

Appendices

Appendix 1.

Ratings	
Overall rating for this trust	Good ●
Are services safe?	Good ●
Are services effective?	Good ●
Are services caring?	Good ●
Are services responsive?	Good ●
Are services well-led?	Good ●

Appendix 2.

Call Answer Times (seconds)



January 2020

Call Answer Times	Mean
England	4
1 South East Coast	2
2 East Midlands	3
3 East of England	3
4 North East	3
5 West Midlands	3
6 Yorkshire	3
7 London	4
8 South Central	4
9 South Western	4
10 North West	5
11 Isle of Wight	8

Call Answer Times	90th centile
England	2
1 London	1
2 North West	1
3 South East Coast	1
4 Yorkshire	1
5 Isle of Wight	2
6 East Midlands	3
7 South Western	3
8 West Midlands	3
9 South Central	4
10 East of England	5
11 North East	5

Call Answer Times	95th centile
England	14
1 South East Coast	1
2 East Midlands	4
3 South Central	5
4 Yorkshire	7
5 East of England	11
6 South Western	11
7 North East	12
8 West Midlands	12
9 North West	19
10 Isle of Wight	31
11 London	31

Call Answer Times	99th centile
England	63
1 South East Coast	17
2 North East	30
3 West Midlands	35
4 South Central	45
5 East Midlands	54
6 South Western	56
7 East of England	59
8 Yorkshire	76
9 North West	87
10 London	101
11 Isle of Wight	176

Appendix 3.

Cat 1 Response Times



January 2020

C1	Mean
England	00:07:08
1 London	00:06:31
2 South Western	00:06:51
3 Yorkshire	00:06:54
4 West Midlands	00:06:59
5 North East	00:07:02
6 South Central	00:07:05
7 North West	00:07:07
8 East Midlands	00:07:31
9 South East Coast	00:07:36
10 East of England	00:07:47
11 Isle of Wight	00:11:55

C1	90th
England	00:12:30
1 London	00:10:48
2 North East	00:11:41
3 Yorkshire	00:11:54
4 North West	00:12:00
5 West Midlands	00:12:03
6 South Western	00:12:25
7 South Central	00:12:54
8 East Midlands	00:13:39
9 South East Coast	00:13:59
10 East of England	00:14:14
11 Isle of Wight	00:20:47

C1T	Mean
England	00:10:21
1 West Midlands	00:07:58
2 North East	00:08:05
3 Yorkshire	00:08:12
4 South Central	00:08:55
5 South East Coast	00:09:22
6 South Western	00:09:43
7 North West	00:09:51
8 London	00:10:45
9 East of England	00:11:03
10 Isle of Wight	00:15:42
11 East Midlands	00:15:50

C1T	90th
England	00:19:12
1 North East	00:13:36
2 West Midlands	00:14:10
3 Yorkshire	00:14:54
4 South Central	00:16:44
5 North West	00:16:55
6 South East Coast	00:17:14
7 South Western	00:17:57
8 London	00:18:16
9 East of England	00:20:21
10 Isle of Wight	00:27:36
11 East Midlands	00:35:21

Aspiring to be *better today* and even *better tomorrow*

Business Intelligence

Appendix 4.

Cat 2 & 3 Response Times



January 2020

C2	Mean
England	00:21:05
1 West Midlands	00:12:29
2 South Central	00:15:24
3 Yorkshire	00:17:54
4 South East Coast	00:18:06
5 London	00:19:09
6 North West	00:23:51
7 East of England	00:25:08
8 South Western	00:25:56
9 North East	00:26:28
10 East Midlands	00:27:23
11 Isle of Wight	00:27:32

C2	90th
England	00:42:55
1 West Midlands	00:22:45
2 South Central	00:30:27
3 South East Coast	00:34:10
4 Yorkshire	00:36:33
5 London	00:39:30
6 North West	00:50:53
7 East of England	00:51:45
8 South Western	00:53:42
9 North East	00:53:50
10 East Midlands	00:56:04
11 Isle of Wight	01:01:00

C3	Mean
England	00:57:34
1 West Midlands	00:32:47
2 Yorkshire	00:38:29
3 South Central	00:44:19
4 London	00:54:03
5 South Western	01:02:21
6 North East	01:05:15
7 East Midlands	01:08:55
8 East of England	01:10:09
9 South East Coast	01:15:04
10 Isle of Wight	01:26:29
11 North West	01:32:54

C3	90th
England	02:14:31
1 West Midlands	01:11:44
2 Yorkshire	01:31:25
3 South Central	01:41:21
4 London	02:09:59
5 South Western	02:26:19
6 North East	02:34:11
7 East of England	02:49:25
8 East Midlands	02:49:48
9 South East Coast	02:50:33
10 North West	03:37:04
11 Isle of Wight	03:43:03

Aspiring to be *better today* and even *better tomorrow*

Business Intelligence

Appendix 5.

