



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

Date 12<sup>th</sup> June 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/18/05/38.

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

**1. In the last three calendar years (Jan-Dec for 2015- 2016, and 2017), how many times did an ambulance crew report getting lost or that they struggled to find an address when responding to an emergency call? Please break down by year.**

Please see table below:

Year	Total
2015	7
2016	10
2017	11

**2. On how many occasions was this caused by an error with the ambulance navigation system? Again, please break down by year, for the same years as above.**

Please see table below:

Year	Total
2015	6
2016	10
2017	8

**3. For the information outlined in (1.) please state how many of these journeys resulted in:**

**a) A delay in reaching the patient**

17 of these resulted in a delay in reaching the patient

**b) A serious incident, or potential serious incident - and please outline what these were.**

There were no Serious Incidents within the timeframe stated due to crews getting lost or struggling to find an address

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