



Trust Headquarters
Nexus House
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Date 19th December 2019

Email:

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www.secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/19/12/05

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

Under the Freedom of Information Act I request the following information:

1. The number of serious incidents reported by the Trust that are patient, clinical and care related for each of 2015, 2016, 2017, 2018, 2019. (If you record them by financial year ie 2015/16 then please could you break each year down by month, if it does not exceed the costs/time set out by the FOIA)

The number of Serious incidents are recorded in our annual report each financial year which can be viewed via the following link:

http://www.secamb.nhs.uk/about_us/document_library.aspx?cat=33

We have broken this down by month below, but are unable to break down information prior to November 2015:

2015

November	
Power/ Systems failure	1

2016

February	
Child-related/ Unexpected Death	1
Delayed Back-up	1
Handover Delay	1
Medication Incident	1
Triage / Call Management	1
March	
Child-related/ Unexpected Death	1

Delayed Dispatch / Attendance	1
Non-Conveyance / Condition deteriorated	1
Triage / Call Management	2
April	
Call Answer Delay	1
Child-related/ Unexpected Death	1
Staff Conduct	1
Triage / Call Management	2
May	
Delayed Dispatch / Attendance	1
Patient / Third Party Injury	1
Triage / Call Management	1
June	
Call Answer Delay	1
Child-related/ Unexpected Death	1
Other (Staff death relating to Trust drugs)	1
July	
Call Answer Delay	1
Child-related/ Unexpected Death	1
Delayed Dispatch / Attendance	1
Non-Conveyance / Condition deteriorated	1
Other (Insufficient equipment)	1
Patient / Third Party Injury	1
August	
Delayed Dispatch / Attendance	1
Information Governance Breach	1
Medication Incident	1
Non-Conveyance / Condition deteriorated	2
Patient / Third Party Injury	1
RTC/RTA	1
Treatment / Care	2
September	
Delayed Dispatch / Attendance	1
Non-Conveyance / Condition deteriorated	1
November	
Child-related/ Unexpected Death	1

Non-Conveyance / Condition deteriorated	2
Treatment / Care	1
December	
Power/ Systems failure	1
RTC/RTA	1
Triage / Call Management	1

2017

January	
Non-Conveyance / Condition deteriorated	3
Patient / Third Party Injury	1
February	
Delayed Dispatch / Attendance	2
Information Governance Breach	1
Power/ Systems failure	2
Treatment / Care	1
Triage / Call Management	2
March	
Delayed Dispatch / Attendance	2
Information Governance Breach	1
Ambulance breakdown	1
Treatment / Care	1
Triage / Call Management	2
April	
Information Governance Breach	1
Non-Conveyance / Condition deteriorated	1
Triage / Call Management	1
May	
Delayed Dispatch / Attendance	3
Power/ Systems failure	1
Triage / Call Management	2
June	
Delayed Back-up	2
Delayed Dispatch / Attendance	2
Information Governance Breach	1
Non-Conveyance / Condition deteriorated	1

Triage / Call Management	1
July	
Child-related/ Unexpected Death	1
Delayed Dispatch / Attendance	3
OOH/111/GP Concerns	1
Treatment / Care	1
August	
Call Answer Delay	1
Child-related/ Unexpected Death	1
Delayed Dispatch / Attendance	5
Non-Conveyance / Condition deteriorated	2
Triage / Call Management	1
September	
Call Answer Delay	2
Delayed Dispatch / Attendance	8
Other (Concerns about recruitment checks)	1
Triage / Call Management	3
October	
Call Answer Delay	2
Delayed Dispatch / Attendance	1
Information Governance Breach	1
Triage / Call Management	1
November	
Delayed Dispatch / Attendance	1
Non-Conveyance / Condition deteriorated	1
Patient / Third Party Injury	1
Power/ Systems failure	1
Triage / Call Management	1
December	
Delayed Dispatch / Attendance	3
Information Governance Breach	1
Power/ Systems failure	2
Staff Conduct	1

