

Subject **RE: Freedom of Information Act Request**

From [REDACTED]

To [REDACTED]

Date 2017-02-09 17:31



Ref: FOI/16/291

9 February 2017



Dear [REDACTED]

We are writing further to your e-mail dated 13 January 2017 requesting information about members of staff designated as duty managers of ambulance trust control rooms.

The questions you raised along with their answers can be found below:

1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) in the East Midlands Ambulance Service NHS Trust. **EMAS employs 15 Duty Managers across its two Emergency Operations Centres in Lincoln and Nottingham.**
2. Please provide the names of all roles/grades senior to Duty Managers, along with the number of personnel at each role/grade. **Senior to the 15 Duty Managers employed by EMAS, we also employ:**
 - **Deputy Director of Operations – Emergency Operations Centre, who is based in Nottingham**
 - **General Manager – Emergency Operations Centre, who is based in Nottingham**
 - **2 x Service Delivery Managers – Emergency Operations Centre, who are based in Lincoln and Nottingham**

Yours Sincerely



Notes:

We're interested in your views on how we deal with Freedom of Information requests and would welcome your feedback. Please take a few moments to complete our short questionnaire – available here at: <http://www.emas.nhs.uk/freedom-of-information/>.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Matthew Williams, Records Manager, Information Governance and Compliance Team, East Midlands Ambulance Service NHS Trust, Nottinghamshire Headquarters, Beechdale Road, Nottingham NG8 3LL.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

#hello my name is...



East Midlands **NHS**
Ambulance Service
NHS Trust

Emergency Care | Urgent Care | We Care

[Redacted]
Records Manager

East Midlands Ambulance Service NHS Trust
Nottinghamshire Headquarters
Beechdale Road
Nottingham
NG8 3LL

[Redacted]
@EMASNHSTRUST

From: [Redacted]

Sent: 13 January 2017 17:46

To: [Redacted]

Subject: Freedom of Information Act Request

Ref: FOI/16/291

13 January 2017

[Redacted]
Dear [Redacted]

Thank you for your e-mail dated 13 January 2017 requesting information about members of staff designated as duty managers of ambulance trust control rooms.

Your request is being dealt with under the terms of the Freedom of Information Act 2000 and will be answered within 20 working days.

If you have any queries about this request please do not hesitate to contact me.

Yours Sincerely

#hello my name is...



East Midlands **NHS**
Ambulance Service
NHS Trust

Emergency Care | Urgent Care | We Care

[Redacted]
Records Manager

East Midlands Ambulance Service NHS Trust
Nottinghamshire Headquarters
Beechdale Road
Nottingham
NG8 3LL

[Redacted]
@EMASNHSTRUST

-----Original Message-----

From: [Redacted]

Sent: 13 January 2017 11:50

To: FOI <

Subject: Freedom of Information Act Request

Dear Sir/ Madam

1. Please provide the number of Duty Managers in the Ambulance Trust Control Room(s) in the East Midlands Ambulance Service NHS Trust.
2. Please provide the names of all roles/grades senior to Duty Managers, along with the number of personnel at each role/grade.

Regards



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Any views or opinions presented are solely those of the sender and do not necessarily represent those of East Midlands Ambulance Service NHS Trust unless otherwise specifically stated.

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Senders and recipients of email should be aware that, under the Data Protection Act 1998 and the Freedom of Information Act 2000, the contents may have to be disclosed in response to a request.