

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

Date 12th April 2018

Email:foi@secamb.nhs.uk

Email:

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

	Total 111 Call	Total 111 calls
Month	Received	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
	Emergency Ambulance Response for Potential Cardiac						
Dx010	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
	Emergency						
Dx011	ambulance Response (Red 2)	4139	4544	4401	4717	4430	4329
Dx012	Emergency Ambulance Response (Green 2)	4723	4965	4583	5130	4600	4490
	Assistance needed at home due to inability to get off the						
Dx013	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	116	117	100	129	130	100
DX0102	within 1 hour Ambulance for	110	117	109	129	130	109
Dx017	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
	Attend Emergency	*Less	*Less				*Less
Dx021	Treatment Centre	than	than	0	0	0	than



	within 1 hour	10	10				10
	possible Viral	10	10				
	Haemorrhagic Fever						
	Attend Emergency						
	Department within 1						
Dx02	hour	4994	5357	5125	5470	5490	5173
-	Attend Emergency						
	Department within 4						
Dx03	hours	1136	1408	1223	1455	1370	1164
	To contact the GP						
	practice or other						
	local service within 2						
Dx05	hours	13284	14212	12404	14051	12878	12285
	To contact the GP						
	practice or other						
	local service within 6						
Dx06	hours	12719	13986	11365	12786	11411	10736
	To contact the GP						
	practice or other						
<b>D</b> 0 <b>T</b>	local service within	o	0700			4000	
Dx07	12 hours	3415	3722	3232	4124	4029	3589
	To contact the GP						
	practice or other						
D. 00	local service within	5540	5700	4007	5404	4704	45.40
Dx08	24 hours	5518	5738	4827	5101	4721	4549
	For persistent or						
	recurrent symptoms:						
	get in touch with the GP Practice for non-						
Dx09	urgent appointment	425	429	376	408	394	379
DX09	For persistent or	423	423	570	400	394	519
	recurrent symptoms:						
	MUST contact own						
	GP for non-urgent						
Dx10	appointment	370	454	330	343	382	372
2	Call is closed with						<u> </u>
	no further action						
Dx108	needed	3787	3634	3274	3653	3463	3226
	Speak to GP		_				_
	Practice within 1						
Dx11	hour	3934	4325	3735	3973	3467	3369
	Community nurse						
	within 4 hours (fires						
Dx110	dos)	229	286	241	311	298	298
	Community nurse						
	within 24 hours (fires						
Dx111	dos)	20	35	15	28	22	21
	Speak to a Primary	*Less	*Less	*Less			
	Care Service within	than	than	than			
Dx1111	1 hour possible Viral	10	10	10	0	0	0



	Haemorrhagic Fever						
	Community nurse		*Less	*Less		*Less	
	next working day		than	than		than	
Dx112	(fires dos)	0	10	10	0	10	0
	Contact Own GP	•					
	Practice next	*Less			*Less	*Less	*Less
	working day for	than			than	than	than
Dx115	Appointment	10	0	0	10	10	10
DATIO	Speak to a Primary	10	Ŭ	Ŭ	10	10	10
	Care Service within						
	6 hours for Expected						
Dx116	Death (Green 4)	259	230	225	258	245	228
	Speak to a Primary						
	Care Service within						
	1 hour for Palliative						
Dx117	Care	95	99	85	104	90	85
	Attend Emergency						
	Dental Treatment						
	Centre within 4						
Dx118	hours	24	34	28	40	40	45
	Speak to GP						
	Practice within 2						
Dx12	hours	1584	1758	1548	1754	1672	1503
	Speak to GP						
	Practice within 6						
Dx13	hours	908	1064	822	975	876	813
	Speak to GP						
	Practice within 12						
Dx14	hours	382	512	432	410	401	373
	Speak to GP						
	Practice within 24						
Dx15	hours	405	396	365	346	347	312
	For persistent or						
	recurrent symptoms:						
	get in touch with the						
	GP Practice within 3						
Dx16	working days	412	500	379	375	361	354
	To be seen by	*Less	*Less	*Less	*Less	*Less	*Less
	Dental Practice	than	than	than	than	than	than
Dx17	within 1 hour	10	10	10	10	10	10
	To be seen by						
	Dental Practice	4.00	040	4	405		05
Dx18	within 2 hours	168	210	177	105	64	65
	To be seen by						
Duto	Dental Practice	000	000	000	400	050	222
Dx19	within 6 hours	236	288	268	400	356	338
	To be seen by						
Dv20	Dental Practice	1004	1000	1000	004	070	070
Dx20	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						
	To contact a Dental Practice within 5						
Dx22	working days	296	297	334	460	492	371
-		3313	-	3255	3849		3254
Dx25	Home Management		3848			3393	
Dx28	Contact Pharmacist	293	335	309	365	315	258
Duan	Speak to Midwife	00	00	24	10	10	20
Dx30	within 1 hour	23	23	24	18	13	20
	Speak to Clinician from our Service					*Less than	*Less than
Dx32	immediately	0	0	0	0	10	10
0,32	Contact Genito-	0	0	0	0	10	10
Dx31	urinary Clinic	38	24	33	32	41	45
DAGT	Speak to Clinician	50	27	33	52	1	70
	from our Service						
	immediately -					*Less	
	Refused GP					than	
Dx323	Practice Disposition	0	0	0	0	10	0
	Speak to Clinician						
	from our Service						
	immediately -				*Less		*Less
	Refused GP				than		than
Dx35	Practice Disposition	0	0	0	10	0	10
	Speak to Clinician						
	from our Service for			*Less			
	Home Management			than			
Dx38	Advice	0	0	10	0	0	0
	Symptom						
Dx39	Management Advice	49	45	32	23	17	25
	Child protection		*Less		*Less	*Less	*Less
	Vulnerable Adult		than		than	than	than
Dx42	immediate referral	0	10	0	10	10	10
	Child protection			*Less	*Less		*Less
	vulnerable Adult no			than	than		than
Dx43	immediate referral	0	0	10	10	0	10
5.45	Provide Service	10		10		70	
Dx45	Location Information	46	62	46	55	72	66
Du 40	Refer to Health		100	104	000	407	475
Dx46	Information	114	168	134	206	197	175
	Refer to a	*  ~~~	*  ~~~	*1	*  ~~~	*	*1
	Community	*Less	*Less	*Less	*Less	*Less	*Less
Dx47	Healthcare Professional	than 10	than 10	than 10	than 10	than 10	than 10
DX47	Refer to Another	10	10		10	10	10
	Out-Of-Hours						
Dx48	Service Provider	34	22	19	23	20	26
	The disposition is	<u> </u>			20	20	20
Dx49	'999 for police'	22	37	31	43	39	36
Dx49 Dx50		16	28	36	21	28	25
0300	Speak to Midwife or	10	20	30	<b>Z</b>	20	25