2018

January	
Call Answer Delay	2

Delayed Dispatch / Attendance	10
Non-Conveyance / Condition deteriorated	1
Other (Tail lift failure)	1
Other (Vehicle Fire on Trust Premises)	1
Patient / Third Party Injury	1
Treatment / Care	3
Triage / Call Management	1
February	
Call Answer Delay	1
OOH/111/GP Concerns	1
Patient / Third Party Injury	1
RTC/RTA	1
Treatment / Care	1
March	
Call Answer Delay	2
Delayed Dispatch / Attendance	6
Staff Conduct	1
Treatment / Care	1
Triage / Call Management	1
April	
Call Answer Delay	2
Delayed Dispatch / Attendance	4
Non-Conveyance / Condition deteriorated	1
Other (Staff Concerns)	1
Staff Conduct	2
Treatment / Care	2
Triage / Call Management	3
May	
Call Answer Delay	1
Delayed Dispatch / Attendance	2
Triage / Call Management	3
June	
Call Answer Delay	2
Delayed Dispatch / Attendance	5
Treatment / Care	1
July	
Call Answer Delay	2
Delayed Dispatch / Attendance	2
Treatment / Care	1

Triage / Call Management	1
August	
Delayed Dispatch / Attendance	3
Triage / Call Management	3
September	
Delayed Dispatch / Attendance	1
Staff Conduct	1
Treatment / Care	5
October	
Incident affecting Trust	1
November	
Delayed Dispatch / Attendance	4
EOC Systems	1
Incident affecting Patient/Service User	1
Treatment / Care	5
December	
Delayed Dispatch / Attendance	5
Power/ Systems failure	1
Triage / Call Management	2

2019

January	
Delayed Dispatch / Attendance	5
Non-Conveyance / Condition deteriorated	1
Treatment / Care	2
Triage / Call management	4
February	
Call Answer Delay	1
Delayed Dispatch / Attendance	5
Non-Conveyance / Condition deteriorated	1
Treatment / Care	1
March	
Call Answer Delay	1
Delayed Dispatch / Attendance	6
Staff Conduct	1
Triage / Call management	3
April	
Delayed Dispatch / Attendance	7

OOH/111/GP Concerns	1
Other (Please state)	1
Staff Conduct	1
Treatment / Care	1
Triage / Call management	3
May	
Delayed Dispatch / Attendance	4
Medication Incident	1
Triage / Call management	1
June	
Delayed Dispatch / Attendance	7
RTC/RTA	1
Staff Conduct	2
Treatment / Care	4
July	
Delayed Dispatch / Attendance	5
Non-Conveyance / Condition deteriorated	1
Other (Please state)	2
RTC/RTA	1
Staff Conduct	2
Triage / Call management	1
August	
Delayed Dispatch / Attendance	4
Other (Please state)	2
Staff Conduct	1
Treatment / Care	2
Triage / Call management	1
September	
Delayed Dispatch / Attendance	4
Information Governance Breach	1
Staff Conduct	1
Triage / Call management	3
October	
Delayed Dispatch / Attendance	4
Staff Conduct	1
Treatment / Care	2
Triage / Call management	1
November	
Delayed Dispatch / Attendance	5
Non-Conveyance / Condition deteriorated	1

Staff Conduct	1
Treatment / Care	1

2. Reasons for each serious incident categorised at a high level (redacting any patient identifiable or personal information such as names of staff etc in order for it to be released publicly) including deaths

This is broken down by category in question 1

3. The actions taken as a result of each incident, i.e. disciplinary procedure, lessons learnt or new protocol put in place.

Individual action plans are put in to place following investigations from each serious incident. To extract this information would mean going through each individual record and redacting all personal information which would exceed 18hours and would therefore fall under Section 12- FOI (Appropriate limit and fees) Regulations 2004

Serious Incidents: events in health care where the potential for learning is so great, or the consequences to patients, families and carers, staff or organisations are so significant, that they warrant using additional resources to mount a comprehensive response. Serious Incidents include an act or omission that results in; unexpected or avoidable death, unexpected or avoidable injury resulting in serious harm (including those where the injury required treatment to prevent death or serious harm).

Please note that the raising of a Serious Incident does not in itself indicate harm. 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

Yours sincerely

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