



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

7th July 2022

Email:

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

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220702.

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

I am writing to you under the Freedom of Information Act 2000 to request the following information from your NHS Ambulance Trust. Please may you provide me with:

1. The number of 999 calls received by the Trust where the presenting complaint was recorded as Mental Health related, from 1st April 2021 to 31st March 2022.

a. Please also provide the average call time.

Please provide the data in a table format.

MonthYear	Count of 999 Calls	Avg Call Length Time
Apr-21	2930	00:07:28
May-21	3481	00:07:46
Jun-21	3665	00:07:20
Jul-21	3732	00:07:29
Aug-21	3351	00:07:20
Sep-21	3864	00:07:43
Oct-21	3800	00:07:38
Nov-21	3396	00:07:43
Dec-21	3349	00:07:45
Jan-22	3258	00:07:28
Feb-22	3337	00:07:37
Mar-22	3757	00:07:31

Date Range: 01/04/2021 - 31/03/2022

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

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**