



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 1st December 2017

Email:foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/08/07.

You requested the following information, please also see our response below:

I would be grateful if you could provide me with the information below around you EOC Clinical Team for June and July 2017.

| AVERAGE DAILY | Weekday | Weekend | Total |
|---|---|---------|-------|
| Trust Total Calls <i>That are responded to daily</i> | 13328 | 14958 | 13793 |
| Total Calls <i>That go through the clinical function in EOC daily</i> | 1487 | 1742 | 1560 |
| Total Triages Completed* | 4043 | 4469 | 4165 |
| AQI Hear & Treat (H&T) percentage | 5.79% | 6.81% | 6.08% |
| AQI H&T Total <i>Number of calls that have been H&T</i> | 99 | 112 | 103 |
| What calls are included in the AQI H&T Percentage <i>The call types that are included, i.e. 999, 111, duplicate, cancelled, HCP, Call Handler H&T, No Send etc..</i> | AQI v1.6 guidance SQU03_10a: Hear and Treat 10.2 SQU03_10_1_1: Number of emergency calls that have been resolved by providing telephone advice: Number of successfully completed emergency calls that have been resolved (that is, where advice | | |

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| | <p>has been given with any appropriate action agreed with the patient), with no face-to-face resource, by</p> <ul style="list-style-type: none"> • a designated HCP accountable to the Trust providing telephone advice only, or; • calls dealt with by an HCP accountable to the Trust, or; • call dealt with through decisions supported by clinical decision support software, or; • calls passed to another organisation working with the Trust through an agreed contract or Service Level Agreement, or Directory of Services. <p>10.3 Include emergency incidents resolved by one of the above options where a vehicle is dispatched but stood down before arrival, and not with a stop code of:</p> <ul style="list-style-type: none"> • Duplicate; • Cancelled; • Abandoned; or • Information only (no clinical information). |
| <p>Of your AQI H&T, what percentage is Call handler Hear and Treat</p> <p><i>Calls that are closed off without an ambulance dispatch after talking to a call handler only when you are business as usual</i></p> | <p>Do not hold this data</p> |
| <p>What calls are in the dominator to work out the AQI H&T</p> <p><i>The call types that are included, i.e. 999, 111, HCP, Cancelled, Duplicates, Call Handler H&T, No Send,</i></p> | <p>AQI guidance v1.6 SQU03_10a: Hear and Treat Exclusions</p> <p>10.5 The following calls should be excluded from the numerator and denominator of this indicator:</p> <ul style="list-style-type: none"> • Calls where a face-to-face contact and likely transport has been pre-determined, from HCP calls, whether urgent or immediate (because no such calls can currently be re-triaged for an alternative outcome such as hear and treat); • Duplicate or multiple calls to an incident where a response has already been activated; |

| | | | |
|--|--|-------|-------|
| | <ul style="list-style-type: none"> • Hang-ups before coding is complete; • Caller not with patient and unable to give details; • Caller refuses to give details; • Hoax calls where response not activated; • Response cancelled before coding is complete (for example, patient recovers). <p>10.6 All calls that have been passed from NHS 111 as requiring an ambulance response either electronically or manually should not be included in this indicator.</p> <p>10.7 From 01 April 2007, all “urgent” calls have been prioritised and categorised in the same way as emergency calls. However, these “urgent” calls should not be included with data for emergency calls for this indicator.</p> | | |
| <p>Of your AQI H&T, what percentage is classed as No Send (if this is not the same as your call handler hear and treat)</p> <p><i>Calls that are closed off without an ambulance dispatch after talking to a call handler only</i></p> | N/A: = to the call handler H&T | | |
| <p>Non AQI H&T Total</p> <p>Number of calls that have been H&T that are not in the AQI standard</p> | <p>There are no calls that are classified as H&T outside of the AQIs. Any other type of call that doesn't receive a response and isn't included within the AQI will be a duplicate call, information call etc</p> | | |
| <p>What calls are included in the Non AQI H&T Percentage</p> <p><i>The call types that are included, i.e. 999, 111, duplicate, cancelled, HCP etc..</i></p> | <p>There are no calls that are classified as H&T outside of the AQIs. Any other type of call that doesn't receive a response and isn't included within the AQI will be a duplicate call, information call etc</p> | | |
| <p>What calls are in the dominator to work out the Non AQI H&T</p> <p><i>The call types that are included, i.e. 999, 111, HCP, Cancelled, Duplicates, Call Handler H&T, No Send,</i></p> | <p>There are no calls that are classified as H&T outside of the AQIs. Any other type of call that doesn't receive a response and isn't included within the AQI will be a duplicate call, information call etc</p> | | |
| Of all the calls triaged, what percentage are classed as H&T | 2.45% | 2.51% | 2.47% |

| | | | | | | | | | | | |
|---|---|----------|----------|--|-----|-------------------------------|------|---------------------------------|------|-------|-------|
| What is the clinician average Call duration <i>The amount of time the call takes to deal with - from start to finish including referrals</i> | Do not hold this data | | | | | | | | | | |
| What is the average Triage duration <i>The amount of time the clinician is physically on the phone triaging each patient</i> | Do not hold this data | | | | | | | | | | |
| What is the average SHIFT SUMMARY per clinician per shift | Do not hold this data | | | | | | | | | | |
| Total time on calls | 00:05:51 | 00:05:10 | 00:05:39 | | | | | | | | |
| Total calls triaged | 4043 | 4469 | 4165 | | | | | | | | |
| Total time on referrals | Do not hold this data | | | | | | | | | | |
| Triage time - call duration | 00:06:21 | 00:06:27 | 00:06:22 | | | | | | | | |
| How many hours per day are core Clinician Hours for H&T | | | | | | | | | | | |
| What do these hours consist of in numbers, including Clinical Managers | | | | | | | | | | | |
| How many whole time equivalent staff do you have in your Trust EOC Clinical Team and what band are they | <div>Figures as of 14th November 2017</div> <table><tr><td></td><td>FTE</td></tr><tr><td>Clinical Supervisors (Band 6)</td><td>8.84</td></tr><tr><td>Paramedic Practitioner (Band 6)</td><td>6.34</td></tr><tr><td>Total</td><td>15.18</td></tr></table> | | | | FTE | Clinical Supervisors (Band 6) | 8.84 | Paramedic Practitioner (Band 6) | 6.34 | Total | 15.18 |
| | FTE | | | | | | | | | | |
| Clinical Supervisors (Band 6) | 8.84 | | | | | | | | | | |
| Paramedic Practitioner (Band 6) | 6.34 | | | | | | | | | | |
| Total | 15.18 | | | | | | | | | | |
| What is your current AQI H&T percentage | 5.85% | | | | | | | | | | |
| Do your clinicians have any admin support | No | | | | | | | | | | |

*Please note not all dispositions indicate a full triage, however it indicates that a triage was initiated

I hope you find this information of some assistance.

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

Yours sincerely

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