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13th April 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/02/22.

You requested the following information:

1.What was the longest time a patient designated as a red one call had to wait for an ambulance vehicle, first responder or other person meeting the requirements in the AQI to reach them? If possible give time, date and place (eg town) of call out. Please exclude cases where a red one call was downgraded before the patient was reached. In how many cases did the response time to a call exceed 30 minutes? Please give as total number and percentage of all red one calls. (eg 100 calls took longer than 30 mins, representing 5 per cent of total red one calls)

Please accept our apologies for the delay in providing this response.

Please see the attached spreadsheet showing the requested information relating to Red 1 responses for the period from January 1st 2017 up to February 11th 2017.

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.

The spreadsheet shows details of the longest ambulance emergency response times. Please note the 'Type of Incident' is the problem nature as determined by the call taker during triage of the 999 call and not a diagnosis, what was found when the crew arrived on scene or what the patient was treated for at hospital.

2.What was the longest time a patient designated as a red two call had to wait for an ambulance vehicle, first responder or other person meeting the requirements in the AQI to reach them? If possible give time, date and place (eg town) of call out. Please exclude cases where a red two call was downgraded before the patient was

reached. In how many cases did the response time to a call exceed 30 mins? Please give as total number and percentage of all red two calls.

Please see the attached spreadsheet showing the requested information relating to Red 2 responses for the period from January 1st 2017 up to February 11th 2017.

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.

The spreadsheet shows details of the longest ambulance emergency response times. Please note the 'Type of Incident' is the problem nature as determined by the call taker during triage of the 999 call and not a diagnosis, what was found when the crew arrived on scene or what the patient was treated for at hospital.

3. When a patient needed conveyance to hospital (and fell under the description of an A19 call), what was the longest time before an ambulance vehicle (again as described in the AQI) reached them? If possible, give time, date and place of call out. In how many cases did the response time to the call exceed 30 mins? Please give as total number and percentage of all A19 calls.

Please see this information on the attached spreadsheet.

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