



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

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

16th September 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/08/18.

You requested the following information:

I would like to make a Freedom of Information request to your Trust. Please can you provide the following information?

1. The name of your Trust

South East Coast Ambulance Service NHS Foundation Trust (SECamb)

2. In the following years how many times has an ambulance failed to turn up to a Category Red 1 call and why?

- a) 2014
- b) So far 2015

3. In the following years how many times has an ambulance failed to turn up to Category Red 2 call and why?

- a) 2014
- b) So far 2015

4. In the following years how many times has an ambulance failed to turn up to a Category Red<19 call and why?

- a) 2014
- b) So far 2015

In respect of Q2, Q3 and Q4 above - SECamb has not failed to arrive at any Category Red 1 or 2 emergency responses. During triage of the 999 call, an appropriate response will be dispatched, if required. However some calls can be dealt with over the phone by our clinicians, these are called hear and treat calls.

5. How many times in the following years has a patient been transported to hospital using a rapid response vehicle (single response vehicle)?

- a) 2014
- b) So far 2015

I regret to advise that we are not able to provide accurate figures of the numbers of patients transported to hospital in a single response vehicle (SRV), as to do so would necessitate manually searching through each incident record. This would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

However, we can provide an assessment of potential patient transports to hospital by an SRV. This has been generated where an SRV vehicle has attended an incident, but it is the only resource with a 'destination at hospital' time. The assumption being that the reason the SRV attended hospital was to transport a patient. The table below shows where following attendance at an incident a Single Response Vehicle (SRV) is the only vehicle attending the hospital.

Calendar year	Potential transports to hospital by SRV
2014	13,979
2015 to 9/9/15	12,836

6. Does the Trust offer incentives to its staff for the following and if so what?

- a) Meeting demands (if yes please give details of what demands)

No

- b) Meeting targets (if yes please give details of what targets)

No

- c) Working overtime/bank holidays

Overtime is paid at an enhanced rate. Shifts worked on bank holidays attract an unsocial hours premium as per Agenda for Change (A4C) .

- d) Working certain shift times i.e night shift (if yes please give details of what shifts/times)

Unsocial hours premium as per A4C, Unsocial hours periods are any hours worked between 1900-0700 Monday to Friday and all weekend.

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