16th August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220745.

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

Having watched the TV programme 'Ambulance' on the BBC, I note that at times of peak 999 demand, the term "Emergency disconnect" (and I think the term) "Priority Call" is used within some Ambulance control rooms. The purpose of which is to assist with peaks in demand by reducing the time operators spend on the phone.
I am looking to the feasibility of implementing a similar process here at West Midlands Police, and I wondered if you might share any policy documentation with me?

Please see the below text taken from Our Call Handling Procedure Policy.

Appendix 5.1 – Emergency Rule

- To be carried out where 11+ calls waiting and longest waiting is for over 2 minutes
- Complete initial call answer in line with normal process
- Select nature of call in line with normal process (do not select emergency rule problem nature)
- In problem text type 'Emg rule' – followed by the description of what's wrong
- Initiate triage through NHSP
- If module 0 is completed (The body map is reached), do not proceed with triage any further
- Early exit through NHSP, selecting 'triage not appropriate' – 'other' then write 'emergency rule' in the free text box
- Proceed through early exit selecting the appropriate answer stems from the information you have been given, selecting 'unknown' as appropriate
- The disposition will then be appropriate to the pathway followed
- Deliver the disposition as appropriate to the current surge script (Remember No Send Scripts when in surge Purple & Black)
- Inform the caller they must keep the line clear in case we need to call back before the crew arrived

Aspiring to be *better today* and even *better tomorrow*

Please note that the above is our call triaging system.
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