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2025
Internal Ref:
Email:

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Dear

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

We have now provided a formal response below. Please accept our sincere apologies for the delay and any inconvenience you may have experienced regarding the completion of this request. At the time of writing, the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 working days, and for this we apologise.

FOI Request

You asked us:

For each of the years 201G to 2024 inclusive, please set out:

- a) How many Concerns, how many Complaints (upheld), how many Complaints (not upheld), how many incidents, how many "patient safety incidents", and how many "Serious Incidents" there were, relating to ambulance staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards other staff.
- b) How many Concerns, how many Complaints (upheld), how many Complaints (not upheld), how many incidents, how many "patient safety incidents", and how many "Serious Incidents" there were, relating to ambulance staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards service users.
and how many "Serious Incidents" there were, relating to ambulance staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards other staff.



Formal Response

The Trust confirms it holds the information you requested.

For each of the years 201G to 2024 inclusive, please set out:

a) How many Concerns, how many Complaints (upheld), how many Complaints (not upheld), how many incidents, how many "patient safety incidents",

	201G	2020	2021	2022	2023	2024
Concerns	60	92	85	95	123	188
Complaints (upheld)	595	419	611	596	386	460
Complaints (not upheld)	353	295	344	322	337	422
Total Incidents (including patient safety incidents below)	10840	13402	16082	17368	17078	19312
Patient Safety Incidents	5099	5480	6971	8657	8666	10060

None

b) How many Concerns, how many Complaints (upheld), how many Complaints (not upheld), how many incidents, how many "patient safety incidents", and how many "Serious Incidents" there were, relating to ambulance staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards service users.

	201G	2020	2021	2022	2023	2024
Concerns	17	22	23	19	36	37
Complaints (upheld)	160	166	151	165	107	138
Complaints (not upheld)	146	236	157	141	143	143
Total Incidents (including patient safety incidents below)	10	14	15	26	33	12

There were 33 patient safety incidents reported from 2019 to 2024 related to ambulance staff showing aggressive, rude, hostile or otherwise inappropriate attitudes towards service users.

There were 11 Serious Incidents reported from 2019 to 2024 with the following reporting reason on STEIS: Actual / alleged abuse.

Alternatively, the ICO's postal address is:



Next steps

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

Should you be dissatisfied with our response then in the first instance please contact Caroline Smart, Head of Information Governance, via the following email address:

FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made 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.

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