



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

Date 24<sup>th</sup> 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/17/07/03

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

**If it is not possible to provide all the information requested due to the request exceeding the cost of compliance limits identified in Section 12, please answer as many of the questions as is possible within the time limits – or advise me as to how this request can be broken down to comply.**

**If any of this information is available publicly instead, please provide a link to the exact document or webpage where the information, as requested below, is broken down.**

**1. Please state the current vacancy rate amongst paramedics in the service and/or please state the total number of FTE paramedic posts the service would aim to fill.**

Please see the table below which shows the statistics for May 2017:

A&E Frontline Total		Full Budget (FTE)	Adjusted Budget	Staff in Post	Current Vacancies	Vacancy Rate %
5865	Paramedic	1030.42	927.38	780.62	146.76	16%

**2. Please state a) how many emergency care assistants (or technicians as they are called by some trusts) are employed by the service**

Emergency Care Support Workers (ECSW) Band 3 = 435.11 FTE

Technicians (Band 4) = 331.03 FTE

Associate Practitioners (Band 4) = 177.08 FTE

**b) their minimum qualifications before they can attend patients.**

Clinicians (non registrants) can attend patients within their relevant scope of practice following their initial period of clinical training.

**3. A) Please state on how many occasions a crew of two emergency care assistants and/or technicians – with no paramedic or more qualified crew member present - was sent to respond to a 999 call in 2015/16 and in 2016/17 to date (state figures from each year separately).**

**B) For the question above (3A), please state how many were Red 1 or Red 2 calls. Please give separate figures for 2015/16 and 2016/17 to date.**

Financial Year	CAT 8 Red 1	Cat A Red 2
2015-2016	411	48991
2016-2017	457	53339

**4. A) Please state the longest handover delay any of the service's ambulances experienced at a hospital in a) 2015/16 and b) 2016/17 to date.**

**B) If possible, please state the names of the hospital(s) as well as the length of wait, any recorded reason for delay and the patient's condition/reason for being taken to hospital (please provide any of these details that are known).**

In 2015-2016 the longest delay was 10 hours and 9 minutes at the Royal Sussex County for a call categorised as Breathing/ENT Problems (Please note that the category is the problem nature as determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated if conveyed to hospital).

In 2016-2017 the longest delay was 9 hours and 39 minutes at St Peters Hospital for a call categorised as NHS 111 (Please note that the category is the problem nature as determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated if conveyed to hospital).

**5. A) Please state the longest response time (between the ambulance service receiving a call and arrival at a patient) for a Red 1 or Red 2 call in a) 2015/16 and b) 2016/17 to date.**

**B) Please specify whether this was a Red 1 or Red 2 call, the length of response time, the reason for the delay and patient's condition/reason for needing an ambulance (please provide any of these details that are known).**

In 2015 – 2016 the longest response time from receiving a call to arriving at scene was 5 hours and 17 minutes for a Red 2 response call categorised as Breathing/ENT problems (Please note that the category is the problem nature as determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated if conveyed to hospital).

In 2016 – 2017 the longest response time from receiving a call to arriving at scene was 9 hours 7 minutes and 50 seconds for a Red 2 response call categorised as Routine Journey (Please note that the category is the problem nature as determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated 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.

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

Yours sincerely

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