



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/18/02/29.

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

I would like to know how many calls the SEAS acted upon during the year 2016 to 2017, in relation to Toxic overdose or Alcohol/Drug misuse.

Please see table below:

| Problem Nature | Total Calls |
|---------------------------------|-------------|
| Alcohol Intoxication/Related | 3521 |
| Alcohol Related | 2271 |
| Overdose/Ingestion - Accidental | 2118 |
| Totals | 7910 |

Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.

I would like to know the breakdown of costs of the following;

- 1. Patient cost per 999 calls** – Average cost per incident was £217.45 for 2016/17 (we do not currently hold Patient Level Costs)
- 2. The cost to be reviewed on the telephone by a clinician** – £39.25
- 3. To receive an Ambulance and be treated at home** – £172.91
- 4. To receive an ambulance and be taken to Hospital** – £263.46
- 5. The number of identifiable hoax calls for the year 2016 to 2017 and the cost related to these calls**

Between 1st April 2016 and 31st March 2017 there were 13763 calls categorised as Hoax/Abandoned. The average price of answering a call at SECamb in 2016/17 was £7.87

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasions we receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example, a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives. Therefore, the category used for recording such calls is 'Abandoned/ Hoax' call.

We take malicious hoax calls very seriously. They are irresponsible and dangerous as they can put lives at risk by diverting resources from genuine emergencies.

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