



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

Date 15th June 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/18/05/32.

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

I request that you provide me with any published and or unpublished reports, data, research, studies, and or exercises your 999 / emergency service has commissioned and or undertaken to explore the patient / service user experience of telephone assessment by health care professionals; commonly known as hear and treat or telephone triage. This includes any historical data and not solely the previous financial year and refers only to the enhanced assessment of patients by clinical staff based in ambulance service controls / hubs

We have not undertaken any research studies or exercises but do conduct regular audits as agreed by the NHS Pathways licence stipulations relating to the core competencies of NHS Pathways use.

This is completed monthly for all Emergency Operations Centres (EOC) Emergency Medical Advisors and Clinical Supervisors. These staff form the clinical assessment of hear and treat. The NHS Pathways audit does identify certain aspects that will relate to the user experience through telephone assessment.

Unfortunately, the NHS Pathways audit documentation belongs to another organisation and is therefore exempt under Section 41 Information Provided in Confidence. Please contact NHS Digital if you require further information – they can be contacted on enquiries@nhsdigital.nhs.uk

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