



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Date 6th November 2019

Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/10/07.

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

- We are looking to see how frequently your paramedics are called to the same addresses over the course of a year and what pressure that is placing on services.

- For the financial years 2017-18 , 2018-19 and 2019-20 to - date**
- What were the top ten locations / properties in Kent, Surrey and Sussex respectively that made the most 999 calls to your service and how many calls were made from each property?**
- Please supply the towns where the calls were made rather than the name of the property or its owner for data protection reasons)**
- Of all the calls made from each of the 10 most prolific callers, how many 999 calls actually resulted in a patient being conveyed to hospital?**

Please see tables below showing the top 10 locations in each county broken down by financial year. Please note this is all locations, including residential addresses and commercial properties, such as care homes. We are unable to break this down to specific towns

Please note total calls 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.

Kent

2017/18

	Total Calls	Times Conveyed
Address 1	226	42
Address 2	112	37
Address 3	105	0

Address 4	93	1
Address 5	77	14
Address 6	59	0
Address 7	52	3
Address 8	41	1
Address 9	41	0
Address 10	40	0

2018/19

	Total Calls	Times Conveyed
Address 1	54	0
Address 2	50	0
Address 3	47	0
Address 4	31	0
Address 5	21	0
Address 6	21	0
Address 7	21	0
Address 8	19	0
Address 9	17	0
Address 10	17	0

2019/20 – This is up to and including 30th September 2019

	Total Calls	Times Conveyed
Address 1	790	0
Address 2	315	0
Address 3	179	0
Address 4	91	1
Address 5	69	1
Address 6	19	0
Address 7	15	0
Address 8	14	0
Address 9	13	1
Address 10	13	0

Surrey

2017/18

	Total Calls	Times Conveyed
Address 1	113	3
Address 2	33	3
Address 3	31	18

Address 4	27	5
Address 5	26	1
Address 6	26	0
Address 7	25	0
Address 8	24	2
Address 9	23	5
Address 10	23	8

2018/19

	Total Calls	Times Conveyed
Address 1	60	1
Address 2	29	0
Address 3	25	1
Address 4	14	0
Address 5	14	0
Address 6	12	0
Address 7	12	0
Address 8	11	0
Address 9	11	0
Address 10	11	0

2019/20 – This is up to and including 30th September 2019

	Total Calls	Times Conveyed
Address 1	39	0
Address 2	13	0
Address 3	13	0
Address 4	12	0
Address 5	11	1
Address 6	10	1
Address 7	10	1
Address 8	10	0
Address 9	10	1
Address 10	9	0

Sussex

2017/18

	Total Calls	Times Conveyed
Address 1	260	2
Address 2	253	11

Address 3	153	4
Address 4	130	1
Address 5	36	11
Address 6	33	15
Address 7	32	1
Address 8	31	1
Address 9	30	4
Address 10	29	1

2018/19

	Total Calls	Times Conveyed
Address 1	93	0
Address 2	88	0
Address 3	61	1
Address 4	19	0
Address 5	17	0
Address 6	15	0
Address 7	14	0
Address 8	14	1
Address 9	13	0
Address 10	13	0

2019/20 – This is up to and including 30th September 2019

	Total Calls	Times Conveyed
Address 1	181	0
Address 2	30	0
Address 3	19	0
Address 4	19	0
Address 5	19	0
Address 6	13	0
Address 7	13	1
Address 8	12	1
Address 9	11	0
Address 10	11	0

The Trust uses the following definition of a Frequent Caller to the Service – “A Frequent Caller is defined by the Ambulance Service Frequent Caller National Network (FreCaNN) as someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more emergency calls related to individual episodes of care in 3 months from a private dwelling.

The Trust has shown significant success of the strategies we have employed to manage the complex needs of a relatively small pool of frequent callers with a significant reduction in call volume in comparison to the previous financial year.

These strategies include making effective use of the clinical supervisors in the Emergency Operations Centres, skilled paramedics and nurses specialising in the management of a wide range of conditions which do not necessarily require an emergency ambulance response who are able to assess and plan the care of individuals, providing appropriate referral to the patient's own GP for example.

In addition to the significant contribution by our clinicians in the Emergency Operations Centres, the Trust is actively involved at a national and regional level in ensuring a consistent approach to managing frequent callers and ensuring that the manner in which we support these often vulnerable people meets their individual needs without having an impact on the wider service.

Our approach to providing care to frequent callers involves a whole-system approach and includes GPs, community services and commissioners, which we support with the use of special notes and systems such as IBIS (Intelligence Based Information System), which has been developed and is managed by SECamb. 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, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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