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4th August 2026
Internal Reference: 260714
Email:

Dear ,

Thank you for your request for information, which we received on **08/07/2026**.
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 supply the following information, based on the location of East Kent, concentrating on Thanet.

How many patients were taken to the William Harvey Hospital Emergency Department over the last 12 months, broken down into each month.

How many of these were taken to WHH Emergency department under normal driving conditions.

How many of these were taken to WHH Emergency department under blue light conditions.

What was the average travel time from patients location in Thanet to WHH emergency department under standard driving conditions. (Non blue light)

What was the average travel time from patients location in Thanet to WHH Emergency department under emergency driving conditions. (Blue lights from patients to WHH).

What was the average time from arrival at WHH Emergency department to handover.

What was the average time from arrival at WHH Resus to handover.

Formal Response

The Trust can confirm that this information exists. However, where an output represents fewer than 5 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) Anonymisation Code of Practice.

Location: The data provided in response to this request relates to cases where the recorded local authority is Thanet.

Hospital: The data provided relates to cases where the recorded destination hospital is William Harvey Hospital (WHH).

WHH Resus: The Trust does not hold this information separately, as resuscitation unit activity at WHH is recorded as part of the Emergency Department.

Please refer to the table below:

Year	Month	Count of Patients Conveyed from Thanet to WHH ED	Count of Patients Conveyed from Thanet to WHH ED - Non-Blue Light	Count of Patients Conveyed from Thanet to WHH ED - Blue Light	Average Travel Time from Thanet to WHH ED - Non-Blue Light	Average Travel Time from Thanet to WHH ED - Blue Light	Average Handover Time WHH ED
2025	Jul	34	24	10	00:58:12	00:54:05	00:16:56
2025	Aug	30	0	30	N/A	00:57:42	00:14:18
2025	Sept	35	Less Than 5	34	01:05:16	00:59:27	00:16:35
2025	Oct	42	0	42	N/A	00:58:03	00:15:26
2025	Nov	30	0	30	N/A	00:57:44	00:14:37
2025	Dec	32	Less Than 5	30	01:09:09	00:56:22	00:13:55
2026	Jan	36	Less Than 5	33	00:56:30	01:00:17	00:14:12
2026	Feb	31	Less Than 5	28	01:03:35	00:57:40	00:13:10
2026	Mar	29	Less Than 5	26	01:03:48	00:57:35	00:15:13
2026	Apr	31	Less Than 5	30	01:01:50	00:53:00	00:14:54
2026	May	39	Less Than 5	35	00:59:05	00:59:45	00:16:39
2026	Jun	24	Less Than 5	22	00:44:32	00:57:17	00:13:41

Date Range: 01/07/2025 - 30/06/2026



Count of patients conveyed from Thanet to WHH ED: The total count of patients conveyed from Thanet to WHH.

Count of patients conveyed from Thanet to WHH ED non-Blue light: The total count of patients conveyed from Thanet to WHH under non-blue light conditions.

Count of patients conveyed from Thanet to WHH ED- Blue light: The total count of patients conveyed from Thanet to WHH under blue light conditions.

Average travel time from Thanet to WHH ED – Non blue light: The average time between an ambulance leaving the scene and the arrival at hospital under non-blue light conditions.

Average travel time from Thanet to WHH ED – Blue light: The average time between an ambulance leaving the scene and the arrival at hospital under blue light conditions.

Average Handover Time WHH ED: The average time between an ambulance arriving at hospital and time of handover

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: Colin Dennis, Interim CEO: Jen Allan