



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

Date 30th May 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/18/04/22.

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

1. What was the average waiting time for the following types of call out between October 1st, 2017 and March 31st, 2018:

Category 1 Life threatening calls

Category 2 Less severe emergency calls such as stroke patients

Category 3 Urgent calls

Less urgent calls

On 22nd November 2017 SECAMB adopted the Ambulance Response Programme. This implements new ambulance standards and introduced a number of new call categories. For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

The information provide below is from 22nd November when ARP was adopted by SECAMB

Category	Average
Cat1	00:08:16
Cat2	00:18:03
Cat3	01:26:29
Cat4	02:11:25

2. Regarding time taken to unload patients at accident and emergency departments between the same dates, how many patients have had to wait in the ambulance:

More than half an hour

More than one hour

More than two hours

More than five hours

More than 10 hours

The information provided below is from 22nd November when ARP was adopted by SECAMB so it is comparable.

Ambulance crews wait with the patient prior to handover although not in the ambulance itself. The data below refers to the time between arrival at the destination hospital and handover to hospital staff for all recorded handovers. Please note this data is for hospital handovers to any department (not just accident and emergency).

Recorded handovers	>30mins	>1hr	>2hr	>5hr	>10hr
136642	28463	4787	298	1	0

3. How many times in each month has there been an ambulance divert because an accident and emergency centre has been forced to close?

October 2017

November 2017

December 2017

January 2018

February 2018

March 2018

Data relating to divers is published on the NHS England website each week and can be found on the following link: <https://www.england.nhs.uk/statistics/statistical-work-areas/winter-daily-sitreps/winter-daily-sitrep-2017-18-data/>

4. How many paramedics are you currently short of in your service, as of April 16th 2018?

Please see below, these figures are for paramedics (including Critical Care Paramedic, Paramedic Practitioner, Newly Qualified Paramedic but **excluding** HART Team) as of 31st March 2018:

Budget	1057.47
FTE	887.17539
Vacancy FTE	170.29461
Vacancy %	16.10%

5. Have any of your paramedics reported having to treat patients while inside hospital due a shortage of hospital staff? Please give details:

There were 141 incidents reported of handover delays between 1st April 2017 and 31st March 2018. Out of these incidents there were 16 where crews treated patients on hospitals grounds

6. Have there been any incidents where paramedics have performed treatments that they were not trained to? Please say how many times this has happened, if any, in each month:

October 2017

November 2017

December 2017

January 2018

February 2018

March 2018

There have been no reported incidents where paramedics have performed treatments that they were not trained to do for the months of October 2017, November 2017, December 2017, January 2018, February 2018, March 2018

7. How many emergency care assistants do you currently employ (as of April 16th, 2018) and have there been any occasions between October 1st 2017 and March 31st 2018 where they have performed treatment options without the proper supervision of a paramedic? Please provide details.

There have been no reported incidents where Emergency Care Assistants have performed treatments that they were not trained to do so, or without the proper supervision of a paramedic for the months of October 2017, November 2017, December 2017, January 2018, February 2018, March 2018.

Please see below employment figures for Emergency Care Support Workers (ECSW) as of 31st March 2018:

	FTE	Headcount*
ECSW*	395.07	459

*Please note these include Trainee associate ambulance Practitioners and Ambulance Care Assistant.

**This figure also includes bank staff

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