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

Date 24th November 2017

Email:foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/27.

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

What percentage of Red 1 calls are you commissioned to respond to within 8 minutes?
The national target was 75% however SECAmb has had an agreed Improvement trajectory with commissioners set below this target for Q1 and Q2 of this financial year, as set out in our board reporting. As of 22 November we have moved to the new Ambulance Response Programme metrics so these previous targets are no longer applicable

What percentage of Red 2 calls are you commissioned to respond to within 8 minutes?
The national target was 75% however SECAmb has had an agreed Improvement trajectory with commissioners set below this target for Q1 and Q2 of this financial year, as set out in our board reporting. As of 22 November we have moved to the new Ambulance Response Programme metrics so these previous targets are no longer applicable

For Green 1 calls, what is your trust's performance standard – how many calls are you expected to attend and in what time? (I understand many trusts set the response time at 30 minutes for this category)
N/A – We do not have Green 1 calls

For Green 1 calls, how many are you actually commissioned to attend and in what time?
N/A – We do not have Green 1 calls

For Green 2 calls, what is your trust's performance standard – how many calls are you expected to attend and in what time? (I understand many trusts set the response time at 30 minutes for this category)
Agreed locally - the patient should receive an emergency response in 30 minutes depending on the clinical need.

For Green 2 calls, how many are you actually commissioned to attend and in what time?
There is currently no commissioned agreement with calls that have a priority of Green

For Green 3 calls, what is your trust's performance standard – how many calls are you expected to attend and in what time?
N/A – We do not have Green 3 calls

For Green 3 calls, how many are you actually commissioned to attend and in what time?
N/A – We do not have Green 3 calls

For Green 4 calls, what is your trust's performance standard – how many calls are you expected to attend and in what time?
Green 4 999 Priority - Agreed locally - the patient should receive an emergency response in 30 minutes depending on the clinical need.
Green 4 HCP Priority - Agreed locally - the patient should receive an emergency response in 60 minutes depending on the clinical need.

For Green 4 calls, how many are you actually commissioned to attend and in what time?
There is currently no commissioned agreement with calls that have a priority of Green

For the calendar year 2016 – broken down by each month

How many red 1 calls did you respond to?
How many red 1 calls did you respond to in 8 minutes? What percentage did that represent of all red 1 calls?
Please see table below:

Month	Total Red 1 Responses	Red 1 Responses within 8 Min	Red1 <8min perf
Jan-16	1489	1072	72.0%
Feb-16	1340	876	65.4%
Mar-16	1355	844	62.3%
Apr-16	1339	939	70.1%
May-16	1299	862	66.4%
Jun-16	1380	822	59.6%
Jul-16	1377	855	62.1%
Aug-16	1347	870	64.6%
Sep-16	1249	782	62.6%
Oct-16	1496	968	64.7%
Nov-16	1608	1055	65.6%
Dec-16	1931	1233	63.9%

What was the longest red 1 call and how long was that? What was the call out for?
Please see table below:

Month	Longest R1 response time (hh:mm:ss)	Problem nature
Jan-16	00:32:39	999 HCP
Feb-16	00:50:18	Mental Health Issues

Your service, your call

Mar-16	00:48:32	Falls <12ft
Apr-16	00:38:03	Unconscious/Faint
May-16	03:07:06	HCP Admission 60 minutes
Jun-16	01:12:51	NHS 111
Jul-16	01:54:53	PP Referral 4
Aug-16	08:12:12	Humanitarian Assistance
Sep-16	00:37:54	Falls <12ft
Oct-16	02:05:12	NHS 111
Nov-16	00:59:55	Alcohol Related
Dec-16	01:45:51	PP Referral

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

How many red 2 calls did you respond to?
How many red 2 calls did you respond to in 8 minutes? What percentage did that represent of all red 2 calls?
Please see table below:

Month	Total Red 2 Responses	Red 2 Responses within 8 Min	Red2 <8min perf
Jan-16	26002	16335	62.8%
Feb-16	24769	14308	57.8%
Mar-16	26930	13430	49.9%
Apr-16	23735	14364	60.5%
May-16	25159	14296	56.8%
Jun-16	24153	12424	51.4%
Jul-16	25805	12761	49.5%
Aug-16	24732	12986	52.5%
Sep-16	24005	12675	52.80%
Oct-16	25455	13615	53.5%
Nov-16	25292	14271	56.4%
Dec-16	29594	14914	50.4%

What was the longest red 2 call and how long was that? What was the call out for?
Please see table below:

Month	Longest R2 response time (hh:mm:ss)	Problem nature
Jan-16	01:13:44	Back Pain
Feb-16	02:25:56	Generally Unwell

Your service, your call

Mar-16	07:19:35	999 HCP
Apr-16	13:33:05	Routine Journey
May-16	01:16:37	Limb/Pain Injury
Jun-16	01:25:14	Minor Ailment/Injury
Jul-16	06:13:14	Humanitarian Assistance
Aug-16	05:32:36	Social/Domestic Issues
Sep-16	03:42:27	999 HCP
Oct-16	07:35:45	PP Referral
Nov-16	05:34:09	Routine Journey
Dec-16	07:00:54	999 HCP

