



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

Date:

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230933.

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

I would like to apply for data held on the 111 Sussex activity over the last year via the rights of the Freedom of Information Act 2000.

Specifically, I would like to know:

- **how many contacts they have per day/week/month**
- **not just time to answer the first call, but completion time from initial contact.**
- **DETAILED dispositions of those calls, in particular:**
 - o **how many are closed with no further action needed (via 111 CAS or other)**
 - o **how many ambulances are dispatched**
 - o **how many are asked to attend A+E directly**
 - o **how many are asked to attend their GP**
 - o **how many are given a UTC appointment (or similar such as LIVI call-back).**

I would also like to know the make-up of the 111 work-force and how many Doctors in particular are employed to help run the service.

The following measures exceed the specifications of national reporting and are therefore not necessarily aligned to the NHSE Aggregate Data Collection. Data is for September 2023.

The performance data shows **one month** as a representative sample of KMS 111 IUC performance.

Specifically, I would like to know:

- **how many contacts they have per day/week/month**

Sussex only: 35833 triaged cases.

- **not just time to answer the first call, but completion time from initial contact.**

Total service: Average Speed to Answer 322 secs; Average Time to Completion 1391 secs.

- **DETAILED dispositions of those calls, in particular:**
 - o **how many are closed with no further action needed (via 111 CAS or Health Advisor)**

Sussex only: 10721 closed by Health Advisor or CAS clinicians with no further action.

- o **how many ambulances are dispatched**

Sussex only: 3336 referred by Health Advisors or CAS clinicians.

- o **how many are asked to attend A+E directly**

Sussex only: 2812, of which 2307 booked into an appointment.

- o **how many are asked to attend their GP**

Sussex only (includes GP Access Hubs): 5064, of which 3015 booked into an appointment.

- o **how many are given a UTC appointment (or similar such as LIVI call-back).**

Sussex only: 5554, of which 2864 booked into an appointment (Subset excluding LIVI: 3748, of which 1080 booked into an appointment)

Referrals to other services (Dental, MH, CPCS, community nursing, MIU, WIC, home visiting, other specialist: Sussex only 8346.

I would also like to know the make-up of the 111 work-force and how many Doctors in particular are employed to help run the service.

We have 27 General Practitioners employed. This includes the 1 GP that is our IUC (Integrated Urgent Care) LEAD GP.

Other clinical skillsets within the 111 service are listed below:

74 NHS Pathways trained nurses and paramedics

15 pharmacists

5 Urgent Care practitioners

14 Mental Health Clinicians

8 Dental nurses

16 Clinical navigators.

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**

