



Trust Headquarters  
Nexus House  
Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

20<sup>th</sup> April 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210401.

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

**Please would you provide me with the following information for each of the following time periods: 2019 (entire year), 2020 (entire year) and 2021 (January to March).**

**How many incidents categorised as ‘non-injury fall’ did you respond to?**

**In how many of these incidents was the patient conveyed to hospital?**

Year	All Responses	Conveyed Hospital
2019	19165	5745
2020	19631	5637
2021	4801	1446

**How many of these ‘non-injury falls’ were attended by a Community First Responder?**

**In how many of the incidents was the patient conveyed to hospital?**

Year	CFR Responses	CFR then Conveyed
2019	182	82
2020	107	36
2021	49	17

**For ‘non-injury falls’ that a Community First Responders attended:**

**What was the average time from ‘call received’ to ‘dispatch of CFR’?**

**What was the average time from ‘dispatch of CFR’ to ‘on scene’?**

**What was the average time from ‘on scene’ to ‘clear from scene’?**

**In how many of these incidents did a non-CFR resource (e.g. DCA/RRV) also attend?**

Year	CFR Attends	Call To Mobile	Mobile To Scene	Scene To Clear
2019	182	3047	476	2726
2020	107	3784	509	2929
2021	49	2844	538	2847

**For ‘non-injury falls’ not attended by a Community First Responder (e.g. attended solely by a DCA):**

**What was the average time from ‘call received’ to ‘dispatch of resource’?**

**What was the average time from ‘dispatch of resource’ to ‘on scene’?**

**What was the average time from ‘on scene’ to ‘clear from scene’?**

Year	No CFR Responses	Call To Mobile	Mobile To Scene	Scene To Clear
2019	18983	4854	846	3996
2020	19524	3889	835	4108
2021	4752	3978	835	4208

**Please also disclose any relevant documents (e.g. clinical aide memoire) that describe the process by which Community First Responders manage patients with non-injury falls, including the equipment used to lift patients?**

CFRs are not provided with a clinical aide memoire specifically for patients that have fallen. CFRs do not carry lifting equipment to assist patients from the floor. CFRs are always backed up on emergency calls with an ambulance response.

**I would also greatly appreciate if you would please clarify what licence (e.g. Open Government Licence) you release FOIA requests under?**

Information is released under the Freedom of Information Act 2000.

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**