



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

Date 11th 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/18/02/05.

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

1. Between the start of 2013 and the end of 2017, how many complaints were made against your trust's frontline ambulance staff, call centre employees, and volunteers?

Please see table below:

	Number of Complaints
Emergency Operations Centre	1116
Frontline staff	3442
Volunteers	3
Total	4561

2. Please provide a breakdown by category of the reasons for complaint?

Please see table below:

Reason	Total
Administration	67
Communication	267
Concerns about staff	1515
History Markers	21
Patient Care	1886
Timeliness	723
Transport	42
Miscellaneous	40
Total	4561

3. How many “serious adverse incidents” were reported to your Ambulance Service during the specified period? This should include “any incident that resulted in patient or stakeholder dissatisfaction, personal injury to a patient, visitor, member of staff, member of the public or volunteer or loss or harm to the trust or its property”.

Please see tables below. Please note this is only showing the number of declared Serious Incidents a definition of which is shown below.

Serious Incidents: events in health care where the potential for learning is so great, or the consequences to patients, families and carers, staff or organisations are so significant, that they warrant using additional resources to mount a comprehensive response. Serious Incidents include an act or omission that results in; unexpected or avoidable death, unexpected or avoidable injury resulting in serious harm (including those where the injury required treatment to prevent death or serious harm).

Year	Total Serious Incidents
2017	74
2016	51
2015	63
2014	42
2013	48

4. How much in total was awarded in compensation by your Trust during the specified period? Please provide a breakdown of why compensation was awarded in each instance.

Please see tables below:

CNST Clinical Negligence Scheme for Trusts

Year of Closure	Sum of Total Paid (£)
2013	213,051
2014	891,682
2015	261,113
2016	1,339,105
2017	924,048
Grand Total	3,629,000

LTPS (Liabilities to Third Parties Scheme) – Covers employers and public liability claims

Year of Closure	Sum of Total Paid (£)
2013	392,682
2014	374,618
2015	582,993
2016	168,199

2017	338,171
Grand Total	1,856,662

Unfortunately, we do not hold details on why compensation was awarded, these details can be obtained through NHS Resolution they can be contacted via the following details;

Address: 2nd Floor Red Core,
151 Buckingham Palace Road,
London,
Greater London
SW1W 9SZ

Tel: 02078 112 700

Email: Informatics@resolution.nhs.uk

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