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[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Date 28<sup>th</sup> November 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/18.

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

**I would like to request information on the number of incidents that have been recorded on the DATIX system in each of the last three financial years and broken down by category of incident.**

Please see below:

Financial Year	Total Incidents
2016/17	5906
2017/18	7512
2018/19	9232

Please see breakdown by categories:

Category	Total Incidents
Patient Care	3726
Medicines Management	2665
Equipment failure or issues	2306
Assaults / Aggression	1853
Equipment	1643
Timeliness / Delay	1505
Issues concerning use of resources	928
Facilities / Estates	907
Staff concerns	905
Health & Safety / Environmental	784
Manual Handling and Restraining Accidents	730
Driving or vehicle related incident (where no staff injury)	633
EOC Systems	557
Accidents	506
Information / Records governance and information security	443
Staff conduct	336

Infection Prevention and Control (IPC)	285
Administration Issue	196
Staff Welfare	185
Medicines - Incorrect Medication Paperwork/Tagging	179
Technology or systems malfunction	176
Not Travelling Under Blue Lights	151
EOC 999 Calls Answered (Delays/Category Changes/Language Line)	148
Quality Assurance Visit (QAV)	112
Frequent Caller	110
Information Governance	101
Unexpected Death (general)	90
Medicines - Ampoule Breakage in Pouch	74
Transport	71
Medicines - Medicine Administered Error	60
HART Incident	52
Cleanliness including any Infection control issue	41
Vehicle Related Incidents	13
EOC Systems	13
EOC Call Handling	10
Abuse of SECamb Staff by Patients, Relatives or Bystanders	10
End of life care (unexpectedly)	10
EOC Clinical	9
Controlled Drugs	9
Delays to Attending Patients	8
Infant or Child Death	8
Issues With Other Emergency / Health Services	8
Finance issues	6
Patients with mental health conditions	6
EOC Dispatch	5
Incorrect Paperwork / Tagging	5
Missing Equipment	4
Delay	4
Failure of Equipment	4
Administration or Supply of a Medicine	4
Other Health and Safety	4
GPS Issues	3
Patient Injured in the Trust's Care	3
Medicines Management	3
Abuse of Patient by SECamb staff	3
ePCR	3
Financial / Reputational	3
Lifepack 15	2

Staffing Levels / Staff Issues	2
Item Missing From Vehicle at Start of Shift	2
Resources Used Inappropriately	2
Needlestick Injury or Other Incident Connected With Sharps	2
Potential Exposure or Exposure to Infectious Diseases	2
Mangar Elk	1
Patients with Learning Disability Conditions	1
Security Concerns	1
Damaged Equipment	1
Community Mental Health Services	1
Transfers	1
Delays in Patient Treatment	1
Patient Property	1
Patients Property	1
Maternal, Obstetric (Know to be pregnant), neo-natal to 6 weeks post-partum	1
Abuse of SECamb Staff by Other Health Staff	1
Staff Related Falls	1
Vandalism / Theft	1
Information	1
Abuse of SECamb Staff by Other SECamb Staff	1
Inappropriate Treatment	1
Exposure To Electricity, Hazardous Substances or Radiation	1
Information Technology (Inc. iPads)	1
Confidentiality of Information	1
NHS 111	1
Ampoule Breakage in Pouch	1
Patient Refused Treatment	1

We encourage staff to report all incidents, whether they result in harm or not. This helps ensure that we learn from the outcomes of a thorough investigation.

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

Yours sincerely

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

