



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

Date 26th March 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/18/02/28.

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

a) How many patient complaints have you received in the last 12 months, which have been due to poor interpersonal communication between HCP and patient/patient's family?

We have received 266 formal complaints regarding staff attitude in the period 01/03/2017 to 01/03/2018. During this time, we handled 1,113,741 calls in our Emergency Operations Centres and a response was sent to 733,336 therefore this represents 0.036% of the calls that we attended.

b) Do you offer any form of workshop for your staff regarding communication skills and techniques?

We provide communication skills training as part of many internal Trust training and development programmes. We also deliver interview skills training, and assessment centre training. Performance coaching, 1-2-1 behavioural meetings, 360 feedback, and many other ad hoc, bespoke interventions are also available as required.

c) Do you have anything in place for when your staff attend patients who do not speak English - how do they communicate effectively?

We have a contract with Language line. They will then arrange an interpreter for the patient to ensure effective communication

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