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

How many green 3 calls did you respond to?
What was the average response time for green 3 calls?
What was the longest attendance to a green 3 call? What was the call out for?
What percentage of green 3 calls were answered in under 60 minutes?
What percentage of green 3 calls were answered between 1 – 2 hours?
What percentage of green 3 calls were answered between 2-3 hours?
What percentage of green 3 calls were answered between 3-4 hours?
What percentage of green 3 calls were answered between 4-5 hours?
What percentage of green 3 calls were answered in excess of 5 hours?
N/A as we do not have Green 3

How many green 4 calls did you respond to?
Please see table below:

Month	Green 4 999+HCP Emergency Responses
Jan-16	8992
Feb-16	7882
Mar-16	7898
Apr-16	7457
May-16	7645
Jun-16	7033
Jul-16	7074
Aug-16	7245
Sep-16	6602
Oct-16	7221
Nov-16	6933
Dec-16	6290
Totals	88272

Your service, your call

What was the average response time for green 4 calls?

Month	Average Response Green 4 999 + HCP (hh:mm:ss)
Jan-16	0:57:21
Feb-16	1:08:47
Mar-16	1:23:21
Apr-16	0:57:48
May-16	1:03:23
Jun-16	1:12:48
Jul-16	1:13:02
Aug-16	1:08:22
Sep-16	1:05:32
Oct-16	1:07:47
Nov-16	1:12:18
Dec-16	1:36:49
Totals	1:10:06

What was the longest attendance to a green 4 call? What was the call out for?
Please see table below:

Month	Longest G4 response time (hh:mm:ss)	Problem nature
Jan-16	12:39:02	HCP Admission 120 minutes
Feb-16	21:17:53	Generally Unwell
Mar-16	11:59:04	HCP Admission 240 minutes
Apr-16	19:48:00	HCP Admission 240 minutes
May-16	10:38:42	HCP Admission 120 minutes
Jun-16	22:18:34	HCP
Jul-16	17:23:16	HCP Admission 240 minutes
Aug-16	13:41:44	999 HCP
Sep-16	13:16:24	HCP Admission 120 minutes
Oct-16	15:44:51	HCP Admission 240 minutes
Nov-16	12:53:50	HCP
Dec-16	19:58:43	Routine Journey

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

Your service, your call

What percentage of green 4 calls were answered in under 60 minutes?
What percentage of green 4 calls were answered between 1 – 2 hours?
What percentage of green 4 calls were answered between 2-3 hours?
What percentage of green 4 calls were answered between 3-4 hours?
What percentage of green 4 calls were answered between 4-5 hours?
Please see table below:

Month	G4 999 + HCP 60 min Perf	G4 999 + HCP 120 min Perf	G4 999 + HCP 180 min Perf	G4 999 + HCP 240 min Perf	G4 999 + HCP 300 min Perf	G4 999 + HCP 360 min Perf
Jan-16	88.42%	98.15%	99.50%	99.86%	99.95%	100.00%
Feb-16	82.72%	95.96%	99.09%	99.74%	99.87%	99.95%
Mar-16	74.66%	92.59%	97.32%	99.05%	99.59%	99.78%
Apr-16	83.04%	96.84%	99.20%	99.65%	99.81%	99.97%
May-16	81.76%	96.35%	98.77%	99.41%	99.73%	99.88%
Jun-16	75.31%	92.78%	97.37%	98.81%	99.46%	99.70%
Jul-16	74.97%	92.44%	97.05%	98.70%	99.43%	99.66%
Aug-16	76.88%	94.35%	98.44%	99.42%	99.72%	99.82%
Sep-16	77.68%	94.34%	98.34%	99.42%	99.69%	99.89%
Oct-16	76.69%	94.36%	98.16%	99.29%	99.67%	99.80%
Nov-16	72.44%	91.58%	97.85%	99.22%	99.67%	99.83%
Dec-16	64.13%	85.26%	93.42%	97.06%	98.76%	99.30%
Totals	77.67%	93.90%	97.94%	99.17%	99.63%	99.81%

How many patients were you called out to where the patient was under a section 136 of the mental health act?
What was the average time it took to respond to a patient under S136?
What was the longest time it took to respond to a patient under S136?
Please see table below. Please be advised that the data provided shows details of SECAmb Emergency Responses to Incidents with a Problem Nature of: Police S.136, Section 136.

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

Month	Total Responses	Average Response	Longest Response
Jan-16	60	00:33:59	02:26:48
Feb-16	42	00:42:17	02:20:17
Mar-16	30	00:38:22	02:23:39
Apr-16	50	00:35:22	02:38:14
May-16	61	00:34:36	01:58:25
Jun-16	58	00:35:15	03:03:04
Jul-16	50	00:39:53	03:35:55
Aug-16	60	00:37:52	01:50:43
Sep-16	68	00:39:25	03:31:48
Oct-16	44	00:40:47	02:19:55

Your service,
your call

Nov-16	29	00:58:13	02:42:44
Dec-16	22	00:48:19	04:52:06

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