

*2nd FOI request*

**Langton Matravers Parish Council**

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**From:** Information Governance <Information.Governance@swast.nhs.uk>  
**Sent:** Friday, February 16, 2018 9:55 AM  
**To:** Langton Matravers Parish Council  
**Subject:** Response to Freedom of Information Request (FOI 2442)

Dear Dr Mary Sparks

I refer to our acknowledgement on 22 January 2018 of your request for information regarding response times in BH19 under the provisions of the Freedom of Information Act. We are able to provide the following information:

Information requested	Our Response
1. The mean response time for ambulances in the BH19 area for Category 1 cases from the time that the call is made to arrival at hospital ?	For the period we have been reporting Category 1 Calls i.e. November 2016 to December 2017 from the time that the call is made to arrival at hospital = 01:43:01 (hh:mm:ss)
2. The time within which 90% of calls for Category 1 in the area are responded to ?	For the period we have been reporting Category 1 Calls i.e. November 2016 to December 2017 the time within which 90% of calls for Category 1 in the area are responded to = 00:20:40 (hh:mm:ss)

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.

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