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17th March 2026
Internal Reference: 260229
Email:

Dear ,

Thank you for your request for information, which we received on 23/02/2026. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

Your Request

Please could you confirm the following:

1. Within the 999 Emergency Operations Centre (EOC), when a call is triaged under the Acute Coronary Syndrome (ACS) / chest pain pathway using NHS Pathways (or any other triage system in use), are call handlers instructed to advise callers to administer or take aspirin (where appropriate and not contraindicated)?
2. If yes, please confirm:
 - Whether this advice is part of the standard scripted pathway.
 - Whether it is given routinely or only following escalation to a clinician (e.g., clinical supervisor, paramedic, or nurse within EOC).
 - The dosage advised (e.g., 300 mg).
3. If aspirin advice is not routinely given by call handlers, please confirm whether there is any internal policy, clinical guideline, or protocol that addresses this.

I understand that the full NHS Pathways scripts may be commercially sensitive and not disclosable; however, I am not requesting proprietary content, only confirmation of whether aspirin advice forms part of the ACS/chest pain call handling process.

Formal Response

1. Yes, call handlers advise callers to administer Aspirin when indicated.



2. Yes, this is part of the standard scripted pathway provided by the triage system in use. Aspirin administration does not require escalation to a clinician and a dosage of 300mg of Aspirin is advised.
3. Not applicable.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



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