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31<sup>st</sup> January 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220125.

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

1. In the calendar year 2021, how many serious incidents did you declare which involved delays in an ambulance reaching the patient? For each case, please give

a. Month when it happened

Incident Date by Month	Number of SIs Reported of Delayed Dispatch / Attendance
Jan	2
Mar	3
May	3
Jun	1
Jul	4
Aug	1
Sep	3
Oct	2
Grand Total	19

b. Whether an investigation has been completed or not

SI Status	Number of SIs Reported of Delayed Dispatch / Attendance
Closed	2
Open	17
Grand Total	19

The 2 closed SIs both marked as moderate grade of harm following investigation report.

- c. If the investigation has been completed, whether the delay was found to be contributed to or been the cause of harm to the patient (please distinguish between the two) and the degree of harm involved e.g., death, serious harm or requiring additional treatment to avoid death or serious harm. (Please note I appreciate that some serious incidents in 2021 are likely to have been declared but an investigation has yet to be commissioned or completed and therefore there remains a possibility they will be downgraded at some later stage of the process: please include them anyhow).

SI Status	Number of SIs Reported of Delayed Dispatch / Attendance
Closed	2
Open	17
Grand Total	19

Was the delay to the patient found to be contributory factor:

Incident Date by Month	Investigation Ongoing	No	Yes
Jan	1		1
Mar	2	1	
May	3		
Jun	1		
Jul	4		

Aug	1		
Sep	3		
Oct	2		
Grand Total	17	1	1

**2. In the calendar year 2020, how many serious incidents did you declare which involved delays in an ambulance reaching the patient? For each case, please give**

**a. Month when it happened**

<b>Incident Date by Month</b>	<b>Number of SIs Reported of Delayed Dispatch / Attendance</b>
2019	3
Sep	1
Dec	2
2020	
Jan	2
Feb	2
Mar	2
May	1
Jun	1
Jul	1
Aug	3
Oct	2
Nov	2
Dec	1
Grand Total	20

**b. Whether an investigation has been completed or not**

<b>SI Status</b>	<b>Number of SIs Reported of Delayed Dispatch / Attendance</b>
Closed	15
De-escalated (Downgraded)	4
Grand Total	19

**c. If the investigation has been completed, whether the delay was found to be contributed to or been the cause of harm to the patient (please distinguish between the two) and the degree of harm involved e.g., death, serious harm or requiring additional treatment to avoid death or serious harm.**

Incident Date Month	No known harm incurred	Low (Minimal harm - injured party required extra observation or minor treatment)	Moderate (Short term harm - injured party required further treatment or procedure)	Severe (Injured party sustained permanent or long term harm)	Grand Total
2019					
Sep				1	1
Dec		2			2
2020					
Jan		1	1		2
Feb				2	2
Mar	2				2
May	1				1
Jun	1				1
Jul			1		1
Aug	1	1	1		3
Oct	1		1		2

Nov		1		1	2
Dec	1				1
Grand Total	7	5	4	4	20

**Was the delay to the patient found to be contributory factor:**

Incident Date by Month	No	Yes
2019		
Sep	1	
Dec	1	1
2020		
Jan		2
Feb		2
Mar	2	
May	1	
Jun		1
Jul	1	
Aug		3
Oct	1	1
Nov	1	1
Dec	1	
Grand Total	9	11

3. In the calendar year 2019, how many serious incidents did you declare which involved delays in an ambulance reaching the patient? For each case, please give

a. Month when it happened

<b>Incident Date by Month</b>	<b>Number of SIs Reported of Delayed Dispatch / Attendance</b>
2018	10
Jun	1
Oct	1
Nov	2
Dec	6
2019	
Jan	10
Feb	5
Mar	6
Apr	3
Jun	13
Jul	3
Aug	4
Sep	4
Oct	6
Nov	5
Grand Total	69

**b. Whether an investigation has been completed or not**

<b>SI Status</b>	<b>Number of SIs Reported of Delayed Dispatch / Attendance</b>
Closed	56
De-escalated (Downgraded)	13
Grand Total	69

If the investigation has been completed, whether the delay was found to be contributed to or been the cause of harm to the patient (please distinguish between the two) and the degree of harm involved e.g., death, serious harm or requiring additional treatment to avoid death or serious harm.

Incident Date Month	No known harm incurred	Low (Minimal harm - injured party required extra observation or minor treatment)	Moderate (Short term harm - injured party required further treatment or procedure)	Severe (Injured party sustained permanent or long term harm)	Grand Total
2018					
Jun		1			1
Oct	1				1
Nov				2	2
Dec	4	1		1	6
2019					
Jan	4	3		3	10
Feb		1	1	3	5
Mar	1	2	2	1	6
Apr	1	2			3
Jun	5	6	1	1	13
Jul	1	2			3
Aug	2	2			4
Sep	1	1	1	1	4
Oct	2	4			6
Nov	3	1		1	5
Grand Total	25	26	5	13	69

**Was the delay to the patient found to be contributory factor:**

Incident Date by Month	NO	YES
2018		
Jun	1	
Oct	1	
Nov	1	1
Dec	3	3
2019		
Jan	5	5
Feb		5
Mar	1	5
Apr	1	2
Jun	10	3
Jul	2	1
Aug	2	2
Sep	1	3
Oct	4	2
Nov	4	1
Grand Total	36	33

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**

