



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

Date 29th January 2018

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/17/12/12.

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

I would like to be provided with the average (mean) response time of CT postcode ambulance calls outs for each month of 2017. I wish the monthly average response times to also be further broken down by:

- Monthly Average wait time for each Category of incident for the entirety of responses for the whole CT postcode region.

On 22nd November 2017 SECamb adopted the Ambulance Response Programme. This implements new ambulance standards and introduced a number of new call categories. For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

Please see table below which shows average response time (hh:mm:ss) before ARP was implemented:

	R1	R2	CATC30E	CATC30PT	C30HCP	CatC60Resp	Pre Alert
January	00:07:43	00:12:27	00:57:00	01:34:49	05:34:47	01:18:20	
February	00:07:48	00:10:31	00:44:52	01:05:19	02:20:34	01:10:56	
March	00:06:37	00:10:15	00:41:25	01:00:45	02:32:35	01:03:42	
April	00:06:26	00:08:31	00:30:22	01:11:05	02:01:54	00:51:54	
May	00:07:00	00:09:14	00:34:19	00:40:35		01:03:34	
June	00:06:59	00:10:18	00:39:37	01:40:57		01:05:03	00:51:35
July	00:08:14	00:11:08	00:47:57	00:59:41		01:18:07	08:05:35
August	00:07:24	00:09:47	00:48:21			01:32:03	00:53:12
September	00:08:31	00:10:37	00:53:02			01:18:08	
October	00:08:24	00:10:43	00:52:53			01:23:03	
November	00:07:39	00:10:14	00:43:54			01:16:22	

Please see table below which shows average response time (hh:mm:ss) after ARP was implemented:

	Cat1	Cat2	Cat3	Cat4	Cat4 Hear + Treat	Rou
November	00:08:51	00:15:40	00:54:55	01:24:03	00:50:10	01:07:52
December	00:08:13	00:18:25	01:17:18	02:20:47	01:20:44	19:54:13

Please see table below which shows average response time (hh:mm:ss) for categories that remained in place before and after implementation of ARP

	C60HCP	C120HCP	C240HCP
January	01:56:57	02:07:23	02:49:04
February	01:33:23	01:44:17	02:30:16
March	01:52:35	01:50:44	02:16:38
April	01:25:13	01:34:28	02:25:43
May	01:31:26	01:37:05	02:08:57
June	01:28:30	01:34:57	02:31:55
July	01:53:05	02:03:49	03:03:06
August	01:50:54	01:58:34	02:11:29
September	01:28:26	02:31:36	02:55:25
October	02:09:35	02:02:56	03:22:15
November	02:03:54	01:43:42	02:17:48
December	01:38:52	02:33:27	03:38:35

- Monthly Average wait for each first part CT Postcode (CT1, CT2, CT3, CT4...CT21 etc)

Please see tables below showing average response time (hh:mm:ss) for all categories:

	CT1	CT2	CT3	CT4	CT5	CT6	CT7	CT8
January	00:40:35	00:35:54	00:39:42	00:51:25	00:44:29	00:38:52	00:28:45	00:36:42
February	00:31:32	00:31:37	00:33:06	00:31:35	00:41:29	00:35:29	00:27:34	00:29:07
March	00:32:14	00:28:10	00:34:59	00:33:56	00:30:48	00:33:42	00:26:39	00:28:34
April	00:24:34	00:24:37	00:28:37	00:32:39	00:28:28	00:26:14	00:27:36	00:22:45
May	00:27:30	00:28:09	00:29:33	00:34:34	00:28:42	00:30:22	00:27:45	00:21:20
June	00:34:37	00:33:37	00:37:20	00:39:04	00:32:11	00:30:56	00:26:26	00:26:11
July	00:39:25	00:41:44	00:42:16	00:46:06	00:40:21	00:38:04	00:26:06	00:29:43
August	00:38:13	00:38:42	00:44:14	00:36:53	00:40:51	00:37:25	00:30:49	00:28:16
September	00:40:23	00:42:42	00:35:54	00:44:08	00:39:36	00:38:14	00:39:29	00:28:40
October	00:40:41	00:33:59	00:37:30	00:42:19	00:44:01	00:40:49	00:28:52	00:28:31
November	00:35:08	00:38:28	00:41:41	00:35:24	00:35:49	00:31:01	00:26:37	00:22:12
December	00:55:28	00:51:19	00:57:18	00:47:48	00:54:43	00:51:41	00:39:37	00:41:08

