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24<sup>th</sup> February 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/01/47.

You requested the following information:

**Please would you provide me with:**

**1. A record of hoax calls received by your service in the calendar years 2015, 2016 and 2017 to date (January 27, 2017 or whichever date is closest)**

**Please provide:**

- a) the first half of the postcode (e.g. M4, TS11) from which the hoax call originated**
- b) the date (DD/MM/YYYY)**
- c) the response type (e.g. Red 1, Red 2, Green 1)**

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 any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

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

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust