



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

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

5th June 2026
Internal Reference: 260506
Email:

Dear ,

Thank you for your request for information, which we received on **08/05/2026**.
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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

Your Request

I am writing to request, under the Freedom of Information Act 2000, a copy of your current policy, standard operating procedure, or guidance relating to the dispatch of critical care resources, including Helicopter Emergency Medical Services (HEMS) and/or ground-based critical care assets.

Formal Response

We are relying on section 21 of the Freedom of Information Act 2000 (information accessible to the applicant by other means). Section 21 is an **absolute** exemption and therefore is not subject to the public interest test. The information you have requested is **reasonably accessible** to you as it is published on the SECamb Trust website. The relevant documents can be accessed via [our website](#) and are titled:

- Critical Care Desk Policy and Procedure
- Dispatch Standard Operating Procedure



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Chair: Michael Whitehouse CEO: Simon Weldon

If you have any difficulty accessing this information online, or you require it in an alternative format, please let us know and we will consider what advice and assistance we can provide.

In relation to your request for information concerning Helicopter Emergency Medical Services (HEMS) dispatch guidance and process, the Trust does not hold this information insofar as it relates to Air Ambulance Charity Kent, Surrey and Sussex (KSS), which is an independent healthcare provider. Accordingly, for this aspect of your request, you may wish to contact KSS directly.

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