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

7th June 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/05/27.

You requested the following information:

**Hello, as part of an ongoing piece of academic research following on from 2014-15, (which I plan to publish in an academic article/lit review), can you tell me the top three themes and frequencies of complaints made to your emergency ambulance service in financial year 2015-16. Not including patient transport or NHS 111 / Direct services.**

Please see below as requested. The numbers in the table below refer to formal complaints received for the top three themes during the financial year 2015/16.

<b>Patient care</b>	108
<b>Concern about staff</b>	100
<b>Timeliness</b>	40

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