



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

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

6th February 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/08

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

How many 999 calls were received in the last year?

How many given the highest priority and how long until Officers arrived?

What are the guidelines or policy on grading calls with relevant response times?

The answers to all the above questions are publicly available at NHS England Ambulance indicators website including the System Indicators specification:

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

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