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East Sussex
BN7 2XW

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Email: foi@secamb.nhs.uk

27th October 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/09/06.

You requested the following information:

1. Please provide the A19 performance between:

1st April 2012 – 31st March 2013
1st April 2013 – 31st March 2014
1st April 2014 - 31st March 2015

And monthly from January 2015 – September 2015.

Please can you use the template below:

Trustwide A19 Performance

For information on our A19 performance please click on the following link:

<http://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

and then click on the 'Download Amb CQI. Dashboard' under the Dashboard heading.

This website shows information up to July 2015 and figures for August and September will be available on the same website in due course.

2. Please provide the percentage conveyance rate for red 1 and red 2 calls, separately for each call type. Please also provide the actual numbers of red 1 and red 2 calls where patients were conveyed, for the following time periods, as well as the total calls in each category for each defined area:

1st April 2012 – 31st March 2013
1st April 2013 – 31st March 2014
1st April 2014 - 31st March 2015
And monthly from January 2015 – September 2015.

‘Conveyance rates’ means the percentage of patients transported within each call category.

For example: If there were 500 red 2 calls in June 2014 Trustwide, and out of these calls 250 patients were transported, this would be shown as a 50% conveyance rate.

Please see the attached spreadsheet.

3. Please provide the *percentage and actual number of red 1 and red 2 calls that resulted in conveyance of patients in an RRV, those conveyed in an Ambulance for the following time periods:

1st April 2012 – 31st March 2013
1st April 2013 – 31st March 2014
1st April 2014 - 31st March 2015
And monthly from January 2015 – September 2015.

*** ‘Percentage’ means the percentage of calls conveyed within each defined area. For example: if there were 10 red 1 calls, and if 8 these calls required conveyance of patients in an Ambulance, and 2 of them did not require conveyance, the percentage would be 80% under red 1 Ambulance conveyance, 0% in the RRV conveyance, and 20% non conveyed.**

Please see the attached spreadsheet.

4. Please provide:

the number of red 1 calls where an RRV was the first frontline emergency vehicle arriving onscene;

the number of red 1 calls where an Ambulance was the first frontline emergency vehicle arriving onscene;

the number of red 2 calls where an RRV was the first frontline emergency vehicle arriving onscene;

the number of red 2 calls where an Ambulance was the first frontline emergency vehicle arriving onscene;

for the following timescales:

1st April 2012 – 31st March 2013
1st April 2013 – 31st March 2014
1st April 2014 - 31st March 2015
And monthly from January 2015 – September 2015.

- **Between 0 – 8 mins from the initial call**
- **Between 8 - 19 mins from the initial call**
- **Between 19 – 30 mins from the initial call**
- **Between 30 – 60 mins from the initial call**
- **Between 60 – 90 mins from the initial call**
- **Over 90 mins from the initial call**

Notes:

Please exclude first responders etc who are first onscene, and ONLY count RRVs and frontline emergency Ambulances in your figures.

Please see the attached spreadsheet.

5. Please provide the number of Red 1 calls where an RRV was the first frontline emergency vehicle arriving onscene, followed by an Ambulance, where the Ambulance arrived onscene:

- **Between 0 – 8 mins from the initial call**
- **Between 8 - 19 mins from the initial call**
- **Between 19 - 30 mins from the initial call**
- **Between 30 – 60 mins from the initial call**
- **Between 60- 90 mins from the initial call**
- **Between 90 – 120 mins from the initial call**
- **Over 120 mins from the initial call**

Between:

1st April 2012 – 31st March 2013
1st April 2013 – 31st March 2014
1st April 2014 - 31st March 2015

And monthly from January 2015 – September 2015.

Please exclude first responders etc who are first onscene, and ONLY count RRVs and frontline emergency Ambulances in your figures.

Please see the attached spreadsheet.

Please see the attached spreadsheet which shows the requested information. These figures represent the number of incidents where a Single Response Vehicle (SRV) manned by a paramedic was first on scene and shows the length of time elapsed from when the SRV arrived to when the Double Crewed Ambulance (DCA) arrived. To put this information into context please see below a

table showing the number of emergency responses made by all SECamb vehicles over the last four financial years.

Financial Year	Emergency calls received	Emergency responses made
2011/2012	683,302	590,106
2012/2013	759,337	610,905
2013/2014	836,804	648,807
2014/2015	904,598	688,581

While any delay in an ambulance attending an emergency is unfortunate in some cases demand can out strip resources that may be available or back up is being managed specifically to meet the needs of the patient.

