South East Coast Ambulance Service
NHS Foundation Trust

Trust Headquarters
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Crawley
West Sussex
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Tel: 0300 123 0999
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07 October 2026
Internal Reference: 260916
Email:

Dear ,

Thank you for your request for information, which we received on **10/09/2026.**
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

I write further to ask for your assistance with a clinical negligence claim, in which I am instructed on behalf of Frimley Health NHS Foundation Trust and NHS Resolution. **Please note that the claim is made against Frimley Health NHS Foundation Trust only.**

This claim relates to technical failures in the Trust's image storage system on 24 November 2022, which are alleged to have caused a delay in reviewing imaging, and a missed opportunity for the Claimant (currently 81 years old) to undergo thrombectomy for her stroke. It is alleged that as a result, the Claimant suffered a worse outcome from stroke. The Claimant attended Frimley Park Hospital at 20:51 on 24 November 2022, and underwent a CT head and angiogram at 21:21. Consideration was given about thrombectomy however, a decision could not be made about her suitability for thrombectomy until the Trust's imaging system was back on line and able to transfer images to St George's Hospital – this occurred around 03:00 on 25 November 2022.

We are now seeking to investigate the potential timeline in the event that the Claimant was accepted for thrombectomy. To determine this, we will also need details of ambulance response times on the relevant dates. Therefore, I should be grateful if

you could **provide the daily performance data for ambulance transfers on 24 and 25 November 2022**.

Please do let me know if any further information is required to assist with the above, and I will provide the same. If you have any queries in relation to this request, please do not hesitate to contact me on the details below.

Formal Response

The dates shown represent the date the incident was received.

Response times and counts of all inter-facility transfers completed by SECAmb.

HCP transfers are non-emergency transfers often booked within a 2 or 4-hour timeframe.

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.

Please refer to the table below:

Key: The priority categories listed below refer to the ambulance response category applied to inter-facility transfer incidents. They are included to support interpretation of the table.
Cat 1 – Category 1 Ambulance: Used for the most serious incidents requiring an immediate response, where there may be an immediate threat to life.
Cat 2 – Category 2 Ambulance: Used for emergency incidents or potentially serious conditions requiring urgent assessment and/or transport.
Cat 3 – Category 3 Ambulance: Used for urgent incidents where the patient requires assessment, treatment or transport, but the condition is not immediately life-threatening.
HCP – Healthcare Professional transfer: Refers to transfers requested by a healthcare professional, usually for non-emergency patient movements booked within an agreed timeframe, such as 2 or 4 hours.

Date	Priority	Count Of Transfers	Mean Response Time
24/11/2022	Cat1	Less than 5	0:09:05
24/11/2022	Cat2	50	0:34:15
24/11/2022	HCP	21	3:53:53

24/11/2022	***Total***	***More than 70***	***1:29:53***
25/11/2022	Cat1	Less than 5	0:12:07
25/11/2022	Cat2	45	0:28:24
25/11/2022	Cat3	Less than 5	3:58:25
25/11/2022	HCP	22	3:31:23
25/11/2022	***Total***	***More than 70***	***1:30:26***

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