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

Email:foi@secamb.nhs.uk

Date 2nd February 2018

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/01/03.

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

Please could you tell me how many times single crew ambulances were dispatched to attend call outs over the past five years (2012-17).

Please could you break the information down by year and, if possible, by type of call out. If that is not possible, just by year is fine.

The was confirmed as each time a single responder was despatched to an incident not where they were the only resource despatched

The following tables show the number of times single crew ambulances have been dispatched to incidents, broken down by problem nature. The majority of these incidents are Single Response Vehicles (SRVs) but also include a smaller number of other resources with a single crew member. The Allocations column is the total number of times these resources have been allocated to an incident (whether or not they arrived at scene). The Responses column is the total number of times these resources have arrived at scene. Where a resource has been allocated to the same incident more than once (i.e. where they have been stood down then subsequently reassigned to the same incident) this has only been counted once. For all incidents these resources were not necessarily the only resource on scene or the first response on scene.

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

2012

Problem Nature	Allocations	Responses
999 HCP	9181	5618
ABANDONED CALL	1319	155
Abdominal/Flank Pain	6037	4108
AIRPORT ALERT	113	97

Alcohol Intoxication/Related	1714	1044
Allergic Reaction	1794	1383
Assault	2010	1431
Back Pain	5299	3723
Bleeding	6214	4132
BOMB ALERT	6	3
Breathing/ENT Problems	18565	14241
Burns	321	182
BUSINESS CONTINUITY INCIDENT	1	1
Cardiac/Respiratory Arrest	4365	3262
CHANNEL TUNNEL	7	4
Chemical Inhalation/Incident	69	47
Chest Pain/Cardiac Prob	25255	19661
Choking	326	223
Clinical	2574	798
Diabetic Probs	2147	1625
Drowning/Water Iincident	60	47
Electrocution/Shock	51	40
Emergency Rule	10	9
Entrapments (Non RTC)	20	16
Eye Problems	338	197
Fall Assistance Only	1406	1071
Falls <12ft	23384	17972
Falls >12ft	124	104
Fire - Confirmed Casualty	99	78
FIRE ARMS/HOSTAGE INCIDENT	5	4
Fire Call	278	188
Fitting	3934	2866
Fracture	31	20
GENERAL ALERT	72	42
Generally Unwell	15800	10468
Grid Reference	5	3
HCP Admission 120 minutes	1166	321
HCP Admission 180 minutes	7	3
HCP Admission 240 minutes	247	89
HCP Admission 60 minutes	341	139
HCP Admission Protocol	48	25
Headache	1805	1271
Heat/Cold Exposure	186	144
Limb/Pain Injury	13208	9221

Your service, your call

MAJOR INCIDENT	1	
Maternity Issues	1341	918
Mental Health Issues	6155	3927
Minor Ailment/Injury	7841	4372
NEONATAL TRANSFER	4	1
Overdose/Ingestion - Accidental	1617	1050
POLICE CUSTODY REQUEST	1618	1546
POLICE R.O.L.E	4	2
PP Emergency Visit	104	86
PRACTITIONER REFERRAL	6867	6009
Pre Alert	23	
PREALERT	2534	7
Routine Journey	30	14
RTC - Difficult Access	62	47
RTC - Entrapment	329	229
RTC - Moderate/Major Injury	1799	1335
RTC - No/Minor Injury	1773	1257
RTC - Service Vehicle Involved	15	12
RTC - Unconscious/Arrest	67	52
Shot/Stabbing (Central)	153	116
Shot/Stabbing (Peripheral)	81	68
Social/Domestic Issues	882	485
Stroke/Neurological	9385	7044
Transport Request (Crew)	1	1
Trauma	20473	15526
Unconscious/Faint	15320	11922
(blank)	1	
Grand Total	**228422**	**162102**

2013

Problem Nature	Allocations	Responses
999 HCP	8782	5084
ABANDONED CALL	738	79
Abdominal/Flank Pain	4938	3297
AIRPORT ALERT	88	68
Alcohol Intoxication/Related	1863	1031
Allergic Reaction	1730	1286
Assault	1791	1196
Back Pain	5524	3402