	Labour Suite						
	immediately	14	14	14	14	14	14
		*Less	*Less	*Less	*Less	*Less	*Less
	Speak to Midwife	than	than	than	than	than	than
Dx51	within 2 hours	10	10	10	10	10	10
		*Less			*Less	*Less	
<b>B F A</b>	The disposition is	than			than	than	
Dx52	refer call to police	10	21	11	10	10	0
	Contact Optician						
	next routine						
	appointment within						
<b>D</b> 00	72 hours(3 days			07			0.5
Dx60	from now)	32	21	27	22	28	25
	Refer to Social	*Less			*Less		
D 70	Services	than			than	4.5	10
Dx73	Immediately	10	11	11	10	15	12
		*Less	*Less	*Less	*Less	*Less	*Less
D 74	Refer to Social	than	than	than	than	than	than
Dx74	Services Routinely	10	10	10	10	10	10
	MUST contact own						
	GP Practice within 3	000	1120	1007	1100	1014	1001
Dx75	working days	992	1139	1007	1100	1014	1021
	Call back by Health						
Dx76	care Professional	40	48	34	45	45	48
DX70	within 20 minutes	*Less	*Less	*Less	*Less	45	*Less
	Call back by Health care Professional	than	than	than	than		than
Dx77	within 60 minutes	10	10	10	10	13	10
DXII	Report of results or	10	10	10	10	13	10
Dx78	tests	463	383	416	440	410	379
DATO	Repeat Prescription	400	000	410	0		010
	required within 6						
Dx80	hours	289	388	285	317	377	288
DX00	Contact own GP	200	000	200	017	511	200
	Practice next						
Dx81	working day	34	38	29	31	48	36
Dx82	Medication Enquiry	376	505	489	494	475	628
DAUZ		*Less	000		*Less	*Less	*Less
	Home Management	than			than	than	than
Dx83	of Expected Death	10	0	0	10	10	10
2700	Refer to Another						
Dx84	Agency	30	48	41	29	38	25
	Repeat Prescription			+ • •			
	required within 2						
Dx85	hours	1877	2182	1853	2184	2251	1974
	Repeat Prescription						
	required within 12						
		1	1	1	1	1	1
Dx86		175	218	174	224	288	191
Dx86	hours Repeat Prescription	175	218	174	224	288	191



	hours						
		*Less			*Less		*Less
	Speak to Dental	than			than		than
Dx88	within 2 hours	10	13	12	10	11	10
	Emergency						
	Department within						
Dx89	12 Hours	59	69	87	70	77	69
		*Less	*Less	*Less	*Less	*Less	*Less
D 04		than	than	than	than	than	than
Dx91	Unexpected Death	10	10	10	10	10	10
	Attend Emergency						
	Department Immediately for	*Less	*Less				
	Mental Health Crisis	than	than				
Dx92	Intervention	10	10	21	172	182	196
DAJZ	Speak to GP	10	10	21	172	102	150
	Practice within 1						
	Hour (3 contacts or						
Dx93	more in 4 days)	356	409	338	384	334	336
	Attend Emergency						
	Department for	*Less	*Less	*Less	*Less	*Less	*Less
	Sexual Assault	than	than	than	than	than	than
Dx94	Assessment	10	10	10	10	10	10
	Refer to Health						
	information within 12						
Dx96	hours (fires dos)	189	233	217	261	242	249
	Emergency	*Less	*Less				*Less
D. 07	Contraception within	than	than	10			than
Dx97	2 hours (fires dos)	10	10	13	11	11	10
	Emergency						
	Contraception within	68	07	70	68	83	69
Dx98	12 hours (fires dos)	00	97	70	00	03	69

		Oct- 16	Nov- 16	Dec- 16	Jan- 17	Feb- 17	Mar- 17
	Emergency						
	Ambulance						
	Response for						
D-010	Potential Cardiac	00	0.4	20	07	04	00
Dx010	Arrest (Red 1)	23	24	33	27	21	30
	Emergency						
	Ambulance						
	Response for						
	Potential Cardiac						
Dx0101	Arrest (Red 1)	65	64	79	87	58	54
	Emergency						
	ambulance						
Dx011	Response (Red 2)	5120	4976	5306	4595	4100	4040
Dx012	Emergency	5246	5045	5023	4460	3682	3683



