



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

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

18th July 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220612.

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

	NHS 111							
What is the total number of calls received over the last twelve months?	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
	135942	126452	138484	127167	123604	139429	121449	135035
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Total		
	111471	100617	113797	116202	106970	1596619		
What is the total number of staff responsible for answering calls over the last twelve months?	Add total figure for May 21 – May 22							
	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
	295	302	307	304	299	291	288	285
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Total		
	292	292	281	275	271	3782		
What percentage of calls were urgent / life threatening over the last twelve months?	Highlight the correct percentage:							
				May 21- May 22				
	Total Calls			1596619				
	Life Threatening Calls (Cat 1's)			2767				
	Life Threatening Calls as a % of Total			0.17%				

What percentage of calls have been handled by AI technologies in the last twelve months?	Highlight the correct percentage: 0 %
Do you have plans to implement AI within the next 12 months to prioritise calls?	Highlight the correct answer: No, we have no plans to implement AI

What is the total number of NHS 111 online requests received over the last twelve months?	Add total figure for May 21 – May 22								
		May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
	Total Calls Referred from NHS 111 Online	1465	1701	1853	3243	3382	3765	3716	4040
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Total			
	3459	3151	3629	3563	3430	40397			
What was the total number of staff responsible for addressing online requests over the last twelve months?	Add total figure for May 21 – May 22								
	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	
	107	106	102	105	103	108	109	113	
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Total			
	111	111	110	117	117	1419			
What is the total amount of NHS 111 online requests that have been handled by AI technologies	Highlight the correct percentage:								
	No								

over the last twelve months?	
Do you have plans to implement AI within the next 12 months to prioritise requests?	No, we have no plans to implement AI

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**