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Date 17<sup>th</sup> December 2019

Email:

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Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/12/02.

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

**I am writing to you under the Freedom of Information Act to request the following information. Please provide it for any 111 services you provide.**

**1. In the 2018/19 financial year, what percentage of calls to the 111 service went unanswered? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.**  
Please see table below:

Year	Percentage	Calls
2014/15	1.3%	14671
2018/19	4.8%	52162

The information for these years represents the previous "KMSS 111" service operated jointly by SECamb and CareUK, and is not directly comparable to the current SEC 111 service.

**2. In the 2018/19 financial year, what percentage of calls were answered within 60 seconds? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.**  
Please see table below:

Year	Percentage	Calls
2014/15	93.6%	1,064,499
2018/19	74.4%	758,427

The information for these years represents the previous "KMSS 111" service operated jointly by SECamb and CareUK, and is not directly comparable to the current SEC 111 service.

**3. In 2018/19, what percentage of callers were called back within ten minutes? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.**

Clinical Call backs within 10 mins 2014/15: 66.1% (68050 calls). The 10 min call back is no longer a KPI in 2018-19 and cannot be reported

**4. In the 2018/19 financial year, what was the longest amount of time someone had to wait for a call back from a clinician? What was it in 2014/15? What was it in this financial year to date?**

Unfortunately, we do not hold information

**5. In the 2018/19 financial year, what was the average wait time for a call back from a doctor? What was it in 2014/15? What was it in this financial year to date?**

Unfortunately, we do not hold information

**6. In the 2018/19 financial year, what percentage of calls ended up having an ambulance sent out to them, what percentage got a visit in their home from an out of hours doctor, what percentage were referred to an urgent treatment centre, what percentage were referred to their GP the next day, what percentage had their problem solved by a GP over the phone, what percentage had their problem solved by a call handler? What were call outcomes, according to these categories, in 2014/15? What were call outcomes according to these categories, in this financial year to date? Please also provide the actual figures.**

Statistics are published on the following link

<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/integrated-urgent-care-aggregate-data-collection-iuc-adc/>

**7. In the 2018/19 financial year what was the ratio of call handlers to clinicians? What was it in 2014/15? What was it in this financial year to date?**

As at December 2019, the service's ratio of call handlers (Health Advisors) to Clinical Advisors is 4:1. We do not have data for previous years

**8. In the 2018/19 financial year, what percentage of calls made about children, resulted in an ambulance being sent to them? What was it in 2014/15? What was it in this financial year to date? Please also provide the actual figures.**

Unfortunately, we do not hold information for 2014-15. To extract the information for 2018/19 would exceed 18 hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

**9. Is there always a suitably qualified paediatric specialist clinician available to refer to on every shift?**

No we do not have a specialist paediatric clinician available on each shift. The service currently employs clinicians with a generalist skillset. Specialist skillsets will be introduced in the near future.

**10. Have ALL call handlers had mandatory annual training on recognising and interpreting signs and symptoms? You confirmed this was in relation to NHS Pathways Training**

All call handlers (Health Advisors) undergo four weeks of NHS Pathways induction training, and must meet required standards, before handling calls from the public. Subsequently all Health Advisors undergo further training on each new version of NHS Pathways, two or three times a year.

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