



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

Date 18<sup>th</sup> July 2018

Email:foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/06/14.

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

**By 'Waiting Time', I am looking for the length of time a patient has spent waiting for an ambulance, from the time the call was received by a call handler to the arrival of the ambulance. This is for any job that remained on the system for the duration of this waiting period. Not for any caller that may have dialled for an ambulance, subsequently cancelled it, only to later call up and request one again.**

**Question 1: What were the five longest waiting times in the year period between: 1<sup>st</sup> June 2017 – 1<sup>st</sup> June 2018.**

**Please provide the duration of the wait in minutes and hours, as per the instructions above. Please provide the date of the call and a brief summary of the reason for the call including the patients age and gender. PLEASE NOTE: I am not expecting any information to be provided which can identify an individual and if this is provided in error it will not be used in any subsequent report. Please provide time in hours & minutes as per the table below. Please see table below:**

	Response time (hh:mm:ss)	Date of Call	Problem Nature
1	07:31:49	January 2018	Health Care Professional
2	13:50:51	November 2017	Health Care Professional
3	21:46:19	October 2017	Health Care Professional
4	17:31:01	August 2017	NHS 111
5	21:14:35	December 2017	NHS 111

Please note some of the above response times may include incidents where the patient or patient's family has requested a delay until the morning

**Question 2: How many 999 calls did the switchboard receive in the following years? Please provide the number of calls answered, unanswered and the total (answered + unanswered). Please see table below:**

Year	999 calls answered*	999 calls unanswered**	Total Calls
2013	599195	18448	617643
2014	598789	9251	608040
2015	619247	3888	623135
2016	715035	17130	732165
2017	777048	31528	808576

\*This is the total number of emergency and urgent calls presented to switchboard

\*\*This is the total number of emergency and urgent calls abandoned before being answered

**Question 3: What was the average response for each call category in the last five years (2013-2017).**

**PLEASE NOTE: I have provided three categories Red 1, Red 2 and A19. If your service uses different categories, or the categorisation has changed in the last five years please alter the table below accordingly to reflect the averages for your specific categories over the same time period. Please provide average times in hours & minutes.**

Please see table below:

Year	Red 1 (hh:mm:ss)	Red 2 (hh:mm:ss)	A19 (hh:mm:ss)
2013	00:06:38	00:06:48	00:06:47
2014	00:06:38	00:06:36	00:06:36
2015	00:06:46	00:06:52	00:06:52
2016	00:07:45	00:09:32	00:09:26
2017*	00:07:52	00:10:42	00:10:33

\*These figures are up until the 22<sup>nd</sup> November 2017

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/>

Year	Cat 1 (hh:mm:ss)	Cat 2 (hh:mm:ss)	Cat 1T (hh:mm:ss)
2017*	00:08:31	00:18:14	00:11:40

\*These figures are from 22<sup>nd</sup> November – 31<sup>st</sup> December 2017

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