



DATE 30 August 2023

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 12385-23

Subject: Altnagelvin Ambulances

Request: **Date Received:** 14 June 2023
Date of Monitoring: 15 June 2023

Thank you for your request for information received on 14 June 2023 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. NIAS would fully apologise for the delay in issuing a response to your request.

Question 1

On Friday 9th June why was Altnagelvin left without A+E ambulance cover from 0730 to 1430? What measures were put in place to address this? And why were no crews diverted to Altnagelvin?

Answer 1

On Friday 9th June 2023 we had planned a total of three operational day crews as follows

1 x 07:30hrs – 19:30hrs
1 x 08:00hrs – 20:00hrs
1 x 08:30hrs – 20:30hrs

Unfortunately, due to unforeseen staff sickness and staff personal circumstances the staff planned on the above crews were absent.

Every effort was made to cover the vacant shifts using both overtime and Bank staff.

At 08:00hrs we had a Rapid Response Paramedic on duty at Altnagelvin and a further two Operational Managers who were available to respond.

Whilst it was not possible to reallocate crews from other Stations in advance of the shift start time, crews were dynamically redeployed from across the Division as and when there was availability.



Question 2

How many occasions over the past 3 months has Altnagelvin been left:

- a) with 0 A+E ambulance crews
- b) with only A+E 1 ambulance crew

Answer 2

During May, June and July there has/have been.

- a. One occasion on which planned cover levels fell to zero. This occurred on a night shift between 00:00hrs and 07:30hrs.
- b. Six occasions on which planned cover has fallen to one crew. These have all been on night duty either between 00:00hrs and 07:30hrs or 02:00hrs and 07:30hrs.

Question 3

Over the past 3 months what percentage of 999 calls in the Derry city area have been responded to by A+E ambulances based in Altnagelvin?

Answer 3

Please see attached spreadsheet

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: [Information Commissioner's Office \(ICO\)](#)
Post: Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team