



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

Date 29<sup>th</sup> November 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/18/10/15.

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

**I would like to know, for each month of the year in 2015/16, 2016/17, 2017/18 and up until the most recent point for which data is available in 2018/19, what the number of call-outs, total call –out times and average response times were at your trust – and would like to have this broken down according to the origin of the call under the categories of GP surgery (not out of hours), out of hours service, member of the public, and any other types of callers that are recorded.**

*We advised that we are unable to split the data in the requested format as we do not record it in this way. We advised we would only be able to gather data for emergency response recorded as Health Care Professional (HCP) - but this will also include bookings made by hospitals, districts nurses, etc. You confirmed you would like this.*

Within NHS Pathways a HCP is defined as:

A doctor - this means a qualified and currently practising medical practitioner; not a medical student or retired doctor.

A dentist - This means a qualified and currently practising dentist; not a retired dentist or student dentist.

A registered nurse or midwife - this means a qualified and currently practising registered nurse, dental nurse or midwife; not a care assistant, student nurse/midwife or a retired nurse/midwife.

A registered paramedic - This means a qualified and currently practising paramedic; not an ambulance technician, member of a voluntary healthcare organisation or a retired paramedic.

A doctor's representative OR other authorised person - This means, for example, a receptionist or ward clerk who is calling on the direct instructions of a doctor, dentist or nurse. This also means any professional who is authorised to request an ambulance or interhospital transfer. This also means any other professional who is responsible for the patient.

Please see table below:

Month	Year	Source	Count of incidents	Total Response	Average Response
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				Time HH:MM:SS	Time HH:MM:SS
January	2018	NHS 111	11821	7643:18:31	00:38:48
February	2018	NHS 111	10287	9015:16:01	00:52:35
March	2018	NHS 111	10959	9932:25:09	00:54:23
April	2018	NHS 111	10935	7319:28:44	00:40:10
May	2018	NHS 111	10428	8049:43:49	00:46:19
June	2018	NHS 111	10035	8043:39:07	00:48:06
July	2018	NHS 111	9961	8883:32:20	00:53:31
August	2018	NHS 111	9872	8231:45:36	00:50:02
September	2018	NHS 111	9702	8142:04:52	00:50:21
October	2018	NHS 111	10520	8191:13:18	00:46:43
January	2018	OTHER AMBULANCE SERVICE	456	280:02:22	00:36:51
February	2018	OTHER AMBULANCE SERVICE	370	282:09:08	00:45:45
March	2018	OTHER AMBULANCE SERVICE	606	523:04:14	00:51:47
April	2018	OTHER AMBULANCE SERVICE	410	242:18:35	00:35:28
May	2018	OTHER AMBULANCE SERVICE	392	253:00:27	00:38:44
June	2018	OTHER AMBULANCE SERVICE	385	269:31:37	00:42:00
July	2018	OTHER AMBULANCE SERVICE	447	366:07:14	00:49:09
August	2018	OTHER AMBULANCE SERVICE	360	240:26:04	00:40:04
September	2018	OTHER AMBULANCE SERVICE	391	324:33:41	00:49:48
October	2018	OTHER AMBULANCE SERVICE	424	303:14:22	00:42:55
January	2018	Careline	5466	4650:20:57	00:51:03
February	2018	Careline	4726	5762:35:33	01:13:10
March	2018	Careline	4922	6769:40:07	01:22:31
April	2018	Careline	4908	4601:23:31	00:56:15
May	2018	Careline	5051	5494:26:06	01:05:16
June	2018	Careline	4788	5325:13:31	01:06:44
July	2018	Careline	4755	6081:39:47	01:16:44
August	2018	Careline	4769	5213:28:37	01:05:36
September	2018	Careline	4644	5242:53:30	01:07:44
October	2018	Careline	4614	5048:36:15	01:05:39
January	2018	Unrecorded	39109	26447:51:29	00:40:35

		Source			
February	2018	Unrecorded Source	34884	29510:08:29	00:50:45
March	2018	Unrecorded Source	38301	34189:11:16	00:53:34
April	2018	Unrecorded Source	36095	23405:12:05	00:38:54
May	2018	Unrecorded Source	37978	27709:15:28	00:43:47
June	2018	Unrecorded Source	36474	26752:49:41	00:44:01
July	2018	Unrecorded Source	37852	31431:02:00	00:49:49
August	2018	Unrecorded Source	36343	26786:10:44	00:44:13
September	2018	Unrecorded Source	35688	27321:15:44	00:45:56
October	2018	Unrecorded Source	36948	27768:33:18	00:45:06
January	2018	COASTGUARD	*Less than 10	Unable to provide	00:18:18
February	2018	COASTGUARD	*Less than 10	Unable to provide	00:42:43
March	2018	COASTGUARD	*Less than 10	Unable to provide	00:52:02
April	2018	COASTGUARD	12	04:38:16	00:23:11
May	2018	COASTGUARD	11	04:33:05	00:24:50
June	2018	COASTGUARD	*Less than 10	Unable to provide	00:19:22
July	2018	COASTGUARD	11	06:29:43	00:35:26
August	2018	COASTGUARD	*Less than 10	Unable to provide	00:24:56
September	2018	COASTGUARD	*Less than 10	Unable to provide	01:53:07
October	2018	COASTGUARD	10	03:28:52	00:20:53
January	2018	FIRE	110	44:11:47	00:24:06
February	2018	FIRE	72	36:27:30	00:30:23
March	2018	FIRE	98	59:57:20	00:36:42
April	2018	FIRE	80	33:04:31	00:24:48
May	2018	FIRE	107	47:05:38	00:26:24
June	2018	FIRE	85	28:37:58	00:20:13
July	2018	FIRE	94	42:45:39	00:27:18
August	2018	FIRE	107	42:33:32	00:23:52
September	2018	FIRE	91	38:25:28	00:25:20
October	2018	FIRE	103	49:01:44	00:28:34
January	2018	Gatwick Airport	30	09:56:30	00:19:53
February	2018	Gatwick Airport	27	10:20:53	00:23:00
March	2018	Gatwick Airport	38	12:35:36	00:19:53
April	2018	Gatwick Airport	32	04:59:59	00:09:22
May	2018	Gatwick Airport	42	14:26:35	00:20:38
June	2018	Gatwick Airport	27	08:08:48	00:18:06
July	2018	Gatwick Airport	31	11:39:50	00:22:35

August	2018	Gatwick Airport	41	11:45:57	00:17:13
September	2018	Gatwick Airport	29	07:55:20	00:16:23
October	2018	Gatwick Airport	34	10:21:51	00:18:17
January	2018	Highways England	*Less than 10	Unable to provide	00:46:10
February	2018	Highways England	*Less than 10	Unable to provide	00:22:52
March	2018	Highways England	*Less than 10	Unable to provide	00:18:43
April	2018	Highways England	*Less than 10	Unable to provide	00:14:32
May	2018	Highways England	10	02:26:44	00:14:40
June	2018	Highways England	*Less than 10	Unable to provide	00:24:16
July	2018	Highways England	*Less than 10	Unable to provide	00:13:02
August	2018	Highways England	*Less than 10	Unable to provide	00:36:00
September	2018	Highways England	*Less than 10	Unable to provide	00:24:25
October	2018	Highways England	13	03:23:28	00:15:39
January	2018	POLICE	1497	959:57:35	00:38:29
February	2018	POLICE	1237	997:47:24	00:48:24
March	2018	POLICE	1264	1018:01:23	00:48:19
April	2018	POLICE	1407	896:13:22	00:38:13
May	2018	POLICE	1516	1087:21:54	00:43:02
June	2018	POLICE	1470	1085:36:10	00:44:19
July	2018	POLICE	1600	1288:19:08	00:48:19
August	2018	POLICE	1498	1149:48:44	00:46:03
September	2018	POLICE	1410	1096:41:28	00:46:40
October	2018	POLICE	1349	1078:01:16	00:47:57
January	2018	Port Of Dover	*Less than 10	Unable to provide	00:26:49
February	2018	Port Of Dover	*Less than 10	Unable to provide	00:38:07
August	2018	Port Of Dover	*Less than 10	Unable to provide	00:23:24
December	2017	NHS 111	12390	10910:51:11	00:52:50
July	2017	OTHER AMBULANCE SERVICE	596	328:33:08	00:33:05
August	2017	OTHER AMBULANCE SERVICE	479	256:08:25	00:32:05
September	2017	OTHER AMBULANCE SERVICE	632	419:19:10	00:39:49
October	2017	OTHER AMBULANCE SERVICE	753	493:57:53	00:39:22
November	2017	OTHER AMBULANCE	441	259:32:42	00:35:19

