



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

Date 4<sup>th</sup> July 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/18/05/43.

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

**I would like to request response times to all category 1 and Category 2 calls in the GU29 post code area over the last twelve months.**

**I am looking for times for the first SEAMB resource in attendance (not Community first responders or similar)**

Please note SECamb adopted the Ambulance Response Programme (ARP) on 22nd November 2017. This introduced the Cat1 and Cat2 categories. The data provided is for 22/11/2017 - 31/05/2018.

Please see tables below:

Cat 1

Response time (HH:MM:SS)	Number of incidents
Less than 7 minutes	1
00:07:01 – 00:10:00	0
00:11:01 – 00:15:00	6
00:15:01 – 00:20:00	16
00:20:01 – 00:25:00	7
00:25:01 – 00:30:00	0
00:30:01 – 00:35:00	1

Cat 2

Response time (minutes)	Number of incidents
Less than 18 minutes	71
00:18:01 – 00:20:00	32

00:20:01 – 00:30:00	117
00:30:01 – 00:40:00	45
00:40:01 – 00:50:00	15
00:50:01 – 01:00:00	7
01:00:01 – 01:10:00	0
01:10:01 – 01:20:00	1
01:20:01 – 01:30:00	0
01:30:01 – 01:40:00	1

Please note some incidents may start at a lower priority. However, due to the length of response delay, these may be upgraded to a higher priority to ensure a quicker response to the patient. Due to reporting requirements, some of these incidents may be reported against the higher priority and not the original priority given

Please also be advised that 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.

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 Lead 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