	CT9	CT10	CT11	CT12	CT13	CT14	CT15	CT16
January	00:30:23	00:38:33	00:25:13	00:28:28	00:38:47	00:41:44	00:50:35	00:39:19
February	00:24:30	00:23:19	00:25:06	00:25:56	00:27:01	00:35:31	00:37:36	00:38:34
March	00:24:27	00:29:28	00:22:26	00:25:19	00:35:01	00:33:16	00:36:53	00:34:10
April	00:21:11	00:19:32	00:17:19	00:20:49	00:21:01	00:28:41	00:35:19	00:25:32
May	00:20:06	00:22:19	00:19:16	00:18:01	00:29:25	00:30:55	00:29:44	00:30:50

June	00:23:20	00:25:18	00:29:26	00:20:33	00:29:10	00:34:34	00:35:37	00:32:52
July	00:28:39	00:25:12	00:28:55	00:22:05	00:37:06	00:36:37	00:53:09	00:35:21
August	00:24:45	00:24:53	00:26:15	00:27:40	00:32:35	00:33:10	00:48:15	00:34:35
September	00:27:53	00:29:14	00:25:41	00:26:30	00:36:44	00:40:25	00:49:05	00:39:28
October	00:27:32	00:29:15	00:26:20	00:22:30	00:32:03	00:38:30	00:48:49	00:41:20
November	00:26:07	00:25:35	00:26:50	00:19:54	00:36:11	00:34:15	00:46:30	00:35:34
December	00:32:56	00:42:40	00:37:36	00:37:28	00:43:05	00:58:17	00:57:13	00:57:53

	CT17	CT18	CT19	CT20	CT21
January	00:37:45	00:42:35	00:34:49	00:37:26	00:47:54
February	00:37:41	00:32:44	00:33:28	00:30:41	00:39:27
March	00:28:48	00:29:28	00:30:52	00:30:04	00:40:31
April	00:26:14	00:26:43	00:24:24	00:21:38	00:28:58
May	00:31:06	00:27:42	00:26:18	00:26:21	00:34:33
June	00:33:26	00:34:24	00:29:26	00:28:52	00:31:32
July	00:41:41	00:35:33	00:34:35	00:38:11	00:37:01
August	00:36:48	00:39:15	00:32:19	00:39:27	00:38:09
September	00:38:48	00:33:56	00:36:15	00:35:44	00:41:31
October	00:37:09	00:28:44	00:39:55	00:35:43	00:36:26
November	00:35:11	00:30:04	00:33:38	00:32:20	00:34:37
December	00:54:18	00:47:44	00:46:53	00:49:55	00:57:47

- Monthly Average wait for each first part CT Postcode (CT1, CT2, CT3, CT4...CT21 etc where the chief complaint of the incident was identified or suspected as Stroke.

Please see tables below showing average response time (hh:mm:ss) where the Problem/Nature of the call related to Stroke:

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.

	CT1	CT2	CT3	CT4	CT5	CT6	CT7	CT8
January	00:09:27	00:23:17	00:14:32	00:12:50	00:23:43	00:15:34	00:10:39	00:11:15
February	00:05:21	00:14:11	00:36:21	00:11:27	00:21:24	00:14:03	00:09:30	00:13:10
March	00:13:33	00:08:21	00:14:44	00:12:33	00:10:34	00:15:05	00:09:14	00:49:31
April	00:12:30	00:17:22	00:11:19	00:33:39	00:09:32	00:14:37	00:06:02	00:08:37
May	00:07:26	00:12:42	00:14:20	00:14:43	00:13:48	00:12:17	00:08:13	00:05:46
June	00:09:39	00:09:52	00:08:14	00:11:01	00:12:11	00:16:44	00:10:14	00:21:14
July	00:14:55	00:09:59	00:10:11	00:17:03	00:21:59	00:16:07	00:08:45	00:08:46
August	00:22:48	00:15:40	00:36:32	00:30:51	00:14:37	00:23:13	00:18:50	00:09:51
September	00:18:58	00:16:40	00:21:40	00:13:30	00:18:51	00:16:35	00:42:21	00:08:34
October	00:27:44	00:14:03	00:21:42	00:11:23	00:15:07	00:13:10	00:08:28	00:16:37
November	00:10:00	00:35:36	00:20:40	00:12:07	00:16:54	00:10:32	00:10:44	00:17:47
December	00:13:11	00:26:30	00:16:40	00:14:20	00:29:36	00:22:26	00:13:43	00:06:20

	CT9	CT10	CT11	CT12	CT13	CT14	CT15	CT16
January	00:09:07	00:09:46	00:07:06	00:07:41	00:13:57	00:16:32	00:21:47	00:20:37
February	00:09:10	00:06:51	00:08:05	00:08:27	00:08:06	00:11:36	00:11:36	00:22:12
March	00:09:47	00:06:13	00:17:26	00:10:45	00:12:24	00:14:28	00:18:04	00:15:24

