



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

Date 20<sup>th</sup> September 2018

Email:foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/09/05.

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

**The requestor has confirmed they would like this data for the last 6months**

**1. What geological area in the SECAMB Trust has the highest amount of calls and delays.**

The CCG area with the highest number of 999 calls was NHS Coastal West Sussex CCG. The CCG area with the highest number of late responses (delays) for Cat 1- 4 was as follows;

Cat 1 – NHS West Kent CCG

Cat 2 – NHS West Kent CCG

Cat 3 – NHS Coastal West Sussex CCG

Cat 4 – NHS West Kent CCG

**2. Which geological area of the trust has the highest amount of mental health related calls.**

The CCG area with the highest number of Section 136 and Police Section 136 responses was NHS Dartford, Gravesham and Swanley CCG.

The highest number of mental health related calls were in NHS Medway CCG

**3. How were the majority of those mental health calls dealt with (Hospital conveyance, ooh mental health/crisis team, discharged on scene).**

Please see table below, these are rounded up to the nearest 1 percent:

	Ambulance not Required	Ambulance Response	Conveyed to Hospital
NHS Dartford, Gravesham and Swanley CCG	30%	70%	95%
NHS Medway CCG	34%	66%	96%

**4. How many daily/weekly calls are mental health related in comparison to urgent or emergency care calls (which aren't mental health related).**

On average there have been 35 weekly Section 136 & Police Section 136 calls received, compared to a weekly average call volume of 18721 (excluding S136 calls)

On average there have been 5 daily Section 136 & Police Section 136 calls received compared to a daily average call volume of 2747 (excluding S136 calls)

**5. How many mental health calls lead to multiple ambulance resource usage.**

As this figure is less than 10 we are unable to provide the exact number as it may be identifiable to individuals

**6. What is the cost of the average NHS ambulance call out.**

The average cost of a call out is £254.09

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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