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Dear

Firstly, please accept my apologies for the delay you have experienced regarding this request. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which have been complex and time consuming.

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 231129 in which you requested the following information

**Do you have any guidelines for the over 65's to see and treat using an alternative pathway instead of conveyance to an emergency department**

**Guidelines would be the most pertinent for me as well as any urgent care pathways that you use.**

Patient facing staff at SECAMB have a range of options for patients when considering the best course of action for different conditions and patient factors. For patients aged 65 and over, we are actively working on ways to align with frailty services, as well as pathways that support other long term health conditions. Our staff have access to "NHS Service Finder" which provides access to the same data used in our regional Directory of Services and, depending on clinical grade, can attempt referrals to any service listed. We do not have any specific guidance developed in-house as we find that using generic tools such as Service Finder reduces variation as a partner provider in our ICS areas.

**Additionally, would you happen to have data on the follow:**

- **The percentages / number of conveyances verses non-conveyances of medical patients over 65 years old.**
- **If there is data, of what percentage/number of conveyances verse alternative pathways are used for medical patients over 65 years.**

**Date ranges required: 2018-2019 / 2019-2020 / 2020-2021 / 2021-2022 / 2022-2023**

Please see the attached document for the data that you have requested

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

In the spirit of being open and transparent I have provided contact details for the Information Commissioners Office (ICO) should you wish to make a formal complaint.

Head office  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow Cheshire  
SK9 5AF

Once again, please accept my apologies for the inconvenience caused in relation to completing your request.

Yours sincerely,

**Freedom of Information Coordinator**  
South East Coast Ambulance Service NHS Foundation Trust