



12 October 2023

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 17777-23
Subject: Mental Health Related Incidents – 2019/2020, 2022/2023
Date Received: 14/08/2023
Date of Monitoring: 15/08/2023

Thank you for your request for information received on 14 August 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.

Questions:

Please provide the following information for 2019-2020 and 2022-2023, broken down by operational area.

1. Number of calls taken for mental health related incidents.
2. No of mental health related calls which an ambulance was dispatched to.
3. No of mental health patients transported to a hospital ED.
4. Average waiting times at hospital ED.
5. In relation to the operation of the Multi-Agency Triage Team (MATT) pilot in the Belfast and South Eastern Trusts – how many mental health related calls that received a MATT from NIAS were a) transported to ED and b) treated/referred onwards at the scene without needing ED input.

Answers:

1. Number of calls taken for mental health related incidents.

Data is based of the total calls that match the Mental health criteria

| Financial Year | No of calls |
|----------------|-------------|
| 2019-20 | 3220 |

| | |
|--------|------|
| Jan-20 | 998 |
| Feb-20 | 1072 |

Northern Ireland Ambulance Service Health & Social Care Trust

Headquarters, Site 30 Knockbracken Healthcare Park, Saintfield Road, Belfast BT8 8SG

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| | |
|----------------|--------------|
| Mar-20 | 961 |
| 2022-23 | 14098 |
| Apr-22 | 1074 |
| May-22 | 1298 |
| Jun-22 | 1242 |
| Jul-22 | 1354 |
| Aug-22 | 1322 |
| Sep-22 | 1218 |
| Oct-22 | 1215 |
| Nov-22 | 1131 |
| Dec-22 | 987 |
| Jan-23 | 978 |
| Feb-23 | 1044 |
| Mar-23 | 1235 |

2. Number of mental health related calls which an ambulance was dispatched to.

Data is for total mental health calls with a response

| Financial Year | No of calls |
|----------------|-------------|
| 2019-20 | 2375 |
| Jan-20 | 787 |
| Feb-20 | 853 |
| Mar-20 | 735 |
| 2022-23 | 9904 |
| Apr-22 | 778 |
| May-22 | 984 |
| Jun-22 | 851 |
| Jul-22 | 927 |
| Aug-22 | 958 |
| Sep-22 | 864 |
| Oct-22 | 771 |
| Nov-22 | 815 |
| Dec-22 | 582 |
| Jan-23 | 704 |

| | |
|--------|-----|
| Feb-23 | 800 |
| Mar-23 | 870 |

3. Number of mental health patients transported to a hospital ED.

Data is for total mental health calls conveyed to hospital

| Financial Year | No of calls |
|----------------|-------------|
| 2019-20 | 1869 |
| January | 629 |
| February | 671 |
| March | 569 |
| 2022-23 | 7297 |
| January | 527 |
| February | 601 |
| March | 625 |
| April | 611 |
| May | 725 |
| June | 638 |
| July | 637 |
| August | 684 |
| September | 655 |
| October | 554 |
| November | 633 |
| December | 407 |

4. Average waiting times at hospital ED. *Average waiting times is the time between resource arrival at hospital to Patient handover time*

| Financial Year | Average waiting time |
|----------------|----------------------|
| 2019-20 | 01:06:58 |
| Jan-20 | 00:40:28 |
| Feb-20 | 02:02:26 |
| Mar-20 | 00:32:58 |
| 2022-23 | 01:59:42 |

| | |
|--------|----------|
| Apr-22 | 03:05:08 |
| May-22 | 01:01:00 |
| Jun-22 | 02:14:56 |
| Jul-22 | 02:02:39 |
| Aug-22 | 03:00:31 |
| Sep-22 | 02:13:19 |
| Oct-22 | 03:33:41 |
| Nov-22 | 01:08:58 |
| Dec-22 | 01:19:34 |
| Jan-23 | 01:01:08 |
| Feb-23 | 01:12:48 |
| Mar-23 | 01:56:07 |

5. NIAS do not hold this information, the MATT Service would hold this type of information.

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: ni@ico.org.uk
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