



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

13th January 2025
Internal Ref: 251215
Email:

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

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:

Under the Freedom of Information Act 2000, I am writing to request the following information:

Provider 1

- 1. What is the name of your Nurses E-Rostering software provider? (None if software not used)**
- 2. When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)**
- 3. When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)**

Provider 2 (If applicable)

- 4. What is the name of your second Nurses E-Rostering software provider? (If you have more than one provider)**
- 5. When did the contract for this second provider start? (dd/mm/yyyy)**
- 6. When does the contract for this second provider expire? (dd/mm/yyyy)**

Provider 3 (If applicable)

- 7. What is the name of your third Nurses E-Rostering software provider? (If you have more than one provider)**
- 8. When did the contract for this third provider start? (dd/mm/yyyy)**
- 9. When does the contract for this third provider expire? (dd/mm/yyyy)**

Additional

- 10. What was the Trust's total spend on Nurses E-Rostering fees in 2024 (excluding implementation)?**



- 11. What was the Trust's total spend on Nurses E-Rostering fees in 2025 (excluding implementation)?**
- 12. What is the number of contracted licences for Trust's Nurses E-Rostering provider?**

Formal Response

The Trust confirms it holds the information you have requested.

Provider 1

- 1. What is the name of your Nurses E-Rostering software provider? (None if software not used)**

None, the Trust does not have a specific Nurses E-Rostering system.

The Trust uses Global Rostering System (GRS) provided by Totalmobile Ltd to manage staff, including workforce management and rostering.

- 2. When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)**

Not applicable

- 3. When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)**

Not applicable

Provider 2 (If applicable)

Not applicable

- 4. What is the name of your second Nurses E-Rostering software provider? (If you have more than one provider)**

- 5. When did the contract for this second provider start? (dd/mm/yyyy)**

- 6. When does the contract for this second provider expire? (dd/mm/yyyy)**

Provider 3 (If applicable)

Not applicable

- 7. What is the name of your third Nurses E-Rostering software provider? (If you have more than one provider)**

- 8. When did the contract for this third provider start? (dd/mm/yyyy)**

- 9. When does the contract for this third provider expire? (dd/mm/yyyy)**

Additional

- 10. What was the Trust's total spend on Nurses E-Rostering fees in 2024 (excluding implementation)?**

Not applicable

- 11. What was the Trust's total spend on Nurses E-Rostering fees in 2025 (excluding implementation)?**



Not applicable

12. What is the number of contracted licences for Trust's Nurses E-Rostering provider?

Not applicable

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