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23rd December 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/12/07.

You requested the following information:

The percentage of red 1 serious call-outs answered within 8 minutes across the trust for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

Please see the table below which shows the number of Red 1 responses and the percentage responded to within 8 minutes for the requested years.

Financial Year	Number of Red 1 responses	% responded to within 8 minutes
2011/2012	745	77.05%
2012/2013	5,870	75.23%
2013/2014	5,863	76.77%
2014/2015	13,118	75.33%
Apr-Nov 2015	9,074	73.44%

The percentage of red 2 serious call outs answered within 8 minutes across the trust for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

Please see the table below which shows the number of Red 2 responses and the percentage responded to within 8 minutes for the requested years.

Financial Year	Number of Red 2 responses	% responded to within 8 minutes
2011/2012	250,114	77.68%
2012/2013	259,849	75.62%
2013/2014	256,413	73.90%

2014/2015	259,960	74.30%
Apr-Nov 2015	175,346	73.79%

The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Kent for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Kent for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Sussex for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Sussex for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Surrey for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Surrey for the years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16 to date?

Please see attached our spreadsheet providing the above requested information. Please note that the total of responses on the spreadsheets for Kent, Surrey and Sussex will not equal the overall figure for SECamb as there will be a shortfall representing the North Hampshire area which we also cover. South East Coast Ambulance Service NHS Foundation Trust (SECamb) has a national target to respond to 75% of 'Red' (life-threatening) category incidents within 8 minutes. If the first response is not a resource able to transport and a transport is required, then one able to should arrive within 19 minutes of it being requested. For more information on response time targets please click on the following link:

http://www.secamb.nhs.uk/about_us/our_performance/response_time_targets.aspx

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

Variations on response times exist throughout the year for a number of reasons and this includes time of the year and how busy we are. Bank Holiday weekends are always extremely busy for the ambulance service and our staff work very hard to ensure they reach patients as quickly as possible.

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

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