South East Coast Ambulance Service NHS Foundation Trust

40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

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

8th October 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/09/17.

You requested the following information:

Under the Freedom of Information Act please could tell me how many trivial or hoax calls South East Coast Ambulance Service has received in the counties of
i) East Sussex
ii) West Sussex
iii) Brighton and Hove between April 2014 and April 2015.

Could you please specify how many calls off the calls were responded to by paramedics?

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasion we may receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives.

Therefore unfortunately we are unable to confirm the numbers of hoax calls received as we cannot be sure that they really are hoax calls.

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:

Your service,
your call

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

Your service,
your call