



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

Date 7th January 2020

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/19/12/08.

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

1. How many complaints have been made from patients or their families regarding the delay of an ambulance in the last five calendar years at your Trust – 2015, 2016, 2017, 2018 and 2019?

Please see table below showing the total complaints for each year categorised as 'timeliness'. Please also see total number of incidents responded to during same periods:

Year	Total	Incidents
2015	116	650607
2016	180	648792
2017	357	607031
2018	314	673796
2019	257*	642088**

*This data is up to 9th December 2019

**This data is up to and including 30th November

2. How much overtime has been paid to ambulance staff at your Trust in the last two calendar years – 2018 + 2019? Please break this answer down into monthly figures.

Please see table below:

Month	2018 Cost	2019 Cost
January	£599,192	£521,907
February	£607,883	£572,205
March	£620,848	£663,654
April	£857,265	£865,348
May	£900,611	£661,161
June	£696,618	£674,350

July	£619,634	£692,952
August	£855,484	£615,495
September	£654,333	£718,009
October	£794,006	£731,241
November	£721,726	£750,515
December	£699,387	N/A

Please note values are rounded to the nearest £1

3. What is the total number of staff employed by the Trust?

As of 30th November 2019 – 4034 headcount (3710.38 FTE)

What was the total number of days sick taken in 2018 + 2019 amongst all staff?

Please see table below showing the total number of full-time equivalent days sickness absence for all staff:

Year	Total FTE Days Sickness
2018	57,668.76
2019*	66,376.74

*This data is up to and including 30th November 2019

What was the cost to the business resulting from these days sick (sickness pay / agency fees etc)?

Please see table below, please note this is an *estimated* cost only:

Year	Estimated Cost (Sickness Pay)
2018	£4,732,000
2019*	£5,520,850

*This data is up to and including 30th November 2019

4. How many vacancies for ambulance staff does your Trust have at present?

Vacancies for ambulance staff at 30th November 19 – 40.01 FTE, 1.92%

5. How many Serious Incidents did your Trust have within the previous two years – 2018+2019.

Please see table below:

Year	Total
2018	102
2019*	111

*This data is up to and including 30th November 2019

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