



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999
Email: foi@secamb.nhs.uk

3rd November 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/10/06.

You requested the following information:

Please would you tell me:

1. The top 10 residential properties from which you have received the most calls in the calendar years 2013, 2014 and 2015 to date (7th October 2015, or whichever date is closest if this is unavailable)

Please detail:

a) the number of calls

b) the first half of the postcode (e.g. M4, NE20)

I am not interested in any further location data so as not to compromise personal data.

Please make sure the numbers of calls relate to individual residential addresses (i.e. not just all from a full postcode because that could refer to 20 or 30 separate homes), bearing in mind that I am only interested in the first half of the postcode.

Please see attached our spreadsheet shows the list of the top 10 highest number of calls received in to our Emergency Operations Centres and the areas the calls were received from broken down in to the first four digits of the postcode. All of the information within the spreadsheet relates to calls from residential addresses and does not include care/ nursing homes or any public places. It should be noted that not all of these calls would have required a response.

In addition to the significant contribution by our clinicians in the Emergency Operations Centres, the Trust is actively involved at a national and regional level in establishing a consistent approach to managing high volume callers and ensuring that the manner in which we support these often vulnerable people meets their individual needs without having an impact on the wider service.

Our approach to providing care to frequent callers involves a whole-system approach and includes GPs, community services and commissioners, which we support with the use of special notes and systems such as IBIS (Intelligence Based Information System), which has been developed and is managed by the South East Coast Ambulance Service NHS Foundation Trust.

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