



Trust Headquarters
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1st April 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/01/24.

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

I would be very grateful if you could respond to these questions concerning response times and staffing under the Freedom of Information Act.

- 1. Please tell me how many a) Category 1 incidents and b) Category 2 incidents the trust responded to in 2019?**
 - a. Category 1 - 45,494 incidents
 - b. Category 2 - 40,1722 incidents

- 2. Please tell me how many Category 1 incidents had responses times of longer than 15 minutes in a) 2019 and b) 2018?**

Please see table after Q5

- 3. Please tell me how many Category 2 incidents had response times of longer than 40 minutes in a) 2019 and b) 2018?**

Please see table after Q5

- 4. Please tell me how many Category 1 incidents had response times of longer than an hour in a) 2019 and b) 2018?**

Please see table after Q5

- 5. Please tell me how many Category 2 incidents had response times of longer than an hour in a) 2019 and b) 2018?**

Please note the following: -

- Values for >1 hour will include greater than 40 mins and 15 mins.
- Values for >40 mins will include greater than 15 mins.
- For Questions 2 - 5, values provided are based on ARP best response.

Cat 1 Calls	2018	2019
> 15 mins	3534	3791
> 40 mins	56	52
> 1hour	32	20

Cat 2 Calls	2018	2019
> 15 mins	162,645	214,957
> 40 mins	25,146	37,732
> 1hour	8,751	12,075

6. Please tell me the vacancy rate amongst fully qualified paramedics as of January 2020?

We can only report December's currently. Figures are:

The vacancy rate, as of 31 December for Ambulance Paramedics/NQPs is 8.40%.

Please note that some calls detailed above may have started as lower priority calls before being raised to a higher category of call.

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