



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

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

3rd November 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/10/23.

You requested the following information:

- **Do you have the most recent statistics on inappropriate callers (hoax, nuisance and non-emergency)**
- **How many inappropriate calls (hoax, nuisance and non-emergency) were made in 2014?**
- **Is this more than previous years? 2012, 2013**
- **Do you know what the cost is to the taxpayer?**

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 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