



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

Date 7th 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/19/10/17.

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

This is a request for information relating to call outs to young people with mental health problems.

For the following financial years: 2016-17, 2017-18, 2018-19, 2019-20 to date

How many emergency call outs were to children under the age of 18 - suffering from a mental health problem or mental health crisis?

Please see table below. This information has been obtained by the word: "mental" was identified in typed free-text fields as well as the problem nature for 'Mental Health'. Please treat values with caution due to inaccuracies associated with free-typing errors and there may be cases where this term is mentioned within the text but does not relate to the incident itself and may relate to something else i.e. patient's medical history. Please also be advised 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.

Year	Total Emergency Calls*
2016/17	781
2017/18	847
2018/19	1490
2019/20*	901

Please note 'Total Emergency 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.

How many of the call outs resulted in a patient being conveyed to hospital?

Please see table below. This information has been obtained by the word: "mental" was identified in typed free-text fields as well as the problem nature for 'Mental

Health'. Please treat values with caution due to inaccuracies associated with free-typing errors and there may be cases where this term is mentioned within the text but does not relate to the incident itself and may relate to something else i.e. patient's medical history. Please also be advised 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.

Year	Total Conveyed
2016/17	322
2017/18	253
2018/19	364
2019/20*	226

**What age was the youngest person that the trust was called out to?
Prior to the implementation of a new system on 22nd November 2017 the patients age wasn't accurately recorded.**

Please see table below. This information has been obtained by the word: "mental" was identified in typed free-text fields as well as the problem nature for 'Mental Health'. Please treat values with caution due to inaccuracies associated with free-typing errors and there may be cases where this term is mentioned within the text but does not relate to the incident itself and may relate to something else i.e. patient's medical history. Please also be advised 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.

Year	Youngest Patient
2016/17**	9 years 6 months
2017/18**	7 years 1 month
2018/19	5.5 years
2019/20*	5.5 years

*Please note the data for 2019-2020 is up to and including 30th September

** Prior to July 2017 the Trust's Computer Aided Dispatch system did not have a designated field for a call taker to collect patient ages. The information for 2016/17 & 2017/18 is reliant on a free-text field so we have provided the youngest age based on the ages which were provided. Please also be advised that this is the age of the patient is provided by the caller and therefore may not be a true reflection of the patients actual age

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