



**Scottish
Ambulance
Service**
Taking Care to the Patient



Chair
Chief
Executive

David Garbutt QPM
Pauline Howie OBE

Our ref: FOI/1132/18

09 February 2018

Dear Dr Coull,

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 23 January 2018 requesting information under the Freedom of Information (Scotland) Act 2002 which has now been processed.

Detail

On the SAS website <http://www.scottishambulance.com/NewsDesk/acc.aspx> It states that: Ambulance Control Centers "Satellite tracking systems display ambulance availability in real time. The system shows dispatchers the nearest available ambulances".

The last time I visited Cardonal ACC, I saw that BASICS responders also showed on ACC tracking systems showing ACC dispatchers when a BASICS resource was nearby and available to be dispatched to an emergency.

Can you confirm that BASICS responders are still on the ACC computer tracking systems - as fixed resources and/or tracked mobile responders. If not, can you provide details of when this changed and why.

Response

I can confirm that BASICS resources (both fixed and mobile) appear on ACC tracking systems.

Review Procedure

If you are dissatisfied with the way in which I have dealt with your request, you are entitled to require a review of this decision. Should you decide to request a review you must:

Apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence
- A description of the original request and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Mark Hannan

Scottish Ambulance Service, National Headquarters, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB

Telephone: 0131 314 0000

www.scottishambulance.com



Head of Corporate Affairs and Engagement
Scottish Ambulance Service
National Headquarters,
Gyle Square,
1 South Gyle Crescent,
Edinburgh, EH12 9EB
0131 314 0000
E-mail: mark.hannan3@nhs.net

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS
Telephone: 01334 464610
e-mail: enquiries@itspublicknowledge.info

You can also make your appeal online via the Commissioner's website at www.itspublicknowledge.info/Appeal. This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.

Yours sincerely,

Mark Bargon
Corporate Affairs and Engagement