



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

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

26 August 2026
Internal Reference: 260810
Email:

Dear ,

Thank you for your request for information, which we received on **06/08/2026**.
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

For each of the calendar years 2024 and 2025, please provide the number of patient conveyance incidents where the patient's recorded home postcode was within the following postcode districts:

- RH6 – Gatwick and surrounding area
- RH10 – Crawley
- RH11 – Crawley

Please separate the data by destination hospital as follows:

1. East Surrey Hospital, Redhill
2. Princess Royal Hospital, Haywards Heath

For each destination, please further separate the number of conveyances into:

- Mental health-related need
- Physical illness or injury
- Both mental health and physical health needs, if recorded as such
- Other or unclassified, if applicable

Where possible, please provide the information broken down by:



- Calendar year
- Month
- Patient postcode district: RH6, RH10 or RH11
- Destination hospital
- Mental health or physical health classification

For clarity, I am requesting the number of conveyance episodes rather than identifiable patient information. No names, full postcodes, dates of birth or other personal data are required.

Please also provide a brief explanation of:

- How SECAMB determines whether an incident or conveyance is classified as mental health-related or physical health-related;
- Whether the figures are based on the presenting complaint, ambulance clinical record, dispatch coding, final clinical impression or another classification;
- Whether patients conveyed more than once during the period will appear as separate conveyance episodes.

Formal Response

Date Range: 01/01/2024 - 31/12/2025

Count of conveyances: The number of times a patient has been conveyed to hospital. This captures multiple conveyances for the same patient.

Mental health related: This has been identified using the following conditions recorded during telephone triage (one condition is recorded per incident): Alcohol Related, Carbon Monoxide, Hanged attempt, Hanging, HCP – Mental Health, JRU Police Incident, Mental Health, Section 135(1), Section 136, Suicide.

Physical Illness: This has been identified with all other conditions recorded during telephone triage.

Please refer to the enclosed the supporting document.

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

