



Ambulance Headquarters

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Our Ref: FOI.20.036

John Brown

E-mail: request-640962-3423a2c8@whatdotheyknow.com

28 February 2020

Dear Mr Brown

Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 3 February 2020. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

How many 999 calls were received in the last year?

How many given the highest priority and how long until crews arrived?

The information in respect of the above questions 1 and 2 is already in the public domain and reasonably accessible to the applicant by other means and therefore is exempt under Section 21 of the Freedom of Information Act 2000. However, in the spirit of the Act, specifically Section 16 of the Freedom of Information Act 2000 “to assist the applicant in a positive response”, the above data is available via the NHS England website using the link provided below:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2019-20/>

What are the guidelines or policy on grading calls with relevant response times?

National Ambulance Response Programme

	Average response time	Access by calling
Category 1 is an immediate response to a life threatening condition. It should only be used for a patient who requires resuscitation or emergency intervention from the ambulance service, for example cardiac or respiratory arrest. Mortality rates are high where a difference of one minute in response time is likely to affect outcome and there is evidence to support the fastest response.	7 minutes	999
Category 2 is for serious condition, for example stroke or chest pain, that may require rapid assessment and/or urgent transport. Mortality rates are lower; a difference of an extra 15 minutes response time is unlikely to affect outcome and there is evidence to support early dispatch.	18 minutes	999
Category 3 is for urgent problems, for example uncomplicated diabetic that needs treatment and transport to an acute setting. Mortality rates are very low or zero; there is evidence to support alternative pathways of care.	At least 9 out of 10 times within 120 minutes	999
Category 4 is for a problem that is not urgent, for example all stable clinical cases including dermatology, gynaecology, ENT, neurology etc, and requires transportation to a hospital ward or clinic within 1, 2 or 4 hours (GP to confirm).	At least 9 out of 10 times within 180 minutes	999

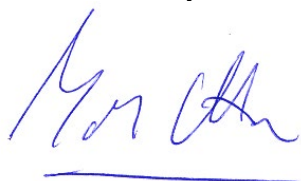
If you are not satisfied with the information we have provided, you can request an internal review within 40 working days of the date of this letter, which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact audrey.turnbull@neas.nhs.uk who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

The Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Yours sincerely



Mark Cotton
 Freedom of Information Lead