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Date 18th October 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/10/11.

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

I am looking for information about the 10% of calls that take the longest – those above the 90th centile incident response time. Please could you provide the following under the Freedom of Information Act.

Question 1

For category 1 calls please provide a month by month breakdown from January 2018 through to the present for:

- The average (mean) waits for a first response to arrive for all incidents above the 90 centile incident response time (please provide in hours and mins)
- The total combined amount of time those responses took (please provide in hours and mins)
- The number of incidents above the 90th centile incident response time
- The number of incidents that it took longer than 30 minutes for a first response to arrive
- The 10 longest incident response times
- The total number of calls

Please see tables below. All times are shown in hours minutes and seconds (hh:mm:ss)

| Month | Year | Mean | Sum | Total Incidents Over 90 th Centile | Total Incidents Over 30 minutes | Total Calls | Trust Mean 90th %ile | Trust Mean for all C1's |
|-------|------|----------|-----------|---|---------------------------------|-------------|----------------------|-------------------------|
| Jan | 2018 | 00:20:03 | 110:00:02 | 329 | 14 | 3296 | 0:14:12 | 00:07:51 |
| Feb | 2018 | 00:20:24 | 102:24:01 | 301 | 22 | 3006 | 0:14:59 | 00:08:19 |
| Mar | 2018 | 00:20:19 | 116:14:16 | 343 | 18 | 3423 | 0:15:13 | 00:08:16 |
| Apr | 2018 | 00:19:09 | 101:53:16 | 319 | 11 | 3207 | 0:13:46 | 00:07:26 |
| May | 2018 | 00:19:27 | 107:02:14 | 330 | 15 | 3303 | 0:14:08 | 00:07:38 |
| Jun | 2018 | 00:19:11 | 106:12:03 | 332 | 12 | 3313 | 0:14:29 | 00:07:41 |
| Jul | 2018 | 00:21:43 | 129:39:50 | 358 | 22 | 3596 | 0:15:13 | 00:08:17 |

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|-----|------|----------|-----------|-----|----|------|---------|----------|
| Aug | 2018 | 00:19:03 | 104:50:53 | 330 | 10 | 3313 | 0:14:16 | 00:07:33 |
| Sep | 2018 | 00:18:58 | 107:10:33 | 339 | 8 | 3385 | 0:14:16 | 00:07:40 |
| Oct | 2018 | 00:18:12 | 104:03:40 | 343 | 7 | 3458 | 0:13:56 | 00:07:30 |
| Nov | 2018 | 00:19:01 | 110:57:26 | 350 | 12 | 3516 | 0:14:02 | 00:07:31 |
| Dec | 2018 | 00:20:36 | 135:21:55 | 394 | 23 | 3938 | 0:14:14 | 00:07:45 |
| Jan | 2019 | 00:22:51 | 144:22:24 | 379 | 25 | 3794 | 0:14:16 | 00:07:58 |
| Feb | 2019 | 00:19:34 | 110:57:51 | 340 | 12 | 3399 | 0:14:28 | 00:07:49 |
| Mar | 2019 | 00:18:50 | 116:12:15 | 370 | 16 | 3699 | 0:13:53 | 00:07:32 |
| Apr | 2019 | 00:18:47 | 110:31:47 | 353 | 13 | 3526 | 0:14:05 | 00:07:23 |
| May | 2019 | 00:18:20 | 112:45:30 | 369 | 10 | 3698 | 0:13:37 | 00:07:15 |
| Jun | 2019 | 00:19:44 | 117:26:29 | 357 | 17 | 3568 | 0:13:58 | 00:07:29 |
| Jul | 2019 | 00:18:22 | 116:20:10 | 380 | 13 | 3806 | 0:13:57 | 00:07:20 |
| Aug | 2019 | 00:18:10 | 110:34:57 | 365 | 8 | 3647 | 0:13:48 | 00:07:15 |
| Sep | 2019 | 00:18:39 | 110:59:44 | 357 | 11 | 3580 | 0:13:57 | 00:07:35 |

