



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

Date 23rd 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/18/06/28.

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

Under the terms of the Freedom of Information Act 2000, please provide me with full details of your trust's ambulance response times under the new Ambulance Response Programme (ARP). In particular:

A. What were your Category 1 mean and 90th centile response times in April, May and average year to date?

The statistics are published nationally and can be found via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

B. What were your Category 2 mean and 90th centile response times, in April, May and average year to date?

The statistics are published nationally and can be found via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

C. What were your Category 3 90th centile response times, in April, May and average year to date?

The statistics are published nationally and can be found via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

D. What were your Category 4 90th centile response times, in April, May and average year to date?

The statistics are published nationally and can be found via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

E. How many calls were ended with ambulance not required as response (ie Hear and Treat) in April and May this year?

The statistics are published nationally and can be found via the following link::

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

F. Has your trust submitted any evidence or recommendations to the NHS England review of ARP? If so, please provide a copy

This is exempt under Section 22 – Information intended for future publication

G.

H. What is your trust's current call script for patients regarding waiting times? Please provide a full copy

Our call script regarding waiting times is as follows;

'From the information given an ambulance is required, however, an immediate response is not required, and an ambulance will be sent as soon as possible, this may take up to

Cat 3 – 2 hours to arrive

Cat 4 – 3 hours to arrive

It is important that you only call us back if the patient's condition gets worse, changes or there are any new symptoms, otherwise please wait for the emergency vehicle to arrive.

I. Has your trust sold any Rapid Response Vehicles and purchased any Dual Crewed Ambulances as part of your move to ARP? If so please provide details i.e. numbers and costs

We have made initial efforts to reduce the Trust's Fleet's SRV numbers down to their current figure of 180 SRV's this was mainly done by decommissioning SRV's that were beyond economical repair or that were due replacement by age. As yet we have not purchased any additional vehicles to do with ARP as we still do not know how many vehicles will be required for this and are still in the process of commissioning new vehicles that we had already purchased as part of the Trusts replacement program.

J. Have any Serious Incidents been recorded in the year to date where the transition to ARP has been cited as a possible contributory factor? ie incorrect coding or incident. If so, please provide details

No

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

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust