



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

Date 9th October 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/18/09/01.

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

**1. The *monthly* median response times of your ambulance service for Category 1, 2, 3 and 4 incidents in 2016, 2017 and January - July 2018, broken down by:
- Postcode prefix and district.**

Please see table below. Please note we only implemented ARP at the end of November 2017 so have provided figures from December 2017

Month	CCG	Cat1 Median	Cat2 Median	Cat3 Median	Cat4 Median
Dec-17	NHS Ashford CCG	00:06:29	00:13:28	00:49:30	01:27:11
Dec-17	NHS Brighton & Hove CCG	00:05:30	00:09:45	00:56:29	01:06:10
Dec-17	NHS Canterbury and Coastal CCG	00:07:35	00:16:50	01:03:34	01:52:41
Dec-17	NHS Coastal West Sussex CCG	00:06:53	00:13:29	01:05:26	01:23:45
Dec-17	NHS Crawley CCG	00:06:01	00:10:08	00:58:33	01:07:58
Dec-17	NHS Dartford, Gravesham and Swanley CCG	00:07:24	00:14:20	01:06:32	02:22:08
Dec-17	NHS East Surrey CCG	00:08:20	00:15:13	01:06:04	01:14:08
Dec-17	NHS Eastbourne, Hailsham and Seaford CCG	00:07:33	00:12:58	01:11:04	01:13:15
Dec-17	NHS Guildford and Waverley CCG	00:09:20	00:14:18	00:55:50	01:15:39
Dec-17	NHS Hastings & Rother CCG	00:06:55	00:13:25	01:09:29	01:21:14
Dec-17	NHS High Weald Lewes Havens CCG	00:12:12	00:19:07	01:21:03	01:54:03
Dec-17	NHS Horsham and Mid Sussex	00:08:52	00:16:47	01:16:30	01:12:43

	CCG				
Dec-17	NHS Medway CCG	00:06:22	00:12:51	01:30:53	03:25:00
Dec-17	NHS North East Hampshire and Farnham CCG	00:07:29	00:13:04	00:58:11	01:28:19
Dec-17	NHS North West Surrey CCG	00:07:48	00:13:14	01:06:20	01:10:46
Dec-17	NHS South Kent Coast CCG	00:09:19	00:18:12	01:08:02	01:37:30
Dec-17	NHS Surrey Downs CCG	00:08:34	00:15:26	01:13:10	01:30:26
Dec-17	NHS Surrey Heath CCG	00:07:31	00:11:38	00:47:46	01:02:33
Dec-17	NHS Swale CCG	00:07:32	00:21:14	01:39:03	04:21:41
Dec-17	NHS Thanet CCG	00:06:01	00:09:23	00:39:53	01:14:42
Dec-17	NHS West Kent CCG	00:08:10	00:17:14	01:35:13	02:17:16
Dec-17	NHS Windsor, Ascot and Maidenhead CCG	00:11:41	00:17:41	01:13:29	01:12:31
Jan-18	NHS Ashford CCG	00:05:33	00:11:45	00:37:43	01:15:04
Jan-18	NHS Brighton & Hove CCG	00:05:08	00:08:27	00:38:37	01:01:03
Jan-18	NHS Canterbury and Coastal CCG	00:08:43	00:15:38	00:38:39	01:01:11
Jan-18	NHS Coastal West Sussex CCG	00:05:53	00:11:48	00:35:36	00:54:48
Jan-18	NHS Crawley CCG	00:06:03	00:09:55	00:41:28	01:28:25
Jan-18	NHS Dartford, Gravesham and Swanley CCG	00:06:13	00:11:15	00:37:59	01:09:45
Jan-18	NHS East Surrey CCG	00:07:12	00:13:47	00:46:36	00:48:47
Jan-18	NHS Eastbourne, Hailsham and Seaford CCG	00:07:08	00:11:35	00:42:20	00:56:57
Jan-18	NHS Guildford and Waverley CCG	00:08:05	00:13:18	00:37:48	01:26:29
Jan-18	NHS Hastings & Rother CCG	00:05:33	00:12:58	00:51:34	01:43:03
Jan-18	NHS High Weald Lewes Havens CCG	00:11:18	00:18:16	00:50:25	00:53:55
Jan-18	NHS Horsham and Mid Sussex CCG	00:09:34	00:16:25	00:50:18	01:18:11
Jan-18	NHS Medway CCG	00:05:41	00:10:40	00:49:51	01:33:37
Jan-18	NHS North East Hampshire and Farnham CCG	00:05:37	00:12:08	00:37:52	01:03:50
Jan-18	NHS North West Surrey CCG	00:08:08	00:12:05	00:45:37	01:03:44
Jan-18	NHS South Kent Coast CCG	00:06:46	00:16:21	00:38:52	00:56:59
Jan-18	NHS Surrey Downs CCG	00:08:19	00:14:03	00:45:03	01:05:15
Jan-18	NHS Surrey Heath CCG	00:07:13	00:11:04	00:35:11	00:48:13
Jan-18	NHS Swale CCG	00:06:25	00:17:09	01:04:57	01:57:12
Jan-18	NHS Thanet CCG	00:04:57	00:08:18	00:24:08	00:32:03
Jan-18	NHS West Kent CCG	00:07:16	00:14:43	00:55:31	01:13:46
Jan-18	NHS Windsor, Ascot and Maidenhead CCG	00:10:19	00:15:03	00:56:30	01:28:59
Feb-18	NHS Ashford CCG	00:07:01	00:11:19	00:40:32	00:56:01
Feb-18	NHS Brighton & Hove CCG	00:05:08	00:09:38	00:59:32	01:49:01
Feb-18	NHS Canterbury and Coastal CCG	00:07:28	00:16:16	00:48:24	01:04:29
Feb-18	NHS Coastal West Sussex CCG	00:06:43	00:12:53	00:47:40	01:26:32