Top 10 Longest Response Times for Category 1 Calls:

| Month | Year | Response Time (hh:mm:ss) |
|----------|------|--------------------------|
| January | 2018 | 07:31:49 |
| January | 2018 | 01:26:19 |
| January | 2018 | 01:16:44 |
| January | 2018 | 00:59:31 |
| January | 2018 | 00:43:39 |
| January | 2018 | 00:35:32 |
| January | 2018 | 00:34:08 |
| January | 2018 | 00:33:37 |
| January | 2018 | 00:32:44 |
| January | 2018 | 00:31:30 |
| February | 2018 | 02:22:17 |
| February | 2018 | 01:20:34 |
| February | 2018 | 01:17:35 |
| February | 2018 | 00:45:42 |
| February | 2018 | 00:43:52 |
| February | 2018 | 00:41:04 |
| February | 2018 | 00:40:37 |
| February | 2018 | 00:39:47 |
| February | 2018 | 00:37:32 |
| February | 2018 | 00:37:06 |
| March | 2018 | 02:28:00 |
| March | 2018 | 01:05:20 |
| March | 2018 | 00:46:16 |
| March | 2018 | 00:39:22 |
| March | 2018 | 00:38:34 |

| | | |
|-------|------|----------|
| March | 2018 | 00:38:08 |
| March | 2018 | 00:34:19 |
| March | 2018 | 00:33:58 |
| March | 2018 | 00:33:21 |
| March | 2018 | 00:32:45 |
| April | 2018 | 02:44:26 |
| April | 2018 | 02:27:04 |
| April | 2018 | 01:12:21 |
| April | 2018 | 00:58:56 |
| April | 2018 | 00:39:12 |
| April | 2018 | 00:37:28 |
| April | 2018 | 00:36:36 |
| April | 2018 | 00:34:41 |
| April | 2018 | 00:33:17 |
| April | 2018 | 00:30:53 |
| May | 2018 | 02:06:43 |
| May | 2018 | 01:53:40 |
| May | 2018 | 01:12:17 |
| May | 2018 | 00:50:07 |
| May | 2018 | 00:42:49 |
| May | 2018 | 00:39:59 |
| May | 2018 | 00:39:21 |
| May | 2018 | 00:37:27 |
| May | 2018 | 00:36:39 |
| May | 2018 | 00:36:15 |
| June | 2018 | 00:51:44 |
| June | 2018 | 00:45:01 |
| June | 2018 | 00:43:02 |
| June | 2018 | 00:39:29 |
| June | 2018 | 00:38:40 |
| June | 2018 | 00:37:59 |
| June | 2018 | 00:37:27 |
| June | 2018 | 00:36:04 |
| June | 2018 | 00:32:32 |
| June | 2018 | 00:30:57 |
| July | 2018 | 04:32:24 |
| July | 2018 | 02:29:08 |
| July | 2018 | 02:10:15 |
| July | 2018 | 01:08:44 |
| July | 2018 | 01:01:00 |
| July | 2018 | 00:52:47 |
| July | 2018 | 00:49:47 |
| July | 2018 | 00:41:39 |

