20th April 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/28.

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

Please could you provide the following information:

1. **The number of calls received per year, for each of the last five years.**

   This information is publicly available on the AQI website:
   https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/

2. **The number of calls discontinued before they were answered per year, for each of the last five years.**

2014	2015	2016	2017	2018	2019
8,565	2,982	13,095	36,348	13,600	5,167

3. **The number of calls where a call back was received per year, for each of the last five years.**

2014	2015	2016	2017	2018	2019
22947	16013	14956	8985	9368	56432

4. **The shortest, longest and average time before a call back was received per year, for each of the last five years.**

		Longest Time	Shortest Time	Average time
Validated	2018	13:10:00	00:02:08	01:44:28
	2019	23:52:19	00:00:03	02:10:35

		Longest Time	Shortest Time	Average time
Unvalidated	2018	1358:55:53	00:02:08	01:51:52
	2019	560:04:45	00:00:03	02:13:39

-Values provided for the year 2017 are from 1st January 2017 to 22nd November 2017.

- For question 2, this has been answered as abandoned calls. For the years 2014-2017, some of these calls have been identified as abandoned/hoax call.

-For Question 3, the year 2018 is for the months of: October, November and December.

-For question 4, for the years 2014 to 2017 we do not hold the data. Please note that values provided will include successful and unsuccessful call-backs.

For question 4, values provided are based on a free-text search of the words: "CALL BACK STATUS: SUCCESSFUL" or "CALL BACK STATUS: UNSUCCESSFUL". Please note that, not all cases may be identified if this has not been recorded.

Validated data is where the call back time is under 24 hours. Unvalidated is for all data. Please treat all values with caution.

-For question 3, for the year 2017, values provided are from January to June. For the latter months, the data was not held in a suitable format.

- For Question 3, for the year 2018, values provided are from October to December. For the former months, the data was not held in a suitable format.

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

Aspiring to be *better today* and even *better tomorrow*