



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

21st December 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 221217.

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

Could you please tell me for 2021/22

1) How many official and unofficial complaints through the patient advice and liaison system (PALS, or whatever the equivalent system is in your trust) your ambulance Trust received about patients being left in an unsuitable place - e.g. the wrong house, outside the wrong ward, too far away from the door?

NOTE: Even if you do not provide patient transport services, it is possible you have received correspondence relating to experiences people had with third-party providers. Please include these incidents in your response, although break down the total so that those complaints referring to other organisations are distinguishable from those concerning your Trust.

Please do this by searching for the words 'dropped off', 'left', 'abandoned', 'escorted' and manually filtering the results to find those which refer to patients being dropped off in the wrong place or of relatives finding a patient wandering the streets after being left in an inappropriate place/not escorted to their door.

2) Can you select the first five such complaints from 2021/22 and provide me with the following details:

a. Please summarise what happened - i.e. where the patient was left compared with their intended location

E.g. dementia patient should have been dropped off at daughter's house but was left outside because no one answered and then found wandering the park hours later.

b. If the complaint refers to the patient's medical conditions/reason for which they had been admitted to hospital, please include this detail - e.g. if they had dementia or any other mental disability that made it dangerous for them to be left in an unfamiliar place or if they had just had a coronary bypass.

c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints.

We do not provide patient transport. If we receive any complaints about patient transport we refer them to the providers in our region, namely South Central Ambulance Service (SCAS) and G4S. We would not record any details on our 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**