



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

Date 6th November 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/18/10/06.

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

The number of serious incidents reported by your ambulance trust during:

- a. 1/11/2017 to 31/3/2018 – 52 incidents
- b. 1/11/2016 to 31/3/2017 – 30 incidents
- c. 1/11/2015- 31/3/2016 – 11 incidents
- d. 1/11/2014- 31/3/2015 – 31 incidents

2. Details of each of the serious incidents (E.g. Unexpected or avoidable death, unexpected or avoidable injury) in:

a. 1/11/2017 to 31/3/2018

Please see table below showing the category of incident:

Call Answer Delay	5
Delayed Dispatch / Attendance	21
Information Governance Breach	1
Non-Conveyance / Condition deteriorated	2
OOH/111/GP Concerns	1
Other (Policy and Procedures)	1
Other (Tail lift failure)	1
Other (Vehicle Fire on Trust Premises)	1
Patient / Third Party Injury	3
Power/ Systems failure	3
RTC/RTA	1
Staff Conduct	2
Treatment / Care	6
Triage / Call Management	4

b. 1/11/2016 to 31/3/2017

Please see table below showing the category of incident:

Child-related / unexpected death	1
Delayed Dispatch / Attendance	5
Information Governance Breach	2
Medication Incident	1
Non-Conveyance / Condition deteriorated	5
Patient / Third Party Injury	1
Power/ Systems failure	3
RTC/RTA	1
Ther (Ambulance Breakdown)	1
Treatment / Care	3
Triage / Call Management	7

c. 1/11/2015- 31/3/2016

Please see table below showing the category of incident:

Child-related / unexpected death	2
Delayed Back Up	1
Delayed Dispatch / Attendance	1
Handover Delay	1
Medication Incident	1
Non-Conveyance / Condition deteriorated	1
Power/ Systems failure	1
Triage / Call Management	3

d. 1/11/2014- 31/3/2015

Please see table below showing the category of incident:

Adverse media coverage or public concern about the organisation or the wider NHS	2
Allegation Against HC Professional (assault)	1
Ambulance (general)	7
Ambulance Accident - Road Traffic Collision	1
Ambulance Accidental Injury	1
Ambulance Delay	10
Child Serious Injury	1
Confidential Information Leak	1
Delayed diagnosis	2
NHS 111 Incident	4
Unexpected Death (general)	1

3. If any of the serious incidents involved an unexpected or avoidable death. Did the death occur while waiting to handover the patient from the ambulance service to the Emergency Department in:

- a. 1/11/2017 to 31/3/2018 – None**
- b. 1/11/2016 to 31/3/2017 – None**
- c. 1/11/2015- 31/3/2016 – None**
- d. 1/11/2014- 31/3/2015 – None**

Serious Incidents: events in health care where the potential for learning is so great, or the consequences to patients, families and carers, staff or organisations are so significant, that they warrant using additional resources to mount a comprehensive response. Serious Incidents include an act or omission that results in; unexpected or avoidable death, unexpected or avoidable injury resulting in serious harm (including those where the injury required treatment to prevent death or serious harm).

Please note that the raising of a Serious Incident does not in itself indicate harm. We encourage staff to report all incidents, whether they result in harm or not. This helps ensure that we learn from the outcomes of a thorough investigation.

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