, 2022 and March 31, 2023 ?
- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as less urgent (category 4) between April 1, 2022 and March 31, 2023?
- How much money does it cost to send an ambulance?

Formal Response

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

Please can you send all the information requested below repeated for April 1, 2023 to March 31, 2024 and April 1, 2024 to March 31, 2025 and also April 1, 2025 to September 31.



- How many taxis were sent to patients instead of an emergency ambulance from April 1, 2022 to March 31, 2023?

See attached spreadsheet.

- In incidents where a taxi was sent instead of an emergency ambulance between April 1, 2022 to March 31, 2023 what was the medical reason for the 999 call?

Please see attached spreadsheet.

- How many taxis were sent for each of the following reasons between April 1, 2022 and March 31, 2023: heart attack, stroke, fitting, chest pains, stomach pains, overdose, falls, suicide attempt/ mental health, childbirth/ miscarriage, electrocution?

Please see attached spreadsheet.

**- Between April 1, 2022 and March 31, 2023:
How many taxis were sent for calls categorised as life-threatening (category 1)?
How many taxis were sent for calls categorised as an emergency (category 2)?
How many taxis were sent for calls categorised as urgent (category 3)?
How many taxis were sent for calls categorised as less urgent (category 4)?**

Please see attached spreadsheet

- How many emergency ambulances were sent instead of taxis between April 1, 2022 and March 31, 2023 to patients under the age of 18?

Please see attached spreadsheet

- How many emergency ambulances were sent instead of taxis between April 1, 2022 and March 31, 2023 to patients over the age of 65?

Please see attached spreadsheet.

- Between April 1, 2022 and March 31, 2023, how much money was spent on sending taxis to patients?

£0 was spent on sending taxis to patients between April 1, 2020 and September 30, 2025.

Note: As an Ambulance Trust we do book taxis for patients that do not incur a cost to the service (e.g., paid for by the patient making their own way to a medical centre etc.).

- Between April 1, 2022 and March 31, 2023, how much money was spent on sending taxis to each of the following: category 1 patients, category 2 patients, category 3 patients and category 4 patients?



None

- Did you have a contract with a taxi company between April 1, 2022 and March 31, 2023?

No it was through a third party.

- What was the name of the taxi company?

See last answer

- How much money did you spend on this taxi contract?

Not applicable

- Was there a quota of taxis you were able to send out under this contract within this timeframe?

No

- How many emergency ambulances did you send out between April 1, 2022 and March 31, 2023?

Please see spreadsheet attached.

- Did you record any serious incidents which occurred to emergency patients transported by taxis between April 1, 2022 and March 31, 2023? If so please reveal the details of those incidents.

No

- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as life-threatening (category 1) between April 1, 2022 and March 31, 2023?

No taxis used for this category

- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as an emergency (category 2) between April 1, 2022 and March 31, 2023?

Response times of taxis are not recorded

- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as urgent (category 3) between April 1, 2022 and March 31, 2023 ?

Response times of taxis are not recorded

- What was the average response time of a taxi sent instead of an emergency ambulance for calls categorised as less urgent (category 4) between April 1, 2022 and March 31, 2023?

Response times of taxis are not recorded

- How much money does it cost to send an ambulance?

| 2022/23 | 2023/24 | 2024/25 | 2025/26* |
|---------|---------|---------|----------|
| £412 | £418 | £456 | N/A |

*2025/26 cost will be calculated after the financial year as part of the Trust's PLICS (Patient Level Costing) submission to NHS England.

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**