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1st July 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210629.

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

I am writing to you under the Freedom of Information Act 2000 to request the following information from your Trust. Please may you provide me with:

- 1. The number of 999 calls received by the Trust where the presenting complaint was recorded as Mental Health related, each year, from 2010 to 2020.**

Year	Count of Mental Health Calls
2010	28495
2011	15096
2012	19965
2013	23030
2014	25695
2015	29519
2016	30813
2017	29993
2018	39551
2019	46657
2020	52323

- The conditions 'overdose/Poisoning(ingestion)' or 'Psychiatric/Abnormal behaviour/suicide attempt' were used to identify calls between Jan 2010 and May 2011.
- The conditions 'Mental health', 'Mental health issues', 'self-harm' were used to identify calls between Apr 2011 and Dec 2020.
- The condition is determined by the call operator based on the information provided at the time of the call and may not reflect what is found by the crews on arrival.

- The count of calls will include incidents that are duplicates, cancelled by caller, etc. and are not a true indicator of the number of patients dealt with.

2. An estimate of the amount of time that emergency service call operators spent talking to patient's where the presenting complaint was Mental Health related, each year, from 2010 to 2020.

Year	Time spent on calls (hh:mm:ss)
2010	3514:23:00
2011	1861:50:24
2012	2462:21:00
2013	2840:22:00
2014	3169:03:00
2015	3640:40:36
2016	3800:16:12
2017	3782:27:02
2018	4888:56:35
2019	5663:38:29
2020	6467:42:15

- Data for call length is only available from July 2017.
- For the period of 2017-2020 the estimates have been calculated by using the average call length for each year relating to the above conditions. For the period prior to 2017, the average call length of all mental health calls from 2017-2020 has been applied.
- The call length will only record the original inbound 999 call. Any outgoing subsequent calls will not be captured.

Between 2010 and 2020 there have been several changes in the way that calls have been handled and recorded, for example, change to a new Computer Aided Dispatch (CAD) system in 2017, the introduction of the Ambulance Response Programme (ARP) in 2017, change in the triage system used (from AMPDS to NHS Pathways) in 2011

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**