



Trust Headquarters
Nexus House
4 Gatwick Road
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 240229.

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

Please can you share with me information on the number of patients calling NHS 111 for the following conditions-

- **Back Pain**
- **Chronic obstructive pulmonary disease (COPD)**
- **Falls (due to frailty or age)**

I would like to see data going back for the last 5 years please.

Year	Count Of Back Pain	Count Of COPD	Count Of Falls 65 and Over
2019	45677	0	2780
2020	73224	0	3439
2021	97103	0	4366
2022	78684	0	4387
2023	70595	0	4396
2024	13240	0	783

Please note:

The data provided is for 01 Apr 2019 - 29 Feb 2024 (data pre 01 Apr 2019 is not available)

For 111 and 111 to 999 calls

Back pain symptom and condition groups recorded as:
abdominal, back, groin or flank pain or swelling, under 5,
chest or upper back injury,
chest, upper back pain or palpitations,
lower back pain,
Abdominal, Flank, Groin or Back Pain or Swelling,
Chest and Upper Back Pain,

Lower Back Pain,
Lower Back Pain, Pregnant, Over 20 weeks,
Chest / Upper Back Pain / Cardiac,
Back Pain - Lower
COPD symptom and condition groups recorded as:
COPD

Calls relating to COPD are likely to be recorded under a wider condition such as breathing problems.

Falls 65 and over symptom and condition groups recorded as:
dizziness/vertigo and falls (non trauma),
Falls or Faints without Injury,
Falls or Faints Without Injury,
Falls Without Injury,
Fall Head,
Fall Stairs,
Fall Injuries Unknown,
Fall Non-injury

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