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8th September 2015

Email:

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/08/13.

You requested the following information:

Please could you provide me with:

a) The MPDS codes deemed suitable to mobilise community first responders to if MPDS is used to triage 999 calls.

South East Coast Ambulance Service NHS Foundation Trust does not use MPDS to triage 999 calls.

b) The codes generated by NHS pathways deemed suitable to mobilise community first responders to if pathways is used to triage 999 calls.

We use NHS Pathways to triage our 999 calls. Community First Responders (CFRs) can respond to Red 1, Red 2 and Green 2 calls but are not allowed to attend road traffic collisions, gynae, major incidents, mental health issues or any incidents where their safety may be at risk. Ambulance crews always attend calls to which CFRs are assigned.

c) What response these codes generate i.e. red1, red2, green1, green2, green3 or green4.

d) Also the description of what each code means.

Callers are asked a series of questions after dialling 999. Emergency calls are triaged in this way by Emergency Medical Advisors (EMAs) using a software system called NHS Pathways. This system is owned by the Department of Health and is continually developed to recognise best practice. It aims to establish more about the nature of the problem that we are being asked to respond to so that telephone advice can be given where needed and, if an ambulance is assigned, information about the patient's condition can be passed to the crew. Whilst doing this it also seeks to ensure a safe, consistent, triage for 999 emergency calls received by our service which is based on clinical evidence and established practice taken from around the country.

By asking several questions the system establishes a Pathway and appropriate disposition according to the patient's condition.

The information given by the caller to these questions enables us to determine which calls are more likely to be life-threatening and to prioritise our response accordingly as well as to provide advice whilst we respond.

This can include cardio-pulmonary resuscitation (CPR) for cardiac arrests, haemorrhage control and even delivery instructions for advanced pregnancy cases. The triage process is necessary because we have a range of 999 calls from the most serious and immediately life-threatening to some less acute conditions which do not require an emergency 999 response. The priorities given to calls are selected by the system from the following options, which are known as 'dispositions.'

- Red – 8 minute response time (Red 1 – Life Threatening conditions, Red 2 -Serious, but not the most life threatening
- Green 2 - 30 minute response time
- Green 4- one hour response time
- Make own way to emergency department within a specified timescale of between 1-4 hours
- See/speak to GP within a specified timescale of between 1 hour to 3 days
- Home treatment

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