Your service, your call

Bleeding	6877	4227
BOMB ALERT	3	3
Breathing/ENT Problems	17616	13007
Burns	270	131
BUSINESS CONTINUITY INCIDENT	3	2
Cardiac/Respiratory Arrest	5049	3755
CHANNEL TUNNEL	2	1
Chemical Inhalation/Incident	50	33
Chest Pain/Cardiac Prob	23833	17794
Choking	326	226
Clinical	2756	689
Diabetic Probs	2731	1879
Drowning/Water lincident	77	48
Electrocution/Shock	34	28
Emergency Rule	68	46
Entrapments (Non RTC)	31	22
Eye Problems	263	111
Fall Assistance Only	2119	1550
Falls <12ft	24296	17170
Falls >12ft	118	92
Fire - Confirmed Casualty	107	78
FIRE ARMS/HOSTAGE INCIDENT	10	5
Fire Call	195	141
Fitting	6288	4575
Fracture	19	15
Generally Unwell	18775	11617
Grid Reference	5	1
HCP Admission 120 minutes	815	199
HCP Admission 180 minutes	2	1
HCP Admission 240 minutes	456	109
HCP Admission 60 minutes	388	229
HCP Admission Protocol	60	38
Headache	1529	940
Heat/Cold Exposure	103	72
Limb/Pain Injury	12874	7914
MAJOR INCIDENT	6	5
Maternity Issues	1108	734
Mental Health Issues	6989	3930
Minor Ailment/Injury	8348	3703
NEONATAL TRANSFER	10	2

Your service, your call

NHS 111	21562	16223
NHS 111 (Manual Entry)	4790	3466
Overdose/Ingestion - Accidental	1498	916
POLICE CUSTODY REQUEST	2	1
POLICE R.O.L.E	3	3
PP Emergency Visit	266	231
PRACTITIONER REFERRAL	6996	6080
Pre Alert	30	1
PREALERT	2325	9
Routine Journey	47	28
RTC - Difficult Access	19	8
RTC - Entrapment	299	200
RTC - Moderate/Major Injury	1840	1358
RTC - No/Minor Injury	1641	1125
RTC - Service Vehicle Involved	42	34
RTC - Unconscious/Arrest	85	65
Shot/Stabbing (Central)	161	123
Shot/Stabbing (Peripheral)	81	56
Social/Domestic Issues	1166	439
Stroke/Neurological	10155	7216
Transport Request (Crew)	3	3
Trauma	21247	14746
Unconscious/Faint	11627	8867
(blank)	3	
Grand Total	**255951**	**171763**

2014

Problem Nature	Allocations	Responses
999 HCP	9719	5321
ABANDONED CALL	562	51
Abdominal/Flank Pain	6242	4028
Active Shooter	4	2
AIRPORT ALERT	64	55
Alcohol Intoxication/Related	2715	1466
Allergic Reaction	1910	1412
Assault	2096	1276
Back Pain	6893	3998
Bleeding	8539	5120
BOMB ALERT	3	2

Your service, your call

Breathing/ENT Problems	21186	15333
Burns	323	154
Cardiac/Respiratory Arrest	6567	4629
CHANNEL TUNNEL	1	1
Chemical Inhalation/Incident	34	21
Chest Pain/Cardiac Prob	28918	21394
Choking	534	360
Clinical	2134	543
Diabetic Probs	3630	2386
Drowning/Water Iincident	117	72
Electrocution/Shock	60	41
Emergency Rule	95	62
Entrapments (Non RTC)	36	26
Eye Problems	281	116
Fall Assistance Only	1765	1259
Falls <12ft	31783	21420
Falls >12ft	150	118
Fire - Confirmed Casualty	164	116
FIRE ARMS/HOSTAGE INCIDENT	6	5
Fire Call	263	162
Fitting	9627	7093
Fracture	29	21
Generally Unwell	26030	15713
Grid Reference	6	4
HCP Admission 120 minutes	1815	506
HCP Admission 180 minutes	4	2
HCP Admission 240 minutes	336	105
HCP Admission 60 minutes	592	307
HCP Admission Protocol	80	43
Headache	1653	936
Heat/Cold Exposure	64	36
Limb/Pain Injury	15905	9487
Maternity Issues	1385	934
Mental Health Issues	9098	4777
Minor Ailment/Injury	10304	4188
NEONATAL TRANSFER	11	4
NHS 111	38629	29345
NHS 111 (Manual Entry)	9607	6891
Overdose/Ingestion - Accidental	1639	957
POLICE R.O.L.E	4	3

