



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

Tel: 0300 123 0999
www.secamb.nhs.uk

9th February 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220107.

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

1) In the period between October 1st 2020 and January 1st 2022, how many calls did the Trust receive? (Please break down this by month, i.e. 10000 in October 2020, 20000 in November 2020, etc)

This Can be found in the nationally published Ambulance Quality Indicators (AQIs) - <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

2) In the period between October 1st 2020 and January 1st 2022, how many of those calls received an ambulance response? (Please break down this by month, i.e. 10000 in October 2020, 20000 in November 2020, etc)

This Can be found in the nationally published Ambulance Quality Indicators (AQIs) - <https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

3) In the period between October 1st 2020 and January 1st 2022, how many times were meal breaks and end of shift policies suspended due to demand? (Please break down this in number of incidents per month i.e. 3 times in October 2020, 6 times in November 2020, and so on)

We are unable to provide this as this is not recorded.

4) In the period between October 1st 2020 and January 1st 2022, how many accidents occurred involving ambulances, like RTCs involving Trust vehicles, etc? (Please break down this by month, i.e. 105 in October 2020, 44 in November 2020, etc)

Date	Number of Incidents
Oct-20	80
Nov-20	81
Dec-20	82
Jan-21	76
Feb-21	75
Mar-21	91
Apr-21	66
May-21	81
Jun-21	99
Jul-21	103
Aug-21	77
Sep-21	92
Oct-21	90
Nov-21	94
Dec-21	75

5) In the period between October 1st 2020 and January 1st 2022, how many IRW1/Datix incidents were recorded? (Please break down this by month, i.e. 105 in October 2020, 44 in November 2020, etc)

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
No of incidents	1392	1544	1780	1595	1066	1108	1043	1175	1294

Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
1490	1430	1290	1494	1398	1664

6) Of those, how many incidents affected patient safety? (Please break down this by month, i.e. 105 in October 2020, 44 in November 2020, etc)

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21
No of Patient Safety Incidents	303	281	361	252	211	267	223	203

Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
221	359	312	280	392	297	281

7) In the period between October 1st 2020 and January 1st 2022, what was the average percentage of sickness absences across the Trust, by month? (i.e. 10% in October 2020, 11% in November 2020, etc). Please disclose this number separating both covid related absences and non-covid related absences.

	Non-covid related	Covid related
Month	Absence FTE %	
2020 / 10	5.96	0.79
2020 / 11	5.84	1.31
2020 / 12	5.84	3.63
2021 / 01	5.49	6.82
2021 / 02	5.18	2.30
2021 / 03	5.17	1.52
2021 / 04	5.77	1.33

2021 / 05	6.49	1.05
2021 / 06	6.50	0.91
2021 / 07	6.81	1.33
2021 / 08	7.56	1.40
2021 / 09	7.48	1.56
2021 / 10	7.87	1.93
2021 / 11	7.56	1.92
2021 / 12	7.16	1.24

8) In the period between October 1st 2020 and January 1st 2022, how many hours have been lost to sickness across the Trust? (Please break down this number by month) Please disclose this number separating both covid related absences and non-covid related absences.

Month	COVID sickness hours lost	Other sickness hours lost	Total hours lost to Sickness
Oct-20	5,882.30	72,122.45	78,004.75
Nov-20	10,330.50	74,242.25	84,572.75
Dec-20	34,821.00	76,539.30	111,360.30
Jan-21	64,585.64	77,214.61	141,800.25
Feb-21	44,765.02	72,798.96	117,563.98
Mar-21	40,949.00	78,925.75	119,874.75
Apr-21	37,879.00	89,184.80	127,063.80
May-21	38,771.00	95,153.00	133,924.00
Jun-21	33,369.00	103,097.00	136,466.00
Jul-21	37,563.00	108,400.00	145,963.00
Aug-21	38,669.00	120,519.50	159,188.50

Sep-21	37,731.75	123,614.75	161,346.50
Oct-21	41,943.50	128,965.50	170,909.00
Nov-21	42,999.00	129,009.00	172,008.00
Dec-21	55,365.75	118,554.75	173,920.50

9) In the period between October 1st 2020 and January 1st 2022, how many hours of Late Sign Off/Shift over-run were accumulated in total per month across all of SECamb? (Please break down this by month, i.e. 1000h in October 2020, 450h in November 2020, etc)

Month Year	Hours Over Planned Shift End
2020-10	6250
2020-11	6818
2020-12	9593
2021-01	8918
2021-02	6170
2021-03	6433
2021-04	6526
2021-05	7211
2021-06	8027
2021-07	8096
2021-08	7557
2021-09	7478
2021-10	8514
2021-11	8992
2021-12	7758
2022-01	270

10) In the period between October 1st 2020 and January 1st 2022, how many times has a BCI been declared? (Please break this down by month)

2020-10-03	08:45	BCI declared due to CAD/telephony issue East EOC	BCI stood down 17:44
2020-12-07	11:30	BCI declared due to Airwave outage - national issue	BCI stood down 20:34
2020-12-09	15:25	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 00:30 10/12
2020-12-11	15:30	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 06:21 12/12
2020-12-14	17:55	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 08:02 15/12
2020-12-17	13:15	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 13:38 17/12
2020-12-19	03:20	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 22.06
2020-12-26	13:12	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 03:45 28/12
2021-01-03	20:00	BCI declared due to sustained pressure over a long period of time/ Trust in SMP 4	BCI Stood down 09:40 on 06/01
2021-01-07	20:00	BCI declared due to sustained pressure over a long period of time/ Trust in SMP 4	BCI Stood down 04:00 on 08/01
2021-05-19	12:45	Technical issues with CAD system	BCI stood down 22:10 19/05
2021-06-13	16:10	CAD issue- EOC working on paper	BCI stood down 08:17 on 14/06/21
2021-06-14	22:50	BCI declared to manage capacity due to Trust in SMP 4	BCI stood down 03:25 15/06/21
2021-07-16	13:00	BCI declared due to significant operational pressures n both 999 and 111 services	Stood down 26/1/2022

11) In the period between October 1st 2020 and January 1st 2022, how many times have Surge levels reached level 4? (Please break this down by month

Month Year	Proportion of time spent in Surge Level 4
2020-10	2.4%
2020-11	2.4%
2020-12	43.2%
2021-01	34.0%
2021-02	0.0%
2021-03	2.0%
2021-04	1.6%
2021-05	8.9%
2021-06	33.7%
2021-07	51.2%
2021-08	39.6%
2021-09	53.3%
2021-10	60.9%
2021-11	40.7%
2021-12	44.5%
2022-01	28.2%

Please note that this is the proportion of all recorded time spent in surge level 4 by month.

12) In the period between October 1st 2020 and January 1st 2022, how many miles were covered by the Trust vehicles in total? (Please break this down by month)

Date	Total Mileage
Oct-20	1252192
Nov-20	1329595
Dec-20	1309456
Jan-21	1789608
Feb-21	916226
Mar-21	1897675
Apr-21	1581351
May-21	1372216
Jun-21	1532947
Jul-21	1316461
Aug-21	1454894

Sep-21	1332491
Oct-21	1275949
Nov-21	1484566
Dec-21	1106935

13) In the period between October 1st 2020 and January 1st 2022, how much money was spent in fuel across all of SECamb? (Please break this down by month)

Values are rounded to the nearest £

Months	Amount
Oct-20	£275,880
Nov-20	£438,172
Dec-20	£414,347
Jan-21	£455,286
Feb-21	£354,288
Mar-21	£446,606
Apr-21	£453,980
May-21	£425,102
Jun-21	£426,636
Jul-21	£378,773
Aug-21	£528,532
Sep-21	£539,052
Oct-21	£485,014
Nov-21	£502,340
Dec-21	£507,492

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

