



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

19th August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/07/17.

You requested the following information:

Please can you provide me the following information in regards to ambulance waiting times in Surrey.

Can you please break down the order in which each borough in Surrey on average had the worst/best ambulance waiting times overall for the financial year of 2015-2016.

Please can you provide the average waiting time for each borough.

South East Coast Ambulance Service NHS Foundation Trust (SECAMB) has a national target to respond to 75% of 'Red' (life-threatening) category incidents within 8 minutes. If the first response is not a resource able to transport and a transport is required, then one able to should arrive within 19 minutes of it being requested. 'Green' (non-life threatening) category incidents comprise those conditions which need to be attended quickly, but which will not deteriorate or suffer by a slightly slower response. These also include non- life threatening conditions which are generally assistance calls in which someone needs help - perhaps to get up following a fall where no injury has been sustained - or where a minor or non- clinical issue is the prime cause for the call. There are two local response targets for Green 2 & 4 responses: G2 – with a target of 30minutes and G4 with a target of 60 minutes. G4Healthcare Professional (HCP) responses relate to calls made by doctors and other healthcare professionals requesting an ambulance to attend a patient within 60, 120, 180 or 240 minutes depending on the urgency of the situation. For more information on call categories please click on the following link:

http://www.secamb.nhs.uk/about_us/our_performance/response_time_targets.aspx

Please note that we do not have differential response time targets as such, for the various geographical areas in SECAMB; our response times will be affected by the geography and frequency of Red category incidents.

Variations on response times exist throughout the year for a number of reasons and this includes time of the year and how busy we are. Bank Holiday weekends are always extremely busy for the ambulance service and our staff work very hard to ensure they reach patients as quickly as possible.

While response times are important, what is also vital is the treatment patients receive once our clinicians arrive at the scene of an emergency. We are pleased that the government now places a greater emphasis on patient outcomes as well as response times. This is something we had been calling for, for a number of years.

Along with all parts of the NHS, SECamb has been and continues to be extremely busy. We recognise that there can be variation in our performance in terms of response times throughout the year. While every effort is made to meet our performance targets at all times, variation can exist because of challenging weather conditions or unanticipated increases in demand.

SECamb staff work extremely hard to meet this increase in demand and the Trust is committed to providing an excellent service to our patients across Kent, Surrey and Sussex.

I would like to stress that we continually look at ways to ensure that we meet our performance standards even at a local level and will look into cases which have longer than average response times to establish whether more can be done to get to patients quicker.

Please see the table below which shows the average waiting times for an ambulance in the following Local Authority Districts of Surrey. These figures are in seconds and relate to the overall response time for all categories of calls, Red and Green and all responses where an ambulance arrived on scene including requests for ambulances by healthcare professionals.

A change in the Ambulance Quality Indicators (AQIs) in connection with response times and how the priority of calls is calculated took effect in January 2016. For full details please see the NHS England website. <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

Local Authority District	Average response time in seconds
Elmbridge	1758
Epsom and Ewell	1973
Guildford	1626
Hart	1930
Mole Valley	1879
Reigate and Banstead	1741
Runnymede	1687
Rushmoor	1474
Spelthorne	1740
Surrey Heath	1713
Tandridge	2013
Waverley	2134

Woking	1546
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For information on Red 1 and Red 2 calls for our Trust and other ambulance Trusts please click on the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2015-16/>

and select 'Systems Indicators-spreadsheets' for each month.

**Can you please break down the order in which each borough in Surrey on average had the worst/best ambulance waiting times overall for the financial year of 2014-2015.
Please can you provide the average waiting time for each borough.**

Unfortunately due to discrepancies within our data for the period for the financial year 2014/2015, we are unable to provide you with this information at present.

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