[	Ambulance						
	Response (Green 2) Assistance needed						
	at home due to						
Dv012	inability to get off the	146	117	00	122	115	77
Dx013	floor Crew arrived before	146	117	99	122	115	77
Dx014	disposition was reached	46	40	41	21	26	26
DX014		40	40	41	21	20	20
	Non-emergency Ambulance						
Dx016		338	282	300	247	221	221
DXUTO	Response Transport to	330	202	300	247	221	221
	Transport to						
	Emergency Treatment Centre						
Dx0162		129	106	110	83	85	84
DX0102	within 1 hour Ambulance for	129	100	110	03	00	04
Dx017		253	197	214	162	133	176
DXUT7	Clinical reasons Ambulance for	203	197	214	102	155	170
Dx018		90	96	93	77	63	71
DXUTO	Transport Reasons	90	90	93	11	03	/ 1
	Emergency Ambulance due to						
	Clinical Reasons						
Dx0181	(Green 2)	285	325	311	278	236	300
DAUTOT	Attend Emergency	205	525	511	270	230	300
	Treatment Centre						
	within 1 hour		*Less		*Less	*Less	
	possible Viral		than		than	than	
Dx021	Haemorrhagic Fever	0	10	0	10	10	0
DAUZT	Attend Emergency	0	10	0	10	10	0
	Department within 1						
Dx02	hour	5556	4980	5207	4894	4342	4563
DX02	Attend Emergency	0000	4000	0201	-00-	-10-12	4000
	Department within 4						
Dx03	hours	1183	995	1018	944	890	998
DAGO	To contact the GP	1100	000	1010	344	000	000
	practice or other						
	local service within 2						
Dx05	hours	14076	13058	13784	12847	11267	11413
	To contact the GP	1 10/0	10000	10107	12041	11201	11710
	practice or other						
	local service within 6						
Dx06	hours	12879	12317	14429	12670	10483	10931
	To contact the GP	0/0				10100	
	practice or other						
	local service within						
Dx07	12 hours	3945	3644	3977	3196	2774	2992
	To contact the GP						
	practice or other						
Dx08	local service within	5404	5460	6775	5687	4643	4781
5,00		0-10-1	0400	0110	0001	1010	101



	24 hours	]					
	For persistent or		1	1	1		
	recurrent symptoms:						
	get in touch with the						
	GP Practice for non-						
Dx09	urgent appointment	451	431	418	368	339	393
	For persistent or						
	recurrent symptoms:						
	MUST contact own						
	GP for non-urgent						
Dx10	appointment	387	371	425	385	366	339
	Call is closed with						
	no further action						
Dx108	needed	4026	3581	3625	2905	2497	2747
	Speak to GP						
	Practice within 1						
Dx11	hour	4299	4311	4861	4485	3332	3565
	Community nurse						
	within 4 hours (fires						
Dx110	dos)	300	166	173	118	126	148
	Community nurse				*Less		
	within 24 hours (fires				than		
Dx111	dos)	22	17	17	10	13	13
	Community nurse	*Less	*Less	*Less		*Less	*Less
	next working day	than	than	than		than	than
Dx112	(fires dos)	10	10	10	0	10	10
	Contact Own GP						
	Practice next	*Less	*Less	*Less	*Less	*Less	
	working day for	than	than	than	than	than	
Dx115	Appointment	10	10	10	10	10	0
	Speak to a Primary						
	Care Service within						
<b>D</b> 440	6 hours for Expected		000	050	070	407	040
Dx116	Death (Green 4)	298	280	256	273	197	216
	Speak to a Primary						
	Care Service within						
D:447	1 hour for Palliative	101	100	450	4 45	0.4	00
Dx117	Care	121	103	152	145	84	89
	Attend Emergency						
	Dental Treatment						
Dv110	Centre within 4	20	20	24	24	25	27
Dx118	hours Speak to GP	38	28	24	34	25	27
	Speak to GP Practice within 2						
Dx12	hours	1730	1665	1849	1811	1480	1564
	Speak to GP	1750	1005	1049		1400	1304
	Practice within 6						
Dx13	hours	894	802	979	997	881	903
0113	Speak to GP	034	002	313	331		303
Dx14	Practice within 12	424	431	462	396	367	436
0714		724	401	402	0.90	507	430



	hours						
	Speak to GP						
	Practice within 24						
Dx15	hours	417	387	474	388	322	321
	For persistent or						
	recurrent symptoms:						
	get in touch with the						
	GP Practice within 3						
Dx16	working days	427	382	437	392	403	367
	To be seen by	*Less	*Less	*Less	*Less	*Less	*Less
	Dental Practice	than	than	than	than	than	than
Dx17	within 1 hour	10	10	10	10	10	10
	To be seen by						
	Dental Practice						
Dx18	within 2 hours	69	64	79	75	63	61
	To be seen by						
	Dental Practice	000	055	0.07	0.40	000	000
Dx19	within 6 hours	322	255	307	248	232	292
	To be seen by						
D00	Dental Practice	000	750	0.57	744	000	754
Dx20	within 12 hours	892	759	857	744	622	754
	To be seen by						
Dx21	Dental Practice	1500	1435	1730	1368	1244	1415
DXZT	within 24 hours To contact a Dental	1509	1435	1730	1300	1244	1415
	Practice within 5						
Dx22	working days	424	372	492	322	323	358
DAZZ	working days	*Less	512	*Less	522	525	550
	Contact Orthodontist	than		than			
Dx23	next working day	10	0	10	0	0	0
Dx25	Home Management	3752	3900	4186	3517	3174	3498
Dx28	Contact Pharmacist	265	210	311	212	200	237
DAZO	Speak to Midwife	200	210	011		200	201
Dx30	within 1 hour	23	15	23	28	16	17
DAGO	Speak to Clinician	20	10	*Less	20	10	*Less
	from our Service			than			than
Dx32	immediately	0	0	10	0	0	10
	Speak to Clinician	_		_	_	-	_
	from our Service						
	immediately -						
	Refused Emergency				*Less		
	Department				than		
Dx322	Disposition	0	0	0	10	0	0
	Contact Genito-						
Dx31	urinary Clinic	46	34	31	31	29	22
	Symptom						
Dx39	Management Advice	45	46	86	88	41	31
	Child protection		*Less	*Less	*Less		*Less
	Vulnerable Adult		than	than	than		than
Dx42	immediate referral	0	10	10	10	0	10



