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BN7 2XW

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

9<sup>th</sup> March 2016

Email:

Dear

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

You requested the following information:

**Under the Freedom of Information, please provide me with the following information.**

**For each postcode district (e.g. AA1), please provide for each priority:**

- **The number of incidents/calls with a response**
- **The median response time**
- **The longest response time**

**for each month from June 2014 to January 2016.**

Please see the requested information on the attached spreadsheets.

These response times are based on the Ambulance Quality Indicators (AQI) Red 1 and Red 2 standards Version 1.3 which were in effect until January 2016. The AQI guidance V1.3 is available on the NHS England website.

The spreadsheets show the number of incidents for each postcode district together with the median time and longest response time shown in seconds. This information includes all emergency responses, from Red 1 to Green 4 (formerly Cat C) and Healthcare Professional requests. Please see the link below relating to call categories:

[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)

In some rare cases data errors may exist due to the extraction of the data and the calculations involved. Any very large response times are likely to be due to such errors.

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