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|-----------|------|----------|
| July | 2018 | 00:38:25 |
| July | 2018 | 00:38:20 |
| August | 2018 | 01:10:23 |
| August | 2018 | 00:54:58 |
| August | 2018 | 00:53:28 |
| August | 2018 | 00:40:58 |
| August | 2018 | 00:34:04 |
| August | 2018 | 00:32:56 |
| August | 2018 | 00:32:54 |
| August | 2018 | 00:31:42 |
| August | 2018 | 00:30:55 |
| August | 2018 | 00:30:06 |
| September | 2018 | 02:46:56 |
| September | 2018 | 01:11:01 |
| September | 2018 | 00:49:51 |
| September | 2018 | 00:37:38 |
| September | 2018 | 00:34:55 |
| September | 2018 | 00:34:40 |
| September | 2018 | 00:33:21 |
| September | 2018 | 00:33:12 |
| September | 2018 | 00:28:26 |
| September | 2018 | 00:27:37 |
| October | 2018 | 01:44:12 |
| October | 2018 | 00:47:08 |
| October | 2018 | 00:37:01 |
| October | 2018 | 00:32:47 |
| October | 2018 | 00:32:10 |
| October | 2018 | 00:30:50 |
| October | 2018 | 00:30:36 |
| October | 2018 | 00:29:39 |
| October | 2018 | 00:27:20 |
| October | 2018 | 00:27:19 |
| November | 2018 | 02:22:53 |
| November | 2018 | 02:19:08 |
| November | 2018 | 01:40:01 |
| November | 2018 | 00:37:47 |
| November | 2018 | 00:37:28 |
| November | 2018 | 00:36:19 |
| November | 2018 | 00:34:49 |
| November | 2018 | 00:33:14 |
| November | 2018 | 00:32:25 |
| November | 2018 | 00:31:38 |
| December | 2018 | 03:49:47 |

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|----------|------|----------|
| December | 2018 | 02:36:30 |
| December | 2018 | 02:19:24 |
| December | 2018 | 02:16:33 |
| December | 2018 | 02:15:38 |
| December | 2018 | 01:02:19 |
| December | 2018 | 00:50:43 |
| December | 2018 | 00:48:54 |
| December | 2018 | 00:43:00 |
| December | 2018 | 00:37:57 |
| January | 2019 | 10:03:07 |
| January | 2019 | 05:02:02 |
| January | 2019 | 02:59:00 |
| January | 2019 | 02:51:29 |
| January | 2019 | 02:16:09 |
| January | 2019 | 01:19:38 |
| January | 2019 | 01:16:55 |
| January | 2019 | 01:14:46 |
| January | 2019 | 00:58:33 |
| January | 2019 | 00:56:04 |
| February | 2019 | 05:07:08 |
| February | 2019 | 00:36:48 |
| February | 2019 | 00:35:17 |
| February | 2019 | 00:34:32 |
| February | 2019 | 00:34:05 |
| February | 2019 | 00:33:53 |
| February | 2019 | 00:33:41 |
| February | 2019 | 00:33:24 |
| February | 2019 | 00:33:17 |
| February | 2019 | 00:32:00 |
| March | 2019 | 01:59:10 |
| March | 2019 | 01:13:36 |
| March | 2019 | 00:52:41 |
| March | 2019 | 00:48:45 |
| March | 2019 | 00:42:50 |
| March | 2019 | 00:39:11 |
| March | 2019 | 00:38:30 |
| March | 2019 | 00:36:07 |
| March | 2019 | 00:35:47 |
| March | 2019 | 00:35:22 |
| April | 2019 | 03:38:00 |
| April | 2019 | 00:52:45 |
| April | 2019 | 00:49:56 |
| April | 2019 | 00:37:16 |

| | | |
|--------|------|----------|
| April | 2019 | 00:35:27 |
| April | 2019 | 00:35:03 |
| April | 2019 | 00:34:50 |
| April | 2019 | 00:32:50 |
| April | 2019 | 00:32:44 |
| April | 2019 | 00:32:00 |
| May | 2019 | 02:09:21 |
| May | 2019 | 01:46:38 |
| May | 2019 | 00:39:47 |
| May | 2019 | 00:37:32 |
| May | 2019 | 00:36:36 |
| May | 2019 | 00:36:22 |
| May | 2019 | 00:36:12 |
| May | 2019 | 00:34:37 |
| May | 2019 | 00:33:54 |
| May | 2019 | 00:31:10 |
| June | 2019 | 04:22:15 |
| June | 2019 | 01:21:12 |
| June | 2019 | 01:05:25 |
| June | 2019 | 01:04:23 |
| June | 2019 | 00:49:43 |
| June | 2019 | 00:43:31 |
| June | 2019 | 00:43:16 |
| June | 2019 | 00:42:43 |
| June | 2019 | 00:40:51 |
| June | 2019 | 00:38:22 |
| July | 2019 | 00:48:41 |
| July | 2019 | 00:44:01 |
| July | 2019 | 00:42:46 |
| July | 2019 | 00:37:52 |
| July | 2019 | 00:36:35 |
| July | 2019 | 00:33:28 |
| July | 2019 | 00:33:10 |
| July | 2019 | 00:33:04 |
| July | 2019 | 00:32:52 |
| July | 2019 | 00:32:50 |
| August | 2019 | 01:27:49 |
| August | 2019 | 00:41:30 |
| August | 2019 | 00:41:28 |
| August | 2019 | 00:40:24 |
| August | 2019 | 00:35:50 |
| August | 2019 | 00:32:48 |
| August | 2019 | 00:32:21 |

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|-----------|------|----------|
| August | 2019 | 00:31:49 |
| August | 2019 | 00:29:57 |
| August | 2019 | 00:29:30 |
| September | 2019 | 00:40:09 |
| September | 2019 | 00:38:19 |
| September | 2019 | 00:37:06 |
| September | 2019 | 00:36:28 |
| September | 2019 | 00:35:01 |
| September | 2019 | 00:33:30 |
| September | 2019 | 00:31:37 |
| September | 2019 | 00:31:21 |
| September | 2019 | 00:31:08 |
| September | 2019 | 00:30:36 |

Please note most incidents start at a lower priority. However, these may be upgraded to a higher priority due to a change in the patient's condition. Due to reporting requirements, some of these incidents may be reported against the higher priority and not the original priority given

Question 2

For category 2 calls please provide a month by month breakdown from January 2018 through to the present for:

- The average (mean) waits for a first response to arrive for all incidents above the 90 centile incident response time (please provide in hours and mins)
- The total combined amount of time those responses took (please provide in hours and mins)
- The number of incidents above the 90th centile incident response time
- The number of incidents that it took longer than 60 minutes for a first response to arrive
- The 10 longest incident response times
- The total number of calls

Please see tables below. All times are shown in hours minutes and seconds (hh:mm:ss)

| Month | Year | Mean | Sum | Total Incidents Over 90 th Centile | Total Incidents Over 30 minutes | Total Incidents Over 60 minutes | Total Calls | Trust Mean 90 th %ile | Trust Mean for all C2's |
|-------|------|----------|------------|---|---------------------------------|---------------------------------|-------------|----------------------------------|-------------------------|
| Jan | 2018 | 00:37:06 | 1841:54:32 | 2978 | 160 | 160 | 29830 | 0:25:35 | 00:13:53 |
| Feb | 2018 | 00:41:41 | 1829:18:15 | 2633 | 209 | 209 | 26335 | 0:28:23 | 00:15:16 |
| Mar | 2018 | 00:53:47 | 2700:51:48 | 3013 | 579 | 579 | 30129 | 0:32:15 | 00:17:28 |
| Apr | 2018 | 00:38:17 | 1720:38:45 | 2696 | 173 | 173 | 26986 | 0:26:17 | 00:14:04 |
| May | 2018 | 00:41:27 | 1924:43:27 | 2786 | 216 | 216 | 27918 | 0:28:11 | 00:14:59 |
| Jun | 2018 | 00:44:18 | 1997:44:07 | 2705 | 279 | 279 | 27063 | 0:29:24 | 00:15:41 |
| Jul | 2018 | 00:49:37 | 2448:13:51 | 2960 | 477 | 477 | 29667 | 0:33:16 | 00:17:26 |

