



Trust Headquarters
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West Sussex
RH10 9BG

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

18th February 2026
Internal Ref: 260143
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

Please can you answer the following questions regarding the Trust's print and document management set up under the Freedom of Information Act:

1. During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?
2. During 2025, what was the total number of pages printed by the Trust?
3. How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025?
4. How many print- or scanning-related faults or failures were logged during 2025?
5. Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?
6. During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?
7. During the same period, how many missed or unattended appointments ("no-shows") were recorded? And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?

I've tried to align these questions with what I assumed to be easily accessible data that can be gathered within FOI time and budget limits. If for any reasons these questions can't be answered, please I would be very grateful if can you instead advise on any similar metrics reported that could be shared instead?



I would be grateful if you would acknowledge receipt of this request and I look forward to receiving your full response in 20 working days.

Formal Response

Please can you answer the following questions regarding the Trust's print and document management set up under the Freedom of Information Act:

- 1. During 2025, approximately how many paper documents created in clinical or administrative settings were later scanned or uploaded into the Trust's electronic patient record system?**

This information is not recorded.

- 2. During 2025, what was the total number of pages printed by the Trust?**

Please see enclosed spreadsheet.

- 3. How many printers or multifunction devices (MFDs) were in active use across the Trust during 2025?**

68.

- 4. How many print- or scanning-related faults or failures were logged during 2025?**

Data on printer faults is not stored in a structured format for analytical purposes and so is unable to be provided.

- 5. Does the Trust maintain physical storage for legacy medical records, and if so, are those records primarily stored on Trust premises, or off-site with a third-party provider?**

A combination of on-site and third-party storage is utilised.

- 6. During 2025, approximately how many outpatient or patient appointment communications were issued by post or hybrid mail?**

None – SECAmb is an emergency ambulance service.

- 7. During the same period, how many missed or unattended appointments ("no-shows") were recorded? And how many of those no-shows were attributed to appointment communications not being received or acknowledged by the patient?**

None – SECAmb is an emergency ambulance service.



I've tried to align these questions with what I assumed to be easily accessible data that can be gathered within FOI time and budget limits. If for any reasons these questions can't be answered, please I would be very grateful if can you instead advise on any similar metrics reported that could be shared instead?

I would be grateful if you would acknowledge receipt of this request and I look forward to receiving your full response in 20 working days.

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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon