



Trust Headquarters
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24th October 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 221005.

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

For each calendar month January to December 31st 2018
For each calendar month January to December 31st 2019
For each calendar month January to December 31st 2020
For each calendar month January to December 31st 2021
For each calendar month January – 31st September 2022
Can you please reveal how many mental health related 999 calls you received?
How many resulted in an ambulance being sent?
How many of those calls resulted in conveying a patient to hospital?
Can you please also break down the figures in a separate table – illustrating how many calls were from Kent, Sussex and Surrey respectively?
For the years stated above is it possible to break down the age of the person needing help?
Can you please reveal the age of the youngest patient who called 999 with a mental health problem?
For context – please can you also tell me how many overall 999 calls you received for each of the years above?
Please see the attached data spreadsheet.

As a Trust SECamb complies with the ICO Anonymisation Code of Practice. It applies the 'less than 10 caveat' in instances where resulting data relates to minimal numbers when responding to requests for information.

Date Range: 01/01/2018 - 30/09/2022

Age: Broken down by age group to provide more meaningful data, grouping by actual age gave mostly counts of incidents less than 10 and could be patient identifiable.

County: Broken down by Kent Surrey & Sussex

Total Calls: Can be found on [the NHS England website](http://theNHSEnglandwebsite)

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**