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East Sussex
BN7 2XW

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

16th February 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference 16/02/11.

You requested the following information:

Could you please respond to the below queries regarding processes used within your A&E department.

Do you use an A&E management system to manage patient flow/data during their time in A&E?

If so, what system do you use?

If no system, are there plans to introduce one, if so, when?

Is the current process you follow largely paper-based or electronic or both?

How many A&E related locations do you manage e.g. A&E, AMU, MIU?

Have you had any major challenges e.g. breaches etc. within A&E due to data quality or process flow problems?

Is your system fully integrated with the Trust PAS, EPR/Portal, order communications system and EDRM (if applicable) ?

Could you please provide figures for the last 3 years:

1. Number of patients per month

2. Average waiting time per month

3. Number of 4 hour waiting breaches per month

4. Number of patients waiting for more than 12 hours in the department per month

As we are an ambulance service and treat patients on scene and/or transport them to hospital, we are unable to respond to these questions.

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