



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

20th October 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/09/30.

You requested the following information:

I want to find out how many incidents requiring investigation there have been following contact with any part of the ambulance service in the last five years? Investigations at levels 1,2 and 3 should be included. Could you give me a breakdown by year and also whether the contact under investigation was after a NHS ambulance service was engaged or after a private provider was engaged please?

We are unable to provide information relating to whether a Private Ambulance Provider was involved in Serious Incidents prior to 2013/2014 as a different reporting database was used at that time. However we can provide this information for the financial years from 2013/2014 to 2015/2016. Please see the requested information listed below:

The total number of Serious Incidents reported during the last five financial years is 207.

2011/12

(1st April 2011 – 31st March 2012)

Number of Serious Incidents reported: 22

Number of these Private Ambulance Provider related: Unknown

2012/13

(1st April 2012 – 31st March 2013)

Number of Serious Incidents reported: 31

Number of these Private Ambulance Provider related: Unknown

2013/14

(1st April 2013 – 31st March 2014)

Number of Serious Incidents reported: 44
Number of these Private Ambulance Provider related: 3

2014/15

(1st April 2014 – 31st March 2015)
Number of Serious Incidents reported: 54
Number of these Private Ambulance Provider related: 5

2015/16

(1st April 2015 – 31st March 2016)
Number of Serious Incidents reported: 56
Number of these Private Ambulance Provider related: 2

The figures above include Serious Incidents relating to A & E (999), Patient Transport Services and with effect from March 2013 NHS 111.

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