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29<sup>th</sup> March 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210226.

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

I would like to make a request for information under the Freedom of Information Act regarding the following:

**Under the Freedom of Information Act I would like to request the following information:**

**What percentage of patients over the age of 65 called 999 and 111 in the whole of the year of 2020 and 2019?**

	Percentage of incidents from patients over 65	
	111	999
2019	3.3%	51.6%
2020	10.2%	52.8%

-Values provided are from 1st Jan 2019 up to and including 31st December 2020.

- Please note that for 111 values, the denominator value was from January to March 2020 only, as provided publicly on the NHS 111 MDS website. Please treat values with caution.

- Please note that percentage values provided are calculated values. The denominator has been determined by the total number calls answered. This information is available publicly on the AQI website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

And the NHS 111 MDS website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/nhs-111-minimum-data-set-2019-20/>

- Please note that for NHS 111 values, values provided are for contract areas currently covered by SECAMB, not necessarily areas they covered in the past.
- Values provided are for number of incidents answered not number of patients.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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