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29th July 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/07/06.

You requested the following information:

**Would you be kind enough to provide me with the following performance standards for the financial year 2014/2015?**

**Green Performance 1 and 2, Green 3 telephone and face to face, Green 4 telephone and face to face, Urgent 1, 2 and 4 hour responses.**

**As these are local standards, please provide your performance standard with each target and the system that you use i.e. AMPDS, Pathways or other.**

South East Coast Ambulance Service NHS Foundation Trust currently uses NHS Pathways for triaging 999 calls.

In connection with your questions, the categories we use are as follows

- Green 2 999 - 30 (30 minute response)
- Green 3 Hear and Treat
- Green 4 999 - 60 (60 minute response).

We do not categorise calls as urgent calls but as Healthcare Professional calls/ responses as follows;

- Green HCP 60
- Green HCP 120
- Green HCP 240.

We do not have any locally agreed performance targets in our contracts with our commissioners for HCP calls.

Please see the attached spreadsheet which shows the requested figures.

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