



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

Date 30th November 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/17/11/07.

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

I wish to be provided with the 10 private addresses which made the most 999 calls to your ambulance service in the last year (or the most recent 12 months for which figures are available).

Could I please be provided with

- 1) the name of the city/town/village the address is in**
- 2) The number of 999 calls made**
- 3) The number of times an ambulance was sent to the address**
- 4) The number of times someone was taken to hospital in relation to a call**

Just providing the name of the city/town/village should be enough to avoid any potential identification issues.

Please note this is based on data from 1st November 2016 – 31st October 2017.

We are unable to break this down to specific towns as this may be identifiable to individuals.

Please see table below:

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

Surrey	170	71	23
Kent	166	83	7
Surrey	165	155	2
Sussex	164	107	8
Sussex	156	41	7

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.

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