	Child protection	*Less		*Less			
	vulnerable Adult no	than		than			
Dx43	immediate referral	10	0	10	0	0	0
	Provide Service						
Dx45	Location Information	61	41	49	48	30	67
D. 40	Refer to Health	007	4.00	405		4 4 7	405
Dx46	Information Refer to a	227	163	165	144	147	185
	Community		*Less	*Less	*Less	*Less	*Less
	Healthcare		than	than	than	than	than
Dx47	Professional	0	10	10	10	10	10
DATI	Refer to Another	<b>U</b>	10	10	10	10	10
	Out-Of-Hours						
Dx48	Service Provider	27	25	17	32	20	17
	The disposition is						
Dx49	'999 for police'	33	35	41	27	26	26
	Speak to Midwife or						
	Labour Suite						
Dx50	immediately	30	23	29	13	15	23
		*Less	*Less	*Less	*Less	*Less	*Less
5 - 4	Speak to Midwife	than	than	than	than	than	than
Dx51	within 2 hours	10	10	10	10	10	10
	The dianosition is					*Less	
Dx52	The disposition is refer call to police	0	0	0	0	than 10	0
DXJZ	Contact Optician	0	0	0	0	10	0
	next routine						
	appointment within						
	72 hours(3 days						
Dx60	from now)	23	20	14	17	25	20
	Refer to Social					*Less	*Less
	Services					than	than
Dx73	Immediately	14	11	16	10	10	10
		*Less	*Less	*Less	*Less	*Less	*Less
	Refer to Social	than	than	than	than	than	than
Dx74	Services Routinely	10	10	10	10	10	10
	MUST contact own						
	GP Practice within 3	1070	1034	1010	1020	057	1027
Dx75	working days Call back by Health	1079	1034	1048	1030	957	1037
	care Professional						
Dx76	within 20 minutes	50	41	38	37	30	33
	Call back by Health						
	care Professional						
Dx77	within 60 minutes	18	15	14	12	12	13
	Report of results or						
Dx78	tests	417	451	410	476	426	418
	Repeat Prescription						
	required within 6						
Dx80	hours	270	237	307	181	173	172



	Contact own GP						
Dx81	Practice next working day	34	35	46	21	20	23
Dx82	Medication Enquiry	606	597	583	508	585	562
DX02		*Less	*Less	*Less	*Less	*Less	*Less
	Home Management	than	than	than	than	than	than
Dx83	of Expected Death	10	10	10	10	10	10
	Refer to Another						
Dx84	Agency	44	24	36	34	21	26
	Repeat Prescription						
	required within 2						
Dx85	hours	2109	1708	2041	1418	1388	1409
	Repeat Prescription						
Dx86	required within 12 hours	187	153	264	154	117	136
DX00	Repeat Prescription	107	155	204	134		130
	required within 24						
Dx87	hours	132	95	199	75	59	83
		*Less	*Less		*Less	*Less	*Less
	Speak to Dental	than	than		than	than	than
Dx88	within 2 hours	10	10	10	10	10	10
	Emergency						
<b>D</b> 00	Department within	07			70	10	10
Dx89	12 Hours	67	71 *Less	39 *Less	72	43 *Less	48 *Less
		*Less than	than	than	*Less than	than	than
Dx91	Unexpected Death	10	10	10	10	10	10
DAGT	Attend Emergency	10	10	10	10	10	10
	Department						
	Immediately for						
	Mental Health Crisis						
Dx92	Intervention	189	153	152	129	156	147
	Speak to GP						
	Practice within 1						
Dx93	Hour (3 contacts or more in 4 days)	471	446	501	517	420	420
D733	Attend Emergency	4/1	440	501	517	420	420
	Department for	*Less	*Less	*Less	*Less	*Less	*Less
	Sexual Assault	than	than	than	than	than	than
Dx94	Assessment	10	10	10	10	10	10
	Refer to Health						
	information within 12						
Dx96	hours (fires dos)	241	241	197	206	218	252
	Emergency	*Less	*Less		*Less		*Less
Dx97	Contraception within 2 hours (fires dos)	than 10	than 10	12	than 10	10	than 10
0791	Emergency	10	10		10	10	10
	Contraception within						
Dx98	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

## <u>2017/18</u>

	Total 111 Call	Total 111 calls
Month	Received	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
	Emergency Ambulance Response for					
Dx010	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



	Emorgonov				T	1
	Emergency					
	Treatment Centre					
	within 1 hour					
D-017	Ambulance for	470	474		4.40	450
Dx017	Clinical reasons	178	171	144	140	158
D-010	Ambulance for	440	00	00	0.4	0.4
Dx018	Transport Reasons	118	89	86	94	84
	Emergency					
	Ambulance due to					
D-0404	Clinical Reasons	000	045	070	005	005
Dx0181	(Green 2)	268	315	278	285	285
	Attend Emergency					
	Treatment Centre					
	within 1 hour					*!
	possible Viral					*Less
D-004	Haemorrhagic			0	0	than
Dx021	Fever	0	0	0	0	10
	Attend Emergency					
	Department within 1	4074	5050	1011	E100	1010
Dx02	hour	4974	5058	4914	5198	4940
	Attend Emergency					
Dx03	Department within 4	1151	1216	1284	1252	1116
DX03	hours	1151	1210	1204	1252	1110
	To contact the GP					
	practice or other local service within					
Dx05	2 hours	12654	12234	10572	11579	10426
DX05	To contact the GP	12054	12234	10572	11579	10420
	practice or other					
	local service within					
Dx06	6 hours	12531	11288	9387	10675	9454
DAUG	To contact the GP	12551	11200	3307	10075	3434
	practice or other					
	local service within					
Dx07	12 hours	3443	3296	3194	3711	3158
DAUT	To contact the GP	3443	3230	5134	5711	5150
	practice or other					
	local service within					
Dx08	24 hours	5687	4838	3978	4414	4317
DAUG	For persistent or	5007	4000	0070		
	recurrent					
	symptoms: get in					
	touch with the GP					
	Practice for non-					
Dx09	urgent appointment	417	377	394	354	344
	For persistent or					
	recurrent					
	symptoms: MUST					
	contact own GP for					
Dx10	non-urgent	365	306	279	294	280
DATO		000	000	215	207	200



