



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

Date 29th 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/18/11/19.

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

1. Please could you tell me how many category 1 incidents had a response time of 60 minutes or longer in 2018?

23 Category 1 incidents had a response time of 60 minutes or longer. This data is up to and including 31st October 2018

2. Please can you tell me how many category 2 incidents had a response time of 60 minutes or longer in 2018?

6735 Category 2 incidents had a response time of 60 minutes or longer. This data is up to and including 31st October 2018

3. Please could you give the longest response time in 2018 a) Type 1 calls b) Type 2 calls c) Type 3 calls d) Type 2 calls. If possible please provide the reason

Please see table below. This data is up to and including 31st October 2018

Category	Response Time (HH:MM:SS)	Reason
Category 1	07:31:49	Call upgraded – initially healthcare professional 120mins
Category 2	18:37:46	Original call cancelled in error, reopened following ETA call
Category 3	19:04:00	Delayed conveyance agreed
Category 4	20:52:12	Delayed conveyance agreed

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

4. Please could you tell me how many red incidents had a response time of 60 minutes or longer in 2017?

On 22nd November 2017 SECamb adopted the Ambulance Response Programme. This implements new ambulance standards and introduced a number of new call categories. For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

Before the introduction of ARP there were 877 Red 1 and Red 2 incidents which had a response time of 60 minutes or longer

5. Please could you tell me whether the ambulance service is using video consultations as part of its response?

We do not use video consultation at SECamb

6. If yes, please tell me how many times video consultations were used in 2018 to date
N/A

7. If possible, please state whether video consultations were used for a) Type 1, b) Type 2, c) Type 3 or d) Type 4 calls?
N/A

8. For each call, please state whether there was also a face-to-face response?
N/A

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