		SERVICE			
December	2017	OTHER AMBULANCE SERVICE	562	437:10:37	00:46:40
July	2017	Careline	2096	1528:45:48	00:43:46
August	2017	Careline	3652	2745:17:14	00:45:06
September	2017	Careline	5174	4956:28:07	00:57:29
October	2017	Careline	5621	4978:14:02	00:53:08
November	2017	Careline	5699	4641:51:41	00:48:52
December	2017	Careline	5662	7075:22:10	01:14:59
July	2017	Unrecorded Source	20249	12743:55:28	00:37:46
August	2017	Unrecorded Source	29096	18546:36:06	00:38:15
September	2017	Unrecorded Source	36376	28137:31:28	00:46:25
October	2017	Unrecorded Source	38680	27876:42:52	00:43:15
November	2017	Unrecorded Source	38607	26095:10:16	00:40:33
December	2017	Unrecorded Source	40847	37464:45:20	00:55:02
January	2017	COASTGUARD	*Less than 10	Unable to provide	00:01:13
February	2017	COASTGUARD	*Less than 10	Unable to provide	00:10:04
March	2017	COASTGUARD	*Less than 10	Unable to provide	00:14:31
April	2017	COASTGUARD	10	02:05:09	00:12:31
May	2017	COASTGUARD	23	03:50:10	00:10:00
June	2017	COASTGUARD	15	02:42:06	00:10:48
July	2017	COASTGUARD	12	02:30:37	00:12:33
August	2017	COASTGUARD	16	05:55:53	00:22:15
September	2017	COASTGUARD	11	07:39:02	00:41:44
October	2017	COASTGUARD	14	09:41:19	00:41:31
November	2017	COASTGUARD	*Less than 10	Unable to provide	00:38:10
December	2017	COASTGUARD	*Less than 10	Unable to provide	00:52:56
January	2017	FIRE	137	35:05:29	00:15:22
February	2017	FIRE	105	33:04:19	00:18:54
March	2017	FIRE	102	33:28:31	00:19:41
April	2017	FIRE	124	33:02:10	00:15:59
May	2017	FIRE	115	38:06:32	00:19:53
June	2017	FIRE	123	53:52:20	00:26:17
July	2017	FIRE	109	42:23:34	00:23:20
August	2017	FIRE	90	29:23:04	00:19:35
September	2017	FIRE	91	41:38:14	00:27:27
October	2017	FIRE	96	39:50:36	00:24:54
November	2017	FIRE	94	39:08:21	00:24:59
December	2017	FIRE	99	39:49:14	00:24:08

September	2017	Gatwick Airport	331	191:50:26	00:34:46
October	2017	Gatwick Airport	66	11:20:32	00:10:19
November	2017	Gatwick Airport	35	07:34:25	00:12:59
December	2017	Gatwick Airport	36	09:57:53	00:16:36
January	2017	GENERAL PUBLIC	31928	14377:10:15	00:27:01
February	2017	GENERAL PUBLIC	26939	11197:04:24	00:24:56
March	2017	GENERAL PUBLIC	30117	11961:50:08	00:23:50
April	2017	GENERAL PUBLIC	28623	9583:23:51	00:20:05
May	2017	GENERAL PUBLIC	30664	11873:33:23	00:23:14
June	2017	GENERAL PUBLIC	29732	14272:59:13	00:28:48
July	2017	GENERAL PUBLIC	16119	7763:33:10	00:28:54
August	2017	GENERAL PUBLIC	7990	3346:48:54	00:25:08
September	2017	GENERAL PUBLIC	994	504:27:35	00:30:27
January	2017	HCP	7707	9610:53:20	01:14:49
February	2017	HCP	6824	7555:27:17	01:06:26
March	2017	HCP	7535	7694:36:08	01:01:16
April	2017	HCP	6848	5399:12:56	00:47:18
May	2017	HCP	7528	7340:05:20	00:58:30
June	2017	HCP	7125	8031:57:14	01:07:38
July	2017	HCP	3917	4267:46:52	01:05:22
August	2017	HCP	2039	1792:26:26	00:52:45
September	2017	HCP	259	280:43:57	01:05:02
July	2017	Highways England	*Less than 10	Unable to provide	00:19:42
August	2017	Highways England	*Less than 10	Unable to provide	00:22:30
September	2017	Highways England	*Less than 10	Unable to provide	00:35:11
October	2017	Highways England	*Less than 10	Unable to provide	00:13:38
November	2017	Highways England	*Less than 10	Unable to provide	00:12:35
December	2017	Highways England	*Less than 10	Unable to provide	00:23:14
July	2017	NHS 111	10870	5974:52:53	00:32:59
August	2017	NHS 111	9922	5355:54:23	00:32:23
September	2017	NHS 111	9506	5841:32:12	00:36:52
October	2017	NHS 111	10451	6146:01:26	00:35:17
November	2017	NHS 111	11378	6677:37:18	00:35:13
January	2017	Gatwick Airport	6397	3897:27:20	00:36:33
February	2017	Gatwick Airport	5522	3257:27:02	00:35:24
March	2017	Gatwick Airport	6003	3283:50:54	00:32:49
April	2017	Gatwick Airport	6037	2716:08:47	00:27:00



May	2017	Gatwick Airport	6061	3148:08:03	00:31:10
June	2017	Gatwick Airport	5848	4389:41:20	00:45:02
July	2017	Gatwick Airport	3487	2362:18:28	00:40:39
August	2017	Gatwick Airport	2038	1101:57:35	00:32:27
January	2017	NHS 111	11884	5994:51:56	00:30:16
February	2017	NHS 111	10540	4786:02:46	00:27:15
March	2017	NHS 111	10734	4821:25:38	00:26:57
April	2017	NHS 111	11228	4119:06:48	00:22:01
May	2017	NHS 111	11625	22615:25:25	01:56:43
June	2017	NHS 111	10203	5573:14:00	00:32:46
January	2017	NHS DIRECT	12	05:25:20	00:27:07
February	2017	NHS DIRECT	*Less than 10	Unable to provide	00:28:41
March	2017	NHS DIRECT	*Less than 10	Unable to provide	00:18:52
April	2017	NHS DIRECT	*Less than 10	Unable to provide	00:26:58
May	2017	NHS DIRECT	*Less than 10	Unable to provide	00:34:05
June	2017	NHS DIRECT	*Less than 10	Unable to provide	00:04:45
July	2017	NHS DIRECT	10	06:12:39	00:37:16
August	2017	NHS DIRECT	*Less than 10	Unable to provide	00:23:54
January	2017	OTHER AMBULANCE SERVICE	521	260:43:45	00:30:02
February	2017	OTHER AMBULANCE SERVICE	455	217:10:18	00:28:38
March	2017	OTHER AMBULANCE SERVICE	457	235:19:11	00:30:54
April	2017	OTHER AMBULANCE SERVICE	467	176:09:35	00:22:38
May	2017	OTHER AMBULANCE SERVICE	528	261:50:17	00:29:45
June	2017	OTHER AMBULANCE SERVICE	569	326:59:12	00:34:29
January	2017	POLICE	1939	943:02:01	00:29:11
February	2017	POLICE	1790	802:01:00	00:26:53
March	2017	POLICE	2044	951:42:38	00:27:56
April	2017	POLICE	2149	816:57:18	00:22:49
May	2017	POLICE	2401	1048:12:19	00:26:12
June	2017	POLICE	2251	1198:20:23	00:31:56
July	2017	POLICE	2189	1235:51:36	00:33:52
August	2017	POLICE	1910	1109:48:11	00:34:52
September	2017	POLICE	1686	1120:40:45	00:39:53
October	2017	POLICE	1807	1179:59:09	00:39:11

