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Date 29<sup>th</sup> October 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/10/10.

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

**- How many calls were made to addresses on the Isle of Sheppey for each year in the last five years (September to September)?**

Please see table below:

Year	Total Calls
2014/15	11139
2015/16	11477
2016/17	13409
2017/18	13203
2018/19	13992

**- How many calls were responded to on the Isle of Sheppey, per category, for each of the years in the last five years (September to September)?**

Please see table below:

	2014/15	2015/16	2016/17	2017/18	2018/19
<b>Cat 1</b>	N/A	N/A	N/A	393	507
<b>Cat 2</b>	N/A	N/A	N/A	3764	5514
<b>Cat 3</b>	N/A	N/A	N/A	1954	2195
<b>Cat 4</b>	N/A	N/A	N/A	108	67
<b>Cat 4H</b>	N/A	N/A	N/A	*Less than 10	N/A
<b>Cat 5</b>	N/A	N/A	N/A	N/A	*Less than 10
<b>HCP</b>	N/A	N/A	N/A	147	179
<b>Transfer</b>	N/A	N/A	N/A	0	*Less than 10
<b>Red 1</b>	178	178	254	50	N/A
<b>Red 2</b>	3347	3702	4172	981	N/A
<b>Green 2 999</b>	3424	3586	3590	700	N/A

<b>Green 4 999</b>	567	485	337	54	N/A
<b>Green 4 HCP</b>	428	362	221	24	N/A

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

On 22nd November 2017 SECamb adopted the Ambulance Response Programme.

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 40 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/>

\*In addition, we will measure separately the sub set of codes known as Category 4H (C4H) 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.

We will also measure incidents categorised as C2, C3 and C4 that are recorded as “closed with advice” and incidents “referred to another service” in order to identify any additional codes that could potentially be added to the C4H sub-set, and to support the appropriate use of “hear and treat”

The Cat4H category was renamed Cat 5 with the introductions of ARP

**- What was the mean average response time to calls on the Isle of Sheppey, per category, for each of the years in the last five years (September to September)?**

Please see table below.

	<b>2014/15 (hh:mm:ss)</b>	<b>2015/16 (hh:mm:ss)</b>	<b>2016/17 (hh:mm:ss)</b>	<b>2017/18 (hh:mm:ss)</b>	<b>2018/19 (hh:mm:ss)</b>
<b>Cat 1</b>	N/A	N/A	N/A	0:11:17	0:10:41
<b>Cat 2</b>	N/A	N/A	N/A	0:27:12	0:30:29
<b>Cat 3</b>	N/A	N/A	N/A	1:56:12	2:25:01
<b>Cat 4</b>	N/A	N/A	N/A	2:43:18	3:31:07

Cat 4H	N/A	N/A	N/A	0:22:22	N/A
Cat 5	N/A	N/A	N/A	N/A	0:16:11
HCP	N/A	N/A	N/A	3:30:42	2:55:09
Transfer	N/A	N/A	N/A	N/A	8:18:54
Red 1	00:06:42	00:09:03	00:09:28	00:09:47	N/A
Red 2	00:07:50	00:10:53	00:12:43	00:14:10	N/A
Green 2 999	00:20:24	00:27:26	00:51:00	01:16:27	N/A
Green 4 999	00:34:15	00:48:02	01:18:44	01:58:07	N/A
Green 4 HCP	01:09:45	01:43:37	02:07:10	03:55:20	N/A

Please note that our performance is measured across the whole of Kent, Sussex and Surrey. We are aware of geographical differences in performance and are working hard to address this.

**This request includes calls where a one to four hour response is agreed with a Healthcare Professional.**

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