



Ref: 0645

Request:

Received: 29/01/2010

Dear FOI Officer,

Please disclose under the FOI Act information relating to ambulance response times within your Trust.

I am aware that performance targets are made widely available in the public domain.

Please provide the **mean** and **median** time taken by ambulances to arrive at the scene of an incident after the 999 call is taken, for the last 3 calendar years; 2007, 2008 and 2009.

Please also provide a breakdown of the response times, by frequency and minute group (as below). (i.e. number of times an ambulance arrived at the incident in under a minute in 2007 etc.)

	0-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11
2007											

2008

2009

Please note I am only interested in the category A incidents, where the target response time is under 8 minutes.

If you anticipate this request may take you over the cost limit please start with the most recent year and work backwards until the limit is reached.

Please send me the information by **email** . 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 contact me on the numbers below if you need to clarify anything. I would be grateful if you would acknowledge receipt of this email.
Many thanks



Response:

Responded: 22/02/2010

Dear

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

Please see attachment.

Please note that this represents the first ambulance resource deployed to respond, including Fast Response Units. We now have in place phrase recognition software so that a response can be automatically dispatched whilst a 999 call is in progress.

Historically, ambulance response time performance measurement commenced when three pieces of information were known; (1) confirmed address to which to send a response; (2) the caller's telephone number; (3) the chief complaint of the person requiring the ambulance. Since 1 April 2008, the measurement has started from the moment the call is connected to the Emergency Operations Centre, even if the 999 call is not answered straight away.

May I also explain that the number of 999 calls reported as less than or equal to a 1 minute response has increased over the last 3 years. This is because over the last few years the service has worked hard with other partners, including the British Heart Foundation, to identify and train staff in basic life support and the use of a defibrillator. In line with Department of Health guidance, 999 calls that originate from a site where there are already trained personnel available with a defibrillator are classified as *resource on scene*. This includes some GP surgeries and defibrillator sites where staff have been appropriately trained, such as Heathrow Airport and some London Underground and British Rail stations. An ambulance resource is still sent to all these calls. We could calculate the actual times but the work involved would exceed the appropriate limit as per s12 FOIA.

.

Yours sincerely

Gary Bassett
Head of Patient Experiences
London Ambulance Service NHS Trust



Attachment

Year	No. of Incidents by Minute Band															
	<=1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	>15
2007	16364	13912	29314	43002	48981	44557	36349	24459	15440	10880	7728	5656	4019	3014	2246	10922
2008	24725	9339	22311	36728	46895	46554	39732	28391	18893	13301	9137	6244	4527	3182	2380	9372
2009	29289	8542	21568	37170	46883	46153	38805	28390	19463	13790	9557	6803	4684	3363	2419	8724

Year	Mean (mm:ss)	Median (mm:ss)
2007	06:25	05:38
2008	06:28	05:56
2009	06:22	05:54