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|------------|------|----------|------------|------|-----|-----|-------|---------|----------|
| Aug | 2018 | 00:46:21 | 2153:01:37 | 2787 | 354 | 354 | 27876 | 0:30:59 | 00:16:20 |
| Sep | 2018 | 00:50:09 | 2375:33:55 | 2842 | 421 | 421 | 28436 | 0:32:01 | 00:17:15 |
| Oct | 2018 | 00:51:16 | 2555:21:22 | 2990 | 525 | 525 | 29909 | 0:32:10 | 00:17:16 |
| Nov | 2018 | 00:51:10 | 2645:45:47 | 3102 | 560 | 560 | 31018 | 0:32:22 | 00:17:26 |
| Dec | 2018 | 00:55:16 | 3123:07:56 | 3390 | 719 | 719 | 33940 | 0:35:42 | 00:18:52 |
| Jan | 2019 | 00:58:39 | 3403:50:30 | 3482 | 876 | 876 | 34838 | 0:36:42 | 00:19:23 |
| Feb | 2019 | 01:01:56 | 3239:47:45 | 3138 | 946 | 946 | 31373 | 0:40:07 | 00:20:57 |
| Mar | 2019 | 00:53:01 | 2890:38:02 | 3271 | 605 | 605 | 32706 | 0:35:03 | 00:18:36 |
| Apr | 2019 | 00:50:51 | 2690:35:25 | 3174 | 517 | 517 | 31771 | 0:33:14 | 00:17:48 |
| May | 2019 | 00:57:46 | 3111:07:41 | 3231 | 848 | 848 | 32301 | 0:37:22 | 00:19:27 |
| Jun | 2019 | 00:59:20 | 3143:25:38 | 3178 | 904 | 904 | 31797 | 0:38:17 | 00:20:07 |
| Jul | 2019 | 00:53:49 | 3029:32:27 | 3377 | 767 | 767 | 33768 | 0:36:05 | 00:18:43 |
| Aug | 2019 | 00:46:44 | 2550:52:46 | 3275 | 379 | 379 | 32747 | 0:32:40 | 00:17:17 |
| Sep | 2019 | 00:48:00 | 2544:35:54 | 3180 | 428 | 428 | 31792 | 0:33:37 | 00:17:44 |

Top 10 Longest Response Times for Category 2 calls:

| Month | Year | Response Time (hh:mm:ss) |
|----------|------|--------------------------|
| January | 2018 | 06:36:02 |
| January | 2018 | 06:04:25 |
| January | 2018 | 05:47:08 |
| January | 2018 | 04:49:38 |
| January | 2018 | 04:00:17 |
| January | 2018 | 03:46:00 |
| January | 2018 | 03:43:05 |
| January | 2018 | 03:35:39 |
| January | 2018 | 03:27:14 |
| January | 2018 | 03:13:58 |
| February | 2018 | 05:37:52 |
| February | 2018 | 05:28:15 |
| February | 2018 | 04:28:23 |
| February | 2018 | 04:28:22 |
| February | 2018 | 04:25:30 |
| February | 2018 | 04:22:50 |
| February | 2018 | 04:19:42 |
| February | 2018 | 04:15:56 |
| February | 2018 | 03:47:44 |
| February | 2018 | 03:41:44 |
| March | 2018 | 08:41:02 |
| March | 2018 | 08:17:23 |
| March | 2018 | 07:59:27 |
| March | 2018 | 07:03:50 |

