



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

6th September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/11.

You requested the following information:

I am undertaking some work at present to look at the use of SECamb by our MIUs across Sussex. Would you be able to supply the following information regarding emergency calls placed from each of our MIUs:-

- 1) Date / Time
- 2) Category
- 3) Main reason for call
- 4) SECamb arrival time or call connect to arrival time
- 5) Conveyed or not?

As our MIUs are co-located with community hospitals, I appreciate that you might not be able to separate out MIU from, for example, the in-patient wards, but even the total attendances to the community hospitals would be helpful. Could I have the period 1 April 2015 to 31 March 2016?

The addresses are:-

**Minor Injuries Unit
Bognor War Memorial Hospital
Shripney road
Bognor Regis
West Sussex, PO22 9PP**

**Minor Injuries Unit
Crowborough War Memorial Hospital
Southview Road
Crowborough**

East Sussex, TN6 1HB

**Minor Injuries Unit
Uckfield Community Hospital
Framfield Road
Uckfield
East Sussex, TN22 5AW**

**Horsham Minor Injuries Unit
Horsham Hospital
Hurst Road
Horsham
West Sussex
RH12 2DR**

**Minor Injuries Unit
Lewes Victoria Hospital
Nevill Road
Lewes
East Sussex, BN7 1PE**

Please see attached spreadsheets relating to our attendances at each of the Minor Injuries Units mentioned above. The spreadsheets show the month and year of the attendance, the category, the response time and whether the patient was conveyed or not. The spreadsheets also show the problem nature and the majority of these show as 999HCP as the call for an ambulance was made by a healthcare professional. Therefore to assist with your enquiry I have also included the freetext as determined by the call taker during triage of the 999 call, however this may prove to be different when our crews reach the patient. Unfortunately we do not have any freetext for a period of time during October and November 2015 as there was a problem with our Computer Aided Dispatch system at that time. 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/>

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