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Lewes  
East Sussex  
BN7 2XW

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

7<sup>th</sup> July 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/06/30.

You requested the following information:

**Hello, on the 5th July 2016, I am launching a plan which is 2 years in the making to ensure that infrastructure and organisation are in place. The plan is called NHLS (National Health Life Support). NHLS has been designed to protect and support two services within the NHS, A & E and our Ambulance Services. The key responsibilities are to: Reduce the pressure placed upon our services: Give back more time to our services: Save money and resources for our services but achieve all of this whilst encouraging the protection of life within our communities and by embracing to our public the element that prevention is better than cure. To assist with my launch, which is taking place on Eastbourne Pier on the 5th July, I would be grateful if you would provide me with the most up to date information related to the statistics for the SECAMB covered areas in the area of ABUSE upon the service: Hoax Calls and any information you publish related to how our public suffer and may even die due to HOAX calls and Misuse of the services. I will accredit all information provided to South East Coast Ambulance Service and may I say thank you for your help in this area. I would also like to invite Geraint Davies, or a representative of SECAMB, to join me at my launch event on the 5th July. Could you please furnish me with the contact details of the person(s) that I might contact so that I may issue the official invitation to the launch party?**

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasion we may receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives.

Therefore, unfortunately we are unable to confirm the numbers of hoax calls received as we cannot be sure that they really are hoax calls.

I am sorry that I cannot be more helpful on this occasion.

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