



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

Date 7<sup>th</sup> September 2018

Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/12/16.

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

**I would like to request the data for the following fields relation to the ambulance response times for each incident in 2016 and the most recent available data for 2017**

**Date**

**Postcode**

**Chief complaint (please ensure this includes choking/airway obstruction)**

**Category e.g. Red 1, Cat A**

**Response time in minutes**

**If patient was taken to A&E**

Please find the data on the attached disc.

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.

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.

Our performance is measured across the whole of Kent, Sussex and Surrey and one postal area is just a small percentage of this region. We are aware of geographical differences in performance and are working hard to address this.

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/>

We are unable to provide the exact date, as this may be identifiable to individuals.

Where the response time reads 00:00:00 this may indicate a running call. This is where an ambulance crew identifies an incident before a call has been received.

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