



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/18/10/16.

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

1. What measures of surge level are utilised by the trust, and what does each level mean?

Please see table below:

South East Coast Ambulance Service – Surge Management Plan Levels		
Level	Trust Internal Description	Stakeholder Information
Green – Business as Usual	The Trust capacity is such that organisation is able to maintain patient care and are able to meet anticipated demand within available resources. The Trust will take any relevant actions and ensure appropriate levels of commissioned services are provided. Additional support is not anticipated.	Response times are within normal parameters, for all categories of calls, however there may be localised delays to some lower category calls.
Surge Amber	The Service is starting to show signs of pressure. It is required to take focused actions and identify pressure to mitigate the need for further escalation. Enhanced co-ordination and communication supports to alert the Trust and local healthcare systems to take appropriate and timely actions to reduce the level of pressure as quickly as possible.	Response times to C1 & C2 calls will generally be unaffected, however response times to C3, C4 and non-emergency Health Care Professional Calls will be delayed. The Trust will be taking internal actions to increase response capacity, and manage risk to waiting patients by undertaking welfare calls.
Surge Red	The Trust is experiencing major pressures compromising patient care.	Response time to C1 & C2 calls will generally be unaffected, however

	<p>Actions taken in Surge Amber have not succeeded in returning the system to Green. Further urgent actions are now required across the Trust to be supported where possible by the local health care system and increased external support may be required.</p>	<p>response times to C3, C4 and non-emergency Health Care Professional Calls are likely to be significantly delayed. The Trust will be taking internal actions to increase response capacity, and manage risk to waiting patients by undertaking welfare calls. New C3 & C4 calls will not be allocated an ambulance until reviewed by an EOC clinician. The Trust will not be sending to Inter-facility (IFT) calls between hospitals, for all categories C3 and above.</p>
Surge Purple	<p>Pressure in the local health and social care system continues to escalate leaving the Trust challenged to deliver comprehensive care. There is increased potential for patient care and safety to be compromised. Decisive action must be taken by the Trust Strategic Managers to recover capacity and ensure patient safety.</p>	<p>Response time to C1 calls will generally be unaffected, however some response times to C2 calls may be extended and response times to C3, C4 and non-emergency Health Care Professional Calls will be significantly delayed. In addition to previous actions the trust will implement a no send to all new incidents not categorised as C1 or C2 (subject to exclusion criteria)</p>
Surge Black	<p>The Trust initiates the Business Continuity plans in full to recover capacity and ensure patient safety, with regional teams in NHS E and NHS I, involved and aware of system pressure, providing additional support as deemed appropriate and agreed.</p>	<p>The Trust will implement its Business Continuity Plan and will stand up its command structure to manage the incident</p>
	<p>Explanation to Ambulance Response Times</p> <p>http://www.secamb.nhs.uk/about_us/our_performance/response_time_targets.aspx</p> <p>https://www.england.nhs.uk/urgent-emergency-care/arp/</p>	

2. How often is the trust in each level of the surge levels? You confirmed you wanted this information for September 2018

Please see table below:

	Count
Green	34
Amber	54

Red	45
Purple	37
Black	8

3. What is the current manning level of the trust?

3150.05 Full Time Equivalent as of 12th October

4. What would the ideal manning level required be?

Budgeted for 3837.50 Full Time Equivalent as of 12th October

5. How many Ambulances are currently off the road?

As of the 11th October there are 37 Double crewed ambulances off the road; 26 with defects, 6 for servicing, 5 for accidental damage

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