

South East Coast Ambulance Service NHS Foundation Trust

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

Date 29th October 2018

Email: 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/18/09/26.

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

I would like to request the following datasets under the Freedom of Information Act.

1. The three most common reasons for emergency calls made to your Trust for category 1, 2, 3 and 4 responses, each month, from January 2016 to July 2018. Please see below the most common three problem natures used. 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.

	R1	R2	G2 999	G4 999+HCP
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Jan-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Feb-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Mar-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Apr-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111



Chairman: David Astley Chief Executive: Daren Mochrie QAM

		Chest Pain/Cardiac		HCP Admission
	Unconscious/Faint	Prob	NHS 111	120 minutes
May-16	Cardiac/Respiratory			
Way-10	Arrest	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Jun-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Jul-16	Unconscious/Faint	NHS 111	Trauma	Falls <12ft
		Breathing/ENT		
	Fitting	Problems	Falls <12ft	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac		HCP Admission
	Arrest	Prob	NHS 111	120 minutes
Aug-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
	E	Breathing/ENT	_	NII 10 444
	Fitting	Problems	Trauma	NHS 111
	Cardiac/Respiratory	Chest Pain/Cardiac	NII 10 444	HCP Admission
0 40	Arrest	Prob	NHS 111	120 minutes
Sep-16	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
	End	Breathing/ENT	-	NU 10 444
	Fitting	Problems	Trauma	NHS 111
	Unconscious/Faint	NHS 111 Chest Pain/Cardiac	Trauma	HCP HCP Admission
	Cardiac/Respiratory	Prob	NHS 111	120 minutes
Oct-16	Arrest	PIOD	INII SIII	120 minutes
	Cardiac/Respiratory			
	Arrest	Medical	999 HCP	Trauma
	1-	Medical	9991101	Trauma
	Cardiac/Respiratory			
	Arrest	Medical	Trauma	HCP
Nov-16	1-Unco - Abnormal	Modrodi	rradina	1101
1101 10	Breathing	NHS 111	NHS 111	Fall Non-injury
		Chest/Upper back		Sin From Highlig
	Unconscious	pain/Cardiac	Medical	Trauma
	1-			
	Cardiac/Respiratory			
	Arrest	Medical	Trauma	HCP
Dec-16	1-Unco - Abnormal			
	Breathing	NHS 111	NHS 111	Fall Non-injury
		Chest/Upper back		
	Unconscious	pain/Cardiac	Medical	Trauma
	1-			
Jan-17	Cardiac/Respiratory			
Jaii-17	Arrest	Medical	Trauma	HCP
	1-Unco - Abnormal	NHS 111	NHS 111	Fall Non-injury



	Breathing			
	1-Unco-			
	Noisy/Abnorm	Chest/Upper back		
	Breathing	pain/Cardiac	Medical	Trauma
	1-			
	Cardiac/Respiratory			
	Arrest	Medical	Trauma	HCP
Feb-17	1-Unco-			
reb-17	Noisy/Abnorm			
	Breathing	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal	Chest/Upper back		
	Breathing	pain/Cardiac	Medical	NHS 111
	1-Unco-			
	Noisy/Abnorm			
	Breathing	Medical	Trauma	HCP
Mar-17	1-			
IVIAI-17	Cardiac/Respiratory			
	Arrest	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal	Chest/Upper back		
	Breathing	pain/Cardiac	Medical	NHS 111
	1-Unco-			
	Noisy/Abnorm			
	Breathing	Medical	Trauma	HCP
Apr-17	1-			
7451 17	Cardiac/Respiratory		_	
	Arrest	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal	Chest/Upper back	1	
	Breathing	pain/Cardiac	Medical	NHS 111
	1-			
	Cardiac/Respiratory	NA . P I		HOD
	Arrest	Medical	Trauma	HCP
May-17	1-Unco-			
•	Noisy/Abnorm	NILIO 444	NILIO 444	Fall Naminium
	Breathing	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal	Chest/Upper back pain/Cardiac	Medical	NHS 111
	Breathing 1-	pairi/Cardiac	Medicai	INDO III
	Cardiac/Respiratory			
	Arrest	Medical	Trauma	HCP
	1-Unco-	Medical	Trauma	TIOF
Jun-17	Noisy/Abnorm	Chest/Upper back		
	Breathing	pain/Cardiac	NHS 111	Fall Non-injury
	Unco - Normal	pani/Oardiac	14110 1111	T all 14011 lilijury
	Breathing	NHS 111	Medical	NHS 111
	1-Unco-		Wiodiodi	14110 111
	Noisy/Abnorm			
	Breathing	NHS 111	Trauma	НСР
Jul-17	1-			1.0.
	Cardiac/Respiratory	Chest/Upper back		
	Arrest	pain/Cardiac	NHS 111	NHS 111
	1	1 1 2	1	1



