



Ref: 0643

Request:

Received: 25/01/2010

Dear FOI Officer

Please disclose under the FOI Act:

- The number of reports/complaints of sat-nav systems misdirecting drivers in your ambulance service.
- The nature/details of each incident

Please provide this information for the years 2006, 2007, 2008 and 2009. Please provide an annual breakdown. If possible, please also break down into smaller geographical regions than just the Trust.

If you anticipate this will breach the cost limit please start with the most recent cases and work backwards until the limit is reached.

I would be grateful if you would supply the information as soon as possible. If you are able to supply some of this information more quickly than other items, please supply each item as soon as it is available.

Please email the information to me.

Should you have any queries please contact me on the numbers below. I would be grateful if you would acknowledge receipt of this email.

Many thanks,



Response:

Responded: 26/01/2010

Dear

Thank you for your request for information, placed under the Freedom of Information Act (2000) (FOIA).

I am advised by our Safety & Risk department that our practice is to record all non specific equipment faults together, which means that the only way we could identify the specific information you seek would be to examine every incident report record individually. I am further advised by my colleagues that to their recollection, there have been relatively few reports of incidents of this nature.

As there are many thousands of incident reports covering the period in question, I am sure you will appreciate that it would take some considerable effort to identify the material you seek. I estimate that the time which would be taken in determining whether the above information is held, locating and retrieving the material containing that information and extracting any relevant information would take more than 18 hours (the 'appropriate limit' as defined by the FOIA). Formally then, relying on Section 12 of the Act, your request for access under the FOIA is refused by the Trust. It would similarly be a disproportionate effort and detrimental to the business activity of the department to commence this work until the appropriate limit is reached as it is entirely feasible that this would not identify any relevant reports.

The Chief Executive takes the view that s36 exemption applies in that to undertake this effort would be prejudicial to the conduct of public affairs and it would not be in the public interest to disrupt the core business of the department in this way.

I am sorry to provide you with what I imagine will be a disappointing response. I am however obliged to advise you that if you are dissatisfied with the Trust's response to your request you have a right to complain to the Trust and should set out your concerns to Mr Peter Suter, Director of Information Management & Technology, London Ambulance Service NHS Trust, 220 Waterloo Road, London SE1 8SD. If you then still remain dissatisfied, you have a right under Section 50 of the FOIA to seek a determination from the Information Commissioner on whether the Act has been properly applied by the Trust. For more information, please see www.ico.gov.uk

Yours sincerely

Gary Bassett
Head of Patient Experiences
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