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Date 21<sup>st</sup> November 2019

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/11/08.

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

**1) What is the number of 999 calls that the Ambulance Service NHS Trust received which were related to mental ill health in the following years?**

- a) 2018-2019
- b) 2017-2018
- c) 2016-2017
- d) 2015-2016
- e) 2014-2015

Please note this information has been obtained using the following problem natures:

- Mental Health
- Mental Health Issues

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.

The data for 2017 is split due to the introduction of Ambulance Response Programme (ARP) on 22nd November. Please note that the way ambulance response times were measured nationally changed significantly since the introduction of new time-related call categories in 2017.

The Ambulance Response Program (ARP) is the new ambulance standard being implemented across the UK. The primary focus of the ARP is to send the most appropriate response for each patient first time. The performance measure for ARP are set out below and differ from the previous measure of attending 75% of Red 1 and Red 2 calls within 8 minutes.

Under the ARP calls are broken into four categories each with unique performance measures:

- Category 1 - We aim to respond with a mean response time of 7 minutes and achieve a 90th centile of 15 minutes.

- Category 2 - We aim to respond with a mean response time of 18 minutes and achieve a 90th centile of 40 minutes.
- Category 3 - No average mean targeted currently but we are aiming for a 90th centile of 2 hours
- Category 4 - No average mean targeted currently but we aim to achieve a 90th centile of 3 hours.

For more information on ARP please visit the following website:

<https://www.england.nhs.uk/urgent-emergency-care/arp/>

Please see table below:

Year	Total Calls*
2014/15	26119
2015/16	30233
2016/17	28017
April 17 – Nov 17	19354
Nov 17 – March 18	9963
2018/19	33070

\*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.

## 2) What was the average time taken to respond to all 999 calls related to mental ill health in each of the following years:

- 2018-2019
- 2017-2018
- 2016-2017
- 2015-2016
- 2014-2015

Please see table below:

Year	Average Response Time (HH:MM:SS)*
2014/15	00:21:11
2015/16	00:26:38
2016/17	00:45:08
April 17 – Nov 17	01:17:27
Nov 17 – March 18	01:40:11
2018/19	01:50:33

\*For data prior to the introduction of ARP this is based on the average time from the call being made to the first unit arriving on scene.

For data after the introduction of ARP this is based on ARP Best response

**3) What were the average on scene times for calls related to mental ill health for the following years:**

**This refers to the length of time a crew were on scene before conveying or discharging at scene.**

- a) 2018-2019**
- b) 2017-2018**
- c) 2016-2017**
- d) 2015-2016**
- e) 2014-2015**

Please see table below:

<b>Year</b>	<b>Average on Scene Time</b>
<b>2014/15</b>	00:41:16
<b>2015/16</b>	00:44:39
<b>2016/17</b>	00:48:06
<b>April 17 – Nov 17</b>	00:47:21
<b>Nov 17 – March 18</b>	00:48:53
<b>2018/19</b>	00:48:56

Please note this information has been obtained using the following problem natures:

- Mental Health
- Mental Health Issues

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.

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