



East Sussex Healthcare
NHS Trust

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

FOI REF: 24/867

27th December 2024

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

Could you please provide me with any details about the structure and functions of the Unscheduled Care Navigation Hub.

The Unscheduled Care Navigation Hub sees East Sussex Healthcare NHS Trust Acute and Community Staff collocate with South East Coast Ambulance Staff to review and monitor outstanding calls with the aim of identifying the appropriate pathway for the patients' needs first time. The Unscheduled Care Navigation Hub also provides South East Coast Ambulance Staff with the opportunity to call into the hub and discuss with the team the most appropriate pathway for the patient following assessment on-scene.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net