Cat 4 Response Times



January 2020

C4	Mean
England	01:15:00
1 West Midlands	00:48:36
2 Yorkshire	00:56:18
3 South Central	01:00:07
4 North East	01:00:19
5 London	01:16:48
6 Isle of Wight	01:20:12
7 North West	01:21:32
8 East Midlands	01:26:06
9 South Western	01:27:22
10 East of England	01:29:50
11 South East Coast	01:32:13

C4	90th
England	02:52:43
1 West Midlands	01:54:58
2 Yorkshire	02:15:19
3 North East	02:18:09
4 South Central	02:20:42
5 London	02:58:35
6 East Midlands	03:02:12
7 North West	03:03:56
8 Isle of Wight	03:18:10
9 South Western	03:30:29
10 South East Coast	03:33:38
11 East of England	03:43:16

Aspiring to be *better today* and even *better tomorrow*

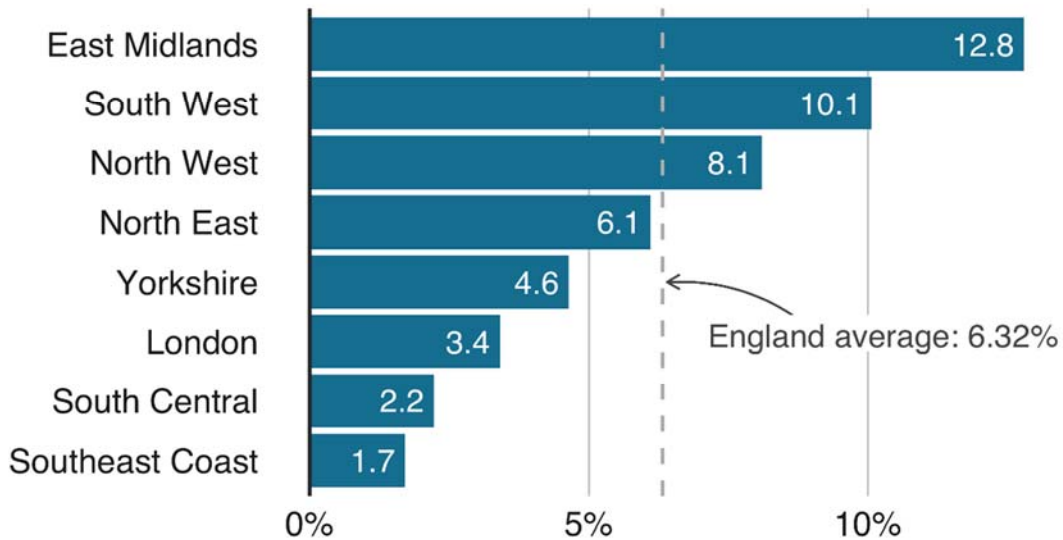
Business Intelligence

Appendix 6.

Time Period: Month						
Jan-20	A25 Cat 1 Mean Response Time (00:07:00)	A26 Cat 1 90th Centile Response Time (00:15:00)	A31 Cat 2 Mean Response Time (00:18:00)	A32 Cat 2 90th Centile Response Time (00:40:00)	A35 Cat 3 90th Centile Response Time (02:00:00)	A38 Cat 4 90th Centile Response Time (03:00:00)
NHS Ashford CCG	00:07:01	00:15:00	00:16:10	00:29:57	02:27:01	02:06:35
NHS Canterbury and Coastal CCG	00:09:19	00:17:25	00:21:41	00:37:32	02:56:11	02:21:01
NHS Dartford, Gravesham and Swanley CCG	00:06:37	00:12:11	00:15:34	00:30:09	02:19:20	03:01:31
NHS Medway CCG	00:05:59	00:09:51	00:16:05	00:30:32	03:17:07	03:28:58
NHS South Kent Coast CCG	00:08:58	00:17:27	00:22:32	00:40:04	02:52:57	03:31:01
NHS Swale CCG	00:08:19	00:15:23	00:22:51	00:41:26	03:45:58	02:44:10
NHS Thanet CCG	00:05:31	00:08:46	00:14:02	00:28:08	02:14:40	02:47:01
NHS West Kent CCG	00:08:43	00:15:55	00:18:35	00:33:26	02:42:05	03:27:34
Kent & Medway STP	00:07:32	00:14:15	00:18:21	00:34:34	02:48:44	03:01:29
SECAmb commissioned Totals	00:07:36	00:13:59	00:18:06	00:34:10	02:50:33	03:33:38
England average (from AQI data set)****	00:07:08	00:12:30	00:21:05	00:42:55	02:14:31	02:52:43

