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East Sussex  
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12th January 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/01/01.

You requested the following information:

**1) What are the categories (codings, terms or themes) of complaints you received about your emergency and unscheduled care ambulance service ( so no routine patient transport service) in the calendar year 2014-2015 i.e.when you receive a complaint what category does it fit into (timeliness, staff behaviour, patient harm)?**

Please see attached document which lists the subjects used to categorise complaints. Under each subject heading is a list of sub-subjects which are used to provide a deeper analysis of the issues raised.

**2) Following on from request 1) (what are these categories), how many complaints fit into each category for the calendar year 2014-2015 for your emergency and unscheduled care ambulance service (so no routine patient transport service)?**

Please see the table below which shows this information:

**A&E Complaints received Jan-Dec 2015 by sub-subject**

Communication issues	4
Staff conduct / attitude	103
Breach of confidentiality	3
Crew diagnosis	12
Delayed referral	1
Standard of driving	12

Administration error	1
Information governance issue	1
Patient injury	7
Miscellaneous	2
Made to walk	1
Not transported to hospital	22
Pathways	36
Siren noise	1
Skill mix of crews	1
Timeliness - A&E	31
Inappropriate treatment	30
Totals:	268

**3) How many complaints did your ambulance service receive for the emergency and unscheduled arm (so no routine patient transport service), in the calendar year 2014-15?**

South East Coast Ambulance NHS Foundation Trust received 268 formal complaints about our A & E service and our Emergency Operations Centres during the year from January 2015 to December 2015.

**4) By what methods did you receive complaints about your emergency and unscheduled care ambulance service (so no routine patient transport service) in the calendar year 2014-2015 i.e. letter, email, phone, online?**

Please see the attached document.

**5) Following on from request 4, how many complaints were received from each method for your emergency and unscheduled care ambulance service (so no routine patient transport service) in the calendar year 2014-2015?**

Please see the attached document.

**If you are unable to split the complaints from emergency and unscheduled care and normal routine patient transport, then I will have the figures for both, but please be clear with this in your reply.**

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

