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RH10 9BG

Internal Ref: 6
Email:

Tel: 0300 123 0999
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:

Freedom of Information Request

To: The Freedom of Information Officer, South East Coast Ambulance Service NHS Foundation Trust

17 February 2025

Dear Sir/Madam,

I am writing to request information under the Freedom of Information Act 2000 regarding your compliance with the Learning from Deaths Guidance issued by NHS England (2017) which ensures your trust complies with the National Health Service (Quality Accounts) (Amendment) Regulations 2017.

This requires every NHS Trust to annually report (with a quarterly breakdown) the number of patients who died during the reporting period, how many case record reviews or investigations took place, and estimate how many deaths were determined to be likely due to problems in the care provided. It also requires the reporting of a summary of lessons learnt, what actions have been taken as a result, and what the impact of these actions has been.

Included in the Quality Accounts should also be the number of case record reviews and investigations relating to deaths in the previous reporting period that were only concluded in the most recent period and an estimation of how many of those deaths were due to problems in the care provided.

Please provide answers to the following questions for the most recent reporting period (2023/24):

1. Policy and Governance

- a) Does your trust currently comply with the requirements of the Learning from Deaths Guidance?
- b) If not do you have plans to comply with it and if so by when?



2. Reporting

- a) How many deaths were reported within your trust during the reporting period (2023/24)?
- b) How many of these deaths were reviewed, and how many were judged more likely than not to have been avoidable?
- c) Have you published quarterly reports on learning from deaths on your website, as required by the guidance? Please provide links to the most recent reports.
- d) Is information on learning from deaths included in your latest Quality Account?

3. Family Involvement

- a) Are families and carers involved in the review process where appropriate?
- b) Please provide the number of deaths that were reviewed in this period (2023/24) where families and carers were involved and engaged in the review.

4. Actions and Learning

- a) Please provide a summary of all actions taken as a result of the learning from deaths process in the last reporting period.

If it is not possible to provide some of the requested information, please explain why and provide what you can.

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.

This information can be found in the Trust's Board Reports. Please see link: [4-Learning-from-Deaths-Q2-2023-24-report.pdf](#)

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

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](https://www.ico.org.uk/for-organisations/about-the-ico/complaints) (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.

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