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19th February 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/02/12.

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

I was wondering whether you could please confirm:

- the number of individuals SECamb have recognised as frequent callers in the period of either 2018 or 2019, or both if you have the stats!!

In 2018/19 the Trust identified 2,471 new frequent callers who met our criteria.

* A frequent caller is defined by the Ambulance Service Frequent Caller National Network as: 'Someone aged 18 or over who makes 5 or more emergency calls related to individual episodes of care in a month, or 12 or more calls in a 3-month period from a private dwelling.'

- the total number of calls from frequent callers in the same time frames

2017/18 - 39,934 calls
2018/19 – 32,958 calls

*Please note that these figures are for emergency calls coded as a response (ambulance attended) or a hear & treat (call resolved over the telephone). These totals do not include calls coded as a 'duplicate' or calls received from health care professionals

- if you have the info, the cost that this has on the service.

In 2018/19 the cost to the service equated to a conservative figure of £4,407,696.00. This figure has been reached by calculating the number of incidents generated by frequent callers on a quarterly basis. These costs are based on the tariff that we as a provider of emergency care are able to recover from the local NHS Clinical Commissioning Groups to provide this service.

2018/19	Cost
Q1	£1,122,696.00
Q2	£1,119,684.00
Q3	£1,113,816.00
Q4	£1,051,500.00
Total	£4,407,696.00

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