



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

## 6<sup>th</sup> January 2025

### Question

I am writing to request information under the Freedom of Information (Scotland) Act 2002 regarding ambulance operations on a specific date and location. My enquiry relates to potential delays caused by traffic conditions on a defined stretch of road and their impact on emergency response times.

I am specifically seeking information on ambulance crew communications to the control room on Thursday 14th November 2024 between the hours of 1300 - 1800 on any delays reported at the time or thereafter, concerning the crew and their vehicle's negotiations of Fenwick Road (east and west bound) between its junctions of Eastwood Toll and Kilmarnock Road respectively.

I wish to understand if the crew reported to control room on this date (14th November 2024) any issues, delays or hazards related to increased traffic volume, congestions or bottlenecks or road safety concerns which inhibited response times to locations within Giffnock (specifically Academy Road, Giffnock and surrounding area) and their safe egress as an emergency responder where time is critical.

The time frame is relevant to Thursday 14th November 2024 however, would appreciate information not only on this date but also up to and including the date of this request (10/12/2024).

This request pertains to understanding operational challenges faced during emergency medical response due to the knock-on effects of a nearby road closure that has not only increased traffic volume in Giffnock but increased the risk of emergency services swiftly and effectively responding to life threatening situations.

Please note, I am not requesting any personal, case specific or patient identifiable information. My focus is solely on communications or records that reflect the operational impacts on SAS and other emergency services of the described traffic conditions

### Answer

Public authorities are not required to create information in order to answer a request. There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

I have concluded that, in the case of crew communications to the control, we are unable to produce this information without complex skill and judgement. This is because the communications requested are held in relation to journeys. We would need to apply complex skill and judgement to determine which vehicles passed through the area on the day(s) requested and check each log for communications to Control regarding delays, abnormal traffic etc.



**Scottish  
Ambulance  
Service**

University National NHS Board

It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.



In general terms, when attending an emergency, our ambulance crews will explore every avenue possible to attend a patient. If a situation arises where vehicular access is restricted, access is always granted for emergency vehicles. In the event of any potential issues such as congested traffic flow or severe weather for example, our crews will continue to drive progressively, adapting their response route by finding alternatives as the situation presents itself.

Our control centres and dispatchers support and assist attending crews dynamically and in real time and have the ability to utilise and dispatch further support.

The Scottish Ambulance Service has a Feedback Team who work with skilled managers that would be able to investigate specific incidents and provide you with a more detailed response. They can be contacted on [sas.feedback@nhs.scot](mailto:sas.feedback@nhs.scot)