



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/18/09/27.

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

Would it be possible to share the following information with me:

We are looking to see how frequently your paramedics are called to the same addresses over the course of a year and what pressure that is placing on services.

- For the last financial year 2017-18, what were the top ten locations / properties in Kent, Surrey and Sussex respectively that made the most 999 calls to your service and how many calls were made from each property? (please supply the towns where the calls were made rather than the name of the property or its owner for data protection reasons)

Please see tables below. We are unable to break this down to specific towns as this may be identifiable to individuals

Kent

	Total Calls	Times Conveyed
Private Address 1	262	50
Private Address 2	257	9
Private Address 3	196	0
Private Address 4	190	2
Private Address 5	176	45
Private Address 6	141	12
Private Address 7	139	18
Private Address 8	136	7
Private Address 9	120	11
Private Address 10	109	6

Surrey

	Total Calls	Times Conveyed
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Private Address 1	97	1
Private Address 2	87	23
Private Address 3	81	7
Private Address 4	79	15
Private Address 5	73	6
Private Address 6	72	12
Private Address 7	71	1
Private Address 8	65	9
Private Address 9	62	3
Private Address 10	53	11

Sussex

	Total Calls	Times Conveyed
Private Address 1	426	5
Private Address 2	265	11
Private Address 3	200	37
Private Address 4	171	8
Private Address 5	169	1
Private Address 6	164	8
Private Address 7	134	16
Private Address 8	115	14
Private Address 9	113	3
Private Address 10	111	3

- Where possible, can you please reveal the nature of each of the call outs from these 10 most prolific callers?

We are unable to provide this as it may be identifiable to individuals and is therefore exempt under Section 40 (2) Data Protection

- Of all the calls made from each of the 10 most prolific callers, how many 999 calls actually resulted in a patient being conveyed to hospital?

Please see tables above

The Trust uses the following definition of a Frequent Caller to the Service – “A Frequent Caller is defined by the Ambulance Service Frequent Caller National Network (FreCaNN) as someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more emergency calls related to individual episodes of care in 3 months from a private dwelling.

The Trust has shown significant success of the strategies we have employed to manage the complex needs of a relatively small pool of frequent callers with a significant reduction in call volume in comparison to the previous financial year.

These strategies include making effective use of the clinical supervisors in the Emergency Operations Centres, skilled paramedics and nurses specialising in the management of a wide range of conditions which do not necessarily require an emergency ambulance response who are able to

assess and plan the care of individuals, providing appropriate referral to the patient's own GP for example.

In addition to the significant contribution by our clinicians in the Emergency Operations Centres, the Trust is actively involved at a national and regional level in ensuring a consistent approach to managing frequent callers and ensuring that the manner in which we support these often vulnerable people meets their individual needs without having an impact on the wider service.

Our approach to providing care to frequent callers involves a whole-system approach and includes GPs, community services and commissioners, which we support with the use of special notes and systems such as IBIS (Intelligence Based Information System), which has been developed and is managed by SECamb.

The following link shows the total number of 999 calls:

<https://www.england.nhs.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ambulance-quality-indicators-data-2017-18/>

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