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BN7 2XW

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17th March 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/03/02.

You requested the following information:

In regard to the use of NHS Pathways please provide the following information:

a. Percentage of calls where audit is carried out on the actions of the Call Handler?

1% of calls are audited.

b. Percentage of calls where audit is carried out by response category - Red 1, Red 2, Green, to determine whether the category given was correct and the percentage where the category was not found to be correct?

1% as we do not differentiate between categories.

c. The number of serious or untoward incidents related to the handling and triage of emergency calls using NHS Pathways over the last 12 months?

We are unable to provide these numbers.

Our system matches the categorisations utilised on the national system for reporting Serious Incidents. As such, incidents involving or including call handling and triage may be captured in multiple categories dependent on the area and type of potential concerns. There is no individual search option to extract these incidents specifically from within these categories and so it would not be possible to confirm accurate numbers.

d. The average length of time of triage using NHS Pathways?

This is 6 minutes, with 2 minutes post call for notes completion.

e. The percentage of emergency calls classified Red 1 and 2 using NHS Pathways and over the last 12 months compared to the percentage split of RED 1 and Red 2 categorisations using AMPDS over a 12 month period?

We cannot provide AMPDS data as we are not an AMPDS site and the systems are very different from 4 years ago.

f. Do you add supplementary questions to assist in obtaining an accurate call categorisation?

No.

g. Do you dispatch a response prior to call categorisation completion?

Where sufficient information allows, i.e. if Chest pain, fitting, stroke we would dispatch a response prior to call categorisation completion.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email:complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator

South East Coast Ambulance Service NHS Foundation Trust