



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
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Crawley
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Date 23rd May 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/18/04/15.

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

1/ The latest up to date Red1 & Red2 Response Times for the Folkestone & Hythe and the Romney Marsh Areas for the period November 2017 to April 2018.

On 22nd November 2017 SECamb adopted the Ambulance Response Programme. This implements new ambulance standards and introduced a number of new call categories. The Red 1 and Red 2 categories are no longer used. For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

The table below outlines the new ambulance standards:

Category	Types of Calls	Response Standard	Likely % of Workload	Response Details
Category 1 (Life-threatening event)	Previous Red 1 calls and some Red 2s Including Cardiac Arrests Choking Unconscious Continuous Fitting Not alert after a fall or trauma Allergic Reaction with breathing problems	7 Minute response (mean response time) 15 Minutes 9 out of 10 times (90th Centile)	Approx. 100 Incidents a day (8%)	Response time measured with arrival of first emergency responder Will be attended by single responder and ambulance crews

Category 2 (Emergency, potentially serious incident)	Previous Red 2 calls and some previous G2s Including Stroke Patients Fainting, Not Alert Chest Pains RTCs Major Burns Sepsis	18 minute response (mean response time) 40 minute response (90th centile)	(48%)	Response time measured with arrival of transporting vehicle (or first emergency responder if patient does not need to be conveyed)
Category 3 (Urgent Problem)	Falls Fainting Now Alert Diabetic Problems Isolated Limb Fractures Abdominal Pain	Maximum of 120 minutes (120 minutes 90th centile response time)	(34%)	Response time measured with arrival of transporting vehicle
Category 4 (Less Urgent Problem)	Diarrhoea Vomiting Non traumatic back pain	Maximum of 180 minutes (180 minutes 90th centile response time)	(10%)	May be managed through hear and treat Response time measured with arrival of transporting vehicle

Please see below average response times post ARP implementation. This is from 1st November 2017 – 22nd November 2017

	Average R1 Response	Average R2 Response
Folkestone & Hythe	00:07:58	00:09:50
Romney Marsh	00:12:38	00:12:57

Please see average response times after ARP implementation. This is from 22nd November 2017 – 31st March 2018

	Average C1 Response	Average C2 Response
Folkestone & Hythe	00:07:53	00:18:45
Romney Marsh	00:11:06	00:24:32

2/ Is a more precise CAD System being used to locate callers in Rural Areas.

We now have a new Computer Aided Dispatch (CAD) system, that went fully live from September 2017. This has improved our ability to locate patients in general, as the mapping is better than on our previous system.

3/ What is the % of Ambulances being brought in from other areas, including private contractors to try and meet demand for the period November 2017 to April 2018.

Please see table below showing the percentage of Private Ambulance Providers. Please note that the figures are not yet available for April. The below figures are for the whole of Kent, Sussex & Surrey.

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Total %	15%	18%	16%	17%	19%

4/ What is the current plan to try and improve Response Times within Rural Areas, specifically the Romney Marsh.

Response performance is monitored by the senior operations leadership team with the overall aim of reducing waiting times for all patients. We recognise there is a challenge in rural areas, such as Romney Marsh, where emergency activity is low due to the low population and large distances have to be covered.

Essentially we continue to maximise ambulance resources available, to ensure we are able to send a response as soon as possible to any medical emergency, regardless of location. In order to do this most effectively, we plan to match the predictable pattern of general demand with our resources across a geographical dispatch area.

There is also an active Community First Responder team in the Romney Marsh area which SECamb supports. These volunteers provide an additional response to patients in the local community as a welcome addition to ambulance service

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