



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

2nd February 2022

Email:

Dear,

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

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220127.

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

I am looking for statistics regarding on scene times for mental health call outs, how many calls are taken down the mental health pathway every day in South East coast area. And if possible how frequently mental health patients call back ambulances after already receiving ambulance care.

Month Year	Count Of Mental Health Calls	Count Of Mental Health Call Backs Within 72 Hours	Count Of Mental Health Incidents With a Response	Count Of Mental Health Responses
Jan-21	3802	1080	1363	1454
Feb-21	3736	990	2052	2189
Mar-21	4509	1151	2165	2334
Apr-21	4439	1192	2035	2165
May-21	5117	1462	2160	2308
Jun-21	5436	1624	1989	2118
Jul-21	5443	1656	1898	2027
Aug-21	5049	1507	1817	1938
Sep-21	5562	1831	1950	2072
Oct-21	5404	1710	1788	1917
Nov-21	4957	1433	2026	2174
Dec-21	4890	1343	2019	2147

Date Range: 01/01/2021 - 31/12/2021

Mental Health Call: identified with one of the following:

- Call condition recorded by a call handler during triage: Mental Health, HCP - Mental Health

- Symptom groups recorded during NHS Pathways triage: Worsening known Mental health problem, Mental Health Problem, ED Triage Mental Health

- MTS code recorded during triage completed using the Manchester Triage System:

Mental Illness / Airway Compromise / C1 Ambulance Dispatch,
Mental Illness / Airway Compromise / C2 Ambulance Dispatch,
Mental Illness / Airway Compromise / C3 Ambulance Dispatch,
Mental Illness / Airway Compromise / C4 Ambulance Dispatch,
Mental Illness / Airway Compromise / Hear and Treat,
Mental Illness / Inadequate Breathing / C1 Ambulance Dispatch,
Mental Illness / Inadequate Breathing / C2 Ambulance Dispatch,
Mental Illness / Inadequate Breathing / C3 Ambulance Dispatch,
Mental Illness / Inadequate Breathing / C4 Ambulance Dispatch,
Mental Illness / Inadequate Breathing / Hear and Treat,
Mental Illness / Altered conscious level / C1 Ambulance Dispatch,
Mental Illness / Altered conscious level / C2 Ambulance Dispatch,
Mental Illness / Altered conscious level / C3 Ambulance Dispatch,
Mental Illness / Altered conscious level / C4 Ambulance Dispatch,
Mental Illness / Altered conscious level / Hear and Treat,
Mental Illness / Risk of self harm / C1 Ambulance Dispatch,
Mental Illness / Risk of self harm / C2 Ambulance Dispatch,
Mental Illness / Risk of self harm / C3 Ambulance Dispatch,
Mental Illness / Risk of self harm / C4 Ambulance Dispatch,
Mental Illness / Risk of self harm / Hear and Treat,
Mental Illness / Risk of harm to others / C1 Ambulance Dispatch,
Mental Illness / Risk of harm to others / C2 Ambulance Dispatch,
Mental Illness / Risk of harm to others / C3 Ambulance Dispatch,
Mental Illness / Risk of harm to others / C4 Ambulance Dispatch,
Mental Illness / Risk of harm to others / Hear and Treat,
Mental Illness / Marked Distress / C1 Ambulance Dispatch,
Mental Illness / Marked Distress / C2 Ambulance Dispatch,
Mental Illness / Marked Distress / C3 Ambulance Dispatch,
Mental Illness / Marked Distress / C4 Ambulance Dispatch,
Mental Illness / Marked Distress / Hear and Treat,
Mental Illness / Significant psychiatric history / C1 Ambulance Dispatch,
Mental Illness / Significant psychiatric history / C2 Ambulance Dispatch,
Mental Illness / Significant psychiatric history / C3 Ambulance Dispatch,
Mental Illness / Significant psychiatric history / C4 Ambulance Dispatch,
Mental Illness / Significant psychiatric history / Hear and Treat,
Mental Illness / Advice Only / C1 Ambulance Dispatch,
Mental Illness / Advice Only / C2 Ambulance Dispatch,
Mental Illness / Advice Only / C3 Ambulance Dispatch,
Mental Illness / Advice Only / C4 Ambulance Dispatch,
Mental Illness / Advice Only / Hear and Treat

Call back within 72 hours: Calls received following any call. Patients have been matched using one of the following:

- NHS Numbers (if recorded)
- Same DoB and postcode

Incident with a response: A call with at least one resource in attendance

Responses: The number of resources that attended a call

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**