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East Sussex  
BN7 2XW

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

9th October 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/09/35.

You requested the following information:

**Please could you tell me, for the financial year 2014/15 and separately for the financial year 2013/14?**

**The number of patients covered by your 111 service?**

**The average number of call handlers on duty per shift?**

**The average number of nurses on duty per shift?**

**The highest and lowest number of call handlers on duty per shift?**

**The highest and lowest number of nurses on duty per shift?**

**Please explain what you would define as a shift (i.e. eight hours, 12 hours etc).**

I regret to advise that we cannot provide any information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate manually searching through staff rotas for the last two financial years. 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).

If you are able to revise your enquiry and reduce the time period in question, we would like to try and provide you with the information you are seeking.

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](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