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Date 11th November 2019

Email:

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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/04.

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

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

1. What was the longest a patient had to wait for an ambulance to reach them in 2018 in each of these categories

- Category 1 calls
- Category 2 calls
- Category 3 calls

Please see table below:

| Category | Longest Response Time (hh:mm:ss) |
|------------|----------------------------------|
| Category 1 | 07:31:49 |
| Category 2 | 18:37:46 |
| Category 3 | 19:04:00 |

2. What was the longest a patient had to wait for an ambulance to reach them in 2019 (so far) in each of these categories

- Category 1 calls
- Category 2 calls
- Category 3 calls

Please see table below. This data is up to and including 31st October 2019

| Category | Longest Response Time (hh:mm:ss) |
|------------|----------------------------------|
| Category 1 | 10:03:07 |
| Category 2 | 13:08:45 |
| Category 3 | 04:37:11 |

3. In 2018, how many category 1 calls had to wait more than a. 1 hour and b. 2 hours for an ambulance to arrive?

Please see table below:

| Response Time | Total |
|---------------|-------|
| >60mins | 32 |
| >120mins | 17 |

4. In 2019 (so far), how many category 1 calls had to wait more than a. 1 hour and b. 2 hours for an ambulance to arrive?

Please see table below:

| Response Time | Total |
|---------------|---------------|
| >60mins | 19 |
| >120mins | *Less than 10 |

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

5. In 2018, how many category 2 calls had to wait more than a. 1 hour and b. 2 hours for an ambulance to arrive?

Please see table below:

| Response Time | Total |
|---------------|-------|
| >60mins | 8744 |
| >120mins | 1481 |

6. In 2019 (so far), how many category 2 calls had to wait more than a. 1 hour and b. 2 hours for an ambulance to arrive?

Please see table below:

| Response Time | Total |
|---------------|-------|
| >60mins | 9738 |
| >120mins | 1318 |

7. In 2018, how many category 3 calls had to wait more than a. 4 hours and b. 8 hours for an ambulance to arrive?

Please see table below:

| Response Time | Total |
|---------------|-------|
| >240mins | 14740 |
| >480mins | 1101 |

I'm aware some calls will be recategorised after the first call but before an ambulance arrives. Please include calls based on the last category allocated eg if a patient is a category 2 and is then upgraded to a category 1, please include them as a category 1.

If you are unable to answer all questions within the 18 hour limit, please start at question 1 and answer as many as possible

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