



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

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

22nd September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/29.

You requested the following information:

**Under the Freedom of Information Act I am making a request for information regarding the top 10 most frequent 999 callers to SECamb.**

**For each I would like to know, for the most recent financial or calendar year, how many calls each made, the number of hours spent dealing with each call, how many of them resulted in hospital visits and the general geographic area they were made from (town/city).**

The overwhelming majority of Individuals or organisations who access the 999 or 111 systems 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.

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.

The Trust has shown significant success of the strategies we have employed to manage the complex needs of a relatively small pool of frequent callers with a significant reduction in call volume in comparison to the previous financial year.

These strategies include making effective use of the clinical supervisors in the Emergency Operations Centres, skilled paramedics and nurses specialising in the management of a wide range of conditions which do not necessarily require an emergency ambulance response who are able to assess and plan the care of individuals, providing appropriate referral to the patient's own GP for example.

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 ensuring a consistent approach to managing frequent 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 SECamb.

Please find information below detailing how many calls had been made to our service in the financial year 2015/ 2016 .This information also details how many of those calls resulted in a conveyance to hospital.

<b>Source address</b>	<b>Number of calls</b>	<b>Number of conveyances</b>
Maidstone, Kent	595	5
Hove, East Sussex	521	14
Tonbridge, Kent	467	2
Swanscombe, Kent	446	13
Caterham, Surrey	416	5
Brighton, East Sussex	289	102
Polegate, East Sussex	274	9
Hove, East Sussex	225	123
Dover, Kent	218	70
Gravesend,Kent	217	35

Unfortunately we are not currently able to provide information on the number of hours spent dealing with each call.

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