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Internal Ref:  
Email:

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[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Dear ,

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

### **Request**

You asked us:

**Under The Freedom of Information Act 2000, could you kindly answer the following questions:**

- 1. What is the total number of mental health related calls that the service has received in the last five years? I would like this information to be provided for each of the last five calendar years as follows: 2019, 2020, 2021, 2022, 2023, 2024.**
- 2. What is the total number of mental health related calls that the service has categorised as 'incidents' over the last five years? I would like this information to be provided for each of the last five calendar years as follows: 2019, 2020, 2021, 2022, 2023, 2024.**
- 3. What is the total number of mental health related calls that the service has attended with an F2F response over the last five years? I would like this information to be provided for each of the last five calendar years as follows: 2019, 2020, 2021, 2022, 2023, 2024.**

We have processed your request under the Freedom of Information Act 2000 (FOIA)

### **Response**

The formal Trust response follows.



The Trust confirms it holds the information you requested.

Year	Mental Health Calls	Mental Health Incidents w/Response (Attended or Heard and Treated)	Mental Health Incidents Attended
2019	26535	26478	23440
2020	33054	32986	29201
2021	34502	34193	29372
2022	36501	36364	31668
2023	39738	39627	34471
2024	43362	43210	36252

### Next steps

We hope you find the information provided to be of some assistance.

Should you be 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)

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

The ICO's postal address is:  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



Saving Lives,  
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon