



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

Date 16<sup>th</sup> 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/19/01/15.

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

**The requestor has confirmed they would like the data for the most recent full calendar year available (2018 if available)**

**1. How many calls do we receive each year for patients who have fallen onto the floor from standing and cannot get up?**

In 2018 there were 93004 calls with the problem nature of fall. Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital. Please be advised this will include Hear & Treat incidents as well as duplicate calls, cancelled by caller, etc.

**2. What is the average time that we take to respond to them?**

Please see the average response time per category:

Number of Incidents	Category	Average Response Time (HH:MM:SS)
303	Cat1	00:11:03
8693	Cat2	00:23:47
50168	Cat3	01:19:05
6173	Cat4	01:38:11
4971	Cat4h	00:33:28
4119	Cat5	00:15:48
111	HCP	02:42:56
149	Trans	03:50:28

You can read more about the different categories of calls on page 4 of the following document:  
<https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2018/07/20180525-Ambulance-System-Indicators-specification.pdf>

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

### **3. What are the range of times that we take to respond to them? (ie. between 11 mins and 8 hours)**

Please see table below showing longest and shortest response time split by category:

Number of incidents	Priority	Fastest Response time (HH:MM:SS)	Slowest Response time (HH:MM:SS)
303	Cat1	00:01:10	01:16:21
8693	Cat2	00:00:04	08:09:39
50168	Cat3	00:00:22	12:53:00
6173	Cat4	00:00:36	17:20:05
4971	Cat4H	00:11:14	01:34:21
4119	Cat5	00:15:48	00:15:48
111	HCP	00:09:21	21:13:56
149	TRANS	00:00:00	00:13:23

Please note that response times of 00:00:00 are due to crews coming across incidents before they have been received in to our Emergency Operations Centre (EOC).

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These response times may include incidents where the patient or patient's family has requested a delay until the morning

### **4. What percentage are conveyed to hospital?**

75.7% were conveyed to hospital

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, Head of Information Governance 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