



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

Date 6th December 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/18/11/32.

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

- **What is the mean response time broken down by postcode district (in terms of where call out was from) for category 1 calls from January 2018 to October 2018 (if October is not available do it to nearest month)? Please display in minutes and seconds**

Please see table below:

Postcode	Mean Response Time Cat 1 (MM:SS)	Mean Response Time Cat 2 (MM:SS)
BN1	00:05:06	00:12:45
BN10	00:08:52	00:17:53
BN11	00:05:00	00:13:53
BN12	00:05:07	00:14:45
BN13	00:05:17	00:13:01
BN14	00:05:46	00:13:26
BN15	00:06:44	00:15:59
BN16	00:06:46	00:17:01
BN17	00:06:55	00:17:49
BN18	00:08:30	00:17:42
BN2	00:05:07	00:13:18
BN20	00:06:53	00:15:57
BN21	00:06:21	00:15:30
BN22	00:06:28	00:16:03
BN23	00:06:50	00:16:30
BN24	00:07:07	00:16:45
BN25	00:10:47	00:21:18
BN26	00:05:28	00:15:08

BN27	00:07:47	00:18:25
BN3	00:05:46	00:14:21
BN41	00:06:45	00:16:27
BN42	00:07:21	00:15:29
BN43	00:08:14	00:15:52
BN44	00:10:47	00:21:39
BN45	00:09:58	00:13:45
BN5	00:12:47	00:22:31
BN6	00:09:02	00:18:55
BN7	00:09:42	00:18:57
BN8	00:12:07	00:21:37
BN88	N/A	00:07:20
BN9	00:11:34	00:20:48
BN99	N/A	00:09:04
BR6	N/A	00:21:24
BR8	00:09:13	00:18:35
CR3	00:09:12	00:21:01
CR5	00:12:01	00:19:41
CR6	00:12:30	00:24:38
CR8	00:10:44	00:22:03
CT1	00:06:03	00:19:10
CT10	00:05:44	00:13:18
CT11	00:06:05	00:13:31
CT12	00:05:05	00:13:26
CT13	00:10:03	00:18:34
CT14	00:10:37	00:21:10
CT15	00:12:27	00:23:04
CT16	00:09:40	00:20:33
CT17	00:09:39	00:20:12
CT18	00:08:28	00:18:07
CT19	00:06:15	00:17:30
CT2	00:08:58	00:20:14
CT20	00:07:28	00:18:12
CT21	00:09:08	00:18:30
CT3	00:10:15	00:21:25
CT4	00:11:34	00:21:46
CT5	00:09:50	00:20:39
CT6	00:08:48	00:18:37
CT7	00:07:28	00:15:19
CT8	00:06:09	00:14:42
CT9	00:05:20	00:12:20
DA1	00:06:30	00:15:52
DA10	00:08:09	00:17:16
DA11	00:06:03	00:16:19
DA12	00:07:58	00:17:26

DA13	00:08:57	00:18:40
DA14	00:14:14	00:24:49
DA2	00:06:42	00:14:44
DA3	00:10:20	00:21:44
DA4	00:08:46	00:18:21
DA5	00:09:25	00:19:10
DA9	00:07:22	00:16:59
GU1	00:06:03	00:14:57
GU10	00:08:24	00:22:26
GU11	00:07:20	00:17:03
GU12	00:06:35	00:16:04
GU14	00:06:28	00:16:19
GU15	00:07:59	00:17:34
GU16	00:07:00	00:16:01
GU17	00:07:34	00:17:27
GU18	00:09:33	00:18:49
GU19	00:10:10	00:19:03
GU2	00:06:53	00:15:29
GU20	00:10:12	00:22:34
GU21	00:07:46	00:17:54
GU22	00:07:43	00:17:46
GU23	00:12:32	00:17:01
GU24	00:09:58	00:20:00
GU25	00:07:44	00:17:38
GU26	00:13:39	00:25:32
GU27	00:13:51	00:27:47
GU28	00:16:52	00:28:24
GU29	00:17:36	00:25:43
GU3	00:08:13	00:17:01
GU30	00:16:50	00:30:30
GU31	00:19:30	00:30:17
GU33	N/A	00:32:44
GU4	00:07:29	00:18:15
GU46	00:11:09	00:21:57
GU5	00:12:00	00:22:31
GU51	00:08:55	00:21:02
GU52	00:09:11	00:23:34
GU6	00:14:37	00:27:38
GU7	00:10:37	00:18:34
GU8	00:12:18	00:21:05
GU9	00:07:09	00:17:18
KT10	00:09:42	00:18:28
KT11	00:09:45	00:17:13
KT12	00:08:12	00:17:59
KT13	00:06:17	00:15:02