| | | |
|-------|------|----------|
| March | 2018 | 06:23:10 |
| March | 2018 | 06:19:48 |
| March | 2018 | 06:04:30 |
| March | 2018 | 05:54:37 |
| March | 2018 | 05:38:35 |
| March | 2018 | 05:29:40 |
| April | 2018 | 07:36:50 |
| April | 2018 | 04:47:34 |
| April | 2018 | 04:46:11 |
| April | 2018 | 04:44:47 |
| April | 2018 | 03:52:11 |
| April | 2018 | 03:10:09 |
| April | 2018 | 02:49:48 |
| April | 2018 | 02:40:47 |
| April | 2018 | 02:33:01 |
| April | 2018 | 02:24:10 |
| May | 2018 | 16:02:49 |
| May | 2018 | 04:40:49 |
| May | 2018 | 04:37:45 |
| May | 2018 | 04:29:32 |
| May | 2018 | 04:06:33 |
| May | 2018 | 03:48:44 |
| May | 2018 | 03:47:36 |
| May | 2018 | 03:41:54 |
| May | 2018 | 03:27:46 |
| May | 2018 | 03:17:58 |
| June | 2018 | 06:32:22 |
| June | 2018 | 06:22:54 |
| June | 2018 | 06:19:24 |
| June | 2018 | 05:58:30 |
| June | 2018 | 05:41:10 |
| June | 2018 | 05:20:45 |
| June | 2018 | 04:57:07 |
| June | 2018 | 04:51:30 |
| June | 2018 | 04:37:29 |
| June | 2018 | 04:30:04 |
| July | 2018 | 07:24:16 |
| July | 2018 | 05:35:20 |
| July | 2018 | 05:25:14 |
| July | 2018 | 05:18:47 |
| July | 2018 | 05:17:27 |
| July | 2018 | 04:59:40 |
| July | 2018 | 04:53:09 |

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|-----------|------|----------|
| July | 2018 | 04:42:21 |
| July | 2018 | 04:37:21 |
| July | 2018 | 04:27:46 |
| August | 2018 | 08:58:23 |
| August | 2018 | 06:43:16 |
| August | 2018 | 06:10:44 |
| August | 2018 | 06:06:01 |
| August | 2018 | 05:25:38 |
| August | 2018 | 04:22:35 |
| August | 2018 | 04:12:17 |
| August | 2018 | 03:53:56 |
| August | 2018 | 03:45:42 |
| August | 2018 | 03:42:44 |
| September | 2018 | 18:37:46 |
| September | 2018 | 07:33:11 |
| September | 2018 | 07:20:44 |
| September | 2018 | 06:27:19 |
| September | 2018 | 06:22:34 |
| September | 2018 | 06:02:36 |
| September | 2018 | 05:47:14 |
| September | 2018 | 05:43:38 |
| September | 2018 | 05:16:29 |
| September | 2018 | 05:13:01 |
| October | 2018 | 10:07:03 |
| October | 2018 | 08:03:34 |
| October | 2018 | 07:54:49 |
| October | 2018 | 06:27:25 |
| October | 2018 | 06:04:58 |
| October | 2018 | 06:00:04 |
| October | 2018 | 05:56:23 |
| October | 2018 | 05:56:15 |
| October | 2018 | 05:51:01 |
| October | 2018 | 05:22:59 |
| November | 2018 | 08:04:37 |
| November | 2018 | 08:04:31 |
| November | 2018 | 07:27:24 |
| November | 2018 | 06:25:23 |
| November | 2018 | 05:23:25 |
| November | 2018 | 05:15:31 |
| November | 2018 | 05:05:01 |
| November | 2018 | 04:44:53 |
| November | 2018 | 04:24:13 |
| November | 2018 | 04:17:43 |

