



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

Date 11th January 2019

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/18/12/03.

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

What is your current policy on when recording begins on automated phone operating systems used by your authority/council/trust/force (depending on the recipient)?

I want to know whether your automated operator system begins recording calls from the moment a call is connected, or from when a caller is advised that calls may be recorded, or at some other point in a call

All calls are recorded at telephone positions designated to receive emergency calls at the point that calls are connected.

We do not issue information advising that a call will be recorded as this will potentially delay a response to a life-threatening situation. The recording of information is undertaken to support our response to patients and for clinical audit purposes

I would mention that the Trust has a robust Privacy Notice in place, which clearly illustrates how we manage patient information. In addition to this information is also readily available about the use of NHS Pathways, this is used within our Emergency Operations Centre. Both of these documents are located via our website at

<http://www.secamb.nhs.uk/>

For your information, I have arranged for PDF copies to be included as separate attachments to this response.

If for any reason, you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust