



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

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

7th November 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/10/17.

You requested the following information:

**1. I wish to know how many times the ambulance service were called out to treat patients suffering from suspected mental health disorders for the financial years 2005-2006 up to 2015/2016 .**

Please see the table below which shows information from 2006/07 up to 2015/2016. We do not hold accurate information for 2005/2006. During 2011/2012 NHS Pathways was introduced into to our Emergency Operations Centres which was a different procedure for triaging 999 calls hence the significant increase in numbers. The figures for this period onwards have been identified using a problem nature of 'mental health' or 'mental health issues'. However I must make you aware that this is based on the information provided by the caller during the 999 call and this may be different to what the ambulance crews find when they reach the patient. The figures prior to 2011/2012 were identified using the Medical Priority Dispatch System and the problem nature of psychiatric/ abnormal behaviour / suicide attempt as there was no category for mental health then as indicated by \* in the table below.

| Financial Year | Emergency Responses | Mental Health/<br>Psychiatric responses* |
|----------------|---------------------|--|
| 2006/2007      | 466,062             | 6,941*                                   |
| 2007/2008      | 490,994             | 7,624*                                   |
| 2008/2009      | 528,585             | 8,576*                                   |
| 2009/2010      | 561,126             | 9,520*                                   |
| 2010/2011      | 580,600             | 9,686*                                   |
| 2011/2012      | 590,106             | 8015*                                    |
| 2012/2013      | 610,905             | 16,251                                   |
| 2013/2014      | 648,807             | 16,605                                   |
| 2014/2015      | 688,581             | 17,968                                   |
| 2015/2016      | 710,227             | 20,445                                   |

**2. In addition, if you have the figures, could you include a break-down of the reasons for the call-out? (For example, treatment for a suicide attempt, self-harm or psychotic episode)**

Unfortunately I have to advise you that due to the large numbers involved it would take far in excess of the 18 hour limit to locate this information, therefore the exemption contained within s12 of the FOIA applies. To identify and provide this information would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

**3. If any research has been done into this, could you let me know how much, on average, you think a call out to treat someone with mental health disorders costs the trust. If this information is unattainable in the time frame please respond to my request by answering just questions one and two.**

We do not hold this information.

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