



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

Date 27th 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/17/11/22.

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

Please could you supply the total number of calls made to the service that required an ambulance response (all categories) from 'LifeLine' and other similar button activated providers, over the last 12 months for the following post codes.

CT9, CT10, CT11, CT12.

Please could you also supply an average response time for those calls to the above postcodes also please.

Please see table below:

		Average Response times (hh:mm:ss)			
Month/Year	No. of Incidents	R1	R2	G4 999	CATC30
Nov-16	124	00:08:41	00:08:30	00:46:00	00:42:07
Dec-16	151	N/A	00:09:09	00:55:51	00:47:48
Jan-17	158	N/A	00:11:20	01:47:11	00:48:17
Feb-17	130	00:07:50	00:09:25	N/A	00:35:29
Mar-17	151	N/A	00:11:31	01:18:33	00:42:48
Apr-17	171	N/A	00:07:23	01:34:27	00:25:26
May-17	141	N/A	00:09:52	00:24:29	00:29:57
Jun-17	148	00:05:41	00:12:00	00:42:49	00:31:24

Please note data is not available after June 2017 due to a change in the way we record the call source

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