



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

Date 29th October 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/18/09/26.

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

May-16	Unconscious/Faint	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	Cardiac/Respiratory Arrest	NHS 111	Falls <12ft	Falls <12ft
	Fitting	Breathing/ENT Problems	Trauma	NHS 111
Jun-16	Cardiac/Respiratory Arrest	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
	Fitting	Breathing/ENT Problems	Trauma	NHS 111
Jul-16	Cardiac/Respiratory Arrest	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	Unconscious/Faint	NHS 111	Trauma	Falls <12ft
	Fitting	Breathing/ENT Problems	Falls <12ft	NHS 111
Aug-16	Cardiac/Respiratory Arrest	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
	Fitting	Breathing/ENT Problems	Trauma	NHS 111
Sep-16	Cardiac/Respiratory Arrest	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	Unconscious/Faint	NHS 111	Falls <12ft	Falls <12ft
	Fitting	Breathing/ENT Problems	Trauma	NHS 111
Oct-16	Unconscious/Faint	NHS 111	Trauma	HCP
	Cardiac/Respiratory Arrest	Chest Pain/Cardiac Prob	NHS 111	HCP Admission 120 minutes
	1-Cardiac/Respiratory Arrest	Medical	999 HCP	Trauma
Nov-16	1-Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco - Abnormal Breathing	NHS 111	NHS 111	Fall Non-injury
	Unconscious	Chest/Upper back pain/Cardiac	Medical	Trauma
Dec-16	1-Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco - Abnormal Breathing	NHS 111	NHS 111	Fall Non-injury
	Unconscious	Chest/Upper back pain/Cardiac	Medical	Trauma
Jan-17	1-Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco - Abnormal	NHS 111	NHS 111	Fall Non-injury

	Breathing			
	1-Unco- Noisy/Abnorm Breathing	Chest/Upper back pain/Cardiac	Medical	Trauma
Feb-17	1- Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco- Noisy/Abnorm Breathing	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal Breathing	Chest/Upper back pain/Cardiac	Medical	NHS 111
Mar-17	1-Unco- Noisy/Abnorm Breathing	Medical	Trauma	HCP
	1- Cardiac/Respiratory Arrest	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal Breathing	Chest/Upper back pain/Cardiac	Medical	NHS 111
Apr-17	1-Unco- Noisy/Abnorm Breathing	Medical	Trauma	HCP
	1- Cardiac/Respiratory Arrest	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal Breathing	Chest/Upper back pain/Cardiac	Medical	NHS 111
May-17	1- Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco- Noisy/Abnorm Breathing	NHS 111	NHS 111	Fall Non-injury
	Unco - Normal Breathing	Chest/Upper back pain/Cardiac	Medical	NHS 111
Jun-17	1- Cardiac/Respiratory Arrest	Medical	Trauma	HCP
	1-Unco- Noisy/Abnorm Breathing	Chest/Upper back pain/Cardiac	NHS 111	Fall Non-injury
	Unco - Normal Breathing	NHS 111	Medical	NHS 111
Jul-17	1-Unco- Noisy/Abnorm Breathing	NHS 111	Trauma	HCP
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	NHS 111	NHS 111

	Unco - Normal Breathing	Medical	Medical	Fall Non-injury
Aug-17	1-Unco- Noisy/Abnorm Breathing	NHS 111	Trauma	HCP
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	NHS 111	NHS 111
	Unco - Normal Breathing	Breathing Problems	Fall Injuries Unknown	Fall Non-injury
Sep-17	1-Unco- Noisy/Abnorm Breathing	NHS 111	Trauma	HCP
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	NHS 111	NHS 111
	Unco - Normal Breathing	Breathing Problems	Fall Injuries Unknown	Fall Non-injury
Oct-17	1-Unco- Noisy/Abnorm Breathing	NHS 111	Trauma	HCP
	1- Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	NHS 111	NHS 111
	Unco - Normal Breathing	Breathing Problems	Medical Minor	Medical Minor
01/11/2017-22/11/2017	1-Unco- Noisy/Abnorm Breathing	NHS 111	Trauma	HCP
	1- Cardiac/Respiratory Arrest	Breathing Problems	NHS 111	NHS 111
	NHS 111	Chest/Upper back pain/Cardiac	Fall Injuries 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
22/11/2017-30/11/2018	Fitting	NHS 111	NHS 111	NHS 111
	1-Unco- Noisy/Abnorm Breathing	999 HCP	Trauma	Fall Non-injury
	Breathing problems - Under 5	Chest/Upper back pain/Cardiac	Fall Injuries Unknown	Medical Minor
Dec-17	1-Unco- 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	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
Feb-18	Fitting	NHS 111	NHS 111	NHS 111
	1-Unco-Noisy/Abnorm Breathing	Breathing Problems	Trauma	Fall Non-injury
	1-Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	Medical Minor	Fall Injuries Unknown
Mar-18	1-Unco-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	Medical Minor
Apr-18	Fitting	NHS 111	NHS 111	NHS 111
	1-Unco-Noisy/Abnorm Breathing	Breathing Problems	Trauma	Fall Non-injury
	1-Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	Medical Minor	Medical Minor
May-18	Fitting	NHS 111	Trauma	NHS 111
	1-Unco-Noisy/Abnorm Breathing	Breathing Problems	NHS 111	Fall Non-injury
	1-Cardiac/Respiratory Arrest	Chest/Upper back pain/Cardiac	Medical Minor	Trauma
Jun-18	Fitting	NHS 111	Trauma	NHS 111
	1-Unco-Noisy/Abnorm Breathing	Chest/Upper back pain/Cardiac	NHS 111	Fall Non-injury
	Unco - Normal Breathing	Breathing Problems	Medical Minor	Fall Injuries Unknown
Jul-18	Fitting	NHS 111	Trauma	Fall Non-injury
	1-Unco-Noisy/Abnorm Breathing	Breathing Problems	NHS 111	NHS 111
	Unco - Normal	Chest/Upper back	Medical	Fall Injuries

	Breathing	pain/Cardiac	Minor	Unknown
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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