April	00:07:45	00:06:00	00:10:03	00:08:03	00:06:01	00:15:45	00:15:21	00:18:55
May	00:07:17	00:06:29	00:10:02	00:05:41	00:07:16	00:17:03	00:12:41	00:11:14
June	00:10:15	00:07:14	00:08:07	00:06:06	00:12:38	00:13:08	00:23:26	00:10:03
July	00:10:58	00:07:28	00:11:18	00:06:33	00:07:24	00:13:13	00:30:38	00:12:22
August	00:11:41	00:07:19	00:19:06	00:08:27	00:15:02	00:12:56	00:13:07	00:13:18
September	00:10:40	00:15:20	00:13:06	00:08:45	00:12:06	00:16:07	00:53:58	00:12:34
October	00:08:03	00:05:25	00:09:19	00:08:02	00:13:41	00:14:28	00:41:36	00:18:48
November	00:08:44	00:06:42	00:11:10	00:07:34	00:13:37	00:12:35	00:36:42	00:16:03
December	00:16:08	00:11:59	00:12:31	00:09:23	00:24:13	00:20:33	00:19:08	00:41:17

	CT17	CT18	CT19	CT20	CT21
January	00:12:27	00:08:28	00:10:10	00:14:40	00:16:34
February	00:05:37	00:34:46	00:09:23	00:05:20	00:10:58
March	00:08:43	00:07:07	00:09:37	00:33:12	00:12:35
April	00:16:38	00:09:49	00:07:24	00:15:14	00:16:00
May	00:15:01	00:19:54	00:12:02	00:21:20	00:16:42
June	00:23:50	00:09:45	00:16:25	00:05:40	00:12:22
July	00:25:07	00:11:53	00:16:13	00:30:20	00:13:54
August	00:08:48	00:11:36	00:07:54	00:09:57	00:13:15
September	00:24:28	00:34:03	00:19:12	00:11:42	00:11:25
October	00:06:05	00:12:49	00:10:58	00:07:29	00:16:18
November	00:20:39	00:11:20	00:12:26	00:08:17	00:14:19
December	00:15:19	00:23:44	00:13:40	00:16:28	00:23:27

- Longest CT postcoded Single Wait for each month and the location (first part of postcode), Category and Chief complaint of the incident.

Please see table below showing longest wait (hh:mm:ss) for each month:

	Response Time	Postcode	Category	Chief Complaint
January	13:08:24	CT1	C240HCP	HCP
February	15:01:12	CT9	HCP	Fall Non-injury
March	09:51:56	CT19	C240HCP	HCP
April	09:09:42	CT7	C240HCP	HCP
May	08:58:53	CT9	C240HCP	HCP
June	11:03:10	CT9	C120HCP	HCP
July	16:45:00	CT18	CATC30E	Medical
August	09:29:35	CT6	CatC60Resp	Breathing Problems
September	11:44:10	CT19	C120HCP	HCP
October	12:17:33	CT1	C120HCP	HCP
November	12:00:19	CT1	C120HCP	HCP
December	19:54:13	CT10	Rou	Humanitarian Assistance

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 also be advised 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.

- Longest CT postcoded Single Wait for each month and the location (first part of postcode) where the Chief Complaint of the incident was identified as Stroke.

Please see table below showing longest wait (hh:mm:ss) where chief complaint was identified as Stroke:

	Response Time	Postcode
January	01:49:26	CT5
February	01:55:50	CT5
March	05:03:38	CT20
April	01:51:24	CT21
May	01:07:21	CT14
June	02:39:38	CT17
July	01:56:29	CT20
August	03:41:15	CT3
September	03:20:37	CT7
October	02:13:15	CT1
November	02:25:55	CT2
December	03:28:05	CT16

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.

- Number of Incidents for each month of 2017 where any ambulance handover from incident in the CT postcode (from arrival at A&E to re-release of said ambulance back to working fleet) took longer than two hours.

Please see table below:

	Time at hospital > 2 hours
January	66
February	22
March	15
April	13
May	13
June	14
July	20
August	16
September	23
October	10
November	7
December	35

- Number of Incidents for each month of 2017 where any ambulance handover from incident in the CT postcode (from arrival at A&E to re-release of said ambulance back to working fleet) took longer than three hours.

Please see table below:

	Time at hospital > 3 hours
January	9
February	4
March	0
April	0
May	0
June	3
July	3
August	1
September	3
October	1
November	0
December	4

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