



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 13th November 2017

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/15

You requested the following information, please also see our response below:

I need "a documented response from the emergency/ambulance service regarding anticipated minimum and maximum times for arrival and transfer to critical care taking account of local traffic conditions."

Response times and transfer times to critical care for category 'A' calls from central East Grinstead during normal business hours (9.00 am to 5.00 pm Monday to Friday) over a six-month period.

Please see information below relating to Category A (Red 1 & Red 2) calls in the East Grinstead area between the hours of 9am – 5pm Monday to Friday from 1st January 2017 – 30th June 2017:

The shortest time to get to scene was 36 seconds

The longest time to get to scene was 1 hour 38 minutes 28 seconds

The average time to get to scene was 6 minutes 30 seconds

The shortest time to get from scene to hospital was 3 minutes

The longest time to get from scene to hospital was 2 hours 24minutes 27 seconds

The average time to get from scene to hospital was 7 minutes 26 seconds

The times above are to the hospital in which the patient was conveyed, so may not necessarily be the nearest or even the same hospital.

Please note the time from scene to hospital is only the journey time and does not include handover.

It is important to note that not all calls will originate as a Category A (Red 1 / Red 2) and may be upgraded from a lower priority.

I hope you find this information of some assistance.

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