



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

Date 25th 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/18/05/01.

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

In 2017 and 2018, from the moment Secamb received a call for an ambulance to attend an address in CT7, CT8, CT9, CT10, CT11, CT12, how many journeys of those ambulances exceeded 1 hour to arrive at the William Harvey hospital in Ashford?

From 01/01/2017 to 30/04/2018 there were 691 incidents with a transport from within the CT7, CT8, CT9, CT10, CT11, and CT12 post code areas to William Harvey Hospital.

689 of these incidents exceeded one hour from the time the call connected to arrival at hospital.

Please note this includes time to:

- Answer the call and confirm location
- Establish the nature of call and triage the patient
- Dispatch an ambulance and for the ambulance crew to make the journey to the incident
- Give any necessary treatment and care to the patient at scene
- Load the patient onto the ambulance
- Make the journey to hospital and give any further treatment necessary en-route

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