



40/42 Friars Walk
Lewes
East Sussex
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foi@secamb.nhs.uk

13th April 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/02/08.

You requested the following information:

- 1) What was your longest response time to a red 1 mental health call in 2016?**
- 2) What was your longest response time to a red 1 physical health call in 2016?**
- 3) Please provide as much detail as you are allowed to about each of the above cases without compromising patient identity.**

Please see the attached spreadsheet which details the longest length of time patients had to wait for an ambulance to arrive on scene for a Red 1 mental health response and a Red 1 physical health response during the calendar year of 2016. Please note that the type of incident is the problem as identified by the call taker during triage of the call and may be different to what the crew find when they reach the patient.

We have provided data relating to responses which have remained the same category and have not been re-triaged or upgraded as a result of change in patient's condition or further information becoming available.

Nationally we report maximum response times on a 95th percentile basis for Red 1's and this is available on the NHS England Website. To provide assistance with your enquiry, we have added the 95th percentile figures for both Red 1 and Red 2 for the period from December 2016 to the end of February 2017 for SECamb as shown in the table below. These figures include calls which are re-triaged.

Month	Red 1 95 th % response time	Red 2 95% response time
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	(mins: secs)	(mins:secs)
December 2016	16:53	24:52
January 2017	16:00	26:18
February 2017	15:45	24:41

I hope you find this information useful.

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

Yours sincerely

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

