



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

Date 29th November 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/18/10/46.

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

How many times has the 999 Service overridden a request from the 111 Service for an ambulance in the last year? For each occasion, what was the reason for the request being overridden? The requestor has confirmed they would like the number which have been upgraded to a higher priority and the number which have been downgraded to a lower priority

Number of priority upgrades: 384

Number of priority downgrades: 3650

Number of Incidents changed with same priority: 447

The figures above show the amount of 111 incidents where the initial disposition (triage outcome) has changed after being handed over to 999 from January 1st 2018.

Within the Trust's Emergency Operations Centres (EOCs) all calls received are handled using the same process. This initial prioritisation of incidents is determined by clinical decision supported NHS Pathways Triage in 111 and 999.

Within Surge Management Plans of the Trust, and in accordance with patient safety assurances, all incidents are continually reviewed, without any delay to the dispatch of resource, to ensure patient safety and facilitate recognition of 'at risk patient groups'. The clinical reviews, as identified, are completed by registered nurse or paramedic Clinical Supervisors. In the event of notes within the incident indicating risk, the clinician will determine the need for further assessment where they may call the patient back to complete a full triage, utilising our Clinical Decision Support System. This triage may result in the priority of dispatch requiring an 'upgrade' as identified or 'downgrade'.

Unfortunately, we cannot give specific reasons for the upgrade/downgrade of each call.

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