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Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999
Email: foi@secamb.nhs.uk

3rd June 2015

Richard Lewis

Email: eeastparamedic999@gmail.com

Dear Mr Lewis

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/05/10.

You requested the following information:

Please could you send me the following information on response times by month for the period 1st April 2014 to 30th April 2015 (13 months)

Red 1 and Red 2

Total number of responses

Number of responses 0 to 2 minutes

Number of responses over 2 minutes but under 5 minutes

Number of responses over 5 minutes but under 8 minutes

Number of responses over 8 minutes but under 10 minutes

Number of responses over 10 minutes but under 15 minutes

Number of responses over 15 minutes but under 20 minutes

Number of responses over 20 minutes but under 25 minutes

Number of responses greater than 25 minutes

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 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

Please see attached our spreadsheet showing the requested information for Red 1 responses and Red 2 responses.

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