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Lewes  
East Sussex  
BN7 2XW

Tel: 0300 123 0999

Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

12th May 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/16.

You requested the following information:

**Can I please formally request under the Freedom of Information Act, information about the Ambulance Trust's use of private ambulances during the 2015-16 financial year?**

**Specifically:**

**How much has your Trust spent on private ambulances that attend emergency calls during 2015-16?**

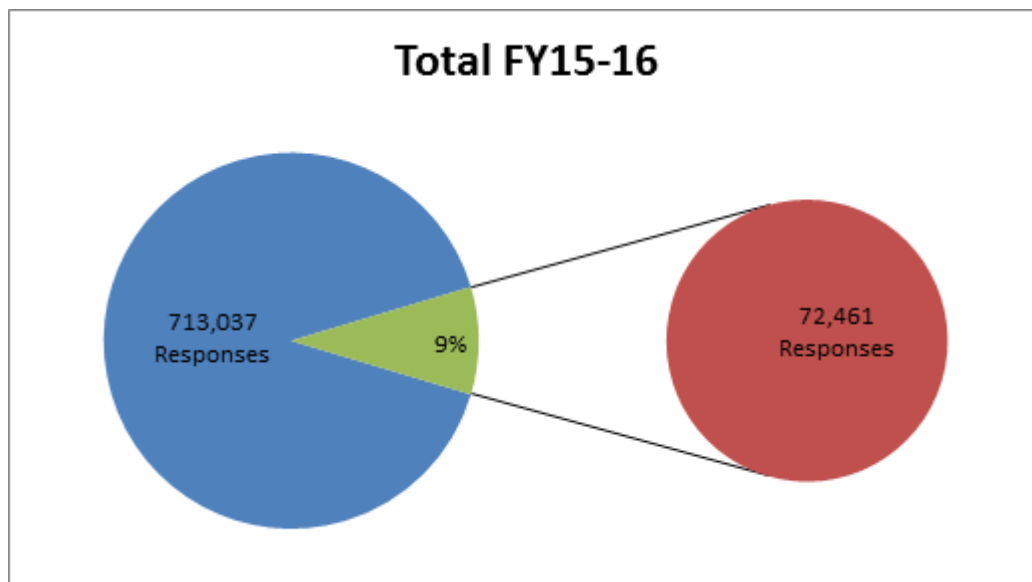
We are continuing to look at ways in which we can reduce our reliance on the use of private ambulance services and always prioritise using our own staff whenever possible. However, along with all ambulance services nationally, South East Coast Ambulance Service NHS Foundation Trust (SECamb) does use private ambulance providers when faced with high levels of demand, when experiencing high call volume or during periods of bad weather.

We have robust governance arrangements in place for the procurement of private ambulance services. While working on our behalf any private provider will be subject to a continuous monitoring and assessment process, to ensure they are providing a high level of service.

The Trust spent £10,352,000 on private ambulances that attended emergency calls during 2015-16.

**What percentage of emergency 999 calls required the use of a private ambulance?**

I can confirm that 9% of the responses made by SECamb during the financial year 2015/2016 were attended by private ambulance providers (PAPs). Please see the graph below which shows this information.



Total Incidents attended by SECamb or a PAP on behalf of SECamb	713037
Total incidents attended by PAPs only	72461

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