



Trust Headquarters
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 Crawley
 West Sussex
 RH10 9BG

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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 221008.

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 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, each year, from April 2021 to March 2022.**

Year	Month	Count Of 999 Calls
2021	4	2930
2021	5	3481
2021	6	3665
2021	7	3732
2021	8	3351
2021	9	3864
2021	10	3800
2021	11	3396
2021	12	3349
2022	1	3258
2022	2	3337
2022	3	3757

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**