November	2017	POLICE	1677	1052:31:29	00:37:39
December	2017	POLICE	1469	1170:47:07	00:47:49
July	2017	Port Of Dover	*Less than 10	Unable to provide	00:35:54
August	2017	Port Of Dover	*Less than 10	Unable to provide	00:54:05
December	2017	Port Of Dover	*Less than 10	Unable to provide	00:04:37
January	2017	RUNNING CALL	122	11:41:58	00:05:45
February	2017	RUNNING CALL	117	15:47:20	00:08:06
March	2017	RUNNING CALL	117	14:51:01	00:07:37
April	2017	RUNNING CALL	121	32:51:06	00:16:17
May	2017	RUNNING CALL	128	17:23:51	00:08:09
June	2017	RUNNING CALL	150	33:37:46	00:13:27
July	2017	RUNNING CALL	78	07:45:42	00:05:58
August	2017	RUNNING CALL	26	00:47:18	00:01:49
September	2017	RUNNING CALL	*Less than 10	Unable to provide	00:13:24
January	2017	Unrecorded Source	1998	1088:22:27	00:32:41
February	2017	Unrecorded Source	2063	966:58:46	00:28:07
March	2017	Unrecorded Source	2492	1039:43:38	00:25:02
April	2017	Unrecorded Source	2040	721:54:43	00:21:14
May	2017	Unrecorded Source	2145	829:19:28	00:23:12
June	2017	Unrecorded Source	2326	1282:04:06	00:33:04
January	2016	COASTGUARD	*Less than 10	Unable to provide	00:08:33
February	2016	COASTGUARD	*Less than 10	Unable to provide	00:14:12
March	2016	COASTGUARD	*Less than 10	Unable to provide	00:10:31
April	2016	COASTGUARD	*Less than 10	Unable to provide	00:08:41
May	2016	COASTGUARD	*Less than 10	Unable to provide	00:28:05
June	2016	COASTGUARD	14	03:08:50	00:13:29
July	2016	COASTGUARD	15	04:23:52	00:17:35
August	2016	COASTGUARD	*Less than 10	Unable to provide	00:16:27
September	2016	COASTGUARD	12	01:55:28	00:09:37
October	2016	COASTGUARD	*Less than 10	Unable to provide	00:10:31
November	2016	COASTGUARD	*Less than 10	Unable to provide	00:35:12



December	2016	COASTGUARD	15	08:01:12	00:32:05
January	2016	FIRE	153	37:30:54	00:14:43
February	2016	FIRE	106	25:21:42	00:14:21
March	2016	FIRE	124	40:14:13	00:19:28
April	2016	FIRE	126	26:13:47	00:12:29
May	2016	FIRE	130	31:35:08	00:14:35
June	2016	FIRE	116	31:07:04	00:16:06
July	2016	FIRE	121	29:26:04	00:14:36
August	2016	FIRE	141	35:08:14	00:14:57
September	2016	FIRE	122	33:15:02	00:16:21
October	2016	FIRE	130	31:50:28	00:14:42
November	2016	FIRE	119	32:44:52	00:16:31
December	2016	FIRE	114	33:25:49	00:17:36
January	2016	GENERAL PUBLIC	31529	7423:29:26	00:14:08
February	2016	GENERAL PUBLIC	30253	8214:22:46	00:16:17
March	2016	GENERAL PUBLIC	33475	11541:12:34	00:20:41
April	2016	GENERAL PUBLIC	29765	7710:35:24	00:15:33
May	2016	GENERAL PUBLIC	30786	8761:36:21	00:17:05
June	2016	GENERAL PUBLIC	29925	9725:34:27	00:19:30
July	2016	GENERAL PUBLIC	32033	10942:28:33	00:20:30
August	2016	GENERAL PUBLIC	31518	79906:28:29	02:32:07
September	2016	GENERAL PUBLIC	30081	9328:14:41	00:18:36
October	2016	GENERAL PUBLIC	31639	10182:35:44	00:19:19
November	2016	GENERAL PUBLIC	30787	18883:38:27	00:36:48
December	2016	GENERAL PUBLIC	33929	23067:08:42	00:40:48
January	2016	HCP	8046	6433:55:12	00:47:59
February	2016	HCP	7759	7247:30:06	00:56:03
March	2016	HCP	7700	8961:53:38	01:09:50
April	2016	HCP	7063	5608:41:40	00:47:39
May	2016	HCP	7078	6327:45:15	00:53:38
June	2016	HCP	7178	7300:42:21	01:01:02
July	2016	HCP	7197	7210:16:02	01:00:07
August	2016	HCP	6984	6797:39:35	00:58:24
September	2016	HCP	7011	6391:36:00	00:54:42
October	2016	HCP	7410	7075:59:32	00:57:18
November	2016	HCP	7636	7325:41:21	00:57:34
December	2016	HCP	7676	9878:07:27	01:17:13
January	2016	Gatwick Airport	6563	1725:52:51	00:15:47
February	2016	Gatwick Airport	6067	1923:04:27	00:19:01

