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28th April 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/47.

You requested the following information:

Is it possible to programme the SATNAV in ambulances and for paramedics en-route to a call out with Ordnance Survey grid references (10 digit), especially for those on a long term high risk supervision regime?

We are aware that other groups such as ramblers and hill walkers have already asked for this facility but these cases would be for static locations with mobile health care on an urgent mission where time delays can be crucial. The satnav digits could be provided by the CNS or other health care attender but the key point is if it is 3 am and on Romney Marsh (for example) in a remote farm the post code address is often too vague and virtually useless on occasions - especially if it is a paramedic from outside the area.

I would appreciate an early reply as I have a meeting at 2.30 on Thursday 28th ie tomorrow hence this urgent request for any answer, please.

I have received the following response from my colleague in our Communications Department.

The answer to programming the Satnav by the actual crew is no.

This would be the process:

The EOC (Emergency Operations Centre) EMA (Emergency Medical Advisor) would take the coordinates (OS grid or Lat/long) from the caller & populate the CAD(Computer Aided Dispatch) entry address. This in turn will send the coordinates to the MDT (Mobile Data Terminal) in the vehicle which will then program the satnav automatically.

The end result will be the same. Getting to the patient if it's off road is a different matter. The satnav will normally get as close to the coordinates as possible on a public road.(i.e. it won't route the driver into a field).

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