



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

Date 24th 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/17/08/45.

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

Between 1/5/2017- 21/08/2017:

The number of category red 1 call-outs your trust received where the patient waited 30 mins or more for an ambulance to arrive at the scene?

Please see table below;

Town	Total
EDENBRIDGE	1
FAVERSHAM	1
SUNBURY	1
SHEPPEY	1
CROWBOROUGH	1
DORKING	2
HEATHFIELD	2
CRANBROOK	1
MIDHURST	2
GODSTONE	1
ASHFORD SOUTH	1
MAIDSTONE	1
DOVER	1
OUT of AREA	1
EASTBOURNE	1

Please note this was 0.32% of all Red 1 calls

The number of category red 2 call-outs your trust received where the patient waited 30 mins or more for an ambulance to arrive at the scene?

Please see table below:

Please note the blank field relates to calls that have not been categorised by the system – this may include new builds or calls which are out of area

Town	Number
BLANK	28
ALDERSHOT	14
ARUNDEL	1
ASHFORD	45
BALCOMBE	10
BATTLE	33
BEXHILL	23
BLUEWATER	12
Bognor	44
BRIGHTON	17
BROADWATER	7
BURGESS HILL	16
BYFLEET	8
CAMBERLEY	8
CANTERBURY	79
CHERTSEY	15
CHICHESTER	25
CRANBROOK	52
CRANLEIGH	17
CRAWLEY	43
CROWBOROUGH	16
DARTFORD	14
DEAL	38
DORKING	18
DOVER	59
EAST GRINSTEAD	22
EAST PRESTON	6
EASTBOURNE	37
EDENBRIDGE	33
EPSOM	11
ESHER	17
EWELL	12
FARNBOROUGH	53
FARNHAM	17
FAVERSHAM	24
FLEET	17
FOLKESTONE	37
GODALMING	13
GODSTONE	52
GRAVESEND	8
GUILDFORD	35

HAILSHAM	16
HARTLEY	2
HASLEMERE	41
HASTINGS	34
HAYWARDS HEATH	66
HEATHFIELD	19
HERNE BAY	21
HOLLINGBURY	8
HORLEY	7
HORSHAM	58
HOVE	16
HYTHE	15
LANCING	3
LANGNEY	25
LEATHERHEAD	13
LEWES	17
LEYBOURNE	11
LITTLEHAMPTON	10
LYDD	20
MAIDSTONE	94
MEDWAY	29
MIDHURST	40
NEW ROMNEY	31
NEWHAVEN	12
ORE	25
PADDOCK WOOD	3
PEACEHAVEN	24
POLEGATE	7
PULBOROUGH	45
RAINHAM	1
REIGATE	17
ROCHESTER	7
RYE	38
SANDWICH	2
SEAFORD	13
SELSEY	18
SEVEN DIALS	23
SEVENOAKS	43
SHEPPEY	64
SHOREHAM	17
SITTINGBOURNE	29
STAINES WEST	26
STROOD	26
SUNBURY	35

SWANLEY	15
TADWORTH	14
TENTERDEN	34
THAMESIDE	13
THANET NORTH	38
TONBRIDGE	11
TUNBRIDGE WELLS	50
UCKFIELD	38
WALTON	14
WESTGATE	5
WHITSTABLE	25
WOKING	27
WORTHING	27
WROTHAM HEATH	7

Please note this was 2.54% of all Red 2 calls

For 1 & 2 please can you provide us with the location of each call-out where the patients waited for 30 mins or more (Be as specific as you can). This can be provided as a list of location names.

Between 1/5/2017- 21/08/2017:

3. The longest time (In mins and/or hours) a patient waited for a ambulance during a category red 1 call out for an ambulance to arrive at the scene?

The longest time a patient waited for an ambulance for a Red 1 during the time frame stated was 232.2 minutes to a call categorised as NHS 111 in Dorking.

This was for a patient that was deceased and beyond all help so an immediate blue light response was no longer required, however initially reported as a Red 1 so this had to remain against that for national reporting purposes

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. We are unable to give the date of the incident as this may be identifiable to individuals.

4. The longest time (In mins and/or hours) a patient waited for a ambulance during a category red 2 call out for an ambulance to arrive on the scene?

The longest time a patient waited for an ambulance for a Red 2 during the time frame stated was 647.42 minutes to a call categorised HCP in Eastbourne.

This was initially coded as a Green 4 response (non-emergency) for a hospital transfer, but was subsequently upgraded after a delay to ensure the patient received the next available resource

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. We are unable to give the date of the incident as this may be identifiable to individuals.

For 3 & 4 please can you tell us:

A. The date of the call out

B. The location of the call out (Be as specific as you can)

C. The type of medical emergency

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.

Calls may also have been downgraded to a lower priority but in line with our AQIs, the reporting priority remain higher.

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