March	2016	Gatwick Airport	6635	2759:04:06	00:24:57
April	2016	Gatwick Airport	6257	1866:52:12	00:17:54
May	2016	Gatwick Airport	6736	2288:10:02	00:20:23
June	2016	Gatwick Airport	6254	2577:06:18	00:24:43
July	2016	Gatwick Airport	6648	2773:09:39	00:25:02
August	2016	Gatwick Airport	6745	2540:53:49	00:22:36
September	2016	Gatwick Airport	6213	2298:23:05	00:22:12
October	2016	Gatwick Airport	6753	2714:40:34	00:24:07
November	2016	Gatwick Airport	6349	2670:45:26	00:25:14
December	2016	Gatwick Airport	6581	3781:11:08	00:34:28
January	2016	NHS 111	2305	658:30:10	00:17:08
February	2016	NHS 111	2697	862:11:25	00:19:11
March	2016	NHS 111	2358	967:17:20	00:24:37
April	2016	NHS 111	10269	3005:24:21	00:17:34
May	2016	NHS 111	10958	3391:41:42	00:18:34
June	2016	NHS 111	10291	3822:23:56	00:22:17
July	2016	NHS 111	11107	4219:38:56	00:22:48
August	2016	NHS 111	10409	3431:19:40	00:19:47
September	2016	NHS 111	10031	3435:29:16	00:20:33
October	2016	NHS 111	11660	4136:12:02	00:21:17
November	2016	NHS 111	11572	4199:21:47	00:21:46
December	2016	NHS 111	13661	6609:57:18	00:29:02
January	2016	NHS DIRECT	*Less than 10	Unable to provide	00:15:37
February	2016	NHS DIRECT	14	06:00:18	00:25:44
March	2016	NHS DIRECT	*Less than 10	Unable to provide	00:36:11
April	2016	NHS DIRECT	*Less than 10	Unable to provide	00:28:24
May	2016	NHS DIRECT	13	07:51:49	00:36:18
June	2016	NHS DIRECT	*Less than 10	Unable to provide	00:21:08
July	2016	NHS DIRECT	*Less than 10	Unable to provide	00:07:49
August	2016	NHS DIRECT	*Less than 10	Unable to provide	00:29:06
September	2016	NHS DIRECT	11	05:00:20	00:27:18
October	2016	NHS DIRECT	*Less than 10	Unable to provide	00:16:13
November	2016	NHS DIRECT	*Less than 10	Unable to provide	00:19:05
December	2016	NHS DIRECT	*Less than 10	Unable to provide	00:12:54
January	2016	OTHER AMBULANCE SERVICE	444	134:34:39	00:18:11
February	2016	OTHER AMBULANCE SERVICE	463	135:24:30	00:17:33
March	2016	OTHER AMBULANCE	477	166:04:05	00:20:53

		SERVICE			
April	2016	OTHER AMBULANCE SERVICE	502	175:50:50	00:21:01
May	2016	OTHER AMBULANCE SERVICE	470	173:34:08	00:22:09
June	2016	OTHER AMBULANCE SERVICE	490	173:04:56	00:21:12
July	2016	OTHER AMBULANCE SERVICE	518	226:16:41	00:26:13
August	2016	OTHER AMBULANCE SERVICE	489	168:37:56	00:20:41
September	2016	OTHER AMBULANCE SERVICE	416	158:19:08	00:22:50
October	2016	OTHER AMBULANCE SERVICE	538	192:37:28	00:21:29
November	2016	OTHER AMBULANCE SERVICE	506	195:49:25	00:23:13
December	2016	OTHER AMBULANCE SERVICE	539	268:20:58	00:29:52
January	2016	POLICE	2317	606:10:41	00:15:42
February	2016	POLICE	2087	651:59:35	00:18:45
March	2016	POLICE	2152	784:53:49	00:21:53
April	2016	POLICE	2102	620:48:39	00:17:43
May	2016	POLICE	2420	773:15:31	00:19:10
June	2016	POLICE	2320	852:44:40	00:22:03
July	2016	POLICE	2477	968:45:14	00:23:28
August	2016	POLICE	2574	35903:00:40	13:56:54
September	2016	POLICE	2403	771:31:48	00:19:16
October	2016	POLICE	2228	855:58:25	00:23:03
November	2016	POLICE	2150	9567:52:47	04:27:01
December	2016	POLICE	2143	1029:41:57	00:28:50
January	2016	RUNNING CALL	140	13:59:45	00:06:00
February	2016	RUNNING CALL	138	09:56:56	00:04:20
March	2016	RUNNING CALL	145	17:39:44	00:07:19
April	2016	RUNNING CALL	145	13:59:11	00:05:47
May	2016	RUNNING CALL	177	18:21:54	00:06:14
June	2016	RUNNING CALL	157	24:10:58	00:09:15
July	2016	RUNNING CALL	194	07:05:42	00:02:12
August	2016	RUNNING CALL	148	13:16:36	00:05:23