Police S.136	15	3
PP 60 referral	355	300
PP Emergency Visit	522	437
PP NON CONVEYANCE	6	5
PP Referral 2	5823	4983
PP Referral 4	1015	854
PRACTITIONER REFERRAL	747	644
Pre Alert	28	
PREALERT	3229	36
Routine Journey	113	78
RTC - Difficult Access	25	16
RTC - Entrapment	413	272
RTC - Moderate/Major Injury	3030	2078
RTC - No/Minor Injury	1747	1157
RTC - Service Vehicle Involved	89	73
RTC - Unconscious/Arrest	125	93
Shot/Stabbing (Central)	234	166
Shot/Stabbing (Peripheral)	139	101
Social/Domestic Issues	1663	660
Stroke/Neurological	13527	9429
Transport Request (Crew)	11	6
Trauma	26903	17654
Unconscious/Faint	11836	8874
(blank)	2	1
Grand Total	**335209**	**220221**

2015

Problem Nature	Allocations	Responses
999 HCP	21543	11930
ABANDONED CALL	891	84
Abdominal/Flank Pain	13300	8573
Active Shooter	5	3
AIRPORT ALERT	128	105
Alcohol Intoxication/Related	5478	2906
Allergic Reaction	4161	3067
Assault	4281	2643
Back Pain	14535	8419
Bleeding	17842	10690
BOMB ALERT	12	8
Breathing/ENT Problems	47937	34909
Burns	683	323

Your service,
your call

Call Back	74	33
Cardiac/Respiratory Arrest	15285	10627
CHANNEL TUNNEL	3	3
Chemical Inhalation/Incident	93	64
Chest Pain/Cardiac Prob	63694	47499
Choking	1209	795
Clinical	4270	1051
Community Paramedic Referral	762	671
Diabetic Probs	7670	5051
Drowning/Water Iincident	255	170
Electrocution/Shock	154	111
Emergency Rule	272	197
Entrapments (Non RTC)	69	45
Eye Problems	544	217
Fall Assistance Only	3857	2745
Falls <12ft	69937	46963
Falls >12ft	382	298
Fire - Confirmed Casualty	363	259
FIRE ARMS/HOSTAGE INCIDENT	18	13
Fire Call	590	371
Fitting	21884	16224
Fracture	51	38
Generally Unwell	58055	35267
Grid Reference	14	11
HCP Admission 120 minutes	3998	1019
HCP Admission 180 minutes	4	2
HCP Admission 240 minutes	758	233
HCP Admission 60 minutes	1320	710
HCP Admission Protocol	109	60
Headache	3284	1860
Heat/Cold Exposure	137	76
Humanitarian Assistance	22	7
Limb/Pain Injury	33606	19876
MAJOR INCIDENT	13	13
Maternity - Imminent Delivery	46	34
Maternity Issues	3005	2064
Mental Health Issues	20492	10686
Minor Ailment/Injury	21621	8705
NEONATAL TRANSFER	22	4

NHS 111	84506	65155
NHS 111 (Manual Entry)	20675	14861
Overdose/Ingestion - Accidental	3305	1857
POLICE R.O.L.E	7	3
Police S.136	90	11
PP 60 referral	893	752
PP Emergency Visit	1192	1016
PP NON CONVEYANCE	511	36
PP Referral 2	11645	10000
PP Referral 4	2556	2169
PRACTITIONER REFERRAL	747	644
Pre Alert	56	2
PREALERT	6657	88
Routine Journey	344	238
RTC - Difficult Access	62	46
RTC - Entrapment	999	657
RTC - Moderate/Major Injury	7504	5131
RTC - No/Minor Injury	3470	2282
RTC - Service Vehicle Involved	219	175
RTC - Unconscious/Arrest	340	254
Shot/Stabbing (Central)	650	456
Shot/Stabbing (Peripheral)	289	199
Social/Domestic Issues	3648	1471
Stroke/Neurological	30893	21754
Transport Request (Crew)	31	13
Trauma	57559	37434
Unconscious/Faint	27461	20619
(blank)	4	1
Grand Total	**735051**	**485056**

