



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

Date 26th 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/18/06/18.

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

Please advise:

NHS 111calls

1. The total number of calls to NHS 111 service for the area covered by the authority, by year 2010-Present

Please see table below. Please note this data is for the number of triaged cases not calls.

Month	Total Triaged Cases
Jul-17	71285
Aug-17	66110
Sep-17	64950
Oct-17	68786
Nov-17	66978
Dec-17	87580
Jan-18	77083
Feb-18	66521
Mar-18	78391
Apr-18	72944
May-18	73269
Jun-18	66152

2. The total number of calls to NHS 111 service with 'dental problems' for the area covered by the authority, 2010-Present.

Please see table below. Please note this data is for the number of triaged cases not calls.

Month	Total Dental Referrals
Jul-17	3188
Aug-17	3338
Sep-17	3060
Oct-17	2955
Nov-17	2731

Dec-17	3341
Jan-18	2537
Feb-18	2516
Mar-18	2973
Apr-18	2984
May-18	3158
Jun-18	2780

3. A breakdown of data for the last calendar year for i) all 111 calls and ii) 111 calls for dental problems for the local areas that make up your authority (ie: local authority, or equivalent subdivisions).

To extract this information would exceed 18hours and is therefore exempt under Section 12- FOI (Appropriate limit and fees) Regulations 2004.

4. A breakdown of calls for dental problems to NHS 111 service for the last full calendar year, coded by type: eg: Dental bleeding, dental injury, other dental problems, teething, toothache after dental injury, toothache without dental injury.

Please see table below. Please note this data is for the number of triaged cases not calls.

Description of Disposition	Total Cases
No Symptom Group*	95
Dental Bleeding	746
Locked Jaw	34
Mouth Ulcers	14
Other Dental Problems - Fillings, Crowns Bridges, Appliances etc	4782
Predetermined Management Plan	69
Toothache After Dental Injury	607
Toothache Without Dental Injury	26595
NHS Pathways In House Clinician	2619

*This means the pathways assessment has reached a dental disposition but unable to match with any of the available Dental symptoms.

999 calls

5. The total number of calls to 999 for the area covered by the authority requesting medical assistance, by year 2010-Present

Please see table below:

Year	Total calls*
2010	643778
2011	664714
2012	745143
2013	819614
2014	885244
2015	902276

2016	979689
2017	1031403
2018	493656

*Please note the total calls includes 999 calls as well as calls transferred from 111 and calls from other sources such as Health Care Professionals and other emergency services.

6. The total number of calls to 999 with 'dental problems' for the area covered by the authority, 2010-Present.

Please see table below:

Year	Dental Calls*
2010	0
2011	357
2012	336
2013	413
2014	469
2015	363
2016	361
2017	402
2018	186

*Please note the total calls includes 999 calls as well as calls transferred from 111 and calls from other sources such as Health Care Professionals and other emergency services.

The Trust introduced a new triage tool during 2011. No dental-related incidents can be found prior to this time.

7. A breakdown of data for the last calendar year for i) all 999 calls requesting medical assistance and ii) 999 calls for dental problems for the local areas that make up your authority (ie: local authority, or equivalent subdivisions).

Please see table below. This data is for 1st July 2017 up to and inclusive of 30th June 2018

County	Total calls	Dental
Kent	382893	141
Sussex	380754	164
Surrey	216369	81
Hampshire	26939	2

8. A breakdown of calls for dental problems to 999 for the last full calendar year, coded by type: eg: Dental bleeding, dental injury, other dental problems, teething, toothache after dental injury, toothache without dental injury.

Please see table below. This data is for 1st July 2017 up to and inclusive of 30th June 2018

Symptom Group	Incidents
Toothache Without Dental Injury	283
Dental Bleeding	59

Other Dental Problems - Fillings, Crowns Bridges, Appliances etc	26
Toothache After Dental Injury	18
Dental Injury	2

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 Lead via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust