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5th April 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/03/15.

You requested the following information:

**How many times has South East Coast Ambulance Service been called out to incidents involving people with dementia between 10<sup>th</sup> March 2016 and 10<sup>th</sup> March 2017? Can you break the incidents down into the type of incident, such as falls?**

Unfortunately, we are unable to provide a response to your questions.

As an ambulance service we record clinical information relating to patients which is determined by call takers during triage of the 999 calls. The triage of the calls involves the patient answering a series of questions and then the problem nature is identified. This may be different to the situation the crew are presented with when they arrive at the location of the patient.

We do not categorise calls as 'dementia' related therefore we are unable to provide you with any information relating to falls or other incidents in relation to this condition.

More often than not we will receive calls requesting an ambulance for another reason e.g. Patient has fallen and the caller will mention during the call that the patient has dementia or Alzheimer's this is just noted either in the incident or if it is offered early in the call this will be placed in the problem text. Alternatively, someone could call for a patient who is ill or had a fall and not even mention that they have Dementia. Therefore, as previously advised we are unable to provide accurate information on this subject.

I am sorry that I cannot be more helpful on this occasion.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

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

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust