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Internal Ref:
Email:

Tel: 0300 123 0999
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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 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:

Please may you provide the following information:

Any policies pertaining to surge management, specifically details around the no-send policy referred to in the publicly available "[EOC-Surge-Management-Plan-No-Send-Audit-Procedure](#)"

Please also provide the following information and give the data per year, from 2022 - 2024.

The number of cases where a no-send outcome was reached.

The number of no-send cases that were audited.

The number of audited no-send cases that were deemed non-compliant.

The number of no-send incidents that weren't reviewed by an EOC Clinician within an hour. Please give the number of such incidents that were ultimately deemed non-compliant, and the number that were ultimately deemed compliant, separately.



The number of no-send incidents that resulted in complaints raised relating to this incident at point of audit. Please give the number of such incidents that were ultimately deemed non-compliant, and the number that were ultimately deemed compliant, separately.

The number of no-send incidents that when reviewed against the SMP Exclusion criteria by the Clinical Reviewer met any of the criteria. Please give the number of such incidents that were ultimately deemed non-compliant, and the number that were ultimately deemed compliant, separately.

The number of no-send incidents that when audited identified a vulnerable patient or clinical concern not captured within the notes. Please give the number of such incidents that were ultimately deemed non-compliant, and the number that were ultimately deemed compliant, separately.

Formal Response

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

Please find attached a copy of the Trusts current Clinical Safety Plan (CSP). The document references an expiry date of October 2024 however please note this continues to be a live document at this present time. The updated version is still in draft form and in the process of being finalised following stakeholder engagement.

Please also find attached an Excel workbook which presents the related data held by the Trust:

FOI 250332 - No Send Auditing.

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

There are several explanatory notes in the attached Excel file, referencing what the dataset contains and how complete it is.

Please note that no information is held relating to "the number of no-send incidents that when audited, identified a vulnerable patient or clinical concern not captured within the notes". This is not information that is recorded or currently audited.

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,
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Chair: Michael Whitehouse CEO: Simon Weldon