



Trust Headquarters
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West Sussex
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Tel: 0300 123 0999
www.secamb.nhs.uk

Internal Ref: 250838
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:

This Freedom of Information Act request has been sent to all ten NHS Ambulance Trusts in England; I am interested in comparing your policies around the subject discussed.

Please could you disclose relevant policies, [EOC] standard operating procedures, or similar, relevant to:

- **Call handling process specifically relevant to 999 calls received for patients who are travelling on a train;**
- **Ambulance dispatch processes specifically relevant to 999 calls received for patients who are travelling on a train;**
- **Clinical assessment of patients who are travelling on a train (e.g. where initial MPDS/Pathways triage indicates a clinical call back disposition);**
- **Any policies or similar which refer to liaison between your Emergency Operations Centre and any train operating companies, Network Rail, or similar, in the event of receipt of a 999 call to a patient who is travelling on a train**

Formal Response

The Trust confirms it holds the information you have requested.



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon

This Freedom of Information Act request has been sent to all ten NHS Ambulance Trusts in England; I am interested in comparing your policies around the subject discussed.

Please could you disclose relevant policies, [EOC] standard operating procedures, or similar, relevant to:

- **Call handling process specifically relevant to 999 calls received for patients who are travelling on a train;**

Public Transport – When Call Handlers are dealing with an incident whereby the patient is on a mode of public transport, they must select the ‘public transport’ instruction. This will highlight the incident to the Emergency Operations Centre Manager (EOCM) and the Dispatch Team Leader (DTL).

The EMA will also input details of the train line being used and their current location.

- **Ambulance dispatch processes specifically relevant to 999 calls received for patients who are travelling on a train;**

Dispatch would contact network rail emergency line, if required for assistance. A call back to the patient to confirm location would be recommended if there was a prolonged response time frame.

- **Clinical assessment of patients who are travelling on a train (e.g. where initial MPDS/Pathways triage indicates a clinical call back disposition);**

If an EMA triaged for a call to receive a clinical call back, they would be expected to provide that disposition. If the disposition is refused, the incident would be transferred to the clinical support desk. The clinician calling back would then risk assess and direct the patient to most appropriate onward pathway based on their location and clinical presentation

- **Any policies or similar which refer to liaison between your Emergency Operations Centre and any train operating companies, Network Rail, or similar, in the event of receipt of a 999 call to a patient who is travelling on a train**

None detailed outside of Call Handling Policy and Dispatch SOP

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:



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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.

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



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