	appointment					
	Call is closed with					
	no further action					
Dx108	needed	3111	3069	2712	3041	2771
DATOO	Speak to GP		0000		0041	2111
	Practice within 1					
Dx11	hour	3985	3737	3182	3300	3313
DATT	Community nurse	0000	0101	0102	0000	0010
	within 4 hours (fires					
Dx110	dos)	180	166	137	148	146
	Community nurse					
	within 24 hours					
Dx111	(fires dos)	23	20	14	12	17
	Community nurse	*Less	*Less	*Less	*Less	*Less
	next working day	than	than	than	than	than
Dx112	(fires dos)	10	10	10	10	10
	Contact Ówn GP					
	Practice next	*Less	*Less	*Less	*Less	*Less
	working day for	than	than	than	than	than
Dx115	Appointment	10	10	10	10	10
	Speak to a Primary					
	Care Service within					
	6 hours for					
	Expected Death					
Dx116	(Green 4)	201	223	192	214	206
	Speak to a Primary					
	Care Service within					
	1 hour for Palliative					
Dx117	Care	152	168	94	123	146
	Attend Emergency					
	Dental Treatment					
D:440	Centre within 4	20	00	00	24	00
Dx118	hours	20	26	22	31	26
	Speak to GP					
Dx12	Practice within 2	1010	1696	1401	1490	1520
	hours Speak to GP	1818	1686	1401	1490	1520
	Practice within 6					
Dx13	hours	989	921	853	848	799
	Speak to GP	303	321	000	0+0	133
	Practice within 12					
Dx14	hours	436	430	342	413	363
	Speak to GP					
	Practice within 24					
Dx15	hours	403	390	329	329	350
	For persistent or					
	recurrent					
	symptoms: get in					
	touch with the GP					
Dx16	Practice within 3	409	370	335	374	373



	working days					
	To be seen by		*Less	*Less	*Less	*Less
	Dental Practice		than	than	than	than
Dx17	within 1 hour	12	10	10	10	10
DXII	To be seen by	12	10	10	10	10
	Dental Practice					
Dx18	within 2 hours	77	61	53	58	64
DATO	To be seen by	11	01	55	50	04
	Dental Practice					
Dx19	within 6 hours	331	292	224	308	310
DATO	To be seen by	001	252		000	010
	Dental Practice					
Dx20	within 12 hours	930	878	709	896	904
DALO	To be seen by	000	010	100	000	
	Dental Practice					
Dx21	within 24 hours	1705	1724	1379	1480	1569
	To contact a Dental					
	Practice within 5					
Dx22	working days	474	437	359	403	451
Dx25	Home Management	3550	3560	3342	3620	3129
Dx28	Contact Pharmacist	280	285	305	261	254
DAZO	Speak to Midwife	200	200	505	201	204
Dx30	within 1 hour	14	14	16	12	19
0,00	Speak to Clinician	17	14	10	*Less	13
	from our Service				than	
Dx32	immediately	0	0	0	10	0
	Speak to Clinician					
	from our Service					
	immediately -					
	Refused					
	Emergency			*Less	*Less	
	Department			than	than	
Dx322	Disposition	0	0	10	10	0
	Contact Genito-					
Dx31	urinary Clinic	43	31	23	41	37
	Speak to Clinician					
	from our Service					
	immediately -		*Less			
	Refused GP		than			
Dx323	Practice Disposition	0	10	0	0	0
	Speak to Clinician					
	from our Service for				*Less	
	Home Management				than	
Dx38	Advice	0	0	0	10	0
	Symptom					
	Management					
Dx39	Advice	31	26	18	19	20
	Child protection	*Less		*Less		*Less
	Vulnerable Adult	than		than		than
				10		



	Child protection	*1				
	Child protection	*Less				
D 40	vulnerable Adult no	than	0	•		0
Dx43	immediate referral	10	0	0	0	0
	Provide Service					
<b>D</b> 1-	Location			10		
Dx45	Information	77	71	40	55	53
<b>D</b> 10	Refer to Health	105	4.0.4	400	4	4.00
Dx46	Information	135	164	138	177	168
	Refer to a					
	Community	*Less	*Less	*Less	*Less	*Less
	Healthcare	than	than	than	than	than
Dx47	Professional	10	10	10	10	10
	Refer to Another					
	Out-Of-Hours					
Dx48	Service Provider	27	32	30	33	25
	The disposition is					
Dx49	'999 for police'	23	25	29	31	36
	Speak to Midwife or					
	Labour Suite					
Dx50	immediately	30	33	14	29	18
		*Less	*Less	*Less	*Less	*Less
	Speak to Midwife	than	than	than	than	than
Dx51	within 2 hours	10	10	10	10	10
		*Less		*Less	*Less	*Less
	The disposition is	than		than	than	than
Dx52	refer call to police	10	0	10	10	10
	Contact Optician					
	next routine					
	appointment within					
	72 hours(3 days					
Dx60	from now)	15	22	17	18	24
	Refer to Social		*Less	*Less		
	Services		than	than		
Dx73	Immediately	11	10	10	10	10
		*Less	*Less	*Less	*Less	*Less
	Refer to Social	than	than	than	than	than
Dx74	Services Routinely	10	10	10	10	10
	MUST contact own					
	GP Practice within					
Dx75	3 working days	982	1009	954	1021	879
	Call back by Health					
	care Professional					
Dx76	within 20 minutes	33	250	224	273	288
	Call back by Health	*Less				
	care Professional	than				
Dx77	within 60 minutes	10	41	49	41	55
	Report of results or					
Dx78	tests	410	427	369	406	341
Dx80	Repeat Prescription required within 6	440	288	208	310	288



	hours					
	Contact own GP					
	Practice next					
Dx81	working day	36	33	46	49	39
Dx82	Medication Enquiry	493	518	499	525	512
		*Less	*Less		*Less	*Less
	Home Management	than	than		than	than
Dx83	of Expected Death	10	10	0	10	10
	Refer to Another					
Dx84	Agency	33	38	28	34	31
	Repeat Prescription					
	required within 2					
Dx85	hours	2578	2076	1446	1805	1846
	Repeat Prescription					
Ducc	required within 12	202	000	407	004	
Dx86	hours	309	226	197	231	233
	Repeat Prescription					
Dx87	required within 24 hours	287	187	137	200	204
DXOT	nours	*Less	107	137	*Less	*Less
	Speak to Dental	than			than	than
Dx88	within 2 hours	10	14	10	10	10
DAGO	Emergency	10	17	10		10
	Department within					
Dx89	12 Hours	47	64	78	74	60
		*Less	*Less	*Less	*Less	*Less
		than	than	than	than	than
Dx91	Unexpected Death	10	10	10	10	10
	Attend Emergency					
	Department					
	Immediately for					
	Mental Health					
Dx92	Crisis Intervention	148	189	172	167	162
	Speak to GP					
	Practice within 1					
Dx93	Hour (3 contacts or more in 4 days)	520	628	445	526	497
0730	Attend Emergency	520	020	443	520	431
	Department for	*Less	*Less	*Less	*Less	*Less
	Sexual Assault	than	than	than	than	than
Dx94	Assessment	10	10	10	10	10
	Refer to Health	-	-	-	-	-
	information within					
Dx96	12 hours (fires dos)	254	254	213	274	209
	Emergency					
	Contraception	*Less		*Less	*Less	
	within 2 hours (fires	than		than	than	
Dx97	dos)	10	12	10	10	14
D 00	Emergency		70			
Dx98	Contraception	92	79	50	58	75



within 12 hours			
(fires dos)			

		Sep- 17	Oct- 17	Nov- 17	Dec- 17	Jan- 18
	Emergency Ambulance Response for Potential Cardiac					
Dx010	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
	Emergency Ambulance Response for Respiratory					
Dx0106	Distress Emergency Ambulance Response for	0	0	0	207	373
Dx0107	Unconsciousness Emergency Ambulance Response for Acute	0	0	0	11	35
Dx0111	Abdomen Pregnant Emergency Ambulance Response for Acute Coronary	0	0	0	10	18
Dx0112 Dx01120	Syndrome Emergency Ambulance Response for	0	0	0	1216 10	2479 19



	Deeningtam					
	Respiratory					
	Distress Trauma					
	Emergency					
	Ambulance					
	Response for					
Dx01121	Septicaemia	0	0	0	94	189
	Emergency					
	Ambulance					
	Response for					
Dx01122	Unconsciousness	0	0	0	60	122
	Emergency					
	Ambulance					
	Response for					
Dx0113	Anaphylaxis	0	0	0	90	188
	Emergency					
	Ambulance					
	Response for Aortic					
	Aneurysm Rupture /					
Dx0114	Dissection	0	0	0	98	216
	Emergency					
	Ambulance					
	Response for				*Less	
	Labour				than	
Dx0115	Complications	0	0	0	10	12
	Emergency					
	Ambulance					
	Response for Major					
Dx0116	Blood Loss (C2)	0	0	0	24	63
	Emergency					
	Ambulance					
	Response for					
	Possible Stroke					
Dx0117	Time Critical	0	0	0	149	349
	Emergency	-	-	-		
	Ambulance					
	Response for					
	Potential Shock					
Dx0118	(C2)	0	0	0	102	186
	Emergency	-	- 	-		
	Ambulance					
	Response for					
	Respiratory					
	Distress Non					
Dx0119	Trauma	0	0	0	391	702
	Emergency		Ŭ			
	Ambulance					
Dx0121	Response (C3)	0	0	0	321	886
	Emergency				021	000
	Ambulance					
Dx0122	Response (C3)	0	0	0	469	1198
DAUIZZ	rresponse (CS)	U	U	U	403	1190



		1				,
	Emergency					
	Ambulance					
	Response for					
Dx0126	Trauma Emergency	0	0	0	38	121
	Emergency					
	Ambulance					
	Response for					
	Pregnancy / Labour					
Dx0127	Problem	0	0	0	17	31
	Emergency					
	ambulance					
Dx011	Response (Red 2)	4023	4386	4690	3349	128
	Emergency					
	Ambulance					
	Response (Green					
Dx012	2)	3408	3643	3814	3093	1564
DAUIZ	Assistance needed	0-100	0040	5014	0030	1004
	at home due to					
Ducido	inability to get off	00	444	100	100	445
Dx013	the floor	96	111	102	123	145
	Crew arrived before					
5	disposition was					
Dx014	reached	32	21	27	31	29
	Non-emergency					
	Ambulance					
Dx016	Response	199	184	238	232	182
	Transport to					
	Emergency					
	Treatment Centre					
Dx0162	within 1 hour	69	74	89	108	75
	Ambulance for					
Dx017	Clinical reasons	110	185	184	177	229
	Ambulance for					
Dx018	Transport Reasons	75	69	105	73	62
	Emergency					
	Ambulance due to					
	Clinical Reasons					
Dx0181	(Green 2)	273	233	326	267	160
	Attend Emergency	2.0	200	020		
	Treatment Centre					
	within 1 hour					
					*Less	
	possible Viral					
Dv004	Haemorrhagic				than	
Dx021	Fever	0	0	0	10	0
	Attend Emergency					
	Department within 1	4700	4000	4070	E 405	E 405
Dx02	hour	4736	4993	4673	5427	5465
	Attend Emergency					
	Department within 4					
Dx03	hours	1036	1026	934	925	962



