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17th April 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/03/20.

You requested the following information:

**Since the 8th April 2013,**

**a) How many instances have ambulances attended 'call-outs' to somewhere in Thanet?  
Please give the location of same.**

The following information has been broken down into two financial years; the first is from 8<sup>th</sup> April 2013 to 31<sup>st</sup> March 2014 and then 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015. Please see the table below which shows this information:

Financial Year	Number of responses to Thanet area
08/04/2013- 31/03/2014	24,882
01/04/2014-31/03/2015	26,304

Due to the large numbers involved we are unable to provide the locations within the Thanet area.

**b) How many of these were dealt with at the scene?**

Please see the table below which shows this number of incidents where the patient was not transported to hospital.

Financial Year	Incidents dealt with at scene
08/04/2013- 31/03/2014	8,313
01/04/2014-31/03/2015	9,535

**c) How many were taken to the William Harvey Hospital at Ashford?**

Financial Year	Incidents where patient taken to William Harvey Hospital, Ashford
08/04/2013- 31/03/2014	334
01/04/2014-31/03/2015	559

**d) How many were taken to the Queen Elizabeth the Queen Mother Hospital?**

Financial Year	Incidents where patient taken to Queen Elizabeth, The Queen Mother Hospital
08/04/2013- 31/03/2014	15,090
01/04/2014-31/03/2015	15,348

**e) How many were taken elsewhere? - To where?**

Financial year 08/04/2013 – 31/03/2014	
Hospital	Incidents where patient taken elsewhere
Kent & Canterbury	428
Kings College Hospital, London	106
St Martins Hospital, Canterbury	65
St Thomas' Hospital (inc Evelina Childrens Hospital)	69

Financial year 01/04/2014 – 31/03/2015	
Hospital	Incidents where patient taken elsewhere
Kent & Canterbury	365
Kings College Hospital, London	75
St Martins Hospital, Canterbury	89
St Thomas' Hospital (inc Evelina Childrens Hospital)	75

During the above periods patients have been transported to other hospitals but these numbers are very low and have therefore not been included in the tables above.

**Also, if possible, who decides where the casualty should be taken?**

The ambulance crew decide which hospital the patient is taken to; this is mostly based upon which hospital with an A&E department is closest to where we attend the patient. There are exceptions, for example, FAST test positive (stroke) patients, trauma patients and patients requiring specialist

cardiac treatment. These patients will be taken to the nearest specialist centre for their condition based upon agreed pathways.

In addition not all hospitals have full A&E departments. In such cases there is agreed acceptance criteria for ambulance staff to follow.

On occasion ambulance staff may decide to take a patient to a hospital slightly further away, if their clinical condition allows, should there be an appropriate reason to do so, such as specialist clinical treatment previously/currently received at that hospital.

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](mailto: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