



Trust Headquarters
Nexus House
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Crawley
West Sussex
RH10 9BG

Date 26th November 2019

Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/20.

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

I am seeking information on response times for category 1, 2 and 3 calls from April to September 2019, broken down by CCG area.

If possible, these should be in the same form as the NHS England data but do not need to be broken down by month (ie the data set should cover the whole six months) but should be broken down by named CCG and by category.

I am seeking

- 1. count of incidents**
- 2. mean response time**
- 3. 90th centile response time**

Please find this in the attached spreadsheet. The total count of incidents relate to the total number of calls in to the Emergency Operations Centre. This will include Hear & Treat incidents as well as duplicate calls, cancelled by caller, etc

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