



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

Date 12th April 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/18/01/41.

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

Please can you provide the below statistics on your NHS 111 service?

For the financial year 16/17 and 17/18 year-to-date, the below information by month:

- Total number of NHS 111 calls received

Please see tables below

- Total number of NHS 111 calls for each of the National Minimum Dataset disposition codes

Please see tables below

**- Total number of NHS 111 calls for the final disposition code of each of the NHS pathways
CQI disposition codes**

Still awaiting clarification on this question

- Total number of NHS 111 calls which are routed to a clinician

Please see tables below

2016/17

Month	Total 111 Call Received	Total 111 calls routed to Clinician
Apr-16	95,870	20,424
May-16	105,522	22,673
Jun-16	89,468	19,462
Jul-16	100,716	22,111
Aug-16	90,429	21,121
Sep-16	86,765	19,429
Oct-16	98,849	20,998
Nov-16	94,065	20,059

Dec-16	111,192	22,272
Jan-17	96,799	20,283
Feb-17	79,876	16,861
Mar-17	83,545	17,859

		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Dx010	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	39	22	22	20	24	35
Dx0101	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	72	70	62	69	60	74
Dx011	Emergency ambulance Response (Red 2)	4139	4544	4401	4717	4430	4329
Dx012	Emergency Ambulance Response (Green 2)	4723	4965	4583	5130	4600	4490
Dx013	Assistance needed at home due to inability to get off the floor	125	138	145	134	153	134
Dx014	Crew arrived before disposition was reached	37	41	49	36	45	26
Dx016	Non-emergency Ambulance Response	303	313	270	301	315	267
Dx0162	Transport to Emergency Treatment Centre within 1 hour	116	117	109	129	130	109
Dx017	Ambulance for Clinical reasons	302	370	299	327	292	259
Dx018	Ambulance for Transport Reasons	101	131	124	97	115	119
Dx0181	Emergency Ambulance due to Clinical Reasons (Green 2)	202	218	194	241	330	260
Dx021	Attend Emergency Treatment Centre	*Less than	*Less than	0	0	0	*Less than

	within 1 hour possible Viral Haemorrhagic Fever	10	10				10
Dx02	Attend Emergency Department within 1 hour	4994	5357	5125	5470	5490	5173
Dx03	Attend Emergency Department within 4 hours	1136	1408	1223	1455	1370	1164
Dx05	To contact the GP practice or other local service within 2 hours	13284	14212	12404	14051	12878	12285
Dx06	To contact the GP practice or other local service within 6 hours	12719	13986	11365	12786	11411	10736
Dx07	To contact the GP practice or other local service within 12 hours	3415	3722	3232	4124	4029	3589
Dx08	To contact the GP practice or other local service within 24 hours	5518	5738	4827	5101	4721	4549
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for non-urgent appointment	425	429	376	408	394	379
Dx10	For persistent or recurrent symptoms: MUST contact own GP for non-urgent appointment	370	454	330	343	382	372
Dx108	Call is closed with no further action needed	3787	3634	3274	3653	3463	3226
Dx11	Speak to GP Practice within 1 hour	3934	4325	3735	3973	3467	3369
Dx110	Community nurse within 4 hours (fires dos)	229	286	241	311	298	298
Dx111	Community nurse within 24 hours (fires dos)	20	35	15	28	22	21
Dx1111	Speak to a Primary Care Service within 1 hour possible Viral	*Less than 10	*Less than 10	*Less than 10	0	0	0

	Haemorrhagic Fever						
Dx112	Community nurse next working day (fires dos)	0	*Less than 10	*Less than 10	0	*Less than 10	0
Dx115	Contact Own GP Practice next working day for Appointment	*Less than 10	0	0	*Less than 10	*Less than 10	*Less than 10
Dx116	Speak to a Primary Care Service within 6 hours for Expected Death (Green 4)	259	230	225	258	245	228
Dx117	Speak to a Primary Care Service within 1 hour for Palliative Care	95	99	85	104	90	85
Dx118	Attend Emergency Dental Treatment Centre within 4 hours	24	34	28	40	40	45
Dx12	Speak to GP Practice within 2 hours	1584	1758	1548	1754	1672	1503
Dx13	Speak to GP Practice within 6 hours	908	1064	822	975	876	813
Dx14	Speak to GP Practice within 12 hours	382	512	432	410	401	373
Dx15	Speak to GP Practice within 24 hours	405	396	365	346	347	312
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	412	500	379	375	361	354
Dx17	To be seen by Dental Practice within 1 hour	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx18	To be seen by Dental Practice within 2 hours	168	210	177	105	64	65
Dx19	To be seen by Dental Practice within 6 hours	236	288	268	400	356	338
Dx20	To be seen by Dental Practice within 12 hours	1324	1396	1222	924	972	878
Dx21	To be seen by	1201	1245	1135	1642	1657	1526

	Dental Practice within 24 hours						
Dx22	To contact a Dental Practice within 5 working days	296	297	334	460	492	371
Dx25	Home Management	3313	3848	3255	3849	3393	3254
Dx28	Contact Pharmacist	293	335	309	365	315	258
Dx30	Speak to Midwife within 1 hour	23	23	24	18	13	20
Dx32	Speak to Clinician from our Service immediately	0	0	0	0	*Less than 10	*Less than 10
Dx31	Contact Genito-urinary Clinic	38	24	33	32	41	45
Dx323	Speak to Clinician from our Service immediately - Refused GP Practice Disposition	0	0	0	0	*Less than 10	0
Dx35	Speak to Clinician from our Service immediately - Refused GP Practice Disposition	0	0	0	*Less than 10	0	*Less than 10
Dx38	Speak to Clinician from our Service for Home Management Advice	0	0	*Less than 10	0	0	0
Dx39	Symptom Management Advice	49	45	32	23	17	25
Dx42	Child protection Vulnerable Adult immediate referral	0	*Less than 10	0	*Less than 10	*Less than 10	*Less than 10
Dx43	Child protection vulnerable Adult no immediate referral	0	0	*Less than 10	*Less than 10	0	*Less than 10
Dx45	Provide Service Location Information	46	62	46	55	72	66
Dx46	Refer to Health Information	114	168	134	206	197	175
Dx47	Refer to a Community Healthcare Professional	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx48	Refer to Another Out-Of-Hours Service Provider	34	22	19	23	20	26
Dx49	The disposition is '999 for police'	22	37	31	43	39	36
Dx50	Speak to Midwife or	16	28	36	21	28	25

	Labour Suite immediately						
Dx51	Speak to Midwife within 2 hours	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx52	The disposition is refer call to police	*Less than 10	21	11	*Less than 10	*Less than 10	0
Dx60	Contact Optician next routine appointment within 72 hours(3 days from now)	32	21	27	22	28	25
Dx73	Refer to Social Services Immediately	*Less than 10	11	11	*Less than 10	15	12
Dx74	Refer to Social Services Routinely	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx75	MUST contact own GP Practice within 3 working days	992	1139	1007	1100	1014	1021
Dx76	Call back by Health care Professional within 20 minutes	40	48	34	45	45	48
Dx77	Call back by Health care Professional within 60 minutes	*Less than 10	*Less than 10	*Less than 10	*Less than 10	13	*Less than 10
Dx78	Report of results or tests	463	383	416	440	410	379
Dx80	Repeat Prescription required within 6 hours	289	388	285	317	377	288
Dx81	Contact own GP Practice next working day	34	38	29	31	48	36
Dx82	Medication Enquiry	376	505	489	494	475	628
Dx83	Home Management of Expected Death	*Less than 10	0	0	*Less than 10	*Less than 10	*Less than 10
Dx84	Refer to Another Agency	30	48	41	29	38	25
Dx85	Repeat Prescription required within 2 hours	1877	2182	1853	2184	2251	1974
Dx86	Repeat Prescription required within 12 hours	175	218	174	224	288	191
Dx87	Repeat Prescription required within 24	151	157	100	157	175	117

	hours						
Dx88	Speak to Dental within 2 hours	*Less than 10	13	12	*Less than 10	11	*Less than 10
Dx89	Emergency Department within 12 Hours	59	69	87	70	77	69
Dx91	Unexpected Death	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx92	Attend Emergency Department Immediately for Mental Health Crisis Intervention	*Less than 10	*Less than 10	21	172	182	196
Dx93	Speak to GP Practice within 1 Hour (3 contacts or more in 4 days)	356	409	338	384	334	336
Dx94	Attend Emergency Department for Sexual Assault Assessment	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx96	Refer to Health information within 12 hours (fires dos)	189	233	217	261	242	249
Dx97	Emergency Contraception within 2 hours (fires dos)	*Less than 10	*Less than 10	13	11	11	*Less than 10
Dx98	Emergency Contraception within 12 hours (fires dos)	68	97	70	68	83	69

		Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Dx010	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	23	24	33	27	21	30
Dx0101	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	65	64	79	87	58	54
Dx011	Emergency ambulance Response (Red 2)	5120	4976	5306	4595	4100	4040
Dx012	Emergency	5246	5045	5023	4460	3682	3683

	Ambulance Response (Green 2)						
Dx013	Assistance needed at home due to inability to get off the floor	146	117	99	122	115	77
Dx014	Crew arrived before disposition was reached	46	40	41	21	26	26
Dx016	Non-emergency Ambulance Response	338	282	300	247	221	221
Dx0162	Transport to Emergency Treatment Centre within 1 hour	129	106	110	83	85	84
Dx017	Ambulance for Clinical reasons	253	197	214	162	133	176
Dx018	Ambulance for Transport Reasons	90	96	93	77	63	71
Dx0181	Emergency Ambulance due to Clinical Reasons (Green 2)	285	325	311	278	236	300
Dx021	Attend Emergency Treatment Centre within 1 hour possible Viral Haemorrhagic Fever	0	*Less than 10	0	*Less than 10	*Less than 10	0
Dx02	Attend Emergency Department within 1 hour	5556	4980	5207	4894	4342	4563
Dx03	Attend Emergency Department within 4 hours	1183	995	1018	944	890	998
Dx05	To contact the GP practice or other local service within 2 hours	14076	13058	13784	12847	11267	11413
Dx06	To contact the GP practice or other local service within 6 hours	12879	12317	14429	12670	10483	10931
Dx07	To contact the GP practice or other local service within 12 hours	3945	3644	3977	3196	2774	2992
Dx08	To contact the GP practice or other local service within	5404	5460	6775	5687	4643	4781

	24 hours						
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for non-urgent appointment	451	431	418	368	339	393
Dx10	For persistent or recurrent symptoms: MUST contact own GP for non-urgent appointment	387	371	425	385	366	339
Dx108	Call is closed with no further action needed	4026	3581	3625	2905	2497	2747
Dx11	Speak to GP Practice within 1 hour	4299	4311	4861	4485	3332	3565
Dx110	Community nurse within 4 hours (fires dos)	300	166	173	118	126	148
Dx111	Community nurse within 24 hours (fires dos)	22	17	17	*Less than 10	13	13
Dx112	Community nurse next working day (fires dos)	*Less than 10	*Less than 10	*Less than 10	0	*Less than 10	*Less than 10
Dx115	Contact Own GP Practice next working day for Appointment	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	0
Dx116	Speak to a Primary Care Service within 6 hours for Expected Death (Green 4)	298	280	256	273	197	216
Dx117	Speak to a Primary Care Service within 1 hour for Palliative Care	121	103	152	145	84	89
Dx118	Attend Emergency Dental Treatment Centre within 4 hours	38	28	24	34	25	27
Dx12	Speak to GP Practice within 2 hours	1730	1665	1849	1811	1480	1564
Dx13	Speak to GP Practice within 6 hours	894	802	979	997	881	903
Dx14	Speak to GP Practice within 12	424	431	462	396	367	436

	hours						
Dx15	Speak to GP Practice within 24 hours	417	387	474	388	322	321
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	427	382	437	392	403	367
Dx17	To be seen by Dental Practice within 1 hour	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx18	To be seen by Dental Practice within 2 hours	69	64	79	75	63	61
Dx19	To be seen by Dental Practice within 6 hours	322	255	307	248	232	292
Dx20	To be seen by Dental Practice within 12 hours	892	759	857	744	622	754
Dx21	To be seen by Dental Practice within 24 hours	1509	1435	1730	1368	1244	1415
Dx22	To contact a Dental Practice within 5 working days	424	372	492	322	323	358
Dx23	Contact Orthodontist next working day	*Less than 10	0	*Less than 10	0	0	0
Dx25	Home Management	3752	3900	4186	3517	3174	3498
Dx28	Contact Pharmacist	265	210	311	212	200	237
Dx30	Speak to Midwife within 1 hour	23	15	23	28	16	17
Dx32	Speak to Clinician from our Service immediately	0	0	*Less than 10	0	0	*Less than 10
Dx322	Speak to Clinician from our Service immediately - Refused Emergency Department Disposition	0	0	0	*Less than 10	0	0
Dx31	Contact Genito-urinary Clinic	46	34	31	31	29	22
Dx39	Symptom Management Advice	45	46	86	88	41	31
Dx42	Child protection Vulnerable Adult immediate referral	0	*Less than 10	*Less than 10	*Less than 10	0	*Less than 10

Dx43	Child protection vulnerable Adult no immediate referral	*Less than 10	0	*Less than 10	0	0	0
Dx45	Provide Service Location Information	61	41	49	48	30	67
Dx46	Refer to Health Information	227	163	165	144	147	185
Dx47	Refer to a Community Healthcare Professional	0	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx48	Refer to Another Out-Of-Hours Service Provider	27	25	17	32	20	17
Dx49	The disposition is '999 for police'	33	35	41	27	26	26
Dx50	Speak to Midwife or Labour Suite immediately	30	23	29	13	15	23
Dx51	Speak to Midwife within 2 hours	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx52	The disposition is refer call to police	0	0	0	0	*Less than 10	0
Dx60	Contact Optician next routine appointment within 72 hours(3 days from now)	23	20	14	17	25	20
Dx73	Refer to Social Services Immediately	14	11	16	10	*Less than 10	*Less than 10
Dx74	Refer to Social Services Routinely	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx75	MUST contact own GP Practice within 3 working days	1079	1034	1048	1030	957	1037
Dx76	Call back by Health care Professional within 20 minutes	50	41	38	37	30	33
Dx77	Call back by Health care Professional within 60 minutes	18	15	14	12	12	13
Dx78	Report of results or tests	417	451	410	476	426	418
Dx80	Repeat Prescription required within 6 hours	270	237	307	181	173	172

Dx81	Contact own GP Practice next working day	34	35	46	21	20	23
Dx82	Medication Enquiry	606	597	583	508	585	562
Dx83	Home Management of Expected Death	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx84	Refer to Another Agency	44	24	36	34	21	26
Dx85	Repeat Prescription required within 2 hours	2109	1708	2041	1418	1388	1409
Dx86	Repeat Prescription required within 12 hours	187	153	264	154	117	136
Dx87	Repeat Prescription required within 24 hours	132	95	199	75	59	83
Dx88	Speak to Dental within 2 hours	*Less than 10	*Less than 10	10	*Less than 10	*Less than 10	*Less than 10
Dx89	Emergency Department within 12 Hours	67	71	39	72	43	48
Dx91	Unexpected Death	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx92	Attend Emergency Department Immediately for Mental Health Crisis Intervention	189	153	152	129	156	147
Dx93	Speak to GP Practice within 1 Hour (3 contacts or more in 4 days)	471	446	501	517	420	420
Dx94	Attend Emergency Department for Sexual Assault Assessment	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx96	Refer to Health information within 12 hours (fires dos)	241	241	197	206	218	252
Dx97	Emergency Contraception within 2 hours (fires dos)	*Less than 10	*Less than 10	12	*Less than 10	10	*Less than 10
Dx98	Emergency Contraception within 12 hours (fires dos)	86	71	70	68	64	70

*As this figure is less than 10 we are unable to give the exact number

2017/18

Month	Total 111 Call Received	Total 111 calls routed to Clinician
Apr-17	99,575	19,681
May-17	91,789	18,759
Jun-17	78,212	17,213
Jul-17	86,640	18,151
Aug-17	80,524	17,861
Sep-17	80,053	17,311
Oct-17	84,639	18,817
Nov-17	82,468	18,735
Dec-17	124,624	23,004
Jan-18	99,868	21,681

		Apr-17	May-17	Jun-17	Jul-17	Aug-17
Dx010	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	38	38	54	41	43
Dx0101	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	43	46	26	42	39
Dx011	Emergency ambulance Response (Red 2)	4123	4346	3883	4166	3895
Dx012	Emergency Ambulance Response (Green 2)	3945	4100	3677	3883	3436
Dx013	Assistance needed at home due to inability to get off the floor	93	97	107	109	98
Dx014	Crew arrived before disposition was reached	18	23	26	34	20
Dx016	Non-emergency Ambulance Response	249	220	221	214	196
Dx0162	Transport to	80	86	79	97	85

	Emergency Treatment Centre within 1 hour					
Dx017	Ambulance for Clinical reasons	178	171	144	140	158
Dx018	Ambulance for Transport Reasons	118	89	86	94	84
Dx0181	Emergency Ambulance due to Clinical Reasons (Green 2)	268	315	278	285	285
Dx021	Attend Emergency Treatment Centre within 1 hour possible Viral Haemorrhagic Fever	0	0	0	0	*Less than 10
Dx02	Attend Emergency Department within 1 hour	4974	5058	4914	5198	4940
Dx03	Attend Emergency Department within 4 hours	1151	1216	1284	1252	1116
Dx05	To contact the GP practice or other local service within 2 hours	12654	12234	10572	11579	10426
Dx06	To contact the GP practice or other local service within 6 hours	12531	11288	9387	10675	9454
Dx07	To contact the GP practice or other local service within 12 hours	3443	3296	3194	3711	3158
Dx08	To contact the GP practice or other local service within 24 hours	5687	4838	3978	4414	4317
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for non-urgent appointment	417	377	394	354	344
Dx10	For persistent or recurrent symptoms: MUST contact own GP for non-urgent	365	306	279	294	280

	appointment					
Dx108	Call is closed with no further action needed	3111	3069	2712	3041	2771
Dx11	Speak to GP Practice within 1 hour	3985	3737	3182	3300	3313
Dx110	Community nurse within 4 hours (fires dos)	180	166	137	148	146
Dx111	Community nurse within 24 hours (fires dos)	23	20	14	12	17
Dx112	Community nurse next working day (fires dos)	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx115	Contact Own GP Practice next working day for Appointment	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx116	Speak to a Primary Care Service within 6 hours for Expected Death (Green 4)	201	223	192	214	206
Dx117	Speak to a Primary Care Service within 1 hour for Palliative Care	152	168	94	123	146
Dx118	Attend Emergency Dental Treatment Centre within 4 hours	20	26	22	31	26
Dx12	Speak to GP Practice within 2 hours	1818	1686	1401	1490	1520
Dx13	Speak to GP Practice within 6 hours	989	921	853	848	799
Dx14	Speak to GP Practice within 12 hours	436	430	342	413	363
Dx15	Speak to GP Practice within 24 hours	403	390	329	329	350
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3	409	370	335	374	373

	working days					
Dx17	To be seen by Dental Practice within 1 hour	12	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx18	To be seen by Dental Practice within 2 hours	77	61	53	58	64
Dx19	To be seen by Dental Practice within 6 hours	331	292	224	308	310
Dx20	To be seen by Dental Practice within 12 hours	930	878	709	896	904
Dx21	To be seen by Dental Practice within 24 hours	1705	1724	1379	1480	1569
Dx22	To contact a Dental Practice within 5 working days	474	437	359	403	451
Dx25	Home Management	3550	3560	3342	3620	3129
Dx28	Contact Pharmacist	280	285	305	261	254
Dx30	Speak to Midwife within 1 hour	14	14	16	12	19
Dx32	Speak to Clinician from our Service immediately	0	0	0	*Less than 10	0
Dx322	Speak to Clinician from our Service immediately - Refused Emergency Department Disposition	0	0	*Less than 10	*Less than 10	0
Dx31	Contact Genito-urinary Clinic	43	31	23	41	37
Dx323	Speak to Clinician from our Service immediately - Refused GP Practice Disposition	0	*Less than 10	0	0	0
Dx38	Speak to Clinician from our Service for Home Management Advice	0	0	0	*Less than 10	0
Dx39	Symptom Management Advice	31	26	18	19	20
Dx42	Child protection Vulnerable Adult immediate referral	*Less than 10	0	*Less than 10	0	*Less than 10

Dx43	Child protection vulnerable Adult no immediate referral	*Less than 10	0	0	0	0
Dx45	Provide Service Location Information	77	71	40	55	53
Dx46	Refer to Health Information	135	164	138	177	168
Dx47	Refer to a Community Healthcare Professional	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx48	Refer to Another Out-Of-Hours Service Provider	27	32	30	33	25
Dx49	The disposition is '999 for police'	23	25	29	31	36
Dx50	Speak to Midwife or Labour Suite immediately	30	33	14	29	18
Dx51	Speak to Midwife within 2 hours	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx52	The disposition is refer call to police	*Less than 10	0	*Less than 10	*Less than 10	*Less than 10
Dx60	Contact Optician next routine appointment within 72 hours(3 days from now)	15	22	17	18	24
Dx73	Refer to Social Services Immediately	11	*Less than 10	*Less than 10	10	10
Dx74	Refer to Social Services Routinely	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx75	MUST contact own GP Practice within 3 working days	982	1009	954	1021	879
Dx76	Call back by Health care Professional within 20 minutes	33	250	224	273	288
Dx77	Call back by Health care Professional within 60 minutes	*Less than 10	41	49	41	55
Dx78	Report of results or tests	410	427	369	406	341
Dx80	Repeat Prescription required within 6	440	288	208	310	288

	hours					
Dx81	Contact own GP Practice next working day	36	33	46	49	39
Dx82	Medication Enquiry	493	518	499	525	512
Dx83	Home Management of Expected Death	*Less than 10	*Less than 10	0	*Less than 10	*Less than 10
Dx84	Refer to Another Agency	33	38	28	34	31
Dx85	Repeat Prescription required within 2 hours	2578	2076	1446	1805	1846
Dx86	Repeat Prescription required within 12 hours	309	226	197	231	233
Dx87	Repeat Prescription required within 24 hours	287	187	137	200	204
Dx88	Speak to Dental within 2 hours	*Less than 10	14	10	*Less than 10	*Less than 10
Dx89	Emergency Department within 12 Hours	47	64	78	74	60
Dx91	Unexpected Death	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx92	Attend Emergency Department Immediately for Mental Health Crisis Intervention	148	189	172	167	162
Dx93	Speak to GP Practice within 1 Hour (3 contacts or more in 4 days)	520	628	445	526	497
Dx94	Attend Emergency Department for Sexual Assault Assessment	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx96	Refer to Health information within 12 hours (fires dos)	254	254	213	274	209
Dx97	Emergency Contraception within 2 hours (fires dos)	*Less than 10	12	*Less than 10	*Less than 10	14
Dx98	Emergency Contraception	92	79	50	58	75

	within 12 hours (fires dos)					
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		Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Dx010	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	32	47	45	52	45
Dx0101	Emergency Ambulance Response for Potential Cardiac Arrest (Red 1)	38	40	67	70	58
Dx0103	Emergency Ambulance Response for Fitting Now	0	0	0	*Less than 10	27
Dx0104	Emergency Ambulance Response for Major Blood Loss (C1)	0	0	0	*Less than 10	*Less than 10
Dx0105	Emergency Ambulance Response for Potential Shock (C1)	0	0	0	56	156
Dx0106	Emergency Ambulance Response for Respiratory Distress	0	0	0	207	373
Dx0107	Emergency Ambulance Response for Unconsciousness	0	0	0	11	35
Dx0111	Emergency Ambulance Response for Acute Abdomen Pregnant	0	0	0	10	18
Dx0112	Emergency Ambulance Response for Acute Coronary Syndrome	0	0	0	1216	2479
Dx01120	Emergency Ambulance Response for	0	0	0	10	19

	Respiratory Distress Trauma					
Dx01121	Emergency Ambulance Response for Septicaemia	0	0	0	94	189
Dx01122	Emergency Ambulance Response for Unconsciousness	0	0	0	60	122
Dx0113	Emergency Ambulance Response for Anaphylaxis	0	0	0	90	188
Dx0114	Emergency Ambulance Response for Aortic Aneurysm Rupture / Dissection	0	0	0	98	216
Dx0115	Emergency Ambulance Response for Labour Complications	0	0	0	*Less than 10	12
Dx0116	Emergency Ambulance Response for Major Blood Loss (C2)	0	0	0	24	63
Dx0117	Emergency Ambulance Response for Possible Stroke Time Critical	0	0	0	149	349
Dx0118	Emergency Ambulance Response for Potential Shock (C2)	0	0	0	102	186
Dx0119	Emergency Ambulance Response for Respiratory Distress Non Trauma	0	0	0	391	702
Dx0121	Emergency Ambulance Response (C3)	0	0	0	321	886
Dx0122	Emergency Ambulance Response (C3)	0	0	0	469	1198

Dx0126	Emergency Ambulance Response for Trauma Emergency	0	0	0	38	121
Dx0127	Emergency Ambulance Response for Pregnancy / Labour Problem	0	0	0	17	31
Dx011	Emergency ambulance Response (Red 2)	4023	4386	4690	3349	128
Dx012	Emergency Ambulance Response (Green 2)	3408	3643	3814	3093	1564
Dx013	Assistance needed at home due to inability to get off the floor	96	111	102	123	145
Dx014	Crew arrived before disposition was reached	32	21	27	31	29
Dx016	Non-emergency Ambulance Response	199	184	238	232	182
Dx0162	Transport to Emergency Treatment Centre within 1 hour	69	74	89	108	75
Dx017	Ambulance for Clinical reasons	110	185	184	177	229
Dx018	Ambulance for Transport Reasons	75	69	105	73	62
Dx0181	Emergency Ambulance due to Clinical Reasons (Green 2)	273	233	326	267	160
Dx021	Attend Emergency Treatment Centre within 1 hour possible Viral Haemorrhagic Fever	0	0	0	*Less than 10	0
Dx02	Attend Emergency Department within 1 hour	4736	4993	4673	5427	5465
Dx03	Attend Emergency Department within 4 hours	1036	1026	934	925	962

Dx05	To contact the GP practice or other local service within 2 hours	10317	10994	10424	14434	13561
Dx06	To contact the GP practice or other local service within 6 hours	9678	10552	10252	14359	11682
Dx07	To contact the GP practice or other local service within 12 hours	3014	3279	2994	3951	3136
Dx08	To contact the GP practice or other local service within 24 hours	4229	4694	4598	6949	5585
Dx09	For persistent or recurrent symptoms: get in touch with the GP Practice for non-urgent appointment	350	390	348	407	381
Dx10	For persistent or recurrent symptoms: MUST contact own GP for non-urgent appointment	262	314	310	402	371
Dx108	Call is closed with no further action needed	2775	2931	2892	3690	3346
Dx11	Speak to GP Practice within 1 hour	3316	3629	3369	5524	5122
Dx110	Community nurse within 4 hours (fires dos)	142	146	123	136	111
Dx111	Community nurse within 24 hours (fires dos)	15	12	11	19	14
Dx1111	Speak to a Primary Care Service within 1 hour possible Viral Haemorrhagic Fever	*Less than 10	0	0	0	0
Dx112	Community nurse next working day (fires dos)	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx114	Community midwife next working day	0	0	0	*Less than	0

	(fires dos)				10	
Dx115	Contact Own GP Practice next working day for Appointment	*Less than 10	*Less than 10	0	16	0
Dx116	Speak to a Primary Care Service within 6 hours for Expected Death (Green 4)	189	222	211	*Less than 10	296
Dx117	Speak to a Primary Care Service within 1 hour for Palliative Care	143	133	109	129	91
Dx118	Attend Emergency Dental Treatment Centre within 4 hours	29	27	29	19	24
Dx119	Callback by Healthcare Professional within 2 hours	0	0	0	16	14
Dx12	Speak to GP Practice within 2 hours	1446	1459	1456	1796	*Less than 10
Dx13	Speak to GP Practice within 6 hours	818	864	887	1070	1009
Dx14	Speak to GP Practice within 12 hours	392	392	392	505	393
Dx15	Speak to GP Practice within 24 hours	313	345	309	455	359
Dx16	For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days	325	348	382	451	420
Dx17	To be seen by Dental Practice within 1 hour	*Less than 10	*Less than 10	*Less than 10	13	*Less than 10
Dx18	To be seen by Dental Practice within 2 hours	65	60	51	52	54
Dx19	To be seen by Dental Practice within 6 hours	303	282	240	335	255
Dx120	Callback by	0	0	0	*Less	*Less

	Healthcare Professional within 4 hours				than 10	than 10
Dx20	To be seen by Dental Practice within 12 hours	763	789	759	877	635
Dx21	To be seen by Dental Practice within 24 hours	1464	1361	1284	1609	1208
Dx22	To contact a Dental Practice within 5 working days	425	425	355	431	351
Dx23	Contact Orthodontist next working day	0	*Less than 10	*Less than 10	*Less than 10	0
Dx25	Home Management	3008	3323	3399	4053	3669
Dx28	Contact Pharmacist	210	256	204	302	225
Dx30	Speak to Midwife within 1 hour	15	10	14	*Less than 10	14
Dx32	Speak to Clinician from our Service immediately	0	*Less than 10	0	0	0
Dx31	Contact Genito-urinary Clinic	27	28	34	32	33
Dx323	Speak to Clinician from our Service immediately - Refused GP Practice Disposition	0	0	*Less than 10	0	0
Dx35	Speak to Clinician from our Service immediately - Refused GP Practice Disposition	0	0	*Less than 10	0	0
Dx39	Symptom Management Advice	40	30	55	92	122
Dx42	Child protection Vulnerable Adult immediate referral	*Less than 10	0	0	0	0
Dx43	Child protection vulnerable Adult no immediate referral	0	0	0	*Less than 10	*Less than 10
Dx45	Provide Service Location Information	59	57	38	43	50
Dx46	Refer to Health Information	138	139	120	118	140
Dx47	Refer to a	*Less	0	*Less	*Less	*Less

	Community Healthcare Professional	than 10		than 10	than 10	than 10
Dx48	Refer to Another Out-Of-Hours Service Provider	41	30	25	26	14
Dx49	The disposition is '999 for police'	39	26	22	21	22
Dx50	Speak to Midwife or Labour Suite immediately	22	28	20	23	45
Dx51	Speak to Midwife within 2 hours	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx52	The disposition is refer call to police	0	*Less than 10	0	0	*Less than 10
Dx60	Contact Optician next routine appointment within 72 hours(3 days from now)	23	21	21	27	24
Dx73	Refer to Social Services Immediately	*Less than 10	*Less than 10	*Less than 10	*Less than 10	13
Dx74	Refer to Social Services Routinely	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx75	MUST contact own GP Practice within 3 working days	846	928	926	1046	957
Dx76	Call back by Health care Professional within 20 minutes	253	285	262	330	287
Dx77	Call back by Health care Professional within 60 minutes	36	61	44	76	64
Dx78	Report of results or tests	327	352	418	300	413
Dx80	Repeat Prescription required within 6 hours	310	218	223	357	221
Dx81	Contact own GP Practice next working day	50	44	29	31	33
Dx82	Medication Enquiry	581	494	516	518	569
Dx83	Home Management of Expected Death	*Less than 10	0	*Less than 10	*Less than 10	*Less than 10
Dx84	Refer to Another	35	30	37	59	48

	Agency					
Dx85	Repeat Prescription required within 2 hours	1743	1652	1441	2144	1371
Dx86	Repeat Prescription required within 12 hours	218	161	165	313	174
Dx87	Repeat Prescription required within 24 hours	187	160	132	352	180
Dx88	Speak to Dental within 2 hours	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx89	Emergency Department within 12 Hours	53	63	50	57	53
Dx91	Unexpected Death	*Less than 10	*Less than 10	*Less than 10	*Less than 10	*Less than 10
Dx92	Attend Emergency Department Immediately for Mental Health Crisis Intervention	162	155	151	130	126
Dx93	Speak to GP Practice within 1 Hour (3 contacts or more in 4 days)	453	470	420	591	481
Dx94	Attend Emergency Department for Sexual Assault Assessment	*Less than 10	*Less than 10	*Less than 10	0	*Less than 10
Dx96	Refer to Health information within 12 hours (fires dos)	254	218	240	212	205
Dx97	Emergency Contraception within 2 hours (fires dos)	*Less than 10	*Less than 10	*Less than 10	10	12
Dx98	Emergency Contraception within 12 hours (fires dos)	60	60	42	63	63

*As this figure is less than 10 we are unable to give the exact number

Please note the total number of 111 calls received differs to calls split by disposition this is because a significant proportion of calls do not result in a pathways assessment

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