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21<sup>st</sup> December 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 221146.

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

**I would like to request the following information about patients waiting in the 'clinical stack' after calling 999, to be defined as "a list of patients in call order, waiting in the stack until an available resource could be allocated".**

**Please provide data from Sept 2022 till Oct 2022, per month for:**

- 1. The largest number of patients waiting in the patient stack at any one point, each day (24 hour period), for September 2022 and October 2022**

Date Time	CSD Stack Count
01-Sep	32
02-Sep	40
03-Sep	30
04-Sep	45
05-Sep	47
06-Sep	52
07-Sep	54
08-Sep	45
09-Sep	42
10-Sep	45
11-Sep	40
12-Sep	53
13-Sep	37
14-Sep	36
15-Sep	39
16-Sep	53
17-Sep	65
18-Sep	57

19-Sep	19
20-Sep	47
21-Sep	42
22-Sep	55
23-Sep	43
24-Sep	70
25-Sep	70
26-Sep	64
27-Sep	41
28-Sep	28
29-Sep	36
30-Sep	39
01-Oct	81
02-Oct	63
03-Oct	42
04-Oct	68
05-Oct	45
06-Oct	52
07-Oct	53
08-Oct	59
09-Oct	88
10-Oct	50
11-Oct	53
12-Oct	36
13-Oct	24
14-Oct	31
15-Oct	56
16-Oct	45
17-Oct	47
18-Oct	55
19-Oct	32
20-Oct	33
21-Oct	61
22-Oct	60
23-Oct	70
24-Oct	32
25-Oct	50
26-Oct	34
27-Oct	43
28-Oct	31
29-Oct	55
30-Oct	45
31-Oct	32
<b>Grand Total</b>	<b>88</b>

2) The number of patients that ‘deteriorated’ while they were in the call stack and were escalated to a higher category, with deterioration as described on page 30 of your most recent inspection report:

*“Data showed from May 2022 to July 2022, 660 patients who were category 3 patients were escalated to category 1. The category assigned to patients was upgraded due to the patients deteriorating condition; a clinician call back through patient pathways, clinician manual upgrade, operational upgrade, welfare call-back, length of time waiting and if the patient called back with a worsening condition.*

<https://api.cqc.org.uk/public/v1/reports/a3dec85b-1322-4c14-b59f-e24a4ccd4b10?20221026070455>

Sep-22	190
Oct-22	202

### 3) How South East Coast Ambulance Service defines ‘deterioration’

Relating to Question 2; this data will include incidents where calls were upgraded solely due to the patients deteriorating condition; a clinician call back through pathways, clinician manual upgrade, operational upgrade, welfare callback and 2nd call with worsening condition.

4 )The number of occasions when staff did not follow service procedures and carry out a welfare call for patients waiting within the patient call stack.

Incident Date	EOC Welfare Call Backs	Welfare Calls Required	Difference
01/09/2022	219	601	382
02/09/2022	183	677	494
03/09/2022	175	541	366
04/09/2022	255	737	482
05/09/2022	237	778	541

06/09/2022	236	706	470
07/09/2022	227	648	421
08/09/2022	187	639	452
09/09/2022	127	725	598
10/09/2022	260	793	533
11/09/2022	264	867	603
12/09/2022	357	1305	948
13/09/2022	163	856	693
14/09/2022	240	732	492
15/09/2022	214	711	497
16/09/2022	252	1008	756
17/09/2022	298	1162	864
18/09/2022	223	1342	1119
19/09/2022	168	403	235
20/09/2022	340	1208	868
21/09/2022	176	1725	1549
22/09/2022	224	1572	1349
23/09/2022	272	1277	1007
24/09/2022	272	1599	1327
25/09/2022	291	906	615
26/09/2022	287	1260	973
27/09/2022	224	934	710
28/09/2022	229	1153	924
29/09/2022	259	1167	913
30/09/2022	187	1168	982
01/10/2022	161	1291	1130
02/10/2022	288	946	658
03/10/2022	306	1536	1230
04/10/2022	156	644	488
05/10/2022	126	651	525
06/10/2022	238	1224	986
07/10/2022	171	943	772
08/10/2022	217	1415	1201
09/10/2022	190	858	668
10/10/2022	168	971	803
11/10/2022	177	672	495
12/10/2022	186	1050	864
13/10/2022	208	676	473
14/10/2022	180	788	616
15/10/2022	158	616	458
16/10/2022	174	722	549
17/10/2022	256	1130	874
18/10/2022	225	832	607
19/10/2022	147	949	802
20/10/2022	166	643	477

21/10/2022	222	829	620
22/10/2022	175	802	627
23/10/2022	229	656	427
24/10/2022	180	529	349
25/10/2022	225	773	548
26/10/2022	147	798	651
27/10/2022	137	693	556
28/10/2022	84	492	408
29/10/2022	192	824	632
30/10/2022	176	774	598
31/10/2022	156	957	801

**5)The longest time a patient waited for a 999 call to be answered each month**

Sep-22	00:14:39	hh:mm:ss
Oct-22	00:16:47	hh:mm:ss

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**