



South East Coast Ambulance Service NHS  
Foundation Trust  
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Crawley  
RH10 9BG

Email:foi@secamb.nhs.uk

Date 4<sup>th</sup> October 2018

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/08/42.

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

**I would like to request some information under the Freedom of Information Act 2000. Please acknowledge receipt of my request by email.**

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.

Please also be advised that this is the age of the patient is provided by the caller and therefore may not be a true reflection of the patients actual age

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

These response times may include incidents where the patient or patient's family has requested a delay until the morning

**PART 1: Longest waits in 2017-18:**

- 1. What was the length of three longest response times recorded by the trust in 2017-18 for calls in either of the two most urgent call categories (either Red 1 or Red 2 from April 2017 to September or Category 1 or Category 2 for October 2017 to March 2018\*)?**

**For each of the three incidents please provide:**

**A: The length of the wait for the appropriate rescue vehicle to arrive**

**B: The category of the call****C: Details of the patient, including age, problem and outcome**

Please see table below for longest Category 1 wait times from 22<sup>nd</sup> November 2017 – 31<sup>st</sup> March 2018

Category	Response Time (hh:mm:ss)	Problem Nature	Age	Original Reporting Category	Comments
Cat 1	02:28:00	1- Cardiac/Respiratory Arrest	97	Cat 3	
Cat 1	03:03:44	Unco - Normal Breathing	49	Cat 2	
Cat 1	07:31:49	HCP	86	Cat 3	No resources available, due to an extended response time a welfare call back to the patient was carried out where the reporting priority was changed

**2. What were the three longest waits for ALL call categories in 2017-18? For each of the three incidents please provide:**

**A: The length of the wait for the appropriate rescue vehicle to arrive****B: The category of the call****C: Details of the patient, including age, problem and outcome.**

Please see table below showing longest Response from 01/04/2017 - 31/03/2018 for All Reporting Categories

Response time (hh:mm:ss)	Problem Nature	Category	Age	Comments
23:32:35	HCP	CAT C HCP 120	79	No resources available, due to an extended response time a welfare call back to the patient was carried out

22:58:27	HCP	CAT C HCP 120	81	No resources available, due to an extended response time a welfare call back to the patient was carried out
22:48:36	HCP	CAT C HCP 240	26	No resources available, a clinician on scene requested a Paramedic Practitioner to treat the patient on scene

**PART 2 – is the same questions but for the 2016-17 financial year**

3. What was the length of three longest response times recorded by the trust in 2016-17 for calls in either of the two most urgent call categories (either Red 1 or Red 2)?

For each of the three incidents please provide:

**A: The length of the wait for the appropriate rescue vehicle to arrive**

**B: The category of the call**

**C: Details of the patient, including age, problem and outcome**

Please see table below showing the Longest Response from 2016/17 for Red 1

Response Time (hh:mm:ss)	Problem Nature	Age	Original Reporting Category	Comments
02:05:07	NHS 111	No data available	CAT C 30 Emrg Treat/Transp	
02:05:12	NHS 111	No data available	CAT C 30 Emrg Treat/Transp	
08:12:12	Humanitarian Assistance	No data available	Routine Call	No resources available, due to an extended response time a welfare call back to the patient was carried out where the reporting priority was changed

4. What were the three longest waits for ALL call categories in 2017-18? For each of the three incidents please provide:

**A: The length of the wait for the appropriate rescue vehicle to arrive**

**B: The category of the call**

**C: Details of the patient, including age, problem and outcome.**

Please see table below showing the Longest Response from 2016/17 for All Reporting Categories

Response Time (hh:mm:ss)	Problem Nature	Age	Comments
22:37:28	Routine Journey	No data available	A SECamb Single Responder Vehicle attended scene and requested that a Double Crewed Ambulance attend to convey the patient to hospital
19:58:43	Routine Journey	No data available	Due to an extended response the patients family requested a delayed response to the next day
19:48:00	HCP Admission 240 minutes	No data available	Due to an extended response the patients family requested a delayed response to the next day

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