	To contract the OD	1		1	1	1
	To contact the GP					
	practice or other					
	local service within					
Dx05	2 hours	10317	10994	10424	14434	13561
	To contact the GP					
	practice or other					
	local service within					
Dx06	6 hours	9678	10552	10252	14359	11682
	To contact the GP					
	practice or other					
	local service within					
Dx07	12 hours	3014	3279	2994	3951	3136
DAGI	To contact the GP	0014	0210	2004	0001	0100
	practice or other					
	local service within					
		4000	4604	4500	6040	FEOF
Dx08	24 hours	4229	4694	4598	6949	5585
	For persistent or					
	recurrent					
	symptoms: get in					
	touch with the GP					
	Practice for non-					
Dx09	urgent appointment	350	390	348	407	381
	For persistent or					
	recurrent					
	symptoms: MUST					
	contact own GP for					
	non-urgent					
Dx10	appointment	262	314	310	402	371
	Call is closed with					
	no further action					
Dx108	needed	2775	2931	2892	3690	3346
	Speak to GP					
	Practice within 1					
Dx11	hour	3316	3629	3369	5524	5122
DATT	Community nurse	0010	0020	0000	0024	0122
	within 4 hours (fires					
Dx110		142	146	123	136	111
DXIIU	dos)	142	140	123	130	
	Community nurse					
Duddd	within 24 hours	45	10	44	10	4.4
Dx111	(fires dos)	15	12	11	19	14
	Speak to a Primary					
	Care Service within					
	1 hour possible	*Less				
	Viral Haemorrhagic	than				
Dx1111	Fever	10	0	0	0	0
	Community nurse	*Less	*Less	*Less	*Less	*Less
	next working day	than	than	than	than	than
Dx112	(fires dos)	10	10	10	10	10
	Community midwife				*Less	
Dx114	next working day	0	0	0	than	0
				ı		-



(fires dos)				10	
	+	+	-		
	*Less	*Less			
J J			0	16	0
				*Less	
(Green 4)	189	222	211	10	296
Speak to a Primary					
Care Service within					
1 hour for Palliative					
Care	143	133	109	129	91
Attend Emergency					
Dental Treatment					
Centre within 4					
hours	29	27	29	19	24
Callback by					
	0	0	0	16	14
•					*Less
					than
	1446	1459	1456	1796	10
•					
				4070	4000
	818	864	887	1070	1009
	202	202	202	505	202
	392	392	392	505	393
	212	315	300	155	359
	515	540	308	400	309
•					
	325	348	382	451	420
					*Less
5					than
				13	10
	<u> </u>	<u>  · · ·</u>	+ * *	+	
5					
	65	60	51	52	54
		+ 	+		
5					
	303	282	240	335	255
Callback by	0	0	0	*Less	*Less
	Speak to a Primary Care Service within 1 hour for Palliative Care Attend Emergency Dental Treatment Centre within 4 hours	Contact Own GP*LessPractice next*Lessworking day forthanAppointment10Speak to a PrimaryCare Service within6 hours forExpected Death(Green 4)189Speak to a PrimaryCare Service within1 hour for Palliative143Attend EmergencyDental TreatmentCentre within 4140hours29Callback by1446Yeak to GPPractice within 2hours0Speak to GP1446Speak to GP1446Speak to GP1446Speak to GP313For persistent or392Speak to GP313For persistent or313For persistent or313For persistent or325To be seen by25Dental Practicethanwithin 1 hour10To be seen by65To be seen by65To be seen byDental PracticeWithin 2 hours65	Contact Own GP Practice next*Less than*Less thanPractice next*Less than*Less thanAppointment1010Speak to a Primary Care Service within 1 hour for Palliative Care189222Speak to a Primary Care Service within 1 hour for Palliative Care143133Attend Emergency Dental Treatment Centre within 4 hours2927Callback by Healthcare2927Callback by Healthcare00Speak to GP Practice within 2 hours14461459Speak to GP Practice within 6 hours392392Speak to GP Practice within 12 hours313345For persistent or recurrent symptoms: get in 	Contact Own GP Practice next*Less than*Less thanAppointment100Speak to a Primary Care Service within 6 hours for189222Speak to a Primary Care Service within 1 hour for Palliative Care143133Speak to a Primary Care Service within 1 hour for Palliative Care143133Attend Emergency Dental Treatment Centre within 4 hours292729Callback by Healthcare292729Callback by Healthcare000Speak to GP Practice within 6 hours144614591456Speak to GP Practice within 2 hours144614591456Speak to GP Practice within 2 hours392392392Speak to GP Practice within 2 hours313345309For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days325348382To be seen by Dental Practice within 2 hours65605110	Contact Own GP Practice next working day for Appointment*Less than 10*Less than 10Speak to a Primary Care Service within 6 hours for Expected Death (Green 4)18922221110Speak to a Primary Care Service within 1 hour for Palliative Care143133109129Attend Emergency Dental Treatment Centre within 229272919Callback by Healthcare Professional within 2 hours0016Speak to GP Practice within 6 hours1446145914561796Speak to GP Practice within 12 hours1446145914561796Speak to GP Practice within 12 hours392392309455For persistent or recurrent symptoms: get in touch with the GP Practice within 3 working days325348382451To be seen by Dental Practice within 1 hour1010131013To be seen by Dental Practice56605152