2016

Problem Nature	Allocations	Responses
1-Cardiac/Respiratory Arrest	1529	1086
1-Choking	125	78
1-Drowning/Water Incident	39	27
1-Hanged - Attempted	75	53
1-Maternity-Imminent Delivery	3	2
1-Unco - Abnormal Breathing	1302	944

Your service, your call

999 HCP	11600	6953
ABANDONED CALL	610	86
Abdominal/Flank Pain	6553	4445
Active Shooter	2	
AIRPORT ALERT	59	42
Alcohol Intoxication/Related	1835	958
Alcohol Related	259	153
Allergic Reaction	1723	1314
Assault	1504	996
Assault/Domestic	182	134
Back Pain	6237	3916
Back Pain - Lower	665	423
Bleeding	9198	5909
BOMB ALERT	4	3
Breathing Problems	2125	1467
Breathing/ENT Problems	22222	16402
Burns	301	136
Call Back	83	28
Cardiac/Respiratory Arrest	7828	5262
CHANNEL TUNNEL	8	3
Chemical Inhalation/Incident	43	27
Chest Pain/Cardiac Prob	28984	22291
Chest/Upper back pain/Cardiac	6072	4842
Choking	582	377
Clinical	1066	222
Collapse - Breathing Normal	104	75
Community Paramedic Referral	4782	4494
Concern for Welfare	1574	1100
Death expected >18	9	5
Death unexpected all ages	723	367
Diabetic Probs	3960	2729
Drowning/Water Iincident	13	11
Drowning/Water Incident	187	140
Electrocution/Shock	99	61
Emergency Rule	908	713
Entrapments (Non RTC)	6	3
Eye Problems	79	32
Fall Assistance Only	1753	1225
Fall Injuries Unknown	1329	976
Fall Non-injury	3426	2413
Falls <12ft	30441	21184
Falls >12ft	236	180

Your service,
your call

Fire - Confirmed Casualty	193	122
FIRE ARMS/HOSTAGE INCIDENT	8	7
Fire Call	265	163
Fire Persons Reported	82	61
Fire Request to Standby	14	11
Fitting	12228	9201
Fracture	15	9
Generally Unwell	27021	17257
Grid Reference	9	6
HCP	555	353
HCP Admission 120 minutes	1573	389
HCP Admission 240 minutes	296	82
HCP Admission 60 minutes	309	139
HCP Admission Protocol	6	4
Headache	915	601
Heat/Cold Exposure	65	45
Humanitarian Assistance	46	17
Information Only	81	32
Limb/Pain Injury	14064	8745
MAJOR INCIDENT	9	6
Major Trauma	52	43
Maternity	256	198
Maternity - Imminent Delivery	42	19
Maternity Issues	1168	821
Medical	11614	8905
Medical Minor	3753	2330
Mental Health	1046	644
Mental Health Issues	8795	4914
Minor Ailment/Injury	9058	4133
Multiple Casualty Event	3	3
NEONATAL TRANSFER	7	
NHS 111	57046	45249
NHS 111 (Manual Entry)	14632	11091
Overdose/Ingestion - Accidental	1146	654
POLICE CUSTODY REQUEST	1	1
POLICE R.O.L.E	6	3
Police S.136	54	8
PP 60 referral	396	318
PP Emergency Visit	602	519
PP NON CONVEYANCE	582	140

