



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

Date 8<sup>th</sup> 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/17/11/09.

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

**Last year, the College of Paramedics published a recommendation that all patients dialling 999 should receive Paramedic-led care. This recommendation built upon the Francis reports' recommendation that all patients discharged from NHS Care have their discharge overseen by a registered healthcare professional.**

**In this context, please may I request the following data from you?**

**1) How many emergency patients did you respond to between the 31st October 2016 and the 31st October 2017? Please note that I am interested in unique numbers of patients, and not necessarily the number of 999 calls received. Please could I ask you to include only patients categorized as an emergency (for example those who have called 999/112), and not urgent cases or routine transfers (for example GP Admissions).**

There were 517681 emergency incidents which we responded to during the time period stated. We are unable to determine how many patients this represents as more than one patient may have been treated on the same incident, and to extract this information would exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**2) How many of those emergency patients were seen face-to-face by a registered paramedic?**

377027 of these incidents were responded to by a Paramedic, Paramedic Practitioner (PP) or Critical Care Paramedic (CCP). We are unable to determine how many patients this represents as more than one patient may have been treated on the same incident, and to extract this information would exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**3) How many of those emergency patients were seen face-to-face by a registered healthcare professional other than a paramedic (for example a nurse or doctor)?**

Unfortunately, we do not hold this information

**4) How many of those emergency patients were seen face to face by a clinician other than a registered healthcare professional, however a registered paramedic\* was involved in the care planning? (for example a patient who was seen by a technician-led ambulance crew and discussed with a Paramedic over the telephone, or where a patient received assessment from a paramedic over the telephone and then seen face to face by an unregistered member of staff)**

Unfortunately, we do not hold this information

**5) How many of those emergency patients were seen face to face by a clinician other than a registered healthcare professional, however a registered healthcare professional other than a paramedic\* was involved in the care planning? (for example a patient who was seen by a technician-led ambulance crew and discussed with a Nurse or Doctor over the telephone, or where an unregistered ambulance crew responded to a patient following assessment by a nurse over the telephone)**

Unfortunately, we do not hold this information

**6) How many of those emergency patients were seen face to face by a clinician other than a registered healthcare professional where a registered healthcare professional was not involved in the care planning? (For example where a technician led ambulance crew saw a patient independently)**

Unfortunately, we do not hold this information

**7) How many of those emergency patients were assessed otherwise than face to face by a paramedic, and who did not receive an ambulance response? (For example where a Paramedic closed a call following a telephone consultation)**

34705 incidents relate to calls that were closed with telephone advice, not necessarily by a paramedic, but by one of the following (in accordance with AQI guidance):

- A registered Trust HCP
- Calls passed to another organisation working with the Trust through an agreed contract or Service Level Agreement, or Directory of Services
- Calls dealt with through decision supported by clinical decision support software

We are unable to determine how many patients this represents as more than one patient may have been treated on the same incident, and to extract this information would exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**8) How many of those emergency patients were assessed otherwise than face to face by a registered healthcare professional other than a paramedic and who did not receive an ambulance response? (For example, any patients who were referred to another NHS Service following a telephone assessment by a nurse)**

Unfortunately, we do not hold this information

**9) How many of those emergency patients were assessed otherwise than face to face by a clinician other than a registered healthcare professional and who did not receive an ambulance response? (For example, any patients who were dealt with over the telephone by an Ambulance Technician)**

Unfortunately, we do not hold this information

**10) How many of the emergency patients seen face-to-face by a registered paramedic were transported to an acute hospital?**

210782 of the incidents responded to by a Paramedic, Paramedic Practitioner (PP) or Critical Care Paramedic (CCP) were transported to an acute hospital. We are unable to determine how many

patients this represents as more than one patient may have been treated on the same incident, and to extract this information would exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**11) How many of the emergency patients seen face-to-face by a registered healthcare professional other than a paramedic were transported to an acute hospital?**

Unfortunately, we do not hold this information

**12) How many of the emergency patients seen face to face by a clinician other than a registered healthcare professional, but where a registered paramedic\* was involved in the care planning, were transported to an acute hospital?**

Unfortunately, we do not hold this information

**13) How many of the emergency patients were seen face to face by a clinician other than a registered healthcare professional, but where a registered healthcare professional other than a paramedic\* was involved in the care planning were transported to an acute hospital?**

Unfortunately, we do not hold this information

**14) How many of the emergency patients were seen face to face by a clinician other than a registered healthcare professional where a registered healthcare professional was not involved in the care planning were transported to an acute hospital?**

Unfortunately, we do not hold this information

**15) Please could you supply copies of any policies or documentation you have regarding the deployment of paramedics or other registered healthcare professionals to patients (for example any patient groups for whom a paramedic is required to be sent)?**

The deployment policies we have are as follows;

- CCP Deployment Procedure
- PP Deployment Procedure

*Please note the above procedures are currently under review and are due for publication in due course*

**16) Please could you confirm if your ambulance service allows clinicians other than registered healthcare professionals to discharge emergency patients, and provide copies of any relevant policies (for example any restrictions on certain age groups of patients who cannot be discharged by unregistered staff)?**

Please find attached the following:

- The Scope of Practice & Clinical Standards Policy has an appendix for each clinical grade, including non-HCPs, stating their authority to discharge patients.
- Referral, Discharge and Conveyance Policy
- Discharge Procedure

**17) Please could you confirm if your ambulance service allows clinicians other than registered healthcare professionals to make patient referrals, and provide copies of any relevant policies (for example any services to which unregistered staff are not permitted to refer patients)?**

Please find attached the following:

- The Scope of Practice & Clinical Standards Policy has an appendix for each clinical grade, including non-HCPs, stating their authority to discharge patients.

- Referral, Discharge and Conveyance Policy
- Discharge Procedure

**\*Please note: any references to a Healthcare Professional in this context would refer to a registered healthcare professional employed by your trust, and not a situation where an unregistered member of staff sought advice from a healthcare professional employed outside the trust (for example where a member of unregistered staff discussed a patient with the patient's own GP).**

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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