



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

Date 19th 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/18/11/34.

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

1. Can we see the phone call-to-arrival data* for all ambulance journeys (Jan 2017 up to October 2018), from the moment Secamb received a call for an ambulance to attend an address in CT7, CT8, CT9, CT10, CT11, CT12, to arrival at the William Harvey hospital in Ashford?

***The total number of calls in this category; and how long each one took from the phone call to admission in the hospital.**

Please see table below:

POSTCODE	No. of transports	Average Call connect to handover (h:mm:ss)
CT7	50	2:32:34
CT8	55	2:35:32
CT9	452	2:28:59
CT10	58	2:39:28
CT11	69	2:40:05
CT12	67	2:33:43

2. Can we see the phone call-to-arrival data* for all ambulance journeys (Jan 2017 up to October 2018), from the moment Secamb received a call for an ambulance to attend an address in CT1, CT2, CT3, CT4, to arrival at the William Harvey hospital in Ashford that were over one hour?

*** The total number of calls in this category; and how long each one took from the phone call to admission in the hospital.**

Please see table below:

POSTCODE	No. of transports which exceeded 1hour	Avg Call connect to handover (h:mm:ss)
CT1	2709	2:13:54
CT2	814	2:29:51
CT3	288	2:26:01
CT4	1389	2:21:18

3. Please provide the phone call-to-arrival data* for all ambulance journeys (Jan 2017 up to October 2018), from the moment Secamb received a call for an ambulance to attend an address in CT1, CT2, CT3, CT4, to arrival at the QEQM hospital in Margate that were over one hour?

* The total number of calls in this category; and how long each one took from the phone call to admission in the hospital.

Please see table below:

POSTCODE	No. of transports which exceeded 1hour	Avg Call connect to handover (h:mm:ss)
CT1	3316	2:22:56
CT2	2049	2:26:52
CT3	1824	2:19:28
CT4	201	2:44:10

4. For the months Jan 2017 - October 2018, from the moment Secamb received a call for an ambulance to attend an address in CT1, CT2, CT3, CT4, how many journeys of those ambulances took one hour or less to arrive at the William Harvey hospital in Ashford?

* The total number of calls in this category; and how long each one took from the phone call to admission in the hospital.

Please see table below:

POSTCODE	No. of transports which were 1hour or less	Avg Call connect to handover (h:mm:ss)
CT1	38	0:54:52
CT2	*Less than 10	0:49:35
CT3	0	N/A
CT4	11	0:52:52

5. For the months Jan 2017 - October 2018, from the moment Secamb received a call for an ambulance to attend an address in CT1, CT2, CT3, CT4, how many journeys of those ambulances took one hour or less to arrive at the QEQM hospital in Margate?

*** The total number of calls in this category; and how long each one took from the phone call to admission in the hospital.**

Please see table below:

POSTCODE	No. of transports which exceeded 1 hour	Avg Call connect to handover (h:mm:ss)
CT1	*Less than 10	0:48:47
CT2	*Less than 10	0:56:58
CT3	*Less than 10	0:51:45
CT4	*Less than 10	0:59:25

Please note that the data above includes all categories of calls.

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.

For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

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