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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:

**If NHS 111 decides an ambulance should be sent, and the ambulance crew, on arrival, disagree, who is held to be responsible?**

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.

**If NHS 111 decides an ambulance should be sent, and the ambulance crew, on arrival, disagree, who is held to be responsible?**

NHS111 utilise the NHS Pathways triage tool to undertake all assessments on patients presenting complaints. This tool is a nationally used tool for all 111 providers and several 999 ambulance providers. Patients contact 111 providers to get advice or be referred to services that will meet their needs. This triage tool works by ruling out conditions rather than diagnosing. If a condition cannot be safely ruled out based upon the information shared, then an ambulance response is arranged.

Based upon the information shared during the assessment a disposition is generated, this could be an ambulance, a referral to a GP or any other outcome where the patient can be directed to in order to meet their care needs.

The assessment is reliant upon the information provided by the patient during the call and does not allow the call handler to decide upon the disposition.



If an ambulance crew arrive on scene and undertake an assessment they are able to either treat the patient or refer them onto a service that could treat them.

NHS England expects all non-emergency C3/C4 ambulances, and all C2 ambulance dispositions generated in 111 to be subsequently clinically assessed prior to dispatch, as per NHS England guidelines.

### **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