



Trust Headquarters
Nexus House
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Crawley
West Sussex
RH10 9BG

22nd November 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 221002.

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

Question 1

Please fill out the table on ambulance callouts in each year

Year	Total number of callouts	Total conveyed to hospital	Total see and treat	Total see and refer*	Total hear and treat
2019/20					
2020/21					
2021/22					
2022/23 to date					

***If available, please provide the total number of see and refer where the case was referred to a GP**

Please note this information is publicly available at [Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](https://www.nhs.uk/statistics/ambulance-quality-indicators).

We do not collect data on see and refer.

Question 2

How many times has the ambulance service declared 'critical incident' status in each of these years:

- 2019/20 0
- 2020/21 0
- 2021/22 1
- 2022/23 to date 1

Question 3

Please provide a copy of or link to the ambulance service's demand management plan or surge plan

Please see the attached as requested.

Question 4

Please provide the number of serious incidents relating to where a patient was left at home* for each of the following years:

- **2019/20**
- **2020/21**
- **2021/22**
- **2022 to date**

***Please note, we define this as where an ambulance attended a call out, the decision was made not to convey the patient to hospital (i.e. see and treat or see and refer) and the ambulance service was then called out a second time due to the patient becoming critically ill.**

Please see below number of SIs reported as per the requested period below with the reporting reason of Non-Conveyance / Condition deteriorated.

Month Reported	SIs Reporting Reason - Non-Conveyance / Condition deteriorated
2019	
Jul	1
Nov	1
2020	
Feb	1
2021	
Jun	1
2022	
Mar	1
Apr	1
Jul	2
Aug	1
Sep	1
Grand Total	10

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**