Your service, your call

PP Referral	968	850
PP Referral 2	3863	3228
PP Referral 4	1202	1010
Pre Alert	38	4
PREALERT	2423	52
Routine Journey	405	292
RTC	691	471
RTC - Difficult Access	25	11
RTC - Entrapment	513	334
RTC - Moderate/Major Injury	3210	2219
RTC - No/Minor Injury	1322	856
RTC - Roll Over	108	72
RTC - Service Vehicle Involved	130	101
RTC - Unconscious/Arrest	179	138
Running Call	101	92
Section 136	2	1
Shot/Stabbing (Central)	390	296
Shot/Stabbing (Peripheral)	173	127
Social	320	176
Social/Domestic Issues	1514	748
Stabbing	54	38
Stroke/Neurological	17636	12886
Suicide	47	29
Transport Request (Crew)	49	32
Trauma	36498	25336
Unconscious	2270	1758
Unconscious/Faint	13020	9762
Z-Air Incident	1	1
Z-Airport Alert	7	5
Z-Firearms Incident	3	1
Z-HazChem Incident	9	4
Z-Rail Incident	2	2
(blank)	2	
Grand Total	**417635**	**292462**

2017

Problem Nature	Allocations	Responses
1-Cardiac/Respiratory Arrest	8240	5169
1-Choking	732	427
1-Drowning / Water Incident	165	91

Your service, your call

1-Drowning/Water Incident	186	134
1-Hanged - Attempted	214	153
1-Hanged (Attempted)	134	76
1-Maternity (Imminent Delivery)	123	74
1-Maternity-Imminent Delivery	15	10
1-Unco - Abnormal Breathing	303	221
1-Unco-Noisy/Abnorm Breathing	7947	5265
999 HCP	5407	3719
ABANDONED CALL	584	336
Abdominal/Flank Pain	3786	2697
Alcohol Related	794	472
Allergic Reaction	923	720
Assault/Domestic	816	560
Back Pain - Lower	1241	789
Back Pain (Lower)	624	430
Bleeding	4899	3211
Breathing Problems	11767	8549
Breathing problems - Under 5	149	86
Burns	220	133
Call Back	89	15
Chest/Upper back pain/Cardiac	19269	15169
Collapse - Breathing Normal	250	175
Collapse (Breathing Normal)	848	598
Community Paramedic Referral	756	705
Concern for Welfare	6069	4237
Death expected <18	2	1
Death expected >18	27	17
Death unexpected all ages	1590	733
Diabetic Probs	2293	1496
Electrocution/Shock	39	24
Emergency Rule	196	131
Events	1	
Explosions	6	3
Eye Problems	26	16
Fall Injuries Unknown	7058	5019
Fall Non-injury	9100	6191
Fire Persons Reported	341	217
Fire Request to Standby	38	33

Your service, your call

Fitting	7912	5799
HCP	884	557
Headache	411	276
Heat/Cold Exposure	25	16
Humanitarian Assistance	19	11
Information Only	506	277
Major Trauma	498	352
Maternity	746	558
Medical	27274	19879
Medical Minor	13399	8642
Mental Health	3051	1947
Multiple Casualty Event	1	1
Neonatal Transfer	12	1
NHS 111	39754	30712
NHS 111 (Manual Entry)	8214	6157
PP Emergency Visit	509	393
PP Non Conveyance	227	40
PP Referral	1531	1292
Pre Alert	5	1
PREALERT	117	33
Routine Journey	142	83
RTC	3656	2578
RTC - Roll Over	572	379
RTC - Service Vehicle Involved	90	74
Running Call	766	711
Section 136	14	7
Social	617	348
Stabbing	471	344
Stroke/Neurological	7786	5885
Suicide	355	251
Transport Request (Crew)	19	14
Trauma	30954	21653
Unco - Normal Breathing	7304	5396
Unco - Under 16	44	25
Unconscious	300	237
Z-Air Incident	28	18
Z-Airport Alert	68	45
Z-Bomb Threat	4	2
Z-Business Continuity Incident	3	1
Z-CBRN Incident	1	
Z-Channel Tunnel	3	3
Z-Event Log	1	1
Z-Firearms Incident	26	16

Your service,
your call

Z-Flooding Incident	1	1
Z-HazChem Incident	11	6
Z-Major Incident Declared	2	2
Z-Major Incident Standby	1	
Z-Marine Incident at Sea	3	3
Z-Marine Incident on Coast	2	2
Z-Prison Incident	362	135
Z-Rail Incident	10	6
zzz POLICE R.O.L.E	1	1
(blank)	631	415
Grand Total	**256610**	**183688**

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

Your service, your call