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15th July 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200629.

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

Please could I request the following information under the Freedom of Information Act on average response times at your ambulance trust:

1) The average response time for ambulance call outs at your trust in each of the following financial years: 2019/20; 2018/19; 2017/18; 2016/17; 2015/16. Please could i have this information broken down by category, e.g. category one, two, three and four.

2) The number of calls with waiting times of a) over 30 minutes b) over 60 minutes and c) over two hours in the following years: 2019/20; 2018/19; 2017/18; 2016/17; 2015/16. Please could i also have this information broken down by categories one to four.

3) If possible, please could I have data for 2019/20 broken down by month, in order to assess the impact of the coronavirus pandemic on response times.

Please find attached report.

- For Question 1, these values are available publicly on the AQI website: <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>
- Values provided are from 1st April 2015 up to and including 31st March 2020.
- Values provided are based on the ARP response times since 22nd November 2017 onwards.
- Please note, not every response will have an ARP response time recorded.

- Please note, that ARP was introduced in November 2017. Therefore, the financial year 2017/18 has been split into two groups; april-21st November 2017 is using the old ARP system. And 22nd Nov 2017- 31st March 2018 is using the ARP system.
- Please note that that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals

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