



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

Date 24th October 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/18/09/28.

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

How many 999 calls did you receive last year 2017-18?

The total number of calls received from 1st April 2017 – 31st March 2018 was 815499

How many hoax 999 calls did you receive last year 2017-18?

Please see table below:

999 & HCP Calls Abandoned	32916
Hoax calls identified prior to arrival (data available from 22/11/17 only)	133
Hoax calls identified after resource arrival (data available from 05/09/17 only)	407
Abandoned/Hoax calls 01/04/2017-22/11/17	9057

Hoax calls identified prior to arrival are only available since the implementation of ARP.

Hoax calls identified after resource arrival are only available since the implementation of Cleric CAD system

Prior to the implementation of Cleric and ARP these calls were group within 'Abandoned/ Hoax Calls'

How many abandoned 999 calls were there in 2017-18?

There were 32916 abandoned 999 and HCP Calls from 1st April 2017 – 31st March 2018

The vast majority of calls are genuine or made in good faith and the Trust treats all calls seriously. However, on occasions we receive a call and dispatch an ambulance where there is either nobody at the scene or the person at the address denies making the call. For example, a member of the public might make a call in the genuine belief that someone needs our assistance but the potential patient might leave the scene before an ambulance arrives. Therefore, the category used for recording such calls is 'Abandoned/ Hoax' call.

We take malicious hoax calls very seriously. They are irresponsible and dangerous as they can put lives at risk by diverting resources from genuine emergencies.

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