



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

Date 25th 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/19/01/26.

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

1. Is the link with South Central CAD to CAD or telephone?

We have a CAD to CAD link set up along with a fall back that we can manually pass calls over the telephone if required. The CAD to CAD link was set up on December 18th. Prior to December 18th, it was a telephone conversation.

2. In the past 12 months (or in 2018 if easier), how many 'out of area' 999 calls have you received from South Central?

In 2018 we received 1208 incidents from South Central Ambulance

3. In the past 12 months (or in 2018 if easier), how many 'out of area' 999 calls have you passed on to South Central?

In 2018 we passed 206 incidents to South Central Ambulance

4. In the past 12 months (or in 2018 if easier), what is the average response time (and the longest) for calls received by you and passed on to South Central? If possible, response time measured as from initial 999 call to ambulance arrival on site – but if that is not available please provide any other metric that is.

Unfortunately, we do not hold this information

5. In the past 12 months (or in 2018 if easier), what is the average response time (and longest) for calls passed by South Central to you? If possible, response time measured as from initial 999 call to ambulance arrival on site – but if that is not available please provide any other metric that is.

Please see table below:

| Priority | Number of Incidents | Average response time (hh:mm:ss) | Longest response time (hh:mm:ss) |
|----------|---------------------|----------------------------------|----------------------------------|
| Cat1 | 74 | 0:08:21 | 0:19:41 |
| Cat2 | 608 | 0:19:52 | 7:24:16 |
| Cat3 | 486 | 1:27:02 | 13:34:34 |
| Cat4 | 21 | 2:48:24 | 10:51:43 |

| | | | |
|-----|----|---------|----------|
| HCP | 19 | 2:21:26 | 13:44:10 |
|-----|----|---------|----------|

Average and longest response times are calculated using the clock start criteria set out in the ARP guidelines based on when the call is received from SCAS.

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

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

6. What are the arrangements by which you (as a call-receiving Trust) would receive confirmation from South Central that a call you had passed on to them was being dealt with/ was dealt with? In approximately what proportion of cases in the past 12 months (or in 2018 if easier) where you have passed on a call have you had such confirmation?

A confirmation box will appear if the call has been passed successful via the CAD to CAD link. Assistance request would be by either Trust ringing each other to discuss available resources. Passing of an incident from Trust to Trust by telephone, a reference will be added to the CAD log of the other Trusts. The call is then closed off.

During 2018 the total number of incidents with a reference to confirm this had been passed successfully was 183. The remaining 23 incidents were all received from other agencies e.g. Police, 111, another ambulance service and they were all advised to contact South Central Ambulance Directly

7. What are the arrangements by which you (as a call-accepting Trust) would provide confirmation to South Central that a call you had received from them was being dealt with/ was dealt with? In approximately what proportion of cases in the past 12 months (or in 2018 if easier) where you have received a call have you provided such confirmation?

A confirmation box will appear if the call has been passed successful via the CAD to CAD link. Assistance request would be by either Trust ringing each other to discuss available resources. Passing of an incident from Trust to Trust by telephone, a reference will be added to the CAD log of the other Trusts. The call is then closed off.

We do not hold any statistics.

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

Yours sincerely

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