



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/17/11/05.

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

GUIDANCE: By emergency 999 calls, I mean any call, answered by a call handler at your control room, regardless of whether this was forwarded from 111 or a GP

Question 1:

Please provide the number of calls received from your top five most frequent callers between 1st November 2016 and 31st October 2017. Please note: I am NOT expecting any personal information such as phone numbers, names or locations. Please also state how many times a crew was dispatched and how many times the patient was taken to hospital.

Please see table below:

999 calls made	Responses	Conveyances
357	73	6
261	147	11
226	151	47
222	106	0
216	187	44

The Trust uses the following definition of a Frequent Caller to the Service – “A Frequent Caller is defined by the Ambulance Service Frequent Caller National Network (FreCaNN) as someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more emergency calls related to individual episodes of care in 3 months from a private dwelling.

The Trust has shown significant success of the strategies we have employed to manage the complex needs of a relatively small pool of frequent callers with a significant reduction in call volume in comparison to the previous financial year.

These strategies include making effective use of the clinical supervisors in the Emergency Operations Centres, skilled paramedics and nurses specialising in the management of a wide range

of conditions which do not necessarily require an emergency ambulance response who are able to assess and plan the care of individuals, providing appropriate referral to the patient's own GP for example.

In addition to the significant contribution by our clinicians in the Emergency Operations Centres, the Trust is actively involved at a national and regional level in ensuring a consistent approach to managing frequent callers and ensuring that the manner in which we support these often vulnerable people meets their individual needs without having an impact on the wider service.

Our approach to providing care to frequent callers involves a whole-system approach and includes GPs, community services and commissioners, which we support with the use of special notes and systems such as IBIS (Intelligence Based Information System), which has been developed and is managed by SECamb.

Question 2:

The total number of 999 calls received by your control room (both answered and unanswered) between 2014 and 2016 – broken down by calendar year.

Year	Number of calls (Answered)	Number of calls (Not answered)	Total Calls
2014	589538	9251	598789
2015	615359	3888	619247
2016	697905	17130	715035

Question 3:

The total number of 999 calls received by your control room (both answered and unanswered) between 1st November 2016 and 31st October – broken down by calendar month.

Month / Year	Total calls (Answered + Not Answered)	Month / Year	Total Calls (Answered + Not Answered)
Nov-16	57576	May-17	62633
Dec-16	66583	Jun-17	64996
Jan-17	64151	Jul-17	70145
Feb-17	54413	Aug-17	68855
Mar-17	59558	Sep-17	70060
Apr-17	56179	Oct-17	68901

Question 4:

The average time – that emergency response staff spent responding to each job in 2016: _____ hours _____ minutes.

(This is the average time ambulance/RRV staff spent on each call from the point of receiving a job, to clearing it and becoming available for another one).

The average time that emergency response staff spent responding to each job in 2016 was 1 hour 26 minutes.

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