



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

Internal Ref:  
Email:

Dear,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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.

### **FOI Request**

You asked us:

**I am writing to request information under the Freedom of Information Act 2000 regarding mental health-related emergency calls and ambulance call-outs within your service area.**

**Specifically, I would like to request the following data:**

- **The annual average number of mental health-related call-ins received per day, broken down by day of the week. Please provide this data for:**
  - **The most recent available 12-month period.**
  - **The corresponding 12-month period five years prior.**
- **The annual average number of mental health-related ambulance call-outs (i.e., where an ambulance is dispatched) per day, also broken down by day of the week. Please provide this data for:**
  - **The most recent available 12-month period.**
  - **The corresponding 12-month period five years prior.**

**A breakdown of the actions taken following mental health-related emergency call-ins in the past 12 months of available data, as well as the corresponding 12 months five years prior. Please include:**

- **The number of cases where an ambulance was dispatched.**
- **The number of cases where the caller was advised to attend A&E.**
- **The number of cases where the caller was referred to NHS 111 or other services.**
- **The number of cases where other actions were taken, with details of what these actions were.**



**This information should provide the total number of mental health-related emergency call-ins for each period.**

**I would appreciate the information in an Excel spreadsheet. If any part of this request exceeds cost limits, please provide the information that can be released within the limits or advise on how the request may be refined.**

### **Formal Response**

The Trust confirms it holds the information you requested.

The data output and explanatory note has been attached in your preferred format and supplied as part of this disclosure. Please see the document:

*FOI 250408 - Mental Health*

### **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**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon