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16th April 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/03/16.

You requested the following information:

**The percentage of red 1 serious call-outs answered within 8 minutes across the trust for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

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.

Time frame	Number of Red 1 responses	% responded to within 8 minutes
01/12/2015-31/01/2016	2,763	73.15%
01/02/2016-29/02/2016	1,341	65.5%

**The percentage of red 2 serious call outs answered within 8 minutes across the trust for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

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.

Time frame	Number of Red 2 responses	% responded to within 8 minutes
01/12/2015-31/01/2016	50,780	66.83%
01/02/2016-29/02/2016	24,811	57.7%

**The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Kent for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

**The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Kent for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

**The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Sussex for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

**The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Sussex for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

**The percentage of red 1 serious call-outs answered within 8 minutes broken down by districts in Surrey for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

**The percentage of red 2 serious call outs answered within 8 minutes broken down by districts in Surrey for the period from 1<sup>st</sup> December 2015 to 29<sup>th</sup> February 2016?**

February data is not yet available for the local authority districts as we are in the process of updating our information systems to be in line with the new AQI guidance issued recently by NHS England. However we do report on this monthly to NHS England and resultantly can provide you with the Trust position which I hope you will find useful as shown on the first page of this letter indicated separately in the table.

From January 2016 new AQI guidance issued by NHS England was applied to all performance reporting. This new guidance has resulted in a change in how the performance is calculated, but does not impact on how SECamb responds to patients (i.e. no change to the patient experience). The new guidance is estimated to have the following impacts on performance:

- A reduction of approximately 1.4% reported performance for Red 1 eight minute standard for SECamb.
- A reduction of approximately 5.5% reported performance for Red 2 eight minute standard for SECamb.
- A reduction of approximately 1.5% reported performance for the Red graded incident nineteen minute (A19) transportation response standard for SECamb.”

Please see the requested information for the period from 1<sup>st</sup> December 2015 to 31<sup>st</sup> January 2016 on the attached spreadsheets. The information within these spreadsheets is based on the activity within the Local Authority counties and may vary slightly if compared with the Clinical Commissioning Group counties.

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 and Windsor & Ascot area which we also cover.

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