



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

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

3rd March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/03

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

1. Who funds Secamb?

SECamb is contracted to provide 999 Ambulance Services in Kent, Medway, Surrey and Sussex as well as the NHS111 service for Kent (excluding East Kent), Medway and Sussex.

These contracts are funded by the local Clinical Commissioning Groups (CCGs). SECamb also receives funding from NHS England for Neonatal transfers in the South East as part of specialised commissioning.

In addition Health Education England funds to support the clinical development of its frontline staff.

Also we receive national funding from Department of Health and Social Security (DHSC) to provide the ability to respond to other hazardous events, such as Chemical, Biological and Radiation.

2. Can you publish the different rates customers pay for Secamb callouts in detail?

As with all other NHS services, the services are delivered free at point of use and therefore SECamb therefore does not charge the customer for callouts but are paid to provide this service directly by the local Clinical Commissioning Groups (CCGs).

3. Can you publish the different ratings for seriousness for the most serious patient to the least serious patient in its entirety, i.e.1-C3 etc.?

This information is available publicly on the Ambulance Quality Indicators (AQI) website and can be accessed via the following link:-

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

4. Why does Secamb fail to fulfil its core requirements for time taken to respond to customer/Patient calls?

South East Coast Ambulance Service are commissioned to provide a service designed to meet the national Ambulance Response Programme (ARP) time requirements at a Trust level. As an organisation SECamb are committed to delivering high quality care to all callers, recognising that that care can be delivered both over the phone as well as face to face. In terms of call answering, we continue to perform highly, consistently answering the call within 1-2seconds which is better than the national standard. We are able to demonstrate improvements against all of our performance measures relating to ambulances arriving on scene, but we recognise that we are not currently achieving all of the contracted performance standards but have an agreed trajectory with our commissioners to achieve ARP. There are many specific areas of work that the Trust is undertaking to ensure that we maximise the number of staff available to staff the vehicles including increasing our recruitment and training of staff and working with hospitals to ensure that patient handover time is well managed. SECamb are committed to improving the delivery of the service and also to working with our commissioners to ensure that the activity seen by the Trust is adequately funded, and that all partners within the health and social care system work together to deliver truly joined up care.

5. CQC have recently awarded the status of good in their re-evaluation, why?

This information is available publicly on the Care Quality Commission (CQC) website and their report can be viewed via the following link:

https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ3691.pdf

6. What does Secamb propose to do to rectify the failings seen by the CQC?

The action plans for all should do and must do issues raised by the CQC are available as part of our board papers which are regularly reviewed. These are publicly available and can be viewed on our website via the following link:-

http://www.secamb.nhs.uk/about_us/board_meeting_dates_and_papers.aspx

7. What is Secamb policy on the use of non NHS subcontractors, ie.Medi4 etc?

All private providers work to SECamb policies and procedures. This is managed via the standard NHS contract and monthly contract management meetings.

8. How much do subcontractors charge Secamb for a callout?

The Private Ambulance Providers charge us an hourly rate dependent on the grade of crew they deploy the charges are commercially sensitive and therefore we are unable to provide a response under section 43(2)

9. Under any circumstances is a response time of over four hours acceptable?

We are not able to provide a factual response to this question as it seeks an opinion

10. Does Secamb get paid the same for taking a Customer/Patient in the Crawley area to Crawley Urgent Treatment Centre as they do to East Surrey Accident and Emergency?

Yes, Secamb does get paid the same for taking a Customer/Patient in the Crawley area to Crawley Urgent Treatment Centre as they do to East Surrey Accident and Emergency via the funding arrangements with its commissioners.

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

