



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

Date 27th November 2017

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/17/10/10.

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

You clarified the timeframe for this request was for 2015-2016 and 2016-2017

Are response targets being met for each category?

Currently SECAMB is not meeting the targets for each category, a problem being experienced nationally.

The response targets can be found on the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/>

Are there enough vehicles and staff to meet high volume calls?

After making planned efficiency savings, the funding provided to the Trust in the current financial year is sufficient to deliver the level of service commissioned by our commissioners and deliver the financial targets agreed with the Regulator, NHS Improvement

Are patients and local residents satisfied with the service? (complaints and concerns) is there an overall satisfaction rate?

There is no national ambulance service survey as there is with hospitals and other kinds of NHS trusts. However, most services do undertake ad hoc surveys, and our last 999 patient survey, which surveyed 2,400 people across our catchment area, was carried out in March 2016.

When stating their 'overall satisfaction' with the Trust, 85.85% of people were 'very satisfied' and 9.98% were 'satisfied', hence the overall satisfaction level was 95.84%.

Are performance targets currently being met within your ambulance trust?

This has been answered in the first question

Is it due to funding that some areas of the CQC Quality and Risk Profile are labelled 'inadequate' and 'requires improvement'?

The Trust has received the ratings indicated as a result of a degree of previous poor management grip and focus on certain aspects of its scope of operations. These areas are now being actively worked on by changing our approach to the challenge. We are now delivering significant

improvements in aspects that were considered inadequate during the May 2017 inspection. This has been achieved within the same funding envelope and our progress towards this change was acknowledged by the CQC at our recent stakeholder summit. There is however, further work to do and this is tracked in our public board papers.

**Does the funding provided for your ambulance trust stretch far enough?
(Including vehicles to meet response times and resources)**

After making planned efficiency savings, the funding provided to the Trust in the current financial year is sufficient to deliver the level of service commissioned by our commissioners and deliver the financial targets agreed with the Regulator, NHS Improvement

Are there sufficient numbers of paramedics within your ambulance trust?

We cannot answer this as this is opinion based. However, please see below the number of paramedics we have employed and the number of vacancies remaining

Date	FTE Establishment	FTE Vacancies
1st April 2016	710.70	93.30
1st April 2017	803.60	130.70

Are paramedics within your ambulance trust entitled to support groups and/or counselling?

Yes, we do offer our paramedics support groups and counselling. We use TRiM (Trauma Risk Management) and are also currently in the process of setting up a Wellbeing Hub that will pull all our support routes together and guide people to the relevant support group.

Is it common for paramedics within your ambulance trust to take sick days due to stress and mental health issues related to the job role?

For the period 1 April 2015 to 31 March 2016 2079.44 FTE days were lost to paramedics for sickness reason 'S10 Anxiety/stress/ depression/other psychiatric illnesses'

For the period 1 April 2016 to 31 March 2017 2113.01 FTE days were lost to paramedics for sickness reason 'S10 Anxiety/stress/ depression/other psychiatric illnesses'

Please note that we cannot determine whether sick days due to stress and mental health issues related directly to the job role.

Are paramedics within your ambulance trust under too much pressure?

We are unable to answer this as this is opinion and FOI requests are solely regarding fact

In the last 5 years how paramedics within your ambulance trust left or quit the job?

Please see table below which shows the number of paramedics that have ceased working with us in the last 5 years

Paramedic Leavers	
Years	Headcount
Jan-Dec 2012	36
Jan-Dec 2013	54
Jan-Dec 2014	74
Jan-Dec 2015	79
Jan-Dec 2016	79

Jan-Sep 2017	80
Total	402

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