NHS
South Central Ambulance Service
NHS Foundation Trust

Hythe Ambulance Station and Operating Model

Stakeholder meeting

5 June 2026

The SCAS patch

NHS South Central Ambulance Service NHS Foundation Trust

Activity in 2025/26

999 incidents = **497,600**

- **9%** Cat 1
- **65%** Cat 2
- **25%** Cat 3
- **4%** Cat 4

999 outcomes:

- **47%** taken to A&E
- **32%** treated on scene
- **4%** treated and taken to non-A&E service
- **17%** treated on phone

Oxfordshire

Resource Centres
1. Adderbury
2. Didcot
3. Kidlington
4. Oxford

435 STAFF

Berkshire

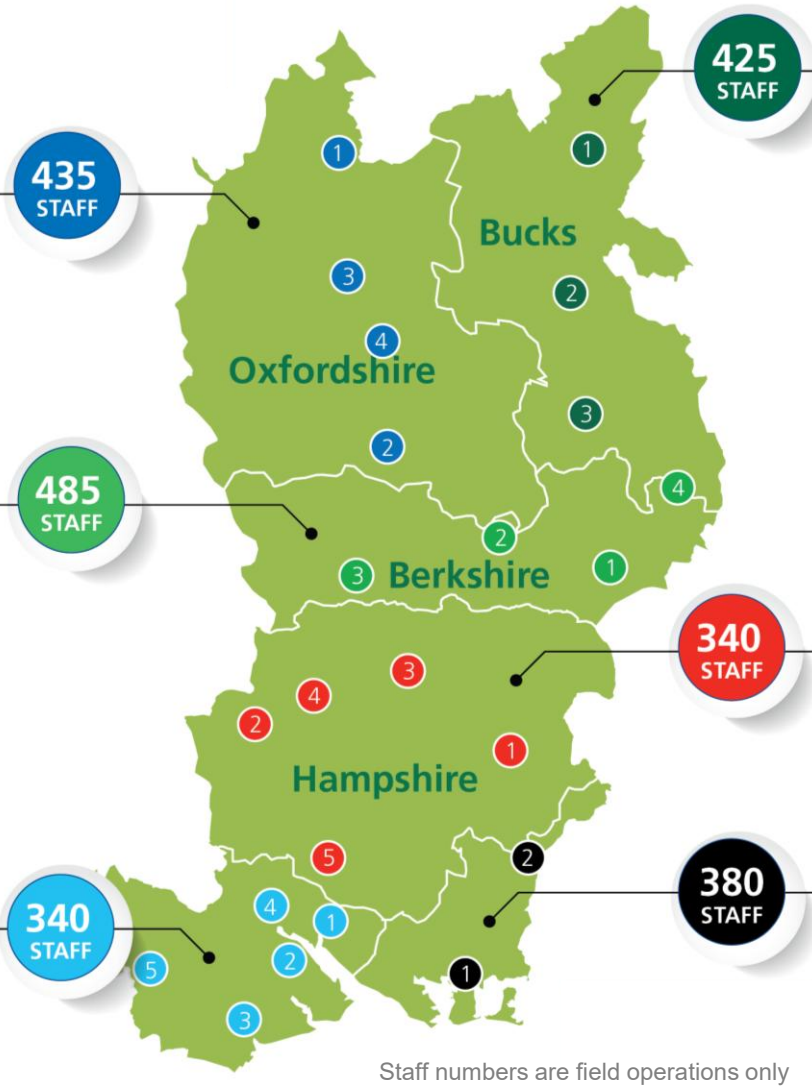
Resource Centres
1. Bracknell
2. Reading
3. Newbury
4. Wexham

485 STAFF

Southampton and South West Hampshire

Resource Centres
1. Hightown
2. Hythe
3. Lymington
4. Nursling
5. Ringwood

340 STAFF



425 STAFF

Buckinghamshire

Resource Centres
1. Milton Keynes
2. Stoke Mandeville
3. High Wycombe

North and Mid Hampshire

Resource Centres
1. Alton
2. Andover
3. Basingstoke
4. Whitchurch
5. Winchester & Eastleigh

340 STAFF

380 STAFF

Portsmouth and South East Hampshire

Resource Centres
1. North Harbour
2. Petersfield

Staff numbers are field operations only

Response time standards

National standards for response times
(set in 2017)

- Cat 1 = **7mins** average and **15mins** for 90% of all calls
- Cat 2 = **18mins** average and **40mins** for 90% of all calls
- Cat 3 = **2 hours** for 90% of all calls
- Cat 4 = **3 hours** for 90% of all calls

Improvement plans agreed with commissioners focus on Cat 2 performance, returning to national standards by 2028/29

- 2025/26 = 30:00 target (achieved **30:02**)
- 2026/27 = **27:30**
- 2027/28 = **25:00**
- 2028/29 = **18:00**

April 2026 performance
(latest nationally published)

- Cat 1 = **08:01** average (**14:46** for 90%)
- Cat 2 = **25:08** average (**48:06** for 90%)
- Cat 3 = **1:54:28** for 90%
- Cat 4 = **2:28:17** for 90%

Improvement priorities

- **Increasing Hear & Treat**, so more people helped by clinicians over the phone.
- **Modernising clinical skill mix**, so more people get care on scene without needing to be taken anywhere.
- **Increasing alternative pathways to A&E**, so patients get best care and crews get faster handovers.
- **Fleet and estate modernisation**, to support most effective delivery of care.

2025/26 activity & performance summary

Monthly averages April25-Mar26	SCAS	New Forest	Hythe
Category 1			
Incidents	3,795	145	9
Response time	08:29	10:35	09:12
Category 2			
Incidents	26,824	1,293	94
Response time	30:02	33:52	30:00

In-month actuals	C1 incidents in Hythe	Dispatched from station	C2 incidents in Hythe	Dispatched from station
April 2025	10	3	87	15
August 2025	14	2	108	17
December 2025	10	2	79	12
March 2026	13	1	83	10

Hythe station condition



