



4 August 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 36309-25

Subject: This FOI request seeks data on Northern Ireland Ambulance Service complaints and compensation related to service failures, including those potentially contributing to patient deaths.

Date Received: 27/02/2025

Date of Monitoring: 28/02/2025

Thank you for your request for information received on 27th February 2025 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.

FOI QUESTION(S)	ANSWER(S)
1. Please provide the total number of formal complaints received by the Northern Ireland Ambulance Service Health and Social Care Trust regarding ambulance journeys for each of the following financial years: 2021/22, 2022/23, 2023/24 to date]. Please provide a breakdown of these complaints by category, including but not limited to:	Please refer to the attached document entitled FOI 36309-25 Supplementary Material
I. Response time delays	Please refer to the attached document entitled FOI 36309-25 Supplementary Material
II. Inappropriate treatment	
II. Staff conduct	
V. Vehicle issues 18/06/2025	
V. Other (please specify)	
2. Fatalities and Compensation: Please provide the number of cases where the Northern Ireland Ambulance Service Health and Social Care Trust has	Complaints Investigations: 2021/22 – <5 2022/23 – <5 2023/24 – <5



<p>investigated or acknowledged a potential failure in service that may have contributed to the death of a patient during or following an ambulance journey for each of the same financial years: 2021/22, 2022/23, 2023/24 to date].</p>	<p>2024/25 – <5</p> <p>Serious Adverse Incident Reviews: 2021/22 - 16 2022/23 - 28 2023/24 - 30 2024/25 – 27</p>
<p>I. Please provide the number of those cases where compensation was paid to the deceased persons family or estate.</p>	<p>For complaints and Serious Incident Reviews received, where the Northern Ireland Ambulance Service Health and Social Care Trust has investigated or acknowledged a potential failure in service that may have contributed to the death of a patient during or following an ambulance journey, to date, no compensation has been paid.</p> <p>If a patient or someone acting on their behalf wishes to receive financial recompensate then this will fall under a medical negligence claim ie when a substandard care leads to patient harm of fatality. The data below is based on the date of the incident and those remain active at present.</p> <p>Medical Negligence Claims 2021/22: <5 (Ongoing) 2022/23 <5 (Ongoing) 2023/24 <5 (Ongoing) 2024/25 @£18,000*</p> <p>*(This incident occurred in 2020/21, however, financial recompensate was only agreed in 2024/2025 year)</p>
<p>II. Please provide the total amount of compensation paid out in these cases for each of the specified financial years.</p>	<p>As above.</p>
<p>II. Please provide the number of open or ongoing investigations into potential ambulance service failures related to patient deaths.</p>	<p>For complaints received that have transferred into the NIAS Serious Adverse Incident procedure, 2 are ongoing.</p>

The Trust has a duty to protect patient confidentiality, in line with this duty the figure <5 has been provided where the figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has taken into account the nature of the questions being asked. In addition the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the 'world at large' and will be published on the Trust website.

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:

Email: ni@ico.org.uk
Website: [ICO Website](#)
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 @ <https://nias.hscni.net> 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