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13th February 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/01/22.

You requested the following information:

Please could you provide me with the following data for the village of Effingham Surrey, which is to say for addresses in governmental/parliamentary ward 43UDGE. Please could you also split the data for each answer, so we can see separately the figures for each of the years 2011, 2012, 2013 and 2014.

• **The number of emergency attendances in Effingham**

South East Coast Ambulance Service NHS Foundation Trust (SECamb) has a national target to respond to 75% of 'Red' (life-threatening) category incidents within 8 minutes. If the first response is not a resource able to transport and a transport is required, then one able to should arrive within 19 minutes of it being requested. Red 1 incidents relate to life threatening conditions, for example heart attack, trauma and serious bleeding. Red 2 incidents relate to serious incidents but not the most life threatening.

Please note that we do not have differential response time targets as such, for the various geographical areas in SECamb; our response times will be affected by the geography and frequency of Red category incidents.

Variations on response times exist throughout the year for a number of reasons and this includes time of the year and how busy we are. Bank Holiday weekends are always extremely busy for the ambulance service and our staff work very hard to ensure they reach patients as quickly as possible.

While response times are important, what is also vital is the treatment patients receive once our clinicians arrive at the scene of an emergency. We are pleased that the government now places a greater emphasis on patient outcomes as well as response times. This is something we had been calling for, for a number of years.

Along with all parts of the NHS, SECamb has been and continues to be extremely busy. We recognise that there can be variation in our performance in terms of response times throughout the year. While every effort is made to meet our performance targets at all times, variation can exist because of challenging weather conditions or unanticipated increases in demand.

SECamb staff work extremely hard to meet this increase in demand and the Trust is committed to providing an excellent service to our patients across Kent, Surrey and Sussex.

I would like to stress that we continually look at ways to ensure that we meet our performance standards even at a local level and will look into cases which have longer than average response times to establish whether more can be done to get to patients quicker.

Please see the table below which shows the number of emergency responses made to Effingham , together with the number of Red 1 and Red 2 responses, the performance for Red 1 and Red 2 responses and the average response time for Red 1 and Red 2 responses.

- **The number of Category A (8 minute) responses in Effingham**

Please see the attached spreadsheet

- **The number of Category A (8 minute) responses achieved in Effingham**

Please see the attached spreadsheet

- **The number of Category A (8 minute) responses achieved by a Community First Responder in attendance in Effingham**

Please see the table below which shows details of responses achieved by Community First responders in Effingham.

	R1 & R2 RESP	R1 RESP	R2 RESP	Achieved within time R1 & R2	Achieved within time R1	Achieved within time R2
2011	23	0	23	21	0	21
2012	18	0	18	15	0	15
2013	20	3	17	16	1	15
2014	17	0	17	14	0	14
	78	3	75	66	1	65

- **The average response time for an Ambulance vehicle to attend an emergency in Effingham.**

Please see the attached spreadsheet

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

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