



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

Date 12<sup>th</sup> June 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/17/12/29.

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

**Please provide under the Freedom of Information Act 2000 the following.**

**1. The number of complaints, adverse incidents and serious adverse incidents including those brought up internally i.e. through Datix that the trust has received since the beginning of January 2013 until the Date you process my request for the following areas.**

**Emergency Control Room, Emergency Medical Services including any Urgent Care/Intermediate Tier Service, Community First Responder/Uniformed First Responder. For each area of operation listed above can you please also give the brief reason/detail/reason for each complaint or incident(redacting any patient identifiable or personal information such as names of staff etc in order for it to be released publicly).**

Please see tables below:

**Complaints**

	A&E	EOC	Total
2013	662	324	986
2014	745	322	1067
2015	651	292	943
2016	611	406	1017
2017*	472	613	1085
Totals:	3141	1957	5098

**Serious Incidents**

	Total Incidents	Total Serious Incidents
2013	183	49
2014	336	42

<b>2015</b>	302	61
<b>2016</b>	329	47
<b>2017*</b>	464	82
<b>Total</b>	1614	281

\*This data is up to and including 31<sup>st</sup> December 2017

To extract regarding areas for SI's would mean going through each individual record and exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

## 2. What severity it was graded initially.

Complaints are not graded by severity

Please see grading for Serious Incidents below. Please note the grading is as the incident is **currently** graded. If the investigator has changed the grading, then this is reflected.

Grade of Harm	Total Incidents				
	2013	2014	2015	2016	2017
<b>Death (caused as direct result of incident)</b>	6	13	5	8	34
<b>Death (not caused as direct result of incident)</b>	0	0	0	0	10
<b>Moderate (Short term harm - injured party required further treatment or procedure)</b>	158	304	270	286	346
<b>Severe (Injured party sustained permanent or long term harm)</b>	19	19	27	35	75

## 3. How it was received and whom by, i.e. patient, staff, police, fire, health board or other. The method used i.e. telephone, letter, datix etc.

To extract this information would mean going through each individual record and exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

## 4. A full copy of the final report for each incident and how the incident was investigated and what was found subsequently as a result of the investigation. I.e. No case to answer, incorrect address, incorrectly categorised by the call handler, 999 call was not compliant with AMPDS/Pathways, vehicle not allocated when it was available and should have been sent. Please give as much details as possible again, redacting person/identifiable information where required.

### Complaints

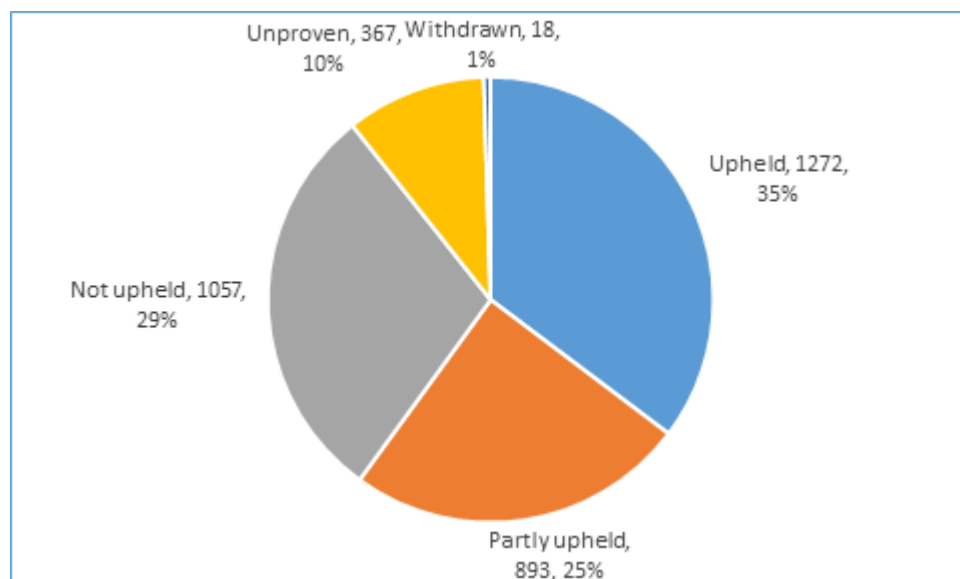
To extract this information would mean going through each individual record and exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

### Serious Incidents

Due to the nature of incidents, even redacted reports could identify individuals and therefore is exempt under Section 40 (2) Data Protection

## 5. Whether the trust upheld the complaint.

Of the complaints during this time, 3,078 have an 'outcome code' (some lower level complaints, previously known as PALS issues, did not have an 'outcome code'), the results of the outcome codes are as follows:



## 6. Any coroner/Ombudsman/police findings fed back to the trust as a result.

To extract this information would mean going through each individual record and exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

Any requests for prevention of future deaths are publically available on the following link:

<https://www.judiciary.gov.uk/related-offices-and-bodies/office-chief-coroner/pfd-reports/>

## 7. The severity grading it was given after investigation.

This is not applicable to complaints as they are not graded by severity

For Serious Incidents – please refer to answer for question 3

## 8. The actions taken as a result of each incident, i.e. AMPDS feedback, disciplinary procedure, lessons learnt or new protocol put in place.

Complaints & Serious Incidents - To extract this information would mean going through each individual record and exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

## 9. What compensation or feedback was awarded as a result of each incident.

This is not recorded for complaints, although it is very rare for compensation to be paid as a result of a complaint

To extract this information for SI's would mean going through each individual record and exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**If the time frame exceeds the costs/time set down by the FOIA please adjust the time scale accordingly to meet the levels. I.e. the last 12 months.**

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