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Lewes  
East Sussex  
BN7 2XW

[foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

5<sup>th</sup> August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/07/23.

You requested the following information:

**1. How does the NHS/ SECAM define a regular caller and how is this information recorded?**

The overwhelming majority of Individuals or organisations who access the 999 or 111 system that the South East Coast Ambulance Service NHS Foundation Trust (SECAMB) provide do so with legitimate healthcare requirements.

The identification and management of those who access emergency and urgent healthcare at an abnormally high level, could lead to the identification of individuals who are at risk, vulnerable or have an unmet health or social care need.

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 SECAMB.

The Trust uses the following definition of a Frequent Caller to the Service – “A Frequent Caller is defined by the Ambulance Service Frequent Caller National Network (FreCaNN) as someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more emergency calls related to individual episodes of care in 3 months from a private dwelling.

**2. How is this information shared with other emergency services if it is?**

The Trust receives requests for access to health records from various parties, this includes patients; their relatives; solicitors pursuing civil claims; solicitors defending criminal prosecutions; the police; coroners; and insurance companies acting on behalf of patients. A request for such information under the Act is known as a Data Subject Access Request (SAR). We would only share information on a case by case basis and the police complete a SAR form together with a DPA (Data Protection Act) form which is dealt with by our investigations co-ordinators.

### **3. How does this information affect the recruitment process for SECAM?**

To safeguard the needs of the Trust and our patients, and to comply with legislation and NHSLA requirements, the Trust will carry out appropriate employment checks as part of the recruitment process regulated by NHS Employment Check standards. Offers of employment are made on the condition that these checks are received in full and completed to the satisfaction of the Trust.

In addition to this process, any information held internally or externally (other bodies or organisations) considered to be relevant to an application, should be made known to the Trust. Following an internal assessment, should the outcome of this information or any other relevant checks not be to the Trust's satisfaction, the Trust reserves the right to rescind an application or withdraw an offer of employment.

In the instance where an applicant is identified as a frequent caller, the application will be reviewed on a case by case basis. Following the review, should the individual not be deemed to exhibit the values of the Trust or not be to the Trust's satisfaction, the Trust reserve the right to rescind an application or withdraw an offer of employment.

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