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27th January 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/01/03.

You requested the following information:

Under the Freedom of Information Act 2000, could I please request the following information for each of the calendar years of 2013 and 2014?

**1. The numbers of Red 1 and Red 2 incidents to which you responded**

2013 – 263,808  
2014 – 271,575

**2. The number of Red 1 patients who waited longer than 20 minutes for an ambulance**

2013 - 69  
2014 – 129

**3. The number of Red 2 patients who waited longer than 20 minutes for an ambulance**

2013 – 7006  
2014 - 6630

**4. The number of Red 1 patients who waited longer than 40 minutes for an ambulance**

2013 – 0  
2014 - 5

**5. The number of Red 2 patients who waited longer than 40 minutes for an ambulance**

2013 – 377  
2014 - 212

## **6. The number of Red 1 patients who waited longer than 60 minutes for an ambulance**

2013 – 0

2014 - 0

## **7. The number of Red 2 patients who waited longer than 60 minutes for an ambulance**

2013 – 62

2014 – 28

I would like to advise that the reason for the delay in the arrival of the ambulance to the above incidents was due to high demand for vehicles, difficulty in locating the patients address and in some cases adverse weather conditions. Please also note that the R1 and R2 category for reporting purposes is what the category was when the vehicle arrived at scene and cannot be subsequently changed. However, some of the calls may have started a lower category call but needed to be upgraded due to the patient's condition deteriorating.

## **8. Details of all Red 1 and Red 2 cases where the wait was longer than 60 minutes including date, location, age and gender of patient and outcome**

Please see the attached spreadsheet which shows the date and time of the call, the partially complete postcode, the response time and the age and gender of the patient if provided to the call taker on the initial triage of the 999 call. We cannot provide information on the outcome as we do not hold these details.

## **9. The total number of serious incidents logged. How many involved patients waiting longer than 60 minutes and the number of those serious incidents relating to unexpected or avoidable deaths.**

During the calendar year 2013, the Trust reported 43 Serious Incidents in total of which three were recorded with a grade of harm as death. However none of these three Serious Incidents were recorded under the category Ambulance Delay which is the encompassing category we use that mirrors the national framework and would include any incidents concerning delayed attendances. With regards to Serious Incidents which may have involved patients waiting longer than 60 minutes, this information is not something that is specifically recorded that can be searched for on our system.

During the calendar year 2014, the Trust reported 42 Serious Incidents in total. As certain Serious Incidents were recently reported near the end of the calendar year it is not possible to provide overall totals as these investigations are still ongoing and so the grade of harm yet to be confirmed. For the Serious Investigations which have concluded, one was recorded with a grade of harm as death. However this Serious Incident was not recorded under the category Ambulance Delay which is the encompassing category we use that mirrors the national framework and would include any delayed attendances. With regards to Serious Incidents which may have involved patients waiting longer than 60 minutes, this information is not something that is specifically recorded that can be searched for on our system.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECAMB) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review, you may request a decision from the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust