



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

Date 12<sup>th</sup> February 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/18/01/25.

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

**- a list of all the companies, NHS Trusts and/or other organisations which provide 111 services to the geographic area South East Coast Ambulance Service (SECAMB) covers. Please can you be specific in which 111 organisation covers which area(s).**

SECAMB is responsible for the contract to deliver the 111 service across 17 CCG's:

NHS Swale CCG (Lead Commissioner)  
NHS Dartford, Gravesham and Swanley CCG  
NHS Medway CCG  
NHS West Kent CCG  
NHS Coastal West Sussex CCG  
NHS Brighton and Hove CCG  
NHS Crawley CCG  
NHS Eastbourne, Hailsham and Seaford CCG  
NHS Hastings and Rother CCG  
NHS High Weald and Lewes havens CCG  
NHS Horsham and Mid Sussex CCG  
NHS Guildford and Waverley CCG  
NHS East Surrey CCG  
NHS Surrey Heath CCG  
NHS North Hampshire and Farnham CCG  
NHS Surrey Downs CCG  
NHS North West Surrey CCG

IC24 has recently taken (1.12.17) over the contract from PrimeCare for providing the NHS 111 service for the four East Kent CCG's:

NHS Ashford CCG  
NHS Canterbury & Coastal CCG  
NHS South Kent Coast CCG  
NHS Thanet CCG

- for the period January 2015 to December 2017, please can you provide data for the number of times SECAMB has sent an emergency ambulance to a call originating from the 111 service, on a month-by-month basis

Please see table below:

Month	Incidents with a response	Incidents with a transport	Total Emergency Responses
Jan-15	9194	5369	58443
Feb-15	7945	4729	51909
Mar-15	9579	5692	58152
Apr-15	9059	5404	55665
May-15	9626	5753	57382
Jun-15	8143	4851	55970
Jul-15	8447	4950	58422
Aug-15	8783	5143	57730
Sep-15	8458	4866	56511
Oct-15	8497	4975	58971
Nov-15	9765	5634	58468
Dec-15	11355	6421	62870
Jan-16	11950	6574	64018
Feb-16	10527	5738	60429
Mar-16	11461	6072	65324
Apr-16	10335	5721	59056
May-16	10918	5989	62430
Jun-16	10257	5602	59851
Jul-16	11078	6088	63624
Aug-16	10397	5715	61824
Sep-16	10033	5568	59241
Oct-16	11596	6565	62978
Nov-16	11554	6523	61837
Dec-16	13669	7113	67470
Jan-17	11927	6494	63084
Feb-17	10569	5855	54677
Mar-17	10777	6151	59878
Apr-17	11256	6381	57713
May-17	11674	6591	61295
Jun-17	10282	5760	58421
Jul-17	11021	6378	59788
Aug-17	10138	5957	57298
Sep-17	9657	5703	55105
Oct-17	10591	6252	57524
Nov-17	11378	6743	58186
Dec-17	12370	7240	61971

- for all the calls which originated from the 111 service that received an emergency ambulance, how many patients were conveyed to hospital by ambulance (again on a month-by-month basis, please)

Please see table above

**- the total number of datix's and/or incident reports and/or other feedback mechanisms SECAMB uses, in which staff have reported inappropriate ambulance response(s) originating from the 111 service**

From 1<sup>st</sup> January 2015 – 31<sup>st</sup> December 2017 there were 56 incidents reported for 111 calls that lead to inappropriate 999 response.

**- I would be most grateful if you could also provide the total number of emergency ambulance responses (via 999, 111 and other mechanisms) SECAMB sent on a month-by-month basis (from January 2015 to December 2017)**

Please see table above

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