Feb-18	NHS Crawley CCG	00:05:37	00:11:43	01:22:43	01:42:02
Feb-18	NHS Dartford, Gravesham and Swanley CCG	00:06:56	00:12:02	00:48:12	00:59:06
Feb-18	NHS East Surrey CCG	00:07:18	00:14:36	01:05:20	01:50:16
Feb-18	NHS Eastbourne, Hailsham and Seaford CCG	00:07:21	00:13:26	01:14:08	03:02:42
Feb-18	NHS Guildford and Waverley CCG	00:08:04	00:15:09	01:02:40	01:45:41
Feb-18	NHS Hastings & Rother CCG	00:07:30	00:14:08	01:19:06	01:48:29
Feb-18	NHS High Weald Lewes Havens CCG	00:11:15	00:19:28	01:11:59	02:59:51
Feb-18	NHS Horsham and Mid Sussex CCG	00:09:02	00:17:54	01:29:06	01:42:20
Feb-18	NHS Medway CCG	00:05:53	00:11:14	01:05:49	02:41:53
Feb-18	NHS North East Hampshire and Farnham CCG	00:07:00	00:13:23	01:09:57	02:18:16
Feb-18	NHS North West Surrey CCG	00:07:53	00:13:24	01:12:57	01:40:16
Feb-18	NHS South Kent Coast CCG	00:09:08	00:16:11	00:46:47	01:06:27
Feb-18	NHS Surrey Downs CCG	00:07:48	00:15:39	01:11:14	02:00:04
Feb-18	NHS Surrey Heath CCG	00:06:07	00:12:37	01:08:53	01:00:10
Feb-18	NHS Swale CCG	00:07:09	00:18:31	01:18:21	04:28:44
Feb-18	NHS Thanet CCG	00:05:18	00:08:28	00:32:58	00:47:37
Feb-18	NHS West Kent CCG	00:08:02	00:15:20	01:10:25	01:52:19
Feb-18	NHS Windsor, Ascot and Maidenhead CCG	00:08:46	00:14:16	01:08:56	02:47:35
Mar-18	NHS Ashford CCG	00:07:50	00:13:30	00:50:02	00:35:06
Mar-18	NHS Brighton & Hove CCG	00:05:11	00:11:03	01:07:49	01:36:46
Mar-18	NHS Canterbury and Coastal CCG	00:07:47	00:17:49	01:04:39	02:14:07
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Mar-18	NHS Crawley CCG	00:05:45	00:11:55	00:54:54	01:08:02
Mar-18	NHS Dartford, Gravesham and Swanley CCG	00:06:56	00:13:06	00:49:35	01:39:03
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Mar-18	NHS West Kent CCG	00:08:39	00:17:05	01:11:23	02:23:50
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Apr-18	NHS Ashford CCG	00:05:52	00:11:04	00:38:18	00:44:21
Apr-18	NHS Brighton & Hove CCG	00:04:28	00:09:00	00:44:47	01:10:12
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May-18	NHS Medway CCG	00:05:31	00:11:03	00:57:21	01:46:31
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May-18	NHS Surrey Downs CCG	00:07:06	00:13:58	00:36:22	01:01:54
May-18	NHS Surrey Heath CCG	00:05:49	00:12:52	00:55:53	00:52:54
May-18	NHS Swale CCG	00:05:55	00:20:24	01:13:58	01:45:18
May-18	NHS Thanet CCG	00:05:05	00:08:17	00:32:02	00:37:00
May-18	NHS West Kent CCG	00:07:46	00:15:06	01:08:14	02:08:14
May-18	NHS Windsor, Ascot and Maidenhead CCG	00:09:26	00:15:11	00:51:12	00:50:09
Jun-18	NHS Ashford CCG	00:06:24	00:12:23	00:42:48	00:50:29
Jun-18	NHS Brighton & Hove CCG	00:04:20	00:09:40	00:53:13	01:19:18
Jun-18	NHS Canterbury and Coastal CCG	00:06:59	00:16:11	00:50:58	01:03:43
Jun-18	NHS Coastal West Sussex CCG	00:05:49	00:13:03	00:42:50	01:01:00
Jun-18	NHS Crawley CCG	00:05:14	00:10:49	00:43:36	00:39:10
Jun-18	NHS Dartford, Gravesham and Swanley CCG	00:06:51	00:12:15	00:42:24	00:56:42
Jun-18	NHS East Surrey CCG	00:07:19	00:14:06	00:40:59	01:21:42
Jun-18	NHS Eastbourne, Hailsham and Seaford CCG	00:06:04	00:12:47	00:57:25	02:12:18
Jun-18	NHS Guildford and Waverley CCG	00:06:40	00:16:09	00:59:16	01:12:31
Jun-18	NHS Hastings & Rother CCG	00:06:53	00:14:20	01:02:26	01:22:35
Jun-18	NHS High Weald Lewes Havens CCG	00:11:56	00:19:31	01:03:50	01:20:15
Jun-18	NHS Horsham and Mid Sussex CCG	00:07:41	00:17:43	00:59:08	01:15:51
Jun-18	NHS Medway CCG	00:05:27	00:11:43	01:01:22	02:27:20
Jun-18	NHS North East Hampshire and Farnham CCG	00:06:20	00:13:03	00:57:22	01:22:27
Jun-18	NHS North West Surrey CCG	00:07:37	00:12:24	00:42:07	01:38:26
Jun-18	NHS South Kent Coast CCG	00:07:29	00:16:49	00:53:13	01:58:22
Jun-18	NHS Surrey Downs CCG	00:07:58	00:14:22	00:42:21	01:00:53
Jun-18	NHS Surrey Heath CCG	00:06:59	00:12:27	00:46:13	01:28:44
Jun-18	NHS Swale CCG	00:06:39	00:19:46	01:17:45	01:36:25
Jun-18	NHS Thanet CCG	00:05:12	00:08:26	00:30:07	01:04:20
Jun-18	NHS West Kent CCG	00:07:29	00:15:53	01:11:48	01:32:44
Jun-18	NHS Windsor, Ascot and Maidenhead CCG	00:09:35	00:17:08	00:50:00	00:28:11
Jul-18	NHS Ashford CCG	00:06:45	00:14:08	01:02:09	02:07:07

