

[REDACTED]
Ref: H20200032

Dear [REDACTED]

Response to your request for official information

Thank you for your request for information under the Official Information Act 1982 (the Act) on 06 January 2020 for:

“Information about Air Ambulance Helicopter response times to the Coromandel from 1 December 2018 to 30 November 2019, and how many patients were transported to and from Thames Hospital during this time.”

Please find enclosed two tables that provide information about Air Ambulance Services relating to the Coromandel and Thames Hospital. Please note that the data relates to the number of flights, not the number of patients; and that there were no Inter-Hospital Transfers (IHTs) to Thames Hospital during this period, but a number of pre-hospital missions where Thames Hospital was the destination.

Activation time refers to the time it takes a specific helicopter to get airborne following a request to respond to an incident. We do not record response times, response times being the time from an asset being called to the asset arriving on the scene.

Table 1 includes: the number of Pre-Hospital Missions to the Coromandel; the number of those missions where the patient was taken to Thames hospital; and the average activation times for the period December 2018 to November 2019.

Please note the contractual activation time targets for pre-hospital missions set out below:

- Day time response time: The Provider will be skids off for 90% of missions within 10 minutes of being assigned (08:00 up to 18:00 hours)
- Night time response time: The Provider will be skids off for 90% of missions within 20 minutes of being assigned (18:00 up to 08:00 hours)

Table 2 includes the number of IHTs from Thames Hospital for the period from December 2018 to November 2019.

I trust this information fulfils your request. You have the right under section 28 of the Act to ask the Ombudsman to review my decision to refuse your request for information. Please

note this response (with our personal details removed) may be published on the Ministry website.

Yours sincerely



Keriana Brooking
Deputy Director-General
Health System Improvement and Innovation

Month	Mission count	Destination Thames hospital	Average activation time day (minutes)	Average activation time night (minutes)
December 2018	14	3	9.14	15.67
January 2019	19	6	8.73	12.57
February 2019	20	1	8.77	13.17
March 2019	17	1	12.58	11.00
April 2019	14	1	10.86	0.00
May 2019	14	0	9.92	17.50
June 2019	10	1	8.17	8.75
July 2019	11	0	9.80	17.83
August 2019	14	1	11.17	10.00
September 2019	22	0	8.75	9.50
October 2019	18	2	9.42	16.33
November 2019	16	0	6.50	14.33
Total (average)	189	16	(9.68)	(13.51)

Month	Total
December 2018	2
January 2019	7
February 2019	4
March 2019	0
April 2019	4
May 2019	3
June 2019	2
July 2019	4
August 2019	3
September 2019	1
October 2019	1
November 2019	2
Total	33