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17<sup>th</sup> April 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200323.

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

**Please supply information pertaining to response and journey times by ambulance to and from patient addresses in Thanet to the QEQM hospital in Margate:**

- Please note, much of the data presented below is captured when our crews send a status update through the radio, mobile data terminal, or a handover screen. Due to the capture method being a manual process, it is susceptible to errors such as the crew prematurely pressing a status button and is not validated data.

**Please define & give examples of category One patients and supply the following re category one patients.**

Category 1 – Calls from people with life-threatening illnesses or injuries

Patient such as Cardiac Arrest or Serious allergic reactions

**Please also the supply the following information with reference to category ONE patients:**

**1. The fastest ambulance travel time from receiving a call to arrival at the patient's address.**

00:00:18

**2. The minimum ambulance travel time from receiving a call to arrival at the patient's address.**

00:00:18

**3. The average ambulance travel time from receiving a call to arrival at the patient's address**

00:05:30

**4. The fastest time spent on arrival at the patient's address until the patient is transferred into the ambulance.**

00:00:13

*This is the time recorded from the crew's arrival at scene to the crew leaving the scene to attend hospital, not the time they are transferred on to the ambulance.*

**5. The minimum time spent on arrival at the patient's address until the patient is transferred into the ambulance**

00:00:13

**6. The average time spent on arrival at the patient's address until the patient is transferred into the ambulance.**

00:32:47

**7. The fastest ambulance Journey time from patient's address to arrival at QEQM**

00:00:53

**8. The minimum ambulance journey time from patient's address to arrival at QEQM**

00:00:53

**9. The average ambulance Journey time from patient's address to arrival at QEQM**

00:10:56

**10. The fastest time from arrival at QEQM to handover of the patient to secondary care**

00:00:00

**11. The minimum time from arrival at QEQM to handover of the patient to secondary care**

00:00:00

**12. The average time from arrival at QEQM to handover of the patient to secondary care.**

00:16:11

**Please define & give examples of category TWO patients**

**Please supply the following Information pertaining to category TWO patients –**

Category 2 – Emergency Calls

Such as Burns, Epilepsy and Strokes etc

**1. The fastest ambulance travel time from receiving a call to arrival at the patient's address.**

00:00:05

**2. The minimum ambulance travel time from receiving a call to arrival at the patient's address**

00:00:05

**3. The average ambulance travel time from receiving a call to arrival at the patient's address**

00:15:53

**4. The fastest time spent on arrival at the patient's address until the patient is transferred into the ambulance.**

00:00:13

*This is the time recorded from the crew's arrival at scene to the crew leaving the scene to attend hospital, not the time they are transferred on to the ambulance.*

**5. The minimum time spent on arrival at the patient's address until the patient is transferred into the ambulance**

00:00:13

**6. The average time spent on arrival at the patient's address until the patient is transferred into the ambulance.**

00:37:40

**7. The fastest ambulance Journey time from patient's address to arrival at QEQM**

00:00:00

**8. The minimum ambulance Journey time from patient's address to arrival at QEQM**

00:00:00

**9. The average ambulance Journey time from patient's address to arrival at QEQM**

00:12:04

**10. The fastest time from arrival at QEQM to handover of the patient to secondary care**

00:00:00

**11. The minimum time from arrival at QEQM to handover of the patient to secondary care**

00:00:00

**12. The average time from arrival at QEQM to handover of the patient to secondary care.**

00:15:56

For the above questions for CAT 1 and CAT 2 please note the following:

- Values provided are based on incidents in the local authority district of 'Thanet'. This may not always be the patients' address.

Thanet Local Authority District covers all or part of the following postcode areas: CT7, CT8, CT9, CT10, CT11, CT12.

- Values provided are only for incidents where the patient was conveyed.
- Questions: 1,4,7 and 10 for both Cat 1 and Cat2. Their questions regarding 'fastest' has been defined the same as 'minimum'.
- For questions 2 & 3, values provided are based on ARP best response.
- Values provided are from 1st Jan 2019 to the 31st Dec 2019.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust