



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

Internal Ref: 250906
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:

I wish to submit the following request.

- 1. Does the trust have any policies in place in which patients calling 999 are advised to make their own way to hospital?**
- 2. If yes – which members of staff give this advice?**
- 3. If yes - which categories of call does this apply to?**

Formal Response

The Trust confirms it holds the information you have requested.

- 1. Does the trust have any policies in place in which patients calling 999 are advised to make their own way to hospital?**

Both our call handling staff and our clinical staff can advise patients to make their own way to a hospital following an NHS Pathways or PaCCS (clinical only) assessment – this is what we call a disposition end point.

Depending upon the symptoms the patient presents with, will depend upon the advice that they are given ahead of making their own way to hospital – advice can include taking medication with them, ensuring they take a mobile phone, take some



pain relief if required with a sip of water – and all calls will end with patients being advised ‘If anything worsens or changes then call us back on 999’. This is in line with the NHS England NHS Pathways triage system and is a nationally governed system.

2. If yes – which members of staff give this advice?

As above – both clinical and non-clinical staff will advise this.

3. If yes - which categories of call does this apply to?

A call will generate a Category 5 response when we advise patients to make their own way to hospital.

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](#) (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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