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www.secamb.nhs.uk

26th May 2026
Internal Reference: 260517
Email:

Dear ,

Thank you for your request for information, which we received on **18/05/2026**.
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.

Your Request

Under the Freedom of Information Act 2000, I would like to request information relating to 999 calls and ambulance attendances associated with the following GP practice locations:

- Mayfield Medical Centre – Croyde Close, Farnborough, GU14 8UE
- Giffard Drive Surgery – 68 Giffard Drive, Cove, Farnborough, GU14 8QB
- Alexander House Surgery – 2 Salisbury Road, Farnborough, Hampshire, GU14 7AW
- Jenner House Surgery – 159 Cove Road, Farnborough, GU14 0HQ
- Voyager Family Health – Farnborough Centre for Health, Apollo Rise, Farnborough, GU14 0NP

For the period 1 April 2025 to 31 March 2026, please provide:

1. The total number of 999 calls associated with each location; and
2. Of those calls, the number where an ambulance resource attended the location.



Formal Response

Please refer to the table below:

Location	Count Of Calls	Count Of Attendances
Mayfield Medical Centre Croyde Close Farnborough GU14 8UE	38	33
Giffard Drive Surgery 68 Giffard Drive Farnborough GU14 8QB	3	3
Alexander House Surgery 2 Salisbury Road Farnborough GU14 7AW	6	5
Jenner House Surgery 159-161 Cove Road Farnborough GU14 0HQ	3	1
Voyager Family Health / Farnborough Centre For Health 2 Apollo Rise Farnborough GU14 0NP	20	14

Differences between calls and attendances are expected as all calls are clinically assessed and, in some cases, may not require an ambulance to be dispatched or resources stood down if no longer required.

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



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse Interim CEO: Jen Allan