	Unco - Normal			
	Breathing	Medical	Medical	Fall Non-injury
	1-Unco-			
	Noisy/Abnorm			
	Breathing	NHS 111	Trauma	HCP
Aug-17	1-			
Aug-17	Cardiac/Respiratory	Chest/Upper back		
	Arrest	pain/Cardiac	NHS 111	NHS 111
	Unco - Normal		Fall Injuries	
	Breathing	Breathing Problems	Unknown	Fall Non-injury
	1-Unco-			
	Noisy/Abnorm			
	Breathing	NHS 111	Trauma	HCP
Sep-17	1-			
Cop II	Cardiac/Respiratory	Chest/Upper back		
	Arrest	pain/Cardiac	NHS 111	NHS 111
	Unco - Normal		Fall Injuries	
	Breathing	Breathing Problems	Unknown	Fall Non-injury
	1-Unco-			
	Noisy/Abnorm	_		_
	Breathing	NHS 111	Trauma	HCP
Oct-17	1-			
	Cardiac/Respiratory	Chest/Upper back		
	Arrest	pain/Cardiac	NHS 111	NHS 111
	Unco - Normal		Medical	
	Breathing	Breathing Problems	Minor	Medical Minor
	1-Unco-			
	Noisy/Abnorm		_	
	Breathing	NHS 111	Trauma	HCP
01/11/2017-	1-			
22/11/2017	Cardiac/Respiratory	 		
	Arrest	Breathing Problems	NHS 111	NHS 111
	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Chest/Upper back	Fall Injuries	
	NHS 111	pain/Cardiac	Unknown	Fall Non-injury

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/

	Cat 1	Cat 2	Cat 3	Cat 4
	Fitting	NHS 111	NHS 111	NHS 111
	1-Unco-			
22/11/2017-	Noisy/Abnorm			
30/11/2018	Breathing	999 HCP	Trauma	Fall Non-injury
	Breathing problems	Chest/Upper back	Fall Injuries	
	- Under 5	pain/Cardiac	Unknown	Medical Minor
	1-Unco-			
Dec-17	Noisy/Abnorm			
	Breathing	NHS 111	NHS 111	NHS 111



	Fitting	Breathing Problems	Trauma	Fall Non-injury
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	Medical Minor	Fall Injuries Unknown
Jan-18	1-Unco- Noisy/Abnorm Breathing Fitting 1- Cardiac/Respiratory Arrest	NHS 111 Breathing Problems Chest/Upper back pain/Cardiac	NHS 111 Trauma Medical Minor	NHS 111 Fall Non-injury Fall Injuries Unknown
Feb-18	Fitting 1-Unco- Noisy/Abnorm Breathing	NHS 111 Breathing Problems	NHS 111	NHS 111 Fall Non-injury
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	Medical Minor	Fall Injuries Unknown
Mar-18	1-Unco- Noisy/Abnorm Breathing Fitting 1- Cardiac/Respiratory Arrest	NHS 111 Breathing Problems Chest/Upper back pain/Cardiac	NHS 111 Trauma Medical Minor	NHS 111 Fall Non-injury Medical Minor
Apr-18	Fitting 1-Unco- Noisy/Abnorm Breathing 1- Cardiac/Respiratory Arrest	NHS 111 Breathing Problems Chest/Upper back pain/Cardiac	NHS 111 Trauma Medical Minor	NHS 111 Fall Non-injury Medical Minor
May-18	Fitting 1-Unco- Noisy/Abnorm Breathing 1- Cardiac/Respiratory Arrest	NHS 111 Breathing Problems Chest/Upper back pain/Cardiac	Trauma NHS 111 Medical Minor	NHS 111 Fall Non-injury Trauma
Jun-18	Fitting 1-Unco- Noisy/Abnorm Breathing Unco - Normal Breathing	NHS 111 Chest/Upper back pain/Cardiac Breathing Problems	Trauma NHS 111 Medical Minor	NHS 111 Fall Non-injury Fall Injuries Unknown
Jul-18	Fitting 1-Unco- Noisy/Abnorm Breathing Unco - Normal	NHS 111 Breathing Problems Chest/Upper back	Trauma NHS 111 Medical	Fall Non-injury NHS 111 Fall Injuries



Breathing	pain/Cardiac	Minor	Unknown	

2. Please could you also tell me the median duration of an emergency call to your Trust each year, for 2016, 2017 and January to July 2018?

Please see table below:

Year	Median Call Duration
2016	5 minutes 9 seconds
2017	5 minutes 9 seconds
2018 (Jan – July)	5 minutes 18 seconds

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

