



Trust Headquarters
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Internal Ref: 251021
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:

**Dear Freedom of Information Team,
Under the Freedom of Information Act 2000, I am requesting data relating to emergency ambulance deployments within the South East Coast Ambulance Service NHS Foundation Trust (SECamb) area where an emergency-level response was initiated but subsequently determined not to be required.**

This information will support the development of a proposed non-emergency ambulance response model for Category 3 and 4 calls, aimed at improving operational efficiency and patient outcomes.

Requested Information:

1. Call Volume

- **The number of 111 and 999 calls that resulted in the dispatch of an emergency ambulance where an emergency-level response was not required.**
- **Examples include: non-injury falls (particularly within the elderly community) or cases where patients were advised to attend hospital but had no available transport.**

2. Average On-Scene Time



- The average time emergency ambulances spent on scene at these incidents.

3. Deployment Cost

- The average cost of deploying an emergency ambulance to these calls where one was not required.

4. Response and Redeployment Data

- The average response (waiting) times for these calls.
- The number of incidents where an ambulance was dispatched but subsequently redeployed to a higher-priority (Category 1 or 2) call while en route.

5. Call Outcomes

- The outcomes recorded for these calls, including:

- Basic wound care or first aid delivered on scene.
- Reassurance or advice to attend an Urgent Treatment Centre (UTC), Minor Injuries Unit (MIU), GP, or other healthcare service.
- Cases where the patient was not conveyed by the emergency ambulance but was later transported via non-emergency transport to A&E; or another facility.

6. Geographic Breakdown

- If possible, please provide data specific to the Bognor Regis / Chichester area, alongside aggregated figures for the wider SECamb operational area for comparison.

Formal Response

The Trust confirms it holds information you have requested.

Requested Information:

1. Call Volume

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- The average time emergency ambulances spent on scene at these incidents.

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- The outcomes recorded for these calls, including:
 - Basic wound care or first aid delivered on scene.
 - Reassurance or advice to attend an Urgent Treatment Centre (UTC), Minor Injuries Unit (MIU), GP, or other healthcare service.
 - Cases where the patient was not conveyed by the emergency ambulance but was later transported via non-emergency transport to A&E; or another facility.

6. Geographic Breakdown

- If possible, please provide data specific to the Bognor Regis / Chichester area, alongside aggregated figures for the wider SECamb operational area for comparison.

To extract this information would mean going through each individual record and exceed 18 hours and 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,



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**



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