



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

7th September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/33.

You requested the following information:

Hi could you please tell me the number of hoax and abandoned 999 calls you have received since 1/1/16 to 29/08/16. These numbers will be used in a video highlighting the importance of dialling 999 for an actual emergency.

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

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