September	2016	RUNNING CALL	163	11:17:23	00:04:09
October	2016	RUNNING CALL	150	21:33:44	00:08:37
November	2016	RUNNING CALL	124	22:48:14	00:11:02
December	2016	RUNNING CALL	118	23:48:04	00:12:06
January	2016	Unrecorded Source	12437	3394:23:20	00:16:23
February	2016	Unrecorded Source	10411	3285:15:31	00:18:56
March	2016	Unrecorded Source	11672	4407:07:42	00:22:39
April	2016	Unrecorded Source	2287	781:21:25	00:20:30
May	2016	Unrecorded Source	3168	1073:01:35	00:20:19
June	2016	Unrecorded Source	2626	1049:59:09	00:23:59
July	2016	Unrecorded Source	2842	1202:37:01	00:25:23
August	2016	Unrecorded Source	2384	991:59:59	00:24:58
September	2016	Unrecorded Source	2316	866:07:53	00:22:26
October	2016	Unrecorded Source	2062	841:41:26	00:24:29
November	2016	Unrecorded Source	2143	1505:17:35	00:42:09
December	2016	Unrecorded Source	2217	1034:59:42	00:28:01
April	2015	COASTGUARD	15	02:59:22	00:11:57
May	2015	COASTGUARD	14	05:07:11	00:21:56
June	2015	COASTGUARD	*Less than 10	Unable to provide	00:10:49
July	2015	COASTGUARD	*Less than 10	Unable to provide	00:13:01
August	2015	COASTGUARD	17	03:52:39	00:13:41
September	2015	COASTGUARD	*Less than 10	Unable to provide	00:08:17
October	2015	COASTGUARD	*Less than 10	Unable to provide	00:15:45
November	2015	COASTGUARD	*Less than 10	Unable to provide	00:11:34
December	2015	COASTGUARD	*Less than 10	Unable to provide	00:13:57
April	2015	FIRE	142	25:35:31	00:10:49
May	2015	FIRE	130	22:45:28	00:10:30
June	2015	FIRE	132	26:17:01	00:11:57
July	2015	FIRE	130	27:53:42	00:12:52
August	2015	FIRE	135	26:11:09	00:11:38
September	2015	FIRE	122	26:23:34	00:12:59
October	2015	FIRE	125	27:09:21	00:13:02
November	2015	FIRE	123	27:33:09	00:13:26

December	2015	FIRE	129	26:56:59	00:12:32
April	2015	GENERAL PUBLIC	27517	5747:08:21	00:12:32
May	2015	GENERAL PUBLIC	28405	6065:01:38	00:12:49
June	2015	GENERAL PUBLIC	28246	6525:21:14	00:13:52
July	2015	GENERAL PUBLIC	29678	7503:57:03	00:15:10
August	2015	GENERAL PUBLIC	29419	7093:18:41	00:14:28
September	2015	GENERAL PUBLIC	28605	7042:49:13	00:14:46
October	2015	GENERAL PUBLIC	30540	7233:39:24	00:14:13
November	2015	GENERAL PUBLIC	28954	6903:05:35	00:14:18
December	2015	GENERAL PUBLIC	30718	6817:44:45	00:13:19
April	2015	HCP	6985	4865:29:53	00:41:48
May	2015	HCP	7160	5228:36:28	00:43:49
June	2015	HCP	7164	5518:38:51	00:46:13
July	2015	HCP	7475	6190:35:53	00:49:41
August	2015	HCP	6943	5455:16:25	00:47:09
September	2015	HCP	7123	5456:13:56	00:45:58
October	2015	HCP	7508	5765:35:14	00:46:05
November	2015	HCP	7515	5677:14:23	00:45:20
December	2015	HCP	7990	5558:22:35	00:41:44
April	2015	Gatwick Airport	5868	1419:47:12	00:14:31
May	2015	Gatwick Airport	5777	1449:29:12	00:15:03
June	2015	Gatwick Airport	5883	1578:41:59	00:16:06
July	2015	Gatwick Airport	5910	1773:03:21	00:18:00
August	2015	Gatwick Airport	6121	1720:40:32	00:16:52
September	2015	Gatwick Airport	6342	1856:32:23	00:17:34
October	2015	Gatwick Airport	6262	1734:54:26	00:16:37
November	2015	Gatwick Airport	6151	1707:49:14	00:16:40
December	2015	Gatwick Airport	6608	1715:48:58	00:15:35
April	2015	NHS 111	8899	2083:36:32	00:14:03
May	2015	NHS 111	9445	2272:42:19	00:14:26
June	2015	NHS 111	7946	2143:22:28	00:16:11
July	2015	NHS 111	8498	2367:12:47	00:16:43
August	2015	NHS 111	8816	2420:39:14	00:16:28
September	2015	NHS 111	8577	2353:50:20	00:16:28
October	2015	NHS 111	8068	2118:22:33	00:15:45
November	2015	NHS 111	1748	500:13:53	00:17:10
December	2015	NHS 111	2064	537:40:45	00:15:38
April	2015	NHS DIRECT	*Less than 10	Unable to provide	00:32:26
May	2015	NHS DIRECT	*Less than 10	Unable to provide	00:08:26

