



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

Date 15th January 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/08/40.

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

1 Please tell me how many patients waited more than a) 15 minutes b) half an hour c) 45 minutes d) one hour for an ambulance following a red (immediately life threatening) call in 2016/17

- a) 54130 patients waited more than 15 minutes
- b) 6435 patients waited more than 30 minutes
- c) 1692 patients waited more than 45 minutes
- d) 909 patients waited more than 1 hour

Statistics above were during timeframe 1st April 2016 – 31st March 2017

Please note the total number of Red calls we had during this period was 324109

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

2 Please tell me how many patients waited more than a) one hour b) two hours c) three hours d) four hours for an ambulance following a green (not immediately life threatening) call in 2016/17

- a) 49540 patients waited more than 1 hour
- b) 13829 patients waited more than 2 hours
- c) 5899 patients waited more than 3 hours
- d) 2973 patients waited more than 4 hours

Statistics above were during timeframe 1st April 2016 – 31st March 2017

Please note the total number of Green calls we had during this period was 407558

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

3 For 2016/17, please provide a breakdown of patients who waited more than four hours for an ambulance following a green call. For each patient, please tell me a) the gender of the patient b) the age of the patient (or a rough age, e.g. in their 40s) c) the nature of the emergency, e.g. broken leg d) the exact response time

Please see tables below:

Problem Nature	Count
999 HCP	602
NHS 111	289
Bleeding	34
Generally Unwell	30
Trauma	246
Minor Ailment/Injury	15
PP Referral 4	14
Assault	1
PP Referral 2	6
NEONATAL TRANSFER	7
Mental Health Issues	20
NHS 111 (Manual Entry)	66
Social/Domestic Issues	8
Back Pain	8
HCP Admission 120 minutes	150
HCP Admission 240 minutes	46
Transport Request (Crew)	65
Falls <12ft	22
Humanitarian Assistance	10
Limb/Pain Injury	18
Stroke/Neurological	4
Chest Pain/Cardiac Prob	2
Breathing/ENT Problems	2
Routine Journey	3
HCP Admission 60 minutes	10
Clinical	1
PP 60 referral	2
Overdose/Ingestion - Accidental	1
Abdominal/Flank Pain	15
Medical	128
Assault/Domestic	2

Fall Injuries Unknown	12
HCP	752
Fall Non-injury	140
Social	30
Medical Minor	78
PP Referral	22
PP Emergency Visit	3
Breathing Problems	13
Suicide	2
Chest/Upper back pain/Cardiac	9
Concern for Welfare	15
Mental Health	38
Back Pain - Lower	18
Section 136	1
Diabetic Probs	2
Fitting	5
Burns	1
HCP Admission 60 minutes	1
Maternity	1
Headache	1
Unco - Normal Breathing	1
Alcohol Related	1

Time	Count
4 - 5 Hours	1384
5 -6 Hours	750
6 - 7 Hours	392
7 - 8 Hours	224
8 - 9 Hours	113
9 - 10 Hours	46
10 - 11 Hours	30
11 - 12 Hours	16
12 - 13 Hours	8
13 - 14 Hours	3
14 - 15 Hours	3
15 - 16 Hours	3
16 - 17 Hours	1

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

We are unable to provide any details regarding the patient as this is exempt under Section 40 (2) – Data Protection

4 For 2016/17, please provide a breakdown of patients who waited more than one hour for an ambulance following a red call. For each patient, please tell me a) the gender of the patient b) the age of the patient (or a rough age, e.g. in their 40s) c) the nature of the emergency, e.g. broken leg d) the exact response time

Please see tables below:

Problem Nature	Count
Chest Pain/Cardiac Prob	32
Stroke/Neurological	30
999 HCP	112
Breathing/ENT Problems	8
PP Referral 2	27
Generally Unwell	26
Falls <12ft	10
Abdominal/Flank Pain	11
Routine Journey	7
NHS 111	64
Mental Health Issues	7
NHS 111 (Manual Entry)	67
RTC - Moderate/Major Injury	2
Unconscious/Faint	10
Back Pain	1
Limb/Pain Injury	3
HCP Admission 120 minutes	23
HCP Admission 240 minutes	10
HCP Admission 60 minutes	3
PP Referral 4	10
Trauma	55
Maternity Issues	3
Transport Request (Crew)	45
RTC - No/Minor Injury	1
NEONATAL TRANSFER	5
Alcohol Intoxication/Related	2
Minor Ailment/Injury	5
Humanitarian Assistance	8
Bleeding	16
Clinical	2
Emergency Rule	6
Fitting	9
Community Paramedic Referral	3
Assault	1
Social/Domestic Issues	3

Fall Assistance Only	1
Diabetic Probs	4
PP 60 referral	1
PP Emergency Visit	2
Chest/Upper back pain/Cardiac	46
HCP	45
Medical	77
PP Referral	21
Medical Minor	30
Fall Non-injury	10
Social	1
Concern for Welfare	6
Mental Health	10
Running Call	2
Breathing Problems	13
Back Pain - Lower	1
Death unexpected all ages	4
1-Unco - Abnormal Breathing	1
1-Cardiac/Respiratory Arrest	1
Unco - Normal Breathing	2
Fall Injuries Unknown	1
Headache	1
Maternity	1
RTC	1

Time	Count
1 - 2 Hours	652
2 - 3 Hours	136
3 - 4 Hours	57
4 - 5 Hours	28
5 -6 Hours	19
6 - 7 Hours	9
7 - 8 Hours	4
8 - 9 Hours	1
9 - 10 Hours	1
10 - 11 Hours	0
11 - 12 Hours	0
12 - 13 Hours	0
13 - 14 Hours	2

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

Please note that it is common for incidents to start at a lower priority. However due to the length of response delay, these incidents can often be upgraded to a higher priority to ensure a quicker

response to the patient. Due to the reporting requirements, these incidents are reported against the higher priority and not the original priority given.

We are unable to provide any details regarding the patient as this is exempt under Section 40 (2) – Data Protection

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