In a growing number of cases where specialist paramedics, such as paramedic practitioners, are attending emergencies, often responding in single response vehicles, they are now equipped to refer patients on to other healthcare professionals or services without the patient needlessly attending A&E. In such cases a PP may request backup but in a managed way i.e. request that an ambulance attend to transport a patient within a certain time frame which may be longer than two hours if the paramedic deems it appropriate. These cases will be included in the data provided. In all cases a paramedic or paramedic practitioner is with the patient on scene at all times whilst awaiting the back up of a double crewed ambulance.

6. Please provide the number of Red 2 calls where an RRV was the first frontline emergency vehicle arriving onscene, followed by an Ambulance, where the Ambulance arrived onscene:

- Between 0 – 8 mins from the initial call
- Between 8 - 19 mins from the initial call
- Between 19 - 30 mins from the initial call
- Between 30 – 60 mins from the initial call
- Between 60- 90 mins from the initial call
- Between 90 – 120 mins from the initial call
- Over 120 mins from the initial call

Between:

1st April 2012 – 31st March 2013

1st April 2013 – 31st March 2014

1st April 2014 - 31st March 2015

And monthly from January 2015 – September 2015.

Please exclude first responders etc who are first on scene, and ONLY count RRVs and frontline emergency ambulance s in your figures.

Please see the attached spreadsheet.

7. Please can you provide the number of all upheld complaints where there was a delay getting an *Ambulance to the patient from:

1st April – 31st March 2012

1st April – 31st March 2013

1st April – 31st March 2014

1st April 2015 – to most up-to-date (please specify end date)

***getting an Ambulance to the patient – ie this relates to getting a vehicle that was able to transport that particular patient. If this is data is not available, please provide details of all upheld complaints where there was a delay.**

Our complaints about A&E delays are logged under the single subject 'timeliness – A&E' and, without going through each of them individually, we would not be able to separate out those complaints about the single responder arriving when perhaps the patient didn't travel, or whether the complaint was about the initial response or the response that subsequently conveyed them. The numbers below therefore relate to all upheld or partly upheld formal complaints about A&E timeliness received during the financial years mentioned, up to and including those received on 16th September 2015.

Financial Year	Number of upheld or partly upheld complaints received relating to A & E timeliness	Number of compliments received by our staff
2011/2012	27	1,180
2012/2013	32	1,330
2013/2014	22	1,517
2014/2015	38	1,844
01/04/2015-16/09/15	13	1,145
Total	132	7,016

Please see the table below which shows the number of emergency responses made during this period.

Financial year	Number of emergency responses made
2011/2012	590,106
2012/2013	610,905
2013/2014	648,807
2014/2015	688,581
01/04/2015- 16/09/2015	314,702
TOTAL	2,853,101

8. Please provide details of the actual numbers of Paramedics that left your Trust since 1st April 2013. Please also provide details of any exit interviews/surveys giving the number of Paramedics citing the various reasons for leaving. Please can you provide all the themes and state the percentage of total Paramedics leaving who took part in providing this information.

Please see the table below which shows the numbers of paramedics who have left out Trust between 1st April 2013 and 31st August 2015 together with information on the destination on leaving for these members of staff.

During the same period of time a total of 426 paramedics began working for our Trust.

Destination	Headcount
Abroad - EU Country	1
Abroad - Non EU Country	5
Education /Training	1
Education Sector	2
NHS Organisation	52
No Employment	1
Other Private Sector	3
Private Health/Social Care	3
Self Employed	1
Undefined	125
Total	194

Please see the table below which shows the reason for leaving for these staff members.

Leaving reason	Headcount
Dismissal	13
Retirement Age	22
Voluntary Resignation - Better Reward Package	1
Voluntary Resignation - Health	4
Voluntary Resignation - Incompatible Working Relationships	2
Voluntary Resignation - Lack of Opportunities	3
Voluntary Resignation - Other/Not Known	58
Voluntary Resignation - Relocation	47
Voluntary Resignation - To undertake further education or training	3
Voluntary Resignation - Work Life Balance	18
Voluntary Early Retirement	23
Total	194

The details on the report generated to provide the above information would have originated from the termination form, which is completed by the member of staff's manager. There is no obligation to provide reason or destination on these forms.

9. Please can you state when you start the clock on the A19 target. For example, On call connect?

When it becomes clear during the call that the patient will need to be transported?

When the first resource on scene requests transport?

Do you use the same standard for each call where the A19 is relevant, or vary how the clock starts between calls?

If there is a variation, please specify how this is chosen.

On call connect, the clock on the A19 target is started upon receipt of the Red 1 call.

With regards to the Red 19 clock start, it is the same clock start as R1<8 and R2<8 as we are not able to record time transport requested.

I hope you find this information helpful and I must apologise for the delay in providing a full response.

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