



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/18/11/14.

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

1. **What category does a Careline "concern for welfare" call get, where the button has been pressed but there is no response from the client?**

Category 3 – (2-hour emergency call)

2. **How many "concern for welfare" calls did the service get in a years period (most up to date statistics you can provide)?**

We had 22925 calls which were categorised as 'Concern for welfare'.

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. This includes calls from all sources not just care lines. This will include duplicate calls, cancelled by caller, etc.

This data is from 1st November 2017 – 31st October 2018

3. **How many of these had an ambulance dispatched?**

12841 of these incidents received at least one resource

4. **What are the average response times for these calls?**

Average Response pre ARP – 53 minutes 13 seconds

Average Response after ARP implemented – 74 minutes 33 seconds

On 22nd November 2017 SECamb adopted the Ambulance Response Programme. This implements new ambulance standards and introduced a number of new call categories. For more information on ARP please visit the following website: <https://www.england.nhs.uk/urgent-emergency-care/arp/>

5. **If there is information on this, how many these were accidental calls?**

Unfortunately, we do not hold this information

6. **How many required transportation to A&E? Both emergency transportation and routine.**

2202 of these incidents conveyed the patient to hospital

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