



24 March 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 36220-25

Subject: Serious Adverse Incidents (SAIs) and Complaints attributed to Independent Ambulance Services

Date Received: 19/02/2025

Thank you for your request for information received on 19 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. The Trust would apologise for the delay in the provision of a response.

FOI QUESTION(S)	ANSWER(S)						
<p>1. Could the Northern Ireland Ambulance Service provide a breakdown of the numbers of Datixs for Adverse or practice/performance related Incidents, including more specifically incorporating the number of Serious Adverse Incidents (SAI) & also the number of Complaints received attributable to Independent Ambulance Service (IAS) Contractors for the period 1st January 2023 - 31st May 2023 please.</p>	<p>The number of adverse incidents reported on Datix, any relevant SAIs and complaints received which relate to Independent Ambulance Service providers within the specified timeframe are as follows:</p> <table border="1"> <tr> <td>Adverse Incidents</td> <td>5</td> </tr> <tr> <td>SAIs</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td><5</td> </tr> </table>	Adverse Incidents	5	SAIs	0	Complaints	<5
Adverse Incidents	5						
SAIs	0						
Complaints	<5						
<p>2. Could the Northern Ireland Ambulance Service provide a breakdown of the numbers of Datixs for Adverse or practice/performance related Incidents, including more specifically incorporating the number of Serious Adverse Incidents (SAI) & also the number of Complaints received attributable to Independent Ambulance Service (IAS) Contractors for the period 1st June 2023 - 31st December 2023 please.</p>	<p>The number of adverse incidents reported on Datix, any relevant SAIs and complaints received which relate to Independent Ambulance Service providers within the specified timeframe are as follows:</p> <table border="1"> <tr> <td>Adverse Incidents</td> <td>9</td> </tr> <tr> <td>SAIs</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td>15</td> </tr> </table>	Adverse Incidents	9	SAIs	0	Complaints	15
Adverse Incidents	9						
SAIs	0						
Complaints	15						
<p>3. Could the Northern Ireland Ambulance Service provide a breakdown of the numbers of Datixs for Adverse or practice/performance related Incidents, including more specifically incorporating the number of Serious Adverse Incidents (SAI) & also the number of Complaints received attributable to Independent Ambulance Service (IAS) Contractors for the period 1st January 2024 - 31st May 2024 please.</p>	<p>The number of adverse incidents reported on Datix, any relevant SAIs and complaints received which relate to Independent Ambulance Service providers within the specified timeframe are as follows:</p> <table border="1"> <tr> <td>Adverse Incidents</td> <td>23</td> </tr> <tr> <td>SAIs</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td>6</td> </tr> </table>	Adverse Incidents	23	SAIs	0	Complaints	6
Adverse Incidents	23						
SAIs	0						
Complaints	6						
<p>4. Could the Northern Ireland Ambulance Service provide a breakdown of the numbers of Datixs</p>	<p>The number of adverse incidents reported on Datix, any relevant SAIs and complaints</p>						



<p>for Adverse or practice/performance related Incidents, including more specifically incorporating the number of Serious Adverse Incidents (SAI) & also the number of Complaints received attributable to Independent Ambulance Service (IAS) Contractors for the period 1st June 2024 - 31st December 2024 please.</p>	<p>received which relate to Independent Ambulance Service providers within the specified timeframe are as follows:</p> <table border="1" data-bbox="911 360 1422 472"> <tr> <td>Adverse Incidents</td> <td>21</td> </tr> <tr> <td>SAIs</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td>9</td> </tr> </table>	Adverse Incidents	21	SAIs	0	Complaints	9
Adverse Incidents	21						
SAIs	0						
Complaints	9						
<p>5. Could the Northern Ireland Ambulance Service provide a breakdown of the numbers of Datixs for Adverse or practice/performance related Incidents, including more specifically incorporating the number of Serious Adverse Incidents (SAI) & also the number of Complaints received attributable to Independent Ambulance Service (IAS) Contractors for the period 1st January 2025 - 31st January 2025 please.</p>	<p>The number of adverse incidents reported on Datix, any relevant SAIs and complaints received which relate to Independent Ambulance Service providers within the specified timeframe are as follows:</p> <table border="1" data-bbox="911 696 1422 808"> <tr> <td>Adverse Incidents</td> <td><5</td> </tr> <tr> <td>SAIs</td> <td>0</td> </tr> <tr> <td>Complaints</td> <td><5</td> </tr> </table>	Adverse Incidents	<5	SAIs	0	Complaints	<5
Adverse Incidents	<5						
SAIs	0						
Complaints	<5						

The Trust has a duty to protect patient/service user/staff 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 specific of the questions being asked and the number of independent providers used by NIAS, along with the geographical area covered. 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

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.