



Trust Headquarters
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www.secamb.nhs.uk

Internal Ref: 250807
Email:

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.

FOI Request

You asked us:

My project involves looking at improving the way we give safety netting/worsening advice to the patients we don't convey and as part of the project I was hoping to establish how others trusts in the UK provide this information.

I would appreciate it if you could provide answers to the following questions:

- 1. Is it policy within the Trust for non-conveyed patients to be left with safety netting/worsening advice?**
- 2. What form does this advice take? ie written leaflet left with patient, on EPCR with patient having access to EPCR, signposted to or specific advice emailed to patient.**
- 3. If there is a written leaflet left with the patient would it be possible to see a blank copy of the leaflet used.**

Formal Response

The Trust confirms it holds the information you have requested.



I would appreciate it if you could provide answers to the following questions:

Is it policy within the Trust for non-conveyed patients to be left with safety netting/worsening advice?

Yes, it is Trust policy that all non-conveyed patients are provided with appropriate safety netting and worsening advice to ensure they are aware of when and how to seek further medical attention if needed.

What form does this advice take? ie written leaflet left with patient, on EPCR with patient having access to EPCR, signposted to or specific advice emailed to patient.

The advice is typically documented within the EPCR (Electronic Patient Care Record) and is also communicated verbally to the patient or their carer. In addition, where appropriate, written materials such as leaflets may be left with the patient. Patients may also be signposted to relevant services or follow-up care depending on the clinical assessment.

If there is a written leaflet left with the patient would it be possible to see a blank copy of the leaflet used.

Yes, we can arrange to provide you with a blank copy of the leaflet currently in use, please email back the FOI team with your NHS email address and the Ops Directorate Business Support Manager will reach out to you directly. Due to security concerns, we wouldn't be happy with sharing such blank documents without ensuring correct governance is in place.

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

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