	Healthcare				than	than
	Professional within				10	10
	4 hours					
	To be seen by					
	Dental Practice					
Dx20	within 12 hours	763	789	759	877	635
	To be seen by					
	Dental Practice					
Dx21	within 24 hours	1464	1361	1284	1609	1208
	To contact a Dental					
	Practice within 5					
Dx22	working days	425	425	355	431	351
	Contact		*Less	*Less	*Less	
	Orthodontist next		than	than	than	
Dx23	working day	0	10	10	10	0
Dx25	Home Management	3008	3323	3399	4053	3669
Dx28	Contact Pharmacist	210	256	204	302	225
		-		-	*Less	-
	Speak to Midwife				than	
Dx30	within 1 hour	15	10	14	10	14
	Speak to Clinician		*Less			
	from our Service		than			
Dx32	immediately	0	10	0	0	0
	Contact Genito-					
Dx31	urinary Clinic	27	28	34	32	33
	Speak to Clinician					
	from our Service					
	immediately -			*Less		
	Refused GP			than		
Dx323	Practice Disposition	0	0	10	0	0
	Speak to Clinician					
	from our Service					
	immediately -			*Less		
_	Refused GP			than		
Dx35	Practice Disposition	0	0	10	0	0
	Symptom					
	Management					
Dx39	Advice	40	30	55	92	122
	Child protection	*Less				
D. 40	Vulnerable Adult	than				
Dx42	immediate referral	10	0	0	0	0
	Child protection				*Less	*Less
Dv42	vulnerable Adult no	0			than	than
Dx43	immediate referral	0	0	0	10	10
	Provide Service Location					
Dx45	Information	59	57	38	43	50
0,40	Refer to Health	29	57	30	43	50
Dx46	Information	138	139	120	118	140
Dx40 Dx47			0	-	-	-
UX41	Refer to a	*Less	U	*Less	*Less	*Less



	Community	than		than	than	than
	Healthcare	10		10	10	10
	Professional	10		10	10	10
	Refer to Another					
	Out-Of-Hours					
Dx48	Service Provider	41	30	25	26	14
DX40	The disposition is	41	30	23	20	14
Dx49	'999 for police'	39	26	22	21	22
DX49	Speak to Midwife or	39	20	22	21	22
	Labour Suite					
Dx50	immediately	22	28	20	23	45
DX30	Inimediately				-	
	Creative Midwife	*Less	*Less	*Less	*Less	*Less
	Speak to Midwife	than	than	than	than	than
Dx51	within 2 hours	10	10	10	10	10
	The dispersition is		*Less			*Less
Duco	The disposition is		than			than
Dx52	refer call to police	0	10	0	0	10
	Contact Optician					
	next routine					
	appointment within					
<b>D</b> 00	72 hours(3 days				07	
Dx60	from now)	23	21	21	27	24
	Refer to Social	*Less	*Less	*Less	*Less	
	Services	than	than	than	than	
Dx73	Immediately	10	10	10	10	13
		*Less	*Less	*Less	*Less	*Less
	Refer to Social	than	than	than	than	than
Dx74	Services Routinely	10	10	10	10	10
	MUST contact own					
	GP Practice within					
Dx75	3 working days	846	928	926	1046	957
	Call back by Health					
	care Professional					
Dx76	within 20 minutes	253	285	262	330	287
1	Call back by Health					
	care Professional					
Dx77	care Professional within 60 minutes	36	61	44	76	64
	care Professional within 60 minutes Report of results or					
Dx77 Dx78	care Professional within 60 minutes Report of results or tests	36 327	61 352	44 418	76 300	64 413
	care Professional within 60 minutes Report of results or tests Repeat Prescription					
Dx78	care Professional within 60 minutes Report of results or tests Repeat Prescription required within 6	327	352	418	300	413
	care Professional within 60 minutes Report of results or tests Repeat Prescription required within 6 hours					
Dx78	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP</li> </ul>	327	352	418	300	413
Dx78 Dx80	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP Practice next</li> </ul>	327 310	352 218	418 223	300 357	413 221
Dx78	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP Practice next working day</li> </ul>	327	352	418	300	413
Dx78 Dx80	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP Practice next</li> </ul>	327 310	352 218	418 223	300 357	413 221
Dx78 Dx80 Dx81	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP Practice next working day</li> </ul>	327 310 50	352 218 44	418 223 29	300 357 31	413 221 33
Dx78 Dx80 Dx81	<ul> <li>care Professional within 60 minutes</li> <li>Report of results or tests</li> <li>Repeat Prescription required within 6 hours</li> <li>Contact own GP Practice next working day</li> </ul>	327 310 50 581	352 218 44	418 223 29 516	300 357 31 518	413 221 33 569
Dx78 Dx80 Dx81	care Professional within 60 minutes Report of results or tests Repeat Prescription required within 6 hours Contact own GP Practice next working day Medication Enquiry	327 310 50 581 *Less	352 218 44	418 223 29 516 *Less	300 357 31 518 *Less	413 221 33 569 *Less



	Agency					
	Repeat Prescription					
	required within 2					
Dx85	hours	1743	1652	1441	2144	1371
DX05	Repeat Prescription	1743	1052	1441	2144	13/1
Dx86	required within 12 hours	218	161	165	313	174
DX00		210	101	100	313	174
	Repeat Prescription required within 24					
Dx87	hours	187	160	132	352	180
DX07	TIOUIS	*Less	*Less	*Less	*Less	*Less
	Speak to Deptal	than	than	than	than	than
Dx88	Speak to Dental within 2 hours	10	10	10	10	10
DX00		10	10	10	10	10
	Emergency Department within					
Dx89	12 Hours	53	63	50	57	53
0703		*Less	*Less	*Less	*Less	*Less
		than	than	than	than	than
Dx91	Unexpected Death	10	10	10	10	10
DX91		10	10	10	10	10
	Attend Emergency Department					
	Immediately for					
	Mental Health					
Dx92	Crisis Intervention	162	155	151	130	126
DAJZ	Speak to GP	102	155	131	130	120
	Practice within 1					
	Hour (3 contacts or					
Dx93	more in 4 days)	453	470	420	591	481
D733	Attend Emergency	400	470	420	531	401
	Department for	*Less	*Less	*Less		*Less
	Sexual Assault	than	than	than		than
Dx94	Assessment	10	10	10	0	10
	Refer to Health				0	
	information within					
Dx96	12 hours (fires dos)	254	218	240	212	205
	Emergency	204	210	270		200
	Contraception	*Less	*Less	*Less		
	within 2 hours (fires	than	than	than		
Dx97	dos)	10	10	10	10	12
וצאם	Emergency	10		10	10	
	Contraception					
	within 12 hours					
Dx98	(fires dos)	60	60	42	63	63
2700		00	00	74	00	00

\*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

