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27th October 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/10/16.

You requested the following information, please also see our response below:

Could you please tell me for 2019/20

How many complaints through the patient advice and liaison system (PALS) your ambulance trust received about patients being left in the wrong place/outside of their homes?

Please do this by searching for the words 'dropped off', 'left', 'abandoned', 'escorted' and manually filtering the results to find those which refer to patients being dropped off in the wrong place or of relatives finding a patient wandering the streets after being left in an inappropriate place/not escorted to their door.

Can you select the first five such complaints from 2019/20 and provide me with the following details:

1. Please summarise what happened - i.e. where the patient was left compared with their intended location

E.g. dementia patient should have been dropped off at daughter's house but was left outside because no one answered and then found wandering the park hours later.

2. If the complaint refers to the patient's medical conditions/reason for which they had been admitted to hospital, please include this detail - e.g. if they had dementia or any other mental disability that made it dangerous for them to be left in an unfamiliar place or if they had just had a coronary bypass.

3. Please tell me what, if any, action was taken by your trust in response to these five sample complaints.

We have not had any complaints of this nature as we do not operate the Patient Transport Service.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust

