



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

Date 4th July 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/18/04/06.

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

a) Please provide data on the number of calls received between 6pm and midnight requiring conveyance, for which a conveying vehicle did not arrive until after 6am the following day. Please provide this data by calendar year for the past five years.

Please see table below:

Year	Incidents
2013	4
2014	6
2015	16
2016	72
2017	306

b) Please provide a breakdown in each case of the medical reasons for these calls, times received and times conveying vehicle arrived, which categories calls fell into, and the age of the patient

Please see tables below:

Time Received

Time received	2013	2014	2015	2016	2017
18:00:00-18:59:59			2	5	35
19:00:00-19:59:59			1	5	31
20:00:00-20:59:59		1	1	4	39
21:00:00-21:59:59	1	1	2	14	45
22:00:00-22:59:59		2	6	26	80
23:00:00-23:59:59	3	2	4	18	76

Time conveying vehicle arrived – duration in hours from call connect time

These response times may include incidents where the patient or patient's family has requested a delay until the morning

Hours	2013	2014	2015	2016	2017
<7	0	2	2	7	11
7-8	1	0	2	11	51
8-9	1	2	5	22	60
9-10	1	1	1	11	60
10-11	1	1	3	9	34
11-12	0	0	0	4	38
12-13	0	0	3	3	29
13-14	0	0	0	2	13
14-15	0	0	0	2	8
15-16	0	0	0	0	1
17-18	0	0	0	0	0
24-25	0	0	0	1	0

Category

Please note some incidents may start at a lower priority. However, due to the length of response delay, these may be upgraded to a higher priority to ensure a quicker response to the patient. Due to reporting requirements, some of these incidents may be reported against the higher priority and not the original priority given

Category	2013	2014	2015	2016	2017
Red 2				1	2
CAT C 30 Emergency				13	109
CAT C 30 Priority Transport				1	
Cat C 60 Resp		1	1	3	21
C30 Health Care Professional				1	
C60 Health Care Professional				5	16
C120 Health Care Professional		2	9	27	69
C240 Health Care Professional	2	1	5	19	29
Cat3					49
Cat4					6
Routine	2	2	1	2	4
PREAlert					1

Age

The information below is from July 2017 as this is when the Trust introduced a new CAD system which allowed for patient age to be recorded. However, please be advised that this is the age of the patient is provided by the caller and therefore may not be a true reflection of the patients actual age

Age	Total
>10	4
11-20	7
21-30	10
31-40	12
41-50	19
51-60	21
61-70	23
71-80	42
81-90	43
91+	22

Problem Nature

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.

The calls above were to the following problem/natures:

- 999 HCP
- Abdominal/Flank Pain
- Back Pain - Lower
- Back Pain (Lower)
- Bleeding
- Breathing Problems
- Breathing/ENT Problems
- Collapse (Breathing Normal)
- Concern for Welfare
- Diabetic Probs
- Fall Injuries Unknown
- Fall Non-injury
- HCP
- HCP Admission 120 minutes
- HCP Admission 240 minutes
- HCP Admission 60 minutes
- Humanitarian Assistance
- Limb/Pain Injury
- Medical
- Medical Minor
- Mental Health
- Mental Health Issues
- Minor Ailment/Injury

- NEONATAL TRANSFER
- NHS 111
- NHS 111 (Manual Entry)
- PP Referral
- PP Referral 4
- Routine Journey
- Social
- Transport Request (Crew)
- Trauma
- Bomb Threat
- HCP Admission 60 minutes

Due to a variety of issues that may relate to demand, resource or capacity, we will on occasion be delayed in responding to some patients. Welfare calls provide a method of reducing risk and managing the impact of delays. The welfare call offers a chance to assess the patient's condition (improvement, deterioration) and, where appropriate, change the clinical response. It also underpins improved patient/caller experience by keeping patients/callers informed and reassured, assisting in managing expectations for patients, and reducing the likelihood of call-backs to the service. It may also prevent any issues experienced by staff when they arrive on scene at a call where a patient has waited a long time.

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