Jul-18	NHS Brighton & Hove CCG	00:04:56	00:09:56	00:55:11	01:24:15
Jul-18	NHS Canterbury and Coastal CCG	00:07:42	00:18:50	01:22:28	01:45:40
Jul-18	NHS Coastal West Sussex CCG	00:06:28	00:14:01	00:58:33	01:21:13
Jul-18	NHS Crawley CCG	00:05:49	00:12:35	00:50:32	01:19:39
Jul-18	NHS Dartford, Gravesham and Swanley CCG	00:07:14	00:13:13	00:51:50	01:28:08
Jul-18	NHS East Surrey CCG	00:07:00	00:15:34	00:47:13	01:07:05
Jul-18	NHS Eastbourne, Hailsham and Seaford CCG	00:05:43	00:13:28	00:56:40	01:06:51
Jul-18	NHS Guildford and Waverley CCG	00:08:36	00:17:00	01:12:26	01:09:07
Jul-18	NHS Hastings & Rother CCG	00:05:55	00:15:20	01:00:52	01:02:09
Jul-18	NHS High Weald Lewes Havens CCG	00:10:59	00:19:24	01:09:46	01:55:06
Jul-18	NHS Horsham and Mid Sussex CCG	00:07:41	00:18:15	01:04:29	01:02:04
Jul-18	NHS Medway CCG	00:05:53	00:13:11	01:21:33	01:33:20
Jul-18	NHS North East Hampshire and Farnham CCG	00:07:20	00:15:07	01:15:48	01:25:04
Jul-18	NHS North West Surrey CCG	00:07:30	00:14:27	01:03:16	01:34:52
Jul-18	NHS South Kent Coast CCG	00:08:09	00:19:11	01:16:21	01:34:34
Jul-18	NHS Surrey Downs CCG	00:07:37	00:14:58	00:43:46	01:12:43
Jul-18	NHS Surrey Heath CCG	00:07:03	00:13:55	01:01:28	00:47:12
Jul-18	NHS Swale CCG	00:07:45	00:21:48	01:39:35	00:59:15
Jul-18	NHS Thanet CCG	00:05:37	00:10:07	00:50:51	00:52:58
Jul-18	NHS West Kent CCG	00:07:44	00:17:34	01:22:22	01:11:02
Jul-18	NHS Windsor, Ascot and Maidenhead CCG	00:11:55	00:16:32	01:16:32	00:25:30

2. The quickest and slowest response time to Category 1, 2, 3 and 4 incidents by your Trust each year for 2016, 2017 and between January and July 2018, detailing the month in which the call and response took place.

