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Internal Ref  
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[www.secamb.nhs.uk](http://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:

- 1. How many patient safety incidents were reported by the trust in relation to deaths in a) 2023/24 and b) 2024/25?**
- 2. Please tell me how many deaths were reported by the trust to the coroner in a) 2023/24 and b) 2024/25?**
- 3. Has the trust received any formal complaints or feedback from coroners regarding the quality or timeliness of its reporting between 1<sup>st</sup> Jan 2023 and the present date? If yes, please provide details.**
- 4. Does the trust have a target for a) “see and treat” incidents and b) “hear and treat” incidents?**
- 5. Does the trust have any plans or policies to improve a) “see and treat” rates, b) “hear and treat” rates, or c) reduce avoidable ambulance conveyances? If yes please if possible provide details.**



## **Formal Response**

The Trust confirms it holds the information you requested.

**How many patient safety incidents were reported by the trust in relation to deaths in a) 2023/24 and b) 2024/25?**

23/24 – Post Grade of Harm Death = 0

24/25 – Post Grade of Harm Death = Less than 10

The Trust can confirm that this information exists. However, where an output represents fewer than 10 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jigsawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) *Anonymisation Code of Practice*, in relation to Section 40(2) of the FOIA 2000

**Please tell me how many deaths were reported by the trust to the coroner in a) 2023/24 and b) 2024/25**

The Trust does not report deaths to the coroner. This function is carried out by Medical Examiners or the Police.

**3. Has the trust received any formal complaints or feedback from coroners regarding the quality or timeliness of its reporting between 1<sup>st</sup> Jan 2023 and the present date? If yes, please provide details.**

Not applicable

**4. Does the trust have a target for a) “see and treat” incidents**

No

**and b) “hear and treat” incidents?**

No

**5. Does the trust have any plans or policies to improve a) “see and treat” rates, b) “hear and treat” rates, or c) reduce avoidable ambulance conveyances? If yes please if possible provide details.**

We have plans to increase our Hear and Treat however, it does not have policies that are specifically designed for both disposition outcomes.

The Trust has an operating model that is predicated on facilitating appropriate patient care and thereby, enable apposite ambulance dispatch.

There is a Trust Virtual Care (VC) programme (Tier 1) that is ongoing which is aimed at ensuring appropriate patient care which by its very nature should increase safe Hear & Treat and reduce unnecessary or inappropriate ambulance conveyance.

The strategy information can be publicly accessed here.

[Our Vision and Strategy - NHS South East Coast Ambulance Service](#)

**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](mailto: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](http://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**



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Serving Our Communities

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