



Trust Headquarters
 Nexus House
 4 Gatwick Road
 Crawley
 West Sussex
 RH10 9BG

5th February 2026
 Internal Ref: 260115
 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:

Raw call out data from the ambulance service covering the period October 2023 to latest month available.

Please include all available columns from the raw data, which should include the following columns or equivalent metrics:

Month-Year	Call Connect Time	Condition / Chief Complaint	Initial Category	Reporting Category	Final Category	Patient Sex	Patient Age	At Scene Time	At Hospital Time	Clear Time/Green Time	Patient outcome
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This same data covering another period of time has been released to Channel 4 News from multiple ambulance services in the past, so there is a clear precedent for release: [Ambulance call out data - a Freedom of Information request to London Ambulance Service NHS Trust - WhatDoTheyKnow](#).

Please provide the data in a machine-readable spreadsheet format.

To clarify, the sample columns I provided in my request are based on previous FOI releases from ambulance services, and represent a minimum number of columns of information which I believe are held by the ambulance service.



Formal Response

The Trust confirms it holds the information you have requested.

Raw call out data from the ambulance service covering the period October 2023 to latest month available.

Please include all available columns from the raw data, which should include the following columns or equivalent metrics:

Month-Year	Call Connect Time	Condition / Chief Complaint	Initial Category	Reporting Category	Final Category	Patient Sex	Patient Age	At Scene Time	At Hospital Time	Clear Time/ Green Time	Patient outcome
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Please provide the data in a machine-readable spreadsheet format.

To clarify, the sample columns I provided in my request are based on previous FOI releases from ambulance services, and represent a minimum number of columns of information which I believe are held by the ambulance service.

This information will be attached as a spreadsheet.

Incident outcome definitions

ST: See and Treat (Patient was not conveyed to hospital)

SC: See and Covey (Patient was conveyed to hospital, urgent treatment centre, minor injuries unit etc.)

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