



Trust Headquarters
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20th April 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200422.

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

I am writing to make an open information request for all the information below to which I am entitled under the Freedom of Information Act.

1. The average waiting time for Category 1, 2, 3 and 4 calls for each month from October 2019 - April 2020.

This information is available publicly on the AQI website:

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

Click on 'Ambsys Time series' excel file to download, then select 'Response times' tab then select Ambulance trust from the dropdown menu.

2. The longest waiting time for for Category 1, 2, 3 and 4 calls for each month from October 2019 - April 2020.

	Longest waiting time for:			
	Category 1 Calls	Category 2 Calls	Category 3 Calls	Category 4 Calls
Oct-19	00:44:21	06:56:41	25:36:59	14:41:30
Nov-19	00:48:02	08:21:35	14:27:17	17:00:25
Dec-19	02:20:40	20:03:10	16:12:57	22:04:52
Jan-20	02:22:28	05:35:24	13:39:09	09:30:27
Feb-20	00:47:28	06:43:42	14:32:50	21:00:52
Mar-20	00:57:04	08:32:12	22:56:14	17:31:11
Apr-20	00:39:24	04:40:04	10:06:18	09:30:30

Notes for question 2:

- Values provided are based on Ambulance Response Programme best response times.
- Values provided are from 1st October 2019 up to and including 26th April 2020.
- The majority of Category 1 and 2 calls would have started at a lower category with a recognised longer response time, however through the duration of the call will have been upgraded to a higher category but the clock-start time remains.
- When it is taking us longer than expected to respond to patients, we carry out welfare calls to check the patient's condition hasn't worsened.

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