



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

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

2<sup>nd</sup> July 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210609.

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

**Please could you supply me with any training records, key skills modules or directives relating to forced entry training. Also, any previous incidents in which employees have suffered similar injuries, subsequent findings from investigations and the actions put in place.**

**Please note this relates to Achilles' tendon injuries from forced entries.**

Please see attached operational bulletin regarding forced entries. Key Skills content do not cover forced entry specifically. Manual handling was covered in Key Skills in the 2016-17 programme as a face-to-face session, the 2017-18 programme as a face-to-face session, and the 2021-22 programme as eLearning covers both risk assessment and risk management prior to undertaken any physical action (such as effecting a forced entry).

We are unable to provide any previous incidents related to Achilles Tendon Injuries as it would exceed the cost limit and will require more than 18 hrs work to do the investigation as explained below:

Due to the change in coding back in 2019 and there is no set coding for Achilles Tendon Injuries and the team would need to go through 2,400 incidents individually. This is going to take more than 18-24 Hrs set in the FOI act.

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**

