



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

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 inconvenience you 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:

I would be very grateful if you could answer, please, the following questions:

- 1 For each of the years 2019 to 2024 inclusive, please set out:**
 - a) How many patients were conveyed by your ambulance service to hospital.**
 - b) How many patients were transferred, within 24h, to another hospital.**
 - 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 conveyance by your ambulance service to an inappropriate hospital**
- 2 Please disclose all policies/procedures/working practises concerning how your ambulance crew , having decided a patient should be conveyed to hospital, decide which hospital should be the destination**

Formal Response



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

The Trust confirms it holds part of the information you requested.

- 1 For each of the years 2019 to 2024 inclusive, please set out:**
- a) How many patients were conveyed by your ambulance service to hospital.**
 - b) How many patients were transferred, within 24h, to another hospital.**

The above two parts have been answered in the attached workbook document:
FOI 250315 – Conveyances

- c) 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 conveyance by your ambulance service to an inappropriate hospital.**

Year	Incidents Recorded
2019	9
2020	6
2021	6
2022	7
2023	11
2024	17

Please note these figures are taken from the internal system where individual incidents are escalated for investigation and to establish learning for all Trust employees. There is no statistical record maintained that denotes whether these escalations were as a result of 'patient safety incidents', 'serious incidents', patient complaints, etc. The Trust Patient Advice and Liaison Service (PALS), which process incoming complaints does not record information about patients that have been conveyed 'to the wrong hospital'.

- 2 Please disclose all policies/procedures/working practises concerning how your ambulance crew, having decided a patient should be conveyed to hospital, decide which hospital should be the destination**

This is contained within our Clinical Handover and Transfer of Care Procedure.

In addition, the Trust have seen a year-on-year increase in incident reporting. This reflects the services increased demand. There has been no increase in harm following a patient safety incident and we believe our reporting culture is strong. The Trust do take steps to undertake surveillance of several key areas to identify patient safety incidents that may not have been recognised. This included inter-facility transfers between hospital sites.

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](https://www.ico.org.uk/foicomplaints) (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.

Alternatively, 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: Michael Whitehouse CEO: Simon Weldon