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Dear

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

### **FOI Request**

You asked us:

**Requesting the following information under the Freedom of Information Act:**

- 1. Please state which police force/s serve the area covered by the Trust.**
- 2. Any reports, assessments or data – internal or published – where the Trust has monitored the implementation and impact of Right Care, Right Person by the local police force/s.**
- 3. Details of any serious incidents or patient safety incidents where Right Care, Right Person was a factor**

**Questions 2 and 3 factor in the time period since the local police force/s adopted Right Care, Right Person. Trust management should be aware of when this was, but if in doubt, it should be since the start of 2022.**

### **Formal Response**

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

- 1. Please state which police force/s serve the area covered by the Trust.**

The Trust coverage area is served by Kent Police, Sussex Police, and Surrey Police.



## **2. Any reports, assessments or data – internal or published – where the Trust has monitored the implementation and impact of Right Care, Right Person by the local police force/s.**

The Trust Board, Executive Management Board and relevant Board committees have continued to receive updates on the implementation of RCRP. All Trust Board papers are published on our website at this link:

<https://www.secamb.nhs.uk/what-we-do/about-us/trust-board-meeting-dates-and-papers/>

Below is an extract from the Quality & Patient Safety Committee Assurance Report to the Trust Board, prepared in January 2025:

- Right Care, Right Person  
*Risk 457: Police Withdrawal of Response to Mental Health Crisis Incidents:*  
The committee has received regular updates, and the latest analysis shows there has been no significant increase or inappropriate referrals identified. One of the initial concerns was that the Police might not attend when needed, but this has not materialised. The committee has been impressed with the interagency working that has helped ensure no adverse impact on patients.

This report can be accessed as part of the 6<sup>th</sup> February 2025 Trust Board papers, at the following link, starting at page 44:

<https://www.secamb.nhs.uk/wp-content/uploads/2025/02/Trust-Board-Papers-6-February-2025.pdf>

Additionally, the Trust has contributed to system-level updates on RCRP implementation through external scrutiny committees, such as Health Overview and Scrutiny Committees. For example, the Trust contributed to a system update with partners at the Surrey County Council Adults and Health Select Committee in October 2024, which is publicly available via the Surrey County Council website.

## **3. Details of any serious incidents or patient safety incidents where Right Care, Right Person was a factor**

The Trust does not disclose information concerning individual incidents, or single episodes of care, in response to freedom of information requests. The Trust considers this information to be exempt from disclosure, in accordance with Section 40(2) of the FOIA 2000.

The Trust recently compiled an FOI response, containing information related to your request. We have included the information relevant to your request below:

*Please tell me how many patient safety incidents linked to the Right Care, Right Person policy (adopted by police forces in partnership with health services towards mental health incidents) have been reported by the trust in each of the following years: a) 2025/26 to date b) 2024/25 c) 2023/24*

A retrospective search of our incident reporting system (DCIQ) was conducted, to



identify patient safety incidents associated with the Right Care, Right Person (RCRP) policy. Staff ordinarily reference this policy in incident reports using either the phrase “Right Care Right Person” or the acronym “RCRP” within entry fields.

The following numbers of patient-related incident reports were identified by calendar year:

2023:	0 incidents
2024:	27 incidents
2025 (to date):	20 incidents

Please note this output reflects only those incidents explicitly referencing the RCRP policy and do not capture cases where the terminology was not used in the report.

*Please tell me how many deaths linked to the Right Care, Right Person policy (adopted by police forces in partnership with health services towards mental health incidents) have been reported by the trust in each of the following years: a) 2025/26 to date b) 2024/25 c) 2023/24*

Where harm is suspected to have occurred to a patient, incidents are reviewed by our incident review groups to assess the nature of the harm and determine whether a learning response should be commissioned under the National Patient Safety Incident Response Framework (PSIRF).

Incidents taken through this process are tracked using specific keywords, one of which is “Right Care, Right Person.” A review of PSIRF incidents categorised as potentially resulting in fatal harm (previously referred to as “death”) was conducted, focusing on those explicitly linked to the RCRP policy.

The following numbers of fatal harm incidents relating to RCRP were identified for each calendar year:

2023:	0 incidents
2024:	0 incidents
2025 (to date):	0 incidents

Please note this output reflects only incidents where the RCRP policy was explicitly referenced, and following review the level of harm was categorised as fatal harm (previously death). Incidents not using this terminology are not captured in this count.

### Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate 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](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](https://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