



Trust Headquarters
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RH10 9BG

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29th April 2026
Internal Reference: 260405
Email:

Dear ,

Thank you for your request for information, which we received on **02/04/2026**. 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

1. When did your Trust start using electronic patient clinical record (ePCR) to record episodes of care by on-scene clinicians? (Month/year or year) - **Commencement of contract 1st September 2018**
2. When was the last ePCR user interface change? (Month/year or year) - **February 2025**

Formal Response

1. The contract commenced on 1 September 2018.
2. The most recent ePCR user interface update occurred in February 2025.

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