



Trust Headquarters
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Internal Ref: 250827
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:

Under the Freedom of Information Act 2000, I would like to request the following information:

- 1. The number of Serious Incidents (SIs) recorded by the Trust between 1 January 2019 and 31 July 2025 in which ambulance response delay or hospital handover delay was identified as a contributory factor in a patient's death.**
- 2. For each year in this period, please provide the annual total of such incidents.**
- 3. If available, please also provide any summaries or categorisations used by the Trust when recording these incidents (for example, Datix categories or internal classifications).**

I am not requesting any patient-identifiable information. I am only seeking aggregated figures and any standard descriptors that the Trust already uses.

Formal Response

The Trust confirms it holds the information you have requested.

- 1. The number of Serious Incidents (SIs) recorded by the Trust between 1 January 2019 and 31 July 2025 in which ambulance response delay or**



hospital handover delay was identified as a contributory factor in a patient's death.

Between January 2019 and December 2023, **30** Serious Incidents were declared where a patient was known to have died (at the point of reporting) and either ambulance delays or hospital delays were identified as a possible root cause or contributory factor. **None** of these were recorded as fatal harm meaning that the incident did not directly contribute to or cause the patient's death.

2. For each year in this period, please provide the annual total of such incidents.

The numbers broken down by year

2019 - 3

2020 - 7

2021 - 8

2022 - 9

2023 - 3

3. If available, please also provide any summaries or categorisations used by the Trust when recording these incidents (for example, Datix categories or internal classifications).

Please see table below which shows the categories of which the 31 incidents were reported.

Call Answer Delay	Less than 5
Delayed Dispatch / Attendance	11
Delayed Dispatch / Attendance, Treatment / Care	Less than 5
Delayed Dispatch / Attendance, Triage / Call management	Less than 5
OOH/111/GP Concerns	Less than 5
OOH/111/GP Concerns, Triage / Call management	Less than 5
Power / Systems failure	Less than 5
Treatment / Care	Less than 5
Triage / Call management	12

* Data blurring at less-than-5: The Trust can confirm that this information exists. However, where an output represents fewer than 5 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.



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:

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.

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