June	2015	NHS DIRECT	*Less than 10	Unable to provide	00:38:51
July	2015	NHS DIRECT	*Less than 10	Unable to provide	00:28:02
August	2015	NHS DIRECT	*Less than 10	Unable to provide	00:14:41
September	2015	NHS DIRECT	*Less than 10	Unable to provide	00:15:43
October	2015	NHS DIRECT	*Less than 10	Unable to provide	00:07:57
November	2015	NHS DIRECT	11	04:00:13	00:21:50
December	2015	NHS DIRECT	11	02:56:19	00:16:02
April	2015	OTHER AMBULANCE SERVICE	678	158:27:47	00:14:01
May	2015	OTHER AMBULANCE SERVICE	653	155:18:50	00:14:16
June	2015	OTHER AMBULANCE SERVICE	684	194:17:13	00:17:03
July	2015	OTHER AMBULANCE SERVICE	509	165:35:01	00:19:31
August	2015	OTHER AMBULANCE SERVICE	446	128:04:55	00:17:14
September	2015	OTHER AMBULANCE SERVICE	411	120:06:09	00:17:32
October	2015	OTHER AMBULANCE SERVICE	435	153:19:42	00:21:09
November	2015	OTHER AMBULANCE SERVICE	393	110:02:35	00:16:48
December	2015	OTHER AMBULANCE SERVICE	400	107:36:20	00:16:08
April	2015	POLICE	2146	480:56:11	00:13:27
May	2015	POLICE	2265	515:53:09	00:13:40
June	2015	POLICE	2487	618:40:15	00:14:56
July	2015	POLICE	2661	718:26:55	00:16:12
August	2015	POLICE	2632	751:38:16	00:17:08
September	2015	POLICE	2292	610:43:48	00:15:59
October	2015	POLICE	2430	604:07:38	00:14:55
November	2015	POLICE	2252	621:59:12	00:16:34
December	2015	POLICE	2473	636:51:52	00:15:27
April	2015	RUNNING CALL	147	13:33:32	00:05:32
May	2015	RUNNING CALL	190	13:46:56	00:04:21
June	2015	RUNNING CALL	169	11:49:58	00:04:12
July	2015	RUNNING CALL	191	07:52:31	00:02:28



August	2015	RUNNING CALL	217	14:51:22	00:04:06
September	2015	RUNNING CALL	171	12:30:49	00:04:23
October	2015	RUNNING CALL	207	23:51:58	00:06:55
November	2015	RUNNING CALL	182	14:52:56	00:04:54
December	2015	RUNNING CALL	161	08:58:27	00:03:21
April	2015	Unrecorded Source	3211	750:09:04	00:14:01
May	2015	Unrecorded Source	3298	849:25:18	00:15:27
June	2015	Unrecorded Source	3203	830:05:23	00:15:33
July	2015	Unrecorded Source	3282	944:30:32	00:17:16
August	2015	Unrecorded Source	2935	830:11:31	00:16:58
September	2015	Unrecorded Source	2806	801:28:59	00:17:08
October	2015	Unrecorded Source	3331	888:26:07	00:16:00
November	2015	Unrecorded Source	11089	2965:36:54	00:16:03
December	2015	Unrecorded Source	12250	3004:26:08	00:14:43

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