KT14	00:08:48	00:19:02
KT15	00:06:41	00:14:30
KT16	00:06:26	00:14:16
KT17	00:06:25	00:17:09
KT18	00:06:43	00:17:19
KT19	00:07:18	00:17:20
KT20	00:08:14	00:17:27
KT21	00:06:40	00:16:40
KT22	00:07:22	00:16:39
KT23	00:09:32	00:20:54
KT24	00:11:37	00:23:43
KT4	00:09:10	00:20:34
KT6	00:10:57	00:19:08
KT7	00:10:24	00:18:44
KT8	00:09:22	00:20:33
KT9	00:06:24	00:18:34
ME1	00:07:14	00:15:54
ME10	00:07:10	00:21:27
ME11	00:08:42	00:23:11
ME12	00:11:21	00:27:49
ME13	00:11:03	00:21:56
ME14	00:07:20	00:18:03
ME15	00:07:14	00:20:24
ME16	00:06:25	00:17:03
ME17	00:10:45	00:23:10
ME18	00:08:37	00:18:22
ME19	00:08:46	00:18:59
ME2	00:07:43	00:17:16
ME20	00:08:26	00:17:16
ME3	00:09:22	00:20:40
ME4	00:05:28	00:14:46
ME5	00:07:16	00:16:38
ME6	00:09:41	00:19:22
ME7	00:04:58	00:14:14
ME8	00:06:33	00:16:26
ME9	00:08:06	00:22:39
PO10	00:12:52	00:20:48
PO18	00:08:47	00:18:49
PO19	00:05:28	00:13:53
PO20	00:09:21	00:21:02
PO21	00:06:49	00:18:19
PO22	00:07:50	00:16:55
PO9	00:09:32	00:22:51
RG27	00:17:25	00:21:03
RH1	00:06:54	00:16:35

RH10	00:06:22	00:16:55
RH11	00:06:20	00:16:45
RH12	00:08:57	00:22:51
RH13	00:10:06	00:24:44
RH14	00:20:02	00:30:01
RH15	00:08:49	00:18:24
RH16	00:08:10	00:19:42
RH17	00:10:18	00:20:10
RH18	00:15:39	00:26:57
RH19	00:15:15	00:22:22
RH2	00:06:13	00:15:09
RH20	00:13:54	00:23:40
RH3	00:11:22	00:19:11
RH4	00:10:33	00:20:40
RH5	00:13:46	00:23:11
RH6	00:06:27	00:15:44
RH7	00:12:56	00:22:59
RH8	00:10:41	00:23:49
RH9	00:07:37	00:20:41
SL3	00:03:45	N/A
SL4	N/A	00:15:07
SL5	N/A	00:12:39
SM2	00:10:13	00:18:39
SM3	N/A	00:17:33
SM5	00:08:59	00:26:14
SM7	00:07:55	00:19:03
TN1	00:07:42	00:15:06
TN10	00:10:30	00:19:24
TN11	00:10:33	00:19:53
TN12	00:08:34	00:20:26
TN13	00:12:40	00:20:01
TN14	00:12:22	00:21:01
TN15	00:12:57	00:21:13
TN16	00:12:36	00:23:55
TN17	00:14:14	00:28:28
TN18	00:10:54	00:27:15
TN19	00:18:00	00:28:27
TN2	00:07:45	00:16:20
TN20	00:15:15	00:28:09
TN21	00:13:42	00:23:46
TN22	00:14:34	00:24:51
TN23	00:05:59	00:14:37
TN24	00:05:43	00:13:29
TN25	00:08:02	00:15:57
TN26	00:12:08	00:20:08

TN27	00:13:01	00:24:21
TN28	00:13:03	00:24:22
TN29	00:10:51	00:25:04
TN3	00:10:35	00:22:17
TN30	00:16:09	00:26:08
TN31	00:12:37	00:28:15
TN32	00:13:08	00:24:08
TN33	00:09:06	00:19:26
TN34	00:05:47	00:15:14
TN35	00:08:30	00:18:59
TN36	00:16:25	00:25:24
TN37	00:05:33	00:16:56
TN38	00:06:13	00:15:59
TN39	00:08:02	00:17:54
TN4	00:08:38	00:17:52
TN40	00:07:34	00:18:49
TN5	00:14:51	00:27:20
TN6	00:13:47	00:25:36
TN7	00:15:27	00:27:02
TN8	00:16:08	00:26:47
TN9	00:08:48	00:16:53
TW14	N/A	00:15:44
TW15	00:09:11	00:18:31
TW16	00:08:12	00:17:39
TW17	00:08:05	00:18:14
TW18	00:08:33	00:19:16
TW19	00:10:13	00:19:29
TW20	00:10:15	00:18:36
TW6	N/A	00:31:23

• **How many category 1 call outs have been answered during this period?**

There were 33183 category 1 calls from 1st January 2018 – 31st October 2018

• **What proportion are within the eight-minute target by postcode district for all category 1 calls from January 2018 to October 2018 (if October is not available do it to nearest month)?**

The Ambulance Response Program (ARP) is the new ambulance standard being implemented across the UK. The primary focus of the ARP is to send the most appropriate response for each patient first time. The performance measure for ARP are set out below and differ from the previous measure of attending 75% of Red 1 and Red 2 calls within 8 minutes.

