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2<sup>nd</sup> August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220727.

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

**Please could I make a request under the freedom of information act to gain information regarding the number of annual call outs in the Dover area for the last 5 years, if possible, can it include the cause of call out i.e. RTA, accident at home, illness, heart attack, stroke etc.**

**And what impact has covid had on the ambulance service in regards to staffing numbers and the amount of call outs attributed to covid related illness.**

Year	Problem	Incidents Attended
2017	1-Cardiac/Respiratory Arrest	106
2017	1-Choking	Less than 10
2017	1-Drowning / Water Incident	Less than 10
2017	1-Drowning/Water Incident	Less than 10
2017	1-Hanged - Attempted	Less than 10
2017	1-Maternity (Imminent Delivery)	Less than 10
2017	1-Maternity-Imminent Delivery	Less than 10
2017	1-Unco - Abnormal Breathing	Less than 10
2017	1-Unco-Noisy/Abnorm Breathing	106
2017	999 HCP	560
2017	ABANDONED CALL	24
2017	Abdominal/Flank Pain	144
2017	Alcohol Related	25
2017	Allergic Reaction	22
2017	Assault/Domestic	69
2017	Back Pain - Lower	30
2017	Back Pain (Lower)	26
2017	Bleeding	169
2017	Breathing Problems	455
2017	Breathing problems - Under 5	Less than 10
2017	Burns	Less than 10
2017	Chest/Upper back pain/Cardiac	759
2017	Collapse - Breathing Normal	Less than 10
2017	Collapse (Breathing Normal)	38



2017	Community Paramedic Referral	Less than 10
2017	Concern for Welfare	119
2017	Death expected <18	Less than 10
2017	Death expected >18	Less than 10
2017	Death unexpected all ages	23
2017	Diabetic Probs	78
2017	Electrocution/Shock	Less than 10
2017	Emergency Rule	Less than 10
2017	Fall Injuries Unknown	212
2017	Fall Non-injury	218
2017	Fire Persons Reported	Less than 10
2017	Fitting	347
2017	HCP	270
2017	Headache	12
2017	Information Only	18
2017	Major Trauma	Less than 10
2017	Maternity	53
2017	Medical	924
2017	Medical Minor	484
2017	Mental Health	155
2017	NHS 111	1865
2017	NHS 111 (Manual Entry)	296
2017	Not Recorded	21
2017	PP Non Conveyance	43
2017	PP Referral	14
2017	PREALERT	Less than 10
2017	Routine Journey	Less than 10
2017	RTC	56
2017	RTC - Roll Over	Less than 10
2017	RTC - Service Vehicle Involved	Less than 10
2017	Running Call	16
2017	Section 136	Less than 10
2017	Social	14
2017	Stabbing	Less than 10
2017	Stroke/Neurological	237
2017	Suicide	15
2017	Transport Request (Crew)	33
2017	Trauma	953
2017	Unco - Normal Breathing	198
2017	Unconscious	Less than 10
2017	Z-Air Incident	Less than 10
2017	Z-Rail Incident	Less than 10
2018	1-Cardiac/Respiratory Arrest	117
2018	1-Choking	13
2018	1-Drowning / Water Incident	Less than 10
2018	1-Hanged (Attempted)	Less than 10
2018	1-Maternity (Imminent Delivery)	16
2018	1-Unco-Noisy/Abnorm Breathing	176
2018	999 HCP	575
2018	999Amb	Less than 10



2018	ABANDONED CALL	37
2018	Abdominal/Flank Pain	222
2018	Alcohol Related	23
2018	Allergic Reaction	36
2018	Assault/Domestic	63
2018	Back Pain (Lower)	59
2018	Bleeding	128
2018	Breathing Problems	598
2018	Burns	Less than 10
2018	Chest/Upper back pain/Cardiac	577
2018	Collapse (Breathing Normal)	52
2018	Concern for Welfare	123
2018	Death unexpected all ages	Less than 10
2018	Diabetic Probs	49
2018	Electrocution/Shock	Less than 10
2018	eye problems	Less than 10
2018	Fall Injuries Unknown	236
2018	Fall Non-injury	181
2018	Fire Persons Reported	Less than 10
2018	Fire Request to Standby	Less than 10
2018	Fitting	207
2018	HCP	264
2018	Headache	23
2018	Information Only	51
2018	Major Trauma	11
2018	Maternity	32
2018	Medical	559
2018	Medical Minor	637
2018	Mental Health	180
2018	NHS 111	1821
2018	NHS 111 (Manual Entry)	174
2018	Not Recorded	27
2018	RTC	66
2018	RTC - Roll Over	Less than 10
2018	RTC - Service Vehicle Involved	Less than 10
2018	Running Call	28
2018	Section 136	31
2018	Social	Less than 10
2018	Stabbing	13
2018	Stroke/Neurological	213
2018	Suicide	56
2018	Trauma	712
2018	Unco - Normal Breathing	215
2018	Unco - Under 16	Less than 10
2018	Z-Channel Tunnel	Less than 10
2018	Z-Firearms Incident	Less than 10
2018	Z-Marine Incident on Coast	Less than 10
2018	Z-Prison Incident	Less than 10
2019	1-Cardiac/Respiratory Arrest	92
2019	1-Choking	Less than 10



2019	1-Drowning / Water Incident	Less than 10
2019	1-Hanged (Attempted)	Less than 10
2019	1-Maternity (Imminent Delivery)	Less than 10
2019	1-Unco-Noisy/Abnorm Breathing	171
2019	999 HCP	396
2019	999Amb	11
2019	ABANDONED CALL	14
2019	Abdominal/Flank Pain	191
2019	Alcohol Related	19
2019	Allergic Reaction	28
2019	Arrest / Peri Arrest	11
2019	Assault/Domestic	61
2019	Back Pain (Lower)	41
2019	Bleeding	142
2019	Breathing Problems	658
2019	Burns	Less than 10
2019	Chest/Upper back pain/Cardiac	509
2019	Collapse (Breathing Normal)	49
2019	Concern for Welfare	91
2019	Diabetic Probs	47
2019	Electrocution/Shock	Less than 10
2019	Fall Injuries Unknown	202
2019	Fall Non-injury	150
2019	Fire Persons Reported	Less than 10
2019	Fitting	203
2019	HCP	448
2019	HCP - Severe Breathing Problems	Less than 10
2019	Headache	Less than 10
2019	Heat/Cold Exposure	Less than 10
2019	Humanitarian Assistance	Less than 10
2019	Information Only	64
2019	Major Trauma	Less than 10
2019	Maternity	40
2019	Medical	500
2019	Medical Minor	634
2019	Mental Health	198
2019	NHS 111	1857
2019	NHS 111 (Manual Entry)	165
2019	NHS111 - SECAMB	77
2019	Not Recorded	71
2019	Routine Journey	Less than 10
2019	RTC	53
2019	RTC - Roll Over	Less than 10
2019	RTC - Service Vehicle Involved	Less than 10
2019	Running Call	22
2019	Section 136	29
2019	Social	Less than 10
2019	Stabbing	Less than 10
2019	Stroke/Neurological	203
2019	Suicide	59



2019	Trauma	731
2019	Unco - Normal Breathing	230
2019	Unco - Under 16	Less than 10
2020	1-Choking	13
2020	1-Drowning / Water Incident	Less than 10
2020	1-Hanged (Attempted)	Less than 10
2020	1-Maternity (Imminent Delivery)	Less than 10
2020	1-Unco-Noisy/Abnorm Breathing	155
2020	999Amb	10
2020	ABANDONED CALL	12
2020	Abdominal/Flank Pain	156
2020	Alcohol Related	12
2020	Allergic Reaction	19
2020	Arrest / Peri Arrest	107
2020	Assault/Domestic	64
2020	Asthma (life threatening)	Less than 10
2020	Back Pain (Lower)	30
2020	Bleeding	137
2020	Breathing Problems	639
2020	Burns	Less than 10
2020	C-19 Swab	28
2020	C19-ASST	Less than 10
2020	Chest/Upper back pain/Cardiac	564
2020	Collapse (Breathing Normal)	58
2020	Concern for Welfare	106
2020	Diabetic Probs	43
2020	eye problems	Less than 10
2020	Fall Injuries Unknown	191
2020	Fall Non-injury	123
2020	Fire Persons Reported	Less than 10
2020	Fitting	171
2020	HCP	583
2020	HCP - Obstetric Emergency	Less than 10
2020	HCP - Severe Breathing Problems	18
2020	HCP-Mental Health	Less than 10
2020	Headache	12
2020	Humanitarian Assistance	Less than 10
2020	Information Only	29
2020	JRU Police Incident	Less than 10
2020	Major Trauma	Less than 10
2020	Maternity	31
2020	Medical	502
2020	Medical Minor	636
2020	Mental Health	304
2020	NHS 111	1588
2020	NHS 111 (Manual Entry)	137
2020	NHS111 - Online	Less than 10
2020	NHS111 - SECAMB	577
2020	Not Recorded	73
2020	Potential Anaphylaxis	Less than 10



