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9th December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211108.

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

I would like to request the following information.

- 1. In each of the calendar years 2019, 2020 and 2021, how many calls were directed to your service from NHS 111.**
- 2. For each year please break down the calls direct by NHS 111 by category**
 - a) Category 1 calls**
 - b) Category 2 calls**
 - c) Category 3 calls.**
- 3. In addition, please give the outcome of the calls directed to your service from NHS 111; i.e. attended and no treatment given, attended and treated at home, attended and told to seek medical care from GP etc, attended and taken to A&E, recategorised and did not attend.**

I'm aware some calls will be recategorised after the first call but before an ambulance arrives. Please include calls based on the last category allocated e.g. if a patient is a category 2 and is then upgraded to a category 1, please include them as a category 1.

By clock stop, I mean the point the clock is stopped as defined in the post-ARP ambulance systems indicators.

If you are unable to answer all questions within the 18 hour limit, please start at question 1 and answer as many as possible.

The Total calls for the various 111 services are available here:

<https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2021/07/20210708-NHS-111-MDS-time-series-to-March-2021.xlsx>

The total calls for the 999 services are available here:

<https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2021/12/AmbSYS-time-series-up-to-20211130.xlsx>

Count of 111 to 999 Calls Transferred

01/01/2019 - 31/12/2019

Incident Priority	Count
Cat1	3351
Cat2	102621
Cat3	58496
Cat4	3059
Cat5	6619
G4	2
HCP	109
UR	1
?	5

Incident Outcome	Count
Hear & Treat	4643
See & Treat	58698
See & Convey	92217
NULL	18705

01/01/2020 - 31/12/2020

Incident Priority	Count
Cat1	3496
Cat2	99545
Cat3	60837
Cat4	3076
Cat5	6352
HCP	32
?	31

Incident Outcome	Count
Hear & Treat	4329
See & Treat	64454
See & Convey	91656
NULL	12930

01/01/2021 - 30/11/2021

Incident Priority	Count
Cat1	3337
Cat2	100111
Cat3	51324
Cat4	2480
Cat5	10042
G4	4
HCP	37
?	74

Incident Outcome	Count
Hear & Treat	6693
See & Treat	56225
See & Convey	85863
NULL	18628

Please note:

- Data is for 01 Jan 2019 to 30 Nov 2021
- Data provided will include incidents that were cancelled by caller, duplicate calls etc.

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

