



40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

Tel: 0300 123 0999  
Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

21<sup>st</sup> July 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/06/27.

You requested the following information:

**After an out of hours doctor knocked on my door to find a house in our street because they are all names not numbers, I am interested to find out whether this is an issue for you. Do you have statistics of where delays have been caused by the address of the property, in particular because it doesn't have a number? Has SECamb produced any documents or statements about the issue?**

We do not hold any routine records about difficulty in locating and address, although it can be a problem where house names are not properly displayed. When taking a call the Emergency Medical Advisor is presented with an on screen display of properties to choose from, generated from a gazetteer.

The crew would then have the option of being guided by satellite navigation which uses the postcode, however sometimes all the postcodes within a road are the same so the crews do have to cruise along the road reading house names and if those house names are hidden by overgrown vegetation it's not easy. If there are several people on scene we do ask for someone to go to the front of the property to meet us.

I am sorry that I cannot be more helpful on this occasion.

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