Under the ARP calls are broken into four categories each with unique performance measures:

- Category 1 - We aim to respond with a mean response time of 7 minutes and achieve a 90th centile of 15 minutes.
- Category 2 - We aim to respond with a mean response time of 18 minutes and achieve a 90th centile of 30 minutes.
- Category 3 - No average mean targeted currently but we are aiming for a 90th centile of 2 hours

- Category 4 - No average mean targeted currently but we aim to achieve a 90th centile of 3 hours.

The data below shows the category calls within the 7 minute timeframe as per the Ambulance Response Programme. For more information on ARP please visit the following website:

<https://www.england.nhs.uk/urgent-emergency-care/arp/>

Postcode	Proportion within Cat 1 7 Min Target	Proportion within Cat 2 18 Min Target
BN1	80.19%	80.87%
BN10	33.98%	66.99%
BN11	77.32%	77.33%
BN12	81.25%	76.60%
BN13	78.34%	79.37%
BN14	73.02%	79.61%
BN15	60.16%	74.72%
BN16	61.73%	69.16%
BN17	58.87%	68.37%
BN18	39.80%	69.99%
BN2	78.93%	79.37%
BN20	64.96%	73.87%
BN21	65.23%	72.87%
BN22	66.39%	74.48%
BN23	59.24%	72.61%
BN24	56.00%	68.95%
BN25	31.61%	48.73%
BN26	75.68%	73.68%
BN27	45.73%	65.77%
BN3	73.07%	78.57%
BN41	55.75%	71.91%
BN42	45.90%	74.35%
BN43	44.76%	74.39%
BN44	21.82%	51.59%
BN45	0.00%	76.32%
BN5	17.24%	41.00%
BN6	33.33%	61.97%
BN7	34.82%	60.19%
BN8	21.79%	44.83%
BN88	N/A	100.00%
BN9	28.09%	46.06%
BN99	N/A	100.00%
BR6	N/A	55.56%
BR8	23.77%	63.20%

CR3	33.90%	52.73%
CR5	8.33%	57.37%
CR6	18.52%	39.18%
CR8	0.00%	47.06%
CT1	76.09%	54.58%
CT10	74.29%	80.68%
CT11	70.97%	80.89%
CT12	80.42%	79.80%
CT13	30.61%	61.23%
CT14	39.69%	43.49%
CT15	12.50%	42.75%
CT16	42.13%	55.19%
CT17	46.11%	53.66%
CT18	50.00%	65.97%
CT19	70.43%	66.67%
CT2	49.48%	54.99%
CT20	63.21%	64.49%
CT21	32.14%	63.72%
CT3	30.63%	52.74%
CT4	22.35%	49.68%
CT5	31.18%	51.44%
CT6	44.90%	58.40%
CT7	49.38%	75.85%
CT8	66.67%	79.26%
CT9	76.94%	82.17%
DA1	64.81%	70.12%
DA10	46.15%	69.54%
DA11	71.05%	72.31%
DA12	52.77%	67.95%
DA13	44.12%	63.04%
DA14	0.00%	32.00%
DA2	66.47%	74.00%
DA3	17.50%	58.02%
DA4	30.91%	64.20%
DA5	18.18%	60.87%
DA9	49.47%	71.16%
GU1	67.24%	74.49%
GU10	32.00%	58.16%
GU11	55.33%	71.47%
GU12	65.05%	73.49%
GU14	65.68%	71.28%
GU15	53.96%	67.58%
GU16	60.36%	71.46%
GU17	44.68%	69.52%
GU18	27.78%	66.89%

GU19	27.59%	66.19%
GU2	60.91%	73.96%
GU20	27.27%	60.99%
GU21	46.76%	68.78%
GU22	46.09%	69.02%
GU23	6.06%	69.39%
GU24	30.12%	66.67%
GU25	45.00%	66.67%
GU26	15.00%	41.18%
GU27	22.73%	26.66%
GU28	17.86%	21.64%
GU29	5.26%	24.36%
GU3	38.46%	72.31%
GU30	0.00%	12.00%
GU31	0.00%	5.32%
GU33	N/A	14.29%
GU4	56.36%	65.91%
GU46	20.41%	58.25%
GU5	16.67%	50.93%
GU51	43.48%	57.71%
GU52	39.74%	53.92%
GU6	19.23%	22.51%
GU7	33.94%	64.40%
GU8	15.38%	56.43%
GU9	60.67%	68.47%
KT10	34.48%	63.33%
KT11	23.33%	69.47%
KT12	46.48%	69.33%
KT13	66.17%	75.17%
KT14	32.95%	69.81%
KT15	56.91%	76.55%
KT16	72.73%	76.95%
KT17	69.53%	67.79%
KT18	67.94%	66.80%
KT19	52.91%	67.03%
KT20	40.37%	67.19%
KT21	62.35%	67.81%
KT22	57.66%	68.93%
KT23	43.14%	52.47%
KT24	7.41%	46.26%
KT4	36.84%	63.73%
KT6	17.65%	54.41%
KT7	26.87%	59.22%
KT8	30.59%	58.26%
KT9	100.00%	50.00%

ME1	53.17%	73.68%
ME10	64.96%	54.07%
ME11	40.00%	42.01%
ME12	33.07%	32.77%
ME13	22.45%	46.42%
ME14	58.13%	65.08%
ME15	54.00%	57.71%
ME16	70.90%	65.88%
ME17	31.06%	43.32%
ME18	31.11%	70.18%
ME19	36.84%	62.05%
ME2	52.41%	71.29%
ME20	52.73%	65.95%
ME3	34.94%	54.80%
ME4	77.19%	75.64%
ME5	55.70%	71.67%
ME6	27.54%	59.36%
ME7	82.96%	75.79%
ME8	63.02%	72.44%
ME9	43.15%	52.58%
PO10	3.03%	57.85%
PO18	43.37%	67.40%
PO19	73.14%	77.87%
PO20	43.59%	54.57%
PO21	60.41%	68.71%
PO22	47.50%	69.67%
PO9	40.00%	43.75%
RG27	0.00%	50.00%
RH1	60.54%	71.29%
RH10	65.43%	71.49%
RH11	68.09%	69.35%
RH12	50.17%	47.88%
RH13	37.96%	42.83%
RH14	20.63%	16.44%
RH15	47.12%	60.34%
RH16	54.76%	52.96%
RH17	22.99%	53.92%
RH18	4.55%	20.43%
RH19	20.75%	47.20%
RH2	71.63%	75.67%
RH20	12.60%	36.54%
RH3	20.00%	62.50%
RH4	29.31%	57.76%
RH5	15.28%	40.98%
RH6	59.93%	73.28%

RH7	16.67%	44.76%
RH8	32.98%	39.54%
RH9	44.12%	60.87%
SL3	100.00%	N/A
SL4	N/A	75.00%
SL5	N/A	100.00%
SM2	14.29%	62.87%
SM3	N/A	50.00%
SM5	0.00%	33.33%
SM7	46.51%	62.83%
TN1	59.42%	71.62%
TN10	32.50%	59.55%
TN11	29.41%	57.82%
TN12	55.17%	52.44%
TN13	26.21%	53.06%
TN14	22.45%	46.28%
TN15	15.00%	47.79%
TN16	18.92%	35.31%
TN17	7.25%	16.19%
TN18	33.33%	19.06%
TN19	7.32%	16.83%
TN2	51.97%	68.47%
TN20	0.00%	22.63%
TN21	17.02%	36.60%
TN22	19.63%	30.07%
TN23	70.90%	76.09%
TN24	75.36%	78.18%
TN25	37.50%	69.16%
TN26	14.29%	57.90%
TN27	14.29%	35.11%
TN28	17.19%	26.57%
TN29	31.07%	28.78%
TN3	20.78%	50.26%
TN30	14.00%	20.51%
TN31	27.16%	21.97%
TN32	10.00%	38.58%
TN33	38.36%	61.64%
TN34	71.89%	73.16%
TN35	43.14%	67.30%
TN36	12.50%	28.81%
TN37	81.77%	70.60%
TN38	67.01%	73.65%
TN39	44.55%	68.80%
TN4	43.41%	63.50%
TN40	48.63%	66.81%

TN5	16.67%	25.70%
TN6	13.73%	33.92%
TN7	7.69%	11.94%
TN8	9.86%	22.39%
TN9	38.89%	68.49%
TW14	N/A	40.00%
TW15	35.62%	64.68%
TW16	42.52%	70.28%
TW17	44.93%	72.68%
TW18	45.27%	65.37%
TW19	28.45%	59.15%
TW20	24.56%	64.34%
TW6	N/A	0.00%

• **What is the mean response time broken down by postcode district (in terms of where call out was from) for category 2 calls from January 2018 to October 2018 (if October is not available do it to nearest month)? Please display in minutes and seconds**

See table above

• **What proportion are within the 18-minute target by postcode district for all category 2 calls from January 2018 to October 2018 (if October is not available do it to nearest month)?**

See table above

• **How many category 2 call outs have been answered during this period?**

There were 283474 category 2 calls from 1st January 2018 – 31st October 2018

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