



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

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

18th November 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/09/32.

Firstly I must apologise for the delay in providing this response. Unfortunately this was unavoidable due to the complexity of the request and discrepancies with our data which required investigation. This request has taken in excess of the 18 hour limit so therefore we were unable to complete all of each of the questions.

You requested the following information:

**1) Please provide the (mean) average response times in minutes and seconds for:**

- 1.1) Red 1 calls\* (Red since Oct 0215 in Wales, Cat A in Scotland and NI)**
- 1.2) Red 2 calls\* (Red since Oct 2015 in Wales, Cat A in Scotland and NI)**
- 1.3) All Red/Cat A calls (Red 1 and Red 2, Red since Oct 2015 In Wales, Cat A in Scotland and NI)**
- 1.4) Please state the total number of calls of all categories outlined above**

**Please provide information for**

- a) The trust as a whole**
- b) Broken down by CCG area (Local Health Board or District in Scotland, Wales and NI)**

**Please provide information for the following financial years, broken down by individual month.**

- i) 2013/24**
- ii) 2014/15**
- iii) 2015/16**
- iv) 2016/17 to date.**

Please see the attached spreadsheet titled Q1 V2 Summary Values for both Red 1 and Red 2 responses.

**2) Please provide the longest response times, as defined by the 99th percentile of responses by response time, in hours, minutes and seconds, for:**

**2.1) Red 1 calls\* (Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**2.2) Red 2 calls\* (Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**2.3) All Red/Cat A calls (Red 1 and Red2, Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**Please provide information for**

**a) The trust as a whole**

**b) Broken down by CCG area (Local Health Board or District in Scotland, Wales and NI)**

**Please provide information for the following financial years, broken down by individual month.**

**i) 2013/24**

**ii) 2014/15**

**iii) 2015/16**

**iv) 2016/17 to date.**

Please see the attached spreadsheet titled Q2 summary values. Unfortunately I regret to advise that we cannot provide the yearly totals at present. We have spent far in excess of the 18 hour limit on this request and so have therefore cannot provide any further data relating to this specific request.

.

**3) Please provide the number of:**

**3.1) Red 1 calls\* (Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**3.2) Red 2 calls\* (Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**3.3) All Red/Cat A calls (Red 1 and Red 2, Red since Oct 2015 in Wales, Cat A in Scotland and NI)**

**That were responded to after 12 minutes, and what percentage of each call category took more than 12 minutes to complete overall.**

**Please provide information for**

**a) The trust as a whole**

**b) Broken down by CCG area (Local Health Board or District in Scotland, Wales and NI)**

**Please provide information for the following financial years, broken down by individual month.**

- i) 2013/24
- ii) 2014/15
- iii) 2015/16
- iv) 2016/17 to date.

Please see the attached spreadsheet titled Q3 V2 Summary Values

**4) Please provide the number of operational hours lost to handover delays over 15 minutes\*\* within your trust.**

**Please provide information for**

- a) The trust as a whole
- b) Broken down by each acute hospital in your trust's area.

**Please provide information for the following financial years, broken down by individual month.**

- i) 2013/24
- ii) 2014/15
- iii) 2015/16
- iv) 2016/17 to date.

Please see the attached pivot table which shows the requested information for the period for the financial year 2015/2016 and 2016/2017 up to the end of September 2016. Unfortunately I regret to advise that we cannot provide the information for 2013/2014 and 2014/2015. We have spent far in excess of the 18 hour limit on this request and so have therefore cannot provide any further data relating to this specific request. .

**\*Note for Qns 1-3: Some ambulance trusts have, in the last few months, reclassified their response model whereby red1 and red 2 called have been reclassified as red, or red/amber. In those cases please indicate when this occurred and supply the requested data for qns 1-3 covering red 1 and 2 calls for the time up to the new response model, and covering red calls since the new response model.**

**\*\*Note to Qn 4. 15 minutes is recognised as the “zero tolerance” national standard for the NHS for patient handover to acute hospital. Please note we are asking for all handover delays in excess of that 15 minute period, totalised as the number of hours lost in any given month.**

**General Note: Some ambulance trusts have adopted a pilot in which they have an additional time in order to triage calls before despatching an ambulance. Where this is the case please indicate when the pilot began and how much time is permitted to triage calls prior to despatch.**

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