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9 December 2025
Internal Ref: 251038
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:

We are researching EOC clinician delays and methods to improve this.

Please could I request the following data for the past 36 months based on 999 and 111 data (ideally separately please).

- 1) The average time a patient waits for a clinical call back from an EOC/Hub clinician.**
- 2) The average time a clinician takes per clinical call back..**
- 3) The average amount of clinicians working in EOC/clinical hubs in a 24 hour period.**
- 4) If possible, the average time a clinician takes to complete clinical notes on a callback.**
- 5) How many total clinical call backs are undertaken in a 24 hour period.**



7) Average calls in stack per day waiting for clinical call backs - including C2/C3 and CSD.

6) Average number of patients awaiting a clinical call back across a 24 hour period.

7) average number of calls made to the service and the percentage of those that receive an ambulance response.

8) Average number of EMAs working across a 24 hour period.

9) total cost to the service per EMA and clinician (including salary, pension, sick pay, annual leave etc).

Formal Response

The Trust confirms it holds / confirms it holds part of / does not hold the information you have requested.

We are researching EOC clinician delays and methods to improve this.

Please could I request the following data for the past 36 months based on 999 and 111 data (ideally separately please).

1) The average time a patient waits for a clinical call back from an EOC/Hub clinician.

We cannot provide all this information for the past 36 months – only for the past 12 months.

For 999: Over the past year, our C3/4 patients have been called back within 47 minutes as an average for 999 calls.

For 111: Calls to the 111 service - the average call back wait for all calls within the clinical queue over the past year was 2 hours 9 minutes, although this is for all disposition time frames, including extended time frames in which to respond e.g. 24-hour, 48 hour, 72 hours etc. We are unable to break this down into the call back times for each disposition time frame.

2) The average time a clinician takes per clinical call back.

The mean call back time for 999 clinicians was 23 minutes 13 seconds, for 111 clinicians the mean call back time was 19 minutes and 36 seconds..

3) The average amount of clinicians working in EOC/clinical hubs in a 24 hour period.

We track this in hours – the average number of hours in a 24 hour period for 999 is 480 hours. For 111 during the week our average number of hours per day is 408 hours.

4) If possible, the average time a clinician takes to complete clinical notes on a callback.

We do not separate out each step of the journey of the call so cannot provide this.

5) How many total clinical call backs are undertaken in a 24 hour period. Within 999 - we undertake clinical call backs on C2 / C3 / C4 and C5 calls which will vary each day so cannot give a full overview of this, on average for the past year we have undertaken 670 clinical assessments each day.

Within 111 there were 1231 cases requiring a clinical assessment on average each day.

7) Average calls in stack per day waiting for clinical call backs - including C2/C3 and CSD.

We cannot provide this data – we report on the end disposition of cases so cannot say how many cases wait for a clinical call back.

6) Average number of patients awaiting a clinical call back across a 24 hour period.

As above

7) average number of calls made to the service and the percentage of those that receive an ambulance response.

Average circa 3,000 999 calls per day based on October 2025 data. Around 1900 cases received an ambulance response with the remainder receiving alternative outcomes such as hear and treat / cancellations.

8) Average number of EMAs working across a 24 hour period.

An average of circa 20-50 EMAs during an hour, dependant on time of day

9) total cost to the service per EMA and clinician (including salary, pension, sick pay, annual leave etc).

The total average annual cost for the past 36 months per EMA / Clinician for 111 and 999 was:

	999	111
Clinician	£63,884	£61,142
EMA/Health Advisor	£40,333	£38,538

1) Note: 111 call handlers are known as Health Advisors not EMAs (Emergency Medical Advisors)



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](https://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**



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