| | | |
|----------|------|----------|
| December | 2018 | 07:56:51 |
| December | 2018 | 07:08:09 |
| December | 2018 | 06:15:36 |
| December | 2018 | 05:55:22 |
| December | 2018 | 05:38:38 |
| December | 2018 | 05:37:12 |
| December | 2018 | 05:37:08 |
| December | 2018 | 05:04:43 |
| December | 2018 | 04:58:49 |
| December | 2018 | 04:51:58 |
| January | 2019 | 11:16:39 |
| January | 2019 | 09:47:00 |
| January | 2019 | 08:30:43 |
| January | 2019 | 07:03:28 |
| January | 2019 | 06:52:06 |
| January | 2019 | 06:23:21 |
| January | 2019 | 06:18:59 |
| January | 2019 | 06:11:37 |
| January | 2019 | 06:07:33 |
| January | 2019 | 06:07:26 |
| February | 2019 | 09:42:23 |
| February | 2019 | 08:50:02 |
| February | 2019 | 08:40:57 |
| February | 2019 | 07:38:58 |
| February | 2019 | 07:08:21 |
| February | 2019 | 06:38:37 |
| February | 2019 | 06:25:14 |
| February | 2019 | 06:20:26 |
| February | 2019 | 06:20:19 |
| February | 2019 | 06:03:42 |
| March | 2019 | 12:03:30 |
| March | 2019 | 07:46:24 |
| March | 2019 | 07:17:50 |
| March | 2019 | 07:00:55 |
| March | 2019 | 06:42:30 |
| March | 2019 | 06:34:43 |
| March | 2019 | 06:15:22 |
| March | 2019 | 06:12:59 |
| March | 2019 | 05:56:33 |
| March | 2019 | 05:46:55 |
| April | 2019 | 09:01:11 |
| April | 2019 | 05:59:31 |
| April | 2019 | 05:51:36 |

| | | |
|--------|------|----------|
| April | 2019 | 05:25:27 |
| April | 2019 | 05:19:16 |
| April | 2019 | 05:01:47 |
| April | 2019 | 05:01:23 |
| April | 2019 | 04:53:38 |
| April | 2019 | 04:31:40 |
| April | 2019 | 04:30:18 |
| May | 2019 | 09:19:00 |
| May | 2019 | 07:52:48 |
| May | 2019 | 07:37:16 |
| May | 2019 | 06:53:20 |
| May | 2019 | 06:44:52 |
| May | 2019 | 06:27:29 |
| May | 2019 | 05:57:45 |
| May | 2019 | 05:31:34 |
| May | 2019 | 05:10:38 |
| May | 2019 | 05:05:51 |
| June | 2019 | 09:13:01 |
| June | 2019 | 08:37:57 |
| June | 2019 | 06:57:23 |
| June | 2019 | 06:28:08 |
| June | 2019 | 06:22:37 |
| June | 2019 | 06:03:53 |
| June | 2019 | 05:46:58 |
| June | 2019 | 05:14:47 |
| June | 2019 | 05:07:49 |
| June | 2019 | 05:02:17 |
| July | 2019 | 10:36:02 |
| July | 2019 | 06:03:14 |
| July | 2019 | 05:31:13 |
| July | 2019 | 05:24:59 |
| July | 2019 | 05:21:03 |
| July | 2019 | 05:12:35 |
| July | 2019 | 05:10:13 |
| July | 2019 | 05:06:28 |
| July | 2019 | 04:50:46 |
| July | 2019 | 04:46:48 |
| August | 2019 | 06:58:14 |
| August | 2019 | 05:21:50 |
| August | 2019 | 05:02:47 |
| August | 2019 | 05:01:19 |
| August | 2019 | 04:42:00 |
| August | 2019 | 04:38:51 |

| | | |
|------------------|------|----------|
| August | 2019 | 04:17:35 |
| August | 2019 | 04:10:04 |
| August | 2019 | 04:05:48 |
| August | 2019 | 03:59:20 |
| September | 2019 | 13:08:45 |
| September | 2019 | 07:42:57 |
| September | 2019 | 06:02:58 |
| September | 2019 | 05:51:33 |
| September | 2019 | 04:55:25 |
| September | 2019 | 04:43:44 |
| September | 2019 | 04:38:28 |
| September | 2019 | 04:21:07 |
| September | 2019 | 04:06:29 |
| September | 2019 | 04:05:42 |

Please note most incidents start at a lower priority. However, these may be upgraded to a higher priority due to a change in the patient's condition. Due to reporting requirements, some of these incidents may be reported against the higher priority and not the original priority given

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