



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

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

24th July 2026
Internal Reference: 260643
Email:

Dear ,

Thank you for your request for information, which we received on **22/06/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request and our Formal Response

Please could you provide the following information:

Does your ambulance service have any guidance, SOPs, policies, pathways, or training relating to the non-pharmacological management of agitated patients (including Acute Behavioural Disturbance) for non-critical care clinicians? If so, please could you provide copies?

Yes. The Trust holds guidance and training material relevant to the recognition, escalation and operational management of agitated patients, including Acute Behavioural Disturbance (ABD).

Relevant documents identified include:

- EOC Call Handling Procedure
- Dispatch Standard Operating Procedure
- Acute Behavioural Disturbance learning material / NHS Pathways mental health toolkit resource

The EOC Call Handling Procedure and Dispatch Standard Operating Procedure are available through the Trust website. This information is therefore exempt from



disclosure under section 21 of the Freedom of Information Act 2000, as it is information reasonably accessible to the applicant by other means. Section 21 is an absolute exemption and, as such, the Trust is not required to apply the public interest test. In respect of the Acute Behavioural Disturbance learning material / NHS Pathways mental health toolkit resource, the Trust utilises NHS Pathways guidance and learning resources. However, the materials themselves are owned and maintained externally and therefore any request for copies of the NHS Pathways guidance, learning resources or associated protocols should be directed to NHS Pathways.

The EOC Call Handling Procedure includes guidance for call handlers where a patient presents with sudden onset aggression, agitation or violent behaviour, or where the term “acute behavioural disturbance” is used. It requires cases to be highlighted to clinical inline support and, where a patient is being restrained by more than one police officer, urgently flagged to a Clinical Supervisor for prioritisation.

The Dispatch Standard Operating Procedure includes operational dispatch guidance for Acute Behavioural Disturbance/Disorder or Excited Delirium. This includes dispatching the nearest double-crewed ambulance, informing the Critical Care Desk, informing the duty Operational Team Leader for scene management and staff welfare, and ensuring that police are aware and attending.

Does your ambulance service have any guidance, SOPs, PGDs, PSDs, or policies relating to the pharmacological management of CPR-induced consciousness? If so, please could you provide copies and details of any medications authorised for use?

The Trust has a Patient Group Direction (PGD) for ketamine use by Critical Care Paramedics. The PGD authorises ketamine for procedural sedation in appropriate clinical circumstances. A copy of the PGD is attached.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust’s response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk





The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team

South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse Interim CEO: Jen Allan