



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

Date 7<sup>th</sup> 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/18/11/45.

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

**Total calls categorised as RTC in RH19 for last 5 years & Totals for each category/priority**  
Please see tables below:

The table below shows data from 1<sup>st</sup> November 2013 – 21<sup>st</sup> November 2017

Category	Total Calls	Total Responses
Red 1	*Less than 10	*Less than 10
Red 2	81	56
Green 2	160	99
Green 4	*Less than 10	*Less than 10
Hear & Treat	33	N/A

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/>

The guidance sets out how we will measure incidents “closed with advice” and incidents “referred to another service” separately, in order to more precisely identify activity that is being definitively resolved by Trusts through hear and treat processes.

In addition, we will measure separately the sub set of codes known as Category 5 (C5; termed C4H until July 2018) that we have pre-determined should have a high probability of being managed through hear and treat processes. Through this measure, it is our intent to drive the appropriate and efficient use of ambulance resources.

You can read more about this on the following document: <https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2018/07/20180525-Ambulance-System-Indicators-specification.pdf>

The table below shows data from 22<sup>nd</sup> November 2017 – 31<sup>st</sup> October 2018:

Category	Total Calls	Total Responses
Cat 1	*Less than 10	*Less than 10
Cat 2	55	40
Cat 3	23	*Less than 10
Cat 4	0	0
Cat 4 Hear & Treat	*Less than 10	*Less than 10
Cat 5	*Less than 10	N/A

Total Calls – this relates to the total number of calls in to the Emergency Operations Centre. This will include duplicate calls, information only, cancelled by caller, etc

Total Responses – Incidents where at least one resource has arrived on scene.

\*As this figure is less than 10 we are unable to provide the exact number as it may be identifiable to individuals

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