



Trust Headquarters  
 Nexus House  
 Gatwick Road  
 Crawley  
 West Sussex  
 RH10 9BG

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Date 6<sup>th</sup> January 2020

Harvey Tordoff  
 Email: [harve@bigger-picture.co.uk](mailto:harve@bigger-picture.co.uk)

Dear Harvey,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/20/01/04.

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

**Average response times for calls in Midhurst split by category for each month in 2019**

Please see below. Please note these are the mean response times for all GU29 postcodes. Validations are complete up to 30/11/19. The values for December 2019 are not completely validated so are subject to change.

	Average response time (HH:MM:SS)				
	Cat 1	Cat 2	Cat 3	Cat 4	HCP
<b>January</b>	00:07:21	00:24:34	01:39:05	01:29:31	02:11:41
<b>February</b>	00:23:24	00:32:02	01:38:28	02:47:17	02:03:25
<b>March</b>	00:19:13	00:26:19	01:57:59	N/A	02:15:55
<b>April</b>	00:16:34	00:31:02	02:35:54	00:43:19	00:31:23
<b>May</b>	00:05:28	00:31:23	01:10:55	01:35:14	00:34:33
<b>June</b>	00:12:02	00:30:09	01:46:25	N/A	00:53:48
<b>July</b>	00:12:29	00:26:03	01:39:34	N/A	02:48:21
<b>August</b>	00:19:52	00:31:46	01:46:05	07:45:22	05:38:21
<b>September</b>	00:18:18	00:27:52	01:54:49	N/A	01:47:54
<b>October</b>	00:18:37	00:26:51	01:39:35	02:21:27	04:34:21
<b>November</b>	00:14:09	00:28:23	01:41:44	03:27:40	04:54:06
<b>December</b>	00:14:07	00:30:43	01:42:31	N/A	02:57:11

The Ambulance Response Program (ARP) is the new ambulance standard being implemented across the UK. The primary focus of the ARP is to send the most appropriate response for each patient first time. The performance measure for ARP are set out below and differ from the previous measure of attending 75% of Red 1 and Red 2 calls within 8 minutes.

Under the ARP calls are broken into four categories each with unique performance measures:

- Category 1 - We aim to respond with a mean response time of 7 minutes and achieve a 90th centile of 15 minutes.

- Category 2 - We aim to respond with a mean response time of 18 minutes and achieve a 90th centile of 40 minutes.
- Category 3 - No average mean targeted currently but we are aiming for a 90th centile of 2 hours
- Category 4 - No average mean targeted currently but we aim to achieve a 90th centile of 3 hours.

For more information on ARP please visit the following website:

<https://www.england.nhs.uk/urgent-emergency-care/arp/>

Please see table below showing how many incident were in each category. \*For figures less than 10 we are unable to provide the exact number as it may be identifiable to individuals

	Total Incident				
	Cat 1	Cat 2	Cat 3	Cat 4	HCP
<b>January</b>	Less than 10*	53	28	Less than 10*	Less than 10*
<b>February</b>	Less than 10*	51	34	Less than 10*	Less than 10*
<b>March</b>	Less than 10*	46	43	0	Less than 10*
<b>April</b>	Less than 10*	47	26	Less than 10*	Less than 10*
<b>May</b>	Less than 10*	41	36	Less than 10*	Less than 10*
<b>June</b>	Less than 10*	56	37	0	Less than 10*
<b>July</b>	Less than 10*	55	26	0	Less than 10*
<b>August</b>	Less than 10*	61	34	Less than 10*	Less than 10*
<b>September</b>	Less than 10*	57	26	0	Less than 10*
<b>October</b>	Less than 10*	64	28	Less than 10*	Less than 10*
<b>November</b>	Less than 10*	47	40	Less than 10*	Less than 10*
<b>December</b>	Less than 10*	64	23	0	Less than 10*

**It would also be helpful if you could advise on how many occasions in the last six months a response vehicle has been parked at the Fire Station in New Road.**

9 - This data is from 1st July 2019 – 31st December 2019. Please note this is only the amount of times a vehicle has been parked at this specific point. There may have been other times whereby a vehicle has been sent but has been diverted to an emergency call en-route.

*The Fire Station at New Road only became a formal Ambulance Community Response Post on 2nd October 2019*

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust