NHS
South Central Ambulance Service
NHS Foundation Trust

Hythe stations Freedom of Information request

Reply sent 16 March 2026

Dear Cllr Wade

Please find responses to you FOI queries below. Elements of this response refer to the information provided in our previous response about our operating model and how crews are dispatched. We will also be able to provide more information at the visit we are arranging for yourself and Julian Lewis MP in June.

1. *Can you supply data on life threatening incidents in Hythe over the last three years. Compare and contrast the response times on those calls for crews who attended from Hythe ambulance station versus those crews who were sent from other areas.*

   As explained in our earlier reply about Hythe station, crews do not routinely "*attend from Hythe ambulance station*" when they are dispatched to incidents in the area. With the exception of the first call of the day they will be on the road and dispatched to their next incident based on where they finish the previous incident.

   As a result, we do not hold data that could answer this question. But we will be able to discuss this more when you visit.

2. *What are the statistics for response times in Hythe and the surrounding New Forest area that the station serves?*

   The attached spreadsheet provides data for this question. The data is for the geographical area of the boundary of New Forest District Council. We have also provided the comparison data for the whole SCAS footprint. For both we have included the total number of incidents as well as the response times across each category.

   The definitions of each category of call and the national standard response times are given below. It should be noted that for Category 2 calls the current target set by NHS England is different from the national standard. All ambulance trusts are currently expected to deliver an annual mean average of under 30minutes for the 2025/26 year. Further improvements are required in the coming years with the intention that all ambulance trusts return to meeting the national standards by the end of 2027/28.

Category	Definition	National standard
Category 1	Life threatening conditions	Respond within an average of 7 minutes and on at least 9 out of 10 occasions within 15 minutes
Category 2	Potentially serious conditions	Respond within an average of 18 minutes and on at least 9 out of 10 occasions within 40 minutes
Category 3	Urgent problems	Respond on at least 9 out of 10 occasions within 120 minutes
Category 4	Non urgent calls	Respond on at least 9 out of 10 occasions within 180 minutes

As you will see from the data, the New Forest Area response times are longer than the averages for the whole trust. This reflects the rural area and that less populated areas have fewer incidents, resulting in more of our crews being located in higher population areas for more of their shift. We do manage this on a constant basis by sending crews to standby points in more rural areas when capacity allows. The same is true in other rural parts of our patch. We will be able to give more information on this when you visit.

For additional context we have included a tab called “service response”, which shows the different types of responses to all types of 999 calls. This is to show that we are increasingly able to support more people over the phone, so we can prioritise ambulances for those most in need and help to further reduce response times. The definitions for the different types of responses shown are:

Response	Definition
Hear and Treat	Patients whose needs are managed over the phone with people referred to an alternative care pathway after speaking with a clinician in the 999 control room.
See and Treat	Patients whose needs are met by the clinicians attending on scene, but without needing to be transported to a hospital or other healthcare location.
See, Treat, and Convey	Patients who after the initial assessment on scene need to be transported to a hospital or other healthcare location.

3. What are the arrangements for monitoring and review. If the ambulance station is closed and serious negative patient outcomes are the result will a replacement station be obtained?

As stated in our earlier response, the options are still being considered, and we believe there is the potential to improve rostering options and ensure greater consistency in staffing vehicles across the South West Hampshire node area. We will be able to talk through the options and the process for monitoring and reviewing a final outcome when we meet in June.