



40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

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

18th November 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/10/32.

You requested the following information:

**Can I seek the profile of visits and by definition to Red 2 for all the contacts with B&Q in Farnborough from 1<sup>st</sup> January 2008 to date by nature of the contact and for what and by obviously nature of urgency.**

Please see the attached spreadsheet which shows the number of emergency responses to B & Q Farnborough together with the nature of the problem as determined by the call taker whilst triaging the call. The category of the call is also listed. Responses listed outside B & Q or in the car park have been excluded. For more information on call categories please click on the following link:

[http://www.secamb.nhs.uk/about\\_us/our\\_performance/response\\_time\\_targets.aspx](http://www.secamb.nhs.uk/about_us/our_performance/response_time_targets.aspx)

Prior to mid-2011 Red calls were categorised as Cat A 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:

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