



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

Date 25<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/18/07/05.

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

**A list of the 10 longest response times for calls classed as Category 1 (i.e. the most urgent, life threatening calls) in the calendar year 2018 to date.**

**For each of the 10 incidents I'd like**

- 1) The date of the incident**
- 2) As much detail of the location as you can give, without disclosing the identity of the patient (first part of postcode, city/district, etc.)**
- 3) The time of the incident (the time the first call was taken)**
- 4) The response time**
- 5) Whatever general, summary information you can give, without disclosing the identity of the patient, on the presenting symptoms or condition**
- 6) Any reason for the unusual length of the response time.**

Please see table below:

Incident Date	Response Time	Source Post Code	Clock Start	Problem Nature	Reason for Delay
Jan-18	07:31:49	RH19	13:34:32	HCP	Call upgraded
Apr 2018	02:44:26	GU7	04:28:30	Collapse (Breathing Normal) (Uncons/Noisy Breathing)	Upgraded from C3 due to delay
Mar 2018	02:28:00	RH12	01:18:14	Cardiac/Respiratory Arrest	Upgraded from C3
Apr 2018	02:27:04	ME10	05:25:09	Diabetic Probs (Uncons/Noisy Breathing)	Following welfare call re-triaged to C1
Feb 2018	02:22:17	GU15	02:40:49	Choking/back pain	Re-triaged

May 2018	02:06:43	CT14	11:57:00	Cardiac/Respiratory Arrest	Upgraded from C3
May 2018	01:53:40	TN13	13:31:00	Trauma (Uncons/Noisy Breathing)	Following welfare call re-triaged to C1
Jan 2018	01:26:19	TN15	18:14:37	NHS 111	Upgraded from C3
Feb 2018	01:20:34	ME12	13:04:28	NHS 111	Call upgraded
Feb 2018	01:17:35	KT19	22:13:19	Unco - Normal Breathing	Call upgraded

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

We are unable to give the specific date of each incident as this may be identifiable to individuals.

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

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