Please see table below. 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

Year	Month	Category	Response	Response Time	Comment
2017	December	Cat 1	Quickest	00:00:06	
2017	December	Cat 1	Slowest	02:06:16	Upgraded Cat 3.
2017	December	Cat 2	Quickest	00:00:03	Running call.
2017	December	Cat 2	Slowest	10:19:57	Upgraded Cat 4.

2017	December	Cat 3	Quickest	00:00:05	
2017	December	Cat 3	Slowest	21:14:35	Patient agreed delayed attendance. Demand Management Plan (DMP) 4.
2017	December	Cat 4	Quickest	00:02:30	
2017	December	Cat 4	Slowest	19:50:23	Demand Management Plan (DMP) 2.
2018	June	Cat 1	Quickest	00:00:00	Running call.
2018	January	Cat 1	Slowest	07:31:49	Upgraded Cat 3.
2018	January	Cat 2	Quickest	00:00:00	Running call.
2018	February	Cat 2	Slowest	21:23:45	Upgraded from Cat 3.
2018	February	Cat 3	Quickest	00:00:06	Neonatal transfer.
2018	July	Cat 3	Slowest	17:36:11	Surge Purple.
2018	July	Cat 4	Quickest	00:00:35	
2018	March	Cat 4	Slowest	20:52:12	Upgraded from Cat 4.

3. A *monthly* total of how many emergency calls were made to your Trust in 2016, 2017 and January to July 2018.

This data is published on a monthly basis by NHS England and can be found via the following link: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

4. A *yearly* total of how many emergency vehicles were available in your Trust's fleet in 2016, 2017 and January to July 2018.

Please see table below:

Year	DCA	SRV	HART
2016	300	261	28
2017	300	261	28
2018	309	180	27

DCA = Double Crewed Ambulance

SRV = Single Response Vehicle (car)

HART = Hazardous Area Response Team

5. The three most commonly reported complaints / incidents for Category 1, 2, 3 and 4 incidents *each month* from January 2016 to July 2018.

Please see table below for complaints. We will not be able to answer this for incidents as the category of call is not recorded.

2016	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
Staff conduct /	33	28	35	27	26	27	35	33	31	15	22	23

attitude												
Timeliness - A&E	4	8	30	13	12	15	27	16	15	11	22	31
NHS Pathways (call triage)	28	24	30	22	16	18	36	31	22	20	13	13
2017	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Staff conduct / attitude	21	18	25	19	22	28	22	20	17	13	25	20
Timeliness - A&E	27	23	13	13	12	21	20	24	55	59	41	30
NHS Pathways (call triage)	15	17	14	18	15	26	19	34	32	17	16	11
2018	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018					
Staff conduct / attitude	20	21	21	26	23	19	32					
Timeliness - A&E	34	39	37	23	24	19	25					
NHS Pathways (call triage)	21	29	16	11	23	18	23					

6. The number of calls that were made from the three private addresses who have made the most emergency calls to your trust between July 2017 and June 2018:

The Trust uses the following definition of a Frequent Caller to the Service – “A Frequent Caller is defined by the Ambulance Service Frequent Caller National Network (FreCaNN) as someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more emergency calls related to individual episodes of care in 3 months from a private dwelling.

The Trust has shown significant success of the strategies we have employed to manage the complex needs of a relatively small pool of frequent callers with a significant reduction in call volume in comparison to the previous financial year.

These strategies include making effective use of the clinical supervisors in the Emergency Operations Centres, skilled paramedics and nurses specialising in the management of a wide range of conditions which do not necessarily require an emergency ambulance response who are able to assess and plan the care of individuals, providing appropriate referral to the patient's own GP for example.

In addition to the significant contribution by our clinicians in the Emergency Operations Centres, the Trust is actively involved at a national and regional level in ensuring a consistent approach to managing frequent callers and ensuring that the manner in which we support

these often vulnerable people meets their individual needs without having an impact on the wider service.

Our approach to providing care to frequent callers involves a whole-system approach and includes GPs, community services and commissioners, which we support with the use of special notes and systems such as IBIS (Intelligence Based Information System), which has been developed and is managed by SECamb.

Please see table below:

Address	No. Calls
Private Address 1	706
Private Address 2	595
Private Address 3	581

7. Please could you also tell me the average or estimated cost of one emergency call to your Trust? Or, if this is unavailable, an estimate of how much one minute of an emergency call costs your Trust, plus the average time duration of an emergency call?

The average cost of a call to our Emergency Operations Centre is £171.28

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