



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

Date 29<sup>th</sup> 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/18/11/04.

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

**Between 1st January 2017 and 31st December 2017 how many calls were coded by the Emergency Operations Centre as some form of diabetic problem being the primary presenting complaint? (Please provide the number of calls and the total call volume for this period so that a percentage can be calculated)**

Please see tables below:

Diabetic Problems:

Calls*	Responses**	Transports***
8197	5320	2591

The data above is for all incidents with the following problem natures:

- Diabetic Probs
- Diabetic Problems

*Please note that the problem nature is determined by the call taker, and not a diagnosis, what was found when a crew arrived on scene or what the patient was treated for if conveyed to hospital.*

All Incidents:

Calls*	Responses**	Transports***
1160772	783220	490471

\*Calls – this relates to the total number of calls in to the Emergency Operations Centre . This will include Hear & Treat incidents as well as duplicate calls, cancelled by caller, etc.

\*\*Responses – This relates to incidents where a resource has arrived on scene

\*\*\*Transports – This relates to incidents where a resource has conveyed the patient to hospital

**What number of these patients were conveyed to hospital?**

Please see above

**For what number of patients did clinicians record their clinical impression as DKA during this period of time?**

Unfortunately, we do not hold this information. However, we do capture hypoglycaemia and hyperglycaemia. Please note the data below is based on a 'condition code' being input in to the Patient Care Record (PCR) As all PCR's are scanned and only certain fields are validated therefore the information below may not be completely accurate

Hypoglycaemic	2352
Hyperglycaemic	1555

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust