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East Sussex
BN7 2XW

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17th November 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/10/26.

You requested the following information:

I would be interested to see a breakdown of category A ambulance response times for all wards in Maidstone and Tonbridge and Malling by the number and percentage of response times in each area which are of response times under eight minutes and those which are over eight minutes. I am interested in figures in the last year (Oct 22 2014-Oct 22 2015).

Please see that attached spreadsheet which shows the number of emergency responses made within the requested time period, together with the number of Red 1 responses, Red 2 responses, Red 1 8 minute performance, Red 2 8 minute performance, the number of late Red 1 and Red 2 responses and the average response times for Red 1 and Red 2 calls.

Please note that while we do not have differential response time targets for the various geographical areas in SECamb; our response times will be affected by the geography and frequency of Red category incidents.

I would like to stress that we continually look at ways to ensure that we meet our performance standards, and look into cases which have longer than average response times to establish whether more can be done to get to patients quicker.

While response times are important, what is also vital is the treatment patients receive once our clinicians arrive at the scene of an emergency. We are pleased that the government now places a greater emphasis on patient outcomes as well as response times. This is something we had been calling for, for a number of years.

Along with all parts of the NHS, SECamb has been and continues to be extremely busy. We recognise that there can be variation in our performance in terms of response times throughout the year. While every effort is made to meet our performance targets at all times, variation can exist because of challenging weather conditions or unanticipated increases in demand.

SECamb staff work extremely hard to meet this increase in demand and the Trust is committed to providing an excellent service to our patients across Kent, Surrey and Sussex.

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