

Dear Bleddyn

I refer to our acknowledgement on 18/9/19 in respect of your request for information under the provisions of the Freedom of Information Act. We are able to provide the following information:

Information requested	Trust response
1. How many times were ambulances dispatched to Wales in the years 2016-17, 2017-18 and 2018-19?	<p>Please see attached Excel workbook for your information. Please note the following caveats:</p> <ul style="list-style-type: none"><li>• Due to data system/reporting changes figures are only available from 24<sup>th</sup> October 2016 onwards, i.e. not the full financial year for 16-17.</li><li>• A non-standard metric has been used to generate this report – as such the attached data should be used for indicative purposes only. The figures may not reflect the true number of dispatches to Wales.</li></ul>
2. If possible, how many staff hours were spent attending incidents in Wales during these years?	<p>Please see attached Excel workbook for your information. The figures were calculated by adding (for each incident) the following: the time between a resource being allocated to a Welsh-based incident and the time that resource booked 'clear' (i.e. ready to respond to a further incident).</p> <p>As above please note this is a non-standard metric and should not form the basis of any onward publication or research.</p>

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

Please feel free to contact me if you require further clarification of the information provided, or to discuss any aspect of the way in which we have responded to your request.

However, if you are dissatisfied with our response, you also have the right to make use of the following complaints procedures:

In the first instance you may write to the Chief Executive of this Trust

Mr Ken Wenman  
South Western Ambulance Service NHS Foundation Trust  
Abbey Court  
Eagle Way  
Exeter EX2 7HY

Mr Wenman will then either make arrangements for your complaint to be reviewed and for the outcome to be communicated to you, or will convene a panel of Trust Directors to consider an appeal against a decision to withhold information.

If you are unhappy with the response to your complaint, or findings of the Panel, you can contact the Information Commissioner at:

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

Tel: 01625 545 700

Fax: 01625 524 510

Kind regards

Clare Lunk | Assistant Information Governance Manager  
South Western Ambulance Service NHS Foundation Trust

**NHS**  
**South Western**  
**Ambulance Service**  
NHS Foundation Trust



Direct Line 01392 261 603

Web [www.swast.nhs.uk](http://www.swast.nhs.uk)

E-Mail [clare.lunk@swast.nhs.uk](mailto:clare.lunk@swast.nhs.uk)

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