2020	RTC	48
2020	RTC - Roll Over	Less than 10
2020	Running Call	24
2020	Section 136	27
2020	Social	Less than 10
2020	Stabbing	11
2020	Stroke/Neurological	189
2020	Suicide	67
2020	Trauma	661
2020	Unco - Normal Breathing	188
2020	Unco - Under 16	Less than 10
2020	Under 5 Unconscious	Less than 10
2020	Z-Firearms Incident	Less than 10
2021	1-Choking	21
2021	1-Drowning / Water Incident	Less than 10
2021	1-Hanged (Attempted)	Less than 10
2021	1-Unco-Noisy/Abnorm Breathing	170
2021	999Amb	19
2021	ABANDONED CALL	18
2021	Abdominal/Flank Pain	150
2021	Alcohol Related	17
2021	Allergic Reaction	25
2021	Arrest / Peri Arrest	106
2021	Assault/Domestic	35
2021	Asthma (life threatening)	33
2021	Back Pain (Lower)	52
2021	Bleeding	154
2021	Breathing Problems	672
2021	Burns	Less than 10
2021	Chest/Upper back pain/Cardiac	568
2021	Collapse (Breathing Normal)	46
2021	Concern for Welfare	77
2021	Diabetic Probs	37
2021	Events	Less than 10
2021	Fall Injuries Unknown	158
2021	Fall Non-injury	137
2021	Fire Persons Reported	Less than 10
2021	Fitting	155
2021	HCP	570
2021	HCP - Obstetric Emergency	Less than 10
2021	HCP - Severe Breathing Problems	Less than 10
2021	HCP-Mental Health	Less than 10
2021	Headache	14
2021	Humanitarian Assistance	Less than 10
2021	Information Only	34
2021	JRU Police Incident	Less than 10
2021	Major Trauma	15
2021	Maternity	36
2021	Medical	431
2021	Medical Minor	618



2021	Mental Health	297
2021	NHS 111	50
2021	NHS 111 (Manual Entry)	45
2021	NHS111 - Online	Less than 10
2021	NHS111 - SECAMB	1826
2021	Not Recorded	151
2021	Routine Journey	Less than 10
2021	RTC	49
2021	RTC - Roll Over	Less than 10
2021	Running Call	18
2021	Section 136	16
2021	Stabbing	Less than 10
2021	Stroke/Neurological	222
2021	Suicide	57
2021	Trauma	560
2021	Unco - Normal Breathing	155
2021	Unco - Under 16	Less than 10
2021	Under 5 Unconscious	Less than 10
2021	Z-Marine Incident at Sea	Less than 10
2022	1-Choking	Less than 10
2022	1-Unco-Noisy/Abnorm Breathing	57
2022	999Amb	Less than 10
2022	ABANDONED CALL	Less than 10
2022	Abdominal/Flank Pain	80
2022	Alcohol Related	Less than 10
2022	Allergic Reaction	Less than 10
2022	Arrest / Peri Arrest	42
2022	Assault/Domestic	14
2022	Asthma (life threatening)	Less than 10
2022	Back Pain (Lower)	21
2022	Bleeding	54
2022	Breathing Problems	232
2022	Burns	Less than 10
2022	Chest/Upper back pain/Cardiac	228
2022	Collapse (Breathing Normal)	17
2022	Concern for Welfare	30
2022	Diabetic Probs	14
2022	Fall Injuries Unknown	40
2022	Fall Non-injury	47
2022	Fire Persons Reported	Less than 10
2022	Fitting	48
2022	HCP	221
2022	HCP - Obstetric Emergency	Less than 10
2022	HCP-Mental Health	Less than 10
2022	Headache	Less than 10
2022	Information Only	13
2022	Major Trauma	Less than 10
2022	Maternity	Less than 10
2022	Medical	163
2022	Medical Minor	242



2022	Mental Health	128
2022	NHS 111	Less than 10
2022	NHS 111 (Manual Entry)	Less than 10
2022	NHS111 - Online	Less than 10
2022	NHS111 - SECAMB	569
2022	Not Recorded	61
2022	RTC	19
2022	RTC - Roll Over	Less than 10
2022	Running Call	Less than 10
2022	Section 136	Less than 10
2022	Stroke/Neurological	76
2022	Suicide	32
2022	Trauma	223
2022	Unco - Normal Breathing	68
2022	Unco - Under 16	Less than 10
2022	Unconscious - Adult	Less than 10
2022	Z-Firearms Incident	Less than 10

Year	Total Incidents Attended
2017	9290
2018	8651
2019	8550
2020	8412
2021	7874
2022	2836

**Working days lost - 37329**

**Number of COVID Incidents - 38631**

**Date range: 01/01/2017 - 30/06/2022**

Count of incidents where at least one resource arrived at scene and first part of the post code was either CT16 or CT17.

Working days lost: The total working days lost within the Trust due to the following reasons:

CONFIRMED COVID-19

COVID-19 SYMPTOMATIC

COVID VACCINE REACTION

CONFIRMED LONG COVID 19

**Number of COVID Incidents:** Where the call keyword 'Coronavirus Confirmed' was entered into the Computer Aided Dispatch system or the crew condition code of 'B38 - COVID-19' was entered on the electronic patient clinical record.

Please note that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.

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**