One in 16 calls takes over an hour to arrive

Percentage of category 2 incidents with a response time of over 60 minutes, by regional ambulance service*

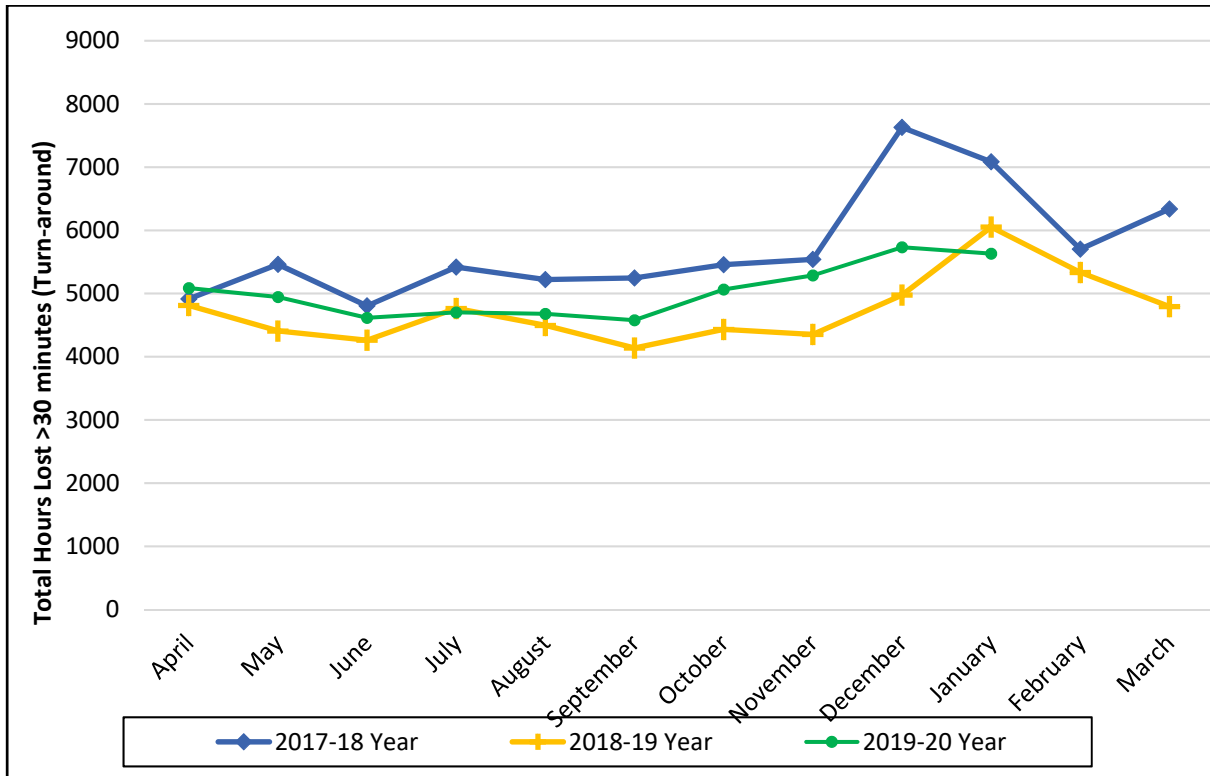


*West Mids & East of England ambulance services did not provide data

Source: BBC Research

Appendix 8.

SECamb



Jan-20	Total Patient Transports	Total Turnaround Hrs Lost (over 30min) hh.h	Average Handover Time (mins)	Average Wrap up Time (mins)	Total Amb Hrs Lost (over 30min) per journey h.hh
William Harvey Hospital	3451	654.4	23.45	16.75	0.190
Medway Maritime Hospital	3643	575.9	20.75	15.33	0.158
Darent Valley Hospital	2148	297.7	20.77	16.10	0.139
Tunbridge Wells Hospital	2533	274.8	18.08	16.20	0.108
Queen Elizabeth Queen Mother Hospital	3141	262.3	16.25	16.12	0.083
Maidstone Hospital	1463	137.4	15.84	17.03	0.094