20th March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/03/05.

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

I wonder if you would be kind enough to send me the information listed below:

1. Response times for attending falls unhurt
01:25:29

2. Response times for attending falls hurt.
01:19:01

3. How many calls you get for falls hurt
34,018

4. How many calls you get for falls unhurt
28,832

Please note that:-
- Values provided are from 1st Jan 2019 to 31st Dec 2019
- The conditions used to answer this FOI were: " falls uninjured" and "falls injured".
- Please note that the the number of incidents is not the number of attendances and will include H&T, duplicates, cancelled by caller, etc.
- For questions 3 and 4, values provided are based on number of incidents.

Although I am really looking for a yearly summery, I realise how much work would be involved so would it be possible for a quarter and to just add your busiest month since January 2019.

Can I also have costs. For instance, how much for an ambulance to attend and then rising costs dependent on any treatment or being taken to hospital
We do not currently calculate the costs per individual incident, however based on our reference costs
submitted for 2018/19 the average cost is:
£234.03 where the patient is treated at scene,
£313.79 where the patient is treated at scene and conveyed to hospital.

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