



Trust Headquarters
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Date 29th November 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/25.

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

1. Please could you confirm if the following would be categorised as requiring an immediate response by your ambulance service?

The category of response is determined following a telephone triage, the outcome of that assessment will determine the category of response appropriate for the patients main complaint.

You can read more about the different categories on the following link:

<https://www.england.nhs.uk/urgent-emergency-care/improving-ambulance-services/arp/>

- **Major Haemorrhage during a surgical procedure**
If a Health Care Professional (HCP) was calling this would be covered by the HCP/Inter-Facility Transfer (IFT) framework. The HCP will decide the speed of response but will need to justify this based on clinical condition of the patient.
- **Adverse reaction to medication.**
This will be subject to the severity of symptoms

2. In the event that these would not trigger an immediate response, please confirm your Trust's criteria for an immediate response?

The Trust does not have a defined criterion. The trust uses a national tool called NHS Pathways, which will consider a number of factors that would indicate the requirement for an emergency response. Predominately an immediate threat to airway, breathing or circulation, identified through level of consciousness, severe bleeding, severe breathing problems, cold or clammy core, skin colour would generate the highest priority.

3. What is the most recent percentage achievement rate for an 8 minute response time within your Trust, and what service provision is included in that response time, e.g. Paramedics attending by car or motorbike?

The latest statistics can be found via the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2019-20/>

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